



City of Rochester



# Center City Circulator Study

Appendices

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May 2011

*Prepared by*





## Appendix A: Stakeholder and Public Involvement





## **Project Advisory Committee**

### **City of Rochester**

- Erik Frisch, DES/Engineering Bureau (Project Manager)
- Jim McIntosh, City Engineer
- Susan Lindsay, Neighborhood and Business Development
- Doug Benson, Neighborhood and Business Development
- Susan Olley, Parking Director
- Tony Hubbard, Finance/Parking Administration

### **Genesee Transportation Council (GTC)**

- Rich Perrin, Executive Director

### **Rochester Downtown Development Corporation (RDDC)**

- Heidi Zimmer-Meyer, President

### **Rochester Genesee Regional Transportation Authority (RGRTA)**

- Chuck Switzer, Vice President

### **Monroe County Department of Transportation (MCDOT)**

- Scott Leathersich, Sr. Physical Services Planner





March 8, 2010

Dear Downtown Employee:

As you are well aware, big changes are in store for our Downtown and I would like to request your input as a valued commuter who brings vitality to our Center City and who can provide us with first-hand feedback about your experience with downtown parking and traffic circulation patterns.

We have good reason to be hopeful for the future of Downtown. I know that you share my excitement about the Midtown redevelopment, the newly constructed ESL headquarters, Nothnagle's moving their headquarters here, the construction of the new Monroe County Crime Lab and the Eastman Theatre expansion to name just a few of the developments being planned, proposed or in progress. These developments require new and creative solutions with regard to our infrastructure.

For example, among the more promising and ambitious recommendations being considered is the establishment of a transit 'shuttle' or 'circulator' to connect new or underutilized parking facilities within, and adjacent to Downtown with major Downtown destinations.

Won't you help us plan for Downtown's future by taking part in an online survey? Your thoughts, opinions and suggestions will be invaluable in helping us explore our options and to develop commuting programs that will best meet your needs and support the continued growth and revitalization of Downtown Rochester.

Please use the following link and complete the survey by **March 29th, 2010**.

<http://www.rsgsurvey.com/commuting/intro.asp>

Your participation is greatly appreciated.

Sincerely,

Robert J. Duffy, Mayor  
City of Rochester





## NEWS RELEASE

### City to Hold Open House on Downtown Parking/Shuttle Study

**(Tuesday, March 16, 2010)** – As part of a Center City workforce traffic and parking study, the City will conduct a public open house next week, **4 - 6 p.m., Monday, March 22, in the Kate Gleason Auditorium at the Central Library of Rochester and Monroe County, 115 South Ave.** The study will assist the City's plans to develop realistic alternatives that will enhance commuting and multi-modal traffic circulation Downtown.

"Big changes are in store for our Downtown and we value commuters who bring vitality to the Center City. Their first-hand feedback is invaluable as we plan for the future and I know they share my excitement about the Midtown redevelopment, the newly constructed ESL headquarters, Nothnagle's moving their headquarters here, the construction of the new Monroe County Crime Lab and the Eastman Theatre expansion to name just a few. We have good reasons to be very optimistic about the future of Downtown."

Attendees may arrive at any time during the open house hours and are welcome to take as much time as needed to review information and ask questions. Brief presentations will be given and attendees will have the opportunity to meet with representatives from the City and study project team.

Downtown developments either being planned, proposed or in progress are requiring the evaluation and assessment of new and creative solutions for Downtown's infrastructure through a circulator study. The study is evaluating current commuting habits and gauging parking demands, as well as thresholds at which other means of commuting become attractive. The City hopes to discover what would get commuters to do something different than every person driving in one car to work.

Among the more promising and ambitious recommendations being considered is the establishment of a transit 'shuttle' or 'circulator' to connect new or underutilized parking facilities within, and adjacent to Downtown with major Downtown destinations. The shuttle concept could allow commuters to save money by parking either inside or outside the Center City and be transported to their place of work. Carpooling, vanpooling and other methods of reducing commuter traffic Downtown are also being looked at in the study.

An online survey of Downtown workers is part of the study to determine transportation practices and preferences. All Downtown workers are being encouraged to take the survey, which can be accessed at: [www.rsgsurvey.com/commuting/intro.asp](http://www.rsgsurvey.com/commuting/intro.asp).



# Downtown Rochester Commuting Study

## **Attention Downtown Commuters**

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We need your opinion on downtown parking and circulation needs.

Please use the link below and complete the survey by March 29th, 2010.

**[www.rsgsurvey.com/commuting/intro.asp](http://www.rsgsurvey.com/commuting/intro.asp)**

Your participation is greatly appreciated.



City of Rochester, NY  
Robert J. Duffy, Mayor



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**C&S Companies**  
499 Col. Eileen Collins Blvd.  
Syracuse, NY 13212  
p: (315) 455-2000  
f: (315) 455-9667  
[www.cscos.com](http://www.cscos.com)

# **City of Rochester**

## **Center City Circulator Study**

### **Meeting Minutes**

#### **Public Meeting #1**

#### **March 22, 2010**

**Project:** Center City Circulator Study

**Date:** April 9, 2010

**Prepared by:** Aileen Maguire Meyer, C&S Companies

**File:** I93.001.001

**Participants:**

Jim McIntosh (City of Rochester)  
Tony Hubbard (City of Rochester)  
Rich Perrin (Genesee Transportation Council)  
Bob Torzynski (Genesee Transportation Council)  
Scott Leathersich (Monroe County DOT)  
Heidi Zimmer-Meyer (Rochester Downtown Development Corp.)  
Aileen Maguire Meyer (C&S Companies)  
Michael Nicolls (C&S Companies)  
Kae Hoyle (C&S Companies)

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The first public meeting was held for the City of Rochester - Center City Circulator Study on **March 22, 2010**. The purpose of the meeting was to introduce the public to the project, publicize the survey, review the preliminary survey findings, and solicit opinions, preferences and suggestions regarding commuting and parking, including a shuttle system.

The meeting was held in an open house format from 4-6pm at the Gleason Auditorium, Rundel Library. The room was set-up to have a welcome table and four break-out tables, two with a self-running presentation and two with boards of the study area and easels to record comments and suggestions. As people entered they were greeted and asked to sign-in and indicate if they are a downtown employee or resident. The person staffing the welcome table explained that the meeting is informal and that attendees should visit the two stations, starting with one of the self-running presentations and then talking with Team members to give their input. At the stations with the presentation, staff asked attendees if they have participated in survey and if not provided a business card with the link and asked that they participate.

Following is a summary of the meeting as understood by the preparer. These draft minutes are open for comment and revision until May 7, 2010 after which they will be considered final and will be filed for the record.

## **1. Meeting Publicity**

Publicity for the meeting was provided in the following formats:

- Meeting notice issued by City to Departments and neighborhood groups
- Posting on City home page under Upcoming Events
- Last page of survey
- Press release issued by City week of 3-15
- Survey reminder e-mail issued by City (through RDDC) week of 3-15
- Flyers posted in all City owned parking garages and the following private facilities:
  - St. Joseph's/Central
  - HSBC Plaza/Central
  - Civic Center/Mapco

## **2. Attendance**

The meeting drew more than 56 attendees, a copy of the attendee list is provided as Attachment A. Just over half of attendees (32) indicated they were Downtown Employees. Six (6) attendees indicated they were Downtown residents.

## **3. Self –Running Presentation**

Two stations allowed attendees to view a self-running presentation, a copy is provided as Attachment B. Project Advisory Committee (PAC) members were available at the stations to answer questions and request that downtown employees participate in the survey. Business cards with the survey link were available at the stations.

## **4. Comments**

Two stations were staffed by PAC members who recorded attendee comments and suggestions on easel pads. A copy of comments is provided as Attachment C.

## **5. Media Coverage**

The local media covered the meeting and provided additional publicity for the survey effort. Television coverage included live broadcasts on Channel 8 (WROC-TV, local CBS affiliate) and Channel 13 (WOKR-TV, local ABC affiliate). YNN-R News (Time Warner Channel 9) provided coverage later in the evening. Subsequent coverage was provided by the Democrat and Chronicle, the Rochester Business Journal and 13WHAM.com, copies are provided as Attachment D.

END OF MEETING MINUTES

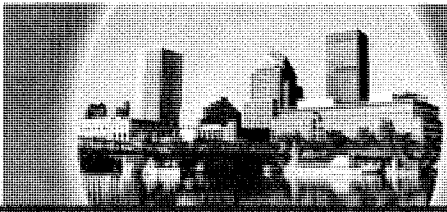


## **ATTACHMENT A – Sign-In Sheets**





City of Rochester, NY  
Robert J. Duffy, Mayor



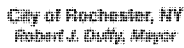
# Downtown Rochester Commuting Study

## Sign-In Sheet – Public Meeting 1

Date/Time: March 22, 2010/4:00-6:00 p.m.

Place: Gleason Auditorium, Central Library

	Attendee	Downtown Employee	Downtown Resident	Other
1	DAVID FRIER	X		
2	Randy Kemp	X		
3	Jason Olshefsky			X
4	Robert Williams			X
5	HOWARD DECKER			X
6	Olana Sansone	X		
7	John Taczewski	X		
8	Frederic M. Collins RPS	X	X	
9	DOUGIE CANADAN			X
10	CHUCK PENNERUD	X		
11	Idi Zimmer-Meyer	X		
12	SUE OLLEY	X		
13	Mike Governale	X		
14	KENNETH NAU	X		
15	CASSIE ALLINGER			X
16	TIM DYON	X		
17	FRANK PERRIN			X
18	VINCENT ARNONE RPS	X		
19	John Curran			✓
20	BOB TAIT	X	X	
21	Karen Farley	X		
22	Michelle Montana	X		
23	Kent Pierce	X		
24	Gene Koons	X	X	
25	Chris Whitaker			X
26	Eileen Broome	X		



Date/Time: March 22, 2010/4:00-6:00 p.m.  
Place: Gleason Auditorium, Central Library

[illegible]



Date/Time: March 22, 2010/4:00-6:00 p.m.  
Place: Gleason Auditorium, Central Library



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## **ATTACHMENT B – Presentation**







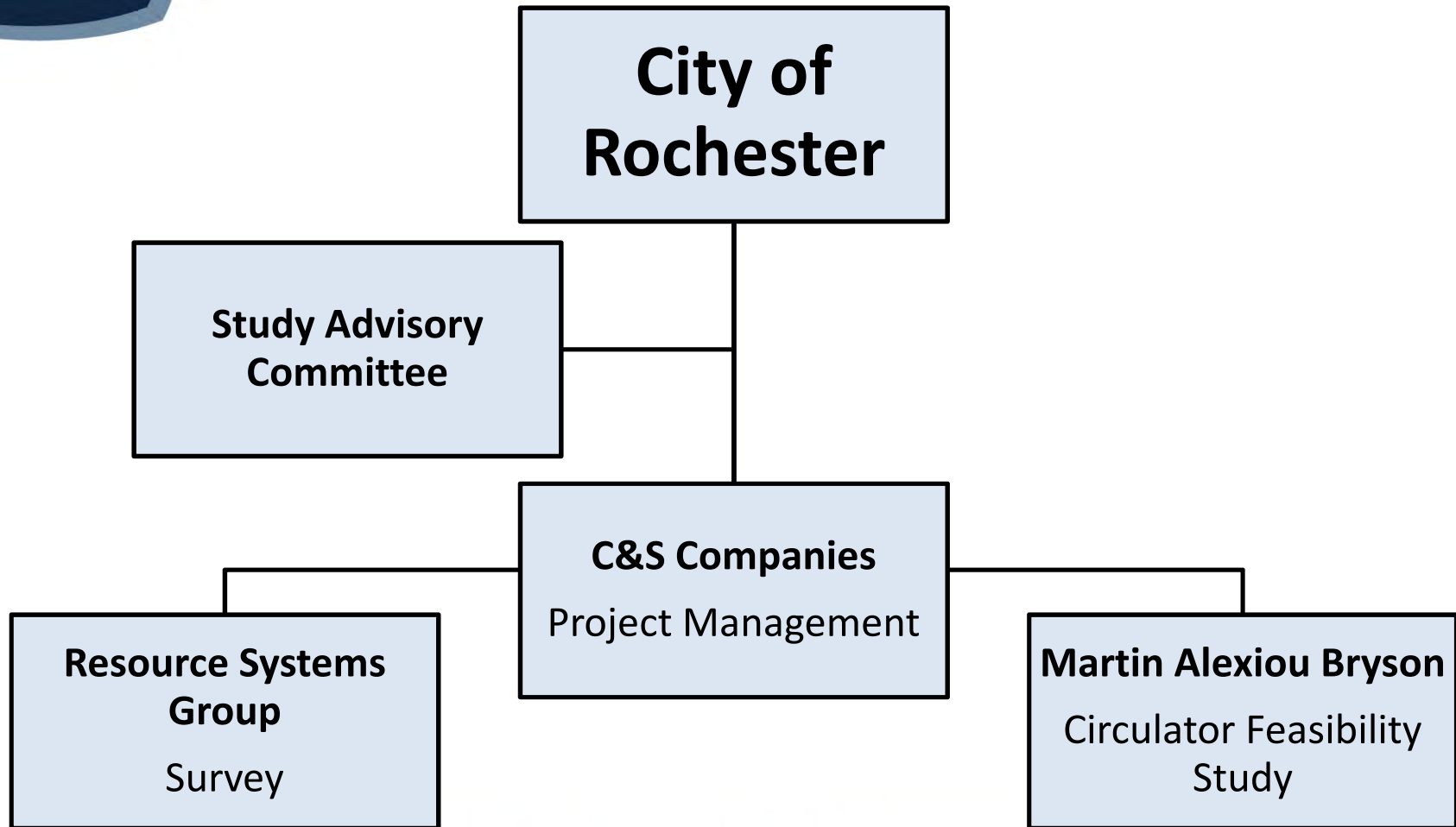
City of Rochester



# Downtown Commuting and Circulator Study



# Study Team





# Study Purpose

- Survey Downtown workforce to analyze parking and commuting preferences.
- Study feasibility of circulator transit service linking Downtown destinations.
- Make recommendations to enhance commuting, circulation and parking in Downtown Rochester.







# Study Schedule

Task Title	January	February	March	April	May	June	July	August	September	October	November
<b>Transportation Survey</b>											
Survey Administration											
Public Meeting #1											
Survey Interim Report											
<b>Circulator Feasibility Study</b>											
Public Meeting #2											
Feasibility Study Interim Report											
<b>TDM/Final Report</b>											

- Green Transportation Survey
- Blue Feasibility Study
- Public Meeting
- Report





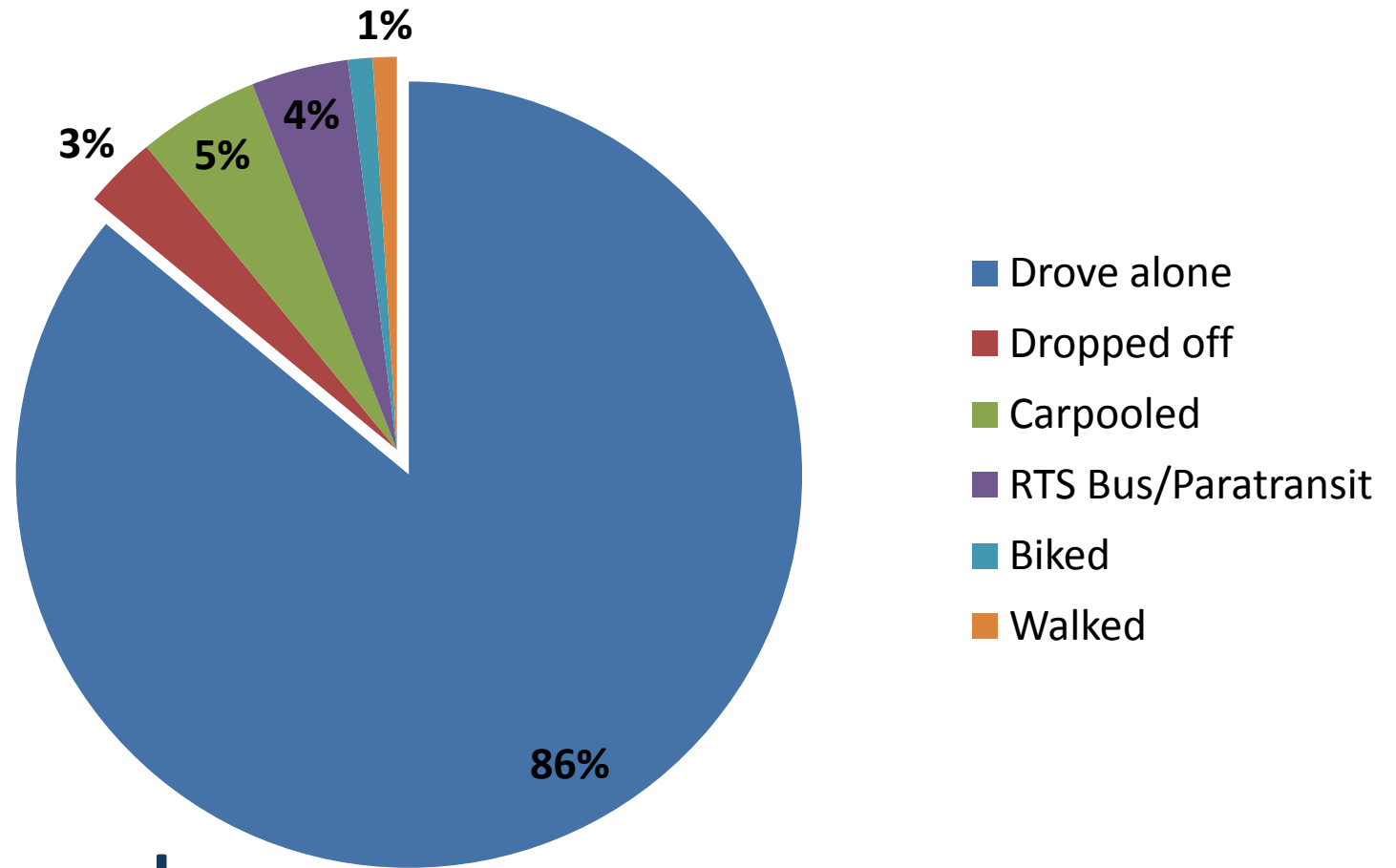
# Downtown Employee Survey

- Launched: March 8
- Number of responses (3-17-10): 3,625
- Close: March 29





# What we are hearing...

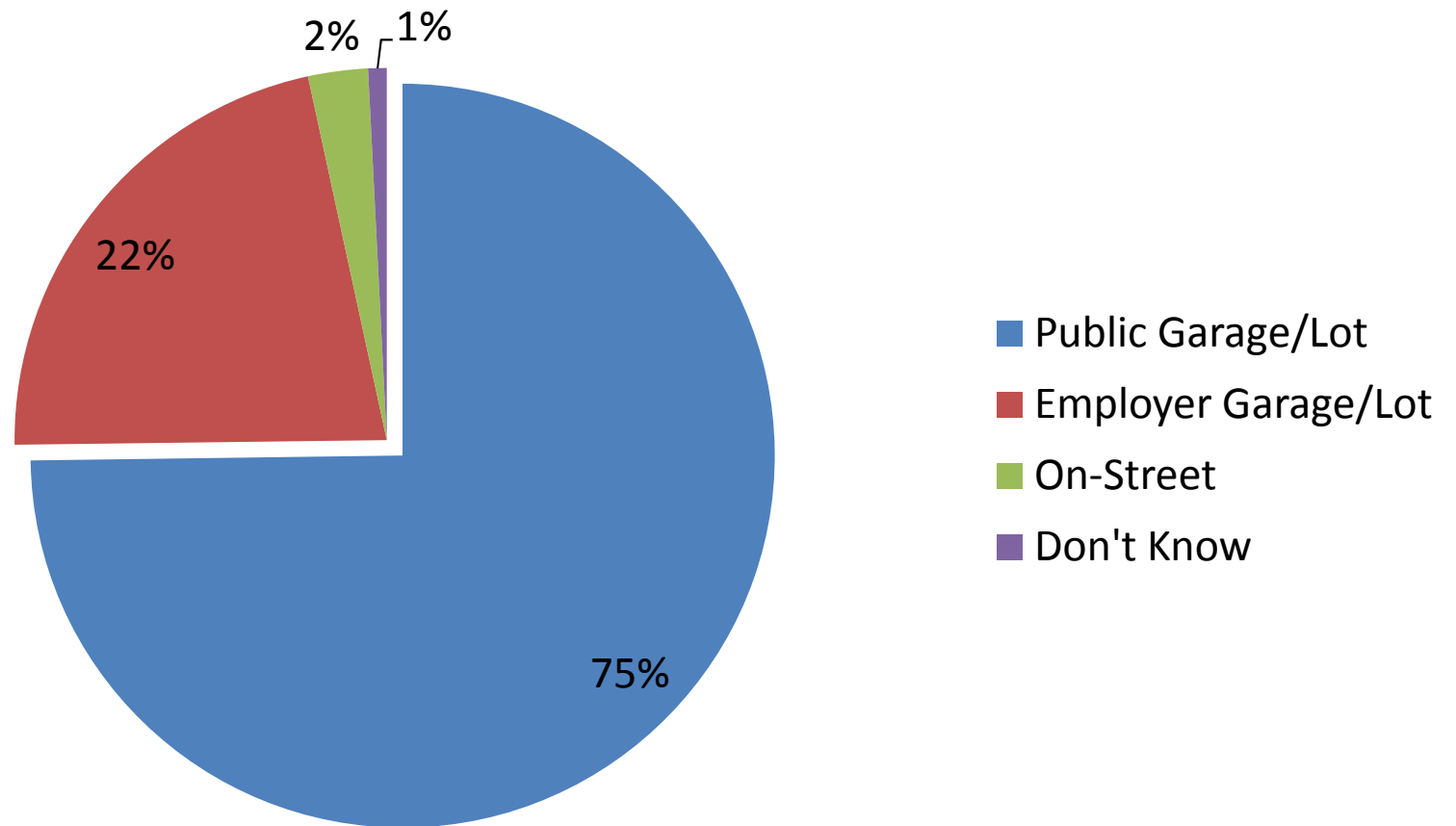


## How you travel





# What we are hearing...



## Where you park







# What we are hearing...

## Cost of Parking

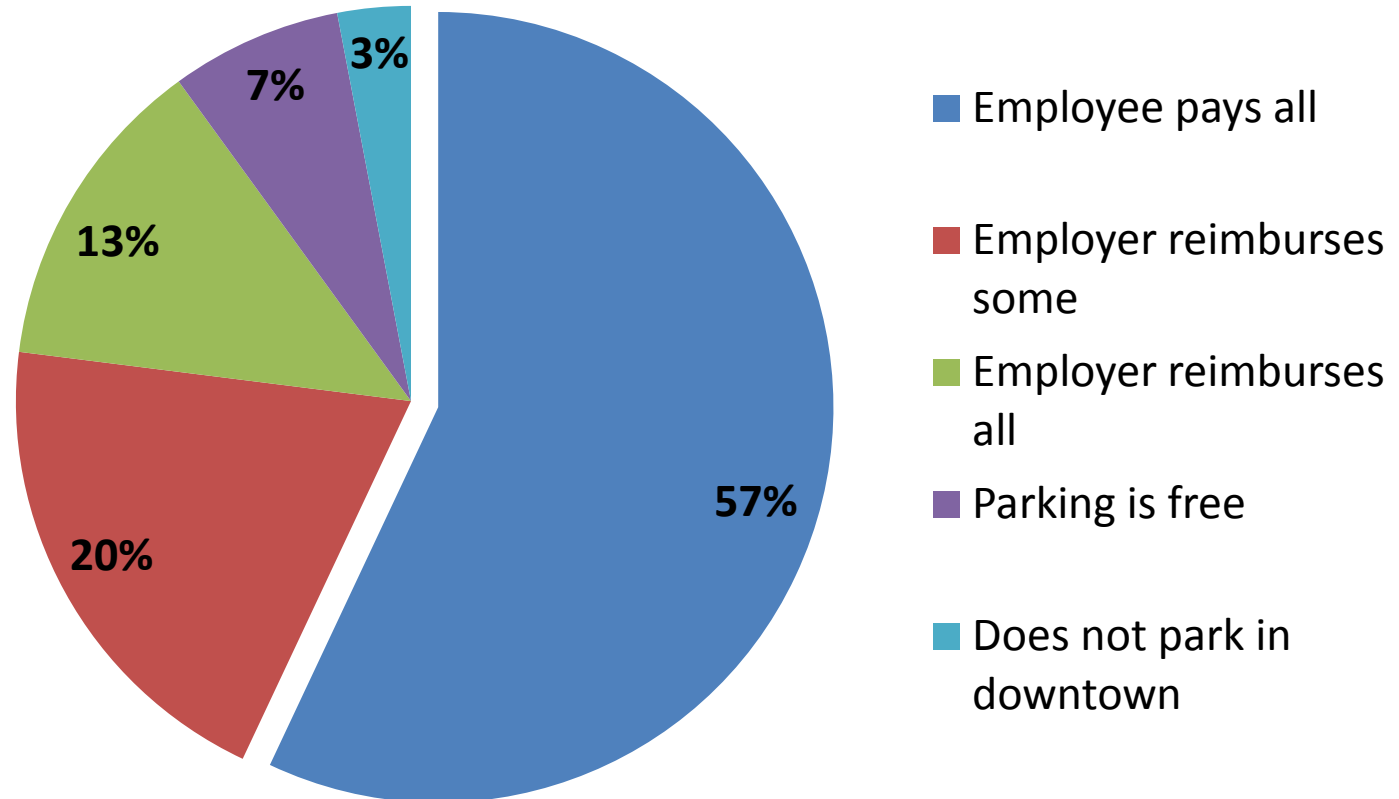
- 13% of respondents do not pay for parking
- 98% of respondents pay less than \$10/day
- Average cost - \$5.77/day (\$115/month)
- Median cost - \$3.75/day (\$75/month)







# What we are hearing...



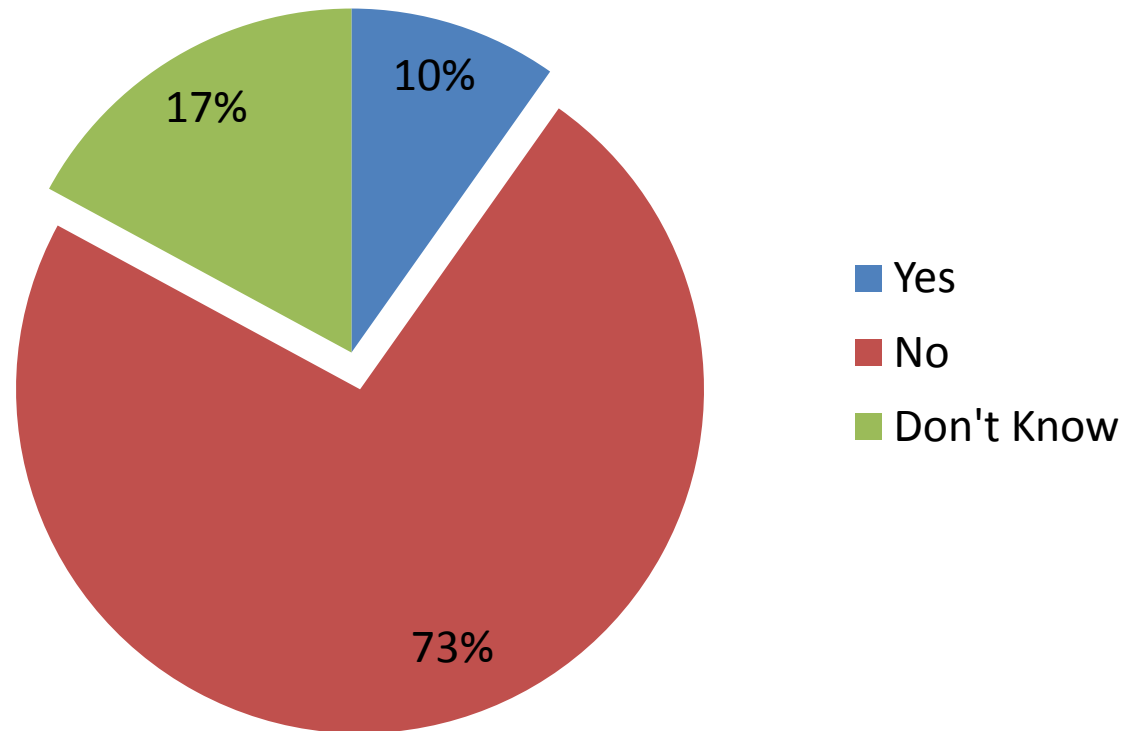
## Who pays for parking





# What we are hearing...

**Does Employer  
offer benefits for  
alternative travel  
modes?**





# Attention Downtown Employees

Please complete the on-line survey by Monday, March 29<sup>th</sup>. Copies of business cards with link available on table.

<http://www.rsgsurvey.com/commuting/intro.asp>





## **ATTACHMENT C – Comments**



## **Rochester Center City Circulator Study Comments/Suggestions – Public Meeting 1**

### **STUDY AREA**

- Would like to see Southwedge & Park Ave. neighborhoods added to study area
- Expand study area – Avenue of the Arts
- Connections to UR/Institutions
- Study Area - UR, Arts District, Park Avenue, Monroe Avenue

### **SHUTTLE**

- Supports circulator concept – needs to run on consistent schedule and have attractive pricing.
- Provide access to shuttle for transit dependent (equity)
- Prefers rail options vs. bus options (may spur more development)
- Does study plan to consider any type of fixed track? This would better promote development
- Provide E-W free service on Main Street - Bull's Head to E. Main – historic theme.
- Emphasis should be on economic development value of circulator
- Make sure to integrate transit circulator w/bikes & buses
- Should circulator carry bikes/link w/transit
- Limited time frames – M-F/weekend/special events
- Re-start a subway system – look into renovating the tunnels
- E-W->History to Arts- trolley
- Streetcar NS/EW spines
- Fixed transit Infrastructure – spurs development
- Streetcar N-S/E-W spines RTS Bus provide connections externally
- Errand shuttle?

### **TRANSIT**

- Bring back Free Zone on Main Street
- Bus service limitations – N-S routes – suburban connections
- More help in negotiating bus routes might help encourage people to use busses instead of driving.
- Help people feel more comfortable w/bus “culture”
- RTS system should be evaluated as part of study – off street transfer/satellite transfer

## **PARKING**

- Free parking for jurors – no transportation pay/subsidy
- Reduced parking rates for government employees – city parking to address under-utilized facilities.
- Enough parking capacity but not in right places.
- Lack of familiarity of downtown parking resources – how to remedy that.
- New development can remove parking /add demand
- We need more on-street parking
- (Larger downtown employer) – we subsidize employee parking this year – won't next year
- East Avenue depressed section Inner Loop – Linear Pkg. garage - combine with at-grade blvd.
- Red bags on meters – extended times
- Residential parking demand – Exchange/Broad

## **PEDESTRIAN/BICYCLE**

- Consider pedestrian only zone within the inner-loop, small area could be used as trial – *Douglas Fisher*
- Need to change driving attitudes to give pedestrian priority
- Countdown “Ped” signals to improve pedestrian circulation
- Complete N-S gap in Riverway trail – improve bike access and reduce parking demand
- Bicycle parking in addition to lockers in city garages to reduce demand for auto parking
- Count-down “Walk” signs at intersections
- Discontinuous sidewalks/network. Ex. S. Clinton/490; Park Avenue-Downtown
- Needs to be easier to bike - ingress & egress northside of downtown (State St., N. Goodman, St. Paul, North St.) and safety (e.g., river trail to the south of downtown)
- Improve bicycle network infrastructure – slow traffic/calming
- Education - bicycle/pedestrian commuters-> motorists too (right turn on red – safety)
- Improve bike link N-S from High Falls to Dinosaur BBQ/ E&W of river
- Bike parking in city garages – secure racks/lockers

## **INTERMODAL**

- Connectivity needs to include all modes: transit, bike, pedestrian...(intramodality) - *Douglas Fisher*
- Include light- rail, high-speed, heavy-rail, trolley, streetcar
- Intermodal facility that includes: Greyhound, Trailways, Amtrak, City buses, rail to Airport, with major parking facility serving all. - *Douglas Fisher*
- Consider using Innerloop (lowered section) in front of the old post office as intermodal facility/transfer station (walls/foundation in place and cap it with a roof) - can maintain inner lanes through to maintain Loop use
- Important to be more than just a parking study – intermodal – bike, boat, heavy, rail, streetcar, light rail – NOT JUST CARS – intermodal center is a nucleus for a circulator and all other “vehicles”.



- Use Inner Loop – Intermodal area (depressed section) ->transit/multi-use trail - connection to Amtrak, inter-city bus, rail ROW to Airport, distribute thru downtown - *Douglas Fisher*

## **SURVEY**

- What is penetration of survey into employment areas/zones?
- Follow-up surveys for areas of dense employment
- Could consider grouping i.e. business size
- Consider concerns of people w/o computer access (survey)
- Study might be mis-perceived as intending to reduce commute times (per Survey)
- Survey bounces students out – can't find a way to give their feedback – study doesn't capture their unique issues (RPO also) – focus groups?

## **OTHER**

- Better orig. – destination data will help study
- Should consider employment density in study, both geographically & temporally
- Parking lots use space that could be used for other employment
- How does this relate to regional transportation system
- Can this help reduce dependence on fossil fuels
- Assess future options outside the car, should fuel prices increase
- Better market carpooling services
- Eliminate RTOR
- City is good to work with
- NFPs have financial pressures....often no owned-parking, huge monetary burden-employees are paid less, parking is not employee-subsidized.
- 165,000 pp/year come into Geva – 450 for Thursday matinees.
- Media “on assignment” – don't ticket!!
- Amenities needed for alt. mode commuters
- Canal boat as a vehicle into downtown (e.g., “breakfast” run) from Perinton/Pittsford etc.
- One-way streets detract from connectivity

*The following letter was submitted as part of the comments and suggestions:*

Reconnecting Rochester  
1082E Mt. Hope Ave.  
Rochester, NY 14620  
3/21/2010

Center City Circulator Study Panel  
c/o Erik Frisch  
Rochester City Hall  
30 Church St.  
Rochester, NY 14614

Good afternoon Representatives of City and County Departments, the regional transit authority, the Genesee Transportation Council, and the Downtown Development Corporation. My name is Robert Williams and I reside at 1082 Mt. Hope Ave. I am an Electrical Engineer who is also employed in the city.

Much of my understanding of the official positions and procedures to be followed with respect to the circulator effort has been gleaned from document #6352, the Scope of Work for the Center City Circulator Study. I'd like to begin by praising some of the recognitions made by the primary stakeholders in the background portion.

I consider it a positive development that city governments have come to the conclusion that building parking garages is an unsustainable practice. Setting aside for a moment the idea of what makes a city a vibrant and desirable environment, trends indicate that the age of personal automotive transportation reached its crescendo in 2004 before embarking on a decline beginning in 2007.<sup>1</sup> A combination of higher fuel prices, vehicle financing issues, enthusiasm for various forms of public transportation, and a cognizance of the health benefits of walking or bicycling have contributed to the first national year-over-year reduction in vehicular miles traveled since 1980.

I'd also like to applaud the preparers of the documentation that I have read to date for not precluding any potential modes or vehicle types. I am not here to advocate for any one particular type, though I do have my personal preferences. I am here to simply reinforce a few ideas so that the circulator implementation is appropriate in concert with a broader city-strengthening approach.

The document cited earlier defines the Study Area as a focus on the Center City district, but that it is not limited to this region. This is crucial. An attempt to serve one population segment will likely bear less fruit than one designed to serve business, student, and entertainment populations. Fully realizing the general small scale of something labeled 'circulator,' I would encourage further studies to consider connecting to the closest institutions of higher education, namely the University of Rochester and Monroe Community College, at meaningful times to the student bodies. I would also encourage serious consideration of short services to the nearest neighborhoods on the

center city perimeter such as the Frontier Field/High Falls area and its accompanying parking facilities, the intercity bus and train stations, Marketview Heights and the Public Market when appropriate, Corn Hill, and near South and East side vibrant districts. We must begin to think in terms of a city not choked by an Inner Loop around its neck, but one of seamless integration of proper densities, a model transect.

I'd like to conclude with a request to truly consider non-obvious destinations for enhanced transit. Dependent on the ultimate scope of the circulator and mode chosen, an opportunity exists to spur reinvestment as well as new development in urban locales which have experienced rampant disinvestment in more modern times. For instance, the Genesee Transportation Council's satellite transit center study determined that Bulls Head represented the most traveled non-downtown RTS transit node. This once important hub of urban activity can be so once again thanks to careful and forward-thinking transportation planning.

Thank you.

Robert J. Williams

References:

1. The Road...Less Traveled: An Analysis of Vehicle Miles Traveled Trends in the U.S., Robert Puentes and Adie Tomer  
Brookings Institution Metropolitan Policy Program  
[http://www.brookings.edu/~media/Files/rc/reports/2008/1216\\_transportation\\_tomer\\_puentes/vehicle\\_miles\\_traveled\\_report.pdf](http://www.brookings.edu/~media/Files/rc/reports/2008/1216_transportation_tomer_puentes/vehicle_miles_traveled_report.pdf)



## **ATTACHMENT D – Media Coverage**



# Commuters surveyed on downtown parking habits

**BRIAN SHARP**  
STAFF WRITER

Most downtown workers drive alone and pay for their own parking in a public lot or garage. Whether they would be willing to pay less, park elsewhere and take a shuttle is what city officials want to know.

A public meeting on the topic drew more than 50 people Monday to the Bausch & Lomb Public Library downtown. City consultant CNS presented preliminary findings of a survey of downtown commuters that highlighted how few people carpool, how much they pay to park and how few employers encourage alternative modes of transportation.

Developments from ESL Federal Credit Union to Midtown are putting increasing strain on downtown parking.

A significant part of the survey seeks opinions of a downtown shuttle, or "circulator," connecting more remote parking lots to key points downtown. The survey seeks to gauge demand and the impact of pricing, weather and other factors, city officials

said. A final report is due in October.

Jason Partyka, 31, who lives and works downtown, said he would like to see such a shuttle run throughout the day and evening and circulate between residences (he lives on Water Street), destinations such as Dinosaur Bar-B-Que, and parking areas.

"In my little corner of downtown, it can be hard

for guests to park," he said.

The survey can be found at [www.rsgsurvey.com/commuting/intro.asp](http://www.rsgsurvey.com/commuting/intro.asp). Surveys must be completed by Monday. □

BDSHARP@DemocratandChronicle.com

## By the numbers

A city-commissioned survey of the downtown work force has gotten 3,625 responses so far, showing:

- 86 percent drive alone.
- 75 percent park in public garages or lots.
- 98 percent of drivers pay less than \$10 per day to park; 13 percent pay nothing.
- \$5.77 is the average daily cost of parking (\$115 per month).
- 57 percent of commuters cover their entire cost of parking; 20 percent get some employer reimbursement.
- 73 percent of respondents said their employer does not offer any benefit for using alternative modes of travel.

# Surge in development pressures city parking

## Rochester, RDDC use survey to determine future parking needs

By THOMAS ADAMS

As the center of Rochester continues to evolve, so will the need for parking, city officials say.

Downtown is drawing additional residents as condominiums and apartments become available in new or renovated buildings. As a result, parking issues have become more complex, officials say.

"Where you have more residents that come in, they're going to need spaces 24 hours a day, seven days a week," said Heidi Zimmer-Meyer, president of the Rochester Downtown Development Corp.

"The concept of having, for example, spaces for entertainment use in the evening that were previously used by office workers who are now gone for the day and that kind of thing—you have to recognize that there are different populations moving into downtown," she said. "We need to understand what impact that has on space."

City officials, in conjunction with the RDDC and the Rochester office of Syracuse-based transportation consultant C&S Cos., are surveying downtown commuters to assess parking needs.

More than 3,600 responses had been received by early this week, officials said. Some 86 percent of respondents drive alone.

The average cost to park is \$5.77 daily, or \$115 per month, survey results show.

"I don't think there are any real surprises," said James McIntosh, a city engineer. "We're assuming that most people drive themselves and park close to their building."

"What we won't know, and what I think is more the point, is what kind of flexibility do those people have if given another option that would reduce their cost to park or would be as easy to get to work as parking at one of the facilities close to where they work. Would they use a shuttle or circulator to get to work if they paid 30 percent less and parked outside the city?"

Commuters have until Monday to complete the survey, which is available at [www.rsgsurvey.com/commuting/intro.asp](http://www.rsgsurvey.com/commuting/intro.asp).

"We're hoping to get a good cross-section of downtown parkers to answer the survey so we can make the best decision going forward," McIntosh said.

A public meeting Monday at the Bausch & Lomb Public Library Building drew 50 people. That, with the 3,600 survey responses, is a good start to the discussion, McIntosh said. A second public meeting is planned for this summer, with a final report on the survey due in October.

"If we can get 4,000 or 5,000 responses, that would be great," McIntosh said. "If we get more, that would be fantastic."

Commuters have had to change their parking plans in recent months, for a variety of reasons.

Among them, the parking garage under Midtown Plaza is closed as the site is prepared for demolition this year. The construction of a new headquarters for ESL Federal Credit Union on Chestnut Street has reduced available parking in that area. Daily parking at the Crossroads Garage on Andrews Street is prohibited until August because of structural repairs.

Those shortages come in addition to ongoing congestion in areas such as the corner of West Main Street and Exchange Boulevard.

"We do know that Four Corners area (at Main and Exchange) is extremely tight," Zimmer-Meyer said. "We've been getting that reflected back to us for years by businesses and property owners."

"On the east side of the river, each development that takes place removes parking, and we're beginning to see a lot of dislocation occurring. ESL Federal Credit Union is an incredible project. It also happened to take out 400 parking spaces."

"And there's great news about what's happening on the Midtown site, but the garage is closed right now. That's 1,844 spaces. When it reopens, spaces will be earmarked for specific uses on that new block. The number of spaces open to the public and to downtown employees will be significantly lower."

Parking near the Midtown site will be further reduced if proposed development occurs on a city-owned surface lot on East Main Street near the Eastman Theatre and the Eastman School of Music.

"All these things, while there's good news associated with them that is very exciting, you still have to solve the parking problem," Zimmer-Meyer said.

The most significant part of the survey involves determining what it would take for commuters to park in satellite lots away from downtown and be shuttled to their workplaces, officials said. That issue involves the

Continued on page 8

SINESS JOURNAL / RBJDAILY.COM

MARCH 26, 2010

### PARKING

Continued from page 6

time it would take, as well as the cost.

"We've been talking for several years now about whether or not a satellite parking system would make sense in this community, particularly as many development projects—particularly new construction—are taking parking out," Zimmer-Meyer said.

"Is there a way that we can create a system that's less expensive, for example, for downtown workers and therefore would be more appealing? But you have to guarantee that they can get to and from safely, easily and quickly. And how far is too far? How much is too much? All of those questions are being tested in that survey."

The survey was sent to the owners and managers of downtown buildings for distribution to tenants and their employees, Zimmer-Meyer said. It also was sent to 3,100 e-mail addresses on the RDDC list.

The survey team is trying to gauge where the parking is, where the demand is and where the gaps are, Zimmer-Meyer said.

"That's not an easy exercise," she said. "People may be willing to walk 1,500 feet in one location but not in another location be-

cause of topography or isolation or the nature of the parking they'd be walking to."

Surplus parking is available near the Sibley Building with the Mortimer Street Garage, at the East End Garage on East Main and Scio streets and at the High Falls Garage on State Street despite recent residential and commercial developments at High Falls, McIntosh said.

"Some of the Midtown folks, if they're on that side of the city, are parking at East End Garage and walking," he said. "There's still some capacity at High Falls Garage. It's not going to be filled, but it's probably going to be three-quarters filled."

"Certainly, in the entertainment hours, the East End is an area where we have some challenges with parking availability. I don't know if a garage is going to necessarily help that, although there's been some thought to that."

Parking also is tight between South Avenue and South Clinton Avenue, McIntosh said.

"We would like to have some extra capacity there," he said. "Now that the South Avenue Garage is up to full capacity, that's helped some. But at the same time, we have Midtown closed, so the folks that used to park there are looking for alternatives."

*tadams@rbj.net / 585-546-8303*



## Public Transportation Feasible for Rochester?



Reported by: [Patrice Walsh](#)  
Email: [pwalsh@13wham.com](mailto:pwalsh@13wham.com)

Last Update: 3/23 10:09 am

### [A Streetcar Named Rochester?](#)

Rochester, NY -- Most people who work downtown will tell you, parking can be a hassle and expensive.

Many workers pay monthly fees to ensure they have a safe, convenient place to park.

The City of Rochester is working to make the commute easier for people who work downtown and to make it easier for visitors and tourists who come to Rochester.

They held a public meeting Monday asking for input. Under consideration is a circulator transit service, which could include shuttle buses or streetcars to move people around downtown.



"There are places around the country that use a satellite parking system, with some sort of a shuttle that would connect people to places of employment," said Heidi Zimmer-Meyer of the Downtown Development Corp. "We're trying to test a lot of things -- is this something that we could do here in Rochester, and if so, how far is too far, how much is too much?"

The city tried a similar system using E-Z rider shuttles in the '90s, but it didn't work.

The organization will survey businesses about what transportation options they would prefer.

The study will be completed next December. The city is working with the Monroe County Department of Transportation, RGRTA, and others to explore a commuter transit system downtown.



**C&S Companies**  
499 Col. Eileen Collins Blvd.  
Syracuse, NY 13212  
p: (315) 455-2000  
f: (315) 455-9667  
www.cscos.com

## **City of Rochester Center City Circulator Study Meeting Summary**

**Public Meeting #2 - March 24, 2011**

**Public Meeting #3 - March 25, 2011**

**Project:** Center City Circulator Study

**Date:** March 30, 2011

**Prepared by:** Aileen Maguire Meyer, C&S Companies

**File:** I93.001.001

**Presentation:** Erik Frisch (City of Rochester)  
Nathaniel Grier (Martin/Alexiou/Bryson, PC)  
Aileen Maguire Meyer (C&S Companies)

### **Advisory Committee Members in Attendance:**

James McIntosh (City of Rochester)  
Steve Golding (City of Rochester)  
Richard Perrin (GTC)  
Heidi Zimmer-Meyer (RDDC)  
Bill Carpenter (RGRTA)  
Crystal Benjamin (RTS)

---

Two public meetings were held for the City of Rochester - Center City Circulator Study on March 24, 2011 and March 25, 2011. The purpose of the meetings was to review the findings of the Draft Center City Circulator Feasibility Assessment, including potential circulator alternatives, and to solicit public input and feedback on the recommendations.

The first meeting was held Thursday evening, March 24 from 5:30-7:00pm at the Gleason Auditorium, Rundel Library. The second meeting was held Friday morning from 8:00-9:30am at One HSBC Plaza with an intended audience of downtown property owners and managers. Following is a summary of the meeting as understood by the preparer. These draft minutes are open for comment and revision until April 15, 2011 after which they will be considered final and will be filed for the record.

### **1. Meeting Publicity**

Publicity for the meeting was provided in the following formats (Attachment A):

- Meeting notice issued by City to Departments and neighborhood groups
- Posting on City home page under Upcoming Events
- Press release issued by City week of 3-9
- E-mail issued by RDDC on 3-15 and 3-22
- Flyers posted in all City owned parking garages and lots

## **2. Attendance**

A copy of the attendee lists is provided as Attachment B. The first meeting drew more than 30 attendees. Just over half of attendees (17) indicated they were Downtown Employees. Three (3) attendees indicated they were Downtown residents. The second meeting drew an additional 14 attendees, nine (9) of which were downtown property owners or managers.

## **3. Presentation**

The meeting including a presentation by the project team (Attachment C) followed by a question and answer session.

## **4. Comments**

Comments and suggestions recorded during the meetings are provided as Attachment D. In general, the response to the concept of a circulator service was well received. Many of the comments and suggestions were regarding details that would be addressed as the project would move towards implementation. Advantages of both Options 2 and 3 were identified. There appeared to be a slight preference towards Option 3 because it offers an east-west connection and the potential to be developed into a fixed guideway system in the future. However, the lack of connection to Corn Hill was noted as a disadvantage of Option 3.

## **5. Media Coverage**

The local media covered included interviews with the City's Project Manager, Erik Frisch, by Channel 8 (WROC-TV, local CBS affiliate) and YNN-R News (Time Warner Channel 9).

END OF MEETING MINUTES

## **ATTACHMENT A – Publicity**



City of Rochester  
News Release

City Announces Final Public Meeting for Downtown Parking Shuttle Study

(Wednesday, March 9, 2011) - The City will conduct a public informational meeting next week to discuss the Center City Circulator Study. The purpose of the meeting is to review the findings of the Draft Center City Circulator Feasibility Assessment, including potential circulator alternatives, and to solicit public input and feedback on the recommendations.

The meeting will take place at 5:30 p.m., Thursday, March 24 in the Kate Gleason Auditorium at the Central Library of Rochester and Monroe County, 116 South Ave. The meeting will feature a formal presentation by the project team, led by C&S Companies and City staff. Attendees will then have the opportunity to ask questions and provide comments.

The study evaluated the feasibility of a transit 'shuttle' or 'circulator' to connect new or underutilized parking facilities within and adjacent to Downtown with major Downtown destinations. Circulator transportation systems can alleviate parking shortages in high demand areas by allowing commuters and other visitors the option of parking anywhere in the Downtown area and taking advantage of the circulator service. Circulator buses or shuttles provide commuters and other visitors with a convenient, reliable and affordable means of transportation from their vehicles to their places of work or other destinations. The circulator service could also ease traffic congestion and enhance visitor experience in the Downtown area by giving residents, workers and visitors a new option for getting around the Center City.

Copies of the Draft Center City Circulator Feasibility Assessment Interim Report are available for review at the Central Library, City Hall Room 300B (front desk), and on the City's website at [www.cityofrochester.gov/circulator](http://www.cityofrochester.gov/circulator).

-30-

News Media: For more information, contact City Engineer Jim McIntosh at 428-6828.

## maguire-meyer aileen

---

**From:** RDDC [rddc@rddc.org]  
**Sent:** Tuesday, March 22, 2011 2:40 PM  
**To:** maguire-meyer aileen  
**Subject:** Downtown "Circulator" Study Public Information Meeting, Thursday 3/24/2011

### Dear Downtown Colleagues,

Please join City of Rochester officials for a public informational meeting regarding the findings of their Downtown "Circulator" Study on March 24th, next Thursday evening, at 5:30 p.m. in Kate Gleason Auditorium at the Bausch & Lomb Library Building (parking in the South Avenue garage).

**Overview:** *"The City of Rochester has developed several alternatives to create less expensive, perimeter parking lots for downtown workers. The proposed circulator system would connect these lots and garages with major employment centers downtown."*

Below too is a link to a press release with more details about the study:

- Press Release/Overview:  
<http://www.rochesterdowntown.com/downloads/CirculatorPressRelease.pdf>

Please contact us with any questions regarding the meeting.

Sincerely,  
Rochester Downtown Development Corporation  
[rddc@rddc.org](mailto:rddc@rddc.org)  
546-6920

### [Forward email](#)



This email was sent to [amaguire@cscos.com](mailto:amaguire@cscos.com) by [rddc@rddc.org](mailto:rddc@rddc.org) |  
[Update Profile/Email Address](#) | Instant removal with [SafeUnsubscribe™](#) | [Privacy Policy](#).  
Rochester Downtown Development Corp. and Downtown Special Services Inc. | 100 Chestnut St. | One HSBC Plaza, Suite 1910 |  
Rochester | NY | 14604



# Downtown Parking Shuttle Study

## Public Meeting

---

The City of Rochester is holding a public meeting to review the feasibility of a transit 'shuttle' or 'circulator' to connect parking facilities with major downtown destinations.

The meeting is an opportunity for the public to share their opinions about potential circulator alternatives.

**Thursday, March 24, 5:30-7:00pm**  
**Gleason Auditorium, Central Library of**  
**Rochester and Monroe County**  
**115 South Avenue**  
**Rochester, NY 14604**





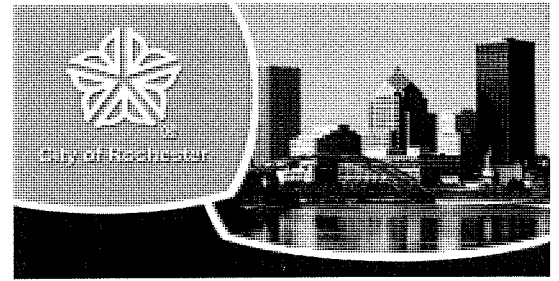
## **ATTACHMENT B – Sign-in Sheets**



# Center City Circulator Study

## Sign-In Sheet – Public Meeting 2

Date/Time: March 24, 2011/5:30-7:00 p.m.  
Place: Gleason Auditorium, Central Library

[illegible]

# Center City Circulator Study

## Sign-In Sheet – Public Meeting 2

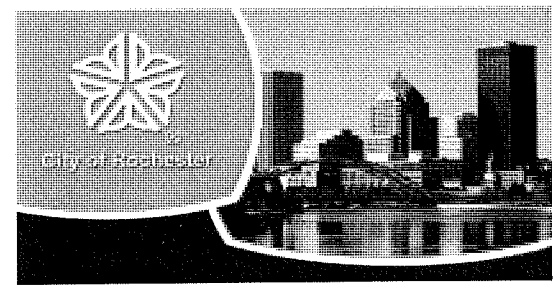
Date/Time: March 24, 2011/5:30-7:00 p.m.  
Place: Gleason Auditorium, Central Library

[illegible]

# Center City Circulator Study

## Sign-In Sheet – Public Meeting 2

Date/Time: March 24, 2011/5:30-7:00 p.m.  
Place: Gleason Auditorium, Central Library

[illegible]

## Center City Circulator Study

### Sign-In Sheet – Property Owners/Managers

Date/Time: March 25, 2011/8:00 a.m.  
Place: HSBC Building, 100 Chestnut Street

[illegible]

## Center City Circulator Study

### Sign-In Sheet – Property Owners/Managers

Date/Time: March 25, 2011/8:00 a.m.  
Place: HSBC Building, 100 Chestnut Street

[illegible]



## Center City Circulator Study

### Sign-In Sheet – Property Owners/Managers

Date/Time: March 25, 2011/8:00 a.m.  
Place: HSBC Building, 100 Chestnut Street

[illegible]

## **ATTACHMENT C – Presentation**





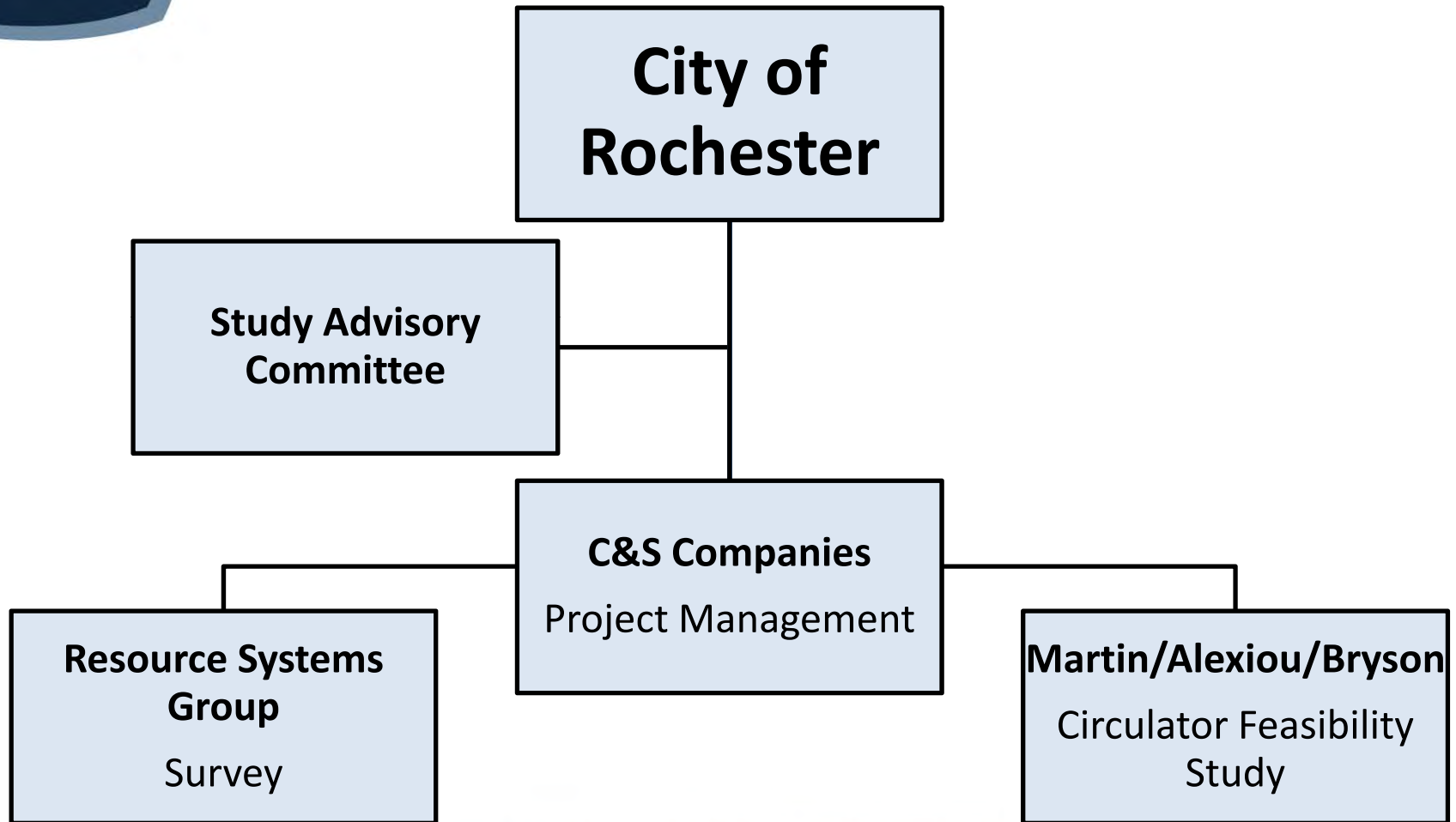
City of Rochester



# Downtown Commuting and Circulator Study



# Study Team





# Project Background

- Comprehensive Downtown Parking Study (2008)
  - Overall adequate parking
  - Areas of underused parking or excess demand
  - Concept of circulator transit system
- Center City Circulator Study (2010)
  - Sustainability goals – maximize use of existing parking
  - Transportation alternative for employees and visitors







# Study Purpose

- Changes in parking from 2008 Study
- Survey – parking/commuting preferences
- Circulator transit service best practices
- Circulator transit service feasibility study
  - linking parking and Downtown destinations
- Recommendations
  - commuting, circulation and parking





# Study Schedule

- March 2010
  - Survey of Downtown Employees
  - 1<sup>st</sup> Public Meeting
- May 2010
  - Workforce Transportation Survey Report
  - Best Practices Report
- 2011
  - Circulator Feasibility Study Report (January)
  - 2<sup>nd</sup> Public Meeting (March)
  - Final Report/Recommendations (April)







# Changes in parking

- Loss of Supply - ~2,200 spaces since 2007
  - ESL Headquarters
  - Eastman Theatre Expansion
  - Monroe County Crime Lab
  - 116 W Main
  - Midtown Garage
  - Downtown Transit Center
- Increase in Demand
  - Midtown/PAETEC
  - MCC Campus
  - Relocated businesses





# Downtown Employee Survey

- Web-based survey: March 8-29, 2010
- Number of responses: 4,213
- Findings:
  - 87% drive alone/5% carpool/4% bus
  - 78% pay for part/all parking fees
  - 28% are satisfied with current commute/parking
  - 50% unwilling to use alternatives to drive alone/park
- Development mode choice model





# Best Practices

- Systems are fare-free
- Frequent service: less than 10 min headways
- Most operate at least 7am to 6 pm
- Unique vehicle: branding or type
- Operated by local transit authority
- Strong local champion
- Dedicated funding





# Circulator Feasibility Study

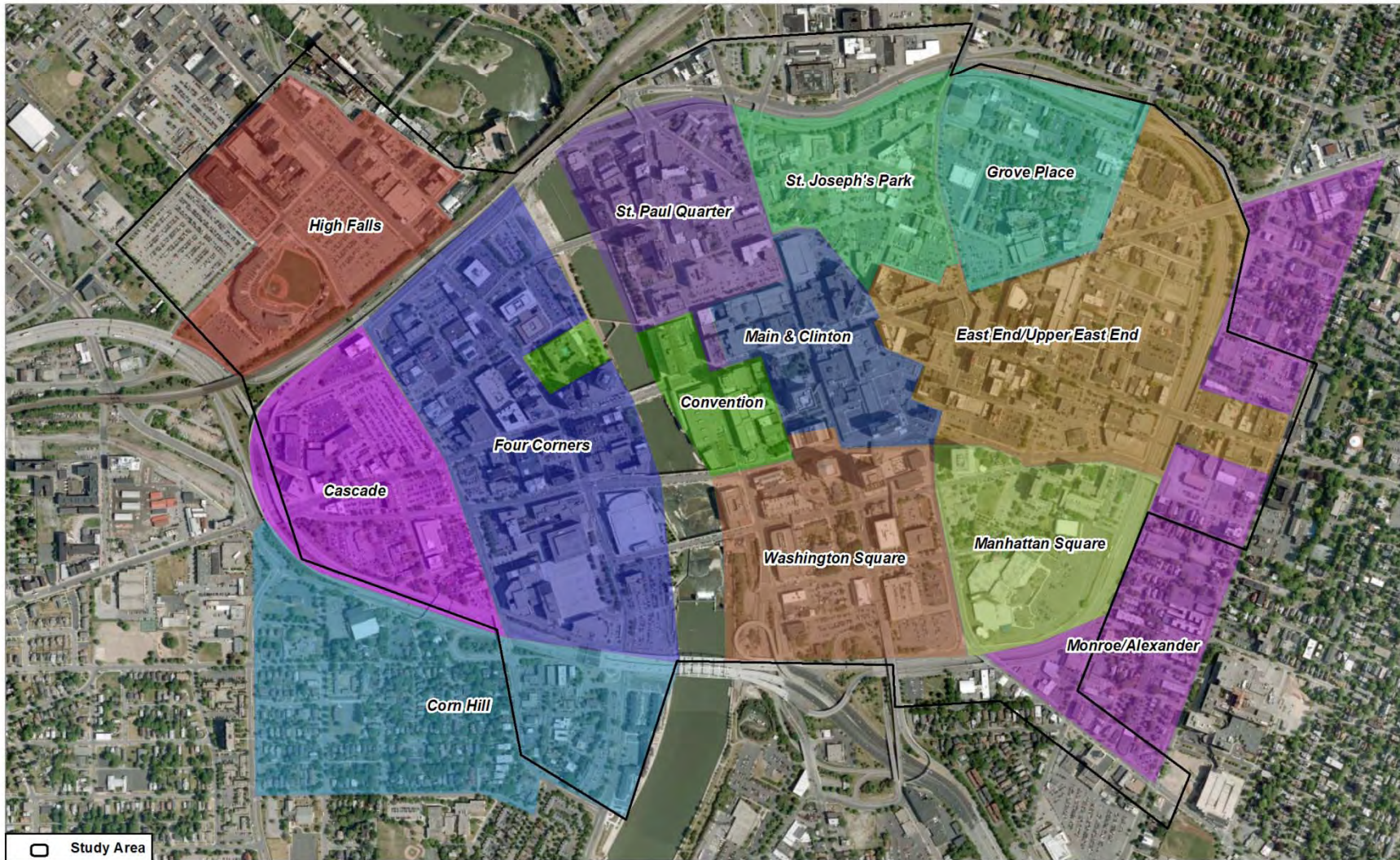
- Study Area
- Goals
- Alternative development
- Evaluation








# Circulator Study Area



 Study Area  
Study Area and Districts

0 0.05 0.1 0.2  
Miles

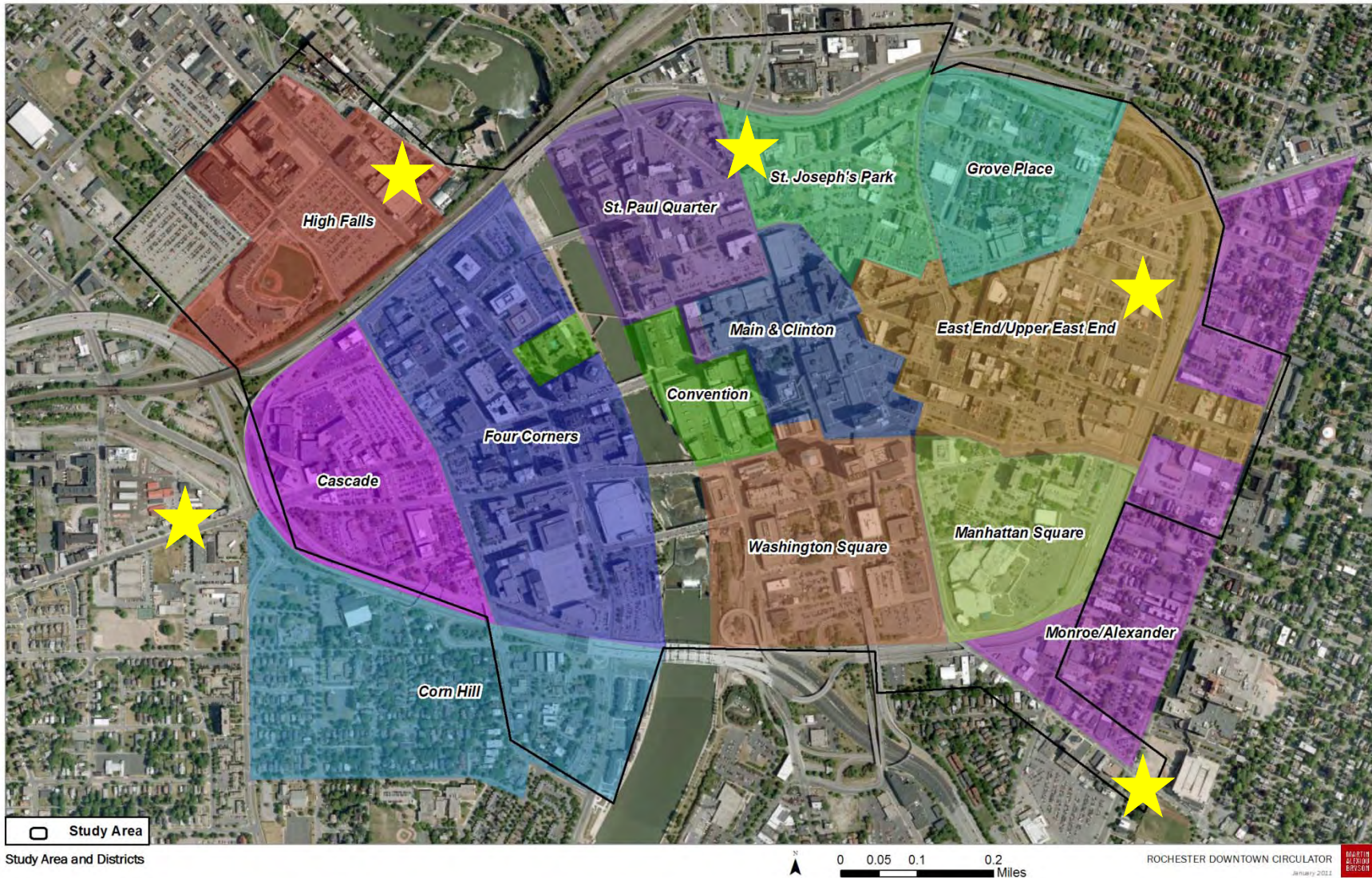
ROCHESTER DOWNTOWN CIRCULATOR  
January 2022

MARTIN  
BLERND  
BROOKLYN





# Potential Remote Parking







# Circulator Service Goals

- Hi-frequency peak period parking service
  - 6:30-9:30 AM
  - 3:30-6:30 PM
- Moderate frequency CBD daytime service
  - 9:30 AM - 3:30 PM
- Evening entertainment/night life service
  - 6:30 PM - 2:30 AM





# Circulator Service Characteristics

- Fare-free
- Full-sized, uniquely branded buses
- Alignment and service quality could lay groundwork for future fixed-guideway service







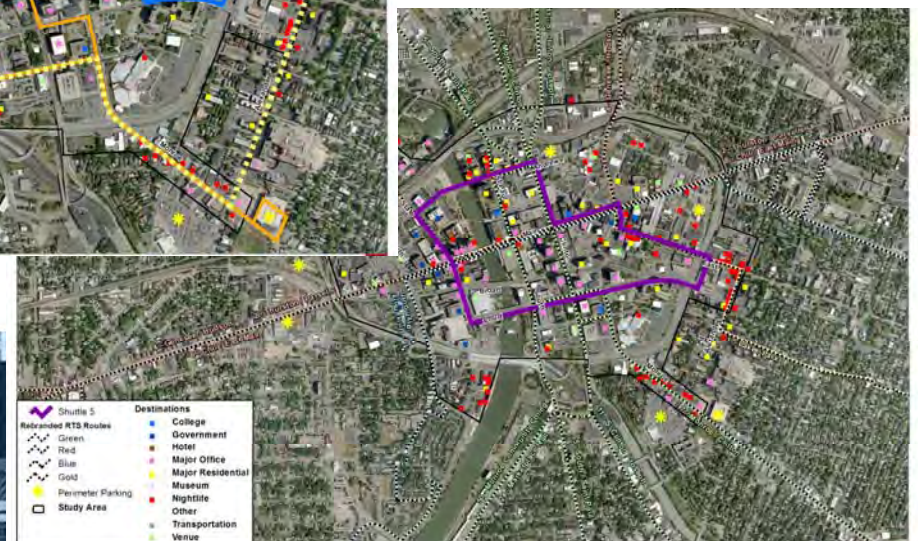
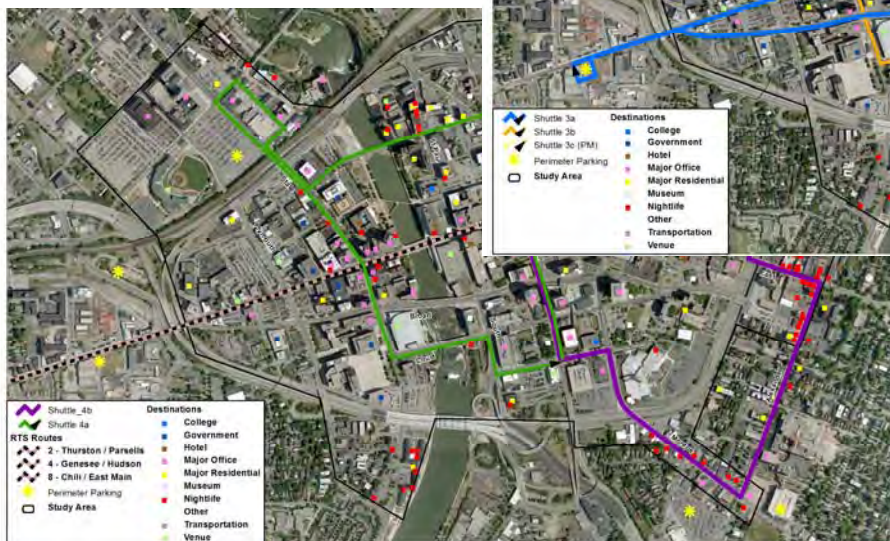
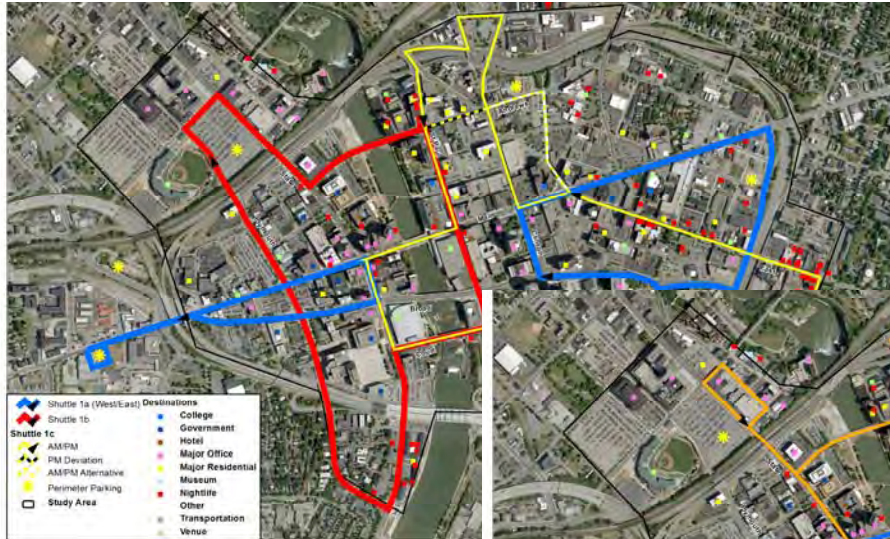
# Well-Branded, Modern Buses







