

RGRTA Responds to Questions and Comments from Customers Regarding Proposed Suburban and Park & Ride Route Changes

The Rochester Genesee Regional Transportation Authority (RGRTA) is providing official responses to questions, comments and concerns communicated between July 10 and July 24, 2014 in response to the Public Hearing regarding Suburban and Park & Ride (SPR) Proposed Service Changes for the New RTS Transit Center. The questions, comments and concerns raised, along with adjustments to the proposal for service changes, will be shared with the RGRTA Board of Commissioners in September 2014. For more information, please visit www.rgrta.com or call RTS Customer Service at 585-288-1700.

Question/Comment	Submitter	Received Via	Topic	RGRTA Response
Snow and ice in the winter is definitely a serious problem. It's a safety issue.	Nancy Miner	Public Hearing	Safety Concern	<p>Thank you for sharing your comments and concerns. We have a commitment to ensuring safety for our customers, and will partner with the City of Rochester to address snow and ice removal from sidewalks, with particular attention to the Broad St., Clinton Ave., Court St., and Exchange Blvd. corridors.</p> <p>We have a commitment to ensuring a safe, climate controlled environment for all of our customers. In addition, the Transit Center will also eliminate the weather elements for customers when transferring buses downtown.</p>
[These changes will force people to walk] in twenty-seven below zero weather. It's dangerous.	Paula Mathews	Public Hearing	Safety Concern	
Tell me how are we to get to the transit center when the sidewalks are not shoveled down [by the Hall of Justice]?	Deb Matzan	Email	Safety Concern	
I heard that BROAD street station will be removed and I will have to walk to the new station to get the bus to go home. I am concerned for my safety with walking this distance and am asking you to retain Broad St station as a pick up.	Kathy Belli	Email	Safety Concern	
It does not make sense that the proposal is to cut out Broad Street/Exchange/Court St from all routes. [...]Eliminating this part of the route [will] force us to find a stop on the way to the Transit Center to walk to our final destination. Walking in nice weather will be strenuous enough for some of us, but walking will be a huge challenge in inclement weather!	Jackie Mahany	Email	Safety Concern	
Please consider having the 21 bus cross the river before arriving at the new terminal and again before leaving downtown headed back to Fairport. Optimally cross at Andrews St., Main St. or Broad St (where is crosses now), and then back over the Court St bridge to catch I-490 East. The reason is that it is blasted cold walking across those bridges in the winter.	Timothy Wilson	Email	Safety Concern	

The 'easy walk' is no such thing for some of us, especially in inclement weather.	Bill Keenan	Email	Safety Concern	Please see response on page 1.
Removing stops will make me have to walk farther, which can be difficult or dangerous, especially if I have mobility issues or if the sidewalks aren't kept clear.	Anonymous	Public Information Session/Hearing Comment Card	Safety Concern	
I am asking you to please seriously consider the proposed Customer Preferred Pathways Routes 21, 22 30, 91 and 92 where the bus goes to the corners or Exchange/Broad inbound and Exchange/Court outbound. I hope you agree that this is a moderate and do-able change.	Marcia Zinger	Email	Schedule/Route Concern	<p>Thank you for sharing your comments and concerns. The proposed realignment of Routes 14, 17, 20, 21, 22, 30, 91, 92, and 96 is necessitated by the opening of the RTS Transit Center in November 2014. At that time we are changing that path for many of our routes so that they travel in to and out of the Transit Center. These changes are impacting customers who use our fixed route service as well as Suburban and Park & Ride customers.</p> <p>Thank you for your input and proposed alternative to the pathways. RTS routes is streamlining the routes, and reducing the number of stops downtown before reaching the Transit Center on November 28. This is because Title VI requires transportation agencies like RTS to ensure they are providing equitable transportation service to their customers regardless of customers' income, race or national origin.</p> <p>Transfers to your final destination will be available at the Transit Center, and schedules have been adjusted to allow time for transfers when needed.</p> <p>Thank for your suggestion on the Bus Shelters at the Central Library. We are planning to look into opportunities to upgrade the bus shelters at the Central Library.</p>
<p>Many if not most Park & Ride riders take the bus into the city as a DESTINATION, not to transfer to another route. As a result Park & Ride riders have no need to go to the transit center. Park & Ride buses should pass through civic and commercial districts BEFORE proceeding to the new transit center. [...]</p> <p>RECOMMENDATION</p> <ul style="list-style-type: none"> All inbound Park & Ride buses should exit the expressway and traverse Broad and Main Street down to Exchange St. BEFORE proceeding to the new transit center. All outbound Park & Ride buses should leave the transit center and traverse Main St. and Court Street via Exchange St. BEFORE proceeding to the expressway. The Bus Shelters at the Central Library should be expanded and upgraded to accommodate the riders being disenfranchised by the new routes. <p>Attached is a PDF that contains a Public Comment on the Park & Ride bus routes deeply affected by the new Transit Center. (Note: see customer-submitted map below)</p>	Steve Deal	Email	Schedule/Route Concern	
The proposed changes to the suburban park-and-ride routes degrade the quality of service you	Walter Pond	Email	Schedule/Route Concern	

