SUMMARY STATEMENT

ITEM NO.: PATCO-19-010   SUBJECT: Temporary Workers - Transit Ambassadors

COMMITTEE: Operations & Maintenance

COMMITTEE MEETING DATE: March 5, 2019

BOARD ACTION DATE: March 20, 2019

PROPOSAL: That the Board authorizes staff to negotiate two (2), three-year contracts with two (2) one year options with the firms of Accountants for You, Inc. and Perry Resources to supply temporary workers for the position of Transit Ambassador occasionally required by PATCO. The total cost of these two (2) contracts shall not exceed $1,125,000 over a three (3) year term and $375,000 over each one of the two (2) option years. Both firms shall be advised in writing that no firm will be guaranteed any portion of the $1,125,000 over the three (3) year term or the $375,000 over any of the two (2) option years.

Amount: NTE: $1,125,000 (2019-2022)
$ 375,000 option year 1 (2023)
$ 375,000 option year 2 (2024)

Consultants: Accountants for You, Inc.
Cherry Hill, NJ

Perry Resources
Marlton, NJ

PURPOSE: To retain firms 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 November 30, 2018, a Request for Proposal was publicly advertised on the DRPA web site. Five proposals were received. A review team was assembled to evaluate the proposals. Proposals were evaluated on completeness, qualifications of firm, understanding of scope, and hourly bill rate. After a review by the selection committee, the proposals from Accountants for You, Inc. and Perry Resources were found to be the most responsive to PATCO’s present need and found to be fair and reasonable.

It is recommended that contracts be negotiated with Accountants for You, Inc. and Perry Resources to supply temporary workers for Transit Ambassadors at a not-to-exceed cost of $1,125,000 for the initial three (3) year term and $375,000 for each of the two (2), one (1) year extensions.

**SUMMARY:**

| Amount: | Not to exceed $1,125,000 over 3 year term and $375,000 (option year one) and $375,000 (option year 2) |
| 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 with two (2) one year extensions for a total or 5 years |
| Other Parties Involved: | N/A |
RESOLUTION

RESOLVED: That the Board of Commissioners of the Port Authority Transit Corporation authorizes staff to negotiate two (2), three-year contracts with two (2) one year options with Accountants for You, Inc. and Perry Resources to supply temporary workers for the position of Transit Ambassador; and be it further

RESOLVED: The total cost of the two (2) contracts shall not exceed $1,125,000 over a three (3) year term and $375,000 per option year and no one firm is guaranteed any amount thereof, 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 half 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 half of PATCO.

SUMMARY: Amount: Not to exceed $1,125,000 over 3 year term and $375,000 (option year one) and $375,000 (option year 2)

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 with two (2) one year extensions for a total of 5 years
Other Parties Involved: N/A