

CHATHAM AREA TRANSIT
AUTHORITY

BOARD MEETING

OF

October 8, 2010

11:05 A.M.

CHAIRMAN LIAKAKIS: Alright good morning folks. Glad to have you here for the Chatham Area Transit Authority. I call the meeting to order and I ask Patricia who's Secretary of the Board for the roll call please.

MS. HAWKINS: Good morning. Mr. Liakakis

CHAIRMAN LIAKAKIS: Here

MS. HAWKINS: Dr. Thomas

CHAIRMAN LIAKAKIS: She's here. She just stepped out for a moment.

MS. HAWKINS: Ms. Stone

MS. HAWKINS: Mr. Holmes

MR. HOLMES: Here.

MS. HAWKINS: Mr. Shay

MR. SHAY: Here

MS. HAWKINS: Mr. Farrell

MR. FARRELL: Here

MS. HAWKINS: Mr. Odell

MR. SHAY: He's here

MS. HAWKINS: Mr. Gellatly

MR. GELLATLY: Here

MS. HAWKINS: Mr. Kicklighter

MRS. HAWKINS: Mr. Broker

MR. BROKER: Here

MS. HAWKINS: Mr. Dawson

MR. DAWSON: Here

Also present at the meeting was Ty Butler, Charles I. Odingbe, Rahul Kumar and Patricia Hawkins.

CHAIRMAN LIAKAKIS: Okay the next item is approval for the minutes. All members of the Transit Authority have been distributed those minutes from the last meeting. Need a motion on the floor for approval.

MR. BROKER: Move for approval

MR. DAWSON: Second.

CHAIRMAN LIAKAKIS: Have a motion on the floor to approve the minutes of the last Transit Authority meeting. All in favor raise your hand. Motion passes, verbal report from our Executive Director, Charles.

MR. ODIMGBE: Thank you Mr. Chairman. First thing the ridership continues to increase eventhough we took a slight dip on the fixed route ridership but overall year to date we are doing okay and those are good signs for us. Also, our wheelchair usage dropped for the month. I don't really have a reason why that happened but again I'm still encouraged that ridership continues to inch upwards. Just to let the Board know that Mr. Monahan will be doing a presentation on the Transit Terminal project sometime after this presentation. We've concluded our FTA financial audit and we are lucky that the Chairman sat in on the exit interview with us. Also the annual audit is concluded and once we get the results of those audits we will present it to the Board as soon as possible. Also to let the Board know we continue to work on our concept of what the bus stop signs will look like in the historic district. I've reported that we are gonna come up with a concept and then send it to the Historical Society groups to look at and give up their concurrence and support for the idea that we are gonna come up with and we will continue to update the Board on all of those issues and that's all I have.

CHAIRMAN LIAKAKIS: Any questions for Charles? Okay next item, the progress report from Veolia—no, the—yeah, the progress report from Veolia representative.

MR. ODIMGBE: Yes Mr. Chairman I would like to introduce Rahul Kumar out of California. He's the Veolia staff working on the Comprehensive Operation Analysis for which Veolia promised as part of delegated management. Our goal today is to give you a progress report on what we've done so far and I do believe before we make a recommendation on what changes to make to the service from a comprehensive perspective we are hoping to give you one more report prior to a recommendation and that will give you some room for some

discussions and also we really would like to get some feedback from the Board regarding this particular project.

