

EXPLORING TOMORROW'S TRANSIT

Final 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.

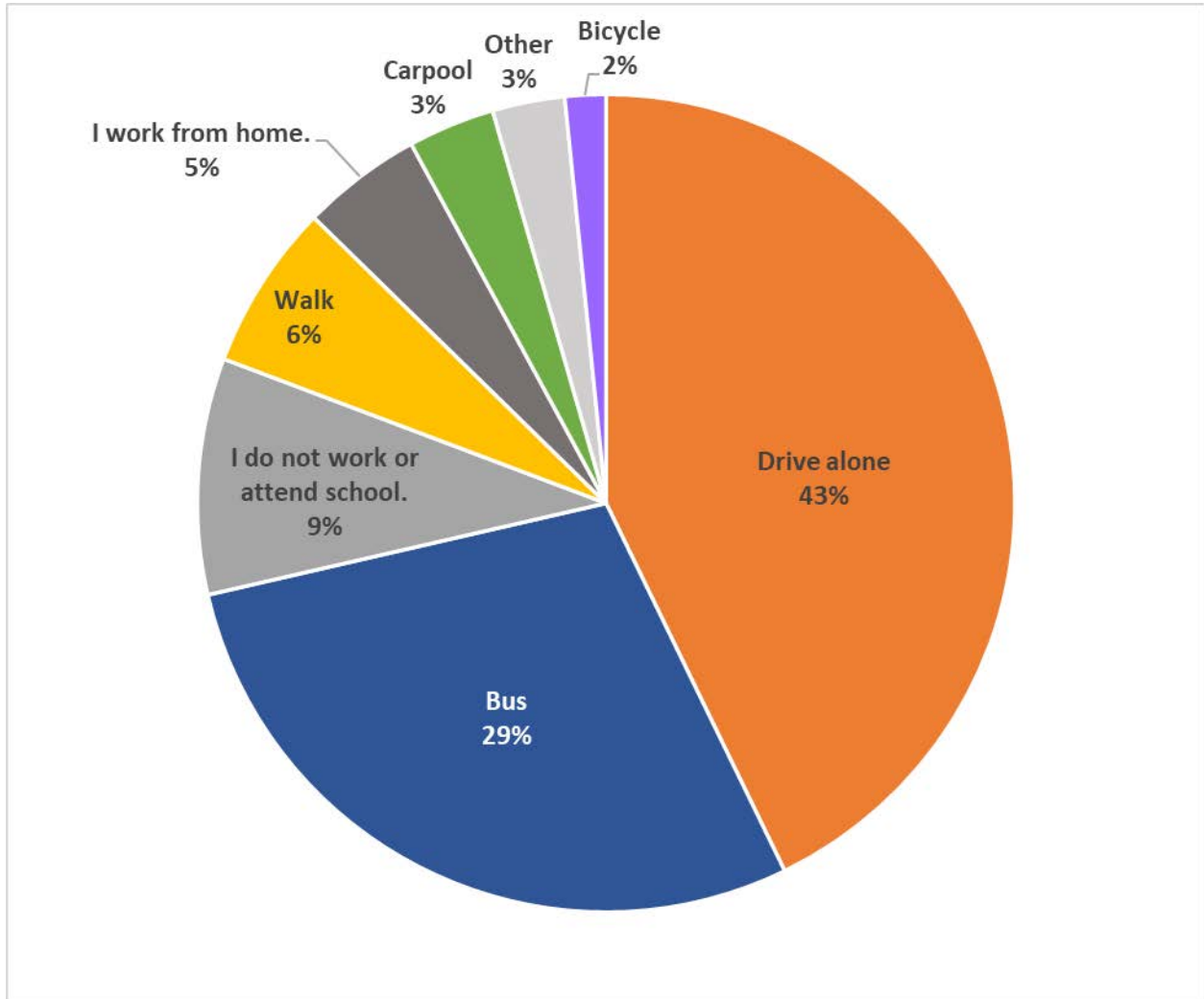
Response	Number of respondents (Percent of respondents)		
	All respondents	Riders	Non-riders
Drive alone	449 (43%)	119 (23%)	330 (63%)
Carpool	36 (3%)	15 (3%)	21 (4%)
Walk	69 (7%)	31 (6%)	38 (7%)
Bicycle	17 (2%)	14 (3%)	3 (1%)
Bus	300 (29%)	270 (51%)	30 (6%)
I work from home	50 (5%)	16 (3%)	34 (7%)
I 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**

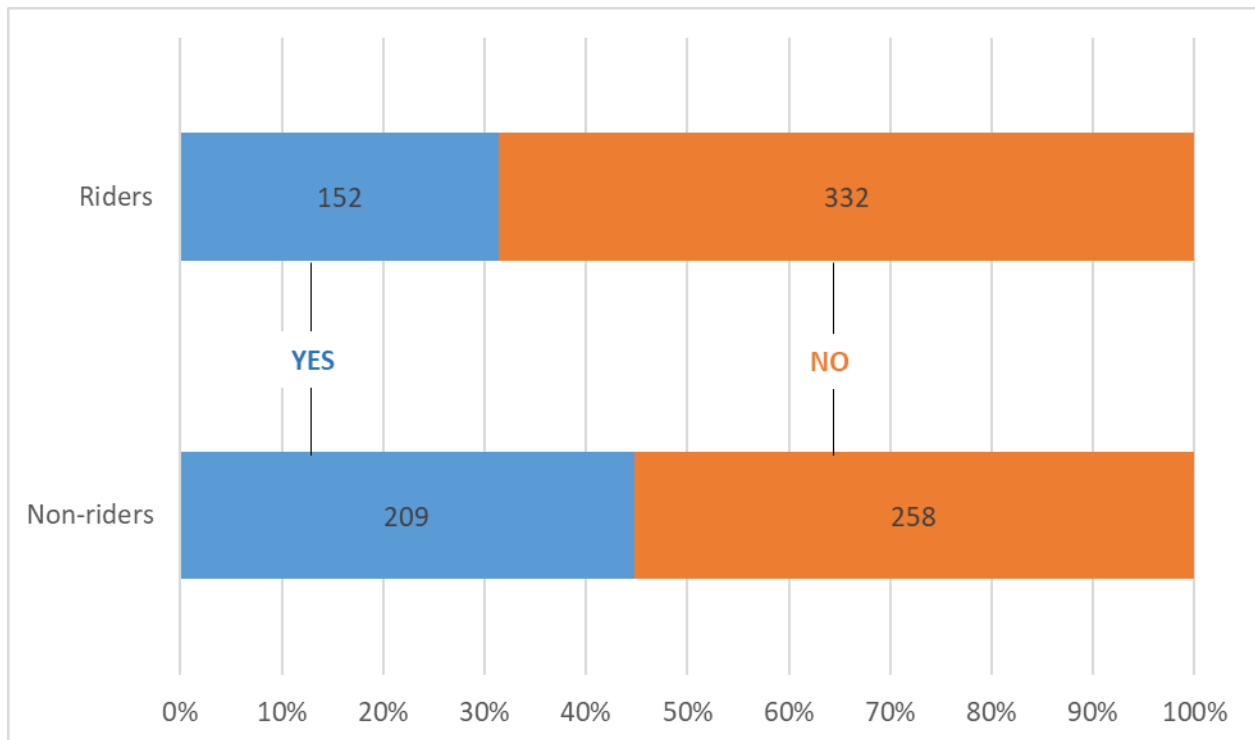


**Q2: Do you typically need access to a personal vehicle during your work/school day OTHER than to commute to/from your place of employment/school? (i.e. your job requires you to make trips during the work day using a personal vehicle.)**

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**

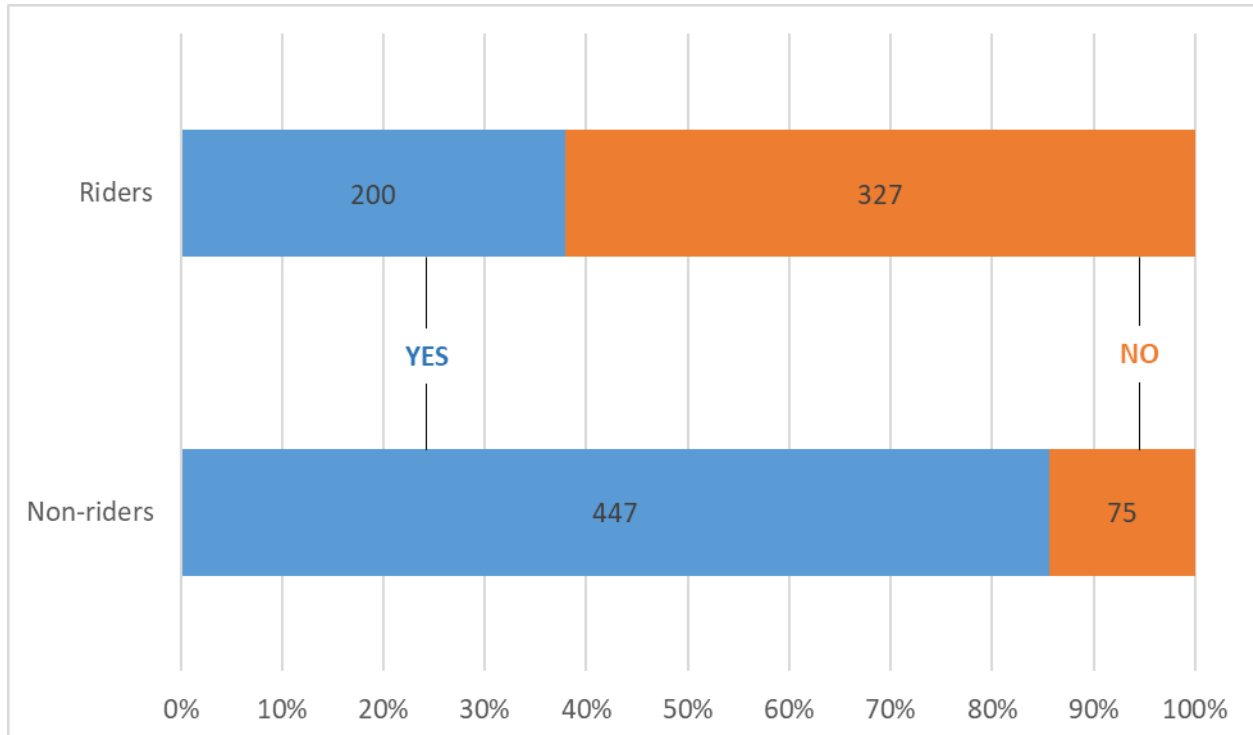


**Q3: Do you own a car?**

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>	

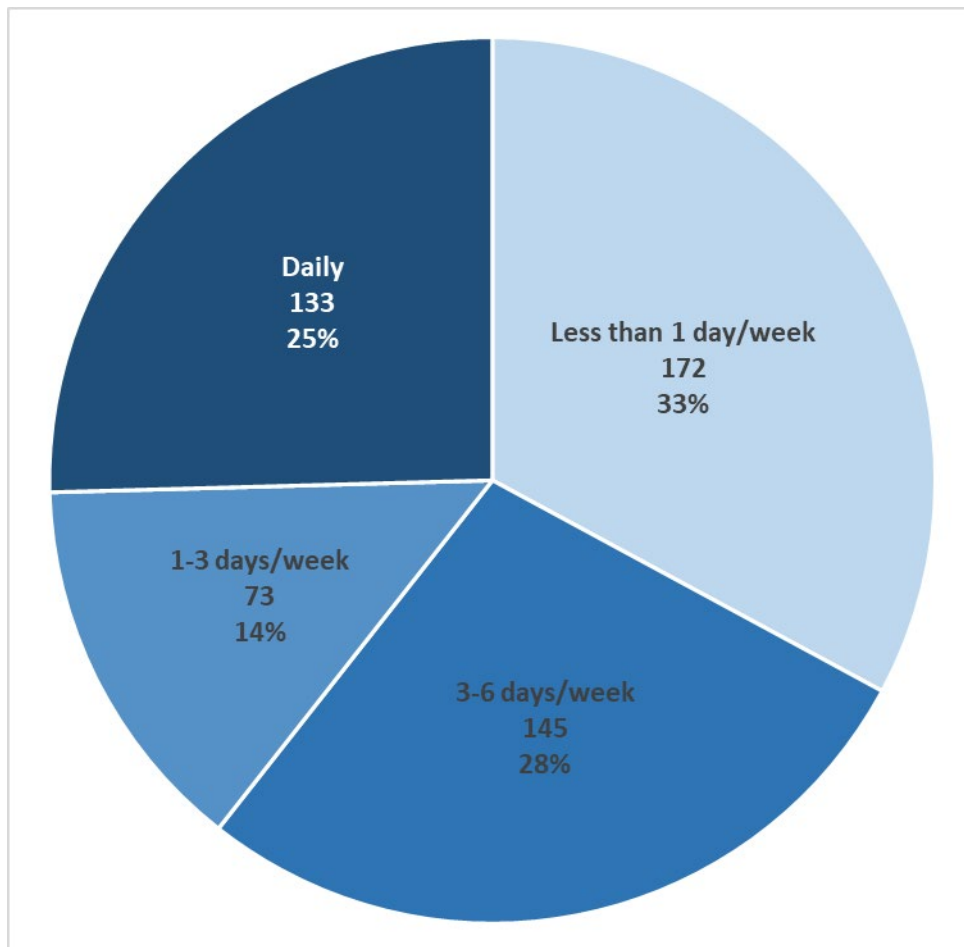
**RIDER-ONLY QUESTIONS:** Questions 5 through 10 were only given to respondents that answered “yes” to Question 4. Respondents that answered “no” to Question 4 were taken directly to Question 11.

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

This question was limited to a single response choice.

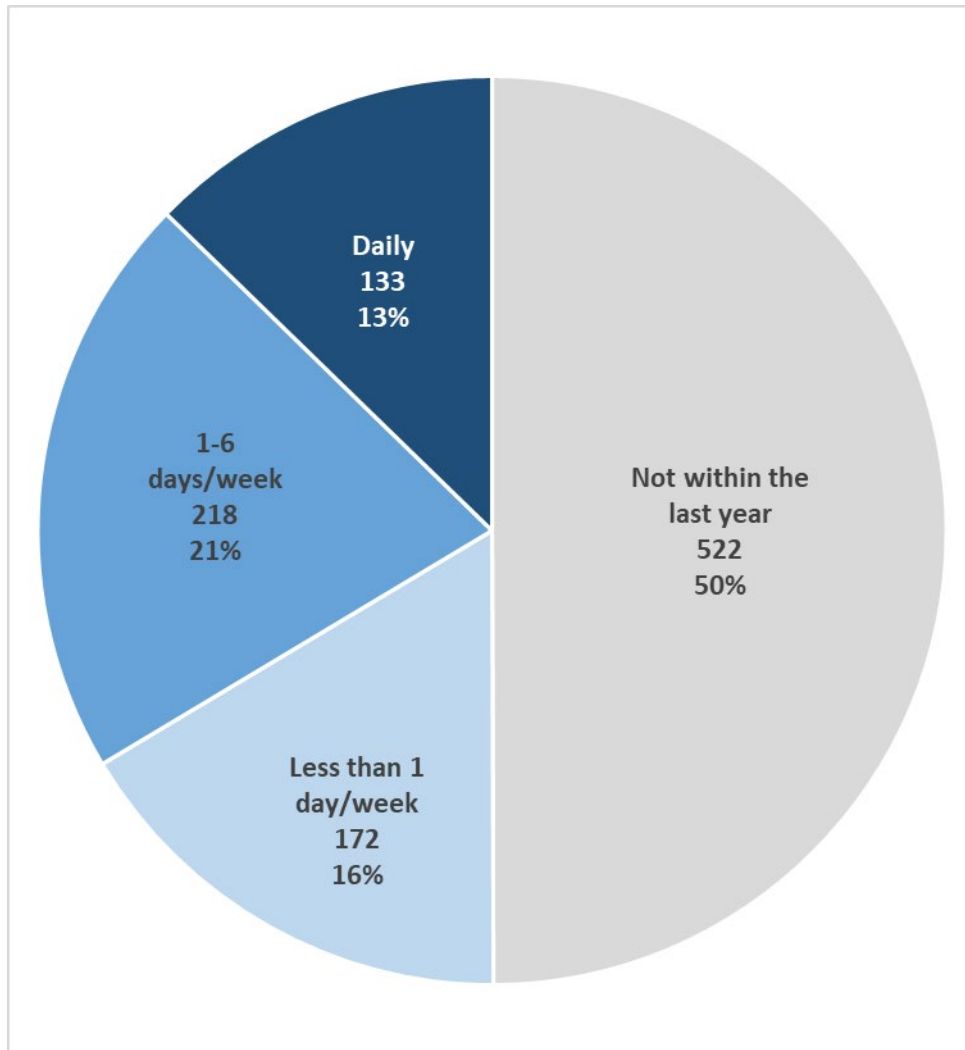
Response	Number of respondents	Percent of respondents
Daily	133	25%
3-6 days/week	145	28%
1-3 days/week	73	14%
Less than 1 day/week	172	33%
<b>Total respondents</b>	<b>523</b>	
No response	4	

**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.

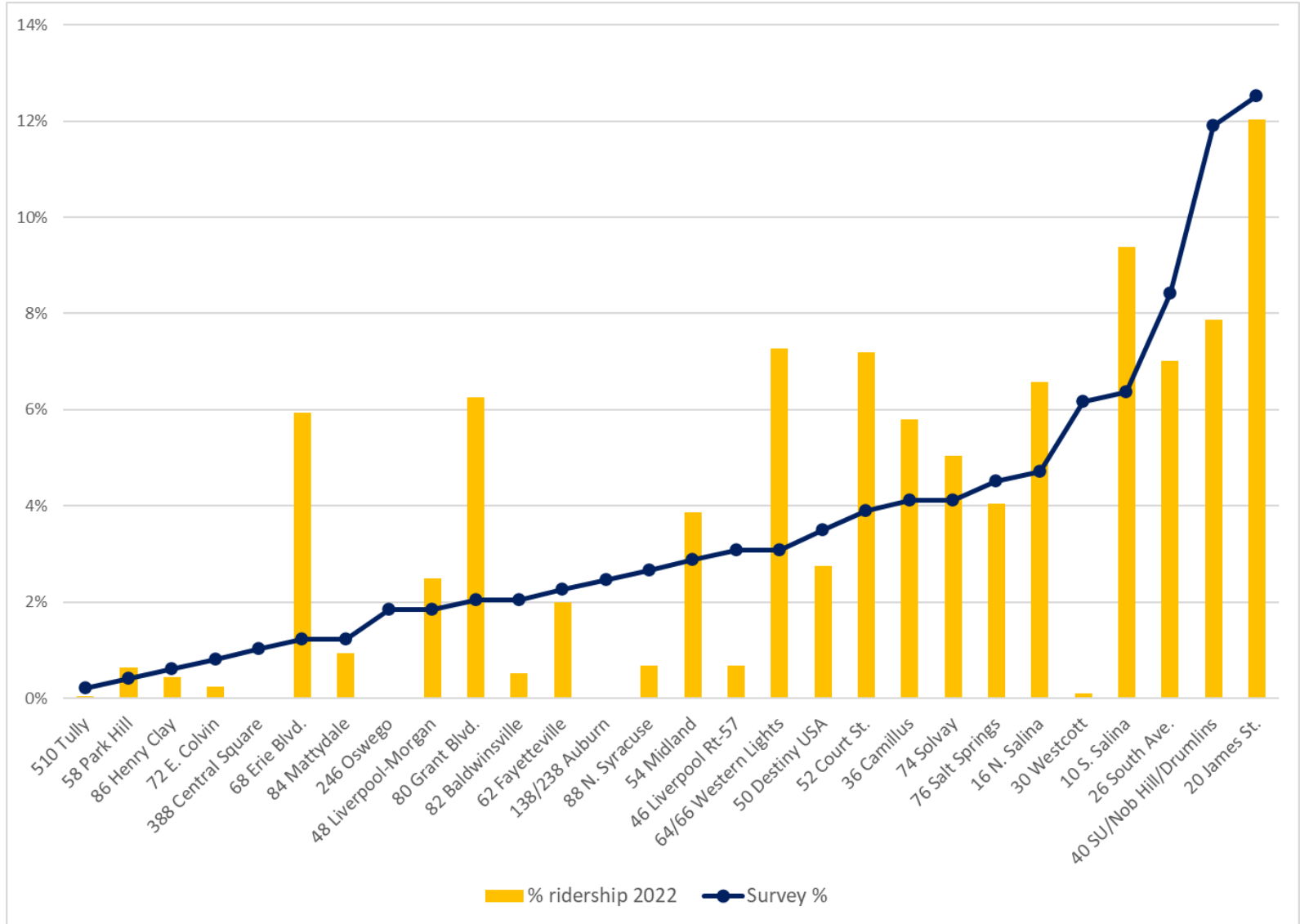
## Q6: What bus route do you ride most often?

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

Route	Number of respondents	Percent of respondents
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	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	



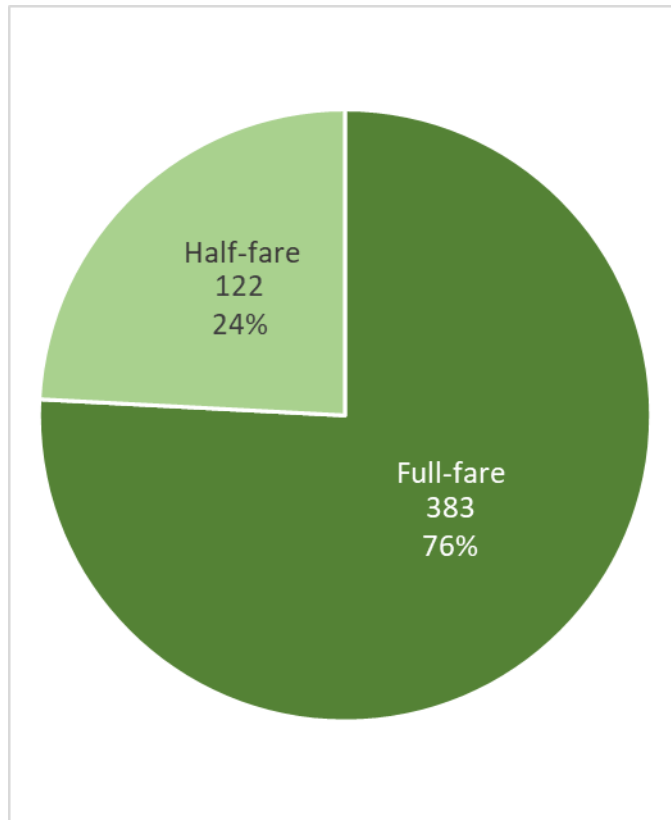
Completed surveys by route compared to 2022 ridership



**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)**

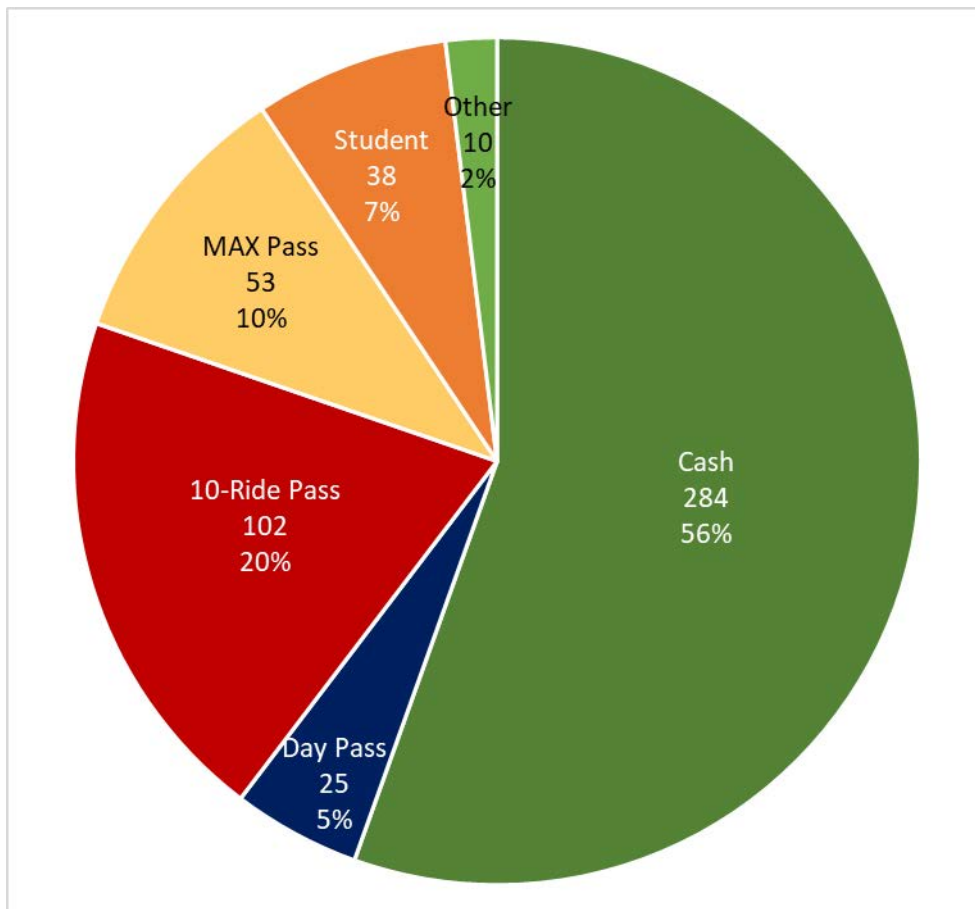


**Q8: How do you normally pay your bus fare?**

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)**

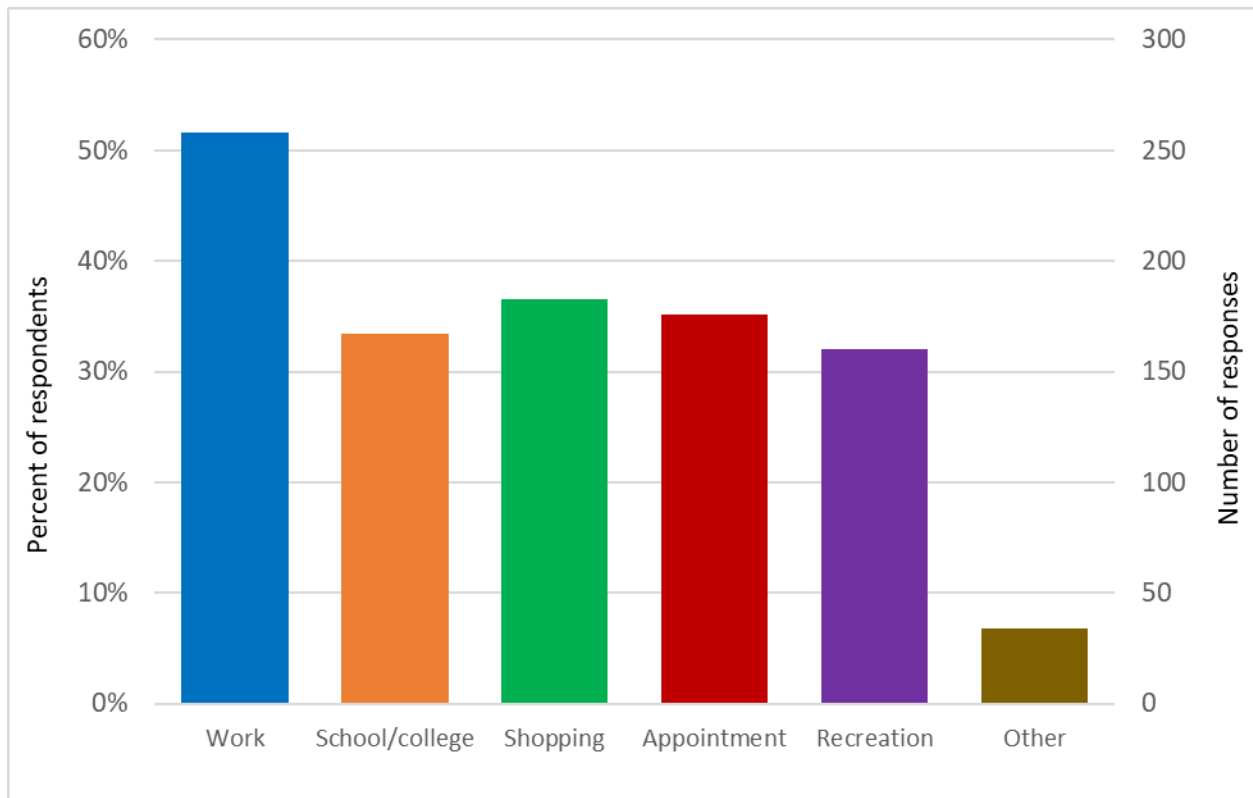


**Q9: For what purpose do you use Centro most often?**

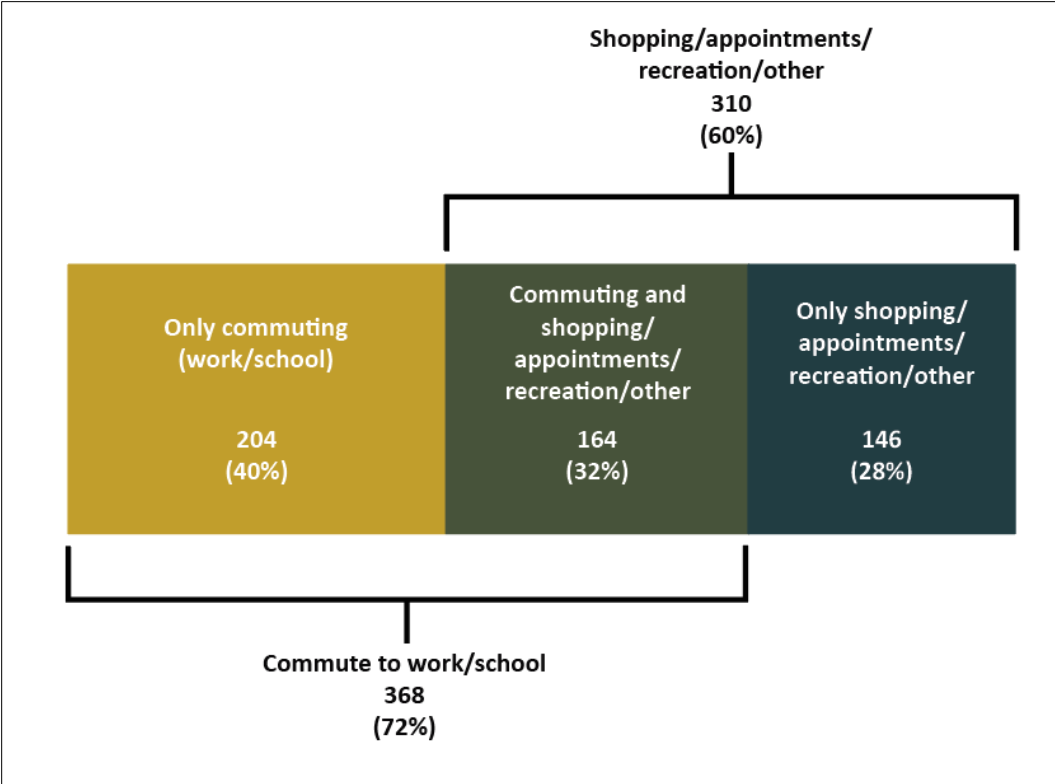
Respondents could choose more than one answer to this question, including “Other” with an option to write-in an answer.

