

**MINUTES OF THE QUARTERLY MEETING OF THE
BOARD OF COMMISSIONERS OF
ROCHESTER-GENESEE REGIONAL TRANSPORTATION AUTHORITY
AND ITS SUBSIDIARIES
November 2, 2023**

A. Roll Call and Determination of Quorum

The meeting was called to order at 12:10PM by Chairman Don Jeffries who determined that a quorum was present. Commissioner Rice joined by phone.

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
Transit Dependent Representative	Heather Bird	=	1 vote
➤ Amalgamated Transit Union	Jacques Chapman	=	<u>0 votes</u>

Total Votes Possible	35
Total Votes Present	25
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
Ken Boasi, Director of Regional Operations
Tom Brede, Public Information Officer
Daniel DeLaus, General Counsel
Christopher Dobson, Chief Operating Officer
Joseph Duemmle, RTS Employee and Vice President ATU Local 282
Justin Feasel, Director of Purchasing & Contract Administration
Amy Gould, Chief People Officer
Krystle Hall, Director of People
Laura Kenyon, Director of Communications and Customer Engagement

Chris Mahood, Director of Information Technology
James Mott, Director of Paratransit Services
Sharon Muir-Eddy, Director of Budget
Kelly Parisi, Executive Assistant to the CEO
Corinda Reaves, Chief Customer & Community Experience Officer
James Stack, Executive Director, GTCS
John Trott, RTS Employee and President of ATU Local 282
Miguel Velázquez, Chief Executive Officer
Chris Winburn, RTS Employee and Steward ATU Local 282

B. Adoption of the Agenda

On motion of Commissioner Oltramari, seconded by Commissioner Carlock, the Amended Agenda was unanimously adopted.

C. Approval of Minutes

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

- RGRTA Regular Board Meeting Minutes of September 7, 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 the Financial Sustainability, Laura Kenyon, Director of Community & Customer Engagement on Customer Satisfaction, Chris Dobson, Chief Operating Officer on Service Quality and Amy Gould, Chief People Officer on Employee Engagement (power point presentation is attached to these Minutes).

Questions/Comments on Financial Sustainability:

- *Commissioner Carlock asked about the ARPA Funds and if we have drawn those down? Scott Adair, Chief Financial Officer stated yes we have.*

Questions/Comments on Service Quality:

- *Commissioner Ansbro asked if we do anything to differentiate our recruitment for Access drivers and is there anything Commissioners can do to try and get operators? Chris Dobson, COO stated that we are definitely putting focus and emphasis on finding the right candidates and certainly will take any assistance to get the right candidates. Amy Gould, CPO stated that we are focused on our retention strategies.*
- *Commissioner McDonald stated that we talked about getting more vehicles for On Demand and when are those arriving and when can we match up vehicles with operators? Chris Dobson, COO stated that he will follow up on a date for when those vans will be arriving, and we do currently have a few vehicles available but are trying to*

recruit operators to drive those vehicles. Commissioner McDonald then asked about the fulfillment rate at Access. Chris Dobson stated that we fulfill 100% of the rides that are within the ADA required $\frac{3}{4}$ of a mile of a RTS Connect route.

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

E. Proposed Resolutions

Resolution to Amend RGRTA 40-2018 a Contract for Fare Technology Upgrades, RGRTA 39-2023

- *Commissioner Oltramari asked if the rating on the app is used in the survey. Chris Mahood, Director of Technology Innovation stated that it is solely used to help other customers and the information is not used in our survey. Commissioner Oltramari also asked if you could pay with paypal or venmo. Chris Mahood stated that is something that is coming in the future.*
- *Commissioner McDonald asked if the 5,000 customers a day using the Go Payment is the app and Go card? Chris Mahood stated that it is both the app and the Go card. We process about 73% of our payment through the Masabi platform.*
- *Commissioner Ansbro asked how the convenient store purchase works? Chris Mahood stated that a customer could go to a retail store and have the store scan the card and they can add funds at no extra charge.*
- *Commissioner Oltramari asked about the \$56 pass. Chris Mahood stated that we no longer require a customer to purchase the full \$56 (monthly) pass at one time and they can pay over the month due to fare capping.*
- *Commissioner Bensley asked what the contemplated useful life means? Chris Mahood stated that this is a cloud based solution and when an upgrade is available Masabi will push that out to us and thus, useful life is a standard of approximately 10 years.*

Resolution RGRTA 39-2023 was moved on motion of Commissioner McDonald, seconded by Commissioner Oltramari, the aforementioned Resolution, a copy of which is attached to these minutes, was unanimously approved.

F. Consent Resolutions

Resolution to Amend RGRTA 56-2018 a Contract for Interactive Voice Response (IVR) System Software Maintenance & Support Services, RGRTA 40-2023

- *Commissioner McDonald asked what a voice response system is? Chris Mahood, Director of Technology Innovation stated that it is the automated response and prompts that you go through when you call into customer service.*

Resolution Authorizing the Disposal of Assets, RGRTA 41-2023

Resolution Authorizing a Collective Bargaining Agreement between RTS Monroe and the Amalgamated Transit Union, Local 282, RGRTA 42-2023

Resolutions RGRTA 40-2023 through RGRTA 42-2023 were moved on motion of Commissioner Ansbro, seconded by Commissioner Johnson, the aforementioned Resolutions, copies of which are attached to these minutes, were unanimously approved.

G. Calendar

Miguel Velázquez, CEO mentioned that the Board Retreat is scheduled for November 16, 2023, and materials for that meeting will be sent out next week.

H. Adjournment

On motion of Commissioner Ansbro, seconded by Commissioner Young the Quarterly Board Meeting was adjourned at 1:09PM.

Respectfully submitted,

Jerdine Johnson, Secretary
Posted Date: November 16, 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 Report



TOPS

TRANSIT ORGANIZATION PERFORMANCE SCORECARD

	<i>Goal Score</i>	Q2 Score
Financial Performance Index FPI	<i>20.0</i>	26.0
Customer Satisfaction Index CSI	<i>30.0</i>	37.0
Service Performance Index SPI	<i>40.0</i>	44.1
Employee Engagement Index EEI	<i>10.0</i>	9.8
TOTAL	<i>100.0</i>	116.9

Strategic Pillars 2023-24 2nd 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	\$367.0			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	35%	43%	42%			34.43	27.92	36.30	19.54
	Customer Satisfaction - RTS Access	95%	94%	97%			0.29	0.26	0.34	0.18
	Customer Satisfaction - RTS Genesee	95%	100%	100%			0.34	0.26	0.34	0.18
	Customer Satisfaction - RTS Livingston	95%	100%	100%			0.34	0.26	0.34	0.18
	Customer Satisfaction - RTS Ontario	95%	100%	99%			0.31	0.26	0.34	0.18
	Customer Satisfaction - RTS Orleans	95%	100%	100%			0.34	0.26	0.34	0.18
	Customer Satisfaction - RTS Seneca	95%	99%	96%			0.27	0.26	0.34	0.18
	Customer Satisfaction - RTS Wayne	95%	100%	100%			0.34	0.26	0.34	0.18
	Customer Satisfaction - RTS Wyoming	95%	100%	100%			0.34	0.26	0.34	0.18
	Total CSI Score						37.0	30.0	39.0	21.0
Service Performance Index	On-Time Performance - RTS	91.5%	92.65%	92.34%			39.63	36.00	46.80	25.20
	Ride Fulfillment - OnDemand		62.6%	52.5%			-	-	-	-
	On-Time Performance - RTS Access	95.0%	95.5%	93.3%			0.42	0.50	0.65	0.35
	On-Time Performance - RTS Genesee	94.0%	96.7%	94.0%			0.50	0.50	0.65	0.35
	On-Time Performance - RTS Livingston	95.0%	100.0%	100.0%			0.65	0.50	0.65	0.35
	On-Time Performance - RTS Ontario	93.0%	93.1%	93.5%			0.53	0.50	0.65	0.35
	On-Time Performance - RTS Orleans	95.0%	98.0%	98.7%			0.65	0.50	0.65	0.35
	On-Time Performance - RTS Seneca	97.0%	97.5%	98.5%			0.58	0.50	0.65	0.35
	On-Time Performance - RTS Wayne	96.0%	99.1%	99.0%			0.65	0.50	0.65	0.35
	On-Time Performance - RTS Wyoming	97.0%	97.2%	97.6%			0.53	0.50	0.65	0.35
	Total SPI Score						44.1	40.0	52.0	28.0
Employee Engagement Index	Employee Participation (Not scored)	33.0%		37.8%			-	-	-	-
	Employee Engaged Index	28.0%		26.3%			4.79	5.00	6.50	3.50
	Employee Satisfaction	4.0		4.0			4.97	5.00	6.50	3.50
	Total EE Score						9.8	10.0	13.0	7.0
TOPS Score							116.9	100.0	130.0	70.0

FY 24 – Q2

Financial Sustainability

Presented by: Scott Adair
Chief Financial Officer



Financial slides

September Financial Results:

- Second quarter completed and projecting \$367K net income
- Mortgage Recording Tax continues to decline
- Expenses continue to remain on target

Items we are watching at this time:

- Staffing levels
- Mortgage Recording Taxes

Financial Report

RGRTA - Consolidated Budget Status Report (000's) - FY 2023-2024				
9/30/2023				
<u>Revenues</u>	<u>Budget 2023-24</u>	<u>FYTD 9/30/2023</u>	<u>Projected 3/31/2024</u>	<u>Budget Variance</u>
Total Locally Generated	\$ 39,267	\$ 10,487	\$ 39,783	\$ 516
Total Government Subsidies	\$ 73,101	\$ 39,350	\$ 74,443	\$ 1,342
Mortgage Tax	\$ 12,143	\$ 5,878	\$ 10,643	\$ (1,500)
Grand Total Revenue	\$ 124,511	\$ 55,715	\$ 124,868	\$ 358
<u>Expenses</u>				
Personnel				
Salary & Wages	\$ 61,208	\$ 28,499	\$ 61,208	\$ -
Fringe Benefits	\$ 27,900	\$ 11,998	\$ 27,904	\$ (4)
Total Personnel	\$ 89,109	\$ 40,497	\$ 89,113	\$ (4)
Non-Personnel				
Services	\$ 11,573	\$ 4,693	\$ 11,520	\$ 54
Fuel/Lubricants	\$ 7,108	\$ 2,968	\$ 7,108	\$ -
Parts	\$ 4,612	\$ 2,013	\$ 4,612	\$ -
Other	\$ 12,109	\$ 4,709	\$ 12,149	\$ (40)
Total Non-Personnel	\$ 35,402	\$ 14,384	\$ 35,389	\$ 14
Grand Total Expenses	\$ 124,511	\$ 54,881	\$ 124,501	\$ 9
Net Income/Deficit From Operations & Subsidies	\$ -	\$ 834	\$ 367	\$ 367

FY 24 – Q2

Customer Satisfaction Index

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



Customer Satisfaction Index

- Q2 Results
- Customer Service Index & Net Promoter Score
 - Survey Highlights
- Market Research FY 25
- Summary

Q2 Customer Satisfaction 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%	42%			34.43	27.92	36.3	19.54
	Customer Satisfaction – RTS Access	95%	94%	97%			0.29	0.26	0.34	0.18
	Customer Satisfaction – RTS Genesee	95%	100%	100%			0.34	0.26	0.34	0.18
	Customer Satisfaction – RTS Livingston	95%	100%	100%			0.34	0.26	0.34	0.18
	Customer Satisfaction – RTS Ontario	95%	100%	99%			0.31	0.26	0.34	0.18
	Customer Satisfaction – RTS Orleans	95%	100%	100%			0.34	0.26	0.34	0.18
	Customer Satisfaction – RTS Seneca	95%	99%	96%			0.27	0.26	0.34	0.18
	Customer Satisfaction – RTS Wayne	95%	100%	100%			0.34	0.26	0.34	0.18
	Customer Satisfaction – RTS Wyoming	95%	100%	100%			0.34	0.26	0.34	0.18
	Total CSI Score						37.0	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

