

**MINUTES OF THE QUARTERLY MEETING OF THE
BOARD OF COMMISSIONERS OF
ROCHESTER-GENESEE REGIONAL TRANSPORTATION AUTHORITY
AND ITS SUBSIDIARIES
November 5, 2020**

A. Roll Call and Determination of Quorum

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

Present Virtually on Roll Call:

➤ County of Monroe	Don Jeffries	=	15 votes
➤ City of Rochester	William Ansbro	=	2 votes
➤ City of Rochester	Jerdine Johnson	=	2 votes
➤ City of Rochester	William McDonald	=	2 votes
➤ County of Ontario	Geoff Astles	=	3 votes
➤ County of Orleans	James R. Bensley	=	1 vote
➤ County of Seneca	Edward W. White	=	1 vote
➤ County of Wayne	Michael P. Jankowski	=	3 votes
➤ County of Wyoming	Rich Kosmerl	=	1 vote
➤ Amalgamated Transit Union	Jacques Chapman	=	<u>0 votes</u>

Total Votes Possible	30
Total Votes Present	26
Votes Needed for Quorum	16

Others Present:

Scott Adair, Chief Financial Officer
Kirk Bethel, Manager of Customer Service
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
Daniel DeLaus, Chief Legal Counsel
Chris Dobson, VP of Transportation Services
Chris Doran, Client Relationship Manager
Renee Elwood, Director of Well-Being & Inclusion
Caitlin Farley, Retirement and Benefits Specialist
Justin Feasel, Manager of Purchasing & Project Management
Lea Goodness, Director of Scheduling
Amy Gould, Chief People Officer
Krystal Hall, Director of People Performance & Development

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

B. Adoption of the Agenda

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

C. Approval of Minutes

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

- Regular Board Meeting Minutes of September 10, 2020

D. CEO Report

Bill Carpenter, Chief Executive Officer, presented the CEO Report including presentations from Mike Burns, Director of Accounting Services on the TOPS Report for Q2 and Amy Gould, Chief People Officer on Employee Engagement. The power point presentations are attached to these Minutes.

Questions/Comments regarding the presentation on the TOPS Report:

- *Commissioner McDonald asked about the half day fares for Senior/Disabled customers and asked why the number is so low at 40 rides per day. Mike Burns, Director of Accounting Services, stated that this number is just an average for the 2nd Quarter and we did review September and we had 70 rides with 30 unique users, so the trend is upward.*

Questions/Comments regarding the presentation on Employee Engagement:

- *Commissioner Johnson are we still going to hire the folks for Reimagine RTS. Bill Carpenter, CEO stated that is something that will be discussed during the Governance Retreat.*

On motion of Commissioner Johnson, 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 McDonald asked how much has been spent so far on COVID-19 related expenses. Scott Adair, Chief Financial Officer, stated that we have spent approximately \$600,000 and are anticipating another \$200,000.*

On motion of Commissioner Johnson, seconded by Commissioner McDonald, the Financial Report was accepted by unanimous vote.

F. Proposed Resolutions

Resolution to Adopt and Approve the 2020-2023 Title VI Program Plan, RGRTA 42-2020

- *Commissioner Kosmerl asked if there are any requirements of when we would do extensive interpretations on another language. Daniel DeLaus, General Counsel, we have to go through a four-step process to determine other languages and the last time there were no other languages even close.*
- *Commissioner Chapman stated that he agrees that the community is looking forward to the launch of Reimagine RTS.*

RGRTA 42-2020: On motion of Commissioner Johnson, seconded by Commissioner Kosmerl, the aforementioned Resolution, a copy of which is attached to these Minutes, was unanimously approved.

G. Consent Resolutions

Consent Resolutions RGRTA 43-2020 up to and including RGRTA 46-2020 were presented with questions and comments following the respective resolution, these Resolutions below, a copy of which are attached to these Minutes:

Resolution Authorizing the Award of a Contract for Insurance Broker Services, RGRTA 43-2020

Resolution Authorizing a Joint Service Agreement with Genesee County, RGRTA 44-2020

Resolution Authorizing the Disposal of Buses and other Assets, RGRTA 45-2020

Resolution Authorizing a Collective Bargaining Agreement between RTS Genesee and the Service Employees International Union, Local 200 United, RGRTA 46-2020

Resolutions RGRTA 43-2020 up to and including RGRTA 46-2020 were moved by a motion from Commissioner Kosmerl seconded by Commissioner Johnson and were unanimously approved.

H. Calendar

Chairman Jeffries stated that the Governance Retreat will take place on November 16th virtually. Bill Carpenter stated that Kelly Parisi will be sending out pre-read information tomorrow, November 6th and will send out presentations on Friday, November 13th so that the Board can follow from home.

I. Adjournment

There being no further matters on the adopted Agenda, the quarterly meeting was adjourned on motion of Commissioner Astles, seconded by Commissioner Kosmerl at 12:48pm.

Respectfully submitted,

Edward W. White, Esq., Secretary

Posted Date: November 19, 2020

CEO Report

Presented by: Bill Carpenter, CEO

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CEO Report Agenda

- TOPS Report
- Project Highlight
- Miscellaneous



TOPS

TRANSIT ORGANIZATION PERFORMANCE SCORECARD

		SCORE 2nd Qtr.
FPI	FINANCIAL PERFORMANCE INDEX	20.0
CSI	CUSTOMER SATISFACTION INDEX	38.7
SPI	SERVICE PERFORMANCE INDEX	46.1
EEI	EMPLOYEE ENGAGEMENT INDEX	12.4
TOTAL		117.2

TOPS Report

*Presented by: Michael Burns
Director of Accounting Services*

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Strategic Pillars 2020-21 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	NA	\$0.0			20.00	20.00	26.00	14.00
	Total FPI Score						20.0	20.0	26.0	14.0
Customer Service Index	Net Promoter Score - RTS	38%	NA	47%			36.27	27.90	36.27	19.53
	RTS Access	95%	NA	98%			0.42	0.35	0.46	0.25
	RTS Genesee	95%	NA	80%			0.18	0.25	0.33	0.18
	RTS Livingston	95%	NA	100%			0.33	0.25	0.33	0.18
	RTS Ontario	95%	NA	96%			0.26	0.25	0.33	0.18
	RTS Orleans	95%	NA	100%			0.33	0.25	0.33	0.18
	RTS Seneca	95%	NA	100%			0.33	0.25	0.33	0.18
	RTS Wayne	95%	NA	99%			0.30	0.25	0.33	0.18
	RTS Wyoming	95%	NA	97%			0.28	0.25	0.33	0.18
	Total CSI Score						38.7	30.0	39.0	21.0
Service Performance Index	On-Time Performance - RTS	90.50%	91.12%	91.70%			29.86	24.40	35.77	17.08
	RTS Access	95.00%	97.2%	97.6%			0.45	0.35	0.46	0.25
	RTS Genesee	93.0%	100.0%	98.3%			0.33	0.25	0.33	0.18
	RTS Livingston	90.0%	99.8%	100.0%			0.33	0.25	0.33	0.18
	RTS Ontario	92.0%	91.5%	94.9%			0.32	0.25	0.33	0.18
	RTS Orleans	95.5%	99.7%	99.4%			0.33	0.25	0.33	0.18
	RTS Seneca	97.0%	100.0%	100.0%			0.33	0.25	0.33	0.18
	RTS Wayne	96.0%	99.5%	98.5%			0.33	0.25	0.33	0.18
	RTS Wyoming	96.0%	99.1%	98.4%			0.33	0.25	0.33	0.18
	Mobile Ticketing	Yes		Yes			4.50	4.50	4.50	3.15
	Half Fares	Yes		Yes			4.50	4.50	4.50	3.15
	Veteran Fares	Yes		Yes			4.50	4.50	4.50	3.15
	Total SPI Score						46.1	40.0	52.0	28.0
Employee Engagement Index	Employee Participation	27.5%		38.3%			-	-	-	-
	Employee Engaged Index	24.0%		45.0%			6.50	5.00	6.50	3.50
	Employee Satisfaction	4.0		4.3			5.95	5.00	6.50	3.50
	Total EEI Score						12.4	10.0	13.0	7.0
TOPS Score							117.2	100.0	130.0	70.0

