

**MINUTES OF THE REGULAR MEETING OF THE  
BOARD OF COMMISSIONERS OF  
ROCHESTER-GENESEE REGIONAL TRANSPORTATION AUTHORITY  
AND ITS SUBSIDIARIES  
April 4, 2019**

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

The meeting was called to order at 12:08pm by Chairman Geoff Astles who determined that a quorum was present.

**Present on Roll Call:**

➤ County of Monroe	Don Jeffries	=	8 votes
County of Monroe	Kelli O'Connor	=	8 votes
➤ City of Rochester	William Ansbro	=	2 votes
City of Rochester	Jerdine Johnson	=	2 votes
➤ City of Rochester	William McDonald	=	2 votes
County of Livingston	Milo I. Turner	=	2 votes
➤ County of Ontario	Geoff Astles	=	3 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	Rich Kosmerl	=	1 vote
➤ Amalgamated Transit Union	Jacques Chapman	=	<u>0 votes</u>

<b>Total Votes Possible</b>	<b>33</b>
<b>Total Votes Present</b>	<b>21</b>
<b>Votes Needed for Quorum</b>	<b>17</b>

**Others Present:**

Scott Adair, Chief Financial Officer  
John Arneth, Regional Manager for Genesee & Orleans Counties  
Dave Belaskas, Director of Engineering & Facilities Management  
Ken Boasi, Director of Regional Operations  
Tom Brede, Public Information Officer  
Maggie Brooks, Executive VP of Customer & Community Engagement  
Mike Burns, Director of Accounting and Payroll  
Bill Carpenter, Chief Executive Officer  
David Cook, Purchasing Manager  
Jay Corey, Director of Maintenance Systems & Quality  
Daniel DeLaus, General Counsel  
Renee Elwood, Director of Well-Being & Inclusion  
Justin Feasel, Manager of Purchasing & Project Management  
Laura Ferrari, Legal Affairs Assistant  
Lea Goodness, Director of Scheduling  
Amy Gould, Chief People Officer  
Krystle Hall, Director of People Performance & Development  
Reggie Hill, Manager of Service Delivery  
Laura Kenyon, Supervisor of Communications & Marketing  
Chris Mahood, Director of Information Technology  
Jamie Mott, Director of Paratransit Services  
Sharon Muir-Eddy, Director of Budget  
Brian Olds, HB Cornerstone  
Earl Pearson, Transportation Planner II  
Kelly Schmidt, Executive Assistant to the CEO  
Janet Snyder, Director of Labor Relations  
James Stack, Executive Director of GTC  
Julie Tolar, Director of Service Planning  
Miguel Velazquez, Chief Operating Officer

**B. Adoption of the Agenda**

On motion of Commissioner Jeffries, seconded by Commissioner Ansbro, the Agenda was unanimously adopted.

**C. Approval of Minutes**

Commissioner McDonald noted that the Governance Committee met, reviewed and suggested and suggest some changes to some of the policies which will be coming to the full Board at a later date and that they reviewed the surveys from the October retreat.

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

- RGRTA Governance Committee Meeting Minutes of March 7, 2019

- RGRTA Regular Board Meeting Minutes of March 7, 2019
- RGRTA Compensation Committee Meeting Minutes of March 14, 2019

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

Bill Carpenter, Chief Executive Officer, presented the CEO Report including Transit Center Security, along with presentations from Amy Gould, Chief People Officer on the Q4 Employee Survey Results and Miguel Velazquez, Chief Operating Officer on Reimagine RTS, as reflected in the power point presentation, a copy of which is attached to these Minutes.

##### Q4 Employee Survey Results:

- *Commissioner Kosmerl inquired of any one off comments that are new either positive or negative. Amy Gould, Chief People Officer, I would not say we had any one offs, we historically see the same trends. Just a matter of the quantity of the comments. Because we did just launch our Culture and Inclusion Council we did receive a lot of positive comments having to do with wellness and diversity.*
- *Commissioner Ansbrow asked if we could see some action taken on some of these comments. Amy Gould, Chief People Officer, stated that she would love to share that information with the Commissioners at a future date.*

##### Reimagine RTS:

- *Commissioner McDonald stated that he is having an issue understanding the fixed route or flex route and how you figured out which to use. Miguel Velazquez, Chief Operating Officer, the reason why some areas are using flex route is that they are more rectangle areas and they have mainly single origins and destinations with not a lot in between to take people from point A to point B. In terms of how people will transfer, we will need to develop a schedule but it will be easier with a scheduled bus and then transfer to a flex route where there is another scheduled bus.*
- *Commissioner Jankowski suggested that the location of the transit hubs if not identified for sure that we have a location identified before plan approval. Miguel Velazquez, Chief Operating Officer, stated that we do have a plan in place that has identified a location for folks to transfer.*
- *Commissioner Ansbrow inquired, will a typical wait time be 15 minutes at a CMZ. Miguel Velazquez, Chief Operating Officer, would say yes but that also depends on the customer scheduling their ride. When it is a flex route and a schedule we would make sure that it would match. Commissioner Ansbrow also stated that when you look at this system as a whole it is very powerful and it should have folks asking if they really need a second car.*
- *Commissioner McDonald asked if customers will need to schedule on demand the day of or one day prior. Miguel Velazquez, Chief Operating Officer, stated that it depends on the mobility software that we purchase. We are hoping to do as much real time as possible at the very least it will be scheduling the day before.*

- *Commissioner Chapman asked about the flex route scheduling and if there is route deviation and if the bus is running late and the customers need to connect to fixed route will there be communication to hold the bus for those customers. Miguel Velazquez, Chief Operating Officer, stated that when we schedule these flex routes we need to schedule enough time for the route deviations, if the mobility software is smart enough and knows that it does not have time to do a deviation that it will not accept the deviation. Commissioner Chapman asked if those going out to Brockport and misses the connection will they need to wait another 90 minutes. Miguel Velazquez, Chief Operating Officer, stated this is just a recommendation that it is every 90 minutes but much like it is today some customers would need to wait 60-90 minutes if they miss a connection.*
- *Commissioner Ansbrow asked when we would have ridership projections with this redesign. Miguel Velazquez, Chief Operating Officer, stated that we did get some projections for the system but we are not sure about the CMZ. We did get some predictive ridership but it is a large range.*
- *Chairman Astles what is the rationale for trying to narrow the gap for subsidy. Bill Carpenter, Chief Executive Officer, responded that the commuter route where we are spending up to \$50 per trip per person and we have others who are not using us and it would only cost \$4 a trip. So we are looking for what is the best use of our dollars and move as many people as possible. Chairman Astles asked if we contracted out services would we only use one contractor. Miguel Velazquez, Chief Operating Officer, stated that I would prefer that we would only use one contractor because it would be easier to manage.*
- *Commissioner Ansbrow stated that he would like the Chairman and the CEO to look into taking certain actions in the form of a resolution to give our customers certainty around certain things that would be more reassuring to our customers.*

#### Transit Center Security:

- *Commissioner Chapman asked if the contract with RPD is temporary and how many RPD officers will be there. Bill Carpenter, Chief Executive Officer, responded that the agreement we are entering into will have two staff in the morning and two staff in the afternoon starting next week until the end of the school year.*
- *Commissioner Ansbrow asked if with the Reimagine project do we anticipate fewer people will be going through the Transit Center. Bill Carpenter, Chief Executive Officer, responded we believe it will be just as busy as it is now due to the number of buses with 15 and 30 minute service. We are hoping that with the cross town routes that not everyone will need to go down to the Transit Center.*

On motion of Commissioner Jeffries, seconded by Commissioner McDonald, the CEO Report was accepted by unanimous vote.

## **E. Financial Report**

Scott Adair, Chief Financial Officer, presented the financial report, a copy of which is attached to these Minutes.

On motion of Commissioner Ansbro, seconded by Commissioner Jankowski, the Financial Report was received by unanimous vote.

#### **F. Proposed Resolutions**

##### **Resolution Authorizing the Award of a Contract for Paratransit Web Scheduling Software, RGRTA 8-2019**

- *Commissioner Kosmerl asked if Trapeze has organizations who are using this module. Chris Mahood, Director of Information Technology, responded that yes, currently York County is using this and VIA in Texas, this is not new it has been on the market for a while.*
- *Commissioner Smith asked if Trapeze is the only contractor we went to. Chris Mahood, Director of Information Technology, responded that we issued an RFP and Trapeze is the only one who sent us a proposal out of 18.*
- *Commissioner McDonald asked if there are additional service costs per year. Chris Mahood, Director of Information Technology, stated there are additional costs in the text messages and phone calls that go out to customers.*
- *Commissioner Ansbro asked if this will be accessible for customers with disabilities. Chris Mahood, Director of Information Technology, stated that one of the stipulations we put in the RFP is that it is ADA and screen reader compatible.*
- *Commissioner Jankowski asked with Reimagine are we looking at using other transportation providers, does this platform let us handle more than one transportation provider. Chris Mahood, Director of Information Technology, stated that Trapeze offers that software. This module does not support that but it does exist.*
- *Commissioner Ansbro asked if we sought input from our customers. James Mott, Director of Paratransit Service, stated that yes our customers have been a part of this process the entire time and they are very excited that we are going to be implementing this software.*
- *Commissioner Kosmerl how long before implementation. James Mott, Director of Paratransit Service, stated that the vendor stated 6-8 months before implementation but we feel that might be a little aggressive so we will pilot the system with a small group to work all the bugs out before we open it up to all of our RTS Access customers.*

RGRTA 8-2019: On motion of Commissioner Ansbro, seconded by Commissioner Kosmerl, the aforementioned Resolution, a copy of which is attached to these Minutes, was unanimously approved.

#### **G. Consent Resolutions**

Consent Resolutions RGRTA 9-2019 up to and including RGRTA 14-2019 were approved by a motion made by Commissioner Jeffries, seconded by Commissioner Smith, the below mentioned Resolutions, a copy of which are attached to these Minutes, were unanimously approved.

##### **Resolution Authorizing the Award of a Contract for the Provision of Information Technology Services, RGRTA 9-2019**

**Resolution Authorizing the Execution of the Federal Aid Community Solutions for  
Transportation Grant Agreement with NYSDOT, RGRTA 10-2019**

**Resolution Authorizing the Purchase of Commercial Property Insurance Policy, RGRTA 11-  
2019**

**Resolution Authorizing the Purchase of Automobile Excess Liability Insurance Policy, RGRTA  
12-2019**

**Resolution Authorizing the Award of a Contract for Elevator Maintenance & Repair Services,  
RGRTA 13-2019**

**Resolution Authorizing the Award of a Contract for Garage Door Inspection, Maintenance &  
Repair Services, RGRTA 14-2019**

**H. Executive Session**

Amy Gould, Chief People Officer to provide information for the full board on the proposed compensation.

On motion of Commissioner Jeffries, seconded by Commissioner Kosmerl, the board unanimously moved into Executive Session at 1:45pm.

The Board came out of Executive Session at 2:11pm and it was stated by Chairman Astles that no votes were taken while in Executive Session.

**Resolution Ratifying the Recommendations of the Compensation Committee, RGRTA 15-  
2019**

RGRTA 15-2019: On motion of Commissioner McDonald, seconded by Commissioner Jeffries, the aforementioned Resolution, a copy of which is attached to these Minutes, was unanimously approved

**I. Calendar**

Bill reminded everyone of the May meeting and that we will have 2 June meetings because of July 4<sup>th</sup> being on a Thursday we have the meeting on June 27<sup>th</sup>.

- *Commissioner Jankowski asked if what was presented today is the final plan. Bill Carpenter, Chief Executive Officer, responded that this is IBI's recommendations and now management needs to put all the recommendations together and determine a budget and have something the middle of May and this will give the Board 4-6 weeks to review the plan prior to the June meeting. Commissioner Jankowski asked if we will have a meeting prior to the June meeting to review the plan. Bill Carpenter, Chief Executive Officer, stated that he will work with the Chairman to come up with dates to have a workshop to review the plan.*

**J. Adjournment**

There being no further matters on the adopted Agenda, the regular meeting was adjourned on motion of Commissioner Jeffries, seconded by Commissioner McDonald at 2:14pm.

