

**MINUTES OF THE QUARTERLY MEETING OF THE  
BOARD OF COMMISSIONERS OF  
ROCHESTER-GENESEE REGIONAL TRANSPORTATION AUTHORITY  
AND ITS SUBSIDIARIES  
May 2, 2019**

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

The meeting was called to order at 12:22pm 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>20</b>
<b>Votes Needed for Quorum</b>	<b>17</b>

**Others Present:**

Scott Adair, Chief Financial Officer  
Jason Barnett, Manager of Technical Systems Support  
Dave Belaskas, Director of Engineering & Facilities Management  
Ken Boasi, Director of Regional Operations  
Tom Brede, Public Information Officer  
Mike Burns, Director of Accounting Services  
Bill Carpenter, Chief Executive Officer  
Daniel DeLaus, General Counsel  
Chris Dobson, VP of Transportation Services  
Renee Elwood, Director of Well-Being & Inclusion  
Justin Feasel, Manager of Purchasing & Project Management  
Lea Goodness, Director of Scheduling  
Krystle Hall, Director of People Performance & Development  
Reggie Hill, Manager of Service Delivery  
Laura Kenyon, Supervisor of Communications & Marketing  
Rusty Korth, VP of Maintenance  
Chris Mahood, Director of Information Technology  
Megan Morsch, VP of Marketing & Customer Service  
Sharon Muir-Eddy, Director of Budget  
Brian Olds, HB Cornerstone  
Grant Sanders, Technical Support Administrator  
Kelly Schmidt, Executive Assistant to the CEO  
Matt Shaw, Director of Fleet Maintenance  
Jason Smalling, Budget Analyst  
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 Kosmerl, seconded by Commissioner Jeffries, the Agenda was unanimously adopted.

**C. Approval of Minutes**

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

- RGRTA Finance/Investment Committee Meeting Minutes, April 4, 2019
- RGRTA Regular Board Meeting Minutes of April 4, 2019

## **D. CEO Report**

Bill Carpenter, Chief Executive Officer, presented the CEO Report, along with presentations from Mike Burns, Director of Accounting Services on the 4<sup>th</sup> Quarter and Fiscal Year End TOPS Results and Miguel Velazquez, Chief Operating Officer, Chris Dobson, VP of Transportation Services and Rusty Korth, VP of Maintenance on Operating Performance Measurements as reflected in the power point presentation, a copy of which is attached to these Minutes.

### **TOPS Results:**

- *Chairman Astles when you look at the service performance index (on-time performance) for the Regionals they all have scores in the 90's except RTS Genesee, which is in the 80's. What are the factors that plays into that lower score. Mike Burns, Director of Accounting Services, responded yes it goes back to two routes that required redesigning which went into effect on April 1<sup>st</sup>.*
- *Commissioner Jeffries thanked Bill Carpenter, Chief Executive Officer for such great results and not taking our eye off the ball when we are in the midst of redesigning the entire system.*

### **Operating Performance Measurements:**

- *Commissioner Ansbrow asked about customer complaints and why there is a spike in September. Chris Dobson, VP of Transportation Services, responded that many factors impact this, September school starts, the beginning of a new pick and the operators learning where the stops are and where to pick up students. All of this contributes to the increase in complaints.*
- *Commissioner McDonald wanted to echo what Commissioner Jeffries said during the TOPS Results reporting that the team should be congratulated on how well they manage and respond to the data.*
- *Chairman Astles asked how large our fleet is in correlation to the percentage of buses that have a two-peat. Rusty Korth, VP of Maintenance, responded that at our peak we have 181 buses out on the road.*
- *Commissioner McDonald asked about how we are doing on preventable accidents. Chris Dobson, VP of Transportation Services, responded that we had less preventable accident this year compared to last year. We do see seasonality in that and we historically have more accidents in January. We are looking to manage that seasonality.*
- *Chairman Astles stated as we go through Reimagine with the creation of mobility zones we need to figure out the effect on Operating Performance measurements and we will need to see if new metrics need to be identified.*
- *Commissioner Ansbrow asked for the method of how we receive information about construction for the upcoming season. Chris Dobson, VP of Transportation Services, responded we have representatives from the Authority who participate in meetings with NYSDOT, the County, and the City as they plan projects that may impact us and this allows us to plan accordingly.*

On motion of Commissioner Ansbro, 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 McDonald asked for clarity on the relationship between healthcare reduction under fringe and the government subsidies. He clarified by asking if it is correct in assuming that some of the government subsidies can be used for capital as well as operating and because we lowered the operating we are able to shift that over to capital but it does not show on your report because it is capital. Scott Adair, Chief Financial Officer, stated that is correct.*
- *Commissioner McDonald also asked if the various liability savings is under other. Scott Adair, Chief Financial Officer, responded that some are under other, fringe and some under services but the majority is under other.*

On motion of Commissioner Smith, seconded by Commissioner McDonald, the Financial Report was received by unanimous vote.

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

##### **Resolution Amending RGRTA 53-2018 Authorizing a Contract with Creighton Manning Engineering, LLP and Bergmann Associates, PC for Design and Construction Administration Services for the RTS Connection Hubs Project, RGRTA 16-2019**

- *Commissioner Ansbro asked if our customers at the connection hubs, will they all have a place to be warm. Bill Carpenter, Chief Executive Officer, responded that the intent is to have all of the shelters at the connections hubs will be heated.*
- *Commissioner Ansbro asked where the Brockport connection hub is located. Bill Carpenter, Chief Executive Officer, responded that it is not in Brockport but at Rochester Tech Park.*
- *Chairman Astles asked this is for additional work for how many hubs and how many shelters. David Belaskas, Director of Engineering & Facilities Management, responded that we will have 9 hubs total, 6 additional hubs above the 3 we already have in contract and 17 shelters.*

RGRTA 16-2019: On motion of Commissioner Jeffries, seconded by Commissioner Ansbro, the aforementioned Resolution, a copy of which is attached to these Minutes, was unanimously approved.

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

Consent Resolutions GTCS 4-2019 up to and including RGRTA 19-2019 were approved by a motion made by Commissioner Kosmerl, seconded by Commissioner McDonald, these Resolutions below, a copy of which are attached to these Minutes, were unanimously approved.

**Resolution Authorizing GTCS, Inc. to Execute a Contract for Professional Services to be rendered to the Genesee Transportation Council for the Ontario Midland Strategic Plan, GTCS 4-2019**

**Resolution Authorizing the Award of Contracts for the Provision of Professional Real Estate Appraisal Services, RGRTA 17-2019**

**Resolution Authorizing the Disposal of IT Assets, RGRTA 18-2019**

**Resolution Authorizing Lift Line, Inc. to Enter into a Four-Year Collective Bargaining Agreement with the Teamster Union, Local 118, RGRTA 19-2019**

**H. Calendar**

Bill stated that with July 4<sup>th</sup> being the 1st Thursday of July, the normal Board Meeting date, we will move that meeting to June 27<sup>th</sup>. We will still also have a June 6<sup>th</sup> meeting. The Annual meeting will be moved to the August 1<sup>st</sup> Board Meeting.

**I. Adjournment**

There being no further matters on the adopted Agenda, the regular meeting was adjourned on motion of Commissioner McDonald, seconded by Commissioner Jeffries at 1:26pm.

Respectfully submitted,

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Edward W. White, Esq., Secretary

Posted Date: May 16, 2019

# CEO Report

*Presented by: Bill Carpenter, CEO*

# Chief Executive Officer Report

- **TOPS Report**
- Project Highlight
- Miscellaneous



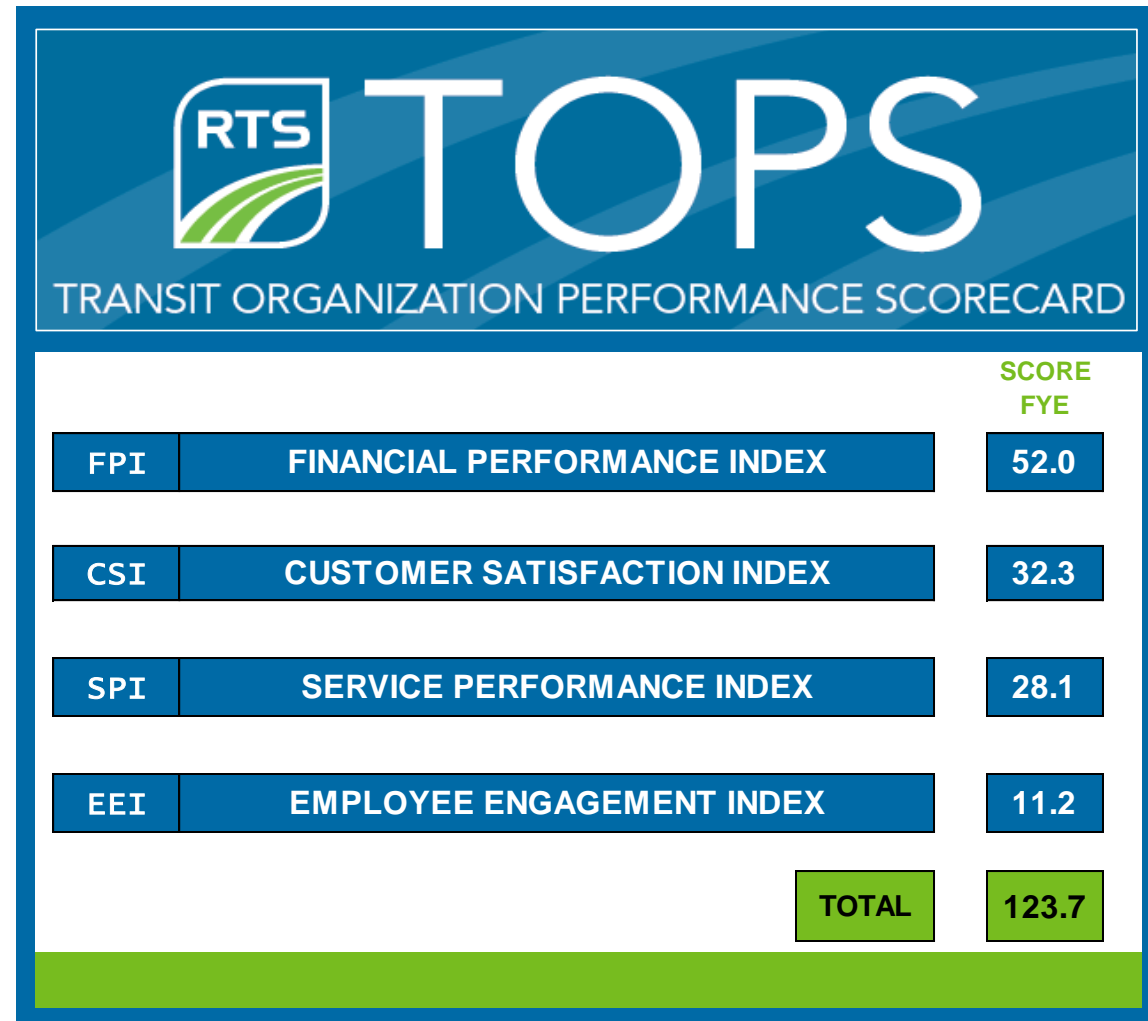
# TOPS

## TRANSIT ORGANIZATION PERFORMANCE SCORECARD

SCORE  
4th Qtr.

FPI	FINANCIAL PERFORMANCE INDEX	52.0
CSI	CUSTOMER SATISFACTION INDEX	32.3
SPI	SERVICE PERFORMANCE INDEX	27.5
EEI	EMPLOYEE ENGAGEMENT INDEX	11.0
TOTAL		122.9





# TOPS Report

*Presented By: Mike Burns,  
Director of Accounting Services*



# TOPS

## TRANSIT ORGANIZATION PERFORMANCE SCORECARD

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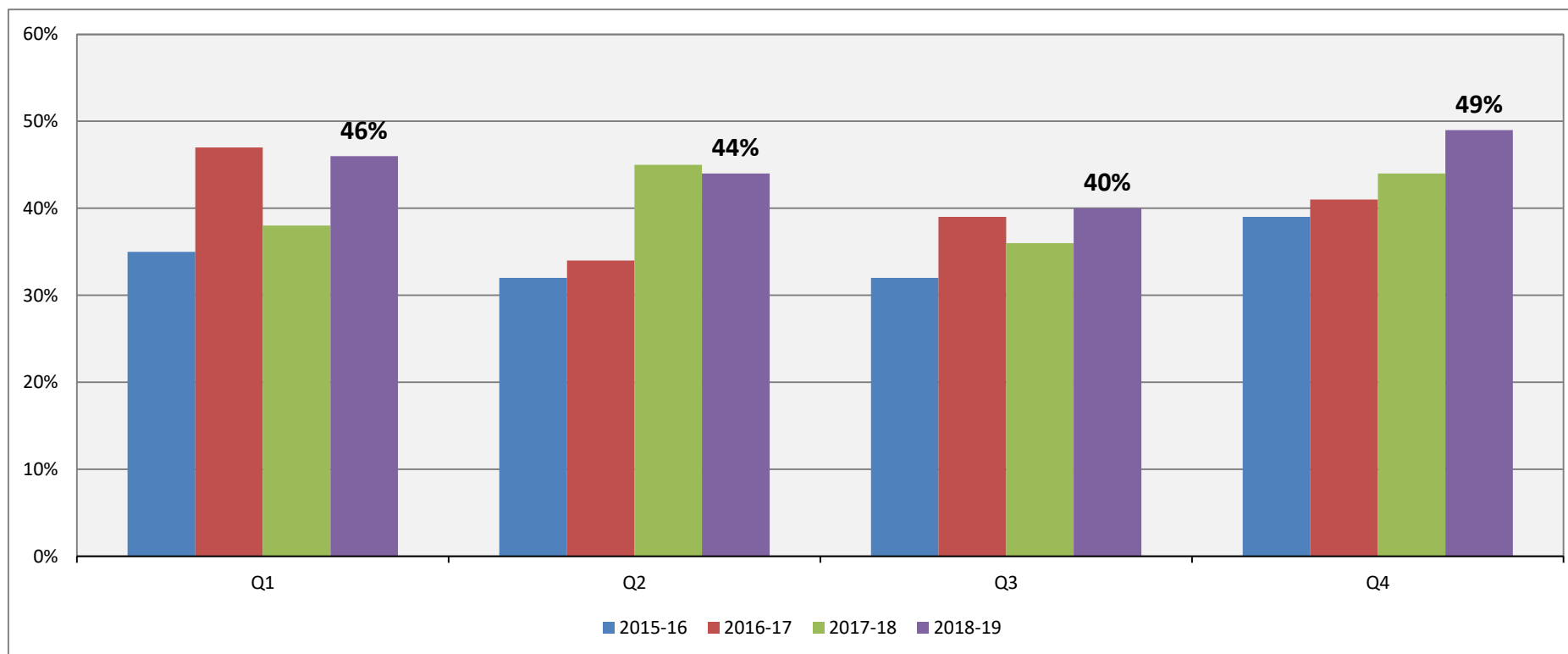


# Customer Service Index

Strategic Pillars 2018-19 4th Qtr.	Metric	Plan Goal	Actual 1st Quarter	Actual 2nd Quarter	Actual 3rd Quarter	Actual 4th Quarter	Earned Points	Goal Points	Max Points	Min Points
Customer Service Index	Net Promoter Score - RTS	36%	46%	44%	40%	49%	30.28	23.29	30.28	16.30
	RTS Access	95%	95%	97%	97%	98%	0.32	0.27	0.35	0.19
	RTS Genesee	95%	100%	100%	91%	97%	0.23	0.21	0.27	0.14
	RTS Livingston	95%	100%	100%	100%	100%	0.27	0.21	0.27	0.14
	RTS Ontario	95%	98%	99%	98%	98%	0.24	0.21	0.27	0.14
	RTS Orleans	95%	100%	97%	97%	100%	0.27	0.21	0.27	0.14
	RTS Seneca	95%	98%	100%	97%	98%	0.24	0.21	0.27	0.14
	RTS Wayne	95%	100%	100%	100%	100%	0.27	0.21	0.27	0.14
	RTS Wyoming	95%	100%	100%	98%	97%	0.24	0.21	0.27	0.14
	<b>Total CSI Score</b>						<b>32.3</b>	<b>25.0</b>	<b>32.5</b>	<b>17.5</b>

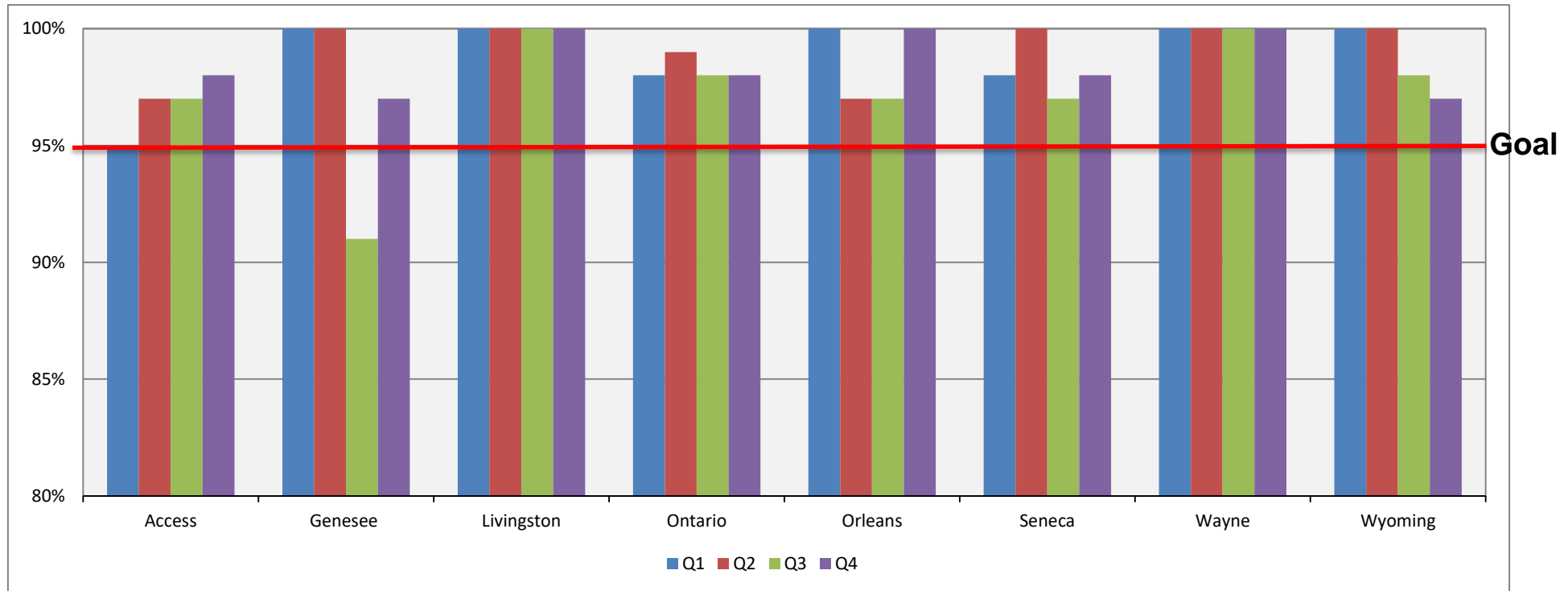
# NPS: Trends by Quarter & Fiscal Year

- Q4 NPS represents our highest result for any of the periods shown
- Seasonally, NPS strengthens significantly after a lower Q3 result



