

From the Supervisor

Structuring for Responsiveness

Something you've probably never thought about much, if at all, is the administrative structure of Pittsford's Town government. If you haven't thought about it much, it's likely because most of the time you don't need to. As I've noted before, when Town government's working right you don't have to think about it. You can rely on it to handle the responsibilities it's supposed to, so you can get on with your life.

Responsiveness to Residents

Responsiveness to residents represents a central aspect of government doing those things it's supposed to do. When I first came into office as Town Supervisor, this held top billing in my concept of the office's duties. It remains there today.

Our operating premise is this: (1) There's quite a lot that deserves attention for civic improvement but falls outside the legal authority of the Town government, or would be too costly for Pittsford taxpayers to support, or depends on approval by other levels of government. Or depends on action we can only request from another level of government. Or can be done, but only over several years, not days. That's reality. (2) Precisely *because* of that reality, it's all the more important that when something comes in the door that the Town *can* handle right away – that we hop to it!

As I took the measure of Town operations when I came in as Supervisor, this was top of mind. Town staff had a strong sense of what in the private sector would be called "customer care and focus." An indispensable foundation for responsiveness to residents. This, in turn, prompted the query: Was our administrative structure fully conducive to rendering the value of responsiveness into an objective and consistent reality of day-to-day operations?

Maybe in your working life you've had experiences similar to mine, in the following sense. After the first two weeks in a new job you think you've got the place down cold. After the first year you realize you've barely scratched the surface.

And so, through observation and experience over time some potential changes in administrative structure became apparent, as ways to make our responsiveness to residents even better than it had been. Previous efforts to make sure different Town departments communicated effectively with each other, in my estimation, deserved further improvement.

Continued on page 2



Bill Smith
Town Supervisor

Inside:

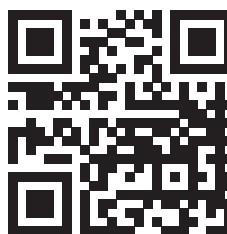
- Town's Fiscal Health Affirmed
- No Speeding on the Canal Path
- Reserve Boat Docking Online
- Neighbor Notification for Pesticides
- Erie Canal's 200th Anniversary Celebration
- Town Recycling Day Kept 35 Tons from Landfill
- Honoring Pittsford's Civil War Veterans

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www.townofpittsford.org/enews



Pittsford Celebrates
the Canal Bicentennial
September 27 & 28

Details on page 3

From the Supervisor

Continued from page 1

Lean Staffing, but Full Staffing

Another concern had to do with staffing. We run a very lean operation here at the Town of Pittsford. We want to keep the cost of government to you as low as possible *consistent with your expectations for a high standard of municipal services*. Yet, too often when a request came in that deserved immediate attention, our lean staffing forced a decision about which scheduled work to postpone or cancel that day, in order to redirect staff to the new matter.

We had the staff to do the *scheduled* work. Yet as Supervisor I know that every day, residents will bring to our attention matters we could resolve promptly. If we didn't have the staff to accommodate *those* requests – we don't know in advance what they'll be, but we know they'll come in – then we were understaffed. Understaffed in relation to your reasonable expectations for municipal services.

Therefore, one of my earlier budgets made provision for enough additional members of staff in various departments to accommodate both scheduled work *and* new matters coming in the door from day to day. This has made a welcome difference.

Beyond that, I looked at the administrative structure of other municipalities to see how they attend to resident requests. This led to the Town adding to our staff the position of Constituent Services Coordinator. As the number of resident requests we get in every day has multiplied substantially over time, the position has proven an especially effective asset for responsive Town operations.

We receive many practical requests focused on improving everyday life – things like additional sidewalks, traffic safety improvements and environmental initiatives. These are the projects that typically take more than a day to accomplish. They also require significant funding over and above the Town budget. So we made it a priority to pursue grants aggressively. After engaging a grant-writing firm with ambivalent results, we've found more success since bringing this work in-house.

Timely Problem-Solving

The number of requests involving enforcement of the Town Code has skyrocketed in the past few years. For this reason I restructured this department completely. Code Enforcement now reports directly to me as Town Supervisor. We've added a full-time additional Code Enforcement Officer in place of what had been a part-time position and have added a full-time Administrative Assistant to the department. Our Code Enforcement Officers now use dedicated software to open new Code cases and schedule inspections more easily. The new software makes accessible to Code Enforcement staff, the Town Attorney and to me, in real time, complete information for any property for which there's an open Code case.