Respectfully submitted,

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Edward W. White, Esq., Secretary

Posted Date: April 18, 2019

# CEO Report

*Presented by: Bill Carpenter, CEO*



# Chief Executive Officer Report

- [TOPS Highlight](#)
- Project Highlight
- RTS Transit Center
- Miscellaneous

# TOPS Highlight



# Q4 Employee Survey Results

*Presented By: Amy Gould, Chief People Officer*

# Evolution of Employee Engagement Index

- Survey of employees began consistently in fiscal year 2010-11
- Survey results first incorporated into TOPS in fiscal year 2013-14
- We surveyed all employees in September (Q2) and February (Q4)
- In 2018-19 we condensed Q2 survey to solicit further feedback, Q4 was the full survey.
- After Action Review

*Wear your favorite pro sports team's gear!*



# TEAM SPIRIT DAY!

FRIDAY, FEB 1

## ONE ITEM:



JERSEY



SCARF



HAT



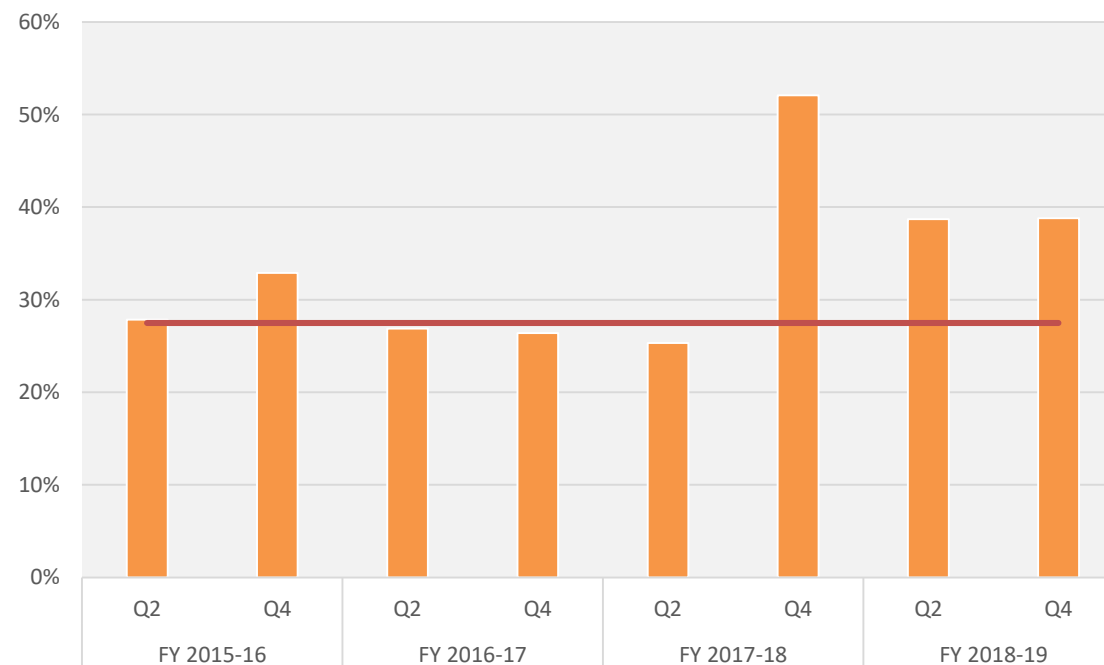
SOCKS

## PLAYERS MUST:

- Display employee badges at all times
- Maintain professional decorum and C.A.R.E. standards

**Second highest participation level seen since we began tracking in 2013-14 (38.8%)**

- **Grassroots Campaign**
- **Activities and Reminders for All Employee Groups**



# Employee Engagement Index

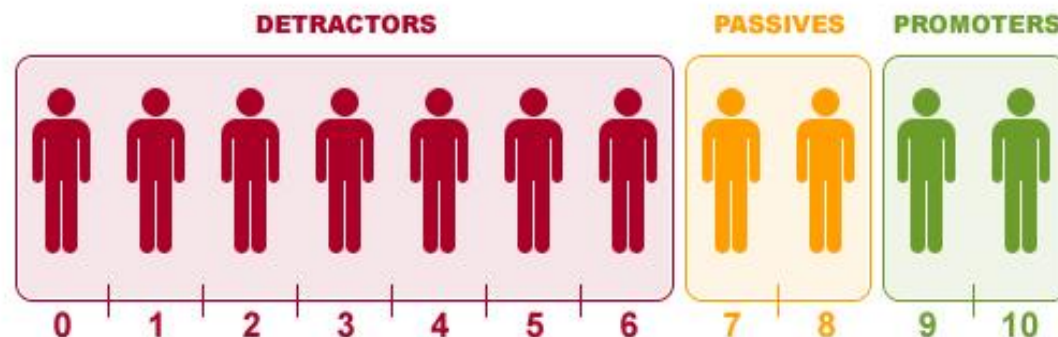
- **Measured twice per year, in Q2 and Q4**
  - Q4 Survey ran February 1 – 14th
- **Contributes 10 goal points to TOPS**
- **Index Components:**
  - Employee Engagement: 5 possible points
  - Employee Satisfaction: 5 possible points

- **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:**

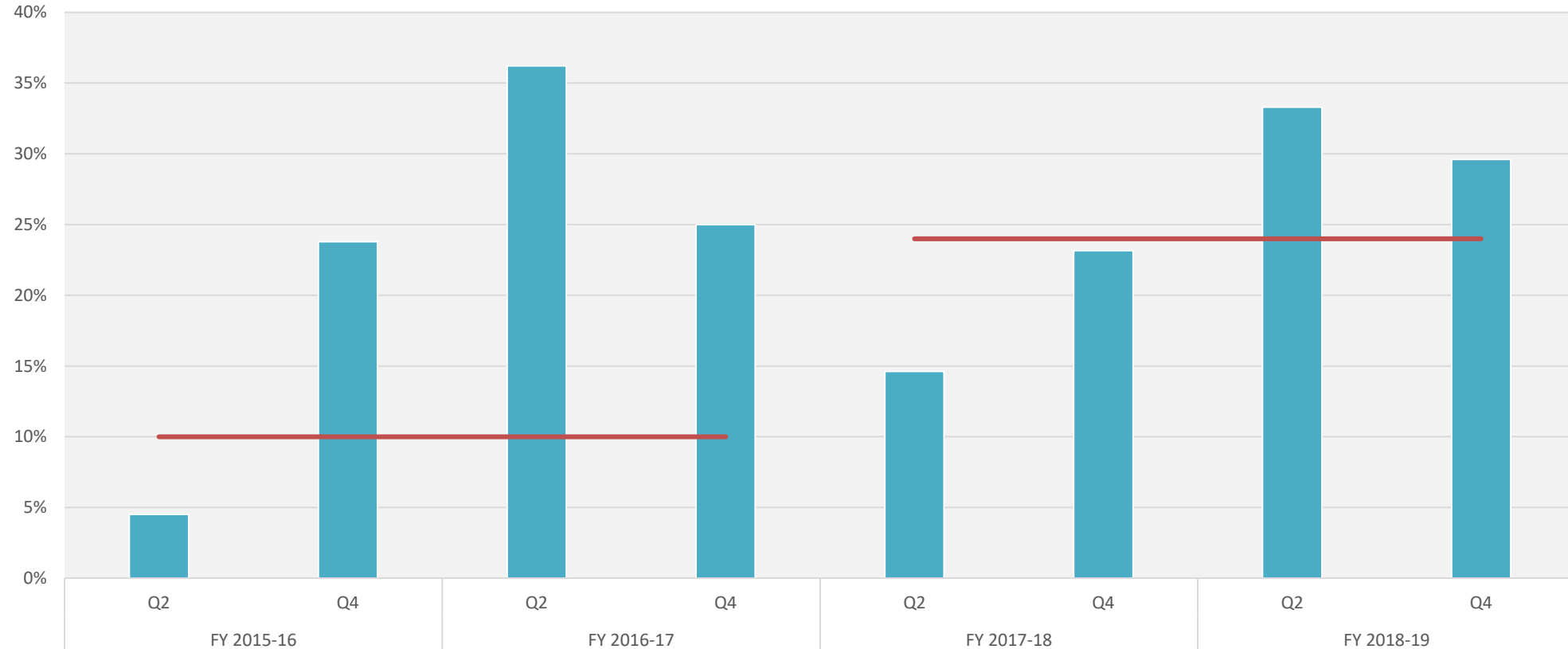
- To be counted as a promoter, 3 of the 4 questions should be scored 9 or higher.
- To be counted as a detractor, 3 of the 4 questions should be scored 6 or lower.



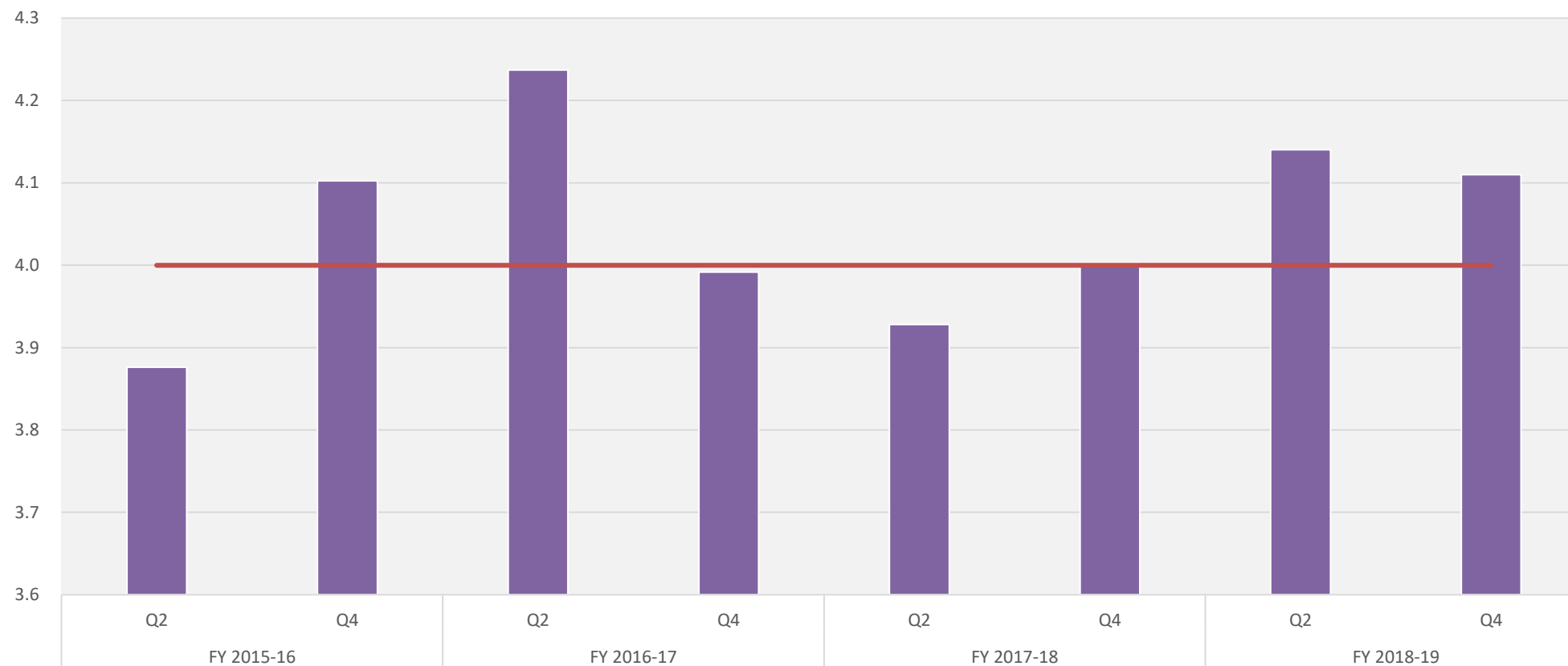
$$\% \text{ Promoters} - \% \text{ Detractors} = \text{Employee Engaged Index}$$

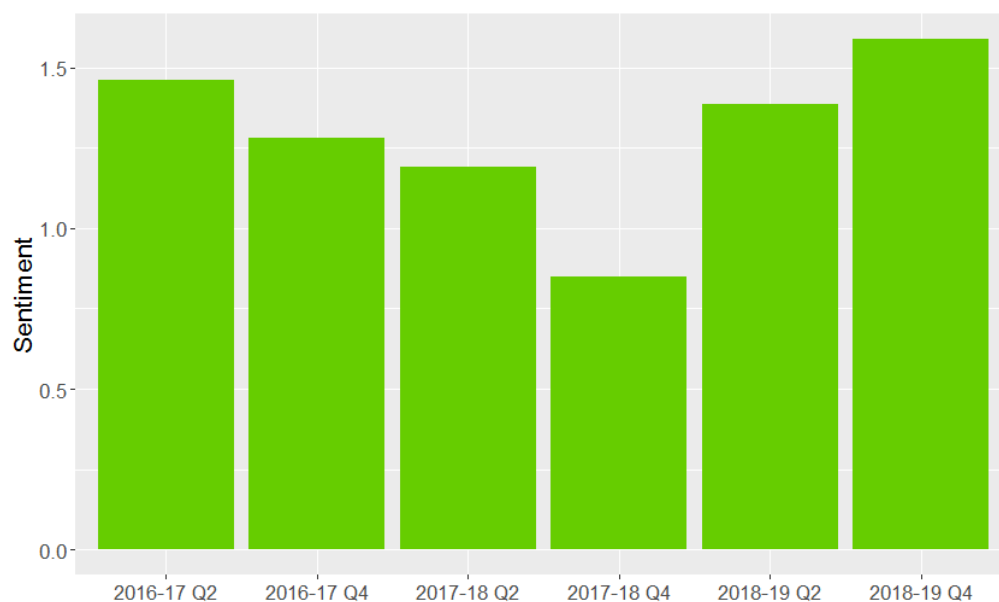


- Q4 score slight decrease from Q2, but still exceeded the goal (24%).



- **Q4 score slight decrease from Q2 but above goal.**
  - Sustained performance across all results.





- Comments have been trending more positive this fiscal year.
- Prevalent Themes:
  - Career Development
  - Infrastructure
  - Management/Leadership
  - Operational Suggestions
  - Organizational Structure
  - Wellness/Diversity

- **Engagement**

- 30% exceeds the goal of 24%, and represents an improvement over last year.
  - Increased performance compared to Q4 in the last two fiscal years.

- **Satisfaction**

- 4.1 meets the goal and again represents an improvement over last year.
  - Steady performance compared to prior surveys.

