PLANNING, OPERATIONS AND MARKETING COMMITTEE WORKING SESSION
MONDAY APRIL 15, 2019 4:00 P.M.
OR IMMEDIATELY FOLLOWING THE COMPLETION OF THE COMMUTER RAIL COMMITTEE MEETING
PLANNING, OPERATIONS & MARKETING COMMITTEE
WORKING SESSION

MONDAY APRIL 15, 2019 4:00 P.M.
OR IMMEDIATELY FOLLOWING THE COMPLETION OF THE COMMUTER RAIL COMMITTEE MEETING

Fort Worth Central Station
Downtown Fort Worth
1001 Jones Street, 2nd Floor Community Room
Fort Worth, Texas 76102

Committee Members:
Ray Taylor – Chairman
Teresa Ayala
Jeff Davis
Alan Hooks
Jeff King

Staff Support:
Angela Allen, Customer Care
Wayne Gensler, Operations
Linda Thornton, Marketing/Communications
Carrie Weir, Facilities
Jose Perez, Facilities

A. CALL TO ORDER
Ray Taylor

B. UPDATES
1. March 2019 Customer Care Report
   Angela Allen
   Wayne Gensler
3. March 2019 Marketing Report
   Linda Thornton

C. ACTION ITEMS
1. POM2019-19 Promotional Products & Services Contract
   Linda Thornton
2. POM2019-20 Exterior Elevated Lighting Replacement Contract
   Carrie Weir
3. POM2019-21 Elevator Inspection & Maintenance Contract
   Carrie Weir
4. POM2019-22 ADA Accessibility Improvement Program Phase 6 Construction Contract
   Jose Perez

D. OTHER BUSINESS

E. NEXT MEETING
   MONDAY, MAY 13, 2019 @ 4:00 pm

F. ADJOURN

This facility is wheelchair accessible.
For accommodations for hearing or sight interpretive services, please contact Kelli Shields 48 hours in advance at 817.215.8972.

TRINITY METRO™
PLANNING, OPERATIONS & MARKETING COMMITTEE
INFORMATION ITEM

**Item:** Customer Care Report  
**Meeting Date:** April 15, 2019

Angela Allen, Customer Care Administrator will give an update on Customer Care.
CALL OVERVIEW

- In March, there were 26,329 calls to the Customer Care Department
- 50.06% were answered immediately (13,180)
- 7.52% were abandoned (1,858)
- 48.48% of the abandoned calls were in the queue less than 60 seconds (960)
- The Average Wait Time was 1 minute and 4 seconds
- 80.34% of all calls were answered within our 1-minute goal (19,436)
- 64.11% of the calls were Access
- 1,051 English TEXRail calls
- 12 Spanish TEXRail calls
- 165 English Zip Zone calls
- 8 Spanish Zip Zone calls
BUS SUMMARY

Commendations and Complaints

- Valid Bus Complaints: 24.00%
- Bus Commendation: 35.00%
- Invalid Bus Complaints: 38.00%
- Undetermined: 3.00%

37 Total Reports:
- 1 Commendation
- 14 Invalid Complaints (researched and found to be untrue)
- 13 Undetermined Complaints (unable to verify or issue still being investigated)
- 9 Valid Complaints
  - 3 – Customer Service Skills – Operator
  - 2 – Bus Late
  - 2 – Route Connections
  - 1 – Bus Broke Down
  - 1 – Service Interruption

Customer Care Call Stats

Customer Care Call Stats for FY2018 and FY2019 from October to March.
ACCESS SUMMARY

Commendations and Complaints

- **6.00%** Commendations
- **34.00%** Valid Complaints
- **40.00%** Invalid Complaints
- **20.00%** Undetermined Complaint

35 Total Reports:
- 2 – Commendations
- 7 – Invalid Complaints (researched and found to be untrue)
- 12 - Undetermined Complaints (unable to verify or issue still being investigated)
- 14 – Valid Complaints
  - 3 – Vehicle Late
  - 3 – Customer Service Skills – operator
  - 3 – No Shows (system glitch, driver didn’t see passenger)
  - 2 – Misc (system glitch while scheduling,
  - 1 – Vehicle Early
  - 1 – Scheduling Process
  - 1 – Ride Around Time

