City of Coral Gables City Commission Meeting
Agenda Item D-2
January 13, 2015
City Commission Chambers
405 Biltmore Way, Coral Gables, FL

City Commission
Mayor Jim Cason
Vice Mayor William H. Kerdyk, Jr.
Commissioner Pat Keon
Commissioner Vince Lago
Commissioner Frank Quesada

City Staff
City Manager, Cathy Swanson-Rivenbark
City Attorney, Craig E. Leen
City Clerk, Walter J. Foeman
Deputy City Clerk, Billy Urquia
IT Analyst, Eric Machado
IT Specialist, Brenda Delgado
IT Director, Gee Ming Chow

Public Speaker(s)

Agenda Item D-2 [Start: 10:10:35 a.m.]
> Presentation of the "Coral Gables App" by the IT Department team.

Mayor Cason: We'll do Item D-2; we have with us IT Analyst Eric Machado and IT Specialist Brenda Delgado, who will make a presentation on the Coral Gables App.

Mr. Machado: So we have a presentation, we are waiting for…there we go.

Ms. Delgado: Good morning Mr. Mayor, Vice Mayor, Commissioners, City Attorney, Madam City Manager, City Clerk. My name is Brenda Delgado, IT Specialist and this is Eric Machado, IT Analyst. We are here today to present to you the new City App, which is now available online on the Apple Store and Google Play Store. The main purpose of the App is for customers to be able to connect anytime, anywhere to the City's online programs and services. Customers will be

able to make requests online, find parking spaces, how to catch the trolley, find places where to dine, where to shop, among many other things. Eric will now be going into more detail on each of the features the App has to offer.

Mr. Machado: Thank you Brenda. Good morning everyone. The App's major features are separated into five separate screens. Upon launching the App on either your iPhone or Android device, you will be presented with the flash image on the left and then taken directly to the Welcome page. That Welcome page is your start on the App where you can create a request from City departments directly or browse for frequently asked questions, among other things. The second major section, type of City in which we grouped regular high traffic City functions, such as paying for common City bills or viewing classes that are available at Parks and Recreation or Community Recreation now, and so forth. The third screen is titled, "Local" in which we grouped local resources that are available to the public, such as our local parks and bike paths and University of Miami events for residents. The fourth page titled, "Business" is the City's connection to local businesses where we showcase an online business directory, places where we can shop, and where to dine, and our connection to shopcoralgables.com and the Chamber of Commerce. So I will review briefly each section for you. Once you launch the App and you view the splash screen you'll be taken to the Welcome page. At the top right you'll view a small red icon, which is the YouTube symbol, clicking that will take you to our Coral Gables TV channel and YouTube.com where you can view our content. The second applicable field is actually the Coral Gables logo at the top, clicking that will take you to our Contact Us page at coralgables.com, which has been enhanced for mobile users. You can now click and get directions to City Hall and also click to launch a phone call direct to City Hall's main extension. The first major button is titled, "Customer Connect", where visitors may or ask questions directly to City departments or create service requests for work. The second major button is titled, "Common Questions", which is a citywide frequently asked questions database updated regularly. And the third major button is titled, "Find Parking". We are working with a partner, "ParkMe.com", which shows initially a view of downtown Coral Gables and it shows our lots and garages, in addition to private lots and garages, and displays the prices and directions on how to get there.

Commissioner Lago: Can I interject one second. Eric, you know it was funny, I was having breakfast today with Mr. Trowbridge and we had an individual who came up to us during our breakfast this morning and actually mentioned a certain issue, which was the issue of parking, and the fact that it was a little bit difficult to find available parking spaces, especially on the Mile, especially in regards to our parking garages. So I wanted to make sure and I mentioned to this individual this this App was going to evolve and that forthcoming we were going to have that technology readily available for individuals instead of spending hours and hours or minutes and minutes driving around downtown looking for a parking space, they are going to be able to

get on the App in one moment and say, OK, what spaces are available in which parking garages? Obviously, the goal there is to eliminate as much congestion as possible. When do you see that coming online?

Mr. Machado: As a matter of fact, Brenda is going to allude to that a little bit later in the presentation of our future enhancements to the App. Right now with the parking service, users are able to see where the garages are located, what the pricing is, and an estimate of their space availability. We'd like to enhance our City lots and garages to be able to track actual availability and that is in the works. We are hoping that in the beginning of this year we should have something to show for that. Now street parking is a more complicated situation and we hope to have a better answer for you soon.