MR. KUMAR: Thank you Charles. Good morning Mr. Chairman, members of the Board. As Charles mentioned my name is Rahul Kumar, I'm with Veolia Transportation. I'm pretty excited to be here today because we're gonna be kicking off or we've actually kicked off what is sure to be one of the most comprehensive reviews of transit operation population demographics of economic development, market growth and everything that goes into what would be a mobility management plan for the county going forward. I have a brief presentation for you today that I'm gonna have up here, but I'm gonna talk through many of the slides as they're up there because there is a lot of text. As part of this COA, its transit jargon for basically a top down bottom up look at transit in transit operation in the county. What we're really looking at is what's going well today? What not going well today? Who are the current customers of the system? Who are the future customers of the system? And what is the projected growth in development patterns in the county that can potentially benefit transit. The end result will be to really get a system that's very thoughtfully designed, that responds to all the major market needs, but also meets the goals of the folks that need to take the bus to get to the doctor's office; the folks that need to go to the soccer game hopefully. So what we really hope to achieve like I said is something that will help you as the Board build advocacy for transit in the community. It's really hard especially in non high-density communities which are in 90% of the ones in the world in the country that you can really build support and advocacy for public transit. There are a number of things that we are gonna be looking at as part of this study. Just to touch on a few, we're gonna be beginning a passenger survey within the next 30 days that's gonna look at the demographics and the travel patterns of the current customers. We're gonna see where people are coming from, where they're going and why they're riding and then have a really good look at what the market actually is by figuring out who the market of the transit rider is today. What the per passenger profile is. We can know if the system today is working the way its suppose to. We're also gonna look at things like service performance and ridership. Are we really getting the most bang for our buck? The goal – one of the many goals for this study is to do more with less. We have an existing budget and I think all of us would like to see us do more carry more, meet more needs of the community with less cost. The other things is we want to talk and I'd like to talk a little bit more about markets because there's been a lot talk a streetcar in the community and so one key part of the study will be to really look at some of the corridors that have been designed as potential streetcar corridors and how we can phase in that growth. Going from zero to streetcar in a span of a couple of years is an immense

expense to the county. It can yield a number of benefits but how can we get there over time is really what we're gonna try to address in this study.

MR. KICKLIGHTER: Can I stop you real quick?

MR. KUMAR: Absolutely Commissioner.

MR. KICKLIGHTER: Are we talking about streetcars or the City of Savannah is talking about streetcars?

MR. KUMAR: City of Savannah is talking about streetcars and—

MR. KICKLIGHTER: Are you saying it will cost the county when the City of Savannah wants to have a streetcar?

MR. KUMAR: Not at all. I think as part of this study, we are really looking at the county transit operation. A small portion of it—well, I shouldn't say a small portion of it; but a portion of this obviously operates in the City of Savannah and some of the corridors within the City of Savannah. We're not gonna just talk about streetcars, we're gonna talk about how we can increase the frequencies of transit right now.

MR. KICKLIGHTER: I mean I don't think it's a bad – I think it's a good idea, but I find it kind of amusing that they're talking about a streetcar and all of a sudden we're funding a streetcar.

MR. KUMAR: No, no not at all. No, no this is – the things we've talked about so far is normally we you do a study like this you're looking at an unconstrained plan where you've got all the money in the world. What we're gonna be really focusing on in this study is constrain. How can we look at transit today? How can we look at the transit budget today and how can we do more with the transit budget that we have today? So whether that's a rapid transit around the community, a commuter service; there are gonna be all modes of transportation that are gonna be surveyed for the county before – and the decisions out of the study aren't gonna be saying fund the street car. It will be here's what the mode of transportation that is the most ideal that will give you the biggest bang for the buck and here's where you can do it. Whether that's in the City of Savannah or where that's a commuter route from Tybee Island it, you know, it will really be up to the community and you as the Commission to decide. I think this slide really says it all and this is what I was talking about just a second ago. We're gonna have to answer a couple of really, really critical questions. How well do we want transit to be entrenched in the community? And I think really what we are trying to design isn't a system for us, but it's a system for our children and our

children's' children. We have go look 5, 10, 15 20 years outward and know that we have a recession now, but its gonna end some time and how can we deal with the ebon flow of economic development. What are some of the new environmental issues? As Charles mentioned I did come from California however, I worked all around the country and what we're seeing is the Ciara Club as just one of the groups in California but clubs like that are getting more and more involved in county general plans and city general plans and pushing state assembly bills to have more transit, have more mix use high density housing throughout the community. So while Chatham County is a collection of suburbs with semi-dense urban core it still can really apply to this county in general. And again this presentation really asks a lot of questions because that's what we're doing as part of this study is we're gonna be asking a lot of questions. And this is the question I get most asked most often by Board members when we're doing this study is What's more important, having more frequency in a small segment of the population or having the coverage that supports everybody. And throughout the course of study we will plan on answering that and what I foresee is more of a balance of productivity versus coverage especially in a community like this. You can't just do one or the other; it's just not designed for that type of use. The outcome of the study as Charles mentioned is a Preferred Service Plan and he did mention we're gonna come back to you at least once. My goal is to provide monthly updates to Charles and to the community and in the next slide I'm gonna show the progress of the study so far and what we plan on doing before the end of it. It's about a 6 to 8 month study so the key outcome is gonna be what we call our Preferred Service Plan. This Preferred Service Plan we're gonna really look at how we can improve transit service, meet the community needs, address the markets that we've established, look at the travel patterns that we see in the county and then finally making sure that we obviously address your economic objectives as a county and the citizens of the county economic objectives. Study phases, right now we are in Data Collection. We are actually counting every single person as they get on and off the bus. We're figuring out where they're coming from, where they're going. We're putting all that into a big data base and we're seeing - we're gonna do a big analysis of what the existing ridership base looks like. In the next 30 to 45 days we will actually begin start our survey process of the ferries, the streetcar and as well, obviously the Chatham County Transit System. Periodically we're gonna be providing key deliverable updates to the Board and either I will be here or Charles will be here to make those presentations. As you can see in the middle of this we see Stakeholder Outreach and within the next 30 days we're gonna be steering what I'm calling a project steering committee of sorts where they're gonna be involved in the actual study development phases when we do our deliverables. And so as part of that also is actually going out in the community seeing what the public thinks, seeing what the public wants