## Customer Satisfaction: RTS Access & Regionals FY 2019 Quarterly Trends

- Q4 Customer Satisfaction exceeded goal at all locations
- Full year performance exceeded goal as a result of consistently strong performance each quarter



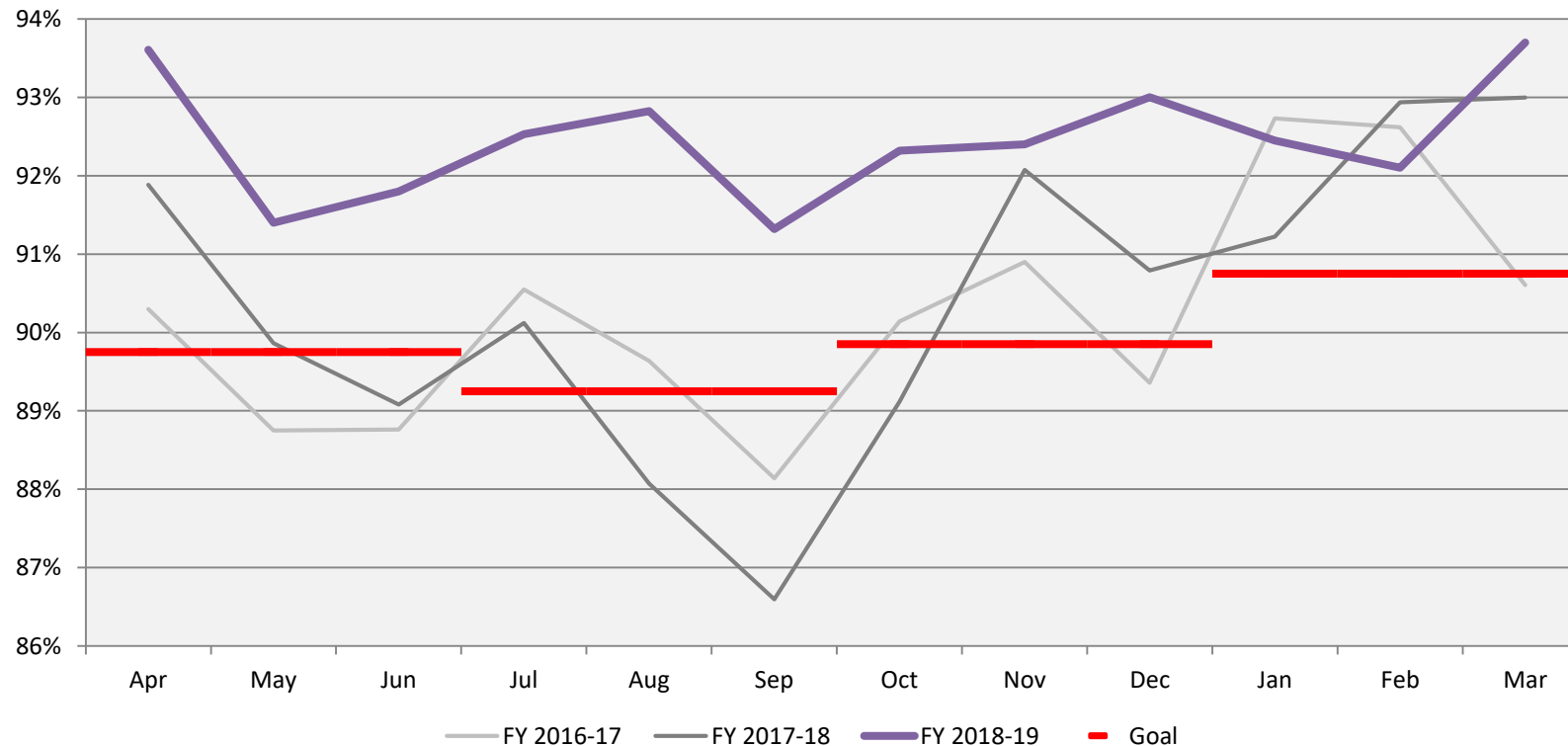
# Service Performance Index

Strategic Pillars 2018-19 4th Qtr.	Metric	Plan Goal	Actual 1st Quarter	Actual 2nd Quarter	Actual 3rd Quarter	Actual 4th Quarter	Earned Points	Goal Points	Max Points	Min Points
Service Performance Index	RTS	90.75%	92.26%	92.25%	92.57%	92.76%	25.63	23.29	30.28	16.30
	RTS Access	95.0%	96.6%	96.4%	95.3%	95.7%	0.28	0.27	0.35	0.19
	RTS Genesee	95.0%	90.2%	86.1%	80.8%	80.3%	0.14	0.21	0.27	0.14
	RTS Livingston	90.0%	85.4%	90.8%	91.3%	91.9%	0.23	0.21	0.27	0.14
	RTS Ontario	90.0%	95.4%	94.6%	92.6%	95.2%	0.27	0.21	0.27	0.14
	RTS Orleans	95.0%	96.2%	92.8%	94.7%	97.9%	0.24	0.21	0.27	0.14
	RTS Seneca	95.0%	99.4%	98.3%	99.7%	98.8%	0.25	0.21	0.27	0.14
	RTS Wayne	95.0%	98.5%	97.5%	98.5%	97.7%	0.24	0.21	0.27	0.14
	RTS Wyoming	95.0%	99.8%	99.5%	99.0%	99.0%	0.25	0.21	0.27	0.14
	Total SPI Score						27.5	25.0	32.5	17.5



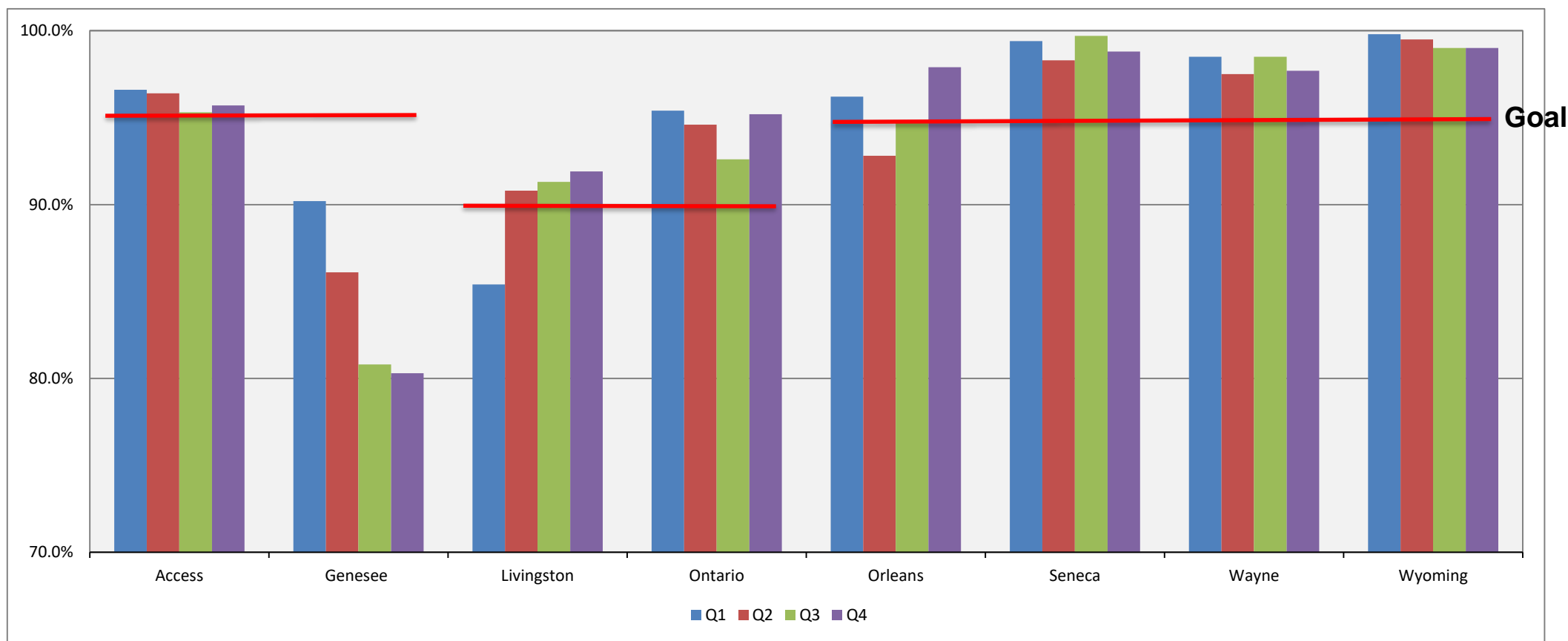
# OTP: RTS Monroe Trends By Month & Fiscal Year

- Q4 OTP represents our highest quarter ever
- Bolstered by a strong Q4, OTP for the year represents our strongest annual performance



# OTP: Access & Regionals FY 2019 Quarterly Trends

- Q4 OTP exceeded goal at all but one location
- Performance throughout the year demonstrated a similar trend

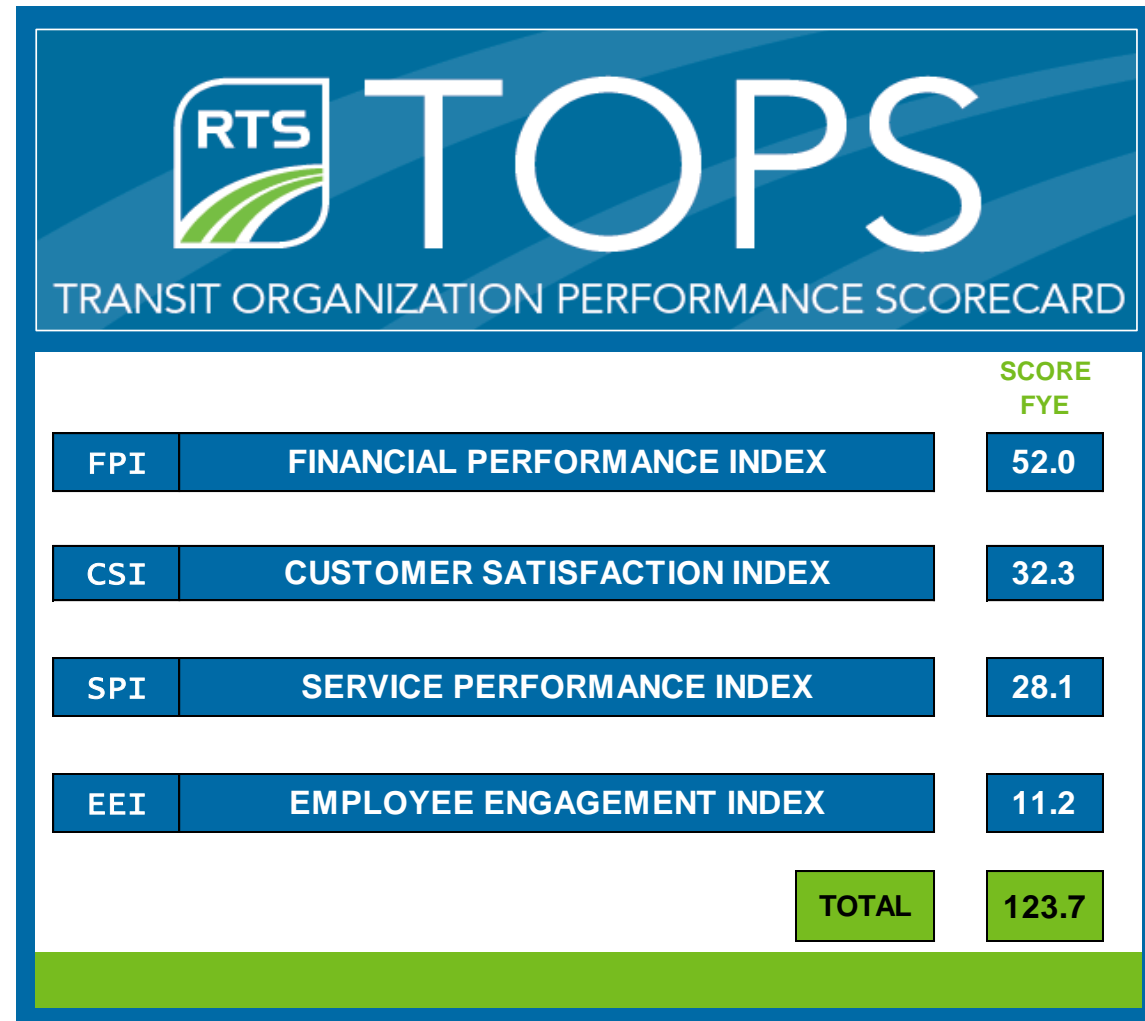


# Employee Engagement Index

Strategic Pillars 2018-19 4th Qtr.	Metric	Plan Goal	Actual 1st Quarter	Actual 2nd Quarter	Actual 3rd Quarter	Actual 4th Quarter	Earned Points	Goal Points	Max Points	Min Points
Employee Engagement Index	Employee Participation	27.5%		38.7%		38.8%	-	-	-	-
	Employee Engaged Index	24.0%		33.3%		29.6%	5.84	5.00	6.50	3.50
	Employee Satisfaction	4.0		4.1		4.1	5.18	5.00	6.50	3.50
	Total EEI Score						11.0	10.0	13.0	7.0

- We exceeded our goals across each of the strategic pillars that we measure.
- OTP outcomes continued to benefit from minimal weather events and on going effect of the operational efficiency initiative (provides better support to bus operators to improve their CARE behaviors and OTP results).
- Strong customer service results were seen across the all locations.
- Our employee engagement results were in line with plan goal and ongoing trends.

- **Financial Sustainability**
  - Year-end net income result from the 4<sup>th</sup> quarter
- **Customer Satisfaction**
  - An average of the customer satisfaction quarterly scores
- **On-Time Performance**
  - RTS Monroe: annual calculation utilizing all time points
  - Access & Regionals: an average of the quarterly on-time performance results
- **Employee Engagement**
  - An average of the two quarterly results



On-Time Performance: RTS value stated above is the annual average (89.90%). Quarterly goals are: Q1 89.75%; Q2 89.25%; Q3 89.85%; Q4 90.75%

# Chief Executive Officer Report

- TOPS Report
- **Project Highlight**
- Miscellaneous



# Project Highlight: Performance Measurements

*Presented By: Miguel Velázquez,  
Chief Operating Officer*

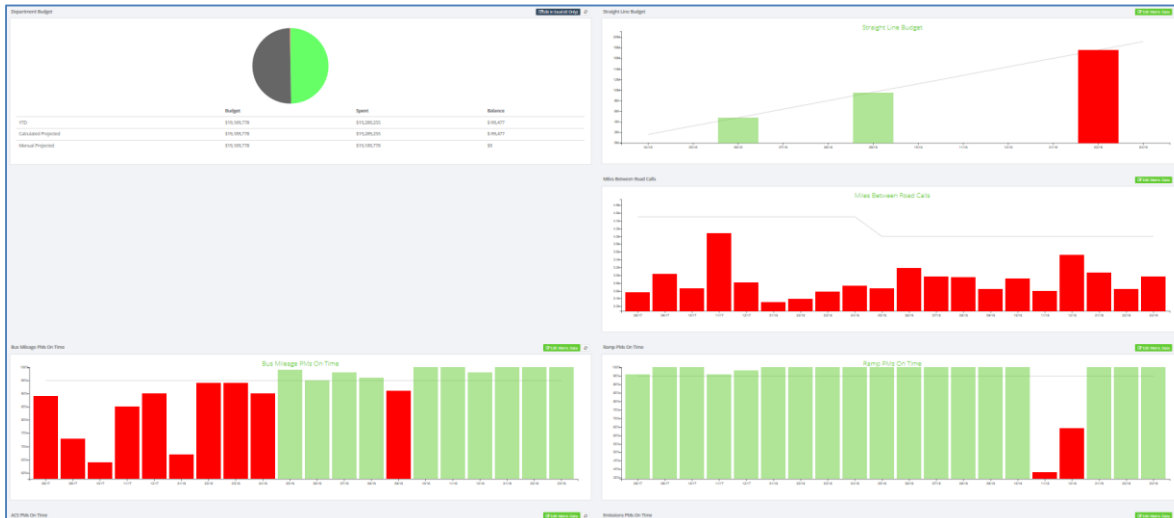
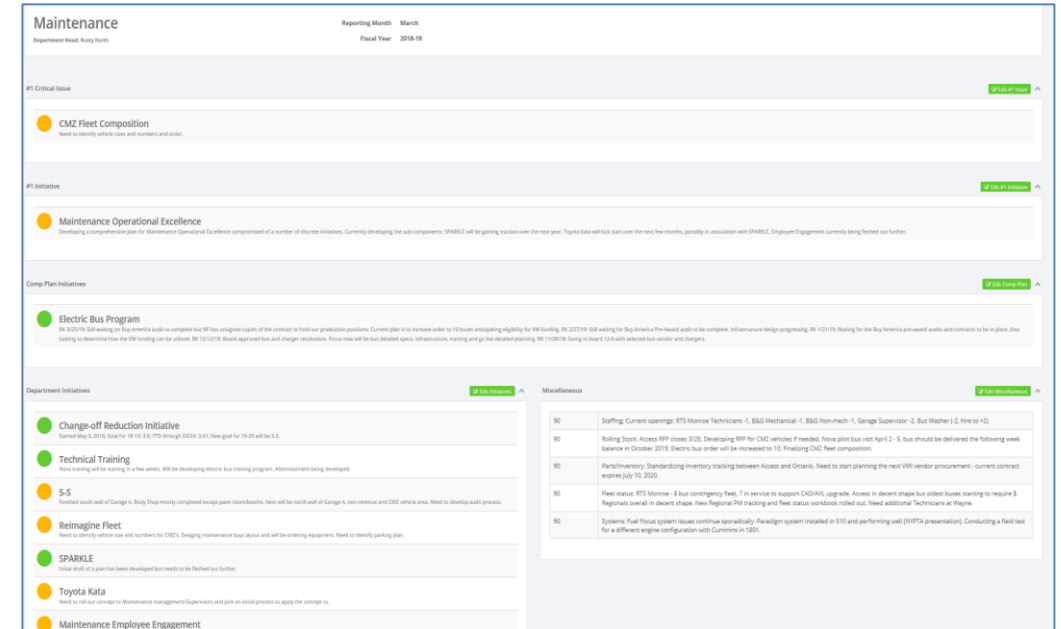
# Levels of Performance Measurements

TOPS

- Transit Organization Performance Scorecard
- High level critical performance indicators
- Impacted by various DPIs

DPI

- Department Performance Indicators
- Specific to each department
- Demonstrates department's performance on controllable metrics
- Impacts other organizational performance metrics



- Over 250 metrics across 29 areas / departments / companies
- All DPIs and their measurement methodology is documented and published on the RTS intraweb
- Documentation generally includes:
  - Criteria
  - Method for calculating the goal and TOPS points
  - Data collection method
- Each DPI is reviewed and updated annually
- Published web-based dashboards for each of the areas graphically display each DPI

**RTS OTP PROCEDURES FOR RTS MONROE**

Version 4  
Effective: April 10, 2018  
Revised: 04/11/2020  
Approved: 04/11/2020

Prepared in accordance with the policy management system (PMS). For the latest version of the policy management system (PMS), visit the [RTS website](#) and click on the Policies and Procedures link.