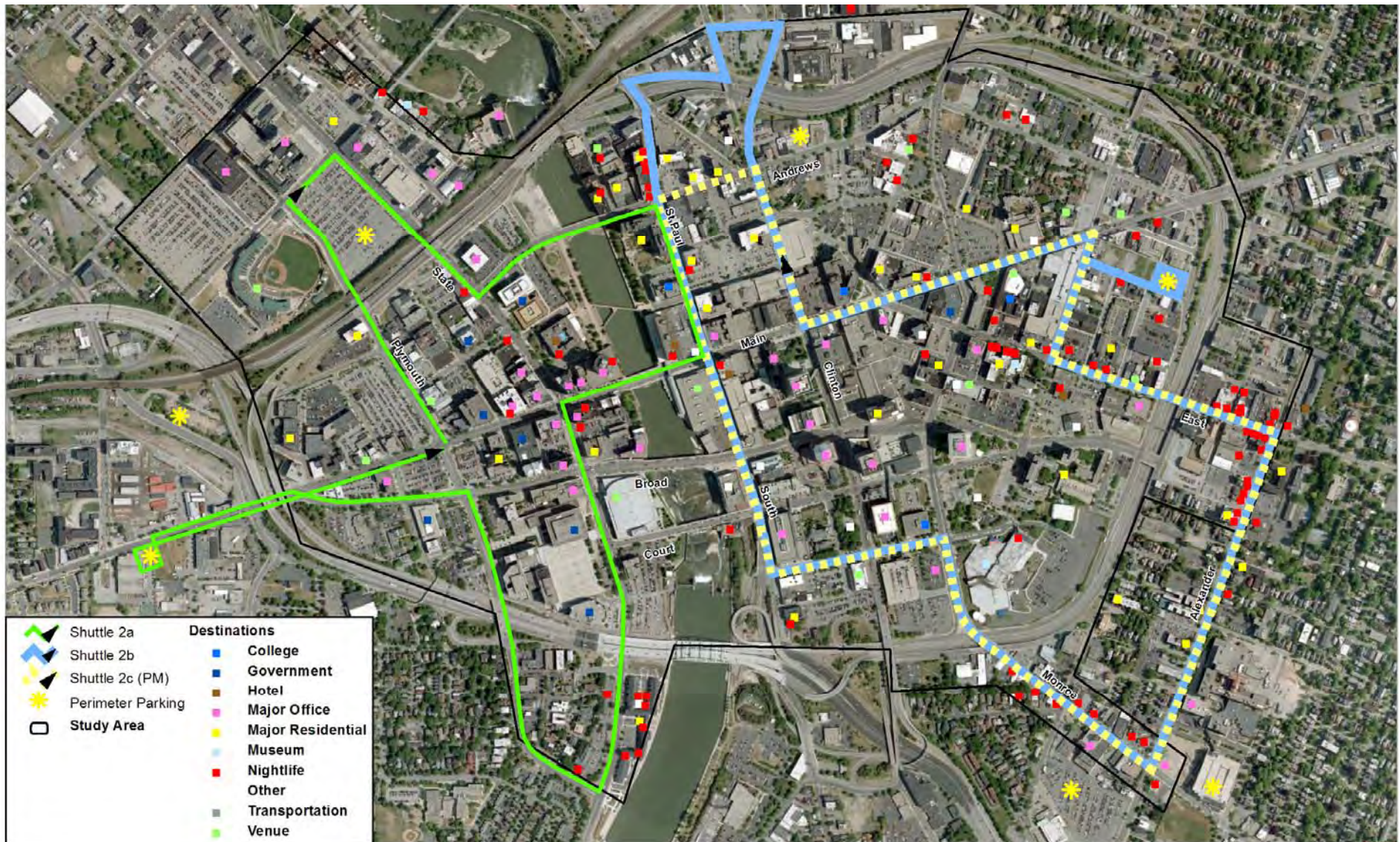
# Evaluated Five Options







# Circulator Option 2







# Circulator Option 2 Details

Overview	Option 2
Number of Buses/Routes	4/2
Daytime Headway	10-11 min
Evening Headway	17 min
Coverage	100%
Commuter Service	Good
Visitor Service	Good
Approximate Operating Cost	\$2M
Approximate Bus Cost	\$1.75-2.5M

## Pros

- Excellent coverage
  - Potential perimeter parking served all day, though less direct to downtown core
  - All key destinations and districts are served
- Easy for visitors to comprehend

## Cons

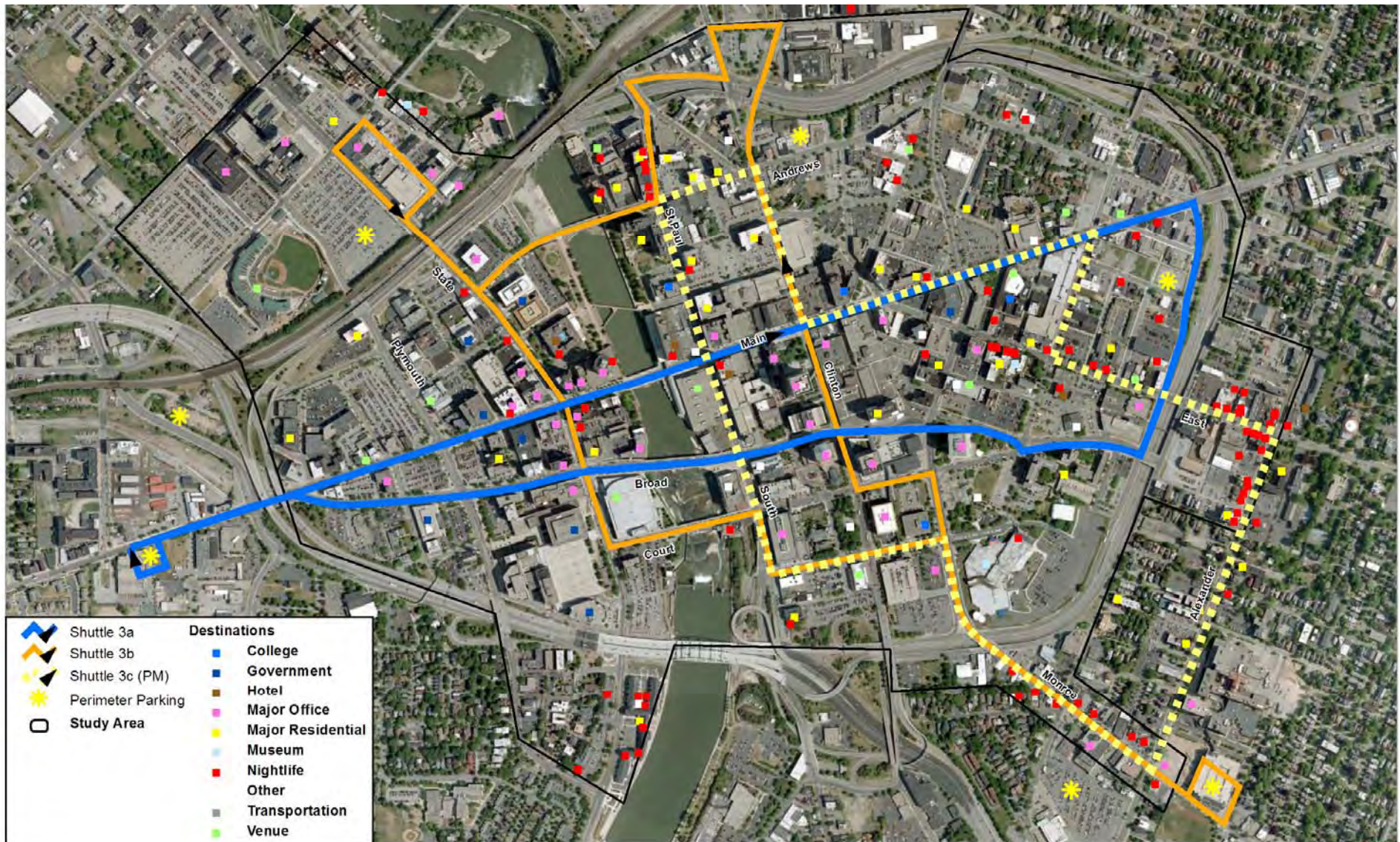
- East-west travel is difficult (less direct)
- Loop-type routes can lengthen travel times







# Circulator Option 3







# Circulator Option 3 Details

Overview	Option 3
Number of Buses/Routes	4/3
Daytime Headway	10-12 min
Evening Headway	17 min
Coverage	94%
Commuter Service	Excellent
Visitor Service	Good
Approximate Operating Cost	\$2M
Approximate Bus Cost	\$1.75-2.5M

## Pros

- Very Good coverage
  - Potential perimeter parking served fairly directly and frequently (every 10 minutes)
- Daytime service is easiest for all users
  - Linear nature - dense coverage; more stops

## Cons

- Different evening route could be confusing
- Slightly longer routes





# Comparison of Alternatives

	Option 2	Option 3
Number of Buses/Routes	4/2	4/3
Daytime Headway	10-11 min	10-12 min
Evening Headway	17 min	17 min
Coverage	100%	94%
Commuter Service	Good	Excellent
Visitor Service	Good	Good
Approximate Operating Cost	\$2M	\$2M
Approximate Bus Cost	\$1.75-2.5M	\$1.75-2.5M





# Circulator Impact on Parking

- Circulator use more sensitive to cost than travel time
- Free/inexpensive remote parking
  - Increase demand for remote parking
  - Decrease revenue for CBD parking
- CBD parking rates will likely need to increase to keep parking revenues neutral







# Funding Options

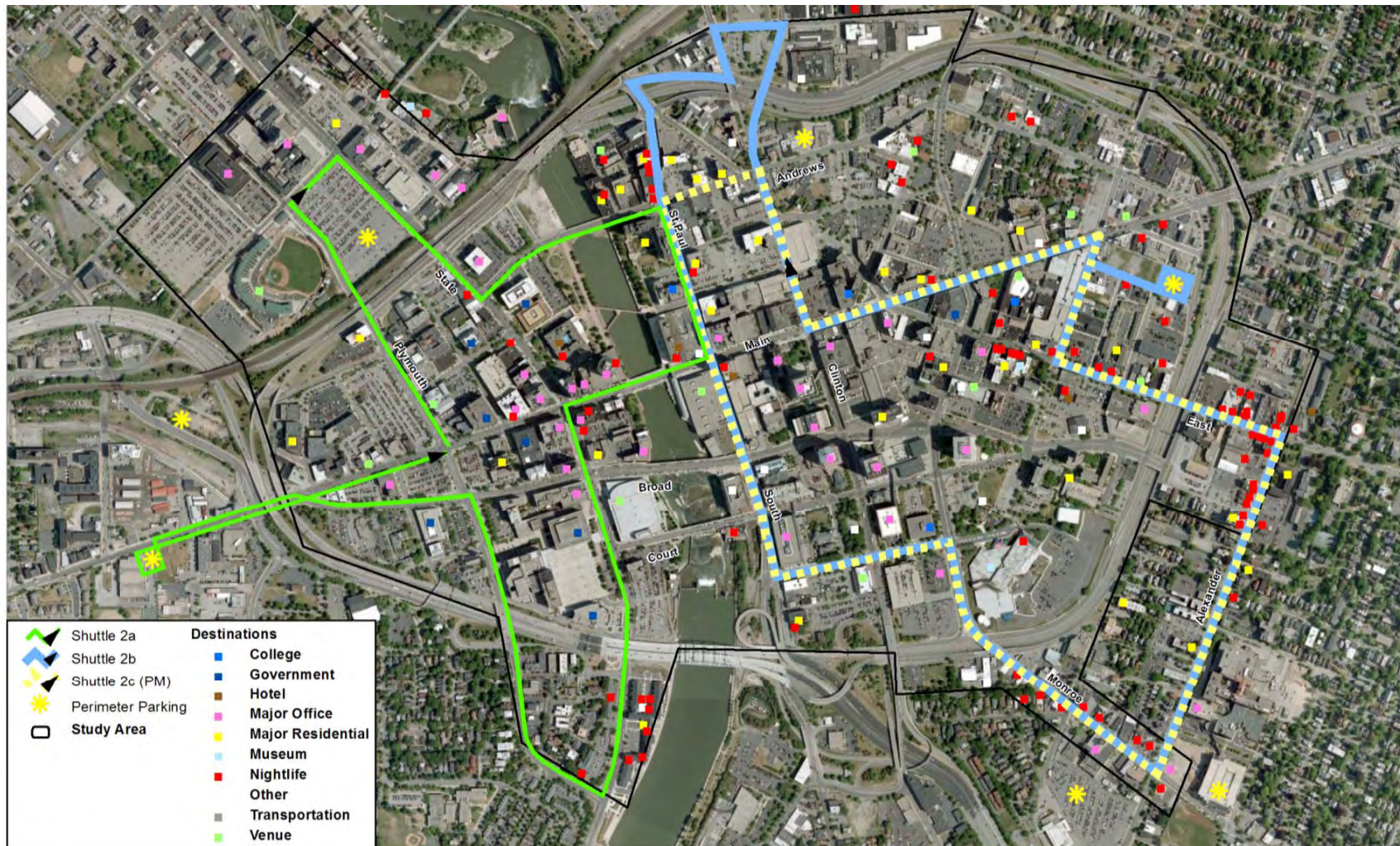
- Parking tax
- Business Improvement District (BID)
- City-funded
- Voluntary merchant contributions





# Recommendations

- Balanced/visitor-friendly system: Option 2

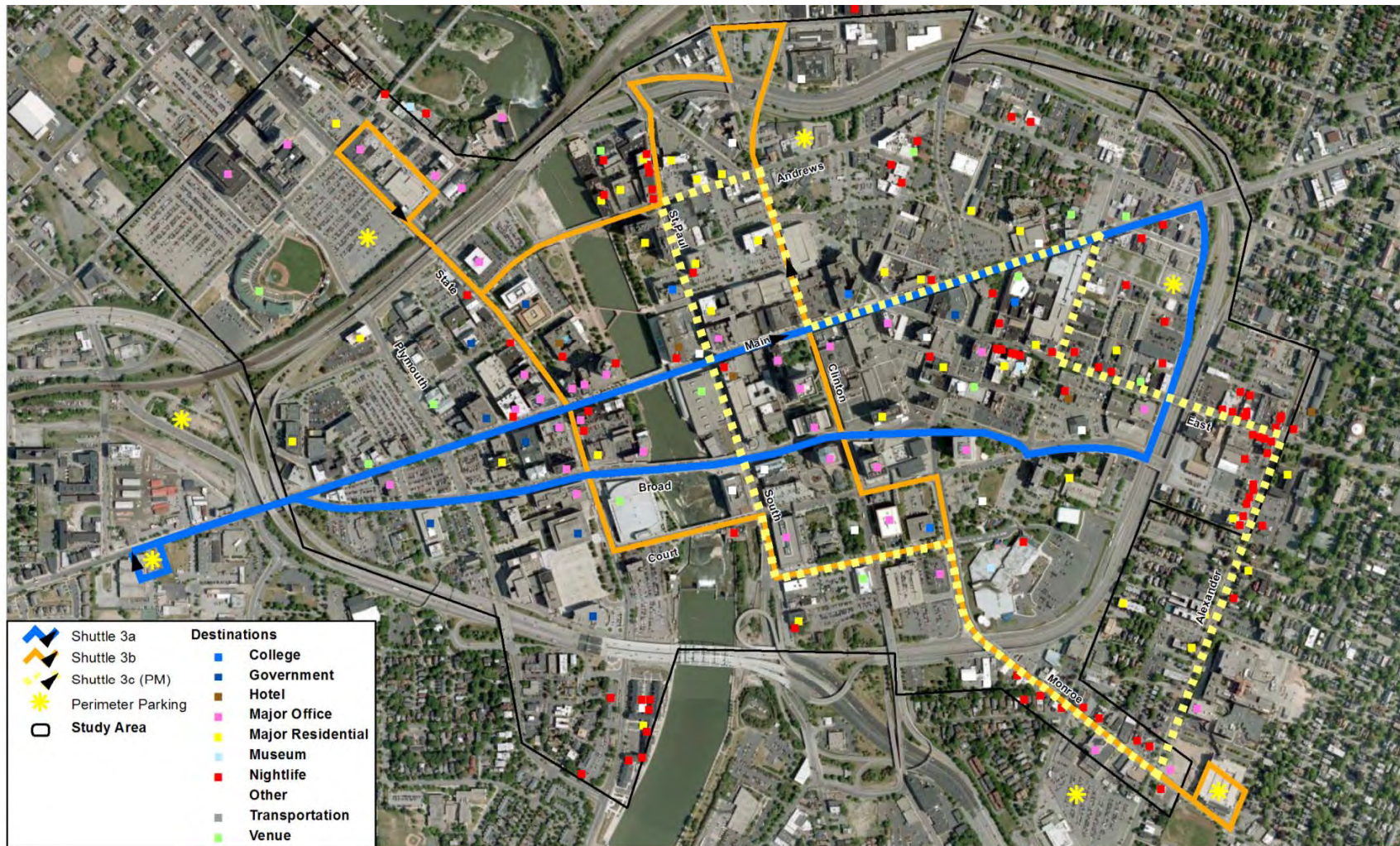






# Recommendations

- Commuter focused system: Option 3







# Next Steps

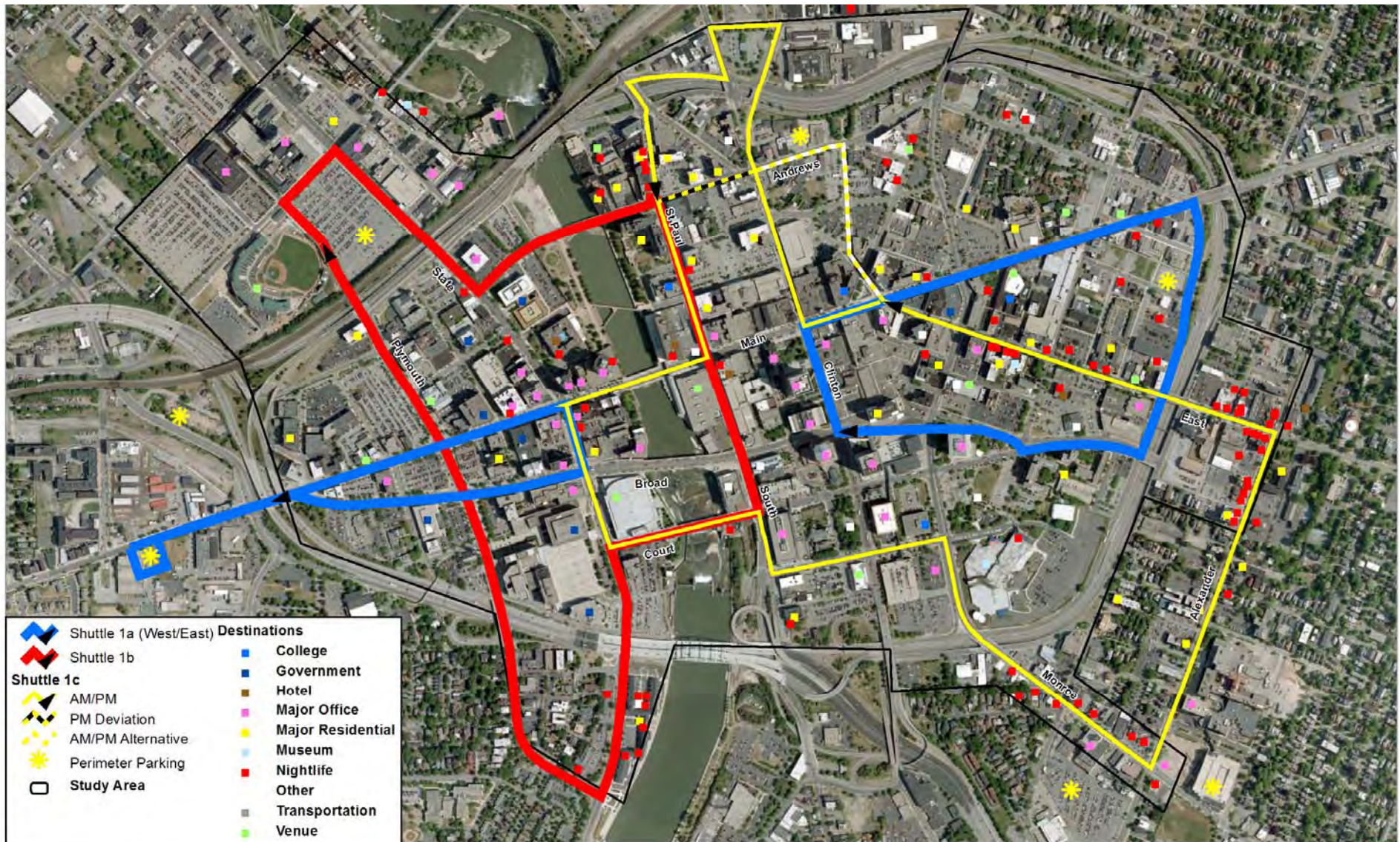
- Circulator Feasibility Study
  - Select preferred alternative (goals/public feedback)
  - Estimate preferred system ridership
  - Evaluate RGRTA /private operation to refine cost
  - Prepare funding plan
- Transportation Demand Management Recommendations







# Circulator Option 1







# Circulator Option 1 Details

Overview	Option 1
Number of Buses/Routes	5/4
Daytime Headway	8-15 min
Evening Headway	18 min
Coverage	100%
Commuter Service	Excellent
Visitor Service	Fair
Approximate Operating Cost	\$2.3M
Approximate Bus Cost	\$1.6-3M

## Pros

- Excellent coverage
  - Potential perimeter parking served directly and frequently (every 8 minutes)
  - All key destinations and districts are served
- Route 1a - potential for future conversion to fixed-guideway (streetcar or LRT)

## Cons

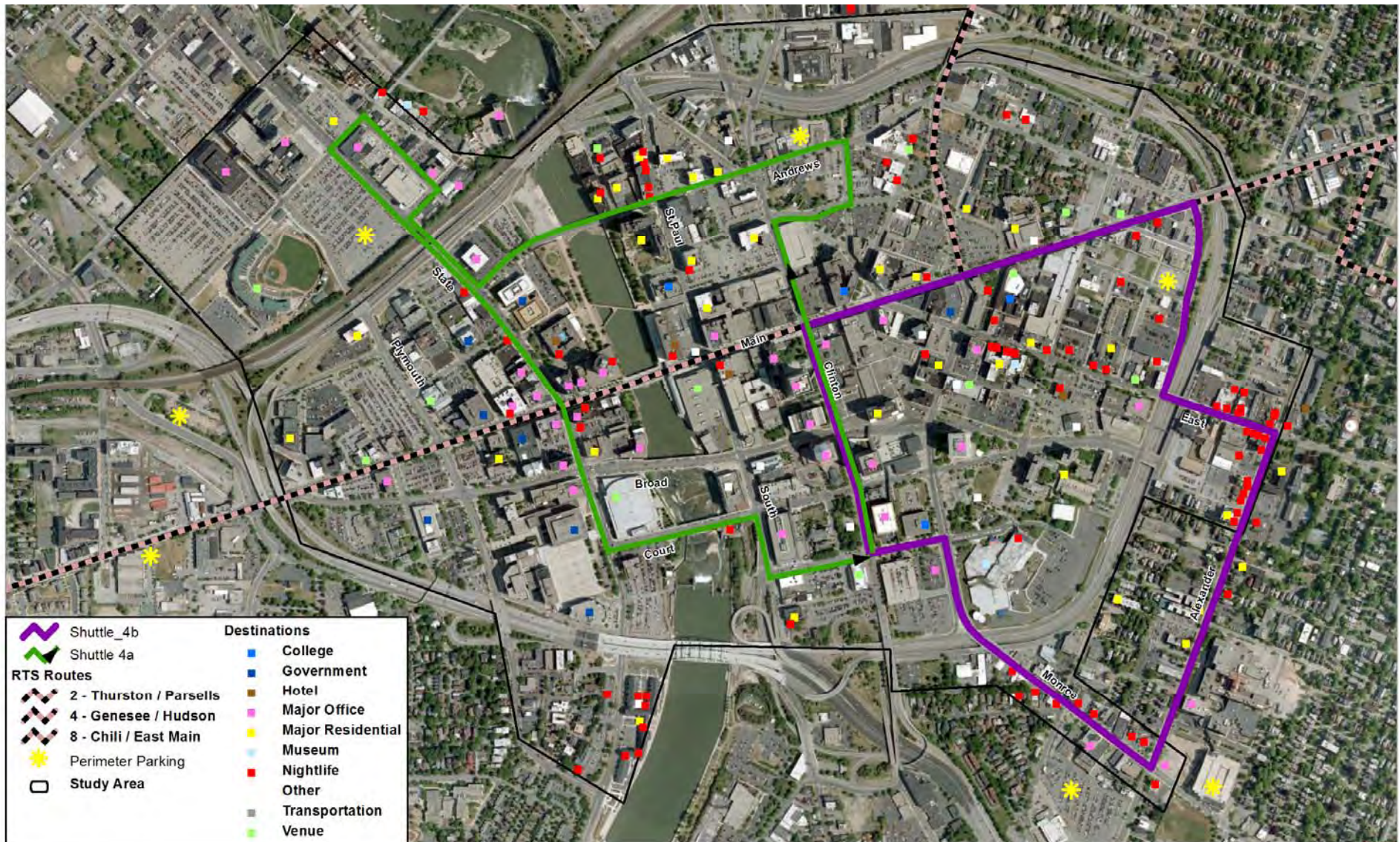
- Highest operating cost
- Complex for visitors or those new to the system







# Circulator Option 4







# Circulator Option 4 Details

Overview	Option 4
Number of Buses/Routes	2/2
Daytime Headway	13-15 min
Evening Headway	13 min
Coverage	88%/71%
Commuter Service	Good
Visitor Service	Good
Approximate Operating Cost	\$1.2M+
Approximate Bus Cost	\$1.05-1.5M

## Pros

- Lower operating and capital costs
- Core routes are easy to comprehend/navigate
- Robust enough to stand alone (without RTS routes)

## Cons

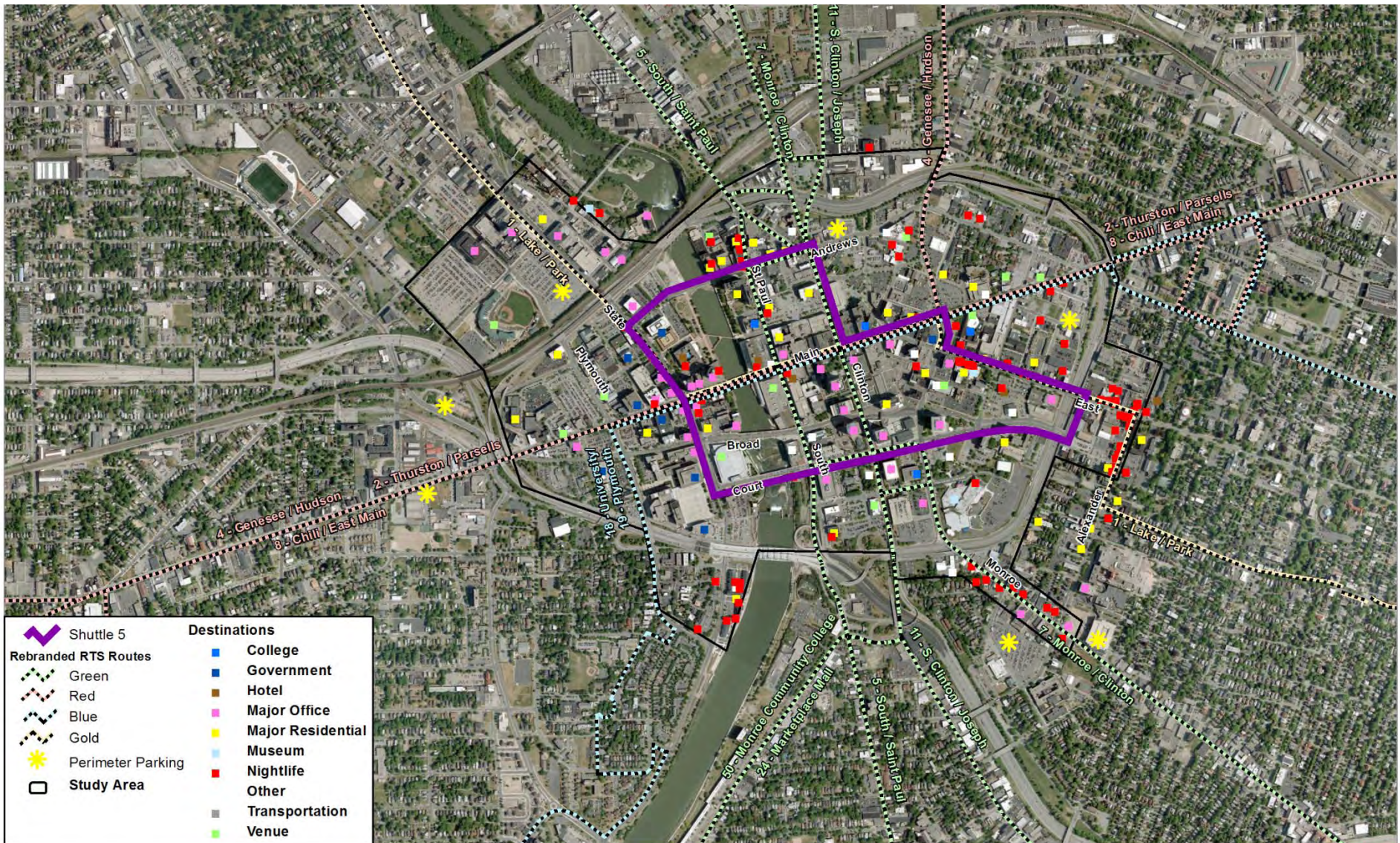
- Relies on RTS routes to serve some perimeter parking/destinations and requires :
  - rebranding,
  - synchronizing routes
  - fare-free zone structure
- Co-branded RTS/Circulator routes could be confusing







# Circulator Option 5







# Circulator Option 5 Details

Overview	Option 5
Number of Buses/Routes	1/1
Daytime Headway	14 min
Evening Headway	14 min
Coverage	94%/53%
Commuter Service	Fair
Visitor Service	Excellent
Approximate Operating Cost	\$0.7M+
Approximate Bus Cost	\$.7-1M

## Pros

- Lowest operating and capital costs
- Core route is very easy to comprehend and navigate
- Stand alone “starter” system (without RTS routes)

## Cons

- Relies heavily on RTS routes and requires :
  - rebranding,
  - synchronizing routes
  - fare-free zone structure
- Co-branded RTS/Circulator routes could be very confusing





# Comparison of Alternatives

	Option 1	Option 2	Option 3	Option 4	Option 5
Number of Buses/Routes	5/4	4/2	4/3	2/2	1/1
Daytime Headway	8-15 min	10-11 min	10-11 min	13-15 min	14 min
Evening Headway	18 min	17 min	17 min	13 min	14 min
Coverage	100%	100%	94%	88%/71%	94%/53%
Commuter Service	Excellent	Good	Excellent	Good	Fair
Visitor Service	Fair	Good	Good	Good	Excellent
Approximate Operating Cost	\$2.3M	\$2M	\$2M	\$1.2M+	\$0.7M+
Approximate Bus Cost	\$1.6-3M	\$1.75-2.5M	\$1.75-2.5M	\$1.05-1.5M	\$.7-1M

## **ATTACHMENT D – Comments**



## Questions and Suggestions - March 24, 2011

1. What about security when leaving cars for so many hours? – manned or monitored? *It was noted that the proposed parking is conceptual at this time and the details would be determined as the project progresses.*
2. Amtrak should be included on evening route.
3. Has future demand been considered? Should consider future bus/train station.
4. Get buses off Main Street
5. Only 4% of the bus riders are going to their places of employment. *It was noted that the survey had a lower representation of transit users – this number is actually higher.*
6. Will Circulator use current bus stops? Or create new ones? Traffic congestion is already a problem; what effect will more vehicles stopping have? *It was noted that stops would be branded for the circulator and may include a mix of existing and new dedicated stops.*
7. Are the stops fixed or could you get off where you wanted? *They would be fixed.*
8. How many more parking spots would be created? Will neighborhoods be engaged with this project? *It was reiterated that the proposed parking is conceptual at this time and the details would be determined as the project progresses. The community would be engaged as the project progresses*
9. For those who ride bikes, places of employment make places for their bikes.
10. Maps/information should be available at the stops. Technology should be used to provide real time arrival data. *It was noted that if RTS were to operate the system, they already have the technology available. If a private operator were to operate it – this would be included in the requirements.*
11. The vehicle size and type are very important. The vehicles must have “pedestrian appeal” – smaller in size, a unique character and become part of the urban fabric.
12. Shelters should be provided in the remote lots?
13. What is the next step? The objective? *Identify and develop parking locations; Project ridership and refine operating costs; Identify funding source; Select an operator*
14. The city has a new parking advisor – has she been involved? *Yes, she is an active member of the Advisory Committee.*
15. What amount of savings do you think it would take to get people to change? *Actually dollar amount is not known although employees indicated they were most sensitive to cost than travel time. The example of Grand Rapids was given where perimeter parking is approximately 50% of the cost of parking in the downtown core.*
16. What are the advantages over using free-fare zone RTS buses? *It was noted that given the current operations of RTS, it is not feasible to reestablish the free-fare zone.*
17. All Westside routes shut down at night? Consideration should be given to the sports fans that like to go to a game/have a drink that live on the west side.
18. Consideration should be given to activities at Frontier Field and Eastman Theatre and festivals and city-sponsored events.
19. Comment – glad to see this being done - works well in other cities. Increased livability.
20. Will minimum parking requirements be changed? *It was noted that there currently are no minimums.*
21. How/when the meeting information was sent to the public? *The City issued a press release and posted it on their website. Additional publicity was provided through RDDC's e-mail distribution list and through flyers in City owned parking facilities.*

## Questions and Suggestions - March 25, 2011

22. Attendees were asked if they think the circulator concept was worth progressing and if there employees would use it? In general the response was "Yes." Primary factors to be addressed are cost, safety and frequency. Convenience and comfort also need to be addressed in both the vehicles and shelters. Some downtown employees prefer to park in a garage for its security and weather protection and are willing to pay more for these benefits. Presence of teenagers at RTS stops is perceived as a safety issue and needs to be addressed to encourage use of RTS or a circulator.
23. Emergency ride during the day needs to be provided to encourage use of perimeter parking.
24. Option 3 provides a good connection to the restaurants in the East End but does not provide a connection to Corn Hill which is expected to continue to grow.
25. Have specific perimeter lots been identified and how many spaces will be provided? *It was noted that the proposed parking is conceptual at this time and the details would be determined as the project progresses.*
26. What will be the cost of perimeter lots and will they be manned? *The example of Grand Rapids was given where perimeter parking is approximately 50% of the cost of parking in the downtown core. It was reiterated that the proposed parking is conceptual at this time and the details would be determined as the project progresses.*
27. Did the survey give a sense of how far people are willing to go? Could the existing RTS Park-n-Ride lots be promoted? *It was noted that survey respondents were more sensitive to cost than travel time. Some employees could be encouraged to use the existing system. The Final Report will include some recommendations to encourage other modes of transportation to reduce parking demand.*
28. Existing underutilized garages like High Falls should also be included.
29. How will this be funded? What is the business model? *It was noted that the report identifies a number of funding options but that ultimately it will most likely be a combination of several sources including a contribution from properties served.*
30. Other parking resources to consider are churches in Corn Hill and the West Main Street lot.
31. A representative from Hochstein indicated that parking availability for visitors is extremely limited and is expected to be reduced further. There is a need for short-term visitor parking. *It was noted that a goal of the circulator service is to move employees from core downtown parking locations and free those up for visitors.*
32. Examples were provided of existing shuttle services documenting both the demand and willingness to use a circulator:
  - a. A representative from Xerox indicated that it currently subsidizes parking and provides a shuttle for its employees parking at Mortimer and South Ave.
  - b. A representative from Geva indicated that it provides a shuttle from/to the East End Garage for its Wednesday matinees.
  - c. A representative from the courthouse indicated that jurors (200 a day) would be very interested in this type of service.

ENVIRONMENTAL SERVICES  
CITY ENGINEER'S OFFICE  
2011 MAR 25 AM 2:15

March 22, 2011

1474 Middle Road  
Rush, NY 14543  
(Henrietta)  
334-7179

Mr. James McIntosh  
City Engineer  
City of Rochester  
30 Church Street  
Rochester, NY 14614

Dear Sir:

As I will not likely be able to attend the public meeting on the concept of a downtown circulator, I would like to share with you my ideas on this and other related aspects of possible changes to streets and transportation in downtown Rochester.

Such a circulator should run on a "double loop route on Broad, Main, St. Paul and Chestnut streets, South and Plymouth avenues, Morrie Silver Way and Platt Street and the Pont-de-Rennes and on either Pleasant Street or Central Avenue. Two trolleys should run on this route in opposite directions and such a "double-loop" would include the portion of Main Street between Broad and Chestnut streets. This would be best if this were an electric trolley using overhead wires and either rails or rubber tires, which would allow for this to run on the Pont-de-Rennes as long as that bridge is closed to traffic. (I oppose the current idea of putting more greenery on that bridge unless this idea of mine happens there as well). The site of the former intercity bus station at the Broad and Chestnut should be the garage for this.

Moreover, this should run along the sides of any re-watered canal on any part of Broad Street, should this happen, with pedestrian malls between it and the canal on each of either side and shops and bistro on each of either other side. Broad Street should either be all canal between South and West Main or remain all street, with the subway tunnel filled in between West Main and Exchange if the latter option happens. It makes absolutely no sense to just rip off and re-water only the aqueduct. The portion of the tunnel east of Broad Street, in such case, should then become a renovated pedestrian corridor connecting the Blue Cross Arena at the War Memorial, Central Library, Riverside Convention Center, and RG&E Station No. 6, whose indoor waterfall area should be made into a public place.

Furthermore, there should be more east-west streets connected with additional crossings over the Genesee River as follows:



- Reopen Pont-de-Rennes to two-way vehicular traffic to reconnect Platt, Cataract, and Ward streets
- Both sections of Industrial Street on either side of I-490, Centre Park, Bemis Alley, and Andrews Street
- Commercial Street and Central Avenue while also allowing left turns from Central Avenue onto St. Paul Street Bemis Alley, Industrial Street, Agate Alley, Church Street, Bragdon Place, and Pleasant Street (Connecting Church, Bragdon, and Pleasant streets would require decommissioning the Keating Federal Building from its current use to meet federal security guidelines. However, Buffalo did this with their federal building and put most of their federal offices in vacant downtown office space to be rented and built a new federal courthouse).
- Corinthian and Division streets
- Boys Club Place, Troup Street, Howell Street, and Marshall Street between Corn Hill Landing and the Douglass-Anthony Bridge
- Johnson Place, Capron Street, and Utah Street along the south walls of Geva Theater and the Civic Center
- Connect Byron Street and South Plymouth Avenue at the southern edge of Corn Hill Landing

Furthermore, Bittner Street and Franklin Court should also be reconnected along the eastern edge of St. Joseph's Park. There should also be another circulator trolley/shuttle loop in either direction on Chestnut and Oxford streets and Monroe and East avenues. In the event that any part of the Inner Loop is done away with and, thence, if Park Avenue is connected with James Street and, thence, into the Midtown Redevelopment area, using the east-west portion of Savannah Street and connecting with Canfield Place at that street's current dead end, then this shuttle/trolley route should also be another "double loop" also involving Park Avenue as well. Plus, St. Paul and Brown streets as well as Clinton, South, Plymouth avenues should all become two-way as should Smith Street in its entirety and widened by changing the footprint or location of DiPaolo Bakery. The crossing of I-490 with South and Clinton needs to be renovated to make this happen and there should also be a four-way stop at the intersection of Brown and Oak streets and the two ends of Industrial Street should also be reconnected underneath a new I-490 overpass in spite of the recently-completed Western Gateway Project there.

Sincerely,

Kevin F. Yost  
Henrietta

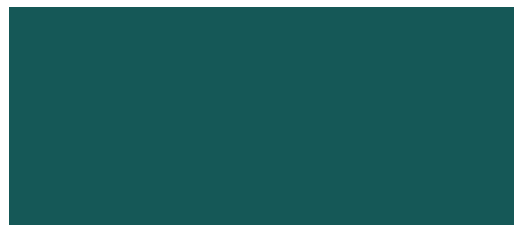


## Appendix B: Workforce Transportation Survey



## B-1: Survey





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# Downtown Rochester Employee Survey 2010

## Appendix – Survey Screenshots

April 2010

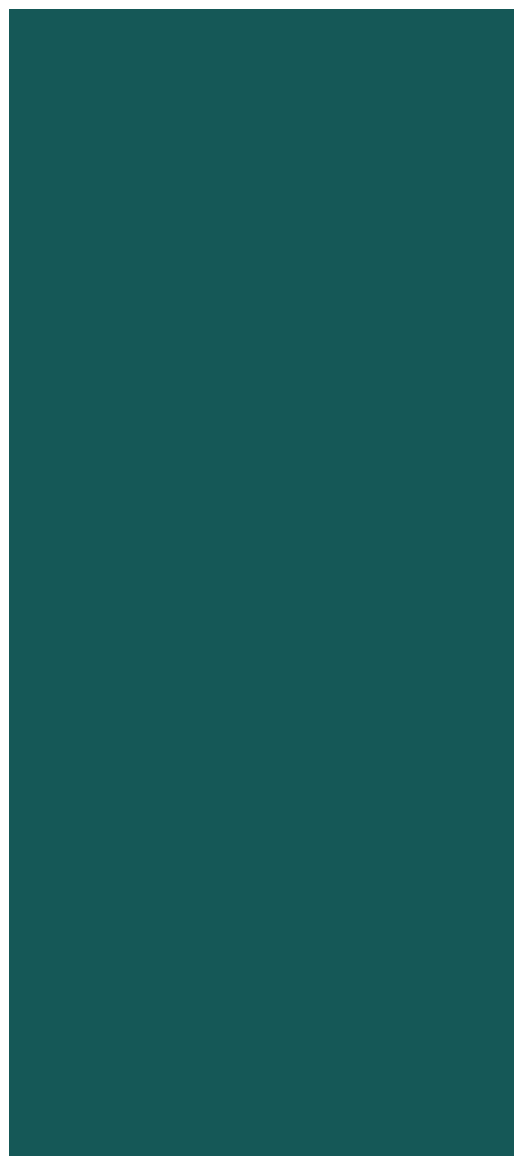




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# 1.0 SURVEY

---

## Introduction & Instructions



### Downtown Rochester Commuting Study

**Thank you for taking this survey!**

The purpose of this survey is to better understand commuting and parking patterns in Downtown Rochester. Your participation will assist the City of Rochester in identifying new reliable, convenient, and affordable Downtown commuting options, enhance transportation services, and collectively reduce carbon emissions.

We appreciate your time and input. Please be assured that your answers are completely confidential and will be used for research purposes only.

**Survey Instructions**

Please click "Next Question" in the lower left corner of the screen to go forward. To back up, please use your browser's "back" button, which is the left-pointing arrow in the upper left corner of the screen. Answering all the questions in this survey will take approximately 10 minutes. Please click "Next Question" to continue.


Next Question ➡

Questions or problems? [Email us!](#)




## 1.1 Screener & Background Sections

### Screener



City of Rochester, NY  
Robert J. Duffy, Mayor




## Downtown Rochester Commuting Study

**Do you work in Downtown Rochester?**

Downtown Rochester is the area inside the red border in the map below.

☐ Yes

☐ No




© Google - Map data ©2008 Google

[Next Question](#) ➔


Questions or problems? [Email us!](#)



Terminated, if Respondent does not work in Downtown Rochester



City of Rochester, NY  
Robert J. Duffy, Mayor



## Downtown Rochester Commuting Study



Thank you for taking the time to participate in this study.

The goal of this survey is to better understand commuting to Downtown Rochester. Unfortunately because you do not work in Downtown Rochester you do not qualify for this survey. Thank you again for your time. You may now close your browser to exit.

Questions or problems? [Email us!](#)



## Days of the Week Worked




# Downtown Rochester Commuting Study

**What days of the week do you work in Downtown Rochester?**

Please select all that apply.

- ☐ Monday
- ☐ Tuesday
- ☐ Wednesday
- ☐ Thursday
- ☐ Friday
- ☐ Saturday
- ☐ Sunday

[Next Question](#) 

Questions or problems? [Email us!](#)





## Commute Mode used Yesterday



# Downtown Rochester Commuting Study

**Yesterday, how did you get from your home to your workplace in Downtown Rochester?**

If you did not work yesterday, please answer for the most recent day that you worked.

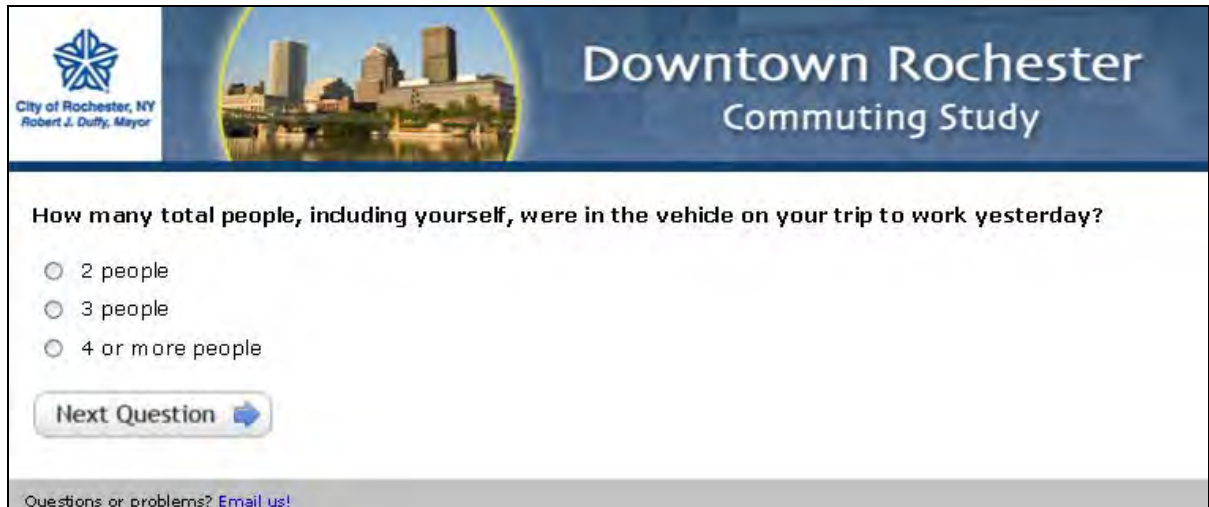
- ☐ Drove alone
- ☐ Dropped off
- ☐ Carpooled
- ☐ RTS Bus
- ☐ Paratransit (Lift Line, etc)
- ☐ Biked
- ☐ Walked
- ☐ Taxi

[Next Question](#) ➡

Questions or problems? [Email us!](#)



*If carpooled or dropped off – Total Vehicle Occupants*



The survey interface features a header with the City of Rochester logo and a photograph of the downtown skyline. The title 'Downtown Rochester Commuting Study' is prominently displayed. The question asks for the total number of people in the vehicle on the trip to work. Three radio button options are provided: '2 people', '3 people', and '4 or more people'. A 'Next Question' button with a right-pointing arrow is located below the options. At the bottom, a link for 'Email us!' is provided for questions or problems.

City of Rochester, NY  
Robert J. Duffy, Mayor

## Downtown Rochester Commuting Study

How many total people, including yourself, were in the vehicle on your trip to work yesterday?

☐ 2 people

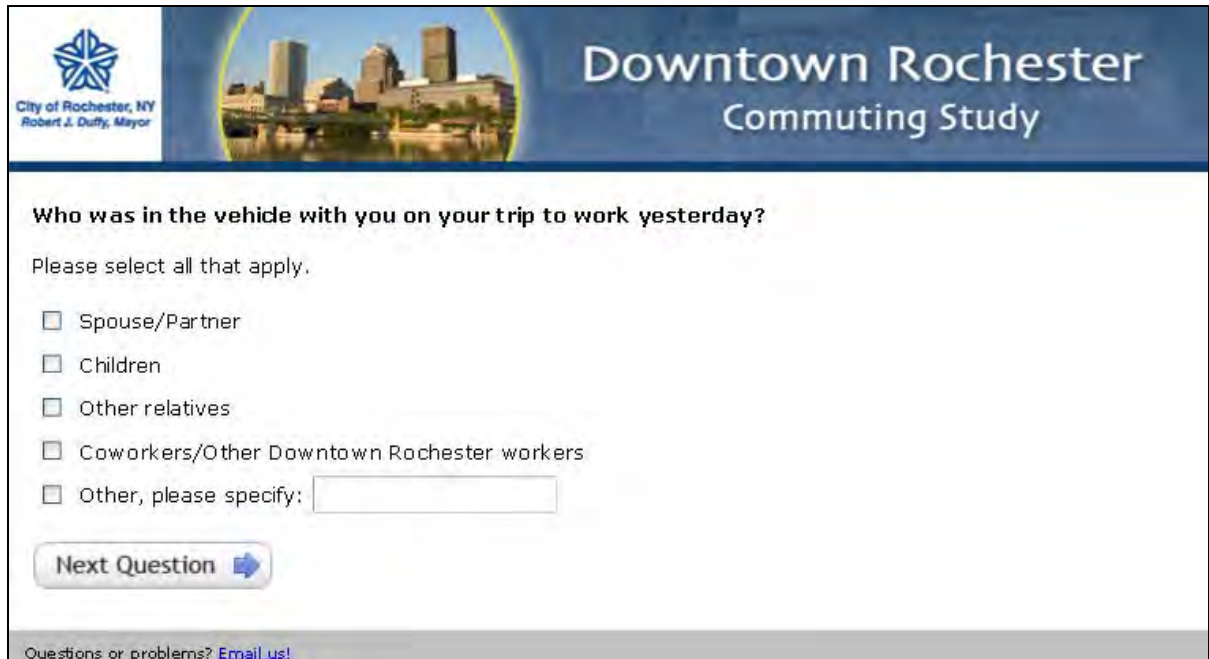
☐ 3 people

☐ 4 or more people

Next Question ➔

Questions or problems? [Email us!](#)

*If carpooled or dropped off – Vehicle Occupants Identity*



This survey interface is similar to the first one, with the same header and title. The question asks for the identity of the other people in the vehicle. It includes a prompt 'Please select all that apply.' and five checkbox options: 'Spouse/Partner', 'Children', 'Other relatives', 'Coworkers/Other Downtown Rochester workers', and 'Other, please specify:'. The 'Other, please specify:' option is followed by a text input field. A 'Next Question' button with a right-pointing arrow is positioned below the checkboxes. A link for 'Email us!' is at the bottom for any questions or problems.

City of Rochester, NY  
Robert J. Duffy, Mayor

## Downtown Rochester Commuting Study

Who was in the vehicle with you on your trip to work yesterday?

Please select all that apply.

☐ Spouse/Partner

☐ Children

☐ Other relatives

☐ Coworkers/Other Downtown Rochester workers

☐ Other, please specify:

Next Question ➔

Questions or problems? [Email us!](#)



*If used RTS bus – Bus Access Mode*



## Downtown Rochester Commuting Study



**Yesterday, how did you get from your home to the bus stop where you boarded?**

- ☐ Drove and parked
- ☐ Dropped off by someone
- ☐ Carpooled and parked
- ☐ Paratransit (Lift Line, etc)
- ☐ Biked
- ☐ Walked
- ☐ Taxi
- ☐ Other, please specify:

[Next Question](#) ➔

Questions or problems? [Email us!](#)

*If used RTS bus – Route Used*



## Downtown Rochester Commuting Study


**What RTS bus route(s) did you use on your trip to work yesterday?**

[Next Question](#) ➔


Questions or problems? [Email us!](#)



## Distance between Home and Work




City of Rochester, NY  
Robert J. Duffy, Mayor



Downtown Rochester  
Commuting Study


How many miles is your home from your workplace in Downtown Rochester?

Next Question 


Questions or problems? [Email us!](#)



## Workplace Location (with map)



City of Rochester, NY  
Robert J. Duffy, Mayor



# Downtown Rochester


## Commuting Study

**Where do you work in Downtown Rochester?**

Please enter the full address, business name, or closest street intersection in the box below.

Search

If you don't know the address or business information, please click on the map to zoom in on the location until a marker is placed under your click.





Map data ©2010 Google - [Terms of Use](#)

Questions or problems? [Email us!](#)





## Work Arrival Time



### Downtown Rochester Commuting Study


**What time did you arrive at work yesterday?**

You arrived at work at:

Please slide the gray box to select the time.



Midnight  Midnight

6:00 AM Noon 6:00 PM

[Next Question](#) 

Questions or problems? [Email us!](#)

## Work Departure Time



### Downtown Rochester Commuting Study


**What time did you leave work yesterday?**

You left work at:

Please slide the gray box to select the time.

Midnight  Midnight


6:00 AM Noon 6:00 PM

[Next Question](#) 


Questions or problems? [Email us!](#)



## Flexibility of Work Hours



City of Rochester, NY  
Robert J. Duffy, Mayor



Downtown Rochester  
Commuting Study

**How flexible are your work hours?**

Please select all that apply.



- ☐ My job requires me to work a specific shift each day
- ☐ My personal situation requires me to arrive and leave at specific times each day
- ☐ My job and personal situation allow me to vary my schedule each day
- ☐ My job has highly variable/unpredictable hours

Next Question ➡

Questions or problems? [Email us!](#)



## Commute Time



# Downtown Rochester Commuting Study

**How long did it take you to travel from home to work yesterday?**


Remember, if you did not work yesterday, please answer for the most recent day that you did work.

Please enter your time in minutes.

Minutes Driving

Minutes walking to building



**Total Time**

[Next Question](#) 

Questions or problems? [Email us!](#)



## Other Commute Modes Used



### Downtown Rochester Commuting Study

**What other ways, besides driving alone, have you used in the last 6 months to travel from your home to work in Downtown Rochester?**

Please select all that apply.

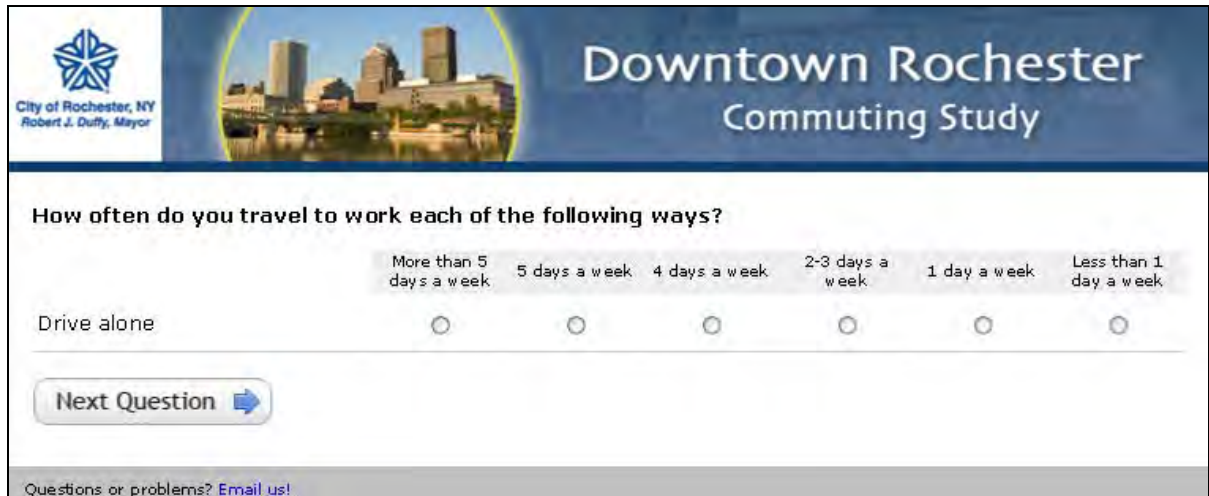
- ☐ Dropped off
- ☐ Carpooled
- ☐ RTS bus
- ☐ Paratransit (Lift Line, etc)
- ☐ Biked
- ☐ Walked
- ☐ Taxi
- ☐ None of the above

[Next Question](#) ➔

Questions or problems? [Email us!](#)



If No Other Modes Selected – Frequency of Mode



**City of Rochester, NY**  
Robert J. Duffy, Mayor

## Downtown Rochester Commuting Study

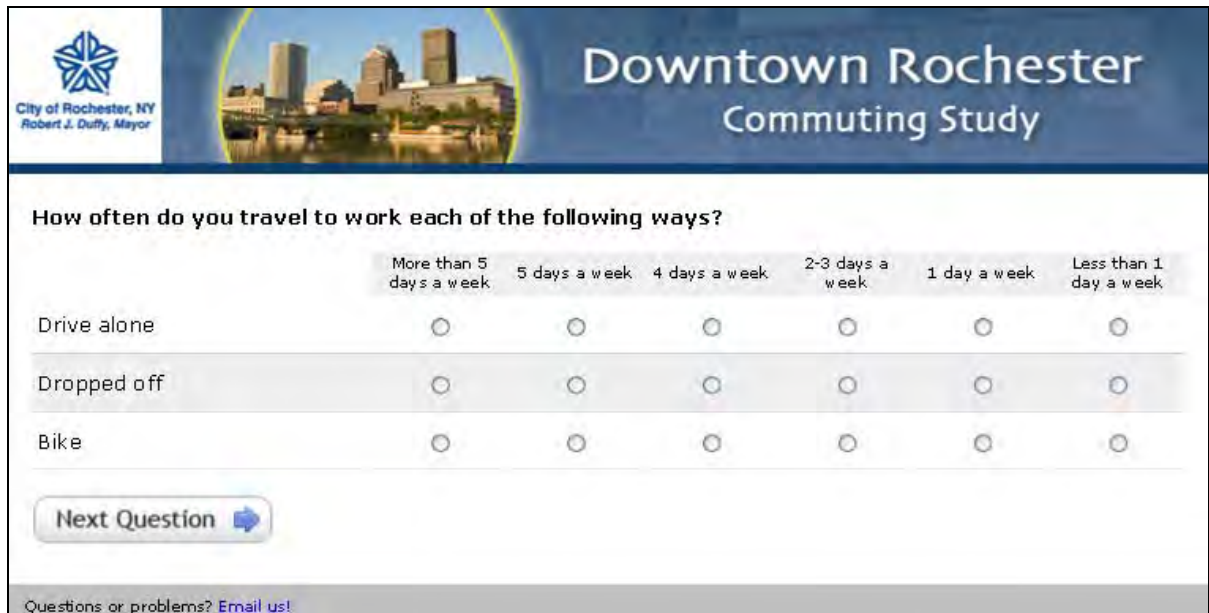
How often do you travel to work each of the following ways?

	More than 5 days a week	5 days a week	4 days a week	2-3 days a week	1 day a week	Less than 1 day a week
Drive alone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[Next Question](#) ➡

Questions or problems? [Email us!](#)

If Other Modes Selected – Frequencies of Modes



**City of Rochester, NY**  
Robert J. Duffy, Mayor

## Downtown Rochester Commuting Study

How often do you travel to work each of the following ways?

	More than 5 days a week	5 days a week	4 days a week	2-3 days a week	1 day a week	Less than 1 day a week
Drive alone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dropped off	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bike	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



[Next Question](#) ➡

Questions or problems? [Email us!](#)





*If respondent has driven alone or carpoled in the past 6 months – Usual Parking Location*



Downtown Rochester  
Commuting Study

**Where do you usually park in Downtown Rochester?**



- ☐ A public or city parking garage
- ☐ A public or city parking lot
- ☐ My employer's parking garage
- ☐ My employer's parking lot
- ☐ Metered on-street parking
- ☐ Unmetered on-street parking
- ☐ Don't Know

Next Question ➡

Questions or problems? [Email us!](#)



*If respondent knows usual parking location – Parking Location (with map)*




## Downtown Rochester Commuting Study

**Where do you usually park in Downtown Rochester?**

Please enter the full address or closest street intersection in the box below.

Search

If you don't know the address or business information, please click on the map to zoom in on the location until a marker is placed under your click.





Map data ©2010 Google - [Terms of Use](#)

Questions or problems? [Email us!](#)



*If parked* – Does Employer pay any Parking Costs



## Downtown Rochester Commuting Study

**Does your employer pay any of your parking cost?**

☐ No, my parking is free (no cost to me or my employer)

☐ No, I pay all of my parking cost



☐ Yes, my employer pays part of my parking cost

☐ Yes, my employer pays all of my parking cost

[Next Question](#)

Questions or problems? [Email us!](#)

*If employer pays* – Employer Contribution to Parking Costs



## Downtown Rochester Commuting Study

**How much of your parking cost does your employer pay?**

Please enter a value in one of the text boxes below. Please do not enter a value in both text boxes. If you are unsure, please provide your best estimate.


<b>My employer reimburses a percentage</b>	<b>My employer reimburses a fixed dollar amount</b>
Please enter the percentage as a whole number. For example, if your employer pays half of your parking costs, please enter "50".	Please enter the <u>monthly</u> dollar amount that your employer reimburses you for parking.
Reimbursement Amount (%): <input type="text"/>	Reimbursement Amount (\$): <input type="text"/>

[Next Question](#)

Questions or problems? [Email us!](#)



*If parked* – Parking Costs




Downtown Rochester  
Commuting Study

How much does it currently cost to park in your parking garage in Downtown Rochester?

Parking costs (\$):



☐ per hour  
☐ per day  
☐ per month

Next Question 

Questions or problems? [Email us!](#)



## Employer Commuter Benefits




Downtown Rochester  
Commuting Study

Does your employer offer you any benefits or incentives to use other ways of commuting to work besides driving alone?

☐ Yes

☐ No

☐ I don't know

Next Question 


Questions or problems? [Email us!](#)






## 1.2 Stated Preference Section

### Introduction to Project





City of Rochester, NY  
Robert J. Duffy, Mayor



## Downtown Rochester Commuting Study



Stated Preference Example #1

## Downtown Rochester Commuting Study

**In the **SPRING**, which option would you most prefer for your trip from home to work?**

Information in **blue** will change on each screen. Please pay attention to these changes and click the option you most prefer.

Drive & Park	Drive, Park & Take Shuttle Bus	Take RTS Bus	Walk, Bike or Get Dropped Off
Daily*: <b>\$11.00</b> or Monthly*: <b>\$220.00</b>	Daily*: <b>\$4.00</b> or Monthly*: <b>\$80.00</b>	One way: <b>\$1.00</b> or Monthly fare: <b>\$20.00</b>	
Park where you do now	Drive <b>6 mins. more</b> than you do now	Riding the bus and walking to the office takes <b>5 mins.</b> longer than driving	
	Shuttle arrives every <b>10 mins.</b>		
	Ride shuttle bus & walk to the office in <b>12 mins.</b>		

\* This parking cost is the cost you pay before any reimbursements from your employer.

[Next Question](#)
Question 1 of 8

Questions or problems? [Email us!](#)



## Stated Preference Example #2




# Downtown Rochester

## Commuting Study

**In the **FALL**, which option would you most prefer for your trip from home to work?**

Information in **blue** will change on each screen. Please pay attention to these changes and click the option you most prefer.

Drive & Park	Drive, Park & Take Shuttle Bus	Take RTS Bus	Walk, Bike or Get Dropped Off
Daily*: <b>\$7.00</b> or Monthly*: <b>\$140.00</b>	Daily*: <b>\$3.50</b> or Monthly*: <b>\$70.00</b>	One way: <b>\$1.00</b> or Monthly fare: <b>\$20.00</b>	
Park where you do now	Drive <b>4 mins. more</b> than you do now	Riding the bus and walking to the office takes <b>10 mins.</b> longer than driving	
	Shuttle arrives every <b>10 mins.</b>		
	Ride shuttle bus & walk to the office in <b>7 mins.</b>		



\* This parking cost is the cost you pay before any reimbursements from your employer.

[Next Question](#)
Question **1** of 8

Questions or problems? [Email us!](#)



Stated Preference Example #3

## Downtown Rochester Commuting Study

**In the **WINTER**, which option would you most prefer for your trip from home to work?**

Information in **red** may have changed. Please click the option you most prefer.

Drive & Park	Drive, Park & Take Shuttle Bus	Take RTS Bus	Walk, Bike or Get Dropped Off
Daily*: <b>\$11.00</b> or Monthly*: <b>\$220.00</b>	Daily*: <b>\$5.50</b> or Monthly*: <b>\$110.00</b>	One way: <b>\$1.00</b> or Monthly fare: <b>\$20.00</b>	
Park where you do now	Drive <b>10 mins. less</b> than you do now	Riding the bus and walking to the office takes <b>15 mins.</b> longer than driving	
	Shuttle arrives every <b>5 mins.</b>		
	Ride shuttle bus & walk to the office in <b>5 mins.</b>		

\* This parking cost is the cost you pay before any reimbursements from your employer.

[Next Question](#) ➡



Question 2 of 8

Questions or problems? [Email us!](#)





# Stated Preference Example #4

## Downtown Rochester Commuting Study

In the **SUMMER**, which option would you most prefer for your trip from home to work?

Information in **blue** may have changed. Please click the option you most prefer.

Drive & Park	Drive, Park & Take Shuttle Bus	Take RTS Bus	Walk, Bike or Get Dropped Off
Daily*: <b>\$5.00</b> or Monthly*: <b>\$100.00</b>	Daily*: <b>\$0.50</b> or Monthly*: <b>\$10.00</b>	One way: <b>\$1.00</b> or Monthly fare: <b>\$20.00</b>	
Park where you do now	Drive <b>10 mins. more</b> than you do now	Riding the bus and walking to the office takes <b>15 mins.</b> longer than driving	
	Shuttle arrives every <b>10 mins.</b>		
	Ride shuttle bus & walk to the office in <b>12 mins.</b>		

\* This parking cost is the cost you pay before any reimbursements from your employer.

Next Question ➡

Question **5** of 8



Questions or problems? [Email us!](#)





## 1.3 Debrief Section

*If chose 'None of These' at least once – Mode Used Rather than Drive or take RTS bus*



### Downtown Rochester Commuting Study

At least once in the previous section, you chose "I would not use any of these options for my trip from home to work".

**Instead of driving or taking the RTS bus, how would you commute to your work in Downtown Rochester?**



- ☐ Walk
- ☐ Bike
- ☐ Get dropped off
- ☐ Carpool
- ☐ Paratransit (Lift Line, etc)
- ☐ Other, please specify:

[Next Question](#) ➔

Questions or problems? [Email us!](#)



*If never selected transit option – Factors to encourage RTS bus use*




## Downtown Rochester Commuting Study

**What would encourage you to take an RTS bus to work?**

Please select all that apply.


- ☐ Guaranteed ride home if needed due to personal emergency or unscheduled overtime
- ☐ Add a park and ride lot near my home
- ☐ Extend service later in the evening
- ☐ Add route/stop near my home/work
- ☐ More frequent bus service
- ☐ Begin service earlier in the morning
- ☐ More/better information about bus options available to me
- ☐ Real-time information about the next bus arrival and departure times
- ☐ Nothing will encourage me to take an RTS bus to work
- ☐ Other, please specify:

[Next Question](#) 

Questions or problems? [Email us!](#)



*If respondent currently drives alone to work – Factors to encourage carpooling*



## Downtown Rochester Commuting Study

**What would encourage you to carpool to work?**

Please select all that apply.

- ☐ Having a reserved parking space at work for my carpool
- ☐ Having a parking space closer to my office than where I park now
- ☐ Ability to use a company fleet or car-share vehicle for work-related trips during the work day
- ☐ Guaranteed ride home if needed due to personal emergency or unscheduled overtime
- ☐ More/better information about how to find people to carpool with
- ☐ More/better information about what my savings would be if I carpooled
- ☐ Nothing will encourage me to carpool to work
- ☐ Other, please specify:

[Next Question](#) ➡


Questions or problems? [Email us!](#)



## Attitudes



City of Rochester, NY  
Robert J. Duffy, Mayor



# Downtown Rochester

## Commuting Study

**How strongly do you agree or disagree with each of the following statements about ways to commute to work in Downtown Rochester?**

	Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree	N/A
I am satisfied with my current parking options in Downtown Rochester	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I currently make an effort to take public transit to work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would be willing to take public transit to work more frequently	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I currently make an effort to carpool to work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would be willing to carpool to work more frequently	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I currently make an effort to bike or walk to work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would be willing to park in a different location and take a free shuttle to my office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would be willing and able to bike or walk to work more frequently	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

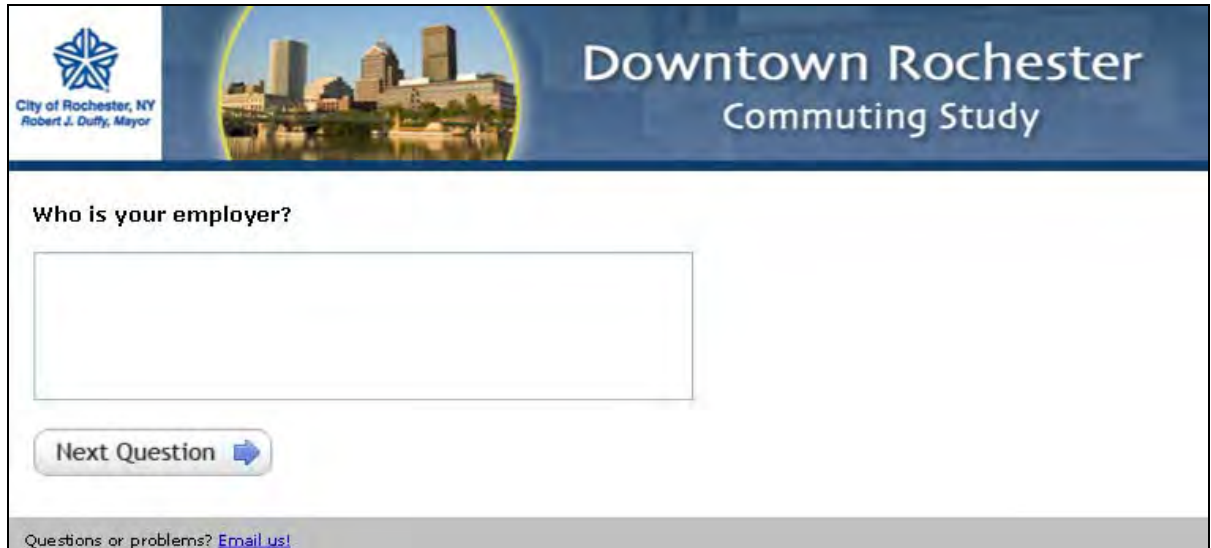
[Next Question](#)

[Questions or problems? Email us!](#)



## 1.4 Demographics Section

Employer



The screenshot shows a survey interface for the 'Downtown Rochester Commuting Study'. At the top left is the City of Rochester logo with the text 'City of Rochester, NY Robert J. Duffy, Mayor'. To its right is a circular image of the Rochester skyline. The title 'Downtown Rochester Commuting Study' is displayed in large white text on a dark blue background. Below the header, the question 'Who is your employer?' is followed by a large, empty rectangular text input field. At the bottom of the input area is a button labeled 'Next Question' with a right-pointing arrow. A footer bar at the very bottom contains the text 'Questions or problems? [Email us!](#)'.

Home Zip Code





This screenshot shows a similar survey interface for the 'Downtown Rochester Commuting Study'. It features the same header with the City of Rochester logo, skyline image, and study title. The question 'What is your home zip code?' is followed by a smaller, empty rectangular text input field. A 'Next Question' button with a right-pointing arrow is located below the input field. The footer bar at the bottom reads 'Questions or problems? [Email us!](#)'.





## Gender




### Downtown Rochester Commuting Study

**What is your gender?**



☐ Female

☐ Male

[Next Question](#) 

Questions or problems? [Email us!](#)

## Age



### Downtown Rochester Commuting Study

**What is your age?**

☐ 16-24

☐ 25-34


☐ 35-44

☐ 45-54

☐ 55-64

☐ 65-74



☐ 75 or older

[Next Question](#) 

Questions or problems? [Email us!](#)




## Household Size



### Downtown Rochester Commuting Study



**How many people live in your household?**

- ☐ 1 (I live alone)
- ☐ 2 people
- ☐ 3 people
- ☐ 4 people
- ☐ 5 or more people

[Next Question](#) 

Questions or problems? [Email us!](#)

## Number of Vehicles




### Downtown Rochester Commuting Study

**How many vehicles are there in your household?**

Please include all cars, pickup trucks, minivans, and motorcycles that you own or lease.



- ☐ 0 (no vehicles)
- ☐ 1 vehicle
- ☐ 2 vehicles
- ☐ 3 vehicles or more vehicles

[Next Question](#) 

Questions or problems? [Email us!](#)



## Household Income




### Downtown Rochester Commuting Study

**What is your annual household income?**

Note: This information is only used to make sure we have received a representative sample of the greater Rochester population.



- ☐ Under \$25,000
- ☐ \$25,000-\$49,999
- ☐ \$50,000-\$74,999
- ☐ \$75,000-\$99,999
- ☐ \$100,000-\$149,999
- ☐ \$150,000-\$199,999
- ☐ \$200,000 or more
- ☐ Prefer not to answer

[Next Question](#) 

Questions or problems? [Email us!](#)



## Comments




# Downtown Rochester Commuting Study

Thank you again for participating.

If you have additional comments or suggestions about ways to improve commuting and parking in Downtown Rochester, please enter them in the box below and click the "End Survey" button.


Otherwise, please click "End Survey" to complete the survey.

End Survey 

Questions or problems? [Email us!](#)



End



## Downtown Rochester Commuting Study

Thank you again for taking the time to complete this survey. All of your responses have been saved, so you may now close your browser.

**Public Meeting Notice**  
A public informational meeting is scheduled to be held about this study. You are invited to attend and your comments are welcome.



**Date:** 22 March 2010  
**Time:** 4-6PM  
**Location:** Rochester Central Library – Bausch & Lomb Building  
**Room:** Kate Gleason Auditorium  
**Address:** 115 South Avenue, Rochester

**Meeting Purpose:** To discuss commuting to and travel within Downtown Rochester

**Meeting Agenda:**

1. Project Overview
2. Downtown Commuting Online Survey
3. Existing Conditions
4. Needs & Opportunities
5. Next Steps
6. Questions/Discussion

This survey is conducted by Resource Systems Group, Inc.



Questions or problems? [Email us!](#)





## B-2: Publicity





March 8, 2010

Dear Downtown Employee:

As you are well aware, big changes are in store for our Downtown and I would like to request your input as a valued commuter who brings vitality to our Center City and who can provide us with first-hand feedback about your experience with downtown parking and traffic circulation patterns.

We have good reason to be hopeful for the future of Downtown. I know that you share my excitement about the Midtown redevelopment, the newly constructed ESL headquarters, Nothnagle's moving their headquarters here, the construction of the new Monroe County Crime Lab and the Eastman Theatre expansion to name just a few of the developments being planned, proposed or in progress. These developments require new and creative solutions with regard to our infrastructure.

For example, among the more promising and ambitious recommendations being considered is the establishment of a transit 'shuttle' or 'circulator' to connect new or underutilized parking facilities within, and adjacent to Downtown with major Downtown destinations.

Won't you help us plan for Downtown's future by taking part in an online survey? Your thoughts, opinions and suggestions will be invaluable in helping us explore our options and to develop commuting programs that will best meet your needs and support the continued growth and revitalization of Downtown Rochester.

Please use the following link and complete the survey by **March 29th, 2010**.

<http://www.rsgsurvey.com/commuting/intro.asp>

Your participation is greatly appreciated.

