



## **2011 Resident Survey**

### **Comments Submitted by Survey Participants**

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## Assessor

Assessments only go in one direction -UP! There's little question in my mind that house values have gone down in the past two years and will remind lower for sometime into the future. What's being done to adjust assessments ? Why not ?

I need to talk with the town assessor regarding my property taxes. I need to check the web site to see if the necessary contact information is there and then make an appointment to meet with him.

## Communications

If leaf and brush removal is late, send out an email -- our neighborhoods often have rules that restrict having debris at the curb for a long while. Help us to meet our neighborly obligations by picking up debris on time, on the day that the notices say the debris will be picked up.If leaf pickup is ahead of schedule, indicate this on the map used in the Fall -- the map should be accurate. In the last year, it was not at all accurate, so we often missed the opportunity for pickup, unless we left our leaves at the curb for weeks. When neighbors leave debris out that long, it blows into other neighbors yards. Help us to respect our neighbors by picking up debris when you say you will. Period.

Better response time when discussing an issue regarding safety, and if and when it would be resolved.

Contact by Town officials to discuss problems

Continue to have a knowledgeable person available to take phone calls about xyz.

Telephone connections are fine.

E-mail notification and transaction of dog license renewal

Having the ability to send an email to the proper department or phone them up and get an answer would be helpful. It would be helpful if there was a directory of individuals in specific departments who can be identified via email address to respond to a question and or forward the question to the proper department or individual. An email response or phone call back would be excellent.

I really like the content and format of the weekly enews. That keeps me best connected. I think the Town does a marvelous job of keeping us connected. I LOVE the Pittsford Celebrates and Positively Pittsford as well as Library activities for kids and youth. Please keep those going.

I would like a face to face contact sometimes because in an e-mail..the issue and facts do not get communicated properly and I would like issues to be resolved instead of back and forth e-mails that don't get understood. For example when a neighbor breaks the rules or laws of the town, I would like to meet with someone to convey the issue because when I have e-mailed, either they do not really want to tackle the issue or it goes around and around, until I get frustrated and give up...

I would like to see the resident service request form put back on the website. That was a very efficient tool for communicating with the public works office regarding potholes, street conditions, etc. There is information on the website indicating that it is an option for communicating with the department, but I have scoured the town website and have not been able to find this form. When I mentioned it to staff at Town Hall they too could not find the form online. This form should definitely be made available online. As a footnote - when I was able to use it a while back to express a concern, the staff did an excellent job of following up to make sure my concern had been satisfactorily addressed.

I would love to see you go more electronic. I really appreciate the incredible communication Pittsford does - there is really no excuse for not knowing what is going on. However, I don't like to see so much paper coming to the house.

If they have problems I'd like them to mail me info.

Channel 12 - Disappointing. Just trying to get a schedule is difficult. Sound is often poor- especially music, voice. Some personal interviews ex-town/village history (authoris, nostalgia, politics - village/town leaders-candidates; our colleges - a choice of lectures, sports, etc. Developmting Schoen Place.

I think the Town of Pittsford is doing a fantastic job. I appreciate efforts to prevent raising taxes and am disappointed that there will be an increase this year.

# General

Get better facilities so i we visit them and can see waht is going on around us!

A nearly complete replacement of Town staff.

all OK at the moment

Although not a Town issue, the fire alarm is antiquated and needs to be replaced with pagers or other current form of communication. It is much too loud.

Current administration does a good job!

Currently, I believe it is easy to conduct business with the Twn of Pittsford

Doing a good job!

Easy to conduct - no problems

Eveyrone at the Town Hall, in particualr Supervisor Bill Carpenter go out of their way to be friendly, courteous, and helpful

Fully satisfied as is.

Get to know people involved in town government.

I am generally very satisfield. Keeping the taxes level for yet another year is good. Road work keeps the roads passable in the winter.

I am very satisfied with the service the town provides now. I have a permanent handicapped parking permit and when it was due for renewal, you contacted me and I was able to renew by mail. Excellent!

I appreciate your letting me take a small amount of "Milling Debris" to fill pot holes at our cottage. Thank you.

i don't have recommendations for improvement. You are easily accessible by car, the counters are never very busy, the staff both upstairs and down are great. Anytime i call with questions, someone is very helpful. It's all good from my perspective.

I haven't been to the Town Hall in the last 12 months but have always found it very easy to conduct business there. The website is an excellent resource and with a bit of searching, I can usually find everything I need. Town services are excellent and I am amazed every year at the quality and speed of snow removal. Thanks to all town employees.

I think it's very well handled as is

I think things work fine in general. No issues.

I think you are all doing a great job, keep up the good work.

I visit the town hall if I need answers or call for names.

If the town government would be responsive to its residents.

I'm not sure how physically accessible Town Hall is. If not very accessible, the time will come when that will be an issue for me.

In general the town of Pittsford is doing a good job.

It is easy now.

Its great the way I do it now.

It's pretty good as is.

No changes are needed I find it easy to use the website or call the office during business hours.

No major comments regarding this at this time.

No problem.

no suggestions at this time

No, the town is absolutely perfect. As a resident I can only rave about all the offered services, and opportunities the town provides.

Not a business owner

NOTHING WE CAN THINK OF AT THIS TIME.

## General Continued

Nothing! We're extremely happy with the way business is conducted by the Town of Pittsford. The hours of operation are just right. Supervisor Carpenter and other Town employees are easily accessible. It's a great place to live. Thank you for everything you do to keep it running smoothly.

Nothing. Everyone is very pleasant and helpful (even when they have to tell you something you don't want to hear).

Nothing. You're doing a great job!

Pittsford is the best community in which we have resided, and is far superior to the towns in Massachusetts, New Jersey and Texas where we resided. Well done.

The few complaints that we have had over the years have been addressed in a timely, efficient manner.

The town does a great job

The town is run very well. Well satisfied with administration.

The Town of Pittsford is great and well run! Job well done to the Supervisor and all the staff!

We are empty nesters now and know the taxes are too HIGH. We feel like we are carrying the burden beyond our responsibility. We belong to the Southeast YMCA and do not use your facilities as they are not as good. We are 5 years from retirement and will leave the area due to the high tax structure. Enjoy leeching on us the next 5 years.

We are happy residents and thank the Town of Pittsford for helping to enhance the quality of life in our community.

We have had little occasion to interact with the Town of Pittsford but when we have the response has been helpful and cordial. I can think of nothing that would make it easier.

we have lived in Pittsford for over 50 years. we are proud of our village..we are proud to live here.

We have only had to conduct very minimal business with the town, but have found everyone who works with debris collection, the tax assessor, the building inspector, and the representatives for the town, that happen to be in the Town Hall pleasant, helpful, and easy to work with. We are big fans of the mobile DMV in Town Hall as well, this is a big time saver. Please thank the staff

We just moved to Pittsford in March, so there are items for which I cannot yet comment, but overall, we have been very pleased.

We've lived here a long time so we know and appreciate the routines of communication.

While I don't always agree with every action the town takes I do think that it is run in an extremely open fashion. I like the weekly email & find it very useful with lots of good information.

Your doing a great job!!!

## Hours

Evening hours (11 am - 7 pm) one day per month OR early morning hours (7 am - 3 pm) one day per month OR weekend hours (9 am - 1 pm) one day per month.

Evening hours once a week or Saturday morning hours.

Expanded hours of operation for the library (Sunday hours).

Extended hours or Saturday hours.

Flexible hours for departments so I can get a license of permit on my way to or from work. (7-7?)

have a specific time when the officials are in their offices - coming down to talk with them and then they are in a meeting wastes my time.

Have town offices be open only several times a week, not every day or abolish town and have county do everything.

later hours for those who work during the day - even 2 or 3 days would make it easier

Perhaps have extended hours at town hall once a week for those of us who work outside of Pittsford.

Saturday hours

Saturday hours 10 am to noon or 1 pm. You need a larger Town Hall parking lot. Thanks for passport and DMV days. Have you ever thought about later hours until 7 pm for those that work? Even one or two days a week. Thanks for the mulch.

Saturday hours or evening hours after 5pm.

Saturday/evening hours

## Information

A contact list (in print and on web site of whom to contact for what--phone no, email address, etc.

A magnetic for your refrigerator with the town offices numbers listed and brief scope of responsibility, hours. I still like getting the flyers that detail for example the leaf collection and events. Easier to check than getting on-line and not everyone in the community has access to computers, etc.

A mailing of key rules and regulations that many residents abuse or are not aware of; such as: when building permits are required, pet rules (especially accessive barking), parking rules (especially unlicensed vehicles)

A single list of people to contact for specific types of problems -- ie a FAQ section where you list possible problems, and who to contact. Have people promise to respond to concerns within 24 hours.

Although I am sure I could serch for it, it wouldbe nice to have a listing of business with phone numbers and their specialtiy, including lawyers, dentists, nail salons, seamstresses etc on a card that was availalbe at a glance. There are so many great businesses up there, and I don't think that we do a good job of promoting what we have.

Conducting our business with the Town of Pittsford would be easier if we were aware of all the programs offered to the residents. Filling out this survey was very enlightening as we had no idea there were so many programs offered. Now, to perform the task of getting more information.

I would love to see (have a "user friendly" towon map that identifies all roads and key landmarks, within its borders - to scale...and distances (approx) to other key, regional destinations.

Put the names, area of responsibility, email links and telephone numbers of everyone who oversees one of the town's activities on the town's HOME PAGE. A resident with a concern about the library hours, the conditions of the trails, or a collapsing section of road should be able to reach the person who can do something about it with a single click or phone call. As the page stands now, that information--if it's present at all--is deeply buried.

recently moved from Lower Makefield Township, PA (near Philadelphia. I cannot figure out the responsibilities of the various Boards and cannot easily find that information on the website. Pittsford is not governed like my old township and I cannot figure out who to call or go to. So a guide to the township's operations would help someone re-locating here from outside the area.

## King's Bend Park

I know that King's Bend is a popular facility, but wonder if the current lottery process is necessary for the "off peak" weekends (after Labor Day to Memorial Day). I would suggest that those who have these days can pay a year in advance to hold the date for next year, non-refundable 90 days before the event. Some groups have annual events that work well in King's Bend and this would guarantee their space and benefit the Town. In demand dates go into the lottery.

## Library

Better Library hours. Needs to be open on the weekends in the Summer.

My teen daughter is an avid reader. She does not like the selection of teen books in the Pittsford library. As a result, we are driving to Henrietta, Fairport and Webster often and conduct business in those communities on the way.. In addition, for research projects that are assigned at Sutherland, she finds there is a lack resources at our library in Pittsford.

I hate that the Library is closed on weekends in the summer. Also the pittsfor selection of children and young adult recorded books is the worst of any library in the area--I have to go to Fairport or Brighton to find a good selection.

I wish the library was open on the weekends in the summer and earlier on Sundays during the year.

I would really, really like to the Pittsford Community Library to be open on weekends in the summer. As a freelance writer, and parent, I visit the library frequently (at least 4x/wk), but in summer, I'm forced to drive (using gas, and time) elsewhere to do research and work.) I've also worked at the library circ desk during the summer, and I can assure you that curtailing weekend hrs means that the library is EXTREMELY BUSY during the summer weekdays. Check-out lines are long, and staff are frequently working extra hrs to process materials in a timely fashion. Retaining at least one weekend day open would relieve that pressure and make it much easier for families and others to enjoy the library's valuable resources.

## Library Continued

I'll love to see the library open on the days surrounding a holiday - that's when the kids are out of school and most adults have off from work as well. It seems that the library is closed for long holiday weekends.

Library hours are my only major complaint. As a working parents, when the library is closed on the weekends through the summer, that means the town library is essentially off limits to my kids and me for 2+ months. I would also like to see the library open earlier on Sundays--11 or even noon

Longer library hours AND less closings. Why so many closings in the summer?!? Do people stop reading in the summer? I don't think so!!

Reserving facilities at the library is far too limiting. My community organizations needs to be able to plan further in advance than their current three-months-out for booking rooms system.

The library staff is very unfriendly and can border on being rude.

## Mailings

Content of mailings is good, but if material is available online why not investigate ways to cut down on the mailings to save money and resources?

Give me the option to opt out of receiving regular mail to go green.

## Parking

Better parking.

Concerned about parking in the Village of Pittsford. Few spots available on Main Street.

Convenient parking; often can't find a space during business hours.

keep working on the parking problem

Make the parking spots smaller so there can be more of them. We should not have to cater to the biggest most wasteful gas guzzlers in existence. Maybe even go back to slant parking. Geneseo and East Rochester have it.

more convenient parking places

More parking; solve Schoen Place parking/driving

More public parking and more ability to submit materials to the town online.

Parking. Traffic control.

Perhaps dedicated parking spots for 10-15 minutes in front of the town hall just for town hall business. Expanded evening hours one night a week.

Traffic and parking is difficult but is a difficult thing to correct. Parking behind the Town Hall when the DMV office is often full and difficult to maneuver when cars are parked crooked or illegally.

## Planning

Slow the growth as Pittsford is getting too big. I assume business taxes in town must be too high as many vacant stores which looks bad.

The Town needs to research the availability for more affordable housing options. The Town is less the 3 years away from one home builder owner 90 percent of the land remaining that can be developed for housing. This builder does an excellent job but his homes start above \$500,000. Then home building activity will be close to non-existent. With today's economic conditions only a select number of people can afford a home in this price bucket.

## Recreation

Having respectable modern recreational and Sr. Center facilities

I believe that our Town Rec center is long overdue for an overhaul - When we see that a particular activity/event is taking place there, we are totally discouraged.

I was upset the last time that I was in for Childcare and Ms. Nancy was able to pull up my user name AND PASSWORD and write it down for me on a piece of paper. User name - yes, but to be able to access my password is unacceptable, no one should be able to do that, resetting a password is an entirely different story but being able to see it????????Your website is also not very user friendly in being able to find events.

I would like to see an upgrade to the Pittsford Recreational Center. I would also like to see a public spray area for children and or a safe skating area for teens.

I would really like to see the community center discussion opened again- our current center is extremely outdated. Perinton is the trend-setter here- and they have outdone Pittsford in every way.

I'm very disappointed that Pittsford is the only community around that has no pickleball courts. I've called and emailed and still have not gotten a response to my concerns. It's been over a month - you just can't be that busy! It just isn't important to you I guess.

more adult offerings in the recreation brochure

For recreation, I would like to see more adult recreation leagues (basketball, e.g.).

