

**MINUTES OF THE QUARTERLY MEETING OF THE
BOARD OF COMMISSIONERS OF
ROCHESTER-GENESEE REGIONAL TRANSPORTATION AUTHORITY
AND ITS SUBSIDIARIES
May 4, 2023**

A. Roll Call and Determination of Quorum

The meeting was called to order at 12:04PM by Chairman Donald Jeffries who determined that a quorum was present in person. Commissioners Rice 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 Ahlfeld 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	=	<u>0 votes</u>

Total Votes Possible	34
Total Votes Present	21
Votes Needed for Quorum	18

Others Present:

Scott Adair, Chief Financial Officer
Tracy Archie, Chief Diversity, Equity & Inclusion Officer
David Belaskas, Director of Engineering & Facilities Management
Julie Boasi, Director of Service Planning
Ken Boasi, Director of Regional Operations
Tom Brede, Public Information Officer
Julian Carey, Technical Support Administrator
Jay Corey, Director of Transportation
Daniel DeLaus, General Counsel
Christopher Dobson, Chief Operating Officer
Amy Gould, Chief People Officer
Laura Kenyon, Director of Communications and Customer Engagement
Chris Mahood, Director of Information Technology

Sara Molyneux, Policies, Procedures, Technical Documents Manager
Sharon Muir-Eddy, Director of Budget
Kelly Parisi, Executive Assistant to the CEO
Janet Snyder, Labor Relations Director
James Stack, Executive Director, GTCS
Jeff Travis, RTS Monroe Bus Operator
Miguel Velázquez, Chief Executive Officer

B. Adoption of the Agenda

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

C. Approval of Minutes

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

- RGRTA Finance/Investment Committee Meeting of April 6, 2023
- RGRTA Regular Board Meeting Minutes of April 6, 2023

D. CEO Report

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

Questions/Comments on the Financial Sustainability:

- *Commissioner Kosmerl asked if acquiring service parts will start easing up. Scott Adair, CFO stated there is some easing up on acquiring parts and our parts.*

Questions/Comments on the Customer Satisfaction:

- *Commissioner Ansbrow asked if we could please define what the waves are? Laura Kenyon, Director of Communications and Customer Engagement stated that we survey customers 4 times a year and the wave is a timeframe.*

Questions/Comments on the Service Quality:

- *Commissioner McDonald asked about the definition of on-time and asked if that varies with RTS Monroe and RTS Access? Chris Dobson, COO stated that yes, they do have a different window for RTS Access and I can get you those numbers and 2 minutes early and 5 minutes late for RTS Monroe.*

- *Commissioner Kosmerl asked what the timeframe is for when we should receive the additional On Demand vehicles. Chris Dobson, COO stated that we are in the process of wiring the three vans to pilot and we are looking for delivery sometime this Summer.*
- *Commissioner Ansbro, following up on Commissioner McDonald's question, asked if the window for RTS Access is wider because we are engaging more with the customers. Chris Dobson, COO stated that yes, and will provide exact times later.*
- *Commissioner McDonald asked if the fulfillment rate for Access is much different than On Demand. Chris Dobson, COO stated that Access has a larger geographical area and service is different thus the two can't be compared to each other.*

Questions/Comments on the Employee Engagement:

- *Chairman Jeffries asked if results are due to being shorthanded, or that employees are tired. Amy Gould, CPO stated that I think all employees are just tired overall, physically and emotionally.*
- *Commissioner Ansbro thanked Management for their honesty in that we have some work to do.*
- *Commissioner Carlock stated that it is encouraging that those who were promoters only moved to passives and I think it is good at least they are not detractors. I am seeing the same fatigue in our office as well and I don't think people are realizing the toll that COVID has taken.*

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

E. Proposed Resolutions

Resolution Authorizing the Award of a Contract for the Construction of the RTS Seneca Bus Facility, RGRTA 16-2023

- *Commissioner Rice asked if once we receive the additional money, can we recoup what we have already spent. David Belaskas, Director of Engineering & Facilities Management stated that is correct.*
- *Commissioner Kosmerl asked about who owns the land next to the facility. David Belaskas stated that it is owned by Seneca County.*

Resolution RGRTA 16-2023 was moved on motion of Commissioner White, seconded by Commissioner Johnson, the aforementioned Resolution, a copy of which is attached to these minutes, was unanimously approved.

Resolution to Adopt and Approve the 2023-2026 Title VI Program Plan, RGRTA 17-2023

- *Commissioner Johnson asked if we don't need to do anything with this until 2026, correct? Dan DeLaus, General Counsel stated that if there were no changes to any routes or our service then nothing additional will be required. However, if changes to*

any of those that impacts Title VI program then the CEO would notify the Board and then take action to mitigate that impact.

- *Commissioner Kosmerl asked about the two complaints and if they are notified of the outcome of those complaints. Dan DeLaus, General Counsel stated that they are informed of the outcome and if they do not agree they can file a lawsuit.*

Resolution RGRTA 17-2023 was moved on motion of Commissioner Carlock, seconded by Commissioner Young, the aforementioned Resolution, a copy of which is attached to these minutes, was unanimously approved.

F. Consent Resolutions

Resolution Authorizing the Award of a Contract for Special Inspection Services for the Hylan Drive Connection Hub, the RTS Wyoming Bus Facility, and the RTS Seneca Facility, RGRTA 18-2023

- *Commissioner Rice asked why we only had one proposer for the special inspections (RGRTA 18-2023). David Belaskas, Director of Engineering & Facilities Management stated that putting the Seneca, Wyoming and Hylan drive projects together may have limited the number of firms available but we don't know why others did not propose.*

Resolution Authorizing the Disposal of Assets, RGRTA 19-2023

Resolution Authorizing a Collective Bargaining Agreement between RTS Access and the Teamsters, Local 118, RGRTA 20-2023

Resolution Authorizing GTCS, Inc. to Execute a Contract for Professional Services to be rendered to the Genesee Transportation Council for the Ontario County Freight Rail Corridor Development: Area 2, GTCS 1-2023

Resolutions RGRTA 18-2023 through GTCS 1-2023 were moved on motion of Commissioner Johnson, seconded by Commissioner Seil, the aforementioned Resolutions, copies of which are attached to these minutes, were unanimously approved.

G. Calendar

Miguel Velazquez, CEO stated that the next meeting will be June 22, 2023 and we will move the Annual Meeting to August 3, 2023.

H. Adjournment

On motion of Commissioner Ansbro, seconded by Commissioner Johnson the Quarterly Board Meeting was adjourned at 1:02PM.

Respectfully submitted,

Jerdine Johnson, Secretary
Posted Date: May 18, 2023

CEO Report

Presented by: Miguel Velázquez
Chief Executive Officer



Chief Executive Officer Report

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



TOPS

TRANSIT ORGANIZATION PERFORMANCE SCORECARD

SCORE
4th Qtr.

FPI	FINANCIAL PERFORMANCE INDEX	26.0
CSI	CUSTOMER SATISFACTION INDEX	38.9
SPI	SERVICE PERFORMANCE INDEX	46.2
EEI	EMPLOYEE ENGAGEMENT INDEX	8.5
TOTAL		119.6

Strategic Pillars 2022-23 4th 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	\$1,373.0	\$3,949.0	\$4,945.0	26.00	20.00	26.00	14.00
	Total FPI Score						26.0	20.0	26.0	14.0
Customer Service Index	Net Promoter Score - RTS	38%	34%	37%	34%	45%	36.30	27.92	36.30	19.54
	RTS Access	95%	98%	97%	97%	98%	0.35	0.26	0.34	0.18
	RTS Genesee	95%	100%	100%	99%	100%	0.34	0.26	0.34	0.18
	RTS Livingston	95%	100%	100%	100%	100%	0.34	0.26	0.34	0.18
	RTS Ontario	95%	97%	100%	100%	100%	0.34	0.26	0.34	0.18
	RTS Orleans	95%	100%	92%	97%	100%	0.34	0.26	0.34	0.18
	RTS Seneca	95%	100%	100%	98%	96%	0.28	0.26	0.34	0.18
	RTS Wayne	95%	100%	97%	100%	100%	0.34	0.26	0.34	0.18
	RTS Wyoming	95%	92%	100%	100%	100%	0.34	0.26	0.34	0.18
	Total CSI Score						38.9	30.0	39.0	21.0
Service Performance Index	On-Time Performance - RTS	91.90%	92.50%	91.80%	92.30%	93.50%	42.5	36.60	47.58	25.62
	RTS Access	95.00%	96.8%	96.4%	96.1%	96.1%	0.37	0.35	0.46	0.25
	RTS Genesee	94.0%	95.0%	94.0%	96.0%	97.0%	0.41	0.35	0.46	0.25
	RTS Livingston	95.0%	100.0%	100.0%	100.0%	100.0%	0.46	0.35	0.46	0.25
	RTS Ontario	93.0%	93.1%	92.9%	94.3%	95.2%	0.40	0.35	0.46	0.25
	RTS Orleans	95.0%	96.1%	96.2%	97.9%	98.6%	0.43	0.35	0.46	0.25
	RTS Seneca	97.0%	100.0%	99.6%	98.4%	98.0%	0.39	0.35	0.46	0.25
	RTS Wayne	96.0%	98.8%	98.8%	98.4%	99.0%	0.43	0.35	0.46	0.25
	RTS Wyoming	97.0%	96.2%	95.7%	95.8%	98.1%	0.39	0.35	0.46	0.25
	RTS On Demand Ride Fulfillment	74.0%	65.1%	63.4%	65.7%	66.3%	0.43	0.60	0.78	0.42
	Total SPI Score						46.2	40.0	52.0	28.0
Employee Engagement Index	Employee Participation	27.5%		41.6%		34.4%		-	-	-
	Employee Engaged Index	32.0%		23.2%		16.5%	3.50	5.00	6.50	3.50
	Employee Satisfaction	4.0		4.0		4.0	5.00	5.00	6.50	3.50
	Total EEI Score						8.5	10.0	13.0	7.0
TOPS Score							119.6	100.0	130.0	70.0

Financial Sustainability

Presented by: Scott Adair
Chief Financial Officer



Financial slides

Updates as we close the fiscal year:

- We have closed the “books” for fiscal year ended March 31, 2023 and no great surprises from the conversations all year long;
 - We will finish approximately \$5.0M favorable to budget; and
 - The Auditors’ from The Bonadio Group will begin fieldwork on Monday the 8th of May; and
 - We are scheduled to have the year-end closeout Audit Committee Meeting on June 22nd

Changes since our last report:

- Favorable budget variances in Mortgage Recording Tax, Salaries and Fringe Benefits; and
- We will be using less than planned from our Available Unrestricted Net Assets than planned.

Financial Report

RGRTA - Consolidated Budget Status Report (000's) - FY 2022-2023			
3/31/2023			
<u>Revenues</u>	<u>Budget 2022-23</u>	<u>Un-Audited 3/31/2023</u>	<u>Budget Variance</u>
Total Locally Generated	\$ 36,894	\$ 36,434	\$ (460)
Total Government Subsidies	\$ 71,831	\$ 71,639	\$ (192)
Mortgage Tax	\$ 11,846	\$ 13,579	\$ 1,732
Grand Total Revenue	\$ 120,571	\$ 121,652	\$ 1,081
<u>Expenses</u>			
Personnel			
Salary & Wages	\$ 58,586	\$ 56,144	\$ 2,442
Fringe Benefits	\$ 28,856	\$ 27,550	\$ 1,306
Total Personnel	\$ 87,442	\$ 83,694	\$ 3,748
Non-Personnel			
Services	\$ 10,695	\$ 9,771	\$ 923
Fuel/Lubricants	\$ 6,706	\$ 7,212	\$ (506)
Parts	\$ 4,499	\$ 4,045	\$ 454
Other	\$ 11,231	\$ 11,985	\$ (754)
Total Non-Personnel	\$ 33,130	\$ 33,013	\$ 117
Grand Total Expenses	\$ 120,571	\$ 116,707	\$ 3,865
Net Income/Deficit From Operations & Subsidies	\$ -	\$ 4,945	\$ 4,945

Financial Performance Index

Questions?

FY 23 – Q4

Customer Satisfaction Index

Presented by: Laura R. Kenyon
Dir. of Communications & Customer Exp.



Customer Satisfaction Index

- **Net Promoter Score & Customer Service Index**
- **Survey Highlights & Updates**
- **Summary**

NPS & Customer Service Index

Strategic Pillars 2022-23 Q3	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	38%	34%	37%	34%	45%	36.30	27.2	36.3	19.54
	Customer Satisfaction – RTS Access	95%	98%	97%	97%	98%	0.31	0.26	0.34	0.18
	Customer Satisfaction – RTS Genesee	95%	100%	100%	99%	100%	0.34	0.26	0.34	0.18
	Customer Satisfaction – RTS Livingston	95%	100%	100%	100%	100%	0.34	0.26	0.34	0.18
	Customer Satisfaction – RTS Ontario	95%	97%	100%	100%	100%	0.34	0.26	0.34	0.18
	Customer Satisfaction – RTS Orleans	95%	100%	92%	97%	100%	0.34	0.26	0.34	0.18
	Customer Satisfaction – RTS Seneca	95%	100%	100%	98%	96%	0.28	0.26	0.34	0.18
	Customer Satisfaction – RTS Wayne	95%	100%	97%	100%	100%	0.34	0.26	0.34	0.18
	Customer Satisfaction – RTS Wyoming	95%	92%	100%	100%	100%	0.34	0.26	0.34	0.18
	Total CSI Score						38.9	30.0	39.0	21.0

CSI - RTS Access & Regional Properties

Compiling Customer Service Index (CSI)

