

Welcome



Syracuse Metropolitan
Transportation Council



Central New York
Regional Transportation
Authority



ETT Goals

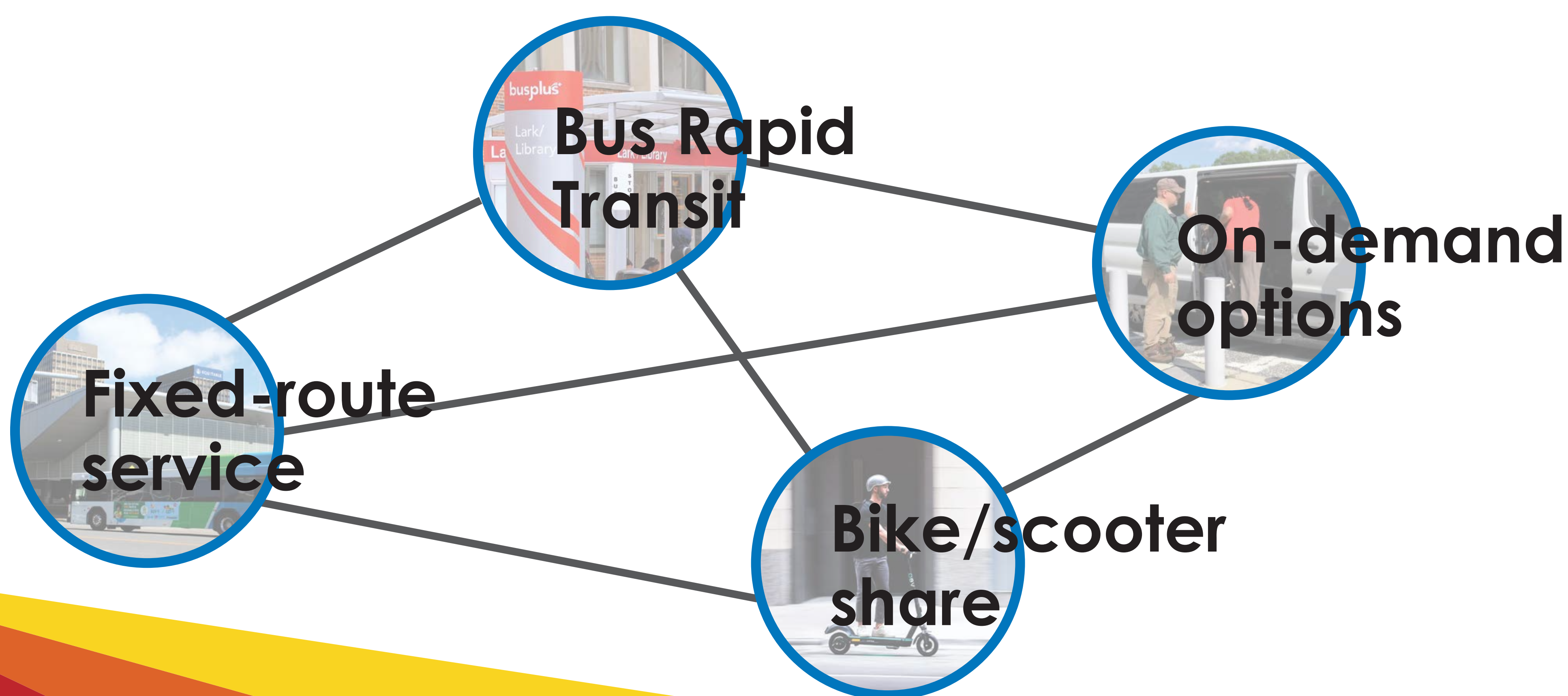
Why are we Exploring Tomorrow's Transit?

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

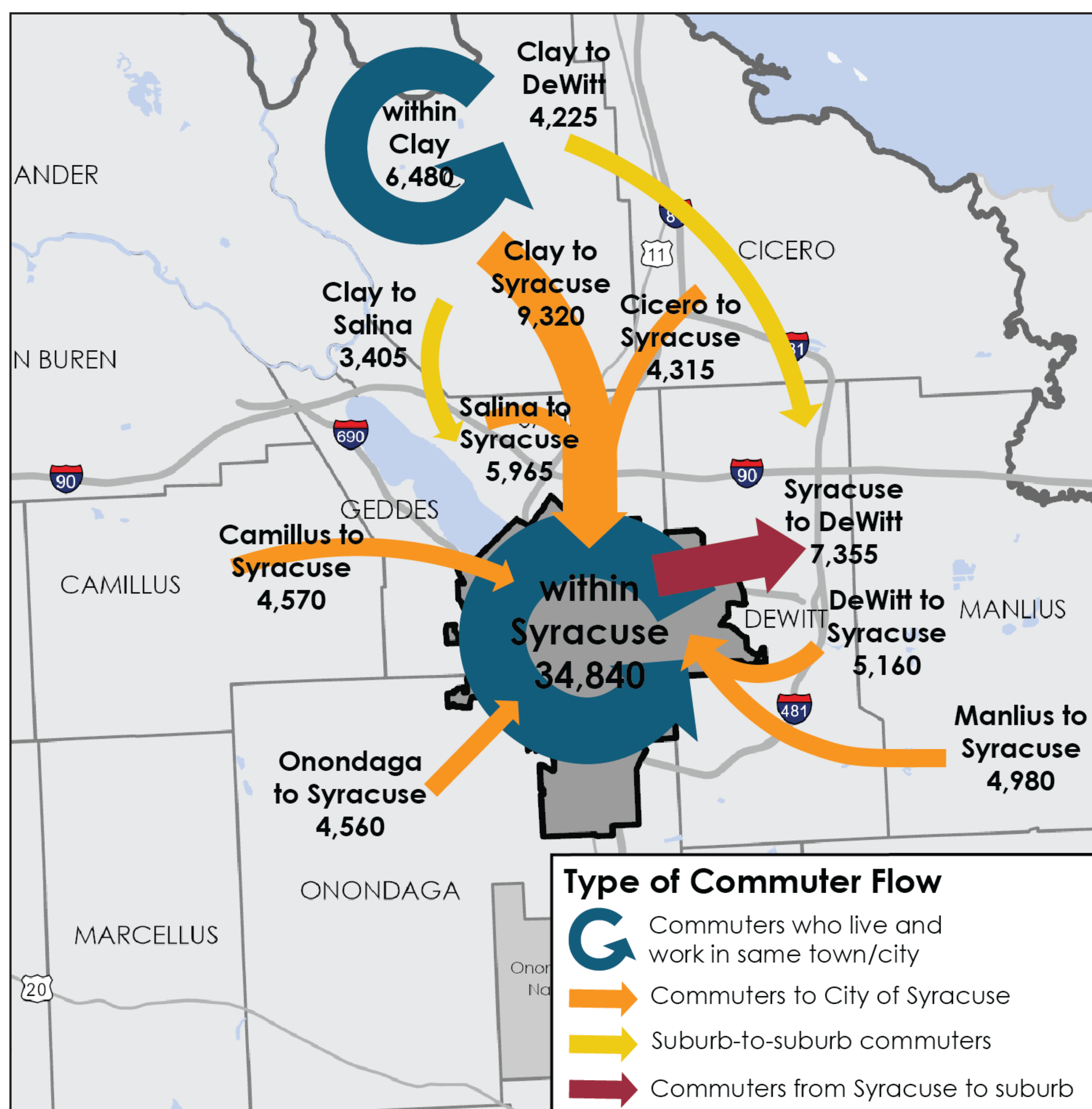
- SMTC will summarize all feedback and provide Centro with a final report.
- Centro will use this to inform long-term service planning.