This document explains the collection and calculation procedures for the On-Time Performance metric at RTS Monroe. These measurements support the Service Performance Index of the Quality Service Delivery strategic pillar. See [Measuring Service Quality for TOPS on the intraweb](#) at Policies & Procedures (<http://policymanager/default.aspx>).

**1.0. Criteria**

Service to Measure	Total Sample	Valid Data	Window
Fixed Route	Monday - Sunday	Departure time	2:00 minutes Early to 5:00 minutes Late

RTS Monroe is departure based. The time points are not calculated until departure at a certain location.

Technology	Data Sources	Other Sources of Reporting
<ul style="list-style-type: none"> <li>OrbCAD application and report</li> <li>Communications technology on buses</li> <li>Tranpex applications FX, OPS, PASS</li> </ul>	<ul style="list-style-type: none"> <li>GPS timestamps and tracking of all time points</li> <li>Schedules and routes</li> <li>Work assignments</li> <li>PowerBI</li> </ul>	<ul style="list-style-type: none"> <li>16 Crystal Reports</li> <li>RADIAN Website <a href="http://rtsewebtest01.8888/OTPNormalView.aspx">http://rtsewebtest01.8888/OTPNormalView.aspx</a></li> <li>Route and Schedule Adherence by Route Report</li> </ul>

**2.0. Goals and Scorecard Points**

In the scorecard, Service Quality will be worth 30 of 100 points in Quarters 1 & 3, and 25 of 100 points in Quarters 2 & 4. The quarterly score includes all operations units. Below are the goals and ranges assigned to RTS Monroe.

Quarter 1 and Quarter 3	Quarter 2 and Quarter 4
27.95 points	23.29 points
Point Range: 19.56 min. to 36.33 max.	Point Range: 16.30 min. to 30.28 max.
Average Annual Average Goal: 90.75%	
Quarter 1 90.50%	Quarter 2 90.50%
Quarter 3 90.50%	Quarter 4 91.50%
Goal Range: 90.50% to 91.50%	

**3.0. Collecting and Calculating Time Points**

RTS Monroe uses a computer aided dispatch and automatic vehicle location (CAD/AVL) system called OrbCAD. On-board GPS and radio equipment broadcast the real-time location (time point) of the bus. The system logs actual time points against the scheduled fixed route time points. The information goes to the OrbCAD Long Term Database. The OrbCAD LTDB is the source that connects to the Enterprise Datawarehouse and Business Intelligence tool, PowerBI. The extract, transform, and load (ETL) process occurs daily in the early morning hours, typically before 8am. Once the ETL process runs and PowerBI is updated, the OTP is available in the reporting layer. PowerBI is considered the single source for RTS Monroe OTP results. The reporting includes values for total time points, the number of early timepoints, the percent early, the average minutes early, the number of late timepoints, the percent late, the average minutes late, and the percent normal (on-time).

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**3.1. Process**

A. Enterprise Datawarehouse & Business Intelligence tool (PowerBI)

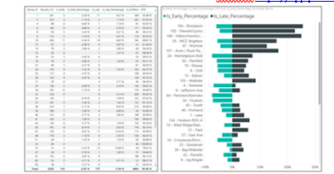
- Developed reports are updated with daily data.

B. Business Analyst II

- Quarterly, enter the percent normal (on-time) into the TOPS Monthly Data score sheets on the Analytics drive.

**3.2. Route & Schedule Adherence by Route Daily Report**

Measurement of Route RSA is located within [PowerBI](#) <https://app.powerbi.gov.us>

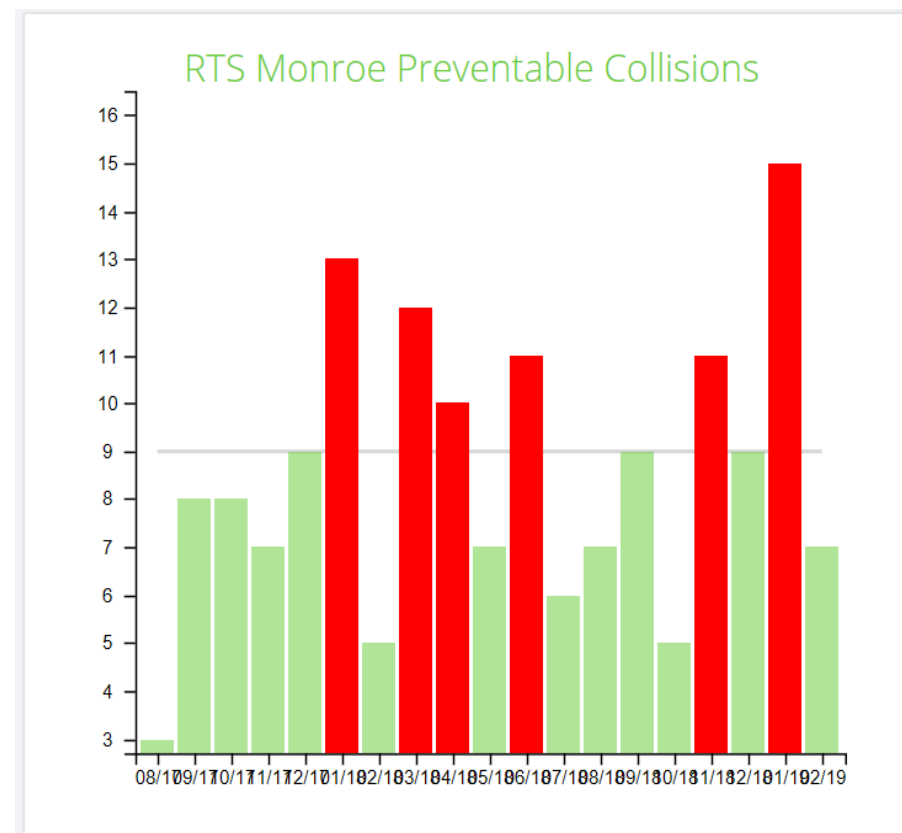


**3.3. Daily Route Schedule Adherence**

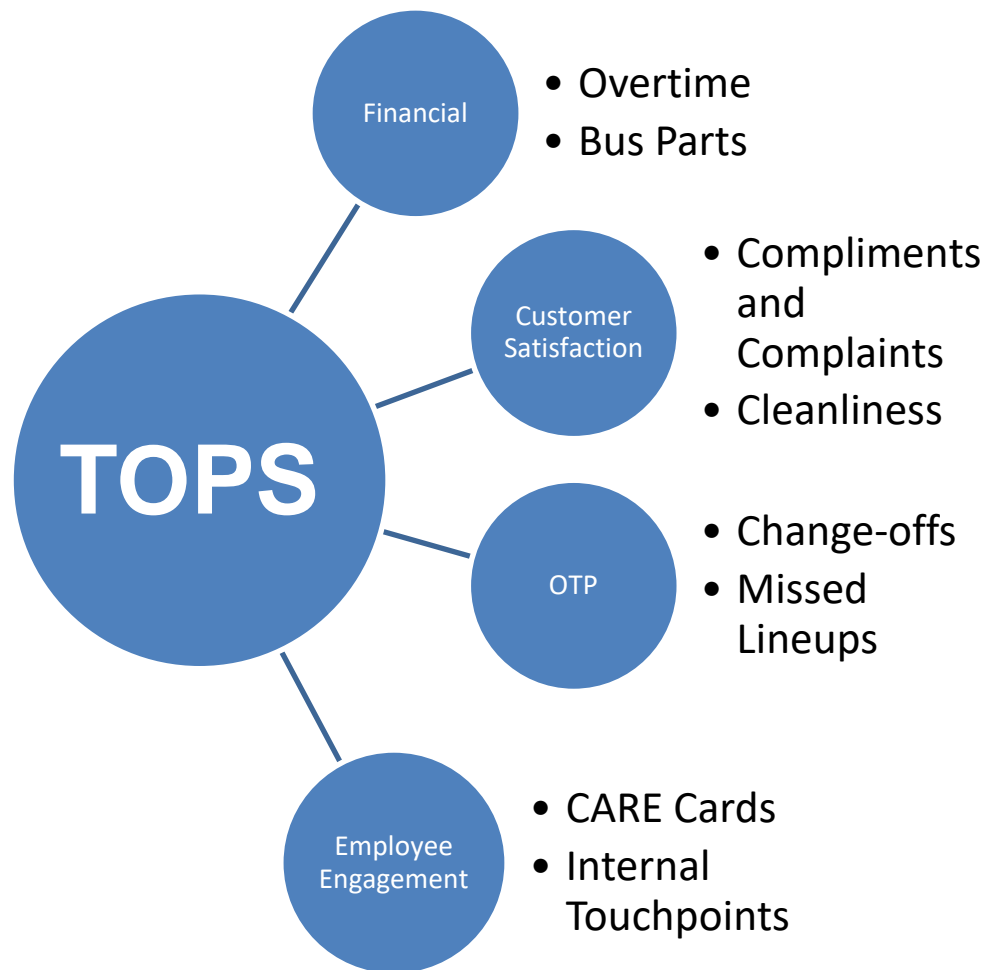
Measurement of daily RSA is located within [PowerBI](#) <https://app.powerbi.gov.us>

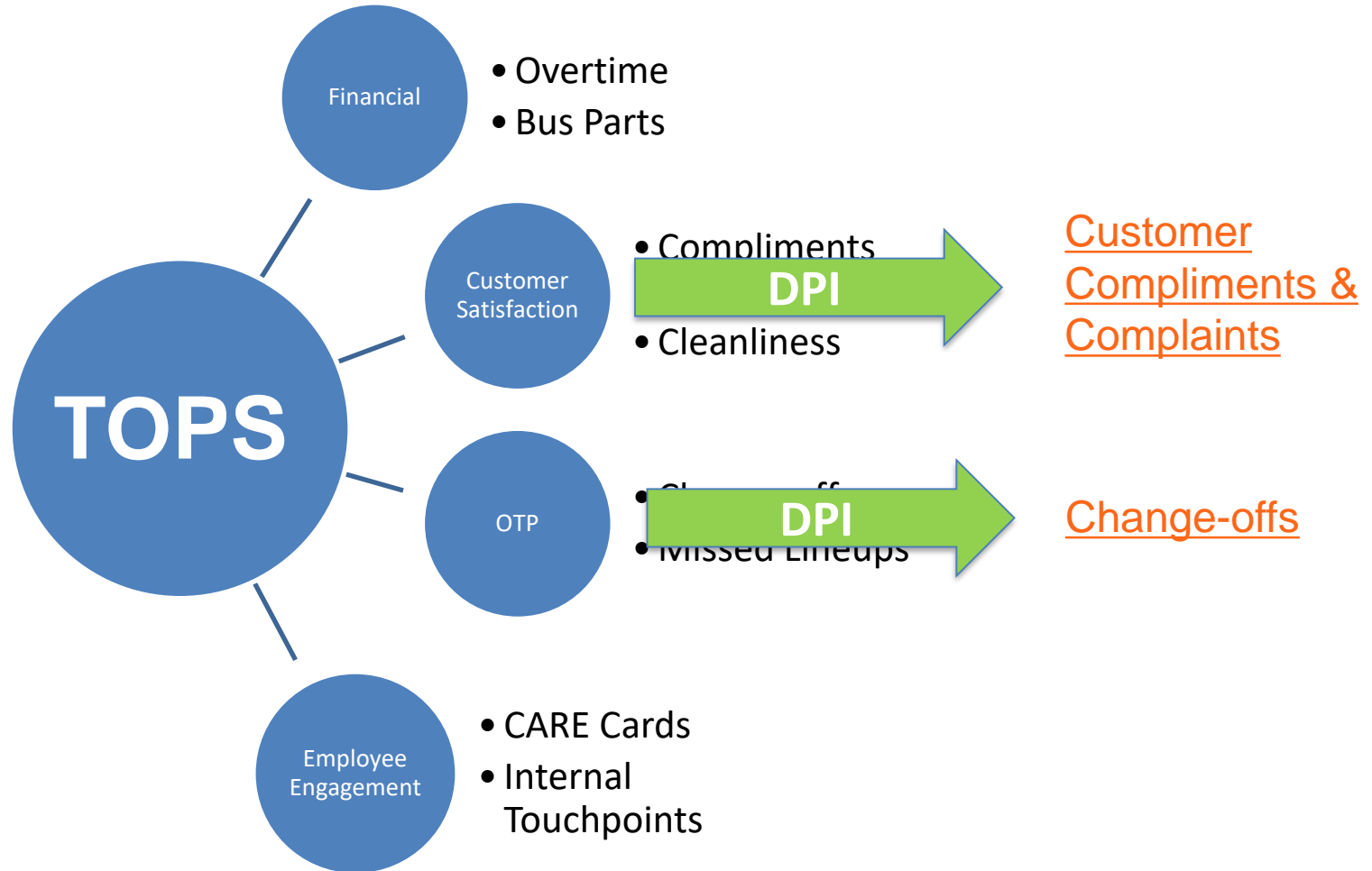
Date	Record_Cnt	Early %	Lt_Early	Late %	Lt_Late	OTP
Saturday, February 9, 2019	2572	-1.44 %	37	3.38 %	87	95.18 %
Sunday, February 10, 2019	1953	-1.28 %	25	2.20 %	43	96.52 %
Monday, February 11, 2019	5092	-1.96 %	100	-4.42 %	225	93.62 %
Tuesday, February 12, 2019	4958	-0.85 %	42	-0.08 %	797	93.02 %
Wednesday, February 13, 2019	5134	-1.38 %	71	11.71 %	601	86.91 %
Thursday, February 14, 2019	5184	-1.75 %	91	6.55 %	340	91.70 %
Friday, February 15, 2019	5196	-1.75 %	91	-4.45 %	232	93.78 %
Saturday, February 16, 2019	2570	-1.32 %	34	2.80 %	72	95.86 %
Sunday, February 17, 2019	1930	-1.35 %	26	2.28 %	44	96.37 %
Monday, February 18, 2019	5225	-2.91 %	155	3.39 %	177	93.65 %
Tuesday, February 19, 2019	3	0 %	0	0 %	0	100.00 %
Total	75607	-1.58 %	1194	6.19 %	4679	92.23 %

- **Mix in level of detail and maturity amongst different DPIs**
  - Ex: Change Offs vs. Transit Center Backups
- **Different types of metrics**
  - Department centric
  - Cross departmental
  - Leading vs. Lagging indicators
  - Direct vs. Indirect impact on TOPS
- **Frequency and evaluation of each metric varies between metrics**
  - Ex: OTP vs. Customer Satisfaction



# Relation to TOPS: DPIs and TOPS Pillars





# Customer Satisfaction: Customer Compliments and Complaints

*Presented by: Chris Dobson,  
VP of Transportation Services*

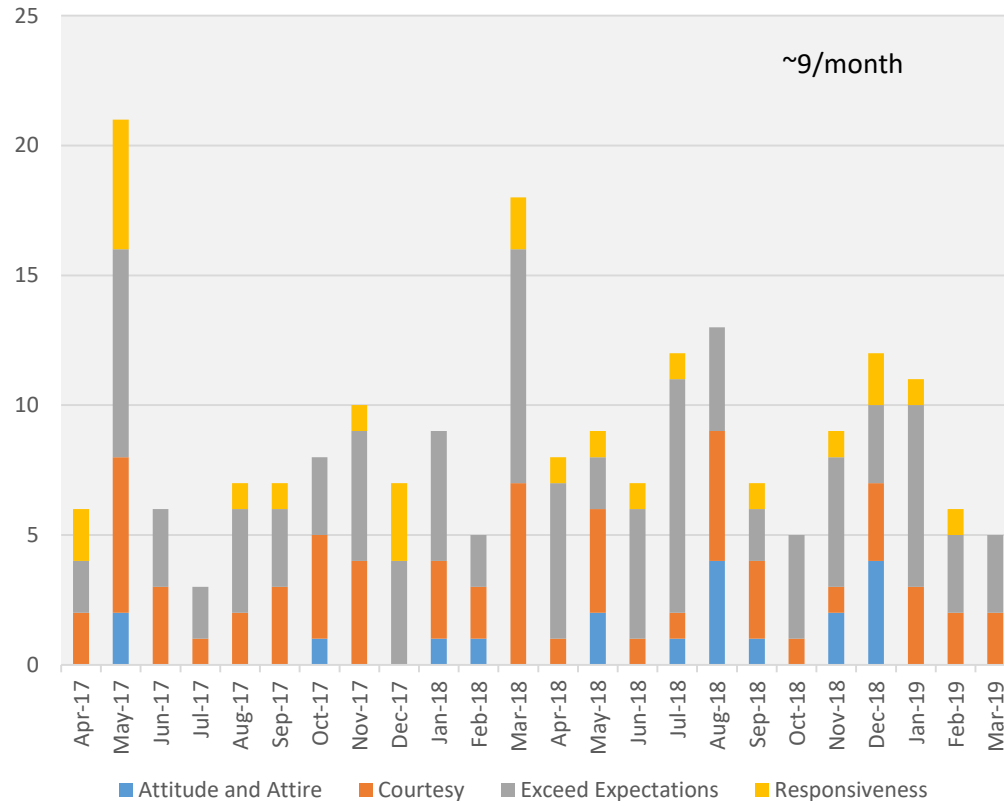
# Customer Satisfaction: Customer Compliments and Complaints

- **Tracked in the Customer Relationship Management (CRM) system since July 2017, transformational in obtaining the voice of the customer.**
- **Reviewed on daily basis by the appropriate Department**
  - Complaint data is used to identify areas where further action is needed
  - Compliment data, tracked by individual C.A.R.E. attribute, is used to reinforce positive behaviors
- **Having this data allows us to take actions that can positively impact our Net Promoter Score (NPS)**

