

# Reimagine RTS Final Plan

*Frequent ~ Reliable ~ Accessible ~ Innovative*

2019 NYSAMPO Conference



# Project Overview

*Why Reimagine RTS?*

- The transformation underway in public transit provides RTS the opportunity to embrace innovative, new technologies and mobility options.
- People now have more choices than ever before and Reimagine RTS is how we will provide customers with a modern, relevant transit system that is frequent, reliable and consistent.
- Reimagine RTS is how we stay true to our core mission, respond to the changing needs of our customers and improve access to public transportation throughout the community.

## REimagine RTS Process

2017

2020

### Stage 1

Determine  
Structure of  
Fixed-Route  
System

COMPLETE  
SEP 2017 - AUG 2018

### Stage 2

Identify  
Solutions for  
Community  
Mobility Zones

COMPLETE  
OCT 2018 - MAR 2019

### Stage 3

Determine  
Solutions for  
Paratransit  
Service

COMPLETE  
DEC 2018 - MAY 2019

### Stage 4

- Present  
Finalized  
Transit Plan  
for Approval
- Present  
Implementation  
Plan

COMPLETE  
JUNE 27, 2019

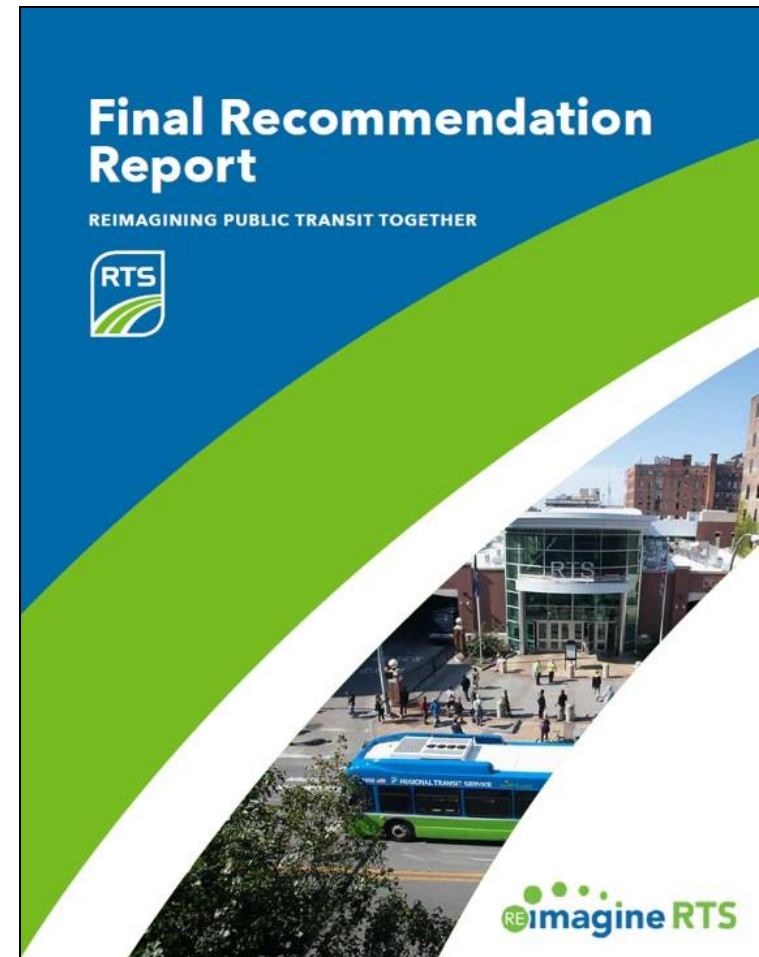
### Stage 5

Implement  
Reimagined  
Public Transit  
Network

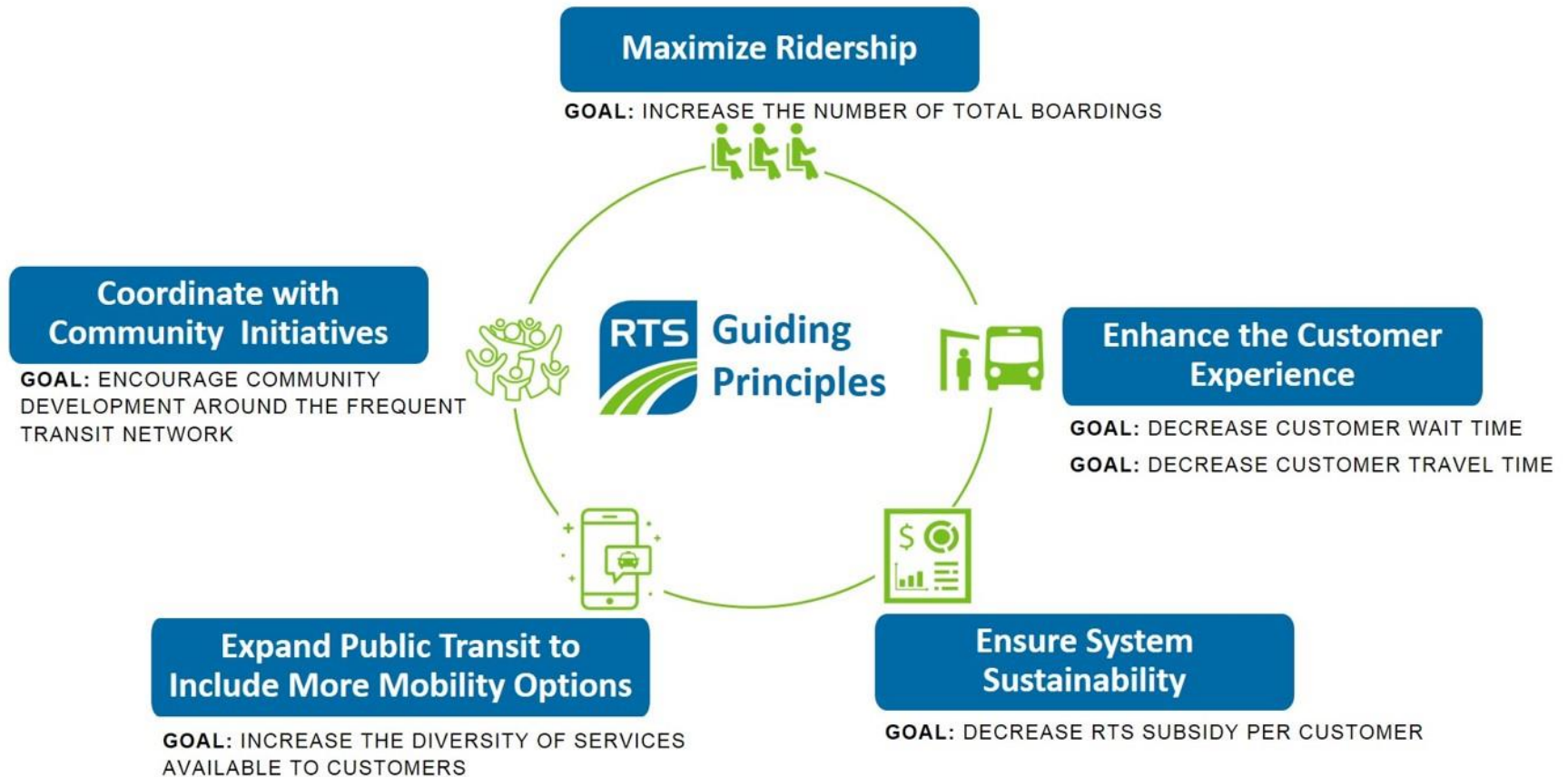
PLANNED FOR  
JUNE 29, 2020

# Reimagine RTS Final Report

- **Final Report includes the structural details of the fully reimaged transit system for your consideration, including:**
  - Background and process information
  - Details of the service plan
  - An update on items related to the Reimagine RTS process
  - The implementation timeline
  - An appendix with detailed route information



# 5 Guiding Principles



- **Stage 1 Outreach: 150+ Meetings and Events**
  - Surveys, public information sessions, pop-up sessions, focus groups, route-specific on bus and at Transit Center gates, employee meetings, etc.
