

**MINUTES OF THE QUARTERLY MEETING OF THE
BOARD OF COMMISSIONERS OF
ROCHESTER-GENESEE REGIONAL TRANSPORTATION AUTHORITY
AND ITS SUBSIDIARIES
November 7, 2019**

A. Roll Call and Determination of Quorum

The meeting was called to order at 12:07pm by Chairman Donald Jeffries who determined that a quorum was present.

Present 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>

Total Votes Possible	30
Total Votes Present	30
Votes Needed for Quorum	16

Others Present:

Scott Adair, Chief Financial Officer
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
Jay Corey, Director of Management Systems & Quality
Daniel DeLaus, Chief Legal Counsel
Chris Dobson, VP of Transportation Services
Justin Feasel, Manager of Purchasing
Lea Goodness, Director of Scheduling
Amy Gould, Chief People Officer
Krystal Hall, Director of People Performance & Development
Brandon Hettler, Jr. Technical Support Administrator
Reggie Hill, Manager of Service Delivery
Laura Kenyon, Supervisor of Communications & Marketing

Chris Mahood, Director of Information Technology
Dave Masten, Manager of Loss Prevention
Erin McCormick, Engineering Manager
Jamie Mott, Director of Paratransit Services
Brian Olds, HB Cornerstone
Earl Pearson, Mobility Services Manager
Aracelis Perez-Diaz, Communications & Marketing Coordinator
Kelly Schmidt, Executive Assistant to the CEO
James Stack, Executive Director, GTCS
Lucille St. George, Procurement Administrator
Dawn Sywulski, Manager of Contract Administration
Miguel Velazquez, Chief Operating Officer

B. Adoption of the Agenda

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

C. Approval of Minutes

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

- RGRTA Regular Meeting Minutes of October 3, 2019
- RGRTA Compensation Committee Meeting Minutes of October 21, 2019

D. CEO Report

Bill Carpenter, Chief Executive Officer, presented the monthly CEO Report including presentations from Mike Burns, Director of Accounting Services, Chris Dobson, VP of Transportation Services, respectively and Amy Gould, Chief People Officer, on TOPS Report, RTS Monroe On-Time Performance and Reimagine RTS Product Branding, respectively. The power point presentation is attached to these Minutes.

Regarding the presentation on the TOPS Report and RTS Monroe On-Time Performance:

- *Commissioner Kosmerl asked what the purpose of the software change was in September. Chris Dobson, VP of Transportation Services, responded that we went through a significant upgrade to our CAD/AVL and radio system. In addition, a whole new on-board display for the operators included better visibility to the operator of their work, on-time performance and messaging capability.*

- *Commissioner Ansbrow stated that he appreciated the focus on reducing earlies as it is important to our customers.*
- *Commissioner McDonald asked how an operator would make up for running late. Chris Dobson, VP of Transportation Services, stated that the operators can make small adjustments to make up time i.e. boarding or other small adjustments. Commissioner Chapman added that there is recovery time at the end of the line and that assists in putting the Operator back on-time. Also, extra buses are on the road that can also go out and help operators to get back on-time.*

Regarding the presentation on Reimagine RTS Product Branding:

- *Commissioner Chapman stated that he took a look at one of the smaller buses and stated that it is very sharp.*
- *Commissioner Ansbrow asked if there will be changes to Access. Amy Gould, Chief People Officer, responded that there are no changes to Access branding.*
- *Commissioner Bensley asked if when we looked at this if it is scalable for the Regionals. Amy Gould, Chief People Officer, stated that is something we have considered to look at down the road.*
- *Commissioner McDonald asked if RTS Connect will be displayed on the buses. Amy Gould, Chief People Officer, responded that RTS Connect is what the fixed route will be called but not displayed on the buses themselves.*

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

E. Financial Report

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

- *Commissioner Astles asked about mortgage recording tax and if we only have aggregate information or do we know what Counties are growing or not growing. Scott Adair, Chief Financial Officer, responded that we do monitor by County and I can provide that information to the Commissioners after the meeting.*

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

F. Proposed Resolutions

Resolution Authorizing the Award of a Contract for Custom Fabricated Stainless Steel All-Weather Enclosures for Video Monitors and Ad Signs for the Reimagine RTS Connection Hubs, RGRTA 48-2019

RGRTA 48-2019: On motion of Commissioner Kosmerl, seconded by Commissioner Astles, the aforementioned Resolution, a copy of which is attached to these Minutes, was unanimously approved.

G. Consent Resolutions

Consent Resolutions RGRTA 49-2019 up to and including RGRTA 52-2019 were approved by a motion made by Commissioner Bensley, seconded by Commissioner McDonald, these Resolutions below, a copy of which are attached to these Minutes, were unanimously approved.

Resolution Authorizing a Contract for Ambassadors for the Reimagine RTS Project, RGRTA 49-2019

Resolution Authorizing the Award of a Contract for Software Installation and Implementation Service, RGRTA 50-2019

Resolution Authorizing a Contract for Software Support and Hardware Maintenance Services for the Digital Signage System, RGRTA 51-2019

Resolution Authorizing the Disposal of Buses and Other Assets, RGRTA 52-2019

- *Chairman Jeffries asked how we dispose of a bus. Scott Adair, Chief Financial Officer, responded that we auction off the buses when they reach the end of their useful life.*

H. Calendar

Bill stated that based on the Governance Training that will take place on Thursday, November 21st, Management is recommending that we postpone the December 5th Audit Committee meeting and we cancel the December 5th Board meeting. For the 2020 calendar we will start on January 9th instead of the 2nd and have the Audit Committee Meeting and the Regular Board meeting that day. We are also looking to move the February Board meeting to the 2nd Thursday and the March meeting meet the 3rd Thursday due to scheduling conflicts that have been identified.

I. Adjournment

There being no further matters on the adopted Agenda, the regular meeting was adjourned on motion of Commissioner Jankowski, seconded by Commissioner McDonald at 12:50pm.