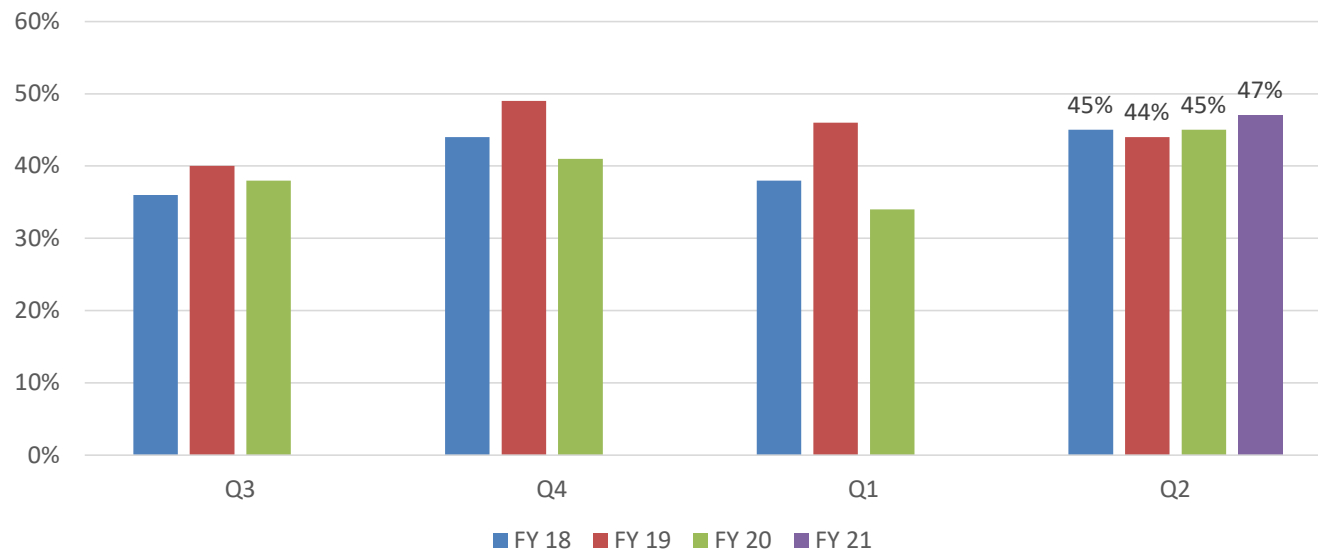


Customer Service Index

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RTS Monroe NPS: Trends by Quarter

- Despite the challenges presented by the pandemic, Q2 NPS is within the Q2 range for the past three years.



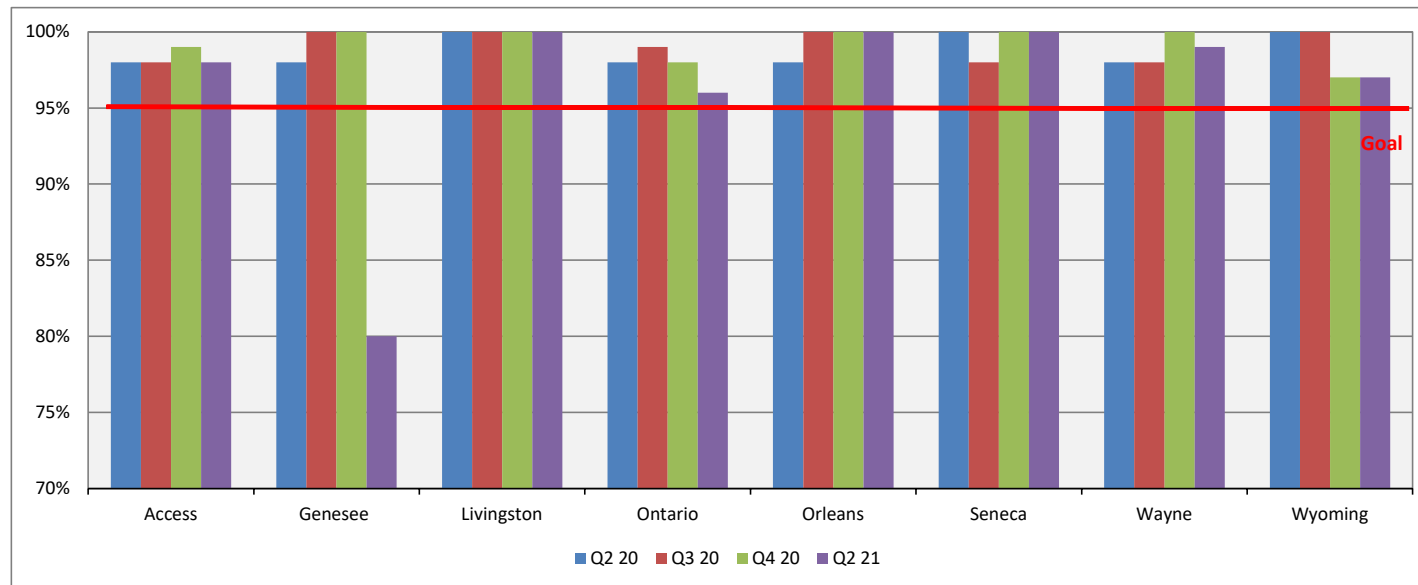
Note: On board customer surveying was not conducted during Q1

RTS Monroe NPS: Key Learnings

- Promoters trusted RTS to be a reliable option that was both convenient and comprehensive, with many noting their rating was because of the great job RTS has done during the pandemic.
- Regarding the pandemic and bus usage:
 - 60% of respondents said it had no impact,
 - 43% felt they had to choose between their health and their jobs, and
 - 3% stopped using the bus altogether
- Regarding measures taken by RTS in response to the pandemic, respondents indicated that cleanliness and overcrowding were no more of a concern than they have been in the past.

Customer Satisfaction: Trends by Quarter

- Customer Satisfaction at Access and the Regionals exceeded goal, with the exception of RTS Genesee



