



February 4, 2019

To: Regional Planning and Highways Committee

From: Darrell E. Johnson, Chief Executive Officer *[Handwritten signature: Kenneth Priya for]*

Subject: Cooperative Agreement with the San Bernardino County Transportation Authority and the Riverside County Transportation Commission for Call Box Call Center Services

Overview

The Orange County Transportation Authority, acting as the Orange County Service Authority for Freeway Emergencies, operates a system of call boxes along the freeways in Orange County. Through a competitively procured agreement, a vendor answers calls from the freeway call boxes and motorist assistance calls from the 511 system. The Orange County Transportation Authority and the Riverside County Transportation Commission entered into a cooperative agreement with the San Bernardino County Transportation Authority to participate in a joint call box call answering center. The current agreement expires March 31, 2019. Execution of a new cooperative agreement is necessary to continue participation in the joint call box call center.

Recommendation

Authorize the Chief Executive Officer to negotiate and execute Cooperative Agreement No. C-9-0955 with the Riverside County Transportation Commission and the San Bernardino County Transportation Authority, in the amount of \$850,000, for reimbursement of call answering center services associated with the freeway call box and 511 motorist assistance services, effective April 1, 2019 through June 30, 2029.

Discussion

The Orange County Service Authority for Freeway Emergencies (SAFE) operates a system of call boxes on Orange County freeways. The call box system includes 407 call boxes spaced at approximate two-mile intervals on all freeways, toll roads, and major state highways such as Carbon Canyon Road, Ortega Highway, and Santiago Canyon Road. Orange County SAFE contracts for call answering, maintenance, and cellular services for the call box program.

In 2011, the Orange County Transportation Authority (OCTA) entered into a cooperative agreement with the Riverside County Transportation Commission (RCTC) and the San Bernardino Associated Governments, now known as the San Bernardino County Transportation Authority (SBCTA), for call box call answering center (CAC) services. As presented in the SAFE Annual Report to the Board of Directors, call box call volumes have decreased year over year. Because this has been the same experience in all three counties, the three agencies entered into an agreement to combine CAC services to help keep the cost per call low by sharing overhead expenses and efficiently using/sharing call operators among the three programs. The current cooperative agreement expires on March 31, 2019.

As the lead agency, SBCTA initiated a competitive procurement for call box and 511 motorist assistance call answering services following SBCTA procurement guidelines. OCTA and RCTC staff participated on the evaluation committee to select a CAC service vendor. SBCTA is currently negotiating an agreement with the selected CAC service vendor. The SBCTA call center agreement with the selected vendor will be for five years with five one-year options. Execution of a new cooperative agreement with the SBCTA is necessary to continue participation in the joint call box and 511 motorist assistance call center. The cooperative agreement with SBCTA will be for ten years, to cover the entire term, including options. OCTA and RCTC will reimburse SBCTA for their share of call center costs, based on the number of calls answered for its respective agency. If option terms are not exercised with the CAC service vendor, a new procurement will be initiated, and the cooperative agreement with SBCTA would be amended to reflect the change.

Fiscal Impact

The project was approved in the OCTA Fiscal Year 2018-19 Budget, Operations Division, Motorist Services Department, Account 0013-7629-S1001-CGA, and is funded through the SAFE \$1 Department of Motor Vehicles registration fee. Funds to support future years will be included in subsequent fiscal year budget requests.

Summary

Based on the information provided, staff recommends the Board of Directors authorize the Chief Executive Officer to negotiate and execute Cooperative Agreement No. C-9-0955 among OCTA, RCTC, and SBCTA, in the amount of \$850,000, for reimbursement of call answering center services associated with

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Transportation Authority and the Riverside County
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answering freeway call box and 511 motorist assistance calls, effective April 1, 2019 through June 30, 2029.

Attachment

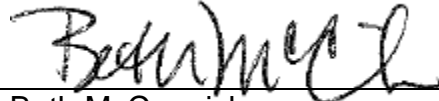
None.

Prepared by:



Patrick Sampson
Manager, Motorist Services
(714) 560-5425

Approved by:



Beth McCormick
General Manager, Operations
(714) 560-5964



Jennifer L. Bergener
Chief Operating Officer, Operations
(714) 560-5462



Virginia Abadessa
Director, Contracts Administration and
Materials Management
(714) 560-5623