



**REPORT OF PUBLIC COMMENTS REGARDING
THE PROPOSED REIMAGINE RTS PLAN**

June 13, 2019

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Summary

RTS held a Public Hearing on April 25, 2019 about the Proposed Reimagine RTS Plan. The proposed changes for summer of 2020 scale the fixed-route network, add Community Mobility Zones with on-demand service, adjust the service span, include Connection Hubs, and add Commuter routes.

This report presents the public comments to the Board of Commissioners and our responses to the comments.

We accepted verbal comments from registered speakers during the Public Hearing, which were transcribed by a stenographer. We accepted written comments via USPS hardcopy letters addressed to General Counsel or via the online Contact Us form. The period for comments was April 25, 2019 to May 09, 2019.

There were eight total participants. We received three comments verbally from registered speakers at the public hearing, four comments in the form of written letters, and three comments submitted in writing electronically through Contact Us. We reviewed the comments, identified four topics, and tallied comments about each topic.

Topic	Total Comments
Specific Service Change	5
Service Area	3
Fare	1
Mobility Options	1

After evaluating the comments, we recommend these changes to the Reimagine RTS Plan:

1. We will update the description for the new route for 8 Chili to include the segment that will travel from Chili Avenue down Jetview Drive to Paul Road and take Marshall Road to Chili Avenue.
2. We will update the proposed fare structure to provide a reduced fare of \$0.50 all day to Senior Citizens and People with Disabilities who are not Paratransit eligible. Military Veterans will ride free of charge.
3. In response to comments about service along Elmwood Avenue, we will identify a Commuter route timetable to enable Strong Hospital and U of R workers to get to and from the Brighton Twelve Corners area (97 Elmwood Commuter).

RTS Response to Public Comments on the Reimagine RTS Plan

Specific Service Changes

Participants voiced concerns over specific changes proposed to the following routes in the existing system: 8 Chili, 47 Monroe, 48 University, and 81 Fairport. For the purposes of these responses, it is helpful to know the route name in the existing system and the corresponding route in the reimaged system.

8 Chili	=	18 Chili
47 Monroe	=	11 Monroe
48 University	=	9 University. The new routes that best serve the destinations mentioned in the comments are the 11 Monroe, 12 South Clinton, 41 Culver/Goodman Crosstown, 15 Plymouth, and 16 Genesee.
81 Fairport	=	50 Fairport/Penfield

8 Chili

Marty Reeners expressed concern for how the change to 8 Chili in the fixed route system would affect those Lifetime Assistance serves and employs.

- We have adjusted this route in the proposed Plan. The proposed route will be the 18 Chili. The new route is in the Core service tier and offers short line and long line service. The short line runs from the RTS Transit Center to the Chili Walmart every 15 minutes from 6:00 AM to 6:00 PM on weekdays. The long line continues along Chili Avenue, Jetview Drive, Paul Road, and Marshall Road to the Cedars of Chili every 30 minutes on weekdays from 6:00 AM to 6:00 PM, and hourly at other times. On weekends from 7:00 AM to 6:00 PM, the frequency is 30 minutes for all trips and all trips extend from the Transit Center to the Cedars of Chili.
- The 18 Chili will include 425 Paul Rd. (Lifetime Assistance). Marshall Road is less than 1000 feet from 465 Paul Rd.

47 Monroe

William Moehle expressed concerns that the proposed service change will result in loss of service and does not include Brightonians in the benefit of frequent service.

- We developed the Plan for the entire list of customers so that we cover as many customers as we can within our resources.
- Where there is historic low-use of fixed route service, we are scaling the service to the demand. Expanding service in Brighton is on the list of future improvements that RTS would like to make to the reimagined system if customer demand calls for it and the necessary resources are available.
- In the reimagined system, the 47 Monroe will be the 11 Monroe. The 11 Monroe will have short line 15 minute frequency between the RTS Transit Center and Highland Avenue 6:00 AM to 6:00 PM on weekdays. The long line continues from Highland Avenue along Monroe beyond Pittsford Plaza and into the connection hub in the Pittsford/Eastview Community Mobility Zone with 30-minute service from 6:00 AM to 6:00 PM.

