

**ATTACHEMENT “A”  
TASK WORK ORDER  
ITS GENERAL CONSULTANT  
STATEWIDE 511 IMPLEMENTATION PLAN**

**TASK WORK ORDER AUTHORIZATION NO.:** 6  
**DEPARTMENT TASK MANAGER:** Gene Glotzbach  
**TASK WORK ORDER AUTHORIZED AMOUNT:** \$86,300

**PURPOSE**

This work order details the tasks involved in developing a 511 implementation plan for the state of Florida with Florida DOT as the lead agency. The implementation plan will provide guidelines for implementing 511 services within Florida.

**BACKGROUND**

On July 21, 2000, the Federal Communications Commission assigned the 511 abbreviated dialing code on a national basis for the provision of transportation information. Further, the FCC ruling has left it to state and local transportation agencies, telecommunications carriers and regulators to determine the appropriate courses of action to make these services available.

**WORK TASKS TO BE PERFORMED**

*Kickoff Meeting:* meeting with all involved parties to review current 511 knowledge and identify steps to develop implementation plan, review project schedule

*Review of 511 Implementations in Other States:* document 511 implementations that have occurred in other regions of the country, identify lessons learned and identify methods and technologies that may be useful in Florida

*Identify and Analyze Existing Transportation Information Answering Points (TIAP's):* analysis of existing TIAP's, to include identifying technologies implemented and system ownership; identify lessons learned by agencies that have already implemented TIAP's

*Analyze Existing Telecommunications Environment:* detailed analysis of the existing telecommunications infrastructure including the Public Service Commission, wireline carriers, and wireless carriers

*Partnership Development:* work with Public Service Commission (PSC) to identify their planned involvement, identify and contact state telephone associations and understand the various carriers operating within Florida, coordinate with other agencies to obtain “approval” to lead effort within state, may utilize ITS Florida to facilitate; also support FDOT in securing 511 for the SunGuide ATIS in SE Florida and for FDOT’s “ownership” of the number statewide

*Statewide and Regional Business Models:* establish a vision of what 511 will become in Florida, provide regional breakdown of 511 answering points and services to be provided, may utilize ITS Florida to facilitate

*Implementation Plan:* contingent upon business models, develop a plan to implement 511 in Florida, requires close coordination with Districts and other agencies in addition to fitting within other ATIS projects and corridor design criteria packages

*Grant Applications:* develop an application(s) for the 511 implementation assistance grant from U.S. DOT that is scheduled to be announced this fall.

**DELIVERABLES**

- Whitepaper detailing 511 Implementations in Other States
- Summary of Existing Transportation Information Answering Points
- Technical Memorandum detailing Existing Telecommunications Analysis
- Statewide 511 Business Model
- Regional 511 Business Models
- Statewide 511 Implementation Plan
- Grant Applications (as appropriate)

**SCHEDULE**

The major milestones for the project are as follows:

<b>Task</b>	<b>Start Date</b>	<b>Finish Date</b>
1. Kick-off Meeting	8/01/01*	
2. Review of 511 Implementation in Other States	8/01/01	9/07/01
3. Identify and Analyze existing phone services in Florida	8/01/01	9/07/01
4. Analyze existing telecommunications environment	8/01/01	9/21/01
5. Partnership Development	8/01/01	12/21/01
6. Statewide and Regional Business Models	9/24/01	12/21/01
7. Statewide Implementation Plan	9/24/01	12/21/01
8. Grant Applications	9/24/01	12/21/01

\* meeting date and time to be determined.

**REIMBURSEMENT METHOD**

The compensation for this task work order will be the Maximum-Limiting Amount method in accordance with the consultant agreement. The consultant shall invoice for services performed under this task assignment by individual staff hours for approved staff and authorized expenses. An estimate of the work effort and fee is provided in Exhibit 1.

## **STAFFING**

The following staffing are authorized to charge to this task work order at the direct salary rates identified for unloaded rates below plus multipliers or loaded rates as specified in the contract and in accordance with all other provisions of the contract.

Eli Sherer, PBS&J, Senior Engineer (Task Manager)  
Bob McQueen, PBS&J, Principal, (Quality Assurance)  
Terrel Shaw, PBS&J, Senior Engineer  
Rick Schuman, PBS&J, Senior Engineer  
Joe Scheurger, PBS&J, Senior Engineer  
Mohammed Hadi, PBS&J, Project Manager  
Kevin Palmer, PBS&J, Project Manager  
Purvi Shah, PBS&J, Project Engineer  
Tim Smith, PBS&J, Technician  
Patty Fields, PBS&J, Technician  
Pamela Clark, PBS&J, Technician  
Heather Stephens, PBS&J, Clerical