provide to suburban customers. You are asking those customers who work on the west side of the Genesee River to [...] walk an additional 4- to 8-blocks to their destination. Please consider [...] adding loops (and restoring some bus stops) as illustrated in the attached, to accommodate those of us traveling to the west side of the Genesee River in downtown Rochester. <i>(Note: see customer-submitted map below)</i>				<i>Please see response on page 2.</i>
I have been a Park & Ride customer (route 92) for 13 years and work on the west side of the river downtown at Thomson Reuters. I, along with many of my co-workers, were surprised by the proposed changes to to service routes that no longer serve our side of the river. It is disingenuous to suggest that we can simply hop another bus for the additional fare to complete our commute to business locations you have served for years. The attached document describes an alternative routing that does not shut out many of your faithful riders. <i>(Note: see customer-submitted map below)</i>	Bill Keenan	Email	Schedule/Route Concern	
I [...] agree with the route proposed in [the attached map.] This is the new pathway your suburban customers would like to see. <i>(Note: see customer-submitted map below)</i>	Loretta Arena	Email	Schedule/Route Concern	
Please strongly consider this proposed route in the attached PDF vs the one presented at the meetings. <i>(Note: see customer-submitted map below)</i>	Jackie Mahany	Email	Schedule/Route Concern	
Please consider this "Preferred Pathways" route for upcoming changes due to take place when the Transit Center opens later this year. There is a large contingent of bus riders from the east side that work on Broad Street and the surrounding area and if you cut off those stops, you will lose many, many passengers. <i>(Note: see customer-submitted map below)</i>	Trish Landers	Email	Schedule/Route Concern	
I've heard the proposals for the changes in				

<p>routes coming in November. I am dismayed that you've chosen to abandon a number of daily riders who travel from the east side to jobs on the west side of downtown. I was surprised that the new route maps showed a lot of "walking" as part of the routes. Obviously you've never walked downtown in winter.</p> <p>I recommend that instead of adopting the New Pathways routes, that you consider the "Preferred Pathways" proposal attached so that you can continue to provide the quality of service your ridership has come to appreciate.</p> <p><i>(Note: see customer-submitted map below)</i></p>	Chuck D'Agostino	Email	Schedule/Route Concern	Please see response on page 2.
<p>Please consider alternate proposal for #30 bus from Webster to downtown. <i>(Note: see customer-submitted map below)</i></p>	Katherine Hodges	Email	Schedule/Route Concern	
<p>The "New Pathways" Park & Ride routes proposed by RGRTA have disenfranchised many Customers that ride the buses primarily from the eastern side of the county. Many if not most Park & Ride Customers travel into the city as a destination, not to transfer to another route at the Transit Center. Customer destinations are business and government offices.</p> <p>To properly serve these Customers, Park & Ride buses should pass through civic and commercial districts before proceeding to the Transit Center. Specifically Routes 21, 22, 30, 91, and 92 inbound and outbound from the east or south should be changed.</p> <p>You are adding extensive time to the commute by having to walk 20-30 mins each way (I have arthritis in my legs so cannot walk fast) to the bus and not sure how timely a [RTS Transit Center] transfer would be.</p>	Judy Halling	Email	Schedule/Route Concern	
<p>Once the changes to Route 30 are implemented I'm no longer going to ride the bus.</p>	Tom Suhr	Public Information Session/Hearing Comment Card	Schedule Concern	
<p>I do not agree that the bus should go to the</p>	Sue	Email	Schedule	