48 University

Rachel Rimmel expressed concerns that the proposed service change will prevent her from getting to work. Similarly, William Moehle expressed concern about continued transportation to URMC.

- Customers along Winton Road and Elmwood Avenue can connect to Twelve Corners and URMC using the new Routes 11 Monroe, 12 South Clinton, and 41 Culver/Goodman Crosstown.
- Strong Hospital and University of Rochester employees will have access to a Commuter Route to travel to and from the Brighton Twelve Corners area.
- The 11 Monroe and 41 Culver/Goodman Crosstown will run every 30 minutes on weekdays from 6:00 AM to 6:00 PM, not hourly. Additionally, it will run every 30 minutes on the weekends from 7:00 AM to 6:00 PM.
- Customers can take 11 Monroe from Twelve Corners to the Transit Center and then either the 16 Genesee (which will run every 15 minutes) or 15 Plymouth. Both will drop off on Elmwood Avenue at the School of Medicine stop, which is a ten minute walk to Rush/Rhees Library.
- Another option is to take the 11 Monroe and connect to the University U of R Shuttle Orange Line at Monroe and Goodman or Monroe and Alexander. This will connect to the Rush/Rhees Library.
- The Brighton Town Hall/Library is a ten minute walk from the Monroe/Winton stop on in Twelve Corners.

81 Fairport

Elizabeth Cammilleri worried about her ability to travel from Fairport to the Hall of Justice in a timely and safe manner.

- In the reimagined system, customers can travel from Fairport to Rochester using the 50 Fairport. To continue downtown, customers can connect to the 9 University or 10 Park to get to the RTS Transit Center. From the RTS Transit Center, customers can board the 15 Plymouth which will be routed via Broad Street specifically to serve the Broad/Exchange/Hall of Justice Area.

Elmwood Avenue

Vincent Rosetano expressed concern that the proposed service changes created a gap in service along Elmwood Avenue and proposed a South End Crosstown Route to cover Brighton starting at Genesee Park Avenue and continuing on Elmwood Avenue to Cobbs Hill.

- Customers along Winton Road and Elmwood Avenue can connect to Twelve Corners and URM C using the new routes 11 Monroe or 12 South Clinton to connect with the 41 Culver/Goodman Crosstown.
- Alternatively, customers may use routes 11 Monroe or 12 Clinton to connect at the RTS Transit Center with routes 14 Marketplace, 15 Plymouth, 16 Genesee, or 17 Jefferson/19th Ward for service to URM C/Strong Hospital. The 15, 16, and 17 will have the frequency and capacity (number of buses) to meet the anticipated number of riders.
- Customers looking to travel to Cobbs Hill will have frequent service every 15 minutes on 11 Monroe.
- Strong Hospital and University of Rochester employees will have access to a Commuter Route to travel to and from the Brighton Twelve Corners area (97 Elmwood Commuter).

End of response to comments about Specific Service Changes.

Service Area

Christine Corrado, Rachel Rimmel, and William Moehle expressed concern that Reimagine RTS will not serve Brighton.

Throughout the Reimagine RTS process, we received input from thousands of people that was used to improve the recommendations provided from our project consultants. Some of the input we received contributed to a list of future improvements that RTS would like to make to the reimagined system if customer demand calls for it and the necessary resources are available. Expanding service in Brighton is on this list of Future Improvements.

Nearly every individual who rides the 48 University in the existing system will be within ½ mile of the new routes in the area.

Monroe Community College

13 South Avenue will run between the RTS Transit Center and the MCC by way of the Monroe Community Hospital, running every 30 minutes on weekdays between 6:00 AM and 6:00 PM and every 60 minutes at all other times. Additionally Subsidized Routes 105 MCC Downtown and 159 MCC Connector will provide service to MCC. As part of our business partnership with MCC, students have access to these routes and the routes are also available to the general public for the regular fare.

