

RGRTA Responses to IP-2 Connection Hub Public Comments

RGRTA sought public commentary on the [IP-2 Connection Hub project](#) in November and December 2023. Comments were submitted in person during a 11/29/23 public hearing held at the Irondequoit Public library, via the RGRTA website at myRTS.com/contact-us, by calling RTS Customer Service at 585-288-1700, or via mailed letter to the RGRTA Legal Department. All comments on the project were due by Dec. 6, 2023 at 4pm. [View the legal notice](#), which was posted on myRTS.com starting 11/16/23 and ran in the Rochester Democrat & Chronicle from 11/15/23 – 11/19/23.

Below are RGRTA/RTS's responses to received comments. This document is available for review online at myRTS.com. Commentors have been emailed or mailed a copy of this document.

All comments and questions received along with RGRTA's responses, and any final adjustments will be submitted to the RGRTA Board of Commissioners for review in January 2024.

Commentor Name	Comment Submission Method	Date of Comment Submission	Question/Comment	RGRTA/RTS Response
Kathleen Lee	Public Hearing	11/29/23	<p>I'm worried about the people who want to go to Aldi's; because, as it is now, you have people that have pretty good access to a sidewalk and then to get across. Now, they're going to be going through quite a bit of traffic. And you said you had something to go to the store. I'm thinking that's Wegmans that's not across the street. And often, it's an older group that's coming off the bus. I see during the day when I'm out. You didn't in any way talk about the bus stop that's over on Titus. Is the bus stop on Titus going away? Because that's not a great thing either for people trying to get across the street.</p> <p>You just -- let's just walk into the street. I'm worried about the amount of traffic. When a gunshot indicator went into the Home Depot, I was, like: Great! Are we going to get a gunshot indicator now? I don't want a gunshot indicator that close to where I live, because that makes me concerned. It makes me worry about safety for everybody. There is a lot of kids that are walking around over there. I want them to be safe. I want them to be able to be a teenager and be safe. And this -- I mean, I'm just talking because I understand that I'm lucky that I have a car. I can drive myself where I want to go in this world and not everybody has that. And I want them to have access to fruit and vegetable and the whole bit, but I want them to be safe too. Thank you.</p>	<p>Thank you for sharing your concerns. The reason RTS is looking to build a new hub at 2111 Hudson Ave. is because the location of the current hub is in the area of another business' expansion plans for 2024. Moving the hub allows customers and community continued access to public transit.</p> <p>The proposed Connection Hub will be located in front of LifeStorage Irondequoit, and will be similar to the current hub. A new sidewalk will be built to connect to Irondequoit Plaza.</p> <p>Regarding safety, we do not expect to see a change in the number of people moving through Irondequoit via public transit or using the hub. RTS has had a bus stop in this area for 25+ years and a Connection Hub for 2+ years. We are not aware of any requirement for law enforcement for that stop or hub in their history, and anticipate safe operation will continue in the new location.</p> <p>The proposed relocation of the hub does not involve any updates to the existing traffic-control devices along Hudson Ave. There is an existing traffic light-controlled crosswalk on Hudson Ave. near Drake Dr. that can facilitate pedestrian traffic between the proposed Hub and Aldi.</p> <p>Regarding stops on Titus Ave, there are no plans to update bus stops there or elsewhere in the area at this time.</p>
Mary DeSpirito	Public Hearing	11/29/23	<p>I really just have a number of questions and since you're not addressing questions today, I'll submit them online. But the volume, you don't address that in your plan. You don't address hours of operation in the plan. Security isn't addressed, if there are nighttime, you know, buses coming in late at night, there is no mention of security. The path that the buses take is a</p>	<p>Thank you for your feedback and questions. The reason RTS is looking to build a new hub at 2111 Hudson Ave. is because the location of the current hub is in the area of another business' expansion plans for 2024. Moving the hub allows customers and community continued access to public transit.</p> <p>The proposed hub will be similar to the current hub and will include three bus bays, parking for five RTS On Demand vehicles, two heated shelters, lighting, and real-time traveler information. There</p>

