

**Agreement
for
Customer Information Center Services**

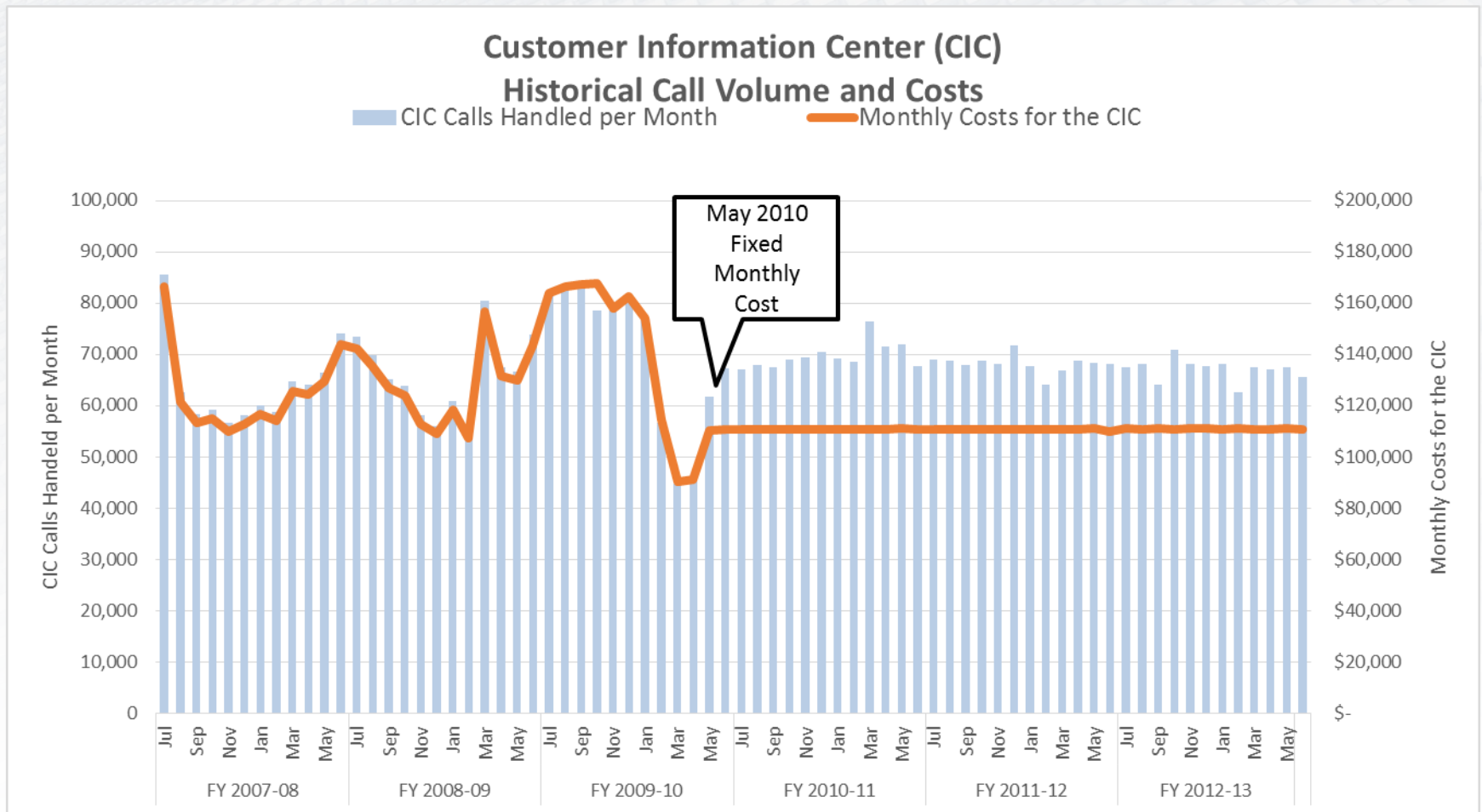


Customer Information Center

- Handles 800,000+ customer calls annually
- Operates seven days a week, 365 days a year
- Average wait time less than two minutes
- Current contract with Alta Resources will expire June 30, 2014



Call Volumes and Cost History



Manage Call Volumes and Cost

- Develop and promote new digital communication channels
- Enhance 511
- Adjust CIC operation days/hours
- Adopt pricing ranges to accommodate call volume changes
- Maintain two minutes or less average wait time



CIC Hours of Operation

Hours of Operation	Scenario 1	Scenario 2	Scenario 3 (Status Quo)
Weekdays	7:00 a.m. - 7:00 p.m.	7:00 a.m. - 7:00 p.m.	7:00 a.m. - 8:00 p.m.
Weekends	8:00 a.m. - 6:00 p.m.*	8:00 a.m. - 6:00 p.m.	7:00 a.m. - 7:00 p.m.
Holidays	8:00 a.m. - 5:00 p.m.	8:00 a.m. - 5:00 p.m.	None

*Saturday only, no Sunday service

Pricing Proposal

Proposed Initial Term Monthly Pricing			
Monthly Call Volumes	Hours of Operation		
	Scenario 1	Scenario 2	Current Hours Scenario 3
40,000-50,000	\$ 81,500	\$ 82,500	\$ 86,000
50,001-55,000	\$ 86,500	\$ 89,500	\$ 92,500
55,001-60,000	\$ 92,500	\$ 93,600	\$ 97,200
60,001-67,000	\$ 100,000	\$ 102,000	\$ 106,500

Recommendations

- Approve the selection of Alta Resources to operate the Customer Information Center
- Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-3-1895 between the Orange County Transportation Authority and Alta Resources, in an amount not to exceed \$4,035,000, for a three-year initial term from July 1, 2014 through June 30, 2017, with two, two-year options