



**REPORT OF PUBLIC COMMENTS REGARDING
THE PROPOSED SITE LOCATION FOR A NEW
RTS ACCESS FACILITY**

April 19, 2023

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Summary

RTS Access operates a paratransit service in Rochester, New York, with an annual ridership of 198,640 eligible people with disabilities and a fleet of 53 buses. The fleet includes 20-foot and 22-foot buses such as the Phoenix Type IA E350 Ford. Its facility, located on 588 Trabold Road, is over 30 years old, undersized, and in a state of disrepair.

In 2018, an architecture and engineering firm conducted a feasibility analysis and recommended relocating to an alternative facility or identifying a new site. A new RTS Access facility would require approximately 5 to 6 acres of land and 65,000 square feet of new building. A local real estate professional identified 39 potential sites. Seven sites were evaluated according to size, cost rating, presence of a building, traffic disruption, main thoroughfare access, and the calculated center of paratransit vehicle operation (number of non-revenue miles and hours). After evaluation, four sites remained viable for selection.

- Site A: 1500-1600 Lexington Avenue, Census Tract 141.04
- Site B: 898 Buffalo Road, Census Tract 143.02
- Site C: 350 Buell Road, Census Tract 144
- Site D: 28 Paul Road, Census Tract 146.02

RTS Access reviewed each site for impacts that might affect the community adversely. In summary, there would be no displacement of residents or businesses at the four locations considered for site selection. The Title VI equity analysis results are as follows.

Current site: 588 Trabold Road Rochester, NY 1462, Census Tract 28453

	Site A 1500-1600 Lexington Ave. Census Tract 141.04	Site B 898 Buffalo Rd. Census Tract 143.02	Site C 350 Buell Rd. Census Tract 144	Site D 28 Paul Rd. Census Tract 146.02	Monroe County
Total Population	3649	5035	4810	4455	744,248
White	3291	4173	3795	3719	560,874
Non-White	358	862	1015	736	183,374
Non-White %	9.8%	17.1%	21.1%	16.5%	24.6%
Population under Poverty Line	460	290	383	628	105,226
Percentage under Poverty Line	12.6%	5.8%	8.0%	14.1%	14.6%
Median Income (Households)	\$42,832	\$37,825	\$40,069	\$37,685	\$57,479
LEP %	5.3%	4.8%	1.9%	2.3%	4.0%

	Site A 1500-1600 Lexington Ave. Census Tract 141.04	Site B 898 Buffalo Rd. Census Tract 143.02	Site C 350 Buell Rd. Census Tract 144	Site D 28 Paul Rd. Census Tract 146.02	Monroe County
Disparate Impact > +/- 20%	NO	NO	NO	NO	
Disproportionate Burden > +/- 20%	NO	NO	NO	NO	

RTS Access:

- Use ACS Census Tract data; and
- Compared the four sites with the averages for Monroe County; and
- Applied the threshold criteria set forth in the Disparate Impact and Disproportionate Burden policies for RTS.

All the locations were under the Monroe County averages for Non-White % and Percentage Under Poverty Line. The LEP % for Site A 1500-1600 Lexington Avenue is 5.3% which is higher than the Monroe County average (4.0%).

No location triggered the thresholds for Disparate Impact or Disproportionate Burden. RTS Access determined that Site A 1500-1600 Lexington Avenue would be the first choice for public outreach and further analysis.

RTS Access conducted outreach in April and May 2022 and received comments that were mostly positive. The outreach revealed a nearby residential population located less than one mile away from the site. One of the residents voiced concern about the project. The occupants will not be displaced from their homes or neighborhoods. RTS Access determined the most equitable approach would be to engage residents in closest proximity to the site. RTS Access performed an equity analysis on the residential area.

	1500-1600 Lexington Ave. Census Tract 141.04	Polaris, Planet, Parkedge, Emerson, Stenson Streets Christopher Crt. Mt. Read Blvd Census Tract 88.01	Monroe County
Total Population	3649	6004	744,248
White	3291	1575	560,874
Non-White	358	4429	183,374
Non-White %	9.8%	73.77%	24.6%
Population under Poverty Line	460	1654	105,226
Percentage under Poverty Line	12.6%	27.55%	14.6%
Median Income (Households)	\$42,832	\$35,325	\$57,479
LEP %	5.3%	4.60%	4.0%

	1500-1600 Lexington Ave. Census Tract 141.04	Polaris, Planet, Parkedge, Emerson, Stenson Streets Christopher Cr. Mt. Read Blvd Census Tract 88.01	Monroe County
Disparate Impact > +/- 20%	NO	YES	
Disproportionate Burden > +/- 20%	NO	YES	

RTS Access:

- Used ACS Census Tract data for **Site A 1500-1600 Lexington Avenue** and the nearby residential streets (Polaris, Parkedge, Emerson, and Stenson Streets; Christopher Court; Mount Read Boulevard); and
- Compared the data with the averages for Monroe County; and
- Applied the threshold criteria set forth in the Disparate Impact and Disproportionate Burden policies for RTS.

The Non-White % and Percentage Under Poverty Line for the residential area (Census Tract 88.01) are significantly higher than Site A (Census Tract 141.04) and the Monroe County Averages. The LEP % for Site A (5.3%) is higher than the residential area in Census Tract 88.01 (4.60%) and the Monroe County average (4.0%).

We concluded that the residents of Census Tract 88.01 were vulnerable to Disparate Impact and Disproportionate Burden, and the RTS Access facility could create cumulative adverse impact.

We scheduled public outreach activities specifically for nearby businesses, stakeholders, and the residents in Census Tract 88.01 from February 15, 2023 to May 31, 2023.

The outreach activities included direct meetings with school principal Jacob Scott of Edison Career & Technology High School (“Edison Tech”), a letter mailed to the residents in Census Tract 88.01, a recorded presentation posted to www.myrts.com with captioning, and a request for comments (local newspaper, the RTS website, and social media). We advertised and held an in-person Public Information Meeting at the Edison Tech school, which is an accessible location within walking distance of the residential area, on April 19, 2023 at 6:00 PM. We accepted input and comments from the public from April 10, 2023 to May 12, 2023.

