

**MINUTES OF THE REGULAR MEETING OF THE  
BOARD OF COMMISSIONERS OF  
ROCHESTER-GENESEE REGIONAL TRANSPORTATION AUTHORITY  
AND ITS SUBSIDIARIES  
March 4, 2021**

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

The meeting was called to order at 12:01pm by Chairman Donald Jeffries who determined that a quorum was present via Zoom.

**Present Virtually on Roll Call:**

➤ County of Monroe	Don Jeffries	=	15 votes
➤ City of Rochester	William Ansbro	=	2 votes
➤ City of Rochester	Jerdine Johnson	=	2 votes
➤ City of Rochester	William McDonald	=	2 votes
➤ County of Ontario	Geoff Astles	=	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
➤ Amalgamated Transit Union	Jacques Chapman	=	<u>0 votes</u>

<b>Total Votes Possible</b>	<b>30</b>
<b>Total Votes Present</b>	<b>29</b>
<b>Votes Needed for Quorum</b>	<b>16</b>

**Others Present:**

Scott Adair, Chief Financial Officer  
Yolanda Allen, Community Engagement Manager  
David Belaskas, Director of Engineering & Facilities Management  
Julie Boasi, Director of Service Planning  
Ken Boasi, Director of Regional Operations  
Tom Brede, Public Information Officer  
Mike Burns, Director of Accounting Services  
Bill Carpenter, Chief Executive Officer  
Myriam Contiguglia, Engineering & Facilities Management Coordinator  
Jay Corey, Director of Service Delivery  
Daniel DeLaus, Chief Legal Counsel  
Chris Dobson, VP of Transportation Services  
Chris Doran, Client Relationship Manager  
Renee Elwood, Director of Well-Being & Inclusion  
Caitlin Farley, Retirement and Benefits Specialist  
Justin Feasel, Manager of Purchasing & Project Management  
Amy Gould, Chief People Officer

Krystal Hall, Director of People Performance & Development  
Brandon Hettler, Technical Support Administrator II  
Laura Kenyon, Director of Communications & Customer Engagement  
Rusty Korth, VP of Maintenance  
Chris Mahood, Director of Information Technology  
Jamie Mott, Director of Paratransit Services  
Sharon Muir-Eddy, Director of Budget  
Kelly Parisi, Executive Assistant to the CEO  
Earl Pearson, Mobility Services Manager  
Aracelis Perez-Diaz, Customer Relationship Marketing Specialist  
Jason Smalling, Senior Budget Analyst  
Janet Snyder, Labor Relations Director  
Jim Stack, Executive Director GTC  
Miguel Velazquez, Chief Operating Officer

**B. Adoption of the Agenda**

On motion of Commissioner McDonald, seconded by Commissioner Johnson, the Agenda was unanimously adopted.

**C. Approval of Minutes**

On motion of Commissioner Johnson, seconded by Commissioner McDonald, the following minutes were unanimously approved.

- RGRTA Compensation Committee Meeting Minutes of January 26, 2021
- RGRTA Audit Committee Meeting Minutes of February 2, 2021
- RGRTA Compensation Committee Meeting Minutes of February 4, 2021
- Quarterly Board Meeting Minutes of February 4, 2021

**D. CEO Report**

Bill Carpenter, Chief Executive Officer, presented the CEO Report which included presentations from Jamie Mott, Director of Paratransit Services, on RTS Access Ride Request. The power point presentations are attached to these Minutes.

**Questions/Comments regarding the presentation on RTS Access Ride Request:**

- *Commissioner Chapman asked if the system will only allow a certain number of scheduled trips at a time. Jamie Mott, Director of Paratransit Services stated yes and under ADA law we can adjust the requested time by 1 hour to accommodate scheduling trips.*
- *Commissioner McDonald asked if scheduling 7 days in advance is the same as the old scheduling system. Jamie Mott responded that this is the same as the old system. A primary difference will be that online scheduling allows trips to be requested at any time, whereas currently a cut off at 5pm the day before a trip is requested. Commissioner*

*McDonald also asked if customers will need to register with us online in order to use the new system. Jamie Mott stated that the system will recognize if you are a current customer. If you are not it will not let you schedule. Commissioner McDonald asked if customers need to enter in the pickup time or the appointment time. Jamie Mott responded that on the web portal they can enter either. On the phone app it is just the pickup time and we are working on getting that changed.*

- Commissioner Kosmerl asked of the customers who have used the new scheduling system how much education have we needed to do. Jamie Mott responded that out of the 50 customers who have used the system to schedule rides we have only had 2 customers that we needed to work and that was for enrollment.*
- Commissioner Astles asked if when customers are scheduling trips do, we need to put in a return trip as a separate trip. Jamie Mott stated that yes and after you schedule a trip the system will automatically ask if you would like to schedule a return and it flips the information. Commissioner Astles also asked if on the back end of the system does it schedule the vehicles so that we get the most use out of a vehicle. Jamie Mott stated that our system and schedulers review trips to make the most effective use of our vehicles.*
- Commissioner Ansbro asked if we have a goal as far as how many of our Access customers are, we looking to use this new system. Jamie Mott stated that peer agencies are stating that they are only seeing first year a 10-15% usage. At this point we have not set a percentage. Commissioner Ansbro also asked at what point do we engage our customers to make sure they are using this tool to its fullest potential. Jamie Mott stated that he has started education opportunities and worked with the National Federation for the Blind. In addition, we have reached out to ABVI and other organizations to see if they would like further education or potential revisions.*

*Questions/Comments regarding the presentation on the Miscellaneous:*

- Commissioner Ansbro stated that he would like to see metrics on how effective our support for the vaccine have been.*
- Commissioner Chapman stated that he appreciates the hard work that Management has put forth on getting our employees vaccinated. He stated he would like to see numbers of how many have been vaccinated.*

On motion of Commissioner Astles, seconded by Commissioner Kosmerl, 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.

- Commissioner Astles asked if we are tracking or do, we know how much we are getting from the change enacted a few years ago surrounding IDA's inability to exempt transit's portion of mortgage recording tax? Scott Adair, CFO stated we don't have an ability to look at it real-time. But we will look after the IDA Annual Reports are filed.*

- *Commissioner McDonald asked about the STOA reduction. Scott Adair stated that the first 3 quarters we received approximately a 27.5% reduction on our originally expected STOA payment but we anticipate in the 4<sup>th</sup> quarter we will receive a catch up payment resulting in an overall 16.6% reduction from the originally approved State Budget.*

On motion of Commissioner Ansbro, seconded by Commissioner Astles, the Financial Report was accepted by unanimous vote.

## **F. Proposed Resolutions**

### **Resolution for the Adoption of the 2021-2024 Comprehensive Strategic Plan and 2021-2022 Financial Plan for RGRTA and its Subsidiary Companies, RGRTA 9-2021**

- *Commissioner Astles asked if fare revenue increases were added into the projections for the out years. Scott Adair, CFO stated that we did put in slight increases each year, but we are not expecting ridership to be where it was in fiscal year 2019-2020. One of our challenges with the \$1 fare it would be hard for us even with increased ridership to make up those deficits.*
- *Commissioner Ansbro stated that the key to the out years is the return of the State economy so it can fund our system the way they should.*

RGRTA 9-2021: On motion of Commissioner Ansbro, seconded by Commissioner Astles, the aforementioned Resolution, a copy of which is attached to these Minutes, was unanimously approved.

## **G. Consent Resolutions**

### **Resolution Authorizing the Award of a Contract for Heating, Ventilation and Air Conditioning (HVAC) Services, RGRTA 10-2021**

### **Resolution Endorsing the FFY 2021 Program of Projects for the urbanized Area and Authorizing the Filing of Applications for Capital Assistance with the United States Department of Transportation and New York State Department of Transportation, RGRTA 11-2021**

Resolutions RGRTA 10-2021 and RGRTA 11-2021 were moved on motion of Commissioner Kosmerl seconded by Commissioner Astles, the aforementioned Resolutions, a copy of which are attached to these minutes, were unanimously approved.

## **H. Calendar**

Bill Carpenter, CEO, stated that we will have a Governance Committee Meeting on March 10<sup>th</sup>. The full Board will meet again April 1<sup>st</sup> and the Finance/Investment Committee prior to that meeting.