Mayor Cason: Don't forget to put in valet stations as well because people don't always know where they are, there are so many different valet stations.

Mr. Machado: Valet only stations. OK. Thank you. So that's "Find Parking". The large image in the center is our time to shine; it's an opportunity for us to use that image space to promote whatever we'd like. At the moment we are showcasing the Museum, clicking on that image will take visitors to the Museum's webpage to view their latest events and happenings. That can be updated whenever needed for whatever event we'd like. Now we've moved onto the City's tab, which can be reached by at the bottom of the App you'll view their Home-City-Local. By clicking City, you'll be taken to this new set of icons. The first one is titled, "Online Services", which is essentially paying for regular City functions, such as your permits, your inspections, your waste bills and so forth. The second button is titled, "Trolley Route", where we showcase a digital online map of our trolley routes and stops that will help visitors find stations closest to them and get there.

Commissioner Lago: Let me ask you a question. Is that trolley route also actual time in reference to how far a trolley is away from them?- how long the wait times are?

Ms. Delgado: We will be providing real time GPS tracking with estimated time of arrivals, that way the customer knows exactly where the trolley is. That will be implemented around the second quarter of the calendar year.

Commissioner Lago: So you can see what I'm alluding to, is my second question, it's all about efficiencies and reducing congestion. So that's what we are getting at, that's the whole purpose behind the App, in my opinion. Thank you guys.

Mr. Machado: The third button is titled, "Pay for Parking", in which users are accessing another one of our partners, Pay By Phone, this way they can pay for meter parking without having to download a separate App or visit another website, they can do it straight from our App. The fourth button is "Play Gables", which simply put is our connection to our Community Recreation page, so that our visitors may sign up for yoga classes, exercises classes, so forth, they can do it directly from here. The fifth button is "Careers", as you may know Human Resources uses a system called Neogov, which is a wide spread application among many other cities and counties and municipalities. Using this button will allow existing Neogov customers to apply for jobs at the City with one click, that way they don't have to visit any other source. And the final button on this page is showcasing the City Clerk Office Passport Services. We've also enhanced this page to include live directions, so with one click you'll be able to get directions to City Hall and place a phone call to the Clerk's office to find out more information, including their fee schedule, which is also posted here and required documents.

Commissioner Keon: You know, I think for Passports are you required to pay – you can't pay with a credit card for Passports?

Mr. Machado: I wish I knew more.

Commissioner Keon: Is that right? It has to be cash or check?

City Clerk Foeman: That is correct. That is correct.

Commissioner Keon: You know what; you should include that on there. I have been down there when people have pulled out a credit card and they can't use it. Can we include that on there?

Mr. Machado: Sure. I'll review that page and if it's not there we'll add it.

Commissioner Lago: Another thing that we could also, besides that just to even make it more efficient is offer a link to where they could download the documents so they can come basically in hand ready to submit the passport documents with a check or credit card.

Commissioner Keon: But telling them that it's payable only by cash or check, credit cards is not accepted.

Mr. Machado: If I'm not mistaken…

Commissioner Keon:…credit cards are not accepted.

Mr. Machado: I'm sorry, if I'm not mistaken, the page already has the documents listed there, so you'll be able to download them directly and fill them out before you arrive.

Commissioner Keon: I've just seen people with credit cards having to go back.

Mr. Machado: So now we've left the City page and moved on to local. Again, we are showcasing local resources that are available to the public, but one is simply news and events happenings in the City, we are already showcasing this information on coralgables.com, this is just another source for that. Button two is our official bike path, now this application is actually written and hosted by FIU (Florida International University) and it does a little bit more than the basic County App, which shows the bike paths. Here you'll be able to not only view official paths, you can also plot a route based on distance or based on scenery, interact with other bike riders and share your routes. There are some neat tools that FIU has built for its use, so we decided to use them and showcase them. The third button is local parks, which is actually Miami-Dade County's Park305.com. It's based on your location so the site will locate where you are at and give you the parks, recreation areas in your area. UM events is a page we are working to enhance, which will showcase a news ticker and a calendar of events of all events that residents may participate in with University of Miami, such as presentations at their auditoriums, sporting events, and so forth, whatever we get tickets for that residents can attend. The Historic Landmark page is managed by Historic Resources Department, we are assisting them in revamping this page, actually, Brenda is going to talk later about a future enhancement, but right now -- there is a list of all historic landmarks and properties in the City and we have a very exciting enhancement that we'll talk about later. And the final icon on this page is Useful Links, which we already host on coralgables.com, but this is a mobile enhanced version of the Useful Links page, which is a collection of useful services that our visitors will likely use, such as Miami International Airport, arrivals and departures; Sunpass; driver's license services; and the Dade County Library System, applying for a Library Card.

