

A photograph of the Rochester skyline across a wide river. The skyline includes several tall buildings, a prominent dark skyscraper, and a white arch bridge. The river is blue and reflects the sky. The image is overlaid with a semi-transparent blue filter.

Rochester Area

TRANSPORTATION STUDY

APPENDICES

FINAL REPORT

SPONSORED BY THE GENESEE TRANSPORTATION COUNCIL

JUNE 2012



R | S | G INC.
RESOURCE SYSTEMS GROUP, INC.

APPENDIX: CONTENTS

Appendix A: Questionnaire Script	A1
Appendix B: Web Survey Screenshots.....	A33
Appendix C: Debrief Call Script and Results.....	A65
C.1 Rochester Household Travel Survey Pilot Study Debrief Telephone Call Script	A65
C.2 Telephone Debrief Questions.....	A65
C.3 Printed Materials.....	A66
C.4 Survey Content.....	A67
C.5 General Participation	A75
C.6 Conclusion.....	A76
Appendix D: Non-Response Debrief Call Script and Results	A77
D.1 Purpose.....	A77
D.2 Approach.....	A77
D.3 Telephone Debrief Questions	A77
Appendix E: Open-Ended Comments	A83
E.1 Transportation Policy & Planning.....	A84
E.2 Road Quality.....	A103
E.3 Bus System	A109
E.4 Personal Auto Use	A162
E.5 Train/Light Rail	A195
E.6 Walking/Biking	A202
E.7 Survey	A214
E.8 Other	A222

APPENDIX: FIGURES

Appendix B: Web Survey Screenshots..... A33

Figure B1: Log-In Page.....	A33	Figure B31: Address.....	A48
Figure B2: Welcome Page.....	A33	Figure B32: Origin/Destination Distance.....	A49
Figure B3: Instructions.....	A34	Figure B33: Trip Purpose.....	A49
Figure B4: Overview.....	A34	Figure B34.1 : Trip Info - Auto.....	A50
Figure B5: Status Page.....	A35	Figure B34.2: Trip Info: CATS, RTS, Walking.....	A50
Figure B6: Introduction.....	A35	Figure 34.3: Trip Info - LATS, WATS, Walking.....	A51
Figure B7: Number Vehicles.....	A36	Figure 35: Thank You.....	A52
Figure B8: Vehicle Information.....	A36	Figure B36.1: Days Commute.....	A52
Figure B9: Zip.....	A37	Figure B36.2: Days Commute (School).....	A53
Figure B10: Years of Residence.....	A37	Figure B37: Work Time.....	A53
Figure B11: Seasonal Residence.....	A38	Figure B38: Bus Frequency.....	A54
Figure B12: Residence Type.....	A38	Figure B39: Why Took Bus.....	A54
Figure B13: Residence Locale.....	A39	Figure B40: Bus Stop.....	A55
Figure B14: Years Residence.....	A39	Figure B41: Minutes to Bus Stop.....	A55
Figure B15:L Household Information.....	A40	Figure B42: Bus Stop Location.....	A56
Figure B16: Household Members.....	A40	Figure B43: Gas Price.....	A56
Figure B17: Household Information 2.....	A41	Figure B44: Opinion.....	A57
Figure B18: Household Minors.....	A41	Figure B45.1: Gas Tax.....	A57
Figure B19: Child Information.....	A42	Figure B45.2: Gas Tax.....	A58
Figure B20: Household Income.....	A42	Figure B45.3: Gas Tax.....	A58
Figure B21: Email.....	A43	Figure B46.1 Locale Opinion (Downtown).....	A59
Figure B22: Contact Preference.....	A43	Figure B46.2: Locale Opinion (Suburbs).....	A59
Figure B23: Phone Number.....	A44	Figure B47: Future Participation.....	A60
Figure B24: Phone/Time.....	A44	Figure B48: Comments.....	A60
Figure B25: Household Thank You.....	A45	Figure B49: Thank You.....	A61
Figure 26: Next Steps.....	A45	Figure B50: Child - Make Trip.....	A61
Figure B27: Diary Status.....	A46	Figure B51: Child - Trip Roster.....	A62
Figure B28: Trip Made.....	A46	Figure B52: Child - Trip Addresses.....	A62
Figure B29.1: Why no travel.....	A47	Figure B53: Child - Thank you.....	A63
Figure B29.2: Telecommute.....	A47		
Figure B30: Trip Roster.....	A48		

Appendix E: Open-Ended Comments..... A83

Figure 1: Comment Category Distribution.....	A83
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APPENDIX A: QUESTIONNAIRE SCRIPT

SURVEY ENTRY “SPLASH” PAGE

1. Rochester Area Transportation Study

Password: _____

For more information, please email rochester@rsgsurvey.com or call toll free 1-800-877-1201

SURVEY “DASHBOARD” PAGE

1. **Welcome - Thank you for your participation!**

The purpose of the Rochester Area Transportation Study is to better understand the travel patterns and travel needs of area residents like you. Yours is one of a small number of households who have been invited to participate, so your responses WILL have a significant impact on future transportation decisions in the Rochester region.

Resource Systems Group, Inc (RSG) is conducting this study on behalf of the Genesee Transportation Council (GTC).

Your privacy will be protected. Please click [here](#) to view our privacy policy. If you have any questions or concerns, please email: rochester@rsgsurvey.com or call 1.800.877.1201.

2. **Instructions**

Here are some tips for navigating the Rochester Area Transportation Study website:

- If at any time you have to stop, you can always return to the website later and begin again where you left off. All your answers will have been saved for you.
- After you have answered all questions on a page, use the “Next” button at the bottom of the screen to advance.
- We recommend that your web browser (Internet Explorer, Firefox, Safari, etc) is set to allow javascript. This is done by default for most web browsers.

Now, let’s get started!



3. **Rochester Area Transportation Study Overview** – This study has 2 parts.

	Part 1: Household Info Survey	Part 2: Travel Diary Survey
When Do I Take the Survey?	Anytime!	<Assigned Date>, 2011
Who Takes the Survey?	You	All adult members of your household
How Long Will the Survey Take?	Less than 5 minutes	Approximately 15 minutes for each household member
What is the Survey About?	We ask about your household and the vehicles you use.	We ask each adult member of your household to keep track of all the trips you make on <Assigned Date>, 2011 using your Travel Log and then return to this website or call us to tell us about your trips and your opinions on travel in the Rochester region. In addition, adults should log trips for children under 18.
What will My Household Get for Participating?	After completing both parts, your household will receive a \$10 Amazon.com gift certificate.	

Please click "Next" to proceed.



HOUSEHOLD BACKGROUND SCREENER

4. Intro to household background survey

We'd like to ask some general questions about your household and your vehicles. Please answer on behalf of everyone who lives with you in your home, including any relatives, boarders, and live-in employees.

Please know that any information you share will be kept strictly confidential and your privacy will be protected. Please click [here](#) to view our privacy policy.

If you have any questions or concerns, please email: rochester@rsgsurvey.com or call 1.800.877.1201.

5. How many motor vehicles (in working order) are there in your household?

Please include all cars, pickup trucks, minivans, and motorcycles/scooters to which your household has regular access, whether owned, leased, or a company vehicle.

- 1 0 (no vehicles)
- 2 1 vehicle
- 3 2 vehicles
- 4 3 vehicles
- 5 4 vehicles
- 6 5 or more vehicles



6. Please tell us about the vehicles in your household.

Viewing x of y total vehicle(s).

Year: <drop down>

Make: <drop down> (dynamic)

Model: <drop down> (dynamic)

Fuel type: <drop down>

Miles driven in past 12 months: <drop down>

Note: The following answer categories will be used and shown as a drop-down list.

Year

- . *2012 to 1986 in 1 year increments. Last entry is '1985 or older'*

Make

- . *Based on year, makes are dynamically populated from vehicle database*
- . *"Other" option is always first. "Motorcycle/scooter" is always second. Then list auto make alphabetically.*

Model

- . *All models associated with year and make are dynamically populated from vehicle database*
- . *"Other" option is always first. If "Other" or "Motorcycle/scooter" is selected as Make, then dropdown is disabled (or there's some indication that it doesn't need to be answered).*

Fuel Type

- . *Gasoline*
- . *Diesel*
- . *Hybrid*
- . *Flex fuel*
- . *Electric*
- . *Natural gas*
- . *Biofuel*
- . *Other*

Miles driven in past 12 months

- . *0 – 50,000 or more in 2,500 mile increments*
- . *I don't know*



7. What is the ZIP code where you currently reside?

Disqualify if not a New York State zip code.

8. How long have you lived at your residence?

- 1 Less than 1 year
- 2 1-5 years
- 3 6-10 years
- 4 11-15 years
- 5 16-20 years
- 6 More than 20 years

9. How many months out of the year do you live at your residence?

- 1 All year long
- 2 9-11 months of the year
- 3 6-8 months of the year
- 4 3-5 months of the year
- 5 Fewer than 3 months of the year

10. How would you describe your current residence?

- 1 Single-family
- 2 Multi-family (3 or fewer apartments)
- 3 Townhouse
- 4 Condominium
- 5 Apartment building (4 or more apartments)
- 6 Mobile home
- 7 Dormitory or other institutional housing
- 8 Other

11. Which of the following describes where your home is located?

- 1 Downtown Rochester (within the Inner Loop)
- 2 City of Rochester (outside the Inner Loop)
- 3 Village/Town center/Small city
- 4 Suburban town
- 5 Rural



12. [If lived at current residence 10 years or fewer from question 8]

How important were each of these considerations when you moved to your current residence?

	Extremely Unimportant	Somewhat Unimportant	Neither	Somewhat Important	Extremely Important
A change in family size, or marital/partner status	<input type="checkbox"/>				
Affordability/taxes	<input type="checkbox"/>				
Being close to job or school	<input type="checkbox"/>				
Quality of schools (K-12)	<input type="checkbox"/>				
Having a walkable neighborhood and being near local activities	<input type="checkbox"/>				
Having space and separation from others	<input type="checkbox"/>				
Being close to family or friends	<input type="checkbox"/>				



13. Please tell us about yourself.

- Name or initials: <text input>
- Age: <drop down>
- Gender: <drop down>
- Has a valid driver's license? <drop down>
- Employment Status: <drop down>
- Number of jobs: <drop down>
- Education Status: <drop down>
- Hispanic or Latino origin? <drop down>
- Race <drop down>

Note: The following age categories will be used.

- . 18-24
- . 25-34
- . 35-44
- . 45-54
- . 55-64
- . 65-74
- . 75-84
- . 85 or older

Note: The following relationship categories will be used.

- . Male
- . Female

Note: The following driver's license categories will be used.

- . Yes
- . No

Note: The following employment categories will be used.

- . Employed full-time
- . Employed part-time
- . Self-employed (full or part-time)
- . Student, employed 25+ hrs/week
- . Student, not employed or employed <25 hrs/week
- . Homemaker
- . Retired
- . Not currently employed

Note: The number of jobs categories will be used.

- . 1



- . 2
- . 3
- . 4
- . 5 or more

Note: The following education categories will be used.

- . *Less than high school*
- . *High school graduate*
- . *Some college*
- . *Vocational/technical training*
- . *Associates degree*
- . *Bachelors degree*
- . *Graduate/post-graduate degree*

Note: The following Hispanic categories will be used.

- . *Yes*
- . *No*

Note: The following race categories will be used.

- . *African American or Black*
- . *American Indian or Alaskan Native*
- . *Asian*
- . *White or Caucasian*
- . *Other*



14. How many OTHER PEOPLE live in your household who are 18 OR OLDER?

Please include everyone who normally resides with you in your home, including any relatives, boarders, and live-in household employees. Please do not include people away at the school or the military.

- 1 0 (I am the only adult)
- 2 1 other adult
- 3 2 other adults
- 4 3 other adults
- 5 4 other adults
- 6 5 other adults
- 7 6 other adults
- 8 7 other adults
- 9 8 other adults
- 10 9 other adults
- 11 10 or more other adults

15. Please tell us about the other adults (18 OR OLDER) in your household.

Viewing x of y other adults (18 OR OLDER).

- Name or initials: <text input>
- Age: <drop down>
- Gender: <drop down>
- Relationship: <drop down>
- Has a valid driver's license? <drop down>
- Employment Status: <drop down>
- Number of jobs: <drop down>
- Education Status: <drop down>
- Hispanic or Latino origin? <drop down>
- Race <drop down>

Note: The same categories will be used as for primary adult

Note: The following relationship categories will be used.

- . *Husband/Wife/Unmarried Partner*
- . *Son/Daughter/In-Law*
- . *Mother/Father/In-Law*
- . *Brother/Sister/In-Law*
- . *Other relative*
- . *Roommate/Friend*
- . *Household help*
- . *Other*



16. How many CHILDREN UNDER AGE 18 live in your household?

Please include all children who normally reside with you in your home. Please do not include minors away at school or the military.

- 1 0 (no minors)
- 2 1 minor
- 3 2 minors
- 4 3 minors
- 5 4 minors
- 6 5 minors
- 7 6 minors
- 8 7 minors
- 9 8 minors
- 10 9 minors
- 11 10 or more minors

17. Please tell us about the children (UNDER AGE 18) in your household.

Viewing x of y children (YOUNGER THAN 18).

Name or initials: <text input>
Age: <drop down>
Gender: <drop down>
Relationship: <drop down>

Note: Categories will be same as above.

Note: The following age categories will be used.

- . Under 5 years old
- . 5-15
- . 16-17

Note: The following relationship categories will be used.

- . Son/Daughter/In-Law
- . Brother/Sister/In-Law
- . Other relative
- . Roommate/Friend
- . Other



18. In 2010, what was your household's total annual income (from all sources) before taxes or other deductions from pay?

- 1 Less than \$10,000
- 2 \$10,000-\$24,999
- 3 \$25,000-\$34,999
- 4 \$35,000-\$49,999
- 5 \$50,000-\$74,999
- 6 \$75,000-\$99,999
- 7 \$100,000-\$149,999
- 8 \$150,000-\$199,999
- 9 \$200,000-\$249,999
- 10 \$250,000 or more
- 11 Prefer not to answer

Note: This information is used to make sure a representative sample of the Rochester region participates in this study. Please click [here](#) to view our privacy policy.

19. For future contact, including sending your household the \$10 Amazon gift card (once all adults complete the entire survey), please enter your email address.

You will be contacted for this study only and your information will NEVER be shared. Please click [here](#) to view our privacy policy.

Primary email address for household: _____

Secondary email address for household: _____

Note: Will validate to require an email address that has an @ symbol and an "."

20. How would you prefer to be contacted for the remainder of this study? This helps us understand how your household would prefer to receive reminders about the study.

You will be contacted for this study only and your information will NEVER be shared. Please click [here](#) to view our privacy policy.

Please select all that apply.

- 1 By email
- 2 By telephone
- 3 By text message
- 4 By mail



21. [If prefer telephone or text message] What is your <cell> phone number?

You will only be contacted for this study and your information will NEVER be shared. Please click [here](#) to view our privacy policy. Please enter the full 10 digit phone number: XXX-XXX-XXXX

Primary phone: _____

Secondary phone: _____

Note: Will validate to require primary phone entered and any number entered of correct format xxx-xxx-xxxx

22. [If prefer telephone or text message] When can we reach you? Please select all that apply.

- 1 8AM-10AM
- 2 10AM-12PM
- 3 12PM-2PM
- 4 2PM-4PM
- 5 4PM-6PM
- 6 6PM-8PM

23. Thank you, you have now completed the Household Info survey.

Please click "Finish" to submit this information.



MAIN DASHBOARD

Thank you again for your participation!

Next Steps

We will remind you: We will provide your household with a reminder to tell us about the trips each member makes on <assigned travel date>, 2011. We will only contact you by phone and/or text message if you prefer to be contacted that way.

Keep track of your trips: Please remember to ask each member of your household to keep track of all the trips they make on <assigned travel date>, 2011. You may use the [Travel Log](#) that was sent in the mail to keep track of the details of your trips.

Return to the website to report your trips: Starting at 4PM, on <assigned travel date>, 2011 – each member of your household may return to this website to record the trips made that day and tell us their opinions on travel in the Rochester area. At this time, adults can log trips for children under 18.

OR call in to report your trips: You may also call 1.800.877.1201 to complete the survey over the telephone.

And you're done! Once your household has participated, we will email you a \$10 Amazon.com gift certificate.

Surveys	Status
Household Information	Completed
Travel Diary	Let's get started



DIARY DASHBOARD

Thank you again for your participation!

Next Steps

Have your Travel Log ready: You may want to refer to your [Travel Log](#) to help remember the details of your trips on <assigned travel date>, 2011.

Click on a link to begin: Click on “Let’s Get Started” to tell us about the trips that the household member made on <assigned travel date>, 2011.

Note: You may exit a survey at any point. To resume a survey, return to the survey home page, log in using your password, then click “In Progress” when you return to this screen.

Members	<assigned travel date>, 2011
<Member 1>	Let’s Get Started
<Member 2>	Let’s Get Started
<Member n>	Let’s Get Started

[Note: if adult is selected from dashboard, transition to adult survey. If minor is selected, transition to kids survey]

TRAVEL DIARY - ADULTS

1.1 Travel Log

1. Hello <member name/initials>. We are now going to ask you to enter the information from your “Travel Log.” Please click here to learn more about different types of trips.

To begin, did you make any trips* on <assigned travel date>?

- 1 Yes
- 2 No

Note: A graphic is shown on screen to visually define “trips” for the respondent – “Example Trip Purposes”



2. [If respondent did not make any trips] **Why did you not travel or make any trips* on <assigned travel date>?**

Please select all that apply.

- 1 I worked from home for pay (e.g., home-based business or telecommuting)
- 2 I worked around the home (not for pay)
- 3 I was sick or I cared for a sick/unwell member of my household
- 4 I am limited in my mobility by a physical condition
- 5 I was out of the Rochester area for the entire 24-hour period
- 6 Other, please specify:

For respondents who didn't make any trips, branch to general use/debrief section.

3. [If respondent full/part/self-employed or student who works 25+ hours/week] **Did you work from home or telecommute instead of traveling to work for any part of the day on <assigned travel date>?**

- 1 Yes, all day
- 2 Yes, part of the day
- 3 No



4. **<Member>, please list ALL the places you went on <assigned travel date>.**

Please make sure to include your start and end location* for the day (e.g., Home). Please click here for help on how to complete this page.

I began my day at Add Location
 Then I went to Add Location

I began my day at	Home			
Then I went to	Work			
Then I went to	Pizza shop			
Then I went to	Work			
Then I went to	School			
Then I went to	Home			

*The last place you enter should be where you ended your day, or the place you were at 3 AM. For example, if you started at "Home" and returned home at the end of the day, then your last location should be "Home."

If first and last locations do not match, warning message that reads "Your start location differs from your end location, click "Next" if this is correct."

Note: A graphic is shown on screen of an example "travel day" for the respondent – "Example Travel Day"

Note: A help video link is included at the top of the screen which respondents can click on to view an instructional video.

5. **Please locate each place that you went on <day>.**

1. First, select the place that you want to locate.
2. Then, you can either:
 - a. Search for an address or business in the box below
 - b. Click on the map to zoom in on your location. Keep zooming until a marker appears.

Location	Address or Intersection		
<populated>			(Business Search)
<populated>			(Business Search)

Note: A help video link is included at the top of the screen which respondents can click on to view an instructional video.



6. **The list below should include all the trips you made on <travel date>.**

If you need to add or remove any trips, please click "Previous" to go back and edit your locations. If all of your trips from <travel date> are shown below, please click "Next" to continue.

Trip	Origin	Destination	Approx. Distance
1	<populated>	<populated>	<populated>
2	<populated>	<populated>	<populated>

7. **<Member>, please tell us about your trip from <a> to .**

Viewing trip x of y trip(s) total.

Time Departed: <drop-down>

Time Arrived: <drop-down>

Main purpose of trip: <drop-down>

Main way traveled on trip: <drop-down>

Additional way traveled on trip (if used): <multi choice>

<If auto used as primary or other>

Vehicle used: <drop-down from vehicles listed in background survey>

Driver or passenger: <drop-down>

Personal toll cost: <drop-down>

Personal parking cost: <drop-down>

Number of people in vehicle that are NOT members of your household: <drop-down>

Other household members in vehicle: <multi choice>

<If RTS bus used>

How did you pay for your trip? <drop-down>

First transit route: <drop-down>

Next transit route (if used): <drop-down>

<if other, non-school bus used (CATS, LATS, WATS)>

How much did your trip cost? <drop-down>

First route: <drop-down>

Next route: <drop-down>

<If walk/bike>

Used dedicated bike path or sidewalk for some or all of trip: <drop-down>

Note: Display box on the right of the screen that shows the full list of trips and indicates which trip respondent is currently on.



Note: Departure time slider: From 3:00AM to 2:55AM in 5 minute increments. Validate that time is after the arrival time of prior trip.

Note: Arrival time slider: From 3:00AM to 2:55AM in 5 minute increments. Validate that time is after departure time for same trip.

Note: The following purpose categories will be used. The GTC model includes 3 internal resident trip purposes (home-based work (HBW), home-based other (HBO), and non-home based (NHB)).

- . Go home
- . Go to primary workplace
- . Go shopping (e.g. grocery store, mall)
- . Conduct personal business (e.g. doctor, banking, post office)
- . Drop off/pick up someone else
- . Make quick stop (e.g. ATM, drive-thru, fast-food, coffee)
- . Go to restaurant to eat out/get take out
- . Go to other work-related location (e.g., meeting, sales call, delivery)
- . Attend social/recreational event (e.g. movies, visit friends/family)
- . Go to school/child care
- . Go to gym or go for exercise (e.g. go for a walk/jog)
- . Go to religious/community/volunteer activity
- . Other

Note: The following transportation modes will be used for "Main mode" modes.

- . Auto/Truck/Motorcycle
- . Walked/wheelchair
- . RTS public bus
- . School bus
- . Taxi/limo
- . Bicycle
- . CATS (County Area Transit System of Ontario County)
- . LATS (Livingston Area Transportation Service)
- . WATS (Wayne Area Transportation Service)
- . College/Hospital Shuttle Service
- . Organized vanpool
- . Paratransit (Lift Line)
- . Other

Note: The following transportation modes will be used for "other" modes.

- . Auto/Truck/Motorcycle
- . Walked/wheelchair
- . RTS public bus
- . School bus
- . Taxi/limo
- . Bicycle
- . CATS (County Area Transit System of Ontario County)



- . LATS (Livingston Area Transportation Service)
- . WATS (Wayne Area Transportation Service)
- . College/Hospital Shuttle Service
- . Organized vanpool
- . Paratransit (Lift Line)
- . Other
- . None

Note: Vehicles used options available to select will be based on the list generated in the Household Background section, question #5 (Year/Make/Model) in this format:

- . 2012 Chevy Malibu
- . 1985 or older Ford "Other"
- . 1996 Motorcycle

Note: The following driver answers will be used.

- . Driver
- . Passenger

Note: The following toll cost options will be used.

- . Did not pay a toll
- . \$0.50
- (\$0.50 increments)
- . \$9.00
- . \$10.00 or more

Note: The following parking cost options will be used.

- . Did not park
- . Free
- . \$1.00
- (Dollar increments)
- . \$24.00
- . \$25.00 or more

Note: The following categories will be used for number of people outside of the household.

- . 0
- . 1
- . 2
- . 3
- . 4
- . 5
- . 6 or more

Note: Household members will be multi-choice listing all household members name/initials



Note: The following options will be used for How did you pay for your trip (RTS bus).

- . *Bus for a Buck Freedom Pass*
- . *Two Ride Freedom Pass*
- . *Two Plus Two Freedom Pass*
- . *All-Day Unlimited Freedom Pass*
- . *Stored-Value Pass*
- . *Adult 5-Day Unlimited Freedom Pass*
- . *Adult 31-Day Unlimited Freedom Pass*
- . *Senior/Disabled Bus for a Buck Freedom Pass*
- . *Senior/Disabled One-Day Unlimited Freedom Pass*
- . *Senior/Disabled 5-Day Unlimited Freedom Pass*
- . *Senior/Disabled 31-Day Unlimited Ride Pass*

Note: The following options will be used for How much did your trip cost (CATS).

- . *Free*
- . *\$0.50*
- . *\$1.00*
- . *\$2.00*
- . *\$5.00*
- . *\$10.00*
- . *\$30.00 (monthly pass)*

Note: The following options will be used for How did much did your trip cost (LATS).

- . *Free*
- . *\$0.50*
- . *\$1.00*
- . *\$2.00*

Note: The following options will be used for How much did your trip cost (WATS).

- . *Free*
- . *\$0.50*
- . *\$1.00*
- . *\$1.50*
- . *I paid with a value pass*

Note: The following options will be used for transit route: RTS

- . *RIT Park Point-Perkins*
- . *RIT Province-Colony*
- . *1/1X Park Ave*
- . *1/1X Lake Ave*
- . *S1 Express Greece to Strong/Highland Hospital*
- . *2/2X Thurston Rd*
- . *2/2X Parsells Ave*



- . 3/3X Goodman
- . 3A/3B/3C/3X Lyell
- . 4/4X Hudson Ave
- . 4/4X Genesee
- . 5/5X South Ave
- . 5/5X St. Paul Blvd
- . 6/6X Jefferson Ave
- . 6/6X Clifford Ave
- . 7/7X Monroe Ave
- . 7/7X Clinton
- . 8A/8B/8X Chili
- . 8/8X East Main
- . 9/9X Jay / Maple
- . 9/9X Bay / Webster Ave
- . 10/10X Portland
- . 10/10X Dewey Ave
- . 11/11X S Clinton Ave
- . 11/11X Joseph Ave
- . 12 19th Ward / MCC
- . 14 West Ridge to West Greece / East Ridge
- . 15 Dewey / Latta
- . 16/16X Crosstown
- . 17 East Ave to Pittsford
- . 18/18X - 19/19X University Ave
- . 18/18X - 19/19X Plymouth Ave
- . 20 Brockport / Spencerport
- . 21 E Rochester / Fairport
- . 22 Penfield
- . 24/24A RIT / Marketplace Mall / Scottsville
- . 30/40/45 Webster / Xerox via Empire/Creek
- . 50/50X MCC / Mt Hope
- . 91 Henrietta/Suburban Plaza/Avon/Rush/Lima/Honeyoye Falls
- . 92 Perinton/Bushnells Basin/Eastview Mall/Lyons
- . 96 Hilton/Hamlin/Clarkson

Note: The following options will be used for transit route: CATS

- . Route 1 - Geneva City
- . Route 2 - Canandaigua
- . Route 3 - Canandaigua/Victor
- . Route 4 - Canandaigua/Geneva (via Rts 5 & 20)
- . Route 5 - Canandaigua/Clifton Springs/Geneva (via Rts 21 & 96)
- . Route 6 - Canandaigua/Naples
- . Route 7 - Eastview/Bloomfield/Canandaigua



- . *Dial-a-Ride Service*

Note: The following options will be used for transit route: LATS

- . *Dial-a-Ride Service*
- . *Medical Shuttle*
- . *Paratransit Service*
- . *Senior Citizen Service*

Note: The following options will be used for transit route: WATS

- . *Wayne Area Loop*
- . *Route 104 Connector*
- . *Route 31 Shuttle*
- . *Demand Response Service*
- . *Lyons/Newark Grocery Shuttle*
- . *Palmyra/Macedon Grocery Shuttle*
- . *Marion Grocery Shuttle*
- . *Rochester Medical Shuttle*
- . *Victor Dialysis Shuttle*
- . *Geneva and Clifton Springs Medical Shuttle*
- . *Canandaigua Happiness House, FLCC and Medical Facilities*
- . *Canandaigua VA Hospital*

Note: The following Did you use bike path or sidewalk categories will be used.

- . *Yes*
- . *No*

Note: The following "Travel information" options will be used.

- . *Radio*
- . *TV*
- . *Mobile app (any mobile web app accessed from a smart phone device)*
- . *TRANSalert email/511/Other email or text alert*
- . *Internet (visiting any website from a laptop or desktop computer)*
- . *Word of mouth (talking to someone on the phone)*
- . *GPS/navigation system*
- . *Other*
- . *None of these*

1.2 General Transportation Patterns

1. Thank you for telling us about your travel on <day>.
We'd now like to ask you a few questions about your general travel around the Rochester region.



2. [For student members only] **How many days per week to attend school?**

- 1 7 days a week
- 2 6 days a week
- 3 5 days a week
- 4 4 days a week
- 5 3 days a week
- 6 2 days a week
- 7 1 day a week
- 8 Less than 1 day a week
- 9 Never (I take online classes)

3. [For employed members only] **How many days each week do you commute to work?**

Please think about your primary job where you work the most number of hours per week.

- 1 6-7 days a week
- 2 5 days a week
- 3 4 days a week
- 4 3 days a week
- 5 2 days a week
- 6 1 day a week
- 7 A few times per month
- 8 Less than monthly
- 9 Never
- 10 Not applicable

4. [For employed members only] **Please continue to think about the job where you work the most number of hours per week.**

Can you tell us about the travel to and from your work on a typical day?

- 1 I typically get to work by: Drop down of modes: [same modes as in diary]
- 2 I typically leave for work at: Slider
- 3 I typically arrive at work at: Slider
- 4 I typically leave work at: Slider

[Sliders from 3:00AM to 2:55 AM, 5 minute increments, and validated that each time entered is later than the last]

5. **How often do you ride a bus in the Rochester area (RTS, CATS, LATS, WATS, College/Hospital Shuttle Service)?**

[If employed] Trips to/from work:



Note: Drop down:

- 1 More than 5 days a week
- 2 5 days a week
- 3 4 days a week
- 4 3 days a week
- 5 2 days a week
- 6 1 day a week
- 7 Less than one day a week
- 8 Never

[If a student] Trips to/from school:

Note: Drop down:

- 1 More than 5 days a week
- 2 5 days a week
- 3 4 days a week
- 4 3 days a week
- 5 2 days a week
- 6 1 day a week
- 7 Less than one day a week
- 8 Never

Other trips:

Note: Drop down:

- 1 More than 5 days a week
- 2 5 days a week
- 3 4 days a week
- 4 3 days a week
- 5 2 days a week
- 6 1 day a week
- 7 Less than one day a week
- 8 Never

2. What would encourage you to take a bus <more frequently>? Please select all that apply.

- 1 Route/stop close to my home
- 2 Route/stop close to my work
- 3 Park and ride lot in my community
- 4 Service earlier in the morning
- 5 Service later in the evening
- 6 More frequent bus service
- 7 Not having to transfer
- 8 Real-time information about the next bus arrival/departure times
- 9 Free Wi-Fi on the bus
- 10 Greater feeling of safety on board the buses
- 11 Other, please specify:



12 Nothing will encourage me to take a bus <more frequently>

[note: answer choices are randomized with “other” and “nothing” anchored at the bottom of the list]

3. In the future, there may be small transit stations or hubs located around the Rochester region (outside of the downtown Rochester area).

What would encourage you to take a bus to/from this kind of transit station? Please select all that apply.

- 1 Buses that go directly to where I want to go (no need to transfer)
- 2 More frequent bus service
- 3 Having the station located close to home
- 4 Having the station located close to work
- 5 Indoor weather-protected shelter to wait for buses
- 6 Shops and services at the station
- 7 Ability to use other forms of transportation (ZipCar, shuttle, taxi, etc) at the station
- 8 Real-time information about bus arrival/departure times
- 9 Free and available parking at the station
- 10 Other, please specify:
- 11 Nothing will encourage me to use a transit station and/or buses

[note: answer choices are randomized with “other” and “nothing” anchored at the bottom of the list]

4. [For employed members only] Imagine that instead of driving all the way to work, you drove to a park and ride to catch a bus to work.

How many minutes would you be willing to walk from the bus stop (where you got off the bus) to your workplace?

1 [An interactive slider will record the time: 0-30 minutes in 1 minute increments]

5. [if chose “direct ride without a transfer” from Q2 or “Buses that go directly to where I want to go (no need to transfer)” from Q3]

You said that having a direct ride without a transfer is important to you.

Where would you want a bus to travel from and to so that you could have a direct ride without a transfer in the Rochester region?

1 Open end comment box

6. [For employed members only]

How high would gas prices have to be in order for you to commute at least two times per week in a way other than driving alone (for example, by carpooling, taking a bus, biking, etc.)

Gas price per gallon would have to be: Please slide the gray box to select a value.

1 [An interactive slider will record gas prices: \$0-10 in \$0.05 increments]

I already commute at least two times per week in a way other than driving alone



7. How strongly do you agree or disagree with each of the following statements?

	Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree
For me, car is king! Nothing will replace my car as my main mode of transportation	<input type="checkbox"/>				
Getting to and from transit stops is not pedestrian friendly and is very unpleasant	<input type="checkbox"/>				
I have to drive to get to transit anyway, so I may as well just drive my car the whole way	<input type="checkbox"/>				
It's easy to plan a trip using transit	<input type="checkbox"/>				
More than saving time, I prefer to be productive when traveling	<input type="checkbox"/>				
If it would save time, I would change my form of travel	<input type="checkbox"/>				
As long as I am comfortable when traveling, I can tolerate delays	<input type="checkbox"/>				
I choose my travel mode and route for my commute because it is what I know best	<input type="checkbox"/>				

Note: Statements should be shown in random order on screen.

8. [1/2 of respondents, randomly selected]
 Right now the federal government collects a tax of 18 cents per gallon when people buy gasoline.
 Now, imagine that the US Congress decided that the best option to raise money for transportation is to increase the federal gas tax by ten cents per gallon. **Of the following options for how the money is spent, please say if you would strongly support, somewhat support, somewhat oppose, or strongly oppose the gas tax increase.**

Would you support the gas tax if...

	Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree
The money were spent only on projects to reduce local air pollution caused by the transportation system.	<input type="checkbox"/>				
The money were spent only on projects to reduce accidents and improve safety	<input type="checkbox"/>				



The money were spent only on projects to maintain streets, roads, and highways	<input type="checkbox"/>				
The money were spent only on projects to reduce the transportation system's contribution to climate change	<input type="checkbox"/>				
The money were spent only on projects to add more modern, technologically advanced systems like real-time travel alerts, longer lasting pavements, and better timed traffic lights	<input type="checkbox"/>				

Note: Statements should be shown in random order on screen.

9. [1/2 of respondents, randomly selected] Right now the federal government collects a tax of 18 cents per gallon when people buy gasoline.

One idea to raise money for transportation is to increase the federal gas tax by 10 cents a gallon, from 18 cents to 28 cents.

How strongly do you support or oppose this gas tax increase?

- 1 Strongly support
- 2 Somewhat support
- 3 Neutral
- 4 Somewhat oppose
- 5 Strongly oppose

10. [1/2 of respondents, randomly selected] Right now the federal government collects a tax of 18 cents per gallon when people buy gasoline.

One idea (a different idea) is to adopt a new tax based on the number of miles a person drives. Each driver would pay a tax of one cent for every mile driven. For example, someone driving one hundred miles would pay a tax of one dollar. Vehicles would have an electronic meter to keep track of the miles driven, and the tax would be paid each time drivers buy gas.

How strongly do you support or oppose this new mileage tax?

- 1 Strongly support
- 2 Somewhat support
- 3 Neutral
- 4 Somewhat oppose
- 5 Strongly oppose



11. How strongly do you agree or disagree with the following statements?

	Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree
I plan to move to out of the Rochester region in the next 5 years	<input type="checkbox"/>				
Most of the people who are important to me live in the Rochester region	<input type="checkbox"/>				
[If household location = Rochester or village/town/small city] I plan to move to a suburban town or a rural area within the Rochester region in the next 5 years.	<input type="checkbox"/>				
[If household location = Rochester or village/town/small city] If I moved to a suburban town or a rural area within the Rochester region, I would feel comfortable using transit to get around if it were available.	<input type="checkbox"/>				
[If household location = suburban town or rural] If I moved to a village or city in the Rochester region, I would feel comfortable using transit to get around	<input type="checkbox"/>				
[If household location = suburban town or rural] I plan to move to a village or city in the Rochester region in the next 5 years	<input type="checkbox"/>				
[If household location = suburban town or rural] If I moved to a village or city in the Rochester region, my household would own fewer cars	<input type="checkbox"/>				

Note: Statements should be shown in random order on screen.

12. Would you be willing to participate in future travel studies in the Rochester area?

- 1 Yes
- 2 No

13. If you have any comments about transportation in the Rochester area, please type them below. Otherwise, please click "Next" to complete the survey.

[If other members' surveys are incomplete, return to "Diary Dashboard"]

12. Thank you. You have now completed the "Trip Diary" survey.

Please click "Finish" to submit this information.



TRAVEL DIARY - KIDS

1.3 Travel Log

We will now ask you to provide information about any trips that <child> made WITHOUT an adult household member.

To begin, did <child> make any trips on <assigned travel date> WITHOUT an adult household member (18 years or older)?

- 1 Yes
- 2 No

13. Please list ALL the places <child> went on <assigned travel date> WITHOUT an adult household member.

Began Day at Add Location
went to Add Location

<Member> left from	Home	  
Then went to	Work	  
Then went to	Pizza shop	  
Then went to	Work	  
Then went to	School	  
Then went to	Home	  

Note: Example list in a gray box on the right hand side of the screen, showing:

Example Travel Day

Went to School

Went to Soccer game

Went to Home



14. Please locate each place that <child> went on <day> WITHOUT an adult household member.

1. First, select the place that you want to locate.
2. Then, you can either:
 - a. Search for an address or business in the box below
 - b. Click on the map to zoom in on your location. Keep zooming until a marker appears.

Location	Address or Intersection		
<populated>			(Business Search)
<populated>			(Business Search)

Note: A help video link is included at the top of the screen which respondents can click on to view an instructional video.

15. Thank you. You have now completed the “Trip Diary” survey. Please click “Finish” to submit this information.



PILOT DEBRIEF

Note: The following questions in this section will be asked only during the pilot survey.

1. Again, thank you for participating in this study.

You are one of a very small number of people who have been invited to participate in this study before we invite households all over the Rochester region to participate. We would like to hear your feedback on how to improve the survey and survey materials. This will help us improve the study for everyone else.

Were there any instructions, directions, or questions that were confusing or unclear? If so, please tell us which instructions were confusing and why. We also welcome suggestions for how to improve.

- 1 [open-end text box for response]

Do you have any general recommendations for how we can further improve the study? If so, please tell us your ideas and suggestions for how to improve our study.

- 2 [open-end text box for response]

2. Would you be willing to participate in a 20 minute phone call to further share your feedback and ideas on how to improve the study? You would receive an extra \$20 Amazon.com gift certificate for helping us improve the Rochester Area Transportation Study.

- 1 Yes
- 2 No

[If willing to participate in phone call] Thank you. Please share your phone number and preferred time to be reached over the next 2 business days. We would only call you during the time period you select.

- 3 Telephone number: [text box]
- 4 [Insert date equivalent to next business day, such as Wednesday 8 September] 8AM–10AM
- 5 [Insert date equivalent to next business day] 10AM–12PM
- 6 [Insert date equivalent to next business day] 12PM–2PM
- 7 [Insert date equivalent to next business day] 2PM–4PM
- 8 [Insert date equivalent to next business day] 4PM–6PM
- 9 [Insert date equivalent to next business day] 6PM–8PM
- 10 [Insert date equivalent to 2nd business day, such as Thursday 9 September] 8AM–10AM
- 11 [Insert date equivalent to 2nd business day] 10AM–12PM
- 12 [Insert date equivalent to 2nd business day] 12PM–2PM
- 13 [Insert date equivalent to 2nd business day] 2PM–4PM
- 14 [Insert date equivalent to 2nd business day] 4PM–6PM
- 15 [Insert date equivalent to 2nd business day] 6PM–8PM

Thank you. You have now completed the “Trip Diary” survey.
Please click “Finish” to submit this information.



Thank you, the survey has been completed. We will send a \$10 Amazon.com gift certificate to the email address you provided us within 2 weeks. All your answers are saved and you may now close your browser.



APPENDIX B: WEB SURVEY SCREENSHOTS

Figure B1: Log-In Page



Figure B2: Welcome Page

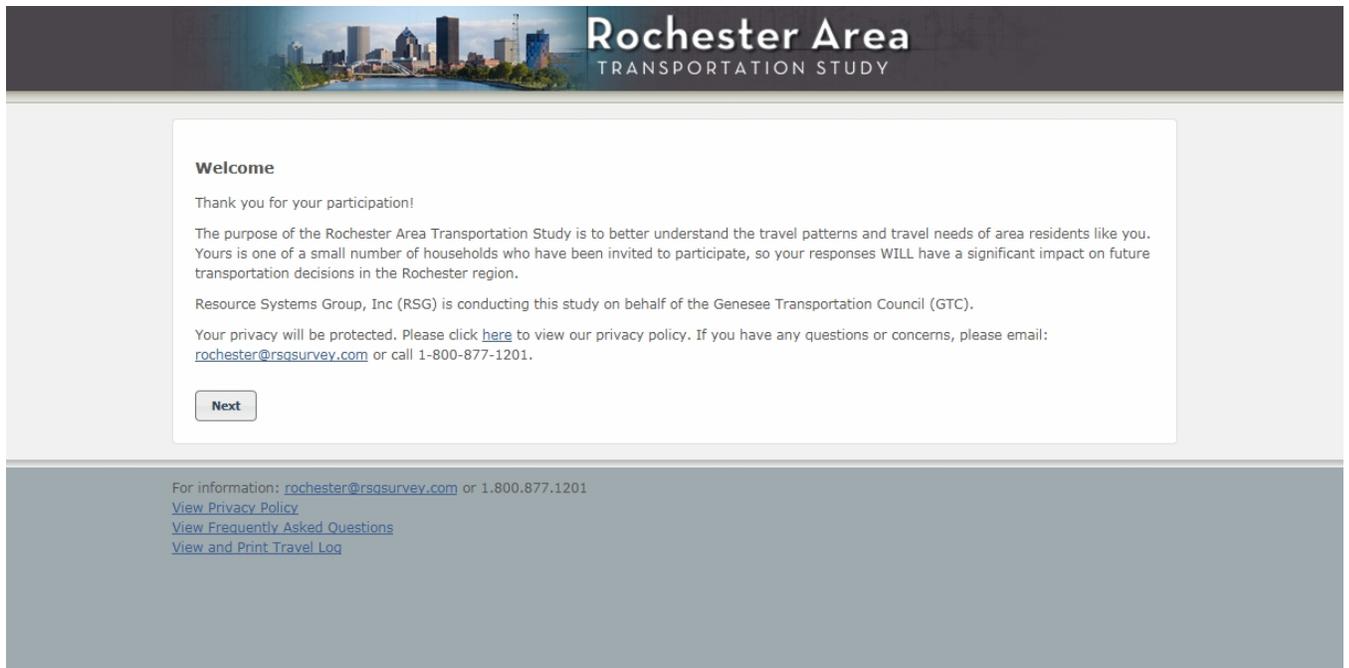


Figure B3: Instructions



Rochester Area TRANSPORTATION STUDY

Instructions

Here are some tips for navigating the Rochester Area Transportation Study website:

- If at any time you have to stop, you can always return to the website later and begin again where you left off. All your answers will have been saved for you.
- After you have answered all questions on a page, use the "Next" button at the bottom of the screen to advance.
- We recommend that your web browser (Internet Explorer, Firefox, Safari, etc) is set to allow javascript. This is done by default for most web browsers.

Now, let's get started!

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Figure B4: Overview



Rochester Area TRANSPORTATION STUDY

Rochester Area Transportation Study Overview

This study has 2 parts.

	Part 1 Household Info Survey	Part 2 Travel Diary Survey
When do I take the survey?	Anytime!	September 16
Who takes the survey?	You	All adult members of your household
How long will the survey take?	Less than 5 minutes	Approximately 15 minutes for each household member
What is the survey about?	We ask about your household and the vehicles you use.	We ask each adult member of your household to keep track of all the trips made on September 16 using your Travel Log and then return to this website or call us to tell us about your trips and your opinions on travel in the Rochester region. In addition, adults should log trips for children under 18.
What will my household get for participating?	After completing both parts, your household will receive a \$10 Amazon.com gift certificate.	

Please click "Next" to proceed.

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Figure B5: Status Page



Rochester Area
TRANSPORTATION STUDY

Please click "Let's get started" to begin the Household Information Survey.

Surveys	Status
Household Information	Let's get started
Travel Diary	Let's get started

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Figure B6: Introduction



Rochester Area
TRANSPORTATION STUDY

Introduction

We'd like to ask some general questions about your household and your vehicles. Please answer on behalf of everyone who lives with you in your home, including any relatives, boarders, and live-in employees.

Please know that any information you share will be kept strictly confidential and your privacy will be protected. Please click [here](#) to view our privacy policy.

If you have any questions or concerns, please email: rochester@rsqsurvey.com or call 1-800-877-1201.

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Figure B7: Number Vehicles



Rochester Area
TRANSPORTATION STUDY

How many motor vehicles (in working order) are there in your household?

Please include all cars, pickup trucks, minivans, and motorcycles/scooters to which your household has regular access, whether owned, leased, or a company vehicle.

- 0 (no vehicles)
- 1 vehicle
- 2 vehicles
- 3 vehicles
- 4 vehicles
- 5 or more vehicles

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Figure B8: Vehicle Information



Rochester Area
TRANSPORTATION STUDY

Please tell us about the vehicles in your household.

Viewing **1** of **2** total vehicle(s).

Year: 2009

Make: Honda

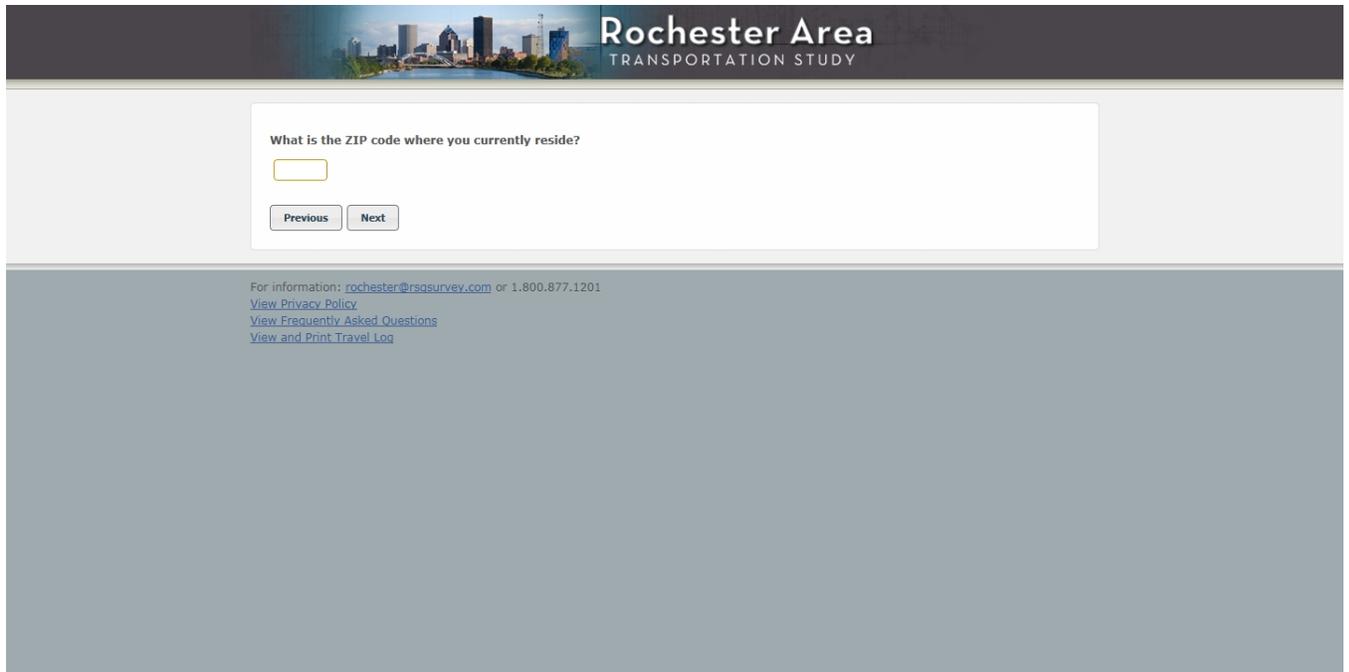
Model: CR-V

Fuel Type: Gasoline

Miles driven in past 12 months: 12,500 - 14,999

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Figure B9: Zip



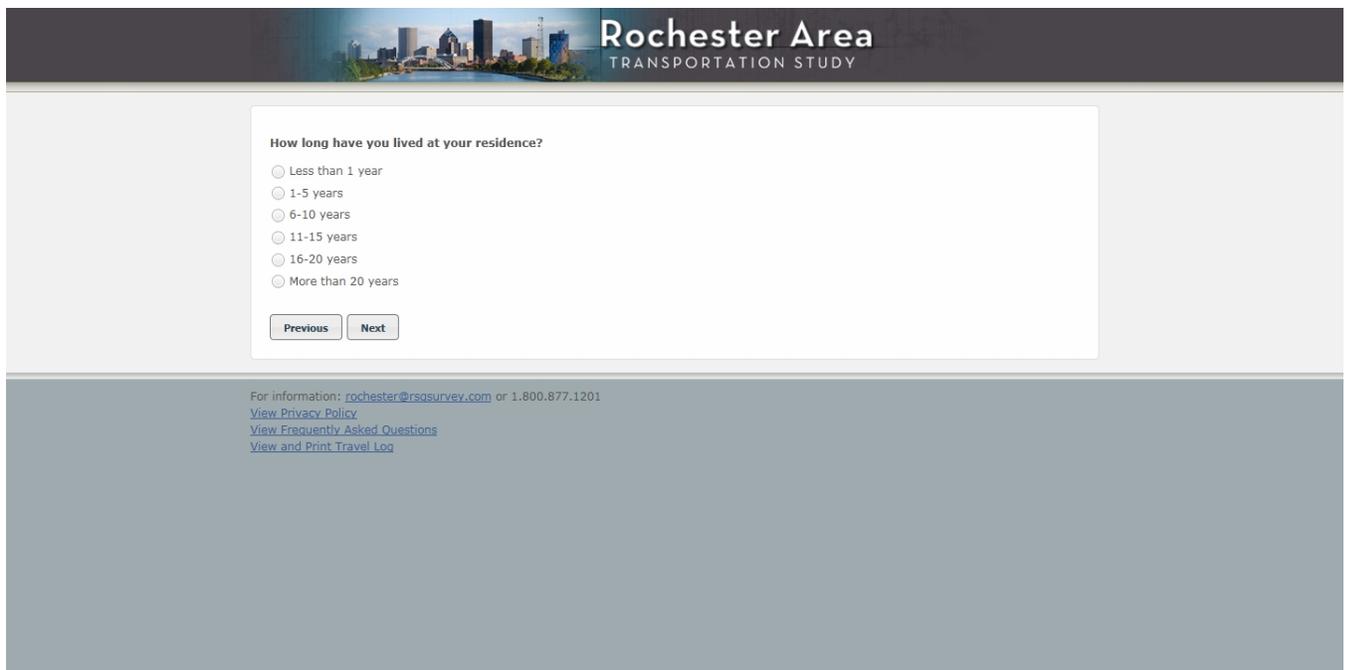
Rochester Area
TRANSPORTATION STUDY

What is the ZIP code where you currently reside?

