

**Washington Metropolitan Area Transportation Authority
Board Action/Information Summary**

<input checked="" type="checkbox"/> Action <input type="checkbox"/> Information	MEAD Number: 100001	Resolution: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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PURPOSE

To obtain Board approval to further enhance customer information levels by modifying CHK America's contract for the provision of bus maps.

DESCRIPTION

As part of the Bus Enhancement Program, the Board of Directors approved MEAD 78779 in August 2004, to initiate a comprehensive program to improve the communicate of information between the bus and rail service for the riding public. The program included the design, fabrication and update of site-specific maps in the Mertorail Station Mezzanines and WMATA-owned Bus Shelters throughout the Metropolitan Area to assist the riding public with pertinent information of bus routes and rail to bus transfers and visa versa.

The Bus Enhancement Program has resulted in the installation of approximately 950 site-specific bus maps at Metrorail station mezzanines and Metro bus shelters. These maps are customized and highlight routes that serve a particular Metrorail station or bus stop. The maps include a sub-regional bus system map, a directory of bus service at the station or at a bus bay/stop, and a bus bay/stop location map.

Contract CO5074 was competitively procured and an award was made to CHK America in a total amount of \$1.4 million. The contract provides for one base year period and three one-year options; the contract is currently in its second option year. Due to the opening of the newly constructed National Harbor and the Washington National Stadium modification to the Metrorail system, changes to the bus routes were necessary. As a result, new bus shelters were installed and updating and repair of existing bus maps were required to reflect the changes in the bus routes. In addition, for emergency purposes, staff recommended providing emergency evacuation maps of available service from each particular Metrorail station to other destinations for distribution at each station. To accomplish the aforementioned, the cost is estimated in the range of \$750,000 for FY08.

This action seeks authority to modify CHK America's contract to provide for the following:

- Provide PDFs of up to 633 additional maps for new shelters being installed by the District of Columbia.
- Replace and update neighborhood maps in Metrorail stations to include adjacent bus service information. These maps are the originals and contain outdated information.
- Introduce alternative Metrobus service maps to support Metro staff in responding to customer inquiries during major incidents and events adjacent to Metrorail stations.
- Repair and upgrade the existing bus maps to reflect recent service adjustments.

FUNDING IMPACT

	Capital Budget 2008
Budget	\$ 850,000
This Action	\$ 750,000
Prior Approval	\$ 100,000
Remaining Balance	\$ 0

RECOMMENDATION

That the Board authorize modification of CHK America's bus map contract in an amount not to exceed \$750,000, subject to the availability of Metro Matters funds.