

# EXPLORING TOMORROW'S TRANSIT

## Interim Summary Report

### 1. Introduction

As part of the 2022-2023 Unified Planning Work Program (UPWP), the Syracuse Metropolitan Transportation Council (SMTC) agreed to assist the Central New York Regional Transportation Authority (Centro) with a public engagement process to solicit community feedback on the future design of the Centro system in Onondaga County, including mobility services beyond Centro's traditional fixed-route bus service. This process, which was branded as "Exploring Tomorrow's Transit" or ETT, is intended to gather information about the community's wants and needs related to public transportation services and summarize that feedback for use by Centro in their long-term service planning.

This report summarizes the outreach conducted and feedback received through the following engagement activities:

- Project website
- Background information presentation
- Community engagement survey
- Pop-ups (tabling events)
- Open houses (in person and virtual)

The information gathered to date in the process will be used to inform an additional round of community discussion meetings. After that second round of meetings is conducted, all of the information gathered through the ETT process will be documented in a Final Summary Report.

### 2. Presentation and project website

SMTC staff created a presentation, originally in PowerPoint, to provide context for the ETT effort. The presentation described the purpose of the overall effort, then provided relevant background data (commute mode, vehicle ownership, etc.) and results from the 2017 Rider and Non-rider Surveys completed by SMTC for Centro. The presentation also reviewed the SMTC's 2018 Syracuse Metropolitan Area Regional Transit Study Phase 1 (SMART 1), which recommended a Bus Rapid Transit (BRT) system for the Syracuse area, and briefly described the on-demand service options currently offered by other Upstate transit systems. Maps of Centro's 2019 and 2021 ridership were included. Finally, the presentation urged listeners to complete the ETT survey, and to stay engaged in the process.

The presentation was recorded as a video with narration and captions, and linked from the study webpage within the SMTC's website ([www.smtcmpo.org/centroett](http://www.smtcmpo.org/centroett)). A version with Spanish subtitles was also made available on the website. As of May 26, 2023, (just after the survey closed) the English presentation had 256 views and the Spanish version had 19 views.

### 3. Survey

The online survey was launched in mid-January 2023, with the link to the ETT website first published in the Winter 2023 edition of the SMTC's *Directions* newsletter, which was mailed to over 4,000 addresses on January 20, 2023. The survey was created in MS Forms, and vetted by SMTC and Centro staff. Versions of the survey were posted in English and in Spanish. SMTC staff also created printable versions of the survey in both English and Spanish that were available at various community events and could be returned to a staff member at the event or mailed to SMTC (mailing address included at the end of the survey instrument).

The survey considered a respondent as a Centro “rider” if they reported having used Centro bus service at least once in the previous year other than a special event service (such as NYS Fair or SU athletics shuttles). Riders received a set of questions about their bus trips (how often they ride, what route they most often ride, how they typically pay their fare, etc.). Branching was set up so that non-riders did not receive these questions. There were no questions that were exclusive to non-riders. The remaining questions on the survey asked about priorities for potential service improvements, locations where respondents would like to have more Centro service, frequency versus distance to a bus stop, and respondents’ interest in an on-demand service option. There was also a demographics section at the end of the survey; all the demographic questions were optional.

Centro incentivized the survey by offering two pairs of AirPods Pro 2<sup>nd</sup> Generation to be raffled off after the close of the survey. After completing the online survey, the “thank you” screen included a link to an additional online form where participants were asked to provide their first name, last name, phone number, and email address. These responses were not linked to the original survey responses. A paper AirPods entry form was also available. Both the online and paper entry forms were also available in Spanish.

After the initial notification through the SMTC’s newsletter, the survey was also publicized through:

- SMTC email announcing availability of Winter 2023 newsletter on website (January 25) – 1,203 recipients, 457 opened
- SMTC emails focused solely on ETT effort
  - January 31 – 1,199 recipients, 412 opened
  - May 12 – 1,194 recipients, 407 opened
- SMTC March 2023 e-newsletter, sent March 29, 2023 (including link to survey and dates for Open Houses) – 1,204 recipients, 462 opened
- Multiple SMTC Facebook posts
- Centro service alert (January 30)
- Digital displays in the Centro Hub
- “Take our survey!” informational hangers on Centro buses starting on January 27, replenished as needed through end of April
- Email to Centro’s Accessible Transportation Advisory Council on March 3.
- Tabling events (distribution of “Take our survey!” informational cards) at the following locations:
  - Gordon Student Center at Onondaga Community College (February 7 & 8)
  - Salt City Market (February 16 & 18)
  - DestinyUSA (February 18)
  - Syracuse University Men’s Basketball Game at JMA Wireless Dome (February 28)
  - Central New York Regional Market (March 4)
  - OCM BOCES service fair (March 9)
  - Jubilee Homes job fair at Beauchamp Library (March 10)
  - Interfaith Works/Syracuse Housing Authority “Senior Fun Fairs” at Pitcher Hill (Mattydale, May 4) and Ross Towers (Syracuse, May 18)



*ETT tabling set-up at the JMA Wireless Dome.*

- Distribution of “Take our survey!” cards at Centro Hub at various bus line-up times (10:00 a.m., noon, 2:00 p.m.) on five different dates (April 3 & 4; May 3, 4, and 16)
- Presentations and/or participation by Centro and/or SMTC staff at community meetings:
  - SMTC Forum on Active Transportation (December 1 – prior to survey launch)
  - Syracuse Common Council Airport (Public Transportation) Committee Meeting (January 24)
  - Greater Syracuse Works Direct Service Meeting (February 7)
  - FOCUS Greater Syracuse Citizens Academy (February 8)
  - Moving People Transportation Coalition (February 15)
  - City of Syracuse’s Community Grid Cooperative (March 16)
  - Southside Tomorrow’s Neighborhoods Today (TNT) meeting (May 1)



*Distribution of “Take Our Survey!” cards at Centro Transit Hub.*

- Onondaga County Public Library system: flyers for community bulletin boards and tent cards for placement near public access computers were distributed through the Central Library to all city and suburban branch locations.
- Flyers (English and Spanish) provided to the SCSD Office of Family Engagement for distribution and posting throughout the district.
- Hard-copy surveys provided to Interfaith Works and distributed at a senior services staff meeting.

Community groups such as Moving People Transportation Coalition, Human Services Leadership Council, Greater Syracuse Works, and FOCUS Greater Syracuse also sent the survey link and/or forwarded SMTC’s emails to their own contact lists.

The online survey remained open to the public through May 21, 2023. A total of 1,049 responses were received, including 10 hard-copy surveys and four responses to the Spanish version of the survey online (no paper versions of the Spanish survey were returned). There were 412 entries submitted to the AirPods drawing. SMTC staff provided Centro with a spreadsheet of the entry data after the survey closed, and Centro conducted the drawing. Attachment A includes all of the survey questions and a summary of responses to each question.

#### **4. Open Houses**

SMTC and Centro held three “Open Houses” while the survey was open. The purpose of the Open Houses was to provide another avenue for the community to learn about the ETT effort and to continue encouraging people to participate in the survey.

Two Open Houses were held in-person: April 20 (4-6 p.m.) at the Salt City Market and May 2 (5-7 p.m.) at the Liverpool Public Library. These events included about a dozen poster-sized display boards (see Attachment B) set up in the room that included the information available in the online presentation (purpose of ETT, demographics, commuting patterns, current ridership) plus a few display boards from the SMTC/Centro’s previous SMART 1 study. The in-person Open Houses also included two interactive activity stations. One station included a large map of Onondaga County, and participants were asked to mark (using markers and stickers) where they would like to see on-demand transit service and additional bike/scooter share services. The other station provided participants with an opportunity to draw their

“ideal bus route” on maps at three different scales (Onondaga County, City of Syracuse, and city plus nearby suburbs). Open House attendees were encouraged to take the online survey, which they could do using iPads at the meeting or by using their own device. Paper copies of the survey were also available.

A virtual Open House was held on April 26 (11:30 a.m. – 1:30 p.m.). This was held on Zoom and pre-registration was required. People that registered were encouraged (via email) to review the presentation and other materials available on the project website prior to the meeting, and the meeting was conducted as a drop-in question-and-answer session. The “ideal bus route” exercise maps were provided to the meeting attendees as a PDF through the Zoom chat.

An ASL interpreter attended all the Open Houses, and a Spanish interpreter attended the Salt City Market event. No participants requested the services of an interpreter.

Sign-in sheets from the in-person meetings show 26 attendees at Salt City Market and nine attendees at Liverpool Public Library. Fourteen people registered for the virtual Open House and five people attended.

The Open Houses were publicized through the following:

- SMTC March 2023 e-newsletter (March 29, also forwarded by ACTS to their list serve on April 12)
- SMTC emails about ETT Open Houses on March 31 (1,195 recipients, 416 opened) and April 17 (1,193 recipients, 383 opened)
  - ACTS forwarded notice to over 2,000 people on April 18
- Numerous individual emails to community partners with flyer: IFW staff, GSW, SCSD OFE
- Included in Liverpool Public Library’s spring program guide and on their website
- Facebook ad targeting Spanish-speakers within 15 miles of downtown Syracuse, April 12-19.
- Multiple SMTC and Centro Facebook posts
- Announced at April 4 Greater Syracuse Works (GSW) meeting and flyer included in follow-up email from GSW
- Discussed at ATAC meeting on April 18; English and Spanish printable surveys provided to staff from ARISE.
- Information included on Centro homepage.



*Example SMTC Facebook post for ETT Open Houses.*





*Centro homepage, announcing ETT Open Houses.*

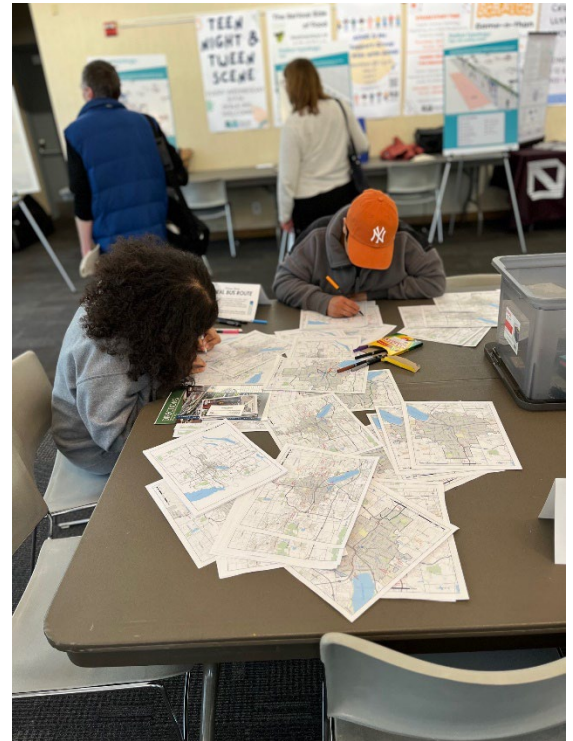
A total of 27 “draw your ideal bus route” maps were returned at the Open Houses and are included in Attachment C. Most of the maps included more than one route drawn and some indicated specific locations that routes should serve. Suggestions included:

- Regional / intercity connections to: Binghamton, Watertown, Auburn, Utica, Ithaca
- County-wide circulator routes: city to northern suburbs (Route 31), city to west (Elbridge) and southwest (Skaneateles), eastern villages (Manlius, Fayetteville, East Syracuse)
- Medical center connector (North Med, University Hill, East Med)
- “Smaller” bus routes and local circulators that would not pass through Downtown Syracuse (Manlius, Fayetteville, Pompey)
- University Hill to Village of Liverpool, through Hub and RTC
- More service from Hub to northern part of Town of DeWitt
- Suburban circulator primarily connecting shopping centers outside of the City of Syracuse: Township 5, Camillus Commons, Green Hills Plaza, Fayetteville Towne Center, Northern Lights

- Routes that do not go through the Hub:
  - James St / Grant Blvd from East Syracuse/James St Wegmans to RTC/DestinyUSA (5 suggestions)
  - Valley Plaza to Westvale Plaza along Valley Dr, South Ave, Delaware Ave, Wilbur Ave
  - Erie Blvd / Genesee St from Westvale Plaza to Wegmans DeWitt
  - Park St
  - Teall Ave / Westcott St
  - Geddes St from Corcoran High School to DestinyUSA
  - Nob Hill Apartments to OCC
  - Nob Hill / Brighton Towers to Green Hills Plaza
- Routes that go through the Hub / variations on existing routes
  - SU area to RTC (similar to proposed BRT line)
  - Service closer to storefronts on Erie Blvd
- City circulators that go through the Hub
  - SU / southeast quadrant
  - James St / Oak St / Park St / North Salina St
  - W Onondaga St / Geddes St / W Genesee St
  - Downtown to Inner Harbor

Table 1 below summarizes suggestions received at the Open Houses for on-demand service and bike/scooter share expansion locations.

Attachment D includes the meeting evaluation forms and comment forms that were received at the Open Houses, as well as additional public comments received via email or online comment form through July 2023.



*Participants at the Open House at Liverpool Public Library complete the “Draw Your Ideal Bus Route” exercise.*

**Table 1: Locations suggested by Open House participants for bike/scooter share expansion and for on-demand transit service**

Location	Bike/scooter share	On-demand service
Baldwinsville		X*
Camillus		X
Cicero	X	
Downtown Syracuse	X	
East Syracuse		X*
Eastwood		X
Fairgrounds	X	
Fayetteville	X	X
Green Lakes State Park		X
Inner Harbor	X	
Liverpool	X*	X*
Manlius		X
Minoa		X
North Syracuse	X	X*
Onondaga Community College	X	X
Onondaga Nation	X	X
Salina (Town)	X	
Skaneateles		X
Syracuse University area	X	
Valley	X	
Van Buren		X
Western Lights	X	
Westvale Plaza	X	
Willow Bay	X	

\*this location was suggested by more than one person

Note: this list includes all locations suggested by participants. Some locations suggested are within the City of Syracuse and are, therefore, already within the Veo service area.

## 5. Next Steps

Centro and SMTC staff are planning a set of Community Discussion meetings for the ETT effort. The survey summary results will be used to identify additional questions and discussion topics at these meetings. Following those meetings, SMTC staff will summarize the entirety of the ETT effort in a final report to Centro.

## **ATTACHMENTS**

Attachment A: Survey Results Summary

Attachment B: Open House Display Boards

Attachment C: “Draw Your Ideal Bus Route” maps from Open Houses

Attachment D: Open House evaluations, Open House comment forms, and additional public comments received through July 2023.

EXPLORING TOMORROW'S TRANSIT

Interim Summary Report

**Attachment A: Survey Results Summary**



## EXPLORING TOMORROW’S TRANSIT SURVEY RESULTS SUMMARY

“Respondents” are the number of people that answered a specific question (i.e. the number of surveys that included a response to that question). Some questions allowed respondents to indicate more than one answer; therefore, some questions have more “responses” than “respondents.” Only questions 1, 2, and 4 were required. All other questions in both Sections 1 and 2 could be skipped. “No response” indicates that the survey did not include an answer to that particular question. The number of respondents plus the number of “no responses” should total the number of surveys received (1,049 for questions applicable to riders AND non-riders, 527 for rider-only questions).

### ***SECTION 1 – How people use the current system and desires for the future***

#### **Q1: How do you get to work/school MOST of the time?**

This was a required question and limited to a single response choice.

If a respondent chose “I do not work or attend school” they were taken directly to Question 3.

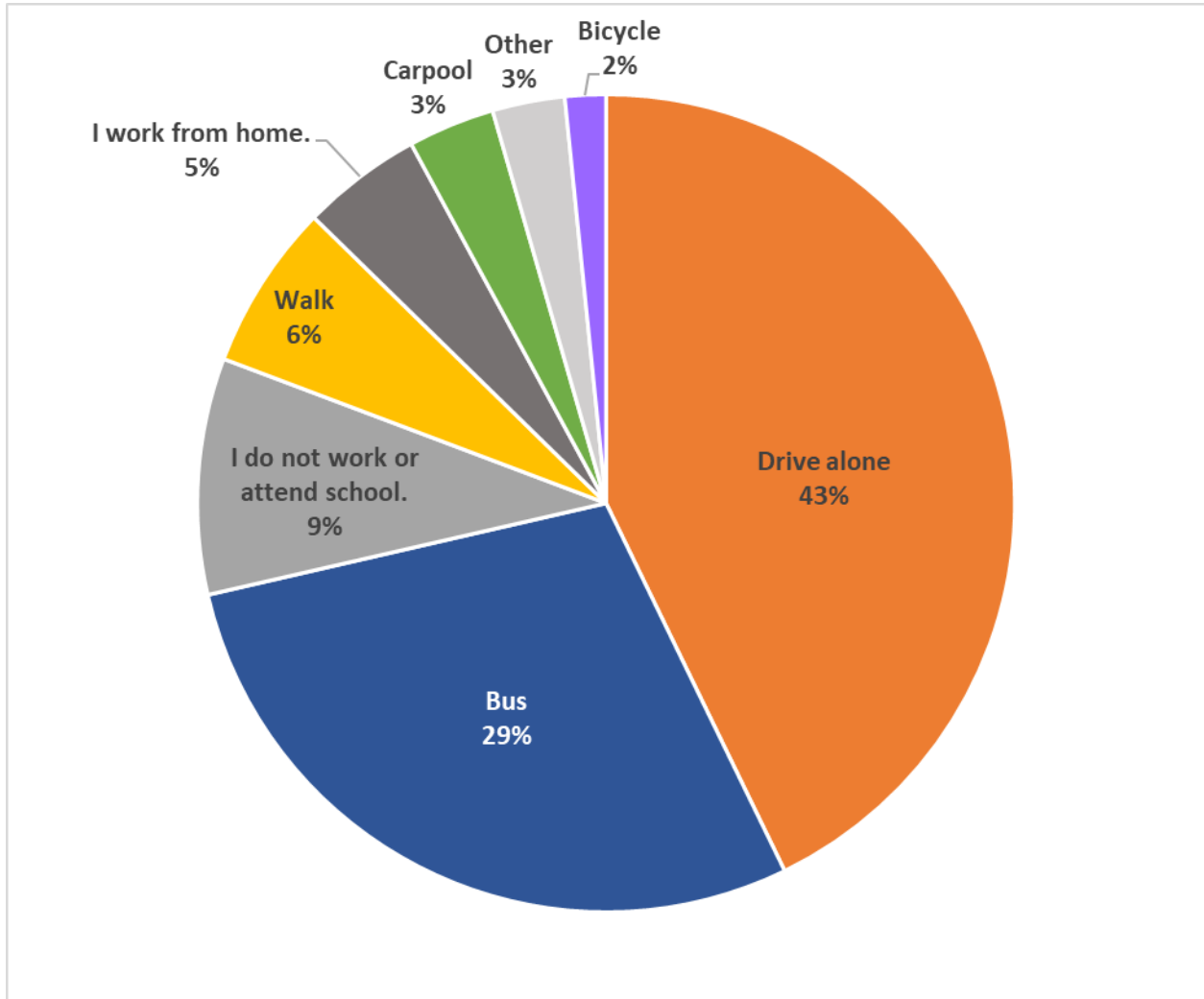
Response	Number of respondents (Percent of respondents)		
	All respondents	Riders	Non-riders
Drive alone	449 (43%)	119 (23%)	330 (63%)
Carpool	36 (3%)	15 (3%)	21 (4%)
Walk	69 (6%)	31 (6%)	38 (7%)
Bicycle	17 (2%)	14 (3%)	3 (1%)
Bus	300 (29%)	270 (51%)	30 (6%)
I work from home	50 (5%)	16 (3%)	34 (7%)
I do not work or attend school	98 (9%)	43 (8%)	55 (11%)
Other	30 (3%)	19 (4%)	11 (2%)
Total respondents	1,049	527	522

“Riders” answered “Yes” to question 4, “Non-riders” answered “No” to question 4.

Notes:

- 119 “riders” reported that they usually get to work by driving alone
- 300 respondents reported that they usually get to work by bus, including 30 “non-riders”

**Commute mode for all survey respondents**

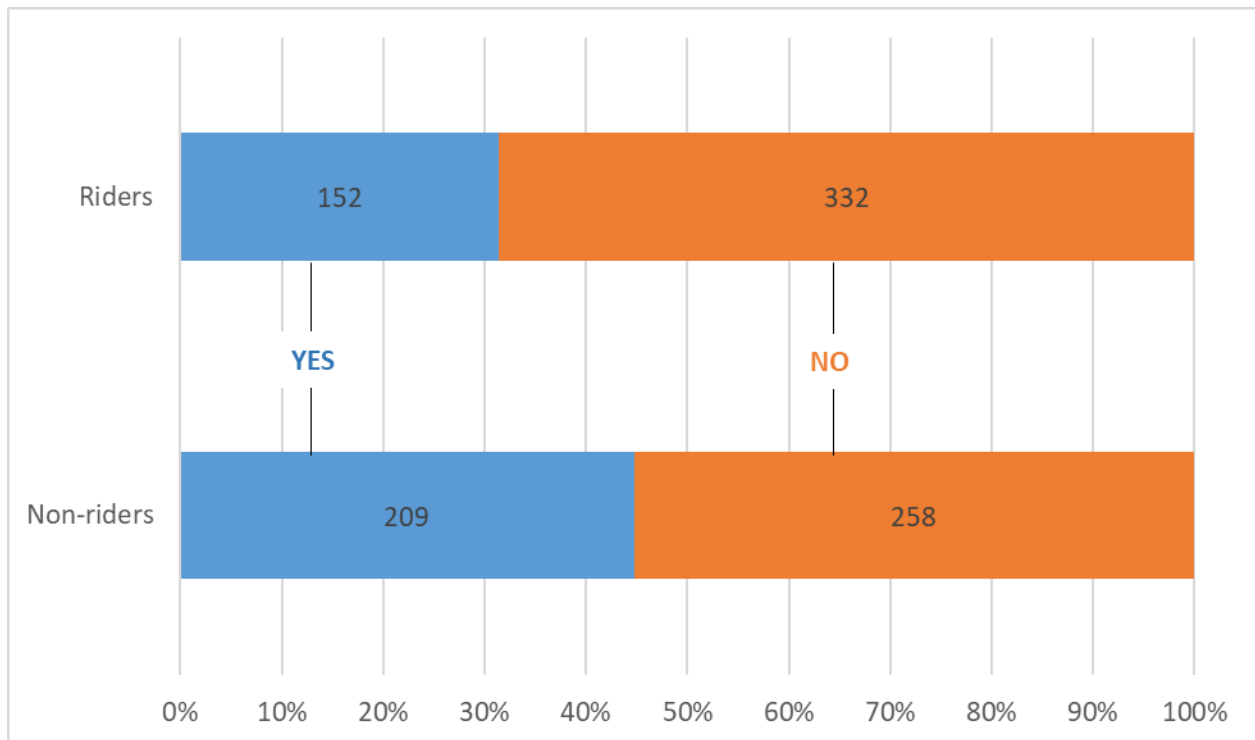


**Q2: Do you typically need access to a personal vehicle during your work/school day OTHER than to commute to/from your place of employment/school? (i.e. your job requires you to make trips during the work day using a personal vehicle.)**

This was a required question; however, respondents that answered “I do not work or attend school” for Question 1 (98 respondents) were sent directly to Question 3. Therefore, there were only 951 responses to this question.

Response	Number of respondents (Percent of respondents)		
	All respondents	Riders	Non-riders
Yes	361 (38%)	152 (31%)	209 (45%)
No	590 (62%)	332 (69%)	258 (55%)
<b>Total respondents</b>	<b>951</b>	<b>484</b>	<b>467</b>

**Survey respondents that need (yes) and do not need (no) access to a personal vehicle during their work/school day**

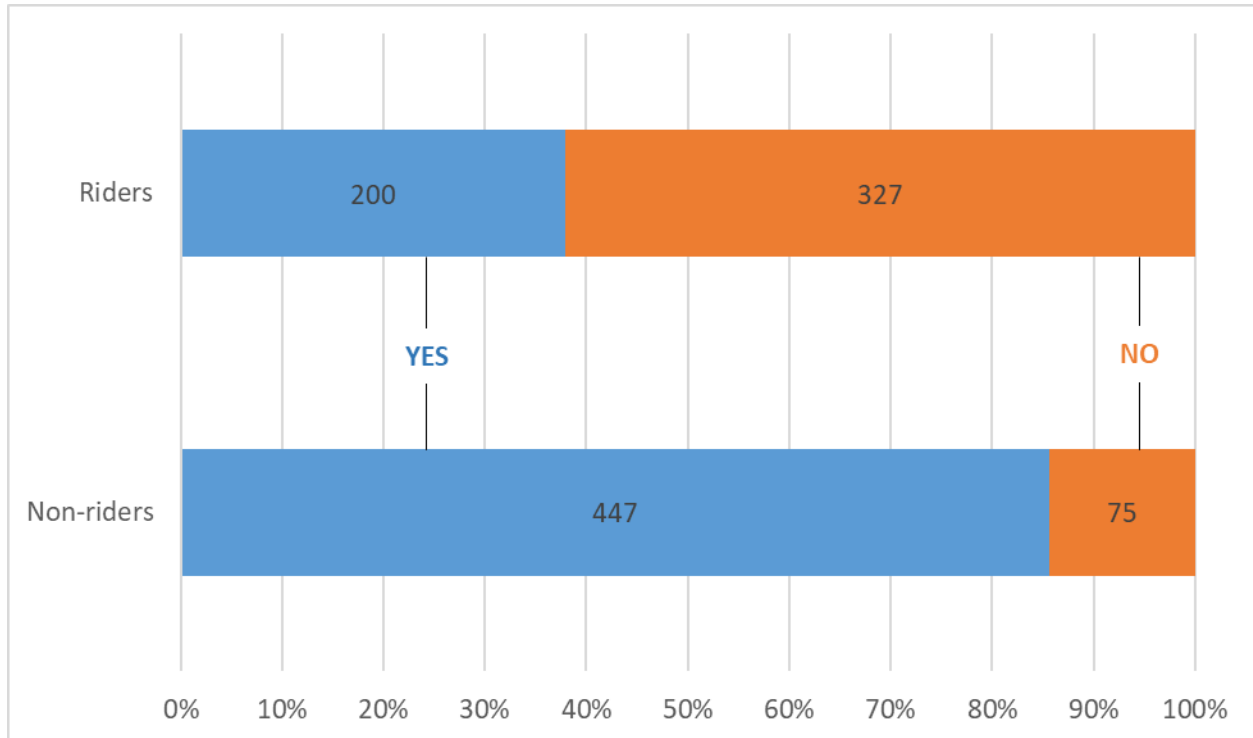


**Q3: Do you own a car?**

Response	Number of respondents (Percent of respondents)		
	All respondents	Riders	Non-riders
Yes	647 (62%)	200 (38%)	447 (86%)
No	402 (38%)	327 (62%)	75 (14%)
<b>Total respondents</b>	<b>1,049</b>	<b>527</b>	<b>522</b>
No response	0	0	0

Note: although this question was not required, all survey respondents provided an answer.

**Survey respondents that own (“yes”) and do not own (“no”) a car**



**Q4: Have you used Centro bus service OTHER THAN FOR A SPECIAL EVENT (such as NYS Fair, SU sports) within the last year?**

This was a required question. Respondents that chose “yes” were classified as riders. Respondents that chose “no” were classified as non-riders. If a respondent chose “no” they were taken directly to question 11, skipping questions 5 through 10.

Response	Number of respondents	Percent of respondents
Yes (“Rider”)	527	50%
No (“Non-rider”)	522	50%
<b>Total respondents</b>	<b>1,049</b>	

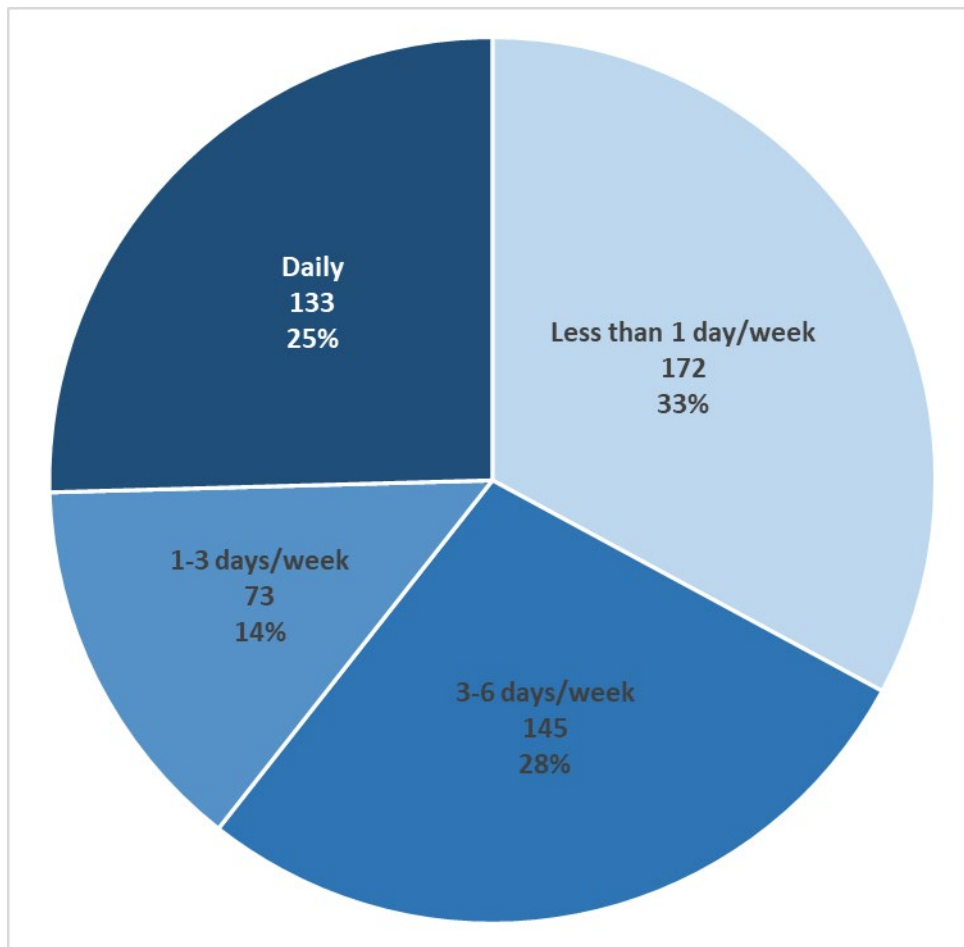
**RIDER-ONLY QUESTIONS:** Questions 5 through 10 were only given to respondents that answered “yes” to Question 4. Respondents that answered “no” to Question 4 were taken directly to Question 11.

**Q5: How often do you ride the Centro bus?**

This question was limited to a single response choice.