Need better rec facilities

Pittsford does not offer adequate child care and family recreational programs. The Spiegel center is in terrible condition, and the preschool classes offered are less than adequate. The childcare facility is also in need of improvement, the few times we tried it I noticed the staff were hardly interacting with the kids/parents and a door to one room was unlocked with a baby sitting there unattended. I have been very disappointed with what the town has to offer.

SPIEGEL CENTER

The online recreation registration site is good but could be even better. Ease of use to navigate to the information you want for registering is the key opportunity.

There's still some of us "oldies" but "goodies" who don't have nor want computers or cable. So, please don't forget about us. Your "Recreation Programs" we'd partake in, but I just have had back surgery and my husband ended up in a respite home. But we certainly would partake in Senior programs and wellness.

## School District

I would like to see the Pittsford Mendon HS with a softball field of their own, not having to rely on Thornell Farm Park (and their determining if it is usable)

## Services

Town roads, specifically residential neighborhoods, need significant repair. Stormwater catch basins and outfalls need repair as well.

As a retiree, I don't have many occasions "to conduct business with the town of Pittsford". Recently, my handicap parking permit for my car has been smoothly and painlessly renewed by the town using regular mail. I appreciate that!

One concern I have. My neighbor has had trash out by the roadside since last fall. It includes concrete, wooden fence, etc. It seems to me that the town should be concerned about that. It has now been moved closer to the edge of the road so a snow plow would hit it where it is now. Someone should contact him to remove it or tell him how to get rid of it.

I have needed several building permits in the last 12 months, and I would tell you that the inspectors and staff in the town hall are great. VERY friendly, and helpful. Great folks.

i live in the village, so do not often interact with the town. My only real problem with village services is dumping snow in the mouth of my driveway by both the sidewalk plows (village) and street plows (state). As I get on in years, moving that very heavy snow becomes increasingly difficult.

I think it would be fabulous to have a sidewalk or dedicated bike path down East Ave. Connecting St. John Fisher and the surrounding neighborhoods to the Village. This would make it safer for families and students to walk and bike to the Village.

## Services Continued

Also, I am glad the Farmer's market moved closer to the the canal - but since the Library is closed in the summer, couldn't the Farmer's Market be in the Library parking lot during the summer to make it a more centralized and community gathering spot. Easy for bikers and walkers to come and get weekly goods.

I'd like to be able to arrange to have my taxes (school & county) via credit card (without processing fee) \*OR\* via electronic funds transfer from my bank (HSBC), rather than having to mail in a check. I really appreciate being able to download my school & county tax bill, although this doesn't work reliably with Mozilla FireFox web browser - I have to use Microsoft Internet Explorer.

I'm dismayed that your Containerized Material pickup service sometimes decides to not empty one of my containers because it seems "too heavy". I'm 74. If I can fill them up with a bad back you should be able to empty them. Man up!!

It would be wonderful if more sidewalks would be installed to connect various neighborhoods off major streets, ie Calkins Road and Stone Road

We can't say enough good things about the town employees who handle the yard debris and snowplowing--they're really great.

Longer season for leaf and debris pick-up in the late fall

The Weekly brush pick-up leave the cans on the white line of Mendon road. Cars have to swerve to get around them or they just run over them. If you would like to see them and the tire marks I'd be happy to bring them to show you. I have them duck-taped and continue to use them. I have called the Highway dept. Only answer I get is a machine. Never has anyone called back... cans I am still using they are trashed-but oh well. Why should I replace them when they will just get run over again.

My biggest fear is that someone will be injured by a swerving car. I will sue the town if that is the case. Why can't the collectors put the cans together and then place them well into my yard where they will stay until I get home from work to put them away. If they truly were concerned about the residents of the town maybe they would care about the job they are doing and think of the problems they can cause. I have witnessed many cans in the road. Tell the company they should not be in such a hurry, but more concerned with the service they provide to the residents- safety should be tops on the list! I would speak to the pick-up crew, but am not here when they do pick-up.

## Taxes

When can we see our gov't. Running at lower costs to lower our taxes . Both property and school .

would like to see more effort directed at reducing the town' budget. maybe only pick up clippings, leaves etc. every other week. also, make it easier to drop off material at the dump. How about consolidating the town and the village governments and administration.

## Traffic

Change the traffic somehow!! We totally AVOID the town of Pittsford as much as possible, do not use any of it's facilities or anything...all because of the traffic!! Hate it if we have to go through there for anything! Such a shame. Nice stuff down there but not worth th traffic headaches.

Driving through the village, certain times of the day, is difficult. That is when I choose to do business outside of the Town of Pittsford. It would be great to address the traffic congestion.

Increase posted speed limits.

Less traffic congestion and more courteous, attentive drivers!

Our only other concern is that our neighborhood (Alpine) continues to see cars passing through at high rates of speed. We would love to see the back exit onto Fairport Road closed off to traffic entirely.

# Traffic Continued

Most things are really good in Pittsford. The one thing I would love to see solved is the daily traffic jam going through the town four corners. It is a meaningful delay getting from Rt 64 south of Jefferson to the Washington St intersection north of town. I sometimes remember to go Knickerbocher/Marsh/Schoen place instead. The back up on Monroe from Pittsford Plaza direction is also meaningful. I often cut through Sutherland/Lincoln Ave or Jefferson to avoid it. I am not sure of a solution, but my first suggestion would be to have a study done on whether a different timing of the four corners traffic lights would help. I often have the feeling that the cars just get started moving when it changes. It is easier to keep them moving than start them moving, so a longer light may clear more cars proportionally than the increase of time.

My next idea is to connect the traffic light timing controls to new imbedded sensor wire loops in the pavement. When placed well, these are extremely helpful in letting a empty lane be cut short to give time to a full lane. It has been very helpful and much appreciated at the Stone/Rt64/cemetery traffic light.

The new pavement on Jefferson between 590 and WestHenrietta Rd has been filled with extensive use of sensor loops, and many of them are a distance back from the light to catch the bad backups. Candidates are Four corners, Jefferson/Rt64, Jefferson/Sutherland, Monroe at the library. Just a bunch of my best suggestions. Best of luck.

## Solving the traffic problem

Timing of the traffic lights --- the congestion on a daily basis to get through the Village is awful. The light timing could be increased to allow traffic to move more readily.

Town transportation department was TOTALLY unresponsive to two email inquiries in the past 6-7 months (in December to February time period) from me about traffic danger due to lack of stop signs at Bromley/Kalleston intersection. I was nearly hit by 2 cars that just drove right through Bromley/Kalleston intersection when the cars were turning left from Kalleston onto Bromley. I was in my car heading into our adjacent cul-de-sac where we live at 76 Bromley, and I was driving very slowly, and yet I could not see those reckless drivers and was nearly hit twice when they sped right through without even slowing down. I also explained in my email that the next intersection over, at Bromley/Fletcher, has no stop sign either and poses the same danger.

I explained the problems in precise detail in my email to the transportation department, saying that some shrubs/trees added to the danger by causing poor visibility for responsible drivers who are trying to look out for and avoid the irresponsible drivers who run right through those 2 intersections. Maybe the shrubs/trees wouldn't cause such a traffic hazard if those 2 intersections had stop signs? Someone in the transportation department answered my first email by saying only "we'll look into this issue and get back to you." No one ever got back to me at all, with a decision much less an explanation of the reasons for not installing stop signs. So, I sent a second email, which was never answered at all. This is terrible service and inexcusable because I pointed out a safety issue in areas where lots of children live, and where residents are often out walking, especially in non-winter weather (often walking dogs).

My next-door neighbor, had to make repeated requests to get a stop sign put in at the heavily-traveled and VERY dangerous intersection of Bromley and Country Oaks (between Bromley and Barker Road). Finally, the Town put in a stop sign some time in the past year or so, after a car accident that I heard was caused by a driver who went through the intersection without adequately stopping first. Sure, even stop signs are run through by reckless drivers, but most drivers will abide by them or at least make a rolling stop. Stop signs will reduce accidents and near-accidents. They are INEXPENSIVE to install. If the Town indeed IS installing stop signs at Bromley/Kalleston and Bromley/Fletcher intersections, the Town's service and communication in regard to my legitimate concerns was lousy because I never got a substantive response of any kind to my 2 emails.

More generally, I think that it is inexplicable and indeed unconscionable that our Pittsford residents and their children (which definitely includes our terrific subdivision, Pittsford Highlands), are needlessly exposed to traffic dangers caused by lack of stop signs. The danger from drivers running right through many intersections that lack stop signs THROUGHOUT Pittsford Highlands subdivisions (and undoubtedly other subdivisions) could be SO EASILY AND INEXPENSIVELY FIXED by the transportation department.

All that said, Pittsford does SO MANY wonderful things for its residents and I LOVE living here and on Bromley Road. The Town's general excellence in most services that it provides to its residents -- who shoulder among the highest percentage property tax burden in the entire nation as measured by cost per \$1,000 of assessed value -- makes it all the more inexplicable and inexcusable that the Town transportation department continues to ignore the safety problems posed by having no stop signs at so many intersections.

Thank you for soliciting my input with this excellent survey, and for listening to my concerns.

## Village

It would be so nice if there was a smaller Wegmans right in the village of Pittsford. There are plenty of open office spaces and the smaller version could carry the top 75-100 items that Wegmans sells. It would be more convenient than going to Pittsford Plaza or Calkins Road location. Also, a nice sub shop would be good...hope to see all the empty buildings/former restaurants utilized. Pittsford needs to model itself a bit more like Fairport and really utilize the fact we have a village with a canal going through it. Waterfront property can be a real draw for locals and tourists if done correctly.

Need a better understanding of the overall roles of the Village government vs. the Town government in Canal development, traffic flow, and Village business development. Seems like overall Business Development is lacking.

the town should get rid of the village board and combine the services. It would not cause any loss of jobs except for the village board. Would save money and the town would not need to own the other building.

try to bring more business to the village, and avoid sprawl outside the village. Not crazy about shops along the canal at the old Monaco Oil site because that will empty to the village and drain the energy from the area

We would like to see consolidation of services to benefit everyone in Pittsford, not only the villagers. Sidewalks along East Street would be beneficial to walkers, runners, etc.

## Web

Website navigation is confusing. It is unlike the navigation scheme on any other major website.

functional requests for service pages on the website

I think that the website is difficult to find information on because it would seem you assume that we know under what category to look for something and the "search" function is not at all helpful.

More e-services

More online services (make all forms available online: alarms forms, etc.).

the web could be easier to navigate, but overall I feel the town does a fairly good job communicating.

The website is a mess. Impossible to find info because of the clutter - not useful. When going to town hall, information is not uniform. Different answer from different people. No way to get the straight story.

The website is not easy to use. I always struggle to find recreation info.

## Canal

Need more improvements to canal area - additional docks and better facilities for boaters.

Continue making the Canal a focal point through improvement (when necessary) - I use it a lot and think that it is a wonderful asset.

I like the improvements that are happening along the canal and hope to see more in the future. I can't wait for the improvements along the canal where it passes under Monroe Ave. With children biking, it will be nice to avoid biking through the adjacent neighborhood and the traffic.

One thing I would like to see is more development and activities near the canal and canal trail; also more promotion of the Pittsford canal lock area;

Need to resurface the canal.

## Communications

I would prefer to receive communications from the town via email rather than postal mail. I think that if a household is registered for e-news that should be an option. This should apply to most communications - events schedules, lawn debris pickup, rec programs, etc. I think it would save the town money and stop wasting paper/energy to print and deliver.

would like some mention of any crimes in the area to alert residents of any trends near their street etc

Get rid of channel 12

I watch Cable 12 and I heard rumors you are stopping it! I watched the Memorial Day Parade on it because I couldn't go in person. Please continue to broadcast the events!

The Town of Pittsford website is not as easy to navigate as it could be. (I've heard this especially from some of our senior residents). The organization of the home page is not as obvious as it might be with the "Quick Links," "General Information/Data," and "Get It Done Online" division of topics - for example why is the Voter Information link under one heading and the Library Information under a different one? Although I now can navigate it without much problem it is unwieldy and not always easy to master, again especially for our senior residents. It might be helpful to obtain some initial user advice from someone very unfamiliar with Pittsford..

Channel 12 - why not do features on local residents? The ER Channel 12 does a great job of showcasing local residents involvement in the community. For example, the great musical that is performed by Monroe County HS students runs on channel 12 - which includes Pittsford Students and is co-produced by a Pittsford resident, Casey Filiaci. Why not do an interview with him and his team? Or run this musical? Also, ER Channel 12 features local residents who grow gardens, have a tie in the history of the town, and documentaries that have been done on the town and the growth of the town. Even one showing in black and white on how the steel rail cars were made. I think you have a GREAT resource that is being under utilized! ER Channel 12 even features a local cooking show of which Senator Alessi was a guest cook!

## Customer Service

Customer service in response to my need has been very good. Sometimes a call is routed to several locations or people. Staff at Town Hall does not always know the answer so I am sent to another building or phone number. That is about the only thing that annoys me.

## General

Let's continue to support the Farmer's Market off of Monroe Ave. It is a great local resource. Please help it grow and flourish.

Our house is in Pittsford - but are in the Brighton school district - most of our time is spent there.

better collaboration with SE YMCA,

Put a deer control program into effect.

Would love to see Pittsford's farm market be relocated into the village and take on a more social and environmentally sustainable policy (similar to Brighton).

The Farmers' Market seems out of the way -- any chance of having the farm market closer to the village? We frequently went to the Brighton winter farm market when they moved inside to their senior center facility after October. Would like to see more localvore promotion.

Speaking of the open, most of residents on kilbourn are older and no longer have young children. Building and repairing schools is very important, it help us old folks to park cars on curbside property to ease the taxes for the new and repairing of schools

Also -- wi-fi throughout the town would be a great leading-edge addition that would attract both residents and commerce.

How about townwide WiFi.

Just moved back to Pittsford after 6 years in Perinton - am a 31 year resident otherwise.

## Governmental

Stop providing all these programs unless the fees cover them. Stop all these mailings - use the Web - it is free. Get workers to do more - I visited Town Hall Building Dept. for the first time in 10 years this year. And had a wonderful conversation with an employee for 45 minutes about world events (not Pittsford business) because he had nothing to do!! He was shooting the bull with another employee when I came back a week later as well. Why does he have no work?