Note: On board customer surveying was not conducted during Q1

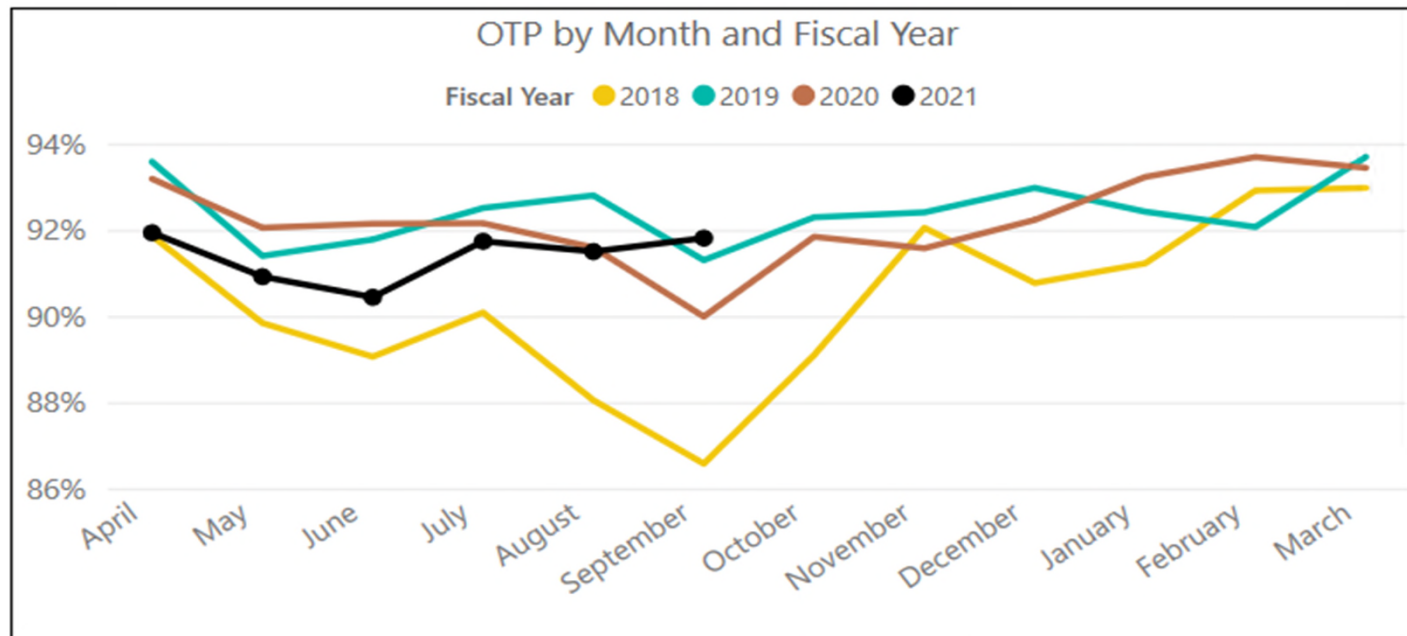


Service Performance Index

Strategic Pillars 2020-21 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
Service Performance Index	On-Time Performance - RTS	90.50%	91.12%	91.70%			29.86	24.40	35.77	17.08
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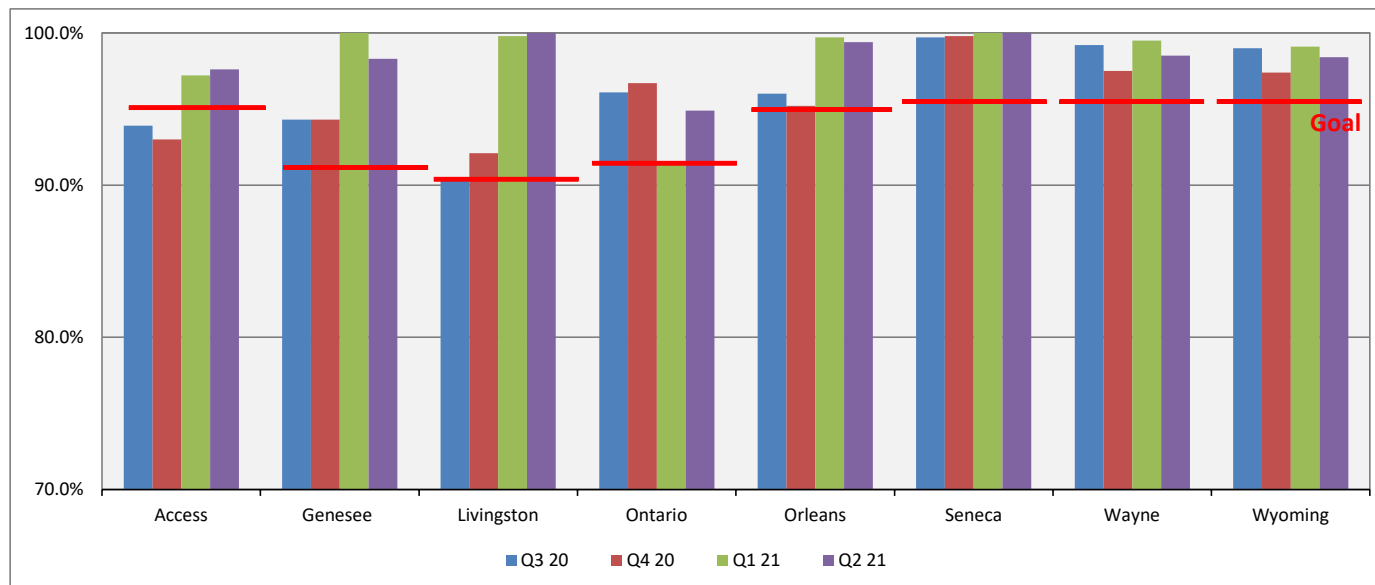
OTP-RTS Monroe: Performance Trends

- Within Q2, monthly OTP ranged from 91.52% to 91.83%
- Early departures and late arrivals were 3.2% and 5.1%, respectively



OTP-Access and Regionals: Trends by Quarter

- Q2 OTP exceeded goal at all locations





New Fare Payment Options

- Mobile ticketing, half fares for senior and disabled customers and free fares for Veterans were all implemented in July
- Compared with contactless scans per weekday for July and August, contactless scans for September were up 40%
- Compared with RTS Go unique users per weekday for July and August, unique users for September were up 43%
- Usage for all day half fares for senior and disabled customers has been steady at about 40 trips per weekday
- As of September 30, 474 pass cards had been issued to Veterans with 355 currently in use



Summary

- Q2 results demonstrate strong performance at or in excess of goal across the four key result areas that we measure.
- Customer experience was enhanced in Q2 with the introduction of mobile ticketing, all day half fares for senior and disabled customers and free fares for veterans.
- Despite the challenges presented by the pandemic, our customers recognized our commitment to providing safe, clean and reliable transportation and our employees expressed satisfaction at the efforts undertaken to keep them highly engaged to better serve our community.



CEO Report Agenda

- TOPS Report
- Project Highlight
- Miscellaneous

Q2 Employee Survey Results

Presented By: Amy Gould
Chief People Officer

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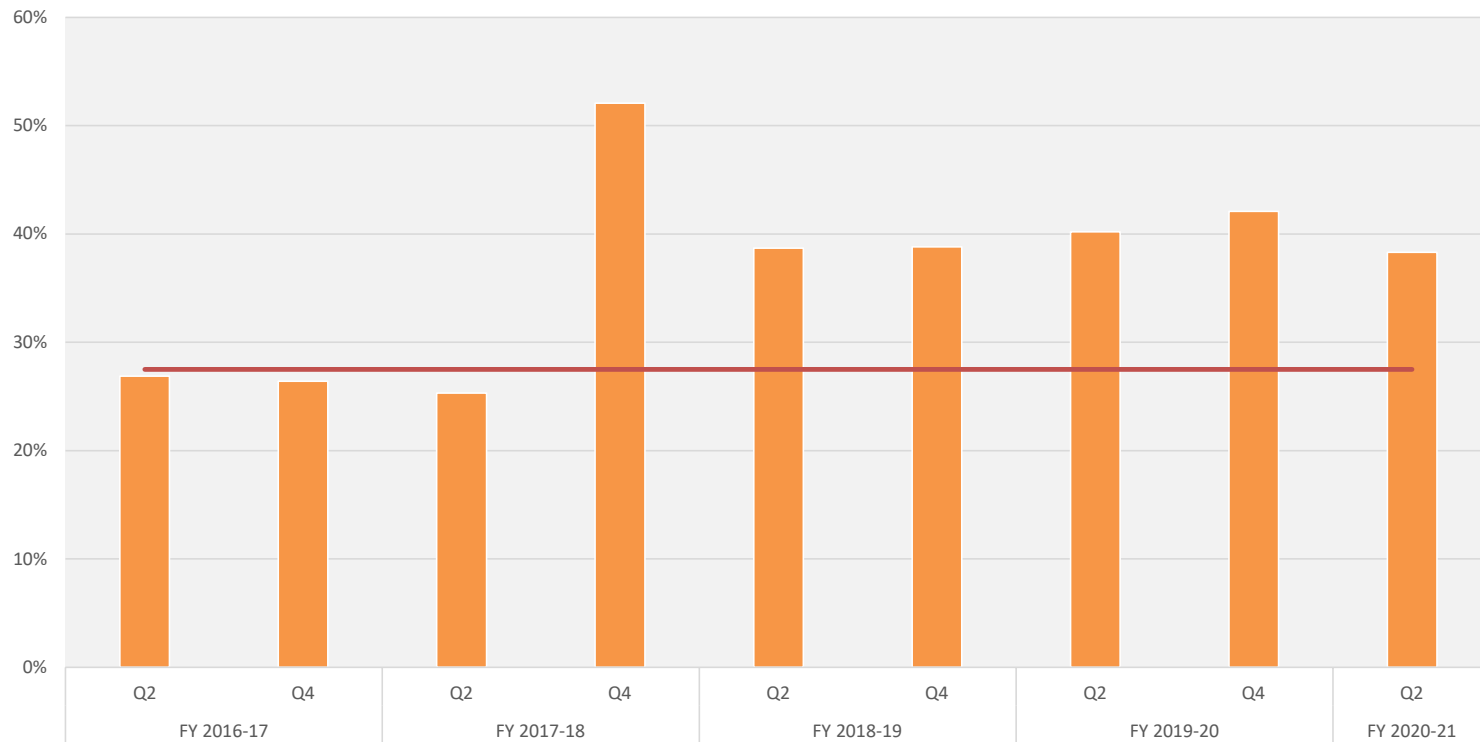
Evolution of Employee Engagement Index

