

**MINUTES OF THE QUARTERLY MEETING OF THE
BOARD OF COMMISSIONERS OF
ROCHESTER-GENESEE REGIONAL TRANSPORTATION AUTHORITY
AND ITS SUBSIDIARIES
August 3, 2023**

A. Roll Call and Determination of Quorum

The meeting was called to order at 12:13PM by Chairman Donald Jeffries who determined that a quorum was present in person. Commissioner Bird attended via Zoom.

Present on Roll Call:

➤ County of Monroe	Don Jeffries	=	5 votes
County of Monroe	Terrence Rice	=	5 votes
➤ County of Monroe	Judith Ahlfield Seil	=	5 votes
➤ City of Rochester	William Ansbro	=	2 votes
➤ City of Rochester	Jerdine Johnson	=	2 votes
➤ City of Rochester	William McDonald	=	2 votes
➤ County of Genesee	Laurie Oltramari	=	2 votes
➤ County of Livingston	Susanne Carlock	=	2 votes
County of Ontario	Brian H. Young	=	3 votes
➤ County of Orleans	James R. Bensley	=	1 vote
➤ County of Seneca	Edward W. White	=	1 vote
➤ County of Wayne	Michael P. Jankowski	=	3 votes
➤ County of Wyoming	Rich Kosmerl	=	1 vote
➤ Amalgamated Transit Union	Jacques Chapman	=	0 votes
Transit Dependent/Disability Community	Heather Bird	=	<u>1 votes</u>

Total Votes Possible	34
Total Votes Present	26
Votes Needed for Quorum	18

Others Present:

Scott Adair, Chief Financial Officer
Tracy Archie, Executive Chief Diversity, Equity & Inclusion Officer
David Belaskas, Director of Engineering & Facilities Management
Daniel DeLaus, General Counsel
Tamarus Jeffries, Director of Maintenance
Laura Kenyon, Director of Communications & Customer Engagement
Chris Mahood, Director of Information Technology
Kelly Parisi, Executive Assistant to the CEO
Corinda Reaves, Chief Customer & Community Experience Officer
James Stack, Executive Director, GTCS
Miguel Velázquez, Chief Executive Officer

B. Adoption of the Agenda

On motion of Commissioner Kosmerl, seconded by Commissioner Johnson, the Agenda was unanimously adopted.

C. Approval of Minutes

On motion of Commissioner Bensley, seconded by Commissioner McDonald, the following minutes were unanimously approved.

- RGRTA Audit/Finance Joint Committee Meeting Minutes of June 22, 2023
- RGRTA Regular Board Meeting Minutes of June 22, 2023

D. Appoint Ad Hoc Nominating Committee

Chairman Jeffries asked for a motion to appoint Commissioners McDonald, White and Jankowski to the Ad Hoc Nominating Committee.

On motion of Commissioner Ansbro, seconded by Commissioner Carlock, the Ad Hoc Nominating Committee was appointed by unanimous vote.

E. CEO Report

Miguel Velázquez, Chief Executive Officer, presented the CEO Report which included a presentation by Scott Adair, Chief Financial Officer on the Q1 Financial Sustainability Results, a presentation by Laura Kenyon, Director of Communications & Customer Engagement on Q1 Customer Satisfaction Results, and a presentation on Q1 Service Quality Results by Christopher Dobson, Chief Operating Officer (The power point presentations are attached to these Minutes).

Questions/Comments on the Q1 Financial Sustainability Results:

- *Commissioner Jankowski asked how Mortgage Recording tax revenue was playing out for this year. Scott Adair, CFO responded that Orleans County is the only County that is above budget. The others are below and we are watching these trends.*

Questions/Comments on the Q1 Customer Satisfaction Results:

- *Commissioner Johnson asked if we give the surveys to the same customers. Laura Kenyon, Director of Communications & Customer Engagement responded for the RTS Connect surveys Level 7 will go out on the buses for 4 days at different times of day, so it is unlikely that we hit the same customers each time. For RTS Access and the Regionals since it is a much smaller sample of customers it is very possible that we are surveying the same customers each month.*
- *Commissioner Bird asked about the RTS Access customers and for those who have visual or cognitive issues how are we expecting them to complete surveys and is there a way to mail these paper surveys to agencies such as ABVI to help customers complete the survey. Laura Kenyon, Director of Communications & Customer Engagement responded that her understanding is that for Access customers we ask if they would like to take the*

survey and if they are unable to or would rather speak to someone, they are able to call into RTS Access to complete the survey. Commissioner Bird feels that if we could get a third party to answer the calls for the survey that may assist. Commissioner Bird noted that customers who are unhappy with the service may not want to call in and speak with a RTS Access employee to voice concerns because they feel they may be penalized.

- Commissioner McDonald asked what it means by customers are satisfied with route coverage? Laura Kenyon, Director of Communications & Customer Engagement responded that for the, What part of a bus ride is most important for you? Level 7 stated to us that when we changed the language for the question the response changed, and it spiked. So, we are working to refine that question to get a better idea of what customers are trying to tell us. Commissioner McDonald stated it might help us because it may take me to work but it doesn't take me to other places that I would like to go.
- Commissioner Ansbrow stated that this is the second time that Commissioner Bird has given us a suggestion and we have not followed up with a specific commitment. Commissioner Ansbrow further stated that When people suggest and are not given a date or timeframe for change it can be a little concerning. Laura Kenyon stated point taken and thanked Commissioner Ansbrow for his feedback. Corinda Reaves, Chief Customer & Community Experience Officer came up and stated we will contact Level 7 to see if they can implement the phone interviews so that we can capture some of those populations that may not have their voices heard by the next survey round.
- Commissioner Bensley asked if the surveys have 30 questions that are handed out. Laura Kenyon stated that the survey for RTS Connect yes. Commissioner Bensley asked if customers drop off in answering questions toward the end of the survey. Laura stated that we do incentivize for completing the survey to promote completing them.

Questions/Comments on the Q1 Service Quality Results:

- Commissioner Kosmerl asked about the drop for September 2022 for OTP. Chris Dobson, Chief Operating Officer responded that we do typically see a drop in September due to school returning and construction.
- Commissioner McDonald asked about the fulfillment rate for On Demand and the fulfillment for Access. Access is at about 100% is that because we have less ridership. Miguel Velázquez, CEO stated that our fulfillment will be better at Access as those customers as able to schedule a ride 7 days in advance and it gives us time to better prepare for those rides.
- Commissioner Ansbrow asked if during the smoke issues with the Canada wildfires did we provide masks to our customers. Chris Dobson responded that we do keep masks handy for our employees, and we do post on head signs information from health officials but we did not specifically provide masks.

On motion of Commissioner Johnson, seconded by Commissioner Carlock, the CEO Report was accepted by unanimous vote.

F. Proposed Resolutions

Resolution Authorizing the Award of a Contract for an Origin and Destination Study,
RGRTA 28-2023

- *Commissioner Jankowski asked if Reimagine is completely reimplemented. Miguel Velázquez. CEO stated that is a two-part question. We have not reimplemented frequent service since we took on additional RCSD work. In addition, the consultant recommended other enhancements that we said as money became available, we would implement which has not been completed. Commissioner Jankowski asked how this project will fit in to the Reimagine recommendations, Miguel Velázquez responded that this study will help identify gaps, or things that have shifted. We should be doing this type of study more frequently to see where we are doing things well or not. Commissioner Jankowski asked if this is just RTS Monroe or for all subsidiaries. Miguel Velázquez stated that this is just for RTS Connect in Monroe County. Commissioner Jankowski asked if we will be looking to get additional funds so that we can look at entire transportation ecosystem. Corinda Reaves stated that this study will collect all of that data. Commissioner Jankowski asked if Wayne County will be a part of this. Miguel stated that the service that we currently have going out to Wayne County will be a part of this study.*
- *Commissioner McDonald stated that originally Reimagine included ten frequent routes, we do not have those ten frequent routes, so the additional stuff is great to have but we have not fulfilled the original plan. Corinda Reaves stated that this will give us a snapshot of post covid since that plan was developed pre covid. Our entire landscape has changed, so we need to reevaluate. Commissioner McDonald added that we are not reevaluating the original plan since the frequent routes are not implemented.*
- *Commissioner Ansbro stated that since we have not fully implemented does it make sense to do this now instead of after we have the ten frequent routes. Miguel Velázquez, CEO stated that it makes sense to do it now since the last study was done in 2017 and this is something that we should do frequently. We need to understand what our customers travel patterns are and how far they have to travel to get on our service.*
- *Commissioner Kosmerl asked if this study would revalidate the need of ten frequent routes or if they should be modified. Miguel Velázquez stated that yes it could help to revalidate those services and these as critical pieces to this study.*

Resolution RGRTA 28-2023 was moved on motion of Commissioner Kosmerl, seconded by Commissioner Johnson, the aforementioned Resolution, a copy of which are attached to these minutes, were unanimously approved.

G. Consent Resolutions

Resolution Authorizing the Award of a Contract for Officer Supplies, RGRTA 29-2023

Resolution Authorizing a Joint Services Agreement with Wyoming County, RGRTA 30-2023

Resolution Appointing Commissioners to Audit, compensation, Finance/Investment and Governance Committees, RGRTA 31-2023

Resolution Amending RGRTA 18-2022 Resolution Authorizing the Award of a Contract for Microtransit Services Software, RGRTA 32-2023

- *Commissioner McDonald asked what it means by service planning tool? Miguel Velázquez, CEO stated that Via helps us to schedule rides, Via has a service planning tool called Remix that will provide additional demographic information that helps our planning team.*

Resolution Authorizing the Disposal of Assets, RGRTA 33-2023
Resolution Authorizing a Collective Bargaining Agreement with the Teamsters Union,
Local 118, GTCS 2-2023

- *Commissioner Kosmerl asked what the timeline for the study is? James Stack, Executive Director for GTCS stated that we are looking to wrap that up in 12-15 months.*

Resolutions RGRTA 29-2023 through GTCS 2-2023 were moved on motion of Commissioner Ansbro, seconded by Commissioner McDonald, the aforementioned Resolutions, a copy of which are attached to these minutes, were unanimously approved.

H. Motion to Adjourn the Quarterly Meeting and Move into the Annual Meeting

On motion of Commissioner Ansbro, seconded by Commissioner Bensley the Quarterly Board Meeting was adjourned and moved into the Annual Meeting at 1:12PM.

Respectfully submitted,

Jerdine Johnson, Secretary
 Posted Date: August 17, 2023

CEO Report

Presented by: Miguel Velázquez
Chief Executive Officer



Chief Executive Officer Report

- TOPS Report
 - Financial Sustainability
 - Customer Satisfaction
 - Service Quality
- Comprehensive Plan Initiatives Update
- RTS Way – Employee Recognition
- Other Updates
 - Title VI

TOPS Report



TOPS

TRANSIT ORGANIZATION PERFORMANCE SCORECARD

		GOAL	SCORE 1st Qtr.
FPI	FINANCIAL PERFORMANCE INDEX	20.0	20.0
CSI	CUSTOMER SATISFACTION INDEX	40.0	50.6
SPI	SERVICE PERFORMANCE INDEX	40.0	45.8
TOTAL		100.0	116.4

Strategic Pillars 2023-24 1st Qtr.	Metric	Plan Goal	Actual 1st Quarter	Actual 2nd Quarter	Actual 3rd Quarter	Actual 4th Quarter	Earned Points	Goal Points	Max Points	Min Points
Financial Performance Index	End of Year Net Income (Deficit) Projection	\$0.0	\$0.0				20.00	20.00	26.00	14.00
	Total FPI Score						20.0	20.0	26.0	14.0
Customer Service Index	Net Promoter Score - RTS	35%	43%				47.12	37.20	48.36	26.04
	Customer Satisfaction - RTS Access	95%	94%				0.33	0.35	0.46	0.25
	Customer Satisfaction - RTS Genesee	95%	100%				0.46	0.35	0.46	0.25
	Customer Satisfaction - RTS Livingston	95%	100%				0.46	0.35	0.46	0.25
	Customer Satisfaction - RTS Ontario	95%	100%				0.46	0.35	0.46	0.25
	Customer Satisfaction - RTS Orleans	95%	100%				0.46	0.35	0.46	0.25
	Customer Satisfaction - RTS Seneca	95%	99%				0.43	0.35	0.46	0.25
	Customer Satisfaction - RTS Wayne	95%	100%				0.46	0.35	0.46	0.25
	Customer Satisfaction - RTS Wyoming	95%	100%				0.46	0.35	0.46	0.25
	Total CSI Score						50.6	40.0	52.0	28.0
Service Performance Index	On-Time Performance - RTS	91.5%	92.70%				41.18	36.00	46.80	25.20
	Ride Fulfillment - OnDemand		62.60%					Not Scored		
	On-Time Performance - RTS Access	95.0%	95.5%				0.53	0.50	0.65	0.35
	On-Time Performance - RTS Genesee	94.0%	96.7%				0.64	0.50	0.65	0.35
	On-Time Performance - RTS Livingston	95.0%	100.0%				0.65	0.50	0.65	0.35
	On-Time Performance - RTS Ontario	93.0%	93.1%				0.51	0.50	0.65	0.35
	On-Time Performance - RTS Orleans	95.0%	98.0%				0.65	0.50	0.65	0.35
	On-Time Performance - RTS Seneca	97.0%	97.5%				0.53	0.50	0.65	0.35
	On-Time Performance - RTS Wayne	96.0%	99.1%				0.65	0.50	0.65	0.35
	On-Time Performance - RTS Wyoming	97.0%	97.2%				0.51	0.50	0.65	0.35
	Total SPI Score						45.8	40.0	52.0	28.0
TOPS Score							116.4	100.0	130.0	70.0