Customer Care Call Stats

- Approved by: ANGELA ALLEN, CUSTOMER CARE ADMINISTRATOR
- DATE: 4/9/19
- DETRA WHITMORE, VP ADMINISTRATION
PLANNING, OPERATIONS & MARKETING COMMITTEE
INFORMATION ITEM

Item:  March 2019 Operations Update  
Meeting Date:  April 15, 2019

Wayne Gensler, Vice President and Chief Operating Officer will give an update on Operations.
On Time Performance

Higher is better

Prepared by Ebonie Wingo
Miles Between Road Calls

- Higher is better

Prepared by Ebonie Wingo
Preventable Collisions / Incidences per 100k Miles

Lower is better

Prepared by Ebonie Wingo
Non-Preventable Accidents per 100k Miles

<table>
<thead>
<tr>
<th>Month</th>
<th>Fixed Route</th>
<th>ACCESS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apr-18</td>
<td>0.61</td>
<td>1.68</td>
</tr>
<tr>
<td>May-18</td>
<td>1.15</td>
<td>1.66</td>
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<tr>
<td>Jun-18</td>
<td>1.38</td>
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<tr>
<td>Jul-18</td>
<td>1.59</td>
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<tr>
<td>Aug-18</td>
<td>0.54</td>
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<td>Sep-18</td>
<td>0.76</td>
<td>2.72</td>
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<td>Oct-18</td>
<td>2.35</td>
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<td>Nov-18</td>
<td>1.68</td>
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<tr>
<td>Dec-18</td>
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<td>Jan-19</td>
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<tr>
<td>Feb-19</td>
<td>2.17</td>
<td>3.97</td>
</tr>
<tr>
<td>Mar-19</td>
<td>1.55</td>
<td>-</td>
</tr>
</tbody>
</table>
Linda Thornton, Vice President, Marketing & Communications will give an update on Marketing & Communications.
MARKETING UPDATE: TEXRAIL TIME TO TRAIN AD CAMPAIGN
GOAL: AVERAGE 3,000 DAILY RIDES BY END OF 1Q

TEXRail carried 164,362 passengers in its first 75 days of service, averaging 2,192 daily rides from Jan. 10 through March 25, 2019. To date, the top four boarding stations are Fort Worth T&P Station, Fort Worth Central Station, Grapevine/Main Street Station, and DFW Airport Terminal B Station. Beginning in April, we will begin folding TEXRail into our other agency-wide marketing campaigns.

Additionally, we’ve updated the audio onboard the train and changed TEXRail TV screens.

Introducing Spike – The name for TEXRail’s Diesel Multiple Unit 8 is Spike. He will be the guest of honor at the grand opening of Stadler’s new manufacturing facility in Salt Lake City, Utah, May 9, along with a potential appearance at the 150th anniversary of the Golden Spike. The team is in the planning stages of a social media campaign that will communicate Spike’s experiences and his trip home. Spike will also be blogging about the Stadler facility and the Golden Spike celebration.

In the chart above, the top four boarding stations for Trinity Metro TEXRail from January 10 through March 25 are shown in red.
UPDATE: TRINITY METRONOMICS
GOAL: ACHIEVE 40 PERCENT OPEN RATE BY JUNE 2019

The fifth issue of Trinity Metronomics was sent March 27, 2019, to 481 stakeholders. In addition to partnering with Tarrant Transit Alliance (TTA) to share the dashboard, we are working to expand the subscriber to all public officials in Tarrant County to help raise awareness of our services.

This edition featured Trinity Metro’s new Alliance ZipZone service, which is provided in partnership with Denton County Transportation Authority (DCTA) and is serviced by Lyft. Unique opens for this edition decreased slightly in March with an open rate of ~24 percent vs. 30 percent in February. The click through rate (CTR) decreased to ~9 percent from 24 percent.

UPDATE: GOVDELIVERY SUBSCRIBER BASE

In March, our subscriber base increased ~6 percent for a total of 11,512 subscribers.

You’ll see from the chart at the right that the most common way for customers to subscribe is from an overlay, which is a sign-up message that appears on certain pages of the Trinity Metro website. Direct subscriptions come from the sign-up box at the bottom right of our website homepage. Network subscriptions are referrals from other GovDelivery customer accounts.