Response	Number of respondents	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**



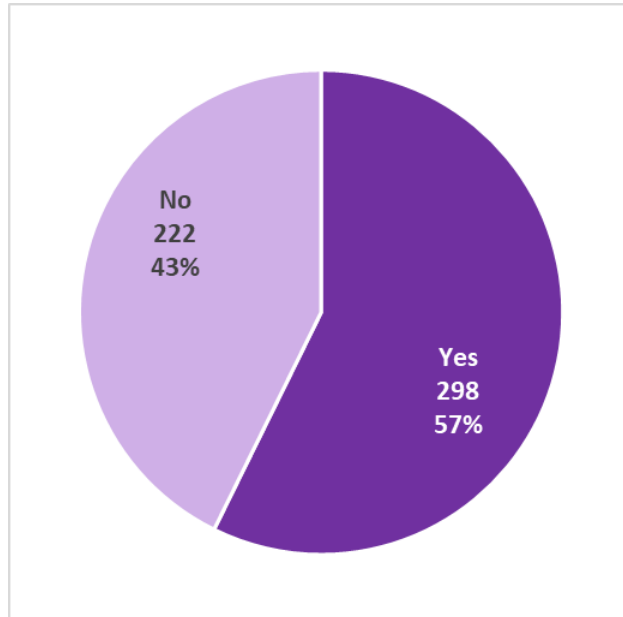
**Types of trips made by Centro riders**



**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.

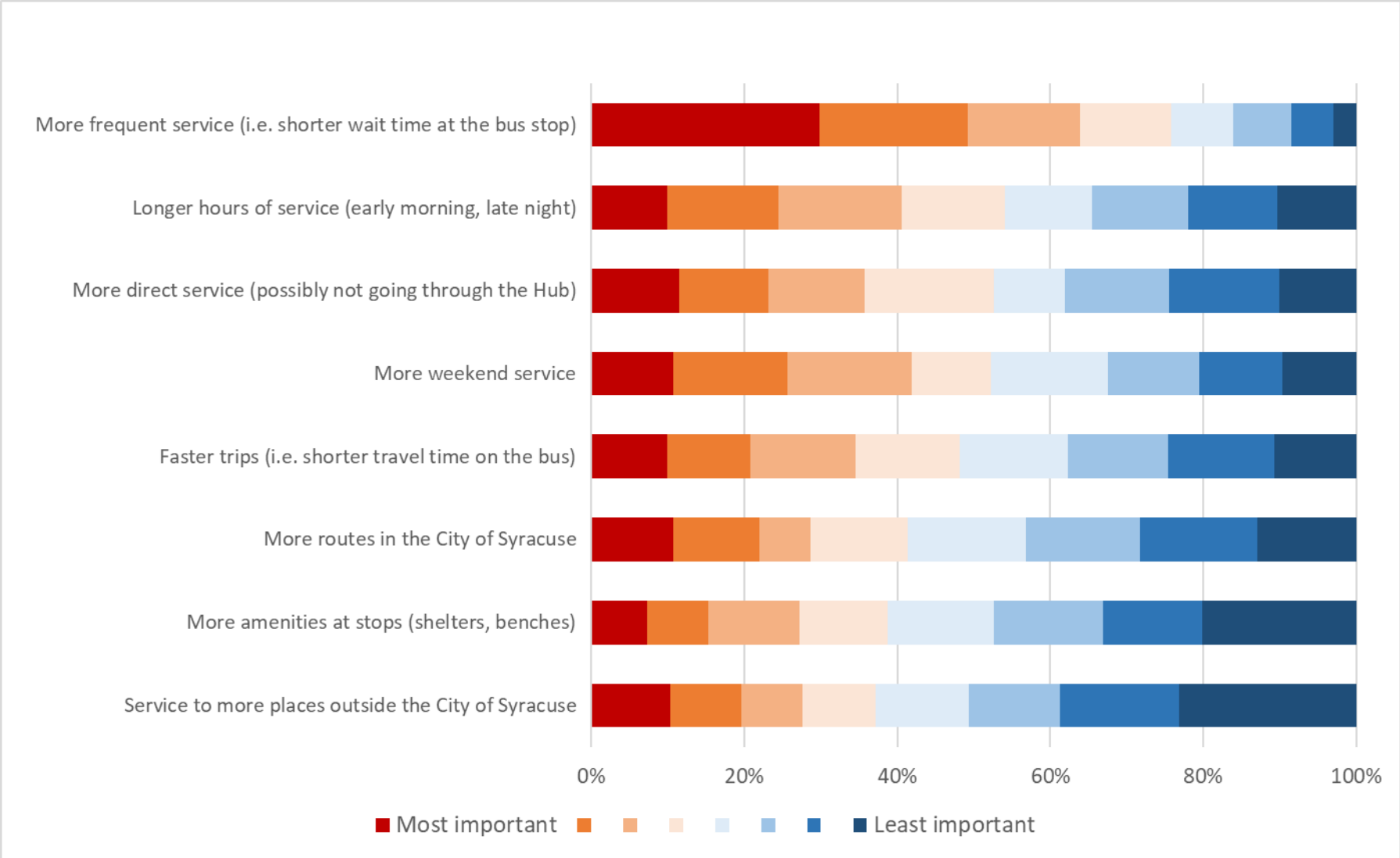
**Importance of possible service improvements – all survey respondents**

		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

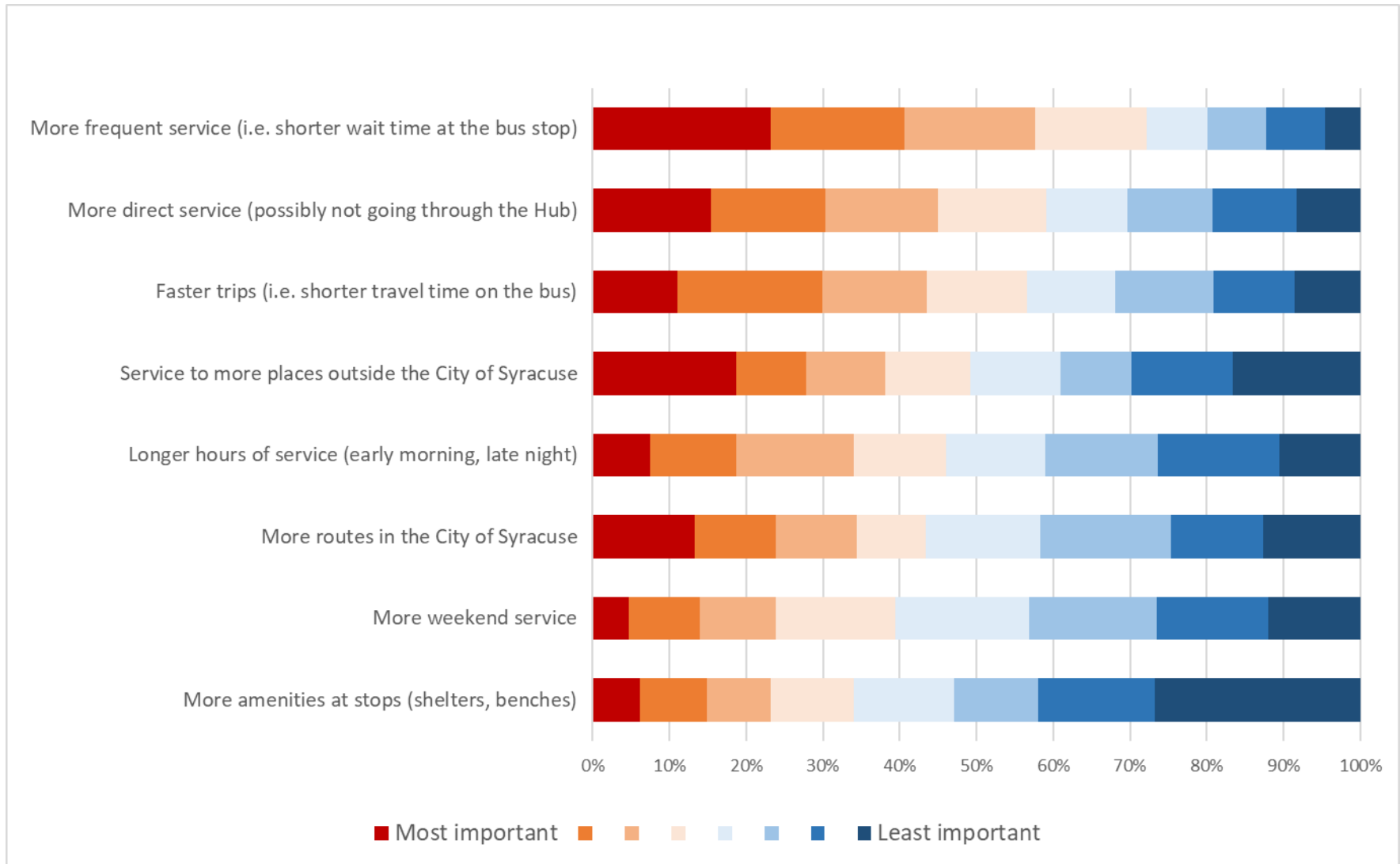
Surveys with no response to question: Riders 31, Non-riders 40

**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:**

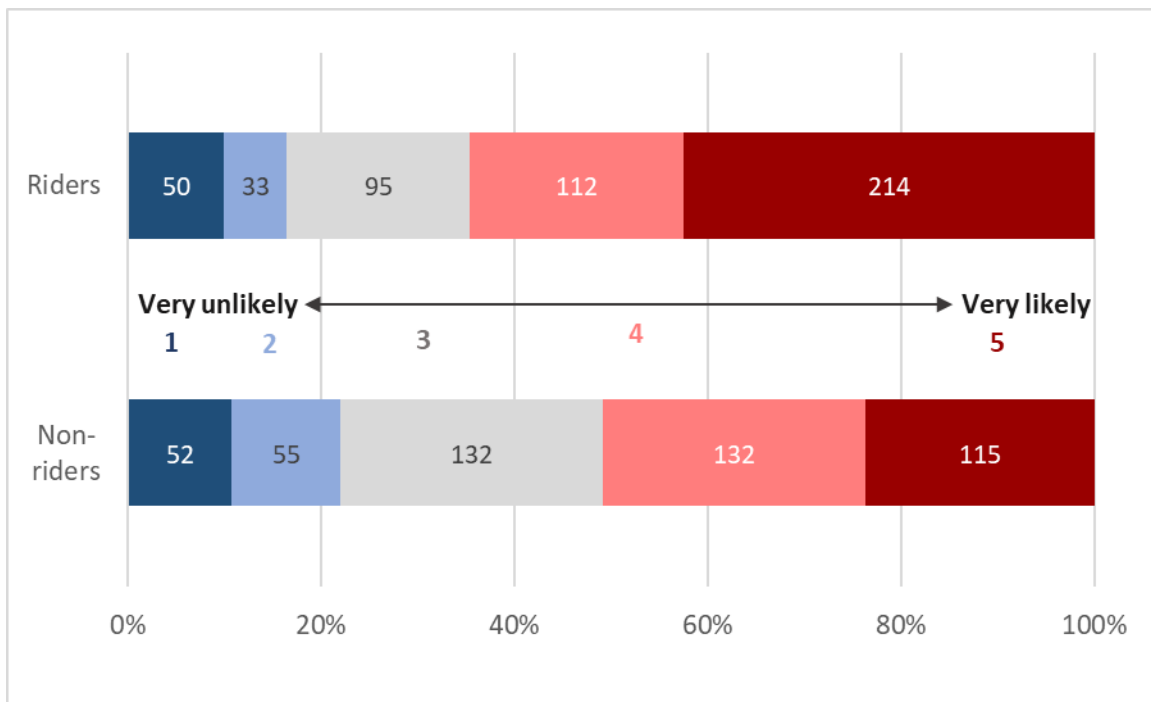
- **Smaller vehicles (small bus or van)**
- **Reservation required, either online or by phone up to 15 minutes prior to trip**
- **Not limited to existing Centro routes**
- **More direct service (this service may still require a transfer to regular, fixed-route service)**
- **Other customers with similar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



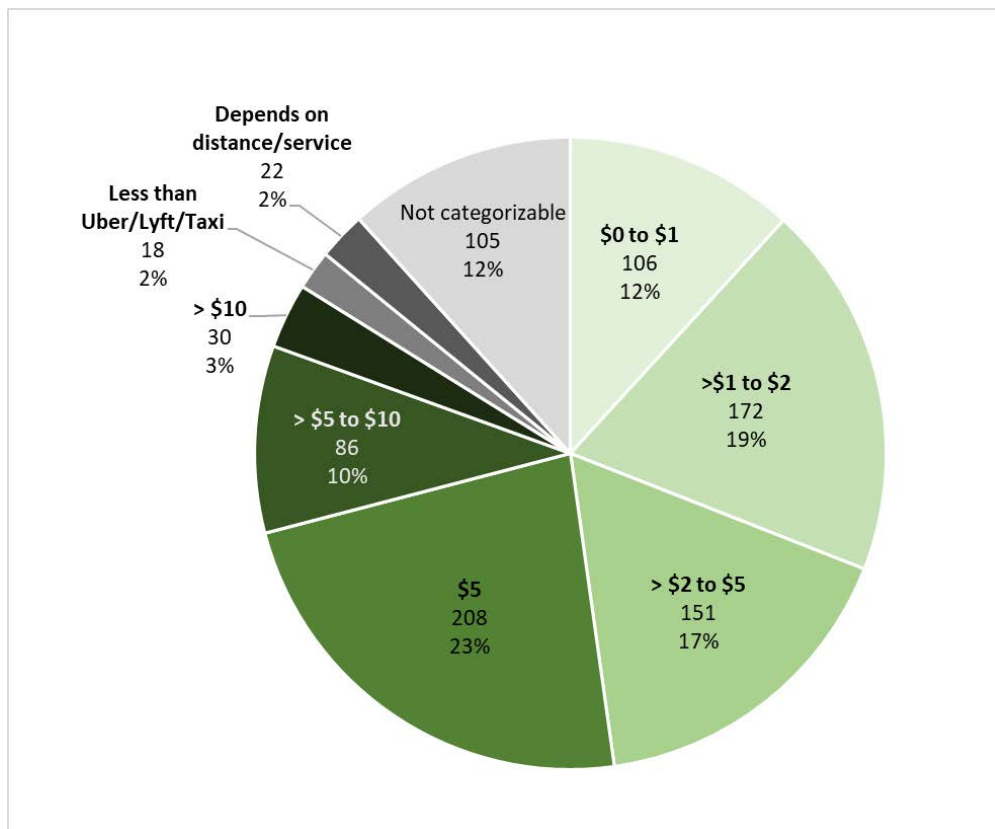
**Q14: How much would you pay for this new type of service per trip (one way)?**

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

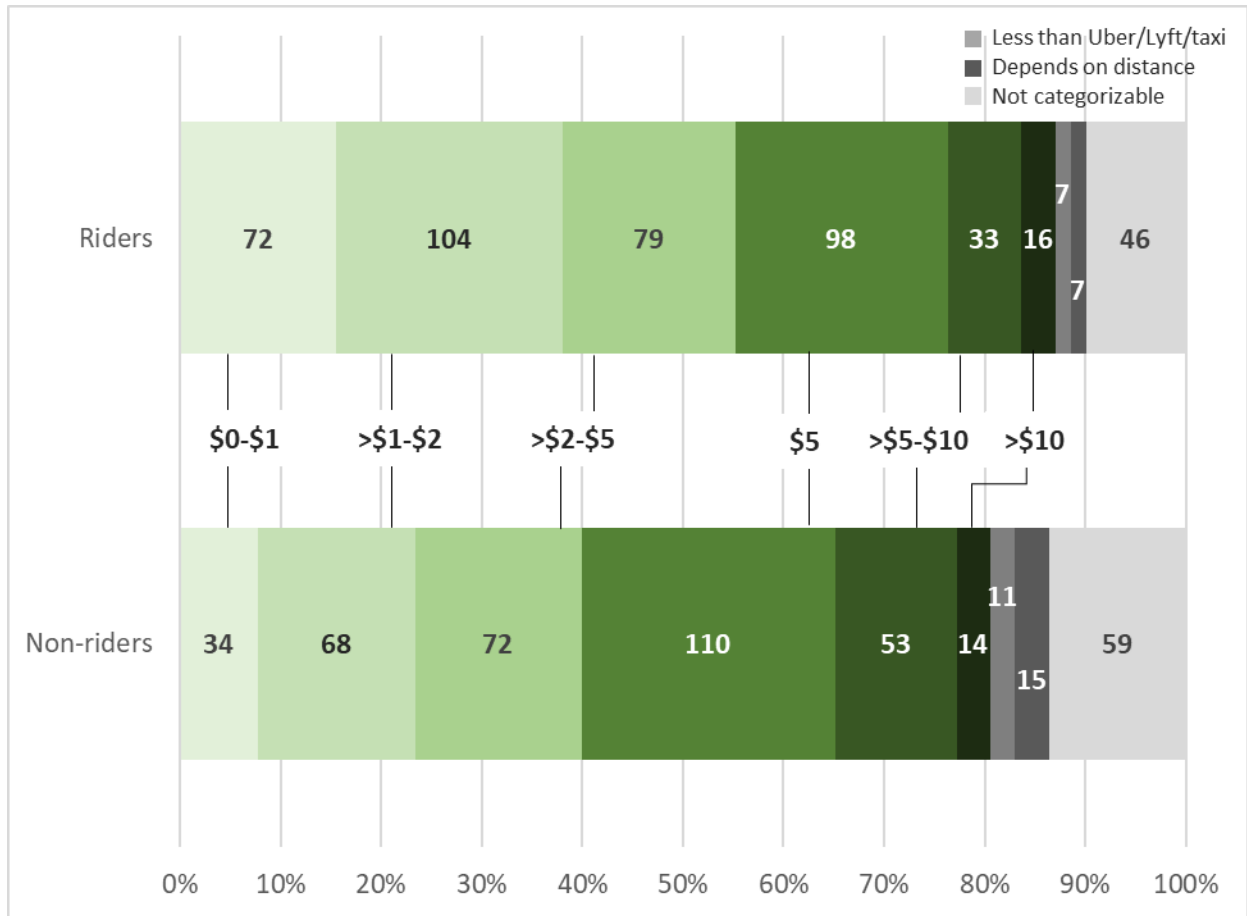
Response	Number of respondents	Percent of respondents
Up to \$1	106	12%
>\$1 to \$2	172	19%
>\$2 to \$5	151	17%
\$5	208	23%
>\$5-10	86	10%
More than \$10	30	3%
Less than Uber/Lyft/Taxi	18	2%
Depends on the distance	22	2%
Not categorizable	105	12%
<b>Total respondents</b>	<b>898</b>	
No response	151	

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)**



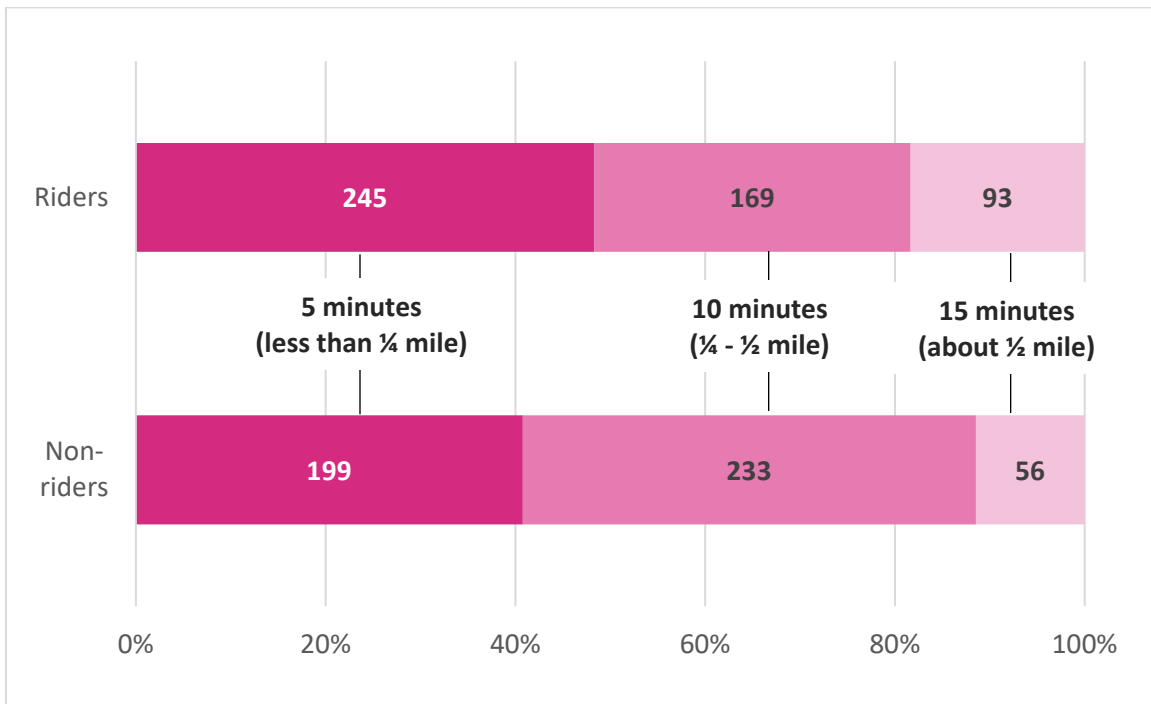
**How much survey respondents would pay for an on-demand service operated by Centro (riders vs. non-riders)**



**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
		RTC/Stadium/Market	5
Eastside (Westcott, University, Meadowbrook neighborhoods)	94	Eastwood (inc. Shop City plaza)	18
		RTC/Stadium/Market	6
		Syracuse University	8
Destiny USA	89	Eastwood (inc. Shop City plaza)	5
		Cicero	5
		Syracuse University	6
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	

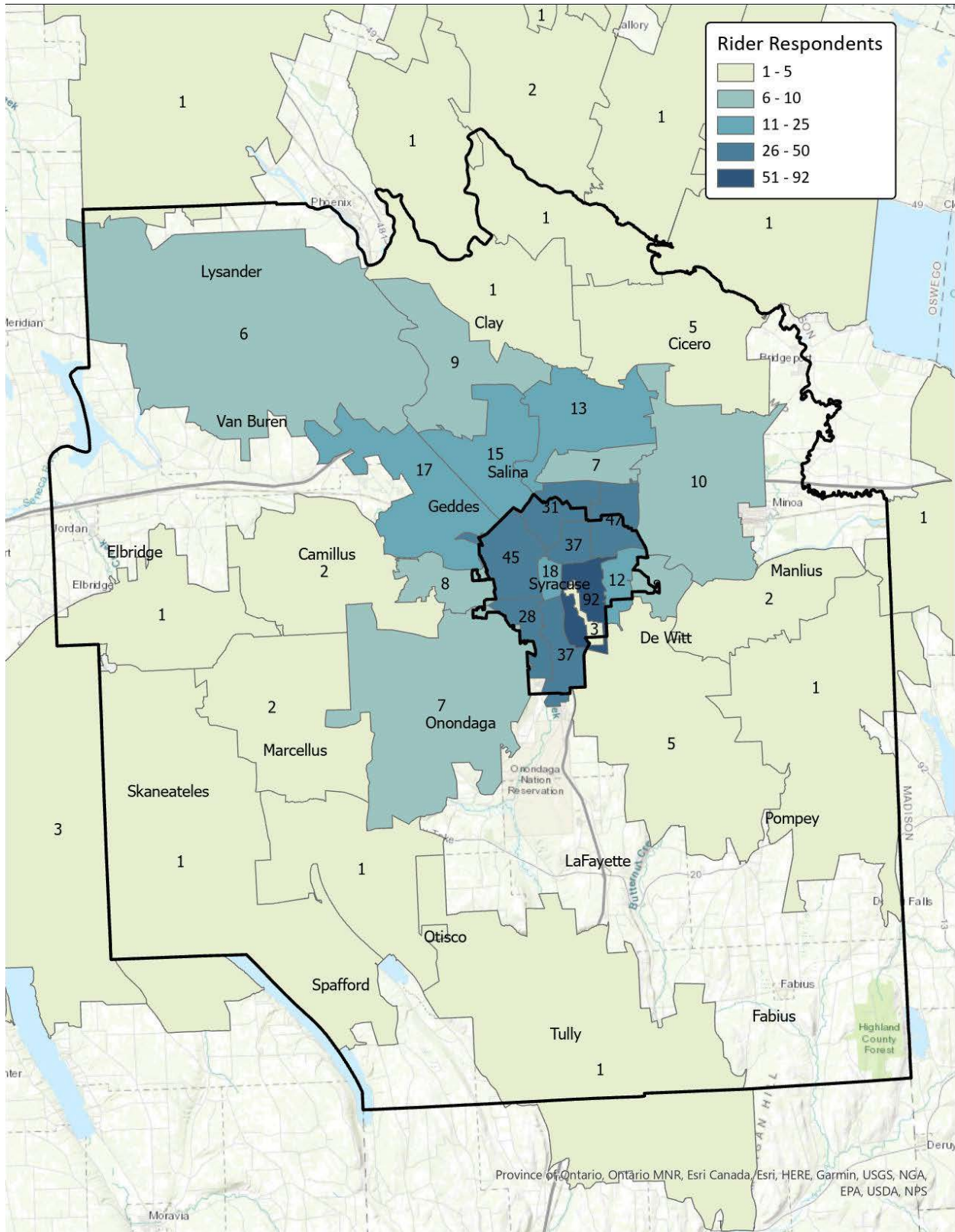
## Section 2 – Demographic questions

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.”

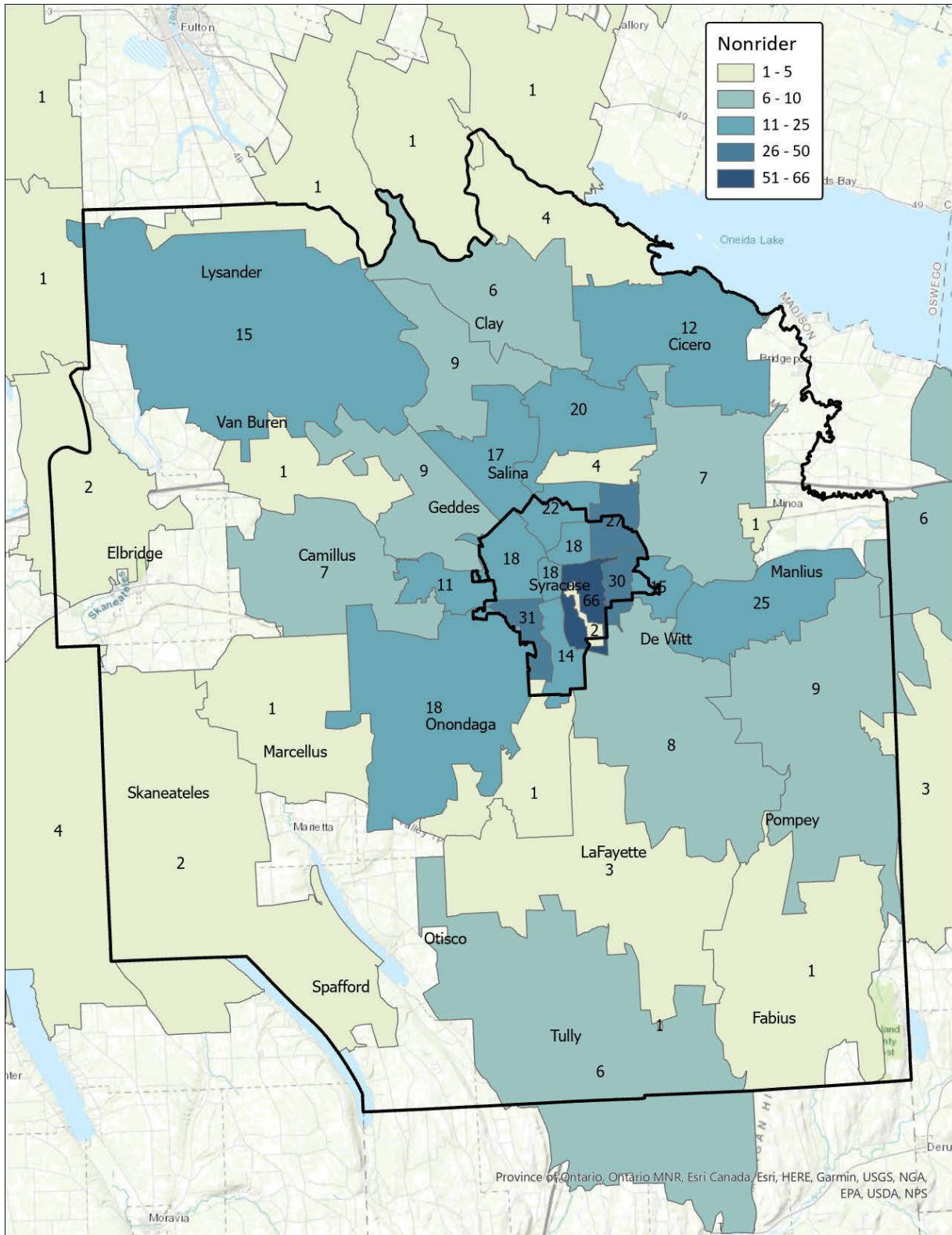
### Q18: Home ZIP code

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.