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Figure B10: Years of Residence



Rochester Area
TRANSPORTATION STUDY

How long have you lived at your residence?

Less than 1 year
 1-5 years
 6-10 years
 11-15 years
 16-20 years
 More than 20 years

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Figure B11: Seasonal Residence



Rochester Area
TRANSPORTATION STUDY

How many months out of the year do you live at your residence?

- All year long
- 9-11 months of the year
- 6-8 months of the year
- 3-5 months of the year
- Fewer than 3 months of the year

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Figure B12: Residence Type



Rochester Area
TRANSPORTATION STUDY

How would you describe your current residence?

- Single-family
- Multi-family (3 or fewer apartments)
- Townhouse
- Condominium
- Apartment building (4 or more apartments)
- Mobile home
- Dormitory or other institutional housing
- Other

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Figure B13: Residence Locale

Rochester Area
TRANSPORTATION STUDY

Which of the following describes where your home is located?

- Downtown Rochester (within the Inner Loop)
- City of Rochester (outside the Inner Loop)
- Village/Town center/Small city
- Suburban town
- Rural

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Figure B14: Years Residence

Rochester Area
TRANSPORTATION STUDY

How important were each of these factors when choosing to move to your current residence?

	Very Unimportant	Somewhat Unimportant	Neither	Somewhat Important	Very Important
Having space and separation from others	<input type="radio"/>				
Being close to family or friends	<input type="radio"/>				
Having a walkable neighborhood and being near local activities	<input type="radio"/>				
Quality of schools (K-12)	<input type="radio"/>				
Affordability/taxes	<input type="radio"/>				
A change in family size or marital/partner status	<input type="radio"/>				
Being close to job or school	<input type="radio"/>				

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Figure B15:L Household Information



Please tell us about yourself.

Name or initials:

Age:

Gender:

Has a valid driver's license?

Employment Status:

Number of jobs:

Education Status:

Hispanic or Latino origin?

Race:

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Figure B16: Household Members



How many OTHER PEOPLE live in your household who are 18 OR OLDER?

Please include everyone who normally resides with you in your home, including any relatives, boarders, and live-in household employees. Please do not include people away at school or the military.

0 (I am the only adult)

1 other adult

2 other adults

3 other adults

4 other adults

5 other adults

6 other adults

7 other adults

8 other adults

9 other adults

10 or more other adults

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Figure B17: Household Information 2

Rochester Area
TRANSPORTATION STUDY

Please tell us about the other adults (18 OR OLDER) in your household.

Viewing 1 of 1 other adults (18 OR OLDER).

Name or initials: Nick

Age: 25-34

Gender: Male

Relationship to you: Husband/Wife/Partner

Has a valid driver's license? Yes

Employment Status: Employed part-time

Number of jobs: 2

Education Status: Bachelors degree

Hispanic or Latino origin? No

Race: African American or Black

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Figure B18: Household Minors

Rochester Area
TRANSPORTATION STUDY

How many CHILDREN UNDER AGE 18 live in your household?

Please include all children who normally reside with you in your home. Please do not include minors away at school or the military.

0 (no minors)

1 minor

2 minors

3 minors

4 minors

5 minors

6 minors

7 minors

8 minors

9 minors

10 or more minors

Previous Next

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Figure B19: Child Information



Rochester Area
TRANSPORTATION STUDY

Please tell us about the children (UNDER AGE 18) in your household.

Viewing 1 of 2 children (UNDER AGE 18).

Name or initials:

Age:

Gender:

Relationship:

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Figure B20: Household Income



Rochester Area
TRANSPORTATION STUDY

In 2010, what was your household's total annual income (from all sources) before taxes or other deductions from pay?

Under \$10,000

\$10,000-\$24,999

\$25,000-\$34,999

\$35,000-\$49,999

\$50,000-\$74,999

\$75,000-\$99,999

\$100,000-\$149,999

\$150,000-\$199,999

\$200,000-\$249,999

\$250,000 or more

Prefer not to answer

Note: This information is used to make sure a representative sample of the Rochester region participates in this study. Please click [here](#) to view our privacy policy.

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Figure B21: Email

Rochester Area
TRANSPORTATION STUDY

For future contact, including sending your household a \$10 Amazon gift card (once all adults complete the entire survey), please enter your email address.

You will be contacted for this study only and your information will NEVER be shared. Please click [here](#) to view our privacy policy.

Primary email address for household:

Secondary email address for household:

[Previous](#) [Next](#)

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Figure B22: Contact Preference

Rochester Area
TRANSPORTATION STUDY

How would you prefer to be contacted for the remainder of this study?

This helps us understand how your household would prefer to receive reminders about the study. You will only be contacted for this study and your information will NEVER be shared. Please click [here](#) to view our privacy policy.

Please select all that apply.

By email
 By telephone
 By text message (standard message rates and data charges from your carrier apply)
 By mail

[Previous](#) [Next](#)

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Figure B23: Phone Number

Rochester Area
TRANSPORTATION STUDY

What is your phone number?

You will only be contacted for this study and your information will NEVER be shared. Please click [here](#) to view our privacy policy.

Please enter the full 10 digit phone number: xxx-xxx-xxxx

Cell:

Home:

[Previous](#) [Next](#)

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Figure B24: Phone/Time

Rochester Area
TRANSPORTATION STUDY

When can we reach you?

Please select all that apply.

8AM-10AM
 10AM-12PM
 12PM-2PM
 2PM-4PM
 4PM-6PM
 6PM-8PM

[Previous](#) [Next](#)

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Figure B25: Household Thank You

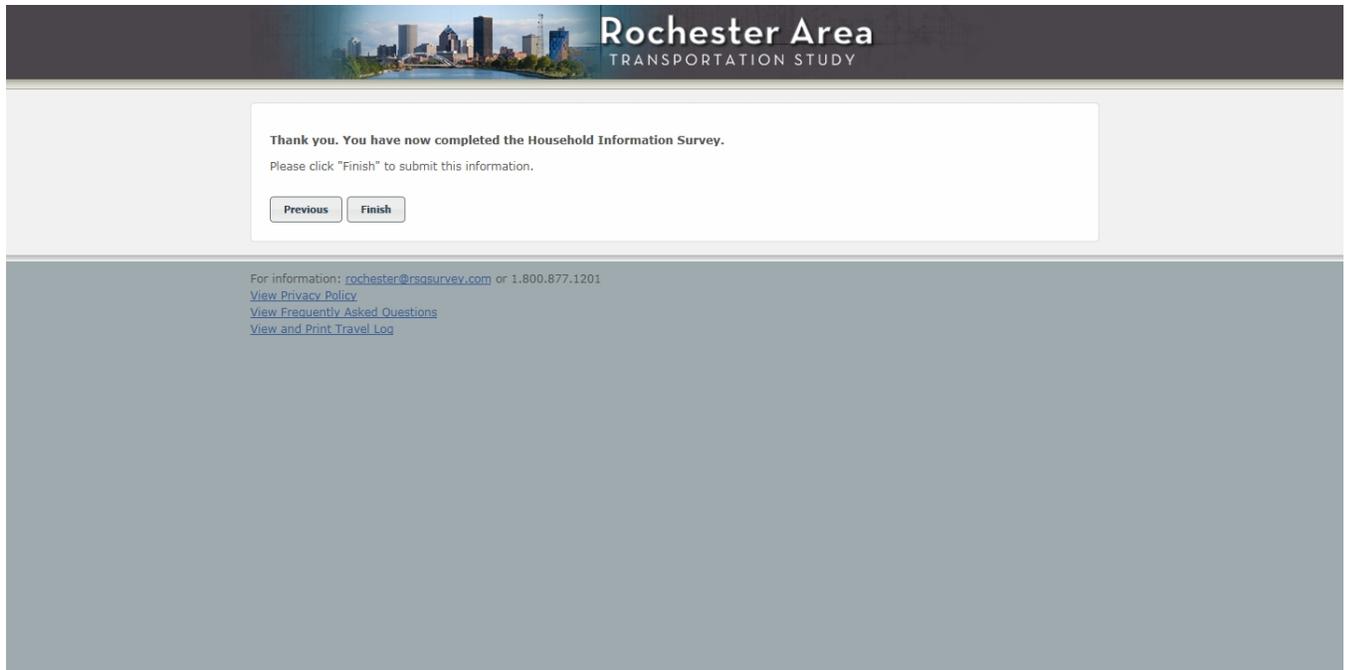


Figure 26: Next Steps

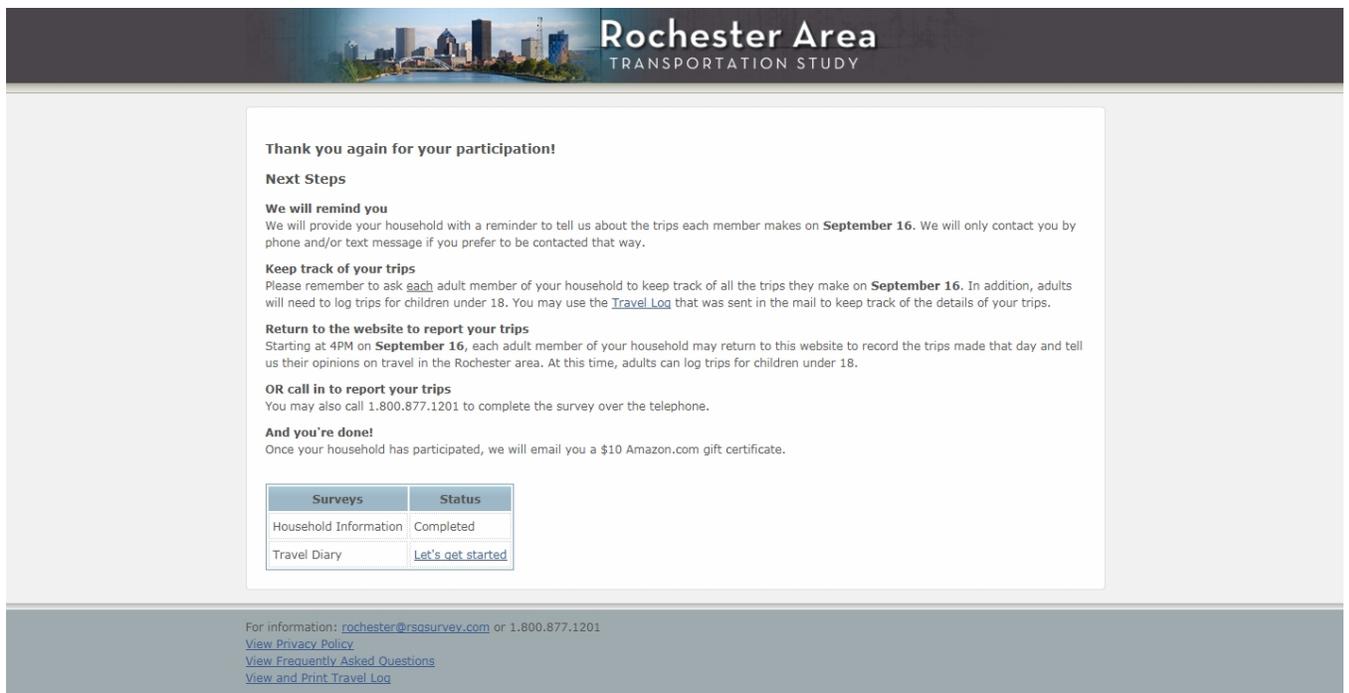


Figure B27: Diary Status

Rochester Area
TRANSPORTATION STUDY

Thank you again for your participation!

Next Steps

Have your Travel Log ready
 You may want to refer to your [Travel Log](#) to help remember the details of your trips on **September 16**.

Click on a link to begin
 Click on "Let's get started" to tell us about the trips that each household member made on **September 16**.

Note: You may exit a survey at any point. To resume a survey, return to the survey home page, log in using your password, then click "In Progress" when you return to this screen.

Members	9/16/2011
Chloe	Let's get started
Nick	Let's get started
Violet	Let's get started

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Figure B28: Trip Made

Rochester Area
TRANSPORTATION STUDY

Hello Chloe. We are now going to ask you to enter the information from your Travel Log.

To begin, did you make any trips on September 16?

Yes
 No

EXAMPLE TRAVEL DAY

The diagram shows a central 'HOME' icon with arrows pointing to 'SCHOOL', 'RESTAURANT', and 'WORK'. 'SCHOOL' has an arrow to 'HOME' labeled 'TRIP 5'. 'RESTAURANT' has an arrow to 'HOME' labeled 'TRIP 1'. 'WORK' has an arrow to 'HOME' labeled 'TRIP 4'. 'SCHOOL' has an arrow to 'RESTAURANT' labeled 'TRIP 2'. 'RESTAURANT' has an arrow to 'WORK' labeled 'TRIP 3'. A dashed arrow labeled 'TRIP X' points from 'HOME' to 'SCHOOL' with the note 'drop off / pick up / parent / guardian'.

EXAMPLE TRIP PURPOSES

- Go home
- Go to primary workplace
- Go shopping (e.g. grocery store, mall)
- Conduct personal business (e.g. doctor, banking, post office)
- Drop off/pick up someone else
- Make quick stop (ATM, drive-thru, fast-food, coffee)
- Go to restaurant to eat out
- Go to work-related location (e.g. meeting, sales call, delivery)
- Attend social/recreational event (e.g. movies, visit friends/family)
- Go to school/child care
- Go to gym/exercise (e.g. go for walk/jog)
- Go to religious/community/volunteer activity
- Other

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Figure B29.1: Why no travel

Rochester Area
TRANSPORTATION STUDY

Why did you not travel or make any trips on September 8?

Please select all that apply.

- I worked from home for pay (e.g., home-based business or telecommuting)
- I worked around the home (not for pay)
- I was sick or I cared for a sick/unwell member of my household
- I am limited in my mobility by a physical condition
- I was out of the Rochester area for the entire 24-hour period
- Other, please specify:

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Figure B29.2: Telecommute

Rochester Area
TRANSPORTATION STUDY

Did you work from home or telecommute instead of traveling to work for any part of the day on September 16?

- Yes, all day
- Yes, part of the day
- No

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Figure B30: Trip Roster

Rochester Area
TRANSPORTATION STUDY

[Help Video](#)

Chloe, please list ALL the places you went on September 8.

Please make sure to include your start and end location* for the day (e.g., Home).

I began my day at + -

Then I went to + - x

Example Travel Day

I began my day at **Home**

Then I went to **Work**

Then I went to **Pellegrino's Deli**

Then I went to **Work**

Then I went to **Daycare**

Then I went to **Home***

*The last place you enter should be where you ended your day, or the place you were at 3 AM.
For example, if you started at "Home" and returned home at the end of the day, then your last location should be "Home."

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Figure B31: Address

Rochester Area
TRANSPORTATION STUDY

[Help Video](#)

Please locate each place that you went on September 8.

1. First, select the place that you want to locate.
2. Then, you can either:
 - a. Search for an address or business in the box below.
 - b. Click on the map to zoom in on your location. Keep zooming until a marker appears.

- Home** - 1-99 Englewood Hill, Pittsford, NY 14534, USA ✔
- Daycare** - 488 French Rd, Rochester, NY 14618, USA ✔
- Doctor** - 3690 East Ave, Rochester, NY 14618, USA ✔
- Work** - 645-709 State Highway 96, Pittsford, NY 14534, USA ✔
- Gym** - 3458 Clover St, Pittsford, NY 14534, USA ✔

[View all completed locations on map!](#)

Enter the full address (including street number and name OR nearest intersection) in the text box.

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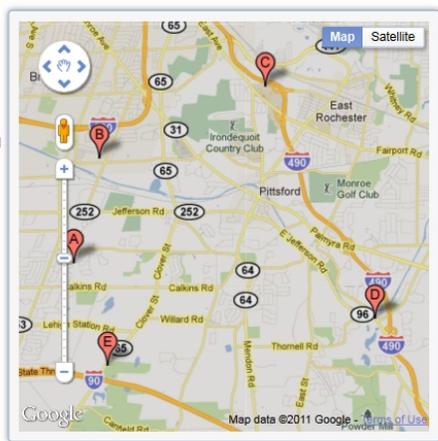


Figure B32: Origin/Destination Distance



The list below should include all the trips you made on September 8.

If you need to add or remove any trips, please click "Previous" to go back and edit your locations. If all of your trips from September 8 are shown below, please click "Next" to continue.

Trip	Origin	Destination	Approx. Distance
1	Home	Daycare	3.1 mi
2	Daycare	Doctor	4.5 mi
3	Doctor	Work	5.4 mi
4	Work	Gym	7.0 mi
5	Gym	Home	3.7 mi

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Figure B33: Trip Purpose



Chloe, please tell us about your trip from Home to Daycare.

Viewing trip 1 of 5 trips(s) total.

Time departed: Hr Min
 Time arrived: Hr Min

Main purpose of trip:

Main way traveled on trip:

Additional way traveled on trip (if used):

Additional way traveled on trip (if used):

Travel Day for Chloe on September 16

Trip #1: Home to Daycare

Trip #2: Daycare to Doctor

Trip #3: Doctor to Work

Trip #4: Work to Gym

Trip #5: Gym to Home

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Figure B34.1 : Trip Info - Auto

Rochester Area
TRANSPORTATION STUDY

Chloe, please tell us about your trip from Home to Daycare.

Viewing trip 1 of 5 trips(s) total.

Time departed: 6 AM :30
Time arrived: 6 AM :35

Main purpose of trip:
Go to school/child care

Main way traveled on trip:
Auto/Truck/Motorcycle

Auto/Truck/Motorcycle

Vehicle used:
2004 Honda Accord

Driver or passenger:
Driver

Personal toll cost:
Did not pay a toll

Personal parking cost:
Did not park

Number of people in vehicle who are NOT members of your household:
0

Other household members in vehicle

Nick
 Zach
 Violet
 None

Additional way traveled on trip (if used):
select...

Additional way traveled on trip (if used):
select...

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Travel Day for Chloe on September 16

Trip #1: Home to Daycare
Trip #2: Daycare to Doctor
Trip #3: Doctor to Work
Trip #4: Work to Gym
Trip #5: Gym to Home

Figure B34.2: Trip Info: CATS, RTS, Walking

Rochester Area
TRANSPORTATION STUDY

Chloe, please tell us about your trip from Home to Daycare.

Viewing trip 1 of 5 trips(s) total.

Time departed: 6 AM :30
Time arrived: 6 AM :40

Main purpose of trip:
Go to school/child care

Main way traveled on trip:
CATS (County Area Transit System of Ontario County)

CATS (County Area Transit System of Ontario County)

How much did your trip cost?
\$2.00

First route:
Route 4 - Canandaigua/Geneva (via Rts 5 and 20)

Next route (if used):
Route 3 - Canandaigua/Victor

Next route (if used):
select...

Additional way traveled on trip (if used):
RTS public bus

RTS public bus

How did you pay for your trip?
Bus for a Buck Freedom Pass

First route:
3/3X Goodman

Next route (if used):
6/6X Jefferson Ave

Next route (if used):
select...

Additional way traveled on trip (if used):
Bicycle

Walk/wheelchair/bicycle

Used dedicated bike path or sidewalk for some or all of trip:
Yes

[Previous](#) [Next](#)

Travel Day for Chloe on September 08

Trip #1: Home to Daycare
Trip #2: Daycare to Doctor
Trip #3: Doctor to Work
Trip #4: Work to Gym
Trip #5: Gym to Home

Figure 34.3: Trip Info - LATS, WATS, Walking

Rochester Area
TRANSPORTATION STUDY

Chloe, please tell us about your trip from Daycare to Doctor.

Viewing trip **2 of 5** trips(s) total.

Time departed: 7 AM :00
Time arrived: 7 AM :15

Main purpose of trip:
 Conduct personal business (e.g., doctor, banking, post office)

Main way traveled on trip:
 LATS (Livingston Area Transportation Service)

LATS (Livingston Area Transportation Service)

How much did your trip cost?
 \$2.00

Service used:
 Dial-a-Ride Service

Additional way traveled on trip (if used):
 WATS (Wayne Area Transportation Service)

WATS (Wayne Area Transportation Service)

How much did your trip cost?
 I paid with a value pass

First route/service:
 Marion Grocery Shuttle

Next route/service (if used):
 Rochester Medical Shuttle

Next route/service (if used):
 select...

Additional way traveled on trip (if used):
 Walk/wheelchair

Walk/wheelchair/bicycle

Used dedicated bike path or sidewalk for some or all of trip:
 Yes

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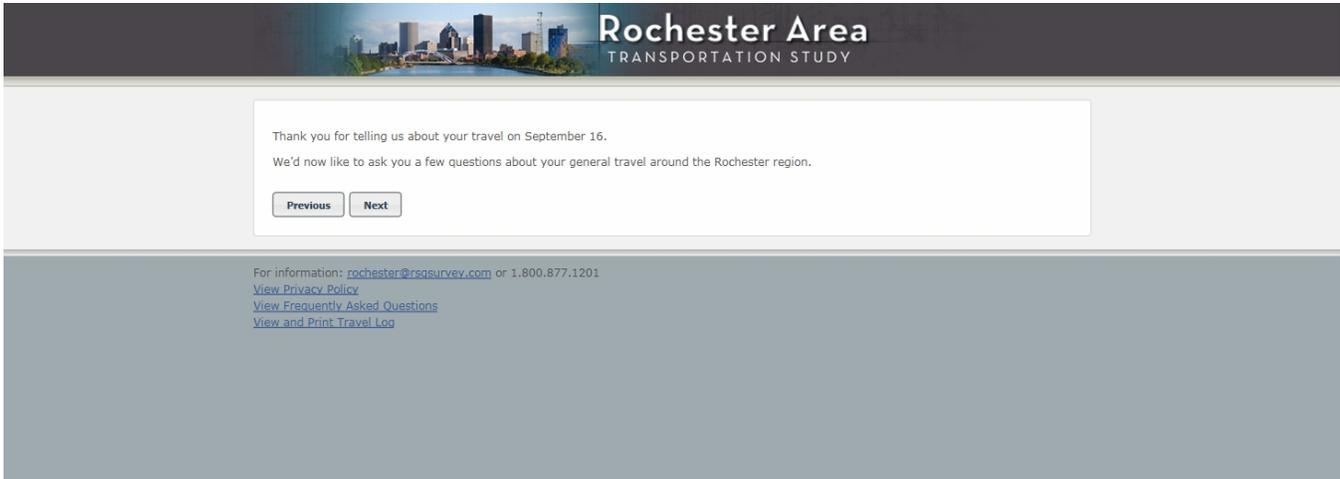
Travel Day for Chloe on September 08

Trip #1: Home to Daycare
 (arriving at 6:40 AM)

Trip #2: Daycare to Doctor

Trip #3: Doctor to Work
 Trip #4: Work to Gym
 Trip #5: Gym to Home

Figure 35: Thank You



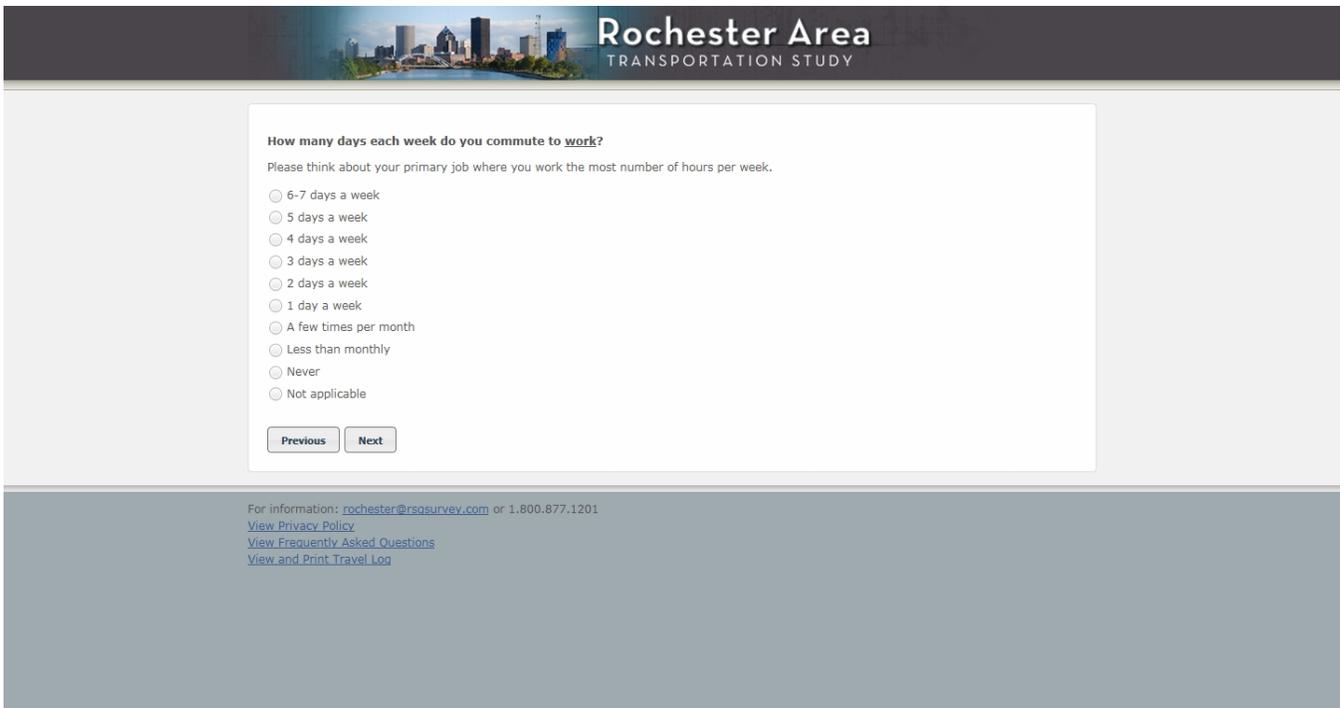
Rochester Area
TRANSPORTATION STUDY

Thank you for telling us about your travel on September 16.
We'd now like to ask you a few questions about your general travel around the Rochester region.

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Figure B36.1: Days Commute



Rochester Area
TRANSPORTATION STUDY

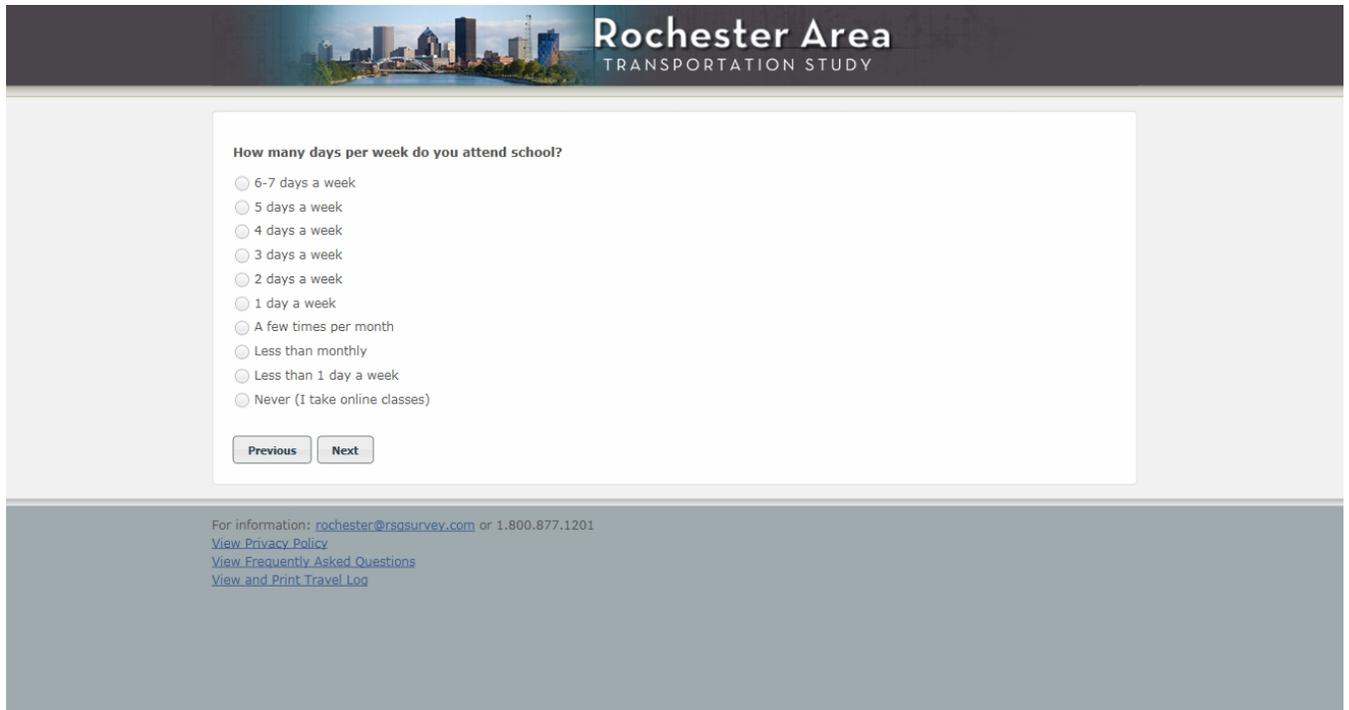
How many days each week do you commute to work?
Please think about your primary job where you work the most number of hours per week.

- 6-7 days a week
- 5 days a week
- 4 days a week
- 3 days a week
- 2 days a week
- 1 day a week
- A few times per month
- Less than monthly
- Never
- Not applicable

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Figure B36.2: Days Commute (School)



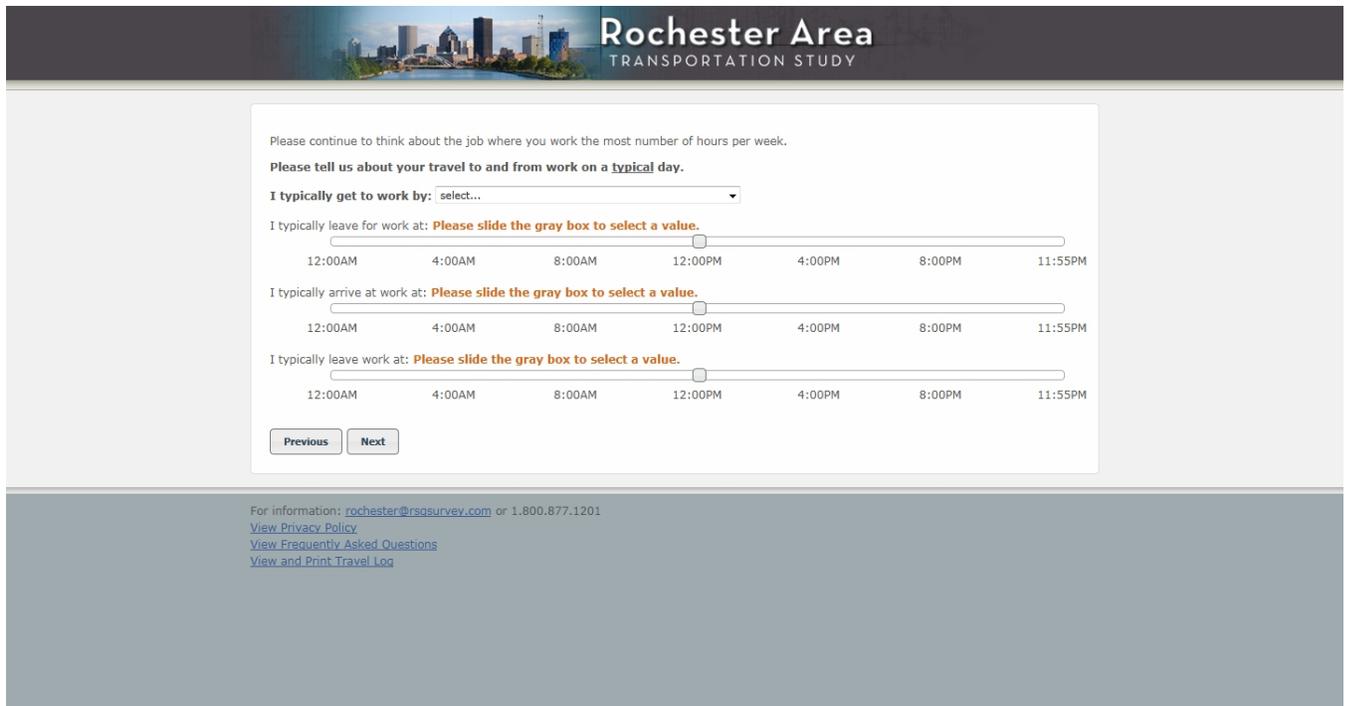
Rochester Area
TRANSPORTATION STUDY

How many days per week do you attend school?

- 6-7 days a week
- 5 days a week
- 4 days a week
- 3 days a week
- 2 days a week
- 1 day a week
- A few times per month
- Less than monthly
- Less than 1 day a week
- Never (I take online classes)

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Figure B37: Work Time



Rochester Area
TRANSPORTATION STUDY

Please continue to think about the job where you work the most number of hours per week.
Please tell us about your travel to and from work on a typical day.

I typically get to work by:

I typically leave for work at: **Please slide the gray box to select a value.**

12:00AM 4:00AM 8:00AM 12:00PM 4:00PM 8:00PM 11:55PM

I typically arrive at work at: **Please slide the gray box to select a value.**

12:00AM 4:00AM 8:00AM 12:00PM 4:00PM 8:00PM 11:55PM

I typically leave work at: **Please slide the gray box to select a value.**

12:00AM 4:00AM 8:00AM 12:00PM 4:00PM 8:00PM 11:55PM

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Figure B38: Bus Frequency



Rochester Area
TRANSPORTATION STUDY

How often do you ride a bus in the Rochester area (RTS, CATS, LATS, WATS, College/Hospital Shuttle Service)?

Trips to/from work:

Other trips:

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Figure B39: Why Took Bus



Rochester Area
TRANSPORTATION STUDY

What would encourage you to take a bus more frequently?

Please select all that apply.

- Service earlier in the morning
- Real-time information about the next bus arrival/departure times
- Not having to transfer
- Greater feeling of safety on board the buses
- Route/stop closer to my work
- Park-and-ride lot in my community
- Route/stop closer to my home
- Free Wi-Fi on the bus
- More frequent bus service
- Service later in the evening
- Other, please specify:
- Nothing will encourage me to take a bus more frequently

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Figure B40: Bus Stop



In the future, there may be small transit stations or hubs located around the Rochester region (outside of the downtown Rochester area).

What would encourage you to take a bus to/from this kind of transit station?

Please select all that apply.

- Shops and services at the station
- Having the station located close to home
- More frequent bus service
- Ability to use other forms of transportation (ZipCar, shuttle, taxi, etc.) at the station
- Buses that go directly to where I want to go (no need to transfer)
- Indoor, weather-protected shelter to wait for buses
- Free and available parking at the station
- Having the station located close to work
- Real-time information about bus arrival/departure times
- Other, please specify:
- Nothing will encourage me to use a transit station and/or buses

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Figure B41: Minutes to Bus Stop



Imagine that instead of driving all the way to work, you drove to a park-and-ride to catch a bus to work.

How many minutes would you be willing to walk from the bus stop (where you got off the bus) to your workplace?

I'd be willing to walk: **Please slide the gray box to select a value.**

0 Min 5 Min 10 Min 15 Min 20 Min 25 Min 30 Min

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Figure B42: Bus Stop Location

Rochester Area
TRANSPORTATION STUDY

You said that having a direct ride without a transfer is important to you.

Where would you want a bus to travel from and to so that you could have a direct ride without a transfer in the Rochester region?

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Figure B43: Gas Price

Rochester Area
TRANSPORTATION STUDY

How high would gas prices have to be in order for you to commute at least two times per week in a way other than driving alone (for example, by carpooling, taking a bus, biking, etc.)

Gas price per gallon would have to be: **Please slide the gray box to select a value.**

\$0.00 \$2.50 \$5.00 \$7.50 \$10.00

I already commute at least two times per week in a way other than driving alone

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Figure B44: Opinion



Rochester Area
TRANSPORTATION STUDY

How strongly do you agree or disagree with each of the following statements?

	Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree
As long as I am comfortable when traveling, I can tolerate delays	<input type="radio"/>				
If it would save time, I would change my form of travel	<input type="radio"/>				
More than saving time, I prefer to be productive when traveling	<input type="radio"/>				
I have to drive to get to transit anyway, so I may as well just drive my car the whole way	<input type="radio"/>				
For me, car is king! Nothing will replace my car as my main mode of transportation	<input type="radio"/>				
Getting to and from transit stops is not pedestrian friendly and is very unpleasant	<input type="radio"/>				
It's easy to plan a trip using transit	<input type="radio"/>				
I choose my travel mode and route because it is what I know best	<input type="radio"/>				

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Figure B45.1: Gas Tax



Rochester Area
TRANSPORTATION STUDY

Right now the federal government collects a tax of 18 cents per gallon when people buy gasoline.
 Now, imagine that the US Congress decided that the best option to raise money for transportation is to increase the federal gas tax by ten cents per gallon.

Of the following options for how the money is spent, please say if you would strongly support, somewhat support, somewhat oppose, or strongly oppose the gas tax increase.

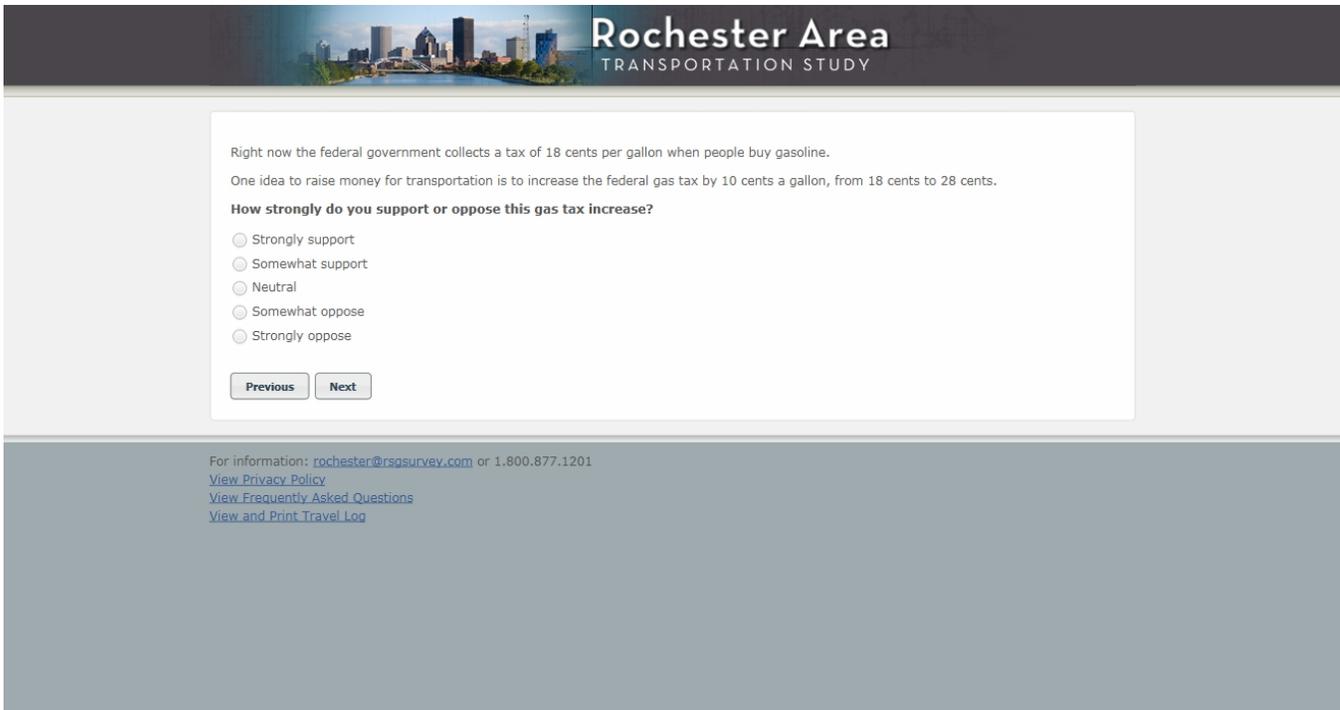
Would you support the gas tax if...

	Strongly Oppose	Somewhat Oppose	Neutral	Somewhat Support	Strongly Support
The money were spent only on projects to reduce local air pollution caused by the transportation system	<input type="radio"/>				
The money were spent only on projects to reduce accidents and improve safety	<input type="radio"/>				
The money were spent only on projects to maintain streets, roads, and highways	<input type="radio"/>				
The money were spent only on projects to reduce the transportation system's contribution to climate change	<input type="radio"/>				
The money were spent only on projects to add more modern, technologically advanced systems like real-time travel alerts, longer lasting pavements, and better timed traffic lights	<input type="radio"/>				

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Figure B45.2: Gas Tax



Rochester Area
TRANSPORTATION STUDY

Right now the federal government collects a tax of 18 cents per gallon when people buy gasoline.

One idea to raise money for transportation is to increase the federal gas tax by 10 cents a gallon, from 18 cents to 28 cents.

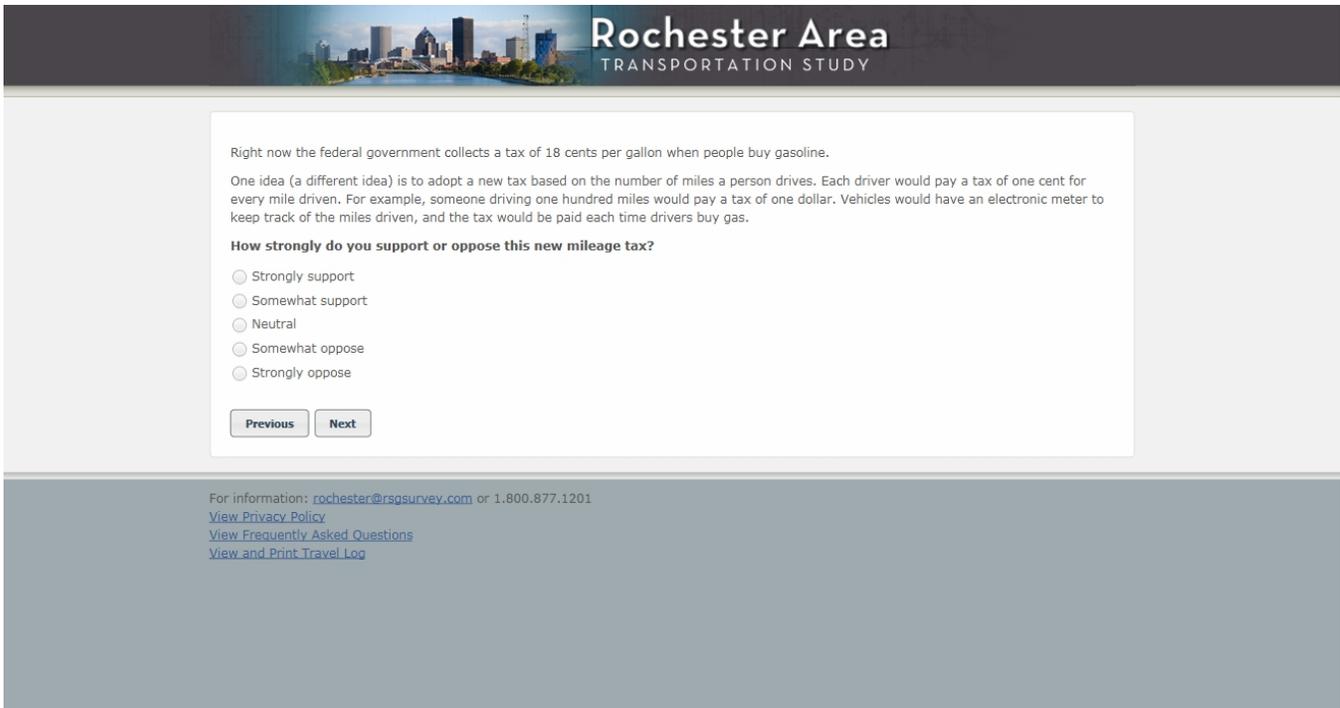
How strongly do you support or oppose this gas tax increase?

- Strongly support
- Somewhat support
- Neutral
- Somewhat oppose
- Strongly oppose

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Figure B45.3: Gas Tax



Rochester Area
TRANSPORTATION STUDY

Right now the federal government collects a tax of 18 cents per gallon when people buy gasoline.

One idea (a different idea) is to adopt a new tax based on the number of miles a person drives. Each driver would pay a tax of one cent for every mile driven. For example, someone driving one hundred miles would pay a tax of one dollar. Vehicles would have an electronic meter to keep track of the miles driven, and the tax would be paid each time drivers buy gas.

How strongly do you support or oppose this new mileage tax?

- Strongly support
- Somewhat support
- Neutral
- Somewhat oppose
- Strongly oppose

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Figure B46.1: Locale Opinion (Downtown)

Rochester Area
TRANSPORTATION STUDY

How strongly do you agree or disagree with the following statements?

	Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree
I plan to move to out of the Rochester region in the next 5 years	<input type="radio"/>				
Most of the people who are important to me live in the Rochester region	<input type="radio"/>				
If I moved to a suburban town or a rural area within the Rochester region, I would feel comfortable using transit to get around if it were available	<input type="radio"/>				
I plan to move to a suburban town or a rural area within the Rochester region in the next 5 years	<input type="radio"/>				

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Figure B46.2: Locale Opinion (Suburbs)

Rochester Area
TRANSPORTATION STUDY

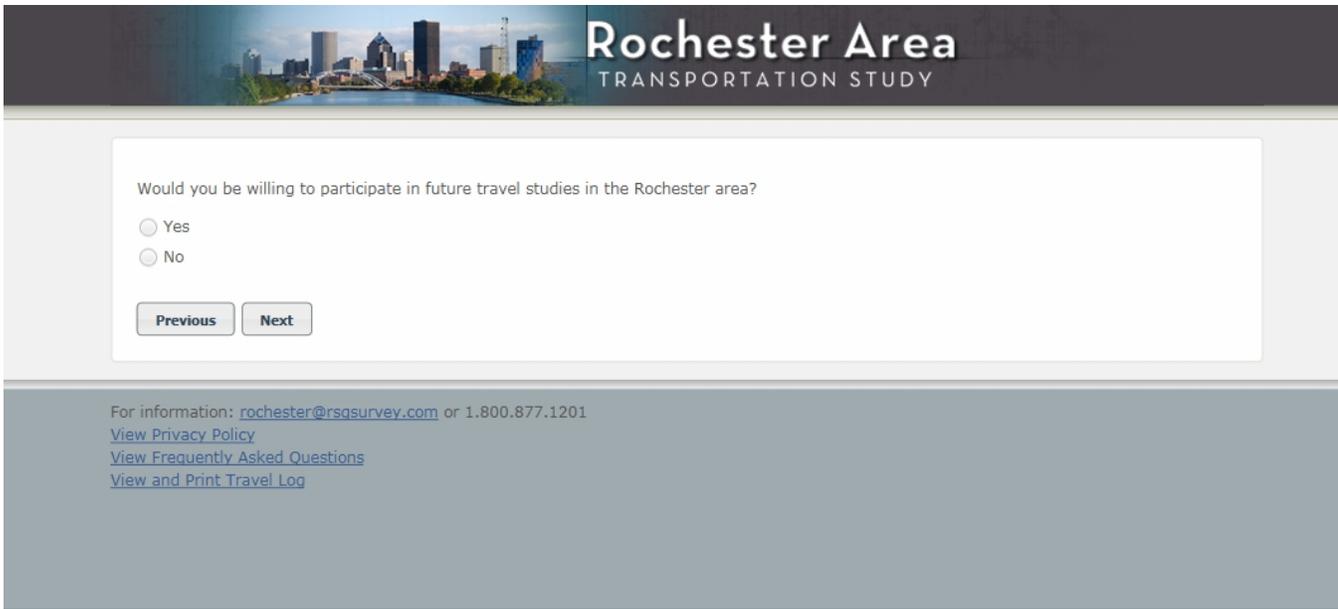
How strongly do you agree or disagree with the following statements?

	Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree
I plan to move out of the Rochester region in the next 5 years	<input type="radio"/>				
I plan to move to a village or city in the Rochester region in the next 5 years	<input type="radio"/>				
Most of the people who are important to me live in the Rochester region	<input type="radio"/>				
If I moved to a village or city in the Rochester region, my household would own fewer cars	<input type="radio"/>				
If I moved to a village or city in the Rochester region, I would feel comfortable using transit to get around	<input type="radio"/>				

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Figure B47: Future Participation



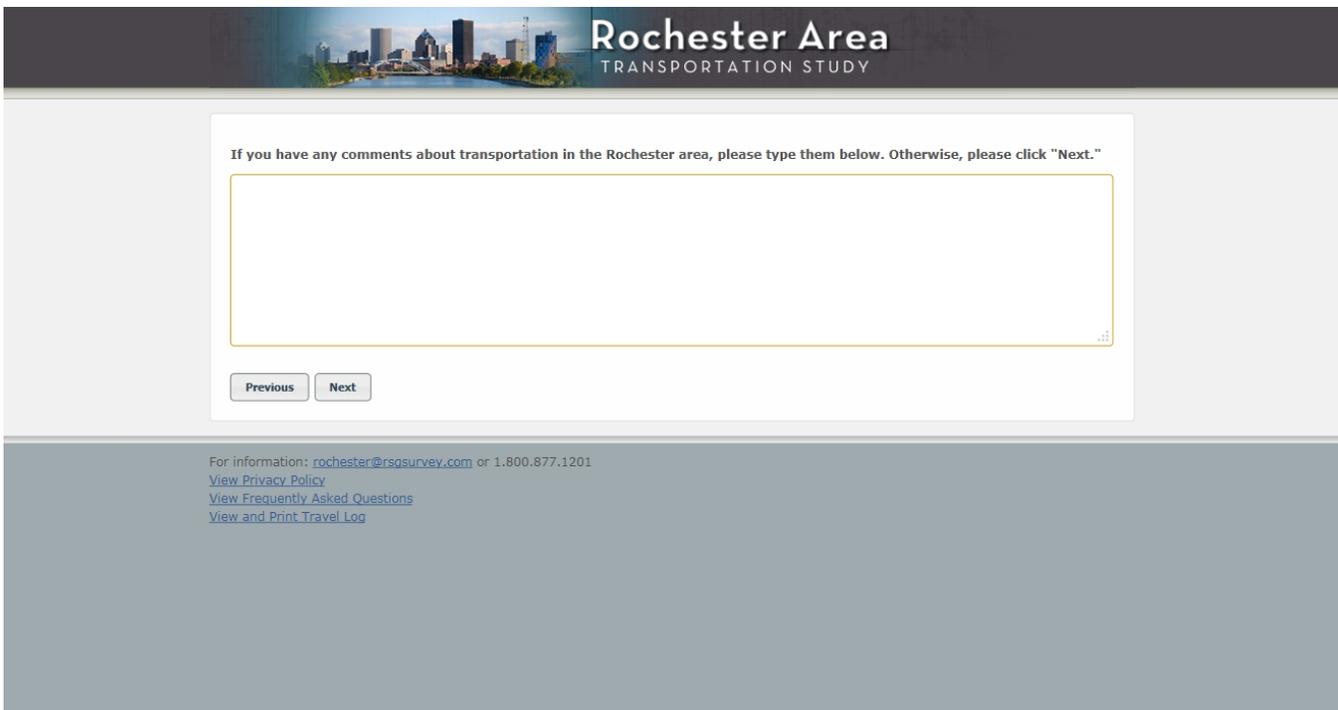
Rochester Area
TRANSPORTATION STUDY

Would you be willing to participate in future travel studies in the Rochester area?

Yes
 No

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Figure B48: Comments



Rochester Area
TRANSPORTATION STUDY

If you have any comments about transportation in the Rochester area, please type them below. Otherwise, please click "Next."

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Figure B49: Thank You

Rochester Area
TRANSPORTATION STUDY

Thank you. You have now completed the "Trip Diary" survey.
Please click "Finish" to submit this information.

[Previous](#) [Finish](#)

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Figure B50: Child - Make Trip

Rochester Area
TRANSPORTATION STUDY

We will now ask you to provide information about any trips that Violet made **WITHOUT** an adult household member.
To begin, did Violet make any trips on September 16 WITHOUT an adult household member (18 years or older)?

Yes
 No

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Figure B51: Child - Trip Roster



Please list ALL the places Violet went on September 16 **WITHOUT** an adult household member.

Went to ↑ ↓

Example Travel Day

Went to **School**

Went to **Soccer game**

Went to **Home**

For information: rochester@rsgsurvey.com or 1.800.877.1201
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Figure B52: Child - Trip Addresses



[Help Video](#)

Please locate each place that Violet went on September 16 **WITHOUT** an adult household member.

1. First, select the place that you want to locate.
2. Then, you can either:
 - a. Search for an address or business in the box below.
 - b. Click on the map to zoom in on your location. Keep zooming until a marker  appears.

Art Lessons
- 668-676 Panorama Trail W, Rochester, NY 14625, USA ✓

Home

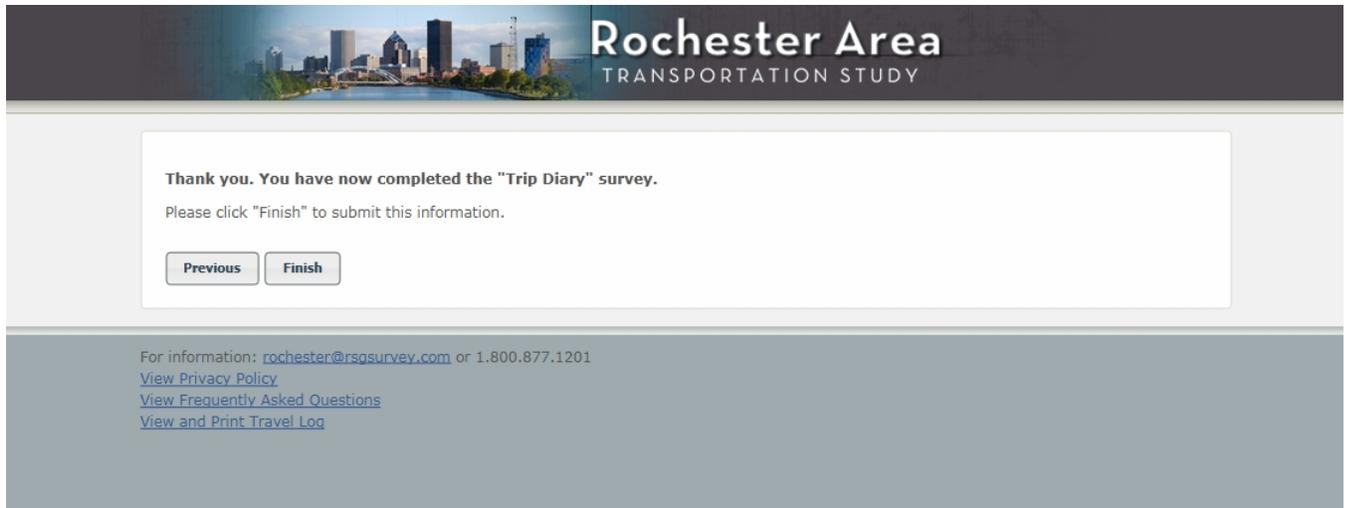
Enter the full address (including street number and name OR nearest intersection) in the text box.



Map data ©2011 Google [Terms of Use](#)

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Figure B53: Child - Thank you



APPENDIX C: DEBRIEF CALL SCRIPT AND RESULTS

C.1 Rochester Household Travel Survey Pilot Study Debrief Telephone Call Script

Purpose of Debrief Questions:

1. Identify sections/questions in the online survey (trip roster, geocoder, and trip diary) that are confusing or frustrating to respondents
2. Identify any aspects of the printed materials (postcards, invitation letter, memory jogger, FAQs) that are confusing or feel incomplete to respondents

Approach:

1. Approximately 12 pilot respondents/household will be selected to participate in the more in-depth telephone debrief. These participants will be selected by RSG to represent a balance of factors including:
 1. Emphasis toward those who provided insightful or detailed comments online in the open-end text boxes
 2. Include online and telephone respondents. Telephone respondents are those who called CC&G in or requested a call.
 3. Respondents who reported only a few (< 3) trips on their assigned travel date and respondents who reported numerous (> 6) trips on their assigned travel date
 4. A balance of geography and demographics, including gender, age, household size, employment, and household income
2. Calls are conducted within 2 business days after completion of the survey at the time indicated by the participating household in the survey itself.
3. A summary document of each call will be provided to GTC

C.2 Telephone Debrief Questions

***Note:** A subset of questions will be selected based on the participant's open-end feedback comments, on their survey responses, on the flow/direction as the call proceeds, and on our experience from other calls about what are the biggest issues/concerns participants have. Not all questions will be asked in order to honor the ~20 minute time-frame. Additionally, the goal is to always ask an open-ended question of the participant so they must elaborate (rather than provide a yes/no answer). Answer choices are only to be supplied as prompting if the participant needs help and can't supply answer on own.*

Hello, my name is _____ and I work for Resource Systems Group, the independent research company who is conducting this study for the Genesee Transportation Council.

Thank you for participating in this call today, which should take no more than 20 minutes. At the end of the call, we will email you an extra \$20 Amazon.com gift certificate to the email address that you provided in the survey.

You are one of a few people who are participating in these calls to help us improve the survey and materials, so we'd really like to hear your honest and candid feedback to improve the study for others.



C.3 Printed Materials

4. How often do you read the mail in your household?
 - Read it the day it arrives 9/12 (75%)
 - Read it every few days 2/12 (16.7%)
 - Read it once a week 0/12 (0%)
 - Read it less than once a week 1/12 (8.3%)

5. What printed materials about this study do you remember receiving in the mail? (can select multiple)
 - Postcard announcing study 10/12 (83.3%)
 - Study invitation packet (invitation letter/memory jogger/FAQs document) 11/12 (91.7%)
 - Postcard(s) reminding to participate in study 7/12 (58.3%)

6. Which of the mailings did you read? Are there any you didn't read? Why? Why not? (can select multiple)
 - Postcard announcing study 10/12 (83.3%)
 - Study invitation packet (invitation letter/memory jogger/FAQs document) 11/12 (91.7%)
 - Postcard reminding to participate in study 6/12 (50%)

7. How did you use the memory jogger?
 - Took it with me on my travel day(s) 3/12 (25%)
 - Filled it out at night after returning home 4/12 (33.3%)
 - Filled it out a few days later 0/12 (0%)
 - Never used it, completed the diary online by memory 5/12 (41.7%)

8. In what ways did thinking about and recording trips on the memory jogger impact how you traveled?
 - no impact (3)
 - the piece was fine, but calling it a "memory jogger" is silly -- it's a travel log, call it that
 - didn't use it
 - did usual activities
 - limited # trips, so didn't need it
 - n/a (2)
 - helpful to see how to complete
 - survey easy, didn't use
 - helpful

9. How did the other adults in your household use the memory jogger?
 - Took it with them on their travel day(s) 2/12 (16.7%)
 - Filled it out at night after returning home 1/12 (8.3%)



Filled it out a few days later 0/12 (0%)
 Never used it, they completed the diary online by memory 3/12 (25%)
 Never used it, I completed their diary/survey for them since I knew the information 2/12 (16.7%)
 n/a 4/12 (33.3%)

10. What final questions/comments/suggestions do you have for us about the printed materials you have received for this study? [Probe for:] Font size? Layout?

- I did the survey online, and because I was a passenger in the car with my husband all day, it took a long time to enter everything twice. We made 11 stops that day doing errands, and it was onerous to have to repeat everything. There should be a box to check "Same trips as driver", kind of like when you order something online and enter mailing address and can then click "Same as mailing address" for the shipping info.
- fine as is
- well done, just didn't use memory jogger
- include a local picture to orient it for community people, let them know it's about their community
- ok, but when I went online to enter data, I had written exact times and had to round up or down for the drop down box times
- No changes recommended, materials were fine
- the background of the reminder postcard was hunter green and with the black lettering for the url, it was hard to read
- 1) liked being able to go online to complete the survey; 2) being contacted several times (postcards and survey packet/materials) made it feel genuine, not a scam -- persistent communication is good
- couldn't print out the trip journal on the computer
- not enough space on memory jogger to write in name, address, and intersection
- materials were fine, no suggestions
- confused about the info in the letter -- it identified a website that was different than the one at the bottom of the memory jogger -- suggest making the web address of the survey more prominent in the letter

C.4 Survey Content

Did you use the telephone call-in option or the online option to complete the survey?

Telephone call-in 2/12 (16.7%)

Online survey 10/12 (83.3%)

Note: For most respondents we will know this already. It will only be for those who called very recently that we haven't yet been able to confirm with the call center that they called in that we won't know in advance.

2. [If telephone] Can you tell us about your experience over the phone? [Probe for:]
- 1 General customer service
 - 2 Familiarity with survey



- 3 Any sections of confusion or difficulty
- appropriate customer representative on phone, knowledgeable and clear
 - telephone service was nice and familiar with service, but they never called husband back to finish the second half of his survey
3. How many days after the travel day did you logon and complete the survey? What made you log on the day that you did? What about the other adults in your household?
- Note: We know from the data when they completed, but it is a useful starter to ask them these questions (and to see if their perceptions are different than reality)*
- completed that night (6)
 - that day (2)
 - next day (2)
 - within 2 days (1)
 - 3 days later (1)
4. As for your other household members, did they all complete the survey themselves or did some members complete for others? [Probe for:]
- 1 Each household member completed for themselves 4/12 (33.3%)
 - 2 Only members under 18 did not complete themselves 0/12 (0%)
 - 3 One member of the household completed for each member 4/12 (33.3%)
 - 4 n/a 4/12 (33.3%)
5. [Refer to open-end comment from online if they provided them] Can you tell us more about the instructions or directions that were confusing or unclear? We welcome suggestions for how to improve and you had mentioned...
- no problem with instructions, just didn't like having to enter everything twice
 - was a little confused whether there was a deadline for filling out the survey, did it have to be done on the travel day or not?
 - all clear (5)
 - confused a little at first on the address part, but I guessed and just entered my home address and then it was easy to keep going
 - they entered the addresses without any problem but then when the map showed them the location, they tried to move the pin closer to exact and made it more difficult for themselves - maybe clarify that if the address search is successful, leave it alone?
 - example travel day diagram was helpful, clarified how to think about the trips made
 - straightforward
 - nothing confusing on directions
6. [Refer to open-end comment from online if the provided them] Can you tell us more about the questions or section of questions that were confusing or unclear? We welcome suggestions for how to improve and you had mentioned...
- questions clear, flow was good
 - no



- all clear
 - no, all clear
 - no
 - questions were clear
 - roster of trips a little confusing
 - fine as is
 - straightforward
 - misunderstood some of the questions where they asked about whether you would use transit, was it if you lived there would you use it or would you move there so you could use it
 - was surprised by the political nature of the opinion questions, didn't expect opinions about pollution control, fixing highways, etc
 - when asking about carpooling, was confused about whether we were asking about "do you currently carpool..." vs. "Do you support carpooling..."
7. [Trip roster] What did you think of the screen where you entered your trip locations? [Probe for:]
- 1 Ability to navigate page
- no problem
 - navigating was fine
 - instructions were a little weird, didn't realize what I had to enter
 - had a little trouble with the first trip, home to work, entered 8 PM and didn't see what was wrong, then realized it should be 8 AM
 - easy
 - no problem
 - ok navigating
 - no
 - no problem navigating
 - n/a (2)
 - no problem, entered using trip log
- 2 Did they enter all their locations? Did they skip any on their list or from their memory jogger?
- entered all 11 locations
 - entered all locations
 - entered all locations without jogger
 - entered all locations
 - only made 3 trips, knew home and the destinations after, easy
 - found all choices
 - yes (2)
 - yes but didn't use memory jogger
 - yes, all locations



- all locations
- n/a
- 3 Did they refer to the example travel day provided on screen?
 - referred to example once but didn't need to use it afterwards
 - used diagram
 - figured it out using that example, helpful
 - used it the first time then got it and didn't need it
 - no did it without, only 3 trips
 - don't remember the travel day example
 - yes, needed it
 - yes
 - no
 - n/a (2)
 - looked at it but didn't need it
- 4 Did they list their locations in order?
 - in order (7)
 - in order as went around in car that day
 - had to jump back and enter one trip that was a walk trip, didn't realize that walking to get coffee counted as a trip
 - yes (2)
 - n/a
- 5 What do they suggest changing?
 - there were a few small gramatical changes I might make, but they mostly involved articles like the word "the"
 - no changes
 - nothing, clear
 - in the list of options of where you went, I went to buy gas, that seems common and I didn't see that choice
 - no changes
 - fine as is
 - not sure
 - nothing (3)
 - no changes
 - n/a
- 6 Did they make any trips such as exercise (walk or bike ride) or very short trip (across street to coffee shop) that they didn't record?
 - No (9)
 - did some gardening, didn't think that counted, was in my own yard



- yes, see q7.4
 - na
8. [Geocoder] What did you think of the screen where you used an address or business search or zoomed in on a map to enter your trip locations? [Probe for:]
- 1 Ability to navigate page
- wasn't clear that you had to do entire process for each location
 - navigating was fine, travel log has a space for addresses so wrote them down as went through day
 - instructions not clear
 - I opened Google Maps in separate browser to find locations, didn't realize that the survey offered the same ability
 - entered all locations, knew addresses
 - no problem (3)
 - navigation no problem, but I wasn't using the page correctly at first -- I was using a different browser page with Google and looking up the addresses of places, didn't realize the page in the survey would do it for me
 - husband did it online, could navigate page
 - not sure about geocoding section, husband entered answers for this portion
 - n/a
- 2 Did they feel they accurately located all their places? Any problems?
- no problems, familiar with MapQuest so easy to use
 - used specific addresses, no problems
 - yes (4)
 - no, it offered the wrong gas stations
 - entered the right addresses
 - yes, once I realized it would do that for me
 - places were located eventually
 - na (2)
- 3 Did they use the address search? Any problems?
- when entered direct address, no problem
 - entered the addresses, no problems
 - easy
 - used Google
 - no problem (2)
 - yes, no problems
 - yes
 - one problem at first -- entered the address of work and it didn't locate the correct building
 - didn't try it



- na (2)
 - 4 Did they enter a business name to search? Any problems?
 - entered Wegman's and it didn't show the Wegman's I was at, so I picked the closest Wegman's
 - entered the work name and it found it
 - easy
 - no (3)
 - searched for Wegman's and the right one was found and he selected it
 - yes, found them
 - n/a (3)
 - sometimes it didn't find the right businesses, succeeded eventually but got a little tedious
 - 5 Did they use the map? Any problems?
 - no map problems
 - no, but played around with it
 - didn't use it directly
 - no (6)
 - only used map directly once when couldn't differentiate an address, then used the satellite picture to see the building
 - n/a (2)
 - 6 Did they zoom in/zoom out? Any problems?
 - no zooming in or out (7)
 - na (5)
 - 7 Did they move the marker around on the page? Any problems?
 - No (6)
 - n/a (5)
 - yes, moved marker to try to locate correct building
 - 8 What do they suggest changing?
 - be more specific about the fact that all locations must be entered and why
 - nothing for rsg, maybe any problems that arose were Google's
 - wording of the instructions, once I figure out what to do it was easy, but not at first
 - was easy once I got going
 - no changes
 - no suggestions
 - need an option to scroll down for more results
 - maybe include some instruction like "use this page as you would use Google or MapQuest to look up addresses"
 - not sure
 - no ideas



- n/a (2)
- 9. [Travel Diary] What did you think about the questions after the address search and map, where you entered the time of your trips and the way you traveled? [Probe for:]
 - 1 Time drop-down menu was confusing or helpful?
 - no, once entered 3 AM by accident and it prompted me to fix the time from AM to PM
 - easy, but I noticed a CSS issue -- when entering a long description, there were overlaps onto the interface
 - time drop down was confusing at first, see q7.1 comment
 - don't remember the drop down menu
 - good
 - easy but had to create from memory since didn't use memory jogger --- suggestion: the way GoogleMaps spits out estimated time... it would be nice if the survey would do that, too, maybe say your trip should have taken 20 mins...
 - easy (2)
 - helpful (3)
 - once understood that each trip made that day, even if it was less than 5 mins, counted, it was easy
 - 2 Repetitive or Frustrating?
 - same as before, to have to do everything completely over when two people did the same things all day was frustrating
 - travel mode, same thing, used only one car
 - no (5)
 - easy, but boring to enter vehicle info
 - all trips were made in one car but had to keep re-entering the same information over and over
 - identifying 3 pieces of info, instead just ask: did you use the same car? Did you travel alone all day? Did you ever pay to park
 - confused initially about whether you meant time of day or the number of hours
 - very tedious answering the same questions about !0 others with you on trip, 2) what car you used, and 3) did you park over and over again -- there should be a way to same same as before or "used the same car", "no passengers", and "never paid a toll all day"
 - 3 Didn't have applicable answer choice?
 - ok
 - no (9)
 - no
 - it didn't offer the option of "getting gas"
 - everything was available
 - 4 Too long?
 - yes, because 11 stops
 - no (5)
 - not long, 10 mins



- no, made it harder for myself, not the survey's fault
 - no comment
 - annoying to have to keep entering the same info for the same car
 - yes, but understood the questions
 - boring
- 5 Questions that you thought were unnecessary or odd?
- No (10)
 - maybe not
 - when we made a walk trip to the coffee store, the survey said we "walked on a marked walking trail", very strange!
10. [Travel Diary] How long do you think it took you to complete the travel diary? [Can compare this with the actual length]
- 1 [If they feel it was long] – What parts of the travel diary felt long or tedious to you?
- repeating everything
 - less than 10 mins
 - overall 30 mins, inputting travel log info took time because of 8 trips
 - 3 to 4 minutes
 - no
 - took 45 mins, again because didn't understand how to use the geocoder module --- for 2nd household member, only took 15 mins
 - 15 mins, ok
 - took 15 mins, time spent was ok
 - 15 to 18 mins
 - about 15 mins, ok maybe a little long
 - only took about 10 mins total because only made 3 trips that day
 - made only 3 trips but took 20 mins to complete survey
- 2 What parts did you stop paying attention to instructions or directions?
- No (10)
 - made 6 stops during the day, stopped paying attention to the directions once I got it
 - after first mapping thing, didn't need to read the directions
11. How did you feel about the overall length of the survey? [Can compare this with the actual length]
- 1 [If they feel it was long] – What parts of the survey felt long or tedious to you?
- as before
 - answering the same car questions
 - same as q10.1
 - perfect length and fun
 - fine



- when understood what was required took only 15 mins which was fine
 - length was ok
 - overall 30 mins, maybe a little long
 - it was ok except what already identified
 - overall 25 mins, should be more like 10 to 15 mins
 - length was fine
 - detailed before
- 2 What parts did you stop paying attention to instructions or directions?
- No (11)
 - just followed the prompts
12. [Refer to open-end comment from online] What final comments or suggestions do you have for us about how to improve the online survey? You had mentioned...
- nothing additional (7)
 - it would be great to hear some follow-up with results
 - do more days, weekends and weekdays to get better representation of trips -- sometimes I walk more, sometimes I drive to other places -- it's not a good average of daily travel using only one day in august
 - see comment on the reminder postcard in printed materials section
 - RSG makes good connections with the survey materials and calls, but GTC is not identified strongly with the effort, also there is nothing around locally in the community about this survey effort, GTC should be publicizing it

C.5 General Participation

13. [If had children in the household] As you know, we do include children in the diary portion of the survey. What is important to us is to try to understand how much travel and how many trips children do without their parents. Do you have suggestions for us on how to improve this portion of the survey?
- have children but they are small, only made trips with parents
 - n/a (11)
14. As you know, you are one of a few people who are participating in these calls to help us improve the survey before we invite households all over the Rochester region to participate.
- Do you have any suggestions for us on how to make the survey more applicable to residents throughout the Rochester region? Or do you have suggestions for us on how we can better encourage all types of residents to participate in this study?
- give the option to complete a paper memory jogger and send it back postage-paid, would be easier for older respondents
 - 1) august is a funny month to do the survey, many people are not making their usual travel trips because of summer; 2) make the survey so you can use your iPhone and just log in trips as you go, then no need to write everything down and go back and re-enter the trips, just send an email alert



- 1) post the survey on Facebook; 2)"Earthweek" is in April - should get good visibility there; 3) be at a blood drive with a give-away; 4) recruit through the Practice Green Committee via employers
- 1) enjoyed doing this, worked 30 years ago for Rochester Transit, live within walking distance of bus but local bus system is limited, and you have to go downtown to transfer; 2) buses here have a bad image -- in the downtown transfer area both drivers and passengers smoke; 3) get family trips involved by going through the school district and PTO
- No (5)
- enjoyed participating and am wondering when we will hear something within the community about the results
- make a business recruit effort where public transportation is available, it doesn't really work for people in the suburbs
- 1) haven't read about this study at all so public awareness could be better; 2) bus questions really are not applicable for many people because the system isn't available reasonably in the suburbs, I just can't take it

C.6 Conclusion

Thank you for participating in this call today. We will send you your extra \$20 Amazon.com gift certificate within the next few business days to the following email address: [email address provided in household background]

If you have any questions, you can log back on to the survey website using the password printed on your materials. You can also email us at rochester@rsgsurvey.com or call toll-free 1.800.877.1201.



APPENDIX D: NON-RESPONSE DEBRIEF CALL SCRIPT AND RESULTS

D.1 Purpose

1. Identify specific items in the study process that can be changed to encourage greater response. This may be printed items/sentences that were confusing or off-putting, or an aspect of the mail system, etc.
2. Identify as best possible if there are certain characteristics that lead to greater non-response, such as didn't make any trips on the assigned date, large household size, or other.

D.2 Approach

1. Approximately 25 households will be selected to participate in the more in-depth telephone debrief.
2. We expect the call to be approximately 5 minutes. Should be short/sweet.
3. Ideally these calls would be conducted as soon as possible August 16-18th timeframe.
4. RSG will provide CC&G with an excel file of addresses/phone numbers.
 1. Anyone over 18 years old in the household can answer these questions.
5. RSG needs a summary of number of calls placed and then a brief summary of suggestions/comments for each of the 25 calls.

D.3 Telephone Debrief Questions

My name is <Caller Name> and I am calling on behalf of the Rochester Travel Survey. We're calling to follow-up on an important transportation study being conducted in your neighborhood for GTC (Genesee Transportation Council). This call should take no more than 5 minutes of your time.

1. Did you remember receiving materials recently in your mail inviting you to participate in the Rochester Travel Study? **73% remembered**
2. [If doesn't remember survey in mail] What is usually the best way to reach you about information happening in your neighborhood?
Mail **8 (88%)**
Telephone **1 (12%)**
Online, please specify: _____
Other, please specify: _____
3. [If remembers receiving survey in mail] What printed materials about this study do you remember receiving in the mail?
Postcard announcing study **28/29 (95%)**
Study invitation packet (invitation letter/memory jogger/FAQs document) **26/29 (90%)**
Postcard(s) reminding to participate in study **26/29 (90%)**



4. [If remembers receiving survey in mail] Which of the mailings did you read? Are there any you didn't read? Why? Why not?

Postcard announcing study 26/29 (90%)

Study invitation packet (invitation letter/memory jogger/FAQs document) 11/29 (38%)

Postcard reminding to participate in study 9/29 (31%)

Why not?

- "We received material but we're not interested" and hung up.
- "I HAVE NOT BEEN TRAVELING."
- "I THREW IT ALL AWAY."
- ALREADY KNEW THEY COULDN'T PARTICIPATE DUE TO ASSIGNED STUDY DATE
- "I THREW IT ALL AWAY."
- "I ONLY PAY ATTENTION TO THE IMPORTANT STUFF."
- EXPERIENCED RECENT DEATH IN THE FAMILY.
- "I DON'T HAVE TIME."
- NOT INTERESTED
- HE'S LEGALLY BLIND.
- JUST NOT INTERESTED
- HE READ FIRST PARAGRAPH OF INVITATION LETTER AND DID NOT FIND IT APPLICABLE TO HIM SO HE STOPPED READING.
- "WE'RE BUSY WITH CONFLICTING WORK SHIFTS AND TAKING CARE OF A 3 YEAR OLD."
- LOOKED AT IT ONLY BRIEFLY
- "ALL THROUGH WITH TRAVELING, SO IT WASN'T FOR ME."
- "WE DON'T TRAVEL. ONLY TOOK ONE TRIP WHEN KIDS WERE YOUNG AND THEY'RE IN THEIR LATE 30S NOW."
- "IT WAS ADDRESSED TO SOMEONE WHO DOESN'T LIVE HERE."
- "IT DIDN'T SEEM IMPORTANT ENOUGH TO SHOW TO MY FAMILY MEMBER. I GET A LOT OF MAIL AND AT 92 YRS OLD THERE'S NOT A LOT I CAN DO SO I'M SORRY BUT IT WENT IN THE WASTE BASKET."
- "I'M 90 YRS OLD AND DON'T DRIVE DOWNTOWN."
- "IT'S ON MY DESK WHICH IS IN A STATE OF DISORGANIZATION."
- "I DON'T WALK THAT WELL AND NEED HELP TO GET AROUND."
- "IT DIDN'T APPLY TO ME, SO I GLANCED AT IT BUT TOSSED IT OUT."
- DIDN'T THINK SHE COULD PARTICIPATE WITHOUT A COMPUTER.
- "I GOT THE ANNOUNCEMENT BUT THEN NEVER SAW ANYTHING ELSE. I TRAVEL A LOT SO PERHAPS I WAS GONE AND MY WIFE GOT IT."

5. [If remembers receiving survey in mail] In the end, why did you decide not to participate?



Open-end:_____

- "I'M NOT INTERESTED IN THE ROCHESTER AREA. I LIVED HERE, THEN MOVED AWAY, THEN RETURNED BUT I'M JUST NOT INVESTED IN THE AREA."
- "I DON'T TRAVEL AND I DON'T DO SURVEYS."
- TRAVELING OUT OF TOWN ON VACATION DURING STUDY DATE.
- "I DON'T TRAVEL AND I'M NOT INTERESTED."
- "I THINK SURVEYS ARE A WASTE OF TIME."
- COULD NOT DEAL WITH IT AT THE TIME (DUE TO DEATH IN THE FAMILY).
- RESPONDENT CALLED IN TO DO STUDY BY PHONE, BUT TIME PERIOD HAD CLOSED.
- "I'M BUSY TAKING CARE OF A 3 YEAR OLD AND TWO OTHER GRANDCHILDREN."
- "JUST DIDN'T GET AROUND TO IT."
- "I WORK AND I DON'T TRAVEL AND I DON'T HAVE THE TIME."
- "I'M LEGALLY BLIND, DO NOT DRIVE, I TAKE CATS, AND THE ONLY BIKE I RIDE IS AN EXERCISE BIKE."
- JUST NOT INTERESTED
- "NOT RELEVANT TO ME."
- "IT WAS ON THE LIST OF THINGS TO DO BUT HADN'T GOTTEN TO IT."
- ENDED UP GOING OUT OF TOWN RIGHT AFTER MATERIAL CAME AND SO THREW IT OUT.
- "I'M 88 YRS OLD AND DON'T TRAVEL. I HAVE ENOUGH TO DO AROUND THE HOUSE."
- "DON'T DO MUCH TRAVELING AT ALL. WE'RE STAY--AT-HOME PEOPLE."
- "SINCE IT WAS ADDRESSED TO MY EX-HUSBAND WHO NEVER LIVED HERE, I FIGURED IF IT WAS IMPORTANT IT WOULD HAVE GONE DIRECTLY TO HIM. HE LIVES TWO COUNTIES OVER."
- "I DON'T TRAVEL ANYMORE. IF I HAVE TO GO SOMEWHERE, A FAMILY MEMBER TAKES ME, OR THERE'S A VAN HERE THAT TAKES US SHOPPING ONCE A WEEK AND TO WALMART ONCE A MONTH."
- "I JUST RAN OUT OF TIME. I'M EXTREMELY BUSY."
- "I DON'T KNOW ANYTHING ABOUT THE FLOW OF TRAFFIC DOWNTOWN AND THOUGHT IT BEST THAT PEOPLE WHO ARE MORE APT TO DRIVE THERE FILL IT OUT."
- "MY WIFE REMINDED ME ABOUT IT BUT WE'RE RAMPING UP FOR A REMODEL SO IT GOT OVERLOOKED."
- "I'LL BE 93 YRS OLD IN TWO WEEKS AND LIVE IN A NURSING HOME."
- "I THOUGHT IT WAS FOR PEOPLE WHO NEEDED HELP WITH TRANSPORTATION."
- "I DON'T HAVE A COMPUTER TO COMPLETE IT ON LINE."
- WAS GOING TO BE OUT OF TOWN ON AUGUST 9 SO ASKED HOUSESITTER TO COMPLETE IT, AND THOUGHT IT WAS DONE!
- MAY HAVE PARTICIPATED, AS DURING NON-RESPONSE FOLLOW-UP CALL HE VOLUNTEERED HIS COMPARISON OF TRANSIT IN ROCHESTER VS EUROPEAN CITIES HE'S TRAVELLED IN.
- "I DIDN'T THINK I DID ENOUGH TRAVEL ON THAT DAY TO MERIT A \$10.00 GIFT CARD."

6. What 1 thing could we have done to our study invitation that would have encouraged you to participate?

Open-end:_____

- TOOK A LITTLE TRIP IN LATE JULY AND HER MAIL PILED UP.



- "NOT REALLY. MY DOCTOR MADE ME QUIT DRIVING AND IT'S VERY INCONVENIENT TO NOT HAVE A CAR."
- "HONESTLY DON'T RECALL RECEIVING ANYTHING."
- NEVER RECEIVED REQUEST
- RESPONDENT WAS HELPFUL AND FORTHCOMING DURING NON-RESPONSE CALL, BUT HAD NO KNOWLEDGE OF THE SURVEY OR THE STUDY MATERIALS.
- THIS RESPONDENT HAD OPINIONS AND MIGHT HAVE PARTICIPATED HAD MATERIALS CAUGHT HIS EYE/DID NOT RESEMBLE JUNK MAIL.
- "THERE'S BEEN A HOLD ON OUR MAIL DURING OUR TRAVELS SO I HAVEN'T SEEN IT YET. WE JUST RETURNED."
- WHEN BLUE POSTCARD WITH "ROCHESTER TRAVEL STUDY" WAS DESCRIBED TO HER, SHE SAID SHE WOULD HAVE BEEN INTERESTED IN READING IT.
- "IF SOMEONE HAD CALLED ME A DAY OR TWO AHEAD OF TIME, I COULD HAVE PUT EVERYONE IN THE HOUSE ON ALERT FOR IT AND MADE NOTE OF IT WHEN IT ARRIVED."
- "NOTHING"
- "NOTHING"
- "WHEN I READ IT OVER, I WAS EXCITED ABOUT IT AND WAS DISSAPPOINTED WE COULDN'T PARTICIPATE."
- "I TOSS IT UNLESS IT'S IMPORTANT."
- "BAD TIMING"
- WAS INTRIGUED ENOUGH BY THE POSTCARDS TO CALL IN FOR STUDY COMPLETION, BUT CLAIMS NEVER RECEIVING THE INVITATION PACKET.
- "I WOULDN'T DO IT AS I JUST DON'T HAVE TIME."
- "NO, NOTHING."
- "I'M JUST NOT INTERESTED."
- "LARGE PRINT AND BRAILLE IS NICE BUT WE STILL WOULDN'T HAVE DONE IT."
- "CAN'T THINK OF ANYTHING."
- "MORE LIKELY TO HAVE BEEN MADE A PRIORITY OF JOHN HAD RECEIVED AN INVITATION VIA EMAIL."
- "NO, ONLY IF I WAS YOUNGER!"
- "WE'RE REALLY VERY BORING AND ONLY GO TO DOCTORS APPOINTMENTS AND HOSPITALS."
- ADDRESS ALL THE INFORMATION TO HER
- "IF IT WAS IMPORTANT, YOU SHOULD HAVE CONTACTED THE DIRECTOR OF LEROY GREENS."
- "IT LOOKED TIME-CONSUMING."
- JUST DIDN'T THINK HER LOCAL, INFREQUENT, RURAL TRIPS WOULD APPLY.
- "IF YOU HAD CALLED ME BEFORE THE STUDY CLOSED, THAT MIGHT HAVE WORKED."
- "THE AVERAGE AGE HERE IS 92. I DON'T KNOW WHY YOU'D WANT US TO DO THAT."
- "I DO SURVEYS, BUT ROADS AND TRANSIT AREN'T MY THING. I'M NOT TOO KNOWLEDGABLE ABOUT THEM, ALTHOUGH THE ROADS AROUND PENFIELD ARE PRETTY GOOD."
- "IT WASN'T CLEAR THAT IT COULD BE DONE BY PHONE."
- "I THOUGHT IT WAS MORE FOR LONG-DISTANCE TRAVEL, SO PERHAPS I DIDN'T READ IT WELL ENOUGH TO KNOW THAT MY BORING DAY QUALIFIED."



7. What 1 thing could we do to really make our study invitation stand out in the mail so others in your neighborhood would participate? We want as many people as possible to participate.

Open-end: _____

- "I EITHER TOSSED IT OUT WITH THE ADS OR IT'S LAYING AROUND HERE SOMEWHERE."
- "NOTHING I CAN THINK OF EXCEPT TO USE BRIGHT COLORS."
- "I GO THROUGH ALL MY MAIL AND I WOULD HAVE SEEN IT IF IT WAS THERE."
- RESPONDENT SAYS SHE USUALLY RECEIVES AND OPENS ALL MAIL AND IS SURE NOTHING WAS INADVERTANTLY OVERLOOKED OR TRASHED.
- "THAT'S NOT MY AREA OF EXPERTISE."
- "WE GET A LOT OF JUNK MAIL, SO IT'S ENTIRELY POSSIBLE THAT IF SOMETHING ARRIVED ON A HEAVY MAIL DAY, IT WOULD HAVE GOTTEN MISTAKEN FOR JUNK MAIL. POSTCARDS IN PARTICULAR GET OVERLOOKED."
- DOES NOT RECALL RECEIVING MATERIAL AND DOES NOT HAVE RECOLLECTION OF SEEING IT WHEN DESCRIBED TO HER.
- . I ONLY PAT ATTENTION TO WHAT'S IMPORTANT."
- SHE HAS NO RECOLLECTION OF THE INVITATION PACKET WHATSOEVER, AND USUALLY RECEIVES EVERYTHING MAILED TO HER.
- "MY WIFE READ THE MATERIAL TO ME AND I FOUND NOTHING OFFENSIVE."
- HOUSEHOLD MAKES EMAIL MORE A PRIORITY THAN REGULAR MAIL.
- THE WORD "TRAVEL" IMPLIED LONG-DISTANCE TO THIS HOUSEHOLD AND THEY IMMEDIATELY ASSUMED IT DID NOT APPLY TO THEM AND THE LOCAL TRIPS THEY MAKE.
- "SOMETHING GETS CROSSED ON MAILING LISTS, AS THIS ISN'T THE FIRST TIME I'VE RECEIVED THINGS ADDRESSED TO MY EX-HUSBAND WHO NEVER LIVED HERE."
- RESIDENTS OF RESIDENTIAL CARE FACILITY FOR THE ELDERLY WOULD HAVE PAID ATTENTION HAD COMMUNICATION GON THROUGH THE FACILITY DIRECTOR.
- MAKE IT CLEAR IT'S NOT JUST FOR THE DOWNTOWN CROWD.
- "HOW ABOUT A CHIP IMBEDDED IN THE INVITE THAT TALKS? IF IT TALKED, THAT WOULD HAVE GOTTEN MY ATTENTION."
- "MAKE THE CALL-IN TELEPHONE INFORMATION PROMINENT AND INCLUDE THE PHONE HOURS OF OPERATION."
- N/A
- "THIS NEIGHBORHOOD IS AN OLDER DEMOGRAPHIC AND MAY NOT HAVE BEEN WHAT YOU'RE LOOKING FOR."
- "I THINK YOU DID OKAY WITH IT. I WAS GOING TO DO IT, AS I'M INTERESTED IN TRAVEL, AND DID RECENTLY GO ON A TRIP BUT ON AUGUST 4 THE OTHER MEMBER OF THE HOUSEHOLD DIDN'T EVEN LEAVE HOME."

[At this point, we'll classify people as "completes". These next 4 questions are bonuses – nice to haves]

We have just a few questions about your household to help us improve our outreach efforts across Rochester:

8. How many people live in your household? avg = 2.36
9. How many members work? avg = 0.94
10. How many drivers are in your household? avg = 1.66
11. How many vehicles (including motorcycles and scooters) do you have in your household? avg = 1.50



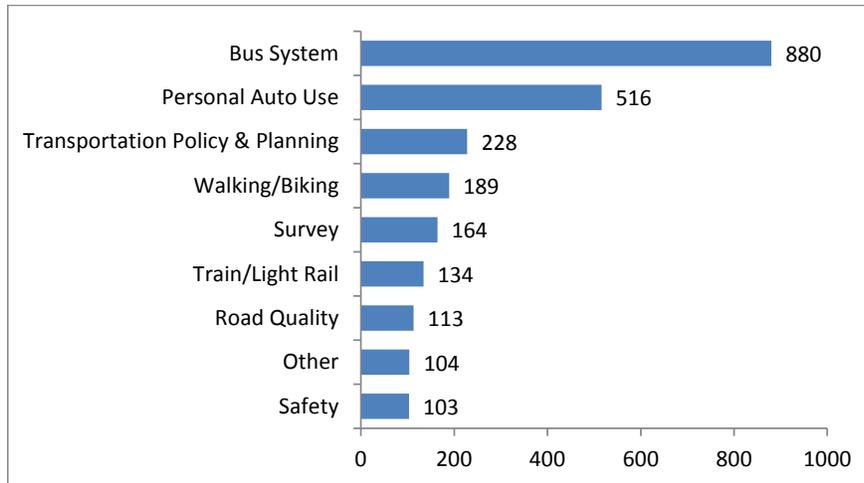
We really appreciate your time and your feedback is very important to the Genesee Transportation Council.
Thank you for helping us improve the survey. Goodbye!



APPENDIX E: OPEN-ENDED COMMENTS

Before finishing the survey, respondents had the opportunity to leave open-ended comments: “If you have any comments about transportation in the Rochester area, please type them below.” 2,035 adults took advantage of this opportunity; their unedited and unfiltered comments about transportation (and related issues) as well as those about the survey itself are included in this appendix. They have been categorized by substance (Figure E1); some individual comments appear in more than one category.

Figure E1: Comment Category Distribution



In general, survey respondents tended to focus on the topics of mobility and safety in their open-end comments. Many people consider car travel to be the only way to get around in Rochester, especially those who live in suburban areas, have children, or whose job location or schedule necessitates car ownership. These individuals, like others in the area, see Rochester as a very car-friendly area, with easy access to highways and a well-connected road system that makes everywhere in the city “about a 20 minute drive”. On the topic of public transportation, the majority of comments were about safety, directness of routes, and accessibility/ease of use for both the current and future systems. Finally, many respondents expressed a desire for greater walking and biking access in the city.

E.1 Transportation Policy & Planning

- The Fairport traffic lights on 250 that go through the village are the most ill-conceived and poorly designed traffic lights I have EVER seen and I have experience in Los Angeles, New York City, Washington D.C., and Chicago traffic. Early in the morning or late at night, the side streets have a solid green, while 250 often has red lights-- especially at the intersection near Salvatore's pizza and Bank of America just south of the canal bridge. At night, when I was the only car visible on the road in any distance, I have been stopped at traffic lights for no reason. Someone should rethink the whole area-- have linked traffic lights. Thank you.
- I ride public transportation in NYC and when I have traveled to other US cities and abroad in the past, but not at home. There's a bus stop near where I live, but I've never tried to figure out where I could go from there. ... Probably because by the time I figured it out, got the right type of payment, etc. I could have already driven. I work from home, so I don't have a daily commute. I think I would be more interested in riding the bus if I had a job I commuted to or if I had to give up my car for some reason. I get the impression (but I have no facts since I have never ridden a bus in Rochester) that the buses and bus stops (at least in downtown Rochester) are often used by people that I would not feel comfortable waiting or riding around with, so that's a deterrent, too.
- They were supposed to have taxes in this state to fix roads and they taxed everything and they don't do anything. They fill potholes and that's about it and maybe pave a road here and there but that's about it. A lot of them are messed up. Politicians are the biggest liars in the world and you can't believe any of them. I don't care what party they're in.
- More express lanes to the city. More dynamic adaptive routing of buses.
- Bring back the subway! All of the shopping has moved out to the suburbs. We need to improve transportation. People with no cars are stuck. Take a study about what's available, and how people move around. Rochester and the city need to work together to improve transportation.
- Lift line is always late. They cost me a great deal of money the last time. They were an hour late picking me up from the grocery store and my frozen food melted and my meat went bad. I'd be in favor of the gas tax if I was sure the money would go to where you say it will. I don't trust the government to not use this extra money as another slush fund.
- If the transportation system was modeled after many European countries, I would use it.
- I think the way of roads are laid out are great. I've been in other cities and it's tough.
- we pay too much taxes now
- I would like to have public transportation available for everything we do.
- On time Transportation
- I am distressed about the time and money that seems to have been wasted by the various transportation issues in Rochester with the end result of nothing ever getting done. I am also distressed about the use of public funds that was wasted on Mayor Johnson's ego trip. Half Fast Ferry. How much are we paying for that boondoggle? If something is to be done, LETS GET IT DONE.
- It would be nice, if service was more reliable and if there was some sort of data system to let the traveler know when the next bus is coming. I am from Germany, where public transit is used all the time and really miss it around here. I feel it is very important to have a good public transit net in place for both people and the environment.
- IT IS TOO INCONVENIENT TO USE BUSES AND THAT THERE IS NO REASON TO GO DOWN TOWN. DO NOT CLOSE THE INNER LOOP! I DO NOT WANT TO USE THE SURFACE STREETS! THE CITY IS NOT VIBRANT AND UNRELIABLE! PUT THE VENUES OUT IN THE BURBS! IT IS EASIER TO DRIVE FROM CHILI TO BUSHNELL'S BASIN THAN IT IS TO DRIVE DOWNTOWN.
- Use of additional taxes is a complete fraud....just look at the promises made to build the NYS Thruway. (paid for many time over, yet the tolls keep rising) Don't trust government agencies at all!
- Obviously winters play a huge role in this city. Special attention paid to that alone will address many concerns. Car ownership and parking on crowded streets w/ plows would/could be decreased. People don't want to walk or wait at freezing morning stops...not to mention that alone is dangerous. Less drivers also equals less winter accidents. If done well and fully, city transport can make or break a city and its morral and overall growth.
- THERE'S NOT ENOUGH PUBLIC TRANSPORTATION IN THE ROCHESTER REGION.
- Transportation advancements for bringing tourists into to area, and expediting time of travel (high speed) make sense for pleasure or work. I'd support that.
- I am prepared to have less public transportation in order to reduce my tax burdens. If there is a need for more

transportation, it needs to be privately owned, operated and economically viable. It must not be supported by one dollar of federal, state or local taxes. The last thing this country, state or region needs is more debt that will further increase taxes - we are drowning in debt. Time to cut Government spending and all earmarks and get back to a fully private economy. This also means transportation spending. Sorry.

