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**CUSTOMER EXPERIENCE,  
OPERATIONS & BUSINESS  
DEVELOPMENT**

Thomas Jasien  
Interim President & CEO

**COMMITTEE MEMBERS**  
Rev. T. Leon Preston, Chair  
Kathy Han  
Chad McMillan

1557080  
07/15/2024 PERSONAL  
\$9.00 MPR - NOTICE MTG

**Notice and Agenda of a Meeting of the  
Customer Experience, Operations & Business Development Committee  
of the METRO Board of Directors**

Metropolitan Transit Authority of Harris County, Texas  
Lee P. Brown METRO Administration Building

1900 Main Street, 2<sup>nd</sup> Floor Board Room, Houston, TX 77002

and by

Videoconference Call

**Thursday, July 18, 2024, at 10:00 a.m.**

The public may listen to open portions of the meeting in person at the above address or by dialing: 346-248-7799 or Toll-Free at 1-888-475-4499 **Meeting ID:** 852 2605 8915, or view a live stream of the meeting online at: <https://www.ridemetro.org/about/board-meetings>. A recording of the meeting will be archived on METRO's website at [www.ridemetro.org](http://www.ridemetro.org). It is the intent of the Board to have the member presiding over the meeting physically present at the above address. Persons wishing to address the committee in person or virtually must register as a public speaker with METRO's Board Office at least 48 hours in advance of the meeting by calling 713-739-4834 or sending an email to [boardoffice@ridemetro.org](mailto:boardoffice@ridemetro.org), and providing their name, address, telephone number, and the subject of their proposed remarks.

1. Public Comments (\*Speakers must register 48 hours in advance)

**ACTIONS**

2. Request Board authorization for the Interim President & CEO to negotiate and execute a contract modification with Siemens Mobility, Inc. to extend the contract term and to increase the maximum contract amount for overhaul services of METRO's light rail vehicle trucks  
**Gary Howard**
3. Request Board authorization for the Interim President & CEO to execute a three (3) year contract with each of Atlantic Petroleum and Apache Oil Company to supply METRO with bus fluids for transit vehicles  
**Mike Kyme**

**BRIEFINGS**

4. Micro Transit Update  
**Kurt Luhrsen**
5. Monthly Government Affairs Report  
**Eduardo Miranda**

**LANGUAGE ASSISTANCE, ACCESSIBILITY AND SPECIAL ACCOMMODATIONS**

Upon request, we provide free language assistance to help customers who have a limited ability to read, write, speak or understand English in accordance with METRO's language assistance plan. METRO's Board and Committee meetings are accessible to persons with disabilities. Requests for language assistance and other accommodations at a meeting should be directed to the Board Office at 713-739-4834 at least 48 hours in advance of the meeting.

**SECURITY** Individuals attending this meeting in person will be subject to being scanned with a security wand and/or metal detector walk through. You and your property are subject to being searched.

**Customer Experience, Operations & Business Development  
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- 6. Monthly Business Development Report  
Russ Frank**
- 7. Monthly Operations Report  
Kurt Luhrsen**
- 8. Hurricane Beryl Update  
Kurt Luhrsen**

UNOFFICIAL COPY

*Yvonne M. Hildreth*  
COUNTY CLERK  
HARRIS COUNTY TEXAS

2024 JUL 15 PM 12: 26

FILED

This committee meeting agenda is being posted to notify the public of items to be considered. A quorum of the METRO Board of Directors may be present and participate in the committee meeting.

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