We sent six messages, including promotion of the Near Southside’s Open Streets festival and a bus survey in partnership with the American Bus Benchmarking Group (ABBG). The goal is to collect 500 surveys by April 14. As of April 5, we had collected 522 surveys.
COMMUNICATIONS

PAID MEDIA
NEW ANNUAL CAMPAIGN: NATIONAL TRANSIT DRIVER APPRECIATION DAY (MARCH 18)
GOAL: EFFECT INTERNAL CULTURE POSITIVELY BY EXPRESSING APPRECIATION FOR OUR BUS OPERATORS AND TRAIN CREWS

To ensure the agency maintains a positive work environment, Marketing led a social media campaign March 14-18 that aligned with National Transit Driver Appreciation Day. The purpose of the campaign was to show public appreciation for our bus and train operators. During the 5-day campaign, we earned more than 12,000 impressions. More importantly, we shared all the “love” from our customers with operators and train crews, by displaying comments on the monitor system in a break room area and celebrating the work they do for the agency every day.

EARNED MEDIA
President/CEO Paul Ballard was quoted in a Fort Worth Business Press article: Trinity Metro renames transportation hub.

Trinity Metro was featured on the City of Fort Worth website: Trinity Metro’s downtown rail and bus station renamed.

President/CEO Paul Ballard was quoted in a Fort Worth Star-Telegram article: Fort Worth has a great little TEXRail train station with an awful name – not anymore!

The name change was also included in the Fort Worth Business Press Newsmakers. (See Transportation section.)

Senior Vice President Bob Baulsir was quoted in a Star-Telegram article: Why Fort Worth (probably) can’t have a TEXRail system as large as Dallas’ DART trains.

A KRLD news story mentioned TEXRail: North Texas summit to look at future of transportation.

TEXRail was mentioned in a Star-Telegram article: Will I-35 congestion finally be fixed? Fort Worth mayor has news for North Texas drivers.

Trinity Metro’s “Time to Train” campaign was mentioned in a Fort Worth Business Press article: **J.O. marks two decades in marketing, PR.**

Richey Thompson, TEXRail chief engineer, was quoted in a Civil Engineering magazine article: **Infrastructure Solutions: Transit Transformation.**

Laura Hanna, director of communications, was quoted in TCU 360, the university's student publication: **TEXRail to expand after “overwhelmingly positive” response.**

Senior Vice President Bob Baulsir was quoted in a Star-Telegram article: **Why was Fort Worth’s TEXRail commuter line delayed? It wasn’t just the federal shutdown.**

TEXRail was mentioned in a Community Impact Newspaper article: **TEXRail crossing malfunction causes concern in Colleyville.**

Board Chair Scott Mahaffey and Senior Vice President Bob Baulsir were quoted in a Cowcatcher Magazine article: **Long time coming: TEXRail perseveres with Texas grit to link Fort Worth with DFW airport.**

TEXRail was featured in a City of Fort Worth website article: **TEXRail named project of the year.**

President/CEO Paul Ballard was quoted in a Progressive Railroading article: **TEXRail helps boost Fort Worth’s economic profile.**

TEXRail was featured in a Civil + Structural Engineer article: **New TEXRail commuter line opens in Dallas-Fort Worth.**

TEXRail ridership was featured in a story on NBC 5: **TEXRail carried 131,580 passengers in first two months.**

Paul Ballard was quoted in a Fort Worth Business Press article about TEXRail and other regional transportation: **New transit options: Train, circulator and Lyft services driving transportation changes.**

A TEXRail conductor was featured in 360 West Magazine: **Photo Finish: The Man on the Train.**

TEXRail was mentioned in a story on NBC 5: **TEXRail crossing arms malfunction in Colleyville.**

Trinity Metro was mentioned in a City of Fort Worth website article: **Opening near TCC South campus: Affordable housing for the workforce.**

The Dash was mentioned in a Fort Worth Business Press article: **Council Report: Pension plan fixes sent to Texas Legislature.** (See section on Electric Bus Service Plans.)

The Safari Xpress was featured in a Fort Worth Business Press article: **Spring break! It’s all happening at the Fort Worth Zoo and you can take a shuttle bus.**

The City of Fort Worth featured the Safari Xpress on its website: **Take the Safari Xpress.**
The City of Fort Worth quoted Paul Ballard in a website article: New Trinity Metro ZIPZONE service promotes commuting to work.