Sincerely,

Robert J. Duffy, Mayor  
City of Rochester





## NEWS RELEASE

### City to Hold Open House on Downtown Parking/Shuttle Study

**(Tuesday, March 16, 2010)** – As part of a Center City workforce traffic and parking study, the City will conduct a public open house next week, **4 - 6 p.m., Monday, March 22, in the Kate Gleason Auditorium at the Central Library of Rochester and Monroe County, 115 South Ave.** The study will assist the City's plans to develop realistic alternatives that will enhance commuting and multi-modal traffic circulation Downtown.

"Big changes are in store for our Downtown and we value commuters who bring vitality to the Center City. Their first-hand feedback is invaluable as we plan for the future and I know they share my excitement about the Midtown redevelopment, the newly constructed ESL headquarters, Nothnagle's moving their headquarters here, the construction of the new Monroe County Crime Lab and the Eastman Theatre expansion to name just a few. We have good reasons to be very optimistic about the future of Downtown."

Attendees may arrive at any time during the open house hours and are welcome to take as much time as needed to review information and ask questions. Brief presentations will be given and attendees will have the opportunity to meet with representatives from the City and study project team.

Downtown developments either being planned, proposed or in progress are requiring the evaluation and assessment of new and creative solutions for Downtown's infrastructure through a circulator study. The study is evaluating current commuting habits and gauging parking demands, as well as thresholds at which other means of commuting become attractive. The City hopes to discover what would get commuters to do something different than every person driving in one car to work.

Among the more promising and ambitious recommendations being considered is the establishment of a transit 'shuttle' or 'circulator' to connect new or underutilized parking facilities within, and adjacent to Downtown with major Downtown destinations. The shuttle concept could allow commuters to save money by parking either inside or outside the Center City and be transported to their place of work. Carpooling, vanpooling and other methods of reducing commuter traffic Downtown are also being looked at in the study.

An online survey of Downtown workers is part of the study to determine transportation practices and preferences. All Downtown workers are being encouraged to take the survey, which can be accessed at: [www.rsgsurvey.com/commuting/intro.asp](http://www.rsgsurvey.com/commuting/intro.asp).



# Downtown Rochester Commuting Study

## **Attention Downtown Commuters**

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We need your opinion on downtown parking and circulation needs.

Please use the link below and complete the survey by March 29th, 2010.

**[www.rsgsurvey.com/commuting/intro.asp](http://www.rsgsurvey.com/commuting/intro.asp)**

Your participation is greatly appreciated.





## B-3: Maps





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# Downtown Rochester Employee Survey 2010

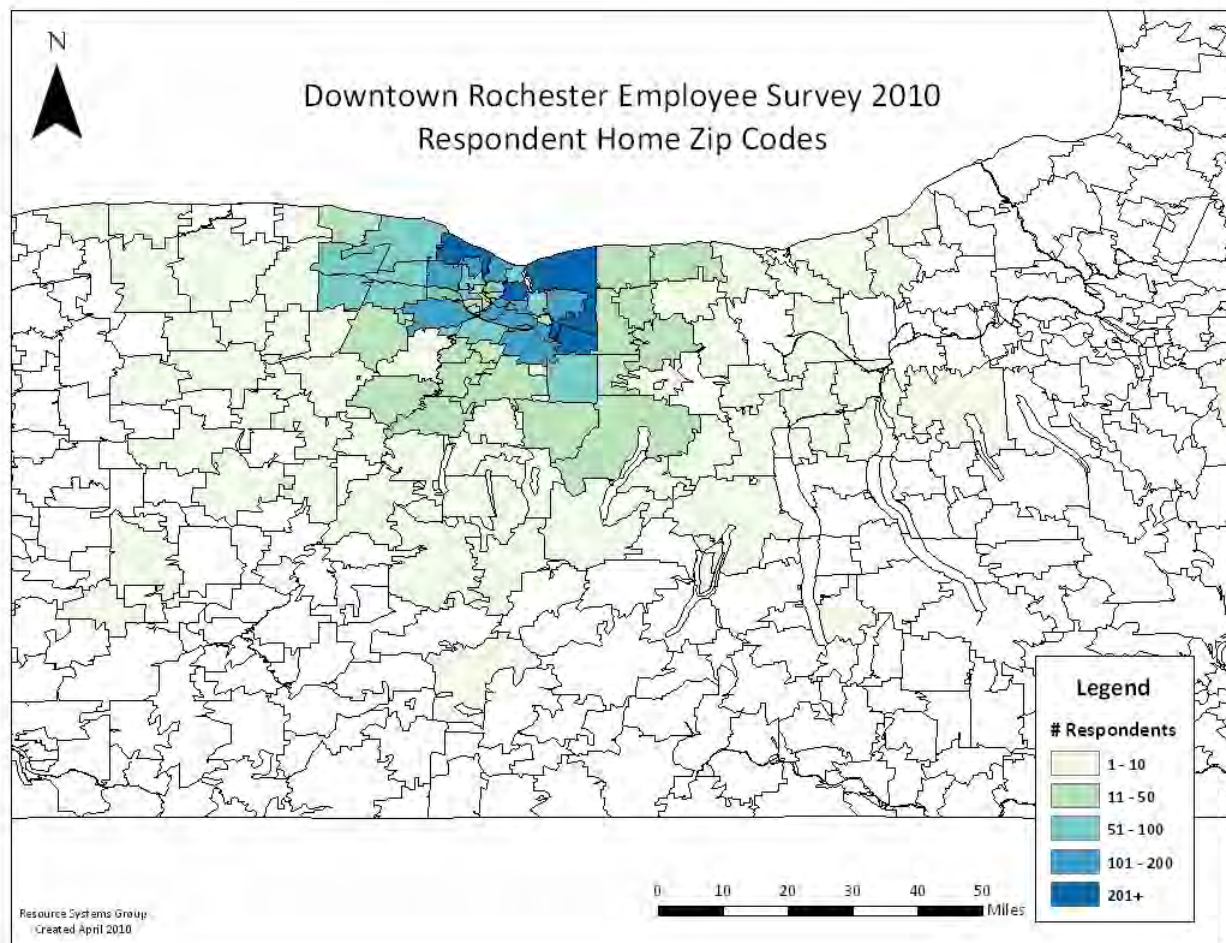
## **Appendix – Maps**

April 2010

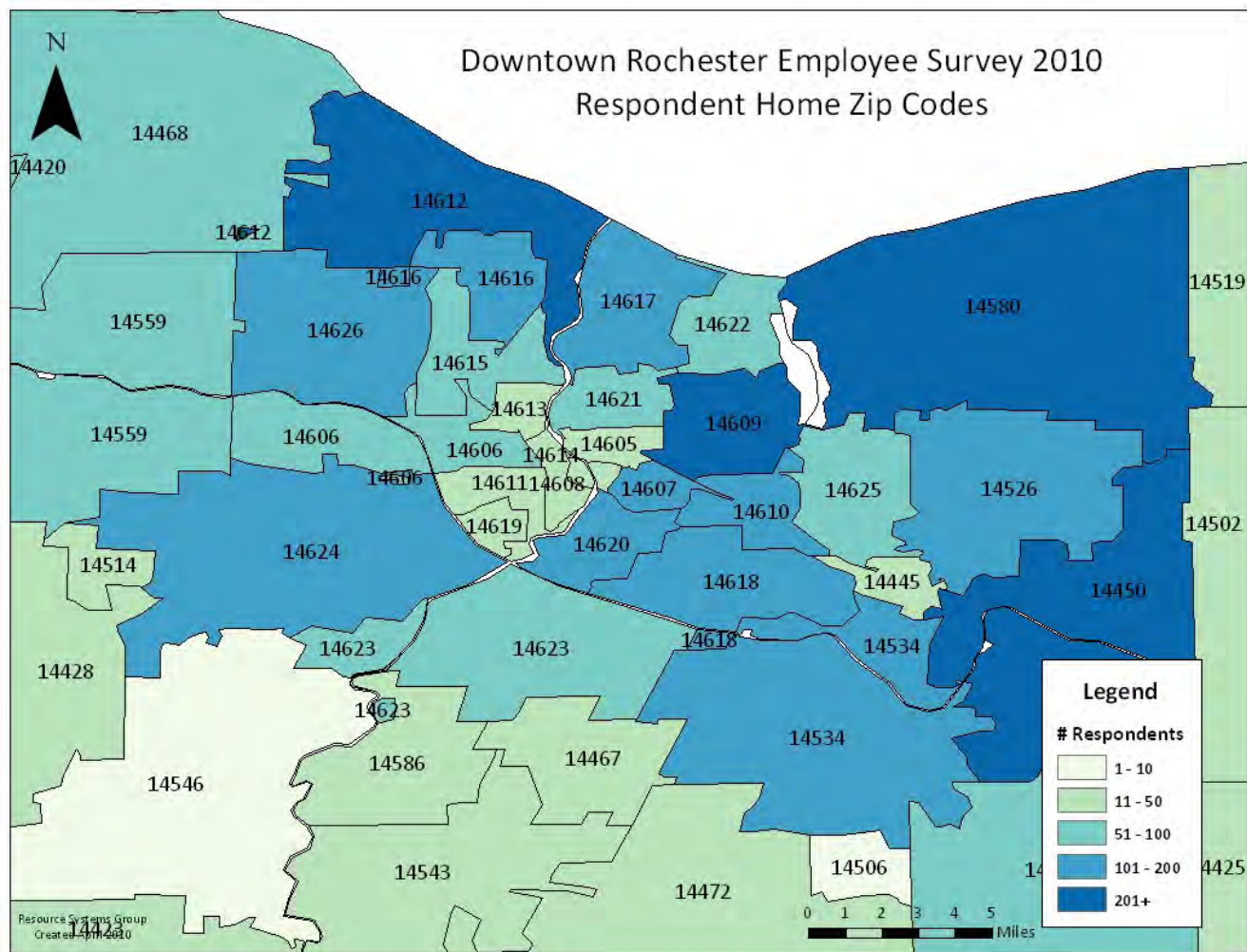




## RESPONDENT HOME ZIP CODES (WIDE VIEW)

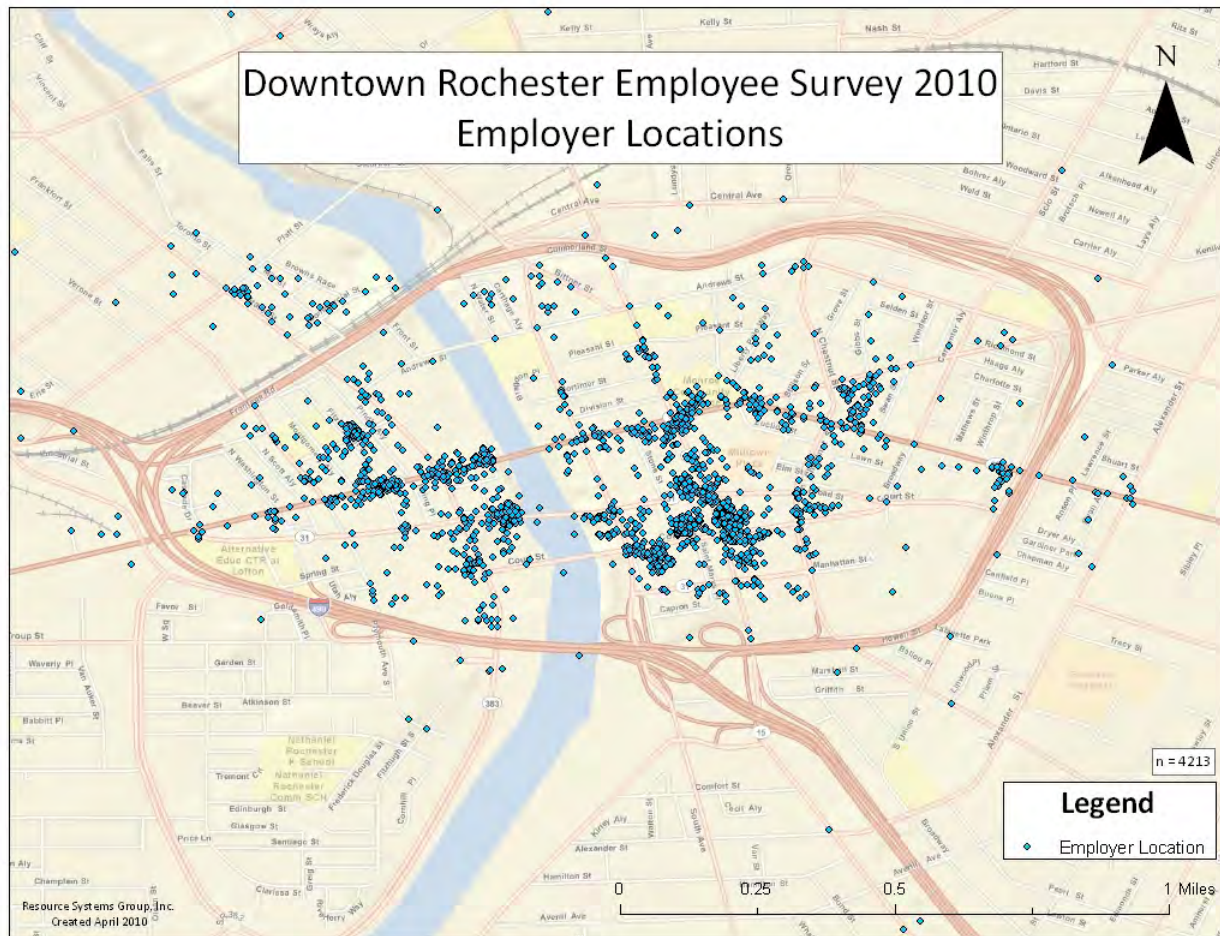


## RESPONDENT HOME ZIP CODES (ZOOM VIEW)

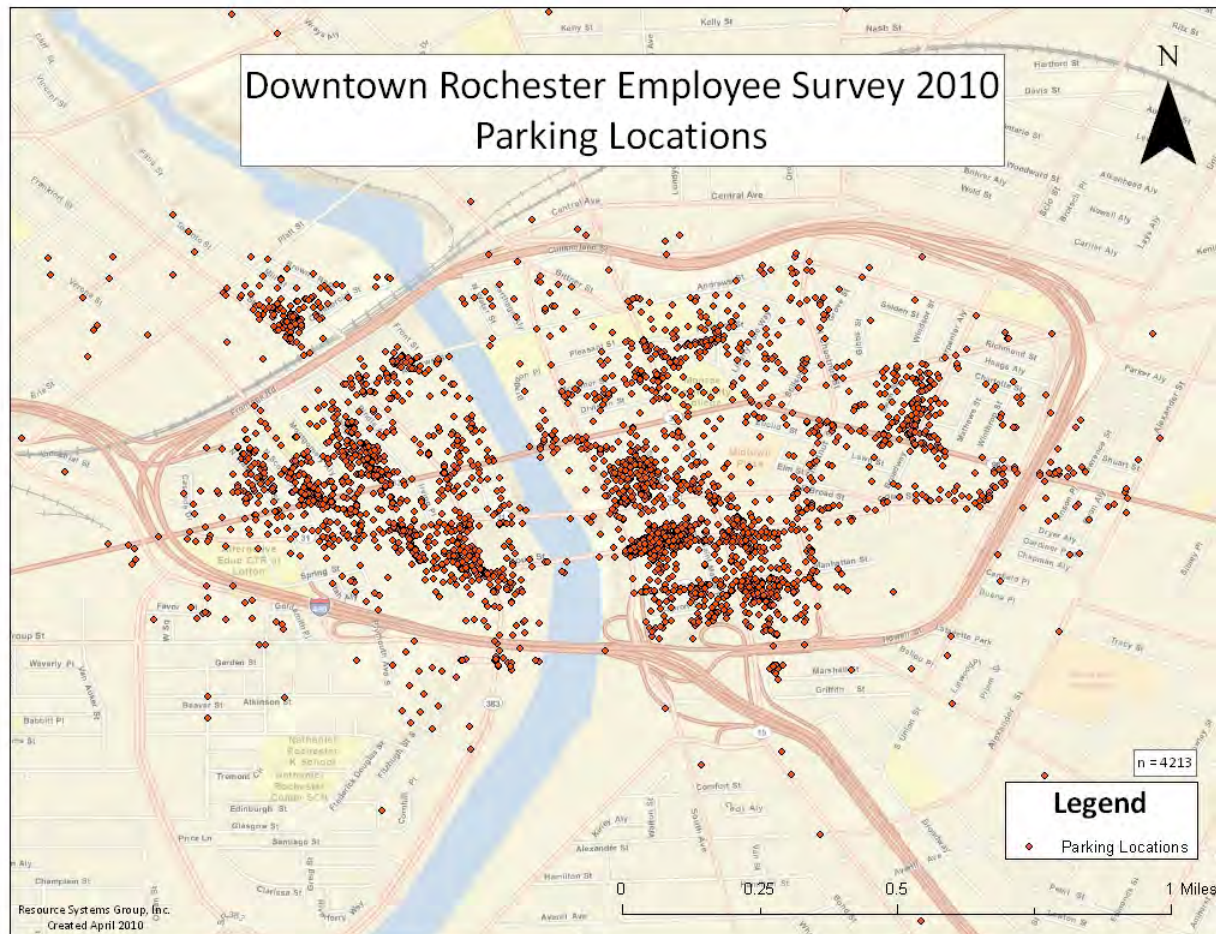




## RESPONDENT EMPLOYER LOCATION



## RESPONDENT PARKING LOCATIONS



## B-4: Tabulations







# Downtown Rochester Employee Survey 2010

## **Appendix – Tabulations**

April 2010



## TABULATIONS

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### Work in downtown Rochester

	Count	Percent
Yes	4213	100.0%
Total	4213	100.0%

### Days worked in downtown Rochester (select all that apply)

	Count	Percent
Monday	4084	96.9%
Tuesday	4132	98.1%
Wednesday	4126	97.9%
Thursday	4135	98.1%
Friday	4046	96.0%
Saturday	584	13.9%
Sunday	278	6.6%

### Yesterday's travel mode from home to work

	Count	Percent
Drove alone	3659	86.9%
Carpooled	199	4.7%
RTS Bus	158	3.8%
Dropped off	117	2.8%
Walked	56	1.3%
Biked	22	.5%
Taxi	1	.0%
Paratransit (Lift Line, etc)	1	.0%
Total	4213	100.0%

### If carpool/dropped off, vehicle occupancy

	Count	Percent
2 people	281	88.9%
3 people	29	9.2%
4 or more people	6	1.9%
Total	316	100.0%



**If carpool/dropped off, vehicle occupants (select all that apply)**

	Count	Percent
Spouse/Partner	187	59.2%
Coworkers/other downtown Rochester workers	92	29.1%
Children	28	8.9%
Other relatives	26	8.2%
Other, please specify	8	2.5%

**If used RTS bus, access mode to bus stop**

	Count	Percent
Walked	91	57.6%
Drove and parked	59	37.3%
Dropped off by someone	7	4.4%
Carpooled and parked	1	.6%
Total	158	100.0%

**Categorized distance between home and workplace**

	Count	Percent
Less than 2 miles	162	3.8%
2 - 4.9 miles	649	15.4%
5 - 9.9 miles	1011	24.0%
10 - 14.9 miles	1130	26.8%
15 - 19.9 miles	575	13.6%
20 or more miles	686	16.3%
Total	4213	100.0%





### Categorized arrival time

	Count	Percent
Before 6 AM	69	1.6%
6:00 AM - 6:59 AM	254	6.0%
7:00 AM - 7:59 AM	1313	31.2%
8:00 AM - 8:59 AM	1930	45.8%
9:00 AM - 9:59 AM	470	11.2%
10:00 AM - 10:59 AM	52	1.2%
11:00 AM - 11:59 AM	19	.5%
12:00 PM - 12:59 PM	18	.4%
1:00 PM - 1:59 PM	18	.4%
2:00 PM - 2:59 PM	20	.5%
3:00 PM - 3:59 PM	19	.5%
4:00 PM - 4:59 PM	14	.3%
5:00 PM - 5:59 PM	2	.0%
6:00 PM - 6:59 PM	2	.0%
7:00 PM - 7:59 PM	5	.1%
8:00 PM and after	8	.2%
Total	4213	100.0%

### Categorized departure time

	Count	Percent
Before 6 AM	20	.5%
6:00 AM - 6:59 AM	5	.1%
7:00 AM - 7:59 AM	15	.4%
8:00 AM - 8:59 AM	9	.2%
9:00 AM - 9:59 AM	3	.1%
10:00 AM - 10:59 AM	0	.0%
11:00 AM - 11:59 AM	3	.1%
12:00 PM - 12:59 PM	21	.5%
1:00 PM - 1:59 PM	20	.5%
2:00 PM - 2:59 PM	79	1.9%
3:00 PM - 3:59 PM	237	5.6%
4:00 PM - 4:59 PM	1025	24.3%
5:00 PM - 5:59 PM	1904	45.2%
6:00 PM - 6:59 PM	595	14.1%
7:00 PM - 7:59 PM	146	3.5%
8:00 PM and after	131	3.1%
Total	4213	100.0%



**Flexibility (select all that apply)**

	Count	Percent
My job requires me to work a specific shift each day	1978	46.9%
My job and personal situation allow me to vary my schedule each day	1412	33.5%
My personal situation requires me to arrive and leave at specific times each day	744	17.7%
My job has highly variable/unpredictable hours	427	10.1%

**Categorized total travel time**

	Count	Percent
Less than 10 minutes	194	4.6%
10 - 19 minutes	1145	27.2%
20 - 29 minutes	1660	39.4%
30 - 44 minutes	907	21.5%
45 - 59 minutes	219	5.2%
1 hour or more	88	2.1%
Total	4213	100.0%

**Other travel modes in last 6 months (select all that apply)**

	Count	Percent
No other commute mode used	2261	53.7%
Dropped off	1074	25.5%
Carpooled	483	11.5%
Drove alone	416	9.9%
RTS bus	388	9.2%
Biked	145	3.4%
Walked	142	3.4%
Taxi	19	.5%
Paratransit (Lift Line, etc)	2	.0%



**How often travel to work by: Driving alone**

	Count	Percent
More than 5 days a week	437	10.7%
5 days a week	2789	68.5%
4 days a week	212	5.2%
2-3 days a week	275	6.8%
1 day a week	102	2.5%
Less than 1 day a week	259	6.4%
Total	4074	100.0%

**How often travel to work by: Being dropped off**

	Count	Percent
More than 5 days a week	9	.8%
5 days a week	60	5.0%
4 days a week	20	1.7%
2-3 days a week	70	5.9%
1 day a week	70	5.9%
Less than 1 day a week	962	80.8%
Total	1191	100.0%

**How often travel to work by: Carpooling**

	Count	Percent
More than 5 days a week	6	.9%
5 days a week	114	16.7%
4 days a week	47	6.9%
2-3 days a week	83	12.2%
1 day a week	37	5.4%
Less than 1 day a week	395	57.9%
Total	682	100.0%

**How often travel to work by: Taking an RTS bus**

	Count	Percent
More than 5 days a week	6	1.1%
5 days a week	112	20.5%
4 days a week	39	7.1%
2-3 days a week	69	12.6%
1 day a week	49	9.0%
Less than 1 day a week	271	49.6%
Total	546	100.0%



**How often travel to work by: Taking paratransit (Life Line, etc)**

	Count	Percent
More than 5 days a week	0	.0%
5 days a week	2	66.7%
4 days a week	0	.0%
2-3 days a week	0	.0%
1 day a week	0	.0%
Less than 1 day a week	1	33.3%
Total	3	100.0%

**How often travel to work by: Biking**

	Count	Percent
More than 5 days a week	1	.6%
5 days a week	8	4.8%
4 days a week	12	7.2%
2-3 days a week	45	26.9%
1 day a week	27	16.2%
Less than 1 day a week	74	44.3%
Total	167	100.0%

**How often travel to work by: Walking**

	Count	Percent
More than 5 days a week	8	4.0%
5 days a week	27	13.6%
4 days a week	8	4.0%
2-3 days a week	35	17.7%
1 day a week	24	12.1%
Less than 1 day a week	96	48.5%
Total	198	100.0%

**How often travel to work by: Taxi**

	Count	Percent
More than 5 days a week	0	.0%
5 days a week	0	.0%
4 days a week	0	.0%
2-3 days a week	0	.0%
1 day a week	5	25.0%
Less than 1 day a week	15	75.0%
Total	20	100.0%



**Usual parking location in downtown Rochester**

	Count	Percent
A public or city parking garage	2245	54.6%
A public or city parking lot	831	20.2%
My employer's parking garage	478	11.6%
My employer's parking lot	415	10.1%
Metered on-street parking	61	1.5%
Unmetered on-street parking	50	1.2%
I don't know	33	.8%
Total	4113	100.0%

**Does employer pay any of parking cost**

	Count	Percent
No, I pay all of my parking cost	2397	58.8%
Yes, my employer pays part of my parking cost	789	19.3%
Yes, my employer pays all of my parking cost	584	14.3%
My parking is free	309	7.6%
Total	4079	100.0%

**If employer pays part of parking cost, categorized contribution percentage**

	Count	Percent
Less than 50%	210	21.8%
50%	121	12.6%
51% - 99%	44	4.6%
100%	589	61.1%
Total	964	100.0%

**If employer pays part of parking cost, categorized dollar contribution**

	Count	Percent
\$24 or less	148	38.3%
\$25 - \$49	173	44.8%
\$50 - \$74	38	9.8%
\$75 - \$99	16	4.1%
\$100 or more	11	2.8%
Total	386	100.0%





**Categorized daily parking cost**

	Count	Percent
Do not pay for parking	580	13.8%
Less than \$1.00	24	.6%
\$1.00 - \$1.99	151	3.6%
\$2.00 - \$2.99	781	18.5%
\$3.00 - \$3.99	1308	31.0%
\$4.00 - \$4.99	731	17.4%
\$5.00 - \$9.99	582	13.8%
\$10.00 or greater	56	1.3%
Total	4213	100.0%

	Mean	Median
Daily parking cost in dollars	4.73	3.50

**Employer offers benefits for alternative travel modes**

	Count	Percent
Yes	403	9.6%
No	3127	74.2%
I don't know	683	16.2%
Total	4213	100.0%

**If selected 'None of These' at least once in Stated Preference section,  
preferred alternative commute mode**

	Count	Percent
Walk	110	13.0%
Bike	175	20.7%
Get dropped off	284	33.6%
Carpool	111	13.2%
Paratransit	2	.2%
Other	162	19.2%
Total	844	100.0%



**If never selected transit in CBC, what would encourage RTS bus use?  
(select all that apply)**

	Count	Percent
Nothing would encourage me to take an RTS bus to work	1709	52.5%
Guaranteed ride home would encourage me to take an RTS bus to work	723	22.2%
More frequent bus service would encourage me to take an RTS bus to work	689	21.2%
Real-time information about next arrival/departure would encourage me to take an RTS bus to work	683	21.0%
Adding route/stop near my home/work would encourage me to take an RTS bus to work	616	18.9%
More/better information about bus options would encourage me to take an RTS bus to work	555	17.0%
Adding a park and ride lot near my home would encourage me to take an RTS bus to work	480	14.7%
Another thing would encourage me to take an RTS bus to work, please specify	400	12.3%
Extending service later in the evening would encourage me to take an RTS bus to work	343	10.5%
Beginning service earlier in the morning would encourage me to take an RTS bus to work	200	6.1%



**If have not carpooled in last 6 months, what would encourage carpooling? (select all that apply)**

	Count	Percent
Nothing would encourage me to carpool to work	1961	58.7%
Guaranteed ride home would encourage me to carpool to work	962	28.8%
More/better information about finding carpoolers would encourage me to carpool to work	654	19.6%
Having a reserved parking space at work for my carpool would encourage me to carpool to work	497	14.9%
Ability to use company car or car-share vehicle during day would encourage me to carpool to work	411	12.3%
More/better information about savings would encourage me to carpool to work	348	10.4%
Having a closer parking space to my office would encourage me to carpool to work	258	7.7%

**I currently make an effort to take public transit to work**

	Count	Percent
Strongly Disagree	2901	68.9%
Somewhat Disagree	374	8.9%
Neutral	215	5.1%
Somewhat Agree	155	3.7%
Strongly Agree	238	5.6%
Not Applicable	330	7.8%
Total	4213	100.0%

**I currently make an effort to carpool to work**

	Count	Percent
Strongly Disagree	2597	61.6%
Somewhat Disagree	544	12.9%
Neutral	290	6.9%
Somewhat Agree	180	4.3%
Strongly Agree	235	5.6%
Not Applicable	367	8.7%
Total	4213	100.0%



**I currently make an effort to bike or walk to work**

	Count	Percent
Strongly Disagree	2837	67.3%
Somewhat Disagree	288	6.8%
Neutral	188	4.5%
Somewhat Agree	147	3.5%
Strongly Agree	180	4.3%
Not Applicable	573	13.6%
Total	4213	100.0%

**I would be willing to park farther away and take a free shuttle to my office**

	Count	Percent
Strongly Disagree	1439	34.2%
Somewhat Disagree	627	14.9%
Neutral	602	14.3%
Somewhat Agree	984	23.4%
Strongly Agree	364	8.6%
Not Applicable	197	4.7%
Total	4213	100.0%

**I would be willing to take public transit to work more frequently**

	Count	Percent
Strongly Disagree	1717	40.8%
Somewhat Disagree	671	15.9%
Neutral	594	14.1%
Somewhat Agree	684	16.2%
Strongly Agree	349	8.3%
Not Applicable	198	4.7%
Total	4213	100.0%

**I would be willing to carpool to work more frequently**

	Count	Percent
Strongly Disagree	1523	36.2%
Somewhat Disagree	621	14.7%
Neutral	698	16.6%
Somewhat Agree	835	19.8%
Strongly Agree	261	6.2%
Not Applicable	275	6.5%
Total	4213	100.0%



**I would be willing and able to bike or walk to work more frequently**

	Count	Percent
Strongly Disagree	2551	60.6%
Somewhat Disagree	306	7.3%
Neutral	247	5.9%
Somewhat Agree	345	8.2%
Strongly Agree	253	6.0%
Not Applicable	511	12.1%
Total	4213	100.0%

**I am satisfied with my current parking options in downtown Rochester**

	Count	Percent
Strongly Disagree	593	14.1%
Somewhat Disagree	593	14.1%
Neutral	505	12.0%
Somewhat Agree	915	21.7%
Strongly Agree	1509	35.8%
Not Applicable	98	2.3%
Total	4213	100.0%

**Employment status**

	Count	Percent
Full-time	3995	94.8%
Part-time	218	5.2%
Total	4213	100.0%

**Gender**

	Count	Percent
Female	2509	59.6%
Male	1704	40.4%
Total	4213	100.0%





**Age**

	Count	Percent
16-24	115	2.7%
25-34	752	17.8%
35-44	1053	25.0%
45-54	1435	34.1%
55-64	762	18.1%
65-74	81	1.9%
75 or older	15	.4%
Total	4213	100.0%

**Household size**

	Count	Percent
1 (I live alone)	620	14.7%
2 people	1509	35.8%
3 people	793	18.8%
4 people	886	21.0%
5 or more people	405	9.6%
Total	4213	100.0%

**Household vehicles**

	Count	Percent
0 (no vehicles)	20	.5%
1 vehicle	1012	24.0%
2 vehicles	2224	52.8%
3 vehicles or more vehicles	956	22.7%
Total	4212	100.0%

**Household income**

	Count	Percent
Under \$25,000	70	1.7%
\$25,000-\$49,999	621	14.7%
\$50,000-\$74,999	854	20.3%
\$75,000-\$99,999	767	18.2%
\$100,000-\$149,999	819	19.4%
\$150,000-\$199,999	264	6.3%
\$200,000 or more	162	3.8%
Prefer not to answer	656	15.6%
Total	4213	100.0%



If used RTS to commute yesterday, route used (open ended)

	Count
21	9
96	7
92	6
30	5
91	3
7	3
20	3
11	3
10	3
Park Avenue #1	2
7 Monroe	2
6	2
5	2
30 Webster	2
30 (Webster)	2
22 Penfield	2
20 Brockport	2
15	2
14/20	2
14	2
1	2
#8	2
#1 - Park	2
University - 18/19	1
St. Paul Route 5	1
Spencerport	1
RTS PR 92 Perinton/Bushnells Basin/Lyons/Eastview Mall.	1
Rte. 91 Suburban Plaza	1
RT 92	1
RT 91	1
Rt 30	1
Route 92 Lyons to Broad St Station which turns into Route 14 to Ridge Rd	1
Route 92--Pick up @ Eastview Mall	1
Route 91	1
ROUTE 8	1
Route 22	1
route 21 Fairport	1
Route 2 Parsells	1
route 14 (I live in Greece)	1
Route #15 in the morning; Route #1 in the evening	1
ROUTE #14	1
Park and Ride 20	1
Number 18 (plymouth ave)	1



No. 17 to work, No. 1 (Park) home. RTS does not offer evening rush hour service on East avenue beyond Winton Road.	1
Monroe Avenue #7 Bus	1
Lyons Bus number 92	1
Lake Avenue #1	1
Bus Route 30 from Webster to Downtown	1
BUS 22	1
Avon to Rochester #91	1
96 Hilton, Parma, Clarkson	1
96 bus route Hilton to downtown	1
96 - HILTON	1
96 - HAMLIN	1
92,21	1
92 from Newark	1
92 Eastview Mall route	1
92 EASTVIEW MALL	1
91 Suburban Plaze and 91 Avon	1
91 Suburban Plaza/Avon	1
91 Avon - which by the way we had to petition RTS to keep our two morning runs in - because they wanted to cut one out - that is full of passengers on the AM commute! My understanding is we were able to reverse their decision to keep us. We would like	1
91 = e.henrietta rd, south ave, s. clinton	1
9 Bay/Webster	1
8A	1
8 usually	1
8	1
7 MONROE	1
7 (N. Clinton)	1
7 - N Clinton	1
50	1
5 South Ave	1
4 hudson to downtown	1
4 Hudson	1
30- Webster	1
3 lyell	1
3 Goodman Bus	1
3 - Lyell	1
3- Lyell/Goodman	1
22 penfield	1
21,92	1
21 or 92	1
21 East Rochester/Fairport	1
21 - East Rochester / Fairport	1
2 parsells	1
19 University Ave.	1
19	1



18 University/Plymouth Ave	1
18 University	1
16X Crosstown	1
15 Dewy/Latta	1
14 Ridgemont	1
11/11x South Clinton	1
10, seabreeze	1
10 PORTLAND	1
1 Park Ave	1
1 Lake Avenue	1
1 Lake Ave/Shore Winds	1
1 Lake Ave	1
1-Lake Ave.	1
(1) Lake Ave	1
#7	1
#5 St. Paul bus	1
#5 St Paul	1
#30 Webster	1
#3 Goodman	1
#3 - Lyell	1
#2 Parsells	1
#14, W. Ridge Rd. to Lake Ave. to E. Main	1
#1	1
# 30 - Webster via Creek St.	1
92 Perinton/Eastview	1
Total	158



## Summary of RTS Routes Used

Route #	Route Description	Count	Percent
		4,055	96.2%
92	Perinton/Bushnells Basin/Eastview Mall/Lyons	18	0.4%
1	Park/Lake	15	0.4%
21	East Rochester/Fairport	15	0.4%
30	Webster/Xerox via Empire/Creek	14	0.3%
91	Henrietta/Suburban Plaza/Avon/Rush/Lima/Honeyoye Falls	11	0.3%
96		11	0.3%
	Hilton/Hamlin/Clarkson		
20	Brockport/Spencerport	9	0.2%
14	West Ridge to West Greece/East Ridge	8	0.2%
7	Monroe /Clinton	7	0.2%
3	Goodman	6	0.1%
5	South/St. Paul	6	0.1%
8	East Main	5	0.1%
10	Portland/Dewey	5	0.1%
22	Penfield	5	0.1%
18/19	University/Plymouth	5	0.1%
15	Dewey/Latta	4	0.1%
11/11X	Clinton/Joseph	4	0.1%
2	Thurston/Parsells	3	0.1%
4	Hudson/Genesee	2	0.0%
6	Jefferson/Clifford	2	0.0%
9	Jay/Maple-Bay/Webster	1	0.0%
17	East Ave to Pittsford	1	0.0%
50	MCC/Mt Hope	1	0.0%
16X	Crosstown	1	0.0%
8A	Chili	1	0.0%
Total		4,213	100.0%

Note: Some respondents indicated use of more than one routes



The following distance from parking to work location was computed based upon the lat/lon of the parking location and the lat/lon of the workplace location for respondents:

**Distance from Parking Location (Lat/Lon) to Workplace Location (Lat/Lon)**

	Frequency	Percent
Has not parked downtown in last 6 months	131	3.1
Parking Location is at Workplace Location (Same Location)	581	13.8
Up to .2 of a mile	2808	66.7
.2 to .39 of a mile	496	11.8
.4 to .59 of a mile	61	1.4
.6 to .79 of a mile	28	.7
.8 to .99 of a mile	11	.3
1 mile to 2.99 miles	14	.3
3 to 4.99 miles	2	.0
More than 5 miles	81	1.9
Total	4213	100.0

## B-5: Model



## Coefficients for Mode Choice Model

Coefficient	Alts <sup>1</sup>	Units	Value	Robust Std Error	Robust T-Stat	Robust P-Value
Cost sensitivity for those who do not get reimbursed from their employer	(E), (H)	\$	-0.129	0.00607	-21.28	0
Cost sensitivity for those who get reimbursed from their employer	(E), (H)	\$	-0.0946	0.00639	-14.81	0
Dummy if currently enjoys free parking	(H)	(1,0)	-0.735	0.0405	-18.15	0
Shuttle frequency	(H)	buses/hour	0.0126	0.00455	2.76	0.01
Frequency of Parking <sup>2</sup>	(E)	(1,0)	0.652	0.0655	9.96	0
Frequency of Parking <sup>3</sup>	(E)	(1,0)	0.312	0.0709	4.4	0
Frequency of using RTS <sup>4</sup>	(G)	(1,0)	4.06	0.11	37.01	0
Frequency of using RTS <sup>5</sup>	(G)	(1,0)	3.15	0.109	28.96	0
Frequency of using RTS <sup>6</sup>	(G)	(1,0)	2.14	0.125	17.15	0
Frequency of walking <sup>7</sup>	(I)	(1,0)	2.94	0.568	5.18	0
Frequency of biking <sup>8</sup>	(A)	(1,0)	2.08	0.453	4.6	0
Frequency of biking <sup>9</sup>	(A)	(1,0)	1.01	0.379	2.67	0.01
Frequency of biking <sup>10</sup>	(A)	(1,0)	0.454	0.16	2.83	0
Frequency of drop-off <sup>11</sup>	(C)	(1,0)	0.44	0.0953	4.62	0
Dummy if female	(G)	(1,0)	-0.155	0.0443	-3.51	0
Log of commuting distance of the form log(1 + distance)	(A), (B), (C), (G), (H), (I)	miles	-0.24	0.0196	-12.23	0
Log of parking distance of the form log(1+100*distance)	(E)	miles	-0.089	0.0129	-6.91	0
Dummy for City or Public Parking Garage	(E)	(1,0)	0.387	0.0323	11.99	0
Dummy for Employer's Parking Garage	(E)	(1,0)	0.864	0.0497	17.4	0
Dummy for Employer's Parking Lot	(E)	(1,0)	0.151	0.0522	2.9	0
RTS Travel Time	(G)	minutes	-0.0258	0.00386	-6.69	0
IVTT and Shuttle Travel Time	(H)	minutes	-0.0147	0.00164	-8.96	0
Constant on Bike for Fall	(A)	(1,0)	-0.349	0.181	-1.93	0.05
Constant on Bike for Spring	(A)	(1,0)	-0.307	0.188	-1.63	0.1
Constant on Bike for Summer	(A)	(1,0)	0.7	0.216	3.24	0
Constant on Bike for Winter	(A)	(1,0)	-1.7	0.215	-7.9	0
Constant on Carpool for Fall	(B)	(1,0)	0.138	0.206	0.67	0.5
Constant on Carpool for Spring	(B)	(1,0)	-0.00391	0.209	-0.02	0.99
Constant on Carpool for Summer	(B)	(1,0)	0.101	0.214	0.47	0.64
Constant on Carpool for Winter	(B)	(1,0)	0.387	0.206	1.88	0.06
Constant on Drop-off for Fall	(C)	(1,0)	-0.289	0.172	-1.68	0.09
Constant on Drop-off for Spring	(C)	(1,0)	-0.526	0.175	-3.01	0
Constant on Drop-off for Summer	(C)	(1,0)	-0.725	0.177	-4.1	0
Constant on Drop-off for Winter	(C)	(1,0)	0.149	0.172	0.87	0.39
Constant on Other for all seasons	(D)	(1,0)	0.224	0.119	1.88	0.06



Constant on Current Parking for Fall	(E)	(1,0)	-1.4	0.151	-9.26	0
Constant on Current Parking for Spring	(E)	(1,0)	-1.68	0.154	-10.88	0
Constant on Current Parking for Summer	(E)	(1,0)	-1.86	0.157	-11.82	0
Constant on Current Parking for Winter	(E)	(1,0)	-0.913	0.149	-6.11	0
Constant on Para-transit for all seasons	(F)	(1,0)	-2.81	0.779	-3.61	0
Constant on RTS for Fall	(G)	(1,0)	-2.46	0.147	-16.68	0
Constant on RTS for Spring	(G)	(1,0)	-2.7	0.152	-17.8	0
Constant on RTS for Summer	(G)	(1,0)	-2.83	0.154	-18.4	0
Constant on RTS for Winter	(G)	(1,0)	-2.16	0.147	-14.66	0
Constant on Shuttle for Fall	(H)	(1,0)	-1.08	0.141	-7.68	0
Constant on Shuttle for Spring	(H)	(1,0)	-1.31	0.144	-9.05	0
Constant on Shuttle for Summer	(H)	(1,0)	-1.45	0.147	-9.81	0
Constant on Shuttle for Winter	(H)	(1,0)	-0.823	0.14	-5.87	0

<sup>1</sup> The alternatives are Bike (A), Carpool (B), Drop-Off (C), Other (D), Current Parking (E), Para-Transit (F), RTS (G), Circulator Shuttle (H), Walk (I)

<sup>2</sup> Parks in downtown Rochester 5 or more days a week

<sup>3</sup> Parks in downtown Rochester 1–4 days a week

<sup>4</sup> Uses RTS 4 or more days a week

<sup>5</sup> Uses RTS 2–3 days a week

<sup>6</sup> Uses RTS 1 day a week

<sup>7</sup> Walks 5 or more days a week

<sup>8</sup> Bikes 5 days a week

<sup>9</sup> Bikes 4 days a week

<sup>10</sup> Bikes 2–3 days a week

<sup>11</sup> Gets dropped-off at least once a week

*Number of estimated parameters:* 48

*Number of individuals:* 3697

*Number of observations:* 29576

*Null Log-likelihood:* -34149.606

*Final Log-likelihood:* -25252.509

*Rho-square:* 0.261

*Adjusted rho-square:* 0.259





### About This Model

This model was developed as part of the Center City Circulator Study conducted in February and March of 2010. The data was collected as part of an online survey of employees in the central business district of Rochester, New York. A total of 4,213 survey records were collected as part of this study of which 3,697 were used in preparing this parking choice model.

This model has been calibrated to the results of the Census Transportation Planning Package (CTPP) for the City of Rochester. CTPP provides information on worker-flows between home and work. Additionally, the results of this survey have been weighted by parking location obtained from the 2008 Comprehensive Downtown Parking Study by Walker Parking Consultants.

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### Help Using this Model

This model can be used to predict the parking mode share for employees in the downtown area of the City of Rochester.

#### Inputs

To use this model, enter the parking pricing scenario to test in the left hand side of the model. The parking pricing inputs are limited to those tested in the survey. The range of acceptable inputs is also limited to the range of values tested in the survey. A brief description of each input follows:

**Season** - The season of the year. Possible values are Spring, Summer, Fall and Winter

**Garage Parking Cost** - This is the amount of a daily parking fee increase for the users of the public/city parking garages. This fee is an addition to what the user currently reported as their parking fee. Possible values are limited to those listed in the drop-down box.

**Lot Parking Cost** - This is the amount of a daily parking fee increase for the users of the public/city parking lots. This fee is an addition to what the user currently reported as their parking fee. Possible values are limited to those listed in the drop-down box.

**Shuttle Lot Parking Cost** - This the full cost per day for parking at a peripheral shuttle lot. Possible values are limited to those listed in the drop-down box.

**Shuttle Time** - This is the average travel time on the Center City Circulator shuttle to get from a peripheral shuttle lot to their employer. This is a proxy for the quality of the shuttle service. A higher-quality service would have a lower average travel time while a lower-quality service would have a higher average travel time. Possible values are limited to those listed in the drop-down box.

**Additional IVTT** - This is the average additional travel time to get from a traveler's home to a peripheral shuttle lot. This is a proxy for the number of peripheral shuttle lots constructed around the downtown area. For example, a single lot situated on one side of the city will result in shorter drive times for travelers beginning on that side of the city. However, all other travelers will need to divert around the city to get to this peripheral shuttle lot before making their shuttle trip to their final destination. Possible values are limited to those listed in the drop-down box.

**RTS IVTT** - This is the average additional travel time to make the trip to work via RTS. This is the additional travel time when compared to just driving and parking. Possible values are limited to those listed in the drop-down box.

**Shuttle Frequency** - This is the number of Center City Circulator shuttle trips per hour leaving from the peripheral shuttle lots.

#### Output

The model output is automatically calculated on the right hand side of the model. The model predicts travel mode shares to work in downtown Rochester by four main categories - Current Parking, Shuttle Service, RTS, and Other. The Current Parking share is broken out by parking location. The Other share is broken out by the alternative travel mode used to travel to work in downtown Rochester.

## Rochester City Parking Model

Resource Systems Group, Inc - April 2010

Model Inputs	Value	Comment
Season	Fall ▼	
Parking Cost - Garages	\$2.00 ▼	Proposed parking fee increase at public/city parking garages, per day
Parking Cost - Lots	\$4.00 ▼	Proposed parking fee increase at public/city parking lots, per day
Shuttle Lot Parking Cost	\$2.00 ▼	Proposed parking fee at peripheral lot(s), per day
Shuttle Time	12 ▼	Average time in minutes to get from peripheral shuttle lot to workplace. This is a proxy for the level of shuttle service.
Additional IVTT	10 ▼	Average time in minutes to get to peripheral shuttle lot from home. This is a proxy for the number of shuttle lots available.
RTS IVTT	20 ▼	Average additional time in minutes to get to work via RTS
Shuttle Frequency	12 ▼	Number of Center City Circulator shuttle trips per hour

Model Outputs	Share
<b>Current Parking</b>	<b>60.8%</b>
City/Public Garage	25.2%
City/Public Lot	6.2%
Employer's Garage	4.3%
Employer's Lot	21.9%
On-Street	3.3%
<b>Shuttle</b>	<b>23.1%</b>
<b>RTS</b>	<b>5.9%</b>
<b>Other</b>	<b>10.2%</b>
Bike	1.8%
Carpool	1.7%
Drop-Off	3.8%
Other	1.7%
Para-Transit	0.0%
Walk	1.1%



## Rochester City Parking Model

Resource Systems Group, Inc - April 2010

Model Inputs	Value	Comment
Season	Winter ▼	
Parking Cost - Garages	\$0.00 ▼	Proposed parking fee increase at public/city parking garages, per day
Parking Cost - Lots	\$0.00 ▼	Proposed parking fee increase at public/city parking lots, per day
Shuttle Lot Parking Cost	\$1.00 ▼	Proposed parking fee at peripheral lot(s), per day
Shuttle Time	7 ▼	Average time in minutes to get from peripheral shuttle lot to workplace. This is a proxy for the level of shuttle service.
Additional IVTT	10 ▼	Average time in minutes to get to peripheral shuttle lot from home. This is a proxy for the number of shuttle lots available.
RTS IVTT	20 ▼	Average additional time in minutes to get to work via RTS
Shuttle Frequency	12 ▼	Number of Center City Circulator shuttle trips per hour

Model Outputs	Share
<b>Current Parking</b>	<b>66.9%</b>
City/Public Garage	28.2%
City/Public Lot	8.0%
Employer's Garage	4.4%
Employer's Lot	22.9%
On-Street	3.5%
<b>Shuttle</b>	<b>20.6%</b>
<b>RTS</b>	<b>4.9%</b>
<b>Other</b>	<b>7.6%</b>
Bike	0.4%
Carpool	1.5%
Drop-Off	3.6%
Other	1.3%
Para-Transit	0.0%
Walk	0.9%

## Rochester City Parking Model

Resource Systems Group, Inc - April 2010

Model Inputs	Value	Comment
Season	Winter ▼	
Parking Cost - Garages	\$2.00 ▼	Proposed parking fee increase at public/city parking garages, per day
Parking Cost - Lots	\$2.00 ▼	Proposed parking fee increase at public/city parking lots, per day
Shuttle Lot Parking Cost	\$1.00 ▼	Proposed parking fee at peripheral lot(s), per day
Shuttle Time	5 ▼	Average time in minutes to get from peripheral shuttle lot to workplace. This is a proxy for the level of shuttle service.
Additional IVTT	4 ▼	Average time in minutes to get to peripheral shuttle lot from home. This is a proxy for the number of shuttle lots available.
RTS IVTT	20 ▼	Average additional time in minutes to get to work via RTS
Shuttle Frequency	12 ▼	Number of Center City Circulator shuttle trips per hour

Model Outputs	Share
<b>Current Parking</b>	<b>62.4%</b>
City/Public Garage	25.3%
City/Public Lot	6.9%
Employer's Garage	4.3%
Employer's Lot	22.5%
On-Street	3.4%
<b>Shuttle</b>	<b>24.6%</b>
<b>RTS</b>	<b>5.1%</b>
<b>Other</b>	<b>7.8%</b>
Bike	0.4%
Carpool	1.5%
Drop-Off	3.7%
Other	1.3%
Para-Transit	0.0%
Walk	0.9%



## Rochester City Parking Model

Resource Systems Group, Inc - April 2010

Model Inputs	Value	Comment
Season	Winter ▼	
Parking Cost - Garages	\$2.00 ▼	Proposed parking fee increase at public/city parking garages, per day
Parking Cost - Lots	\$2.00 ▼	Proposed parking fee increase at public/city parking lots, per day
Shuttle Lot Parking Cost	\$0.50 ▼	Proposed parking fee at peripheral lot(s), per day
Shuttle Time	5 ▼	Average time in minutes to get from peripheral shuttle lot to workplace. This is a proxy for the level of shuttle service.
Additional IVTT	4 ▼	Average time in minutes to get to peripheral shuttle lot from home. This is a proxy for the number of shuttle lots available.
RTS IVTT	20 ▼	Average additional time in minutes to get to work via RTS
Shuttle Frequency	12 ▼	Number of Center City Circulator shuttle trips per hour

Model Outputs	Share
<b>Current Parking</b>	<b>61.5%</b>
City/Public Garage	24.8%
City/Public Lot	6.8%
Employer's Garage	4.3%
Employer's Lot	22.2%
On-Street	3.4%
<b>Shuttle</b>	<b>25.7%</b>
<b>RTS</b>	<b>5.1%</b>
<b>Other</b>	<b>7.7%</b>
Bike	0.4%
Carpool	1.5%
Drop-Off	3.7%
Other	1.3%
Para-Transit	0.0%
Walk	0.9%

## Rochester City Parking Model

Resource Systems Group, Inc - April 2010

Model Inputs	Value	Comment
Season	Summer ▼	
Parking Cost - Garages	\$2.00 ▼	Proposed parking fee increase at public/city parking garages, per day
Parking Cost - Lots	\$2.00 ▼	Proposed parking fee increase at public/city parking lots, per day
Shuttle Lot Parking Cost	\$0.50 ▼	Proposed parking fee at peripheral lot(s), per day
Shuttle Time	5 ▼	Average time in minutes to get from peripheral shuttle lot to workplace. This is a proxy for the level of shuttle service.
Additional IVTT	4 ▼	Average time in minutes to get to peripheral shuttle lot from home. This is a proxy for the number of shuttle lots available.
RTS IVTT	20 ▼	Average additional time in minutes to get to work via RTS
Shuttle Frequency	12 ▼	Number of Center City Circulator shuttle trips per hour

Model Outputs	Share
<b>Current Parking</b>	<b>52.8%</b>
City/Public Garage	21.3%
City/Public Lot	5.6%
Employer's Garage	3.9%
Employer's Lot	19.3%
On-Street	2.7%
<b>Shuttle</b>	<b>29.5%</b>
<b>RTS</b>	<b>5.4%</b>
<b>Other</b>	<b>12.3%</b>
Bike	3.5%
Carpool	1.9%
Drop-Off	3.6%
Other	2.0%
Para-Transit	0.0%
Walk	1.3%

## Rochester City Parking Model

Resource Systems Group, Inc - April 2010

Model Inputs	Value	Comment
Season	Spring ▼	
Parking Cost - Garages	\$2.00 ▼	Proposed parking fee increase at public/city parking garages, per day
Parking Cost - Lots	\$2.00 ▼	Proposed parking fee increase at public/city parking lots, per day
Shuttle Lot Parking Cost	\$0.50 ▼	Proposed parking fee at peripheral lot(s), per day
Shuttle Time	5 ▼	Average time in minutes to get from peripheral shuttle lot to workplace. This is a proxy for the level of shuttle service.
Additional IVTT	-4 ▼	Average time in minutes to get to peripheral shuttle lot from home. This is a proxy for the number of shuttle lots available.
RTS IVTT	20 ▼	Average additional time in minutes to get to work via RTS
Shuttle Frequency	12 ▼	Number of Center City Circulator shuttle trips per hour

Model Outputs	Share
<b>Current Parking</b>	<b>52.8%</b>
City/Public Garage	21.0%
City/Public Lot	5.5%
Employer's Garage	3.9%
Employer's Lot	19.6%
On-Street	2.8%
<b>Shuttle</b>	<b>31.7%</b>
<b>RTS</b>	<b>5.2%</b>
<b>Other</b>	<b>10.2%</b>
Bike	2.0%
Carpool	1.7%
Drop-Off	3.6%
Other	1.8%
Para-Transit	0.0%
Walk	1.2%

## Rochester City Parking Model

Resource Systems Group, Inc - April 2010

Model Inputs	Value	Comment
Season	Spring ▼	
Parking Cost - Garages	\$0.00 ▼	Proposed parking fee increase at public/city parking garages, per day
Parking Cost - Lots	\$0.00 ▼	Proposed parking fee increase at public/city parking lots, per day
Shuttle Lot Parking Cost	\$0.50 ▼	Proposed parking fee at peripheral lot(s), per day
Shuttle Time	5 ▼	Average time in minutes to get from peripheral shuttle lot to workplace. This is a proxy for the level of shuttle service.
Additional IVTT	-10 ▼	Average time in minutes to get to peripheral shuttle lot from home. This is a proxy for the number of shuttle lots available.
RTS IVTT	20 ▼	Average additional time in minutes to get to work via RTS
Shuttle Frequency	12 ▼	Number of Center City Circulator shuttle trips per hour

Model Outputs	Share
<b>Current Parking</b>	<b>54.4%</b>
City/Public Garage	22.5%
City/Public Lot	6.1%
Employer's Garage	3.8%
Employer's Lot	19.2%
On-Street	2.7%
<b>Shuttle</b>	<b>31.0%</b>
<b>RTS</b>	<b>4.8%</b>
<b>Other</b>	<b>9.8%</b>
Bike	1.9%
Carpool	1.6%
Drop-Off	3.4%
Other	1.8%
Para-Transit	0.0%
Walk	1.1%

## B-6: Comments







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# Downtown Rochester Employee Survey 2010

## **Appendix – Open Ended Comments**

April 2010

## COMMENTS

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- We also have a house in Canandaigua (Bristol Harbour); if I could get reliable public transportation (closer than driving to/from Eastview Mall), I would be interested. We have a small apt in Rochester where we live during the week to be close to our jobs and Rochester entertainment.
- As I work in a profession that requires me to leave my office for appointments during a normal day, I cannot consider other commuting options. The costs for employees- time, money and convenience - of working downtown are significantly higher than at suburban office locations. Any increase in expense, or decrease in convenience would not be acceptable. The City cannot compare its parking costs, or commute convenience to any major metropolitan city; only to the suburban competition. The City should seriously consider the benefits of offering free parking for those who work downtown - the economic development benefits could be substantial.
- Gave false answer about number of people in my home. I do not want to disclose this info. Current transit options do not provide reliable, efficient travel for my variable work hours; cannot walk or bike safely late at night or in winter or bad weather. Must drive and park somewhere.
- If parking costs increase and City of Rochester creates more policies designed to inconvenience drivers, I will be more likely move out of this City.
- Public transportation is difficult when you never know when you will do finished with work
- I have to drive during the day, so I have no option but to drive myself, and park near the office.
- 1. The map would not recognize the address where I work, 2400 Chase Square. I also park at Chase Square (private parking), but I could not enter Chase Square on the map. I entered 195 E. Main St. because that's the closest I could come, but it is incorrect. 2. Do NOT re-water Broad Street!! Terrible idea.
- Parking is a struggle and expensive. if the company moves to a suburban location employees get an immediate raise in income (not paying for parking). i also had my car broken into in the last few weeks-smashed window and stole my GPS-it adds to the lack of desire to be in the city.
- Unfortunately, due to my position of frequently needing to leave for client appts throughout the day I need to have my car easily accessible. I do feel however that improving commuting of others that are in a different position would be helpful financially. This would need to be a safe and comfortable form of transportation where folks would not be in a position to be "pan handled" while en route to work or home.
- Friendlier biking, walking paths from the "out of center city neighborhoods" to downtown.
- My job requires me to have a car at my disposal during the day to go between clients and the office. Therefore, my answers reflect this and wouldn't lend themselves to public transportation or carpooling.
- Would not be interested at all in a circulator or ride shuttle and I do not feel that Rochester area can support it.
- parking in a further away lot for cheaper with a shuttle would be a consideration if and only if the lot had security. i will not leave my vehicle in an unsecured lot in downtown rochester.
- Do away with the too many one way streets and could you please put a left turning arrow at the intersection of broad and exchange st. it's impossible to make a turn there at 5 pm and it would really help traffic flow easier.



- As I am in sales my car is needed to go on appts. Public transit would not work for me.
- Buses don't run anywhere near my dwelling - I have to drive to the stops. Plus I work any one of 4 different shifts at work, and that messes up taking the bus. As well, when one agrees to work in downtown one's salary is penalized the amount that it costs to park since other places have free parking for their employees.
- I would be extremely dissatisfied if I had to start paying to park my car in my employer's free parking lot. I do not feel safe to take the bus in Rochester and would not feel safe to take a shuttle in Rochester. I have to make trips during the day to our other work locations - some schedule and others not, as well as make personal appointments. Having to include a shuttle ride and further parking would be an inconvenience and would take up valuable time out of my day. If Broad were closed down and/or if there was parking further away and shuttles required, I see it negatively impacting the surrounding businesses.
- My parking is currently free, and so any alternatives are not appealing. Up until about 8 years ago, I used RTS for all commuting.
- Make it easier to get to the eastern section of the Inner Loop from the East Side of Monroe County. Maybe eliminate Broadway along 490 and add a ramp from the 490/Clinton exit going towards East Ave/East Main St on the Inner Loop. Create bike trail along railroad tracks which are headed east through Brighton, Penfield, East Roch, etc.
- I am concerned about safety when/if using public transportation when my job mandates that I stay at work past (for ex.) 6 or 6:30pm
- More bus stops within downtown More security in the area of bus stops
- It was unclear to me what the options were that you were offering. Your chart changed the price of what I am currently paying for parking. The cost of parking does factor into the situation.
- Safety is a high priority. I used to take the bus a lot. I've seen terrible things happen. I only take a bus when I no other choice.
- I work long hours, leave my office to attend meetings in other locations mid day so a bus or carpooling is not really an option. When I worked in the Penfield I did ride my bike to work but am not willing to ride it into the city, it just is not safe.
- Visiting downtown for function other than work is a challenge. Parking or where to park is the question on my mind and then how much. I believe if you want more people to come to downtown either during the day or evening - parking needs to be more available and free.
- Being on time is crucial for my job. I often have to work until 9 pm which makes bus service impossible. I have a plate in my ankle which makes walking quickly from the bus stops on Main Street a difficult task. So, I pay the highest rates in order to park near my job and be on time. I don't have to worry about falling on ice and snow, etc.
- I would be really upset if the price of parking went up. I can barely afford to park as it is and a rate increase would seriously affect my family. As tough as the economy is right now, an increase in the amount that I have to pay for parking would be VERY hard to handle. PLEASE PLEASE PLEASE do not raise parking rates!!!
- I like the parking lot where I am currently parking. (Plymouth/Main Lot) I would park in Sister Cities garage if the rate was a lot closer to what I am paying now. I am not comfortable parking at High Fall garage and walking to and from work.
- Thanks very much for asking all of us to participate in this survey. My husband and I are very safety conscious and are strong believers in the "buddy system". I would not feel comfortable taking a City bus by myself to work and then walking to work after getting off the bus. I currently



park in a very convenient location that allows me to literally cross the street to get to work and I feel safer because of this.

- Thomson Reuters used to subsidize parking for Rochester employees but will eliminate that subsidy by EOY 2010. New hires, and all employees by 2011 will pay full parking costs, with an option of pre-tax dollars if they want to participate and sign up with specific lots.
- During the snow storm on 2/26 my car was stuck in my driveway due to my street and driveway not being plowed. I looked on the RGRS website to find out how to take the bus to work since there is a stop right at the end of my street. I found the website confusing and decided not to attempt riding the bus. If the site had been more user friendly it might have gotten me into riding the bus on a regular basis.
- I am not interested in a transit or car pooling. I have a child in school that I need to have my own car available for emergency situations.
- eliminating one-way streets would be helpful.
- Downtown has too much parking. No one will be excited by the options- The goal should be feet on the sidewalk, faces in the ground floor windows, doors, choices for food, drink, news, and cool stuff. People travel to other cities to walk down lively streets. BRING MAIN ST BACK TO LIFE- everyone will WANT to walk.
- My reason for not using public transportation or green modes of getting to work is that I have children that I take/pick up to/from daycare daily. Just something to keep in mind when making decisions
- The only way to solve the parking issue downtown is to add affordable parking options. The lack of parking is crippling the revitalization effort, it is very unattractive for a business to remain downtown due to this issue.
- BUILD A RAMP GARAGE AT CITY HALL
- Pull the buses off main street and bring back on-street parking. Parking in downtown Rochester is very difficult and a big reason why most people no longer bother to come downtown. Downtown Rochester is now Eastview and Marketplace Mall, where they have easy parking.
- Having children that must be dropped off/picked up from day care severely limits my options at this time in my life. Thanks for the questions!
- East and Alexander intersection is very dangerous; traffic traveling North toward University pass on the right because of left turn traffic and frequently comes very close to an accident or jumping on the sidewalk.
- Enlarging popular parking garages would be a great help...many of the garages have "full" signs up during the day and midtown is closed, so for someone driving in it can be make one angry enough to turn around and drive right back out!
- Lack of available, affordable parking is a real problem for Rochester's downtown. It can be a challenge find to a suitable place to park now and will only grow worse as more businesses relocate downtown . Thanks for the opportunity to respond
- MORE PARKING. What good is bringing all these people downtown when you have no place to put them? You won't bring back downtown and businesses until you figure out parking. This isn't rocket science! Parking, Parking, Parking!
- Unable to consider other driving methods due to mandatory meetings that must be attended as part of job function, same reason that carpooling is not an option - Walking to a distant parking garage is not feasible and would require even more time out of the office to get to vehicle and



make appointments on time. Agree that other alternatives should be explored, but they must include the necessity to be in and out of the office for those that require it.

- build multi-level parking garage on city hall parking lot open to employees/patrons. require nominal amount from all who use facilities. 1st floor can be for 15 minute parking only/handicap parking/plus those deemed eligible to park their currently.
- The main reason I strongly prefer to park in the garage under my building is safety. I do not want to walk alone at night to my car.
- Safety of downtown commuters is most important to me. Skyways also need to be considered and added if for new construction and new parking.
- I am personally very happy with the current driving and parking situation. I am a lifelong Rochesterian and have worked downtown my entire 30+ year career. I am very upset that the bridge was closed recently to see what the traffic patterns would be if Broad was re-watered. I could NOT get into or out of work during those two weeks. It added another 30-45 minutes to my commute and that was in good weather and no activities at the Blue Cross Arena. As a VP at the paper, I am anxious to get a new ramp garage built across from our building as previously planned so the employees have a safe, enclosed environment to park. Remember, the employees at the paper work 7x24 and many have to walk blocks at 1 AM in the morning. Not safe! Let's put money into a ramp versus putting money into re-watering a former canal. Thanks for listening!
- Need to clean up downtown and the bus stations then more people might be willing to take the bus.
- I am an outside sale rep. I cannot use any transportation aside from my vehicle.
- Make it easier and safer to commute by bikes. The bump out constructed on major arteries are very dangerous. There isn't room for a bike and a car, which means a bike has to move in front of the car to pass. Moreover, there are no bike lanes on the major arteries or patrolling on the bike paths. Access to shower facilities would be nice and a secure place to store a bike. It would be nice not to have to pay for parking year round. I have to continue to pay at this point in order not to lose my space in the garage. For security purposes (I come in earlier than most and leave later than most) I need to retain a close parking space. It is a great deal of money. It would also be nice if the bike rack was moved to a place that is visible to security.
- It is already a burden to pay for parking and one of the detriments to working downtown. Please try and keep the cost increases to a minimum.
- I think we need more parking options for people working downtown. The shuttle service sounds good, but how much will it cost the City to run the shuttle? I would like to see RTS restore some of the park & ride routes they have cut, including one to Roberts Wesleyan College, where my daughter is a commuter student. It is nice to have the subsidized bus passes for City employees and I certainly appreciate them. \$1.00/ride is cheap anyway!
- I am a frequent RTS rider. It is difficult to figure out how to get places with the current schedules and the routes they represent. Many routes vary throughout the day, especially outside the City limits. This, I think, makes it unlikely that suburbanites are less likely to ride the bus downtown to work/shop/whatever. Want an example? Take a look at the #3 Lyell and pretend that you want to catch a bus on, say, Howard Rd or on Emerson Street. Where do you stand? When will the bus come? Also, some suburban routes run so infrequently as to render them useless (See #96 which runs infrequently and has a route that varies!!!)
- Make parking affordable and provide safety nets for employees working late.



- People don't like shuttles. People don't mind walking a few blocks. The ones that do can learn to suck it up
- I'm in sales and we park in City Center lot. I do not pay for parking but have an interest in the increase in traffic downtown.
- I do support better public transportation, but unfortunately need my vehicle for work related functions on a daily basis so my answers are based on requiring that access.
- Improve the public transportation system.
- "Free" parking for all
- Bus service should be more frequent in the Monroe County area, not only the city.
- We would all benefit from rapid transit like other cities. Until that happens, RTS is a good option if it is non-stop. The local RTS routes such as #17 take too many diversions into the campus areas where no one gets on or off wasting time.
- SAFETY SAFETY SAFETY
- My job frequently requires me to use my car during the day, so RTS options are less useful to me. A shuttle service would have some value but not hugely as currently I walk extra distance to park in free, on-street parking.
- Get rid of the "spoke & hub" bus system. Why does every bus have to come downtown?
- I honestly feel that satellite lots in the immediate proximity (less than 1/4 mile) of the Inner Loop coupled with rubber based Historic Trolleys (with less than 4 minute queing) offers the most hope for our future. It is imperative that these trolleys run down Main Street and be used off peak hours to supplement tourism, lunch crowds and entertainment venues. Freeing up surface lots in the CBD in exchange for private development is an excellent strategy for moving the City of Rochester forward.
- Because of the distance between my home and my office, walking and/or biking is not an option. I often stay late in the evening (past 6:30), so carpooling and bus transportation are also not an option. Due to the level of crime in the downtown area, I would not be comfortable taking a shuttle service late at night. Unfortunately I do not have many options open to me other than my current situation -- driving to work alone and parking close to my office.
- My answers might change if I had to pay for my parking. My employer covers the cost. I still would NOT want to take public transportation. The other problem is that people do not want to come to Downtown because they have to pay for parking, they do not feel safe in Downtown, parking is a super hassle, and outside of work and an occasional event (ie concert, sports, etc), there is no real draw to Downtown for the suburbanites. Most of my co-workers are from the suburbs and they all get out of Downtown as quickly as possible most nights after work. Also, most of the housing options Downtown are either way too overpriced or in perceived bad areas. All of this mix adds up to more people living in the suburbs and not wanting to stay or live in Downtown other than to work. I have also heard of people refusing to work in Downtown just because it is Downtown.
- The majority of the reasons for not taking public transportation or car pooling relates to after work activities and destinations which vary significantly from day to day. the logistics of coordinating secondary transportation when picking up kids, attending their sporting events, going to the gym, would be completely prohibitive. Every night of the week brings a different scheduled event in a different location at different times.





- My hours are so varied, in both days I work and hours I work, and I live so far away that carpooling is not an option. Public transit would have to become a lot more convenient and flexible for me to use it.
- In the winter it gets dark so early that I'm unlikely to walk to/from work because it will be dark when I leave to go home (usually after 7pm). Improvements in nighttime safety would increase the likelihood that I would choose to walk but I'm not sure what that would look like.
- To commute efficiently by bike is not safe from Webster to downtown even for experienced bicyclists. Plus showers are not available.
- I am in sales and need to use my car during the day to go on sales calls. This eliminates carpooling and bus use as means of transportation. None of your questions touched on this need.
- If possible, add a "progress bar" to the survey so survey takers can know approximately how much more of the survey remains.
- I would like it if Rochester could put in a train (like an L train in larger cities) allow bikes and walking in center city. No cars. Have the parking lots or shuttle buses run from street to street and then end of day or evening shuttle out to lots (circular). companies could give people incentive with a bonus system (tickets to the ball games, movies, wegs) to use the shuttle, buses or rails.
- Would love to see more transit options offered in and around Rochester, i.e. subway, monorail, dial a bus etc.
- Duffy made a HUGE mistake by killing RenSq. Any possibility I would take the bus disappeared when he condemned bus riders to standing in the freezing cold and rain. If we had a decent place to wait for the bus, maybe. Out in the cold, never. I'm too old for that.
- this survey could have been better if the searches on the addresses would have only searched rochester, ny, and not returned akron, oh? if the questions are about parking, why didnt the survey know the names of the parking lots in the city?
- too many of these commuting options are impossible based on my 3:30am arrival time at work.
- need more police presence at bus stops near main and st. paul and main and clinton after 5 pm.
- Make it financially enticing for more companies to be downtown and more people will want to be there. Make it easier to relocate downtown and they will come. No money give-aways just take down the barriers.
- In the winter, you need to do a far better job of making sure sidewalks are cleared of snow and ice. It's ridiculous at times on the sidewalks along Broad Street. It's a personal injury lawsuit waiting to be filed against the City.
- You need to get rid of the police trailer at the Liberty Pole. I live near here and quite honestly the neighborhood felt more welcoming when there were just skateboarders there at night.
- I believe the best future solution is to introduce light rail and rail cars that would extend outside the inner loop and introduce people to all of Rochester. This would help boost your economy and bring new vendors and employers into all districts of the city. The light rail should budge into all the surrounding counties where park and rides would to drive from there. This would tremendously cut down traffic downtown during commutes and get more people out and walking through a potentially beautiful city.
- The primary reasons why I currently do not use transit for most home-work trips are that the current service is not nearly frequent enough and that there are public safety concerns in my neighborhood. A frequent shuttle service would address both of those concerns. I would strongly encourage that the study examine modern streetcars (such as in Tacoma, Portland and



Seattle). Streetcars have lower operating costs than buses, are quite, smooth-riding, energy efficient, and have zero pollution. The permanence of streetcar tracks attracts development in a way that easily-removed bus routes cannot. Streetcars are rapidly becoming the sign of a modern downtown, and Rochester is at risk of becoming even less economically competitive if we do not have modern transportation system. The Obama administration has increased funding for streetcar projects and has changed eligibility criteria to favor projects that promote urban redevelopment.

- Underground parking. All parking lots all over downtown are an eyesore. Different (and more) parking and shuttle options. Subway or underground?
- Traffic flow around the Washington Square garage has room for improvement. For example, if I get off of 490E at South Ave. then take the jog over to Clinton, crossing the two lanes of traffic to get to the right lane to enter the parking garage can be really hazardous with the traffic coming onto Clinton from 490W. Also, exiting the garage onto Woodbury Blvd is ALWAYS congested because there's only the one exit. Granted, one additional exit will open up when the ESL construction is done, but that's an exit that will be shared by even more vehicles than were using it originally. And forget about trying to make a left-hand turn out of the garage onto Woodbury. My suggestion would be to add some sort of traffic light at the Woodbury St. exit from that garage and coordinate that light with the lights at the Clinton intersection and Chestnut intersection to favor traffic exiting the garage from 4:30 to 5:30 when a majority of commuters are trying to get out of that exit.
- When someone is handicapped or has trouble walking, it is very scary to be out walking from bus in the dark or walking in the garages and to work building.
- Provide library employess with more parking options than they currently have. Extend the hours on the meters from 2 to more.
- People need to stop belly aching and complaining about parking downtown. Compared to other cities our size we have it really good. This parking door to door is a luxury. Bring back the EZ Rider for a fee and incl parking lots and garages which will encourage people to eat, dine, spectate and be entertained downtown with one low price for parking - valu added for a park and ride. Once all the construction cranes are in the air and projects start and then are completed we will have a even more walkable city then we do now even though so many do not walk.
- carpooling and public transportation is not an option due to unforeseen work schedule changes
- Where to start? Lets start with letting us turn onto and off main, the one way streets may have been needed when downtown was busy but now they are another artifact of a time long past. About synchronizing the traffic lights..... Driving my own deliveries for the past 30 years i could go on and on
- I would love to take the bus, but it's almost a mile to the closest bus stop and it would take me 45 minutes to get to work (I live 4.5 miles from my office).
- As an employer in downtown Rochester who pays for my employee's parking, I would like to see some sort of alternative parking alternatives to reduce my costs. Maybe I need to have my employees park at a less expensive lot and walk a little farther to the office.
- I think the core issue is safety... Maybe security guards at parking lots and more police downtown... Fewer adolescents and homeless people...
- I would like free street side parking for limited time...say 2 hours max.
- Thanks for asking my thought on this..but until you make downtown Rochester safer I will not be taking public transportation or coming into downtown after dark.



