

STAFF REPORT

SUBJECT: SAFE Call Box Call Answering Center

MEETING DATE: September 20, 2018

AGENDA ITEM: 4F

STAFF CONTACT: Kent Epperson

RECOMMENDATION:

Approve, ratify and authorize the Chair to execute an Agreement (Attachment 1) for Call Box Answering Center (CAC) operations with a total amount not to exceed \$36,000 for the period of February 27, 2018 through February, 28, 2021.

DISCUSSION:

SBCAG serves as the Service Authority for Freeway Emergencies (SAFE) for Santa Barbara County and is responsible for the installation, operation and administration of approximately 336 highway call boxes located on Hwy 101, 33, 166 and 154. In FY 2017-18 approximately 2,040 phone calls were fielded by the CAC from SBCAG's call boxes. The CAC logs all calls received into a database to be viewed and monitored at the CHP dispatch centers in Ventura and San Luis Obispo counties. They screen the calls and direct to CHP dispatchers emergency service requests. All other calls are handled by CAC dispatchers. Calls are recorded allowing SBCAG staff to periodically monitor the work of the CAC and their interaction with CHP dispatchers. This system is financed by a \$1 per year fee on all motor vehicles registered within the county.

In 2006, SBCAG conducted an RFP for CAC services and a contract was awarded to CDSNet, who has operated the service ever since. On February 26, 2018 the CDSNet contract was due to expire, however, CDSNet informed SBCAG that they would be divesting themselves of their call box business and that they had found a partner (AAMCOM) to whom they would assign the existing contract in its current form. AAMCOM, LLC is an experienced operator of California call box contracts, having provided call center service for over fourteen years servicing more than 4,600 call boxes. AAMCOM submitted a proposal to the 2006 RFP but was not selected due to their higher costs at the time. Previously, AAMCOM, LLC agreed to the terms of the CDSNet contract and assumed the CAC contract responsibilities from CDSNet from the date the contract expired with CDSNet. AAMCOM, LLC has been providing services since the contract was transferred on September 27, 2018. Therefore, staff is

recommending the Board to approve, ratify, and authorize the Chair to execute an Agreement for the Call Box Call Answering Center operations for the period of February 27, 2018 through February 28, 2021 with a total amount not to exceed \$15,000 annually (\$36,000 over the three year contract period).

The 2018-19 SAFE budget approved in the SBCAG 2018-19 Budget includes sufficient resources to cover the contract budget and thus no additional budget appropriation is required.

This action is not a project under CEQA 15378(b)(4) since it is an creation of a governmental funding mechanism.

ATTACHMENTS:

- A. AAMCOM Call Box Call Answering Center Contract