RGRTA CEO Miguel Velazquez contacted Jacob Scott and initiated a collaborative relationship. Edison Tech permitted RTS Access to use their library to conduct a Public Information Session on April 19, 2023, at 6:00 PM. Edison Tech is located closely to the residents of Census Tract 88.01. On March 29, 2023, a direct mailing went to the 250 residents in Census Tract 88.01 to include them in the planning process of the RTS Access facility and solicit their input about using 1500-1600 Lexington Avenue as the location. The letter invited residents to the April 19 Public Information Session and described how residents could submit comments during the comment period of April 10 to May 12.

The event was advertised through social media, a notice in the Democrat and Chronicle newspaper, on the RTS website, flyers onboard buses, and through Edison Tech's communication channels. Residents who could not attend the event had the option to view a pre-recorded presentation on the RTS website and submit comments through the Contact Us online form or by calling RTS Customer Service.

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

Five people attended the April 19 Public Information Session.

1. Ronald W. Nichols
2. Kevin Halat
3. Janet Russell
4. Donna Smith
5. Jacob Gilbert-Mahoney, on behalf of New York State Assemblyman Demond Meeks

The following people were presenters or moderators:

1. Miguel Velazquez, Chief Executive Officer (RGRTA)
2. Jamie Mott, Director of Paratransit Operations (RTS Access)
3. Laura Kenyon, Director of Communications and Community Experience (RGRTA)
4. Tom Brede, Public Information Officer (RGRTA)
5. Ben Leyer, American Sign Language Interpreter (Sign Language Connection, Inc.)

The following people were also in attendance:

1. Daniel DeLaus, General Counsel (RGRTA)
2. Aracelis Perez-Diaz, Customer Relationship Marketing Specialist, and bilingual interpreter for Spanish-speaking participants (RGRTA)
3. Brenda Bischooping, Court Reporter (Greater Rochester Court Reporting)

RTS Access accepted verbal comments from attendees during the April 19 Public Information Session, which were transcribed by a stenographer. The full transcript ("RTS Access: Facility Proposal Presentation") is attached as an exhibit to this report.

We did not receive additional comments, written or verbal, during the remainder of the comment period (April 19 to May 12, 2023).

We received comments and questions from three attendees at the April 19 Public Information Session: Ronald Nichols, Janet Russell, and Donna Smith. The main topics were:

1. Traffic Volume
2. Facility Security
3. Road Safety

The Director of Paratransit Operations, Jamie Mott, responded to all comments and questions regarding Traffic Volume and Facility Security during the Public Information Session. The Authority's response to the comments for Road Safety is provided in this report.

After evaluating the comments and questions, we conclude that there are no adverse impacts to mitigate, and it is not necessary to examine alternate options or options with the least discriminatory impact. We recommend that the City of Rochester and Genesee Transportation Council take the comments regarding Road Safety into consideration.

Response to Public Comments on the Site Location for a New RTS Access Facility

Traffic Volume

Attendees voiced concerns over the number of paratransit buses traveling Lexington Avenue during service hours, the maximum anticipated fleet size, the path of travel for the buses, the number of additional cars for employees to report to the RTS Access facility for work, the frequency at which the paratransit buses require refueling, and whether RTS Access plans to build additional terminals, layover centers, or hubs for fixed route service on Lexington Avenue.

Attendee	Concern	Response
Janet Russell	Number of buses	Fleet size is 53, peak volume is 43. Bus departure times are staggered, and peak volume is typically in the morning, with the highest volume of buses on the road by 8:00 a.m.
	Number of cars (employees)	Car volume for Bus Operators reporting for work mirrors the bus departure times, the staggering, and a.m. peak. Administrative employees work on an 8:00 a.m. to 5:00 p.m. schedule.
	Path of travel (will buses use the residential side streets as shortcuts?).	No. RTS Access Bus Operators will only travel on a side street (near 1500-1600 Lexington Avenue) if they are picking up or dropping off a customer at an address on that street. Their path of travel is determined by the address, and they follow the driving directions provided by Dispatchers and Google Maps. The exception is if an accident, event, or construction forces the driver to detour.
Donna Smith	If the average peak volume is 43 buses now, what could the maximum fleet size be in the future?	As of 2023, the RTS Access paratransit fleet has 53 buses. The proposed new facility at 1500-1600 Lexington Avenue is designed to support an additional 47 paratransit buses for a total of 100. The fleet size is scaled to serve the population of paratransit eligible customers. If that population increases, the fleet increases accordingly.

Response to Public Comments on the Site Location for a New RTS Access Facility

Attendee	Concern	Response
	Will RTS Access build a layover center for transfers (like the RTS Transit Center located in downtown Rochester)?	No. Paratransit service does not involve customer transfers or layovers or interlining. RTS Access does not use the RTS Transit Center and does not travel a set of fixed routes with fixed schedules. RTS Access Bus Operators pick up customers at their point of origin and drop them off at their destination using a schedule based on trip reservations.
	How often do buses return to the facility to refuel each day?	The buses are fueled prior to departure and have enough fuel for the scheduled service period. They do not return to the facility throughout the day for refueling. RTS Access buses return to the facility when the Bus Operator's shift ends or if there is a mechanical/safety issue with the bus. One exception is if a person applying for paratransit service must come to the facility for an in-person interview and functional assessment. RTS Access provides transportation to the applicant for the interview and assessment. The facility is the destination for the person, so the bus would depart to pick them up, bring them to the facility, depart to pick up the next customer, and return to retrieve the applicant after they've finished their interview/assessment.
Ronald Nichols	Path of travel (will buses enter/exit the facility property directly from 1500-1600 Lexington Avenue?)	No. The buses will exit and enter the property from Fisher Street. The intersection of Fisher and Lexington has a traffic light.

Facility Security

Attendee	Concern	Response
Janet Russell	Will the new facility have 24-hour surveillance?	<p>RTS Access runs 24/7, 365 days a year. The current facility is staffed from 4:30 a.m. to 12:30 a.m. The new facility has a secure design.</p> <p>The new facility will have a similar staffing structure, 24/7 camera surveillance, and physical access control. Physical access control is about making sure only the right people can get into certain places, like buildings or rooms. It uses different methods like keys, cards, fingerprints, or codes to decide who is authorized to enter. The main aim is to keep things secure by letting only authorized people in and keeping out those who are not allowed. The controls can also work on equipment such as fuel pumps.</p>

Road Safety

Attendee	Concern	Response
Ronald Nichols	<p>Safety regarding vehicular traffic and pedestrians.</p> <ol style="list-style-type: none"> 1. There are no sidewalks from the corner of Colfax Street all the way to Lee Road. 2. There are no bike lanes for bicyclists on Lexington Avenue. 3. There are only two speed limit signs on Lexington Avenue (one mile). 	<p>The road safety components are not within RGRTA's jurisdiction. We will provide the Genesee Transportation Council (GTC) and the City of Rochester with Ronald Nichols' input.</p>

Public Comments

Ronald Nichols

Ronald Nichols spoke at the Public Information Session on April 19, 2023. Ronald Nichols' comments were about Traffic Volume (path of travel) and Road Safety. Here are the comments from the transcript of the meeting.