- **Stage 2 Outreach: 54+ Meetings and Events**
  - CMZ stakeholder meetings, business partner briefings, executive meetings, CMZ public information sessions, customer open houses, commuter routes on-bus, employee meetings, Reimagine RTS public hearing
- **Stage 3 Outreach: 10 Meetings and Events**
  - Paratransit focus groups, community leader briefings, information sessions at ABVI and CDR, paratransit plan public hearing
- **Community Advisory Committee & Frontline Employee Group Meetings**
  - Groups met regularly to review progress and provide input into consultant recommendations

- The public hearing for Reimagine RTS was held April 25, 2019 at the Danforth Community Center
- The hearing covered our recommendation for the reimagined service plan and fare structure.
- We received 10 comments during the public hearing process – 3 verbal comments at the public hearing and 7 comments during the two week public comment period following the hearing
- A response has been sent to each person who submitted a comment



### **Customer Input: Requests in Response to Draft Recommendations**

- 104 unique service requests from 216 different customers
- 49 requests implemented as part of proposed system

### **What This Means:**

- We had a lot of community engagement
- The consultant recommendations reflected a lot of what we heard
- Where the community requested improvements, we implemented nearly half of them



- **FREQUENT**

- Many customers will no longer need a schedule:
  - 10 routes run every 15 minutes, M-F, 6am-6pm
  - 20 routes run every 30 minutes, M-F, 6am-6pm

- **RELIABLE**

- Fixed routes will run 7-days a week and do the same thing each trip
- Plan trips with confidence knowing system is more consistent and reliable