Nazareth College and St. John Fisher

Both colleges are in the Pittsford / Eastview CMZ and will be served by 82 Eastview On-Demand. Additionally, the 11 Monroe will serve the connection hub in the CMZ and pass both Nazareth and St. John Fisher. Nazareth has three routes in the Subsidized service tier: 172 Nazareth-Pittsford Plaza Sunday, 177 Nazareth-East End Friday & Saturday, and 179 Nazareth-RIT Sunday. These Subsidized routes will run while college is in session and are open to the public.

URMC

- Customers along Winton Road and Elmwood Avenue can connect to Twelve Corners and URMC using a combination of these new routes 11 Monroe, 12 South Clinton, and 41 Culver/Goodman Crosstown.
- We will identify a Commuter route timetable to enable Strong Hospital and U of R workers to get to and from Brighton.

End of response to comments about Service Area.

Fares

Monroe County Executive Cheryl Dinolfo expressed concern about fares for senior citizens and military veterans.

- We will update the proposed fare structure to provide a reduced fare of \$0.50 all day to Senior Citizens and People with Disabilities who are not Paratransit eligible. Military Veterans will ride free of charge.

End of response to comments about Fares.

Mobility Options

Maurice Brown asked whether RTS had considered proposals for light rail.

RTS Response to Public Comments on the Reimagine RTS Plan

- As Bill Carpenter mentioned during the Public Hearing, yes, RTS has considered light rail. It is not a solution that is cost effective or feasible at this time.

End of response to comments about Mobility Options.

Public Comments

Maurice Brown

Maurice spoke at the Public Hearing on April 25, 2019. His comments were about Mobility Options. Here are his comments from the Public Hearing Transcript.

"I just wanted to know if you guys have considered the proposals for the light rail?"

Elizabeth Cammilleri

Elizabeth submitted written comments to the R-GRTA General Counsel during the comment period. Her comments are about a specific Service Change in the proposed plan.

"As a commuter who is going to suffer terribly if the proposed changes for Route 81 become a reality, I must implore you to reconsider your current plan. It is preposterous to believe that lengthening the ride to be 3 times as long (up to 90 minutes) with two transfer points / loops (currently do not have to transfer) and no stop option downtown other than the Transit Center is meeting the mobility needs of the community."

"Requiring us to walk to our final destination at the Hall of Justice especially in the winter months when it turns dark early; the sidewalks are not plowed timely (or at all) and there are number of homeless people wandering the streets is unconscionable. A number of us remember the last time the RTS removed the Hall of Justice stop and required we walk up to the Central Library on South Ave. The shelter reeked of drugs and urine making it impossible for us to wait inside until the buses arrived. We do not have access to the "new transportation options such as bike sharing, car sharing, ride sharing and vanpool" so for many of us "public transit and the personal automobile are the community's only options to reach their destinations"."

"Additionally, transfer points are dangerous. What happens when the first bus leaving downtown is late and we miss our connection? Who will help us if we are stranded? Transfers only work when you have frequent service which RTS does not provide; we only have (3) in the evening."

"You say you are seeking growth. It would appear your opportunity lies with the Suburban routes so why are you decimating them rather than recognizing more people would entertain public transportation if it was convenient and direct; why can't there be a few express buses in the morning and evening similar to how it is done in other cities i.e. NYC."

“We are not blind to the cost involved in running the buses and completely appreciate the need to increase the fares but why do this and destroy the route? It is probable that not only will you discourage new ridership; you will lose current ridership because we do not believe you are considering our needs at all and are making it near impossible to continue supporting the RTS. You need us as much as we need you. Please do not ignore us.”

“In closing, I hope the Board does not pass your current proposal.”

Christine Corrado

Christine spoke at the Public Hearing on April 25, 2019. She also submitted written comments through the online Contact Us form. Her comments are about the proposed Service Area.