			<p>very heavily-traveled area within the Plaza. Even for cars with Summit there and M & T Bank there, it's often difficult on a Saturday for cars to get through that area. You know, there's a stop sign. There's another road that goes behind the Plaza. So I don't think all the logistics have been thought out. So . . .And, I'm concerned about loitering. These shelters are heated. You know, what's going to prevent this from being a congregation area, which we don't really see today where the shelters are. People come, they go to the stores, they get their groceries, they go to work; but, there really isn't loitering because it's not comfortable. So it sounds like you're making a very nice facility, but is it going to encourage loitering? But my other questions I will submit online.</p>	<p>will be a new sidewalk built to connect to Irondequoit Plaza. Please note that the current hub also has heated shelters, lighting, and real-time travel information.</p> <p>RTS reviewed several alternative sites to best serve the public and it was determined that 2111 Hudson was the only feasible location.</p> <p>Regarding safety, we do not expect to see a change in the number of people moving through Irondequoit via public transit or using the hub. RTS has had a bus stop in this area for 25+ years and a Connection Hub for 2+ years. We are not aware of any requirement for law enforcement for that stop or hub in their history, and anticipate safe operation will continue in the new location.</p> <p>RTS buses abide by all applicable vehicle and traffic laws. RTS has assessed the traffic pattern of the buses regarding the proposed project and there is no concern regarding traffic or pedestrian safety.</p> <p>RTS' public transit service to the Irondequoit Plaza Connection Hub is not expected to change. Service to this hub includes Routes 1 St. Paul, 2 North Clinton, and 4 Hudson, plus RTS On Demand service within Irondequoit Zone. Hours of operation for RTS routes can be found on myRTS.com; RTS On Demand service operating within the Irondequoit On Demand Zone is as follows: Monday through Friday, 5am - 10pm; Saturday, 6am - 10pm; and Sunday/Holiday, 6am - 10pm.</p> <p>The Irondequoit Connection Hub is located in one of seven On Demand Zones. On Demand Zones are located within Brockport, Greece, Henrietta, Irondequoit, Lexington Ave, Pittsford/Eastview, and Webster. More information, including hub locations, is available at myRTS.com.</p>
	myRTS.com	12/6/2023	<p>I have a number of questions/comment on your plan.</p> <ol style="list-style-type: none"> 1.The route you are proposing is dangerous. Buses making a left turn after entering Irondequoit plaza is not safe. The roadway is a PARKING LOT, not a road! 2. What is the origination point of these buses? Today buses from St. Paul, Clinton, Seneca and Hudson are routed to Irondequoit plaza. 3. What is your security plan? Irondequoit Police should not be burdened with policing the bus hub. Your plan is inviting loitering and panhandling. 4. What are the hours of operation? 5. What is your noise mitigation plan? 6.How many On Demand buses will be parked? 7.What is your plan to beautify the area ? 8.What will be housed in the building? 9.What is the benefit to the residents of Irondequoit? <p>Is On Demand service available to locations within Irondequoit.</p> <p>10. What criteria was used to select location? Was Pittsford Plaza considered as a hub location? There are more opportunities for your customers to work&shop in Pittsford.</p>	
Scott Fisher	myRTS.com	11/29/2023	<p>Does RTS plan to hold any other public meetings to engage the neighborhood on the design and implementation?</p> <p>Will there be any other safety improvements (ex: pedestrian/yield signage) added to alert motorists in the parking lot of RTS customers arriving/departing from the connection hub?</p> <p>What other amenities can RTS add to this connection</p>	<p>Thank you for your questions. In advance of the 11/29/23 public hearing, RTS asked for public feedback and engagement by posting information on myRTS.com, including an informational video about the project, posting information in the RTS Transit Center, on RTS social media platforms, and in the <i>Democrat & Chronicle</i> from 11/15/23 – 11/19/23. The comment period for feedback remained open through 12/6/23 at 4pm. RTS presented its plan to the Town of Irondequoit Planning board on November 13, 2023. No further public meetings are planned for this project.</p> <p>The new connection hub will have a new sidewalk that connects to Irondequoit Plaza. It will also feature two heated shelters, lighting, and real-time traveler information.</p>