- If money is collected from a gas tax to fix roads and infrastructure, it should be used for that purpose and that purpose alone, not to balance the budget!
- I live on the very fringe of western Monroe County and use my car for every trip including taking others to doctor appt. etc. and I'm retired so not much need for bus transport at this time. If politicians continue to try and raise taxes on gas etc. I will seriously think about moving. I am very tired of having to pay more for things that my city and state government officials abused and expect tax payers to be dumb enough to keep coughing up money.....
- Money earmarked for transportation needs to be spent only on transportation needs, not to balance other budgets.
- As far as the taxing miles go.. the people who drive less should pay more, instead of the people who are commuting to work to feed their families.
- This study seemed without being specific to apply to bus transportation only. Having lived and traveled abroad often, my family is used to good, safe, frequent public transportation on buses, trams, subways, commuter trains and long-distance trains. Many of those countries are just as affluent as the US, so why haven't we been able to make public transportation work better, especially in the smaller cities and regions? We use public transportation in those US cities where we have that option of ease and efficiency.
- So this is a bogus survey to try to justify a tax increase from the working poor? We already pay to many taxes in this State and it is driving people away. Quit your tax and spend thinking and allow the working person to make an honest living without paying through the teeth. We work hard for our money and we are sick of politicians claiming they need more money.
- Raise the tax on gasoline? You are aware that the taxes on gasoline are already too high, right? Please stop using the tax code in your social engineering projects.
- I DON'T FEEL THERE HAS BEEN THOROUGH PLANNING IN PUBLIC TRANSIT. THE DOWNTOWN AREA NEEDS TO BE BUILT UP BETTER OR THE FOCAL POINT OF THE BUILDING. TRYING TO EXPAND OUT TO THE SUBURBS IS NICE AND

ALL BUT IT PROBABLY WON'T BE USED.

- I support cost efficient efforts to get people out of their cars thus reducing the environmental impact. It takes time and effort, but I encourage continued dedication to retraining people. Don't give up.
- I would approve of a gas tax if the extra money per gallon was to be used towards improving public transportation here in Rochester.
- A very easy city to get around in. Using the bus in the winter is tuff due to few bus stop shelters and piles of snow on the walks.
- We need more mass transit and investment in intercity rail.
- Rochester area residents crash red lights, tailgate, and change lanes without proper signaling so safe public transportation would be welcome. I do not support a gas tax based on the history of increased revenues being used for purposes other than for what they were intended.
- I would support a robust public transit program intended to dramatically shift our reliance on personal automobiles, which I expect would positively improve our environmental impact and the personal mobility of all residents and visitors, but I expect to do that we would need to radically increase routing, frequency and reliability. For a blue sky alternative, consider automatic driving technologies developed for DARPA to reduce costs.
- Nature of my job (manager of a small business) "demands" a personal automobile for flexibility and security. Otherwise I would have few or no problems using public transportation for day to day activities. Look forward to safety improvements at the 390/490 interchange.
- We need bypass lanes. One thing I noticed after moving from Binghamton, NY was certain areas are always backed up at rush hour, for example, between The Chili Ave exit and the 490 exit on 390N. Some times it's not anything at all. Just people starting to drive slowly or weird braking. An Express lane from near the airport that didn't let you out until Ridge Road would let commuters heading to Greece bypass all the mess. I've seen and heard so many bizarre driving stories. It's kind of weird how people drive in this area.
- I am a big supporter of public transportation. I have lived in Europe and know what good public transit systems look like. RTS is doing a relatively good job, considering the difficulty of selling public transportation to most Rochesterians. But it needs to do more. Here is one specific complaint, and I don't believe any of the questions asked addressed this. I have been using the RTS bus system for almost 30 years. I am lucky to live in the Park Avenue area

and I have an easy bus ride to my workplace at the Eastman School. But others are not so lucky. A few years ago free transfers were discontinued, and I think that was a bad move. The bus system is subsidizing affluent suburbanites at the expense of the many city dwellers who depend on the bus. It often costs more to travel between two city locations only a few miles apart than to travel 10-15 miles between the suburbs and the city.

- Housing communities with 55+ residents need individual shuttle buses to go to shopping plazas, doctors office complexes, banks, houses of worship, recreational facilities. There are many apartment home communities and new ones being built - As residents age they need more reliable transportation because they have no relatives or others available during the day to drive them to places they need to go to. To develop a safe, comfortable system of smaller buses with local routes within towns and between towns would definitely be useful in the future.
- If you live in an outlying suburb of the city of Rochester it is unfortunately not an option to use the bus system. I feel that this household would be more inclined to use public transportation if it could get you to where you were going and be economical enough for us to save money on the gas it takes to drive our two vehicles. But as of right now, the public transportation system does not work for those of us who do not live within the city limits, and barely works for those that do.
- I am in support of systems that would decrease the number of individual drivers in this area.
- For all the money that goes to road repairs, there needs to be more effort put into improving the roads. No matter where you drive, the roads are not suitable for the amount of traffic.
- The bridge at the mouth of Irondequoit Bay should be replaced with a lift bridge to allow year-round vehicle access. At the very least, the bridge should be replaced one month later in the spring, and replaced one month earlier in the fall.
- The tax on gas should be raised by more than \$3.00 per gallon. If the cost of fuel was increased to those levels people would conserve more and pollute less. I also feel this would bring manufacturer jobs back into the United States quickly as the cost to import goods would rise above the cost to manufacture the same goods in the US. the short term pain of this approach would be outweighed by the long term benefits of more jobs in the US. This added tax could also be used to promote "green energy" initiatives with the long term benefits that energy source will provide us for generations to come.
- Currently, I want Westfall Road between Clinton and Hen-

rietta on the top of the repair list due to it having potholes and being a generally very rough road. To ease congestion, a road extension of Senator Keating Blvd over to Winton Road is needed. I would like there to be a public comment period prior to any road improvement plans. Please make this possible via your website so that my suggestions will be known.

- The way the busses are routed is crazy. Every other city I have ever been to has far superior bus routing, and better public transportation all around.
- If there were public transportation from Victor, Farmington, or Eastview Plaza to RPO concerts at Eastman Theatre, we would consider using it.
- If there were public transportation from Canandaigua, Farmington, Victor, or Eastview to RPO concerts in Eastman Theatre, I would consider using it.
- THE GOVERNMENT SHOULD SUBSIDIZE PUBLIC TRANSPORTATION TO HELP PEOPLE THAT NEED TRANSPORTATION CAN GET IT.
- People would be more inclined to walk if the city and surrounding suburbs were more "walkable," i.e., had better sidewalks, etc. Many more people would ride bikes if there were bike lanes and a motorist culture here that could be educated about and become more friendly to cyclists.
- Conditions of the roads and bridges should be the highest priority and less spent on technical gadgets, consultants and signs. Traffic violations should be enforced by police and not cameras. Speeding should be enforced on all roads, not just the expressways. Overall this is the best place I've lived for commutes so don't mess it up by trying to fix problems that don't exist like at 590N to seabreeze. I tried taking the bus from Perinton to Downtown for Jury duty but there was no way to arrive before the duty started and going home would have taken a least twice as long as driving so I drove and paid for parking. If you take a bus every day and know the routines and they fit your schedule it's a good deal.
- If there were a tax increase on gasoline it should be spent on alternative green solutions for transportation.
- I primarily use the bus on weekends to run errands. The service is not frequent enough (and not reliable enough) to make me feel comfortable using it on work days. I live very close to my workplace for the express reason of not needing a car. Bus routes, however, are frequently convoluted and not geared towards efficient transport from one high-traffic area to another. (There are many routes that take long detours to low-traffic areas, however.) The delays themselves are often minor, but coupled with the

routes and the service frequency, it makes public transit in Rochester a dubious prospect. Fees are obviously reasonable, though approved retailers often look confused when I ask to buy a pass. Generally speaking, the transit system here serves a fairly narrow socioeconomic band, and this reduces the visibility of transit issues in the community at large. (Many of my students and co-workers have never rode the bus and know next to nothing about its services.)

- Tax less and do away with public subsidies put the money in the pocket of the people instead of having our governments waste it.
- I think that there should be suburb to suburb public transit, having all buses connect downtown discourages suburb people from using the system, it takes too long.
- If the this area imposes more gas taxes or a milage tax, I will move out of this state. The taxes in this state are outrageous enough compared to other states and I have family in other states that do not pay as much as we do. There are no jobs here and the pay is well below the national average. All I would need is one final reason to leave this state and never come back. Maybe instead of focusing on the transit situation, that only applies to a small number of people, the state/city could take that money and lower taxes and give the working man a break. Less taxes equals more money in the consumer's pocket and more spending cash.
- Ideas: 1. put left hand turn lanes with arrows on Monroe Ave. Corner of Monroe and Goodman is a very dangerous intersection without it. Same is true at corner of Monroe and Highland. 2. dangerous at Rt 390 South where traffic increases and lots of lane changes are getting made for entrance to Thruway as well as the Marketplace Mall; thus, the speed limit increase to 65 needs to be moved southward rather than prior to that dangerous interchange Please do not wait until fatalities occur to rectify both of these situations.
- I'd like an organized system integrating bus, light rail, and Amtrak linking the city, suburbs, and beyond.
- It is too bad that the Rochester Subway was eliminated -- would have been worth building the city transportation plan about. The freeway system that was built in the 1950s-1960s makes it very difficult to change the transportation system
- Bring back the subway!
- I am upset about double yellow lines not being observed when drivers make left turns. This is a dangerous situation and needs more patrolling. Left Turns should not be made until the lane becomes available. For Example: Highland Avenue and Clinton Road; Westfall Road at Winton Road.
- We need more public transportation.
- I don't believe in subsidized public transportation.
- I do not support subsidized public transportation.
- I think that there needs to be more and better advertising/marketing regarding the positive reasons for using public transit from the suburbs.
- I am glad that roads in the Rochester area are kept up but am extremely tired of ALL the construction that goes on for a such a large part of the year. Studies with meetings with the general public are a waste of time and effort. Just let the transportation experts do their job!
- Make it safe and easy.more park and ride to different routes.smaller buses for smaller routes , save on gas. charge more for users of buses.have special events to different places to intoduese the transportation system.
- There are spokes but no wheels to the rochester traspor-tation system.
- Other, admittedly bigger, cities have much more cross-town public transportation, such as elevated and/or sub-way trains and buses. This is the greatest lack I see in the Rochester area. For example, there is nothing that goes directly from Webster to Henrietta.
- better traffic light control, some stay red even if no one is going in the opposite direction.
- I would be very open to using public transportation, but it is not generally available to suburbs outside of Monroe County. Many residents in nearby counties commute to Rochester and are forced to drive many miles. Any of those proposed taxes would be extremely burdensome to residents in outlying areas who have no other ways to get to work. I already carpool with someone at least 3 times per week and I still put over 20,000 miles on my vehicle!
- I think road work is very inefficient in this area because we sometimes see 7 guys working and 10,000 people being inconvenienced and there's got to be a better way. I suggest they do the work at night. School buses are very inefficient. They stop every few houses to pick up kids. Why not pick them up at a designated spot to help move traffic. The bay bridge outlet should be open longer. Should be open October. It's shut down May 1st. It's not open long enough. There's no boat travel so people could utilize the advantage of that bridge.
- The Rochester NY region needs to develop a grid street pattern so a bus system can operate more effectively. A greater population density would help.

- I think the transportation system is very important especially to people that depend on this transportation as their main source. I also feel that people should have options.
- Parking fees are a strong disincentive for traveling to downtown Rochester. Moreover, the whole idea of city living as contrasted with suburban residency is an anachronism and has been so for the better part of the last half century. In addition to ever growing safety issues, particularly at night, there is the burden of having to travel more and more to stores in the suburbs to buy basic necessities and to find major retailers, movie theaters and gas stations, none of which are any longer downtown. The notion that mass transit can be made more attractive with better scheduling and/or cheaper fares is founded on the wishful thinking of those who adore high density urban living and have a wacko hatred for the automobile. Were gasoline to climb to, say, \$6.00 a gallon, the driving public might well have to resort to mass transit out of sheer economic compulsion, but never by choice. Guiding transportation plans for the future should be every possible accommodation for private automobiles, coupled with an all-out campaign to encourage motorists to invest in smaller, more cost efficient cars.
- The transit system is downtown based, that worked great when I worked downtown. Now that I am a homemaker, the transit system does not meet my needs very well for bringing children to school or shopping.
- I would encourage the use of traffic light and speed cameras to increase public safety. Decrease the speed limits on some of the local roads, such as Clover road in the area of the canal and at the intersection of Clover and Jefferson roads. Create bike paths. Create walkways and bikeways between communities that artificially separated by lawns.
- I am not opposed to car pooling. But I wish they would fix 390. By that I mean make more lanes at the 390 490 interchange on the west side. There is a lot of traffic that now goes south to the UorR or MCC. Not as much downtown from the west side anymore. So the back up is terrible. They need more lanes. I know they talked about it. But they should get moving on it.
- I think the transportation system in Rochester is very important because it is the main source of travel for many people.
- Our community is too small and car focused to afford large scale public transportation infrastructure. Focus on smaller more agile and efficient modes. Any changes must connect to major transport hubs. IE train, airport. Roads are not improved as quickly as needed. Traffic circles are great. Cameras are not an answer to traffic enforcement.
- I am glad that cameras are being added to key intersections--bad drivers continue to increase in number and this should help will accident monitoring.
- The bus system is poorly planned. Getting anywhere requires a trip downtown, where the bus stops are unpleasant and sometimes dangerous. This "hub and spoke" model is one of the main reasons I don't use public transit.
- THE TRANIST SYSTEM IS LACKING WHEN IT COMES TO GET PEOPLE TO AND FROM WHERE THEY ACTUALLY NEED TO GO. THE ROUTES AREN'T CONVIENENT AT ALL.
- I HEARD THAT THE ROCHESTER AREA IS ONE OF THE BEST AREAS FOR TRAFFIC.
- I'm new to the area. Compared to the Golden Horseshoe area around Toronto (I grew up in Burlington, Ontario) I find I rarely have any traffic even close to what I experienced there.
- I would support any gas tax increase going towards mass transit improvements such that more people would have an alternative to driving on the roads. Also, to improve bicycle paths. The bicycle paths need to be more prevalent as well as safer than they are (a friend of mine was killed by being hit by a car while biking on bike path).
- WE SHOULD HAVE AS MUCH MASS TRANSIT AS POSSIBLE. I SEE LOTS OF BUSES GOING BY HALF EMPTY. WE SHOULD RAISE GAS TAXES TO FORCE COMPANIES TO DESIGN MORE EFFICIENT CARS. THIS WOULD HELP WITH GLOBAL WARMING AND POLLUTION.
- I DON'T GO ON BUSES. I WOULD BE MORE AMENABLE TO PASSING THE TAX IF I COULD BE SURE THE MONEY WAS GOING TO BE USED FOR THE PURPOSES STATED IN THE SURVEY AND WAS NOT GOING TO BE MISAPPROPRIATED. THE ROCHESTER BUS SYSTEM IS FANTASTIC, BUT I JUST HAVE NO REASON TO USE IT.
- Rochester has a pretty good highway system. With slow population growth and proper maintenance the area should be well served for the mid term future. Technology advances and planning for long term future must also be included.
- Why are we trying to subsidize (add another tax!) transportation in Rochester region? This is not NYC. Rochester is very spread out and very impractical to come up with an all inclusive transportation system!
- let me keep my money - no more taxes
- Mass transit is the wave of the future in order to save time and fuel (save petro/elec. energy). Make it easier to leave your home with a short walk to get on the transpor-

taion device and get to your destination.

- I would like to see an intermodal transportation center in the Rochester area that would enable travelers to move easily between train, bus, taxi, airport shuttle, or private car. High speed rail should also be an option.
- We don't have traffic jams when we go to the city or in our little town. Basically I think we are satisfied and the city is good about maintaining its infrastructure. Like any government agency they would like more money for the roads etc.
- Carpooling promotion, more public transportation to night events in the city for seniors who don't feel comfortable driving at night any more, preferred travel lanes for green cars as I've seen in other states.
- The biggest mistake made was canceling the extension of Route 531. We spent \$80 million studying the project to determine there was a need to extend 531 and we designed several versions of the project. It seems only the wealthier East side of Monroe County gets its roads updated, modernized and has the most expressways. There is no expressway (divided 4 lanes or more) that travels to the west side of Monroe County but look how many travel East. Shame on NYS for neglecting transportation needs and safety of west side travelers!
- I would like to see a pedestrian city center and similar town centers with buses, trains or trolleys servicing these areas. But for any mass transit service to attract customers, it has to be available throughout the day and at regular intervals. What we have now is a fairly good service during rush hour and a sporadic service at best the rest of the day. A combination of different services might work. Perhaps small shuttle services supplementing the rush hour services and also running from supermarkets and medical centers to stations for cross travel.
- I would like any higher gas taxes collected used for ALL of the transportation related damages to roads, air, environment, safety, bike paths, etc. This study is important and I hope feedback leads to improvements in the system.
- Very Strongly oppose any taxes on fuel or transportation tolls. Use the current taxes to improve the roads. Do NOT locate a bus/train station on the south side of the Airport. We DO NOT Need a rapid rail transit system... it is purely a waste of money. I would ride the train to the State Fair, except the cost is exorbitant! Rail transport to buffalo, Syracuse, or Albany should cost less than by car or Air. I don't care about the time factor. Bus transport from the airport terminal to Latta and 390 interchange might be used.
- transit is great here.
- Intersection of Jefferson Road & Clover Street should be a traffic circle. Getting through Pittsford is a nightmare in the morning - intersection of Jefferson & S. Main Street is a mess - perhaps another spot for a traffic circle.
- We need better, more reliable trains -- not necessarily faster trains. And we need better mass transit from train stations into cities. I live in Rochester and work in Syracuse, I would love to take the train on a regular basis, but it is virtually impossible (and it would be even more impossible, given the schedule, if I lived in Syracuse and worked in Rochester).
- We already pay enough taxes on thruway tolls, gasoline and in general in NY State. To create a distance or gas tax, you raise prices on everything, including foods, goods, anything related to transportation materials or commodities.
- Raising the taxes on gas or transportation would be counterproductive. We want to make it not as expensive for people to get back and forth to work especially when the unemployment rates are high and many people are feeling an increase in everything right now. If the taxes were raised on gasoline, it would filter down to everything we consume and use as materials. If taxes were charged per mile of commuting, people would not vacation as much or not visit family and friends as much because it would be too expensive. Using transit is not always convenient because people commute from all over. I have to deliver my children to daycare and I have a 1 hour window from the time I get out of work to drive to pick-up my two children in Canandaigua. I shouldn't be penalized for having a family just because I cannot use the transit system. When my children are older, maybe then I could use it.
- There should be a central transport hub with light rail to the airport and the RR station
- The folks who propose changes to the city would like to make it more attractive to new businesses and new housing. If we are able to accomplish this, the level of traffic in the city will increase. If the traffic increases, we must find ways to make movement easy to encourage visitors, workers and dwellers. Talk of filling in the inner loop is contrary to giving easy movement around the downtown area. We should repair the roadway and encase the below-grade sections in a tunnel before covering it. This will preserve the loop AND give back the land area for further development. Boston developers went through a long, expensive process to finish the Big Dig. We don't have to do the most difficult and expensive part! It's already dug. With the loop intact, we can close streets for a festival and still easily pass under the area with commuter traffic and emergency vehicles, etc. In the years to come, it will be a regrettable decision to simply fill it in.

- extend Route 531 all the way out past Brockport to Medina or farther...
- This survey was mainly aimed at transportation in Rochester. I live in Canandaigua and very seldom even go to Rochester, except maybe and occasional trip to the mall. New York state as a whole should be ashamed with the conditions of their roads and interstate highways. They are terrible and it is embarrassing when my relatives from out of state come to visit and they comment on the condition of the roads here, urban and rural. Better the roads and you will get less accidents and complaints. It is a state wide problem, not just the Rochester area. I also think that public transportation is a waste of money and it really stinks up the air with their diesel engines. I avoid following public buses when ever I can as it upsets my stomach. Put the money it costs to do this survey into fixing and repairing the roads. In my eyes, this is just another useless survey and nothing will come of it.
- Would love to have more public transportation, like airport shuttles, trolleys, trains, etc.
- Rochester is no where near the hassle of navigating Boston,.
- We all need to find a way to "age in place", and we can only do that if we have the support of the community. I hope that transit/shuttle service specifically for the elderly and disabled will be implemented in the near future. Transportation costs for gas, car maintenance, etc. should not have to be a concern for the aged. Community design in general could be improved so that services are available with as little movement on behalf of the elderly as necessary.
- Efficiency, convenience and security are major concerns. I am opposed to increasing the federal gas tax so that state and local governments can use it for their own projects without first getting a mandate from the people. The Federal government does not inspire confidence in their ability to plan local projects. Bike paths, etc. are not a viable alternative during the winter either. Why not offer tax breaks on low mileage vehicles?
- Downtown needs to become attractive to the suburbs in terms of dining and entertainment and then it would make some sense to have a regional transportation system to downtown that I would use.
- There will be no significant changes to transportation in the next 20 years.
- Tracking and charging for usage in CITIES would reduce congestion and provide funds for supporting transit. Used with great success in Singapore.
- The bus schedule for Avon appears incorrect on the web.

I wanted to take what looked like an express bus that left at 6:20 or so. I worried I missed the bus, then caught one that was later and it wasn't an express. It seems the web should be able to be updated. I took the bus 3 x a week from Avon to MCC to work one Jan-May and I liked it. The only problem was waiting in the cold for a somewhat unpredictable bus, and the fact that I couldn't read on the bus because most of the lights didn't work. I also had to find a way home because the return bus was only at 5pmish. I'd go into the city a lot more often by bus if there was more frequent service, even just a mid day bus during the week and I'd definitely take a bus to summer events. Most people are surprised that there is a bus from Avon to Rochester for \$1. I'd pay more than that (maybe have individual trips \$1.50 and \$1.00 if you buy a pass of 5 or more. I don't like the idea of paying taxes by the mile because those with lower incomes would be impacted the most.

- I don't have the answer, but believe that mass transportation may have to play a larger role in our daily lives. It seems that we are taxing our roads with the amount of traffic today - meaning, number of cars on the road, leading to more pollution, time delays, accidents and wear and tear. I know from a personal standpoint, once living on a two lane major route which had to be redesigned to accommodate more traffic that has led to more traffic now that the road has been "improved" and more aggressive driving witnessed when lanes merge back to a two lane route. Since we have the option to expand roadways, parking lots, etc. then we encourage more to drive. An "if we build it, they will come" concept. If we stop expansion, will that force one to take alternate transportation or seem as though our rights to freedom of driving taken away.
- I WOULD LIKE TO SEE THE DEVELOPMENT OF A DOWNTOWN TRANSPORTATION COMPLEX THAT INCLUDES AMTRAK, LOCAL AND LONG DISTANT BUSES, CABS, CAR RENTAL, AND SECURE PARKING. MANY CITIES ABOUT ROCHESTER SIZE HAVE SUCH AND IT IS GREAT. THIS REALLY HELPS PEOPLE THAT TRAVEL TO ROCHESTER FOR BUSINESS VIA RAIL, THAT THEY CAN EASILY GET TO WHERE THEY NEED TO GO. NOTE: MILWAUKEE HAS A NEW TRANSPORTATION HUB DOWNTOWN WHICH INCLUDES ALL THE ABOVE, AND THERE IS AN NEW AMTRAK STATION AT THE AIRPORT A FEW MILES AWAY. TRAVELERS CAN RIDE AMTRAK FREE BETWEEN THE TRANSPORTATION HUB AND THE AIRPORT TO CONTACT WITH ANY MODE OF TRANSPORTATION. IT IS FANTASTIC. THIS SAME AMTRAK LINE ALSO CONNECTS TO CHICAGO UNION STATION.
- We're so overpopulated that no matter what they do it's a whole different world from what I know. The roads are overcrowded and long waits. I live in the country and when I go into the city I am just kind of shocked. It would

be nice on main route maybe two stops towards the park once or twice a day. I'm sure a lot of people would possibly take the bus.

- Double the Federal tax per gallon of gasoline. Double the State tax per gallon of gasoline. We are the users, we should be paying for road maintenance and repair.
- My family and I would utilize transit if it was more readily available in the Gates region. As it is, my family avoids car use whenever possible, choosing to walk or bike instead. We would support expansion of suburban transport.
- There is such a horrific case of suburban sprawl here and, so far, the delays most people encounter due to too much traffic are pretty brief compared with bigger metropolitan areas that I can't imagine a majority of the dedicated gas-guzzler-drivers being persuaded to change, nor that public transit could ever be designed to satisfy a significant proportion of the population outside of Rochester/Brighton/Irondequoit and maybe a few other inner regions. Changes in transportation habits are more likely to come about if people were encouraged to live closer to where they work and do other activities -- which will require zoning to discourage putting yet more unnecessary subdivisions of oversized houses on what was (and should still be) farmland far from the urban centers. Realistically, the sprawl problem needs to be solved at least in parallel if not prior to meaningful modification of transportation improvements and decreased fuel consumption. I am very fortunate in being able to bicycle to work in good weather using primarily the awesome canal trail; as my kids are older now, I am doing this more often. But still, the climate here is not conducive to this option all year (call me a wimp!). I suspect quite a few more people could and would bike if the bike routes were more numerous and less hazardous (and they didn't live 20+ miles away from work or other destinations).
- Disliked the question How high would gas have to be to consider other travel options. It's a moot point because I don't see other options!
- I HATE THE MEDIAN ON RIDGE ROAD , ALSO, THE TURN AROUND TO BE BUILT IN BROCKPORT, THE ARE STUPID!!!!!!!!!!!!!!!
- Mass transportation needs a radical new approach to serve the needs of commuters in Rochester, days of the big bus and long waits are only for the poor.
- I pay my taxes on time and I am a senior without any support from Rochester even on my land and school taxes which have doubled over the last 8 years, I feel that those that us mass transit should be the ones that bear the expense of that system not the tax payer I also feel that the government should stay out of this and it should be a

private enterprise

- Rts 390 & 590 South are very busy at rush hours & more use of public transportation would help a bit but traffic studies may be more helpful in designing better traffic flows that may require additional construction or reconstruction.
- Unlike other cities, Rochester's public transit system is not easy to use. The bus system is complicated because some routes go one direction at one hour and another at a different hour. The buses do not go into shopping centers to let you off, instead you have to cross busy streets in order to get to a bus. Also, when you want to transfer from a city bus to a suburban bus, the times do not line up and passengers are often left waiting for hours or one is not available. When you are able to transfer, you have to walk quite a distance to find out which bus goes in what direction. It would be more efficient to have bus times line up so that you could directly go from one bus to the other. Also, all buses should meet in one location so that it is simple and uncomplicated to transfer. Also, some buses do not run often or even at all to places such as the Eastview Mall. You can not get there on a Sunday and you must leave very early in the morning or late at night to get there and get back. As for driving in the Rochester region, it is easy to get where you need to go pretty quickly.
- My one big complaint about transportation in the Rochester area is the number of road construction projects. I understand that summer is the time for road construction. However, I feel that projects have proliferated beyond the level of tolerance for area drivers. Also, I would be in favor of more projects being performed at night when traffic levels are lower.
- re-work or tear down Inner Loop, make center-city pedestrian friendly, open up Genesee River views/visiting
- One traffic study that I would like to see done is the affect of closing one of the two lanes of 531 prior to its merging into 490 east and then closing the far left lane of 490 east until the 390 interchange. Every morning there are drivers moving into that soon to end fourth left lane and when they merge back into traffic you can see the shock wave of brake lights propagate behind them.
- I've enjoyed using public transportation in cities like San Francisco and Denver (easy to get around, real time arrival info, lots of busses and frequent); and Vail, CO which is free, with a really simple route with no more than 10 minute waits. As a retired person, I don't have a regular daily travel pattern such as a drive to work.
- A good transit system would allow access to work and facilities that are not now available to many. It seems like an obligation of a community to assist its residence

to get to work and school and shopping in a convenient way. Right now it takes people considerable time to move from one part of the city to another, especially if you need to transfer downtown. I have spent many years living in larger cities where good public transportation is available. I would travel that way all the time if it were convenient (i.e. I'd have to wait about 20 minutes for the next bus.)

- Transportation infrastructure in the Rochester area seems primarily focused on the personal motorized vehicle with little regard to alternative methods of transportation. Outside of villages and the city sidewalks are nearly non-existent, bicycle lanes are rarely provided for or marked and "Share the Road" signs are almost never seen. Worse, public transportation is at best 'inconvenient' in rural areas. One friend went so far as to describe the area as a 'backwater.' In short, much more could be easily done.
- we're fortunate to have a good transportation system
- I grew up in Tokyo, Japan and we could travel, using walk, bus, train and subway miles and miles, safely, time accurately, and at a very reasonable cost. My first lone trip was when I was 10, and there was absolutely no fear of problems then. Each bus, subway, train were clearly identified, time posted, and time kept. Buses had clear sign of where they were going, each bus stop had a map of routes of all the busses that pass by. Weekday schedule in black, weekends in red, in the time table and they were reliable. When I see our busses, I have no idea where they are going, which bus it is, and a few times i used the bus the driver was not friendly. I also think that all fare should be a flat rate - it should be \$1 or 2, and the frequent rider should have a good discount. I love to use bus, but inconvenience I see prevents me from using it. Mass transit saves money, energy, time, and good for economy. it is even more important for Rochester with severe winter - how wonderful to have a safe mass transit which we can rely on on the snowy slipperly days!? even trolley would be niceer than nothing. This survey was very well constructed and I am very impressed (I have a PhD degree and know a bit about survey). I hope you will use this results wisely, but I also hope that you will take into account of people who have actually lived with mass transit. It must be very difficult for those people who have never seen one or lived with one to comment on what bus or train really means to our community.
- Develop a transit station in Rochester.
- Please use the modern technology - solar power, hybrid technology, real time communication on wire. Promote the image of bus - need good slogans, catch-phrase, for the clearer, modern image of eco friendly approach to our community. Also, please study other cities in the world. How Japan operate on time mass transit when

thier transportation is actually very jammed. We should also consider our regional requirements - heated bus stop and station, with solar technology, or heated seat (with coin operation?). Easy bus stop route map with time table that are accurate and easy to read. Please do not mess with Hispanic language, etc. English is enough, and they can learn what they need. because having 2-3 languages becomes expensive, you don't have anything anywhere. So nobody want to use anything. Please use the model from other cities in the world. Please hear the voices of people who have actually lived with mass transit. How are you going to ask about something people have never seen? Do you like a white elephant? Why yes, or no?

- Get rid of the red light traffic cams. Remove St. Paul Street bike lane.
- My wife and I strongly oppose any increase in gas or mileage tax. We are frugal retirees. We minimize the number of trips we take and "string" our trips together to cut down on the number of miles we drive in a given week. October 5 was an example of one of those days where we make a number of stops in a orderly way. We do not need Rochester Public transportation. Thank You.
- Mass transit is great. We are so far behind Europe it is embarrassing. I live in Perinton and my job is in Honeoye Falls. If an effective, reliable public option were there to get me to and from work with options to stop and also go shopping after work I would gladly take public transportation IF it is competitive or cheaper than driving myself.
- I THINK THE ISSUES ARE IN THE CITY LAYOUT. IT'S SPRAWLED OUT. I WOULD LIKE TO BIKE TO WORK AT LEAST PART TIME OF THE YEAR IF I COULD. THEY DON'T MAKE IT SAFE TO RIDE HERE THEY WAY THEY DO IN OTHER CITIES.
- I think a major issue that prevents public transportation from being viable for so many is urban sprawl.
- Transportation needs to come out to where the people are in order to be useful. The suburbs are woefully lacking any means other than a car. I don't always want to take my car, but don't have a choice.
- We pay enough for gas in Rochester, adding another tax is unexceptional..also Monroe Ave from westfall Rd. to French Rd is a nightmare
- The government is already diverting money from the gas tax to other things so why should we support an increase in the gas tax. Taxes in New York are way too high which is one of the main reasons we will be moving. Travel by car is very convenient. I would not want to have to walk a long way to get a bus carrying groceries or packages.
- The two main things to promote use of transit are (1) very

reliable service, and (2) real time data, or even a programmed telephone call a set number of minutes prior to bus departure.

- I applaud your efforts. You've got a tough set of problems to solve. Ideally, regional transportation planning should be done in conjunction with regional land use and economic development planning. Good luck getting the political entities in our area to do anything like that!
- Traveling by auto in the Rochester area is quite good when compared to some other area of the country that I visit. Just because some cities have congestion problems is no reason to raise federal gasoline taxes here to solve their problems. Maybe if people have a difficult time getting around in a city, they might decide not to live there.
- 1st - This is a very clumsy survey. Having to put the same info for a trip in each step of the daily diary was a pain. Bus travel in the suburbs is a joke. I don't have to go to the city any more as I'm retired so the bus does nothing for me. The threat of the a per mile tax is new news to me. If you are using it to try to generate ridership it a crappy way to do it. Please send my \$10 gift certificate, I earned it filling out this survey. Then please don't contact me anymore.
- I wish that we did have extensive public transportation here in Ontario County.
- I do not support gas tax increase to fund public trans.
- I think it's pretty good. It's easy to get around.
- I wish there were other forms of public transportation like subway, trolley, tram or a vehicle that uses something other than a combustion engine to go in and out of the city.
- I think the RTS has done a great job improving itself over the years. When I lived in Boston and Chicago I regularly took trains, subways and buses so I am very comfortable with public transportation. There is already a bus stop in Honeoye Falls about 2 blocks from my house. If I worked in Henrietta or Downtown I wouldn't hesitate to take the bus (and ditch one of our 2 cars). The problem is I work in Wayne County on 104, arrive early and leave late, and sometimes shift my schedule. It would cost RTS a fortune to get me to work. When we move back into the city once our kids are out of school, we'll probably have 1 car and use RTS regularly.
- I THINK IT'S VERY IMPORTANT THAT THE PEOPLE THAT ARE DISABLED, ARE BEING THOUGHT ABOUT WHEN IT COMES TO THE FUTURE TRANSPORTATION PLANNING. PLEASE GIVE EVERYONE AN EQUAL LEVEL OF AVAILABILITY WHEN IT COMES TO FARES. MY OWN PERSONAL EXPERIENCE WITH RTS HAS BEEN VERY GOOD. THE DRIVERS ARE

VERY FRIENDLY AND THE EXPERIENCE FOR ME HAS BEEN ENJOYABLE.

- i plan to move to myrtle beach s.c. in the next 3 years taxes fees surcharges ect are to high in rochester n.y. gas right now is \$3.79 in ontario n.y. in myrtle beach s.c. today it is \$3.25avg. rochester just keeps doing stupid projects after another (ferry,midtown, fill in inner loop must be the dumbest of all . & stadems with carfues . STOP WASTING OUR TAX MONEY!!!! BUSINESS IS BUSINESS AND IT SHOULD PAY ITS OWN WAY!!! NOT US TAX PAYERS
- Please don't penalize car owners for their commutes! Just trying to make a living!
- Highway funds are not well spent. Instead of adding turn lanes and traffic signals that are responsive to traffic volumes, thus improving traffic flow, funds are spent resurfacing roads that do not really need it.
- Public Transit in this region is very disjointed. bus & rail need to be combined.
- I have traveled in Europe where public transportation is readily available and it seems to work well. We live in Webster and cannot easily get to the places we do business at via public transportation. Available infrastructure for public transportation is a must in the suburban towns of Rochester if you want people to use the public transportation instead of our cars.
- I think taxi drivers should not have to pay licensing fees. I think General Motors should pay for urban transportation improvements because they dismantled the public transportation system that was in place -- railroads and trolleys.
- This survey is obviously aimed at a variety of major cities. Rochester area does not have congestion, air pollution concerns, or the need for smart traffic systems. Road infrastructure repair should be the focus.
- As for add'l Fed tax, would support IF used ONLY for roads etc. Now it goes to other things
- Get rid of the damn thruway toll system. It is incredibly inefficient and wasteful, both in terms of money and time. Raise the gas tax 2 cents a gallon and you will collect just as much as the toll system currently collects, I will get to work faster, and overall I will spend less money because I won't have to travel out of my way to get to and from the thruway. The major places you find tolls are Liberal run states that don't understand economics. We spend nearly \$1 Billion on the thruway system. Roughly 1/3 goes to labor and only about 1/3 actually goes towards the roads/bridges, and the remaining third goes to make existing debt payments. Additionally, 25-35% is funded through new debt further burdening the state. If you had a gas tax

increase to offset toll collections taxpayers would spend 1/3 as much money, get to work faster, and we wouldn't have to worry about incurring yet more debt via the transit authority which uses toll income as a revenue stream to justify new bond issuance. Bet you weren't expecting that, were you?

- In order to travel flexible with a Family in Rochester a car is needed.... this is not like a large metropolitan area like Toronto or NYC where mass transit is a must. If Rochester/NY tries to increase gas taxes for travel and or mileage to minimize car travel (my perception for the reason of this survey), my intent would be to leave Rochester/NY... as I am sure many other professional families would feel the same.
- We had trouble with the survey question's answers, frequently the clicking was slow showing the dot. We cleared other things from the screen, and that may have helped. As for transportation: We live in Penfield, and downtown is NOTORIOUS for having traffic jams, unsync'd traffic lights, one-way streets and no parking. Buses take two to three times longer than driving, and basically only travel hourly -- so you miss one and you have to wait yet another hour. And mastering transfers to get to somewhere on the other side of the city or a suburb is another level of complexity. Maybe I should re-check the bus co. web site for help with that. We see Main St. and Clinton and St. Paul being narrowed, and talk of the inner loop being filled in -- for us, we'd like to see the inner loop COMPLETED. That is, the ramp from I490 West to the inner loop was never built! We have to travel 3-4 blocks of stop & Go traffic to even get to the inner loop. Too many Rochester decisions are made without input from all the users! Presumably you have the data as to how many people are using busses, but, have any other cities done an experiment -- long or medium term -- on what the effect of right-sized busses (for the anticipated traffic [I could be saying 10 passenger busses during non-peak times at 15 minute intervals]) and much more frequent intervals? One of the problems you've tried to address with "express" busses is how many stops they make -- why does it take a bus at least twice as long to get downtown vs driving a car? I have a car repair next week on the other side of town; I'll try the RTS web site to see how to get there.
- It would be very nice to have public transportation that is easy to use and comes frequently to my area.
- I'VE TRAVELLED A LOT TO DIFFERENT PLACES IN THE COUNTRY, AND I DON'T THINK PEOPLE REALIZE HOW GOOD WE HAVE IT HERE. YOU CAN GET ANYWHERE IN 20 MINUTES. THE ROADS ARE PRETTY WELL PAVED. I THINK THAT OUR TAX DOLLARS ARE BEING WELL SPENT.
- On routes where bus only take 1/4 of passengers, use

smaller buses to save energy. No taxes. Originally we paid taxes especially in NY and California, highest in the nation, the tax rate, for roads and transportation, we don't need any more tax increases.

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- I THINK IT WOULD BE DIFFICULT TO HAVE A GOOD TRANSIT SYSTEM IN SUCH A SPREAD OUT COMMUNITY. BECAUSE OF THE CAUSE AND EFFECT OF THE LOSS OF COMMERCE IN THE DOWNTOWN, WE'VE LOST A CENTRAL COMMERCIAL AREA, AND ALL THE STORES ARE IN SATELLITES SCATTERED THROUGHOUT THE SUBURBS.
- It would be nice if the thruway would accommodate a special ticket to bypass Victor. (From Exit 45 to Exit 44 and vice versa) It would relieve some of the traffic thru Victor that's heading to Canandaigua and points beyond. This would likely be very popular.
- public transportation is not practical for me because of my work hours. I often get called in early or have to stay late making car pooling or public transport difficult. I do resent the attempt by our government to manipulate us through the tax system.
- Lower taxes on fuel.
- Whomever is responsible for intersection light timing in the Rochester area and, even crazier, the trend to reduce roadways from 4 lanes to 2 (like East Ave), is completely incompetent and should be fired immediately!!
- I oppose tax increases for good programs because I believe there is enough money in the system to do it (if you remove wasteful and negligent spending). Sidewalks and bike trails are important to us in the city. We love walking or riding our bikes around Cobbs Hill and Highland Park.
- I'M NOT PLEASE WITH THE GAS TAXES HERE..BUT I'M VERY SATISFIED WITH THE MAINTENCE OF THE ROADS HERE.
- I feel Rochester has a very car-oriented transit arrangement right now. People will generally drive rather than walk to destinations that are easily within walking distance. Part of this may be that the parking arrangements in nearly every part of the city require you to move your car daily, so people just get in the habit of driving their cars daily, even when it isn't necessary. Also, as a person who commutes and travels by bicycle often, I have found that the city is generally not bicycle-friendly. On any given route, there is at least some stretch of road or merging intersection that feels TERRIBLY unsafe to bike through on account of traffic patterns. In particular, there is no way to cross the inner loop conveniently and safely. This also means that you see an undue amount of bikers riding on sidewalks or the wrong sides of roads to deal with these

situations, and that seems unsafe as well.

- need more buses and routes. bring a subway back. tie that funding with the buses for greater support. rebuilding a subway = jobs!
- Authorize some of the gasoline tax to support public transportation.
- Living in suburbs there are not many public options; closer to city limits there are options but very limited. Other cities seem to allow for greater options and ways to get around. Light rail / bus / cab (although not public) can all be viable options elsewhere but not in Roch
- We are too heavily taxed now. Find the money from the crooked politicians.
- Rochester is a car town. You need a good percentage of the population to use mass transit to have enough riders to warrant the cost. It needs to be focused on those that it is practical, useful and affordable where it will be used consistently.
- They waste way too much on transportation. If you get free money you don't care how you spend it.
- i beleive the area has a great commute times and a very good transportation system - however there is not adequate funding to continue to maintain and expand our infrastructure and improve our economic growth
- I tend not to do surveys because they're usually politically driven, but I saw this and wanted to participate. I'd love to see better and different solutions for transit, that makes it convenient for people in the suburbs and rural areas.
- I HAVE RECENTLY MOVED FROM THE BUFFALO AREA AND NOTICE THE NON-POLITICAL INVOLVEMENT IN MANY TRANSPORTATION PROJECTS. THIS IS GOOD IN THAT PROGRESS IS MUCH SWIFTER.
- It's unfortunate that our community could not reach a consensus on a downtown transportation center. POLITICS :(
- Having lived for many years in New York City (and other places around the country), the transportation system here in Rochester is pretty good. I think rush hour congestion, not only on highways (390, 490, 590, 104) and even main roads other than the highways is a little greater than I'd expect from the population of the area.
- As far as public transportation is concerned, it should be self-supporting, not tax-supported. The dollar fare is a joke and needs to be increased to a realistic level. Transportation dollar should be spent on roads that already exist and need maintenance, rather than on the develop-

ment of new roads.

- We gotta get gas guzzlers off the road and stop repetitive transportation.
- If it ain't broke, don't fix it. Is there a transportation problem in the Rochester area? Can transit be made more serviceable *and* cost-effective? if not, stick with what we already have.
- I feel we need more public transportation with people I know who are elderly who have moved in and people I have know and who bring people in from other cities. They get here and are kind of out of luck.
- Because I live in a rural area outside of Rochester, I have to drive further to get to any shopping areas that people who live closer to the city. Taxes on miles driven would definitely hurt people who live outside of the city or in the suburban areas.
- A bus stop is several miles from my house. I would use it more and encourage you to do these studies for outcome of bringing a bus stop out to where I am. I would rather see the money come from the fees that I pay for trips on the bus instead of taxing us.
- The government should stop all subsidy of mass transit.
- Many working people have no choice on the amount of miles they must drive in order to find work. Penalizing them by making them pay more when they are ALREADY paying more for the added gasoline and car maintenance of added miles only reduces the reasons to keep working and paying your income taxes. Stop trying to force liberal policy agendas and social 'justice' changes on hard working people and get back to serving the PEOPLE instead of the making the people serve your socioeconomic agendas. Fix the roads. Eliminate the potholes. Put in the protected left turn lights to save lives. Maintain the bridges and get rid of the rust that eats at our infrastructure and the graffiti that offends our eyes and marks the territory of criminals.
- Creating way to "MAKE" people move to a central transit is not the correct path. Most people want to save money. A good option would be to have insurance companies "drastically" reduce vehicle insurance by the number of miles they drive. I know there is a discount now, but hardly enough to encourage a switch. Getting around using central transportation is what most people want, they need a schedule and realistic transport time to get there. Online tracking (GPS) of where your bus is, and a system that would quickly give you alternate route destination in the event your bus is late or damaged. Reliability is key. People want to be in control, if they are able to use technology to ensure timeliness with a backup plan, and a

savings incentive (not tax), people will support it. The area should seriously reconsider a subway transport again, it is fast and avoids traffic. Not get that to the suburbs, that would be great.

- I love Rochester and support any improvements we can make as a community to secure a future of advancement ... I do not want this wonderful city rich in history to become a statistic! Thank you!!
- I disagreed with the ideas for taxing drivers of cars because, at the present moment, given the multiple demands in a day (taking kids to school, running errands, going to meetings, etc) the bus service is not sufficient to be able to accomplish all of these tasks in a reasonable time period. Therefore, people would be penalized for having multiple demands on their times and schedules. I wanted to use public transportation and tried to do so, but could not accomplish all the tasks I need to get done through public transportation alone (either because buses didn't go to the locations I needed to get to, they didn't run at the appropriate times, or I had to transport one of my animals with me).
- Do not raise taxes.
- I feel that adding additional transit systems in this area would be a complete waste of the tax payers money. The majority of people in Rochester and the surrounding towns own a vehicle or their own mode of transportation to get from place to place. I do not know a single person that would choose to use the transit system over their own vehicle. And I also do not know a single person that uses any form of public transportation. I honestly don't feel like public transportation is a hygienic way to travel. How often are the buses, shuttles and so on sanitized and thoroughly cleaned? We should not be taxed at a higher rate on gas for our money to be wasted on projects or programs that the majority of people wouldn't use or support.
- There used to be a subway decades ago. I like the idea of a subway; travel that is off the main roads. I would like to see something like this in a large ring that circles the county, stopping at major points along the way. Stops would be a free transfer to another form of public transportation to nearby destinations(like the zoo). Think Toronto.
- Gas tax, high cost of parking, lack of parking, high cost of gas, horrific traffic congestion seemingly are the only things that might encourage others to use public transportation. Living so close to work and everything I frequent doesn't encourage it for me but perhaps if I live in a suburb I would be more open to the idea of public transport. I support public transport but not sure if it's viable in the greater rochester region
- I live in a very rural area and I have a farm. I will always

need to stop and buy feed on the way home from my "day" job. It would not be possible to do this on a bus. Besides which there are no bus stops anywhere near my town and I would never in a million years move to the city or even the suburbs. I'd move to Wyoming first! While I appreciate the need to get city folk around en masse, it really doesn't apply to me. I think the criteria for bussing people should be based on their bad driving habits, that lose them the privilege of driving themselves, such as drunk driving or texting or other irresponsible driving behaviors. If you got all the bad drivers off the road and onto busses your problems would be solved. Also I don't think its fair to tax car drivers to pay for bus users. We already have to pay a slew of taxes and insurance to take care of our own transportation, why should we bear the burden of someone elses? Would they have to pay a penny tax for every mile they rode the bus on top of the regular bus fare?

- Going back to the adding ten cents to the gas tax. I strongly disagree because the gas giants are making billions in profits every year yet you tax the user. The ten cents per gallon should come from the gas giants. Regulate their profits and you will have plenty of money. Technically there is no monopoly, however that is how it is run.
- I use to live in North Chili and they did have bus service but stopped it. I was taking the bus to work then I had to find other ways to get there. I was upset with that. I think the idea of transportation centers around your neighborhood, I like that idea. I think people wouldn't use their cars as much.
- I lived in Cleveland, Ohio for three years back in the late 1960s and early 1970s. I was truly impressed with their Rapid Transit System!!
- I regularly use the Inner Loop and hope it doesn't go away. I love it when I visit someplace that has great public transportation. BUT - you can't just add trains or change the buses here because the businesses have grown up without them in a very fragmented way. So the 'N train' would take me to only one far flung place, not an area of services.
- I would love to use public transportation, but as it exists today, it doesn't take me where I want to go.
- any tax increase on drives must be balance with increases cost to public transportation. you can't just go after those that drive
- Dont believe a gas tax would go only to fund transportation / pollution projects-Lottery funds were supposed to go to state schools.
- If you had to run RTS like a business you would be out of

business. You brag about keeping the fare down. Sure you can when the company is subsidized. What do you care how much of the taxpayers money you spend. The well never runs dry. How could you have helped me on the trip day I had?