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.

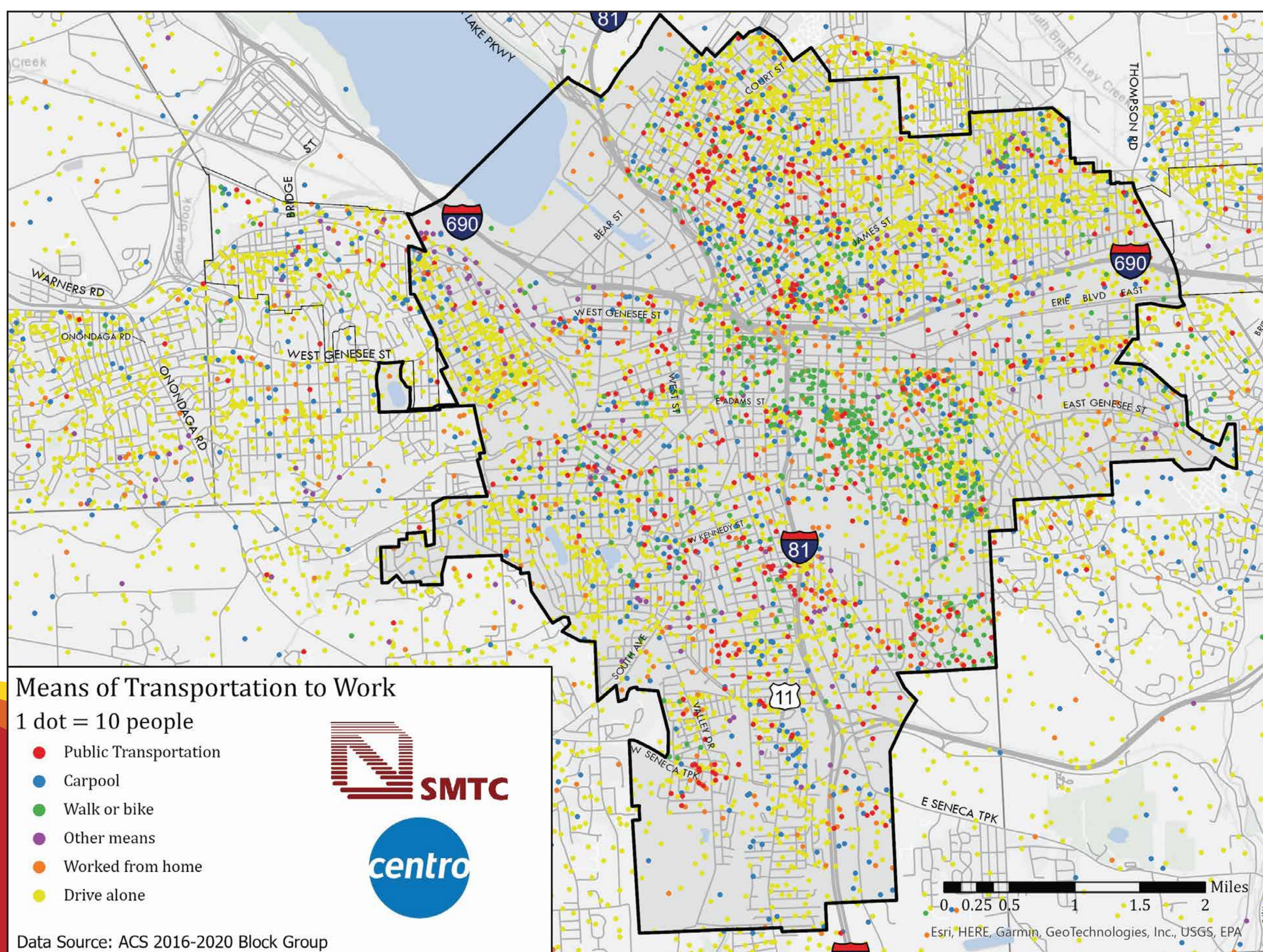
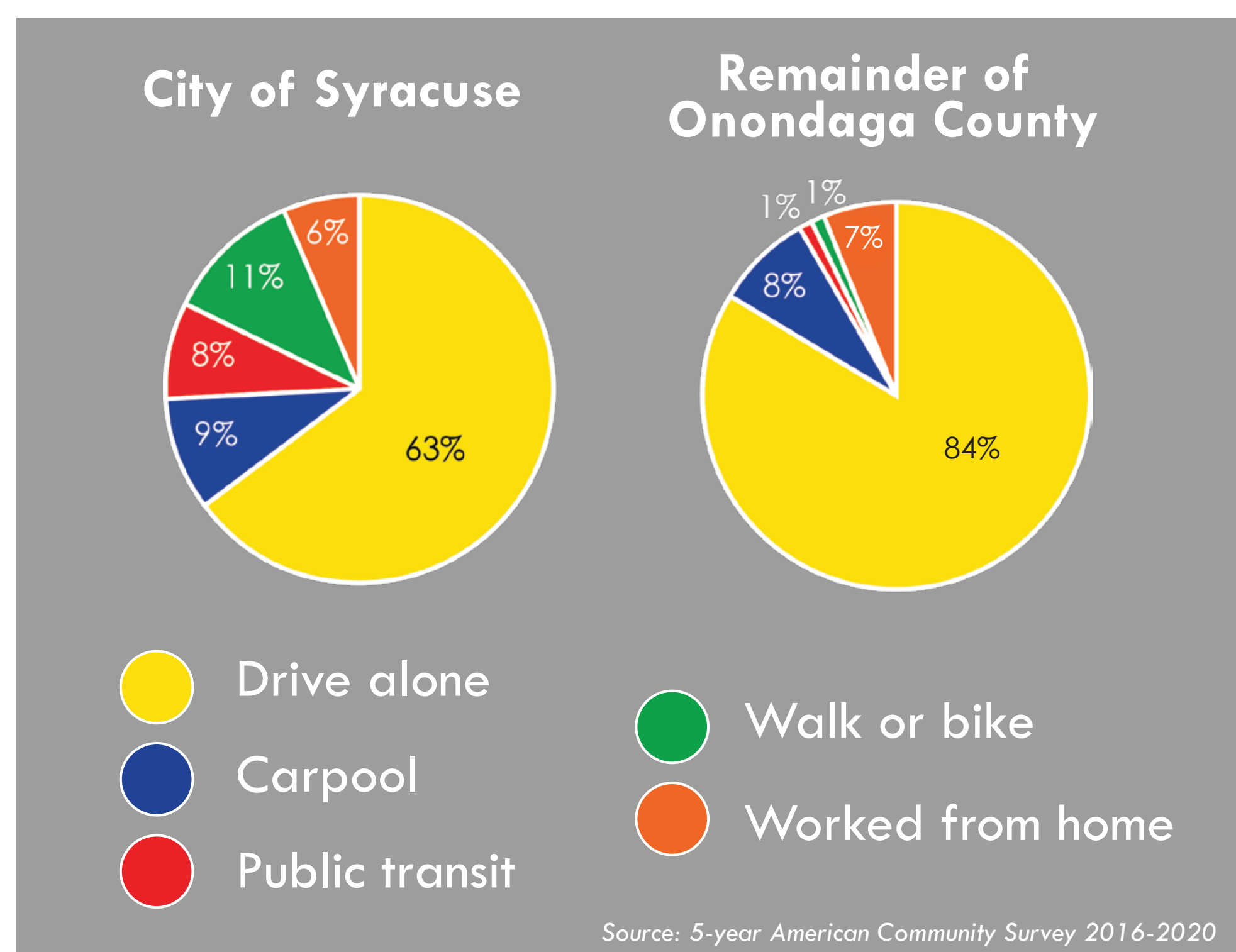
*Does not reflect recent employment growth in northern suburbs or future anticipated growth.