- I would like to see a commuter train that goes out to Wayne County.
- I have struggled with parking since I've worked downtown - 30 years. I finally found a place where I feel safe and the people are friendly! Please don't make the parking "free" for people who don't usually park at Mortimer over the next several months.
- I would prefer to take the bus, however with my unpredictable work schedule I am hesitant with the last bus leaving downtown (to Fairport) at 6pm (with the exception of the 11pm bus). The schedule is not accomodating to people who work until 7-8pm. Rochester should look into Zipcar or another shared car program for people who want to take the bus, but at times have appoitnemtns out of the officie which require the use of a vehicle.
- To create a real downtown where ALL Greater Rochester citizens will want to go after 5PM and finally revive Midtown, divert all RGRTA buses OFF Main St. westbound onto Chestnut-Andrews-West to to State St. and back on to Main St. West. Divert all Eastbound Main St. buses off Main onto Exchange and then along East Broad ultimately back to Main St. E via Inner Loop. This move will change this City for the better. Free up Midtown and Main St for car parking and get some shops/commerce ON MAIN ST. It's the city center!!! It's currently a ghost town after 5PM with zero street activity.
- If you want to revitalize downtown, there needs to be free parking available after 5pm. I am not going to eat downtown if I have to pay to park!! I can park for free at all the restaurants in the suburbs.
- Make biking to work safer. You really need to connect the downtown genesee river trail to turning point park (which already connects to Charlotte). There is a gap in the trail system. Using the roads is a BAD way to connect them. We need a motor vehicle free trail, not a sliver of the pavement as cars race by. Please help me to help you go green.
- Within the CBD I use to ride my bike to get lunch and run errands. That was until RPD stopped me and told me I could not ride my bike on the sidewalk and had to move out onto Main Street. Well that would have been suicide. With the condition of Main Street, (Broad to University) traffic, busses, truck, cars, bus stops a person is taking a huge risk of being hurt. The City needs to be more people friendly and provide other ways to allow working people to get around the City and just not in the CBD.
- when you pay to park downtown per day. you can not leave & come back to run an errand or go to lunch with out paying a second time. it is a problem with all parking lots. getting a monthly parking pass is not always an option. some you can not get a monthly pass & are wait listed for years ( civic ctr garage). parking allowance for city employees is needed, while police & fire dept officers get parking for free. civilian employees pay min 100-\$165 per month to park @ \$7.00 per day. once you pay \$7 per day to park you feel hostage because you can not leave for lunch & come back with out paying twice.
- I used to ride the RTS bus to work every day from Hilton and then from Spencerport. I stopped riding the bus because I needed to have a car during the day. However, I have tried riding the bus again when the gas prices have gone up, and the schedule was cut, making the ride very inconvenient from work to Spencerport. I tried to make it work, but I was harassed by threatening young men at the downtown bus stops, especially at Main & Liberty Pole Way. This type of harassment is constant when walking around downtown, which would also be a concern I would have with a shuttle bus system.
- This comment is not parking related but the City really needs to improve the dining options in the business district as well as shopping. Midtown at least offered these.
- because of the variability in my schedule and my need to use my car once I get to work, using public transportation is impossible. that's a question you didn't ask, do you often need to use



your car in the middle of the day for appts or meetings. thanks for working to make things better. we appreciate it,

- My office overlooks the corner of Broad and Exchange - we need the street kept open for traffic and parking available - please do not close the street for a pond.
- RTS is not an option. There are no routes near my home which run during what I would consider reasonable hours. Taxi is too expensive. Coworkers living in my area work different hours, so carpooling is not an option, either. \$948 per year for parking is outrageous when there is no employer reimbursement, particularly when the lot may be full due to the closing of MidTown's garage and I need to pay to park elsewhere.
- Having the parking garages closed on weekends and closed by 10 p.m. makes parking options less safe for downtown workers, especially women, who work later and more often than the 9 to 5 schedule. Safety in the evenings and weekends is a significant concern for me and my colleagues.
- I live 4 miles from my parents home, so every day for the past 28 years, I drive over to them, and one of my parents drives me to work which is only 10-15 minutes from their home, so I have saved over the years, and will continue for a few more years.
- It would be great if clients of our firm could park on Main Street. It would be great if most streets were two way streets downtown. I would take the bus more if I understood the system better. Parking should be easy and cheap downtown.
- Out of office appointments preclude me using the bus; and there is a bus stop within 50 yards of my house. It just wouldn't work.
- Create more parking lots! Parking is a problem for workers and clients in our building. Clients don't want to take bus to get to the office. Need more parking close to building. I park in lot across the street in lot owned by Benderson. Used to park in indoor lot farther from building, but safety was an issue as well as snowy sidewalks in the winter. Time is of the essence in getting to/from building and there is a need for me to go in and out of the office during the day. Also, if I Park and Ride and have to clean my car in the Park and Ride lot, I might as well clean it in the lot downtown. Also, horror stories from co-workers who do take the bus about late buses, waiting for them in the cold/rain, and then struggling with snow when getting on/off the bus in the winter.
- I think a designated shuttle with destinations from underutilized garages to key city points is an excellent idea.
- The Park & Ride service needs to be improved on the West side. The East side has numerous lots right off of the expressway that makes this service very user friendly.
- We need more parking in our area which is located behind Midtown Plaza. I am also concerned about safety if parked too far from our bldg!!!!!!
- I currently have free parking at my current employer. My responses would change drastically if this situation were not the case. I also frequently need to visit other businesses downtown and find the parking situation to be very difficult.
- Your 8 questions about possible changes assume people travel the same way every day and they also offer price options greater than some currently available. It would also have been more helpful to get a true sense of driving to the shuttle lots. It now takes me 10 minutes to drive and you were offering shuttle lots that would allow me to drive 10 minutes less, with no estimate of time on the shuttle. In my case I take RTS some days but drive most days because my hours are flexible and I often stay past the last bus that is closest to my house. The lot I park in is \$1.00 per day, the alternate lot is \$2.00 per day, both less than most of the options you offer in the survey.



Because I am often out of town on business it is usually cheaper to pay daily than to buy a monthly pass. For my employees I offer free parking or free RTS. We have one person who arrives early in an expensive attached parking garage. Others are in open lots on monthlies. Others take RTS or walk. Thanks for getting this survey going. Unfortunately, I think it may miss a lot of the downtown commuters. In our office I am the only one out of seven who received the survey by email (via RDDC) The survey is long. You should give a time estimate at the front. I started it at a time I could not complete it. Perhaps you could get the initial information you need with a shorter survey. I will forward this survey to my employees. Tom Prins The Scholar's Choice 585-262-2048 x104 tom@scholarschoice.com

- I appreciate the discount on the bus passes for city employees; I take the bus in the winter if the weather is bad and in the summer when school gets out as there are no students on the bus and it's easier to find a seat. To encourage more people to take the bus (and to come downtown in general) I think the students shouldn't be taking RTS buses, they should be strictly on school buses or those "X" buses. Why do they need to be downtown anyway? They don't work here and there is no more shopping and hardly any restaurants. I only have to walk 3(long)blocks from my parking lot to work, and 1 block from my house to the bus & 1 block from the bus to work, so wouldn't be interested in spending extra time on a shuttle bus. I'd like to keep getting to work as short and simple as possible, not add more features to my commute. (If the shuttle dropped me off in front of my job that might be nice, but I probably still wouldn't take it) I know I answered that sometimes I would take the shuttle in the survey, but I was totally going by price, some of the prices you had for parking were too high. I would not be interested in the shuttle, I would like to stay as I am now with a bus or driving my car and parking where I do now, but I do wish parking was cheaper and sometimes I do get tired of walking the 3 long blocks to work especially in bad weather. I MISS NOT BEING ABLE TO CUT THROUGH MIDTOWN AND USE THE TUNNEL & SKYWAY SYSTEM! And would the lots have an attendant like my parking lot does? And what if you have to leave work early, would the shuttles run during the day? Too many "X" factors in this whole shuttle equation. That's why I would NEVER carpool, it's enough to get myself to work on time, don't want to add another person to the equation! If you want to have the shuttle for people that want it, fine, but please DON'T raise the parking rates sky high, they are high enough as it is! Make downtown more, not less, accessible! (Thank you for putting the comment space in this survey!)
- I am happy where I am parking now and don't understand why some of the rates you were quoting put my parking where I am at \$145 monthly - are you raising all parking fees or something? Also, a big reason I do not see addressed in this survey is that I have often in the past needed to go home or to the doctor's during my lunch hour during the day -- what happens then?
- the only way I would ever take the RTS Bus is if they improved the pick up/drop off areas and made them VERY safe and if they had the buses running more frequently.
- How about making downtown parkin less expensive? Maybe with some type of proof that you work downtown you could get a discounted rate. Or, if all of the employers created some type of co-op where, if you park in a certain parking lot, you could get a dicounted rate. Thanks for your interest.
- I don't mean to sound so rigid in my responses, but my business requires immediate access to my car.
- A well-detailed written survey - good job!
- I don't understand why the parking costs are different in the public parking garages. The cost of a monthly pass is double at the garage I use compared to the garage my spouse uses.
- The current bus schedules are hard to read. Using the RTS on-line "help" system for routes is a joke - it never works, and there is noplac to call if it is not normal work hours. Also, there is a need for more police presence at the Main and Clinton bus stops - I pick up my son there at 8:30



PM two evenings a week (he commutes by bus to SUNY Brockport) and that stop is scary - there should ALWAYS be transit police at major transfer points

- Because of my everchanging schedule, and needing to travel to clients offices, I am not able to use public transportation. I have forwarded this survey to my staff in hopes that they will fill it out, as many of them park in public lots down the street from our office, and/or utilize public transportation.
- I get 50+ mph riding my Motorcycle but parking is no easier or less expensive than when I drive a full size car - many countries I have worked in have special pricing and places for motorcycles during "in season" times - Downtown Rochester has nothing that helps cut down on carbon footprint by encouraging motorcycle use for daily commutes - if you did I would ride even more than I do now.
- My current job requires use of my vehicle during my work hours. I need to have convenient access to my vehicle all day every day since I frequently go out on appointments, Public transportation is not an option for me. If parking becomes more costly or unavailable it would create a hardship for my current employer since my coworkers and I all need access to our vehicle during the day. Since we pay monthly for parking, I really don;t understand why the cost of the monthly rental does not include use of the lot after 5 or on weekends. I would consider bringing my family to more downtown events if I could utilize free and convenient parking.
- My work requires me to have a car available during the day. That makes it hard to carpool or ride public transportation. Dependability is more important than the cost of public transportation.
- The main reason I do not take public transportation to work is that I frequently need a car for my job. The City should consider bringing someone like Zip-Car into the City so that we can easily and conveniently rent a car for short term use.
- Removing the one-ways, removing turn restrictions, and providing metered on-street parking would go a long ways towards making downtown more accessible. Also the city should ban any additional surface parking lot development.
- Provision of visible bike racks is important to encourage people to consider that option. Crossroads Parking garage currently does not allow bike parking. This policy is unfounded and contradictory to the objectives of the City and should be revised. It should be well-known that all city-owned garages have visible, free bike racks. Keep them near pedestrian entrances to enhance visibility and avoid traffic conflicts within the garage. Also, while our abundance of surface lots may provide certain conveniences, much has been sacrificed to create those lots. Parking SHOULD be challenging downtown. It's a sign of activity, vitality, density, and health. If parking is excessively convenient, it would be a mall. Shuttle buses and parking garages are good ways to improve the convenience of parking and overall network. We should avoid the provision of more surface lots at all costs.
- Monthly parking rates are extremely expensive. It's another example of high costs to state residents.
- I use my car though out the day to visit clients,i park behind the building i work. Parking on east ave between inner loop and alexander should expand the meters to allow up to 2 hour parking.
- 1.DON'T ACTUALLY "FILL" THE INNER LOOP. THE BELOW GRADE PORTIONS CAN BE UTILIZED AS PARKING FOR FUTURE AT-GRADE DEVELOPMENT ON UNION ST. 2.LOOK FOR TRANSIT OPTIONS AND INTEGRATION INTO THE BROAD STREET BRIDGE. THE MOST EFFICIENT USE OF THE AQUEDUCT SHOULD/HAS ALSO BEEN USED FOR SOME MODE OF TRANSPORT, WHETHER IT BE BARGE, TRAIN, CAR, BIKE OR FOOT TRAFFIC. THE LOCATION IS A CENTRAL HUB AND DESIRABLE LOCATION TO RECONNECT NEIGHBORING AREAS.





- Adding the option of "private parking lot (not City or property-owner owned)" to the question that asks where you park -- I had to answer "Don't Know" because none of the options worked for my situation.
- This was a great survey. Please do more to promote public transit and bike commuting. Bike lockers (like the ones at the South Ave. garage) should be much more prevalent around downtown, as bike theft is a major issue. I am only able to bike because my employer provides a safe space inside the building.
- Increase parking options like parking garages, etc.
- While I live only two blocks from where I work downtown, and therefore walk to work, I feel a downtown shuttle or trolley would be useful for people during the day to get to various parts of downtown (for meetings, lunch options, etc.) without having to drive.
- I think you should ask questions of people who come to Rochester for reasons other than work. Members of my family come downtown for theater and sporting events and would come downtown for more if parking were not such a difficulty. We don't want to pay for parking to attend an event. We also want to park near the location of the event and to feel safe walking from the car to the event. There are events I do not attend but would like to attend because I don't know where to park. I have been frustrated driving downtown because of one way streets and no turning signs that make it difficult to get to my location or to go around the block. If the city removes the Broad Street bridge and the parking along it, we will be even more frustrated and my discontinue coming downtown. A smart move on the city's part would be to provide free parking or nominal (ie. \$2 parking) downtown. I do not take public transport to downtown events because the schedule doesn't provide enough options on weekends to allow this; in addition, I do not feel comfortable taking the bus downtown in the dark on weeknights or weekends.
- We need more parking garages Downtown. I also think the City should explore the use of trolley cars much like those used in Downtown Buffalo.
- With the homeless and kids out of school, I find the downtown area not to be the safest place and would not consider public transportation.
- Lower parking cost and ability to access shuttle within downtown during normal business hours would encourage me to take public transportation
- Please keep pedestrians in mind when planning Downtown transit. Less parking lots and a more dense urban center would be ideal.
- Reduce the monthly parking fee
- My job requires me to transport equipment to/from many offices all over New York state, so I have to be able to leave for another office at a moment's notice otherwise I would consider biking or public transit. Also, I go to the gym before work. If there was an affordable gym within walking/shuttle distance of the office I would be more inclined to use public transportation/carpooling when possible.
- The commute into Rochester is not bad. It would be nice to see those new animated signs used more to advise of traffic conditions ahead to help choose route into downtown, they do not get used to their potential, no idea why they were put in if not being used, more Rochester \$\$ (maybe not city \$\$, but definitely local \$\$) down the drain. No one likes paying for parking, I suppose it is necessary for downtown, but it should not come out of employee or business pockets... There is no benefit I am aware of working downtown to balance the parking cost. Maybe the company sees something, employees don't.



- I would be happy to use the bus system if it was clean and safe, but any time I have used it, I feel unsafe. After 5, I just want to get out of downtown--it's unsafe to be here after work hours. I suggest cleaning up the streets before you get too concerned about parking--I would love to bike to work, but I get harassed just crossing the street into work--it's unbelievable for the size of this city.
- I have a disability (H/C parking permit) and cannot walk long distances. I can ride RTS bus, but the bus stops are too far apart for a person with a disability to transfer! The Broad St. station (where my bus stops) is too far from Main St. for me to walk there. If the buses all stopped on Main St, people with disabilities could use RTS more. I would ride it every day. Also, more covered shelters - and no smoking at bus stops!
- My overall commute is fine, but the lot I park in needs to be repaved. There are pot holes and when it rains it looks like a pond. For the amount we pay the lot should be kept in better shape.
- Bike lanes on all main streets and shorter curb height. Bike peddles easily hit tall granite curbs causing dangerous situations or accidents. No more surface parking lots, we need useful buildings with a strong street presence, not more pavement. Embedded or underground parking structures combined with mixed use buildings. Dedicated parking structures are a total waste of urban fabric and create dead zones along the streets they face.
- Due to my personal situation as the only reliable parent, as I single mother, I must have access to my own vehicle throughout the day.
- I am not willing to take a bus, carpool or a shuttle to a distant garage because I am a single woman whose job requires long hours which does not leave me another option but to park at a garage nearby my workplace. My decision is also a safety issue.
- The 91 Bus route is being cut back so there will not be a 4:55 bus to Avon. Combining the busses will mean a standing room situation. NOT Acceptable, besides waiting 1/2 hour for the bus to go home until 5:15 or many times later.
- Safety and costs seem to be our employee's main concern. Being a not-for-profit organization and not paying our employee's what the for-profit world makes and not having anything subsidized by our employer has made any proposed increases a very difficult situation for us. Our employee's are panicking and are very frustrated currently.
- My biggest concern is safety downtown. I feel that my current commute/parking status offers me the safest option.
- My problem is not the commute, it is the price for parking downtown that is expensive for me. I park in a private lot near the post office and sometimes there is no spots to park in the morning because people park there that are not supposed to and they do not pay to park there. The man we pay does not do anything about it and he does not plow the snow in the winter. It is very frustrating that I have to put up with this situation because I don't really have an alternative place to park that is a reasonable price. I wish we had other parking options to choose from that are not expensive. Thank you.
- Privatize all downtown parking. This would provide the public with a system that would be efficient, responsive & effective in providing the type of parking service needed in Rochester.
- no comments
- I would be more able to take public transportation or carpool if it worked well with my having to drop my child off to daycare before my drive to work and pick up after.
- I think most people would be fine with walking a bit further to park as long as the snow has been cleared away from the sidewalks. I've had to walk in the street before because the snow had not



been removed. I believe it is the responsibility of the land owner to do this, but I think the city needs to enforce this better. Myself and co-workers have fallen because of it.

- If you really want to improve downtown how about encouraging some retail business ? Try and get a prescription filled while your are working downtown.. where does one do that ? I would be more willing to take a bus or shuttle if there were more services downtown, grocery store , drug store a good hardware store etc.
- you really need to clean the Crossroads garage, or have the general contractor clean the construction debris, dust, mud, ect....we are paying our parking fees....we expect to have a reasonably clean garage
- A central problem is that I have unpredictable hours and a second (night) job after I finish downtown. I must be able to quickly commutate from home to job #1, to job #2, then back home.
- As a consultant we have to carry large quantities of heavy presentation materials to meetings. Proximity to our office for parking is key. Also we are VERY leary of walking downtown after hours due to the crime rate and know of several muggings that have happened here at Main and State. Security and the Downtown image should be a high concern for the City prior to requesting people to more actively engage in public transportation or even walking a few blocks. We work late hours, sometimes until midnight when a client requires it. Definately not an 8-5 job.
- Personal safety is a concern. Biggest hurdle is young children with school difficulties, counseling and medical appointments requiring the ability to park convenient to work.
- My car has been smashed twice in the parking garage. Both times were a hit and run. And I pay for this service? If parking costs go any higher, I will find a job in the suburbs.
- The City of Rochester should offer parking reimbursements and/or offer to pay for part of their employees' parking fees like downtown businesses do.
- I would like to ride my bike to work and I could do it for three seasons but I do not have a safe place to keep it during the day.
- There needs to be a shower facility in my office so that we can bike to work and shower here. I would also take RTS often if there were shelters in my area and if it wasn't so sketchy. I do often need my vehicle for work (leave office to go to site and back), so an available company car would be convenient so I could ride the bus or bike to work.
- My job requires me dress professionally and I am out of the office almost every day of the week. Often new opportunities arise which do require me to leave the office and visit a site which may not be in the city, county or even state. Unfortunately other alternative means of getting to work would only add to the stress my job already presents. Not to mention walking or biking through certain neighborhoods is just asking for trouble.
- A recent article published in the D&C gave a very eye opening picture there isn't any public parking around my office building and that can be very difficult when having a large meeting with our group
- Due to the loitering, foul language, fights and discourteous people geting off a bus in front of MCC is a scary venture. I am not sure why the transite company needs to have one central transfer site. I am also not sure why the police do not keep people moving who really have know business standing around in this area. Instead they (Police) seem to wait for something to happen.
- free parking, better night lighting, more police visible day and night



- This is not so much a parking comment - but since I ride the bus every work day from Hamlin to the City - I am fed up with over-crowding, busses breaking down and leaving us stranded - this has happened 4 times in the past year...they took away our coach bus - which provided everyone with a comfortable seat, and now we have busses with hard seats most often and on occasion, busses with soft seats - but many of the seats are broken. We have a relatively long commute on the bus - Hamlin to Broad Street, I don't think it is asking too much to make it a little more comfortable...the folks on the bus are getting fed up - driving in more, clogging up the roads during rush hour, taking up needless parking places in downtown, I would hope you would put some focus on KEEPING the bus riders, riding the bus...after all - we could drive in - in 30 minutes, but we choose to take the bus - which is an hour...we do it obviously to save money and gas, but to have an hour to relax before work and on the way home...and when that is taken away - people will continue to dwindle on this route...and only compound the problem downtown.
- I prefer to park close to where I work with an adequate cost. As a single parent of three and a grandmother I need to have access to my vehicle at all times. In addition my employer has various shifts of the day that I work which includes weekends.
- I prefer to get a ride to work each day and then take the RTS bus home. There are occasions that I need to drive to work, but it is very costly at \$6.75 per day. It would be nice if we could possibly purchase some kind of a stored value pass (like we use on the bus) to use for X number of days at a discounted rate.
- Build more garages and make them affordable. If parking is unavailable and/or expensive, all your efforts to bring people downtown will be for nothing.
- Most of the parking garages are over 25 yrs old and what they are charging to park everyday is ridiculous. Bring down the rates because these garages have more than paid for themselves.
- I have a part-time business, and most evenings I have to make one or more stops on the way home from work, so my current situation works okay for me.
- Make parking in city owned garages & lots less expensive. Meter machines should allow for at least 2 hours of parking time vs 30 or 60 minutes, sometimes you have to walk a distance to get where you are going.
- I would ask my employer about possibly working from home some days or all days if costs for parking got prohibitive. Or perhaps looking for office space in Webster where there is no charge for parking.
- The parking garage is always full by 8:30-9:00 AM.
- Due to my job, I need to come and go from my office in Xerox Square regularly during many days of the week. Therefore, I need my vehicle to be available at all times.
- For the services offered, all parking should be free. Garages need to have complete access control of all vehicles and all citizens. If you do not have a pass to park in the garage, you should not be allowed access. Too many cars are broken into each year to allow unrestricted access. One should not have to pay to work downtown. That is an unfair burden to place on individuals and you wonder why people are moving away in droves. Welcome to Rochester, here's your ice scraper, be sure to pay your parking fee and we hope you don't have criminals mug you or break into your car. Nice to work downtown...what skyway, it's closed. Have a nice day!
- While understanding what you are trying to do, please note that my days are long enough and I do not want to add "waiting" or more walking time. I rather get to the gym, the store or home...and the weather is always an issue in Rochester...I am not willing to come to work cold or wet because I was waiting for a shuttle.



- I would consider public transportation, but live over a mile from a bus stop. Also, I have a child with a severe, chronic illness and need to have my car available at all times. If it wasn't for her, I would like to bike to work in the summer.
- I think having frequent shuttle from outside parking lots. And have a heated place at the parking lot to wait for the shuttle.
- An early bus that would get me to downtown by 6:15 am to go to the gym would allow me to opt for riding the bus (especially in the winter). I bike in based on my kids' schedule during April-Oct. Next year, the youngest finishes HS and I should be able bike more. You also need to get an express bus between Strong and downtown. Many couples have one spouse working downtown and another at Strong. The bus options between Strong and downtown are confusing.
- The city really needs to address parking. When Midtown was closed did anyone have an alternative parking ready for all those that were lost? Not very good planning at all. In fact I pay additional \$\$\$'s to have a Reserved spot at Washington Square otherwise I could have been parking anywhere on certain days if I did not arrive by 7:00 a.m. When you finally revitalize downtown you really need to start planning at the bottom of the list INSTEAD of the top - parking is a huge issue.
- They should remove the speed bump at the Washington Street Garage exit. It is very jarring. There is no need for it other than to inconvenience the driver. There is no speeding at this spot, since the exit is 100 feet away.
- Willing to park in any garage if connected via the Skyway.
- I have to leave at a fixed time every workday as I have to pick up my daughter at school by 6pm. So, public transportation or car pooling is not an option as I need to have complete control of my transportation. Additionally, I think it's ridiculous for an employer to charge an employee to park in the employer's garage. Not sure if you can feedback this information to Xerox.....
- A subway from park and ride locations would be great.
- I would like to see better security in the garage that I park in. I had a problem last year when someone threw a rock through my drivers side window. Apparently, no one saw anything when it happened. It just makes me uneasy to know that this sort of thing can happen and no one notices it. I would like to see more LIGHT in the garage and perhaps a parking attendant designated to EACH floor of the parking garage to deter crime. Thank you.
- I would be worried about walking in the dark to my car from a shuttle. Where would I be parking? Would it be a secure lot?
- I think there should be more free on the street parking available in Downtown Rochester. I believe then we could encourage more businesses to relocate downtown & then you would get more people to visit the Downtown Rochester area.
- Please do not increase the parking charges to Geva employees - it will create safety issues if all employees cannot afford the weekly charge to park.
- The erratic parking rules on side streets in the Park Avenue area and the capriciousness of parking meter times (the 4p-6p) on East Avenue are very frustrating and cause more anger than I feel generate income for Downtown. I avoid those two areas now in the evening for social activities due to the parking tickets I have received to date
- I would be more likely to use public transit if there were a trolley (or similar) system. I hate to admit it, but there is a stigma with bus riding. Getting to clients not in the downtown area is also an issue.



- I considered RTS when we moved out to downtown two years ago but they do not offer enough very early morning and early afternoon routes, nor enough routes to NE Greece during those time periods without transfers. I begin work at 6:30am and end at 3:00pm and there are no options close to those time, especially without a transfer, which being a petite woman I would prefer not to transfer.
- keep parking as is but allow a monthly parking card for faster exiting of garage
- Parking for work should be FREE everywhere downtown. Parking for work is an oxymoron. It is understandable for some events, but not for work.
- I would like safer, well-lit routes to parking garages. Experienced several incidents walking the 4 blocks to my public garage.
- 1) make it safer...Stone St is a nightmare to get out of around 5PM because everyone drives in the wrong lane due to parking that is allowed on that street. 2) clean the intersections so people can cross safely when walking...last snowfall in Roch was weekend of 2/26, and as of March 5 I still had to step up onto 6 or more inches of frozen slippery ice to cross Clinton at Broad.
- safety in some areas is of primary concern and I would pay more to be closer to the office and feel safer
- Previously many people biked in Rochester - year round. Improvements to enable people to bike to work should be performed. Traffic should be slowed on planned bike routes with bike paths created. East avenue is a prime example of an opportunity to slow traffic and improve the ability of people to bike to work. This would allow bikers, walkers, and even those traveling by cars enjoy the beautiful homes.
- Re-open Midtown Parking garage while development is under way. 2yrs closed with no progress makes little sense
- RE-OPEN MIDTOWN GARAGE!!!! I see no reason why it has to remain closed if Midtown isn't going to be demolished. Until it reopens we are forced to be crammed into other crowded garages. Also, it is nice to park indoors.
- Note that my responses about not taking public transportation or car-pooling are driven directly by the fact that I need to do a day care drop off and pick up.
- True light rail should be deployed in the area. Buses do not ride frequently, some routes are different every hour even though the route number is the same (that's just plain stupid). Take a look at many of the real cities around the world that run real public transport services.
- Thanks for your interest.
- Unfortunately because of my home situation - it's impossible for me to carpool or to do any of the current mass transit options. I have to be at home at a certain time every day which is NOT possible with a carpool (I know I've tried that option). Some of us just have to drive.
- Improve the bus schedule. I cannot take the bus because if I miss the 6PM I will not have a way to go back home. Have more security around downtown. My son was mugged at 11AM picking up a bus at Clinton/Main. I don't like the Shuttle idea. It is going to cost a lot of money, it will add more time to commute and I would not park on a garage that is far as I would be afraid of having to walk to it in the evening in the event I miss the last shuttle. I would take the bus or bike to work before I would choose to park in some of those garages.
- I would be interested in taking the bus more often if the schedules are convenient to my work hours. Also, the roving bands of teens in the afternoon make it less likely for me to hang around waiting for my bus.





- Bicycle would be my preferred commute, however: 1) I work in Webster frequently and unpredictably. 2) there is no free shower facility downtown 3) there appears to be no option for bicycle parking downtown
- Parking is okay, but the weather is horrible. How about improving that? :-)
- A "free" shuttle isn't free--someone has to pay for it -- usually a majority of tax payers who won't use and don't want the service. This survey also doesn't take into consideration that we workers carry briefcases, laptops, purses, lunches, etc. (many use the little two-wheel luggage carts to pull accessories because they've become too heavy to carry) and they don't want to haul stuff on and off another vehicle.
- Subway or High Speed rail should be a strategic direction. Make parking free when people use the parking areas serviced by the shuttle.
- Since I take the bus, I would find it much more convenient to purchase my subsidized Bus Passes at a place more convenient than the current location.
- Commuting given my unexpected hours at work are extremely unrealistic. Many times I find myself leaving work after midnight both weekdays and weekends. More easily accessible parking close to work is advantageous for employees like myself.
- Parking Rates should be made affordable to those of us who drive to work and park in city/public garages. It is unfair to raise parking rates for those of us who work for Not-For-Profits such as Geva. We as working individuals who make an economic contribution to this city and should be supported in this effort with holding the reins on parking costs.
- Improve Public Transit, Trams or Light Rail
- Higher garage prices would not encourage me to use shuttles or buses. I would work from home much more often before paying \$ 180 - \$ 200 a month for parking.
- I'm fine for work; it's after work hours that can be challenging at times. Thank you for re-opening the parking lot near Eastman Theatre to public parking. It was a challenge to get to my hair salon in a way that I felt safe.
- The current parking garage configuration makes it difficult to get around downtown. I park in South Ave and the wind and snow in Winter makes it difficult to walk. In fact I fell and broke my ankle walking from the garage to work on 2/11 in front of Baugh and Lomb Tower. Although the skyway was a longer walk it was much safer.
- If you raise the parking rates, I'll have my spouse drive me and pick me up. We'll spend more on gas, but save on parking and commuting time. Sounds like this survey was more about how much we can charge for parking rather than how we can better serve our customers. I'd love to work from home a few days a week but my employer won't permit it. Why don't you encourage employers to allow their employees to work from home? Then I could come downtown when necessary and for shorter durations.
- Why aren't there any stores downtown? We moved here last December from Linden Oaks and I feel like a prisoner downtown -- no stores, can't even go and buy a card or box of tissues. I have absolutely no incentive to be here except the hrs I'm work. I leave downtown immediately after my day's work. It's terrible downtown here!
- MORE PARKING OPTIONS WITH LOWER COST. SAFETY, SAFETY, THAT IS THE NAME OF THE GAME. DOWNTOWN IS NOT SAFE NO PARKING AND WHAT PARKING THERE IS \$\$\$\$\$\$ TO HIGH IN \$\$\$\$ MY CAR HAS BEEN NICKED, DENIED, SIDE MIRROR BROKEN....NOT HAPPY! AND WHAT ARE YOU TRULY GOING TO DO FOR ME. YOU TOOK MIDDTOWN AWAY, NO PLACE TO EAT, SHOP AND SOON NO PLACE TO PARK.



- I am on a tight schedule at the end of almost every day. I can't live by bus schedules.
- The City has given businesses incentives to stay in downtown or come to downtown. They have given them parking areas for their employees when they did not construct enough spaces when building their company's parking garage. This has had an impact on non-profits who cannot compete with businesses in the compensation and benefits they can give to their employees. Parking close and affordable to place of work is a high safety priority for staff and patrons.
- We need more parking for the Auditorium Theatre including more handicapped areas.
- If a shuttle service is decided upon, it should also be available to downtown residential buildings (Temple Building, East Avenue, St. Paul, etc.) in addition to the garages.
- Please provide more parking for visitors to XRX2 in downtown since the garages nearby gets filled up very quickly. Also, an different approach could be a shuttle bus provided by companies for their employees ... that pick up/drop off employees from their homes to the work place year round. This way everyone plans their life around this and get to work on time and leave after a full day's work. There could be a shuttle to transport people in case of personal emergencies during the work day.
- Flexibility to come and go from the office to other locations is important to me. I work flexible hours, carry a laptop and briefcase and do not want to wait for buses, or struggle with laptop and case while walking/waiting for buses.
- Security in B&L Court Street Garage especially late at night
- Duw to the time I come in and levae, the weather in Rochester, plus having to drag a laptop each day I would prefer to drive and be close to where I work. Do not what to take a bus or shettle untill it picks me up at my home and drops me off in from of work. Plus safety is a big concern
- I would not be happy to have to walk outside in the winter time at all - not from any parking lot or shuttle drop-off. The indoor skyways are wonderful! I am happy at Washington Square Garage and do not understand why you are considering rate increases to almost \$200 for some times of the year. That is not affordable.
- In general, parking lot fees are far too expensive. You want people to come downtown but then significantly increase their cost to come downtown for an event. For example, Public parking for events at BCA at War Memorial.
- Clearer information about drop off locatioins and transfer routes to get to building.
- income is none of your business and not needed for a parking survey. RTS is a terrible option. Never running on time and increased safety issues ensure it will never be successful in getting individuals who have a choice. If a park and ride is run like RTS it will flop as well.
- While might be willing to consider more options, child attends daycare in downtown and that eliminates ability to be truly flexible. Flexibility may increase as child enters school in the future.
- Comments: poorly designed to have the people using the ESL parking garage entering and exiting through the Washington Square Garage. To be able to only exit Washington Square Garage onto 1 street (Woodbury) has been very inconvenient during the past year. Maybe with better exit or entrance capabilities cars wouldn't be idled as long and populants would be reduced.
- better security for lots and garages. Parking in the garages is too expensive.
- I very often work late hours and have the flexibility of parking under Xerox Square for added security. Public transportation, shuttles, etc... are not acceptable in this current downtown environment to accommodate the frequent late hours (eg. anywhere from 8:00-10:00pm



departure from work). Not only for my personal safety but the vulnerability of my car being broken into in the public lots after hours.

- I think it is important for Rochester to consider the use of a light rail commuter system. There could be a central loop that runs around the city where the current inner loop exists, and there could be arms that reach out N to Charlotte, NE to Webster, E to Penfield and E. Rochester, SE to Fairport and Pittsford, SW to Henrietta and the RIT campus, W to Gates and Chili, and NW to Greece. This would provide a safe and convenient form of public transportation to bring people from the suburbs back into downtown stimulating the economy within city limits as well as providing a consistent and environmentally friendly form of transportation for commuters.
- Washington Parking Garage is very expensive. Xerox does not cover much of the expense. It should be paid for in full for downtown employees by the company or city of Rochester.
- Even though I put down that I would take the bus over the other options because of cost, I most likely would just continue to drive and keep the parking I have as there's no cost to me.
- Eliminate the weather as challenge to get to and from the Parking garage to/from downtown buildings. Have frequent and comfortable shuttles that accomodate carry-ons. Have safe indoor walkways to/from parking areas. More than one exit / entrance to Parking garage exits at busy streets managed by traffic signals. Put easy pass devices in vehicles to enter and exit parking garage for speed of processing and fewer backups.
- I teach and am a consultant to various locations and therefore need max flexibility in transportation, which unfortunately means driving alone.
- Maybe the parking meter cars could sit near parking lots with their flashing lights on when they're not collecting or checking meters. A County of Monroe vehicle with a flashing light sits in my parking lot sometimes at night, and I feel that vandals or criminals are more likely to stay away.
- Buy the parking garages and run them as a non-profit organization (Total recovery funding)
- I work in the East end and parking isn't that hard...but just stop long enough to pick up my husband from work on Broad Street can often be difficult especially when there are events at the Blue Cross Arena.
- I think building unsightly street-front parking garages like South Avenue, Washington Square, and Bausch and Lomb garage should be avoided. They are not pedestrian friendly at the street level. We must have street front shops and residences like East Ave. and Gibb Streets to return pedestrians to the streets. Garages should be set back behind street-front properties.
- Re-open the basement entrance/exit in the Washington Square garage that was closed for the ESL construction and seems to now be closed permanently. An extra exit makes it easier to get out of the garage at peak times.
- Would prefer more parking lots nearby. I would rather park in a parking lot instead of garage. We lost two parking lots where ESL resides.
- Need more parking garages in downtown that are close to business hubs and safe to walk to at night after hours.
- Shuttles within the downtown that make short circuits among major locations might be helpful. Perhaps something like that exists (similar to the UofR shuttle) but I am unaware of such services. This would prevent each individual from getting into his/her car each time he/she needed to go to a meeting, have lunch, run errands, enjoy an after work event etc. Rather than any type of shuttle service, better urban planning/development to make the downtown areas more walkable and/or bikeable would be a better solution to increase accessibility among offices, services, and residential areas.



- The RTS bus service is horrible. Their commercials, showing all these happy kids and people, is false advertising. I tried taking the bus for the first few months after we moved from Webster back to Xerox Square. During those few months I was subject to verbal abuse, reverse discrimination and rude behavior. I will only take the bus in the event I have no other way to get to work.
- Make the city more biker friendly by setting up lanes and adding bike racks around the area. I want to bike more, but I don't have a bike rack near my building (closest one is the side entrance in front of Frontier). My route is Monroe Avenue which is not bike friendly right now at all. More lighting at the end of Monroe Ave between Union and Chestnut would be nice as well.
- Thank you...great survey!
- safety is my number 1 priority. Waiting for a shuttle bus or an RTS bus isn't "safe".
- If you would assist RTS by actually plowing the sidewalks people might take the bus more often. The bus stop at Broad Street station is a mess in the winter. I think you should also have police around the area after 5:30pm. This would be very beneficial for late night commuters who have to walk to Main Street to catch the bus. RTS should have a 7:00pm bus to Webster, Penfield Fairport, and East Rochester.
- Parking is too expensive.
- I am open to a shuttle option downtown. However, I do not often feel safe, regardless of the time of day, esp. because I am often carrying a laptop and my purse. I drop my kids off at daycare in Henrietta and pick them up on the way home, so public transportation is not an option for me.
- I would be willing to use a metro or rail system to and from work each day if one were available in this city and the surrounding suburbs as most larger cities offer.
- Parking in downtown Rochester is an overpriced joke -- in addition to this, the garages provide no security for my vehicle and are not liable for anything that happens to it. That's a terrible combination. Gouge me to park, but don't secure my car. Basically, I stopped driving to work because it was too expensive and too dangerous. Plus, with the way spaces in the garages are reserved, some of the wait times to get a monthly permit are longer than the entire duration of my consulting contract at a particular employer. Basically, parking in downtown Rochester is a scam, and I'm disgusted at how the entire operation is run. As a result, I avoid doing business with any companies downtown -- I don't visit downtown restaurants or shops. I won't even buy lunch downtown during my work day.
- The issue of violence in downtown Rochester has women like myself who take the bus feeling unsafe. It was not too long ago that a huge fight broke out. Fighting between teenagers after school is a common occurrence. Is this something that is being addressed? Please do not disregard this comment as it is quite valid.
- I feel that the conditions in downtown Rochester have deteriorated over the 7 years i have worked here. There is no where to eat lunch any more thanks to the closing of Midtown. Now I understand you are taking out the walkways. I have to be honest here. The streets of Rochester only have riff raff on them. So if you are looking to get people to shop, leave the walkways. People WILL NOT go out on the street to get anywhere and put in some lunch spots so people have a place to go.
- Too many of the 'alternate' transportation methods require committing to schedules. When variation occurs, I would end up with the extra cost. I am also HIGHLY distressed at the idea that rates for parking would so substantially increase (as suggested in questions).



- I took the bus for years and it is not even close to being as convenient as driving. The time on the bus may be only slightly longer, but unless you live downtown, I found it added anywhere from 1 to 2 hours to my work day. Life is too busy to give up this amount of time.
- Increased presence of armed police officers outside of patrol vehicles; 911 phones and increased use of surveillance cameras; shuttles in winter need to run every 5 minutes; satellite lots need weather shelters; the availability of free or low cost parking would encourage business use (and entertainment use) of Downtown; increased police presence during commute hours & better enforcement of parking restrictions, e.g. NO Parking 4-6PM on East Ave between the inner loop and Alexander Street.
- Keep the Skyways open. Would love to see a skyway from the Temple Building to Sibleys and then connected to whatever becomes the new Midtown Plaza so the entire trip would be indoors.
- I'm not sure what would help in my situation specifically, as my son goes to daycare in Henrietta, so I drop him off there before I come in. Sometimes (he's 2) my time is short, so I'm not sure waiting for a bus for more then a short period is feasible.
- Why don't you have valet parking.. Now wait. it is not out of the question... have a pulloff at the major corporations right at the door. The driver gets out, hands keys to the valet, he/she goes and parks the car somewhere.. doesn't even matter where. The valet catches a ride back to corporation with others. Upon leaving, the driver then texts or calls the valet when they are ready to leave work. The valet picks them up and either the driver gives the valet a ride back to the lot or valet catches a ride back another way. Valet can get tips, parking cheaper because lot is out of the city and less expensive, driver thrilled, valet wipes off car if snowing, maybe for extra gets car washed...with modifications, it could work for everyone..
- I am not interested in doing ANYTHING that adds time or effort to my commute. In addition, I have had periods of time where I frequently had to stay very late (10pm to 2am) and having others relying on me for a ride home would be a problem (so no carpooling). However, I am glad that you are doing this survey. One option that you didn't ask about is reconnecting the skywalk. Not having to walk outside makes a world of difference.
- Since we haven't gotten a raise in almost 2 yrs, it would be nice to have a reduced rate from the \$79/mo. that I currently pay for parking. Restrictions on carpool usage have made it necessary for me to use my own car for meetings, etc. outside City Hall.
- The nature of my job requires that I work during normal business hours and also frequent very early mornings (5am onward) and very late evenings (until 11:30pm). To ensure my personal safety (as we have had colleagues who have recently been mugged and attacked in our area) I MUST have reasonable parking close to my place of work. Public transport is not an option for me as much of my job requires that I must escort our performers to radio, TV and media interviews.
- Traffic flow should also be considered. There are cars parking on Chestnut during rush hour that really impact flow. The backup of traffic turning right from Woodbury to Chestnut (out of Washington Square Garage and Excellus) could have been reduced if a dedicated right turn lane had been added during the construction of ESL.
- Would like to see Rochester expand RTS to more rural areas, with Park 'n Rides accompanied by structures to keep out of the weather. And, ensure that safety of area is governed. Fear is to have car issue, no one to help, or have to dig out of snow. As a woman, nothing more terrifying than have to look over one's shoulder feeling trapped, helpless. Thanks for your efforts to explore! (local-rural fast-trains would even be better!)



- As a walker, better maintenance of the sidewalks from the Cornhill area would be helpful. It would also be helpful to enforce crossing laws on Exchange Street south of 490. Most people do not stop when you are waiting to cross.
- Instead of wasting money flooding Broad Street in making a ridiculous "tourist attraction" without actually adding anything downtown to make people want to come here or stay here after work, rebuild the subway and electric train system the city and outlying areas used to have and keep the elevators in the parking garages in working condition.
- I am in sales so I drive myself as I have a need to come and go as necessary
- Build higher levels of parking garages in the downtown area
- Primary need for flexibility (i.e. drive and park) is due to two working parents with 3 young children. Flexibility is needed to support both work and family
- Reopen Midtown ASAP...And reopen the Skyways
- I like the park and ride option if its cheaper. Paying \$55 (after a \$30 discount) to park in the garage is too expensive and I'd rather work somewhere where I didn't have to pay \$660 a year to park. Better visibility about bus routes and cost would help adoption of more downtown workers to use the bus. Consider using Google Maps to display all bus routes better.
- More biking options - bike trails and lanes, secure bike parking, shower facilities.
- If you raise parking rates to the levels given in your examples, expect more business to move out of downtown.
- I have been working for the last 10 years from October thru March. Since I am not in a position to get monthly parking, each year it is a hassle trying to find parking close to Xerox Square where I work.
- I am excited about the focus on brining business back to downtown. I like the idea of more bike options. However in a community the size of Rochester public transportation will only reach a small about of people who are willing. As for a shuttle the commute time is probably about 20-25 min for people. so to wait for a shuttle bus for up to 10 minutes and take 10 minutes to get to the garage will double the commute time. Build ample parking, that is clean, safe and has good lighting. Be willing to let the parking structures in other locations go under utilized or close.
- My daily commute is between Penfield (home), Brighton (day care to drop off / pick up my child from the JCC), and then Xerox Square (work). Public transportation would be very inconvenient. I would like to see the skyway reconnected, and connected to all new parking garages. When I lived in the city and worked at Xerox Square, before I had a child, I often rode my bicycle to work. I was fortunate that I was able to lock up my bike in the Xerox Square parking garage. There are not enough and safe public bike stands in the business district.
- Would like more information on how traffic will be affected if and when Broad Street over the river is closed to automobiles.
- There is no place to secure a bike near the Xerox Square.
- I would be more willing to walk (in the winter or during other inclement) weather if there was better conditions on the sidewalks. Too often the sidewalks are icy, snowy or the crosswalks are piled high with snow and slush. Historically, there were awning to protect walkers from rain --- not now. The Habitat Maze (interior tunnels) were nice, except the designations were so limited (e.g., it was impossible to get War Memorial after work from Clinton Square) or impossible to get to City Hall or restaurants. The problems with the shuttles, at least during the winter time will be to deal with the snow piles and slush, upon entry and exit.





- The questions about shuttles were not fair. Without knowing the times of the shuttles (start and finish) it is difficult to make a choice. Since I start work very early sometimes and finish early, the shuttles most likely will not be running. This would require me to work only during shuttle times or continue to drive because no one else is working at 5 or 6 in the morning.
- Until downtown becomes a safe place to work and park - there are few options. If it wasn't for the bridges that connect the parking garage to my building - I wouldn't be working downtown. As it is there is no security in the garages and if you are not in your car before 6:00 you are taking a big risk. Even walking on my lunch hour with a co-worker is a scary event at times especially on Main Street near the Damon Ctr. too many kids hanging around and at the bus stops.
- Anyone living within city of rochester should take public transit, and or bike. All buses should have bike racks, the city should install safe bike stations thru-out, publicize bike commuting challenge (see chicago), i'd consider a railway more than bus. faster, less stops. shuttles wait too long, and too many stops. not comfortable at all. not much security on buses. rochester government employees and teachers should live in rochester, and should get tax breaks for public commuting, and tax incentives to move downtown just like businesses. this will eventually pay off with growth.
- Your survey does not address the frequency that an employee must leave the office to travel to other sites multiple times a day. Access is paramount.
- My schedule may be atypical since I drive in from Ontario in Wayne county every morning at 5:30 to arrive at the gym for 6am to work out. Difficult to find fellow carpoolers or bus service from that area for that time. Traffic is light though, and I get to pick the best parking spot in the garage, so there is a benefit.
- Midtown garage would be wonderful to have opened back up, along with the Skyways. Loved it when I had that option.
- I have tried RTS - it's not safe with the beggers and hagglers & no one assisted me while waiting for these buses. Once waited 3 hours in the cold for a bus during a snow storm & I have a child at home. This is not a good option. Carpooling is also not an option with my flexible hours & schedule. We should all have available and safe parking for people in the city.
- More morning buses. Right now, the bus I could take leaves TOO early, and TOO late from when I actually have to leave.
- I have no idea why people have to pay for parking in downtown Rochester. Paying for parking is a method of rationing limited space for excess demand. There is no excess demand. The best thing downtown Rochester could do is deploy "free" parking.
- It took me 16 months to get a Xerox-subsidized parking spot in Washington Square - my answers would be different if I still needed to walk outside in the winter - that was not enjoyable. Despite that, I did not take the Xerox shuttle when offered because of the extra waiting and driving time vs. walking. I have taken the bus (almost solely) in the past, but it's hard in winter (cold, dark - safety) and if you miss the bus you have to wait for a long time). Also, the 8 questions on which transportation option we'd choose was very confusing, I'd imagine a lot of people stopped taking the survey to avoid them.
- Please keep up the downtown development work and I'd love to see more retail (Wegmans, Target, etc)
- pls tell the Mayor he is doing a \*GREAT\* job!! & Don't give up!!
- free parking on street (metered parking) and city garages on weekends and for large city centric events (taste of rochester, Music fest, east end fest, etc.) would encourage more suburbanites to attend downtown events.



- Once my children have graduated from High School and afternoon sports / activities are no longer a requirement, I would be more open to public transportation options.
- I have to come and go to go to meetings, often on short notice, in other locations in the greater Rochester area. I need to be able to park near my office to be efficient in coming and going to these meetings. Having to walk for extended times to get my car or to get back to the office is a waste of time. Rochester has become very unfriendly in the parking options. This makes people want to find work other places than in the city. Closing Midtown over a year before any work was done on the building showed how little the city cares about having people come downtown to work.
- More safety patrol and/or police in low-traffic areas w/parking (to insure safety, especially after dark!)
- I know the mayor thinks parking tickets are a "revenue enhancer", but his aggressive enforcement of the parking meters on the bridges over Broad and Court streets must leave a bad taste in folks' mouth when they get that parking ticket after using the library, the few restaurants nearby or the courts. I would make the meters three hours long instead of two to cut down on penalizing people who still come downtown and get slapped with tickets. BTW, I notice few tickets are handed out at expired meters on Main St W. between Plymouth and Fitzhugh streets. That should be looked into by the mayor.
- Carpooling is a problem now because, when it is not possible to share a ride (e.g., someone has an appointment during the day), it is nearly impossible to find nearby single day parking unless you come to work very early
- I am a contract consultant for a downtown Arch/Eng. firm. I am an Architect. I need my car to visit projects and clients. My hours can be variable so I can not carpool, bus or any other means than driving myself. If I could use an alternate forms of commuting I would. I pay for my own parking. If the cost of parking was to increase I would have to pass that cost along in my fee or adsorb that extra costs and decrease my net income.
- I think your survey is not taking into consideration those of us that have to shuttle small children (in my case two) to a daycare service daily for both drop off and pick up. I would not mind using a shuttle service or bus service from/near their daycare provider (in spring, summer & fall) however I can be called back to daycare to pick up a sick child at any time on any given day therefore I must have my car within easy access at all times.
- The personal information requested is unnecessary and there should be an option to opt out. Also, improved RTS service offerings & flexibility in suburbs to downtown would encourage ridership.
- I did not like the way your survey was done, and I believe your results will be skewed as a result. I would like to continue parking where I am now at the price I am now. I would not like to pay more each month, but I selected the option to park where I am now because I do not have time each day to wait for a shuttle. When I drive to work I need to get in the building and start working right away. When I leave work, I need to get in my car and get home right away. I often have kids activities to get to or meetings to get to, so wait time is not something I am interested in. I am also not interested in spending a large amount of money each month to park for work. Ideally I'd love to work in a location where you do not have to pay to park!! I do not enjoy paying to park!
- In the Washington Square garage around 5 pm every night there is a bottleneck of cars to exit the garage. There should be more exits. In addition, parking spaces are extremely limited. There are owners who take up 2 spaces with their cars. Those that can not park between the 2 lines should be ticketed even if first time offenders. This will help with the availability of spaces.



- RTS should reinstate the free bus within the inner loop or other confined area within downtown to encourage people to get around during lunch hours. This exposure to the bus system will help acclimate people to the bus and minimize some of the fear that I think some people have.
- Parking expense to come downtown is an economic drain. There is little to no value of being downtown; there are a collection of independent office buildings that compete for scarce parking space and create an artificial economy around the market for parking.
- The City of Rochester planners should be a SHAMED of themselves. The majority of individuals feel the City of Rochester made a huge mistake by allowing ESL to build their building on a "postage stamp lot". ESL's building looks as if it was "crammed" in between other existing buildings. It may meet local building code criteria, but it certainly will result in TRAFFIC PROBLEMS and PARKING PROBLEMS. In addition, the ESL building doesn't fit in with the surrounding architecture structures (GEVA Theater, Washington SQ Parking Lot, Saint Mary's). ELS building looks cheaply constructed as well.
- Since the South Avenue Parking Garage ramp collapse, parking in the Court Street Garage has been very strained. Clients/Visitors are afraid to park there. I hear every day how downtown parking and one-way streets present obstacles to coming downtown. The ones that brave it complain they cannot find spots to park, if they use the meters get tickets because you can only feed a 1 hour at a time into the meter-and they might want lunch too,it's already costly compared with suburban parking lots that are free and never-ending construction done during the day adds more headaches to this list. SO alot of our clients HATE downtown with a passion.
- I would prefer to park in Washington Square and take the skyway to work, or anywhere I can stay indoors in inclement weather! If you go with the shuttle buses, can they drop us off at the door to Xerox, and run until at least 6:15 PM?
- I have a teenager that needs to be picked up whenever he misses the bus, etc. I need to be able to get to him.
- The best way to improve parking downtown is to make it cost less. Also, the never ending parade of tickets written for right on red at the interesection of State and Main is a giant wast of tax money. Dispatch the police to where they are needed, i.e. where violent crime occurs regularly and stop wasting money on stupid traffic violations. The money saved could keep parking costs level.
- I think the parking problem is way-overstated. It is not expensive and I never have a problem finding a spot. People want to be able to just step out of their cars into their offices. I'd like to see more enforcement of parking and driving laws. Also the CLEARING OF SNOW from sidewalks. Revenue opportunity is being overlooked and those of us who obey the laws are made to feel mighty stupid.
- There are not enough busing routes in my area to accomodate my commute to work. I need to walk over a mile to get to the nearest stop that goes into downtown and I refuse to do this so early in the morning alone. It would be nice if the bus stop at the end of my street was capable to accomodating my need or if there was a park and ride option in my area I would utilize that.
- We work early morning 4am in High Falls...there is no transit from Hilton and it's dangerous walking around town at 4am in the morning. Plus the ticket guys circle around time and time again just waiting to give tickets. We leave at 11am. It doesnt make sense to purchase a parking pass
- I would be very unhappy to pay more for parking, but the nature of my job and other commitments sometimes requires me to travel to other locations during the work day. There wasn't enough info about the shuttle hours to choose that option in the last section of the survey. RTS isn't a viable option because of the need to make midday commutes to another location and



the additional time that would take. If there was a way to flex my options at different times of the year, I may do that. Would also like the flexibility to share my spot with another person so that we could share the charges. That isn't currently an option.

- 1. offer employers incentives to pay for employees parking! 2. make bus schedules more accessible and educate us on how to use the bus system 3. make the bus stops SAFE...I see lots of shady looking people at the bus stops 4. parking is soooooo expensive. I pay almost \$1000 a year, just to park for work! Thank you
- bus schedules are hard to read. park and shuttle good option only if it shortens driving time, maybe on outskirts of downtown in couple directions.
- I live in Farmington - Biking is not an option for me. I need the availability of my car, for my kids. Dr. appts, sick at school, etc. I cannot be dependent on someone else and no one can be dependent on me, except my kids. I am a single mother. I have the flexibility in my job to work virtual on occasion. I also work different hours - sometimes in late in the morning and usually leave late at night. I get sick when I ride the bus, so this is not an option for me either. Not to mention that there isn't always a bus going Farmington.
- Husband refuses to let me take a bus as he is concerned about safety.
- Parking is a small issue compared to the overall safety issue that one feels when coming downtown. If not for work, I would probably not come downtown more than 5 times a year.
- I work at St. Mary's Church. We are a busy, vibrant community. Many people attending daily services and/or meetings are ticketed at the meters near our church. Not a day goes by that I don't see officers ticketing cars often as soon as the meters expire. 2 hour meters on St. Mary's Place would make life so much easier for those attempting to worship and assist us in our mission
- I am handicapped. The survey did not take this into consideration with the questions that were asked. I park in the medical area at work due to a disability. Walking a long distance or standing to wait for a shuttle for more than 5 minutes would be too stressful on my body.
- Please be considerate of individuals who come later to work because they put their children on the bus in the morning. Because I have to come later (9:30 am), most of the parking places are taken and I am on the roof (even though I pay to park inside). I would prefer to have a reserved spot so I know I have a spot each day.
- If parking rates are increased, I would encourage my employer to move out of downtown.
- Make more parking FREE in downtown and you'll get more people to come downtown.
- I would love to consider public transportation options but they just don't seem convenient right now and they are slow. A better bus, shuttle, subway, train system would be great.
- I would not mind taking the bus if it dropped off/picked up closer to my work place, as I have arthritic knees and it is difficult and painful for me to walk further than 5-10 minutes or so. Shuttle options sound great.
- Improve the attitude of city employees, including parking lot staff. The city has proven to be an unfriendly place.
- I would not be able to car pool, bike, or use public transportation. I need my car as my job is in sales and marketing.
- Re-open Midtown parking garage to the public!



- survey did not include any reference to child with day care drop off and pick up. I could in theory ride a bus to work, but would have to drop my children off, then return home, park, and walk to bus stop. That would add 20 minutes in the morning and evening.
- Safety! The lot that I park in is unsafe - break-ins, blood trails, alcohol bottles, and drug bags... it is scary to walk out after dark -- red shirts aren't there
- Parking fees are outrageous. Very costly if only parked for 1/2 day. Costs almost the same as a full day.
- I cannot carpool because no one lives near me with my same hours. I have to leave at a certain time every day to pick up a child and get one off the bus.
- My company is currently looking to move out of its downtown Rochester location. One of the reasons is our parking situation.
- Would love to park back in Midtown Plaza
- I do not feel safe walking outside now and never at a bus stop. When you see 15-20 police cars and the horses out there chasing kids down the street, does not give you the warm fuzzies about being on Main Street. I like parking where I can go right down the stairs to my car and not go outside.
- Bus schedule options are limited (only 1 bus runs out to Macedon). I would take the bus more if options were available.
- more two hour meters around Washington Square park would be nice
- 1. Open parking again in Midtown 2. Allocate a bigger % of public parking to monthly passes (i.e. Wash Street) 3. Re-think rates (they are \$20 per month too low)
- No questions on safety, after hours, etc. Special concern for women with shuttle and RTS or walking anywhere, especially with variable hours. Big complaint for Xerox.
- I do not want to park in a different location. I can park at Washington Sq. and take the skyway right into my building. I have not taken the bus to work since you folks closed Midtown and I could no longer walk inside where I felt safe and did not walk outside in the snow and rain. I will not walk from Main St. to Xerox Sq. outside in the dark at 6:30AM. I do not wish to carpool.
- Working downtown is not the ideal situation. I have to pay to come to work and then I have to walk a bit to actually get to my workplace which adds time onto my commute time. I have 3 children and need a car available to me all the time in case I get called home or to school. I need the flexibility of being able to come and go on MY schedule, not a bus schedule or shuttle schedule. Another point to make is that the garage rates go up, the supplement from my employer does not nor does my salary these days with the economy constraints. It cost me dollars out of my wallet to work downtown!
- Lower monthly fees in Rochester City Parking Garages. Better care to remove snow and prevent falling due to ice in the winter.
- Re-open the underground walkway from Xerox Square to South Avenue Garage
- City buses do not seem safe nor convenient for me to get to work. Waiting on a cold winter side walk to ride, very slowly, along main street to be dropped three to four blocks from my place of employ does not seem like a better solution for me. I use my personal car for work at least once a day to make quick pick up trips for work.
- Make all parking lots identically priced; ie. \$3/day or \$55/month - with indoor parking +\$1/day or +\$20/month. Insure adequate handicap parking



- The biggest reason for not using public transportation is b/c of both parents working these days and kids either have activities that they need to be brought to and from right after school, or if one is sick I need a way to get to my car and get to them asap.
- At Court Street garage, \$7.65 is a lot per day for Rochester. The garage offers a monthly pass for \$80, but in our job we travel a lot, so our schedules are unpredictable. We don't want to throw money out the window. A possible solution would be to offer a monthly pass for frequent travelers. I work in the B&L building for Ernst & Young. Many of my coworkers are in the same boat as well.
- The print on this survey is far too small. I could read the questions, but the choices were not clear.
- I do feel that the current rate of \$75/mth is too high. I have taken RTS in the past, but it is necessary to have my own vehicle in order to get to after work activities/appointments. Even if I just have to drive to work 4 days out of the month, I am better off paying the monthly garage parking fee rather than paying \$2/day bus fee plus 4-5 days of daily parking garage rate.
- Have employers provide free showers for people who bike to work.
- I see very little hope for expanding the use of RTS unless the service becomes much more reliable. I was an RTS commuter from my home to downtown for 20 years when I lived in the city. The service is atrocious. I don't see carpooling working because many people have other commitments after work and need their car for that purpose.
- This survey didn't work well for me because it assumes there is a dollar amount defined as the cost of parking. Our parking costs are included in the cost of the rent and covered by the employer.
- I would not like walking any distance outside in the early Spring or Winter months due to the weather, but if parking would cost me significantly more, I would consider taking a shuttle service.
- Parking prices are quite high in the city today and the number of parking spaces is not adequate.
- There really isn't enough information given regarding the park/ride/walk to make an informed decision. For instance, where I would have to park (safe), and where the shuttle would drop me off (at work or need to walk outside in bad weather) make a big difference.
- To even consider an increase in parking fees is a travesty. I know you are looking for revenues, but tell Maggie that this is not the way to do it. This is not New York City and you are not limited for space in downtown. There are plenty of buildings that could be leveled and made into parking lots/garages. There is little to no service being offered in the parking garages now. The exit design for the Washington garage is terrible and just made worse by the connection of the ESL garage. I do not have the luxury of having set times to come and go from work and I don't have a personal chauffeur at my beck and call. I take my wife to work at Strong Hospital and my hours can vary. I live in Fairport. If bus service was more frequent, I might consider using a bus, but in the current economic environment, I don't see a whole lot of investment being made in this area. The city can't even afford to fix potholes in the street much less invest in expanded bus service. Midtown used to have a parking garage. If Paetec is coming down and additional housing and shopping developed in this space, Paetec and the developers should rebuild the parking that has been lost. As for the future of downtown, until you make it safe to walk in the downtown area after dark, there will be no revitalization. We all don't have a security detail to go with us to events downtown after dark.
- need flexibility for the needs of children to be close to car





- Ever since the midtown parking garage closed, parking situations in downtown are horrible. I personally went to the extra expense of keeping my parking pass for 3 months when I didn't have a job so I could ensure that I would have a parking pass when I returned to work. Especially with the snow mounds on the parking garage right now, parking is challenging. For my personal safety, I will not take public transportation, or walk for distances to get to work.
- I feel very unsafe walking to and from my parking garage after I get out of work. I most of the time have to walk alone and I am constantly being approached by people asking me for money and other things. It's very unsafe.
- I am sure you are aware that the few garages that are downtown are usually full during peak hours. If I do have to make a trip in the middle of the day I am not promised a parking spot when it is time to come back to work. Basically, there needs to be more parking/transportation options downtown.
- More parking available Cheaper rates per day like \$3/day is great. I currently carpool 4 days a week. I have also taken the bus for a while and it is great. I love it but it is not always on a convenient or flexible schedule. There are not enough busses running in the morning and in the evening past 5ish. Thanks
- Make it easier to drive in downtown Rochester. Do away with the one-way streets and the no-turn restrictions.
- Consistency is the key. If I pay for a spot in a garage I have to pay each month, if I give up my spot there is no guarantee that I get it back in the winter (ride bike, etc.). If it rains and I don't want to ride in and I don't have a monthly spot I pay out of pocket or now have a ton of fussing around to try and get my employer to pay for it which isn't worth my time. Park and ride maybe but it needs to be close to the house, protected and shuttles every few minutes with minimal stops on the way down town. Time is tight and I would not want to spend more time than I do now getting down town due to stopping at every corner or park-n-ride location.
- I used RTS for years and i don't want to go back. the buses were late, came too early often causing me to have to re-shift work, school, and my daughter schedule. I'm all in support of being more "green" but i don't want to ride on RTS again in the effort to do it. I have several places to travel to on any given day. i think parking needs to be cheaper more affordable and available
- I have worked Downtown for over 20 years and parked first in Midtown and now in HSBC. I would never even consider taking a shuttle or bus in Downtown Rochester just isn't safe. The one thing I will say is that The Red Coat program was a great idea and something we all took advantage of when you closed Midtown Parking.
- There are two main reasons why I do not currently use public transit, carpooling, or other non-auto travel options. First, I have two small children that I need to get to and from daycare. Second, I work flexible hours and also frequently travel as part of my job. Thus, I need easy access to my vehicle. It is for this same reason that I would be unlikely to make routine use of more distant parking and a shuttle service. If my situation were different, I would definitely use public transit and alternative parking options.
- More bike lockers and making the streets more bike friendly would increase bike traffic to and from work. I have been biking since 1979, and there seems to be more people biking now than ever before. We should encourage this.
- All middle & high school "children" should be back in yellow buses, or not allowed on "regular route" RTS buses that go through downtown. Aside from the problems they cause downtown, about 95% of them show immense disrespect to themselves, and other riders, with the foulness of their language and attitude. I have had to get off buses long before my destination because I



did not want, or need, my 7 year old son to hear it. Sadly, the girls are just as bad, if not worse, than the boys.

- Some under ground parking, like the huge lot on Corinth or the one next to Democrat and Chronicle can be a bit "creapy" if you are walking alone to your car after a long shift because it is too dark.
- Safer biking conditions and bike storage facilities.
- like where i park now, because in the winter when it is dark out when we arrive and leave the office, I dont like walking long distances to work. I feel safe where i park now. Carpooling is not an option as my work and personal life requires/allows flexible start and end times to my work day.
- Flex time by employers. employer paid parking. Traffic is NOT a problem in Rochester even at rush hours.
- Please encourage all new construction to incorporate parking into the plans.
- I have worked downtown for 26 years and it has been important for me each of those 26 years to provide my own transportation. My hours can run late into the night and I need to be able to get home when I am done. Even 26 years ago, when I did not make a lot of money, it was worth it to me to pay for parking to have the safety and convenience of getting home promptly.
- feel safer
- You neglected to include an option - I can't take public transport or carpool, I have a child at Daycare (on East Ave.) that i have to pick up. Many people have obligations that negate them being able to take a "greener" option.
- It would be nice to have the indoor walkways open - so that we could walk inside to work and not have to jump snow banks or puddles.
- Why don't you use some of that white elephant we used to call Midtown plaza for something useful. It's a joke that it's been closed for nearly two years on a promise that Paetac would move there. We know that's not going to happen.
- Having been on the busses recently.. the folks on othe bus can be out of control. Even my clients remark about that. Safety on the busses as well as down town can be a significant part of people using public transportation.. and coming downtown.
- I do not want to pay more to drive my car to the city. I am a single mother who works full time and goes to school. I cannot afford to send my child to a conveniently located daycare because I do not qualify for any assistance. Therefore I drive to a suburb daily for family to watch her. Please do not force me to pay more for parking that will not work with my busy schedule. I may need to come and go throughout the day for appts, emergencies and I do not have extra time for extra commuting.
- You never asked why on the choices made about parking versus supporting alternative transport. I would not want to rely on alternative methods as I need transport when I need it to go to work after my son is on the bus and going home to meet day care pick up times. In between there are weeks when he has days off or after school happenings that change the schedule. There is more but these make using an alternative to transportation not worth the effort. I wish my schedule was more the same every day. In addition it is antiquated when people have to pay to park to work. I take a pay cut working downtown and the garage I have to park at especially in cold weather or rain is not a pleasant walk with the necessity of a laptop case. I had to come downtown for my new job and did not want to down here due to parking location and expenses. There are not a lot of convenient lunch choices or errand completion choices. Going to the



parking garage and then out to complete errands is not worth it for the time to and from the garage and exiting and returning to the garage.

- Fix the pot holes in the parking lot
- The current RTS service is highly inconvenient. It would need improvement for me to use it regularly.
- high-speed rail from suburbs
- In a city the size of Rochester, it seems that parking rates are too high. Would prefer to take bus. However, due to family medical issues, I need the flexibility to be able to leave mid-day for occasional family medical appointments /emergencies. Current bus schedule wholly inadequate.
- I think the big thing you missed was SAFETY. I am good because I can park in the Xerox Square garage, but many of my colleagues are uncomfortable parking in some of the garages, like St. Joseph's, because they have been approached in the garage by undesirables, feel unsafe walking alone down the street to work, etc. The safety issue is the elephant in the room. Many folks miss Midtown parking due to the connection through the skyway (weather is a big factor in Rochester) and the close proximity helped with the safety issue.
- I think a shuttle would be a good idea here. Because I have to leave the office and drive to meetings I am unable to use public transit or carpool on a predictable basis.
- I park in the Stone Street garage and am scared walking from Xerox to the garage at night. The city is not safe. Additionally, I would not take a bus because of the lack of safety on the buses and at bus stops. I wish it were different - if it was, I wouldn't hesitate to take the bus - but until our city is safer, I will drive.
- Terrible approach to this. I can't stand these 'morphing' surveys where the options presented don't represent the option you'd actually prefer. I've frankly had enough of the 'garage Nazis' as it is. I'm not a fan of the cost, the policies, and certainly not the data collecting rfid chip now permanently affixed to my windshield. My company is looking at new locations so hopefully I won't have to tolerate this much longer
- I wish that parking wasn't so expensive. My significant other and I ride to work together, he drops me off downtown, then proceeds to Henrietta. I wouldn't have to carpool if parking was more affordable.
- The parking situation in downtown is HORRIBLE. People will not come downtown because they can not find a place to park. It has been limiting in the way I conduct business. We need more easily accessible parking!
- Reduce cost
- Recently my husband had back surgery. The one thing we noticed during his recuperation, that we had never noticed before, is that there are NO handicapped parking accessible downtown with a large amount of walking. Most who have handicapped tag are physically not able to walk so walking from a garage is not possible.
- I have to go out to see clients during the day so I can not use public transportation.
- Thanks and I think that my business location is wrong. I should be 100 Clinton ave south Rochester, NY. Also, I park in Washington Square.
- Buses work great for people who live in the City. For us that don't it is more of an issue (time and schedule) for someone to carpool or take a bus.
- Just add another garage and more bus service to the suburbs.



- Parking for employees and clients/customers is key issue when businesses decide whether to renew leases to stay downtown.
- I would not mind paying any price for a \*reserved\* spot in Washtington Square. I am extremely frustrated that the record keeping there is so poor I have been told for 3 years that "none are available", despite the fact that half are \*obviously\* unused.
- take the bus stops off of main street. that is the biggest problem for downtown.
- There should be much more on street parking permitted without all of the restrictions. For example, I belong to the Downtown Athletic Club and the on street parking in this area needs much improvement.
- I live in Rochester for its convenience and size. I'm lucky enough to feel enjoy Rochester, and not deal with the overwhelming aggrevation of a big city. Please find an alternative to the parking situation instead of forcing park and ride's, and carpooling.
- Would like to park closer to work to feel safer.
- I do not see the need to change the bussing situation. It works just fine and by keeping the cost down, more people are using public transporation.
- We've been bled dry by parking. The city gave away the lot directly behind our theatre to Excellus as an incentive to get them downtown. We were forced into the Washington Square lot - expenses are absolutely killing us (unless we're mugged or broken into before we pay). We're one of the leading income drivers in the downtown area, and we can no longer afford to park in our own area. Shuttle and RTS are not practical because our business requires us to move around the county - in and out throughout the day. We would fold. We bike when the weather allows - but we've reached a critical stage. Raising the prioe at the downtown garage will cause a LOSS of revenue - this non-profit simply cannot afford it. We will all have to be dropped off at work, business will change, and ultimately jobs will be lost. We're barely hanging on as it is. That's the truth of it. Thanks for asking.
- Two Comments: (1) I am not likely to take public transportation because (a) I often have a lot to carry back and forth between my office and home and (b) I often need my car to visit clients out of the office or appear in court outside of downtown. (2) I park in the sister cities garage and I am disappointed that the city now permits meter parking on Fitzhugh street immediately adjacent to the entrance/exit to the garage. When people are parked in this spot, it is nearly impossible to see oncoming traffic coming from Main Street and it is difficult to exit the garage. This is a safety issue, and I would like to see the space/meter immediately to the south of the entrance eliminated.
- disperse the crowds, encourage eating establishments to locate in the city
- My concerns about taking the bus are that I would be very nervous once it got dark out. I live alone and as a female, my safety is my #1 priorty. I don't feel very safe riding up North Clinton Ave in a city bus when it is dark out. Let alone WAITING for the bus downtown.
- the parking companies in place our great Private is best vs City run
- Provide more mass transit options to people who live outside of the city. I have lived in a bigger city that provided mass transit and it was the only way I traveled.
- I would have to be absolutely sure of my personal safely befoe I would consider RTS or a shuttle
- I WOULD HAVE TO DRIVE 8 MILES TO CATCH A BUS AND THEN IT IS NOT WITHIN MY TIME FRAME.