- IT SEEMS LIKE THE GOVERNMENT IS TAKING THE TAX MONEY THAT SHOULD BE USED TO REPAIR AND UP KEEP ROADS AND THROWING IT AT OTHER THINGS.
- Road improvements in our area have been unsafe and generated public resentment about how new roads/highways are built WITHOUT public input! E.g. the 104 ramp to webster from 590 N! E.G. is the on ramp, west bound from 441 onto 490 west! Accidents every week!!
- TWO things: 1. After twenty-five years...please,..."BRIDGE IT"* 2. I believe the Rochester Subway system failed due to mismanagement, and should be redeveloped in a 'light rail' capacity in order to effectively revitalise commerce, provide incentive to suburbanites interested in visiting City center but otherwise deterred, and to improve accessibility to the city and all original subway stop locations. *Refers to the installation of a seasonal lift bridge installed in the Seabreeze & Lake road annex that connects Irondequoit to Webster that prevents commute from May through October.
- NO NEW TRANSIT/FUEL TAXES! I WOULD MOVE AWAY, AND I DON'T WANT TO!!
- I would love to see more mass transit for the Great Rochester Region-----BUT I WILL NOT PAY ANY MORE TAXES TO SUPPORT IT. I am TAXED OUT!
- I KNOW THE 18 CENTS PER GALLON TAX, I'D LIKE TO SEE THE RESULTS OF THAT LIKE MAINTAINING STREETS AND BRIDGES.
- WE ARE IN A PLACE WHERE AIR TRAFFIC TURNS AS THEY'RE MAKING THEY'RE FINAL APPROACH TO THE AIRPORT, WE HAVE TO HEAR THAT A LOT ESPECIALLY AT NIGHT. I WOULD LIKE TO HEAR MORE ABOUT THE HIGH SPEED TRAIN. THE BRIDGES NEED MORE ATTENTION SOME OF THEM ARE GETTING A LITTLE RUNDOWN.
- A strong downtown that is the major residential, business and commercial hub would significantly improve the chances for a more robust transportation network. The idea of shuffling people from suburb to suburb seems farsical and not a good use of resources.
- some of the tax questions, I would support strongly part of the question and strongly not support part of it...too bad it wasn't separated so you can be more precise...for example, I strongly support using longer lasting materials in building, but some of the improvements I am very much against...like roundabouts! I would use buses more, but I have no idea which one to take to get to where I want to go or how long it will take to get there and with young children often in tow, it doesn't make much sense to take advantage of buses. When I lived out west and was going to school (college) there was a really neat program where you could purchase a month long bus pass for like \$30 instead of having to pay for each bus trip...it really encouraged me to use the bus more often and for things other than just going to and from college.
- Lots of choices. Can't understand subsidizing of forms of travel. I believe in the free market concept. If travel supports itself, it will work, if not there is a problem. I see so many buses that are almost empty it is puzzling how or why they are running.
- I live in an area where its easy to get on a main thoroughfare; however, the town itself has many commercially zoned areas with eating places that attract lots of traffic. This re-zoning needs to stop. 15 eating areas within a 2 mile radius is offensive to the neighborhood.
- It would be nice if there were more and better transportation options in the outer areas/in Ontario County.
- The gas in the Rochester Region is way too high. We are currently paying at least 30 cents a gallon more than is charged in South Carolina.
- The most important thing Rochester needs is to lower taxes and regulation so people will be encouraged to stay here and start or expand businesses.
- At this time of year in Rochester, there's a lot of road-widening and other road projects that seem to be "make work" types of jobs. Some seem to be repetitive work with too many workers and take too long to complete. Lots of tax-payer money not being spent wisely, ie: errors made in construction that later have to be redone.
- leave public transportation alone in Rochester - do not spend any more money on subways or trains - that would be a huge loss which we can't afford. Put money into road repair and upkeep.
- Rochester should be more traffic friendly. Traffic does not flow easily as it should. We should have more right lanes at traffic lights for right hand turns so as to make traffic flow.
- Safety
- I would not use regional transportation. Ive seen to many 'horror stories' on the news
- If I use my wheelchair I have to go through the parking lot of the hospital in order to get to the bus stop or across a major thoroughfare to get to one and I don't want to take

a chance with my life.

- it is just horribly disgusting to have to be subjected to all the bullshit students downtown and to have to stand next to an officer just to stay out of the way of everyday fights that are a constant downtown, its why midtown has failed,. It sickens me.
- On my one-way street, drivers are traveling way over the acceptable speed limit and there is never any city police enforcement. (Scrantom St in Rochester; probably applies to other areas as well, and in general, I'd like to see more enforcement of speed limits. Not safe to pedestrians or animals as it is now.) When I do take the bus, some of the drivers have been speeding as well, making the trip terrifying.
- It would be nice to have a subway system in the downtown area. It might bring more people downtown and new shops and restaurants could encourage people to go there. Right now I think people are worried about safety and there really is nothing to do. Take an example from Buffalo. They have nice clubs and good music Or, better yet, how about Rochester during Jazz festival. The streets are alive. It is beautiful downtown. Maybe some winter festivals would be nice. There are lots of things being done but more permanent things need to add to this. The party in the park used to be nice until it was moved the the "parking lot in the Park." The location definately needs to be changed. There is no grass or shade. I think it has lowered attendance due to this. Hopefully things are in the works to make downtown a more exiting place to want to travel to. Adding reliable transportation defintely would help.
- Downtown is a scary place with scary people. I don't want to wait for a bus in those conditions
- CITY TRANSPORTATION, I FEEL SOMETIMES IS NOT SAFE IN THE EVENING FOR PEOPLE MY AGE.
- I prefer to drive myself because I use a cane or walker to get around and I feel safer by driving myself or going with a friend.
- Would really like more bicycle friendly routes to travel. We like downtown and the canal paths but traveling on city streets is too dangerous.
- The area should be more cycling friendly than it is; I would cycle to and from places more if it was. The roads in and around Greece are not cycling friendly which is where I work.
- Frequency of service and proximity to home and destinations is important to me. My work place is not in a safe neighborhood, so proximity and security/safety at the bus stop is important.
- As someone who gets around primarily by bicycle, I'd like to see Rochester better educate motorists on how to share the road. Too often I am shouted at by misinformed drivers who think that I should be riding on the sidewalk (though it is illegal for cyclists to be on the sidewalk in the Inner Loop). I often do not feel safe because there is either an inadequate shoulder for me to ride on, or the shoulder is full of debris which causes flat tires. This city could do a lot more to encourage bicycling, and to make it safer for those who already choose to bike to work. Also, I do not use the transit system because there is no bus that will get me to work on time for an early shift at 7 AM, and transferring seems difficult. I'd more seriously consider using the bus in inclement weather if the buses ran more often, and earlier and later in the day.
- Bus drivers are unfriendly and not helpful. There is a huge lack of safe sidewalks or bike lanes. Motorists are extremely unsafe around pedestrians. The bus routes require multiple transfers and hours of time to reach destinations. Express bus routes between town centers and universities would make life much better for commuting students.
- Unsafe motorists and few sidewalks encourage more car usage. I do not feel safe on the local buses.
- I love train travel and would like a safer railroad station, more secure parking, and more dependable train schedules.
- It's hard to get from Irondequoit downtown without feeling unsafe on the bus routes.
- Lack of sidewalks in my neighborhood discourage us to walk. The problem is worse in the winter when the roads became narrower because of the snow. The distance I live from work makes my round trips to work to cost only \$1.60. It is unlikely a bus will cost that little. I suggest improving traffic signs about bikes. I would use bike to work more often. For longer trips (Webster to Rochester, or to Henrietta) I would use bus if it the service was more frequent: At least every hour until late night including weekends and preferably every 30 minutes A mini-bus could be an alternative.
- Ideas: 1. put left hand turn lanes with arrows on Monroe Ave. Corner of Monroe and Goodman is a very dangerous intersection without it. Same is true at corner of Monroe and Highland. 2. dangerous at Rt 390 South where traffic increases and lots of lane changes are getting made for entrance to Thruway as well as the Marketplace Mall; thus, the speed limit increase to 65 needs to be moved southward rather than prior to that dangerous interchange Please do not wait until fatalities occur to rectify both of these situations.

- I don't feel safe on public bus.
- I have two small children and the thought of taking them on any public transportation is a bit daunting. I can't carry a carseat with me and holding them in my lap doesn't feel safe.
- Bus stops downtown look unsafe.
- Public transportation is very slow. 'Hub' bus stops downtown are not friendly places, losers are always asking you for change and kids catching buses to city schools are swearing, making a lot of noise and are otherwise anti-social. The kids and bums are strong deterrents to making connections through the city.
- More bike paths, bike paths that are off of main roads. I can't count the number of times I've almost been hit riding my bike on the shoulder of a road. Bike paths like the Auburn Trail and the Lehigh Valley Trail are great because I can ride my bike from two separate destinations and not worry about a car hitting me. It would be great if I could ride my bike from village to village off of a main road.
- I ride my bicycle everywhere as we only have one car and I feel that the roads in Rochester and in the suburbs are not bike friendly and the bike and canal paths are suspect when it comes to my safety.....
- We drive daily to reach a location where it is safe to walk for exercise. The sidewalks in our area are over 1/2 mile from our home and it is unsafe to walk on the shoulder of the state highway (NY Route 18) on which we live due to the condition of the road shoulder and fast-moving traffic. It would save us and our neighbors who also drive to reach a safe place to walk 2-10 miles of driving on a daily basis if the sidewalk on our road were extended 1/2 to 1 mile along Roosevelt Hwy. (NY Route 18) west of the intersection at NY Route 19.
- I have a 22 month old daughter so I don't even know how I would go about traveling on a bus with a child who needs to be in a car seat.
- CITY BUSES ARE VERY UNSAFE! MY KIDS REPORT FIGHTS AND ROBBERIES CONSTANTLY.
- When I worked downtown I took a bus back and forth to work. I really looked forward to my bus ride. Currently, I live too close to work and consider a bus or any other form of transportation. I could ride a bike in good weather but I would need to go down a major highway which is unsafe.
- If I left my vehicle at a station to catch transportation I would have to know that it is safe. Lots would have to have security.
- The hours of work make it difficult to find bus routes or even to find park and rides. More bicycle only paths or bicycle only lanes-to dangerous to ride with vehicles now.
- I would encourage the use of traffic light and speed cameras to increase public safety. Decrease the speed limits on some of the local roads, such as Clover road in the area of the canal and at the intersection of Clover and Jefferson roads. Create bike paths. Create walkways and bikeways between communities that artificially separated by lawns.
- I have a hard time believing that children are required by law to use car seats in a car but not on a bus. I fail to see how I can take my children on the bus safely.
- As I approach old age, I am mindful of opportunities to get around without need for a car or need to walk long distances. If I have to walk a lot, I would definitely keep my car...conditions are not good for women alone in Rochester and with its severe weather conditions. Ideally, I would live in a retirement village with its own door to door transportation (a minibus from my door to the door of a shopping center or hospital or library) Alternatively, a bus from a shelter within a block or less of my home that goes directly to these destinations without need for a transfer on a street corner. You brought up the issue of greatly increased fees. I'm sorry, but on my limited income, I can not consider these at all feasible. I'll keep my car rather than be forced into deeper poverty in exchange for greater inconvenience.
- When I am transporting my small children around Rochester, using a car feels safer to me. If I were traveling alone, if there were more available bus routes, and if I felt safer on public transportation in Rochester, I would seriously consider using this system. I wish that Rochester had an alternate to buses - perhaps a faster mode via trolley/subway, etc. I like the idea of public transportation due to the environmental issues - I always enjoy traveling to cities that have more transportation options than Rochester within their metropolitan area.
- I don't feel safe using public transit especially going downtown.
- I haven't used Rochester transportation in 30 years. I have no knowledge of location of pick-ups, drop-offs, cost or safety. Safety/weather/dependability of schedule is major. I would not feel comfortable if I had to walk far or had to wait long for a bus.
- More bike trails with lots of focus on safety (lighting, patrols, snow removal, etc)--good for the environment, the pocketbook and and the heart.
- I am FOR public transportation; however, due to the nature of my employment, it is not practicable to use. The time

consideration of getting to one place in the Rochester area and another is major. Lots of waiting wouldn't work for me. Don't always feel safe, especially at night, on bus system.

- I think this survey is a farce, how do you think you can force people to use the transport system when it isn't safe, clean or fast. If I live long enough I may have to use it but for now I would not use the bus for anything.
- a lot of the other passengers on public transportation are intimidating and I do not feel safe around them. Same for some of the transportation stops and transition stops, they are in bad parts of town, making me feel unsafe and in danger again.
- Transportation is not always available when functions are let out late, and sometimes the area is not always safe to walk at night.
- In Buffalo, NY, they have a bus and subway system that people feel very comfortable taking at all hours of the night (mainly to and from a bar). It might be helpful to see why the people of Buffalo feel safer to ride public transportation there than they do here in Rochester.
- Having a reliable transit system, with more service in the Rochester area would be great. If the bus stops downtown weren't as scary that would be nice as well. If the bus system were as reliable and accessible as the system in NYC for example, then I would love to take the bus more and save money on gas. The "spoke and wheel" model that Rochester currently has doesn't make any sense, it just takes that much longer to get to places. I live only 15 minutes from MCC, and once I mapped it out online using the RTS website, and it said that taking the bus would take over an hour. How does that make any sense?
- a lot of crazy drivers.
- if there were sidewalks in my neighborhood, I would love to walk more places, if there were places I needed to go (like grocery or drugstore) within walking distance, but for me the bus has always been uncomfortable.
- I WISH I KNEW HOW TO DRIVE. IT'S A REAL CAR ORIENTED PLACE, WHICH FRUSTRATES ME. I'M GRATEFUL THE BUS IS THERE BUT I'M VERY LIMITED ON WHAT I CAN DO BECAUSE OF IT. I MISSED A CONCERT BECAUSE I HAD NO SAFE WAY TO GET HOME.
- I would prefer bicycle to car but the roads around Rochester are VERY bicycle unfriendly. Rochester needs a major revamp to make it decent for bicycles. I have electric bicycles that travel closer to car speeds and operate for a fraction of a penny per mile but I don't ride in rain or bad weather.
- It would be more enticing to take a bus to shopping areas in Henrietta, Greece, etc if those places were designed to be more pedestrian-friendly shopping areas. Unfortunately, the big shopping areas in the Rochester area are not convenient or safe for walking around.
- The use of the central hub in downtown Rochester is time-consuming and counter-productive. It is also a little scary when you see mobs of students hanging out there where you would have to transfer.
- Train station is in a lousy, unsafe area and an embarrassment. I do not feel safe downtown. Downtown parking is scary and hard for anyone who is handicapped....ie. convention center, Federal Building, County/city offices.
- I would especially like to see bike routes that would enable me to get from Irondequoit to the south part of the city. There is no safe or easy way to get there currently
- Would love a bike lane that enabled me to get from Irondequoit to Brighton. There is no way to get safely through the city to get to the south.
- I am a senior citizen, and at my age I would not take a bus, due to unsafe conditions when waiting for a bus at a bus stop. When I was working in the city, I use the Park and Ride and had no problems, but that was 15 years ago. Thank You.
- When I used to travel on public transportation it was a lot safer. Now I don't have the need or desire to take public transportation.
- The bus drivers are too fast and don't let people sit down. One went through 2 red lights. 2m people have been hit already. More frequent busses on Sunday. The drivers make me not want to take the bus anymore. The routes loop way out of the way to go to a store that is right down the street. Europe has a much better transit system.
- The buses seem pleasant and safe, but the wait is too long of a wait esp. at night, otherwise I would be riding them without no problem.
- Roads, Bridges, traffics...all of these must be kept up to safe standards. For example; many of the bridges in the Rochester area need major repairs. With me living in Le-Roy, NY...I don't have the luxury of public transportation. I either walk, ride a bike or drive a car. I have my reasons for not walking to the High School next door to me.
- I would not feel safe on Rochester transit. I would not walk to an RTS stop on the side of the road and wait for bus it is embarrassing and uncomfortable, no cover or seats.
- Monroe Avenue from Allens Creek Road to French Road is

a driving Hazard.

- Taking public transportation is difficult if you need to travel unexpectedly for work during the work day. In addition, many of the neighborhoods between work and home are not safe to bicycle through.
- One of the key issues here is safety, the other is convenience. Many individuals express their concern with safety in downtown, and that they would not feel comfortable standing on main street waiting for the connecting bus. Also, outside of downtown everything is very distant from one another making it inconvenient to use other forms of travel besides a car. Many people including myself are probably not fully educated on all of the benefits created by commuting by bus as far as environmental factors go. Right now there is an uprising in the green community and getting the right marketing and promotion will play a major role in the success of the transportation system. Another thing that keeps myself and those I have spoken with from trying the bus is that it simply is the unknown and do not feel comfortable doing it alone at first. I stress at first, once someone gets over their initial fear the chances of them doing it again grow exponentially. Recommendations: Marketing. It is all about marketing. You are trying to sell a service that has proven to have strong past resistance. Sending out information on the service would be a good start. Many people just don't know the local bus routes and times and looking this information up is just not a top priority. Know who you are marketing to. If you are trying to get a younger, suburban individuals on the bus, promote the city nightlife and that the bus can get you home safe late on weekends. Without a destination there is no reason to take the bus. Many may only use the bus for recreational activities because they fear work or school is too risky due to time constraints. So focus on promoting destinations. We need to see people like us riding the bus, and that they are confident in the safety and accuracy of the system. Say for instance; promoting that city officials or important figures in the middle and upper class community are using the system confidently and without fear. This cannot be falsely portrayed either, say in a commercial, but they don't actually use it in day-to-day life.
- Many roads in the city area seem more congested than five years ago. They also feel unsafe. I use Mt Hope to travel to work and there are a lot of times where I can't make a left on to Mt Hope or there are other drivers accelerating to make lefts in front of other drivers. I would like to bike to work but Mt Hope is too dangerous and Henrietta is too busy.
- I don't feel safe in Rochester. Too many murders and stabbings and everything else in Rochester. Bus route closer to home is needed and frequency of buses. I feel safe where

I live now in Brockport.

- Reason #1 for not using public transportation: not comfortable as a lone female traveling to/from Greece to downtown, especially thru the Lyell neighborhood (rough area for Rochester). #2: the bus doesn't frequent my area during non-peak work hours #3: don't feel that the seats are clean. Upholstery carries a lot of "bugs". On the other hand if the city of Rochester had more things of interest: high end shopping, one of kind stores, restaurants in the heart of downtown etc, it would be tempting if not a nice experience to leave the driving in the hands of someone else. Unfortunately this is not a city where the advantages of not owning a car outweigh the convenience of owning a car. Would have to either move to a big city where it would be cost prohibitive to own a car, or move to Europe where everything is in easy walking/driving distance with a small auto.
- My main concern is safety while on the bus.
- As a woman, safety is a big concern for me before I would be willing to wait alone at a bus stop. I am also very time and efficiency oriented and would not tolerate anything that made my commute longer or would make me late.
- The 490 west to 590 north interchange is very dangerous at rush hour.
- We need better security, and better routing on weekends. We need later service & better weekend service.
- I used to take the bus many years ago (1960s, 1970s). I didn't mind it too much. They could have been cleaner, but it was easy. I didn't mind the delays, but the transfer in the city of Rochester would be out of the question today because I would not feel safe.
- The Bus Drivers are always in a hurry and are putting pedestrians at risk to stay on schedule. The only way for the Bus Drivers to make up time when running late is to violate traffic laws by exceeding the speed limit, accelerating through yellow lights instead of slowing down, taking a right on red, pulling up to customers too fast, being curt and to the point with customers questions, rushing customers on and off the bus, etc. It is my opinion too much pressure from customers on the drivers to make lineups puts RTS, the Driver, and pedestrians in danger of injury and financial liability. How many injuries and accidents does it take for RTS to realize what is causing most injuries and accidents in the first place. This is one area where RTS is pound foolish and penny wise. Scheduling NEEDS IMPROVEMENT! Not the drivers!
- My impression of public transportation, particularly bus, is not very safe. I do not feel comfortable using them. I may have a completely wrong impression about the bus, but I

just do not feel to even try once. I feel very safe and comfortable if I use my car to travel around Rochester area. If I do not feel this way about transportation service and I do not think I will use them even though I have to spend my money for gas.

- It's safe. The only thing was the location of where the bus was for example downtown Rochester and too many homeless people hanging out there. Sometimes I've seen someone beat up someone at the bus stop at the Midtown Mall area bus stop.
- I personally have found some of the bus routes uncomfortable. People can be rude, especially the downtown routes and line-ups. Often I was concerned for my safety and the safety of the other riders.
- safety and personal space with cleanliness is extremely important to me. my children were forced from school buses into rts in high school and they did everything possible to NOT get on the bus, including skipping school altogether and getting rides from in appropriate people. they said they were extremely afraid to ride those buses with the type of people who were on them and how they were harrassed.
- I'm not positive, but I think public transportation (ie.bus & rail) are heavily subsidized at the taxpayers expense and are generally used by people with no other means of transportation. I have heard rumors that some people complain of being panhandled or otherwise harrassed while using local buses. This negative perception has no doubt curtailed the growth of local use. Hope this was PC enough not to offend anyone.
- Rochester needs to be a lot more bike friendly. There should be more safe bike routes / bike lanes, as well as safe ways for kids to bike to school.
- Safety on the buses and in the transit stations is of utmost importance to me as an adult and in introducing a younger generation to the transit option. In terms of traffic lights, I'm told they are timed, but it seems as though one gets a red light even when traveling at the speed limit.
- Last year my boyfriend and I decided "out of the blue" to take the bus to a Red Wings Game from Main St (next to the Armory). I had never taken the bus before - I moved here from Arlington, VA in 1993, where I took the Metro (subway) everyday to get into D.C.. Taking the bus here in Rochester was never enticing. My boyfriend as a teenager (he grew up in Rochester), took the bus to work - that was 30 years ago. So last year, the bus was on time, which was great. However, the ride gave us a real experience on how the poor of Rochester must transport children and family members day to day. People looked sad, people were not allowed to talk to the bus driver. It was a sad experience.

Then, we decided to walk home from the game (Frontier Field), and as we were walking along Main Street heading East we noticed police cars and RTS buses pulled over by the Chase Bank office building. Apparently, someone had stabbed someone on the bus. So, we now say that we can't take the bus, because the days we do, people get stabbed (jokingly, but sad in its reality).

- It's dangerous to ride the bus at night, as well as when school lets out and the kids get on the bus. They have no manners, and are loud and rude. I prefer to stay out of the city, thank you.
- Downtown area not quite safe.
- Limit travel during school start and end times due to increase number of kids on buses and at stops. Makes travelling near intolerable. Have witnessed fights, drug use at stops and on buses.
- When I moved to Rochester and lived in the city, my family tried to only own one car. On more than one occasion the bus left me stranded at work in the evening. On one occasion I and my 5 year old daughter were harassed by another passenger. Finally, I quit using the bus and was forced to buy a used car even though it wasn't the most economical option for my family at the time.
- I don't really feel safe in downtown rochester, and am not really interested in riding the buses because the perception is that they are not safe. I don't like the thought of waiting around for a bus that may be full. I am not sure there are buses that get me close enough to where I want to go, so having to travel an additional distance via some other method of transportation is inconvenient.
- I am an avid cyclist and live within easy biking distance to my work (4 miles). I would bike to work two days a week however I am afraid of being run over by someone texting / talking while driving. Until the suburban streets are safer for cyclists I will continue to drive my car to/from work and most other locales. I feel that more needs to be done to make the roads safer for cyclists and pedestrians.
- There is no way I would ever ride the bus as long as I had to go to the central hub and transfer. I worked with city youth - pretty tough kids - and even they didn't like having to be at the hub. Unpleasant, unsafe and unnecessary.
- VISITED CITY OF BUFFALO LAST WEEK WENT TO DINNER ON HERTEL STREET FELT SAVE WALKING THE STREETS OF BUFFALO, UNLIKE ROCHESTER WHERE YOU ARE LOOKING OVER YOUR SHOULDER. WORK PARTTIME ON EAST MAIN STREET ACROOS FROM EAST HIGH ALWAYS GETTING JACKED UP MONEY. ROCHESTER CITY HAS TO FIND AWAY OF CONTROLLING CRIME WHICH I FEEL IS OUT OF CONTROL. YOU HAVE NEIGHBOR WATCH GROUPS WALKING

THE STREETS AT NIGHT HOW ABOUT THE POLICE DEPARTMENT.

- bus transportation in Rochester, along with travel to downtown is unsafe. Too much crime. The dumbest thing Rochester ever did was to get rid of their subway system.
- Again, current Public transit routes in Rochester area do not make sense. I would love to use public transport if it were available, safe and did not take me miles out of the way to get me a few miles down the street. When my son started college we had to buy another car so he could travel straight west on Jefferson road to get to RIT from Pittsford. He cannot even ride his bike there because there is no safe route. The new bike routes along Jefferson and other roads are NOT SAFE!!!. Get rid of them and put in a SAFE BIKE ROUTE SEPARATED FROM CARS!!!!!!.
- Bus lines in Rochester area do not make sense. no one wants to go downtown. The area is so small routes need to connect suburbs with points of interest. Bus lines need to be safe
- RTS is my primary source of transportation. Until recently I've had 2 jobs. I stopped working at one because I had to transfer downtown and there were significant safety issues. The store I worked at was at Britton and Dewey and I could walk there. That store closed a few months ago and I have been transferred to the Mt. Read store. There is no direct bus for me to take to work.
- I think households would benefit from having a schedule of events and how to reach them via transit mailed to them. Something that makes route information and times of arrival/departure obvious for the given activity/event. From my viewpoint, as a senior citizen, bus stops and buses themselves need to be clean and safe. Safety is a big factor and keeps seniors indoors after dark.
- I would like travel to feel safer. The buses seem to be crowded and unsafe. Would never take my children on a bus for this reason.
- I would never walk anywhere in my community after dark because I don't feel safe. Also I drive my car to work every day because I need to use my car at work.
- The biggest issue I have with a Park-N-Ride lot is the lack of security watching the vehicles for theft or damage.
- I won't go downtown to transfer for any reason it's not safe
- I may utilize transit more myself and with my family if I felt safe at the bus stops, with the areas being better lit and with the enclosures being kept clean and free of vagrants sleeping in them.
- safe areas in transportation and stops along the way.
- When you can assure me that the people riding on the bus are peaceful human beings who do not carry weapons, or participate in violence, maybe I would open up the discussion of riding a bus.
- Transportation sucks in Rochester. It's dangerous due to the people who ride the bus, safety of the bus stops, & I prefer to drive myself where I have to go.
- I have two small children in car seats. I cannot use public transportation and feel safe.
- I would use public transportation more often if the Rochester region had in place a safe, clean, efficient, convenient, affordable system.
- My main concern about taking mass transit in Rochester is safety. Especially because the majority of the populations that rides the bus in Rochester is low income and anyone not from this group (me) would stand out.
- Unfortunately, I live in the far out suburbs and I work in the country - no bus routes or public transportation available. Also, there are times that I don't leave work until midnight - not comfortable on public transportation at that time of night if it were available. In my early working career, worked in NYC - used public transportation all the time but Rochester and surrounding area is not built that way, therefore, a car is necessary.

E.2 Road Quality

- pretty satisfied with roads but they do need to pay attention to pot hole repairs as needed
- They were supposed to have taxes in this state to fix roads and they taxed everything and they don't do anything. They fill potholes and that's about it and maybe pave a road here and there but that's about it. A lot of them are messed up. Politicians are the biggest liars in the world and you can't believe any of them. I don't care what party they're in.
- Fix the potholes and rough roads around.
- rt 404 in webster needs repaving, as does 104 through webster
- We're lucky to have short commutes and good roads. It's a great a place to get from point a to point b quickly.
- On my one-way street, drivers are traveling way over the acceptable speed limit and there is never any city police enforcement. (Scrantom St in Rochester; probably applies to other areas as well, and in general, I'd like to see more enforcement of speed limits. Not safe to pedestrians or

animals as it is now.) When I do take the bus, some of the drivers have been speeding as well, making the trip terrifying.

- The roads as far as I'm concerned are well-kept. Sidewalks and roads get plowed regularly and dependably.
- If money is collected from a gas tax to fix roads and infrastructure, it should be used for that purpose and that purpose alone, not to balance the budget!
- Question about fixing roads: this needs to be a priority. Mostly I travel in the suburbs.
- fix the roads
- I think 332 should have been widened when it was all torn up. Two lanes isn't enough there with the volume of commuter traffic. Also, in downtown Canandaigua, the median should have been constructed in such a way as to accommodate left or right turns to head down 332 or Main Street, because that currently requires sitting thru one or even several traffic lights to complete the turn.
- Potholes on Brooks Avenue in Chilli near airport, as well as Scottsville road and Westfall all need attention.
- I think the roads are as good as can be expected in my area.
- As someone who gets around primarily by bicycle, I'd like to see Rochester better educate motorists on how to share the road. Too often I am shouted at by misinformed drivers who think that I should be riding on the sidewalk (though it is illegal for cyclists to be on the sidewalk in the Inner Loop). I often do not feel safe because there is either an inadequate shoulder for me to ride on, or the shoulder is full of debris which causes flat tires. This city could do a lot more to encourage bicycling, and to make it safer for those who already choose to bike to work. Also, I do not use the transit system because there is no bus that will get me to work on time for an early shift at 7 AM, and transferring seems difficult. I'd more seriously consider using the bus in inclement weather if the buses ran more often, and earlier and later in the day.
- Mt Reed Blvd needs improvement on bumps, but I think they're working on it. Work on 390 needs to continue.
- Currently, I want Westfall Road between Clinton and Henrietta on the top of the repair list due to it having potholes and being a generally very rough road. To ease congestion, a road extension of Senator Keating Blvd over to Winton Road is needed. I would like there to be a public comment period prior to any road improvement plans. Please make this possible via your website so that my suggestions will be known.
- The areas I travel in have roads that are pretty well maintained.
- Conditions of the roads and bridges should be the highest priority and less spent on technical gadgets, consultants and signs. Traffic violations should be enforced by police and not cameras. Speeding should be enforced on all roads, not just the expressways. Overall this is the best place I've lived for commutes so don't mess it up by trying to fix problems that don't exist like at 590N to seabreeze. I tried taking the bus from Perinton to Downtown for Jury duty but there was no way to arrive before the duty started and going home would have taken a least twice as long as driving so I drove and paid for parking. If you take a bus every day and know the routines and they fit your schedule it's a good deal.
- We should focus on maintaining our current roads and improving, modernizing public transportation in Monroe County.
- Need to improve Winton Rd. S and Westfall roads in Brighton. Westfall needs to be 2 lanes each direction from Winton to the city line. Waiting for Senator Keating to be built is a pipedream. Winton rd. should be two lanes each direction from Elmwood south. North of Elmwood, Winton Rd. is currently in poor repair. Critically need an expressway from 490 east to at least the county line somewhere near Rt. 441. Traffic is horrendous around 441 and 490 during rush hour. Should also complete west side expressway to Brockport and the 390 interchange rebuild at U of R.
- It would be nice if road construction was better publicized in the newspaper and with the signs that they have hanging over the expressways.
- We have great expressways!
- I am glad that roads in the Rochester area are kept up but am extremely tired of ALL the construction that goes on for a such a large part of the year. Studies with meetings with the general public are a waste of time and effort. Just let the transportation experts do their job!
- I think road work is very inefficient in this area because we sometimes see 7 guys working and 10,000 people being inconvenienced and there's got to be a better way. I suggest they do the work at night. School buses are very inefficient. They stop every few houses to pick up kids. Why not pick them up at a designated spot to help move traffic. The bay bridge outlet should be open longer. Should be open October. It's shut down May 1st. It's not open long enough. There's no boat travel so people could utilize the advantage of that bridge.
- Roads: fix potholes promptly (weather permitting) More

red light cameras to improve safety Timed red lights on major arteries like Ridge Road

- Thank you for paving Elmwood Avenue!!! I can't wait until they pave the bike path over by St. Johns Meadows that goes to the canal path. I will ride my bike to work.
- We love the short commute and well maintained roads. Parking in downtown Rochester is too expensive and discourages people to drive downtown for lunch or errands. I drive as little as possible only because I find it a total rip off to pay \$7,,25 to park each day close to work. And it really made me mad when they installed pay stations and took away meters ... the cost of parking on downtown streets almost doubled.
- Pavement conditions and markings are in bad shape in Webster
- I don't travel the 590S route often but when I do, it is always bottlenecked particularly in the morning hours of 7-9am. Very congested.
- ROADS ARE IN PRETTY GOOD SHAPE.
- We don't have traffic jams when we go to the city or in our little town. Basically I think we are satisfied and the city is good about maintaining its infrastructure. Like any government agency they would like more money for the roads etc.
- Please repair or replace the Winton Rd area between Blossom and Browncroft. More bike lanes please.
- Sometimes snow removal could be better.
- Extend the 531 westward as researched so I can get home on the weekends easier.
- I have little or no reason to go downtown, I avoid it! It's a dangerous "sewer" with no place to park and no reason to park there! Buses are not available in Ontario. Don't know if roads are considered "transportation" but the re-striping etc. from 590 to 104 east is STUPID and ridiculous. Force traffic together, slows traffic and ignores perfectly good lanes. Sea Breeze is cut off from anyone living east of bay bridge. Lake road bridge is closed all summer, replacing a public taxpayer paved road with an open waterway for the use and advantage of a few wealthy land and boat owners on the bay. Approved in a midnight deal with obvious payoffs. (access #1 gone). Then the same group of idiots destroys 590N extension and puts in a bunch of "merry-go-rounds" that should be in the amusement park not leading to it. At one of the intersections that WAS just a cross street there are now 17 signs to tell people how to navigate the monstrosity they created... 17! All they need now are some of the Amish buggies they obviously expected would use this route and like lake road this ac-

cess is not available from the east without several miles of travel the wrong direction. (access #2 gone). Only access left is Culver road, an over used, undersized, congested and inconveniently located rolling traffic jam! Meanwhile there is a partial exit and entrance to the xway west of Bay bridge that could be finished after 30+ years to go directly to Sea Breeze and probably for far less than the 15-20 million wasted to screw up the other roads.

- a little more work on the roads to repave rather than just patching would be nice once funds become available
- If there was a subway, I would use it. I feel the bus is too slow. The roads need to be fixed. Especially Main Street, Mt. Read, Buffalo Road, and the Inner Loop. There are crater man holes and there is no way to avoid them - you slam into them. If they built better quality roads, we wouldn't have to replace them as often.
- This survey was mainly aimed at transportation in Rochester. I live in Canandaigua and very seldom even go to Rochester, except maybe and occasional trip to the mall. New York state as a whole should be ashamed with the conditions of their roads and interstate highways. They are terrible and it is embarrassing when my relatives from out of state come to visit and they comment on the condition of the roads here, urban and rural. Better the roads and you will get less accidents and complaints. It is a state wide problem, not just the Rochester area. I also think that public transportation is a waste of money and it really stinks up the air with their diesel engines. I avoid following public buses when ever I can as it upsets my stomach. Put the money it costs to do this survey into fixing and repairing the roads. In my eyes, this is just another useless survey and nothing will come of it.
- I don't feel like they are spending our tax dollars wisely in keeping up with the repairs of the streets and roads. I see many roads that should be resurfaced that are not and there are roads to me that appear to be adequate and they are resurfaced before those that are truly in need. I also oppose the idea of a meter installed in our vehicle that will charge us more for the use of gas than what we are already paying. I find that personnel and vehicles on a job site are excessive which adds to the cost which to me is wasteful spending and don't need "15" vehicles when 3 will do.
- extend rt 531 to village of Brockport longer time for left turn arrows improve 490 & 390n ramps
- 590 South is the worst for of travel in rush hour - something needs to be done about this.
- Especially in Webster, the paving seems cheap and not done thoroughly, or completely neglected (Ridge Road). The roads seem to wear down quickly and easily and

there are always potholes and unevenness. So traveling on those roads ruins my car (alignment, tires). And the roads don't seem to hold the volume very well (Ridge Road into Empire Blvd-no left-turn lanes, so a turning car always blocks the lane, backing up traffic). Construction is always done at bad times during the day and season. Some street signs and speed limit signs don't seem visible so people aren't following them.

- You haven't done anything to improve the roads in the last ten years. I'd like to see the expressway 531 completed. They haven't done anything to it in 20 years.
- Bicycling safety is not a high enough priority. Roads are being repaved without doing the shoulder and making it more hazardous for bicycles. (Mendon Center road, Mendon-Ionia Road, route 251 to name a few.) Paving with road graders should be banned. Coordination with the state DOT on traffic light timing is a thing to do. Why don't they get it????
- I find lights poorly timed in and around the city.
- The vehicle infrastructure in the Rochester is good. For the most part, the roads are well maintained. There are sufficient roads and expressways so that traffic jams are for the most part not a problem.
- My one big complaint about transportation in the Rochester area is the number of road construction projects. I understand that summer is the time for road construction. However, I feel that projects have proliferated beyond the level of tolerance for area drivers. Also, I would be in favor of more projects being performed at night when traffic levels are lower.
- In the western part of the county nothing has been done to improve the highways probably in the last 30 years.
- Roads, Bridges, traffics...all of these must be keep up to safe standards. For example; many of the bridges in the Rochester area need major repairs. With me living in Le-Roy, NY...I don't have the luxury of public transportation. I either walk, ride a bike or drive a car. I have my reasons for not walking to the High School next door to me.
- I strongly feel that we are already taxed by the State and local governments to take care our roads and road maintenance. They need to use our tax money properly to see that this is done.
- They've made some changes that are not conducive to traffic flow. Cutting back on lanes, putting in bike lanes etc...and no one had a say in these matters.
- Monroe Avenue from Allens Creek Road to French Road is a driving Hazard.
- The return trip from Home Depot was by surface streets and not the highway due to construction. Why are we not doing more construction at night and in off hours?
- Rt 390 south in the AM is a joke. Need more police to manage drivers who dart from lane to lane and cause substantial back-ups and accidents
- THE MAIN HWY 390 IS USUALLY VERY CONGESTED.
- Highway funds are not well spent. Instead of adding turn lanes and traffic signals that are responsive to traffic volumes, thus improving traffic flow, funds are spent resurfacing roads that do not really need it.
- Overall I am satisfied with my travel experience in Rochester. Sure sometimes I have to wait in traffic, but never for very long and I always can find an alternate route if need be. Road conditions can be bad at times (pot holes, excess snow), but I feel that comes with living in the Rochester region.
- Rochester Transportation is much easier than other cities I have lived in. There is hardly ever any bumper-to-bumper traffic. Traffic usually moves along at a smooth pace. The highway electronic message boards regarding road closings/construction are helpful also.
- I think there should be more stops at doctors, religious activities, and shopping. Take care of pot holes. Signage can be confusing in Rochester.
- I WILL NOT GO NEAR LAKE SHORE BLVD, TITUS AVE, RIDGE WAY, OR 590 BECAUSE OF THE "IMPROVEMENTS" WHICH TEND TO CAUSE TRAFFIC PROBLEMS RATHER THAN FIX THEM. ROUNDABOUTS ARE HORRIBLE! NO ONE KNOWS TO USE THEM! DON'T DO IT!
- I WANT THE 531 TO BE CONTINUED FURTHER TO THE WEST. WE'VE HAD 2 YEARS OF MAIN ST BEING DUG UP AND RIGHT NOW THEY'RE PUTTING IN A ROUNDABOUT AND IT'S A COMPLETE MESS. WE HAVE A CANAL RIGHT BEFORE THE ROUNDABOUT AND A HOSPITAL ON THE OTHER SIDE SO WHEN THE BRIDGE IS UP THE TRAFFIC IS BACKED UP AND MAKES IT IMPOSSIBLE FOR AN AMBULANCE TO GET THROUGH IF THERE WAS AN EMERGENCY.
- The 490 west to 590 north interchange is very dangerous at rush hour.
- Generally travel is easy but there are a few spots that need attention such as the left from John St to Jefferson rd or the left from East River Road to Jefferson Road - these are poorly controlled and waste a lot of time. I would generally consider using some type of public transportation if the travel time was comparable to what it takes me with my car. It would also have to be on a schedule that would get me where I need to go when I need to go there.

It would have to allow me almost the same flexibility as if I was driving my car.

- This survey is obviously aimed at a variety of major cities. Rochester area does not have congestion, air pollution concerns, or the need for smart traffic systems. Road infrastructure repair should be the focus.
- They seem to plow the roads pretty good.
- Rochester is the only place I've ever driven where to stay on the same road you have to change lanes. That's just a quirk here and I don't know why. There's the 390, 490 and 590 that come up from the thruway. If there's an intersection you have to remember what lane you're in. You shouldn't have to change lanes to stay on the same road, not to stay where you are. I moved here 6 years ago and got lost a lot.
- BETTER ROADS, MORE FREQUENT SERVICE PLEASE. POT HOLES ARE THE PROBLEM. SHORTER TIME SPANS BETWEEN ROAD CONSTRUCTION.
- The grass being cut, weeds being pulled and garbage being collected along the roadways needs much more attending to.
- I'M NOT FROM ROCHESTER ORIGINALLY, BUT I CAN GET TO ANYTHING I WANT IN 20 MINUTES. THAT'S AMAZING. IT'S MOSTLY EXPRESSWAY AND DESCENT ROADS.
- Streets are good. I would like transit in our area, then I would use the bus. Right now we don't get service out here.
- I'VE TRAVELLED A LOT TO DIFFERENT PLACES IN THE COUNTRY, AND I DON'T THINK PEOPLE REALIZE HOW GOOD WE HAVE IT HERE. YOU CAN GET ANYWHERE IN 20 MINUTES. THE ROADS ARE PRETTY WELL PAVED. I THINK THAT OUR TAX DOLLARS ARE BEING WELL SPENT.
- I am concerned about the signage at Ridge Rd and Stone Rd. The sign should be in the center of the intersection.
- There needs to be better signage at the intersection of Ridge Rd & Stone Rd in Rochester. The sign should be in the middle of the intersection.
- We live behind 490 and it's pretty loud. My only concern is sound barriers and too many potholes. Roads are really bad in a lot of areas. Some Rochester right through all towns, Irondequoit and Henrietta, Town of Gates.
- Potholes are terrible and sound barriers on the highways 390 and 490 because the sound is too loud.
- Keep potholes filled in during the winter. I must say that roads are improving in general
- quicker response to fix pot holes. some of them are so big and so damaging!
- I'M NOT PLEASE WITH THE GAS TAXES HERE..BUT I'M VERY SATISFIED WITH THE MAINTENCE OF THE ROADS HERE.
- The wear and tear on the roads during winter should be improved. Interloop signs are confusing to those who aren't familiar with the area.
- There should be turning lanes at certain intersections, like Five Mile Line Rd and Atlantic Ave. There should be more sensors under the roads at certain intersections to change the light when no vehicles are present.
- I believe the expressways should be increased and where they are. Rochester area has grown immensely and takes in a lot of small towns. People are moving into suburbia so expressways have to follow suit. If not, traffic is terrible. I don't have to go myself at the busy hours but during those hours it's terrible. My side of town I'm looking at. They have buses that come out in the next town and it's a college and a lot of people riding buses for the college but only certain hours and it takes a long time.
- The commute isn't too bad when you compare it to other cities. Traffic isn't as bad as it could be or as bad as it is in some places. Continue the road repairs and wider shoulders to accommodate bicycles more.
- Roads are pretty well maintained around Rochester, especially compared to Albany, NY. Very horrible roads there; I'm surprised my car survived the trip! As soon as the roads in Rochester area get bad, it seems they get fixed in a timely fashion.
- Our expressways are grossly out dated with traffic back-ups in the same locations day after day (Rte. 490, Rte. 390, Rte. 590). With more and more vehicles on the roadways every day we need x-ways large enough to handle this traffic like other large cities have.
- Do more of the local construction work at night
- 390/490 Interchange is dangerous & causes delays
- Fix the potholes on area roadways!
- One strong opinion I have is that the state/county need to coordinate efforts to construct roads: ridiculous that on HWY 31F in Fairport the roads were being fixed for 3 years due to repave, followed by digging up what was just paved to fix a bridge on the same stretch. Bridge should have been fixed at the same time as the road was repaved. In my opinion, we do not have transit available to us in Fairport. It goes on a big circle into the city but does not go into the malls. I also think that Greyhound station needs

to be in a safer place; same holds for the train station. People will not risk bodily harm to use transit.

- The streets near/around W. Henrietta Road need to have 2 more lanes added for a total of 6 lanes. Where there are 2 lanes on Mt Hope Ave., there needs to be 4 lanes for smoother commuting. Getting out of my driveway can be challenging to exit due to traffic at peak times. I wish we could have a trolley (or subway!) like existed 60-70 years ago. Transit must be efficient for me to use it, and this includes having minimal wait times and being safe.
- On 490 west, we need better signage between exit 23 and route 590 to prevent an inordinately high number of fender benders that clog the roads during commute traffic.
- it tends to be very stressful and prolonged due to so much construction.
- I'M CONCERNED ABOUT THE BRIDGES, WE HAVE ENOUGH OF THEM, AND I THINK WE NEED TO PAY ATTENTION TO THEM. I'M ALSO FOR THE FAST TRAIN TO NEW YORK CITY. I THINK A FAST TRAIN IN THIS TIME WOULD SAVE A FEW TRUCKS ON THE ROAD. I THINK IT WOULD BE A GOOD IDEA. I KNOW A LOT OF PEOPLE DON'T THINK THAT WAY.. BUT I TRAVELLED ALL OVER EUROPE ON THEM AND IT'S FANTASTIC. I THINK SUBWAYS ARE THE WAY TO GO.
- The Government seems to be pushing new cars, I enjoy driving a new car but wish they would improve the roads so that my new car does not fall two feet into a pot hole while going around town. And who's bright idea was it to make Saint Paul street one lane??? First they painted new lines on Saint Paul St. then two weeks later came back and paved over the new lines. Then two weeks later came back and re-painted new lines. No wonder New York State is going broke, it also takes longer to get to work with Saint Paul St. being one lane which uses more gas and contributes to the pollution by having cars sitting in traffic. It used to be an easy commute, but I'm sure the two bicycle riders who use the the lanes enjoy their commute. Can't wait to see how it is in the winter.
- I THINK THE HIGHWAY SYSTEM IS WELL DESIGNED AND WELL MAINTAINED.
- The worst thing I find are the green overhead signs that are not visible at night in areas where there are no lights on the highways. These signs perhaps are made with glow-in-the-dark paint, but need to be adjusted so that headlights make them visible. Visibility is fine during the day, but not at night on Rte 531.
- I wish the roads were in better repair in certain areas. Ridgeway Avenue, between Lake and Dewey, might be on a repair list and I sure hope it gets attention soon.
- The ridge road west addition of center medians has caused me to avoid shopping or business on west ridge road. UNDERSTAND JEFFERSON IS UNDER SAME CHANGES. THIS WILL CAUSE ME NOT TO USE JEFFERSON FOR SHOPPING OR BUSINESS
- IT SEEMS LIKE THE GOVERNMENT IS TAKING THE TAX MONEY THAT SHOULD BE USED TO REPAIR AND UP KEEP ROADS AND THROWING IT AT OTHER THINGS.
- I JUST WANT TO RE-ENFORCE THE NEED FOR OUR TAX DOLLARS TO GO TO THE MAINTENANCE OF THE ROADS AND BRIDGES.
- THERE ARE A COUPLE OF VERY WELL KNOWN PLACES IN ROCHESTER LIKE THE ROUTES NEED TO BE ADJUSTED TO KEEP UP WITH THE TRAFFIC. THE PERSON THAT PLANNED THEM OUT DIDN'T TAKE TRAFFIC INTO CONSIDERATION. THE ROADS NEED BETTER MAINTENANCE.
- I KNOW THE 18 CENTS PER GALLON TAX, I'D LIKE TO SEE THE RESULTS OF THAT LIKE MAINTAINING STREETS AND BRIDGES.
- It's not too hard to get anywhere. They do a pretty good job keeping roads clean in the winter. It's OK. I can't complain.
- I think that Rochester has a great expressway system - takes from 15 - 25 mins to get to the places that I usually frequent. I have a car and use it only. When I was working, the only time I used the bus was when I couldn't walk there (winter) or my car was out of commission. In general, if walking is to be more encouraged, drivers need to be AWARE of pedestrians. Many times when walking and crossing the street, I did not have the right of way. I don't think that the streets are conducive to bike riders. But I do enjoy the canal path for leisure bike riding. I don't support a raise in the gas tax.
- I think roads are good in the Rochester area
- I get frustrated that there are so many road construction projects during the summer. It always seems like that there is always a road construction project wherever i go.
- The roads in Rochester area are very good with minimal congestion so it is easy to get to my destinations. Town does a very good job with snow removal. Compared to the rest of the country, road maintenance is very good.
- The structure of interstate near us needs reconstruction as it is 55 years old and was designed poorly. Repaved recently, but structure itself is in terrible shape.
- There are too many potholes.
- Roads are in need of a lot of serious repair. Particularly,

Clifford Avenue because it is really full of potholes and bumps.

- The road construction done on the expressways in the last few years has been incredible! It was done quickly, with little interruption to motorists and was done well. Congratulations and thank you to whoever is responsible!
- leave public transportation alone in Rochester - do not spend any more money on subways or trains - that would be a huge loss which we can't afford. Put money into road repair and upkeep.
- There are too many potholes.
- Fix the potholes.