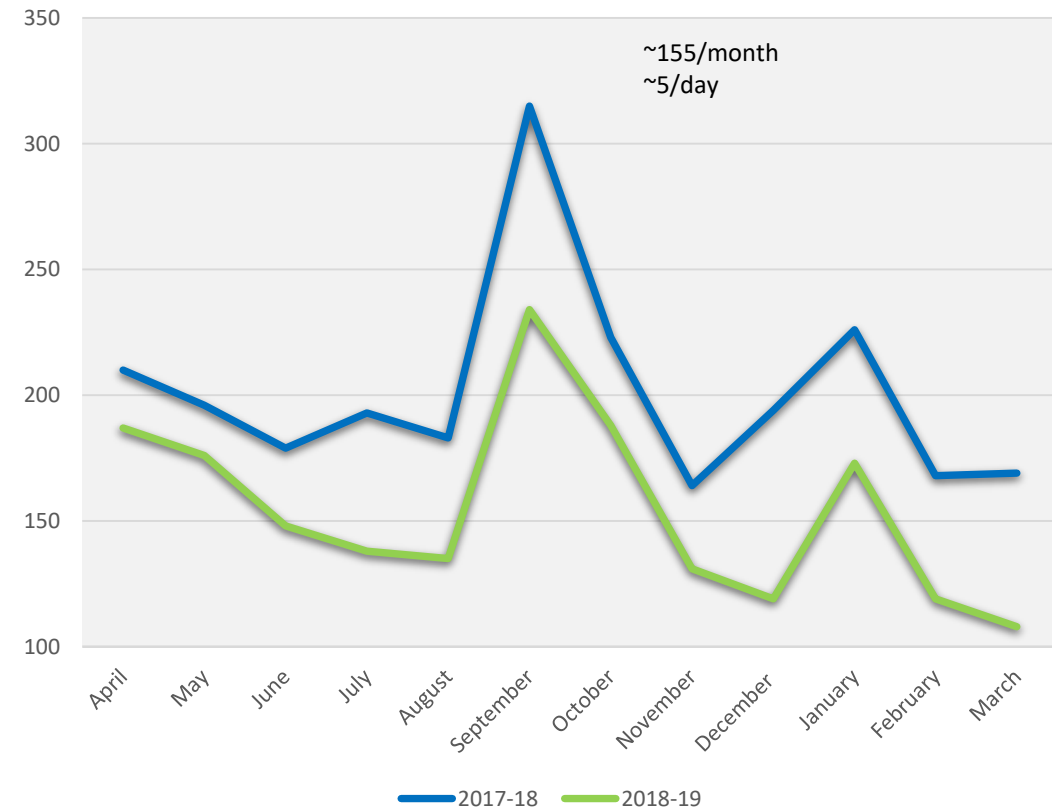


# Customer Satisfaction: Bus Operator and Transit Center

**Customer Compliments**

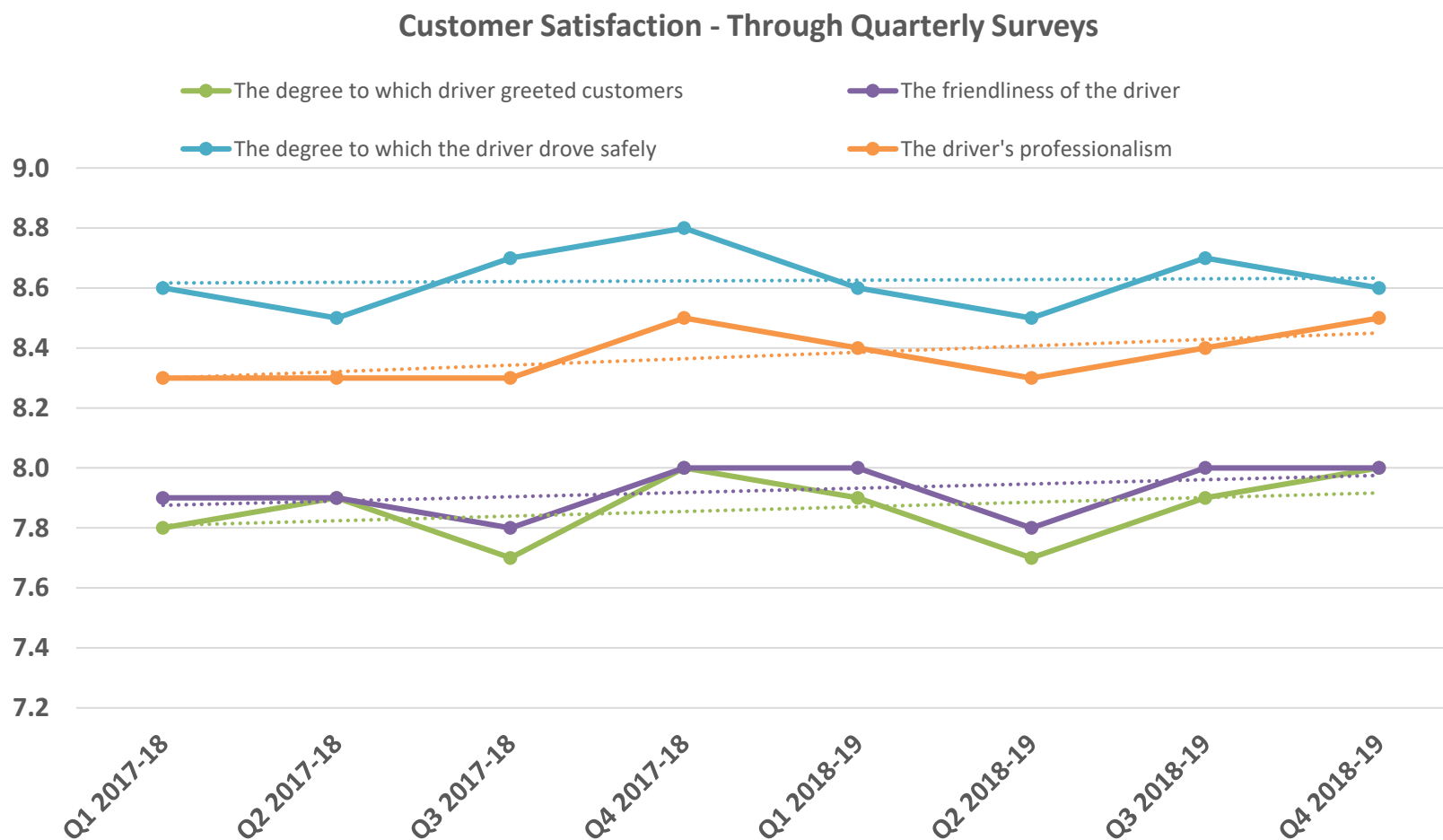


**Customer Complaints**



# Customer Satisfaction: Bus Operator Attribute Trends

- Improvement in customer ratings through quarterly on-board surveys



# Customer Satisfaction: Summary

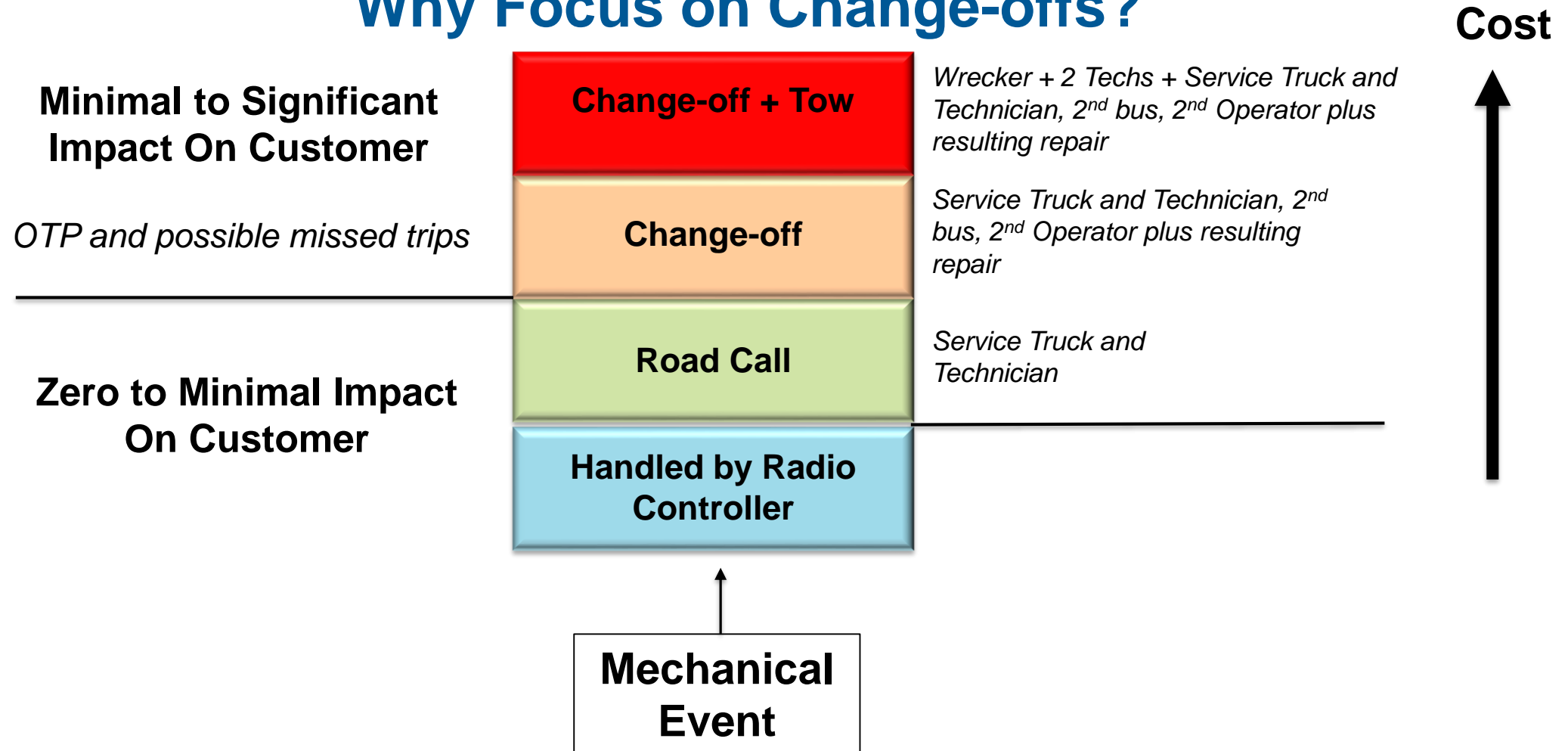
- Trends in customer compliments and complaints have improved in parallel with our NPS.
- We now have actionable data that we can use in near real-time to have conversations to reinforce positive behaviors or have impactful corrective discussions.
- Data can be and has been used to develop tailored training topics for bus operator in-service training.
- Through the collection, analysis, and application of customer feedback at the frontline level we will continue to identify opportunities to support an improved NPS.

# OTP and Customer Satisfaction: Change-Offs

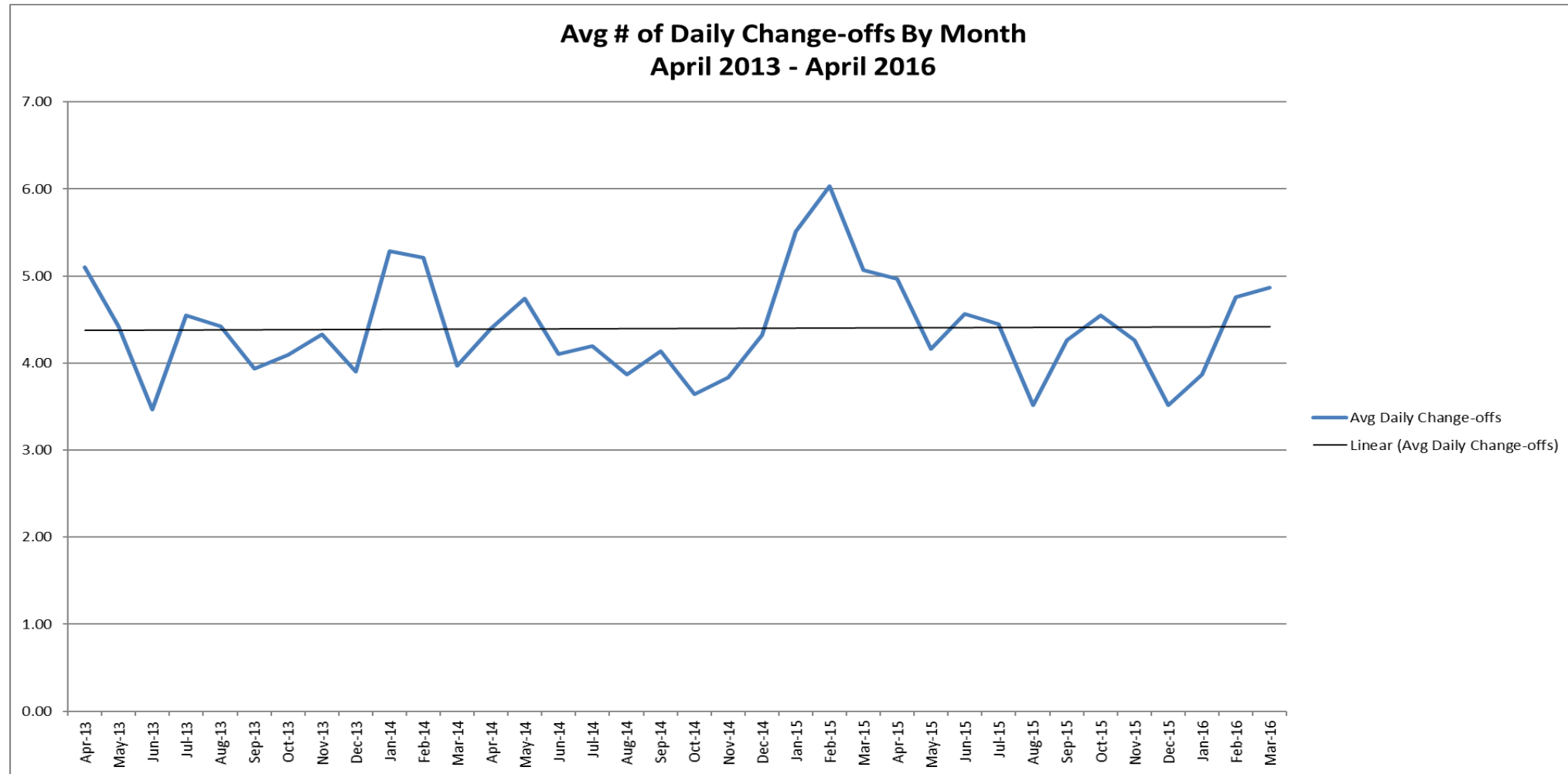
*Presented by: Rusty Korth,  
VP of Maintenance*

# OTP and Customer Satisfaction: Change-Offs

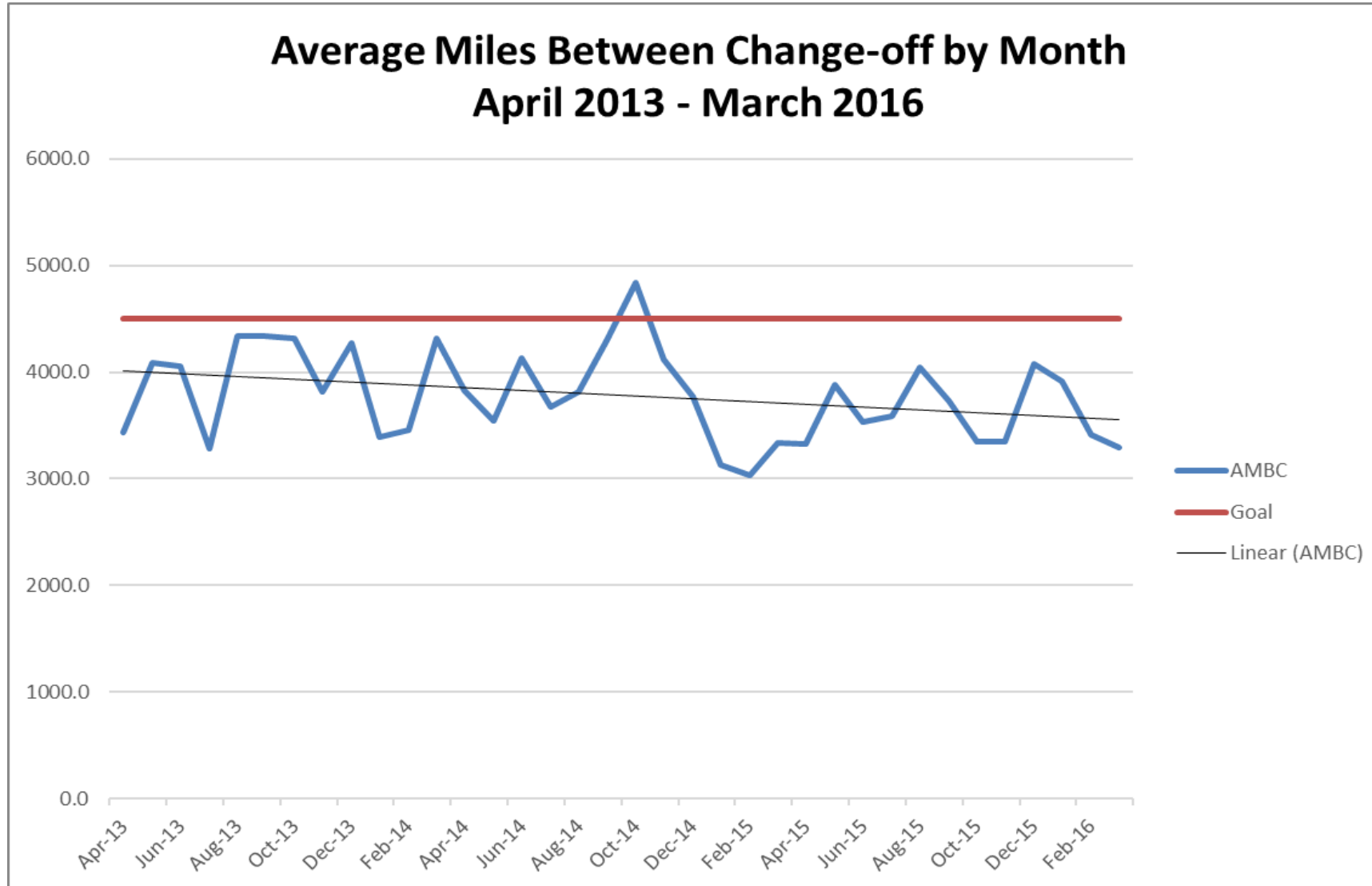
## Why Focus on Change-offs?