FY 24 – Q1

Financial Sustainability

Presented by: Scott Adair
Chief Financial Officer



Financial slides

June Financial Results:

- First quarter completed and projecting no change from our break-even budget status
- Revenues on track with expectations
- Expenses are slightly lower primarily based on open positions and timing

Items we are watching at this time:

- Farebox Revenue
- Mortgage Recording Taxes
- Staffing levels

Financial Report

RGRTA - Consolidated Budget Status Report (000's) - FY 2023-2024				
6/30/2023				
<u>Revenues</u>	<u>Budget 2023-24</u>	<u>FYTD 6/30/2023</u>	<u>Projected 3/31/2024</u>	<u>Budget Variance</u>
Total Locally Generated	\$ 39,267	\$ 5,783	\$ 39,267	\$ -
Total Government Subsidies	\$ 73,101	\$ 19,679	\$ 73,101	\$ -
Mortgage Tax	\$ 12,143	\$ 2,969	\$ 12,143	\$ -
Grand Total Revenue	\$ 124,511	\$ 28,431	\$ 124,511	\$ -
<u>Expenses</u>				
Personnel				
Salary & Wages	\$ 61,208	\$ 14,762	\$ 61,208	\$ -
Fringe Benefits	\$ 27,900	\$ 6,023	\$ 27,900	\$ -
Total Personnel	\$ 89,109	\$ 20,785	\$ 89,109	\$ -
Non-Personnel				
Services	\$ 11,573	\$ 2,172	\$ 11,573	\$ -
Fuel/Lubricants	\$ 7,108	\$ 1,424	\$ 7,108	\$ -
Parts	\$ 4,612	\$ 959	\$ 4,612	\$ -
Other	\$ 12,109	\$ 2,349	\$ 12,109	\$ -
Total Non-Personnel	\$ 35,402	\$ 6,904	\$ 35,402	\$ -
Grand Total Expenses	\$ 124,511	\$ 27,689	\$ 124,511	\$ -
Net Income/Deficit From Operations & Subsidies	\$ -	\$ 742	\$ -	\$ -

FY 24 – Q1

Customer Satisfaction Index

Presented by: Laura R. Kenyon
Director of Communications & Customer Experience



Customer Satisfaction Index

- Q1 Results
- Review Customer Service Index & Net Promoter Score
- Survey Highlights & Updates
- Summary

Q1 Customer Service Index

Strategic Pillars FY 24 – Q1	Metric	Plan Goal	Actual 1 st Quarter	Actual 2 nd Quarter	Actual 3 rd Quarter	Actual 4 th Quarter	Earned Points	Goal Points	Max Points	Min Points
Customer Service Index	Net Promoter Score (NPS) – RTS Monroe	35%	43%				47.12	37.2	48.36	26.04
	Customer Satisfaction – RTS Access	95%	94%				0.33	0.35	0.46	0.25
	Customer Satisfaction – RTS Genesee	95%	100%				0.46	0.35	0.46	0.25
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	Customer Satisfaction – RTS Orleans	95%	100%				0.46	0.35	0.46	0.25
	Customer Satisfaction – RTS Seneca	95%	99%				0.43	0.35	0.46	0.25
	Customer Satisfaction – RTS Wayne	95%	100%				0.46	0.35	0.46	0.25
	Customer Satisfaction – RTS Wyoming	95%	100%				0.46	0.35	0.46	0.25
	Total CSI Score						50.6	40.0	52.0	20.0

CSI - RTS Access & Regional Properties

Compiling Customer Service Index (CSI)

- Surveys collect feedback
- Analysis provided by Service Quality team

RTS Access

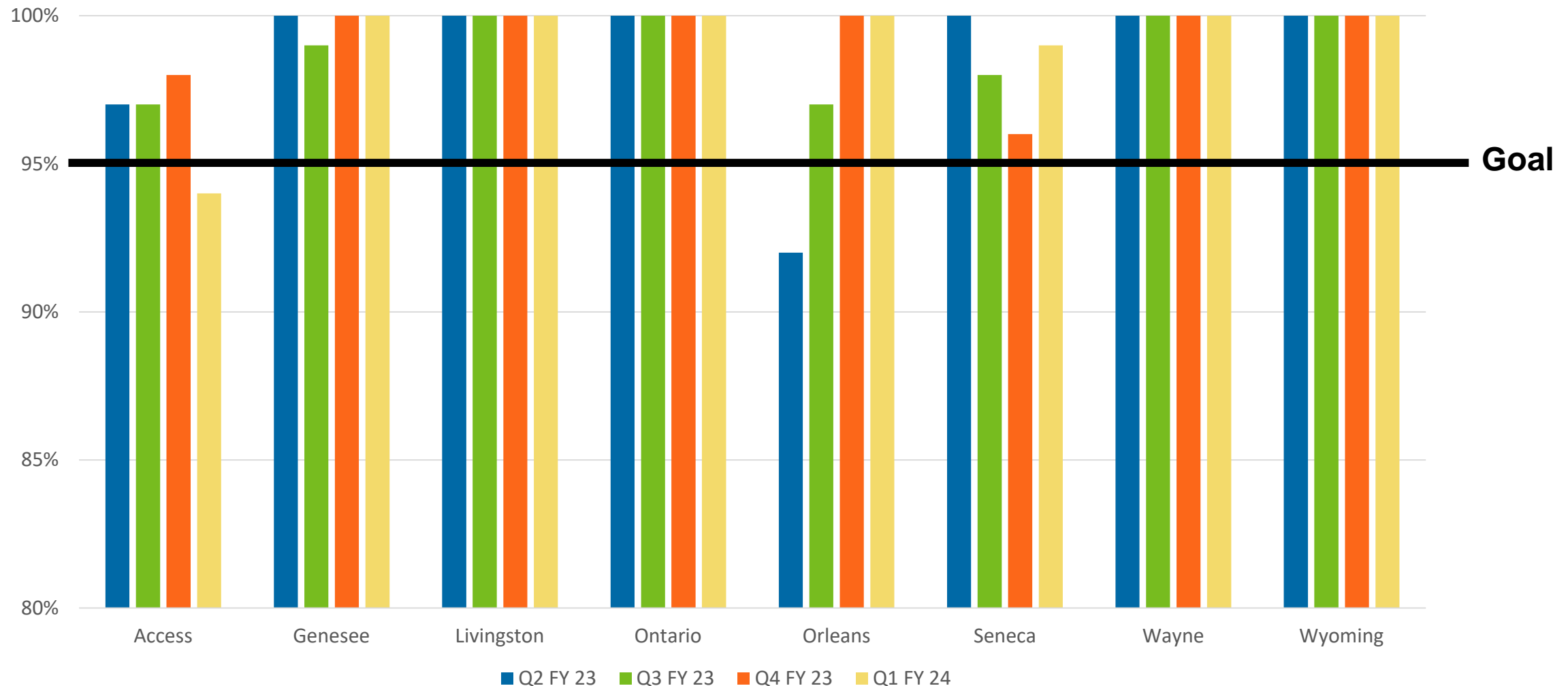
- Approx. 100 RTS Access customers surveyed monthly
- Goal: 40% response rate

Regional Properties

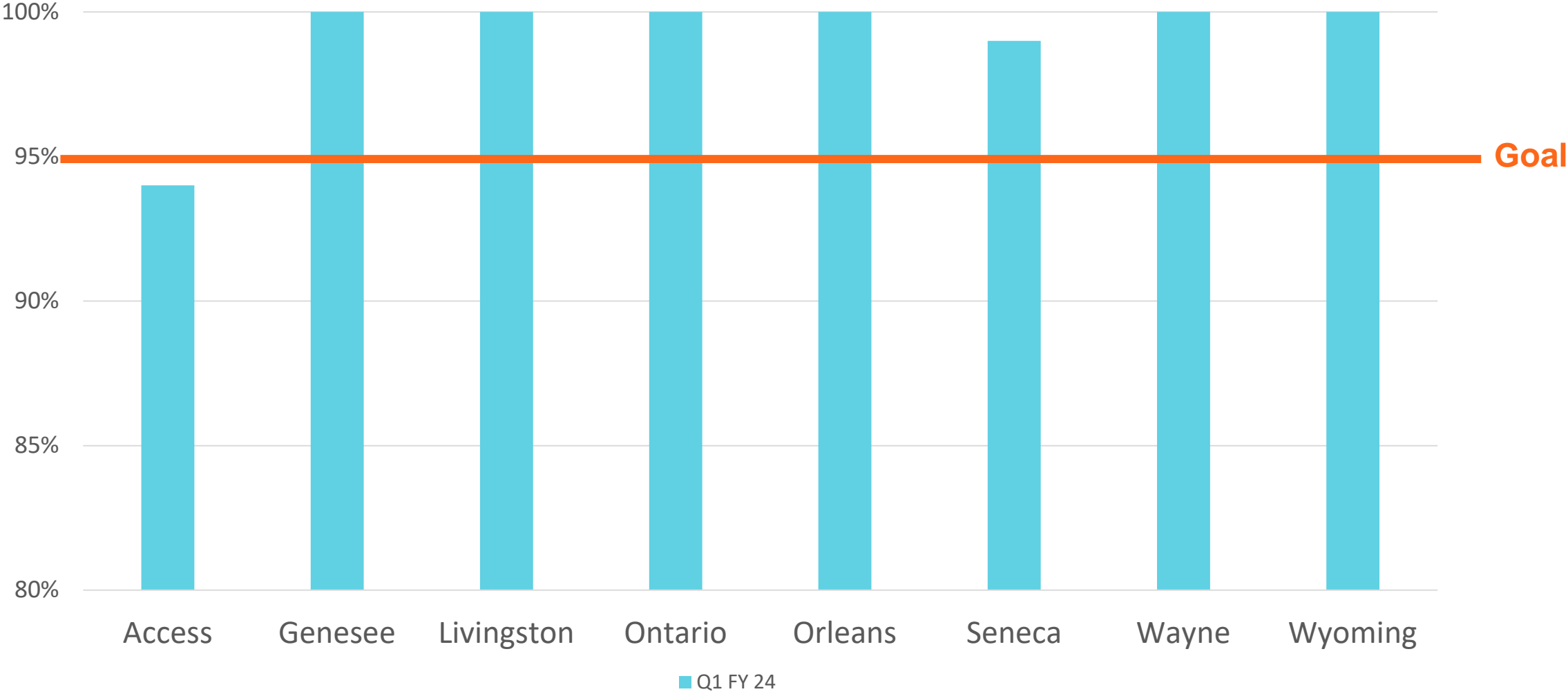
- Quarterly, on-the-bus surveys
- Goal: 140 Customers each quarter