E.3 Bus System

- It would be nice to have occasional trips from the outlying towns like Avon and Geneseo to places such as Market Place Mall, Eastview Mall, or Frontier Field. Even though as a senior citizen I am still able to drive myself, it would be very nice to have a ride to such places on occasion.
- As of now, there is no route available to me.
- I WISH THEY WOULD CHANGE THE PRICES FOR BUS PASSES, \$30 IS A LITTLE STEEP ESPECIALLY IF YOU'RE ON A FIXED INCOME. MORE PEOPLE WOULD PROBABLY BUY BUS PASSES IF THEY GAVE DISCOUNTS FOR SENIORS AND DISABLED.
- Being retired personal transportation, not public transportation best meets my needs. If I were working and public transportation were convenient I would use it.
- Bus drivers are unfriendly and not helpful. There is a huge lack of safe sidewalks or bike lanes. Motorists are extremely unsafe around pedestrians. The bus routes require multiple transfers and hours of time to reach destinations. Express bus routes between town centers and universities would make life much better for commuting students.
- Unsafe motorists and few sidewalks encourage more car usage. I do not feel safe on the local buses.
- There is no easy way to use public transportation from the outlying suburban/rural areas in Monroe County The current bus system does not appear safe, especially with most transfers occurring in a crime ridden area there is no easy way to take public transportation within the suburban areas
- Not enough routes to make public transportation convenient for people, especially in the outlying areas where we are very limited in the options we have.
- It would be nice to have a direct transit route from Henrietta to the Eastview Mall and the Outlet Center.
- There should be more direct bus service within communities
- My husband and I already take measures to conserve gas and personal auto wear and tear. I work off site and take a shuttle back and forth when I need to go onsite.
- I used to utilize bus service when I lived in Webster and worked downtown. No transfer was necessary. I was satisfied with the service. Now I am somewhat further from the city and my travels are less scheduled or planned as I am retired.
- It does not fit my needs at all.
- We would be very happy to have and use public transportation if it was available to us.
- WE would be glad to use public transportation if it was available and practical.
- Future flexibility in size of vehicles ala airlines might help city's bus system.
- During the gas shortage of the 1970's, Kodak established a bus service from Pittsford downtown to Kodak Park, and many of us used it rather than driving. That was very acceptable since it was direct. Using the city busses was not acceptable - long waits, several changes to get there. Because shopping centers and stores are so scattered (the days of going downtown to Sibley's are gone) it is not feasible to use busses for shopping - one often wants to go several places, and only cars allow this to be done easily.
- We plan to stay in the Rochester region and will probably sell both of our present cars next year and go with one new car. We spent a great deal of time in Germany (13 years) with the Army, and love good public transportation. We recently visited Portland, OR, and loved their light rail and bus system. We did not rent a car for the three days we were in the city.
- I feel that greater frequency of service and expanded hours of service (earlier/later) Mon-Fri would increase ridership from the Rush community. I have considered using the bus, but there is no service during my hours of work. Park and ride from suburban plaza is not a good option for two reasons. First it is half way to work, so the utility is minimal, and second frequency of service is mediocre.
- Frequency of service and proximity to home and destinations is important to me. My work place is not in a safe neighborhood, so proximity and security/safety at the bus stop is important.

- I understand that busses are economical and have improved since the 70's when I used them when I lived in the city--however, I do not believe that there is an efficient way to get from Brockport, where I live to Victor where I work that would make the best use of my time. I am quite sure that I would have to transfer in teh city and the park and ride is located at teh college campus meaning I would have to drive west to travel east. Then I would have to walk more than half a mile to get to my office It would be attractive in the winter when it can take up to 2 hours to get home--but then there is the occasional errand on the way home, dr. appt, what have you.. not to mention that pesky half mile walk back to teh bus
- I came from the NYC area and I find the transportation up here is excellent, comparatively speaking.
- One thing I am so glad about is that the penalties for texting while driving are increased and are being enforced. I enjoyed using the transit system in the early 1960s as a kid, and hope it is not diluted any more than it has been. The buses I observe going to/from Xerox seem to be well utilized and are driven safely.
- It's better than LA!
- THERE IS NO BUS SERVICE OUT HERE IN WEBSTER.
- BUSES ARE WELL CARED FOR, BUT THE STEPS ARE TOO HIGH. I'VE SEEN HUGE EMPTY BUSES DURING THE DAY, WHY NOT RUN SMALLER BUSES IN NON-RUSH HOUR TIMES?
- If you live in an outlying suburb of the city of Rochester it is unfortunately not an option to use the bus system. I feel that this household would be more inclined to use public transportation if it could get you to where you were going and be economical enough for us to save money on the gas it takes to drive our two vehicles. But as of right now, the public transportation system does not work for those of us who do not live within the city limits, and barely works for those that do.
- It would be nice if taking the bus was easy for people with small children such as getting on and off of a bus with a stroller and having adequate room for the stroller on the bus. Taking a child in and out to use public transportation is not an option.
- If more trips were offered to destinations like NYC or Philadelphia or Yankees games, more people would take the bus. Routes in the suburbs do not go where I need to go.
- I work at RIT, there are more than seventeen thousand students and three thousand workers here who travel VERY frequently by air, however, there is no direct bus route from RIT area to airport. Setting up this route or may be redirecting the existing route #24 that currently goes to downtown via West Henrietta Road through Scottsville Road with a stop at airport on the way to downtown would provide a great service to BOTH RIT and University of Rochester communities.
- You need to improve the interface for determining to and from destinations. Very poorly designed.
- As mentioned previously, the main reasons I don't take the bus are (1) the bus takes an hour to get to work yet I can drive in 15 minutes, and (2) the bus schedules are incomprehensible with ridiculous exceptions. I suppose they are ok for someone for whom they have been customized. A bus should go continuously in a circle or predefined route at regular times. It would be helpful to have system maps so you could plan your trips. I might also add that the bicycle spoke arrangement of the bus routes makes it impractical to go from certain locations to others - to go from one place to another just a few miles away requires a trip downtown and back out.
- AS LONG AS I CAN START THE TRIPS CLOSE & GET TO WHERE I HAVE TO GO - IT IS GOOD!
- I am a big supporter of public transportation. I have lived in Europe and know what good public transit systems look like. RTS is doing a relatively good job, considering the difficulty of selling public transportation to most Rochesterians. But it needs to do more. Here is one specific complaint, and I don't believe any of the questions asked addressed this. I have been using the RTS bus system for almost 30 years. I am lucky to live in the Park Avenue area and I have an easy bus ride to my workplace at the Eastman School. But others are not so lucky. A few years ago free transfers were discontinued, and I think that was a bad move. The bus system is subsidizing affluent suburbanites at the expense of the many city dwellers who depend on the bus. It often costs more to travel between two city locations only a few miles apart than to travel 10-15 miles between the suburbs and the city.
- I must admit I have seen the buses and looked briefly at the schedules but being new to the area I was not sure on what routes to take. My intention was to bus to work when possible but it never came about. Also my hours are sometimes odd and driving gives me the flexibility I need.
- I have friends who take the bus to/from work and normally things are fine, but if for example, one misses bus due to working late, he has a long wait for the next bus, sometimes up to an hour or even longer. I would therefore not feel comfortable depending on the RTS as my primary source of transportation. I would support some type of public transportation system that runs more often, though probably not economically feasible.

- i think it is confusing to find the right bus to board. If i wanted to go to Pittsford Plaza for instance i wouldn't have a clue as to how to get there. by the way there is a bus stop on my corner. I take buses in NYC it is simple and clear as to which bus to take. Maybe a map of Rochester with arrows and the Bus number like they have on NYC maps..make it simple.
- The RTS bus system always ranges between 10 minutes early and 20 minutes late. At times the bus just keeps going by and doesn't stop at all. It's a miracle if they are ever within a couple minutes of being on time, and no one knows how to report them. When reported, no action is ever taken against the driver.
- more routes to and from the suburbs
- AS WE GET OLDER WE CANNOT WALK TO BUS STOPS FOR ANY DISTANCE. IT'S HARDER TO GET ON A BUS AS YOU GET OLDER. SOMETIMES YOU NEED ASSISTANCE. I DO LITTLE ERRANDS 5 OR 10 MILES AWAY FROM MY HOUSE. I TRY TO DO MORNINGS AFTER 9 AM AFTER EVERYONE HAS GONE TO WORK WHEN THERE'S NOT MUCH TRAFFIC ON THE ROADS.
- i like that there are banners indicating when a bus is coming. i don't like that my children who take city buses to west irondequoit schools have to take the # 7 bus instead being able to walk up to titus and get on the #3 to get home. they are made to transfer
- I would be good if the buses run more often on the weekends in some areas.
- An iPhone/Android app that shows where RTS buses are and when they are expected to arrive would be very helpful.
- I have to say, that until taking this survey, it didn't even occur to me to look into taking the bus to work. I just got a job in Brockport and live on the east side of Monroe County, so it would be nice to have alternative transportation to using my car, with maintenance and gas issues, to say nothing of the toll on the environment. My main concern would be coming back at night, as I have evening meetings. But I will look into what's available now, and look forward to more accessible transit in the future!
- it seems there are many buses but few centralized services. If there were direct lines that converged in logical points of interest it would be much easier to navigate
- Although I do not currently take the bus I did do so when I briefly had a job downtown. Having the bus routes mostly focused through downtown only makes sense if most workers are downtown. My home is close to a number of bus routes so I had several options of which bus to take, which was good--I didn't have to wait so long in the bad weather. I deliberately bought a home within walking distance of my work when I decided to move, since parking is horrible at U of R.
- Where I live on Lake Ontario I've lived here 45years and there's only been a bus here for people to go to work and then return home with perhaps one bus during the day. I would loved to have been able to ride a bus for the last 45 years on different occasions.
- I live in the Charlotte neighborhood area. Taxi service nun to be had. Bus service stops cold, uninviting, too exposed to the weather. Driving the car in the Rochester area no expressway east west route north of the city or no north south route through the city and all stop and go driving. Future transportation: Monorail/high speed rail along the thruway corridor. You have the land, raise the monorail in the air connecting Rochester, Buffalo points East fast service to other cities is what I am looking for.
- I have not used public transportation in many years, but might do so in the future.
- i dont know what number buses take you where?
- I am disabled. I'm not sure how much longer I will be driving. I live RIGHT near a bus stop. I checked out the LIFT-LINE website to see if I could use that to get to library, grocery and Dr, appts. & coffee shop for social activity. For the Library they said there are "no buses on that route/it would take more than 3 hours with transfers" It's a 3 mile drive down a main road and I can't get there from here?! Due to regulations of where a LIFT-LINE could take me, I can't get anywhere I would need to go. All of these are within a ten minute drive by car from home. To take a bus, I would have to go out of my way (routing), stand & wait for a transfer or walk too far. I can't stand & wait, or walk any distance as I'm disabled. I can't get on a regular bus because I can't do ANY types of stairs.
- I don't want to have to walk to a bus stop in my nice clothing and high heels carrying all my work bags, etc.
- i feel public transportation is very important in our area so i am all for any improvements that make it easier and safer for those who do use it.
- The weekday buses in the AM are filled with the RCSD students who can be rowdy and disrespectful - maybe they should be on their own buses - I work with many people who have to use the bus and they complain about the students all of the time
- I have two small children and the thought of taking them on any public transportation is a bit daunting. I can't carry a carseat with me and holding them in my lap doesn't feel safe.

- I have traveled by bus when a teenager and it was less than desirable. It wasn't clear enough where I could go to find the bus schedule and how I could pay and the process of the whole trip. I'm the kind of person that likes to save her money so I would definitely consider taking the bus if I felt more confident and if I felt certain I was reading the routes and schedules properly. I don't even know where I would find the bus route info. Thank you for letting me be a part of this survey.
- Buses from the airport and railroad station would be nice. The best chance to get me to use public transportation is to get me between home and the airport or amtrak station.
- Generally I either walk or drive my own car. So, I rarely take the bus. But I do recognize the need for a good, reliable public transit system. Even though I rarely would use it, I would support your efforts to improve and broaden Rochester area transportation services.
- RTS has been great, since I've started riding it couple months ago. However, I strongly recommended providing later busses from UofR to Elmwood as many student live in apartments on Elmwood and stay at the school late. Transferring in downtown at night is not a good/safe option.
- I do have seeing the buses so empty. I would do my part to take public transport if it was more convenient and took less time. As I said, I can get to my job in under 15 minutes. It took me 1 1/2 hours to get there by bus.
- I live in a small town and do not go into the city much at all. Current transit system is not user friendly. I used to live in Massachusetts and commuted into Boston from the south shore every day. I am not opposed to using public transit if it makes sense to do so. But for me personally for where I work and live (3.5 miles distance) it does not make sense to use public transit.
- The bus system here is built for travel radially. From residential areas to downtown and little else. To take the bus to my work I'd have over an hour long ride. I ride my bike in the summer. I've lived in other cities (Montreal QC and Glasgow, UK) and NOT owned a car because the public transport was so good!
- Transit here sucks.
- Buses every 15 minutes, going everywhere. Improve the infrastructure, including the sewers. Look at the WPA, CCC from the 30's. It could improve the economy as well as making things better. Improve the railroads. Look at Europe's rail system. It's clean, efficient, and goes everywhere. We should have high speed rail from New York to LA.
- I am in favor of public transportation to and from places where people work. This seems to exist now for hospitals and nursing homes in particular.
- The main reason I choose to drive my vehicle rather than the transit system is my kids. I need to be able to leave when I need for emergencies etc. In addition I wouldn't even know where to start to figure out bus route to and from anywhere.
- Too many bus routes go towards Rochester. Not enough bus routes go along the perimeters-- such as Webster to Fairport to Victor.
- I haven't used Rochester transportation in 30 years. I have no knowledge of location of pick-ups, drop-offs, cost or safety. Safety/weather/dependability of schedule is major. I would not feel comfortable if I had to walk far or had to wait long for a bus.
- I feel there should be more express service between towns and malls and cultural centers and large medical facilities.
- The bus schedule for Avon appears incorrect on the web. I wanted to take what looked like an express bus that left at 6:20 or so. I worried I missed the bus, then caught one that was later and it wasn't an express. It seems the web should be able to be updated. I took the bus 3 x a week from Avon to mcc to work one jan-may and I liked it. the only problem was waiting in the cold for a somewhat unpredictable bus, and the fact that I couldn't read on the bus because most of the lights didn't work. I also had to find a way home because the return bus was only at 5pmish. I'd go into the city a lot more often by bus if there was more frequent service, even just a mid day bus during the week and I'd definitely take a bus to summer events. Most people are surprised that there is a bus from avon to rochester for \$1. I'd pay more than that (maybe have individual trips \$1.50 and \$1.00 if you buy a pass of 5 or more. I don't like the idea of paying taxes by the mile because those with lower incomes would be impacted the most.
- Buses/carpooling would be great but it is difficult to find out in the more rural regions.
- I like CATS because they come on time and the drivers are nice.
- I believe the public transit system is well run, strong and a great benefit to our region. I just have very very few reasons or destinations for which the public transit system could help me. Love this survey. Very thorough.
- The system seems to work well and a study like this is a great start to find ways to improve public transportation.

- 5 years ago when I worked in Rochester I took the bus every day and at 6 pm was the last time it would go to my home and then I would have to drive that day if I wasn't going to be out and time. I enjoyed riding the bus. I would enjoy using the bus but at this point for me I don't go that much. I drive where I have to go and that's it. I don't go on the bus because it would go to Midtown and I'd have to transfer so by that time I might as well drive.
- Here is the bottom line. I grew up in the city of Rochester and took public transportation until I was in my twenties. I am now 65. I do a lot of volunteer work since I retired 5 years ago. Yes and I deal with all types of people. When we go to NYC or Toronto Canada we take public transportation around the city. It is the acceptable way to travel. In Rochester, except for Park and Ride, public transportation has become the poor peoples transportation. Sorry but you can not change that.
- I don't feel safe on public bus.
- I have a child not living at home who has a cognitive disability that does not impair his mobility. One of the greatest challenges to his independent living is not having access to transportation that will take him where he needs to go w/o transfers. It would be great if there was public transportation that went from suburb to suburb instead of just into and out of the city.
- I would like to use it to save gas and lessen the impact on the environment. But it needs to be more accessible and easier to figure out the schedule. I do not want to transfer, if possible.
- I took the bus to work for 12 years before I had children. I stopped because I have to drop my children off at daycare, and the bus was no longer convenient for that.
- I've always thought how stupid it is for all those cars going the same way...why not bring trains back or busses to everywhere. As stated previously I hate driving.
- One of the great things about living in a forward looking community is the availability of mass transit. I wish Rochester had enough mass transit, so I would use my car only to travel outside of the city
- it only goes in and out of the city
- The typical commute from my home to work using a bus is over two hours. The last bus from my work to home would not allow me to work a full day.
- Overall the system is great. I have had trouble however, with planning a trip, finding and identifying the exact route that the bus will stop at. Understanding the difference between Express and non express. Overall your drivers are friendly and kind, but sometimes you get greeted with a 'grunt' or no response at all. Drivers really make a difference in the overall experience.
- Since I live so close to work (less than 1 mile) it wouldn't make sense for me to take public transportation.
- The city buses should connect with the train station and the cross county buses and airport.
- Bus service to Hilton and North Greece is virtually non-existent.
- In my Village of Honeoye Falls RTS has one morning bus to Rochester and one late afternoon bus from Rochester back to Honeoye Falls. While it appears used by a few, maybe a study should be made to see if other times of day would make more used. Being retired, I doubt my wife and I would ride the bus very often in any event.
- A bus to the airport would be nice, to prevent paying parking.
- Travel by bus from one suburb to another suburb is inconvenient and would require a lot of extra time.
- They need to get going on the transit hub downtown. I have seen it move from the back of Midtown to the corner of Main & Clinton to one block away from that & the people that are waiting for buses are walking all over the road - they don't use the crosswalks or cross at a light, someone is going to get run over with everyone on foot & in cars being in a hurry like they are downtown. I think public transit is great & Rochester has some really good routes & some really bad routes. The only thing I have to say is that I shouldn't have to go from Penfield to downtown to get to another suburb on the east side like Pittsford for example.
- Never rode a bus in Rochester
- Obviously, the selected travel day was not a typical one for me. As for using public transport, multiple factors would need come together for it to work for me. A) There would need to be frequent evening service that was safe/secure (both waiting areas and the bus/transit itself). B) I pay for monthly parking and it isn't economical to park some days and not others (paying transit cost on those days I don't park). C) My evening activities are "all around town" at various times. I combine trips 90% of the time and don't go home in between work and other activities.
- Key issues with using public transit are; difficult to plan a route despite efforts using online trip planner (poorly designed). Have buses go to where people want to go.. not routing everthing through downtown (IE suburb to suburb, and residential direct to commercial and retail/ shopping)

- We should focus on maintaining our current roads and improving, modernizing public transportation in Monroe County.
- Obviously, there are NO busses near either my home or my workplace. I would take mass transit if it could get me somewhere. Because I live in a less-populated area, I don't expect busses will ever be a useful alternative.
- I have not tried your handicapped bus services because 1) I have managed to have friends who can drive me where I need to go and 2) it seems difficult to get rides at the times I need them, and 3) we have to call too far in advance to feel it is very convenient.
- I use bus and metro frequently when visiting my daughter in Washington DC and I love it.
- I really wish it was as good as most of the big cities I have been to (Boston, NY, Toronto, San Francisco, to name a few)
- It would be difficult to get around using the present bus system. Rochester lacks quality public transportation for seniors.
- We chose our home 40 years ago because of the nearness of public transportation, which we used frequently to get to our jobs.
- I came to Rochester in 1963 as a U of R student. My need to travel around town was limited. Buses were my method of transportation. Later as a family with one car and living in the city, I also frequently used the bus. For the past 25 years we've had two cars for 25 years and I've mostly used a car except for traveling to and from my job at U of R on their shuttle bus. Now as a retiree I am thinking that if Rochester had a system of public transportation convenient for where I need to go, I would certainly consider using it.
- I primarily use the bus on weekends to run errands. The service is not frequent enough (and not reliable enough) to make me feel comfortable using it on work days. I live very close to my workplace for the express reason of not needing a car. Bus routes, however, are frequently convoluted and not geared towards efficient transport from one high-traffic area to another. (There are many routes that take long detours to low-traffic areas, however.) The delays themselves are often minor, but coupled with the routes and the service frequency, it makes public transit in Rochester a dubious prospect. Fees are obviously reasonable, though approved retailers often look confused when I ask to buy a pass. Generally speaking, the transit system here serves a fairly narrow socioeconomic band, and this reduces the visibility of transit issues in the community at large. (Many of my students and co-workers have never rode the bus and know next to nothing about its services.)
- Better, more frequent bus service would be a great improvement. Bike lanes are already being added to some streets, but in general making the city more bike-friendly would go a long way towards better transportation for the area
- College students generally don't use public transportation because they either don't know about it, or the college shuttles already take them where they need to go. Live updates and/or a campaign to spread information to students about the bus routes and schedules could help students to use the public transit system and to get students into the city.
- I'm a very honest person, so it was hard to answer some questions. I work 2 days a week for 16 hours a day. I have a dog, and I must hurry home to let him outside during my lunch and dinner breaks. There isn't a bus fast enough to pick me up at work, go to my house, let the dog do his thing while I eat a quick meal and then jump on a bus back to work. I have a half hour and I punch in and out. If it wasn't for my dog and having bags to carry, I probably wouldn't mind the bus so much, but I'm also afraid of who might be sitting around me on the bus. I can't stand the smell of stale cigarette smoke or BO! I don't like rubbing against people I don't know either. Actually I don't like people staring at me. A bus ride can be awkward. You have to wait for the bus with people you don't know; don't want to know and ride with them while trying to act normal, but feeling awkward. Having a car is a big expense, but sometimes you have to have a car. Actually, riding the bus isn't my idea of a good time.
- I used to Use the Bus as my primary transportation to previous jobs. Unfortunately my current job it would take 2 hours to get there by bus vs 20 by car, and there is no return bus at the time I leave work. I do carpool as the driver approx. 1x per week, and occasionally as a passenger(approx 1 per month) But my schedule rarely matches other workers. If I worked at a time where more people were working, I would carpool more often. I would strongly support a gas tax increase to improve public transit, But I Strongly oppose a mileage tax. We already have the infrastructure for the gas tax, we should be encouraging more fuel efficient vehicles, and the tracking devices on cars raise a lot of privacy concerns and will cost hundreds of millions or billions of dollars to implement, as opposed to almost no additional overhead for an additional gas tax.
- The bus system is poorly planned. Getting anywhere requires a trip downtown, where the bus stops are unpleasant and sometimes dangerous. This "hub and spoke" model is one of the main reasons I don't use public transit.

- it is not fair that i cannot take the last rts bus of the night home due to the south plymouth goes down jefferson ave then turns left on plymouth ave instead of going down plymouth by plymouth gardens if i do catch that last bus i have to walk from plymouth and cottage st
- WHEN I HAD TO TAKE THE BUS A COUPLE TIMES, I ALWAYS HAD A DIFFICULT TIME MAKING THE BUS FROM WORK. THE CONNECTIONS SHOULD BE EASIER. THE BUS ROUTE THAT I'M ON RUNS ONCE EVERY HOUR(THE NUMBER 9).
- the bus system is difficult and inconvenient most of the time. Finding a travel route is not easy unless you call, the website is horrible
- I feel the busses are a good idea if you reside in the City... they are easy to access and a bargain! For me living in the suburbs I just prefer to use my car/motorcycle because it is just easier. I would definitely consider bussing if I resided in the City.
- My only comment is that I know the commutes are a lot less time than in other areas of the country....one of the shortest.
- We would love to have a bus out here. There is no way I can get anywhere without a car. RTS doesn't seem to care about us. We've been trying to get a bus out here for years. It is extremely frustrating. Our actions have been met resounding deafness!
- public transportation is great if there no other way of transportation
- More express lanes to the city. More dynamic adaptive routing of buses.
- The way the busses are routed is crazy. Every other city I have ever been to has far superior bus routing, and better public transportation all around.
- I have never traveled by bus for anything so I wouldnt even know where to begin to find routes, times and prices to travel by bus. I think I heard that it is only a dollar to travel which is a huge bargain, so price isnt the issue. My work isnt conducive to taking the bus as my schedule is busy traveling at different times.
- It's hard to get from Irondequoit downtown without feeling unsafe on the bus routes.
- I've never considered using the bus until this survey came along - if I was more aware of the routes (currently I have a misconception that the busses travel from the city out to the suburbs, and back to the city) and if there are more intra-suburban routes, I may consider using the bus more.
- I teach blind and visually impaired adults. Fixed route buses should travel to supermarkets and stop near them. This makes it possible for blind individuals to easily get into the store and shop. This is a collaboration between RGRTA and the supermarket. My blind clients on Dewey Ave. were able to travel to a Wegmans at Dewey and Britton Road. This Wegmans store closed and now there is no bus that can take them to another neighborhood Wegmans (Mt. Read). I asked RGRTA to work with Wegmans on this need and so far, nothing has been done.
- Our system is difficult to maneuver if you're not in certain locations and to figure when to go and to do it easily in a big city you can get on and there's an easy pattern and flow to get from a to b. It's hard to do in certain places in Rochester and primarily in the suburbs.
- When I am transporting my small children around Rochester, using a car feels safer to me. If I were traveling alone, if there were more available bus routes, and if I felt safer on public transportation in Rochester, I would seriously consider using this system. I wish that Rochester had an alternate to buses - perhaps a faster mode via trolley/ subway, etc. I like the idea of public transportation due to the environmental issues - I always enjoy traveling to cities that have more transportation options than Rochester within their metropolitan area.
- The first place I actually checked itineraries was using Google Transit. I remember getting a little confused by looking at all the separate schedules for the various RTS lines... didn't try very hard, gave up. Then when i looked it up on Google Transit, i realized it would take me an hour+ to get from Brighton to Henrietta for work.. an 18 minute car ride. I do occasionally bike to work- but it takes lots of planning so I can do it on a day where i have no required travel at work and no errands to run and enough time to fit in a 50 minute bike ride. I try to use the canal paths, which takes a little longer. Riding a bike on the road feels too unsafe and full of car fumes. I would have some interest in a train/bus/shuttle that carried bikes. That wouldn't work 100% of the time, but could make the distance to a bus station a little longer.
- I'd like an organized system integrating bus, light rail, and Amtrak linking the city, suburbs, and beyond.
- I would love to travel by RTS. The stops as they are work for me. The problems are: 1. RTS site is not helpful in travel planing 2. too many bus transfers - this is a "small" town with low traffic problems - so if the bus takes hour + to take me someplace, thats too long. I have a 15 minute ride to most places - so why would I add 1/2 hour or an hour to my trip via bus? I would do it though to reduce the carbon foot print - and if there were more frequent and direct routs to work/back
- The bus drivers are to fast and don't let people sit down.

One went through 2 red lights. 2m people have been hit already. More frequent busses on Sunday. The drivers make me not want to take the bus anymore. The routes loop way out of the way to go to a store that is right down the street. Europe has a much better transit system.

- Buses should run more often and there should be more routes for people to be able to get wherever they want to go.
- The fact that there are so few direct routes and the need for transfers make public transportation a non-choice. Waiting on the sides of busy streets in the grass or on the sidewalk is totally unappealing. The total lack of dependability on transportation being on time influences my decision. The fact that there are no easy ways to carry multiple bags onto the bus and store on the bus. The constant construction on 490 adds 10 or more minutes to my commute. Also that there is no shoulder on 490 through the city makes every accident be a major traffic jam. More construction work should be done at night.
- The buses don't go where I'm going. This survey is too long, it should have been shorter! I don't have time for these hour long surveys. I had problems with the map application. It was not user friendly, and difficult to use.
- I get frustrated with buses that don't keep to the schedule, not the ones that are late but the ones that are early. I don't mind waiting a few minutes, but it's frustrating to miss a bus that arrived before its scheduled time.
- Last year, I used the free shuttle provided by the University of Rochester to get back and forth to work/school (I'm a graduate student). I stopped using the bus because of the inconvenient pick up/drop off times. There is a shuttle that runs every 30 minutes but it is quite a walk for me and in extreme weather, it is impossible. I would take the bus way more often if the bus stop was closer to my home and the times were more convenient.
- I hope the RTS bus can more frequently and cheap
- I like free bus.
- More bus routes are needed to service the suburbs and to do so more frequently. A small complaint: some populations (ie: college students) seem better served than others (ie: elderly who have to walk quite a ways between stops). Drivers need to enforce having seats made available for elderly passengers when they board. In general, more education of the drivers and the public as to common bus riding courtesies.
- I have recently retired but when I was working (until 7/1/2011) it would have been wonderful to be able to take a bus from my home to downtown Rochester. Now that I am retired I would take a bus from Genesee View

Trail & Scottsville Road to Marketplace Mall if a bus was available. There are about 160 households in this development with a lot of them senior citizens.

- We moved here from NYC, where we used mass transit much of the time. Rochester is a dream to drive around in! When my son needed to use the bus to get to MCC or work in Henrietta, it was a nightmare, especially off hours. The only thing buses seem good for is along main transit corridors or going downtown. We have a stop right by our house, and it would make sense to take the bus downtown during the day to save parking fees. But the schedule is so infrequent, the thought of sitting on the bus and paying \$4 if my wife goes with me discourages me from taking the bus. The web site is very confusing to plan routes too - NYC has great transit maps that make it easy to figure out routes.
- I used the bus for awhile going to MCC and work in Henrietta. It was a nightmare! It's almost impossible to figure out the bus routes. waiting downtown at night felt dangerous. The only good thing was they usually were on schedule, but there were a couple times when the bus never showed up.
- I am retired. It would be absolutely impossible for me to walk to the nearest bus stop. (Probably 3/4 mil, uphill, and no sidewalk.)
- I am disabled as are many of the people in my apartment community. The bus stop in front of my building was removed several years ago and now we have to walk, often in inclement weather, to catch the bus either on Long Pond Road or at Unity Hospital. I'd use public transportation more often if it were easier.
- THE TURNAROUND IN BROCKPORT IS ASININE! THERE NEEDS TO BE BUSES AND TRAINS IN BROCKPORT!
- Currently, it is impossible to get from Canandaigua to my workplace without multiple transfers; I work for the largest employer in Rochester and there are many other employees who live in my vicinity but work different schedules. Having public transportation that could get me to and from the workplace at regular intervals throughout the day would encourage me to use public transportation. I would not want to be marooned in Rochester without a means to get to Canandaigua in an emergency.
- We live in Chili. The number of giant buses that drive around our town 95 (or more!) % empty throughout the day is indicative of the "disconnect" that exists between that exists between the Rochester Transit Authority and people in the suburbs. People in the suburbs live there because they DON'T want to take buses. It's not an issue of needing more buses or transit centers. We have no interest in taking buses. If we did, we would live in a

city. Rochester's regional bus system is tremendously wasteful. The bus stops in Chili and other suburban towns are almost empty, yet the buses seem to drive through every hour with just 1 or 2 people on them. Worse, one will see them noisily idling for 15-20 minutes or more waiting to start a route. What does is the cost in diesel fuel and emissions spewed into our community? If the transit authority insists on running routes in Chili, please switch to using minivans. You'll still have plenty of room for all your passengers, and it will save a lot of money and impact the community less by eliminating the diesel noise and fumes. Finally, don't try to raise our fuel taxes to or impose a mileage tax to pay for your boondoggle. The fiscally untenable suburban routes need to be eliminated, not increased, "enhanced", or "improved".

- Checking the schedule, the bus through Chili drives right by our house 16 times every weekeday from before 6 am until nearly 10 pm at night, It's nearly always empty. There are more than plenty of buses run, but no one rides the bus. People who live in Chili and other suburban areas will never have any interest in riding the bus. We live in the suburbs for a reason. Buses made sense at a time when people lived closely together and worked regular hours in other places that were closely together. That day is gone for many people and continuing running these unprofitable suburban buses should stop. If they cannot pay for themselves without robbing the taxpayer, they simply shouldn't exist. Further, the number of buses that are run through our town and the size of these buses is absurd. Has anyone considered how "un-Green" this wasted fuel and extra diesel emissions are? Many times, we see the same bus idling at the side of the road while the driver eats lunch or waits for the route to start. What does this cost the bus company, taxpayers, and environment? Chili needs fewer, smaller buses -- I'd venture the route into our town (and that for many others as well) is a complete money-loser. It's time for RTS to cut out these unprofitable routes and focus on city dwellers. Regional buses make sense in very large metropolitan areas with a great deal of centralized employment--places like NYC, Boston, Chicago, Washington. For Rochester, it's a sink-hole. This is not 1950 and the business model needs to change. Very few people work in the City of Rochester. Most people are employed in spread-out locations all over the suburbs. You'll never be able to reach all those places without extremely slow routes or unworkable transit drop off places and shuttle buses everywhere. Please give up these suburban routes and concentrate on what makes sense.
- I don't use the transit system but work with many individuals in the job I perform that do. Most of these individuals have made complaints about the transit system in Rochester. There complaints range from difficult to navigate, to not enough stops (especially in outlining

areas), to too many people (over crowded) buses. I hope this survey reaches out to some of them for their opinions. These individuals often have low incomes and have no other options for transportation around the city.

- Public transportation in Rochester caters to a strange mix of the poverty-stricken and the suburban commuter. I lived in the city and had miserable experiences with RTS; drivers who drove like maniacs, skipped stops, failed to stop and pick me up (6 months pregnant, no less), drunk passengers, late buses). Using public transportation added 30 minutes to my commute time. For me to get to work now, from Fairport, on RTS, I would have to leave an hour earlier (who will put my children on the bus?), go all the way to Midtown, change buses and go back out the #5, which makes dozens of stops. What a nightmare! Then, I would be without a vehicle to pick up a sick child from school, etc. I once tried the "RTS will pay for a taxi to take you home in case of emergency" program. I called RTS, waited for 76 minutes for the taxi, went home to get my car, and then had to go back out to pick up my child from school, which had let out an hour before I got there. Had I driven to work, I would have been at the school in 15 minutes. I paid for my car, pay for my insurance, pay for the gas in the tank. Why would I also want to pay for a bus that adds to my commute time?
- I have been very frustrated with the bus system lately. Bus's are never on time, and I have had them not show up at all a few times! That is the way i prefer to travel, but it can be a real hassle. I think its very sloppy to have multiple bus routes with the same number. Why is there a bus #4 that's Hudson AND a bus #4 that goes somewhere else, etc... I have missed doctors appointments due to that issue. I think it's embarrassing that Rochester doesn't have a comprehensible bus schedual nor an actual Bus Station.
- I used Park and Ride when I worked in downtown Rochester- 10years. Loved it. Now work at Eastview Mall and using a bus is not sensible as my working hours vary.
- Impractical to use "Park and Ride" from Henrietta area since would at least double my travel time.
- The hours of work make it difficult to find bus routes or even to find park and rides. More bicycle only paths or bicycle only lanes-to dangerous to ride with vehicles now.
- Make it safe and easy.more park and ride to different routes.smaller buses for smaller routes , save on gas. charge more for users of buses.have special events to different places to intoduese the transportation system.
- When I was working I did take the bus and it was economical. It was convenient and it was on time. I'm not working now, I'm retired, so I don't use a bus any longer.

- When I worked, I used the transit system quite often, and it was excellent.
- I live in LeRoy, NY and if I had a bus stop that took me into Rochester if I worked there, I would definitely take it. Especially in the winter months.
- Although I do not live in Rochester I would like to when I graduate and get a job. I love the city and would definitely take the transportation in Rochester as much as possible
- THERE ARE NO BUSES WHERE I AM. I USED TO TAKE IT ALL THE TIME IN ROCHESTER, BUT CAN'T FIND ANY OUT HERE!
- I am 69 years of age and quite honestly Bus would not be my mode of transportation.
- CITY BUSES ARE VERY UNSAFE! MY KIDS REPORT FIGHTS AND ROBBERIES CONSTANTLY.
- In 1980 we tried to get bus transportation along 104 corridor from Wolcott to Webster. The WATS system wanted to charge for their cost of driving from Lyons to Wolcott to start the route. The bus could have been filled both ways....westward with Xeros and the return to Wolcott with teachers. Currently the WATS bus seems to be catering to a certain special interest groups rather than the general population.. It would be great to take a bus into Rochester.
- I use to be able to take the Penfield bus in the afternoon to a stop right across the street from Aldi's and in April you discontinued that stop Now I have to walk from Wegman to Aldi's and I am disabled and there are only 2 buses from 4:30 to 6:00 and that walk is hard for me I would like to see that stop in from of the M & T bank working again
- When I worked downtown I took a bus back and forth to work. I really looked forward to my bus ride. Currently, I live too close to work and consider a bus or any other form of transportation. I could ride a bike in good weather but I would need to go down a major highway which is unsafe.
- I do not use public transportation because most of the place I need to get to are extremely close to where I live. I like being able to come and go when I want to and not have to worry about catching a bus or other mode of transportation.
- Being retired almost all of my driving needs are to go to stores for shopping or to meetings, most of which are 3-5 miles from my home. When I used to work in downtown Rochester, I took the bus and was satisfied.
- I HEAR GOOD THINGS ABOUT THE BUS SYSTEM. IT'S SEC-

OND HAND, BUT IT'S VERY POSITIVE.

- Haven't used public transportation in years. When I was working would have liked to ride bus but was very inconvenient to get to bus stop, wasn't much further to my work place.
- I liked this opportunity to participate in this study. I used RTS in the mid-1970's when I lived in the City of Rochester and commuted to work near Main and Clinton Avenue. I found it to be convenient and efficient for my travel. I stopped using it because my job required visits to clients daily. I would consider using RTS again for personal use if I lived within the City near a bus route.
- I never like to transfer.
- The survey did not work with Chrome browser; it was annoying to complete and it never addressed the reason most people do not take the bus, but travel by car. That reason most of us do not take a bus is that work and family obligations DEMAND flexibility that is beyond what bus service can offer. If I have to attend a meeting in another location, I cannot get there quickly and on time via bus. If a child is ill, or school calls, parents cannot get a bus to reach child in time. The survey never addressed reasons why I don't take the bus but instead works on the assumption that it is cost. All in all, I think the survey is poorly designed and will not gather valid information. If conclusions are drawn from this survey, I do not think they will be based on good data.
- At this point in my life work is very close by and there is no need for bus transportation but when I was younger I used it all the time to go from Irondequoit to downtown. Buses offer a savings with the gas prices and are a safe alternative to driving. There are not a lot of options living in Webster to take a bus but if I needed to use it and it were closer to get to I would not hesitate.
- I have thought about using the bus system to get to work. However, there is no convenient location to get on or off the bus near my home.
- If it is 100% self funding, I'm ok with public transportation.
- I am not familiar with it because I don't use the bus system. I don't live on a bus route. Why would I take a bus which would take up more of my time if I could instead drive there and not waste time. Transportation is fairly decent in Rochester but I don't live on a bus route. I don't work anymore. I have no need to take a bus to get into work. We may need more of those types where you park a car and go into town.
- There are no park and rides near my home. 590 North to 104 East needs to have 2 lanes on the ramp. The road was just paved and it is wide enough for 2 lanes of traffic.

The back up to go to 104 East is due to merging into one lane.

- MORE BUSES AND MORE FREQUENT BUSES IN THE SUB-URBS (BETWEEN FAIRPORT AND DOWNTOWN)
- More handicapped shuttles, little buses, to help us. We are still human and for us to get out especially in the summer time. Keep the \$1.00 charge for buses.
- AS A NEWCOMER TO ROCHESTER, WE MOVED WITH BOTH OUR CARS. SINCE OUR CHILDREN ARE NOW GROWN OUR HOUSEHOLD JUST CONSISTS OF MY WIFE AND I. SINCE OUR HOUSE IS RELATIVELY CLOSE TO MY WORK AND I HAVE ESTABLISHED A CONSISTENT USE OF THE BUS SYSTEM FOR WORK, WE HAVE RECENTLY TRIED BECOMING A ONE-CAR FAMILY. SO FAR IT IS WORKING OUT JUST FINE. THE FREQUENCY OF THE BUS SERVICE , THE FACT THAT IT IS A DIRECT ROUTE TO AND FROM WORK, AND THE FACT THAT THE TRAVEL TIME WAS UNDER 45 MINUTES PLAYED A BIG PART IN MY DECISION TO RELY EXCLUSIVELY ON THE BUS SYSTEM TO GET TO AND FROM WORK. A LESSER BUT STILL CONTRIBUTING FACTOR WAS THAT MY EMPLOYER (THE FEDERAL GOVERNMENT) REIMBURSES MY COMMUTING EXPENSES WHEN I TAKE THE BUS.
- I would like to take a bus from Gates (Elmgrove Rd.) to West Ridge Rd. (Kodak Park) but there are few busses in my area at the time I need (6:30am).
- The bus has a poor image to many people. It is regarded by many I talk with as a kind of low status form of transportation. Sad isn't it. It's an attitude that keeps ridership down. I'm not sure what to do about this. Our culture has become tied so much to the automobile. Also the down town area during the school year has become an issue related to the rowdiness of the teens, and the comments they make that often scares people.
- MORE BUSES ON WEEKENDS AND BUSES NEED TO KEEP SCHEDULE. OFTEN I GET TO A BUS ON TIME WITH THE SCHEDULE AND IT'S LEAVING ALREADY. THEN, I HAVE TO WAIT A LONG TIME FOR ANOTHER.
- Right now, only one bus goes to and from Brockport at a time that is not conducive or flexible enough for my work schedule. I would use public transportation to get around the city but I view walking to be faster and more convenient. Anyways, I try to carpool, which for me is a better option when getting around.
- Too bad there is no light rail. The bus service is inconvenient.
- Public transportation is very slow. 'Hub' bus stops downtown are not friendly places, losers are always asking you for change and kids catching buses to city schools are

swearing, making a lot of noise and are otherwise anti-social. The kids and bums are strong deterrents to making connections through the city.

- I LIKE THE SPECIAL RATE FOR SENIORS.
- For about 10 years I worked in downtown Rochester, lived in Greece. I carpoled and very rarely drove myself and parked downtown. When I lived on West Ave on a busline, I did not own a car and used buses to get to work. My husband had a car and drove himself to work, since it was not on a busline. Unfortunately, there just is not a bus route that is convenient to take me to my current work site.
- Right now the bus doesn't go where I need to go, so it isn't even a possibility most of the time.
- Most suggestions on how transit money could be spent was a all or nothing proposition, which I disagree with. I would love to take the bus downtown if there was some reason to go there.
- I see a lot of empty buses during the day, it seems like a waste.
- I would love better and more direct train service from Rochester to Boston. I would also like to have express bus service from Rochester to Boston.
- As one ages it is more important to live close to the bus stop if that is the method of transportation.
- I recently vacationed in Seattle and as a tourist I was impressed with their public transit system. We used it exclusively while we were there. I do not see the need to use it in Rochester.
- I love public transportation, and use it exclusively when I'm in big cities. It would need to be much more available (frequent) for me to use it in Rochester. In other words, the bus only comes once an hour - if it were every 10 minutes, I would use it. Not feasible here...
- I said my comments in the last comment area...I just think more people would utilize the buses if they ran from suburbs to the downtown area. I would definitely use it if it went from twelve corners to east and alexander, park ave area, the Public market, etc, Village Gate, etc. I also have NO idea how to use the bus (I could look online, but even at bus stops it looks incredibly confusing). I think Rochester should look at systems like the Massachusetts T system and use that as a model. Directions and bus routes need to be easier to use.
- Sadly my date was for a day I really didn't travel. I work from home but if I ever have to commute to an office, I would consider the bus. 2 years ago I worked in Fairport.

I considered taking the bus due to high gas prices but the bus schedules were in compatible with my work schedule. I do take the bus when I go to events like festivals when I know parking will be limited. I've also taken the bus to downtown events to avoid paying for parking.

- I have a bus stop right outside my house, but I haven't used a bus since I was 16 and I'm 63. How do I get information about how to use a bus? The stop may as well not even be there. There isn't enough information out there about how to use the system.
- I would attempt a bus trip if there were some way to plan a trip. I have seen the bus route papers, but have no idea how to connect the buses in order to plan a trip. There's no easy way or central place to go to or call that I know of to find out. I've asked people who use the bus regularly and it's still a wonder to me how your system works. I have come from another smaller city in NY and have been here 11 years.
- Usually pretty good
- I can't believe there is no public transportation going to the airport!!!!
- I'd love a bus up Scottsville Rd and have bus service to shopping in Henrietta.
- I DON'T GO ON BUSES. I WOULD BE MORE AMENABLE TO PASSING THE TAX IF I COULD BE SURE THE MONEY WAS GOING TO BE USED FOR THE PURPOSES STATED IN THE SURVEY AND WAS NOT GOING TO BE MISAPPROPRIATED. THE ROCHESTER BUS SYSTEM IS FANTASTIC, BUT I JUST HAVE NO REASON TO USE IT.
- If I need to go downtown Rochester, I usually take the bus because it is more convenient and less costly than driving and parking. I've no complaints about RTS. I don't need to go downtown often, usually only to go to the library - then I always take the bus.
- I have never in my adult life (20 years) worked near a bus stop which had service timed so that I could use it.
- I think the shuttle buses at events are great!
- The bus does not leave early enough from my neighborhood to get to work on time. (And that would be too early) Express busses to Rochester Technology park are too early. I tried using the bus to go to/from work. Doesn't compete with using my car.
- I'm a teacher and often carry a lot of stuff. The bus is not a practical option for me.
- I used to take public transportation when I lived in Buffalo but my life was very different - I lived/worked on a

bus line and I only had one job. I work 23+ miles from my home in Rochester, work a job that may or may not require me to work overtime and I work a second job 2-3 nights a week near home and I can't rely on public transportation to get to work on time. My life as it is now is not conducive to relying on the public transportation system in Rochester.

- I would like to see more bus routes re-instated to provide options for people living in the towns and villages south of Rochester that work in the Rochester area.
- We would love to see greater accessibility and more frequent or express bus runs from the suburban villages outside of Rochester. This would encourage more people to ride the bus to work without feeling like it is a much longer time to be commuting.
- my only concern with public transportation is lack of busses on each route. travel can add hours to commute if you have to transfer. I have lived in south american cities. their public transportation was principle method for the majority of travelers. it was fast and convenient I didn't even think about having a car.
- I already live in a rural area. I would be even less apt to take public transportation living out here than if I were to live directly in a large city like Rochester. And if I were in a city, I still wouldn't take a bus unless it was my last possible alternative.
- More availability is needed.
- A Park and Ride lot outside of the city center (away from traffic) with a bus trip to the ball park, or possibly to the theater, would entice me. (EX: Boston area has a Park and Ride lot in Quincy that made a trip to Fenway easy).
- When I lived at Eastbrooke in Brighton, there was no way to get from there to Marketplace Mall without a VERY LONG walk to Jefferson Rd. This was ridiculous - Eastbrooke is the center of a heavily populated area, and is well served by a bus line, but that bus only went downtown. Haven't you heard? The stores downtown have closed... and moved to Hylan Drive. Politically it may serve to have the bus loop at the JCC, but if it were at Jefferson and Winton people could transfer to the bus that goes to the mall and RIT. A small, easy change that would benefit hundreds of customers. Generally - stop funneling bus traffic to downtown, and look at traffic between the suburbs: from population centers to shopping, the airport, senior centers, hospitals, etc. For example - how do I get from Fairport to Eastview? to Pittsford? Maplewood to Perinton Senior Center or Wegmans Perinton or Walmart Macedon? Nobody goes downtown anymore except to consult an attorney. You missed an opportunity with this survey to ask how seniors could be better

served.

- I've never used the bus to travel to the airport, but it would be nice to see the airport, train station, and longer range buses more integrated with the local or suburban buses. I'd Buffalo Bills and Syracuse basketball/football games to be available by bus.
- I would have been willing to take the bus to work if I did not have to drop my baby at day care. I took the bus to work every day in Austin, Texas. There is no way around taking the car in Rochester when I have to travel with my baby and go to day care.
- My work requirements have changed and now it would be possible for me to use transit several days of my work week but I never really thought about that until this survey. I will now investigate to see what runs near my office.
- I love mass transit when I am traveling in big cities (i.e. Atlanta, NYC, San Francisco, etc.) - I cannot imagine having to drive a car in places like that. I also believe that if I worked in the downtown area where parking is limited, that I might have a different opinion on mass transit. I do think one option might be like what Buffalo has - a straight line, uncomplicated subway system that is not extensive, but does go out far enough that one can ride the subway from the colleges into downtown, which at least saves the rider the cab fare/driving expensive of going downtown one way. I think it can also reduce the amount of drunk driving that occurs, if people are encouraged to take mass transit in place of driving. The mass transit system in Rochester though, would have to change quite a bit - it needs to be updated, with more stops, more frequent information, maybe new types (like San Francisco has the BART, the streetcars, the cable cars, buses - there are many options) - for me to consider using it. Also, there would have to be major increases in services in the suburbs for me to remotely consider using mass transit in place of my car for most daily errands and running around in the suburbs, as I hardly ever travel into the city. Another concern for me is that I have a disability that does not always allow me to walk long distances, so if I can walk to my car and get in, that is much better for me than parking, walking to a stop, standing and waiting for something to arrive, and then exiting and having to walk again to my destination. It is more a concern of endurance, so not so much something that could be fixed by wheelchair accessibility or access. Just one of the reasons that mass transit in the Rochester area may not be the best solution for someone like me.
- The bus transportation seems to be geared for city travel. No one can travel north and south in the Eastern suburbs. You have to go downtown and change buses and many retired people would take these routes if they were available.
- If I was working and living near a bus stop I would take the bus. It would be nice to be able to get the paper and a cup of coffee or beverage to take with me on the trip
- I have utilized the bus system in the Rochester area for events like the LPGA, etc several times-I find them comfortable & spacious, the drivers very helpful.
- AS FAR AS THE GENESSE CABS I TAKE ARE CONCERNED I'VE HAD LOVELY EXPERIENCES. THEY ARE REALLY GOOD AT GETTING ME TO AND FROM PLACES IN MY TIME FRAMES. I USED TO TAKE THE BUS BEFORE I GOT SICK AND I LOVED IT BUT I CAN'T DO IT NOW.
- The time the bus leaves in Hilton not convenient for those of us who work varied schedules
- My work hours pretty much negate my using public transport but if I worked daytime hours I would use the Park and Ride System that is available in Hilton.
- Due to my age, I am not as adventurous as I might have been when I was younger. When I was younger it was easier to take a bus.
- Some of the last few questions were confusing because I currently live in a rural area outside Rochester. Bus service does not seem to be at convenient times to get me from my area to where I need to be at the times I need to be there. Carpools are not an option as there are not others who commute from my area to where I work.
- To improve the downtown area, buses must be removed from Main Street.
- Buses impede traffic in the downtown area. They should be routed off Main Street to lessen traffic congestion.
- If I become disabled would transportation become available to me in this area like a lift line or whatever this is? I would like to have a lift line available for me and if I couldn't drive I would want access to a bus line close to my house.
- Transportation is excellent. I can get to almost any appointment in 20 minutes.
- I live outside of the city, so the bus options for me are severely limited. It is easier and faster for me to drive, than to have to wait for a bus and transfer a number of times before I even get to work. I also get motion sick fairly easily; and the motion of the bus and the length of the ride I would have would make me feel sick by the time I got to work.
- A bus from Scottsville to the Marketplace mall would be useful. I think transit to ALL the malls would help people, especially those who don't like to drive a long distance

and it would save on parking and gas. Greecetown Mall is too far for me, as is East View Mall, but I would go if I could take a bus from Scottsville.