- One way to improve parking is to NOT CHARGE SO MUCH. A recent trip to the Civic Center Parking Garage for an evening cost \$10 -- ridiculous!! And you wonder why people don't want to come downtown?!!?
- The cost of the parking lot we use is built into the rent monthly. I do not have the information on the cost per month.
- Not willing to pay more for a service or combination of services that take a greater time to commute. The demands of my job (out of office meetings) necessitate parking relatively close to the office and having access to my vehicle to leave and return freely - without waiting for a shuttle or bus. Have core hours, occasionally varies unpredictably due to workload. This negates the usefulness of RTS service due to schedules.
- Prefer more skyway connectors / underground connectors than shuttle. Would be more willing to walk between garages if secure / climate controlled walkways exist. I believe that this is the best option for Rochester. Closing Midtown Killed the skyways..
- Mortimer reduced the monthly rate to 50 per month which is reasonable. The other garages prices are too high. Need more security walking to and from the garage.
- I would not want to park in a location that I didn't feel safe in and some of the other garages aren't as safe as the garage I am in, not that there hasn't been problems.
- there are too many parking garages and lots. half of downtown is parking. this is very silly, and certainly not good for the city. I am absolutely furious that the city of Rochester allowed ESL to build a parking garage next to another parking garage next to more surface parking on prime downtown real estate. whoever allowed this should have their urban planning head examined. you want people to park and come downtown? make street parking free.
- One of the biggest detractors from using other parking options is safety. I'd gladly park farther away from my office in the summer if I wasn't concerned about my safety walking to my car in the evening. In the winter weather and darkness are both concerns, and it saddens me that the demolition of Midtown is completely killing the Skyway, because that was a great way to get from place to place--no issue with weather and seemingly a bit safer.
- If you try to force people onto buses or shuttles you will have a mutiny on your hands. Good luck with this idea, and better luck with your re-election campaign. You'll need it. This isn't London or NYC. If there aren't enough parking spaces, try knocking down some of the ugly empty buildings and paving them over. Two problems solved.
- You need to clean the streets up in the downtown area of kids causing trouble. You have started to do so around the Sibleys Building. I hope this is not a 3 month show of force and then out and the area returning to what it was.
- City of Rochester needs to consider the parking situation BEFORE approving new buildings, etc. There is not enough covered parking for business people, with a safe location for walking to, during later hours in the day.
- My only dilemma is whether to pay a monthly parking fee, since it's less expensive than daily, because with better weather I will probably walk most days.
- having children that can get sick need doctors appt and anything unexpected can occur at any moment --- I need to be able to come and go as easily as possible
- Parking needs to be cheaper or we should be getting what we pay for. I pay \$79 a month to park in a garage where the elevators are out of order the majority of the time. I have seen an increase in security which is greatly appreciated but there needs to be a more affordable and safe option. I do not consider taking RTS because I travel with a laptop daily and do not feel safe.



- FYI -- The address listed on the map for the main building of my company, Thomson Reuters is wrong. Although the building is on the West side of the river, the address is 50 Broad St. E. for the Aqueduct Building. SUGGESTIONS: Improve mass transit in cost, quality and frequency of service for people who live and work in the inner city. Provide incentives for using public transportation and be as concerned for the comfort and well being of inner city dwellers as there appears to be for suburban commuters. Midtown provided underground parking and a Skywalk that was convenient year round. Most parking garages are unattractive, tight, and appear unsecured and understaffed. If this is the best the City of Rochester can do...it's disappointing!
- I am shocked that you are considering making it more difficult/more costly to commute to work downtown. This is not NYC or Boston, hardly a congested, high-demand real estate area. There are very few positives to working downtown as it is, and many of us are restricted in our ability to use what public transportation there is due to requirements of the job (unpredictability of need to stay late/come in early) or personal obligations (caring for children and/or aged family members). Anything requiring commuters to pay premium pricing for the "privilege" of parking in this small, half-vacant downtown area or to add to their commute time by some convoluted sequence of park-and-shuttle would undoubtedly lead employees at my company to press for telecommuting, in which we could just close down our downtown office and all stay home. Is that the plan, to drive people out of downtown?
- I like the convenience of coming and going as needed for my job. Relying on RTS and shuttle buses would be an inconvenience for my busy work schedule.
- Free parking
- Nothing was mentioned about safety. That is a very important aspect when considering where to park. I want to feel safe in the garage and walking to and from my place of employment.
- one thing that greatly influenced my decision on parking is safety. I don't feel safe walking around downtown Rochester. Before any real improvements can be made in parking, crime rates need to go down.
- Downtown Rochester needs to address the crime issues before a woman like me would be willing to walk/take a shuttle bus that increases my commute. There are too many gang issues and attacks downtown to make this viable...you must address those issues in conjunction with parking before any of this is resolved. I do not work a typical 9-5...I am here very early/late sometimes and having direct access to the parking lot I use right now is the only way to go for me at this time.
- Fix the new RFI/Sticker system for monthly parkers in the high falls garage, so traffic does not back up onto Lake Avenue in the mornings. Also not having a RFI tag available, which could be easily moved from vehicle to vehicle is a problem for people who car pool or whom may own more than one vehicle.
- Personally, I'd rather not work downtown at all. It's a pain getting out during rush hour specifically with construction and bad weather. I spend oodles of time wasted in my car and would waste more trying to meet the bus schedule with my crazy work hours. I hate parking downtown cause the garage is awful dirty, dark and scary. I've had multiple damage to my cars. People from our office have been mugged. Never had any of these problems when I worked in the suburbs. Too bad this company feels compelled to occupy downtown space. I hate being downtown. No place to go at lunch. Creepy people hanging around. It's dirty. Sorry. I just wouldn't work here if I could find a position somewhere else.
- The over-zealousness of the parking meter police creates a paranoid and unwelcoming environment. Also, there are many one way streets in the area that need not be so, and serve to make navigating downtown more treacherous and confusing than is necessary, and make it more likely that one will get a ticket while navigating around.





- Taking a shuttle or using the bus system would interest me provided that I felt safe waiting for the shuttle or bus. I start work at 7:00 A.M. by choice. But it is dark for a good part of the year between 6:30 and 7.
- Flooding Broad ain't gonna "optimize" a thing. It's a waste of money, and we will vote you out of office.
- As a commuter I would like to see bike routes and safer methods of sharing the roads with drivers. I enjoy the peace and serenity of the Genesee Riverway Trail, and I use this for the way home, it's a real nice de-stresser. In the morning I travel by way of St. Paul, at 6am in the morning there is rarely any traffic however in the afternoon is a different story. If I had to get home quicker in the afternoon and had to take the streets, I can guarantee that I'll almost get hit by drivers about about 5 times, one time was almost by a school bus. I am a safe, cautious, and know the Lord is on my side, my concern is for everyone else commuting out there as well. Some places are ok to use the sidewalk but I really prefer not to so I don't hit a pedestrian and plus I don't want to get a ticket for it. But because of the drivers and limited amount of space, you do what you have to do. See following articles for more on how I stand:  
[www.nybc.net/our\\_programs/safe-routes-to-school/](http://www.nybc.net/our_programs/safe-routes-to-school/) [www.nybc.net/our\\_programs/share-the-road/](http://www.nybc.net/our_programs/share-the-road/) There are a lot of benefits to bike commuting, exercise, saves gas and expensive car repairs (it's a lot cheaper to change a bike chain on a bike than to get a new ball joint for your car), helps environment, as said above... de-stresses, and so on. I do use the bus when my vehicle breaks down or it's a pretty rainy day or the bike breaks down, I've got my emergency RTS bus pass just in case. With all that said, I hope you would look into making Rochester more commuter friendly, more healthy, and more safe. God Bless you, our church prays for your moral and upright leadership and decision making.
- If you want downtown revitalized, don't make parking such and expensive/unpopular option that businesses start moving to suburbs where parking lots would be free.
- Buses are filthy and I have no interest in using them. The parking garages leave me feeling very insecure because of physical limitations. Rochester is not a commuter-friendly place to work.
- Security coming to and from parking is a big concern that hasn't been addressed with this survey.
- Do not flood Broad St. This will take away more needed parking spots. We need parking spots not boat slips.
- My commute is long enough as it is. Riding the bus makes it twice as long. I would not be open to any alternative that lengthens my commute more than 5-10 minutes or makes my parking costs more expensive than they already are.
- Dedicated bike lane on Lake Ave. would encourage me to ride my bike as well as more bike racks (not pay lockers) to lock my bike to.
- I would NEVER take public transportation from Irondequoit where I live to downtown where I work. My car route is straight down Hudson Avenue and I would fear for my personal safety being confined with the types of individuals that reside near Hudson Avenue between Irondequoit and East Avenue.
- I would be concerned about my safety in some of the Public Parking Garages. I feel safe at Washington Square, not sure I would have the same feeling north of Main Street
- I have clients that visit my firm at HSBC building who always have trouble finding any parking for visiting my office. Clients routinely complain about the parking situation, and it is the main reason I would consider moving my office location from downtown.
- Parking below Xerox Square is wonderful. Prior to that move, my opinions would be different.



- Since our company's parking subsidy (such as it is) will be ending shortly, I would like to see parking not be so expensive.
- Please increase the RTS frequency so we can get the public transportation as much as possible to avoid using personal vehicle and save money/gas/environment.
- I would use the park & ride if there was one on the way to work--Bay Town Plaza.
- Get rid off AllPro. Court Street garage has not been maintained well since they came in. They have a bad maintenance record with lights, elevators, snow removal. They're also bad at putting the "full" sign out to preserve spots for their monthly passholders. If you have 500 spots, and 400 of them are monthly holders, you close the garage when 100 non-monthly cars come in. You don't overbook the garage, forcing monthly holders to the roof or overflow areas.
- high speed rail from the burbs to downtown. (or any speed would be OK)
- Most of these questions and sometimes my answers assume only my commute to work is at issue. However, my commuting options are largely dictated by my need for a car to pick up children at day care before and after work. So walking/biking/busing are not very reasonable options.
- I would be interested in driving, parking, and taking a shuttle ONLY IF I FELT MY CAR WOULD BE SAFE IN THE LOT while I was at work and that I WOULD BE SAFE GOING TO MY CAR AFTER WORK. This can't be an afterthought, or one guy sitting in a booth. You absolutely have to have something good in place to win my confidence.
- If a light rail service were provided connecting downtown with certain city neighborhoods, I would definitely use transit. Likewise, if a streetcar service were provided to move people around the downtown area, I would definitely use it.
- Do you really intend to increase parking rates that much? And you wonder why people don't come to the city...
- I am currently doing a co-op downtown, and I need to work a specific number of hours per week. My schedule is slightly flexible, so I sometimes come in or leave earlier or later than usual on certain days depending on the amount of work. The inflexible bus schedule is my main reason for not using public transit, especially since the buses do not stop at RIT as often as they stop downtown, meaning that if I miss a bus, I am stranded for a while.
- Don't make me put a permanent piece of plastic on my windshield.
- With 4 children in school and daycare, public transit is not an option at this time in my life. Increased parking costs is a definite hardship that can't be mitigated due to time constraints (max. time in daycare is 10 hours per day per state regulations).
- I have taken the bus to work, on and off, for twenty years. Of course, there are times when I have to drive if I have appointments during the day, or right before or after work. Parking is so expensive just about anywhere downtown, and it's almost impossible to park anywhere downtown in the middle of the day. I recently had to park at a metered spot after coming back from an appointment because the parking garage nearest my work was full. I returned to the meter two hours later to put more coins in. I was five minutes late, and found that a policeman had already given me a ticket. The ticket was written just two minutes after the meter expired. This is ridiculous. I am glad this survey is being undertaken and an attempt is being made to address the downtown parking situation, as not very many people are as fortunate as I am to live on a bus route.
- I have a chronic disability that limits my movement -- not enough to qualify for a disabled parking license plate, but enough so that I can't walk more than 1 block or wait in the cold for a



shuttle. My favorite is to take the bus but it is too far away from my house to walk in bad weather (No. 11).

- I wouldn't mind taking the bus HOWEVER, the bus comes out to my home area twice a day--if my schedule does not fit into those time slots I cannot ride the bus. I looked into park and ride but that also proved unhelpful (especially looking at the website to figure it out!). I don't like how much money it costs me to park and I would park and shuttle if it saves me money but my work schedule can change on a day to day basis and I want to be sure that the shuttle is available and the trip to and from the garage is secure, as is my vehicle. Also I would prefer a garage to a lot. Biking and walking from home is not an option. After weighing all of my options, I continue to drive alone as my schedule is not set, I sometimes have to go somewhere after work other than home (and sometimes on short notice) so carpooling doesn't seem viable, the bus complicates my schedule, and there are no other options but driving alone.
- I park downtown and the garage is filthy. I do not feel safe parking in the garage and would welcome other, less costly options.
- Parking fees are excessive given the quality of the facility and the facility's ability to enforce the rules (e.g., no smoking, parking in appropriate spot for designated type of vehicle, no psycho homeless people flashing me). I drive due to my day care situation; other options (carpool & bus) make my travel time even longer, which is not an option for me. I used to take the bus before I had children and loved it, but now it takes too long to drop the kids off then take the bus.
- I have small children, so I need to be able to leave the office and pick them up from school/daycare. I currently park at Civic Center and am fairly pleased with that parking arrangement. I do wish the garage was cleaner though. It's quite obvious that homeless people do live in the lower level and I am often asked for money when entering or leaving the garage.
- Since I take the RTS bus "almost" everyday, I recognize that busriders need more adequate shelter. Waiting for a bus in the Winter is brutally cold and buses are late on snowy days. Sometimes groups of kids roam around the streets and seem "itching to start a fight"--and bus riders feel more uncomfortable. A Shuttle bus that would pick up bus riders from various office buildings to the Broad Street Station would help alleviate these problems. A Shuttle bus and a more protected shelter would encourage more people to "go green" and take the bus.
- I would be willing to utilize a train or subway type from my area. I prefer no bus as the gas/wear and tear on car to get to Park/Ride are enough to make me drive. Additional bike lanes, paths will encourage me to ride the 30-45 minute bike trek. Securing these paths is essential for this success as it goes through some less secure neighborhoods. thanks.
- Reduce the cost and more parking options.
- Do NOT take out the Broad St vehicular access. There is not enough access across the river to remove this. Make South Ave and Clinton two-way streets. Take out "no turns" on to Main St. In general, don't stop traffic, keep it moving in all directions. One-ways, no-turns, etc., make Downtown very hard to navigate.
- Please, please clean up the Civic Center garage so I can park there. It's nasty.
- I would like to take the bus to work. But currently it is not a good option due to a lack of Park & Ride locations in the west side suburbs. Park & Ride locations need to be made available in places like Chili (Chili Center for example for me), Gates, and Greece.
- How about a train system out to the suburbs, living 25-30 miles away from downtown with a small child that requires day care does not allow for Bus, or car pooling.



- I don't like the idea of shuttle that comes every 10 minutes, parking is too expensive downtown. Need good free parking downtown otherwise how are you going to compete with the Henrietta's of the world?
- No comments
- Don't start messing with parking garage prices!! You will not drive people to public transit by increasing garage prices. You will push people to leave and find employment in the suburbs where they won't have to deal with your mess!
- Parking rates in garages downtown are high and seem to keep increasing. The city should regulate this, since people have to work downtown. If we worked in the suburbs parking would be free. The city should create an incentive to keep businesses downtown.
- I think it would be a good idea to offer free parking. People don't want to come downtown as it is...Paying for parking is just one more strike against the city. I think Mayor Duffy is a very good mayor, we are lucky to have him.
- I like having the option to park close to work. My number one parking concerns are safety and convenience.
- Parking & commuter options are fairly limited when one uses a wheelchair. In the winter, the ramps freeze & are unable to deploy on the RTS buses. Driving myself is the most reliable (& most expensive) way to get to work.
- Just do the good things
- Safer bus stops are needed in order for workers to take the bus. The stops on Clinton Ave. are not safe.
- I would like to have more options to walk or bike to work. My commute is currently 3 miles, which is a little long for a walk, but just right for a bike ride. Reasons I do not currently walk/bike: 1. No good options for bike parking. 2. No shower facilities in my building (not even with membership in the building gym). 3. Dangerous biking conditions: no shoulder on most major downtown streets. 4. Street crime: neighborhoods I would have to walk or bike through between my zip code and work are not safe for a woman alone on the street. If there was a safe and efficient bike trail leading east/west and north/south into and out of downtown, I would use it for commuting. If there were more police or security guards on the streets, I would walk to work.
- I really like taking the bus to work. It is nice to not have to drive to the city every day. As the routes are set right now it is extremely convenient for me. The bus even drops me off within 10 feet of my office door. I like the amount of money that I'm saving on gas and on parking. I also like that I'm able to take public transportation to help elevate the day to day transportation strain on the city. However if the bus routes or times changed significantly in a way that would disrupt my work schedule I may be forced to explore parking in the city again. If the public transportation schedules and routes are changed, please only change them to have more route coverage and more times. I would really like it to be as convenient if not more convenient for people to commute in from the outer suburbs.
- Separate designated parking areas in garages for "downtown employees" vs. "visitors" would reduce frustration. More flexibility would improve commuting options--not feeling like I'm "stuck downtown" if I needed to leave early or can't find a spot because I arrived late. Streets with on-street parking options like Broad Street are a huge asset. Parking set-up like the new ESL headquarters is a great idea--designated employee parking with options for visitors. The biggest factor of all--safety.



- I included these comments in the employer field as well because I wasn't sure I'd have another opportunity. I selected the "park where I do now" for all of the seasonal parking options questions because I have two young children and live a long way from downtown. The option states that a shuttle runs every 5 minutes, but it doesn't specify whether that would definitely be all day long or only during certain parts of the day. I need to be able to leave quickly when necessary. That said, I'm definitely open to a shuttle option if the shuttle really were running every 5 minutes all day long.
- Don't add water to Broad street. That won't bring people downtown. No one is going to go to downtown to see water. Taxes are a huge problem, and it will just cost money. That's the last thing we need. I've been to the RiverWalk in San Antonio, and you're not going to get that by putting water on Broad street. It had restaurants, shops, things to look at, even a mall (yes, the river went through a mall). We have nothing here except taxes that choke us out. Your picture of what it would look like shows people with shopping bags. From where? Where would people shop? It would just attract the riff raff. Plus, Broad street is a lot safer to walk along with all the traffic going by. I would not feel safe with the current riff raff on that sidewalk if no traffic was going by during the day. Closing Broad street for those two weeks really inconvenienced us bus riders. All the busses were diverted to Main street. We had to walk several blocks farther to get to the bus in the afternoon, and it took forever to get down Main street and out of downtown. I cant imagine what would happen to the traffic when there's an event and they close Court street too. Gridlock!
- Parking is heavily overpriced in downtown Rochester and I won't pay for the service until it's reduced by at least 50%.
- Other reasons I don't take the bus or walk is that I often work late and don't feel comfortable walking, drivers do not pay attention - making left hand turns or turning right on red. (I was hit last year crossing in a crosswalk by a cab making a left turn) I often have meetings or appointments during the day or immediately following work
- DO NOT CUT OFF BROAD STREET WITH THAT STUPID IDEA OF A DOWNTOWN POND. GO BUY ANOTHER FAST FERRY OR FIND ANOTHER WAY TO WASTE TAXPAYER DOLLARS INSTEAD OF BOTHERING HARD WORKING PEOPLE JUST TRYING TO DRIVE DOWNTOWN. UNBELIEVABLE HOW OUR ELECTED OFFICIALS HAVE NO CLUE WITH THEIR 'GREAT' IDEAS. SPEND TAX DOLLARS WISELY, OR LOWER TAXES FOR CITY RESIDENTS. BUT STOP WASTING MONEY ON PET PROJECTS.
- I think you would have to guarantee that my employer would reimburse me what you reimburse them. I wouldn't trust them to give me the money.
- I don't feel the Broad Street project is a good use of valuable driving space or city funds. It will make my commute and the walk from the parking garage to work more difficult. Surely there funds could be used more wisely in some other part of the city.
- Taking the bus to work is alright, but I occasionally prefer to walk home.
- It takes two transfers by bus to get to city from where I live. If I miss a bus I'm out of luck with no way to get in or home. I've tried carpools but found them inconvenient and unreliable. I don't like price of parking garage but have to pay it to be able to work the hours that I have and still be able to have timely and reliable transportation available.
- the information I selected for parking preferences in the future do not apply to me. My job will be in India by that time and I am leaving the company/city in June of this year. I do like the city, however the homeless people will need to be addressed as they sleep in my parking garage.



- I strongly disagree with the proposed plan to flood Broad Street Aqueduct between South Ave and Exchange. This would seriously impact traffic and business to the convention center, blue cross arena, the courthouse as well as employees who work at Thomson Reuters. Rochester does not need a pond on top of a river.
- LEAVE BROAD STREET OPEN FOR TRAFFIC!!! Closing it to make a "water feature" will do nothing to encourage business or tourists to come downtown and will, in fact, have quite the opposite effect because of the traffic and parking problems that would result. No one trusts shuttle buses. If people trusted buses, they'd be riding RTS in the first place.
- Security needs to be visible and tight. Areas need to be well lit. Free shuttles need to be available between the lots/garages and destination.
- Need improvements in RTS routes before I can take bus. I cannot walk far from bus dropoff from bus stop to Xerox tower, especially in winter.
- Tearing up the Broad Street bridge is a terrible idea. Rochester already have a waterway through downtown and adding standing pools of water will not bring additional people downtown. People that don't work in the city, already are already hesitant to come downtown and adding one more hassle driving and parking for events will discourage them even more.
- I would love to bike to work since I live close to the city BUT it is dangerous to bike downtown - it is NOT bike friendly. Would love to see a designated bike path/lane as opposed to a shuttle bus from parking lots!!!!
- I believe that the city might solve part of its parking problem by removing the no/limited parking signs as well as the metered parking. That would allow for (1) exercise, (2) take the pressure off of downtown parking lots. The city also might consider free parking lots within a reasonable biking or walking distance from Center City. There are many people that feel this way, but I do not see it as an option that is being presented. Thank you.
- Parking should be a city provided service as it indirectly benefits the health of the city. We pay significant amounts of taxes at the moment, taxes which should go to support the well-being and economic center of the city: its employees. Parking is currently fiscally untenable for many people. The public transportation system is laughably inefficient.
- I'd like to voice my disagreement with the proposed plan to create an aquaduct at the Broad St. bridge. As I drive and walk through that part of the city daily, I think this plan would have a negative effect on traffic and not provide much value for residents.
- I like the broad street project.
- The closest bus stop is nearly a mile from my house. Work is only a little more than 3 miles from home. I go by the bus stop. It would take a lot to get me to public transportation.
- On the question about using RTA buses from a park-and-ride lot: there is an unused park-and-ride lot at the Lakeville/Avon exit on I-390. If the bus route from this location and Avon, NY ran straight up I-390 or Rte 15, without the diversion through Honeoye Falls and Lima, I would be more interested in using it.
- Parking should be free after 5pm for evening events. The fear of being ticketed or towed or vandalized are deterrents to coming downtown at night.
- Place of employment and gender really necessary?
- Since I live only a little over 2 miles from work, I would love to ride a bike to work but don't feel safe driving on the streets. Bike paths might help but I also don't feel safe riding a bike through some neighborhoods.





- Everytime I check to see if there is a ride from any of the park & ride lots near my home that takes less than twice the time for me to drive into work, I cannot find one on the RTS website. If it exists, it is well hidden. If it doesn't exist, I wish it did.
- If I knew that the bus line would come out to Williamson more often, I would take it. I've also been stranded in Webster when taking the bus. I love to ride it but also my hours make it so that if I miss the bus, I am stranded in Rochester. I'd also like to see the skyway used more. Instead of making the "pond" in the middle of Broad, which no one will use in the winter, create the skyway inside the aqueduct. People walk between B&L and Blue cross arena and Aqueduct building constantly. Most of the structure for it is all ready there and available. It would also allow people to walk through buildings that exist now but are empty. Open up shops, bank kiosks, post office kiosks, etc. people go and get coffee, paper, do business, etc. It would be definitely utilized during the winter and most likely, the summer.
- For those that walk on sidewalks during the winter, need some improvements to the cleanign of sidewalks especially at corners where there are mounds of snow making it difficult to cross the street.
- Do not replace the aqueduct bridge with a pond. It is a major traffic route and without it driving in downtown during rush-hour or the winter will be awful.
- Public transportation would be great if there were hourly pickups and drop offs in the Wayne County area.
- Civic Center Parking Garage: Clean it up!
- For the love of whatever is holy, do not flood Broad Street. Its quite clear that you are pretty intent on this pipe dream that will go nowhere like every other capital project in this miserable excuse for a city...and at what cost? You have a pretty major Rochester employer located on Broad Street. One that has been there for years. One that, despite layoffs, remains a big employer...and you plan on more or less destroying the entrance area? What is more, the traffic problems you people have caused over whatever pipe dream you've created by changing the turn lanes onto Broad are a disgrace and whoever is in charge of traffic needs to be drug out into the street and shot. Or preferably, drowned in the bottom of whatever the hell it is you plan on flooding.
- My extremely varied schedule with the orchestra (many night and weekend rehearsals & concerts) makes public transportation and/or a parking shuttle bus option an impractical option to parking near where I work.
- I grew in the Rochester school district since 70s and work in downtown Rochester for over 15 years. I always speak highly of the city Rochester and want it to grow. But the expenses that come with owning a home in this state and general rising cost of parking downtown and reductions of subsidy from employers to pay parking expense annually is really cutting into the most basic needs such as food, housing and shelter. Every time I fill out any survey that tries to find out what my income and expenses are it is always aimed at trying to get more out of my pocket. Work for most of us require flexiblity which means driving in to work frequently when needed. This is typcial of any white collar job. If parking with the rest of the costs of living in Rochester continues at the present rate; you will price out most of my peers and I out of the state as most of us discuss with regularity. Please make every effort to keep the parking rates where they are at, if not then lower them. If it means moving court activities and police HQ outside of expensive areas of downtown to West of the city then let's do it. Everyone is trying to collect data on income of residence and asking how much more can we squeeze out of people to support what we want. No one ever takes into account that families want to grow and need money to support their growth and basic needs. I support Rochester growth, but if you price out families from living and working in this area then we will move to other states that do support families. Counites in metropolitan ares of FL have property rates of less than 4 mils compared to Monroe



county which averages at 30mils. What I pay in property taxes in NY is less than what I would pay for a mortgage in FL. It's a very easy decision to move if I'm priced out of Rochester just so I can park at work. If you make me take a bus, the present Park and Drive system will take me over two hours a day commute compared to my present 25 minute commute. No way would I trade sitting on a bus for my time with my family. I've spent enough time riding the bus growing up in the city.

- Flooding the bridge to make an aqueduct is not going to help, it will make the traffic worst and the available meter parking will be lost. IF there were better options or more affordable parking opportunities more employers may be willing to relocate to the downtown area. I think that some of the abandoned buildings (or buildings not in use) can be demolished and parking garages can be built. The more choices the better pricing will be.
- I hope this will have better success than the "Easy Rider"!
- Employer parking subsidy ends at end of 2010.
- This is a small city and land is cheap here compared to any large city. Parking should not be a problem here. I would suggest letting market forces work to solve the problem. In the short term, raise prices for parking in all of the fully occupied lots. That will attract more parking lot development and encourage more carpooling, which in turn will allow prices to come back down naturally to a market equilibrium that will permanently solve the problem.
- Seasonal options would entice me to utilize methods other than my car. As it is now, I have to have parking for a full year (or else lose my spot) so since I am paying for it, I use it. If I was guaranteed a spot during adverse weather, I would bike to work more often.
- Its just a fantastic idea to eliminate all the surface parking on the west side of the river, kick all the commuters out of the civic center garage and make us take a shuttle into the city. Just fantastic!!!!
- I'm an advocate of public transit as a means of cutting down on CO2 emissions and in decreasing the use of imported oil. I'd like to see public transit that goes to the suburbs more frequently and farther out from the downtown. Also, I suggest that the use of electrified or natural gas buses be explored. Perhaps prohibiting cars (other than for residents) within the inner loop and turning the inner loop area into pedestrian malls and with access by transit vehicles only might be a way to make downtown more attractive and push people into other means of transit. Probably this is too far fetched, but perhaps there might be a way to encourage water traffic -- ferries as part of the public transit system, similar to the park and ride program. Another possibility in downtown renewal would be to bring back street cars in a limited way, similar to Toronto and Buffalo. The photos of downtown Rochester in storefronts should give us ideas as to how to restore the charm of 19th and early 20th century downtown, pedestrians, trolleys, etc. If there is a concerted effort to restore the center city, that might encourage commuters to cooperate in leaving their cars at home or at an outlying parking garage. Other, less popular measures, might be to follow the example of London and impose a heavy tax on those wanting to bring their cars into the downtown. It would help if the price of gasoline were to increase significantly. Running special buses for events at the Blue Cross Arena, the Auditorium Theatre and at the Eastman Theatre and to the sports areans might help. Realistically, it's going to be very difficult to wean people away from their cars absent some significant incentive -- probably economic but possibly social and cultural, too. The more the public sees that Downtown is being restored and revitalized, the more commuters might be willing to cooperate with such efforts. Especially during the nice weather, if Downtown and the river front can be made appealing and attractive to pedestrians, prohibiting vehicles from the center city might be seen as a logical part of that effort. I don't think that the creation of a "pond" on Broad Street is a particularly good idea, simply because it would entail a large expenditure of money on something that is purley decorative. I suggest that the money would be better spent on making the river front accessible and attractive, and on



restroing Main Street as a pedestrian, recreational and retail center. The City of Corning has done something like that in a very small way, but it is now a pedestrian, retail and tourist attraction. The City of Buffalo is trying to capitalize on its architecture. Rochester should do something similar -- pave Main Street with brick, install a trolley line to transport passengers the lenght of Main Street without charge, Create incentives for local and regional retail businesses to open a branch downtown -- perhaps by making the Downtown a sales tax free zone. While these don't have a direct connection to commuting, they can have an indirect connection if they make Downtown a magnet for non-commuters. The more attractive the environment and the more popular it becomes, the more willing commuters will be to make changes/sacrifices to their usual way of doing things as part of the community effort.

- Make downtown easier to navigate. Put an end to the idea of re-watering Broad Street.
- Parking in the East End has become much more difficult and is no longer patron friendly. As the owner of a business, it is not as important that parking be easy for myself or my employees. We know the neighborhood. What is MOST important is that it is easy and accessible for my patrons. Unfortunately thats not the case any longer. Businesses in the East End whose patrons actually come from outside of the downtown area are finding having a business in this neighborhood increasingly difficult. If the goal is for the East End to continue to thrive we MUST find a way to make it more appealing for people who do not live in the neighborhood to want to frequent this area.
- Monthly parking is too expensive. My employer discontinued all subsidies effective January 1, 2010; this results in a significant pay cut. I currently park and ride the bus most days, but am becoming more and more uncomfortable. My return trip each day is more stressful with the number of unruly teenagers and young adults. The bus drivers do the best they can to control the environment. I am not comfortable waiting on Main Street for my departure bus. This is a recent development. I have been a strong proponent of bus usage in the past. I would love to drive to a closer, free park and ride location and take a bus or free shuttle to work.
- The possible use of a monorail, subway or train system should be explored in light of the increasing energy costs.
- Would be more than willing to take RTS, shuttle, or carpool once my kids are out of school and on their own to where I may not have to leave during the day for a kid emergency (say in 2 years)
- If this has anything to do with that ridiculous pond or fountain it's a terrible idea. I tried to make a left on broad and/or Court St. during events and it is ridiculous. With all the young thugs that are downtown and not jailed like they should be I would never consider taking a bus !!!
- Keep up the good work !!
- More express transit from suburbs to city, running at half-hour intervals for day and hour intervals for evening, cost could be slightly extra but not same cost as day/night parking. This should also be late running to allow for late entertainment to use it.
- Taking the bus is simply far too inconvenient for me to consider it as a viable option. If you want to improve the parking situation, build more parking garages and make the monthly fees cheaper.
- Safety is a huge concern. I am not overly comfortable walking downtown, especially early in the morning and later in the evening. Not even too much during the day if I am alone. Extension of the skyway would be beautiful. More garage parking is needed. More efficient and cost-effective in the long run than lots and take up less space.
- I don't mind my current parking situation in the Civic Center garage for the most part. However, if it felt safer I would consider coming to work earlier and staying later. One of my chief



complaints about Downtown Rochester as it pertains to my walk to and from my car and being able to make use of the many beautiful parks is that it does not feel safe.

- This survey did not ask any questions concerning safety. I know safety of individuals and cars in open lots is a big concern among downtown workers.
- Due to personal reasons, I need to be able to leave at a moment's notice, and often need to arrive and leave at odd hours. This precludes car-pooling. Bus service is not often enough to take me home. Shuttle could work, but not as well as parking nearby.
- I have to get my children on the bus and then come to work. Adding even 20 minutes each day to my schedule for drive/park/shuttle options would mean less time to spend with my children in the evening because I would have to leave work later.
- We need light rail/subway!
- Please add more parking garages. We've lost some recently (over the past 2 years) and are paying a small fortune to park in the ones that are available. (Also worry about my safety carrying a laptop and numerous personal items)
- The Civic Center garage where I park is filthy. The sheer volume of dirt that settles on the vehicles and into the air intakes on the car in one day is more than one could or would imagine whether it is winter or summer. The entries and exits into the garage are also filthy. Additionally drainage in the garage is poor leaving small lakes in the garage at times. Something needs to be done about this garage and sadly I must say it is the best indoor parking downtown on this side of the river. Something really need sto be done with parking downtown to get people to come here after work and on the weekends. I ride my motorcycle to work in season and park in my employers lot (They have parking for motorcycles). I try to do this as often as I am able for I really do not care to use the Civic Center Garage. My job requires that I come and go as needed, so I need a dependable (no matter what the weather is) place I can park and get into and out of quickly regardless of weather.
- Please please do not close the Broad Street bridge and create a pond. Will wreak havoc on commute. Not to mention the lunacy of spending millions of dollars on something non-essential when the city, state and country are experiencing financial crises.
- Parking is very expensive in downtown Rochester, and some of the lots are poorly paved, poored cleaned, or unsafe
- My job limits my ability to car pool
- I would not be willing to leave my car in a lot or garage that is in an area far from work only to have my car vandalized. When I drive I park at the Civic Center. I currently take the bus now and it drops me off, literally, at my office front door.
- My job requires occasional off-site trips for meetings, trainings, etc. Although I carpool with my husband, who has free parking, I am the primary driver and maintain a monthly parking pass for this reason. It is also very important to me to have guaranteed nearby parking as I am the primary contact for family emergencies (children and elderly relatives).
- I feel strongly about having access to my vehicle without having to rely on anyone/anything else. I am expected to be at work on a specific shcedule but b/c I have young children my commute times can vary. I do not mind a <10 min. walk into work from parking, but do not want to HAVE to take a shuttle to reach my car.
- I have worked downtown for 35 years and always enjoyed it. However, between the lack of Midtown Plaza now and the skyways, it's very depressing. People not used to coming downtown are very fearful of it. Rochesterians need to feel secure Downtown before they will attempt to come here. My hours are such that I cannot take a bus or carpool as they fluctuate somewhat



from day to day. People need safe parking spots before they will venture downtown and right now, there isn't enough parking spots. Thanks for the opportunity to take the survey.

- I have child care drop offs and pick ups and require use of car - public transportation is not an option. I think there are many folks you can entice though through making it more convenient and financially enticing - but NOT thru increasing the prices at garages.
- currently, providing a car is part of my job description, I definitely would consider alternate forms of transportation if this was not a job requirement.
- Would like less expensive parking but want to be SAFE walking to and from my vehicle
- I think raising the parking rate is ridiculous in this economy. I am a female and come early. I do not feel safe walking or taking the bus.
- Outside of the focus of this survey, more attention should be given to a dedicated street car system, and dedicated bike lanes throughout the city. Additionally, the current bus routes are inconvenient and unpredictable and should be reconfigured to encourage increased ridership
- working at xerox square and parking in washington square seems to be the best option at this time. RTS doesn't fit my schedule. Just wish it wasn't so expensive to park downtown, especially for events other than work now that the sky ways are gone.
- would be more willing to shuttle/walk if crime wasn't so bad--get rid of downtown campus
- Parking in Downtown Rochester is a serious issue for those of us who work here each day. A shuttle service would be impractical because I am on call 24 hours per day. Eliminating on street parking would be detrimental to me getting to work, not to mention it could cause parking problems when there are events at the Riverside Convention Center and Blue Cross Arena. If it is too difficult or there is no place to park, who will want to come Downtown for any reason?
- Need to lower cost of parking for downtown employees. Parking cost, are as bad as day care cost!
- Would be willing to look at shuttle & bus options if didn't have to commit to one option for every day (ex have a Drs appt during the day so need to drive own car). Took the bus my first 6 years working Downtown when I lived in the City and had no problems. Living in the suburbs the park and ride comes less frequently so I don't see it as an option as I have flex hours (may start day from 7:30 - 9:30am and work til 3:30 - 5:30 but often stay as late as 6:30 or 7:00pm). Appreciate the survey and the attempt to resolve parking issues. I assume you are working with Rochester Downtown Development Corp as well as I know they have studied parking issues in the past.
- The idea of putting a POND on Broad St. is a complete waste.
- The Civic Center garage is currently mismanaged and overpriced. Maintenance is a constant issue (i.e. flooding every time it snows or rains and vehicles come in wet). The homeless use it as a toilet.
- I'm an Attorney with an office in Pittsford. I am downtown almost every day of the week. Schedule varies. Parking needs to be within walking distance to the Hall of Justice. Need to be able to come and go as needed.
- Subsidize bus fares for Employees of City-based companies to encourage greater ridership.
- There is not enough parking in the High Falls area to accommodate all the employees when the remaining office space is full
- I need the flexibility of my vehicle at work to make deliveries, meet a client or go visit a construction site at any time necessary.



- My job requires me to have the flexibility to travel to client offices / project sites. Public transportation and carpooling does not allow me sufficient flexibility to do this.
- Parking lots - especially surface, but garages too, need to be cleaner, better maintained, and just overall nicer. Need to feel safe traveling around downtown.
- Do not close Broad Street to reflood Broad St. It is an ill-advised idea.
- The bus stops down town are unsafe, (Main & St. Paul and outside the Library.) People report being approached by others in aggressive and socially unacceptable ways, (e.g. men verbally hitting on women that are alone and they do not back off when asked to do so. People persistently asking for money and cursing at you when you refuse to give it to them.) You are also exposed to people fighting & violent behavior (verbal and physical exchanges.) Why take the chance. (e.g. shooting outside the convention center last year on main street during working hours - yes we know about that) These types of issues need to be addressed before commuters will ride the bus from these stops. The ones near the Blue Cross Arena are fine but they are not always an option for those commuting south.
- The City of Rochester must acknowledge that it competes with the Greater Rochester suburbs for shoppers, workers, etc. At present the high cost of parking (free in the suburbs) the driver-unfriendly one-way streets (none in suburbs) and the close proximity of dangerous neighborhoods (rare in suburbs) make the City very un-attractive to all users.
- Commuting is not the problem working in downtown. The problem is unsafe conditions and high parking fees. Any minor increase in the above and I will move my company out of the city.
- A dedicated bus from the suburbs to downtown would be a good idea as long as the commute time is no longer than it would be to drive alone.
- Addition of a bike lane so cyclists do not have to dodge around stopped buses and parked cars would be greatly beneficial to bicyclist safety.
- The further I am from my parked car the less I like these options.
- Bike lanes! Driver education to increase awareness of bikes. Safe spaces to secure bikes. More options on the bus for snowy days (more frequent services, more routes, and a discount for buying e.g. 20+ trips at once (that don't have to be used in a month)).
- I don't mind walking from a parking garage to work but would prefer for an option to walk inside (such as skyway to all garages) or something similar. Also, costs are a bit high for city garages. I would also consider public transportation but do not feel enough flexibility is allowed with RTS.
- My work requires that I have the regular flexibility to attend offsite meetings and work with vendors at their locations.
- How about make downtown a more exciting and entertaining place to be? That would definitely create a parking problem.
- The only way to improve my commuting & parking is for the parking to cost less or be free.
- I make frequent trips out of the office during the day. I depend upon easy access to my car to reduce the travel time during my day to attend offsite appointments or meetings.
- Before I had kids I took RTS everyday. Now...I have to have the ability to come and go in case of emergency ... and one simply cannot do that with the bus.
- I get to work early and I leave very late. I will not stand on corners or jeopardize my safety and that is a prime concern
- Privately owned parking lots charge on the weekends. No free weekend parking for individuals who work. Very hard to find parking for events held at the Blue Cross War Memorial.





- I encourage the consultants to include a consideration of future fixed-guideway transit service. A feasibility study for a streetcar, potentially along Main Street, is part of the region's high priority funding projects for SAFETEA-LU reauthorization happening later this year. A high-quality transit line will attract new riders who would otherwise drive and encourage other intra-downtown transit trips. Also, I hope that the scope of study is clearly not limited to just a shuttle of parking garages but will look at other major trip generators both inside and outside of downtown. The Rochester Parking Study has illustrated that there is not a general shortage of parking in downtown. In addition, there are only so many other trips being made within downtown each day. Austin, TX recently discontinued a similar shuttle service because it did not attract people who would park then ride downtown and it limited its service to a narrow area. In the end, it could not compete with regular transit service that connected to surrounding districts or suburban park-and-ride lots. I think it would be beneficial if the study would look at ways to augment and compliment existing bus services to improve downtown mobility. A fare-free zone within the Inner Loop, coupled with an increased frequency of service and improved rider information, would potentially deliver the same results with additional benefits for those existing bus routes. Increasing transit ridership and eliminating the need to drive then park should be the ultimate goal in downtown. -Alex Kone alexkone@gmail.com
- Get the busses off Main Street. DO NOT flood Broad Street.
- We need Government Parking Garage. Not private owned.
- In the short term, clearer, more understandable bus schedules and real time bus arrival information available by cell phone and posted at the stop would be very helpful. In the longer term, streetcar or lightrail transit should be constructed to not only provide transportation options, but guide urban investment and development.
- My preferred method of getting to work when the snows aren't flying would be bicycling. However, this is currently an incredibly bicycle-unfriendly town and it is simply dangerous to bring a bike downtown. Cars do not expect bicycles, bicycle lanes appear to be unheard of, bike paths anywhere in the city are few and far between. If you want people to feel comfortable living and working in the downtown area, accomodate bikes.
- Make it safer.
- You need more multi-level parking garages instead of flat parking lots and on-street parking. Charge reasonable rates (less than \$10 for special event / daily, less than \$100 for monthly). More flexible roadways into downtown (no one-way streets, sufficient lanes, no road closures to provide enough commuting options to keep traffic moving when congested).
- I would be willing to take the bus more often if they hadn't eliminated the only route that allows me to safely gurantee my kids getting on their school buses before I leave to go to work. I now have no option to take the bus into work. They aren't being very user friendly.
- Personal safety and reasonable cost are important, since my employer does not reimburse or pay for any of my parking needs.
- Police the buses - do not feel safe riding the bus and having the people hang around the bus stops.
- Increase the number of available monthly passes at Washington Square garage would be best for me.
- One of the issues not addressed here is getting around during lunch times -- with no vehicle at my disposal, I am "stuck" having lunch at one of a few places because there's no downtown transportation.



- The 4-Corners is the business district and that's where the parking is most needed. With the 4-Corners and the War memorial in the same district, a garage makes sense to me. It seats 14,000 people when an event is sold out. With a 500 car garage in the 4-corners, the garage can be sold out. At \$6 a car, that's \$30,000 per sold out show. I'd pay more money than I currently pay now (\$118 mo) to park in a weather protected garage. The majority of parking garages are on the outside perimeter of the city, along the inner loop. The full time business district is lacking the convenient, affordable parking and that's the #1 complaint we hear when showing office space at the Times Square Building.
- Personal safety, especially in the dark and during the winter months, is a major factor in wanting to park close to work. Park and Ride used to be a great option that I used daily (1980's) until safety at the downtown stops and poor bus schedules caused me to start driving.
- I have not had a pay raise in 2 years. My spouse is a displaced employee and cannot find work in his field. I have 2 children about to enter college. I cannot afford to pay more for parking.
- More low cost parking garages close to the building where people work.
- I used to take the RTS bus every day... But during the winter the times became unpredictable and I was often left standing out in the snow for 20-30 minutes. I would start taking the bus again in a second if I could check the real-time location of the bus online, so I could plan the walk from my house accordingly.
- If I arrive at work at 429pm, to make it to teach a 5pm class, I usually pay \$6.50 a night. If I arrive at 430pm its around 4.50 a night. Last year it was \$1.25 to park in the St. Paul parking lot after 4pm. Somedays we sit along the road just waiting for it to turn 430pm and then rush to class. This year I feel like I rush students out the door some night to save also, whihc is relaly unfair. IF there was an RTS from ROC to LeRoy... I would take it to work and back to MCC every day!!
- My schedule is never the same two days in a row - frequently leave the office for off site meetings that can be up to 20 miles away. No other employees live in the same suburb for ease of creating car pools.
- More service RTS and shuttle availability for the East End district during the work day and evening as bar traffic congests the area. Initiate a program to re-evaluate a subway and/or streetcar system as an alternative for those in the suburbs to take mass transit into the city center as a means to alleviate parking.
- Can't we get monthly parking permits for meters? I am a service technician and need the car for calls, RTS is not an option and I often need to load the car, so a city lot is also not an option, faced with either the meter or paying too much to park in a lot
- Although it would be personally difficult for me to use a shuttle or public transportation due to motion sickness, I think making it available would help the parking situation downtown if individuals were willing to use it.
- Expand shuttle service into Corn Hill and beyond. Free parking for jurors.
- This survey assumes I know how much my employer pays for staff to park in the rented lot, but I do not know and can't imagine most employees would either. I used \$100 as a number need to answer the Q and to continue and finish this survey.
- Why did the city kill the plan for Renaissance Square?? That was very disappointing!! Otherwise, the city does a great job with plowing both roads and sidewalks during the winter.
- PLEASE consider a rail-based streetcar circulator over a shuttle bus. Streetcars spur development and attract new businesses and residents. A shuttle bus won't do that. Over 80 other small to midsize cities across the country are implementing or considering streetcars as



part of their urban renewal plans. Rochester has the opportunity to do something great here. Consider a streetcar loop.

- I would love to see rail service or maybe a streetcar reintroduced. Preserve portions of the former Rochester Subway... it's a resource that we ALREADY HAVE that runs through downtown !
- Staff in East End Garage needs review. Most of the lights on Main St are not timed correctly, lot of wasted time. Why all the double parking when people pickup/ dropoff kids at the Y nursery school?
- My biggest concern about downtown parking solutions is safety. Since I have to be in the office no later than 5:30 AM, I do not feel safe walking any distance to the office. I also stay late (until 7 PM or 8 PM) some evenings and again don't feel safe walking distances. I'd love to be able to select some of the options shown to park elsewhere and take a shuttle, but I wouldn't feel safe unless I was dropped off directly in front of my building or had someone trustworthy with whom I could walk.
- PLEASE EXPAND THE RAIL/MASS TRANSIT SYSTEM!!! THE BUSING SYSTEM IS A FAILURE ON THE PART OF THE LOCAL GOVERNMENT AND A DISGRACE TO THIS GREAT CITY-WE NEED MASS TRANSIT IN SET PATTERNS (THAT IS LIGHT-RAIL/TROLLEY/COMMUTER) TO REDUCE OUR GREENHOUSE GASES AND AS WELL AS REDUCE THE TRAFFIC-THE RIGHTS OF WAYS ARE ALREADY ESTABLISHED AND IT WOULD PROMOTE A SENSE OF DEDICATION AND "PERMANENCE" TO THE COMMUNITY....THE RAIL SYSTEM AND THE BUS SYSTEM COULD BENEFIT EACH OTHER BY BEING SYNCHRONIZED-THE TIME IS NOW!!! AND SAVE THE AQUEDUCT!! THE CITIZENS OF THE CITY WANT THIS, DON'T FILL IN BROAD STREET TO A POND, MAKE IT A RAIL TRANSIT CORRIDOR!!!!!!
- I work very early and sometimes very late hours. As a female I do not feel safe walking around Rochester at those times. I also am a caregiver to my mother and do not have extra time to take in commuting to work. Therefore taking a shuttle somewhere else doesn't interest me. I would be interested in taking a bus if I had more options and a way to get home if an emergency arose. The Bus options now from Newark are very slim. I think these ideas are good ones and it was 15 years ago would have really been interested. My present situation just does not lend itself to your changes
- Currently have a Physical condition that makes the current parking helpful as well as my work hours can vary based on work load or issues at work that directly impact the bottom-line of the company.
- I did check out the bus schedules--I wouldn't be arriving home until after 5:00 p.m.. At one time I did carpool, but found my fellow carpooler was very unreliable.
- I've had co-workers that tried RTS for awhile but went back to driving themselves because the bus pickup time was so unreliable.
- Three things that would make me use public transit more. 1) Time is money for me. I'm a contractor so when I'm not working I'm not getting paid. This makes the extra 30 minutes a day I would lose on the bus very expensive. If there were a way for me to work on the bus I would be much more open to the idea. Really all I would need is a decent internet connection. So if there could be internet hubs on the bus, or city wide wireless, I think that would push me over the edge. 2) I would also love to see a trolley system in the downtown area. Especially if the city is going to move forward with the re-watering of the aqueduct, I think the two would fit hand in hand quite nicely. 3) I don't like the wheel and spoke topography of the current RTS schedule. I don't have a better solution, but there has to be one.



- (1)Bus shelters used to have TV-type monitors showing schedules. Those were great; what happened to them? (2)Bus shelter heaters need to be maintained in winter, they're very valuable. (3)Extend bike/river trail system.
- The low frequency of public transport buses is the greatest obstacle for not using public transport.
- IMPORTANT: I received a parking ticket for \$35 on a weekday because the parking is so very limited in front of the Monroe County Jail, families have to go to Property, Commiionsary and Jail Records there and it was stressful enough for me and extra upsetting getting a parking ticket. ALSO on Saturdays I pay \$5 to \$7 for parking in the parking garage for the Hall of Justice for a handicapped lady with a wheelchair !! Because of the limited parking and accessibility we are forced now to park in the parking garage for the Hall of Justice (because that crime lab is being built and did away with where we used to park) so I can take her to see her son at the MC Jail !!! my email is: sheri.delong@thomsonreuters.com my phone number is 301 8010 thank you for taking time to read this comment. Sheri DeLong
- Build light rail system that links the city to the suburbs, and build a connector line along the inner loop so commuters can change trains at any stop on the inner loop and take a loop train to their part of the city. If there were a rail station in Webster, Penfield or Fairport that went non-stop to downtown, I would consider taking a commuter train.
- Rail travel with frequent runs would be nice. Underground walking from bus station or train station to work. Cleaner buses.
- Lengthen available time on the 30 minute meters. Re-configure South Ave. garage.
- I suggest you refrain from the "i live alone" option in future surveys. thanks
- I am fortunate to have a very short commute to work. While I am not opposed to riding the bus, it would add too much time to my commute, and make it more difficult to transport laptop & files I need to carry with me. I also like the flexibility & "freedom" of having my car when I need to "run out" on an errand.
- Ever since the RTS bus company won the contract to bus High School students in the city - the heart of downtown (meaning the bus stops on the 228 east main st block have been nothing but a dangerous boxing ring. I cannot tell you how many times I've ended up walking through a fight that just broke out. And yes the gang violence by these youngsters has increased! I've worked at MCC downtown here for 6 years and I sincerely feel quite unsafe now. I've talked with the local shop owners and they feel the same way. All the city problems are now being funneled in and dropped off here. And the problems are inside on the 1st floor of this building too! Yes, the police set up a temporary HQ on Franklin street - but that did not stop the violence, nor did it make me feel safer. Yes there is more police presence now - and I still don't feel safe. And in the last week and a half I see many more police and police cars (counted 15 last Thursday when I left the building at 4 pm) - and yes I feel safer - but what a waste of a resource to spend all this money and manpower to try and control this rising violence from this junk that is being funneled here. I ride my bike to work year round, only taking the bus when the snow/ice is too dangerous - and I must say riding home between 2-4 pm is horrible - the bus becomes an unruly, loud school bus - and the bus drivers do not do anything about it.
- I like taking the bus.
- Bicycle commuting should be encouraged by providing bike parking, on-street bike lanes, bike trails, bike boulevards, improved education on benefits of biking (including reduced auto parking demand downtown, healty living, reduced travel costs,etc.)
- I would be more open to taking the bus, however I live in canandaigua and would have to drive to Eastview or Bushnell's Basin (for a more efficient route)and that discourages me pursuing this



option. Also, paying for parking downtown seems like a waste to me since there is currently there is little offered during the day in terms of nearby eating establishments or other businesses to make being downtown worthwhile. I often feel that I should get paid to park downtown, not the other way around.

- It would be nice if they took some of the downtown improvement money and built a ramp garage in back of city hall for employee parking. Perhaps the 1st level would be for VIP's & visitors and then the other 3 or 4 levels for employees. I'm sure employees would agree to a monthly fee of say \$40.
- I like the shuttle idea; if not dropped off at work, I walk to work from the East End garage- on rainy or cold days a shuttle would be great
- My current commute is relatively easy and convenient since my parking is close to the exit from 490 and close to work through a covered walkway. If I had to move or change parking, the ability to utilize indoor routes or covered walkways would be my preference and then a shuttle bus.
- A rail service centralized in the aqueduct serving Greece, Gates, Hilton, Spencerport, Henrietta, Brockport, U of R, Kodak Park, Charlotte and so many more. Send me an email if this is someone in a position to enact such, I have the plans written up already.
- I look forward to see the results of the survey. Thank you for the opportunity to provide some input for the future of downtown Rochester.
- We need light rail or commuter rail to outlying suburbs.
- Get rid of the bums in the parking garages, specifically at the Civic Center garage. At least once a week I'm being asked for help or money and it makes me uncomfortable.
- Don't make any changes.
- The bicycle parking available in the city garages is quite terrible. My personal experience is with the East End Garage and the lockers are in terrible need of maintenance. The locker I rented was often UNLOCKED when I returned to it at the end of my work day. I ceased using it after one month because it was so bad. It needs to be updated, improved and marketed to increase use. Also, providing motorcycle/motorscooter parking within city lots/garages can take advantage of unparkable spaces (corners, etc.), provide more space/fuel efficient alternatives for commuters, and generate revenue from otherwise "wasted" space. This can be implemented for the cost of parking paint (in most cases) and should be pursued.
- I have lived in many cities and, as I see it, we need to have a comprehensive plan that puts Security, long term economics, and efficiency into working order. Buses are not the answer, but do aide in mass transit. we need lightrail or some other form of mass transit that has been proven in many cities for years. Thank you for listening.
- I am happy with the garage I park in, the location to my office and the cost. My only concern with parking changes are the increases in monthly rates. I work part time and my company does not pay any of my parking costs. Significant increases will cause a hardship for me.
- Commuting from Spencerport to downtown via bike, I have to stay on the canal pathway then go all the way down to the U of R area then back up to the city. Why is there not a pathway from 490 area to downtown? This would reduce my bike commute by 5.5 miles!
- Free parking!
- I prefer to park and walk to where I work. I am very happy with my parking arrangement and do not want that to change



- I currently live very close to a bus stop as well as downtown and would be willing to take the bus more often if the bus fare were less expensive. Currently I carpool 4 days a week which makes driving to work and paying for parking less expensive than taking the bus. All individuals in my carpool would be will to take the bus if it were less expensive. In my situation there are 3 of us driving together. The cost for parking is \$55/month and the cost of gas is say \$25/month for a total of \$80. Even at .65 cents a ride on the bus (Xerox supplements the cost), the three of us would be paying \$78/month. For the \$2 difference, we would rather be able to drive. If the bus cost half as much as driving, we would surely be taking it!
- My biggest frustration is using the lot that I currently park in as a pass through. It is not a side street, its a parking lot. I get nervous about hitting someone as they speed through. Parking is also expensive. My employer does a parking contest but that is not guaranteed that your department will win. Access to parking lots I think is important. Keeping our streets safe is also a problem. Feeling safe downtown.
- Subway.monorail
- Please understand that even though I would like to take the bus the first bus stop is several miles from my house and is not an option. The park and ride is also not an option because it is more expensive than what I am currently paying. I would be more than happy to telecommute (work from home) on a regular basis but the company I work for would not agree to that on a permanent basis (believe me I have tried to talk them into it).
- I could have child care issues if I carpooled or had to take the shuttle. If I am late I need to pay a steep fine. For that reason it is not feasible for me to do either of these things. I also make appointments or run errands during my lunch hour so I need to have my car available.
- The essential questions were missing, IE personal safety, Need a bunker mentality, constant state of vigilance to work downtown, any time work requires come in early or stay late, you are literally taking your life in your hands. The rate at which we seem to encounter direct "incidents" ie physical threat, is approximately approximately once every 2-3 years.
- I feel that a "streetcar" serving Main Street and perhaps stopping at a couple of parking garages would serve downtown better than just a parking shuttle.
- If you had a subway or light rail I'd use it.
- Biking - need lanes painted for safety. NOT safe. Also need bike Rules of the Road training for the community.
- I wish RTS would add more runs to the route 22.
- There should be more parking, not less. Losing the parking in F block was ridiculous. We are here to earn a living, and the lot was devoted to tents for events???? We have enough venues in Rochester to house events, taking away a perfectly good parking lot for those that professionally "live" downtown was not a sound decision. In addition, placing MORE housing there (??) that will eat up what's left of our parking is brutal.
- to me the most appropriate solution would be to have a cross city light rail that extended to park and ride locations ... one that ran frequently and offered shelters. a rail that would not have to contend with road traffic such as the bus system does. my dislike for the bus routes is there is no express route unless you ride from the suburbs to downtown. intra city rides within 10 miles of the downtown core take 2-3x the time it takes to drive.
- RTS is my primary means of transit to and from work. I also bike to work whenever possible. I find that the Main Street bus station(s) on attract too many "unsavory characters". My main complaints with the stations are: Smoking (both tobacco and marijuana), Litter, Spit on the ground and the occasional panhandler. The liberty pole stations are overcrowded hang out areas





and difficult to navigate through. I would like to see these stations cleaned up. I like the police presence but, it is not enough, the amenities have not kept up with the demand. Complaints with biking in general are: Pot holes, roadside debris, lack of respect from and aggressive drivers. These are all safety issues. City roads should accommodate bicycles. This can be done with signage, bike lanes (or shared right hand lanes) perhaps driver education would be helpful. I do not drive to work because it costs too much and is inconvenient to park.

- making it less expensive
- I've seen some cities that have a trolley or streetcar line that travels along higher density or popular routes. I'd really like to see something like that considered in Rochester. I'd be more likely to use that than buses.
- We need better parking for contractors and trades men.
- Parking is too expensive in this economy, which is why we carpool now. I'd love to be able to drive to work but I can't justify \$2 or more a day for parking that you can't come and go as you want AND you have to walk half a mile in weather to get to work. And walking doesn't always seem safe either. Mostly the cost is what bothers me though.
- More street parking and STOP HOODING THE METERS! Let the conventioners park in a garage, they're not going anywhere. Street parking should be for locals who need to make a quick stop for lunch, banking, etc.
- Easier transfer or way for bus to get me close to my work.
- I would rather bike or walk, I feel it is unsafe downtown in the late afternoon and weather conditions are often unpredictable. I wish there was a bus I could take from home easily without transferring or walking great distances
- I cannot carpool because I leave work routinely and need to pick up my children from school events. I need the flexibility to leave when necessary.
- the way to improve downtown activity is to offer free parking. especially after business hours. this is the most obvious answer of all. people will not pay to park if they can shop or dine somewhere else for free parking.
- PLEASE DO NOT PRICE PARKING OUT OF CONTROL. SAFETY IS FIRST AND FOREMOST. AND I CAN'T BELIEVE THAT IT WOULD BE SAFER TO PARK IN A PARK N RIDE AND THEN HAVE TO WALK ON THE ICY SNOWY SIDEWALKS AND ROADS DURING THE WINTER. I HAVE ALREADY BROKEN ONE BONE IN A DOWNTOWN PARKING GARAGE DUE TO POOR MAINTENANCE ON A WINTER DAY. I DON'T WANT TO SUFFER ANOTHER FALL.
- I would be happy to take the bus more days if there were more shelters along the route. I can't take standing out in the wind and snow in the winter or the rain in the other seasons.
- Creating a safe atmosphere for people to commute to work even at night time. Often times our profession has us visiting job sites with heavy materials to carry and frequently leaving the office. This makes parking far away (or even in my current location) very difficult and not convenient. I currently only park there because it is the cheapest lot around.
- I will continue to park in the garage across the street from the theatre, regardless of rate increases, due to safety concerns and my often wacky, evening hours. (Although, I must admit that any price increase greatly affects my bottom line as far as take home pay!)
- There is a 2 year waiting list to get into corporate parking at Excellus and similar waiting lists at area lots. This has been a major inconvenience. This causes me stress in the morning because I know if I leave even a few minutes late I will not get a spot at a meter.



- My wife does not work downtown but has to pass this building on her way to work. Because of that I do not take a bus or park. I used to take a bus and it worked well.
- This survey was too long.
- Parking should be less expensive
- Need to add motorcycle/scooter specific parking downtown to encourage use and save space. Parking for these should also cost less than parking for a car since they require half the amount of space.
- My biggest problem with public transportation is that I fear for my safety. Especially in the fall and winter I am coming in to and leaving work when it is dark and I do not feel comfortable waiting for/riding in/walking from the bus.
- Commuting options are great if you are an employee that is not required to travel to different locations through out the day. Single location for the entire day would make the options listed feasible.
- Convert more of the 1- and 2-hour metered parking spots into \$0.25/hr 10-hour limit metered parking.
- If my current employer did not have a parking garage I would definitely use a shuttle lot if the shuttle came every 5 minutes at rush hour, several times during core hours and stopped within a few blocks of my employer. I think this is a great idea.
- working in sales makes it hard to consider taking bus or shuttling in as we have to leave the building frequently to visit customers. Otherwise I would be all for it
- Taking the bus is not a bad thing. However, when they run too early or too late, it can be trying on one's nerves, especially if you have to be at work on time, or need to be home after work.
- I'd like to clarify: I currently park in the Geva lot, and I believe my employer pays part of the cost to park there, but I'm not sure. I pay \$9.25/week
- I would love to be able to use public transportation, but I am the single parent of a young child, and I need to be available if I need to pick her up for any reason.
- Parking is very expensive for people earning lower pay. Earning \$15 per hr and paying almost \$80 for parking is a lot of money. Bus is not an option due to other commitments.
- I currently have a parking spot in my employer's parking garage, which I pay for automatically out of my paycheck. I would be very reluctant to give up that parking spot to take public transportation because I would never be able to get it back if my circumstances change in the future.
- More security
- I would be more likely to take public transportation if the bus didn't take so long.
- If there was centralized bus terminal with skyway access to my office I would be significantly more inclined to consider riding the bus. Thank you.
- I would be willing to park farther away from work, and take a shuttle, IF it is cheaper than the monthly parking I pay now (\$78-80)
- Safety issues are major. If I did not have access to employer-sponsored parking, I would not work downtown.
- The current prices for parking are ridiculous! I'd like to see Excellus purchase the Court Street garage and give us a reduced parking rate. Or, why won't the city bulldoze some of the vacant, eyesore buildings to build new parking structures. You are always encouraging people to come



downtown, but you don't make it a very "friendly" place to visit. Between the numerous one-way streets and limited parking, it can be a hassle. I had to think twice before accepting a job here because of these problems.

- Lower the cost.
- The problems at bus stops downtown is horrid. Especially by the Liberty Pole. The police are there but they cannot even contain the troublemakers. Safety concerns are what is killing downtown areas.
- The busses should make a loop down Court Street. There are many businesses that would benefit from that. B&L, Excellus, Xerox, Frontier just to name a few.
- I have wondered recently about the actual purpose of a downtown region where all the big buildings are congregated together. With all the changes in the last 25 years in email, fax, computers, I wonder why we could not have separated clusters of business sections surrounded by urban neighborhoods. This would reduce the need to commute, because I could live near to where I work. There are very few lunch places downtown within 2 blocks of where I work. The people moving into ESL are getting a packet of info about downtown, maybe this could be set up in emails and given to everyone
- I took public transportation when I lived in Syracuse and enjoyed it. I would do the same here in Rochester, but don't feel as safe...also that there aren't other 'professional commuters' boarding the bus also. I would catch the bus on Monroe Ave. Thanks for asking for our feedback.
- Because I could not answer NOT ACCEPTABLE for any of the options I had to pick one. However, I feel that non of the options (I don't care what time of year) were acceptable for the prices that were listed.
- The real issue in downtown Rochester is availability of parking space. Most often schedules do not allow for carpooling or use of RTS even if you would like to do so. I have a small child in daycare who needs to be transported or could become ill during the day. Unfortunatley at this time my best option is to drive alone which makes parking availability the most important issue.
- Please get the RTS bus website to auto create the bus route, cost, and times when you enter begin and end addresses. Please add underground walkways to information about Rochester. Please get Midtown going. When are you getting rid of one ways signs and add some more bridges across the river?
- If I do drive because of an early morning doctors appointment, etc. There is no place to park !! I have to make all my appt.s late in the day.
- I would definately frequent downtown events, the only reason I do not car pool or take a bus is to get home or to my kids as fast as possible. We need more night life downtown like Buffalo.
- I am a mom of 2 young children, I cannot take public transportation or car pool because of the need to pick them up every day at a certain time as well as in case of an emergency. It is just not practical to be farther away from my car.
- If my employer had a shower in the building I would LOVE to bike to work. Maybe you can convince them because they won't listen to their employees
- Here's my problem with taking public transportation and/or riding a bike to work. For the winter months, I strongly prefer to drive because I can stay inside the whole time and park close to my office. I would, however, ride a bike more in the summer. However, to ensure that I have a parking spot for the winter, I have to have the parking spot year-round. It took me over a year on a wait list to get the parking lot pass, and I'm going to keep it through the summer to ensure that I have that spot for the cold Rochester months. If I'm paying for the spot during the summer, I'm going to use it. I'll bike occasionally, but I definitely won't take public transportation because



I wouldn't save money doing that - it'd actually be additional cost to the parking spot that I'm currently paying for. I use to bike a lot more, but I was renting a bike locker. These were conveniently placed, but again, there was a cost associated with that in addition to the parking spot. As long as that dynamic is in place, I'm using my parking spot.

- My poor boyfriend can't even take a bus from Webster because he works C shift and even when he worked B shift he couldn't. The bus only runs 1 time a day in Webster. That is completely ridiculous. Not everyone works during the day like an 8-5 or 9-5 job.
- I would take the bus more often if it were more direct options. The hub and spoke makes it a bit difficult sometimes. I'd also love to take a train in or something although I know that's cost prohibitive it would be great to catch a train in the suburbs right into center city.
- The bus service to Fairport is to infrequent. If I were to take a bus, and miss the 5pm one, I couldn't get home until very late in the evening. Plus, it is a one mile walk to the stop.
- I have worked at Excellus for a long time, so my seniority gives me a pretty good parking situation. However, for ne employees, the situation is much worse including both long waiting lists and higher costs.
- NA
- Why are the last 4-5 questions included in the survey. I understand demographics for the survey but I did not really want to answer those questions.
- please don't take the broad street bridge out & but water through it!!!!
- -parking is way to expensive -public transport (to include any shuttle service) & downtown in general is very unpleasant & often unsafe due to the uncivil behavior tolerated on the buses & around the bus stops Don't waste \$\$\$\$ on transit/parking "fixes" until the above civility issue is definitively addressed or you'll have another "Fast Ferry"
- Though I live close to work, and close to a bus route, I would be very hesitant to be at work without an easy way to 1) get to my kids' school quickly, 2) run errands at lunch time, 3) be able to get home quickly for after work commitments.
- More options!!! All garages are full and I'm afraid to change because I'll never get my spot back.
- Public transit is very inconvenient and costly when you are responsible for driving your children to & from school and childcare. The money saved taking the bus would be forfeited in the additional hour(s) of child care each day at the rate of \$10/hour not to mention you'd have to go back home park your car, walk to a bus stop, wait for the bus, I wouldn't get to work until 10AM. It just doesn't work for many families based on the time issue alone. I barely make the kids' basketball games on time as it is. I would focus on people that have older or no kids to embrace these options.
- Downtown is currently not safe for women alone. Vagrants and teenagers harrass people all day long. If you expect people to stand and wait for shuttles or buses, there needs to be a safe place for that. It's dark when I come into work, and often dark when I leave and I was accosted by a mentally ill homeless man a couple of years ago. Also the police spend the majority of their time baby sitting the school kids over on Main Street that come downtown to make trouble and fight, and rarely patrol around the businesses off of Main Street. It would make us feel safer if there was a feeling of 'Police Presence'.
- I like the idea of a shuttle to move people from parking areas to their place of business.
- I did not consider any other option besides driving myself because I have to pick up kids at daycare immediately after work. That makes it harder for other options.



- The parking lots for downtown are very expensive, especially the ones closest to where I work. The Court St. garage which is the most convenient is \$6.75 per day and I cannot afford that. I have to sacrifice walking a little bit further to afford parking to get to work but I have had surgery on my foot and am in a lot of pain when I have to walk far distances. It would be nice if our employer had a parking lot for all employees to use or if they would consider covering our parking costs. After experiencing working downtown with the nightmare parking situation I have strongly considered looking for a company in the suburbs or for a company that has adequate and affordable parking options. It is a shame it costs me so much just to park at my place of employment.
- This took longer then 10 minutes and I was not able to use the map for locations even when address was typed in, I am very concerned that the cost of parking will not be affordable for me, I have a second job and leave to drive to Henrietta also have to take my father for medical appointments scheduled at various times so coming and going by car and being able to park is very crucial
- Not really sure hiking up the costs for parking at different times of the year is a reasonable approach.
- Fix the roads, don't close roads for no reason, improve snow removal, improve safety downtown.
- i used to ride the bus, when necessary, from henrietta park n ride. but since moving to the north dewey ave. area, i will NOT ride a bus through the dewey ave. ghetto south of Ridge Road.
- We need to find ways to build mixed use ramps on Main and Plymouth, in place of the surface lots there now. Downtown seems to end as soon as you come to the surface lots even though there are still businesses and organizations to the west. Sister City's and the East End Garage are great examples of quality mixed use ramps with 1st floor businesses.
- I live in Avon and drop my kids off at Aquinas every morning. I don't have a lot of flexibility to use public transporating, car pooling or walk/bike. Maybe when they graduate - I think a survey is a great idea - good job!
- I find my parking needs variable so one solution is never the best. In the winter I don't go out at lunch or have to travel as much so if the bug picked me up within a block of my house and dropped me close to work I'd be ok for most days. What do I do the days I need my car than -is there going to be ANY parking within miles of my work that doesn't cost a fortune? During the Spring, Summer and Fall I'm traveling more and meeting people after work so want my car but would be willing to park further away with shuttle service if cheaper or a mix of close and far would be good -then I'd plan my after work and lunch needs according to where my car was parked.
- If you really want to improve commuting in Rochester we need to institute a system that is clean, friendly and efficient. Something like a rail system or metro...that would enable folks to get on further out and come into the city also. Enabling stops along the way in multiple directions.
- It isn't just downtown. I have to drive to work no matter what twice a week due to classes in a place in which I will get stranded or have to take an expensive cab home from and other meetings that would be expensive to take a cab to and from. My life does not revolve around downtown. If you want us to be able to use public transit to and from work, you need to provide a real public transit system (like Toronto and Boston do) instead of the sorry excuse that we have now.
- I have a bad feeling you morons are going to screw things up! (Fast Ferry, Blue Cross Arena, Paetec Park, Ren Square, etc...)
- Rochester city needs to be a lot safer, and less threatening before people will start to use mass transit. it is not just the cost, it is the safety. I am not going to take my life into my hands, or be



mugged just to save a few dollars in gas. You can't even walk downtown during the day, let alone ride mass transit.

- I park in my employers underground parking garage. . . it can't get any better than that.
- The lot across from Excellus the spots are not big enough causes damage to cars and you can't get out of your car
- If I wasn't parking directly under my office building, I might consider the shuttle option.
- I need flexibility to visit clients and attend offsite meetings during the day, sometimes with little notice - carpooling and public transportation wouldn't meet these needs. It's difficult to meet people downtown (e.g., for meeting or lunch) due to parking problems (e.g., shortage, cost, inconvenience), and driving somewhere for meetings or lunch can be difficult as well (e.g., the garage may fill up while you're gone, and it takes much longer to make the trip than it would if you didn't work downtown). Ironically, the difficulties of getting in and out of downtown have probably created more corporate cafeterias, which in turn creates less demand for downtown restaurants. One of the best investments we could make in the vibrancy of downtown might be an abundance of free, clean, and convenient parking. Parking issues are one of the biggest reasons that consumers, businesses, and those organizing meetings/lunches avoid downtown. Good luck!!
- They should not have removed 10hr meters from South Ave/Capron St. Make parking for Sully's behind the bldg or added more meters
- Better carpooling info would help a lot
- Childcare limits me from taking public transportation.
- If there was an easy way to bike from Penfield to downtown I would definitely bike. I would love it if the county was able to put together a comprehensive bike plan specifically designed at commuters. I realize that this is only feasible half the year due to weather, but I would definitely ride my bike to work if route 441 was more bike friendly. Also, if this were enacted, I think it would be great to have a bike drop off locale... a small building with parking spots for a large number of bikes and a shower/locker room so people could change if needed (especially on hot days). The spot between Excellus and Dinosaur would be a perfect location for such a building (though I heard somewhere that something else was going in there). It is right off the bike path which would help aid safe commuting.
- I would ride the bus more often if I had more options/flexibility for getting back home. The shuttle idea is of interest - it depends on where I have to drive (how convenient or scary is it) the flexibility of the schedules and the cost.
- PLEASE, PLEASE do something about the cars parked illegally along East Ave (east bound) when leaving work 4-6PM especially near Alexander St. And PLEASE, PLEASE install those traffic cameras for the illegal left turns 4-6PM (East Ave/Alexander St, East Ave/Goodman St), getting out of downtown at the end of the day is a nightmare
- 1) I use my car throughout the day, so all of the shuttle and/or RTS bus options do not work for me. 2) I would bike to work if my employer had a place to change into work clothes. 3) If the cost of parking for a dedicated spot (non-shuttle bus) increases, I will not continue to work downtown.
- I believe several people shy away from carpooling and/or bus travel due to their children. If the children had an emergency at their daycare, a person may need to leave work urgently. To take care of this problem, a downtown central daycare location would ease a good deal of traffic. My suggestion would be perhaps the Xerox building or a different centrally located Court Street building.