# OTP and Customer Satisfaction: Change-Offs Historical Trends



# OTP and Customer Satisfaction: Change-Offs Historical Trends



# OTP and Customer Satisfaction: Change-Offs Process Improvement Activities

NTF	2016-2017 Total	% of Total
(all reasons)	251	15.8%
Two-peats	2016-2017 Total	% of Total
(all reasons)	149	9.4%
Change-off Reason	2016-2017 Total	% of Total
Engine-coolant	298	18.7%
Farebox/Radio	148	9.3%
Body	132	8.3%
Misc	129	8.1%
Engine-oil, etc.	127	8.0%
Brakes	107	6.7%
Engine-DPF	94	5.9%
Transmission	76	4.8%
Heat/AC	74	4.7%
Electrical control modules	66	4.1%
Doors	62	3.9%
Lights	57	3.6%
Exhaust	53	3.3%
Suspension	45	2.8%
Electrical charge/start	43	2.7%
Axle/Steering	31	1.9%
Signs	24	1.5%
Ramp/Lift	23	1.4%
Fire Supression	2	0.1%
<b>Total Categorized Change-offs</b>	<b>1591</b>	<b>100.0%</b>

15.8% of all mechanically-related change-offs result in "No Trouble Found" by Technicians

9.4% of all mechanically-related change-offs are Two-peats

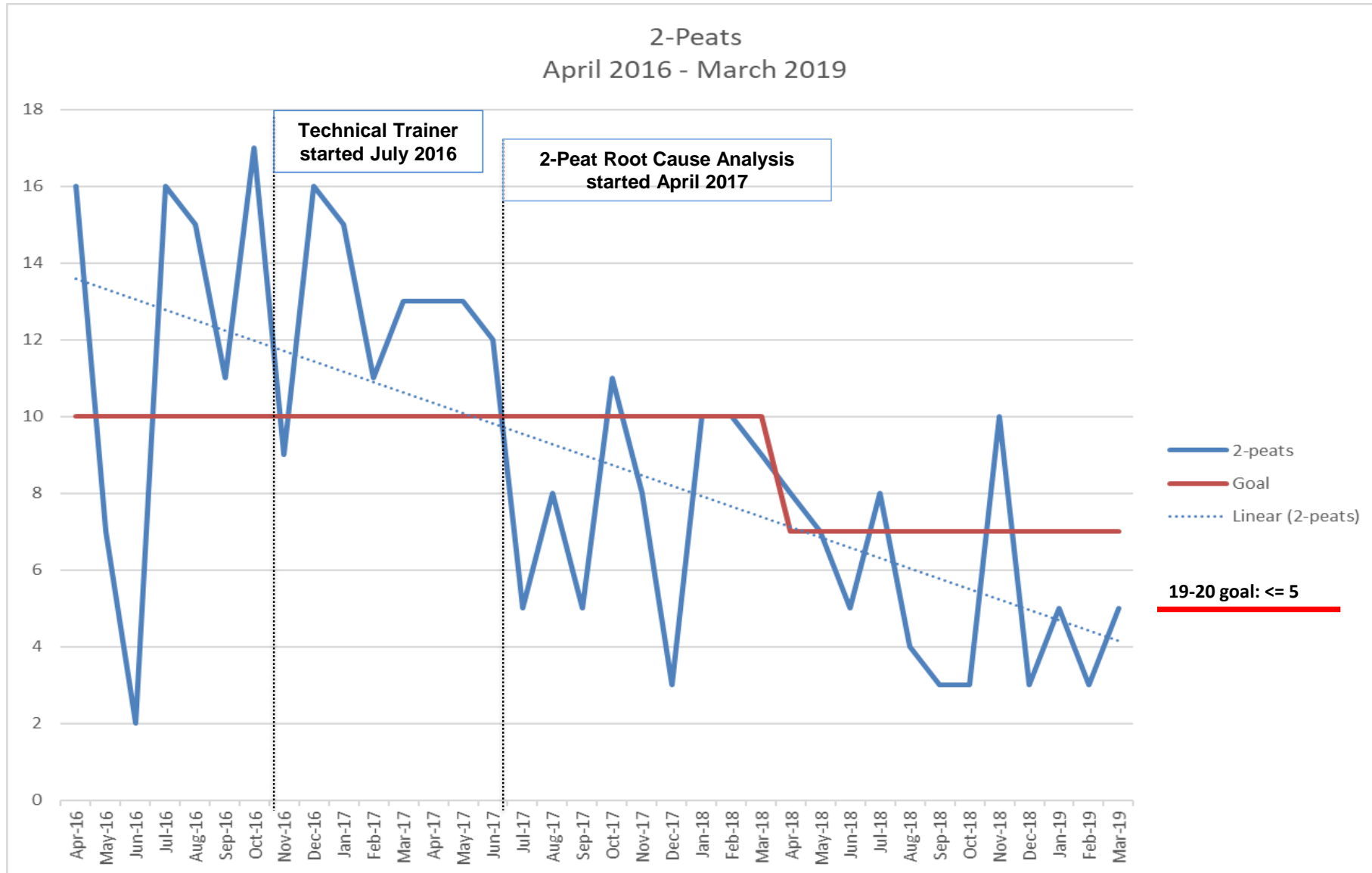
Engine cooling system issues account for 18.7% of all mechanically-related change-offs, twice as many as the next category.

These 3 categories focused our process improvement activities for 2017 - 2019:

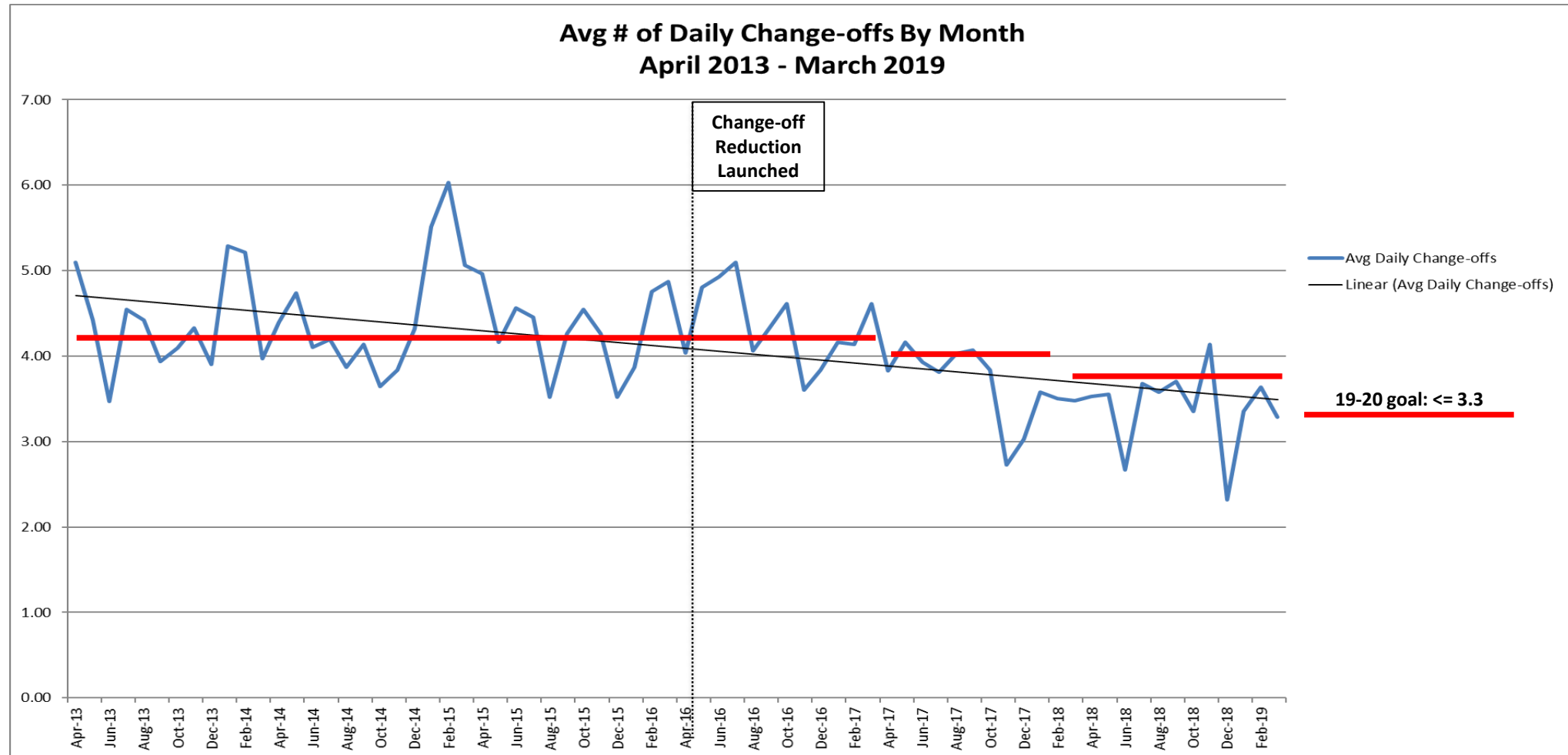
- Increased cooling system preventative maintenance activities
- 2-peat root cause analysis
- Feedback loop to Technicians, Radio Control, Operators



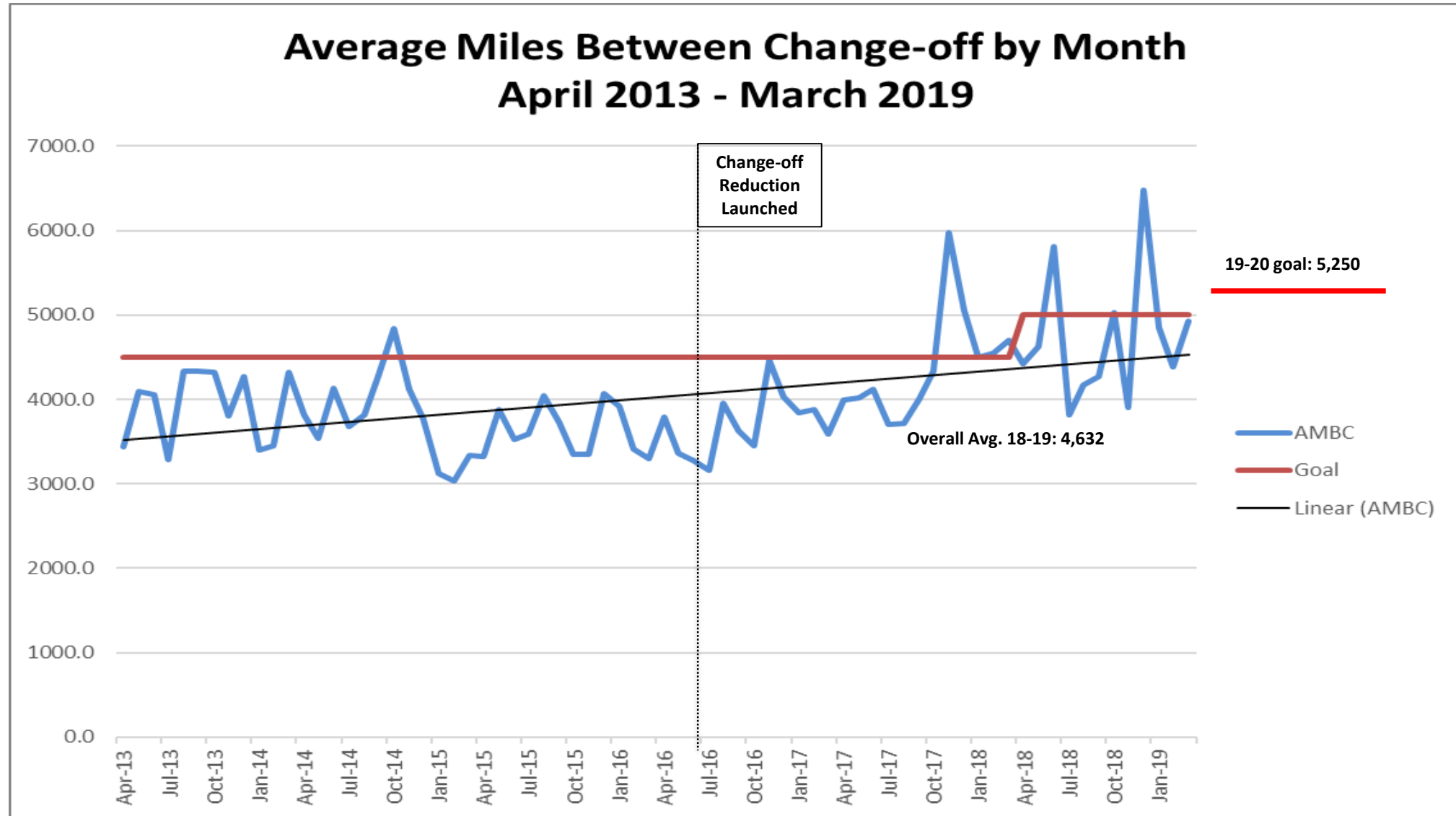
# OTP and Customer Satisfaction: Change-Offs Impact of Process Improvements



# OTP and Customer Satisfaction: Change-Offs Impact of Process Improvements



# OTP and Customer Satisfaction: Change-Offs Impact of Process Improvements



# Change-Offs: Summary

- Trends in change-offs have improved in parallel with OTP and NPS.
- The data we have allows us to minimize the negative impacts of change-offs to our cost of providing service and our customer's overall experience and ability to arrive on-time to their destination.
- Data can be and has been used to develop tailored training topics for ongoing maintenance training.
- As the data matures, we continue to look for ways to further refine our performance to support improved OTP and NPS.

- The high-level performance indicators we measured through TOPS are impacted by the many DPIs that we track.
- DPI's are adjusted when we identify gaps in areas such as customer satisfaction, service excellence and employee engagement, and determine that more work needs to be done.
- Its important to continue to listen to our customers, employees and governing bodies to determine the critical performance indicators to be measured.

# Chief Executive Officer Report

- TOPS Report
- Project Highlight
- Miscellaneous



## RTS Wayne Employee Appreciation Dinner April 8<sup>th</sup> 2019



## **RTS Orleans Employee Appreciation Dinner** **April 17<sup>th</sup> 2019**





## Congressman Morelle visits RTS

April 23<sup>rd</sup> 2019



## Reimagine RTS Public Hearing April 25<sup>th</sup> 2019



**Greater Rochester Quality Council (GRQC)  
Performance Excellence Awards Honorees  
May 8<sup>th</sup> 2019**

Through the award program, GRQC seeks to discover, recognize and learn from high performing organizations in the Greater Rochester area.

**Awards will be presented in three categories:**

- Team Excellence
- Operations Excellence
- Customer Excellence





**RBJ Wealth of Health Award Finalist**  
**June 4<sup>th</sup> 2019**

**2018 – RBJ Wealth of Health Award Top Employer Award Recipient**

**2017 – RBJ Wealth of Health Award Top Employer Award Recipient**

**2016 – RBJ Wealth of Health Award Finalist**

**2015 – RBJ Wealth of Health Award Finalist**



# Miscellaneous

- Presented to Leadership Rochester
- The Bus Coalition Board Call
- RTS/DHS Ridership Meeting
- Reimagine RTS Fare Info Session at Transit Center
- Met with Dr. Anne Kress about MCC Service
- APTA Transit CEO Conference
- Met with County Executive Dinolfo on Reimagine RTS
- Attended Mayor Warren's 2019 State of the City Address
- Federal Lobbying in Washington, DC
- CMAQ grants in the amount of \$6.8M awarded for Microtransit, Vanpool and Bikeshare
- United Way Campaign Kick-off
- Met with Rochester DPW Commissioner Norm Jones
- Met with members of the Hinge Neighbors Inc.
- Attended the Greater Rochester Chamber of Commerce Policy Matters: Meet the Legislators

# Financial Report

*Presented by: Scott Adair, CFO*

**RGRTA - Consolidated Budget Status Report - FY 2018-2019**  
**As of 3/31/19 (In Thousands)**

## Financial Report

<u>Revenues</u>	<u>Amended Budget 2018-19</u>	<u>Un-Audited 3/31/2019</u>	<u>Budget Variance</u>
Total Locally Generated	\$ 28,280	\$ 28,334	\$ 54
Total Government Subsidies	\$ 57,542	\$ 56,632	\$ (911)
Mortgage Tax	\$ 11,001	\$ 10,662	\$ (339)
<b>Grand Total Revenue</b>	<b>\$ 96,823</b>	<b>\$ 95,628</b>	<b>\$ (1,195)</b>
<u>Expenses</u>			
<b>Personnel</b>			
Salary & Wages	\$ 42,694	\$ 42,834	\$ (141)
Fringe Benefits	\$ 28,477	\$ 27,305	\$ 1,172
<b>Total Personnel</b>	<b>\$ 71,171</b>	<b>\$ 70,139</b>	<b>\$ 1,032</b>
<b>Non-Personnel</b>			
Services	\$ 7,948	\$ 7,127	\$ 821
Fuel/Lubricants	\$ 5,035	\$ 5,237	\$ (202)
Parts	\$ 4,332	\$ 4,268	\$ 65
Other	\$ 8,336	\$ 7,963	\$ 374
<b>Total Non-Personnel</b>	<b>\$ 25,652</b>	<b>\$ 24,594</b>	<b>\$ 1,057</b>
<b>Grand Total Expenses</b>	<b>\$ 96,823</b>	<b>\$ 94,734</b>	<b>\$ 2,089</b>
<b>Net Income/Deficit From Operations &amp; Subsidies</b>	<b>\$ -</b>	<b>\$ 894</b>	<b>\$ 894</b>



**ROCHESTER  
GENESEE REGIONAL  
TRANSPORTATION  
AUTHORITY**

## **BOARD OF COMMISSIONERS AGENDA ITEM COVER SHEET**

Board Meeting Date:	May 2, 2019
Presenter:	David Belaskas
Subject:	Resolution Amending RGRTA 53-2018 Authorizing a Contract with Creighton Manning Engineering, LLP and Bergmann Associates, PC for Design and Construction Administration Services for the RTS Connection Hubs Project
Background:	<p>In December 2018, per Resolution RGRTA 53-2018, the RGRTA Board authorized a contract with Creighton Manning Engineering, LLP and Bergmann Associates, PC for design and construction administration services to construct three (3) Connection Hubs as part of the Reimagine RTS project.</p> <p>Connection Hubs will be at key locations around the recommended fixed route system where customers may transfer between multiple RTS bus routes or connect to other modes of transportation to reach their destinations.</p> <p>The project is expanding to include six additional Connection Hubs and seventeen transfer shelters requiring additional design and construction administration services.</p>
Financial Impact:	<p>Creighton Manning Engineering, LLP's contract will increase by \$233,092 from \$240,000 to \$473,092 and the Bergmann Associates, PC contract will increase by \$195,099 from \$183,130 to \$378,229.</p> <p>The contingency for justified orders on both contracts will remain at \$24,000 for a total authorized value of \$875,321.</p> <p>The cost of these services will be funded by a combination of Federal, State and Local sources.</p>
Recommendation:	That the Chief Executive Officer or his designee be authorized to execute contract amendments with Creighton Manning Engineering, LLP and Bergmann Associates, PC for Design and Construction Administration Services associated with the RTS Connection Hubs Project.