# Progress and Next Steps

- **Executive Team shared results with direct reports**
- **Department heads meeting with their teams to discuss results**
- **Report out at March Leadership Forum for:**
  - Cross functional review of results
  - Adjust/tweak goals accordingly based on new feedback
  - Develop action plans for specific (departmental) focus areas
  - Inform upcoming planning for 2020-2021 Comp Plan strategies

# Chief Executive Officer Report

- TOPS Highlight
- Project Highlight
- RTS Transit Center
- Miscellaneous

# Reimagine RTS

*Presented By: Miguel Velazquez,  
Chief Operating Officer*

# Agenda

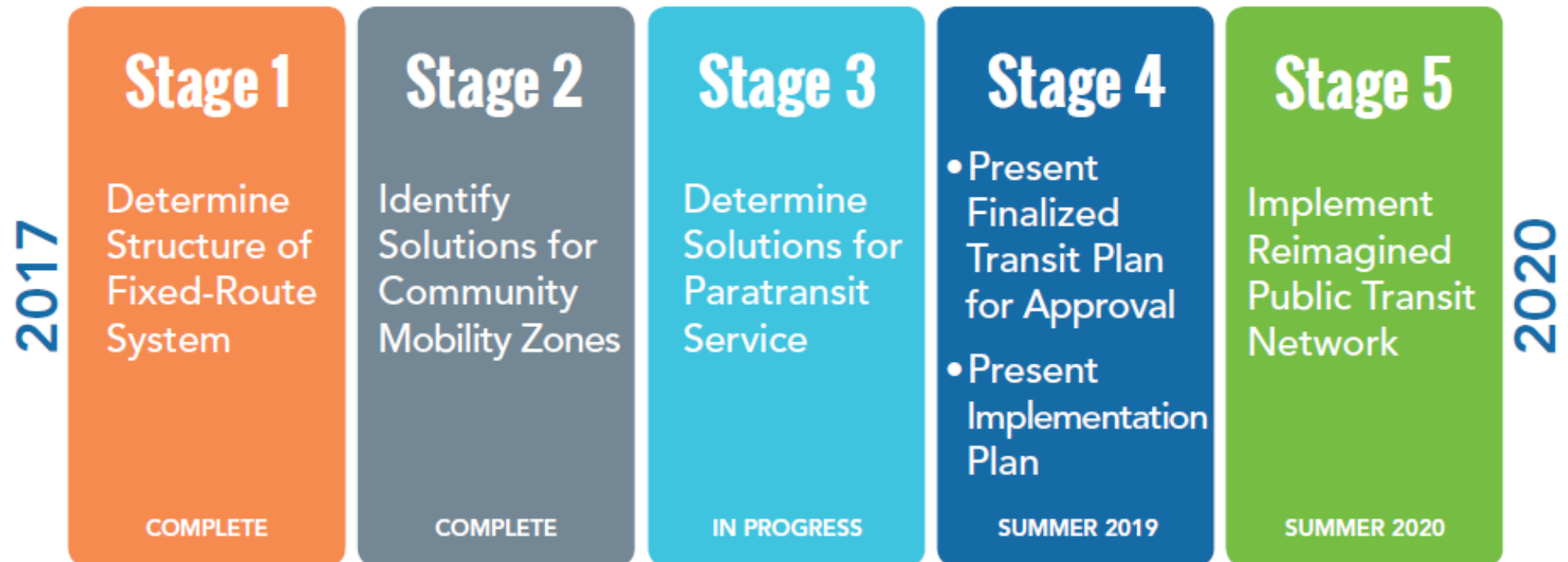
1. Stage 2 Consultant Recommendations
2. Stage 2 Outreach
3. RTS Proposed CMZ Fare Structure
4. RTS Companion Report
5. Summary: Stages 1 & 2
6. Next Steps





# IBI Completed Recommendations

## REimagine RTS Process



- In Stage 1, TMD recommended a new fixed-route network to improve frequency, reliability and consistency.
- They also recommended that we replace 40-foot bus service in seven communities with more cost-effective options. These areas are the Community Mobility Zones (CMZ).
- 95% of current customers will have access to the new fixed-route system
  - Of the remaining 5% of current customers
    - 4.8% will have access to the CMZ service
    - 0.2% will be served by Commuter Routes



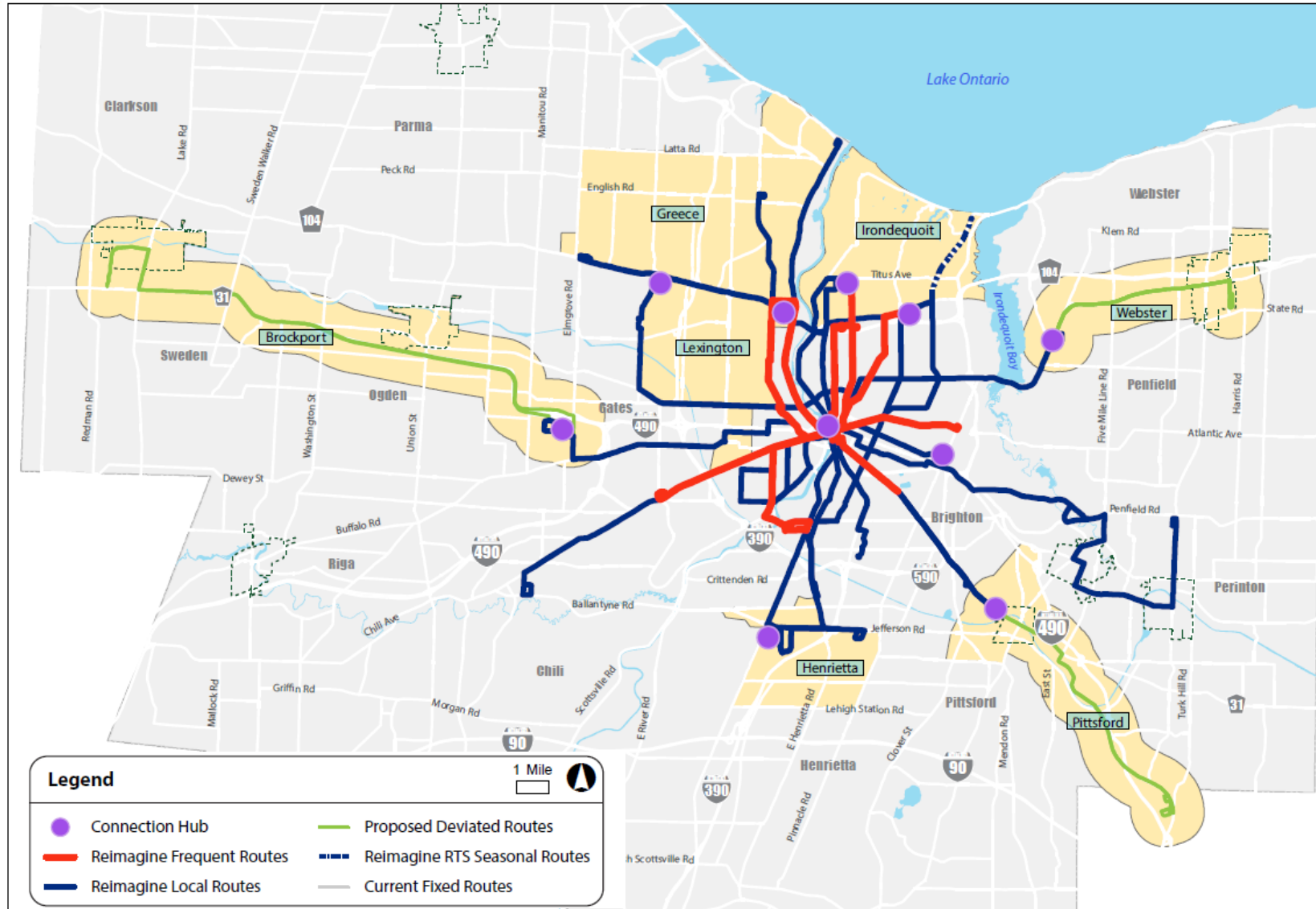
# Purpose of Stage 2

- To identify new mobility solutions to implement in the CMZs
  - Worked with Stage 2 consultant IBI Group
- To identify priority needs and destinations within each zone
  - Worked with Town Supervisors and stakeholders to begin the process
  - Held CMZ-specific information sessions to get input from customers
- To gather feedback and begin educating customers and employees on how public transit will work in each zone / between the CMZs and fixed route network
  - Facilitated conversations at each information session, the RTS Transit Center, and employee break rooms

# Key Assumptions of Study

- Core Objective to Serve Existing RTS Customers
- Assumption of RTS Direct-Operated Mobility Services
- Continuation of Commuter Services
- Contracted Services as a Supplement to Direct Operations
- A Seamless, Integrated Network for Customers
- Implementation Concurrent with Fixed-Route Changes
- Consistent System-Wide Customer Subsidy
- Continuation of Existing Service Span
- Equity/Title VI Civil Rights Requirements
- ADA Accessibility
- Continuation of Student Transportation
- Consistent Fare Policy
- Scalability

# System Map with CMZs



# CMZ Service Discussion

## RTS Flex Route Service



Brockport

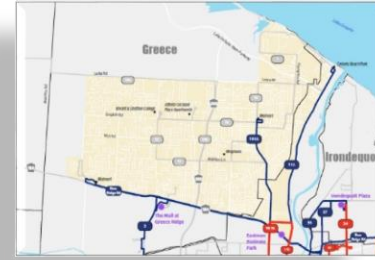


Webster



Pittsford/Eastview

## RTS On-Demand Service



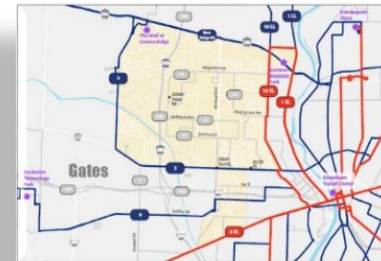
Greece



Henrietta



Irondequoit



Lexington Ave.



## What is it?

- Small bus or van follows a consistent route with dedicated bus stops.
- The vehicle will flex/deviate from the route to destinations within  $\frac{3}{4}$  mile of the route
- Operated by RTS w/ ADA accessible vehicles
- Similar to how RTS operates outside Monroe County

## Why it is Recommended for RTS?

- Flex route service provides improved access and flexibility
- Closer to curb-to-curb service for the customer
- More appropriate vehicle size for number of customers in each area





## What is it?

- Small bus, van or sedan used to provide on-demand service within zone boundaries, when requested
- Operated by RTS w/ ADA accessible vehicle

## Why it is Recommended for RTS?

- Curb-to-curb service provides improved access and near real-time travel
- Makes it easier to reach destinations in the zone while providing easy access to the larger bus system



## What is it?

- Provides on-demand, door-to-door transportation for individuals or small groups
- Service provided by a third-party (TNC, taxi, etc.)
- Fare can include fixed price and/or maximum RTS subsidy per ride

## Why it is Recommended for RTS?

- Offers reliable transportation option in CMZs when RTS service is not running
- On-demand, curb-to-curb service provides access to transportation when needed during low-demand times of the day
- Provides expanded access to CMZ destinations and the larger bus system on weekdays and weekends

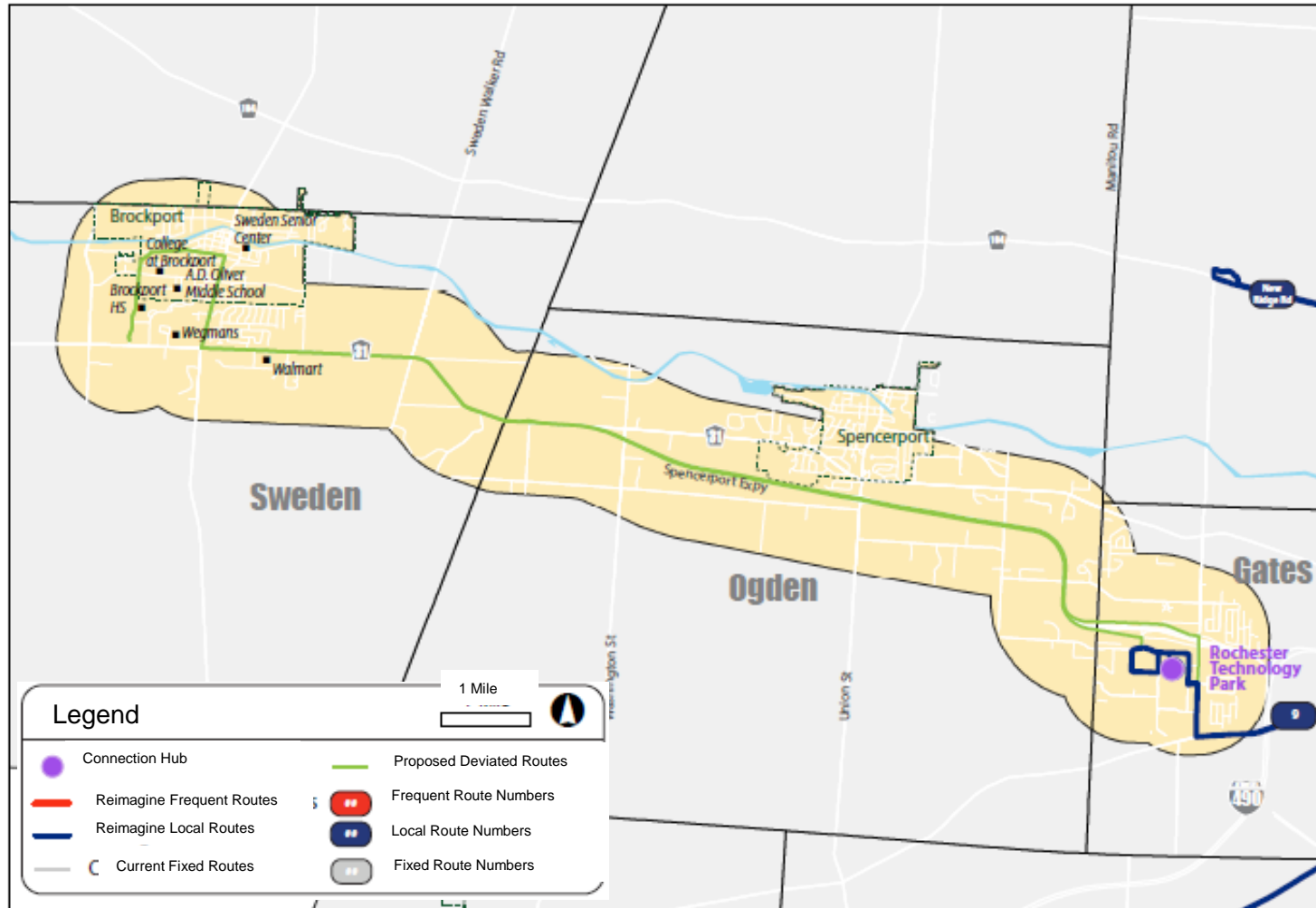
# How to Get a Ride in CMZs

- **Customers will have multiple options to book their trips:**
  - Call the RTS Customer Service Center
  - Online at myRTS.com
  - The RTS Mobile App
    - Mobile ticketing technology expected to launch in 2020