- Surveys collect feedback
- Analysis provided by Service Quality team

RTS Access

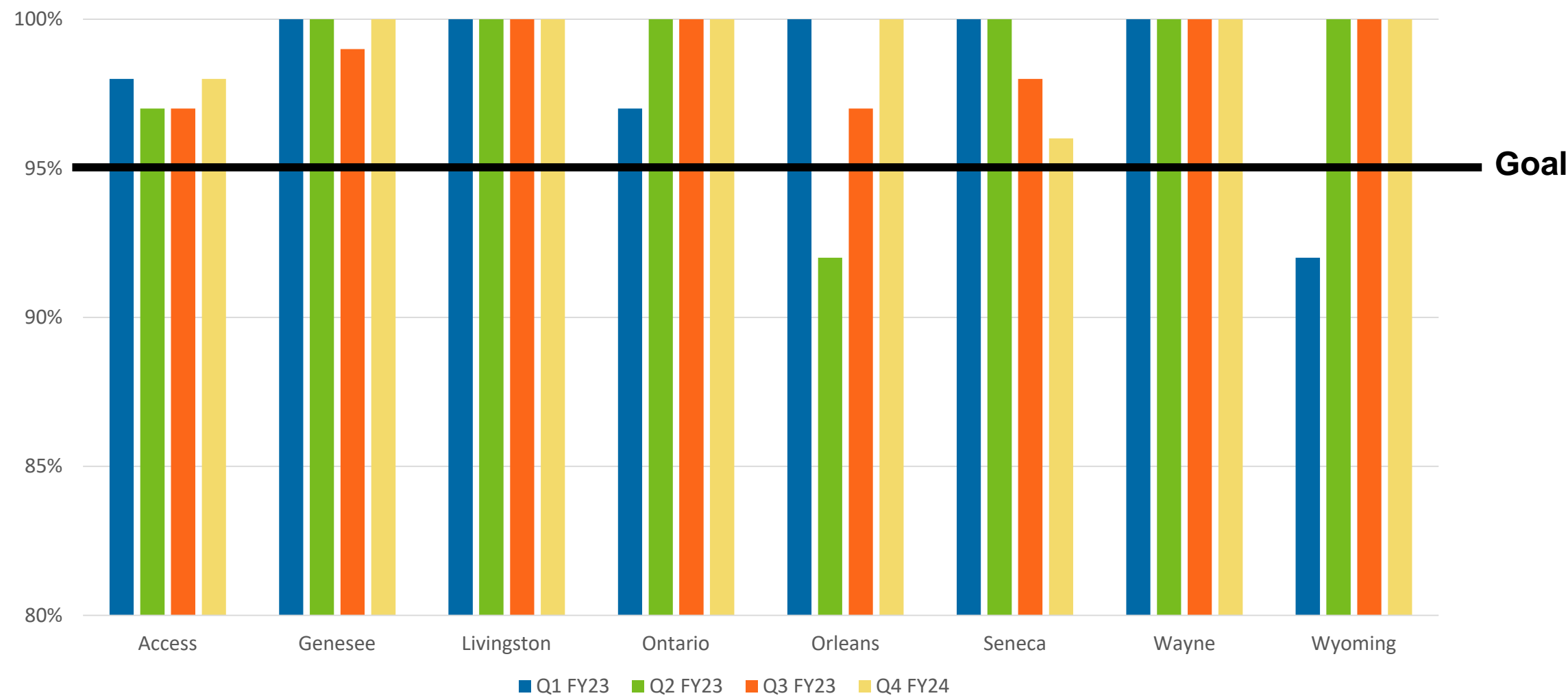
- Approx. 100 RTS Access customers surveyed monthly
- Goal: 40% response rate

Regional Properties

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



Customer Satisfaction Trends by Quarter



CSI - RTS Monroe

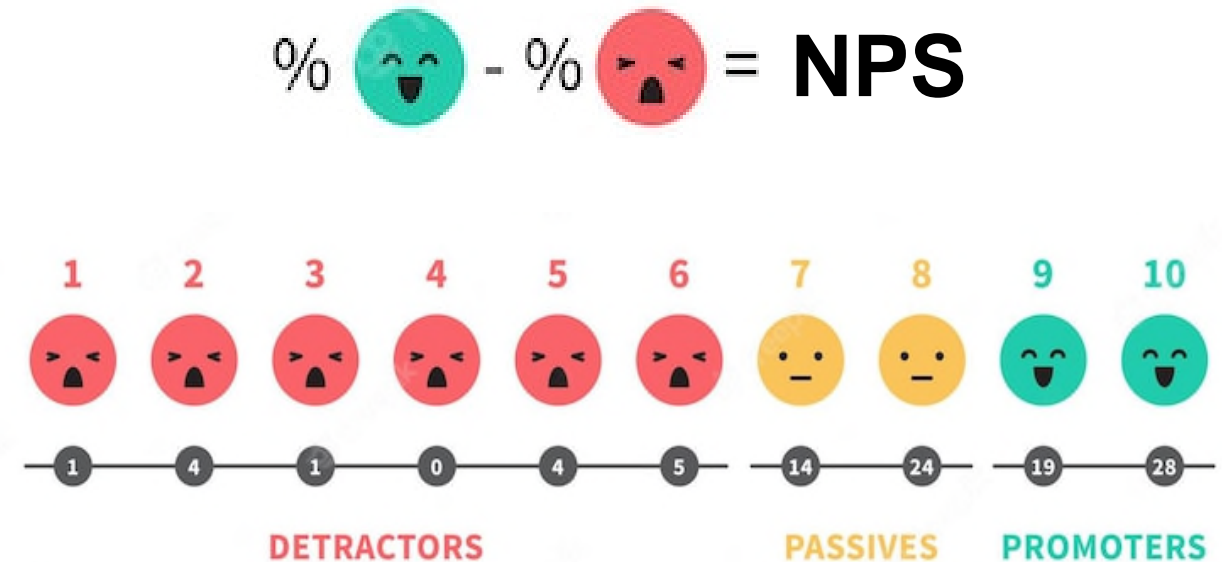
NPS - Willingness to Recommend

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 reached 45%

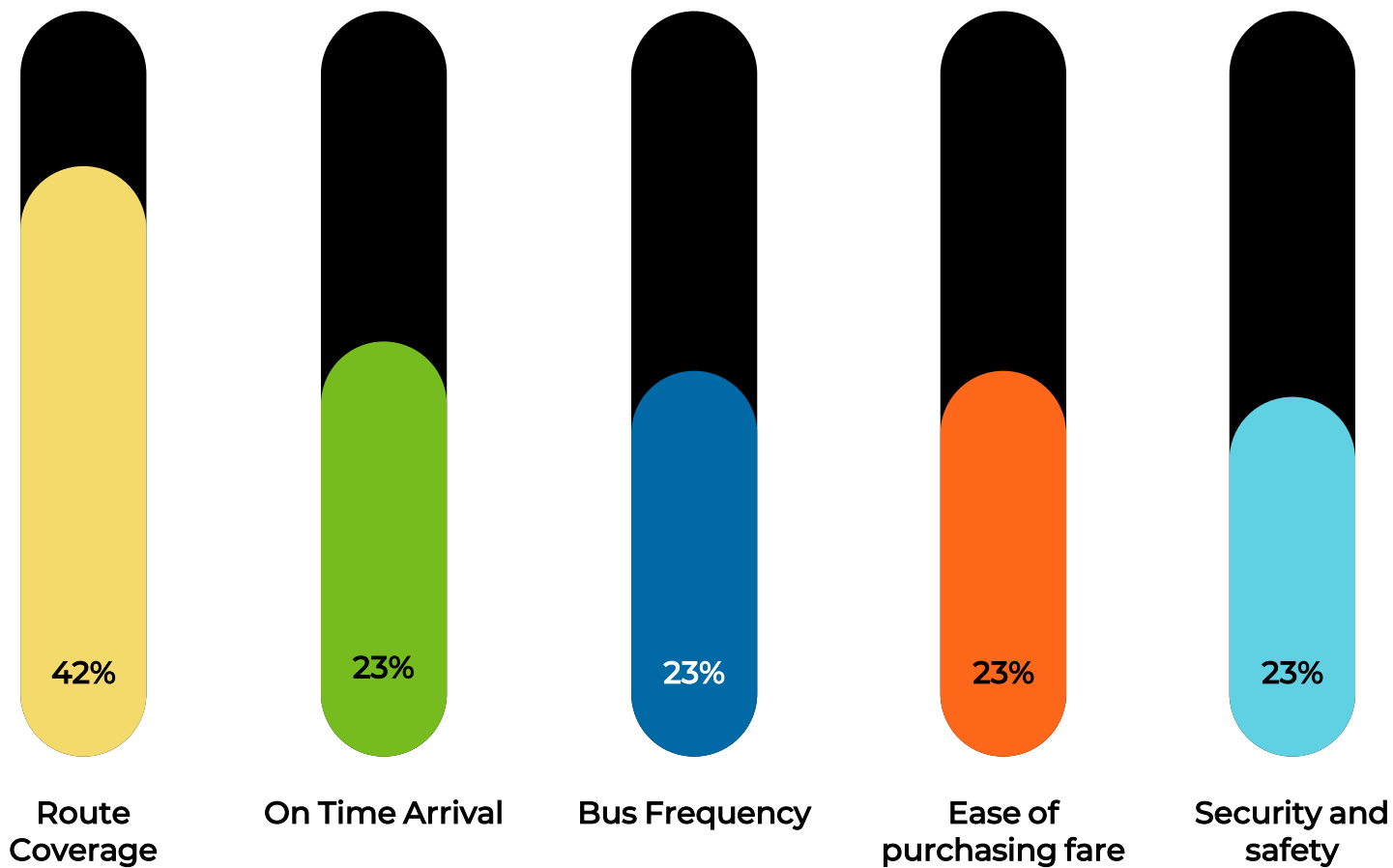
- an increase of 11% from Wave 49
- Highest NPS since FY 21 (Wave 40: 46%)

Survey	Base	Promoters (9-10)	Passives (7-8)	Detractors (0-6)	No response	Net Promoter Score
W 50	518	61%	23%	16%	*	45%
W 49	528	52%	31%	18%	*	34%
W 48	511	57%	24%	20%	*	37%
W 47	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%
Total 43-50	4156	55%	27%	19%	1%	36%

Customer Rankings: Most Important

Top 5

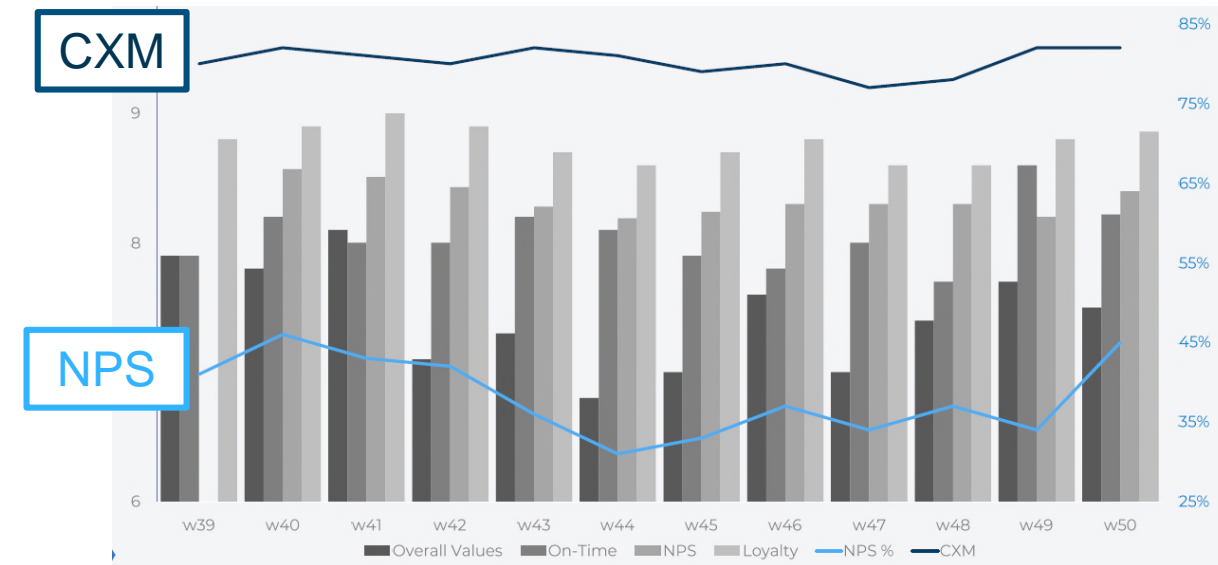
- 1. Route Coverage
- 2. On Time Arrival
- 3. Bus Frequency
- 4. Ease of Purchasing Fare
- 5. Safety & Security



Q6 – Which one of the following aspects of a bus ride is most important to you?

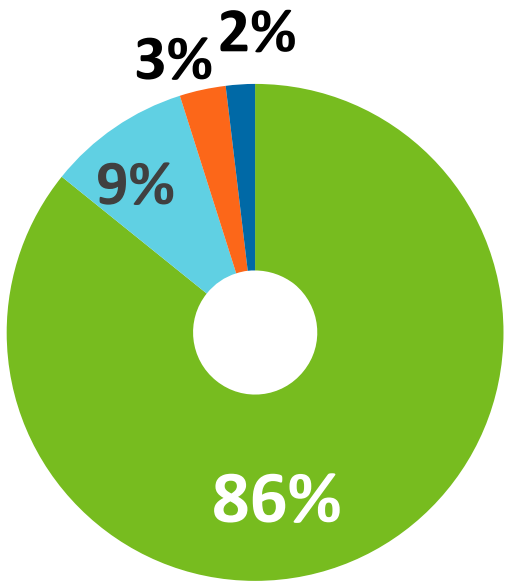
A Note about NPS

- NPS is a volatile metric
 - Ranged between 31% and 46% over the past 10 waves
- Customer Experience Metric (CXM) is more consistent
 - Ranged between 78% and 84% over the past 10 waves
 - CXM is 84% for Wave 50
- Deeper dive of NPS & CXM coming soon

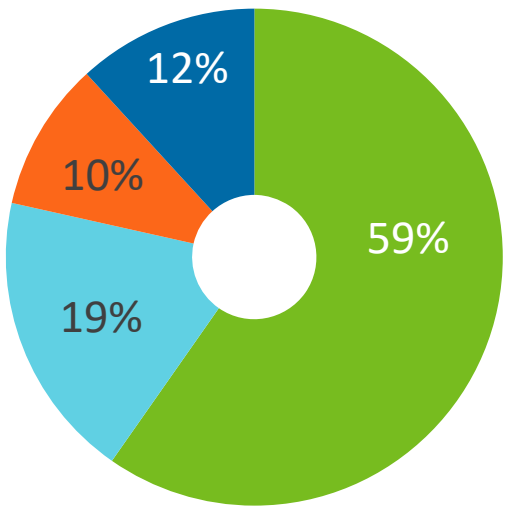


Survey Follow Up: Language Barriers

- Literacy Volunteers partnership
- Marked change in results between waves



Wave 50

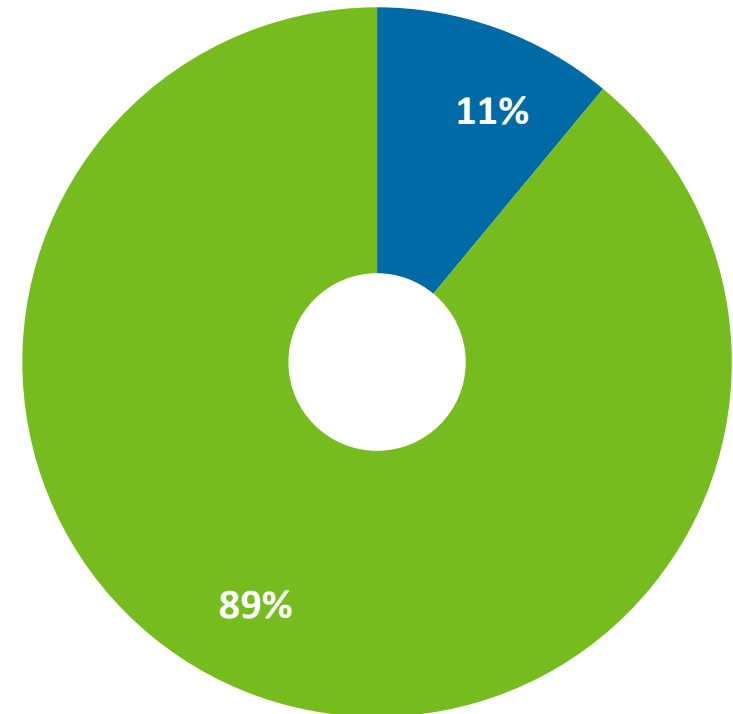


Wave 49

None Reading Speaking Both

Survey Follow Up: Transportation Difficulty

- **Customers were asked if they had a condition that made transportation difficult**
 - 89% of respondents said no
 - 11% of respondents said yes, a 5% decrease from Wave 49



■ Yes ■ No

Summary

- **NPS & CSI exceeded goal**
- **Frequency, reliability, and connectivity remain paramount for customers**
- **Will revisit NPS & CXM in the near future**

Customer Service Index

Questions?