Response	Number of respondents	Percent of respondents
Daily	133	25%
3-6 days/week	145	28%
1-3 days/week	73	14%
Less than 1 day/week	172	33%
<b>Total respondents</b>	<b>523</b>	
No response	4	

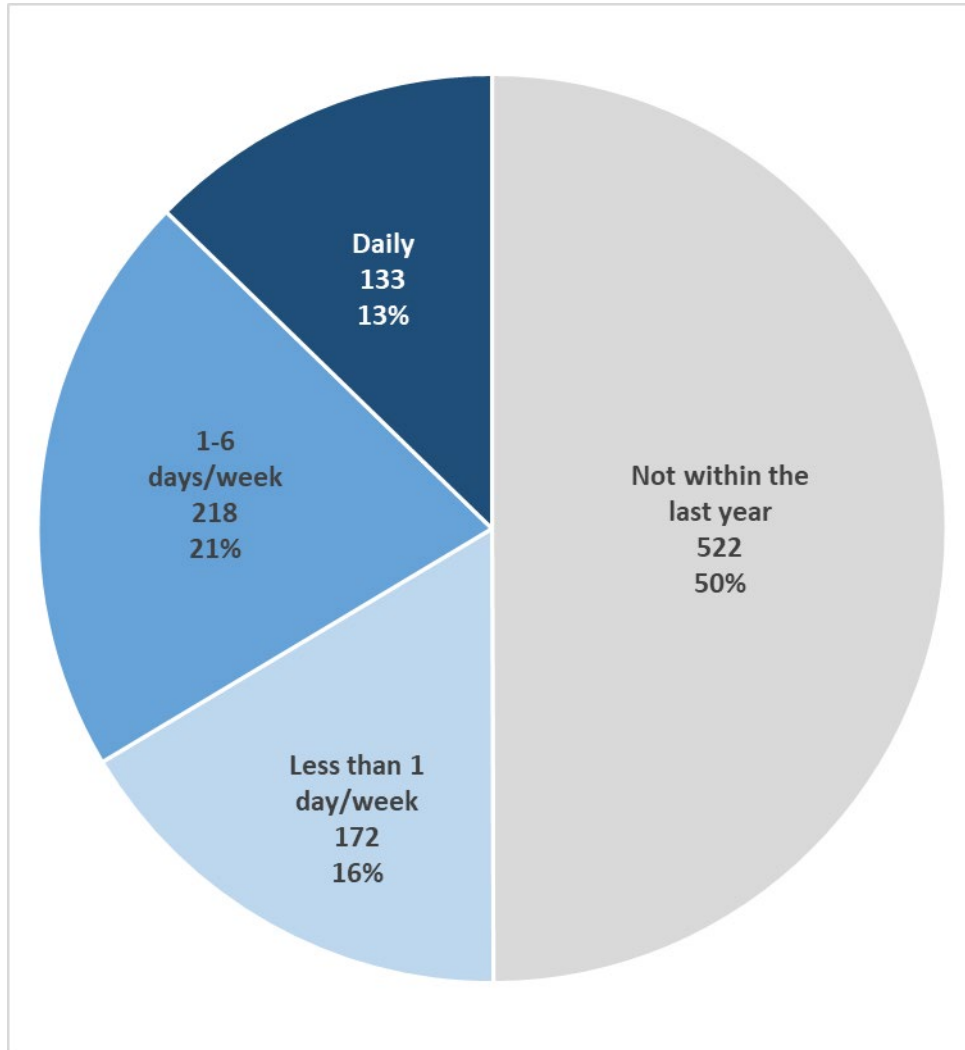
**Frequency of using Centro bus – riders only**





Riders' responses to Question 5 were combined with the number of non-riders from Question 4 to create the chart below.

**Frequency of using Centro bus – all survey respondents**



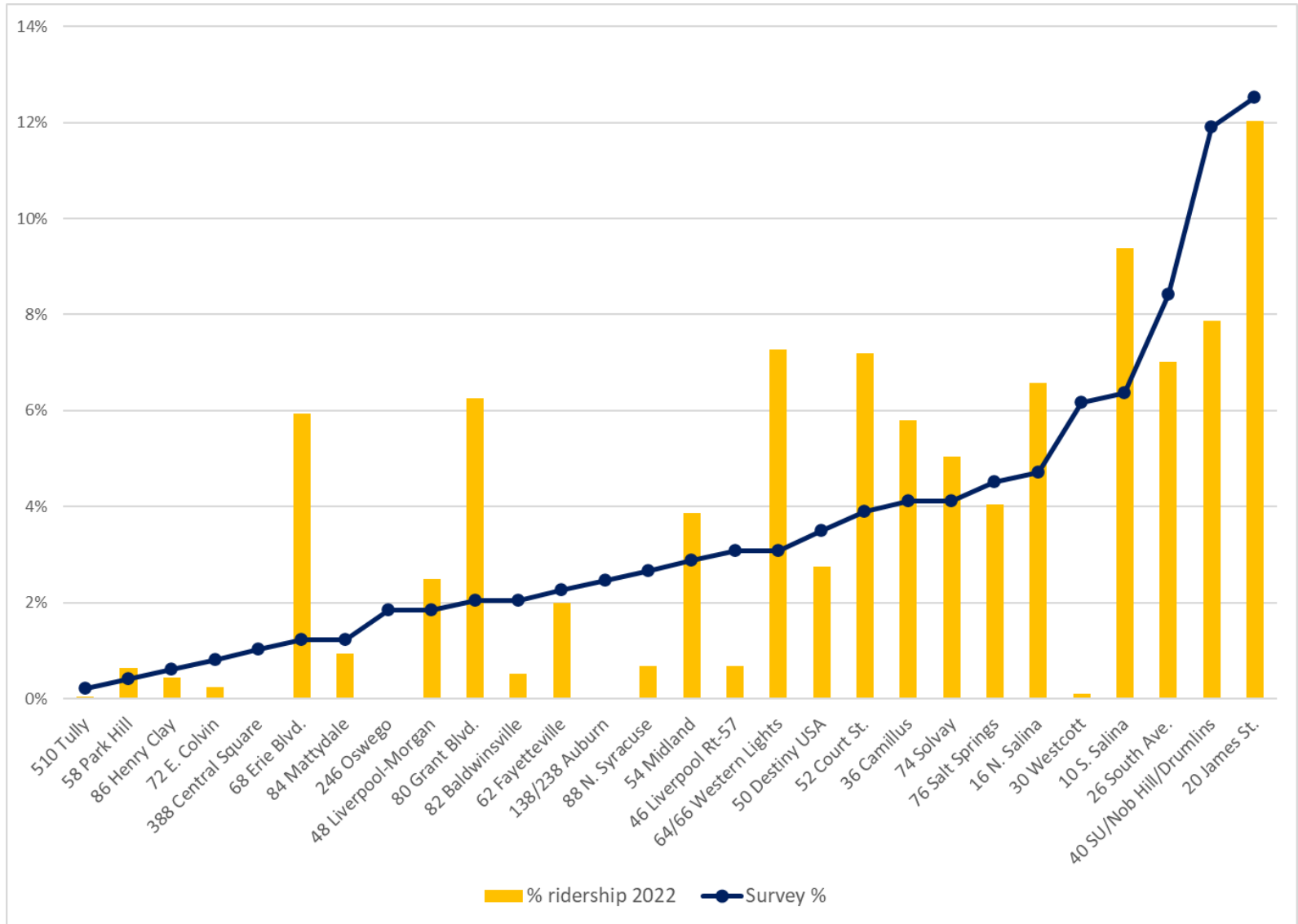
Note: Respondents that reported they had not used Centro survey within the last year other than for a special event (Question 4) were considered “non-riders.” 4 survey respondents (riders) did not provide a response to Question 5 to indicate how often they ride the bus.

**Q6: What bus route do you ride most often?**

This question was limited to a single response choice. A drop-down menu of Centro bus routes was provided.

<b>Route</b>	<b>Number of respondents</b>	<b>Percent of respondents</b>
10 S. Salina	31	6%
16 N. Salina	23	5%
20 James St.	61	13%
26 South Ave.	41	8%
30 Westcott	30	6%
36 Camillus	20	4%
138/238 Auburn	12	2%
40 SU/Nob Hill/Drumlins	58	12%
46 Liverpool Rt-57	15	3%
246 Oswego	9	2%
48 Liverpool-Morgan Rd	9	2%
50 Destiny USA	17	3%
52 Court St.	19	4%
54 Midland	14	3%
58 Park Hill	2	<1%
62 Fayetteville	11	2%
64/66 Western Lights	15	3%
68 Erie Blvd.	6	1%
72 E. Colvin	4	1%
74 Solvay	20	4%
76 Salt Springs	22	5%
80 Grant Blvd.	10	2%
82 Baldwinsville	10	2%
84 Mattydale	6	1%
86 Henry Clay	3	1%
88 N. Syracuse	13	3%
388 Central Square	5	1%
510 Tully	1	<1%
<b>Total respondents</b>	<b>487</b>	
No response	40	

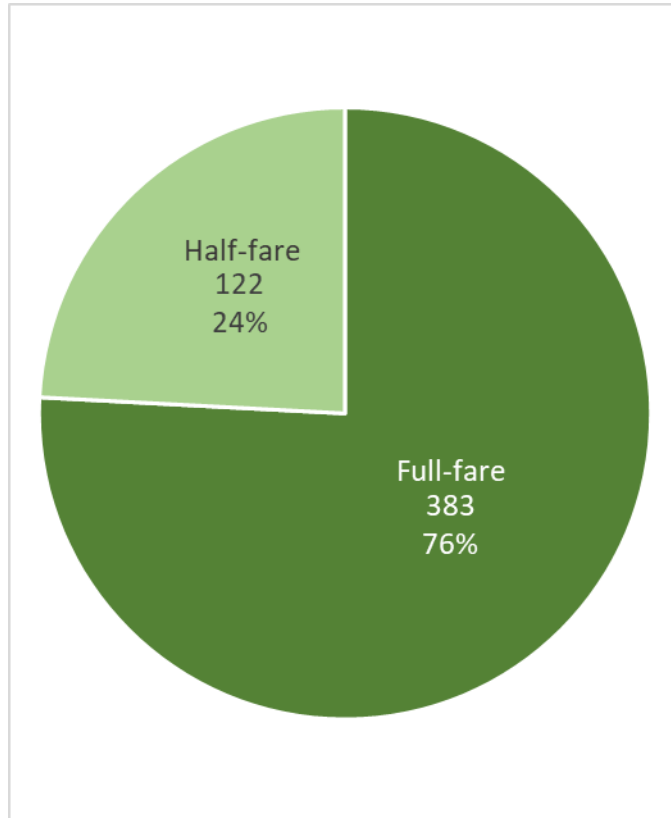
Completed surveys by route compared to 2022 ridership



**Q7: Do you normally pay full-fare or half-fare?**

Response	Number of respondents	Percent of respondents
Full fare	383	76%
Half fare	122	24%
<b>Total respondents</b>	<b>505</b>	
No response	22	

**Fare paid by survey respondents (riders only)**

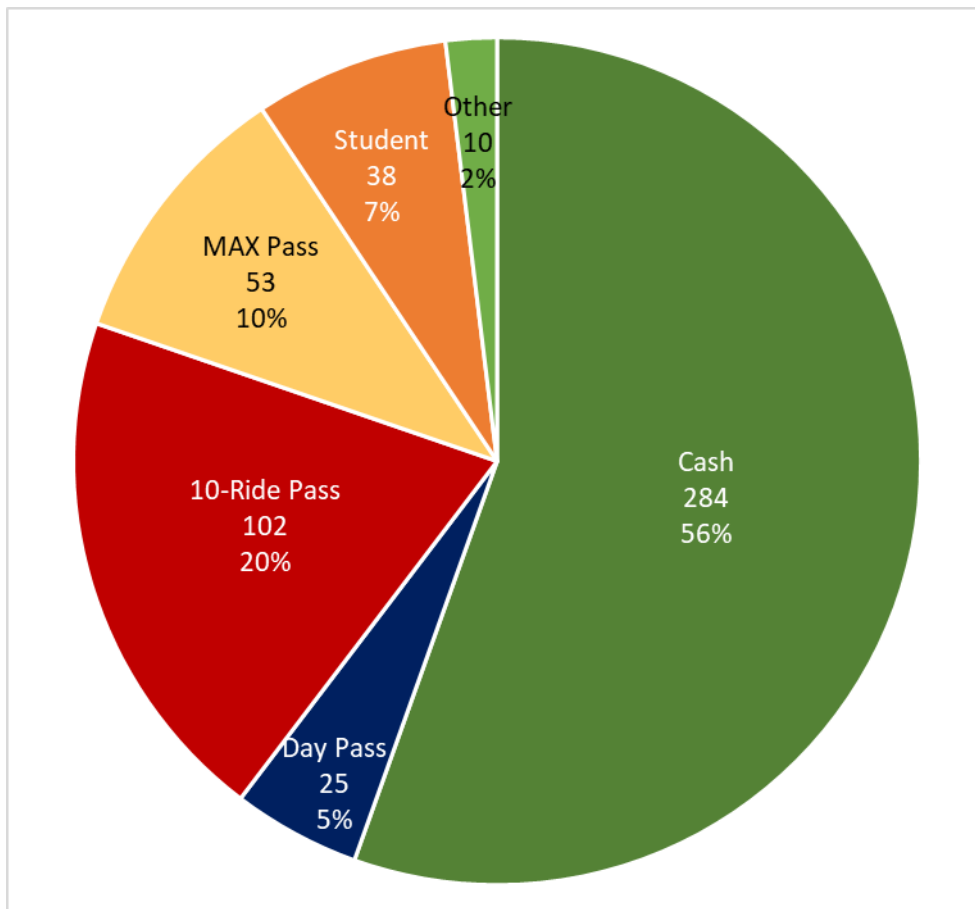


**Q8: How do you normally pay your bus fare?**

Response	Number of respondents	Percent of respondents
Cash	284	55%
Day Pass	25	5%
10-Ride Pass	102	20%
MAX Pass	53	10%
Other*	48	9%
<b>Total respondents</b>	<b>512</b>	
No response	15	

\*The "Other" response included an option to write-in a specific option. 38 respondents that selected "Other" (or 7% of the total respondents) indicated that they use a student pass.

**How survey respondents normally pay their fare (riders only)**



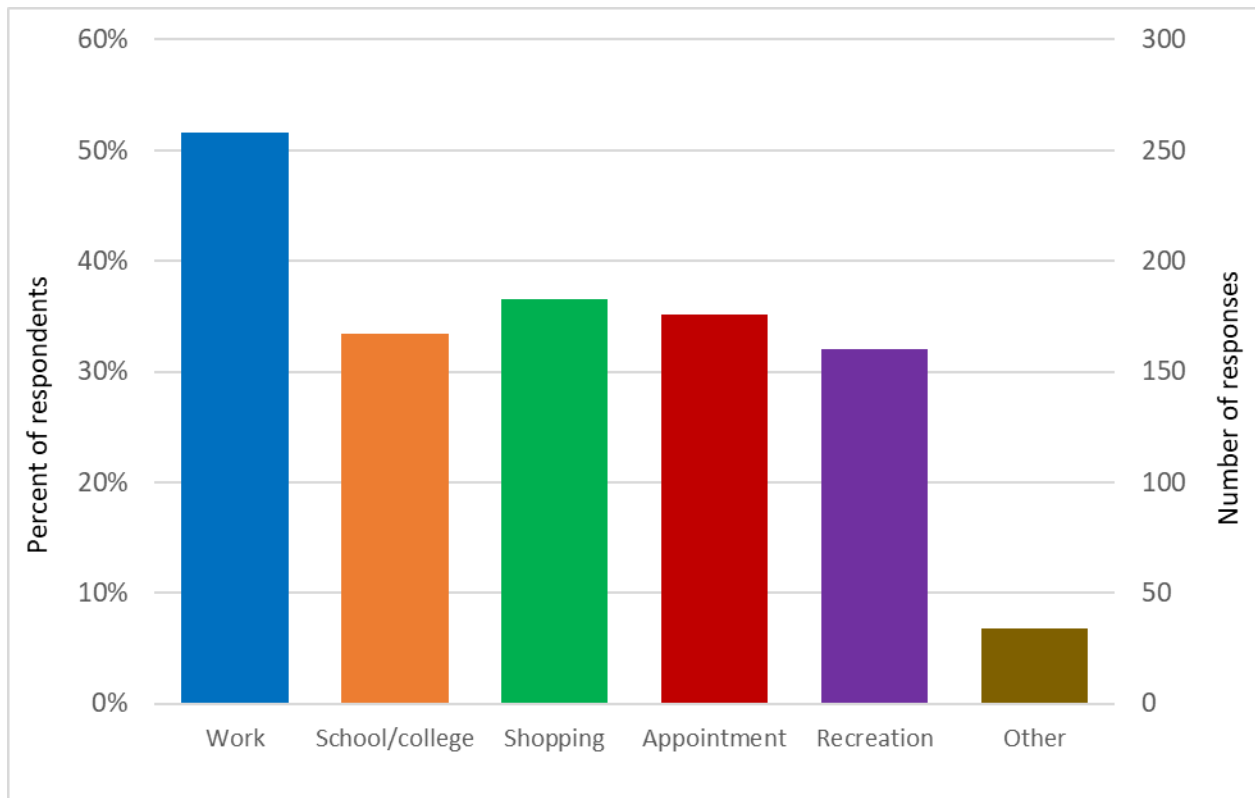


### Q9: For what purpose do you use Centro most often?

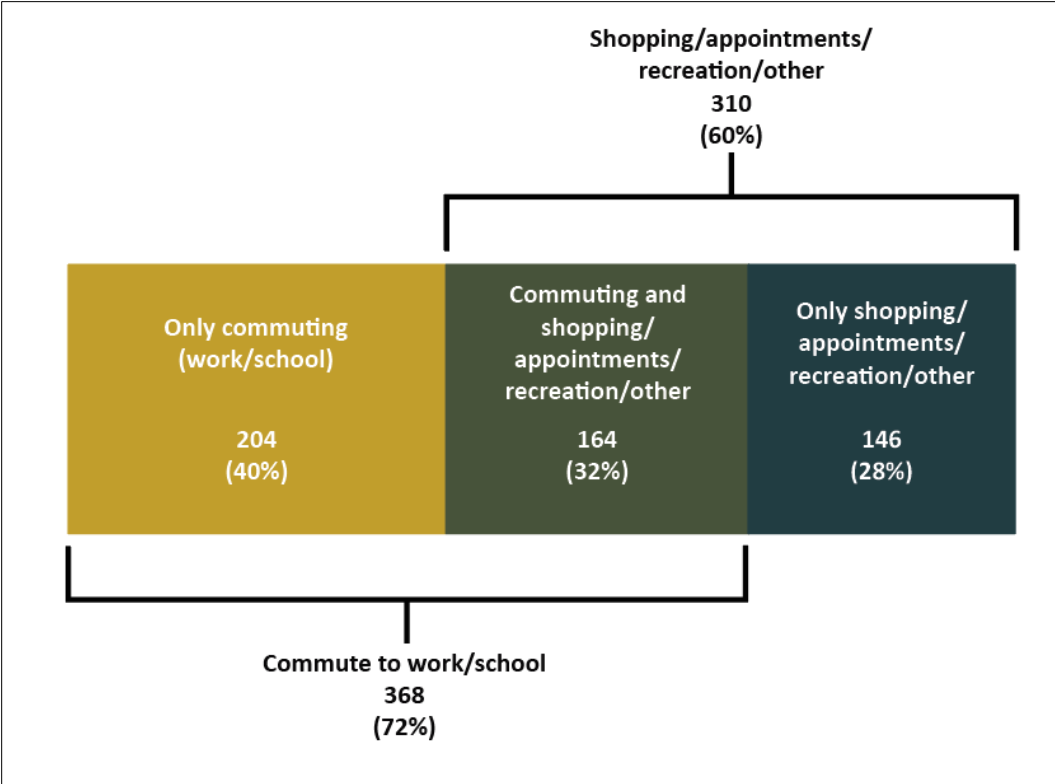
Respondents could choose more than one answer to this question, including “Other” with an option to write-in an answer.

Response	Number of responses	Percent of respondents
Work	258	50%
School/college	167	32%
Shopping	183	36%
Appointment	176	34%
Recreation	160	31%
Other	34	7%
Total responses	978	
<b>Total respondents</b>	<b>514</b>	
No response	13	

Trip purpose for Centro riders



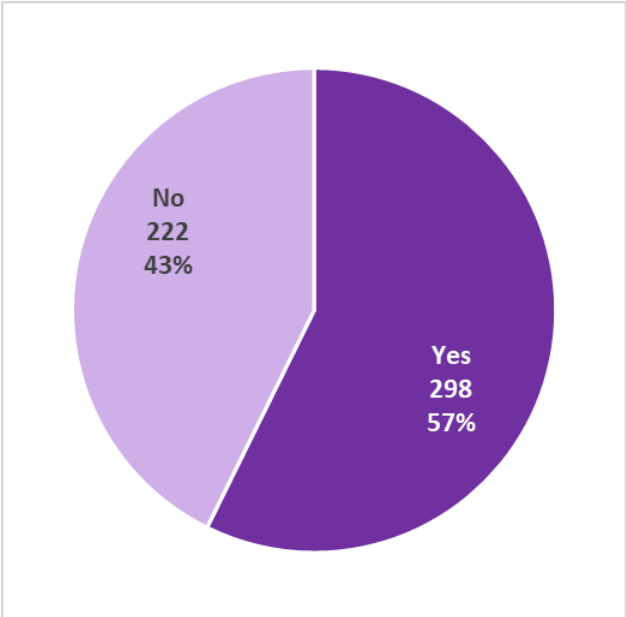
**Types of trips made by Centro riders**



**Q10: Do you use more than one bus to complete your trip?**

Response	Number of respondents	Percent of respondents
Yes	298	57%
No	222	43%
<b>Total respondents</b>	<b>520</b>	
No response	7	

Rider survey respondents that do (yes) and do not (no) use more than one bus to complete their trip.



**Q11: Some possible transit service improvements are listed below. Please rank these improvements from most important (#1) to least important (#8) to you.**

In the online survey, each possible response was presented visually in a bar, which respondents could drag up or down to indicate their ranking. On the paper version, respondents were asked to write-in numbers 1 through 8 next to each statement.

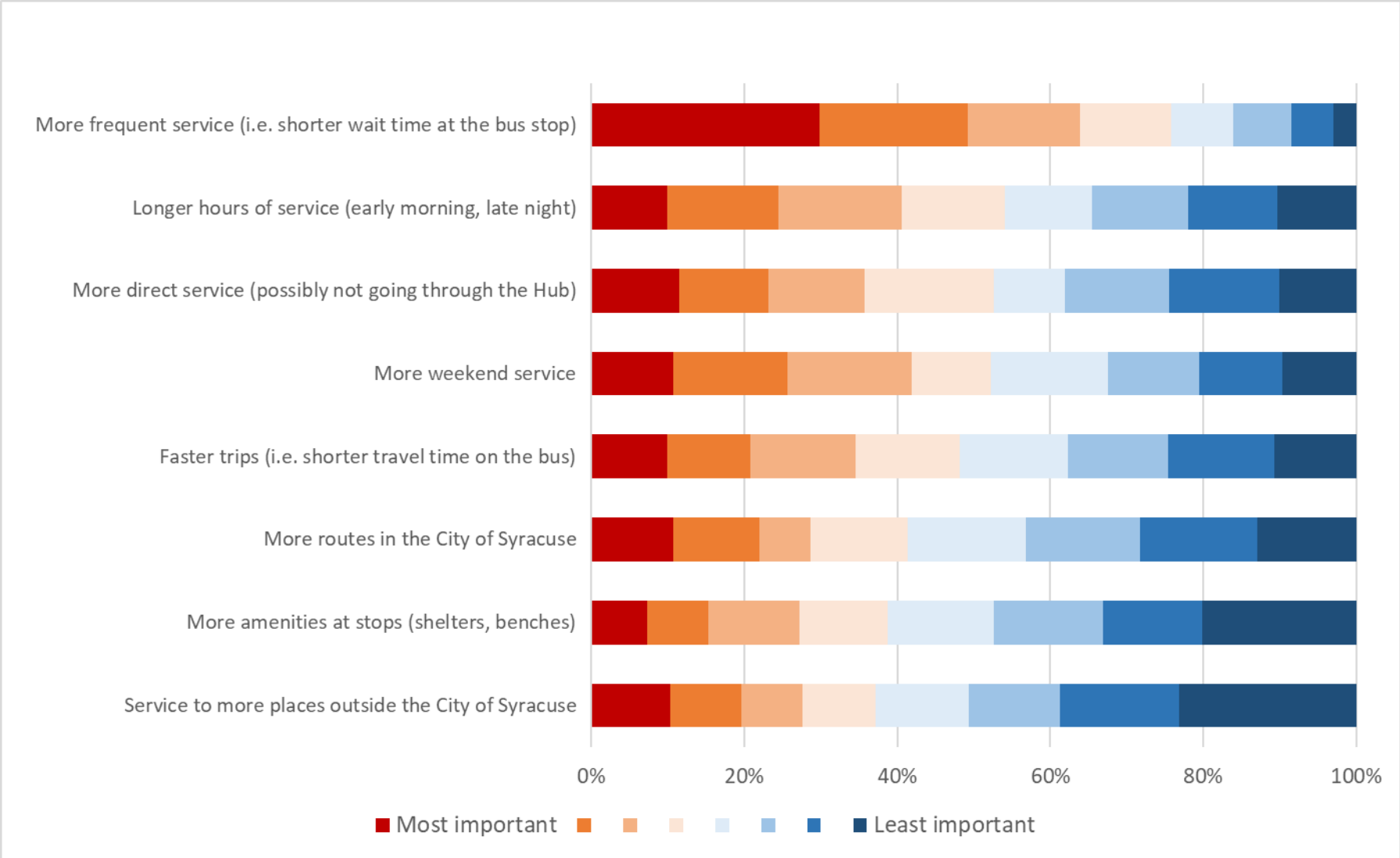
**Importance of possible service improvements – all survey respondents**

		Rank							
		Most important ←				→ Least important			
		1	2	3	4	5	6	7	8
<b>Riders</b>	Service to more places outside the City of Syracuse	51	46	40	47	61	59	77	115
	More amenities at stops (shelters, benches)	36	40	59	57	69	71	64	100
	More routes in the City of Syracuse	53	56	33	63	77	74	76	64
	Faster trips (i.e. shorter travel time on the bus)	49	54	68	68	70	65	69	53
	More weekend service	53	74	81	51	76	59	54	48
	More direct service (possibly not going through the Hub)	57	58	62	84	46	68	71	50
	Longer hours of service (early morning, late night)	49	72	80	67	57	62	58	51
	More frequent service (i.e. shorter wait time at the bus stop)	148	96	73	59	40	38	27	15
<b>Nonriders</b>	More amenities at stops (shelters, benches)	30	42	40	52	63	53	73	129
	More weekend service	23	44	48	75	84	80	70	58
	More routes in the City of Syracuse	64	51	51	43	72	82	58	61
	Longer hours of service (early morning, late night)	36	54	74	58	62	71	76	51
	Service to more places outside the City of Syracuse	90	44	50	53	57	44	64	80
	Faster trips (i.e. shorter travel time on the bus)	53	91	66	63	55	62	51	41
	More direct service (possibly not going through the Hub)	74	72	71	68	51	53	53	40
	More frequent service (i.e. shorter wait time at the bus stop)	112	84	82	70	38	37	37	22

Total respondents: Riders 496, Non-riders 482

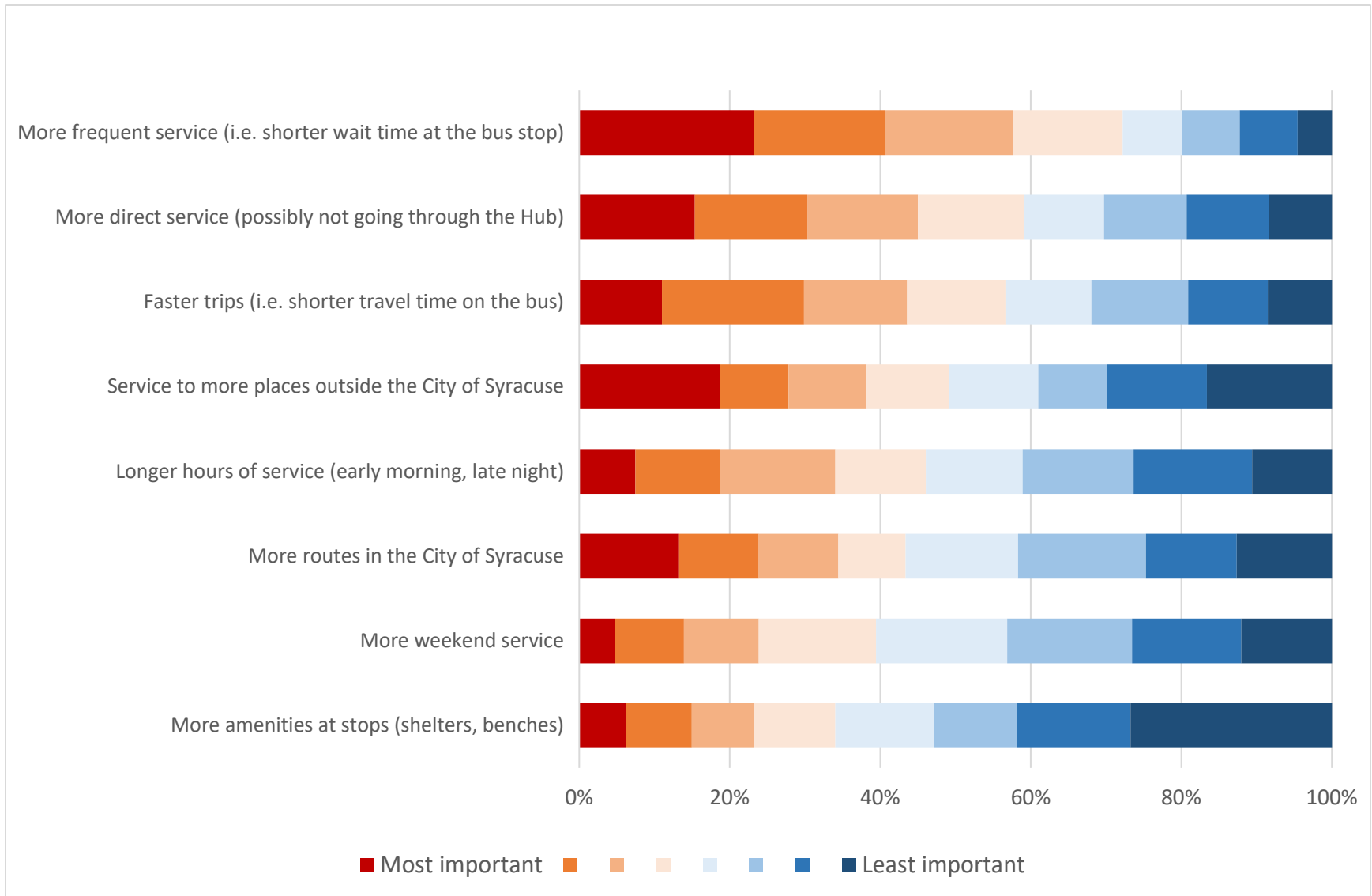
Surveys with no response to question: Riders 31, Non-riders 40

**Importance of possible service improvements – RIDERS ONLY**





**Importance of possible service improvements – NON-RIDERS ONLY**



**Q12: What are the top 3 locations that you wish had more Centro service? You can specify:**

- **landmarks (examples: DestinyUSA, Upstate University Hospital),**
- **general areas or neighborhoods (examples: Nedrow, Tipp Hill), OR**
- **roads/corridors (examples: Grant Boulevard, West Genesee Street)**

This was a free response (write-in) question. SMTC staff reviewed and categorized all responses. Categories/locations stated by at least 1% of the total respondents to this question (or at least 9 responses) are listed in the table below. Note that some responses mimic the examples given in the question (e.g.: “landmarks” and “general areas/neighborhoods” as well as specific locations such as Tipp Hill, Nedrow, and SUNY Upstate). Responses were placed into the most specific category possible, for example, the count of “grocery stores” includes only responses that stated “grocery stores.” Specific stores, such as “Wegmans” or “Wegmans DeWitt” were counted separately.