The ZIPZONE service was also featured on the BISNOW website: Trinity Metro ZIPZONE program uses Lyft to transport Alliance corridor employees to work.

SOCIAL MEDIA

Facebook garnered more than 100 new followers in the last four weeks, bringing the total to ~9,500, an increase of more than 70 percent compared to March 2018. The engagement level and number of page views remained steady from February.

On Twitter, impressions for February totaled more than 54,000 vs. 43,000 in January, an increase of ~26 percent.

OWNED MEDIA: RIDETRINITYMETRO.ORG

During March, website traffic showed ~10 percent decrease to 40,919 visitors. Of our website visitors, ~60 percent reach us on mobile devices, ~34 percent reach us from their desktop computer, and ~6 percent access us from a tablet.

The team is beginning a redesign of the site to ensure we provide information in a clear, easy-to-navigate manner.

OUTREACH

COMMUNITY OUTREACH

The team presented Transit 101 to various neighborhood associations during March, including:

- Handley-Meadowbrook Lions Club (10)
- Alamo Heights Neighborhood Association (22)
- Oakhurst Neighborhood Association (36)
- Fort Worth Business Exchange (with a ride on TEXRail – 17)
- Arlington Heights (35)
- Eastgate Neighborhood Association (15)

Additionally, we exhibited at United Riverside Spring Break Festival, Ridglea Area Neighborhood Alliance, and the Earth Party, a community event after Great American Cowtown Cleanup in Fort Worth.

TRINITY METRO EASYRIDE | B2B OUTREACH

In March, we welcomed new participating companies: City of Grapevine, Ben E. Keith, Dickies Arena, and PennyMac Loan Services. This brings the total of participating companies in the program to 47, accounting for nearly 11,000 rides for the month.
PLANNING, OPERATIONS & MARKETING COMMITTEE
ACTION ITEM

Item Number: POM2019-19
Item Title: Promotional Products & Services Contract
Meeting Date: April 15, 2019

BACKGROUND

Trinity Metro provides promotional products and program services for Trinity Metro events, Marketing and Advertising efforts, and special events, such as the Trinity Metro Roadeo, golf scholarship tournament and health benefits fair.

In addition to promotional products, Marketing efforts require program and event planning for targeting audiences and promoting the Trinity Metro brand with maximized efforts to reach the public through various means.

PROCUREMENT

In accordance with Trinity Metro Procurement Policy, a Request for Proposal (RFP 19-T003) for providing promotional products at a discounted price and program management was issued and advertised on Trinity Metro’s website on January 28, 2019. The RFP solicited proposals from experienced and qualified companies to provide a three-year contract for working with Trinity Metro to purchase promotional products and establish a program for marketing outreach services as required by Trinity Metro.

Three firms submitted proposals that were responsive, responsible, and in compliance with the proposal requirements:

4imprint, Inc.
Taylor Communications
World of Promotions

An evaluation committee from Trinity Metro staff reviewed the proposals and interviewed each of the firms for their industry experience and qualifications (15 points), quality control (30 points), service plan (20 points), innovative solutions and sustainability (10 points), DEB participation (5 points) and pricing (20 points).

Following is a chart that shows sample pricing submitted by each proposer:

<table>
<thead>
<tr>
<th>ITEM</th>
<th>QUANTITY</th>
<th>WORLD OF PROMOTIONS</th>
<th>TAYLOR COMMUNICATIONS</th>
<th>4IMPRINT</th>
</tr>
</thead>
<tbody>
<tr>
<td>T-Shirt: 2000 Gildan Ultra Cotton 100% Trinity Metro Logo (Left Chest), Roadeo Logo on Back (4-color)</td>
<td>1-25</td>
<td>$12.63</td>
<td>$7.27</td>
<td>$9.95</td>
</tr>
<tr>
<td>Size: S-XL</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Item Description</td>
<td>Quantity</td>
<td>Price 1-50</td>
<td>Price 2-50</td>
<td>Price 50+</td>
</tr>
<tr>
<td>----------------------------------------</td>
<td>----------</td>
<td>------------</td>
<td>------------</td>
<td>------------</td>
</tr>
<tr>
<td>S-XL</td>
<td>26-50</td>
<td>$12.63</td>
<td>$7.27</td>
<td>$8.95</td>
</tr>
<tr>
<td>2XL</td>
<td>1-50</td>
<td>$12.63</td>
<td>$9.18</td>
<td>$10.50</td>
</tr>
<tr>
<td>3XL</td>
<td>1-50</td>
<td>$12.63</td>
<td>$10.31</td>
<td>$11.95</td>
</tr>
<tr>
<td>Ogio Voyager Messenger Bag</td>
<td>24</td>
<td>$46.00</td>
<td>$38.46</td>
<td>$48.50</td>
</tr>
<tr>
<td>Trade Show Tote Bag</td>
<td>100</td>
<td>$1.99</td>
<td>$2.42</td>
<td>$1.95</td>
</tr>
<tr>
<td>Wide Body Pen / White/ Navy Trim</td>
<td>500 - 1000</td>
<td>$0.90</td>
<td>$0.81</td>
<td>$0.49</td>
</tr>
<tr>
<td>BIC Media Clic Custom Pen Navy Blue Body / Red Trim</td>
<td>1500</td>
<td>$0.30</td>
<td>$0.45</td>
<td>$0.59</td>
</tr>
<tr>
<td>Clean Up Hand Sanitizer 2 oz</td>
<td>200</td>
<td>$0.98</td>
<td>$0.92</td>
<td>$0.99</td>
</tr>
<tr>
<td>Vital Care First Aid Kit</td>
<td>100</td>
<td>$2.25</td>
<td>$0.92</td>
<td>$0.90</td>
</tr>
<tr>
<td>New World Eco Jotter</td>
<td>150</td>
<td>$1.99</td>
<td>$0.88</td>
<td>$1.99</td>
</tr>
<tr>
<td>Pedova Zippered Padfolio</td>
<td>24</td>
<td>$16.00</td>
<td>$13.06</td>
<td>$15.50</td>
</tr>
<tr>
<td>Trifunction Blinkin Light 24 Hr.</td>
<td>600</td>
<td>$1.25</td>
<td>$1.07</td>
<td>$0.95</td>
</tr>
<tr>
<td>Destin LED Flashlight 24 Hr.</td>
<td>570</td>
<td>$1.59</td>
<td>$1.53</td>
<td>$1.95</td>
</tr>
<tr>
<td>Sof-Color Keychain with Carabiner</td>
<td>290 Red / 300 Blue</td>
<td>$0.80</td>
<td>$0.47</td>
<td>$0.70</td>
</tr>
</tbody>
</table>

- Light gray boxes indicate lowest bidder.

In addition to the sample price list, Taylor Communications provided a commitment to discount products 18-percent off MSRP, with an additional four percent off each transaction valued at $20,000 or more. World of Promotions committed to a 15-percent discount from MSRP and 4Imprint committed to a 10-percent MSRP discount.

The committee rated Taylor Communications with the highest points for their broad capabilities and experience in developing not only promotional product programs for targeted audiences and events but also their capabilities to support targeted marketing campaigns.

Trinity Metro’s Procurement Department has followed procurement policy with the Request for Proposal and is compliant with all applicable federal, state, and the Trinity Metro procurement requirements.

**FINANCING**

Funds are available in Trinity Metro’s FY2019 Operating Budget to finance this program.
RECOMMENDATION

We request that the Planning, Operations and Marketing Committee recommend to Trinity Metro’s Board of Directors to authorize the President/Chief Executive Officer to enter into a three-year contract with Taylor Communications for an estimated annual amount of $125,000 each year, for a total contract amount not-to-exceed amount of $375,000.00.

Approved by:  

LINDA THORNTON, VP OF MARKETING AND COMMUNICATIONS  

DATE                    PRESIDENT/CEO

11-9-19
PLANNING, OPERATIONS & MARKETING COMMITTEE

ACTION ITEM

Item Number: POM2019-20  Meeting Date: April 15, 2019
Item Title: Exterior Elevated Lighting Replacement Contract

BACKGROUND

Many of our existing elevated lighting fixtures are more than 10 years old and are deteriorating. The fixtures are cracking, resulting in damage to the interior components. Replacing these fixtures serves to increase safety for employees and transit customers as well as reduce ongoing costs associated with their maintenance. In addition, the new light fixtures are more energy efficient and should result in a savings in electricity.