Customer Satisfaction Trends by Quarter



Customer Satisfaction FY 24 Q1



RTS Monroe

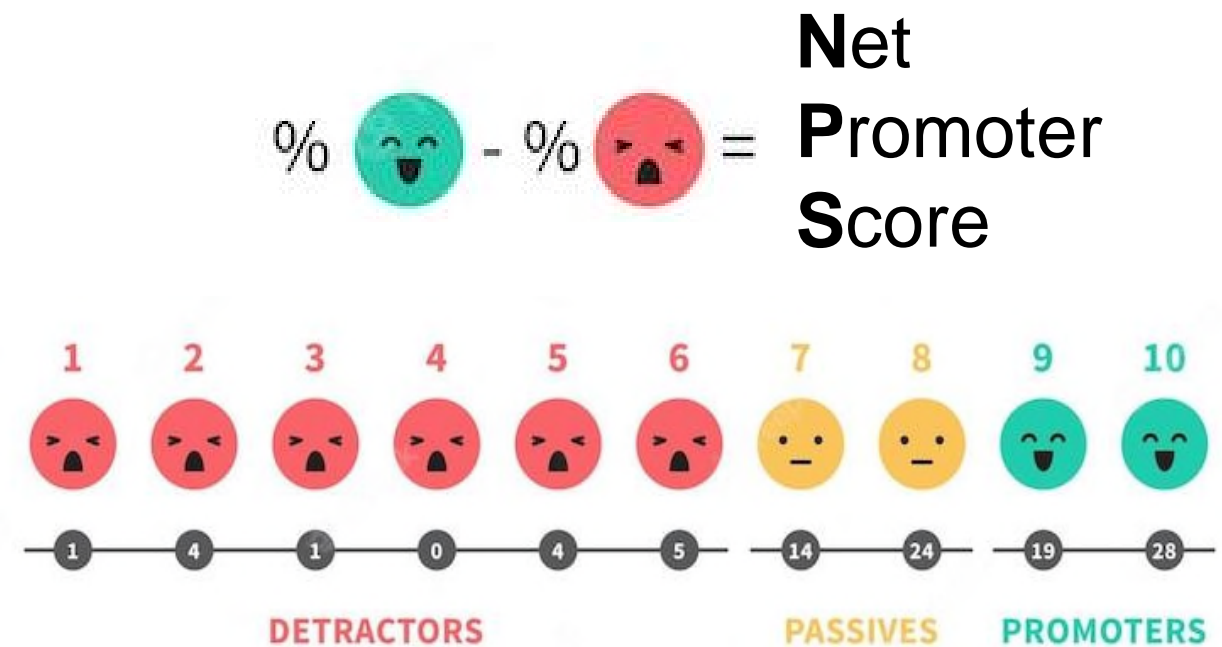
NPS - Willingness to Recommend

NPS is measured by asking:

“How likely is it that you would recommend RTS to a friend or colleague?”

– Customers respond on a 10-point scale and are categorized as:

- **Promoters** (score 9-10) are loyal enthusiasts.
- **Passives** (score 7-8) are satisfied but unenthusiastic customers.
- **Detractors** (score 1-6) are unhappy customers who can damage a brand.



Compiling Net Promoter Score (NPS)

- Quarterly RTS Connect Customer Surveys
- Analysis provided by market research vendor & Service Quality team
 - Surveys conducted on buses
 - Approximately 500 customers surveyed each quarter
 - Survey contains a mix of standard & rotating questions



NPS: Tracking Results Over Time

NPS: 43%

- Higher than 35 % goal
- Higher than average NPS since FY 21 (Avg NPS: 38%)

	Base	Promoters (9-10)	Passives (7-8)	Detractors (0-6)	No response	Net Promoter Score
W51	522	61%	22%	17%	0.6%	43%
W50	518	61%	23%	16%	0.6%	45%
W49	528	52%	31%	18%	*	34%
W48	511	57%	24%	20%	*	37%
W47	529	54%	27%	20%		34%
W46	515	55%	27%	18%	*	37%
W45	520	52%	26%	19%	*	33%
W44	523	51%	29%	20%	*	31%
W43	512	55%	25%	19%	1%	36%
W42	509	58%	26%	16%	*	42%
W41	509	57%	29%	14%	*	43%
W40	515	59%	29%	12%	*	46%
Total 40-51	6211	56%	27%	17%	1%	38%

Survey Highlights & Updates

Customer Survey: On-Time Arrival

Q: “Based on a scale of 1 – 10, do arrival times met your expectations?”

Score: 8.1



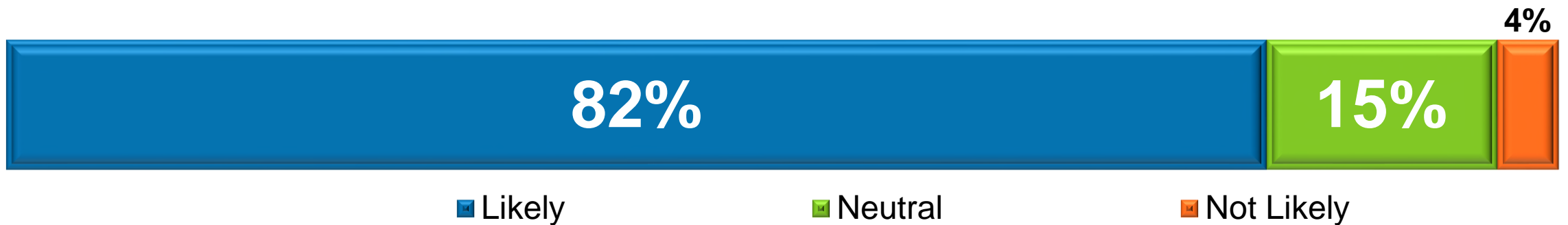
Wave 51: On-Time Arrival

8.1

Customer Survey: Loyalty

Q: “ Based on your current experience over the last 3 months, how likely are you to continue using our service?”

Score: 82% of customers answered “Likely”



Customer Survey: Values

Q: Based on your experience over the last 3 months, how strongly do you agree with the following statements?



Value	Value Statement	Wave 50	Wave 51
Integrity	<i>Employees take pride in their work</i>	7.5	7.7
Respect	<i>Employees were kind while interacting with me</i>	7.1	7.9
Diversity, Equity & Inclusion	<i>RTS appreciates your feedback</i>	7.1	7.7
Engagement & Collaboration	<i>RTS employees support a fun, energetic work environment</i>	7.3	7.6
Agility & Innovation	<i>RTS always tries to make public transit better for the community.</i>	7.9	8.1
Performance Focused	<i>RTS is always trying new ways to meet the community's needs</i>	8.0	7.8

Customer Survey: Most Important

Q: “Which one of the following aspects of a bus ride is most important to you?”

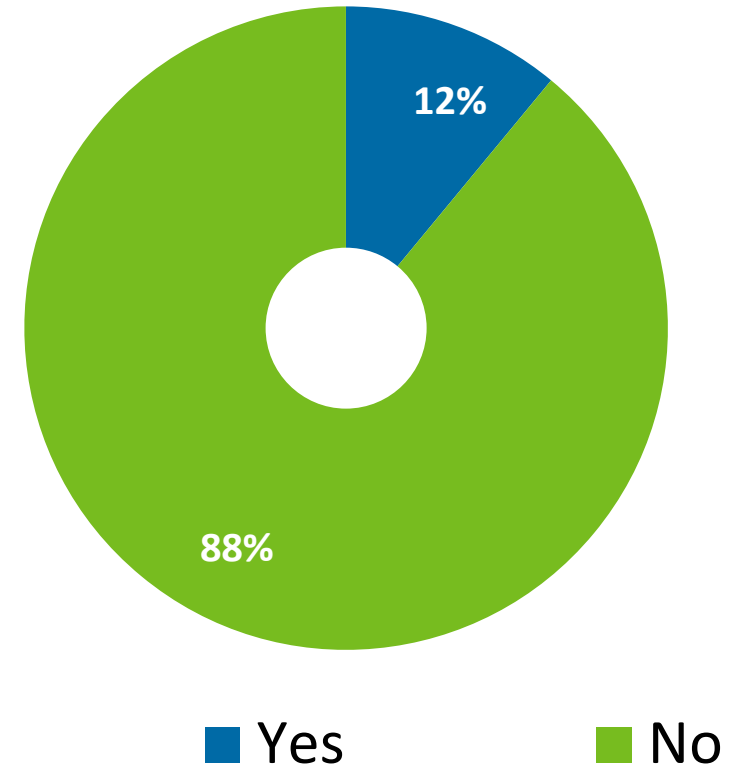
Top 5

1. Route Coverage
2. On-time arrival
3. Safety & Security
4. Bus Operator Courtesy
5. Bus Frequency



Customer Survey: Transportation Difficulty

- **Customers were asked if they had a condition that made transportation difficult**
 - Wave 51: 88% of respondents said no; 12% of respondents said yes
 - Results are consistent response over past two waves.
- Avg. over past four waves: 82% - No; 18% - Yes



Summary

- **Customer Satisfaction contributed 50.6 to TOPS**
- **Frequency, reliability, and connectivity remain paramount for customers**
- **We continue to review and refine our surveys to better understand Customers' needs.**

Customer Service Index

Questions?

FY 24 – Q1

Service Performance Index

Presented by: Chris Dobson
Chief Operating Officer



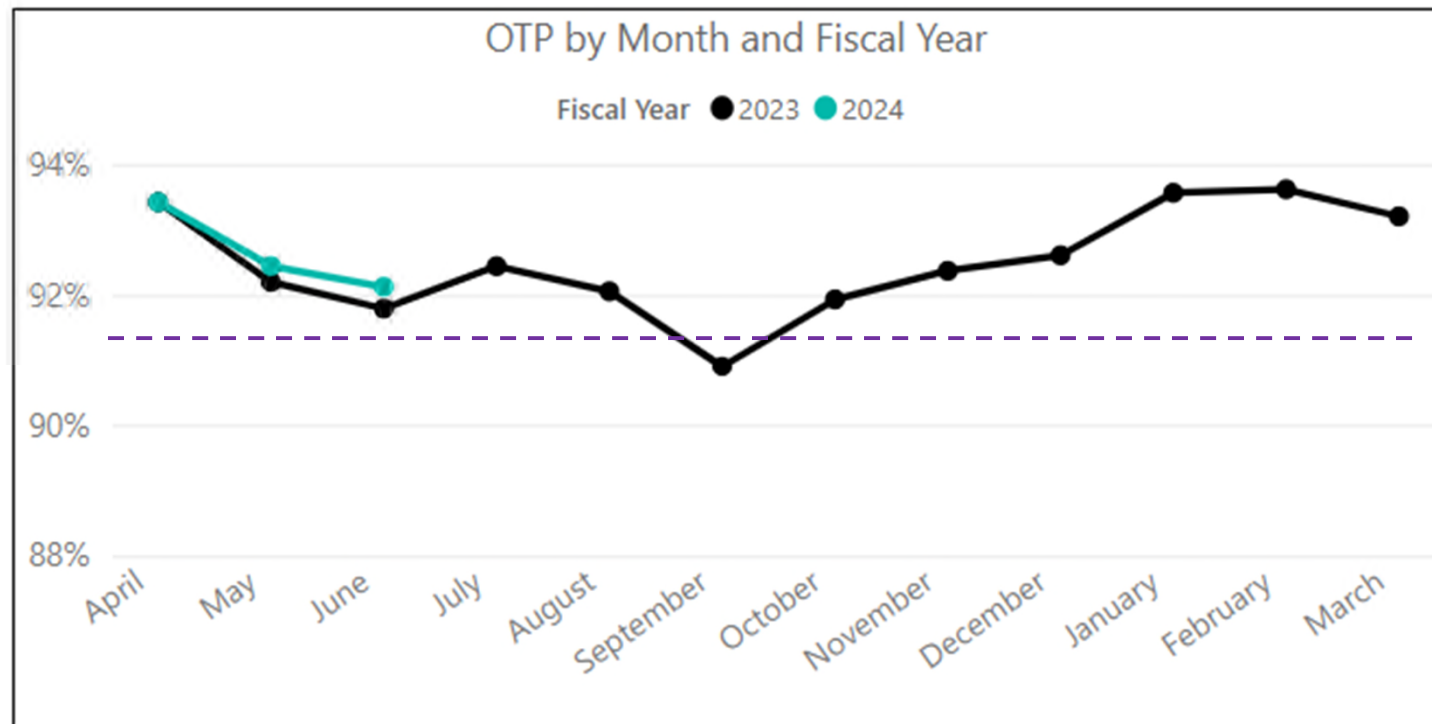
Service Performance Index

Strategic Pillars 2023-24 1st Qtr.	Metric	Plan Goal	Actual 1 st Quarter	Earned Points	Goal Points	Max Points	Min Points
Service Performance Index	On-Time Performance – RTS Monroe	91.5%	92.7%	41.18	36.00	46.80	25.20
	On-Time Performance – RTS Access	95%	95.5%	0.53	0.50	0.65	0.35
	On-Time Performance – RTS Genesee	94%	96.7%	0.64	0.50	0.65	0.35
	On-Time Performance – RTS Livingston	95%	100.0%	0.65	0.50	0.65	0.35
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	On-Time Performance – RTS Seneca	97%	97.5%	0.53	0.50	0.65	0.35
	On-Time Performance – RTS Wayne	96%	99.1%	0.65	0.50	0.65	0.35
	On-Time Performance – RTS Wyoming	97%	97.2%	0.51	0.50	0.65	0.35
	RTS On Demand Ride Fulfillment	N/A	62.6%	Not Scored			
	Total SPI Score			45.8	40.0	52.0	28.0