Rank	Response / location	Number of responses	Percent of respondents
1	Destiny USA	108	12.8%
2	Syracuse University/ESF	69	8.2%
3	Downtown	61	7.2%
4	Airport	55	6.5%
5	Liverpool	54	6.4%
6	Erie Blvd	41	4.8%
7	SUNY Upstate	40	4.7%
8	Nedrow	37	4.4%
9	RTC/Regional Market/NBT Stadium	37	4.4%
10	Tipp Hill	37	4.4%
11	Westcott	36	4.3%
12	North Syracuse	33	3.9%
13	Don't know, I'm satisfied, N/A	33	3.9%
14	Grocery stores	32	3.8%
15	OCC	31	3.7%
16	Routes avoiding Hub	29	3.4%
17	Cicero	28	3.3%
18	Fayetteville	28	3.3%
19	Baldwinsville	27	3.2%
20	Camillus	26	3.1%
21	W Genesee St	26	3.1%
22	<i>General areas/neighborhoods</i>	25	3.0%
23	Hospitals	24	2.8%
24	<i>Landmarks</i>	24	2.8%
25	Parks	24	2.8%
26	Eastwood	23	2.7%
27	James St	21	2.5%
28	UNCATEGORIZABLE	20	2.4%
29	DeWitt	19	2.2%

30	Strathmore	19	2.2%
31	E Genesee St	17	2.0%
32	Grant Blvd	16	1.9%
33	East Syracuse	14	1.7%
34	Green Lakes State Park	14	1.7%
35	Carrier/JMA Dome	13	1.5%
36	Court St	13	1.5%
37	Doctor's offices/medical facilities	13	1.5%
38	Mattydale	13	1.5%
39	Auburn	12	1.4%
40	Inner Harbor	12	1.4%
41	Manlius	12	1.4%
42	Northside	12	1.4%
43	Solvay	12	1.4%
44	Suburbs	12	1.4%
45	Armory Square	11	1.3%
46	Carrier Circle	11	1.3%
47	Midland Ave	11	1.3%
48	<i>Roads/corridors</i>	11	1.3%
49	S Salina	11	1.3%
50	Southside	11	1.3%
51	Walmart	11	1.3%
52	Fairmount	10	1.2%
53	Fair / Fairgrounds	10	1.2%
54	Amazon	9	1.1%
55	Jamesville	9	1.1%
56	N Salina	9	1.1%
57	Shopping centers	9	1.1%
Total responses*		1,931	
<b>Total respondents</b>		<b>846</b>	
No response		203	

\*The top 57 locations/categories listed (those mentioned by at least 1% of respondents) constitute 1,385 responses, with the remaining 546 responses having been mentioned by less than 1% of the total respondents to this question.

**Q13: Centro is considering implementing a new type of service which may include features such as:**

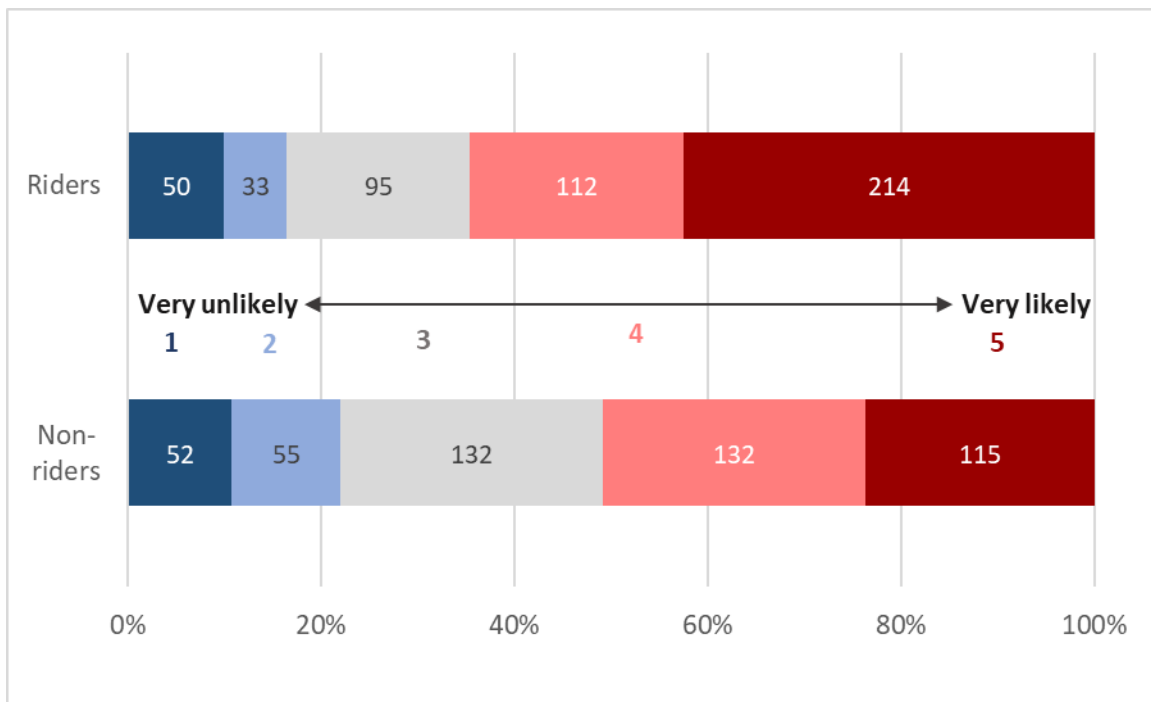
- **Smaller vehicles (small bus or van)**
- **Reservation required, either online or by phone up to 15 minutes prior to trip**
- **Not limited to existing Centro routes**
- **More direct service (this service may still require a transfer to regular, fixed-route service)**
- **Other customers with similar pick-up and drop-off locations may share the ride with you.**

**How likely are you to want to utilize this new type of service? Circle a number.**

Respondents could click on (or circle) the numbers 1 through 5, with 1 indicating “very unlikely” and 5 indicating “very likely.”

	Very unlikely		Very likely			No response	Average score
	1	2	3	4	5		
Riders	50	33	95	112	214	23	3.42
Non-riders	52	55	132	132	115	36	3.81
<b>Total respondents</b>	<b>102</b>	<b>88</b>	<b>227</b>	<b>244</b>	<b>329</b>	<b>59</b>	<b>3.62</b>

**How likely current riders and non-riders are to use an on-demand type service provided by Centro**



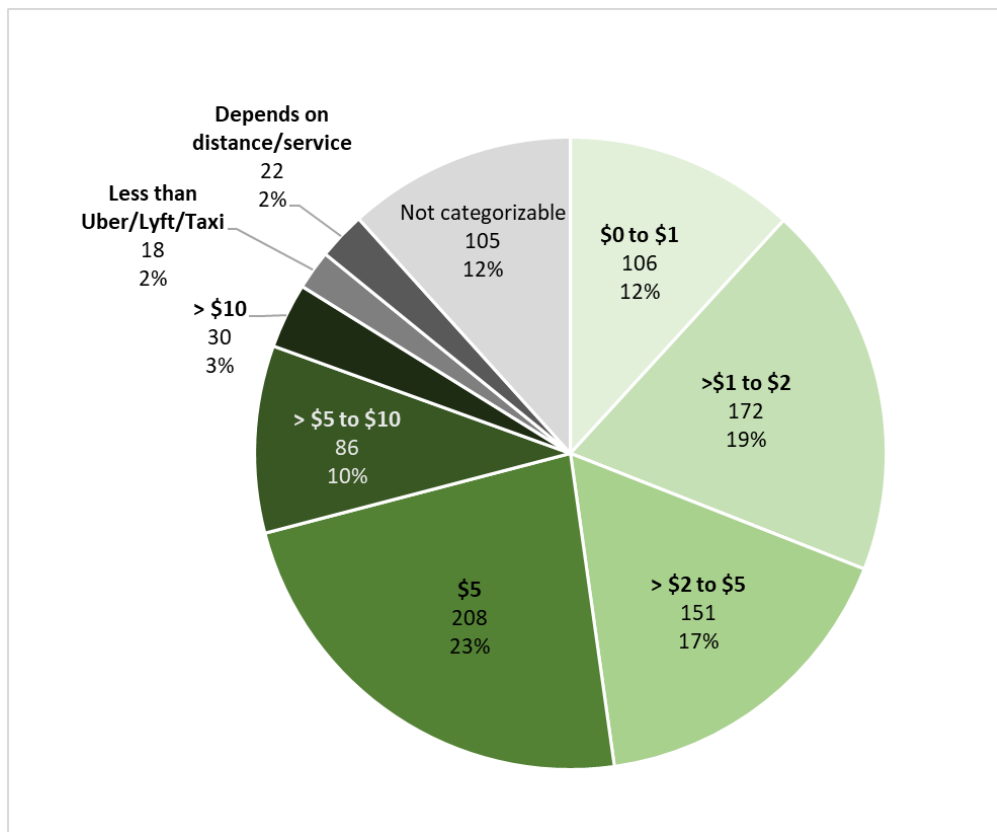
**Q14: How much would you pay for this new type of service per trip (one way)?**

This was a free response (write-in) question. Responses were categorized by SMTC staff into the ranges shown below.

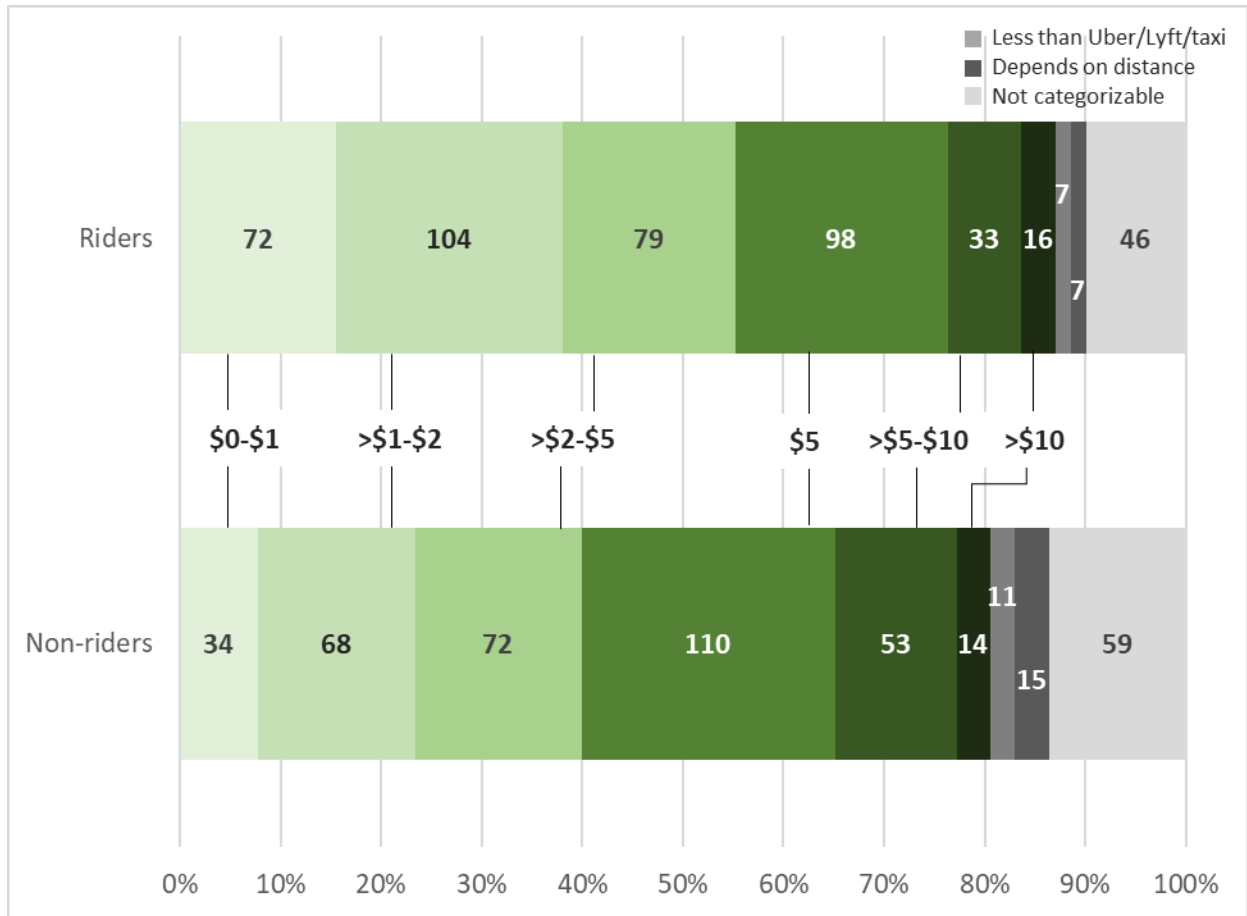
Response	Number of respondents	Percent of respondents
Up to \$1	106	12%
>\$1 to \$2	172	19%
>\$2 to \$5	151	17%
\$5	208	23%
>\$5-10	86	10%
More than \$10	30	3%
Less than Uber/Lyft/Taxi	18	2%
Depends on the distance	22	2%
Not categorizable	105	12%
<b>Total respondents</b>	<b>898</b>	
No response	151	

Note: The >\$2 to \$5 bin includes responses that indicated a range that included \$5 (for example: “\$3-\$5”), while the \$5 bin includes responses that ONLY stated \$5. “Not categorizable” includes surveys that provided an answer that could not be counted in any of the categories.

**How much survey respondents would pay for an on-demand service operated by Centro (all respondents)**



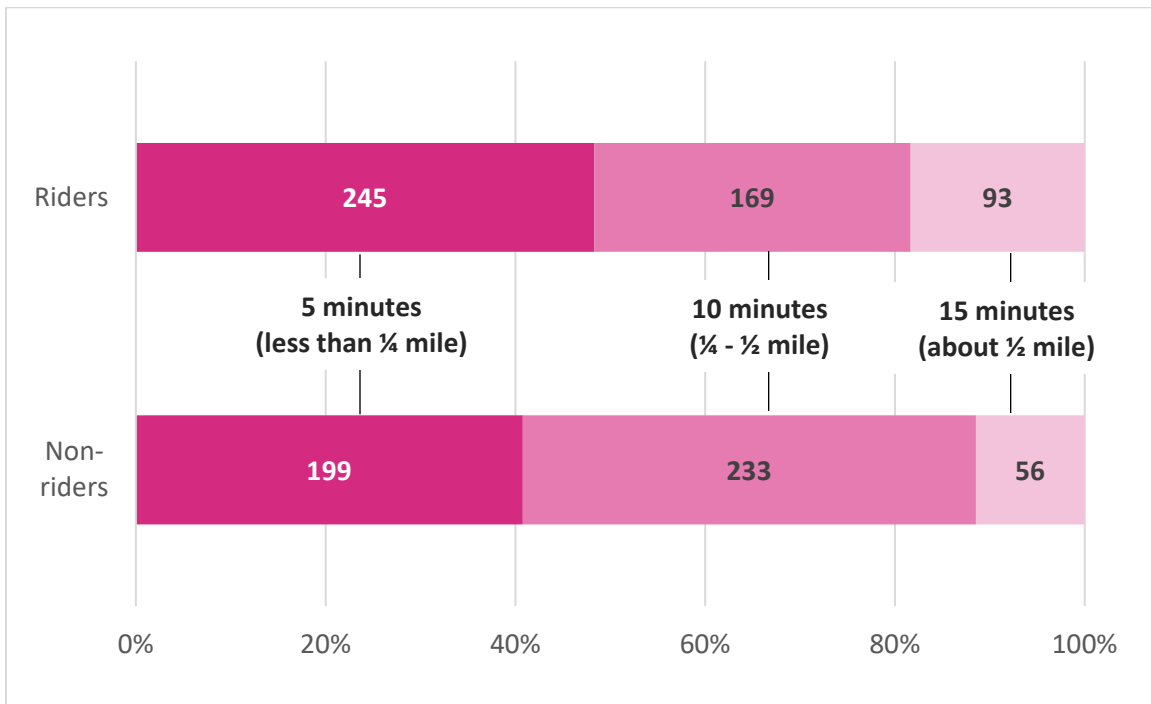
**How much survey respondents would pay for an on-demand service operated by Centro (riders vs. non-riders)**



**Q15: Providing more frequent, faster service on some routes might require reducing service on other routes or eliminating some stops. How far would you be willing to walk for a bus that runs at high frequency (10 minutes or less between buses) throughout the day?**

Response	Number of respondents (Percent of respondents)		
	All respondents	Riders	Non-riders
5 minutes (less than ¼ mile)	444 (45%)	245 (48%)	199 (41%)
10 minutes (¼ to ½ mile)	402 (40%)	169 (33%)	233 (48%)
15 minutes (about ½ mile)	149 (15%)	93 (18%)	56 (11%)
<b>Total respondents</b>	<b>995</b>	<b>507</b>	<b>488</b>
No response	54	20	34

**Distance that current riders and non-riders would be willing to walk for high-frequency bus service**





**Q16: Currently all Centro bus routes go through the Hub in downtown Syracuse. Are there locations in the community that you wish had direct transit connections without going through the Hub? Please list possible endpoints; for example, “from \_\_\_\_\_ to \_\_\_\_\_.”**

This was a free response (write-in) question. 590 individuals provided a response to this question (328 riders, 262 non-riders). SMTC staff reviewed all responses and transcribed them into consistently-named locations (for example, there were many variations on Syracuse University and Destiny USA). Many responses were ambiguous and could not be located with any certainty; these included responses such as: “work,” “school,” “my house,” “grocery stores” (generically – no location), and individual store names with no location specified (i.e. “Wegmans”). Some responses included addresses or intersections and these were generally categorized into a town, village, or neighborhood within the City of Syracuse. Landmarks were initially categorized on their own, but ultimately grouped into neighborhoods or more general areas (such as the Dome within the Syracuse University category and Onondaga Lake Park within the Village of Liverpool). In many cases, people simply wrote a list of destinations (similar to Question 12) rather than explicit “from-to” pairs.

The Endpoint A list in the table below includes only locations specified by at least 30 respondents (about 5% of total respondents to this question). All downtown locations were included in a “Downtown” category (for example, Civic Center, Everson Museum, Armory Square, etc.), for a total of 63 responses. However, “Downtown” is not included in the table below (nor is “Hub”) since it is assumed that the Hub provides access to all Downtown locations and the question was intended to capture the desire for routes that would not go through the Hub. The Endpoint B list only includes locations if that pair was indicated by at least 5 respondents.

Endpoint A	Number of responses	Endpoint B	Number of responses
Syracuse University (campus and immediate surrounds)	106	Destiny USA	8
		Westside	7
		DeWitt	6
		RTC/Stadium/Market	5
Eastside (Westcott, University, Meadowbrook neighborhoods)	94	Eastwood (inc. Shop City plaza)	18
		RTC/Stadium/Market	6
Destiny USA	89	Syracuse University	8
		Eastwood (inc. Shop City plaza)	5
		Cicero	5
DeWitt (inc. East Syracuse and Erie Blvd East)	75	Syracuse University	6
Village of Liverpool (inc. Onondaga Lake Park)	59	Camillus	5
Westside (inc. Western Lights, Strathmore, Tipp Hill)	58	Syracuse University	7
OCC	52	various	
Camillus	50	Village of Liverpool	5
Eastwood (inc. Shop City plaza)	46	Eastside	18
		Destiny USA	5
Airport	36	various	
Cicero	36	Baldwinsville	5
		Destiny USA	5
Hospitals (University Hill only)	32	various	
North Syracuse	31	various	
Total responses	1,566		
<b>Total respondents</b>	<b>590</b>		
No response	459		

Notes:

- Endpoint A list only includes locations mentioned by at least 30 respondents (or about 5% of total respondents to this question), NOT including Downtown (63).
- Endpoint B list only includes locations if that pair was mentioned by at least 5 respondents (or about 1% of total respondents to this question).
- There were also 34 mentions of “James St” that could not be placed in Eastwood vs. James St west of Eastwood and so are not included in this table.
- Respondents included 328 riders, and 262 non-riders.

**Q17: VeoRide currently operates a bike and scooter share program in the City of Syracuse. Where in Onondaga County do you think additional bike/scooter share programs are needed?**

This was a free response (write-in) question.

Rank	Location/response	Number of responses	Percent of respondents
<i>Locations</i>			
1	Liverpool	56	8.7%
2	DeWitt	35	5.4%
3	Everywhere	31	4.8%
4	Onondaga Hill/OCC	24	3.7%
5	Camillus	21	3.3%
6	North Syracuse	20	3.1%
7	Onondaga Lake Park	19	3.0%
8	Solvay	18	2.8%
9	Downtown	17	2.6%
10	East Syracuse	14	2.2%
11	Erie Canal / Empire State Trail	13	2.0%
12	Parks	13	2.0%
13	Baldwinsville	12	1.9%
14	Cicero	10	1.6%
15	Erie Blvd	10	1.6%
16	Northside	10	1.6%
17	Southside	10	1.6%
18	Fayetteville	9	1.4%
19	Clay	8	1.2%
20	Eastwood	8	1.2%
21	Manlius	8	1.2%
22	Nedrow	8	1.2%
23	Mattydale	7	1.1%
24	Eastside	6	0.9%
25	Salina	6	0.9%
26	Valley	6	0.9%
27	Skaneateles	5	0.8%
28	SU Main Campus	5	0.8%
29	Tipp Hill	5	0.8%
30	Westside	5	0.8%
31	Geddes	4	0.6%
32	Jamesville	4	0.6%
33	Fairmount	3	0.5%
34	Lafayette	3	0.5%
35	Lyncourt	3	0.5%
36	Strathmore	3	0.5%
37	SU South Campus	3	0.5%

38	Westcott	3	0.5%
39	Auburn	2	0.3%
40	Inner Harbor	2	0.3%
41	RTC	2	0.3%
42	Skunk City	2	0.3%
43	University Neighborhood	2	0.3%
44	Airport	1	0.2%
45	Brewerton	1	0.2%
46	Elbridge	1	0.2%
47	Franklin Square	1	0.2%
48	Marcellus	1	0.2%
49	Nob Hill	1	0.2%
50	Oswego	1	0.2%
51	Phoenix	1	0.2%
52	Sylvan Beach	1	0.2%
53	Taunton	1	0.2%
54	Westvale	1	0.2%
<b><i>Other responses</i></b>			
	Not sure	77	12.0%
	N/A, not for me	51	7.9%
	Frustrations about existing Veo service	26	4.0%
	Satisfied with existing area, do not expand, contract existing area	69	10.7%
	<b>Total responses</b>	<b>689</b>	
	<b>Total respondents</b>	<b>647</b>	
	No response	402	

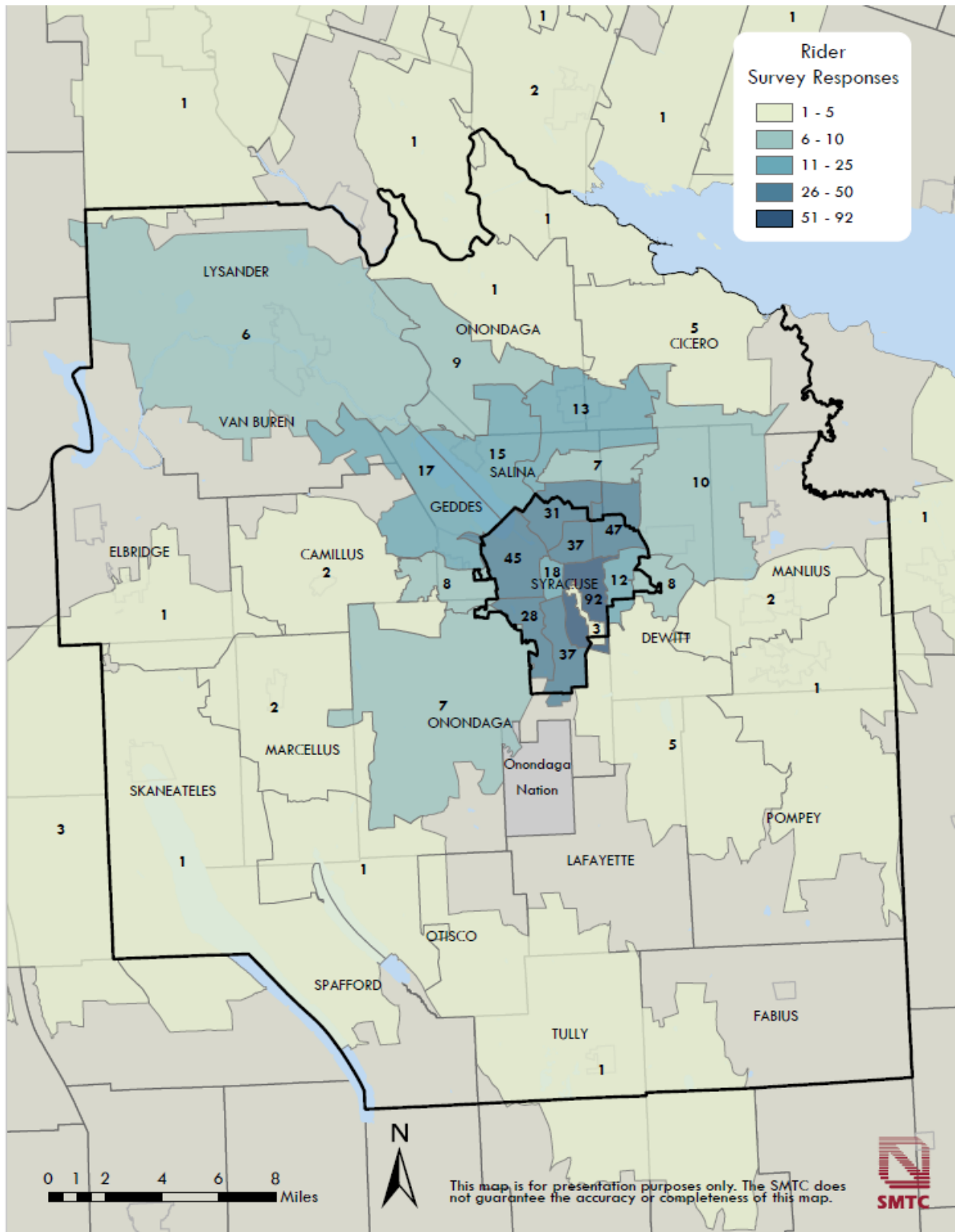
## Section 2 – Demographic questions

Both the online and paper versions included the same statement before the demographic questions: “It is important to us that all voices in the community are represented in the results of this outreach effort. Your answers to the following demographic questions will help us determine whether we are achieving that goal. These questions are all optional.”

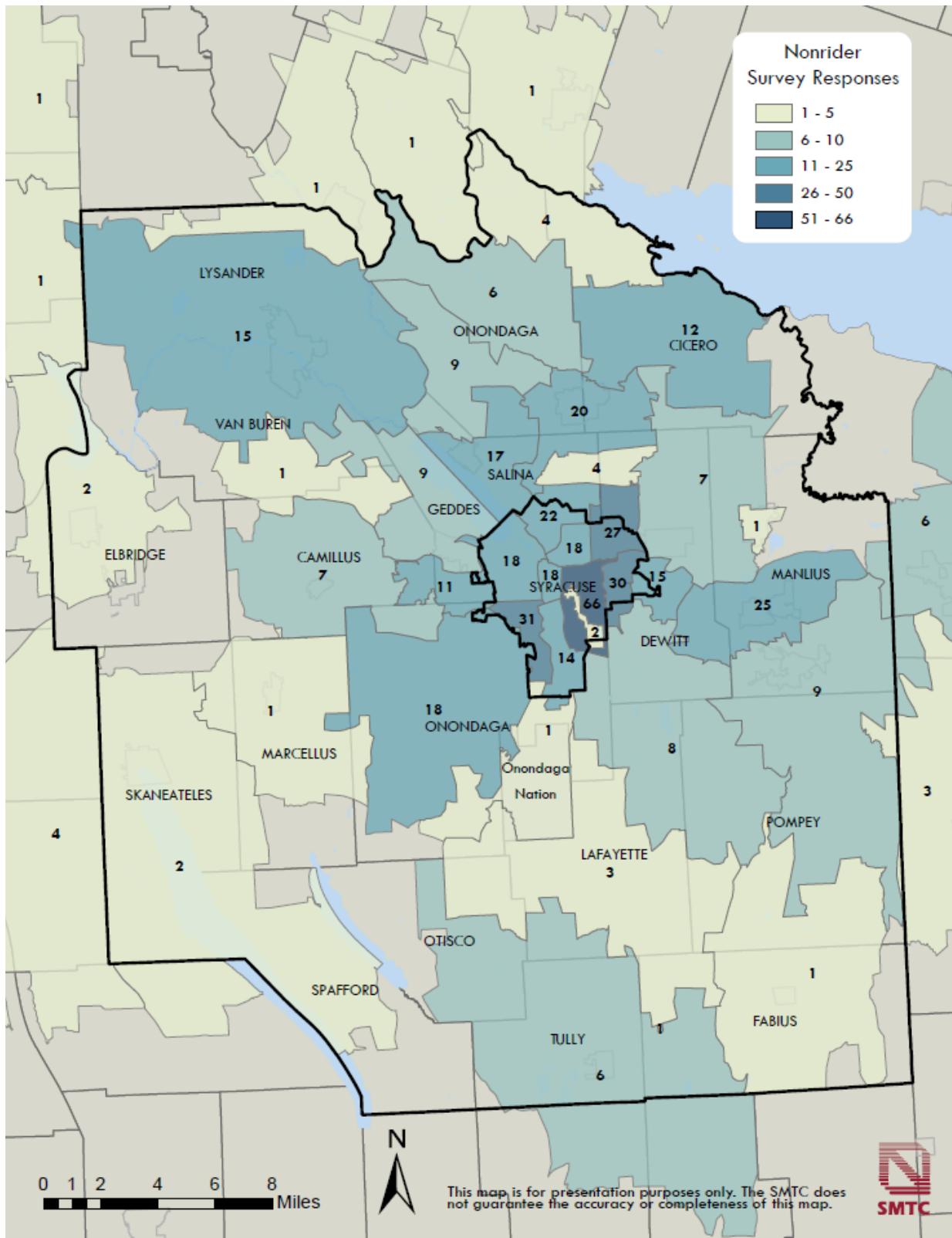
### Q18: Home ZIP code

Municipality name	ZIP Code	Total respondents	Riders	Non-riders
<i>Within Onondaga County</i>				
Syracuse	13210	158	92	66
Syracuse	13206	74	47	26
Syracuse	13204	63	45	18
Syracuse	13207	59	28	31
Syracuse	13203	55	37	18
Syracuse	13208	53	31	22
Syracuse	13205	51	37	14
Syracuse	13224	42	12	30
Syracuse	13202	36	18	18
Syracuse	13212	33	13	20
Liverpool	13088	32	15	17
Fayetteville	13066	27	2	25
Syracuse	13209	26	16	9
Syracuse	13215	25	7	18
Syracuse	13214	23	8	15
Baldwinsville	13027	21	6	15
Syracuse	13219	19	8	11
Liverpool	13090	18	9	9
Cicero	13039	17	5	12
East Syracuse	13057	17	10	7
Jamesville	13078	13	5	8
Syracuse	13211	11	7	4
Manlius	13104	10	1	9
Camillus	13031	9	2	7
Clay	13041	7	1	6
Tully	13159	7	1	6
Brewerton	13029	5	1	4
Syracuse	13244	5	3	2
La Fayette	13084	3	0	3
Marcellus	13108	3	2	1
Skaneateles	13152	3	1	2
Jordan	13080	2	0	2
Syracuse	13201	2	1	0
Apulia Station	13020	1	0	1
Elbridge	13060	1	1	0
Fabius	13063	1	0	1
Marietta	13110	1	1	0
Minoa	13116	1	0	1
Nedrow	13120	1	0	1
Warners	13164	1	0	1
<b>Total within Onondaga County</b>		<b>936</b>	<b>475</b>	<b>461</b>

<b>Outside Onondaga County</b>				
Oswego	13126	10	7	3
Auburn	13021	7	2	4
Chittenango	13037	7	1	6
Oneida	13421	4	0	4
Cazenovia	13035	3	0	3
Central Square	13036	3	2	1
Mexico	13114	2	1	1
Pennellville	13132	2	1	1
Utica	13502	2	2	0
New York	10282	1	1	0
Flushing	11358	1	1	0
Queens Village	11429	1	0	1
Schenectady	12302	1	0	1
Auburn	13024	1	0	1
Cato	13033	1	0	1
Constantia	13044	1	1	0
Fulton	13069	1	1	0
Hannibal	13074	1	0	1
Hastings	13076	1	1	0
Phoenix	13135	1	0	1
Pulaski	13142	1	0	1
Sandy Creek	13145	1	0	1
Seneca Falls	13148	1	0	1
West Monroe	13167	1	1	0
Lowville	13367	1	0	1
New York Mills	13417	1	1	0
Whitesboro	13492	1	1	0
Newark Valley	13811	1	0	1
Binghamton	13901	1	1	0
Buffalo	14214	1	0	1
Laurel, MD	20707	1	0	1
Cleveland, OH	44120	1	1	0
<b>Total outside of Onondaga County</b>		<b>63</b>	<b>27</b>	<b>36</b>
<b>Grand total respondents</b>		<b>999</b>	<b>502</b>	<b>497</b>
Invalid/unknown		6		
No Response		44		



Number of survey responses by ZIP code, bus riders only.