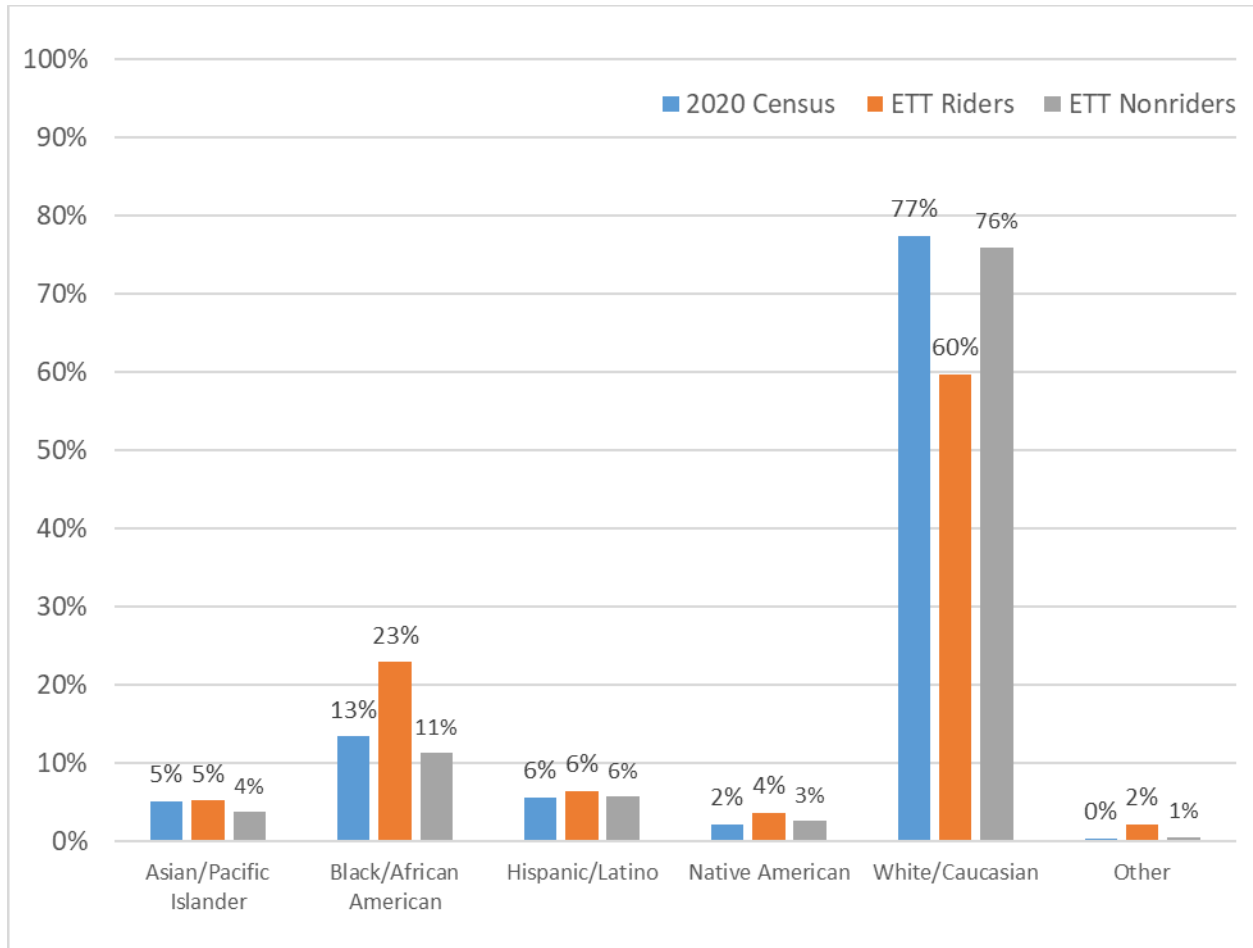
Number of survey responses by ZIP code, non-riders only.

**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)**

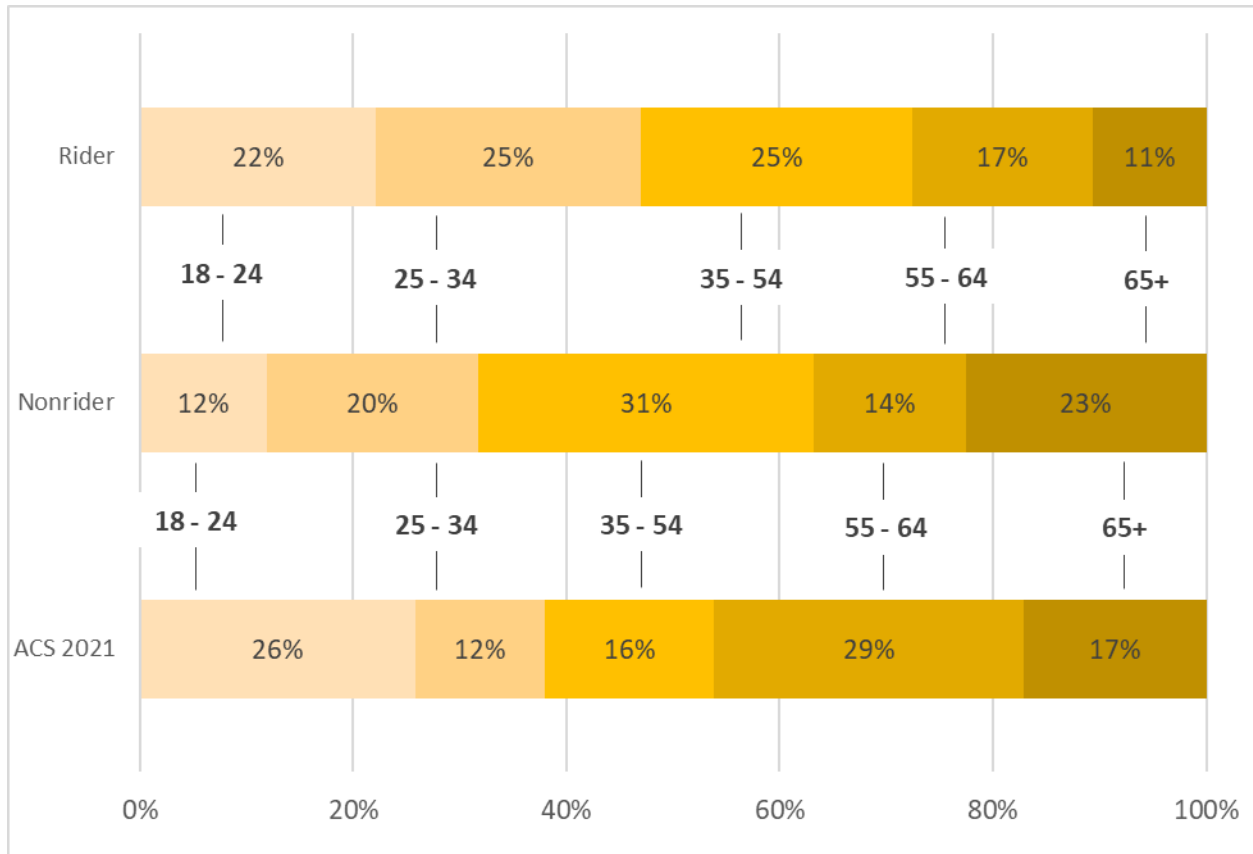




**Q20: Age**

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

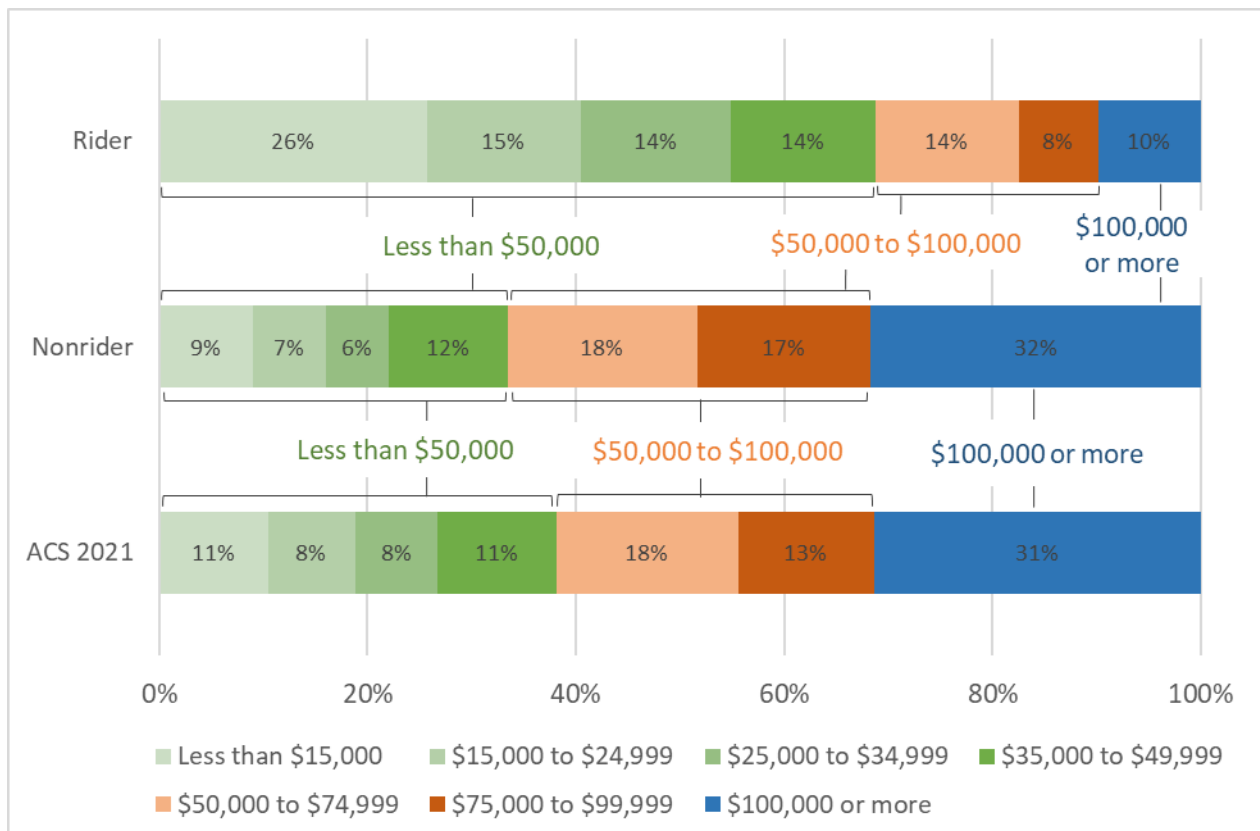
For comparison purposes, 2021 ACS data for Onondaga County residents age 18+ indicate:

- 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	

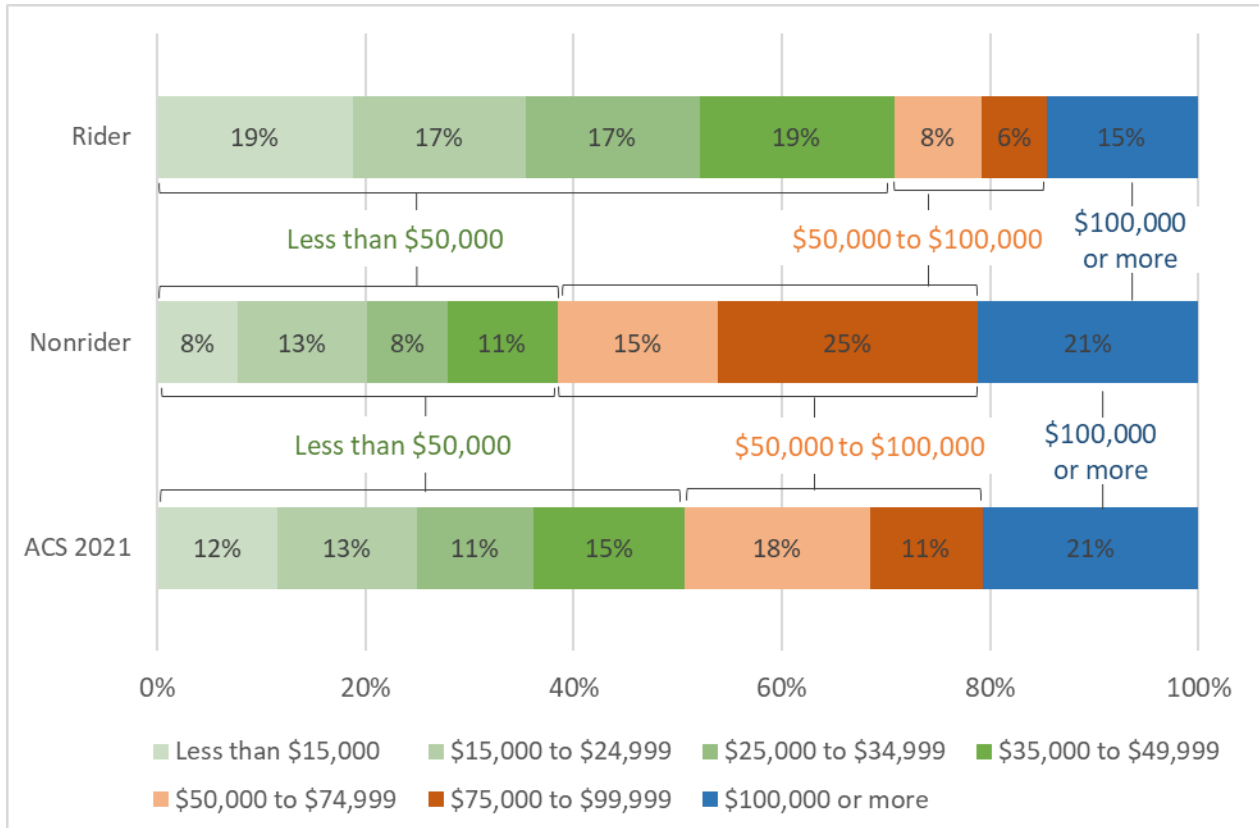
**Total household income of survey respondents compared to Onondaga County overall (2021 ACS)**



**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	

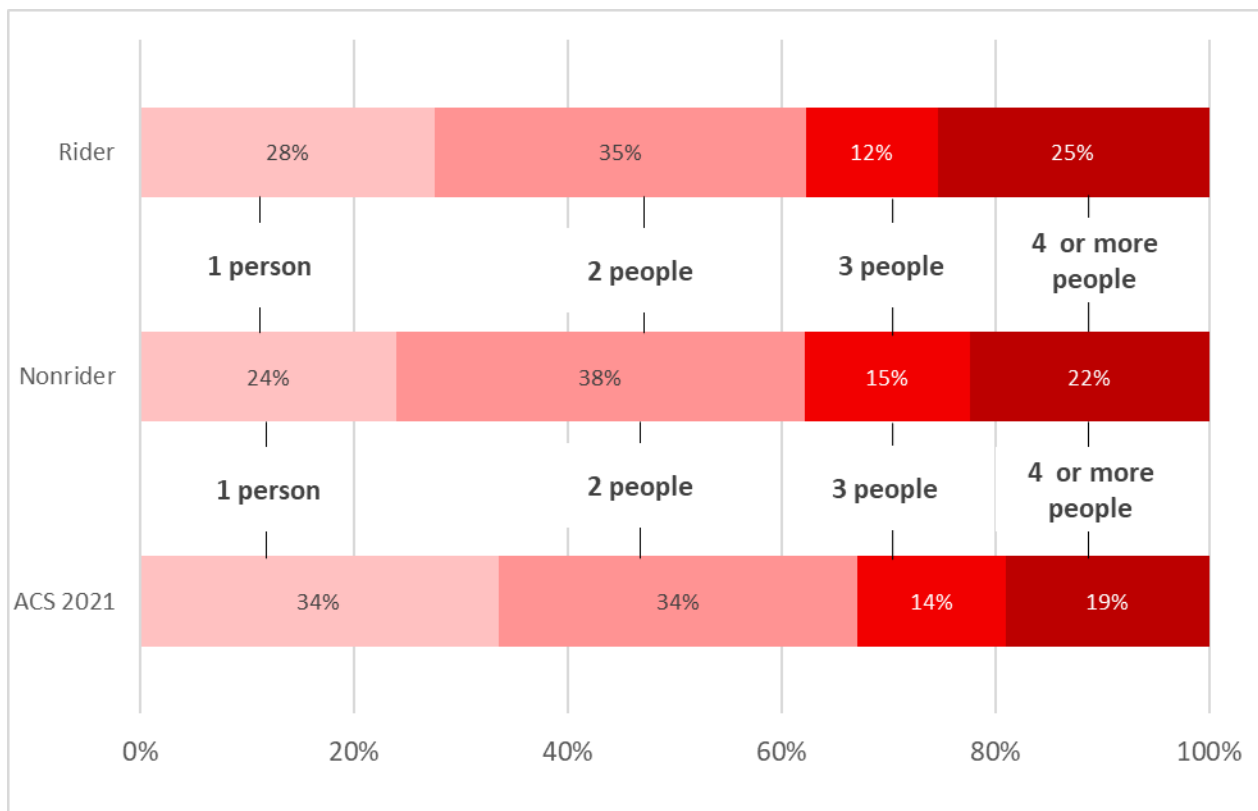
**Total household income of survey respondents age 65+ only compared to Onondaga County (2021 ACS)**



**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.

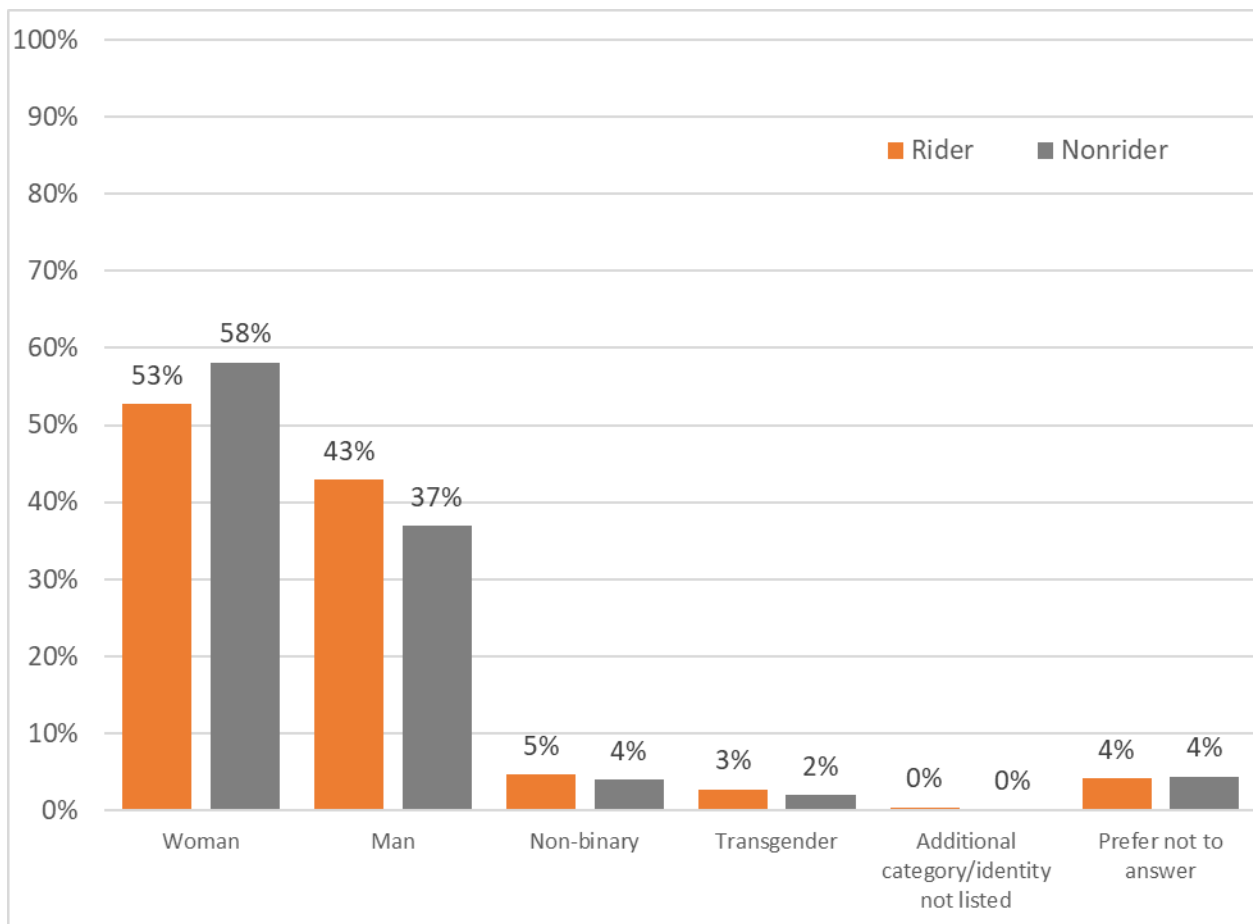
## Q24: Gender identity

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

Final Summary Report

**Attachment B: Open House Display Boards**

Welcome



Syracuse Metropolitan  
Transportation Council



Central New York  
Regional Transportation  
Authority



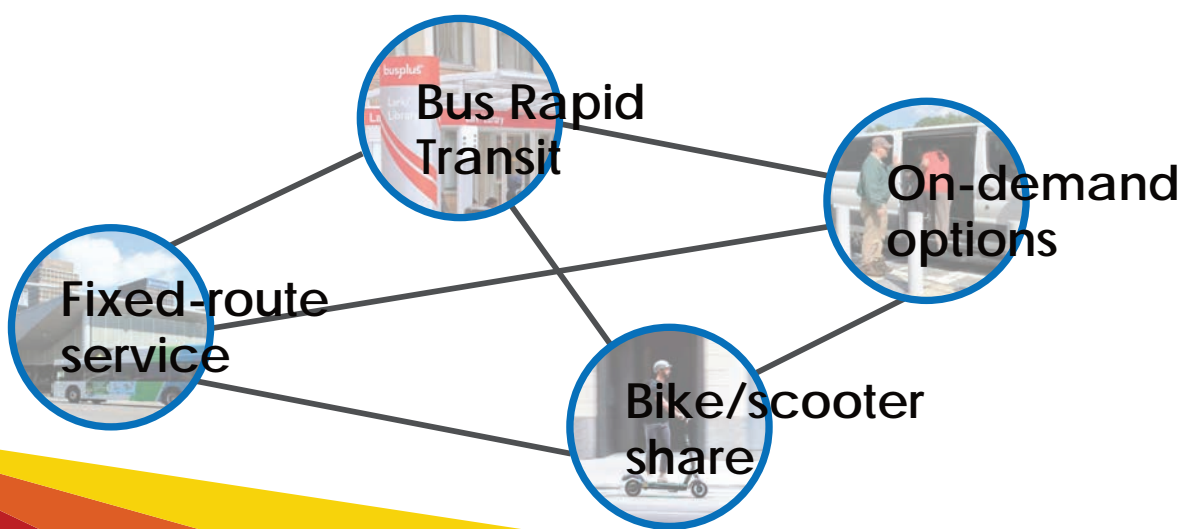
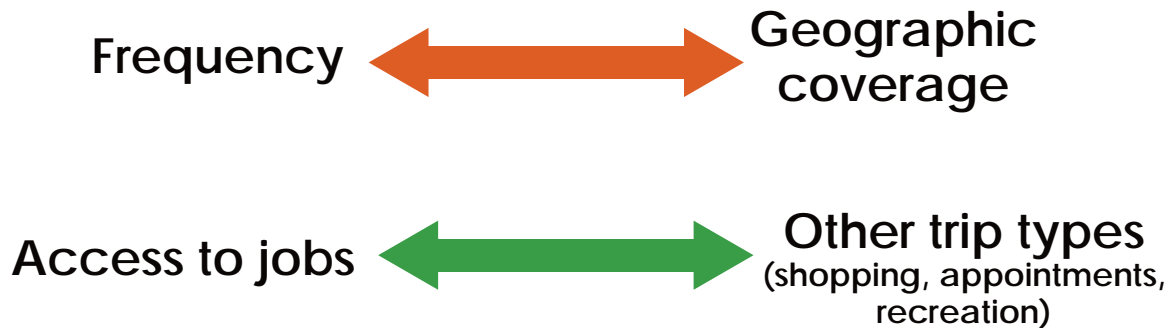


# ETT Goals

*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.





# 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.

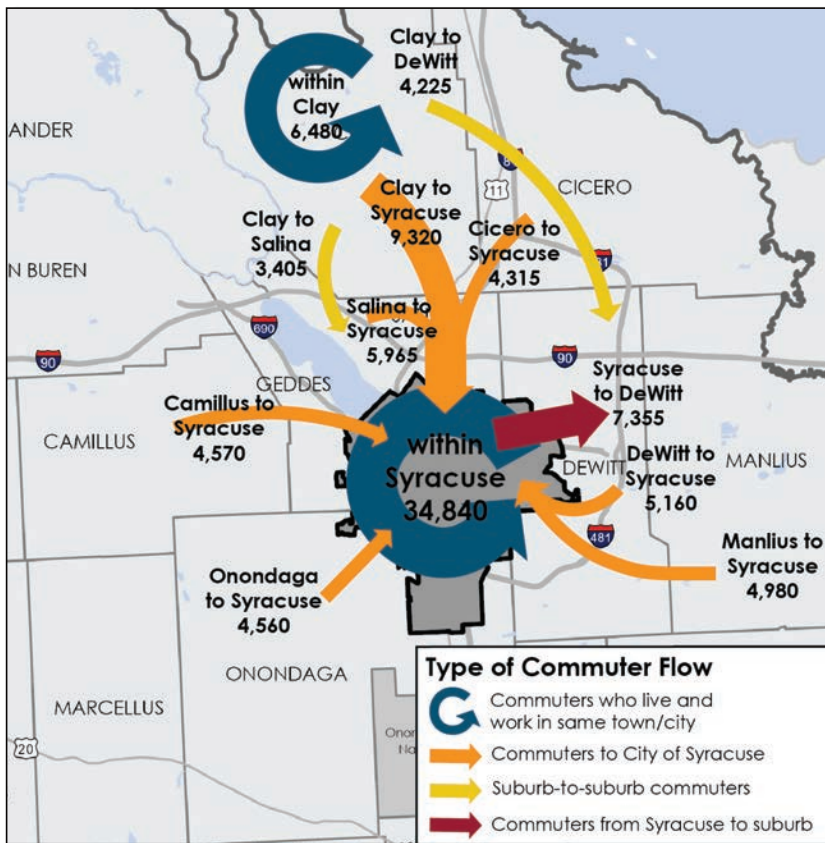


# Commuter Flows

*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.

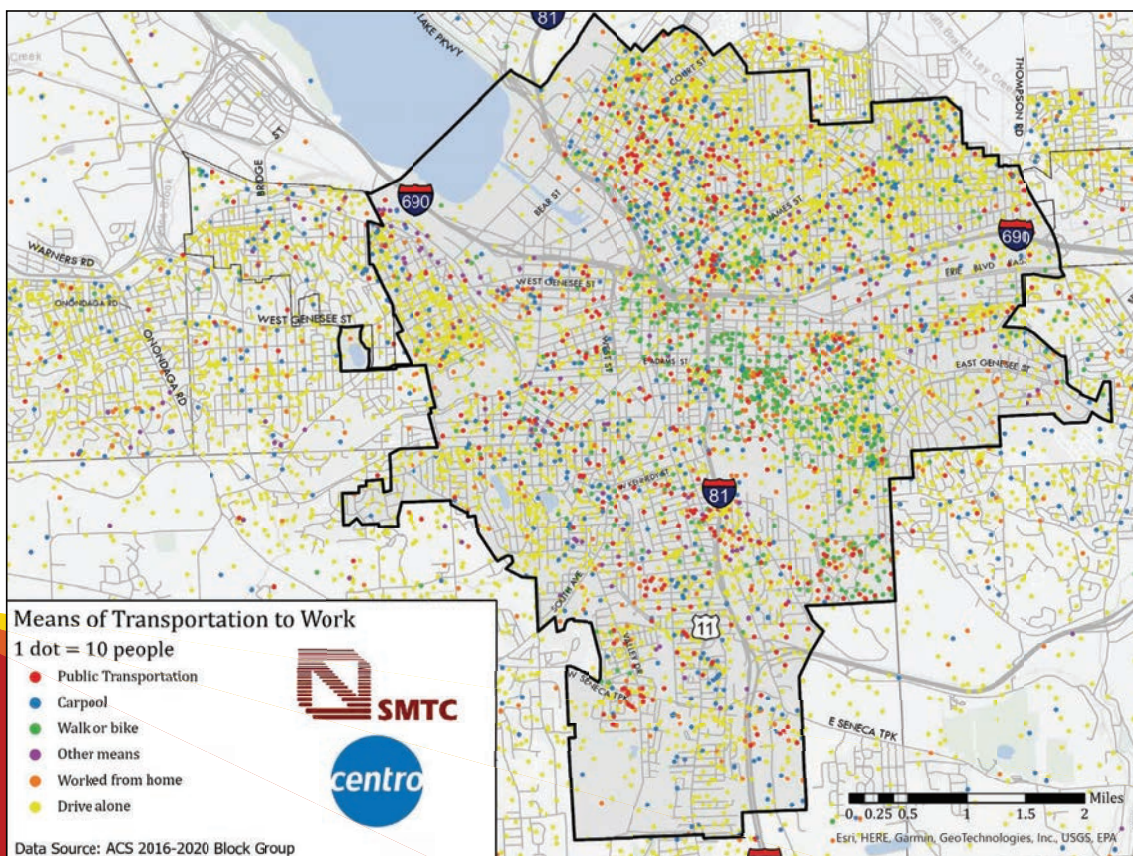
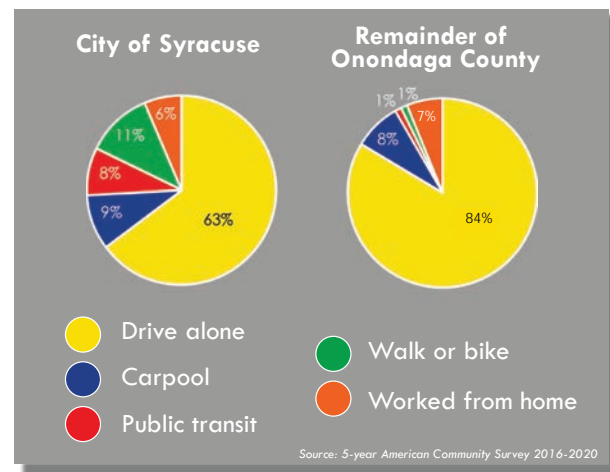


# Modes of Commute

*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%.