# Brockport CMZ

## Consultant Recommendation



### Proposed Solutions:

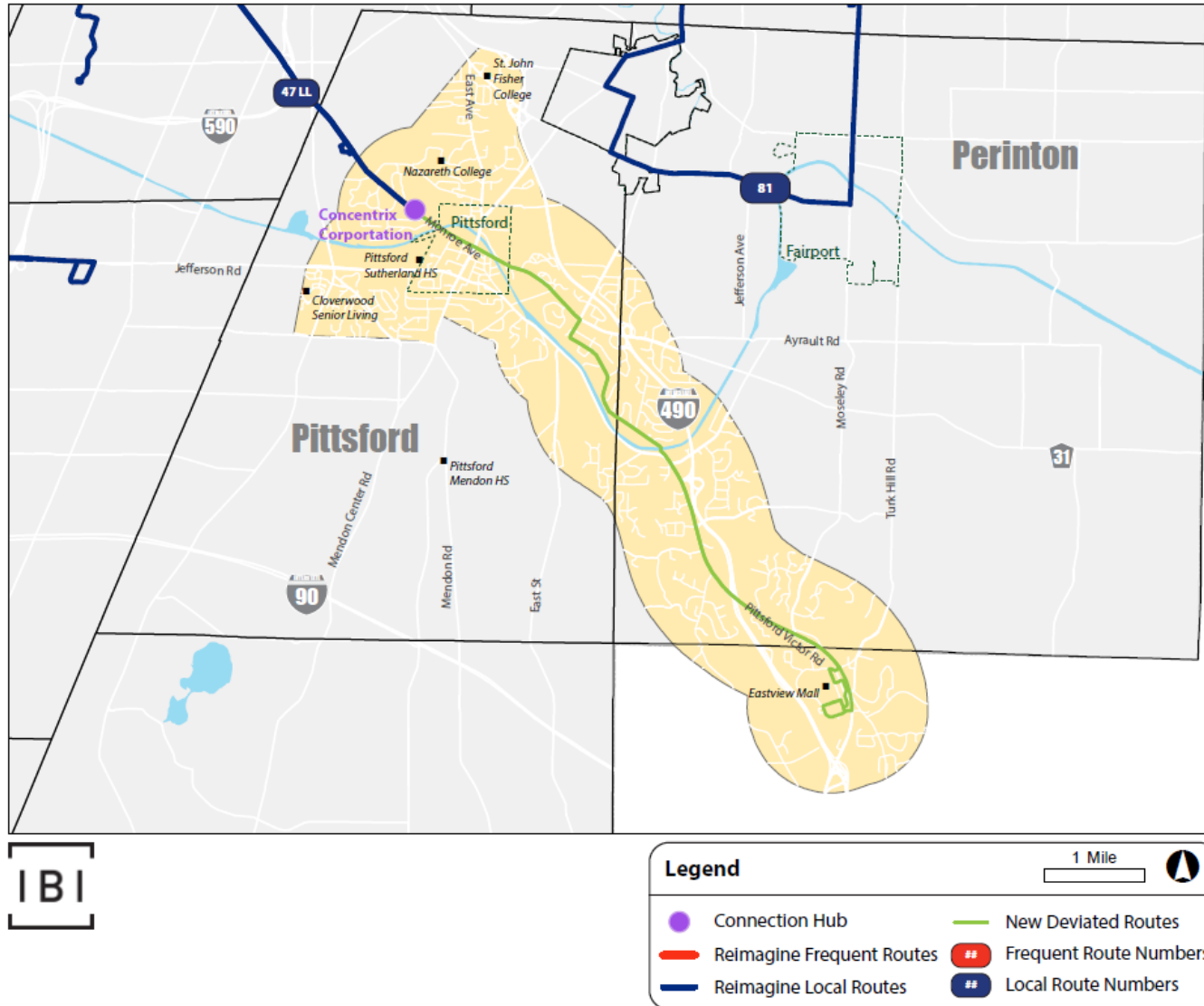
- RTS Flex Route Service
  - Operated by RTS
  - M-F: 6am – 10pm
  - S-S: 6am – 7pm
  - Every 90 Minutes
- PMOD
  - Operated by 3<sup>rd</sup> party
  - M-F: 5-6am, 10pm – Midnight
  - S-S: 7pm – Midnight

### Key Destinations:

- College at Brockport
- Village of Brockport
- Village of Spencerport
- Rochester Tech Park
- Brockport High School
- A.D. Oliver Middle School
- Brockport Retail Corridors
- Sweden Senior Center
- Owens Rd. Apartments

# Pittsford/Eastview Area CMZ

## Consultant Recommendation



### Proposed Solutions:

- RTS Flex Route Service
  - Operated by RTS
  - M-Su: 6am – 7pm
  - Every 90 Minutes
- PMOD
  - Operated by 3<sup>rd</sup> party
  - M-F: 5-6am, 7pm – Midnight
  - Sa-Su: 7pm – Midnight

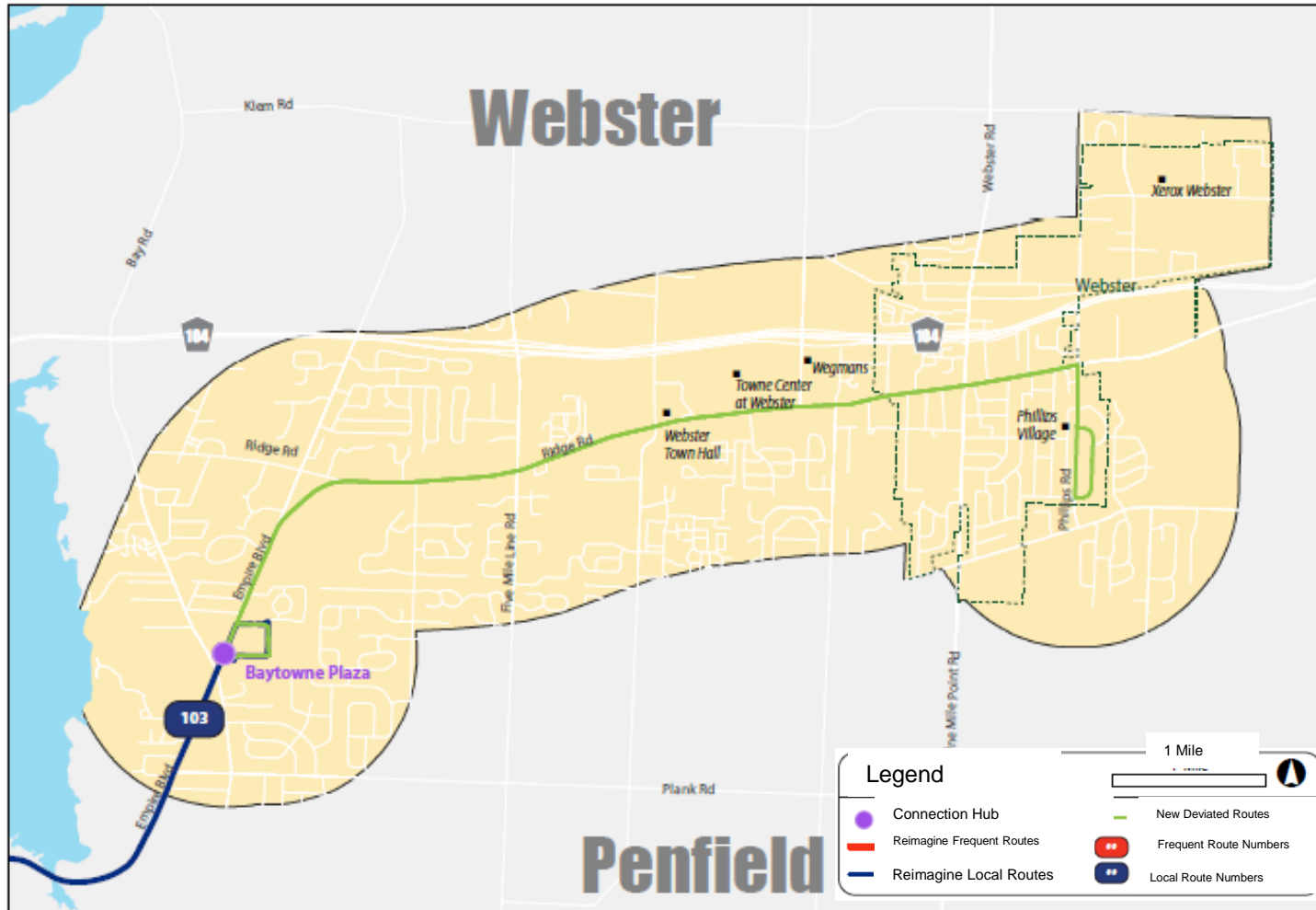
### Key Destinations:

- Nazareth College
- St. John Fisher College
- Village of Pittsford
- Cloverwood Senior Living
- Eastview Mall/Retail Corridor
- Pittsford Plaza
- Pittsford Sutherland H.S.
- The Highlands at Pittsford
- YMCA
- Eastview Mall Park & Ride



# Webster CMZ

## Consultant Recommendation



### Proposed Solutions:

- RTS Flex Route Service
  - Operated by RTS
  - M-Su: 6am – 7pm
  - Every 90 Minutes
- PMOD
  - Operated by 3<sup>rd</sup> party
  - M-F: 5-6am, 7pm – Midnight
  - Sa-Su: 7pm – Midnight

### Key Destinations:

- Ridge Rd. Retail & Service Corridor
- Bay Towne Plaza
- Towne Center at Webster
- Webster Town Hall
- Phillips Village
- Village of Webster

# Greece CMZ

## Consultant Recommendation



### Proposed Solutions:

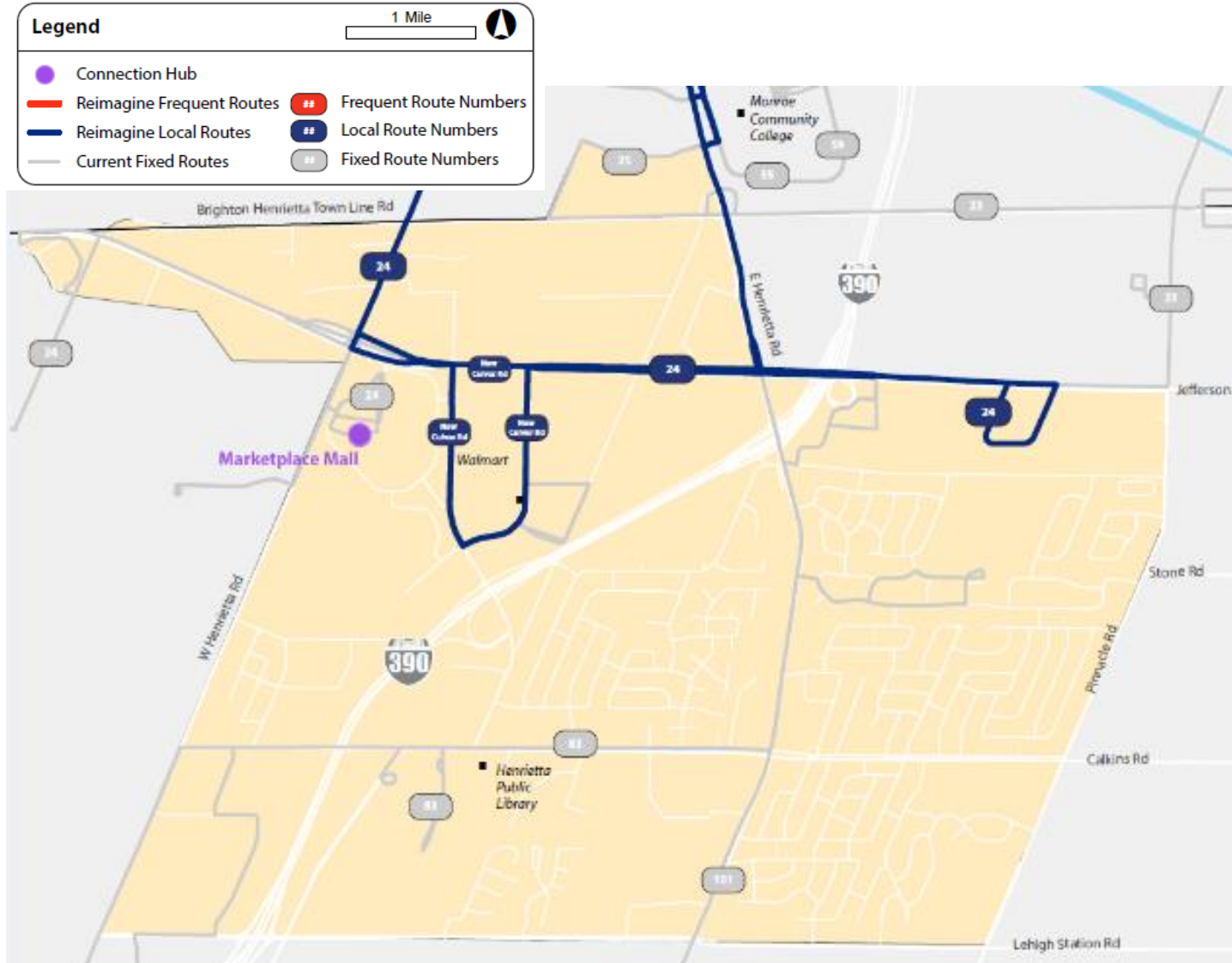
- RTS On-Demand Service
  - Operated by RTS
  - M-Su: 6am – 7pm
- PMOD
  - Operated by 3<sup>rd</sup> party
  - M-F: 5-6am, 7pm – Midnight
  - S-S: 7pm – Midnight