transit station before dropping off most people that are just taking the bus to get to their work locations. If this change takes place, RGRTA will most likely lose business that they have today. This change will increase any time to get to work.	Szeremeta		Concern	<i>Please see response on page 2.</i>
I work downtown at Xerox Square and have been riding the 22 bus from Penfield for over 5 years. [...] I have heard rumors that Broad street station will not be an active stop after the new station opens. Broad St. Station was just totally revamped last year and it would be a shame to waste all those tax dollars. Please don't ruin a good thing by taking the station away!	Tom O'Connor	Email	Schedule Concern	
You are leaving a majority of the people hanging by not completing the run to the Hall of Justice.	Cindy Chislett	Email	Schedule Concern	
I saw that the 91 bus may be one of the park and rides going out of the new bus station. Dare I hope that bus 91 will stop at the bus stop on Main Street in front of First Federal Plaza? Please please please!	Mary Lyne	Email	Schedule Concern	
You have so many people who get off and catch buses at the Hall of Justice sight. How can you alter the public transportation we have been encouraged to use, have relied on and now cannot even manage to get to work on it? Or if we can get to work, how are we to get home? Shame on the planners for ignoring the need for close transportation for those who have physical limitations and cannot walk any distance. We cannot adjust our work schedules to accommodate the lack of service being provided.	Deb Matzan	Email	Schedule Concern	
Are you saying the bus will no longer stop downtown except for the new Transit Center? For example, when we exit 490, most riders disembark at the Clinton Ave stop. Will this still be an option or will they need to travel to the Transit Center and then back track? If it's the latter, I can assure you, you will lose most of the rider base.	Julie Stubbe	Email	Schedule Concern	
It is clear to me that the proposed RTS Suburban and Park & Ride route changes are attempting to	Melissa Conking	Email	Schedule Concern	

"phase out" all suburban commuters. [...] There is no way I can make it to work by 8:00 after walking 6+ blocks from the new transit center, and there will be no bus home from the same location when I get out at 5:00! Obviously, RGRTA does not care about getting more suburban business downtown. I used to tell all our clients what a wonderful transportation system we have available through RGRTA, but I will no longer be praising this system.				<i>Please see response on page 2.</i>
My main concern is the times for the buses getting downtown in the a.m. [...] Please consider making the times 5 or 10 minutes earlier getting into the city to allow people to get to work on time.	Marilyn Rowell	Email	Schedule Concern	
It does not make sense that the proposal is to cut out Broad Street/Exchange/Court St from all routes. [...] Eliminating this part of the route makes those of us in that business area very inconvenienced to [...] ride all the way to the Transit Center to transfer to another bus which will add a significant amount of time to our commute . I would like it to be considered to keep this part of the route intact.	Jackie Mahany	Email	Schedule Concern	
My stop is at Speedy Plaza on Penfield Road. I am supposed to be at work by 8:30 at B&L Place (across from Xerox). I am about 5-10 minutes late every morning and in the bad weather, school traffic, it can be even later arriving at work. If this route could be pushed back 5-10 minutes so it arrives downtown a little bit earlier, I would really appreciate it. I understand my evening bus stop at Broad & Stone is being eliminated and now I have to walk a block further to catch the bus home every evening. Not too happy about this. I will probably have to leave work early to catch the bus now. So, I am little bit late and have to leave a little early from work every day. This is not good.	Susan Finn	Email	Schedule Concern	

I am writing in my capacity as convener of a new local initiative called Ticket to Ride. Its mission is to raise money to provide transportation funding, primarily bus passes, to justice-involved individuals, enabling them to attend court appearances, probation appointments, treatment sessions, and job training.[...]As we understand the material on your website, the bus stops in front of the Hall of Justice, and the nearby stop at Exchange and Broad are being eliminated. Criminal defendants who use your services but have disabilities will experience difficulty in reaching the courthouse. This is true even for those who can afford the extra dollar to transfer. As a result, some defendants will foreseeably miss court dates, resulting in issuance of bench warrants and expenditure of tax money for police to track them down. Further, the added time needed to walk to the courthouse from the next closest stop may result in defendants being late and thereby missing appointments.	Karen Morris, Convener Ticket to Ride	Email	Schedule Concern	<i>Please see response on page 2.</i>
These changes will make traveling inconvenient for SPR riders headed to the east side of the city.	Anonymous	Public Information Session/Hearing Comment Card	Schedule Concern	
Please add the Hall of Justice to a SPR route, especially for outbound trips.	Anonymous	Public Information Session/Hearing Comment Card	Schedule Concern	
Eliminating the Broad/ Stone Street stop will make my commute much more difficult.	Anonymous	Public Information Session/Hearing Comment Card	Schedule Concern	
The changes will negatively impact my schedule and I won't be able to get to work on time, or get back home in a timely manner.	Anonymous	Public nformation Session/Hearing Comment Card	Schedule Concern	

