



Date: May 17, 2016

To: Thomas J. Bonfield, City Manager
Through: Keith Chadwell, Deputy City Manager
From: Harmon E. Crutchfield, Interim Director of Transportation
Subject: Interlocal Agreement for Regional Transit Information Center

Executive Summary

The City of Durham is seeking approval to execute an Interlocal Agreement to continue to support the partnership of the GoTransit Regional Information Center.

Recommendation

It is recommended that the City Council resolve that the City Manager be authorized to execute the Fiscal Years 2016-2018 Services Agreement for the GoTransit Regional Information Center among the City of Durham, Town of Cary, Town of Chapel Hill, City of Raleigh and the Research Triangle Regional Public Transportation Authority d/b/a GoTriangle.

Background

The GoTransit Regional Information Center is a cooperative effort between Cary, Chapel Hill, GoDurham, GoRaleigh and GoTriangle to allow anyone to make one call for information on public transportation and ridesharing services throughout the Triangle. The City of Durham has been a partner of the Information Center since 2007 and the partnership has allowed for greater hours of phone coverage, better training of Customer Information Associates and clearer communication with customers.

Issues/Analysis

The Interlocal Agreement establishes the services to be performed and the cost-split among the five partnering entities. The services include handling customer information calls, maintaining the data in the customer information systems, and managing the real-time bus location contract. The cost-sharing for call handling staff is based on call volumes of recent years and shared among five agencies. The costs of the data maintenance staff person is split three ways among Durham, Raleigh and GoTriangle. The cost of the real-time customer information system is split equally among the five agencies.

Alternatives

City Council can choose not to renew the regional agreement and could direct staff to develop an independent call center for GoDurham. This alternative is not recommended because of the operational impact that this decision would have on our customer service as well as our transit partners. Also this would increase our annual operation and maintenance cost.

Financial Impact

The City of Durham portion of the cost for operating for the Regional Transit Information Center is estimated at \$215,000. Funding is available in the current FY2015-16 budget, and included

within the proposed budget for FY2016-17 (\$217,203).The projected budget for FY2017-18 is \$230,000.

SDBE Requirement

Not applicable.

Attachments

1. Fiscal Years 2016-2018 Services Agreement for the GoTransit Regional Information Center.
2. Exhibit