

1. **CALL TO ORDER**

Vice Chair Treneff called the committee to order at 3:00 PM.

2. **ROLL CALL**

Board Members Present

Craig Treneff, Vice Chair
Michael Stevens

Board Members Absent

Trudy Bartley, Chair
Marlon Moore

3. **APPROVAL OF THE GOVERNANCE COMMITTEE MEETING MINUTES**

Due to the absence of Chair Bartley and Trustee Moore, a quorum was not achieved. Thus, no voting on the approval of the February or March minutes took place.

4. **GOVERNANCE COMMITTEE REPORT – TRUDY BARTLEY, CHAIR**

No report.

5. **STRATEGIC AND OPERATIONAL PLANNING COMMITTEE – CRAIG TRENEFF, CHAIR**

Customer Service & On-Board Survey Presentation

Terri Elder and Elliott Doza presented on the two surveys that were completed in 2018 – the 2018 On-Board Survey and Customer Satisfaction Survey

Trustee Stevens asked if there were worries about survey fatigue. Elliott and Terri responded that it was discussed, but the On-Board Survey is completed every five years, whereas the Customer Service survey is done every year. They stated that the way that customers were surveyed were different for the two surveys.

Trustee Stevens asked what the other methods of the ways riders accessed information about COTA. Terri responded that in addition to Google Maps, the Transit App, Customer Service office, and IVR.

Vice Chair Treneff asked if we track the number of passes that are sold. Trustee Stevens asked if we have an accounts based system. COTA Staff will look into the status and will look to having an update at next month's committee and board meetings. Emille reported out that we are reviewing internally our fare structure as we talk about mobile payment and mobile boarding.

Strategic Plan

There was an update on the Strategic Plan and where we are in the process. There are four guiding principles: improve customer experience, approve mobility options, achieve organizational excellent, and prioritize use of data and analytics. Equity, Diversity and Inclusion will be woven into all four of the principles. Joanna stated that we will be extending the timeline of when the strategic plan be delivered. The committee had an extended conversation on COTA's vision and mission statement and how that needs to be incorporated into the Strategic Plan. Joanna stated that the consultants will be coming to the May committee meetings to present on the findings.

Microtransit Update

The Grove City pilot is moving forward. COTA will be working with VIA to provide the app for the microtransit project. Zone 1 in Grove City will be the first phase of the pilot that includes the eastern portion of the city. VIA will do consulting and supporting work.

RESOLUTION NO. 2019-XX - AUTHORIZING AN AGREEMENT FOR AN ON-DEMAND MICROTRANSIT PILOT PROJECT WITH THE CITY OF GROVE CITY

The resolution would allow us to go into an agreement for a 1-year pilot project with Grove City. Next month, drivers will start to be recruited. The above resolution was discussed and recommended for regular agenda at the Board of Trustees Meeting on April 24, 2019 at 8:00 a.m.

6. EXTERNAL/STAKEHOLDER RELATIONS COMMITTEE REPORT - MARLON MOORE, CHAIR

Laura Koprowski and Patrick Harris gave the update on behalf of Chair Moore:

Government Affairs Update

After negotiations, \$70 million per year was agreed upon by the General Assembly and will now come from the General Revenue Fund. Vice Chair Treneff asked how the appropriations would be distributed. Patrick stated that is still to be determined. Vice Chair Treneff asked if this would be an appropriation to ODOT and then funneled through the transit agencies. Patrick said he is working on determining this information.

Trustee Stevens commended Joanna and the Government Affairs Team on their hard work in making COTA's presence known around Capitol Square.

Corporate Engagement Strategy

Patrick reported that Michael Loges, Senior Economic Development Project Manager, provided information to the committee Chair Moore requested. He plans to present to the External Stakeholder Committee as well as during May's Board Meeting. Trustee Stevens asked if part of the strategy includes the idea that COTA is at the table from the start of economic development discussions. Joanna stated that Chair Moore had requested to see a list of individuals of who are meeting with and targeting, but should be part of the overall strategy. Vice Chair Treneff recommended that board members should engage with local chambers of commerce to help build on the business relationships.

Diversity and Inclusion Efforts/ Workforce Diversity and EEO Reporting

Patrick reported that Quincy Howard, Contract/DBE Program Administrator presented about COTA's Supplier Diversity. There was a rich dialogue of how to effectively capture and report out on COTA's DBE program.