This project involves the replacement of 481 lighting fixtures across nine (9) facility locations located in Fort Worth, Texas, except as noted:

1. Parking lot at Trinity Metro’s HRP complex, 1601 E. Lancaster Ave, and 1600 E. El Paso Street
2. Passenger areas at Fort Worth Central Station (f/k/a ITC), 1000 Jones Street
3. Station platforms at the T&P rail station, 200 W. Vickery Boulevard
4. Parking lot at the North Park and Ride, 10157 N. Freeway Service Road
5. Parking lot at the South Park and Ride, 351 Alsbury Boulevard, Burleson, Texas
6. Parking lot at Trinity Railway Express (TRE) CentrePort Station, 14470 Statler Boulevard
7. Parking lot at Trinity Railway Express (TRE) Richland Hills Station, 7225 Burns Street, Richland Hills, Texas
8. Parking lot at Trinity Railway Express (TRE) Bell Station, 3232 Bell Helicopter Boulevard, Hurst, Texas
9. Parking lot at Sierra Vista Transfer Center, 1500 E. Berry Street

This action item is to approve the contract that will provide the sourcing and installation of the new LED lighting fixtures.

PROCUREMENT

In accordance with Trinity Metro Procurement Policy, an Invitation for Bid (IFB 18-T048) for providing for the sourcing and installation of new LED lighting fixtures throughout nine (9) of Trinity Metro’s facilities was issued and advertised on Trinity Metro’s web site on December 5, 2018. The IFB sought bids from experienced and qualified contractors to provide lighting replacement services as required by Trinity Metro.
Six firms submitted proposals that were responsive, responsible, and in compliance with the bid requirements:

<table>
<thead>
<tr>
<th></th>
<th>Company Name</th>
<th>Bid Amount</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>Fort Worth Electrical Services</td>
<td>$525,979.00</td>
</tr>
<tr>
<td>2</td>
<td>Road Solutions, LLC</td>
<td>$552,574.50</td>
</tr>
<tr>
<td>3</td>
<td>Ace Electric Co</td>
<td>$750,194.96</td>
</tr>
<tr>
<td>4</td>
<td>Texas of All Tech Electric</td>
<td>$806,610.00</td>
</tr>
<tr>
<td>5</td>
<td>Sayers Construction, LLC</td>
<td>$929,891.85 (Alternative Fixture Bid)</td>
</tr>
<tr>
<td>6</td>
<td>Sayers Construction, LLC</td>
<td>$995,563.60</td>
</tr>
<tr>
<td>7</td>
<td>Robinson Industries</td>
<td>$1,011,857.40</td>
</tr>
</tbody>
</table>

Fort Worth Electrical Services submitted the lowest responsive, responsible and complete bid. A minimum goal of 5% Disadvantaged Business Enterprise (DBE) participation was set for this solicitation. Fort Worth Electrical Services has committed to meet the 5% DBE goal for the project.

Trinity Metro’s Procurement Department has followed procurement policy with the Invitation for Bid and is in compliance with all applicable Federal, State, and the Trinity Metro procurement requirements.

**FINANCING**

Funds are available in Trinity Metro’s FY2019 Capital Budget to finance this capital project.

**RECOMMENDATION**

We request that the Planning, Operations and Marketing Committee recommend to Trinity Metro’s Board of Directors to authorize the President/Chief Executive Officer to enter into a contract with Fort Worth Electrical Services for a total contract price of $525,979.00 plus a 10% contingency ($52,597.90) for any unexpected repairs for a total contract amount not-to-exceed $578,576.90.

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Approved by:  

CARRIE WEIR, DIRECTOR OF FACILITIES  

DATE  

PRESIDENT/CEO  

TRINITY METRO
PLANNING, OPERATIONS & MARKETING COMMITTEE
ACTION ITEM

Item Number: POM2019-21
Item Title: Elevator Inspection & Maintenance Contract
Meeting Date: April 15, 2019

BACKGROUND

Trinity Metro contracts with third party vendors to provide elevator inspection, maintenance & testing services for various buildings and locations owned by Trinity Metro. These services are typically performed monthly, quarterly, twice a year, or as needed. Services are performed at most locations during regular business hours, however access to some locations may be required after hours.