Also, the number of people who actually work on your work crews is far too few for the amount of work that needs doing in the village. Do you really need to have someone watching the person who is supposedly supervising or is everyone supervising the one person who is actually doing something?!

I still feel it is nuts to have both a village and a town but, then again, that looks sane compared to the composition of the school district!

The town management does what it wants without regard to the community members. We have issues with traffic, zoning, and special favors for select individuals/groups. The town communicates OUT very well. It doesn't necessarily take seriously much communication IN. I have attended the public input meetings in the past, and they feel very much like something on a check list, but input was not acted upon or even documented. Contrary comments magically become invisible in the notes. I don't feel like I have a voice.

I would like to see the town/village do more things to promote and help the small businesses so that there aren't so many vacant businesses in town/village.

I live on Harwood Lane and I am very disappointed in the way the Janes library is being neglected. The building should be cared for as if it were still being used as a library.

The town, collectively, needs to decide 2-3 things it wants to be really good at, and then get on and do it. We are a wealthy town, suffering from mediocrity. Take an example from Fairport/Perinton.

When neighborhood problems develop it would be helpful if town board members could visit the neighborhood involved to become aware of both sides of the controversy before a solution is decided !

The Town would be well served by publishing and securing a visual keepsake/calendar (annually) with photos (artwork of the "Beauties of Pittsford" monthly and key annual events noted on the monthly dates as they occur. Make it visually appealing enough and functionally content useful, and you'll have the Town connected, informed and proud to be a part of Pittsford!! :)

also would like to have information on volunteer activities in the community.

Submitted a person's name for "town person of the year" - never heard back as to who won and how they were recognized

## Governmental Continued

The Town Board and staff shouldn't bother to tell the taxpayers in Pittsford that Pittsford government processes and policies are in place to "help them." The processes in place are there only to preserve a greater "status quo," into which the taxpayer hopefully will fall. Town processes are inefficient, slow, mired in small-town bureaucracy, and geared toward preserving a provincial town outlook. There is no inclination to think dynamically or out of the box -- Pittsford knows what Pittsford knows.

Rules about zoning, building, etc, are cited and seemingly made up "on the spot" by desk staff, and turn out to be inconsistent, misleading, time-wasting, expensive, poorly informative, and frustrating to resident efforts. Call-backs to clarify questions are slow or never come. The "rules" toward different homeowners and taxpayers are applied arbitrarily and heavily based on "who knows whom." There is obvious favoritism toward Pittsford businesses and local connections (and no bones are made about this), to the point of an overtly obstructionist or dismissive attitude toward outside businesses and services that a Pittsford citizen might otherwise choose.

People making the ultimate decisions for projects, permits, regulations, etc, are questionably chosen and qualified, tend to squash alternative trends or outlooks, and tend to rubber-stamp an established "Pittsford" way of doing things.

The recent selection of a judge over more experienced candidates with better credentials for the job was blatant cronyism. And I make that statement as a lifelong Republican. I believe those involved in Pittsford Town Government who made this selection did not act in the best interests of the town residents - especially the Town Supervisor.

The only comment that I would have is that it would be good to see both governments a little less partisan. However, with that said the machinery runs well so I guess the saying "if it isn't broken don't fix it " holds, and the town government is a well oiled machine.

Put a mandatory retirement age on the Town Supervisor. Put term limits on town council members. Make the town historian an elected post.

Further, the one of the town's animal control people lives near by and his truck is in his driveway an impressive amount of time for a full-time position.

## Green

Could Pittsford have an electronics recycling event a few times a year? It would be OK if you joined with Brighton if you announced that you were doing so (promote it)!

Would like to see continued green initiatives

Pittsford has an opportunity to be greener, and initiate contests and incentives for residents and businesses. This would make Pittsford a better place to live.

Did you notice there wasn't one question regarding the environment in this survey? Is going green and supporting an environmentally friendly agenda part of the Pittsford strategy? I am not so sure with all of the residential building that is still continuing. Residential building equates to greater run off of water that contains environmental pollutants in addition to increasing global warming the additional asphalt roads, driveways, and roof shingles. Can it be said that Pittsford as a community doesn't care about the environment?

Would like to see facility and schedule for shredding paper documents.

Giant windmills at town Garage/s would be nice. A) it sets a good example, and B) would generate income for the town.

Hazardous, Electronic and Rx waste: Having one date in May is not enough to get all this recycling done. For people out of town, or who could not get an appt, it could be good to offer this again in the fall. Besides, if your TV or other electronic goes bust, you have to hold onto it for a year before you can dispose of it properly. The May date was busy; 700 appts. I had to wait over a half hour to make my appt. time. Cars ran back onto the main drag in Fairport. All that green effort was offset by cars idling. RX: I was told by one of your staff to dump my Rx in the water system. I see now that other towns offer programs. That information should be shared with residents; use other communities programs.

We wish there were more communications about how to dispose of paints and chemicals safely.

Encourage citizens to compost some of their sod, etc. This would save the town \$'s and lower their taxes!!

## Survey

Assume we will soon find out results of this survey, including profile of number respondents by means of completing survey & by demographics, & what Town plan is for surveying demographics that did not respond...

I'm willing to participate in a community focus group to gather feedback and define opportunities for improvement.

Please add VERY SATISFIED to your next survey--for in the long run,. that is our opinion of the services we receive.

You should have a category of "very satisfied" because the Town government and its employees should get the credit for the great job they do.

## Taxes & Finance

When a project is undertaken try to reduce the ongoing maintenance and upkeep expenses later. We'll save \$'s in the long run.

I use very few services and believe a town should provide very few services. Those that want services should pay for them. I am being driven out of my home by continued tax increases - forget about who is increasing them i.e. Town, County or School - THEY ARE GOING UP AND I CAN NOT AFFORD THEM! My house is FOR SALE but I can not get any buyers even though it is a beautiful house in EXCELLENT condition.

Be a leader in bringing public and private sector compensation in line with each other.

I am happy to live in this town. On balance, a great job in managing our taxes and providing services. I worry about the schools, and the balance needed between education and spending. We are in a time of belt-tightening and that is going to be a fact of life for the next 5-10 years at least.

Government spending and taxes are too high. Government at all levels needs to work very hard on reducing costs. The Town of Pittsford should make it a priority to reduce their total expenses year over year.

i think the taxes are too high. perhaps some of the above programs are not really necessary.

Need to keep property taxes down. The new library was a big mistake ... a boondoggle. Overall, a nice place to live but very expensive.

I would love to know more about how to dissect my tax statement and know how you are spending my tax dollars. I am unfamiliar with most of that and since the bill is so much of our income, I have got to learn more about it in order to feel better about living here. Presently, we have to weigh whether or not it is financially feasible to keep living here because the taxes are making it extremely hard to live well. If you are looking to upgrade your home, you can't look at many homes because of the taxes. It literally takes you out of the market. My sister's home in New Jersey is worth \$950,000 and she pays \$15,000 in property/school taxes. Our home is worth \$350,000 and we pay \$13,000!!!!!!!!!! You and Monroe County have got to do something about this or ALL your efforts will be dust in the wind.

Learn how my house value is assessed. I believe it is over valued and I shouldn't be paying the amount of taxes I currently am.

Keep taxes low and consolidate more services with adjacent Towns, and particularly with the Village. Having 2 municipal garages is ridiculous and a waste of taxpayer money!

Balancing the services provided against the taxes levied is most important to me. Taxes in New York State in general are too high. Please continue doing your job keeping the Pittsford Town portion under control.

It's a well known fact that Monroe County is in one of the highest tax brackets in NY. Pittsford's taxes are also known for being extremely high. We moved here from Albany because we had 3 children still in school. Pittsford does have one of the better school districts in the state. Other than that, I believe we are paying too much in local taxes for services/events that we could do without.

## Taxes & Finance Continued

Due to all the development in Pittsford I would like to know where all the tax money is going from this increased revenue and I do not want to hear this is what keeps our tax increases minimal. If anything they should be going down. Builders are putting up multiple 250K homes on farmland (that was designated as green space per the town's green print plan that they love taking glory for but have not held up their end by allowing conversion to residential areas). Tax revenue generated must be substantial - acre of farmland tax compared to 2 - 500,000 homes on the same plot.

The services I use are town snow plowing and yard debris removal. I can not think of anything else (although years ago I sent one child to Pittsford schools for 2 years. For this I pay over \$18,000 per year! It is unbelievable!!! I even have to pay for my own garbage to be removed. Something needs to be done. A 2% cap does not solve the problem when the base is SO HIGH!

I also feel the taxes are high.

I am very frustrated with taxes and waste and although the Town has held down some increases (and I complement you for that although the base is too high) the Schools are out of control with what we have to pay.

The real estate taxes in Pittsford and NY state in general are becoming prohibitive for seniors on fixed incomes. Many of my neighbors have sold their homes due to the tax burden. I simply do not understand why many other states have school systems as good as ours while maintaining their taxes at reasonable rates. My children went all through the Pittsford school system, grades K-12, went to excellent private colleges and have settled out of state where tax rates are lower. My grandchildren are all getting excellent public educations.

## Customer Service

I love the community events - Memorial day parade, positively pittsford, pittsford celebrates. Good job with the cones in the road to make the Memorial day Parade viewing better with no parked cars along the roadway!!!!

Yes I find the special town events that are offered throughout the year a wonderful community builder.

Keep up the good work with community events!

## Communications

i think the town does a great job with its newsletter and website which enables me to get info on programs and services.

Thank you for giving us the opportunity to provide feedback. I'm very happy with Pittsford :)

I am very pleased that you have reached out to your customers for input.

Thank you for providing an online survey that saves money and facilitates statistical analysis.

I think! I've seen your newly designed website for the first time today (in connection with this survey) and shall explore it further. In the past, I found it very useful to check when our sector would be due for leaf pick-up, say.

Otherwise, my wife and I absolutely LOVE living here. Thanks for the survey. ...

We are pleased with the Town's desire and ability to communicate with residents.

Thanks for giving us the opportunity to give feedback.

Thanks for allowing my suggestions. We love Pittsford and are happy to be here!

The town website is helpful.

Thank you for listening, and the survey is excellent. Among the best I've ever seen, and that includes surveys by for-profit companies.

Love the newsletter that comes out quaterly!

Love the weekly town emails. Really great way to keep me informed. Thanks.

## General

Pittsford is a great place to live a true community.

WE CONSIDER OURSELVES FORTUNATE TO LIVE IN SUCH A COMFORTABLE, SAFE, AND WELL RUN TOWN. DETAILS AND EXPECTATIONS ARE ALWAYS MET. TOWN AND VILLAGE COLABORATION ARE EXCELLENT. ITS A PLEASURE TO NOT ONLY LIVE IN THIS TOWN BUT TO ALSO HAVE A PLACE OF BUSINESS HERE.

Generally, we think the town is run really really well.

Pittsford is a great place to live and the town government is doing a fine job.

It is a pleasure to live in the Town of Pittsford, due in no small part to the services provided by town government. I just wish there was a way to do it for the same tax rate that they have in Henrietta.

I am in a position of leadership in the Pittsford area and I hear lots of comments about the services provided and they are almost always very positive, keep up the good work.

As life-long residents of the Town of Pittsford, we couldn't be happier! We send our huge "THANK YOU" for the terrific services you provide. Town employees are the greatest. Snow removal services are phenomenal!

We just moved here in September so we are still acclimating to the new town but we have been pleased with the services offered.

Keep up the good work!

We are lucky to have all your good services, have lived here all our lives and will continue to do so and be grateful for all your good service

Love living in Pittsford and the community in general

Overall the Town government does a good job.

## General Continued

Very pleased with the services town provides.
I am generally very happy living in Pittsford.
We have a great town, a great council and a terrific supervisor in Bill Carpenter.
Lived in numerous locations prior to Pittsford. This Town provides the most effective and timely responses to any of our concerns and issues.
We enjoy living here. Can you do anything about getting more sunshine!
I truly appreciate the efforts of so many people in keeping our town one of the most livable, distinctive and enjoyable in Monroe County!
I think the Town and all its employees and volunteers are doing a great job!
Overall rating for Pittsford is quite high.
In this age of budgetary concerns, I believe the Town government is doing an above average job of providing necessary services and being receptive to the needs of its residents.
We LOVE living here and we are very pleased with all that the Town does. In my opinion, everything that I have seen the Town do has been done right!! Great job!
Our Taxes are being well spent - keep up the good work!
Overall, I would say I'm very satisfied with the town services that I use. I greatly appreciate the planned town events (concerts, parade, etc.) and I also greatly appreciate the hard work by the town employees for snow removal and the leaf and yard debris collection. Job well done.
We are very spoiled living in the Town Of Pittsford! World class services, a quaint village, high quality of life. The library is first class all the way. The Town Of Pittsford really works hard at exceeding expectations and it really shows!!
Overall satisfied with the town services
Thank you for your services.
We have been here for many years and have found Pittsford town and village great place to live. (We have lived in both)
I repeatedly hear from our visitors to this area, how beautiful the town of Pittsford is. It has such an old town feel - I am proud to be a part of it.
Overall I am very satisfied with how the town is run.
The Town does an outstanding job in delivering services to the residents.
For me, all town activities are available and it would be a simple matter to get involved in any of them, if I so choose. This is very good for any of us residents,
I feel that there is a tremendous "behind the scenes" staff that make this Town function as well as it does. While the Supervisor and Board Members are visible and accessible, the staff makes it happen for most situations. I have had opportunities to speak with the Assessor on several occasions and he has been a tremendous help. I've spoken with the animal control folks and found them to be very willing to help. Anytime that I've needed to reserve facilities, the website works great and if there are issues, the staff responds immediately. I've never had an instance where I've had a bad experience with anyone in the Town. Thank you!!
Overall, I am happy with the town of Pittsford.
I admire the openness and efficiency that I see these days. I appreciate that Mr. Carpenter has a visible presence in the community and I have always found him to be available, and receptive, to my comments.
I consider it a privilege to live in Pittsford.
The Pittsford Board/leadership make a concerted effort to meet the needs of its residents.
Very happy with the town policies, government and the atmosphere.
We live in a townhouse complex and are away in the winter so have little experience with the snow removal, yard waste and debris removal etc. Overall, I believe that the town government is doing a good job in providing necessary services.