- Survey of employees began consistently FY 2010-11
- Survey results first incorporated into TOPS FY 2013-14
- Survey all employees in FY 2017-2018 (Q2) and (Q4)
- Condensed Q2 survey FY 2018-2019
- Leadership Team After Action Review
- Keep doing; Opportunity NOW; Opportunity FUTURE
- Key takeaways elevated to strategic planning process



Participation

- Participation holding steady in Q2 (38.3%)



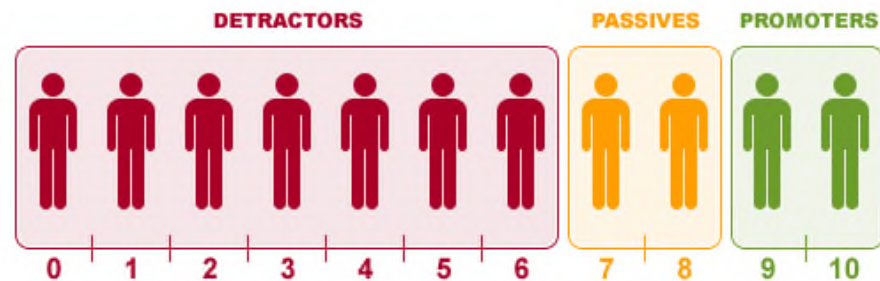


Employee Engagement Index

- **Measured twice per year, in Q2 and Q4**
 - Q2 Survey ran August 21st – September 3rd
- **Contributes 10 goal points to TOPS**
- **Index Components:**
 - Employee Engagement: 5 possible points
 - Employee Satisfaction: 5 possible points

Engagement

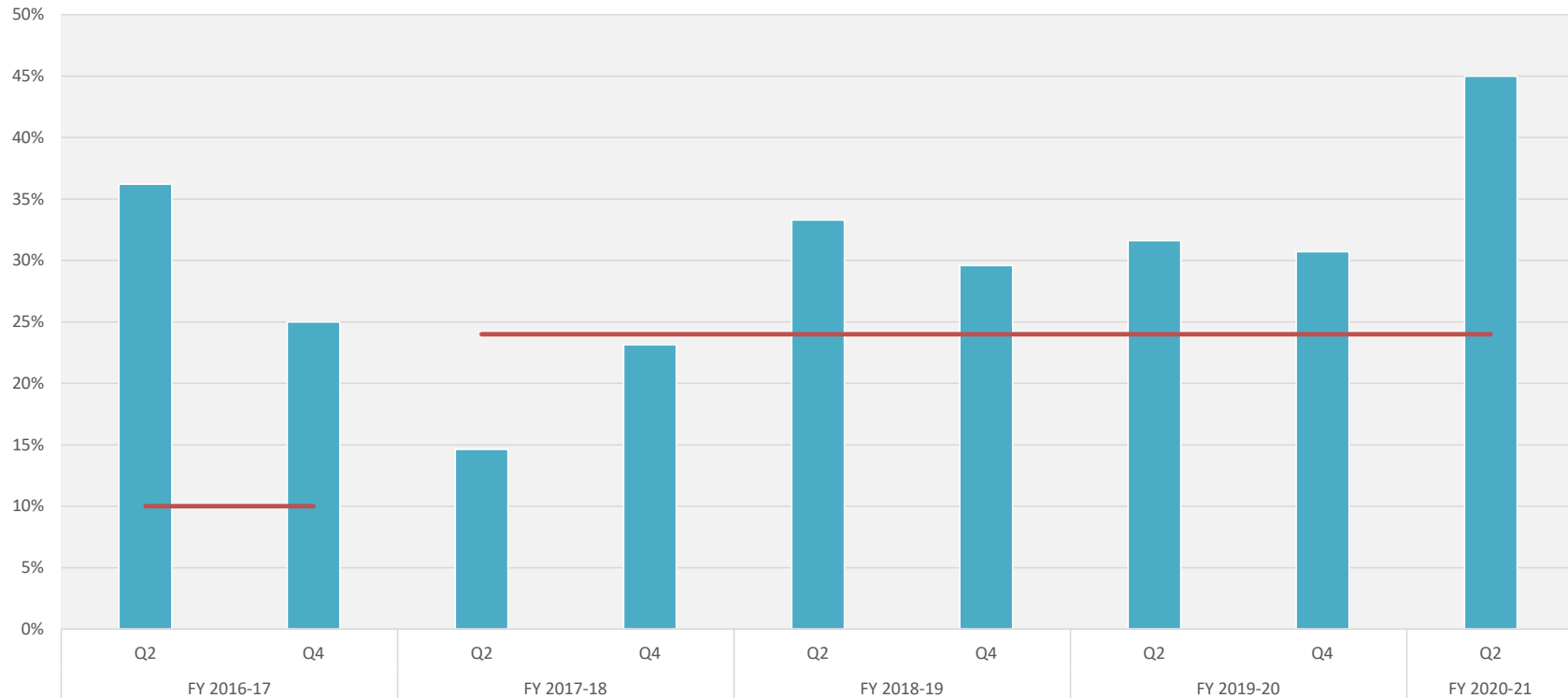
- **Measured by results from four statements:**
 1. I am motivated to go "above and beyond" what is expected of me at my job.
 2. I would stay with RTS if I was offered a similar job elsewhere for slightly higher pay.
 3. If a friend or family member was looking for a job, how likely is it that you would recommend RTS to them as a great place to work?
 4. If a friend or family member was interested in RTS public transit services, how likely is it that you would recommend RTS to them?
- **Just like with our NPS score, scores are 0-10 and the separated into promoters and detractors:**
 - To be counted as a promoter, 3 of the 4 questions should be scored 9 or higher.
 - To be counted as a detractor, 3 of the 4 questions should be scored 6 or lower.



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

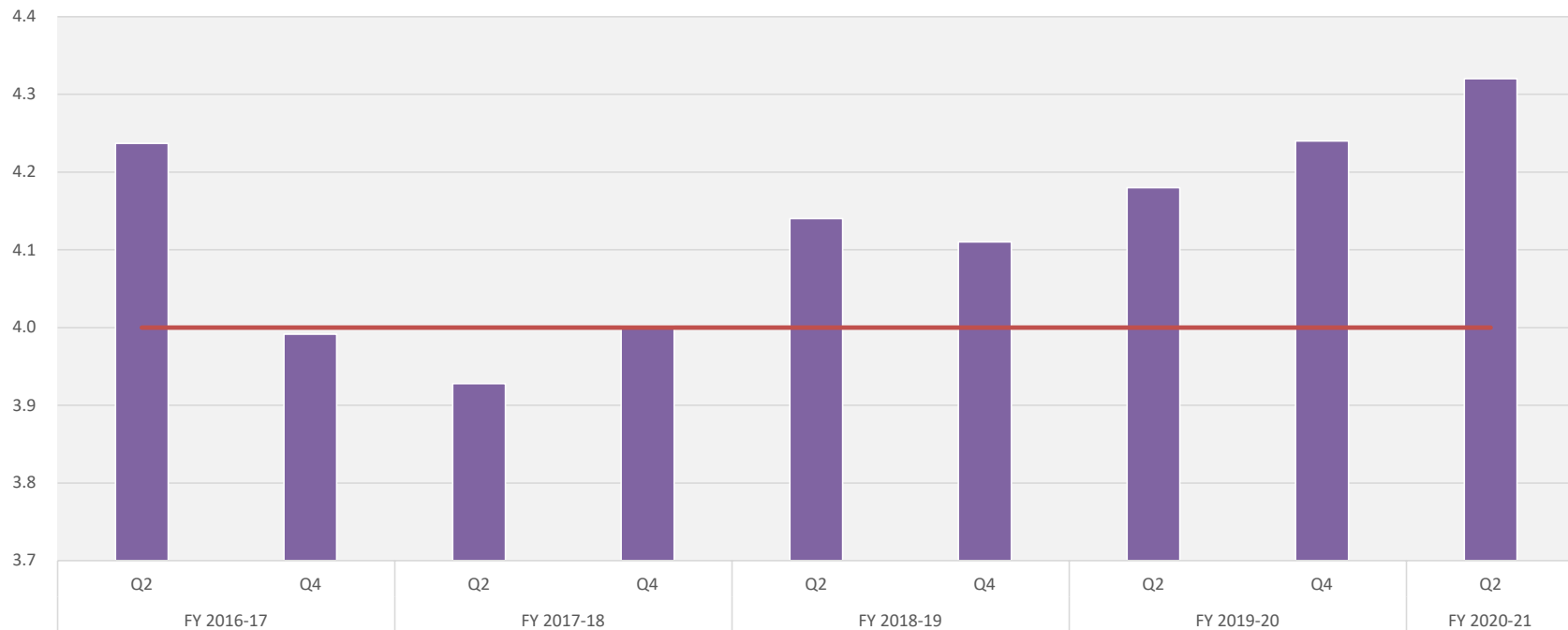
Engagement

- Q2 score is the highest we've ever recorded!