## **I. Adjournment**

Prior to adjournment Commissioner Kosmerl asked if there are any upcoming deadlines with JCOPE Financial Disclosure form. Dan DeLaus, General Counsel responded yes at this point there is no extensions, and they will be due the end of May and emails should be going out soon.

There being no further matters on the adopted Agenda, the quarterly meeting was adjourned on motion of Commissioner McDonald, seconded by Commissioner Astles at 1:14pm.

Respectfully submitted,

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Edward W. White, Esq., Secretary

Posted Date: March 18, 2021

# CEO Report

*Presented by: Bill Carpenter, CEO*

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## Chief Executive Officer Report

- **Project Highlight**
- Miscellaneous



# RTS Access Ride Request

Presented By: Jamie Mott  
Director of Paratransit Services







# Agenda

- Background
- Features and Benefits
- Preparation & Outreach
- Customer Experience
- Customer Reaction
- Measuring Success



## Background

- Resolution 8-2019: Authorized contract for paratransit web scheduling system
- Purpose: Enhance the customer experience by enabling them to create, schedule or cancel trips online, while also providing efficiencies to the scheduling process
- Project advanced during the pandemic
  - Project Kick-off: June 2020
  - Initial testing phase: July – September 2020
  - Product development cycles: September 2020 – January 2021
  - Final testing and acceptance: February 2021
  - Beneficial Use: March 1<sup>st</sup>, 2021



# Scheduling Process by Phone

- Hours Available
  - 8AM to 5PM Monday – Sunday
  - 8AM to 1PM on holidays (closed on Christmas Day)
- Limit of 6 trips per phone call
- Book up to 7 days in advance
- Trip cancellation requires another phone call
- If a trip doesn't meet the customers need, the booking process starts over
- Customers must manually track their own bookings (e.g. write them down)
- The only reminder is an automated call the day prior
- Limited flexibility and efficiency to schedule rides



# New System - Features and Benefits

## Features

- Available online or through an app
- WACG 2.0 Compliant
  - WACG: Web Accessibility Compliance Guidelines
- Book, Review and Cancel Trips
- Print Trip Detail information
- Request Subscription Trips
- Self Negotiate
- Ridership Report
- Enhanced notifications

## Benefits

- Book, Review, Cancel any time from 7 days in advance to 5:00 pm the day before transportation
- Manage trips and transportation: quickly change date and times for discretionary trips
- Receive reminders via email and/or text
- Allows the opportunity for the scheduling team to spend more time with customers on the phone when needed



# Preparation and Outreach

- **Training and Internal**
  - Regular Tuesday meetings with RTS Access Scheduling have included product training; all schedulers have access to the on-line tool to practice and assist with testing
  - Internal document developed to include a quick trouble-shooting guide when customers have questions
  - Individual notices given to operators, dispatch and ADA with quick bullet points, to include a large posterboard in the operator breakroom
- **Notices**
  - Postcard sent to 2,500 customers in January
  - Notices posted on all buses
  - Call queue message changed
- **System Training**
  - Teams/Zoom meetings with Lifetime Assistance, Lifespan and CDR
  - Phone meeting with Goodwill of the Fingerlakes (F.K.A. ABVI)



# Customer Experience - Web

The screenshot shows a web browser window with the URL <https://rtsaccessriderequest.myrts.com/hiwire?a=pHome#/main/trips>. The page is titled "RTS Access - Trips" and displays a calendar for February 2021. The left sidebar is green and contains the RTS logo, the user's name "BUGS BUNNY", and their Customer ID "7805". Below this, there are links for "My profile", "Sign out", "Ridership Report", "Trips", "Book trip", "Recurring trips", "General info", "Feedback", and "Help". The main content area shows a calendar grid with days of the week (Sun, Mon, Tue, Wed, Thu, Fri, Sat) and dates. A trip is scheduled for Thursday, February 25th, starting at 9:19 AM from MARKETPLACE MALL and ending at 10:50 AM at WALMART GATES, 215... The trip details are visible in a dropdown menu for the date 25th. A green plus sign button is located in the bottom right corner of the calendar grid.

Sun	Mon	Tue	Wed	Thu	Fri	Sat
31	1	2	3	4	5	6
7	8	9	10	11 WALMART GATES, 215...	12	13
14	15	16	17	18	19	20
21	22	23	24	25 MARKETPLACE MALL ... 9:19 AM WALMART GATES, 215... 10:50 AM	26	27
28	29	30	31			



# Customer Experience - Web

The screenshot shows the "RTS Access - Trips" web application. The browser address bar displays the URL: <https://rtsaccessriderequest.myrts.com/hiwire?a=pHome#/main/trips>.

**Left Sidebar (Green):**

- RTS logo
- BUGS BUNNY  
Customer ID - 7805
- My profile
- Sign out
- Ridership Report
- Trips
- Book trip
- Recurring trips
- General info
- Feedback
- Help

**Main Content Area:**

**Trips**

Sun 31  
7  
14  
21  
28

**Trip details**

**Map:** A Google Map showing the route from the client's home to the Marketplace Mall Food Court. The route is highlighted in green. The map includes labels for Genesee Valley Park, Lynch Woods Nature Park, Rochester Institute of Technology, and Monroe Community College.

**Trip details**

**Date:** Fri, Feb 26  
**Status:** S Scheduled

**Total Fare:** \$2.00  
**Booking purpose:** SHOPPING  
**I will be bringing:** 1. OXYGEN TANK  
2. COLLAPSIBLE WALKER  
**Number of Transfers:** 0

**CLIENT HOME To MARKETPLACE MALL FOOD COURT, 3400 W HENRIETTA ROAD, HENRIETTA, NY, 14623**

**Booking ID: 4928623**

**Pickup details**

- Scheduled pickup window: 5:14 AM to 5:34 AM
- Estimated pickup time: 5:19 AM
- 585-490-1315

**Dropoff details**

No dropoff details to display  
Estimated dropoff time: 5:43 AM

**Buttons:** CANCEL, REPEAT



# Customer Experience - Web

The screenshot shows a web browser window with the URL <https://rtsaccessriderequest.myrts.com/hiwire?a=pHome#/main/booktrip>. The page is titled "Book trip" and features a green sidebar on the left with the RTS logo and a user profile for "BUGS BUNNY" (Customer ID - 7805). The sidebar contains links for "My profile", "Sign out", "Ridership Report", "Trips", "Book trip", "Recurring trips", "General info", "Feedback", and "Help".

The main content area is divided into several sections:

- Book again (optional)**: A section with a "Select a recent booking" dropdown menu.
- Pickup details**: A section with four input fields: "Pickup Address \*", "Unit", "Pickup callback number", and "Enter pickup instruction...".
- Dropoff details**: A section with four input fields: "Dropoff Address \*", "Unit", "Dropoff callback number", and "Enter dropoff instruction...".
- Date and time**: A section with a "Pick a date \*" dropdown menu showing "Fri, Feb 26" and a "Pick a time \*" dropdown menu. Below these are radio buttons for "I want to be picked up" (selected) and "I want to be dropped off". A red error message "Enter valid pickup and dropoff addresses first." is displayed below the time selection.
- Booking purpose \***: A dropdown menu at the bottom.





# Customer Experience - Web

The screenshot shows a web browser window with the URL <https://rtsaccessriderequest.myrts.com/hiwire?a=pHome#/main/confirmtrip>. The page is titled "Confirm booking" and features a green sidebar on the left with the RTS logo and a menu of options: My profile, Sign out, Ridership Report, Trips, Book trip, Recurring trips, General info, Feedback, and Help. The main content area is white and contains the following information:

**Confirm booking**

**Trip details**

Date	Fri, Feb 26
Requested pickup time	10:00 AM
I will be bringing or I am requesting	1. OXYGEN TANK 2. COLLAPSIBLE WALKER
Booking purpose	SHOPPING

**CLIENT HOME To 900 Holt Road, Webster, New York, 14580**

**Pickup details**  
(585) 490-1315 x

**Dropoff details**  
No phone number or comments provided

**Message:** We are able to schedule your trip with the below times or you can shift the requested time by the previous or next selectable available time.