and really addressing their needs as part of the study. Findings are gonna be January-February of 2011 and we will recommend a plan in March-April of 2011 with a phased in implementation of the services itself. Some of the key things that I can already tell you are coming out of this are new customer information pieces, new system maps, and your ridership maps. These are things that your customers have already asked for that we've already built into the plan itself so with that I'd be happy to answer any questions you may have.

MR. SHAY: Mr. Chairman.

CHAIRMAN LIAKAKIS: Priscilla, anybody—oh, Patrick.

MR. SHAY: Appreciate the presentation this morning its really vital thing that we needed in my opinion for most of the last 20 years of being on and off of the CAT Board. Generally there are 2 schools of thought on this subject; one is if it ain't broke don't fix it and the other is Commissioner Odell and I got together and conferred on this and we think that Sigmund Freud and Albert Einstein issued a joint statement on madness. That is that doing the same thing over and over and over again and expecting different results is the definition of madness. We want you to answer that riddle for us because we – maybe it ain't broke but its not as good as it could be. And just doing what we been doing over and over and over again is not leading to the outcomes that we want as a community. Veolia is a world class organization with experience in other transit districts all over America and all over the world and so my expectation as one member up here is that we would get a report from you that is not just a kind of a somewhere between tweak it and throw it out and start over again, but something that is based on a wide variety of experiences and gives us some choices up here so that we can decide how aggressive or how passive we want to be in the implementation. I'm looking for two things especially, one is valued added. How do we add value to our customer base so that they want to participate more? So I'm looking for value added. And another expression that Tom Thomson has taught me that I have learned over and over again which is fiscally constrained, that we also have to have something that's realistic enough that we can actually implement it. Now, you know Commissioner Kicklighter raised the question already about one of the more aggressive aspects of that might be streetcar and might very well be focused on the City of Savannah at the end of the day we'll work through the decisions as to how if it ever does get implemented and how it sort of paid for. My constituents are both City of Savannah and Chatham County residents so my guess is that one way or another they're probably gonna participate in whatever the solution is to problems that we face. And I have one other thing that I want to bring up and that's a timing issue. I know it takes time to come up with a great plan like this and have

Stakeholder Outreach and so forth, but we've actually kind of slowed down just a little bit after 14 years on the Transit Center in order that we could get some results from this study to help us decide what the appropriate level of programming is for the Transit Center. I don't want to wait until March or April. I've been told that we might be able to have the results of what you think an appropriately configured Transit Center, what type of features for the new transit system of the it ain't broke so don't fix it transit system is and we need to have those sooner rather than later. I mean this is gonna be a very very critical session of the next Congress and our choices are fiscally constrained so want to be able to come up with something for our Transit Center and get that done. That's an item on the agenda later on so I'll be quiet about that, but I'm not expecting that we're gonna delay in moving forward on the Transit Center just because - not just because, but because the recommended Comprehensive Operations Analysis won't be completed until March or April. Is that fair?

MR. KUMAR: That's absolutely fair.

MR. SHAY: Thank you.

CHAIRMAN LIAKAKIS: Okay, any other questions. Okay thank you very much we appreciate that report. Next item; request Board approval of the new Teleride Handbook, Charles.