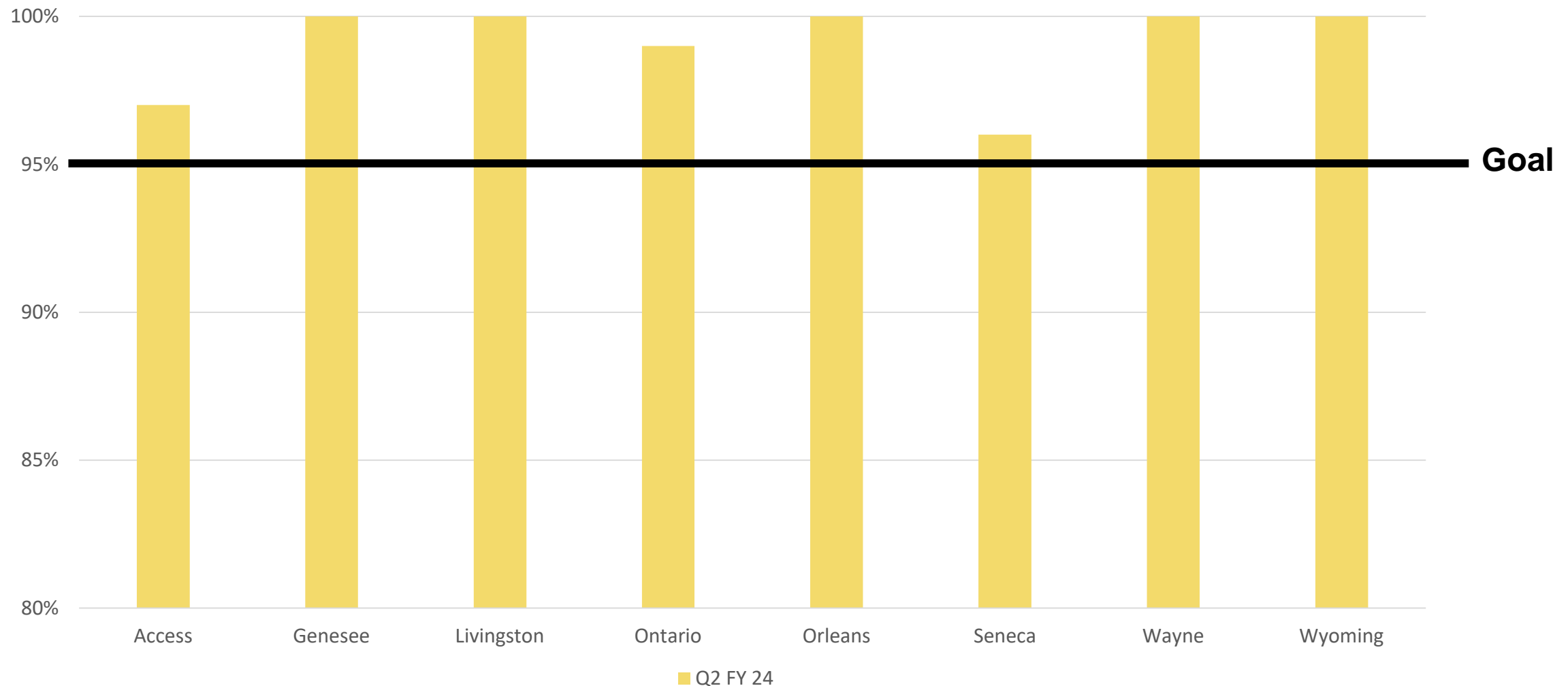
- Approx. 100 RTS Access customers surveyed monthly
- Goal: 40% response rate

Regional Properties

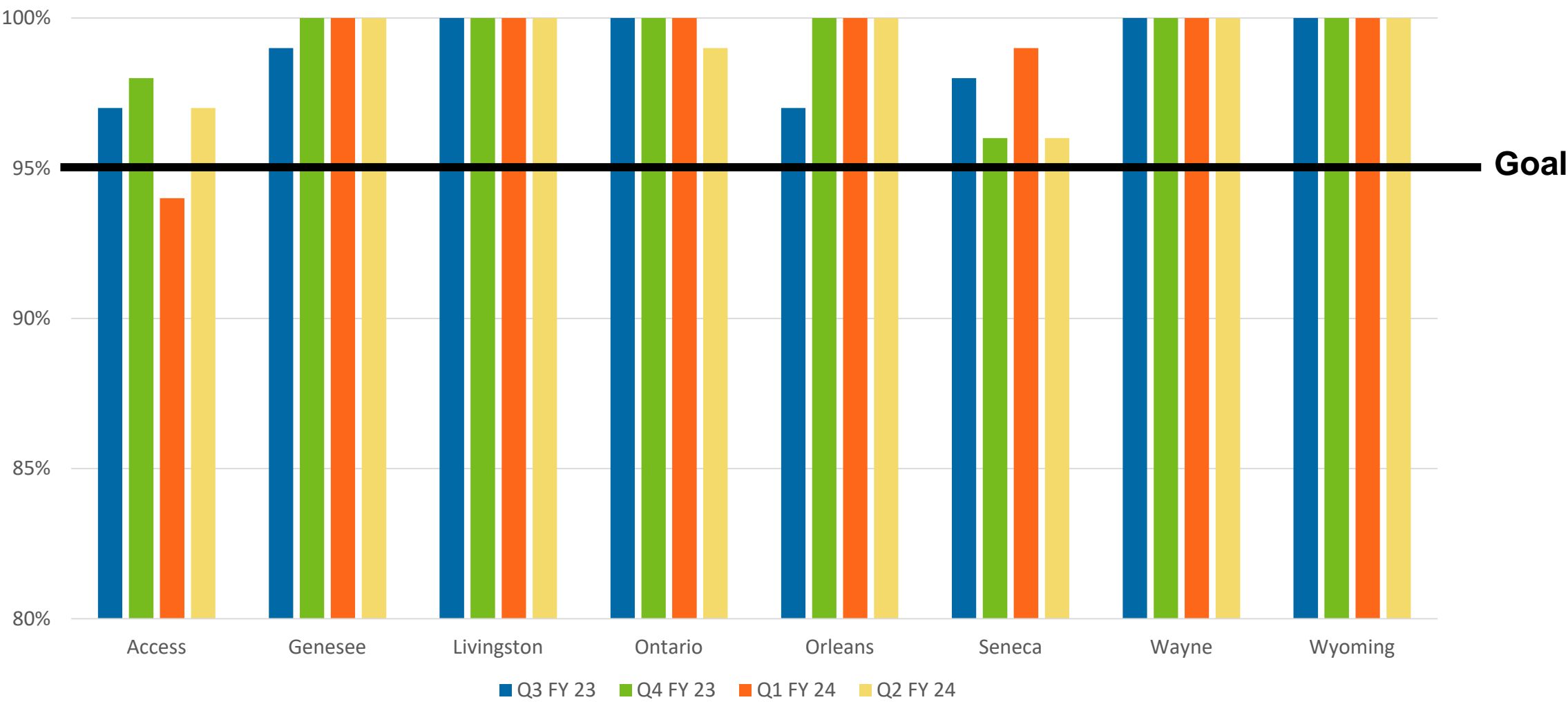
- Quarterly, on-the-bus surveys
- Goal: 140 Customers each quarter



Customer Service Index: Q2 FY 24



Customer Service Index Trends by Quarter



RTS Monroe

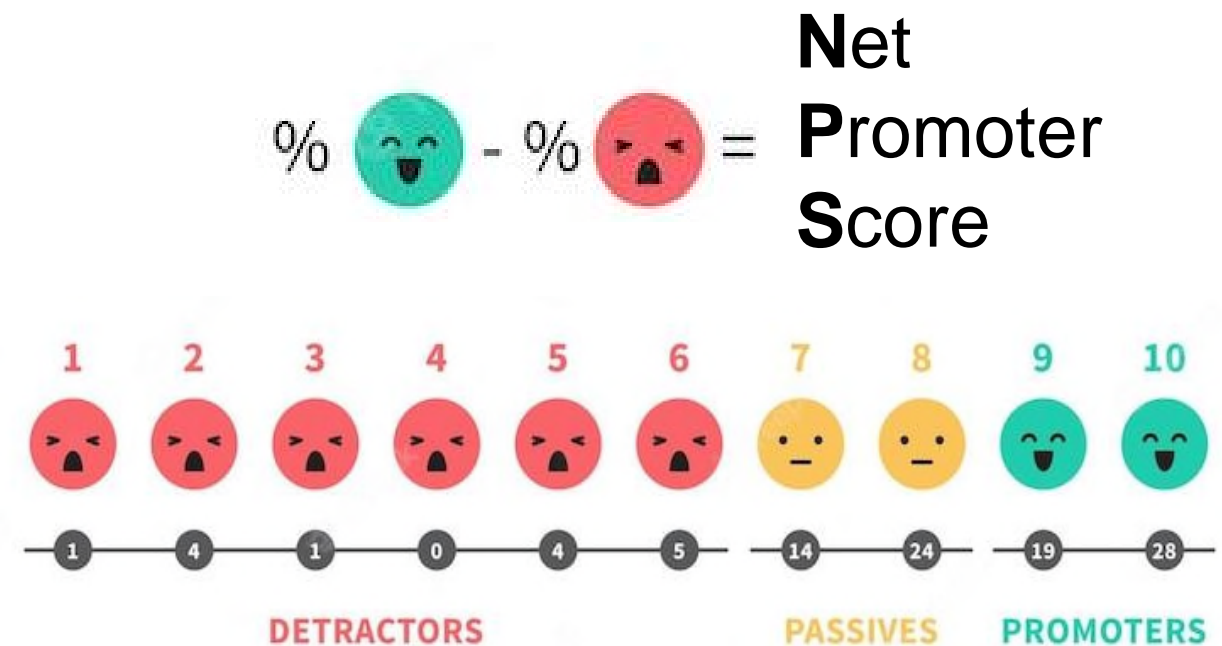
NPS - Willingness to Recommend

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: 42%

- Higher than 35% goal
- 2023 scores over 40%

	Base	Promoters (9-10)	Passives (7-8)	Detractors (0-6)	No response	Net Promoter Score
W52	509	59%	25%	17%	3%	42%
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%
Total 41-52	6,205	56%	26%	18%	.4%	38%

Wave 52 Survey Highlights & Updates

August 16th – 19, 2023



Customer Survey: Most Important

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

Top 5

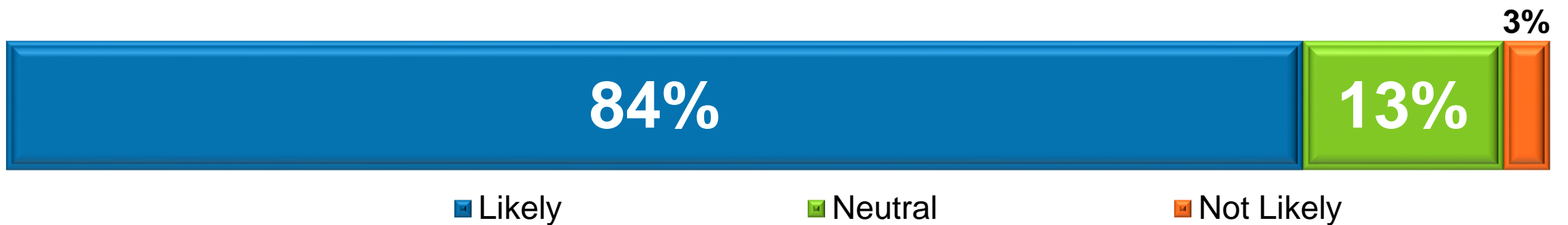
1. Route Coverage
2. Easy to get RTS information
3. On-time arrival
4. Safety and Security
5. Cleanliness and Comfort