Respectfully submitted,

Edward W. White, Esq., Secretary

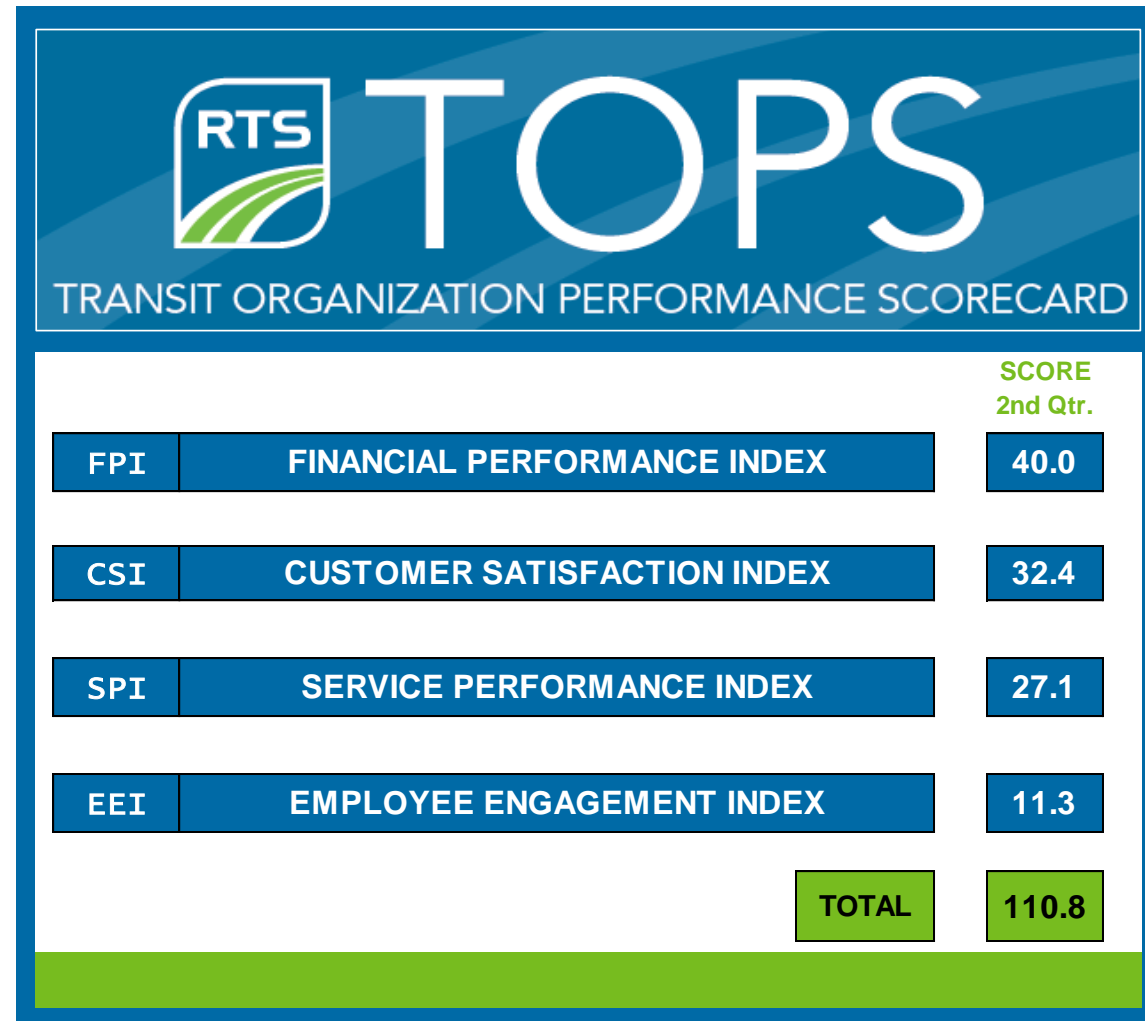
Posted Date: November 21, 2019

CEO Report

Presented by: Bill Carpenter, CEO

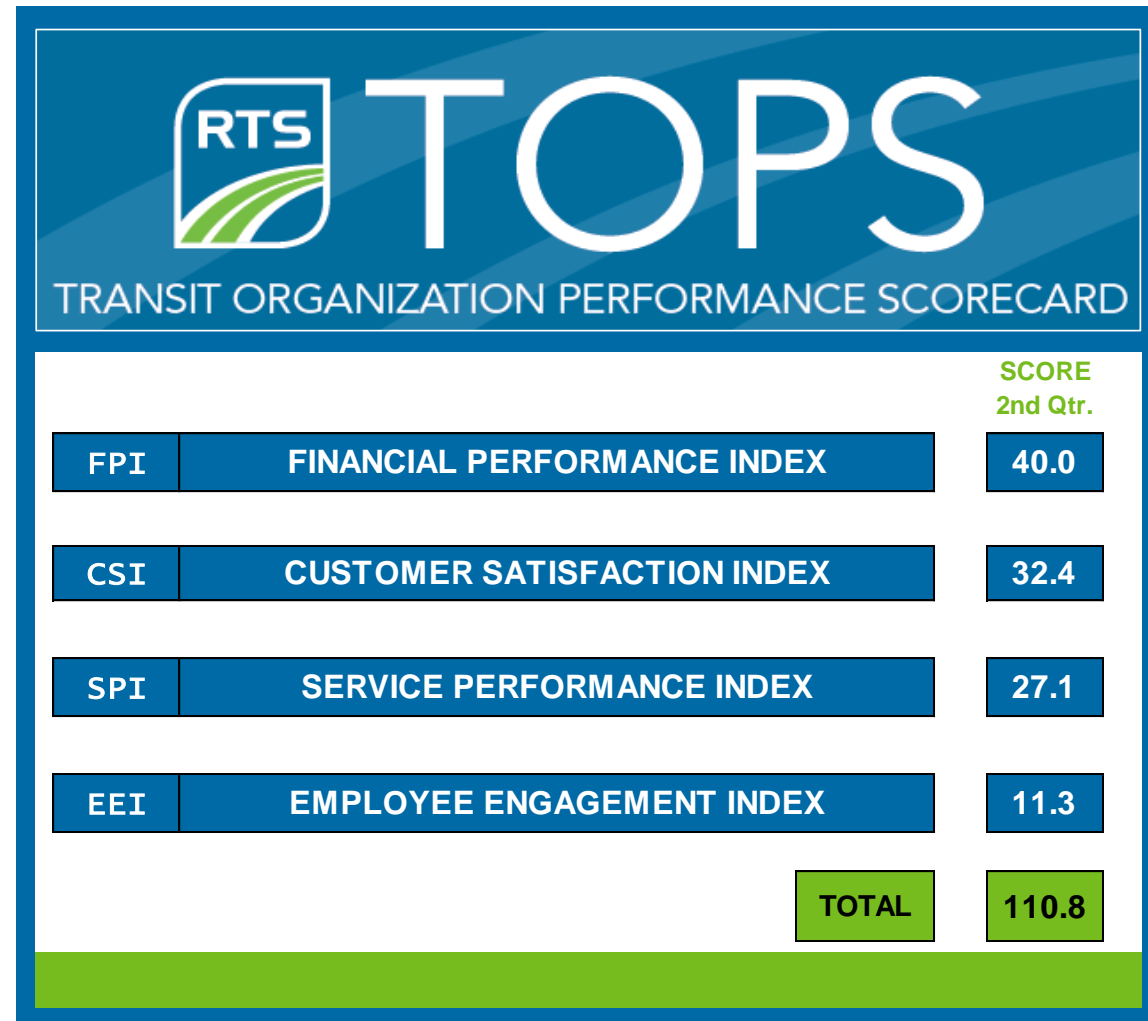
Chief Executive Officer Report

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



TOPS Report

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



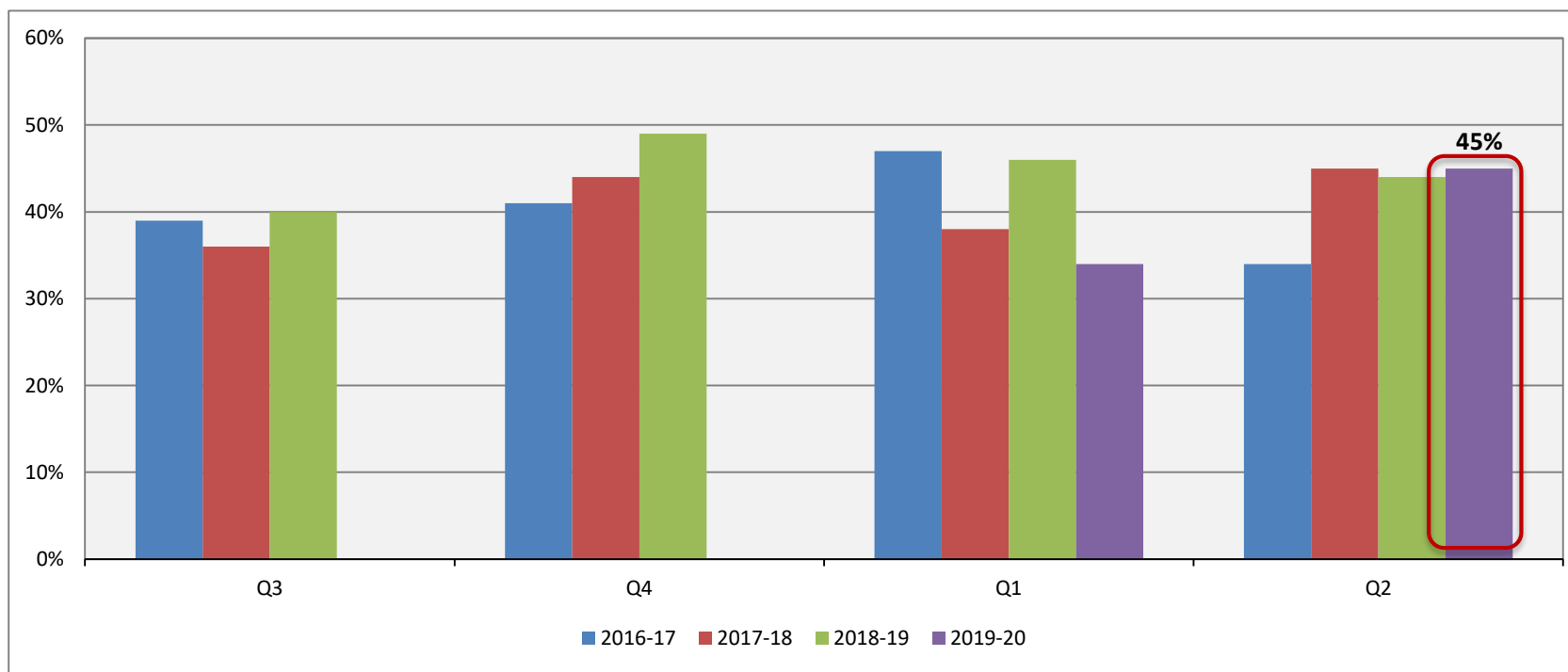
Strategic Pillars 2019-20 2nd Qtr.	Metric	Plan Goal	Actual 1st Quarter	Actual 2nd Quarter	Actual 3rd Quarter	Actual 4th Quarter	Earned Points	Goal Points	Max Points	Min Points
Financial Performance Index	End of Year Net Income (Deficit) Projection	\$0.0	\$0.0	\$0.0			40.00	40.00	52.00	28.00
	Total FPI Score						40.0	40.0	52.0	28.0
Customer Service Index	Net Promoter Score - RTS	38%	34%	45%			30.28	23.29	30.28	16.30
	RTS Access	95%	99%	98%			0.32	0.27	0.35	0.19
	RTS Genesee	95%	100%	98%			0.24	0.21	0.27	0.14
	RTS Livingston	95%	100%	100%			0.27	0.21	0.27	0.14
	RTS Ontario	95%	98%	98%			0.25	0.21	0.27	0.14
	RTS Orleans	95%	98%	98%			0.24	0.21	0.27	0.14
	RTS Seneca	95%	98%	100%			0.27	0.21	0.27	0.14
	RTS Wayne	95%	98%	98%			0.24	0.21	0.27	0.14
	RTS Wyoming	95%	100%	100%			0.27	0.21	0.27	0.14
	Total CSI Score						32.4	25.0	32.5	17.5
Service Performance Index	On-Time Performance - RTS	90.50%	92.50%	91.31%			25.18	23.29	30.28	16.30
	RTS Access	95.25%	95.8%	95.2%			0.27	0.27	0.35	0.19
	RTS Genesee	91.5%	96.6%	96.7%			0.27	0.21	0.27	0.14
	RTS Livingston	90.0%	91.4%	90.1%			0.21	0.21	0.27	0.14
	RTS Ontario	92.0%	95.6%	95.5%			0.27	0.21	0.27	0.14
	RTS Orleans	95.0%	95.5%	96.7%			0.23	0.21	0.27	0.14
	RTS Seneca	96.0%	99.9%	99.9%			0.27	0.21	0.27	0.14
	RTS Wayne	96.0%	97.6%	97.6%			0.23	0.21	0.27	0.14
	RTS Wyoming	96.0%	98.2%	98.1%			0.24	0.21	0.27	0.14
	Total SPI Score						27.1	25.0	32.5	17.5
Employee Engagement Index	Employee Participation	27.5%		40.2%			-	-	-	-
	Employee Engaged Index	24.0%		31.6%			6.04	5.00	6.50	3.50
	Employee Satisfaction	4.0		4.2			5.28	5.00	6.50	3.50
	Total EEI Score						11.3	10.0	13.0	7.0
TOPS Score							110.8	100.0	130.0	70.0