I could cite additional examples, but discussion of administrative structure is a dry subject and I respect both your patience and your time. The point is that I believe we've upgraded the administrative structure of the Town substantially – structuring it in accordance with our central focus on responsiveness to your requests as residents of

Pittsford. It's a carefully crafted mechanism, finely balanced and derived from careful study, observation and experience over a course of years.

Of course, like any and every human institution, we're not perfect. Every now and again something might slip through the cracks. If you've ever had to ask us twice for something we could have done right away, it would have happened *despite* our efforts. But our Town government is now better configured than ever before to attend promptly to resident requests within our power to act promptly. Yet the job's never done. We continue to seek ever greater improvement.

Listening to You

Have you ever wondered why I'm always asking you to contact me with requests, questions or to tell me what's on your mind? Why in so many of these newsletters I've asked you to attend our public hearings, forums and workshops, to voice your opinion? Why I hold regular Open House sessions to hear from residents? It's because in order for me to fulfill my responsibilities properly I need to know what you think; I need to know about matters requiring the Town's attention. If we don't know about it, we can't act.

More frequently than I'd like, I'll get a call from a resident about a problem the Town could take care of that afternoon, or the next day – but that the neighborhood's been living with for two or three years! As you can imagine, part of our staff training, especially for staff members who go through neighborhoods frequently, is to be on the lookout for conditions needing attention. But we can't see everything.

This applies in a broader sense as well. We need your ideas and advice in order to be confident that we're acting in accordance with your wishes about policy matters affecting the Town. Public preferences aren't always readily discernable and of course are never unanimous. But where Town residents have spoken – through public forums, our Community Survey or our Comprehensive Plan workshops, for example – and a substantial majority agree, you've given clear guidance to me as a public servant.

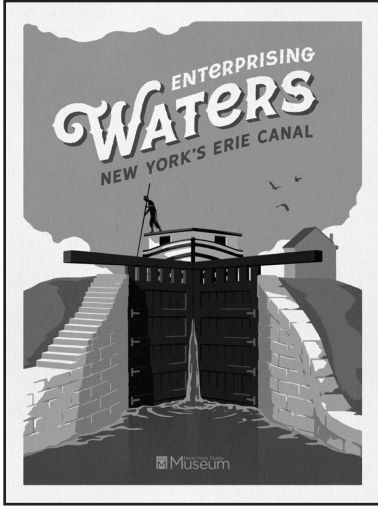
Suggestions from residents are what started us on the Refuse District program. The lodges at King's Bend Park are there today because one resident contacted Town Hall to suggest the idea. Comments from residents focused our attention on reducing the Town's use of chemical pesticides and herbicides on land we maintain – and we've reduced it now to nearly nothing. Advice from residents has been central to our efforts to improve traffic safety in neighborhoods, especially helping to pinpoint trouble spots, to identify the best places for new signs and determine where to dispatch Sheriff's Deputies for enforcement. We don't have forums or surveys or planning workshops on every subject. Which is why hearing from you and understanding your ideas and priorities for the Town is so important to me and to my work on your behalf.

Please let me hear from you! I maintain an open-door policy in the office, answer my own phone unless I'm in a meeting or on another line and have a monthly Saturday open house for residents at the Library's Fisher Meeting Room. You can reach me at (585) 248-6220 or by email at bsmith@townofpittsford.org.

Pittsford Celebrates the Erie Canal 200th on September 27 & 28

Seneca Chief canal boat to visit

The Pittsford portion of the Erie Canal was completed in 1822. Three years ago we celebrated its 200th anniversary. It was in 1825 that the Canal was completed from end to end. The Pittsford Village Erie Canal Bicentennial Committee is planning a variety of activities for Saturday and Sunday, September 27 and 28. You'll find updated details for all Erie Canal 200 activities at www.townofpittsford.org/eriecanal200 in the weeks ahead.



A flotilla of boats arrives at noon in Pittsford on September 28, including *Sam Patch*, *Riverie* and *Colonial Belle*. These will accompany *Seneca Chief*, a replica of Governor DeWitt Clinton's boat that opened the Erie Canal in 1825. The *Seneca Chief* will dock in Pittsford at Schoen Place. You can view the boat and learn about its history. Other activities will include:

- Food and music at Schoen Place to welcome the flotilla
- Canal History exhibit at Schoen Place
- Songs of the Erie Canal by Don Dwyer, sponsored by the Town of Pittsford
- Historic Pittsford's Canal History Tour, led by former Pittsford Mayor Bob Corby
- Dance performance inspired by traditional folk music and canal history, choreographed by Cecilia Whalen, Residency Artist with the Baryshnikov Arts Center and performed by her dance company; this event is sponsored by Nazareth University and the Town of Pittsford
- Dock decorating contest on September 28 to welcome the flotilla
- Village-Wide Sidewalk Sale

At our **Food Truck and Music Fest on September 13**, in the Town's tent we'll have more information about the Erie Canal 200 events.