**Total fare \$2.00**

Requested pickup time 10:00 AM  
Pickup window is between 9:43 AM and 10:03 AM  
Estimated dropoff time is 10:38 AM

[< PREVIOUS TIME](#) [NEXT TIME >](#)

[MODIFY BOOKING](#) [CONFIRM BOOKING](#)



# Customer Experience – Mobile App

08:47 87%

RTS Ride Request ACCESS

Customer ID\*

☐ Remember Customer ID

Password\*

**SIGN IN**

**ENROLLMENT**

[Forgot your password?](#)

08:48 87%

**Trips**

Tomorrow

4:44 am - 5:04 am	Fare: \$0.00
<b>Pick up</b> CLIENT HOME	<b>Drop off</b> MARKETPLACE MALL FOOD COURT, 3400 W HENRIETTA ROAD, HENRIETTA, NY, 14623
FIELD_ENUM.SCHED_STATUS.CR	
4:55 am - 5:15 am	Fare: \$0.00
<b>Pick up</b> CLIENT HOME	<b>Drop off</b> MARKETPLACE MALL @ FOOD COURT, 3400 W HENRIETTA ROAD, HENRIETTA, NY, 14623

Upcoming Trips Past Trips

08:48 87%

**BUGS BUNNY**

Customer ID: 7805  
EZ-Wallet Balance: \$0.00

- Book trip
- Trips
- My profile
- Help
- General Info
- Feedback

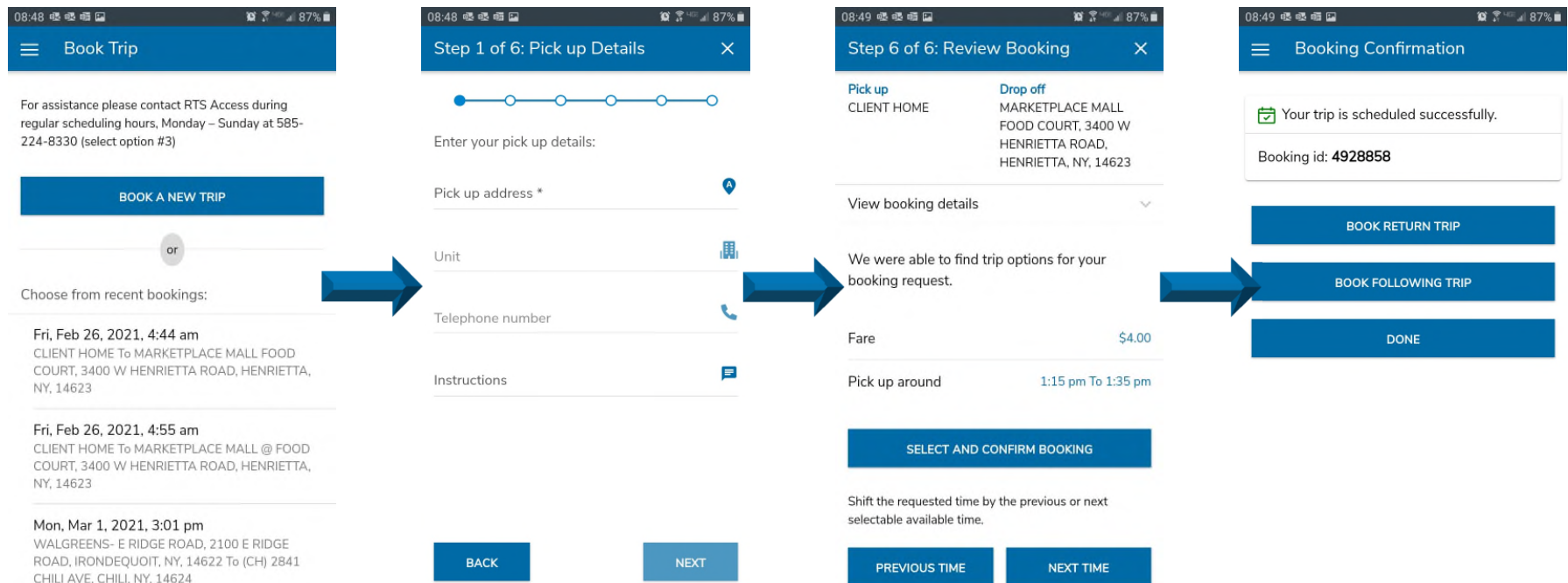
**SIGN OUT**

Version 1.0.0 (10000)

Upcoming Trips Past Trips



# Customer Experience – Mobile App





## Customer Reaction

- “Wow – this is great! Now I do not have to spend all that time waiting (on hold) on the phone to schedule rides for work. I can actually schedule rides, using my phone, while I am on the bus on my way home. This will save me so much time!”
- “Once I learn how to do this (schedule rides online) by myself, I will not need staff to help me anymore! I love being as independent as I can be”
- “I have been waiting for this for a long time! So happy to be able to schedule my rides online”
- “On behalf of Goodwill of the Finger Lakes and the individuals we serve, we would like to commend the Rochester-Genesee Regional Transit Authority on its initiative to develop an online scheduling service for RTS Access that will empower their riders to quickly and independently schedule rides through the website/app. This new and exciting feature of the paratransit system will transform and elevate the rider experience while creating efficiencies for schedulers to spend more time with each caller, less time waiting in the queue and overall enhanced customer service for all.”



## Measuring Use

- All trips that are scheduled on-line will be coded with “WEB” allowing quick measurement and comparison of booked and cancelled trips through RTS Access Ride Request vs. inbound phone calls.
- We can easily count the number of customers that have used the online scheduling and how often.
- We can capture the number of times the app is downloaded



## Summary

- We have achieved our goal with a product that makes it easy for the customer to schedule and manage trips on their own, particularly discretionary trips
- We have given trip-making decisions to the customer which will ultimately enhance the scheduling process for both online users and customer that choose to call for their trips
- We have provided a product that improves communication with the customer with additional reminder notification options



## Chief Executive Officer Report

- Project Highlight
- **Miscellaneous**



## Cheshire Volunteer Fire Department Bus Donation February 15, 2021



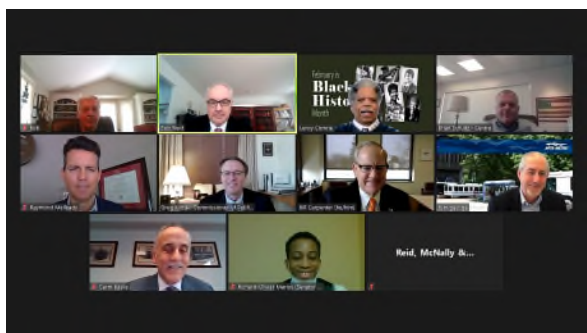




## Advanced Environmental Service Building Employee Ribbon Cutting Ceremony February 23, 2021



## Transit Awareness Month Feb. 17 – Mar. 12, 2021



**TRANSIT  
MOVES THE  
ECONOMY**

*nycta* NEW YORK  
PUBLIC TRANSIT  
ASSOCIATION, INC.

### February 17:

- Virtual campaign kickoff and briefing.

### Feb. 22 – Mar. 12:

- Virtual meetings with legislative leaders and local delegation

### Social Media Campaign:

- Videos from transit leaders, transit customers and community stakeholders
- Daily social media content focused on the value of transit



## Transit Awareness Month Feb. 17 – Mar. 12, 2021

### NYPTA Executive Briefings:

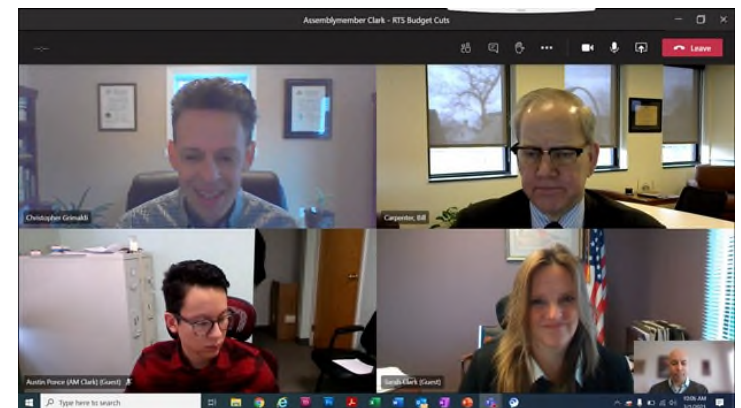
- DOT Commissioner Dominguez
- Deputy Secretary of Transportation, Chris O'Brien
- Speaker Heastie
- Assembly Committee Chair Magnarelli
- Assembly Committee Chair Paulin
- Assembly Committee Chair Thiele
- Senate Committee Chair Comrie
- Senate Committee Chair Kaminsky
- Senate Committee Chair Kennedy

### Local Delegation Briefings:

- Assemblymember Bronson
- Assemblymember Clark
- Assemblyman Gallahan
- Assemblymember Lunsford
- Assemblymember Meeks
- Senator Brouk
- Senator Cooney
- Senator Rath

# TRANSIT MOVES THE ECONOMY

*nypta* NEW YORK  
PUBLIC TRANSIT  
ASSOCIATION, INC.