Customer Service Index

Strategic Pillars 2019-20 2nd Qtr.	Metric	Plan Goal	Actual 1st Quarter	Actual 2nd Quarter	Actual 3rd Quarter	Actual 4th Quarter	Earned Points	Goal Points	Max Points	Min Points
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	Total CSI Score						32.4	25.0	32.5	17.5

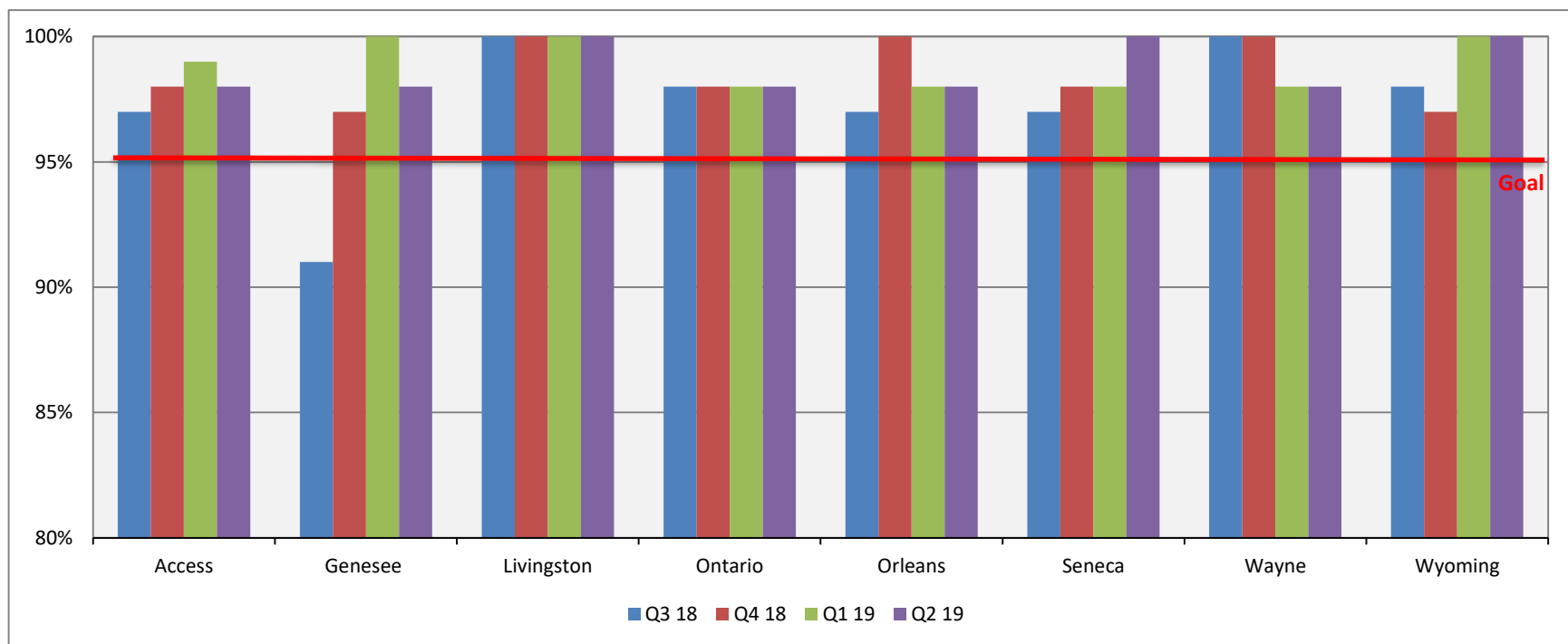
NPS: Trends by Quarter & Fiscal Year

- Q2 NPS represents a return to the NPS levels experienced throughout last fiscal year



Customer Satisfaction: Access & Regionals Quarterly Trends

- Q2 Customer Satisfaction exceeded goal at all locations
- This trend is generally consistent with results for the preceding 3 quarters



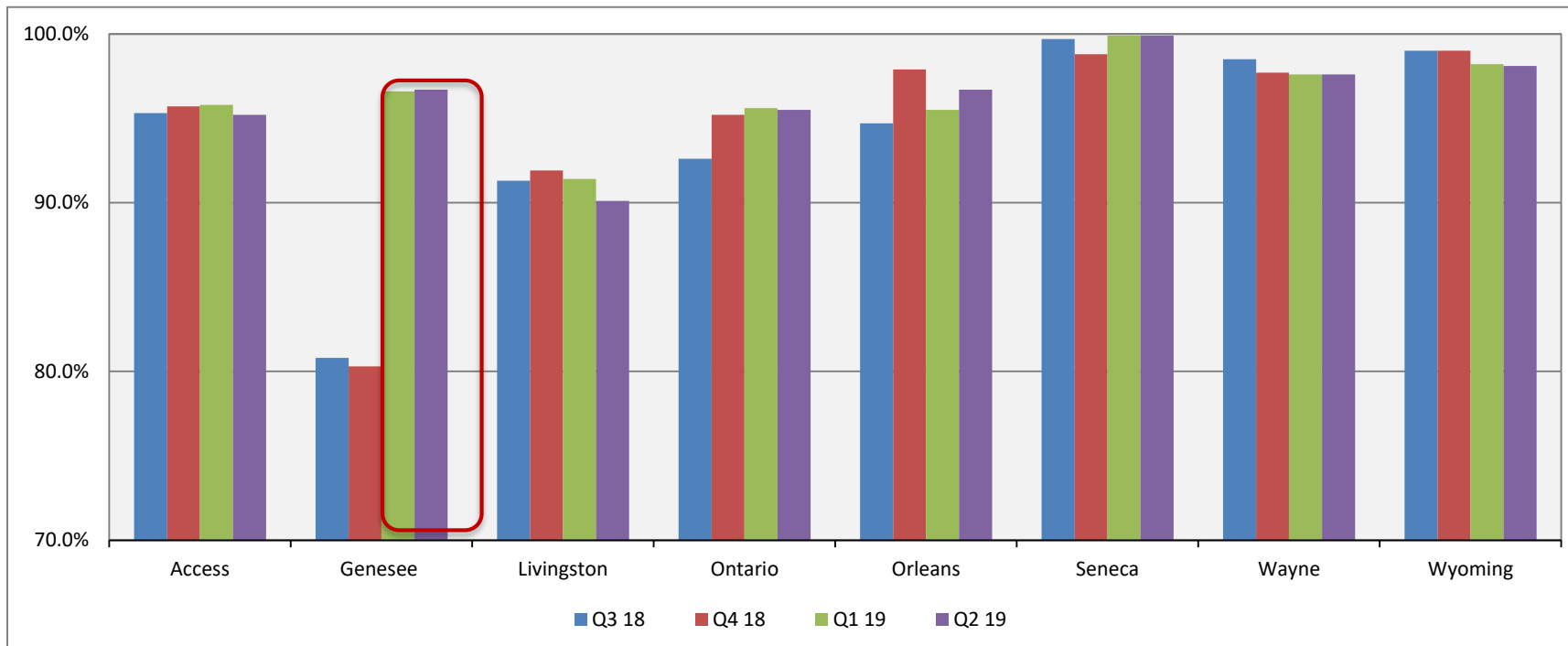
Service Performance Index

- Q2 OTP exceeded our goal for the quarter
- More in-depth information regarding RTS OTP will follow shortly.