We'll host the New York State Museum's traveling exhibit, **"Enterprising Waters: New York's Erie Canal"** at the Spiegel Community Center from September 14–20, and at the Pittsford Community Library from September 21–26. It will be at the Canal History exhibit at Schoen Place on September 27 and 28.

You'll find details about all of Pittsford's Erie Canal 200 events at www.townofpittsford.org/eriecanal200 as the event dates approach.

Enjoy the Summer at Copper Beech Park

We officially dedicated our newly expanded Copper Beech Park on June 25, with a ribbon-cutting and music by *The Front Porch Project*, featuring Pittsford native and renowned lap steel guitarist Son Henry, and bassist Elaine Verstraete. Charlie and Bernie from Harladay Hots served up their best, as they'll do most weekdays at lunchtime throughout the summer.

The new park, at 10 North Main Street, connects by walkway to the original Copper Beech Park on State Street. At the new site you'll find a shade pergola, game tables for friendly competition and café tables for relaxing and enjoying the gardens. You'll also find our young Copper Beech tree, cultivated from the healthy portion of the original tree on State Street.

The Town will host additional music events at the new park this summer. On **Wednesday, July 23** we feature an acoustic set by Ray Mahar of *A Girl Named Genny*, with food by Marty's Meats. On **Wednesday, August 27** we'll have music by Matt Beeman of *Acoustic Brew* and food from Macarollin.



Annual Audit Reaffirms Pittsford's Fiscal Strength

In April, the Town received the report from our independent auditors, Bonadio & Co., LLP, on its audit of the Town's finances and financial operations for 2024 and the Town's financial position at the end of the year.

The audit found Pittsford Town government to be in a strong financial position, with an improved net position year over year compared to 2023. The auditors noted the Town's strong financial controls, that ensure accurate and honest reporting and financial management.

Our sound fiscal management and financial and reporting practices are essential to the Town's daily operations. Although this is one of the most vital responsibilities carried out by the Town Supervisor and Town staff, it is arguably the least visible aspect of Town operations. The extensive work, experience and thorough understanding of intelligent financial management that have built Pittsford's fiscal strength often go unnoticed.

These efforts are reflected in the **Town's perfect Triple-A credit rating**, a distinction unique among towns of comparable size nationwide. They're why we have a

perfect report card on fiscal stress from the State Comptroller. Such achievements are a direct result of the sustained stability in the Town's internal administrative structure and the caliber of our personnel.

The work of Finance Department members Brian Luke and Dina Isgro is instrumental in assisting the Supervisor to maintain Pittsford's exceptional financial standing.



Neighbor Notification for Pesticide Application

Monroe County Law requires placement of markers at your property's boundaries if you're having pesticides applied to an area greater than 100 square feet.

Notices must be placed on the day of the application and before the application begins. Generally, markers must be placed every 50 feet along the edge of the area where the pesticides will be applied. They must remain in place for at least 24 hours following the application.

Normally this notification is handled by lawn services that apply these treatments. However, if you're doing it yourself, posting adequate notice is your responsibility. You should consult www.monroecounty.gov/files/health/eh/EnvQual/Pesticides/health-NeighborNotificationFAQ.pdf for details.

If you're considering pesticide application, be sure to check out **our tips for responsible lawn care**. There are a range of options to keep your lawn healthy – you might even find you're interested in our Toxic-Free Lawn Challenge. Find all the details at www.townofpittsford.org/responsible-lawn-care.

No Speeding on the Canal Path

Riders of e-bikes speeding on the Erie Canal Path has become a noticeable problem. Whether you're on a conventional bike or an e-bike, please exercise caution and ride slowly near pedestrians or other cyclists on the path. **The speed limit on the Erie Canalway Trail is 15 miles per hour.** This applies

to all users. Know the rules of the trail: Yield the right of way to pedestrians.

Pass others safely. Let's keep the Erie Canal Path safe and enjoyable for everyone by respecting the speed limit and looking out for others enjoying the path.



New Online Boat Docking Registration for Carpenter Park

Our new online process makes it easy for boaters docking at the Town's Port of Pittsford in Carpenter Park to register their boats. Boaters are allowed to dock at the Town's port for up to 72 hours at a time and up to two 72-hour docking stays in any 30-day period. The Town docks offer electrical hookups and potable water. For complete details, and to register a boat upon docking, visit www.townofpittsford.org/boating or use our QR code at right.



