



MEETING MINUTES

Organizational, Services & Performance Monitoring Committee

July 7, 2026

Committee Members: Ms. Pacetti (Chair), Mayor Gallo, Mr. Love, Ms. McPherson, Mr. Sleasman

Also Present: Mayor Koomar, Ms. Elder, Ms. Harper, Mayor Weiss, Ms. Smith Whigham

Staff/Other: Shawn Becker, Nick Biggar, India Birdsong Terry, Janet Burney, James Burke, Tonina Campbell, Floun'say Caver, Brent Charnigo, Nick Davidson, Ronald Darden, Wendy Feinn, Michael Fesler, George Fields, Bob Fleig, Anthony Garofoli, Rajan Gautam, Chief Deirdre Jones, Lawrence Jupina, Carl Kirkland, Jonathan Laule, Jeff Macko, Sheila Miller, Charles Morgan, Ruben Morgan, Holly Mothes, Steve Peganoff, Mike Schipper, Joe Shaffer, Kay Sutula, Wendy Talley, John Togher, Natoya Walker-Minor, Carolyn Young

Public: 4

I. Roll Call

Ms. Pacetti called the meeting to order at 10:44 a.m. with roll call. A quorum was present.

II. Approval of Minutes – June 2, 2026

Mr. Sleasman moved and Ms. McPherson seconded to approve; the motion carried.

III. IFB Procurement – a competitive procurement to purchase a production/switch tamper.

James Burke, Vehicle Engineer I, stated that a tamper is a specialized rail maintenance vehicle designed to lift and align the rail and compact the ballast or layer of stone beneath the ties to prevent them from shifting and to ensure track stability and precise rail alignment. This procurement is to replace the tamper which was received in 1997 and too wide to fit into the new platform configuration. The new tamper will operate within the new railcar envelope when the platforms are extended.

Jonathan Laule, Program Contract Manager, stated that this invitation for bid was issued on May 18, 2026. The lowest responsive and responsible vendor is Harsco Metro Rail, LLC.

Staff requests that the Committee recommend the Board award a contract to Harsco Metro Rail, LLC in an amount not to exceed \$1,950,000.

Motion – Ms. Pacetti moved to advance the item to the Board of Trustees; Mr. Sleasman seconded. The motion carried.

IV. RFP Procurement – a competitive negotiated procurement for community and customer surveys for a period of three years with two, one-year options.

Nick Biggar, Senior Director, Customer Experience & Performance Management, stated that GCRTA has had formal mechanisms to capture the voices of customers, community members and employees. This direct feedback helps staff gain an understanding of how to adapt.

The three types of surveys are the quarterly customer experience survey with customers, and annual community value survey of the community at large and employee surveys to measure workplace culture. Staff is seeking to partner with an industry leader to collaborate on survey design and deploy them with modern technology utilizing GCRTA performance management cadence.

Scott Lawson, Contract Administrator II, stated that the request for proposal was issued on February 23, 2026, and four proposals were received. Staff requests that the Committee recommend the Board award a contract for survey services to ETC Institute in an amount not to exceed \$658,122 for the base three years and an amount not to exceed \$219,374 for each of two option years for a total contract not to exceed \$1,096,870 for a five-year period.

Ms. McPherson asked how many responses staff would prefer to generate for each survey and the duration of the survey period. Natoya Walker-Minor, Deputy General Manager, Administration & External Affairs stated that the customer experience survey is approximately 1,200 people, community value is approximately 600 and employee engagement has increased over the last few years to just under 51% of staff.

Mr. Love requested more information regarding bringing data collection and customer satisfaction functions in-house. Ms. Walker-Minor explained that staff believed bringing customer experience in-house would be a tremendous value. Mr. Biggar and his team examine data which leads to better results and somewhat reduced expenses through that in-house capability.

Ms. Pacetti clarified that this contract will complete the transition from Transpro. Ms. Walker-Minor added that staff worked with Transpro over a three-year period to facilitate data analysis and reporting to bring that customer experience capability in-house that is led by Mr. Biggar. That engagement concluded in January. During the last two years, ETC -- the recommended provider for this resolution -- was the provider for survey services and would continue to provide support for survey services.

Ms. Pacetti appreciated the data and stated that GCRTA stand out among transit agencies for repeatedly asking the community for input.

Motion – Mr. Sleasman moved to advance the item to the Board of Trustees; Ms. McPherson seconded. The motion carried.

V. Adjournment

There being no further business to bring before this Committee, Ms. McPherson moved to adjourn the meeting and seconded by Mayor Gallo. The meeting was adjourned at 11:03 a.m.



Rajan D. Gautam
Secretary/Treasurer