OTP – RTS Monroe

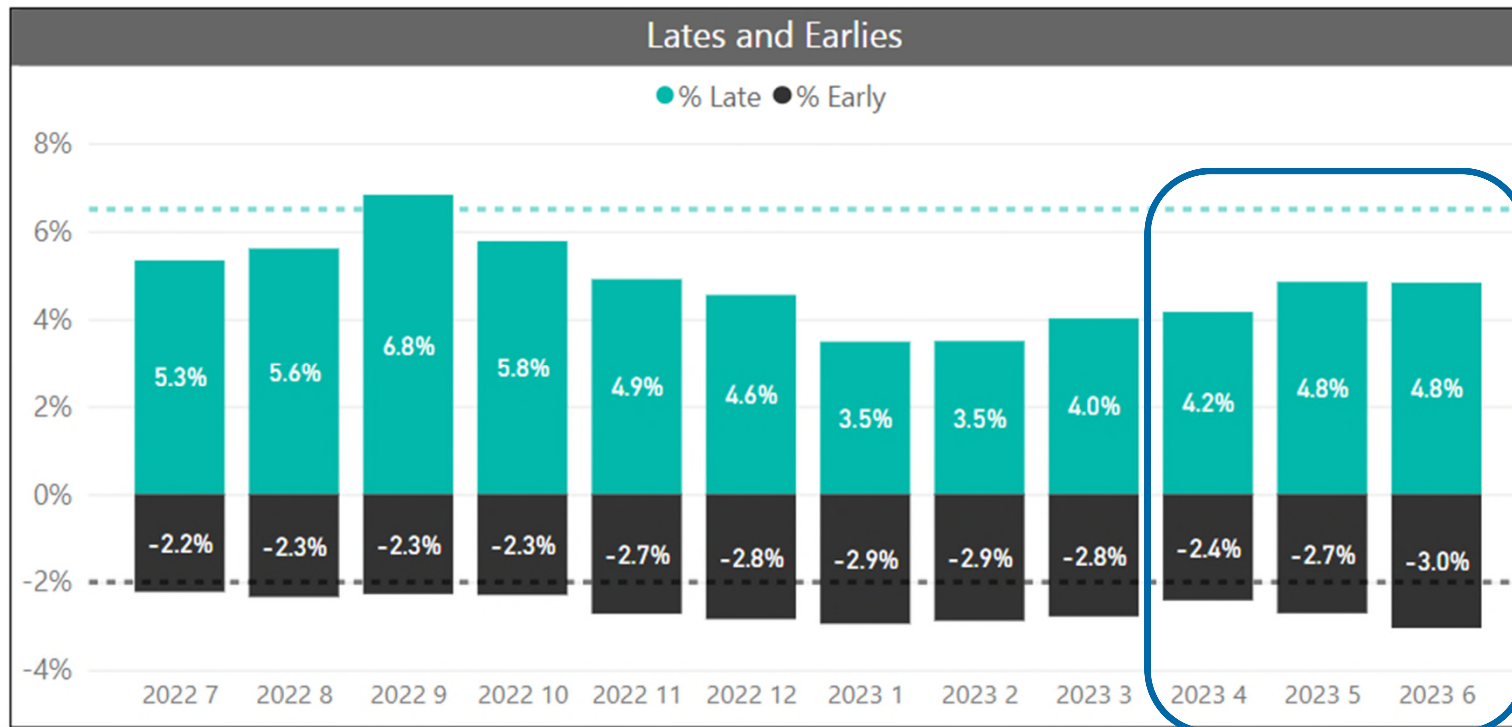
OTP RTS Monroe: Performance Trends

- Within Q1, monthly OTP ranged from 92.1% to 93.4% with a quarterly result of 92.7% vs. a goal of 91.5%



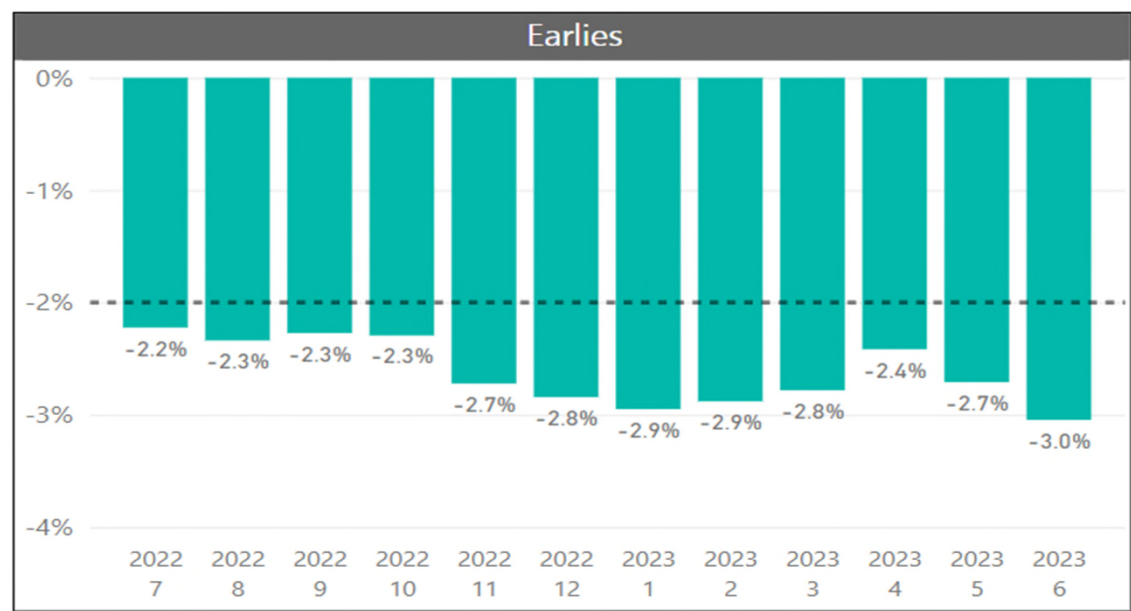
OTP RTS Monroe: Performance Trends

- Early departures for the quarter averaged 2.7%
- Lates performed well at 4.6%

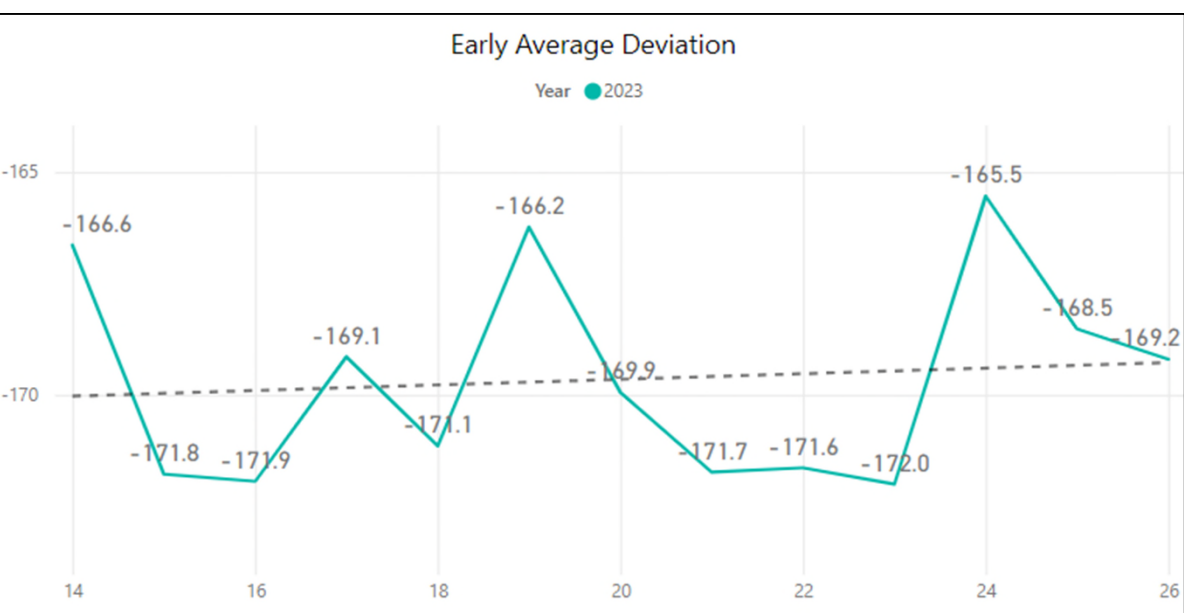


On-Time Performance Results - Earlies

Overall percentage early declined across the quarter.



Deviation to schedule is within customer expectations.
Average of 2 minutes 50 seconds



On-Time Performance - Process

The RTS team weekly focuses on routine processes that lead to in-field efforts and route scheduling adjustments.

Weekly review Performance: Route, Bus Operator, timeliness window

- Identify early performing routes (inbound and outbound segments)
 - Road Supervisors observation and discussion with Operators.
 - Scheduling to ride route and add to list of potential route schedule change.
- Identify early performing Bus Operators
 - Focus on Operators performing below 90.5% and have greater than 2% earlies.
 - Progression Road Supervisor interactions and real-time focus by Radio Control.
- Review early deviation window to ensure stability and within expectations.

Monthly recognize the top 20 performers

On-Time Performance – Actions & Results

Radio Control Contact	
Actual Date	Notified
7/19/2023	10
7/18/2023	25
7/17/2023	19
7/16/2023	7
7/14/2023	6
7/13/2023	1
7/12/2023	2
7/11/2023	23
7/10/2023	21
7/9/2023	1
7/7/2023	1
7/3/2023	4
6/30/2023	1
6/29/2023	1
6/28/2023	1
6/27/2023	4
6/26/2023	5
6/25/2023	2
6/20/2023	2
6/19/2023	6
6/18/2023	1
4/23/2023	3
4/22/2023	1
Total	147