- **ACCESSIBLE**

- 9% more service hours means more access to better transit
- Community Mobility Zones will provide access to transit throughout the day
- Paratransit customers will be able to complete all trips taken today

- **INNOVATIVE**

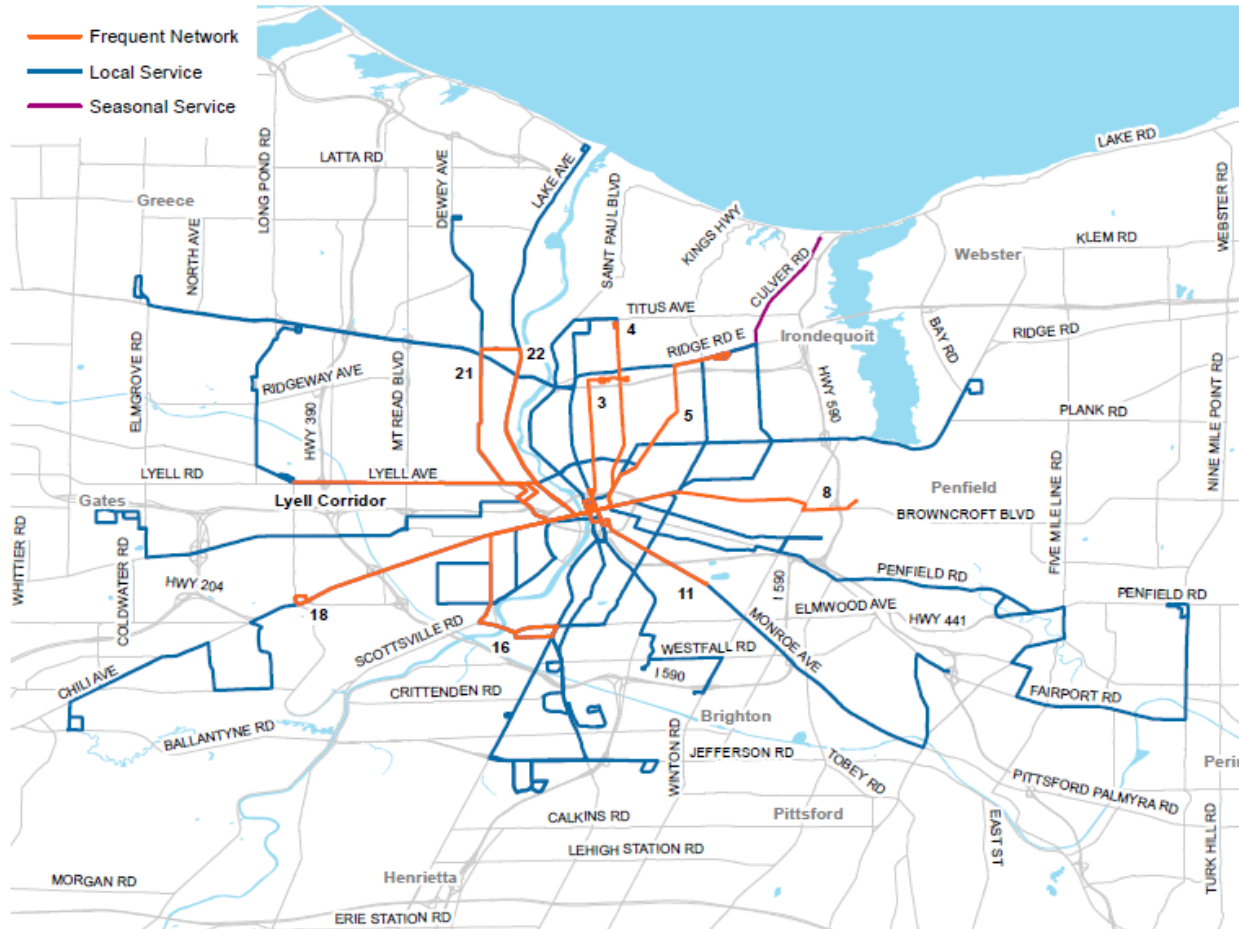
- Customers will experience innovation through new technology behind app-based scheduling, ticketing and fare payment, and online scheduling for paratransit

