



***CHATHAM AREA TRANSIT®***

BOARD MEETING

OF

August 12, 2011

10:02 A.M.

CHAIRMAN LIAKAKIS: Glad to have the Chatham Area Transit Authority. It's composed of several appointed members from the community and the entire Chatham County Commission. What I'd like to do is ask Patricia for the roll call please.

MS. HAWKINS: Good morning, Chairman Liakakis

CHAIRMAN LIAKAKIS: Here

MS. HAWKINS: Vice-Chairman Dr. Thomas

DR. THOMAS: Here

MS. HAWKINS: Mr. Broker is not here today

MS. HAWKINS: Mr. Dawson

MR. DAWSON: Here

MS. HAWKINS: Mr. Farrell

MR. FARRELL: Here

MS. HAWKINS: Mr. Gellatly

MR. GELLATLY: Here

MS. HAWKINS: Mr. Holmes

MR. HOLMES: Here

MS. HAWKINS: Mr. Kicklighter

MR. KICKLIGHTER: Here

MS. HAWKINS: Mr. Odell

MR. ODELL: Here

MS. HAWKINS: Mr. Shay

MR. SHAY: Here

MS. HAWKINS: And Ms. Stone

MS. STONE: Present

MS. HAWKINS: Thank you

Also present at the meeting was Ty Butler, Chad Reese, Bill McCloud, Mitun Seguin, Christopher Bryan and Patricia Hawkins.

CHAIRMAN LIAKAKIS: Thank you. All of the members of Transit Authority were given the minutes of the last meeting. We need a motion on the floor for approval of the minutes.

MR. ODELL: Move for approval.

MS. STONE: Second.

CHAIRMAN LIAKAKIS: We have a motion on the floor and a second all members for approval of this please raise your hands. Motion passes. Explanation of why we raise our hands here because sometimes we have 13 or 14 members of our Transit Authority and the board we only have 9 members up there for our board where we vote so that's the reason why we raise our hands on particular motions that we have for the Transit Authority. Under new business, 1: Request Board approval to purchase nineteen (19) Professional Digital Two-way Mobile Radios to be used on the fourteen (14) new paratransit vehicles and the five (5) hybrids scheduled for delivery in September of this year. Chad.

MR. ODELL: Move for approval.

MR. GELLATLY: Second.

MR. LIAKAKIS: We have a motion on the floor and a second for approval. All in favor signify by raising your hand. Motion passes. Item 2; Request Board approval to expand the scope of service in the contract awarded to Atkins, formerly Post, Buckley, Schuh & Jernigan, for final design and technology integration at the CAT 900 E. Gwinnett Street facility.

MR. ODELL: I'll make a motion to approve with the opportunity for questioning.

CHAIRMAN LIAKAKIS: He needs a second.

MS. STONE: I'll second.

CHAIRMAN LIAKAKIS: Alright we have a second; go ahead Chad.

MR. ODELL: Mr. Chairman if I might. I think Chad we can reduce the time. We're increasing the scope, if could just focus in on why we're increasing the scope.

DR. REESE: Originally we had proposed a multi-year multi-phase expansion of the Operations Center on Gwinnett Street and with this proposal here we'll do it all. Within the current scope we've identified the federal funding with which to do so and

additionally brings into effect the enhanced technology program that will put us on an international platform for transit technology in Savannah.

CHAIRMAN LIAKAKIS: Okay we need a motion – we have a motion on the floor and a second, all in favor signify by raising your hands. Motion passes. Item 3; Request Board approval to participate in activities that support the observation of “Try Transit Week,” September 19-23, 2011, in collaboration with the American Public Transportation Association and transit properties across the nation. Chad.

DR. REESE: Thank you Mr. Chairman. Try Transit Week is an annual event that’s put on with transit systems around the country through the American Public Transit Association as well as supported by the Federal Transit Administration to encourage people to ride transit during that week. And what we have before you is a proposal that we ask for the Board to approve in support of Try Transit Week as well as the proclamation.

MR. ODELL: Move for approval.

MS. HOLMES: Second.

CHAIRMAN LIAKAKIS: Alright, all in favor signify by raising your hand.

DR. REESE: Mr. Chairman if we could, could we have Trish read the proclamation into record.