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%.

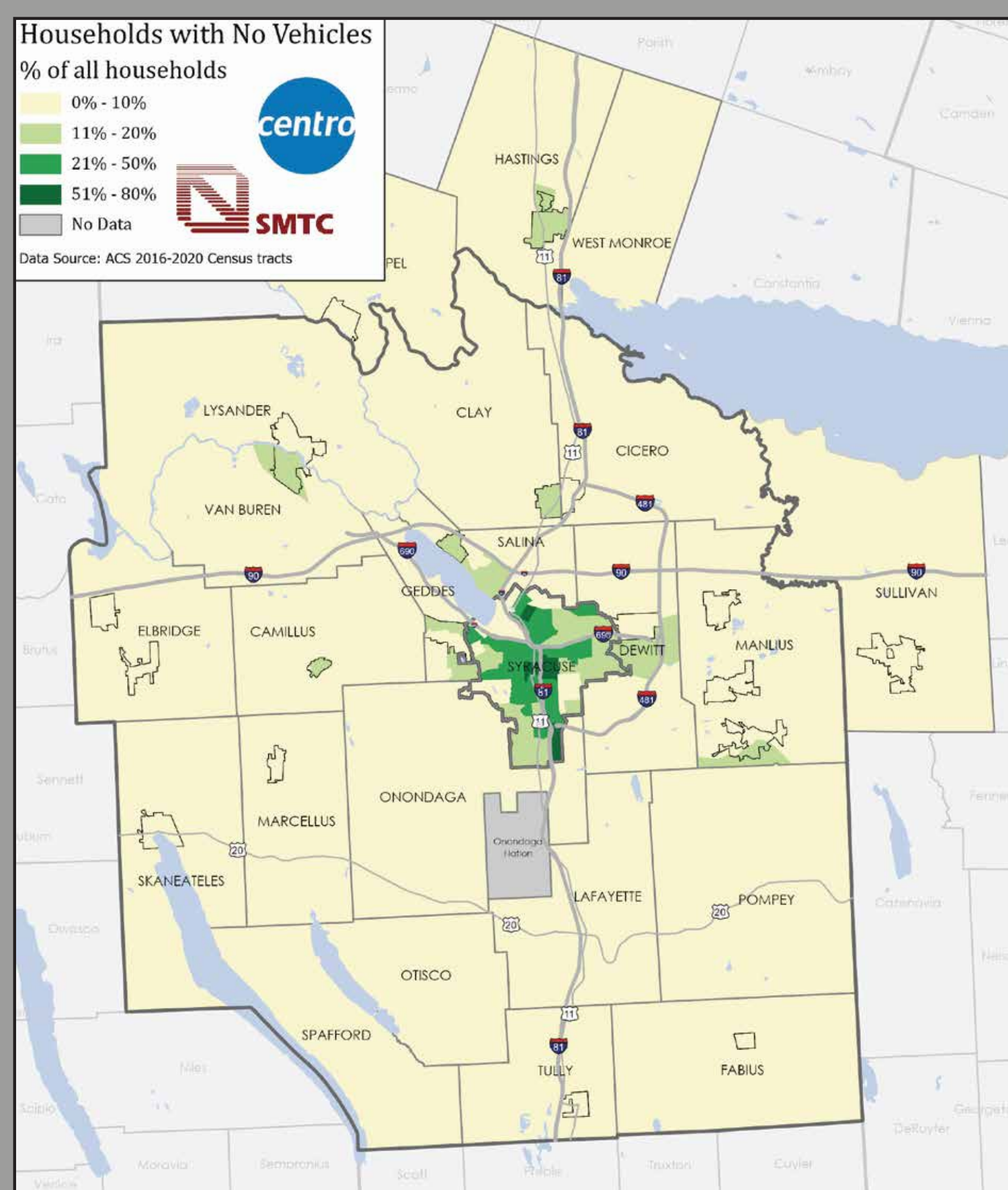
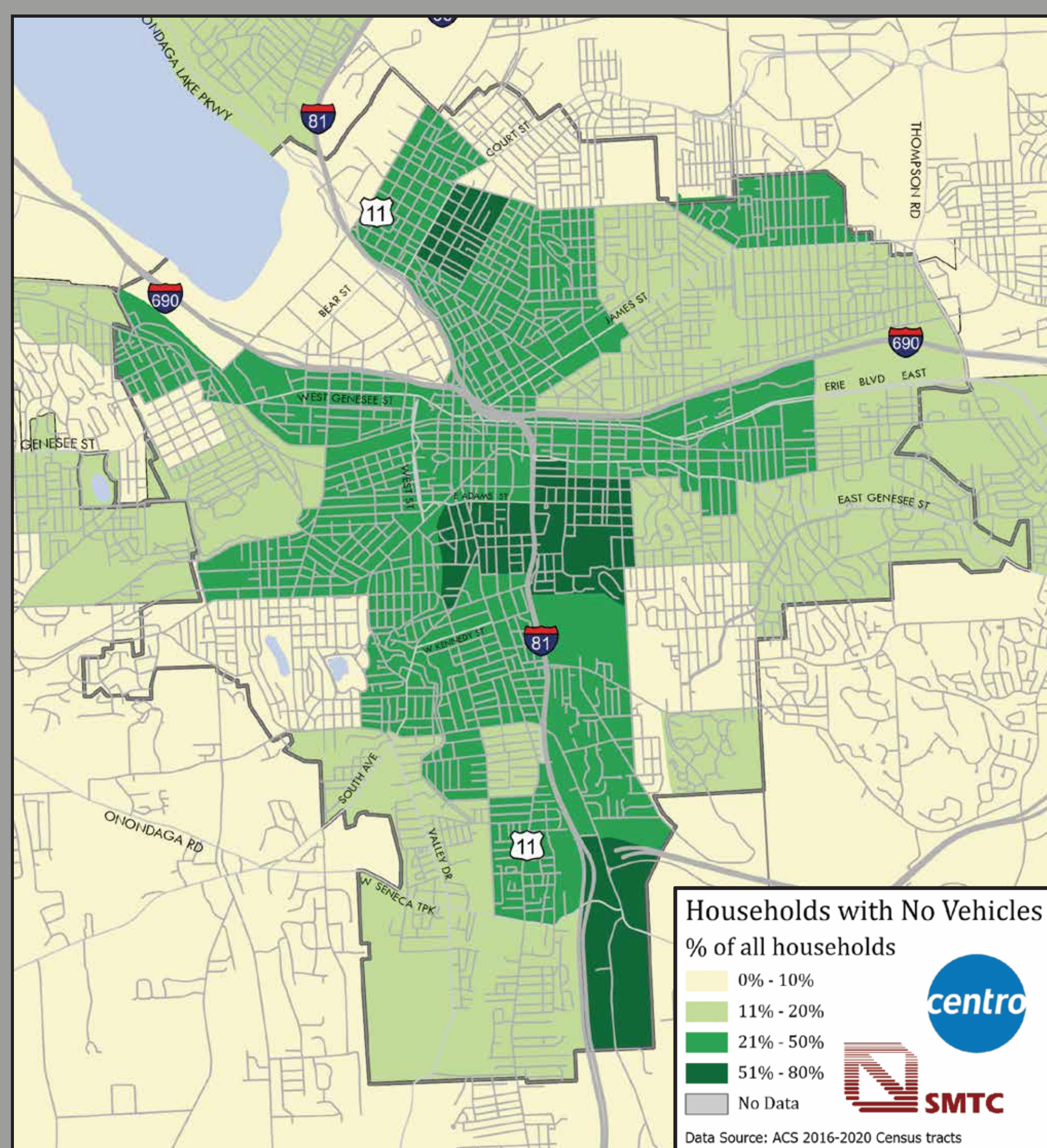


Vehicle Ownership

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.