Satisfaction

- **Q2 score was our highest ever at 4.32.**
 - Continues long term increasing trend



Survey Action Planning

Keep Doing	Opportunity Now (Next 3-6 months)	Opportunity Future (6 months-1 year+)
Wellness Program	Open Wellness Center- COMPLETED!	Class on ASL (Culture & Inclusion Council)
Opportunities to provide feedback	Focus on low engagement scores by group	Focus groups; logistics and survey deployment
Teleworking/Flexibility	Teleworking long-term policy – DONE (Non-union)	Physical space (Wayne)
Visits by upper management to Regionals/Access	Single service coffee maker in breakroom (Ontario)	Training on how to deal with stress (unrest, mental health training, conflict resolution training) (Bus Operators)
Culture & Inclusion Council conversations	Culture & Inclusion Council conversations	Culture & Inclusion Council conversations
Wellness at Regional locations-more positive interactions	Coat hooks on buses	Access scheduling (Trapeze)
Continue positive feedback/RTS Way recognition	Hand sanitizer at desks (spray bottle/individual containers) and more hand sanitizer stations	Mentoring Program

Voices Of Our Employees

Appreciation of the work that has been done lately (either from home or in office) has been pretty good. I think as a company we have handled this whole "situation" very well. Can't wait to get back to whatever the new normal is!!
-RTS Admin

Seeing Managers out on the floor of the Transit Center

I love how since I was in training RTS has had many people come such as food truck, curbside market, mammogram truck.
- RTS Monroe

The new key system is a brilliant idea. No need to worry about who's stuff is on the bus. Having someone clean the bus as well. Whoever came up with that idea.....Props! -RTS Wayne

The Wellness program is very upbeat, informative for every walk of life.
-RTS Wyoming

I would like to see a newsletter monthly for us to hand out to riders with info about bus routes, driver, info, important messages and other useful things.
-RTS Ontario

As an RTS bus operator, it would be beneficial to have drivers COAT HOOKS re-installed in all vehicles in our fleet where they have been removed because of previous body or electrical work.

Takeaways

- **Engagement**
 - 45.0% exceeds the goal of 24% and is an improvement over last year.
 - Performance broke out of the steady 30% range
- **Satisfaction**
 - 4.32 exceeds the goal and represents an improvement over last year.
 - Steadily increasing performance compared to prior surveys.
 - **Participation holding steady in an unsteady world...**



STAYING CONNECTED THROUGH THE PANDEMIC



GAMES!

PRIZES!

FREE TACOS!

Let's Play "re  Puzzles"

THURSDAY, AUGUST 13

**GRAB LUNCH...Compliments of the
Healthy U Wellness Committee!!**

**Then head to the employee
breakroom for some FUN & GAMES!**

Taco Truck: 11:30am – 2:00pm

Games: 12:00pm – 1:00pm



**Complimentary Lunch includes: 2 Tacos, Chips &
Salsa and Beverage**

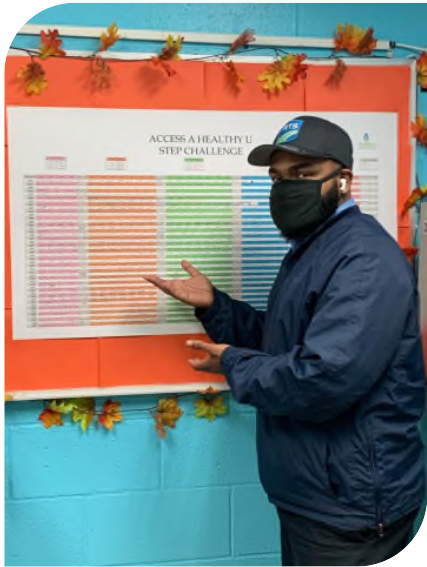
(Taco options: Vegetarian Wino, Mango Margarita Chicken, Craft Cheeseburger, Hard
Cider Smoked Pork & Sober Sweet and Spicy Shrimp. Tacos DO NOT contain alcohol)





The RTS Way...in action!





ACCESS HEALTHY U!

Summary

- **COMMUNICATION!**
 - Daily updates by email and intraweb
 - Being highly responsive to employee feedback (AVA announcements, posters, flyers, TC monitor slides; ordering masks, hand sanitizer, etc)
 - Recovery Task Force and Safety Plan
 - Daily wellness Inspiration
 - CEO Connection
- **ENGAGEMENT and APPRECIATION!**
 - The RTS Way – cards and whiteboards
 - Weekly employee newsletters with features focused on employee morale and appreciation
 - Fun & Games
 - Food Trucks
 - Self-Care (step challenge; wellness center; on-line fitness classes; EAP;)



CEO Report Agenda

- TOPS Report
- Project Highlight
- Miscellaneous

Rochester City School District Transportation Update

- In May 2019 the RCSD School Board approved an agreement for RTS to provide high school transportation for September 2020 through June 2025. That agreement was never executed.
- In August 2020 we entered into a three month agreement for Urban/Suburban and Private/Parochial students as well as transportation for one of the charter schools.
- Based on limited ridership a mutual agreement was made to suspend our service to the charter school effective early October.
- We were told in August that in-school learning might start as early as November. This past week we were notified that high school transportation will not begin until February at the earliest.
- In our meeting this week with RCSD officials we were told of their interest to extend our Urban/Suburban and Private/Parochial student transportation agreement until January 31st. They also informed us that by late December a decision will be made regarding their need for RCSD high school transportation beginning in February.