PROCUREMENT

In accordance with Trinity Metro’s Procurement Policy, an Invitation for Bid (IFB 19-T035) for Elevator Inspection & Maintenance Services was issued on March 1, 2019 and advertised on Trinity Metro’s web site. The IFB was issued to establish a contract with a firm to provide the services for a five-year term. Two firms responded to the IFB and complied with the bid requirements. Bid responses were received from:

<table>
<thead>
<tr>
<th>CONTRACTOR</th>
<th>BASE BID AMOUNT</th>
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<tbody>
<tr>
<td>EMR Elevator, Inc.</td>
<td>$556,450.00</td>
</tr>
<tr>
<td>Oracle Elevator</td>
<td>$105,230.00</td>
</tr>
</tbody>
</table>

Oracle Elevator submitted the lowest responsive, responsible and complete bid. A minimum goal of 5% Disadvantaged Business Enterprise (DBE) was set for the overall services. Oracle Elevator has committed to meeting this goal.

Trinity Metro’s Procurement Department has followed procurement policy with the Invitation for Bid and is in compliance with all applicable Federal, State, and the Trinity Metro procurement requirements.

FINANCING

Funds are available in Trinity Metro’s FY2019 Operating Budget to finance this contract for the first year. Funds for the remainder of the contract and extensions will be requested in each year’s proposed annual operating budget.
RECOMMENDATION

We request that the Planning, Operations and Marketing Committee recommend to Trinity Metro’s Board of Directors to authorize the President/Chief Executive Officer to enter into a five (5)-year agreement with Oracle Elevator for $105,230.00 plus a 20% contingency ($21,046) for any unexpected emergency repairs for a total not-to-exceed amount of $126,276.

Approved by:  

CARRIE WEIR, DIRECTOR OF FACILITIES  

DATE  

PRESIDENT/CEO

TRINITY METRO
PLANNING, OPERATIONS & MARKETING COMMITTEE

ACTION ITEM

Item Number: POM2019-22  Meeting Date: April 15, 2019
Item Title: ADA Accessibility Improvement Program Phase 6 Construction Contract

BACKGROUND

In our continuing effort to improve accessibility to our bus stops, Trinity Metro has been implementing the ADA Accessibility Improvement Program for several years. The program provides sidewalks, ADA ramps, and concrete pads for bus benches and bus shelters at bus stops in our service area.

The previous five phases of the ADA Accessibility Program provided improvements at 152 bus stop locations. Phase 6 will provide improvements at 45 additional locations in the City of Fort Worth.

A typical project would involve the design by a design firm, construction by a contractor, and bus shelter installation by the bus shelter manufacturer.

The bus shelter manufacturing contract was approved by the Board of Directors on June 26, 2017.

The design for ADA Accessibility Improvement Program Phase 6 was approved by the Board of Directors on December 22, 2018.

This action item is to approve the construction contract for Phase 6 of the Program.

INVITATION FOR BIDS (IFB)

In accordance with Trinity Metro Procurement Policy, an Invitation for Bid (IFB) 19-T004 for providing improved accessibility to bus stop locations throughout Trinity Metro’s service area was issued and advertised on the Trinity Metro’s web site on March 4, 2019. The IFB sought bids from experienced and qualified firms to provide construction services as required by Trinity Metro. A minimum goal of 25% Disadvantaged Business Enterprise (DBE) was set for this solicitation.

PROCUREMENT

The Trinity Metro’s Procurement Department has followed procurement policy with the IFB and is in compliance with all applicable Federal, State, and the Trinity Metro procurement requirements. Three firms submitted proposals that were responsive, responsible, and in compliance with the bid requirements:

1) C.C. Zamora Construction, Inc. - $235,796.04
2) Arreguin Group, Inc. - $370,421.96
3) Mart, Inc. - $614,662.49

C.C. Zamora Construction, Inc. was selected as the lowest, responsive, responsible bidder.
FINANCING

Funds are available in FWTA’s 2019 Capital Budget to finance this project. Federal grants have also been obtained and will provide for 80% of the cost of the project.

DBE UTILIZATION

C.C. Zamora Construction, Inc. is a certified DBE contractor and therefore, its self-performance on this contract will meet and exceed the goal.

RECOMMENDATION

We request that the Planning, Operations and Marketing Committee recommend to Trinity Metro’s Board of Directors to authorize the President/Chief Executive Officer to enter into a contract with C.C. Zamora Construction Inc. for the construction of accessibility bus shelter pads and sidewalks for a total contract price of $235,796.04, plus a 15% contingency for a total contract amount not-to-exceed $271,165.45.