### Key Destinations:

- The Mall at Greece Ridge
- Ridge Road Retail Corridor
- Latta Rd. Area / Wegmans
- Walmart
- Greece Town Hall & Library

# Henrietta CMZ

## Consultant Recommendation



### Proposed Solutions:

- RTS On-Demand Service
  - Operated by RTS
  - M-Su: 6am – 7pm
- PMOD
  - Operated by 3<sup>rd</sup> party
  - M-F: 5-6am, 7pm – Midnight
  - S-S: 7pm – Midnight

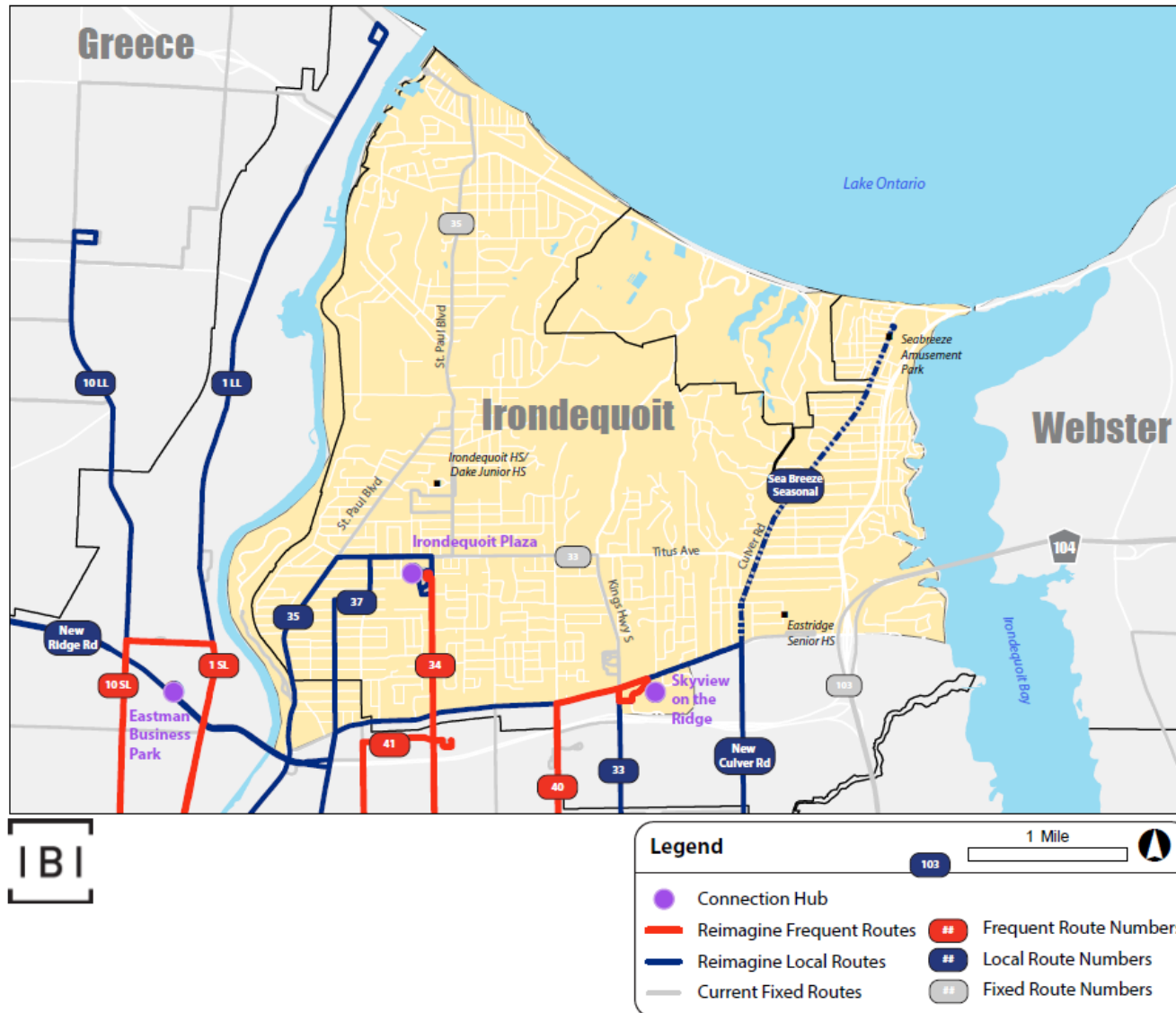
### Key Destinations:

- Marketplace Mall / Henrietta Retail Core
- Jefferson Rd. Corridor
- Henrietta Town Hall Complex
- MCC
- Connections to RIT via Park Point
- New VA Facility
- Senior / Student / Affordable / Assisted Housing locations within CMZ



# Irondequoit CMZ

## Consultant Recommendation



### Proposed Solutions:

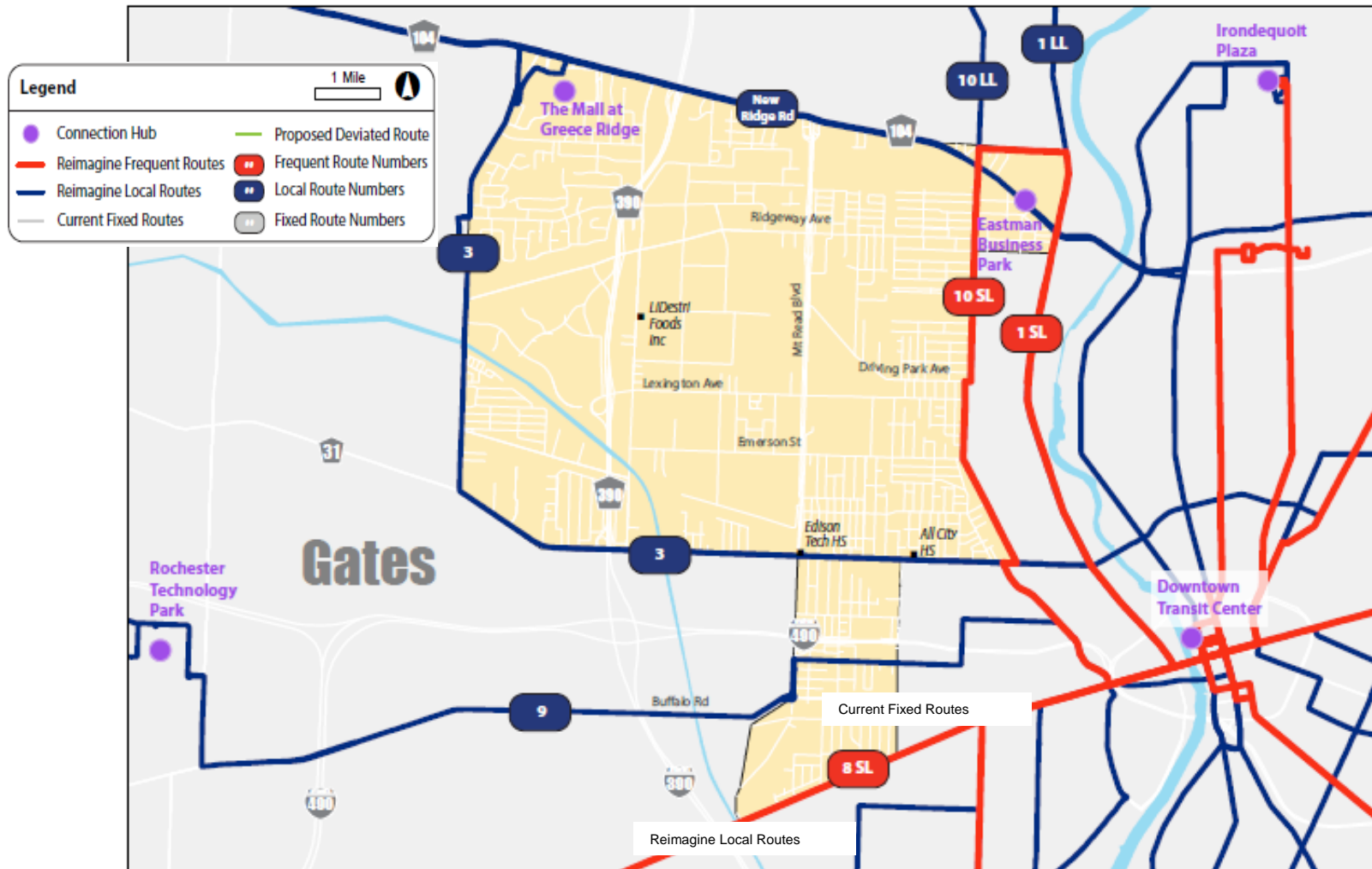
- RTS On-Demand Service
  - Operated by RTS
  - M-Su: 6am – 7pm
- PMOD
  - Operated by 3<sup>rd</sup> party
  - M-F: 5-6am, 7pm – Midnight
  - S-S: 7pm – Midnight

### Key Destinations:

- St. Ann's Home
- Skyview on the Ridge
- Rochester Regional Health
- Ridge/Titus Retail Corridors
- Irondequoit Bay Park
- Irondequoit H.S. / Hake M.S.
- Seabreeze Amusement Park – to supplement seasonal route
- Lakeshore Communities & Attractions

# Lexington Avenue CMZ

## Consultant Recommendation



### Proposed Solutions:

- RTS On-Demand Service
  - Operated by RTS
  - M-F: 6am – 7pm
- PMOD
  - Operated by 3<sup>rd</sup> party
  - M-F: 5-6am, 7pm – Midnight

### Key Destinations:

- Lexington Ave. Industrial Corridor
- Eastman Business Park
- Edison Career & Tech H.S.
- Greece Ridge Mall



REimagine RTS

# Additional Consultant Recommendations

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- Add additional vehicles to CMZs during peak travel periods to decrease wait times.
  - In Flex Route CMZs, this will increase trip frequency
  - In On-Demand CMZs, this will decrease wait time and trip length
- Regularly review ridership by service type (PMOD vs. Self Performing) to maintain a cost effective system.
- After implementation, monitor requests for trips that fall outside current CMZ boundaries and consider adjusting CMZs accordingly.



REimagine RTS

## 2. Stage 2 Outreach

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- CMZ Stakeholder Meetings (Dec. 2018)
- State Lawmaker Briefings
  - During visits to Albany in January, February, March
- CMZ Community Information Sessions (Feb. 2019 & Mar. 2019)
- Community Advisory Committee Meetings (Nov. 2018, Feb. 2019)
- Stations at Customer Open House (Feb. 2019)
- Frontline Employee Committee Meeting (Feb. 2019)
- Commuter Route On-Bus Sessions (Mar. 2019)
- Employee Briefings (Mar. 2019)
- Media Interviews



REimagine RTS

# 3. RTS Proposed CMZ Fare Structure

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# Recommended Fares – RTS Service

- **RTS On Demand:**

- Connect to or from an RTS bus stop: \$1
- Curb-to-Curb within the zone: \$3

- **RTS Flex:**

- From bus stop to bus stop: \$1 base fare
- For each requested deviation: \$1 per deviation
  - Example: A bus deviates off route to pick-up a customer, returns to the route, and deviates off route again to drop-off the same person. This trip would cost \$3.
  - *\$1 base fare + 2 deviations at \$1 each = \$3*



# Recommended Fares – PMOD

## ○ PMOD

- RTS subsidizes up to \$5 per ride, with the cost structure below:
  - Customer pays the first \$1
  - RTS pays up to \$5
  - Customer pays any remaining cost
- Hours of Service: 5-6am on weekdays; 7pm to Midnight every day\*\*
- Entire trip must stay within any one CMZ
- RTS will review overall cost and self-perform service if it becomes more cost effective

*\*\*Runs 10pm-Midnight, M-F, in Brockport CMZ*



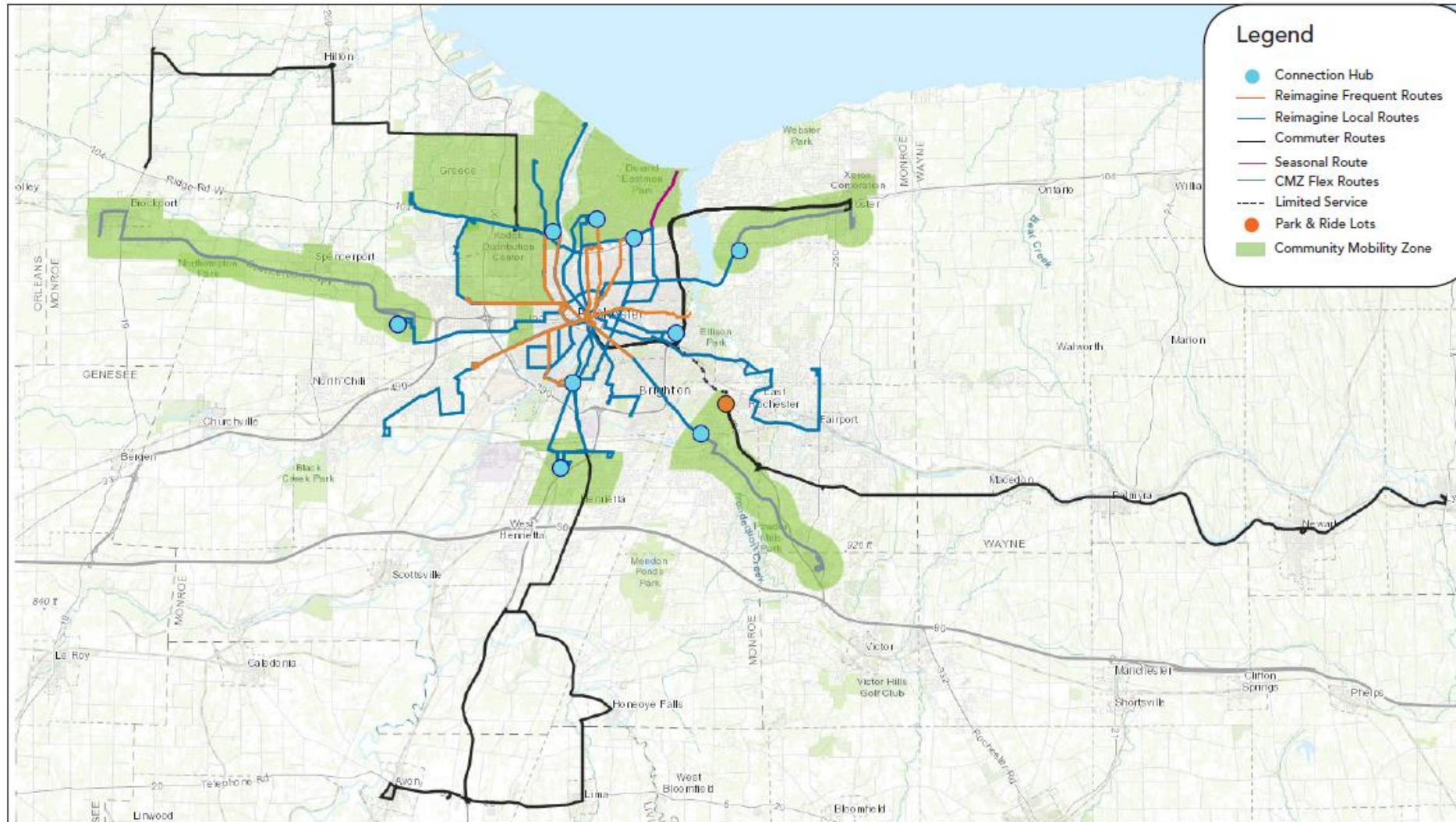
REimagine RTS

## 4. RTS Companion Report

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# Commuter Connections



## Proposed Solution:

Frequency for these trips will be maintained using a smaller vehicle.