Spring Cleaning Recycling Drop

Our first-ever Spring Cleaning Recycling Drop on June 7 helped keep thousands of items – an **estimated total of over 35 tons!** – out of the landfill. Together, our community recycled:

- **Electronics recycling** – 2.5 tractor trailer loads of computers and accessories, televisions, video and audio equipment, cables, wiring and more, totaling 12.5 tons
- **Scrap Metal recycling** – over 2.3 tons of steel, iron, copper, brass and aluminum items
- **Paint recycling** – three municipal dump trucks full of paint cans, approximately 14 tons
- **Clothing donations** – two medium-sized moving vans full, approximately 2 tons
- **Paper shredding** – secure shredding truck filled to the brim with nearly 4.5 tons of paper

The Spring Cleaning Drop proved spectacularly popular, attracting about 2,000 cars dropping off items. Far more popular than expected! Twenty Town staff members from our Parks, Highway and Sewer departments and from the Public Works office put in a long day unloading items for recycling and packing them for transport.

Our experience this first time out informs our planning for the event if we offer it again. Many thanks to those of you who came out to recycle items. Thanks as well for your patience and considerate cooperation while waiting in line. We appreciate your efforts to get rid of unwanted items in a way that helps keep Pittsford clean and green.



Town Parks and Trails for Summer Fun

Pittsford maintains 14 Town parks – from Copper Beech Park in the heart of the Village to more than 118 acres at Isaac Gordon Nature Park. Learn about birds and pollinators at the Bird Harbor in Great Embankment Park. Follow the boardwalk over a frog pond at our Erie Canal Nature Preserve. Give your pup a run at our Pittsford Town Dog Park. Book a lodge at King's Bend Park for a family get-together. Explore historic Lock 62. Enjoy a canalside concert or visit our Pittsford Veterans Monument in Carpenter Park at the Port of Pittsford. Enjoy our athletic fields and playgrounds.

And don't forget – the Town provides more than 50 miles of trails. Walkers, hikers and cyclists can find interesting destinations, quiet seclusion and an enjoyable way of getting some fresh air and exercise. We've mapped out 10 suggested routes using several of our trails. Look for them at www.townofpittsford.org/parks-and-trails. There you'll also find an interactive map of all the Town's trails and sidewalks. And when you hit the trail or visit our playgrounds, remember to bring your Trails Passport or Playground Passport. We include info about the Passport Program on the Parks and Trails page.

An Ambitious Summer of Public Works

DPW Project Plan 2025 available online

Our Town crews are working through a particularly busy summer of public works projects throughout the community. These include vital infrastructure improvements. For the comprehensive schedule of this year's work, you'll find our complete 2025 Project Plan at www.townofpittsford.org/dpw.





Town Programs Focus on Health and Safety

Staying healthy and safe – and helping others to the same – is important for us all. The Town offers several programs to help do just that.

Our **Spiegel Community Center** offers classes in **First Aid** and **CPR** for adults and **special classes for kids**, including Babysitters Training, Home Alone Safety, and First Aid for Kids.

Our **Pittsford Community Library** offers monthly **blood drives** in collaboration with the Red Cross. These drives provide a convenient way for residents to contribute to urgently needed blood supplies.

We also host free **Narcan/Naloxone training** at the Library in partnership with the Monroe County Department of Public Health. These sessions provide you with a Narcan kit and train you how to treat someone who has overdosed on opioids.

These programs are scheduled periodically and are announced in the Town's **eNews** and on our social media pages. You'll find program information on the Town website as well: Recreation Department programs are listed at **www.townofpittsford.org/recreation**; Library programs at **www.townofpittsford.org/library**.

Pittsford Senior Programs Offer Something for Everyone

Senior programs at our Spiegel Community Center cover a variety of interests and abilities. We offer a selection of exercise classes and recreational activities, plus lunch programs, guest speakers, movie matinees, games, a Craft Club, local excursions and even a seniors chorus!

Members of our Senior Programs staff make everyone feel at home and can give you details about the different programs and activities. Connect with friends old and new, keep healthy and keep learning – all at our Senior Center. Visit **www.townofpittsford.org/seniors** to learn more or call our Senior Programs Office at **248-6235**. The Spiegel Community Center is located at 35 Lincoln Avenue.



Civil War Historic Marker Dedicated in Pittsford Cemetery

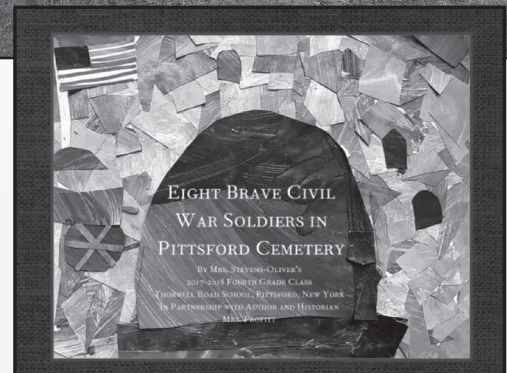
The Town now has a historic marker honoring the Civil War soldiers buried in Pittsford.