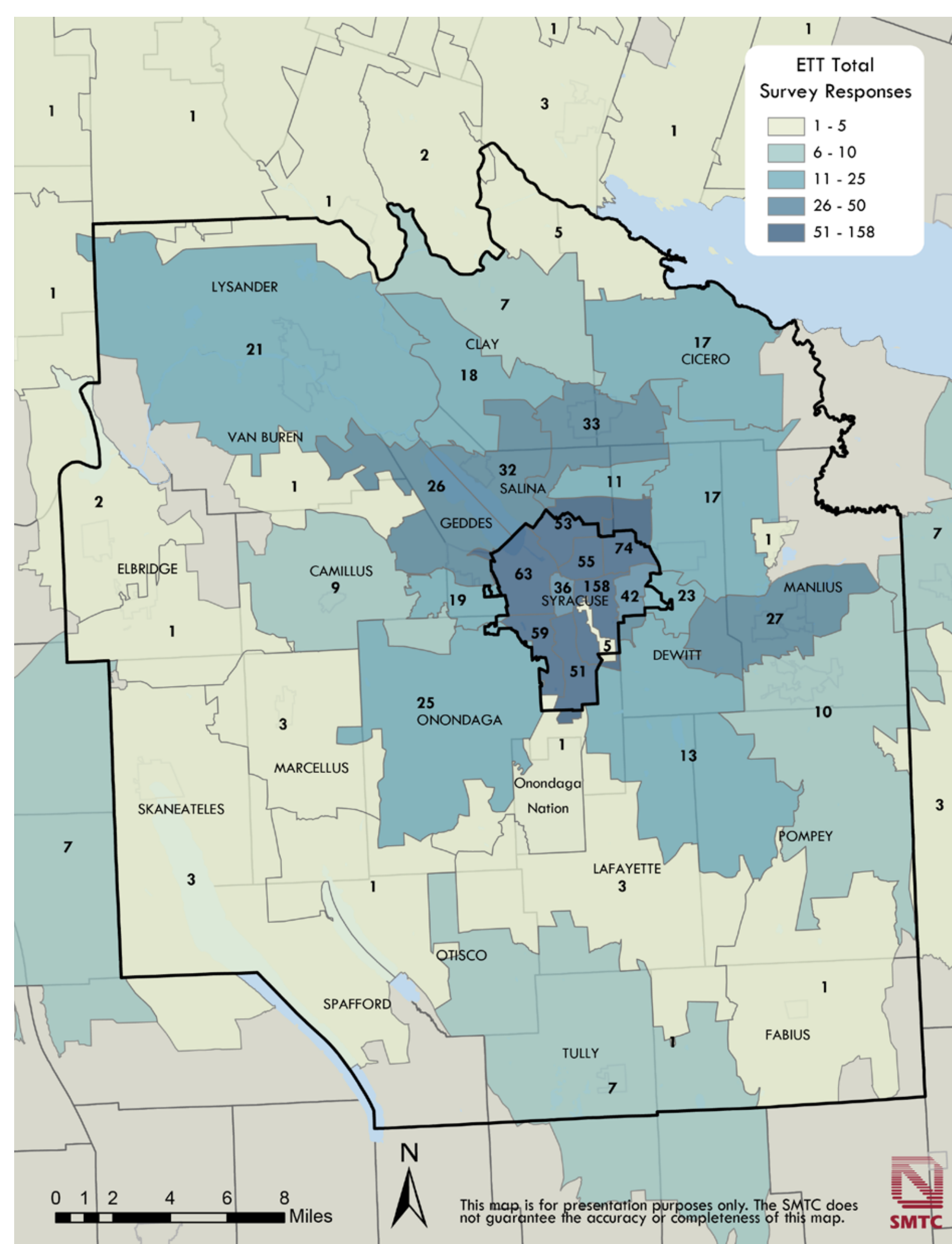


ETT survey results

- Primarily online (English and Spanish versions), paper versions also available.
- Open January – May 2023.
- Promoted through SMTC and Centro email, newsletters, social media, websites; Centro service alerts; numerous “tabling” events in community; Open Houses.
- 1,049 responses (527 riders, 522 non-riders).



Total survey responses by ZIP code



Rider & Non-rider survey respondents by household income



Key survey take-aways:

- Everyone wants more frequency!
- Locations where people want more service are the locations that already have the most service.
- Interest in on-demand service.
- Centro riders use the bus for many different types of trips: shopping, appointments, recreation, in addition to going to work or school.

Explore the other stations and activities to learn more about the survey results and provide additional feedback!