## Miscellaneous

- Congressman Tom Reed Roundtable
- APTA Bus Operations Bi-Weekly COVID-19 Meeting
- The Bus Coalition Board Meeting
- Reimagine Steering Committee Meeting
- APTA Board of Directors Special Meeting
- RTS call with Majority Leader Schumer's Staff
- APTA State Affairs Committee Monthly Call
- Genesee Transportation Council Board Meeting
- Chamber of Commerce Webinar on NYS Budget with Budget Director, Robert Mujica
- UW Systems Integration Project Meeting
- NYPTA Board of Directors Meeting
- Call with RCSD Superintendent Myers-Small
- On-going Vaccination Support throughout the Community

# Financial Report

*Presented by: Scott Adair, CFO*

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**RGRTA - Consolidated Budget Status Report - FY 2020-2021**  
**1/31/2021**

## Financial Report

	<u>Budget</u> <u>2020-21</u>	<u>FYTD</u> <u>1/31/2021</u>	<u>Projected</u> <u>3/31/2021</u>	<u>Budget</u> <u>Variance</u>
<b><u>Revenues</u></b>				
Total Locally Generated	\$ 30,467	\$ 4,080	\$ 7,305	\$ (23,161)
Total Government Subsidies	\$ 66,323	\$ 97,006	\$ 100,949	\$ 34,625
Mortgage Tax	\$ 11,557	\$ 12,060	\$ 12,557	\$ 1,000
Grand Total Revenue	\$ 108,348	\$ 113,147	\$ 120,811	\$ 12,464
<b><u>Expenses</u></b>				
<b>Personnel</b>				
Salary & Wages	\$ 54,736	\$ 42,456	\$ 51,885	\$ 2,851
Fringe Benefits	\$ 24,354	\$ 17,421	\$ 24,354	\$ -
Total Personnel	\$ 79,090	\$ 59,877	\$ 76,239	\$ 2,851
<b>Non-Personnel</b>				
Services	\$ 9,343	\$ 6,303	\$ 9,343	\$ -
Fuel/Lubricants	\$ 6,149	\$ 2,109	\$ 6,149	\$ -
Parts	\$ 4,192	\$ 2,901	\$ 4,192	\$ -
Other	\$ 9,573	\$ 6,045	\$ 10,282	\$ (708)
Total Non-Personnel	\$ 29,257	\$ 17,359	\$ 29,966	\$ (708)
Grand Total Expenses	\$ 108,348	\$ 77,236	\$ 106,205	\$ 2,143
Net Income/Deficit From Operations & Subsidies	\$ -	\$ 35,910	\$ 14,607	\$ 14,607



## **Resolution: RGRTA 9-2021**

### **ADOPTION OF THE 2021-24 COMPREHENSIVE STRATEGIC PLAN AND 2021-22 FINANCIAL PLAN FOR RGRTA AND ITS SUBSIDIARY COMPANIES**

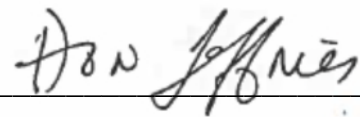
WHEREAS, on March 4, Bill Carpenter, Chief Executive Officer, submitted to the Board of Commissioners (hereinafter the "Board") the proposed 2021-24 Comprehensive Strategic Plan for the Rochester Genesee Regional Transportation containing the proposed Strategic Plan, Operating Initiatives, Financial Plan and Performance Measurements for RGRTA and its subsidiary companies for the fiscal year ending March 31, 2022; and

WHEREAS, Board members have had sufficient opportunities to review the document, ask questions, and obtain additional information, as they deem appropriate; and

NOW, THEREFORE, BE IT RESOLVED, that the Board hereby approves the proposed 2021-24 Comprehensive Strategic Plan. The Comprehensive Strategic Plan contains the Strategic Plan, Operating Initiatives, Financial Plan and Performance Measurements for fiscal year 2021-22; for RGRTA and its subsidiary companies; and further authorizes that the Capital Reserve fund receive up to Two Million Six Hundred Twenty Five Thousand and Ninety Five Dollars (\$2,625,095); said funds to be transferred from (1) the total consolidated budgeted depreciation expense for fiscal year 2021-22 of Two Million Two Hundred Eighty Three Thousand and Four Hundred Dollars (\$2,283,400), and (2) the total debt service payment for the RTS Transit Center internal borrowing in the amount of Three Hundred Forty One Thousand Six Hundred Ninety Five Dollars (\$341,695).

### **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 March 4, 2021 and that the Resolution is still in full force and effect.



Donald Jeffries, Chairman

Date: March 4, 2021  
Rochester, New York





## Resolution Adopting the 2021-24 Comprehensive Strategic Plan & 2021-22 Financial Plan for RGRTA and its Subsidiary Companies

RGRTA 9-2021

*Presented by Bill Carpenter, Chief Executive Officer  
Scott Adair, Chief Financial Officer*