Commissioner Lago: It's great.

Mr. Machado: We are done with Local; we are going to move to Business.

Mayor Cason: Do you have on there the hours for the mobile license plate at the DMV?

Commissioner Quesada:....they come to the library once a month.

Mayor Cason: Once a month, not quite sure what days, but that would be useful to have on there so people that don't want to go to Hialeah or elsewhere can come to the library and get those services.

Commissioner Keon: Do you also show where the City of Miami trolley intersects with our trolley?- do we show that at all?

Mr. Machado: Currently, no, but that can be enhanced if you wish.

Commissioner Keon: Well maybe you just look at it and see if you think that it would be important or useful.

Vice Mayor Kerdyk: As long as it doesn't confuse.

Commissioner Keon: I know, usually it's a different color, but you can plot it in a different color.

Vice Mayor Kerdyk: Yes, you could do it. Yes.

Commissioner Quesada: [Inaudible – off mic]…basically at Hillstone and then it runs down Coral Way….City of Miami]

Commissioner Keon: It goes all the way to the arena; yes it goes all the way.

Mr. Machado: May be a different shading so that we can identify what City.

Commissioner Keon: You can do it in green or something, or just do it in a different color so you can…

Commissioner Quesada: You'll see the Miami website transportation that has a pdf map of the stops to plug them in, sorry about that.

Commissioner Keon: Just may be the interface within the City of Coral Gables with that, with our trolley and their trolley. Thank you.

Mr. Machado: So on the business page the first button links to our website, coralgables.com, we already have the page tabbed, where to shop where we showcase our major shopping areas, such as Miracle Mile, Andalusia, Merrick Park. "The Way to Go" button likewise is also at coralgables.com, where we showcase major attractions, such as Venetian Pool, Fairchild Botanical Gardens, and so forth. And the third button is actually one of our IT projects. We are working with Economic and Cultural Development and we built an online business directory. Its searchable and categorized, so if you'd like to browse for arts and culture, or if you'd like to browse for places of worship they will segment and sort those items for you, get you directions

to them, it's actually very, very…in technical terms. And the fourth button is "Chamber of Commerce"; we are linking to the Coral Gables Chamber's events page so that people can be in tune with the latest events; and the final button is Shopcoralgables.com, which is the BID, and this is their news ticker for latest news and events, businesses openings, events.

Commissioner Lago: Let me ask you a quick question, since we have Mark here. How are we making sure that this App, especially when it comes to businesses, where to shop, where to go, business directory, Chamber, is up to date and features whatever the Chamber is showing that week or that month as a main focal point of the City? How are we getting them to provide us that information so we can upload it and continuously provide the most up to date information?

Mr. Machado: So for the Chamber and the BID, we are relying on their webpage for the source, but we have a relationship with them and we have already met with the BID once, and we hope that we can continue our relationship and keep timely updates to that; whatever we can do to help them is fine. The business directory, we update ourselves using data that we pull from our EDEN ERP tool, and we are going to be updating that on a regular basis, so as business licenses are renewed or established, we'll have the latest up to date info.

Mayor Cason: Do you have a place where you can click for things like Coral Gables Community Foundation, and sort of the other organizations that are doing things in the Gables, sort of a link to their pages?

Mr. Machado: At the moment the App does not, but as you see we do have the vacant slots.

Mr. Lago: We could have something like let's say -- like foundations, like the Mayor is saying or some type of charitable organizations or organizations as a whole.

Mr. Machado: And to wrap up, to conclude with the "More" page. The "More" page is basically about administering your own account. As you may know, in order to make a request to the City or ask a question for the majority of our categories, we are asking for users to sign in, that way, we can properly respond and actually get feedback with the customers. So this is the method by which you log in and log out of the App, and view your history. The first four buttons are basically about that. You can send us feedback directly on your experience with the App that comes directly to us at IT, and you can log in and log out if you chose to run anonymously on the App, that's up to you. The last two buttons from "My Request", is basically the history of everything that I've requested to the City in terms of a question or a work order, that way I can view the response and how quickly it was done. Also, by the way, I don't know if you may know, in order to make a request you are allowed to submit pictures and multi-media, so if you

take a picture of a tree down or a pothole, that will be submitted along with your request, which helps the process.