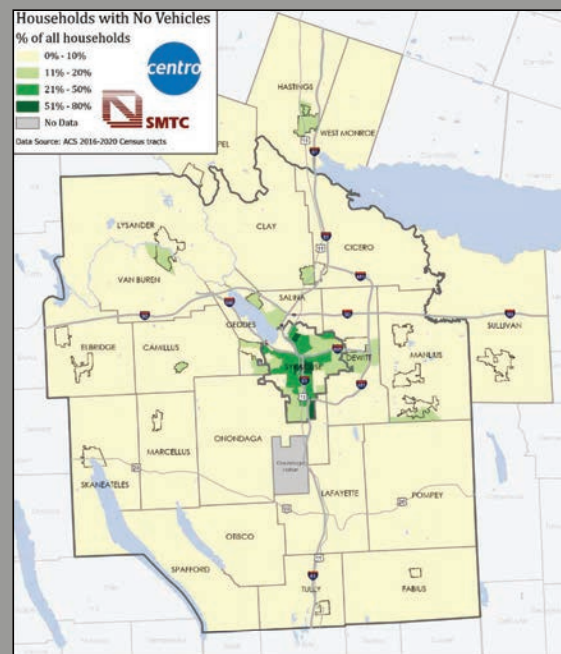
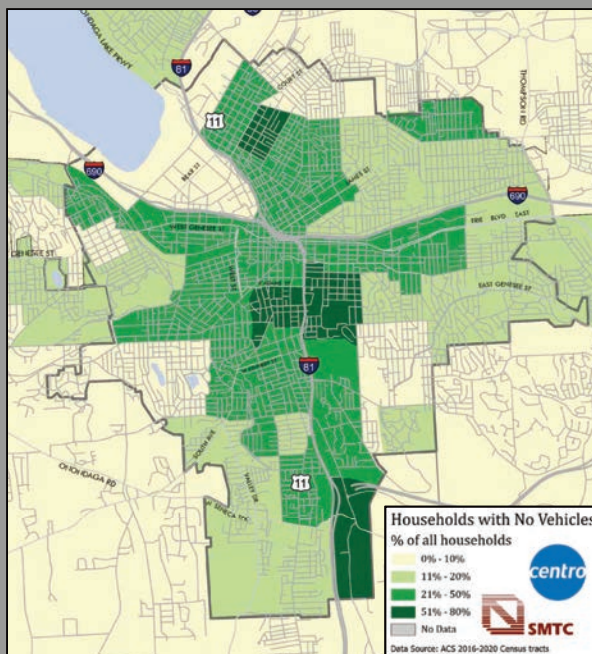


# Vehicle Ownership

*Who* has access to a personal vehicle

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

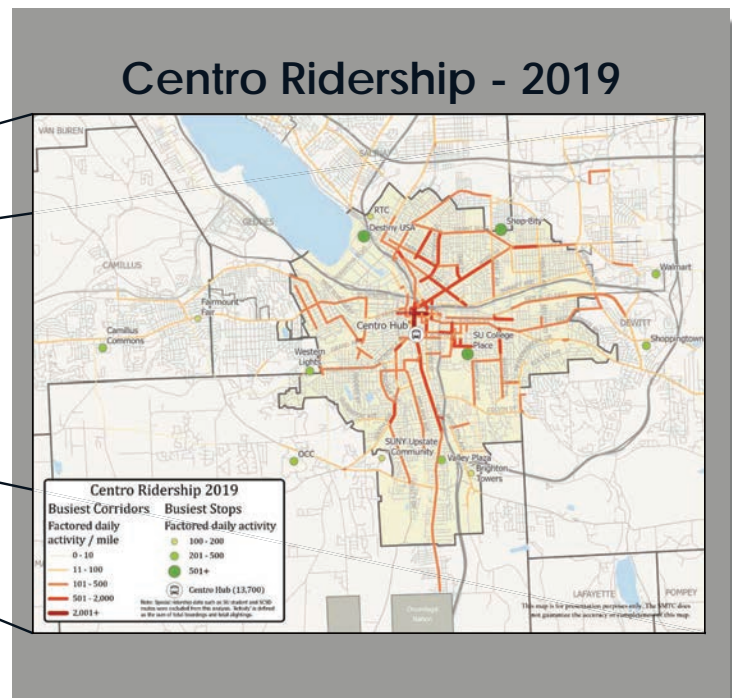
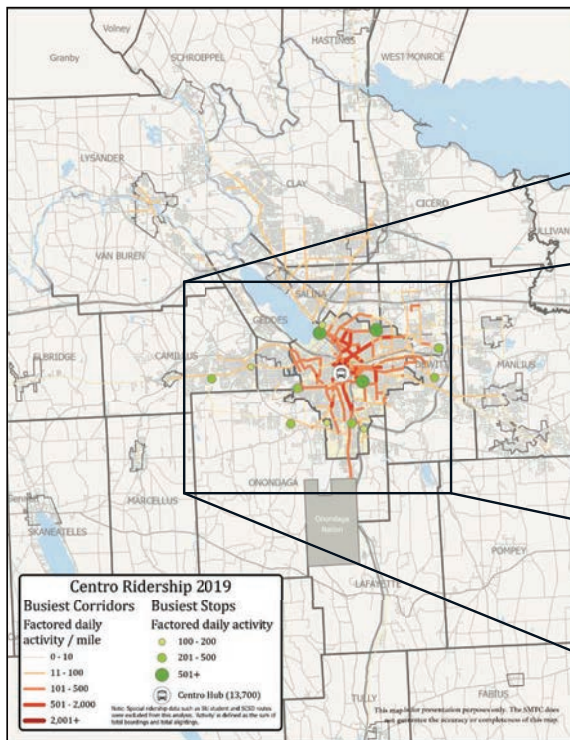
- 23% of households in the City do not have access to a personal vehicle, compared to 6% in the rest of Onondaga County.
- While there are pockets of limited vehicle access in villages around Onondaga County, the greatest density of households without a vehicle is within Syracuse.
- In some areas of 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.



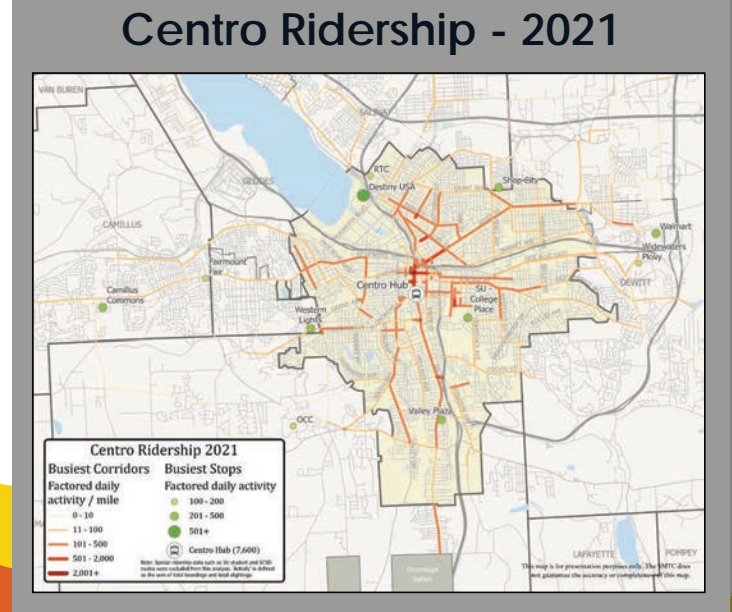
# Centro Ridership

*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

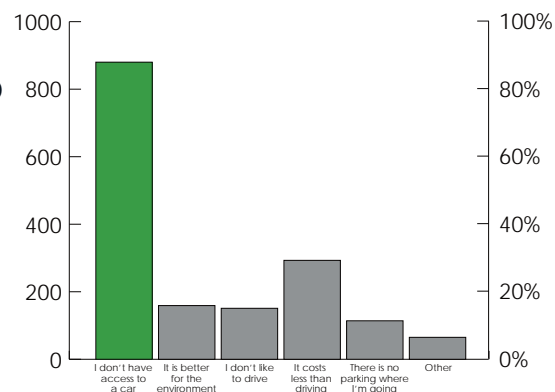
*Why* people ride, or do not ride, the bus

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

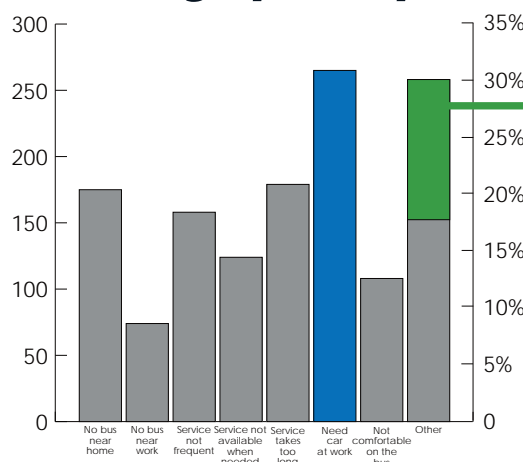
The SMTC conducted surveys in 2017, one mailed to nonriders and one handed out on buses. Both received about 1,100 responses.

## *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.



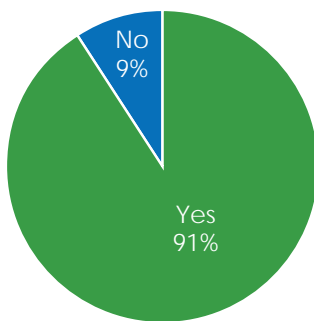
# Transit Satisfaction

*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.

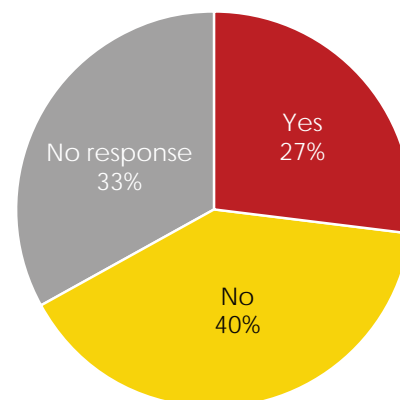
## *How satisfied are Centro riders?*



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.



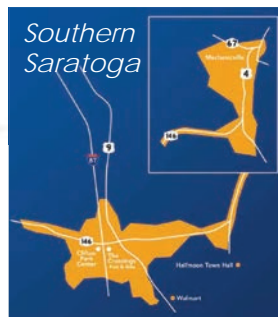
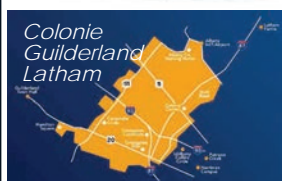
# Nearby On-Demand Services

*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

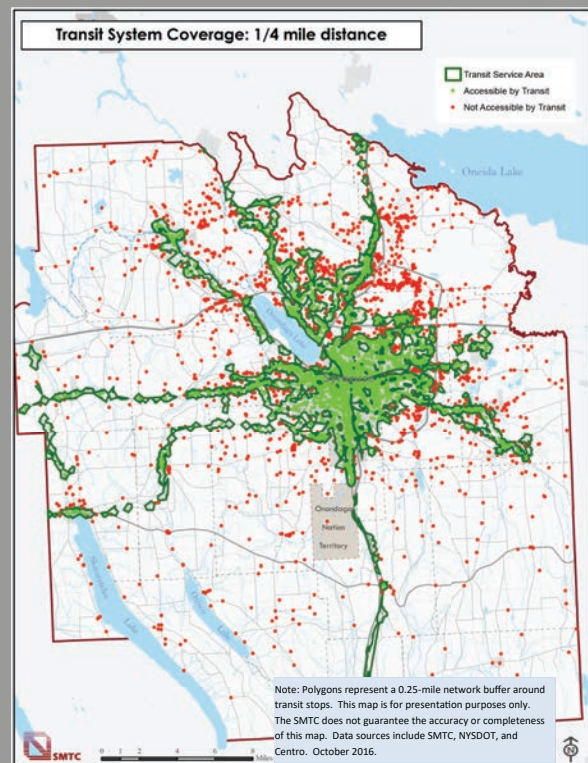
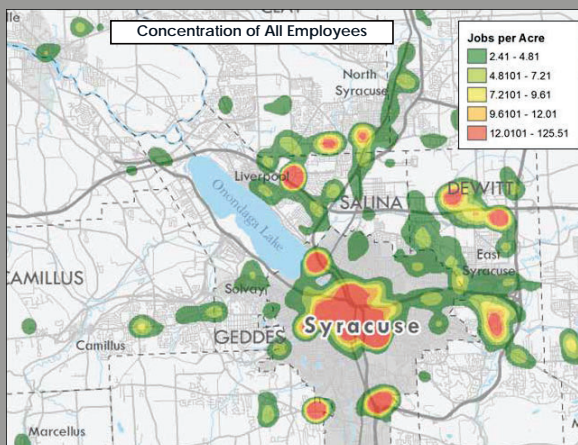
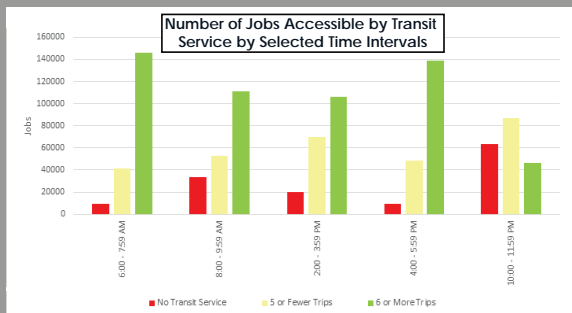
*What* limits commuters from using transit?

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.



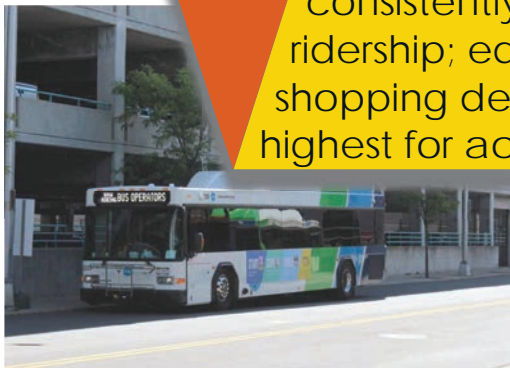
Cost effective opportunities exist to expand transit beyond traditional 'fixed-route' bus service.

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.

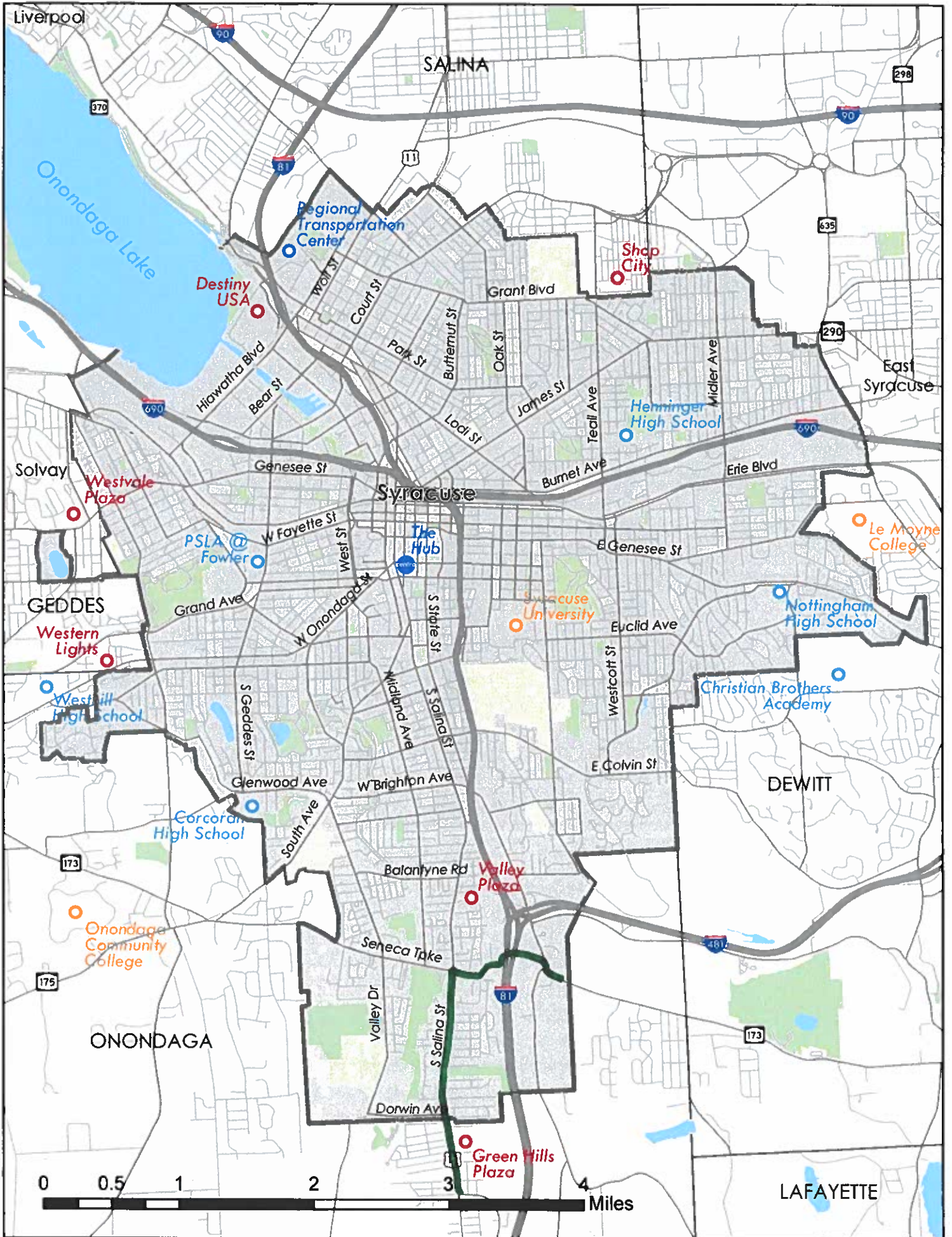
Commuting in Onondaga County is more than just driving into the City.

