

**DELAWARE RIVER PORT AUTHORITY
BOARD MEETING
Wednesday, October 3, 2012**

ORDER OF BUSINESS

1. Roll Call

2. Unfinished Business

PATCO-12-018 PATCO Transit Ambassadors

3. Adjournment

SUMMARY STATEMENT

ITEM NO.: PATCO-12-018

**SUBJECT: PATCO Transit
Ambassadors**

COMMITTEE:

Unfinished Business

COMMITTEE MEETING DATE:

Amended September 5, 2012

PATCO BOARD ACTION DATE:

October 3, 2012

PROPOSAL: That the Board authorizes staff to exercise the second, and last, one year option of the contract with Service Group Incorporated (SGI) and to modify the terms of the agreement whereby SGI will provide Transit Ambassadors for the PATCO system on a month-to-month basis for a period not to exceed one year.

Amount: Up to \$630,160

Firm: Service Group Incorporated
40 Lloyd Avenue, Suite 101
PO Box 70
Malvern, PA 19355

Other Proposers: None

PURPOSE:

To retain uniformed Transit Ambassadors to provide a presence in PATCO stations, parking lots, concourses, and on trains primarily in the evening hours. The Ambassadors will assist customers and enhance their travel experience on PATCO.

BACKGROUND:

When the PATCO system was designed in the mid 1960's, one of the primary goals was that the system be a model of operational efficiency. This goal was achieved through the use of automated systems on the trains and in the stations. As a result, trains, regardless of the number of cars, are operated by one train operator in the lead car. Fare collection is accomplished through an automated fare collection system that allows customers to load value to their smart cards or purchase tickets at the automated vending machines and fares are automatically deducted at the gates. As such, station attendants are normally only present in the New Jersey stations during the morning peak periods to assist customers as needed. The efficiency of an automated system has resulted in

PATCO's ratio of fare collection to operating expense as being among the highest in the transit industry.

Because PATCO is so automated, there are times of the day when there is a very limited official PATCO presence throughout the system. This is not particularly an issue during morning commuting periods and during the normal business day because there is a fairly high level of activity throughout the system as a result of repair and maintenance activities, revenue collection operations, custodial effort, and Public Safety presence.

Issues of customer comfort are not unique to PATCO and many transit agencies, downtown areas, and business districts have recognized that increasing an official presence is essential to their success. Locally, the City of Camden, the Center City District area in Philadelphia, the University area in Philadelphia, and Atlantic City have the use of programs that provide service personnel to create an official presence, meet and greet customers, answer questions, and generally create a more customer friendly environment. In the City of Camden, the Greater Camden Partnership created a Special Services District (CSSD) that employs Clean and Safe Teams to improve the environment in the Central Business District.

Transit Ambassadors have provided a uniformed presence in the stations, parking lots, concourses, and on the trains primarily in the evening hours. They are equipped to assist customers with information, ticket, card and gate issues, or simply alert appropriate PATCO personnel if a situation should arise. Over this time period, the Transit Ambassador program has been a favorite of the public who travel on PATCO in the evening and late night hours. Based on an on-line survey, 81% of the respondents indicated that they found the presence of an Ambassador in the station helpful or somewhat helpful. Oftentimes, PATCO's Customer Service receives comments of appreciation for the assistance that the Transit Ambassadors provide customers while traveling on PATCO. This program by no means replaces the presence of police in the PATCO stations; it simply complements the mission of providing the public a safe and secure travel experience on PATCO. PATCO and Public Safety coordinate on the assignment of Transit Ambassadors to stations, especially during special events such as concerts and sporting events.

In July 2007 the Board approved the first award of a contract to Service Group Inc. (SGI) to provide Transit Ambassadors in PATCO stations. And, on September 15, 2010, the Board authorized the Authority (PATCO-10-003) to negotiate an Agreement with Service Group Incorporated for one year with two one-year options at an amount not to exceed a 3% increase over the previous year.

The award in 2010 followed a Request for Proposals to which SGI was the only firm to offer a proposal. Their proposal was very responsive to the RFP and demonstrated significant experience in providing the services prescribed in the RFP. SGI has experience in providing similar services around the country in areas including Camden, NJ; Philadelphia, PA; Denver, Colorado; Jacksonville, FL; Lancaster, PA; and several cities in California including Los Angeles and San Diego to name a few. The cost quoted includes labor, benefits, training and uniforms. SGI's 2010 price proposal for the services was \$611,806 which includes one Supervisor, one Manager, 9 fulltime Transit Ambassadors and 9 part-time Transit Ambassadors.

The Board approved on September 21, 2011 to exercise one of the two year options in the SGI contract in the amount of \$630,160.

It is recommended that the Board authorize staff to exercise the second and last one-year extension of the Agreement with Service Group Incorporated and to modify the terms of the agreement to provide an extension on a month-to-month basis for a period not to exceed one (1) year in an amount not to exceed \$630,160 to provide Transit Ambassadors in the PATCO stations. This amount reflects no increase over the previous year.

SUMMARY:

Amount:	Up to \$630,160
Source of Funding:	PATCO Operating Budget
General Fund:	\$630,160
Capital Project #:	N/A
Master Plan Status:	N/A
Other Fund Sources:	N/A
Duration of Contract:	1 year
Other Parties Involved:	N/A

RESOLUTION

RESOLVED: That the Board authorizes the proper officers of the Authority to exercise the second one year extension of the existing Agreement with the Service Group Incorporated and to modify the terms of the agreement whereby SGI will provide Transit Ambassadors for the PATCO system on a month-to-month basis for a period not to exceed one (1) year in an amount not to exceed \$630,160, as per the attached Summary Statement; and be it further

RESOLVED: The Chair, Vice Chair and the President must approve and are here by 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 Chair, Vice Chair and President and if thereafter, either the Chair or Vice Chair is absent or unavailable, the remaining Officer may execute the said document(s) on behalf of PATCO, along with the President. If both the Chair and Vice Chair 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 document(s) on behalf of PATCO.

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