

# *Outsourcing ITS*

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Presented by:

Bayne E. Smith, P.E.  
National ITS Director  
URS Corporation



DOT's have a long history of outsourcing....

- Construction
- Maintenance
- Consulting Services for Planning & Design

# *ITS Operations & Maintenance Outsourcing*

## *Typical services outsourced*

- TMC operations
- Service patrols
- ITS device maintenance and repairs
- Software and support services
- Traveler Information Systems / 511

# Why Outsource?

- Agency Restrictions
  - Legislative restraints / position caps
  - Agency downsizing
- Flexibility
  - Fluctuations in staffing levels
  - Specialized talent
  - Expertise and experience
- Recruitment
  - Reduce hiring time
  - Broaden area of recruitment
- Funding

# *Agency Concerns*

- Cost
- Concern for loss of control
- Transition
- Benefit & pay differentials
- Mixing of resources
- Supervision
- Responsibility

## *Making the decision*

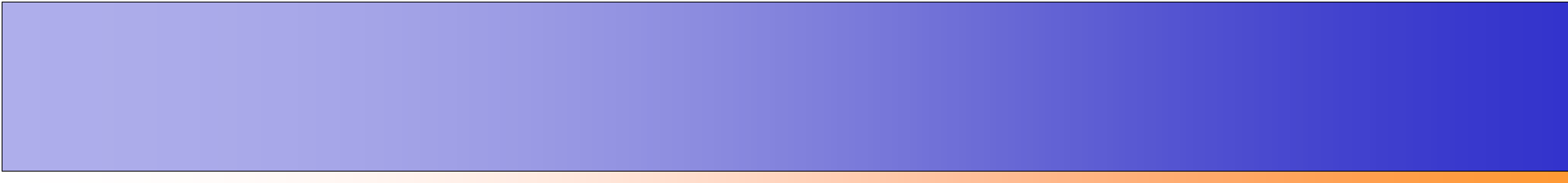
- *Does the agency have an adequate number of available positions to operate and/or maintain your system?*
- *Can your agency recruit and retain personnel with the necessary skills to operate and/or maintain your system?*
- *Does the agency have a funding source to sustain contracted operations for a reasonable period of time (2-3 years)?*
- *Can the agency clearly define the requirements for the contracted services?*

## *Contract Considerations*

- **Consultant Selection**
  - Qualifications, price or both
- **Contract Terms**
  - Allow flexibility in scope
  - Be reasonable in contract requirements
  - Consider performance requirements
  - Contract incentives

## *Lessons Learned*

- Recruitment
  - Targeted recruitment / quicker hiring (firing)
  - Lower turnover
- Pay / Benefits
- Improved morale and retention
- Increased Flexibility
  - Part-time / Overtime
  - Supplemental resources



# Q&A