Strategic Pillars 2019-20 2nd Qtr.	Metric	Plan Goal	Actual 1st Quarter	Actual 2nd Quarter	Actual 3rd Quarter	Actual 4th Quarter	Earned Points	Goal Points	Max Points	Min Points
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	RTS Wyoming	96.0%	98.2%	98.1%			0.24	0.21	0.27	0.14
	Total SPI Score						27.1	25.0	32.5	17.5

OTP: Access & Regionals Quarterly Trends

- Q2 OTP was essentially at or in excess of goal at all locations
- Q2 performance is within range of the preceding three quarters, with the exception of significant improvement at RTS Genesee



Employee Engagement Index

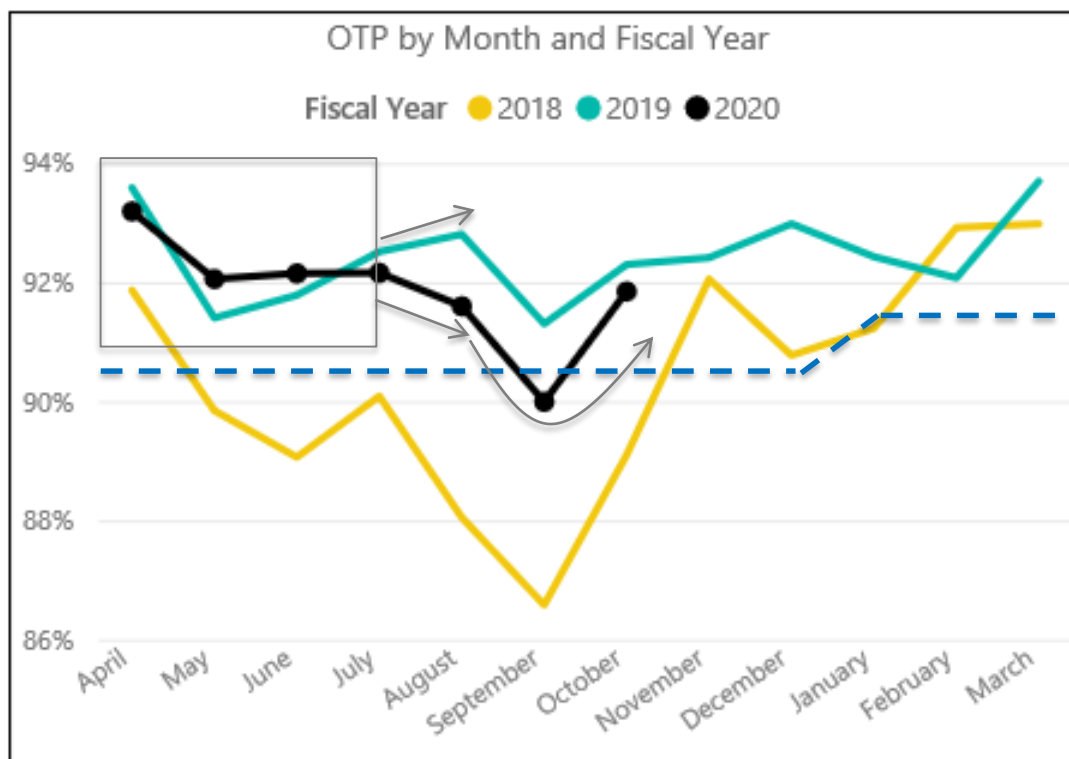
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	Employee Engaged Index	24.0%		31.6%			6.04	5.00	6.50	3.50
	Employee Satisfaction	4.0		4.2			5.28	5.00	6.50	3.50
	Total EEI Score						11.3	10.0	13.0	7.0

- We met or exceeded our goals across each of the strategic pillars that we measure.
- OTP outcomes continue to be strong, highlighting the reliability of our service at all locations.
- Strong customer service results were seen across all locations, bolstered by the recovery in NPS at RTS Monroe.
- Our employee engagement results positively reflect our ongoing initiatives to ensure an engaged workforce.

RTS Monroe On-Time Performance

*Presented By: Chris Dobson,
VP Transportation Services*

A Year of On-Time Performance



April – Middle of August:

- OTP consistent with prior year.

End of August – Beginning of October:

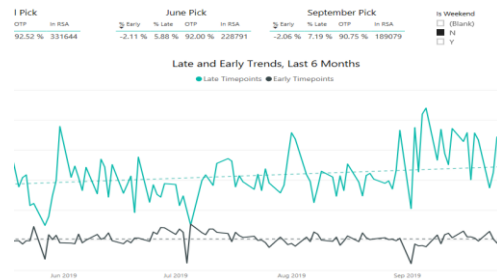
- OTP begins to diverge from trend, ultimately falling short of the goal in September.

Since the 2nd Week of October:

- Noticeable rebound in OTP, exceeding the 90.5% goal each day.

Determining the Root Cause

- **Prior Year Comparison – September started similar to last September, with the largest contributing factor to lates/earlies being adjusting to new work. After the first week, the dynamic changed.**
- **Analysis by route, time-of-day, and day-of-week, detours – No identifiable trends could be found.**
- **Anecdotal evidence: only half the typical number of operators were on the Weekly Top Performers slide (99% or better OTP) implying the root cause impacted all bus operators.**



OTP by Route Pattern and Transit Hour																	
	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
Route 1	93.3%	90.6%	93.3%	92.4%	94.1%	84.2%	93.1%	91.2%	89.2%	88.5%	89.8%	94.3%	97.5%	96.3%	89.2%	94.5%	97.5%
	77.8%	85.2%	97.0%	93.9%					97.1%	88.8%	80.0%						
	86.0%	94.1%	76.5%	90.6%	96.8%	83.8%	94.9%	92.8%	91.4%	94.3%	86.6%	94.3%	95.7%	98.5%	81.8%	95.5%	97.8%
	90.0%	87.3%	96.5%														
Route 2	98.6%	93.1%	98.4%	93.4%			99.0%			89.7%	93.9%	98.5%	85.7%				
									79.4%								
									93.7%								
											95.4%						
Route 3	96.3%	95.8%	91.5%	92.7%	91.1%	87.5%	89.5%	100.0%		90.0%	99.0%	95.8%	98.4%		100.0%		
Route 4	100.0%										92.4%	86.2%					
								87.5%	91.2%	77.3%				95.0%		93.6%	96.9%
									83.3%	82.1%							
	93.3%	90.6%	93.3%	92.4%	94.1%	84.2%	93.1%	91.2%	89.2%	88.5%	89.8%	94.3%	97.5%	96.3%	89.2%	94.5%	97.5%

OTP Comparison by Pick

June 2019				September 2018				September 2019			
OTP	In RSA	Is Early Percentage	Is Late Percentage	OTP	In RSA	Is Early Percentage	Is Late Percentage	OTP	In RSA	Is Early Percentage	Is Late Percentage
92.0 %	11797	-2.21 %	5.83 %	89.1 %	24003	-1.67 %	9.23 %	91.9 %	9891	-2.84 %	
93.2 %	10487	-1.50 %	5.30 %	92.4 %	21347	-1.29 %	6.35 %	92.1 %	8718	-1.81 %	
94.9 %	4701	-1.74 %	3.36 %	94.5 %	9336	-2.22 %	3.26 %	90.9 %	3920	-3.49 %	
94.9 %	8146	-1.50 %	3.65 %	93.7 %	15800	-1.51 %	4.80 %	93.6 %	6743	-1.04 %	
93.6 %	4124	-0.99 %	5.38 %	91.8 %	10499	-0.76 %	7.41 %	93.4 %	3369	-1.96 %	
82.1 %	4980	-3.05 %	14.88 %	94.4 %	13105	-0.78 %	4.86 %	95.0 %	4278	-1.05 %	
85.7 %	9840	-4.54 %	9.75 %	90.0 %	19525	-2.12 %	7.90 %	87.0 %	7940	-3.17 %	
94.0 %	2925	-2.09 %	3.93 %	90.5 %	6553	-3.86 %	5.68 %	91.3 %	2474	-2.87 %	
96.8 %	3217	-0.75 %	2.46 %	95.2 %	6119	-0.98 %	3.82 %	94.2 %	2547	-1.92 %	
89.4 %	3025	-0.63 %	9.98 %	94.2 %	7055	-0.71 %	5.05 %	89.4 %	2459	-0.73 %	
94.9 %	2371	-3.50 %	1.56 %	94.8 %	5823	-3.76 %	1.43 %	92.9 %	2023	-4.65 %	
91.1 %	3089	-7.87 %	1.00 %	96.2 %	6049	-1.59 %	2.25 %	92.1 %	2566	-6.00 %	
89.7 %	3877	-4.59 %	5.73 %	92.8 %	7128	-2.24 %	4.95 %	89.6 %	3152	-4.35 %	
83.6 %	5160	-5.47 %	10.95 %	87.1 %	10367	-3.16 %	9.73 %	85.2 %	4347	-2.44 %	

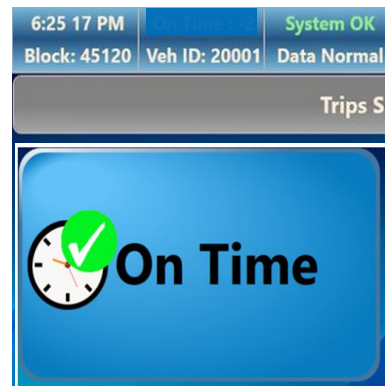
Determining the Root Cause

- We reached out to bus operators to see if they noticed any changes or had any gut feeling on what was causing the dip in OTP.
 - Numerous responses pointed to an unintended change in the Bus Operators' display following a software upgrade in early August that resulted in the display no longer showing a minute-by-minute deviation with respect to the schedule. The display provided less real-time feedback, making on-the-spot adjustments to remain on-time more difficult.