## 5. Summary: Stages 1 & 2

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# Benefits of New System

- **Reimagine RTS Goal:** While it may be different, RTS wants all current customers to be able to access the new system.
- RTS will provide consistent service 7 days/week.
- New mobility options offer service in CMZs that is more reliable, frequent, and flexible.
- On-demand service offers flexibility and means for spontaneous travel.
- **New System Offers Improved Accessibility:**
  - Fare Payment: Mobile and traditional options
  - Trip Planning: Digital and traditional options
  - RTS will use ADA-compliant vehicles in CMZs



REimagine RTS

# 6. Next Steps

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STAGE 3 UPDATE: PARATRANSIT PLAN  
REIMAGINE RTS PUBLIC HEARING



- Stage 3 is underway and on schedule for completion in May
- Paratransit Information Sessions
  - March 13 at ABVI
  - March 15 at CDR
  - Both sessions were well attended with good feedback
  - Topics Included: proposed service area, service span, fares, and policy changes
- Paratransit Plan Public Hearing
  - Held Tuesday, April 2 at RTS
  - 38 people attended, 18 spoke on the record
  - Comment period ends April 16 at 5pm
  - All comments and management responses will be provided to the Board



- **Scheduled for April 23<sup>rd</sup> or 24<sup>th</sup> (location TBD)**
  - 6:00-7:30 p.m.
  - Will focus on proposed major service and fare changes
    - New fixed route network and hours of service
    - Connection Hubs
    - Community Mobility Zones – mobility options, hours of service, and fares
- **Fare Structure Information Sessions**
  - Thursday, April 11, Noon & 5:00 p.m. at the RTS Transit Center
    - All day pass and monthly pass will be good across the entire network.
    - Fixed route network – fare remains \$1/ride
    - Community Mobility Zones
      - RTS Flex Routes: \$1 base fare, \$1 per deviation
      - RTS On Demand: \$1 to or from an RTS bus stop, \$3 from curb-to-curb (not involving an RTS bus stop)



## REimagine RTS Process



# Chief Executive Officer Report

- TOPS Highlight
- Project Highlight
- RTS Transit Center
- Miscellaneous

- Three incidents at the RTS Transit Center in February and one in March
- RTS Transit Center staff coordinated with RPD Downtown Section Captain: Both immediately increased staffing at RTS Transit Center
- RTS CEO spoke with Mayor Warren and the interim police chief to insure awareness, resources and express thanks for their support
- Meeting held with Mayor Warren, RPD leadership, RCSD Interim Superintendent and staff, RTS leadership and staff, as well as neighboring property owners/tenants to coordinate our response
- RTS has committed added Road Supervisors and added a contract with RPD for the remainder of the school year

# Chief Executive Officer Report

- TOPS Highlight
- Project Highlight
- RTS Transit Center
- Miscellaneous

## NYS Transportation Hearing in Buffalo March 8<sup>th</sup> 2019





## Pi Day Pie Bake-Off

March 14<sup>th</sup> 2019



**RTS Wayne 1<sup>st</sup> Place: Ronald Webster**



**RTS 1<sup>st</sup> Place: Kelly Schmidt**



**RTS Judges**

## NYS Transportation Hearing in Syracuse March 22<sup>nd</sup> 2019





## **RBJ Corporate Counsel Awards**

### **March 26<sup>th</sup> 2019**



## NOVA Bus Inspection April 2<sup>nd</sup>- 6<sup>th</sup> 2019



- Pilot bus arriving on campus in the next 2-3 weeks.
  - Other 9 buses arriving Fall 2019
- Rusty Korth- VP of Maintenance
  - Matt Shaw- Director of Fleet Maintenance
  - Jeff Luce- Communication Systems Engineer
  - Gene Kreinsen- Manager of Fleet Maintenance
  - Pat McWhinney- Garage Supervisor
  - Mike Saporito- Technician 1 Overhaul Shop
  - George Gleichauf- Technician 1 Fare Box

# Miscellaneous

- Beechwood Neighborhood Coalition Meeting
- NYS DEC/RGRTA/NYPA Meeting on VW Settlement funds availability
- Paratransit /Reimagine Public Information Session at ABVI
- Paratransit/Reimagine Public Information Session at Center for Disability Rights
- APTA Board of Directors Meeting
- APTA Legislative Conference
- The Bus Coalition annual members meeting and election of officers
- Power BI Kickoff Meeting
- Met with the Governor's Executive staff and Legislative Transportation Chairs in Albany
- Attended Chamber of Commerce event, "Policy Matters" with Congressman Joe Morelle
- Met with Mayor Warren to update her on Reimagine RTS
- Attended FLREDC Meeting
- RTS Paratransit Public Hearing
- Greater Rochester Community Transportation Foundation (GRCTF) Board Meeting

# Financial Report

*Presented by: Scott Adair, CFO*



## Financial Report

**RGRTA - Consolidated Budget Status Report - FY 2018-2019**  
**As of 2/28/19 (In Thousands)**

<u>Revenues</u>	<u>Amended Budget 2018-19</u>	<u>FYTD 2/28/2019</u>	<u>Projected 3/31/2019</u>	<u>Budget Variance</u>
Total Locally Generated	\$ 28,280	\$ 25,634	\$ 28,587	\$ 307
Total Government Subsidies	\$ 57,542	\$ 52,800	\$ 57,590	\$ 48
Mortgage Tax	\$ 11,001	\$ 9,955	\$ 11,001	\$ -
Grand Total Revenue	\$ 96,823	\$ 88,389	\$ 97,177	\$ 354
<u>Expenses</u>				
Personnel				
Salary & Wages	\$ 42,694	\$ 38,853	\$ 42,910	\$ (216)
Fringe Benefits	\$ 28,477	\$ 21,997	\$ 28,431	\$ 46
Total Personnel	\$ 71,171	\$ 60,851	\$ 71,341	\$ (170)
Non-Personnel				
Services	\$ 7,948	\$ 5,810	\$ 7,919	\$ 29
Fuel/Lubricants	\$ 5,035	\$ 4,800	\$ 5,035	\$ -
Parts	\$ 4,332	\$ 3,798	\$ 4,332	\$ -
Other	\$ 8,336	\$ 6,273	\$ 8,359	\$ (23)
Total Non-Personnel	\$ 25,652	\$ 20,681	\$ 25,645	\$ 6
Grand Total Expenses	\$ 96,823	\$ 81,532	\$ 96,986	\$ (163)
Net Income/Deficit From Operations & Subsidies	\$ -	\$ 6,858	\$ 191	\$ 191



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## BOARD OF COMMISSIONERS AGENDA ITEM COVER SHEET

Board Meeting Date:	April 4, 2019
Presenter:	Christian Mahood
Subject:	Resolution Authorizing the Award of a Contract for Paratransit Web Scheduling Software
Background:	<p>The Authority seeks to engage an outside contractor to provide paratransit web scheduling software to benefit paratransit customers and RTS Access. This new software will enhance the customer experience by enabling them to create, schedule, or cancel trips online rather than by telephone while also providing efficiencies to the scheduling process. This new software is one of the most requested features from existing customers.</p> <p>The Authority sought bids by issuing a Request for Proposals (RFP) and publicly advertising it in the <u>New York State Contract Reporter</u> and <u>Transit Talent</u> on January 7, 2019 and in the <u>Rochester Business Journal</u> and the <u>Minority Reporter</u> on January 11, 2019.</p> <p>Eighteen (18) RFP packages were requested and one (1) proposal was received on January 29, 2019 from Trapeze Software Group, Inc.</p> <p>The Authority determined the pricing submitted by Trapeze Software Group, Inc. was fair and reasonable. The Authority also determined that they appear to be a responsible firm.</p>
Financial Impact:	The cost for the software and two years of warranties is \$251,204. The Software Warranty for years 3-5 will cost \$18,028, \$18,569, and \$19,126, respectively. Therefore, the total cost over five (5) years is not to exceed \$306,927.

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	<p>The cost of the software and first two years of warranties is included in the Authority's Capital Budget. Years 3-5 of software warranties will be provided for in future Authority operating budgets.</p> <p>The initial two years funding will be 80% Federal, 10% State, and 10% Authority.</p>
Recommendation:	<p>That the CEO or his designee be granted authority to execute a contract with Trapeze Software Group, Inc. for Paratransit Web Scheduling Software at an amount not to exceed \$306,927.</p>



## **Resolution: RGRTA 8-2019**

### **RESOLUTION AUTHORIZING THE AWARD OF A CONTRACT FOR PARATRANSIT WEB SCHEDULING SOFTWARE**

WHEREAS, the Rochester Genesee Regional Transportation Authority (the "Authority") seeks to engage an outside contractor to provide paratransit web scheduling software to benefit paratransit customers and RTS Access.; and

WHEREAS, the Authority sought bids by issuing a Request for Proposals (RFP) and publicly advertising it in the New York State Contract Reporter and Transit Talent on January 7, 2019 and in the Rochester Business Journal and the Minority Reporter on January 11, 2019; and

WHEREAS, eighteen (18) RFP packages were sent to interested firms and one (1) proposal was received; and

WHEREAS, the Authority determined that Trapeze Software Group, Inc. appears to be a responsible firm and that the price they offered is fair and reasonable; and

WHEREAS, the cost of this software is included in the Authority's Comprehensive Plan. The software warranty for years three through five will be included in future operating budgets; and

NOW, THEREFORE, BE IT RESOLVED, that the Chief Executive Officer or his designated representative is authorized to execute a contract with Trapeze Software Group, Inc. for Paratransit Web Scheduling Software at an amount not to exceed \$306,926; 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 Regular Meeting of the Rochester-Genesee Regional Transportation Authority, which was held on April 4, 2019 and that the Resolution is still in full force and effect.

---

Geoffrey Astles, Chairman

Date: April 4, 2019  
Rochester, New York

## **Resolution Authorizing the Award of a Contract for Paratransit Web Scheduling Software**

**RGRTA 8-2019**

*Presented by Christian Mahood, Director of Information Technology  
James Mott, Director of Paratransit Services*



# Scheduling an Access Ride Today

- Ride scheduling can occur Monday through Sunday 8am to 5pm (with exceptions; closed on Christmas Day and only until 1pm on other Holidays)
- Customers can book up to 7 days in advance.
- Customers can book up to 6 trips per phone call.
- During peak call periods, the wait time can exceed 20 minutes.

# Current Challenges

- Customers need to track their own bookings.
- Bus Arrival notification is not available.
- Rides are manually placed on a daily schedule with little technology assistance.