Christine’s Verbal Comments from the Public Hearing Transcript

“Okay. My name is Christine Corrado. I’m on the Brighton Town Council. I’m here speaking on behalf of residents of Brighton, as well as those who travel to Brighton and through Brighton.”

“I have also attended many of these meetings and have become very familiar with what the plan proposes. One of the most notable and painful things for Brightonians to see on this plan over and over is a giant empty space on the proposed maps. The fixed route will not reach most of Brighton and the Community Mobility Zones will not reach most of Brighton.”

“Our community is a relatively dense interlinked urban neighborhood. It is full of people who have chosen a more dense semi-urban lifestyle on purpose. We want to be able to choose public transit, as well, living there. It is a walkable, bikeable community. It also needs to be a transit-friendly community. And we’ve brought those concerns repeatedly to RTS. We were excited when we heard about the Reimagine Plan. We thought: Ah, this is perfect. We are in the process of building out our comprehensive plan for our Town. We’re going to assume and partner with RTS and assume that we’re going to get the walkable, bikeable, transit-friendly community that we envisioned. As we wrap up our comprehensive plan with active transportation at the forefront, a greener, more sustainable community as an underlying value for our plan, we were disappointed to find that the routes were not going to be serving us well and that the Community Mobility Zone was not going to be serving us well.”

“As taxpayers, we support this public transit system. And we are insisting on a system that allows us to choose public transit that is frequent, reliable and accessible throughout the Town. And I don’t think we’re the only Town in the region asking for the same.”

“The proposed configuration reducing that service in Brighton actually makes Brighton a less accessible community. It makes Brighton more exclusive, it puts up barriers to diversity, both racial and socioeconomic. It predicates living in Brighton on the idea that you have to have your own personal vehicle to get around town. And that is not the Brighton that we want, and that is not the Greater Rochester Community that we want.”

“Well, in my final 20 seconds I will say that I have a communication from Town Supervisor Bill Moehle who has also been very active in pressing forward for better transit in the community. He wrote a letter back in July of last year outlining his concerns, many of which were addressed and we are grateful for that, but too many that were not.”

“We have added a supplemental statement to that as well and I will hand that to you.”

“We are losing the direct route that delivers to URSC, the largest employer in the region. It is a route that is relied upon by many in our community. By losing that, we are losing an opportunity to support the goals that I think R-GRTA and Brighton share.”

Christine’s Written Comments from the Comment Period

“As a community member, an advocate for complete streets and better public transit, and as Brighton Town Council member, I am writing to formally register my concerns about the impact of the reduction of service in and through the Town of Brighton as proposed in the Reimagine RTS draft plan. Taxpaying residents of Brighton are committed to sustainability and social equity. Many residents have chosen this relatively densely developed inner-ring suburb in order to live near work (especially the Multiversity—UR/URMC, RIT and MCC) and other amenities (including schools, libraries, retail, healthcare, etc.). We insist on a system that allows us to choose public transit that is frequent, reliable and accessible throughout Brighton.”

“Instead, the proposed configuration reduces service in our community, leaving a vast blank space on the fixed route map that is not filled in with a Community Mobility Zone. RTS leaves us with no choice but to rely on our personal vehicles. This seriously disadvantages those in Brighton who cannot drive, whether due to age, disability, or lack of access to a car due to financial constraints, and it thwarts those residents who do have the option of a personal vehicle but wish to travel in an eco-friendly manner.”

“We are particularly concerned about the extreme negative impact of eliminating service by the #48 on Elmwood Ave., a route that has the potential to carry some 1,400 residents of Brighton (14618 ZIP code) who are employed by the University of Rochester to the Med Center and River Campus. In light of the proximity of Brighton to the largest employer in the region, we ask that RTS reconsider the removal of this route.”

“Mobility equity is a fundamental right and is a critical element in ensuring a socio-economically healthy community. If RTS is to truly live up to its mission, service in Brighton will NOT be reduced in the reconfiguration of the system.”

Cheryl Dinolfo

Monroe County Executive Cheryl Dinolfo submitted written comments to the CEO during the comment period. Her comments are about Fares for the proposed plan.