Number of survey responses by ZIP code, non-riders only.

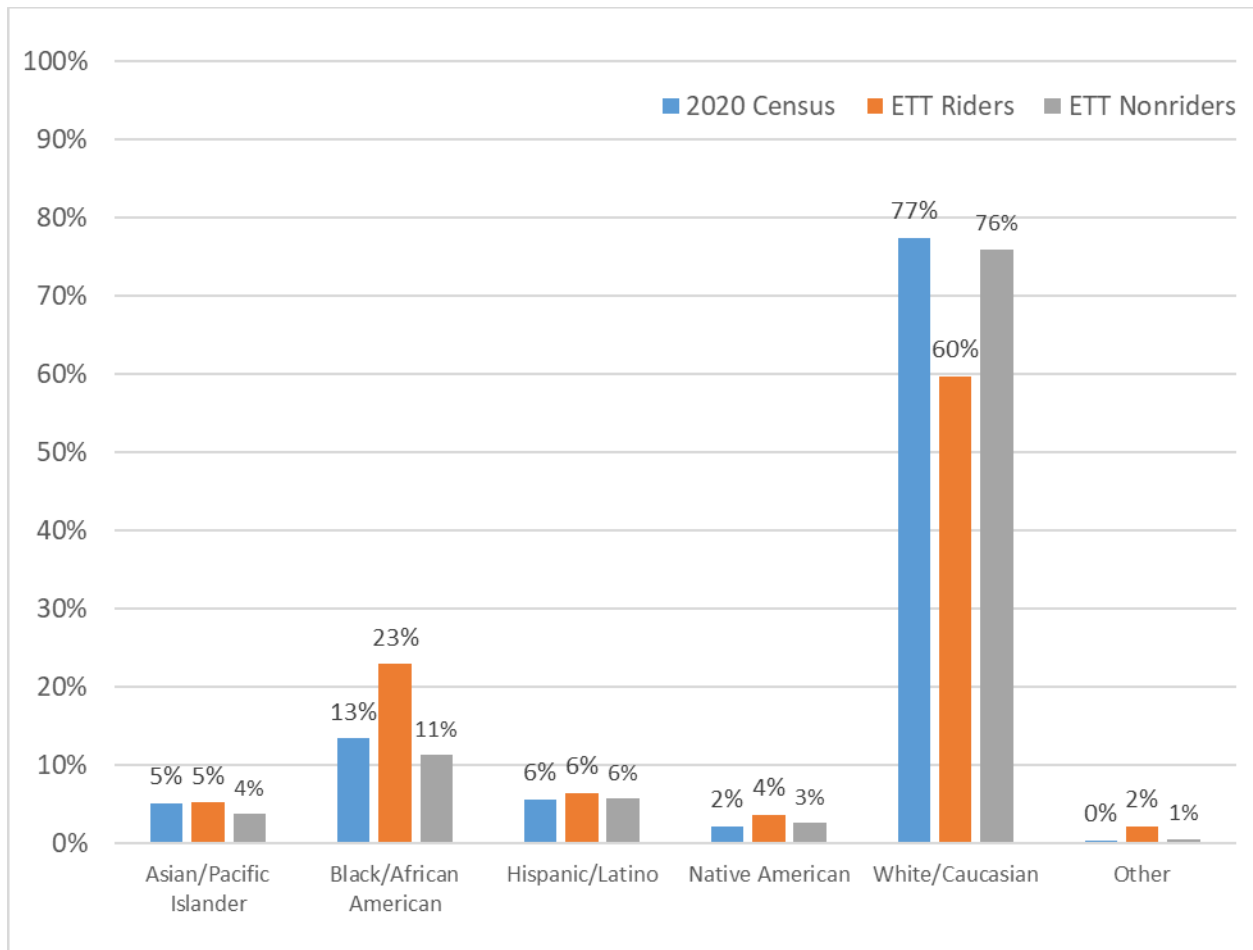


**Q19: Ethnic group**

Response	Number of respondents (Percent of respondents)		
	All respondents	Riders	Non-riders
Asian/Pacific Islander	49 (5%)	29 (5%)	20 (4%)
Black/African American	187 (19%)	128 (23%)	59 (11%)
Hispanic/Latino	66 (7%)	36 (6%)	30 (6%)
Native American	34 (3%)	20 (4%)	14 (3%)
White/Caucasian	732 (73%)	334 (60%)	398 (76%)
Other	15 (2%)	12 (2%)	3 (1%)
Total responses	1,083	559	524
<b>Total respondents</b>	<b>997</b>	<b>504</b>	<b>493</b>
Surveys with no response	52	23	29

Note: Respondents could choose multiple answers, including a write-in “other” option.

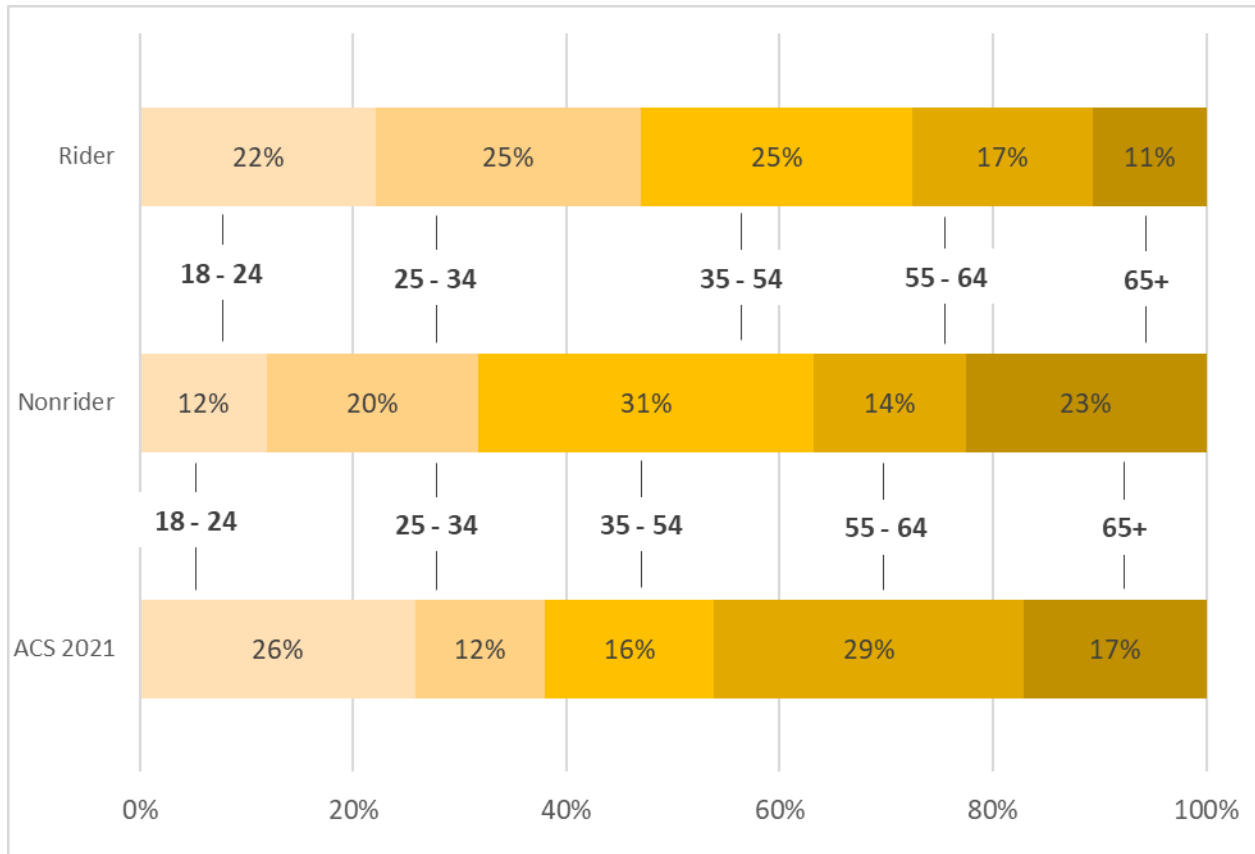
**Ethnic group indicated in survey responses compared to Onondaga County overall (2020 Census)**



**Q20: Age**

Response	Number of respondents (Percent of respondents 18+)		
	All respondents	Riders	Non-riders
Under 18	43 (---)	38 (---)	5 (---)
18-24	166 (17%)	106 (22%)	60 (12%)
25-34	219 (22%)	119 (25%)	100 (20%)
35-54	281 (29%)	122 (25%)	159 (31%)
55-64	153 (16%)	81 (17%)	72 (14%)
65 and over	165 (17%)	51 (11%)	114 (23%)
<b>Total respondents</b>	<b>1,027</b>	517	510
No response	22	10	12

**Age of adult (18+) survey respondents compared to Onondaga County adult population (2021 ACS)**



Note: The figure above shows percentage of adult (age 18+) population only. ETT survey responses from people under 18 are not included in this figure.

**Q21: Primary language spoken at home**

Response	Number of respondents (Percent of respondents)		
	All respondents	Riders	Non-riders
English	979 (95%)	493 (95%)	486 (95%)
Spanish	15 (1.5%)	8 (1.5%)	7 (1.4%)
Chinese	8 (0.8%)	5 (1.0%)	3 (0.6%)
Vietnamese	2 (0.2%)	0	2 (0.4%)
Russian	5 (0.5%)	1(0.2%)	4 (0.8%)
Other	17 (1.7%)	10 (1.9%)	7 (1.4%)
<b>Total respondents</b>	<b>1,026</b>	<b>517</b>	<b>509</b>
No response	23	10	13

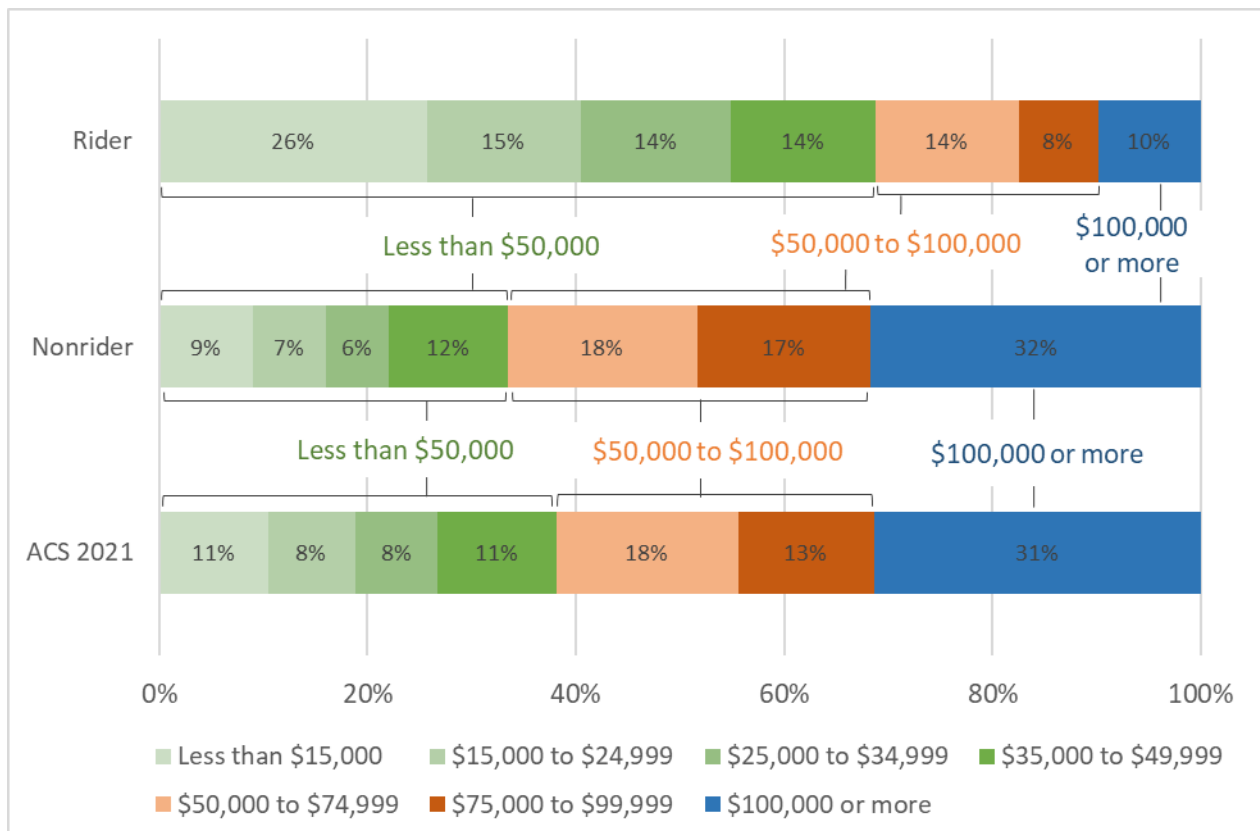
For comparison purposes, 2021 ACS data for Onondaga County residents age 18+ indicate:

- 92% speak only English at home
- 5% speak a language other than English and speak English ‘very well’
- 3% speak a language other than English and speak English ‘less than very well’

**Q22: Total household income**

Response	Number of respondents (Percent of respondents)					
	All respondents		Riders		Non-riders	
Less than \$15,000	172	(17%)	128	(26%)	44	(9%)
\$15,000 to \$24,999	107	(11%)	73	(15%)	34	(7%)
\$25,000 to \$29,999	53	(10%)	36	(14%)	17	(6%)
\$30,000 to \$34,999	48	(10%)	36	(14%)	12	(6%)
\$35,000 - \$39,999	40	(13%)	25	(14%)	15	(12%)
\$40,000 to \$49,999	85	(16%)	44	(14%)	41	(18%)
\$50,000 to \$74,999	156	(16%)	68	(14%)	88	(18%)
\$75,000 to \$99,999	119	(12%)	38	(8%)	81	(17%)
\$100,000 or more	203	(21%)	49	(10%)	154	(32%)
<b>Total respondents</b>	<b>983</b>		<b>497</b>		<b>486</b>	
No response	66		30		36	

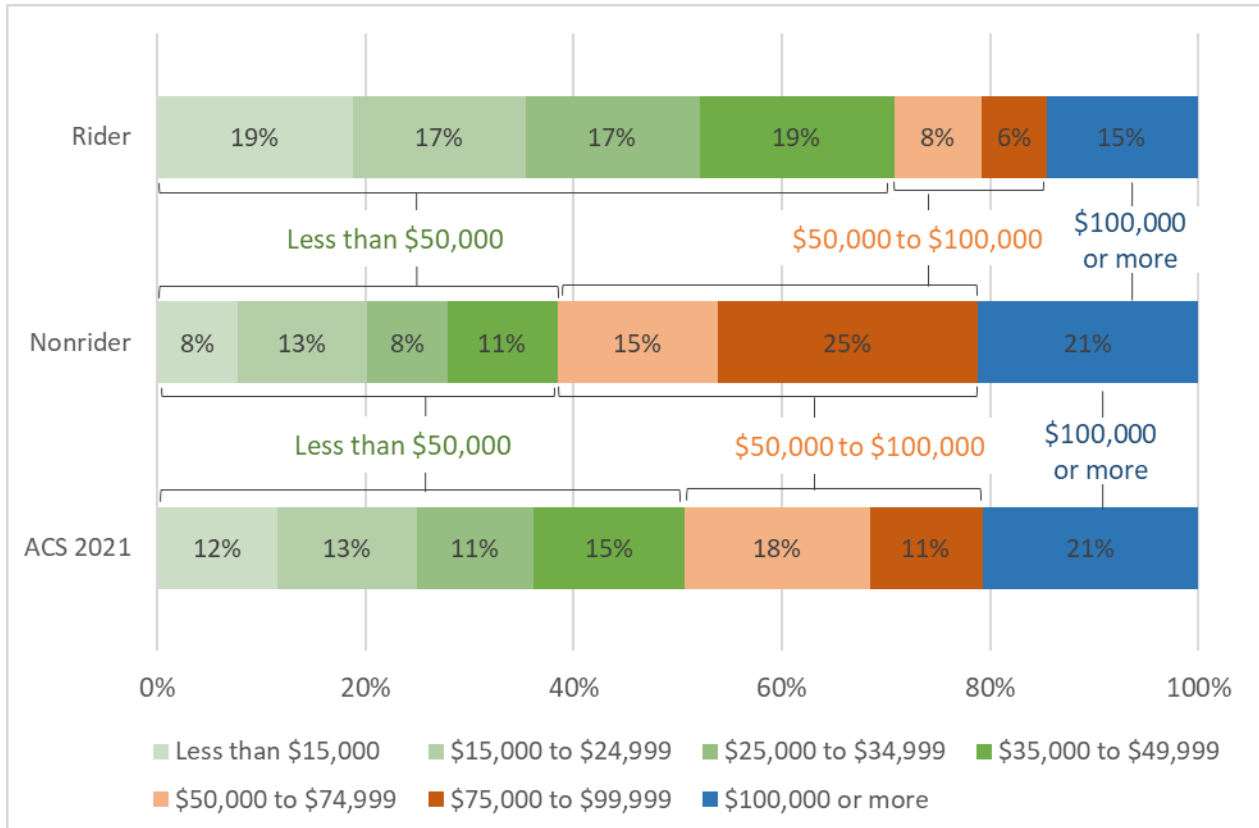
**Total household income of survey respondents compared to Onondaga County overall (2021 ACS)**



**Total household income for survey respondents age 65+**

Response	Number of respondents (Percent of respondents)					
	All respondents		Riders		Non-riders	
Less than \$15,000	17	(11%)	9	(19%)	8	(8%)
\$15,000 to \$24,999	21	(14%)	8	(17%)	13	(13%)
\$25,000 to \$29,999	10	(11%)	3	(7%)	7	(7%)
\$30,000 to \$34,999	6	(6%)	5	(10%)	1	(1%)
\$35,000 - \$39,999	6	(6%)	3	(6%)	3	(3%)
\$40,000 to \$49,999	14	(13%)	6	(12%)	8	(8%)
\$50,000 to \$74,999	20	(13%)	4	(8%)	16	(15%)
\$75,000 to \$99,999	29	(19%)	3	(6%)	26	(25%)
\$100,000 or more	29	(19%)	7	(15%)	22	(21%)
<b>Total respondents</b>	<b>152</b>		<b>48</b>		<b>104</b>	
No response	13		3		10	

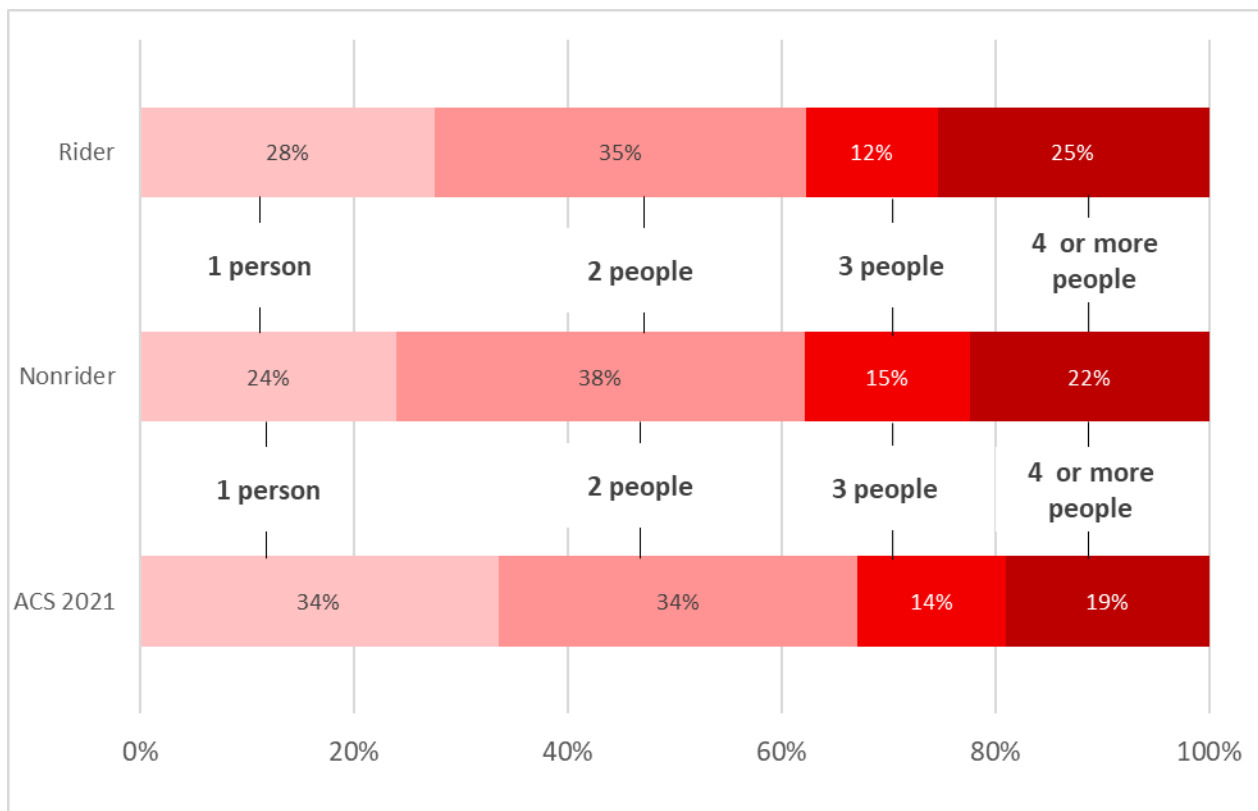
**Total household income of survey respondents age 65+ only compared to Onondaga County (2021 ACS)**



**Q23: Number of people that currently live in your household (including yourself)**

Response	Number of respondents (Percent of respondents)		
	All respondents	Riders	Non-riders
1	262 (26%)	141 (28%)	121 (24%)
2	370 (36%)	177 (35%)	193 (38%)
3	141 (14%)	63 (12%)	78 (15%)
4	145 (14%)	72 (25%)	73 (22%)
More than 4	98 (10%)	58	40
<b>Total respondents</b>	<b>1,016</b>	<b>511</b>	<b>505</b>
No response	33	16	17

**Household size of survey respondents compared to Onondaga County overall (2021 ACS)**



Note: ACS dataset is “Household size for occupied housing units.” ACS only includes 1, 2, 3 and “4 or more” person households.

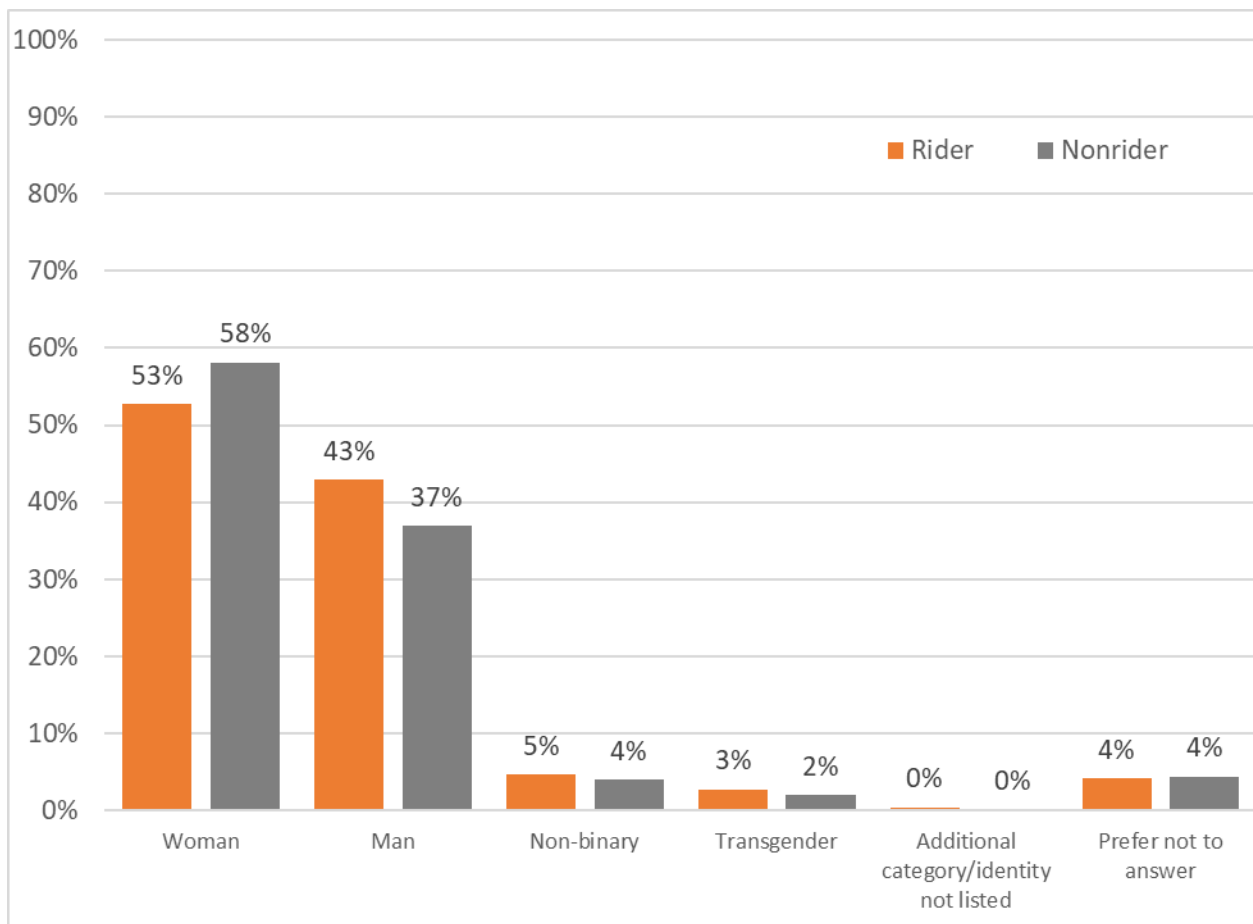
## Q24: Gender identity

Response	Number of respondents (Percent of respondents)		
	All respondents	Riders	Non-riders
Woman	559 (55%)	269 (53%)	290 (58%)
Man	403 (40%)	219 (43%)	184 (37%)
Non-binary	44 (4%)	24 (5%)	20 (4%)
Transgender	24 (2%)	14 (3%)	10 (2%)
Additional category/ identity not listed	3 (0.3%)	2 (0.4%)	1 (0.2%)
Prefer not to answer	43 (4%)	21 (4%)	22 (4%)
<b>Total responses</b>	<b>1,076</b>	<b>549</b>	<b>527</b>
<b>Total respondents</b>	<b>1,009</b>	<b>510</b>	<b>499</b>
No response	40	17	23

Note: Respondents could choose multiple answers.

The American Community Survey asks for current sex, but does not ask for gender. 2021 ACS 5-year estimate for Onondaga County is 49% male, 51% female.

**Gender of survey respondents**



EXPLORING TOMORROW'S TRANSIT

Interim Summary Report

**Attachment B: Open House Display Boards**



Welcome



Syracuse Metropolitan  
Transportation Council



Central New York  
Regional Transportation  
Authority



# ETT Goals

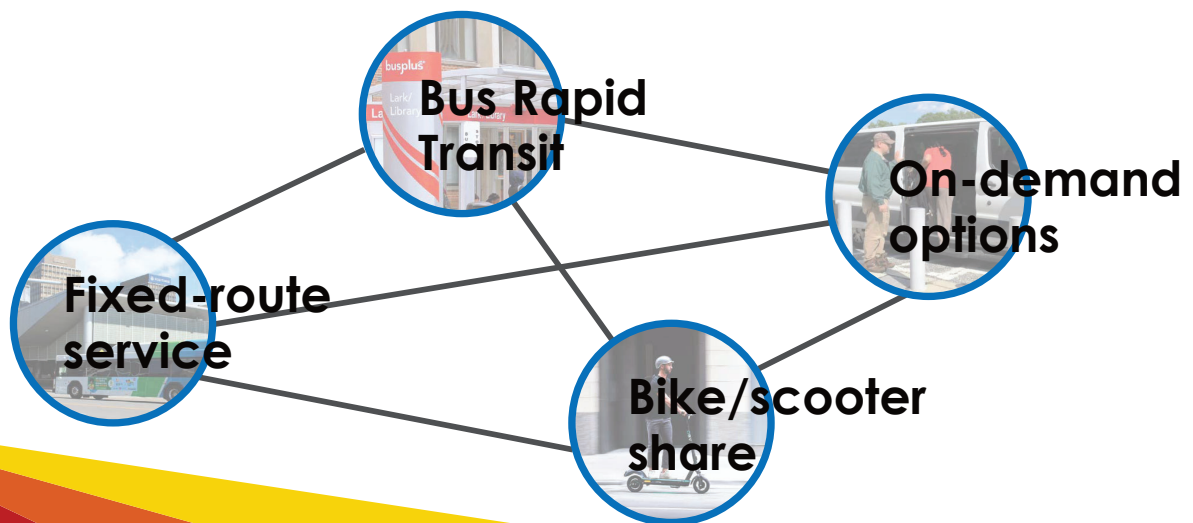
Why are we Exploring Tomorrow's Transit?