Commissioner Lago: And at that point that will, that issue, that photo will be routed to the correct department. Will we receive like say the end-user or the person who has the device at that point, will they receive some sort of a ticket and feedback a day, two days, a week later, saying your issue has been handled?

Mr. Machado: Yes, it's actually real time. The moment that staff closes it they get a real time email notice, the customer receives a real time email notice letting them know that the issue was resolved; and we can continue having dialogue on the website about that resolution. If the customer maybe feels that they were not 100 percent happy with the solution, that's fine, we can just a way to keep communication open and maybe enhance the service even better.

Commissioner Quesada: Commissioner Lago since the App has been out, I have been testing it. I've been sending random requests and just telling them to call me if they got it. I get calls within 20 minutes or within 2 hours, I mean very quickly, from the Police Department to Public Works, to all over.

Commissioner Lago: Do you use your alias?

Commissioner Quesada: What?

Commissioner Lago: Do you use your alias?

Commissioner Quesada: Yes, I use my alias Vince Lago (laughter).

Mr. Machado: So that essentially concludes it. The last button was to subscribe to our City's E-NEWS, which is our regular E-NEWS bulletin, and that essentially concludes the App. If there are any questions, we'll be happy to answer.

Mayor Cason: A couple of questions. I send a letter to every newcomer in the Gables; I've been doing it for four years. If you have some kind of some kind of one or two page summary of this, so I can include so the newcomers will know that that App is out there, this will be very useful for them. I'll include it in and we have information now on garbage collection and sort of the essential information, but this would be a way to get publicity out for it, in addition to your T-shirts. And the second question is, how do we get the information from other cities that have really interesting Apps, is there a place you can go and find out that Des Moines, Iowa is doing

something really neat that we could – is there some site that you found, League of Cities or some place that – because there is all kinds of creativity out there.

Mr. Machado: Up till now we've been doing our own research and we – there are some stand out cities like Beverly Hills and things like that, that we keep an eye on to see what they do. City of Miami Beach has a lot of different Apps. They have an App for parking, and App for the regular City, so we kind of look at trends and see what they are doing, but it would be good to find a central place that caters more to governments and what they are doing.

Mayor Cason: You might check with the League of Cities or the League of Mayors because I know when I've been to some of their conferences they talk about social media apps and there are some very creative ones out there. Excellent initiative.

Commissioner Lago: Let me also put up two points there. Number one, do we have something in the App which states every single number for the City?- main points of contacts, and also the Commission, the Commission's contact, along with the City Manager, City Attorney, and the City Clerk, do we have that available?

Mr. Machado: If I'm not mistaken the City's website, which essentially we are using the App, we are bringing people back to the City's website. Our City website has a City directory, which has essentially all essential staff's numbers and email addresses there. On top of that, I believe that the Commission has a page dedicated to them and separate pages dedicated to each one of you that has contact information there.

Commissioner Lago: But I think we should have a link specifically that says like contacts…

Mr. Machado: OK.

Commissioner Lago:…so that the individual who is using the App doesn't have to search through layer of layer. If they want to reach out to say Commissioner Keon, they can reach out to the Commissioner. Another issue that I was thinking about that is probably going to be essential; we have a lot of pet owners here in the City. Maybe we could have some sort of tab which deals with lost pets, instead of papering all the trees with pet signs; you could have something where as you upload a photo, maybe a lost pets area.

Commissioner Quesada: That was brought up…

Mayor Cason: About three years ago.

Commissioner Quesada:…yes, three years ago. On our web page we have something.

Commissioner Lago: We could apply it to the App also.

Commissioner Quesada: Yes because it's already set up, you've just got to put the link.

Commissioner Lago: People will use it.

Mayor Cason: Where is Fido?

[Laughter]

Commissioner Lago: And the last few things here, I just wanted to make sure. What is our plan in regards to marketing and publicity for the App?- because the City and all of you have worked so hard along with the director who is sitting there, have worked so hard over the past year and-a-half, two years to get this done, and I want to make sure that we partner up with the Chamber, with the Foundation, with the BID, so that when someone visits a restaurant or that business is proud to say, listen by the way, thank you for visiting our City, thank you for being a patron of our establishment, but follow us on the App. It's all about repeat business, about people getting involved and engaged in using this App. How many users do we have right now? We've been up for a month.

