



Driving Successful Business Partnerships

RTS teams with Unity Chemical Dependency



Situation

Unity Health System runs several very busy chemical dependency clinics including a location on the Unity Park Ridge Hospital Campus in Greece. The organization wanted to ensure that reliable public transportation services were available for clients that visited the clinic over 55,000 times in 2013.

“Many of our patients have challenges keeping appointments—especially when it comes to transportation, they may have mobility issues, rely on friends for rides, or even have trouble with weather issues,” says Chris Coleman, Senior Communication & Planning Partner for Unity Health System. “We wanted to reduce their transportation headaches and make it as convenient as possible for them to get here.”

Solution

Unity became an RTS Business Partner, working closely with our team to arrange door-to-door service at the Greece location. We also helped secure a grant to construct a new visually aesthetic bus shelter so that patients have a comfortable environment while they wait for the bus. And Unity gets customized schedules that they can offer to patients and staff.

“Bonnie and her team definitely went the extra mile,” says Chris. “The chemical dependency building is a long walk from the main bus stop on Long Pond Road; having the bus bring patients right to our door now is a real advantage.”

Results

Unity had approximately 5,000 patients and staff using the RTS service within the first year and this number is growing.

In addition to the new drop-off point and upgraded shelter, Chris appreciates the communication from RTS.

“RTS keeps us up-to-date on what’s happening so we can pass that information on to our patients — for example, during the filming of ‘Spiderman’ in downtown Rochester, we were kept informed of potential delays and of the contingency plans that RTS had in place...in the end we had no measurable disruptions,” says Chris.

His advice to companies considering a business partnership with RTS is to start by evaluating your own needs and then simply, ask RTS — the resources you need may be out there!

About RGRTA

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.