To understand the wants and needs of our community and how public transit can help meet them.

We want to learn how to *efficiently* and *effectively* serve Onondaga County's mobility needs.

Frequency  Geographic coverage

Access to jobs  Other trip types (shopping, appointments, recreation)





# ETT Process

## **Background Data Gathering**

- Compile existing data on how people travel and factors that influence their travel mode, such as commute data, vehicle ownership, and current Centro ridership.
- Create presentation (video) and launch project website.

## **Survey**

- Gather initial feedback from current riders and nonriders.
- Promote survey through: pop-up tabling, open houses, email/social media, advertisements on buses and at the Hub.

## **Analysis**

- Summarize survey results.
- Examine responses in context of: demographics, rider frequency, bus route, home ZIP code.
- Determine questions to ask in community discussions:
  - any surprises in survey results?
  - questions that need to be examined in more detail?

## **Community Discussions**

- Public meetings with break-out groups.
- In-depth, data-informed conversations.
- Discuss specific systemic issues and details of potential solutions.

## **Final Report**

- SMTC will summarize all feedback and provide Centro with a final report.
- Centro will use this to inform long-term service planning.

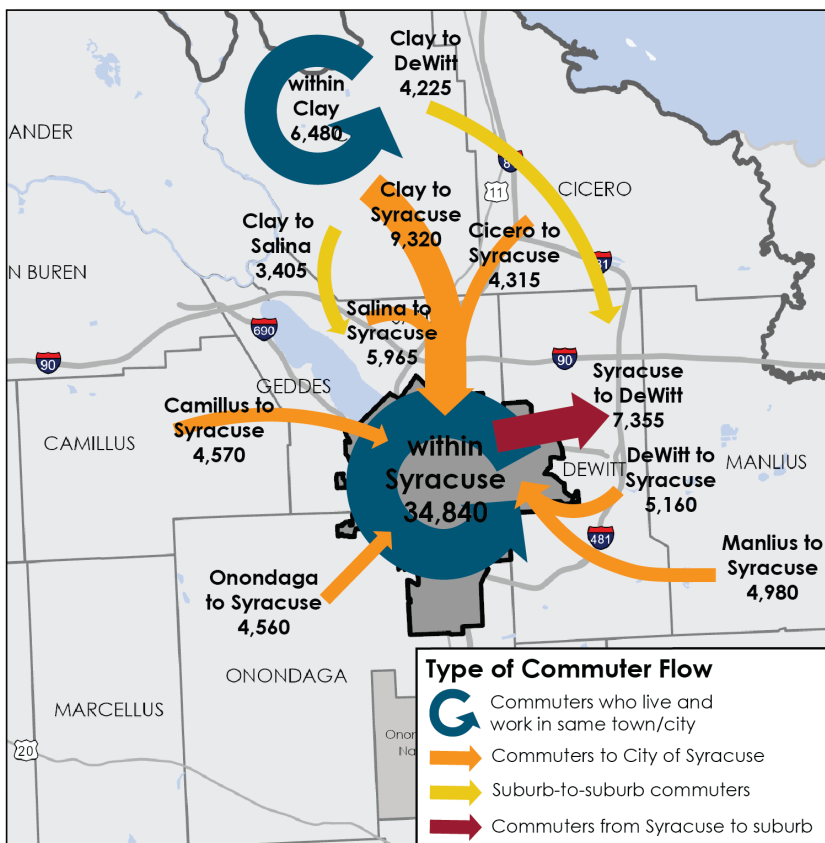


# Commuter Flows

Where we live and where we go to work

Commuting patterns within Onondaga County may not be what you expect.

**The largest group of commuters live and work within the City of Syracuse.**



Data source: 2012-2016 Census Transportation Planning Products (CTPP)

Most recent available commute data from 2012-2016 show\*:

- 34,000 people both live and work inside the City of Syracuse.
- 19,600 people commute from Clay, Cicero, and Salina to Syracuse.
- Over 20,000 people are “reverse commuters,” living in Syracuse and working in the suburbs, with DeWitt the most significant destination.

\*Does not reflect recent employment growth in northern suburbs or future anticipated growth.

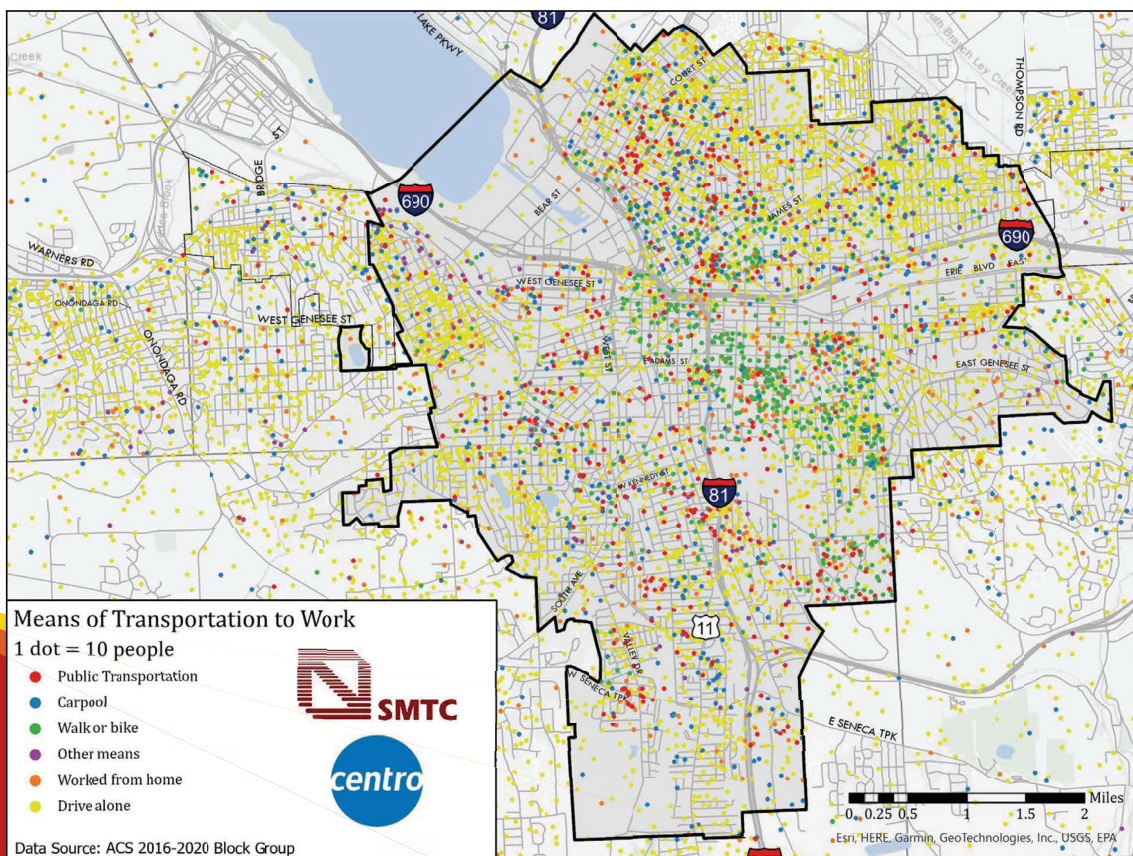
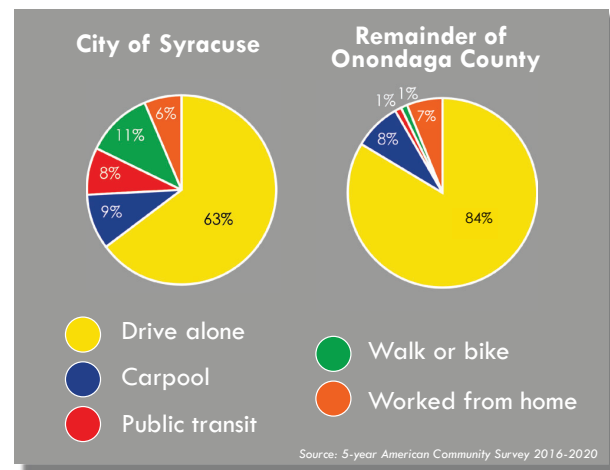


# Modes of Commute

How we get to work

**8% of workers who live in the City of Syracuse use Centro to commute to work compared to only 1% in the rest of Onondaga County.**

- Public transit ridership is not uniformly distributed across the City of Syracuse.
- Commuters who use the bus are concentrated in the Northside, SU's South Campus, and across neighborhoods in the southwestern part of the City.
- Nearly the same proportion of workers in and outside the City work from home, 6% & 7%.





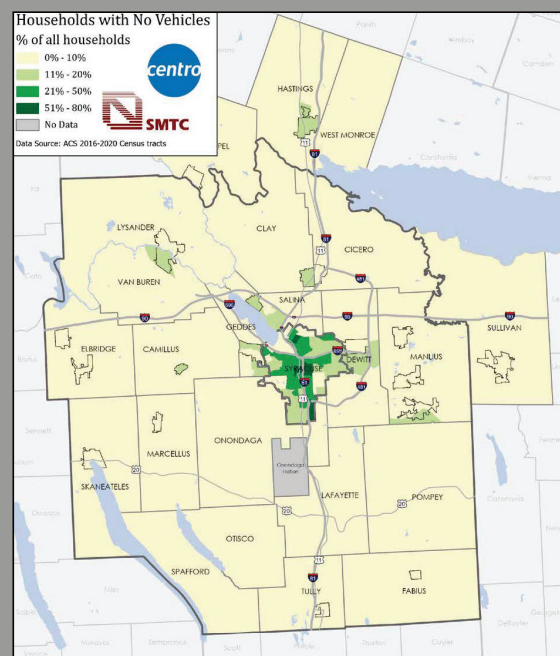
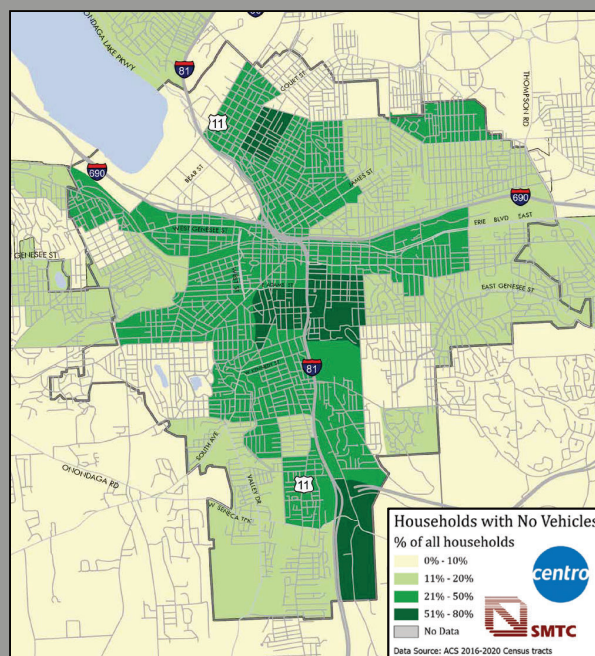


# Vehicle Ownership

Who has access to a personal vehicle

**The greatest concentration of households without a personal vehicle is within the City of Syracuse.**

- 23% of households in the City do not have access to a personal vehicle, compared to 6% in the rest of Onondaga County.
- While there are pockets of limited vehicle access in villages around Onondaga County, the greatest density of households without a vehicle is within Syracuse.
- In some areas of Syracuse, more than 50% of households do not have access to a personal vehicle.
- Communities with the highest density of households without access to a vehicle tend to be:
  - college student and senior housing communities
  - New American and low-income communities in the Northside and Southside neighborhoods nearest downtown.

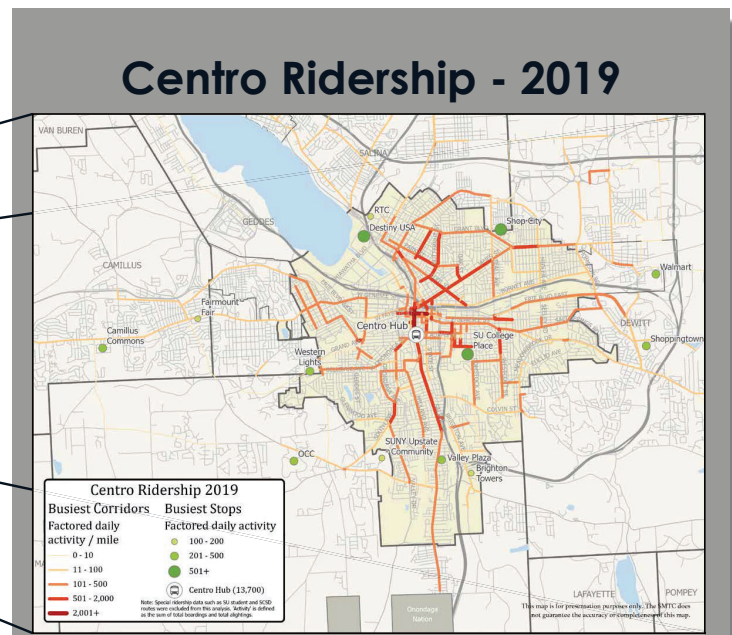
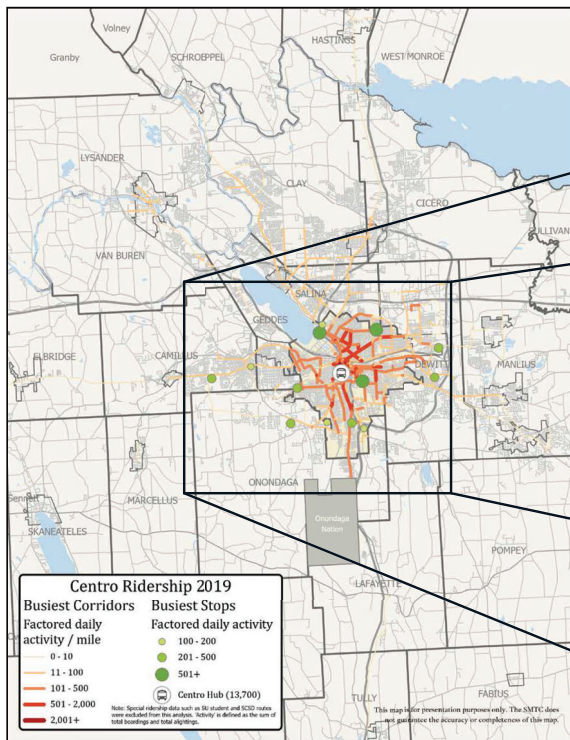




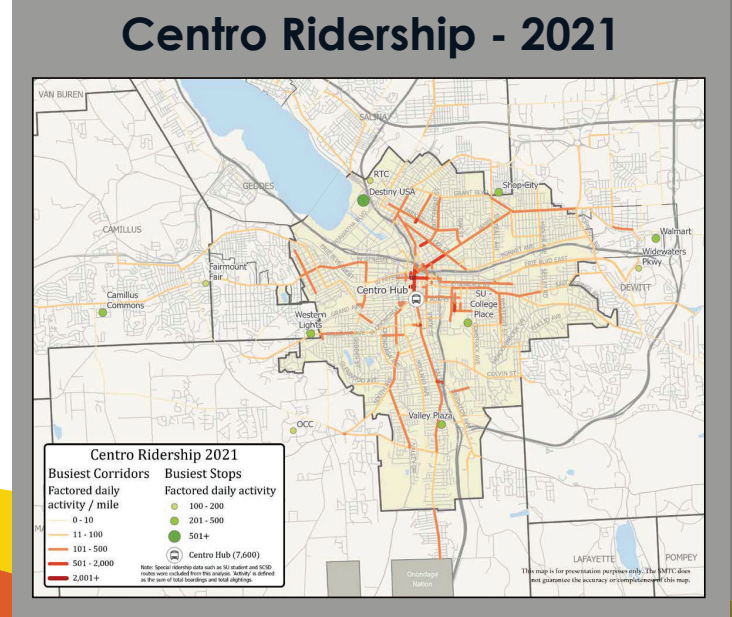
# Centro Ridership

Where people are using the bus

The busiest corridors in the Centro bus system are along major roadways in the urban core.



- Centro ridership dropped by over 40% from 2019 to 2021, similarly across all routes.
- Busiest stops include Destiny USA, Shop City, and SU - College Place.
- Ridership consistently high along S. Salina St, James St, Butternut St, Lodi St, parts of South Ave, as well as in Downtown Syracuse and SU/Hospital neighborhoods.





# Reasons for Travel Modes

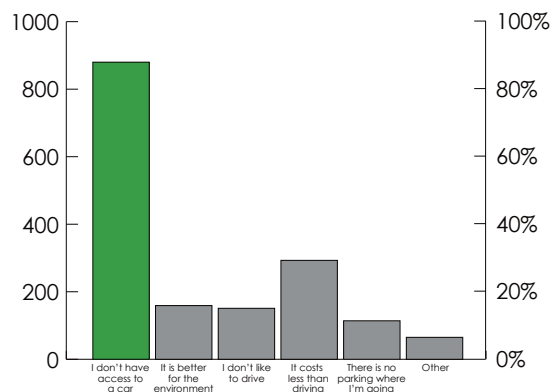
Why people ride, or do not ride, the bus

**Most of Centro's current riders use the bus because they do not have access to a personal vehicle.**

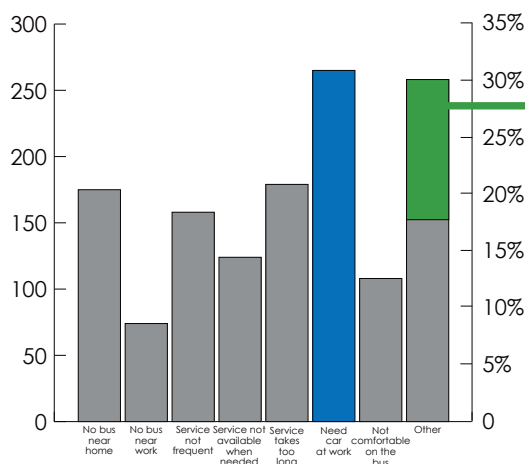
The SMTC conducted surveys in 2017, one mailed to nonriders and one handed out on buses. Both received about 1,100 responses.

## Why people ride the bus:

- In 2017, a rider survey found 80% of people ride Centro due to not having access to a car.
- Other reasons include the lower cost, the lessened environmental impact, and limited free parking.



## Why people don't ride the bus:



"Other" responses:

- Prefers freedom/convenience of a car . . . 106 (41%)
- Travel/transfer time is too long . . . . . 39 (15%)
- Does not work outside of home . . . . . 27 (10%)
- Commute is too short . . . . . 23 (9%)
- No bus line close or at time needed . . . . . 20 (8%)
- Uncategorized . . . . . 33 (13%)

- About a third of nonriders indicated they don't use Centro because they need a car at work.

- Nearly half of those that indicated 'Other' said they prefer the freedom or convenience of a car.





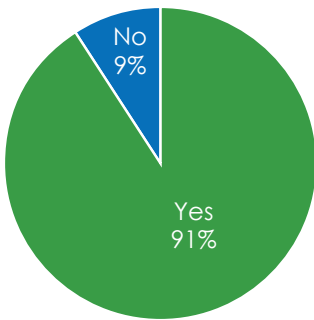
# Transit Satisfaction

How people feel about current Centro service

**Previous surveys indicate high satisfaction among riders and low interest in bus service among nonriders.**

The SMTC conducted surveys in 2017, one mailed to nonriders and one handed out on buses. Both received about 1,100 responses.

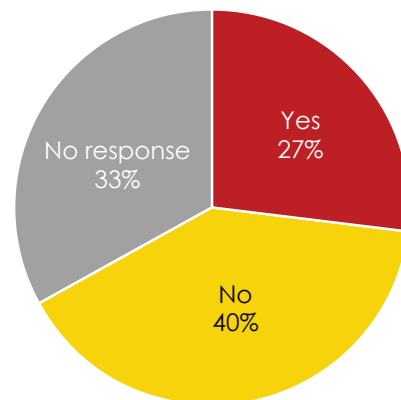
## How satisfied are Centro riders?



In a 2017 survey, over 90% of Centro riders responded "Yes" to the question 'Does the current Centro bus system generally meet your needs?'

## Could nonriders be satisfied by today's public transit?

In 2017, a nonrider survey found only 27% of people who do not use Centro 'would consider taking Centro to work/school ... if their existing concerns about transit ... were addressed.'



However, 55% of nonriders indicated they would consider using Centro services for a special event.



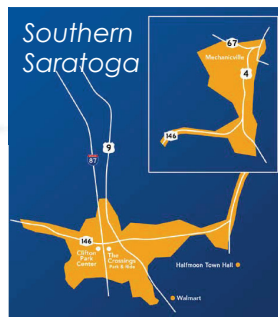
# Nearby On-Demand Services

How other cities are using on-demand service

Cities similar to Syracuse have recently implemented on-demand services.

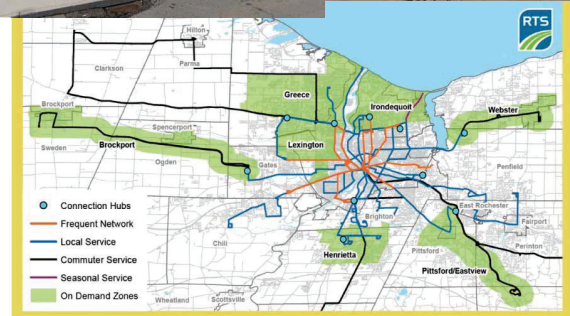
## Albany/Capital Region 'CDTA FLEX'

- 2 service zones
- Colonie/Guilderland/Latham zone
  - \$1.50 per ride
  - Numerous connections to fixed-route system
- Southern Saratoga zone
  - Free pilot program
  - Only connects to a single commuter route



## Rochester Area 'RTS OnDemand'

- 7 OnDemand zones
- 10 connection hubs
- \$1 for curb-to-hub
- \$3 for curb-to-curb
- Gave large suburban communities easier access to public transit
- Focused traditional service on 'frequent network'





# Transit Issues and Ideas

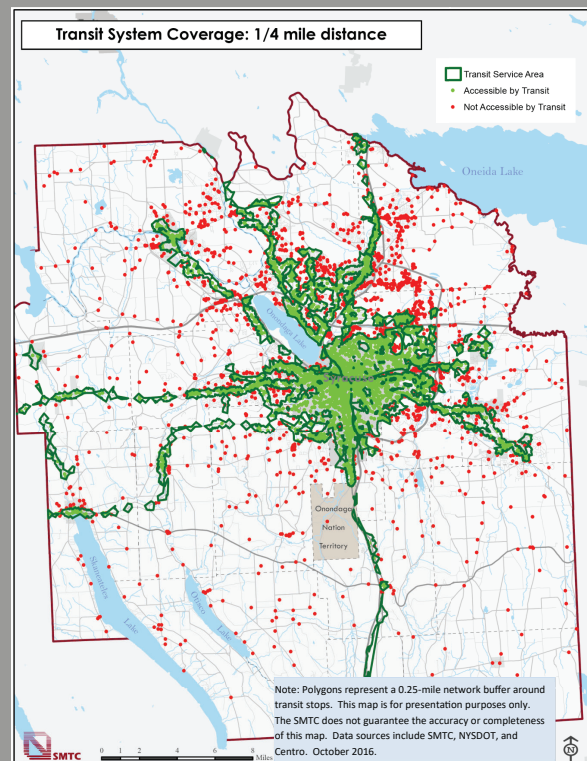
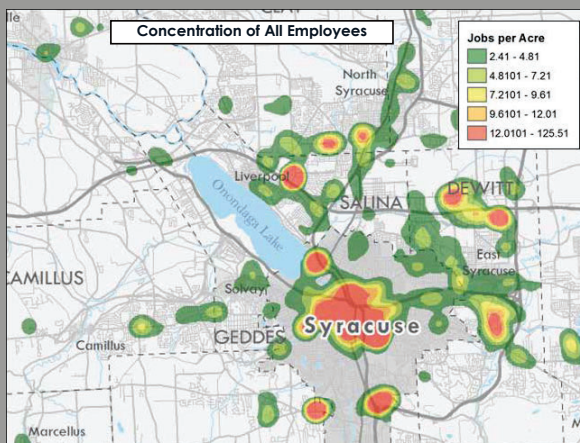
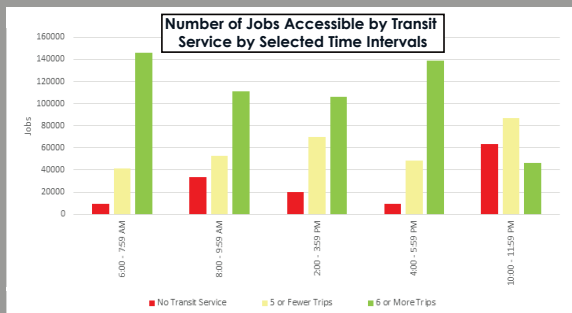
What limits commuters from using transit

The majority of Centro riders use the bus to commute to work or school, but some commutes are more challenging than others.

- Centro has good geographic coverage within the City of Syracuse, close-in suburban communities, and to major employment centers, but not as population density decreases towards the outer suburbs.
- However, time of day impacts job accessibility by transit across most of the region, with 2nd and 3rd shift times lacking coverage.
- Travel times for people who commute by bus can be long, especially when trips require a transfer. Also, "chaining" trips (such as a stop at a childcare center on the way to work) adds challenges.

Suggested solutions to these issues from previous studies:

- On-demand van services** could provide longer service hours and greater geographic coverage into suburban neighborhoods.
- Cooperative vehicle sharing** would allow organizations to utilize vehicles that would otherwise be left unused overnight.







# Key Takeaways

What have learned so far



Many County residents rely on Centro because they do not have access to a personal vehicle.



Cost effective opportunities exist to expand transit beyond traditional 'fixed-route' bus service.

In 2017, Centro had a high satisfaction rate among riders.



Bus routes in core urban corridors have consistently high ridership; education and shopping destinations rank highest for activity.

Commuting in Onondaga County is more than just driving into the City.

