#### Minutes

# RTA Operational Planning & Infrastructure Committee

9:01 a.m. January 11, 2022

Committee Members: Joyce (Chair), Moss (Vice Chair), Byrne, Pellot

Other Board members: Duarte, Koomar, Lucas, McCall, Weiss Not present: Serrano

**Staff:** Benford, Birdsong, Blaze, Harris, Burney, Caver, Coffey, Dangelo, Davidson, Fields, Fleig, Freilich, Garofoli, Gautam, Harris, Kirkland, Lively, Martin, Metcalf, Miller, Mothes, Petit, Schipper, Shaffer, Sutula, Talley, Tarka, Togher, Walker-Minor, Wilde

Public: Lane, Gruber

The meeting was called to order at 9:01 a.m. There were four (4) committee members present.

This meeting was live-streamed on RTA's Facebook page (<a href="www.facebook.com/rideRTA">www.facebook.com/rideRTA</a>) for staff and members of the public. Members of the public were allowed to attend in-person. Based on Centers for Disease Control (CDC) guidance to continue to avoid large events and gatherings and Ohio Department of Public Health advice that businesses and other entities may continue to require mitigation measures, as well as RTA's interest in protecting community and employee health and safety, several measures were put in place for in-person attendance, which are spelled out in the meeting notice.

# RFP Procurement for consultant services for safety certification of GCRTA rail transit projects

Joe Shaffer, Director of Engineering & Project Development and Jenn Martin, Contract Administrator gave the presentation. S&S certification builds safety and security concerns into projects from design to construction. We have an internal policy reflecting the FTA requirement.

- FTA Requirement
- Task Order Contract
- Anticipate four Task Orders for upcoming rail station projects
- Scope of work involves five phases:
  - Master Certifiable Items List (CIL) development
  - Safety and Security Design Criteria consultation
  - Evaluation of station design and construction
  - Station Hazard Analysis and tracking of same to closure to eliminate or mitigate safety issues.
  - Fire-Life Safety Plan and drills as per Fire Department/EMS coordination
- Four projects two currently in design
  - Warrensville Blue Line at Van Aken District
  - W. 117<sup>th</sup> Bridge/Station Platform (Red Line)
  - Upcoming project:
  - E. 79<sup>th</sup> Light Rail Trunk Line (Blue/Green Lines)
  - Fourth project to be assigned

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The Request for Proposal (RFP) was issued October 18, 2021. It was accessed on the GCRTA website by twelve (12) interested parties. Three (3) firms submitted proposals. Three (3) firms were interviewed. The evaluation panel consisted of various departments using select project criteria using the Brooks Act. The most technically qualified vendor is K&J Safety and Security Consulting Services, Inc., Cantonment, Florida. A 13% DBE goal was assigned to this project. K&J Safety and Security Consulting Services, Inc. is an Ohio-certified DBE and will perform 100% of the project.

### Firm Experience:

- K&J Safety and Security Consulting Services, Inc. has successfully completed projects for the GCRTA, San Francisco Bay Area Rapid Transit, New York City Transit Authority, Central Florida Regional Transit Authority, among others.
- K&J Safety and Security Consulting Services, Inc.'s personnel are experienced and familiar
  with the GCRTA system as a consultant and in providing quality deliverables.

Staff Requests that the Operational Planning and Infrastructure Committee recommend award to K&J Safety and Security Consulting Services, Inc. for Consulting Services for the Safety Certification of GCRTA Rail Transit Projects. The contract is not to exceed \$400,000.00. Mayor Weiss asked for the length of the contract. Ms. Martin said it would be for 36 months.

It was moved by Ms. Moss, seconded by Mayor Byrne and approved to move to the full Board.

#### Warrensville/Van Aken Substation Reconstruction

Dawn Tarka, Associate Counsel gave the presentation. This is to amend the Utility Agreement with the Illuminating Company and enter into an Interagency Agreement with the City of Shaker Heights.

## Substation Project Overview:

- In order to provide service to the new Warrensville Van Aken Substation, CEI is requiring installation of an underground network.
- The purpose of the network is to provide power for GCRTA trains and to protect CEI electrical infrastructure from any return electrical disturbances.
- \$900,000 has been budgeted for the CEI work on the substation project.

