



Motion No. M2021-73

Contract for Station Agent Program Services

Meeting:	Date:	Type of action:	Staff contact:
Rider Experience and Operations Committee	12/02/2021	Final action	Russ Arnold, Chief Officer Passenger Experience Marcus Clark, Deputy Director Passenger Services and Accessibility

Proposed action

Authorizes the chief executive officer to execute a five-year contract with Hallcon Corporation to provide Station Agent Program services in the amount of \$6,912,916, with a 10 percent contingency of \$691,292, for a total authorized contract amount not to exceed \$7,604,208.

Key features summary

- This contract will continue the Station Agent program at Sounder Stations and the SeaTac Link Station. Station Agents assist customers with ticket vending machines, fare media, transit schedules, and customer service inquiries and provide assistance during service interruptions and emergencies.
- Station Agents are a focal point for communication between Sounder Operations, BNSF, Passenger Information Coordinators, security, and Sound Transit police.
- The contract scope includes managerial staff, supervisory staff, and Station Agents to provide daily customer interaction at Sounder Stations and additional weekend coverage when Sounder runs for special events.
- The amount covers staffing Sounder Stations and the SeaTac Link station throughout the full five years of the contract, as well as limited funding for special event service as needed.
- The contract also includes an unfunded option to expand Station Agent coverage to additional Link Stations if needed. Staff would need to return to the Board to request additional funding to utilize this contract option.

Background

The Station Agent Program began in 2008 and provides daily customer service and an ancillary “observe-and-report” security presence at Sounder stations in Snohomish, King, and Pierce counties. Their presence is essential for customer assistance (daily riders, new customers, infrequent riders) as well as during emergencies, service interruptions, and special events. Agents guide customers in ticket purchases, direct them to and from the train, and provide other transit information. Agents also perform a variety of additional duties including parking counts and surveys, outreach efforts, station inspections, snow removal, and tidy-up. The Station Agent Program has consistently received high marks over the years on Sound Transit’s annual Passenger Experience Survey.

All but two Sounder stations have morning and afternoon Station Agents coverage, Everett and South Tacoma stations only have morning coverage. This new contract continues the Station Agent coverage

to Sounder mid-day trips, an afternoon presence at Mukilteo and Edmonds, and Link stations for special event service as needed.

Procurement information

A Request for Proposal (RFP) for Station Agent Services was advertised on September 21, 2021. Two proposers submitted proposals on October 19, 2021.

After proposals were received, Sound Transit's evaluation team evaluated the proposals in accordance with the evaluation criteria published within the RFP resulting in Hallcon Corporation having the highest rated proposal.

Sound Transit recommends award of this contract based upon the determination that Hallcon's proposal best meets the evaluation criteria, fulfills the scope of work, and offers the best value for the Agency.

Fiscal information

Pending the approval of the 2022 Budget, this action for \$7,604,208 will be funded from the Services category within the Executive department's annual operating budget.

The Service category budget is \$10,684,474, of which a total of \$1,520,842 is estimated to be spent from this action in 2022 and is currently within the agency's budget authority. After approval of this action, the remaining annual budget will be used to fund other department expenditures anticipated in the 2022 annual budget.

Funding for the additional years of the contract will be included in future annual budget requests.

Executive Department

(in thousands)

Cost Category	2022 Proposed Budget	Actuals to Date	This Action	Actuals to Date Plus Action	Remaining Annual Operating Budget
Salaries and Benefits	\$40,522		\$	\$	\$40,522
Services	10,684		1,521	1,521	9,164
Materials and Supplies	757				757
Utilities	46				46
Taxes	3				3
Miscellaneous	3,036				3,036
Leases and Rentals	348				348
Total Annual Operating Budget	\$55,397		\$1,521	\$1,521	\$53,876

Contract Spending Plan	Prior Year Spending	Forecast 2022 Spending	Future Expenditures	Total
Hallcon Corporation	\$	\$1,521	\$6,083	\$7,604

Contract Detail	Board Approved Contract Value	Contract Actuals to Date	Proposed Action	Proposed Revised Board Approved Contract Value
Hallcon Corporation				
Services			\$6,913	\$6,913
Contingency			691	691
Contract Amount - Total	\$	\$	\$7,604	\$7,604
Percent Contingency	0%	0%	10%	10%

Notes:

Budget detail for this action is located on page 57 of 185 of the 2022 Financial Plan and Proposed Budget.

Disadvantaged and small business participation

Participation by small businesses and disadvantaged business enterprises (DBEs)

Sound Transit promotes and encourages small business participation, which also includes disadvantaged business enterprises (DBEs). Consistent with Sound Transit Policies and federal

regulations, Sound Transit has established small business/DBE goals for this contract. These goals are based upon an examination of subcontracting opportunities contained in the work of this contract and the number of small businesses/DBEs available to perform such subcontracting work.

Sound Transit determined that Small Business and DBE subcontracting opportunities are infeasible or improbable based upon the work described in this contract, so Small Business/DBE goals were not established.

Public involvement

Not applicable to this action.

Time constraints

A one-month delay would not allow time for Board action prior to the current contract expiring on December 31, 2021.

Environmental review – KH 11/22/21

Legal review – AJP 11/24/21



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A motion of the Rider Experience and Operations Committee of the Central Puget Sound Regional Transit Authority authorizing the chief executive officer to execute a five-year contract with Hallcon Corporation to provide Station Agent Program services in the amount of \$6,912,916, with a 10 percent contingency of \$691,292, for a total authorized contract amount not to exceed \$7,604,208.

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Motion

It is hereby moved by the Rider Experience and Operations Committee of the Central Puget Sound Regional Transit Authority that the chief executive officer is authorized to execute a five-year contract with Hallcon Corporation to provide Station Agent Program services in the amount of \$6,912,916, with a 10 percent contingency of \$691,292, for a total authorized contract amount not to exceed \$7,604,208.

APPROVED by the Rider Experience and Operations Committee of the Central Puget Sound Regional Transit Authority at a regular meeting thereof held on December 2, 2021.



Paul Roberts
Rider Experience and Operations Chair

Attest:



Kathryn Flores
Board Administrator