



Date: August 21, 2012

To: Thomas J. Bonfield, City Manager
Through: Keith Chadwell, Deputy City Manager
From: Mark D. Ahrendsen, Transportation Director
Harmon E. Crutchfield, Assistant Transportation Director
Subject: Interlocal Agreement for the Triangle Regional Call Center

Executive Summary

An Interlocal Agreement for the Triangle Regional Call Center (TRC) was established in March 2007 among the Triangle Transit Authority (TTA), the City of Raleigh, the City of Durham, the Town of Cary, and the Town of Chapel Hill. The TRC was established for the purpose of handling telephone inquiries and calls regarding these entities' respective bus and paratransit operations and services, and maintaining data to ensure the accuracy of customer information. The TRC is operated by TTA. An Interlocal Agreement for the TRC, effective July 1, 2012, has been developed and requires approval by all parties.

Recommendation

It is recommended that City Council authorize the City Manager to execute the Interlocal Agreement for the Triangle Regional Call Center.

Background

The City has been a party to the Interlocal Agreement for the Triangle Regional Call Center (TRC) since its inception of March 2007. The Interlocal Agreement for the TRC includes TTA, City of Raleigh, Town of Cary, and Town of Chapel Hill. The TRC was established for the purpose of handling telephone inquiries and calls regarding these entities' respective bus and paratransit operations and services and maintaining data to ensure the accuracy of customer information.

Hours of Operation:

- 7:00 am – 10:00 pm (Monday – Friday)
- 8:00 am – 8:00 pm (Saturday)
- 8:00 am – 5:00 pm (Sunday and Holidays excluding Christmas Day)

Call Stats:

- Average Daily Call Volume (weekday) : 1,600
- Average Weekly Call Volume: Approximately 9,600
- Average Call Length: 90 seconds
- Average Wait Time: 25-29 seconds

Most Common Types of Calls:

- Trip Planning (point "A" to point "B")
- Real-Time request (i.e. "where is the bus")
- Request for next scheduled departure
- Customer feedback (complaints, commendations, comments)
- Lost & Found inquiries

The Interlocal Agreement for the TRC expired June 30, 2012. Thus, a new Interlocal

Agreement was developed with an effective date of July 1, 2012. The Initial Term of the Agreement is five years from the effective date. The Agreement will automatically renew for an additional five year term and be binding upon each Party, unless and until a Party withdraws from the Agreement by giving at least one year's advance notice in writing to all other Parties.

Issues/Analysis

The City agrees to provide current and accurate information about its respective bus and paratransit operations, policies, and services to the Operator on a regular basis and as requested in order to insure that the information furnished by the Call Center is accurate. Additionally, the City agrees to provide funding to TTA to support the operation of the Call Center. The cost of operation of the Call Center is funded through a Regional Call Center Cost Sharing Agreement and illustrated by, the "Regional Funding Allocation" attachment to the Agreement.

The cost for the City for FY 2013 is \$220,377 compared to a cost of \$211,584 for FY 2012. The chart below provides a comparison by fiscal year with all Parties:

	FY 2012	FY2013
Raleigh	\$ 413,570	\$ 436,353
Durham	\$ 211,584	\$ 220,377
Chapel Hill	\$ 65,971	\$ 68,917
Cary	\$ 22,685	\$ 29,212
Triangle Transit	\$ 207,606	\$ 216,269
Grant	\$ 80,000	\$ 81,465
Total	\$ 1,001,415	\$ 1,052,593

The future cost to the City in the next five years will be dependent upon the volume of calls received attributable to Durham comparable to the other Parties.

Alternatives

- 1) City Council can authorize the City Manager to execute the Interlocal Agreement for the Triangle Regional Call Center.
- 2) City Council does not authorize the City Manager to execute the Interlocal Agreement for the Triangle Regional Call Center. The City would have to create a Call Center to for its bus and paratransit operations.

Financial Impact

The five year total estimated cost for the City Durham portion of the Triangle Regional Call Center is 1,170,011. This amount could be more or less depending on the overall Call Center cost along with the City's overall volume of calls received within the Call Center. The City's first year cost of \$220,377 is included within the adopted FY 2012-2013 budget.

SDBE Requirements

SDBE requirements are not applicable for this Agreement.

Attachment

Interlocal Agreement for the Triangle Regional Call Center