Mr. Machado: The last count provided by our vendor GovQA was near 1,800 users right now, and I spoke with Michelle last night about our YouTube page. We do have a YouTube promotional video about the App and we've had a number of hits and shares on that as well, and we need to get the exact data for you.

Commissioner Lago: Remember when I spoke to you last month we were at 400 users, now we are at 1,800, so we are seeing some very significant gains.

Mr. Machado: Yes.

Commissioner Lago: I just want you to…your whole department to understand, that the City Manager and the Commission is here to support you in this endeavor and I want to make sure that this takes off, that this is not something that's forgotten two or three years from now, because every other City is using this. This is a great tool to make sure that we are engaged and we're plugged in with what the residents and the business community wants.

Mr. Machado: I think I would be out of place if I was just to elaborate on the marketing without having Michelle or people from Economic and Cultural Development here to elaborate more. I'm sure they have big plans, and I'm only aware of a fraction of them, so I would like them to elaborate more. Brenda does have some future enhancements that she'd like to discuss.

Ms. Delgado: As Eric mentioned before, we will be working on enhancing some of the features on the App, such as the parking space availability. Customers will want to search for open spots on parking lots, garages, and parking street meters.

Commissioner Quesada: Don't we need to install infrastructure improvements in order to be able to gauge that?- I think I've discussed that with Kevin Kinney -- in the past that you have to install…they are almost like a hockey puck so that there is a sensor so that the program knows if there is a vehicle there or not.

Ms. Delgado: We are currently working with Mr. Kinney on that.

Commissioner Quesada: OK – very good – perfect.

Ms. Delgado: And it should be done within this year.

Commissioner Quesada: Oh, that quickly.

Ms. Delgado: The same thing with the trolleys, the real time GPS tracking. It's a lot better to know exactly where to be.

Commissioner Quesada: That's great.

Ms. Delgado: And we will also be enhancing the historic landmarks feature. It will be turned into a dynamic map. That way, a user could select a specific location, see more information about it, get directions how to get there.

Commissioner Quesada: Is that going to be in conjunction with our partnership with FIU?

Mr. Machado: This is a separate thing. We kind of did this on our own as a way to make Historic pages look a little better. Right now Historic's data is all there, but it's in a table view, and it's a little hard for mobile users to be able to browse on that data, since the tables are quite large, so we work with them and with our GIS Specialist we developed a mobile application which is a map, which will show the historic zones and as you zoom in it will highlight individual historic locations and just give basic information about it.

Commissioner Quesada: Well just remember, you don't need to reinvent the wheel. With what Walter has done and the previous Commission with FIU is spectacular. I don't know if you guys saw that presentation, what was it, about 6-7 months ago, I think you should take a look at that before you go any further on that, because that information and the highlights, it has some great historical photos that can really make it easier for you guys.

Ms. Delgado: And lastly, this project was a citywide effort. We would like to thank all the employees and organizations that were involved in it for their team work, their contribution, it was a lot of work, but it's greatly appreciated. We actually have a slide where all the names of the staff that was involved in the project and we just want to say thank you very much.

Mayor Cason: Thank you – wonderful.

Commissioner Lago: If I could just say one last thing in closing. There was an individual on this Commission who really carried the torch on this project for a long time. Commissioner Quesada really put forth an incredible effort over the last three years since he got into office to make sure that this wasn't a forgotten project; and besides that, I wanted to make sure I mentioned the director, who I mentioned before. His leadership on getting this project completed is very important, and I'll also like to thank the both of you, along with MR (Maria Rosa) and Michelle Cash, who is not here, you guys really put an incredible effort into getting this done and telling me today you have 1,800 individuals that are using this App is incredible. So I'm very thankful and very proud of the work that you put forth and I can't thank you enough, and we are going to see this evolve into something that a lot of other cities and municipalities are going to start mimicking. So, thank you very much.

Commissioner Quesada: Two quick add-ons. PSA and crime prevention tips, if we can have a link on there to the YouTube videos that the police department has, the press release that they put out, that could be a nice addition, and I think it's relatively easy, because again since they have it online already maybe a link there, number one. Number two is, I would love to see us moving forward and I've had this discussion, I want to say a few years ago now, with Gee Ming Chow, is permitting, the third floor. A lot of the complaints we get are frustrations about the ease of access and they've done a great job up there, but if we can make it even easier for staff as well as the applicants through the App, or even through the web page. I know we have issues with the software system we have there with the EDEN system, it's very limited of what we can and can't do, but I would ask if it's OK with the Commission. I would ask the City Manager to look into that software, see how we can improve the experience for everyone altogether, because let's use the technology as an advantage, as a tool to make things easier for everyone.