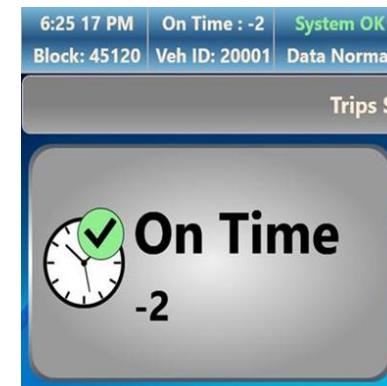
Recall: You are on-time if you are in the window of 2 minutes early to 5 minutes late

Bus Operator – Mobile Data Terminal (MDT) Display

Mid-August – Beginning October

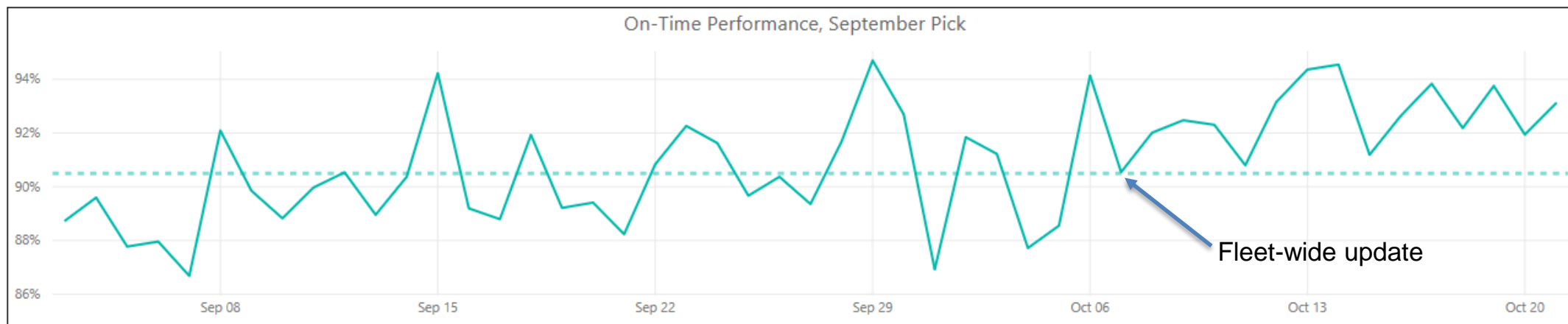


Beginning October – Current



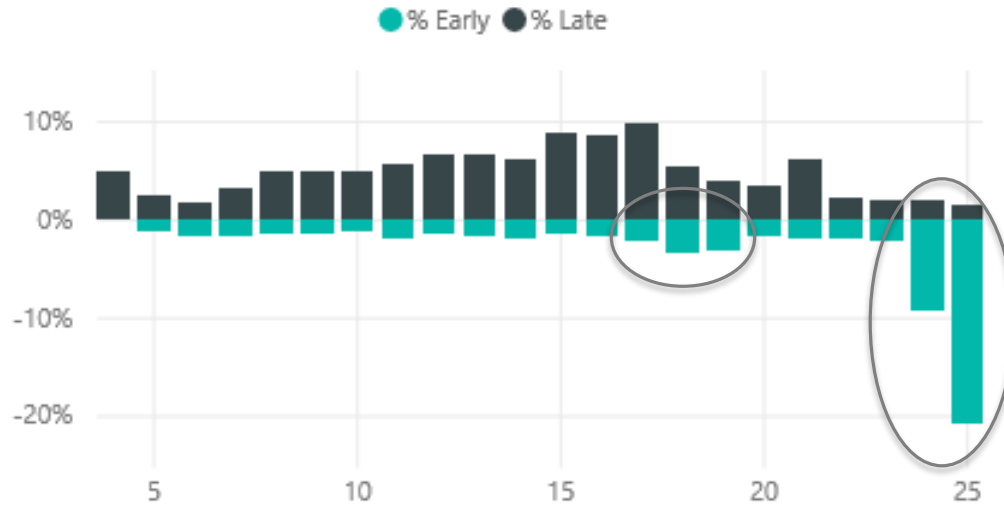
Performance over the period affected

- **On-Time Performance After System Upgrade (September)**
 - On-Time: 90.01%
 - Early: 2.01%
 - Late: 7.98%
- **On-Time Performance After Display Screen Update (October)**
 - On-Time: 92.42%
 - Early: 1.89%
 - Late: 5.69%

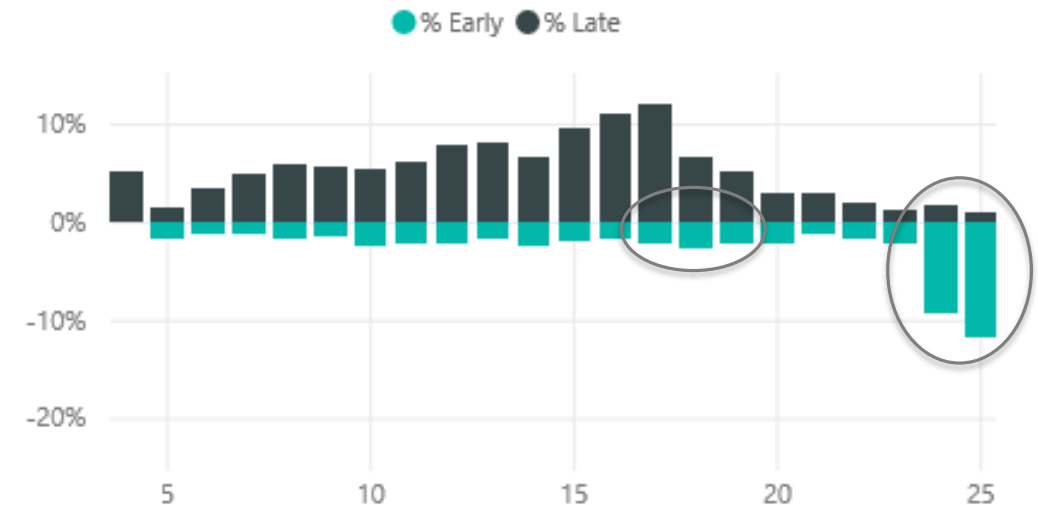


On-Time Performance - Late & Early

April 2019
Lates & Earlies by Transit Hour



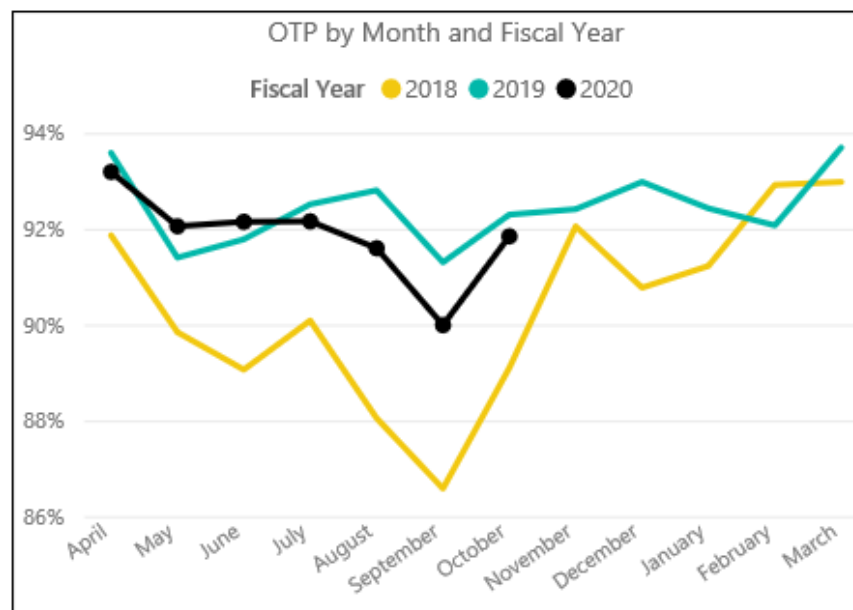
September 2019
Lates & Earlies by Transit Hour



- The two most significant sources of early timepoints are:
 - Late night runs (after 11pm)
 - Evening work (5-7:30pm) ending at the TC

- Reduced earlies during those time periods by 20% through supervisor observations and on the spot corrections

- Great collaborative effort by Bus Operators, Operations, and IT to identify and correct the issue.
- The On-Time Performance review process remains key to early identification of issues and is an important component of the Transportation Services Operational Excellence Initiative that looks to correct underperformance and recognize high achievers.
- On-Time Performance continues to be strong, exceeding the quarterly goal, and is on-track for this quarter as well.



Chief Executive Officer Report

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

Reimagine RTS Product Branding

*Presented By: Amy Gould,
Chief People Officer*



- Branding Assignment
- Branding Process
- Branding Considerations
- Product Names & Designs

Develop brand concepts and designs to support the introduction of the following:

- **Launch of Redesigned Transit System**
- **Community Mobility Zones**
- **Fixed Route Services**
- **Account Based Ticketing**
 - Mobile App
 - Smartcard

- **Partnered with creative agency, Antithesis**
 - Previous work with RTS includes RTS rebranding; Reimagine RTS “We’re all ears” campaign and final report design; 50th Anniversary logo design; ROC-it routes naming & logo design; photoshoots
- **Analyze, update and refine recommendations**
- **Share recommendations with internal stakeholders**
- **Revise branding based on feedback where needed**
- **Finalize and launch**

Branding Considerations

- **Change is scary**
- **There are lots of moving parts – and potential for confusion**
- **Solutions should appeal to, and be understood by, a wide-ranging audience:**
 - current customers, prospective customers, employees, and business & community partners
- **Clear, simple and easy to remember is better than clever and cute**
- **Existing equity should be leveraged whenever possible**
- **Is it future-proof?**

Final Phase of Reimagine RTS



Rationale:

- Consistency promotes understanding and reduces confusion
- Tagline emphasizes consumer-focus and benefit-driven mobility solutions

Community Mobility Zones

RTS On Demand & On Demand Zones



ONDEMAND



Rationale:

- Clear, concise name focuses on customer benefit
- Makes a new service easy to understand



Rationale:

- New fixed-route features are highlighted and compliment other products' branding
- Helps customers identify and distinguish fixed-route service from On Demand service



Smartcard



Mobile App

Rationale:

- **Clear, concise name**
 - focuses on customer benefit
 - underscores the product's ease-of-use
- **Color and design conveys forward motion and mobility**

Branding & Design Summary



Chief Executive Officer Report

- TOPS Report
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- Miscellaneous

RTS Seneca Employee Appreciation Dinner October 8th 2019



Visit from Senator Tim Kennedy October 10th 2019



APTA Awards October 15th 2019

NYPTA President Bill Carpenter accepted a **Grand Award in APTA's 2019 AdWheel Awards** competition on behalf of our Association and Coalition during APTA's 2019 TRANSform Conference. Our New Yorkers for Better Public Transit campaign was the winner of **Best Marketing and Communications to Highlight Transit Needs/Funding**.