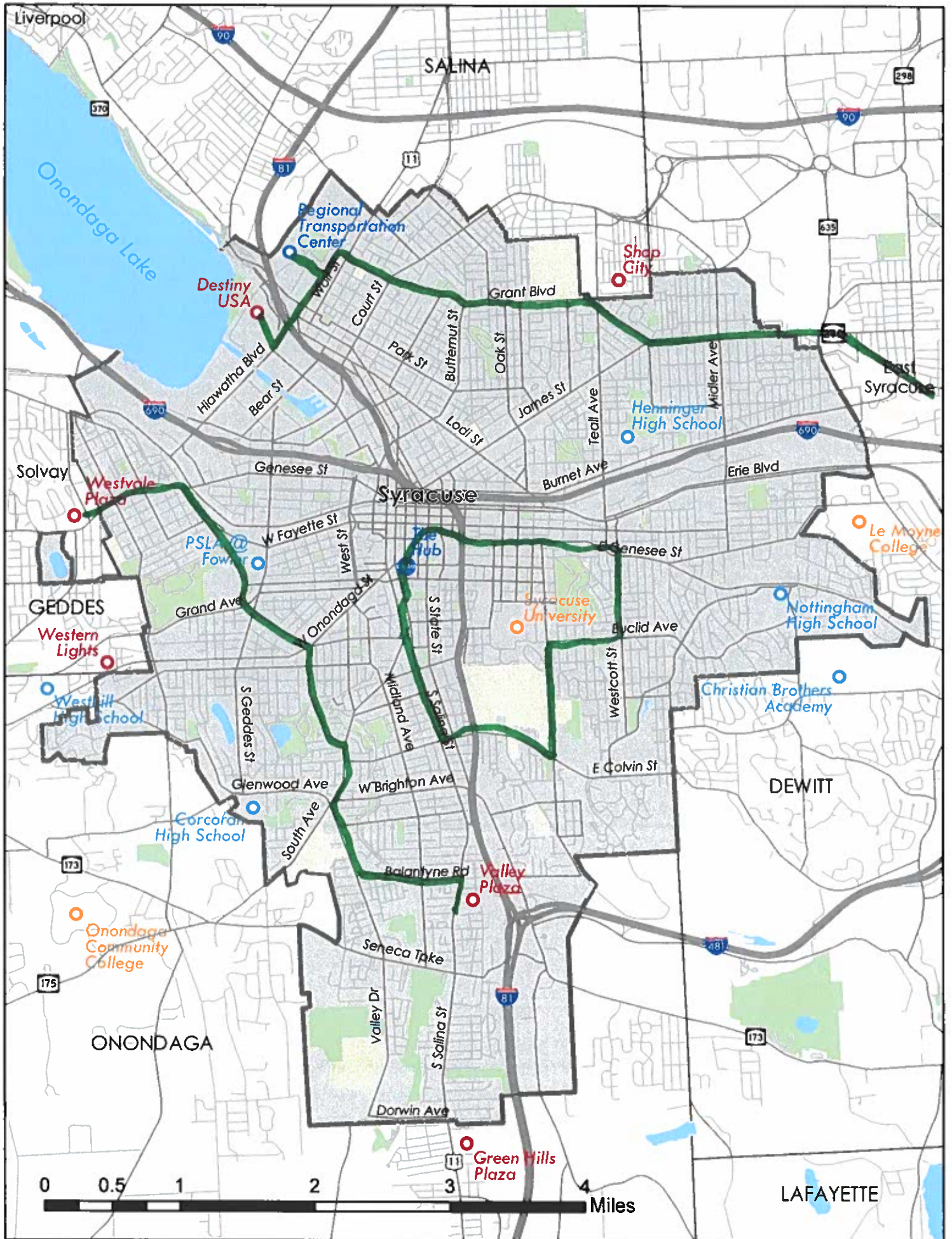


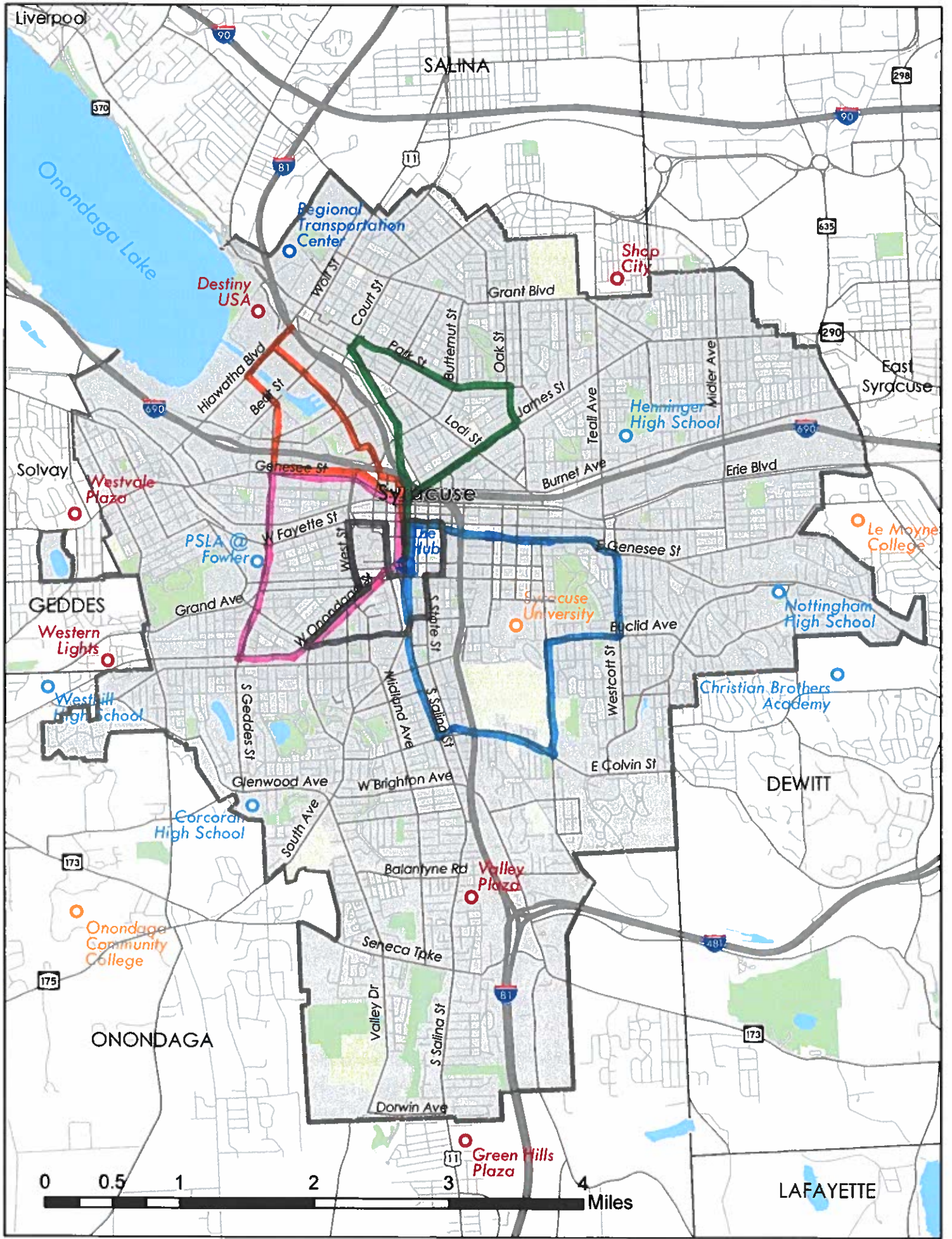
EXPLORING TOMORROW'S TRANSIT

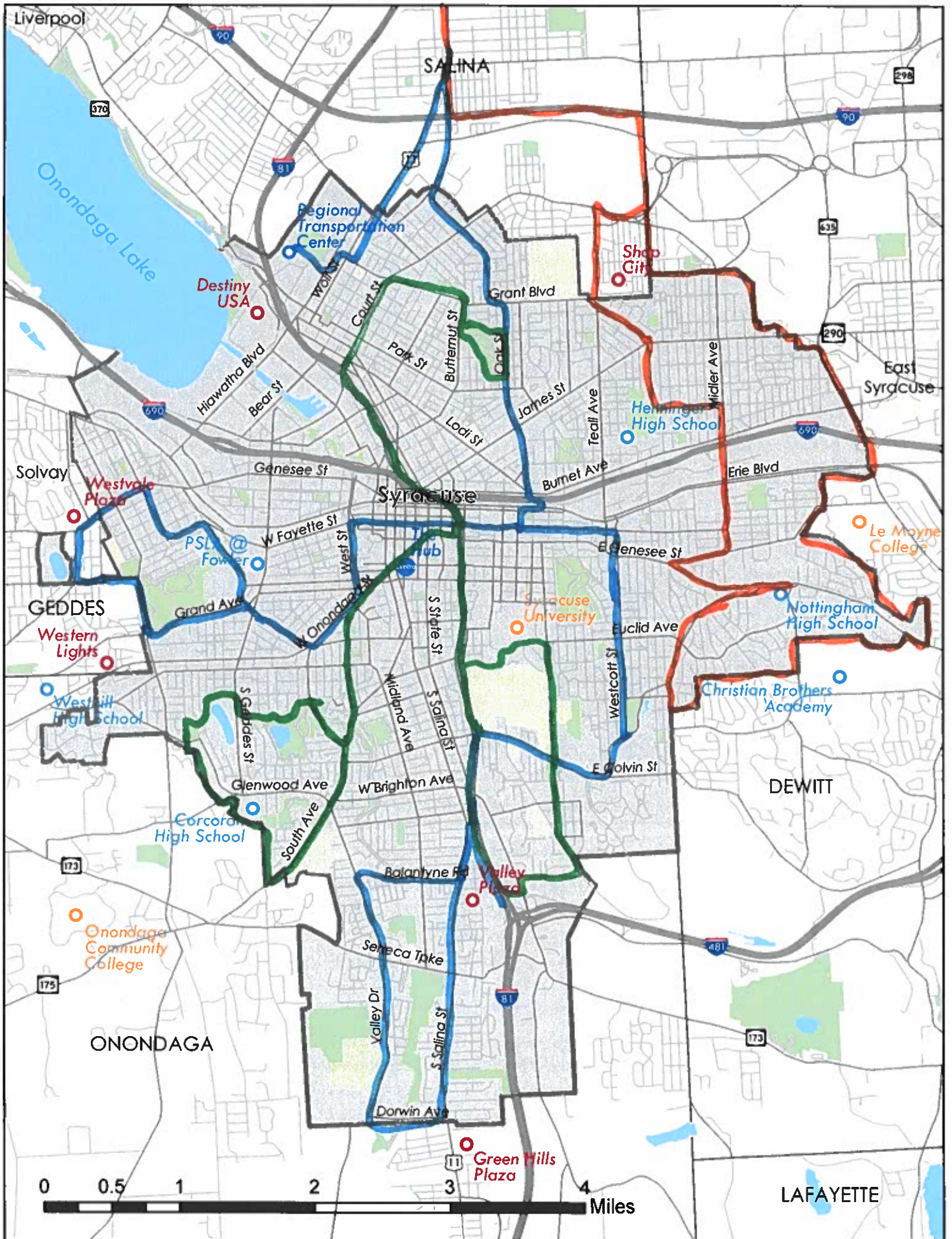
Final Summary Report

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

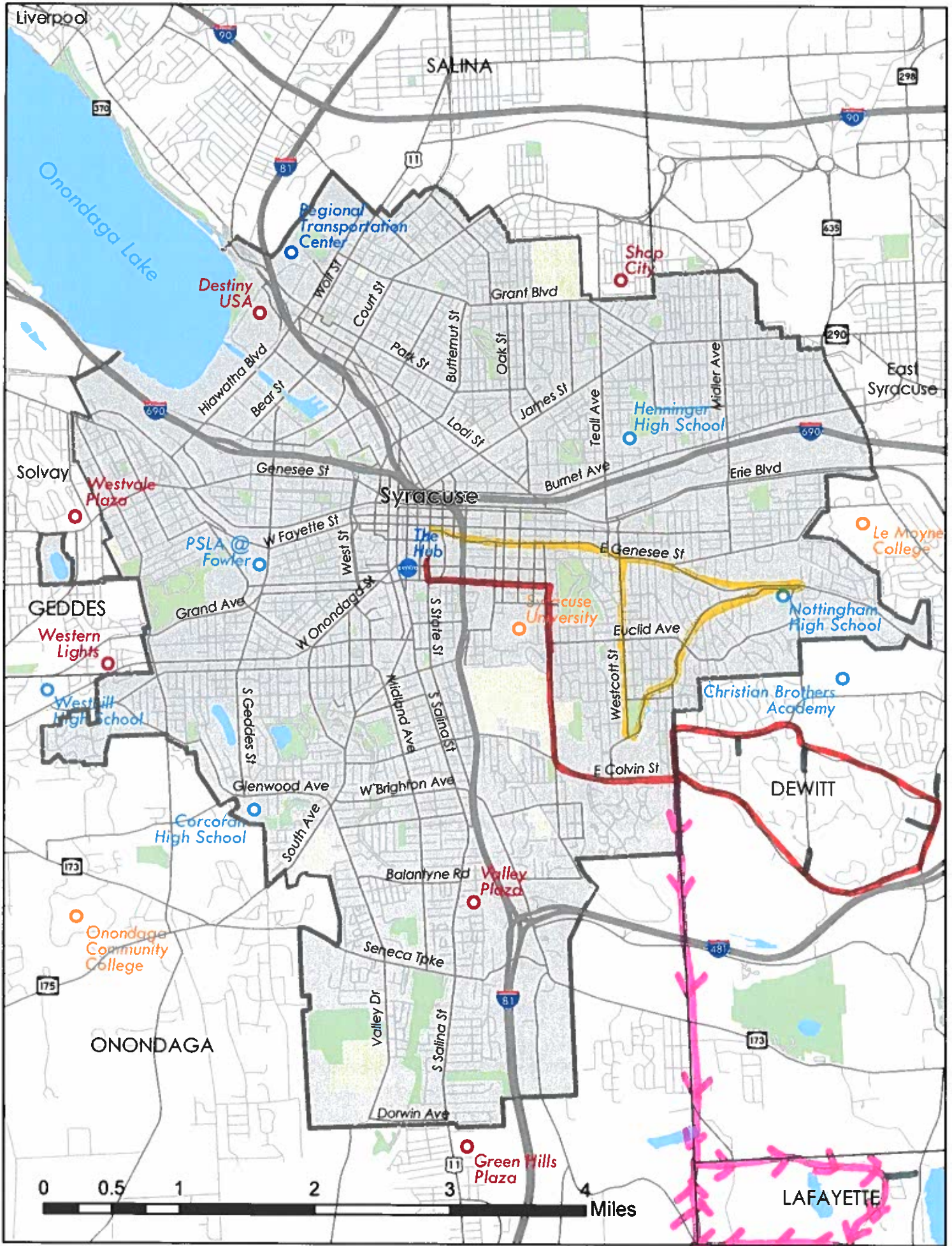


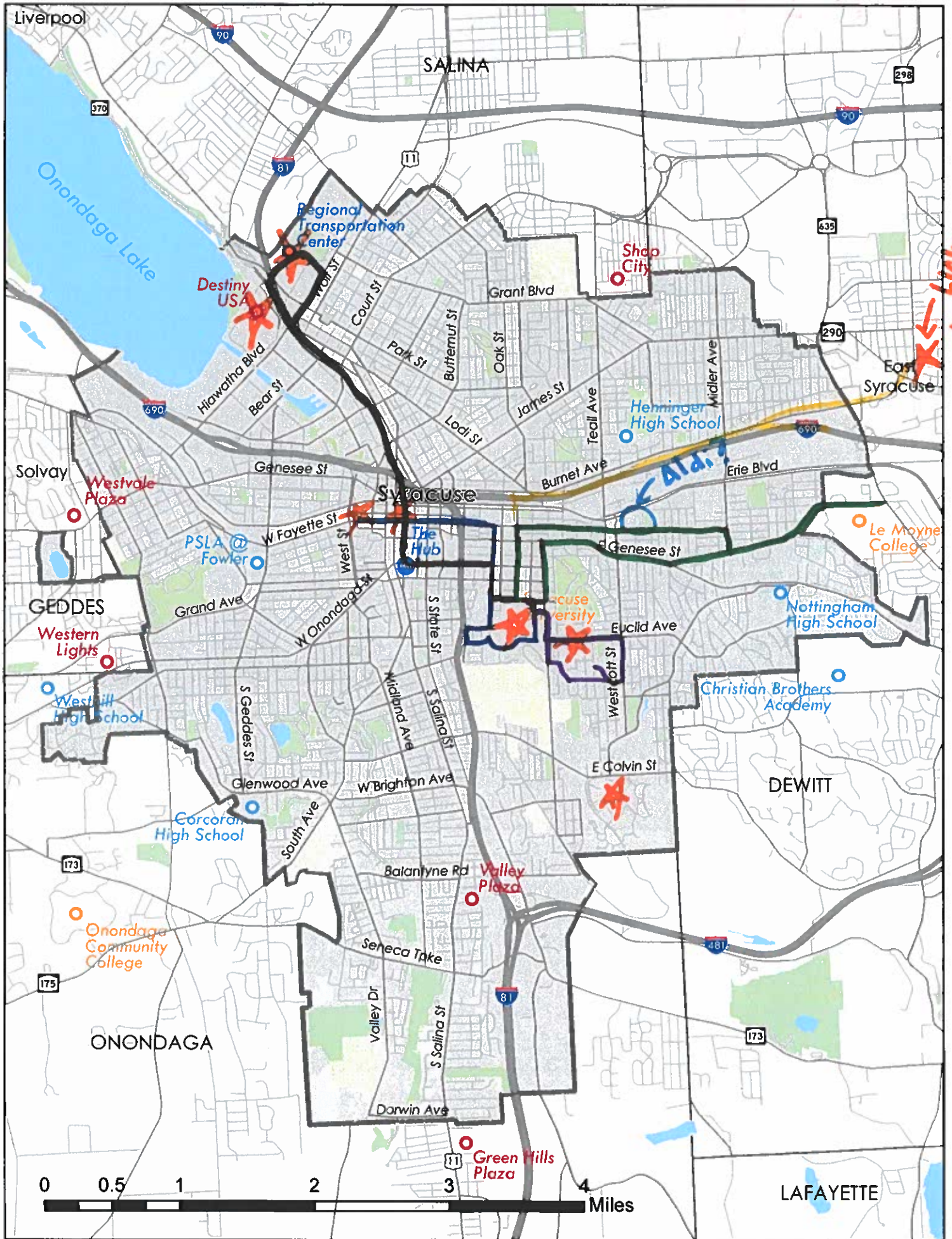


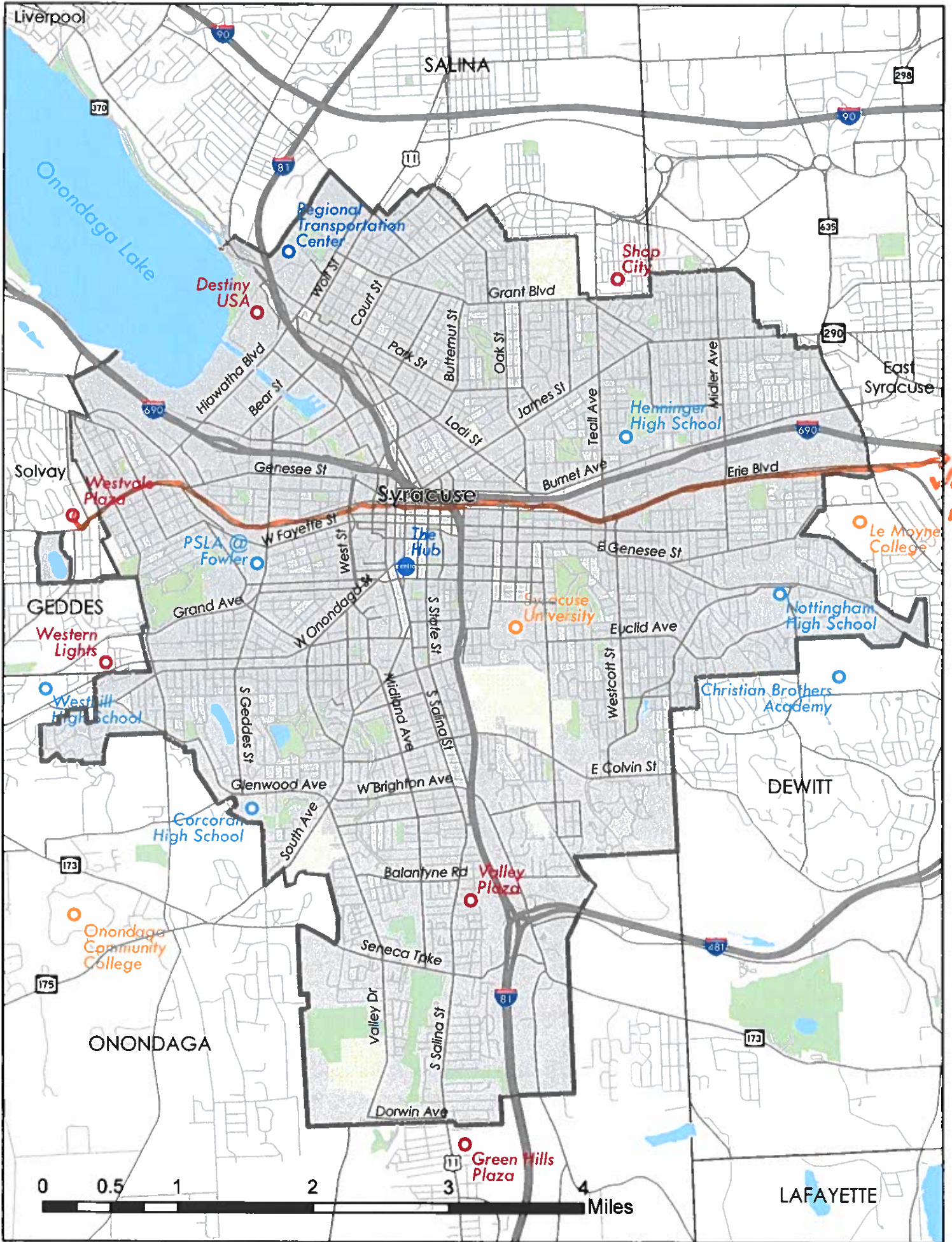


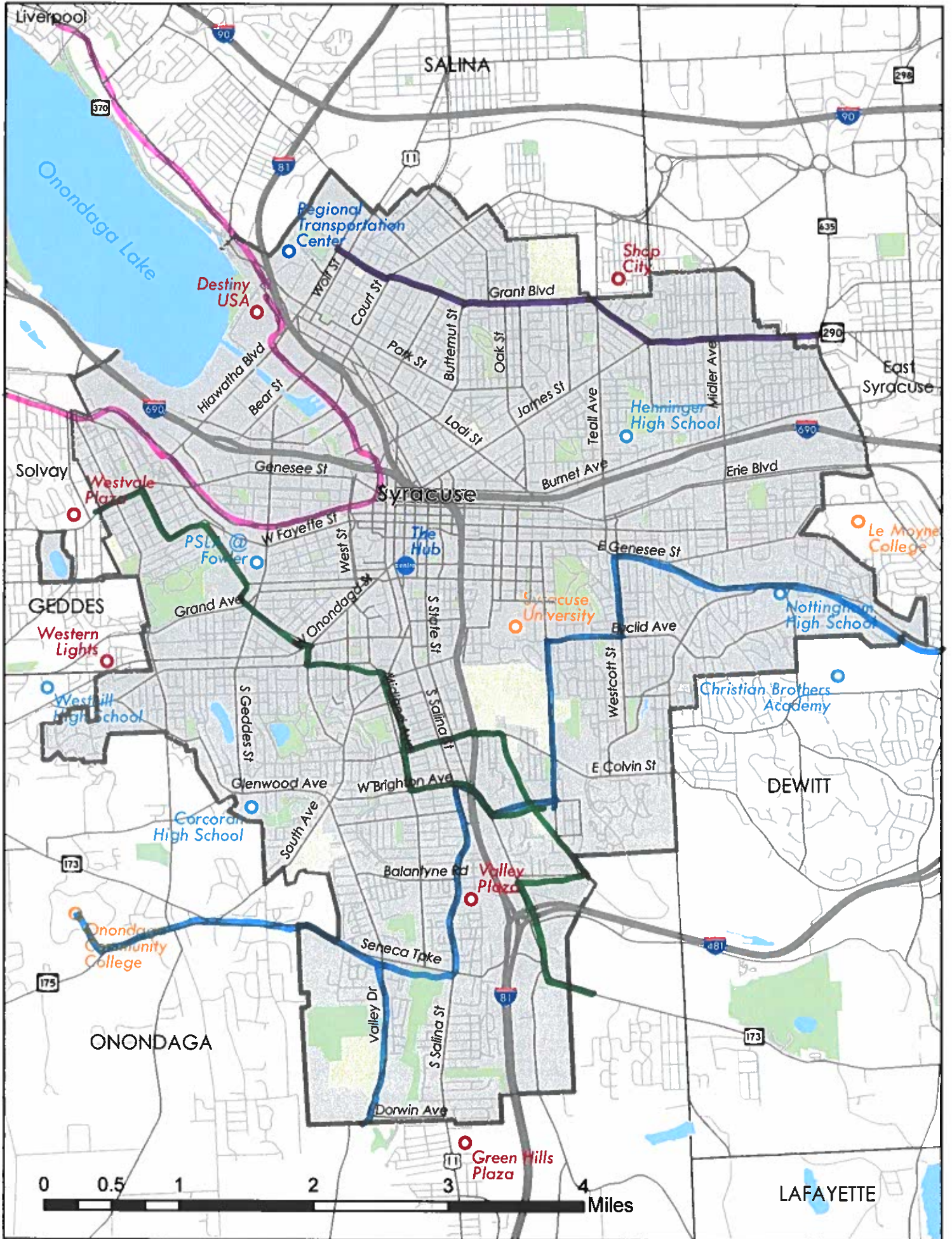


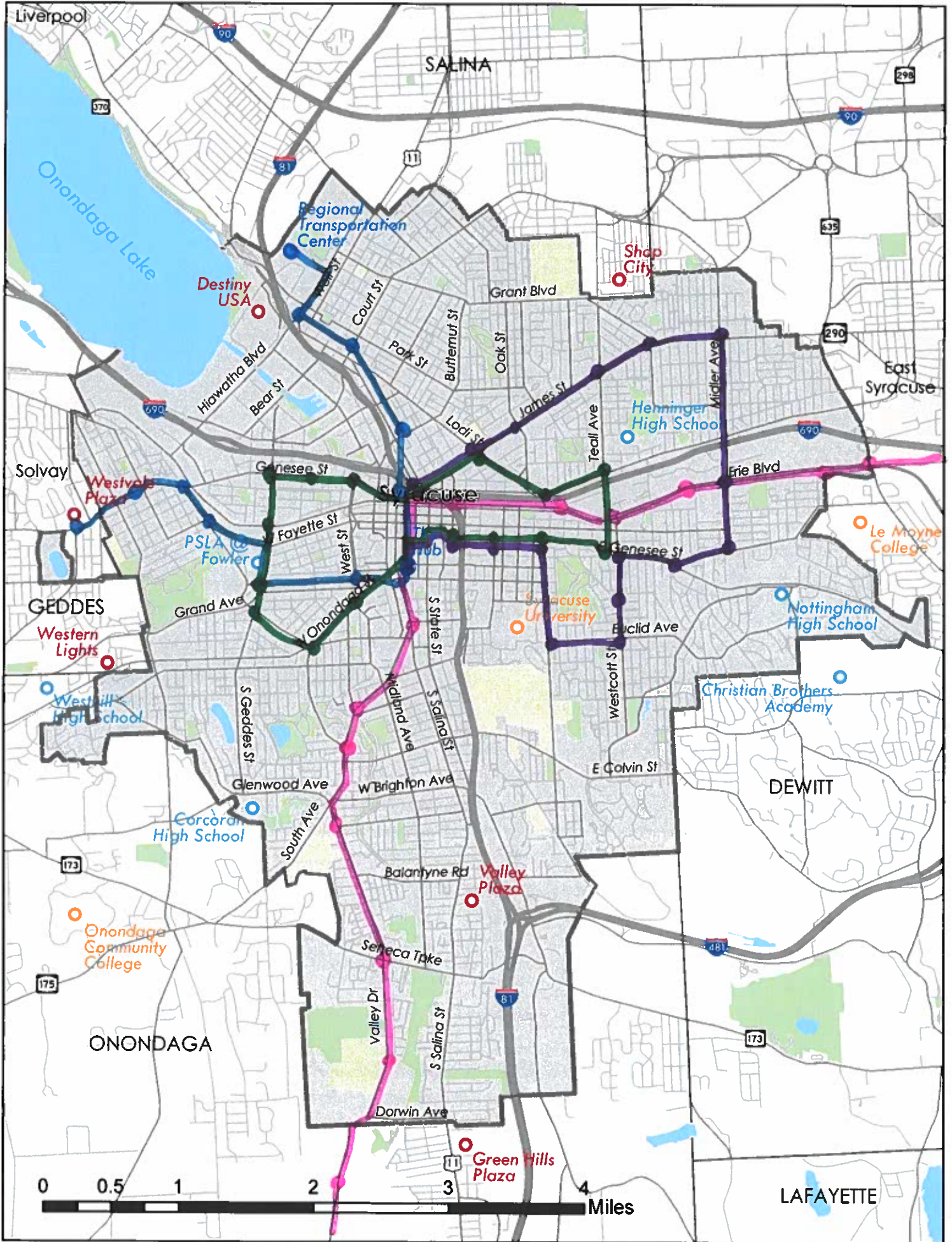


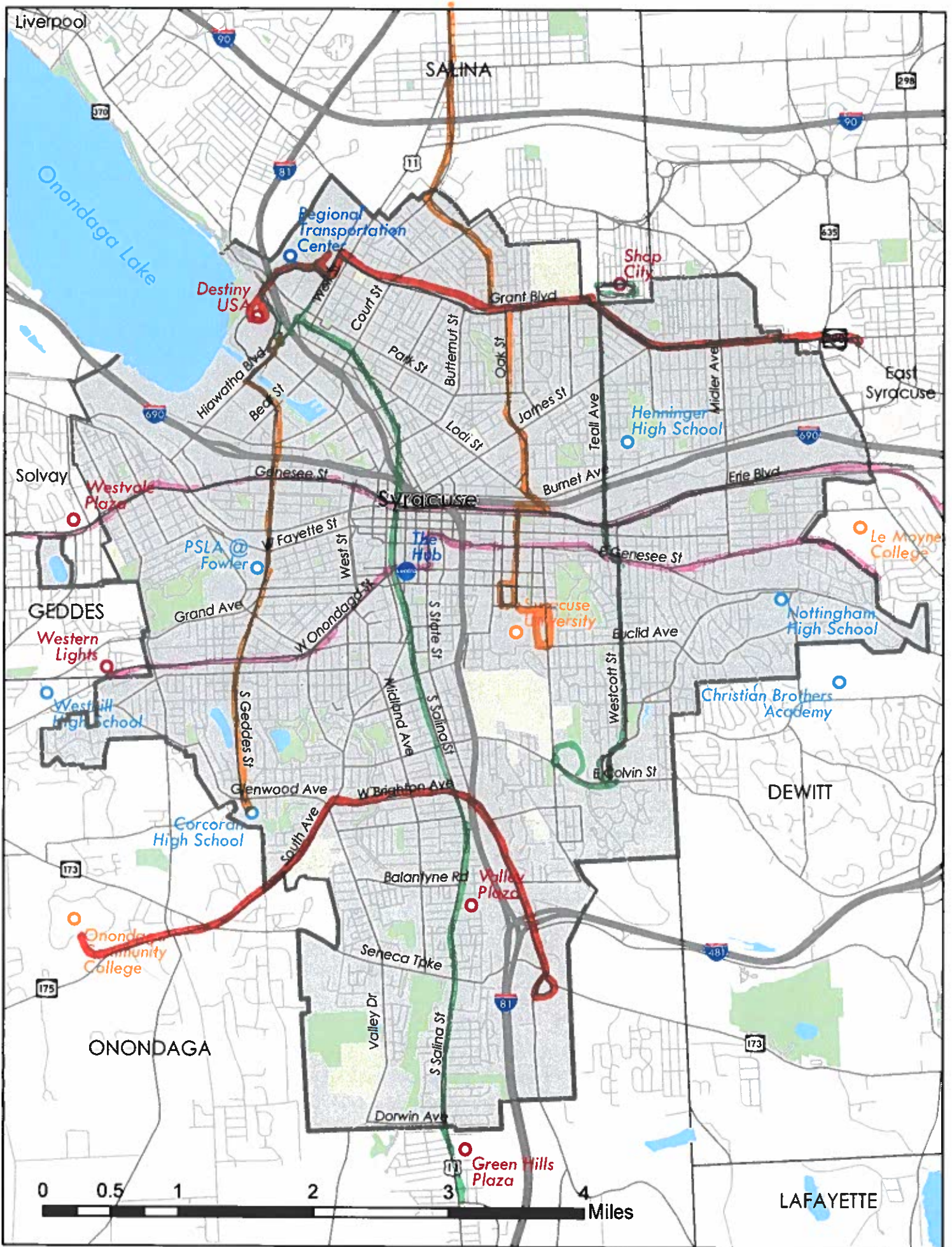


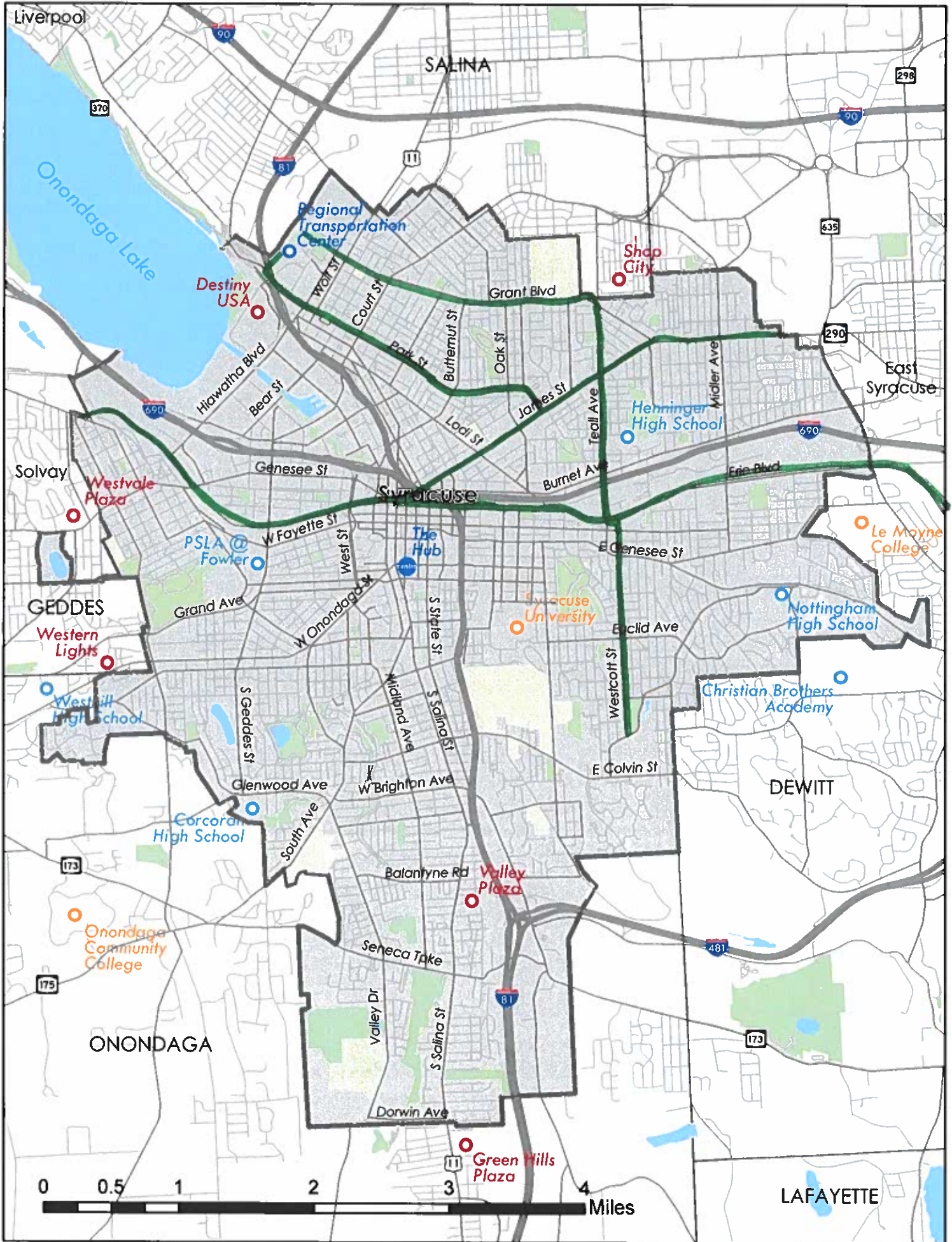






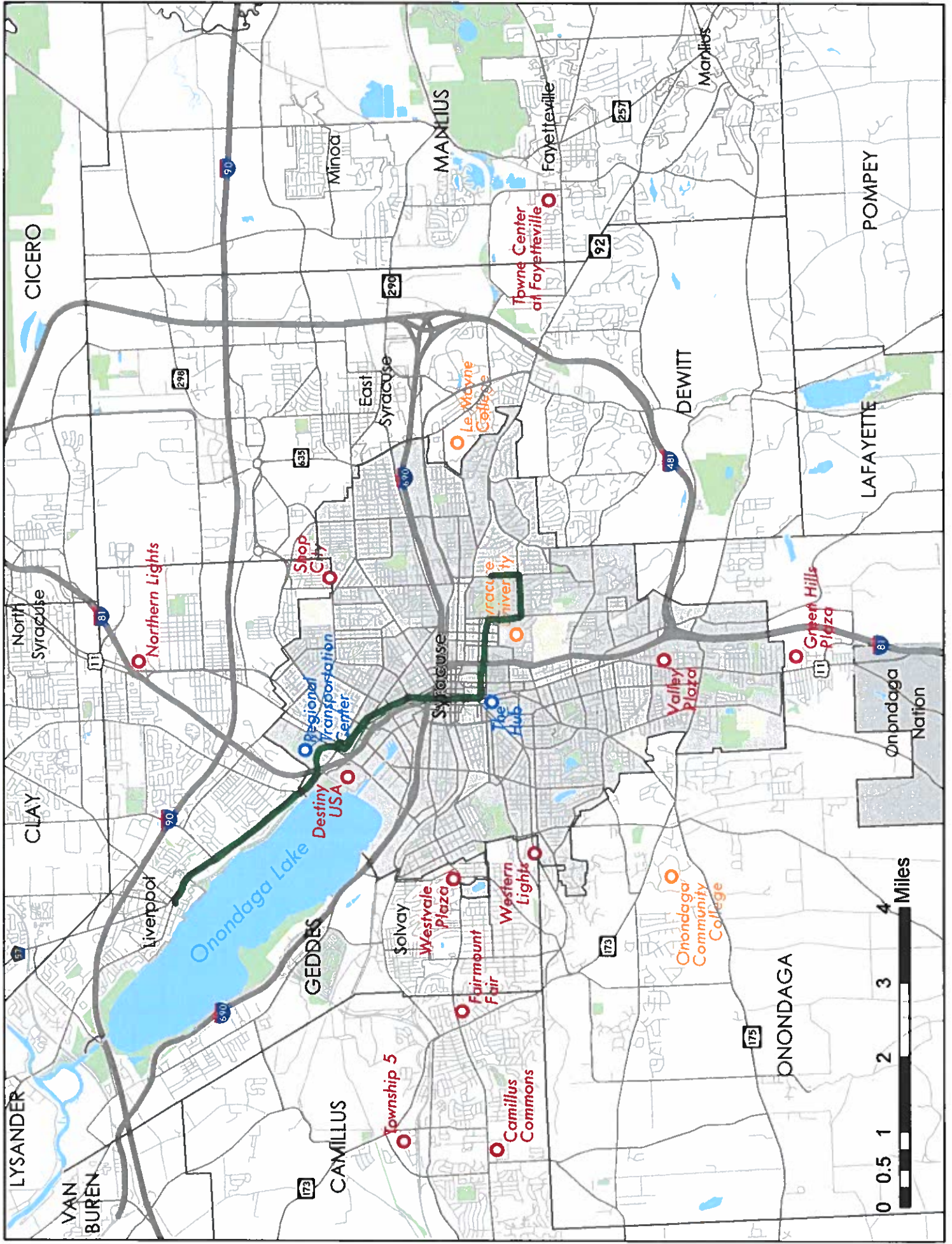


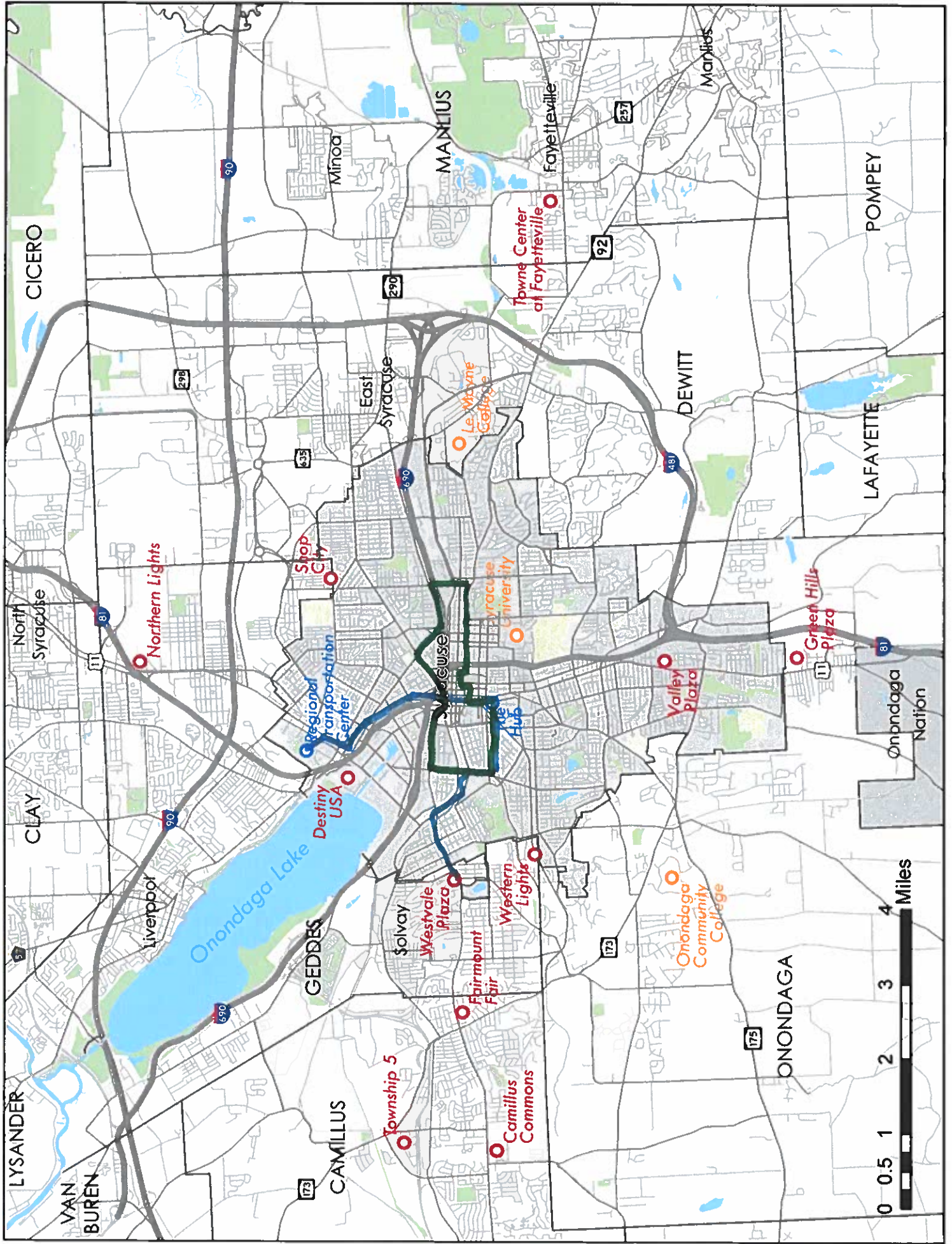


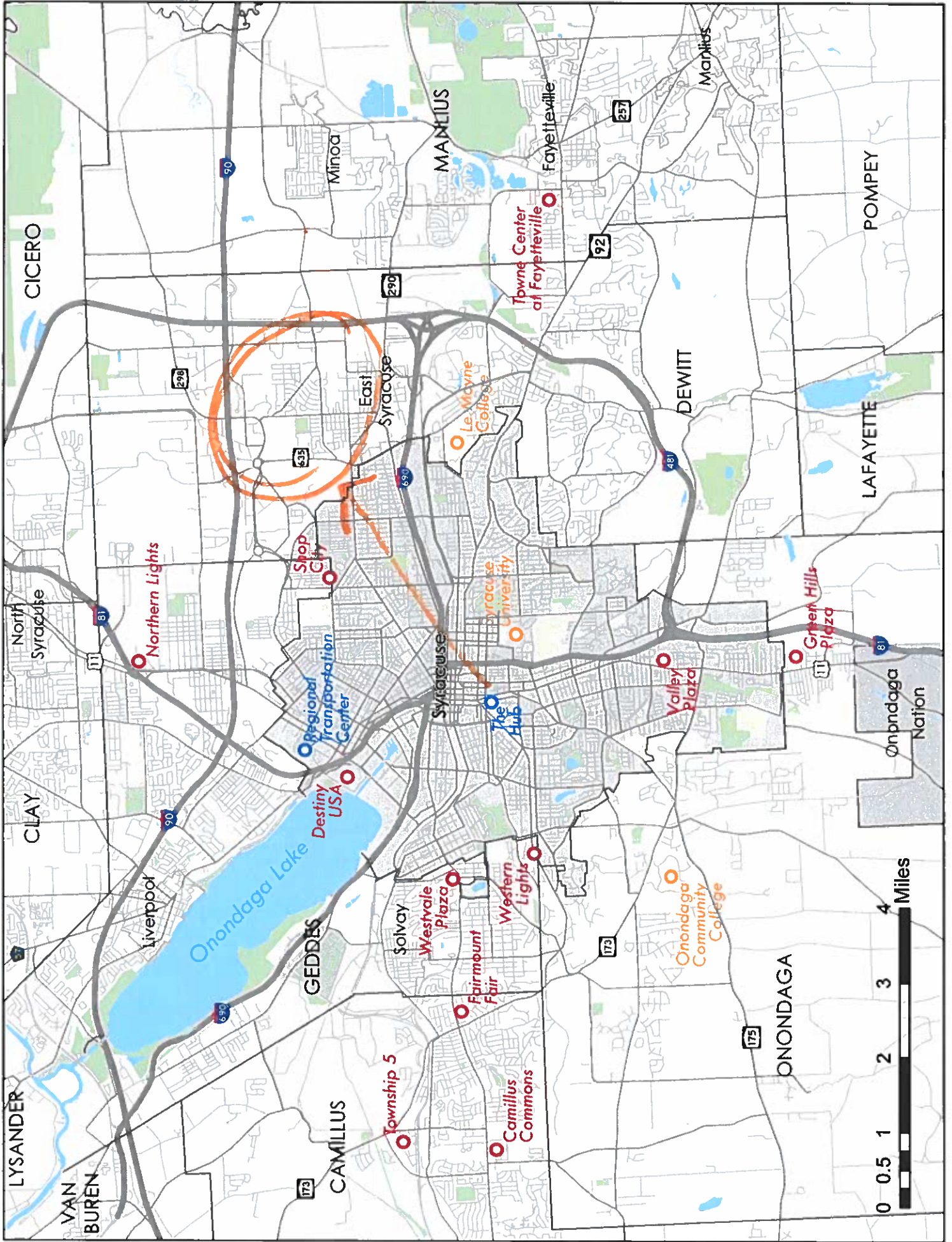












CICERO

MANTIUS

POMPEY

LAFAYETTE