CHAIRMAN LIAKAKIS: Sure.

MS. HAWKINS: Whereas, increased public investment in transit services provides the potential to create jobs and enhance business prosperity; and Whereas, public transportation is vital to the quality of life and economic well-being of the citizens of Savannah/Chatham County, Georgia; and, Whereas, workers, school children, senior citizens, people with disabilities and those unable to afford an automobile use public transportation to gain access to jobs, schools, medical facilities, and other fundamental services; and, Whereas, the nation, our communities and our citizens face the risks to health and the environment that are brought on by automobile exhaust emissions; and, Whereas, traffic congestion which wastes productive time can be alleviated through the increased availability and use of public transportation and other forms of high-occupancy, shared-ride service; and, Whereas, from September 19 – September 23, 2011, Chatham Area Transit will sponsor Try Transit Week as a way to introduce the transit system to occasional and non-riders, call upon all citizens to join in a nationwide effort to promote transit’s benefits, honor transit employees, and encourage new rider to Try Transit. Therefore, Be it resolved that I, the chairman of the Chatham Area Transit Authority Board, proclaim September 19 -23, 2011 as Try Transit Week in Savannah/Chatham County, Georgia. I call upon all citizens to examine their personal travel choices, to commute via transit, share a ride, ride a bicycle or take a walk. Further, become more involved in the education advocacy efforts to promote the vital role of public transit in

Savannah/Chatham County, Georgia across the United States. Passed and adopted this 12<sup>th</sup> day of August 2011.

CHAIRMAN LIAKAKIS: Thank you Patricia. Chad, a question for this Try Transit Week; what is the Authority doing to encourage people? Are there some free rides or anything like that?

DR. REESE: There are a number of free services that are being placed. We're targeting government employees, city and county employees during the week. On Monday we're having Passenger Appreciation Day so we'll be out throughout the CAT service area handing out water, information about transit, promoting the use of transit. On Tuesday we're targeting government employees so all government employees, city and county employees would ride free on Tuesday, September 20<sup>th</sup>. On Wednesday, September 21<sup>st</sup> we're targeting students both at the college level and the high school level to take part in transit services and Thursday we're marketing to senior citizens and disabled community and then on Friday, we're having Transit Employee Appreciation Day.

CHAIRMAN LIAKAKIS: Okay thank you. Item 4; Request Board approval to issue an Invitation for Bid for the construction of the CAT Downtown Intermodal Facility.

MR. SHAY: Mr. Chairman I'd like the honor of making that motion.

CHAIRMAN LIAKAKIS: Alright since you have worked on this some 16 years.

MR. SHAY: We have all worked on it.

CHAIRMAN LIAKAKIS: Yeah right, we have all worked on it now but before when he was on the Commission and has been a real pusher for this transit center. We really and truly need this. We have a motion on the floor and need-

MS. STONE: Second.

CHAIRMAN LIAKAKIS: And we got a second, all in favor please raise your hand. Motion passes. Item 5; Request Board approval to issue an Invitation for Bid for the construction of the 900 East Gwinnett Street Operations Facility.

MR. REESE: Thank you Mr. Chairman, again prior to issuing of a bid anything that's above the Executive Director's signature authority the Board must approve the issuance of that bid. Once the bid is completed the Board then must issue approval to award the contract and so we're asking for approval to issue the bid for construction of Operation Center.

MR. ODELL: Move for approval.

DR. THOMAS: Second.

CHAIRMAN LIAKAKIS: Have a motion on the floor and a second to approve the Invitation for Bid. Please raise your hand those in favor. Motion passes. Item 6; Request Board approval to issue Request for Proposal for Construction Management. Chad.

DR. REESE: Thank you Mr. Chairman, we'd like to issue a Request for Proposals for Construction Management Services with Chatham Area Transit. All construction projects that are federally funded are required to have a certified professional construction management oversee the construction of those federally funded projects. We the potential of a number of federally funded projects occurring over the next few years as identified in the Board packet, to oversee the construction of the intermodal facility, the operations facility, possible satellite location, as well as other intermodal facilities; in particular there's an issue that's come to me on a couple of occasions from the Board is the construction of passenger shelters and we're putting together a program that we'll bring back to this Board in within the next couple of months that in effect would double the number of shelters in the coming years for the next 2 years and we'd need someone to oversee that project since it's federally funded.