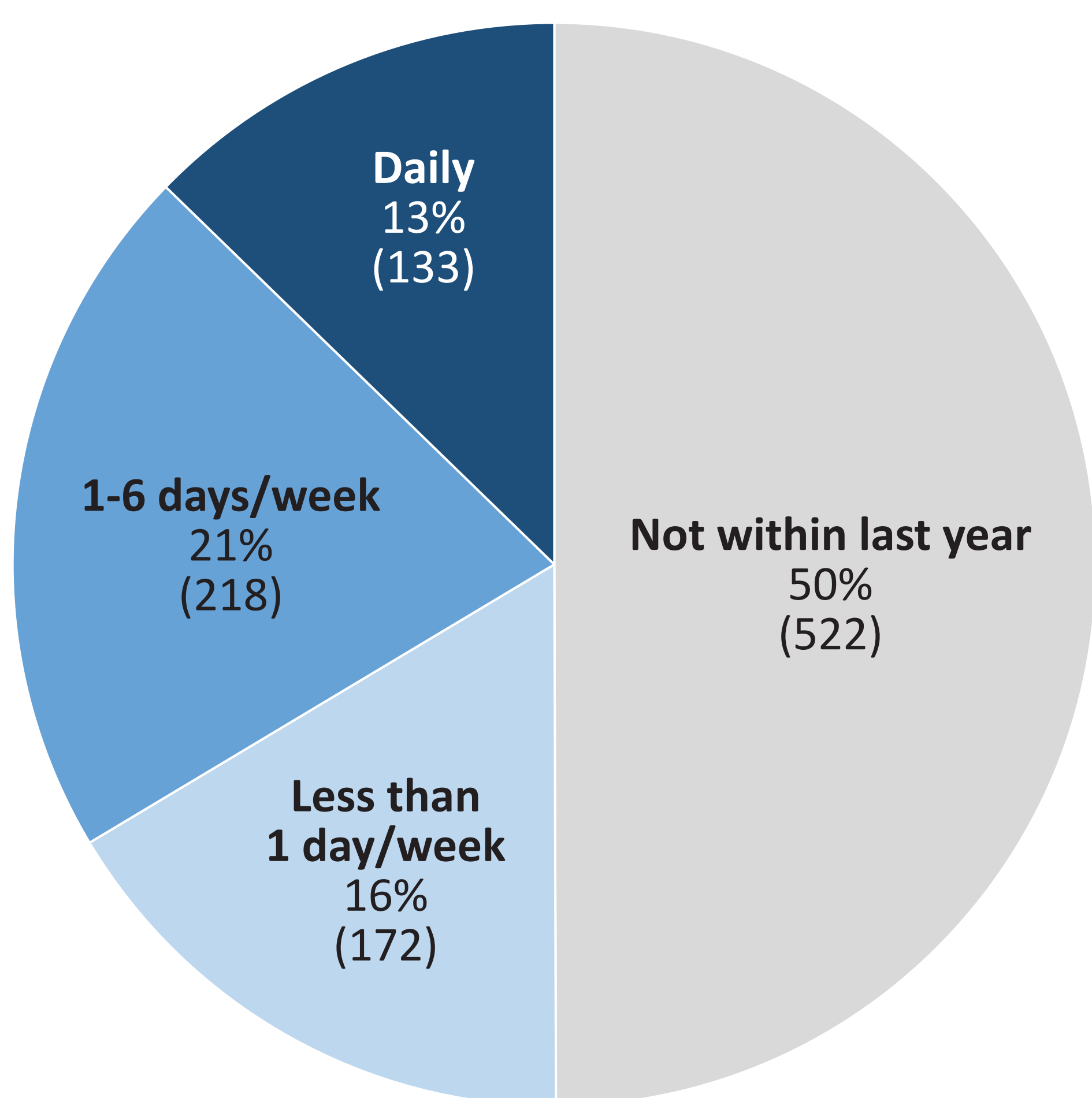
The bus riding experience

What we heard from the ETT survey

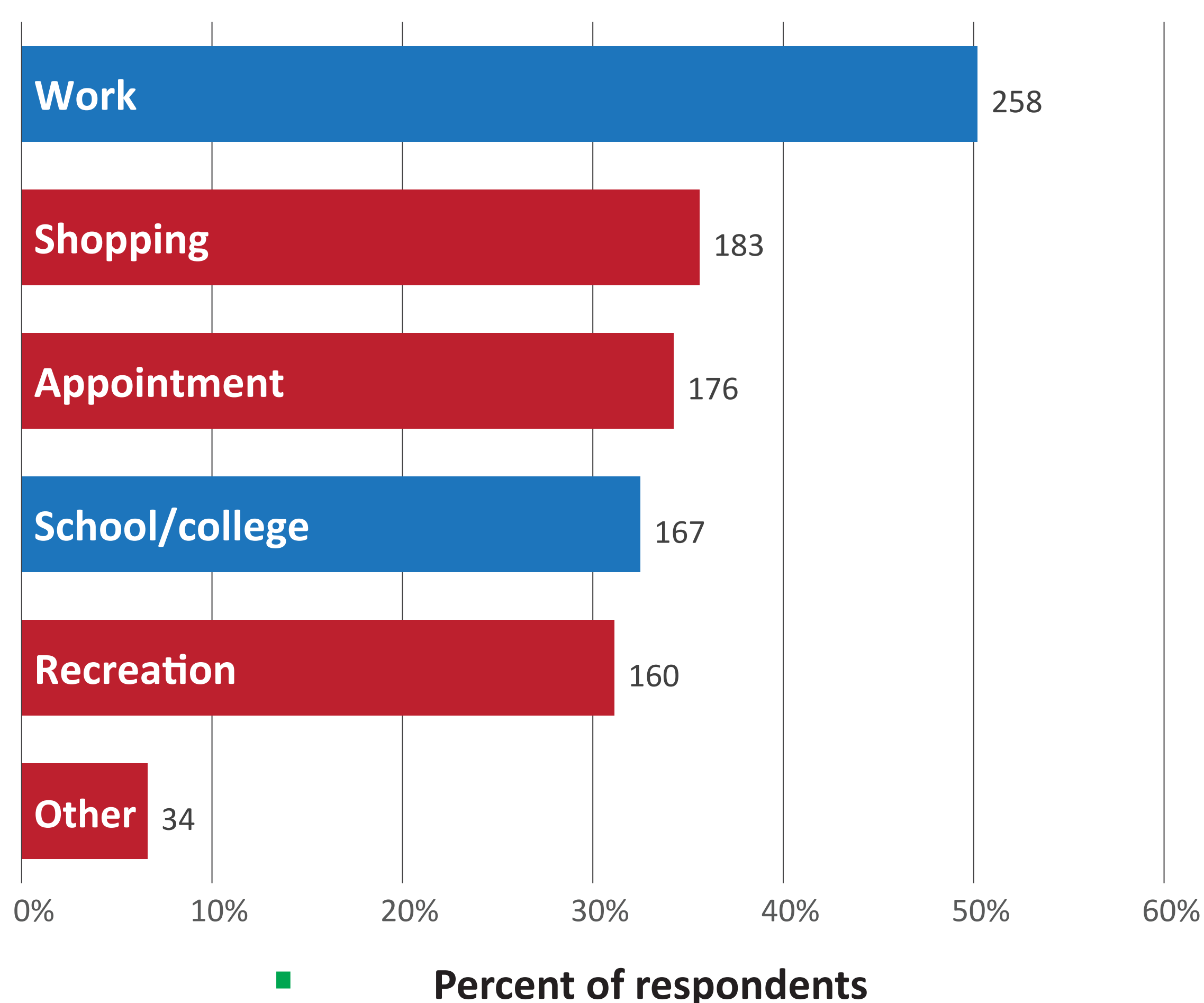
- Most of the “riders” that answered the survey ride less than daily.
- The majority of people using the bus do not own a personal vehicle.

- People use the bus for many different types of trips.
- Riders and non-riders have some concerns about cleanliness, personal interactions, and personal safety on the bus.

Frequency of using Centro bus, all survey respondents



Trip purpose for Centro riders



Summary of types of trips made by Centro riders

Shopping/appointments/recreation/other
60% (310)



Commute to work/school
72% (368)



Tell us: How do you get around?

Understanding what other modes of travel bus riders are using will help us plan for a better all-around, "multi-modal" transportation system!

**IF YOU RIDE CENTRO (even just occasionally),
what is your typical alternative mode of travel?**

Use the stickers to tell us.

Drive my own car	
Get a ride from friend / family	
Uber / Lyft	
Walk	
Bike (personal bike)	
Veo bike / scooter	
Work from home	
Other <i>use a sticky note to describe</i>	

Bike and scooter share

What we heard from the ETT survey

Concerns:

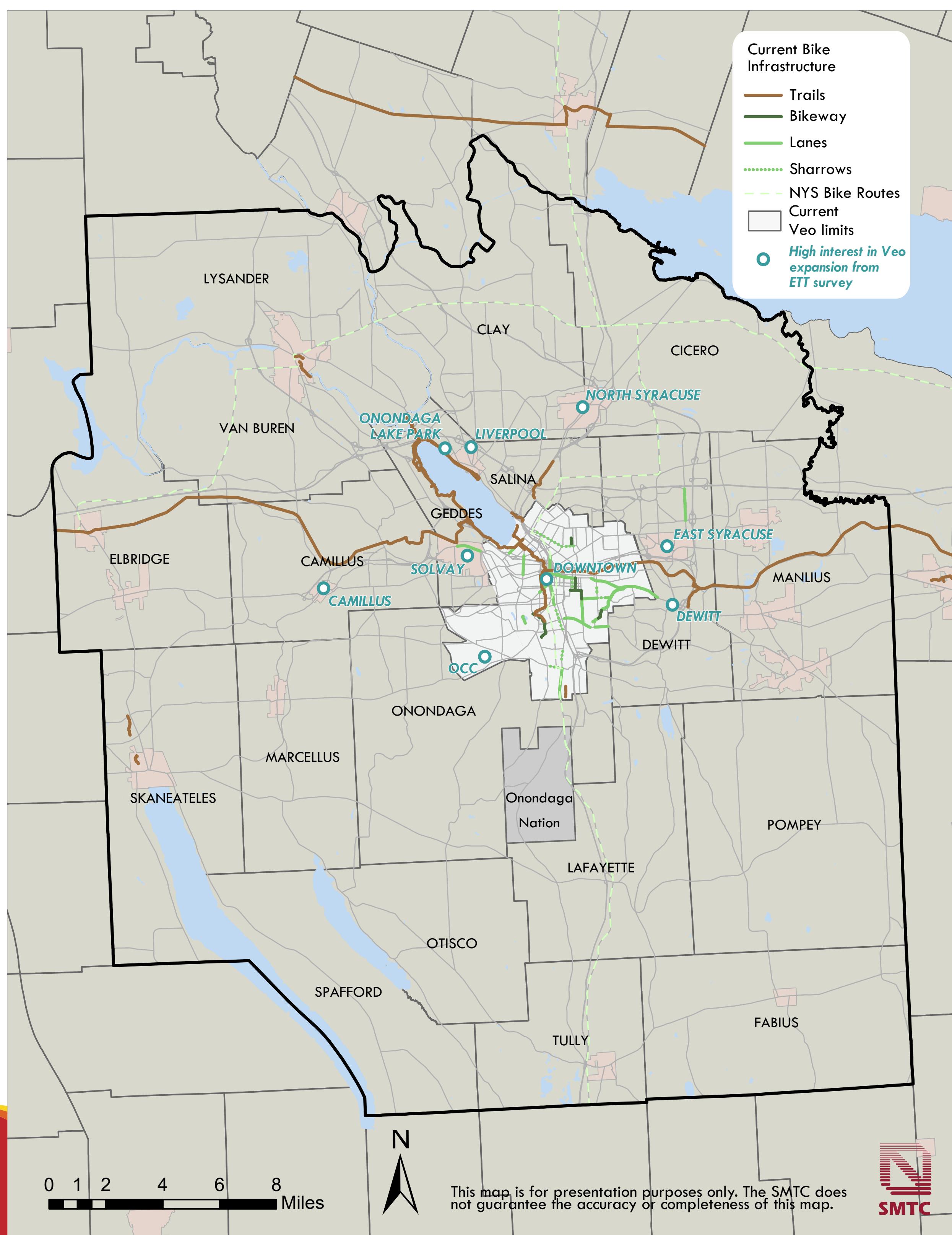
- Improperly parked bikes and scooters.
- Lack of bike infrastructure around the region.
- Accessibility/usefulness for people with disabilities and young people/families.

Suggestions:

- Specific docking / parking locations.
- More bikes/scooters close to existing trails and other bike facilities.

We need better bike routes and combo bus/bike options.

Regional bike infrastructure and interest in Veo expansion



If I could rely on bikes and scooters being at the Regional Transportation Center, I would use them more often.

People are leaving scooters in the streets!

More everywhere but especially along Creekwalk and Empire State Trail.

The city in general needs a greater investment in bike infrastructure though, particularly outside of the university area.