Electric Bus Press Event

October 7, 2020

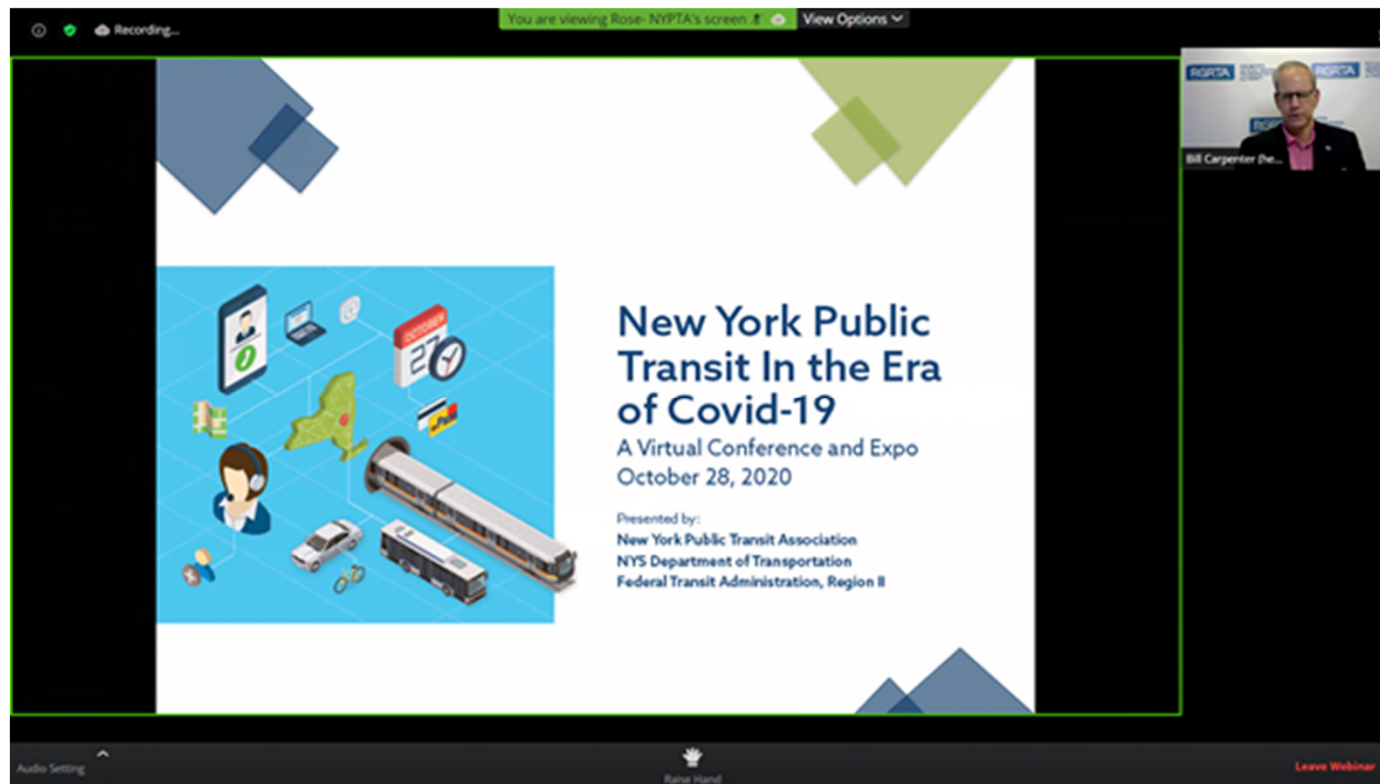




Miscellaneous

NYPTA Annual Conference & Expo

October 28, 2020



2020 Community Transportation Association of America (CTAA) Award

November 2020



**“CTAA and Toyota
thank Rochester
Genesee Regional
Transportation
Authority for your
innovation and
dedication to the
community during
the COVID-19
pandemic.”**



Miscellaneous

- NYPTA Strategic Team Meeting
- Attended Weekly AESB Construction Meeting
- Eno Webinar: The Future of Telework in Transit
- Uber Transit & Routematch: Building Transit Technology for Empowering Cities & Towns Together
- 21 Day Racial Equity Habit Building Challenge
- United Way Systems Integration Project: Long Term Governance Team Meeting
- NYPTA Board Meeting
- The Children's Agenda Finance & Audit Meeting
- APTA Bus Operations Bi-Weekly COVID-19 call
- **Bus Coalition Board call**
- **Meetings with NYS Senate Transportation Committee Chairman Kennedy and NYS Assembly Transportation Chairman Magnarelli**
- United Way Systems Integration Team Meeting
- ABBG Annual Meeting
- Meeting with Chairman Kennedy at the Greater Rochester Chamber of Commerce
- **Division of Budget meeting with NYPTA Leadership on Non-MTA funding issues**
- **Bus Coalition Annual Meeting**
- Operator In-Service Training
- Rochester Downtown Development Council's 2020 State of Rochester's Economy
- APTA State Affairs Committee
- Wayne County Board of Supervisors Presentation
- **APTA Board of Directors Meeting**
- Seminar: Civility at Work: Conversations without Contempt
- Ontario County Board of Supervisors Presentation
- **Testified at the hearing held by NYS Assembly Transportation Committee**
- Eno Webinar: Predicting the Unpredictable: What might Mass Transit after COVID-19 look like
- Iowa Public Transit Association Annual Conference
- Reimagine RTS Project Planning Meeting
- APTA Mobility Management Committee

Financial Report

Presented by: Scott Adair, CFO

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RGRTA - Consolidated Budget Status Report - FY 2020-2021
9/30/2020

Financial Report

<u>Revenues</u>	<u>Budget 2020-21</u>	<u>FYTD 9/30/2020</u>	<u>Projected 3/31/2021</u>	<u>Budget Variance</u>
Total Locally Generated	\$ 30,467	\$ 3,083	\$ 30,467	\$ -
Total Government Subsidies	\$ 66,323	\$ 69,967	\$ 66,323	\$ -
Mortgage Tax	\$ 11,557	\$ 6,557	\$ 11,557	\$ -
Grand Total Revenue	\$ 108,348	\$ 79,607	\$ 108,348	\$ -
<u>Expenses</u>				
Personnel				
Salary & Wages	\$ 54,736	\$ 25,683	\$ 54,736	\$ -
Fringe Benefits	\$ 24,354	\$ 9,574	\$ 24,354	\$ -
Total Personnel	\$ 79,090	\$ 35,256	\$ 79,090	\$ -
Non-Personnel				
Services	\$ 9,343	\$ 3,826	\$ 9,343	\$ -
Fuel/Lubricants	\$ 6,149	\$ 1,167	\$ 6,149	\$ -
Parts	\$ 4,192	\$ 1,652	\$ 4,192	\$ -
Other	\$ 9,573	\$ 3,974	\$ 9,573	\$ -
Total Non-Personnel	\$ 29,257	\$ 10,618	\$ 29,257	\$ -
Grand Total Expenses	\$ 108,348	\$ 45,875	\$ 108,348	\$ -
Net Income/Deficit From Operations & Subsidies	\$ -	\$ 33,733	\$ -	\$ -



ROCHESTER
GENESEE REGIONAL
TRANSPORTATION
AUTHORITY

BOARD OF COMMISSIONERS AGENDA ITEM COVER SHEET

Board Meeting Date:	November 5, 2020
Presenter:	Daniel DeLaus
Subject:	Resolution to Adopt and Approve the 2020-2023 Title VI Program Plan
Background:	<p>Title VI of the Civil Rights Act of 1964 is a Federal statute which prohibits recipients of Federal funding from discriminating against persons based upon their race, color or national origin. As recipients of Federal funding, the Authority is bound to follow the mandates of Title VI.</p> <p>In order to ensure compliance with Title VI, the Federal Transit Administration (FTA) requires recipients to submit, for FTA approval, a Title VI Program Plan (the Plan) at a minimum every three years. The Plan delineates how a recipient intends to operate in compliance with Title VI during that period of time.</p> <p>The Plan requires a Public Participation Process, a Complaint process and a Limited English Proficient Language Assistance Process. In addition, policies for service monitoring and /or major service/fare changes must be documented in the Plan.</p> <p>The Authority updated the Plan to reflect the activities from the Reimagine RTS project. Reimagine RTS is a major service change and as a result, the plan includes a Major Service Change Equity Analysis. The Plan also reflects the changes from implementing the new fare technology for RTS Go (mobile ticketing) and as a result, the plan includes a Fare Equity Analysis.</p> <p>The Major Service Change Equity Analysis resulted in the conclusion that Reimagine RTS would not result in disparities for customers protected under Title VI.</p> <p>The Fare Equity Analysis revealed a disproportionate burden for low-income customers lacking bank accounts or credit cards. As a result, the Authority identified and implemented mitigating actions including development of a Smart Card media tool which will allow customers to continue using cash while having reloadable fare media.</p>

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	<p>The Plan requires service monitoring and evaluations of Minority Routes at least once every three years to ensure that routes serving persons protected under Title VI have comparable levels of service and quality of service to those not protected under Title VI. The Authority's Minority Route Comparison Report found no discriminatory patterns in the levels of service and quality of service on its Minority Routes.</p> <p>The Authority performs a four-factor analysis to determine its exposure and interactions with Limited English Proficient (LEP) populations. Spanish-speaking LEP customers continue to represent the largest population using Authority services. As a result, the Authority will continue to provide Spanish telephonic interpreter services, Spanish translation of vital documents, and in-person Spanish interpreter service, barring financial hardship.</p>
Financial Impact:	The Authority's 2020-2021 Operating Budget provides funding for the Title VI Program Plan. Future Authority Operating Budgets will provide funding for the Title VI Program Plan.
Recommendation:	That the 2020-2023 Title VI Program Plan be approved in the form submitted to the Board of Commissioners.