“Dear Mr. Carpenter:

Thank you for the recent update on the Reimagine RTS redesign project. I have high expectations that Regional Transit Service (RTS) will use this project to guide its decision-making process, enhance its service offerings and improve our community’s most prominent and successful public transportation network. I am especially grateful for the inclusion of robust public feedback opportunities, such as the public comment period that is open right now.”

“As you know, a growing number of senior citizens in our community rely on public transportation to meet their needs. Either they choose to get rid of their car or they are no longer physically able to drive where they need to go. To help make it easier and more affordable for them to use RTS services, I ask that you consider offering senior citizens a half-price fare of \$0.50 a ride when you implement changes to the system. This discount is already available to seniors during off-peak times, so there is a precedent for such a discount.”

“In a similar way, I ask that you consider the military veterans in our community. Too many struggle as they acclimate from the realities of serving in the military. They struggle to find their place and too many don’t know where to turn for help. RTS has an opportunity to show appreciation for our veterans’ service by giving them free, unlimited access to the public transit system. Providing these heroes with access to jobs, education, health care, and other important life services is a great way to help and the right thing to do.”

“Thank you for considering these requests. I appreciate your leadership and commitment to our community, and look forward to hearing from you soon.”

William W. Moehle

The Honorable William W. Moehle, Brighton Town Supervisor, submitted written comments to the General Counsel during the comment period. His comments reference a previous letter submitted in July 2018, which is also included. His comments are about the proposed Service Area and specific Service Changes in the proposed plan.

“Public Hearing Comment on Draft Reimagine Plan”

“I regret that I am unable to attend tonight’s final public meeting to discuss the Draft Reimagine RTS Plan. In June 2018, Executive Director Bill Carpenter met with me to discuss issues that I had with the Plan. I followed up that meeting with correspondence, dated July 5, 2018, to director Carpenter, to summarize and memorialize those issues. I am deeply concerned with the several elements of the Plan, because they would dramatically reduce Brighton service, but also seriously undermine the important role that public transit can and must play in our community to reduce the crisis of poverty and promote sustainability. This statement is only a brief summary of the many concerns I raise in my July 5, 2018 letter, and I ask that that letter, which is attached, be included in the record of this hearing as well.”

“The University of Rochester / Medical Center is the largest employer in the Monroe County, and yet the Draft Plan drastically reduces service to the University. The elimination of 48 bus service on University Ave., Winton Rd. and Elmwood Ave. would eliminate direct service from a large sector of the east side of Rochester and Brighton to the University. The Plan would also eliminate West Henrietta Rd. service to and from the University’s South Campus in Brighton, including the Laser Lab, East River Rd. Imaging Center and Whipple Park residential complex. Under the long term Institutional Planned Development District for the South Campus, as much as 2 million square feet of academic and residential space could be added to the South Campus in Brighton. The combination of existing University functions and the prospect of dramatic increases in activity make retention of South Campus service imperative.”

“Although, the Plan considers most of Brighton to be “urban” in character, with 15 minute service to be the goal, the Plan does not actually call for 15 minute service on any lines serving Brighton, including the heavily travelled 47 bus on Monroe Ave. This is Brighton’s primary corridor, and to be consistent with the Plan description, the 47 line should have 15 minute service, as should service on West Henrietta Road. More frequent bus service would help alleviate rush hour traffic congestion along Monroe Ave. and provide better access not only to Brighton but also Pittsford employment opportunities.”

"I also expressed a broad concern that service outside the I590/390 loop is being dramatically reduced and privatized. RTS cannot cut itself to prosperity. Better public transit service throughout the region, rather than reliance on private transportation options like Lyft and Uber, is essential. I recognize that additional funding is essential to provide the level of service needed for our community, but I call on RTS to rethink this entire Plan and instead develop a new Plan that truly reflects community goals, rather than debilitating cutbacks in service. I thank you in advance for taking these concerns, as well as the other concerns you have received during this process seriously.