## Proposed Amendment to the Agreement with CEI:

- In June 2021, Board discussed agreement with CEI for service to new Warrensville Van Aken Substation.
- Board approved CEI agreement in September 2021.
- Amendment would provide for relocation of CEI duct bank to circumvent a potential TOD project location that Shaker Heights has assembled.
- Total relocation cost: \$189,786.57.

# Interagency Agreement with Shaker Heights:

- Connecting to CEI high voltage power source as proposed in September 2021:
  - Crosses property owned by Shaker Heights
  - Would impact a parcel Shaker Heights has assembled for potential transit-oriented development.
- GCRTA would agree:
  - Amend agreement with CEI
  - Manage construction
  - Contribute \$26,009.45 it would have paid for new electrical cabling through the duct bank
  - Contribute 50% of remaining cost \$81,888.56

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- Contribute 50% of any unanticipated construction costs up Shaker's limit of \$114,643.98 and 100% above that limit
- Shaker would agree:
  - Contribute 50% of remaining cost \$81,888.56
  - Contribute 50% of any unanticipated construction costs up to the limit of \$114,643.98 approved by Shaker Heights City Council
  - · Promptly process permits

Staff requests that the Operational Planning & Infrastructure Committee recommend these agreements to the Board of Trustees for approval.

Ms. Moss said RTA agreed to pay \$26K and Shaker Heights did not agree to that. The Board approved this in September 2021. She understood that RTA would pay 30% and Shaker would pay 70%. She asked why was that changed and why would RTA take on all the risk. How did we come to the 50/50 split after Shaker Heights agreed to the 70%? Ms. Burney gave some background information. William Gruber, the Law Director for Shaker Heights was present. RTA's Legal Department negotiated this with Shaker's Legal Department. There are some matters related to this that are confidential and subject to attorney-client privilege. Mr. Gruber can speak on what Shaker Heights City Council passed. They did not negotiate or discuss anything with Mayor Weiss of Shaker Heights on this matter.

In the ordinance from Shaker Heights, their limit is capped at \$114,000. Shaker Heights City Council did not pass anything saying the split had to be 70/30. There is language in the Shaker Heights ordinance and minutes because there was an earlier version of the interagency agreement that was under negotiation. The earlier discussions did not involve either legal departments. RTA Legal looked at all the legally binding documents that covered the relationship between RTA and Shaker related to the Blue and Green Lines RTA acquired authority to operate, which goes back to the 1975 Mass Transit Agreement ("MTA") with Shaker Heights. RTA did not get legal title to those systems or adjoining property or structures. Our legal interest is a general easement, licenses and access to other property. The MTA says that if we ever cease to use any property for transit purposes, that property reverts to Shaker Heights. Shaker Heights Counsel did not limit the agreement to a 70/30 split. That was an early version of the agreement.

Ms. Moss asked would this change take RTA over the project cost. It was suggested that maybe this should be discussed in Executive Session. Engineering would have to address the cost. RTA's Legal department wanted to ensure there was a legal basis to what was agreed upon. RTA Legal Department did not want any transaction that could not be defended. It was clear that the transaction of the substation duct line power reconnect did not take into account the 1975 Mass Transit Agreement and respective legal rights of the parties, the 2016 amendment to the Mass Transit agreement that captured the changes in the respective legal rights and the development that took place at the intersection of Warrensville/Van Aken and Chagrin. As a result, RTA Legal reached out to Shaker to discuss further negotiations about the cost and proposed connection of the new substation to the high voltage power from CEI. They also wanted to ensure they respected Shaker Heights redevelopment goals, which will benefit RTA's Blue Line. They wanted to be a good community partner and avoid having to undo anything in the future when the parcel is fully developed by Shaker Heights. RTA Legal did not get involved in the discussions until late September/early October of last year. They looked at the legal interest and legal rights to the property involved in the project. They are mindful of the cost.

Ms. Moss asked again if this would cause the project to go off budget. Ms. Birdsong asked that Mr. Gruber to speak first and then come back and answer her question. Ms. Moss asked if what the Board voted on was not legal. Ms. Burney said the \$26,000 was to install new cable into the duct system. Ms. Burney said the money agreement with CEI was not illegal. The legality comes in terms

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of how you get from the proposed new site of the substation to the high voltage power of CEI. The challenge of going across a buildable lot is that duct line and power would have to be moved. Sources in Engineering said that would interrupt RTA service and the \$26,000 would be wasted. When the Board voted in September, the 70/30 was not on the table. In September 2021, the Board approved Resolution 2021-91 for \$850,520 for the substation CEI power connect to go across the buildable lot that Shaker has. Ms. Moss said the Shaker ordinance has the 70/30 clause. Ms. Burney said the whereas clauses are not binding. Ms. Burney read the ordained section from the Shaker ordinance, which stated the agreed amount of \$114,643.98.

