



CVR - SAFE Committee
Meeting Date: 4/5/2018
Agenda Item No.: 2018-April-4.

Subject: Change of Call Box Call Answering Service Provider (Estimated time: 0 minutes)

Receive and File

Prepared by: Barbara VaughanBechtold

Approved by: Matt Carpenter

Attachments: No

1. Issue:

The current Capitol Valley Regional Service Authority for Freeways and Expressways (CVR-SAFE) call box answering service provider, Keolis Transit Services, LLC, is divesting itself from the call box business. Keolis has found a partner, AAMCOM, LLC, that has agreed to be assigned the existing CVR-SAFE call box call answering contract in its current form for the remaining duration of the contract.

2. Recommendation:

None; this item is for information only.

3. Background/Analysis:

Keolis Transit Services, LLC (Keolis) notified the CVR-SAFE of the company's intent to divest itself of its call box business in early March 2018. Keolis has found a partner, AAMCOM, LLC (AAMCOM), that has agreed to be assigned the existing contract Keolis has with CVR-SAFE to answer both roadside and mobile call box (511 Roadside Assistance) calls. Following discussions with Keolis management and CVR-SAFE legal counsel it was found that switching these services over to AAMCOM would not harm the quality of the call box call answering services provided, and would require only a simple contract amendment changing the name of the provider.

AAMCOM, an experienced operator of California call box contracts, agreed to assume the contract and perform the call box services under the contract in accordance with its existing terms. AAMCOM has provided call center services for over fourteen years and currently provides services for 4,600 call boxes. AAMCOM helped to pioneer the mobile call box system which has evolved into 511 Motorist Aid. AAMCOM and Keolis recently worked closely to transition SANDAG call box and motorist aid call answering.

4. Discussion/Analysis:

Keolis has assured CVR-SAFE that they will work very closely with AAMCOM and CVR-SAFE to ensure a seamless transition, as well as roadside and mobile call box users. Keolis will continue to perform the services under the current call box answering contract until CVR-SAFE, Keolis, and AAMCOM reach an agreement on the transfer date for the contract. After the transfer date, AAMCOM will continue to perform the services under the existing contract for the duration of that contract through June 30, 2021.

5. Fiscal Impact/Grant Information:

There is no fiscal impact to SACOG's operating budget, as CVR-SAFE is an enterprise program fully supported by the revenues generated through vehicle registration fees.

Switching call box call answering contractors will have no fiscal impact on the CVR-SAFE budget. The new call box call answering provider, AAMCOM, will provide the same roadside and mobile call box call answering services at the same rates for the remaining duration of the current contract through June 30, 2021.