William M. Moehle's Enclosed July 5, 2018 Letter

"Dear Mr. Carpenter:

Thank you for meeting with me to discuss the Draft Reimagine RTS Plan system recommendations. I appreciate the time that you and Julie took to listen to my concerns with the draft Plan, and I also appreciate that you got back to me with information concerning an estimate of the potential added cost of providing frequent service along Monroe Avenue to Pittsford Plaza."

"I do want to summarize my concerns with the draft Plan, so that they can be formally considered by all involved as the Plan goes through its review. While I understand certain of the broad objectives of the proposal, I do not believe they have been applied consistently. I believe that residents of Brighton and Brighton businesses will be significantly and negatively impacted by the Plan as it is currently proposed, I also believe that this Plan, if implemented, will exacerbate the crisis of poverty in Rochester, by limiting public access to most of the largest employers in the Rochester area. I have received many inquiries expressing concern with the cutbacks proposed in Brighton and I would ask that the recommended changes in this correspondence be given very serious consideration as the proposed Plan is reviewed and revised."

"From a broad perspective, the Draft Plan classifies most of Brighton "urban" in character, based on the map on Page 13 of the Draft Plan. Under the Plan's Core Transit Options recommendations, set forth on Page 31, frequent intraregional service (15 minutes or less) should be provided in "moderate to high density urban neighborhoods, mixed-use neighborhood nodes and corridors local and regional job centers." I believe that description accurately describes most of the current bus routes servicing Brighton, particularly those serving Elmwood Avenue, Monroe Avenue, and West Henrietta Road. Unfortunately, under the Draft Reimagine RTS Plan, service in Brighton is systematically reduced, not increased as would be appropriate along the dense, mixed use corridors served by RTS today. In fact, despite most of Brighton being considered "urban", the draft Plan does not provide for any "Frequent Service" in Brighton."

“This is a serious inconsistency and shortcoming that should be corrected. I have several concerns with specific route changes. One particularly problematic change is the complete elimination of the 48 bus along Elmwood Avenue and Winton Road in Brighton.”

“Under the Plan designation, Elmwood Avenue and Winton Road are within the urban service area. The 48 bus connects Brighton’s 12 Corners mixed use area, and the many residential neighborhoods and apartment complexes along Elmwood, with the University, and with downtown Rochester along University Avenue. It serves Brighton Town Hall and the Brighton Public Library, which provides many services, including free internet access to people of modest means. I strongly urge RTS not to eliminate this service, but to expand it, as befits an urban corridor. This should be part of a commitment to expand, not reduce, service to the University of Rochester. To that end, I also strongly encourage service to be continued to the University’s South Campus, along East River Road in Brighton. The Plan would eliminate that service, just as the South Campus is expanding to accommodate continued University growth.”

“When we met, we also discussed the level of service from the 47 bus along Monroe Avenue. The Monroe Avenue corridor in Brighton clearly fits the description of an urban environment, which should therefore receive frequent service at 15 minute intervals. However, under the Plan recommendations, 15 minute Monroe Avenue service stops at Highland Avenue. I strongly urge a continuation of 15 minute service along Monroe Avenue through the urban Brighton corridor, at least to I-590, and preferably to Pittsford Plaza, where an easy turnaround could be established, or the Village of Pittsford. The planned Whole Foods Plaza and ongoing Monroe Avenue re-development will surely increase demand for bus service and, as part of Brighton’s green infrastructure project along Monroe Avenue, the Town has even invested in attractive new bus shelters. During the environmental review of the Whole Foods Plaza, concerns were raised with traffic volumes. Making bus service sensible for more people in the Monroe Avenue corridor, by providing 15 minute frequent service, would improve traffic conditions in addition to all of the other benefits of robust transit service along the Monroe Avenue corridor.”