Note: Ronald Nichols references Lift Line. Lift Line is the same company as RTS Access. The Lift Line company name was rebranded to RTS Access.

"First of all, I'd like to say welcome to the neighborhood. It's great to see improvements coming and, hopefully, it will also bring some jobs. My concern isn't your facility or your plans. That all sounds excellent. My brother worked for RTS for thirty years as a Lift Line driver and he has nothing but rave reviews to say about his work environment and the company he worked for.

My concern is safety regarding vehicular traffic and pedestrians. And I have a couple of statements to make regarding such, rather than a question.

First off, from the corner of Colfax Street here (indicating) all the way to Lee Road, there are no sidewalks on either side of the road and that to me is something that's long overdue, long before you planned to come here.

The second thing is, there are no bike lanes painted on Lexington Avenue and there are bike riders that use the roadway and that's extremely dangerous, because the speed limit is 35 miles an hour on Lexington Avenue and there is only two speed limit signs: One is when you're at Lee Road coming this way. It's about 500 feet into this direction (indicating); and the other is at Mount Read, coming this direction (indicating), and that is about 500 feet as well. Just two speed limit signs on that entire one-mile stretch of roadway.

I also wondered whether or not your bus – but I think you explained it already -- they will not be coming in and out of 1600 Lexington Avenue?"

Jamie Mott answered that the RTS Access buses will travel on Fisher Street to a traffic light and then turn right on Lexington Avenue.

"Okay. But those are the main things that are long overdue and may be beyond your jurisdiction, but perhaps with the right contacts you can look into that."

Janet Russell

JANET RUSSELL:

"My first question is: You said that there was a traffic study done?"

JAMIE MOTT:

"Yes."

JANET RUSSELL:

"And how many buses are going to be in this location that are going to be in and out of there?"

Jamie Mott's response is on page 20 of the transcript. He answered that the current RTS Access fleet size is 53 buses, and the peak volume is 43 buses. Bus departure times are staggered, and peak volume is typically in the morning, with the highest volume of buses on the road by 8:00 a.m.

JANET RUSSELL:

"Okay. And what about the people coming in?"

Jamie Mott's response is on page 21 of the transcript. He explained that the car volume for RTS Access Bus Operators reporting for work mirrors the bus departure times, the staggering, and a.m. peak. The administrative employees' work schedule is 8:00 a.m. to 5:00 p.m.

JANET RUSSELL:

"And they're not going to be coming up and down the side streets?... They're going to stay on the main roads?"

Jamie Mott's response is on pages 21 and 22 of the transcript. He explained that RTS Access paratransit service uses a curb-to-curb mode.

JANET RUSSELL:

"So you may pick someone up on our street, but you won't be just traveling up and down our street for a shortcut?"

Jamie Mott's response is on pages 21 and 22 of the transcript. He confirmed that the RTS Access Bus Operators will not use the side streets as shortcuts. He explained that RTS Access Bus Operators will only travel on a side street (near 15500-1600 Lexington Avenue) if they are picking up or dropping off a customer at an address on that street. Their path of travel is determined by the address, and they follow the driving directions provided by RTS Access Dispatchers and Google Maps. The exception is if an accident, event, or construction forces the driver to detour.

JANET RUSSELL:

"Okay. And my last question is: I saw something in the video about that somebody is going to be watching these buses and is that going to be 24 hours?... Surveillance or something. Is somebody going to, like, keep an eye on these buses and the gasoline that you have over there?"

Jamie Mott's response is on pages 22 and 23 of the transcript. He described the current staffing model and confirmed that the staffing and design for the new facility support security for the buses and fueling stations.

Donna Smith

DONNA SMITH:

"Good evening. One of the questions Janet answered is: Your assignment generally is a maximum of 43 buses a day that are running?"

JAMIE MOTT:

"Right. Right now that's our peak. And as we grow the peak would grow, but remember it's not 43 buses going at one time. It's staggered throughout the day."

DONNA SMITH:

At once, right. So it's the constant traffic of your buses throughout the day?

JAMIE MOTT:

"Yes, throughout the day; low, yes."

DONNA SMITH:

"So you've got 43 coming and going, coming and going. So you've got that type of traffic?"

MR. MOTT:

"Right."

DONNA SMITH:

"You're speaking and you're throwing in there, just: Oh, we want room to grow. We want room to grow. What is your company's idea of how large you want to get? Like, how many vehicles do you want to provide, eventually?"

Jamie Mott's response is on page 24 of the transcript. He explained that the paratransit service complies with American with Disabilities Act requirements, and the capacity must meet demand based upon the total number of people eligible for paratransit service.

DONNA SMITH:

"So your company has to have at least something in mind of the new space that you would like to accommodate on how large you do grow?"

JAMIE MOTT:

"Right. ...we designed this facility to have the capability of 100 vehicles."

DONNA SMITH:

"So you guys are thinking of possibly going up to 100 or at least you're going to have the capability?"

Jamie Mott's response is on pages 24 and 25 of the transcript. He confirmed that the planned capacity of the new facility is up to 100 RTS Access buses.

DONNA SMITH:

"So does RTS or this company that you work for, do they have plans on having a center, like, a layover center? Like: Oh, we're going to bring you people here to change buses or, where it's going to be, you know, like what downtown turned into?"

JAMIE MOTT:

"...We don't do transfers with our customers."

DONNA SMITH:

"Are you planning on doing transfers?"

Jamie Mott's response is on pages 25 and 26 of the transcript. He answered no. He provided details about the operation of paratransit service.

DONNA SMITH:

"Do your buses -- I'm assuming that the buses leave your facility full of fuel?"

