



BOARD MEETING

OF

November 13, 2012

11:05 A.M.

DR. THOMAS: I will now call the meeting to order and we will now have the roll call from the secretary.

MS. HAWKINS: Good morning. Vice Chairman Dr. Thomas

DR. THOMAS: Here.

MS. HAWKINS: Mr. Broker said that he would not be able to make the meeting today.

MS. HAWKINS: Wayne Dawson

MR. DAWSON: Here

MS. HAWKINS: Mr. Holmes

MR. HOLMES: Here

MS. HAWKINS: Mr. Mingledorf

MR. MINGLEDORF: Here

MS. HAWKINS: Ms. Osborne

MS. OSBORNE: Here

MS. HAWKINS: And Ms. Stone

MS. STONE: Present

MS. HAWKINS: That is the roll Ms. Vice Chairman.

Also present at the meeting was Chad Reese, Terry Harrison, Ty Butler, Ramond Robinson, Bill Law, and Patricia Hawkins.

DR. REESE: I think we should probably make a motion to excuse the board members who are absent.

DR. THOMAS: Okay, do we have a motion to excuse the board members who are absent?

MR. HOLMES: I would like to make a motion to excuse the members who are absent.

MS. STONE: Second.

DR. THOMAS: All in favor of the motion.

ALL MEMBERS: Aye.

DR. THOMAS: Any opposes? The ayes have it, the motion is carried. At this time we will have approval of minutes from the last meeting.

**\*The Board voted unanimously to excuse members that were absent\***

MS. STONE: Move for approval.

MR. HOLMES: Second.

DR. THOMAS: All in favor of the motion

ALL MEMBERS: Aye.

DR. THOMAS: Any opposes? Motion carries.

**\*All Board members voted unanimously to approve the minutes from the November 13th Board meeting,\***

DR. THOMAS: The first action item on the agenda is the Approval of Approval to Modify Contracts of ITS.

DR. REESE: Thank you Dr. Thomas. (In audible due to technical difficulties) additional components to outfit our DOT ferry services and our downtown tourist services as well as to have realtime video surveillance take place on the vehicles. It is what staff had anticipated that we would come back with next year or a couple of years down the road once the system had been fully implemented as a add on to improve the system, but it became apparent during the process that it's more cost effective to add the option this point during the construction of the devices as oppose to having it modified later with a savings of about \$450,000 less to do it as part of the initial process as oppose to retro fit the system later. We have the funding set aside under our Federal Transit Administration Grants with local funding for it so staff is requesting approval to modify that contract by \$300,000.

DR. THOMAS: Very good any discussion?

MS. STONE: And the money is in the budget?

DR. REESE: Yes ma'am.

MS. STONE: Then I would make a motion to approve,

MS. OSBORNE: Second.

DR. THOMAS: It has been properly moved and seconded that we approve the request to modify the contract of ITS. Any opposes? Motion is carried the ayes have it. Thank you.

**\*The Board voted unanimously to approve the Modification Contracts of ITS\***

DR. THOMAS: Secondly, request approval for award bush wash contract.

DR. REESE: Thank you Dr. Thomas. Staff is requesting to – if I may back up a little, I think during my first or second month here almost two years ago the Board approved the issuance of a bid for a bus washing system to be installed in our new Operations and Maintenance Center. The bus wash was gonna be part one of a three phase construction process that was suppose to take place between now and 2014. We were fortunate enough to appeal to the Federal Transit Administration to as oppose to having a three phase construction process to have a one phase construction process and do all the modifications that were required for the operations and maintenance facility. As part of that one of the owner supplied options in the construction is the bus wash system. We had the architectural engineering firm develop the specifications and we had one responsive bidder that could meet all of the specifications to the process. Subsequently we negotiated with that bidder as the only responsive bidder in accordance to FTA guidelines for Ross and White Company to be awarded the contract for the construction of the bus wash facility at our Operations and Maintenance facility.

DR. THOMAS: Thank you, any discussion?

MS. OSBORNE: (in audible) that's a sole source. Are there any other options?

DR. REESE: Well the option is the Board has the option not to approve and direct staff to issue a new bid so there are options.

MS. OSBORNE: How long was the RFP out?

DR. REESE: For a month or so, but it's a rendition of several renditions so it's been an ongoing process for nearly a year to come to this point.