The idea took root in 2018. Toni Stevens-Oliver, a teacher at Thornell Road Elementary School, had her 4th grade class research and create a book: *Eight Brave Soldiers in Pittsford Cemetery*. Our Town Historian, Vicki Masters Profit, advised the class on the project. The New York State Archives Partnership Trust conferred an award on the class for their outstanding work on the book. The project made all participants aware that the Town had no memorial for its Civil War soldiers who fought for the Union.

We have one now. Located near the flagpole at Pittsford Cemetery, it reads: **85+ Civil War soldiers are interred in Pittsford. Their sacrifices are remembered and honored.**

The dedication ceremony in May included the members of Mrs. Stevens-Oliver's 4th grade class of 2018 – who were now juniors in high school!

Many thanks to all involved for honoring the memory of our Civil War soldiers.



Summer Fun!

Our Town events offer entertainment and fun throughout the summer. Find the complete schedule at www.townofpittsford.org/events.



Pittsford's Farm Stands Are Ready to Serve You

Pittsford had its start as a farming community. Our local family farms are still going strong, many dating back to the 18th century. The Town's "Greenprint for the Future" plan preserved two-thirds of the farmland in the Town when enacted in 1996. These lands are protected in perpetuity, continuing our agricultural heritage and preserving farming as part of Pittsford's identity, character and economy.

The farm stands and markets maintained by Pittsford's farmers offer a broad and abundant selection of fresh fruits and vegetables and other homegrown and homemade items. Join us in supporting Pittsford's farms – take a drive through our beautiful farmlands and stop by for some shopping at:

Hopkins Farm Stand

Corner of Calkins Road
and Clover Street

Knickerbocker Farm Stand

164 Knickerbocker Road

Powers Farm Market

161 Marsh Road

Willard Farm Stand

116 Willard Road

To learn more about our Greenprint farms and the families who work them, visit www.townofpittsford.org/greenprint25.



Leaf Collection Starts October 20

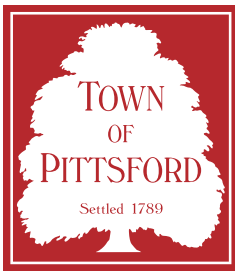
Scheduled leaf collection by the Town runs from October 20 through December 12. Thereafter **unscheduled** collection continues until the leaves are picked up. You can expect crews in your neighborhood approximately **every three weeks** to collect

piles of leaves placed at the edge of the road. Our online Leaf Pickup app goes live once leaf collection begins. It offers real-time updates on where our leaf crews are working and where they'll be next. Find it at <https://gis.townofpittsford.org/LeafCollection> or use our QR code above.



We continue collecting yard debris throughout leaf season. **After October 30** all brush and branches must be in containers or tied into bundles. Also after October 30 there will be no set pickup day; instead, pickup will continue as our leaf collection work and the weather permit. Please be sure to **keep yard debris separate from leaf piles** – this helps prevent damage to our equipment. You'll find complete leaf and yard debris collection info at www.townofpittsford.org/leaf-collection.

While you're at it, you might **consider leaving a small leaf pile or two** in your garden beds and around trees. This provides an essential winter habitat and protection for many beneficial insects and other pollinators. You'll be supporting a healthy ecosystem right in your own backyard.



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www.townofpittsford.org

Save the Dates

**Mark your calendars – two of the Town's
most anticipated annual events
are coming soon.**

Get ready for music, family activities, popular food trucks and our traditional beer and wine garden as we close out the summer with the **Food Truck & Music Fest**. This year it's on **Saturday, September 13** from noon to 9:00pm, on South Main Street between State and Locust Streets. It includes the fun of Pittsford Youth Services' annual **Duck Drop**. Village merchants will be open for business. You'll find details as the date approaches at www.townofpittsford.org/foodtruckmusicfest.

Then get ready for our **Family Halloween Fest** on **Sunday, October 26**, from noon to 2:00pm at the Spiegel Community Center, 35 Lincoln Avenue. It's a festive celebration of Halloween that kids love, with plenty of games, crafts and refreshments. Free and open to the public, we're requesting a donation of one canned good per person attending, to support the Pittsford Food Cupboard. As we approach October you'll find details at www.townofpittsford.org/halloweenfest.