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## **Resolution: RGRTA 16-2019**

### **RESOLUTION AMENDING RGRTA 53-2018 AUTHORIZING A CONTRACT WITH CREIGHTON MANNING ENGINEERING, LLP AND BERGMANN ASSOCIATES, PC FOR DESIGN AND CONSTRUCTION ADMINISTRATION SERVICES FOR THE RTS CONNECTION HUBS PROJECT**

WHEREAS, in December 2018 the Rochester Genesee Regional Transportation Authority (the "Authority") authorized per Resolution RGRTA 53-2018 a contract for Design and Construction Administration Services for the RTS Connection Hubs Project in the Rochester, NY area; and

WHEREAS, the Authority sought proposals from firms by issuing a Request for Proposal (RFP) and publicly advertising for proposals in the Rochester Business Journal and the New York State Contract Reporter on August 17, 2018 and the Minority Reporter on August 21, 2018; and

WHEREAS, five (5) proposals were received on or before the September 21, 2018 deadline; and

WHEREAS, the services include Site Studies, Plans, Specifications and Cost Estimates, Shop Drawing and Permit Document Review, Bidding Phase Support Services, Construction Administration Services, Construction Inspection Services, Review Progress Payments and Change Orders, DBE Participation Tracking, Prepare and Implement Commissioning Plan, NYSOGS Code Compliance Documentation, including securing NYSOGS Construction Permit and NYSOGS Code Compliance Certification, and Project Closeout; and

WHEREAS, the Authority conducted a thorough evaluation of the proposals that were received and concluded that Creighton Manning Engineering, LLP and Bergmann Associates, PC submitted responsive proposals and their pricing was fair and reasonable; and

WHEREAS, the cost of these services were funded in the following manner: 80% Federal, 10% State and 10% RGRTA; and

WHEREAS, the cost for Creighton Manning Engineering, LLP services was \$240,000; and

WHEREAS, the cost for Bergmann Associates, PC services was \$183,130; and

WHEREAS, the Authority sought an additional \$24,000 for justified orders on both contracts resulting in a total authorization of \$447,130; and

WHEREAS, the RTS Connection Hubs Project is expanding to include seven (7) additional Connection Hubs and seventeen (17) transfer shelter requiring additional design and construction administration services.

WHEREAS, the cost for Creighton Manning Engineering, LLP services will increase by \$233,092 from \$240,000 to \$473,092; and

WHEREAS, the cost for Bergmann Associates, PC services increase by \$195,099 from \$183,130 to \$378,229; and

WHEREAS, the contingency for justified orders on both contracts will remain at \$24,000 for a total authorized value of \$875,321; and

WHEREAS, the cost of these services will be funded by a combination of Federal, State and local sources.

NOW, THEREFORE, BE IT RESOLVED, that the Chief Executive Officer or his designee is authorized to execute a contract amendment with Creighton Manning Engineering, LLP for Design Services and Construction Administration Services for the RTS Connection Hubs Project in the amount not to exceed \$233,092; and

FURTHER, BE IT RESOLVED, that the Chief Executive Officer or his designee is authorized to execute a contract amendment with Bergmann Associates, PC for Design Services and Construction Administration Services for the RTS Connection Hubs Project in the amount not to exceed \$195,099 and

BE IT FURTHER RESOLVED, the Chief Executive Officer or his designee is authorized to increase the value of the contracts by up to \$24,000 for justified orders on the contract resulting in the total authorization of \$875,321; 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 resolution.

### **CERTIFICATION**

The undersigned hereby certifies that the above is an excerpt from the Minutes of a Quarterly Meeting of the Rochester-Genesee Regional Transportation Authority, which was held on May 2, 2019 and that the Resolution is still in full force and effect.

---

Geoffrey Astles, Chairman

Date: May 2, 2019  
Rochester, New York

Resolution Amending RGRTA 53-2018 Authorizing Contract with  
Creighton Manning Engineering, LLP and Bergmann Associates, PC for  
Design and Construction Administration Services for the  
RTS Connection Hubs Project

RGRTA 16-2019

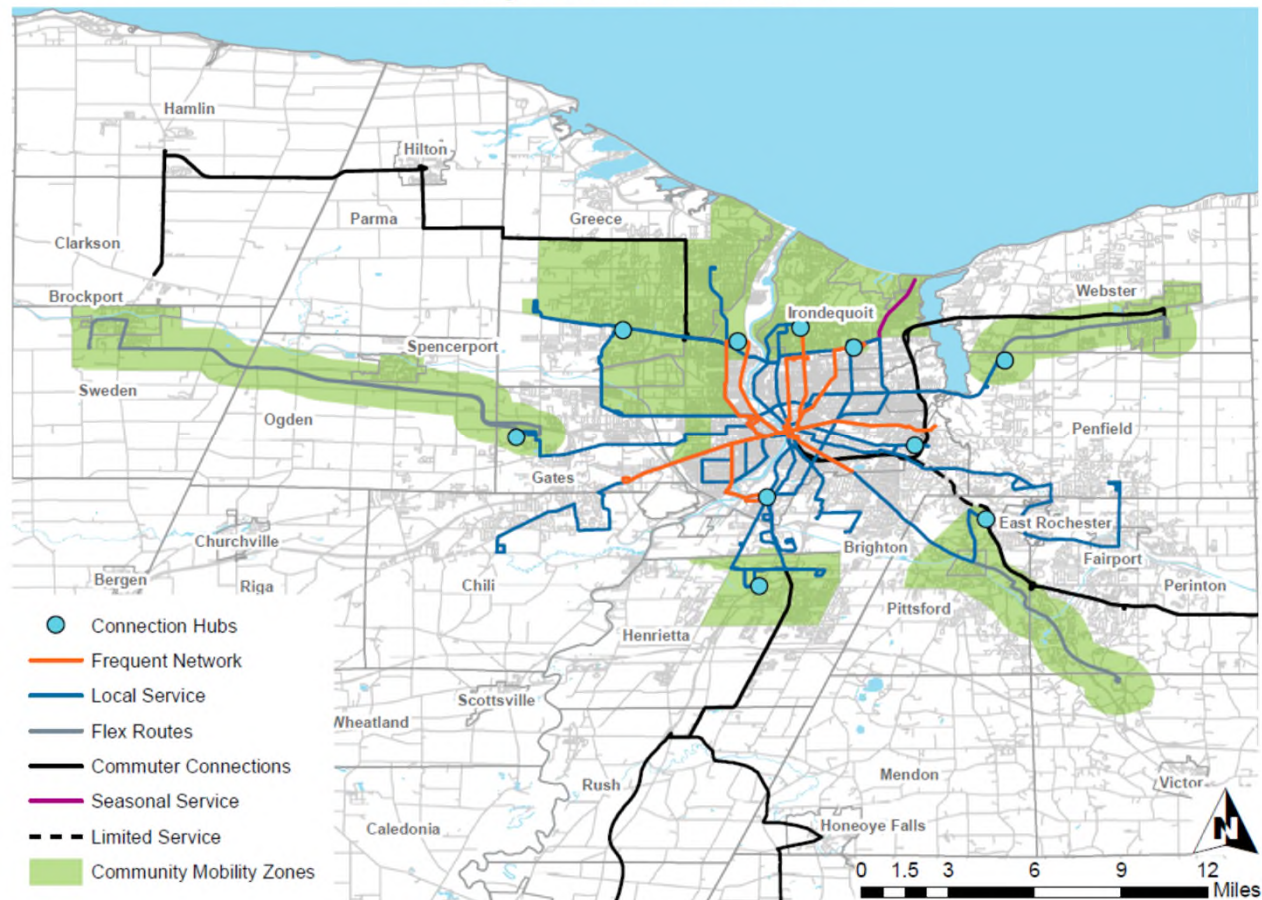
*Presented by David Belaskas, Director of Engineering & Facilities Management*

- This Board authorized the engagement of Creighton Manning Engineering, LLP and Bergmann Associates, PC in December 2018 for design and construction administration services to construct three (3) Connection Hubs as part of the Reimagine RTS project.
- The project is expanding to include six (6) additional Connection Hubs and seventeen (17) Transfer Shelters requiring additional design and construction administration services.

- Creighton Manning Engineering has completed conceptual designs of Blossom Loop, Greece/Lexington Avenue CMZ and Irondequoit CMZ.
- Bergmann Associates has completed conceptual designs for Irondequoit CMZ, Webster CMZ, Greece/Lexington Ave. CMZ, Brockport CMZ and Henrietta CMZ.
- The Authority seeks authorization to execute contract amendments with Creighton Manning Engineering, LLP and Bergmann Associates, PC to design the additional Connection Hubs and the Transfer Shelters and provide construction administration services during construction.