# Benefits of New System

- Customers can book rides online within parameters of ride availability set by RTS Access.
- Trip Brokering capability to enable customers to choose their own options on schedule.
- Customers can View Trip Itineraries online and on the go.
- Subscription Rides can be handled by the customer without the need of a phone call for recurring rides.
- Where's My Bus capabilities for RTS Access customers
- Bus Arrival Notification is available via Text, E-mail or Phone Calls.
- Mobile Application available for customers to enable on the go scheduling.
- ADA compliant and screen reader friendly

# Examples of Technology

- Display subscription or casual trips
- Confirm or cancel
- View by week, month; past or future
- View Details
- Date, Time, Purpose, addresses, status
- View/edit personal profile information

**Trip details**



Google

Trip details

Date	Wed, May 31	Total Fare	\$3.00
Status	<span style="color: green;">●</span> Scheduled	Additional passengers	1. Personal care attendant - None
Comments	This is a GENERAL comment about the client	I will be bringing	1. Leg braces 2. White cane 3. Large electric W/Chair

Client Home: To (C1) 30 QUEEN RD, BOLINAS, CA, 94924

**Booking id: 1326043**

**Pickup details**

🕒 Scheduled pickup window: 6:00 PM to 6:30 PM

📞 9056298727

💬 This is a home address comment

**Dropoff details**

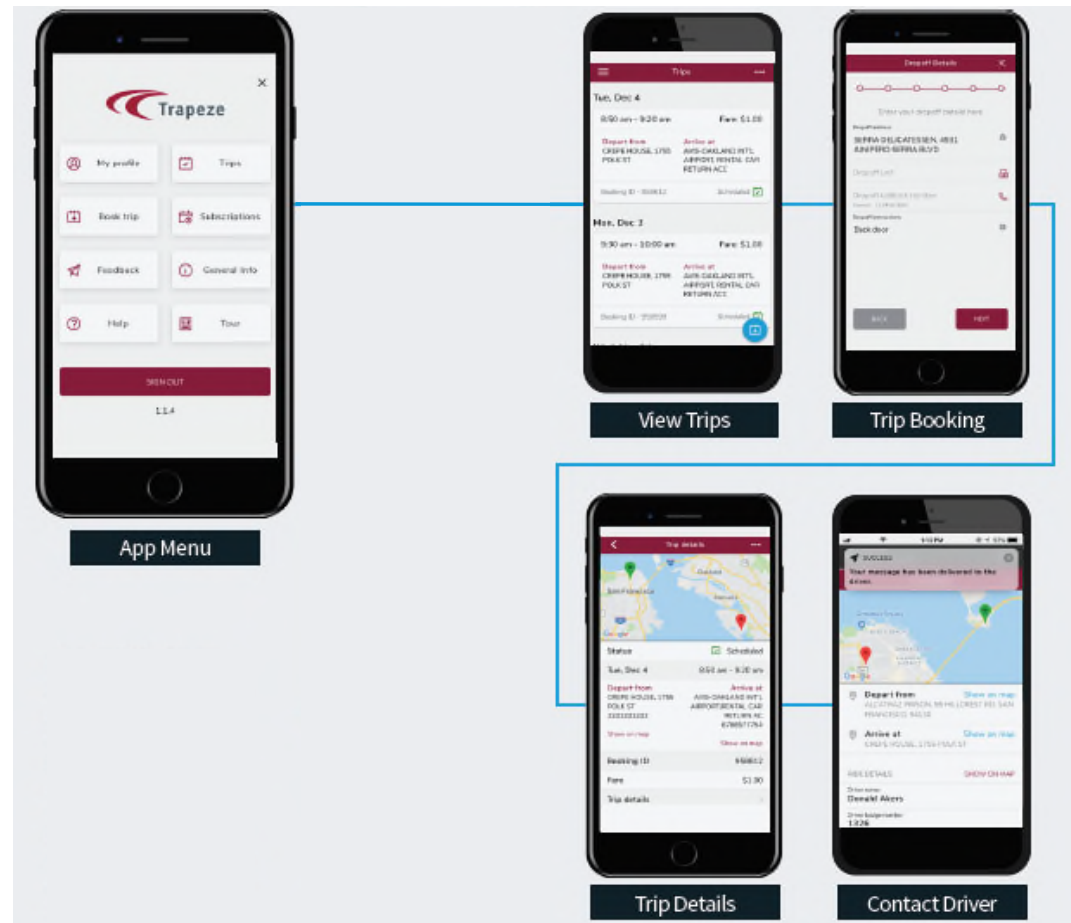
🕒 Estimated dropoff time: 7:05 PM

📞 1231231234

📍 Freq Address

# Examples of Technology

- Easily download the app.
- Branded for RTS Access.
- Create a profile to include preferred pickup address.
- Book trips – casual or subscription.
- See a calendar of upcoming trips.
- View/edit personal information.
- See when the vehicle is on its way.



# Procurement Process

- The Authority sought bids by issuing a Request for Proposals (RFP) and publicly advertising it in the New York State Contract Reporter and Transit Talent on January 7, 2019 and in the Rochester Business Journal and the Minority Reporter on January 11, 2019
- (18) RFP Packages were requested.
- One Proposal was received from Trapeze Software Group Inc.
- The Authority determined the pricing submitted by Trapeze Software Group, Inc. was fair and reasonable. The Authority also determined that they appear to be a responsible firm.



## Recommendation

**That the CEO or his designee be granted authority to execute a contract with Trapeze Software Group, Inc. for Paratransit Web Scheduling Software at an amount not to exceed \$306,927.**



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## BOARD OF COMMISSIONERS AGENDA ITEM COVER SHEET

Board Meeting Date:	April 4, 2019
Presenter:	Christian Mahood
Subject:	Resolution Authorizing Award of a Contract for the Provision of Information Technology Services
Background:	<p>The Authority requires the services of a Mid-Level Programmer for the duration of its current fiscal year to supplement the internal resources of the Authority's Information Technology (IT) Department.</p> <p>The Authority sought to utilize the New York State Hourly Based Information Technology Services (HBITS) Contract, held by the New York State Office of General Services (NYSOGS) to obtain these services.</p> <p>Under the terms of the HBITS Contract, the Authority sought competitive staffing proposals and received six (6) responses from firms that qualified for further consideration under the NYSOGS process as follows:</p> <ul style="list-style-type: none"><li>• PSI International, Inc.: 81</li><li>• MVP Consulting Plus, Inc.: 81</li><li>• US Tech Solutions, Inc.: 81</li><li>• System Edge (US) LLC: 75</li><li>• Knowledge Builders, Inc.: 56</li><li>• Software People Inc.: 56</li></ul> <p>The Authority followed the NYSOGS prescribed evaluation process and interviewed the top three firms.</p> <p>PSI International, Inc. was determined to be the firm that offered the most qualified candidate who presented the best ability to meet the needs of the Authority.</p>

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	The New York State Office of General Services contracts with PSI International, Inc. on Contract #PH65782. The term of this contract will be from April 4, 2019 through March 31, 2020.
Financial Impact:	<p>The hourly rate for actual hours worked under this contract is \$54.29 with an estimated total cost of approximately \$113,000 for the entire term.</p> <p>The funding for this contract is included in the Authority's 2019-2020 Operating Budget.</p>
Recommendation:	That the CEO or his designee be granted authority to execute a contract with PSI International, Inc.

## **Resolution: RGRTA 9-2019**

### **AUTHORIZING AWARD OF A CONTRACT WITH PSI INTERNATIONAL, INC. TO PROVIDE INFORMATION TECHNOLOGY SERVICES**

WHEREAS, the Rochester-Genesee Regional Transportation Authority (the "Authority") desires to obtain a Contractor to Provide a Mid-Level Programmer for the Authority for the duration of the current fiscal year; and

WHEREAS, the Authority sought to utilize the New York State Hourly Based Information Technology Services (HBITS) Contract, held by the New York State Office of General Services (NYSOGS) to obtain these services; and

WHEREAS, under the terms of the HBITS Contract, the Authority sought competitive staffing proposals and received and received six (6) responses from firms that qualified for further consideration under the NYSOGS process; and

WHEREAS, after interviewing the top three firms, PSI International, Inc. was determined to be the firm that offered the most qualified candidate who presented the best ability to meet the needs of the Authority.

WHEREAS, the New York State Office of General Services contracts with PSI International, Inc. on Contract #PR65782; and

WHEREAS, New York State OGS has determined that PSI International, Inc. is a responsible company; and

WHEREAS, the Authority will pay \$54.29 per hour for actual hours worked. Funding for this contract is included in the Authority's current operating budget; and

NOW, THEREFORE, BE IT RESOLVED, that a Contract be awarded to PSI International, Inc. for the term of April 4, 2019 through March 31, 2020 and they will be paid \$54.29 per hour for actual hours worked with an estimated total cost of approximately \$113,000; and

BE IT FURTHER RESOLVED, that the Chief Executive Officer or his designee is hereby authorized, empowered, and directed, for an 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 Regular Meeting of the Rochester Genesee Regional Transportation Authority, which was held on April 4, 2019 and that the Resolution is still in full force and effect.

---

Geoffrey Astles, Chairman

Date: April 4, 2019  
Rochester, New York



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**BOARD OF COMMISSIONERS  
AGENDA ITEM COVER SHEET**

Board Meeting Date:	April, 4 2019
Presenter:	Scott Adair
Subject:	Resolution Authorizing the Execution of the Federal Aid Community Solutions for Transportation Grant Agreement with NYSDOT
Background:	<p>The United States has provided Federal funds to the State of New York for the purpose of carrying out U.S. Department of Health and Human Services projects pursuant to the Temporary Assistance for Needy Families (TANF) Program. New York State appropriations and associated bill language provide for the funding of TANF services through public transportation providers such as the Rochester-Genesee Regional Transportation Authority (the "Authority") under contract with the New York State Department of Transportation (NYSDOT).</p> <p>The Authority has been awarded \$82,000 in the SFY 2017-2018 and \$82,000 in the SFY 2018-2019 Budget to support the continuation of the Authority's Welfare to Work Transportation Program.</p> <p>Board authorization is required for execution of the grant agreement with NYSDOT.</p>
Financial Impact:	The Authority will receive one grant for \$164,000.
Recommendation:	That the Chief Executive Officer or his designee be authorized to enter into a grant agreement with the State of New York and to take any other actions necessary to access these funds.

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## **Resolution: RGRTA 10-2019**

### **AUTHORIZING THE EXECUTION OF THE FEDERAL AID COMMUNITY SOLUTIONS FOR TRANSPORTATION GRANT AGREEMENT WITH NYSDOT**

WHEREAS, the United States has provided Federal funds to the State of New York for the purpose of carrying out U.S. Department of Health and Human Services projects pursuant to the Temporary Assistance for Needy Families (TANF) Program; and

WHEREAS, New York State appropriations and associated bill language provide for the funding of TANF services through public transportation providers such as the Rochester Genesee Regional Transportation Authority (the "Authority") under contract with the New York State Department of Transportation (NYSDOT);

WHEREAS, the Authority has been selected by NYSDOT to provide TANF transportation services to eligible participants as such eligibility is from time to time defined by procedures established by NYSDOT and the New York State Department of Labor; and

WHEREAS, the Authority has been awarded \$82,000 in the SFY 2017-2018 and \$82,000 in the SFY 2018-2019 Budget to support the continuation of the Authority's Welfare to Work Transportation Program; and

WHEREAS, a program and narrative with details of proposed expenditures is required to be submitted by the Authority for approval to Office of Temporary and Disability Assistance (OTDA); and

WHEREAS, approval by OTDA will result in a grant agreement between the Authority and the New York State Department of Transportation; and

WHEREAS, Board authorization is required for execution of said grant agreement.

NOW, THEREFORE, BE IT RESOLVED, that the Board of Commissioners hereby authorizes the Chief Executive Officer or his designee to prepare the budget and narrative and to submit the same to OTDA for its approval; and

BE IT FURTHER RESOLVED that the Chief Executive Officer or his designee is authorized to execute the resulting grant agreement between the NYSDOT and the Authority; 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 Regular Meeting of the Rochester-Genesee Regional Transportation Authority, which was held on April 4, 2019 and that the Resolution is still in full force and effect.

---

Geoffrey Astles, Chairman

Date: April 4, 2019  
Rochester, New York



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## BOARD OF COMMISSIONERS AGENDA ITEM COVER SHEET

Board Meeting Date:	April 4, 2019
Presenter:	Scott Adair
Subject:	Resolution Authorizing the Purchase of Commercial Property Insurance Policy
Background:	<p>In November 2015, per resolution RGRTA 60-2015, the Authority awarded a contract to Brown &amp; Brown to provide insurance broker services to procure various lines of coverage.</p> <p>The Authority carries Commercial Property Insurance Coverage and desires to continue.</p> <p>In a meeting with the Authority and Brown &amp; Brown, it was determined that the Authority required a coverage level of \$278,041,489.</p> <p>Brown &amp; Brown has recommended that the Authority renew their policy with Hanover Insurance Group. The carrier is AM Best Rated A / XV. The premium for this is \$257,940, a reduction of approximately \$28,000 from last year.</p> <p>The Authority considered the Brown &amp; Brown recommendation along with the coverage proposed, financial strength of the carrier, both the Authority's and Brown &amp; Brown's past experience with the carrier's underwriter, and the premium for the policy as the basis of awarding. Based on this review, the Authority recommends a renewal renew with Hanover Insurance Group.</p>
Financial Impact:	The premium of \$257,940 is net of commission as required by the agreement between Brown & Brown & RGRTA. This insurance coverage is being funded with 100% local Authority funds and is provided for in the 2019-2020 Operating Budget.
Recommendation:	That the CEO or his designee be granted authority to execute a policy for Commercial Property Insurance as negotiated by Brown & Brown.

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## **Resolution: RGRTA 11-2019**

### **AUTHORIZING THE PURCHASE OF A COMMERCIAL PROPERTY INSURANCE POLICY**

WHEREAS, the Rochester-Genesee Regional Transportation Authority (the "Authority") sought Insurance Broker Services to procure various lines of coverage; and

WHEREAS, Brown & Brown was awarded a contract to provide such services in November 2015 per Resolution RGRTA 60-2015; and

WHEREAS, the Authority requires Commercial Property Insurance coverage; and

WHEREAS, Brown & Brown sought this coverage on behalf of the Authority; and

WHEREAS, Brown & Brown recommended that the Authority renew its existing policy with Hanover Insurance Group; and

WHEREAS, the Authority carefully considered this recommendation and concluded that it was in the best interest of the Authority to accept this recommendation.

NOW, THEREFORE, BE IT RESOLVED, that the Chief Executive Officer or his designee is authorized to accept the commercial property insurance policy from Hanover Insurance Group submitted by Brown & Brown for an annual premium of Two Hundred Fifty Seven Thousand Nine Hundred Forty Dollars (\$257,940), and

BE IT FURTHER RESOLVED, that the insurance premium will be allocated among the subsidiary companies of RGRTA in accordance with each subsidiary's relative risk; 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 Regular Meeting of the Rochester-Genesee Regional Transportation Authority, which was held on April 4, 2019 and that the Resolution is still in full force and effect.