# Frequency & Reliability

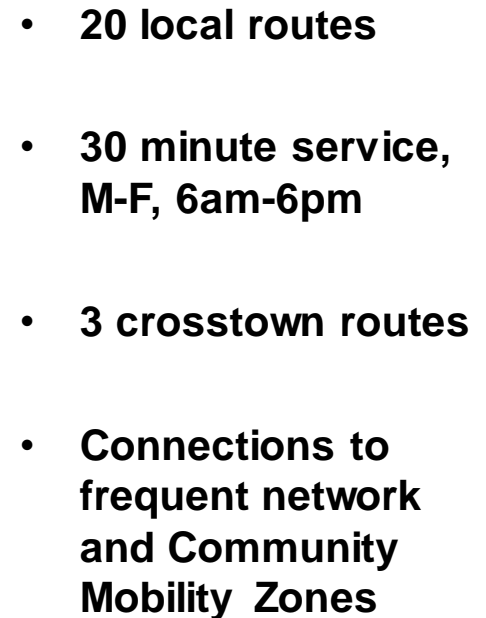
Day Type & Span	Frequent Network 10 Routes	Local Service 20 Routes
Weekday		
5:00am – 6:00am	30	60
6:00am – 6:00pm	15	30
6:00pm – Midnight	30	60
Weekend		
6:00am – 7:00am	60	60
7:00am – 6:00pm	30	60 *
6:00pm – Midnight	60	60

\* Long line routes will run every 30 minutes on the weekends

# Frequent Bus Routes



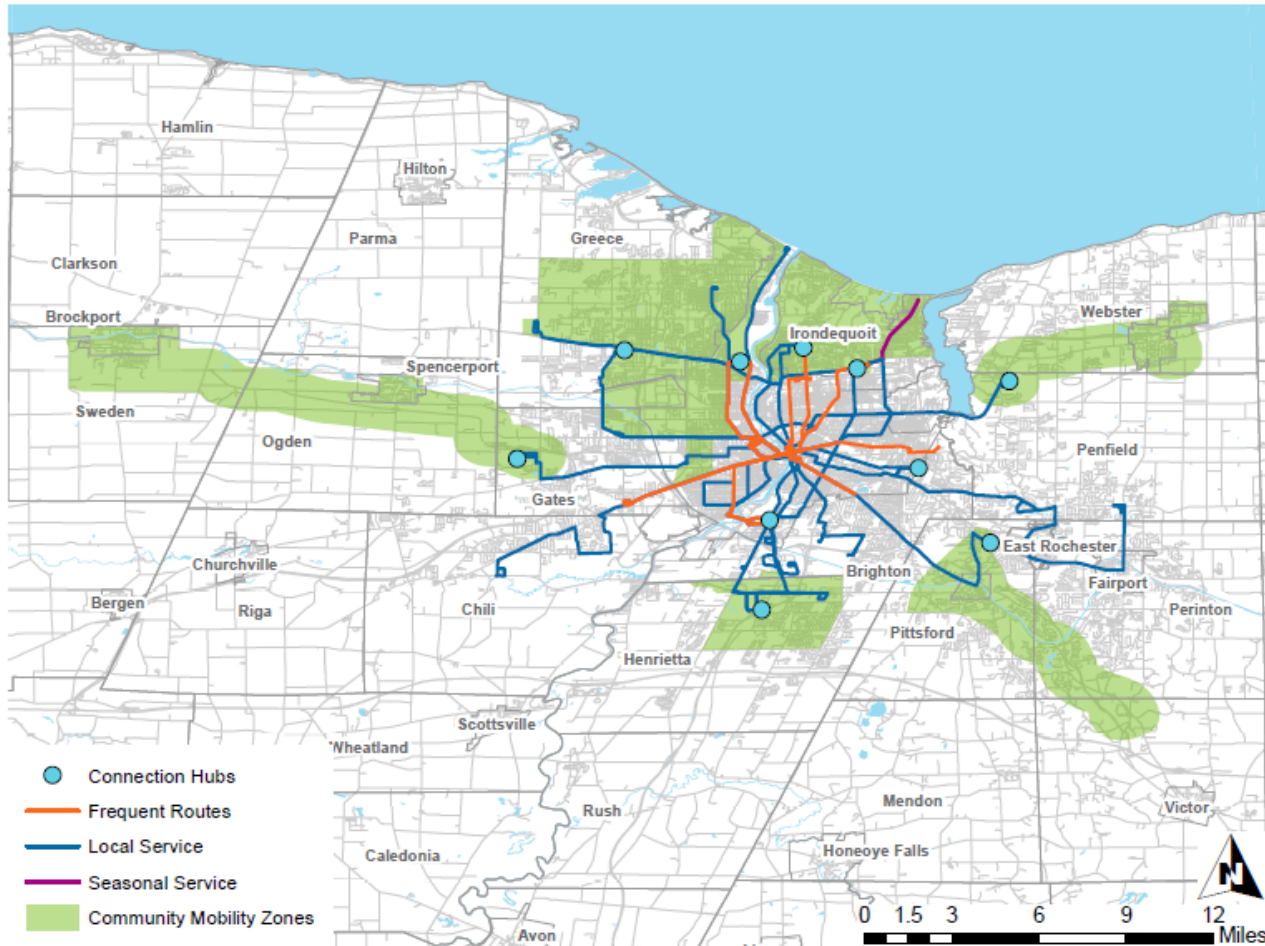
- 10 frequent routes
- 15 minute service, M-F, 6am-6pm
- High ridership routes to key destinations
- No need for schedules
- Connections to Community Mobility Zones