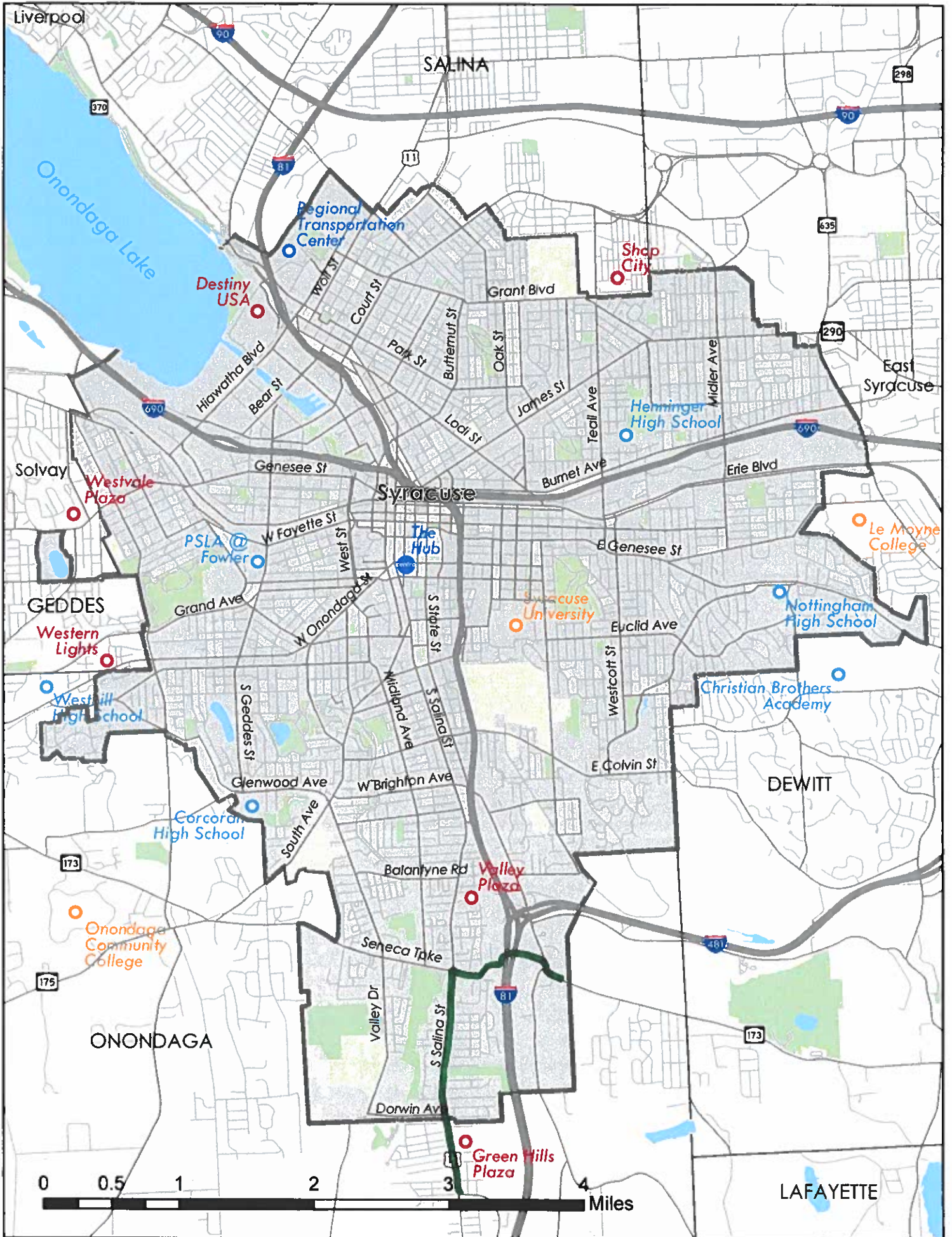


EXPLORING TOMORROW'S TRANSIT

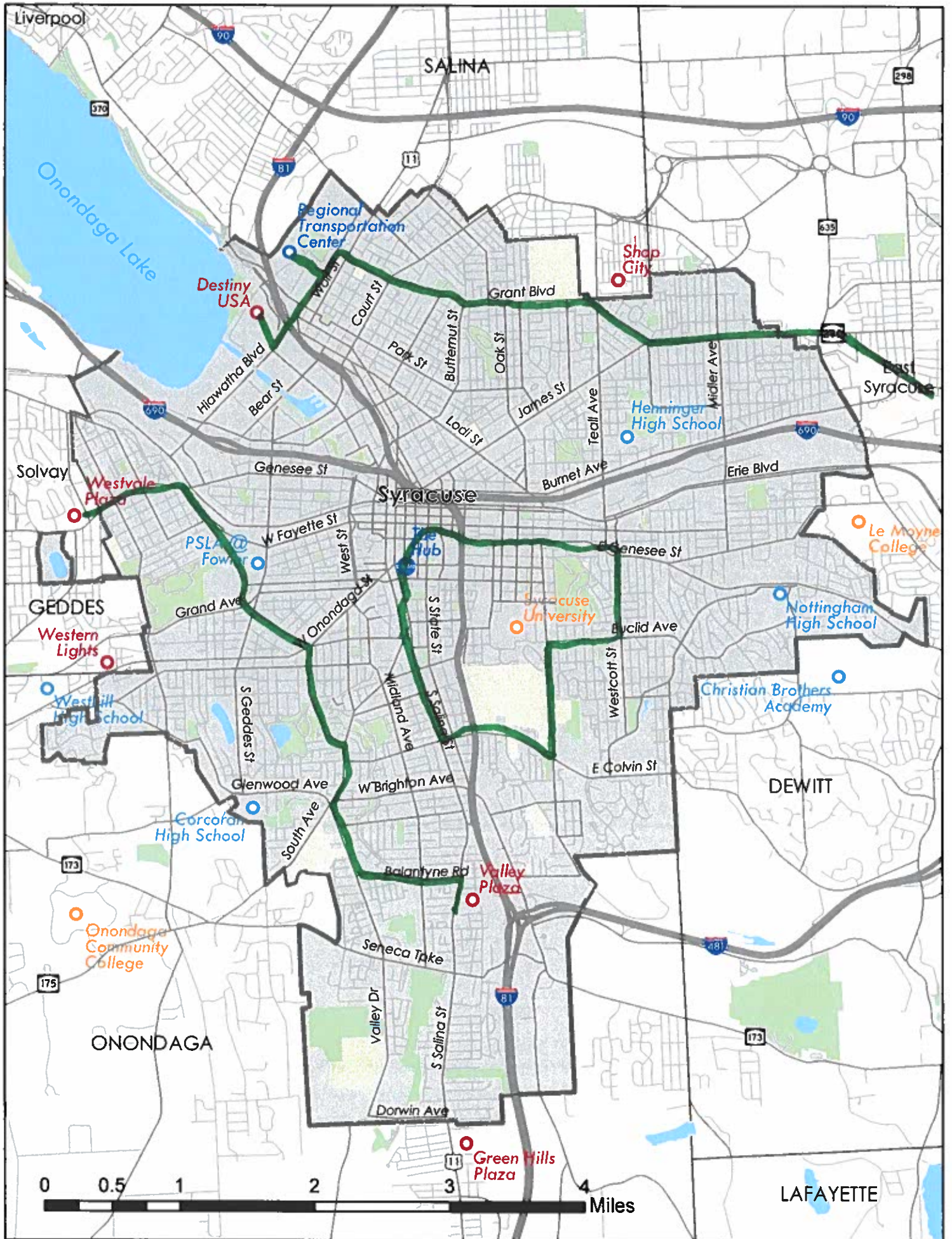
Interim Summary Report

**Attachment C: "Draw Your Ideal Bus Route" maps from Open Houses**

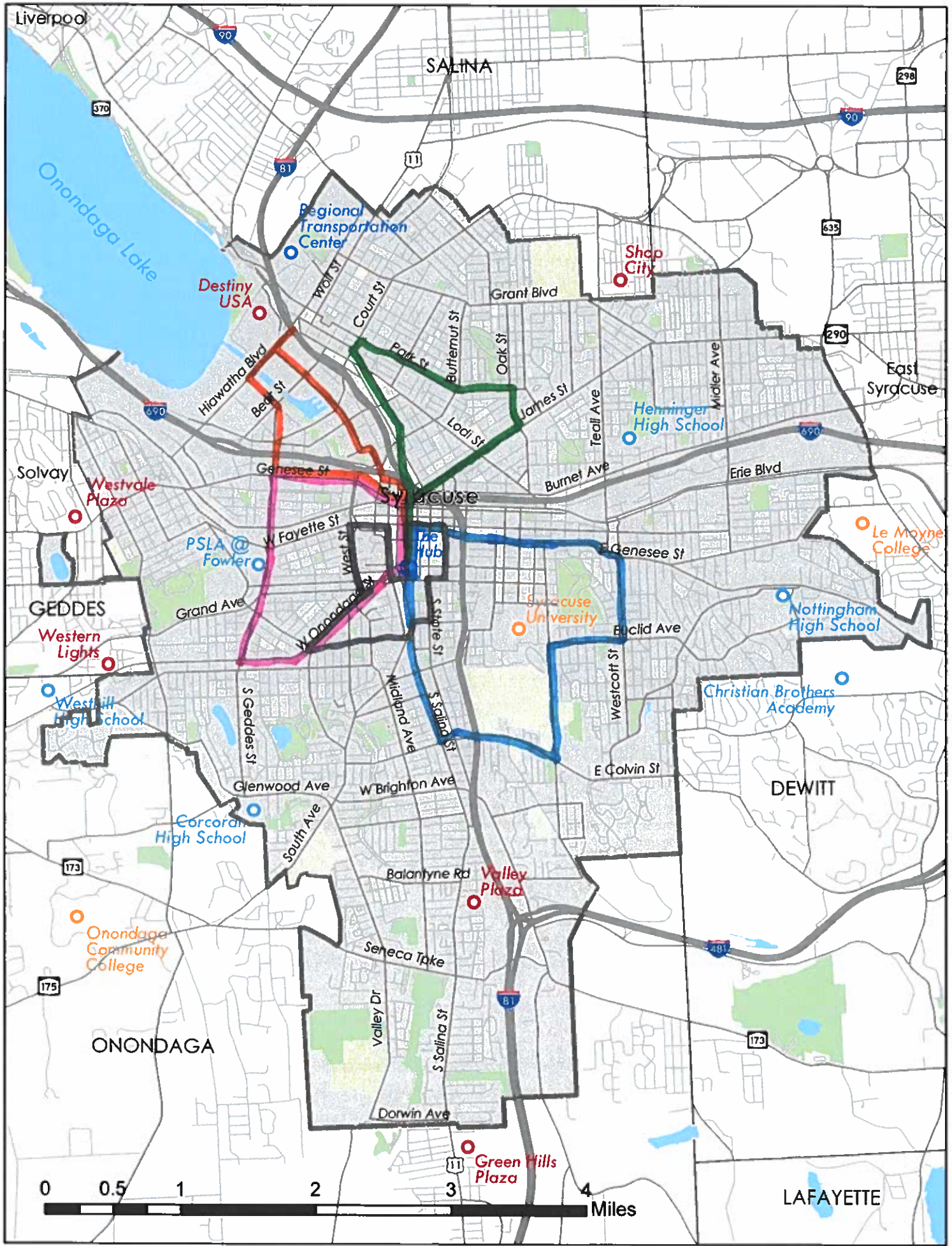




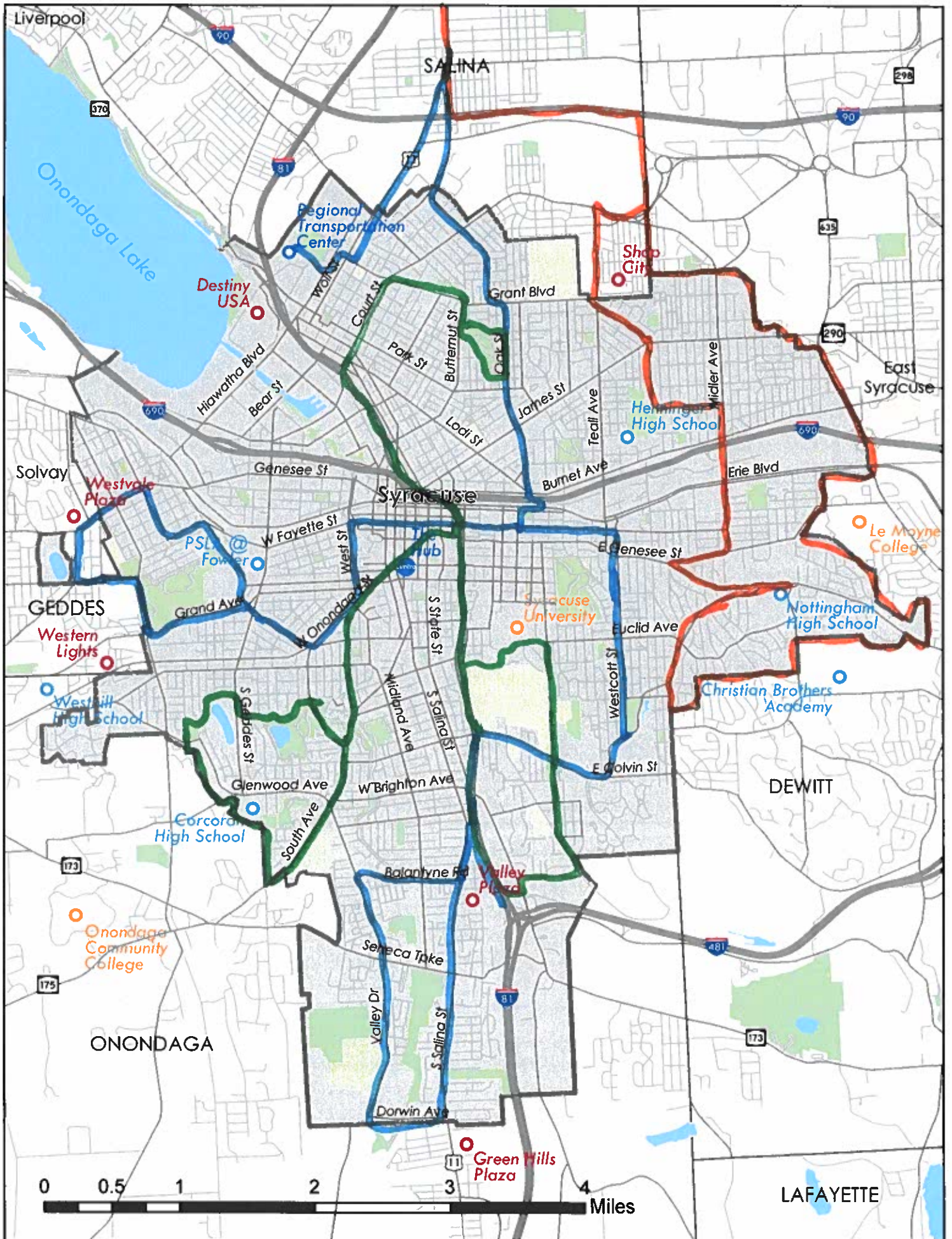




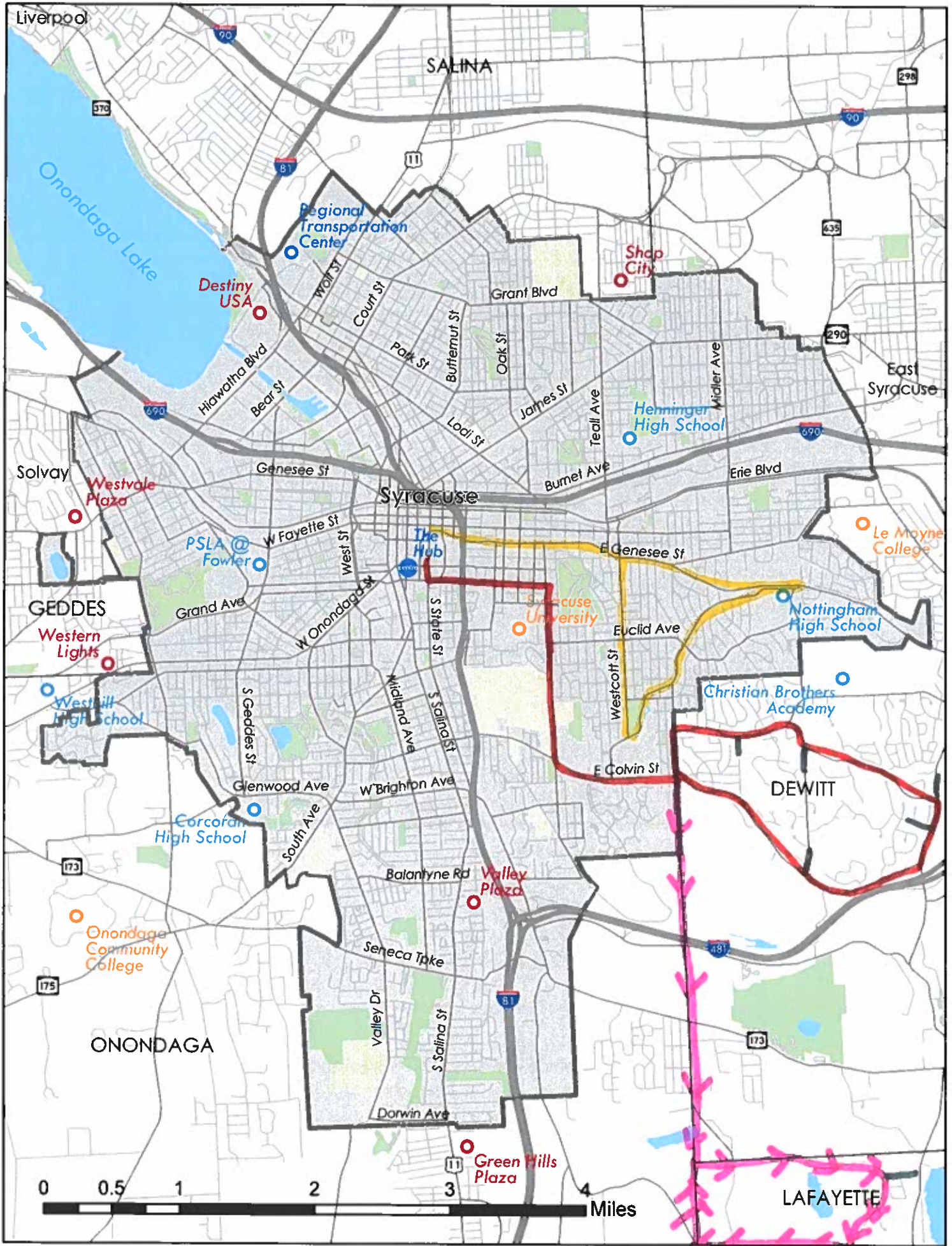




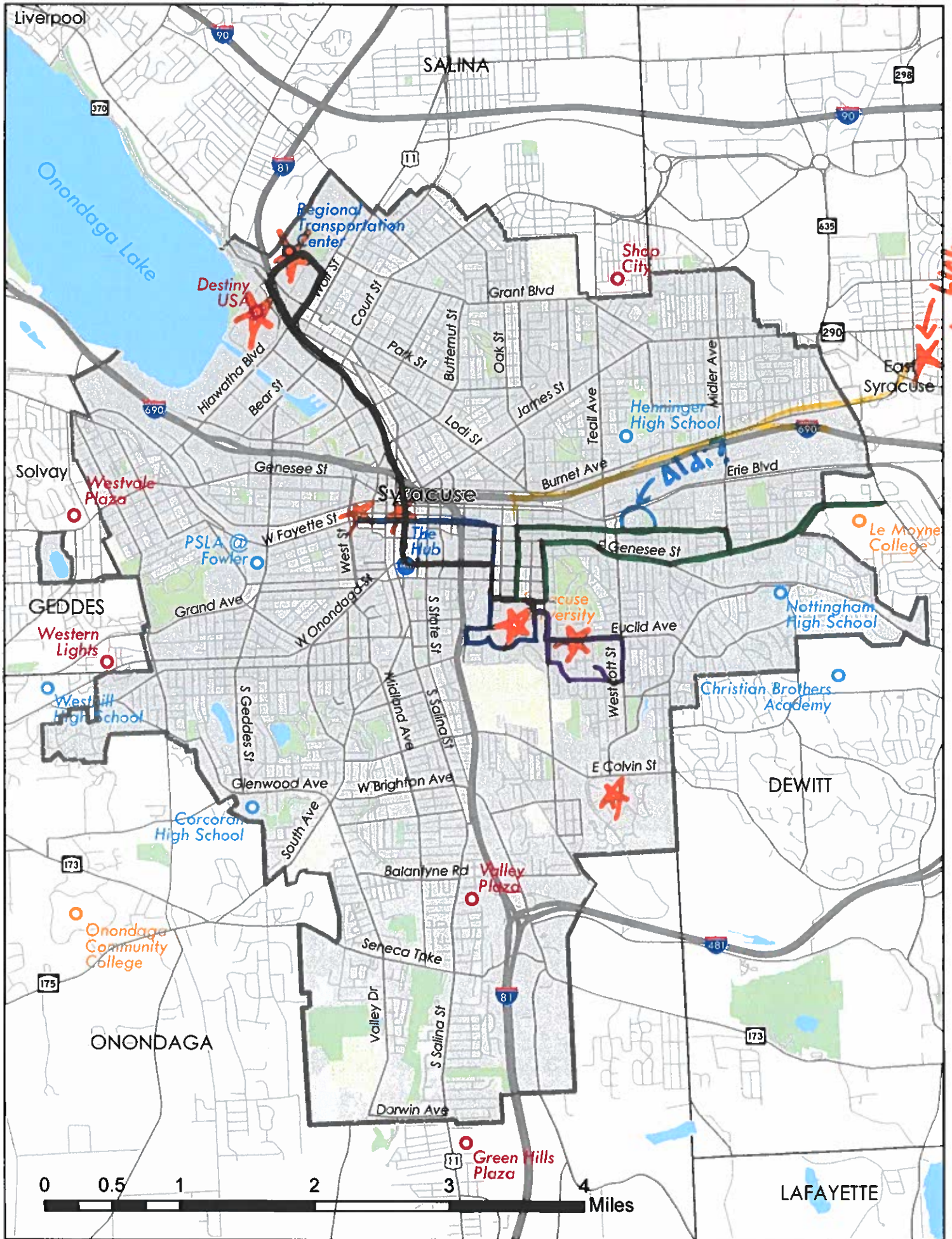




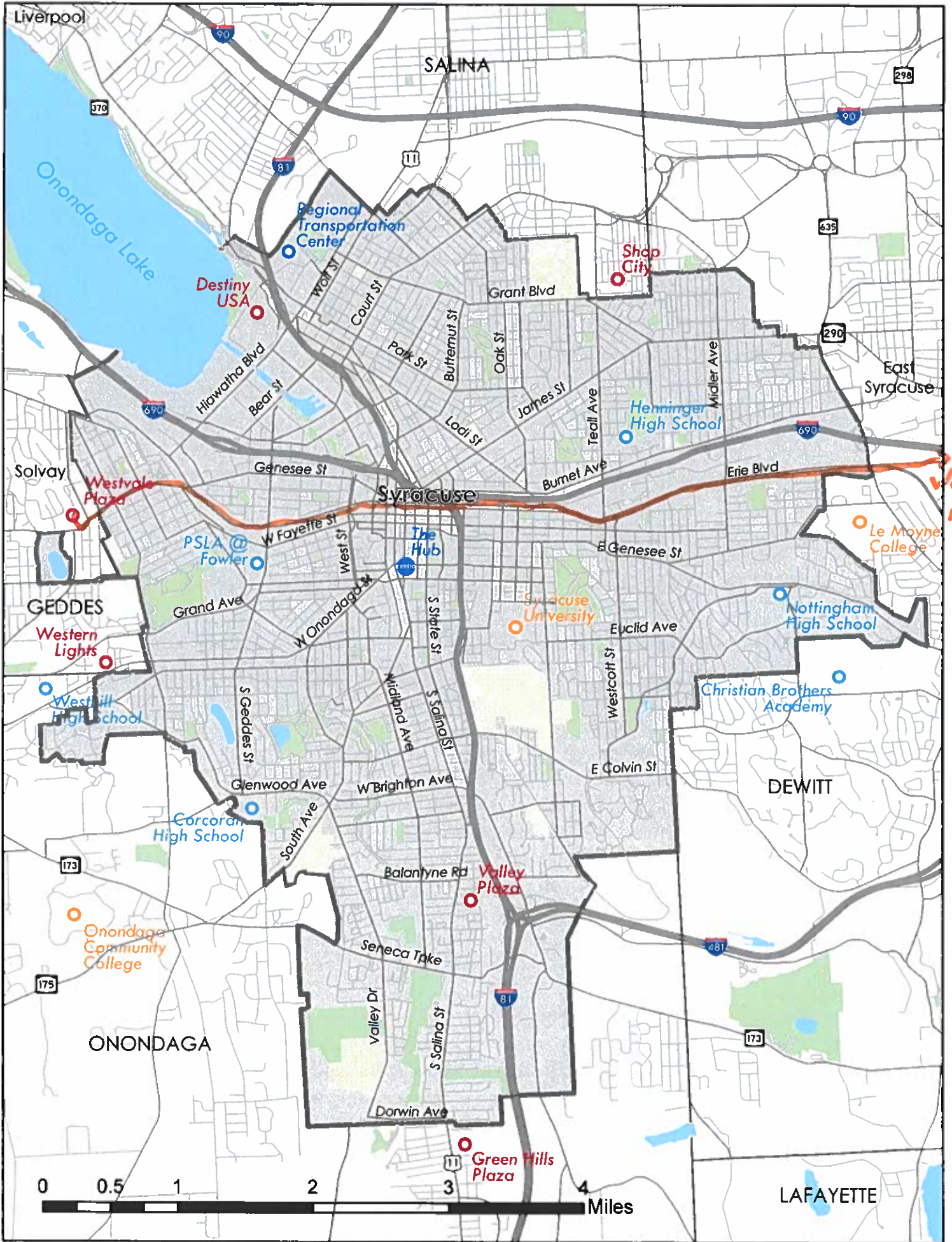




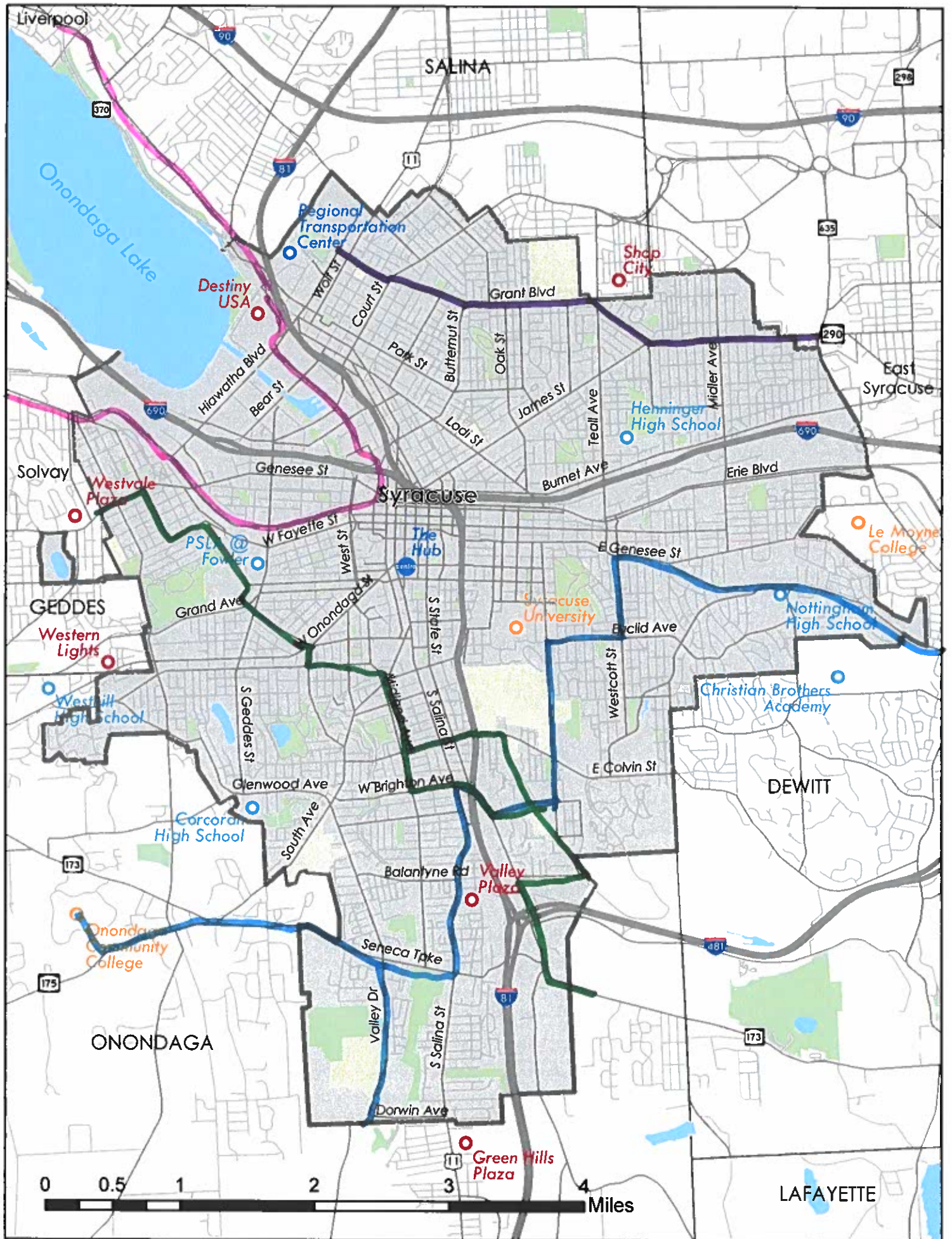




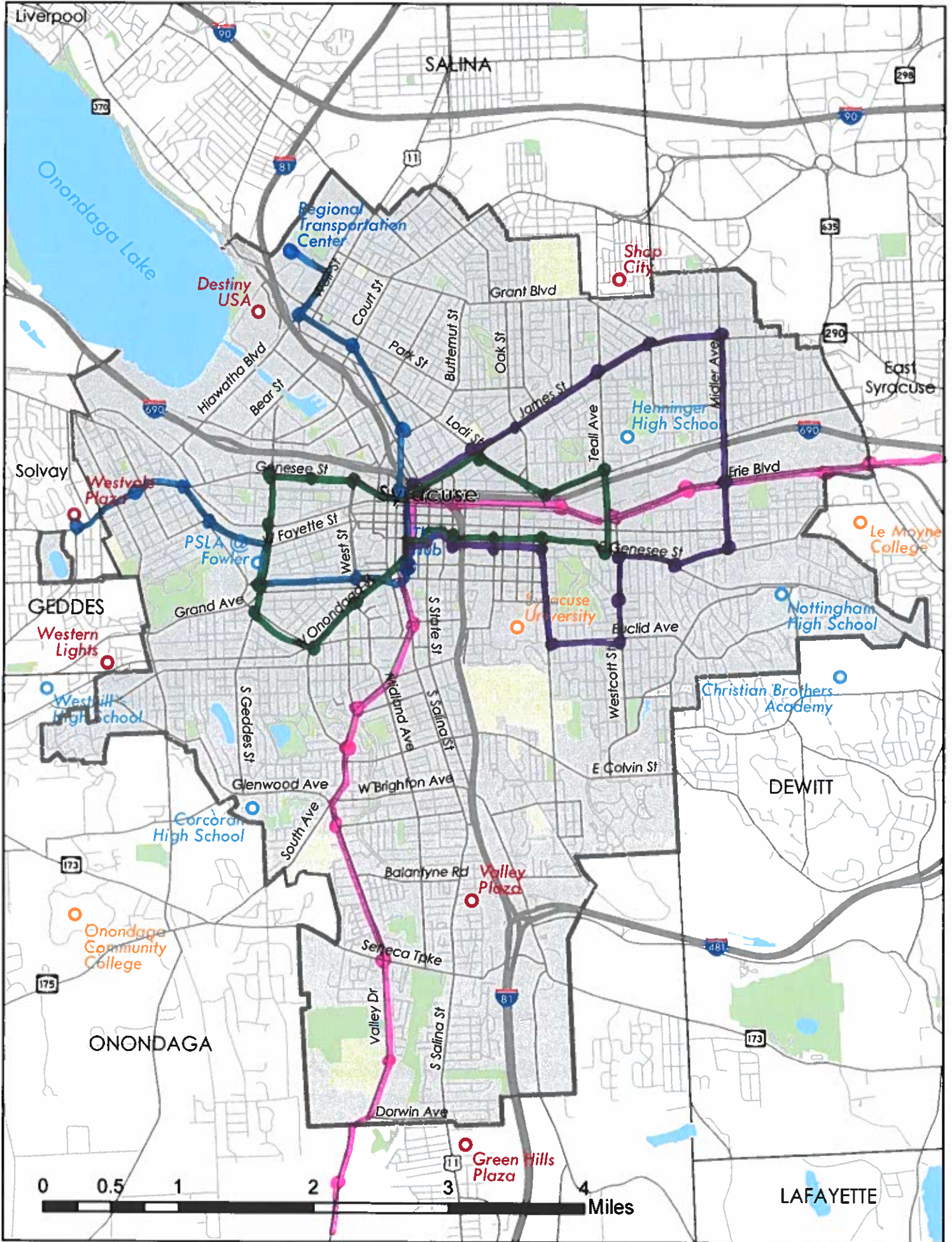




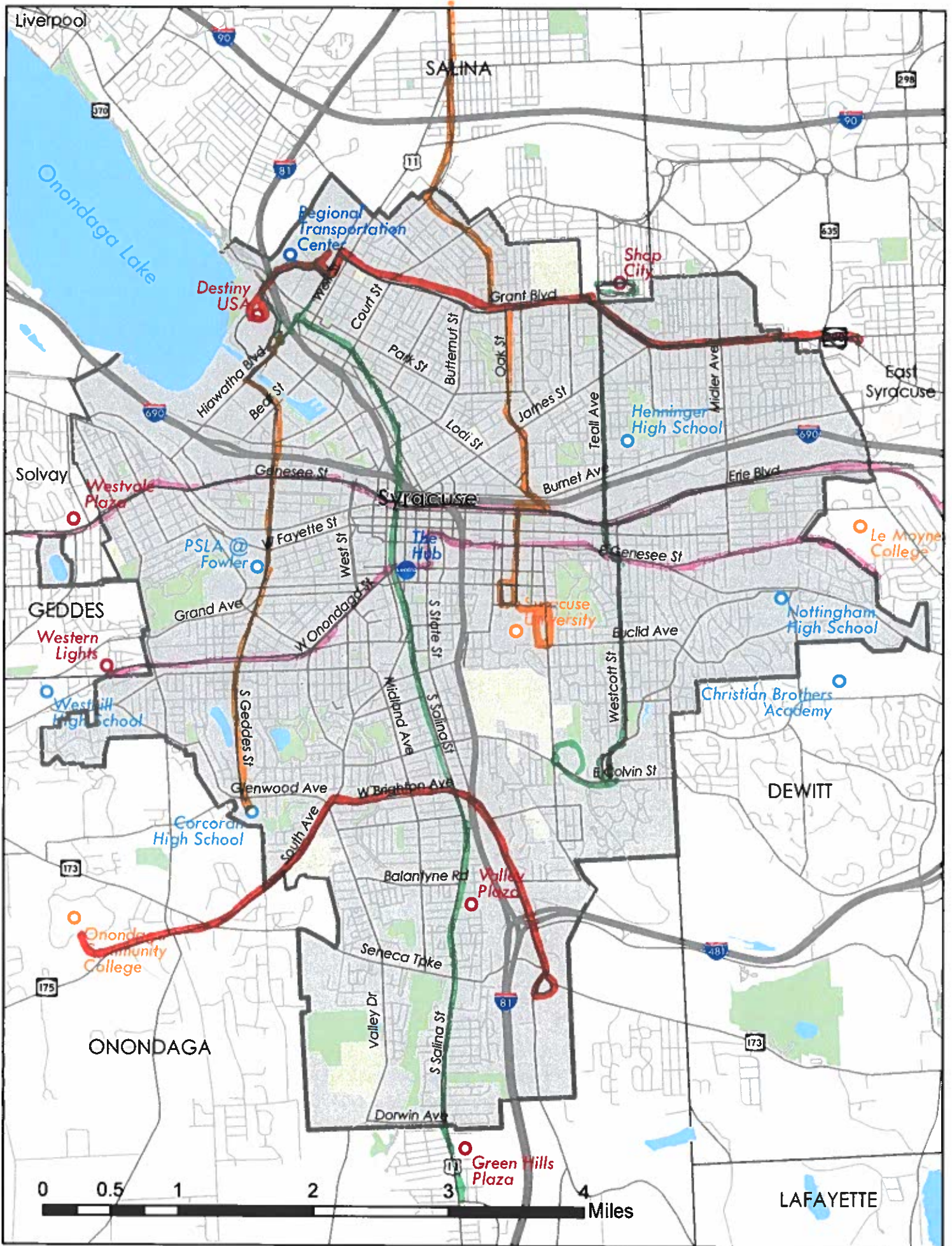