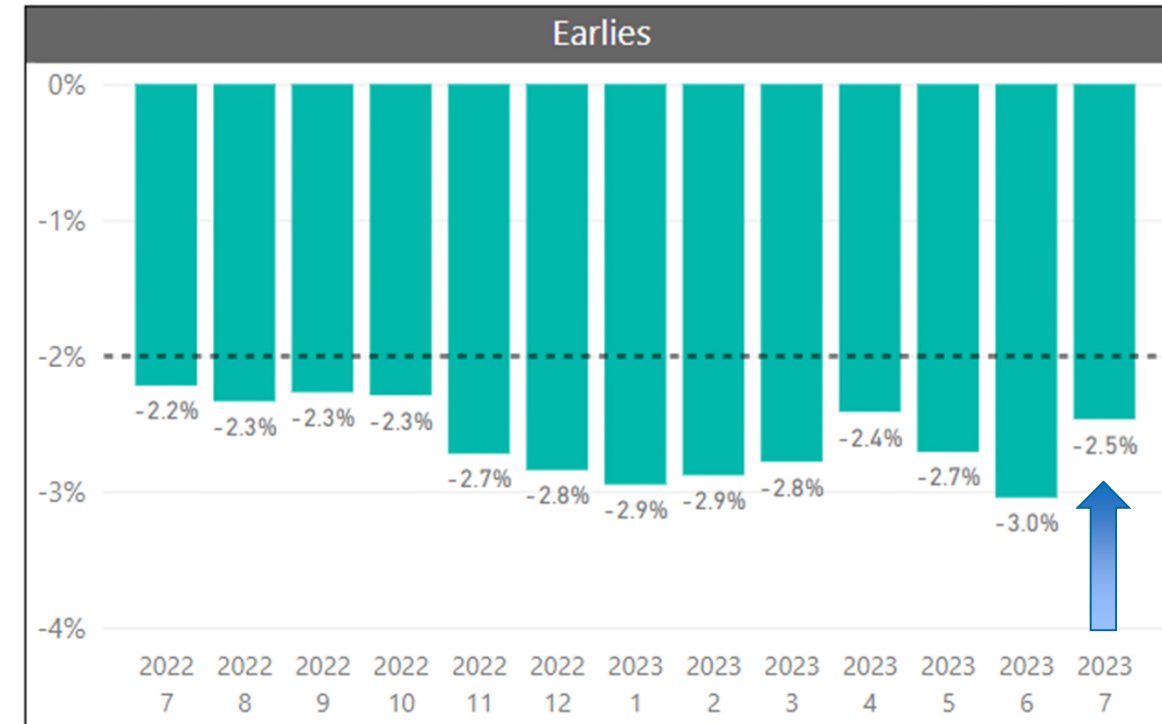
Road Supervisor Contact

Conversation by
Road Supervisor

Observe for
Improvement, if
not issue violation
notice

Observe for
Improvement, if
not discipline
issued

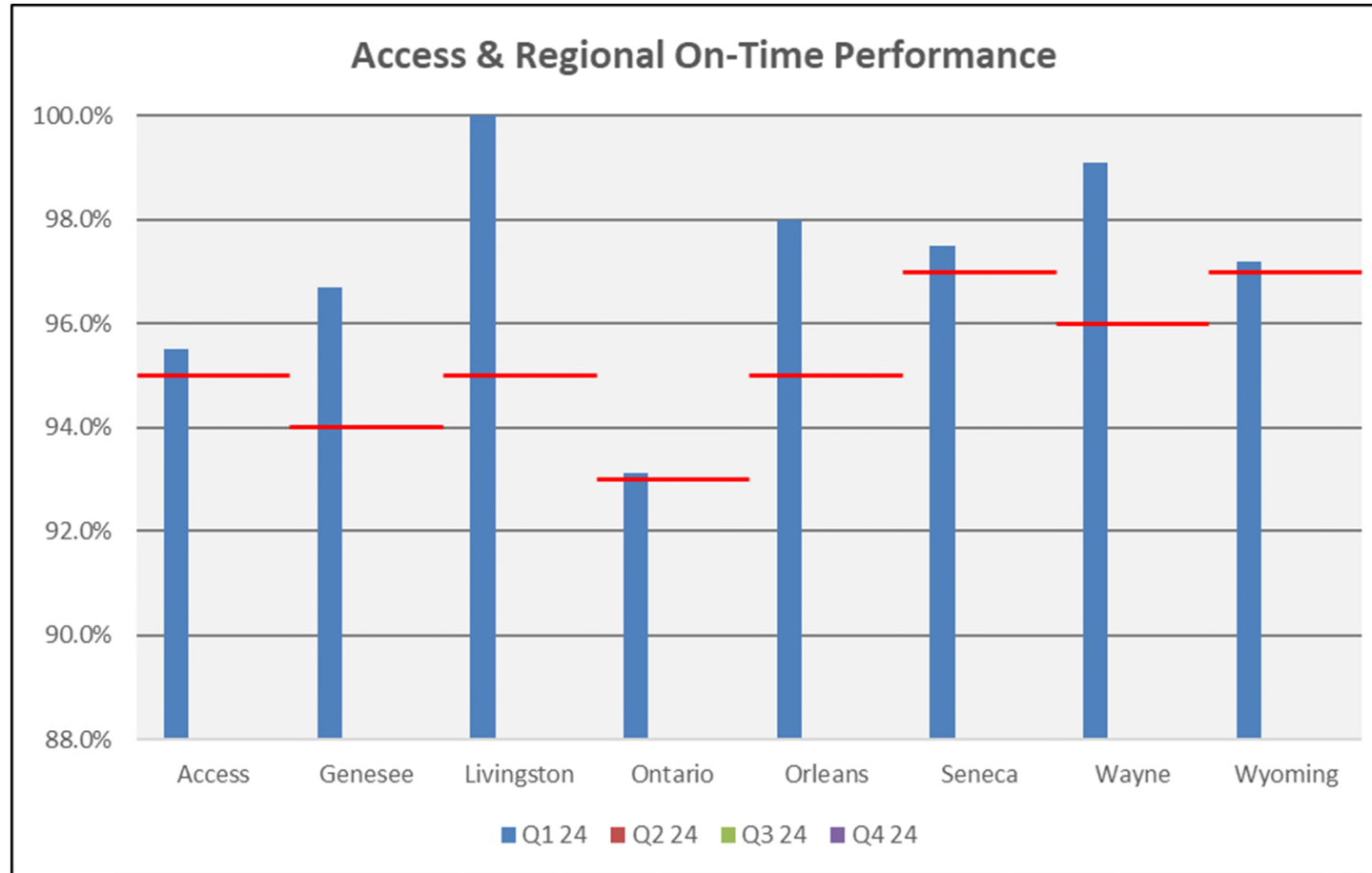
Completion Rate:
May & June: 70%
July: 93%



OTP – RTS Access & Regional Operations

OTP Access and Regionals

- Q1 OTP exceeded goal at all locations

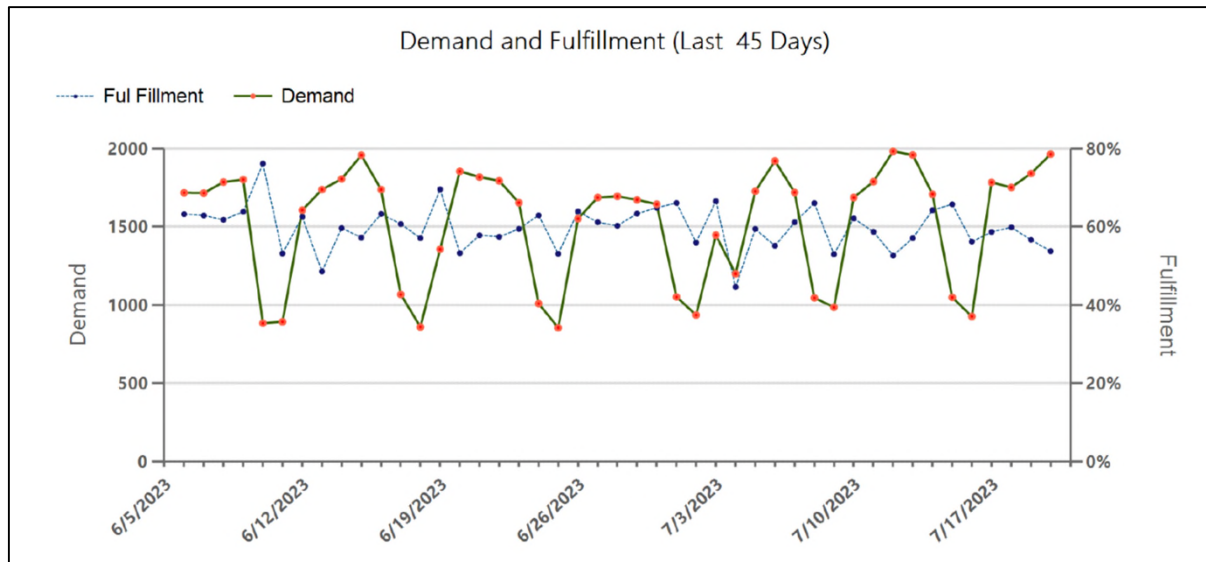


On-Demand Ride Fulfillment

OD Fulfillment & Ridership

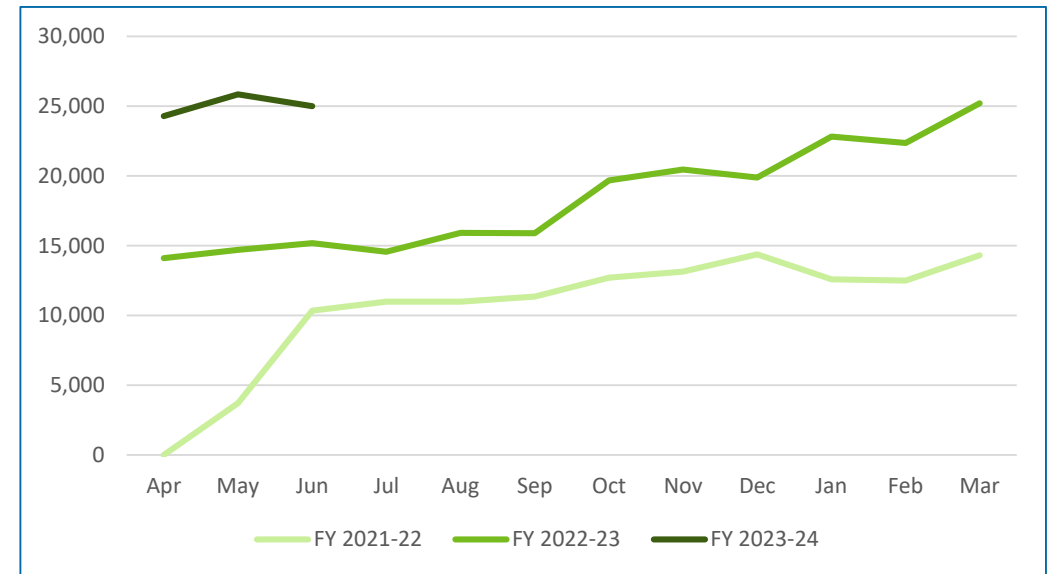
- Overall Q1 62.7%
- Within Q1, Ride Fulfillment ranged from 59.9% to 65.9%. Decreasing across the quarter.

Demand & Fulfillment



- Demand continues slight growth and is inversely related to fulfillment.
- Increased demand will result in lower fulfillment as supply (service) is constrained.

Ridership



- Ridership has grown exponentially, however due to constraints on supply it is expected to remain level at approximately 25,000 customers per month.

Summary

- Service Performance contributed 45.8 to TOPS.
- The desire for on-demand service remains high, with 25,000 trips completed each month and a fulfillment rate of approximately 60%.
- All companies met or exceeded the on-time performance goal.

Service Performance Index

Questions?



TOPS

TRANSIT ORGANIZATION PERFORMANCE SCORECARD

		GOAL	SCORE 1st Qtr.
FPI	FINANCIAL PERFORMANCE INDEX	20.0	20.0
CSI	CUSTOMER SATISFACTION INDEX	40.0	50.6
SPI	SERVICE PERFORMANCE INDEX	40.0	45.8
TOTAL		100.0	116.4

Chief Executive Officer Report

- TOPS Report
 - Financial Sustainability
 - Customer Satisfaction
 - Service Quality
- Comprehensive Plan Initiatives Update
- RTS Way – Employee Recognition
- Other Updates
 - Title VI

Comprehensive Plan Initiatives Update

23 Initiatives

PILLAR: ENGAGE EMPLOYEES ON THE RTS WAY

- Implement new HCM system to improve access and ease of use for employees
- Sustain a work environment that attracts, develops, and retains the best and brightest by identifying and addressing workplace policies, processes, practices, and behaviors that act as barriers to diversity and inclusion
- Develop strategy to implement updated Public Transportation Agency Safety Plan
- RTS Way program refresh
- Introduce program to provide additional training for managers and supervisors

PILLAR: ENSURE FINANCIAL SUSTAINABILITY

- Analyze the operating cost of different zero-emission vehicle types to inform the development of future budgets
- Continuous review of our long term capital funding needs
- Design and build a new facility for RTS Access
- Build a new facility for RTS Wyoming
- Design and build a new facility for RTS Seneca
- Design a new facility for RTS Genesee
- Identify a site for a new facility for RTS Wayne
- Design and build a new bus storage facility for RTS Ontario
- Construction of Hylan Drive Connection Hub
- Construction of New Connection Hub Near Irondequoit Plaza
- Establish system-wide 15-year strategic plan for RTS facilities

PILLAR: ENHANCE THE CUSTOMER EXPERIENCE & DELIVER SAFE, QUALITY SERVICE

- Conduct study to evaluate feasibility of a local circulator route in rural villages and cities
- Conduct study on the need for and feasibility of on-demand service in the regional counties
- CAD/AVL replacement and implementation of contactless fares for RTS Access
- Conduct origin and destination study to identify travel behaviors of customers in the new transit system

PILLAR: DEMONSTRATE CLIMATE LEADERSHIP

- Design and build a new facility to help us meet New York's goal of having a zero-emission bus fleet by 2035
- Purchase Hydrogen Fuel Cell buses and vans, and a fueling station for demonstration project
- Update zero-emission transition plan