JAMIE MOTT:

"Uh-huh."

DONNA SMITH:

"How long – and you may not know this, but how often do they have to come back and refuel and then go back out? Because that would be changing your 43 a day into a larger number."

JAMIE MOTT:

"They don't."

DONNA SMITH:

"So the one tank of gas they leave with in the morning or whichever time is the designated time to leave –"

JAMIE MOTT:

"Correct."

DONNA SMITH:

"-- they do not have to come back and refuel and go back out?"

JAMIE MOTT:

"That's correct. ..."

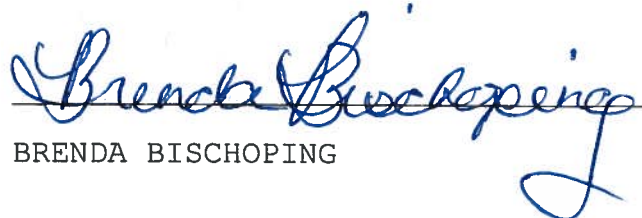
Jamie Mott's response is on pages 26 and 27 of the transcript. He provided details about fuel efficiency, mileage, and plans for other fuel types.

Exhibit – April 19, 2023 Public Information Transcript

C E R T I F I C A T I O N

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3 I, BRENDA BISCHOPING, being a Shorthand Reporter and
4 Notary Public in the County of Monroe, State of New York, do
5 hereby certify that I reported in Stenotype Shorthand the
6 meeting minutes for the RGRTA Public Hearing for RTS Access:
7 Proposed Facility Presentation, taken on the 19th day of
8 April, 2023, at 655 Colfax Street, Rochester, New York; and
9 that the foregoing pages number 1 through 28 were prepared
10 under my direction and control, and constitute a true,
11 accurate and correct record of those Stenotype Shorthand
12 notes.

13 I further certify that I am neither attorney nor
14 counsel for any of the parties, nor a relative or employee of
15 any attorney or counsel connected with the action, nor
16 financially interested in the outcome of the action.

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19 
20 BRENDA BISCHOPING
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23 Dated at Rochester, New York
24 this 1st day of May, 2023.
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ROCHESTER-GENESEE
REGIONAL TRANSPORTATION AUTHORITY
PUBLIC HEARING
April 19, 2023
RTS Access:
Facility Proposal Presentation

A Public Hearing held at the Edison Tech High School,
655 Colfax Street, Rochester, New York 14606, on the 19th day
of April, 2023, commencing at 6:04 p.m.

PRESENTERS: MIGUEL VELAZQUEZ, Chief Executive Officer
JAMIE MOTT, Director of Paratransit Services
LAURA KENYON, Director of Communications and
Community Experience

REPORTED BY: BRENDA BISCHOPING, Court Reporter

1 PUBLIC HEARING - RTS ACCESS

2 MR. VELAZQUEZ: Good evening. My name is
3 Miguel Velazquez. I'm the CEO for RGRTA or RTS, of
4 course. And the purpose of this meeting today is
5 obviously, Number 1, to provided you with
6 information about the facility that we want to
7 build right across the street from Lexington here,
8 which is for our RTS Access Facility. RTS Access
9 is the entity of RTS that provides service to
10 people with disabilities. So you won't see -- and
11 Jamie Mott, our Director of Paratransit Services,
12 will be giving a presentation of the details in a
13 minute -- but you won't see 40- to 60-foot buses,
14 the ones that you see in the City area. It's our
15 smaller buses. The facility is not to serve
16 customers out of it. It's just for the
17 administrative offices for RTS Access and the
18 maintenance of those buses.

19 There is Principal Jacob Scott, the Principal
20 of Edison Tech. I just want to thank him for
21 hosting us. He's been great giving us this space
22 and, of course, helping us facilitate this meeting
23 here today.

24 We also have to have this meeting, not only do
25 we want to provide information and get your

1 PUBLIC HEARING - RTS ACCESS

2 feedback, but we are required because we are
3 receiving some Federal funds and Federal monies
4 will be used for this facility. We are required to
5 do this as part of Title 6 Federal -- from the FTA,
6 Federal Transit Administration, requirement. So
7 this is something that also fulfills that
8 requirement.

9 The reason we want to build this facility here
10 is because where we are right now, which is in
11 Gates, we've run out of room. We are in our
12 facility that is very, very low. We've outgrown
13 the space. We are in a location where it has a
14 floodplain behind it on one side. We have many
15 roads on the other and there's train tracks on the
16 other side. So we are landlocked. We cannot
17 expand where we are right now. So that's the
18 reason we've been looking for facilities all over
19 the place. And this is one where, obviously, it's
20 vacant. It's an open space. It's, obviously, it's
21 up for sale. So it's kind of ideal for us to be
22 able to do that.

23 Like I said, Jamie Mott, our Director of
24 Paratransit Services, will get into the details of
25 the presentation, but our Director of

1 PUBLIC HEARING - RTS ACCESS

2 Communications and Community Engagement, Laura
3 Kenyon, will do some housekeeping first.

4 MS. KENYON: Thanks, Miguel. Thank you for
5 being here tonight. So, as Miguel said, I'm Laura
6 Kenyon. We're going to start the presentation
7 shortly. And just a few bits of housekeeping
8 before we start.

9 If you need the restroom, it's out in the
10 hallway off the main strip over here (indicating).
11 Exits are marked clearly around this room. The
12 presentation will take about ten to fifteen minutes
13 and will be followed by a moderated Q and A. We
14 expect to wrap up by seven. If we run out of time,
15 we will follow up any unanswered questions within
16 the next week or so.

17 Tonight's session is being transcribed by a
18 stenographer for accurate recordkeeping. To help
19 with this process, we'd ask you to sign up to
20 speak. Our moderators, which will be me and our
21 Public Information Officer, Tom Brede, in the back
22 are going to assist with that. Tom or I will call
23 in the order listed on the sign-up sheet. Once
24 everyone has had a chance to ask a question, to
25 receive additional questions, we'll move back

1 PUBLIC HEARING - RTS ACCESS

2 around.

3 And that wraps it for the housekeeping. So
4 with that I'd like to introduce Jamie Mott to
5 provide tonight's presentation.