MR. ODIMGBE: Thank you Chairman. All I'm asking the Board to do today is to approve the Teleride Handbook. We've made some changes to this handbook. The last time it was modified was when First Transit had the contract and they made some changes to it at that time. The changes that we are making are design to actually improve the service that we deliver to the riders and then there's particularly circle around the no-show policies, the cancellation policies and the eligibility policies and eliminating call backs. And if I may touch on them, the no-shows is one of our biggest cost because for a Teleride vehicle to show up at somebody's door and they just didn't show up the in there is the time that we took to get there, the wear and tear on the vehicle, the cost of fuel; we wanted to tighten that area somewhat just to make sure that when we come to pick somebody up that they're always there and if they're not gonna be there that they actually notify us because it will save this Board some money. Also, the cancellations. We don't want the people to schedule rides just for the heck of it. You know, before you schedule a ride make sure you want to use it. Really, some people will schedule a ride for a week out just as place holders and as those days come around they don't need them they just drop them off. These are chances that somebody else my have missed and it goes to impact our efficiencies. The eligibility requirement is if you look at the transit the

ridership on the Teleride it's going up and with budgets being constrained as they are we really need to do something to manage it because unlike the fixed route, you can continue to provide the same level of service with increase ridership, but when ridership starts to increase on the paratransit side your hours will increase.

MR. ODELL: Let me stop and ask you a question.

MR. ODIMGBE: Yes sir.

MR. ODELL: Now we are door to door.

MR. ODIMGBE: That's correct.

MR. ODELL: We have a attendant get out and help the persons in.

MR. ODIMGBE: That's correct.

MR. ODELL: Have you analyzed if we went from door to door to a curb service? My limited prediction is that that would be about a 15 to 20% time saving.

MR. ODIMGBE: Yes, that's correct.

MR. ODELL: If that is a 15-20% time saving then that increases our ability to serve other people. Is that—would you agree with that?

MR. ODIMGBE: That's correct.

MR. ODELL: So to go from a door to a curbside pickup, have you analyzed the impact and what that would have on the services we provide?

MR. ODIMGBE: The impact is gonna be tremendous. We've looked at it from a comprehensive level from a comprehensive perspective and if you look at the attachment I did address that issue in the body of the handbook. What I did in the handbook is I actually stated in the handbook that paratransit service should be curb to curb. However, the Board has decided to do a door to door and the reason I put it that way is that this Board can pull the door to door option at any point in time to help us save cost, but just to answer your question, if we went from a door to door to a curb to curb you're looking at close to 3% reduction in your budget. And we're talking about \$2 million that's actually a big chunk of change however, its not lost to me, I mean I've been in this service in this industry long enough once you offer this little service to people its really not the easiest thing to pull it back.

MR. ODELL: I agree totally, but the excellent should not be the enemy of the good. We have serious financial trouble.

MR. ODIMGBE: That's correct sir.

MR. ODELL: We do. We can't do things that we use to do and our constituents must know that there's a limit on what we can tax especially in time like this. What we need to do is I'd like to see a vigorous heated, although scholarly and gentlemanly debate, on going from a door to door to curbside service. That's a policy decision. I think considering the overall good our policy needs to change, the circumstances change and I would like to see that within the next 2 meetings put on the agenda so that we could discuss it but it would depend on 2 things from you. How much time you would need to prepare to do a short presentation number one, and number two is whether or not under the federal regulatory authority we would need to have public hearings to our stakeholders, our constituents and that something that Ty could answer as to whether or not prior to making that policy shift. I do not want to appear unconcerned. The reason I bring this up is because I'm concerned. I think it's an opportunity that financially we just absolutely got to look at. We pick up 20% in money by making this change, so we could save - we could service 20% more people. I mean that is something that we gotta look at.

MR. ODIMGBE: I really think the handbook as presented to the Board today offers that opportunity and if you look at—our request at this point is asking the—we are not going to make these changes until January of 2011 and the reason we did that is to give us some time to outreach our disabled community, make sure they are part of the conversation and they understand exactly what is going on. So we can actually have that discussion as part of our outreach before implementation by 2011 January. So I think the opportunity is there to take of that.

MR. KICKLIGHTER: Mr. Chairman.

CHAIRMAN LIAKAKIS: Okay, Dean.