The changes will negatively impact my schedule and I won't be able to get to work on time, or get back home in a timely manner.	Anonymous	Public Information Session/Hearing Comment Card	Schedule Concern	<i>Please see response on page 2.</i>
I would like to see customers included in a planning committee. How come you don't utilize the people who are actually using the services? We're out there. We ride these buses every day. We know what's what and what's not. (con't...) And you're not. So I'd like to know: What bus rider is being used on this planning committee?	Paula Mathews	Public Hearing	Planning Concern	Thank you for your questions. Customers are key contributors to all system changes. We hold Customer Town Hall Meetings regularly and, for specific changes, we hold customer listening sessions, informational meetings, and focus groups. Customers fully participate in the service planning process at RGRTA and we welcome their input and ideas. Please visit myRTS.com/Planning-and-Projects for more information.
The time frame for planning this needed to be extended out further and things have been rushed.	Kevin Figler	Public Hearing	Planning Concern	Thank you for your comments. The planning for the Transit Center has been under development for many years. It would have been premature to hold these information sessions prior to the start of construction.
First, the added cost for a transfer will serve to discourage those on tight budgets from satisfying court-mandates.	Karen Morris, Convener Ticket to Ride	Email	Fare Concern	Thank you for sharing your comments and concerns. Our base fare remains \$1; the lowest in New York State, and we are committed to maintaining that fare through 2015. Based on public feedback, we are reviewing fare impacts and possible alternatives related to these specific changes.
It's going to increase fares.	Paula Mathews	Public Hearing	Fare Concern	
This change will increase [...] the cost as it would require an additional fare. This proposal has no advantages to the person taking the bus to their place of employment.	Sue Szeremeta	Email	Fare Concern	
Please do not charge me extra money if I pick up the bus and then have to disembark at the new station to get another bus to go home.	Kathy Belli	Email	Fare Concern	
You are asking customers [...] to pay \$1 for the privilege of riding another bus that distance (vs. the \$1 we paid to ride over 30 miles from Avon, NY, for example). Please consider [...] creating a transfer token for riders of suburban park-and-ride routes (14, 17, 20, 21, 22, 30, 91, 92, 96) that allows for a single transfer at the Transit Center only.	Walter Pond	Email	Fare Concern	

People aren't going to understand the changes. There will be a lot of confusion and angry customers.	Anonymous	Public Information Session/Hearing Comment Card	Information Concern	Thank you for your comment. We will let customers know what will be changing and how things will be changing this fall through a robust and extensive education and communications campaign, using a variety of communications channels.
I came and dropped off a proposal [at today's Public Information session] to move the stop in Spencerport. The name of the person in the Village of Spencerport Board who understands the issues is Gary Penders. He is a Village Trustee on the board.	Glynne Schultz	Email	General Comment	Thank you for your suggestion to move the Route 20 Village of Spencerport bus stop from Church and West Streets to Amity Street between Rt. 259 and Church Street. Due to the number of curb cuts and parking spaces on that section of Amity, it would not be a safe location for a bus to stop and pick up or drop off customers.
There should have been additional public information sessions.	Kevin Figler	Public Hearing	General Concern	Thank you for your comments. We held two public information sessions which captured a large percentage of the riders from these routes. These sessions were held at times, days, and locations most convenient for the customers of these commuting routes. Overall feedback about the timing and locations of the information sessions was positive.
I would urge the Authority to give Veterans the same break in travel as bestowed upon the senior citizens.	Charles Ennis	Public Hearing	General Concern	Thank you for your comments. RTS partners with the Veteran's Outreach Center to provide free passes to Disabled Veterans to ride RTS Access, our paratransit service. It has been a great success and welcomed service. We will consider other ways we can collaborate to provide transportation access to our Veterans.
Please add more buses or articulated buses; current buses are overcrowded on Lake, Portland and South.	Anonymous	Public Information Session/Hearing Comment Card	General Concern	Thank you for your comment. We will take your comment into consideration when reviewing these routes.
Please add weekend service to the 20 that runs on Rt 31.	Anonymous	Public Information Session/Hearing Comment Card	General Concern	Thank you for your comment. We will take your comment into consideration when reviewing this route.
Distinguishing between 91 Henrietta and 91 Avon can be difficult. I have seen passengers board, thinking they were going to Henrietta but wound up in Avon.	Anonymous	Public Information Session/Hearing Comment Card	General Concern	Thank you for your comment. We are updating our route numbers so that each route has its own, unique number. We think this will better assist customers identify routes and plan trips.