CHAIRMAN LIAKAKIS: We need a motion.

MR. ODELL: I'll make the motion. We might have shelters for Commissioner Stone's district?

DR. REESE: We will have shelters for Commissioner Stone.

MS. STONE: Thank you Harris.

CHAIRMAN LIAKAKIS: Alright we need a second.

MR. HOLMES and MS. STONE: Second.

CHAIRMAN LIAKAKIS: Okay we have a second.

MS. STONE: If some of the shelters come to my district.

CHAIRMAN LIAKAKIS: Let's vote on it, all in favor raise your hand. Motion passes. Review and receive comments on proposed Fall 2011 service changes as part of further implementation of Phase I of the Comprehensive Operations Analysis. Chad.

DR. REESE: Thank you Mr. Chairman. In your packet there is information for the Fall service changes. The Board approved the conceptual design of the Fall service changes in May of 2000. Prior to that we went presented initial presentation, we had a series of public hearings, we brought the recommendations of the community back to the Board, the Board approved and what you have in your packet now actual details of the service changes that are coming forth and particular how it affects each of your service areas – service districts for any possible questions that may come up and the potential impact and we would request Board approval for final implementation of these programs.

MR. KICKLIGHTER: Move for approval.

MR. ODELL: Second.

CHAIRMAN LIAKAKIS: Okay, let's raise our hands for all in favor. Motion passes. Receive update from staff on Expanded Branding System; preview of the new passenger website and Automated Vehicle Locator system. Chad.

DR. REESE: Thank you Mr. Chairman. One of the issues that we've faced over the past few months is in terms of how we interact with our customers, how we become more efficient. How do we get more information into the hands of our customers. The presentation you are about to see address that; additionally it takes a look at our whole branding and marketing in terms of how do we improve the branding and the image of CAT in the community as well as our first taking terms of our initial AVL system that we put into place that has been ongoing. So what you are going to see today is a project that we've been working on for about 6 months now. Turn it to Mitun.

MS. SEGUIN: Thank you everybody good morning. So I want to talk to you today about – a little bit about our visual and identity system. We have a lot of items that we have been preparing to design in the next up coming months including the website and schedule time tables and things such as that. Anytime you take on something like that, you want to make sure that you do a full audit of the existing visual systems. What things do we have out there currently with CAT brand? And what's consistent about it, what's can we grow from when we had the audit. And what we did when we went through everything is that we found that there's a lot of equity in the CAT logo and the brand, the name and the colors, but what we felt like we still need to go a bit further on is an expanding the color pallet, making sure that there was a comprehensive visual system that surrounded a logo so that when you saw something from CAT, it was recognizable as such and it really reflected the things that want to talk about as CAT; what we stand for and believe in. So we really took the existing assets and took it to the next level and wanted to just push on the existing brand. So one of the biggest things that we've been working on in the last couple of months is to come up with a style guide that allows us to – it's our internal compass in saying "okay what's kind of acceptable, what fits together?" We don't want to have things that look piecemeal. We want to make sure that it really feels cohesive as a unit. So, we're gonna talk about moving the brand forward. So, a little bit about a brand, a brand is a bit more than just a visual logo of course. It's all the feelings and everything that you when you see the logo or when you see the brand itself...the buses on the street. One of the things that we want to communicate obviously visually, but also through written communication so everything has to feel like it belongs together very closely. So that's kind of some of the things that this guide book goes to address. How do we go about representing CAT in all sorts of public forum...signage, ticketing, websites, anything; anywhere that our brand our log would appear. So style guide is simply that, it's a guide. It is not hard and fast kind of rule book; everything in here you have to follow to the letter of the law. There are some things that we want to make sure we keep very consistent, but the rest of the book is really showing how the brand can be expanded so its an exploratory document, it's a living breathing document so its not set in stone in any way, but will see how we kind of looked at the big picture of