## General Continued

<p>I appreciate the services and opportunities offered in the Town of Pittsford. I esp. enjoy the trails, library, the option to attend some organized town functions, good gov't/fiscal responsibility practiced.</p>
<p>There is nothing better than setting by the Cannel, at Schone place on a sunny afternoon with a small gall of white wine!!</p>
<p>We have been very pleased with any concerns we have had in the past. Nearly immediate response to requests for road repair, street sweeping etc.</p>
<p>I can't think of a better place to live than in Pittsford.</p>
<p>Overall know the Town representatives and feel I can contact them, but they do offer answers before the question is asked. Just listen. The Town overall is great.</p>
<p>We are very please with all the services that the town offers. We take great pride in living in Pittsford. It's beautiful with its flowers, waterway and gardens, it's efficient in its delivery of services, and taxes are reasonable.</p>
<p>Think overall the Town is doing a good job and the current Town Board is excellent.</p>
<p>We like a lot of the things about this town. We only moved here in October, so we have not had an opportunity to experience much of what the town has to offer; but we are looking forward to discovering our town. This survey informed us of a few opportunities that we were not aware of.</p>
<p>I am very happy and pleased. I appreciate all the services and think 'bang for buck' Pittsford does incredibly well for its residents. I definitely appreciate all the efforts of all involved to make my life easier through these services. Thank you!</p>
<p>I have lived in numerous places and Pittsford is my favorite! I love living here! The people are so nice and there are so many fun and interesting things to do. Plus, everything is so accessible. The town is doing a great job!</p>
<p>I have enjoyed living in the Town of Pittsford since 1976 and have always believed that the Town and Village Governments have functioned better than those of some other area towns/villages, and as far as I am personally concerned, I have never had any issues.</p>
<p>When we were looking for our next house, we actively looked at town government structure, ability to talk to officials, communication, information, professionalism, structure. We found all of that in Pittsford, we felt it was the most well run town that we looked at. That is one of the reasons that we now live here.</p>
<p>Well done. The town is a joy to live in.</p>
<p>I love Pittsford and what the town does for its citizens. We have that small town look and feel that makes me feel like I'm on vacation living here (except January through March :-). At this point we've decided to retire here rather than move out of state.</p>
<p>Really happy to live here. Proud of town efforts in every regard. Appreciate the the strong community support of the supervisor.</p>
<p>My family is new to the Pittsford community and we absolutely love it here. We take great pride in enjoying the many amenities Pittsford has to offer.</p>
<p>I appreciate the effort to try to keep the tax rate and budget at the same rate.</p>
<p>The Town of Pittsford I think has been a model of an efficient, well planned, well run family community. We are very fortunate and hopefully can continue towards remaining an extremely attractive community. Pittsford is a role model for the Rochester area.</p>
<p>Currently live in the Village, but have lived in the Town - total, over 70 years - have seen much change (for the better) and overall growth - things like the "Greenbelt" have kept us on the cutting edge of suburban issues.</p>
<p>Thank you for making Pittsford a great place to be.</p>
<p>I find the staff at Town Hall to be exceptionally patient, polite, pleasant and helpful.</p>
<p>On the positive, Whenever I call or contact someone in the town of Pittsford, I feel I receive 100% attention and with the taxes we pay, that makes it feel better!</p>
<p>Great job in controlling year over year spending.</p>
<p>I grew up here, and lived in Henrietta for 9 years after college...I couldn't wait to move back to my favorite town! I think it is an amazing place to be!</p>
<p>Pittsford is one of the best kept secrets in America. I was recently in a beautiful suburb of Boston and met someone who absolutely raved about Pittsford, NY. That speaks volumes!!</p>

## General Continued

Thank you to Bill Carpenter, our Town Board, Village Board, and all the town employees who oversee everything and make living here a joy.

In general, as new residents of the town, we are very happy with the services provided...it's easily the most responsive local government we've encountered in the 4 states and 7 localities we've lived in. While the taxes are much higher than we've paid anywhere else, the services provided for the base town taxes (excluding school taxes) are the best we've encountered for similar rates. The school taxes are 4 times what we paid in our previous location, so that is something of a surprise...

Keep up the great work as I know you will!

It seems to me all of your departments are anxious to be helpful in any appropriate way : this attitude shines through in everything you do --THANK YOU!

I like having the DMV in Town on Tuesdays. It's very convenient.

Keep up the good work.

Overall, we very much enjoy living in Pittsford and are proud to call it home. Although we don't take always advantage of some of the activities offered, such as Positively Pittsford, etc. we think they are great community events.

Keep up the good work!!

My experience has been that all town personnel are friendly, helpful and professional.

Also, we greatly appreciate the fiscal efficiency the town is run with - please keep up the good work! Thank you!

Generally a nice town to live in

I am very very happy with Pittsford"s Town Government.

## Highway

I have been very pleased with the pickup service of lawn debris & the snow removal frequency in the past. Thanks.

The highway department does a great job! Their equipment in the parade looked too good to use ----just for parades!

Keep picking up the leaves and brush and keep plowing the roads in timely manner.

We think that the Town of Pittsford Highway Dept. does an outstanding job---all year around. !!!!

Because I live on a sort of main road - East Street - snow removal is really good. Going down Thornell, you can tell where Pittsford plowing ends and Perinton begins.thank you.

The yard debris team are hard workers who should be acknowledged for their hard work. LOVE the free mulch. I love living here...I just moved in May 2010

The leaf and yard debris pick-up is a fantastic service. Always reliable, and conscientious. Great work guys. You really represent the town well.Be safe out there. We appreciate your hard work.

I think the yard debris and snow removal services are fantastic, and I love the small town flavor of Pittsford. Very charming and very much the feel of a community.

Really like the brush/yard waste weekly pickups and the leaf pickups.

We are very happy with the efficiency of the removal of yard debris and leaves in the fall. Snow removal also seemed to be very thorough and efficient last winter.

Snowplowing and yard debris pick up services are well run and very much appreciated.

Leaf collection and snow removal in this last season were superbly handled.

I appreciate the frequently updated schedule of leaf pickups posted on the website in the fall. It helps to know when you're coming so I can be ready.

## Library

The library is a great asset for the community which is indicated by the large number of people who go there daily.

I use the library a lot and I see it as the community's most important resource.

The Pittsford Community Library is a great resource and I am pleased it remained in the town.

We like the family bingo at the library. Thanks. Would love it to be more often.

## Parks

Last year I had a problem with residents from another town driving 4-wheelers on a town trail that runs behind my house. I called the town and within a week there were "NO MOTORIZED VEHICLES" signs posted at all entrances to the trail. I was VERY impressed with how quickly and efficiently the town handled my complaint and how friendly the gentleman was that I spoke to about it. (Unfortunately I cannot remember his name).

We had a boy scout function at King's Bend and it was a really lovely and clean place! Thank You

We had a 50th Bday party for my husband in King's Bend Park - what a beautiful facility and the staff couldn't have been more accomodating!

## Recreation

The Pittsford Recreation has some great programs. The aquatics program and staff is phenomenal and my kids love it. I can't say enough about the pool supervisor, Melissa, is wonderful and someone my children admire.

I think Mary Lyke's bridge classes at the rec center are fabulous! And I thoroughly enjoy her bi-weekly bridge games at the Senior Center.

At this point in my life, I use the Senior Center for a majority of services the Town offers. Flo Dorsey and the entire staff do a wonderful job for seniors.

We use the Childcare Center often, and are very happy to have the option of childcare on those days when errands need to be run without children. Miss Nancy and her staff are always friendly, and my kids enjoy their time at the Childcare Center.

## Collection

Would love to see investment in more library content. We have a wonderful facility but somewhat outdated content. Also instruction on how to access ebooks for Nook etc and access to more ebook materials.

The book selection at the library is very poor

You are not asking all the right questions—in order to control the answers. I clearly remember last survey. Library satisfaction was big issue. Libray is still a beautiful building , but does not come close to being good library. Over half of books we are looking for are not even owned by Pittsford. Much better selection of books, childrens books, and movies at Fairport or Penfield or Henrietta. Pittsford needs a good library. I do however return my books there since it is close. I use library about 2X or more per week.

I am an avid library goer. I use the library for books, music, movies, research etc. BY FAR....the Pittsford Library rarely has anything that I need. I find myself using the Webster, Penfield, Fairport and Brighton Libraries much more than our own even though they are farther away. Ours looks nice and has good feel but the material is far inferior to other facilities. In addition, the "rules" are stricter than other i.e the number of movies able to rent are much less than others, if you fail to pucker up a book on hold it goes back into circulation immediately versus other libraries that are a little more liberal.i would love to use our own town library more but until it improves on adding more volumes and materials I will have to go elsewhere, very disappointed

This is for the Pittsford library: It would be a nice service to have a book/DVD/Audiobook (etc) order request form so that PATRONS CAN REQUEST THAT THE LIBRARY ORDER SPECIFIC MATERIALS THAT MAY BE OF INTEREST TO THE PATRONS. THESE REQUESTS CAN THEN BE TAKEN INTO ACCOUNT WHEN WHOEVER IS IN CHARGE PLACES THE NEW MATERIALS ORDERS.

Our library needs to carry more CDs and DVDs the collection is tragically small.

The Library needs to have greater accountability on what books and movies they buy. Who decides what they get and how much they spend? No one there seems to know. Plus- weekend hours in summer would be nice.

## General

Increase the frequency of the library book sale to 3 or 4 times a year instead of only twice a year. It's the highlight of my sad & boring life ;-)

LOVE the library. But why is everyone there so loud? I thought libraries were supposed to be quiet relaxing places?!

If you compare the Pittsford Community Library's web pages with those of other local libraries, ours are less informative, less user -friendly and limited in scope. We need to improve the marketing of the library's services other than on Facebook or Twitter.

I am wondering why the library has to have the lights burning late at night after closing. I have observed what looks like all of the lights in the building being left on late at night.

I like the computer with internet access for parents in the children's section of the library. It makes it convenient to be productive while your child looks at books or uses the computer. Thanks.

## Hours

Would love to have the library open in the summer and to have kids programs there on weekends.

Open the library earlier on Sundays so we can have lunch in town after church and then head to the library. Keep the library open weekends in the summer.

I wish the library wish open on the weekends in the summer. For those of whom both parents work, it isn't always convenient to go in the evenings and in the summer it would be helpful, especially if you want your children to continue to read more.

The library needs to have more weekend hours in the summer. For parents who work it is very difficult to take your own child to the library. Books are essential for children in the summer, and parents lie to participate in book selection at the library.

Reiterating-- please keep the library open at least one day during weekends in summer.

I wish that the library wasn't closed on summer weekends, but overall I love the library and would like to see it continue to be adequately funded to continue to provide such an excellent level of service.

## Hours Continued

It would be greatly preferable if the library offered limited hours on summer weekends. In addition, the library closes for an extra day or two surrounding each holiday. For example, on Memorial Day weekend, the library was closed on Friday, Saturday and Sunday. This was particularly inconvenient at a time when many students were preparing for final exams and assignments that required research. To give a personal example, that weekend we were forced to purchase books for school assignments that would have been readily available at the Pittsford library branch. By all means the library should close for holidays but are several extra days needed to commemorate each one? Perhaps hours could be shortened on one weekday to make up the difference. by opening later or closing earlier.

It would be great to have the Library open 1/2 day on Saturday for the summer. Also.. you could shorten one day to 4pm and then have 1 or 2 days until 8pm . For working parents, getting to the Library is difficult during the summer - and that's when the kids have more reading time! Help us let them read! We need access to the library!

I seriously wish the library were open (even reduced hours) during the summer weekends. It is a social hub, and would encourage the children to keep reading over the summer. I realize that no library is open during summer weekends, can't Pittsford take the lead? (Even if it were open for a few hours Sat morning and a few hours Sun afternoon. We could even look into applying for a grant to open for these hours one summer and track the use of the facility to document its success and establish guidelines for other libraries that might consider keeping their libraries open during the summer weekends under a reduced hours format...)

Libraries open on weekends in summer - if there is a need. Are there enough people who stay in town and would use the service. I am on the Bd. of the Friends of the Library. I believe libraries are important but I recognize that Pittsford residents generally have the resources to buy books and services that many other communities' populations may not be able to afford. Those towns depend on libraries to provide what families may not be able to.

Library - Being closed weekends during the summer eliminates it as an option for our family. It would be nice if it could be open at least for some limited hours (maybe Sat 10-3 or something along those lines) during summer weekends.

Cutting back on weekend hours for the library during the summer is a major inconvenience. It's not only students who use the library--many of the adult residents of the town work through the summer and find it most convenient to visit the library on weekends.HO

The Library should be open on Sundays during the summer.

## Parking

I am very dissatisfied with the parking situation at the library. However, I wish I could suggest a feasible solution, but I cannot

Library - Difficult parking in daytim hours.

## Programs

Would like more creative library programs and activities for children. Our towns activities have become a bit monotonous. I prefer to travel to other towns (Fairport, Brighton) for their children's activities.

The library seems more focused on adult programs than children's, especially when compared to other local towns' library programs. In fact, the general tone of the library as a whole is not very family friendly.

I would like to see more evening activities and classes for adults at both the library and rec center.

## Staff

We have such a beautiful library building but the resources are lacking in comparison to other neighboring communities. Also the staff continues to be an embarrassment in how they treat the patrons. There really should be a "secret shopper" from the town to monitor how residents are treated. It seems the longer a staff member has been there the worse they treat the public - it is a well known joke in the community - I have heard many people speak about it over the years. If you go to the Fairport library patrons are greeted with a smile and kindness - that is a rarity in the Pittsford library - I go in there expecting to be treated poorly and they never "disappoint". In fact, my neighbor goes to another library to pay her fines because she is afraid of how she will be treated. The librarians treat the public like they are a bother. Please bring this to the attention of the library director.

Would like to see the library be more family friendly in customer service issues and have a greater selection and display of childrens' materials. Would also like to see some of the puzzles and other toys updated.

The other comment I have is that I hear and believe that the town strives for excellence and I have been impressed in most areas. I had applied for a position at the library last year. I was granted an interview and very grateful and excited interviewed for the position. I had been quite impressed with the offerings and the customer service offered. Unfortunately the interview quickly turned blunt and negative and I was never granted the courtesy of any follow-up regarding the outcome of the interview -- no phone call of letter or anything. I was shocked at the lack of professionalism. I believe strongly in the mission of the public library and have determined to not let this one experience direct my future support -- but sadly was very surprise.

At the library, the women who check you out, are very cold. They never smile, are very stern, and act like book nazis. A smile, a helpful nature, and a happy mood would go a long way.