Customer Survey: Loyalty

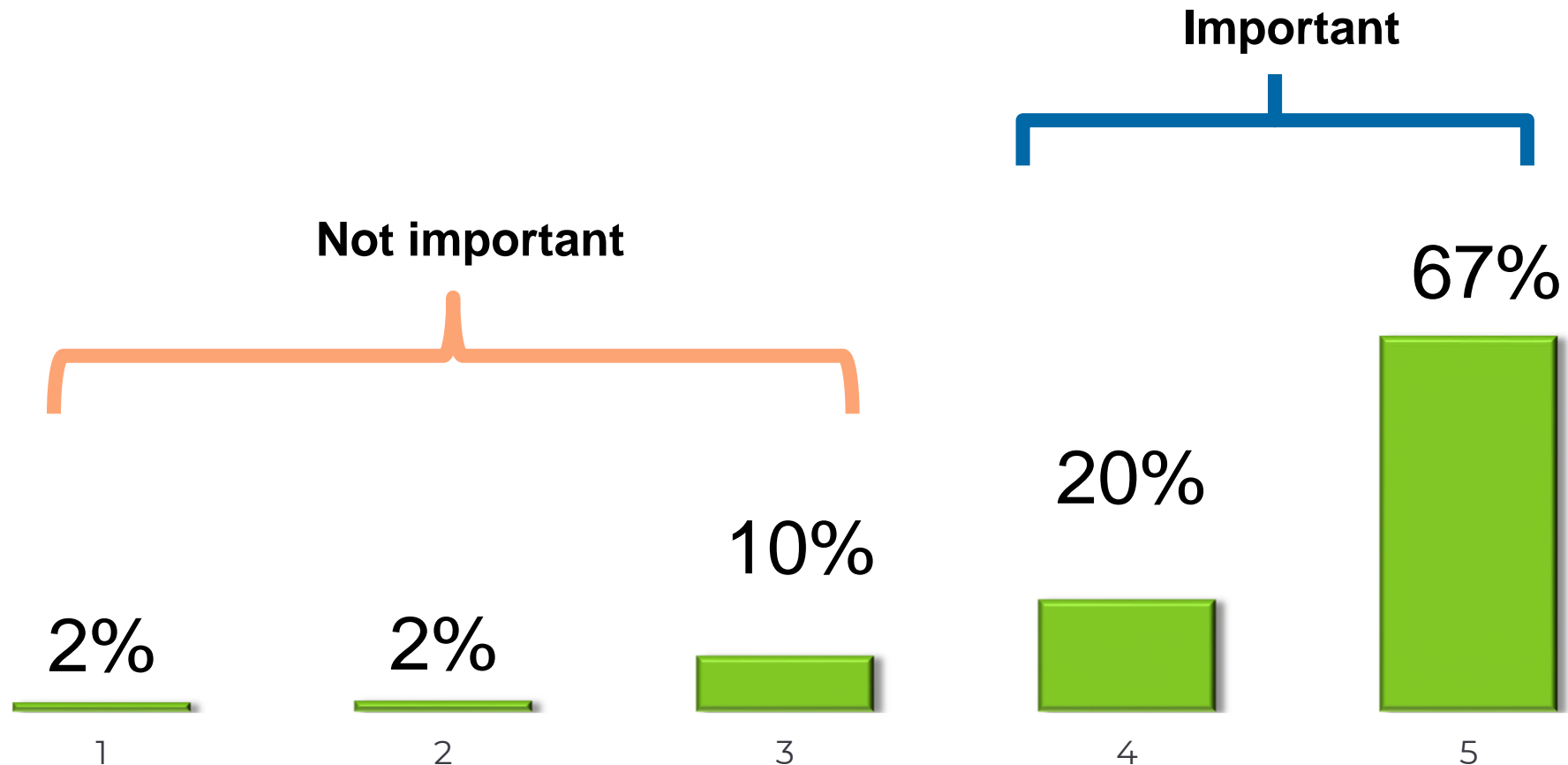
Q: “Based on your current experience over the last 3 months, how likely are you to continue using our service?”

Score: 84% of customers answered “Likely”



Customer Survey: RTS Importance

Q: "How important is RTS in your life?"



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	W. 50	W. 51	W. 52
Integrity	<i>Employees take pride in their work</i>	7.5	7.7	7.7
Respect	<i>Employees greeted me with a smile and engaged in good-natured conversation</i>	7.1	7.9	7.5
Diversity, Equity & Inclusion	<i>It is easy for me to relate to the RTS employees I interact with</i>	7.1	7.7	7.5
Engagement & Collaboration	<i>RTS listens to customers like me</i>	7.3	7.6	7.5
Agility & Innovation	<i>RTS is constantly improving public transit for the community</i>	7.9	8.1	7.7
Performance Focused	<i>RTS uses fresh ways of thinking to improve your overall experience.</i>	8.0	7.8	7.7

Looking Ahead: Market Research in FY 25 and Beyond

Feedback & Questions

RTS surveys should be more accessible.

How can we improve our understanding of customers' wants and needs?

How can we unify our research methods?

Plan of Action

- Community Engagement

- Goodwill of the Finger Lakes
 - 211 Lifeline
 - Contact Center

- Digital Survey Pilot

- Partner with Via Q3 – Q4

- Issue RFP/New FY25 Market Research Contract

- Current contract exp. March 2024
- New RFP:
 - Survey all properties and products
 - Provide recommendations and implement methods for increased accessibility
- New contract begins April 2024

Summary

- **Customer Satisfaction contributed 37 points to TOPS**
- **RTS customers see us as a critical service in their lives**
- **We have a plan of action to improve our market research, with the ultimate goal of better understanding Customers' needs.**

Customer Service Index

Questions?

FY 24 – Q2

Service Performance Index

Presented by: Chris Dobson
Chief Operating Officer



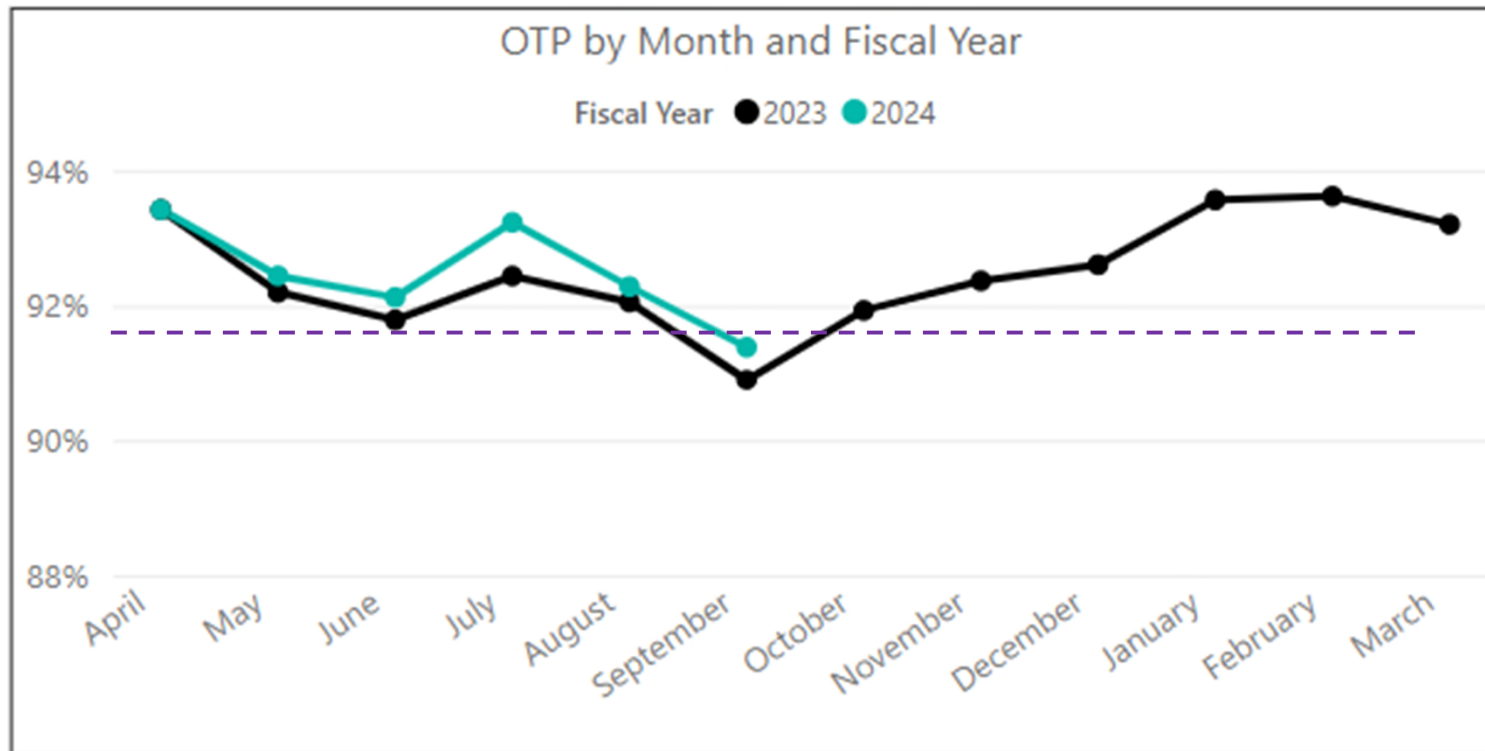
Service Performance Index

Strategic Pillars 2023-24 2 nd Qtr.	Metric	Plan Goal	Actual 2 nd Quarter	Earned Points	Goal Points	Max Points	Min Points
Service Performance Index	On-Time Performance – RTS Monroe	91.5%	92.3%	39.63	36.00	46.80	25.20
	On-Time Performance – RTS Access	95%	93.3%	0.42	0.50	0.65	0.35
	On-Time Performance – RTS Genesee	94%	94.0%	0.50	0.50	0.65	0.35
	On-Time Performance – RTS Livingston	95%	100.0%	0.65	0.50	0.65	0.35
	On-Time Performance – RTS Ontario	93%	93.5%	0.53	0.50	0.65	0.35
	On-Time Performance – RTS Orleans	95%	98.7%	0.65	0.50	0.65	0.35
	On-Time Performance – RTS Seneca	97%	98.5%	0.58	0.50	0.65	0.35
	On-Time Performance – RTS Wayne	96%	99.0%	0.65	0.50	0.65	0.35
	On-Time Performance – RTS Wyoming	97%	97.6%	0.53	0.50	0.65	0.35
	RTS On Demand Ride Fulfillment	N/A	52.5%	Not Scored			
	Total SPI Score			44.1	40.0	52.0	28.0