ONONDAGA

CAMILLUS

GEDDES

Township 5

Westvale Plaza

Fairmount Fair

Camillus Commons

Western Lights

Onondaga Community College

Valley Plaza

Green Hills Plaza

Syracuse

Syracuse University

LeMayne Gorge

Towne Center at Fayetteville

Fayetteville

DEWITT

Liverpool

Northern Lights

Regional Transportation Center

Shop City

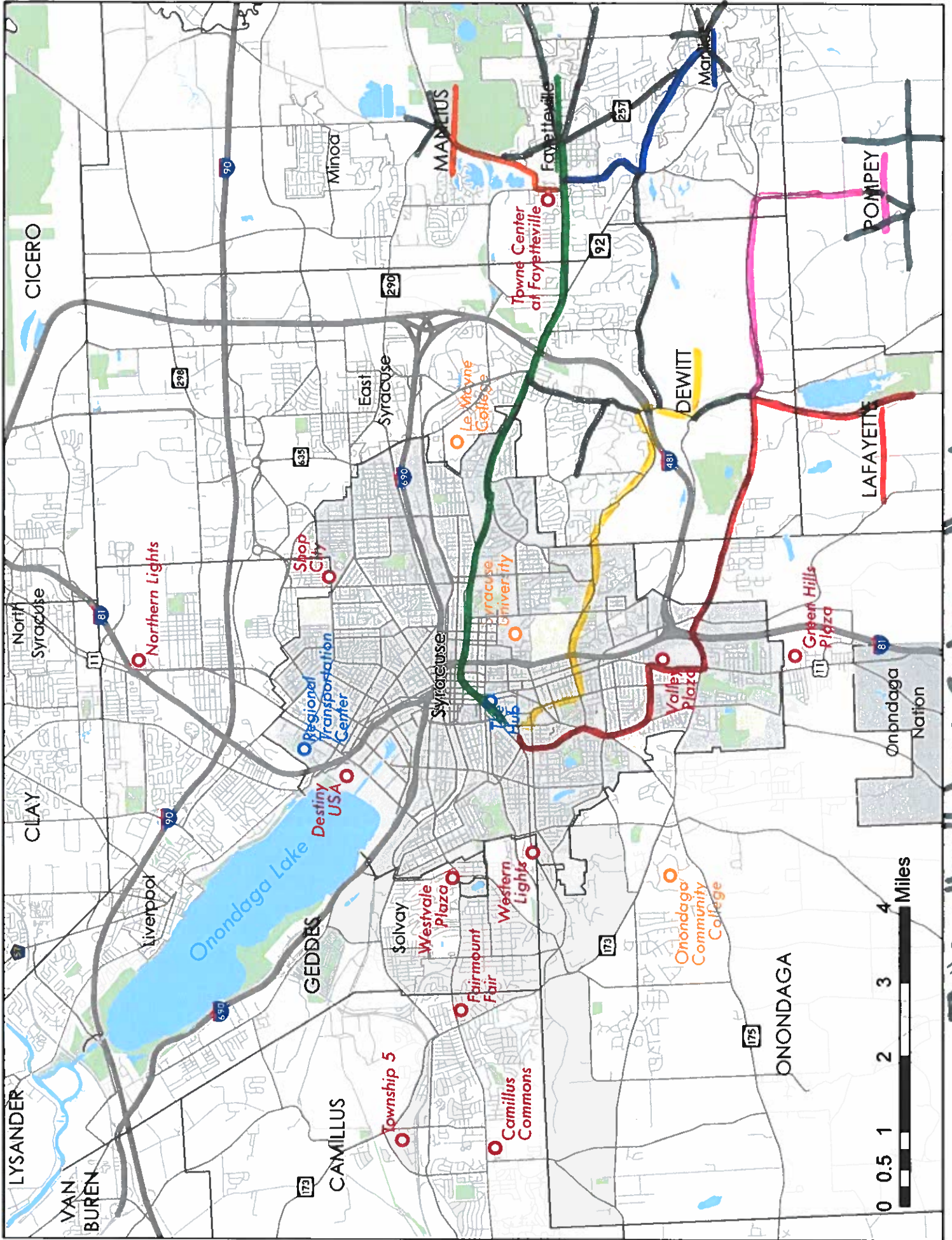
LYSANDER

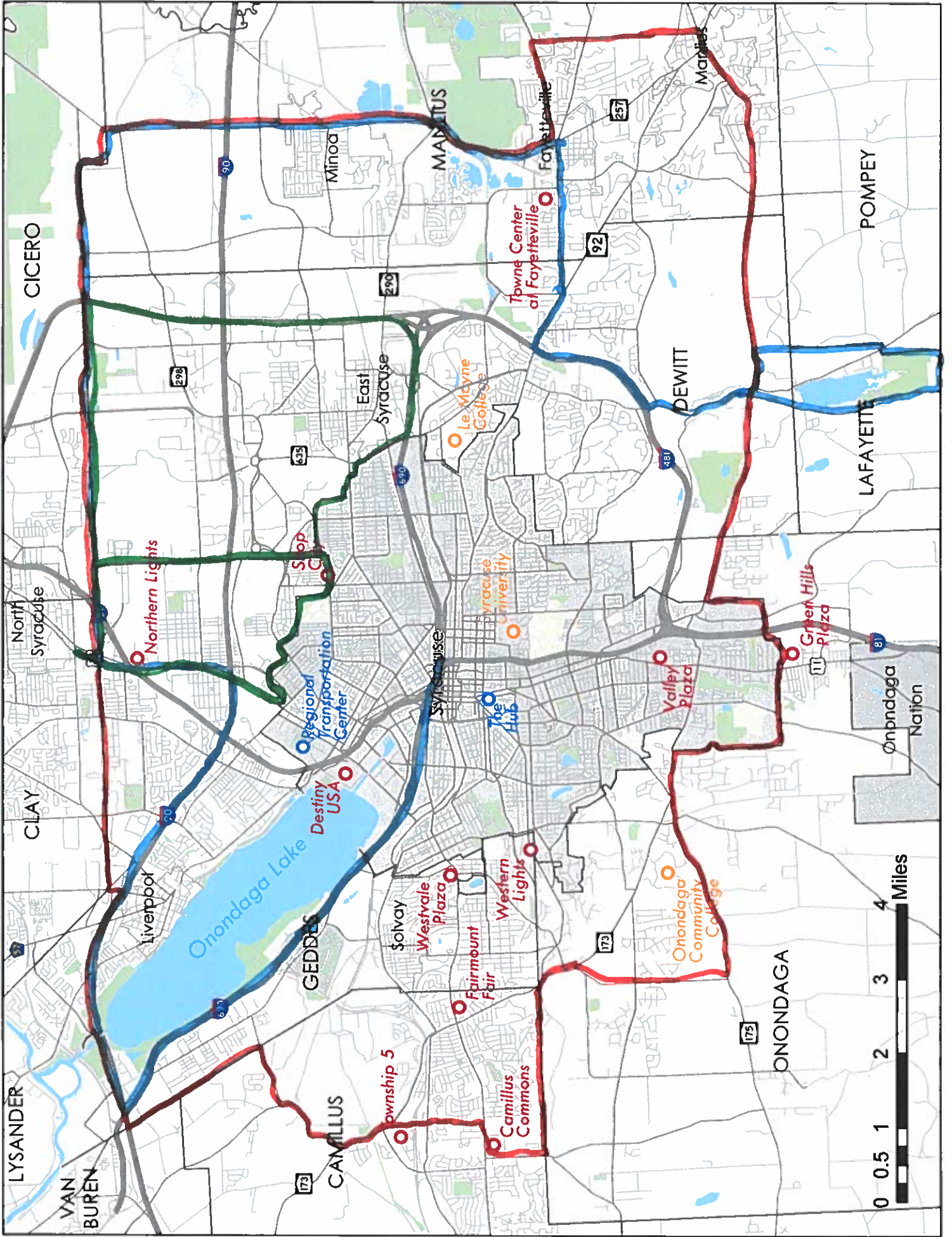
VAN BUREN

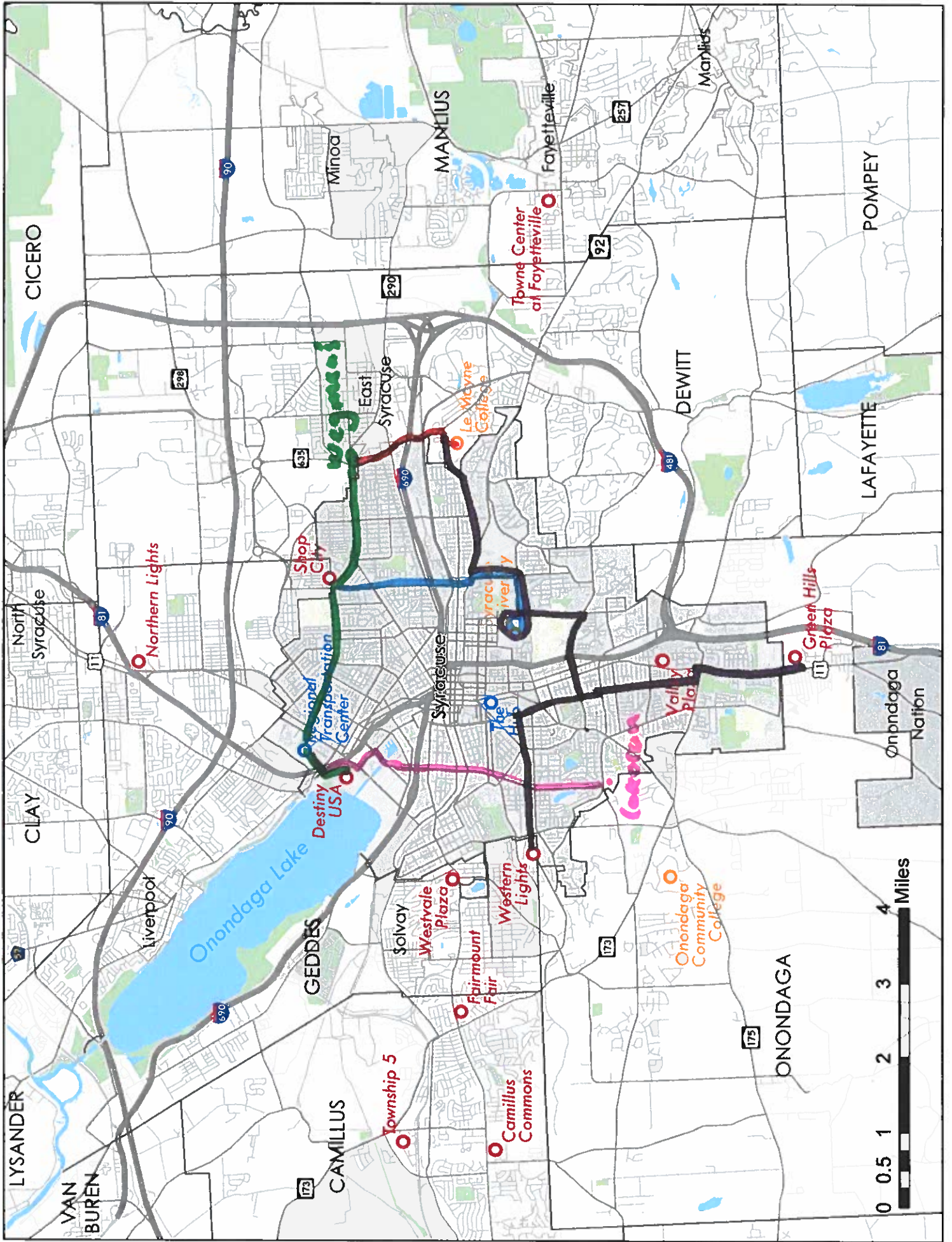
North Syracuse

CLAY

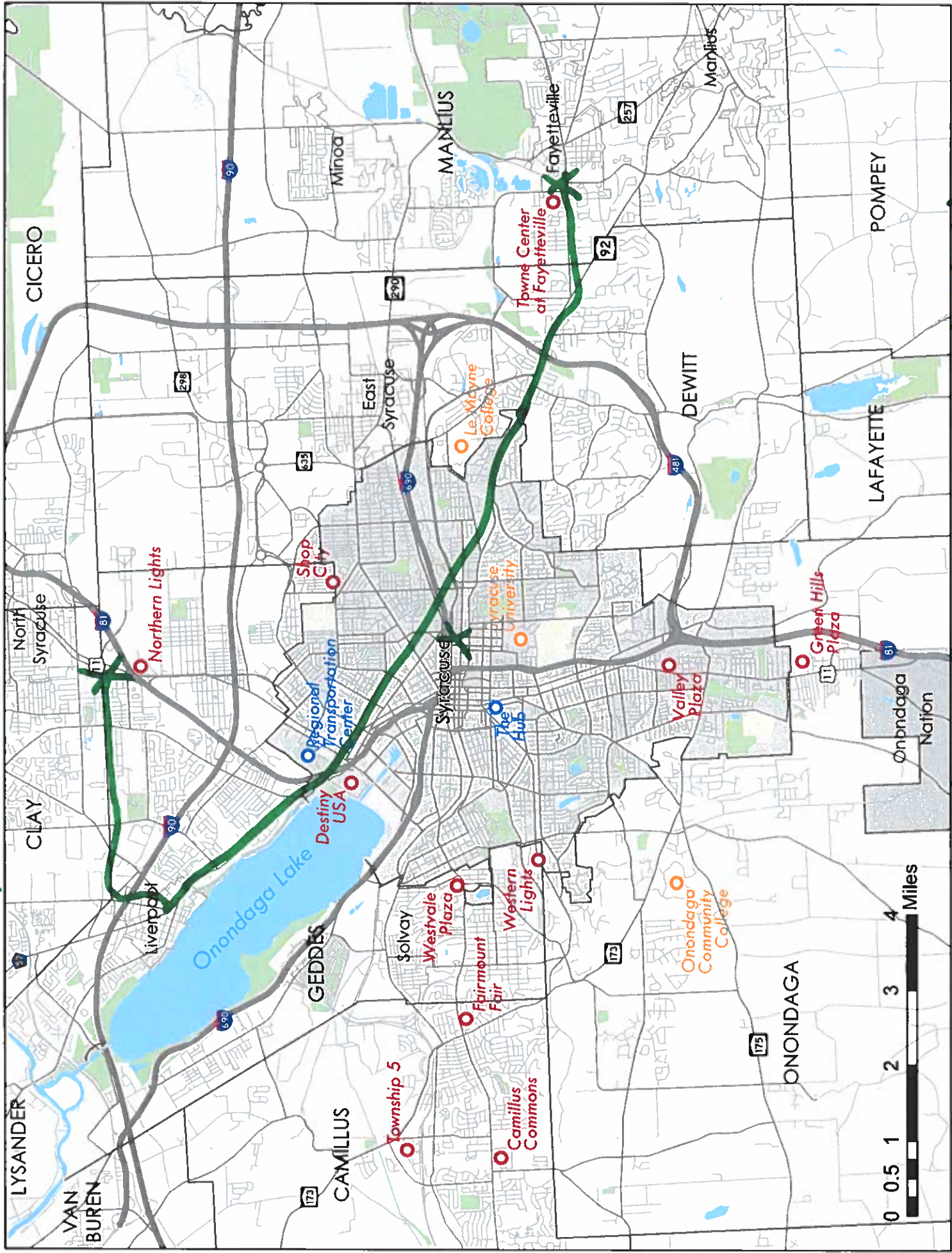




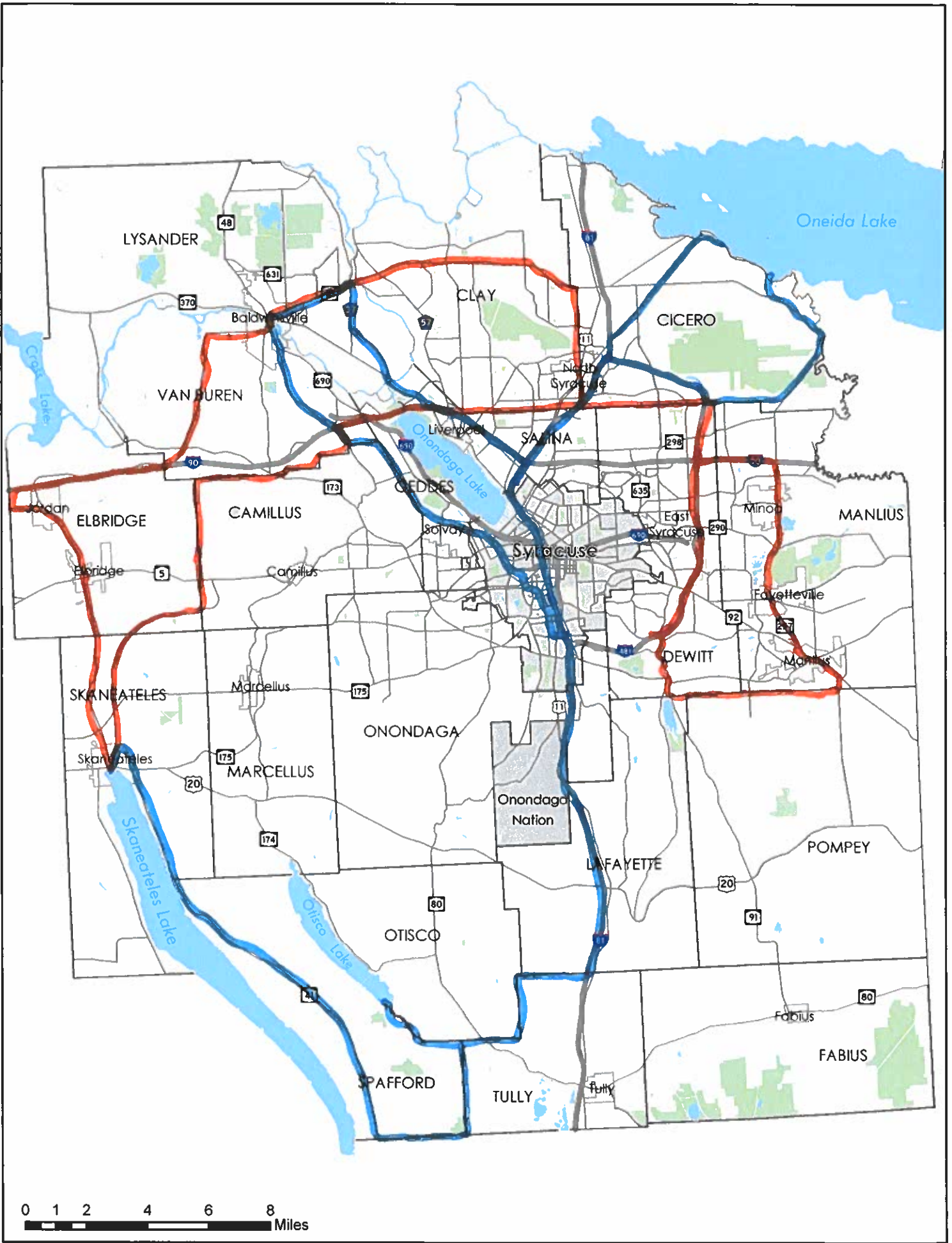




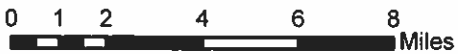
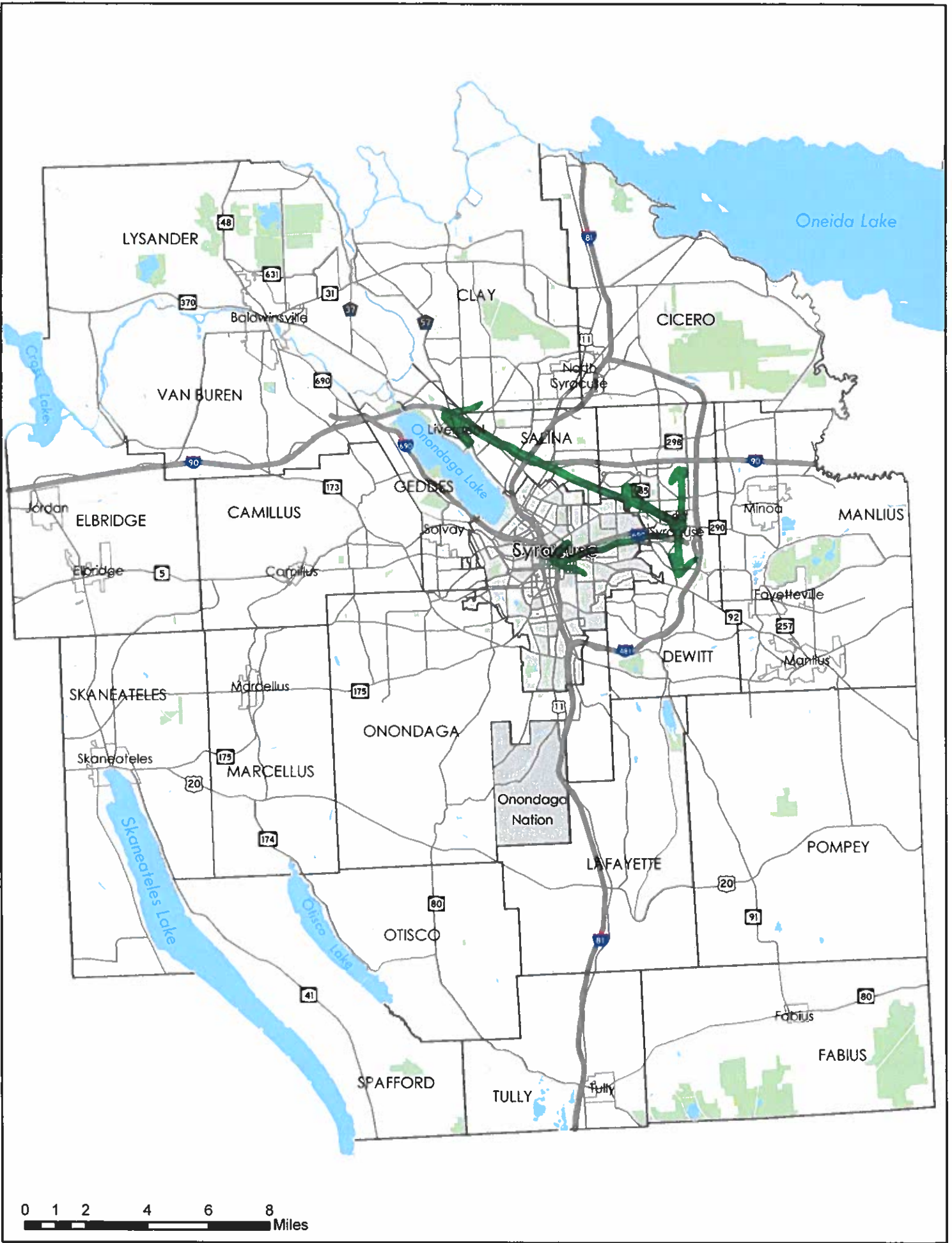
X North Medical X East Medical



