SUMMARY STATEMENT

ITEM NO.: PATCO-16-003 SUBJECT: Temporary Workers - Transit Ambassadors

COMMITTEE: Operations & Maintenance

COMMITTEE MEETING DATE: February 2, 2016

BOARD ACTION DATE: February 17, 2016

PROPOSAL: That the Board authorizes staff to negotiate a three-year contract with Accountants for You, Inc. to supply temporary workers for the position of Transit Ambassador occasionally required by PATCO.

Amount: NTE: $1,125,000

Consultants: Accountants for You, Inc.
1175 Marlkress Road, Suite 1040
Cherry Hill, NJ 08054

PURPOSE: To adopt a resolution authorizing staff to negotiate a contract with Accountants for You, Inc. to supply temporary workers to fill the position of Transit Ambassador in PATCO stations during evening hours and special events.

BACKGROUND: Transit Ambassadors provide a recognizable, professional and courteous presence throughout the PATCO system. They assist customers with navigating and understanding how to use the Automated Fare Collection system in the PATCO stations, including how to purchase fare media from ticket vending machines and how to use that media in fare gates. Transit Ambassadors provide on-site customer service by greeting customers and answering their questions regarding PATCO’s schedule, train arrival times, information related to connections to NJ Transit and SEPTA, and information about local points of interest. When asked, the Transit Ambassador will escort customers from the station to their cars in the parking lot or along the concourse in the Philadelphia stations.

Transit Ambassadors have become a vital part of the communication process during evening and weekend shifts. Transit Ambassadors communicate with Center Tower (PATCO’s Control Center) as required reporting incidents and conditions or situations that may need maintenance or custodial attention, including but not limited to, graffiti, dangerous and/or unsafe conditions, and inoperable station elevators and escalators.
Transit Ambassadors are stationed in a specific station per shift, or when required, roam the system, riding trains and interfacing with other Transit Ambassadors. The work hours and locations may change or vary based on PATCO needs.

On October 7, 2015, a Request for Proposal was publicly advertised on the DRPA web site. Two proposals were received. Proposals were evaluated on completeness, qualifications of firm, understanding of scope, and hourly bill rate. Staff has reviewed and evaluated Accountants for You, Inc.’s proposal and determined it to be fair and reasonable.

It is recommended that a contract be negotiated with Accountants for You, Inc. to supply temporary workers for Transit Ambassadors. Accountants for You, Inc. is one of the current providers of workers for the Transit Ambassador position.

**SUMMARY:**
- **Amount:** Not to exceed $1,125,000
- **Source of Funding:** General Fund
- **Operating Budget:** PATCO - Passenger Services Dept.
- **Capital Project #:** N/A
- **Master Plan Status:** N/A
- **Other Fund Sources:** N/A
- **Duration of Contract:** Three (3) years
- **Other Parties Involved:** N/A
RESOLUTION

RESOLVED: That the Board of Commissioners of the Port Authority Transit Corporation authorizes staff to negotiate a contract with Accountants for You, Inc. to supply temporary workers for the position of Transit Ambassador, not to exceed $1,125,000.00; and be it further

RESOLVED: That the Chairman, Vice Chairman and the President must approve and are hereby authorized to approve and execute all necessary agreements, contracts or other documents on behalf of PATCO. If such agreements, contracts, or other documents have been approved by the Chairman, Vice Chairman and President and if thereafter either the Chairman or Vice Chairman is absent or unavailable, the remaining Officer may execute the said document(s) on behalf of PATCO along with the President. If both the Chairman and Vice Chairman are absent or unavailable, and if it is necessary to execute the said document(s) while they are absent or unavailable, then the President shall execute such documents on behalf of PATCO.

SUMMARY:
Amount: Not to exceed $1,125,000
Source of Funding: General Fund
Operating Budget: PATCO - Passenger Services Dept.
Capital Project #: N/A
Master Plan Status: N/A
Other Fund Sources: N/A
Duration of Contract: Three (3) years
Other Parties Involved: N/A