- I haven't used it in years and years and that was when I was working in the city which was 18 years ago which was a convenience then. I'm out in the country all the time.
- I WOULD PREFER THE BUS SYSTEM GO TO A POINT TO POINT SERVICE AND WOULD LIKE AN INTERMODAL FORM OF TRANSIT. THE TRAIN STATION AND BUS STATION SHOULD BE TOGETHER.
- I love taking the bus but need more suburban (Spencerport) stops and more routes (see my previous comment)
- RTS schedules are hard to read. You can never get all the info you need about a route until you ride it.
- Busses mainly run to, from and around downtown. There is no where to go Downtown if there was shopping or family entertainment our family might try taking the bus.
- I would use transportation if my job situation were different--i.e. if I commuted to work (currently home based) and did not need to haul things around like I currently do.
- I would take the bus if it came around my area. I live in Webster and NEVER see the bus around here. It would be fun to travel on the bus to the mall or anywhere for that matter. I came from NYC where buses were a way of life, not a choice. Have bus passes for school students (you might actually, I don't know) and give Seniors a discount. Keep up the good work!
- It takes too long to travel into the city by bus for pleasure and I don't go to the same places each time. There is no bus transportation to my work and there is no bus stop within two miles of home.
- You have a good bus transit system, RTS. There should be more space for handicapped people on the buses.
- As I mentioned before, It's very difficult to get to the surrounding suburbs of Rochester. Often the buses do not run on the weekends (My family lives in Webster) or it takes an exorbitant amount of time to get to certain areas outside of Downtown Rochester. I love Rochester, but when people ask about it, one negative thing I ALWAYS say is how frustrating our bus system is. I don't have a car, so I either have to walk, bike, or bus to my destination. We also don't have bike lanes which makes travel difficult as well, especially in the busier areas. If the bus system were more accessible I would take it pretty much everywhere. (as a sidenote, I've had many good experiences with the bus drivers in the area around Oxford, Park, and Monroe).
- it would have to be a direct rt for me to take the bus and

cheaper than me driving Money is always the big issue

- There needs to be more frequent and later buses from/to henrietta to the city
- Everything I hear about it is good. People who take buses don't complain too much. I don't commute anymore like I use to.
- If there were more frequent buses to and from my work I would feel more comfortable taking the bus to work and not feel like I am stuck if I miss one bus. So long as I am able to get there on time and able to get home at the end of the work day I would be glad to take a bus.
- I use the bus about once a year when traveling from the Courthouse to home when my primary auto is not available and the spouse cannot pick me up because she does not drive at night.
- Must be deaf friendly. No spoken announcements on buses, must have LED displays.
- I use to live in North Chili and they did have bus service but stopped it. I was taking the bus to work then I had to find other ways to get there. I was upset with that. I think the idea of transportation centers around your neighborhood, I like that idea. I think people wouldn't use their cars as much.
- I HAVE NOTED WHERE THE BUS RUNS IN MY AREA, IT'S PROBABLY 3 MILES AWAY FROM MY HOUSE. IF IT WAS CLOSER AND THE BUS RAN ON CONVENIENT HOURS I WOULD PROBABLY USE IT.
- My children use the RTS buses to get home from school and occasionally use it to get to school. Most of the time there aren't any issues but the two or three times that I have called to speak to someone, I have left a message and never heard back from anyone. This is very disappointing. I have called lost and found number right away to retrieve items left on the bus and never heard back. My children have waited for the bus to get to school and on one occasion the bus driver drove by and left them there. I never heard back from anyone then either. As far as I can tell RTS' customer service is lacking customer service skills.
- My husband and I had one car a few years ago. I once took the RTS bus with my young child from our street corner to Strong Museum because I didn't have the car. I think I'm the only person of my friends and family who even considered doing this. It was easy getting there, but difficult getting home and the bus was very crowded. I will probably never do it again, because I felt awkward and unsafe. I wish taking the bus was part of middle class lifestyle, like other major cities. But it is not.

- Until I had a drivers license, I took an RTS bus to school in the winter months. There was and still is a stereotype that bus use is for the poor. This may or may not be unfair but Americans love their cars and riding a bus is a sign to others that you do not own a car. It can also be assumed that a person riding the bus has had his/her license taken away by the judicial system due to a DUI / DWI. The same stereotypes actually also exist for people riding bicycles. All of this in print looks totally ridiculous. Of course a bus would save money, help the environment, reduce traffic and reduce the stress of "road rage" - either by being an offender or a victim. It is sad that the bus really is a great thing for the entire population but has the reputation for being for the poor, drug addicts, gangs, minorities- and are a dirty and dangerous way to travel.
- Last year I did need to use RGRTA for a short time due to an injury and not be able to drive. It was easy to get on but the transfer and wait to get to Penfield were not good. I would consider using transit if it were more convenient
- Bus service simply isn't a viable alternative to driving most places in the Rochester area; it feels like it's targeted at commuters and service is too infrequent during the day. The routing is also poor from suburb to suburb. For example, my mechanic is in Greece and I live in Irondequoit. I usually drive there to drop my car off and walk home. Even though walking home takes a little under an hour, it's about as fast as taking the bus. Sometimes I bicycle this route, which is much faster than taking the bus, mostly because I'd have to go all the way downtown, transfer, and return to Irondequoit (or vice versa). Getting from Irondequoit to Henrietta during non-commute hours takes an hour or two when I can make the same trip by car in a little over twenty minutes; the price of fuel on that route is about the same as bus fare. It'd be nice if more roads had sharrows and other bike-safety features. To me, the recent work along St. Paul Blvd. in Rochester is a great example of a road design that works well for both cars and bicycle traffic. It would also be nice if more employers offered access to showers at work, or there was a way to shower close to work. I'd happily bicycle my ~5mile commute to downtown Rochester in reasonable weather if there was a way to clean up when I got there.
- Changing from streetcars to buses in the 1950's was a big mistake. Finding a way to reinstate that service would be a major boon to the area.
- It is hard to convince (suburban) youth to use transit when they've had no experience doing so. When my stepson was at MCC, we encouraged him to take the bus into the Henrietta retail areas to go to work, but he wouldn't consider it. For me, the 2 greatest factors that have prevented me from considering using transit are the cold weather and the fear of delays. For example, I have to get home and meet my daughter off the school bus, so can't be late!
- I THINK A GRID INSTEAD OF A HUB AND SPOKE SYSTEM WOULD BE MORE EFFICIENT AND MAKE MORE PEOPLE RIDE. I WOULD ALSO LIKE TO SEE A CENTRAL BUS STATION WITH AMENITIES AND MORE LIGHTED SHELTERS PROTECTED FROM THE WEATHER. I'D ALSO LIKE RGRTA CLEAR THE SNOWBANKS FROM THE FRONT OF THE SHELTERS, SOMETIMES I SEE A 3 FOOT SNOW BANK IN FRONT OF A STOP. FINALLY, I'D LIKE A COMPREHENSIVE MAP OF THE SYSTEM, INSTEAD OF INDIVIDUAL ROUTE MAPS.
- THE BUSES ARE TOO FAR APART .THE WAIT IS MUCH TOO LONG BETWEEN BUSES. THEY ARE NOT WORK FRIENDLY HOURS. IF YOU DON'T MIND WAITING 40 MINUTES BETWEEN BUSES ,OR EVEN LONGER ON WEEKENDS. I GUESS ITS OK. BUT AT NIGHT ITS ANOTHER PROBLEM, THERE ARE NO BUSES ON CERTAIN ROUTES TO GET HOME FROM WORK . BECAUSE MEMBERS OF MY FAMILY HAVE PROBLEMS WITH CERTAIN WORKING HOURS, BECAUSE THEY HAVE NO OTHER WAY OF GETTING HOME.
- I have lived in Europe before, (and all over the world) so I have strong opinions about public transportation. The Rochester RTS buses are not reliable (worse than in Africa!) and take far too long to arrive to a destination. This was my experience over 2 years ago, so I hope it's better because I have not since taken the bus. I am in favor of more public transportation options. My husband and I walk and bike to most of our locations. I need to travel to clients homes for work, otherwise, we would not take our car but a few times a month to visit family. I am in favor of higher gas prices if it will encourage more public transportation.
- I would love to travel by bus, but it's just not feasible where I live in Henrietta the way daycare and work is spread out.
- Bus transportation is OK except during winter when walking to/standing/waiting is tedious. I've ridden the bus for a number of years on and off.
- The only comment I have is that when my daughter moves out she plans to rent where she can use the bus to get to and from work and not own a car. Not sure if that helped at all.
- I do not like to drive and have no plans to get my license so I do plan to use the bus system when I move out of my parents home.
- I WISH I KNEW HOW TO DRIVE. IT'S A REAL CAR ORIENTED PLACE, WHICH FRUSTRATES ME. I'M GRATEFUL THE BUS IS THERE BUT I'M VERY LIMITED ON WHAT I CAN DO BECAUSE OF IT. I MISSED A CONCERT BECAUSE I HAD NO

SAFE WAY TO GET HOME.

- the routes seem to be set in stone, and haven't changed for a number of years.
- I don't know too much about the transit service.
- PAS works in NYC five days a week; commutes by subway
- I believe the CATS system is ineffective because Canandaigua is a town that's spread out over a large area but with a very small suburban center, and CATS does not reach the people living further away from the downtown center.
- I HOPE THEY KEEP THE SENIOR VANS, WE NEED THEM. THEY TRIED TO TAKE THEM AWAY BEFORE AND CUT DOWN ON THEM BUT WE FOUGHT IT AND WE'RE ABLE TO KEEP THEM. SO MANY OF US RIDE THEM DURING THE WEEK. IT REALLY HELPS.
- I live in Farmington. There are no services available to me that would be convenient if I used a bus. Spending time waiting on the street, having to make changes in buses or paying \$5 each way to call for a direct delivery to my destination does not make bus travel enticing. I rarely go to Rochester and would not spend the time on a bus to get there and be at the mercy of the bus schedule to get home.
- As long as I've lived in Churchville, there's never been a close transit system. I would take the bus, if there was one going through the area. I plan on staying here, and hope that this happens. The gas prices are out of control.
- As a retiree, I no longer have a need to use public transit to travel in the Rochester area.
- In Buffalo, NY, they have a bus and subway system that people feel very comfortable taking at all hours of the night (mainly to and from a bar). It might be helpful to see why the people of Buffalo feel safer to ride public transportation there than they do here in Rochester.
- The schedules given out are very confusing.
- After living in a major metro area and using public transportation prior to moving to Rochester, there are so many reasons why I would not use the bus system here. One of the major reasons I would take the bus is to go into downtown for special events because parking/traffic was horrible on those nights and expensive. There is no reason for me to go downtown, and it never gets busy enough that I would use public transportation to save time/money and avoid the stress. My job involves long hours, and I cannot afford to wait an additional 20 mins for the next bus after I am out of work. There are not that many lines that come to the suburbs, and none of those lines go near my work.
- I ride the 96 bus every work day. I, and several of the folks I ride with every work day, agree that we would like a bus to get us into the city a little earlier...if we take the early bus - we do not get to broad st station until between 7:18-7:25 am. If we could start our work day at 7:00 am, that would be perfect!
- Before I retired I often used RTS Park and Ride
- Atlantic Ave and Jackson Road could use a signal light. I would like to see a bus station down in the center of the downtown Rochester.
- I am in favor of a bus station located in the center of downtown Rochester with a possible shuttle bus connection to the train station. I feel the numerous bus's lined up on main street during the afternoons and all the people standing around is a big eye sore.
- I know they have dollar bus rides for people who live in the City and I think that's a wonderful idea. I think people living in the City can take advantage of that and it's a good thing. If I no longer can drive I'd use the bus if there was heavy traffic and I didn't want to drive in heavy traffic downtown. If I ever lost my driver's license for any reason I'd want to use the bus.
- Our city is moving in a great direction with people, and hopefully more stores/restaurants to follow. When I move downtown, I would be happy to use the bus service to go throughout downtown
- The Rochester bus system is very bulky and unwieldy to use--it is difficult to plan trips because buses at the times I need them are not available on my routes. They need to run later as well as earlier. Also, transfers are almost always required, which is time-consuming and inconvenient.
- For me, getting to a transit stop is not UNPLEASANT, just inconvenient. I couldn't even say I have any knowledge of where to catch a bus to get me where I want to go. An example: from my home, to shop at East View Mall. Is there something available to take me there and bring me back in a timely fashion? Since it only takes me 10 minutes by car, I wouldn't consider public transit for that trip.
- People will never truly embrace bus transportation. You need to explore a light rail system (like Minneapolis). Start learning from others rather than thinking we know best.
- I'm sure closer into the city there probably could be more available. There's more need for senior transportation. It just hasn't affected me yet.
- RTS can easily add stops to main thoroughfares without the need for covered shelters (ie, stores like Wegmans,

walmart, etc.). Expand the range of the buses to include the suburbs.

- When I worked in Downtown Rochester, I took the bus every day. It saved money, not only on gas, but also in parking fees. The bus was very reliable...I got to work in snow storms, while co-workers, who drove, could not get in! I now work 5 minutes from my home, often walking to work, so I don't need public transportation.
- very few buses and public transport. it is not available for us to try out in the suburbs.
- not many buses at all.
- Time to take a bus to work is 1.5 hours vs. 35 minutes driving. That's the biggest deterrent. The buses are too crowded or too unsafe to pull out a laptop computer to be productive. Also can't be productive when transferring and waiting for next bus. I take one bus half way, then ride a bicycle the other half way. This also takes 1.5 hours, but the exercise is productive. In the summer I often ride the whole distance as often the bike rack is full and the bus drivers are inconsistent on their policy of letting bicycles onto the bus.
- To expand bus services outside of the downtown area and make it more efficient, couldn't smaller busses be utilized, more the size of a shuttle? The larger buses seem to be wasteful of fuel based on amount ridership. For special events (such as for fireworks or other downtown celebrations like Jazz Fest), service beyond 11:pm is definitely indicated so that people can enjoy the event thru completion without worrying about missing the last bus. Not everyone can afford a taxi on these occasions.
- Where I live now the bus system is not useable, due to the routes, destinations and times of the runs.
- I do use RTS for non-work related travel and I enjoy the ride very much. They do a great job in many ways and they are constantly improving. And the Freedom Pass is great. There are no public bathrooms and I used to have to go to Midtown on the second floor and get access to a locked bathroom by a Security Guard. Then you could just rush to your next bus connection which by-the-way was pulling out from Main and Clinton while you were in the bathroom. Then you could get to wait for the next bus connection because you missed the first one because you had to go to the bathroom. Also downtown basically rolls up the shutters at 5:30 p.m. End of story, that's it. After 5:30 p.m. you are basically stranded and will wait for a long time for the next connection. One day I went out to Brockport. The bus went right by me at the bus stop. I walked home, called RTS and gave them a piece of my mind. They sent a supervisor who took me all the way out to Brockport, which was just unbelievable. In

the evening when it was time to return from Brockport, would you believe that the bus driver went right by me at the bus stop on the return trip in to the city? I had to wait like two hours for the next bus! Oh, by the way, it was 93 degrees that hot summer day. Several weeks later, I ran into the supervisor who took me to Brockport at the Wegman's Lyell Avenue deli counter. He asked me how my trip was coming back in, I told him the bus went right by me. His eyes crossed, he couldn't believe it!

- have had very few problems and want to thank you for the times in need for transportation
- For me, my mode of transportation has nothing to do with gas prices; it has to do with convenience and comfort, especially during the winter time. I work with clients everyday and need to look presentable. If I drive into work, I spend additional money on gas, but I feel I can look professional and do my job more efficiently. If I need to walk through the snow in order to get to the bus stop, this would add extra preparation, effort, and difficulty to my daily routine in my efforts to look professional and not weather-trodden at work.
- I don't know of many places to get bus passes. Going to the bus terminal is difficult because of parking.
- When I was younger, I used to take the bus. I always wished there was a free shuttle service for young people in the Monroe Ave. and East end area to decrease the amount of drinking and driving in those places. Now, it is hard to travel on a bus with a young child, although I think it is much better for the environment, I prefer to use my car. I live in the city so my son and I can walk to the places we use most (i.e. bank, store, library). The bus is not as easy or frequent as it is in other cities.
- The buses seem pleasant and safe, but the wait is too long of a wait esp. at night, otherwise I would be riding them without no problem.
- I just wish there were a more civil way of doing things, no kids being riotous, if people were more considerate of one another on the bus.
- As stated before, I would travel to work by bus to reduce how much I spend on gas, but the schedule for my bus route is very limited. They also don't operate on the weekend, so it is not flexible. Thank you for listening to my opinion.
- I lived in Europe (Berlin) for 4 months. The public transportation is fantastic. I used it all the time to get to work/School and to travel through the country side. Here in the US I have used Amtrak and Grayhound for long trips, but the experience is not fully satisfactory. My dad had to take me to both the Stations in Rochester and a friend

had to pick me up by car on the other end. The US should work to be more like Europe. Save fuel, avoid pollution, and creating Green house Gases.

- I live in NYC for 5 years and am comfortable using public transportation. Rochester doesn't have enough routes/ enough frequency of service for me to get where I need to go.
- I know they've expanded a lot of routes for buses but I'm not familiar with it at all because I don't ride buses.
- From what I hear it's at best difficult to travel on public transportation. Overall it's easy to get around Rochester. Public transportation needs to loosen up in the off season. Summer hours should be extended.
- Very Strongly oppose any taxes on fuel or transportation tolls. Use the current taxes to improve the roads. Do NOT locate a bus/train station on the south side of the Airport. We DO NOT Need a rapid rail transit system... it is purely a waste of money. I would ride the train to the State Fair, except the cost is exorbitant! Rail transport to buffalo, Syracuse, or Albany should cost less than by car or Air. I don't care about the time factor. Bus transport from the airport terminal to Latta and 390 interchange might be used.
- I live 5 minutes from work. I don't need to use public transportation. HOwever I do see many people use it at work. I think it is great for them and if I lived futher from work perhaps I would use it. keep up the great work.
- i WOULD use rts if I lived further from work. I think they are doing a great job.
- It is nice of you to try and encourage more public transportation. But as it stands now, in many places in Rochester life would be impossible without a car. To pave the way for a more transit friendly mindset in the public while the system is being put in place, I think the first step is to encourage people to car pool more often. One way to encourage people to carpool to work would be to offer an incentive. I think if the government offers to give a company some incentives, not just financial but advertising or any other intangibles, the companies themselves will be able to push their employees into car pooling. Besides, traveling with co-workers (as opposed to strangers) also improves safety and provides an opportunity for team building. Lastly, as someone who earns his livelihood in the public transportation sector, I would be very glad to see Rochester becoming a transit friendly city. However, some work needs to be done to get there.
- Currently, it appears that people need to wait a long time for a bus, and the routes are longer, given the need to transfer, taking more time than using car travel. Less wait-

ing, more efficient routes, would make bus travel more appealing. Must be a stronger incentive to use the bus than is currently available. Model cities, e.g., from our experience, Seattle, Washington: also have a senior fare (35 cents per ride at the time we were there). In addition, parking in Rochester is much easier than in other cities, and less costly, thus again promotes use of the car. In cities where parking is both expensive and not readily available due to heavy car volume, use of public transportation is more desirable and more convenient.

- Current bus schedules and transit stops do not encourage their use when a car is available, reducing travel time. If there were more locations for bus stops and limited wait time, such transportation would be more attractive.
- I do not live in the city of Rochester however I would use public transportation more if it were convenient, safe and reasonably priced. When I am too old to drive and if the distances I need to go are too far to walk (most would be) I could maintain my independence much longer if I could get to where I needed/wanted to go with relative ease and safety.
- The concept of smaller more fuel efficient (hybrid or complete electric) shuttles to and from shopping/medical centers could be very effective in getting me to stop using my car, even if it cost a little more than it is today. Smaller shuttles used in between bus routes could be an effective use of public transport and reduce the number of cars and polution too!
- I have my car, and I wouldn't want to let go of my car. I enjoy driving, and getting around on my own. From what I see, though, the bus system seems to be doing a good job.
- In the past, I have looked up a bus route for me to take if for some reason I needed to in the future to get to and from work. Our family has one car and repairs are expensive. I have tried to encourage my son to take the bus instead of my car. I am glad to know that if needed, there is a bus that comes to my area of the JCC/French Rd.
- When I find employment, I will be riding the bus to and from work.
- I am considering taking the bus more frequently to work due to the expense of parking in downtown Rochester
- I really like the new signs in the city that show how many minutes it will be until the bus arrives!
- AVAILABILITY OF MAPS AND UNDERSTANDABLE TRAVEL INFORMATION, BOTH ON PAPER AND ELECTRONICALLY, IS LACKING.
- Having a reliable transit system, with more service in the Rochester area would be great. If the bus stops down-

- town weren't as scary that would be nice as well. If the bus system were as reliable and accessible as the system in NYC for example, then I would love to take the bus more and save money on gas. The "spoke and wheel" model that Rochester currently has doesn't make any sense, it just takes that much longer to get to places. I live only 15 minutes from MCC, and once I mapped it out online using the RTS website, and it said that taking the bus would take over an hour. How does that make any sense?
- Although I don't often use RTS (since I live close enough to my workplace to commute on foot or by bike), I am very impressed by the efficiency, cleanliness, and low price of the buses -- especially when compared to the transit systems I've seen in other metro areas. For the time being I've retained a car for things like shopping and out-of-town trips, but I've often thought of going carless and using RTS exclusively, with things like ZipCar rentals for the occasional trips during off-hours or to destinations not served by bus routes.
 - The problem is not how far one is willing to walk, it is that most of us run a series of errands, and while one or two could be in a walkable distance, they may not all be in that range. Weather. Need to carry 5 bags of groceries, or other purchases. Focus on organizing service for events (Theatre, graduation, games, concerts) that are in centers (point to point) with refreshments and entertainment. People can save parking and can return home more safely. Make hubs true information centers.
 - More bus routes are needed, a non centralized bus system. And more buses to RIT and a late bus for after classes
 - I would use public transport if it had more frequent trips and more "cross town" options (not having to go thru downtown).
 - More bus shelters are needed-- heated or indoors.
 - Electronic monitors at bus stops to tell status of bus arrivals would take away the uncertainty of waiting.
 - BUS STOPS NEED DOORS TO KEEP THE HEAT IN. PUT SHATTERPROOF GLASS IN THE BUS STOPS.
 - My wife has a disability requiring the use of a motorized wheel chair. Using regular public transportation is very difficult, particularly given the weather and the distance to the nearest bus stops.
 - It is important to me to live close enough to work to avoid daily car use (biking, walking, bus is preferred).
 - most people i know travel less than 25 minutes to get to work and don't pay to park. The city bus pulls into my office park but I never see anyone on it probably because of the reasons above.
 - I am 68 years old, never road the bus as we lived in Wayne county and there was no bus by us. I am retired now and don't believe I would start taking the bus.
 - There was a period of time in which I did not have a vehicle. The Bus(RTSGRA) system was my primary mode of transportation. It was somewhat convenient. I have no complaints about the service itself (and it is good to know it is there if I should need it again) But I have come to enjoy and value the freedom of vehicle ownership, especially the ability to come 'n' go when I am ready (not bound to a schedule). I will always prefer the independent mode of transportation, not having to be dependent on others for transportation.
 - It would be really nice if my husband could use public transportation to get to work, but currently there is not a good choice available for what time he needs to arrive at work and the amount of time it takes to get there using public transportation.
 - I would like to use public transportation to get to work, but I have to get to work by 6am and there are no buses that can get me there that early or within a reasonable amount of time. It's been a while since I checked the bus schedule for Avon, but the last time I checked it took about 2 hrs to travel from Avon to the University of Rochester/Strong Hospital in the morning and I wouldn't arrive until well after 6am. If the bus ride was much shorter, then it may be worth adjusting my working hours to be able to use public transportation.
 - I WOULD LIKE TO KNOW MORE ABOUT WHATS AVAILABLE IN MY AREA, AS FAR AS BUS SCHEDULING IS CONCERNED. BUS OPTIONS TO THE AIRPORT WOULD BE NICE TOO.
 - i think is it great that the bus fares have remaining affordable. I would have have a train in the air than a bus terminal w/ shops I also think it is great that the buses have put bicycle grates on the front and the wheelchair lifts. I think that it is great that you are asking for public input. I am on disability so I do not work. It would be nice if more buses ran on natural gas, or even electronically You could make the buses smaller on runs where buses are empty most of time
 - I've lived here 44 years. My church is downtown Rochester so I've done a lot of travel in the area. I grew up with morning and evening transportation. We needs transit between Rochester and Church Ville near Chili Center. It's becoming important to find some transportation at least as far as Chili Center since I'm 88 and facing having to use public transportation.
 - I grew up in Washington, DC and always used public transportation, I did not even get my license until I moved to Rochester. I find people in this area are opposed to public

transportation and I feel it is because the public transportation is limited and difficult to use. I think there is a large community here that is environmentally friendly and would be very willing to embrace public transportation if it could be much more user friendly and accessible.

- I don't use public transportation now because to run errands like I did today it would take me 3-4 hours plus the bus doesn't travel down to some of the places I went.
- I strongly suggest that the GTC consider, and soon, the implementation of some shuttle services. It is long overdue. In Monroe County, it could encompass Penfield, Perinton, Pittsford, and Brighton (similar to streetcars that run on electricity) and hit the major shopping areas and malls. Also could consider using idle school buses during the day with the same type of stops at frequent intervals so that riders do not have to stand out in the cold for long. Shelters are improved but still not adequate for our winters. Population is aging, and a lot of elders will soon not be able to drive. Cost of services currently available for rides to necessary appts. makes those services prohibitive for most on a fixed income. When Liftline raised prices, without parallel increase in bus fees, it angered people. In addition to shuttles to shopping areas, there should be shuttles to major medical destinations like Clinton Crossings, the Hagen Drive complex, Rochester General, Strong General, and other grouped major medical and dental office destinations if they are not immediately adjacent to above mentioned shopping destinations.
- I've never taken a bus here.
- During my working years when Park and Ride was available from Perinton Square I rode the bus quite happily to Kodak Park. We currently make very few trips to the city of Rochester, except these days for appointments at U of R medical facilities. Otherwise, we have convenient, very short drives from our home in Perinton to big box stores, the malls, Wegmans or other grocery stores.
- The use of the central hub in downtown Rochester is time-consuming and counter-productive. It is also a little scary when you see mobs of students hanging out there where you would have to transfer.
- When I lived on Dewey Ave and I was going to a business on Dewey I tried to take a bus but the #10 line, which follows Dewey, seemed to go out its way to avoid going anywhere near Northgate Plaza where I was going. This makes no sense to me. With weather around Rochester decent bus shelters are also an absolute requirement for any serious use of buses. On the issue of a mileage tax I have strongly supported that idea for more than ten years. but I have to STRONGLY disapprove of the implementation you described here. Any system requiring electronic devices to be added to every vehicle will NEVER

be implemented. The only way to collect such a tax is as a yearly registration requirement. With large fines for anyone disconnecting their odometer.

- As long as you're going to the central downtown, the bus system is fine.
- I'm not going to be driving forever, so the bus system may be needed. If I lived closer to the Rochester area I would be more inclined to use the bus, especially because it would be free.
- I would certainly use the bus more often if there was more than one bus to catch to get home in the evening. There is only one at this point in time and at times waiting an extra hour to get home is not very inviting.
- THERE ARE A COUPLE OF VERY WELL KNOWN PLACES IN ROCHESTER LIKE THE ROUTES NEED TO BE ADJUSTED TO KEEP UP WITH THE TRAFFIC. THE PERSON THAT PLANNED THEM OUT DIDN'T TAKE TRAFFIC INTO CONSIDERATION. THE ROADS NEED BETTER MAINTENANCE.
- I have not used public transportation in many years. Prior to having access to things such as Mapquest I would use the bus to go downtown as I am not familiar with the area. However now, with GPS, Mapquest, etc if I needed to get downtown I can get my route, get to my destination, and then head back home. I have not had any need to go to downtown Rochester in many years.
- IF I LIVED IN THE CITY AND NEAR A BUS STOP I'D USE IT BUT SINCE THERE IS NOT ONE HERE I DON'T.
- Due to working so close to my work area and my husband as well the time wasted using alternative transit is not worth it. Gas cost or bus cost will not have a difference. Time lost using a bus is the difference.
- I do wish there were better options, but at this point, the city and surrounding suburbs are not set up for mass transit, especially when traveling to Canandaigua from Pittsford
- The last several times I used the bus one the #2 line, I saw your drivers either talking on cell phones or texting while driving. When I tried to complain about this to the managers I was given a run-around and had my complaints dismissed. I worry that the busses are not being operated in a safe manner, and no one is going to care until a major accident occurs.
- I used to be a daily bus rider when I attended RIT and lived at home (back in the late 1960s and early 70s). It was a huge pain to travel all the way downtown and then back out to RIT and then reverse the trip when I went home, but I had no choice--couldn't afford a car. I am sadly amazed that no better routes have been established

since way back then...so I do not use public transit. I've travelled extensively through Europe many times and always use public transport there, which is for the most part, fast, efficient, on time, clean and always return here being disappointed at the lack of decent public transportation here.

- We do not have to reinvent public transportation. There are many cities in Europe where that is the preferred mode of travel because it is reliable, and more convenient (timely) than driving a car and looking/paying for parking. The purpose of having a city, is that there are advantages to being in proximity, such as ease of getting to multiple destinations without wasting time, polluting, and risking one's safety. Tackling these objectives would make it very desirable to live in the city, and not just visit it for work, culture, sports, and business reasons. I do not think that real time arrival/departure reporting for buses is the proper goal, as we cannot be late for work, appointments, or recreation. Transportation must function in a manner that it transports passengers on time; if it cannot achieve that, then we cannot rely on it and only those, who have no other means of reaching their destination will be the clients (unfortunately, the 'disadvantaged'). There has to be a cost savings to the passenger. If we want to have good public transportation and improve downtown, we need to target the "advantaged" population; if it meets their needs in timeliness, safety, reliability, it will meet the needs of the "disadvantaged". This would also be very attractive for enhancing tourism.
- I would be very interested in using public transit in Rochester in the future. I would be willing to walk to the closest bus station (which I believe is about 1/2 mile away at Twelve Corners) if the sidewalks along the way were consistently plowed and salted in the winter although I've been considering buying gaiters to put over my winter boots so that I could walk to work / 12 Corners without worrying about the snow getting to my clothes underneath. I'm not very familiar with public transit in Rochester but I don't think there is a route on our part of Elmwood Avenue. Also, when I first moved to the Rochester Area 3 years ago, I had looked into the bus routes / schedules online and I remember it being less user friendly than other metro systems I'm familiar with and that there weren't practical ways to connect routes. I still think the bus system out here seems confusing, much more confusing than big city public transit I've used. I would be more likely to use the bus if there were multiple practical hubs throughout the Rochester area that connected multiple routes. I'm not a big fan of driving and car-culture so if there was public transit that felt relatively easy to use and could get me where I need to go, I would be very interested in making use of it as my primary mode of transportation. I'm happier when I don't need to use my car and I historically have loved using public transit in Boston, NYC, Chicago, Toronto, and Washington D.C. -- living in a place where I didn't feel like I needed a car would be "living the dream" -- it would be a big improvement in quality of life. I plan on staying in the Rochester area for a long time so I hope there are more and better public transit facilities in the future! Thank you for the work you are doing!
- It would be more enticing to take a bus to shopping areas in Henrietta, Greece, etc if those places were designed to be more pedestrian-friendly shopping areas. Unfortunately, the big shopping areas in the Rochester area are not convenient or safe for walking around.
- While I don't think I would ever use public transportation to commute to work because of my desire to be flexible, I have friends in area who would take bus if it was more convenient, but there are no stops in our area.
- I would take the bus if the route I need ran that early in the morning
- It would be beneficial to the whole community if the train station and bus terminals were together. Future monies should go to the improvement of trains within the state.
- RTA does not accommodate the elderly. We need shuttles for the older folks. The shuttles they do have cost too much on a fixed income. I have 50 residents, 10 of them drive, and the rest...we have to find rides for. There are a few volunteers that do help drive them.
- We have a decent bus system and it's easy to get around.
- Bus service to Webster has slowly downsized over the years. We drive 4 miles to the nearest stop. There is no service midmorning or early afternoon. Not to mention no weekend service. Please reevaluate this situation!!
- I want to see better service to and from WEBSTER.
- If transportation provided to villages like Webster, I will definitely use public transportation instead of my car
- if public transportation is available from our village Webster, I would love to go on buses to shops and schools
- Mass transportation needs a radical new approach to serve the needs of commuters in Rochester, days of the big bus and long waits are only for the poor.
- Living in the Webster, N.Y. area could be a much better Bus transit area with more flexible bus times..
- We need transportation, I do not drive. Years ago when I lived in the City it was wonderful. Now I live in the suburbs and there is no transportation at all. I drove when I first moved here but don't drive now and it's no good.

- WHEN I NEEDED TO USE IT I DID BUT FOUND IT WAS INCONVIENT.
- be able to get real time transit info to your smart phone to know when to leave for the bus in inclement weather.
- I think we have a pretty good system. I might use it if they ran earlier than 5:30am.
- I use to ride the bus when I was younger and had no problems doing so.
- I took a bus to and from work in Avon when I moved to Rochester from Florida three years ago. It was har dot figure out the schedules and transfer. Since I have a car, I prefer that.
- I used to live in Brockport and I parked at the Park & Ride and took the bus straight into work, and I loved it. Since moving into the city, it seems like anywhere I want to go has multiple transfers and is just too confusing, so I haven't taken the bus in years, although I would like to.
- Years ago when I used public transportation, I could not understand why every route had to go downtown.
- I haven't put a great deal of effort into this but when I have I find the bus schedules difficult to follow ... thanks.
- It's adequate. They run til midnight and for special events.
- I love the NYC subway system and use it frequently when i travel there but even down there if i have a choice between subway, bus, walk and cab i always pick subway first, then walk, then cab and finally bus. If the bus system could be more user friendly like a subway system then it would be more appealing
- I believe the principal barrier to improving mass transit options in the Rochester area-- as in many other cities-- is "classism." There is a perception that "only poor people take the bus" and I have (unfortunately) also heard local residents say that businesses like Irondequoit Mall failed "because they were on a bus route and that attracted the wrong element." Until we reverse the feeling that seems pervasive in the USA that you must travel by car to feel successful, I'm afraid we're not going to make much progress here. Until gasoline starts to cost what it costs in Europe, that is...
- Should be more bus service in the suburbs
- I would feel much safer without people having to standing on busses. Anything can happen when there's a lot of people blocking the view of potential crimes.
- It's getting crowded, but the transit here is still good, from what I hear.
- My main reason for not using transit is that I have to stand in the cold and snow to wait for the bus and it is inconvenient as I do most of my errands on my lunch hour. If I took the bus I would be stuck at work until it was time to go home.
- We need more shelters for waiting for the bus. It gets real cold out during the winter. Maybe have more heated shelters as well
- transportation routes and schedules are not widely available to suburban communities, with the exception of commercial districts. dense residential areas in suburban areas may need a more saturated transport availability.
- I would probably would like transportation that has overhead transportation like they have in some country, like rail in other countries or New York and Las Vegas (monorail). It should have been done years ago. It's a nice way of moving large groups of people without lots of cars and buses in your way, clear travel from one point to the next.
- I would take a bus to my job in Fairport if there were a stop closer to my job on Turk Hill Rd. There's a public bus stop on Rte 96 at Garnsey Rd. but it's completely uphill walk for 2-3 miles to get to my job at Turk Hill Rd. Also, because I work P/T, I would be inclined to use my car after the bus ride home from work. The other "trips" in my day are to pick up my kids at childcare and getting on a bus with kids under the age of 10 doesn't seem very convenient or enjoyable. Both my home and child care are located in Town of Brighton. There is a bus that travels down Edgewood Ave to JCC Child Care center but it's hard to wait for a bus with small kids.
- In 6th grade, my child has used the RTS bus to get to a class downtown. It is a good option. In high school the RTS was used to get to and from the labs at Strong Hospital. It was convenient, during inclement weather. I should look into how I might take the bus to and from work, now that I have fewer errands and my child is away at college. I have actually never taken the bus. I should. I do believe in saving resources. I should also find out about car pooling resources from my work place.
- As a student, public transportation would be a very useful part of my life. However, while the current prices aren't unreasonable, it's not quite within my budget. The cost of a "freedom pass" is even higher than my fuel costs for my short commute (3 miles) for my daily needs.
- TRANSPORTATION IN ROCHESTER IS SET UP FOR PEOPLE WHO DON'T OWN CARS AND IT DOESN'T WORK TO ENCOURAGE PEOPLE WITH CARS TO USE IT.
- Can you have a bus that can pick me up and take me to the doctor's office. I go maybe every 3 days out of a week

or every two weeks.

- It would be wonderful to have a shelter at the corner of woodbine ave and chili ave also woodbine ave and arnett blvd.
- I personally believe Rochester needs a light-rail system that would make travel to and around Rochester, especially the business section, easier and faster to manage. It would greatly reduce traffic and make more people willing to leave their car behind and use public transportation.
- I commuted by bus from the Park Ave. area of Rochester to Strong Hospital for the first couple of years after I moved to Rochester from New York City and found the buses were a very poor alternative for me because of the time and indirect routes I had to take.
- I would love to use the bus to get to work. In fact, I even considered it once, but when I realized that the one bus that drove to Victor in the morning arrived after the time I was supposed to be there I couldn't do it. I have also used my bike as a means for commuting during the warm weather, but that too can sometimes be cumbersome from Rochester to Victor. I would LOVE to see more options for transportation around the region!
- I hope the transportation can be more direct and convenient.
- I used to take the bus to commute to work downtown because the bus stops were convenient to where I lived and worked, and they were in high-foot-traffic areas so I felt safe using transit. I do not use the bus to commute to work anymore because my new work location (in the suburbs or Rochester) is not well-served by bus routes - right now, if I took the bus, I'd have to figure out how to cross Jefferson Road at a mid-block location without a crosswalk nearby in order to get to work. Gas prices don't influence my use of public transit as much as convenience and safety do.
- I'M VERY PLEASED WITH THE BUSES. I'VE ONLY HAD ONE DRIVER WHO WAS NOT FRIENDLY OR HELPFUL. THE BUSES ARE CLEAN. I NEVER THOUGHT I'D BE AS HAPPY WITH THE BUSES AS I AM.
- I rarely use the bus system here, but from my experiences and what I hear, it's a bit unreliable and a hassle to get where you want to go. This might not be true, but that's the reputation it has.
- I would LOVE to use the bus to commute to work. Right now it takes me 15 minutes to drive to work and I get to choose when I come and go. Currently, if I took the bus it would take me over 2hrs with a couple transfers and at inconvenient times. I'd be willing to take a commute up to an hour if I could get stuff done on the bus and the times

fit my schedule better.

- It's good within the city radius, but awful outside of it, and is very poor after 6:00 pm.
- I think Rureo Metro charges way too much for a ride around the corner to the hospital!!!!!!!!!!!!!!!!!!!!
- Why did you have to stop the 27 from going to Greece the 3 bus gets to packed
- I am a senior citizen, and at my age I would not take a bus, due to unsafe conditions when waiting for a bus at a bus stop. When I was working in the city, I use the Park and Ride and had no problems, but that was 15 years ago. Thank You.
- I'm pretty satisfied with the routes I take
- I haven't been on bus since the fare was 25 cents and I can't think of any inducement that would change my mind.
- Sometimes the busses are really late. It is not comfortable to wait for a long time; this applies especially to the RTS Rt. 4 bus.
- I absolutely adore the subway systems in most big cities (Boston, NYC, DC). Buses carry a stigma of being dirty and full of drugs and vomit. It'll be hard to get over that reputation. I would absolutely take a train to work, but probably not a bus.
- too expensive to transfer and not convenient
- I must say the bus stop is located very close to my home but I see people miss the bus as it has come early or they are afraid they have missed it and it is just very late. Sometimes the bus does not stop very long at the stop or just moves on.
- I live a half a block from a bus stop, but I can walk downtown in the time it usually takes to wait for a bus. If I'm really in a hurry, I will walk instead of waiting for a bus. In very cold weather, I might walk halfway downtown and then take the bus the rest of the way.
- I usually use my vehicle for several appointments during the day. I travel a three county region primarily Livingston, Wyoming and Steuben. The folks who might be able to use public transportation have many barriers: bus stops not accessible to seniors or persons with disabilities or young families with children, fixed routes do not accommodate the needs of the public, rural areas, especially have difficulty using public transportation; transportation seems to be more accommodating to college students (i.e. SUNY Geneseo) than to seniors or persons with disabilities; there needs to be transportation between

county lines (ex to and from Wyoming and Livingston and Monroe County). Many buses seem to drive around the area (Livingston County) with 1 or 2 riders in some cases and several buses are “parked” at a time (for example in Geneseo) with no riders. College students seem to be able to access bus to Walmart and Wegmans from SUNY Geneseo, easier than other members of the public. Weekend trips to Rochester are available to students but there are no buses available for example to Marketplace Mall for other members of the public.

- I rode CATS for 7 years. Highly knowledgeable drivers, attentive to needs of people. There was a gentleman named Pete who ran the CATS office and was very, very good. The lady who ran the operation for the County was never attentive to ideas, suggestions, etc. of riders. The main pick up place at the Court House in winter is a disaster when there are mounds of snow. Very difficult to walk to buses from sidewalk when there is snow. Thanks for the opportunity to participate in this survey, although I don't believe it will benefit riders of CATS because many, many suggestions have been made over the years and none have been implemented.
- With agreement from my employer, for a time when I was without a car, I was able to commute by bus (two transfers, two bus systems) from home to work. I was able to spend only 6.5 hours at work, and agreed to continue working on my laptop during my commute or make up for the difference by working extra hours from home. The spacing of some of the bus seats made it difficult to work on a laptop. Far from an ideal situation, but I was able to do it out of necessity. Later, when I had a car again and while gas prices were high or I was trying to economize, I would drive from my home (Farmington) to the St. John Fisher Park and Ride to be able to arrive at work around 7:00 and leave at 3:30, working a full work day, and arriving back home around 5:15. I enjoyed using the non-driving time productively. Now, with reduced bus service to my work location (Xerox Webster) taking the bus is no longer an option because it is not possible to transfer to a bus going my way from downtown Rochester. Also, the late time of the only afternoon bus (5:00) together with the added time needed for layover and transfer, would make my arrival back home unreasonably late even if transfer were possible.
- Unfortunately we did have a convenient transportation system for a long time and didn't own automobiles. They just decided to close up the subway and they tore up all the rails in the city and had a bus system and the schedules were pretty good. We had a large family with 8 children and had no problem getting around as a one-car family and it kind of fell apart as the auto took over and now we have to conserve our resources and it's a little bit late but it's better later than not at all to re-establish a

convenient transportation system and I believe there can be a system where they could have buses and have drop off places and then smaller shuttles perhaps to transport people. At present we do have the park and ride where you can leave your car. It's not very successful because of the mentality of people. They want to drive themselves. It's psychological. We don't have the mentality of the west coast where it's more convenient to take mass transit.

- I only live about 4 minutes from where I work so I would not consider using public transportation to get there ever.
- The Bus Drivers are always in a hurry and are putting pedestrians at risk to stay on schedule. The only way for the Bus Drivers to make up time when running late is to violate traffic laws by exceeding the speed limit, accelerating through yellow lights instead of slowing down, taking a "right on red", pulling up to customers too fast, being curt and to the point with customers questions, rushing customers on and off the bus, etc. It is my opinion too much pressure from customers on the drivers to make lineups puts RTS, the Driver, and pedestrians in danger of injury and financial liability. How many injuries and accidents does it take for RTS to realize what is causing most injuries and accidents in the first place. This is one area where RTS is pound foolish and penny wise. Scheduling NEEDS IMPROVEMENT! Not the drivers!
- My spouse and I grew up in Chicago and exclusively used public transportation. But our children have only used Rochester public transportation on very special occasions, and not since the closing of Midtown Mall. You just can't get anywhere on public transportation from 250 and 31 or Bushnell's Basin outside of rush hour. Wouldn't it be nice to be able to get a Park and Ride bus to venues like Geva, or Canandaigua college of the Finger Lakes? Being dropped off and picked up right at the entrance (and having a priority to leave) would balance off the cost and any inconvenience of driving to a Park and Ride.
- The buses between Rochester and Suburban Plaza do not run often. They should run at least every 30 - 45 minutes.
- many years ago Rochester had both a subway and trolleys. Now all we have is busses and the system is undesirable. the hub based system is terrible; it is long, inefficient and not user friendly. Rochester should look to a long term solution (which would include looking to the past as in subways and trolleys.) Light rail systems or subways to move mass numbers of people from stations within the city and the surrounding region. Use trolleys, or shuttles for short distance travel within the city especially between popular destinations (eg light rail station to stadiums, assuming there is not rail station AT the stadiums). Mass transit will not become popular based on gas prices, but on parking. Eliminate much of the downtown parking to encourage use of mass transit, but the transit system

must be in place FIRST. In short, busses are NOT the answer. Lastly, making the city more bicycle and pedestrian friendly is a must.

- No buses. Subways and shuttles are ok. Bike friendly is necessary!
- I'M GLAD THEY PUT THE BUS FARE DOWN TO A DOLLAR AND IT'S 50 CENTS FOR SENIORS, THAT'S GOOD. REGARDING DRIVERS, I THINK IF DRIVERS ARE NEW TO THE PARK AND RIDE SYSTEM THEY SHOULD HAVE BETTER TRAINING. I'VE HAD A FEW INSTANCES WHERE THE DRIVER NEEDED HELP FROM THE PASSENGERS TO GET AROUND. THEY SHOULDN'T PUT DRIVERS THAT ARE BRAND NEW TO THE AREA ON ROUTES THEY DON'T KNOW. THE DRIVERS THAT I'VE HAD FOR THE MOST PART ARE VERY PASSENGER CONSCIOUS AND HELPFUL.
- WHEN I DID TAKE THE BUS, THOUGH IT WAS TEN YEARS AGO, I THOUGHT IT WAS FINE. THEY JUST DIDN'T RUN VERY FREQUENTLY.
- The most significant issue for me is having to go downtown and transferring buses, which turns the whole commute from less than an hour to probably closer to two hours which is impractical. Macedon to Henrietta by car is around 70 minutes round trip versus close to 4 hours round trip by bus. I am very much in favor of car pooling and mass transportation, I had taken the bus in the past when I lived in Browncroft and worked downtown. I just can't spend 4 hours a day commuting versus an hour and a half.
- I do not take the transit system. It does not have the flexibility I require for my job. It does not drop me off at the door of each site I need to go. I don't have the time to make the bus changes to get to where I need to go.
- I don't like being on any transit system with other people.
- I am at college out of the area. I spend my vacation time off at home or working. The transit system is not flexible enough for me to get to where I need to go.
- Rochester's system is based on a hub but there is no real hub or indoor terminus where you can transfer or stop downtown in safe manner. Making connections is not easy. There are numerous points Liberty Pole, Main and Clinton, Broad street etc.. Even when the connection is easy, the buses are not frequent enough in the mornings or evenings. Getting to the local hospitals, colleges and universities is next to impossible without awkward connections, long waits and infrequent buses.
- If I could, I would like to take the bus to work. The connections are not direct nor frequent. It is very inconvenient.
- Lift Line should expand their limit to one mile I am one

eight of a mile beyond there 3/4 limit.