Library: Glad that other arrangements have been made to prevent the misuse of computers for inappropriate websites in a public place. Library staff was not cordial when I asked if I could have more time on the internet. If the computers are not busy, and many open, why can't someone who is looking for a job have a little bit of consideration? Bad judgement. The parking at the library is horrible. There are not enough spaces. Hard for elderly and children to navigate. Many "permit" only spaces. The drive in is narrow and hard to see around the bookdrop.

# Community Center

I know that times are tough, but I would love to see the community center get some updating.

we pay significant taxes in Pittsford and I would really like to see a nicer Recreation Center for the residents of Pittsford. The Perinton aquatics facility is beautiful and the concert setting with the stage and roof are really nice. We should have better facilities. Many residents of Pittsford belong to country clubs because they have the financial means to do so. Those of us who can not afford a country club membership should have access to a center like they have in Perinton where we can swim, play, work out, take classes, hold meetings etc.....

The Pittsford Community deserves a higher quality recreation center than the old Lincoln School building.

I feel the rec center is less than optimal. We need a more up to date option.

Our Recreation Center needs to seriously be considered for replacement. We know it has recently been painted in many areas, including the stairwells. However, when compared to Perinton Rec Center, it really is lacking in so many areas. The facility, the programs, the available classes for preschoolers, etc, leave so much to be desired. We hope that there will be discussion for a new facility in the near future!

I wish the rec center were more comfortable. In particular, active things on the 2nd floor in the warm weather are horrible. Why is there an air conditioning unit on a shelf in the room where Zumba takes place? Does it work? All we would need is an extension cord.

I would like to see a state of the art Community Center built that would not only be a place for athletic fitness but a place where people could gather to meet. This facility should include indoor turf facilities, workout center, gymnasium, snack bar and meeting rooms. It could also include an indoor track around the turf fields if designed correctly.

Something has to be done with the Rec. Center. It is an embarrassment compared to what other towns have. It is downright dangerous on that basketball court when you offer open play times. I feel sorry for kids there during the summer without air conditioning, plus for any exercise programs. Let's not worry about competing with the Y or keeping open an old building for sentimental reasons.

Renovating the Recreation Center would be a very welcome improvement--something along the lines of the Perinton Recreation Center could be used as a model.

The Recreational Department needs an upgrade. The building is not in the greatest condition -the heating and cooling of the rooms is inconsistent. Rooms are dirty. Equipment is limited. Programs need better promotion. The classes being offered are great, but people prefer to take them elsewhere since other facilities are in better condition (i.e. Perinton). Our parks and library are wonderful -why does the rec center get left behind?

Would like a nicer recreation center - the one we have is hard to park at and outdated - not much fun to go to.

Town pool - i.e., Perinton, ER, Brighton

Town needs community activities center, not the Lincoln outdated bldg...

I would like to see some plans for a new recreation center

The Town recreation center needs to be redone. This facility is an embarrassment especially given the taxes we pay in the town.

Rec center really needs to be updated ..a new one should be built. It is a sorry state to have such a poor site. I know last time this went to vote people rejected a new building as many people were members of private clubs and saw no need. BUT the economy has changed..I think a "basic, but nice" rec center would be a big draw -- a decent selection of fitness equipment, rooms for classes for all ages, a basketball court ... doesn't need to be as huge as Perinton's, and doesn't need a pool

What in the world is the problem with the Rec Center. The dilapidated building used for a thriving community such as Pittsford, is a disgrace. I have gone to the Perinton Rec more often. I like having the center in the Village, but we need a center we can be proud of.

Would also love to have more options to use the rec center for kids on weekends, especially in the winter.

community pool recreation department. Lincoln Street facility is not adequate. I don't bother anymore and my children are all going to college now. We stopped using recreation department after elementary school. The facility needs updating. Not everyone belongs to a country club in the Town.

## Community Center Continued

Hope someday we can have an upgraded recreation center. It is adequate and use the Nautilus facility all the time but would be nice for a newer facility.

The recreation facilities, though well-maintained, are outdated.

I have lived in Pittsford for over 15 years and I am VERY disappointed in the level of improvements around the area. We are supposed to be the elite town, however we have subpar facilities. I am embarrassed for the town to say we don't have a REC center, we don't have an aquatic center, we don't have a senior center, we don't have any large field area; esp with lights and turf.....our town is LACKING in a HUGE way all the essentials that a town needs to offer.

Why are we considered elite? Because we have old buildings in the village surrounded by water with shops, is that it? What else does this town offer? We do have nice parks, but really those are county facilities that happen to be located in Pittsford /Mendon, they are not town parks..... This town really needs to start stepping up and acting like a top notch town. Look at Perinton fields and parks and their rec center. Look at Websters facilities. These towns I mention always have sporting events, community events that draw tourism, Pittsford never has these because we don't have the facilities.... THIS NEEDS TO CHANGE ASAP!!!!!!!!!!!!!!!

Perinton has a wonderful community and recreation center. If we had realized the difference between Perinton and Pittsford facilities, we probably would have moved to Perinton rather than Pittsford. If Pittsford wants to avoid being a community for a lot of old rich people who want to watch the grass grow, it should invest more heavily in athletic and recreational facilities. Even economically strapped small towns in the area have much nicer recreation facilities than Pittsford's main recreation building.

The community center is also a big part of the community.

Recreation choices are limited by facilities, and parking can be awful. Perinton and Penfield have much greater options. I wish that we did.

Need a new Rec center - Our current one is not up to date with offerings and programs.

The only area I see for improvement some time in the future is a new recreation center with better programming.

Don't even THINK about building a town rec center like the one in Perinton.. We already have the Y, the JCC, school swimming pools and several Country Clubs nearby in addition to Powder Mill and Mendon Ponds Parks.

Would love to have a more modern recreation center with a pool facility similar to Perinton.

However, as a recent resident of Pittsford, I am very pleased with town services and I love living here. I would love to have a larger recreation center. We take our business to the Perinton Rec because they offer better choices for my twelve-year old daughter. I would love to keep my business here in my town, however!

Other towns have much more modern recreational centers (some have swimming pools, and air-conditioned rooms for ballet)

## Events

There are many events for families in Pittsford which is wonderful but would like to see something like the Positively Pittsford event which would include the return of a festival event with arts / crafts. Not on the scale of Fairport Canal Days but a smaller scale which could take place all along the canal trail from the west Monroe Avenue bridge to the bridge at the the east end of Schoen place sometime in the summer. Entertainment & Kids activities could be located where they are for the Positively Pittsford event and additional entertainment could also be scheduled on two evenings for the weekend event down by the canal in the park area where the weekend concerts are held. What do you think?

We need to have our town events more on the scope of the Fairport Canal Days

Positive Pittsford and Pittsford Celebrates were fun the first few times we went (especially motorcross jump and airplay) but more recently these community events have become redundant and boring (even the fireworks). My kid doesn't even want to attend. Add different attractions for all ages and promote them by e-mail.

I don't believe two annual carnivals are necessary nor prudent use of our tax money. Our area (the Rochester metro area) offers a plethora of street fairs and carnivals in which Pittsford just cannot compete. Both Positively Pittsford and Pittsford Celebrate are expenses I'm not willing to support.

Loved that this Memorial Day, cars were not allowed to park on the parade route. It was much easier to enjoy the parade and keep the kids out of the road to see the parade. Thanks.

Positively Pittsford and Pittsford Celebrates are so oriented to families with young children, there is no attraction for adults. How about arts and crafts, or sidewalk sales?

I would like local teenage bands to play at some of the summer concerts to give an opportunity to get more teens involved.

The Summer Concert series is awesome. I would like to go to Candlelight Night but always have scheduling conflicts.

Other towns have fairs that have broader appeal, such as those that have vendor tents where crafts and artwork by artists near and far can be sold.

Let's have an adult only event with music, local wine & beer, and food etc. Enough with the child-centric thing already.

## Facilities

The town in general also seems less child-oriented than other surrounding towns. We could take a few cues from Fairport in general in this area. Especially in terms of recreation and facilities.

## Parks

Playground equipment and shade at Kings Bend Park is lacking.

Also an idea - if it seems appropriate, a childrens' spray park (like the one in Webster and Spencerport) would be great in Pittsford. There is none other in this region, and I know Pittsford would make it a great one!!

The parks are in general wonderful although it would be nice to have some kind of playground facilities at Great Embankment park...something for smaller children.

Yes! Port of Pittsford REALLY needs to be enhanced and beefed up. It is our central gemstone. Would be nice to extend the trail. Add more lights, cobblestones, signage. Would be nice to dress up the path going to DPW and beyond. Work with Pittsford Crew to enhance the viability. Did you know that Pittsford Crew is now going to Nationals in Tennessee June 8-12 after winning the State Championships in Saratoga Springs?. And they are bringing the Pittsford, NY name with them for the second year in a row. What a wonderful opportunity to align the success of our powerhouse HS Rowing Club with this tiny but incredibly significant town called Pittsford in Upstate, NY

We need a park on the North end of Pittsford - all green space is private golf courses. Please look at Arlington, VA parks. Almost every neighborhood has a public green space. They are not all alike, but offer some recreation/picnic/or garden interest.

Also, more work needs to be done on GEP on Marsh road the fields are in rough shape.

(Under #6 - comment: regarding Port of Pittsford Park - rated unsatisfied -added: no bathrooms when Library is closed.

## Recreation

My use of recreational services and programs has dropped off since my child left high school, but they were very much appreciated while she was growing up.

Diving lessons: nice program to offer, but after the class was over there is no where to swim in the town, unless you belong to a club. And those clubs: very few have diving boards. Would be nice to see the town have a pool of its own someday.

I was very disappointed to see the lack of any summer programs for Mommy and Me with the age group of two and up - art, dancing, etc offered in the summer. I did call with a question regarding this program a few months back. I DID get a return phone call, however, the message left DID not answer my question and the staffer seemed as if they returned a call b/c they had too. Not very pleasant.

I feel that Pittsford is lacking in water classes for the adult population of the town. I have to drive to Perinton Rec daily to have a water aerobics class as the Y has one class per week at night, and no free swim to even get in the pool to workout after work. There are a number of residents who would like to see classes every night after work (5:30-6:30 range).

I'm frustrated by the lack of programs for young children in the Rec Department. Many of the programs offered require parents to attend the class as well. Those programs don't appeal to many parents since it defeats the purpose of the children having learning experiences separate from the parents, and I'm not willing to pay to spend time with my children when I already do that on a regular basis. I'm looking for something similar to the Henrietta Preschool Playgroup where the children would be dropped off at a weekly two or three hour class for crafts, reading and socialization time.

Would love to see more organized dog events!

Post high school/adult wrestling program in partnership with high school. Great opportunity to mentor younger students . Call me!

Stop all town events and recreation classes as they're a waste of money...pittsford is too small to support such things.

The Pittsford Triathlon wasn't mentioned in this survey, but I think it deserves recognition, since it is by far my husband's and my favorite activity that the town coordinates. We participated for the past 3 years, and I must congratulate you on organizing such a fantastic event! The triathlon is among the most organized I have participated in (and I've done many), it's a great course (what a beautiful bike ride), and the post-race food is excellent! The volunteers are so helpful, and I enjoy seeing all of the town employees out helping and cheering us on. The only suggestion I have for this event would be to incorporate a "kids' triathlon." The Town of Webster has one (only for kids), and it's a great event. If we could get one in Pittsford, I think there would be a lot of interest.

I am very disappointed with the lack of continuing education programs offered in Pittsford. Many nearby towns offer classes and services in their high schools (Henrietta, Penfield, Brighton). I've actually signed up for their programs because so little is offered here.

I find it hard to get to some of the Audult Education Programmes as I do not have a car and live on Monroe Ave. I can walk to the village so it would be good if more classes were offered in the village location as opposted to Thornell Farm Park where the bus times do not always suit te class schedual.

I wish that the rec would get new supervisors and a new director. I feel that new blood would make the recreation center something to be proud of. I feel that nothing gets accomplished at the rec center under the director. I have tried to speak with the director multiple times and he is never in his office and never returns phone calls.

I would like to see more activities for children ages pre-teen . A town pool, spray park or a business geared to those ages would be nice.

Would like more focus on safe places for kids to play - indoor and outdoor spaces - places for kids to ride bikes, hike - more paved paths that can be used in all weather.

We loved the father-daughter dance on Valentine's Day. How about a mother-son event? Penfield does a great one with a carnival theme. I believe that it's run at the YMCA.

I would like to see more evening activities and classes for adults at both the library and rec center.

## Seniors

I earlier indicated dissatisfaction with senior rec events. Specifically, I would like to see senior softball instituted here. As far as I have been able to find out, there is no such program.

I would still like to see a Pittsford Senior center somewhere equal to what the other suburban towns have. We are the wealthiest community, and have the worst Senior Center.

Programs for seniors seem to cater to the oldest and most sedentary seniors and those with less inquiring minds. It would be nice to have some programs such as those offered by Osher and Oasis in our own community, as well as some programs for physically active seniors. At 70, I still run and I see many others my age out on the trails on foot and bike but we seem to be mostly alone. If we want to join a group to explore new trails, for example, we have to go with younger people who don't always appreciate our slower pace. I would also like to see the town look into the NORC (Naturally Occurring Retirement Communities) program which helps seniors age in place while receiving some enhanced services they choose & support as a community. <http://www.norcs.org/page.aspx?id=119552> The Wood Creek community, where I live, is a prime candidate for a NORC.

We are a blessed community with many realms of great interest. Certainly once in a while we could sneak in to Senior Citizens Tuesday and break the boredom (Supervisor Carpenter certainly tries). Let the uninterested fall asleep and give others a chance to be mentally challenged.

Town needs pickle ball courts & more physical activities for active seniors.

## Sports

Pittsford is in need of more outdoor and indoor sport facilities.

My kids are teens. I was disappointed when they were young that we had such poor recreation facilities. I love living here, but wish we could have facilities like Perinton. I took piano lessons on a piano that was missing keys. I also wish we had sports parks like so many other towns (many in one place, concessions, bathroom facilities)

I would like to see more development of town green space for athletic fields. The partnership with the schools is not enough and they have become far too restrictive as to when and who can use their fields.

The town needs a turf field with lights for athletic events.