- Knock down buildings around downtown that are empty and unattractive to developers and knock them down for parking. Turn the interloop into a monrail system whereby people could find parking and travel to the city center.
- My major concern about parking downtown is safety. The garage we currently park in (Washington Square) will soon be unaffordable for many of us. There are no other viable or available parking options. Also, a small number of co-workers have been vocally and/or physically attacked after dark in our area, and I am extremely concerned about having to stay late at work if I have to walk to my car or to a bus line.
- Need more frequent bus service, or possible the construction of a streetcar circulator and on radial routes out of downtown into the more dense neighborhoods that ring downtown. A fixed-guideway transit system is often preferred by residents and commuters as it creates the illusion of a service that is always there as opposed to bus service.
- Since I take classes at night, public transportation presents an issue of what time I would leave work to get to class, and how/when to get back home at the end of the night. I think, however, that having more access to carpool info would be helpful.
- I would love to take the bus if there was a direct route from Highland/Cobbs Hill/12 Corners neighborhood to 4 corners downtown or Hall of Justice
- i really like the idea of having a shuttle that would stop at various parking lots through out the downtown. At the sametime i wouldn't want to pay a daily fee to use this shuttle. maybe it could be paid for with slightly increased fees at the various parking lots or something.
- I am fortunate that I have been employed enough years and have a parking space in my employers garage. However, there are many employees that do not, and there are many visitors to the building that do not have a place to park at when visitng that is in a reasonable walking distance.
- I live very close to work, but I HIGHLY value being able to get to work quickly, as I am not a morning person. I need a flexible schedule in the morning -- if there were a shuttle stopping near the Science museum frequently, I would totally use it. Every 20 minutes doesn't cut it, but every 10 might-- especially if it was free.
- Parking fees need to decrease, you need to have a parking garage across the street from Eastman Theatre, and need to have some people learn how to park their vehicle.
- Lower the prices for parking downtown.
- I would utilize a train system long before I would utilize the bus system.
- The monthly rates for the park and drive options listed in this survey (of over \$80/month) are absolutely ridiculous. I have a job where the hours can vary depending on how busy we are. Late nights combined with having to wait for a shuttle after dark (possibly all by myself) would NOT be acceptable to me or my husband. While I appreciate the effort to reduce carbon emissions, hiking parking gargage rates in an effort to force people into other options is not the way to do it -- which it appears is one way you are considering based on how the questions were formatted. There are plenty of people that would probably be more willing to carpool but they don't know anyone in their home area that works with them, so if there was a way to help connect commuters with others who are interested in car pooling in their area- that would be still be effective option, rather than pricing people out of parking garages and into other (possibly unsafe) options.
- I am concerned about my safety walking to my car/or shuttle option in evening (dark). In winter, I most often work past 5:30pm and it is dark. Parking in the building parking garage has elevated that concern and I am reluctant to change.



- The Civic Center Parking Garage is a MESS. Rates have gone up and upkeep/cleanliness has gone down. I only park there for convenience.
- Bus transit with more hours of operation during the 5-7 am and 5-6 p m time frame. I cannot get to work early enough without some time options; or leave and not be worried that I will miss a bus. one hour in between pick-ups is too long.
- Thank you for asking for input. I am now thinking about walking to work on days I have no client calls during the summer.
- Many people are unable to walk distances. Bus stops are not convenient to all work locations. If working after 5 p.m. the number of bus routes available to my home location are very limited. Unwilling to walk to bus stops or anticipate shuttle schedules (which aren't always reliable) unless both were reliable and available at my work location ... not 1-2 blocks away from work. I'm not comfortable waiting at locations after 5:30-6:00 p.m. or later for alternate transportation. Park & Ride alternatives in some suburbs is not available, and if so does work with my work schedule, which needs to be flexible due to my job duties.
- I have taken the bus in the past. My main reason for parking in the garage is convenience more so in the winter time....don't have to clean off my car. Would any of the "shuttle" parking lots be indoors? that a big issue.
- RTS Bus that Picks up along Mt, Hope and drops off in front of the Hall of Justice would get me to take the bus every day year round.
- It would be nice if there was a ramp built especially for Jurors and employees of the courthouse that was convenient - many Jurors are older individuals who are not familiar with the downtown area. There are a lot of people who are coming in and out of the Courthouse at any given time.
- Regarding the shuttle option, it would really depend on where the parking was and how safe I would feel coming and going from such location.
- I have to pick child at day care by 6pm; I get called to pickup sick child so this limits my flexibility at this time. If not, I would car pool, no RTS, too far to walk or bike. (did walk when I lived closer)
- I have considered taking public transit but there is no bus leaving at the time I get out of work that stops close enough to my place of employment for me to get to the bus stop on time. I have also heard stories about the clientele on the route that I would take that make me very hesitant to use the bus service
- FREE PARKING FOR COMMUTERS ~ the parking fees downtown are OUTRAGEOUS!!!
- I would happily bike if there were bike lanes on the streets. I used to until I was hit by a car. I'd consider taking the bus, but you don't have a line down Elmwood east of 12 corners. There should be more free street parking, e.g. on Charlotte west of the inner loop--nobody parks at the metered spots anyway, so it's not like you are losing meter money. If you insist on meters, make them \$1/day.
- This survey is poorly constructed It was very difficult to complete.
- There need to be more, safer options, especially for new employees who have to get on waiting lists. Costs for city owned garages needs to stay reasonable also.
- I do not take public transportation (the bus) because it is too far to walk in inclement weather or evening hours from the bus stop to my work location or to my home. I am concerned about security and the walking distance is too far for me physically. The current schedules also are not helpful. I don't want to spend twice as much time on a bus/carpool/shuttle as it does to get me home by driving myself. Additionally, the fumes from the bus exhaust make me physically ill.



Also, I try to run several errands after work during the work week - I can't get those things accomplished by taking public transportation and then I am stuck having too much to do on the weekends which is impossible.

- The ONLY reason I don't use public transportation is because there is not a bus available at a reasonable time for me to get home. I would have to wait an hour after my work day ends. I think there should be better bus schedules. It's just not feasible for me to use them. It used to be so much easier to take the bus to and from work.
- Improve and encourage bicycles. Improve street safety.
- There is so much parking in Rochester. Maybe some of those lots could be made into parking garages with retail on the first floor to add more activity and walk-ability in town. A streetcar system or something would be great too (if it's like Chicago's/Denver's/etc. and serves the region and not like Detroit's, which goes nowhere and serves no one.) Thanks for asking!
- longer meter times for street parking
- a bus route between Geneseo and Rochester
- I would like to use public transportation or park in a different place, but I am a judge and the Civic Center has a secure area for me to park. The Civic Center is dirty, dusty and an awful garage, but security comes first.
- Flying cars and rooftop parking, people...make it happen!
- Remove parking meters in front of our business. They discourage shoppers. Make St. Paul Street two way again. The one way makes it difficult for customers to land at our location.
- bring back the subway
- I would like very much to take public transportation to work; however, there are no buses within walking distance of my suburban Pittsford home. The "Park and Rides" are in locations that would require me to drive farther away and then back track on the bus. The bus stops that would be efficient for me to use have no place that I can leave my car for the day. There are a handful of all-day parking spots in the village of Pittsford but parking is at such a premium there that it feels wrong to use one to enable my bus trip. I was in a carpool over 20 years ago and found it to be very efficient. My car-pool buddy lived in the same apartment complex and it we had the same work hours. Unfortunately, my work life has changed such that, my work hours are not always predictable. I could force myself to keep regular hours but it would have an impact on my productivity.
- More frequent bus service to and from Webster. My two current morning options are 8 am or 9:30 am.
- My situation does not allow me to not have my car, as I have to come and go throughout the day. A cheaper in and out parking lot close to my work would help me. I don't mind a little walk but need to be able to come and go.
- Recently the bank in the Parking lot structure bought or leased about 40 parking lot spaces, severely curtailing the number of spaces that had been previously available to the Eastman employees and faculty which comes to work-and leaves- significantly later than other people. We were not given an option to lease a space. Many of the bank's spaces are empty throughout the day.
- As I often have activities away from home in the evenings, I don't go directly home after work. Having to go get my car somewhere (home or otherwise) would likely be a scheduling problem. But I can't afford any significant increase in the cost of parking. Because I start work later than most, I already get the last of the spots.



- Designated bike routes would be great.
- I take the bus almost every day. I can't justify the expense of driving and parking compared to taking the bus, additionally, I hope I'm being a little "greener" by taking public transportation. I only would like more options for the ability to get home during the day - the Park & Ride is basically in the morning and the evening. Other options are probably impractical, but for people who need more flexibility, such as people with kids, more bus runs might make riding the bus a more attractive option.
- It still works for me
- There is no reason for the high fees that we are required to pay downtown-do away with the robbery at parking lots and non- working downtown folks would probably come down town during the day to eat or shop.--but you already know this-- don't you????
- Improved and increased public transportation to and from the suburbs.
- The need to run company errands precludes utilizing transportation options, otherwise RTS is very convenient -- it picks me up on my front lawn and drops me off a block from the business.
- Please stop taking away public spaces in the East End Garage! I have to come out to my car late at night and walk alone up the the 4th or 5th levels to get to my car!
- The rates charged by most of the garages and lots are excessive. While I am all for capitalism, it just seems like the owners of these facilities are taking advantage of those working in the downtown area. I work for the State Courts and we are one of the very few court houses in the entire state where employees must pay to park. I can personally attest to the fact that job candidates from the Civil Service list have declined job offers in this building based solely on the parking expense (\$7.25 per day). These candidates prefer to wait until there is a job opening in Ontario, Watne, Livingston and Genesee counties where parking is free. Thank you for the opportunity to comment.
- Better Parking conditions and road damage(pot holes) need to be repaired. It would be nice if we could get discounted (better) rates for parking when we are monthly parkers
- I agree it is good to revitalize downtown and get everyone we can down there. Living and working. But convenient parking with reasonable costs must be available and there must be shopping and restaurants so people without cars can take care of food and errands during lunch times. Many things preclude my being without a car I can hardly count them. Sporting leagues after work, kids pick up and drop off, appointments, etc...I lived in germany for a bit and took mass transit all the time. There were services and shopping where I worked. It ran so often I could easily move at will and was clean, dependable, efficient, etc...Until we can do that it will be hard to commit to it. I believe convenient cheap parking must be available or downtown will not succeed. ps. ESL looks great
- There is no affordable convenient or SAFE parking/bus routes
- Ensure Safety, Scary when you have to work late
- I would be willing to take RTS bus from Brockport, but there is no bus early enough to accomodate my hours.
- I need to drive to and from work myself due to other work commitments. If not, I would be open to other options.
- RTS adds too much time to the daily commute and does not offer service to the suburbs throughout the day which leave the traveler stranded.



- I have to leave work at least 5 mins early to catch a bus home. If I miss that bus I have to wait 35-40 mins. for the next bus. Just 5 mins. change in departure time around 4 p.m. would make a huge difference.
- Being a passenger in a car or on a bus makes me carsick. I also do not want to be dependent on someone else for my transportation to and from work.
- For safety reasons cars and SUVs should be in separate parking areas. In a car your view to back out of a parking spot is blocked by SUVs.
- I am truly concerned with safety issues alot more than parking issues in downtown Rochester, NY.
- I have children and unfortunately,I need my own means of transportation in case of an emergency, so carpooling and public transportation won't work for me at this time.
- more park and ride options for the west side and more frequent bus runs. Currently, there are only 2 inbound and 2 outbound daily bus runs available to me. The early o/b is prior to my dismissal from work. If I miss the one remaining o/b available to me, I either must find someone to drive me home or walk a very long way (from charlotte to greece). Thank you
- I was not happy with the survey, I felt like I was being strong-armed. I felt that if you raise the garage rates high enough, you will force us all to use public transportation. Public Transportation is not convenient to where I live and I have to leave work for meetings and have to leave work frequently for doctors' appointments.
- I really would be more interested in public transit provided it fit my schedule better and didn't add as much time to my commute as it currently does.
- As a transplant I feel parking & communting in Rochester is a pleasure compared to NYC/ Long Island. My work puts me in a position that requires me to speak with people from all ends of the county who are suddenly faced (they sometimes say forced) with coming downtown. While clear many of these people feel the drive & parking is a huge burden they manage much like everyone else taking a trip into the unfamiliar - they check a map, leave a little early & bring a little extra cash. The typical downtown worker will complain about the commute & parking but it truly not all that bad. The benefits of having my car out weights the costs. In 10 years I have never looked for a new job because of parking issues. In my view downtown is not pedestrian friendly & has too few draws. Improve those things & then I might have parking/commuting problems.
- Hello and thank you for this survey. We received one on the RTS weeks ago which was "One way or the highway." No specific questions about our work schedule start and end times were asked. WE had to get a petition form the Avon, Honeoye Falls, Rush, Mendon and Lima areas to keep coming our for us at at reasonable time. We have two in and two back home. One - the 5:23 leaves so late and is often very late coming from Market Place Mall so people whohave been on the road or bus form 6:00 am can usually leave teh workplace by 4:00. They stand around now waiting to catch the 4:55 back home which is crowded. WE still nedd two buses in and two buses coming back hone to Avon - Lima - Honeoye Falls. The 4:37 Suburban Plaza Bus is not full and would be if it continued out to Avon. And then a 5:10 bus would catch everybody who had to work until 5:00 pm. This would greatly increase the ridership if people had better options especially for the summer. One way - one time - is not enough. I so appreciate the Bus Service here - before moving to this area I walked to work for 10 years. We also definitely need a shuttle to the Greyhound - Amtrak Stations since moving to Cumberland Ave. Too long of a walk wiht luggage from downtown. Thank You



- When I accepted this job, I planned on taking the bus to and from work. Getting into the city would have worked out fine. I finish work at 12:30 and the first bus heading towards my home doesn't leave downtown until after 4. So I drive.
- More short term, on-street, parking for customers/clients would be beneficial to our business. Clients don't want to come downtown to our office because of parking limitations to be in an out in a hurry.
- People reporting for jury service for U.S. District Court come from a 9 county area. It would be great if there was a parking area outside the city limits with a shuttle to the Federal Building for jurors coming from counties outside of Monroe County who are fearful of driving into the city.
- I've commuted via RTS Park & Ride. Unfortunately, where I live the service is very limited and the trip very long. I would utilize the Park & Ride more if there was a bus that left when I got out of work that took a shorter route. Although it may not be an option, I'm a big fan of the Metro System in Maryland and would definitely utilize something like that.
- I have to cross court street every night to get to the vehicle in order to car pool. I feel that it is a very dangerous cross every night. It would be so helpful to have an officer cross pedestrians at that spot. There is an officer on state and main every night which is wonderful!!!
- I would love it if there was a park and ride with non-stop service right down St. Paul Blvd. to downtown locations.
- Flooding Broad street would be a horrible idea.
- Due to having to clock in at work every day I would not be willing to take a shuttle that may make me arrive late to work. Also, due to my children's activities, I am on a very tight schedule upon leaving work every day, therefore taking a shuttle, public transportation or carpooling is not an option at this time
- I park in the Civic Center parking lot. It is very dirty most of the time. There are times that people have defecated in the stairwells, which is not cleaned up for days. I feel I pay a lot for the convenience and should be able to feel safe in the garage, which I don't. I feel the cost is too much for what we receive.
- I believe that a good way to attract businesses to come back to downtown would be for the City to offer employees free parking for their employees and customers. I would be more willing to bike to work if there were a system of designated bike lanes like they have in the City of Ottawa
- I would take the bus if there were an interactive bus map allowing me to check routes/times, instead of the horrible and extremely off-putting trip planner. I drive "alone" to work because I also drive my daughter to school, since we can thus leave half an hour later with much less stress than if I drive her to meet the city bus. As the weather gets nicer, we may get up earlier and walk to the stop together, both taking the bus, on days when I don't need to run errands after work. I'd also love to bike after putting her on the bus, and will be trying that option as well -- if we can get ourselves up and ready in time.
- At this point, the bus schedules are very hard to figure out, It would help if maps were provided. Also, I'm always worried about missing the bus (it runs every hour) but don't want to stand out in the cold in winter since I have fibromyalgia.
- The parking situation in downtown is unacceptable. I have been working downtown for over a year and the city owned garages refuse to put me on a waiting list for a monthly parking pass because I am not a direct employee of Excellus. However I am a long term contractor. I hate the fact that I never know if there will be a spot for me to park in in the Geva lot or Court Street garage. It is a joke!





- I strongly dislike the idea of a shuttle bus. If I were going to take a bus, I would take the bus from my hometown. If I drive I want to walk into work, not take a shuttle. If shuttles will raise the price of lots, I STRONGLY disagree.
- Zip code is fictitious. I live in a rural area, so RTS will probably never be an option for me, even with a park and ride. Some of your eight questions basically asked what I would choose if the cost of my existing parking were to almost quadruple, which is pretty much a meaningless question.
- More affordable monthly parking garages. Just in the past few years our rates have gone from \$69 a month until \$91 a month.
- Parking fees are out of control in the downtown area. Adding a shuttle service would be a great idea. Also, finding a way to hook up people to ride together would be a good idea. The only thing wrong with that is sometime an emergency might arise where someone has to leave early and that leaves the riders in a pinch. With children, that is why I have not really considered ride sharing as an option. A shuttle service would definitely interest me.
- I would take the UR shuttle bus if available. I live near UR and work at the Eastman School of Music.
- Lower the cost of Parking. \$91.00 per month is ridiculous
- The Civic Center garage needs repairs to drainage. In the winter or rainy weather the pipes in the garage leak causing numerous puddles, drips on the cars, leaks near the elevators.
- City of Rochester ruined downtown shopping because of draconian parking\* and not taking care of safety issues, particularly with the youth. \*rather shop at places where parking is reasonable or free and accessible.
- I have no problems commuting to or from work. The parking downtown is awful. There are many garages and surface lots around, but the fee to park (esp. at the Civil Center garage) is ridiculous. If I'm bringing a family of 4 downtown to eat or for some other form of entertainment AND I have to pay \$10+ dollars to park, that's money I could easily spend (and possibly even save some) in the suburbs. Though parking is a major pain, I support the revitalization of downtown. Good job!
- Lower parking rates, offer more free parking, offer shuttles, and monitor riders on public transit. There have been too many bad experiences for me to EVER want to ride a bus again!!!!
- I would LOVE to see more parking spaces downtown. The garages now are ridiculously expensive, and the lots don't guarantee you a spot. Additionally, I think offering an incentive to carpool to work with other individuals would be fantastic. Perhaps the City could collaborate with some of the parking garages and/or lots and offer a discounted price (\$2 a day instead of \$4) for 2 or more passengers per car.
- I thoroughly enjoy taking the RTS bus to and from work everyday. If you live in the city and work in the city it, just makes better sense to take the bus. Its much cheaper (a buck each way!), very reliable, clean, timely, convenient, and runs all day and night. You can't beat it.
- the survey does not take into account the people who need to have a car for their job.
- Lower the monthly costs
- Many agencies get free or reduced parking through their employers. We should get some type of stipend or discount to make parking more affordable.
- Lower the cost of the lots around the Hall of Justice



- I believe a lack of attractive parking options (free or low cost, secure, convenient) are a BIG detriment to downtown business and entertainment activity. The only things I dislike about working downtown is the cost/availability of parking and lack of support infrastructure (restaurants/shops.)
- I would be willing to walk a bit t/from my vehicle but only with adequate police protection ndowntown - I feel it is unsafe to walk around downtown Rochester even during the day - I've been accosted/approached, etc. numerous times. There are always gangs of kids oitering in the area. Without the assurance that safety concerns were addressed, I would not be inclined to change my current parking arrangement, however costly I feel it is.
- More people might come downtown if parking was cheaper and safer. Occasionally I have to come to work early (6:00 a.m.) or leave later (8:00 p.m.) and am afraid to walk in the parking garage alone. There are often shady looking characters looming there along with body filth in the elevators. I long for the days of the Sibleys, McCurdy's, RKO Palace era when it was fun and safe to come downtown.
- When there are events at the Blue Cross Arena and trucks load and unload on Court Street, the City of Rochester closes Court Street by blocking both ends of the street with a police car This is done during morning rush hour. There are no detour signs posted creating back ups. This creates a problem for those of us who know the area, imagine how difficult it is for thosd not familiar with downtown.
- There is no public transportation where I live. Public transportation is smelly and slow--my only experience was the RTS to Henrietta which took 2 hours to get home after work. I can better use that time for me. The personal questions are intrusive. I will not give up my independence and I'm happy to pay for it! I will look for a UR job outside of the city, if I have to--better than being bullied by our Mayor. There is no one in my location to carpool with--also, I will not change my work hours in order to carpool. I like my job but, I get out of the city ASAP after work and rarely return. There is little this city has to offer that I cannot find in our towns and villages.
- Parking fees should not increase because a shuttle service is created. I am already paying 1000 a year to come to work. Most places don't charge for parking. We aren't in NYC.
- There are not enough parking lots and they charge far too much for people who work downtown. Taking a bus would mean that I would have to walk a distance to get on the bus and then walk a greater distance to get to work. In bad weather it is not a feasible option. I would not trust taking a shuttle due to time constraints and safety. I am constantly approached during the day by people asking for money. I carry no purse when walking downtown during the day, and am sill approached. I would not feel comfortable walking any additional distance from a parking lot than I do especially when it's dark. Also, when special events occur at the Blue Cross Arena during work hours, the parking is a disaster and inconveniences anyone who has to work downtown.
- not enough safe lots that provide in and out parking in order to run an errand during lunch or get to a school function on personal time. When working full time this increases parking costs significantly. I am unable to obtain a parking pass at sister cities (wait list) and daily max still doesn't allow you in/out of garage! Daily max is really 6.75 x 2!!!
- If the parking was any more expensive than it is right now, I would probably think strongly about retiring in the near future. I have looked into park & ride, but I did not find the the times available would work for me. I also don't want to be waiting at a bus stop after 5:00 pm, especially in the fall & winter. I would be more interested if there was a bus that dropped off/picked up in front of the Hall of Justice.
- I need to have my owns means of transporation due to my child's schedule and the flexibility to come and go for my child's needs for her school and activities.



- For me, driving to Webster early in the AM and then getting on a bus doesn't save much money and takes a lot more time. In the PM, the bus gets back to Webster at 6PM and then I need to drive all the way home from there.
- I used to work at SMH/Highland and had to shuttle- It was a pain in the butt and I have no intention of going through that hassle again.
- My options for public transit are very limited. Also, I have children that on occasion emergencies arise that I would need to leave on a minutes notice. Taking public transit is not convenient nor feasible.
- I think it is healthier and more environmentally sound to ride a bike or walk to work, but for those people unable to do so, mass transportation should be available and I am willing to pay taxes to ensure that this service is available.
- Shuttle to downtown only from Webster NY would be great!!!!!!!!!!
- I only come downtown because of work. I no longer come downtown to hockey games or any other reason because the parking is limited and the cost of parking is outrageous. I looked into taking the bus, but the schedule is difficult to understand. And i am uncomfortable with walking the city streets early in the morning from the bus stop to work.
- I park at Ampco arking the corner of W. Main and Plymouth Ave. I would not take a bus to work or carpool due to transporting my children to and rom activites after school. The parking lot is close enough to the building. i just wish I did not have to pay \$62 a month to park. I could park further away for a lower rate but the lots further have more care break ins so it is not worth it to me. I also would like to walk the shortest distance when it is often dark when I come in for safety reasons.
- More affordable parking. Have RPD at intersections of Broad & Plymouth, E. Main & Plymouth and Church & Plymouth. Traffic backs up more than usual to enter 490 W, because of Broad St. construction and motorists who block the intersections and curb side lane by turning right on red or when light is about to turn red.
- You need to keep in mind, the people who pay for parking are the ones who make less money. The ones that get help with their parking costs make more than the norm. How fair is that? The amount of money we pay for parking is ridiculous for a parking spot for 8 hours. Something definately needs to be done. The shuttle would work if there is numerous amounts of shuttle times throughout the day for families who get a call for a sick kid or an appt. Has to be prompt like RTS. It would work.
- Would be more open to taking RTS, but there are very limited routes to the Brockport area that do not coincide with my work hours. Would like to see parking fees decreased as they are out of pocket expenses employees and if they continue to rise, it makes working downtown less attractive.
- Please do not close Broad Street for a new canal or water feature.
- I am limited in commuting options as I have two small children in car seats who need to me dropped of at day care. so does 1/3 of this office. we need cars with car seats and the ability to leave quickly when the kids are sick. this survey and the questions do not take into account at all the working moms and dads who have to take their kids to child care.
- I really dislike the option of perimeter parking with a shuttle service. The weather is too unpredictable and I don't want' to have to walk further than I do to/from the RTS stop now-2 blocks. I would also be concerned about vehicle security in a perimeter lot. It is bad enough in the downtown lots-garages.
- Main St is a mess, w/taxi's truning into the hotel in the middle of Main St is a sin!!!!!!!!!!



- Would be more willing to bike to work if the County offered shower/locker facilities
- the parking costs are WAY too high!!!
- Parking options did not include private paid lots (ex: at Corn Hill Landing).
- Parking cost is very expensive any place downtown.
- In the summer there are people on bicycles on the sidewalks and when they come up behind you, they do not say anything, but whiz right by. i have been surprised and almost hit by some of these people, I wish something would be done to stop people from riding on the sidewalks downtown.
- One of my main concerns is safety; I am a 44 yr. old female who sometimes has to work late at night and don't feel safe downtown. Also, I have sporadic meetings outside the office during the day where I need access to my car.
- Biking is an excellent option for spring summer however, City streets do not have designated bike lanes making them hazardous. Also, for a suit person it proves difficult and would require considerable planning to have a daily supply of suits on site, place to store etc...
- My biggest issue with downtown parking is that when I have to take my car out during the day for work, I am charged the daily parking rate again. On days when I have to drive my car to work because I need to go to another location mid-day for work, my total parking costs for that day can exceed \$7-8. I am told there is a 2-3 year waiting list for a monthly parking pass, that would eliminate these excess fees. However, I prefer to take mass transit. However, mass transit is becoming less attractive as the "gangs" of youths at Main and St. Paul in the early morning are a deterrent. They block the sidewalk and are very loud and obnoxious. The same groups of young people are at Main and Clinton for the bus ride home. It is unfortunate that we now see multiple police along these streets trying to keep the peace.
- Parking should be free.
- I have taken bus transportation in the past, and found it to be very unreliable, at times the bus would just not show up (this was from my home then in Irondequoit) I must have reliable transportation, and I use my car at work for work
- Commuting in downtown would be easier if enforcement of traffic laws done. On a regular basis there are cars parked illegally and individuals not stopping at red lights which inhibit the flow of traffic. Enforcement of the traffic codes would not only help traffic flow better but can also generate funds for improvement of parking, i.e. construction of parking garages.
- The amount we pay to park downtown is utterly ridiculous. I carpool and still end up paying \$40 per month for my half.
- for those who work at probation on 33 n fitzhugh st, have an off-site parking lot that is free/affordable to park at and have a shuttle to take people back&forth to 33 n fitzhugh st.
- I am not willing to use public transit to and from work as I would have to walk approximately 1 mile to and from the nearest bus stop.
- Parking is extremely expensive (esp. garages) and if you want to park near your building it goes up even more. During these tough economic times prices have increased not decreased. I refuse to park far from my building due to safety issues; people from my office have been assaulted and robbed walking to their cars after work. I think it's ridiculous that we have to pay so much to park! Also, there is a no leave policy in the majority of the lots. I work in a job where we have to leave our office often and when you return you have to pay again (unless you know the attendant & they are cool with you).



- Decrease cost as it is literally a deterrent to individuals choosing to accept a job downtown. Bring back the subway system.
- I am fairly happy w/my current parking however, my car has been broken into & I don't like walking to the lot after work in the dark during winter & if I work late, the lot is rather deserted & not in a great section to be in after dark. I would consider a RTS Park & Ride if it fit in better w/my schedule.
- Control the bums begging of the streets
- In regard to mass transit, for anyone not living near a bus route, there would have to be someplace to leave one's car and that place would have to be secure and safe. Even if that occurred, it would be difficult to lose the flexibility of using your own vehicle to and from work.
- SAFETY IS MY FIRST CONCERN. SECONDLY, COMMUTING COSTS ARE THE MAIN REASON PEOPLE DO NOT WANT TO WORK DOWNTOWN.
- I would consider RTS if they had a express bus from Brockport if it went two and from Brockport multiple time a morning and afternoon. Right now they only have one express bus in the morning and one in the evening. Neither even comes close to fitting in with my work schedule.
- I often come to work early and/or work late, with little to no foresight as to when I may do so. Therefore, carpooling is not an option, and I do not feel safe waiting on the sidewalk for public transportation, especially when it is dark.
- It is hard to consider public transit/shuttles when I need to drive between two company locations within Rochester somewhat frequently and I need to be available ASAP if I need to pick up my daughters from daycare/school.
- Parking fees listed in this survey are drastically inflated from what they are now. I will NOT be paying any of these prices and will NOT be forced to take public transportation, as I am responsible for driving others. I will find another way. It is ludicrous to be forced to pay such exhorbitant rates for the "privelege" of coming to work. Perhaps I'll seek employment in the suburbs.
- The bus service is fantastic. I used it often for many years. But due to the neighborhood I live in (not that great) and close distance to work,I choose to drive and park close to work.
- I would take the shuttle or bus if it were more convenient. There are times when I am required to stay late and would need to drive. I would like to see more affordable outdoor parking lots
- None
- Those of us who walk should receive a bonus payment in our checks.
- I think you should put in additional parking meters (tickets), to encourage more people not to come downtown to shop,eat and play.
- Public transportation is not an option for me, I frequently travel to other sites in Rochester to attend meetings, this would not be possible with public transportation. In addition, I work 12 hours a day most weekdays and car pooling is not really an option as many people leave at 5.
- please enforce the no parking areas on East Avenue & Alexander during commute time!!!!!!!!!! Thank you.
- Don't waste your money on a shuttle. People in Rochester will not embrace this option. They like to get out of their cars and walk to where they are going in a direct and quick manner. Recall the "success" of Mayor Johnson's entertainment shuttles. They became rolling homeless shelters. Bad idea. Must also change suburban perception of public safety in Downtown Rochester. Probably the most safe area of the City, night or day, yet suburban folks don't believe it. You



should be commended for conducting this study... heads-up move on Mayor and City's part. Thanks!

- If we had bicycling lanes, I'd love to ride to work 1/2 of the year.
- We need more FREE parking! It is ridiculous that I pay almost \$1,000 yearly to park in the City. No wonder people don't like working downtown. One lot is \$4/day, another is \$5, one garage is \$6.75/day, and another is almost \$8/day. Daily parking customers are constantly having to find new parking because many lots are full with monthly customers. I find myself coming into work at least 1/2 hour early each day in order to secure myself a parking space. Ridiculous.
- I, as well as many other people, believe the employer should pay for parking. If you pay us to work for you, the Least you can do is provide Free Parking for us. It only makes sense. Pretty much every other place in existence provides free parking for their employees. It only makes sense.
- Security Issues should have been addressed in this survey.
- This survey does not take in the fact that I am handicapped with bad legs and a cane. The should be on survey as to why one may not bike or walk or would need special needs on bus or shuttle.
- I feel it is awful to force those out there working hard to pay for parking just because we work in the City. It is like stealing our hard earned money just to park a car that sits there all day. It's sickening the money I throw away each year for nothing. I would love it to be a free parking city for once.
- Parking is to expensive for people who are downtown daily.
- My issues are with RTS, not the City. They have eliminated a daily route, but left a bus stop sign in my front lawn and my neighbor across the street as well.
- Parking cost is excessive. If the City wants to compete with the suburbs it needs to provide more affordable parking.
- Paying for parking is a major disadvantage to working downtown. Businesses in the suburbs have their own lots that are close to the building and don't cost to park. I like having my own car for the freedom that it provides me.
- Two things that have made my parking situation much worse are: Sagamore on East (two floors blocked off for them) Citizens Bank employee parking (far too many spaces reserved for them) These often relegate me to the roof.
- I would like my employer to have a free parking lot for their employees in a relatively close proximity.
- Give us more options Downtown so we could use our vehicles less, better dining, shopping opportunities.
- Shuttle sounds like a good idea as I need my car several times a day to attend outside meetings. Employer should at least provide reduced parking rates for employees.
- I'm required to have my own vehicle with me every day so car pooling and RTS are not options.
- The City of Rochester added parking meters on North Fitzhugh Street, (between Main & Church). Since then, congestion is at all time high. Exit and entrance to Sisters City Garage are often blocked by cars. Not a quality improvement! Please provide more monitoring of this condition, as traffic turning onto N. Fitzhugh sometimes gets backed up into West Main Street due to cars trying to paralell park. Also, please note that the fire hydrant is nearly always crowded.
- I would take a bus to work if it could get me to work by 7:00am. Currently there is no bus that will get me to work by 7:00am!





- lower prices for parking
- I can not consider alternative transportation because I travel throughout the day to a variety of sites.
- I leave home early and get to work early to avoid heavy traffic. I tend to avoid the worst of the rush hour. If I have to work late, and can't get out by 4:30, I'll wait until 5:45 or 6:00. There is plenty of parking near my building and since I get in before 8:00, I don't have a problem parking. I know it is harder to find a good spot later in the morning (another reason I like to start work early). Also, increase in gas prices didn't change the way I commute.
- I think that the answer is to build parking garages where there are surface lots - can park more cars and it's more aesthetically pleasing. There especially needs to be another parking garage in the vicinity of the Hall of Justice. If surface lots are going to remain, there should be some standards of appearance that apply in order to own/operate one, such as making it mandatory that the lot be paved, that there be fencing, etc. Most lots are just gravel covered and pretty ugly.
- I grew up in a household that regularly used public transportation and I am pro public transportation. Given my work and personal schedule I feel at this time that using my own car for transportation to and from work is my best fit. What I didn't like about this survey is that fact that you're giving the perception that those who choose to drive their car to and from their downtown jobs will be penalized with high parking costs. This concept is not going to make me think about taking to bus to and from downtown. It's going to make me think about opting to find employment out of the downtown area.
- Snow removal is very important, I've seen the streets shut down around Eastman at rush hour (15 min to drive around the block). Driver education is important. Security has been good, no problems since I've been working there. Thanks for the survey.
- Please do not think about raising parking prices. They are high enough as it is. I am able to park close to work get to work on time and leave when I want to. If you really want to improve the commute within/to downtown Rochester, consider reestablishing the subway and/or light rail.
- Traffic enforcement to stop people from parking in "No stopping" zones on Fitzhugh Street, plowing streets such that a person who is getting dropped off has access to the sidewalk, more chairs or benches for people who are waiting for rides, zones specifically for carpools to pick/up drop off.
- I think the shuttle to other lots not close to events is a good idea
- I would take a bus to work instead, but I have a disability and the bus drops me off on Main and St. Paul then I have to walk from there to Court Street and I feel is too long.
- WHY CANT WE HAVE THE SUBWAY SYSTEM BACK LIKE IN THE OLD DAYS. SEEMS LIKE THE OLD DAYS WERE BETTER. YOU HAD TROLLEYS SUBWAYS BIKING. THE ONLY REASON YOU WENT TO BUSES BECAUSE THE AUTO INDUSTRY DID THIS TO ALL THE CITIES. GET THE SUBWAY SYSTEM BACK!!!!
- People need to be more reasonable regarding parking in this City. There is ample parking, you just need to be willing to walk 5-10 minutes to get where you want to go. Compared to parking in other Cities (e.g. NYC, and Boston), we don't have a parking problem in Rochester at all. Just because you can't roll out your car door to exactly where you need to be does not mean we have a problem. Let's focus our efforts on more important issues like improving the graduation rates in City schools.
- I am a female and currently reside in 14616 and feel that to walk or ride my bicycle or take RTS would be unsafe. I am looking to relocate into 14580 and would be willing to utilize RTS, but



found their schedules do not suit my needs. As for spring, summer, and fall months I am unaware of any bike paths from 14580 into downtown.

- I need to go in and out of my office during the day. Therefore my car must be easily accessible. Otherwise I would be happy to park and shuttle or park and walk when weather permits.
- I would not pay the ridiculous amounts to park and drive myself.
- It would be great if our employer was able to negotiate a reduced parking fee for employees in this area of downtown.
- Offer inexpensive parking.
- The survey did not consider people who have to travel for work.
- My job requires me to travel across Monroe County each day with at least one heavy box of files. I cannot do my job without private transportation. If I did not have to travel during the day/evening, I would take public transportation more often. The parking lots downtown are abysmal.
- Prices need to be reduced. Lower parking prices will bring more people downtown which will create more revenue.
- I think this survey could be constructed better! It does not account for people who need their car for work.
- There definitely needs to be more and cheaper parking in downtown to attract businesses to locate downtown.
- Ticket the people who park on the street in spots designated no parking, put their emergency flashers on and go into a business.
- I have long hoped for a way to use public transportation. Because the bus stop in Pittsford is a distance from my house, park and ride would be helpful. But there are too few buses heading to and from, so if I miss one due to delay at work, I'll have to wait too long to catch the next one.
- We, the employees who work in downtown Rochester, are the ONLY good things about Downtown. Do NOT ruin our ability to work and make Rochester/MonroeCounty a decent place to work by making it even more difficult to live and work here. Thanks for scheduling your "community mtg when e/ees are ACTUALLY working, and cannot attend. That'll make it oh so much easier for you to foist your plans on us. BRAVO!! Really BRAVO!!
- I have a heart condition and can not walk distances.
- I think that the City of Rochester should have a partnership with Monroe county to give Monroe County workers free parking or at least highly reduced parking. Monroe County has locations for people to work that are free, but downtown workers have to pay. It is wrong. I will not take the bus because it takes longer and I am not on a bus route, if I have to drive have way to work to get a park and ride and it takes longer I am not about to take the bus.
- I clicked on "Where I Park Now" for the 8 questions, but I'm NOT paying anything to park, so the way I answered is misleading, but I had no other choice to answer properly. FYI.
- create more jobs
- The Parking Garage for the Jail should have remained under the county ownership. Right now it is in very sad shape. The fact that I pay \$25 a pay is ridiculous, because we are doing a service to the community. We have no other viable options to park due to construction, and over crowding.
- I am happy with my current commute and parking. Please don't foul it up.



- I would like to see improvements to the path along the Genesee River and the Canal. I am encouraged with the study proposed for increasing biking into the City.
- I believe if you would use a tax credit for those using public transportation or a lottery system that would give a free, i.e. 1-5 day, two way pass to work or to events you might get more people to at least try it to get them past the initial dissonance that discourages people from the benefits using it.
- Lower parking lot/garage costs
- RTS would be great but frequency of service to Riverton area is not the greatest. Need a Park n Ride in that area.
- i think generally the park and shuttle may well work for some indeed..
- I did not find this to be a user friendly survey
- I am not able to use the bus or car pool because I am frequently having to leave the office for meetings or to go to our other location. These occasions sometimes just occur that day and are not planned. If this was not the case I would definitely be interested in the other options.
- Less expensive City owned parking garages.
- too many 1 hour meters makes visiting clients difficult (visits with clients are between 1 and 1 1/2 hours)
- I need my car for appointments and meetings during the work day. I park where I have unlimited in-out for a monthly fee. I feel the \$79 that I pay is high enough. The higher rates in some of your questions would be unaffordable and the shutteling would be highly inconvenient. If there is a shortage of parking, maybe some people would like the shuttle for a savings, but it would not help me. It sounds like you would need to be running a lot of shuttles to be convenient enough for anyone.
- Street parking on Fitzhugh street is very bad. Clients for county parole and child protective are parking and dropping passengers off all day long, ignoring parking signs. Almost every day while trying to go home there is a car blocking one of the three exits of the sister cities ramp garage while waiting for their family member to leave the county building. These illegally parked or stopped vehicles should be policed better.
- Improve downtown parking costs.
- Expand 590 to handle the increased traffic since it was built. Increase lower cost parking available, especially sheltered parking.
- More parking garages and lower monthly fees.
- I have 2 children to drop off at day care, therefore public transportation is not feasible. Additionally, on my end of downtown (the southern edge), there are numerous parking options; north of us there are not. My responses would be a bad guide since my situation probably differs from most downtown employees.
- I am unable to take a shuttle because I leave work to go to different locations throughout Monroe County on a daily basis. I also have to carry large items quite frequently and this would prohibit me from walking for longer distances. Also, getting these items on and off a shuttle bus would be difficult.
- I regularly commute by bike, but the public roads are dangerous. Dedicated bikeways that radiate out from the City would be a huge benefit to bicyclists, and also great for the environment. There should also be incentives offered by employers to promote biking, greater use of RTS, car pooling, and the use of fuel efficient commuter cars.



- I find parking expenses downtown very high, especially for the poor condition of the lots and the safety issues I face parking further out of downtown at less expensive lots. Many parents have child care needs that limit their options for commuting to work. Thanks for considering alternatives here in Rochester!
- RTS buses to/from Greece - Latta Rd area route are limited on trips, not at a good time of day to fit my work schedule. (too late to arrive @ work on time & would have to stay 2 hrs later to get bus home & would have to walk to Midtown to get the bus. - very inconvenient)
- I have three young children so having no access to my car is not an option. I would love to have a park and ride option rather than parking downtown
- The parking in downtown Rochester is horrible. The ramp at the civic center is disgustingly filthy. Also, the wait lists for monthly parking are ridiculous.
- RTS options are difficult in the fall and winter when it gets dark early. There is a safety concern by my work place and as a single woman I am not comfortable with that option. The parking is terrible at 691 St Paul Street and a park and ride shuttle would be wonderful.
- Have more city parking garages and lots near State St. The prices have gone up significantly. Have more affordable city parking lots. There is not enough parking downtown. I like working downtown. It is close to my home and my children's school. Parking is a big issue downtown. Thanks
- The County offers the parking pre-tax. Can the State do this? That would be a big savings! Thank you.
- Re-instate "Park and Ride" bus from Churchville/Chili area. No, I am not taking the #8 bus. Thanks.
- Build bigger garages for the new businesses arriving downtown so we don't exceed capacity for parking as volume shifts.
- I have a variable schedule, and I honestly do not feel safe not parking under the building I work at in Rochester. Also, there is only one bus that comes out toward Newark and it is before my kids go to school and gets me home after my kids start their activities that I need to get them to.
- I don't believe you are going to find that the white collar professionals are interested in shuttle and RTS bus services. You should remove some of the old, broken down building and start planning more parking to accommodate incoming businesses. Or, what would probably interest this sector would be a rail system (it would need to be kept clean, safe, free of solicitors and vagrants and be fast/affordable). Then you might get some interest. If it could circulate the city within XX amount of time on a continuous basis, with 'hubs' for parking on the outer rim of the city and each major suburb, I believe you might then move to a 'public' transportation/parking type system. Our busing system is plagued with a bad reputation.
- The parking lot that we park in (on Andrews Street near State Street) is in terrible condition and needs to be expanded and repaved.
- the survey might not be 100% accurate when you gave the winter, spring, summer, fall option only because I am very pleased with the parking situation here at the Rochester Business Alliance, which is free and right under the building. Besides, I cannot take transit or bike or walk because I need my car to go off site for meetings. Thank Susan
- I actually think the Downtown Parking is pretty good compared to other cities. I would love to take Public Transportation each day, living close to a bus stop. However, in the past, it has taken me upwards of an hour to catch, ride and transfer buses for a trip that will take me under 10 minutes by car!!! Transferring at Liberty Pole to go another 10 blocks is also a burden. If I could



get a direct bus from the winton/blosson area to main/plymoth I would ride every work day.  
Thanks for your time.

- Please do not close the Broad St bridge to car traffic
- Consider people's personal needs and wants not to be on public transportation exposed to loud, rude boisterous conversations and health reasons other than physical disabilities
- It is difficult to use public transportation since my job requires me to attend meetings and/or projects at various locations throughout the County while using my personal vehicle for transportation. Also, I typically start at 8AM but end of day varies from 5PM to 6PM or so.
- I will not ride the bus. They are unreliable, dirty and unsafe. I will never ride a bus or shuttle no matter how much money I could save.
- I am very happy with my parking situation. I am one of the lucky ones who doesn't have to pay for parking and it is right underneath my building!
- I drive on days that I have meetings outside the office or I am running late at home and miss the bus. I would like to have in and out privilege without buying a monthly pass.
- Needs safer bike path
- I am the building manager at City Place and need to have my own car on site for emergencies; public transportation unfortunately is not an option.
- LOWER PARKING RATES-CAN NOT AFFORD TO DRIVE TO WORK PAY FOR PARKING AND SUPPORT FAMILY
- The bike locker program should be expanded and made easier to deal with. The following personal experiences demonstrate this: The website sign up form did not work on my last visit. Locker space is VERY limited. Payments are difficult to make and lease renewal reminders are not sent. Given the amount of effort put into mounting a bicycle rack on every RTS bus to encourage bike riders, it would be nice if there were more secure places to store these bicycles in the downtown area.
- Lower the cost of parking!!! It is important for people to be able to drive their own vehicles to work without going broke in case they have to leave early/stay late or run errands before or after work which isn't an option with public transportation or carpooling!!
- Safety and security of the parked cars and while walking to the parking lot, especially in winter when it is dark after 5:00.
- Finish the road construction; fill in the pot holes; pave the roads smooth; widen all city streets; eliminate all curb side parking everywhere in the city; time the lights better so you can get through more green lights without so many stops; make off street parking areas for taxis; make more off street parking for everyone; generally do anything that smooths the flow of traffic speeding it up and shorting the commute time in all ways possible. Downtown Rochester has nothing to do other than a place to come to work. The faster I can come to work and then get home after work the better. Stop closing roads for parades, foot races and other nonsense events.
- Please bear in mind that not everyone who works downtown works on a typical 9 to 5 schedule (or close to it). My work schedule often includes late nights when I would be extremely reluctant to walk/take a shuttle alone. Without a totally reliable and well-organized system that takes into account security and foul weather, I would almost certainly not opt for any public transportation or shuttle alternatives.
- Lower parking prices. We all have to work daily and it is not convenient to take a bus or public transportation to work. I work in a professional building where I need to be dressed nicely for work. I am not going to hike to work from a far off lot or a bus stop when I own a car. It is



incredibly unfair that the city charges so much for parking. Surely there are a million other ways for the city to make money.

- No offense, but after 23 years of car pooling, I'm kind of done with that for awhile. I understand it's conveniences, but I also understand the inconveniences, and often times I have been on the inconvenient end of things.
- I feel the majority of city garages are unsafe and would not consider walking to my car at most of them
- There is no place to ride a bike (which I have suggested a bike route but was told there couldn't be one) or ride a bus. There are no direct buses in the town I live to go downtown.
- I currently park in the Civic Center Garage. I cannot afford to pay more than I already pay and would like that garage kept in better condition considering the amount of money they make. It is filthy, smelly, and often has undesirable people lurking. Having to step around sleeping homeless people and their excrement is not an ideal way to start a morning. If I could park in a nicer location that was further and could be shuttled, I would certainly entertain that idea. However I do not want to walk more than a couple blocks, especially in the winter.
- Now that midtown is gone it is difficult to wait for bus in inclement weather. That is why I no longer take the bus
- My one suggestion is to leave Broad Street open and don't close it off to add a pond. Also to make the parking garages safer. To have police officers patrol them early in the morning to make sure the homeless people are not sleeping in parking spots.
- I am happy with my current parking situation-it is close and a safe walk to my job. If the parking situation becomes to complicated, I would probably look for employment in the suburbs.
- Parking is cheap in Downtown Rochester and there is little if any congestion. Therefore my incentive to ride the bus is slim to none at the moment. The bus takes significantly longer then driving and my time is valuable. From a safety perspective as a younger female I don't feel comfortable riding the bus at the moment. However, I would feel comfortable taking a shuttle service with other commuters. If parking costs/congestion were to increase substantially riding the bus would then become a viable option.
- No real mass transit options exist for long distance commuters. Parking is costly. Crossing from Chestnut Street city lot to federal courthouse without a crosswalk or light is hazardous. The lot is not cleared in the winter and slippery.
- I would be interested in biking/busing to work when my children are grown. I need to get them (3) to and from the Downtown YMCA everyday which makes using the bus/carpool/bike difficult. I appreciate the city getting input from users. There are programs where free bikes are made available to all citizens to use and return which sounds like a wonderful idea - would need to make the streets/culture more bike friendly. Having multiple community bikes available would create a nice atmosphere, reduce bike thefts, and allow for more exercise and better transportation options.....I would be glad to work on a city wide committee to investigate this idea. 585-256-1535 - Jennifer McDermott
- I would like to be able to catch an earlier RTS bus that the 4:55 from Downtown to Avon, as I end my work day at 3:30 pm Monday through Friday. For this service I would be willing to pay a little more.
- Please keep parking on the Broad St. bridge and don't make it into a pond. The parking is very convenient for getting in/out of work quickly, getting picked up from work, and cheaper than parking in a garage for short term parking.
- Lower the cost of parking in the civic center parking garage to county employees.





- N/A
- I believe that any employer that wishes to conduct their business in downtown Rochester, including city and county government, should provide parking for their employees. Attempting to force public transportation on employees only furthers the travel time and inconvenience to the commuter. Paying in excess of \$1,000.00 a year for parking is asking a lot, especially for public employees that work downtown for less than \$30,000.00 a year.
- thank you
- Cheaper rates for public parking and garages and Street parking.
- When I lived in the 19th Ward I used to ride the RTS Bus. We moved from the city to Henrietta, NY to live closer to our grandchildren. We live near the Thruway; but not on a busline. If a bus came to our location I would consider taking the bus. I would also consider carpooling if I knew anyone who lived out my way. I absolutely love the Court St. Garage. It is so convenient and safe for working at the Central Library. Thank you for this survey. Hope you have a joy-filled weekend.
- As a public servant, I feel it is unreasonable to ask that I pay for parking. I never had to do so when I worked in private sector, and my only purpose in being downtown is to work. I feel the paid parking is generally overpriced, and often unsafe. I am willing to park far away and walk in order to avoid paying for parking, in part because I resent that my vehicle and myself are really no safer in most paid lots, many of which are unsupervised, or provide cover for street criminals. In essence, all I am paying for is the privilege to be closer to my workplace. Unless the weather is very bad, or I know I need to leave on short notice, the walk is good for me, and I don't mind it much. However, I realize I am pushing my luck in that I use an "unofficial" parking space that may be eliminated, and it is not entirely safe to walk to and from after dark. I also teach at MCC on some evenings (varies), and have other demands that make it impossible for me to carpool - not to mention that I live in Rush, and there are few if any other co-workers who live near me. If I had more time, and did not need to carry various supplies with me, I would consider biking, but this is not feasible, and probably not entirely safe for the distance and route I would have to travel. At a minimum, I believe that the cost of parking should be considered part of my salary. Ideally, we should have a dedicated lot for Probation, at no or a reduced cost. The school district offices have parking for their employees, and I don't see why we should be valued any less than they are. The City and "political friends" should not be profiting from civil servants through these exorbitant, and largely unearned fees. By the way, I have parked on the street at various times, only to find that it puts excessive wear and tear on my car. I have been known to pay for metered parking (more so in the past), but also to have "taken my chances" by stretching the time between feeding the meter. The cost of a few parking tickets a year is still cheaper than the paid lots in the area, and my car is less likely to be stolen from a spot on a well-trafficked street near my job. As for the bus ---- completely unrealistic for where I live. There are only a couple of runs a day (I think), and though I am a well-educated individual, I found it nearly impossible to decode the bus schedule for my area to determine if I could, in fact, get to my needed destinations at the appropriate times. And as pointed out earlier, the fact that I also teach classes at MCC makes the trip even more complicated. There are also a variety of work-related, and non-work-related demands of me that make it advantageous, if not necessary that I have access to my own vehicle during the day.
- I would love to use RTS, but my employer requires me to have my vehicle available at all times.
- The only way I can get safe, convenient parking is to pay the ridiculous amount of \$126 a month. Because I am part-time and my hours vary, this is the best solution for me as it also guarantees me a parking space - which is impossible to find when there are conventions in town. But it is too expensive and it would be nice to have the same kind of parking guarantees at a reduced rate for part-time workers.



- more university of rochester visitor parking more direct bus routes into downtown--fewer loops around neighborhoods along the way safety for passengers at night and off-peak hours
- as a female, safety is a big issue. if you use a parking lot or garage, you don't want to be walking alone after everyone clears out. if you have to work late and use the bus, you don't want to be the only person standing at a bus stop in the dark or having to walk to Midtown to get a bus because the eastern suburbs busses only cross the river during rush hour. also, i live in Bushnell's Basin, where to get to work by my starting time at 8 AM, i have to get a bus that leaves the stop at 6:53 AM or drive to a further Park and Ride Lot. The last bus leaves downtown at 5:55
- I would be hesitant to take the bus because of safety issues. Walking to the bus stop after 5pm (when it gets dark earlier) is not safe for a female in the City of Rochester.
- The options for alternative parking/transit to work that were offered are all unacceptable in my current situation. Public transit is not reliable enough for the needs of my employer or me. And the parking option is actually greatly more than I am currently paying. This survey seems to be steering the participant toward selecting the RTS busing option at each selection.
- Parking should be free
- Many times the workers of CSEA has requestd to the Union to have parking fees be pretaxed because we are the only county that does not offer their workers FREE parking it is never an option --why can't Monroe Cty be offered a free parking lot like all the other countues in NYS
- I would appreciate a free parking lot for County Employees in the area of South Fitzhugh Street. The options referenced in the survey, such as public transportation or carpooling are not viable for me because there are several times where I need to travel for work during the workday...
- The Civic Center Parking lot is too expensive, but I use it because of it's location. For \$91 per month, it should be better maintained. I would not feel safe parking any further away from work.
- Would like to see RTS bus stops on Seneca Ave. (W. Irondequoit) between Rogers Pkwy and E. Ridge Rd.
- Rochester needs a subway/trolley system in place like they do in Buffalo and other large cities. It would encourage those of us who work downtown and live nearby to find other ways of commuting to work. RTS does not cut it. Too infrequent, out of the way and confusing.
- The variance in parking rates, from street to street, is something that should be addressed.
- The parking fees in the downtown area (Rochester garages in my area)are outrageous. You need to build more sheltered parking in downtown Rochester. Especially since the city plans on bringing a lot more people to downtown to work (Paetec), live and play. The weather here is bad and everyone would prefer to park inside...don't have to wipe the snow off in the winter and the car is cooler in the summer, etc...Some people have mobility issues. No one wants to walk farther than they have to...no matter what they say. Don't even get me started on the infrastructure in place now...it won't be able to handle it and busing won't solve the issues!
- If the RTS bus came nearer my neighborhood, I would consider taking it to Rochester and walking to work, except in the worst weather. I need to wear a suit and tie to work, and have no shower facilities here, so biking to work is not an option.
- I would be VERY willing to take a bus, even if I had to change buses along the way, if there was a bus stop anywhere remotely close to my home and if the bus ran more than two or three times per day. I am absolutely unwilling to drive to an unattended lot part way in only to leave my car all day out in the elements and still pay for a monthly bus pass from there (which is my only mass transit option currently). I think the parking prices downtown are too high (I pay about \$1000 per year for a non-premium space) and only getting worse, and if I had a choice to work in



another location, that amount of money would definitely sway me to work elsewhere. BT, if I lived on the west side of the city, I would refuse to work downtown because of the commute and the ridiculous traffic snarls that are always happening.

- The only reason I'm against public transportation or carpooling for myself is that I have young children that I need to pick up and drop off at school and daycare. If that wasn't the situation, then I would probably consider other options.
- This survey was very difficult because the text was so small and very grey.
- thank you for letting me do this. I am a Sister of St. Joseph. Once I took the bus everywhere when I was not working, including coming to the Congresswoman's office when an intern..BUT I did not have other obligations. I now have a time finding a morning mass to go to, oftentimes have other things to do on the way to work, and/or might have to leave the Federal Building for other meetings or business. Thus, it would be a nightmare to try to take the bus. Thank you for doing this. If and when I retire, I might be able to think about taking the bus again..
- None of these questions addressed safety. Everything else is moot if I am not safe. I could not respond that I would be willing to do the shuttle-between-lots idea if it means I would be waiting for a shuttle in any location, either in my car on on a corner. Not safe. Also I would not be willing to carpool unless it is with someone I know very well who, forgive my frankness, will not rape me. Please consider that not including provisions for safety in your survey may skew responses that are based only on apparent safety. In other words, I would love to save money, time, and the environment but NOT at the expense of a more unsafe commute or walk to work.
- Glad to see the problem of downtown parking, the lack thereof, is being addressed. I noticed the lot behind City Hall, do employees pay for that lot? Seems like the City could use that money or at least put another public garage there, just a thought.
- Passero Associate has their own parking lot and can accomodate 20 employees. The remainder of employees must pay for parking. They may have a different perceptive then me. Some of the questions didnt apply to me if I am not currently paying for parking.
- The only reason I drive to work is so I can have my car available to me at all times. We go out for lunch and at time I run errands for my job.
- Safety and convenience are main considerations for me. It would not be safe for me to take a shuttle at various times to a remote parking garage or lot. There are days the Central Library is open 9 am - 9 pm. Our shifts (work hours)as reference librarians change from week to week for some of us.
- Free parking!!! Nothing discourages people from going/working downtown more than having to pay for parking. This city is too small to have folks charging \$7 bucks a day to park. The current downtown parking lots (I'm not really talking about multi-story garages; I mean one-floor plain lots) are embarrassments and an awful use of downtown space.
- If we had street cars, to parking garages I would take a street car from a comuter lot
- more bike racks downtown make downtown bike rentals available bike lanes I currently have no incentive to ride the bus even though it goes right by my house. my parking lot is only \$25/month and i get a little walk in (exercise) from the lot to my office. driving is still very economical for me, and more convenient, than taking the bus. if the bus were even cheaper i might consider it.
- I feel working nights. We should be able to park for free in or around where I work with comfort and security.



- Advertising that covers the windows on buses is MISERABLE. It makes it hard to see the stops in the evening and obscures the view. This is why I stopped taking the bus to work. Make the buses appealing and more people with choices will ride them.
- force pedestrians to cross at the cross walks on main street. there are always people crossing in between traffic and stopping the flow of traffic.
- The rate of 91.00 per month is outrageous for parking near where you work. It is too much. Either they should lower it or the employer should pay at least half.
- Something creative has to been done regarding parking. Cars are ticketed too often. There's a push to build downtown yet the parking options aren't inviting so many folks stay away. And it hurts small businesses, like the one I work for (Metro Salon on Gibbs and East).
- I would appreciate the City of Rochester spending less time catering to motorists and more catering to those who have pioneered and made the switch to biking/walking. The problem is that the city code for shoveling sidewalks is not enforced, thus a walk to work, to cultural events, to shopping in my neighborhood is extremely difficult and limits what I spend locally because the sidewalks in winter are treacherous. It is not satisfactory to have 1 in every 12 or 15 sidewalk stretch shoveled. A sidewalk should be seen as a continuous mode of transport and thus all need to be shoveled to make for safe passage. If you want to cater to "happy" cars by making bigger, wider, better roads and more parking spaces, then you will just get more drivers, more congestion, but if you want a community of healthy fit citizens then you need to encourage business in downtown proper and in the outlying "villages" of Corn Hill, South Wedge, Park Ave, 19th Ward and make it safe and continuous to walk to and from those "villages". I highly recommend you visit Project for Public Spaces or [www.pps.org](http://www.pps.org) to get some real insight on developing a better downtown.
- My job does not allow me to really walk to work or take the bus. I need access to a car all day long, and have equipment I have to carry back and forth to job sites, so the only option is parking it at a garage very near work or always having quick access to a shuttle to take me to the lot. But, at the same time, the more time I spend taking a shuttle back and forth, the more wasted time out of my work day, which costs my employer money and costs me work time. Unfortunately, if we were all forced to do this, I fear that my employer may look at moving to the suburbs.
- I do \*not\* like the idea of closing Broad Street to traffic.
- The problem with other means of transportation is the 5 am start
- parking should be free when there are parades/events in downtown. downtown events are what makes the city a great city to live in.
- It is not fair to make current downtown workers change parking or increase fees just to accommodate the new businesses coming in. I spoke to an ESL worker who is new to downtown as of last week, who said she can walk indoors to her office and is not being charged for parking. If this is due to incentives offered to ESL to move downtown, these same incentives should be offered to existing businesses to keep them downtown. Otherwise, I would not be adverse to our company moving to the suburbs where the parking is close and free and probably much safer than walking the streets of downtown.
- Could and should have secure security parking. I have had my vehicle broken into this past winter and I'm afraid of what summer will bring.
- Wish the fees were more reasonable. We pay alot. Civic Center garage is a mess inside with water leaking, dirty, etc.
- Parking is too expensive.
- \$90 per month is too much to pay to park.



- The RTS system is dirty and people are rude. I've tried it before and it takes for ever to get anywhere. The hours are lousey and untrliable. now the Atlanta MARTA or NYC subways they make sense and I frequently use the marta. Here not so much.
- I'm still very mad the City Of Rochester did nothing to help me out when my truck got paint splattered on it by the painters who worked on the garage last summer.
- wish the county did not sell the civic center garage. Current owner has done nothing to improve conditions. Cost has increased and garage if filthy. Also a hazzard as there is only one way out during the weekends.
- I am required to make my vehicle available for inspection work for the City of Rochester.
- Main Street currently feels like the ghetto with the bus line running up and down it. Please consider moving the bus line, making main street one way, adding parking on both sides, and running a streetcar line. This would make it much easier/desirable for consumers to shop on Main St.
- I live in Corn Hill, so commuting to Downtown is not much of an issue for me. As for parking, I would love to know when illegal parking will be ticketed, and when it will not be ticketed. It seems that parking enforcement is highly selective
- I don't think this was a very well designed survey. It was clearly skewed towards bus transit. I don't really see a situation where I'd ever be able to commute from my house in Greece to work, unless there was something like a subway or streetcar system that ran continuously. I'd be willing to take public transit to work, if it ran continuously, and I knew that I'd always be able to get back home. Sometimes I work late, and sometimes I leave early. And in our harsh winters, I don't want to be standing outside waiting for a bus. I'd rather be in my warm car, listening to my music, comfortable. I don't think any of the Park and Walk systems you have described can possibly usurp my current situation and coax me to take some sort of public transit. I'd love to be able to get from my house to downtown, and back, on public transit (especially on the weekends), but I don't see how a bus system really makes that possible. I think it is unrealistic of you to expect people like me from the suburbs who have a very simple 20 minute commute, in my comfortable car, to give that up for something any less comfortable or simple. Ultimately I don't think buses are the solution to this problem.
- I would LOVE to see additional public transit besides RTS buses. Streetcar options come to mind. Oh, and can we teach some of our student RTS riders some basic respect for fellow riders? (the only downside to my RTS experiences)
- -My experience is that most employers do NOT pay for parking. However, full time employees who do not make much feel that "it is \$1,000 penalty" to have to pay for parking just to go to work. -Options for short-term, deliveries, etc are often not clear -There is a negative perception about safety and cleanliness of Public Transit in Rochester. -There is also a negative perception about safety getting to/from garages, lots etc.
- improve commuting from Livingston county - Lakeville, Geneseo area
- we need more parking
- a street car would be a great addition.
- Really like the set price of \$1 for taking the bus which makes it a convenience when needed.
- I really enjoy commuting via RTS bus service to downtown. I don't have to deal with traffic, take risks w/weather and accidents, delayed traffic, finding parking, and the wear/tear on my vehicle. I just wish the buses were cleaner, seats repaired, and there was better bus shelters (like main street) and more of them. I think more people should use the bus service. Shuttles would be



convenient also especially if someone does take the bus and they need a ride to their vehicle should they need to leave earlier than planned.

- More free parking, better security, more reliable buses, a bus from Hilton to downtown via parkway/Charlotte. I liked the bus, but they schedule 3 buses in the morning and only 2 at night, and in the crowded afternoon bus I would get nauseous, plus there is only the 4 and 5pm times, which seems insufficient. Also, there aren't enough places open for dinner downtown. And there isn't a pharmacy downtown anymore. Which is why I've started working from home more, which can only hurt the city.
- More effort needs to be taken on the part of private and public lot owners to protect the vehicles of those who park downtown. I refuse to park downtown whenever possible as my "new" car, has been dented, dinged, banged, used as a walker, attempted to be broken into, parked against, blocked in, plowed in, and in my short walk across the street, I have been approached, pan-handled, and sworn at, and questioned. Thank you, but no thank you. Putting my vehicle in an even more remote location to take a shuttle where I cannot check on my vehicle during the course of the day would not be an option. Taking RTS is not an option. I live in the suburbs, and public transportation in this area has been a disappointing failure for most of my adult life, and I'm not about to have a change of heart now. The parking rates downtown are ridiculous unless you're fortunate enough to have a free spot on Irving, and even then, I'd think twice due to the parallel parking attempts I have witnessed there and bumpers nudged and hit on county owned vehicles. The city of Rochester is a late bloomer to metro transportation, and is now trying to play catch-up. Consideration to parking problems, lack of "retail" or "customer" parking during the workday has been a problem for decades, left ignored. Perhaps looking to see how other small to medium sized cities with seasonal adaptations similar to ours handle such a scenario would be more feasible. I'm sure there are few that had their circular ramps collapsing with vehicles on them in a non-earthquake centered locality. Thank you.
- RTS Bus Service needs more on bus security to make riders feel safe! Need bike lanes on the road to encourage commuting by bike. I would never risk my life on the roads today with the current drivers.
- I have children who need car seats and pick ups from daycare which prohibits me from the flexibility needed to use public transport or carpools.
- I sometimes have to work late hours, don't feel safe walking downtown alone at night. I need affordable parking that is near my place of employment.
- There is a need for more monthly parking passes at area lots, as I have to pay each time that I leave during the day and come back. Also need more 2 hour parking meters within the downtown area. I would be willing to ride my bike to and from work, but there is not an ability for employees to take a shower upon arrival.
- I have children, so having access to my own vehicle is necessary.
- It's very dangerous crossing Adams Street to get to the Keating Federal Building from the parking lots to the north.
- Provide more RTS routes/stops that make it more convenient for all to commute without having to walk more than 3-5 minutes to/from the bus stops. My concern with carpooling is the need to be flexible with my time. I don't like to be an inconvenience to anyone and I can have limited patience waiting for people. I would like to bike to work but I currently do not have a safe way to get to the office - no bike lanes. I live near Village Gate and work at City Hall.
- My current parking arrangement is close to my office and is a safe location. Because I need to drive to our other location for meetings, a downtown shuttle would not be adequate. An available fleet vehicle of some kind that can be used as needed would be an attractive option, especially during the winter months when taking a park-and-ride bus would be desirable.





- Make it safer. Nothing is open at night or weekends. There are three hotels and nothing for them to do. Move the bus stops from Main St. & South Ave. Certain people are destroying downtown. We will not send our kids to MCC Damon due to the violence & thugs. There is a pawn shop on the first floor. Why don't they just add a strip club as well. Great environment.
- This question has nothing to do with the commuting study. Why do we have to purchase a parking sticker for each of the cars we drive when we actually pay for a parking spot? Many times I do not drive the same vehicle to work.
- Do you recall what happened to the Rochester subway? I for one will continue to drive, because 1 tank of gas will get me to work and back for two weeks, and my employer pays my parking costs. There is absolutely no incentive whatsoever for me to take public transit. People who can afford to drive their own cars will continue to do so either because they will not feel safe on public transit, or because they think it degrades their social status (which, unfortunately, most business people in this city will agree upon). Do you think the mayor of this city would ride an RTS bus to work? I think not...
- Please make it more bike friendly. I bike a few thousands miles a year in the city. Even when you're studiously following road rules, it's hairy out there. Got hit last year by somebody texting. Surprised it hasn't happened more than once over the years. So many close calls. And i see more people on bikes every year. Also, i could/wouldn't mind taking the bus, but it's more convenient and cost-/time-effective to bike or walk where i need to
- I would like to see either more police presence in the public parking areas to ensure the safety of those coming and going to work or having surveillance cameras installed at the parking lots and garages. It is becoming an issue with cars being broken into and things being stolen out of the cars of County employees. This maybe the reason that people don't like to come downtown anymore.
- Free parking should be available. Not fair that suburb parking is free, but no city parking.
- Because I have three children that I need to drop off to daycare and be able to pick up in case of an emergency, public transportation is not an option for me.
- Please note that I live 45 miles East of Rochester. When I lived in the Rochester, I took RTS or walked to work.
- Parking is expensive .. but it is my only option giving my personal situation. If it got more expensive, I would look for work outside downtown. I was not happy with all the choices offered in this survey.
- Given my location, if there were a way to "know for certain" whether or not I had missed a particular bus in the morning(rather than having to stand an extra half hour waiting for the next one or choose to walk to a new location to catch a different bus or wait it out, just in case the bus is running late) - e.g. if RTS had technology that would allow us to track location of busses electronically - I would probably take a bus to work a lot more of the time.
- Parking just seems to be very expensive, it is over priced. I do not live close enough to take advantage of public transit and would be scared based on this city's reputation regarding crime. It is hard when you are not a city dweller to adjust to how people act and not to judge. I don't believe that it costs that much to pay a parking attendant and maintain a lot. Plowing in the winter and occasional repairs should be the only cost and I'm sure the attendants aren't getting rich. Why does it have to cost so much? I don't even know who gets the money..if it is the city, then I could at least say that it would be invested back into the city. If it is private companies that own them, they are sitting pretty and no one but them benefits from these high costs.
- My thought is that if one had made a decision to work in a hire learning environment, that a benefit should be free city parking. The cost savings would bring a better pool of educators.



- Clean up and improve the lighting in the Inner Loop pedestrian corridor a bit. The tunnel under the loop east of State Street is scary and tremendously disgusting. (Even for a man.)
  - re: This Survey - the following question is misleading "Does your employer offer you any benefits or incentives to use other ways of commuting to work besides driving alone?" My employer does not offer an incentive to drive alone. re: Downtown Parking in General I believe that commitment to "revitalizing downtown" can only be demonstrated by city management's elimination of the pay-for-parking scheme's now in use, i.e. surface, garage and meters. City management must follow-through on a plan to encourage public support for achievement of that end. Such a plan should include disclosure of the financials of public and private parking facilities. A transition plan must be developed - transition from John Doe paying for parking to business paying for parking (i.e. the mall tenant rent method). The transition will include take over of the private surface lots and garages - maybe via city lease & private management, maybe via city purchase & city or private management, maybe via eminent domain & city or private management. Achievement of this objective is very necessary in my view. Revitalization plans that avoid the pay-for-parking topic will not achieve the objective implied by 'revitalization'. Putting up new buildings and avoiding the pay-for-parking topic will produce new buildings with low percentage occupancy. Thank you for asking and thank you for listening.
  - Trolley to hot spots like beach high falls east end - less cost to park - more public free parking
  - The problem is not so much for our employees as it is for our customers trying to visit us. There are parking options for employees although they are not inexpensive and not within a 5 min walk. People visiting us as customers do not want to pay for parking when they have appointments that last 1-2 hours. There are not other attractions in the area where they might be more willing to pay for parking to have a 1-2 hour appointment and then walk around to other attractions.
  - If there were more security/police near the parking lots after 5pm due to the fact that sometimes we have to work late.
  - Teach people that: - Pedestrians have the right of way. If a pedestrian walks slowly or limps across the street (like I do), don't cross the street in front of them cause you're too impatient to wait. - Right on red means come to a COMPLETE stop, then turn right - coasting doesn't count. - Main Street and surrounding areas have a 30 mph speed limit.
  - Please fix the pot holes on the interloop access and egress ramps. They are just awful downtown.
  - We need more Disabled parking in the East End Garage on the East Ave. side of the complex. There are days all spots are filled and you can not find a place to park. More and more of our spots are being taken away and given to reserved parking (i.e. Citizen Bank, residents of condos on East Ave.) They should have to fend for parking spaces as do the rest of us. You have taken away almost half of the disabled parking spaces on the East Ave. side and have not replaced them on the East Ave. side. Please look into this as this may be a violation of the ADA Act and is definitely a problem for the patrons of Eastman Theatre and the employees Eastman School of Music and other businesses in the immediate area.
  - The roof of the East End garage is never plowed after a snowfall. This garage is very popular and crowded every day. Some days one must really search for a parking place and hope that luck is with you.
  - Please consider placing 2 hour meters on Washington Square near St Mary's church to allow people to attend services that maybe slightly longer than one hour without being ticketed.
- Thanks



- Because I live only a 7-minute drive from work and have to hire a babysitter when i go to work, and because my hours are variable, I just don't have time to try to use public transportation. The East End garage is right next to Eastman, so I park there and run into work each day.
- I don't like the bus because of past experiences. They are always late in Winter and I always lived a distance too close to drive, but too far to walk to...
- TRI will end all commuter aid for staff not at HQ (in MN), so \$ will be a key. Generally, the more I must pay, the more convenient I would want the solution to be (flexible times, proximity, car sheltered from weather, security, etc.)
- Don't flood Broad Street.
- Often need car for work to travel out of town during day, and often work late hours, which makes travel by bike, bus or car pool more difficult.
- Safety, convenience and cost reductions.
- Lower the cost of parking especially in the garages that are falling apart!
- I need to have access to a car during the day to meet with clients and attend meetings outside the office, which affects my ability to do anything other than drive my car to work.
- It would be nice to have proper bike lanes along the major roadways.
- Investigate light rail service.
- I wish we had kept parking open at Midtown. I miss Midtown and hope some retail returns to teh area. Because I am able to park at my employer location I am fine, but MANY of my coworkers do have problems finding parking.
- Free parking for city employees!
- My nearest bus stop is very inconvenient to my home because there are no sidewalks for part of the way on busy streets, I think this is common in the suburbs. The winter weather significantly impacts my desire to use transportation other than my car, but the park & ride lot idea would be somewhat more convenient for me. I also drop off my son at daycare, so I'm not always reliable for a carpool, but again with the park & ride, no one would be depending on my promptness.
- Please do not remove the inner loop. It saves a lot time when traveling in & out of Downtown.
- I would encourage law enforcement officers to find away to make our downtown streets safe for people. Many times I'm scared to walk to my car alone because of the potential risk of being bothered by people in the halfway homes across of the parking lot and the open door mission around the corner. We have recently encountered many car breakens and it's costing employee too much money to fix the damges.
- I am satisfied with the bus, but what would like to see is that the High School kids get dropped off at a different stop then downtown, to many problems going on. But I do like to see security and police officers downtown.
- I think for those commuting to work, a shuttle service would be fantastic. Personally we have had no issues with parking in the east end garage for any employee that I can think of (unless it's Jazz Fest).
- looking forward to when the local city-owned parking garage is refurbished.
- If there was a park and ride in Gates, I would certainly use this option.
- I walk each day from my home on Portsmouth Terrace to work at Bausch & Lomb Place. The walk along East Ave. is fine, but once I get to Chestnut and then Broad, the area is very unfriendly



to pedestrians. Cars turning onto Broad do not watch for pedestrians, and the area around Midtown Plaza is not well-lit. Better signage and lighting would be appreciated. Thank you.

