

**Georgia Regional Transportation Authority  
245 Peachtree Center Avenue, NE, Suite 800  
Atlanta, Georgia 30303-1223**

**Land Development Committee  
Meeting Minutes  
August 12, 2009**

**COMMITTEE MEMBERS PRESENT:**

Bob Voyles, Chair  
Caric Martin  
Al Nash  
John Sibley  
Sonny Deriso  
Lara Hodgson  
Jerry Bowman  
Mike Byrd

**OTHER MEMBERS PRESENT:**

All notice having been duly given, the Land Development Committee of the Georgia Regional Transportation Authority was held at the Georgia Regional Transportation Authority office, 245 Peachtree Center Avenue, Suite 800, Atlanta, Georgia.

Bob Voyles called the meeting to order at 9:31 a.m.

**APPROVAL OF COMMITTEE MINUTES OF THE JUNE 10, 2009 MEETING**

Minutes for the meeting of June 10, 2009 were reviewed and approved as circulated.

**APPROVAL OF COMMITTEE AGENDA FOR THE AUGUST 12, 2009 MEETING**

The agenda for the August 12, 2009 meeting has been circulated. The agenda was approved as circulated.

**DRI Monthly Status Report**

Mr. Voyles stated that the DRI Status Report is for review only. DRIs are at a standstill.

**Plan 2040 Forecast**

Laura Beall introduced Mike Alexander from ARC. Mr. Alexander said 21 regional economists and policy experts have collaborated to form this forecast. Population and employment trends and forecasts are important to understand for developing the land use connection in future transportation strategy. Twenty counties are used to formulate the report. A 66% increase in population is predicted between 2005 and 2040. Atlanta is a relatively young population. Metro Atlanta will dominate growth in the State for both population and employment but with fewer people as a share in the working age population. Substantial employment growth will occur in sectors that are directly driven by population growth.

**DRI Customer Service Report**

Laura Beall and Julie McQueen reported on the DRI Customer Service Report. Ms. Beall said the purpose of the report was to improve customer service, program and staff performance and to achieve more effective results. The survey sources used were an anonymous survey online that was executed from June 1 to June 30, 2009, a workshop that took place July 14, 2009 and from the experience of GRTA staff. Ms. McQueen stated that overall customer service was excellent, but there is always room for improvement. She reported that improvement could be made to the website and revision of the DRI process because some people found it confusing. Ms. Beall said that the program priority areas will be communication and compliance. There will be a website update, the DRI program benefits will be identified and communicated more efficiently and the internal administration will be revised. A timeline for action items will be created and there will be follow up with customers on the results of the survey. Customer service will be re-evaluated in one year.

Bob Voyles adjourned the meeting at 10:23 a.m.

**APPROVED:**

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**Robert Voyles, Chairman**

**APPROVED AS TO FORM:**

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**Kirk R. Fjelstul, Chief Counsel**

**ATTEST:**

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**Donna Canterbury, Recording Secretary**