

**MINUTES OF THE REGULAR & ANNUAL MEETING OF THE  
BOARD OF COMMISSIONERS OF  
ROCHESTER-GENESEE REGIONAL TRANSPORTATION AUTHORITY  
AND ITS SUBSIDIARIES  
November 14, 2012**

**A. Roll Call and Determination of Quorum**

The meeting was called to order by Chairman James Redmond who determined that a quorum was present.

**Present on Roll Call:**

	County of Monroe	Scott Adair	=	4 votes
➤	County of Monroe	Stephen Carl	=	4 votes
➤	County of Monroe	James H. Redmond	=	4 votes
➤	County of Monroe	Robert Fischer	=	4 votes
➤	City of Rochester	Thomas R. Argust	=	2 votes
➤	City of Rochester	Barbara Jones	=	2 votes
➤	City of Rochester	Karen Pryor	=	2 votes
➤	County of Genesee	Paul Battaglia	=	2 votes
➤	County of Livingston	Milo I. Turner	=	2 votes
➤	County of Orleans	Henry Smith	=	1 vote
➤	County of Seneca	Edward W. White	=	1 vote
➤	County of Wayne	Michael P. Jankowski	=	3 votes
➤	County of Wyoming	Frank Vitagliano	=	1 vote
➤	Amalgamated Transit Union	Francis Falzone	=	<u>0 votes</u>

<b>Total Votes Possible</b>	<b>32</b>
<b>Total Votes Present</b>	<b>28</b>
<b>Votes Needed for Quorum</b>	<b>17</b>

**B. Adoption of the Agenda**

On motion of Commissioner Pryor, seconded by Commissioner Argust, the Agenda was unanimously adopted.

**C. Approval of Minutes**

On motion of Commissioner White, seconded by Commissioner Smith, the following minutes were approved.

- Regular Meeting Minutes of October 4, 2012

#### **D. CEO Report**

Bill Carpenter, Chief Executive Officer, presented the monthly CEO Report as reflected in the power point presentation, a copy of which shall be attached to these Minutes.

- *In response to a question from one of the Commissioners about the Net Promoter Score, Joe Jablonski responded that the question has remained the same on the survey from the first to this last one. We have added a question asking if they did rate us lower than an 8 what is the reason why they would not recommend us. Mr. Jablonski also answered a question asked by this commissioner, is there a direct correlation between the increase in On-Time Performance and the increase in the amount of ridership stating that I think initially you may struggle with your On-Time Performance as ridership increases until you adjust your loading and unloading of the bus and the demand.*
- *In response to a question from one of the Commissioners about "Where's my bus?", Joe Jablonski responded that yes we are tracking the use and we roughly have 3,000 users a day.*
- *In response to a question from Commissioner Pryor, Joe Jablonski responded that no there was not a big bump in NPS when Where's my bus came out. Where's my bus started on February 15<sup>th</sup> and we had a survey in March. The first major impact of that would have been in the June results.*
- *In response to a question from Commissioner Argust, Joe Jablonski responded that there are 30 questions on the survey and we try to understand the impact on the overall performance and then in the net promoter score. We try to break those things down by the different elements and understand the factors that have dramatic effects on that score.*
- *In response to a question from Commissioner Jones, Joe Jablonski responded that yes we do have a lot of demographic data for all of our customers that participate in the survey. The demographics tell us that people who ride the bus that over time, the more they use us the more they like it. It doesn't appear to be a significant difference in terms of income. We have found that the older the customer the more you will promote us.*
- *In response to a question from Chairman Redmond, Joe Jablonski responded that we try and keep the waves the same size as much as possible.*
- *In response to a question from Commissioner Argust, Bill Carpenter responded that we had 50 plus customers at our September Customer Town meeting and we had about 40 at the Dewey Avenue Library meeting.*
- *In response to a question from Chairman Redmond, Bill Carpenter responded that we can expect a reasonable assumption that funding will be flat after Hurricane Sandy.*

On motion of Commissioner Battaglia, seconded by Commissioner Carl, the following minutes were approved.

#### **E. Financial Report**

Chris Dobson, VP of Finance, presented the financial report, a copy of which shall be attached to these Minutes.

- *In response to a question from Chairman Redmond, Christopher Dobson responded that locally generated revenues are made up of customer fares, special transit fares and subsidy agreements and then other revenues. Drivers and their interest revenue and then advertising are the two big components.*
- *In response to a question from Commissioner Argust, Christopher Dobson responded that in a couple different contracts we executed favorable to what we anticipated, and then some additional business that we've been picking up in RTS and really the regional's as well.*

On motion of Commissioner Jankowski, seconded by Commissioner Smith, the Financial Report was accepted by unanimous vote.

## F. CONSENT RESOLUTIONS

### **Resolution Authorizing the Award of a Contract for the Purchase of 18 Paratransit Buses for Lift Line, RGRTA 73-2012**

*RGRTA 73-2012: On motion of Commissioner Argust, seconded by Commissioner Battaglia, the aforementioned Resolution, a copy of which shall be attached to these Minutes, was unanimously approved.*

### **Resolution Authorizing the Award of a Contract for the Purchase of 29 Mid-Size Transit Buses for Regional Operations, RGRTA 74-2012**

*RGRTA 74-2012: On motion of Commissioner Vitagliano, seconded by Commissioner Turner, the aforementioned Resolution, a copy of which shall be attached to these Minutes, was unanimously approved.*

### **Resolution Authorizing the Award of a Contract for the Installation of a Fire Alarm System, RGRTA 75-2012**

- *In response to a question from Commissioner Jones, Mark Ballerstein responded that our consultant and associate engineer did a scope interview with the firm that bid for the fire alarm system and confirmed that they understand the scope of work completely. They did not have any admissions and that they were comfortable with their bid. The second bidder is closer to where our estimate was. But, we will make sure the work is done per drawing and specifications.*

*RGRTA 75-2012: On motion of Commissioner Smith, seconded by Commissioner Jones, the aforementioned Resolution, a copy of which shall be attached to these Minutes, was unanimously approved.*

### **Resolution Authorizing the Declaration of Buses and Office Equipment as Surplus, RGRTA 76-2012**

*RGRTA 76-2012: On motion of Commissioner Jankowski, seconded by Commissioner Pryor, the aforementioned Resolution, a copy of which shall be attached to these Minutes, was unanimously approved.*

**F. Calendar**

*The Calendar was reviewed.*

**G. Adjournment**

*There being no further matters on the adopted Agenda, the meeting was adjourned on motion of Commissioner Battaglia, seconded by Commissioner Carl.*