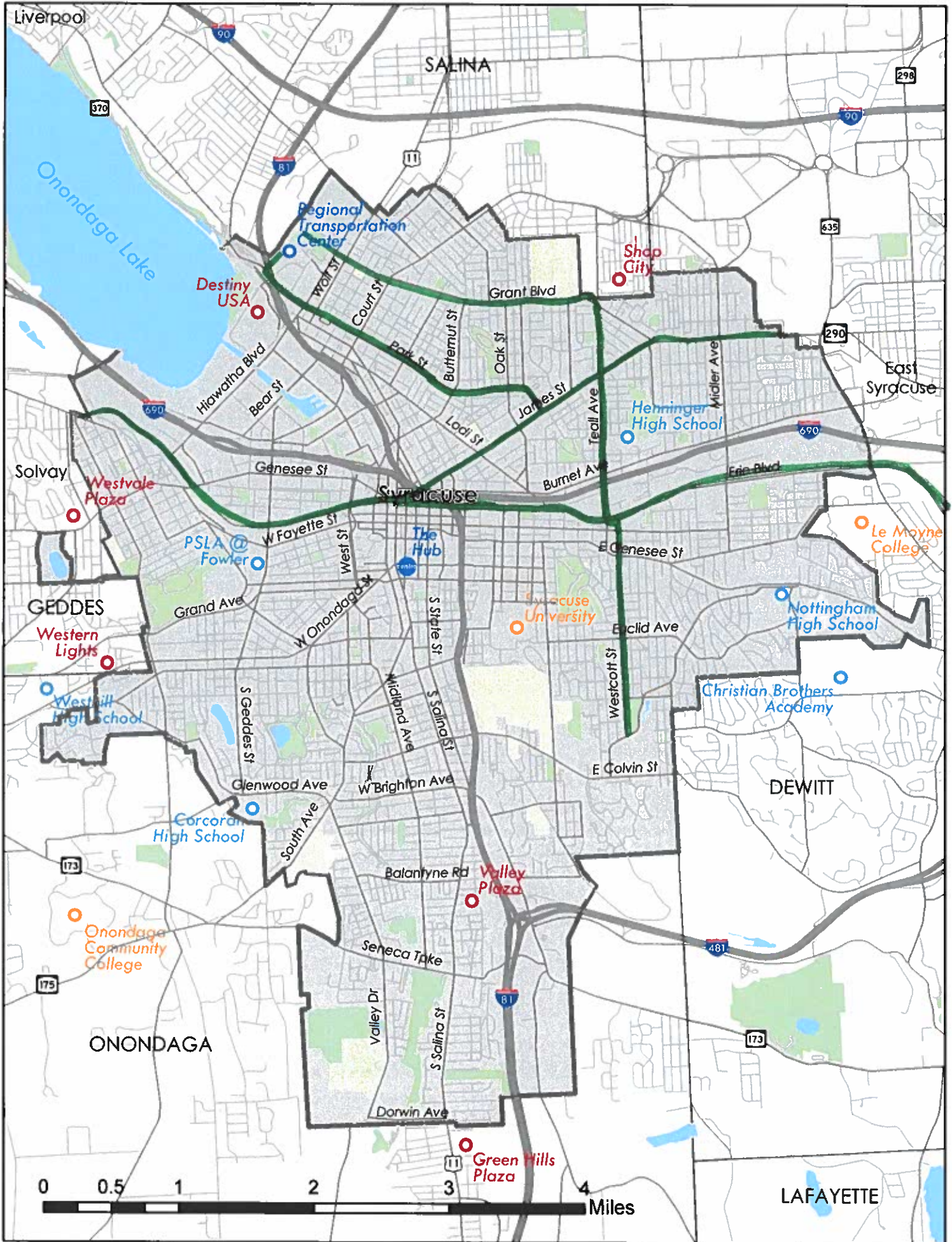








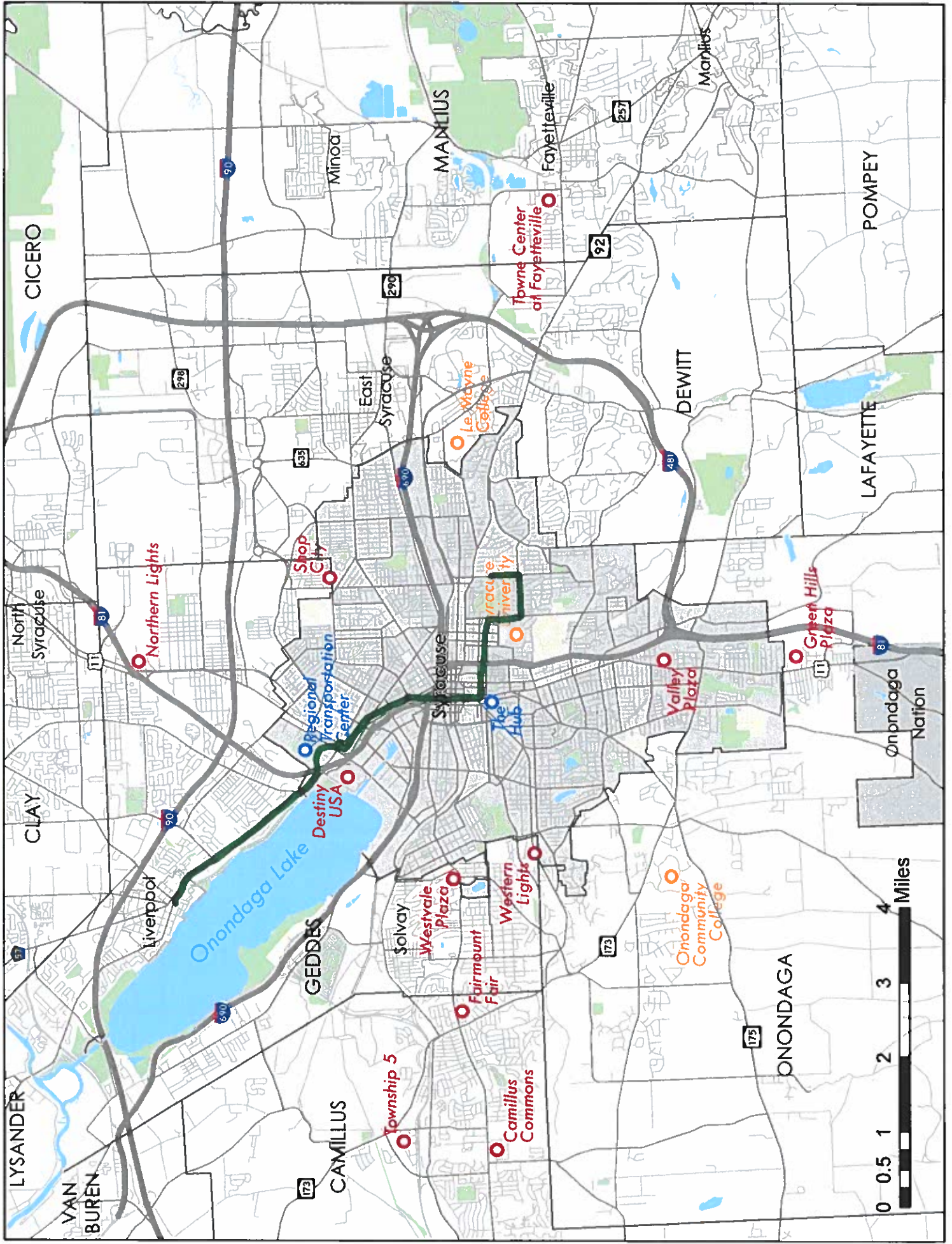




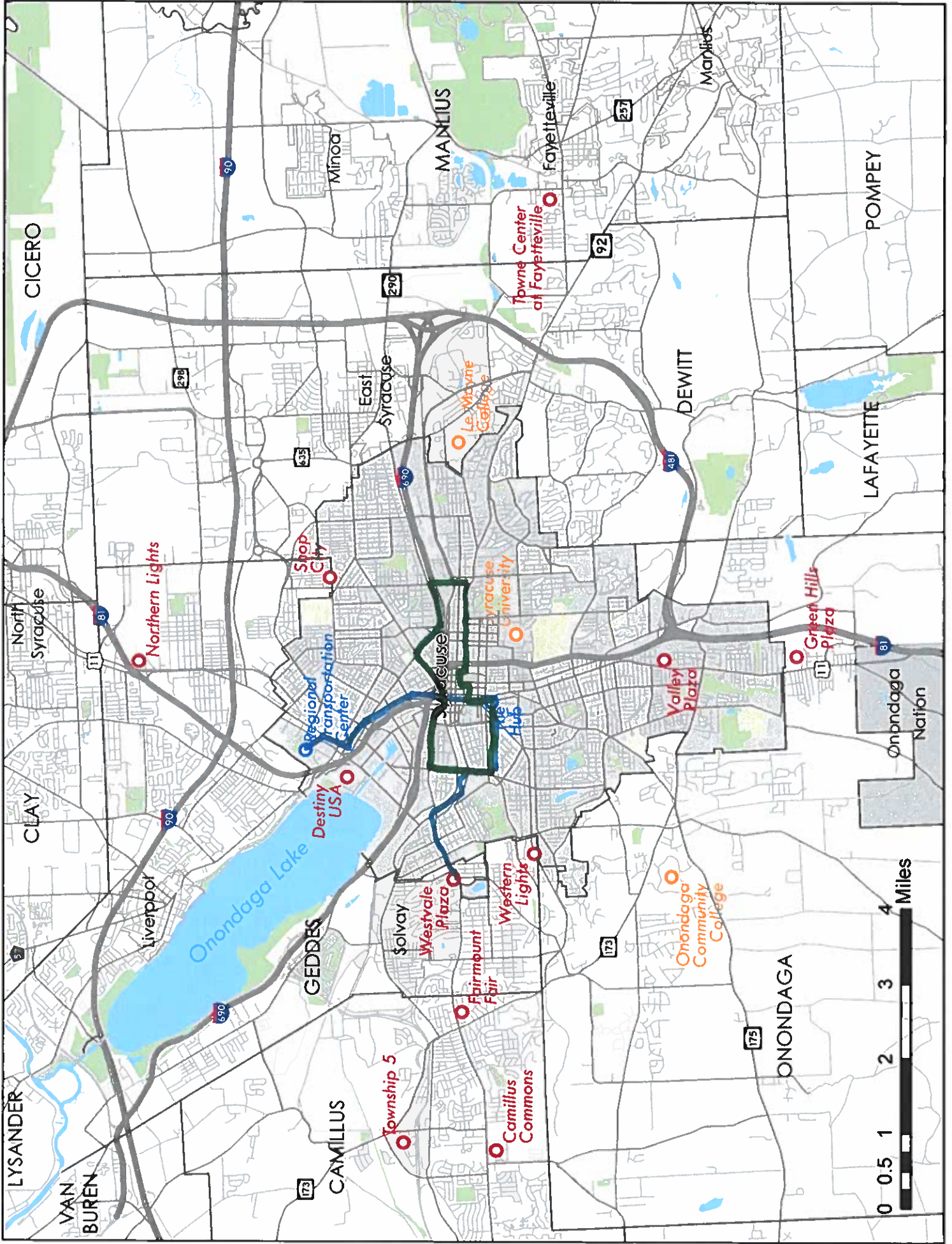




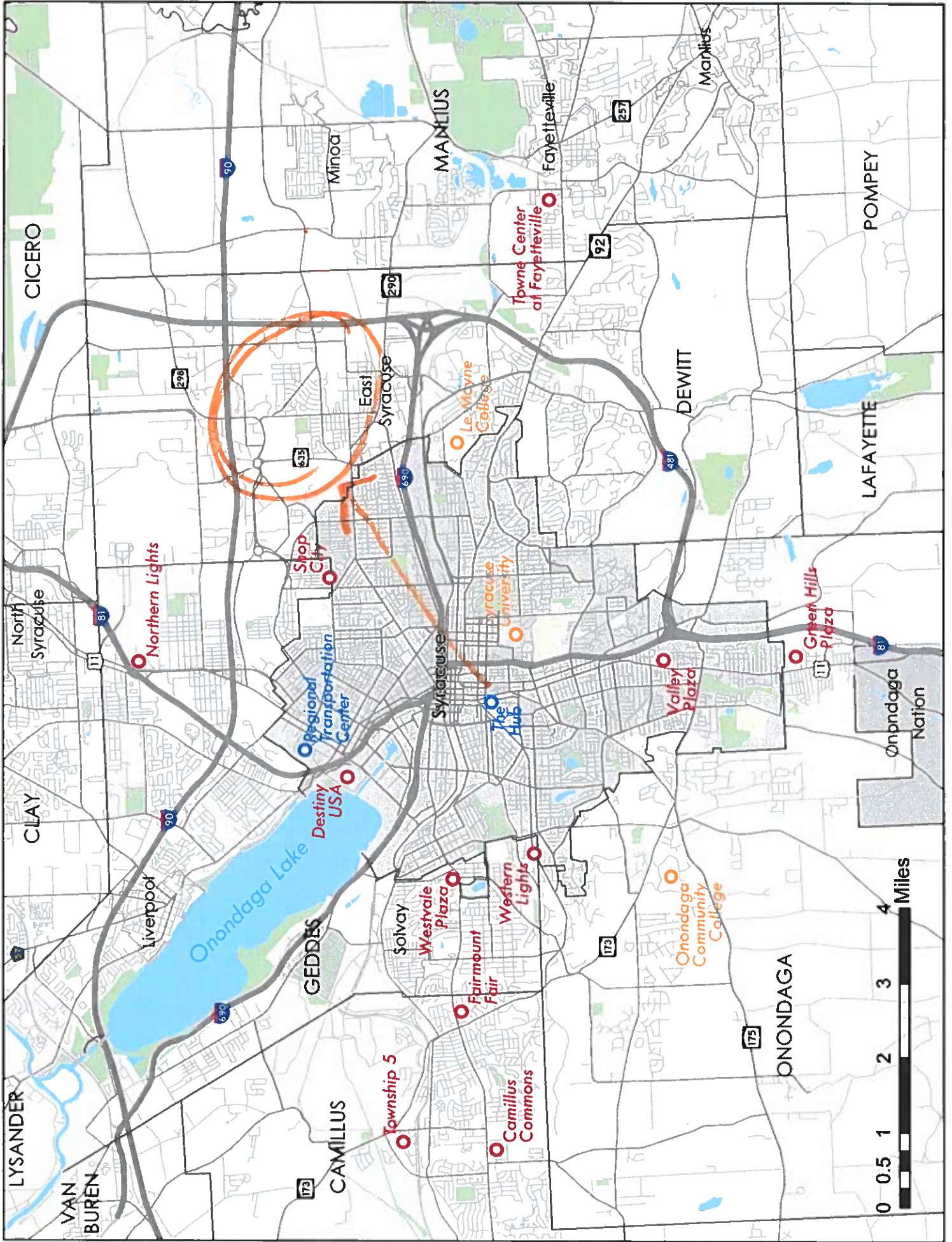




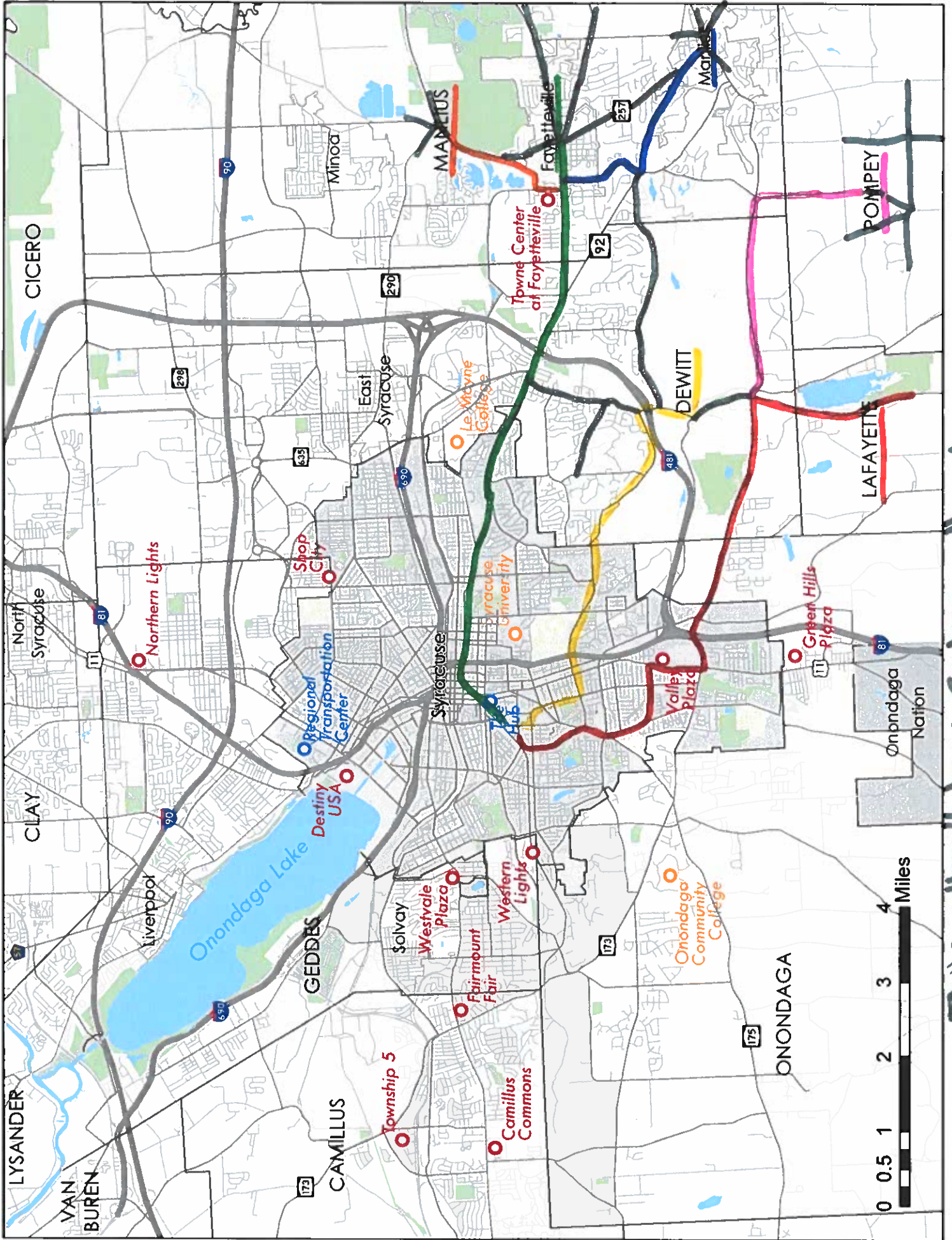






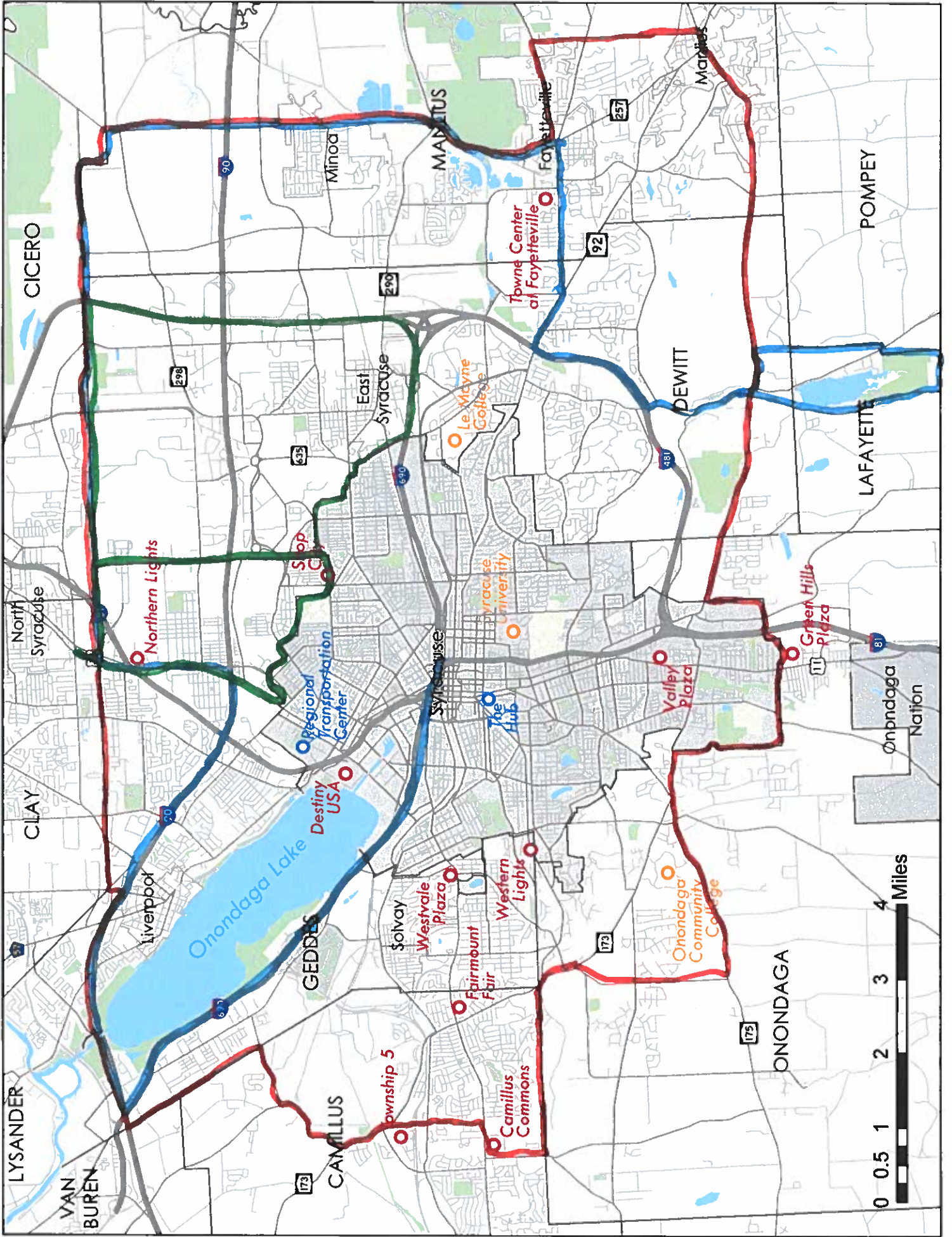






"smaller" bus routes within larger ones





LYSANDER  
VAN BUREN

CLAY

North Syracuse

CICERO

Liverpool  
Onondaga Lake  
Destiny USA

GEDDES

CAMILLUS

Solvay  
Westvale Plaza  
Fairmount Fair  
Camillus Commons  
Township 5  
Western Lights

