



Transportation Committee

January 28, 2008

Contract Renewal with MyTransitPlus, Inc., for Private Call Answering Center Services

Issue: Whether to approve a one year contract extension for private call answering center services regarding the fixed call boxes and to extend and consolidate the additional text telephone (TTY) bike trail and roadside assistance services under a similar contract timeframe. The contract effective date would be May 1, 2009.

Recommendation: That the Transportation Committee recommend that the Board authorize the Executive Director to enter into a contract extension that also extends the timeframe for services through two supporting amendments. The action would consolidate the services for fixed call box calls, the TTY bike trail calls, and the road assistance calls into a consistent contract period running between May 1, 2009, and July 31, 2010.

Discussion: This contract is up for renewal, and two contract amendments are expiring soon. Capitol Valley SAFE (CVRS) currently contracts with the MyTransitPlus, Inc., for call answering services for its fixed highway call boxes, TTY (only) Bike Trail Call boxes, and for the upcoming Roadside Assistance (Mobile Call Box) program. The latter two services were amendments to the original agreement and expire on April 30, 2009 and the fixed services agreement expires July 31, 2009.

CVRS has the option of renewing the contract with MyTransitPlus, Inc., earlier than the overall contract for two separate one-year terms. The term of the original agreement for the call answering services was three years from the August 1, 2006, Phase II start date, to July 31, 2009.

The majority of all the call box calls in California are now answered by private call answering centers, because the cost is significantly lower than using California Highway Patrol (CHP) dispatchers. CVRS has saved upwards of \$240,000 per year by using a private call answer center. Last year, mainly for safety reason, CVRS contracted the call center to handle the TTY specific calls that come through via the Bike Trail call boxes. In November 2008, CVRS received approval to implement a new service, Roadside Assistance, that allows motorists to use their cell phones via 511 to contact the call center in order to obtain roadside assistance. We hope to have this program operational in March 2009.

The amount of the contract, for the 15-month term, is estimated to be between \$60,000 and \$70,000, depending on the call volume. See contract attachment.

Approved by:

Mike McKeever
Executive Director

MM:DG:gg
Attachment

Key Staff: Matt Carpenter, Director of Transportation Planning, (916) 340-6276
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AMENDMENT NO. 3
AGREEMENT FOR CALLBOX ANSWERING CENTER SERVICES
BETWEEN THE
CAPITOL VALLEY REGIONAL SERVICE AUTHORITY FOR FREEWAY AND
EXPRESSWAYS
AND
MYTRANSIT PLUS, INC.

This Amendment No. 3 to the October 1, 2005, Agreement for Callbox Answering Center Services (“Agreement”) between the Capitol Valley Regional Service Authority for Freeways and Expressways (“CVRS”) and MyTransitPlus, Inc. (“Contractor”) is entered into effective May 1, 2009.

WHEREAS, the original term of the Agreement provides for callbox answering center services for fixed call boxes through July 31, 2009; and

WHEREAS, the parties have entered into Amendment #1 to the Agreement, providing for additional callbox answering center services for Bike Trail TTY calls through April 30, 2009; and

WHEREAS, the parties have entered into Amendment #2 to the Agreement, providing for additional callbox answering center services for Roadside Assistance calls, referred to as “Mobile Call Box calls,” through April 30, 2009; and

WHEREAS, the Agreement permits CVRS to renew this contract for two one-year extensions; and

WHEREAS, CVRS has provided appropriate notice that it wishes to renew the Agreement for the first one-year extension, to extend the Agreement through July 31, 2010.

NOW, THEREFORE, CVRS and Contractor agree as follows:

1. The term of the Agreement is extended through July 31, 2010.

2. Callbox Answering Center Services for Fixed Call Boxes:

The Compensation and Payment Schedule (Attachment "B") is amended to state that effective August 1, 2009 through July 31, 2010, call rates for Fixed Call Boxes shall be \$2.40 per call box call, and \$2.50 per call for TTY calls.

3. Callbox Answering Center Services for Bike Trail Text Telephone (TTY) Calls:

The Compensation and Payment Schedule (Attachment "B") is amended to state effective May 1, 2009 through July 31, 2010, for Bike Trail Text Telephone Calls, the minimum monthly fee of \$750 shall continue and the TTY call rate will be \$3.50 per call. The TTY rate per call is based on Contractors proposal that calls take shall take no more than 15% longer than a fixed call box call. Should a call time extend past that, the per-call rate will be pro-rated.

4. Callbox Answering Center Services for Roadside Assistance Calls

The Compensation and Payment Schedule (Attachment "B") is amended to state that effective May 1, 2009 through July 31, 2010, call rates for Roadside Assistance Calls from cellular phones via SACOG's 511 system (also called Mobile Call Box Calls) will be \$2.50 per call and there will be a minimum monthly fee of \$750. The areas of coverage for such calls shall be limited to regions under the jurisdiction of the Stockton, Sacramento, Chico, and Truckee CHP Communications Centers.

5. Cost for Connectivity for Datalink Services

The total cost for Datalink services with the Sacramento CHP Communication Center will be \$5,000 annually.

6. Except as expressly amended herein, all terms and conditions of the Agreement shall remain in full force and effect.

IN WITNESS WHEREOF, THE PARTIES HAVE ENTERED INTO THIS AGREEMENT AS OF THE DATE HEREIN ABOVE APPEARING:

**CAPITOL VALLEY REGIONAL SERVICE AUTHORITY FOR
FREEWAYS AND EXPRESSWAYS**

MIKE MCKEEVER
CVRS, Executive Director

APPROVED AS TO FORM:

MILLER, OWEN & TROST
Legal Counsel to SACOG

RECOMMENDED BY:

KAREN L. WILCOX
Director of Finance

MYTRANSITPLUS, INC.:

DIRK SCHNIEDERMEIER
Chief Technology Office