



## Driving Successful Business Partnerships

### RTS teams with Hill Haven Transitional Care Center



#### Situation

Hill Haven offers a comprehensive range of medical and assisted living senior services, clinically coordinated with nationally recognized Rochester General Health System. Located in Webster, many of the facility's employees — nurses, Certified Nurses' Aids, and others — use public transportation to get to work from downtown Rochester. While Hill Haven was located along an RTS route on Empire Boulevard, the nearest bus stop was about a half mile away. This posed issues for both convenience and safety, especially in bad weather, since there are no sidewalks.

#### Solution

Hill Haven became an RTS Business Partner and worked with us to establish a stop right at the facility. Now, employees enjoy safe, reliable door-to-door service; they don't face the transportation challenges of having to rely on friends for rides or walk along snow-covered roads.

We established drop-off and pickup times around the employees' shifts to ensure that they would be at work when they were needed. They also get customized schedules for staff and visitors.

"This was a great opportunity to put our team members first," says Terence Klinetob, Administrator for Hill Haven Transitional Care Center. "We want to hire and retain our staff so that we can provide the best possible care to the people in our facility."

#### Results

RTS now makes stops at Hill Haven seven days a week, ensuring that the facility can remain fully staffed.

"We saw a significant increase in the number of riders when we first implemented the program; it helped reduce absenteeism when we were relying on agency staffing," says Terence. "Now that we're hiring staff directly, the availability of public transportation is also a factor in our recruitment efforts. We can tell people we're right on the bus route, with a stop at our front door."

#### About RTS

Regional Transit Service provides public bus transportation in Monroe, Genesee, Livingston, Ontario, Orleans, Seneca, Wayne, and Wyoming counties. Recognized as one of the best-run transit systems in the nation, our 900+ employees proudly enjoy serving our customers who count on us for more than 18.5 million rides each year. A public benefit entity and one of four regional transportation authorities in New York State, Rochester Genesee Regional Transportation Authority (RGRTA) is governed by 13 appointed commissioners who represent the City of Rochester, County of Monroe, and the surrounding counties in which RGRTA provides services. For more information, visit [www.myRTS.com](http://www.myRTS.com).