how this can really apply to multiple assets for CAT. So when we were doing this visual audit, a lot of things we wanted to see were to distill what we called the brand essence. What is it that people currently think of when they think of CAT? And What do we want people to think of when they come to CAT? So we came up with a list of some of the core attributes that we would like to make sure people think of when they think of CAT. That we're informative, that we're customer friendly, that we're safe, that we're diverse, dynamic, bold. Some of the visual communication we had before wasn't really reflective how innovative that CAT is so we really want insure that it was paying homage to how dynamic of an organization you guys are. So very quickly we'll go through some of these. You could see here the logo we just kind of wanted to make sure that whenever the logo is used, it's used in the proper form and size. Locking down the color pallet making sure that it always looks the same no matter where you print it; simple kind of graphic guidelines to all of that. We started to introduce a secondary color system so that again, things don't look all over the board, that things feel consistent and really like us. So you'll see that we've introduced these primary kind of – secondary colors to compliment our 2 greens. Again this is just a guide so its exploratory so if we wanted to move forward with some of these things we would look at them more closely, but here's a look at how some our – this could translate to business paper, business cards, letter head and such. The next one is actually one that we have chosen to move forward with. We're redesigning all the route maps and schedule brochures. You'll see that each of the routes have a color assigned to it. It corresponds with the route map and we've come up with this visual system so each schedule corresponds with the route color. So you'll start to see these shortly with the new route changes. The next things, this is not a project that we've taken on right now, it was just how could the visual pallet extend to bus stop signage. It's just a couple of thoughts as to how that could extend. Kind of flip through this quickly just to show you. This next view shows you how it could extend to wayfinding. This could be really important in the new intermodal center. How do you mark where CAT information is and make sure that it, again, feels very consistent with Chatham Area Transit. You can see that not everything is exactly the same; it's ideas and directions and if we wanted to take that on we would of course dig more deeply and look at specific specs and such so please take that as such. So we also tried to take a look and see how that would extend to fare media...transit cards. So we looked, although we are not looking to design the fare cards quite this second so know that, but we are looking at the transfer cards right now so looks like we are going to be doing the one on the top right of the big cards, the transfer cards. Again it all just kind of visually fits in with everything else we're putting out there. You can see that there's also possibilities of adding some of those secondary colors to brighten it up a bit. So what we wanted to also show you a little bit of a sneak peek of CAT website that's going to be coming up. We're planning a launch date of September 15<sup>th</sup> and it's going to feature a fully functioning trip planner which we're very excited about. It's going to feature the new routes which you just approved earlier, but because those don't go into effect until October, we're going to make sure that there's links to the existing routes in that short little window. Please know that this is a active living document so this a sneak peek the copy is not quite perfect yet, but we wanted to make sure that you had an idea of what it starting to look like and how its coming together. So this a little bit of the homepage. You can see that we have Chatham Area Transit up top and we've chosen a tagline of Always on the move. You can see that everything is laid out in a box format. The trip planner very prominently



displayed. We're going to feature a where is my bus feature which one of my colleagues will talk about in just one moment. And we've really taken a look and done a lot of hard work on figuring out what do people want when they are looking at a website. What kinds of information do they really find to be useful and looked at it from a passenger point of view; because people don't like to have to click multiple to times to get to what they really care about. So we really did a lot of deep thinking on organization. So this is just another view of the homepage where you can see a little bit further down, but it's very grade oriented, very easy to use and access the information that you care about. This is just a little bit of a zoom of the boxes in the central part of the homepage. One of the interesting things that we are going to have is the system status box which if your mouse hovered over the system status it would highlight to that darker green so that's what you're seeing here. And – actually here go on to the next page. This is actually not our routes, but this is what yours will look like, where it will show all the routes by the color pallets in one place and you can see at any given moment; is it on time or is there some sort of delay. So you can see it kind of pops up red if there's any type of service disruption, so you can get a sense of your system status at a glance at anytime which is really very nice. So that's something that's going to be live for the launch, we're very excited about.

MR. FARRELL: Can I ask you a question?

MS. SEGUIN: of course.

MR. FARRELL: What equipment would a passenger or potential customer would have to have to access this?

MS. SEGUIN: Website.

MR. FARRELL: So they would need a computer?

MS. SEGUIN: Yes they'd have to a computer and internet connection.

MR. FARRELL: Would this be something they could app on their telephone?

MS. SEGUIN: There's a mobile version at the site that also will be live the same day. Sorry.