“West Henrietta Road is another important commercial corridor for Brighton, and it also receives heavy usage from students and staff at the University of Rochester and MCC, including the MCC Applied Technology Campus on West Henrietta Road, as well as residents of the Rustic Village and Crittenden Way apartment complexes located near West Henrietta Road. It also serves the West Brighton Business Park, which is the home of Strong Ties, the University of Rochester Opioid clinic and other health and mental health service providers. Due to the nature of the patients using that facility, as well as the past impacts from the facility on surrounding businesses, there has long been an understanding that buses will enter the facility and pick up and drop off passengers at the main entrance, where University security, who are sworn peace officers, are on duty. Eliminating this service will severely impact the surrounding businesses and residents, and create an unnecessary public safety concern. I ask that at least the service to the main entrance of the facility be maintained. While I believe that 15 minute service is appropriate for this multi-use corridor, at the very least, the current level of service should continue, including access to East River Road and University’s South Campus.”

“It seems that the Reimagine RTS plan encourages privatized transportation, particularly outside of the areas classified as “urban” in character. I am particularly concerned that college operated shuttle services are displacing public service, to the great detriment of the community, particularly communities of color and modest means. The infrequent RTS service along Elmwood and Monroe led the University of Rochester to operate a student shuttle service to Pittsford Plaza. However, because this service is limited to students and limited in times of service, the shuttle fails to meet the greater needs of University employees, patients and families at the Medical Center and other travelers to the University. It also diverts likely RTS student customers away from public transit. This Proposed Plan seems to encourage additional college shuttle services by eliminating or reducing service to many of the colleges in the area, including RIT, MCC, SUNY Brockport, Nazareth and St. John Fisher. Recommendations for commute options and community mobility options, both traditional and emerging, are essentially privatized transportation alternatives, that are often cost prohibitive as well as difficult to arrange, for people living in poverty, who need reliable traditional service to jobs that are often located in the suburbs, as well as the suburban poor, for whom automobiles may not be any option. I strongly recommend a commitment to public transit, rather than relying on private transportation options in suburban areas which are often employment destinations, to ensure that goals of equity as well as environmental goals are met.”

“In addition to these specific concerns with the Plan, I am also concerned that the Reimagine RTS Survey may not generate useful responses. The first question requires a positive response to four positive attributes, but those attributes do not apply generally to riders outside the urban core. The third question does not generate any information on how frequently a respondent might ride if these recommendations go into effect, or how often they do ride today. Without that information, it is hard to see how the answers provide any true relevant information. I hope that as the process continues, residents will have an opportunity to submit more robust comments to the Plan.”

“I also noted that Page 26 of the Plan suggests coordination with city and towns on land use and street design decisions. While that is a positive recommendation, I would note that most suburban bus routes follow either, State or Monroe County streets and highways, making collaboration with Monroe County and the State of New York also important.”

“Finally, I pass along a suggestion that I have heard from many people. In Brighton, and likely in other suburban communities in the area, many people would like to use RTS, but don’t know how to do so. They have either never ridden RTS or have not done so in years, and do not know how to do so. Do you need a pass? Do you pay for transfers? Do they take cash or is there a swipe card? These are some of the questions that I hear, and not knowing the answers keeps some people off the bus. I suggest an “RTS for Dummies” program, to encourage people to rediscover the bus. It should combine social media, traditional internet, print and experiential opportunities for people to learn or relearn how to ride the bus.”

“Again, I appreciate your taking the time to discuss these and other issues concerning RTS service to Brighton and the broader community and for proactively examining the future of public transit in the Rochester area. I hope that you will seriously consider these comments, to make improvements to the Reimagine RTS Plan, to ensure that transit service will continue to be a viable option for residents of Brighton. From a traffic safety and volume perspective, from an environmental perspective, from an economic development perspective and from an equity and poverty perspective, efficient and effective transit is important to Brighton and to the entire Rochester community. I look forward to continuing to work with you and the community to move towards that goal in a final Plan.”

Marty Reeners

Marty spoke at the Public Hearing on April 25, 2019. His comments are about a specific Service Change in the proposed plan. Here are his comments from the Public Hearing Transcript.