Resolution: RGRTA 42-2020

RESOLUTION TO ADOPT AND APPROVE THE 2020-2023 TITLE VI PROGRAM PLAN

WHEREAS, the Rochester-Genesee Regional Transportation Authority is a recipient of Federal funding and thus required to abide by Title VI of the Civil Rights Law of 1964 and the regulations which implement that statute; and

WHEREAS, the Federal Transit Agency requires recipients to submit a Title VI Program Plan every three years; and

WHEREAS, Authority staff have prepared a proposed 2020-2023 Title VI Program Plan; and

WHEREAS, Authority staff have undertaken a Fare Equity analysis for a Fare media change (RTS Go, mobile ticketing) which has occurred since the submission of the last Authority Title VI Program Plan and staff have proposed mitigation efforts to address the disparate impact after the Equity analysis; and

NOW, THEREFORE, BE IT RESOLVED, the Authority's proposed 2020-2023 Title VI Program Plan is hereby adopted and approved; and

BE IT FURTHER RESOLVED that The Fare Equity analysis undertaken for the RTS Go mobile ticketing project is hereby acknowledged and approved, along with the proposed mitigation steps to address the disparate impact on low income customers; and

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

CERTIFICATION

The undersigned hereby certifies that the above is an excerpt from the Minutes of a Quarterly Meeting of the Rochester-Genesee Regional Transportation Authority, which was held on November 5, 2020 and that the Resolution is still in full force and effect.

Donald Jeffries, Chairman

Date: November 5, 2020
Rochester, New York

Title VI Program Plan 2020-2023

November 6, 2020



Agenda

❑ What is Title VI?

❑ Key components

- Program Narrative
- Major Service Equity Analysis
- Fare Equity Analysis
- Service Performance Monitoring
- Public Participation Plan

❑ Recommendation

What is Title VI?

□ Title VI of the Civil Rights Act of 1964 is a law where

- “No person in the United States shall, on the grounds of **race, color, or national origin**, be excluded from participation in, be denied benefits of, or be subjected to discrimination under any program or activity receiving **Federal financial assistance**.”



Changes in 2020-2023 Plan

Component	Change from prior plan
Program Narrative	Describes Reimagine RTS, addresses insufficiencies, and describes operational impact (COVID-19).
Equity Analyses (Service, Fare & Service performance monitoring)	Service Equity: Reimagine RTS resulted in no disparities for those covered by Title VI. Fare Equity: Title VI covered customers were disproportionately impacted; mitigations implemented by allowing cash to still be used. Service Performance Monitoring: No discriminatory patterns in level or quality of minority routes.
Limited English Proficiency Assistance	Continue providing translations and interpreters for Spanish speaking customers our largest population.
Public Participation Plan	Updated company info, removed post cards, and clarified public hearing section.



Recommendation

The 2020-2023 Title VI Program Plan be approved in the form submitted to the Board of Commissioners.

The Board authorizes the Authority to forward the Program Plan to the FTA for final concurrence.



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BOARD OF COMMISSIONERS AGENDA ITEM COVER SHEET

Board Meeting Date:	November 5, 2020
Presenter:	Daniel DeLaus
Subject:	Resolution Authorizing the Award of a Contract for Insurance Broker Services
Background:	<p>On an annual basis, the purchases insurance coverage to finance unexpected, significant losses which can negatively impact their respective operating budgets. The Authority has utilized the services of independent insurance brokers to negotiate favorable rates with underwriters, assure that the policies issued are reasonable and appropriate, and to provide special services such as a periodic assessment of coverages and issuance of certificates of insurance.</p> <p>To engage an outside contractor to provide these services, the Authority sought proposals by issuing a Request for Proposals (RFP) and publicly advertising it in the <u>New York State Contract Reporter</u> on July 17, 2020, the <u>Minority Reporter</u> on July 23, 2020, and the <u>Rochester Business Journal</u> on July 24, 2020.</p> <p>Eighteen (18) sets of the RFP document were requested and two (2) responsive proposals were received on September 1, 2020.</p> <p>An evaluation and systematic scoring process was undertaken based on the following four (4) criteria:</p> <ul style="list-style-type: none">• Capacity to Perform Services and Financial Strength of the Vendor• Broker and Broker Account Team Experience• Quality of Services and Understanding Needs• Price <p>The Authority scored the firms as follows:</p> <ul style="list-style-type: none">• Brown & Brown of New York, Inc. of Rochester, NY: 93• Arthur J. Gallagher Risk Management Services, Inc. of Jericho, NY: 80 <p>The Authority determined that Brown & Brown of New York, Inc. submitted the proposal that is the most favorable and in the best interest of the Authority based on the criteria listed above.</p> <p>Brown & Brown of New York, Inc. appears to be a responsible firm and the pricing submitted is fair and reasonable.</p>

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Financial Impact:	<p>Brown & Brown of New York, Inc. will be paid an annual fee in the amount of \$70,000 for their services, which will be fixed for the initial three-year term of the contract. The annual fee is provided for in the Authority's 2020-2021 Operating Budget and will be included in future budgets.</p> <p>Any price adjustments for the two additional one-year terms shall be tied to the Annual 12-month Percent Change of the Consumer Price Index (CPI) CUUR0000SA0 (All Urban Consumers) for the preceding year.</p>
Recommendation:	<p>That the Chief Executive Officer or his designee be granted authority to execute a contract with Brown & Brown of New York, Inc. to provide Insurance Broker Services for a term of three (3) years with an option to execute up to two (2) additional one-year terms.</p>

Resolution: RGRTA 43-2020

RESOLUTION AUTHORIZING THE AWARD OF A CONTRACT FOR INSURANCE BROKER SERVICES

WHEREAS, on an annual basis, the Authority purchases insurance coverage to finance unexpected, significant losses which can negatively impact their respective operating budgets. The Authority has utilized the services of independent insurance brokers to negotiate favorable rates with underwriters, assure that the policies issued are reasonable and appropriate, and to provide special services such as a periodic assessment of coverages and issuance of certificates of insurance; and

WHEREAS, the Authority sought proposals by issuing a Request for Proposals (RFP) and publicly advertising it in the New York State Contract Reporter on July 17, 2020, the Minority Reporter on July 23, 2020, and the Rochester Business Journal on July 24, 2020; and

WHEREAS, eighteen (18) sets of the RFP document were requested and two (2) responsive proposals were received on September 1, 2020; and

WHEREAS, the Authority determined that Brown & Brown of New York, Inc. appears to be responsible firm and that the prices they offered are fair and reasonable; and

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

NOW, THEREFORE, BE IT RESOLVED, that the Chief Executive Officer or his designee is authorized to enter into a three (3) year contract with Brown & Brown of New York, Inc. to provide the Insurance Broker Services described in this resolution; and

BE IT FURTHER RESOLVED that the Chief Executive Officer or his designee is authorized to execute up to two (2) additional one-year terms. Any price adjustments for the additional one-year terms shall be tied to the Annual 12-month Percent Change of the Consumer Price Index (CPI) CUUR0000SA0 (All Urban Consumers) for the preceding year; 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 5, 2020 and that the Resolution is still in full force and effect.

Donald Jeffries, Chairman

Date: November 5, 2020
Rochester, New York



**ROCHESTER
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BOARD OF COMMISSIONERS AGENDA ITEM COVER SHEET

Board Meeting Date:	November 5, 2020
Presenter:	Miguel Velazquez
Subject:	Resolution Authorizing a Joint Service Agreement with Genesee County
Background:	<p>For many years the Authority has, pursuant to agreements with Genesee County ("County"), operated its RTS Genesee Service out of a facility located on County property on Cedar Street in Batavia, New York.</p> <p>The current Joint Service Agreement ("JSA"), authorizes the Authority to rent office space, have the County service Authority vehicles, store buses on County property, and purchase fuel.</p> <p>Both the Authority and the County desire to continue the contractual and operational relationship for a term of five (5) years with a mutual option to renew for up to an additional five (5) years.</p> <p>Under the proposed JSA:</p> <ol style="list-style-type: none">1. The Authority will pay \$7,200 annually for office space, vehicle storage and radio tower space; and2. The Authority will pay \$0.22 per gallon over the County cost for fuel; and3. The Authority will pay \$70.55 per hour for vehicle service; and4. All costs are subject to adjustment after year 1 of agreement and mutual agreement to the adjustment. <p>The Authority has conducted a market analysis of the rates it will pay the County for the various services and determined that it is in the best interest of the Authority to enter into this JSA.</p>
Financial Impact:	The Authority's 2020-2021 Operating Budget provides the necessary funding for this JSA. Future years' operating budgets will contain the appropriate funding for the JSA.
Recommendation:	That the Chief Executive Officer or his designee be authorized to perform any actions and execute any documents necessary to carry out the purposes of the JSA.