FY 23 – Q4

Service Performance Index

Presented by: Chris Dobson
Chief Operating Officer



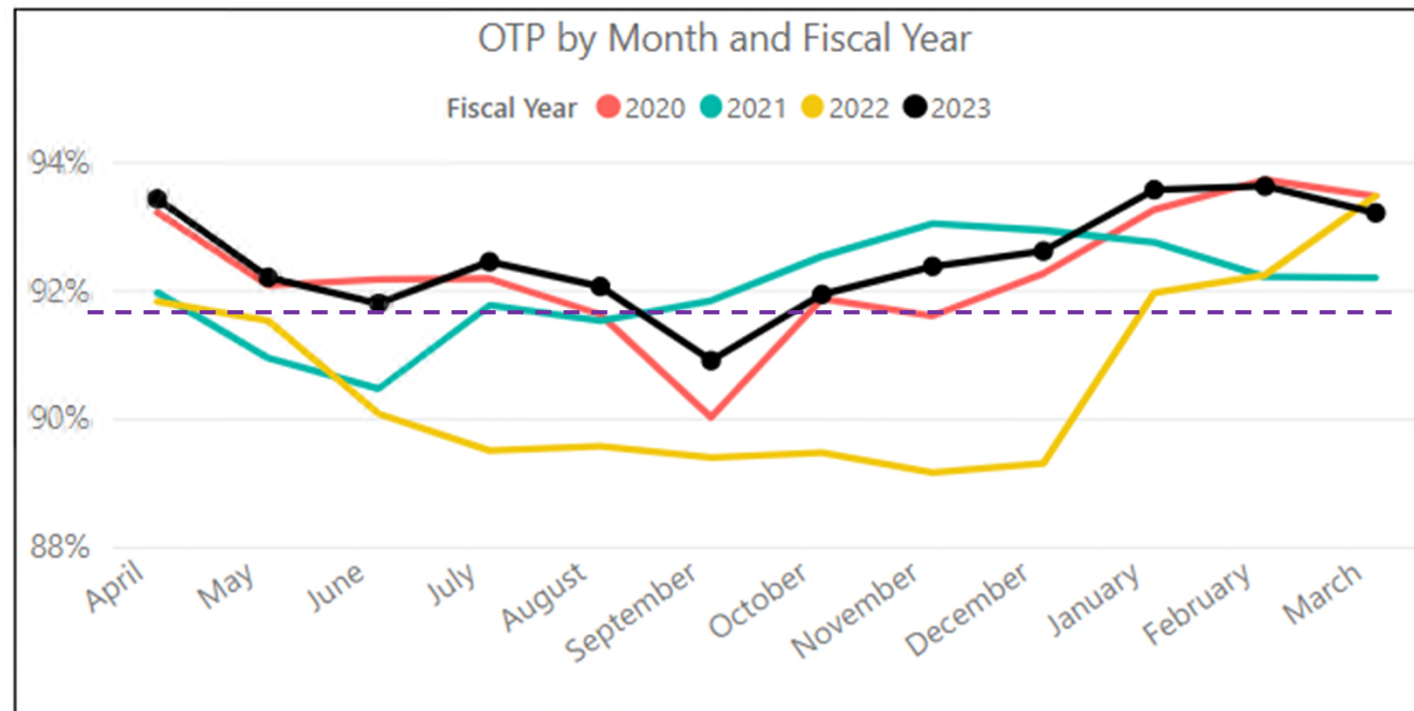
Service Performance Index

Strategic Pillars 2022-23 4th Qtr.	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
Service Performance Index	On-Time Performance – RTS Monroe	91.9%	92.5%	91.8%	92.3%	93.5%	42.5	36.6	47.58	25.62
	On-Time Performance – RTS Access	95%	96.8%	96.4%	96.1%	96.1%	0.37	0.35	0.46	0.25
	On-Time Performance – RTS Genesee	94%	95%	94%	96%	97.0%	0.41	0.35	0.46	0.25
	On-Time Performance – RTS Livingston	95%	100%	100%	100%	100%	0.46	0.35	0.46	0.25
	On-Time Performance – RTS Ontario	93%	93.1%	92.9%	94.3%	95.2%	0.40	0.35	0.46	0.25
	On-Time Performance – RTS Orleans	95%	96.1%	96.2%	97.9%	98.6%	0.43	0.35	0.46	0.25
	On-Time Performance – RTS Seneca	97%	100%	99.6%	98.4%	98.0%	0.39	0.35	0.46	0.25
	On-Time Performance – RTS Wayne	96%	98.8%	98.8%	98.4%	99.0%	0.43	0.35	0.46	0.25
	On-Time Performance – RTS Wyoming	97%	96.2%	95.7%	95.8%	98.1%	0.40	0.35	0.46	0.25
	RTS On Demand Ride Fulfillment	74%	65.1%	63.4%	65.7%	66.3%	0.43	0.60	0.78	0.42
	Total SPI Score						46.2	40.0	52.0	28.0

OTP – RTS Monroe

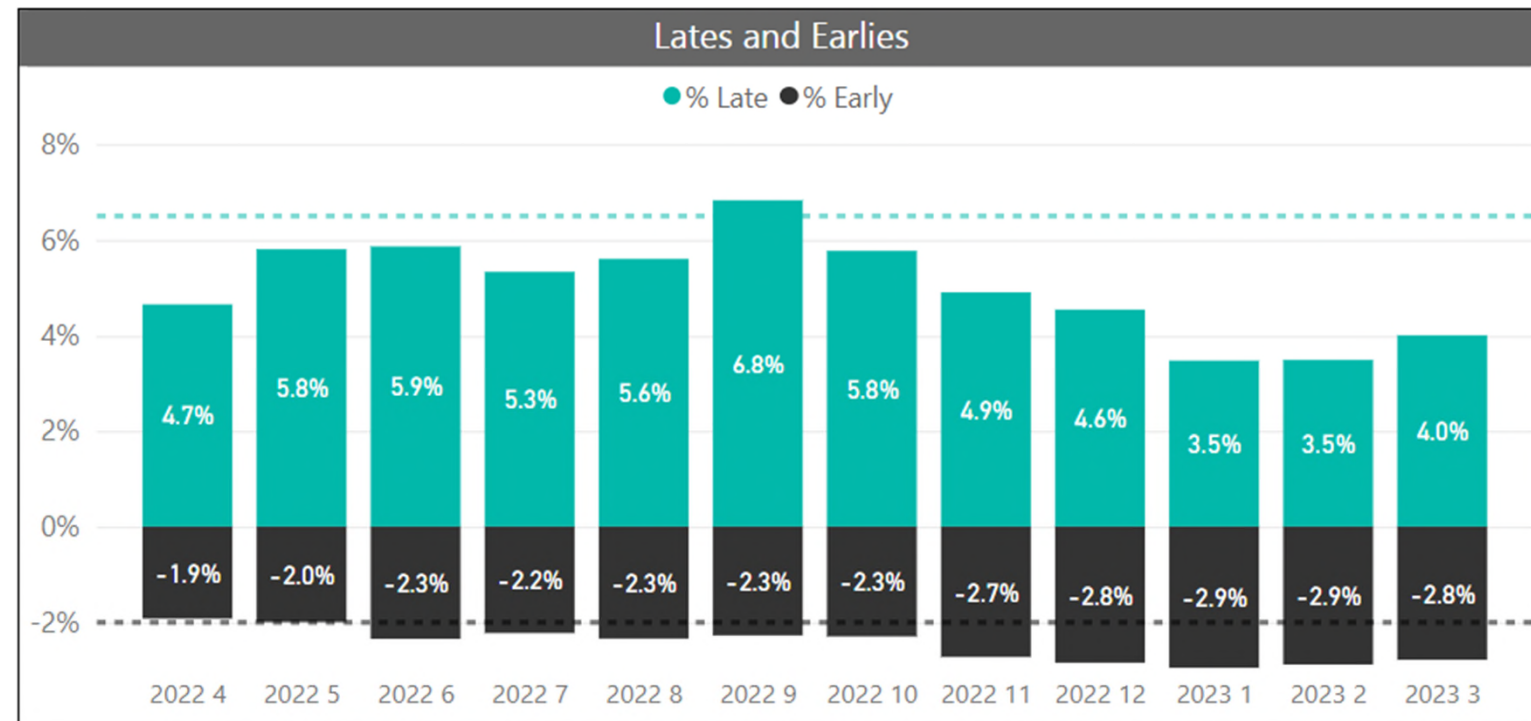
OTP RTS Monroe: Performance Trends

- Within Q4, monthly OTP ranged from 93.2% to 93.6% with a quarterly result of 93.5% vs. a goal of 91.9%



OTP RTS Monroe: Performance Trends

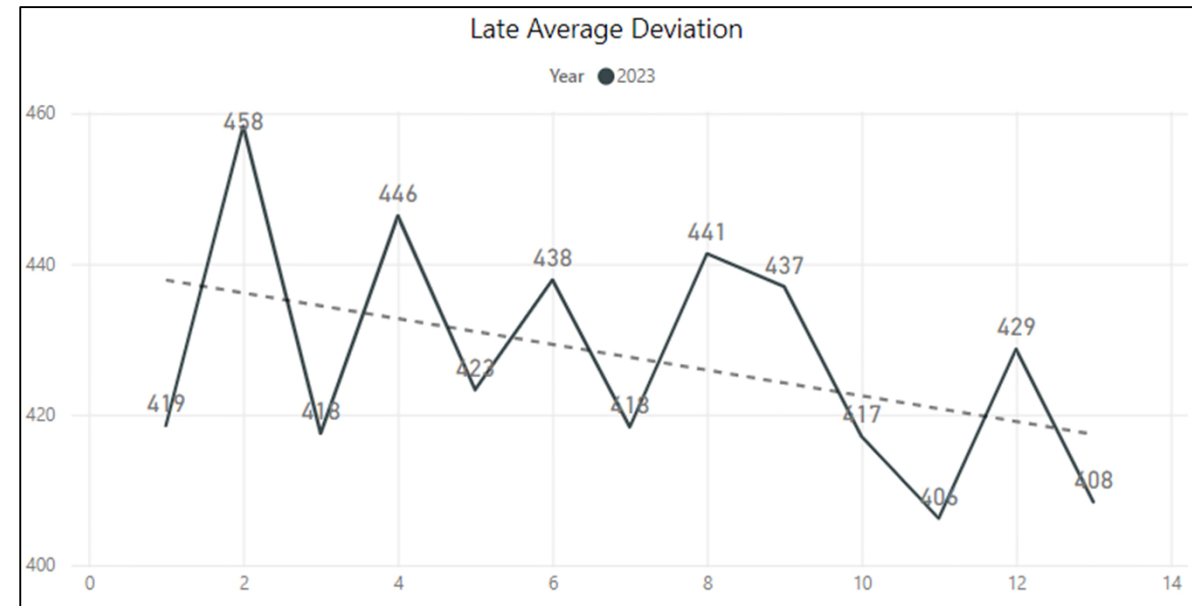
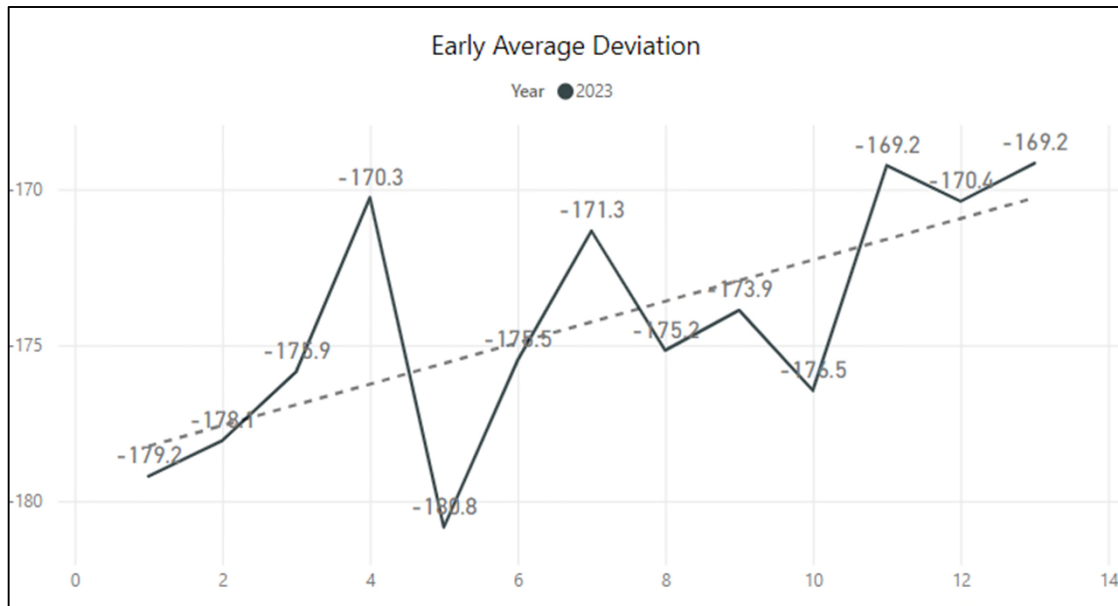
- Early departures for the quarter were consistent while averaging 2.9%
- Lates were also consistent and performed well at 3.7%



OTP RTS Monroe: Performance Trends

Early and Late Deviation in Seconds (Trend/Variation)

- Both early and late deviation continues to show low variability.