OTP – RTS Monroe

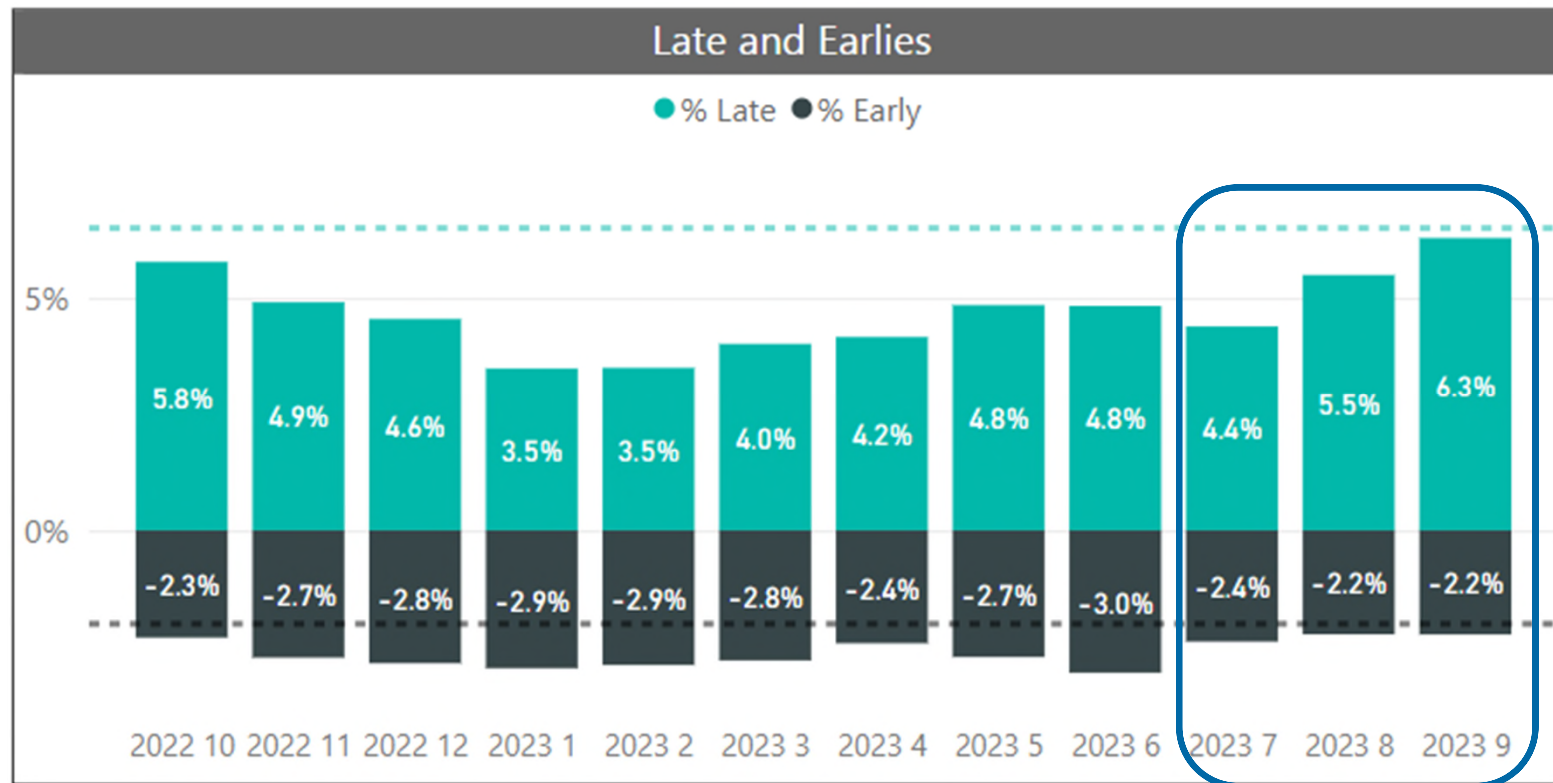
OTP RTS Monroe: Performance Trends

- Within Q2, monthly OTP ranged from 91.5% to 93.2% with a quarterly result of 92.3% vs. a goal of 91.5%



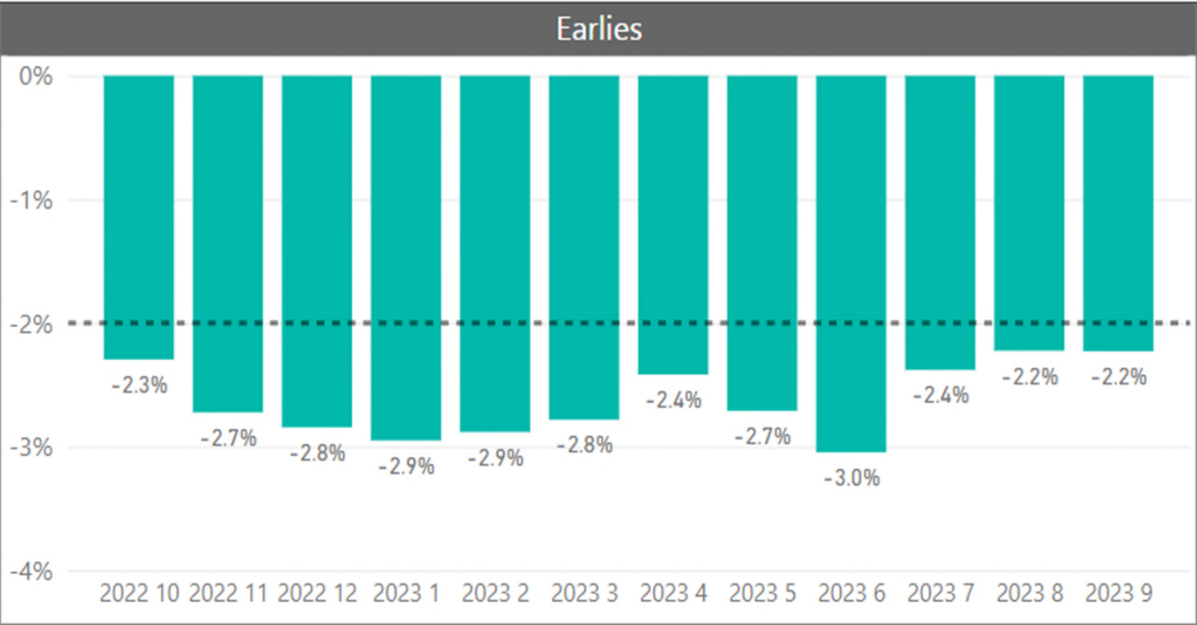
OTP RTS Monroe: Performance Trends

- Early departures for the quarter averaged 2.3%
- Lates averaged 5.4%, similar to prior year same period.

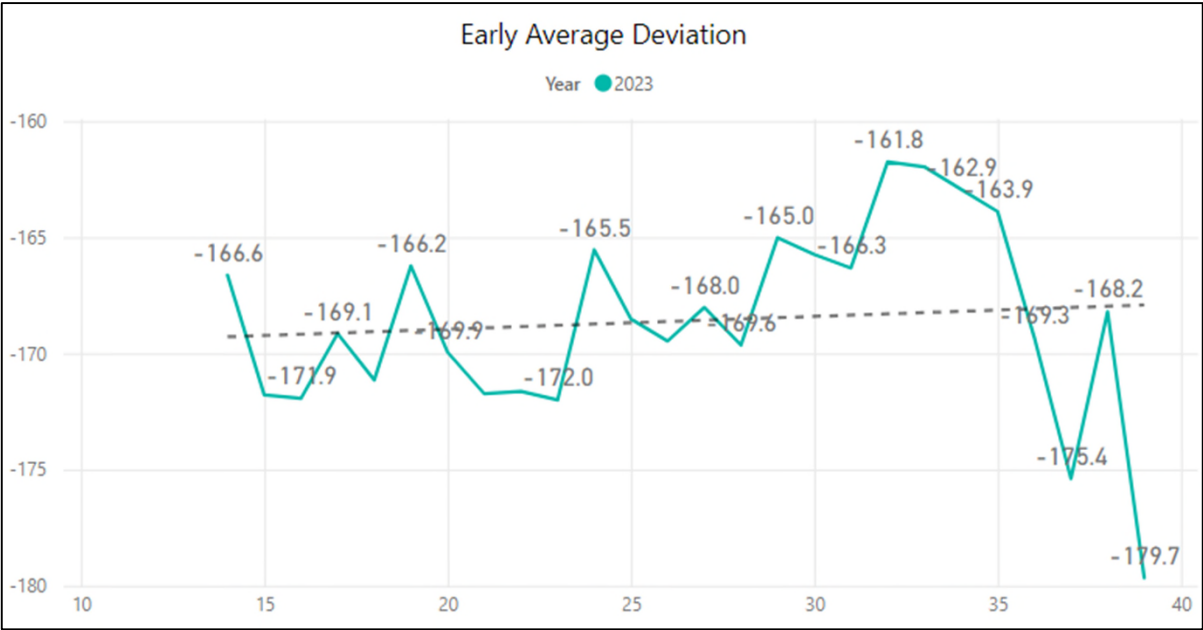


On-Time Performance Results - Earlies

Overall percentage early stable across the quarter.



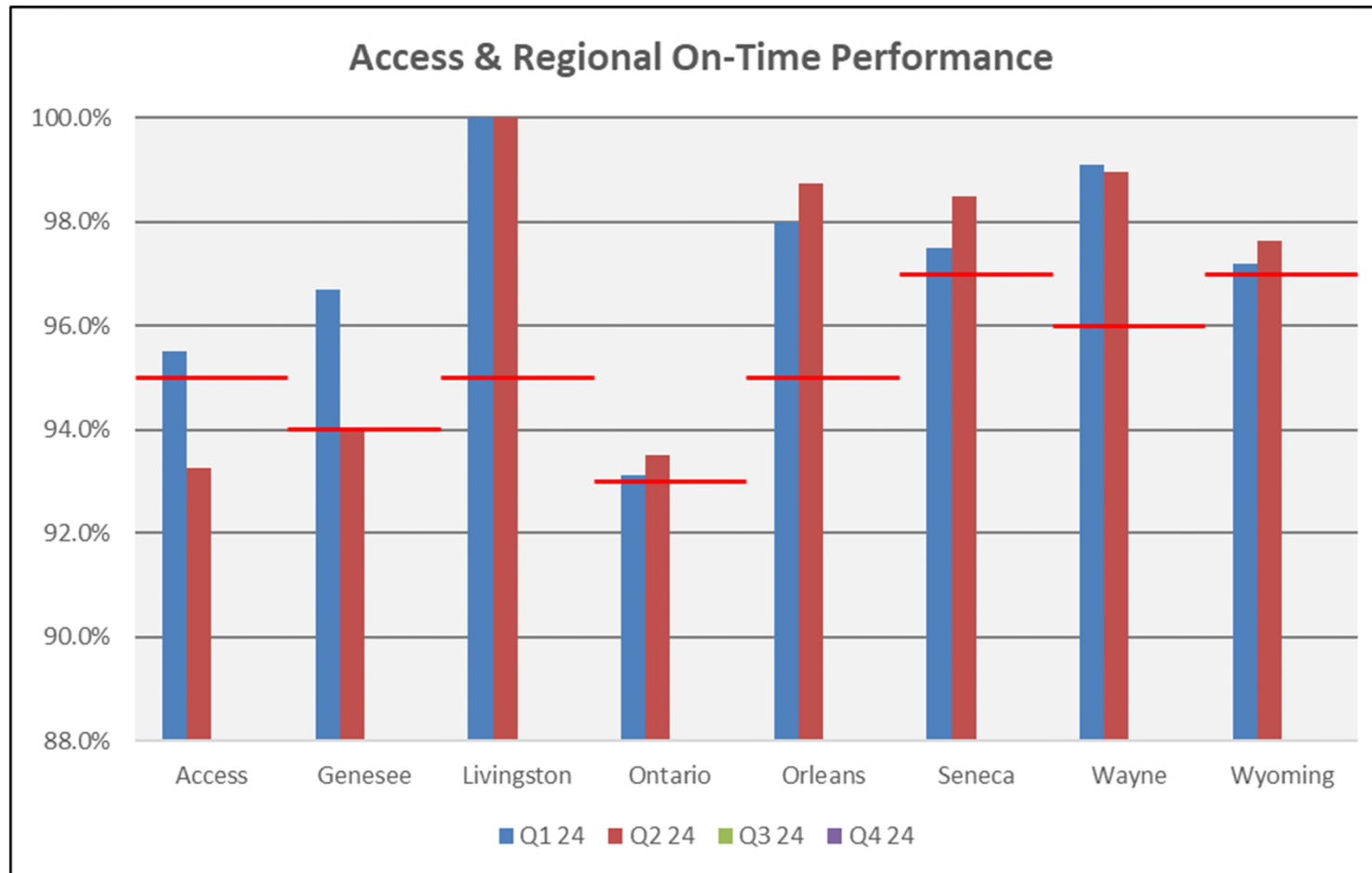
Deviation to schedule is within customer expectations.
Average of 2 minutes 50 seconds