How about expanding the recreational opportunities for NON- countryclubbers! Fix the ball fields at great embankment, they are a disgrace!! Most of our ballfields are in poor condition and there often is no place to play. Especially baseball. Clean up that oil site on the canal and put in a park, skating rink...par 3 course for kids/pool?

# Planning & Zoning

We love living in Pittsford. Please preserve and improve the QUALITY of life here. Building MORE tract housing developments on beautiful open land is going to ruin the community.

Want the town to do more with acquiring more building rights on land so that it will stay wild!!!!!! Please. Haven't heard much about this in a while.

There are too many zoning and planning boards and the like. Also, they are too "picky" in forcing minor items and holding up development. I think back to Starbucks on State Street and the Flour Mill having to change the windows and other minor items, the McDonalds national paint scheme that was "unacceptable". Arguments are that some buildings don't fit Pittsford. Then compare that to the library - that giant structure on State Street. If that was a private enterprise, it never would have been approved. Don't get me wrong, I use the library frequently and approve of it. I'm just comparing the various board's rulings and how difficult they make it for the average person.

we have a concern with house on Hilltop drive being used as rental for students. condition of the house currently ok . does the town have any control over the spread of nonresident owners' homes and impact on the town. another home has tractor, trailer several cars, barbecue parked in the front yard. what regulations are in place that might keep the appearance of this home(#14) up.

More clarity regarding the town planning committee.

While the vast majority of Pittsford residents take pride in their houses and their lawns, there's now an alarming number of houses in Pittsford that are vacant and being completely neglected. This is not only an eyesore in our neighborhoods, but it is embarrassing, and bad for our property values. I hope the town can do something to help correct this problem.

Monroe Avenue has become an eyesore with every inch of the street developed (and now so much of it vacant) and the traffic is getting to be a big hassle. I've lived here for 11 years now and sorry to see it become like Jefferson Rd and W Ridge Rd.

Please do something about the unattended/abandoned ugly homes in Pittsford. They are a severe detraction from our enjoyment of our property. We feel the town is ,quite frankly, CLUELESS and INEPT when it comes to addressing this problem. We have been told you don't even know who the banks are that hold the mortgages!! You have to create a task force to address this. The houses have been abandoned for over 2 years. What happens when we try to sell OUR homes, with these eyesores in full view???We will most certainly remember this when we vote and our neighbors will too.

We are plotting a mutiny of sorts in our neighborhood....evening news report: "Pittsford residents not paying taxes 'till town hold banks accountable for appearance of foreclosed properties." Footage showing blue tarps on leaking roofs, weeds as tall as small trees growing from broken gutters and driveways, boarded- up windows, statements from the property management guy ( hired by the bank to put up the tarps and board the windows) ,who describes mold growing inside, as a result of leaks. Have the ladies at the front desk in town hall been relaying to you the remarks from the taxpayers who call or visit to complain? Bill Carpenter has reportedly been contacted by people in the neighborhood who know him personally. You have no idea how upset normally conservative, quiet people are getting.

We are very concerned that Pittsford is rapidly losing it's green space. Over-development of the bike trail, planning of unnecessary roads, losing the "residential" zoning. I've attended a Board meeting, and there is no sense that the public is being heard or considered. For example, the word is that families bordering the Sisters of Nazareth land were assured that Irondequoit Country Club WOULD NOT develop the land around the bike trail. There was no real discussion. We badly need a Green Party in Pittsford to protect against this very short term mentality. The realtors on the Board have a personal interest in this. It's the most serious town issue.

I suggest that the town include an educational piece about the topic of pool zoning regulations in the various newsletters, town website, PTSA newsletter, etc. Last summer I learned of the safety and insurance liability issues with the inexpensive swimming pools that are tall enough to trigger the town rules about fences and alarms and electrical connections, etc., I see that all these stores like Walmart, Target, Sears, Riteaid, etc., are still offering them at attractive prices.

## Planning & Zoning Continued

The \$80-\$200 pools that have an inflated top rim and soft sides seemed to be a cheap improvement to the \$20 kiddie pool. However, when the expense of a regulation fence, an alarm that is not able to be properly mounted on the soft side, a separate dedicated electrical outlet near the pump, is all added up, it is no longer cheap. When it was pointed out that homeowners insurance would probably not cover a pool accident if it were found to be out of zoning compliance, that sealed the deal for me. Get the word out to people, and the stores that sell them.

Architectural review board is unsatisfactory to me as a resident; some board members seem to invoke their personal likes/dislikes rather than allowing for differences in architectural styles. There seems to be a lot of control in keeping things status quo.

I think Pittsford needs to be careful with its strategic planning regarding additional building on available lots. When we moved to this area we were told building would be kept to a minimum, and that lands are protected (part of the reason we decided to move to Pittsford from out of state) by the zoning commission. However, this does not seem to be the case. If Pittsford is not careful, the schools will be overcrowded and the town will lose its unique appeal (both which draw home buyers to town). What may appear to be a short term solution to economic needs may lead to long term economic woes if people choose not to live in this unique town.

The zoning board is too lenient - should stick with the zoning laws and not grant so many variances. Value of my home reduced \$10K because of what a neighbor was allowed to do. Can't wait to leave Pittsford.

I have seen significant problems in the town's planning process over the last 2 months. This entire process needs to be addressed and several of the planning board members need a crash course in customer service ASAP

I'd like to see the changes in notification of applications processes - and particular attention paid to how the Planning Board conducts business. I was involved in the Coventry Ridge nightmare - and yes, it is a nightmare. As residents, we are being forced to suffer from the poor planning and short-sightedness of a developer to save his bottom dollar. And, to make matters worse, the Planning Board made a collective fool of itself while voting on the resolution- they did not even understand the conditions of approval before they voted and were quoted as saying, "That wasn't our intention." It is ridiculous. I am ashamed of this board, this town and the way it conducts business. The greater Rochester community would most certainly be ashamed too.

I would like the town to be proactive and aware of the eyesore properties. The present zoning laws do not provide adequate protection from the owners of these rundown and uncared for properties. These issues need to be addressed immediately to protect the quality of life that Pittsford is know for. Several years ago I contacted the town about a neighboring property and the individual who came to look at the property tried to intimidate me.

Would like to see restriction of recreational vehicle parking in private driveways and town streets. Perhaps limit to 3 days and then require parking off residential site.

If there is not an ordinance already established, please consider developing a light pollution ordinance for Pittsford. The house in back of my property has a number of stadium-type lights on at night that shine directly in my windows, causing our house to be lit all night. I assume my other neighbors who border on this property have the same problem. I can imagine never having darkness is probably causing the large beech trees surrounding the house stress as well. We have sent letters to the neighbor and have talked with town officials (this was a number of years ago) and I've basically given up because it was my understanding Pittsford has no laws in effect concerning light pollution. This property, by the way, is the residence on the end of Hearthstone Rd. Apparently the lights are on all night because they don't feel safe (???) in our neighborhood (Long Meadow).

Let's continue to preserve green space, moderate development and strive to balance the speed of traffic in our community, especially the Village.

I would like to keep the community as attractive and livable as it is right now. I am concerned that excessive development could erode the quality of life for everyone.

I Love the green space plan, should we consider doing what Raleigh, NC does and clear the woods of dead wood limbs along public corridors to make it more park like?

better develop canal waterfront,

## Planning & Zoning Continued

Also, there are some unsightly buildings in Pittsford - an old farm house on Clover Road and an odd structure on Park Road west of the school on the south side of the street - are two that come to mind. How do we get rid of these eyesores?

Would like to see the town staying conservative with same feeling as now, preferably without apartment buildings. Should consider "resident cards" for residents only and non residents should pay for the usage of the parks, public facilities, etc.

Some of the broader rules/regulations/"hoops" that businesses are put through for approval have seemed in excess, but I am only on the outside looking in and may not be aware of the total situation.

It's about time to decide when to put an end to development, such as new housing, etc. before we are overcrowded, like Greece for example.

Maintain and improve the impression of the town in general. Take a look at Katonah, NY. All the retail places are home grown, I think, they have a HW store with everything, small grocery store(s) and many places to eat (we do too).

I love this town. Please don't turn it into a Greece or Henrietta. Please continue to encourage green space and don't unidate the town and village with unnecessary commerical facilities.

## Public Works

Deer pickup: This has been a frustrating issue to me; not the town's responsibility, yet without your help, people just keep calling useless numbers in Albany. Looks bad on the town since the deer appear to be in your "neighborhood"

I would like the town of Pittsford and county of Monroe to take a look at this drainage problem again. PLEASE DO NOT TELL ME YOU DO NOT HAVE MONEY AND THE DRAINAGE SYSTEM IS WORKING.I receiveall the drainage water from Route 64 down Thornell Rd. in my back yard.The water is to be directed to the drop off pond on the NorthSide of Thornell Rd.The drainage is an open system and should be buried and directed to the drop off pond not my back yard.You took care of a similar problem towards the Eastern side of Thornell Rd..i will contact Channel 10 to make them aware of my situation.

We need help from the town draining the swampy areas of Deblase Open Space into what becomes Irondequoit creek. The homes nearby suffer a terrible mosquito burden which may be a health hazzard to children and the elderly, especially due to West Nile Virus.

Second big concern is poor drainage and town oversite of new construction storm drainage. There was an article last week about how great the town instituted drainage ponds, and that is great, yet each house site may or may not have good drainage to the street and water shed. I've owned two homes in pittsford, both near tops of local hills, and both had water issues in the lot and basement due to poor yard drainage. The town really needs to inact strict building codes to prevent this poor yard drainage-- I feel the code must be at least....

- 1) The house sill plate must be 5 feet or higher above the road,
- 2) Slope from the house sill plate to lot line must be greater than 1 foot vertical drop for every 10 feet of linear distance up to a maximum of 50'. All drainage from the yard to the water shed must occur at the parimeter of the yards for subdivisions.

It is very unfortunate to have a new home ( 20 years old) with a yard that is unusable for a large portion of the year because of poor drainage, and no being able to correct the drainage because of the house height above the grade and the land and water shed. If the town had forced the rules I mentioned above, and raised the house a few more feet allowing for correct water shed away from the home, none of these damaging water concerns would have occurred.

How about looking into single payer garbage collection.

Where we used to live (out of state), our town would provide a free, large trash pickup day twice per year (once in March, once in October) to make it easy for residents to get rid of bulky, unwanted items (flammables and hazardous waste were excluded). It would be nice for Pittsford to provide a similar service, even if only once per year.

Don't know if this falls into your control....but trash/recycling trucks are an issue for us on our street. Why must there be 2-3 companies picking up trash, each with a different day. The noise and gas consumption to accommodate that "competition" for business seems wasteful and unnecessary.

I would like to see a regulation in the town to keep garbage totes, cans and recycle bins out of sight in neighborhoods. I see no reason why these things and other stuff has to out in plain sight. I believe this lowers the value of surrounding properties and looks terrible.

## Public Works Continued

We would like to see all trash pick up on one day of the week. Currently, there is pickup on Tuesday, Wednesday, and Thursday on Cross Ridge Rd, depending upon the company. The street always seems to have trash cans out!

Why can't the Town work out a plan with the garbage collectors to have pick-ups on each street the same day - like Perinton does. There are refuse cans on our street three to four days each week - doesn't look very good.

Can you align garbage pickup and DPW pickups to the same day?

The town should contract with a waste management company for lower priced waste removal.

Is there a plan to convert areas that are on septic tanks to sanitary sewers in Pittsford. I understand that some residents may not be interested in "hooking up" to the system but some are interested. If there is a plan to do so can you let us know about it. If not is there a reason you do not plan to convert these areas. It seems property values would increase and most future buyers would prefer a sewer system to a septic system. Having oned property in Periton they seem to be doing this and once done property values increased.

I would be interested in knowing if Sherwood residents will ever get sewers in their neighborhood.

I'd also like the town to at least consider the possibility of hooking up the remaining streets that are on septic systems to sewers. I would imagine that the underground services of water and gas will need replacement. How is that being considered in the plan?

Need to remove graffiti on bridges.

Continue to upgrade the trees and plants around town. It makes such a difference to the community, enhances the experience of driving or walking around and improves visitors experience. □

street lighting and sidewalk snow plowing in the Alpine Drive neighborhood is non-existent. This is unsafe and given the taxes we pay, unacceptable.

Since participating in this survey in '07, we have seen the quality of service done by the highway department drastically diminish. From the road construction done on Knickerbocker road--more men were standing around doing absolutely nothing, while the project dragged on----to the using of a payloader to pick up several small branches-- A waste of fuel and time. There is no effort by crew members to direct traffic as to allow drivers trying to get dwn roads where they are picking up branches/yard debris. At times holding up residents trying to get to work in the morning.

One general service I would love to see more of: we have tree lined streets that are beautiful, but drop lots of propellers and mess this time of year. We rarely if ever see a street sweeper come through our neighborhood and by the time the heat hits, these things sit in piles by the curb and smell and rot. Most of us do our best to rake them into piles and have them picked up, but they are hard to get off the road. Seeing the street sweeper more often would not only look nicer, but smell better too! :)

Mowing along roadsides is sometimes not timely

Continue to put good silviculture/forestry practices into effect. When pruning trees make sure to not just show blunt stubs which are ugly.

Other towns have better signage for parking

## Roads

We would like to see some more roadwork in our area. Carriage Ct. is filled with potholes making driving challenging. There are many individuals that walk in our neighborhood on a daily basis and I am concerned with their safety because of the current road conditions.□

Potholes: I put in a request to have 2 potholes filled before the winter came. It took maybe 4 plus months to have those filled. With all the snow, no one could see them, making it easy to have a tire in it, causing front end problems unnecessarily to motorists. That stretch of Park Road is narrow and busy. Bad judgment.

Finally, there are lots of bikers on streets that are winding and narrow, such as Thornell. Are there solutions to make this a safer environment for bikers and drivers?

they fixed some of the holes on our street (Esternay) but not all of them?

I drive a Pittsford School Bus and some drivers have difficulty getting in and out of small neighborhood streets and cul-de-sacs.

The condition of our street pavement (Arlington Drive) is extremely poor. When can we expect needed repairs/resurfacing ??

Pittsford Highlands development ...Streets need to be REPAVED! The last oil & stone repair was TERRIBLE!!!