# Reimagine RTS Draft Service Plan

Reimagine RTS Draft Service Plan



# Connection Hubs





# Blossom Loop

## *Reimagine Route Structure*

### BLOSSOM LOOP - REIMAGINE RTS RECOMMENDED ROUTE STRUCTURE



#### KEY

Rt. 31 Park



Rt. 81 Fairport



Rt. 48 University



Connection Hub



#### DAILY BUS COUNT

Weekdays: 77

Weekends: 51



# Greece/Lexington Ave. CMZ

## *Reimagine Route Structure*



# Irondequoit CMZ

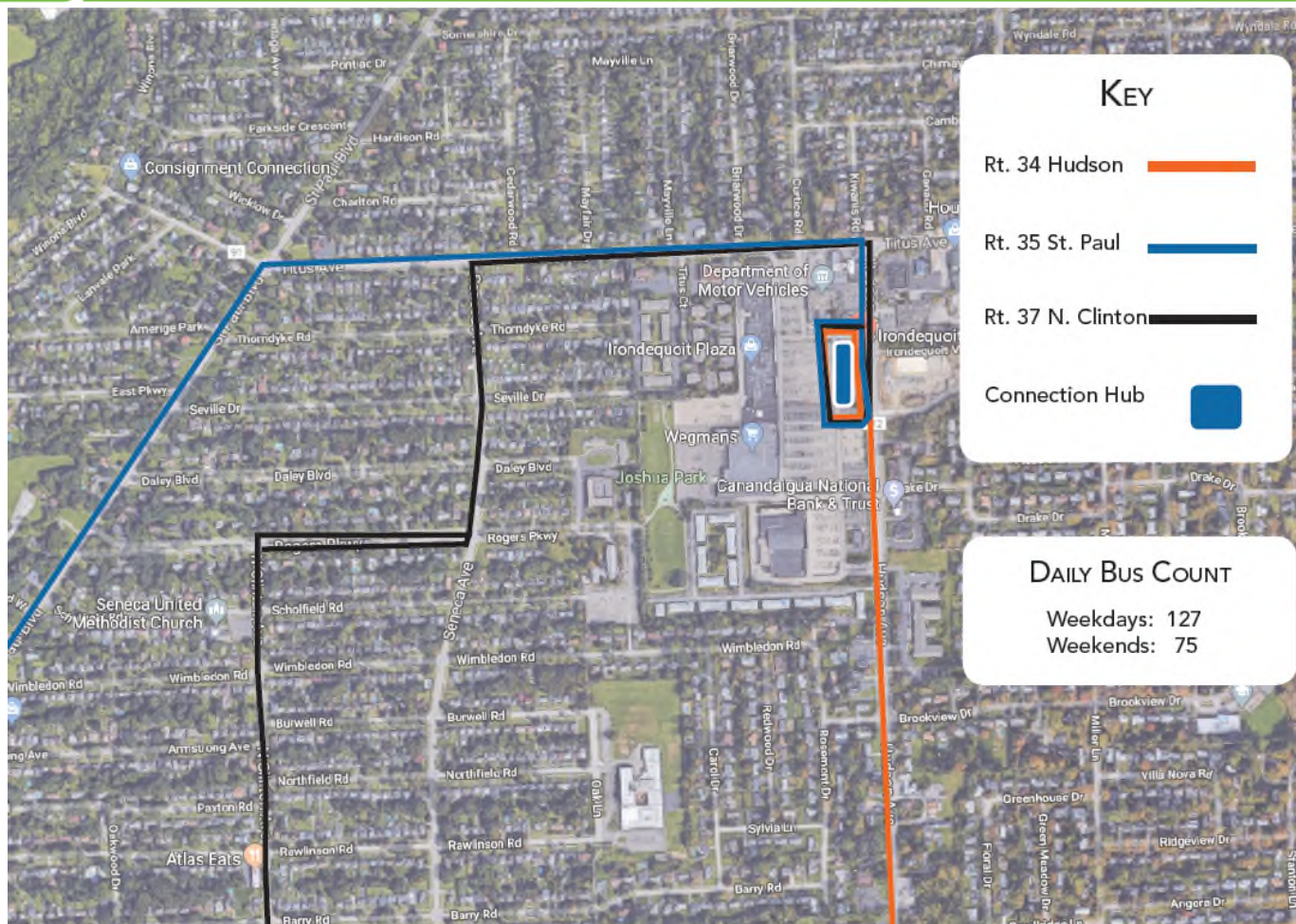
## Reimagine Route Structure





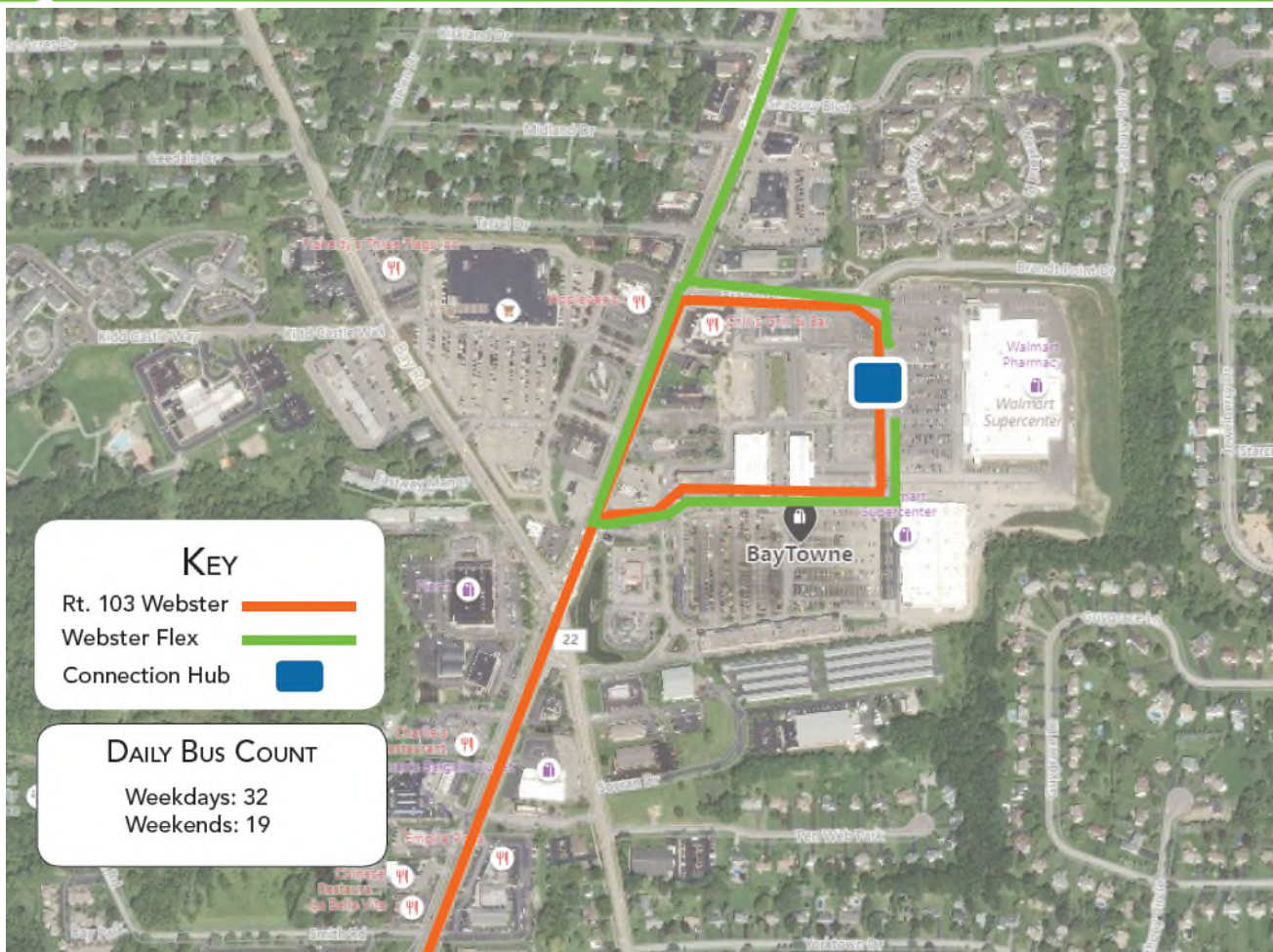
# Irondequoit CMZ

## *Reimagine Route Structure*



# Webster CMZ

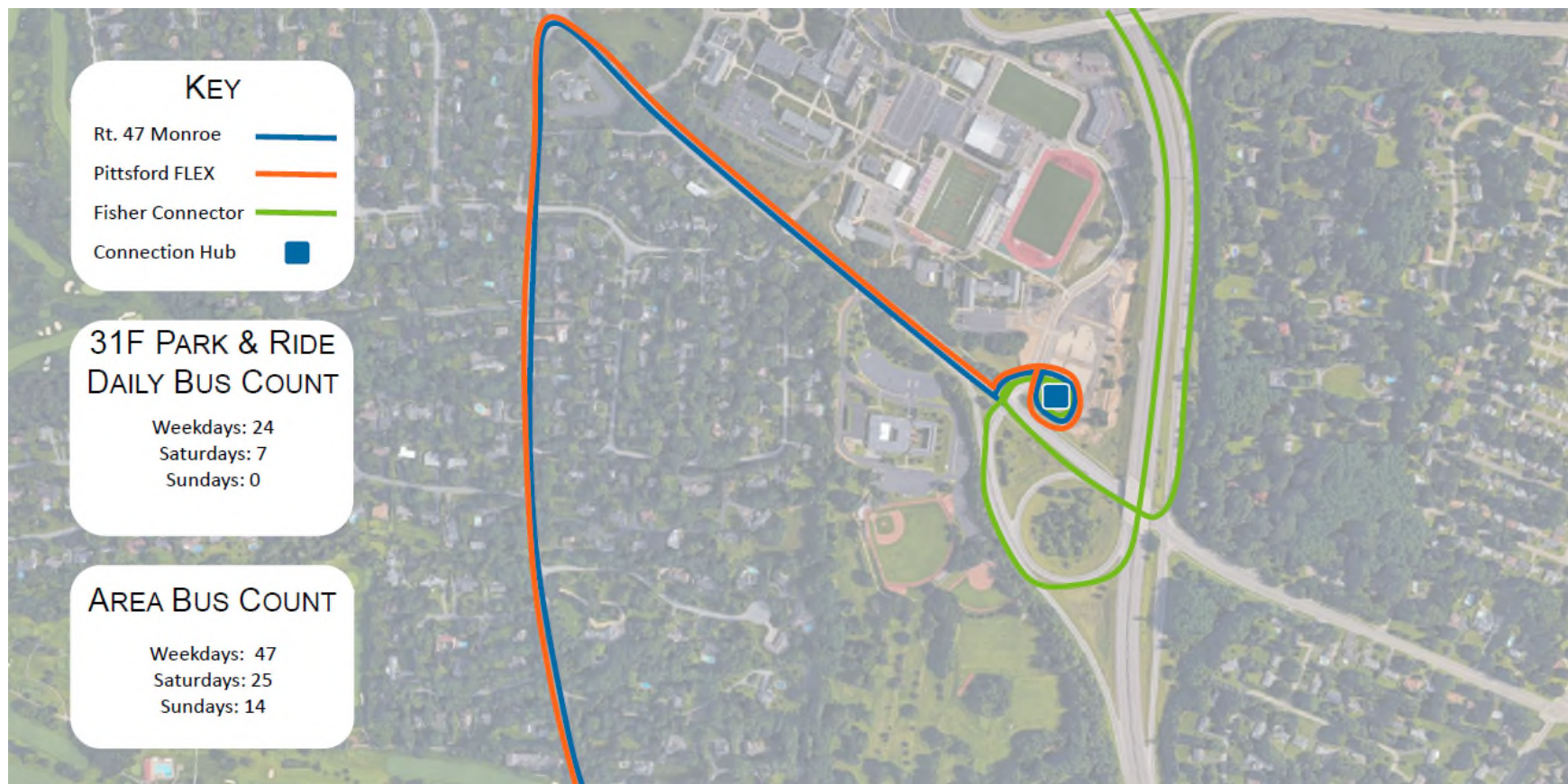
## Reimagine Route Structure





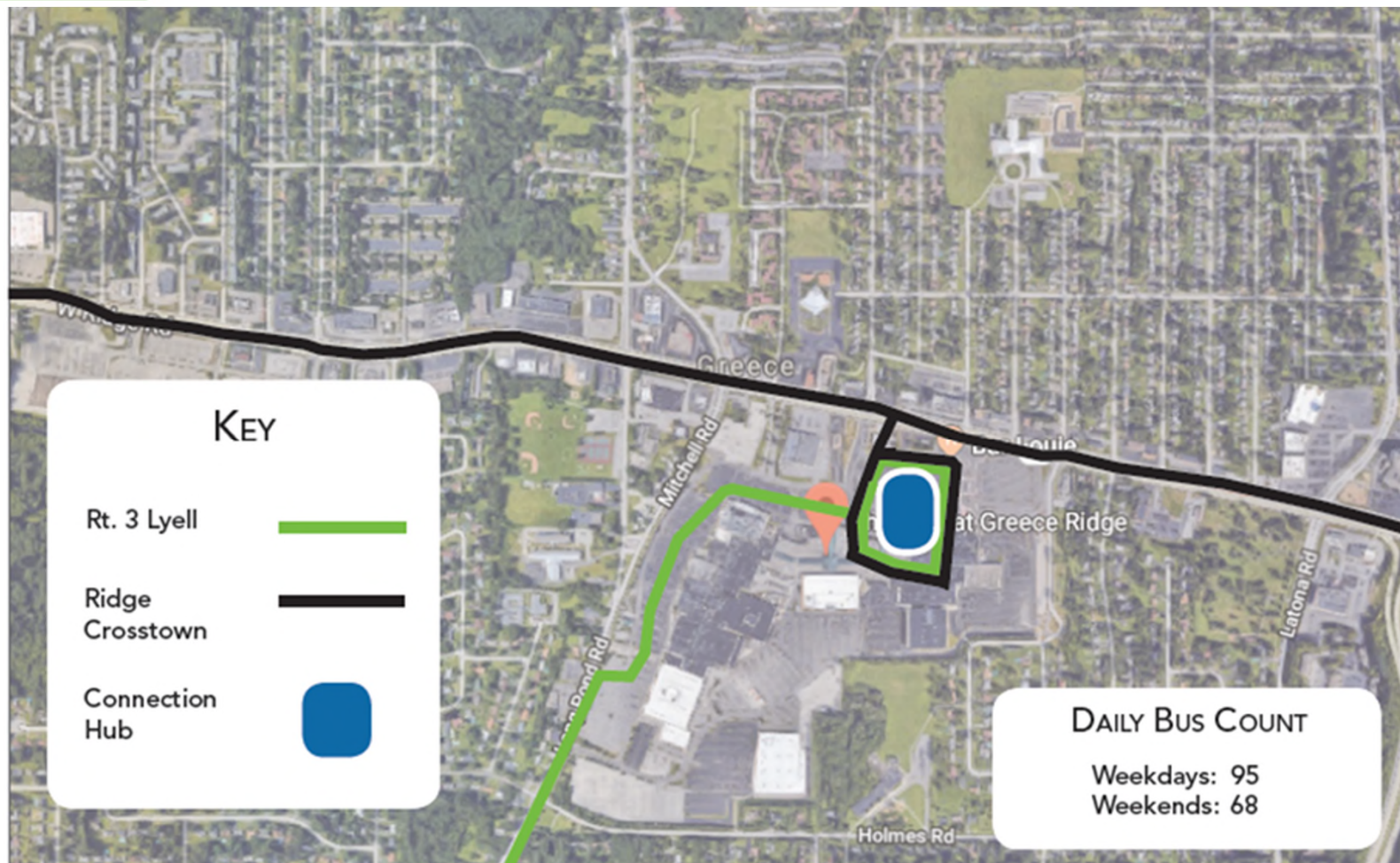
# Pittsford/Eastview Mall CMZ

## *Reimagine Route Structure*



# Greece/Lexington Ave. CMZ

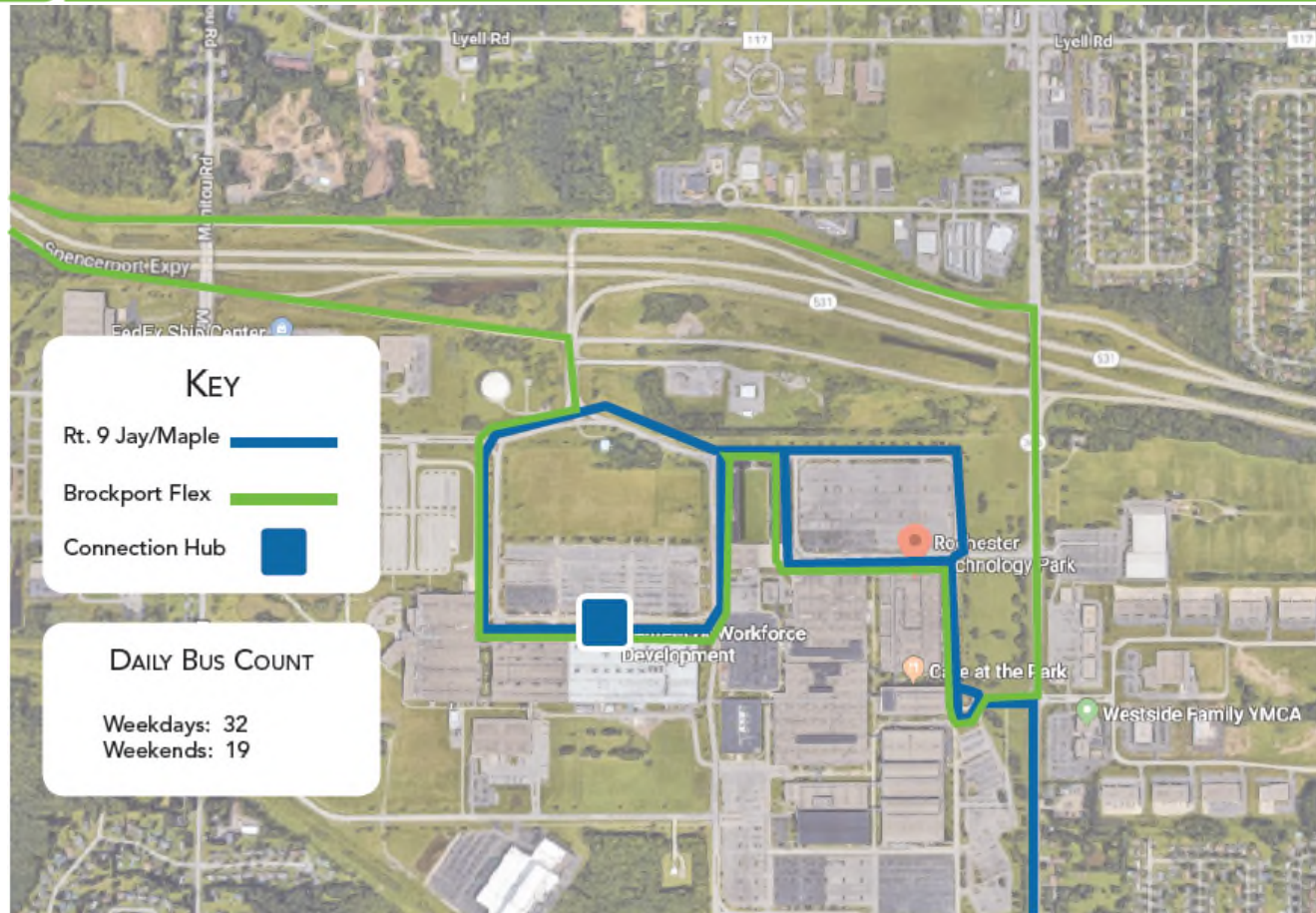
## *Reimagine Route Structure*





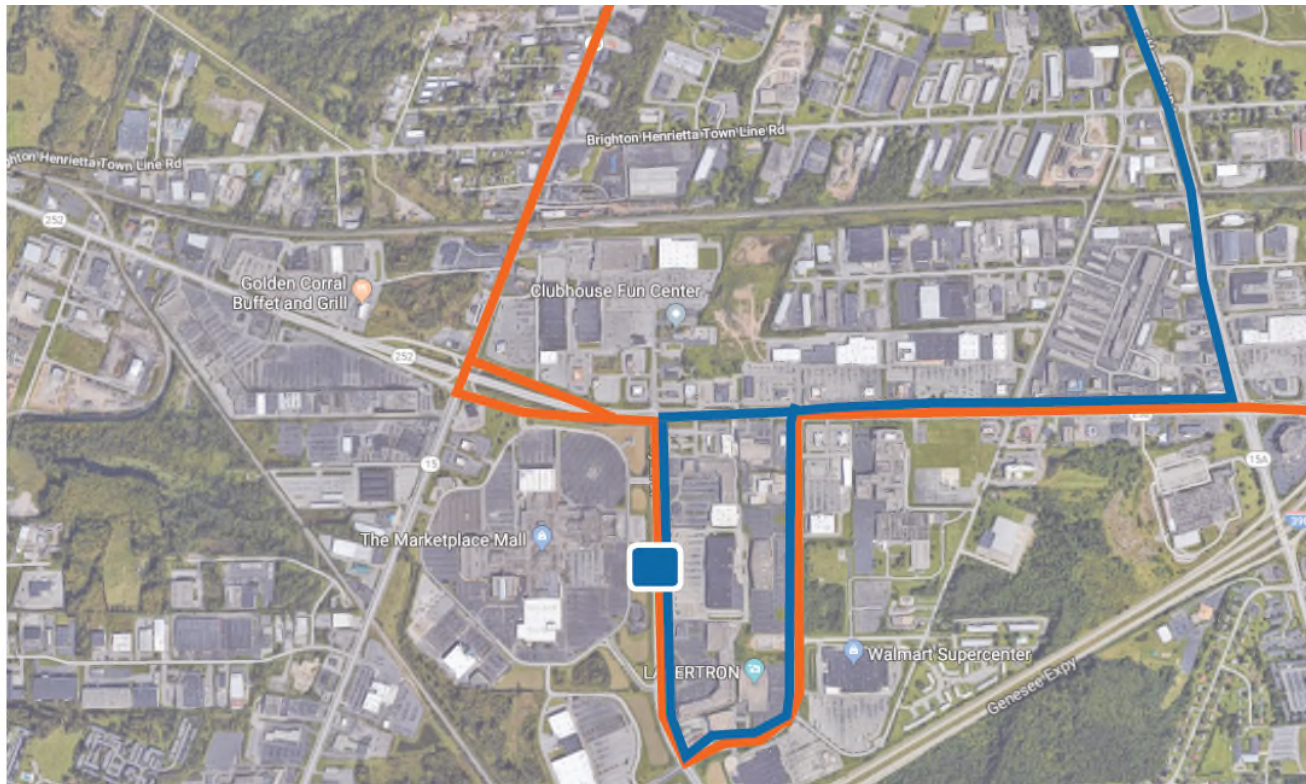
# Brockport CMZ

## *Reimagine Route Structure*



# Henrietta CMZ

## Reimagine Route Structure



### KEY

Culver-Goodman Crosstown  
Rt. 24 Marketplace

Connection  
Hub

### DAILY BUS COUNT

Weekdays: 127  
Weekends: 74



# Transfer Shelters



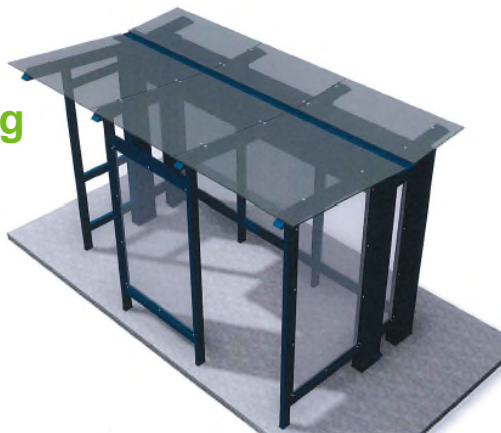
## Connection Hubs

### Standard

- 2 Brasco Bus Shelters
- Public & Vendor Bike Racks
- Digital Displays
- Static Poster Frame
- Static Ad Panel

### Optional

- TNC Parking Spaces
- Electric Vehicle Charging Stations



## Transfer Shelter

- 1 Brasco Bus Shelter
- Static Poster Frame
- Static Ad Panel



# RTS Reimagine Transfer Shelters

1	West Ridge Road & Dewey Avenue	West Bound
2	West Ridge Road & Dewey Avenue	East Bound
3	West Dewey Avenue & West Ridge Road & Kodak Park	In Bound
4	Ridge Road & Hudson Avenue	West Bound
5	East Henrietta Road & Stan Yale Drive	In Bound
6	East Henrietta Road & Stan Yale Drive	Out Bound
7	Joseph Avenue & Upper Falls Boulevard	In Bound & West Bound
8	Upper Falls Boulevard & North Clinton Avenue	West Bound
9	Portland Avenue & Clifford Avenue	In Bound
10	Portland Avenue & Draper Street	In Bound
11	North Clinton Avenue & Central Avenue	Out Bound
12	Ridge Road & North Clinton Avenue	East Bound
13	Clifford Avenue & Culver Road	In Bound
14	Clifford Avenue & Culver Road	Out Bound
15	Goodman Street & University Avenue	North Bound
16	Park Avenue & Goodman Street	In Bound
17	Beach Avenue & Estes Street	In Bound

That the Chief Executive Officer or his designee be granted authority to execute a contract amendment with Creighton Manning Engineering, LLP and Bergmann Associates, PC for Design and Construction Administration Services associated with the RTS Connection Hubs Project. The cost for Creighton Manning Engineering, LLP services will increase by \$233,092 from \$240,000 to \$473,092. The cost for Bergmann Associates, PC services increase by \$195,099 from \$183,130 to \$378,229. The contingency for justified orders on both contracts will remain at \$24,000 for a total authorized value of \$875,321



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**BOARD OF COMMISSIONERS  
AGENDA ITEM COVER SHEET**

Board Meeting Date:	May 2, 2019
Presenter:	James Stack
Subject:	Resolution Authorizing GTCS, Inc. to Execute a Contract for Professional Services to be rendered to the Genesee Transportation Council for the Ontario Midland Strategic Plan.
Background:	<p>The Genesee Transportation Council (GTC) Unified Planning Work Program (i.e., Operating Budget) for the fiscal year 2019-2020 includes Task 8621, Ontario Midland Strategic Plan (the "Project"). This Project will develop a Freight Corridor Strategic Plan for the Ontario-Midland Short Line Railroad which runs east-west from Wolcott to Webster, and north-south from Sodus to Newark. In partnership with Wayne County, GTC intends to complete a strategic plan to identify opportunities and constraints to take advantage of this asset.</p> <p>GTC requires a professional services firm in order to carry out the Project. A competitive solicitation to provide these services was conducted between November 5, 2018 and December 14, 2018. A total of ten (10) RFP packages were distributed. Three responses were received with consensus scores as follows:</p> <ul style="list-style-type: none"><li>• Fisher Associates 85 points</li><li>• Erdman Anthony 71 points</li><li>• WSP 64 points</li></ul> <p>Interviews were conducted on March 20, 2019 with the two highest scoring firms after the initial review. Following review of the proposals and interviews, the evaluation team recommends that the team led by Fisher Associates be retained to conduct the Project.</p>

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Financial Impact:	<p>Expenses related to the Project shall not exceed \$150,000 and are included in the 2019-2020 GTC Operating Budget.</p> <p>The project is programmed with \$75,000 from federal Metropolitan Planning Funds allocated to GTC and \$75,000 cash match from Wayne County.</p>
Recommendation:	<p>That the Chief Executive Officer, on behalf of GTCS, Inc., be granted authority to enter into an agreement with Fisher Associates to conduct the Ontario Midland Strategic Plan.</p>

## **Resolution: GTCS 4-2019**

### **RESOLUTION AUTHORIZING GTCS, INC. TO EXECUTE A CONTRACT FOR PROFESSIONAL SERVICES TO BE RENDERED TO THE GENESEE TRANSPORTATION COUNCIL FOR THE ONTARIO MIDLAND STRATEGIC PLAN**

WHEREAS, continuing contracts are in place between GTCS, Inc. and the State of New York enabling the Genesee Transportation Council (GTC) to carry out planning tasks assigned to it under an annually developed Unified Planning Work Program (UPWP); and

WHEREAS, said UPWP for the fiscal year 2019-2020 includes Task 8621, Ontario Midland Strategic Plan (the "Project"), to develop a Freight Corridor Strategic Plan for the Ontario-Midland Short Line Railroad to identify opportunities and constraints to take advantage of this asset, and

WHEREAS, GTC needs to acquire professional services in order to support the Project; and

WHEREAS, GTC publicly advertised for proposals for professional services in the New York State Contract Reporter on November 5, 2018, and in the Rochester Business Journal on November 2, 2018; and

WHEREAS, GTC distributed ten (10) RFP packages and received three (3) proposals complying with the requirements of the Request for Proposals; and

WHEREAS, based on its evaluation of the proposals, the consultant selection committee concluded that Fisher Associates and its sub-consultants are qualified to provide the needed services; and

WHEREAS, GTCS, Inc. is a subsidiary of RGRTA, and serves as the fiscal agent for GTC; and

WHEREAS, pursuant to the Memorandum of Understanding between GTCS, Inc. and GTC dated April 30, 1999, GTC is authorized to accept, develop, and administer contracts for GTC work program related activities, provided the requirements in Section II (E) (3) of the Memorandum of Understanding are fulfilled.

NOW, THEREFORE, BE IT RESOLVED that the Chief Executive Officer or his designee is authorized to enter into a contract, on behalf of GTCS, Inc., for the Ontario Midland Strategic Plan with Fisher Associates in an amount not to exceed One Hundred Fifty Thousand Dollars (\$150,000) to obtain the professional services necessary to accomplish the Project provided that he is reasonably satisfied that the terms and conditions of Section II (E) (3) of the Memorandum of Understanding have been or will be fulfilled.