MS. OSBORNE: Do you see it as an advantage to readvertise?

DR. REESE: No.

MS. OSBORNE: I move for approval.

DR. THOMAS: Do I hear a second?

MR. HOLMES: Second.

DR. THOMAS: It has been properly moved and seconded that we approve the request to award the bus wash contract to what's that Ross –

DR. REESE: Ross and White.

DR. THOMAS: Ross and White any objections?

MS. STONE: And this is an annual?

DR. REESE: No no this is a one time construction project and so it is to install the bus wash at the new facility and it's interesting the new bus wash will be – to give you an example of what we are talking about, the original bus wash that was spec out I guess two years ago had the capacity to wash a hundred buses per day and it came with a two year warranty for a hundred buses a day and as you know we have right around a hundred buses a day. However, the Delta and I say this; the range on that wash was to wash between forty and a hundred buses a day. To upgrade the system and put a heavy duty bush wash system in that could wash between a hundred and four hundred a day was about a twenty percent increase so we went with the heavy duty component heavy duty bus wash that carries a five year warranty as oppose to a lighter duty bus wash that carries a two year warranty.

MS. OSBORNE: I just have a question, I just heard you mention a two year warranty with the prior company what kind of maintenance agreement do we have to maintain that?

DR. REESE: It's a full warranty for five years and so you have your – the major moving components are the ones you have to be concerned about so your pumps, your water reclaim system, your motors that turn the brushes, your high speed spindles to clean the rails and rocker panels this system has a three component brush system where you have heavy duty bristles at the bottom soft touch bristles around the windows and heavy duty around the top so it is the best and most environmentally friendly system on the market.

DR. THOMAS: Any further discussion? Hearing none all in favor of the motion let it be known by saying aye.

ALL MEMBERS: Aye.

DR. THOMAS: opposes, hearing none the ayes have it, the motion is carried.

**\*The Board voted unanimously to approve the award of the Bush Wash Contract to Ross and White Company.\***

DR. THOMAS: Thank you. Thirdly, Procurement Policy Revisions.

**\*The Board voted unanimously to approve to issue an Invitation for Bids for six (6) ambulatory and support service vehicles\***

DR. REESE: Thank you Dr. Thomas. The Board we brought to the Board last year an update of our procurement policies. The updated procurement policies should coincide once every one to two years depending upon federal updates and federal guidelines. We underwent federal review of our procurement policies just recently and the changes that are outlined here are some of the recommendations that are proposed by the Federal Transit Administration and at this time we have a brief presentation by Terri Harrison our CFO.

DR. THOMAS: Okay.

MS. HARRISON: As Chad said the CAT policy requires a periodic review and revision of our Procurement Policy and Procedures Manual. These revisions are also inclusive of recommendations made by Procurement Services Review Team that the FTA sent in last month. The updates include staff title changes for the change in the organization structure that went into effect last September. It also includes updates to the language as the reviewers advised some administrative corrections for grammar and spelling. In your packet is the revised manual and it's presented today for your approval.

DR. REESE: If we may note that on page 27 and 28 in your packet is a control document put together by staff as oppose to reading the entire document the proposed changes are outlined and with the page number the reference in terms of what is taking place – the proposed changes that are in the document here so that control page is page 27 and 28.

MS. HARRISON: And also the copy of the procurement policy that's in your packet has those changes in highlighted gray areas so you'll be able to find them fairly quickly.

DR. THOMAS: Any discussion?

MR. HOLMES: Dr. Reese.

DR. REESE: Yes sir.

MR. HOLMES: You said this is a modification, when was the last time this was done?

DR. REESE: It was done last year but prior to that it was in 2002. So you should be doing it annually or once every two years so there was a ten year process where the procurement policy was not updated so last year we had a major rewrite of all the procurement policies and this year is a minor update to what those are based upon new federal procurement guidelines.

MR. HOLMES: So suggest 27 and 28.

DR. REESE: They are control documents. The things that are important to note is that there are no changes. As you recall in the last procurement policy we rolled back the thresholds that staff had the authority to award without coming to the Board and so those rollbacks continue in this procurement policy.

MS. OSBORNE: Dr. Reese I think that C7 it's on page 10 that deals with the (in audible microphone was off) it says – the comment says the statement is outdated due to the changes of Georgia Open Records practices.

