

**MINUTES OF THE REGULAR MEETING OF THE  
BOARD OF COMMISSIONERS OF  
ROCHESTER-GENESEE REGIONAL TRANSPORTATION AUTHORITY  
AND ITS SUBSIDIARIES  
December 2, 2021**

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

The meeting was called to order at 12:10 pm by Chairman Donald Jeffries who determined that a quorum was present in person and virtually.

**Present on Roll Call:**

➤ County of Monroe	Don Jeffries	=	5 votes
➤ County of Monroe	Terrence Rice	=	5 votes
➤ County of Monroe	Judith Ahlfeld Seil	=	5 votes
➤ City of Rochester	William Ansbro	=	2 votes
➤ City of Rochester	Jerdine Johnson	=	2 votes
➤ City of Rochester	William McDonald	=	2 votes
➤ County of Livingston	Susanne Carlock	=	2 votes
➤ County of Ontario	Brian H. Young	=	3 votes
➤ County of Orleans	James R. Bensley	=	1 vote
➤ County of Seneca	Edward W. White	=	1 vote
➤ County of Wayne	Michael P. Jankowski	=	3 votes
➤ County of Wyoming	Rich Kosmerl	=	1 vote
➤ Amalgamated Transit Union	Jacques Chapman	=	<u>0 votes</u>

<b>Total Votes Possible</b>	<b>32</b>
<b>Total Votes Present</b>	<b>29</b>
<b>Votes Needed for Quorum</b>	<b>17</b>

**Others Present:**

Scott Adair, Chief Financial Officer  
 LeMar Barnes, Supervisor of Paratransit Scheduling & Dispatch  
 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 Service Delivery  
 Sara Dayton, Lumsden McCormick CPA  
 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 & Benefits Specialist  
Justin Feasel, Manager of Purchasing & Project Management  
Amy Gould, Chief People Officer  
Krystle Hall, Director of People Performance & Development  
Seth Hennard, Lumsden McCormick CPA  
Brandon Hettler, Technical Support Administrator II  
Laura Kenyon, Director of Communications & Customer Engagement  
Ryan Lokken, Manager of Maintenance Support Operations  
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  
Aracelis Perez-Diaz, Customer Relationship Marketing Specialist  
Doug Sheahan, Database Administrator  
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 Kosmerl, the Agenda was unanimously adopted.

#### **C. Approval of Minutes**

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

- RGRTA Quarterly Board Meeting Minutes of November 4, 2021
- RGRTA Audit Committee Meeting of November 15, 2021

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

Bill Carpenter, Chief Executive Officer, presented the CEO Report which included presentations from Chris Dobson, VP of Transportation Services on On-time Performance RTS Monroe and Miguel Velazquez, Chief Operating Officer on an update of the New System (The power point presentations are attached to these Minutes).

##### Questions/Comments on the New System Update:

- *Commissioner Rice asked how the two routes that will go back to frequent service in January were chosen. Miguel Velazquez, Chief Operating Officer stated it was based off ridership and the route 8 was selected based on our operators use of that route frequently.*
- *Commissioner Jankowski stated that you mentioned that there are software issues. Could you please explain that a little better? Miguel Velazquez responded that we believe the*

*algorithm in the software is not effectively utilizing vehicles in the zone as one driver is very busy, and the other is not getting work and intervention into the software is difficult to move rides around. We are currently reviewing the Uber platform to see if it could work for us. We will have a decision by February.*

- *Commissioner McDonald stated that he would think that Uber might be better because it is more dynamic. He commended the group on all the changes they made so far to meet the needs of the community.*
- *Commissioner Johnson stated that she is happy to hear that you have listened to the drivers and their needs.*
- *Commissioner Ansbrow asked if the software vendor has met the contractual milestones. Miguel Velazquez stated that they have met the milestones.*
- *Commissioner Chapman stated that the customers love the On Demand service and the only issue that the operators have is with the software and you are addressing that.*
- *Commissioner Carlock stated that she found it interesting on how we send thank you notes on performance for the top 20 operators and how we discipline those who are in the bottom portion for performance. The Commissioner then asked what other factors would cause them to be not on time. Chris Dobson stated that we focus on the early side of things because it is more controllable. With the schedule if we set ourselves up for success. With the early performance that is more on the operator, and we can work with those folks to correct that issue.*

Questions/Comments on the Miscellaneous:

- *Commissioner Ansbrow asked that in the future we include updates on RTS Access service.*

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.

On motion of Commissioner Ansbrow, seconded by Commissioner Rice, the Financial Report was accepted by unanimous vote.

**F. Proposed Resolutions**

**Resolution Authorizing the Award of a Contract for the Purchase of a Human Resources Information System, RGRTA 52-2021**

- *Commissioner Chapman is there federal or state subsidy going into this. Scott Adair, CFO stated that this is funded through a federal grant and is the normal 80, 10, 10 funding ratio for the first two years of the contract. After that it becomes a normal operating expense of the authority. Commissioner Chapman also asked what the life of*

*the project is from the FTA's standpoint. Chris Mahood, Director of IT responded, for the grant itself it is for the initial two years.*