6 MR. MOTT: Thank you, Laura. Thank you,
7 Miguel.

8 Good evening, everyone. Again, my name is, as
9 everybody said, Jamie Mott. I'm the Director of
10 Paratransit Services and so this will be the RTS
11 Access Facility Proposal Presentation.

12 So before we get into the new facility
13 proposal I'd like to give you a little bit of
14 knowledge of who we are as RTS Access and then kind
15 of expand on what Miguel said with our current
16 facility. And then, afterward, as Laura said, we
17 will have that question and answer and a feedback
18 period.

19 So who are we? So we are a separate company,
20 but we are part of the Rochester Genesee Regional
21 Transportation Authority, RGRTA. We provide
22 services for persons with disabilities who can't
23 utilize the fixed-route service some or all of the
24 time. So this specialized service is known as
25 paratransit service and it is required under the

1 PUBLIC HEARING - RTS ACCESS

2 Americans With Disabilities Act.

3 So that being said, and Miguel already
4 mentioned this, we don't use 40-foot buses. Our
5 buses are smaller. In fact, here on this side of
6 the screen right here (indicating), that is a good
7 example of what buses we use. They are about 20
8 foot in length and they are all ADA compliant. So
9 for our customers utilizing this service, they know
10 that we're not RTS Connect, or the fixed-route
11 service. We are not RTS On Demand. We don't use
12 the transit center for our transportation or
13 transfers. We don't have a fixed schedule and
14 we're not line service. We actually connect people
15 in a completely different way.

16 So for our customers that are eligible for
17 service and the fare that they pay, they reserve
18 their trips in advance from anywhere from one to
19 seven days in advance. And then we apply a
20 curb-to-curb model of service. And, of course,
21 because we are under the Americans With
22 Disabilities Act, we do provide what's known as a
23 reasonable modification of service for additional
24 requests, such as a door-to-door service for
25 customers who might need a little bit of extra

1 PUBLIC HEARING - RTS ACCESS

2 assistance.

3 So some of our customers can actually utilize,
4 even though they are eligible, RTS On Demand or RTS
5 Connect. And we encourage that, but when they
6 can't this is where we come in to be. This is what
7 we are. It's a safety net for our customers.

8 So on the left-hand side here (indicating) --
9 let me see if my pointer works. On the left-hand
10 side of the screen, those are the examples of the
11 smaller buses that we have in our fleet and will be
12 stored in the Edison Tech Facility compared to the
13 much larger 40-foot buses on the right-hand side of
14 the screen. It's an important distinction, because
15 when we looked at the initial design, we looked at
16 kind of what traffic patterns would exist and we
17 compared it against the smaller vehicles.

18 So who do we serve? So people with
19 disabilities may have a functional issue with
20 utilizing fixed-route service some or all of the
21 time. So what does that mean? It means there is a
22 barrier obstacle to being able to board or be
23 transported for the bus. This could be a mobility
24 issue, this could be a chronic condition or this
25 could even be the weather that would cause this.

1 PUBLIC HEARING - RTS ACCESS

2 So we have over three thousand customers eligible
3 for service, but about two thousand actually use
4 the service every year.

5 So the nice thing about this is that our
6 services are linked and tied to the fixed-route
7 service. In fact, our service area actually
8 extends as far west as Brockport, as far east as
9 Webster, almost to the Ontario County line:
10 Webster, Pittsford, Perinton, Penfield, going as
11 far southeast as Eastview Mall. We cover
12 Henrietta, Greece, Irondequoit. So it's a very,
13 very large service area and our customers travel,
14 just like you could on fixed-route, without
15 restrictions on trip purpose. So that means that
16 if somebody wants to go to the movies, they want to
17 go to a hockey game, the beach, doctor, medical,
18 any purpose, it doesn't matter.

19 So in order to be eligible for our service you
20 must first apply. A customer would complete an
21 application to include doctor's information and
22 then send that information to our eligibility team.
23 With a completed application our eligibility team
24 will review and certify the application. In some
25 cases it requires what we call functional

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2 assessment. It's an in-person visit to verify a
3 customer's ability to utilize fixed-route service
4 some or all of the time.

5 And this certification, it only lasts for
6 three years. So every three years our customers
7 must reapply for service. Once the certification
8 has occurred and once a customer has become
9 eligible, they would reserve their trips as we
10 talked about earlier, one to seven days in advance.
11 And then, each day, the operator gets a new list of
12 trip assignments based on the trip reservations.
13 They would drive to the customer's curb, nearest
14 their pick-up address, and because we're a shared
15 ride public transportation service, before that
16 customer gets to their destination address we may
17 pick up and drop off other customers along the way.

18 This is where we are (indicating) and Miguel
19 has spoken about it earlier. To the north of our
20 current facility at 588 Trabold Road is railroad
21 tracks. We've actually just simply outgrown our
22 facility there. We are currently situated on a
23 flood zone. We have just over two acres of usable
24 space and this picture demonstrates how much we've
25 outgrown our facility. There's no room to tear

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2 down and build new.

3 So as I talked through some of the others,
4 here is some more pictures of the current facility.
5 In terms of the current facility not everybody is
6 over at Trabold Road, because we've outgrown that
7 facility so much we have a portion of our team that
8 works over at Main Street campus. So it's very
9 important to us when we consider a new facility
10 that we can bring the team back together and
11 develop those synergies that comes with good
12 teamwork.

13 So the other piece of our business that we had
14 spoke about is functional assessments. There is no
15 room currently for a proper place for our
16 functional assessments in a safe and comfortable
17 area. So these are all things that we've
18 considered based on knowing what our current
19 facility looks like. That does mean we needed a
20 new location. We started in 2018. We hired out an
21 engineering firm called Wendel Engineering and they
22 did for us a review, alongside with us, of over 25
23 properties. As a result of reviewing all of those
24 properties, their recommendation and our first
25 choice for our forever home was right across the

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2 street at the 1500/1600 block of Lexington Avenue.

3 But why?

4 Well, we have a wonderful amount of green
5 space that will not only accommodate current need,
6 but allows us to grow for future need. It's got
7 great proximity to 390, 490 and Mount Read
8 Boulevard. When Miguel first started talking about
9 on-time performance, that's extremely important to
10 us. So this proximity actually gives us the
11 ability to get to our customers more quickly and in
12 a more timely fashion. There is already a signal
13 light at the corner of Lexington and Colfax and
14 Fisher. This promotes safe traffic control.