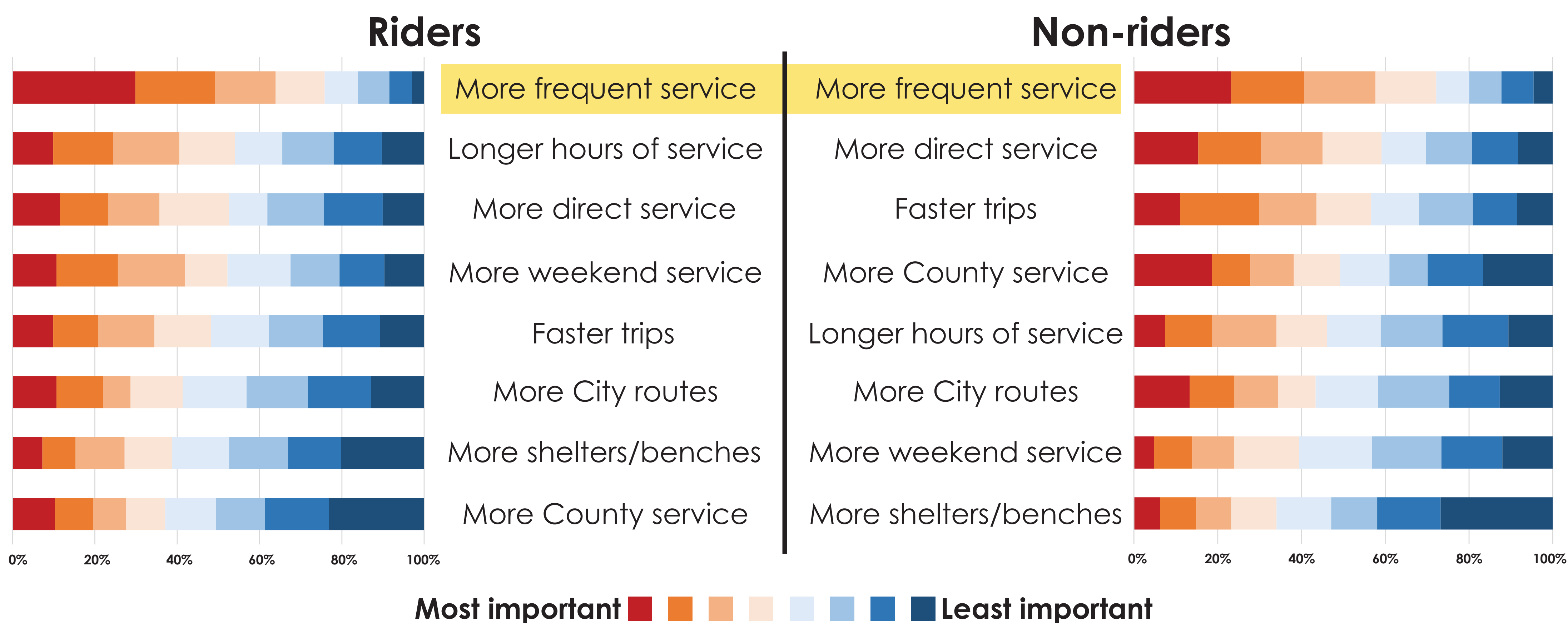


Vision for the transit system

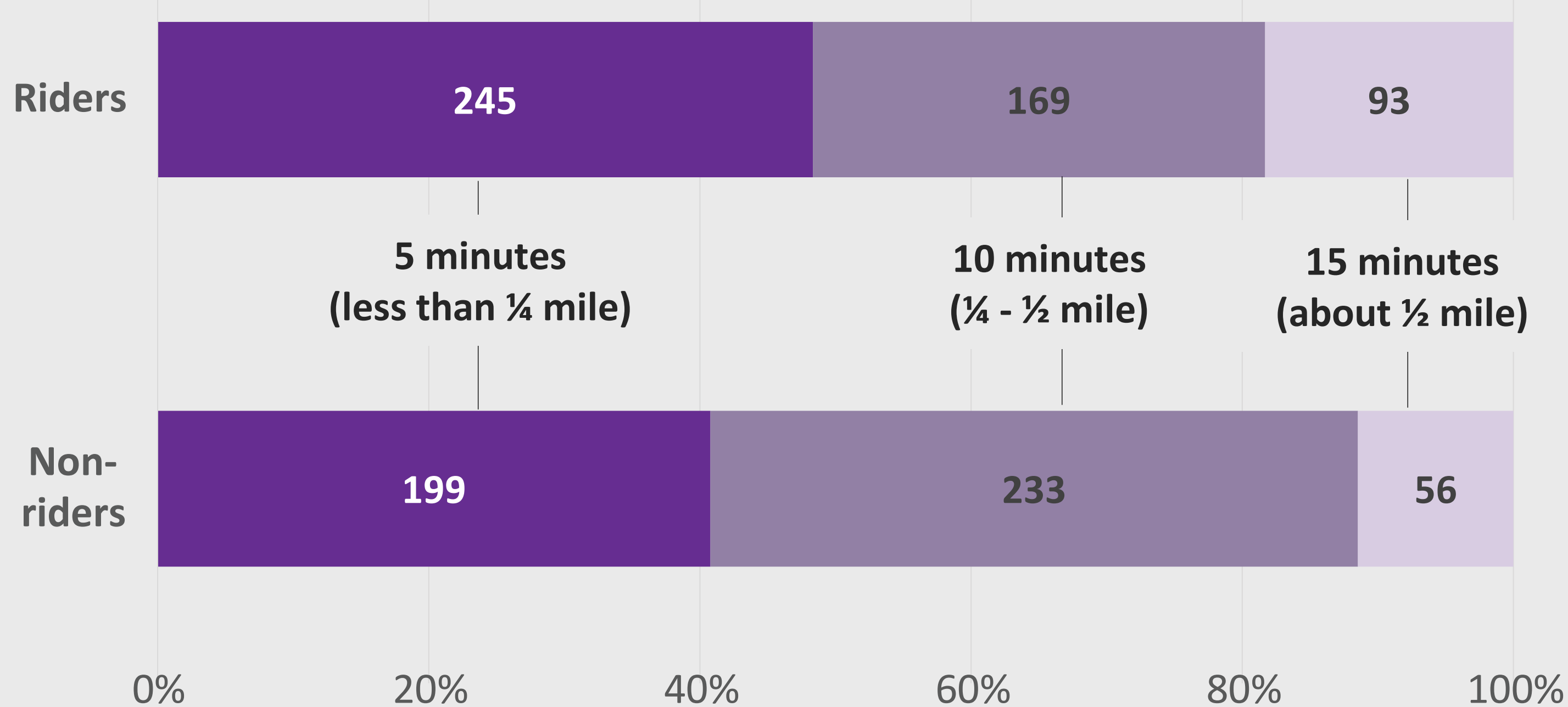
What we heard from the ETT survey

- Everyone wants more frequency!
- Survey respondents are willing to walk a little farther for high-frequency service.

Importance of potential transit service improvements to current riders and non-riders