Commissioner Keon: Is it the platform?- is that the issue the platform?

Commissioner Lago: Something that we can maybe use in the App right now that we are talking about efficiencies. I see a lot of people go to the third floor to get a permit, let's say to remove a tree, to do some sort of minor repairs on their home, and they find out that they have to get a sheet of paper, and they've got to get that sheet of paper signed by the owner, and then you've got to get it notarized or signed by the individual who has the license, that be the architect, engineer, or general contractor. Maybe we can add those documents to the App. I know it's already on the web page, but maybe we can add it to the App also to simplify the process.

Commissioner Quesada: But if you add it to the App, they'd have to be able to fill it out on the App and do the verification process, but keep in mind that's definitely something we'd like to see move forward. We are not criticizing the App now; we are happy where it's at, just moving forward. Thank you.

Commissioner Keon: Can you tell me, or maybe it's a better question for Mr. Chow. How much time do you give to your staff that allows them just pure creative time?- is it 20 percent of their day?- 20 percent of their week where they are allowed to really not necessarily assign a particular task, but as creative people they have the ability to really look at how do we better serve our clients?- how do we better serve our residents?- how do we better serve people and interact with our City so that they actually have – I mean I think the people that go into this field and work in this field tend to be creative, they don't seem to see barriers. So how do we allow them the time to be able to come up with…so they can actually work on a project that they may feel is a good project or engage other people in your IT Department to…hey how would you like to work on this?- and to really allow their creativity to really improve their service or our service to our residents. Do we do that?

Mr. Chow: So to answer that question. We do not assess specific time for creativity or thought process. What we do is we have…checks, we have meetings, so we have a specific grouping sessions on a specific project, we all collaborate and think about the actual project first and analyze it, and see what are the different options and see what people are doing and see what's available; and then we creatively, as a group, work together and then we come up with a concept, and then we approve the concept and so on. So we encourage that and we encourage staff to contribute as much as possible, and also look at other options and see other organizations, such as it was mentioned by Eric other cities to see what they may have that we can also enhance and/or mimic an improvement.

Commissioner Keon: Right – but you see in so many web-based industries where it is a practice within their management is to allow a certain percentage, whether its 10 percent, 20 percent, or

whatever, it's actually built in their work day where they are really allowed to really even individually, they may want to start to develop something and could actually bring it to that meeting, that sort of thing. Would you give it some thought?

Mr. Chow: Yes, of course and you know what, inherently…

Commissioner Keon: And just talk to your staff as to whether they feel that would increase and help promote their own creativity. They are an amazing group of primarily young people, but they really are, I'm impressed by them every time that we work with them. I am eternally grateful to Alex, for always keeping us connected. I don't know if he's here or not, but I think he is quite wonderful, that he always keeps us connected, for some of us if we travel or whatever, we are never without a link. He really is excellent and your ability to solve problems if we ask you about things, it's just amazing that we have such a wealth of talented and creative people here that I'd like to figure out that we have programs or ways or how we manage allows them the opportunity to do that.

Mr. Chow: Sure – and I totally agree and since we are all IT folks in our department inherently we are that type of people who think.

Commissioner Keon: Yes you are. Yes you do. And you don't see barriers, and you don't see things that we don't even – you envision things that I don't even envision, maybe other people do, but I don't, but they do.

Commissioner Lago: And like what Commissioner Keon was saying, I think it's very refreshing to obviously, we have the director here who can answer any question, but I'm very excited and I thank the Manager for making it happen, we really want to have staff here, we want to have staff engaged in this process, either on all levels, because we have, I'm pretty sure, we have the best staff of any municipality in this County and there are individuals who are very well educated, who bring top notch knowledge, and it's very refreshing to have them stand up here and take ownership of this project and say look, we are going to take a lot of pride in this and we are going to deliver something, it's taken three years, and it's great. We should really give them the accolades that they deserve because they've really worked hard on this.

Mr. Chow: So to answer that question, yes.

Commissioner Keon: Thank you.

Mayor Cason: Thank you again.

[End: 10:43:17 a.m.]