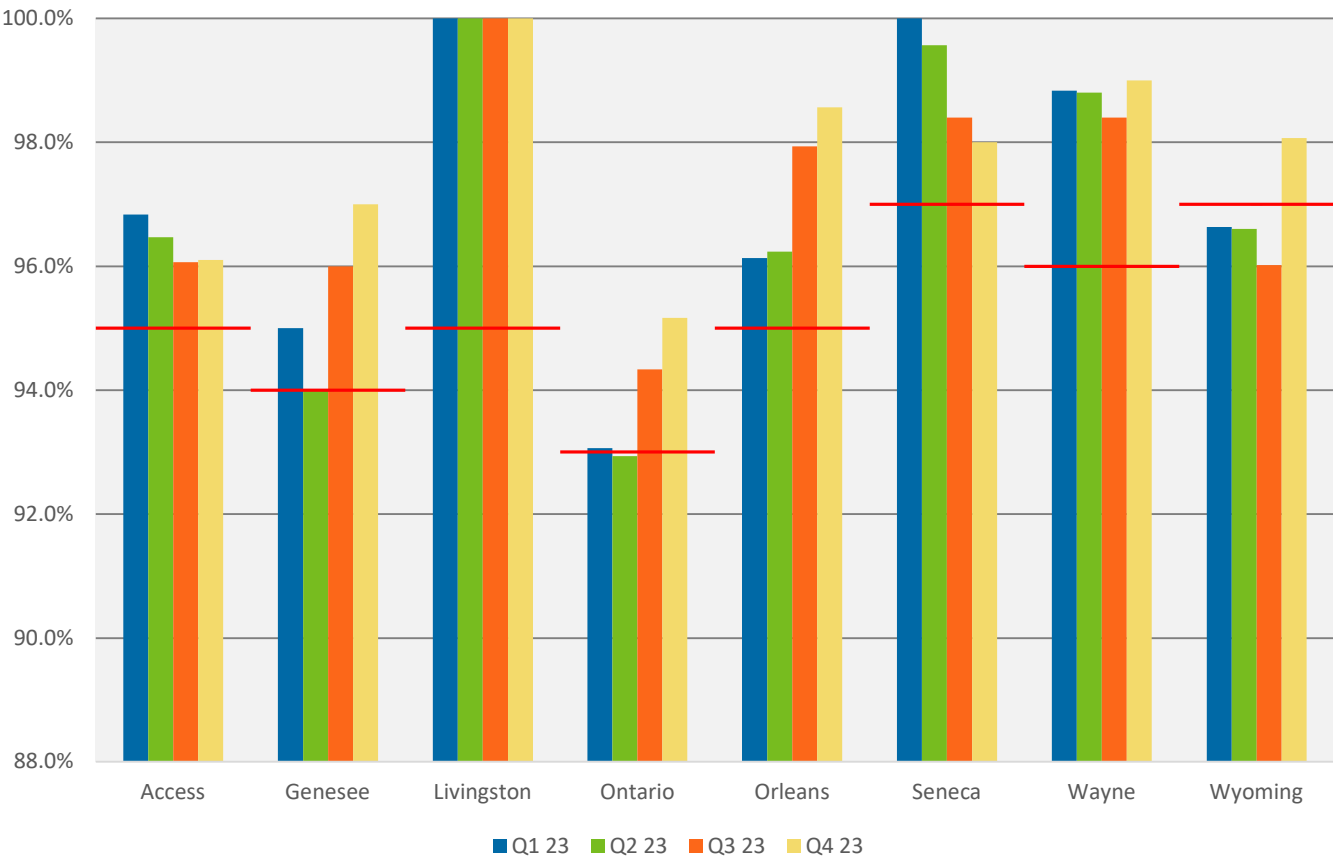


OTP – RTS Access & Regional Operations

OTP Access and Regionals

Trends by Quarter

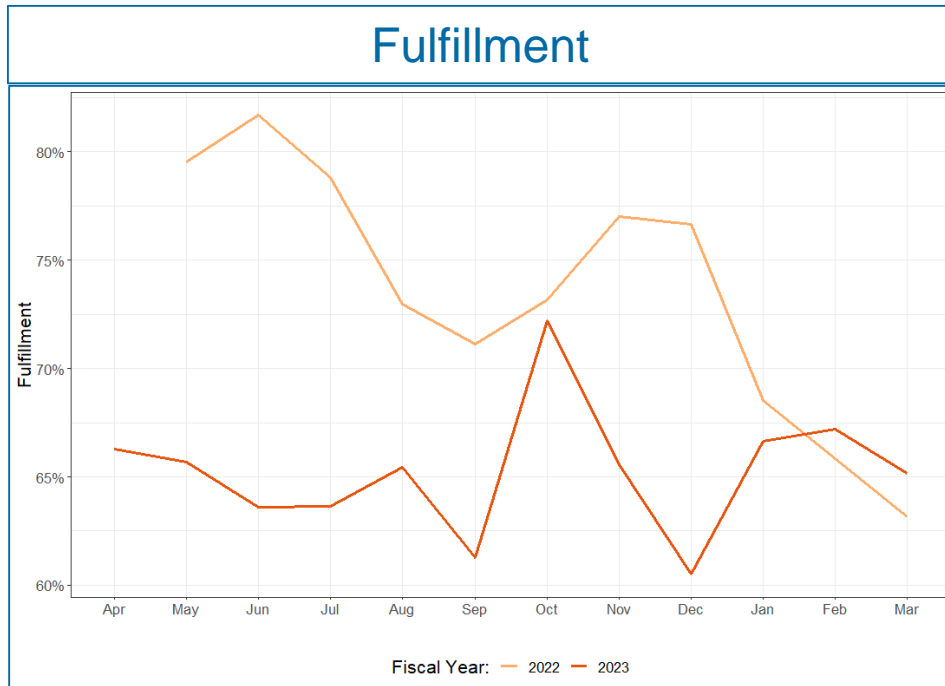
•Q4 OTP exceeded goal at all locations



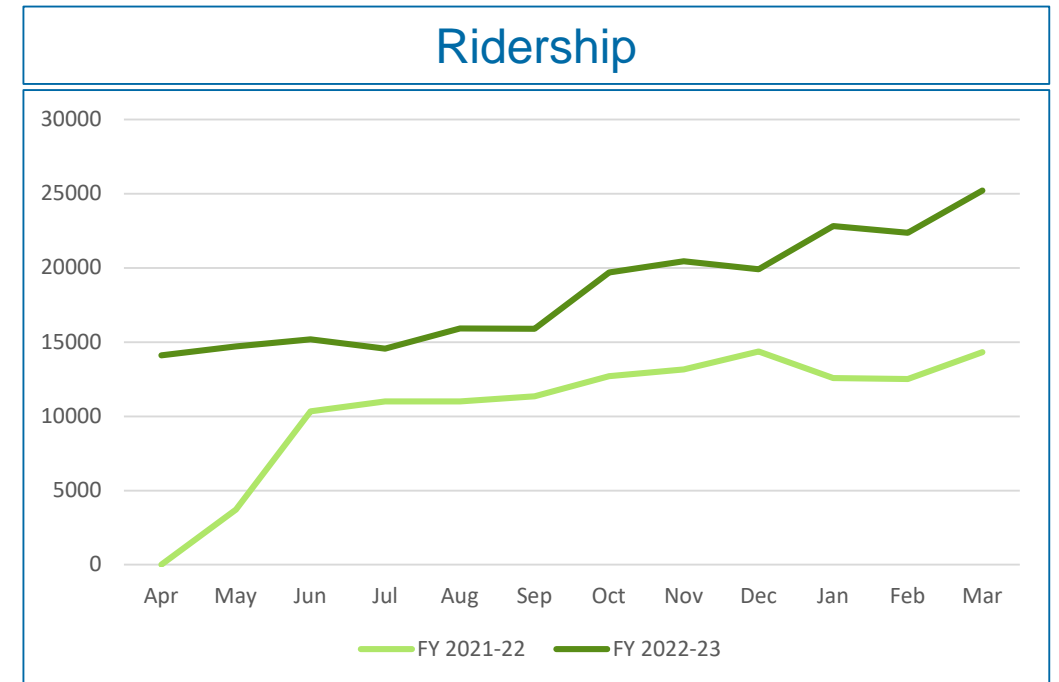
On-Demand Ride Fulfillment

OD Ride Fulfillment: Performance Trends

- Within Q4, Ride Fulfillment ranged from 65.1% to 66.8%
- Overall Q4 66.3% vs. our goal of 74.0%



On Demand fulfillment for March of 2023 performed better than the same month last year, but it continues to decline given the high demand for this service.



During Q4 per month ridership averaged 24,000 customers which is nearly 4,000 more than the previous quarter monthly average.

March 2023 saw 25,205 riders as compared to 14,318 in March 2022.

Service Performance Index

Questions?

Q4 Employee Survey Results

Presented by: Amy Gould
Chief People Officer



Employee Engagement Survey Overview



Survey began in fiscal year 2010-11



Incorporated into TOPS began in fiscal year 2013-14



Employees surveyed twice each year; 2018-19
we adjusted the survey:

Q2 - Pulse survey

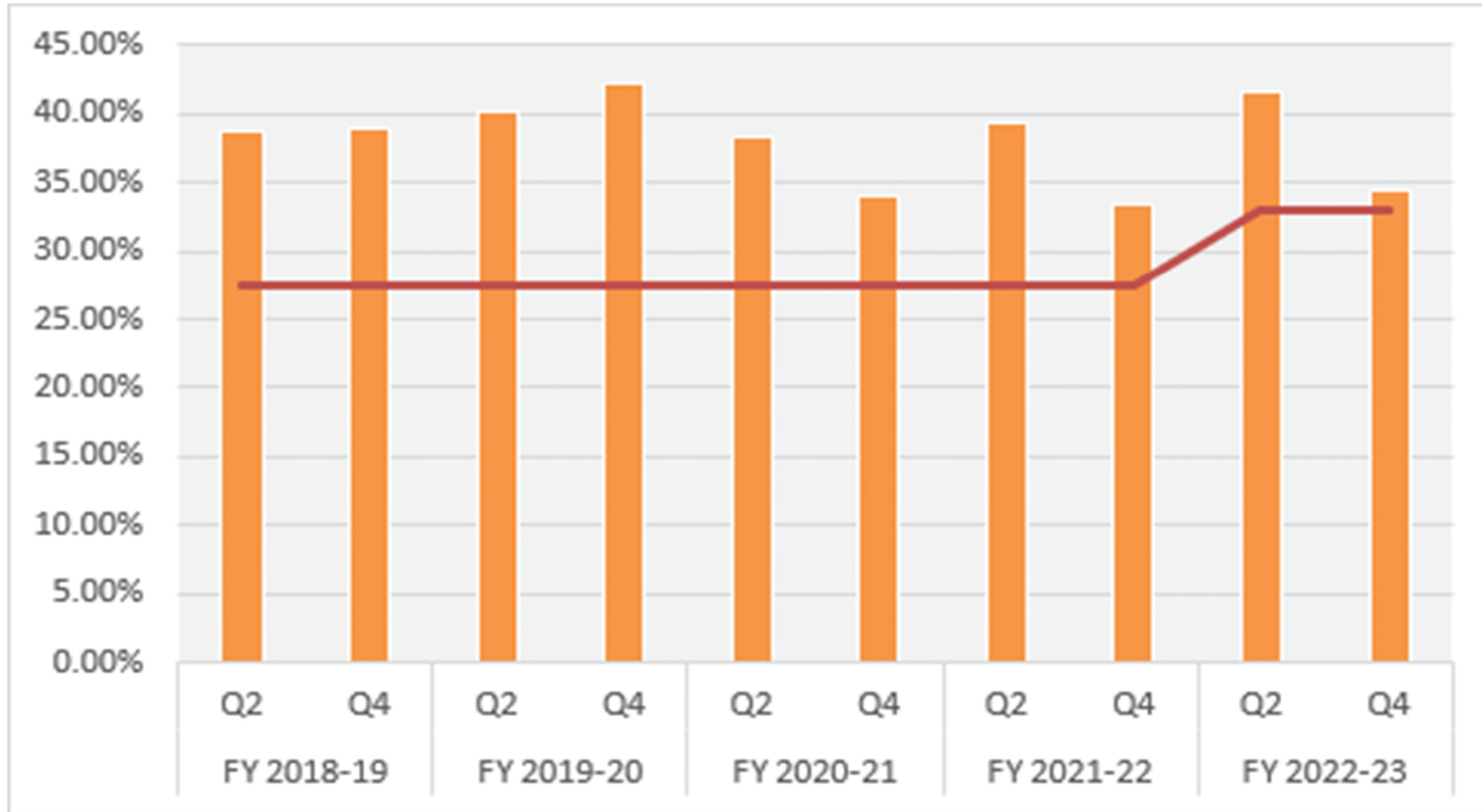
Q4 - Full survey



After Action Review after each survey with
Leadership Team and departments to review
feedback and determine action plans:

Quick, short-term and long-term

Participation exceeded goal 34%



Employee Engagement Index - TOPS

Measured twice per year, in Q2 and Q4

Q4 Survey ran March 3 – 16



Contributes 10 goal points to TOPS



Index Components:

Employee Engagement: 5 possible points

Employee Satisfaction: 5 possible points

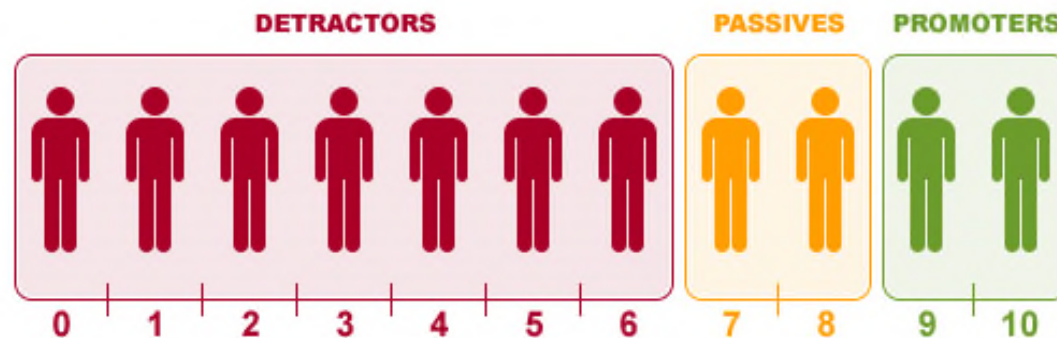
Engagement

Measured by results from four statements:

1. I am motivated to go "above and beyond" what is expected of me at my job.
2. I would stay with RTS if I was offered a similar job elsewhere for slightly higher pay.
3. If a friend or family member was looking for a job, how likely is it that you would recommend RTS to them as a great place to work?
4. If a friend or family member was interested in RTS public transit services, how likely is it that you would recommend RTS to them?