OTP – RTS Access & Regional Operations

OTP Access and Regionals

- Q2 OTP exceeded goal with the exception of Access



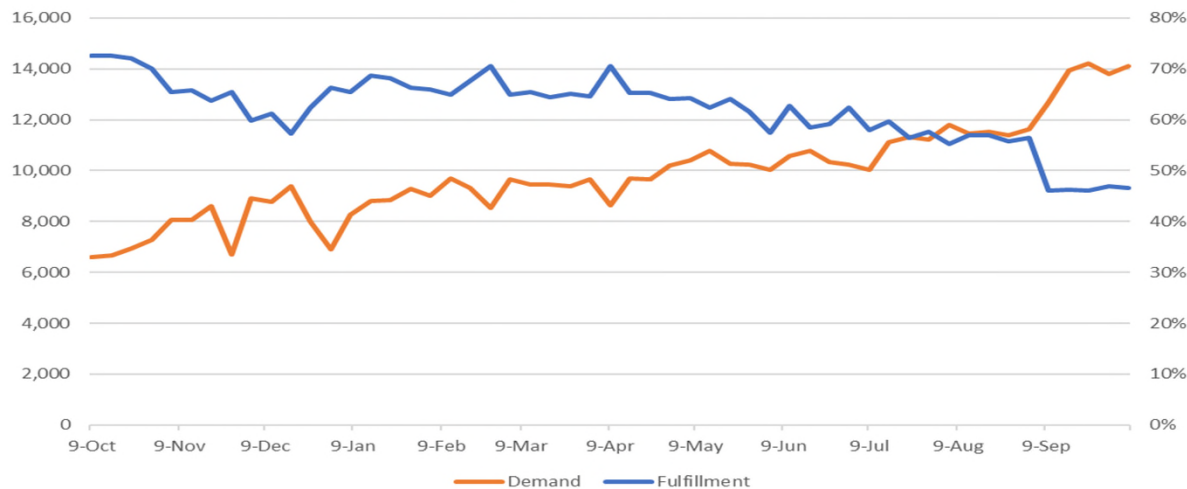
On-Demand Ride Fulfillment

OD Fulfillment & Ridership

- Overall Q2 52.5%
- Within Q2, Ride Fulfillment ranged from 57.5% to 45.7%. Decreasing across the quarter.

Demand & Fulfillment

Demand and Fulfillment - Weekly (Last 12 months)



- Significant Demand growth in September 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

- 44.1 points out of 40.0, representing solid performance.
- The desire for on-demand service remains high, with 25,000 trips completed each month and a fulfillment rate of 52.5%.
- All companies met or exceeded the on-time performance goal with the exception of RTS Access.

Service Performance Index

Questions?

FY 24 – Q2

Employee Engagement Index

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

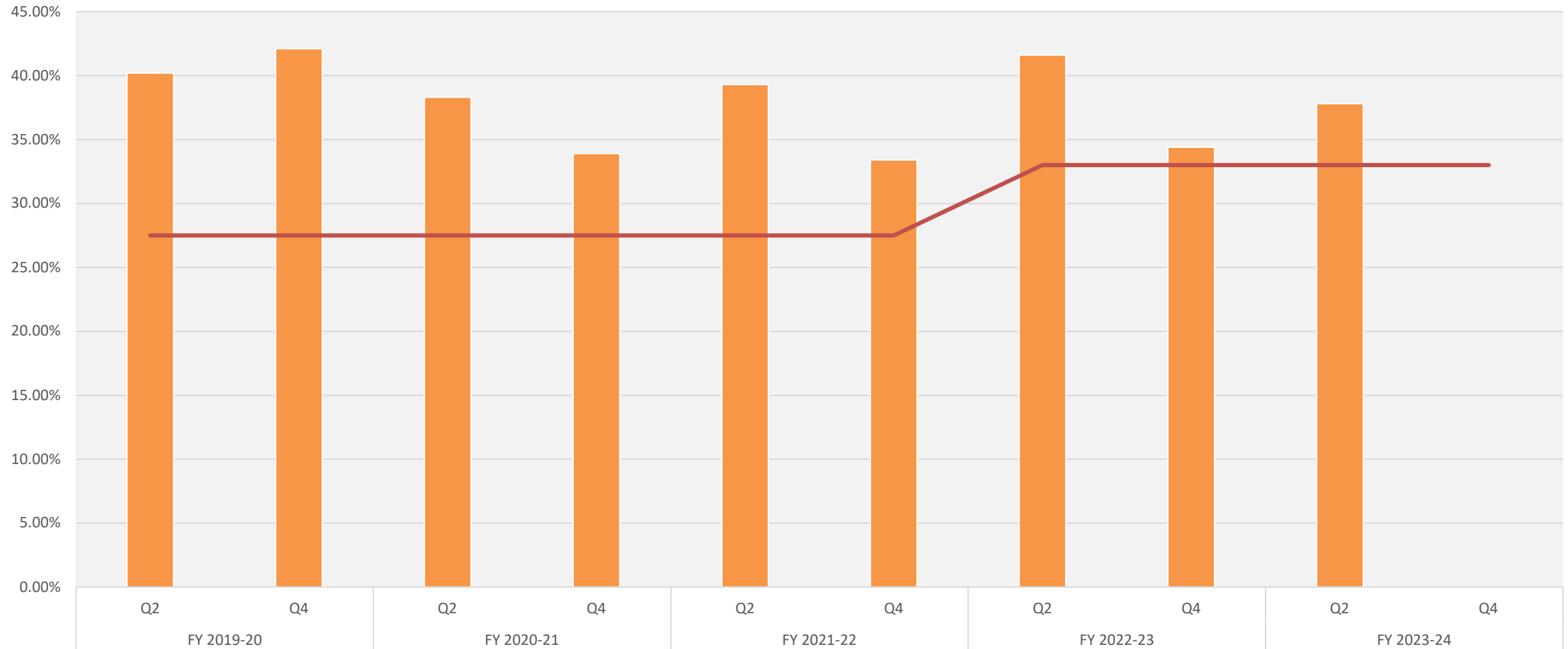
Q4 - Full survey



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 37.8%



Employee Engagement Index - TOPS

Measured twice per year, in Q2 and Q4

Q2 Survey ran September 8 – 21



Contributes 10 goal points to TOPS



Index Components:

Employee Engagement: 5 possible points

Employee Satisfaction: 5 possible points

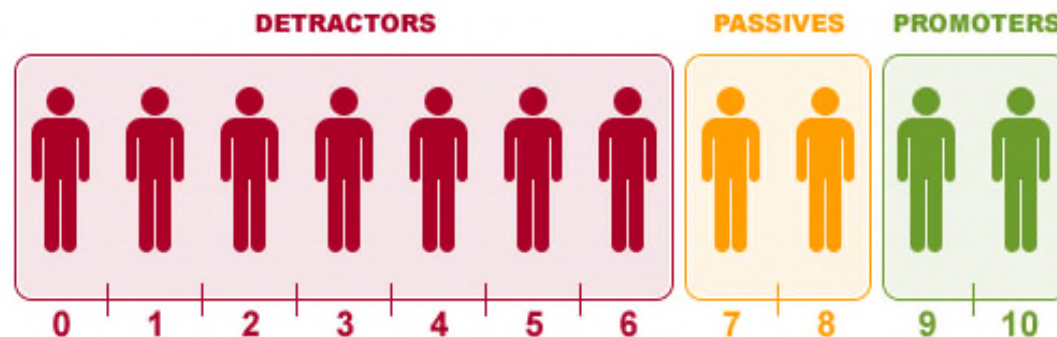
Engagement

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.