William Gruber, Law Director with Shaker Heights said their position felt that administratively they needed this project to move forward. They anticipated it taking time to get on CEI's schedule. CEI was looking at reusing a duct bank that had ceased use for seven plus years by the Authority. It had originally been in the right of way. And because of the work over the last 10-15 years at that intersection, it ended under a parcel of land and not being used by RTA. When RTA needed a redundant power again to the substation, it was not possible because it was under a developable parcel. It could have been done and then taken out later, which was not useful. Shaker Heights said it was a non-starter if the old duct bank would be reused. In discussions with RTA, it seemed the maximum they would have to contribute was up to \$114,000 since the project was RTA's and not Shaker Heights. The ordinance and memo to Council explained how they got to that number. There were ongoing discussions, but they moved forward to get to their Council. They have worked with RTA for a decade on this area. They want to get this done and willing to contribute to it.

Mr. Schipper said at the 50/50 split RTA would exceed the \$900,000 budget. It would be \$933,000. The 70/30 would be just under the \$900,000 budget. Ms. Birdsong said the advisement that she received from RTA Legal is to be able to negotiate the final amount with the legal department at Shaker. She ask the Board to consider the TOD perspective and maintaining a good relationship with Shaker Heights. She asked Legal to review this with Shaker to ensure we are in a defensible position if the buildable lot becomes an issue at a later time. That is where the historical items came into play. We could find ourselves in a situation down the line where we have to do some construction. The thought is to do the construction now and leave the divide up to Legal to negotiate that. The 70/30 looks more attractive to RTA but we also have to keep in mind that this is our project and Shaker's land and we have to be good partners in TOD.

Ms. Moss asked for an update on some projects she read about in the Shaker Heights ordinance to come to this committee. She wants to stay abreast of negotiations, etc. She feels uncomfortable voting on a 50/50 deal. Ms. Pellot asked what the cap is. The cap for Shaker is \$114,000. Chief McCall said she might have been out when this was passed. She hopes this can be discussed in Executive Session. She understands that Shaker is willing to contribute to the project even though it is not their project so what are we negotiating. They do not have to negotiate since we need access to their land. She requested RTA's real estate person be present at the next meeting. President Lucas suggested they enter into executive session now. Mayor Koomar asked if all the players are present in order to enter executive session. Ms. Birdsong said all the players are present. Chief McCall asked if the ES has to happen today and if all the material is at the table. Could it be a Committee of the Whole at the next meeting.

Mr. Schipper said the September approval is what they needed for the project. The equipment had a long lead-time and has been ordered. This matter will not impact the schedule of the project and doesn't need to be resolved today. It could be done in February. Ms. Burney said they also have to amend the agreement with CEI. That will take time. We cannot propose anything to CEI until the Board agrees to go around Shaker's buildable lot. Mr. Joyce asked for a motion to suspend this item and discuss under the Committee of the Whole at a later date. Ms. Pellot seconded. There were four (4) votes to suspend and none opposed.

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# NOACA Agreement for Electric Vehicle Charging Stations

Samantha Metcalf, Planning Team Lead and Randy Lane, Director of Programming at NOACA gave the presentation. NOACA will manage and fund the procurement and installation of public electrical vehicle chargers as part of regional initiative. RTA sites chosen by NOACA: Louis Stokes at Windermere, Brookpark, and Green Road Rapid Stations. Electric vehicles will charge by plugging in to charger at a parking space.

NOACA is the Metropolitan Planning Organization (MPO) for the region. They are federally mandated and funded to conduct transportation planning and certain environmental planning for the five county region of Lorain, Cuyahoga, Lake, Geauga, Medina and the City of Cleveland. As part of their air quality planning responsibilities, they are afforded infrastructure dollars through Federal Highway Administration for Congestion Mitigation Air Quality. The transportation sector makes up 28% and is the greatest contributor to greenhouse gases in this country and region. Specifically in this region is passenger cars (31%), light duty trucks (45.77%) which are the focus of the electric vehicle chargers.