# Comprehensive Plan Overview

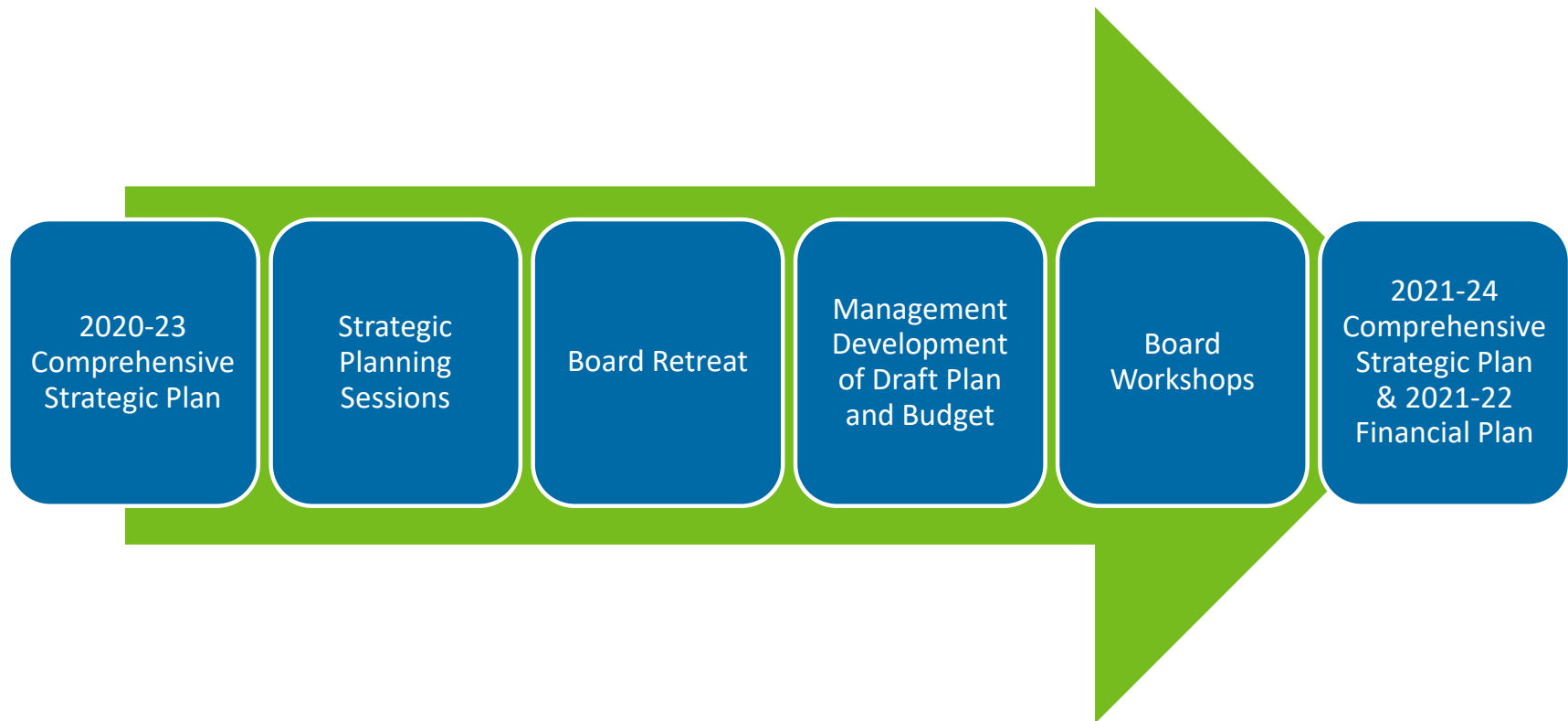


## Our Collaborative Planning Process

- **3-year horizon (2021 – 2024)**
  - Builds on prior plans and progress to date
- **Input from RGRTA stakeholders**
  - Internal assessment against 2020 Strategic Framework
  - Ongoing input from customers, employees and business partners
  - ABBG benchmark comparisons
  - Department level meetings to identify and develop initiatives
  - Board input from Governance retreat
  - Board directed TOPS metrics on Reimagine RTS



# Comprehensive Plan Development





- **RTS Reimagined:**  
*Safe, Frequent, Reliable, and Connected*
  - Represents the upcoming launch of the reimagined transit system and our new reality due to COVID-19



## Mission, Vision, Values

- **Our VISION**

The Innovative Mobility Choice.

- **Our MISSION**

We partner with the communities we serve to provide safe and sustainable mobility, offering better access, frequency, and reliability.

- **Our VALUES**

Integrity

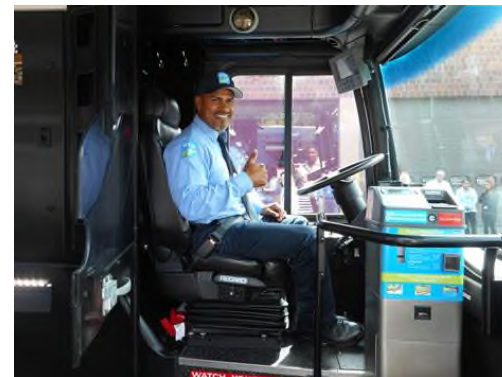
Respect

Diversity & Inclusion

Engagement & Collaboration

Agility & Innovation

Performance Focus





## Our Core Service:

**Safe, frequent, reliable, connected public transit; \$1 fare through FY 2021-22**

### **To fulfill this commitment:**

- Fare for the new system will be \$1 per ride, \$3 per day.
- We will use recently received federal revenues to fund the launch of the system you approved.



## Base Strategy

*We are Customer Focused in every market we serve and are reimagining public transit based on their input.*

### Focused on:

- Ensuring transit is safe for employees and customers
- Fixed routes where there is Density, Diversity and Design
- On Demand service that improves access to transit
- Innovative mobile fare payment and ticketing technology
- Paratransit service that ensures continuation of service
- A new transit system that is more frequent, reliable and connected

## Plan Assumptions

- **Funding Trends**
  - Federal funding (FAST Act) is in place through FFY 2021
  - NYS funding was reduced by 27.5% during FY 2020-21 due to COVID-19; recently informed restoration of funding will result in a 16.6% overall reduction
  - Recent federal legislation providing one-time funding affords RTS to maintain service through 2022-23
- **Demographics & Population Trends**
- **Business, Higher Education & Employment Trends**
- **Workforce & Succession Planning**
- **No current contract with RCSD (awaiting results of RFP process)**
- **Emergence of new mobility options**





## Plan Highlights (1/2)

- Annual and multi-year initiatives focused on 5 key areas of strategic focus
- Expanded success indicators to be tracked
  - Alignment of success indicators with launch of new system
- Progress monitored through TOPS Performance Measurement System
- Fare structures updated for FY 2021-22 (Reimagine RTS)
- Involvement in regional initiatives
- Focus on launch of Reimagine RTS
- Continued focus on employee wellbeing



## Plan Highlights (2/2)

### **Operating Budget:**

- Includes one-time expenses for Reimagine RTS of approximately \$1.2M
- Self-Insured Health Insurance Plan contains 10% premium increase

### **Multiyear Budget:**

- The Authority has adequate fiscal resources to achieve its goals and balance the operating budget through FY 2022-23

### **Capital Budget:**

- Focuses on zero-emission capital needs in the upcoming year
- Supports planning for long-term needs
- Program of projects is fully-funded and fiscally constrained



## Operating Plan & Initiatives





## Key Strategies

1. **Ensure Financial Sustainability**
2. **Maximize Ridership & Customer Satisfaction**
3. **Deliver Quality Service & Improve Performance**
4. **Engage Employees in Delivering on Our Brand Promise**
5. **Modernize our Infrastructure**
6. **Implement Reimagine RTS**

# **Financial Sustainability**

**We manage our finances to be  
successful for the near  
and long-term**



## Tactics: Financial Sustainability

### Capital Funding:

- Continuous review of our long-term capital funding needs.

### Cost Containment:

- Ensure cost containment of health insurance costs through monitoring and analysis of claims.

### New Location for RTS Access:

- Secure funding and use consultant report to identify a new location for the RTS Access facility.



## **Maximize Ridership & Customer Satisfaction**

**We actively engage with our customers  
and our communities to maximize the  
number of customers we serve and their  
satisfaction with our products.**



# Tactics: Maximize Ridership & Customer Satisfaction

## Implement Reimagine RTS:

- Complete project plan tactics to prepare for the launch of Reimagine RTS
- Launch Reimagine RTS – May 17
- Monitor the new system and make improvements as necessary:
  - Respond to customer feedback
  - RTS On Demand ride fulfillment
  - RTS Access bookings

## Implement Bike Share Program:

- Work with HOPR to launch the new bike share program and integrate bike share scheduling into the Transit app.





## **Deliver Safe, Quality Service & Improve Performance**

**We design and deliver safe, reliable,  
cost-effective products consistent  
with our brand promise.**



# Tactics: Deliver Safe, Quality Service & Improve Performance

## Continue COVID-19 Safety Efforts:

- Continue monitoring and updating COVID-related policies and procedures as needed to keep employees and customers safe.

## Add Electric Buses to the Fleet:

- Conduct work necessary to add another 10 electric buses to the RTS bus fleet, bringing the total to 20. Includes charger installation and completion of maintenance bays.

## Rural Route Study:

- Conduct study to evaluate feasibility of a local circulator route in rural villages and cities.



# **Engage Employees in Delivering on Our Brand Promise**

**Engaged employees enthusiastically  
embrace our mission and do their best to  
serve our customers.**



# Tactics: Engage Employees in Delivering on Our Brand Promise

## Employee Wellbeing:

- Foster a comprehensive culture of employee total well-being to attract, develop and nurture diverse, high-performing individuals and teams.

## Benefit Plan Education:

- Continue focus on providing employees with the tools and resources they need to be knowledgeable consumers of the RTS benefits plan.

## Employee Communication and Engagement:

- As part of the RTS Way, focus on improving communication, engagement and collaboration in promotion of a “One RTS” mentality.

## Implement New HRIS System:

- Begin the process of upgrading our Human Resources system to improve access and ease of use for employees.

## **Modernize Our Infrastructure**

**Ensure that RGRTA is well positioned in terms of the required facilities, equipment, and technologies to provide public transportation in our community for current and future generations.**



## Tactics: Modernize our Infrastructure

### Reimagine RTS Connection Hubs:

- Complete construction of Phase 2 connection hubs: Skyview on the Ridge, Eastman Avenue and Marketplace Mall.

### Zero-Emission Infrastructure Master Plan:

- Develop zero-emission master plan for RTS campus infrastructure needs to meet the New York State goal of having a 25% zero-emission bus fleet by 2025, focused on electric and hydrogen fuel cell technology.

### On-Route Electric Bus Charging Study:

- Study on-route charging of electric buses to determine if it should be integrated into our charging strategy.