- See comments listed in where do you work answer box
- I hate having to pay for parking to attend weekend events downtown, when I pay a monthly fee already to park.
- I think that the parking downtown is horrible. As a single parent the outrageous rates you suggested in your survey are more than triple what I pay now for parking. I need to be able to leave quickly on a whim in the middle of the day to pick up my child if necessary. Your suggestions for public transportation or a shuttle are out of the question as is the outrageous fees...don't try to fix what is not broken - how about you fix what is - like the security in your garage.
- The problem with taking the RTS bus to work is 1) not a stop close to my house, and 2) If I took the bus, I would have to give up my parking spot in the parking garage and the waiting list is very long. I can't combine the bus with parking in the garage - I would have to choose one.
- My job requires me to leave the office to attend meetings off-site. I also transport individuals while assisting them with their job search. I would encourage improvements to the bus system, more frequent trips to places like malls or where there are many businesses that might be hiring, easier schedules, making available maps (like they used to) showing the Rochester area and the routes the buses travel to assist riders with figuring out their routes and being just more user friendly.
- My job requires me to leave the office for meetings and other events throughout the day. I need to have my car accessible for these reasons. Car pooling is only an option when I know that I will not need my vehicle during the day. I have a real concern with the traffic flow and congestion in the High Falls District. Especially at the time people are leaving to go home. Specifically the intersection of Mill Street and the State Street Inner Loop off ramp. In a few months Stantec will be moving into the High Falls District adding 150 more people trying to park in a packed parking garage and leaving at the same time making the traffic congestion worse. Has anyone thought about this? Also...I know that this isn't a restaurant survey, but if you are going to have the High Falls District full of office space, the City should make a good faith effort to provide eating options for people to have lunch!!!
- I would bike from home to downtown if there was a paved bike path separate from traffic patterns.
- I will continue to drive to work because I also must pick up my kids at day-care, and often must travel to off-site meetings during my work day. I would seriously consider biking to work, IF adequate bike routes were provided and I didn't have to factor in the logistics regarding my kids' day care needs.
- Ending the light rail line in favor of focusing on buses for public transportation was historically one of the worst decisions made in Rochester. Light rail should have been expanded, but I guess that's water under the Broad Street bridge now.
- It would be nicer to ride the buses if there weren't so many kids hanging around. They also take the bus to school and they are very loud, rude, and crude with their language.
- the only reason i would not be able to carpool or be willing to take public transportation is because I have to take my children to day care before and after work, otherwise, I would be open to all additional forms of commuting.



- the parking prices for rochester, NY are ridiculous - we're not in NYC! the safety and vandalism in the garages need to be improved too. and if you hold a monthly pass, you SHOULD be guaranteed a place to park!
- I would love more options to get home from work. Currently if I need to stay in the city after work, it is very difficult to make it home to Henrietta because there are next to no buses after 6:30pm.
- Improved bike and pedestrian accomodations! Improved awareness of safe road sharing and the laws governing biycle/ped and vehicle interactions. The move of Stantec to High Falls will congest what is already a busy and tough traffic flow out of High Falls/Mill St. locations. Traffic backs up waiting to get out onto State St. off ramp of Inner Loop. The right turn onto this access road from Mill St. is tough to make and most people need to be in left lane to make the left onto State St. or to get onto Inner Loop. This backs up traffic as pulling out is difficult across the straight and right turn lane especially when they often stop blocking the turn. This backs up traffic thru the stop sign intersection at Mill St. and Commercial St. Only other option is trying to get out onto State using Platt St. This also backs up as it is one lane and you have to make a left hand turn against 3 oncoming lanes. Plus there isn't a large cue area between the light and the intersection at Mill St. and Platt St. The City should investigate traffic flow in High Falls area, especially as the area is redeveloped and revitalized. Provide adequate and smart parking and then be ready to enforce violators.
- The Parking Garage conditions in Rochester are terrible. I lived in San Diego for 18 years before moving to Rochester and took public transportation the entire time I lived there. Donwtown Rochester is very unsafe and I would not want to wait for a bus in the evening. The Parking Garage conditions are terrible and I think it is unfair that I have to pay to park my car to come to work. Thank you for your time and I look forward to the improved commuting and parking conditions that your office is going to explore.
- I noticed when the Broad St. Bridge was closed during Feb that downtown would lose a lot of metered parking spaces (most at 2 hrs or less). This would be a big inconvenience for people coming in for short meetings or lower-income clients coming to the Telesca Center for Justice. This is the most affordable parking around for a meeting and/or the downtown library. Personally, I would rather park on the street than in a garage. If you close the Broad St Bridge, then I recommend you put metered parking on Main Street and reduce traffic to one lane each way.
- I would give public transportation higher consideration if we had a trolley loop reinstated in downtown Rochester
- I work for the City and park in the City Hall lot so many of the questions regading an alternative commute were not applicable to my situation.
- I park about a 12 minute walk from my office, in order to get some walking exercise along a pleasant route (East Ave.), drive less and it is cheap. It is an outdoor private parking lot (that is well maintained), which was not a choice so I clicked public parking lot in order to complete the survey. Occasionally I need to be closer to the office so park on the street for 2 hours or in the Sibley's public parking garage. For me this is an almost ideal situation. If the private parking lot were to close however my options would be limited, as I dislike parking garages and there are limited other lots along East Ave. and only one other looks well maintained. Even in extreme cold or heat, walking is preferable to waiting for a shuttle bus.
- the bus system is not a safe environment - have tried it before you have all types of walks of life which most are not working people, some made me very uncomfortable and i went back to driving, with the lack of police downtown, more thugs or muggers i feel much safer with my own car.



- I would take an RTS bus more frequently from Webster to downtown if the buses ran more than once an hour. The schedule and frequency of buses from Rochester's fastest growing community to downtown is antiquated and fails to meet today's commuter requirements.
- My biggest issues related to public transportation are safety and time. Also, with small children, it is difficult to let go of the freedom of having my own car at my disposal throughout the day.
- I'm fine parking in St Joseph's garage
- give ALL city employees free parking
- Often while searching for a meter, I must get out of my car to read the maximum time allowed directly from the meter. It would be helpful if a sign could be placed along each row of meters advising what the maximum time is for those particular meters.
- Commuting isn't the problem - it is getting around downtown once you are here, especially in the winter. If you have to leave one place in downtown and travel to another location it is a pain to have to drive and yet in the winter it is too cold to walk most places. The Skyway was nice in theory, but didn't go to enough locations to make it effective. If it crossed the river, linked more buildings and was well maintained, that would allow people to park in different locations (maybe cheaper ones) and walk to work through a covered system that will be acceptable in the winter.
- I would be more willing to take the bus if it had more frequent departure times after 6 pm. I often work until 6:30 or 7:30 pm and the buses are terrible then; I have had to wait 30-45 minutes, even more in the winter, which just isn't workable.
- There was never any discussion about those that must transport themselves or others throughout the day which makes using a shuttle extremely challenging. I have doubts that an employer would want additional time used to go to a shuttle to get the vehicle and then travel to a meeting, park and take a shuttle back.
- Many times my job requires travel during work hours for work related purposes, many times expectedly, making it difficult to not have my own transportation, or to coordinate carpooling when others may have the same requirements.
- A late bus is critical... 6:30 or 7pm bus to East side.
- parking for other must be improved you can't expect people to drive to bus, park, take bus downtown, take shuttle to office, walk to office and reverse at night.
- The downtown garage I park in every day is filthy. There is a huge pigeon problem and no good water flowoff. There also should be reserved spaces/sections designated for monthlies. The elevators in the garage are constantly breaking down. Cars are broken into on a regular basis - I've had mine broken into twice; once in the garage I currently park in and once in the Stone Street garage close by. If buses ran more frequently, I could consider commuting that way, but I rarely work just my shift and frequently have surprise overtime. And there is considerable concern for safety standing at bus stops and riding the bus.
- Due to the nature of my job it is necessary for me to have my own car during the day. As is the case with many employees of this agency we are coming and going throughout the day to provide services to our clients. unfortunately walking/biking/public transit is simply not an option for me.
- I go out to meetings every day; i have no choice but to take my car to work. It's a real pain in the neck in winter, especially if I have to go in and out more than once, because most lots won't let you go in and out unless you pay for a monthly pass
- Would like to see a transit option connecting the ends of Main Street to improve ease of bus transfers and strengthening liveliness of downtown





- More underground parking and connecting walkways, like Midtown.
- I am one of the few people who, weather permitting, tries to commute by bicycle into downtown from the east. There are no really good bike routes....having bike lanes on East Ave. and/or University Ave. would really help. I would be willing to have fewer lanes when driving a car in order to have a bike lane when on a bike. Even if you bike safely and courteously, not all motorists will reciprocate. This is a much bigger issue than anything having to do with commuting in or parking of motorized vehicles, believe me. If improvements are to be made to the infrastructure of downtown, let's start with bike lanes/paths. The car-centric focus of downtown planning has gone on far too long.
- In addition to coming downtown to work, I also come downtown for church, to use the library, and to see my therapist. I think you will do the life of downtown a disservice if you come up with solutions that serve M-F 9-5 commuters only. I would like to see more frequent bus service throughout the week, more security on Main Street on winter evenings after sunset, and better bike lanes.
- My schedule often runs 8:45am---10:00pm. Public transport is not an option from Honeoye Falls for the return trip home. The last bus departs at 5:20pm from Broad Street Station. I NEVER finish work that early.
- The two main reasons I don't regularly take the bus to work are, one, while I work a shift, my ending time can vary depending on work load or emergencies which means I could be waiting an hour or so if I work late and just miss a bus. Two, my job does require some travel at times, and not always planned ahead of time, and there are no company vehicles to use. In my experience, the few times I took the bus to work the ride was pleasant and didn't take that much longer than it does for me to drive to work. I have never taken the bus home, but according to the schedule published by RTS it would take almost twice as long to get home on the bus as it would driving myself.
- Thank you Mayor Duffy for all that you do, I love what you are doing for our city, I hope you are able to have Mayoral control of the city schools.
- I would be impressed if the city and county seriously looked into light rail transit instead of buses. It uses electricity and would be excellent for outlying suburbs.
- Bus service would be a great option in my opinion. It will, however, take a complete renovation of the appearance of our bus service in Rochester, as now it has the stigma of being inconvenient, unwelcoming, and otherwise undesirable. I just got back from London, and we could learn a thing or two by looking at them as a best practices exercise.
- The idea of taking a shuttle or public transit would be more appealing if I didn't commute home at midnight. That late at night, I'm very concerned about safety. Working a 9 - 5 day job would make me more willing to try other options, plus give me more carpool options which simply aren't available commuting that late at night.
- I frequently need my car during the day to make home visits and drive clients from CFC to their homes. If I had to park far away from my building, the time I wasted getting to and from my car during the day would severely affect my productivity. I really like the idea of shared cars available for trips like this but I doubt that CFC would buy in to the insurance liabilities involved. If I had a shared vehicle to use for these trips, I would take the RTS bus or bike everyday.
- Light rail transit connecting suburbs to downtown could speed up morning commute times, reduce highway congestion, reduce pollution from emissions and overall maintenance required on area roads. I know several people that would strongly agree to take light rail transit if available from area suburbs straight into downtown. With the addition of MCC's downtown



campus and increasing opportunity for cultural opportunities in downtown Rochester, I believe this effortless type of transit would be a huge success for downtown Rochester.

- A few years ago I showed up for work and the skyway from Washington Square Garage to the B&K Atrium was closed without warning. I will never work downtown in a situation where I have to wait outside for a shuttle or walk, regardless of time or cost savings. I will get another job outside of the downtown area first. There is no umbrella strong enough to handle the different wind shifts from street to street in the rain and walking two to three blocks in bitter winter snow and wind is awful. I will never do it again without some form of skyway or underground system that allows me to get at least within the corner of my building free of the elements.
- As a woman, due to the people and teens who wander the downtown area, I am extremely uncomfortable walking more than a couple blocks, and for sure not when I come to work in the morning, because there are so few other professional-type people out. When I have taken the bus in the past (before I moved), the people hovering at the bus station or trying to shove their way onto the bus before others had even gotten off was a huge issue-very uncomfortable and unsafe. Where I live now, the local park and rides are almost halfway to work, so I prefer to have the security and flexibility of my own vehicle. I can unexpectedly have to stay as late as 7 at times, so flexibility is extremely important to me.
- If the parking situation in downtown is changed and people that work downtown are forced to change their method of transportation there is a good chance that more businesses will leave the downtown area. There is plenty of space in suburbs to accomodate all downtown businesses and their parking needs. Be careful how you proceed. Getting to downtown is not the issue. Parking is the issue. There are plenty of empty buildings that can be demolished for parking.
- I have to drive to work because my job requires me to make trips all day. If Catholic Family Center would lift the mandate on using personal cars and provide company cars, I would walk, ride my bike, take the bus everyday! Unfortunately I can't help that I am mandated to use my own car.
- I like taking the bus, but the bus company keeps changing the time, then I have to ask my boss if I can change my starting time. I wish they would get it together. To them it is more important to cut the bus runs then serving the people. I know of people who have to get to work a hour before they start there job just to ride the bus. They would get more people if the would stop changing the times and have times that work with the majority of people. The times they are changing to on April 5th are not for the good of the majority.
- Something needs to be done to improve the image of the bus. I hear too many people say that only "poor people" and "drug users" use it. This cannot be farther from the truth. If the city seriously wants to encourage public transportation, word needs to go out that anyone can and should use it!
- my job requires that I travel to other locations on some of the days that I work. this makes regular use of public transportation impossible.
- I believe bicycles on the roads is dangerous.
- Public transportation is just not an option. Every day I walk by the bus stops at Main and Franklin and I just couldn't imagine waiting for a bus there. It seems like chaos. I appreciate the increased police presence, but even still, I continue to see drug deals, fights, and gangs. This is not a safe area and I am thankful that I can just walk through it to get home and not have to wait for the bus.
- Commuting and parking are fine, but the kids causing trouble by the garage where I park is getting more and more out of hand. It can be frightening to walk alone to the garage even though I only work across the street.



- I think there are too many one way streets in Downtown leading to congestion during rush hour/s.
- Make the RTS a better company. The present people that run the bus company have no imagination. In this day of high gas prices and a poor economy the busses should be full all the time. They give less and less service. Clean house, find some people that actually know how to run a bus company. Give me a call, 454-1644, I have a slew of ideas. Thanks. Lyn Mitchell
- I would like to not have to pay for parking.
- I don't really have a problem with parking in Downtown Rochester and I don't mind the short walk I have to work. What's of more interest to me is having more delis or retail along the way so that I can also buy coffee, lunch, and other items I need during the day rather than having to bring my lunch and stop at the mall on the way home. Thank you for taking the time to request input. It's a very enlightened approach.
- Safety in walking from office to parking garage is a big concern, especially around Main & Clinton area.
- Parking needs to be cheaper and more affordable, some people cannot take public transportation. If you are trying to bring more people downtown you need to make parking available and cheaper. When people leave work at night they are tired and want to go home they are not going to wait for a shuttle to bring them to their vehicle.
- I am uncomfortable riding the RTS bus with the current route that I would need to take through the city to get to work.
- more bike racks would encourage me to bike
- Something has to be done about the constant increase to the parking rates. I would be agreeable to using a transit system as long as: the parking lot is safe, with security patrolling to assure the safety of us and our vehicles, the lot is not in an unsafe area, the transit buses are clean and safe, and if there is a reduction in parking fees.
- The price of parking is too high and there aren't even enough spots to park when I come to work at 9. I pay \$80 a month to park in a garage which is pretty much the only choice I have but most of the time I'm stuck parking on the roof because there are no spots left in the garage. If I found a job that paid %5 less than what I make now I would take it in a heartbeat so I wouldn't have to deal with parking and traffic downtown.
- Because of the differing hours that I work, taking public transit is almost impossible. That and the fact that busses do not go to Chili on a frequent basis
- I have trouble with the bus stops and timing in Webster. Also, all the one ways and no left turns downtown, make my commute in longer because I have to literally go around the block to get in my garage if I take surface streets in to avoid the highway traffic. As well, Stone light at Main takes forever to change and I have no idea why parking is allowed on Stone, there isn't enough room for traffic and parking. I have taken the bus in with my bike and really plan to use this option more frequently in the summer, but the bus driver offered no help with my bike and seemed annoyed when I didn't know how to secure it.
- Leave the Genesee River Bridge up. It would be unwise to change it as it is a necessary route for vehicles.
- I think another thing that should be considered is building more parking garages on lots that currently have street level parking only. That would help the parking situation and create more revenue. City Hall should build a garage on there open lot to accommodate more city employees.
- I strongly oppose the closing of the Court Street bridge.



- 1)encourage private busses, 2)stop subsidizing RTS with taxes while property taxes are as high as they are 3) ticket dispensers at stops that take credit cards or be able to print tickets through the web (like movie tickets) 4) realtime shedule information displayed at the bus stop
- I live in NW Greece and used to take the bus frequently. However, bus service is no longer offered in my area and there are no close park and rides. Because of my location, it is also difficult to car pool. Rather than focusing on a shuttle from parking areas, I would rather see more park and ride offerings for the outlying areas. Regarding the shuttle, unless my parking location changed to a really far distance from my office, I would rather walk, as I enjoy it. I also don't want to waste any more time waiting for a shuttle even if they do run every 10 minutes.
- When the Broad Street bridge was closed travel into work was difficult. The bus traffic and the turn onto South Ave was dangerous.
- we need more free parking for employees
- as a building inspector I am required to use my personal vehicle for work
- Cost of parking downtown is outrageous. It keeps going up every few months especially in the four corners area of downtown.
- Cheaper parking garages.
- A Subway system or some other light rail would be fantastic. I realize that it is most likely cost prohibitive, and political suicide in the current state of things. On top of that, to be truly effective it would have to link all major suburbs into the center city. But just imagine especially if local colleges like RIT or UofR could easily and safely transport people to and from downtown and there dorms. I went to RIT and going downtown was not really an option. No car, no easy bus routes, really no information on downtown or what's there. There's a huge student population there with the majority locked into campus or henrietta to a limited extent. Tap into that and you've got a lot of young people just ready to get out and do things. On the other side, there needs to be something for them to do as well. East End has a lot of nice services, and so do some of the other areas, find what appeals to them, and who knows, we might even stop some of the brain drain that happens when so many RIT students leave because they don't see a future here.
- The garages that we have should be cleaned up.
- Light Rail system
- Provide incentives for monthly parking
- There are many vacant spaces and buildings in downtown Rochester. Perhaps if the current businesses and spaces were consolidated using these empty areas, more space for parking would become available.
- I know that I probably sound like a snob because of my unwillingness to participate in public transportation. Years ago, I relied on taking the bus to work and now I just love where I park. It is very convenient and safe. Although it is very expensive, it is worth it to me.
- I would ride the bus if there where an express bus service from Brighton/Westfall-Edgewood area. The additional stops closer to the city slow the trip and make it unmanageable.
- should provide parking for events that are downtown on week-ends.
- I believe spending \$91 a month to park for work is a bit much, but I realize too that parking is limited. Maybe doing this survey may help.
- I would not be able to park farther away from my office, take a shuttle, carpool, or do any of previously mentioned due to the fact that my job requires me to make frequent homevisits with clients, as well as provide transportation for the clients to various locations. I need quick and



easy access to my vehicle to complete my job duties on time. If I had a different job, a shuttle would be wonderful.

- Employer pays parking. So questions related to Spring, Summer, Fall, etc. answered continue parking where I park now no matter what cost you put in because employer pays, doesn't pay a certain \$ amount. Just pays the cost. When gas prices were higher I rode the bus.
- I used to live in Portland, OR and I used the light rail/bus all the time. It was fast, inexpensive and clean. This is what I would love to have in Rochester. Walking to the nearest bus stop from my home is currently not a safe situation for me in the Winter/snow months due to the risk of falling AND it would take too long to get to work based on the current bus schedules.
- I think that all employeeed employed downtown should be allowed free parkings. For people like me working 8 hours shifts or more 5 days a week I spend more time here then at work and to have to pay for it is ridiculous. Its my job and I have to be here I shouldn't have to pay to park at work.
- I have a small child I have to be available for in case of emergency. I have to have access to my vehicle. The current costs of parking are OK with the partial reimbursement from my employer. If they go up, I will have to re-evaluate my working downtown.
- If there was a park and ride near my home that got me to work in a reasonable amount of time I would absolutely use the service. I did that when I lived in Cincinnati, OH and really liked the convenience and price (and it reduced the wear and tear on my car). They offered reduced fare in the summer months to encourage people to use the public transit. Also a good idea.
- Keeping the broad street bridge open would be optimal, it is more functional that the court street bridge since it is two lanes. The traffic study that took place was done at a bad time since schools were on break and a large majority of people were on vacation. Parking prices are too expensive in the city owned garages.
- Honestly, the type of parking that is available downtown does not warrant the present almost \$80 a month fee much less increasing that amount. If you want businesses to come downtown, you have to have incentive for their employees. I know people who have turned down jobs or quit their jobs because the employer was moving to downtown and the main reason was because they weren't going to pay for parking. I don't carpool because if I need to leave at any given time during the day, I can. The only reason why I don't take RTS all the time is because: (1) it cost almost as much as parking; (2) lack of convenience. I sometimes work late and buses only run so much to the suburbs. I do take RTS during the winter when I can take dealing with the other people on the road.
- Re-Routing buses. So there are less stops downtown or Schools using other means of transportation. The young people are causing a lot of confusion downtown. With the summer coming i am concerned about my vehicle being parked in unsecured lots. I do see that there is a larger police presence downtown after school to assist with this problem but i wonder what else can be done to rectify this. I believe that revitalizing downtown will be wonderful for Rochester i have worked downtown for 10yrs and i have seen many changes. But the one problem that remains and seems hard to get around are the youth and all the confusion they bring.
- Some commuters, like myself, work multiple jobs and require transportation during each day back and forth between work locations. Other commuting choices besides private car are not realistic. Your survey does not seem to contemplate this type of worker.
- Have to be able to come and go re: job requirement and family obligations, can not rely on other transportation for these.



- Instead of worrying that much about parking spaces, make the bus service better. I have to walk more than one mile to the closest bus stop and the bus only arrives every 30 to 40 minutes and takes more than one hour to arrive downtown. You need more bus lines!!! Not lines where the bus has to cover several different parts of the city before arriving downtown. What about an express line where you have a parking option where the bus leaves (in my case, Greece).
- I can see you are pushing RTS transport, which is fine, if I wasn't carpooling, I would take the bus. You need more frequent bus transport during the day. My bus only travels at the beginning and end of day. You also need more pickup locations in the towns to make bus travel viable for more people. NO ONE likes to walk a mile to get to a bus stop, especially during the winter time.
- I would be very concerned about walking any farther to/from my building than I do at this time because of safety concerns. I would also be concerned about waiting for a shuttle, depending on the location. I would not consider taking an RTS bus due to being dropped off at one of the stops along Main Street, again due to safety.
- Bus service to and from the eastern suburbs, particularly the Webster bus route need to increase. RGRTA has done NOTHING but cut service to Webster in the past two years while leaving other suburban routes in tact when they have less riders than the Webster routes. When questioned RGRTA just spins and spins and says they have statistics that show the numbers. We as riders have discovered that the "numbers" RGRTA has/had were false. As it stands, there is no bus service from downtown Rochester to Webster between 8:30 AM and 4:05 PM. Not enough.
- How about making the walk from my employer building to the parking garage safe, free of panhandlers, drug dealers, loitering and the like? How about making the parking garage owners keep their area safe, free of urine in the stairwells, possibly some visible security and cashiers.
- This week we were notified by RTS that one of the 2 buses going from Rochester to Avon in the PM is being eliminated and the only bus back to Avon will be leaving 15 minutes later than the bus I usually take. I catch the bus by the Hall of Justice and it is usually very crowded when I get on and hard to get a seat. I hate to see what happens with this merger. If I have to stand all the way to Honeoye Falls I will start driving. I understand the 91 route was the only one eliminated. This will be a big inconvenience for riders - some of whom get out of work at 4 PM and will not get home till 6:30 or later. And what happens if you miss this only ride home. This move certainly does not encourage people to take the bus.
- More two-way streets!!!
- Having to leave and return to the office several times each day for meetings, makes taking a shuttle to a remote parking lot a poor option - especially in the winter.
- Walking can be very difficult for me. Therefore, I would need to be dropped off at or near my building for work in the morning, and closer to my home to, and from work. That is the bottom line. I am not big on shuttles; they can become overcrowded, and that would never work for me.
- AREAS OF CONCERN: PARKING (RATES TOO HIGH), LOCATIONS TO EAT LUNCH AND/OR DINNER, NOT ENOUGH EVENTS/ACTIVITIES TO KEEP ME DOWNTOWN AFTER WORK HOURS.
- My job does not allow for carpooling because I am a caseworker. I make weekly visits to my clients homes.
- Better bike routes or dedicated bike lanes would encourage more people to ride safely to work. Other than that, I'm not sure there is much you can do as people in this area are way too dependent on their cars. This is a cultural shift from a (non-car-pooling) driving culture to one that walks, rides and takes buses. Oh, I'd take a train (preferably a subway) too over driving a car. Also, we definitely do not need more parking garages or lots. Any one who has spent time downtown should have realized that Rochester is a giant parking garage with a few scattered buildings filling in the space between them.





- Every evening I leave work in a panic to get to my car safely due to gang related occurrences.
- I work for Bof a one east ave. At the end of the day when I get out of work, its absolutley crazy out by the liberty pole. There are tons of kids yelling and screaming and acting like animals. It is very unsettling to have to walk thru these crowds every day trying to get to my car. In the morning when I walk, it is still dark, There are alot of homeless approaching me for money. Thanks
- Handicapped parking access is essential for me.
- I would probably be willing to take the bus from Home if they had a route go throught there. They discontinued the one they did have. However, if they did reinstate that route I would like more than one stop to and from work.
- Public transit are not an option for me. I am perform sales, marketing, and training for my organization and need my car nearly every day.
- I usually park in the Frontier lot. It is expensive and in horrible shape (pot holes) but it is the closest lot. It is hard for me to walk very far or up and down stairs. I like to take the bus but don't always have the extra time to wait for them.
- If parking costs rise to the point stated in some of the choices, it will become prohibitive for many people to continue to work downtown. I would be open to carpooling as long as it was a "non-smoking" carpool, but even that is prohibitive if one or more people have to go to work early or leave late as I often do.
- I would like to see a light rail option which runs from Towns to the city
- To my understanding my parking lot may be sold and used for housing. In this case, there will be serious difficulties for myself and clients to have access to our school. Most of my clients have disabilities and can not walk long distances. Though a shuttle may work for them, the timing of my in and out work (on-site and off-site) work will not allow me any extra time to wait for a shuttle to take me to work. As it is I can barely be on time for appointments. Also I have to load and unload materials to bring in and out of the school. This would be an issue bring large items onto a shuttle.
- The bus system is not user friendly. It is not flexible enough and does not encourage use from the suburbs.
- Safety is the most common topic in the office re: parking. There is a concern (real or not) about walking East/Main after work especially after 6:00pm or dark out. I do see additional security/police in and around the route to the Sibley Garage which is comforting
- I miss parking at Midtown - inside and close to my building. Wish my company would move out of downtown - free parking, low crime, convenience, no harassment, etc.
- Parking in a n open lot where your car can still be broken into or stolen Should not cost more than \$50.00/MONTH. Either someone should be at the lot patrolling at peak times or the prices should be half of what they are. Also the covered garages rates need to be looked at because garages that I used to park in raised rates and are not full. If you lowered rates somewhat and filled the garage you would make more money.
- Given my work subsidized parking arrangements I have no complaints withcommuting and parking downtown. Obviously I would like to pay less or nothing, but what I pay right now is not onerous. St. Joe's Garage (or whatever its really called) is a decent enough garage. The traffic can be a little thick when the schools in Sibley are in session. My route to work (Ridge to Lake to Andrews to the Garage) is quick and easy and best of all, avoids 390/490.
- Great survey! Consider using the results for weekend events too.



- Instead of shuttles, I would like to see a rail system or subway system
- Please do not raise the price of parking!
- When I do drive to work, I prefer to use the parking lot right next to my building. I do not feel safe enough to walk anywhere alone at any time of the day Downtown. The parking garage (St. Joe's) I will not use do to the lack of security in the garage. There is never an actual person around and too many people just hanging out there in the stairwells smoking. Security and the police force around downtown need to be "beefed up" and there needs to be a better effort to get some of the people off the street who are hanging out and not downtown for any real purpose (work, school, shop, eat, see a show, etc). If I felt safer, then I would have no problem parking in a garage or taking an RTS bus, but until then, it's not happening.
- I find it interesting that the City has displaced most of us who use parking garages since Mid-Town closed and now you want to do it all over again. Also, I'm afraid if the Parking Garages end up having to charge more for parking, then my company will stop paying for my parking.
- My other concern is the security issue within the parking garages. My parking garage is automated, therefore, there isn't even an attendant sitting there to take the money. As a female arriving early in the morning, it can be scary to walk into work in the dark. I have worked in the city for 25 years and it has gotten progressively worse over the years. Thank you.
- Thanks for the effort. I was a frequent user of EasyRider in the evening. For work travel, convenience and flexibility are most important, and would consider RTS if these are met.
- Please post add'l security inside the St. Joseph's Parking ramp. Thank you.
- My job requires me to drive to meetings anywhere within a 1 mile to 90 mile radius. While these trips are often scheduled in advance, there is no guarantee that an unscheduled trip is required. I do not have to pay out of pocket for parking since it is part of our lease agreement. I also have to get my kids to school by 8AM and they are not eligible for bussing which is another story completely.... it only makes sense to drive otherwise the walk there and back takes 30 minutes...
- The predicted prices for parking in existing lots seem very high to me. Disappointing.
- I don't think you should ask my age or my gender. What difference does that make to this survey? It could also be viewed as discriminatory.
- Parking lots should be more attractive and well lighted at night and increase security. More motorcycle parking spaces in all lots and garages. I love riding my motorcycle but sometimes parking is a challenge.
- I would love to be able to take the bus to and from work, its less than 2 miles, but because I make home visits almost everyday, and am never sure if on a day I am planning on being in the office something may come up that I have to make a visit, I have to drive.
- It was difficult to answer many of these questions. The reason I don't take the bus and the reservation I would have about taking a shuttle is personal safety. I generally work until 9:00 pm one or two nights a week. The bus schedule means I have to stand for some time waiting for a bus and I feel unsafe doing so. I would also be concerned about shuttle service and safety when working at night.
- Commuting downtown is not a huge issue for me. The traffic is not nearly at the level it used to be, even 10 to 15 years ago. I would imagine that potential commuters would like a safe, convenient, cost effective place to park.
- none at this time
- It would be nice if the parking garage spent less time giving monthly pass holders senseless parking tickets and worked more to prevent crime in the garage.



- I do not feel safe in Downtown and have avoided more affordable parking that is subsidised due to my personal safety and concerns. Although measures have been taken to try to show a stronger police presence, I am intimidated by the current elements.
- The main reason I cant take the bus every day is the limited schedule from Brockport to Downtown. when I travel or have personal commitments that change my work schedule, there is no bus. In inclement weather the bus can be very late and no alternate bus for an hour, so I drive then as well.
- I pay for reserved parking and I am sick of people not staying in the lines and taking up more than one spots or the scumbags that work at the Dinosaur parking wherever the hell they want. Start giving these people tickets!!!
- The survey was ok but when the questions which asked you to choose from the different selections arose, it did not take into account the amount that you are currently paying, if you were indeed paying a lower price than every other option. It asks you to choose from a list of options, which sometimes none would apply because the best option would be the parking that I currently have. There was only one option for the parking garage/lot and everytime, that amount was much greater than what I pay. I pay a lot less then every choice that was offered for the parking garage/lot so i felt at times there was no choice but for me to pick the shuttle because it was the cheapest, not counting the public transportation (RTS).
- I wish the hypothetical offerings were really available! I would love to do a combo of walking and bussing to work but with current lines, that would take more than an hour, instead of the 5 or 10 extra minutes indicated. Also, a big problem with walking or biking is the unavailability of showers upon arriving at work.
- I acknowledge parking is a problem - traffic isn't bad at all - not nearly as bad as henrietta. With that said, if I were forced to either pay an outrageous lot fee or add precious time onto my commute with little to no benefit to me, I would likely look for a job outside of downtown rochester. You would basically be forcing people to take a shuttle unless your are a lawyer etc and don't care about paying \$150 per month to park where it's convenient. I would reccomend an incentive model for getting people to ride shuttles over a punitive method.
- My parking garage is dirty (people use stairwell as urinal - very disgusting). So that and security. Right now security is better with Liberty pole presence, but how long will that last?
- parking is very hard to find if you have to travel daily in the City of Rochester. Brown's race has little to no parking and with the new apartments it is nearly impossible to get in and out parking, somrthing needs to be done!
- None
- Three household members in my home work downtown - If there was reliable, quick and inexpensive public transportation, I would love to utilize it. We live in Wayne county and I have never been able to utilize public transportation. If RTS offered a bus service near my home, two of us would utilize it.
- Parking should be less expensive for people who work downtown.
- I need to be very flexible and thus have to use my car at any time to go to meetings and other commitments, so I would be willing to park at a shuttle-served lot, but I am very car dependent. I also often work late. I would not take the bus or walk or bike for these reasons.
- I would just like to comment that downtown does not feel safe since the schools started using the RIT buses as the schools transportation. There have been way to many fights and clusters of kids that steer working people here in the downtown location from ever using the public



transportation. I will only consider using such transportation when downtown is cleaned up and feels like a safe place to walk ...right now that is far from the truth.

- Won't use RTS buses because frankly, they're full of creepy people and I would never feel safe. I'd love to bike to work, but there are no bike lanes on Main Street and the way people drive, I'd probably be killed, so it isn't safe or smart to bike, which is a shame since I live only three and a half miles from my workplace.
- I am VERY discouraged by the disintegration of the downtown area around the Liberty Pole. There is a lack of security present at the parking garage, especially during the day. In the Sibley building, most of those security guards are clustered together most often. We have to travel among very unruly people to include agitated students (who hang around for extended period of time), the "homeless" and others who hang out in this area each and every day. My co-workers and I make very effort to walk together to and from the garage for protection and appreciate the "red jackets". I go out during the day frequently and have walked through many "tense" scenarios on the street, in the old Sibley's building and in the parking garage. I also find it VERY distasteful to have to pass by 2 port-a-potty's on the way to and from my job. Are 2 necessary? Can one suffice and be moved to the middle of the plaza (there is a tree to secure it to there) and it is out of the view and odor of the working people downtown who make their living here and pay taxes here. I can't imagine this situation in the warm weather! I look forward to more active efforts to protect the downtown workers. Thank you.
- The hardest part with the parking is the number of individuals hanging around with no purpose. It is difficult walking through a group of individuals hanging out in front of the liberty pole - be they adults or kids. The number of kids hanging out all times of day is discouraging. I have appreciated the number of police both on foot, in cars or on horses however, it is unfortunate that the city needs to waste funds on this issue. It would be nice if there were security in the St. Joseph's parking garage - we pay enough each month and would expect that some of those funds could be used toward security.
- Keep up the security patrols. Add more cameras.
- The distance of my commute, as well as the part-time/flexible schedule of my work in downtown Rochester, does not currently allow me to utilize public transportation. Improvements and expansion to our public transportation system would surely benefit many in the Rochester area and is a worthy cause. I hope that students and others who do not have regular schedules in downtown Rochester will be taken into consideration as parking is reviewed. Faculty and students at the Hochstein School on Plymouth Avenue come and go at varied times and need safe and reasonably priced parking options. Thank you for your time in considering these comments.
- Even with using a garage close to work, I barely feel safe and secure about my person and car. Kids do drugs in the Court Street garage after school. What's to keep them from breaking into cars or mugging commuters? I hate having to pay for parking. My company just started making us pay for all of parking in 2010. So now my compensation has gone down, my paycheck is smaller, etc. I'm looking for jobs in the suburbs where I can park for free and feel safe.
- Please continue to look at the many benefits a downtown street car rail service would bring to Rochester.
- If I ever move back to Rochester, I would consider taking the bus to work like I did when I lived in the City.
- The only reason why I am unwilling to walk to work is due to the fact that I am a cellist. Walking with a cello on your back for a mile before a rehearsal isn't healthy. Also, the weather poses a major problem. I can't expose my cello to severe cold weather and rain. In terms of using public transportation...this is also a bit difficult with a cello.



- I think parking is extremely expensive downtown and the lots available for me to park in are not very close to my place of employment. I don't feel that I should have to pay for parking at all.
- I need to park close by my job and have my car close at hand due to my child. I am a single parent and my child has some special needs. I need to be able to reach him easily in case of emergency and appointments.
- I think there should be limits and restrictions on how much can be charged for parking garages and lots. Regardless if it is day hours, events, evenings, etc.....
- Parking is expensive in my building, but I use my car for work related issues and need to have it close.
- It would be great if the cost of parking were picked up by the employer. Because I'm in sales and leave the office several times a day, car pooling and public transportation are not an option for me. I also have small children and need the flexibility of leaving work if needed.
- Living in a small rural community I have a preconceived idea that public transportation is not safe.
- Increase the RTS bus routes from Macedon/Palmyra, currently there is only one in the morning and one in the evening.
- The place where I park now, the cars get broken into all the time. Also, they get broken into at the parking garage behind M&T Bank.
- I have been working in Downtown Rochester since 1966. One of the major issues that killed shopping and dining in Downtown Rochester was parking. Customers complained on a daily basis about what they were charged for parking. Other than groceries, I did all my shopping Downtown. Today there is zero shopping Downtown. I am lucky that my employer is located in the East End. We have a number of great restaurants here and several venues for entertainment. However, shopping is zero. We need to do whatever is possible to keep employers Downtown and make it reasonable for people who work or live in the suburbs to come Downtown. I went to a play at the Downstairs Cabaret last week with a number of friends that live and work in the suburbs. They were very happy when they were not charged to park in the ramp garage (near Gibbs).
- Downtown parking should be free, more businesses would relocate. City could drive down parking coast by offering lower cost parking options. The consumer would always choose a cheaper option if convenience is not altered.
- Please don't raise the fee for parking in the east end garage!
- Given any choice, I would MUCH rather work in a suburban location. The cost/inconvenience of a "city" location adds \$60+ to my costs each month over suburban locations which typically offer free parking. The ONLY way for city locations to compete with suburban ones is to offer free parking close to work locations.
- I probably would not be willing to take a shuttle if the cost of the parking exceed the amount I am currently paying for parking.
- More people would be open to shopping downtown if free parking was provided. One of the biggest mistakes Rochester made was getting rid of free parking. Why go to Rochester when you can park free everywhere else.
- My husband also drives downtown to work. His parking is free(new ESL building). I would commute with him, but I frequently have meeting out of the office that require use of a vehicle and my schedule varies enough that we can't really carpool



- I would like to see regular, more frequent RTS bus service to and from Honeoye Falls or Mendon. Currently there are only two RTS buses that travel downtown in the morning. Both leave at times too early for me. Only two buses leave downtown in the afternoon. Both are relatively early and do not offer the flexibility I desire since I work a part-time schedule. The consequences of my missing the last bus home are too high for me to want to depend on that mode of transportation.
- I would take the RTS bus if the buses to the suburbs did not leave from the back side of midtown plaza, it is too secluded & uncomfortable during the daylight & just scary after dark. Also I don't think the buses from the suburbs get close to State Street & Andrews, believe I get dropped off at Main & Clinton which is too far away in the snow or rain.
- Lack of shower facilities at work places does not help with riding bicycles to work.
- Existing lots are run down and dirty. Safety and security is always an issue downtown. Damage to my car is a serious issue -- I've had to change lots frequently because lots are over-crowded and my lease car is suffering from the careless parkers in city lots. Lots are not well attended. Rochester weather is an issue with having to park outside year-round -- why not more covered lots and walkways? Why does the skyway have to be a thing of the past in this climate?
- I think the most disturbing situation regarding parking issues is the lack of safety and crime. Hundreds of people pay monthly passes to park in lots where cars are broken into and crime is open and dangerous. I think a strong effort needs to be made to remove the dozen police officers on park Ave and put them downtown. If the streets were safer people would feel comfortable utilizing public transportation.
- appreciate the survey and intent. the first map on the survey of downtown Rochester looks just like a pig :)
- While encouraging public transportation is a great idea, I have to bring a very large instrument to work with me. I will not lug it on a bus or shuttle of any kind. I must park close to work to be able to walk it inside.
- One of the biggest problems with parking downtown is the crime - I have had my car broken into multiple times downtown. If there were more police, security cameras, lighting, etc in parking lots, I would be much more willing to park in larger lots or garages.
- The bus would be more popular if you had at later hours from downtown - maybe just one an hour so if you worked late you could take it home. Also - why not promote the bus with some free rides for people from the burbs...and put up bus shelters so people don't have to stand in the freezing cold.
- Since I work until 9 pm or later T-F, security is an issue. Currently the building security guard escorts me to my car every night. I would not feel safe walking to my car without the escort. If there was a way to continue to provide an escort door-to-door (from my office building to my car) then, I would strongly consider a less expensive alternative to my current parking situation.
- Additional downtown parking is severely needed. Even though I personally have parking, lack of parking has restricted my building from expanding, renovating and developing.
- Make Rochester a more BIKE-FRIENDLY city. Progress on various bike trails is encouraging, but the City and County need to do more to get BIKE LANES in the mix. The City/County stance against bike lanes (ostensibly because they are a liability - how do so many other metro areas do it then?) needs to change. Lake Avenue was completely redone about 6 years ago, and no bike lane. Amazing, and disappointing.





- Because I work different shifts on different days, it would be very difficult for me to car pool. Also, I work some nights until 9 p.m. so I don't think there would be public transportation to take me out to Perinton that late at night.
- To find new ways of improving the homeless or vagrant issue in downtown parking garages.
- A bike path would encourage me to bike to work. Would like to see dedicated biking lanes downtown.
- Great survey. My preference to ride RTS is very high, but hopefully the typical response will provide more helpful information re: the shuttle.
- Add cross walks on Andrews Street to allow pedestrian access to Public Parking lot located across from the Federal building.
- I would like my employer to subsidize my parking fees. Those that work at another location get free parking. Those working downtown do not.
- Public transit or carpooling is not an option for most people who have to pick up their children from daycare or school activities after work. It's also difficult if you are involved in any civic activities because you need a car to commute to those activities after work. Also, if you have a job that requires meetings with clients during business hours, you cannot take a bus or carpool because you need your car during the day. It may sound easy to offer additional times/locations for bus use, but the way this city is set up with most people commuting from the suburbs into downtown, it's just not practical to have any other method of commuting than driving alone.
- I only work downtown because I currently have an employer who has a free parking lot. I did not take another job I was offered because I had to pay 80/mth for parking. I just think with such a small city and the need to bring businesses and people downtown that parking should be free.
- I fully support efforts for increasing use of Public Transit, bicycles, and pedestrian travel. My position requires frequent travel to clients and job sites throughout Upstate NY, so carpooling or public transit are not a viable option for me. I would use them if they were, though.
- I enjoy commuting to work by bike however there are no showers at my place of employment. My only option to take a shower is to join one of the downtown gyms. I think it would be nice if there were public commuter hubs with showers and bike lock-up. I would pay a nominal fee for this service (\$15/month)
- In winter (2008-2009) Xerox ran a shuttle for us and it was GREAT not to have to walk in the cold weather. (Clinton Ave is a wind tunnel.) I missed it in the morning (I come in late) but I usually caught it in the evening. Service stopped at 7 p.m., which was a little early for me. Now I park close enough that walking is not a problem. I can also get a Xerox security guard to escort me to my car at any time. I think a shuttle circulating to the major places of business and the garages would be great, especially during bad weather.
- Have the parking less money it is ridiculous the charges that people have to pay for parking their car daily or monthly when any employer doesn't pay for the parking or even part of the parking, that is why people take the bus for \$1.00 each way. Costs a lot less to take the bus and there is no wear and tear on your car and you pay a lot less a month to take the bus than park your car.
- Quicker transport from outlying areas is essential. Bike routes on old railroad beds would provide some direct bike routes into the city without the traffic.
- Downtown is not safe
- Free Parking is needed on the weekends if you want people to come downtown.
- make all parking lot within the city public and free of charge.



- A shuttle bus is a waste of money because no one will use it. People never used the Shuttle buses to the Highland Bowl events or the Lilac Festival and no one will use them to go to work. It will end up like the Fast Ferry, the soccer stadium, High Falls entertainment district....We need to finish the job quickly in the city owned garages to accommodate more people. You can't change the mindset and this area is not geared to public transportation.
- Glad to participate, but circumstances require that I have my car for work-related travel to meetings. Not every day, but at least 3 or 4 out of 5 work-days. Commuting / biking / car pooling is not an option for me, sorry to say.
- Consider a Zipcar or other system that can fill the gaps when unscheduled meetings or events pop up during the day, forcing the need for immediate or off-line transportation. Public transit is great, but limits the flexibility that my particular career requires. Having flexible alternatives to systems with fixed schedules and paths would allow me to take public transportation much more often.
- The afternoon safety issues on Main Street discourage me from considering taking the RTS buses, and going outside for that matter.
- Change all major one way downtown streets back to two way traffic. Improve availability of bike paths separate from vehicular traffic and provide secure places to store bikes while downtown.
- The reality in Rochester is that our commuters are a bit spoiled because it generally does not take long to get into the city. Because of that I don't think too many folks would be willing to park and take a shuttle just due to time constraints. The best thing we can do in the city of Rochester is to expand business parking in convenient areas and make it cost effective for people to use. Encouraging carpooling is a great idea as well, but again, hard for part-time employees or Mom's who might have an emergency at home.
- Not only is parking difficult. Safety is an issue with all these high school kids on the buses and on the corners.
- I have 5 kids to run around and must be able to leave at a moments notice. RTS would not work for me.
- I live very close to work and am fortunate to have the option of walking or driving and parking right at work. Though the proposed changes to E Broad Street may interfere with that. I think for others the proposed parking options are great.
- The High Falls Garage where I currently park has defective entry gates that cause significant backups in the morning. I have seen a number of accidents due to the requirement that cars back up and try again instead of just having the gate raised. Improvements are definitely needed.
- I would ride my bike to work when the weather is nice if I didn't have to travel through unsafe areas.
- I am a young female and do not feel safe riding public transportation in Downtown Rochester alone.
- I am required to have a car at work for customer calls. If not, I would use the RTS or Shuttle option more readily.
- More covered areas to park & lock bikes. I currently use a rack at South Ave garage and it's the only covered rack I know of. Thank you.
- The parking situation downtown is ridiculous for this size of a city.
- I did try to take the bus but was left stranded by a bus that did not stop at a scheduled stop. Forcing me to wait another hour for the next bus which took an additional 45 minutes to get



back to the stop-n-ride, initial bus was an express. I filed a complaint but was basically brushed off by RTS. They are unreliable as a means of transportation because of this.

- i miss the bus that would travel free within the inner loop during the week day. i also miss the free shuttle bus mayor johnson tried some time ago; locations and timing needed to be refined but it was ahead of its time. parking downtown is a huge impediment to daily downtown pedestrian traffic altho rochester refuses to believe that.
- improve bike routes, lower parking costs
- There needs to be more free parking available downtown, we need to work and still most businesses do not pay for parking so if we are making just over min. wage then take out money for parking we are making min. wage.
- I think the freecars and free parking perks for upper county employees should be stopoped. We all have to get to and from work no matter what our jobs are so why shouldn't we all have to have our own cars and pay to park.
- If I cannot park near my building I will leave downtown.
- I stopped riding the bus for 3 reasons: 1. The behavior of far too many teenagers at the downtown stops and on the buses is insufferable. 2. Bus service is most unreliable on blustery winter days when I would most want to ride the bus. 3. RTS installed a PA system on my bus that blasts an announcement of every coming stop with far too much volume.
- I might be willing to take a shuttle from my home near Eastman Theater to the office a half mile away on bad weather days if it is convenient.
- Explore a trolley system for downtown transit. Let's have a little vision and panache
- There have been a number of break ins, muggings and thefts from parking lots and my place of employment and I am concerned about walking too far to get to my car when I am alone. I try to walk with a fellow employee.
- I would be interested in biking to work in good weather if there were dedicated bicycle lanes. But cycling amid the rush hour traffic along East Avenue is dangerous. When I lived in Irondequoit I didn't bike to work because there was no way of avoiding bad neighborhoods heading south into downtown.
- Buses do not stick to a schedule. If they are 5 minutes ahead of schedule they go and the person depending on that bus is SOL because there are no buses - adds to stress of people trying to commit to this way of working. Stong's shuttle plan does not work for those who need to come and go for meetings around. Since many of my clients have moved outside of the city I need to be able to go in and out of parking during the day!
- I would try to re-word a few questions. OR make sure there is an N/A option for each question as there were a few that had no answer that applied to me.
- I am in and out of the office traveling for work and need access to my car frequently. Public transportation does not work for my job requirements
- There needs to be more security in parking garages. I am a 21 year old girl and I got out of work late one night and ended up having a guy come after me in the parking lot with no one else around. I also had someone break into my car. I do not want to give up my job just because I do not feel safe walking out of work.
- Build more parking garages.



- I believe you should increase available parking downtown, to accomodate everyone that wants to work or visit here. Build parking lots upward if necessary, to accomodate all vehicles without question.
- I am not against the idea of saving & comuting, however I work the overnight shift. There is no one from my area to car pool with and the parking garage is a safe entry at that time of night.
- The assumption with this survey seems to be you park and stay at your job location. That is not my situation, so although I can be dropped off or drop off others I still need access to a car, as I have to drive to other locations for my job during the day.
- At times I don't feel safe riding my bike down Park Avenue. I have had busses honk for me to move and drivers yell at me to get off the street. There are areas where I choose to ride on the sidewalk, for safety's sake (though I know this is "illegal").
- Like parking in the Civic Center garage expecially in bad weather, however it is very expensive. May take bus more often.
- Great ideas but I roll 2 heavy equipment cases with me into work every day as we set up a temporary work environment
- Ideally, I would see a return to times past when there was a subway. The City of San Francisco and the Bay Area used a method to excavate that didn't cause damage to the structures above. Saint Petersburg Russia is built on the islands of a river delta and they were able to dig deep enough to go under the water table. Boston, MA has the Silver Line, which is basically a series of underground highways that a tram-like bus carries passengers from the City to the Airport and various points of attraction. I would hardly have to own a car at all if we had some kind of underground transportation. With the weather patterns the way they are, I choose to own a car rather than stand outside waiting for a surface vehicle or walking/riding my bicycle unless the weather is superb. I believe that more people would live and work in the City, if they didn't have to park here. Personally, I would rather pay \$60/mo for a subway pass ( a for of transportation that still required some walking) than \$40/mo to park. Parking comes with a car payment, insurance, gasoline, repair/upkeep, and still I have to walk a few tenths of a mile...all in all it costs me \$600/mo to drive to work. Like I said before, I don't intend to wait for a surface vehicle when it precipitates here 200+ days/year even though it would save me hundreds of dollars/mo. Infrastructure improvement creates jobs and makes our location more desirable thereby attracting jobs. How great would it be to be able to retort to someone unfamiliar with the finer points of what this amazing area has to offer when they say, "oh, the weather is awful there", "Yes, but I can take the subway (or some other underground transportation), so as awful as the weather might be, I don't have to be out in it". I love living and working in this City, and I want to make it desirable to other people, so that they can love it too! Instead of the labels we are usually stuck with (The only major metropolitan area of a certain size to abandon an underground transportation system), I would like to see our City recongized as achieving the status of having underground transportation. Part of the reason I loved the Renaissance Square project so much was one of the earlier designs called for an underground bus station which I am hugely in favor of. I don't think that the people who either cannot afford personal conveyance or those making sound environmental or economic choices with regards to their transportation should be "rewarded" (read: punished)for their choices or personal situations by being subjected to the (at times) harsh weather we experience. Thank you to whomever was patient enough to read my rambling comments.
- Improve quality of RTS bus service and I would ride on a regular basis. Make streets safer to walk across downtown, especially East Ave. between Alexander and East Main. Vehicle traffic in this area moves way over the speed limit.
- I appreciate the opportunity of answering this survey. I have worked in the courthouse for ten years and this is the first time I have been able to give my feedback on the parking situation



downtown. I am so hoping that the fees in the garage do not go up - \$91.00 per month is way too high as it is. Thank you.

- High Falls Garage - Commuters traveling north and west can easily exit the garage. However, those traveling east and west face long waiting periods turning right onto Allen St. from Mill St. With Stantec and Callfinity Inc. moving to the Highfalls area (and most likely parking in the High Falls garage), waiting periods will drastically increase. Serious analysis needs to go into addressing existing traffic patterns and making improvements.
- East Ave, driving outbound from the City, is a complete disaster everyday for the sole reason that the City does not ticket and tow illegally parked cars between the inner loop and Alexander St. It creates an unnecessary bottleneck. It would be a great source of revenue for the city to ticket at tow at 4pm each day as the signs indicate. I have lived in other big cities and this kind of gross negligence with respect to parking regulations would never be tolerated.
- Cut down the AC on the buses.
- Bicycle parking is not readily available for the occasional user. Parking garages should have free bike parking.
- There are not enough options for short-term and single day parking. I sometimes walk, and would consider riding the bus, but instead I buy monthly parking because it's the only way I can guarantee that I will be able to park my car on the days that I do need to use it for my job. Also, colleagues and patrons find it extremely difficult to park for our daytime meetings and events.
- Security downtown is a big issue - i have two friends that have been mugged in broad daylight My preferred method of commuting would be light rail. I also frequently need to be at metro park, techniplex, downtown the same day
- Designated bicycle lanes on the side of the road would encourage more people to bike.
- Remove the bus lanes on Main St. and provide short term metered parking spaces.
- My job requires me to travel to client communities throughout the Greater Rochester region and beyond. The meeting days/times vary from project to project and do not occur with much regularity/consistency. As a result, it is very difficult for me to utilize alternative modes of transportation. My current parking (on privately owned lot) is very convenient and paid for directly by my employer. I have no need for the downtown shuttle, although I think it's an excellent idea. If these circumstances were to ever change, I would still avoid public transit because it is very slow and would not allow me to get home in time to pick up my children from afterschool daycare.
- make parking affordable. \$92.00 a month is ridiculous.
- People would come downtown more often if there was more parking and it was free.
- I am unable to use any transportation other than my own car because I make frequent trips from my downtown office to other sites throughout the county on a daily basis and frequently multiple trips in a single day. If I have to spend more than 5 minutes each way getting to and from my car I lose too much work time just getting to my car. My employer does not provide a fleet car for me.
- I would LOVE LOVE LOVE to take an RTS bus from AVON but the last one leaves before 7am. Even though it would double my commute I'd be willing to do that but the departure time is way too early for me personally and the return ride would leave too early as well. My next option is park and ride. I've been thinking about doing park and ride from Suburban plaza but I have to be honest here, I would not feel safe waiting for a bus on main street. I've worked downtown for almost 20 years and the thought of standing around waiting for a bus with all the unsupervised



kids is not very appealing. I'm 5'11" and 240. If I'm not willing to make the move to RTS because of the unsupervised kid issue, then I'm not sure you're going to convince anyone to take the bus.

- I don't take the bus (Rt. 5, St. Paul Blvd.) because I don't want to start out my morning listening to the way that the people that get on the bus, in the city locations, talk to their children. It is very upsetting to me to have to listen to a mother or father scream at their children or tell them to "shut up" for not doing anything but being a child. I so wish that there was a Park and Ride in Irondequoit from either Pattonwood Drive or Irondequoit Plaza that did not make city stops. Please feel free to share this information with RTS.
- Thank you. Yes, I have some very important comments to RTS/RGRTA. I am also very displeased with the position the RBJ has taken for its employees, that staff members cannot vary their work schedules to accommodate mass transit. RTS/RGRTA also made a major schedule change a few months ago in which the Monroe #7X to Brighton/JCC leaves downtown about 15-20 minutes before 5:00. I have written RTS to state that the work-rush hour buses should not leave downtown until at least 5 minutes after 5:00p.m. allowing workers to maintain a 8-5 schedule. I also think RTS should aim to get workers to downtown within 15 min. of the hour, not like the current 35 minutes before the hour that the Monroe 7X bus gets me in.
- Improvements to bicycling lanes and facilities could be the least-cost approach to commuting, especially given the health benefits. Easily 8 months of the year allow for cycling.
- better walk signals and bike lanes
- The parking near my house is impossible. The end result is that none of my friends will drive to my apartment and not even my fiancée will drive to my apartment. The parking situation is absolutely horrible, and due to the extreme amounts of tickets being issued, no one is willing to park around downtown. If there is any hope of getting more people into the downtown area for the nightlife, housing, or work... The parking issue NEEDS to be addressed. Free parking on the street etc. is what attracts people to actually coming down town.
- I'd like to see other options available other than busses. One reason busses are not utilized as much is mainly due the fact that it takes so long to get anywhere via bus (because of the hub-spoke system). If, for instance, a subway/rail line developed, the busses could then spur away from the main subway line (making public transit trips more efficient). This is what I do when I visit many other cities in the country. This isn't a simple solution, but it's something that would make me take public transit.
- What about light rail to transport people to and from major shopping plazas to downtown ?
- Public transit is not used as much but desired in my survey due to its shortcomings. More frequent bus service would boost my ridership knowing I wouldn't have to wait so long. Flexible schedules at work make it hard to get to the bus stop at a bus stop time. A circular downtown shuttle with a stop at the main st. city bus area would help a lot too. Intermodal bus terminal at the Rail Station!!!
- I start work too early to catch public transportation. Also, have a commitment after work that requires me to be somewhere at a certain time. Unable to depend on bus to be on time for commitment.
- Other than possible environmental concerns, what is the problem with commuting and parking in downtown today? For some reason, the Rochester area is mesmerised with shuttle idoltry. Shuttles are inconvenient, far less private, save no more time and force commuters into social situations they might not want to be in. I love the privacy, quiet and comfort of my own transportation and am able to come and go at my own leisure. If I need to be somewhere in a hurry or an emergency, shuttles are nothing but a nuisance. I've taken shuttles for the Lilac Festival and the LPGA tournament and found them to be crowded, noisy and chaotic; the last





thing I want to listen to at the end of a work day is some mindless chatter or brain-piercing screams of some utterly annoying kid. No shuttles, no buses for me.

- I would like to see a better, more reliable bus system in Rochester and better bike routes. Parking costs are extreme.
- I might consider public transportation when my kids are older, however, I do not feel safe in downtown Rochester where the bus drops off. There are constant issues and police presence is needed, yet not always available.
- It would be nice if your garages accepted EZ Pass Plus to pay for parking, similar to what is accepted in other cities, airports or at the State Fair Parking lots, most commuters already have EZ Pass anyway, this would make life much easier [www.e-zpassny.com/en/home/plus.shtml](http://www.e-zpassny.com/en/home/plus.shtml) In the absence of not being able to add EZ Pass parking I park in the Sister Cities Garage and it would be convenient if you could add one of the kiosks whereby I could pay for my parking by credit card before exiting my building (The Powers Building) that way I would not have to wait in the exit line to pay and could just swipe the electronic strip to exit the garage.
- - parking meters should accept credit cards or some sort of special debit card so users don't have to find change. - better information about bus routes is needed -- where EXACTLY are the stops? what are my options for paying? perhaps some orientation sessions for users who are intimidated about how to use the bus system, including getting bikes on and off the bike racks. - metered bike lockers for occasional riders who don't want to rent a locker for the year. - better bike route north and west out of downtown. - better enforcement of right-of-way laws for pedestrians (or ban right turn on red within downtown). thank-you for asking!
- Parking is way too expensive and with the city's crime rate, I would be unwilling to use public transportation.
- Better bike lanes
- Never forget, companies in the suburbs allow their employees to park, at the company's location ... for free.
- <http://seattlestreetcar.com/> This is how Rochester SHOULD be, they got it right, its a fun, simple, great way to get around that lots and lots of people have, and will, use!
- n/a
- Parking is too expensive. The garage is a pigstye and unsafe. It's filthy, it leaks and floods and smells disgusting.
- The police, sheriff, and County Office Building have most of the on street parking that used to be metered. Both the police and sheriff were built lots to park in and do not use them. The County can afford to park and have free parking on Irving.
- Free Parking for Court employees
- The Civic Center Garage is convenient, but expensive. I would consider RTS or other alternatives, but due to the extensive waiting list at the Civic Center Garage for monthly parking passes it is too great a gamble to risk losing my monthly pass by attempting to utilize alternative transportation.
- I would like to see the Parking Garages (Washington Square in particular) clearly mark and post signs indicating no parking areas. Parking attendants patrol the garage instead of hanging around the office congregating inside. Garage employees be advised that the term "customer service" is a part of their job description. Make sure that employees and their supervisors are on the same page when it comes to the rules of the garage being conveyed to the garage patrons. Grey areas in rules and regulations lead to lawsuits for harassment.



- Before we had a child, my husband and I walked, biked, or took the bus to work from April through October. Now that we have to drop our child off at daycare, this is no longer possible. We would love to be able to do this again. Could high quality daycare downtown solve this problem?
- An E-Z Pass option for payment would be helpful. Alternatively, a kiosk system that allows for payment by credit card could be helpful.
- Crossroads Garage should remain open on Sundays and later than 10pm. I have elected to not attend some events because of the 10pm closing time necessitating relocating the car. I also come to office on Saturdays and Sundays, on occasion, and having the garage closed is very inconvenient. It is the number one factor I consider when looking at relocating to suburban space.
- I have always been interested in Park and Ride, but the only service I've seen in Chili makes stops in the city. This would take too long to commute. Also, I report to work around 0700, and I don't see any direct service that begins that early.
- Parking on the streets is very confusing/frustrating in Rochester. Not the metered spots, but the ones without. I think the time change should reflect when most are traveling to their destinations, maybe 5 or 6 to change sides of the street instead of 7. Or, just allow parking on one side of the street always, and never on the other.
- Every day near my office, there are people who park illegally in 1-hour spots all day. They almost never get tickets, so it's probably cheaper for them to park illegally than legally!
- I would take the bus if...it was safe.. and I did not have to walk through the dangerous city to get to/from the bus. Safety is the key point for most people, if the city were a safe place to walk - you wouldn't have these issues....
- The parking situation is awful. Just awful. Way too expensive. Why should we have to pay to work? Doesn't enough money get taken out of my paycheck for taxes?
- I would be much more happier to take RTS, even in bad weather, if the schedules and predictability (running on time) were more convenient. It is too difficult to plan around RTS (sometimes, just to make sure I catch the bus, I have to be there 10 - 15 minutes early or I am likely to miss the bus that is running ahead of schedule). More options after 5pm are necessary - lack of options forces me to drive every day since I can't always predict that I will be out in time to make the last 5:10 pm bus.
- Recommend that employers promote flex reimbursement for mass transit or discounted mass transit passes as an inducement to use the service.
- No one coming from the suburbs wants to take the RTS because its unsafe. People would rather spend the extra money and take more time rather than be uncomfortable and unsafe. The violence, diversity and racism and community segregation make it hard for lots of people to enjoy downtown rochester anymore.
- Since my employer pays for my parking, it greatly affects my answers to the survey questions. If my employer were to limit the amount of parking that was reimbursed, it may change my answers to some of the questions. I also frequently need my vehicle for site visits during work, so that would limit my ability to bike to work.
- I would really like to take some sort of metro or rail into the city
- Keep up on the repairs on the inner loop.
- If you want people to attend sporting events downtown (Amerks, Red Wings, Rhino's, etc.), it should be free to park in the lots. We pay enough money for tickets to get into these events!



- There is only one bus that comes out to where I live and it would take me twice as long to get to work. If I was to park and ride I would probably be 1/2 to work - so might as well drive the balance of the distance
- Need a Bus Route on Lake Road in Webster near Phillips and Salt intersections.
- The only reason I did this survey was to put in my two cents regarding the kids downtown - in the Spring, Summer I use RTS to get to and from work each day, and I am scared to death. Gangs of kids on the bus fighting, fighting in the streets, this is disgusting. Even when my husband drives me to work - it has been difficult at times to drive down Main St. without having to stop for kids fighting in the street or jaywalking, etc. What is the purpose of no downtown buses for these kids during school hours - they don't use them. Until the issue of getting rid of these kids before, during and after school - downtown will not improve and continue to deteriorate. I have grown up in Rochester since 1955 - used public buses since high school and most of my entire career has been working on downtown Rochester - never have I have ever seen it as bad as it is now. Doing a commuting study is the least of downtown Rochester's problems
- The use of e-z pass or credit cards would make paying for parking more convenient.
- It would be great if parking garages accepted EZPass or if the garage I use accepted credit cards or had a way to pay inside so as to expedite leaving
- I am satisfied with my parking situation, but do not know what I would do for parking if my current lot closed. I am not willing to pay the rate at the Civic Center garage. I have taken the bus. The drawback to the bus for me is the last departure from Honeoye Falls in the am is 7:07 am. I can leave a full hour later if I drive. I use that hour. High gas prices could send me back to the bus.
- I would bike during the Spring, Summer and Fall if I had a safe bike only route into downtown from my home in Scottsville.
- One day if things look up and Downtown can keep improving it would be nice if we had a Trolley, Light Rail or Subway System. It may be a few years away but maybe even a Monorail System just around the Downtown area. Just a few ideas for the future... GO Rochester! :)
- Safety down town - Teenagers must not just hang out. Need mass transit, not on buses. A subway system from towns to the city, Webster to city. Again, not buses but subway, rail system.
- Would be nice to have reliable light rail commuter lines (with parking) connecting to all major suburbs. This would alleviate downtown parking problems and save energy.
- I choose not to walk to work because my shift ends at midnight and I feel that it is not safe to work alone that late at night
- Like where I park but cheaper would be better.
- Paying more than \$5 a day is too high a burden. Parking should be reasonable.
- More parking areas are needed downtown especially near the Hall of Justice which has a large client base formed from a cross section of the public. I get frequent inquiries at work from people wondering where to park and frequent complaints from people who could not find a place to park.
- You are far too greedy in what you charge for parking. Your exorbitant price for parking is the primary reason downtown Rochester is dying and employers have relocated to the suburbs. The damage has been done. You have screwed up big time and destroyed our city.
- Do not do anything that will increase taxes!



- I personally think that the parking and overall city setup is greatly flawed. Parking rates are absurd, street set-up is a mess and having the RTS buses on Main street is a major major deterrent for people coming from the suburbs. I am not a city planner, but I do have some suggestions that I feel would help the city improve its usage and make it far more user friendly. Thanks Andy Villa avilla@finsvcs.com
- Give car poolers discounted parking.
- There should have been an option for folks who have multiple offices or locations to work from. MCC is one example, many of us work from DCC some days and Brighton other days. What about mid-day commuting btwn locations, instead of only asking to/from work, that I could be more encouraged to use RTS for. Why is there no direct route between DCC and the other Henrietta/Brighton Colleges (RIT, MCC, UofR)?
- My parking situation is much better than others that may take this survey. With my work place being connected to its own parking structure, I have no major concerns for commuting or safety. I wish you the best in finding a solution for those people that have a tougher commute than myself.
- I would have no problem taking RTS, however I have children that all need picked up at different locations and the bus would not fit into my personal needs at this point.
- In theory I would like to be more open to the bus, carpooling or taking a shuttle. But I have a toddler and baby on the way and need to get to and from work as quickly as possible in order to maximize time with my kids.
- It is more important that the shuttle connect the cities hotels, residential, attractions, restaurants, theaters, etc., business areas, major destinations (High Falls, East End, etc)- such a system would potentially automatically get close to the major parking areas - frequency is important - no more than a 5 minute wait and sheltered waiting areas are important.
- Clean up existing parking garages and build some new ones. While Court Street (where I park now) is fine, the Civic Center garage and some of the hotel garages are dangerous and filthy and I will not park there given the option.
- This is not meant to be discriminatory, however, I'm sure other people feel the same. Working in a professional environment, I would not want to ride public transportation with any member of the city who wants to ride that transportation. For example, I am continually getting asked for money by homeless people outside of work, I wouldn't want them on my ride to work asking me for money on the bus. I also wouldn't want to ride to work with people who have weapons or students wanting to be loud or fight. I like where I park now because it's convenient and attached to the building I work in (stone st garage) Anything that would lower the cost of parking there would be great.
- too many one-way streets not enough turns permitted of e and w main st not enough parking meters for short term
- when you shut down a mall like Midtown but nothing is done there, why can't you keep the parking garage at that place open to public? It would generate some revenue for the city when 2 years the building is empty and it will also save a lot of troubles especially during winter for commuters.
- People who work back to back jobs cannot afford the time it takes to use public transportation. I hope you do not actually charge \$200/month because I will have to quit this job and find another outside the city limits where there is no charge for parking. I can barely afford the \$79 I pay now.
- Lower cost of parking commensurate with downturn in economy.



- Rail lines with ability to connect to underground tunnel/skyway downtown would be an ideal way to take public transportation to work. Issue with parking currently is more around security of parking locations and leaving work late at night and the ability to be able to leave on a frequent basis during the day for client meetings.
- Because my employer pays 100% of my monthly parking year round and I am so close to work already, I don't think I would use any other options for commuting.
- Very wet in the garage could be kept cleaner not always safe skateboarder almost running over you
- A central location for the buses (terminal) would be extremely appreciated.
- FIX THE CIVIC CENTER PARKING GARAGE!! IT rains inside and floods the floors. Overcharge, raise prices without increase or improvement to conditions
- If the price of parking would increase I would need to re-evaluate my job and working in downtown Rochester. The amount of my current pay does not allow for increased pricing.
- I need my car for my job otherwise i would be willing to take RTS from Park and Ride location in Perrinton
- Don't raise parking rates in public garages
- Parking in downtown is a hassle. I am lucky enough to have an employer who pays a portion of my parking bill, but I often hear from clients who come to visit our offices that they never come downtown because parking is so difficult. I also worry about the safety of my staffers who leave after dark 6 months out of the year and must walk several blocks to their parking lots. Downtown is barren after 6 p.m. and personal safety is a concern. Further, City and COuntY employees frequently park in No Parking zones and in Drop Off Zones, making it even more difficult to access buildings, or even to make turns on narrow downtown streets. I feel pretty strongly that employees of downtown businesses should not have to pay to park. If you want to encourage businesses to come back to downtown, this is one way the city could help to make it economically advantageous to do so.
- Carpooling and public transportation isn't really a good option for me right now- I have 2 young kids to bring back and forth from day care.
- I'm not happy with the city's proposal to restrict cars from traveling on Broad Street near our building and the Blue Cross Arena. Traffic will be a nightmare especially during events at the arena.
- I own Creative Plastics and have been able to have on street parking for employees and customers for more than 25 years. During the past year or so, we have been ticketed unmercifully, without warning. Thankfully, we have been able to park in our own lot, along with working with our neighbors, to be able to run our business downtown and try to avoid tickets and this parking issue. In the past, the city has worked with us with the parking. During these trying economic times, is when we especially need the city to work with us. (Not hide around corners and ticket our cars, which we thought were "safely" parked with our ID's on the dashboards.) We would also have liked to have a warning when they decided to start ticketing. I also own the building where my business is. We are trying to upgrade apartments and bring better tenants to the downtown area. It is very difficult to do this when the city is working against us. It would be great to offer tenants free parking. We also propose that business, especially owners and their tenants, should be able to provide short term (15 minute) parking for their customers. This would encourage alot more people to do their business downtown. This would help bring people back downtown. The first question people ask before they decide to venture downtown is "is their parking?" We have seen vehicles parked on our block with false "City Official" id's on their dashboards and not get ticketed. When the parking ticket people see



this, do the check up to make sure the "official" id is valid? I would think using this id, falsely, is very illegal. Some attention should be brought to this. Instead of ticketing business and property owners and their employees. I appreciate the opportunity to voice my concerns and would love to know that the city wants to work with property and business owners. Thank you, Carolyn Perry Creative Plastics, Inc. 585-232-4350

- Please REDUCE monthly parking fee in any city/garage parking lot, esp. Civic Center Parking.
- I took public transportation for six months but found that RTS customer service was very poor. I asked for a return phone call and never received one regarding a bus either not coming on time or arriving at the stop too early; another time a bus not showing up at all in the evening (RTS rep's car was at Main & Clinton but the rep was down the street talking to police officers, it took 15 mins. to locate him; another experience where the customer service rep was a little indignant that I hadn't informed the driver of an incident. The RTS drivers themselves were very nice. I would consider taking the bus again but I'm hesitant considering the customer service.
- As an owner of a downtown law firm that has approximately 15 people in the office, I can say that imposing Perimeter Parking with a shuttle bus, forcing us and our clients to use this complicated means of transportation, will definitely make us move from Downtown Rochester to the suburbs. Parking solutions like these are typically seen in overcrowded, traffic clogged areas. Rochester is not such a place!! Look around, there is virtually no such thing as a traffic jam in downtown Rochester. Forcing people to park then shuttle in is fixing something that isn't broken and will certainly drive businesses out of downtown! I would urge City gov't. to find better ways to bring people downtown, even if it means a little more traffic than our current, non-existent traffic, instead of coming up with ideas that will drive people out and deter them from coming back!
- I do not have an issue usually with parking at work. I do however encounter challenges with parking when I need to go to the bank, City Hall, etc. doing errands in downtown Rochester. Having more short-term parking available would be a very good thing.
- Costs are too high
- I want to see a downtown circulator, but it should be about much more than shuttling commuters from parking lots. It should go where people who are already downtown want to go, to the destinations that will generate the most trips. It should run frequently (5 - 10 minute headways) & it should be free (or at least cheap -25 cents) It should be the start of something bigger that could link downtown to other major centers. A good circulator, preferably a streetcar, is likely to stimulate significant development along its route - it's happened in many other cities. As we add more housing downtown, the number of walkers, bikers & transit riders will increase. We need to increase the walkability of our city by creating a high quality transit system that increases the walkable area for pedestrians. We need to get away from the mentality that everybody coming downtown is going to drive themselves in a single occupant car. Cities all around the country are realizing that car dependency is the past & high quality transit options and walkability are the future. If we don't realize this, peak oil will soon force us to think differently. Let's plan for a sustainable future now.
- Downtown is a small place. Anywhere you include parking is only going to be a 5-10 min walk at the most. It seems like a waste to have a shuttle. Instead clean up the streets, have more police, neighborhood watch people, etc. Encourage investors and incentives for businesses to clean their storefronts and encourage people to walk around downtown rather than encouraging the culture of fear that is so embedded in this city.
- I would like to take the bus. Getting to work in the morning is great. I don't feel comfortable waiting at the bus stop and taking the bus home especially when it is dark. I am dropped off close to my workplace in the morning but there is a walk to the bus stop in the evening.