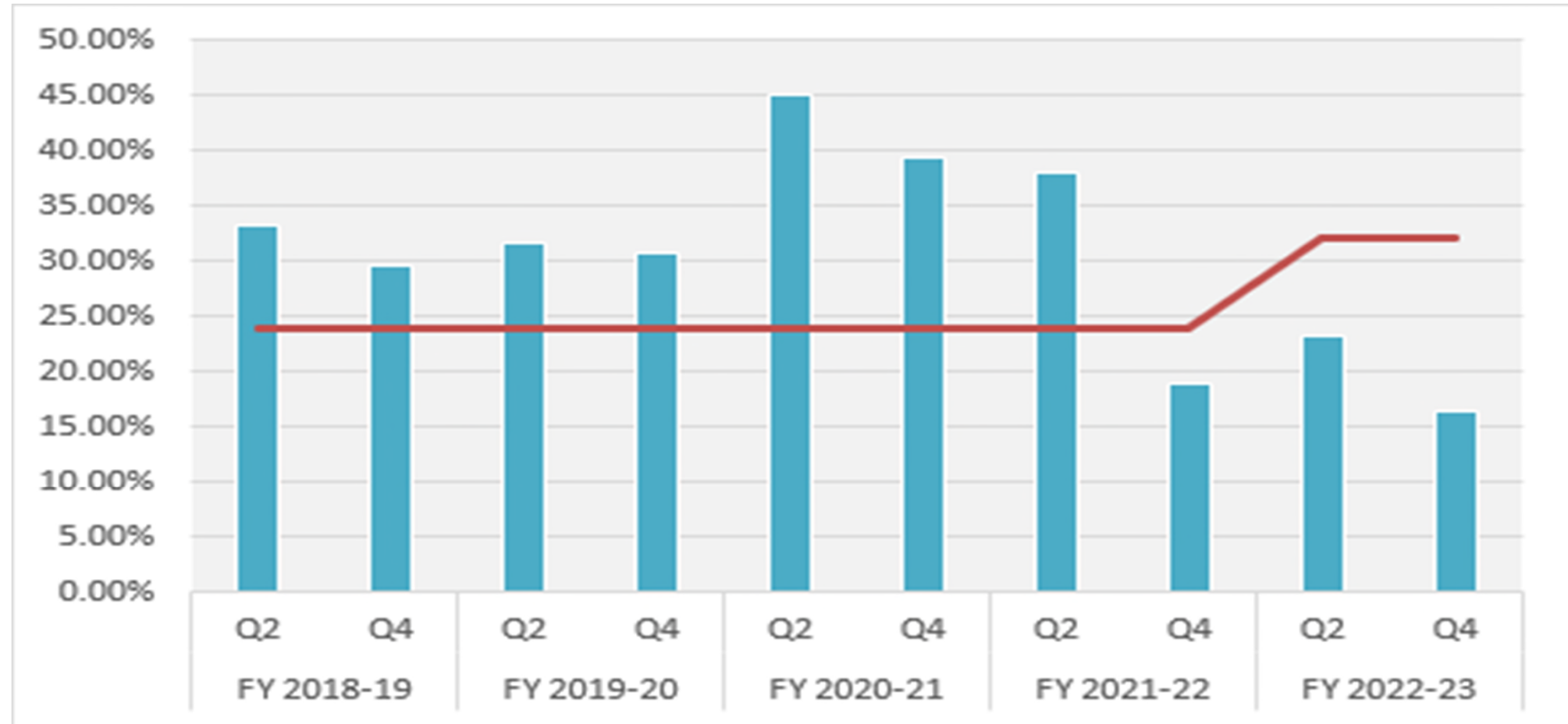
Just like with our NPS score, scores are 0-10 and the separated into promoters and detractors:

- To be counted as a promoter, 3 of the 4 questions should be scored 9 or higher.
- To be counted as a detractor, 3 of the 4 questions should be scored 6 or lower.



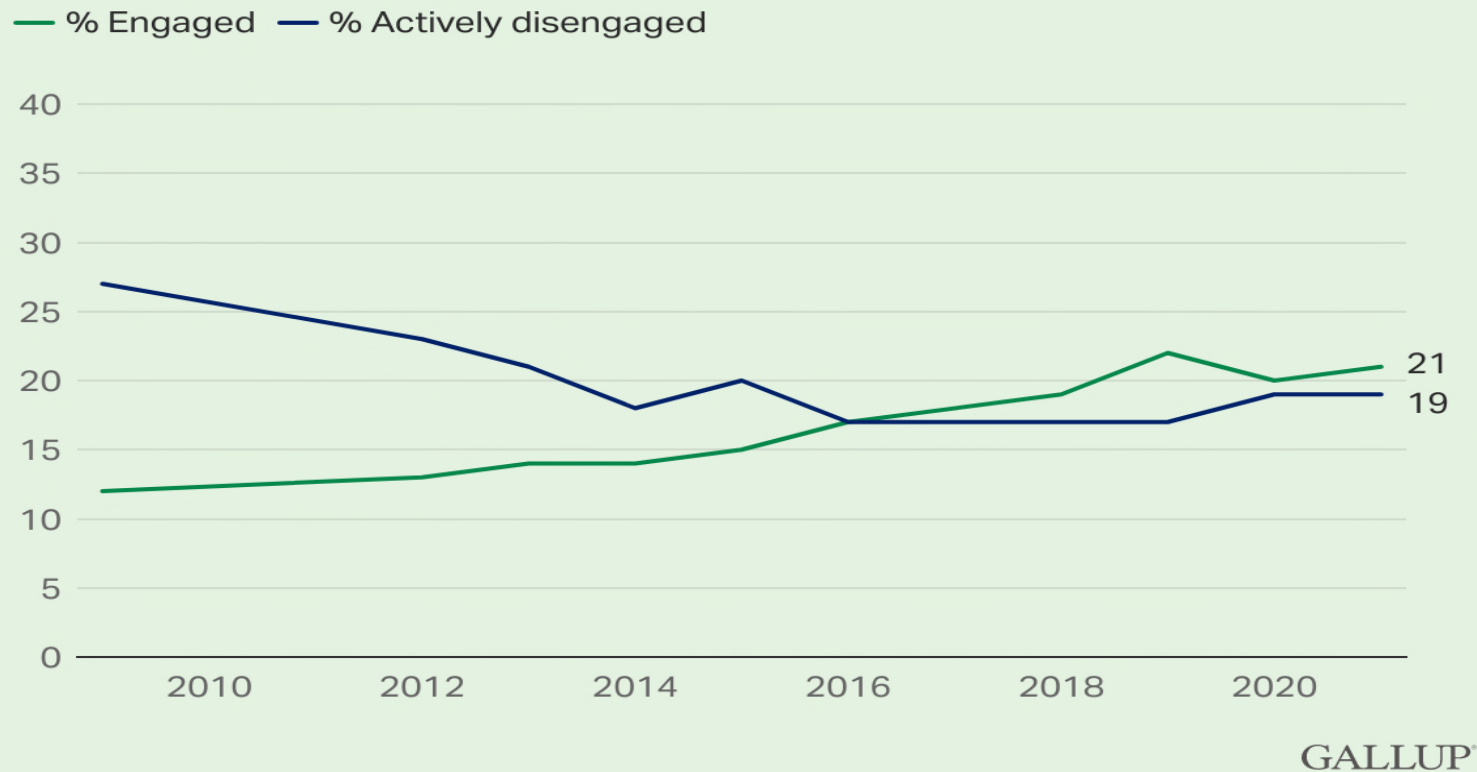
$$\% \text{ Promoters} - \% \text{ Detractors} = \text{Employee Engaged Index}$$

Engagement Score 16.5%

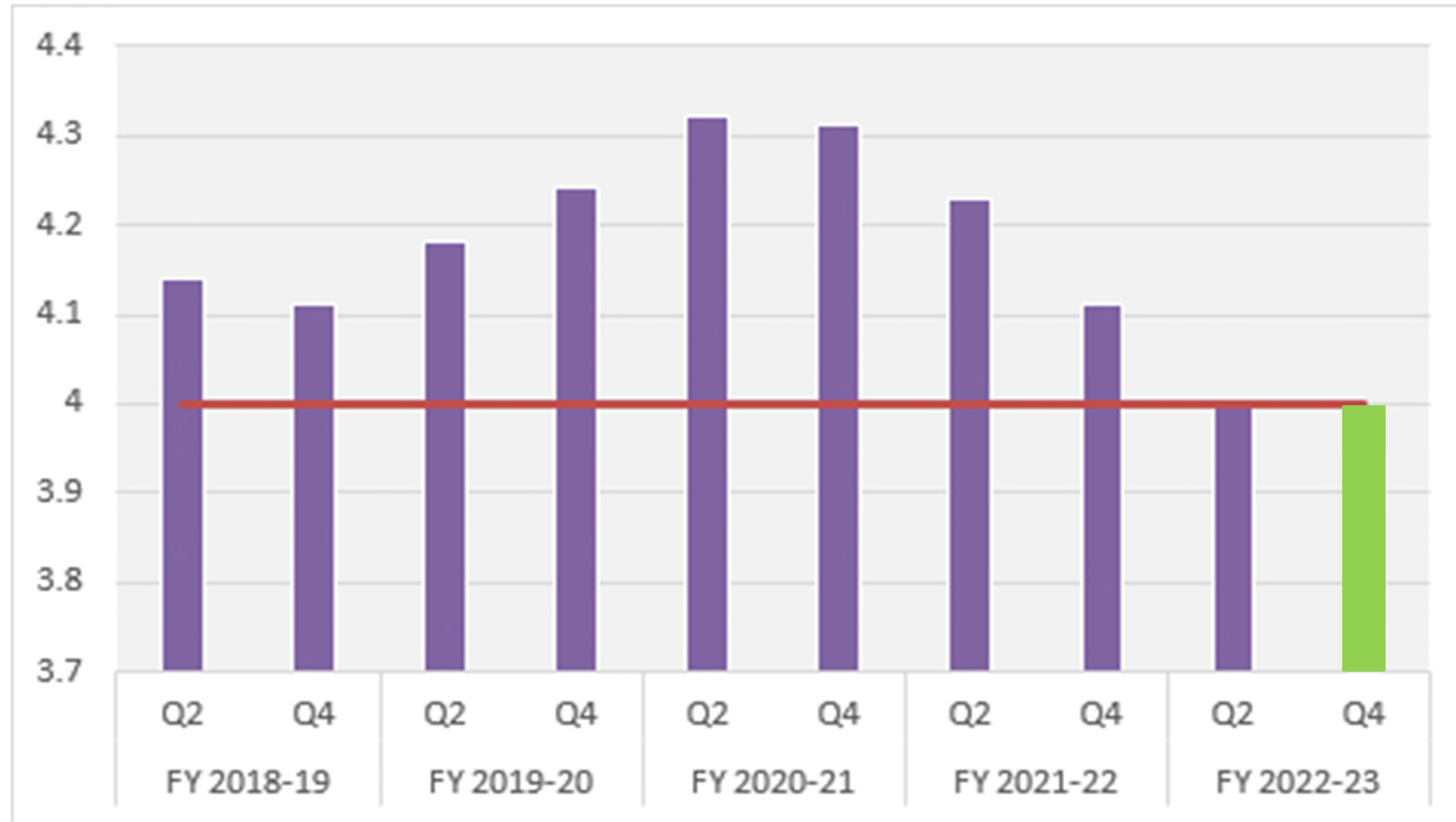


Global Employee Engagement Remains Stagnant

Global Employee Engagement Has Remained Stable but Low Since the Pandemic



Satisfaction Score 4.0%



Common Themes

What can we do to make your work-day better?"

- Wages/Economy
- Work schedules/Flexibility
- Communication
- Relationships (with direct reports)



Summary

Engagement is not a characteristic of employees, but rather an experience created by organizations, managers and team members.

Continued Focus:

- Fostering the RTS Way
- Appreciation events and recognition
- Well-Being initiatives and self-care
- Comprehensive benefits
- COMMUNICATION AND BUILDING TRUST (training and development opportunities)

Next steps

- Review results with departments
- Create action plans
 - Quick, short-term and long-term

Employee Engagement Index

Questions?



TOPS

TRANSIT ORGANIZATION PERFORMANCE SCORECARD

SCORE
4th Qtr.

FPI	FINANCIAL PERFORMANCE INDEX	26.0
CSI	CUSTOMER SATISFACTION INDEX	38.9
SPI	SERVICE PERFORMANCE INDEX	46.2
EEI	EMPLOYEE ENGAGEMENT INDEX	8.5
TOTAL		119.6



TOPS

TRANSIT ORGANIZATION PERFORMANCE SCORECARD

		SCORE FYE
FPI	FINANCIAL PERFORMANCE INDEX	26.0
CSI	CUSTOMER SATISFACTION INDEX	38.8
SPI	SERVICE PERFORMANCE INDEX	44.9
EEI	EMPLOYEE ENGAGEMENT INDEX	4.3
TOTAL		114.0

Chief Executive Officer Report

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

Comprehensive Plan Initiatives Update

26 Initiatives

- 15 On schedule/completed
- 11 Behind schedule

PILLAR: ENGAGE EMPLOYEES ON THE RTS WAY	
Implement new HRIS system to improve access and ease of use for employees	
Nurture an inclusive culture of employee total wellbeing to develop and retain high performing individuals and teams	
Increase communication technology to improve engagement and access to information at RTS Access and the Regional properties.	
Enhance the holistic employee well-being program and continue educating employees to be well-informed health care consumers	
PILLAR: ENSURE FINANCIAL SUSTAINABILITY	
Ensure cost containment of health insurance through monitoring and analysis of claims	
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	
Identify a site for a new facility for RTS Genesee	
Identify a site for a new facility for RTS Wayne	
PILLAR: ENHANCE THE CUSTOMER EXPERIENCE & DELIVER SAFE, QUALITY SERVICE	
Work with HOPR to expand Bike Share program in the RTS service area	
Increase the number of electric buses in the RTS fleet to 20	
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	
Coordinate with community retail outlets to facilitate increased opportunity for customers to purchase transit fares	
Continue efforts to keep employees and customers safe during the COVID-19 pandemic	
PILLAR: PROVIDE INNOVATIVE TRANSPORTATION	
Construction of Hylan Drive Connection Hub	
Construction of New Connection Hub Near Irondequoit Plaza	
Replace RTS On Demand software to improve operational efficiencies and the customer experience	
PILLAR: DEMONSTRATE CLIMATE LEADERSHIP	
Update Zero Emission Master Plan for RTS infrastructure needs to meet the New York State goal of having a 25% zero-emission bus fleet by 2025	
Conduct study of on-route charging of electric buses.	
Design and build a new charging depot for electric buses to help us meet New York's goal of having a zero-emission bus fleet by 2035	
FTA climate action and sustainability plan	
PILLAR: MAXIMIZE COMMUNITY IMPACT AND VALUE	
Develop and implement new strategy to strengthen partnerships with community organizations	

Customer & Community Engagement

Engagement Opportunities November 2022 – April 2023

- Customer Open Houses
 - 12/13/22 – *RTS Transit Center*
 - 3/8/23 – *In-person & Zoom Q&A event*
- Community Information Session
 - 4/19/23 – *RTS Access Proposed Facility presentation at Edison Tech*
- ABC- Focus on Self-Sufficiency
- Brighton Rotary Club
- Connected Communities
- Climate Solutions Accelerator
- EMMA
- Food Advocacy Project – East High School
- Foodlink & Curbside Market
- Genesee Valley Country Museum
- Henrietta Senior Center
- Hillside
- Lifespan
- Lilac Festival
- Literacy Rochester
- Monroe County Aging Alliance
- Park Ridge Commons Apartments
- Resch Commons
- RochesterWorks!
- SEIU Local 1199 Training
- St. Ann's Community



Chief Executive Officer Report

- TOPS Report
 - Financial Sustainability
 - Customer Satisfaction
 - Service Quality
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- Other Updates

RTS Way Recognition



Yolanda A. RTS Community Engagement Manager
Chandra A. RTS Customer Service Representative
Pam A. RTS Senior Accountant
Jason B. RTS Manager of Technical Systems Support
Nicole B. RTS Health & Well-Being Specialist
Johnny B. RTS Access Bus Operator
Dartaniel B. RTS Bus Operator
Maria B. RTS Bus Operator
Miranda C. RTS Director of Accounting Services
Carrie C. RTS Workforce Development Specialist
Antonio C. RTS Access Purchasing Clerk
Alencia D. RTS Bus Operator
Kate E. RTS Orleans Transportation Specialist
Marvin E. RTS Orleans Bus Operator
Sara F. RTS Procurement Analyst I

Eldon F. RTS Orleans Bus Operator
Jose F. RTS Safety and Security Specialist
Peter F. RTS Workforce Development Specialist
Steven G. RTS Orleans Bus Operator
Glenn G. RTS Garage Supervisor
Janice G. RTS Customer Service Representative
Jerome H. RTS Customer Service Representative
Brandon H. RTS Cyber Security Administrator
Reggie H. RTS Manager of Service Delivery
Brooke J. RTS Wyoming Bus Operator
Sharian J. RTS Customer Service Representative
Steve K. RTS Small Vehicle Operator
Ann K. RTS Access Bus Operator
Kim M. RTS Customer Service Representative
Jennifer M. RTS Small Vehicle Operator

Jeff N. RTS Small Vehicle Operator
Martin P. RTS Genesee Bus Operator
Linda R. RTS Workforce Development Specialist
Andy R. RTS Workforce Development Specialist
Ollie S. RTS Small Vehicle Operator
Levie S. RTS Small Vehicle Operator
Teresa S. RTS Genesee Bus Operator
LaToya S. RTS Customer Service Representative
Jose T. RTS Bus Operator
Norm T. RTS Wyoming Bus Operator
Laurie W. RTS Executive Assistant
Oscar W. RTS Bus Operator
Sheree W. RTS Road Supervisor

Employee Recognition

Whenever a regional operation encounters a challenge, we often will reach out to one another for assistance. RTS Wyoming is currently low staffed and needed bus operator assistance. Denise Klos, RTS Orleans Manager of Operations put the call out to her team to see if anyone was interested in helping RTS Wyoming out. Low and behold two of her team offered to assist on their days off in Orleans.