BE IT FURTHER RESOLVED that GTCS, Inc. is authorized to make payments under such a contract upon receipt of all certifications required under Section II (E) (3) of the Memorandum of Understanding, subject to reimbursement by GTC upon receipt of the above referenced grant funds, all as required under the Memorandum of Understanding; and

BE IT FURTHER RESOLVED that the Chief Executive Officer or his designee is hereby authorized, empowered, and directed, for and on behalf of GTCS, Inc., to perform any and all

actions and to execute any and all documents on behalf of GTCS, Inc. as they may deem necessary, appropriate or advisable to carry out the intent and purposes of the foregoing resolution.

### **CERTIFICATION**

The undersigned hereby certifies that the above is an excerpt from the Minutes of a Quarterly Meeting of the Rochester-Genesee Regional Transportation Authority, which was held on May 2, 2019 and that the Resolution is still in full force and effect.

---

Geoffrey Astles, Chairman

Date: May 2, 2019  
Rochester, New York





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## BOARD OF COMMISSIONERS AGENDA ITEM COVER SHEET

Board Meeting Date:	May 2, 2019
Presenter:	Scott Adair
Subject:	Resolution Authorizing the Award of Contracts for the Provision of Professional Real Estate Appraisal Services
Background:	<p>The Authority seeks to enter into term agreements with professional service providers for the provision of real estate appraisal services. The appraisal services will be managed on a task-order basis under term agreements during the next three (3) years.</p> <p>The Authority sought proposals by issuing a Request for Proposals (RFP) and publicly advertising it in the <u>Rochester Business Journal</u> and the <u>New York State Contract Reporter</u> on March 8, 2019.</p> <p>Eleven (11) sets of the RFP package were distributed and four (4) proposals were received. Proposers were evaluated based on the following criteria; qualifications, resources and experience of the firm and its subcontractors; experience of the team assigned to the project; project understanding and technical approach; and price.</p> <p>The Authority evaluated and scored each of the proposals and concluded that all four (4) of the offerors were qualified to perform the work and that it would be in the best interest of the Authority to enter into agreements with all of them.</p> <p>Multiple firms are being recommended due to federal regulations that require that every real property appraisal be reviewed by a second qualified appraisal firm. In addition, access to the services of multiple firms gives the Authority the ability to simultaneously engage several firms when time is of the essence.</p>

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	<p>The Authority is recommending the award of contracts to each of the proposing firms listed below:</p> <ul style="list-style-type: none"> <li>• Bruckner, Tillett, Rossi, Cahill &amp; Associates 100 points</li> <li>• CNY Pomeroy Appraisers, Inc. 93 points</li> <li>• GAR Associates LLC 93 points</li> <li>• Integra Realty Resources – Syracuse 88 points</li> </ul> <p>The Authority concluded that the prices proposed by each firm are fair and reasonable and that each firm appears to be a responsible firm. The hourly rates proposed by the four (4) firms are listed in Attachment A to the resolution.</p> <p>Each contract will be executed for a term of three (3) years.</p>
Financial Impact:	<p>Work and associated costs will be authorized on a task-order basis utilizing the hourly rates set forth in Attachment A to the resolution.</p> <p>A total of \$125,000 is authorized annually for the provision of these services</p> <p>The cost of these services is to be funded with a combination of federal, New York State and local funds.</p>
Recommendation:	<p>That the Chief Executive Officer or his designee be granted authority to enter into Agreements with the firms listed in Attachment A at the rates provided therein.</p>

## **Resolution: RGRTA 17-2019**

### **RESOLUTION AUTHORIZING THE AWARD OF CONTRACTS FOR THE PROVISION OF PROFESSIONAL REAL ESTATE APPRAISAL SERVICES**

WHEREAS, the Rochester Genesee Regional Transportation Authority (the "Authority") seeks to engage outside contractors to provide professional real estate appraisal services on an as-needed basis; and

WHEREAS, the Authority sought proposals by issuing a Request for Proposals (RFP) and publicly advertising it in the Rochester Business Journal and the New York State Contract Reporter on March 8, 2019; and

WHEREAS, eleven (11) Request for Proposal (RFP) packages were distributed and four (4) proposals were received; and

WHEREAS, the Authority staff evaluated and scored each of the proposals and concluded that all four (4) of the offerors were qualified to perform the work and that it would be in the best interest of the Authority to enter into agreements with all of them; and

WHEREAS, multiple firms are being recommended due to federal regulations that require that every real property appraisal be reviewed by a second qualified appraisal firm. In addition, access to the services of multiple firms gives the Authority the ability to simultaneously engage several firms when time is of the essence; and

WHEREAS, the Authority concluded that the proposed prices listed in Attachment A are fair and reasonable and that the four (4) firms appear to be responsible.

NOW, THEREFORE, BE IT RESOLVED, that the Chief Executive Officer or his designee be granted authority to enter into task-order term agreements with the firms listed in Attachment A for a three-year term commencing on May 1, 2019 at a cumulative cost not to exceed \$125,000 annually; 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.

## **C E R T I F I C A T I O N**

The undersigned hereby certifies that the above is an excerpt from the Minutes of a Quarterly Meeting of the Rochester Genesee Regional Transportation Authority, which was held on May 2, 2019 and that the Resolution is still in full force and effect.

---

Geoffrey Astles, Chairman

Date: May 2, 2019  
Rochester, New York

## Attachment A

	<b>Appraiser</b>	<b>Senior Appraiser</b>	<b>Trial/ Court Hourly Rate</b>
<b>Bruckner, Tillett, Rossi, Cahill &amp; Associates</b>	\$70 - \$125	N/A	\$250
<b>CNY Pomeroy Appraisers, Inc.</b>	\$75 - \$100	\$200	\$150 - \$300
<b>GAR Associates LLC</b>	\$75 - \$125	\$175 - \$250	\$250
<b>Integra Realty Resources - Syracuse</b>	\$100 - \$125	N/A	\$250 - \$275

Please Note: Out-of-Pocket Expenses including travel costs, lodging and meals are extra.



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**BOARD OF COMMISSIONERS  
AGENDA ITEM COVER SHEET**

Board Meeting Date:	May 2, 2019
Presenter:	Scott Adair
Subject:	Resolution Authorizing the Disposal of IT Assets
Background:	<p>The Authority periodically retires Information Technology (IT) assets after they reach the end of their anticipated service life, become obsolete, or are no longer suitable or necessary for use by the Authority.</p> <p>The Authority has determined that the items included in Attachment A have reached the end of their service life and are eligible for disposal.</p>
Financial Impact:	The Authority expects minimal revenue from the sale of the assets. Any remaining assets after sale will be scrapped or recycled.
Recommendation:	That the Chief Executive Officer or his designee be granted authority to dispose of items listed in Attachment A to the resolution in accordance with the Authority's Surplus Property Disposition Policy and Procedures.

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## **Resolution: RGRTA 18-2019**

### **RESOLUTION AUTHORIZING THE DISPOSAL OF IT ASSETS**

WHEREAS, the Rochester Genesee Regional Transportation Authority (the "Authority") periodically retires Information Technology (IT) assets after they reach the end of their anticipated service life, become obsolete, or are no longer suitable or necessary for use by the Authority.; and

WHEREAS, the Authority has determined that the items included in Attachment A have reached the end of their service life and are eligible for disposal.

NOW, THEREFORE, BE IT RESOLVED, that the IT assets listed in Attachment A are declared to be surplus and shall therefore be disposed of in accordance with the Authority's Surplus Property Disposition Policy and Procedures; and

BE IT FURTHER RESOLVED that the Chief Executive Officer or his designee is hereby authorized, empowered, and directed, for and on behalf of the Authority, to perform any and all actions and to execute any and all documents on behalf of the Authority as may be deemed necessary, appropriate or advisable to carry out the intent and purposes of the foregoing resolution.

### **CERTIFICATION**

The undersigned hereby certifies that the above is an excerpt from the Minutes of a Quarterly Meeting of the Rochester Genesee Regional Transportation Authority, which was held on May 2, 2019 and that the Resolution is still in full force and effect.

---

Geoffrey Astles, Chairman

Date: May 2, 2019  
Rochester, New York

**ATTACHMENT A**

Page 1 of 2

<b>Item</b>	<b>Make</b>	<b>Serial #</b>
Laptop Computer	Hewlett Packard	5CG5050M5M
Laptop Computer	Hewlett Packard	5CG5050M68
Server	Hewlett Packard	USE936RNA2
Server	Hewlett Packard	USE829D98D
Server	Hewlett Packard	USE829D98A
Desktop	Hewlett Packard	2UA530260H
Desktop	Hewlett Packard	2UA530260G
Desktop	Hewlett Packard	2UA5302604
Desktop	Hewlett Packard	2UA530260J
Desktop	Hewlett Packard	2UA41120JP
Printer	Hewlett Packard	VND3H09515
Desktop	Hewlett Packard	2UA5302600
Desktop	Hewlett Packard	2UA530260F
Monitor	Hewlett Packard	3CQ21008RB
Monitor	Hewlett Packard	CNK815157D
Monitor	Hewlett Packard	CNC7041K9J
Monitor	Hewlett Packard	CNG82607GH
Monitor	Hewlett Packard	CNG82402HL
Monitor	Hewlett Packard	CNT650S0TB
Monitor	Hewlett Packard	CNG8240HF
Monitor	Hewlett Packard	CNG82402HX
Monitor	Hewlett Packard	CNG82402HM
Monitor	Hewlett Packard	CNG82402HW
Monitor	Hewlett Packard	CNG82402HK
Monitor	Hewlett Packard	CNK82702K5
Monitor	Hewlett Packard	CNK815157D
Monitor	Hewlett Packard	CNC5232B9Q
Printer	Hewlett Packard	CNF8G64G06
Monitor	Hewlett Packard	CNT00974K6
Printer	Hewlett Packard	CNF8G64GQ3
EEBOX	ASUSTeK Computer INC.	A9ESAS002853
EEBOX	ASUSTeK Computer INC.	A9ESAS002864
Desktop	Hewlett Packard	2UA4270C0F
Desktop	Hewlett Packard	2UA4270C08
Desktop	Hewlett Packard	2UA4270C0C
Desktop	Hewlett Packard	2UA4270C0B
Server	Hewlett Packard	USE1179N4S
Server	Hewlett Packard	USE1179N4T
Server	Hewlett Packard	USE1179N4N
Server	Hewlett Packard	USE1179N4M
Server	Hewlett Packard	USE1179N4W
Server	Hewlett Packard	USE1179N4R
Monitor	Hewlett Packard	CNK643049N



**ATTACHMENT A**

Page 2 of 2

<b>Item</b>	<b>Make</b>	<b>Serial #</b>
Monitor	Hewlett Packard	CNC634PLNM
UPS	APC	AS1330215584
Monitor	Hewlett Packard	CN40160GND
Monitor	Hewlett Packard	CNG82607GB
Monitor	Hewlett Packard	3CQ101NKL0
Monitor	Hewlett Packard	CN40160GWW
Printer	Hewlett Packard	VND3H09505
Desktop	Hewlett Packard	2UA42819CD
Desktop	Hewlett Packard	2UA41120JQ
Desktop	Hewlett Packard	2UA41120JN
Desktop	Hewlett Packard	2UA4270C06
Desktop	Hewlett Packard	2UA4270C0H
Desktop	Hewlett Packard	2UA4270C0D
Desktop	Hewlett Packard	2UA304165W
Desktop	Hewlett Packard	2UA41120JS
Desktop	Hewlett Packard	2UA9301DDQ
Desktop	Hewlett Packard	2UA8080N5M
Monitor	Hewlett Packard	CN274500KK
VCR	Mitsubishi	022634M
DVD/VCR	Toshiba	TV25400796
Desktop	Hewlett Packard	2UA42819CK
Desktop	Hewlett Packard	2UA42819CC
Modem	Ubee	F174T35004428
Monitor	Hewlett Packard	3CQ3400143
Printer	Hewlett Packard	VND3H09509
Desktop	Hewlett Packard	2UA42819CH
Desktop	Hewlett Packard	2UA42819CG
Desktop	Hewlett Packard	2UA1890TLG
Television	JVC	115E3450
Television	Samsung	Z4MM3CAC400928F
Timeclock	Control Module Inc.	C240080027
Desktop	Hewlett Packard	2UA42819CF
Laptop Dock	Hewlett Packard	CNU322X3BZ
Laptop Dock	Hewlett Packard	5CG530X5SG
Laptop Dock	Hewlett Packard	CNU110W2L0
Wireless AB/CB	EnGenius	108369452
Monitor	Hewlett Packard	CN2801002Y
Laptop Computer	General Dynamics	ZZGEG8021ZZ3893



ROCHESTER  
GENESEE REGIONAL  
TRANSPORTATION  
AUTHORITY

**BOARD OF COMMISSIONERS  
AGENDA ITEM COVER SHEET**

Board Meeting Date:	May 2, 2019
Presenter:	Daniel DeLaus
Subject:	Resolution Authorizing Lift Line, Inc. to Enter into a Four-Year Collective Bargaining Agreement with the Teamster Union, Local 118
Background:	<p>The Teamster Union, Local 118 represents RTS Access Schedulers, Dispatchers and Administrative Assistants, a total of 11 employees.</p> <p>The last agreement expired on December 31, 2018, and Teamster Local 118 ratified this new agreement on April 4, 2019. The Term of the new agreement is from date of this approval through December 31, 2022.</p> <p>Key items to the new agreement include annual wage increases of 2.5% for each year of the contract. See Attachment A for complete details.</p>
Financial Impact:	The financial impact of approval is included in the Authority's 2019-2020 Operating Budget. Future years Operating Budgets will contain appropriate funding.
Recommendation:	The CEO be granted authority to enter into this agreement with the Brotherhood of Teamsters, Local 118.

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



## **Resolution: RGRTA 19-2019**

### **AUTHORIZING A COLLECTIVE BARGAINING AGREEMENT BETWEEN LIFT LINE, INC. AND TEAMSTERS LOCAL 118**

WHEREAS, the Teamsters Local 118 (the "Teamsters") is the exclusive bargaining agency for the titles of Lift Line Inc. Unit which includes the titles of full-time and part-time Schedulers, Dispatchers and Administrative Assistant; and

WHEREAS, Lift Line Inc. and the Teamsters have reached a tentative agreement (the "Agreement"), outlined in Attachment A, subject to the approval of the Board of Commissioners, and

WHEREAS, the Teamster membership voted to approve the Agreement on April 4, 2019.

NOW, THEREFORE, BE IT RESOLVED, that the Chief Executive Officer and his designee are hereby authorized, empowered and directed, for and on behalf of the Authority, to execute the Agreement and to perform any and all actions and to execute any and all documents on behalf of the Authority as they may deem necessary, appropriate or advisable to carry out this project.

### **CERTIFICATION**

The undersigned hereby certifies that the above is an excerpt from the Minutes of a Quarterly Meeting of the Rochester-Genesee Regional Transportation Authority, which was held on May 2, 2019 and that the Resolution is still in full force and effect.

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Geoffrey Astles, Chairman

Date: May 2, 2019  
Rochester, New York

## **ATTACHMENT A**

### **RTS Access and Teamster Local 118 Collective Bargaining Agreement 1/1/19–December 31, 2022**

#### **Summary of Key Contract Provisions**

##### **Term of Agreement:**

1/1/19- 12/31/2022

##### **Covered Employees**

Dispatchers - 5

Schedulers - 5

Administrative Assistant - 1

##### **Wage Increases:**

Employees will receive an increase in wages as follows:

Effective January 1, 2019, a 2.5% wage increase

Effective January 1, 2020, a 2.5% wage increase

Effective January 1, 2021, a 2.5% wage increase

Effective January 1, 2022, a 2.5% wage increase

All current employees will receive a retroactive payment for the differential in wages from January 1, 2019.

##### **Union Security/Agency Fee**

Updated the Contract language to be in compliance with the Janus v. American Federation of State, County, and Municipal Employees, Council 31 Supreme Court Decision

##### **Holidays**

Added entitlement to Holiday pay for Christmas Day regardless of whether the employee is normally scheduled to work on the day the holiday is observed. (Previously only employees who would normally be scheduled to work on that day would receive the benefit i.e. make whole)

##### **Surveillance**

Added language allowing the Company to utilize surveillance equipment, technologies and investigators in the work areas when necessary.



# 2019 STANDING CALENDAR

**Document Date:** 4/9/19 *Calendar is subject to revisions/additions*

<i><b>MEETING INFORMATION</b></i>	<i><b>DATE</b></i>	<i><b>TIME</b></i>
<b>RGRTA Regular Board Meeting</b>	Thursday, January 3, 2019	CANCELLED
<b>RGRTA Compensation Committee Meeting</b>	Monday, January 14, 2019	11:30AM – 1:00PM
<b>RGRTA Compensation Committee Meeting</b>	Thursday, February 7, 2019	10:30AM – 11:30AM
<b>RGRTA Quarterly Board Meeting</b>	Thursday, February 7, 2019	Noon - 2:00PM
<b>RGRTA Governance Committee Meeting</b>	Thursday, March 7, 2019	10:30AM - 11:30AM
<b>RGRTA Regular Board Meeting</b>	Thursday, March 7, 2019	Noon - 2:00PM
<b>RGRTA Compensation Committee Meeting</b>	Thursday, March 14, 2019	Noon – 1:00PM
<b>RGRTA Finance/Investment Committee Meeting</b>	Thursday, April 4, 2019	10:30AM - 11:30AM
<b>RGRTA Regular Board Meeting</b>	Thursday, April 4, 2019	Noon - 2:00PM
<b>RGRTA Quarterly Board Meeting</b>	Thursday, May 2, 2019	Noon - 2:00PM
<b>RGRTA Regular Board Meeting</b>	Thursday, June 6, 2019	Noon – 2:00PM
<b>RGRTA Audit/Finance Committee Meeting</b>	Thursday, June 27, 2019	10:00AM – 11:30AM
<b>RGRTA Regular Board Meeting</b>	Thursday, June 27, 2019	Noon - 2:00PM
<b>RGRTA Annual Meeting</b>	Thursday, June 27, 2019	2:00PM - 2:30PM
<b>RGRTA Governance Committee Meeting</b>	Thursday, August 1, 2019	10:30AM – 11:30AM
<b>RGRTA Quarterly Board Meeting</b>	Thursday, August 1, 2019	Noon - 2:00PM
<b>RGRTA Governance Committee Meeting</b>	Thursday, September 5, 2019	10:30AM - 11:30AM
<b>RGRTA Regular Board Meeting</b>	Thursday, September 5, 2019	Noon - 2:00PM
<b>RGRTA Regular Board Meeting</b>	Thursday, October 3, 2019	Noon - 2:00PM
<b>RGRTA Annual Governance Training</b>	October 2019	10:30AM – 6:00PM
<b>RGRTA Quarterly Board Meeting</b>	Thursday, November 7, 2019	Noon – 2:00PM
<b>RGRTA Audit Committee Meeting</b>	Thursday, December 5, 2019	10:30AM - 11:30AM
<b>RGRTA Regular Board Meeting</b>	Thursday, December 5, 2019	Noon - 2:00PM

**Location Key:**

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