- parking in downtown rochester is the worst. the fithugh street garage and surface lots near the hall of justice/war memorial, despite being extremely expensive, are unsafe and in complete disrepair. i waited about 6 years for a monthly parking pass. now i pay more than \$90/mo to fight for a parking space, step over people who have passed-out in the stairwell, watch grown men urinate next to (and sometimes on) my vehicle, avoid groups of skateboarders practicing their tricks in front of the elevator, and fear for my safety each night as i walk to my car. something needs to be done.
- 1. There should be some way for downtown workers to get discounted or free parking in nearby lots. Especially for part-time workers, much profit gets eaten up by the meters or lots/garages. 2. The lot across from Hochstein is imperative to so many things that take place there all through the week. Without it, parking for Sunday RPO performances and Friday/Saturday concerts would be much, much more difficult, and folks from the suburbs less familiar with downtown parking are less likely to think it easy to come. I've publicized evening events at Hochstein to friends who were willing to consider coming when I told them about the lot across the street. I'm certain that they would be much less likely to come if the parking was farther away and dependent on a shuttle bus. 3. I worry that a shuttle bus wouldn't run late enough to cover lessons that run until 9:00 p.m. Monday through Sat. and evening concerts that run at least as long. 4. Considering downtown as a whole, Rochester needs to learn from other cities that promote downtown business by offering free times on meters (spots without meters for up to 1 hour or 2 hours parking or meters that offer the first amount of time free, or free times on certain days or at certain times). 5. My family is likely to start Saturday activities at the Eastman Music School in another year, and I dread what I perceive to be a parking hassle. So as that corner changes, please consider to how make that Rochester treasure more accessible on a regular basis. The garage isn't always the most convenient answer. 6. Indianapolis, where I previously lived, built an underground garage linked to its downtown shopping mall and arts center and another underground garage for a cluster of museums. That would be ideal for Rochester to better utilize ground surface in green ways and provide parking that is weather-friendly and convenient.
- Re open the parking on South Plymouth ave in front of the jail for public use!
- i have lived in other cities. the rochester commute is a breeze (except the perpetual 490 roadblocks). parking is also very reasonable, although i don't feel totally safe.
- Need to make sure there is better security in parking garages and for the people walking to and from the Broad Street bus station.
- I would be willing to use other forms of transportation to work, however having school age children makes it necessary for me to have immediate transportation to their schools in case of an emergency.
- Better garage management - a better system for exiting the garage for monthly's and better security.
- I need the security of having my own car in case of emergency (family members), dr. appts, etc. I live in Victor, and would consider taking public transport. more often if there was a closer "park & ride" near where I work & would not take much more minutes in commute time.
- I used to live in a city with good public transport, and prefer it to driving. However, I work too many hours to be willing to spend a lot of time waiting or riding on a bus (commonly 10, 11 or 12 hours a day). The bus also doesn't stop close enough to my house. Once i can't walk to the bus stop while carrying everything I need for work, driving is the only feasible thing. And since my schedule is unpredictable, carpooling is not an option. The garage is too crowded for me to be sure of finding a place when I get to the office later in the day.



- My survey may not reflect a normal situation. I drive to down town once a week for 3 hours of work from one campus to another. I choose not to take public transportation is because I need to return to another campus. There isn't much time between. Taking public transportation would not take up too much time. If I commute from my home and back, I would perhaps take the bus.
- I would love for a shuttle to be present in downtown Rochester. I would also like to see a public transit system (RTS) that is responsive to the needs of the Rochester community and its citizens rather than self-serving of its own agenda.
- The one-way streets and no left turns during certain times of the day are a major problem getting around the city. Safety is also a major issue and a deterrent - the lack of "safe" parking prevents people from coming downtown. There needs to be a large, fenced-in, well-lit secure parking lot that provides safe shuttle service around the city. You will not get people to come from the suburbs unless the perception of safety is addressed, ease of travel is increased (i.e. eliminate one-ways and no left turns), and a place to safely park vehicles. People want to easily drive into a secure parking lot and use a convenient transport system to their destination (tram/shuttle/trolley), and not have to worry about getting back to their car, including not worrying about their car getting vandalized.
- 1. Get a grant from one of the area foundations to PAY FOR PARKING. If parking were "free" (as it is at any suburban mall), I'm convinced that a downtown retail space could compete with the suburbs. 2. Get a grant from one of the area foundations to MAKE REAL BUS STOPS, PROTECTED FROM THE WEATHER. (Since I live in the Park Ave. area, I'd start with the no. 1 bus.) It was great to reduce the price of the bus to a dollar bill (the convenience of \$1 is just as important as the actual price), but the fact that the schedule is only approximate, and that there is absolutely no shelter in terrible weather undercuts the whole effort to make the bus a REAL alternative to driving.
- It is not convenient to go to Broad Street to catch a Park & Ride bus; also, busses run very far apart in the morning and afternoon commute time. Once in awhile I use a combination of bus/taxi to get home if I do not have a ride.
- open up the streets to two way travel again
- Encourage workers to take bus, walk, bike, in any combination
- I liked the Survey. Not really applicable for my job. The County never should have sold the civic center garage.
- we need safer places to park bikes--maybe put parts of streets parking lots under well-publicized video surveillance or put bike racks inside the city garages near the attendant's stations



## Appendix C: Best Practices



### **3.2 Raleigh, NC – R Line Circulator** **CAPITAL AREA TRANSIT (CAT)**

Contact:

Name – David Eatman

Position – CAT Administrator

Phone – (919) 996-4040



The Downtown Raleigh R Line Circulator runs from State Capitol on Wilmington Street to Peace Street, to West Street, to Tucker Street, to Glenwood Avenue South, to Morgan Street, to Dawson Street, to Cabarrus Street to Salisbury Street to South Street and back on to Wilmington Street. The route is 3 miles long and takes about 10 – 15 minutes.

#### GENERAL

1. What were the reason(s) and goals for implementing a circulator? -
  - The Downtown Alliance had been toying with the idea for years but the real impetus for the circulator was the opening of the downtown convention center. There used to be a downtown trolley just for entertainment venues at night. Around the same time the convention center opened, the city changed its parking policies downtown to no more free parking and no more hourly meters. Therefore a need arose to provide more convenient access to city parking garages. The R-Line serves all the parking garages in the CBD. So the Downtown Business Alliance pressured council to provide transit access.
2. Has it been successful based on the goals?
  - Yes, very successful in providing access to downtown entertainment and daytime access to parking garages.
3. What are the major locations/venues it connects?
4. Does that include a transit transfer center?
  - Yes it includes the Moore Square Transfer Center and will eventually connect to a multi-modal center.
5. Was optimizing the use of parking an important objective? If so, has that been successful?
  - Yes, very important and yes it's successful.

#### VEHICLES

6. What type and size of bus is being used?
7. What type of engine and how many seats does the vehicle have?
  - They use 40' Gillig Hybrid "BRT Package" buses. The buses have perimeter seating with hand straps. When the weather is good, summer time, then the buses are at crush capacity (60 pax) in the entertainment districts.
8. How many vehicles are typically in service?
  - 2 in service with one spare.
9. What were the factors considered in selecting the type of vehicle?
10. In retrospect, was the choice correct?

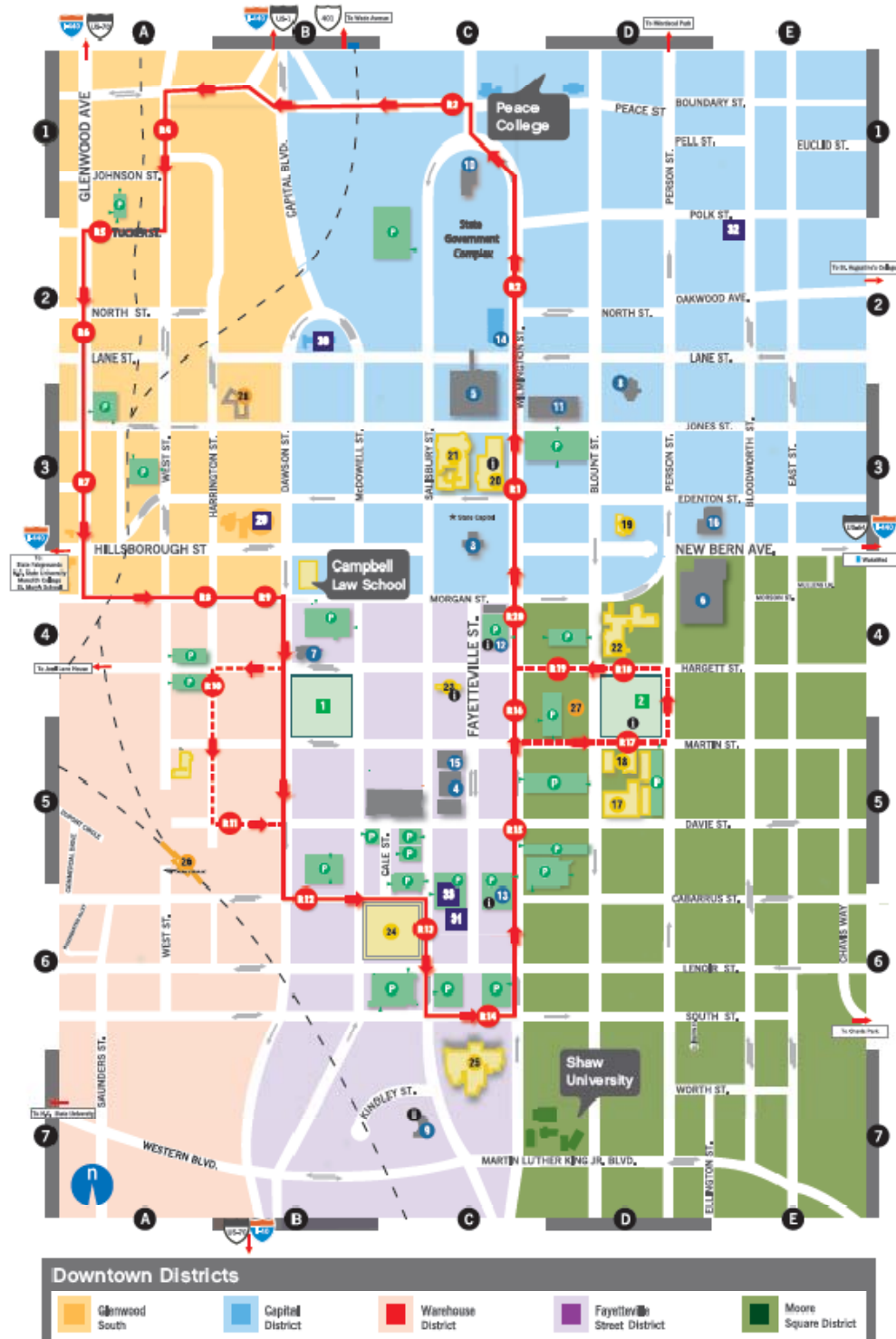
- Being environmentally conscious was a big factor as was capacity and looks. The buses are very successful as the hybrids, while costing more (can get capital funds from FTA easier than operating funds) they cut the fuel costs and are very quiet. There was some initial push back to use trolleys as they were used originally downtown. That is why they went with the more “stylish” and upscale BRT Package buses. No regrets and nothing but positive comments about the hybrid Gillig BRT Package buses.
11. What accommodations have been made for handicapped access?
- They are low floor kneelers with flip out ramp.
12. (For cold climate cities only) What advice would you have for bus choice in a cold climate?

## OPERATIONS

13. What are hours and days of operation?
- Mon-Wed (7 am-11 pm)  
Thurs-Sat (7 am-2:15 am)  
Sun (1 pm-8 pm)
14. How were the hours selected?
- Day time hours service the parking garages and transit dependent populations, evening hours serve the entertainment venues.
15. What is the frequency of service by hour and day?
- 10 to 12 minutes. It's critical that no one have to wait for a bus more than 7 or 8 minutes. No need for a schedule.
16. How many people use the service – peak, off-peak, late night, etc?
- They average 18-20 passengers per hour for whole service span. As mentioned above, they are sometimes at crush capacity in the evenings.
17. How did you project ridership while planning the shuttle?
18. How does that compare to actual ridership?
- They used the old trolley ridership numbers as a basis, but the new system is way more successful than the old system.
19. Do you have sense of who uses the service? See above.
20. Do you have any surveys/feedback?
- Will be performing one soon, no later than this summer. The system had its first anniversary in February of this year.
21. Which agency/entity operates the service?
- CAT contracts with Viola to operate the service.
22. Did you have choices or consider other options?
- No.
23. Have you had concerns or problems with the current operator?
- None, they are happy with the contractor.
24. Do you have recommendations on selecting an operator?
- They recommended Viola
25. How is the system marketed? Signs, flyers, papers and magazines, website?
- It is marketed by the Downtown Business Alliance (members businesses pay dues to the Alliance). The buses all carry promotional material for each business in the Alliance with stops indicated to access each. <http://www.godowntownraliegh.com/get-around/r-line>.



Figure 3-1 Capital Area Transit's R-Line Downtown Connector



## COSTS AND FUNDING

26. What is the total annual cost?
  - 800k/year, does not include capital costs.
27. What is the total operating cost on a vehicle-hour basis?
  - 75 or 80 per hour – could not recall.
28. What are some other specific costs in addition to operating the service?
  - Nope, it's a turnkey contract.
29. What are funding sources?
30. Did you pursue other funding options?
31. Are there any businesses or agencies that can subsidize operating costs?
  - Funded by the City's General Fund. Although eligible for the FTA's new Urban Circulator Grant, did not pursue due to start date requirements by the City Council. It was supposed to open with the Convention Center opening but it takes a year to get the buses built.
32. Is advertising a source of revenue?
  - Not really, they charge for allowing placards inside the buses but nothing worth mentioning. They have a deal with a media company where the company is installing digital TV's in the buses to run their advertisements. The cost of the TV's is amortized according to a schedule so that eventually they will get some revenues, but nothing significant.
33. Is a fare charged, and if not, should there be a fare?
  - Free service.
34. Do you have any suggestion for minimizing costs and and obtaining funding?
  - The only suggestion was to apply for FTA's new Urban Circulator Grant funding. Strongly recommended getting hybrid buses to reduce operating costs.
35. What are the supporting needs for a system (marketing, admin?) -
  - Not for the R-Line. See above. Marketing is accomplished mostly by the businesses in the Downtown Alliance.

## ADDITIONAL

36. What is the primary lesson learnt and advice you would give to city contemplating a circulator?
  - It is key to have an aggressive service of 10 minute headways.
37. What other lessons have been learnt?
38. What have been the major problems or obstacles in getting buy-in to commence such a service?
39. Any advice?
  - See above, the confluence of too much free parking, a new convention center and the Downtown Alliance creating political pressure made the system a reality. It's imperative that the CBD have a unified voice or central organization to lobby with the City Council for transit & parking improvements.
40. What have been the major problems in operating service?
  - The only problem with the short headways is keeping the vehicles from bunching up. AVL on the internet is available but it still happens and causes customer complaints.

41. What have been the major impacts of the service?

- Has helped the downtown business and the marketing of the off street parking garages.

42. Any advice?

43. Which cities do you think have the most successful circulators?

44. What makes them successful?

Charlotte was the only one that he could remember. But they didn't like the trolleys.

### **3.3 Orlando, FL – Lymmo**

Central Florida Regional Transportation Authority (LYNX)

LYMMO – DOWNTOWN ROUTE

Orlando, FL – Lymmo 407-841-2279

Name – Jerry Bryan

Position – Manager of Service Planning and Design



The Lymmo Route runs from Amelia Street and Revere Avenue intersection, to N Hughey Avenue, onto W Livingston Street, to Magnolia Avenue, to South Street, to Orange Avenue to Church Street and back on Magnolia Avenue to W Livingston intersection to Garland Avenue and back to Amelia Street and Revere Avenue intersection. The line is approximately 1.5 mile, one-way.

#### GENERAL

1. What were the reason(s) and goals for implementing a circulator?
  - City of Orlando pushed for it
2. Has it been successful based on the goals?
  - Very successful, been in operation for 10 yrs
3. What are the major locations/venues it connects?
  - It's a 2.3 mile loop mostly in the CBD
4. Does that include a transit transfer center?
  - Yes at the main offices of the Regional Transit Authority where 45 out of 62 routes converge
5. Was optimizing the use of parking an important objective? If so, has that been successful?
  - City's objective was to minimize the building of new parking

#### VEHICLES

6. What type and size of bus is being used?
  - 30' Gilligs
7. What type of engine and how many seats does the vehicle have?
  - Diesel so use biodiesel fuels B-20
8. How many vehicles are typically in service?
  - 9
9. What were the factors considered in selecting the type of vehicle?
  - Wanted a kneeling bus
10. In retrospect, was the choice correct?
  - Yes
11. What accommodations have been made for handicapped access?
  - Buses kneel down with flip out wheel chair ramp
12. (For cold climate cities only) What advice would you have for bus choice in a cold climate?

effective December 7, 2008

# LYNMO

Free Downtown Orlando Circulator  
Monday, Sunday & Holiday/week

## HOURS OF OPERATION

Monday - Thursday 6 a.m. - 10 p.m.  
Friday 6 a.m. - Midnight  
Saturday 10 a.m. - Midnight  
Sunday 10 a.m. - 10 p.m.

Service hours may change for special events or as demand dictates.

The pace of life in downtown Orlando changes every day, but there is an easy way to keep up... LYNMO!

LYNMO lets you see, feel and hear the heart of our vibrant city as you glide through downtown in the air-conditioned comfort of a LYNMO bus.

LYNMO lets you party at the nightclubs along Church Street, dance to live music in the Wall Street district, visit the art galleries on Pine Street, or dine at the wide variety of restaurants that make downtown such an inviting target.

And best of all, LYNMO is FREE!  
Yes, your ride is absolutely FREE!

No circling along busy downtown streets searching for a parking space and feeding parking meters. LYNMO rolls through downtown in its own dedicated lane and controls its spotlight throughout its entire route so you move, even if you're around you doesn't!

That's even more important in the daytime hours when LYNMO's convenient routes gives you easy access to government and business offices, hotels and high-rise condominiums and, of course, the vast array of restaurants and entertainment venues that create the pulse of downtown Orlando.

With service every five minutes during office hours and every 10 minutes in the evenings, you don't have to wait for LYNMO. It's waiting for you.

So stop pounding the pavement downtown. Take a seat and let LYNMO bring it all to you.

**RESTAURANTS**

- East Side Café
- Haney's Metro
- Annie's Café
- Java Lava Coffee Shop
- Season's Harvest
- Natural Chicken Grill
- Subway
- The Globe
- Philly's Steak and Hoagies
- Daily News Café
- Crooked Bayou
- Napacoon Thai Restaurant
- The Pita Pit
- Breakfast Club of Orlando
- Anura
- Starbucks

**NIGHTLIFE**

- Bar 8
- Independent Bar
- The Social
- Tabu
- One-Eyed Jacks
- Wall Street Cantina
- Pine St. Bar & Grill
- Tanqueray's
- Village
- Chiller's

**GOVERNMENT**

- Orange County Courthouse
- Legal Aid Society
- Orange County Library
- Orange County Administration Bldg.
- Fire Station No. 1
- Orlando City Hall

**CHURCHES**

- Trinity Lutheran
- St. James Catholic Cathedral
- Catholic Diocese Offices
- St. Luke's Episcopal
- St. George Orthodox
- Downtown Baptist Church
- St. Paul's Lutheran
- First Presbyterian
- First United Methodist

**HOTELS**

- Marriott Downtown
- Travelodge
- Embassy Suites
- The Grand Bohemian

**BANKS**

- Bank of America
- Fairwinds Credit Union
- Wachovia Bank
- Sun Trust

**ARTS/MUSEUMS**

- Amway Arena
- Sunk Comedy
- Bob Carr Auditorium
- Orange County History Center
- City Arts Factory
- Plaza Chermas
- Gallery 1st. And on 1st
- Mad Cow Theatre
- Improv Comedy Club

**PARKING GARAGES**

- Centropolis Garage
- Library Garage

**LYNX**

All Lynx buses are wheelchair accessible.

LYNX Station

LYNX Stop

## OPERATIONS

13. What are hours and days of operation?
  - M-F 6am to 10 pm, SAT 6am to midnight, SUN 10 to 10
14. How were the hours selected?
  - To serve downtown businesses
15. What is the frequency of service by hour and day?
  - 10 minutes
16. How many people use the service – peak, off-peak, late night, etc?
  - 100,000 per month
17. How did you project ridership while planning the shuttle?
  -
18. How does that compare to actual ridership?
  -
19. Do you have sense of who uses the service?
  - Mostly “choice” riders, downtown employees
20. Do you have any surveys/feedback?
  - Yes it was performed during the alternatives analysis phase of the study
21. Which agency/entity operates the service?
  - Regional Transit Authority
22. Did you have choices or consider other options?
  - NO
23. Have you had concerns or problems with the current operator?
  - NO
24. Do you have recommendations on selecting an operator?
  - NO
25. How is the system marketed?
  - By Lynx

## COSTS AND FUNDING

26. What is the total annual cost?
  -
27. What is the total operating cost on a vehicle-hour basis?
  - 81.19/hour
28. What are some other specific costs in addition to operating the service?
  - ROW upkeep
  - Signal System
29. What are funding sources?
  - Funded by parking garage fees
30. Did you pursue other funding options?
  -
31. Are there any businesses or agencies that can subsidize operating costs?
  - City
32. Is advertising a source of revenue?
  - Revenues go into the general fund for the whole system



33. Is a fare charged, and if not, should there be a fare?
- No, Free
34. Do you have any suggestion for minimizing costs and obtaining funding?
- 
35. What are the supporting needs for a system (marketing, admin?)
- 

#### ADDITIONAL

36. What is the primary lesson learned and advice you would give to city contemplating a circulator?
- 
37. What other lessons have been learned?
- 
38. What have been the major problems or obstacles in getting buy-in to commence such a service?
- 
39. Any advice?
- 
40. What have been the major problems in operating service?
- None
41. Any advice?
- 
42. What have been the major impacts of the service?
- 
43. Which cities do you think have the most successful circulators?
- Miami Metro
  - Tampa
  - Jacksonville People Mover
44. What makes them successful?
- Vibrant Downtown
  - CBD employment

### **3.4 Little Rock, AR – River Trail**

#### **CENTRAL ARKANSAS TRANSIT AUTHORITY**

#### **ROUTE – THE RIVER RAIL SYSTEM**

**LITTLE ROCK, AR**

**CONTACT:**

Name – Virginia Fry

Position – River Rail Manager

Phone – (501) 374-5354



The River Rail System has two lines, Blue and Green. The Blue line runs from the Main and 7<sup>th</sup> Streets intersection in North Little Rock to Main Street in the City of Little Rock and then goes east on Markham Street, south on Commerce Street and east on 3<sup>rd</sup> Street to the Presidential Library Park/Heifer International Building. It is 6 miles roundtrip. The Green line is a loop that begins at the River Market, travels to Commerce Street, to 2<sup>nd</sup> Street, to Spring Street, to Markham Street, onto President Clinton Avenue., and back to the River Market.

#### GENERAL

1. What were the reason(s) and goals for implementing a circulator?
  - For economic development of Little Rock and North Little Rock, two separate cities with a river in between them
  - Planning was in 96-97
  - Construction started in 2003 and completed in 2004
2. Has it been successful based on the goals?
  - The 3.5 mile rail system has generated 500 million dollars in new development
3. What are the major locations/venues it connects?
  - Goes from a historic downtown district to a downtown entertainment district
4. Does that include a transit transfer center?
  - Does not connect to a transfer center but does connect to some bus routes
5. Was optimizing the use of parking an important objective? If so, has that been successful?
  - No, but it makes it easier for first time tourists to park their car and get around

#### VEHICLES

6. What type and size of bus is being used?
  - Use an electric powered street car on rails
  - Each car costs 800,000
  - Double ended
  - Have a 20 to 30 year life cycle, depending upon maintenance
7. What type of engine and how many seats does the vehicle have?
  - Electric with overhead power lines with poles/towers
8. How many vehicles are typically in service?
  - 3 of the 5 are in service

9. What were the factors considered in selecting the type of vehicle?
  - Low maintenance except for brakes because of a 6 & 8% inclines

Figure 3-3 CAT's River Rail



10. In retrospect, was the choice correct?  
Yes, they love the rail cars
11. What accommodations have been made for handicapped access?
  - 2 lifts, one on each end, very fast for a lift only 2 or 3 minutes and can hold up to four wheelchairs
12. (For cold climate cities only) What advice would you have for bus choice in a cold climate?
  - The air brakes freeze up, should have gone with electric brakes
  - Switches can freeze so should have had switch heaters too

## OPERATIONS

13. What are hours and days of operation?
  - 8:20 to 10:00 Mon – Saturday
  - Till midnight Thur – Saturday
  - Sundays 11-6
  - but will be expanding hours due to demand
14. How were the hours selected?
  - Based upon demand
15. What is the frequency of service by hour and day?
  - 20 minute headways due to having only one rail across the bridge/river
16. How many people use the service – peak, off-peak, late night, etc?
  - 120,000 passengers per year
17. How did you project ridership?
18. How does that compare to actual ridership?
  - Was not part of the original study so didn't know
19. Do you have sense of who uses the service?
  - 85% of ridership are tourists
20. Do you have any surveys/feedback?
  - No
21. Which agency/entity operates the service?
  - It's part of the Central Arkansas Transit Authority
22. Did you have choices or consider other options?
  - No, the street cars were politically championed by both prominent citizens in both cities and the county
23. Have you had concerns or problems with the current operator?
  - No, self operated
24. Do you have recommendations on selecting an operator?
  - N/A
25. How is the system marketed?
  - Mostly by word of mouth, on the buses and the radio
  - Yes there is a website

## COSTS AND FUNDING

26. What is the total annual cost?
  - 820,000
27. What is the total operating cost on a vehicle-hour basis?
  - Just for the electric it is \$60/day
  - Don't know the loaded cost with drivers and overhead
28. What are some other specific costs in addition to operating the service?
  - Contracting for rail maintenance
  - Only need 1 mechanic for the 5 cars, they are very low maintenance
29. What are funding sources?
  - FTA small start Grant, cannot apply for another grant until the system has been in operation for 7 years (a surprise to them about the 7 yrs) – 80% of construction costs
  - 20% from the two cities and the Pulaski County
30. Did you pursue other funding options?
  - No dedicated funding tax – would like to have one though- a 1 cent sales tax referendum failed by two votes
31. Are there any businesses or agencies that can subsidize operating costs?
  - No
32. Is advertising a source of revenue?
  - On board placards bring in a limited amount
33. Is a fare charged, and if not, should there be a fare?
  - Fare is \$1 per trip or \$2 for an all day pass
34. Do you have any suggestion for minimizing costs and obtaining funding?
  - Need some connections to get the federal money
35. What are the supporting needs for a system (marketing, admin?)
  - Not much, it's a very lean operation is all she'd say.
  - Most overhead is under the CATA system.

## ADDITIONAL

36. What is the primary lesson learnt and advice you would give to city contemplating a circulator?
  - Have to stick with it, tourists love it
37. What other lessons have been learnt?
  - Drivers are considered “ambassadors” and give historic tours while driving.
  - It's been a great boost to the bus system.
38. What have been the major problems or obstacles in getting buy-in to commence such a service?
  -
39. Any advice?
  -
40. What have been the major problems in operating service?
  - The one-way single rail over the river, will add some rail slips in Phase III being studied now

- They struggle with large special events
41. Any advice?
- 
42. What have been the major impacts of the service?
- Great economic development
43. Which cities do you think have the most successful circulators?
- Tampa (their cars are the same as Tampa's)
  - Kenosha, WI
44. What makes them successful?
-



### **3.5 Charlotte, NC – Gold Rush Trolley** CHARLOTTE AREA TRANSIT SYSTEM (CATS)

#### **ROUTE – GOLD RUSH TROLLEY**

CHARLOTTE, NC

CONTACT:

NAME – RAMOND ROBINSON

Position – CATS Service Planner

Phone – (704) 336-7433



The Gold Rush shuttle is a system with two lines, Orange and Red. The Orange line runs northeast and southwest along Tryon Street from McColl Center for Visual Area on W 10<sup>th</sup> Street to Morehead on E Morehead Street. The Red line runs northwest southeast along Trade Street from N Sycamore Street to McDowell Street. Both lines are linear and about one and half mile long.

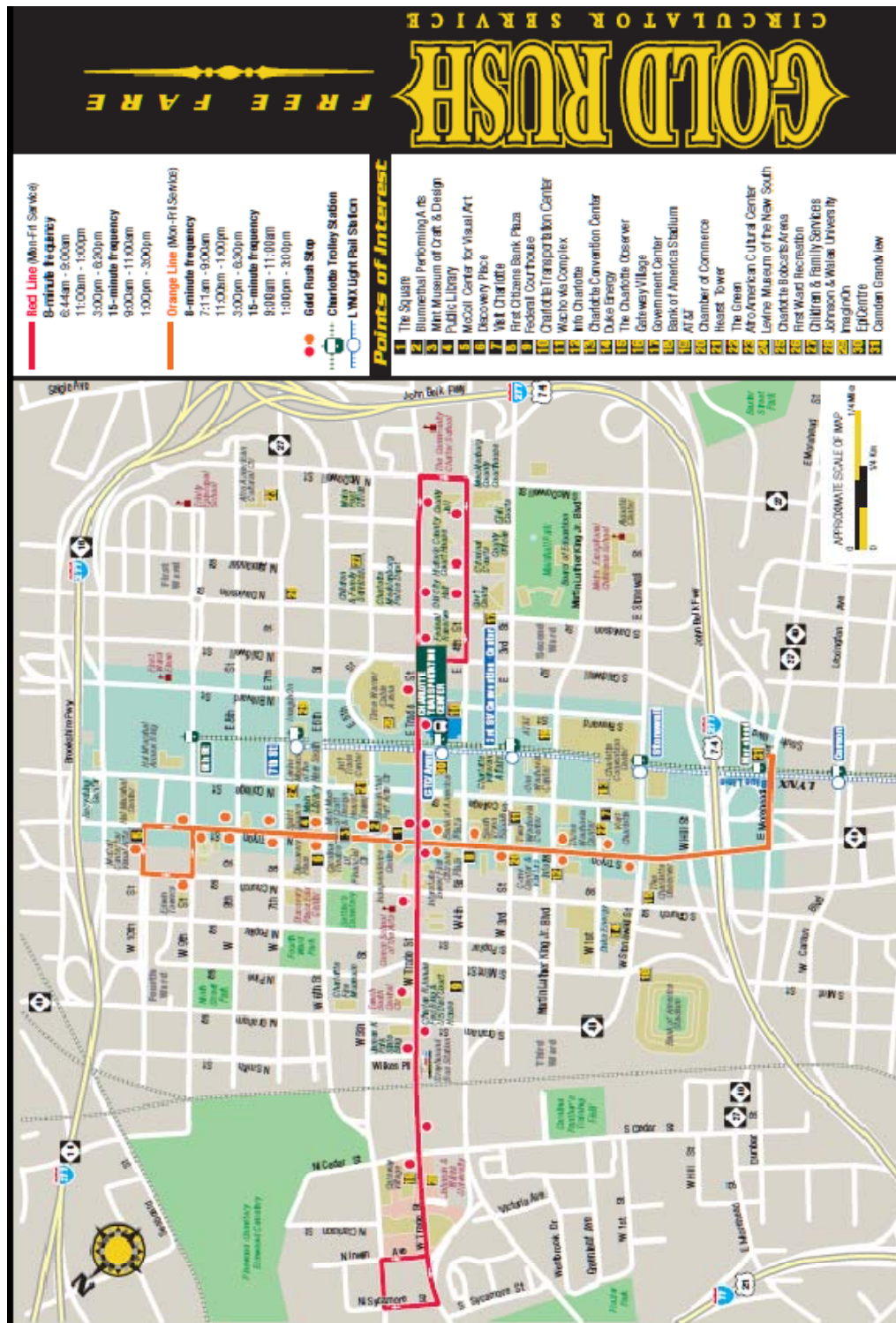
#### GENERAL

1. What were the reason(s) and goals for implementing a circulator?
  - Uptown area is home to several global businesses and major hubs of other businesses which have multiple high rises and campuses across that area. With over 55,000 daily workers within a 20 by 20 square block area a shuttle service provides easy access to between these work units. In addition, Charlotte has a growing convention business along with two professional teams, the NFL Carolina Panthers and NBA Charlotte Bobcats. Both have arenas / stadiums within close proximity to transit and the circulators.
2. Has it been successful based on the goals?
  - Yes, ridership has more than doubled in the past 10 years. In addition, because it serves uptown parking lots people who ride in alone still take public transit to get to work. It is a great marketing tool to introduce public transit in a non-threatening way to prospective customers. The business community in this area also financially supports the service so that the shuttle can be free.
3. What are the major locations/venues it connects?
4. Does that include a transit transfer center?
  - Every high building (Bank of America, Wells Fargo (Wachovia), Duke Power, Carolina Panthers, Charlotte Bobcats, Johnson & Wells Culinary School, Government and artists districts, Mint Museum, Discovery Place, Blumenthal Performance Center, Levine Museum of the New South and Spirit Square.
5. Was optimizing the use of parking an important objective? If so, has that been successful?
  -

#### VEHICLES

6. What type and size of bus is being used?
  - CHANCE - 29 FOOT TROLLEY STYLE BUS?
7. What type of engine and how many seats does the vehicle have?
  - 10

Figure 3-4 CAT's Gold Rich Circulator





9. What were the factors considered in selecting the type of vehicle?
  - Look of the vehicle to market the service to simulate the trolley system
10. In retrospect, was the choice correct?
  - Yes
11. What accommodations have been made for handicapped access?
  - The vehicle came equipped with a lift in the stairs
12. (For cold climate cities only) What advice would you have for bus choices in a cold climate?
  -

## OPERATIONS

13. What are hours and days of operation?
  - 6:30am-7:00pm- Monday - Friday
14. How were the hours selected?
  - Based on Business hours of uptown businesses
15. What is the frequency of service by hour and day?
  - 8 min peaks- 15min off peaks 630am-700pm
16. How many people use the service – peak, off-peak, late night, etc?
  - 1000 peak (daily), 1800 peak (daily),
17. How did you project ridership?
18. How does that compare to actual ridership?
  - Yes on a global basis. Up until the recession, it was exceeding projections on average by 2-4% points.
19. Do you have sense of who uses the service?
  - Yes, all classes of people and job types. Finance, legal, hospitality industry, construction, government and visitors.
20. Do you have any surveys/feedback?
  - Yes – any results?
21. Which agency/entity operates the service?
  - Charlotte Area Transit System
22. Did you have choices or consider other options?
  - We have had the service for over 13 years and have over that time period made service adjustments but the core strategy has not changed.
23. Have you had concerns or problems with the current operator?
  - No
24. Do you have recommendations on selecting an operator?
  - No
25. How is the system marketed? Signs, flyers, papers and magazines, website?
  - The vehicles have a distinct design and color (vintage rubber wheeled trolleys) and the service is branded as the Gold Rush. This tie in with Charlotte's history of being the first gold rush in America, the establishment of a Mint for the federal government and the financial center it has become.
  - We work with property managers, hotels, tourism locations, etc. to promote the service.
  - Web and tourism magazine.

## COSTS AND FUNDING

26. What is the total annual cost?
  - Approx. \$1,000,000 yr
27. What is the total operating cost on a vehicle-hour basis?
  - Approx \$68/Hr
28. What are some other specific costs in addition to operating the service?
  - None stick out
29. What are funding sources?
  - Center City Partners (Downtown Association) by way of the banks in the uptown Charlotte Area
30. Did you pursue other funding options? See answer above
31. Are there any businesses or agencies that can subsidize operating costs? NA
32. Is advertising a source of revenue?
  - No
33. Is a fare charged, and if not, should there be a fare?
  - No it is free
34. Do you have any suggestion for minimizing costs and obtaining funding?
  - No
35. What are the supporting needs for a system (marketing, admin?)
  - Both to some degree

## ADDITIONAL

36. What is the primary lesson learned and advice you would give to city contemplating a circulator?
  - Look at the overall picture from everyday workers, to tourism, to night life, etc.
37. What other lessons have been learnt?
  -
38. What have been the major problems or obstacles in getting buy-in to commence such a service?
  - There were really none. The business community was actually a leader in setting up the service.
39. Any advice?
  -
40. What have been the major problems in operating service?
  - None to date
41. Any advice?
  -
42. What have been the major impacts of the service?
  - The business community
43. Which cities do you think have the most successful circulators?
  - Speaking for Charlotte, I think the service is very successful.
44. What makes them successful?
  - The business community and the service design



### 3.6 Chattanooga, TN – Downtown Electric Shuttle

CHATTANOOGA AREA REGIONAL  
TRANSPORTATION AUTHORITY (CARTA)

ROUTE – Downtown ELECTRIC Shuttle

CHATTANOOGA, TN

Contact:

Name – Jill Veron

Position – Director of Transportation

Phone – (423) 629-1411



The CARTA's Downtown Shuttle runs north south along Broad Street from Bilou Theatre at 3rd Street to the Holiday Inn at Market Street and 14th Street intersection. The line one and half mile long and it loops around library block at 10th street.

#### GENERAL

1. What were the reason(s) and goals for implementing a circulator?
  - The circulator (Downtown Shuttle) was considered an integral part of the revitalization of the Central Business District.
2. Has it been successful based on the goals?
  - It has exceeded expectations.
3. What are the major locations/venues it connects?
  - The DTS is anchored by two parking garages, one located on the south end of the CBD adjacent to the Chattanooga Choo Choo, the other located on the north end of the CBD near The Tennessee Aquarium. Both garages are owned by the CARTA.
4. Does that include a transit transfer center? No
5. Was optimizing the use of parking an important objective? If so, has that been successful?
  - Yes, in that the revenue collected from the parking garages helps fund the operation of the DTS.

#### VEHICLES

6. What type and size of bus is being used?
  - 22' Electric buses.
7. What type of engine and how many seats does the vehicle have?
  - 22 seats. The vehicle runs on batteries.
8. How many vehicles are typically in service?
  - Five.
9. What were the factors considered in selecting the type of vehicle?
  - Our board chairperson and CEO wanted to offer more than a ride, they wanted to offer the user an experience!
10. In retrospect, was the choice correct?
  - Yes.
11. What accommodations have been made for handicapped access?
  - Buses are equipped with wheelchair lifts.
12. (For cold climate cities only) What advice would you have for bus choice in a cold climate?
  - Propane



Figure 3-5 CARTA's Downtown Shuttle



## **OPERATIONS**

13. What are hours and days of operation?
  - Sunday: 9:30 a.m.-8:40 p.m.
  - Mon-Fri: 6:30 a.m.-11:15 p.m.
  - Saturday: 9:30 a.m.-11:15 p.m.
14. How were the hours selected?
  - Work schedules of downtown employers as well as evening social activities.
15. What is the frequency of service by hour and day?
  - 6 minute frequency all day long, seven days a week.
16. How many people use the service – peak, off-peak, late night, etc?
  -
17. How did you project ridership while planning the shuttle?
  - The original projection was 250,000 customers annually, and it was a wild guess!
18. How does that compare to actual ridership?
  - Actual ridership far exceeds projected in that we carry about one million riders annually.
19. Do you have a sense of who uses the service?
  - during the summer, tourists, year round downtown workers and local residents who use the shuttle to frequent restaurants, minor league ball park, Chattanooga Symphony, Children's Discovery Museum, bookstores and shopping.
20. Do you have any surveys/feedback?
  - No.
21. Which agency/entity operates the service?
  - The CARTA.
22. Did you have choices or consider other options?
  - Yes, we could have considered contracting out, but it wasn't a viable option at the time.
23. Have you had concerns or problems with the current operator?
  -
24. Do you have recommendations on selecting an operator?
  -
25. How is the system marketed?
  - The CARTA does not have much of a marketing budget, so we relied on the novelty of our vehicles, presentations, vendors and papers.
26. Did you have choices or consider other options?
  - Yes, original consideration was given to a rail option, in fact, two years of earmarked funds were made available for pre-design work on the rail option and this work was completed.

## **COSTS AND FUNDING**

27. What is the total annual cost?
  - 1.5 million.
28. What is the total operating cost on a vehicle-hour basis?
  - \$50.00 per vehicle hour.
29. What are some other specific costs in addition to operating the service?
  - Bus stops and DTS brochure.

30. What are the funding sources?
- Parking revenues, CARTA operates 3400 parking spaces, which cover 75% of the cost of operating the shuttle, remainder comes from the City of Chattanooga's General Fund.
31. Did you pursue other funding options?
- No.
32. Are there any businesses or agencies that can subsidize operating costs?
- Yes. Who? Why don't they – not listed above
33. Is advertising a source of revenue?
- Yes.
34. Is a fare charged, and if not, should there be a fare?
- No, since the original concept was to have the revenue collected from the two garages that anchor the shuttle pay for the operation. We believe that no fare is one of the reasons the Shuttle has been so successful.
35. Do you have any suggestion for minimizing costs and obtaining funding?
- Capital costs were covered by earmarked funds from 5307 grant.
36. What are the supporting needs for a system (marketing, admin?)
- The Downtown Shuttle Brochure is printed annually and distributed by the CVB and hotels served by the shuttle. Businesses purchase ads in the brochure. The dispatcher monitors staging with IT vehicle locator software.

#### ADDITIONAL

37. What is the primary lesson learned and advice you would give to city contemplating a circulator?
- Quality is important, defined as high frequency and no fare.
38. What other lessons have been learned?
- 
39. What have been the major problems or obstacles in getting buy-in to commence such a service?
- We did not experience any major problems since we had influential community leaders backing the effort and the shuttle was seen as an important part of the revitalization of our city.
40. Any advice?
- 
41. What have been the major problems in operating service?
- We haven't had any major problems although we have experienced homeless persons wanting to ride the buses for extended periods of time since we did not charge a fare. We now require riders to exit at the end of a trip.
42. Any advice?
43. What have been the major impacts of the service?
- Positive, downtown interests see our DTS as an economic turning point in our community, in fact, now everyone wants a shuttle in their part of town.
44. Which cities do you think have the most successful circulators?
- Santa Barbara
45. What makes them successful?
-

### **3.7 Grand Rapids, MI - Dash**

**RIDE THE RAPIDS ROUTE – DOWNTOWN  
AREA SHUTTLE (DASH)  
GRAND RAPIDS, MI**

Contact:

Name – Barbara Singleton

Position – Dash Administrator

Phone – (616) 456-3755



The DASH Shuttle has three routes, South, West and Hill Dash. The South Route runs from the Wealthy Street and Century Avenue intersection, to SW Ellsworth Avenue, to SW Grandville Avenue, to SW Cherry Street, to US 131 BUS, to SW Oakes Street, to SW Ottawa Avenue to W Fulton Street, to Ionia Avenue, to Lyon Street, onto Monroe Street, to Market Avenue, to SW Weston Street, to Grandville Avenue, to Oakes Street and back to Wealthy Street and Century Avenue intersection. The route is approximately 2 miles, roundtrip. The West Route runs eastbound along Bridge Street and westbound along Pearl Street looping at Ottawa Avenue to the east and Summer Avenue to the west. This is a 3 miles loop.

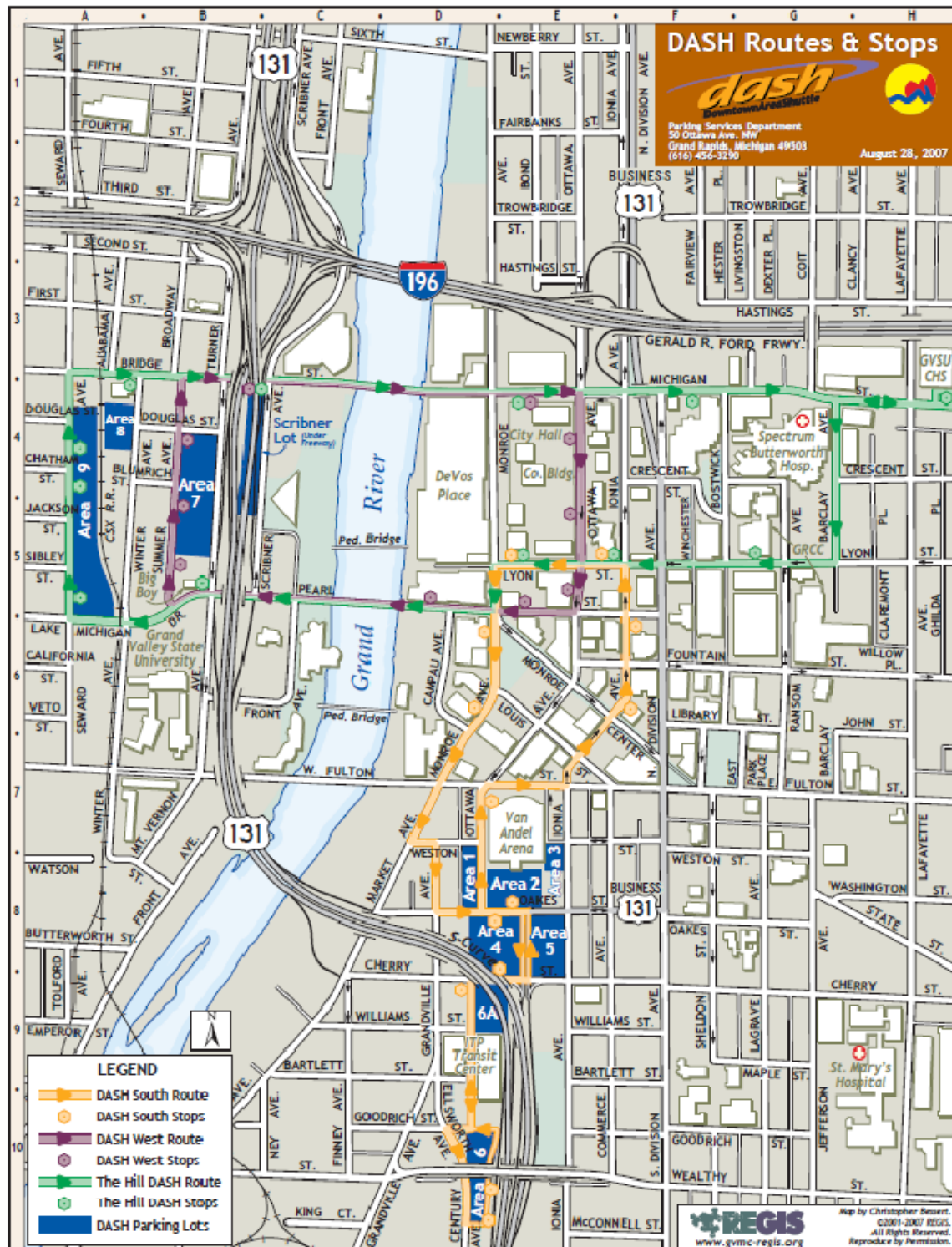
The Hill Dash Route runs from Grand Valley State University to Seward Avenue going eastbound on Michigan Avenue and westbound on Lyon Street at Barclay Street onto Pearl Street. This is a 2.5 mile loop.

#### GENERAL

1. What were the reason(s) and goals for implementing a circulator?
  - Some form of downtown bus had been in service for years
  - Became the service it is now in 1998
  - Used to be just a lunch time service
2. Has is it been successful based on the goals?
  - Yes, now it runs from 6:45 am to 6:00 pm
3. What are the major locations/venues it connects? Does that include a transit transfer center?
  - Connects large (500 space) surface parking lots to downtown employment
  - Does NOT go to a bus transfer center
  - Services city hall, employment and colleges
  - Goal is to have a bus stop within 1 city block of 500 employees
4. Does that include a transit transfer center?
  -
5. Was optimizing the use of parking an important objective? If so, has that been successful?
  - It was the only objective
  - Yes, very successful



Figure 3-6 Ride the Rapid's DASH – Downtown Area Shuttle



## VEHICLES

6. What type and size of bus is being used?
  - 30' Gilligs - clean diesel buses
7. What type of engine and how many seats does the vehicle have?
  - 27 seats, diesel
8. How many vehicles are typically in service?
  - 9 during the peak periods
9. What were the factors considered in selecting the type of vehicle?
  - The transit authority runs Gillig Diesels
  - Some streets with on-street parking make turning too difficult for larger buses
  - Tried smaller buses but needed more seats
10. In retrospect, was the choice correct?
  - Yes, they are the right size and right amount of seating for the loads
11. What accommodations have been made for handicapped access?
  - They are all low floor, kneelers with a flip down ramp for wheel chairs
12. (For cold climate cities only) What advice would you have for bus choice in a cold climate?

## OPERATIONS

13. What are hours and days of operation?
  - Weekdays from 6:30 am to 6:45 pm
  - Saturday service till 10 pm
14. How were the hours selected?
  - To service the employees that work downtown
15. What is the frequency of service by hour and day?
  - Average about every 5 minutes.
16. How many people use the service – peak, off-peak, late night, etc?
  - 50,000 per month
17. How did you project ridership?
18. How does that compare to actual ridership?
  - Just put the service in place and adjusted to demand
19. Do you have sense of who uses the service?
  - Mostly employees
20. Do you have any surveys/feedback?
  - Did a survey once, but for the expense, prefer to just adjust based upon communications with riders, complaints, etc.
21. Which agency/entity operates the service?
  - Interurban Transit Partnership, aka The Rapid
22. Did you have choices or consider other options?
  - No other options were considered
23. Have you had concerns or problems with the current operator?
  - Nope, it's a great relationship
24. Do you have recommendations on selecting an operator?
  - No
25. How is the system marketed? Signs, flyers, papers and magazines, website?



- Internet and word of mouth

### COSTS AND FUNDING

26. What is the total annual cost?
- \$1 million per year
27. What is the total operating cost on a vehicle-hour basis?
- \$50/hour
28. What are some other specific costs in addition to operating the service?
- Snow removal at shelters and stops
  - Salting the stops and shelters
  - Especially at the parking lots
29. What are funding sources?
- City Parking Department
30. Did you pursue other funding options?
- Do charters on weekends for special events (i.e. Car shows, etc)
31. Are there any businesses or agencies that can subsidize operating costs?
- No
32. Is advertising a source of revenue?
- No do not allow advertising
33. Is a fare charged, and if not, should there be a fare?
- It's fare free but some of the parking lots charge fees from \$25-\$48/month
34. Do you have any suggestion for minimizing costs and obtaining funding?
- No
35. What are the supporting needs for a system (marketing, admin?)
- Just the Administrator position, the rest of the service is turn key

### ADDITIONAL

36. What is the primary lesson learnt and advice you would give to city contemplating a circulator?
- That it is hard at first to get riders, but to continue to have the service
  - Keep the headways as short as possible with free transit
  - Keep the buses clean
  - Drivers must be trained and must be allowed to have interaction with the administrator
37. What other lessons have been learnt?
- Because it's under parking, they get good feedback from the drivers on issues that impact both parking and the buses (i.e., double parked cars blocking drive lanes)
38. What have been the major problems or obstacles in getting buy-in to commence such a service?
- None
39. Any advice?
40. What have been the major problems in operating service?
- None
41. Any advice?
42. What have been the major impacts of the service?
- It has been very good for economic development

- Businesses and students love it as they don't have to pay for parking in downtown garages
43. Which cities do you think have the most successful circulators?
- Nothing to mention
44. What makes them successful?
- Lansing and Detroit could not make their system work

### **3.8 Des Moines, IA – D Line Shuttle**

#### **DES MOINES AREA REGIONAL TRANSIT AUTHORITY**

##### **ROUTE – D-LINE Shuttle**

Des Moines, IA

##### **CONTACT:**

Name – Jim Fisher

Position – DART Planning Director

Phone – (515) 283-8111

The DART's D-Line Shuttle runs in a loop going eastbound along Locust Street and westbound along Grand Avenue from E 12th Street to the east to 17th Street in the west. The loop is four miles long from the Iowa State Capital to the Western Gateway.



#### **GENERAL**

1. What were the reason(s) and goals for implementing a circulator?
  - Service was requested by the Downtown Community Alliance, in their original request the service area was huge and way too expensive to put into operation
2. Has it been successful based on the goals?
  - Yes, beyond their expectations
3. What are the major locations/venues it connects?
  - Connects downtown businesses/restaurants with state employees, larger employers, and tourists to the capitol and museums
4. Does that include a transit transfer center?
  - No, but it's just one block away from the transit mall
  - Most of the DART routes in the system are N/S with the D-Line Shuttle being E/W
  - There is also a free parking garage shuttle that is N/S too, companies lease the parking and that pays for the free N/S shuttle
5. Was optimizing the use of parking an important objective? If so, has that been successful?
  - No – but parking has always been an issue downtown because of newly constructed townhomes and condos

#### **VEHICLES**

6. WHAT TYPE AND SIZE OF BUS IS BEING USED?
  - Trolley style buses, 30'
7. What type of engine and how many seats does the vehicle have?
  - Diesel – maybe 20 something, wasn't sure
8. How many vehicles are typically in service?
  - 3 during the peaks, and 4 at lunch
  - 4 during the peaks when the legislature is in session
9. What were the factors considered in selecting the type of vehicle?
  - Political, it was a popular choice, not management's choice
10. In retrospect, was the choice correct?
  - No

Figure 3-7 DART's D-Line Shuttle Route



11. What accommodations have been made for handicapped access?
  - Very slow wheel chair lifts
12. (For cold climate cities only) What advice would you have for bus choice in a cold climate?
  - Have a heated garage for the buses

### OPERATIONS

13. What are hours and days of operation?
  - M-F, 7 – 6 and longer for special events
14. How were the hours selected?
  - By collaboration between the Downtown Alliance, State Capitol and the City
15. What is the frequency of service by hour and day?
  - 10 min
16. How many people use the service – peak, off-peak, late night, etc?
  - Aug 09- 19,000
  - Feb 10 – 15,850
17. How did you project ridership?
18. How does that compare to actual ridership?
  - Consultants did it, don't remember how
  - Actual ridership is 30% over projections
19. Do you have sense of who uses the service?
  - Employees and tourists
20. Do you have any surveys/feedback?
  - No
21. Which agency/entity operates the service?
  - DART
22. Did you have choices or consider other options?
  - No
23. Have you had concerns or problems with the current operator?
  - No
24. Do you have recommendations on selecting an operator?
  - No
25. How is the system marketed?
  - The shuttles are marked with big "D-Line" on the sides

### COSTS AND FUNDING

26. What is the total annual cost?
  - 150,000
27. What is the total operating cost on a vehicle-hour basis?
  - Didn't know off the top of his head
28. What are some other specific costs in addition to operating the service?
  -
29. What are funding sources?
  - DART
  - City

30. What are funding sources
  - Got a JARC grant to start the system
  - None other than that
31. Are there any businesses or agencies that can subsidize operating costs?
  - No
32. Is advertising a source of revenue?
  - Get approximately 100,000 per year
33. Is a fare charged, and if not, should there be a fare?
  - No
34. Do you have any suggestion for minimizing costs and obtaining funding?
  - No
35. What are the supporting needs for a system (marketing, admin?)
  - Have an Advertising Manager

### ADDITIONAL

36. What is the primary lesson learnt and advice you would give to city contemplating a circulator?
  - Need to have a good initial design to start the system
37. What other lessons have been learnt?
  - Maybe should've included the transit mall in the route design, but it would have taken away from the simplicity of the system – right now it just goes E/W
38. What have been the major problems or obstacles in getting buy-in to commence such a service?
  - None
39. Any advice?
  -
40. What have been the major problems in operating service?
  - none
41. Any advice?
  - no
42. What have been the major impacts of the service?
  - No increase in building densities downtown, just keep replacing businesses, so no new net growth due to the shuttle
  - Have created a mode shift from autos to buses
  - The east side area has flourished with new restaurants and households
43. Which cities do you think have the most successful circulators?
  - Charlotte – their GM used to be at Charlotte
44. What makes them successful?
  - Tourism
  - Location/Location/Location
  - Short Headways
  - Simple system design
  - Quick access to popular destinations
  - Community Alliance is a big player



### **3.9 Buffalo, NY – Metro Rail**

NIAGARA FRONTIER TRANSPORTATION AUTHORITY (NFTA)

ROUTE – NFTA METRO RAIL

BUFFALO, NY

CONTACT:

Name – Bob Gower

Position – Manager, Service-Planning Department

Phone – (716) 855-7646



Niagara Frontier Transportation Authority operates the Metro Rail in Buffalo, NY. The Metro Rail is a linear system and consists of a single, 6.4-mile (10.3 km) long line that runs for most of the length of Main Street in the City of Buffalo, from HSBC Arena in Downtown Buffalo to the south campus of the University at Buffalo in the northeast corner of the city.

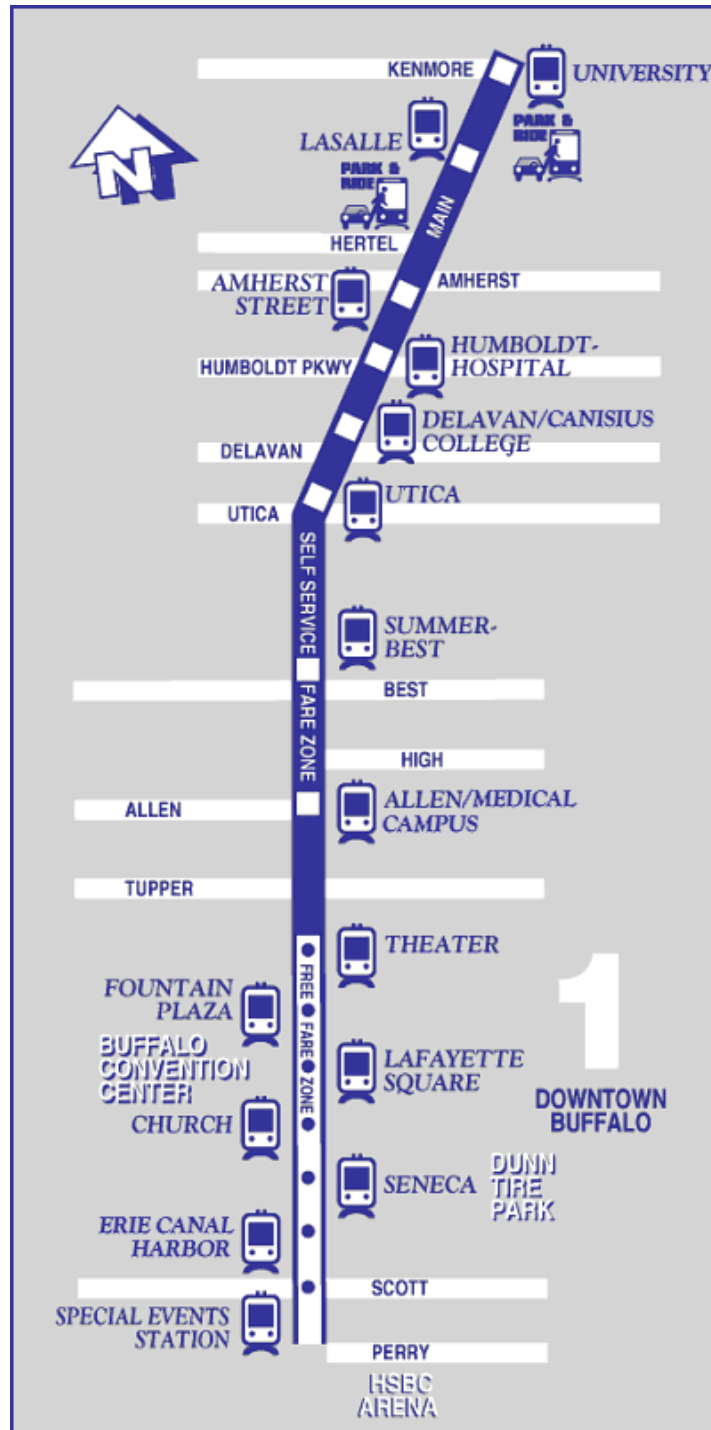
#### GENERAL

1. What were the reason(s) and goals for implementing a circulator?
  - They implemented a light rail line in '78 to replace all the buses in the
  - They do not have a downtown circulator but they do have a bus that goes through the downtown and out to the airport, it runs every 30 minutes and is a 17 seat van
2. Has it been successful based on the goals?
  - Still has 21,000 rider/day in the fare free zone
3. What are the major locations/venues it connects?
  - Downtown with outlying parking lots and the downtown arena
4. Does that include a transit transfer center?
  - No
5. Was optimizing the use of parking an important objective? If so, has that been successful?
  - No

#### VEHICLES

6. What type and size of bus is being used?
  - Electric trolley with overhead catenary
7. What type of engine and how many seats does the vehicle have?
  - 30 seats
8. How many vehicles are typically in service?
  - 20 in the peak, with three car trains
9. What were the factors considered in selecting the type of vehicle?
  - N/A
10. In retrospect, was the choice correct?
  - Yes
11. What accommodations have been made for handicapped access?
  -
12. (For cold climate cities only) What advice would you have for bus choice in a cold climate?
  - Sometimes the catenary ices over, but more reliable than buses

Figure 3-8 NFTA Metro Rail



## OPERATIONS

13. What are hours and days of operation?
  - M-F 5am to midnight, SAT 7am to midnight, SUN 10am to 6:30pm
14. How were the hours selected?
  - To fit the downtown business schedules
15. What is the frequency of service by hour and day?
  - Every 10 minutes in the peak
16. How many people use the service – peak, off-peak, late night, etc?
  - 21,000/day
17. How did you project ridership while planning the shuttle?
  -
18. How does that compare to actual ridership?
  -
19. Do you have sense of who uses the service?
  - a.
20. Do you have any surveys/feedback?
  - a.
21. Which agency/entity operates the service?
  - a. Niagara Frontier Transportation Authority (NFTA)
22. Did you have choices or consider other options?
  - a. No
23. Have you had concerns or problems with the current operator?
  - a. No
24. Do you have recommendations on selecting an operator?
  -
25. How is the system marketed?
  - As part of the rest of the NFTA system

## COSTS AND FUNDING

26. What is the total annual cost?
  - a. 25 million
27. What is the total operating cost on a vehicle-hour basis?
  - 60/hr
28. What are some other specific costs in addition to operating the service?
  -
29. What are funding sources?
  - 1/8 of 1% sales tax
  - Mostly state funded
  - Small real estate tax
  - FTA
30. Did you pursue other funding options?
  -
31. Are there any businesses or agencies that can subsidize operating costs?
  -

32. Is advertising a source of revenue?
- They get a small amount system wide from posters on the buses and trains and in the stations
33. Is a fare charged, and if not, should there be a fare?
- Downtown is a farefree zone
34. Do you have any suggestion for minimizing costs and obtaining funding?
- 
35. What are the supporting needs for a system (marketing, admin?)
- 

#### ADDITIONAL

36. What is the primary lesson learned and advice you would give to city contemplating a circulator?
- Build the larger system first and not just the bare minimum line
37. What other lessons have been learned?
- Bury the line underground in the downtown and go above ground outside of downtown
38. What have been the major problems or obstacles in getting buy-in to commence such a service?
- 
39. Any advice?
- 
40. What have been the major problems in operating service?
- 
41. Any advice?
- 
42. What have been the major impacts of the service?
- Very good for getting people to/from the downtown arena after hockey games
43. Which cities do you think have the most successful circulators?
- No idea
44. What makes them successful?
- Dedicated and dependable funding
  - Frequent Service
  - Reliable Service

### 3.10 West Palm Beach, FL – Downtown Trolley Services

#### DOWNTOWN WEST PALM BEACH TROLLEY SERVICE ROUTE – DOWNTOWN WPB TROLLEY WEST PALM BEACH, FL

Contact:

Name – Molly Stahlman and Raphael Clemente

Position – Operator (Molly) and Downtown Development Authority (Raphael)

Phone – Molly Stahlman: (561) 838-9511

Raphael Clemente: (561) 833-8873

The Downtown WPB Trolley runs from Macy's on Rosemary Avenue, heads south on Rosemary to Hibiscus Street. Traveling west on Hibiscus Street, the trolley then turns north on Sapodilla Avenue to Fern Street.

The trolley heads east on Fern Street to Rosemary Avenue where it heads north to Clematis Street. The trolley heads east on Clematis Street to Narcissus Avenue where it



turns south and then east on Datura Street to Flagler Drive. The trolley heads north on Flagler Drive to Banyan Boulevard, then heads west on Banyan to Narcissus. Traveling south on Narcissus, the trolley turns onto Clematis Street and begins the return trip west on Clematis Street to Rosemary Avenue. The trolley heads south on Rosemary Avenue proceeding back to the Macy's stop. The route is 2 miles, roundtrip with about 20 stops.

#### GENERAL

- What were the reason(s) and goals for implementing a circulator?
  - ***Molly's Response:***  
The original goal of the trolley system was multifaceted, including:
    - 1) To reduce traffic and congestion
    - 2) To alleviate parking
    - 3) To help local residents get around
    - 4) To reduce the carbon footprint
    - 5) To provide a tourist attraction
    - 6) To provide a way for locals and tourists to be exposed to more businesses and lastly,
    - 7) The goal of connecting the 2 districts was to help maintain the original business district (Clematis Street), so that City Place did NOT replace the original district (Clematis District)
  - ***Raphael's Response:***  
To connect a New Urban master planned community (City Place) to the historic downtown (Clematis District).
- Has it been successful based on the goals?
  - ***Molly's Response:*** Very successful
  - ***Raphael's Response:*** Yes
- What are the major locations/venues it connects?

The downtown WPB trolley route runs thru a crowded, 10 block urban area in downtown West Palm Beach. The trolley connects a major shopping and retail district (City Place) with the

original downtown business district (called Clematis District). Residents live (and condos were developed) along the route. City Place was completed in Nov 1999 about 1 mile from the original heart of downtown WPB business district (Clematis district).

4. Does that include a transit transfer center?

- Currently, no. However- the City of WPB plans to extend route to a newly built transit center in 2010.

5. Was optimizing the use of parking an important objective? If so, has that been successful?

- **Molly's Response:** Yes, very important and yes it's successful.
- **Raphael's Response:** No it was not a priority objective of initiating the trolley system. Yes, it has been very successful in reducing the need for parking and for reducing vehicular traffic.

## VEHICLES

6. What type and size of bus is being used?

- Ford Trolley Built by the Molly Corporation in Ogunquit Maine. The trolley is COMPLETELY open air style (no air conditioning) w/ roll down rain flaps.

7. What type of engine and how many seats does the vehicle have?

- Gas Powered Triton Ford Engine. Seats 22 riders

8. How many vehicles are typically in service?

- Generally 2 trolleys 7 days a week except 3 trolleys on Thursday (7-11pm) and Sat nights (8-11pm). Thursday nights they have special events on Clematis Street and Sat nights are just naturally busier.

9. What were the factors considered in selecting the type of vehicle?

- Since the weather is usually sunny in south Florida- we went with an open air vehicle (not air conditioned, not enclosed, but with rain flaps).

10. In retrospect, was the choice correct?

- Yes

11. What accommodations have been made for handicapped access?

- Trolleys are handicap equipped- Braun undermount lift.

12. (For cold climate cities only) What advice would you have for bus choice in a cold climate?

- N/A



Figure 3-9 Downtown West Palm Beach Trolley



## OPERATIONS

13. What are hours and days of operation?

- Sunday-Wednesday 11am-9pm  
Thurs- Sat: 11am-11pm  
TOTAL Hours/ week= 159 hours

2 trolleys service this route. (3rd trolley rotated in for repair)

14. How were the hours selected?

- To cover lunch period thru dinner period

15. What is the frequency of service by hour and day?

- Two trolleys run constantly on a 1 mile route. So there is a trolley every 10 minutes.

16. How many people use the service – peak, off-peak, late night, etc?

- The trolley service averages about 45,000 riders a month.

### Sketch of “business of ridership”

M-F between 11am-5pm: Consistent daytime business and lunch ridership

6-9pm on weekdays- more moderate ridership EXCEPT

Thursday, Friday and Saturday Night trolley runs until 11pm- busier time.

Saturday and Sunday – DAY time- busy w/ tourists and locals

17. How did you project ridership while planning the shuttle?

- The initial projections were around 15,000 riders/month.

18. How does that compare to actual ridership?

- The actual ridership immediately after opening was 30,000 riders/month. Today there are 45,000 rider/month.

19. Do you have sense of who uses the service? See above.

- A variety of people ride: business people, residents, vacationers, young people, seniors, etc. But the common theme- THEY RIDE because it is more CONVENIENT to take the trolley than to pull their car out.

20. Do you have any surveys/feedback?

- No. Don’t need them – trolley is very busy

21. Which agency/entity operates the service?

- Private Operator, Molly’s Trolleys WPB FL 561-838-9511- Pres. Molly Stahlman

22. Did you have choices or consider other options?

- Yes, RFP went out and vendor selected based on responses.

23. Have you had concerns or problems with the current operator?

- None at all, Molly’s Trolleys provide exceptional service.

24. Do you have recommendations on selecting an operator?

- Not outside of Florida, no.

25. How is the system marketed? Signs, flyers, papers and magazines, website?

- In downtown brochures by DDA , the City, City Place, Clematis District, businesses served in each area. Have very visible bus stops and very good way finding for the trolley system.
- Trolley info is also included in parking promotional materials.

## COSTS AND FUNDING

26. What is the total annual cost?

- ***Molly’s Response:***

TOTAL Hours/ week= 159 hours (total for 2-3 trolleys)  
2010 Hourly Rate: \$70/hour-or about \$567,630 annual cost

***Raphael's Response:***

2010 HOURLY RATE: \$70/ HOUR.

27. What is the total operating cost on a vehicle-hour basis?
- The “ballpark cost” to operate the trolley system is \$60/ hour.
28. What are some other specific costs in addition to operating the service?
- No other costs, it is all inclusive
29. What are funding sources?
- The residents and businesses in the Downtown Development District voted for a 1 cent per 100,000 valuation property tax to fund the trolley. 2/3rds of the total cost for the trolley is funded by the DDA, with another 1/3rd funded by City Place.
30. Did you pursue other funding options?
- There are few funding options for transit operations funding. Will pursue capital funding through the city from FTA for future vehicle purchases. They prefer to stay with the dedicated funding because it allows for complete control over the service provision.
31. Are there any businesses or agencies that can subsidize operating costs?
- They already voted to tax themselves for the service.
32. Is advertising a source of revenue?
- No, the costs of the administration of the program almost equal the revenues.
33. Is a fare charged, and if not, should there be a fare?
- In the case of the downtown WPB trolley, it is a short trip from City Place to Clematis Street.  
Charging a fare opens up issues with money collection (safety/ costs of collection/ reduce ridership due to fee). Since the purpose of the trolley is to encourage people to go from one business district to another, the “cost” (safety/ costs of collection/ reduce ridership) of collecting the fare is not worth it.
34. Do you have any suggestion for minimizing costs and obtaining funding?
- They have won a JARC FTA Grant for a new route for three years. The grant will pay for ½ of the operating costs and the city will pick up the other ½. The new route is intended mostly for commuters to the downtown.
35. What are the supporting needs for a system (marketing, admin?) -
- It depends on your agreement with the operator.  
Molly's Trolleys is a TURNKEY operator of the trolley system in downtown WPB.  
Molly's Trolleys handles:
    - The vehicles- repair, maintenance, cleaning, painting
    - The drivers- hiring, training, drug testing, explanation of rules
    - Day to day rider issues- customer service, rider issues, etc.

ADDITIONAL

36. What is the primary lesson learnt and advice you would give to city contemplating a circulator?
- It's important to take the city elected officials and other decision makers (business owners, downtown associations, etc.) on a tour of successful systems. There needs to be significant public meetings with the stakeholders to provide them with information about

- the possible positive impacts of instituting a tax or other dedicated funding for the system.
37. What other lessons have been learnt?
- There are continual requests to change the stops and routing of the system. This must be avoided unless the benefits are very obvious to the entire district. Once a system is in place, businesses, residences and the urban fabric begin to mold itself to the system as the system stimulates the adjacent transit dependent or synergistic land uses. Charging a fare is not worth the delay in boarding people on the vehicles (makes it less efficient and customer friendly) and it also takes away the “it’s free so I’ll try it” appeal of a fare free system. These types of systems need to attract “choice riders” and not just the transit dependent riders.
38. What have been the major problems or obstacles in getting buy-in to commence such a service?
- 
39. Any advice?
- 
40. What have been the major problems in operating service? Any advice?
- None
41. Any advice?
- Obtain dedicated funding
42. What have been the major impacts of the service?
- By tying together two districts (one with large parking supply the other with many attractions) the trolley keeps people lingering downtown. There is no need to drive away for ice cream after dinner, you just hop on the trolley. It also keeps the 120,000 downtown employees in the downtown during lunch and some after work. Its very family friendly and kids love the trolley.
43. Which cities do you think have the most successful circulators?
- Portland Oregon and San Francisco
44. What makes them successful?
- Portland has a fare-free core district and San Francisco has its *STREETCARS*.

## Appendix D: Circulator Feasibility





## **CIRCULATOR COSTING ASSUMPTIONS**

In order to estimate the costs for the five circulator service alternatives, some key assumptions were made regarding service parameters. Costing estimates were based on the number of service hours, at an operating cost of \$119 per hour. This represents the full RTS cost per service hour and is a conservative estimate; actual operating cost, regardless of operator, would hopefully be lower. For vehicle headways and run times, the average circulator speed was assumed to be 10 miles per hour. This includes any stop time for boarding/alighting or signalized/stop-controlled intersections. “Day” service operates from 6:30 AM until 6:30 PM; “Evening” service operates from 6:30 PM until 2:30 AM. For circulator options 1-4, the annual cost was calculated as the daily cost times 250 annual work days, plus the cost of running two buses for 10 hours a day for the remaining 115 days a year (weekends and holidays). For circulator option 5, the annual cost was calculated as the daily cost times 250 annual work days, plus the cost of running one bus for 10 hours a day for the remaining 115 days a year (weekends and holidays).

