

MOTION NO. M2016-122

Contract for Station Agent Program Services

| MEETING: | DATE: | TYPE OF ACTION: | STAFF CONTACT: |
|---|------------|--------------------|--|
| Operations and Administration Committee | 12/01/2016 | Recommend to Board | Bonnie Todd, Executive Director of Operations |
| Board | 12/15/2016 | Final Action | Michael Perry, Deputy Executive Director of Transportation and Maintenance Rand Stamm, Acting Customer Facilities and Accessible Services Manager |

PROPOSED ACTION

Authorizes the chief executive officer to execute a contract with the Hallcon Corporation to provide Station Agent Program services in the amount of \$5,645,371, with a 10% contingency of \$564,537, for a total authorized contract amount not to exceed \$6,209,908.

KEY FEATURES SUMMARY

- This contract is primarily for station agent services at Sounder Stations. Station agents assist customers with ticket vending machines, fare media, transit schedules, customer service inquiries and provide assistance during service interruptions and emergencies.
- Station agents are a focal point for communication between Sounder Operations, BNSF, security, and Sound Transit police.
- The contract scope includes managerial staff, supervisory staff, and station agents to provide daily customer interaction at Sounder stations and additional weekend coverage when Sounder runs for special events.
- The scope also includes Station Agent staffing at some Link stations for regular and special service events.
- The amount covers the five year term of the contract, two years plus three one-year options.

BACKGROUND

The Station Agent Program provides daily customer service and an ancillary “observe-and-report” security presence at Sounder stations in Snohomish, King, and Pierce counties. Their presence is essential for normal customer assistance (daily riders, new customers, infrequent riders) as well as assistance during emergencies, service interruptions, and special events. Agents guide customers in ticket purchases, direct them to and from the train, and provide other transit information. Agents also perform a variety of additional duties including parking counts and surveys, outreach efforts, station inspections, snow removal, and light janitorial. The Station Agent Program has consistently received high marks over the years on Sound Transit's annual Customer Service Satisfaction Survey.

All Sounder stations have morning station agent coverage; the south line stations have afternoon coverage between Seattle and Tacoma, and station agents also cover Sounder weekend special event service. This new contract expands the station agent coverage to Sounder mid-day trips; an afternoon presence at Everett, Mukilteo, and Lakewood; and Link stations for regular and special event service as needed.

Sound Transit issued a Request for Proposals in September 2016. Six firms submitted proposals. Proposals were evaluated based on criteria included in the RFP. Hallcon Corporation was determined to be the highest ranked firm that best meet the evaluation criteria, offered the best value to Sound Transit and is in the best interest to Sound Transit.

FISCAL INFORMATION

As the proposed action will not take effect until 2017, the proposed action is predicated on the adoption of the 2017 Budget (as proposed) and will be funded from the Service budget within the Proposed 2017 Operations department annual operating budget. The total Service budget for 2017 is \$58 million. Within that amount \$1.1 million is budgeted to fund the station agent service contract. The estimated 2017 amount of the contract of this action is within the proposed budget and after approval of this action, assuming adoption there is adequate budget to fund this action and the other planned works in the Service budget as contained in the current cost estimates.

Costs beyond 2017 during the life of the contract will be included in future annual budget development processes.

| Operations Department | | Actuals to | Actuals to Date | Remaining |
|-------------------------------------|-------------------------------|--------------------------|---------------------|--|
| | 2017 Budget | Date | This Action | 2017 Budget |
| Salaries and Benefits | 15,055 | - | - | 15,055 |
| Services | 57,993 | - | 1,069 | 56,924 |
| Materials and Supplies | 10,785 | - | - | 10,785 |
| Utilities | 5,270 | - | - | 5,270 |
| Insurance | - | - | - | - |
| Taxes | 2,595 | - | - | 2,595 |
| Purchased Transportation Services | 163,027 | - | - | 163,027 |
| Miscellaneous | 376 | - | - | 376 |
| Leases and Rentals | 8,601 | - | - | 8,601 |
| Total Current Budget | 263,703 | - | 1,069 | 262,633 |
| Services Detail | | | | |
| Professional and Technical | 2,325 | - | - | 2,325 |
| Temporary Services | 10 | - | - | 10 |
| Contract Maintenance | 32,287 | - | - | 32,287 |
| Security and Safety | 21,026 | - | - | 21,026 |
| Other Services | 2,345 | - | 1,069 | 1,276 |
| Total Services Detail Budget | 57,993 | - | 1,069 | 56,924 |
| Contract Spending Plan | | | | |
| | Prior Year Spending | Forecast 2017 Spending | Future Expenditures | Total |
| Hallcon Corporation | - | 1,069 | 5,141 | 6,210 |
| Contract Detail | | | | |
| | Board Approved Contract Value | Contract Actuals to Date | Proposed Action | Proposed Revised Board Approved Contract Value |
| Hallcon Corporation | - | - | 5,645 | 5,645 |
| Contingency | - | - | 565 | 565 |
| Contract Amount - Total | - | - | 6,210 | 6,210 |
| Percent Contingency | 0% | 0% | 10% | 10% |

Amounts are expressed in Year of Expenditure \$000.

Notes: The Operations Budget is located on page 24 of 64 in the Proposed 2017 Budget

SMALL BUSINESS/DBE PARTICIPATION AND APPRENTICESHIP UTILIZATION

Sound Transit promotes and encourages small business participation, which also includes Disadvantaged Business Enterprises (DBEs). Small Business and DBE goals are based upon an examination of subcontracting opportunities contained in the work of this contract and the number of Small Businesses/DBEs available to perform such subcontracting work.

Sound Transit determined that there were few Small Business and DBE subcontracting opportunities based upon the work described in this contract, so Small Business/DBE goals were not established or required.

PUBLIC INVOLVEMENT

Not applicable to this action.

TIME CONSTRAINTS

A one-month delay would not allow time for Board action prior to the current contract expiring on December 31, 2016.

ENVIRONMENTAL REVIEW

Jl 10/24/2016

LEGAL REVIEW

JW 11/23/2016

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A motion of the Board of the Central Puget Sound Regional Transit Authority authorizing the chief executive officer to execute a contract with the Hallcon Corporation to provide Station Agent Program services in the amount of \$5,645,371, with a 10% contingency of \$564,537, for a total authorized contract amount not to exceed \$6,209,908.

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The amount covers the additional Link stations and full potential five years of the contract, two years plus three one-year options.

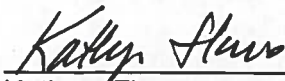
MOTION:

It is hereby moved by the Board of the Central Puget Sound Regional Transit Authority that the chief executive officer is authorized to execute a contract with the Hallcon Corporation to provide Station Agent Program services in the amount of \$5,645,371, with a 10% contingency of \$564,537, for a total authorized contract amount not to exceed \$6,209,908.

APPROVED by the Board of the Central Puget Sound Regional Transit Authority at a regular meeting thereof held on December 15, 2016.


Dow Constantine
Board Chair

ATTEST:


Kathryn Flores
Board Administrator