Hospitals (Seniors Transportation Needs Not Met)

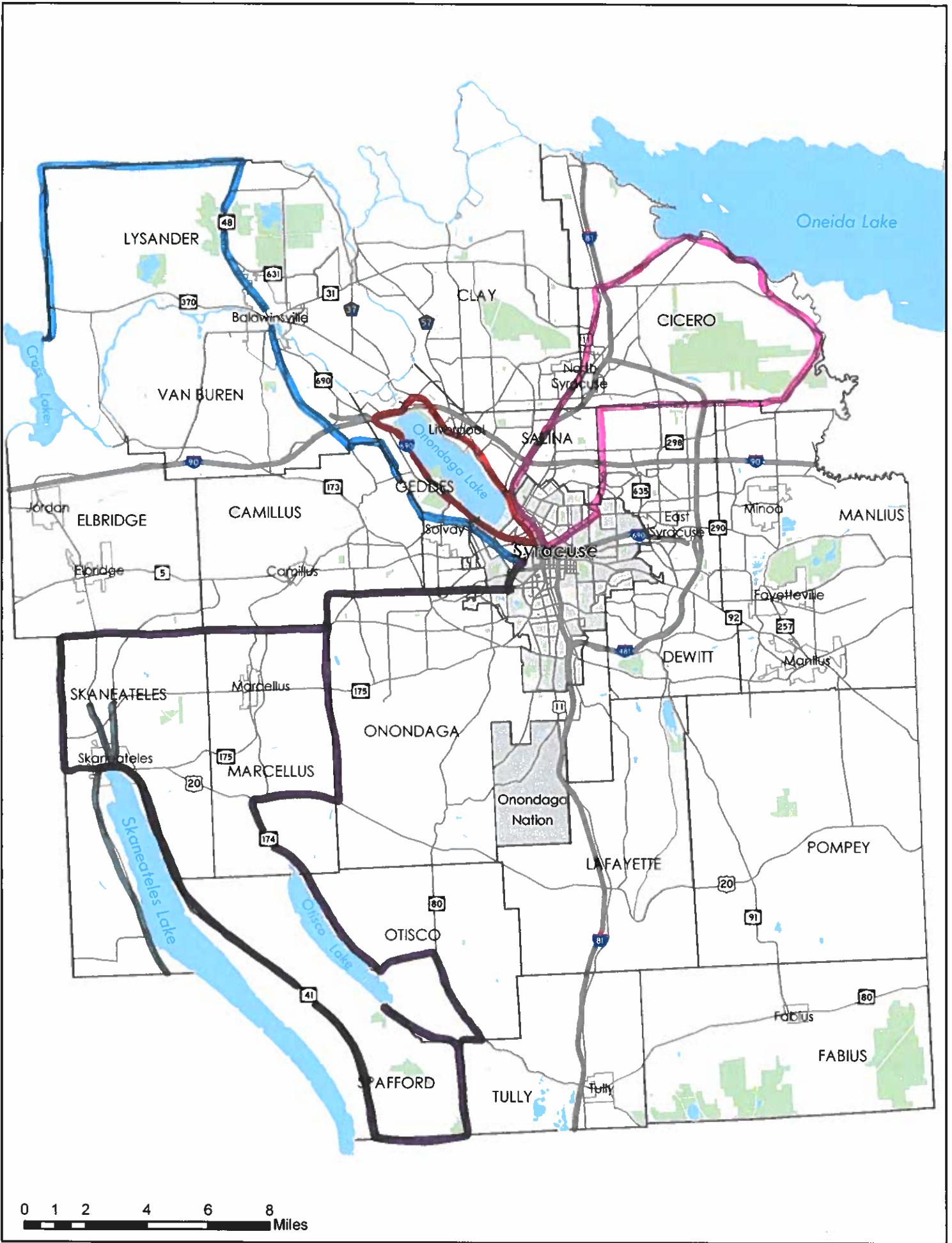




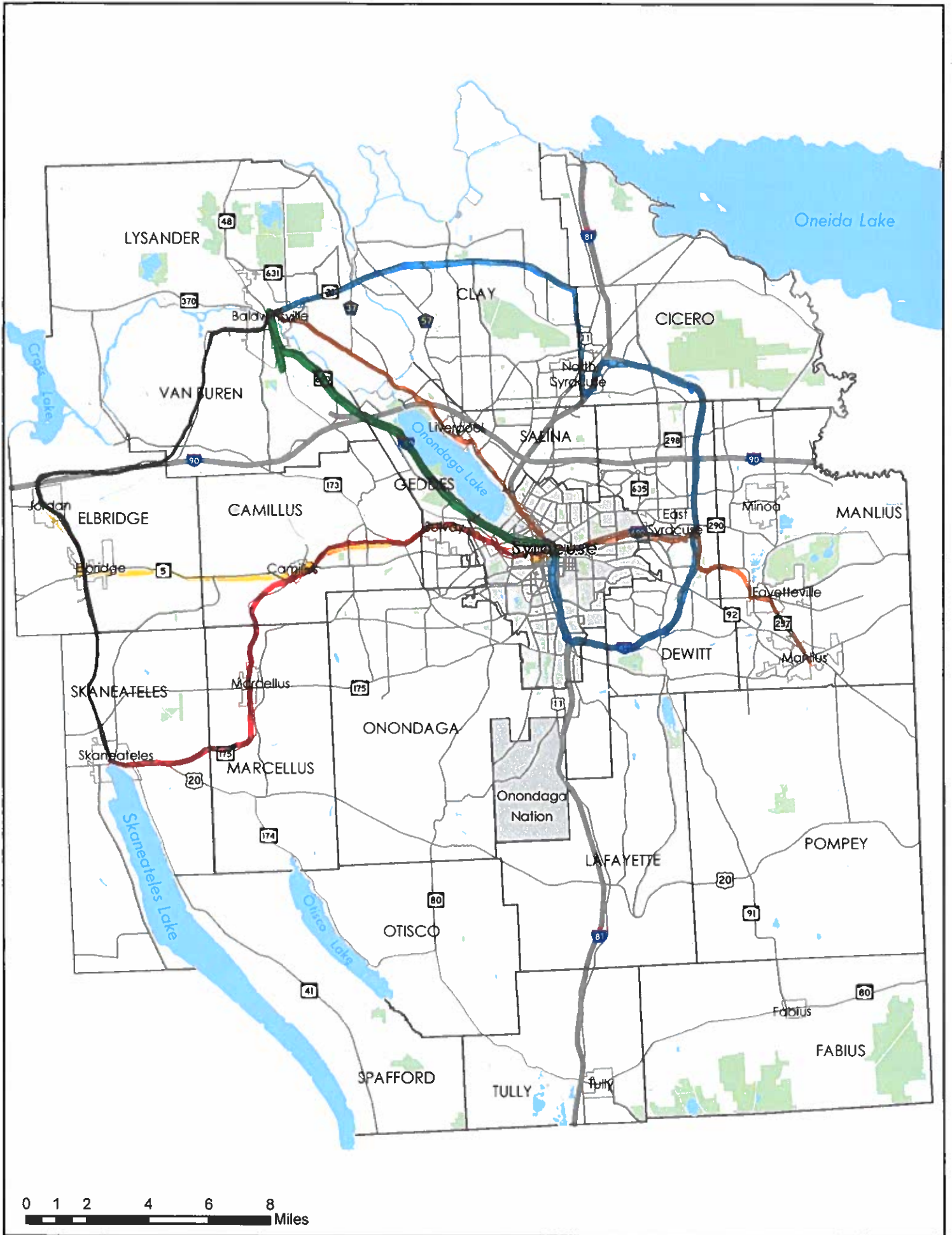


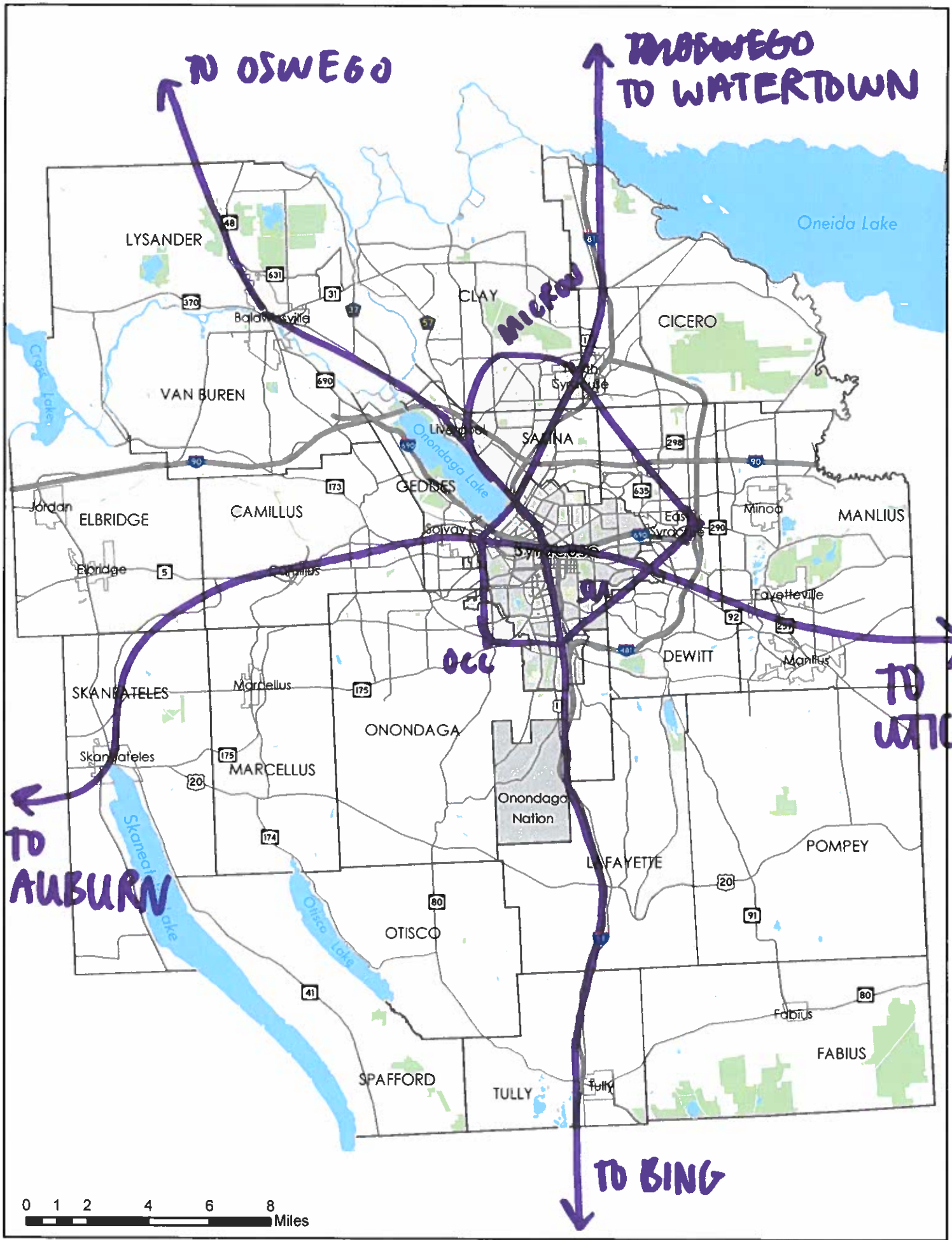






0 1 2 4 6 8 Miles







EXPLORING TOMORROW'S TRANSIT

Final 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?

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):

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?

**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?**

**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

---

**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

EXPLORING TOMORROW'S TRANSIT

Final Summary Report

**Attachment E: Community Discussion Display Boards**

Welcome



Syracuse Metropolitan  
Transportation Council



Central New York  
Regional Transportation  
Authority

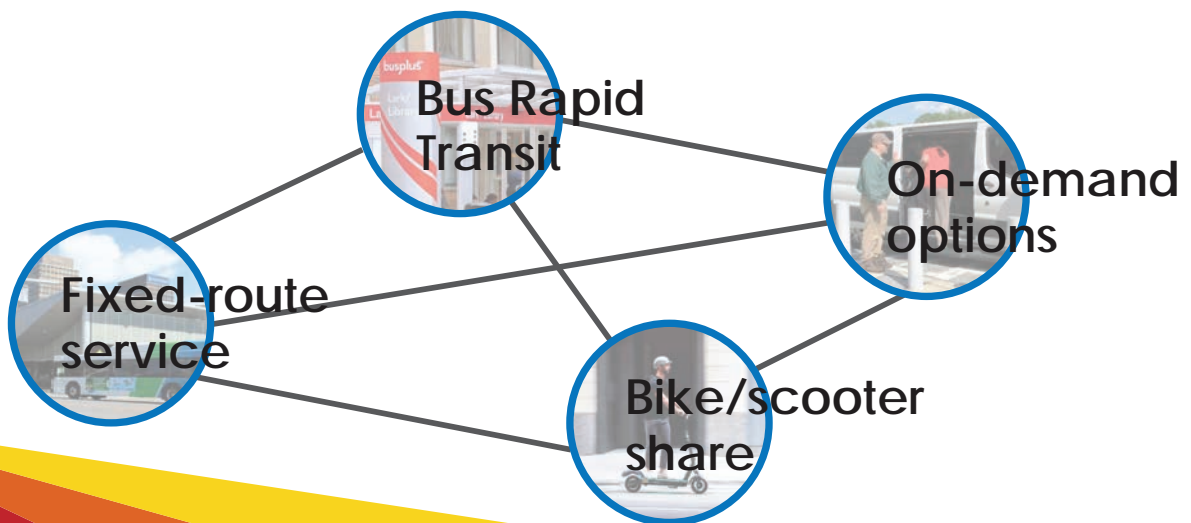
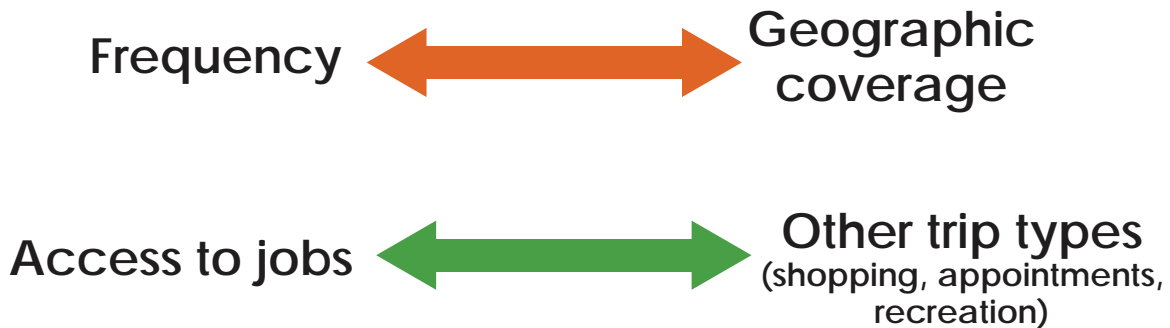


# ETT Goals

*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.





# 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.

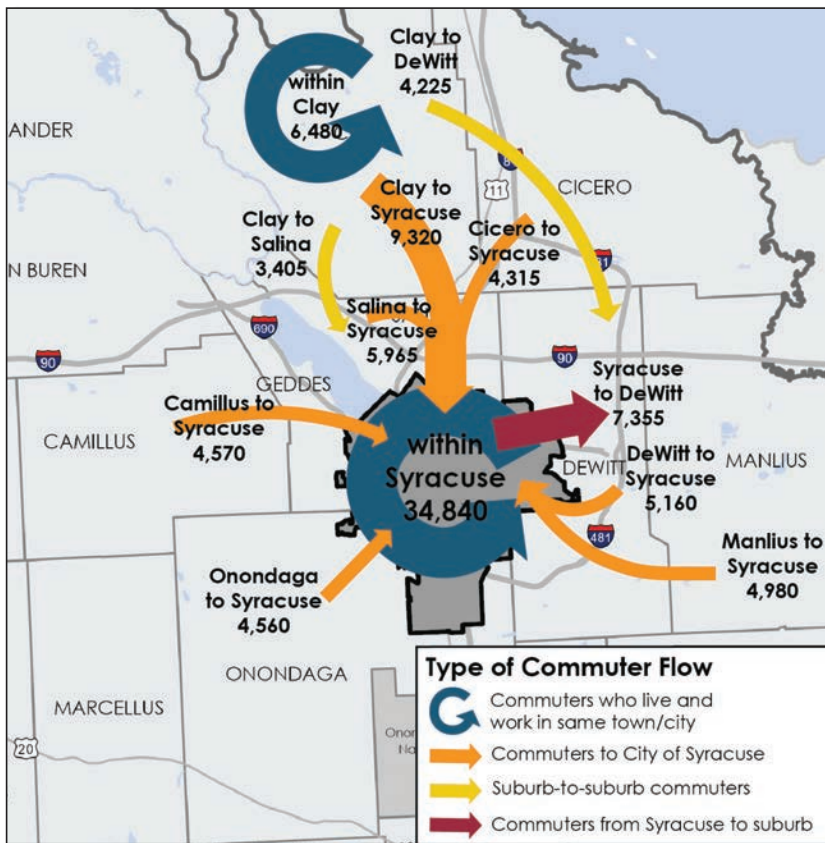


# Commuter Flows

*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.

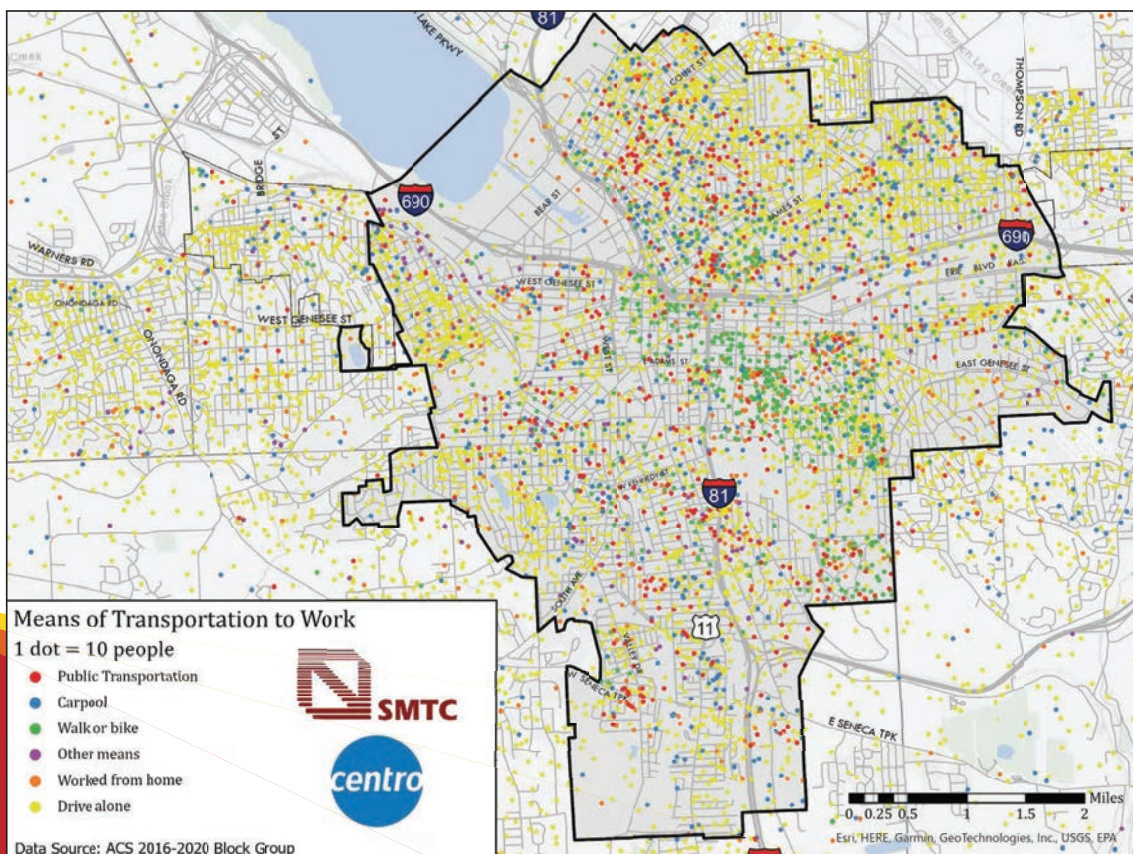
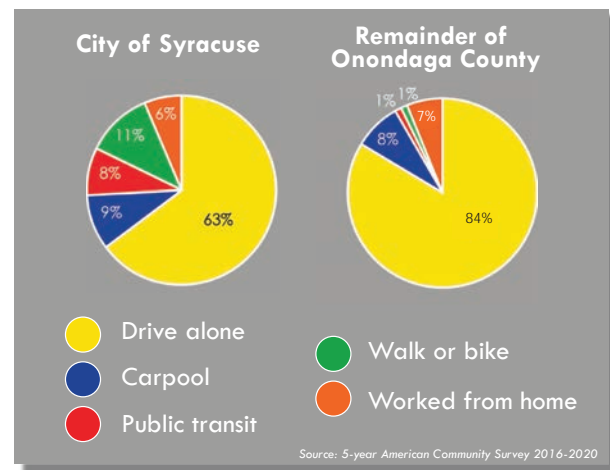


# Modes of Commute

*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%.



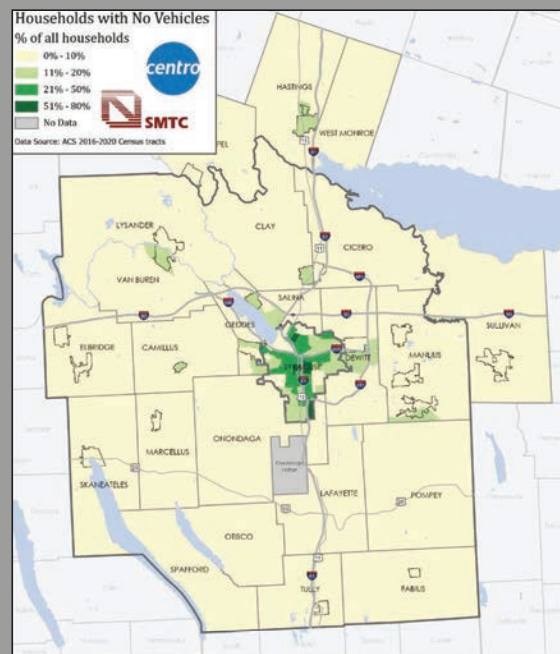
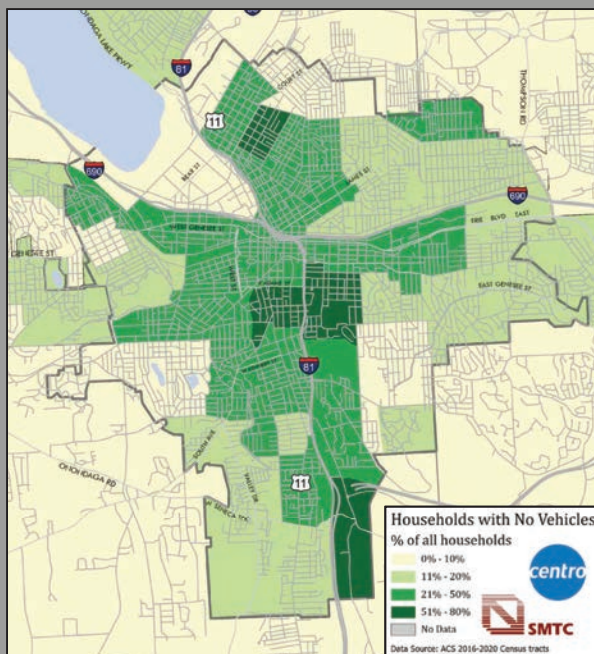


# Vehicle Ownership

*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.



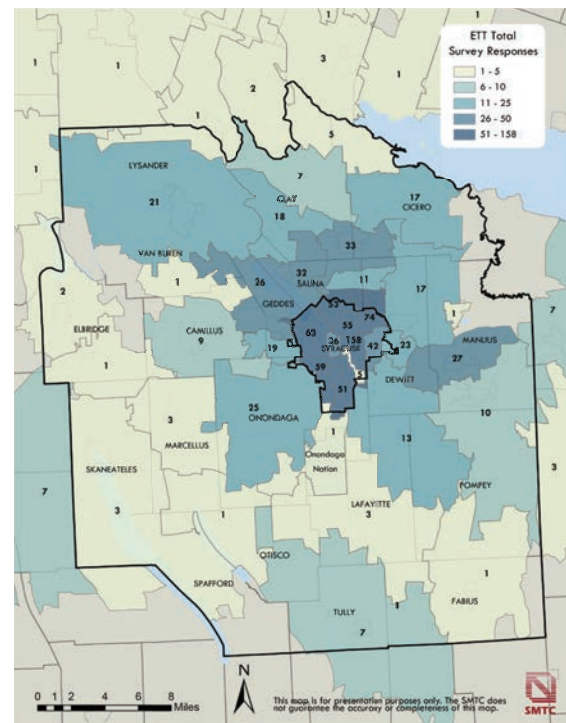
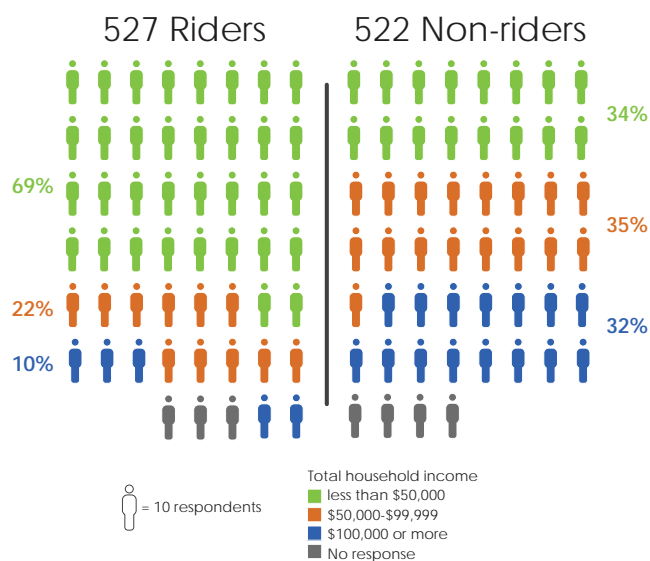
# ETT survey results

- 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!*

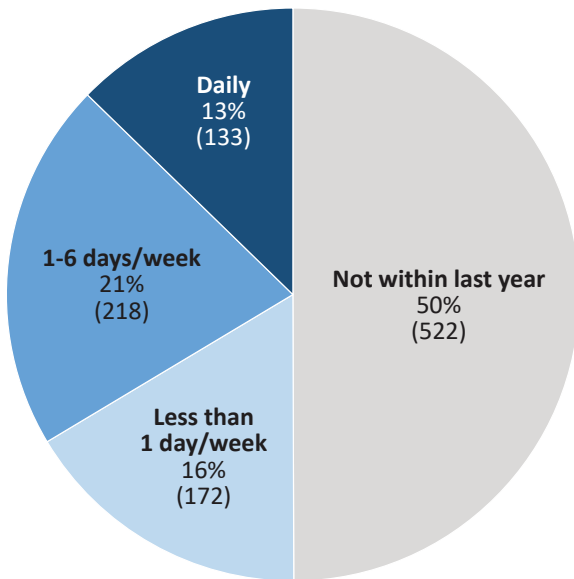


# The bus riding experience

*What we heard from the ETT survey*

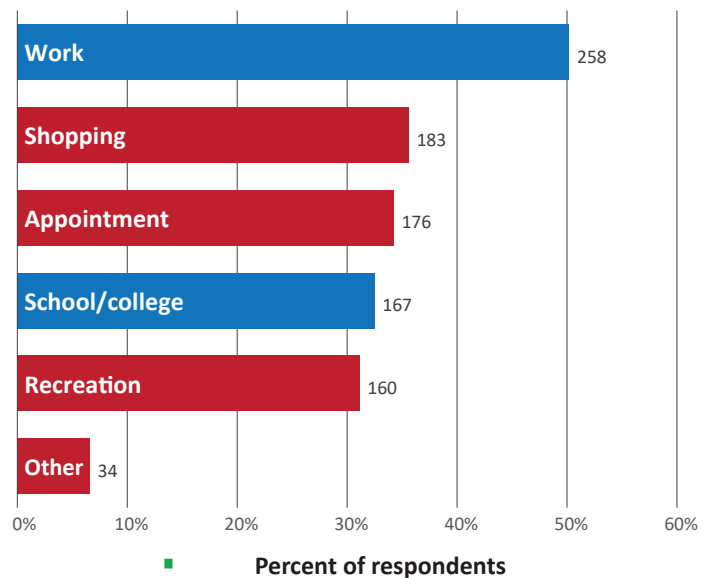
- Most of the “riders” that answered the survey ride less than daily.
- The majority of people using the bus do not own a personal vehicle.