These two understood that without their assistance, service could be cut in Wyoming and folks would not be able to get to where they needed to go. Here in Orleans, we had to cut service due to a staff shortage and they understood how it could affect a community. They also understood that they would be driving an hour to Wyoming and back and would need to learn a new route and procedures for everyday paperwork.

- Aimee Rader

RTS Wyoming Manager of Operations



Steven Giverson & John Farrington
RTS Orleans Operators

Bus Operator of the Year

- 2023 marks the third year that the Bus Operator of the Year award has been presented.
- The award recognizes outstanding achievement in the five areas of operational excellence:
 - Safety
 - On-Time Performance
 - Attendance
 - Customer Service
 - Professional Appearance
- Jeffrey has performed consistently at a high level throughout the year. He has no preventable accidents 8 years running and was 98.4% on-time to over 7,000 timepoints. His customer service and attendance are a model for others to follow.



Jeffrey Travis
Bus Operator

Chief Executive Officer Report

- TOPS Report
 - Financial Sustainability
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- Other Updates

Other Updates: NYS Budget

RTS thanks Governor Hochul and our New York State legislators for increasing funding for public transit in the new state budget.

Senators

- **George Borrello**
- **Samra Brouk**
- **Jeremy Cooney**
- **Pamela Helming**
- **Thomas O'Mara**
- **Robert Ortt**

Assemblymembers

- **Harry Bronson**
- **Marjorie Byrnes**
- **Sarah Clark**
- **David DiPietro**
- **Jeff Gallahan**
- **Stephen Hawley**
- **Josh Jensen**
- **Jennifer Lunsford**
- **Brian Manktelow**
- **Demond Meeks**
- **Phil Palmesano**

Other Updates

- RTS Access Proposed Facility – Neighborhood Info Session
- APTA Mobility Conference



CEO Report

Questions?



ROCHESTER
GENESEE REGIONAL
TRANSPORTATION
AUTHORITY

BOARD OF COMMISSIONERS AGENDA ITEM COVER SHEET

Board Meeting Date:	May 4, 2023
Presenter:	Dave Belaskas
Subject:	Resolution Authorizing the Award of a Contract for the Construction of the RTS Seneca Bus Facility
Background:	<p>The Authority seeks to build a new RTS Seneca Bus Facility at our currently owned site on Thurber Drive in the Village of Waterloo. The RTS Seneca Bus Facility will be a 14,400 square-foot building comprised of administrative space, 10 enclosed bays for bus parking and a wash bay for buses.</p> <p>The Authority sought proposals by issuing an Invitation for Bids (IFB) and publicly advertised it in the <u>New York State Contract Reporter</u> on February 22, 2023 and the <u>Rochester Business Journal</u> on February 24, 2023.</p> <p>Ninety-five (95) general contractors and subcontractors were notified of the IFB and three (3) responsive bids were received on March 28, 2023. In addition to the total bid amount, bidders were required to provide pricing for two (2) Alternates consisting of a Solar Panel System (Alternate #1) and Perimeter Chain-Link Fence (Alternate #2).</p> <p>The following is the summary of the bids, including the alternates:</p> <p>Bouley Associates, Inc. of Auburn, NY: \$8,452,000 Iversen Construction Corp. of Gorham, NY: \$6,225,000 Pike Construction Services Inc. of Rochester, NY: \$6,771,400</p> <p>The Authority concluded that Iversen Construction Corp. submitted the lowest responsive bid, their pricing is fair and reasonable, and that they appear to be a responsible firm.</p>
Financial Impact:	The cost for the base bid and alternatives with Iverson Construction Corp. is \$6,225,000 with a contingency of \$622,500, which brings the total construction project to a not-to-exceed cost of \$6,847,500.

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	<p>It is anticipated that the contract will be funded in the following manner – 80% Federal, 10% State, and 10% Local. However, we are currently awaiting the award of Federal 5311 Funding from New York State Department of Transportation (NYSDOT). In our application to NYSDOT we have requested funding that will provide for the typical 80-10-10 funding. If we are not successful in the award of Federal 5311 funding through NYSDOT the additional exposure of local funds for this contract is approximately \$3M. This would be the contract's maximum exposure of local dollars with no additional Federal 5311 funding and would be reduced based upon any awarded dollars. The approximate \$3M would be provided for out of existing available unrestricted net assets.</p>
Recommendation:	<p>That the Chief Executive Officer or his designee is authorized to execute a contract with Iversen Construction Corp. for the Construction of the RTS Seneca Bus Facility in the amount of \$6,225,000.</p> <p>Additionally, the Chief Executive Officer or his designee is authorized is to increase the value of the contract for justified change orders by \$622,500, which would increase the total authorization not-to-exceed \$6,847,500.</p>

Resolution: RGRTA 16-2023

RESOLUTION AUTHORIZING THE AWARD OF A CONTRACT FOR THE CONSTRUCTION OF THE RTS SENECA BUS PROJECT FACILITY

WHEREAS, the Rochester Genesee Regional Transportation Authority (the "Authority") seeks to build a new RTS Seneca Bus Facility at our currently owned site on Thurber Drive in the Village of Waterloo; and

WHEREAS, the Authority sought proposals by issuing an Invitation for Bids (IFB) and publicly advertised it in the New York State Contract Reporter on February 22, 2023 and the Rochester Business Journal on February 24, 2023; and

WHEREAS, ninety-five (95) general contractors and subcontractors were notified of the IFB and three (3) responsive bids were received on March 28, 2023; and

WHEREAS, the Authority concluded that Iversen Construction Corp. submitted the lowest responsive bid, their pricing 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 with Iversen Construction Corp. for the Construction of the RTS Seneca Bus Facility in the amount of \$6,225,000; and

BE IT FURTHER RESOLVED, that the Chief Executive Officer or his designee is authorized is to increase the value of the contract for justified change orders by \$622,500, which would increase the total authorization not-to-exceed \$6,847,500; 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 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 Board Meeting of the Rochester-Genesee Regional Transportation Authority, which was held on May 4, 2023 and that the Resolution is still in full force and effect.

Donald Jeffries, Chairman

Date: May 4, 2023
Rochester, New York

Proposed Resolution Authorizing the Award of a Contract for the Construction of the New RTS Seneca Bus Facility

RGRTA 16-2023

*Presented by David Belaskas,
Director of Engineering & Facilities Management*



Agenda

RTS Seneca Project

Site Location

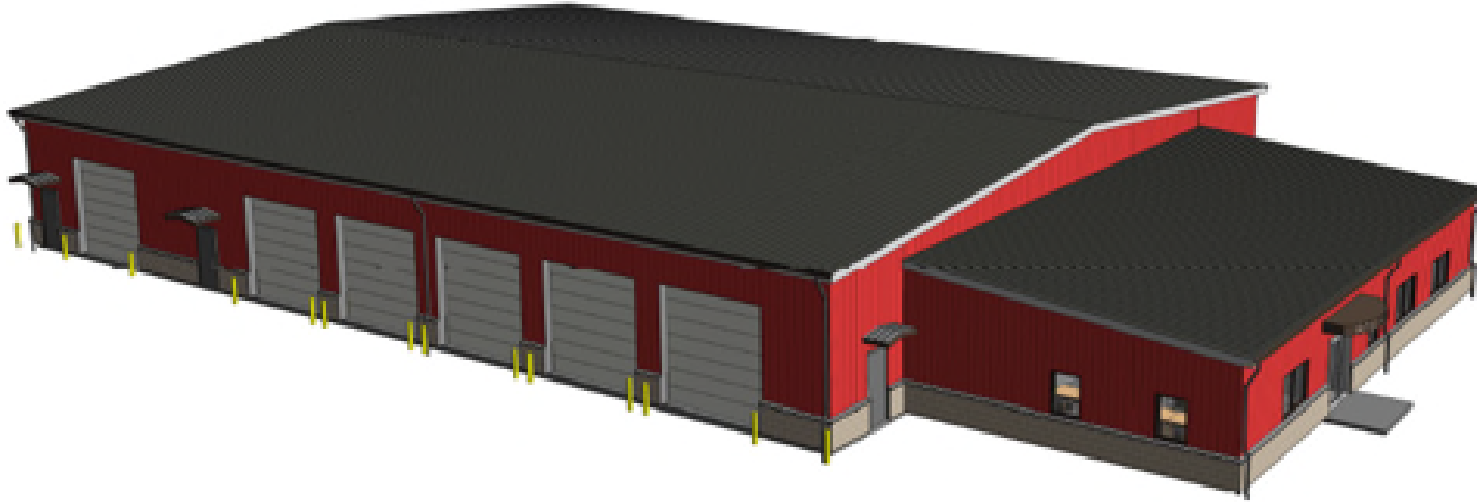
Site Plan

Invitation for Bid Process

Funding

Recommendation

RTS Seneca Project



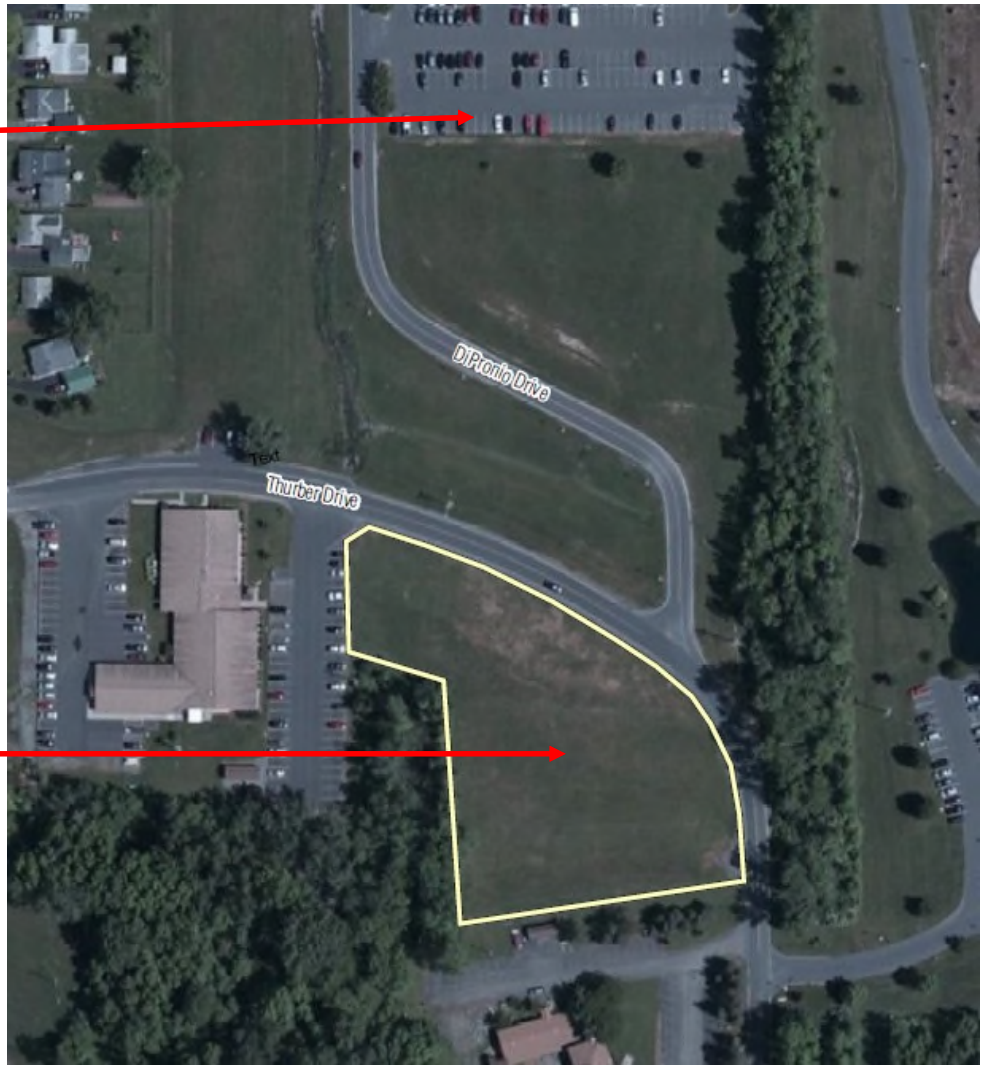
The proposed RTS Seneca Bus Facility Project includes:

- 14,400 square feet
- Pre-engineered single story steel structure to include:
 - Office space
 - Wash bay
 - Indoor storage of up to 10 buses