Their modeling predicts, which is backed up from research from technical institutes that founded the work of their 2019 electric vehicle charging citing plan, that they expect plug in electric vehicles to grow in this region significantly with the number of models and the commitment from the industry to increase alternative fuel, specifically plug in electric vehicles from fleet and passenger cars. About 16,000 in 2018 existed in the region up to 28,000 by the year 2030. For the Level 2 chargers, they are looking at trips for employer or commute purposes. They are slower chargers that accommodate long term charging or 6-8 hours. Level 3 charger is a faster charger. They looked at regional travel patterns. They identified 120 sites they targeted for governmental public access charging. Their Board committed \$3 million to implement a program. They will partner with 40 agencies included RTA who will own and maintain their stations, 5 counties and 47 sites to expand EV ports from 125 to 150.

Level 2 chargers have 2 to 4 dual ports that take 4-6 hours to charge. Level 3 have 1-4 dual ports that takes 30-60 minutes to charge. They are funding 100% of the implementation cost. They include a 5-year networking plan. Fees may be collected by the agency to subsidize the cost. They are developing the federal requirements including environmental right of way, design and specs, procurement and construction administration. The partner is responsible for management of the charger for the 5 year useful life and beyond; maintenance, public access, electric cost, fee structure and data reporting. They announced the program in December 2020. They conducted workshops. They issued an RFP and contract for planning services. They hired Michael Baker International to assist with site evaluations. They are in the partner agreement phase. To date they have 34 of 47 agreements. RTA has three sites under consideration. The plan is to finalize agreements by the end of January. They plan to announce the procurement in February and construction in June and July through next spring.

The benefits to RTA includes the market share of private electric vehicles is expected to grow considerably in the next 10 years. Electric vehicle users will find it more convenient to utilize RTA because they can charge their vehicles while using RTA.

Electrical cost scenario developed by GCRTA Energy Manager:

- Monthly costs based on peak demand as well as daily usage
- More cars charging = less cost per car
- Fast chargers = greater peak demand, more costly

Two fast chargers per month would be \$903 per charge but 60 charges per month would be \$32 per charge. Level 2 chargers, the cost would range from \$126 per charge for two charges per month and \$6 per charge at 60 charges per month. Level 2 chargers are in the City of Euclid, which is set at

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\$0.22 cents per kilowatt hours or equivalent \$11 user fee assuming 50kWh per full charge. NOACA's consultant, Michael Baker visited RTA's proposed sites. At Green Road, 3 Level II ports are proposed just north of the platform in the parking lot. At Windermere, 4 Level II ports are proposed in the parking lot close to the bus loop shelter. At Brookpark Station, 2-4 Level II ports are proposed and located in the parking lot. Originally, NOACA identified this location as a potential fast charger site, but after discussion the Level II chargers were determined to be a better fit for RTA customers.

Staff requests that the Operational Planning and Infrastructure Committee recommend Board approval of a resolution authorizing GCRTA to enter into agreements with NOACA for each proposed charging site. Ms. Pellot asked if there is a universal port for all vehicle types. Mr. Lane said there will be an adaptor for TESLA to use any Level II charger. The charger for the Nissan Leaf is on its way out. They are looking at each site to ensure there are two predominant plug in types at each location. The TESLA will have an adapter to fit all the units. Rev. Lucas said at the APTA Expo he noticed that the vehicles were all electric. Ms. Pellot asked how the decision was made to determine the charger levels for each location. Mr. Lane said they held modeling exercises to look at travel demand, regional travel and commute patterns, and high traffic routes to determine how to target Level II versus Level III. For Level II they looked at workplace charging. They looked at employment centers along with trips by destination. There is an equity issue with EV. A lot of housing complexes don't have chargers. The program hopes to solve an equity issue with transit riders using the chargers at RTA stations and using RTA for their commute. For Level III they looked at high corridor road networks. Ms. Pellot asked if the charging stations would be marked. Mr. Lane confirmed. Parking enforcement would be RTA's responsibility.

Mr. Joyce asked of the 34 partners if any of them is offering the charging stations for free. He said some of them are. Mr. Joyce said it might be a good idea to increase ridership. NOACA is not mandating any fee structures. Lakewood said their stations will be free. They are encouraging a fee structure. If it is free, it may be abused. It was moved by Ms. Moss, seconded by Ms. Pellot and approved to move this to the full Board.