Regional Transportation Center  
Stop City

East Syracuse

Syracuse University  
The Hub

Le Moyne College

MADEIRA

Valley Plaza

Towne Center at Fayetteville

Fayetteville

Onondaga Community College

DEWITT

ONONDAGA

Green Hills Plaza

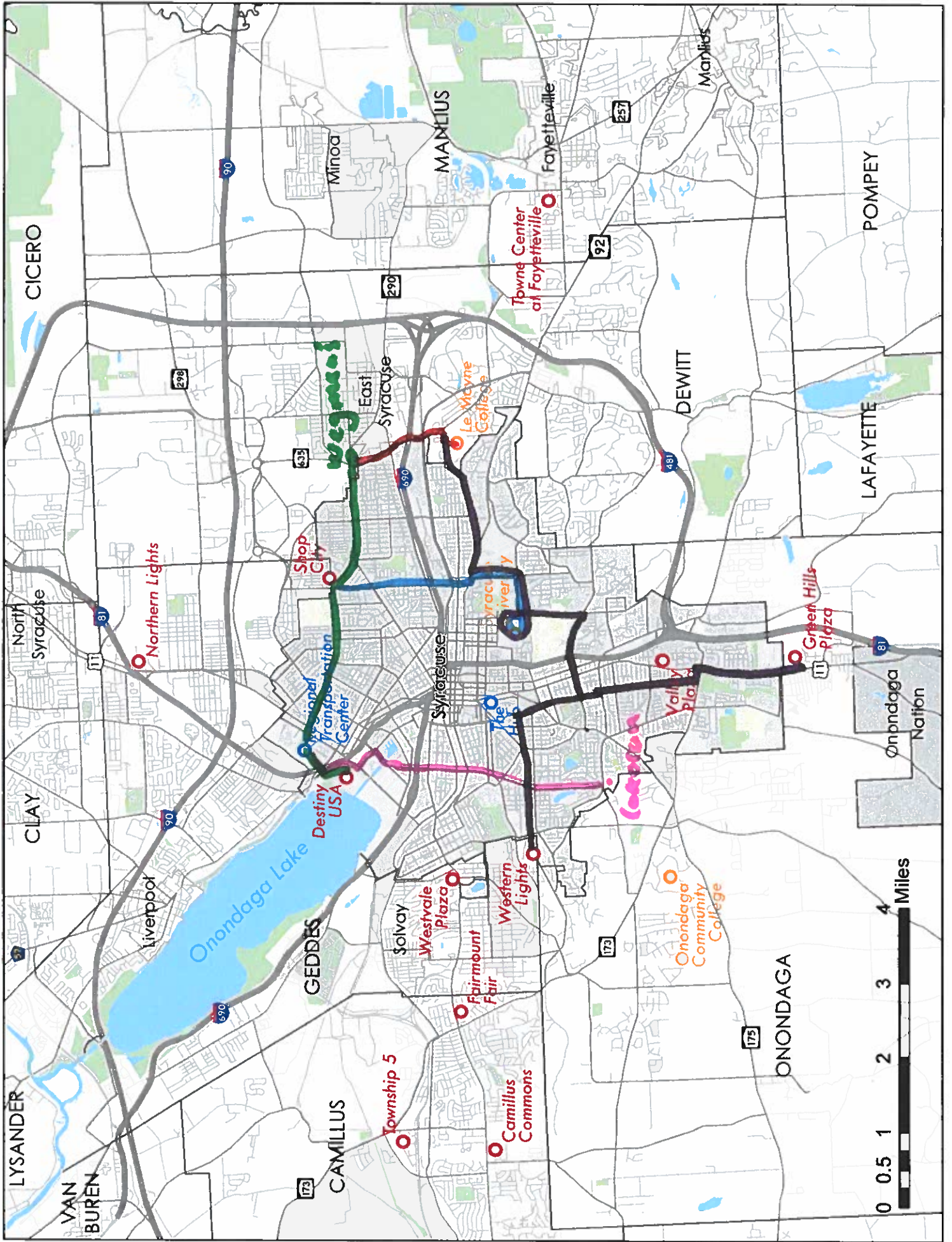
POMPEY

LAFAYETTE

Onondaga Nation

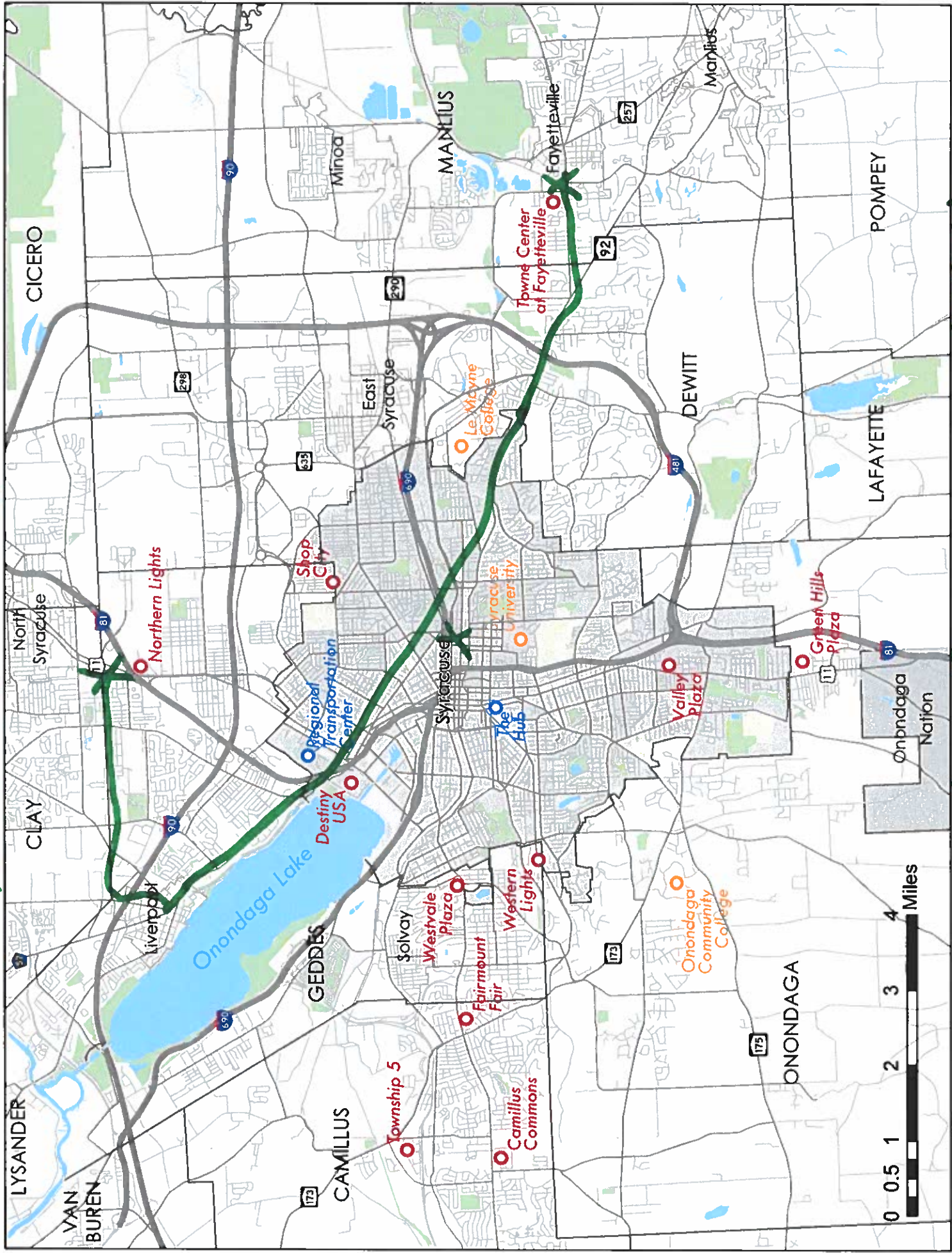






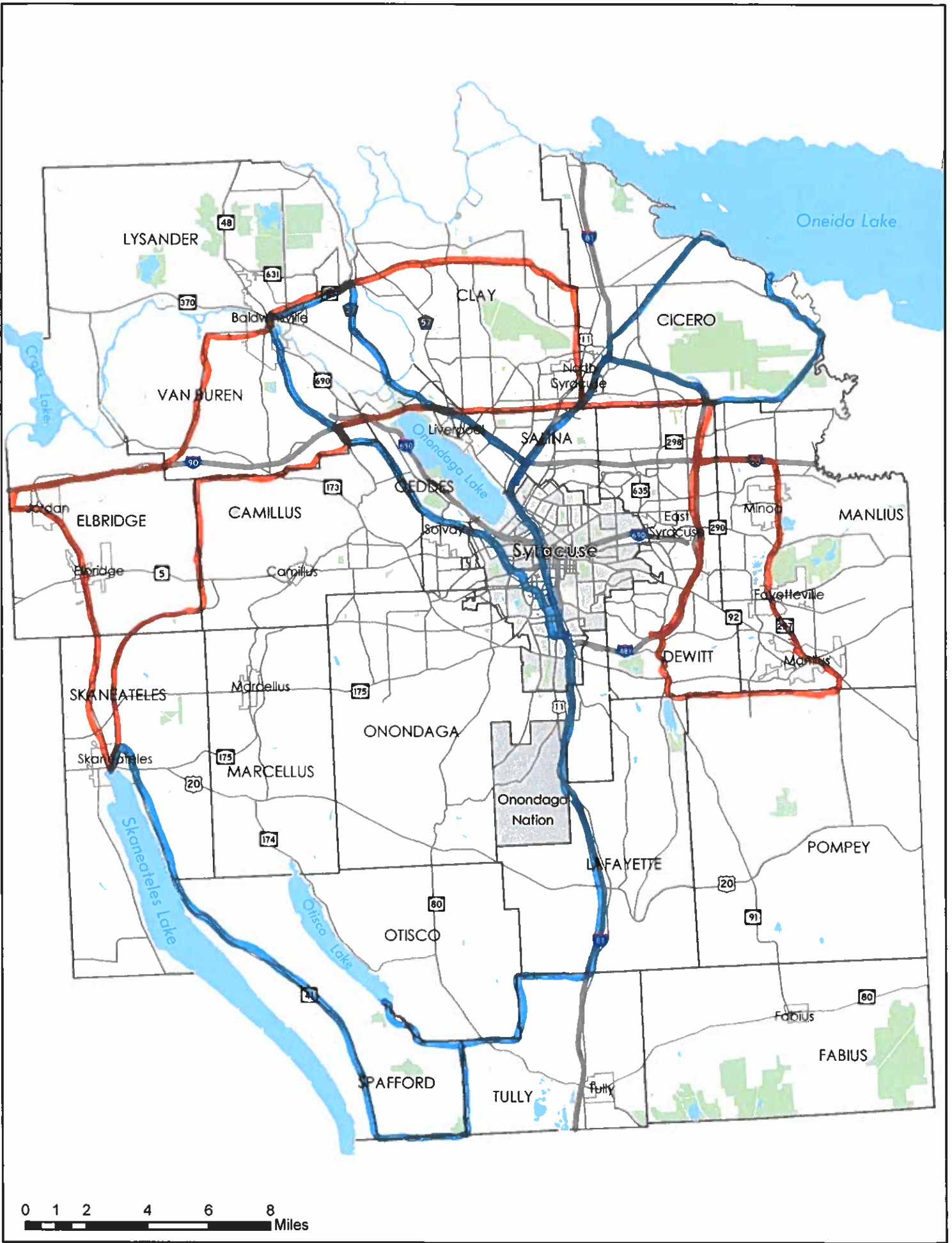


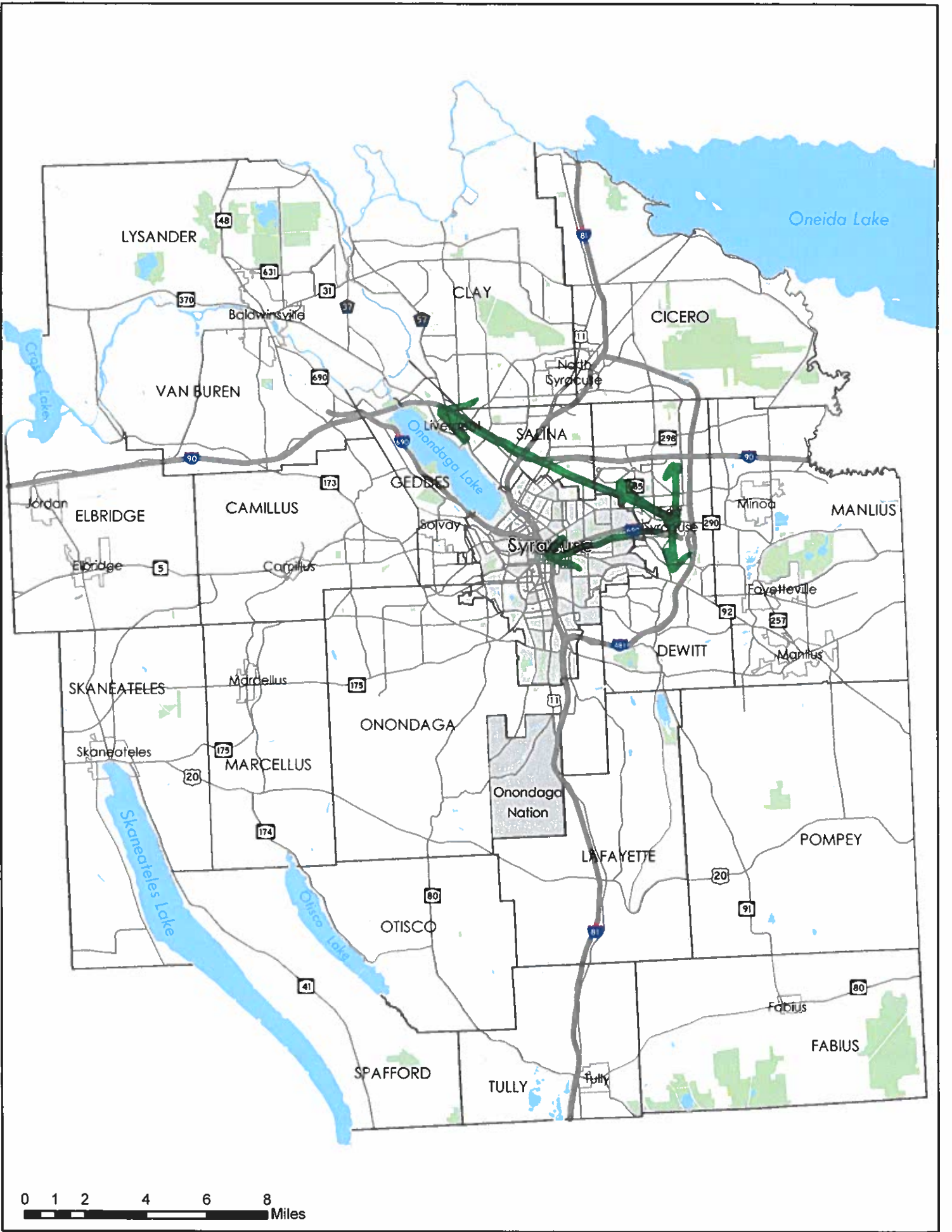
X North Medical X East Medical

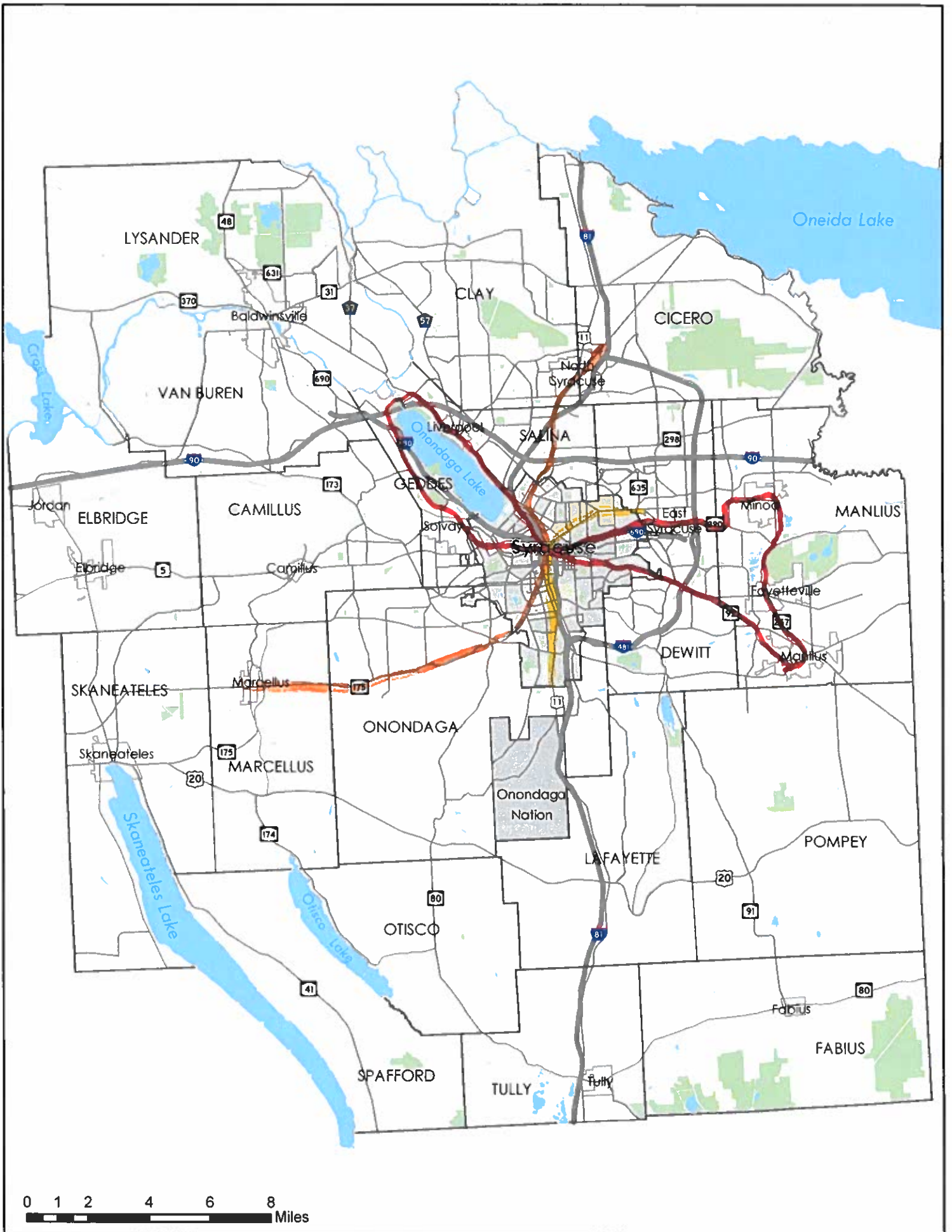


Hospitals (Seniors Transportation Needs Not Met)



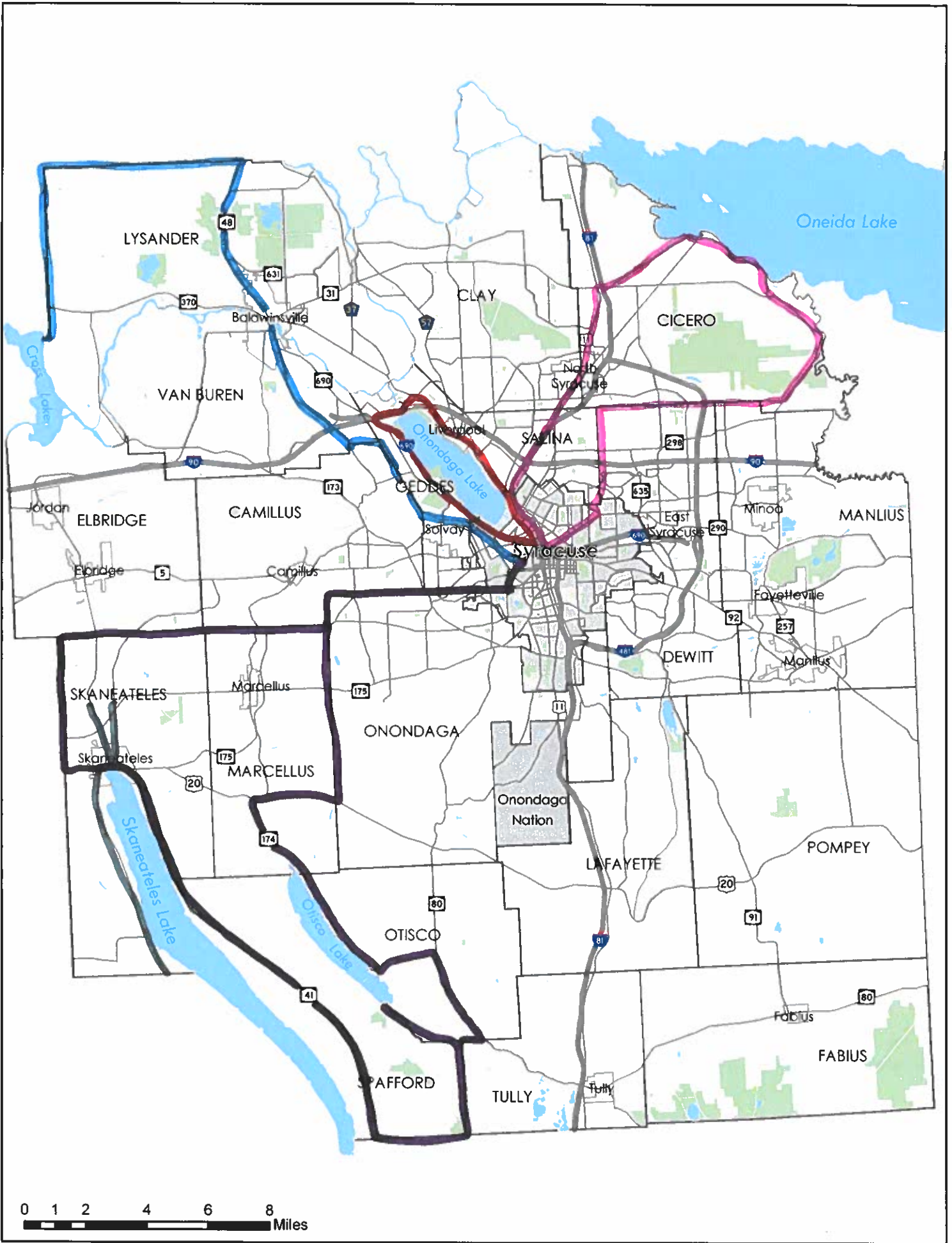




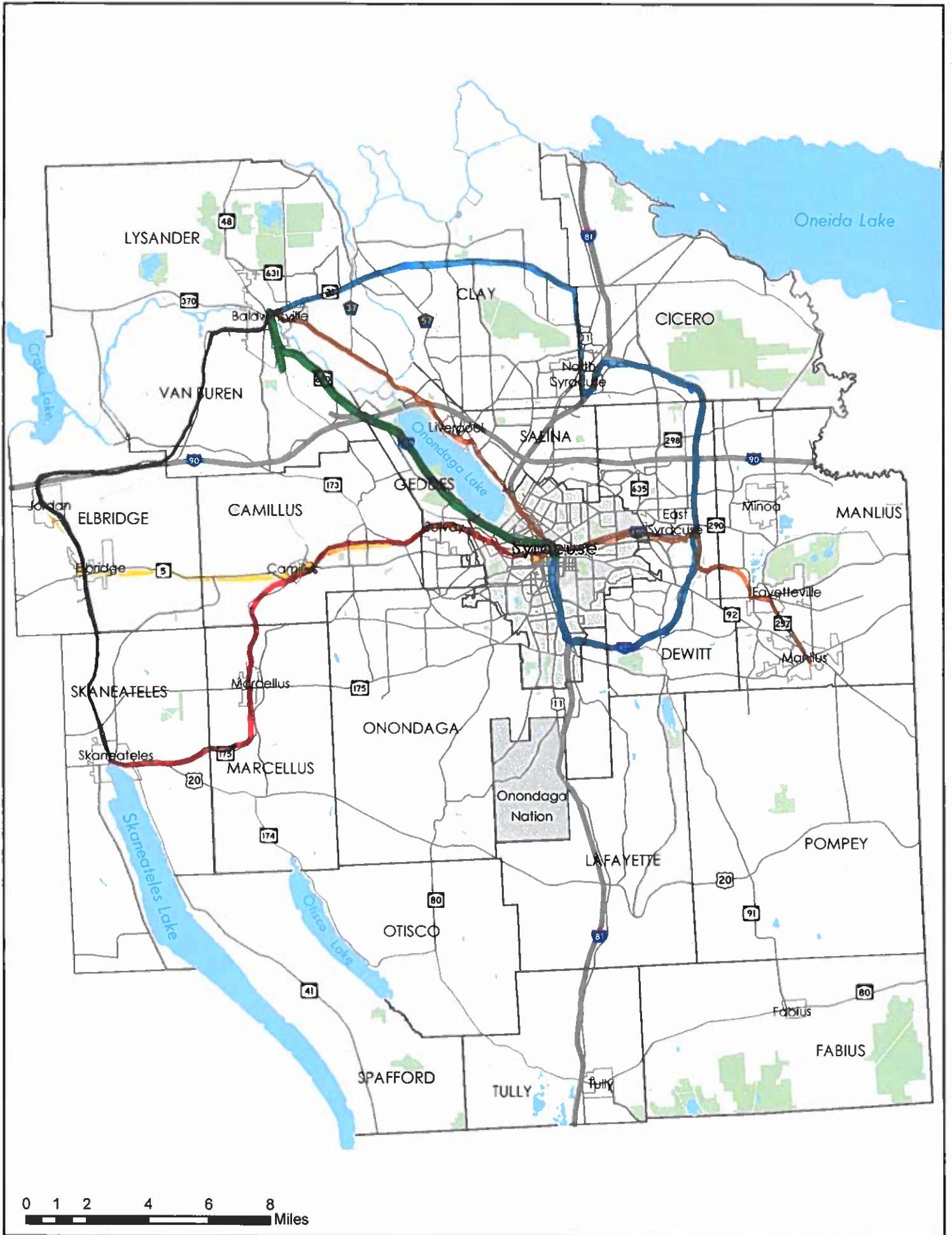




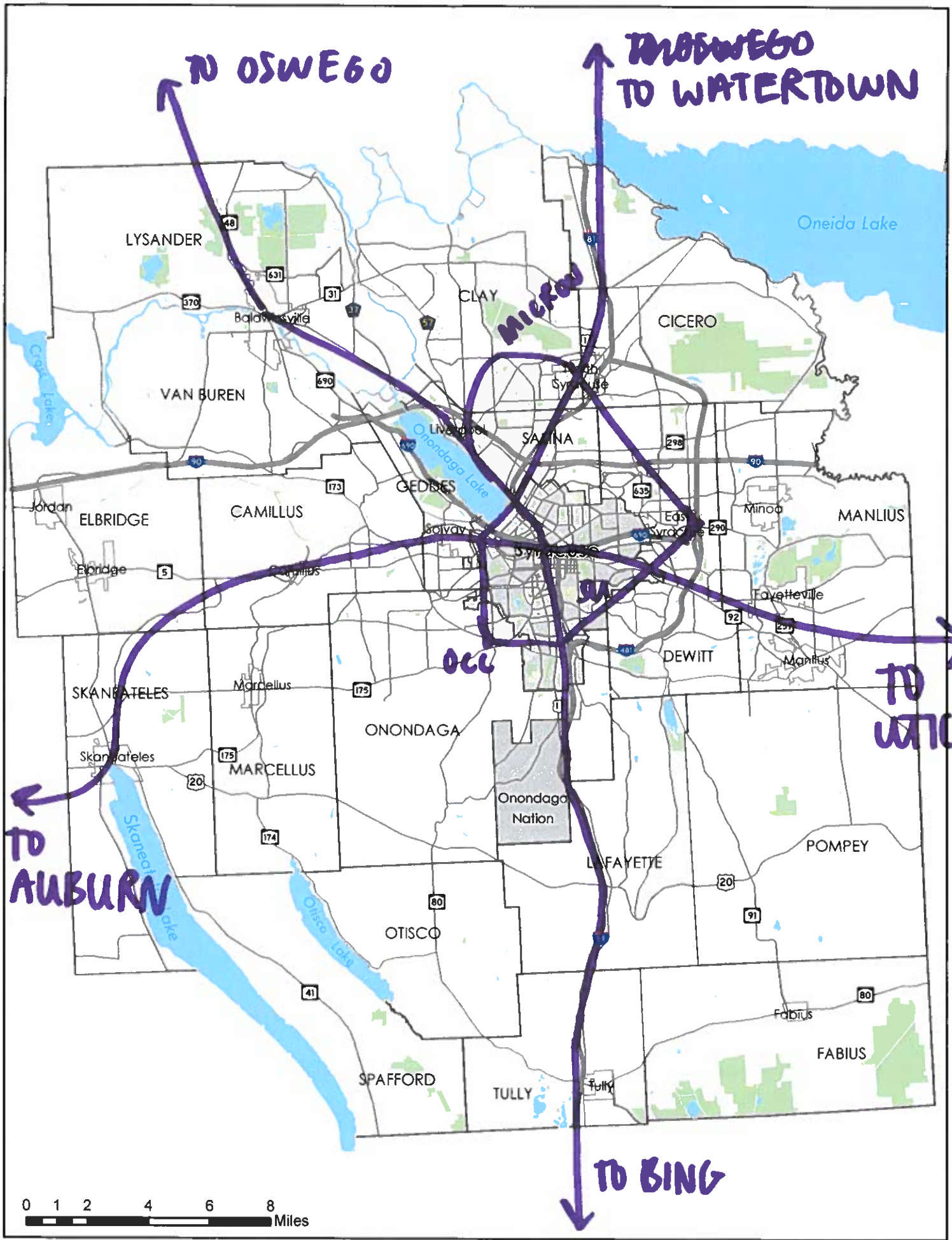




0 1 2 4 6 8 Miles









**WEEKEND SERVICE**

**TO AUBURN**

**TO CORNELL**

0 1 2 4 6 8 Miles



EXPLORING TOMORROW'S TRANSIT

Interim Summary Report

**Attachment D: Open House evaluations, Open House comment forms, and additional public comments received through July 2023.**

# Meeting Evaluation Form

Exploring Tomorrow's Transit Open House

Please take a few minutes to provide your thoughts about this meeting experience.

1. I learned something useful about the Exploring Tomorrow's Transit (ETT) process at this meeting.

STRONGLY AGREE 1	2	3	4	5	STRONGLY DISAGREE 6
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments?

2. As compared to other meetings I have attended, this event was:

MUCH BETTER THAN AVERAGE 1	2	3	4	5	MUCH WORSE THAN AVERAGE 6
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments? What did you like or not like?

Havent attended any past events, but this one was wonderful. The two interactive activities were excellent for starting conversations. I felt heard and encouraged.

3. I believe that the ETT process is being structured in a transparent and accessible manner.

STRONGLY AGREE 1	2	3	4	5	STRONGLY DISAGREE 6
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments?

4. I found the meeting location convenient and accessible.

STRONGLY AGREE 1	2	3	4	5	STRONGLY DISAGREE 6
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments? *Yes! so easy to get to from hub and I love Salt City Market. It is a great representation of community engagement and has such a positive vibe.*

5. Where did you hear about this meeting? (check all that apply)

- Email from SMTC
- Email from other community group
- Centro service alert
- SMTC or Centro Facebook page
- Other social media
- SMTC or Centro website
- Newspaper/online news site
- Word of mouth
- Other (please list):

6. Any other comments about the meeting format that you wish to share?

*Thank you! Looking forward to the changes!!!*

# Meeting Evaluation Form

Exploring Tomorrow's Transit Open House

Please take a few minutes to provide your thoughts about this meeting experience.

1. I learned something useful about the Exploring Tomorrow's Transit (ETT) process at this meeting.

STRONGLY AGREE 1	2	3	4	5	STRONGLY DISAGREE 6
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments?

2. As compared to other meetings I have attended, this event was:

MUCH BETTER THAN AVERAGE 1	2	3	4	5	MUCH WORSE THAN AVERAGE 6
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments? What did you like or not like?

3. I believe that the ETT process is being structured in a transparent and accessible manner.

STRONGLY AGREE 1	2	3	4	5	STRONGLY DISAGREE 6
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments?

4. I found the meeting location convenient and accessible.

STRONGLY AGREE 1	2	3	4	5	STRONGLY DISAGREE 6
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments?

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- Centro service alert
- SMTC or Centro Facebook page
- Other social media
- SMTC or Centro website
- Newspaper/online news site
- Word of mouth
- Other (please list):

From Centro Hub person on phone

6. Any other comments about the meeting format that you wish to share?

*Well presented*

# Meeting Evaluation Form

Exploring Tomorrow's Transit Open House

Please take a few minutes to provide your thoughts about this meeting experience.

1. I learned something useful about the Exploring Tomorrow's Transit (ETT) process at this meeting.

STRONGLY AGREE 1	2	3	4	5	STRONGLY DISAGREE 6
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments?

2. As compared to other meetings I have attended, this event was:

MUCH BETTER THAN AVERAGE 1	2	3	4	5	MUCH WORSE THAN AVERAGE 6
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments? What did you like or not like?

**3. I believe that the ETT process is being structured in a transparent and accessible manner.**

STRONGLY AGREE 1	2	3	4	5	STRONGLY DISAGREE 6
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments?

**4. I found the meeting location convenient and accessible.**

STRONGLY AGREE 1	2	3	4	5	STRONGLY DISAGREE 6
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments?

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- Email from SMTC
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- Other social media
- SMTC or Centro website
- Newspaper/online news site
- Word of mouth
- Other (please list):

**6. Any other comments about the meeting format that you wish to share?**



**Public Comment Form**

Exploring Tomorrow's Transit Open House

Love BRT and think it should happen and am happy for the people who live on those lines. I don't, though, and wish my bus was better too, come more often and was faster and didn't stop so much. I also wish my stop had a shelter and a bench and could say when the bus was coming or if it wasn't coming. I used to live in DC and the bus shelters there did that and it was very helpful

Name (OPTIONAL): \_\_\_\_\_

Organization (OPTIONAL): \_\_\_\_\_

Would you like to sign up for the SMTC's contact list to receive agency and project related updates?

Yes, please add me to the e-mail list! E-mail address: \_\_\_\_\_

Yes, please add me to the postal mail list!

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Please return this form to the comment box or to a project team member at the meeting, or return by **May 16, 2023** to:

Syracuse Metropolitan Transportation Council  
Attn: Meghan Vitale  
126 North Salina Street, Suite 100  
Syracuse, NY 13202  
Or e-mail: [contactus@smtcmpo.org](mailto:contactus@smtcmpo.org)  
**[www.smtcmpo.org/centroett](http://www.smtcmpo.org/centroett)**

Public Comment Form

Exploring Tomorrow's Transit Open House

More buses to emergency vets : in Auburn  
+ Cornell  
~~we need  
the small "on demand"  
vehicles badly.~~

N. Salina doesn't have buses  
early enough when I  
had a job.  
Had to take cab,  
sometimes late or  
unreliable.

~~Strathmore bus should be  
Reinstated as well  
as Fairmount Bus.~~

Name (OPTIONAL):

Organization (OPTIONAL):

Would you like to sign up for the SMTC's contact list to receive agency and project related updates?

Yes, please add me to the e-mail list!

E-mail address:

Yes, please add me to the postal mail list!

Address:

City:

Please return this form to the comment box or to a project team member at the meeting, or return by May 16, 2023 to:

Syracuse Metropolitan Transportation Council  
Attn: Meghan Vitale  
126 North Salina Street, Suite 100  
Syracuse, NY 13202  
Or e-mail: [contactus@smtcmpo.org](mailto:contactus@smtcmpo.org)  
[www.smtcmpo.org/centroett](http://www.smtcmpo.org/centroett)

**To:** [REDACTED]  
**Subject:** Exploring Tomorrow's Transit  
**Date:** Tuesday, May 2, 2023 7:24:57 PM

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**NOTE: This message came from outside of the organization. Use caution with all attachments and links in this message.**

Hi. I just happened to stumble across your presentation at the Liverpool Public Library tonight, but didn't really have time to stay for it. I did, however, visit the website when I got home.

Let me share these thoughts with you.

First of all, having grown up in North Jersey, and worked in NYC, I'm a little spoiled, and by comparison, transit in Central New York sucks. But I understand why. We just don't have the population density to support really good transit options.

But having said that, it looks like what you're proposing is a good idea. It won't solve everything overnight, but you've gotta do things incrementally.

Second, about bus frequency...this is a data point from over 30 years ago, and things may have changed, but it's still worth noting. As a student, and employee of SU, I'd often get impatient waiting for the downtown bus, and just start walking along the route. By the time the bus got to me, I was almost where I wanted to go anyway, so unless it was pouring down rain, I didn't bother at that point. If I knew how often I could count on a downtown bus, I might've waited. But that information wasn't out there in any useful form.

Yes, there maybe have been somewhat confusing schedules on the bus shelters, but getting the information about Centro and how often the buses run out to all the students would've been a great thing. It would've helped me decide whether I wanted to walk or wait another 10 minutes.

Oh...and when we talk about the University area, let's not forget the Euclid/Westcott corridor. A lot of students who live out there not only want to get to campus, but may also want to get downtown...now that there's stuff to go to downtown again.

[REDACTED]

**Subject:** New form entry is submitted -

# Default

<https://www.centro.org/Default>

## New form submission

### Contact Form

Submitted on 13 April 2023, 09:00 AM, via IP 172.59.176.132 by Anonymous

Contact Category *	Bus/Schedule Matter
Subject	Bus going to manlius on Saturday and Sunday
Comments *	Having buses go to manlius on Saturday and Sunday like it use to
<i>In order for Centro to address this matter, please provide the following information: *indicates a required field.</i>	
First Name *1	██████
Last Name *	████
Address *	██████████████
City *	██████
State *	██
Zip Code *	████
Phone Number with Area Code *	██████████
Email *	██████████████
Preferred Contact Method *	Email