			<p>hub to improve the rider experience? For example, can RTS add a bus pass vending machine at the hub or reading material on different routes and how to ride guides?</p>	<p>Customers at this hub, and all our connection hubs, can purchase RTS Go passes and access trip planning and rider guides through the <i>Transit</i> app. More information is available at myRTS.com/Transit. RTS Go passes may also be purchased and reloaded at retail locations throughout Monroe County. Please visit myRTS.com/RTS-Go for more information.</p>
Gina Cardarelli	myRTS.com	11/30/23	<p>I've seen the information about the hub, and think the \$6 million project is not a productive improvement. I am a rider who uses this hub. It will not only move the buses further from the smaller plaza on the NW corner of Titus and Hudson and the shops of and surrounding I-Square, it will not mitigate any hassles of the current location. If anything, it will become more dangerous for solitary women, being further from the busier area of the plaza. The hubs that I also use at Skyview and Greece Ridge are very far from any sort of human traffic, and downright scary early in the morning. If the buses need to exit near Life Storage headed south on Hudson, there will be delays at rush hours such as 4-6pm. On my commute I cross Hudson at Diane Park, and evenings are a busy time to cross. I think the federal funding can be used in a better way. The Eastman Ave Hub is similar to this proposed hub, and still requires buses to do a tight turnaround and cross off W Ridge and back onto W Ridge.</p>	<p>Thank you for your feedback. The reason RTS is looking to build a new hub at 2111 Hudson Ave. is because the location of the current hub is in the area of another business' expansion plans for 2024. Moving the hub allows customers and community continued access to public transit.</p> <p>RTS reviewed several alternative sites to best serve the public and it was determined that 2111 Hudson was the only feasible location. The distance between the current and the proposed hub is approximately 1,000 feet.</p> <p>Regarding safety, we do not expect to see a change in the number of people moving through Irondequoit via public transit or using the hub. RTS has had a bus stop in that area for 25+ years and a Connection Hub for 2+ years. We are not aware of any requirement for law enforcement for that stop or hub in their history, and anticipate that safe operation will continue in the new location.</p>
Michael Eveland	myRTS.com	12/1/2023	<p>I believe the proposed relocation of the Irondequoit Connection Hub is a good one. That area of Irondequoit Plaza sees less traffic than the one currently utilized and the relocation will cut down on backups and potential collisions with other vehicles. The trouble I have is with the route to get there. By routing buses past the busiest section of Irondequoit Plaza's parking lot (Wegmans) you would be increasing the potential for traffic incidents instead of decreasing them. My suggestion is to route buses through the southern parking entrance (next to Summit, by CubeSmart monument sign) as this eliminates the increase in traffic past busy sections of the lot. I know asking Monroe County to install a traffic signal there is a pain but I believe it would make this a better, more successful project while also providing for the safety of other motorists and your customers.</p>	<p>Thank you for sharing your thoughts. The reason RTS is looking to build a new hub at 2111 Hudson Ave. is because the location of the current hub is in the area of another business' expansion plans for 2024. Moving the hub allows customers and community continued access to public transit.</p> <p>Regarding safety, we do not expect to see a change in the number of people moving through Irondequoit via public transit or using the hub. RTS has had a bus stop in this area for 25+ years and a Connection Hub for 2+ years. We are not aware of any requirement for law enforcement for that stop or hub in their history, and anticipate safe operation will continue in the new location.</p> <p>RTS buses abide by all applicable vehicle and traffic laws. RTS has assessed the traffic pattern of the buses regarding the proposed project and there is no concern regarding traffic or pedestrian safety.</p> <p>The proposed relocation of the hub does not involve any updates to the existing traffic-control devices along Hudson Ave. There is an existing traffic light-controlled crosswalk on Hudson Ave. near Drake Dr. that can facilitate pedestrian traffic between the proposed Hub and Aldi.</p>
Michelle Halloran	myRTS.com	12/3/2023	<p>Hello, with the proposed Hub in Irondequoit, what are the contingencies for upkeep and safety of Irondequoit residents given concerning safety events at main downtown site?</p>	<p>Thank you for your question. The reason RTS is looking to build a new hub at 2111 Hudson Ave. is because the location of the current hub is in the area of another business' expansion plans for 2024. Moving the hub allows customers and community continued access to public transit.</p> <p>Regarding safety, we do not expect to see a change in the number of people moving through Irondequoit via public transit or using the hub. RTS has had a bus stop in this area for 25+ years and</p>

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Charlotte Harvey	myRTS.com	12/6/2023	Please define connection hub. Compare and contrast old and new hub. How will new hub impact traffic the number of people moving through Irondequoit? Will it have an impact on the work load of the Irondequoit police? How will it benefit and burden Irondequoit? Are further informational meetings to be held? How do we find out about them? Would you be willing to send a representative to come and speak to our board? Thank you for your time and careful consideration of our questions.	<p>Thank you for reaching out to us. The reason RTS is looking to build a new hub at 2111 Hudson Ave. is because the location of the current hub is in the area of another business' expansion plans for 2024. Moving the hub allows customers and community continued access to public transit.</p> <p>The proposed hub will be similar to the current hub and will include three bus bays, parking for RTS On Demand vehicles, two heated shelters, lighting, and real-time traveler information. There will be a new sidewalk built to connect to Irondequoit Plaza. More information about Connection Hubs can be found at myRTS.com/RTS-On-Demand/Connection-Hubs.</p> <p>Regarding safety, we do not expect to see a change in the number of people moving through Irondequoit via public transit or using the hub. RTS has had a bus stop in this area for 25+ years and a Connection Hub for 2+ years. We are not aware of any requirement for law enforcement for that stop or hub in their history, and anticipate safe operation will continue in the new location.</p> <p>RTS presented its plan to the Town of Irondequoit Planning board on 11/13/23. Additionally, RTS asked for public feedback and engagement by holding a public hearing on 11/29/23; posting information on myRTS.com, including an informational video about the project; posting information in the RTS Transit Center; on RTS social media platforms; and in the <i>Democrat & Chronicle</i> from 11/15/23 – 11/19/23. The comment period for feedback remained open through 12/6/23 at 4pm. No further public meetings are planned for this project.</p>