#### Fare Collection

Mike Lively, Director of Intelligent Transportation Systems and Chris Wilde, Manager of Electronic Repair, made the presentation.

The ITS department, under the leadership of Dr. Caver, put together a five year strategic plan in 2019 and made up of that strategic plan are 4 main pillars that make up technology and transit. Those pillars being maintenance, service delivery, customer experience and safety. Fare collection falls within that customer experience. Examples of customer experience would be complimentary Wi-Fi and improving on-time performance. Fare collection falls within that pillar. Now, within the ITS strategic plan, it rolls up into the RTA strategic plan. This plan was adopted by the Board and one of the main components of it was improving how customers pay, and so during this presentation will talk about some of these key components, but creating more of an equitable fair system as well as talking about the open architecture, contactless payment, fare capping and open payments for the future.

Fare collection is about trip planning. Our current state will talk about current state and future state as we go through presentation. So current state, our customers have multiple ways that they can plan their trip. You have the RTA website, our Trip Planner, which is in the website, transit app or other real time applications on smartphones, mobile payment app which is the CLE app and next connect, which is our real time information for those who do not have a smartphone. They all have great features to them, but none of them has all the features, which would be looking at scheduled service. Looking at real time well as can I pay my fare. The CLE app can do scheduled service. You can pay, but you do

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not get real time information. Our current mobile app contract expires in May and then that vendor will be going out of the fare collection business by the end of the year.

The RTA website will likely always be the number one means of getting information about RTA. The next is Next Connect, a real time information website, so for those who do not have a smartphone that can go on a website if they have a computer or access to computer to get information on buses and trains. You have our trip planner, which allows you to get real time information and navigate to different areas around the county. Transit app, is the number one utilized app here in Cleveland and around the nation. That provides real time bus and rail information for all transit authorities around the nation. The RTA CLE app is the current payment app that we have that will be expiring in May.

We have 4 main methods for fare collection. The farebox, ticket vending machines, customer service kiosks and the mobile payment app. We purchased the fare box boxes in the mid 2000s, 2007, 2008. We currently have 800 of those fare boxes. We have reduced our fleet over the years so we do have hundreds of spare fare boxes. That's the number one means that we collect revenue. So cash is still our #1 means for riders to purchase fare. We collect just over \$600,000 on a monthly basis. Those are located on our buses, paratransit and light rail vehicles. Ticket vending machines are located at the Health Line stations, Tower City and Red Line stations. We have 124 throughout the system and we collect about \$56,000 per month. Customer service kiosks are very similar to ticket vending machines. They sell different fare media and 16 of those machines collect \$74,000 on a monthly basis, and they are located at various Red Line stations in Tower City. Lastly is the mobile payment app. In November, we had 12,000 unique users for a collection of \$371,000.

Chris Weil, Electronic Repair Manager will give an overview of our maintenance practices with the fare collection system. He has 37 budgeted technicians that cover many of the ITS systems on the vehicles, all the way to radio communications, fare collection and signage. They support the magnetic fare media and the cash payment system for the on board and fixed station fare collection. The onboard equipment is the Genfare GFI Odyssey farebox. There were 800 purchased in 2007. Through fleet reductions, they have almost 300 left in inventory. They have around the clock coverage. They have 4 levels of preventive maintenance on all the fare collection equipment and the buses and trains. It's a time based preventive maintenance system. They also have condition-based maintenance based on probe data and download feedback from the operational logs of the fare collection equipment.

They also do a component rebuild in the main lab and electronic repair. They are able to be completely in-house and rebuild and have preventive maintenance rebuild programs around the fare collection system. Parts are not an issue right now. Some of the lead times was extended with post COVID, but there's no sunset parts for the Odyssey fareboxes, or even that model is not being sunset yet by GFI. The fare gates downtown are also a GFI product. They incorporate many of the same modules found in the GFI farebox. The fixed station collection, the TVMs/CSKs. There is almost 200 machines out there along the Red Line and Healthline. Those were purchased in 2008. They have rigorous maintenance on those. There is a regular predictive maintenance program put together through usage and vendor recommendation for time based and cycle based rebuild of components that have the most operational uptime. He has maintenance techs that are mobile that service these machines and there is a back end dashboard where they get defect data to show up and do their corrective base maintenance. The parts for those are insured through 2023 from Conduent per the contract. They have ample parts right now to maintain that. Rev. Lucas said he would visit the Electronic Repair Department at Woodhill District.