---

Geoffrey Astles, Chairman

Date: April 4, 2019  
Rochester, New York



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## BOARD OF COMMISSIONERS AGENDA ITEM COVER SHEET

Board Meeting Date:	April 4, 2019
Presenter:	Scott Adair
Subject:	Resolution Authorizing the Purchase of Automobile Excess Liability Insurance Policy
Background:	<p>In November 2015, per resolution RGRTA 60-2015, the Authority awarded a contract to Brown &amp; Brown to provide Insurance Broker services to procure various lines of coverage.</p> <p>The Authority carries Automobile Excess Liability Insurance Coverage and Services at a combined coverage level of \$15,000,000 with a Self-Insured Retention (SIR) of \$1,500,000 and desires to continue.</p> <p>Brown &amp; Brown subsequent to evaluating the market has recommended to the Authority that we renew its first layer coverage with American Alternative Insurance Company. The proposed carrier is AM Best Rated A+ / XV. The premium for this is \$396,868, up approximately \$15,000 from last year.</p> <p>Brown &amp; Brown recommended that the Authority renew its second layer coverage with Hallmark Specialty Insurance Company. The proposed carrier is AM Best Rated A- / IX. The total premium for this is \$98,940.</p> <p>Brown &amp; Brown recommended that the Authority renew its third layer of coverage with BRIT Global Specialty USA. The proposed carrier is AM Best Rated A / XV. The total premium for this is \$68,489 yielding a combined total premium of \$568,027 for all coverage layers, an increase of approximately \$14,000 overall.</p> <p>The Authority considered the Brown &amp; Brown recommendation along with the coverage proposed, financial strength of the carrier, Brown &amp; Brown's assessment of current market conditions, and the premium for these policies as the basis for its recommendation. Based on this review, the Authority recommends first layer coverage with American Alternative Insurance company, second layer with Hallmark Specialty Insurance Company, and the third layer with BRIT Global Specialty USA.</p>

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Financial Impact:	The premium of \$568,027 is net of commission as required by the agreement with Brown & Brown. This insurance coverage is being funded with 100% local Authority funds and is provided for in the 2019-2020 Operating Budget.
Recommendation:	That the CEO or his designee be granted authority to execute policies for Automobile Excess Liability Insurance as negotiated by Brown & Brown.

## **Resolution: RGRTA 12-2019**

### **AUTHORIZING THE PURCHASE OF AUTOMOBILE EXCESS LIABILITY INSURANCE POLICIES**

WHEREAS, the Rochester-Genesee Regional Transportation Authority (the "Authority") sought Insurance Broker Services to procure various lines of coverage; and

WHEREAS, Brown & Brown was awarded a contract to provide such services in November 2015 per Resolution RGRTA 60-2015; and

WHEREAS, the Authority requires Automobile Excess Liability Insurance coverage; and

WHEREAS, Brown & Brown sought this coverage on behalf of the Authority; and

WHEREAS, Brown & Brown recommended that the Authority renew its existing first layer policy with American Alternative Insurance Company and second/third layers with Hallmark Specialty Insurance Company and BRIT Global Specialty USA ; and

WHEREAS, the Authority carefully considered this recommendation and concluded that it was in the best interest of the Authority to accept this recommendation.

NOW, THEREFORE, BE IT RESOLVED, that the Chief Executive Officer or his designee is authorized to accept automobile excess liability insurance policies from American Alternative Insurance Company, Hallmark Specialty Insurance Company, and BRIT Global Specialty USA submitted by Brown & Brown for an annual premium of Five Hundred Sixty Eight Thousand Twenty Seven Dollars (\$568,027), and

BE IT FURTHER RESOLVED, that the insurance premium will be allocated among the subsidiary companies of RGRTA in accordance with each subsidiary's relative risk; 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 Regular Meeting of the Rochester-Genesee Regional Transportation Authority, which was held on April 4, 2019 and that the Resolution is still in full force and effect.

---

Geoffrey Astles, Chairman

Date: April 4, 2019  
Rochester, New York



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## BOARD OF COMMISSIONERS AGENDA ITEM COVER SHEET

Board Meeting Date:	April 4, 2019
Presenter:	David Belaskas
Subject:	Resolution Authorizing the Award of a Contract for Elevator Maintenance & Repair Services
Background:	<p>The Authority seeks to engage an outside vendor to provide inspection, maintenance, and repair services for its five (5) elevators at the RTS Main Street Campus and RTS Transit Center. The New York State Office of General Services (NYSOGS) conducted a competitive procurement for an Elevator, Escalator, Wheelchair Lift, Stage Lift &amp; Dumbwaiter Preventive and Corrective Maintenance Contract.</p> <p>Under the terms of the NYSOGS Contract, the Authority sought competitive bids from the three (3) firms awarded a contract with NYSOGS for the Finger Lakes region and obtained the following bids:</p> <ul style="list-style-type: none"><li>• KONE, Inc. - \$18,163</li><li>• ThyssenKrupp Elevator - \$20,180</li><li>• Otis Elevator Company - \$30,220</li></ul> <p>The Authority has determined that the prices offered by KONE, Inc. are fair and reasonable and NYSOGS has determined that KONE, Inc. appears to be a responsible firm.</p> <p>The New York State Office of General Services contracts with KONE, Inc. on Contract #PS901AA. The term of this contract will be from April 1, 2019 through March 31, 2024.</p>
Financial Impact:	<p>The total five (5) year term cost of services is \$90,815 or \$18,163 annually. The cost of these services are funded in the Authority's 2019-2020 Operating Budget and will be included in future operating budgets.</p>

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Recommendation:

That the CEO or his designee be granted authority to execute a contract with KONE, Inc. for elevator maintenance services for a five (5) year term.

## **Resolution: RGRTA 13-2019**

### **RESOLUTION AUTHORIZING THE AWARD OF A CONTRACT FOR ELEVATOR MAINTENANCE & REPAIR SERVICES**

WHEREAS, the Rochester Genesee Regional Transportation Authority (the "Authority") seeks elevator inspection, maintenance, and repair services for five (5) elevators at the RTS Main Street Campus and RTS Transit Center; and

WHEREAS, the Authority sought to utilize the Elevator, Escalator, Wheelchair Lift, Stage Lift & Dumbwaiter Preventive and Corrective Maintenance Contract, held by the New York State Office of General Services (NYSOGS) to obtain these services; and

WHEREAS, the Authority has determined that the prices offered by KONE, Inc. are fair and reasonable and NYSOGS has determined that KONE, Inc. appears to be a responsible firm; and

WHEREAS, the five (5) cost of these services are \$90,815 or \$18,163 annually; and

WHEREAS, the services are funded in the Authority's operating budget and will be included in future operating budgets; and

NOW, THEREFORE, BE IT RESOLVED, that the Chief Executive Officer or his designated representative is authorized to enter into a five (5) year contract with KONE, Inc. for elevator inspection, maintenance, and repair services in an amount estimated at \$90,815; 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 Regular Meeting of the Rochester-Genesee Regional Transportation Authority, which was held on April 4, 2019 and that the Resolution is still in full force and effect.

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Geoffrey Astles, Chairman

Date: April 4, 2019  
Rochester, New York





ROCHESTER  
GENESEE REGIONAL  
TRANSPORTATION  
AUTHORITY

## BOARD OF COMMISSIONERS AGENDA ITEM COVER SHEET

Board Meeting Date:	April 4, 2019
Presenter:	David Belaskas
Subject:	Resolution Authorizing the Award of a Contract for Garage Door Inspection, Maintenance and Repair Services
Background:	<p>The Authority seeks to engage an outside vendor to provide inspection, maintenance, and repair services for its garage doors at the RTS Main Street Campus, RTS Transit Center, RTS Access, RTS Orleans, RTS Livingston and RTS Wyoming. The Authority anticipates RTS Wyoming becoming operational during the period of this contract.</p> <p>The Authority sought bids by issuing an Invitation for Bid (IFB) and publicly advertising it in the <u>New York State Contract Reporter</u> and the <u>Rochester Business Journal</u> on February 1, 2019 and the <u>Minority Reporter</u> on February 5, 2019.</p> <p>Two (2) sets of the IFB package were distributed and one (1) bid was received on February 26, 2019 from Alliance Door &amp; Hardware, Inc.</p> <p>The pricing included in Attachment A submitted by Alliance Door &amp; Hardware, Inc. are fair and reasonable. The Authority determined that Alliance Door &amp; Hardware, Inc. appears to be a responsible firm.</p>
Financial Impact:	<p>The total estimated annual cost of services is \$95,000 with all future price change tied to the Annual 12-Month Percent Change of the Consumer Price Index (CPI) CUUR0000SA0 (All Urban Consumers) for the preceding year. The cost of these services are funded in the Authority's 2019-2020 Operating Budget and will be included in future operating budgets.</p>

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Recommendation:

That the CEO or his designee be granted authority to execute a contract with Alliance Door & Hardware, Inc. for garage door maintenance services for an initial three (3) year term with an option to execute one (1) additional two-year term.

## **Resolution: RGRTA 14-2019**

### **RESOLUTION AUTHORIZING THE AWARD OF A CONTRACT FOR GARAGE DOOR INSPECTION, MAINTENANCE AND REPAIR SERVICES**

WHEREAS, the Rochester Genesee Regional Transportation Authority (the "Authority") seeks garage doors inspection, maintenance, and repair services for RTS Main Street Campus, RTS Transit Center, RTS Access, RTS Orleans, RTS Livingston and RTS Wyoming; and

WHEREAS, the Authority sought bids by issuing an Invitation for Bid (IFB) and publicly advertising it in the New York State Contract Reporter and the Rochester Business Journal on February 1, 2019 and the Minority Reporter on February 5, 2019; and

WHEREAS, two (2) sets of the IFB package were distributed to interested firms and one (1) responsive bid was received; and

WHEREAS, the Authority determined that the prices included in Attachment A to this Resolution, from Alliance Door & Hardware, Inc. appears to be a responsible firm and that the prices offered is fair and reasonable; and

WHEREAS, the services are funded in the Authority's operating budget and will be included in future operating budgets; and

NOW, THEREFORE, BE IT RESOLVED, that the Chief Executive Officer or his designated representative is authorized to enter into an agreement with Alliance Door & Hardware, Inc. for garage door inspection, maintenance, and repair services at costs provided on Attachment A for an initial three (3) year term with the Authority having the option to enter into one (1) additional two-year term with in an estimated annual amount of \$95,000; 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 Regular Meeting of the Rochester-Genesee Regional Transportation Authority, which was held on April 4, 2019 and that the Resolution is still in full force and effect.

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Geoffrey Astles, Chairman

Date: April 4, 2019  
Rochester, New York

## Attachment A to Resolution: RGRTA 14-2019

Location	Number of Doors	Annual Inspection & Preventative Maintenance
RTS Main Campus	13	\$2,630.55
RTS Transit Center	6	\$1,483.90
RTS Access	10	\$2,023.50
RTS Orleans	13	\$2,630.55
RTS Livingston	30	\$6,070.50
RTS Wyoming	3	\$809.40

Repair Services	Estimated Number of Hours	Rates
<b>Standard Hours</b> (M-F 7am-5pm)	300 Hours	\$134.90/Hour
<b>Non-Standard Hours</b> (M-F 5pm-7am and weekends)	100 Hours	\$149.60/Hour
<b>Holiday Hours</b> (Holidays: New Year's Day, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas)	50 Hours	\$164.30/Hour

<b>Parts</b> (Repair parts not covered by normal maintenance contract, to be billed at cost plus contractor's percent markup)	30% Markup
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ROCHESTER  
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BOARD OF COMMISSIONERS  
AGENDA ITEM COVER SHEET

Board Meeting Date:	April 4, 2019
Presenter:	Amy Gould
Subject:	Resolution Ratifying the Recommendations of the Compensation Committee
Background:	The Compensation Committee of the Board of Commissioners has evaluated and proposed the Authority's fiscal year 2019-2020 compensation of the Chief Executive Officer and the Variable Pay Plan Guidelines, and accordingly seeks the ratification of the Board of Commissioners.
Financial Impact:	The ratification of these recommendations by the Board has been provided for in the Authority's 2019-2020 Operating Budget.
Recommendation:	That the Board of Commissioners approves and ratifies the recommendations of the Compensation Committee with regard to the Authority's fiscal year 2019-2020 compensation of the Chief Executive Officer and the Variable Pay Plan Guidelines.

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## **Resolution: RGRTA 15-2019**

### **RATIFYING THE RECOMMENDATIONS OF THE COMPENSATION COMMITTEE**

WHEREAS, the Compensation Committee has completed its Performance Appraisal of the Chief Executive Officer (“CEO”) of the Rochester Genesee Regional Transportation Authority (“RGRTA”) pursuant to the CEO Performance Review and Compensation Policy, adopted by the Board of Commissioners February 7, 2013 pursuant to Resolution RGRTA 5-2013; and

WHEREAS, the Compensation Committee has completed its evaluation of the fiscal year 2019-2020 Variable Pay Plan Guidelines; and

WHEREAS, the Compensation Committee has presented its recommendations to the full Board of Commissioners with regard to the Authority’s fiscal year 2019-2020 compensation of the CEO and the Variable Pay Plan Guidelines; and

WHEREAS, the full Board has had the opportunity to discuss such recommendations with members of the Compensation Committee.

NOW, THEREFORE, BE IT RESOLVED, that the recommendations of the Compensation Committee with regard to the Authority’s fiscal year 2019-2020 compensation of the CEO and the Variable Pay Plan Guidelines are ratified by the Board of Commissioners.

### **CERTIFICATION**

The undersigned hereby certifies that the above is an excerpt from the Minutes of a Regular Meeting of the Rochester Genesee Regional Transportation Authority, which was held on April 4, 2019 and that the Resolution is still in full force and effect.

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Geoffrey Astles, Chairman

Date: April 4, 2019  
Rochester, New York