15 And, finally, during our initial design and
16 draw of this system or this -- excuse me -- new
17 facility, we took a look at traffic patterns and we
18 found that there is going to be a minimal impact
19 with our vehicles coming and going from the new
20 facility.

21 So before I discuss the details of the
22 proposed facility, there is a blueprint and
23 rendering of what the facility might look like. So
24 we'll take a virtual tour in a moment, but let's
25 talk about what the facility will do.

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2 First, space for current needs and room to
3 grow. When we designed this facility, when we
4 looked at the initial design of the facility, we
5 considered as much as we possibly could. We
6 actually talked to our operators who had talked to
7 all of our employees to see if we could come up
8 with the best facility design. We tried to
9 incorporate everything we could in the design. So,
10 as a result, we sized the facility for storage of
11 up to 100 vehicles to consider future growth and we
12 found it very important to us, and everybody, that
13 those vehicles were stored in a covered space. We
14 increased our footprint for maintenance, parts and
15 vehicle cleanliness. That includes a vehicle wash
16 bay, that includes ten maintenance bays, improved
17 storage area for our parts and a dedicated
18 maintenance training area.

19 So next we move forward to our operators and
20 the rest of our team on the administrative side and
21 our customers and we tried to consider their
22 well-being. Our paratransit's eligibility area for
23 our customers, we created that to be a safe and
24 comfortable space. We considered the well-being of
25 our team and included a wellness space in that area

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2 and we put heavy consideration on training and
3 meetings that we might be able to have with some of
4 our customers.

5 And the other thing that we did was we
6 considered our environmental obligation. Part of
7 this design of the facility was that we would look
8 at potentially an all electric fleet or a hydrogen
9 fuel cell fleet or a combination of the two. They
10 actually also looked at geothermal implications to
11 see if there was some possibility to use that.

12 So let's continue with a virtual tour and,
13 over these next few slides, it's going to give you
14 an idea of what the proposed facility might look
15 like. So this is an aerial view of the
16 neighborhood with the facility blueprint placed on
17 the proposed site. And we're just going to quickly
18 zoom right in here and we're going to talk about
19 the entrance.

20 So, forgive me, but our customers, our buses
21 and our employees will all enter here (indicating),
22 which is the corner of Lexington and Colfax and
23 Fisher, which has the signal light. So the very
24 first entrance right here (indicating) is for the
25 employees and our customers. So the employee

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2 parking lot is a secure parking lot and then the
3 entrance for customers has some parking for
4 customers, and there also has a bus loop for our
5 customers, which would allow for a safe
6 transportation of customers that need to come to
7 our facility for whatever reason.

8 The second entrance to the north is the
9 entrance and exit for all of our buses. So we
10 designed this with a counterclockwise flow. So on
11 the north side of this you have the entrance with
12 the staging area, the fueling and then moving
13 through, washing and cleaning and back into the
14 garage. Followed by that, for buses that are
15 departing, you have from the garage back out.

16 So some of the renderings as we move through,
17 this is a rendering of what the bus loop might look
18 like, followed by moving right to the back of the
19 facility which shows and demonstrates the flow for
20 vehicles by our fuelers and washers after a bus
21 operator has returned. So this flow includes, at
22 this point, this is an option for gasoline until
23 which time we can fully cut over the fleet in the
24 future, followed by the far one is a rendering of
25 the hydrogen fuel cell and then that bus flow would

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2 move into fueling and washer.

3 So the next slide is another view of that.
4 The bay doors on the far side of the screen here
5 (indicating), that would be where a fueler/washer
6 would enter for washing the vehicles. The near bay
7 doors are the maintenance. You'll notice in this
8 picture just on the slide that there is a
9 significant amount of space between where the buses
10 would come for fueling and the maintenance bays.
11 We wanted to make sure that there were no potential
12 hazards when a technician was pulling in and
13 backing out a bus after maintaining it.

14 So, finally, let's go to the inside. When we
15 designed the inside of the bay we recognized the
16 weather here in Rochester and what a great customer
17 experience for not just the customers that are
18 riding the bus but for our bus operators to be able
19 to wake up and pick up a bus in the middle of the
20 winter from an environmentally-controlled area. No
21 more scraping snow or ice off the windows, get
22 into a bus, be able to -- even during the
23 wintertime -- perform our morning safety checks,
24 which are very important to us, inside the entire
25 facility; or, during the summertime, a bus operator

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2 could move out and perform that safety check
3 outside. We considered all of that.

4 The last thing I wanted to point out is those
5 orange boxes hanging from the ceiling. Those are
6 actually electric charging stations. We considered
7 too: How can we shrink our footprint? There's a
8 lot of space that's required when you're doing an
9 electric charging. So hanging them from the
10 ceiling allows quick access to plug those bus in
11 when the fuelers/washers have to finally park the
12 bus after washing.

13 So this is where we are on our timeline
14 (indicating), right here, right now, through the
15 fall of 2023 we're looking for our community
16 feedback. That includes here in the Lexington
17 neighborhood, our disability community and our
18 human service providers with whom we have
19 relationships, RTS Access customers and other
20 stakeholders. Hopefully, by the time we finish
21 this and move through we can complete our
22 environmental impact analysis and look to purchase
23 the property by 2024. And, of course, everything
24 is running dependent, but the goal is that by 2025
25 we can start construction and become your neighbors

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2 in 2026.

3 So before we move to the question and answer,
4 just a couple of different opportunities, if you do
5 happen to think of a question or have feedback or
6 you happen to know somebody and you talk to them
7 later and they say: Geez, I'd like to have a
8 question. You can contact us through
9 myRTS.com/contact-us or you can call our customer
10 service line at (585) 288-1700 or, finally, you can
11 write us a letter to:

12 RTS - Attention Legal Department
13 RTS Access Facility
14 1372 East Main Street
15 Rochester, New York 14609.

16 Please remember that all comments are due
17 by 5:00 p.m. on May 12th.

18 So that ends my portion of the presentation.
19 So, at this time, Laura will come back up and we
20 can go to our questions and feedback. Thank you.

21 MS. KENYON: Thanks, Jamie.

22 So as Jamie said, this is our Q and A portion
23 of the session. You will be called on in the order
24 in which you signed up to speak; and, just as a
25 reminder, a transcriptionist is recording the
details of tonight's event.