RTS Wyoming Employee Appreciation Dinner October 30th 2019



**Wayne County Action Program Gala
Honoring Mike Jankowski
November 2nd 2019**



RTS Monroe Operator Graduation November 5th 2019



Miscellaneous

- Participated in Senator Kennedy Roundtable on the NYS DOT 5 year Capital Plan
- Met with Mike Wojnar, NYS Deputy Secretary for Transportation
- Attended United Way System Integration Summit
- Attended the 2019 APTA TRANSform Conference
- Bus Coalition Board Meeting
- Participated in FTA Roundtable with Acting Administrator Jane Williams
- NYPTA Legislative Committee Conference Call
- Attended United for Impact Panel Discussion- Sponsored by the United Way
- Attended Governor Cuomo Announcement of REDI Grants for our area
- Gave update on Reimagine RTS to City Council
- Reimagine RTS update given to Senator Funke
- Reimagine RTS update to Assemblywoman Romeo
- Reimagine RTS update to Assemblyman Bronson
- RDDC 2019 State of Rochester's Economy Event



ROCHESTER
GENESEE REGIONAL
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AUTHORITY

BOARD OF COMMISSIONERS AGENDA ITEM COVER SHEET

Board Meeting Date:	November 7, 2019
Presenter:	David Belaskas
Subject:	Resolution Authorizing the Award of a Contract for Custom Fabricated Stainless Steel All-Weather Enclosures for Video Monitors and Ad Signs for the Reimagine RTS Connection Hubs
Background:	<p>The Authority is seeking fabrication services for up to eighteen (18) Custom Fabricated Stainless Steel All-Weather Enclosures for Video Monitors and Ad Signs for the Reimagine RTS Connection Hubs.</p> <p>The Authority publicly advertised for bids in the <u>New York State Contract Reporter</u> on July 12, 2019 and the <u>Rochester Business Journal</u> on September 13, 2019.</p> <p>A total of seven (7) Invitation for Bid (IFB) packages were sent out and two (2) bids were received and opened on October 4, 2019. The following is a summary of the bids:</p> <ul style="list-style-type: none">• Image Manufacturing Group, LLC \$206,563• TAC Operating Company \$249,900 <p>After consideration of the bids it has been determined that Image Manufacturing Group, LLC submitted the lowest responsive bid in the amount of \$206,563 that best serves the interests of the Authority.</p> <p>Authority staff evaluated the bid submitted by Image Manufacturing Group, LLC and concluded that all components of the bid submitted by Image Manufacturing Group, LLC are fair and reasonable.</p> <p>It is recommended that a 5% contingency account in the amount of \$10,328 be established for justified orders on contract for a total authorized amount of \$216,891.</p> <p>The Authority has determined that Image Manufacturing Group, LLC appears to be a responsible bidder.</p>

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Financial Impact:	<p>The bid submitted by Image Manufacturing Group, LLC totaled \$206,563. In addition, we request a 5% contingency of \$10,328 for justified orders on contract. Thus, a total authorized amount for Custom Fabricated Stainless Steel All-Weather Enclosures for Video Monitors and Ad Signs for the Reimagine RTS Connection Hubs is \$216,891.</p> <p>The project will be funded by a combination of Federal, State and local sources.</p>
Recommendation:	<p>That the Chief Executive Officer or his designee be authorized to execute a contract with Image Manufacturing Group, LLC for Custom Fabricated Stainless Steel All-Weather Enclosures for Video Monitors and Ad Signs for the Reimagine RTS Connection Hubs for \$206,563.</p> <p>In addition, the Chief Executive Officer, or his designee, is authorized to increase the value on the contract by an amount not to exceed \$10,328 for justified orders on contract with the total authorized amount of \$216,891.</p>

Resolution: RGRTA 48-2019

RESOLUTION AUTHORIZING THE AWARD OF A CONTRACT FOR CUSTOM FABRICATED STAINLESS STEEL ALL-WEATHER ENCLOSURES FOR VIDEO MONITORS AND AD SIGNS FOR THE REIMAGINE RTS CONNECTION HUBS

WHEREAS the Rochester Genesee Regional Transportation Authority (the "Authority") is seeking up to eighteen (18) Custom Fabricated Stainless Steel All-Weather Enclosures for Video Monitors and Ad Signs for the Reimagine RTS Connection Hubs; and

WHEREAS, the Authority publicly advertised for bids in the New York State Contract Reporter on July 12, 2019 and the Rochester Business Journal on September 13, 2019; and

WHEREAS, seven (7) Invitation for Bid Packages were distributed and two (2) bids were received on or before the October 4, 2019 deadline; and

WHEREAS, after evaluation of the bids by the Authority, it has been determined that Image Manufacturing Group, LLC submitted the lowest responsive bid in the amount of \$206,563; and

WHEREAS, the Authority determined that Image Manufacturing Group, LLC appears to be a responsible bidder; and

WHEREAS, the project 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 for Custom Fabricated Stainless Steel All-Weather Enclosures for Video Monitors and Ad Signs for the Reimagine RTS Connection Hubs in an amount not to exceed \$206,563; and

BE IT FURTHER RESOLVED, the Chief Executive Officer or his designee is authorized to increase the value of the contract by an amount not to exceed \$10,328 for justified orders on contract with the total authorized amount to be \$216,891; 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 November 7, 2019 and that the Resolution is still in full force and effect.

Donald Jeffries, Chairman

Date: November 7, 2019
Rochester, New York

Resolution Authorizing the Award of a Contract for Custom Fabricated
Stainless Steel All-Weather Enclosures for Video Monitors and Ad Signs
for Reimagine RTS Connection Hubs

RGRTA 48-2019

Presented by David Belaskas, Director of Engineering & Facilities Management

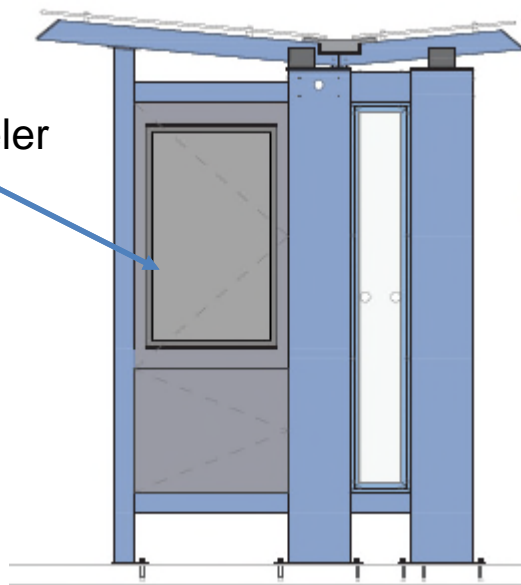
- Project Overview
- Enclosure Design
- Project Schedule
- Invitation for Bids
- Recommendation

The project will consist of the construction of up to eighteen (18) Custom Fabricated Stainless Steel All-Weather Enclosures for Video Monitors and Ad Signs for Reimagine RTS Connection Hubs.

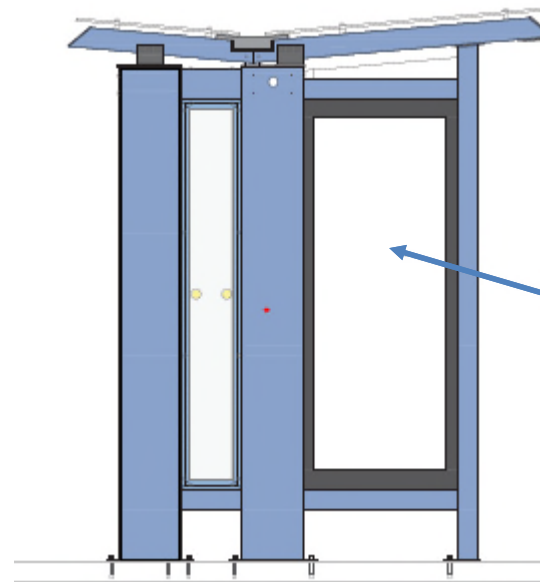
Ensuring access to relevant, real time information at Connection Hubs will be an important component of the customer experience when we launch the reimagined transit system.

