

511 Call Transfer Agreement

This Agreement will confirm the details discussed and agreed upon between the North Carolina Department of Transportation, (NCDOT), and the *(Agency)*, on *(date)* regarding the transfer of calls from North Carolina's 511 Traveler Information service to *(Agency)*.

Name of Agency and Introduction Message

Callers to the 511 system will hear the following message in advance of their choice to be transferred to your transit agency: ("MESSAGE") [*menu item number, to be determined at a later date*]. The caller will then hear a confirmation message indicating that they are about to be transferred to the outside agency, and noting the telephone number to which they are being transferred.

Transfer Number

The telephone number to which 511 calls will transfer is *(number)*. This is the number to which 511 callers will be transferred. If the current transfer to number is changed at any time, the *(Agency)* shall notify the NCDOT 30 days prior to any changes that will be made to the number that NCDOT transfers the 511 calls to in order for NCDOT to accommodate it's changes to the NC 511 system.

Operating Hours

Calls will be transferred from 511 to the *(transit agency)* during the hours of *(hours)* Monday through Friday, and *(hours)* Saturday. Outside of these operations hours, users will hear a pre-recorded message advising that the customer service line in question is closed, and will accept calls starting at the appropriate time on the next open day.

Contact Information - *(Any contact information provided will not be available to the public)*

***(Agency)* Contact Name and Number – Managerial**

The contact person for managerial issues and their contact phone number is *(name and number)*

***(Agency)* Contact Name and Number – Technical**

The contact person for any technical issues (call acceptance, etc.) and their phone number is *(name and number)*

NCDOT Contact Name and Number

The contact person for any issues with the NC 511 system and their phone number is Jo Ann Oerter at 919-233-9331.

Each agency will notify the other agency of any changes in personnel who are responsible for the management and technical components of the NC 511 system.

Marketing Initiatives

Where appropriate, the NCDOT requests that *(Agency)* utilize the 511 logo in conjunction with their agency's logo on any form of advertising/marketing initiatives. The addition of the 511 logo to the advertising material will make users of the system aware of another way that they can access the system. The registered 511 logo can be used for marketing and promotional purposes as per the National 511 Deployment Coalition Logo Guidelines.

Agency Responsibilities

- ❑ **It shall be the responsibility of the Transit Agency to:**
 - ❑ Inform the appropriate NCDOT personnel in a timely matter of any event or instance where the Transit Agency information will not be available to the NC 511 system
 - ❑ Provide accurate and timely information to the NC 511 caller
 - ❑ Provide enough system capacity to limit, preferably to eliminate, hold times and provide a high level of service to the NC 511 users.

- ❑ **It shall be the responsibility of the NCDOT to:**
 - ❑ Provide a telephonic link to the designated Transit Agency from the NC 511 system when requested by the NC 511 caller.
 - ❑ Provide this link at no direct charge to the Transit Agency.
 - ❑ Inform the appropriate Transit personnel when the Transit Agency's information on the NC 511 system will be unavailable, do to maintenance or other unforeseen event.
 - ❑ Respond to request and comments from the Transit Agency regarding the implementation of the system.
 - ❑ Work with the Transit Agency to provide the best level of service to the users of the NC 511 and Transit system.

Both parties agree that it is in their mutual interest to provide the best level of service to users as is reasonable. As such, the service shall minimize, if not eliminate, the possibility of the user receiving a busy signal. If either party fails to fulfill any of the aforementioned responsibilities to the satisfaction of the other party, both parties agree to work together to resolve the issue prior to termination of service. If no resolution is possible, it is the right of either party to terminate this agreement via a written notification to the other party with 30 days prior notice.

IN WITNESS WHEREOF the parties hereto have executed and delivered this Agreement and hereby declare that THEY HAVE READ AND DO UNDERSTAND EACH AND EVERY TERM, CONDITION, AND COVENANT CONTAINED IN THIS AGREEMENT OR IN ANY DOCUMENT INCORPORATED BY REFERENCE.

NORTH CAROLINA DEPARTMENT
OF TRANSPORTATION

(Transit Agency)

By: _____

By: _____

Print Name: _____

Print Name: _____

Title: _____

Title: _____

Date Signed: _____

Date Signed: _____