Chief Executive Officer Report

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RTS Way Recognition- June



Beyra A. RTS Truck Driver
Dorothea A. RTS Bus Operator
Mariah A. RTS Customer Service Representative
John A. RTS Road Supervisor
Perry A. RTS Truck Driver
Derrek B. RTS Truck Driver
Jasmine B. RTS Manager of Customer Service
Aashanti B. RTS Small Vehicle Operator
Becky B. RTS Orleans Transportation Specialist
Rick B. RTS Manager of Workforce Development
Nicole B. RTS Health & Well-Being Specialist
Dartaniel B. RTS Bus Operator
Deldric B. RTS Small Vehicle Operator
Tom B. RTS Public Information Officer
Amanda B. RTS Wayne Bus Operator
Julian C. RTS Technical Support Administrator
Sarah C. RTS Procurement Analyst II
Tamara C. RTS Ontario Transportation Specialist
Arthur C. RTS Laborer
Jeff C. RTS Technician I
Mark C. RTS Small Vehicle Operator
Kim C. RTS Seneca Transportation Specialist
Antonio C. RTS Access Purchasing Clerk
Timara D. RTS Wayne Transportation Specialist
Kate E. RTS Orleans Transportation Specialist
Eldon F. RTS Orleans Bus Operator
Kelly F. Manager of Regionals, RTS Livingston and RTS Wyoming
Monique F. RTS Radio Controller/Dispatcher

Eufracio F. RTS Laborer
Gerald F. RTS Orleans Bus Operator
Peter F. RTS Workforce Development Specialist
Steven G. RTS Orleans Bus Operator
Fabian G. RTS Livingston Bus Operator
Lillie H. RTS Bus Operator
James H. RTS Livingston Bus Operator
Rodney H. RTS Access Bus Operator
Jay H. RTS Technician I
Alison H. RTS Senior Customer Service Representative
Jonathan H. RTS Technician I
Sharian J. RTS Customer Service Representative
Tom J. RTS Seneca Bus Operator
Mikail K. RTS Technician II
Laura K. RTS Director of Communications & Customer Engagement
Denise K. Manager of Operations, RTS Orleans
Alondo K. RTS Garage Supervisor
James L. RTS Truck Driver
Benjamin L. RTS Truck Driver
Jane L. RTS Workforce Development Specialist
Bobbi L. RTS Livingston Transportation Specialist
Karen L. RTS Manager of Accounting Services
Robert M. RTS Truck Driver
Maureen M. RTS Bus Operator
Cory M. RTS Manager of Maintenance Support Operations
Will M. RTS Technician I
Luis M. RTS Truck Driver
Benjamin M. RTS Small Vehicle Bus Operator

Paul M. RTS Small Vehicle Operator
Micki M. RTS Wayne Transportation Specialist
Ted N. RTS Road Supervisor
Kelly P. RTS Executive Assistant to the CEO
Joseph P. RTS Bus Operator
Holly P. RTS Wayne Transportation Coordinator
Samaria P. RTS Bus Operator
Patty P. RTS Seneca Bus Operator
Tino R. RTS Technician I
Linda R. RTS Workforce Development Specialist
Enio R. RTS Access Bus Operator
Andy R. RTS Workforce Development Specialist
Karrie S. RTS Truck Driver
Clarence S. RTS Technician I
Felix S. RTS Small Vehicle Operator
Cliff S. RTS Wyoming Bus Operator
LaToya S. RTS Customer Service Representative
Adam S. RTS Business Analyst II
Corina T. RTS Customer Service Representative
Frank T. RTS Road Supervisor
Melissa T. RTS Associate Accountant
Jeffrey T. RTS Truck Driver
Robert V. RTS Technician I
Cindy W. RTS Livingston Transportation Specialist
James W. RTS Road Supervisor
Kimberly W. RTS Bus Operator
Kathy W. RTS Human Resource Generalist

RTS Way Recognition- July



The RTS Way
Bringing our Values to Life Every Day

Luis A. RTS Wayne Bus Operator
Francisco A. RTS Assistant Garage Supervisor
Mariah A. RTS Customer Service Representative
Dawn A. RTS Ontario Bus Operator
Richard B. RTS Full Stack Developer
Amanda B. RTS Wayne Bus Operator
Cheyenne B. RTS Small Vehicle Operator
Sarah C. RTS Procurement Analyst II
Michael C. RTS Technician I
Brenda C. RTS Wyoming Bus Operator
Mark C. RTS Small Vehicle Operator
Mercedes D. RTS Bus Operator
Andrea D. RTS Wayne Bus Operator
Chris D. RTS Chief Operating Officer
Timara D. RTS Wayne Transportation Specialist
Jerry F. RTS Orleans Bus Operator
Lacretia F. RTS Radio Controller/Dispatcher
Fabian G. RTS Livingston Bus Operator
Paula H. RTS Bus Operator
Willette H. RTS Bus Operator

Willie H. RTS Access Bus Operator
Jerome H. RTS Customer Service Representative
Alan H. RTS Bus Operator
Tyler H. RTS Technician I
John H. RTS Technician I
Tamarcus J. RTS Director of Maintenance
Denise J. RTS Road Supervisor
Ronald J. RTS Wayne Bus Operator
Patricia J. RTS Small Vehicle Operator
Alaaddin K. RTS Garage Supervisor
Peter K. RTS Manager of Fleet Engineering
Alondo K. RTS Garage Supervisor
Jane L. RTS Workforce Development Specialist
Larry L. RTS Wayne Bus Operator
Kim M. RTS Customer Service Representative
Tom M. RTS Orleans Bus Operator
Cory M. RTS Manager of Maintenance Support Operations
Ryan M. RTS Technician I
Luis M. RTS Truck Driver
Benjamin M. RTS Small Vehicle Operator

Micki M. RTS Transportation Specialist
Holly P. RTS Wayne Transportation Coordinator
Aimee R. Manager of Operations at RTS Wyoming
Manny R. RTS Human Resource Generalist
Jason R. RTS Technician I
Mike S. RTS Radio Controller/Dispatcher
Doug S. RTS Database Administrator
Christopher S. RTS Bus Operator
Teresa S. RTS Genesee Bus Operator
Jesse S. RTS Manager of Fleet Maintenance
LaToya S. RTS Customer Service Representative
Stanley T. RTS Manager of Maintenance Systems & Quality
Corina T. RTS Customer Service Representative
Curtis T. RTS Technician II
Norm T. RTS Wyoming Bus Operator
Eddie W. RTS Bus Operator
Kathy W. RTS Human Resource Generalist
Patricia W. RTS Secretary of Maintenance
Travis W. RTS Technician I
Pam Y. RTS Technician I

Employee Recognition

Bus Operator of the Month & Quarter

April- Jeff Travis

May- Luigi Di Vincenzo

June- Luigi Di Vincenzo

Q1- Luigi Di Vincenzo

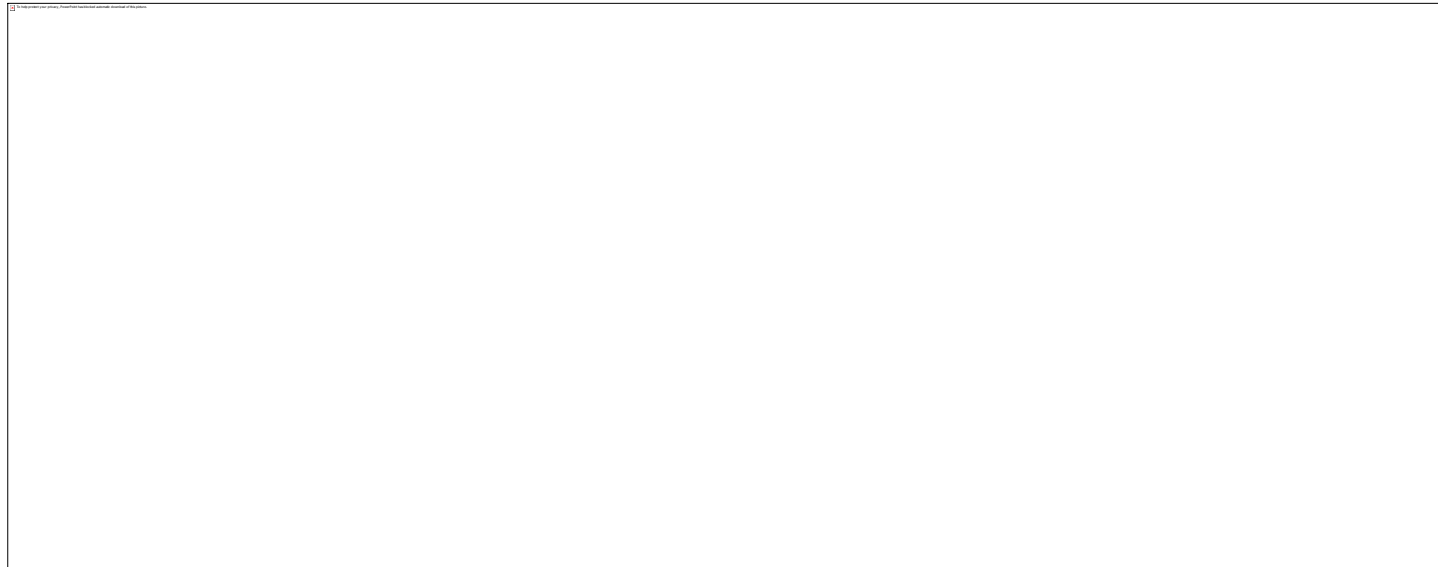


Chief Executive Officer Report

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Other Updates

- Senators Helming and Kennedy Meetings
- Meeting with City Council President Melendez
- Presentation to Mayor Evans and his Senior Management Team
- RTS Wyoming Groundbreaking- July 21, 2023



Other Updates: Title VI

- Title VI Service Change Evaluations

- Q2 2023—There were no fixed route service changes that met the Authority's Title VI policy for Major Service Changes.

CEO Report

Questions?



ROCHESTER
GENESEE REGIONAL
TRANSPORTATION
AUTHORITY

BOARD OF COMMISSIONERS AGENDA ITEM COVER SHEET

Board Meeting Date:	August 3, 2023
Presenter:	Corinda Reaves
Subject:	Resolution Awarding a Contract for an Origin & Destination Study
Background:	<p>The Authority desires the services of an outside contractor to complete a comprehensive Origin & Destination Study to properly assess the travel behavior of transit riders and the effectiveness of trip links created by the recent system redesign.</p> <p>The Authority sought proposals by issuing a Request for Proposals (RFP) and publicly advertising it in the <u>Minority Reporter</u> on April 27, 2023, the <u>Rochester Business Journal</u> on April 28, 2023, <u>Transit Talent</u> on May 4, 2023, and the <u>New York State Contract Reporter</u> on May 5, 2023.</p> <p>Fifty (50) firms were notified of the RFP and six (6) proposals were received on June 7, 2023.</p> <p>An evaluation and systematic scoring process was undertaken based on the following four (4) criteria:</p> <ul style="list-style-type: none">• Proposing Firm Qualifications, Resources & Experience• Project Plan/Project Understanding• Compliance with DBE Requirements• Price <p>The Authority scored the proposals as follows:</p> <ul style="list-style-type: none">• Creighton Manning of Albany, NY: 68• Dikita Enterprises, Inc. of Dallas, TX: 88• ETC Institute of Olathe, KS: 85• Level 7 Market Research of Victor, NY: 53• Warner Transportation Consulting of Northampton, MA: 79• Wellesley Cove LLC of Boston, MA: 37

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	<p>Based on a thorough evaluation of the proposals, the evaluation team determined that Dikita Enterprises, Inc. submitted a responsive proposal that is the most favorable to the Authority due to their extensive experience with these studies, survey plan/methods, and focus on data quality.</p> <p>Dikita Enterprises, Inc. appears to be a responsible firm and the pricing submitted is fair and reasonable.</p>
Financial Impact:	<p>The cost of this engagement is \$247,283 and the Authority is requesting a contingency of \$17,717, which brings the total not-to-exceed for this project to \$265,000.</p> <p>The contract will be funded in the following manner – 80% Federal and 20% RGRTA.</p>
Recommendation:	<p>That the Chief Executive Officer or his designee is authorized to execute a contract with Dikita Enterprises, Inc. to complete a comprehensive rider Origin & Destination Study in the amount of \$247,283.</p> <p>Additionally, the Chief Executive Officer or his designee is authorized to increase the value of the contract for justified change orders by \$17,717, which would increase the total authorization not-to-exceed \$265,000</p>

Resolution: RGRTA 28-2023

RESOLUTION AWARDING A CONTRACT FOR AN ORIGIN & DESTINATION STUDY

WHEREAS, the Rochester Genesee Regional Transportation Authority (the "Authority") desires the services of an outside contractor to complete a comprehensive rider Origin & Destination Study to properly assess the travel behavior of transit riders and the effectiveness of trip links created by the recent redesign of fixed routes and creation of on-demand zones; and

WHEREAS, the Authority sought proposals by issuing a Request for Proposals (RFP) and publicly advertising it in the Minority Reporter on April 27, 2023, the Rochester Business Journal on April 28, 2023, Transit Talent on May 4, 2023, and the New York State Contract Reporter on May 5, 2023; and

WHEREAS, fifty (50) firms were notified of the RFP and six (6) proposals were received on June 7, 2023; and

WHEREAS, Authority staff conducted a thorough evaluation of the proposals that were received and concluded that Dikita Enterprises, Inc. submitted the most favorable proposal that was responsive to the Authority's specifications; and

WHEREAS, the Authority determined that Dikita Enterprises, Inc. appears to be a responsible firm and their proposed pricing is fair and reasonable.