MR. KICKLIGHTER: Thank you. First off like to commend Mr. Odimgbe and Veolia for all your work on this. I think y'all clearly done outstanding. You've done a great job with Teleride. When you first walked in the door you walked in took over a Teleride service that the people running it at that time kept telling this body why they could not do things. You came in and immediately started telling us how that we could do it and not only told us that we could, you found ways and implemented policies, changes and you served everyone in this county who needed this service. I also commend you for this—going through

this handbook I see where you are servicing the entire county as far as the handicapped people who qualify. I commend you for that and now at this point I'm gonna - somebody out there in this world has to be wondering the same dumb question I'm wondering at this point so I'll ask it. To me, door to door would mean the person gets out the van walks up, knocks on the door, helps the person get in the van. Curb to curb would just mean they pull up beside the mailbox and the person comes out. Is that—?

MR. ODIMGBE: That's correct.

MR. KICKLIGHTER: And that'll save \$2 million?

MR. ODIMGBE: Time wise. You need to understand the average trip on a paratransit vehicle right now it's about a 1 ½ and we want to cut that down to 45 minutes. If we cut it down to 45 minutes, 5 minutes of that 45 minutes is for that door to door service.

MR. KICKLIGHTER: Now what does that mean? Is a person gonna have to be sitting at the curb when the van pulls up?

MR. ODIMGBE: No sir. What it means is that we'd expect you to be ready when we show up. And when we show up you should be able to come out of your home and access the vehicle. Now the drivers are still allowed to help somebody who may need some help getting on the vehicle, but its no longer a requirement for the driver to go to the door, help the person out and bring them down to the side.

MR. KICKLIGHTER: I think that's outstanding if you could serve more people that increasing the time that would mean people would be less likely to have to wait a day or so because they may be able to actually get in that day and utilize the ride. I think it would be easy to explain that its not only saving monies for them the taxpayers the rest of the taxpayers around, but its also increasing services and if we, you know really hit the point that if someone can't make in then yes, you know you'll still be assisted. So Commissioner Odell I think that's a great idea why not save some money and then increase proficiency.

CHAIRMAN LIAKAKIS: And the problem Dean and I think most of the Board members know or some of us have been told is that it took a lot of time because sometimes as talking to some of the drivers they said they'd have to wait 15 to 20 minutes to get that person for them to get ready. They knock on the door, that person says wait, they putting on their clothes and sometimes, I think one of them told me it took almost 40 minutes to get one individual because they kept having somebody going to the door and saying "he'll be out in a minute. He'll be out in a minute."

And that disrupted the whole schedule and ran behind and people couldn't be picked up all that were scheduled for that day.

MR. KICKLIGHTER: So you putting time limits for sitting.

MR. ODIMGBE: And that's the goal of tightening up the handbook is to make sure that everybody's responsive. This is not a taxi service; we just want to get it out there its actually shared service. And that each of the riders should be respectable of the other riders' times because while they are waiting for the individual to be ready there's somebody sitting on the bus waiting to get to an appointment be it for dialysis or just to actually get to work. So it's more like holding them accountable for their schedule. Once you make a schedule we'd expect for you to live by that schedule and be responsive to us when we come in because again we truly constrained by the lack of funding and we have to do the best we can and I did caution this Board that as we make this service better that the ridership is going to go and the ridership is beginning to grow. In fact I had a conversation with Michael Kaigler about this issue of ridership because pretty soon if we do not take some these actions that will help us bring down the cost, we will be investing more money just to deal with the ridership.

CHAIRMAN LIAKAKIS: Wayne.

MR. DAWSON: Charles I just wanted to ask, has this been approved by ACAT? The Advisory Committee on Accessible Transportation?

MR. ODIMGBE: Yes.

MR. DAWSON: So it's been—have we had any other feedback from them?

MR. ODIMGBE: No we haven't had any other feedback. This particular documents is the one that ACAT approved I believe it was in May of last year. What I did was just picked it up, corrected some of the—I worked a lot on the text and corrected some of the misunderstandings that were there like making sure they put it down as if door to door was a ADA requirement. No curb to curb is an ADA requirement, door to door was the option. It was a choice that the Board made so and then we kind of like put in the ADA required cancellation policies, the no-show policies and soon and so forth. And we still intend to do some more outreach so that's why we are going to January 2011 to implement.

CHAIRMAN LIAKAKIS: Bill.