Frequency of using Centro bus, all survey respondents

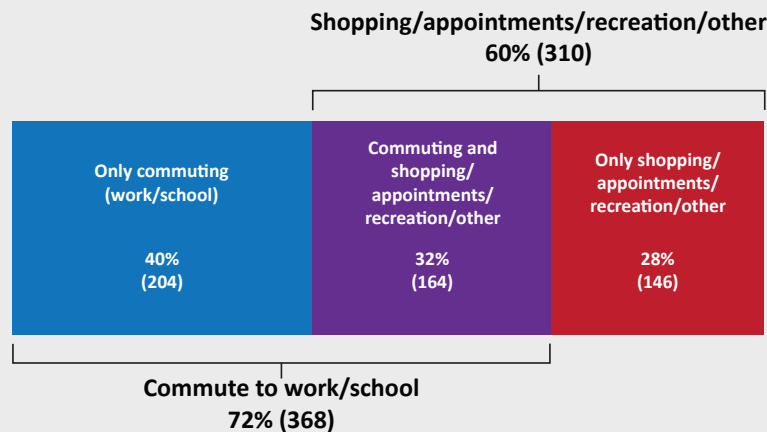


- People use the bus for many different types of trips.
- Riders and non-riders have some concerns about cleanliness, personal interactions, and personal safety on the bus.

Trip purpose for Centro riders



## Summary of types of trips made by Centro riders





# 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

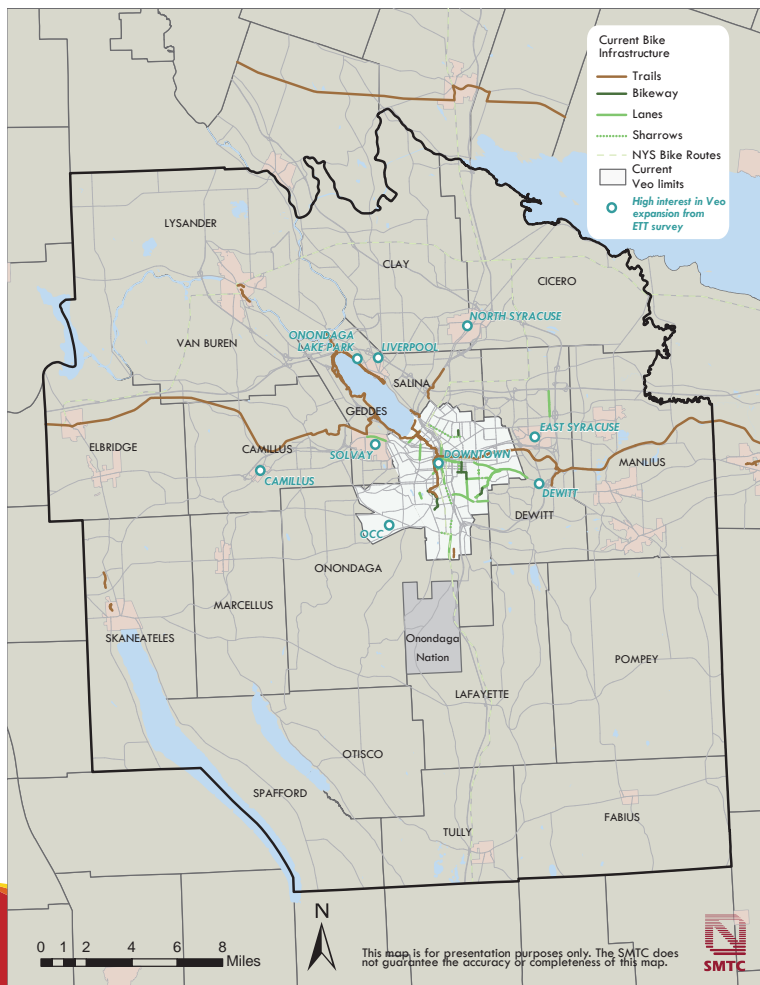
### Concerns:

- 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.

### Regional bike infrastructure and interest in Veo expansion



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

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.

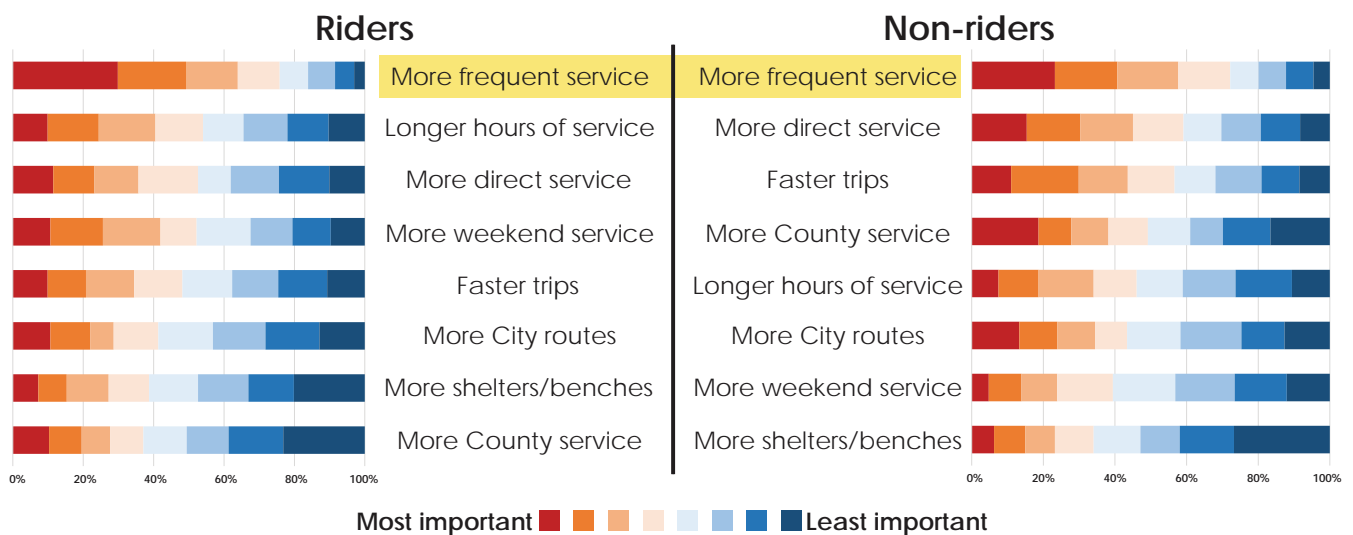


# Vision for the transit system

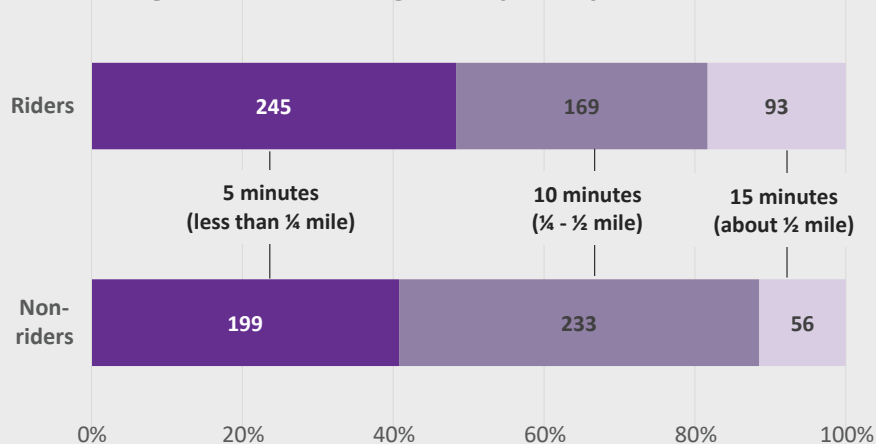
## What we heard from the ETT survey

- 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

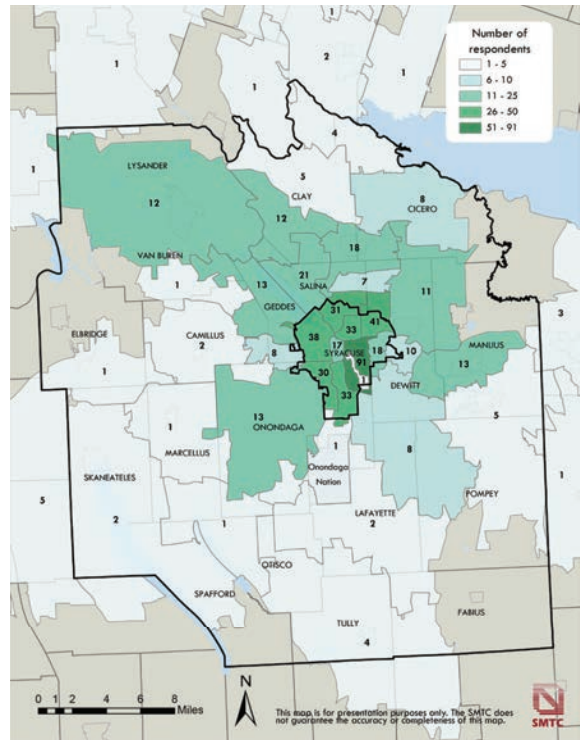


# Vision for the transit system

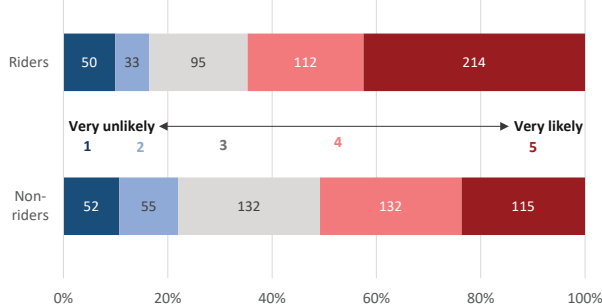
## What we heard from the ETT survey

- 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

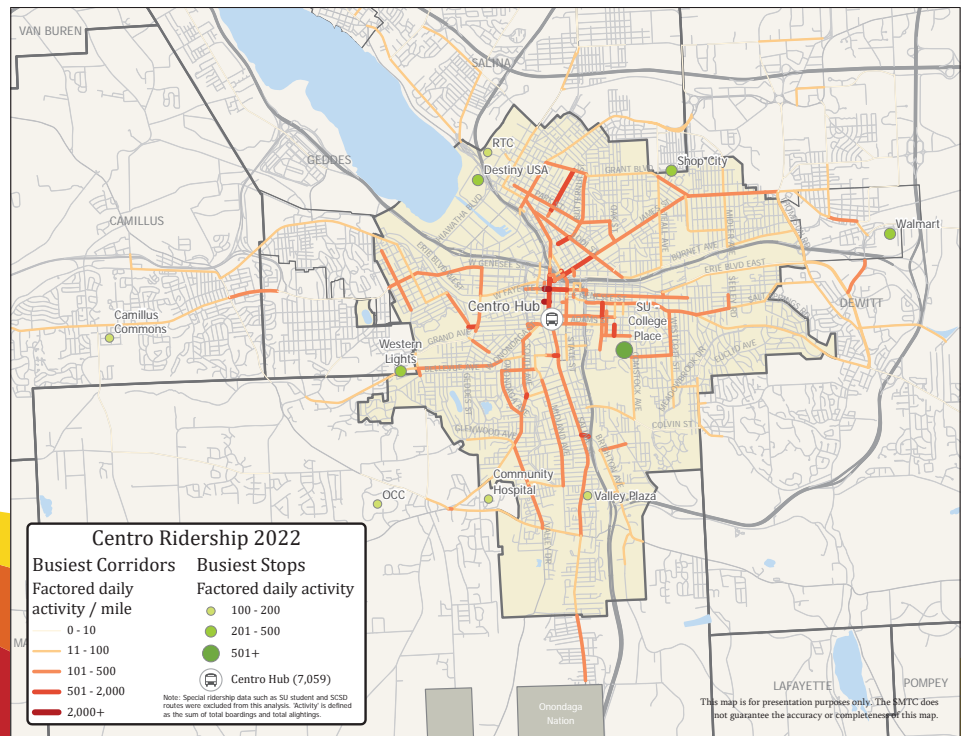


- Ridership is highest on core urban routes and at shopping centers.
- The locations where people want more service are generally the locations that already have the most service.

## 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





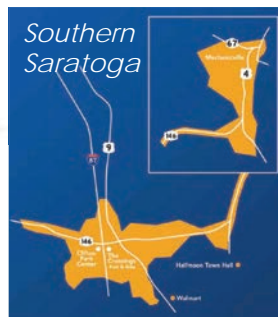
# Nearby On-Demand Services

*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'





EXPLORING TOMORROW'S TRANSIT

Final Summary Report

**Attachment F: Public comments on bus system and Veo system maps from Community Discussions**

*Public Comments were transcribed by SMTC staff from the large maps provided at Station 3 (Bike/scooter share) and Station 4 (Vision for Tomorrow's Transit) during the Community Discussion meetings.*

9/11/23 Liverpool Public Library

*Station 3 – Bike and Scooter Share*

- \*Complete the trail around the Lake\*
- More protected bike lanes/paths connecting
- Veo is here (OCC)
- Allow Veo on/near LeMoyne campus
- Publish/share the 'good' data about veo – do most scooters get back to where they belong? Publish the good data. (so folks aren't focused on the negative).

*Station 4 – Vision for Tomorrow's Transit*

- Downtown -> very good service. Emphasize service on: Salina, Genesee, James
- Nedrow area -> needs more frequent (not necessarily MOD service)
- More/extended service to medical centers/Brittonfield Park
- More frequent routes that service amazon, reliable for jobs
- Park-n-ride for events downtown (used to be an OnCenter bus from Shoppingtown)
- Seniors
  - Happy about MOD
  - Don't love connecting at hub
  - Need more service to Brittonfield medical center
- Rt 31 needs traffic calming at Rt 11
- Connectors timed to airport shuttle
- 2 ways to get out of town: airport and RTC
- N -> S and E-> W (clean up deviations of routes)

9/18/23 East Syracuse Free Library

*Station 3 – Bike and Scooter Share*

- Consider making Veo cheaper on the trail segments (+ for recreation)
- Helmet sharing? As an option? Not sure how to do this + be "healthy" – w/ sharing helmets
- Please consider VEO in Fayetteville too.
  - Butternut Trail + others in county – what about Veo for these locations (but not electric)
- Interest in E Syr Veo expansion (check demographics -> lower income) – walkability in E Syr w/ CSX?

*Station 4 – Vision for Tomorrow's Transit*

- Bring back Strathmore Line (Stolp)
- Apple Pay!!
- More consistent/regular public outreach (less staff intensive)
- More outreach to disabled folks

## 9/20/23 Salt City Market

### *Station 3 – Bike and Scooter Share*

- Emphasis on 'Consider making Veo cheaper on the trail system (+ for recreation)' from E Syr comment
- Add more separated bike lanes
- Better enforcement of vehicles parking in bike lane
- Add bike boxes – so much safer for cyclists
- Veo + bikes + bike parking @ Amp + State Fair
- Town of Geddes Bike Lanes
- Peds in bike lanes
- Can Veo limit the top speed? Drop it down – especially if riding w/out helmets + on s/w.
- Town of Onondaga Bike Lanes 173/175
- Any plans to connect Bear Trap Creek Trail to Creekwalk, Loop the Lake, etc.
- Bike Lockers @ RTC
- More scooters @ RTC is a good idea
- \*more bike racks (mall/inner harbor)
- Upstate (want to be sure I have access to Veo when I leave Upstate)
- More bike racks Downtown
- Publicly accessible bike lockers downtown for bike commuters
- TOO PRICEY!
- \*Add bike locker(s) +/- or bus route to commute to work (DeWitt/Fairmount along EST)
- Allow Veo to reach Walmart in E Syr + Solvay
- Connect Veo south as well – w/ terrain folks could benefit from scooters

### *Station 4 – Vision for Tomorrow's Transit*

- On Demand Zone Wegmans @ DeWitt, Shoppingtown
- On Demand Zone? Fmr Christmas Tree Shops
- On Demand Zone ? Micro hub @ OCC
- On-Demand at Camillus WalMart
- On Demand to Skaneateles
- Elbridge/Jordan Transport
- Partnership w/ Oswego County New housing due to Micron
- Farming Communities + Migrant Populations

### *Other participant comments:*

- Idea: More senior-friendly options -- work with County Parks to consider shuttle to/from either end of trails?
- Want MOD to connect to fixed route -- specifically from Marcellus to City center and back
- Veo: does app have the option to change language? Many ppl aren't native English speakers -- could help with bike laws/ safety

- First/ Last Mile -- bike trail connection into Madison County? Chittenango Creek Trail -- would be used as commuter route if safe place for bikes and bus/ MOD to get into City center
- Idea: extend BRT to airport? later phases?
- I-81 discussion -- talked about setting up Park & Rides to north and west

### 9/26/23 Solvay Fire Department

#### *Station 3 – Bike and Scooter Share*

- (Bike infrastructure along Milton Ave from Tipp Hill to) Fairmount Fair
  - (Another participant wrong) Yes!
- W Fayette bike safety

#### *Station 4 – Vision for Tomorrow’s Transit*

- Higher frequency/BRT along W Genesee St (to Erie Blvd E on the East side)
- Battery light rail?
- Good connection from Western Lights to OCC
- (Northern Camillus) On Demand Zone?
- (Route connecting Village of Camillus to Solvay, Destiny, and Liverpool)
- (Connecting Camillus Commons to Shoppingtown) 690 analog? Safety + Congestion
- Connecting rapid Amtrack/light rail in future? Buff -> Roc -> Syr -> Alb

### 9/28/23 Cecile Community Center

#### *Station 3 – Bike and Scooter Share*

- (Bike trail around RTC) Maintain, clear brush
- (James St) Bus lane/bike lane

#### *Station 4 – Vision for Tomorrow’s Transit*

- Marshalls Plaza
  - Stop closer to Marshalls plaza
  - Nearby shelter
- OCC
  - Need more service 3-5PM, OCC + surrounding neighborhood
- (Valley Plaza) Food
- (Valley corridor of S Salina) Fast service

EXPLORING TOMORROW'S TRANSIT

Final Summary Report

**Attachment D: Community Discussion evaluations, comment forms, and additional public comments received through September 2023.**

# Meeting Evaluation Form

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 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 type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments?

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?

People from Centro + SMTC  
are knowledgeable + enthusiastic

# Meeting Evaluation Form

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

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<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments?

Haven't seen this much initiative + innovation from CEMTRO + SMTC in years.

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?

Good visuals + excellent dialogue with SMTC, CEMTRO people



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?

*Transparency is welcome & much appreciated*

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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- Other (please list):

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

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<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

Comments?

Didn't know they were working on more direct routes (BRT) or ride-share

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?

Nice set up, info graphics, interactive map

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
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Comments?

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

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

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STRONGLY AGREE 1	2	3	4	5	STRONGLY DISAGREE 6
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" 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 checked="" 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 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
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- Word of mouth
- Other (please list):

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<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:

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<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?

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

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<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments?

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- |  |  |
|--|--|
| <input checked="" type="radio"/> Email from SMTC       | <input type="radio"/> SMTC or Centro website     |
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| <input type="radio"/> Centro service alert             | <input type="radio"/> Word of mouth              |
| <input type="radio"/> SMTC or Centro Facebook page     | <input type="radio"/> Other (please list):       |
| <input type="radio"/> Other social media               |  |

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<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments?

I was surprised to learn about commuter/patterns such as rider

Where people commute to and from + key destinations people travel to aside from work + school.

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

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<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?

Never have been to a meeting before but really enjoyed this. Learned a lot about increased on demand services



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.

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Comments?

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- |  |  |
|--|--|
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| <input type="radio"/> Centro service alert             | <input checked="" type="radio"/> Word of mouth   |
| <input type="radio"/> SMTC or Centro Facebook page     | <input type="radio"/> Other (please list):       |
| <input type="radio"/> Other social media               |  |

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

*I learned so much. Keep up the great work!*

# Meeting Evaluation Form

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Comments?

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<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" 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 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 type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments?

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

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- Other (please list):

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

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<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments? *STAFF IS VERY KNOWLEDGABLE, ENGAGED & PRESENT.*

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?  
*Very interactive.*

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? 10 min. bike ride from home

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

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- 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?

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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?

*first one attended*

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?

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

- |  |  |
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| <input type="radio"/> Other social media               |  |

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

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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 type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Comments?

learned more about the bus rapid transit as well as on-demand services. Everyone helpful in answering questions

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 checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments? What did you like or not like?

said 3 because I don't have much to compare it to but I liked how highly staffed it was.



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 type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments?

not much of an idea of where regular buses might go. I ~~don't~~ understand we are supposed to say but ~~supposed~~ you didn't suggest any based on studies

4. I found the meeting location convenient and accessible.

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

Comments?

Had to pay \$30 round trip uber  
not bus accessible

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?

thanks guys !! ☺

Amazon >

-needs more buses

& more time options

Monday - no bus from Camillus (Camillus Heights Apts)

• 15-min walk to get to bus stop from that complex (Maple Ave?)

Morgan Rd - Empower Bank - no bus to that area - want to be more independent to get own stuff done

Dewitt - Weggs > 2-3 clients that work there; tough to find way to & from work on Sat - Suns  
↳ doesn't line up w/ FT shifts

- also at Camillus / Auburn - also light on service

Name (OPTIONAL):

Organization (OPTIONAL):

Kelly Cooper, Aurora of NY (Dir. of Deaf Services)

Would you like to sign up for the SMTCC 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:

Please return this form to the comment box or to a project

er 6, 2023 to:

Syracuse Metropolitan

Attn: M

126 North Salin

Syracus

Or e-mail: conta

[www.smtcmj](http://www.smtcmj)

I'll wait for the interpreter

Public Comment Form

Exploring Tomorrow's Transit Community Discussion

- Carrier Circle medical service - no route  
↳ drs office on Brittonfield Pkwy

- Specialty centers - Cancer Centers  
on East side

(sometimes Medicaid Transport won't  
pick up there either)

\* Amazon - bus on the way didn't have  
~~enough~~ any empty seats

~~Living~~ Candlelight  
Apts (Rt 57)  
10-15 min  
walk to bus  
stop  
- Rt 57 & Morgan  
Rd (in between)  
- drop off more  
frequently

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 October 6, 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)



SMTC Community Discussion  
September 11, 2023  
Liverpool Public Library

Input from Springmoor 55 + Adult Community - 44 condos in Liverpool Village, 13088

Seventy percent of the Residents who still drive are concerned about possibly not being able to do so. They recall taking buses/mass transit “back in the day”, but are worried that now:

- Frequency of buses has declined. Fifteen to twenty minutes between bus arrivals is a thing of the past.
- The Hub is not a safe and desirable transfer location.
- Many bus stops are difficult to reach and without shelter.
- Common destinations like doctors appointments, the airport, and entertainment venues aren't on bus routes or affordable shuttle services.

Residents who cannot drive, either permanently or temporarily, wish there were more robust, affordable “On Demand” transit options.

- Currently, OSCAR and Call A Bus are hardly immediately available; they require scheduling far ahead and a lot of wait time.
- Private transportation services - cabs, shuttles, Uber, etc. are expensive and often inappropriate for some disabled to manage.

A major challenge to SMTC will be figuring out how to increase use of public transit by elderly and disabled. It isn't impossible; many European countries have addressed this market fairly well.

- Collaborations with businesses, educational and medical institutions, is essential. Their employees and customers need better transit.
- The concept of District “School Buses” developed as public transit was underfunded, and suburban sprawl and car use was subsidized.
- Airports and Transportation Centers without robust mass transit options is unacceptable.

**Public Comment Form**

Exploring Tomorrow's Transit Community Discussion

- Expand Vio to East Syracuse, County Public Trail System
- Helmet Share
- Apple Pay for Busses !!
- bring back Strathmore Line for Busses

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:

\_\_\_\_\_

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[www.smtcmpo.org/centroett](http://www.smtcmpo.org/centroett)

**Public Comment Form**

Exploring Tomorrow's Transit Community Discussion

Downtown needs more bike racks.

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

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

Yes, please add me to the postal mail list! *I'm pretty sure I'm on your list.*

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

City: ~~13219~~ Syracuse State: NY Zip: 13219

Please return this form to the comment box or to a project team member at the meeting, or return by October 6, 2023 to:

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[www.smtcmpo.org/centroett](http://www.smtcmpo.org/centroett)

Bus Rapid Transit ignores the valley area. We are left out again.

The ride share would be great if it had a school age comp. and possible special event use

Name (OPTIONAL):

Organization (OPTIONAL):

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

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

Address:

City:

Zip:

13205

Please return this form to the comment box or to a project team member at the meeting, or return by October 6, 2023 to:

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Attn: Meghan Vitale

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Syracuse, NY 13202

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[www.smtcmpo.org/centroett](http://www.smtcmpo.org/centroett)



# Public Comment Form

Exploring Tomorrow's Transit Community Discussion

- Adding all route pamphlets to <sup>every</sup> each Centro Bus
- Include individuals with disabilities on the survey to gain a better understanding on their experiences and their transportation needs
- Add more languages to the Centro line bus automated voice message system
- Bike lanes can be used for individuals with disabilities as well
- Add more bike infrastructure to the James St. area
- Factor in snow routes when discussing bus rapid transit going forward
- Ensure Centro can track what participants are looking for on the go centro bus app and the Centro website
- How are the 7 vendors Centro contracts implemented in the Bus Rapid Transit going forward?

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 postal mail list!

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

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

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[www.smtcmpo.org/centroett](http://www.smtcmpo.org/centroett)

I-81 Construction -  
impact on Colvin St,  
bus route

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: \_\_\_\_\_

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**[www.smtcmpo.org/centroett](http://www.smtcmpo.org/centroett)**

From: [REDACTED]  
To: [Meghan Vitale](#)  
Subject: Re: BRT Proposal Already Exists  
Date: Friday, September 29, 2023 10:21:56 AM

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

Thanks for explaining that Meghan. I hope it comes to pass. Yesterday, neither I or your presenter realized that the OCC-Eastwood route already existed, let alone it's importance.

I think you and I spoke last night RE: the Auburn bus route. I followed up with Centro, and unfortunately the response was: "It's been that way for a long time, and we don't really know why". "We try to keep our riders happy".

Since there are so few riders on each bus and there are 12 busses every weekday, I asked for a follow-up. This is the issue:

For about 50 years, Centro drove from Syracuse to Auburn,

- On busses that have never never been close to full in 50 years,
- Usually on oversized MCI brand busses that cost over \$1million each, when purchased decades ago.
  - This is the same make and type of bus preferred by most rock stars, - literally.
  - It has luggage storage for long trips that Centro doesn't really use.
  - They're longer, taller / larger in every dimension than every other Centro bus,
  - On a costly route that could easily use a much smaller bus.
  - The MCI busses eventually grew so old, that Centro retired them within the past year or so.
- The new bus still takes the same route, down several slow back-roads, past some very expensive homes. It's rarely busy and it takes over 1 hour to get there.
- Even though it's a few minutes away, it completely ignores one of Centro's most popular destinations:
  - Onondaga Community College, even though it drives nearby on Rt. 173, plus
  - A low income apartment complex on Rt. 175: Country View Apartments (\$650+ per month), **with no bus service at all.**
- Rather than drive down West Seneca Turnpike (Rt.175) past the college and the apartment complex, it passes:
  - Communities building \$400k+ houses on 35MPH roads
  - On it's way to Marcellus and Skaneateles.
- Centro could easily get there...

- More quickly,
- o Waste less fuel and
- o Stop wasting unnecessary driver time when Drivers are hard to find, while
- o Increasing ridership

It should at least consider looking at this very expensive route.

Rt. 175 is a faster, more direct route to Marcellus and Skaneateles, with more commercial property.

- *To make matters worse, Centro's schedule indicates that it takes 175 when it doesn't even come close. This map on their schedule has been incorrect for years. It's quite obvious that no one's paying attention to one of Centro's most costly routes.*

This is the link to the schedule map that appears

below: [www.centro.org/docs/default-source/schedule-documents/auburn-schedules/current-auburn-schedules/aub38.pdf?sfvrsn=5c644e9d\\_36](http://www.centro.org/docs/default-source/schedule-documents/auburn-schedules/current-auburn-schedules/aub38.pdf?sfvrsn=5c644e9d_36)



On Friday, September 29, 2023 at 08:13:38 AM EDT, Meghan Vitale <mvitale@smtcmpo.org> wrote:

Good morning, [REDACTED]

Thank you for attending the Exploring Tomorrow's Transit meeting last night.

Yes, we understand that bus service is currently provided on James Street and South Ave. In fact, these routes have some of the highest ridership in the current system, which makes them most likely to successfully support an enhanced service like Bus Rapid Transit (BRT). BRT provides a higher level of service than typical, local bus service, with features such as limited stops, high frequency, and enhanced stations.

The Albany region has had great success with BRT since they opened their first "BusPlus" line in 2011, and they are currently expanding to a third line. This is a model we looked to as we considered BRT for Syracuse.

The CDTA website provides a nice overview of the BusPlus BRT system: <https://projects.cdta.org/brt-overview>

The BRT proposal for Syracuse came from the 2018 Syracuse Metropolitan Area Regional Transit Study Phase 1 (SMART1). You can find more information about that study on our website: <https://smtcmpo.org/planning-activities/transit/>

I hope that those resources are helpful. Please let me know if you have additional questions.

Meghan

**Meghan Vitale**

*Principal Transportation Planner*

Syracuse Metropolitan Transportation Council (SMTC)

126 North Salina Street, Suite 100

Syracuse, New York 13202

P 315.422.5716 ext. 1310

F 315.422.7753

[www.smtcmpo.org](http://www.smtcmpo.org)

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---

**From:** [REDACTED]  
**Sent:** Friday, September 29, 2023 6:46 AM

To: Meghan Vitale <mvitale@smtcmpo.org>

Subject: BRT Proposal Already Exists

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

Are you aware that your proposal for Bus Rapid Transit (BRT) already exists for at least half of your proposal? It's been so for decades.

The BRT proposal to establish Centro service from OCC to Eastwood is already served by one single bus:

- Twenty (20) times every weekday,
- 18 times on Saturday, and
- 13 times every Sunday.

The bus that typically goes to OCC is the South Av. route, also known as: Centro route 26 on the Centro link provided below It continues on to James St. in Eastwood as Route 122, 123 and 20.

With only one exception, every South Av. bus drives to Eastwood every single day, and has done so for a very long time.

[https://www.centro.org/service\\_schedules/schedules-syracuse](https://www.centro.org/service_schedules/schedules-syracuse)

Please help me to understand why this is being proposed as something new?

I live just down the street from OCC.

[REDACTED]

[REDACTED]

[REDACTED]

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