# Bus Route Fares

Fixed Route Fare Type	Current	Reimagined System
<b>Base Fare</b>	\$1 / Ride	\$1 / Ride
<b>All-Day Pass</b>	\$3	\$3
<b>31-Day Pass</b>	\$56	\$56
<b>Seniors/Disabled</b>	Peak Hours: \$1/ride Off-Peak Hours: \$0.50/ride	All day: \$0.50/ride
<b>Veterans</b>	\$1/ride	No charge

# Community Mobility Zones



- **CMZs are areas with historically low ridership**
- **RTS is replacing bus service with customized, On Demand service**
- **Customers will schedule rides by phone, online or via mobile app**
- **All trips must stay within the same zone**





**Brockport**



**Greece**



**Henrietta**



**Irondequoit**



**Lexington Ave.**



**Pittsford/Eastview**



**Webster**

## Fares

Connect to or from an RTS bus stop.....	\$1
Curb-to-curb within the zone.....	\$3

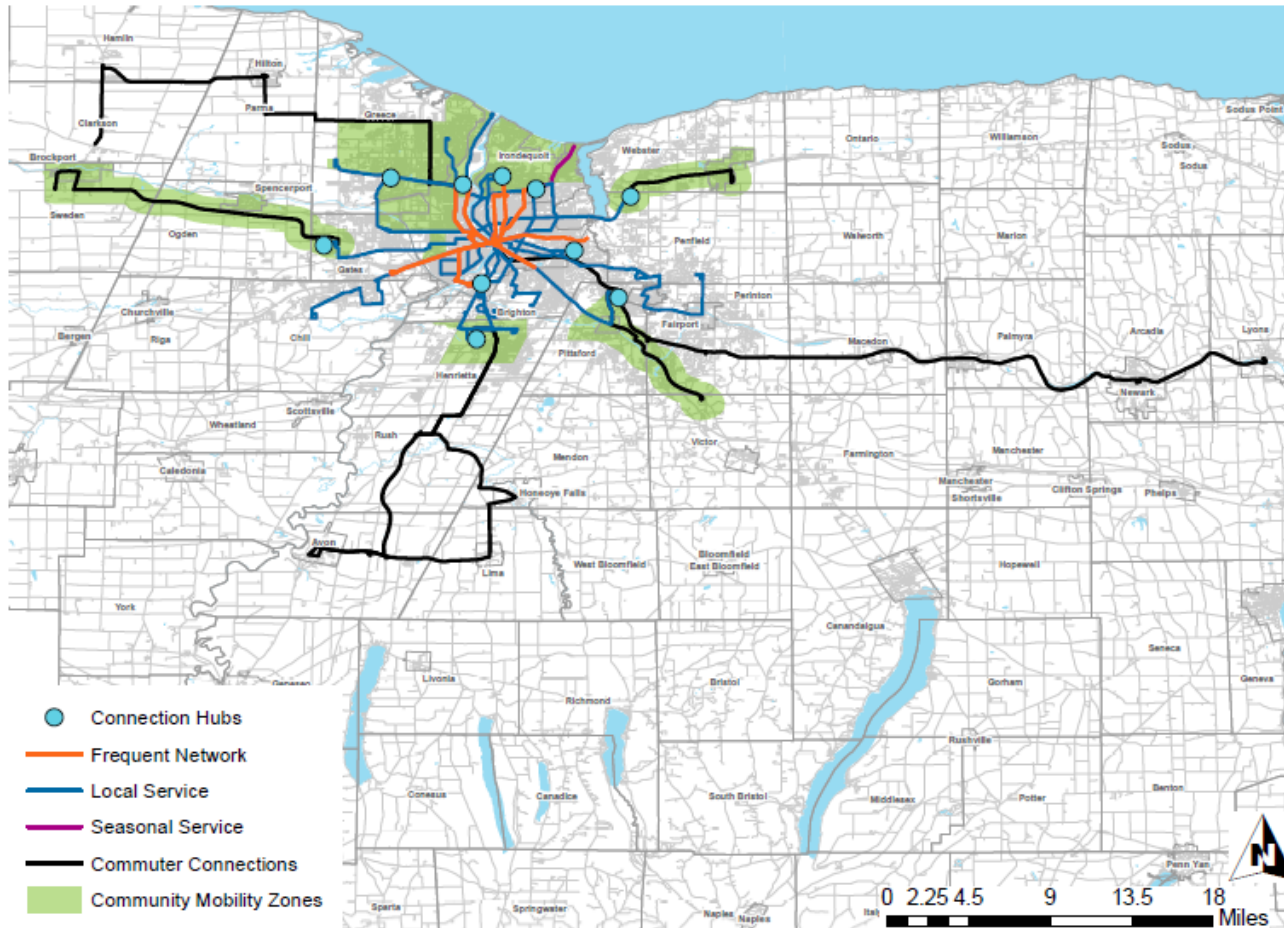


# CMZ Service Overview

## *Hours of Operation*

CMZ	Monday – Friday	Saturday	Sunday
Brockport	5:00am – 10:00pm	6:00am – 10:00pm	6:00am – 6:00pm
Greece	5:00am – Midnight	6:00am – Midnight	6:00am – 10:00pm