Enclosure Design

Real time traveler
information



Ad display panel



Current Example: URMC Shelters



Project Schedule

Task	Date
Contract Award	11/07/2019
Fabrication Starts	12/01/2019
Fabrication Complete	02/28/2020

Invitation for Bids

- Publicly advertised for bids in the New York State Contract Reporter on July 12, 2019 and the Rochester Business Journal on September 13, 2019.
- Seven (7) Invitation for Bid packages were distributed. Two (2) bids were received prior to the October 4, 2019 deadline:
 - Image Manufacturing Group, LLC \$206,563
 - TAC Operating Company \$249,900

Recommendation

That the Chief Executive Officer or his designee be authorized to execute a contract with Image Manufacturing Group, LLC. for Custom Fabricated Stainless Steel All-Weather Enclosures for Video Monitors and Ad Signs for Reimagine RTS Connection Hubs for \$206,563.

In addition, the Chief Executive Officer or his designee be authorized to increase the value of the contract by an amount not to exceed \$10,328 for justified orders on contract with a total authorized amount of \$216,891.



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BOARD OF COMMISSIONERS AGENDA ITEM COVER SHEET

Board Meeting Date:	November 7, 2019
Presenter:	Amy Gould
Subject:	Resolution Authoring a Contract for Ambassadors for the Reimagine RTS Project
Background:	<p>The Authority seeks to engage an outside contractor to perform outreach leading up to and after the launch of the Reimagine RTS system in order to proactively promote and educate the public.</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 September 13, 2019.</p> <p>Twenty six (26) RFP packages were requested by potential contractors and subcontractors. Two (2) responsive proposals were received on October 11, 2019.</p> <p>An evaluation and systematic scoring process was undertaken based on the following four (4) criteria:</p> <ul style="list-style-type: none">• Qualifications, Resources and Experience of the Firm and Proposed Subcontractors• Methodology for Recruiting, Hiring and Retaining Temporary Ambassadors• Methodology for Training and Coordinating Ambassadors• Price <p>The Authority scored the two firms as follows:</p> <ul style="list-style-type: none">• Highland Planning LLC of Rochester, NY: 83• Hudson Chesapeake Ltd. of New York, NY: 76 <p>The Authority determined Highland Planning submitted the proposal that is the most favorable and in the best interest of the Authority due to their experience and the price offered.</p> <p>Highland Planning appears to be a responsible firm and the pricing submitted is fair and reasonable.</p>

Financial Impact:	<p>The actual cost incurred under this contract will be determined by the total number of hours worked at the hourly rates provided in Attachment A. The anticipated cost of this contract is \$149,830 based on our estimate of hours to be worked. The hourly rates in Attachment A are fixed for the duration of the contract.</p> <p>The cost of this contract is funded in the current Authority's operating budget and will be included in future operating budgets.</p>
Recommendation:	<p>That the Chief Executive Officer or his designee is authorized to enter into a one-year contract with Highland Planning LLC to perform outreach leading up to and after the launch of the Reimagine RTS system.</p>

Resolution: RGRTA 49-2019

RESOLUTION AUTHORIZING A CONTRACT FOR AMBASSADORS FOR THE REIMAGINE RTS PROJECT

WHEREAS, the Rochester Genesee Regional Transportation Authority (the “Authority”) seeks to engage an outside contractor to perform in-person outreach leading up to and after the launch of the Reimagine RTS system in order to proactively promote and educate the public. This contractor will bring local expertise to recruit, hire, and coordinate qualified external and internal RTS Ambassador Staff and ensure that all Ambassador Staff are properly trained in the new Reimagined RTS system and customer-facing technology; and

WHEREAS, the Authority issued a Request for Proposals (RFP) and publicly advertised it in the New York State Contract Reporter and the Rochester Business Journal on September 13, 2019; and

WHEREAS, twenty six (26) RFP packages were requested by potential contractors and subcontractors. Two (2) responsive proposals were received on October 11, 2019; and

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

WHEREAS, the Authority determined that Highland Planning appears to be responsible firm and that the rates provided for professional services in Attachment A are fair and reasonable; and

WHEREAS, the Authority anticipates spending \$149,830 on this contract based upon the hourly rates in Attachment A.

NOW, THEREFORE, BE IT RESOLVED, that the Chief Executive Officer or his designated representative is authorized to enter into a one-year contract with Highland Planning LLC to perform in-person outreach leading up to and after the launch of the Reimagine RTS system based on the hourly 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 Quarterly Meeting of the Rochester-Genesee Regional Transportation Authority, which was held on November 7, 2019 and that the Resolution is still in full force and effect.

Donald Jeffries, Chairman

Date: November 7, 2019
Rochester, New York

Resolution: RGRTA 49-2019

ATTACHMENT A

**RESOLUTION AUTHORIZING A CONTRACT FOR AMBASSADORS FOR THE
REIMAGINE RTS PROJECT**

Job Title	Hourly Rate
Ambassador	\$59
Planner	\$85
Project Manager	\$95
Senior Planner	\$95
Principal	\$115



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BOARD OF COMMISSIONERS AGENDA ITEM COVER SHEET

Board Meeting Date:	November 7, 2019
Presenter:	Christian Mahood
Subject:	Resolution Authorizing the Award of a Contract for Software Installation and Implementation Services
Background:	<p>On July 11, 2013, Resolution RGRTA 47-2013 approved awarding a contract to Kinsey & Kinsey, Inc. for the purchase and implementation of a new enterprise financial system. The implementation consisted of modules to support Accounting, Accounts Payable, Asset Management, Grants Management, and Purchase Requisition Authorization.</p> <p>The Authority wishes to implement three additional modules to support Procurement and Contract Management, as follows:</p> <ul style="list-style-type: none">• <u>Vendor Portal</u> permits firms interested in doing business with the Authority to register and receive notification of active procurements. Once registered, the system tracks federal and state diversity certifications, payments to subcontractors, and will interface with the Accounts Payable module to facilitate submission of electronic invoices.• <u>Strategic Sourcing</u> simplifies the procurement process through creation and distribution of electronic procurement documents. Through an interface with Vendor Portal, Strategic Sourcing tracks distribution of solicitations, automatically distributes addenda, and compiles bidder/proposer submissions.• <u>Contract Management</u> facilitates monitoring of contract renewals, rebids, and regulatory goals (i.e. Disadvantaged Business Enterprise and Minority and Women-owned Business Enterprise). <p>The integration of these modules with existing modules will provide a seamless flow from the initial request for purchase, through procurement, to contract execution, accounts payable, ongoing contract oversight, and contract close out.</p>

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	<p>The Authority issued a Request for Proposals (RFP) for these services and publicly advertised in the <u>New York State Contract Reporter</u> and <u>Minority Reporter</u> on February 27, 2019, and the <u>Rochester Business Journal</u> on March 1, 2019.</p> <p>Nineteen (19) RFP packages were issued to potential contractors. One (1) responsive proposal was received on April 18, 2019. The proposal was received from Kinsey & Kinsey, Inc., the same firm that implemented the original software.</p> <p>The evaluation team scored the single proposal using the following four (4) criteria identified in the RFP:</p> <ul style="list-style-type: none"> • Experience of the Project Team • Project Plan, Training Plans, and Materials • Experience of the Firm • Price <p>After a thorough review of the proposal and negotiation with the Proposer, the Authority has determined the pricing submitted by Kinsey & Kinsey, Inc. was fair and reasonable. The Authority also determined that they appear to be a responsible firm.</p>
Financial Impact:	<p>The proposed cost of software upgrades, installation, implementation, and training is \$325,995. In addition, the Authority is requesting a contingency of \$32,600 for the contract which will authorize a total of \$358,595.</p> <p>Funding for this project is available in the Authority's 2019-2020 Capital Budget.</p>
Recommendation:	<p>That the Chief Executive Officer or his designee be granted authority to execute a contract with Kinsey and Kinsey, Inc. for Software Installation and Implementation Services in the amount of \$325,995. In addition, the Chief Executive Officer, or his designee is authorized to increase the value on contract by an amount not to exceed \$32,600 for justified orders on contract with the total authorized amount of \$358,595.</p>

Resolution: RGRTA 50-2019

RESOLUTION AUTHORIZING THE AWARD OF A CONTRACT FOR SOFTWARE INSTALLATION AND IMPLEMENTATION SERVICES

WHEREAS, on July 11, 2013, Resolution RGRTA 47-2013 approved awarding a contract to Kinsey & Kinsey, Inc. for the purchase and implementation of a new enterprise financial system; and

WHEREAS, the Rochester-Genesee Regional Transportation Authority (the "Authority") desires to install and implement three additional modules of the financial system; and

WHEREAS, the Authority sought bids by issuing a Request for Proposals (RFP) and publicly advertising it in the New York State Contract Reporter and Minority Reporter on February 27, 2019, and the Rochester Business Journal on March 1, 2019; and

WHEREAS, nineteen (19) RFP packages were sent to interested firms and one (1) proposal was received; and

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

WHEREAS, the project funding is available in the Authority's 2019-2020 Capital Budget.

NOW, THEREFORE, BE IT RESOLVED, that the Chief Executive Officer or his designee is authorized to enter into a contract with Kinsey & Kinsey, Inc., in an amount not to exceed \$325,995; and

BE IT FURTHER RESOLVED, that the Chief Executive Officer or his designated representative is authorized to increase the value of the contract by up to \$32,600 for justified orders on contract, which would increase the total authorization to not exceed \$358,595; 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 November 7, 2019 and that the Resolution is still in full force and effect.

