



**ROCHESTER
GENESEE REGIONAL
TRANSPORTATION
AUTHORITY**

**QUARTERLY BOARD MEETINGS OF RGRTA AND ITS SUBSIDIARIES
THURSDAY, NOVEMBER 2, 2023 ♦ 12:00 PM – 2:00 PM
1372 EAST MAIN STREET – BOARD ROOM
ROCHESTER, NY 14609**

A. ROLL CALL AND DETERMINATION OF QUORUM

DONALD JEFFRIES, CHAIRMAN

1. Pledge of Allegiance
2. Adoption of the Amended Agenda

B. APPROVE MINUTES AND ACCEPTANCE OF REPORTS

DONALD JEFFRIES, CHAIRMAN

1. RGRTA Regular Board Meeting Minutes of September 7, 2023

C. CHIEF EXECUTIVE REPORT

MIGUEL VELÁZQUEZ, CEO

1. TOPS Report
 - a. Financial Sustainability
 - b. Customer Satisfaction
 - c. Service Quality
 - d. Employee Engagement
2. Comprehensive Plan Initiatives Update
3. RTS Way – Employee Recognition
4. Other Updates

D. PROPOSED RESOLUTION

- ***RGRTA 39-2023***, Resolution to Amend RGRTA 40-2018 a Contract for Fare Technology Upgrades, ***Christian Mahood, Director of Technology Innovation***

E. CONSENT RESOLUTIONS

- ***RGRTA 40-2023***, Resolution to Amend RGRTA 56-2018 a Contract for Interactive Voice Response (IVR) System Software Maintenance & Support Services, ***Christian Mahood, Director of Technology Innovation***
- ***RGRTA 41-2023***, Resolution Authorizing the Disposal of Assets, ***Scott Adair, Chief Financial Officer***
- ***RGRTA 42-2023***, Resolution Authorizing a Collective Bargaining Agreement between RTS Monroe and the Amalgamated Transit Union, Local 282, ***Daniel DeLaus, General Counsel***

F. CALENDAR

G. ADJOURNMENT

DONALD JEFFRIES, CHAIRMAN