

RESOLUTION NO. 2008-143

EXPRESSING CONGRATULATIONS TO JOSEPH A. CALABRESE ON HIS SELECTION AS THE OUTSTANDING PUBLIC TRANSPORTATION MANAGER BY THE AMERICAN PUBLIC TRANSPORTATION ASSOCIATION (APTA)

WHEREAS, Joseph A. Calabrese ("Joe Calabrese") has been selected by his peers to win a prestigious award, Outstanding Public Transportation Manager, from the American Public Transportation Association (APTA), the top transportation industry group in North America; and

WHEREAS, Joe Calabrese's award is a cause for great celebration in the local transit community, as this is the third consecutive year that an APTA honor has been awarded to the Greater Cleveland Regional Transit Authority (GCRTA); and

WHEREAS, Joe Calabrese's true passion is to enhance the image of public transportation through great service delivery, education, and marketing; and

WHEREAS, since taking the reins as GCRTA CEO and General Manager in 2000, Joe Calabrese has instituted a "back to the basics" business plan, shown a strong sense of outstanding customer service, balanced eight straight budgets in difficult economic times, consolidated operations and saved \$25 million annually, reversed a trend and achieved five straight years of ridership gains, and spearheaded the Euclid Corridor Transportation Project, for which GCRTA received the first New Starts grant for a non-rail project.

WHEREAS, Joe Calabrese championed innovations at GCRTA that have included an employee incentive program tied to corporate goals; TransitStat, a system to better manage with information; Brand Managers to oversee the quality and image of services; a "Ride Happy or Ride Free" customer service pledge; and new downtown trolleys that saw ridership increase 400 percent; and

WHEREAS, under the leadership of Joe Calabrese, the GCRTA received the prestigious Outstanding Public Transportation System Achievement Award in 2007, which is awarded to public transportation systems have demonstrated achievement in efficiency and effectiveness; and


WHEREAS, Joe Calabrese continues to give back to the community, through his leadership in APTA, the Ohio Public Transit Association, the Northeastern Ohio Areawide Coordinating Agency, Ohio's 21st Century Transportation Priorities Task Force, United Way Services and the American Heart Association.

NOW, THEREFORE, BE IT RESOLVED by the Board of Trustees of the Greater Cleveland Regional Transit Authority, Cuyahoga County, Ohio:

Section 1. That the most sincere congratulations of the Board of Trustees is hereby extended to Joe Calabrese as he accepts this award and continues his dedicated public service to the riding public and citizens of Cuyahoga County.

Section 2. That this resolution shall become effective immediately upon its adoption.

Adopted: October 21, 2008


President

Attest: 
CEO, General Manager/Secretary-Treasurer