

SAN FRANCISCO
MUNICIPAL TRANSPORTATION AGENCY
BOARD OF DIRECTORS

RESOLUTION No. 190115-04

WHEREAS, The SFMTA needs to better prepare its workforce for roles that require public interaction; and,

WHEREAS, Assaults are the Agency's leading cause of employee injury and the most expensive type of claim received by the Agency; and,

WHEREAS, The SFMTA requires as-needed training services to provide additional training to employees focused on the development needs of employees who typically interact with the public and those who supervise these employees; and,

WHEREAS, The SFMTA seeks to create customized training programs that train employees to provide improved customer interactions, reduce customer conflicts, and mitigate assaults; and,

WHEREAS, The anticipated result of this training will be improved customer service, a reduced number of physical assaults, reduced workers compensation claims and absenteeism, an increased feeling of safety for employees and better overall employee satisfaction; and,

WHEREAS, A cross-functional group within the agency including representatives from Human Resources, Communications and the Transit and Sustainable Streets Divisions participated in the development of the Request for Proposals (RFP) and subsequent proposer interviews; and,

WHEREAS, Union representatives have been supportive of customized training for their members; and

WHEREAS, On June 20, 2018, the SFMTA advertised RFP No. SFMTA-2018-39 soliciting proposals from firms with expertise in customer service, de-escalation and implicit bias training and stating that the SFMTA could issue as many as three contracts for these services; and,

WHEREAS, The SFMTA received two responsive proposals to the RFP from responsible proposers; and,

WHEREAS, SFMTA's Contract Compliance Office has confirmed the proposers' commitment to meet their respective 20 percent Local Business Enterprise participation goals for these Contracts; and,

WHEREAS, On November 15, 2018, the SFMTA, under authority delegated by the Planning Department, determined that the proposed Contracts are not defined as a "project"


under the California Environmental Quality Act (CEQA) pursuant to Title 14 of the California Code of Regulations Sections 15060(c) and 15378(b); and,

WHEREAS, A copy of the CEQA determination is on file with the Secretary to the SFMTA Board of Directors, and is incorporated herein by reference; now, therefore, be it

RESOLVED, That the San Francisco Municipal Transportation Agency Board of Directors awards Contract No. SFMTA-2018-39-A, As-Needed Specialized Training Services to Moran Consulting Inc., for specialized training in customer service, incident de-escalation and management of implicit bias, as well as coaching for supervisors and managers, for a total amount not to exceed \$3,000,000, and a term not to exceed three years, with an option to extend the Contract for two additional one-year terms at the Director of Transportation's sole discretion; and be it further

RESOLVED, That the San Francisco Municipal Transportation Agency Board of Directors awards Contract No. SFMTA-2018-39-B, As-Needed Specialized Training Services to DTUI.com LLC, for specialized training in customer service, incident de-escalation and management of implicit bias, as well as coaching for supervisors and managers for a total amount not to exceed \$3,000,000, and a term not to exceed three years, with an option to extend the Contract for two additional one-year terms at the Director of Transportation's sole discretion.

I certify that the foregoing resolution was adopted by the San Francisco Municipal Transportation Agency Board of Directors at its meeting of January 15, 2019.



Secretary to the Board of Directors
San Francisco Municipal Transportation Agency