Customer-submitted map:

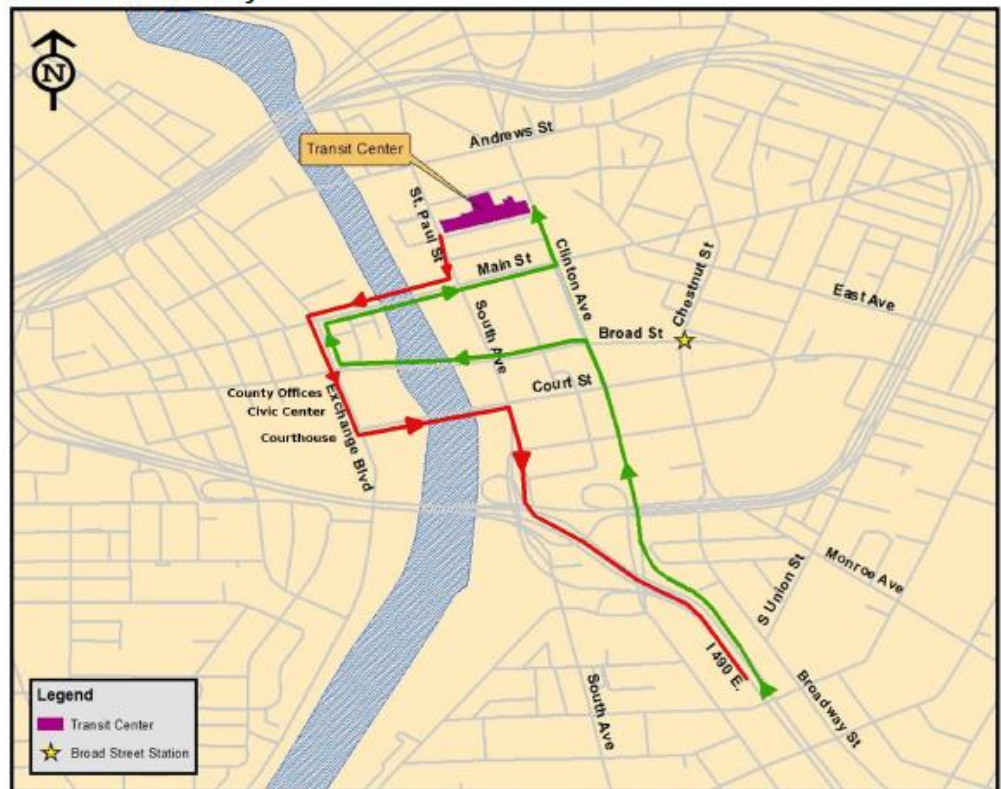
Customer Preferred Pathways - Routes 21, 22, 30, 91, and 92

This proposal is in response to the RGRTA proposal “New Pathways” for altering the Park & Ride routes to accommodate the new Transit Center on Mortimer Street.

The “New Pathways” Park & Ride routes proposed by RGRTA have disenfranchised many Customers that ride the buses primarily from the eastern side of the county. Many if not most Park & Ride Customers travel into the city as a *destination*, not to transfer to another route at the Transit Center.

To properly serve these Customers, Park & Ride buses should pass through civic and commercial districts *before* proceeding to the Transit Center. Specifically Routes 21, 22, 30, 91, and 92 inbound to downtown from the east or south should be changed as follows

Preferred Pathways



Contact RGRTA and tell them your preference.