

Transportation Committee

For the Metropolitan Council meeting of August 24, 2016

Subject: Approve Transit Service Center 9 Month Lease Extension

Proposed Action

That the Metropolitan Council authorize the Regional Administrator to negotiate and execute a 9 month lease extension for the Minneapolis Transit Service Center with St. Paul Fire and Marine Insurance Equity Transwestern for a cost not to exceed \$61,000.

Summary of Committee Discussion/Questions

Nick Eull presented this item and Mary Capistrant was also present to answer any questions.

Letofsky asked how the service center interacts with the TMO and what this would mean as the TMO is having its own questions about the future. Eull answered that there is some cross over with the TMO but the service center provides more service to customers by having a higher level of knowledge and specialty. Lamb answered that the 9 month extension will allow Metro Transit to look holistically at the future of the TMO and evaluate the service center to determine what the service center's role and shared responsibilities will be moving forward.

Motion by Commers, seconded by Elkins and carried.

Transportation Committee

Meeting date: August 8, 2016

For the Metropolitan Council meeting of August 24, 2016

Subject: Authorization for 6th Amend for contract of leased space for the Minneapolis Service Center (CAA 86-065-165)

District(s), Member(s): All Council Members

Policy/Legal Reference: Council Policy 3-3 Expenditures – Procurement of Goods and Services over \$500,000

Staff Prepared/Presented: Brian J. Lamb, General Manager, (612-349-7510); Edwin D. Petrie, Director Finance, (612) 349-7624); Nick Eull, Senior Manager – Revenue Operations (612-349-7364); Mary Capistrant, Supervisor Revenue Operations (612-349-7631)

Division/Department: Metro Transit

Proposed Action

That the Metropolitan Council authorize the Regional Administrator to negotiate and execute the 6th amendment to contract CAA 86-065-165 with St. Paul Fire and Marine Insurance Equity Transwestern, LLC for a 9 month lease of office space at 719 Marquette Ave, Minneapolis MN in an amount not to exceed \$61,000, to include leasing costs and supplementary cleaning and maintenance costs.

Background

The Minneapolis Service Center - Baker Center Fifth Amendment lease expires on 8/31/2016. The Minneapolis Service Center has been at this location since 1986 and currently serves an estimated 11,000 customers per month. The service center location along Marquette Avenue in downtown Minneapolis is a major transit avenue. The proposed rate has been reviewed and been determined to be fair and reasonable. A nine-month extension of the current lease will provide necessary time for Metro Transit to ensure the current location is the best possible location to meet customer needs considering expected growth in the next 5-7 years.

Metro Transit's service centers perform a critical role in providing customer service by offering fare payment information, schedule information, and other critical information and training for our customers. The long-term strategy includes supporting Metro Transit's current and anticipated growth, including being a strong stakeholder in helping support transit growth. Service Centers also play a key role in communicating with the public, providing community information, and listening to and passing on customer concerns to project and operation managers.

Rationale

The Minneapolis Service Center receives an average of 500 customer visits per day seeking help to buy fares, gather route information, or receive assistance in resolving transportation issues. The Service Center is the human face of Metro Transit's sales and customer service efforts where customers can get information on their transportation needs including bus, light rail, commuter rail, van/car pool, biking options, car

sharing as well as dial-a-ride services from Transit Link and Metro Mobility.

Funding

Funding is available for this contract through operating funds in project 59973.

Known Support / Opposition

There is no known opposition.