## Roads Continued

At the end of every winter, a rash of potholes form. Of course, this isn't limited to the Pittsford area, but the Atlantic states as a whole as the weather goes through a bunch of freeze/thaw cycles. These potholes tend to create lots of gravel and road debris that reduces tire traction, gets flung up and hits body panels to cause pits and scratches, is uncomfortable for many dogs to walk on, and so forth. I would love it if Pittsford would use street sweepers on a semi-regular basis to clean up the roads of this debris, especially on neighborhood roads where regular traffic does not do a good job in pushing the gravel out of the way.

For Highway Dept, you should rethink the gravel/oil program. That is the biggest waste of money. The gravel went down last summer on my street, you've done nothing but continue to sweep the stone off the street. At this point the gravel is everywhere but on the street.

ROADS NEED REPAIR ON KILBOURN, I HOPE WE,RE NOT WAITING FOR THE OPEN BEFORE THEY ARE REPAIRED.

I know that funds are very short, but Rippingale Road really needs to be re-surfaced. This is also true of other roads in the Sherwood Tract. Please put Rippingale Road on the top of your "to do" list.

I would like our street to be paved and not have loose gravel. It has ruined my floors and makes the house a mess in the winter as well as most seasons. Line street is paved, so why stop there? High street needs paving as well. The lack of asphalt has caused a big mess on our lawn, our front entrance as well as the inside of the house as mentioned before. The winter plowing causes a big spring clean up that no one from the town comes back to clean up. We really would like a paved street please.

Please consider repaving Briar Patch Road and Briar Circle with asphalt and gutters. The current gravel based roadway is only several years old, but has suffered due to less than optimal installation and frequent snow plowing. Chunks of the road are coming loose, causing potential safety hazards due to flying debris.

Fix all the pothole problems at Culver and Monroe intersection that are constant when cars are turning south from Monroe onto Clover, right where that car wash is being built. This problem long preceded the car-wash project and has just gotten worse. If that's Brighton's or State's responsibility, pressure them until they fix the problem properly.

Le Pere Drive...Please repave our road! Last summer our street was stoned, with a "new process". It has been a mess, we have had a street sweeper several times last fall and again this spring. We continue to clean up gravel every week from the gutter. The street looks like it was never done - it was a complete waste of tax money! When our neighbor called to find out what happened, he was told the street is at the end of it's life and the plow blades were sharpened last winter and really tore up the road. No one is happy about it. It brings down the house values, not safe for all of the kids, and we are all sick of sweeping up the gravel. A complete disappointment. When do we get a new road?

I am concerned over the lack of road repair in our neighborhood, The Sherwood Community. I don't know if this is because it is split between Pittsford and East Rochester and therefore ignored.

PLEASE! PLEASE! Repave VanCortland Drive. It is the worst street in Pittsford (or nearby towns). It is only about 300 yards in length. It is so bumpy that a 1/4 cup of coffee gets spilled while in the holders. PLEASE GET HIGHWAY DEPARTMENT TO TAKE SOME ACTION!! THANK YOU.

Also, High St was resurfaced with small gravel (chip seal) last fall. This tiny gravel was tracked into my house on footwear ever since. The snowplows deposited alot of this small gravel onto the end of my driveway. When the street sweeper came to clean the street, it left a pile of this gravel still in my driveway, which I had to sweep up myself. Can't High St be surfaced with something more permanent?

The only issue I would have is shire Oaks Drive has been patched and patched and really needs to be resurfaced. It is the main road within the Sherwood Manor track and the road is in embaressingly bad shape.

Of interest, would be what the town roads plan is such as when roads will be resurface or repaired.

please post NO Parking along Mendon center Rd at Hopkins Park, it is not safe to turn left out of Barker

Would have liked to have seen shoulders on Stone Road beyond where they are being built. Hope the multi-use trail is built soon and extends over to Clover from where the shoulders will end.

Fix the constant pothole problems at the Monroe Avenue on-ramp to 590 North, the potholes are midway between Monroe on-ramp and intersection with 590...it's patched over and over and over again, and the patches generally don't work and certainly don't work for very long. If that's Brighton's or State's responsibility, pressure them until they fix the problem properly.

Finally, the lack of sufficient street lighting on Mendon Road between Calkins intersection and Barker Road intersection is very apparent. I'm not sure if that area of Mendon Road is within Town of Pittsford's responsibility, but I assume that it is. That stretch of road is VERY dark and I'm not sure why that is.

## Snow & Ice

During the winter, the plowing service damaged my lawn and a neighbor's lawn. At the outset of spring, a crew repaired it including re-seeding. Perhaps my neighbor called it in; I did not. This example is just another small illustration of the quality of service Pittsford delivers.

When plowing our street, the town plows pile a hard packed ice/snow wall, up to 3 feet high, across the bottom of our driveway. This is impossible to move, except by hand shoveling which is very hard work and time consuming.

Plowing on Preston Circle: Substantially more snow is consistently left blocking my mailbox & driveway, and is piled much higher, than in front of any of the other mailboxes & driveways on Preston Circle.

How about enforcing the town ordinances which prohibit parking on town streets in the winter and which prohibit private plow contractors (or homeowners) from depositing snow in (or across) town roads? We have a constant problem with this in the Alpine neighborhood, the town plow operators simply plow around cars parked in the street, leaving a mess when the car owners finally remove their cars. These car owners should be ticketed - period. Warnings from the town are heeded for a few days then the practice of parking in the street resumes. There are also 3 or 4 homes where the private plow operators drag snow into the road on a consistent basis throughout the winter. It would be helpful if the town were to patrol a few times after a big snowstorm and ask residents to desist from the practice.

please improve plowing on Mendon Center Road south of Toby - it is awful, especially the Barker/Mendon center intersection - VERY dangerous

ALL IS GOOD FOR US ON WASHINGTON RD. OTHER THAN SNOW SIDEWALK REMOVEAL AT TIMES ARE KIND OF LATER IN THE DAY OR DAY LATE. I KNOW THE DOWNTOWN AREA IS FIRST, THAT IS TO BE EXPECTED AND OTHER AREAS FOR THE CHILDREN WHO HAVE TO WALK TO SCHOOL. SINCE WE DON'T USE THE SIDEWALK TO GO FOR "IF THE WEATHER ISN'T TOO COLD," FOR OUR DAILY WALK TOWARDS E. ROCHESTER TO GET OUR EXERCISE AND COFFEE AT TIM HORTONS. ALSO I KNOW THAT EQUIPMENT HAS BROKEN DOWN AND ARE WAITING FOR PART, CAUSE I'VE ASKED AND THAT DOES NOT BOTHER ME, THAT'S PART OF LIFE. ALL ELSE IS GOOD.

Snow Removal - I live on a bend in the road on Woodland and the plow does not get close enough to my driveway. I imagine this is done in an effort to not pull up my grass and not push over my mailbox and thanks for that. However, I placed stakes on the side of the road and the plow still did not get close to my driveway. This meant I had to shovel an extra 3-4 feet of the road in order to get out of my driveway. This is really not that important, but you're asking.

some of the snowplow operators need better training to avoid damage to property and clean the streets better

Has the Town been thinking of plowing sidewalks in neighborhoods?

Also, another thing I notice is the condition of the roads in Pittsford during snow storms. I could be coming into Pittsford from any other bordering town and you can tell you are in Pittsford because of the dangerous conditions of the roads or lack of snow removal compared to other towns.

Also, plowing our sidewalks has been brought up to the town before and we have been told there is no money in the budget and that only certain neighborhoods get this. Last year, we had to alter our daughter's bus pick up and drop off because she was forced to walk in the road to get the bus up a hill where there is no visibility as cars come over the peak and it ultimately could have led to her being hit. Not sure why we are not on the plow list with all of our wonderful sidewalks. This is a major issue with all the kids in these streets and having no sidewalks to safely wait for buses on.

Regarding snow removal, I wonder if there are too frequent runs to control the snow on the roadways. In view of budget control, it seems that the plowing could be evaluated and somewhat reduced.

Snow removal is generally good but a lot of mailboxes suffer for the service.

## Trails & Sidewalks

Bike friendly trails, sidewalks and lanes are a must! We need to add more cyclist friendly spaces.

And an updated trail map would be great.

Would like to see the trail completed from Pittsford Hill Lane to the Greythorne development; the partially created portion has not been maintained. These trails are very important to connect neighborhoods.

We are a family of joggers and bikers. We live right off of Calkins. The road is very busy and I don't feel safe allowing my 10 year-old to bike to Mendon Elementary for practice or to play and I don't feel comfortable letting him bike to Calkins Road Middle School. I would really like to see more paths put in.

Sidewalks on Stone Road

Would like more sidewalks throughout the town of Pittsford.

We need a safer way to walk or ride a bike from Downing Drive to Bushnell's Basin. Currently the sidewalk from Downing Dr. to the Basin ends at Pine Cone/Southern Woods. The Green Committee identified a safer path as a need. When will a safer path be constructed from Pine Cone/Southern Woods to the Basin????

I know that the Town is expanding its sidewalks throughout the town, but I cannot understand why it is being done on some major roads and not others - like why Stone Road and not Calkins Road. On Calkins, west of Clover, with all of the new housing, there is an ever increasing danger with children walking down Calkins to school or riding a bike. A sidewalk down Calkins is important.

Overall I am satisfied, but have a few comments. First, we need many more sidewalks, bike trails and bike friendly roads. Stone road was supposed to be widened to include a bike area, but the improvements to the road have been poor, and there is not much room for bike friendly lane. The additional cost of adding bike lanes to an existing project is a small additional expense, it is very frustrating, dangerous and unsafe to bike in many areas. I hope a tragedy is not what is needed to make improvements.

Last year, mails was sent stating the great improvement to Stone road with the addition of bike lanes, and I was very happy, but it never happened. It is dangerous to walk, run or bike on this road, even with the low speed limit. The 55mph speed limit on clover is to high, at maximum it should be 45 until the thruway. Please consider the entire community, and make the roads wider with bike/walking lanes that are at least 5 feet wide. Lets try to go green, be prepared for the future.

It would be great if the town of Pittsford could put sidewalks on Thornell rd to access Bushnells Basin and the canal trail I feel everyone would benefit from the sidewalks because I feel the road is not suitable for families and kids

Trails around Coddington need improvement - full of weeds.

I think that there is a need to create a safer dedicated pedestrian walkway/bikeway on East Avenue from Allen Creek School to the village. This could also be a terrific opportunity to promote pedestrian traffic in the village which is good for business.

The trails are inadequately maintained. One of my neighbors quoted a representative of the town as asserting that "gravel is put on every trail every year." If you really believe that, you'd better run an audit to find where the money (or the gravel) is really going. It's definitely NOT going to maintain the trails. □

For many years the canal path was a favorite place for cross-country skiers. A few years ago the town began to plow, and they made a path that was more than adequate for walkers but allowed skiers to use the sides (barely). This year, the town made an extremely wide path after every snowstorm, leaving no possibility of skiing or snowshoeing on the side. In 35 years I have never more than two people abreast on the path in winter outside the village. Making a narrower path would allow more residents to enjoy this wonderful feature of Pittsford.

Town trails need maintenance work - especially the one between Sutton Point and Park Square North - also the one from Wessex Lane to Roxbury Lane - both very muddy in the low areas.

We need more bike trails, in addition to the canal path. We need bike lanes on the roads so that we can ride safely in our neighborhoods as well as along the canal.

Love the trails, hope that we continue to see maintenance and development of new trails that are designated for shared use!

Please plow the canal paths so we can walk it in the winter. Thank you. Also, please plow the canal path in the winter - it is too dangerous to walk

## Trails & Sidewalks Continued

I have looked on the website for maps of trails the city has installed and I can't find it. Some of the paths between neighborhoods are not clearly marked and maintained.

I only have one small gripe and that is the failure to manage/mow/fix trails at the south end of town, and to connect existing spurs that still lead nowhere. As we age, the trails keep us young. I look forward to what appears to be a new trail on the south side of the Grand Embankment.

We also desperately need sidewalks on Tobey Rd. Too many kids are walking and riding their bikes with absolutely no shoulder. I know this is a "State Rd." but there should be something you can do about it!!

There are a few minor improvements that could make a BIG difference for many in the community-- the trails that lead in and around the Chatham Woods neighborhoods (specifically the trail that leads from Devonwood Lane to Mendon Center Elementary) are in disrepair. The loose gravel has been washed away and the trail to the school (that is used VERY often) is very bumpy and uneven- making it dangerous for children biking or those of us who push strollers and wagons. If there would be any way to level out the trail and then put down some loose (small stones, not large-too bumpy!) that would really make many residents happy, and ensure the safety of our children as they travel to and from school.

However, we do have just one concern. There is just one thing that we miss from our previous neighborhood, and that is the sidewalks. We live on a small street off Marsh road between route 31 and 31F and find it extremely dangerous to be walking, biking or running along Marsh Road. The cars are moving very quickly along that stretch and I have witnessed many close calls. There is a beautiful trail that starts at the corner of Marsh and 31 which leads into the village.

How nice would it be to be able to get there safely and without driving. I see many, many pedestrians on Marsh Road and I feel strongly that it's just a matter of time before something tragic happens. Sidewalks would also promote a healthier, more fit community (and aren't we all trying to get a little healthier and a little more fit?). Sidewalks also link neighborhoods together and bring about a greater sense of community. I have spoken to many residents about my thoughts and it seems to be a common concern amongst them. My hope, is that someday in the near future, the Town of Pittsford would consider enhancing our already beautiful neighborhood with the safety offered by sidewalks.

Access for cycling is very important to me.

I don't consider sports fields to be parks - to me unspoiled natural settings are parks. I am very opposed to the increasing practice of NOT mowing the Nature Trails. Hopkins Park has always had a path from Copper Woods to the Middle School and then next to their athletic fields to around the pond - now it is neglected. Prior to that the trail around the reservoir was closed.

## Traffic

Stop Signs on the corner of Shire Oak and Kirklees and in that area of stop signs - Cars run these ALL the time. We have so many children and moms walking their young children in strollers, it becomes a constant hazard. However, after looking more carefully, I noticed several of these signs are covered up with the branches of the trees next to them. Some, nearly visible. Serious hazard. Not that the residents don't know they are there, but, it might be good to have law enforcement sit around this area and issue a couple of tickets to those who are repeat offenders. It might send a message that STOP signs mean STOP.

