



## **FOR IMMEDIATE RELEASE**

July 3, 2014

### **Media contact**

Carole Dowling

Work: (585) 654-0730

Cell: (585) 733-0346

[cdowling@rgrta.com](mailto:cdowling@rgrta.com)

## **Information Sessions and Public Hearing Scheduled For Lift Line Service**

*Customers and community are invited to weigh-in about proposed improvements to RGRTA paratransit service.*

To meet the changing needs of the ADA population and customers with mobility issues, RGRTA is proposing improvements to its paratransit service, Lift Line. RGRTA is inviting customers to learn more about the proposed improvements online at [www.rgrta.com](http://www.rgrta.com) and during four Public Information Sessions in July.

An official Public Hearing for customers' comments, concerns and questions is set for July 19. At the Public Hearing, the public will be required to register to speak in advance and all comments will be presented to the Rochester Genesee Regional Transportation Authority (RGRTA) Board.

Proposed changes are expected to provide a better customer experience through the use of technology and other efficiencies. Improvements also include streamlining the approval and recertification process. Changes will go into effect Oct. 1, 2014.

Information sessions are:

- 6 to 8 p.m. Tuesday, July 8—Association for the Blind and Visually Impaired (ABVI), 422 South Clinton Avenue (2<sup>nd</sup> floor), Rochester
- 6 to 8 p.m. Thursday, July 10—RGRTA Board Room, 1372 East Main Street, Rochester
- 1 to 3 p.m. Saturday, July 12, ARC of Monroe County (Community Room), 2657 West Henrietta Road, Henrietta
- 6 to 8 p.m. Monday, July 14, Town of Gates Town Hall (Annex Room), 1605 Buffalo Road, Gates

The Public Hearing is set for 2 p.m. Saturday, July 19, at SUNY Brockport Metro Center, 55 St. Paul Street, Rochester.

For more information, visit <http://www.rgrta.com/LiftLine/ProposedUpdates.aspx>.

### **About Lift Line**

*Lift Line is an RGRTA paratransit service which mirrors the RTS fixed-route service in Monroe County. Lift Line buses provide curb-to-curb, shared-ride service for customers who are unable to ride the bus. Lift Line serves nearly 3,000 active customers in Monroe County and has provided more than 178,000 rides in the past year, covering 1.6 million miles. Lift Line services meet or exceed ADA regulations. Lift Line service is known for providing customers with transportation to medical appointments and shopping but customers can also use Life Line service to reach any destination. For more information about Lift Line, contact them at (585) 654-8330 or visit their website at <https://www.rqrta.com/LiftLine/ServiceOverview.aspx>.*

### **About RGRTA**

*Rochester Genesee Regional Transportation Authority provides public bus transportation in Monroe, Genesee, Livingston, Orleans, Seneca, Wayne, and Wyoming counties. Orleans County also will join RGRTA as of Aug. 1, 2014. Recognized as one of the best-run transit systems in the nation, our 840+ employees proudly enjoy serving our customers who count on us for more than 18.5 million rides each year. A public benefit entity and one of four regional transportation authorities in New York State, RGRTA is governed by 13 appointed commissioners who represent the City of Rochester, County of Monroe, and the surrounding counties in which RGRTA provides services. For more information, visit [www.rqrta.com](http://www.rqrta.com).*

###