## **Implement Reimagine RTS**

**Complete all tasks in Reimagine RTS implementation plan to ensure a successful launch of the redesigned transit system in Monroe County.**



## Tactics: Reimagine RTS Launch

- **Education and outreach program**
  - Reworked training program for customers and employees
  - Comprehensive advertising, outreach and PR program
- **Innovative RTS On Demand service with new vehicles**
- **New mobile app for scheduling RTS On Demand service**
- **Improved, simplified schedules**





# Reimagine RTS Education & Outreach

- **February:**
  - Announced the May 17th launch date
  - Developed/updated educational materials
  - Finalized creative for advertising campaign
  - Began general employee education
- **March:**
  - Continue general employee education
  - Finalize educational materials for internal and external training
  - Begin information sessions and train-the-trainer sessions for community organizations



# Reimagine RTS Education & Outreach

- **April:**
  - Launch official advertising, education and outreach efforts
  - Print materials available
  - PDFs of new schedules available
  - Continue general employee education
  - Virtual customer education sessions begin
  - Media outreach underway
  
- **May:**
  - Continue advertising, education and outreach (Ambassador outreach)
  - Ongoing employee and customer education
  - Increased customer service presence
  - Continued media outreach

# 2021-22 Financial Plan

*Presented by: Scott Adair, CFO*

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## 2021-22 Financial Overview

### **Factors in preparing for the 2021-22 Budget:**

- NYS initially reducing our operating aid (largest revenue source) by 27.5%
- No RCSD service equals loss of over 11% of our total revenue
- Customer Fare revenue fell by over 40%

**Federal government provided stimulus funding in excess of \$59M to assist in continuation of our vital service**



## Operating Budget

### Summary FY 2020-21 & 2021-22

<i>millions</i>	2020-21	2021-22	\$ Change	% Change
<b>REVENUES</b>				
Locally Generated	\$30.5	\$16.5	\$(14.0)	-46.0%
Governmental Subsidies	66.3	83.7	17.4	26.2%
Mortgage Recording Tax	11.6	11.6	—	0.0%
<b>TOTAL REVENUES</b>	<b>108.4</b>	<b>111.7</b>	<b>3.2</b>	<b>3.0%</b>
<b>EXPENSES</b>				
Personnel	\$79.1	\$82.2	\$3.1	3.9%
Non-Personnel	29.3	29.5	0.2	0.8%
<b>TOTAL EXPENSES</b>	<b>108.4</b>	<b>111.7</b>	<b>3.2</b>	<b>3.0%</b>
<b>Net Income (Deficit)</b>	\$ --	\$ --	\$ --	
<b>Appropriated Working Capital</b>	\$ --	\$ --	\$ --	
<b>Net Income (Deficit)</b>	\$ --	\$ --	\$ --	



## Multi-Year Budget

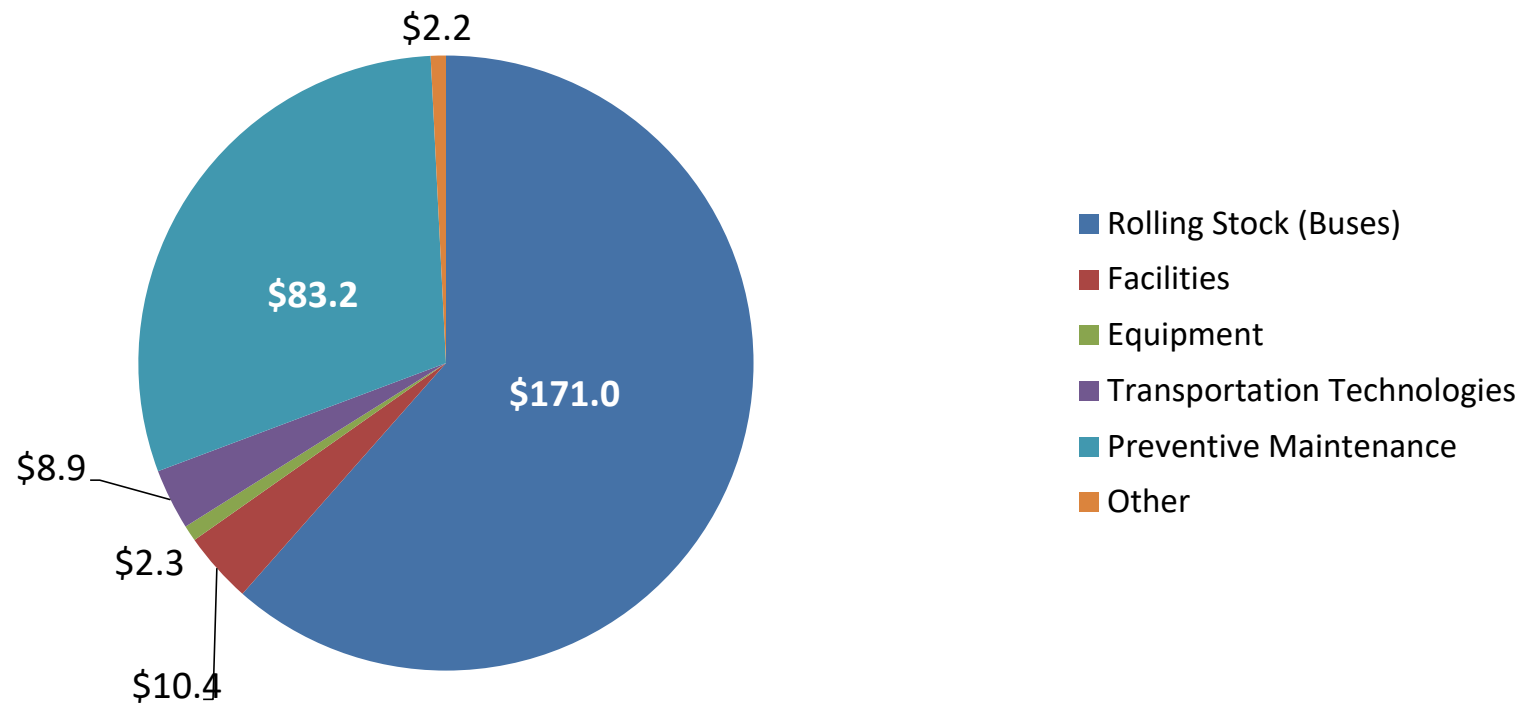
Consolidated Projection FY 2022-23 to 2024-25

<i>Millions</i>	Projected 2020-21*	Budget 2021-22	Projection 2022-23	Projection 2023-24	Projection 2024-25
<b>TOTAL REVENUES</b>	\$120.8	\$111.7	\$82.6	\$83.1	\$81.9
<b>TOTAL EXPENSES</b>	\$106.2	\$111.7	\$116.6	\$123.2	\$130.5
Net Income (Deficit) From Operations & Subsidies	\$ 14.6	\$ -	\$(34.0)	\$(40.1)	\$(48.6)
Estimated Available Unrestricted Net Assets EOY	\$39.9	\$39.9	\$5.9	\$(34.2)	\$(82.8)

\* As of January 31, 2021

# Ten Year Capital Improvement Plan

**Use of Funds by Objects of Expense: \$278.3 Million**





## Capital Projects: 2021-22

Project Type	Number of Projects	Details on Page
Preventive Maintenance	1	51
Rolling Stock (Buses)	9	51-53
Facilities	2	54
Equipment	2	54
Transportation Technologies	2	55
Other	1	55





## Authorized Workforce

	2019-20 Budget	2020-21 Budget	2021-22 Budget
RTS	625	710	710
RTS Access	117	119	119
RTS Genesee	15	16	16
RTS Livingston	27	27	27
RTS Ontario	44	44	44
RTS Orleans	12	12	12
RTS Seneca	14	14	14
RTS Wayne	61	61	63
RTS Wyoming	20	20	19
<b>Total</b>	<b>935</b>	<b>1,023</b>	<b>1,024</b>

# Performance Measurements

*Presented by: Bill Carpenter, CEO*

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## Performance Measurement

**Transit Organization Performance Scorecard (TOPS)**  
measures, monitors, & reports “critical to success” metrics.

- **FPI: Financial Performance Index**
  - End of Year Net Income (Deficit)
- **CSI: Customer Service Index**
  - Net Promoter Score (NPS) and Customer Surveys
- **SPI: Service Performance Index**
  - On-Time Performance (OTP)
- **EEl: Employee Engagement Index**
  - Employee Engagement, Satisfaction