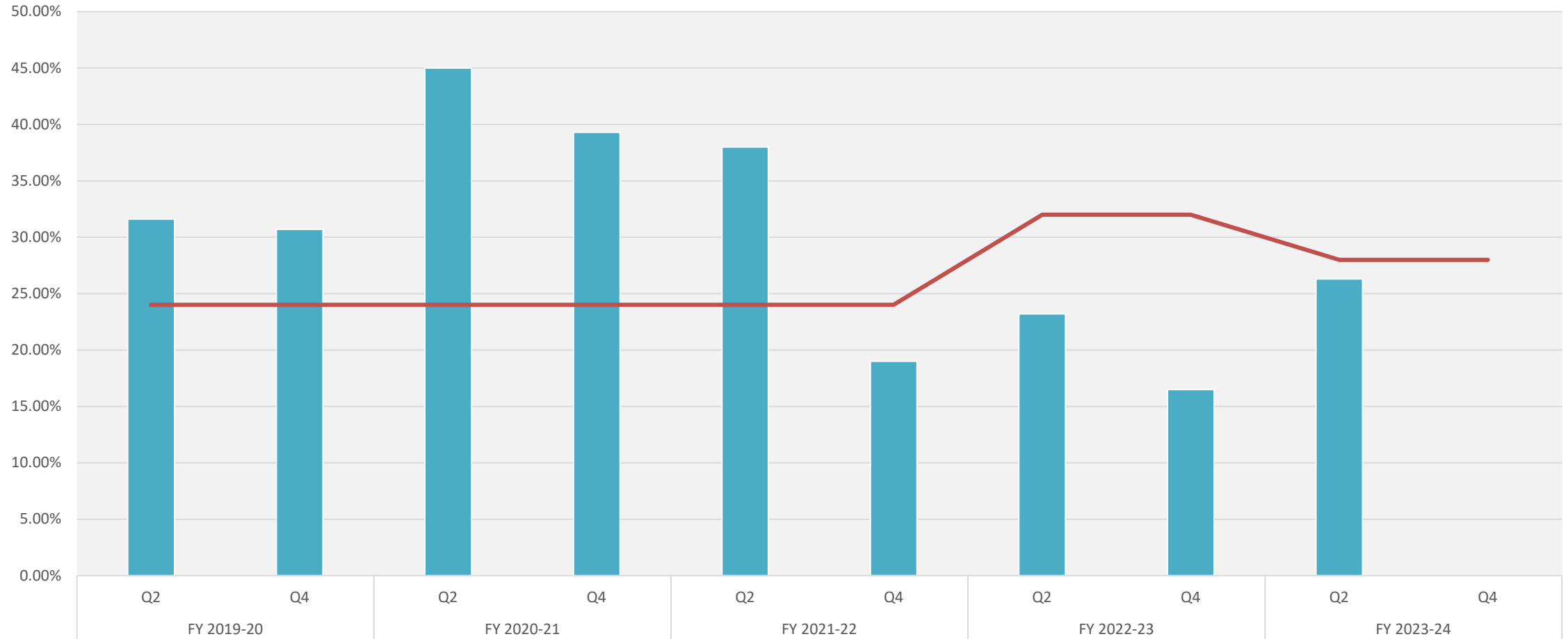


$$\% \text{ Promoters} - \% \text{ Detractors} = \text{Employee Engaged Index}$$

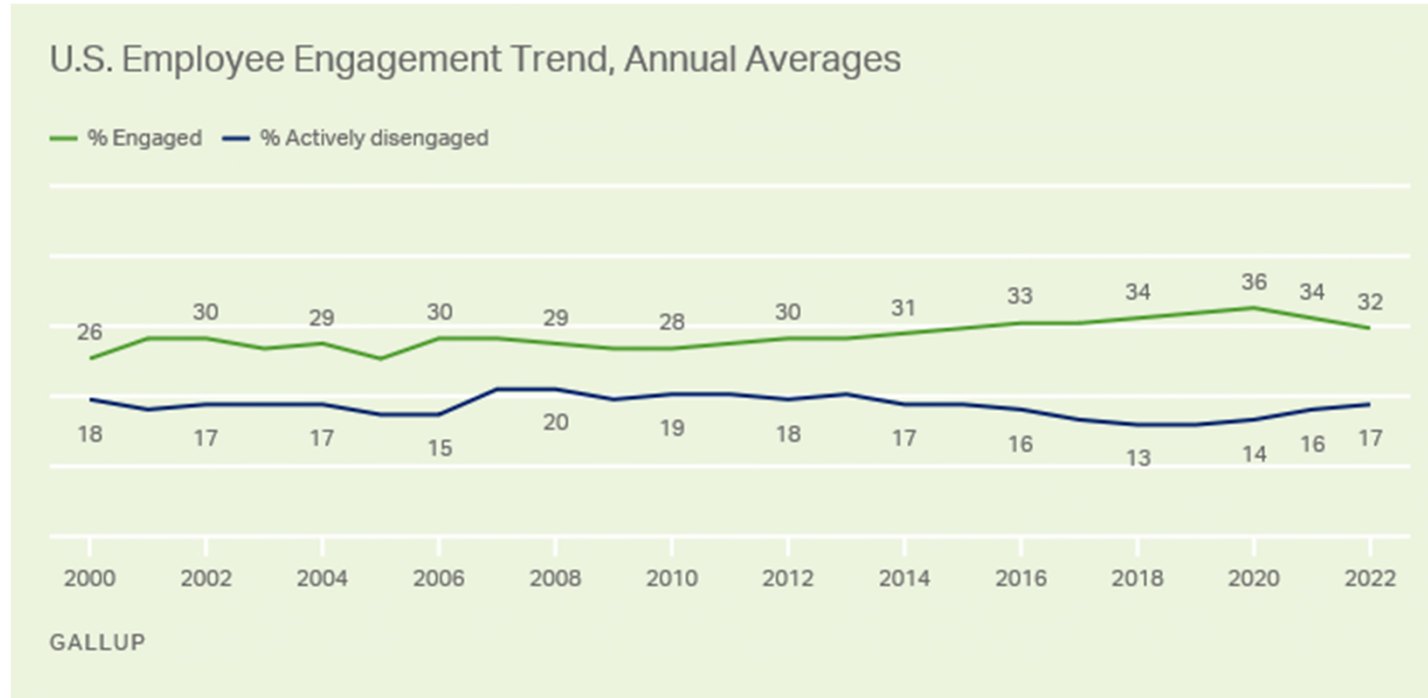


“Engagement is not a characteristic of employees, but rather an experience created by organizations, managers and team members”.

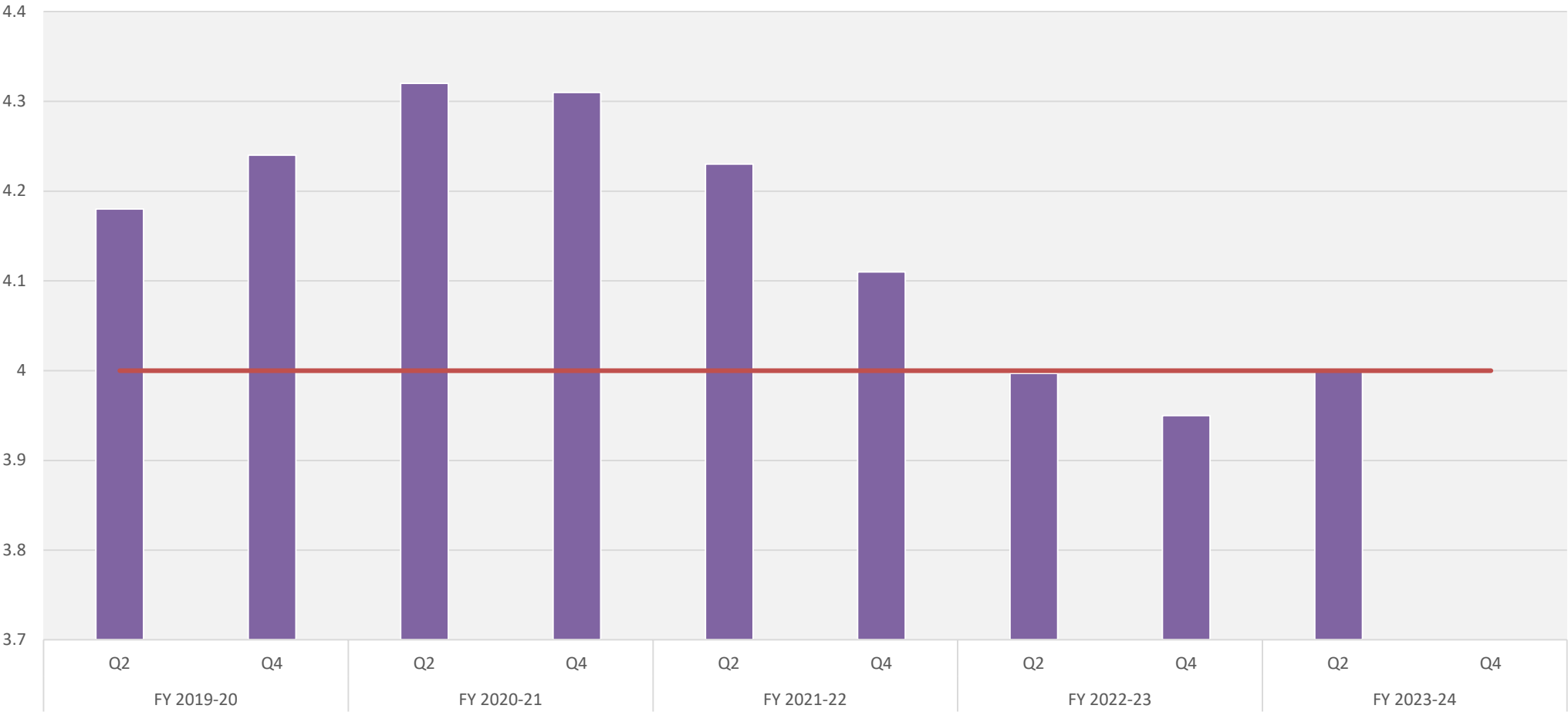
Engagement Score 26.3%



U.S. Engagement Remains Stagnant



Satisfaction Score 4.00



Common Themes

I would stay with RTS if I was offered a similar job elsewhere for slightly higher pay.

Detractors: (0-6)

- Higher Wages
- Cost of Living/Inflation
- Hours and flexibility

I would stay with RTS if I was offered a similar job elsewhere for slightly higher pay.

Passives & Promoters: (7-10)

- Hybrid/Remote work
 - Benefits
- Culture (well-being)

Next Steps

Continue:

- Wages
- Work schedules/Flexibility
- Communication (relationships with direct reports)
 - RTS Way
 - Feedback and input
 - Appreciation events and recognition
 - Well-Being initiatives and self-care
 - Training and development

Next steps:

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



Employee Engagement Index

Questions?



TOPS

TRANSIT ORGANIZATION PERFORMANCE SCORECARD

	<i>Goal Score</i>	Q2 Score
Financial Performance Index FPI	<i>20.0</i>	26.0
Customer Satisfaction Index CSI	<i>30.0</i>	37.0
Service Performance Index SPI	<i>40.0</i>	44.1
Employee Engagement Index EEI	<i>10.0</i>	9.8
TOTAL	<i>100.0</i>	116.9

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



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

Initiative Recognition

Thank you!

Miranda Carter, Director of Accounting Services

Krystle Hall, Director of People

Christian Mahood, Director of Technology Innovation



Chief Executive Officer Report

- TOPS Report
 - Financial Sustainability
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RTS Way Recognition- September



The RTS Way
Bringing our Values to Life Every Day

Brandy A. RTS Monroe Bus Operator
Yolanda A. RTS Community Engagement Manager
Valerie A. RTS Bus Operator
Chandra A. RTS Customer Service Representative
Jasmine B. RTS Director of Customer Service
Jason B. RTS Manager of Technical Systems Support
Fatima B. RTS Bus Operator
Michael B. RTS Budget Analyst I
Julie B. RTS Director of Service Planning
Ken B. RTS Director of Regional Operations
Nicole B. RTS Health & Well-Being Specialist
Richard B. RTS Full Stack Developer
Catriena B. RTS Road Supervisor
Bill B. RTS Bus Operator
Maria B. RTS Bus Operator
Mark C. RTS Senior Project Manager
Jay C. RTS Director of Transportation
Jeff C. RTS Technician I
Cheryl C. RTS Access Bus Operator
Antonio C. RTS Access Purchasing Clerk
Dan D. RTS General Counsel
Joshua D. RTS Bus Operator Trainee
Chris D. RTS Chief Operating Officer
Chris D. RTS Client Relationship Manager
Brittney E. RTS Customer Service Representative
Vito F. RTS Livingston Bus Operator

Kelly F. Manager of Regionals, Livingston and Wyoming
Lenora F. RTS Radio Controller/Dispatcher
Peter F. RTS Workforce Development Specialist
Fabian G. RTS Livingston Bus Operator
Lea G. RTS Director of Scheduling
Amy G. Chief People Officer
Willette H. RTS Bus Operator
Ken H. RTS Transportation Technical Trainer
Brandon H. RTS Cyber Security Administrator
Alison H. Senior Customer Service Representative
Lashonda J. RTS Bus Operator
Yolanda J. RTS Bus Operator
Raji J. RTS Bus Operator
Clyde J. RTS Bus Operator
Patricia J. RTS Small Vehicle Bus Operator
Ann K. RTS Access Bus Operator
Shannon L. RTS Transportation Planner II
Sharda' L. RTS Bus Operator
Jeff L. RTS Communication Systems Engineer
Chris M. RTS Director of Technology Innovation
Brittney M. RTS Transportation Planner II
Marvin M. RTS Transit Systems Engineer
Erin M. RTS Engineering Manager
Darell M. RTS Bus Operator
Kevin M. RTS Safety and Security Specialist
Sara M. RTS Policies, Procedures, Technical Documents Manager

Robert M. RTS Wayne Bus Operator
Heather O. RTS Senior Scheduler
Jason P. RTS System Safety Manager
Kelly P. RTS Executive Assistant to the CEO
Richard P. RTS Bus Operator
Marcus P. RTS Bus Operator
Alberto P. RTS Manager of Field Operations
Dennis P. RTS Bus Operator
Corinda R. RTS Chief Customer and Community Experience Officer
Tameka R. RTS Bus Operator
Samantha R. RTS Manager of Transit Center Operations
Mario R. RTS Small Vehicle Operator
LaTonya R. RTS Secretary of Transportation
Ralph R. RTS Access Bus Operator
Andy R. RTS Workforce Development Specialist
Joe S. RTS Road Supervisor
Pam S. RTS Manager of Health & Compliance
Cindy S. RTS Bus Operator
Mike T. RTS Bus Operator
Miguel V. Chief Executive Officer
Cindy W. RTS Livingston Transportation Specialist
Kim W. RTS Radio Controller/Dispatcher
Darlene W. RTS Bus Operator
Enza W. RTS Employee Engagement Coordinator
Lisa W. RTS Supervisor of Customer Service
Sheree W. RTS Road Supervisor
Bob W. RTS Manager of Service Quality

Employee Recognition

RTS Monroe Bus Operator of the Month & Quarter:

July- Warren Barr

August- Luigi Di Vincenzo

September- Luigi Di Vincenzo

Q2- Luigi Di Vincenzo



Employee Recognition

2023 APTA TRANSform Conference & Expo



RTS Wyoming Employee Appreciation Dinner

October 18, 2023



RTS Seneca Employee Appreciation Dinner

October 25, 2023



Chief Executive Officer Report

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

Other Updates

- Bus Service and Brief Introduction of RTS to members of the New York State Black, Puerto Rican, Hispanic, and Asian Legislative (BPHA) Caucus
- Briefing & Campus Tour with members of Rochester City Council
- NYS Budget Advocacy:
 - Meeting with Assemblymember Harry Bronson
 - Meeting with Local Majority Members of the NYS Legislature
 - Meeting with Gov. Hochul's Transportation Team
 - Meeting with NYS Budget Office
 - Meeting with NYS Department of Transportation
 - Meeting with Office of NYS Senate Transportation Chair Tim Kennedy