DR. REESE: If I could, the thing that's also significant about this is the operating base of this system is called Fiona which is an international platform that transit systems use around the country. So in essence we're going on the same platform that you would see in any major US city or major European city around the world. With that, its integrated into things you see here are also being integrated the design of the transit center as well as the operations center and what we've approved today takes it a step further. So primarily this was funded through non local dollars for more or less, but in order to take it to the next level it would be funded through federal dollars, federal programming. But it will be accessible on your cell phone, we're moving forward with the creation of apps and so-on and so-forth with the idea that we'll be able to attract more choice riders. And

eve with the dynamics that you can go in and pre-program with your bus and it will send you a text message five minutes before it arrives at your bus stop for instance. And the reason the trip planner is so significant is because one of the number one complaints we get internally deals with our phone system customers waiting. Our number one call is “Where is my bus?” “How do I plan a trip?” so this gives the customers the opportunity to go online and do it themselves. What that means for us, is an opportunity for us to lower our operating cost associated with providing the customers and getting the information into the hands of our customers.

MR. ODELL: So at some point they would be able to use their cell phone, plug into bus 36 and it will be able to tell them where that bus is located?

MS. SEGUIN: Let me answer that.

DR. REESE: Yeah, please.

MS. SEGUIN: So the site recognizes that you’re accessing it from a mobile phone so it gets you a mobile version of the site. So it actually quite sophisticated in that way.

MR. SHAY: If you’re sitting at the bus stop and the bus isn’t there yet, you could literally look at your handheld and it would tell you whether the bus was on time or not.

DR. REESE: That’s the direction we’re moving in.

MR. FARRELL: So when will that particular feature be available?

DR. REESE: We are evolving to that. The website is the first step and we have a AVL system in place, but we’re moving with a more robust AVL system down the road.

MR. FARRELL: Now we have a large population especially the downtown area of Chatham County that’s coming from out of town and some of them are accustomed to using the public transit, will the concierge at the different hotels have instant access to be able to help them plan a trip from one part of downtown to another or to a whole other section of –

DR. REESE: Not only will that be in place, we’re gonna specifically target visitors so when they come to town we would be able to get information from a particular location, particular stop. So what you’ll begin to see rolling out within the next few months if you’re at a stop, it will have information on there can text even if you don’t have the latest smart phone technology, you can text from whatever that shelter number is and it will tell you when the bus will be there.

MR. FARRELL: Just on a conventional cell phone?

DR. REESE: Yes. So we’ll (interrupted with laughter from the Board).

MS. SEGUIN: The standard model. So this is – ok its on that page. So this is just an example of one of the interior pages. One really strong point to make is that this is all based in a (CMS) Contact Management System so our staff internally, you know everybody at Chatham Area Transit will be able to in real time go on and make changes to service disruptions or whatever, any alert throughout the system and they don't have to go through another vendor they can do it themselves which is a really strong piece. Okay we're going to have Christopher Bryan from our improvement group talk a little bit about the "where's my bus" technology that's going to be part of this website.

MR. BRYAN: Thank you Mitun. We're very excited to be here today to –

CHAIRMAN LIAKAKIS: Identify yourself so the audience and the video people will know.

MR. BRYAN: I'm sorry, I'm Christopher Bryan, and I'm the Director of Business Technology for Veolia Transportation. And we're very excited to be here today to show you the technology that we have brought to the bus system here so that we can do vehicle tracking, see exactly where the vehicles are and predictions that we were talking about earlier on when those buses are going to arrive at their stops. So the first thing you'll see is just a graphic of what the system looks like. This is what the dispatchers are looking at any point they can see all the vehicles that are logged in, what route they're on and whether or not they are on time at any given point. We have real time dispatch monitoring in the system, we have on-time performance both realtime and historical and we have historical reporting so we can see over time on every Monday, Friday, Saturday that sort of thing what the ontime performance was by route all the way down to by stop. So as a dispatch tool, we're giving the dispatchers detailed information about where that bus is in relationship to its schedule. They can see all of the buses as I said on the screen they can drill down to a specific vessel, a specific route and if they click on that bus they can see what the last time point was, what time they arrived at that time point, what time they departed that time point and what they currently estimated in terms of their next time point to arrive at that time point. And all of this is tied in to your scheduling and routing system to give us information about what the route is for that vehicle. In terms of on-time performance the dispatchers or anyone within management can immediately get on and see where we are today with on-time performance; there's a graph that route by route shows you how we're doing with on-time performance and they can drill down on any one of those particular routes and see hour by hour how they've been doing with on-time performance. In addition we have powerful on-time performance reporting where we can go hour by hour and look at it on a route by route basis and see what our on-time performance was. So from a service planning perspective this is a powerful tool to go back and look at how did we do over the last three months, over the last six months, do we have issues when schools starts, do we have issues in the summer and we can look at it on a route by route basis or go all the down to a stop by stop basis and see exactly how we're doing for given period for any given day of the week for any given time range. In addition to that, that then allows us to do route information so this is what you were talking about before. We're already ready to deploy this with the current website based on the technology that we have on the buses right now, they'll be able to go to a "where is my bus" link. From the computer it will look like the top screen, they choose what