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2 So we'll start with Ronald Nichols.

3 AUDIENCE MEMBER RONALD NICHOLS: Hello. May I
4 remain seated, please?

5 MR. MOTT: Absolutely.

6 AUDIENCE MEMBER RONALD NICHOLS: First of all,
7 I'd like to say welcome to the neighborhood. It's
8 great to see improvements coming and, hopefully, it
9 will also bring some jobs.

10 My concern isn't your facility or your plans.
11 That all sounds excellent. My brother worked for
12 RTS for thirty years as a Lift Line driver and he
13 has nothing but rave reviews to say about his work
14 environment and the company he worked for.

15 My concern is safety regarding vehicular
16 traffic and pedestrians. And I have a couple of
17 statements to make regarding such, rather than a
18 question.

19 First off, from the corner of Colfax Street
20 here (indicating) all the way to Lee Road, there
21 are no sidewalks on either side of the road and
22 that to me is something that's long overdue, long
23 before you planned to come here.

24 The second thing is, there are no bike lanes
25 painted on Lexington Avenue and there are bike

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2 riders that use the roadway and that's extremely
3 dangerous, because the speed limit is 35 miles an
4 hour on Lexington Avenue and there is only two
5 speed limit signs: One is when you're at Lee Road
6 coming this way. It's about 500 feet into this
7 direction (indicating); and the other is at Mount
8 Read, coming this direction (indicating), and that
9 is about 500 feet as well. Just two speed limit
10 signs on that entire one-mile stretch of roadway.

11 I also wondered whether or not your bus -- but
12 I think you explained it already -- they will not
13 be coming in and out of 1600 Lexington Avenue?

14 MR. MOTT: No. They will be coming in and out
15 right on Fisher. Everything goes on Fisher right
16 at the signal light.

17 AUDIENCE MEMBER RONALD NICHOLS: Okay. But
18 those are the main things that are long overdue and
19 may be beyond your jurisdiction, but perhaps with
20 the right contacts you can look into that.

21 MR. MOTT: Thank you.

22 MS. KENYON: Thank you.

23 Our next person who signed up was Janet
24 Russell.

25 AUDIENCE MEMBER JANET RUSSELL: Hi.

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2 MR. MOTT: Hi Janet.

3 AUDIENCE MEMBER JANET RUSSELL: My first
4 question is: You said that there was a traffic
5 study done?

6 MR. MOTT: Yes.

7 AUDIENCE MEMBER JANET RUSSELL: And how many
8 buses are going to be in this location that are
9 going to be in and out of there?

10 MR. MOTT: So currently our fleet is 53 buses.
11 We peak at 43 buses. What that means is that at
12 any given one point in time during the day there
13 is 43 buses on the road. That doesn't mean that
14 there is 43 buses going out at the same time. So
15 we have our buses. It grows in the morning. We
16 start revenue service because we are linked to our
17 fix-route system. We start revenue service when
18 fixed route does at five in the morning. So we
19 have some buses that leave at 4:45, for example, in
20 the morning. So by the time eight o'clock comes
21 around, a good portion of the buses of the morning
22 are already out on the road and then they start
23 coming back. A small portion come back around nine
24 o'clock and then we start sending them out. So at
25 any given time of day it's not 43 buses going out,

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2 but staggered throughout the day.

3 AUDIENCE MEMBER JANET RUSSELL: Okay. And
4 what about the people coming in?

5 MR. MOTT: That actually correlates with that.
6 For administrative staff, a majority of our
7 administrative staff works on an eight-to-five
8 schedule, but bus operators that would be the same
9 thing. A bus operator comes in, they're going to
10 come a little bit before their shift starts and
11 they're going to clock in. So that same staggering
12 occurs.

13 AUDIENCE MEMBER JANET RUSSELL: And they're
14 not going to be coming up and down the side
15 streets?

16 MR. MOTT: Meaning?

17 AUDIENCE MEMBER JANET RUSSELL: They're going
18 to stay on the main roads?

19 MR. MOTT: Right. So our transportation is a
20 curb-to-curb model. So we're going to go transport
21 our customers based on that curb-to-curb. So out
22 in the service area we are certainly going up and
23 down side streets. And I'm not sure if that's what
24 you're asking?

25 AUDIENCE MEMBER JANET RUSSELL: So you may

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2 pick someone up on our street, but you won't be
3 just traveling up and down our street for a
4 shortcut?

5 MR. MOTT: No. Actually, the great news that
6 we have is that we have a new CAD/AVL that's going
7 to direct our operators through Google Maps where
8 to go. So it's very much controlled at that level.

9 AUDIENCE MEMBER JANET RUSSELL: Okay. And my
10 last question is: I saw something in the video
11 about that somebody is going to be watching these
12 buses and is that going to be 24 hours?

13 MR. MOTT: I'm not sure --

14 AUDIENCE MEMBER JANET RUSSELL: Surveillance
15 or something. Is somebody going to, like, keep an
16 eye on these buses and the gasoline that you have
17 over there?

18 MR. MOTT: So we have -- our operations
19 actually, we run 24/7, 365 days a year. So we have
20 somebody on staff starting at four-thirty in the
21 morning all the way through twelve-thirty the next
22 morning. So there's a few hours where we don't.
23 We have had discussions internally about how that's
24 going to be staffed overnight. We will have a
25 secure facility already as part of the design that

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2 we looked at the initial design as well.

3 AUDIENCE MEMBER JANET RUSSELL: Okay. Thank
4 you.

5 MR. MOTT: You're welcome. Thank you.

6 MS. KENYON: And our last signed-up speaker is
7 Donna Smith.

8 AUDIENCE MEMBER DONNA SMITH: Good evening.
9 One of the questions Janet answered is: Your
10 assignment generally is a maximum of 43 buses a day
11 that are running?

12 MR. MOTT: Right. Right now that's our peak.
13 And as we grow the peak would grow, but remember
14 it's not 43 buses going at one time. It's
15 staggered throughout the day.

16 AUDIENCE MEMBER DONNA SMITH: At once, right.
17 So it's the constant traffic of your buses
18 throughout the day?

19 MR. MOTT: Yes, throughout the day; low, yes.

20 AUDIENCE MEMBER DONNA SMITH: So you've got 43
21 coming and going, coming and going. So you've got
22 that type of traffic?