NOW, THEREFORE, BE IT RESOLVED, that the Chief Executive Officer or his designee is authorized to enter into a contract with Dikita Enterprises, Inc. to complete a comprehensive rider Origin & Destination Study in the amount of \$247,283; and

BE IT FURTHER RESOLVED that the Chief Executive Officer or his designee is authorized to increase the value of the contract with Dikita Enterprises, Inc. for justified change orders by \$17,717, which would increase the total authorization not-to-exceed \$265,000; and

BE IT FURTHER RESOLVED that the Chief Executive Officer or his designee are hereby authorized, empowered, and directed, for and on behalf of the Authority, to perform any and all actions and to execute any and all documents on behalf of the Authority as they may deem necessary, appropriate or advisable to carry out the intent and purposes of the foregoing resolutions.

CERTIFICATION

The undersigned hereby certifies that the above is an excerpt from the Minutes of a Quarterly Meeting of the Rochester-Genesee Regional Transportation Authority, which was held on August 3, 2023, and that the Resolution is still in full force and effect.

Donald Jeffries, Chairman

Date: August 3, 2023
Rochester, New York

Resolution Awarding a Contract for an Origin & Destination Study

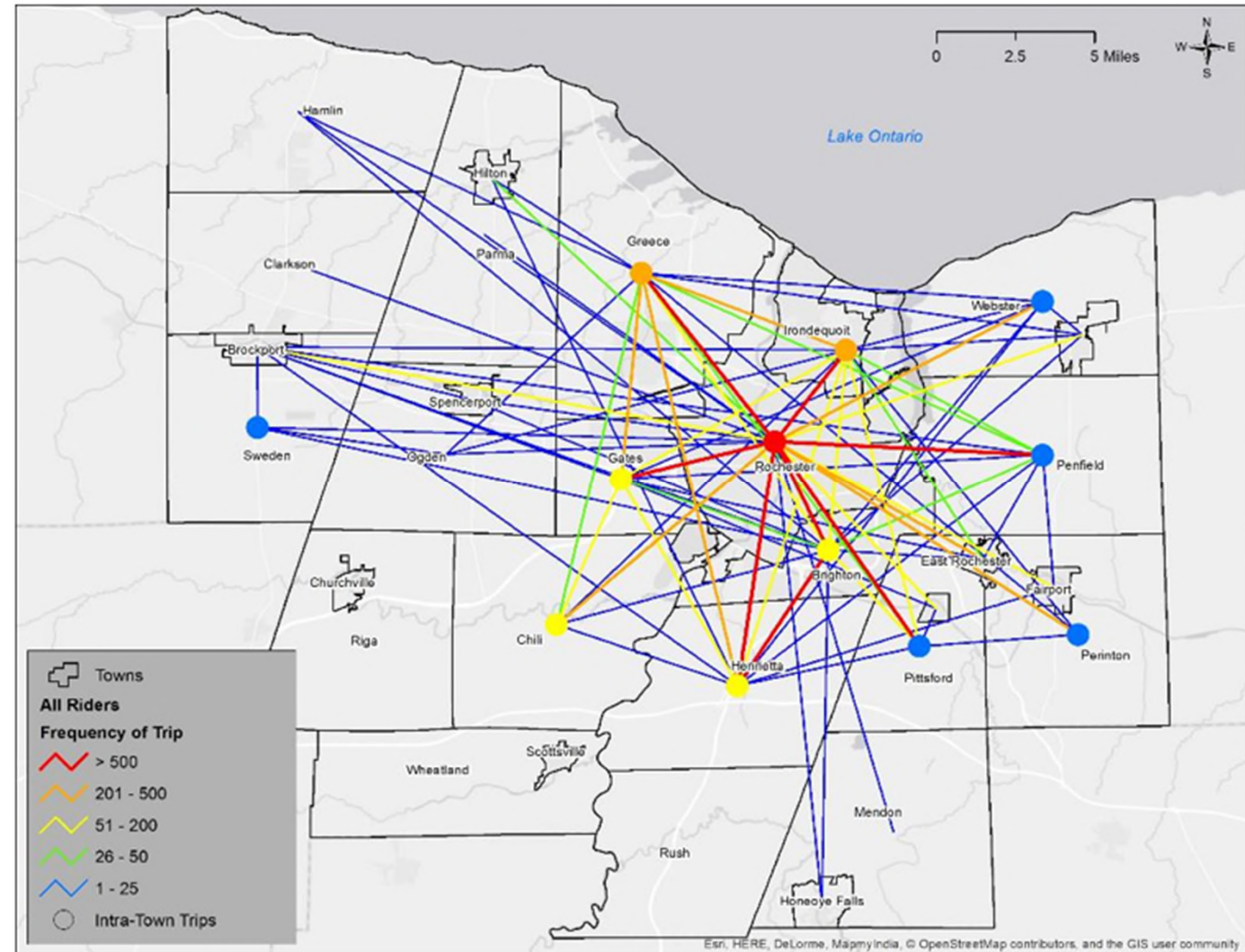
RGRTA 28-2023

*Presented by Corinda Reaves,
Chief Customer & Community Experience Officer*



Background

- Desire to complete a comprehensive Origin & Destination Study (O&D Study) to properly assess the travel of our customers and the effectiveness of the system redesign



Project Intent

- The survey will determine where transit customers are coming from, where they are going, why they are traveling, and when their trips* occur
- Specific data to be collected includes:
 - Trip* origin location
 - Mode used between origin location and location of public transit boarding
 - Location of public transit boarding
 - Service used for each transit leg within the complete trip*
 - Location of public transit alighting
 - Mode used between location of public transit alighting and destination location
 - Trip* destination location
 - Reason for travel
 - Time and day of travel

** In this case, “trip(s)” means the complete journey from starting point to ending point, including all modes of travel along the way*

Project Intent

- The data collected during an O&D study is different from that collected during our quarterly NPS surveys because it accounts for origins and destinations outside of those accessible by the current system and makes apparent customers' preferred travel patterns
- This O&D data will inform ways that RTS can better and more efficiently serve the community
 - Example: the data from the previous O&D study revealed a travel patterns among Irondequoit, Brighton, and Henrietta and resulted in the creation of the Route 41 Culver-Goodman Crosstown

Procurement Process

- Fifty (50) firms were notified of the RFP and six (6) proposals were received on June 7, 2023
- An evaluation and systematic scoring process was undertaken based on the following four (4) criteria:
 - Proposing Firm Qualifications, Resources & Experience
 - Project Plan/Project Understanding
 - Compliance with DBE Requirements
 - Price

Procurement Process

- The Authority scored the proposals as follows:
 - Creighton Manning: 68
 - Dikita Enterprises, Inc.: 88
 - ETC Institute: 85
 - Level 7 Market Research: 53
 - Warner Transportation Consulting: 79
 - Wellesley Cove LLC: 37
- The Authority concludes that Dikita Enterprises, Inc. submitted a responsive proposal that is the most favorable to the Authority due to their extensive experience with these studies, survey plan/methods, and focus on data quality.

Project Timeline

Tasks	Deliverables	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24
Task 1 - Project Management	Mgmt Plan						
Task 2. Instrument Design and Sampling Plan	Questionnaire, Sampling Plan						
Task 3 Pilot Survey (optional but recommended)	Pilot results, Data Plan						
Task 4 Survey Administration	Training Manual, Progress Rpts						
Task 5 Data Processing and Analysis	Progress Reports						
Task 6 Final Report	Final Report, Exec Sum, Pwrpoint, recommendations, final dataset						

Financial Impact

- The cost of this engagement is \$247,283 and the Authority is requesting a contingency of \$17,717, which brings the total not-to-exceed for this project to \$265,000.
- The contract will be funded in the following manner – 80% Federal (planning grant) and 20% RGRTA.

Recommendation

That the Chief Executive Officer or his designee is authorized to execute a contract with Dikita Enterprises, Inc. to complete a comprehensive rider Origin & Destination Study in the amount of \$247,283.

Additionally, the Chief Executive Officer or his designee is authorized to increase the value of the contract for justified change orders by \$17,717, which would increase the total authorization not-to-exceed \$265,000



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AUTHORITY

BOARD OF COMMISSIONERS AGENDA ITEM COVER SHEET

Board Meeting Date:	August 3, 2023
Presenter:	Scott Adair
Subject:	Resolution Authorizing the Award of a Contract for Office Supplies
Background:	<p>The Authority requires Office Supplies for the day-to-day use for staff throughout RGRTA and its subsidiaries.</p> <p>The Authority has typically purchased these supplies using a New York State Office of General Services (OGS) contract. Currently, the OGS contract for these type items has expired.</p> <p>Sourcewell, a State of Minnesota local government unit, is a public cooperative of more than 50,000 member agencies throughout the United States. Members of Sourcewell include the New York State Office of General Services as well as several cities, counties and local governments across the State of New York.</p> <p>In accordance with the Authority's Procurement Manual, the Authority may complete purchases and enter into contracts utilizing other competitively procured municipal or governmental contracts, commonly referred to as "piggybacking".</p> <p>Sourcewell executed a contract with Staples Contract & Commercial LLC (contract #012320-SCC) after conducting a Request for Proposals (RFP), which was publicly advertised in the <u>New York State Contract Reporter</u> on December 5, 2019. Staples Contract & Commercial LLC was the previous awardee under the OGS contract and provider of items to the Authority.</p> <p>The Authority seeks to execute a contract under the Master Contract with Sourcewell, which expires April 6, 2025</p> <p>Sourcewell and the Authority have determined that pricing offered by the Staples Contract & Commercial LLC are fair and reasonable and that they appear to be a responsible firm.</p>
Financial Impact:	Staples offers thousands of items on the Office Supplies Master Contract. The price list, discounted by item, is updated periodically throughout the year following a detailed review by Sourcewell of the proposed price changes and a declaration of price reasonableness.

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	The Authority's average amount spent on office supplies is approximately \$160,000. The spend on this contract for this year and future years will be limited to the budget for office supplies in the Operating Budget.
Recommendation:	That the Chief Executive Officer or his designee is authorized to execute a piggyback contract under the Sourcewell Master Contract #012320-SCC, with Staples Contract & Commercial LLC to provide Office Supplies.

Resolution: RGRTA 29-2023

RESOLUTION AUTHORIZING THE AWARD OF A CONTRACT FOR OFFICE SUPPLIES

WHEREAS, the Rochester Genesee Regional Transportation Authority (the "Authority") requires Office Supplies for the day-to-day use for staff throughout RGRTA and its subsidiaries; and

WHEREAS, in accordance with the Authority's Procurement Manual, the Authority may complete purchases and enter into contracts utilizing other competitively procured municipal or governmental contracts; and

WHEREAS, Sourcewell, a State of Minnesota local government unit and service cooperative, competitively procured and executed a contract with Staple Contract & Commercial LLC (contract #012320-SCC); and

WHEREAS, the Authority seeks to execute a contract with Staples Contract & Commercial LLC for the remainder of its Master Contract with Sourcewell, which expires April 6, 2025; and

WHEREAS, Sourcewell and the Authority has determined that pricing offered by Staples Contract & Commercial LLC is fair and reasonable and that they appear to be a responsible firm.

NOW, THEREFORE, BE IT RESOLVED, that the Chief Executive Officer or his designee is authorized to execute a contract under the Sourcewell Master Contract #012320-SCC, with Staples Contract & Commercial LLC to provide Office Supplies; and

BE IT FURTHER RESOLVED that the Chief Executive Officer or his designee is hereby authorized, empowered, and directed, for and on behalf of the Authority, to perform any and all actions and to execute any and all documents on behalf of the Authority as may be deemed necessary, appropriate or advisable to carry out the intent and purposes of the foregoing resolution.