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



*10 minutes or less between buses

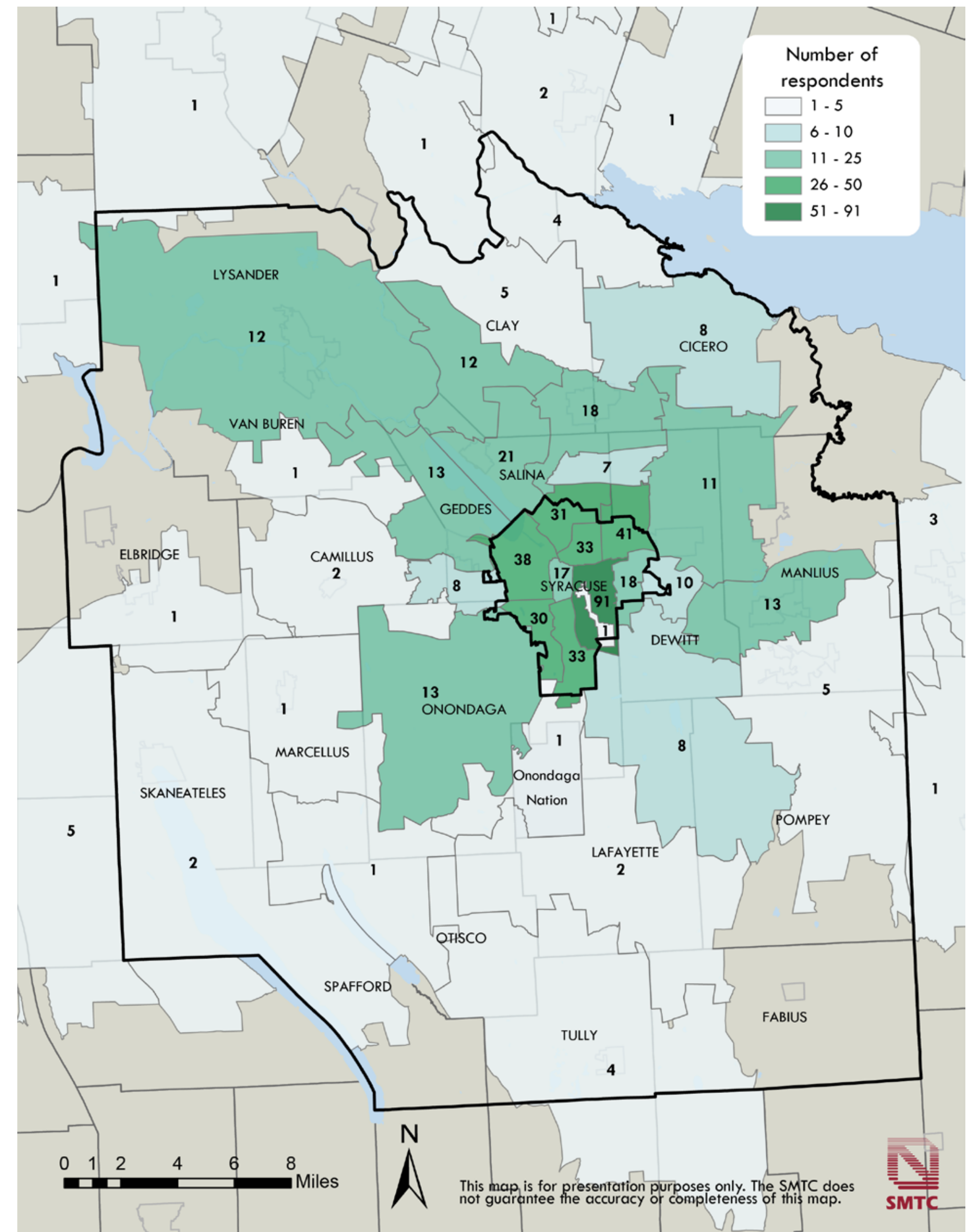


Vision for the transit system

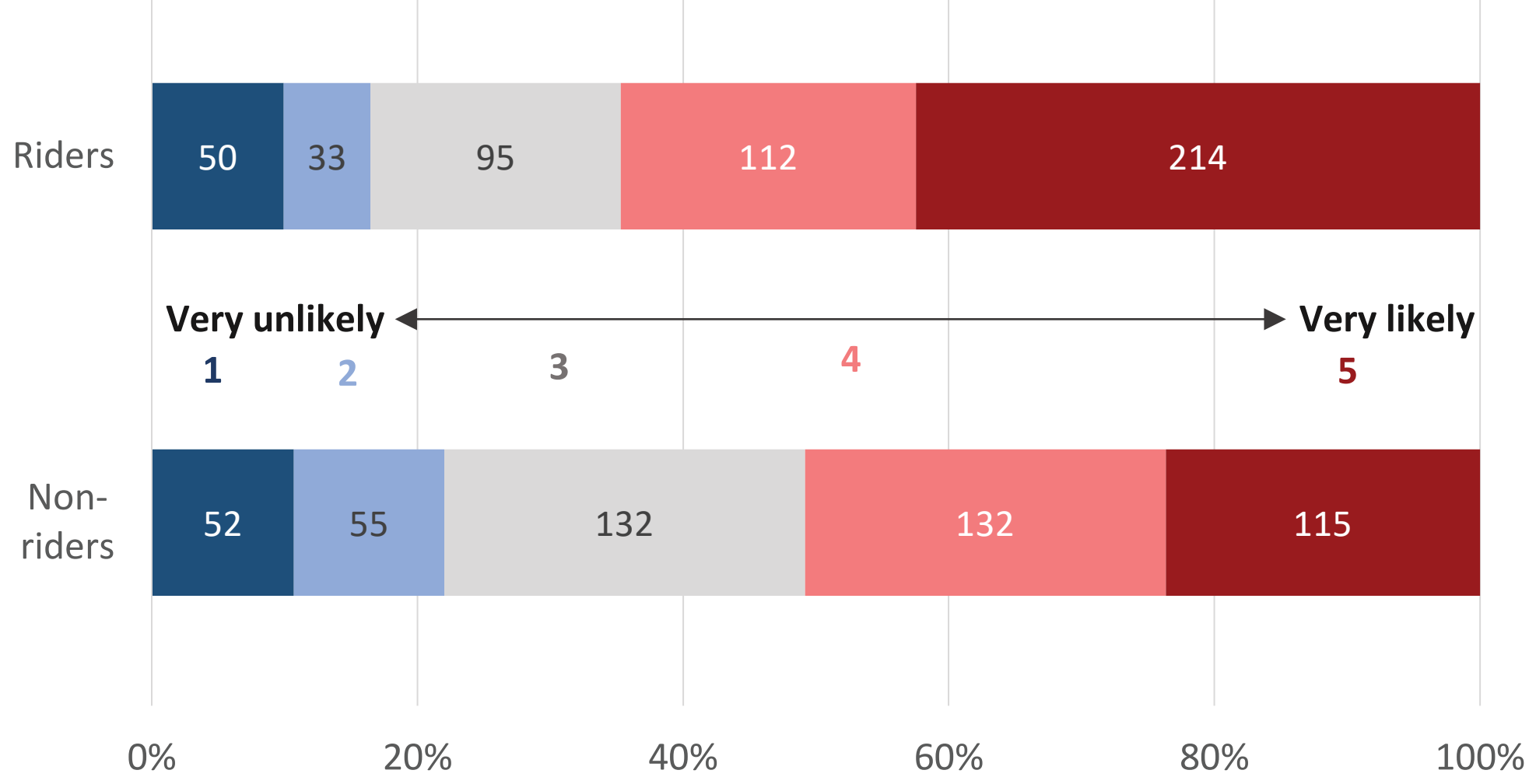
What we heard from the ETT survey

- Riders and non-riders are interested in on-demand service.
- Highest interest from residents in city and most populous suburban towns.

Survey respondents that are likely or very likely to use on-demand service by ZIP code

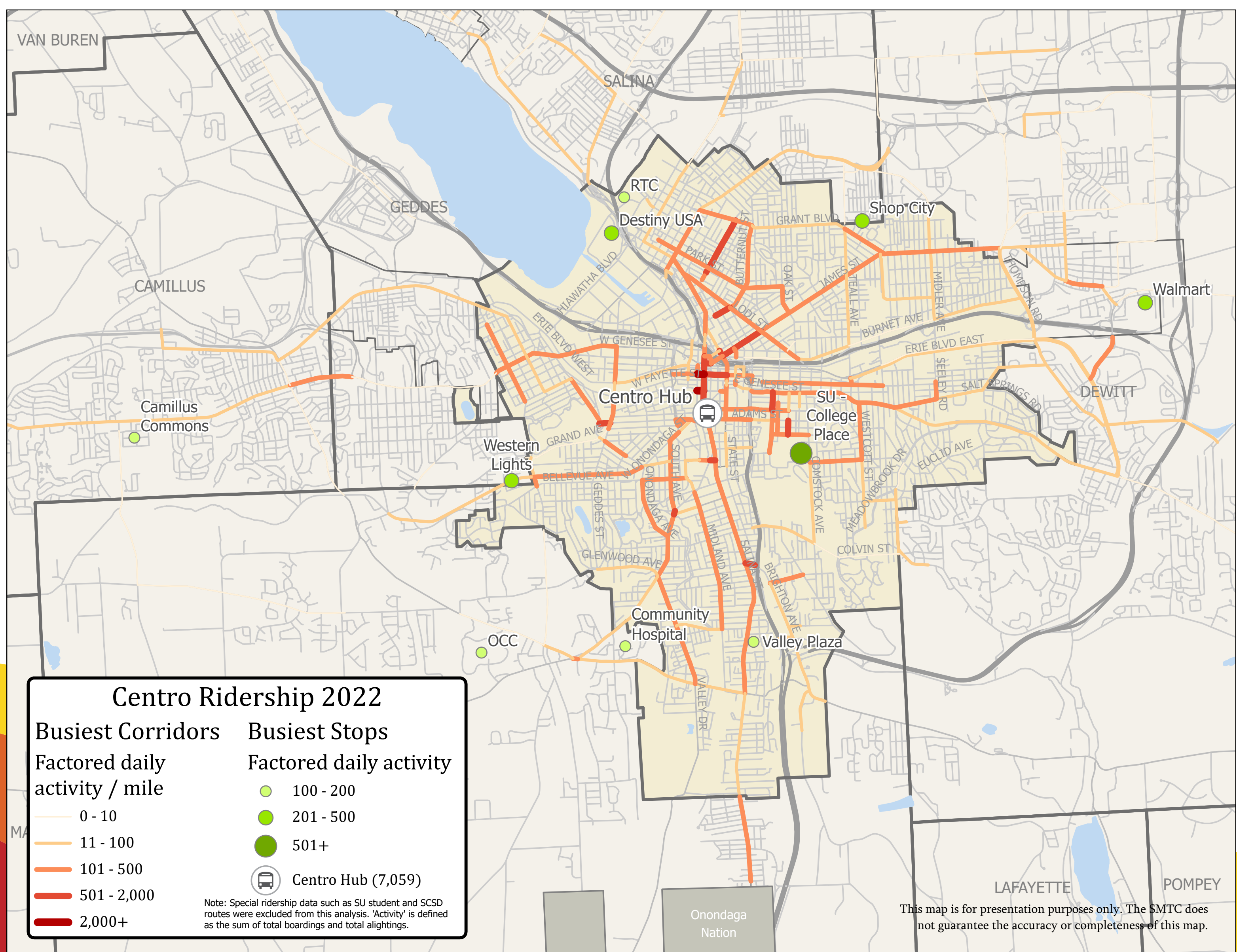


How likely current riders and non-riders are to use an on-demand service



- Ridership is highest on core urban routes and at shopping centers.
- The locations where people want more service are generally the locations that already have the most service.

2022 Centro ridership



Top 10 locations where people said they want more service:

- Destiny USA
- SU / ESF
- Downtown
- Airport
- Liverpool
- Erie Blvd
- SUNY Upstate
- Nedrow
- RTC / Regional Market / Stadium
- Tipp Hill

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'