route they want, they choose what stop they're at and it will tell them the next buses the three next buses by default that are gonna arrive; or they can also do the same thing from their mobile device and the only thing on the mobile device is we aren't showing a map, just to make it more quick to display. So any passenger on any route will be able to go on and see exactly what buses are serving that route and what time they're going to be there.

MR. ODELL: Two things, we can correlate that to employees, it may not be the bus that's having the problem it may be a particular employee.

MR. BRYAN: Correct.

MR. ODELL: If that person moves over several routes we can identify whether or not there's a on-time scheduling problem with an individual as oppose to the route.

MR. BRYAN: Correct. The operator logs in with their operator ID so we also have that operator information. So what we can do is we can go back and we can look at, we don't want to penalize an operator because their on a route that has an issue.

MR. ODELL: Absolutely.

MR. BRYAN: So we can look at the operator's performance in relationship to the route performance; like you said if we move operators among many routes, and they have a problem on every route where as other operators don't, we'll be able to identify that sort of thing as well.

MR. ODELL: And we have what type of data retention...seven year or ten year retention?

DR. REESE: Actually we haven't set a true retention policy for this information yet because it just became operational in the past month, but that's something we'll look at. Given the amount of data that's gonna be there, it probably will not be three years. I would imagine it would be much shorter than that because it's a lot of data that's coming in.

MR. BRYAN: Right. We have this actually on our central systems it's in a data center and we have massive amounts of storage there so most likely what we normally do in these sorts of systems is we'll take the data after a year or two years, archive it, but then keep an archive data base as long as we need.

MR. ODELL: So we would always have access to the data may not immediately-

MR. BRYAN: Right. It may not be immediate for two years, three years back, but we'll have an archive of those years and we can keep the data as long as necessary.

MR. ODELL: Thank you.

CHAIRMAN LIAKAKIS: Okay thank you very much. Okay now Chad Reese, our illustrious CAT Executive Director, we'd like for you to give us your executive report now.

DR. REESE: Thank you Mr. Chairman. One of the first things I'd like to report is ridership is continuing to improve and increase we're up 12% ridership. The farebox recovery is up 6.7%, complaints are down. One of the things that I have cautioned the Board of is over the past few months is that the on-time performance was manually collected. As you see we are in the new age of technology and the 88.9% I'm reporting for this month will probably be the last time it's there for a little while because we're going to actual stop by stop.

MR. ODELL: We were doing a sampling as oppose to every stop. And when we go every stop the-

DR. REESE: The numbers are probably gonna be – its probably gonna be in the area of 60% to 70% percent, but it gives us a platform to begin to build from well how do we get it up to real time 88% and what type of changes we need to make in the system. And I've detailed the route by route ridership information there for your review. I would also be remiss if I did not introduce the gentleman to my right. Mr. Bill McCloud is Senior Vice-President of Veolia Transportation as well as my mentor and I am extremely honored for him to be here today. He actually hired me out of college and has been my guide and toot ledge through this industry so I asked him to join me at the table today.

MR. SHAY: Welcome.

MR. McCLOUD: Thank you very much. It's an honor to be here. Honorable Chairman, distinguished Board members I bring you greetings from Veolia Transportation out of our corporate office. Our CEO Mark Joseph sends his regards, we're excited about being your partner here, I think we will bring to you the innovations you've heard about today and move the Chatham Area Transportation Authority to a new level. I'm very extremely proud of this young man to my left that we brought in here, he's a visionary. I honor you for your leadership and your vision and I think working as a partnership with Veolia you will see a tremendous difference five years from now from the system you have today; and if he doesn't, I will personally fire him.