Laura reported that Stephanie Pulliam, Manager Compensation & Benefits/EEO Investigation Officer and Jana Davis, Diversity & EEO Administrator gave an update on COTA's workforce diversity. Similar to the previous report, this was another dialogue of how to effectively capture and properly report out on COTA's diversity.

Marketing Update

Laura presented the Microtransit Branding recommendation based off of focus groups. The Marketing department has been working with the company Align2Market. COTA PLUS will be the name of the Microtransit branding. There will be a presentation of the recommendation in next week's board meeting.

COSI Science Festival

25,000 people will be coming downtown for the COSI Science Festival on Saturday, May 4. COSI approached COTA to be the official ride partner for the event. Those who are attending the festival and ride COTA will be allowed to board for free that day. In exchange, COTA will be on major advertisements for the festival. Laura is hoping for 5,000 individuals to use COTA on that day. In order for individuals to use COTA to get home, attendees will have to visit the COTA booth at the Science Festival.

RESOLUTION 2019-XX – AUTHORIZING FREE FARES FOR COTA CUSTOMERS ATTENDING THE INAUGURAL COSI SCIENCE FESTIVAL ON MAY 4, 2019

Trustee Stevens asked a clarifying question whether or not COTA will not receive any cash payment. Laura confirms that there will be no payment. Laura confirmed that Frederic Bertley and Stephen White from COSI would like to attend next week's board meeting to speak to the resolution.

Above resolution was discussed and recommended for regular agenda at the Board of Trustees Meeting on April 24, 2019 at 8:00 a.m.:

7. PERFORMANCE MONITORING/AUDIT COMMITTEE REPORT - MICHAEL STEVENS, CHAIR

Trustee Stevens stated that our quarterly financial report will occur during May's board meeting.

Below resolutions were discussed and recommended for consent agenda at the Board of Trustees Meeting on April 24, 2019 at 8:00 a.m.:

RESOLUTION 2019-XX – AUTHORIZING AN AMENDMENT TO RESOLUTION NO. 2018-110 TO REVISE APPROPRIATIONS FOR THE EXPENDITURES OF THE CENTRAL OHIO TRANSIT AUTHORITY FOR THE CALENDAR YEAR ENDING DECEMBER 31, 2019

RESOLUTION 2019-XX – AUTHORIZING A CONTRACT WITH CUMMINS SALES & SERVICE FOR THE PURCHASE OF MISCELLANEOUS CUMMINS PARTS FOR TRANSIT COACHES

RESOLUTION 2019-XX – AUTHORIZING A CONTRACT WITH DIESEL INJECTION SERVICE COMPANY INC. FOR THE PURCHASE OF MISCELLANEOUS CUMMINS PARTS FOR TRANSIT COACHES

RESOLUTION 2019-XX – AUTHORIZING ADDITIONAL EXPENDITURES FOR THE CONTRACT WITH CNG SERVICES, LLC FOR A COMPRESSED NATURAL GAS (CNG) FUELING SYSTEM SERVICES CONTRACTOR FOR COTA FACILITIES

RESOLUTION 2019-XX – AUTHORIZING A CONTRACT WITH CDW GOVERNMENT LLC FOR THE RENEWAL AND CO-TERMINATION OF SMARTNET LICENSES

RESOLUTION 2019-XX – AUTHORIZING A CONTRACT WITH WESTERN RESERVE TECHNOLOGY LTD FOR THE PURCHASE OF COMPUTERS, SOFTWARE, SUPPLIES AND SERVICES

RESOLUTION 2019-XX – AUTHORIZING A CONTRACT WITH SOPHISTICATED SYSTEMS, INC. FOR THE PURCHASE OF COMPUTERS, SOFTWARE, SUPPLIES AND SERVICES

RESOLUTION 2019-XX – AUTHORIZING A CONTRACT WITH CDW GOVERNMENT LLC FOR THE PURCHASE OF CISCO EQUIPMENT AND LICENSING IN SUPORT OF IT INFRASTRUCTURE

RESOLUTION 2019-XX – AUTHORIZING ADDITIONAL EXPENDITURES FOR THE CONTRACT WITH BINDERY & SPECIALTIES PRESSWORKS INC. FOR TIMETABLE PRINTING SERVICES

8. ADJOURNMENT

Vice Chair Treneff adjourned the meeting at 4:00 PM.

Adopted: **May 15, 2019**

Signed: 

Chair, Board of Trustees

Attest: 

President/CEO