Donald Jeffries, Chairman

Date: November 7, 2019
Rochester, New York



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**BOARD OF COMMISSIONERS
AGENDA ITEM COVER SHEET**

Board Meeting Date:	November 7, 2019
Presenter:	Christian Mahood
Subject:	Resolution Authorizing a Contract for Software Support and Hardware Maintenance Services for the Digital Signage System
Background:	<p>RGRTA 80-2013 authorized a contract for a Digital Signage System to provide customer information at the Transit Center. In 2015 RGRTA 27 and 28 of 2015 authorized amendments to RGRTA 80-2013 for additional signage at the Transit Center and the Mt. Hope Station Project.</p> <p>The Digital Signage System provides real-time schedule, and route detour information to customers within a fully integrated software and hardware flat panel display.</p> <p>The original award, RGRTA 80-2013, was completed through a competitive Request for Proposal (RFP) process and awarded based on the evaluation and awarded to Signature Technologies, Inc. dba Com-Net Software.</p> <p>The Authority has determined that Com-Net Software is the only entity which can offer the continuation of our current Digital Signage System and we are requesting a sole source award for additional licenses associated with the implementation of the Digital Signage System at the Reimagine RTS Connection Hubs along with software support and maintenance for the next five years.</p> <p>The Authority has determined that the pricing submitted by Com-Net Software is fair, reasonable, and consistent with the cost RGRTA has incurred for this service in the past. The Authority determined that Com-Net Software appears to be a responsible firm.</p>

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Financial Impact:	<p>A one-time cost of \$16,844 for an additional ten (10) licenses are needed as part of the Reimagine RTS Connection Hubs Project. The five (5) year term for software support and hardware maintenance is \$50,000 a year for a total contract cost of \$250,000. The total contract value is \$266,844.</p> <p>The funding for this contract is included in the Authority's 2019-2020 operating budget and will be included in future operating budgets.</p>
Recommendation:	<p>That the CEO or his designee be granted authority to execute a contract with Com-Net Software for Software Support and Hardware Maintenance Services for the Digital Signage System for a five (5) year term at the total cost of \$266,844.</p>

Resolution: RGRTA 51-2019

RESOLUTION AUTHORIZING A CONTRACT FOR SOFTWARE SUPPORT AND HARDWARE MAINTENANCE SERVICES FOR THE DIGITAL SIGNAGE SYSTEM

WHEREAS, the Authority implemented an advanced customer information system using digital signage software and hardware that provides real-time schedule and route detour information to customers with Signature Technologies, Inc. dba: Com-Net Software; and

WHEREAS, the Authority originally purchased the software and hardware in 2013 as part of the construction of the RTS Transit Center. It was subsequently expanded in 2015 as part of the Mt. Hope Station Project; and

WHEREAS, the Authority has determined that Com-Net Software is a sole source provider for software and hardware maintenance to provide support for the functionality of the existing system; and

WHEREAS, the Authority has determined that the pricing submitted by Com-Net Software is fair, reasonable, and consistent with the cost RGRTA has incurred for this service in the past; and

WHEREAS, the Authority determined that Com-Net Software appears to be a responsible firm.

NOW, THEREFORE, BE IT RESOLVED, that the Chief Executive Officer or his designee is authorized to execute a contract with Com-Net Software for additional licenses, and Software Support and Hardware Maintenance Services for the Digital Signage System for a five (5) year term at the total cost of \$266,844; 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 the Quarterly Meeting of the Rochester Genesee Regional Transportation Authority which was held on November 7, 2019 and that the Resolution is still in full force and effect.

Donald Jeffries, Chairman

Date: November 7, 2019
Rochester, New York



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**BOARD OF COMMISSIONERS
AGENDA ITEM COVER SHEET**

Board Meeting Date:	November 7, 2019
Presenter:	Scott Adair
Subject:	Resolution Authorizing the Disposal of Buses and other Assets
Background:	<p>The Authority periodically retires buses and other assets after they reach the end of their anticipated service life, become obsolete, or are no longer suitable or necessary for the provision of public transportation services 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 buses, and other assets. The Authority anticipates that the remaining assets after offering for 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 52-2019

RESOLUTION AUTHORIZING THE DISPOSAL OF BUSES AND OTHER ASSETS

WHEREAS, the Rochester Genesee Regional Transportation Authority (the "Authority") periodically retires buses and other assets after they reach the end of their anticipated service life, become obsolete, or are no longer suitable or necessary for the provision of public transportation services 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 buses and other 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 November 7, 2019 and that the Resolution is still in full force and effect.

Donald Jeffries, Chairman

Date: November 7, 2019
Rochester, New York

ATTACHMENT A

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Bus#	Manufacturer	Vin#
RTS Monroe 721	2005 Gillig	15GGD291951076353
RTS Monroe 722	2005 Gillig	15GGD291051076354
RTS Monroe 724	2005 Gillig	15GGD291451076356
RTS Monroe 725	2005 Gillig	15GGD291651076357
RTS Monroe 729	2005 Gillig	15GGD291851076361
RTS Monroe 732	2005 Gillig	15GGD291161076364
RTS Monroe 734	2005 Gillig	15GGD291561076366

Item	Make	Serial
Desktop Computer	Hewlett-Packard	2UA1030BCB
Desktop Computer	Hewlett-Packard	2UA0340GL3
Desktop Computer	Hewlett-Packard	2UA1030BC6
Desktop Computer	Hewlett-Packard	2UA1030BCD
Desktop Computer	Hewlett-Packard	2UA1030BC4
Desktop Computer	Hewlett-Packard	2UA1191GR0
Desktop Computer	Hewlett-Packard	2UA5302602
Desktop Computer	Hewlett-Packard	2UA4270V36
Desktop Computer	Hewlett-Packard	2UA5061VH9
Desktop Computer	Hewlett-Packard	2UA5302609
Desktop Computer	Hewlett-Packard	2UA4270V37
Desktop Computer	Hewlett-Packard	2UA4270V32
Desktop Computer	Hewlett-Packard	2UA53025ZZ
Desktop Computer	Hewlett-Packard	2UA4270V34
Desktop Computer	Hewlett-Packard	2UA4270V33
Desktop Computer	Hewlett-Packard	2UA5302605
Desktop Computer	Hewlett-Packard	2UA4270V38
Desktop Computer	Hewlett-Packard	2UA4270V31
Desktop Computer	Hewlett-Packard	2UA530260C
Desktop Computer	Hewlett-Packard	2UA5302601
Laptop Computer	Hewlett-Packard	CNU13449SB
Laptop Computer	Hewlett-Packard	5CG5306H06
Laptop Computer	Hewlett-Packard	5CG5306KSW
Laptop Computer	Hewlett-Packard	5CG5452BD9
Laptop Computer	Hewlett-Packard	5CG5452HLN
Laptop Computer	Hewlett-Packard	5CG5306KRL
Laptop Computer	Hewlett-Packard	5CG4523TJP
Laptop Computer	Hewlett-Packard	5CG5451ZQN
Laptop Computer	Hewlett-Packard	5CG5452F8X
Laptop Computer	Hewlett-Packard	5CG5452CV6
Laptop Computer	Hewlett-Packard	5CG54521RW

ATTACHMENT A

Page 2 of 2

Item	Make	Serial
Monitor	Hewlett-Packard	3CQ1031YF0
Monitor	Hewlett-Packard	CN40240KM8
Monitor	Hewlett-Packard	CNC250Q22Q
Monitor	Hewlett-Packard	3CQ0152GT3
Monitor	Hewlett-Packard	3CQ2480WZJ
Monitor	Hewlett-Packard	CNT933V4L1
Monitor	Hewlett-Packard	3CQ101NJ9W
Monitor	Hewlett-Packard	3CQ113N1G7
Monitor	Hewlett-Packard	3CQ113N1J0
Monitor	Hewlett-Packard	CNG82402HZ
Monitor	Hewlett-Packard	3QC113N1GR
Monitor	Hewlett-Packard	3CQ3150P61
Monitor	Hewlett-Packard	3CQ2209LVQ
Monitor	Hewlett-Packard	CNP505K115
Monitor	Hewlett-Packard	CNP501B0X0
Monitor	Hewlett-Packard	CNP505K110
Monitor	Hewlett-Packard	3CQ2209LW5
Monitor	Hewlett-Packard	3CQ101NJDB
Monitor	Hewlett-Packard	CNP505K10S
Monitor	Hewlett-Packard	CNP422V0KL
Monitor	Hewlett-Packard	3CQ21008R1
Monitor	Hewlett-Packard	3CQ101NJ4Q
Monitor	Hewlett-Packard	3CQ00956KS
Monitor	Hewlett-Packard	CNC93911PZ
Monitor	Hewlett-Packard	3CQ2209LVX
Monitor	Hewlett-Packard	CNK9150KH2
Monitor	Hewlett-Packard	3CQ101NJ9L
Printer	Hewlett-Packard	VNB3L06424
Printer	Hewlett-Packard	USGNP40086
Printer	Hewlett-Packard	CNDXJ06112
Printer	Hewlett-Packard	CNF8GBH1SG
Projector	Epson	QU7F231305L
Projector	Epson	QU7F230418L
Server	Hewlett-Packard	2UA4270C0G
Server	Hewlett-Packard	2UA2491BKW
ThinClient	Lenovo	MJ01447P