## Current TOPS Scorecard

- **Board approved new TOPS goals and metrics in June 2020 to align with our new reality due to COVID-19 and to help ensure more accurate measurement of success.**
- **2021-22: TOPS goals and metrics for the new fiscal year are consistent with those approved for 2020-21 and based on the launch of Reimagine RTS.**



## TOPS Q1 2021-22 Scorecard

Key Results	Success Indicators	Goal Points
Financial Sustainability	End of Year Net Income	15
Customer Satisfaction	Net Promoter Score (RTS Monroe) Customer Satisfaction (RTS Access & Regionals)	30
Service Quality	On-Time Performance (NS) Missed Pull-Outs Printed Schedules Staffing & Training	55
Employee Engagement	Employee Engagement & Satisfaction	-
		<b>GOAL 100</b>



## TOPS Q2 2021-22 Scorecard

Key Results	Success Indicators	Goal Points
Financial Sustainability	End of Year Net Income	15
Customer Satisfaction	Net Promoter Score (RTS Monroe) Customer Satisfaction (RTS Access & Regionals) Customer Complaints	35
Service Quality	On-Time Performance (NS) RTS On Demand Ride Fulfillment Pass-Ups RTS Access Booking	40
Employee Engagement	Employee Engagement & Satisfaction	10
		<b>GOAL 100</b>



## TOPS Q3 2021-22 Scorecard

Key Results	Success Indicators	Goal Points
Financial Sustainability	End of Year Net Income	10
Customer Satisfaction	Net Promoter Score (RTS Monroe) Customer Satisfaction (RTS Access & Regionals) Customer Complaints	40
Service Quality	On-Time Performance RTS On Demand Ride Fulfillment RTS Access Booking	50
Employee Engagement	Employee Engagement & Satisfaction	-
		<b>GOAL 100</b>



## TOPS Q4 2021-22 Scorecard

Key Results	Success Indicators	Goal Points
Financial Sustainability	End of Year Net Income	20
Customer Satisfaction	Net Promoter Score (RTS Monroe) Customer Satisfaction (RTS Access & Regionals)	30
Service Quality	On-Time Performance RTS On Demand Ride Fulfillment RTS Access Booking	40
Employee Engagement	Employee Engagement & Satisfaction	10
		<b>GOAL 100</b>





## Comprehensive Plan Summary

**To further strengthen our connection to the community and build on what we learned providing service during the pandemic, RTS will:**

- Launch Reimagine RTS;
- Monitor the new system and adjust as needed;
- Assure customers and employees have everything they need to transition to new system;
- Continue efforts to meet zero-emission goals for the bus fleet;
- Strengthen engagement with employees, customers and stakeholders;
- Update TOPS goals to align with the reimagined transit system;
- And responsibly manage our finances.



## Recommendation

- That the Board of Commissioners approve the proposed 2021-24 Comprehensive Strategic Plan. The Comprehensive Strategic Plan contains the Strategic Plan, Operating Initiatives, Financial Plan and Performance Measurements for fiscal year 2021-22 for RGRTA and its subsidiary companies.



ROCHESTER  
GENESEE REGIONAL  
TRANSPORTATION  
AUTHORITY

## BOARD OF COMMISSIONERS AGENDA ITEM COVER SHEET

Board Meeting Date:	March 4, 2021
Presenter:	David Belaskas
Subject:	Resolution Authorizing the Award of a Contract for Heating, Ventilation and Air Conditioning (HVAC) Services
Background:	<p>The Authority seeks to engage an outside contractor to provide HVAC Services for all Authority owned facilities. These services include inspections, preventative maintenance/repair, systems operations, and mechanical systems improvements.</p> <p>The Authority issued a Request for Proposals (RFP) and publicly advertised it in the <u>New York State Contract Reporter</u> and the <u>Rochester Business Journal</u> on October 30, 2020.</p> <p>Thirteen (13) RFP packages were requested. The Authority held a mandatory site walkthrough on November 10, 2020 where six (6) firms attended. Subsequently, five (5) proposals were received on December 4, 2020.</p> <p>An evaluation and systematic scoring process was undertaken based on the following five (5) criteria:</p> <ul style="list-style-type: none"><li>• Qualifications, Resources and Experience of the Firm</li><li>• Qualifications of the Team Assigned to the Contract</li><li>• Pricing of Quarterly Preventative Maintenance</li><li>• Hourly Rates for Other Services</li><li>• Markup on Parts, Services &amp; Supplies</li></ul> <p>The Authority scored the five proposers as follows:</p> <ul style="list-style-type: none"><li>• Emcor Services Betlem of Rochester, NY: 88</li><li>• LMC Industrial Contractors, Inc. of Avon, NY: 54</li><li>• Pipitone Enterprises, LLC of Churchville, NY: 50</li><li>• Siemens Industry, Inc. of Rochester, NY: 52</li><li>• The John W. Danforth Company of Victor, NY: 62</li></ul> <p>The Authority determined Emcor Services Betlem submitted the proposal that is the most favorable and in the best interest of the Authority.</p>

	Emcor Services Betlem appears to be a responsible firm and the pricing submitted is fair and reasonable.
Financial Impact:	<p>The Authority's preventative maintenance for HVAC at our owned properties is listed in Attachment A, at \$62,872, and this is a fixed fee.</p> <p>Additionally, any other services will be charged at the rates listed under Group 2 and parts will be charged at the cost-plus markup listed under Group 3 on Attachment A. Based on historical averages, these additional services are anticipated to cost approximately \$162,000.</p> <p>All Unit Prices in Attachment A will remain fixed for the initial two (2) years of the contract and may be adjusted only at the execution of the additional contract years. Price adjustments shall be tied to the Annual twelve (12) month percent change of the Consumer Price Index CUUR0000SA0 (All Urban Consumers) for the preceding year or three percent (3%) whichever is less.</p> <p>Funding for this contract is included in the Authority's 2021-2022 operating budget and will be included in subsequent years' operating budgets.</p>
Recommendation:	That the Chief Executive Officer or his designee is authorized to enter into a two (2) year contract with three (3) additional one (1) year terms with Emcor Services Betlem to provide HVAC Services.

## **Resolution: RGRTA 10-2021**

### **RESOLUTION AUTHORIZING THE AWARD OF A CONTRACT FOR HEATING, VENTILATION AND AIR CONDITIONING (HVAC) SERVICES**

WHEREAS, the Rochester Genesee Regional Transportation Authority (the "Authority") seeks to engage an outside contractor to provide Heating, Ventilation and Air Conditioning (HVAC) Services for all Authority owned facilities. These services include inspections, preventative maintenance/repair, systems operations, and mechanical systems improvements; and

WHEREAS, the Authority issued a Request for Proposals (RFP) and publicly advertising it in the New York State Contract Reporter and the Rochester Business Journal on October 30, 2020; and

WHEREAS, thirteen (13) RFP packages were requested by potential contractors and subcontractors and five (5) proposals were received on December 4, 2020; and

WHEREAS, the Authority conducted a thorough evaluation of the proposals that were received and concluded that Emcor Services Betlem submitted the proposal that was responsive and was the most favorable based on the selection criteria specified in the RFP; and

WHEREAS, the Authority determined that Emcor Services Betlem appears to be a responsible firm and that the rates provided for services in Attachment A are fair and reasonable; and

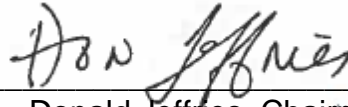
WHEREAS, the Authority will spend \$68,872 per year for preventative maintenance services shown in Group 1 on Attachment A. Additionally, repair and additional services will be charged at the rates listed under Group 2 and parts will be charged at cost-plus the markup listed under Group 3 on Attachment A. Based on historical averages, these additional services will cost approximately \$162,000 per year.

NOW, THEREFORE, BE IT RESOLVED, that the Chief Executive Officer or his designee is authorized to enter into a two (2) year contract with three (3) additional one (1) year terms with Emcor Services Betlem to provide HVAC Services based on the rates in Attachment A; 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 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 March 4, 2021 and that the Resolution is still in full force and effect.

