



## MEMORANDUM

DATE: 11/9/2023

TO: TARTA Board of Trustees

FROM: Rick Bailey, Chief Customer Experience & Mobility Officer

CC: Laura Koprowski, Chief Executive Officer  
Sophie Giviyani-Kermani, Chief Financial Officer

SUBJECT: Customer Service Survey Contract Resolution

The purpose of this resolution is to enter into a contract with TransPro Consulting, LLC to conduct our customer service survey. We received (3) three proposals from Milan Chicago, LLC, Vega Management Consulting, LLC and TransPro Consulting, LLC. TransPro Consulting, LLC was the lowest bidder. This survey will assist TARTA in measuring overall customer satisfaction with the services provided to the region. This contract will allow TARTA to implement and maintain on an ongoing customer survey program with survey results reported on a periodic basis.

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