Site Location

RTS Seneca Bus
Storage Area

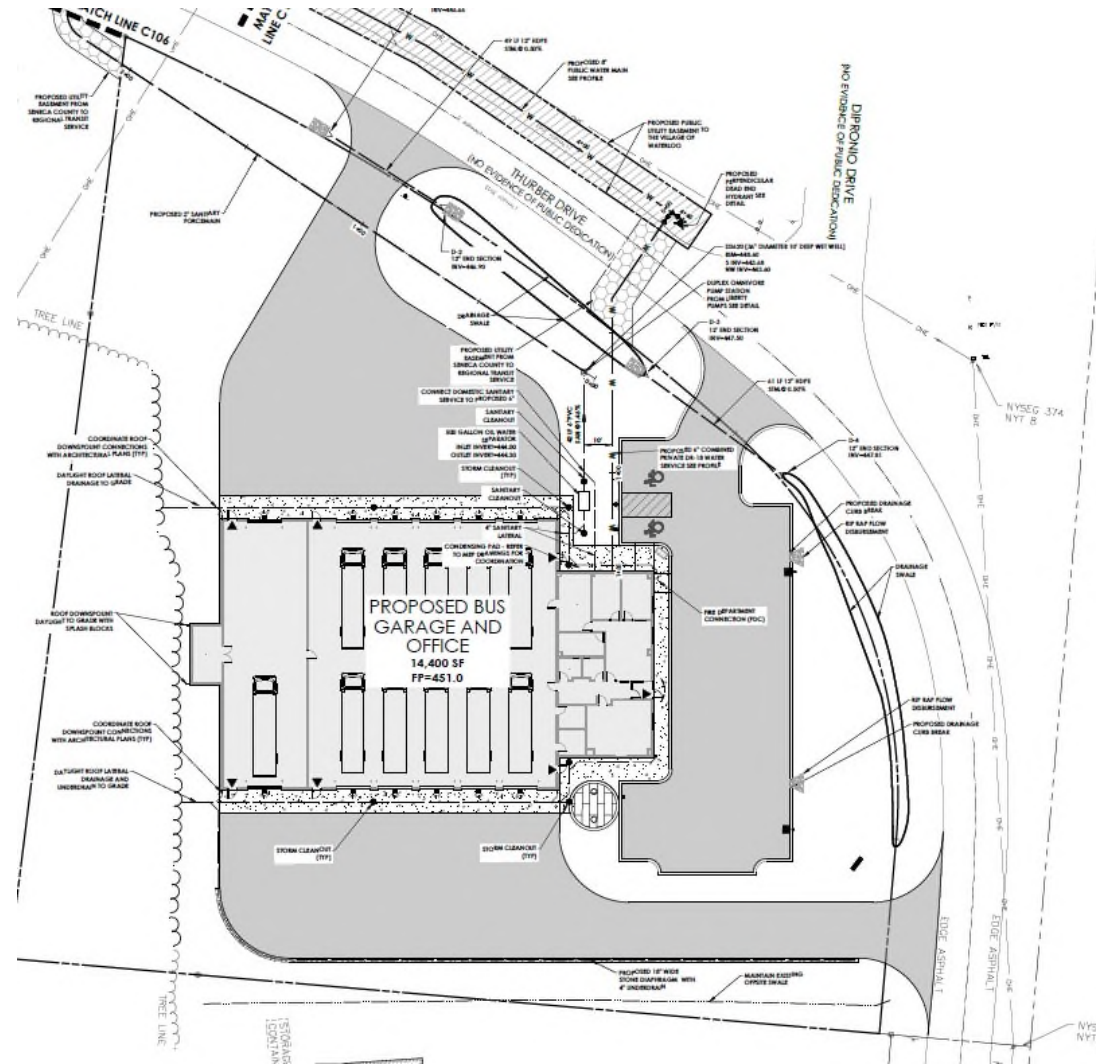
Proposed RTS
Seneca Bus
Facility



Task	Date
30% Design	01/14/2016
Environmental Review	12/14/2021
Property Acquired	03/23/2022
100% Design	01/30/2023
Construction Start	Awaiting NYS Approval
Construction Complete	18 months after start

Project Cost	\$7,950,160
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Site Plan



Invitations for Bid Process

- The Authority sought proposals by issuing an Invitation for Bids (IFB)
- The IFB was publicly advertised it in the New York State Contract Reporter on February 22, 2023 and the Rochester Business Journal on February 24, 2023.

Invitations for Bid Process

- Ninety-five (95) general contractors and subcontractors were notified of the IFB and three (3) responsive bids were received on March 28, 2023.
- In addition to the total bid amount, bidders were required to provide pricing for two (2) Alternates consisting of a Solar Panel System (Alternate #1) and Perimeter Chain-Link Fence (Alternate #2). The following is the summary bids with alternates:
 - Bouley Associates, Inc. of Auburn, NY: \$8,452,000
 - Iversen Construction Corp. of Gorham, NY: \$6,225,000
 - Pike Construction Services Inc. of Rochester, NY: \$6,771,400
- The Authority concludes that Iversen Construction Corp. submitted the lowest responsive bid, their pricing is fair and reasonable, and that they appear to be a responsible firm.

Funding

- The cost for the base bid with alternates with Iversen Constructions Corporation is \$6,225,000 and we are requesting a contingency of \$622,500. This would provide a total construction cost not-to-exceed \$6,847,500.
- Based on funding secured to date, the contract will be funded in the following manner – 32% Federal, 4% New York State and 64% RGRTA. RGRTA has a pending grant application with New York State that would bring the funding to 80% Federal, 10% New York State and 10% RGRTA funds.
- The exact value of these funds will be ultimately determined once NYSDOT issues their award of Federal 5311 funds in the upcoming months.

Recommendation

That the Chief Executive Officer or his designee is authorized to execute a contract with Iversen Construction Corporation for the Construction of the RTS Seneca Bus Facility in the amount of \$6,225,000.

Additionally, the Chief Executive Officer or his designee is authorized is to increase the value of the contract for justified change orders by \$622,500, which would increase the total authorization not-to-exceed \$6,847,500.



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BOARD OF COMMISSIONERS AGENDA ITEM COVER SHEET

Board Meeting Date:	May 4, 2023
Presenter:	Daniel DeLaus
Subject:	Resolution to Adopt and Approve the 2023-2026 Title VI Program Plan
Background:	<p>Title VI of the Civil Rights Act of 1964 is a Federal law that prohibits recipients of Federal funding from discriminating against people based on their race, color, or national origin. As recipients of Federal funding, the Authority is bound to follow the mandates of Title VI.</p> <p>In order to ensure compliance with Title VI, the Federal Transit Administration (FTA) requires recipients to submit, for FTA approval, a Title VI Program Plan (the Plan) at a minimum every three years. The Plan delineates how a recipient intends to operate in compliance with Title VI during that period of time.</p> <p>The Plan includes a Public Participation process, a Compliant process, and a Language Assistance process. In addition, equity analyses are required for Facility Site Selection and Major Service Change along with Minority route comparison reporting and notification on rights under Title VI.</p> <p>The Plan identified the areas of Facility Site Selection, Minority Route Comparison and Major Service Change that additional mitigation efforts are necessary. These efforts to be undertaken in the future include monitoring of bus operator staffing, public participation of site locations, and notifications of proposed service changes. The plan's sections on Language Assistance and Complaint Components will continue with no change from the prior plan.</p>
Financial Impact:	The Authority's 2023-2024 Operating Budget provides funding for the Title VI Program Plan. Future Authority Operating Budgets will provide funding for the Title VI Program Plan.
Recommendation:	That the Board of Commissioners approve the 2023-2026 Title VI Program Plan in the form submitted that includes mitigation efforts in Facility Site Selection, Minority Route Comparison and Major Service Changes.

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Resolution: RGRTA 17-2023

RESOLUTION TO ADOPT AND APPROVE THE 2023-2026 TITLE VI PROGRAM PLAN

WHEREAS, the Rochester Genesee Regional Transportation Authority (the "Authority") is a recipient of Federal funding and thus required to abide by Title VI of the Civil Rights Law of 1964 and the regulations which implement that statute; and

WHEREAS, the Federal Transit Administration requires recipients to submit a Title VI Program Plan every three years; and

WHEREAS, the Authority has prepared a proposed 2023-2026 Title VI Program Plan; and

WHEREAS, the Authority has undertaken equity analyses for the determination of Facility Site Selection for possible facilities and Major Service Change since the submission of the previous Plan and has proposed mitigation to address the disparate impact of these areas;

NOW, THEREFORE, BE IT RESOLVED, the Authority's proposed 2023-2026 Title VI Program Plan is hereby adopted and approved; and

BE IT FURTHER RESOLVED, that the Facility Site Equity Analyses, Major Service Change Equity Analyses, Service Monitoring Analyses; along with the proposed steps for increased public participation and mitigations address the disparate impact on minority populations; 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 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 May 04, 2023 and that the Resolution is still in full force and effect.

Donald Jeffries, Chairman

Date: May 04, 2023
Rochester, New York

Title VI Program Plan 2023-2026

RGRTA 17-2023

Presented by Daniel DeLaus, General Counsel



Agenda

- Refresher on Title VI
- Activities Reported and Planned
 - Public Participation process
 - Language Assistance process
 - Complaint process
 - Notice to Public on Rights Under Title VI
 - Facility Site Selection equity analyses
 - Minority Route Comparison report
 - Major Service Change equity analyses
- Recommendation

Refresher on Title VI

Title VI of the Civil Rights Act of 1964 is a law where

- “No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

Activities

Component	Reported 2020-2023 Activities	Planned 2023-2026 Activities
Public Participation	Summary of outreach for the May 2021 launch of Reimagine RTS. Summary of Open Houses throughout 2021 – 2023 to educate and seek comment on service changes, new technology, and job recruitment.	Use Open Houses and Public Information sessions to communicate proposed service changes and solicit comment; and, notify affected neighborhoods about facility projects, obtain comments, and form advisory bodies to engage during the planning process.
Language Assistance	Spanish-speaking LEP populations are most likely to use RGRTA services. Our investment in telephonic interpreting services increased.	Continue to track LEP populations and provide telephonic interpreting, translation of vital documents, and in-person interpreting.
Complaints	We followed our procedures and investigated two Title VI complaints. In both cases, no discriminatory practices or behaviors were found.	Continue to adhere to our Complaint and Investigation practices. Continue to educate staff about the process to follow when a customer alleges discrimination.
Notice to Public	Updated language in our Title VI notices on the website, in all location flyers, the digital monitors at the RTS Transit Center, and rail cards onboard RTS Connect buses.	Update decals on all existing and new vehicles.

Activities

Component	Reported 2020-2023 Activities	Planned 2023-2026 Activities
Facility Site Selection	Report of the equity analyses performed for the possible sites for the RTS Access, Zero-Emission Depot, RTS Genesee, RTS Seneca, and RTS Wayne facilities.	Engage in strong public participation to understand and mitigate disparate impacts for populations affected. Evaluate whether alternate viable locations exist. Determine whether there is legitimate justification for using a site with disparate impact.
Minority Route Comparison	No discriminatory patterns found. However, the bus operator shortage creates disparity for frequency on Routes 3, 4, 5, and 22.	Continue to track bus operator staffing monthly. Return affected routes to 15-minute frequency when staffing allows. Affected routes will be prioritized by customer demand.
Major Service Change	Report of the major service changes to the fixed route system since May 2021 as well as mitigations for those which trigger disparate impact and disproportionate burden.	Improve the alignment of proposed changes, equity analyses, public participation, Board notification, and implementation. Continue to track bus operator staffing monthly as the mitigation for route frequency depends on the available pool of bus operators.

Recommendation

That the Board of Commissioners approve the 2023-2026 Title VI Program Plan in the form submitted that includes mitigation efforts in Facility Site Selection, Minority Route Comparison and Major Service Changes.



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BOARD OF COMMISSIONERS AGENDA ITEM COVER SHEET

Board Meeting Date:	May 4, 2023
Presenter:	Dave Belaskas
Subject:	Resolution Authorizing the Award of a Contract for Special Inspection Services for the Hylan Drive Connection Hub, the RTS Wyoming Bus Facility, and the RTS Seneca Bus Facility
Background:	<p>The Authority requires an engineering support firm to provide special inspection services for the construction of the Hylan Drive Connection Hub; the RTS Wyoming Bus Facility, and the RTS Seneca Bus Facility.</p> <p>The Authority sought proposals by issuing a Request for Proposals (RFP) and publicly advertising it in the in both the <u>New York State Contract Reporter</u> on March 1, 2023, the <u>Minority Reporter</u> on March 9, 2023, and the <u>Rochester Business Journal</u> on March 10, 2023.</p> <p>Fifty-nine (59) potential suppliers and subcontractors were notified of the RFP and one (1) responsive proposal was received on March 24, 2023 from Atlantic Testing Laboratories of Rochester New York.</p> <p>Based on a thorough evaluation of the proposal, giving consideration to the qualifications, resources, experience, and price proposed, the Authority determined that Atlantic Testing Laboratories submitted a responsive proposal that was determined to be fair and reasonable. In addition, Atlantic Testing Laboratories appears to be a responsible bidder.</p>
Financial Impact:	<p>The cost for special inspection services at the three (3) locations is \$125,490.</p> <p>The funding of these projects is as follows:</p> <ul style="list-style-type: none">• RTS Wyoming and RTS Seneca - 80% Federal, 10% State, and 10% Local• Hylan Drive Connection Hub - 100% State <p>The Authority is requesting a 10% contingency of \$12,549 for a total cost of \$138,039.</p>
Recommendation:	That the Chief Executive Officer or his designee is authorized to execute a contract with Atlantic Testing Laboratories to perform Special Inspection Services for the Hylan Drive Connection Hub, the RTS Wyoming Bus Facility, and the RTS Seneca Bus Facility in the amount of \$125,490.

Our Promise: RTS makes it easy to enjoy your journey.



	Additionally, the Chief Executive Officer or his designee is authorized is to increase the value of the contract for justified change orders by \$12,549, which would increase the total authorization not-to-exceed \$138,039.
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Resolution: RGRTA 18-2022

**RESOLUTION AUTHORIZING THE AWARD OF A CONTRACT FOR SPECIAL INSPECTION SERVICES
FOR THE Hylan Drive Connection Hub, the RTS Wyoming Bus Facility,
AND THE RTS SENECA BUS FACILITY**

WHEREAS, the Rochester Genesee Regional Transportation Authority (the "Authority") requires an engineering support firm to provide materials testing and special inspection services for the construction of the Hylan Drive Connection Hub; the RTS Wyoming Bus Facility, and the RTS Seneca Bus Facility; and

WHEREAS, the Authority sought proposals by issuing a Request for Proposals (RFP) and publicly advertising it in the in both the New York State Contract Reporter on March 1, 2023, the Minority Reporter on March 9, 2023, and the Rochester Business Journal on March 10, 2023; and

WHEREAS, fifty-nine (59) potential suppliers and subcontractors were notified of the RFP and one (1) responsive proposal was received on March 24, 2023 Atlantic Testing Laboratories of Rochester New York; and

WHEREAS, based on a thorough evaluation of the proposal, giving consideration to the qualifications, resources, experience, and price proposed, the Authority determined that Atlantic Testing Laboratories submitted a responsive proposal that was determined to be fair and reasonable. In addition, Atlantic Testing Laboratories appears to be a responsible bidder.

NOW, THEREFORE, BE IT RESOLVED, that the Chief Executive Officer or his designee is authorized to execute a contract with Atlantic Testing Laboratories to perform Special Inspection Services for the Hylan Drive Connection Hub, the RTS Wyoming Bus Facility, and the RTS Seneca Bus Facility in the amount of \$125,490; and

BE IT FURTHER RESOLVED that the Chief Executive Officer or his designee is authorized to increase the value of the contract for justified change orders by \$12,549, which would increase the total authorization not-to-exceed \$138,039; 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 May 4, 2023 and that the Resolution is still in full force and effect.