Henrietta	5:00am – Midnight	6:00am – Midnight	6:00am – 10:00pm
Irondequoit	5:00am – 10:00pm	6:00am – 10:00pm	6:00am – 10:00pm
Lexington Ave.	5:00am – 10:00pm	<i>No Weekend Service</i>	<i>No Weekend Service</i>
Pittsford/Eastview	5:00am – 10:00pm	6:00am – 10:00pm	6:00am – 6:00pm
Webster	5:00am – 10:00pm	6:00am – 10:00pm	6:00am – 6:00pm

# Commuter Routes



RTS will continue operating the same number of trips on the commuter routes.

Each will connect to the fixed-route network at a Connection Hub

# Overview of New Vehicles

## High Headroom Van



### Ford Transit 350:

- Purchasing 19 vans
- For On-Demand service in all CMZs
- For low capacity commuter routes

### Van Capacity:

- 8 seated
- 1 dedicated wheelchair

## ARBOC Low-floor



### Chevy 4500:

- Purchasing 6 buses
- For high capacity commuter routes
- For low-floor access and On-Demand service in CMZs as needed

### Bus Capacity:

- 16 seated w/ 2 wheelchairs

## Type VI Bus



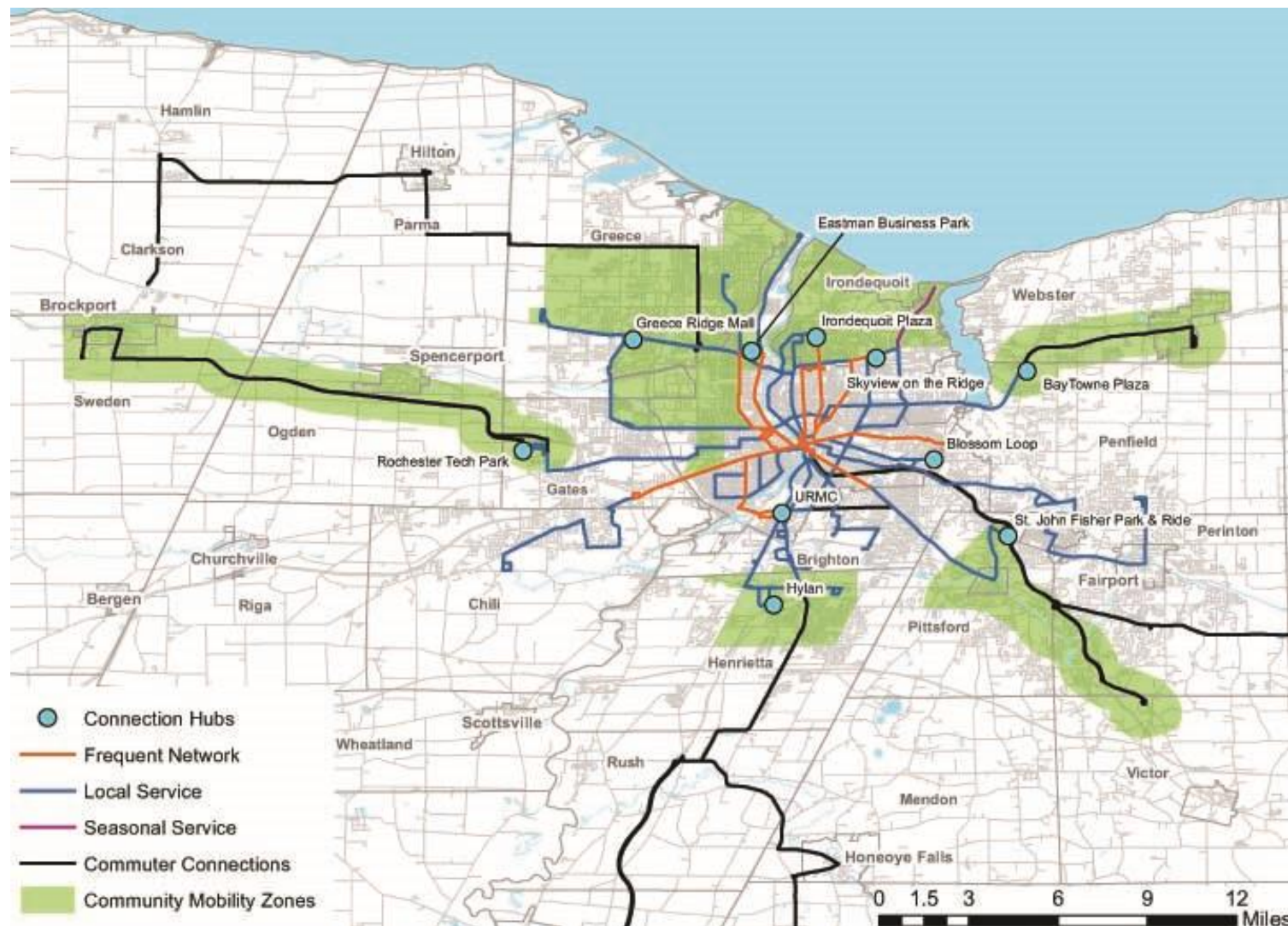
### Freightliner Custom:

- Purchasing 5 buses
- For non-CMZ, high capacity commuter routes

### Capacity:

- 30 seated w/ 0 wheelchairs
- 28 seated w/ 1 wheelchair
- 26 seated w/ 2 wheelchairs

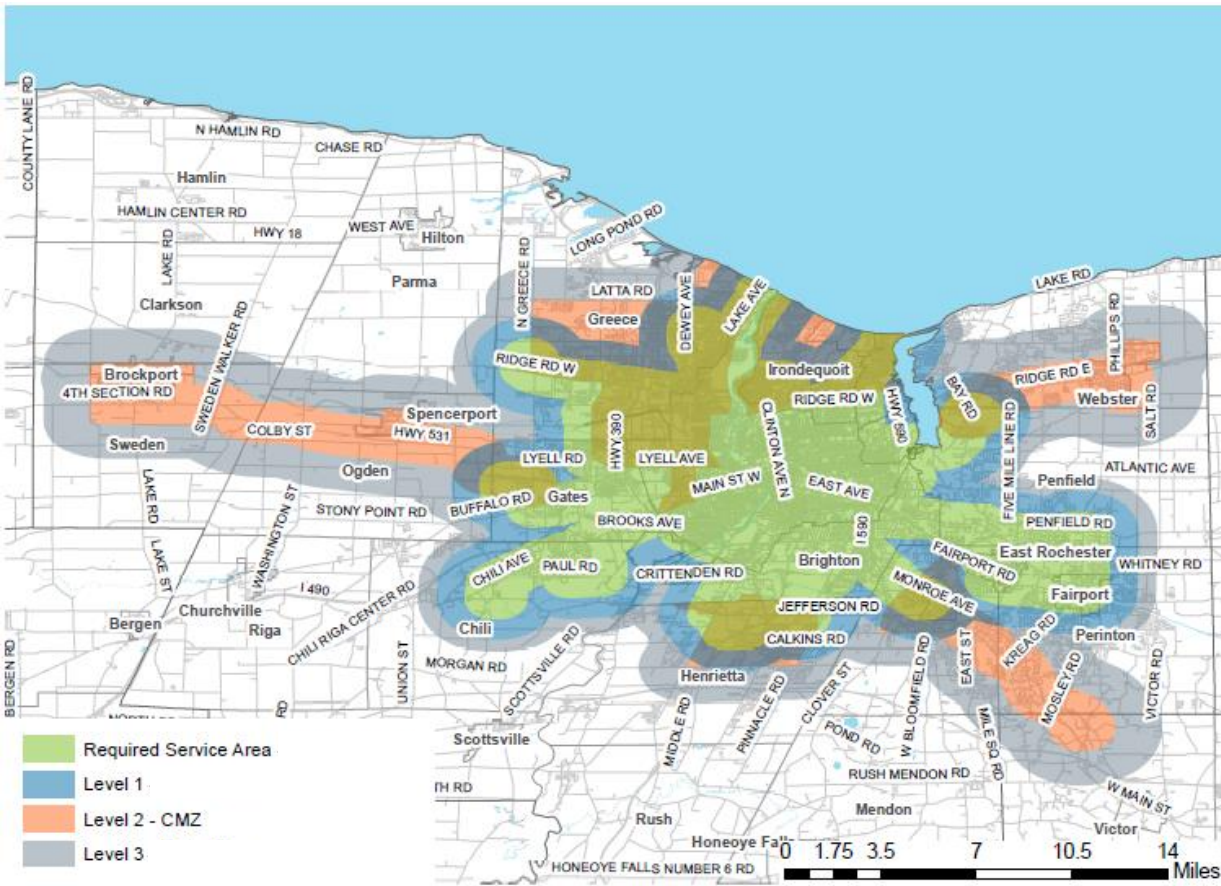
# Connection Hubs





# Paratransit Service

## Weekdays



### Required Area (Green):

- 5am – Midnight
- \$2 per ride

### Level 1 (Blue):

- 5am – Midnight
- \$2 per ride

### Level 2 (Orange):

- 5am – 10pm
- \$4 per ride

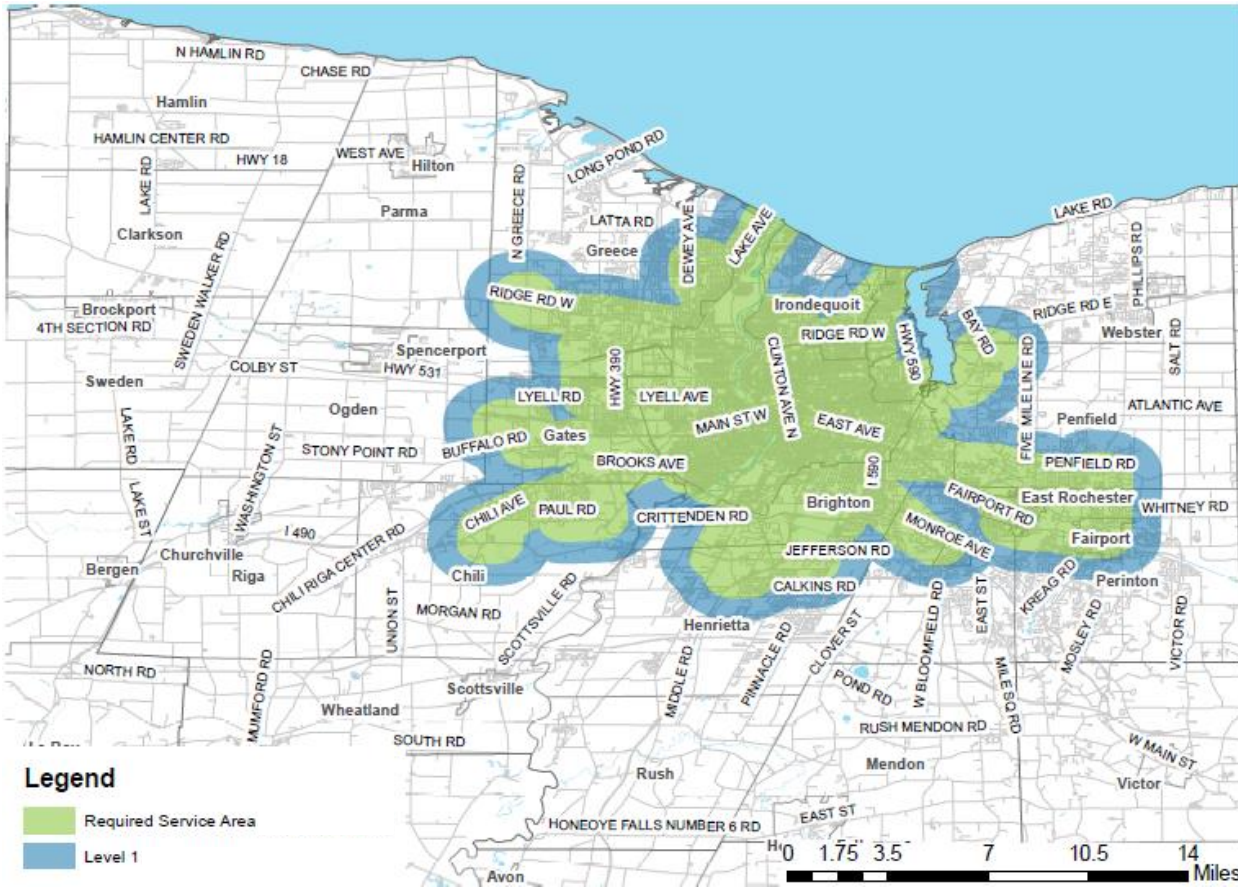
### Level 3 (Grey):

- 5am – 10pm
- \$8 per ride

**Same day service = Additional \$6 per trip**  
**\$20 Value Pass = \$22 in fares**

# Paratransit Service

## Weekends



### Required Area (Green):

- 6am – Midnight
- \$2 per ride

### Level 1 (Blue):

- 6am – Midnight
- \$2 per ride

### Free On Demand Service:

- RTS Access customers will ride free with RTS On Demand service in the CMZs 7-days a week to connect to the RTS Access service area and destinations within each zone

- **The new system will be more frequent, reliable, connected and flexible**
- **9% more service hours = more access to better transit**
- **Fixed routes will be more frequent and direct with shorter wait times**
  - Routes will run 7-days a week and do the same thing every trip
  - 95% of current customers will have access to improved fixed routes
  - 64% will have access to routes that run frequently
  - 1/3 of all jobs in Monroe County will have access to the frequent network
- **On Demand service in CMZs will offer customized travel for planned and impulse trips**
- **Current commuters in outlying areas will have access to 8 Commuter Routes to ensure access to and from work**
- **All trips completed via RTS Access in 2018 are able to be completed under the new system**





[reimagine.myrts.com](http://reimagine.myrts.com)

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