DR. REESE: What has occurred here is that in the past CAT has been allowed to take documents or bids from company XYZ or ACME Company and mark their information trade secret confidential and as a result we were not allowed by law to release that information. Well there is a contradiction between federal guidelines and state guidelines. Under state guidelines we have to release that information so the our requirement now would be if you mark your document with trade secrets confidential we will not accept your document as part of our procurement process. It has to be open.

DR. THOMAS: Any further discussion? Do we need a motion?

MS. STONE: When was the last time these were reviewed?

DR. REESE: Last year.

MS. STONE: So all of these changes have been within the year?

DR. REESE: Yes.

MS. HARRISON: They actually came out of – well most of them came out of the FTA procurement review that occurred last month. The report has not been issued by that review team, but these were recommendations and since we were already doing the annual revision we added the comments that the reviewers made.

DR. REESE: And so by the Board's approval we are able to go and resubmit it back to FTA and hopefully come out with a clean report from them.

DR. THOMAS: I think that is fantastic because you know it guides us in the right direction and make sure that we're on task and etcetera. With that being said, do I have a motion to except?

DR. DAWSON: So moved.

MS. STONE and MR. HOLMES: Second.

DR. THOMAS: All in favor of the motion let it be known by the usual sign by saying aye.

ALL MEMBERS: Aye.

DR. THOMAS: Opposes hearing none the motion is carried.

**\*The Board voted unanimously to approve the Procurement Policy Revisions\***

DR. THOMAS: Number four, Legislative Agenda.

DR. REESE: Thank you Dr. Thomas at this point we'd ask Ramond Robinson our Chief Development Officer to come up and discuss the proposed Legislative Agenda as a carry over from our previous Board meeting.

MS. OSBORNE: Is there a hard copy of that? I know it's on the screen, but my question was is there a hard copy?

DR. REESE: You have one on your desk.

MS. OSBORNE: There's so much stuff up here.

DR. REESE: Please bare with us we're trying to move – please bare with us this was the first month that we went electronic and as we move into our facility everything will be coming electronic. We are moving along that process.

MR. ROBINSON: Good morning to everybody. As Dr. Reese stated last month he did come to you all with a Legislative Agenda primarily based with the federal and state mandates were what the state of Georgia was looking for from a legislative point of view. What we did is we went back into that and we were a little bit more specific and kind of giving assistance to you guys as far as guidance as far what it is we're looking specifically. So as he stated in the last meeting the overview for the state is transportation revenue sources, state funding, regional transportation planning and then from a federal level of course we have the MAP-21 which is the Moving Ahead for Progress in the 21<sup>st</sup> Century and then motor fuel purchases with federal capital funds. So as stated last time, there are no dedicated state funding. Georgia is one of the nine and the only one of the ten most populous that does not have a dedicate source of funding for transit. From a Capital Requirement standpoint, the state of good repair is something that we always want to try to hone in on so from that standpoint we would just strongly recommend the –we would like for you guys to strongly recommend that the General Assembly create an appropriate monies for us to have permanent operating and capital assistance funds to assist us with our transit system whether it be to maintain or in some cases to help us grow.

DR. THOMAS: Mrs. Osborne and then Mrs. Stone.

MS. OSBORNE: You want us to hold questions until the end or can we ask them as we go along?

MR. ROBINSON: Either way you – if you want to you can ask questions.

MS. OSBORNE: Can we back it up. What we discussed in very much I thought in detail with regard to funding state funding is the fact that we need to establish our meeting with all of the Legislators from Atlanta particularly in the light of the fact they passed down this SPLOST obligation – T-SPLOST obligation to us. And I understand that we're not (in audible) state funding, but we need to have game plan in place a strategy in place so that when we do meet with them we know what we're going to say to them.

DR. REESE: If I may Dr. Thomas the thing that we discussed at the last meeting is we brought together a list of proposals so what you're seeing now is those lists put together to adopt a formal agenda and the next step being setting up a meeting with our local legislation.

DR. THOMAS: Mrs. Stone.

MS. STONE: Could we do what we did with the Commission and that is host our – we call a Legislative Luncheon and I'm sure maybe the City does too and invite them and have them come and look at our list and let everybody expand on what the issues are and we've set it up in this room is where we've done it for the County and we've had in the past a pretty good representation.

DR. REESE: And that's the game plan. We look to do that prior to the next Legislative Session.