MR. BROKER: Mr. Chairman I think we're talking about extremely vulnerable people who utilize this service. And while I don't an operator should have to sit around and 40 45 minutes for someone to come to the door. I don't want us to send the message that we will show up at the curb and if you're not sitting at the curb or you're not able to get out to the curb then we're just gonna leave you. And I think what I'm hearing today is that we may - I don't think that's what we really want to communicate to our ridership number one. Number two, I'd like to ask Mr. Odimgbe how is this user guide going to be made available to folks.

MR. ODIMGBE: Once this is approved today, we will print very many copies and first of all we will us all of our distribution lists and lines through ACAT, through the Society of the Blind and all our disabled committee groups that we know is gonna be available at the CAT offices and our outlets and we can send to individuals through mail.

MR. BROKER: And will people be able to access it online?

MR. ODIMGBE: Yes we will put it online and also to answer your question, the handbook does have a provision that even when we come in there we will give each individual a grace period. And let me be clear about this I mean this is not some kind of a military way of deploying service. We understand the vulnerability of our disabled communities and we truly, you know, have that concern at heart. It's just that you know, we need to have a way to begin to educate all of our current ADA Teleride riders just to be respectable of the rules and the time of other individuals using the system also.

MR. BROKER: Understand that and I know there have to be rules and the idea that 1 out of every 5 riders don't show up, I mean that's pretty bad and we obviously need to do something about that, but what I don't want to do is throw the baby out with the bath water. I don't want to appear to be heavy handed with respect to getting this thing straightened out.

CHAIRMAN LIAKAKIS: Well Bill what I understand is that the drivers know some people that have difficulty and to assist them, but otherwise you've got others and I was at a particular meeting and all and some of those people just had a can and could come out there and no problem and it was pointed out to me 3 people in the audience you see them, some just walked a little slow I think, but they took advantage of it and wanted them to come up to the door for them. So it's not like locking out people that really need assistance is what I've been told.

MR. KICKLIGHTER: Yeah and if I May—

CHAIRMAN LIAKAKIS: Alright excuse me, excuse me. No it's Wayne and then you Dean—I mean Harris and then you Dean.

MR. KICKLIGHTER: Sorry.

MR. DAWSON: I just had a quick comment. I wanted to make sure that this available in an accessible format, so large print on you know, whatever format people that have vision disabilities can use the information. I want to make sure it's available alternative formats.

MR. ODIMGBE: Definitely. We'll do that.

CHAIRMAN LIAKAKIS: Harris and then Dean.

MR. ODELL: Mr. Broker I would hope we would not do that and I have confidence we would not. But what we'd be doing would be, we would change it from the rule to an exception. There are gonna be people we'll gonna have to always go in and assist out, but I don't want us to believe that this is a taxi service because it is not. It is a shared service and the ultimate responsibility is for all people who use the services. So one person because of lack of concern for another, not disability or lack of ability, I could under the current system displace the entire schedule and I'm not certain if that's fair and compassionate to those other people down the line that's number one. Number two is that at some point we have to look at cost benefit of the two different services and with the changing potentially, we'll be able to help 20 to 25% more people so that to me justifies our looking, looking at it. I'm not saying that we do it, what I'm saying is that we look at it and we send the message and that message is that it is not a taxi service, it is a shared service and unfortunately that's the financial reality that we live. That's the way it is.

CHAIRMAN LIAKAKIS: Dean.

MR. KICKLIGHTER: I'd like to just echo off what Commissioner Odell says Mr. Broker in my opinion sending the wrong message was when I believe you actually voted to cut off service for a huge amount of the handicap people in Chatham County as far as being able to ride Teleride. That's the wrong message telling half of them that because of some law you feel like you can't serve them at all. That's the wrong message. I in no way shape or form and I hope you didn't gather it up from my comments in talking about a handicapped person who may be in a wheelchair slowly coming up if they exceed 4 minutes the Teleride thing pulling off. I'm talking of someone sitting in the house for 30 minutes no effort to get outside. I'm thinking of the other half of the population of the handicap people who was actually told by the body at one point that they couldn't service them anymore, so if that's a lack of compassion

then I guess I have none trying to serve every handicap person in this county rather than just a small select few so, you know, I hope you understand now and don't take my thoughts were out of context.