There is a short term and long-term plan. The goal is to implement a short-term plan, which they will present today and at a future Board meeting and then reviewing the long-term plan for our future overall fare collection system. The short-term plan is to replace the current mobile payment app. That

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is being sunset in May, so they are going to replace that app with a more robust app as well as an app utilized throughout the region. They are going to purchase and install ticket validators on vehicles. Once they purchase and install the ticket validators on all of our vehicles, some will get one; some will get multiple validators for back door boarding and contactless boarding.

We are going to keep the current fare boxes. We have hundreds of spares and we have a dedicated team that can rebuild those in house. A current fare box today costs \$22,000 just from current to new. If we said we wanted to replace all of our fare boxes with the supporting software, it is upwards to about \$15 million. This is a short-term, low cost solution that gives us significant benefits for our riders while still keeping the main form of revenue collection. This system also allows us to begin and to incorporate smart cards and fare capping. One of the things identified in the fare equity study and one of the key pieces of the strategic plan was allowing fare capping and providing a more equitable system for our riders. It also creates a connected regional system for other transit authorities around us who use the same system. Some of the systems that come to Cleveland are Canton, Akron Metro and LakeTran. It creates a regional system where we are all utilizing the same ticket validators and the same back end software. Riders transferring from one system to the other can actually use the same application to make it a seamless transition, and then we could actually share that information with other transit authorities.

While implementing the short-term solution they will look at the long-term solution, looking at evaluating the CSK, TVMs and fare boxes. The EZfare mobile payment app provides that one stop shop. It allows customers to schedule their service, receive real time information and fare payment. It has Uber, Lyft in it for first mile last mile. They can all pay utilizing the same app in their mobile wallet as well as it provides the benefits for the contactless payment, fare capping on those future things such as Google Pay and Apple Pay. EZfare is a part of NEORide. RTA joined in 2019. It's a group of local transit agencies that's a part of this collaboration. They partner with Masabi to create the EZfare solution which is the cashless contactless payment method. It provides the riders the ability to have a mobile wallet to purchase tickets and to board vehicles through a contact list system. They are ADA compliant and placed on the back doors as well. Laketran, SARTA and Metro, all who come to the downtown Cleveland area utilized this app.

This was an overview. They will be seeking Board approval, to purchase this app, the software, the validators and the supporting technology. They will receive those initial validators in March. And then they'll begin the training process. The training and the marketing and outreach to our riders is crucial. They will install validators on the HealthLine vehicles first because they are wired for these validators. Then they will launch and sunset the passport app in May of this year. After May of this year, there would be visual validation across the fleet, contactless validator payment on the HealthLine and then once the validators are received they will be issuing them across the fleet through the remainder of the year. It is the goal by the end of 2022 that every vehicle will have the contactless validators on them.

Ms. Moss asked how can we assure customers are paying from the back of the bus and will the Transit Ambassadors (TA) have this responsibility. Mr. Lively said there would be signals to determine if the fare is valid or not. The TA will assist with fare collection. Mr. Joyce asked if business travelers would be able to use the EZfare in other cities. Mr. Lively said EZfare is used mostly in Ohio. Kentucky and Arkansas use it. The real time Transit App is used widely nationally and has EZfare built within it. Chief McCall commended the staff. She recommended speaking to NOACA about funding. There is a new regional ride share program of NOACA's that can probably add RTA. The City and County scooters and electric bikes should be integrated some way. There is a marketing opportunity with a naming competition for residents. She mentioned that in cities like Atlanta there transit cards are essential to riders. Ms. Pellot asked how parents riding with children would find it easy to pay. Mr. Lively said they would create a method to make this easier for parents.

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Ms. Duarte said it will be important to push this to the riders. She thinks we need to push more people to use the app. We can collaborate with community partners like DigitalC. She would like to see which fare boxes collect the most fares and see whom it connects to the digital divide. There is opportunity to become more modernized and innovative. Ms. Birdsong thanked the staff. The customer communication component will be important. The Interim PIO Bob Fleig will work on this project. He comes from the ICC department as a Communications Specialist.

The meeting was adjourned at 10:39 a.m.

Rajan D. Gautam

Secretary/Treasurer

Theresa A. Burrage

**Executive Assistant**