Also, I live near Thornell Road and the traffic speed control needs a serious method to keep speeds down, particularly large trucks and the occasional auto. This is not only noisy but also a safety issue. I know speed bumps are an unfavorable way to discourage speed, but they work. How about a video camera or similar deterrent? This could be set up for occasional monitoring, but would be a constant reminder even if on only one to two days a week. Offenders would not know when it is on or off !!

find ways to diffuse commuter traffic through the town (brick or stone roadways),

the clover/jefferson rd intersection remains more dangerous than the previous one and someone from the town should interact with the DOT to improve it.

## Traffic Continued

I have personally been pleased with the improvement to the intersection of Clover and Jefferson roads and the addition of the sidewalks and added width of the shoulders where sidewalk could not be added. I am aware that the Town was not totally in favor of some of these changes, however, it has been of benefit to the area residents and I thank you for the compromise made with the state on our behalf.

Put up "No Right Turn" and "No Left Turn" Signs on Monroe Avenue between 590 freeway and Monroe/Clover intersection, with those restrictions to be applicable during evening rush hour on weekdays. It's crazy that people try to cross Monroe Avenue median by turning right or left during evening commute hours, when they are exiting from businesses such as Bank of America on one side and Pizza Hut or hotel on other side. Gridlock is just terrible there and those drivers are causing a SERIOUS safety hazard. If that's Brighton's or State's responsibility, pressure them until they fix the problem properly.

Camp Arrowhead: I know it resides in Perinton, but it would be nice if the proper stop sign (saying 1 way stop) would be at the camp exit. Also, I noticed a speed measurement cart (the white device that reads speedometers going by) on Arrowhead road. Does this mean that perhaps we will have some support with speeding cars leaving the Y? These roads ARE Pittsford roads and we could use some police support to keep people from speeding in our neighborhoods.

I'd love to see the speed sign of 45mph be taken down when leaving the village on 31, passing Mitchell Rd on your right going to Marsh Rd. Cars on Mitchell Road have a hard time seeing the incoming cars who then speed up from 30mph to 45mph. I've had a few close calls when making a right turn.

I have lived in Pittsford for 56 years, and Wood Creek for 25 years. Please reconsider a speed limit sign change on Rt. 31 leaving the Village toward Marsh Rd. Currently the speed limit increases as you leave the Village, and daily, I live in fear of being hit for the 3rd time as I turn into Wood Creek Drive. I know that a stop light is not possible after unsuccessfully putting one in at the Highlands, but it really is a big issue!

PLEASE enforce the law to stop the speeding, tailgating, and crossing the double line on French Road between Monroe Ave. and East Ave. The posted speed limit of 30 mph is marginally reasonable, considering all the blind driveway entrances and hills and dips on that part of French Road. It has become a speedway. Please do something before someone gets killed. Adding all the extra traffic for entrances off French Road, such as for Nazareth and the new school being built, are making the traffic hazards exceed the saturation point. PLEASE! Thank you for your consideration and good work.

The Town should take a position re illegal parking in traffic lanes facing on-coming traffic. Such parking practice is against the law. Mr. O' Flynn has confirmed the legal requirements and indicated to me in a letter dated Aug. 10, 2004 that he would advise his deputies appropriately.

the mitchell street bridge exit to 31 f is an accident waiting to happen due to poor visibility of east bound traffic.

We are very distressed with the speeding on Park Road - through the park and especially by the school. We walk, bike, and play in the park with small children and we're constantly shocked at the drivers speeding through the park. We also walk to school from our house several times a day (from the end without the crossing guard) and we cross Park Road as people speed around the corner coming from East St. There are buses and cars turning into and out of the school (never mind we walkers and the crossing guard a little further down). When I first moved here, I was told to make sure I don't speed through the park, but I have NEVER seen a police car enforcing the speed on Park Road. In fact, I usually feel like I am holding up the Daytona 500 when I drive from my house to Route 96 and back. People here are used to speeding through there because Pittsford DOES NOT ENFORCE THE SPEED LIMIT.

Traffic lights should be installed by the Pittsford YMCA on Jefferson road, and Mitchell Road at Jefferson and a light installed at the end of Mitchell road on Pittsford Palmyra Road.

My Daily commute has changed and I have to travel directly through the village of pittsford every day -morning and night. It is a complete nightmare, traffic is at a crawl- you sit through three red lights at the four corners every morning- is there anyway to correct this?

## Traffic Continued

We moved here two years ago. The town is beautiful and well cared for. The planning and permit department has been so very helpful in our trying to upgrade and care for the property we purchased. One major area of concern we see is traffic enforcement. The drivers are unfortunately disrespectful and arrogant. Stop signs are ignored and four way stop intersections are dangerous. It is very unfortunate and has been quite shocking to us. We have lived in many areas of the country including those considered having some of the worst drivers. This is a town that values and welcomes recreational use of the roads but the roads feel dangerous due to disrespect of traffic laws.

Of course, we would all like less truck traffic on Main St.! It's quite loud. Also, more frequent monitoring of the speed of cars/trucks through South Main would be much appreciated.

The key area of improvement / priority for me and my family is traffic quieting / pedestrian safety. Some progress has been made and I know more plans are in place, but the progress has been slow / limited in my opinion. We would like to see more resources and priority shifted to the traffic / pedestrian safety problems in the town (particularly around the village), even at the expense of other things if necessary (beautification, yard debris collection, etc.)

I'm also one of those Clover Street neighbors who now live on a race way because of the State's unresponsiveness to our concerns about speed limits. Once the Lock 32 Canal entrance was re-done, we lost the speed limit sign and so now 55MPH is average. I know Mr. Carpenter has tried his best, but it's unfortunate we can't retain the peaceful town character.... Thanks for listening.

Suggest no left turns @ Main and Jefferson during peak hours, say 7-9AM and 4-6PM. Or, widen the intersection to allow left turns.

Also- one other matter that I am certain you can't rectify - .. but since the Town painted the lines on 96 in the village- I have had to bring my car to a screeching stop ( not exaggerating) once for a mother with two little kids- that NEVER even Looked- just stepped out into the road and the other for a teenager- who was texting and walking- again not looking.... I normally stop for pedestrians in a cross walk and am a courteous driver, but I believe there is a responsibility on the part of the pedestrian to at least be CAUTIOUS and look before they enter traffic ... not sure what to do about this- but thank you for letting me vent!

We also need a couple more stop signs in the Sherwood/Pittsford Manor track. There are several places where this is needed especially helpful would be a 4 way stop at the corner of Charwood and Callingham--many, many close calls there.

Shire Oaks Drive from Kirklees to eastern end is one straight road extensively used as route to Country Club Plaza - many times or almost extensively speed limit (lower suitable speed) is not observed). speeding: autos & particularly motorcycles endanger walkers - suggest installation of various speed bumps at strategic locations on this straight away!

Monroe Ave. from French road to 590, needs to have it's stop lights timed. Right now it's an environmental and financial crime what goes on, on that stretch of road. 1 light turns green, the next turns red, and so on. Enormous waste of fuel and time.

A light is really needed at the corner of Thornell and Route 96; it would not be as necessary if cars slowed to thirty mph as is marked, but they do not. Most importantly, a crosswalk is really needed from Hitching Post Plaza to the Abbots area of shops. Because there is insufficient parking for all the shops near Abbots, people park at Hitching Post and then have to play chicken with traffic to get to the other side. Now that you are expanding the services offered on the Abbots side, the problem will increase. Please create the solution before someone is dreadfully injured or is killed by overlooking the problem.

Speed limit by the YMCA is too fast: route 96 coming in by the Y is at 40mph. This drops to a lower speed when you hit the boundary of the village. The issue is that around the Y, there are many vehicles trying to get out and other vehicles are coming from across the Erie Canal to Jeff Road school. With Buses and all the other cars, it is very dangerous and could be improved by lower speed.

## Yard Debris

When branches & yard debris is picked up, there is always a residue on the street that does not get picked up.

When the town picks up leaf debris in the fall and I believe other times during the year, they use equipment that damages the lawn. I believe you USED to use a VACUMN system, and it seemed to me that system did not damage my lawn and property so much. I hope the town goes back to the vacumn system versus the big heavy loaders and equipment they have been using.

Just a comment about leaf removal/ice formation. We have a neighbor who constantly has flooding problems in her yard. It is because she does not clean off the grate in front of her house when the leaves fill it up. Also, when we have leaves and it starts to freeze, she drives over the grate to get her mail and then the grate covers with ice and it is impossible to remove the clog when the ice is covering the grate. Maybe the town could send out information about keeping the grate free of debris, so that flooding does not occur. We have told her about the problem, but she doesn't seem to do anything about it. We try to keep ours clear, but if she doesn't do the same, we still have flooding in the street.

When leaves and branches are picked up alot of debris is left behind in the street. The workers used to clean up after picking up leaves etc., now it is just left in the road, what happened to cleaning up all the mess? Sometimes, not always, snow removal on this street is only done on one side of the road. This did improve last year, but it does happen, maybe I wouldn't mind if they did my side of the road. Thank You

When branches are picked up weekly, there is always a big mess in the road that my daughter has to walk through or around (which puts her in the middle of the road) to get to her school bus. I wish this was cleaned up with the branches.

For several years I have requested that the weekly schedule for leaf, grass and branches be put on a rotating schedule each year. As it is our's is picked up Thursday and by Friday night we start seeing a pile at the curb for the next six days. I have contacted the supervisor at least in two years and he says it's a good idea but then the schedule is never rotated. Do I need to bring this to the Board for a resolution?

Early spring yard debris pickup has deteriorated over the past few years. The generic statement that pickups will occur without more information leads to debris in the streets with overturned bags. I understand that the possibility of snow removal takes priority. But a general schedule using the same map used for leaf pickup would allow residents to put out yard debris only a day or two ahead rather than weeks. In courtesy to my neighbors I just accumulate mine in my garage but this can be 12-20 bags worth. Knowing when pickup is going to occur (even generally) would be a big improvement.

The leaf pick-up in the fall is sporadic. We have a lot of leaves in the Oak Manor tract and we need a regular weekly pickup from Mid October to Mid Dec.

Road Crew needs to do a better job of cleaning up debris on side of street after they are done collecting it. They should sweep up after themselves. They should also refrain from throwing yard debris containers and covers on the front lawn

RE: Brush Pick up.. We are advised to keep the yard debris out of the road, but the front loader leaves gouges in the lawn when picked up off the yard. One suggestion is the rake workers could mark the damage spots when it happens so the town can repair them like they do with the plow damage. That shouldn't be too costly, but it may not be feasible.

I have had many issues with the pick up of lawn debris. Many times there are memos saying it is too heavy or once they didn't take it because they said there was metal in the debris, when in fact it was a small piece of brown lawn fabric from my beds of flowers to prevent weeds. It is very frustrating when you try to rebundle or do what the instructions on the yearly card says and there always seems to be some reason that the lawn debris is not taken.

I'm displeased with the contractor who handles yard debris pickup. They rarely show up on the day we are supposedly to be serviced. This many times, especially if the trash bags have been sitting in the rain, leaves the bags at the street an extra day and wet! If wet, they are apt to, and will, tear and leave the debris. in a pile at the gutter. They make no attempt to clean up the mess they have left. If wet, pick the bag up from the bottom, don,t jerk it up from the top!In April, admittedly a very wet month, I've had to repeatedly clean up their spills. Time to switch to trash cans, perhaps?

## Yard Debris Continued

The map on the website for leaf collection is totally useless. It is far too small and not all streets are listed. Further the pickup for leafs in the fall is supposedly every other week and yet my experience has been that it has been at most 3 times for the entire season. Given the amount of money I pay in taxes I would expect better than that.

Seems like a waste of resources to pick up branches weekly- how about every other week or once a month? Save gas in the huge loader.

DELIVERY OF MULCH AND WOOD CHIPS WOULD BE NICE, Charging a fee to offset cost of the entire program.

Debris pick up is generally fine. Often a large pile of debris (branches, etc) are picked up with a lot of debris carelessly left behind.

The Debris pickup is great BUT, they have to stop coming so early. The LOUD trucks wake everyone up. Maybe at least rotate the pick up times. ALSO- They need to repair lawns they rip up or drive on.

Yard debris service is great! One very minor complaint - if they could clean up the debris they leave behind after cleaning up the debris - they would be outstanding! (Have a guy rake up the bits and pieces that get left behind...)

Also, when the leaves and debris are cleaned up, alot of debris is left over in the street and not swept up. I have even seen a Pittsford Town Worker throw my empty rubber garbage can of lawn debris across my lawn and toss the lid in the other direction and laugh. Not very nice. Why not just lay down in the spot where you picked it up and put the lid next to it? This has happened several times.

My only comment would be that when we put out our yard debris for removal the garbage service picks it up and puts in their truck instead of it being taken by the town.

When the town picks up the loose branches along my street I always have to go out and clean up the street due to some of the small debris that is left. Could they possibly do a better job of cleaning up the loose debris with the vacuum truck or at least blow the small debris left off the street into the yard of the individual who left the branches. Similar to the way the grass cutters blow the grass back into the yard of the individual whose lawn they have cut and not leave it on the road. What is the possibility this could be improved?

Tighten up the yard debris guidelines and put necessary pressure on residents to obey them. Currently, in my neighborhood and others, our town looks like a "pig pen" as far as yard debris disposal is concerned. Residents can do better if asked or TOLD and our town can look much better as a result. An example: People are putting yard debris out an hour after the pickup is made, allowing it to line our streets for a week. There are many other things that can be done better, and should be.

Have the trucks and loader clean-up the street after picking up the weekly brush

One of the few things I count on right now is having my yard debris picked up on schedule. For over almost 2 months, the company you out-sourced hasn't picked up our debris on schedule. According to your literature, our pick-up is Thursday. After missing it the first time, and not coming for over a week, I started calling weekly because it wasn't getting picked up. Sometimes the town has to come get it. Often I have to leave messages because people aren't in the office during hours. These people you've hired to pick up debris should be accountable. I've already spoken to your office about six times. This lack of service supports Gov Cuomo's call for less wasteful government.

Last week the street sweeper came by my street on Wednesday. Unfortunately the debris pick-up is scheduled for Thursday so he could not clean the street fully and drove around all the yard debris. Why would you schedule our annual cleaning when all the junk is in the street? Someone should use common sense!

Encourage citizens to not throw their grass, sod, and leaves onto the street.

Finally, why are your crews out blocking driveways and streets during morning rush hour traffic?????????????????

Yard collections: Both my cans have been broken by the crew. The mulch: I got it 2 years ago, but brought in a lot of weeds with that landfiller. Not good. Will not take it again.