



AMBAG Member Services Policy

AMBAG provides informational and technical services to member agencies, nonmember government agencies, and private organizations and individuals. It is the purpose of AMBAG to offer products and services that meet the needs of decision makers in the public and private sectors while enhancing the quality and extent of demographic, economic, transportation, land use, and other information maintained by AMBAG.

Project Priorities and Procedures

In the event that the AMBAG is unable to respond to the number of requests for service with the available staff and other resources, the AMBAG Executive Director will direct project priorities. The Executive Committee will be asked to set project priorities.

Fees, Charges, and Pricing Policies

AMBAG's Executive Director will be responsible for establishing a fee schedule for all services provided by AMBAG.

1. AMBAG's Executive Director will review the fee schedule annually and revise as necessary to ensure full cost recovery of services rendered.

2. Fees will be based upon competitive market rates. The elements that will be used to calculate the cost of any service provided through AMBAG will include, but are not limited to, the following:

- Direct Costs Indirect Costs
- Direct Labor General and Administrative Overhead
- Fringe Benefits Program Management
- Printing and Graphics

3 AMBAG clients will be provided with a cost estimate for all requested products and services. This estimate will be acknowledged and accepted by the client in writing or via e-mail prior to commencing any work.

4. All requests for service in excess of \$2,500 will be in writing and implemented in the form of an agreement signed by an authorized officer of the client and AMBAG.

5. There will be appropriate charges made to cover costs for administration of all contracts or services that pass through funds to other organizations.

AMBAG Member Agencies

For voting member agencies of the AMBAG Board of Directors, 10 hours or less of AMBAG staff time per fiscal year will be completed at no charge. Services in excess of 10 hours of AMBAG's staff time each fiscal year will be fully reimbursed by the requesting agency.

There a number of additional services provided to Member Agencies free of charge. These tasks are provided at no charge and are not counted towards 10 hour allotment.

- GIS Data Shapefile Requests (on- the- shelf and previously prepared data)
- Updating AMBAG's GIS Data Holdings and AMBAG Regional Data Viewer
- Conversion of CAD files to GIS (bi-monthly, quarterly, or bi-annual schedule)
- Grant Application Review: provide examples, review grant, review scope of work, provide feedback to create stronger application, and provide data to supplement grant (i.e. accident data for Active Transportation Projects [ATP] grants)
- Traffic Count Data (source: Caltrans for Highway with correlated post mile, SCCRTC for Santa Cruz County, SBtCOG for San Benito County, and TAMC for Monterey County)
- Statewide Integrated Traffic Records System (SWITRS) data in GIS
- Hosting and Distribution of Caltrans Wildlife Corridor Tool (includes user guide)

Conflicts

1. Nothing in these policy guidelines is intended to prevent or delay the efficient and effective delivery of service to any client. AMBAG's Executive Director has the responsibility of interpreting the policy in as fair and practical a manner as possible.
2. AMBAG will deny all requests for services directly dealing with legislative matters, propositions, or candidates for public office.
3. AMBAG reserves the right to refuse any request for service that it determines is, or may be, in conflict with AMBAG policies and bylaws.