



NEWS RELEASE

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LATS Event Marks Successful Year, Recognizes Staff Excellence

Staff is key to providing superior customer service

Rochester Genesee Regional Transportation Authority and Livingston Area Transportation Service (LATS) met for LATS' annual dinner last night. RGRTA CEO Bill Carpenter was joined by RGRTA Commissioner Milo I. Turner, RGRTA's Director of Regional Operations Raymond P. LeChase Jr. and new LATS Regional Manager Kelly Fitzpatrick to review the year's activity and recognize employees for exceptional service. The dinner took place at LATS' offices at 4390 Gypsy Lane, Mt. Morris.

Carpenter said "LATS provides quality, convenient and affordable transportation to more than 140,000 customers in the Livingston County area. We continue to make investments to improve the experience for our customers and are well-positioned to support business and residents in the area. Last year our customer service scores reached 98.2 percent. We could not do that without exceptional employees."

Fitzpatrick is a 28-year veteran of LATS and was recently appointed to oversee the Livingston County operation. She succeeds former LATS/WYTS Regional Manager Bonnie Turner who has assumed duties as Business Account Representative for RGRTA.

Employees singled out for Safe Driving Awards include:

- Elvin Button
- Kimberly Carmody*
- Kimberly Collin*
- William Cramer
- James Dantz*
- Alan Derrenbacher*

- Leigh Gordon
- Gerald Hartman*
- James Henry
- Larry Huff
- Bobby Lock
- Daniel Nolan
- Mary Parsons*
- Larry Schirmer*
- Rhonda Willit
- Richard Woodhams
- David Young

Employees that were recognized for years of service include:

- Kimberly Carmody—five years
- Alan Derrenbacher—10 years
- Rhonda Willitt—five years

**also received awards for 'perfect attendance.'*

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Livingston Area Transportation Service (LATS) provides affordable, reliable, and convenient public transportation to Livingston County residents. Livingston Area Transportation Service is the largest of RGRTA's regional public transportation systems. Livingston County joined the Authority in 1986 and served primarily the elderly and disability communities. Today, LATS provides service to 140,000 customers per year, traveling to work, school, and other destinations. LATS has 28 employees and a fleet of 20 buses. For more information, visit rgrta.com.

Attached Photograph: (seated, left to right) Cindy Wagner (**Dansville**), Ralph Chapman (**Dansville**), Jim Dantz (**Dansville**), Bonnie Turner (**Livonia**), Kelly Fitzpatrick (**Dansville**), Vito Finazzo (**Conesus**), Rich Woodhams (**Wayland**).

Back row, left to right:

(top row, left to right) CEO Bill Carpenter, Dave Frost (**Wayland**), Leigh Gorton (**Geneseo**), Jamie Henry (**Arkport**), Bobbi Lock (**Wayland**), Rhonda Willitt (**Dansville**), Herb Mitchell - **Wayland**, Kim Carmody (**Dansville**), Larry Huff – (**Nunda**), Kim Wensel (**Wayland**), Elvin Button (**Wayland**).