Donald Jeffries, Chairman

Date: May 4, 2023
Rochester, New York



ROCHESTER
GENESEE REGIONAL
TRANSPORTATION
AUTHORITY

BOARD OF COMMISSIONERS AGENDA ITEM COVER SHEET

Board Meeting Date:	May 4, 2023
Presenter:	Scott Adair
Subject:	Resolution Authorizing the Disposal of Assets
Background:	<p>The Authority periodically retires assets after they reach the end of their anticipated service life, become obsolete, or are no longer suitable or necessary for the provision of public transportation services by the Authority.</p> <p>The Authority has a request from an organization to donate one vehicle (either a gas-powered revenue or non-revenue vehicle) for the purpose of providing senior citizens transportation to the not for profit's location for purposes of providing meals to participants. This purpose is within the mission of the Authority and is allowable under our Surplus Property Disposition Policy.</p> <p>The Authority has determined that all items included in Attachment A have reached the end of their service life and are eligible for disposal.</p>
Financial Impact:	The Authority expects minimal revenue from the sale of the assets.
Recommendation:	That the Chief Executive Officer or his designee be granted authority to dispose of items listed in Attachment A to the resolution in accordance with the Authority's Surplus Property Disposition Policy and Procedures.

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Resolution: RGRTA 19-2023

RESOLUTION AUTHORIZING THE DISPOSAL OF ASSETS

WHEREAS, the Rochester Genesee Regional Transportation Authority (the “Authority”) periodically retires assets after they reach the end of their anticipated service life, become obsolete, or are no longer suitable or necessary for the provision of public transportation services by the Authority; and

WHEREAS, the Authority has determined that the items included in Attachment A have reached the end of their service life and are eligible for disposal.

NOW, THEREFORE, BE IT RESOLVED, that the assets listed in Attachment A are declared to be surplus and shall therefore be disposed of in accordance with the Authority’s Surplus Property Disposition Policy and Procedures; 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 a Quarterly Meeting of the Rochester Genesee Regional Transportation Authority, which was held on May 4, 2023 and that the Resolution is still in full force and effect.

Donald Jeffries, Chairman

Date: May 4, 2023
Rochester, New York

ATTACHMENT A

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Revenue Vehicles

Year	Subsidiary	Bus #	Manufacturer	Vin#
2010	RTS Monroe	369	New Flyer	5FYD5YU15AB037393
2010	RTS Monroe	362	New Flyer	5FYD5YU18AB037386
2009	RTS Monroe	531	Gillig	15GGD271391078589
2009	RTS Monroe	548	Gillig	15GGD271X91176423
2009	RTS Monroe	549	Gillig	15GGD271191176424
2009	RTS Monroe	550	Gillig	15GGD271391176425
2009	RTS Monroe	503	Gillig	15GGD271391078561
2009	RTS Monroe	506	Gillig	15GGD271991078564
2009	RTS Monroe	507	Gillig	15GGD271091078565
2009	RTS Monroe	509	Gillig	15GGD271491078567
2009	RTS Monroe	518	Gillig	15GGD271591078576
2013	RTS Ontario	9331	Ford	1FD4E4FSXDDA30922
2013	RTS Ontario	9333	Ford	1FD4E4FS3DDA30924
2013	RTS Ontario	9334	Ford	1FD4E4FS5DDA30925
2013	RTS Ontario	9336	Ford	1FD4E4FS7DDA36080
2013	RTS Ontario	9344	Ford	1FD4E4FS8DDA36086
2013	RTS Ontario	9352	Ford	1FD4E4FS7DDA36094
2014	RTS Ontario	R1315	International	5WEASAAM8EH795844
2014	RTS Ontario	R1316	International	5WEASAAM4EH795839
2014	RTS Ontario	R1317	International	5WEASAAM6EH795843
2014	RTS Ontario	R1318	International	5WEASAAM9EH795836
2014	RTS Ontario	R1319	International	5WEASAAM0EH795840
2014	RTS Ontario	R1320	International	5WEASAAM0EH795837
2010	RTS Monroe	365	New Flyer	5FYD5YU13AB037389
2010	RTS Monroe	366	New Flyer	5FYD5YU1XAB037390
2010	RTS Monroe	367	New Flyer	5FYD5YU11AB037391
2010	RTS Monroe	368	New Flyer	5FYD5YU13AB037392
2010	RTS Monroe	363	New Flyer	5FYD5YU1XAB037387
2010	RTS Monroe	361	New Flyer	5FYD5YU16AB037385
2010	RTS Monroe	370	New Flyer	5FYD5YU17AB037394
2009	RTS Monroe	510	Gillig	15GGD271691078568
2009	RTS Monroe	512	Gillig	15GGD271491078570
2009	RTS Monroe	519	Gillig	15GGD271791078577

ATTACHMENT A

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2009	RTS Monroe	523	Gillig	15GGD271991078581
2009	RTS Monroe	522	Gillig	15GGD271791078580
2009	RTS Monroe	527	Gillig	15GGD271691078585
2009	RTS Monroe	532	Gillig	15GGD271X91078590
2009	RTS Monroe	501	Gillig	15GGD271591078559
2009	RTS Monroe	502	Gillig	15GGD271191078560
2009	RTS Monroe	515	Gillig	15GGD271X91078573
2009	RTS Monroe	516	Gillig	15GGD271191078574
2009	RTS Monroe	540	Gillig	15GGD271091176415
2009	RTS Monroe	541	Gillig	15GGD271291176416
2009	RTS Monroe	544	Gillig	15GGE271191176419
2009	RTS Monroe	547	Gillig	15GGD271891176422

Non-Revenue Vehicles

Year	Subsidiary	Vehicle #	Manufacturer	Vin#
2002	RTS Monroe	T-21	Chevrolet	1GCHK24UX2E271434
2009	RTS Monroe	CAR05	Chevrolet	2G1WS57M591302274

Facilities

Year	Subsidiary	Facility	Manufacturer	Description
2016	RTS Wyoming	Bldg. A	Unknown	2962 Sq. Ft. Bldg.
2016	RTS Wyoming	Bldg. B	Unknown	4242 Sq. Ft. Bldg.
2016	RTS Wyoming	Bldg. C	Unknown	1369 Sq. Ft. Bldg.



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**BOARD OF COMMISSIONERS
AGENDA ITEM COVER SHEET**

Board Meeting Date:	May 4, 2023
Presenter:	Daniel DeLaus
Subject:	Resolution Authorizing a Collective Bargaining Agreement between RTS Access and the Teamsters, Local 118
Background:	<p>The Teamsters, Local 118 represents RTS Access Dispatchers and Schedulers, a total of 15 employees.</p> <p>The last agreement with the Teamsters, Local 118, expired on December 31, 2022. Teamsters, Local 118, members ratified this new agreement on April 28, 2023. The term of the new agreement is from the date of this approval through December 31, 2025.</p> <p>Key items to the new agreement include:</p> <ul style="list-style-type: none">• Starting wage rates for Dispatchers and Schedulers raised to \$18 per hour and \$17 per hour, respectively (from \$14.76 per hour and \$14.79 per hour, respectively.)• Adjustments for existing employees in first year ranged from 3% to 20% based upon compression issues.• Wage increase in Year 2 is 3% and Year 3 is 2.75%.• Dispatchers job responsibilities revised to include periodic observation of pre-and post-trip inspections and scheduling functions on weekends when schedulers are not available.
Financial Impact:	The financial impact of approval is included in the Authority's 2023-2024 Operating Budget. The Authority's future years Operating budgets will contain appropriate funding.
Recommendation:	The CEO be granted authority to enter into this agreement with the Teamsters Local 118.

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Resolution: RGRTA 20-2023

**RESOLUTION AUTHORIZING A COLLECTIVE BARGAINING AGREEMENT BETWEEN RTS
ACCESS AND THE TEAMSTERS, LOCAL 118**

WHEREAS, Teamsters Local 118 (the "Union") is the exclusive bargaining agency for the titles of full-time and part-time Schedulers and Dispatchers for RTS Access; and

WHEREAS, the RTS Access and the Union have reached a tentative agreement (the "Agreement"), subject to the approval of the Board of Commissioners and the Union membership, the Agreement changes are summarized on Attachment A; and

WHEREAS, the Union membership voted to approve the Agreement on April 28, 2023.

NOW, THEREFORE, BE IT RESOLVED, that the Chief Executive Officer or his designee are hereby authorized, empowered and directed, for and on behalf of the Authority, to execute the Agreement and 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 this project.

CERTIFICATION

The undersigned hereby certifies that the above is an excerpt from the Minutes of a Quarterly Board Meeting of Rochester Genesee Regional Transportation Authority, which was held on May 4, 2023, and that the Resolution is still in full force and effect.

Donald Jeffries, Chairman

Date: May 4, 2023
Rochester, New York

ATTACHMENT A

RTS Access and Teamster Local 118 Collective Bargaining Agreement Summary of Key Contract Provisions

Term of Agreement:

Approval Date (Anticipated to be May 4, 2023) through December 31, 2025

Covered Employees:

Dispatchers - 5

Schedulers - 10

Wages:

- New starting wage for Dispatchers \$18 per hour (Previously, \$14.76 per hour)
- New starting wage for Schedulers \$17 per hour (Previously, \$14.79 per hour)
- Existing employee first year adjustments range from 3% to 20% based on compression issues.
- Employees will receive an increase in wages as follows:
 - Effective January 1, 2024, 3%
 - Effective January 1, 2025, 2.75%

Current employees will receive a retroactive payment from January 1, 2023.

Other Contract Provisions:

- Added/Changed Dispatch functions to add efficiency to the Operation
- Added Flex time and Working from Home Options for Schedulers with approval by the Company
- Added Juneteenth Holiday for Full Time Employees



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BOARD OF COMMISSIONERS AGENDA ITEM COVER SHEET

Board Meeting Date:	May 4, 2023
Presenter:	James Stack
Subject:	Resolution Authorizing GTCS, Inc. to Execute a Contract for Professional Services to be rendered to the Genesee Transportation Council for the Ontario County Freight Rail Corridor Development Plan: Area 2.
Background:	<p>The Genesee Transportation Council (GTC) Unified Planning Work Program (i.e., Operating Budget) for the fiscal year 2023-2024 includes Task 8622, Ontario County Freight Rail Corridor Development Plan: Area 2 (the "Project"). The Project will identify existing and potential sites for rail enabled industrial development sites included on the Finger Lakes Railway (FGLK) line and the Norfolk Southern Railroad line from Geneva to Lyons, assess the transportation infrastructure to support their development as well as zoning preparedness. The Project will also study the feasibility of relocating the FGLK rail yard near the Seneca Lake waterfront and the interconnection between that yard and the remainder of the rail network to improve pedestrian and vehicle safety in downtown Geneva.</p> <p>GTC requires a professional services firm in order to carry out the Project. A Request for Proposals (RFP) to provide these services was publicly advertised in the <u>New York State Contract Reporter</u> on January 20, 2023 and the <u>Rochester Business Journal</u> on January 27, 2023. A total of fourteen (14) RFP packages were distributed. Two (2) responsive proposals were received by the March 3, 2023 deadline.</p> <p>GTC evaluated the proposals received and scored the firms as follows:</p> <ul style="list-style-type: none">• Fisher Associates 84• LaBella Associates 73

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	GTC recommends that Fisher Associates be retained to conduct the Project.
Financial Impact:	<p>Expenses related to the Project shall not exceed \$126,500 and are included in the 2023-2024 GTC Operating Budget.</p> <p>The Project is programmed with \$117,000 from federal Metropolitan Planning Funds and \$9,500 match from the Ontario County Planning Dept., the Ontario County Agricultural Enhancement Board, Finger Lakes Railway, and the Ontario County Economic Development Office/Ontario County Local Development Corporation</p>
Recommendation:	That the Chief Executive Officer, on behalf of GTCS, Inc., be granted authority to enter into an agreement with Fisher Associates to conduct the Ontario County Freight Rail Corridor Development Plan: Area 2.

Resolution: GTCS 1-2023

RESOLUTION AUTHORIZING GTCS, INC. TO EXECUTE A CONTRACT FOR PROFESSIONAL SERVICES TO BE RENDERED TO THE GENESEE TRANSPORTATION COUNCIL FOR THE ONTARIO COUNTY FREIGHT RAIL CORRIDOR DEVELOPMENT PLAN: AREA 2

WHEREAS, continuing contracts are in place between GTCS, Inc. and the State of New York enabling the Genesee Transportation Council (GTC) to carry out planning tasks assigned to it under an annually developed Unified Planning Work Program (UPWP); and

WHEREAS, said UPWP for the fiscal year 2023-2024 includes Task 8622, Ontario County Freight Rail Corridor Development Plan: Area 2 (the "Project"), to identify existing and potential sites for rail enabled industrial development sites included on the Finger Lakes Railway (FGLK) line and the Norfolk Southern Railroad line from Geneva to Lyons, assess the transportation infrastructure to support their development as well as zoning preparedness and to study the feasibility of relocating the FGLK rail yard near the Seneca Lake waterfront and the interconnection between that yard and the remainder of the rail network to improve pedestrian and vehicle safety in downtown Geneva; and

WHEREAS, GTC needs to acquire professional services in order to support the Project; and

WHEREAS, GTC publicly advertised for qualifications for professional services in the New York State Contract Reporter on January 20, 2023 and in the Rochester Business Journal on January 27, 2023; and

WHEREAS, GTC distributed fourteen (14) Request for Proposals (RFP) packages and received two (2) proposals complying with the requirements of the RFP; and

WHEREAS, based on its evaluation of the proposals, GTC concluded that Fisher Associates are qualified to provide the needed services; and

WHEREAS, GTCS, Inc. is a subsidiary of RGRTA, and serves as the fiscal agent for GTC; and

WHEREAS, pursuant to the Memorandum of Understanding between GTCS, Inc. and GTC dated April 30, 1999, GTC is authorized to accept, develop, and administer contracts for GTC work program related activities, provided the requirements in Section II (E) (3) of the Memorandum of Understanding are fulfilled.

NOW, THEREFORE, BE IT RESOLVED that the Chief Executive Officer or his designee is authorized to enter into a contract, on behalf of GTCS, Inc., for the Ontario County Freight Rail Corridor Development Plan: Area 2 with Fisher Associates in an amount not to exceed One-hundred Twenty-Six Thousand Five Hundred Dollars (\$126,500) to obtain the professional services necessary to accomplish the Project provided that he is reasonably satisfied that the terms and conditions of Section II (E) (3) of the Memorandum of Understanding have been or will be fulfilled.

BE IT FURTHER RESOLVED that GTCS, Inc. is authorized to make payments under such a contract upon receipt of all certifications required under Section II (E) (3) of the Memorandum of Understanding, subject to reimbursement by GTC upon receipt of the above referenced grant funds, all as required under the Memorandum of Understanding; and

BE IT FURTHER RESOLVED that the Chief Executive Officer or his designee is hereby authorized, empowered, and directed, for and on behalf of GTCS, Inc., to perform any and all actions and to execute any and all documents on behalf of GTCS, Inc. as they may deem 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 a Quarterly Meeting of the Rochester-Genesee Regional Transportation Authority, which was held on May 4, 2023 and that the Resolution is still in full force and effect.

Donald Jeffries, Chairman

Date: May 4, 2023
Rochester, New York