(Laughter)

MR. FARRELL: That's what I call accountability.

MR. McCLOUD: No pressure on him, but I'm very proud to be here and I'm very appreciative your leadership and your vision.

CHAIRMAN LIAKAKIS: Well let me tell you this Bill and let me introduce, we have Vice- President Ake in the audience that has been really helpful to us in our area and also with Chad because he has come in on numerous occasions and helped out when it was necessary and can see the explanation of all this technology that's being put in place

right now. We never had since the bus system originated in our area and it's going to be more efficient and it will many of the people who are riders to be able to know about when their bus will be there many many things in there. And I want to tell you this, I've also said some of it to Vice-President Ake before that with Chad's leadership, not just Director, but his leadership, he has put a lot of things in place that's really important and we can see progress within our bus system which is really important because we have a lot of people in this community that don't have transportation to go to work maybe go shopping for the supermarket, go for medical attention or whatever it is; and then we do have it starting to pick up a little bit other people that ride the bus that's going to work in the morning or afternoon so that is – we can see with the technology and all of those things that the bus system is gonna get better, but what Chad has done – worked with a lot of people and we had the people from the Federal Transit Agency here and because of my statements to them, they see that they have somebody here like myself and this Authority who are really concerned about our transit system and with Chad's input and going to Atlanta and working with the federal people and the state areas, we can see that they more positive towards our Chatham Area Transit right now and that we're gonna get additional funding coming from Atlanta and Washington so we really appreciate that Bill, but we really and truly want you to know because what Chad's done here – and keep him here for a while now don't be transferring him off because what you gonna have is a flagship operation right here, one of the best in the country and what happens that is that'll make Veolia look good when you go to other areas of the country and you want to do the same thing that you've done here.

MR. McCLOUD: Absolutely Mr. Chairman, I tell you Chatham is getting a lot of play around the country because it is one of our Delegated Management programs. And there's only three in the country right now and you guys are one of them to be able to go out and step out on faith because this is a different paradigm that we are bringing forth to North America. It's very prevalent in Europe. I spent a lot of time over there looking at those systems and I think once we're totally in place here, you are going to see some of the wonderful technology and things that we've brought from Europe and have put in place here along with New Orleans which is one of our first and we've just got awarded a major contract in New York that we will do on Nassau County Long Island which is a huge operation will be under the delegated management process. So we're very excited about what you are doing here because you are setting a standard; you are putting a footprint as part of North America on delegated management, and we certainly appreciate your leadership and your partnership.

CHAIRMAN LIAKAKIS: Priscilla.

DR. THOMAS: Thank you, I just wanted to have the opportunity to say thank you to Chad and especially having you Mr. McCloud here today, but more importantly I'm excited because of the direction that we are going now. I wondered if I would ever see this happen during my lifetime here, but I just want to say thank you so much for your leadership. We are moving in the right direction and we look forward to greater and bigger things. Thank you for coming by today and visiting with us.

MR. McCLOUD: My pleasure.

CHAIRMAN LIAKAKIS: Okay under item 10 you want to go over some of those Chad?

DR. REESE: Item 10 are the departmental updates. They are provided for your review. In the areas of Safety, Marketing, Maintenance as well as our Water Ferry system and to that regard we still have a few days left for the CAT – we sponsored our first school drive with the assistance of Dr. Thomas so that program is going very well and we have a few more days before we – with our school drive – school supply drive.

CHAIRMAN LIAKAKIS: Okay thank you very much that's all you have today right?

DR. REESE: Yes sir. Thank you.

CHAIRMAN LIAKAKIS: Any questions for Chad? Thanks again Bill to you and to the Veolia representatives we appreciate that and all the workers and the drivers that give the service to our people in the community because we want this to be a great bus system so that we can make money out of it both for the County and for Veolia.

DR. REESE: Thank you very much.

CHAIRMAN LIAKAKIS: Okay, thank you. We will reconvene as the County Commission as soon as they set this up right here.

Meeting adjourned at 10:41 a.m.

Respectfully Submitted by:

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