A handwritten signature in dark ink, appearing to read "Don Jeffries", is written over a horizontal line.

Donald Jeffries, Chairman

Date: March 4, 2021  
Rochester, New York

**Resolution: RGRTA 10-2021**

**ATTACHMENT A**

**RESOLUTION AUTHORIZING THE AWARD OF A CONTRACT FOR HEATING,  
VENTILATION AND AIR CONDITIONING (HVAC) SERVICES**

**Group 1: Preventative Maintenance**

<b>Line #</b>	<b>Deliverable Description</b>	<b>Annual Total</b>
1	Preventative Maintenance Labor for RTS Main Street Campus	\$43,708
2	Preventative Maintenance Labor for RTS Transit Center	\$12,692
3	Preventative Maintenance Labor for RTS Access Campus	\$1,420
4	Preventative Maintenance Labor for RTS Livingston Campus	\$700
5	Preventative Maintenance Labor for RTS Orleans Campus	\$2,352
6	Preventative Maintenance Labor for Blossom Loop Connection Hub	\$1,000
7	Preventative Maintenance Labor for Eastman Avenue Connection Hub	\$1,000
	<b>Annual Cost for Preventative Maintenance</b>	<b>\$62,872</b>

**Group 2: Labor Rates for Additional Services**

<b>Line #</b>	<b>Deliverable Description</b>	<b>Hourly Rate for Regular Business Hours</b>	<b>Hourly Rate for Nights &amp; Weekends</b>	<b>Hourly Rate for Holidays</b>
8	Journeyman	\$105	\$152	\$203
9	Apprentice	\$90	\$135	\$180
10	Licensed Engineer	\$90		
11	Drafting Services	\$90		

**Group 3: Parts and Supplies**

<b>Line #</b>	<b>Deliverable Description</b>	<b>% Markup</b>
12	Markup on Parts and Supplies	18%



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**BOARD OF COMMISSIONERS  
AGENDA ITEM COVER SHEET**

Board Meeting Date:	March 4, 2021
Presenter:	Scott Adair
Subject:	Endorsing the FFY 2021 Program of Projects for the Urbanized Area and Authorizing the Filing of Applications for Capital Assistance with the United States Department of Transportation and New York State Department of Transportation.
Background:	<p>In accordance with Federal regulations, the Authority is required to annually adopt a Program of Projects ("POP"), Attachment A. The POP as developed through the Authority's capital planning process represents those projects for which the Authority intends to seek federal funding for a particular Federal Fiscal Year for the urbanized area. The proposed resolution being offered to the Board of Commissioners is for Federal Fiscal Year 2021.</p> <p>The resolution endorses a POP. Historically staff has been authorized to conduct a public hearing at which any interested party can offer comments but due to the ongoing COVID 19 pandemic, the Federal Transit Administration has approved comments to be submitted solely through the US Postal Service. Any comments that are received will be shared with the Commissioners at a subsequent meeting of the Board for its consideration. In the event that no comments are received, the proposed POP automatically becomes the final POP.</p> <p>Thereafter, as authorized by this resolution the Authority staff will file and execute both Federal and New York State grant applications and subsequent grant agreements.</p>
Financial Impact:	The capital projects listed in the POP require a 10 percent Authority match which is funded from the capital reserve fund. The resolution includes budgets for each of the projects with the respective Federal and non-federal matches.
Recommendation:	That the Authority endorse the POP and adopt the proposed POP as the final POP if no comments are received. Further, authorize the filing and execution of both Federal and New York State grant applications and subsequent grant agreements.

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





## **Resolution: RGRTA 11-2021**

### **ENDORING A FFY 2021 PROGRAM OF PROJECTS FOR THE URBANIZED AREA AND AUTHORIZING THE FILING OF APPLICATIONS FOR CAPITAL ASSISTANCE WITH THE UNITED STATES DEPARTMENT OF TRANSPORTATION AND NEW YORK STATE DEPARTMENT OF TRANSPORTATION**

WHEREAS, the United States Secretary of Transportation is authorized to make grants for mass transportation projects; and

WHEREAS, the Rochester Genesee Regional Transportation Authority (the "Authority") is seeking to submit grant applications for mass transportation projects to the Secretary of Transportation; and

WHEREAS, the Authority is required to develop a Program of Projects that lists the projects the Authority seeks to implement and to make the Program of Projects available for public review and comment; and

WHEREAS, the grant for financial assistance will impose certain obligations upon the Authority, including a provision requiring the funding of a local share of the cost of the Program of Projects; and

WHEREAS, it is required by the United States Department of Transportation in accordance with the provisions of Title VI of the Civil Rights Act of 1964, as amended, that in connection with the filing of an application for assistance, the applicant give an assurance that it will comply with Title VI of the Civil Rights Act of 1964 and the United States Department of Transportation thereunder; and

WHEREAS, it is the goal of the Authority that disadvantaged business enterprises be utilized to the fullest extent possible in connection with these projects, and that definite procedures be established and administered to ensure that disadvantaged businesses shall have the maximum feasible opportunity to compete for contracts when procuring construction, supplies, equipment, or consultant and other services.

NOW, THEREFORE, BE IT RESOLVED by the Authority that:

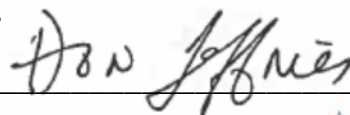
1. The attached proposed Program of Projects is endorsed by the Authority for the use of Section 5307 & 5339, funds made available by the Federal Transit Administration for federal fiscal year 2021.
2. The Chief Executive Officer or his designee is authorized to publish a Public Notice inviting the public and private transportation providers to comment upon the application via the US Postal Service. If no comments are received in response to the Public Notice via the US Postal Service, the proposed Program of Projects shall become the Authority's final Program of Projects.
3. The Chief Executive Officer or his designee is authorized to execute and file and/or amend any necessary application on behalf of the Authority for matching funds or supplemental

funding for this Program of Projects with the United States Department of Transportation and the New York State Department of Transportation.

4. The Chief Executive Officer or his designee is authorized to execute and file with such applications, and assurance or any other document required by the United States Department of Transportation effectuating the purpose of Title VI of the Civil Rights Act of 1964.
5. The Chief Executive Officer or his designee is authorized to furnish such additional information as the United States Department of Transportation or the New York State Department of Transportation may require in connection with the applications for this Program of Projects and/or the amended Program of Projects.
6. The Chief Executive Officer or his designee is authorized to set forth and execute affirmative disadvantaged business policies in connection with the Program's procurement needs.
7. The Chief Executive Officer or his designee is authorized to execute grant contract agreements, amendatory or supplemental grant contract agreements, and related documents on behalf of the Authority with the United States Department of Transportation, Federal Transit Administration and the New York State Department of Transportation for aid in the financing of the elements of the Program of Projects.
8. The non-federal share of this Program of Projects will be derived from New York State legislated programs, from local constituent governments as required by State law and from the Authority.
9. 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.
10. This Resolution shall apply, in its entirety, to this Program of Projects, as approved by the Authority's Board for execution.

### **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 March 4, 2021 and that the Resolution is still in full force and effect.



Donald Jeffries, Chairman

Date: March 4, 2021  
Rochester, New York

**ROCHESTER GENESEE REGIONAL TRANSPORTATION AUTHORITY**  
**Proposed Program of Projects - FFY 2019**

<b>Project Description</b>	<b>FFY 2021 5307 &amp; 5339 Allocation &amp; Prior Unobligated Funds (Federal Share)</b>	<b>FFY 2021 Non-Federal Share</b>	<b>Total Estimated Project Funding</b>
Preventive Maintenance	\$ 8,962,758	\$ 2,240,689	\$ 11,203,447
Replace 10 Diesel Transit Buses w/ Battery Electric	\$ 1,996,062	\$ 7,770,587	\$ 9,766,649
Replace 15 Diesel Transit Buses	\$ 2,644,338	\$ 4,971,647	\$ 7,615,985
Human Resource Management Software Replacement	\$ 1,040,000	\$ 260,000	\$ 1,300,000
Replace 10 Paratransit Buses	\$ 786,327	\$ 196,582	\$ 982,909
RTS Access Paratransit Facility Design	\$ 240,000	\$ 60,000	\$ 300,000
Associated Transit Improvements	\$ 128,688	\$ 32,172	\$ 160,860