

Metropolitan Transportation Commission
Operations Committee

April 14, 2023

Agenda Item 4b

Contract Amendment – Call Box Call Answering Center: AAMCOM, LLC (\$255,000)

Subject:

Request for Committee approval of a contract amendment for \$60,000 in additional funding over a three-year period for call box and 511 Freeway Assist call answering center services with current contractor, AAMCOM, LLC (\$255,000).

Background:

MTC's Service Authority for Freeways and Expressways (MTC SAFE) installed call boxes in 1988 to provide a network of telephones along freeways, highways, and county roads where motorists could summon help when experiencing car trouble. Today, MTC manages approximately 300 call boxes on the region's toll bridges and in rural areas with limited cellular service. Funding for call boxes and 511 Freeway Assist is provided by the Department of Motor Vehicles vehicle registration fees, of which MTC SAFE receives approximately \$6 million per year. The Bay Area call box network is an MTC SAFE project that is run cooperatively with the California Department of Transportation (Caltrans) and the California Highway Patrol (CHP). Since 1999, MTC SAFE has contracted with a private call answering center to handle call box calls. The private call answering center helps reduce call volume into 911 by screening call box calls and only transferring those appropriate for California Highway Patrol. The private call answering center also handles calls from 511 Freeway Assist, a program that allows the motoring public to access call box services from their cell phones.

The call answering center responds to approximately 12,000 calls per year from Bay Area motorists needing aid. It is available 24 hours a day, seven days per week. Operators are fluent in English and Spanish, and a translation service allows for interpretative assistance in over 230 languages. The call answering center is critical to public safety in the region as it offers a lifeline to stranded or distressed motorists.

The current three-year contract with AAMCOM, LLC for a total of \$195,000 was approved under Executive Director authority in June 2022. The contract commenced on July 1, 2022, and shall be completed no later than June 30, 2025. Due to an unanticipated increase in call answering center operating costs caused by inflation and a rise in the average cost of living, there is a need to add \$60,000 of additional funds to the existing contract. Funding will be split evenly during the three-year contract, subject to the approval of upcoming MTC SAFE budgets.

Issues:

None identified.

Recommendations:

Staff recommends that the Committee authorize the Executive Director or designee to negotiate and enter into a \$60,000 contract amendment to AAMCOM, LLC for a new not to exceed amount of \$255,000 for call box and 511 Freeway Assist call answering center services.

Attachments:

- Attachment A: Disadvantaged Business Enterprise and Small Business Enterprise Status
- Request for Committee Approval - Summary of Proposed Contract Amendment



Andrew B. Fremier

Attachment A

Disadvantaged Business Enterprise and Small Business Enterprise Status

Firm Name	Role on Project	DBE* Yes / No	If DBE Yes, List #	SBE** Yes / No	If SBE Yes, List #
Prime Contractor AAMCOM, LLC	Prime	Yes	33652	Yes	4344

*Denotes certification by the California Unified Certification Program (CUCP).

**Denotes certification by the State of California.

Request for Committee Approval

Summary of Proposed Contract Amendment

Work Item No.: 6031

Consultant: AAMCOM, LLC
Redondo Beach, CA

Work Project Title: Call Box Call Answering Center

Purpose of Project: Operate a call answering center to receive motorist aid calls.

Brief Scope of Work: Set up and operate call answering center with custom screens and call scripts to handle calls from MTC SAFE's call box system and 511 Freeway Assist.

Project Cost Not to Exceed: \$255,000 (this Contract Amendment)
Total contract value before this amendment = \$195,000

Funding Source: SAFE

Fiscal Impact: \$20,000 is included in the FY 2022-23 budget
\$20,000 is subject to inclusion in the FY 2023-24 budget
\$20,000 is subject to inclusion in the FY 2024-25 budget

Motion by Committee: That the Executive Director or designee is authorized to negotiate and enter into a contract amendment with AAMCOM, LLC in an amount not to exceed \$60,000 to operate a call answering center, as described above and in the Operations Committee Summary Sheet dated April 14, 2023, and that the Chief Financial Officer is authorized to set aside \$60,000 for such a contract amendment, subject to necessary budget approvals.

Operations Committee:

David Rabbitt, Chair

Approved: April 14, 2023