MS. STONE: I would want to take it one step further and if this Board could pass a resolution requesting state matching funds. We need this...I mean we are trying to help people get from point A to point B that do not have access to private transportation.

DR. THOMAS: Exactly.

MS. OSBORNE: Matching to what?

MS. STONE: The state funds that are prohibiting us from getting any grant monies –

DR. REESE: Federal Funds.

MS. STONE: That we are entitled to because we don't have the state component.

MS. OSBORNE: One other comment to tag onto what Ms. Stone just said is I don't know when the County plans to have their Legislative Session because you know how difficult it is to get them all together. If we could find that date out, we could ask for an hour before – before, not after, before their meeting so they have to stay. You know this awful but- I don't know if you -

MS. STONE: Historically what they've done is after our Commission meeting they've broken up this room and gotten it ready so we could do that, but I don't know if we could do it in this room.

MS. OSBORNE: I don't know where you could do it. My point is that it's going to be hard to get the legislators to come separately for us and then come back to the Commission.

MR. ROBINSON: Well is this something that I can work with you two on and set the precedence for that?

MS. STONE: I'll be happy to assist. I agree with Mary that it's hard to get one here, but I don't want to make so if they say I can't carve out two hours or whatever it is...I don't know their schedules but whatever would make it more accessible to them I would certainly want to do because we need their attention.

DR. THOMAS: This is a very crucial situation. It's always been very crucial; this is not the first time we have had these discussions in terms of support for transit. I've often asked questions when I went to ACCGS as well as NACO and particularly from the standpoint of our state from the governor's office and etcetera. We have touched upon it several years ago, but we actually got nowhere with it so I would be in favor of having these discussions with our legislators and to make it known to them how important this is to our county and for the citizens of this county and I don't understand why this is such a hard task to do, but I think we have to make it very very clear that our citizens need it, we need to have it and we need their support in getting this done.

DR. REESE: Dr. Thomas if we may we'd like to address the remaining issues and with the Board's concurrence staff would work to set up the local delegation meeting in the most appropriate manner possible.

DR. THOMAS: Very good, okay.

MR. ROBINSON: So here is the same slide that you saw before which is basically the federal legislation which entails the passage of the Moving Ahead for Progress in the 21<sup>st</sup> Century is the bipartisan reauthorization of federal transportation programs, the elimination of earmarks, and consolidating some of the circular funds that are out there as a result of the JARC, New Freedom and Elderly/Disabled funding and any discretionary funds that are appropriated by the administration. One to hone in on that sticks out the most is the Motor Fuel Purchase with Federal Capital Funds. Higher fuel prices with flat or declining operating budgets. So basically fuel prices aren't going down they're going up and budgets, in order to be able to operate, are still – it costs for you to be able to operate so again we're hoping that we will be able to get the Georgia Congressional Delegation to aggressively advocate for the fair and equitable distribution of discretionary funds within the region and then we want to make sure that we have necessary changes, whether the regulatory or legislative, to all transit systems to use federal capital funds to purchase motor fuel. Transportation Revenue Sources; Failed regional transportation referenda (Georgia Transportation Investment act). Transit funds should be included, as with all modes. All modes are presently not included into the Transit Fund. It's usually specifically just for transit and we also think that this needs to be funding for transit operations. Usually it's for transit capital, but operations is something we definitely want to encourage the Assembly to look into as far as seeking alternative increases of funding for all modes of transportation. So these are just kind of the boilerplates that you saw in the last meeting and so if you go to the next slide we've kind of taken the approach to being a little bit more specific in what the agenda items are from a needs standpoint. So from a state standpoint; accessible taxis, regional transportation planning, tax exemption from motor fuel purchases, transit operating assistance: from a federal legislative level; MAP-21 again and then the motor fuel purchase with federal capital funds. So for the state, Accessible Taxis; right now there is a State Bill 373 which allows the usage of taxis to become more of a regional transportation option. That is something that is out there present day we would definitely want to see if we could get some conversation started about that. Regional Transportation Planning; emphasizing on connectivity among public transportation, laying out new developments minimizing congestion; that's definitely an important one. Tax Exemptions from Motor Fuel Purchases; as I presently stated it's a permanent exemption. Right now what happens on the state level is the exemption is reapplied every two years or so – so this exemption is not a permanent exemption it's kind of something that you have to keep going after and what would be great is if it was a permanent exemption for motor fuel purchases. And then Transit Operating Assistance; we strongly want to support any legislation that permits us to consider implementing any funding mechanisms that would help to put more revenue streams back into transit whether it be from a local tax or higher millage anything that could be to help us in funding our operation. The federal legislative agenda items again Moving Ahead for 21. We rely on a lot of local and state funds to match federal grants and so again it's very important. And again the Fuel Purchasing Flexibility which will allow us to be able to purchase fuels from the federal capital standpoint under the Federal Transit Capital dollars to assist us in purchasing fuel. So based on those projects or based on that language that you see there, here are couple of the projects we deem would be very important. Some of these projects we've heard you all talk of on the dyess; particularly we service expansion to major employers such as JCB, Mitsubishi, and Gulfstream, enhance services along major corridors; Waters Avenue, Martin Luther King, Jr. Boulevard, Abercorn and the Airport, park-n-rides, transit shelters and benches, five paratransit