CHAIRMAN LIAKAKIS: Okay next item, request Board approval renewal of a \$1,700,000 line of credit with Wells Fargo Bank

MR. ODELL: We didn't vote on--

CHAIRMAN LIAKAKIS: Oh, excuse me.

MR. ODELL: I'll make a motion.

MR. FARRELL: Second.

CHAIRMAN LIAKAKIS: Okay all in favor of the motion to approve the handbook raise your hand. Motion passes. And for people in the audience might not know we use this board up when commission meeting, but because we have more members on the Authority that's why we raise the hand. Everybody's name couldn't be put on that board. Request Board approve renewal of \$1,700,000 line credit with Well Fargo bank and approve an amendment to the intergovernmental agreement with Chatham County pertaining to the County's role as guarantor of the credit line. This is just a renewal of what we've had before and the Linda isn't it correct that the Chatham Area Transit paid that loan off and this is just the date for renewal.

MS. CRAMER: Correct this current line of credit expires at the end of October.

MR. ODELL: Move for approval.

MR. SHAY: Second.

MR. FARRELL: One question. What interest rate are we paying on these borrowed funds?

MS. CRAMER: We're paying libor plus —wait a minute let me look on the back, 1 1/2 and right now we're paying libor plus 2%. So we'll be paying libor which is a valid .9% right now plus 1 1/2 %.

MR. FARRELL: Thank you.

CHAIRMAN LIAKAKIS: Okay all in favor signify by raising your hand. Motion passes.

MS. CRAMER: Thank you. You will have an agenda item at the next meeting for the County to guarantee the line of credit. Okay.

CHAIRMAN LIAKAKIS: Okay. Thank you. Request Board approval to update our environmental report for CAT's Downtown Transit Terminal by amending the agency's scope change approved by the Board on August 14, 2009 and re-file such document with FTA. Approximate cost will be \$55,000 plus a 14% contingency fee for a cost not to exceed \$62,700.

MR. ODELL: Move for approval.

MR. BROKER: Second.

CHAIRMAN LIAKAKIS: Okay all in favor raise your hand. Motion passes. Item VI, this is just for information key performance index, ridership data and accident analysis report.

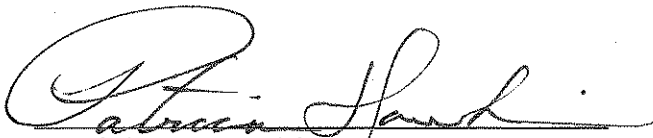
MR. ODIMGBE: Just want to call your attention to the last page on the information only. Again this gives you a snapshot of how we are trending so far. If you look on the ridership column we seem to be doing fine. On-time performance we keep - we go back and forth on on-time performance and it has a lot to do with equipment. As we get better and new and more stable buses you will see the on-time performance improve. Our complaints are still high. We'd like to get them lower, I don't know if the reason is because of more awareness or we are just behaving badly out there, but it's still trending high. Not as high as it was at the beginning of the year, but it's still high nonetheless. You look at the missed trips, we've gone as high as 13 and now we are down to 3 and those are good indicators. Road calls between miles, we are about 5100 for last month. We've gone as high as 6000. We want it to be at 4300 so we are doing much better and I think pretty soon the Board might think about changing minimum (in audible) for these KPI's. PM, we are at 92. We hope to continue to keep that up because the higher the PM the more stable our revenue fleet. You look at the farebox recovery. This one gives me real cause for joy, we did project 18.9% but the last 2 months we've done 33% and 26%. I think if we continue to trend that way, which we are recovering a whole lot more money through farebox than we ever did and that's good for operating budget. The preventable accidents again we've been up and down. Down to 4, we'd like to get it to 0, but statistically I don't know if we can ever make that. And then if you look at the Teleride, the passengers are per hour. We've gone up to about 1.6 passengers per hour of Teleride service. We want to continue to get that number up. I think if we get to maybe 2 or 3 passengers per hour we will edging a little over the industry standard so I really - again this

particular page is important because it just gives you a snapshot of how the agency is performing on a month to month basis.

CHAIRMAN LIAKAKIS: Okay, alright any questions? Okay meeting adjourned. We'll reconvene at the Chatham County Commission.

Meeting adjourned at 11:45 a.m.

Respectfully Submitted by:

A handwritten signature in cursive script, appearing to read "Patricia R. Hawkins". The signature is written in black ink and is positioned above the printed name.

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