



TOLEDO AREA REGIONAL TRANSIT AUTHORITY

RESOLUTION NO. 62-23

AUTHORIZING THE CHIEF EXECUTIVE OFFICER TO EXECUTE A
CONTRACT WITH TRANSPRO CONSULTING, LLC TO CONDUCT TARTA'S
CUSTOMER SERVICE SURVEY

WHEREAS, TARTA is committed to providing the highest levels of customer service through a dedicated workforce to the serve the transportation needs of the region in the most safe and reliable way possible; and

WHEREAS, our need to measure overall customer satisfaction with TARTA's performance in providing our services; and

WHEREAS, our desire to implement and maintain an ongoing customer survey program with survey results reported on a periodic basis; and

WHEREAS, the recommended contract to be approved will not exceed Ninety-Five thousand (\$95,000.00) for FY 2023.

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF TRUSTEES OF THE TOLEDO AREA REGIONAL TRANSIT AUTHORITY, OHIO:

SECTION 1. That the Chief Executive Officer is hereby authorized to enter into a contract with TransPro Consulting, LLC for one (1) year, with three (3) one (1) year extensions for TARTA's customer service survey at a cost not to exceed Ninety-Five thousand (\$95,000.00) dollars for FY 2023.

SECTION 2. That this resolution shall be effective immediately upon its adoption.

ADOPTED: November 16, 2023

President

ATTEST:

Secretary-Treasurer