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Resolution: RGRTA 44-2020

AUTHORIZING A JOINT SERVICE AGREEMENT WITH GENESEE COUNTY

WHEREAS, for several years the Authority, through its subsidiary, RTS Genesee has operated its transportation services out of a facility owned by Genesee County ("County") on Cedar Street in Batavia, New York; and

WHEREAS, the Authority and the County have entered into various Joint Service Agreements ("JSA") in furtherance of the RTS Genesee operation pursuant to New York Public Authorities law Section 1299-hh(1); and

WHEREAS, the Authority and the County wish to enter into a new JSA containing the same essential terms as the current agreement; and

WHEREAS, under the proposed JSA the Authority will rent office space, purchase fuel, store vehicles and hire the County to service Authority vehicles; and

WHEREAS, the terms of the proposed JSA are as follows:

1. The Authority will pay \$7,200 annually for office space, vehicle storage and radio tower space; and
2. The Authority will pay \$0.22 per gallon over the County cost for fuel; and
3. The Authority will pay \$70.55 per hour for vehicle service; and
4. All costs are subject to adjustment after year 1 of agreement and mutual agreement to the adjustment.

WHEREAS, the Authority has conducted a market analysis to validate that the proposed prices it will pay are fair and reasonable and has determined that entering into the JSA would be in the best interest of the Authority; and

NOW, THEREFORE, BE IT RESOLVED, the Chief Executive Officer or his designee is hereby authorized to enter into a Joint Service Agreement with Genesee County; and

BE IT FURTHER RESOLVED that the Chief Executive Officer or his designee are hereby authorized, 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 5, 2020 and that the Resolution is still in full force and effect.

Donald Jeffries, Chairman

Date: November 5, 2020
Rochester, New York



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**BOARD OF COMMISSIONERS
AGENDA ITEM COVER SHEET**

Board Meeting Date:	November 5, 2020
Presenter:	Scott Adair
Subject:	Resolution Authorizing the Disposal of Buses and Other Assets
Background:	<p>The Authority periodically retires buses or 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. 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 45-2020

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 5, 2020 and that the Resolution is still in full force and effect.

Donald Jeffries, Chairman

Date: November 5, 2020
Rochester, New York

ATTACHMENT A

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<u>Bus #</u>	<u>Manufacturer</u>	<u>Vin #</u>
RTS-Access 611	2006 Ford	1FDWE35P36DA99882
RTS-Access 9301	2013 Ford	1FDEE3FL6DDA36943
RTS-Access 9302	2013 Ford	1FDEE3FL8DDA36944
RTS-Access 9306	2013 Ford	1FDEE3FL5DDA36948
RTS-Access 9311	2013 Ford	1FDEE3FL5DDA39929
RTS-Access 9318	2013 Ford	1FDEE3FL2DDA39936
RTS-Monroe 757	2007 Gillig	15GGD291371077906
RTS-Monroe 772	2007 Gillig	15GGD291X71077921

<u>Non-Revenue Vehicle #</u>	<u>Manufacturer</u>	<u>Vin #</u>
RTS-Monroe T-17	2003 Chevy Van	1GCGG25U631222915
RTS-Wayne Car 09	2010 Ford	2FABP7BV7AX105634
RTS-Wayne Car 11	2011 Ford	2FABP7BV4BX171799

<u>IT Assets</u>	<u>Manufacturer</u>	<u>Serial #</u>
Access Point	Cisco	FTX132390M8
Keyboard Video Mouse	TrendNet	UN10434075227
Laptop	HP	5CG545238S
Laptop	HP	5CG7293TZN
Laptop	HP	5CG5452FWD
Laptop	HP	5CG5452H5C
Laptop	Dell	22TVR91
Laptop	HP	5CG7284NP9
Laptop	HP	2CE927TR4M
Laptop	HP	5CG5452K1T
Laptop	HP	5CG54527MG
Laptop	HP	CNU322BCLY
Laptop	HP	CNU322BCJQ
Laptop	HP	CNU20312JJ
Laptop	HP	5CG5306KSD
Laptop	HP	5CG5306KRG
Laptop	HP	5CG54520L4
Laptop	HP	5CG5452J8S
Laptop	HP	5CG5452G96

ATTACHMENT A

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<u>IT Assets</u>	<u>Manufacturer</u>	<u>Serial #</u>
Laptop	HP	5CG5306KRT
Laptop	HP	5CG54520B5
Laptop	HP	5CG5452F6Q
Laptop	HP	5CG5306KSH
Laptop	HP	5CG54524SV
Laptop	HP	5CG5452CVF
Laptop	HP	5CG5306GP9
Laptop	HP	5CG5452G6B
Laptop	HP	5CG5306GPL
Laptop	HP	5CG5306KRQ
Laptop	HP	5CG5306GPP
Monitor	HP	CN40240KMF
Monitor	HP	6CM7120VFL
Server	Cisco	FTX164386PA
Server	Cisco	FTX1233A40C
Uninterrupted Power Supply	APC	AS1223111540
Video Conferencing Device	Polycom	8209370BDF4ECN



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**BOARD OF COMMISSIONERS
AGENDA ITEM COVER SHEET**

Board Meeting Date:	November 5, 2020
Presenter:	Daniel DeLaus
Subject:	Resolution authorizing a collective bargaining agreement between RTS Genesee and the Service Employees International Union, Local 200 United
Background:	<p>The Service Employees International Union (SEIU), Local 200 United, represents RTS Genesee Bus Operators, a total of 7 employees.</p> <p>The last agreement expired on September 30, 2020, and the SEIU Local 200 United ratified this new agreement on October 29, 2020. The term of the new agreement is October 1, 2020 through September 30, 2023.</p> <p>A key item to the new agreement includes a new starting rate of \$15.00 per hour for new Bus Operators. See Attachment A for complete details of the new agreement.</p>
Financial Impact:	The financial impact of approval is included in the Authority's 2020-2021 Operating Budget. Future years Operating Budgets will contain appropriate funding.
Recommendation:	The CEO be granted authority to enter into this agreement with the Service Employees International Union, Local 200 United.

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Resolution: RGRTA 46-2020

**RESOLUTION AUTHORIZING A COLLECTIVE BARGAINING AGREEMENT BETWEEN RTS
GENESEE AND THE SERVICE EMPLOYEES INTERNATIONAL UNION, LOCAL 200 UNITED**

WHEREAS, Service Employees International Union, Local 200 United (the “Union”) is the exclusive bargaining agency for the titles of full-time and part-time Bus Operators RTS Genesee; and

WHEREAS, the RTS Genesee and the Union have reached a tentative agreement (the “Agreement”), subject to the approval of the Board of Commissioners, which Agreement includes the key changes summarized on Attachment A; and

WHEREAS, the Union membership voted to approve the Agreement on October 29, 2020.

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 Rochester Genesee Regional Transportation Authority, which was held on November 5, 2020, and that the Resolution is still in full force and effect.

Donald Jeffries, Chairman

Date: November 5, 2020
Rochester, New York

ATTACHMENT A

RTS Genseee and Service Employees International Union, Local 200 United Collective Bargaining Agreement

Term of Agreement: **October 1, 2020 – September 30, 2023**

Covered Employees:

Bus Operators- 7

Wages:

The wage structure of the existing contract required modification due to market conditions and compliance with the New York State Minimum Wage Act. As of April 1, 2020, the starting wage rate for new Bus Operators will be \$15.00 per hour. This change necessitated an adjustment, to all existing Bus Operators wage rate. Existing Bus Operators hired on or after October 1, 2015 but prior to ratification pay rate will be adjusted to \$15.50 per hour, hired after October 1, 2010 but before October 1, 2015 pay rate will be adjusted to \$16.25 per hour and all other Bus Operators will receive a 2.5% increase. The contract further authorizes wage increases of 2.5% for both April 1, 2021 and 2022.

Starting wage rate for Bus Operators will be \$15.00 per hour effective October 1, 2020.

All employees will receive a retroactive payment for the differential in wages from October 1, 2020.

Pension:

The SEIU Local 200 United members are part of the Service Employee Pension Fund of Upstate New York. The pension rates for this fund are established by the Trustee of the pension fund at \$3.05, \$3.20 and \$3.36 per hour for all paid hours effective October 1, 2020, 2021 and 2022, respectively.