

## Finance and Budget Committee

Meeting date: October 1, 2025

Agenda Item #: 6

**Discussion of a resolution authorizing the Executive Director to negotiate and execute an agreement with MJM Innovations to provide call center services for DRCOG's Choice Services Transportation Program in the amount not to exceed \$180,000 for the period ending June 30, 2026, with annual autorenewals through June 30, 2030.**

Agenda item type: Action item

### Summary

This item recommends adopting a resolution to contract with MJM Innovations to provide call center services for the Choice Services Transportation program.

### Background

The DRCOG Area Agency on Aging operates a Choice Services Transportation program that allows older adults to receive vouchers to pay for rides through a vetted list of transportation providers. This program provided over 58,000 trips last fiscal year through various transportation network companies and other providers. DRCOG had previously contracted with a call center in the last fiscal year to schedule trips given the high volume of calls coming into DRCOG's Aging and Disability Resource Center. The call center answered approximately 2,000 calls per month for DRCOG's program. Unfortunately, DRCOG was notified the call center would be closing as of June 30, 2025, so DRCOG needed to find another solution to meet the needs of this program.

As such, DRCOG released a request for proposals in September to solicit bids to replace this call center. DRCOG received a total of eight responses, and three vendors were selected for an in-person interview. The vendors selected for the in-person interview based on the overall scoring criteria were MJM Innovations, Go Go Technologies and Beyond Outsourcing Systems and Solutions.

DRCOG selected MJM Solutions for this contract based on their extensive 27+ years of experience and proven expertise in providing transportation options and solutions for older adults. Their track record demonstrates a strong ability to deliver high quality, reliable services to a wide range of organizations, including Area Agencies on Aging and local municipalities nationwide, ensuring that communities have access to the best transportation solutions available. MJM's solution provides capacity to answer live calls, customer service excellence, technology platforms that support the customer experience and enhanced reporting capabilities, established relationships with current partners of DRCOG's program, and reliable systems to ensure continuity of service. MJM's program will meet the current needs of the AAA's program and support the program's future needs.

### Action by others

None



**Previous discussion/action**

None

**Recommendation**

Move to adopt a resolution authorizing the Executive Director to negotiate and execute an agreement with MJM Innovations to provide call center services for DRCOG's Choice Services Transportation Program in the amount not to exceed \$180,000 for the period ending June 30, 2026, with annual autorenewals through June 30, 2030.

**Attachment(s)**

Draft resolution.

**For more information**

If you need additional information, please contact Douglas W. Rex, Executive Director, at 303-480-6701; or Fonda Buckles, Manager, Older Adult Services, Area Agency on Aging, at 303-480-6799, or [fbuckles@drcog.org](mailto:fbuckles@drcog.org).