“I don't need this. I went to school sports a lot of years. So I think I have a big mouth.”

“So, Mr. Carpenter and Mr. Velazquez, thank you for this opportunity. I've been to several of these meetings and I know how important it is to do this. And it's important for us to get the message across at as many of these meetings that are available.”

“So I'm here advocating on behalf of the individuals at Lifetime Assistance and our staff. And we are located at 425 Paul Road. Right now the Route 8 Bus comes down, makes a deviation twice a day to our facility at 4:25, once in the morning and once in the afternoon.”

“The new plan is to eliminate that deviation altogether. And by doing that it puts individuals with disabilities, plus the staff that supports them, plus our training center, it puts it at a disadvantage. We are having a hard time right now, as everybody else is, hiring people. And by taking away the opportunity for transportation to those sites, it's critical for us to recruit staff and to support our individuals.”

“I sent a letter to Mr. Carpenter in the past. And at the last meeting, I think there was an April 16th deadline asking for letters. I wrote a letter at that deadline as well asking to reconsider the elimination of that Route 8 deviation. Instead of eliminating it, rerouting it through Jetview Drive/ Paul Road/Chili Avenue route. It's outlined in the letter. I have another copy if you want me to drop it off to Mr. Velazquez or Mr. Carpenter. But since we've been there, 29 businesses have opened on Jetview Drive. One of them is the Wegmans Complex, Harris Seeds. The U.S. Army has a recruitment center there.”

“There's 29 companies there that aren't being serviced now that, if it was rerouted down Jetview Drive, I can't believe it would be nothing more than increasing ridership instead of decreasing it.”

“Again, it's important enough. I've heard this presentation of yours several times. Thank you for listening to mine again. It's important to us, Lifetime Assistance feels, and it advocates for our individuals very strongly. And thank you again for the opportunity.”

“I have a copy of the letter, If you want me to drop it off. It was mailed on April 8th to your General Counsel. Again, it was asked as a question at the last meeting. So, again, thank you for speaking our piece.”

Rachel Remmel

Rachel submitted written comments during the comment period through the online Contact Us form. Her comments are about the Service Area and a specific Service Change in the proposed plan.

“I wrote during previous comment periods, but I will say again that Brighton will essentially lose all meaningful bus service in the Reimagine RTS plan. I personally ride the 48 from Winton/Fernboro to UR/Rush Rhees for work, as I have for 13 years. Under the new plan, I would have to walk 10 minutes to 12 corners, catch the hourly 47 to the new hourly crosstown route, wait, get dropped off at the Mt. Hope College Town stop, and walk 25 minutes to campus from there. By my estimation, this would take about 1:20--the same as if I walk the 4.1 miles from my home. At the point I can walk faster, this is no longer meaningful bus service. This route is heavily traveled by workers and hospital patients alike, as well as serving a substantial public good in the form of service to Brighton's town hall and library complex--one of very few libraries open to working people because it is open on Sundays. I literally continue to have no idea how I will be able to get to work if RTS proceeds.”

Vincent Rosetano

Vincent submitted written comments during the comment period through the online Contact Us form. His comments are about a specific Service Change in the proposed plan.

“I’ve noticed that there is a critical gap in the new outlying plan that leaves Elmwood Avenue out. This road is critical for a route to service for Brighton customers who need to get to the URMC campus. On the other end, customers who need to access URMC from the west end have only one option: to crowd route 25 Thurston/MCC, a route that is already going to perform triple duties as it absolves route 6 Jefferson and the customers that would be lost from route 28 Genesee Park Blvd. My suggestion would be to incorporate a south end crosstown route that would utilize Elmwood Avenue and a portion of Genesee Park Blvd. The route can start at either 611 Genesee Park Blvd (current layover point for 25 Thurston to Brooks) or a similar location (i.e. Airport) and travel west towards Elmwood Avenue to 12 corners and then up to Cobbs Hill. This would at least keep some of Brighton involved in the new route system as well as some of the customers along Genesee Park Blvd and Brooks Avenue.”