taxis which is kind of more of a state thing but based with SB373 twenty-five paratransit vehicles and forty fixed route buses.

DR. THOMAS: That's it?

MR. ROBINSON: That's it. You have any questions?

DR. THOMAS: Very good! Very good.

MS. OSBORNE: I have a question.

MR. ROBINSON: Yes ma'am.

MS. OSBORNE: If you got everything you asked for in major projects, there is a dollar figure associated with it...do we have it?

DR. REESE: Well the issue would be this...is that you wouldn't implement this over a one year period. And let me tell you where it comes from. We think about it in terms of fixed route buses. A fixed route bus lasts for twelve years or 500,000 miles. At this point we have 32 buses i.e. half of our fleet that are beyond their useful life and so we just submitted proposals in the SPLOST but even in the SPLOST program by the time it comes around or by the end of SPLOST nearly most of our fleet will be obsolete. Paratransit vehicles; I was talking to a couple of Board members and the term came up the new paratransit vehicles we just bought, well paratransit vehicles have a useful life of four years or 100,000 miles. Well we bought them two years ago and they're at 80,000 miles already. So when we refer to them being new vehicles they are over the hump at this point on their way down, but we still have to refer to them as new. So with that what we are putting together as part of our TDP and we'll talk about this more in the budget process and show out the charts and show you the vehicles with the mileage and give you a better idea of where we're at on funding, but you're talking a several year process to replace a certain number of paratransit vehicles a year, replace a certain number of fixed route vehicles a year as well as the accessibility of accessible taxis. The transit bus shelter and bench program obviously is one of our ongoing issues and that's coming back to the Board within the next month or so. We are looking to start construction in the spring with bus shelters and benches, but you're talking a multi-year process because even with this we still have only 7% of our vehicles – 7% of our bus stops that have amenities where we should be closer to 25%. So we're talking a two year program here.

MS. OSBORNE: Do we have a multi-year – a designated multi-year Capital Improvement Plan?

DR. REESE: Yes we do.

MS. OSBORNE: Is it a five years? Two years?

DR. REESE: Five years.

MS. OSBORNE: Okay, thank you.

DR. REESE: And that will be updated as part of our budget retreat at the start of the year.

MR. DAWSON: I'd just like to thank staff for including the SB373 on this I mean this has been something I've preached for for a long time accessible taxis and to allow that change in the law to allow taxi providers not to have to deadhead one way or the other in order to be able to go across on jurisdictional bounds I think it will go along way to grow the accessible taxi fleet. I would just like to thank you for putting that in.

DR. THOMAS: Ms. Stone did you have something?

MS. STONE: No, this is great.

DR. THOMAS: Great. We need a motion to direct staff to move forward with –

MS. STONE: So moved.

MR. DAWSON: Second.

DR. THOMAS: All in favor of the motion.

ALL MEMBERS: Aye.

DR. THOMAS: Any opposes? Hearing none the motion is carried thank you.

**\*The Board voted unanimously to approve the Legislative Agenda.\***

DR. REESE: And we will be working to have the local delegation meet with the Board prior to the next Legislative Session.

DR. THOMAS: Very good thank you. Number five; Appointments of Committees.