23 MR. MOTT: Right.

24 AUDIENCE MEMBER DONNA SMITH: You're speaking
25 and you're throwing in there, just: Oh, we want

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2 room to grow. We want room to grow. What is your
3 company's idea of how large you want to get? Like,
4 how many vehicles do you want to provide,
5 eventually?

6 MR. MOTT: So, Miguel, you can jump in on this
7 one, but I will go back to the fact that we are
8 governed by the Americans With Disabilities Act.
9 So the requirements under the ADA is, we will
10 provide this service and it depends on the
11 eligibility. So our growth is dependent on the
12 population that applies for our service.

13 AUDIENCE MEMBER DONNA SMITH: So your company
14 has to have at least something in mind of the new
15 space that you would like to accommodate on how
16 large you do grow?

17 MR. MOTT: Right. And that's why we designed
18 it -- because right now our fleet is 53 -- that's
19 one of the reasons why we designed this facility to
20 have the capability of 100 vehicles.

21 AUDIENCE MEMBER DONNA SMITH: So you guys are
22 thinking of possibly going up to 100 or at least
23 you're going to have the capability?

24 MR. MOTT: Right, the capability, yes. I
25 couldn't tell you if that will be in my time, but I

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2 can tell you what the growth was and has been over
3 the years and it's not something that is slowing
4 down. It's not significant to the point where I
5 need two or three buses every year. That's not
6 true. It may be a new bus every five years,
7 looking to grow our fleet that way. So it's a long
8 time before that hundred could even be achieved.

9 AUDIENCE MEMBER DONNA SMITH: So does RTS or
10 this company that you work for, do they have plans
11 on having a center, like, a layover center? Like:
12 Oh, we're going to bring you people here to change
13 buses or, where it's going to be, you know, like
14 what downtown turned into?

15 MR. MOTT: So that's not our transportation
16 service. So we don't go through the transit
17 center. We don't do transfers with our customers.

18 AUDIENCE MEMBER DONNA SMITH: Are you planning
19 on doing transfers?

20 MR. MOTT: No, no. Once our customers get on
21 a bus with us, the operator is given a list of
22 customers for the course of the day and they just
23 follow that route, picking up and dropping off
24 customers along the way. So that list, believe it
25 or not, that could start an operator up in Greece

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2 and end that operator over in Penfield through the
3 course of the day.

4 AUDIENCE MEMBER DONNA SMITH: Do your buses --
5 I'm assuming that the buses leave your facility
6 full of fuel?

7 MR. MOTT: Uh-huh.

8 AUDIENCE MEMBER DONNA SMITH: How long -- and
9 you may not know this, but how often do they have
10 to come back and refuel and then go back out?
11 Because that would be changing your 43 a day into a
12 larger number.

13 MR. MOTT: They don't.

14 AUDIENCE MEMBER DONNA SMITH: So the one tank
15 of gas they leave with in the morning or whichever
16 time is the designated time to leave --

17 MR. MOTT: Correct.

18 AUDIENCE MEMBER DONNA SMITH: -- they do not
19 have to come back and refuel and go back out?

20 MR. MOTT: That's correct. Our buses
21 actually -- so at that side, the bus is not the
22 most fuel economic bus. It's just one of the
23 reasons why we want to look at things like electric
24 and hydrogen fuel cell. But for the fuel that we
25 can put into those buses, we average about 102

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2 to 110 miles a day per bus and that's plenty of
3 fuel to manage that all day long.

4 AUDIENCE MEMBER DONNA SMITH: Good.

5 MS. KENYON: Thank you. That concludes our
6 Q and A period. And I'll bring up Miguel to wrap
7 up our event.

8 MR. VELAZQUEZ: Well, thank you so much. To
9 the information, again, if you want to see the
10 presentation, again, you can go to our website:
11 myRTS.com/contact-us. There's a video to watch
12 through this again. You can call our customer
13 service or you can write us a letter.

14 We are on a timeline to get your feedback so
15 that we can respond in time and get the project and
16 keep the project moving. But we appreciate your
17 time here tonight. Thank you for coming and
18 providing your feedback. Where we are right now,
19 meaning our big buses, the main facility on Main
20 Street downtown, we are in the middle of the
21 neighborhood. We are actually there, people living
22 all around us and we're very sensitive to the fact
23 that we want and need to be good neighbors. So the
24 same would apply here. We want to be good
25 neighbors even though this is a much industrialized

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2 area, but there are always people who live here as
3 well.

4 So any feedback you can provide us before we
5 actually break ground, we appreciate it. Thank
6 you.

7 AUDIENCE MEMBER JANET RUSSELL: Thank you very
8 much.

9 (The Public Hearing was adjourned at 6:34 p.m.)

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I, BRENDA BISCHOPING, being a Shorthand Reporter and Notary Public in the County of Monroe, State of New York, do hereby certify that I reported in Stenotype Shorthand the meeting minutes for the RGRTA Public Hearing for RTS Access: Proposed Facility Presentation, taken on the 19th day of April, 2023, at 655 Colfax Street, Rochester, New York; and that the foregoing pages number 1 through 28 were prepared under my direction and control, and constitute a true, accurate and correct record of those Stenotype Shorthand notes.

I further certify that I am neither attorney nor counsel for any of the parties, nor a relative or employee of any attorney or counsel connected with the action, nor financially interested in the outcome of the action.

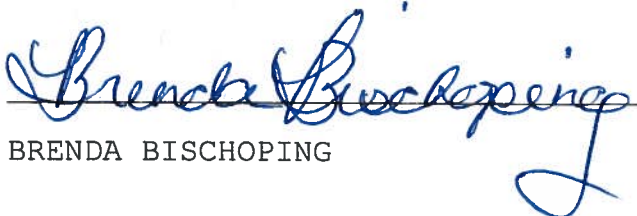
BRENDA BISCHOPING

Dated at Rochester, New York
this 1st day of May, 2023.

C E R T I F I C A T I O N

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2
3 I, BRENDA BISCHOPING, being a Shorthand Reporter and
4 Notary Public in the County of Monroe, State of New York, do
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14 counsel for any of the parties, nor a relative or employee of
15 any attorney or counsel connected with the action, nor
16 financially interested in the outcome of the action.
17
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19 
20 BRENDA BISCHOPING
21
22

23 Dated at Rochester, New York
24 this 1st day of May, 2023.
25