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:	November 2, 2023
Presenter:	Christian Mahood
Subject:	Resolution to Amend RGRTA 40-2018 a Contract for Fare Technology Upgrades
Background:	<p>On September 6, 2018, the Board of Commissioners approved resolution RGRTA 40-2018, this authorized the execution of a contract with Masabi, LLC to deploy an account-based ticketing system. This fare technology system was launched in July 2020 and allows customers to use their RTS Go smart card or RTS Go mobile pass to tap, ride, and pay for their trip.</p> <p>In 2018, the Authority's Procurement Policy (the Policy) authorized a maximum term of five (5) years for this contract, however the RFP sought a solution that had a useful life for at least ten (10) years. In September 2022, the Board of Commissioners amended the Policy to allow contract terms exceeding five (5) years. The Authority is now requesting to extend this agreement with Masabi, LLC to align with the contemplated useful life of the Fare Technology Upgrades.</p> <p>The Authority has conducted an analysis of the price and determined it to be fair and reasonable. The Authority has concluded that Masabi, LLC appears to be a responsible firm.</p>
Financial Impact:	<p>The cost for each component and service is included in Attachment A.</p> <p>The Authority estimates the yearly cost of the contract to be approximately \$300,000.</p> <p>The cost includes the per transaction fee of approximately 4% for credit card transactions.</p> <p>Funding for this contract is included in the Authority's 2023-2024 Operating Budget. Future funding will be provided in Authority operating budgets.</p>
Recommendation:	That the Chief Executive Officer or his designee be granted authority to execute a change order to the contract with Masabi, LLC for a term of five (5) additional years.

Resolution: RGRTA 39-2023

RESOLUTION TO AMEND RGRTA 40-2018 A CONTRACT FOR FARE TECHNOLOGY UPGRADES

WHEREAS, on September 6, 2018, the Board of Commissioners approved resolution RGRTA 40-2018, which authorized the execution of a contract with Masabi, LLC to deploy an account-based ticketing system; and

WHEREAS, the Authority is requesting to extend its current agreement with Masabi, LLC by five (5) years to cover the original duration of the useful life of this platform; and

WHEREAS, the Authority has determined that Masabi, LLC appears to be a responsible firm and their prices included in Attachment A are fair and reasonable.

NOW, THEREFORE, BE IT RESOLVED, that the Chief Executive Officer or his designee is granted authority to execute a change order to the contract with Masabi, LLC for a term of five (5) additional years based upon costs included in Attachment A; 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 November 2, 2023, and that the Resolution is still in full force and effect.

Donald Jeffries, Chairman

Date: November 2, 2023
Rochester, New York

Resolution: RGRTA 39-2023

Attachment A Page 1 of 2

Monthly Operating Expenses	
Description	Unit Price
Software license transaction fee (Revenue Share)	\$5,500*
Platform Support Fee	\$4,484**
Transit App Support Fee	\$1,500
Partner Portal	\$1,000
EMV	\$3,000

* Masabi's revenue share will be at least \$5,500 per month for the duration of the five-year extension. If revenue from transactions exceeds \$171,875 we will share 3.2% of those fares.

** The price will escalate 3% annually for years 2 through 5.

Fare Media Orders & Replacement Hardware	
Description	Unit Price
Processing Fee to provide tokens or barcodes for bus pass orders >300k	\$5,000
Processing Fee to provide tokens or barcodes for bus pass orders >=100k and <300k	\$3,850
Processing Fee to provide tokens or barcodes for bus pass orders <100k	\$2,500
Justride Validator	\$1,900
Justride Validator Mounting Kit	\$110
Ventek TVM	\$39,685+

+ Price valid for Years 1 and 2. The price will escalate by 5% in year 3 and held flat for the remainder of the term.

Ticket Vending Machine Warranty & Support	
Description	Rate
Payment Gateway (per transaction)	\$.10/transaction
VenStation Data Hosting Service	\$6,106/year
System Management Software	\$2,115/year
Extended Warranty	\$22,898/year

Resolution: RGRTA 39-2023

Attachment A Page 2 of 2

Hourly Rates for Consulting Services			
Description	Rate	Description	Rate
Program Manager	\$224	Product Manager	\$158
Lead Engineer	\$210	Developer	\$158
Project Manager	\$197	Quality Analyst	\$132
Account Manager	\$184	Support Engineer	\$118
Hardware Engineer	\$158	Brand Manager	\$105

Resolution to Amend RGRTA 40-2018 a Contract for Fare Technology Upgrades

RGRTA 39-2023

*Presented by Christian Mahood,
Director of Information Technology*



Background

- Approved as a part of the overall RTS Reimagine project with RGRTA 40-2018
- 3 Goals of Project
 - Modernize fare collection
 - Provide equity of access to fares
 - Simplification of fare
- Provide all customers access to the same discounts and opportunities.
- Implementation of integrated Ticket Vending Machines that offer cash to digital fare conversion.
- Enable further integrations with multiple transportation options.



Overview of Implemented System

- Full fleet outfit of Justride Validators at RTS Monroe
 - Fixed Route (RTS Connect)
 - MicroTransit (RTS OnDemand)
- RTS Go Smartcard & Fare Passes
 - Integrated Reloadable Smart Cards
 - Business Partner Fare Passes (Read Only Use)
- Fully Integrated Ticket Vending Machine developed integrating platform converting cash for fares.
- Single Mobile App presenting trip planning and payment options for customers.
- Access to Retail Network for customers to convert cash to digital fares.
- Integration of Multi-Modal Trip Planning

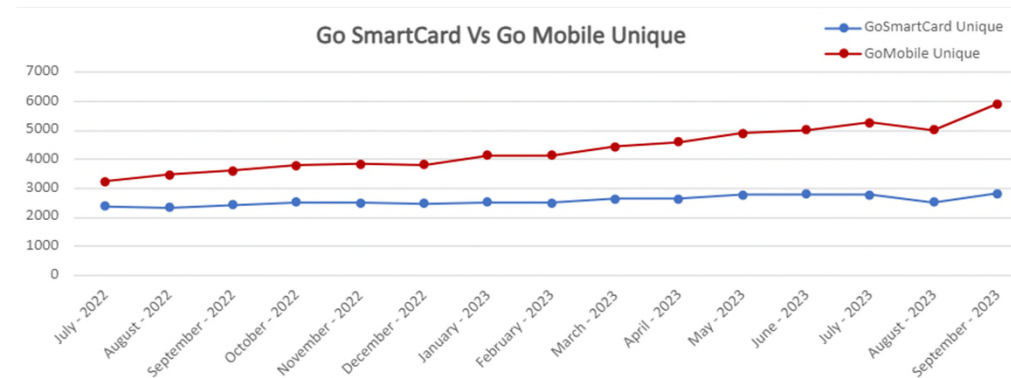


Customer Adoption




- Steady and continual adoption of both mobile and digital fare products.
 - Over 73% of fares collected are through the Masabi Platform

- Instill trust in customers
 - Educate on breaking barriers to transit fares.


- Comprehensive 12 week rollout plan and education program to minimize disruption and ease adoption.



Three ways to pay beginning July 15th:

- 1 Transit app** 
- 2 RTS Go card** 
- 3 Cash (exact change)** 


Questions? Go to myRTS.com.



Get the Transit app for RTS.

Starting July 15th, plan, track, and pay from the palm of your hand!

[LEARN MORE](#)



Overview of Customer Experience

- Demo of Transit App Experience

Contract Extension

- RGRTA 40-2018 authorized the contract to Masabi LLC based upon a Request for Proposal process that included five (5) vendors.
- The Authority is requesting to extend this agreement with Masabi, LLC to recognize the contemplated useful lifespan of at least ten (10) years.
- Extension of contract also enables RTS Monroe to continue implementing the future roadmap items including direct credit card payment and Apple/Google Pay on-board revenue vehicles.

Recommendation

- That the Chief Executive Officer or his designee be granted authority to execute a change order to the contract with Masabi, LLC for a term of five (5) additional years.



**ROCHESTER
GENESEE REGIONAL
TRANSPORTATION
AUTHORITY**

BOARD OF COMMISSIONERS AGENDA ITEM COVER SHEET

Board Meeting Date:	November 2, 2023
Presenter:	Christian Mahood
Subject:	Resolution to Amend RGRTA 56-2018 a Contract for Interactive Voice Response (IVR) System Software Maintenance & Support Services
Background:	<p>On December 6, 2018, the Board of Commissioners approved resolution RGRTA 56-2018, which authorized the execution of a contract with Computer Instruments, Inc. for system software maintenance and support services for the Interactive Voice Response (IVR) System.</p> <p>In 2018, the Procurement Policy (the Policy) authorized a maximum term of five (5) year terms for contracts. In September 2022, the Board amended the Policy to allow contract terms exceeding five (5) years especially for items such as maintenance and support of an item with a useful live over five (5) years. The Authority is now requesting to extend this agreement with Computer Instruments, Inc. to cover the duration of the useful life of the IVR system.</p> <p>The Authority has conducted an analysis of the price and determined that the price is fair and reasonable.</p> <p>The Authority has concluded that Computer Instruments, Inc. appears to be a responsible firm.</p>
Financial Impact:	<p>The cost for the additional five (5) year term of the contract is an amount not-to-exceed \$212,437 or approximately \$43,000 per year.</p> <p>Funding for this contract is included in the Authority's 2023-2024 Operating Budget. Future funding will be provided in subsequent Authority operating budgets.</p>
Recommendation:	That the Chief Executive Officer or his designee be granted authority to execute a change order to the contract with Computer Instruments, Inc. for a term of five (5) additional years.

Resolution: RGRTA 40-2023

**RESOLUTION TO AMEND RGRTA 56-2018 A CONTRACT FOR
INTERACTIVE VOICE RESPONSE (IVR) SYSTEM SOFTWARE
MAINTENANCE & SUPPORT SERVICES**

WHEREAS, on December 6, 2018, the Board of Commissioners approved resolution RGRTA 56-2018, which authorized the execution of a contract with Computer Instruments, Inc. for system software maintenance and support services for the Interactive Voice Response (IVR) System; and

WHEREAS, the Authority is requesting to extend its current agreement with Computer Instruments, Inc. by five (5) years to cover the duration of the useful life of the IVR system; and

WHEREAS, the Authority has determined that Computer Instruments, Inc. appears to be a responsible firm and that the price is fair and reasonable.

NOW, THEREFORE, BE IT RESOLVED, that the Chief Executive Officer or his designee is granted authority to execute a change order to the contract with Computer Instruments, Inc. for a term of five (5) additional years in an amount not-to-exceed \$212,437 for the software maintenance and support services for the IVR system; 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 November 2, 2023, and that the Resolution is still in full force and effect.

Donald Jeffries, Chairman

Date: November 2, 2023
Rochester, New York



**ROCHESTER
GENESEE REGIONAL
TRANSPORTATION
AUTHORITY**

BOARD OF COMMISSIONERS AGENDA ITEM COVER SHEET

Board Meeting Date:	November 2, 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 determined that the 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.

Resolution: RGRTA 41-2023

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 November 2, 2023, and that the Resolution is still in full force and effect.