DR. REESE: At this point it's still a Chairman's issue and unfortunately the Chairman isn't here. It is an item that was tabled from the last meeting and so at this point I guess the appropriate thing would be to –

DR. THOMAS: Well I would probably have some discussions with the Chairman to see what his –

MS. STONE: He could go ahead and make those appointments and ratify it at the meeting...I mean –

DR. REESE: He just needs to formalize them so he could make them informal and then we'll formalize them through memorandum.

MS. OSBORNE: He makes the appointments?

DR. REESE: Yes.

DR. THOMAS: I will have discussion with the Chairman and let him know that we need to move on this. Hopefully that will get a response from that.

MS. STONE: We should have this done before the next meeting.

DR. THOMAS: Of course. This is the second time. Thank you. Presentations: Accounting Policy and Procedure Manual.

DR. REESE: Thank you Dr. Thomas at this time we'll turn it over to Terri Harrison to discuss our Accounting Policies and Procedures Manual.

MS. HARRISON: We included this document in with your board packet. It's a hard copy of the Accounting Policies and Procedures Manual. It's just a draft, there's no action today. It's quite a lengthy document so we wanted to give it to you to review before we ask for its' adoption. This document represents the first update since 2003 so it is much needed and we're glad to have it underway. The areas addressed in this document include Financial Operations, General Ledger and Chart of Accounts, Revenue and Cash Receipts, Expenditures and Disbursements. Basically these areas and the next one on the list; Asset, Liability and Net Asset Accounts are fairly standard accounting definitions, processes, and procedures. Financial Management and Reporting is also addressed here. It gives us the framework for our general ledger accounting and then the financial analysis and reporting that we in turn bring to you as the Board. Also included here is a chapter on Federal Awards and Grant Administration. It basically lays out the written policy whereby we apply for grants, have grants awarded, incur cost and request reimbursement. The major updates here are made to agree to GAAP (General Accepted Accounting Principle) also to update for any FTA financial management guidelines changes and then we've also updated the Authority financial procedures based on our legislative changes. As I mentioned before we're just presenting this as a draft today and we will bring back the final manual next for proposed Board approval.

MS. STONE: If there are any changes will we get those just prior to the next meeting?

MS. HARRISON: Yes I can do a matrix like we did for the procurement policy which will spell out the changes or revisions to this document and they should be minor but with review there's always changes.

MS. STONE: Right. Thank you.

DR. THOMAS: And I would also suggest to the Board if you have read this document and you have suggestions that you share them with the Director and staff so that when they're making their minor changes or whatever they can do at that time before coming back instead of having to go back and forth and back and forth. I think that would –

MS. OSBORNE: (in audible) November 13<sup>th</sup>. What was the second statement on that?

DR. REESE: It's the December Board meeting when we would look for formal adoption so if you have any comments prior to then, feel free to give me a call and I'll be happy to discuss prior to that meeting.

DR. THOMAS: Thank so very much. This is wonderful; this is the first time I've actually seen it being presented and I've been on the, you know, around a long time so thank so much for all the hard work and the information that is necessary for us to move forward effectively. Thank you. We don't need any action or anything?

DR. REESE: No.

DR. THOMAS: Okay. And now we'll hear from our Executive Director.