- *Commissioner McDonald asked how the pricing compared to the others who bid on the project and how did the long-term cost compare and how does it compare to what we are paying now. Chris Mahood, Director of IT responded that overall, they were not the highest price, they were third in overall pricing. The delta between the highest and where we landed was just over \$500,000. From a cost avoidance standpoint, we pay roughly \$100,000 per year for the current system.*
- *Commissioner Kosmerl asked if the access from outside will that require us to change for what we have for security standpoint? Chris Mahood, Director of IT responded that system interface is from a secure information push standpoint. So, we are pushing information to the platforms. The employee access is done solely with their system, so we are not hosting it here.*
- *Commissioner Ansbrow asked if the net increase was \$1.1M operationally? Scott Adair, CFO responded that the estimate shown \$3M over a four-year period. The delta between \$100,000 per year for the current system versus moving to the new system is approximately \$350,000 per year.*
- *Commissioner Bensley asked if this includes training for employees. Krystle Hall, Director of People Performance & Development responded that yes, the system does have training and we also have the ability to work with one of their partners to get additional training.*
- *Commissioner Ansbrow asked if the self-service function will cut down on the manual work from individuals. Krystle Hall, Director of People Performance & Development responded that is correct.*

Resolution RGRTA 52-2021 was moved on motion of Commissioner Kosmerl, seconded by Commissioner Bensley, the aforementioned Resolution, a copy of which is attached to these minutes, was unanimously approved.

**Resolution Authorizing the Award of a Contract for a Computer Aided Dispatch/Automatic Vehicle Locator Replacement at RTS Access, RGRTA 53-2021**

**Resolution Authorizing the Award of a Contract to Implement Contactless Fares for RTS Access, RGRTA 54-2021**

- *Commissioner Jankowski stated this is fantastic and I very much support the idea of going to cashless fares. I think we need to recognize that some of our customers have technology challenges where a cashless system will cause them issues. Chris Mahood, Director of IT, stated that the project just adds another opportunity for our customers to pay prior to getting a ride. We do still except cash, and they can call one of our customer service representatives to pay for fare.*
- *Commissioner Johnson stated that we have a lot of customers that don't have bank accounts, how is this going to work for those customers. Jamie Mott, Director of Paratransit Services, stated that we are not taking away the option to pay with cash. This is an added feature for our customers.*

- *Commissioner Rice asked what the reasoning was for only having one firm respond. Chris Mahood, Director of IT, responded that we had 116 firms receive the RFP but with our new procurement software a firm can check all the boxes and possibly not qualify to be able to interface with the Trapeze software.*
- *Commissioner McDonald asked what the annual cost is going forward for maintenance. Chris Mahood, Director of IT, responded that it is part of our five-year agreement with Trapeze, it is part of our overall contract value.*
- *Commissioner Chapman stated that not having multiple vendors makes it better on the backend correct. Chris Mahood, Director of IT, stated that is correct.*
- *Commissioner Ansbro asked how much we charge our Access customers to ride the bus. Jamie Mott, Director of Paratransit Services, stated the basic fare is \$2 per trip and the on demand zones is \$4 and the level 3 supplemental is \$8.*

Resolutions RGRTA 53-2021 and 54-2021 were moved on motion of Commissioner Rice, seconded by Commissioner Bensley, the aforementioned Resolution, a copy of which is attached to these minutes, was unanimously approved.

Before moving into the Consent Resolutions Chairman Jeffries stated that the Audit Committee has an addendum to resolution RGRTA 56-2021. Commissioner Kosmerl, Chair of the Audit Committee stated that the Committee met earlier today and is proposing to the Board that Bonadio be awarded the contract for independent auditing services. Moved on motion of Commissioner Kosmerl, seconded by Commissioner Ansbro, a copy of which is attached to these minutes, RGRTA 56-2021 was unanimously approved.

**Resolution Authorizing the Award of a Contract for Independent Auditing Services, RGRTA 56-2021**

- *Commissioner Chapman asked if this contract will also cover auditing of the pension plans. Scott Adair, Chief Financial Officer stated it is in the scope of the audit and one of the respondents did not propose on it so we would like to discuss that with them. This does not award that portion at this time.*

**G. Consent Resolutions**

**Resolution Authorizing the Award of a Contract for New York State Lobbying Services, RGRTA 55-2021**

**Resolution Authorizing a Joint Service Agreement with Seneca County, RGRTA 57-2021**

**Resolution Authorizing GTCS, Inc. to Enter into a Host Agency Federal-Aid Project Agreement with the New York State Department of Transportation, GTCS 6-2021**

Resolutions RGRTA 55-2021, RGRTA 57-2021 and GTCS 6-2021 were moved on motion of Commissioner McDonald, seconded by Commissioner Rice, the aforementioned Resolutions, a copy of which are attached to these minutes, were unanimously approved.

**H. Executive Session**

Chairman Jeffries asked for a motion to go into executive session to discuss a personnel matter. On motion of Commissioner Ansbrow, seconded by Commissioner Rice at 1:22PM.

At 2:12PM the Board came out of executive session, and it was noted that no decisions were made while in the executive session.

**I. Calendar**

Bill Carpenter, CEO, stated that next Wednesday we will have our Annual Governance Retreat and the January Board Meeting is canceled. There will be a Compensation Committee Meeting in January and our Quarterly Board Meeting in February.

**J. Adjournment**

There being no further matters on the adopted Agenda, the quarterly meeting was adjourned on motion of Commissioner Rice, seconded by Commissioner Ansbrow at 2:13pm.

Respectfully submitted,

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Jerdine Johnson, Secretary

Posted Date: December 16, 2021