Donald Jeffries, Chairman

Date: November 2, 2023
Rochester, New York

ATTACHMENT A

Page 1 of 4

RGRTA Revenue Vehicles

Year	Subsidiary	Bus #	Manufacturer	Vin#
2016	RTS Access	A1617	Ford	1FDEE3FL5GDC31999
2016	RTS Access	A1616	Ford	1FDEE3FL3GDC31998
2016	RTS Access	A1604	Ford	1FDEE3FL7GDC31986
2016	RTS Orleans	R1612	Ford	1FDFF4FS5GDC30739
2016	RTS Orleans	R1611	Ford	1FDFF4FS3GDC30738
2016	RTS Orleans	R1607	Ford	1FDFF4FS7GDC32010
2016	RTS Orleans	R1610	Ford	1FDFF4FS1GDC30737
2016	RTS Orleans	R1608	Ford	1FDFF4FS9GDC32011
2016	RTS Orleans	R1609	Ford	1FDFF4FSXGDC30736
2016	RTS Wyoming	R1614	Ford	1FDFF4FS3GDC30741

RGRTA Shelters

Bus Stop ID#	Shelter Location	Manufacturer
3408	Rochester Psych Center	Brasco

RGRTA IT Equipment

Item	Make	Serial
Copier	Xerox	AE7178084
Copier	Xerox	MX0005039
Copier	Xerox	MX0005042
Copier	Xerox	MX4485061
Copier	Xerox	AE7178188
Copier	Xerox	AE7178083
Copier	Xerox	B0W868899
Copier	Xerox	BG0971488
Copier	Xerox	MX4484998
Copier	Xerox	MX4485105
Copier	Xerox	MX4485114
Copier	Xerox	MX4485062
Copier	Xerox	MX4485000
Copier	Xerox	MX4484993
Copier	Xerox	MX4484962
Copier	Xerox	MX4485006
Copier	Xerox	MX4484968
Copier	Xerox	MX0005064
Copier	Xerox	MX4485071
Copier	Xerox	MX4485005
Copier	Xerox	MX4485048
Desktop	HP	2UA8302D3L
Desktop	HP	2UA8302D3Z

ATTACHMENT A

Page 2 of 4

Item	Make	Serial
Desktop	HP	MXL92122CM
Desktop	HP	MXL92122CJ
Desktop	HP	MXL7292Q8G
Desktop	HP	2UA8302D3N
Desktop	HP	2UA8302D3Y
Desktop	HP	MXL92122CL
Desktop	HP	2UA8302D44
Desktop	HP	MXL92122CY
Desktop	HP	2UA8302D4C
Desktop	HP	2UA8302D45
Desktop	HP	2UA8302D4B
Desktop	HP	MXL7292Q86
Desktop	HP	2UA8302D47
Desktop	HP	MXL7292Q82
Desktop	HP	MXL7292Q8H
Desktop	HP	2ua8302d3t
Desktop	HP	mxl7292q7w
Desktop	HP	2UA8302D40
Desktop	HP	MXL92122CV
Desktop	HP	2UA0331BZS
Desktop	Antec	SA-12319
iPad	Apple	DR5HJ9VWDFHW
iPad	Apple	DMQHRMCGDJ8T
iPad	Apple	DMRHR5QNDJ8T
Laptop	HP	5CG9041HBV
Laptop	HP	5CG90403R3
Laptop	HP	5CG904058Z
Laptop	HP	5CG90407KP
Laptop	HP	5CG9040TN
Laptop	HP	5CG90405JT
Laptop	HP	5CG90403HC
Laptop	HP	5CG904047J
Laptop	HP	5CG7284NK9
Laptop	HP	5CG904079P
Laptop	HP	5CG03872CV
Laptop	HP	5CG90404KJ
Laptop	HP	5CG904051C
Laptop	HP	5CG7284NPJ
Laptop	HP	5CG7284KWM
Laptop	HP	5CG6212C0Z
Laptop	HP	5CG7284NND
Laptop	HP	5CG7284MLT
Laptop	HP	5CG7284NBZ
Laptop	HP	5CG7284NMW
Laptop	HP	KCG7284MG64
Laptop	Gatac	RI303S1661

ATTACHMENT A

Page 3 of 4

Item	Make	Serial
Laptop	Gatac	RI303S1657
Laptop	Gatac	RH139S4173
Laptop	Gatac	RH139S4172
Laptop	Gatac	RH139S4169
Laptop	Gatac	RH139S4171
Monitor	HP	cnc84222gv
Monitor	HP	6CM7120VFM
Monitor	HP	3CQ3150P5S
Monitor	HP	3CQ2250LXW
Monitor		3CQ2250LX0
Monitor	HP	CNC9361177
Monitor	HP	CNC84222GV
Monitor	HP	3CQ6331JPN
Monitor	HP	1578
Monitor	Dell	CN-0F4WW6-74261-456-581B
Monitor	HP	3CQ42020S9
Monitor	HP	6CM44715CL
Monitor	HP	3CQ6331JQL
Monitor	American Dynamics	124600000258
Monitor	HP	3CQ3471Q9S
Monitor	HP	3CQ42022N5
Monitor	American Dynamics	124600000267
Monitor	American Dynamics	124600000255
Monitor	American Dynamics	124600000254
Monitor	American Dynamics	124600000271
Monitor	American Dynamics	124600000257
Monitor	HP	6CM7120W4R
Monitor	DELL	4HP6DJ3
Monitor	HP	CNC9050KVT
Monitor	American Dynamics	144400000649
Monitor	HP	3CQ3471Q9T
Monitor	HP	3CQ42022NQ
Monitor	HP	3CQ3471Q9M
Monitor	HP	6CM5230KGN
Monitor	HP	6CM44715CB
Monitor	HP	3CQ42022N3
Monitor	HP	3CQ3150P5S
Printer	HP	VND3H09522
Printer	HP	VND3H09506
Printer	HP	N/A
Server	HPE	2M260905RC
Server	HPE	MXQ42505CT
Server	HP	MXQ44004ZP
Thin Client	HP	MXL4100F2S
Time Clock	Genus	C004170011
TV	Samsung	04603CNG920910M

ATTACHMENT A

Page 4 of 4

Item	Make	Serial
UPS	APC	J12113311627
Windows Tablet	Insignia	N/A



ROCHESTER
GENESEE REGIONAL
TRANSPORTATION
AUTHORITY

**BOARD OF COMMISSIONERS
AGENDA ITEM COVER SHEET**

Board Meeting Date:	November 2, 2023
Presenter:	Daniel DeLaus
Subject:	Resolution Authorizing a Collective Bargaining Agreement between RTS Monroe and the Amalgamated Transit Union, Local 282
Background:	<p>The Amalgamated Transit Union (ATU), Local 282 represents RTS Monroe Operators, Mechanics, Customer Service, Planning, Scheduling and others, total of 533 employees.</p> <p>The current agreement expired on December 31, 2022.</p> <p>RTS Monroe and the ATU, Local 282 have reached a tentative agreement summarily outlined in Attachment A. The ATU, Local 282 ratified the Agreement on October 30, 2023.</p>
Financial Impact:	<p>The financial impact of approval is included in the Authority's 2023-2024 Operating Budget.</p> <p>Future years Operating Budgets will contain appropriate funding.</p>
Recommendation:	The CEO be granted authority to enter into this agreement with the ATU, Local 282.

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



Resolution: RGRTA 42-2023

**RESOLUTION AUTHORIZING A COLLECTIVE BARGAINING AGREEMENT BETWEEN RTS
MONROE AND THE AMALGAMATED TRANSIT UNION, LOCAL 282**

WHEREAS, Amalgamated Transit Union (ATU), Local 282 is the exclusive bargaining agency for the titles of the RTS Monroe which includes the titles of full-time and part-time Operators, Mechanics, Customer Service, Planning, Scheduling and Others; and

WHEREAS, the current contract between the RTS Monroe and the ATU, Local 282 expired on December 31, 2022; and

WHEREAS, RTS Monroe and the ATU, Local 282 have reached a tentative agreement (the Agreement) summarily outlined in Attachment A. The ATU, Local 282 ratified the Agreement on October 30, 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 Meeting of Rochester Genesee Regional Transportation Authority, which was held on November 2, 2023, and that the Resolution is still in full force and effect.

Donald Jeffries, Chairman

Date: November 2, 2023
Rochester, New York

ATTACHMENT A

RTS Monroe and Amalgamated Transit Union, Local 282 Collective Bargaining Agreement January 1, 2023 – December 31, 2026

Summary of Key Contract Provisions

Term of Agreement:

1/1/2023 - 12/31/2026

Covered Employees (by Department):

Transportation	403
Maintenance	104
Planning/Scheduling/Customer Service/Other	26

Wage Increases:

Employees will receive an increase in wages as follows:

Effective January 1, 2023, a 3.75% wage increase; and

Effective January 1, 2024, a 3.5% wage increase; and

Effective January 1, 2025, a 3.25% wage increase; and

Effective January 1, 2026, a 3.0% wage increase.

Pension Increases:

Employees retiring on or after July 1, 2024, maximum monthly retirement allowance per year of credited service will increase as follows:

- 15 years or less years of service is \$67.50 from \$65; and
- More than 15 years but less than 25 years is \$71.50 from \$68; and
- More than 25 years of service is \$79 from \$73

Employees retiring on or after January 1, 2025, maximum monthly retirement allowance per year of credited service will be as follows:

- 15 years or less years of service is \$70; and
- More than 15 years but less than 25 years is \$75; and
- More than 25 years of service is \$85

Employees retiring on or after January 1, 2026, maximum monthly retirement allowance per year of credited service will be as follows:

- 15 years or less years of service is \$71; and
- More than 15 years but less than 25 years is \$76; and
- More than 25 years of service is \$86

Other Items:

- Attendance Policy changes
- Mandated training
- Additional Life Insurance Coverage
- Increases to uniform, tool, shoe and coat allowances



2023 STANDING CALENDAR

Document Date: 10/18/23 Calendar is subject to revisions/additions

MEETING INFORMATION	DATE	TIME
RGRTA Regular Board Meeting	Thursday, January 5, 2023	CANCELLED
RGRTA Compensation Committee Meeting	Thursday, February 2, 2023	10:30AM - 11:30AM
RGRTA Quarterly Board Meeting	Thursday, February 2, 2023	Noon - 2:00PM
RGRTA Regular Board Meeting	Thursday, March 16, 2023	Noon - 2:00PM
RGRTA Compensation Committee Meeting	March 2023	CANCELLED
RGRTA Finance/Investment Committee Meeting	Thursday, April 6, 2023	10:30AM - 11:30AM
RGRTA Regular Board Meeting	Thursday, April 6, 2023	Noon - 2:00PM
RGRTA Governance Committee Meeting	Thursday, May 4, 2023	10:30AM - 11:30AM
RGRTA Quarterly Board Meeting	Thursday, May 4, 2023	Noon - 2:00PM
RGRTA Audit/Finance Committee Meeting	Thursday, June 22, 2023	10:00AM – 11:30AM
RGRTA Regular Board Meeting	Thursday, June 22, 2023	Noon - 1:30PM
RGRTA Governance Committee Meeting	Thursday, August 3, 2023	10:30AM – 11:30AM
RGRTA Quarterly Board Meeting	Thursday, August 3, 2023	Noon - 1:30PM
RGRTA Annual Meeting	Thursday, August 3, 2023	1:30PM - 2:00PM
RGRTA Governance Committee Meeting	Thursday, September 7, 2023	CANCELLED
RGRTA Regular Board Meeting	Thursday, September 7, 2023	Noon - 2:00PM
RGRTA Regular Board Meeting	Thursday, October 5, 2023	CANCELLED
RGRTA Quarterly Board Meeting	Thursday, November 2, 2023	Noon – 2:00PM
RGRTA Annual Governance Training	Thursday, November 16, 2023	8:30AM – 5:00PM
RGRTA Audit Committee Meeting	Thursday, December 7, 2023	10:30AM - 11:30AM
RGRTA Regular Board Meeting	Thursday, December 7, 2023	Noon - 2:00PM

Location Key:

All Meetings to be held at RGRTA: 1372 E. Main Street, Board Room and Virtually unless otherwise specified.