DR. REESE: Thank you Dr. Thomas. In terms of our Key Performance Indicators our ridership is up 1% for the month. A couple of things are important to note as part of the ridership increase. It's the first ridership increase we've had in the comparison to the past two to three months we've had a slight decline. And when you look deeper inside the numbers you'll notice that the decrease is in the area of our Savannah State services given that they have lower enrollment, ridership is down there and it somewhat lower DOT services, our downtown tourist services. On our core fixed route services ridership is up over 7% which means that over the past two years ridership is up over 20% in our core fixed route ridership over the past two years so we're continuing to see growth in those areas. The productivity is up 10.6% so we've gone from carrying 19.5 passengers per revenue hour to 21.8%. Ontime performance is pretty steady; at next months – pretty steady which lower than what we need it to be and lower than what our expectations are. At next months Board meeting we will show a small video just to give the Board some insight in terms of some of the issues we're dealing with in improving the ontime performance. I don't want the Board to think that staff is not aware of the issue and not working to address it, but there are really some policies and some fundamental issues that we need to look as an organization in terms of improving it. Namely the two things that come to mind are ridership, if you're carrying 20% more people than you carried two years ago then that's gonna slow your route down. Number one, second of all is our fare collection policy. And I'll show you on the video that our customer with a pass boards in about 3 to 4 seconds where a person that's paying cash it takes them upwards of an minute and a half and we have a ridership system that is primarily cash based as opposed to pass based so we probably need to have some discussion as part of our budget retreat on how we move more to a pass base system as opposed to a cash based system. The complaints safety all of those areas are still performing at better and acceptable levels. Ridership on paratransit is up 5.5%, ontime performance is up and complaints are down. A couple of other things to note, as we noted at last month's Board meeting is that we began to have our initial meetings with the Paratransit Plan and the Paratransit Handbook. The Paratransit Plan will go to the Federal Transit Administration; the Paratransit Handbook is what's used for our customers and those are scheduled to come to the Board for final approval in January. We're in the process of having public meetings now on those two documents and so they'll come to the Board in January. One other – two other things to note is that the Mary Musgrove boat is here. It has passed all the requirements; it is within the required specifications that's laid out by architects. It's sitting on the other side of the river and the christening ceremony for that will be November 30<sup>th</sup> at 11:00am. Invitations will be going out; we're waiting for the Chairman to give final approval on all the documents so that's tentative date but we'll come back with a final date of November 30<sup>th</sup>. And we're having our employee Holiday Event December 16<sup>th</sup> which is a Sunday at 7:30pm and it's going to be an awards program. We'll hand out safety awards because our employees have truly done a tremendous job over the past year in terms of improving our safety so we'll be there to recognize them but again that's

December 16<sup>th</sup> at 7:30pm. Invitations are going out and we'd be delighted to have Board members attend that event. And that's the Executive Director's Report.

MS. STONE: Do we have a location?

DR. REESE: ma'am?

MS. STONE: Do we have a location?

DR. REESE: Alee Temple.

MR. DAWSON: Will you be sending out a reminder on that?

DR. REESE: We're sending out invitations.

DR. THOMAS: Any comment?

MR. DAWSON: I was just gonna say we've done the Safety Banquet in the past and I always thought it was a great event so I'm glad to see you bringing that back. It gives us a good opportunity to recognize staff for hard work.

DR. REESE: Yes.

DR. THOMAS: Any other observations on that? Well thank you Dr. Reese you're always very thorough. Unit Updates?

DR. REESE: Yes the Unit Updates are included in your packets for your review. The Service Delivery, Financial Update and System Development Report are all included in your packet for your review and I will be happy to entertain any questions you may have.

DR. THOMAS: Any questions from the audience or staff?

MS. STONE: One question and please bare in mind this was one complaint about the number 14 Express.

DR. REESE: The 114 and that's actually the video we have to show you and so the complaint is a validated complaint and I do believe Mr. Law or Mr. Robinson, we have put new service out on that route starting this past Monday.

MR. LAW: Monday, yesterday.

DR. REESE: So we started new service on that route in the middle of the day. Can y'all give more details in terms of

MR. ROBINSON: Yes, essential what we did to try to (in audible) some of the passenger loading issues was we put out trippers to kind of compensate so we don't have as many people

trying to get on the bus and thus slowing it down so we've got five additional trips that are out within the system during the middle of the day from 11:30 to 2:30.

DR. REESE: Which is unique and different from the standpoint that you usually think about crowded buses during the peak hour so what we're experiencing now is somewhat unique in that we have crowded and overloaded buses during the middle of the day and so that's what in terms of the trippers and those buses are kind of buried in between if a bus leaves at 10 and one leave at 10:30 it will be a 10:15 trip in the middle to help alleviate the overcrowding as well as help keep the bus on schedule and so after an evaluation of that, we'll look at implementing them on a permanent schedule basis.

MS. STONE: Okay.

DR. THOMAS: Any other questions? I don't know if this is the appropriate place to ask this question but Dr. Reese in the Garden City area we had a meeting, will we be getting back with them soon?

DR. REESE: Yes we're following up with the City Manager of Garden City and we'll be doing that pretty soon.

DR. THOMAS: Okay because I'm still getting a lot of calls.

DR. REESE: Yes ma'am.

DR. THOMAS: Alright, any old business that we need to address? Hearing none, new business? Anything good for the order? No new business we have nothing more, this meeting is adjourned. Thank you for your participation and your attendance.

Meeting adjourned at 11:46 p.m.

Respectfully Submitted by:

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Patricia R. Hawkins, Secretary-Treasurer  
Chatham Area Transit Authority