CERTIFICATION

The undersigned hereby certifies that the above is an excerpt from the Minutes of the Quarterly Meeting of the Rochester Genesee Regional Transportation Authority which was held on August 3, 2023 and that the Resolution is still in full force and effect.

Donald Jeffries, Chairman

Date: August 3, 2023
Rochester, New York



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TRANSPORTATION
AUTHORITY**

BOARD OF COMMISSIONERS AGENDA ITEM COVER SHEET

Board Meeting Date:	August 3, 2023
Presenter:	Daniel DeLaus
Subject:	Authorizing a Joint Service Agreement with Wyoming County
Background:	<p>The Authority ("the Authority"), on behalf of its subsidiary RTS Wyoming, has had an informal agreement with Wyoming County ("the County") allowing for revenue vehicles fueling and parking on County property, along with use of a refuse dumpster. The County has not previously charged RTS Wyoming for the parking privileges.</p> <p>Given that construction of a permanent location for RTS Wyoming operations has commenced, the parties desire to memorialize the arrangement in the form of a Joint Service Agreement ("JSA").</p> <p>Under this JSA, the County will waive any claim for back rent for the parking and allow RTS Wyoming to continue to park on the County property, rent free, until June 1, 2025, or the day when the new RTS Wyoming building opens for business, whichever occurs first.</p> <p>The County will continue to sell fuel to RTS Wyoming at a cost equal to the cost which the County pays plus ten cents per gallon. This provision of the JSA will have a term of five years.</p> <p>Finally, RTS Wyoming will continue to use the refuse dumpster for a cost of \$40.38 per month. The County will notify RTS Wyoming of any price increase for this use and RTS Wyoming may discontinue its use of the dumpster at that time or at any time.</p>
Financial Impact:	<p>Historically, RTS Wyoming paid Wyoming County for fuel and the administration fee approximately \$151,000 and \$132,000 for the fiscal years ended March 31, 2023 and 2022, respectively.</p> <p>The cost of this JSA is currently provided for in the Authority's 2023-2024 Operating Budget and will be in future budgets.</p>
Recommendation:	The Chief Executive Officer, or his designee, is authorized to enter into a JSA with the County containing the terms described above.

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Resolution: RGRTA 30-2023

AUTHORIZING A JOINT SERVICE AGREEMENT WITH WYOMING COUNTY

WHEREAS, for several years the Authority, through its subsidiary RTS Wyoming, has had an informal agreement with Wyoming County under which RTS Wyoming has parked its revenue vehicles, rent free, on County property and has purchased fuel and use of a refuse dumpster from the County; and

WHEREAS, given that work on a new permanent location for RTS Wyoming operations has commenced, the parties desire to enter into a Joint Service Agreement ("JSA") memorializing the current arrangement; and

WHEREAS, the Authority is authorized to enter into JSAs under New York State Public Authorities Law Section 1299-hh(1); and

WHEREAS, the anticipated completion date for the new RTS Wyoming facility is September 2024; and

WHEREAS, under the JSA the Authority would continue to park revenue vehicles, rent free, at the County property on 4328 Rte.19, Silver Springs, NY until June 1, 2025, or the date the new RTS Wyoming facility opens, and the County will waive any claim for back rent for parking; and

WHEREAS, additionally the Authority will continue to purchase fuel from the County for the price which the County pays for the fuel plus ten cents per gallon and this provision shall have a term of five years; and

WHEREAS, additionally the Authority shall have use of the County's refuse dumpster for a cost of \$40.38 per month and the County will notify the Authority of any price increase for such use and the Authority may discontinue use of the dumpster then or at any time

NOW, THEREFORE, BE IT RESOLVED, the Chief Executive Officer or his designee is hereby authorized to enter into an agreement with Wyoming County containing terms as outlined above; and

BE IT FURTHER RESOLVED that the Chief Executive Officer or his designee are hereby authorized, empowered and directed, for and on behalf of the Authority, to perform any and all actions and to execute any and all documents on behalf of the Authority as they may deem necessary, appropriate or advisable to carry out the intent and purposes of the foregoing resolutions.

CERTIFICATION

The undersigned hereby certifies that the above is an excerpt from the Minutes of a Quarterly Meeting of the Rochester-Genesee Regional Transportation Authority, which was held on August 3, 2023 and that the Resolution is still in full force and effect.

Donald Jeffries, Chairman

Date: August 3, 2023
Rochester, New York



ROCHESTER
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TRANSPORTATION
AUTHORITY

BOARD OF COMMISSIONERS AGENDA ITEM COVER SHEET

Board Meeting Date:	August 3, 2023
Presenter:	Daniel DeLaus
Subject:	Appointing Commissioners to Audit, Compensation, Finance/Investment and Governance Committees
Background:	<p>The terms of one or more members of the various Board Committees expired on July 31, 2023, and vacancies.</p> <p>The Authority's Board of Commissioners annually adopts a resolution to formally establish members of each of its committees.</p> <p>The Authority's Board of Commissioners has standing committees for Audit, Compensation, Finance/Investment and Governance. If necessary, additional committees will be established during the year.</p> <p>Attachment A provides the Board of Commissioners Committee Assignments for this year and last year.</p>
Financial Impact:	There is no financial impact associated with the approval of these appointments.
Recommendation:	That the Board establish the membership of the Board committees as suggested in the proposed resolution.

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Resolution: RGRTA 31-2023

APPOINTING COMMISSIONERS TO THE AUDIT, COMPENSATION, FINANCE/INVESTMENT AND GOVERNANCE COMMITTEES

NOW, THEREFOR, BE IT RESOLVED, Attachment A provides prior and proposed Committee assignments.

BE IT FURTHER RESOLVED that the Chief Executive Officer or his designee are hereby authorized, empowered and directed, for and on behalf of the Authority, to perform any and all actions and to execute any and all documents on behalf of the Authority as they may deem necessary, appropriate or advisable to carry out the intent and purposes of the foregoing resolutions.

CERTIFICATION

The undersigned hereby certifies that the above is an excerpt from the Minutes of a Quarterly Meeting of the Rochester-Genesee Regional Transportation Authority, which was held on August 3, 2023 and that the Resolution is still in full force and effect.

Donald Jeffries, Chairman

Date: August 3, 2023
Rochester, New York

Resolution: RGR TA 31-2023

ATTACHMENT A

BOARD COMMITTEES 8/4/22 Final			
<u>Governance Committee</u>		<u>Compensation Committee- NO VIDEO</u>	
Commissioner McDonald-Chair	24-Jul	Chairman Jeffries-Chair	25-Jul
Commissioner Carlock	23-Jul	Commissioner Ansbrow	23-Jul
Commissioner Young	23-Jul	Commissioner Kosmerl	23-Jul
Commissioner Rice	24-Jul	Commissioner Seil	24-Jul
Commissioner Bensley	25-Jul	Commissioner Young	24-Jul
Commissioner Oltramari	25-Jul	Commissioner Johnson	25-Jul
<u>Audit Committee</u>		<u>Finance/Investment Committee</u>	
Commissioner Kosmerl-Chair	24-Jul	Commissioner Bensley- Chair	24-Jul
Commissioner Jankowski	23-Jul	Commissioner Seil	23-Jul
Commissioner McDonald	24-Jul	Commissioner Jankowski	25-Jul
Commissioner Ansbrow	25-Jul	Commissioner White	25-Jul
Commissioner Rice	25-Jul		
BOARD COMMITTEES 8/3/23 Draft			
<u>Governance Committee</u>		<u>Compensation Committee- NO VIDEO</u>	
Commissioner McDonald-Chair	24-Jul	Chairman Jeffries-Chair	25-Jul
Commissioner Carlock	26-Jul	Commissioner Ansbrow	26-Jul
Commissioner Rice	24-Jul	Commissioner Seil	24-Jul
Commissioner Bensley	25-Jul	Commissioner Young	24-Jul
Commissioner Oltramari	25-Jul	Commissioner Johnson	25-Jul
Commissioner Bird	26-Jul		
<u>Audit Committee</u>		<u>Finance/Investment Committee</u>	
Commissioner Kosmerl-Chair	24-Jul	Commissioner Bensley- Chair	24-Jul
Commissioner Jankowski	26-Jul	Commissioner Seil	26-Jul
Commissioner McDonald	24-Jul	Commissioner White	25-Jul
Commissioner Ansbrow	25-Jul	Commissioner Johnson	26-Jul
Commissioner Rice	25-Jul	Commissioner Kosmerl	26-Jul
Commissioner Carlock	26-Jul		



ROCHESTER
GENESEE REGIONAL
TRANSPORTATION
AUTHORITY

BOARD OF COMMISSIONERS
AGENDA ITEM COVER SHEET

Board Meeting Date:	August 3, 2023
Presenter:	Chris Mahood
Subject:	Amending RGRTA 18-2022 Resolution Authorizing the Award of a Contract for Microtransit Services Software
Background:	<p>On May 5, 2022, the Board of Commissioners approved resolution RGRTA 18-2022, which authorized the execution of a contract with Via Mobility, LLC (Via) to provide Microtransit Services Software.</p> <p>Via's contract with the Authority includes pricing for a service planning tool called Remix, which allows staff to design and evaluate routes from a small detour to permanent changes. Authority staff had previously used this software during the Reimagine Project for fixed routes. Since that time, Via acquired Remix, incorporated it into their software suite of products, and expanded its capabilities as a planning tool for both on-demand and fixed route services.</p> <p>Remix was included for the first year of the contract, however funding was not initially sought from the Board for future years because staff wanted to test the new functionality of the software and other operational benefits before committing to it long term.</p> <p>With the project successfully launched and the Planning Department finding this software useful for day-to-day use, the Authority would like to increase the value of the contract to continue using Remix in year 2 of the contract with Via and options to renew the software for years 3-5 of the contract.</p> <p>The Authority determined that Via Mobility, LLC appears to be a responsible firm and their proposed pricing is fair and reasonable.</p>
Financial Impact:	<p>The total cost of the software is \$384,250 and is broken down as follows:</p> <p>Contract Year 2 - \$88,750 Contract Year 3 - \$93,750 Contract Year 4 - \$98,500 Contract Year 5 - \$103,250</p>

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	The funding for the software cost for year 2 is included in the current Operating Budget. Funding for future years will be included in future operating budgets.
Recommendation:	That the CEO or his designee be granted authority to execute a Change Order with Via Mobility, LLC to purchase licenses for the Remix Software.

Resolution: RGRTA 32-2023

AMENDING RGRTA 18-2022 RESOLUTION AUTHORIZING THE AWARD OF A CONTRACT FOR MICROTRANSIT SERVICES SOFTWARE

WHEREAS, on May 5, 2022, the Board of Commissioners approved resolution RGRTA 18-2022, which authorized the execution of a contract with Via Mobility, LLC (Via) to provide Microtransit Services Software; and

WHEREAS, Via's contract with the Authority includes pricing for a service planning tool called Remix, which allows staff to design and evaluate routes from a small detour to permanent changes; and

WHEREAS, Remix was included for the first year of the contract, however funding was not initially sought from the Board for future years because staff wanted to work with the software before seeking funding authorization for additional years; and

WHEREAS, with the project successfully launched and the Planning Department finding this software useful for day-to-day use, the Authority would like to increase the value of the contract to continue using Remix in year 2 of the contract with Via and options to renew the software for years 3-5 of the contract; and

WHEREAS, the Authority determined that Via Mobility, LLC appears to be a responsible firm and their proposed pricing is fair and reasonable.

NOW, THEREFORE, BE IT RESOLVED, that the Chief Executive Officer or his designee be granted authority to execute a Change Order with Via Mobility, LLC to purchase licenses for the Remix Software in the amount of \$88,750 for year two (2) of the contract; and

BE IT FURTHER RESOLVED, that the CEO or his designee be granted authority to execute additional Change Orders for years three (3), four (4) and five (5) in the amounts of \$93,750, \$98,500, and \$103,250, respectively; and

BE IT FURTHER RESOLVED that the Chief Executive Officer or his designee is hereby authorized, empowered, and directed, for and on behalf of the Authority, to perform any and all actions and to execute any and all documents on behalf of the Authority as may be deemed necessary, appropriate or advisable to carry out the intent and purposes of the foregoing resolution.

CERTIFICATION

The undersigned hereby certifies that the above is an excerpt from the Minutes of the Quarterly Meeting of the Rochester Genesee Regional Transportation Authority which was held on August 3, 2023 and that the Resolution is still in full force and effect.

Donald Jeffries, Chairman

Date: August 3, 2023
Rochester, New York