- Great for people who live in the city but the suburbs and country are not as convenient and I don't plan to move to the city.
- In Webster we need more scheduled trips to and from city
- I live in Webster the bus stop is not close it is in the open air and the bus runs are not convenient to schedule. What about low cost shuttle runs to specific points in Rochester. In Puerto Rico they are called Carro Publico different cost for different stops. I see this type of transportation in Miami mostly in Haitian community.
- Living in the suburbs does not necessitate the use of public transportation. If I worked in an urban setting, and the times of the transit service was conducive to my work schedule, I would consider using public transportation, at least occasionally, to save cost of gas and parking costs.
- PLEASE, MORE BUSES IN WEBSTER
- I don't see many buses in Webster.
- I see a lot of empty busses at night.
- it is just horribly disgusting to have to be subjected to all the bullshit students downtown and to have to stand next to an officer just to stay out of the way of everyday fights that are a constant downtown, its why midtown has failed,. It sickens me.
- A COUPLE TIMES WHEN I'VE TAKEN THE BUS IN THE PAST I WAS VERY UNHAPPY WITH THE OTHER PASSENGERS ON THE BUS. IF SOMEONE GETS ROWDY ON THE BUS THAT PERSON SHOULD BE THROWN OFF THE BUS.
- I don't travel much through the city. The only transportation I take is when I go to church. I don't have a need to go further into the city. If a bus route was here and convenient to get to, yes, I would take a bus. If I had to walk any distance it would be inconvenient because I feel down 13 steps and hurt my leg.
- THERE ARE LOTS OF PEOPLE THAT HAVE TO WORK IN THE CITY AND HAVE A HARD TIME GETTING INTO WORK BECAUSE THE BUSES DON'T RUN OFTEN AT ALL.
- Number one most important thing to increase my bus riding would be real-time feedback about bus locations. Biking is still possible in the winter, thanks to the excellent road clearing on main roads, but this is less viable for biking with a child, so better winter bus transportation would be very helpful.
- As previously stated people who are senior or disabled live in housing that supports them. A few of them with over say 70 or more apartments are served by RTS but

ours is not. Also, E. Ridge Rd. is a main business corridor and it also isn't served by an east/west bus that covers the whole. Only buses that intersect. There are so few east/west buses and I don't recall ever being on one that went over a bridge. Why is this?

- My comment is only to explain why I would never use public transit. It has nothing to do with the system not being "up to par" but the fact that I have two very young children and am pregnant with one more right now. I cannot haul children in rain or shine to a bus stop and put them on a bus to travel around safely. Going to the grocery store would be nuts! I would have to go EVERY day in order to go with the kids and be able to carry the food home at the same time. I only go out about 2 to 3 times a week anyway (and most of the time it is for grocery shopping). I don't "cruise around" from one location to the other just to kill time. ALSO.... the idea of tracking how many miles I drive and then taxing it is CRAZY! First, there is a privacy issue there. Is it the government's business to know how many miles I drive in a day? No. They already get my money with the gas tax... why would they need to change the law and be able to know how many miles each individual drives? Just the fact that this "idea" has been brought up makes me want to vote all the politicians out of office and vote real life "public servants" in.
- Even though I don't use public transportation, my father was a bus driver, and I strongly support the transit system, and the efforts they make to keep people moving.
- ONE reason I bought my house is because it was somewhat near a bus-stop and thought if I was ever unable to drive this could be transportation for me. Hope we will continue to find ways for public transportation in this city
- I would like to have a subway or mass transit system that is faster and avoids traffic jams. Like bigger cities have a trolley or subway, it would be great if there were an easier way to avoid expressway traffic and traffic lights.
- I have resided in the Rochester area for 57 years, and I never learned to drive. When I made myself knowledgeable of the bus schedules I take advantage of these services whenever possible. Weather permitting and destination in walking distance I take pleasure in walking in the Rochester area.
- I believe the Transit service does a good job to get people to locations, especially when those people do not have a vehicle. It is somewhat easier to just hop into my car and get going. I did use the transit system in the past when going to work downtown.
- public transportation needs more frequent service and much more capillary system. Check the example of some European cities (for example Munich)

- I like public transportation and would use it if it were to offer a more frequent service with a better distributed coverage of the city
- When I worked I took the bus when my work was on a bus line. Now I do volunteer work and need to move about quickly and often on most days. I purchased my car because it was very cost effective. I oppose the federal government controlling so many things; therefore, oppose new gasoline taxes. People I know are finding it more difficult to live a reasonable life style. But, I commend you for seeking information and trying to find ways to encourage people to use public transportation. Too bad they did away with subways.
- why are we focusing on buses. we have railroad tracks and underground subways. there were more modes of transportation back in the old days. why dont you idiots look at the plans that were in the old days instead of buses. buses suck. the only reason u love buses is because of money. if you really want to save the planet as u claim. get the old subways beds made back up. use the railroad tracks instead of tearing them up this city is runned by a bunch of self serving idiots. you tear down our history and now u are making condos for rich people down here at the beach which we dont want because you politicians have to pay back your real estate buddies. this town is corrupt.
- buses suck. get subways. noone wants to be outside waiting for a bus. use trains also. you people in rochester on the city council are morons. the city has more ways of transportation back in the day. bring back the subways. buses suck.
- I have concerns about the routes not having enough time or enough buses, which makes travel too crowded, The better cared for buses seem to be in the suburbs and they leave the poorly maintained ones for the downtown. The seats are deteriorating. The stops need to be cleared better when it's snowing because it can be dangerous, and makes it difficult for those in wheelchairs or walkers. People with carts and baby carriages take up space on the bus that should be reserved for the handicapped. The drivers need to be more patient and wait for people. I, as well as others, have been left behind many times. Traveling in the winter is a real headache, and indoor stations are desperately needed, especially when one has to wait 40 minutes for the next bus.
- Buses should have real time information displayed and updated automatically. For example, it should no longer be the responsibility of the driver to update the bus "route sign" that is located in front of the bus. The main reason, is that often times the driver forgets to update the "route sign", particularly during transfers in the Main Street area, and customers miss their transfers or bus ride. The

transportation system in the Rochester area appears heavily outdated, and certainly should leverage technology to regain vitality and gain more customers. Also, certain bus areas seem to lack security, feel creepy and unsafe or uncomfortable. Below are some recommendations to improve the bus service in our area: - Use software in buses that will dynamically update the "route sign" that is displayed on the front of the bus. - Use an inner bus digital sign to display current time, temperature, forecasts, determine bus route/transfer delays or headlines. - Use real-time signs in all "bus waiting areas" or in "major bus waiting areas" like Main Street, that will update customers on arriving/departing buses and display current bus location/current time, temperature. This can be accomplished by leveraging simple wireless GPS positional/location software. - Use cameras in certain areas to monitor congestion and for security reasons. - Upgrade "bus waiting areas" to count the number of customers that enter the cabins. This can be used for statistical purposes for a variety of reasons: a) Number of users at a particular location on any given day b) Use the statistical information that is collected to increase/improve/update a bus route to relieve congestion at a particular location/area etc. c) Buses should be allowed to take right turns more often in particular areas to reduce stop and go and help maximize fuel usage/consumption

- I live in a place where there is no transportation except when I move my car. When I moved here in July of last year I saw a transit bus and said oh good if I can't drive. I have been at Greece Town Mall and have seen people getting on buses right at the entrance doors of the stores, maybe Macy's, saw them get on and off and their mode of transportation was the bus. Bus goes down Britten Road but doesn't stop for anything. Especially in the winter time when I can't drive, a bus would be good especially from Lake Avenue to Dewey Avenue, there's no transportation. There are quite a lot of elderly people in the area where I'm living on Britten Rd and Billwood Dr. They will be in the same position as me when they are not able to try and not able to get anywhere. I think it would be marvelous to get on a bus to do shopping and come back home on the bus.
- I have just moved here from new York city, where I spent over an hour each way on the subway. That is what I expected, and it was convenient and well thought out. I don't want to do that here because the mass transit system makes no sense here. Why spend an hour in transit here when I can get to work in 20 minutes in my car?
- People without a car need bus service in the city and county. What we need is fast, efficient and reliable train service east and west (Direct) to NYC, Boston and Chicago with baggage checking and reserved seats. Air travel is a total joke!. Carl F. Berg

- CERTAIN BUSES THAT ONLY RUN DOWNTOWN RUN LIKE EVERY HOUR AND A HALF OR SO. THEY'RE NOT AROUND WHEN I NEED THEM.
- I would love to see the monitors that give real time information about the times and locations for buses. I lived in Japan and found it very convenient to take public transportation. Think not just about the transport system but about the neighborhoods and physical environments around and how to make it more conducive for people to use public transport.
- Need to hire people with transportation experience to head the GRTA, not just political appointees. Make your bus schedules easier (possible) to read! Make sure bus drivers know it's a real problem when they get to and leave bus stops early. A real impediment to using the bus is being afraid to walk from the bus stop to your ultimate destination.
- I would like to be able to travel on public transit in my wheelchair. It would help me get to more places. Lift line is too expensive.
- The importance of having public transportation is very vital providing more bus service more often and larger buses because the #4 Hudson I ride now is extremely crowded every day. It's insane. No room to even stand on the bus. It's like that every day during the week that is.
- Shelters are needed in the most outlying (suburban) areas. Patrons are most often exposed to the elements, Which discourages ridership in the winter months.
- The city transportation is very good. There are many ways to get downtown. However when it comes to traveling to the area colleges, there are no frequent buses. I would like to see the RTS going into Nazareth College, and Brockport College, more frequently. This would definitely change the way many people travel especially at night.
- WE HAVE THOSE NEW DIGITAL DISPLAYS TELLING YOU IF YOUR BUS IS ON IT'S WAY, I THINK THOSE ARE A WASTE OF MONEY. I THINK AN APP WOULD'VE BEEN A MUCH BETTER SOLUTION.
- You have done a good job of keeping bus fares reasonable.
- While RTS does a terrific job within the City of Rochester, people in this town have been trained to own and drive their own vehicles. People in Rochester do not realize how fortunate they are to have free parking at their places of employment and very short commutes. In the suburbs it is not reasonable to ride the bus. My personal commute would be tripled to work if I used public transportation.
- When I first moved to Rochester as a young adult I didn't have a car and took the bus a lot or had to walk long

distances if there wasn't service because of location or time of day. Now, as an older adult who owns a car and a home, the rigors and inconveniences of bus travel make it just not feasible or practical. There are few clear benefits in terms of cost effectiveness, time savings, convenience, etc., except perhaps having someone else doing the driving in inclement weather ... if the location of bus stops and schedules worked.

- direct trips to train and airports
- i don't mind using public transport. 30 years ago when i was a teen ager & midtown plaza shopping was still good, my friends & i would take the bus into the city. i have traveled to europe where public transport is easy, quick & gets you to where you want to go. the USA is too spread out. even living in farmington ,which is not real far away from rochester, is too far away to put bus lines in so that I can go to pittsford plaza once in a while. my lifestyle is too busy to be put on a bus schedule. i need to go when i am ready not when the bus is ready. i would miss the bus everytime. it would be nice to have a bus ride into the city with friends for dinner now & then but we can carpool & save \$ too. I think i am too rural for the bus to make a difference. I already pay a lot for gas. I do not want to pay more for a system that wouldn't serve me.
- When I used the bus (prior to retirement), I found the Park and Ride service to be reasonable efficient and cost effective to get to/from home and work. I suspect that it is even more cost effective now, given the increased cost of fuel and parking.
- I visit a friend in Georgetown in Washington, DC., several times a year. I fly into Baltimore-Washington International Airport, then take public transportation to Georgetown. The whole time I am visiting, we are able to walk, take a bus or shuttle or train to almost any destination we want to go, except to hiking in the mountains outside the city or to some historic sites like Mount Vernon. Other historic sites, like the Arlington National Cemetery are accessible by bus or other public transportation. It is sometimes inconvenient if the weather is bad and then you just get soaked, but at least there is an option to get around to most places. In fact, my friend has been there for 4 years without a vehicle and just since graduation in May 2011, she has had a car and I just flew down to pick it up and drive it back to her parents house here in Fairport because the cost of parking the vehicle in DC and the amount of disuse did not make it feasible to keep it there. It is more feasible to just rent a car on a weekend or for a day if she wants to go hiking out in Shenandoah, or to the shore, or other farther destinations. She also does all her grocery shopping on the bus, which for one person is okay, but if she had to shop for a whole family would not be so easy. It is a challenge to buy frozen foods and get them home

in a timely manner using public transportation. It would be nice if buses had freezers in them. Just FYI...many communities have wide ranging regional transportation comprised of various conveyances, but Rochester does not and it would seem unlikely that an adequate bus, trolley, train system will be developed here. While I was living at and attending RIT these past four years, I was working a part time job at Unity Hospital on Long Pond Road, had to be there for shifts at varying times (7am-3pm, 7am or pm -7am or pm, 11pm-7am, etc.). Even if a bus ran from RIT into the City of Rochester and then back out to Long Pond, during those time frames it would have taken way too long and been unreliable for me to take a bus in that convoluted pattern. More direct routes between major institutions might be helpful. I knew some other students that worked at other hospitals in the area, but probably not enough to make it feasible to provide enough regular buses and cover the schedules necessary to meet nurses' schedules. Then during Fall, Winter and Spring, in addition to several days a week as a nurse, I also had to commute from RIT back to Fairport to coach at Fairport Crew Club and had 25 minutes between my last class and the start of practice to get there so there is no way a bus would work out, again the directness and the length of time would make it impossible. Then I would not get out until 9pm. Sometimes I would go back to RIT and sometimes I would stay over at my family's home in Fairport and then go directly to class the next morning. Many people I know have a fragmented schedule like this and even now I work the 2 part time jobs and I know many other people who are forced to piece together what work they can find in these difficult times. Some people may still regularly commute day in and day out, but I think more and more work multiple service jobs and retail jobs in order to make a living which often precludes using public transportation.

- My current feeling is that the bus system is not very convenient based on the experience of others I have known who use RGS, such as spotty hours on weekends. After graduation, I plan to work as a nurse at an area hospital--I might be inclined to use the bus to get to/from work at that time, if: 1. The cost of parking/gas became prohibitive/My car was being repaired. 2. Takng the bus would mean I could depend on the bus at off-hours and wait safely.
- I do not understand why articulated busses are used for Fairport. I never see many people on the bus as it goes through the village.
- Again, I have less to say about taking the bus because there are no sidewalks in our area to easily walk to even try the bus and there are no shelters at bus stops for inclement weather in our area.

- I lived in Boston for a long time and used public transportation as much as I could to avoid traffic, get to work and back quicker and be productive on the train/subway. They had the critical mass to make it mainstream and acceptable. Trains ran frequently and the trains were generally safe (there was the odd idiot on the train that everyone ignored). All in all, a good experience. Rochester commutes don't have the same stress and length. I am not sure how widely, a public transit system will be accepted in the suburbs with out a lot of convenience offered to pull the whole package together (coffee, wifi, door to door service). You need to make life simple and flexible for commuters. It needs to be quicker and more convenient than the alternative. Saving money (on gas) is good but without the convenience, it won't fly (for me).
- The issue, for me, is the time required, and the lack of schedule flexibility. The cost comparison is obvious. Even though my old car gets 33 mpg, gas at nearly \$4 is over \$8/day, not counting wear and tear. So a round trip under \$6 via public transit may be worthwhile. But with the current system, on a good day my round trip drive is 1.5 hours, and I have time flexibility. With RGS, the time on a good day is almost 3.5 hours - and I would have to ask my employer to change my schedule.
- I have used park and ride in the past and would use it more now if the bus went near my current workplace without transfer. May be changing job locations back to downtown and have considered looking into park and ride again if that happens.
- The bus stop is in front of our house and the bus takes me directly to work. The problem is that I often have to leave the office and travel to rural areas throughout the week.
- It is not clear to me how the bus system works. If there was light rail into Rochester and then the ability to transfer from there, I would consider this very strongly. When I travel now to different locations, I typically use public transportation
- Especially needed for seniors and the handicapped, who have fewer choices (and less money)
- really hard to use public transit when my obligations change a lot and i have to use my car during the day. Also, my experience with bus service in the past is that it is so unreliable, it is very difficult to use when I have to be somewhere at a specific time.
- It is not easy to use public transportation. I have never thought it was. I used to see all the people downtown waiting for their transfer buses in the 1960's. BUT - I came from a very big vibrant (at that time) city with a good bus system. When I took the bus- it was a direct line - West. Ave or Main St.?? to Midtown.
- I prefer not to use transportation because it's hard for me to access the bus due to mobility problems.
- I don't use public transportation because I live so close to where I work. I live and work in Spencerport. If I had to travel into the city every day (and pay to park), I would definitely consider taking the bus (especially if a Park and Ride was close to my home).
- Rochester is too small a market to effectively support unsubsidized mass transit. It makes sense in bigger cities, but Rochester is comfortably sized to make driving inexpensive, timely, and enjoyable.
- I would like to see transportation to senior centers and with arrangements made to help people who are using walkers.
- RTA doesn't have buses that go where I travel. I live in Webster and travel locally most of the time. There are no buses that go from Webster to other areas besides Rochester that I want to go. I also feel the questions in this survey are rigged to drive to a desired result. don't even know why I was included in the survey.
- I have been on Rochester bus's once or twice in the past year and found them comfortable. Unfortunately I live in a suburb where transit is scarce. There is a bus, but I think it takes 1 plus hours to get to work, and 2 hours to get back, and I would have to walk about a mile to/from the bus stop to home. I understand why. Probably not enough ridership for you to make a buck, however I would LOVE to leave my wife the car and take the bus to work. Thank you for including me in this survey.
- For the few times a week I am out and about, making lots of stops, bus transportation is just not practical.
- I would take the bus if I didn't have a car or had somewhere far enough to go that I couldn't walk.
- Sometimes buses are not on schedule.
- Buses clog roads and stop too often. Subways/trails are the only practical mode of transportation. Traffic is not an issue in Rochester, its great compared to other cities.
- THERE DOESN'T SEEM LIKE THERE ARE A LOT OF BUSES..I SEE A LOT OF REALLY CROWDED BUSES. ESPECIALLY, WHEN I'M RIDING AROUND MONROE AVE. IT WOULD BE NICE IF THE BUSES WERE CLEANER AND USER FRIENDLY. THEY SHOULD ADD MORE BUSES DURING THE SCHOOL YEAR SO THAT PEOPLE COULD HAVE A SEAT.
- I did not include walking and summer bike riding as modes of transport. I would love to have many people, not just lower income folks using public transit regularly and have fewer cars on the road. I like the idea of having

smaller buses for most times during the day and the big buses for busy time or heavily used routes. It is sad to see a HUGH bus with 3 people on it . It a route gets unexpectedly busy... send out a second bus or exchange at next stop for larger bus. I love to see crosstown routes not just spoke route (to downtown then out again) Express buses in the morning and evenings for inner suburbs and out ring city (a quick bus from downtown to Culver Road on Park ave or East Ave) More solar powered or alternative fueled buses

- I rarely take the bus because it is often faster to walk than to wait for a bus, that is more often than not going to be late. Hypothetically speaking if I did take the bus, my experience has been that it will usually be filled with screaming teenagers, cursing, drinking alcohol, or being drunk, bums asking for money, it makes me very uncomfortable, in addition to the nauseous feeling I often get from the bus drivers slamming on the gas and brakes. The primary reason is that I can often travel faster on foot than to wait for a bus and deal with being nauseous and harassed
- In the city there are many bus stops the problem is every bus goes downtown before you can get anywhere which usually tacks on an extra hour to your trip depending on where you are going I think it would make more sense to have more hubs throughout the city and then have downtown be the main hub.
- Obviously winters play a huge role in this city. Special attention paid to that alone will address many concerns. Car ownership and parking on crowded streets w/ plows would/could be decreased. People don't want to walk or wait at freezing morning stops...not to mention that alone is dangerous. Less drivers also equals less winter accidents. If done well and fully, city transport can make or break a city and its morral and overall growth.
- I BELIEVE THAT I WOULD UTILIZE RTS MORE IF THE ROUTES WERE MORE USER FRIENDLY. BUSES RUN SO INFREQUENTLY, AND WHEN YOU ARE AS BUSY AS I AM, YOU NEED A REGULAR, CONSISTENT MODE OF TRANSPORTATION. AS A FEMALE, I WORK LATE, AND DO NOT WANT TO WAIT ALONE LATE AT NIGHT IN ORDER TO RIDE THE BUS.
- THE BUSES AT R.I.T RUN SO IRREGULAR. THE BUS IS SO INFREQUENT THAT I CANNOT TRUST CATCHING THE BUS. I WILL MISS OUT ON PART-TIME WORK, ARRIVE LATE TO CLASS, OR HAVE TO WAIT FOR LONG PERIODS AFTER CLASS. I WOULD CATCH THE BUS MORE OFTEN IF THE R.I.T BUSES WOULD COME ON A MORE CONSISTENT BASIS.
- Like I mentioned before, I think it would benefit many people especially those who attend the major colleges

in and around Rochester if there was some sort of direct route. Also, think there should be shuttles that go to the suburbs more frequently than they do now. And perhaps...you can get routes that reach out to places like say Xerox and Pachex in Webster, Lolly Pop Farm, Rush, Hamlin Beach, etc...places where people would like to go but can't. There's more to see of Rochester than just where we can go because that's as far as the bus goes.

- I think more bus stops are needed in the sere more suburbs.
- I JUST WISH THE BUSES WOULD COME ON TIME. NOT EARLY. NOT LATE. RIGHT ON TIME.
- IT'S MORE PRODUCTIVE TO REGULATE DIESEL RATHER THAN GASOLINE. CONVERT THE BUS FLEET TO CNG. YOU CAN'T RAISE GAS TAXES WITHOUT A DECREASE IN THE FICA TAX. THE AUTORESPONSE BUS PLANNING SYSTEM IS UNFRIENDLY AND REQUIRES A BUS STOP NUMBER.
- Please use the modern technology - solar power, hybrid technology, real time communication on wire. Promote the image of bus - need good slogans, catch-phrase, for the clearer, modern image of eco friendly approach to our community. Also, please study other cities in the world. How Japan operate on time mass transit when thier transportation is actually very jammed. We should also consider our regional requirements - heated bus stop and station, with solar technology, or heated seat (with coin operation?). Easy bus stop route map with time table that are accurate and easy to read. Please do not mess with Hispanic language, etc. English is enough, and they can learn what they need. because having 2-3 languages becomes expensive, you don't have anything anywhere. So nobody want to use anything. Please use the model from other cities in the world. Please hear the voices of people who have actually lived with mass transit. How are you going to ask about something people have never seen? Do you like a white elephant? Why yes, or no?
- Since I commute out of the county for work, I don't think public transit would work for me and it is too far to bike on a regular basis. I wish our community were more walkable. Our children are not yet in school, but when they are, I would like them to be able to walk to school. Unfortunately, although our school is quite close and they could walk, they must cross a major street (441/Elmwood) without a crossing guard. All the children in our neighborhood take the bus because of this. I am thinking that I might walk our children to school, but that might not fit my work schedule and I also don't want the kids to be too "unusual" and get teased at school. Also, I would love to be able to walk to a playground, but again, there isn't anything within walking distance for us. It seems silly for us to drive to a playground so that the kids can run around, but that is what we do. Rochester does have wonderful

bike trails and we do try to bike for fun on the weekends in the summer. Again though, we usually drive to the Canal to bike rather than biking right from home. We also live near some town and county parks, but again, we drive to the park and then walk around.

- Small bus shuttles seem to be more flexible and more efficient than large bus service routes. Can RTS utilize more shuttle size buses for more routes, or can RTS work out deals with existing private shuttle services, such as UofR, so those services are open to the public? Alternative fuels - how has RTS worked on implementing?
- The bus is mostly very convenient for me. My main complaints are when 5 times in the last week and a half a full bus passed us by at the Main & State stop. I take the 1 Lake to Charlotte in the afternoon. While waiting I'll see 2 Lake to Kodak Loop buses go by with only 10 or so people on board. Then the Lake to Charlotte will pass us up because it's full. One Friday the 3:50 PM and the 4:35 PM both went by full. My other complaint is concerning the unsupervised, unruly students. Very disruptive and extremely foul language. If anything will make me go back to driving these will be it.
- I would absolutely love to have a mass transit option available as an alternative way to/from work on days I do not need a car (at least 3 times a week). I would especially take advantage of a bus or train during bad weather months when driving is stressful, hazardous, and delayed. The biggest problem is there is no way for me to get to and from work by any mode other than car. I'd be willing to do the park and ride at a local plaza or Wegmans or someplace near home but also willing to have a short walk to my office. I'm not interested in long walks from the bus to my work because of our brutal winters and the "open to the elements" nature of a suburban location (not downtown).
- I am disabled a little and have problems walking. I would like to see more buses going to the malls. Greece Ridge bus 14.
- Buses either need a dedicated lane on major roads or just scrap buses altogether and go with light rail. Buses are way too slow. You can bike faster than a bus goes up and down Ridge Road for example.
- My perception is that transportation is not suburban friendly and if there is suburban transportation from Greece to Webster, I am not aware of it. Information is key in helping people make choices. I can honestly say that if I knew that I was going to have a normal work day of 9-6 I would consider taking bus transportation, but working late is not always predictable because I support West Coast operations.
- Don't know much about the transportation of our area. I live in the suburb, but I know our transportation is nothing like any of the larger cities I've visited such as Boston and San Francisco. I really liked using the T when I visited a friend that lived in the suburbs. We took many trips using the T.
- I have never used RTS before, and am hesitant to change. I am only familiar with my car, but am also concerned about pollution, and transportation costs (gas). I know it would be better to take the bus for certain trips. We have bus stops right next to my house but I am unsure where to find information about where these buses go and what times they arrive and depart. I just don't know how to go about changing the comfortable and familiar way I travel... by car.
- Transit needs to be centralized. I ride the trains, and I wish buses went to the same places and the two systems were connected. Also, I'd appreciate a bus from Irondequoit to the Airport which is a more direct route than is available to me now. Parking around train station is impossibly unsafe; not practical to leave a car there, so a bus from Irondequoit to the train station would help with this situation. At Rochester General Hospital, parking is not free and I think it needs to be. I resent having to pay for parking there.
- I used to take the bus, my stop is more than a mile from my house which took up to 20 minutes to walk. The trip down St. Paul took a minimum of 30 minutes and I lost more time walking to work on the other end. Effectively the bus takes twice the time to get to work and home that driving does. But this is not the reason I stopped taking the bus. I stopped because an unaccompanied teenager was screaming on a bus I took for most of the trip. The passengers, the bus driver and I didn't say anything to her but that was the last time I took the bus.
- Where we live is a mile from any bus stop. I don't see that that is likely to change. I'd be happier if I could get on a school bus to get home. I seem to stay within the boundaries of my suburb. Those half-empty school buses that I help pay for look very attractive to me when I walk home, 3 to 4 times a week.
- I would use my car less if frequent, convenient, and reliable bus and light rail transportation were available. I already use my bicycle to commute to work occasionally.
- After living in San Francisco for a summer, I have a different view on public transportation. I had a bus stop right outside of my apartment complex and I didn't need to walk. There was a bus there very frequently, and even though there may have been some transfers, I usually didn't have to go to the center of the city to transfer. The wait time for any transfers was not long. I would be more

inclined to use a bus system that was more accessible and had more frequent stops.

- When I was working at Kodak, I often rode the bus when my wife was not working on the same time schedule. When our schedules matched, we drove together. Now, most of the destinations I/we wish to go to are poorly served by bus, or involve transfers, and it is more expensive and time consuming to go by bus than driving. Also, I am frequently transporting substantial amounts of materials or food, that would be difficult to carry on a bus.
- I rode the bus to work for many years when we had only one car. Now the bus is much more expensive than driving, especially when multiple people are in the car. And it is slower and may not go to the locations I need. Now we almost always make multiple stops on a single trip (7 on Friday). With the bus it would have required multiple fares and going back and forth to the transfer station. And how could I ever take large amounts of groceries on a bus?
- Working in the Hospitality Industry my entire career, I have tried to support public transportation in our area. It is difficult, however, to do so because I have now worked in Victor for over six years and due to some political rift, Rochester bus service will not go any further than East-view Mall. Most guests are not even aware that there is public transportation into the City of Rochester.
- For RTS, I think more shelters need to be available to riders. Not just downtown, but throughout the city: Westfall and East Henrietta Rd especially. There needs to be more buses serving Green Knolls Drive at more frequent intervals, and that street needs shelters installed as there are currently none. Drivers need to demand respect from young riders, insisting that they stop swearing, lower the volume of their music, and give up seats for elderly/disabled.
- Why do this survey and waste funds, just use the internet and social media to communicate with the community. Stop having such a disconnect to the Rochester community. RTS has no face, nothing but dirty buses and fat bus drivers is all I ever see. Get a spokes person to advertise your product someone local and community friendly. Stop hiding out behind your fenced in walls on main street and your high-rise offices. Take off you grey and dark blue business suits and take your public transportation message to the streets. Here's a helpful web article. <http://www.uwgb.edu/dutchs/pseudosc/masstransit.htm>
- I believe there needs to be shelters at every bus stop. During the winter and rainy season it is very hard to stand outside waiting for the bus where there is no shelter, especially when with young children. I noticed that mostly

all the rural areas have shelters but there is very few in the city. I believe that is unfair because most of RTS customers are from the city.

- I'm grateful for public transportation. Where I now live, I am able to catch a number of different buses to the places I work. I do wish buses ran more frequently, but the current schedule is adequate. I sometimes sense that the traffic lights need to be set to reflect more accurately traffic patterns in the area. I wonder about the usefulness of the inner loop. I'm intrigued by the possibility of introducing high speed rail to the region, as well as by the idea of bringing a light rail system to connect the suburbs/small towns to each other and the city itself.
- If monthly bus passes cost even a little less than \$40 (i.e. 5 work days x 4 weeks x 2 trips a work day) I would be much more likely to buy a bus pass and ride the bus more often. One of my biggest difficulties in riding the bus is having dollar bills available.
- People with disabilities have problems getting around in a timely manner that they can live with and the regular busline is not an option for most people with a disability.
- Public transportation is a great idea. I ride a bike to work when I can. I don't use buses (when I could have) currently because (1) I don't know their schedule, (2) I don't want to wait on the stop during bad weather. The main obstacle for using public transportation for me is need to pick up/drop off kids on my way to and from work. I think that using buses would increase travel time a lot, even if convenient bus routes exist. It would be very helpful to be able to get buses schedule easy and interactive. I don't know if this service exist - I'll look it up on-line.
- I am a full-time student in Cornell. I used Greyhound to travel from Ithaca to Rochester, and I asked my parents to pick me up at the station. If there was a bus, I'd use it. In Rochester, while visiting parents, I usually go around by bicycle. If I need to go shopping, I ask my parents to give me a ride. I'd use a bus if I thought about it.
- I used to take the bus to work from the Southwedge to downtown. I once had a very bad experience where a patron on the bus spit on me as he was exiting the side door. I had no reason to believe why this individual did this act. I reported it to both the bus driver and RTS and never received any type of response from them. Not even "We are sorry to have to experience this unfortunate incident". I believe it may have been a hate crime incident as I do not know this person or caused any reason for him to spit on the side of my face. I never take the bus anymore as I do not feel safe on the route that serves my neighborhood.
- Please make transport available to those of us who work in Ontario County! I hate having to drive every day down

to Phelps/ Canandaigua and would ABSOLUTELY take buses/ carpool if it were available. Thank you!!!

- I live at the Seneca Towers close to uptown and I appreciate the convenience. Transit is a short distance away. I live close to the #5 and if I walk across the bridge I can take the #1 bus but this location is central to the uptown center of transit.
- I usually don't take public transportation unless my car is in for service. I have taken the bus most of my young life. My parents taught my sisters and myself to ride the City buses at a young age. I used to really enjoy riding the bus, even as an adult, because I could relax and read while I rode to work, to school, to the mall, etc. Now there's so much noise and people are so dirty - urinating on the seats, spilling food and drink. You don't want your clothing ruined because of someone else's thoughtlessness. If gas gets too high \$5.00+ per gallon. I guess I would start taking the bus again.
- The bus shelters are dirty.
- I grew up in the city and took the bus often to get to work. Where I live now the closest bus stop is 2 miles away and I had to go downtown to travel to Greece. It took 2 hours for a trip in a car that takes 20-30 with traffic.
- I would not feel safe on Rochester transit. I would not walk to an RTS stop on the side of the road and wait for bus it is embarrassing and uncomfortable, no cover or seats.
- The current bus system is entirely too complicated and time consuming to use for work or leisure. I know that RTS makes a profit but the riders appear to be those that are not on their way to the workplace.
- When I first moved to Rochester (Greece) in 1981, I had to spend nearly 2 hours getting to work in the morning by bus. I lived on Dewey near Northgate Plaza. It meant taking a bus downtown, then waiting (in the winter) to transfer to another bus that went to the University. While riding in a nice warm bus was great, the rides in and back home were excruciatingly long. I'm sure the time frame must be shorter by now!
- I WOULD LIKE TO HAVE TRANSPORTATION FROM GREECE SENIOR CENTERS TO THE EVERYTHING THAT WE WANT TO GO TO. PLEASE GIVE US THE TRANSPORTATION TO GET US TO THE MALLS, MUSEUMS, CAFES, CONCERTS. WE HAVE NO TRANSPORTATION GOING FROM GREECE TO THE CITY OR TO HENRIETTA. IT WOULD BE NICE TO GO TO SOME OF THE ATHLETIC EVENTS AT THE COLLEGES.
- It's safe. The only thing was the location of where the bus was for example downtown Rochester and too many homeless people hanging out there. Sometimes I've seen someone beat up someone at the bus stop at the Midtown Mall area bus stop.
- The only reason I don't take the bus is because I'm handicapped, ie it's hard for me to read the bus stops. It's understanding the words. I'm mentally retarded and I need someone to accompany me like a coach or bus driver's assistant, mentor, like a bus mentor. Those are the only reasons I don't take a bus.
- I NOTICED THAT THERE ARE A NUMBER OF RTS BUSES THAT DRIVE BY THAT ARE NOT IN SERVICE. I WONDER WHY THEY'RE DRIVING AROUND EMPTY USING FUEL. THEY SHOULD HAVE PEOPLE IN THERE. THEY NEED TO DO SOME LOGISTICAL JUMPING TO MAKE MORE EFFICIENT ROUTES IN ROCHESTER. THEIR ROUTES ARE JUST NOT EFFICIENT, YOU HAVE TO GO FROM WHERE EVER YOU LIVE TO THE "HUB" AND BACK OUT. WHEN YOU HAVE TO ONLY TRAVEL A MILE YOU STILL HAVE TO TRAVEL OUT OF YOUR WAY. THEY NEED A PERSON TO MAINTAIN THE EFFICIENCY. IF I COULD TAKE A BUS EAST/WEST THEN JUMP ON ANOTHER BUS THAT GOES NORTH/SOUTH I WOULD DO IT IN A HEARTBEAT. I'M VERY INTERESTED IN ROCHESTER BECOMING MORE ENERGY EFFICIENT.
- Streets are good. I would like transit in our area, then I would use the bus. Right now we don't get service out here.
- I think households would benefit from having a schedule of events and how to reach them via transit mailed to them. Something that makes route information and times of arrival/departure obvious for the given activity/event. From my viewpoint, as a senior citizen, bus stops and buses themselves need to be clean and safe. Safety is a big factor and keeps seniors indoors after dark.
- I live in a more rural area and commute to Batavia. There are no buses that go that way in a reasonable time frame! It is traveling through the country and would not make any sense.
- Bus drivers need to be more considerate of other road users - one day a bus driver at the corner of Culver and East was making a right turn and basically forced all of the cars waiting at that light to back up for him while he aggressively carried out his maneuver. I felt really scared that he would hit our car. This situation needs to be improved drastically. Also, more hubs need to be created - making everything go through downtown is kind of silly.
- I would like to see convenient ways to use transit to connect with other modes of transit - for example, I would like to have a convenient connection on the bus between my home town (Fairport) and Amtrak, interstate bus service, and the airport.

- I believe it needs to be much easier and link the suburbs and city in an easier more efficient manner
- As I travel around Fairport I do see that many people are waiting at bus stops. Years ago I did use a bus to go to jury duty. My main concern about using buses is whether I am waiting in the right spot and also whether they are on time. I guess if I used them more, I would feel more comfortable.
- I think the RTS has done a great job improving itself over the years. When I lived in Boston and Chicago I regularly took trains, subways and buses so I am very comfortable with public transportation. There is already a bus stop in Honeoye Falls about 2 blocks from my house. If I worked in Henrietta or Downtown I wouldn't hesitate to take the bus (and ditch one of our 2 cars). The problem is I work in Wayne County on 104, arrive early and leave late, and sometimes shift my schedule. It would cost RTS a fortune to get me to work. When we move back into the city once our kids are out of school, we'll probably have 1 car and use RTS regularly.
- If I could take a bus directly from Rt 441 in Macedon to Rochester, I would ride the bus, but no such service currently exists..
- The transportation system in Dwayne County is nonexistent and the ones out there are cost prohibitive for senior citizens. We have one route that comes into Dwayne County, it's there but it's cheaper to drive to drive your own vehicle into the city than to take the RTC. They charge the same for a five year old that charge for a 75 year old and it's expensive, a weekly pass about one hundred dollars, something like that. And it's cheaper to get the weekly pass than pay individually. I can drive into the city 4 days a week cheaper than paying for a weekly pass and I'm doing that.
- I strongly support the use of mass transit. However, I am not comfortable riding a bus due to motion sickness and general discomfort. NYS abandoned rail transit which would I would support in a big way, though implementation of a new system now may not be a practical alternative. I now live 4 miles from work and USE my vehicle to visit clients which makes my use of mass transit in this area impractical.
- IT ALL GOES DOWNTOWN..IF I WANTED TO GO TO MARKETPLACE MALL I'D HAVE TO GO ALL THE WAY DOWNTOWN TRANSFER AND THEN GO TO THE MALL.
- I think public transportation is very important and very necessary and would be used IF: 1. It would take people from where they are to where they need to go. (And get them BACK!) 2. It was on time and dependable. 3. It was economical (I did not say cheap!?) 4. It was "green" (friendly to the environment). 5. It was "SAFE" for man, woman and child. 6. Shuttles to jobs or homes would be available on both ends. 7. Parking areas were clean, safe, and with easy access by any means of transportation. 8. They were run by someone who knows how to run a business (Hopefully, NOT the government!?) 9. It definitely should be "Handicap Friendly" in all ways. 10. Courteous drivers and helpers Thank you for the opportunity to take and voice my opinion in this survey!!! Anson
- I would say I really do not know much about Rochester Public Transportation.
- 1st - This is a very clumsy survey. Having to put the same info for a trip in each step of the daily diary was a pain. Bus travel in the suburbs is a joke. I don't have to go to the city any more as I'm retired so the bus does nothing for me. The threat of the a per mile tax is new news to me. If you are using it to try to generate ridership it a crappy way to do it. Please send my \$10 gift certificate, I earned it filling out this survey. Then please don't contact me anymore.
- I don't know why public transportation is so under used in our area. When I lived in Boston I took the T and buses all the time to get places, but now that we moved back here we don't know schedules/routes/etc. and it just doesn't seem to happen.
- Using public transportation is inconvenient for those living in suburbs due to lack of direct routes, and distance of termini to homes. It takes too long. I would strongly consider using it, especially for non-work related travel, if the travel time via public transportation was no more than 10-15 minutes longer than driving directly. It is impractical to use public transportation when on call for emergencies. I would consider bicycling to park and ride lots if bikes can be easily taken on buses.
- Public transportation has not changed significantly since the 70's; many of the same routes (#8 Wyand Crescent) have been the same for years . Changing to a no transfer system is actually more expensive even though you maintained the \$1 rate because almost everyone has to change downtown and that is another full bus fare. Planning a trip from the suburbs is nearly impossible.
- I travel primarily for work from one suburb (Pittsford) to another suburb (Webster). I would expect to need a car to go to a mass transit location and my commute is only 20 minutes currently so bus would be a hard sell for me. That said, I like that major cities like NYC and much of Europe relies much more heavily on mass transit and if it were easy, quick, cost-effective, and demonstrated to use less fuel/carbon, I am theoretically open to it.
- I USED TO RIDE THE CITY BUS TO SCHOOL AND MY HUS-

BAND USED TO USE PARK AND RIDES BUT THAT DOESN'T WORK NOWADAYS. THE BUSES ARE NOT VERY DEPENDABLE, THEY NEED TO RUN MORE OFTEN AND LATER. I THINK THE MONEY FROM ANY TAXES SHOULD GO TO ROAD WORK.

- living in victor and working in canandaigua it so easy just to drive . even the cats bus doesn't have stops near me at this time
- Need buses between the Airport and downtown. Co-locate the train station and the bus terminal as European cities do.
- AT MY AGE I DON'T DRIVE HARDLY ANYWHERE. I DID AT ONE TIME LIVE IN THE CITY AND USED THE BUS AND DIDN'T LIKE IT.
- I wish the buses ran more frequently. I would definitely consider taking the bus to work especially in the winter. I work downtown and have to pay for parking. It is cheaper to pay by the month so that is what I do. Then after I have paid for the whole month, it seems silly not to drive. I would save a lot of money taking the bus instead of paying for parking. My only concern is if I had to stay late, there would be no bus to get home.
- I used to take the bus when I live in the city and worked downtown. Now my commute is about 2.5 miles so I drive (in the suburbs)
- Instead of having one bus pulling another bus, double buses, they use them to come out to the mall. Bus in front has 15 people and empty in the back. Use more cost efficient buses and more cost-efficient bus routes and style of buses they're using.
- I have a real pet peeve about people riding the bus who obstruct the exits. Even if the bus isn't crowded they all hang out at the exits and everyone has to climb all over them to get off or on. There are signs on the bus saying that is not allowed but nearly all the drivers never say anything about it. I would, but it's so obvious it doesn't seem worth the trouble.
- The buses simply make too many stops from my house to the U of R. It takes twice as long as it does to drive my car.
- Personally, I prefer public transit solutions that enable transit to occur without pedestrian or vehicular traffic causing delays. Options similar to underground or metro systems found in Europe, light rail, above ground mono-rails, etc. are best. Buses that utilize the same traffic routes as other vehicles or are impacted by pedestrian traffic in my opinion are not as effective in saving time. Also, we live in Western NY so any public transit options being considered should attempt to keep its ridership from being regularly exposed to inclement weather for extended periods of time (more than 5 minutes). The proposed transit stations and the vehicles themselves (buses, trains, etc.) would need to be covered and protected from the elements, heated in winters, and air conditioned in summers.
- I very much appreciate this survey and having lived in a country that has a good transit system (Japan), I really miss high-quality protected and (solar-)heated (in winter) shelters at nearly every stop. If bus stops had sufficient cover, I would not mind an additional walk to get to the stop...but I do not like the combination of brutal winters and no cover. P.S. - If at all possible, could you pass on to the appropriate department a request to investigate installing a mirror at Goodman St. and Harlem St., so that drivers from Harlem can see if traffic is coming before pulling out. Sincerely, Paige Sloan paige.sloan@gmail.com
- While our bus system does not go to my place of employment, I am so glad that reasonably priced bus rides are available in the Rochester area for those who can use and need them.
- The weather plays a huge part in transportation here. If the bus stop I would have to use had a shelter that blocked the wind and protected me from the snow, I would consider taking the bus to work as it does stop directly at my building.
- I rode the bus while not owning a car for a year or two; I lived near Midtown Plaza and worked at RIT. Bus service was awful. Do you know how it feels to have a bus drive right past you (or come late), knowing you will be late to work and now have to pay \$20 for a taxi? Repeatedly? Do you know how it feels to wait in the snow on a freezing day at an unsheltered bus stop? To not be able to go to an event because either there is no bus service or you can't figure out how to get there by bus within 1 hour of the start of the event? I really do support public transportation options. I don't even like driving much and would consider becoming a one-car household (my husband keeping his car) if I could. Access to a bus station nearby was important to me when I chose my home. My odd, changing hours make it difficult for me to car pool. What Rochester really needs is an 18-hour or 24-hour subway.
- I have taken the bus in the past when my car was in the shop for major repairs during the winter from Nov - Jan. It was very convenient and the stops were located very close to my home and work and the price was far less than what I would have paid for the parking garage downtown. However, I did find it difficult to learn about the time/routes necessary for my travel needs and it was less convenient if I needed to travel anywhere other than home or work. However, I now have an infant and I need to drop him off and pick him up from daycare so it is not feasible for me to take public transportation. I have made

efforts to reduce my travel costs by switching to a much cheaper parking garage which requires me to walk slightly farther to work.

- It is less convenient for me to take public transportation when I have to travel to and from multiple jobs. It is important that I am on time and it is not convenient for me to wait for public transportation. It is also less convenient when I need to transport my child to and from daycare.
- Yes, I sent an email regarding about a situation on September 5 at 12:41am in the morning when I was trying to catch the last bus 18 Univeristy/Plymouth/Winton in the morning. However the driving just drove by and never did a complete stop. I had to get a taxi and pay \$15.00 to get home rather I should of only pay \$1. So my concern is that I have not recive any proper information and regrets of what happen to me. If I am a value customer and use the bus over 6 years since I lived here. I should and everyone would have the same treatment.
- 1.) #12 - NEEDS TO BE SCHEDULED / RUN EARLIER IN THE AM / MORNING AND LATER IN THE PM / EVENING MAYBE TILL 7:00 PM 2.) #8 - NEEDS MORE #8A THEN #8B (STRONG HOSPITAL HAVE AT LEAST 4-5 BUS LINES IN & OUT OF IT'S LOOP) 3.) #8 - THANK YOU FOR ESTABLISHING #8A AT 6:01 PM IT HELP TO REPLACE THE LACK OF #8A AT THE 6:17 PM LINE-UP NOTE: I HAVE BEEN RTS-RIDER IN THE CITY OF ROCHESTER FOR OVER 50 YEARS AND HAVE ENJOYED AND SEEN MANY GREAT IMPROVEMENTS WITH RTS BUS SYSTEM AND PRAY THAT YOU WILL CONTINUE TO KEEP OUR COMMUNITY SAFETY IN THE HEART OF ALL YOUR DECISIONS. THANK YOU FOR REACHING OUT TO OUR COMMUNITY FOR OUR OPTIONS AND CONCERNS :) HAVE A BLESS AND WONDERFUL DAY !!!
- I work 12.5 hour shifts in a hospital. No way am I using public transportation. Would mean extending my total day away from home by at least another hour or so. Would functionally mean this: getting up at 0500 or earlier and not getting home until close to 2100 ish.
- I would LOVE to ride the bus to work esp in winter if I had a convenient route without having to transfer downtown.
- The bus stop is quite near our house, but I don't use it because buses smell and I tend to get motion sickness, and because I can drive to work three times as fast. I've thought of biking to work in good weather.
- i think they should stop the route 10 bus to down from traveling thru emerson bakus blossom and saratoga it should be a straight shot to lyell
- We need better security, and better routing on weekends. We need later service & better weekend service.
- I have used the bus to get to work for the past 20 years before I retired. Generally, my travels were fine. Winter travel was not exactly easy as sidewalks tend to be slippery and bus stops are dangerous for getting on and off, although most drivers let you off in the street instead of snow mounds. It took me an hour to get to work although I only live 5 miles from where I worked. This is because you have to go downtown instead of a more direct route. If I walked to Dewey Ave. (3/4 of a mile) I would only have to use 1 bus. If I took the #16 bus I would have to change buses . I used to take the #27 to the mall area but that was eliminated. I understood it was due to too few passengers but at the time I worked and couldn't go often. Now I am retired and there is no direct route except by Route #14 and that is infrequent. I have started to walk to the mall but it takes me an hour as it is 3 miles. The majority of the time on the bus I would read, not much time to do it later. Most bus drivers were very courteous and friendly, but not all or always. Many buses were overflowing in the AM as so many students took the Dewey bus. Many of them took that bus to meet up with friends instead of taking the bus they were supposed to take. I overheard them talking about this on numerous occasions. Overall my experience travelling on the bus has been positive.
- I like taking the bus and have been for a long time! The stops are convenient, drivers are very pleasant and, for the most part, the buses are kept pretty clean. I especially like the new buses with the good seats! Keep up the good work!
- Reason #1 for not using public transportation: not comfortable as a lone female traveling to/from Greece to downtown, especially thru the Lyell neighborhood (rough area for Rochester). #2: the bus doesn't frequent my area during non-peak work hours #3: don't feel that the seats are clean. Upholstery carries a lot of "bugs". On the other hand if the city of Rochester had more things of interest: high end shopping, one of kind stores, restaurants in the heart of downtown etc, it would be tempting if not a nice experience to leave the driving in the hands of someone else. Unfortunately this is not a city where the advantages of not owning a car outweigh the convenience of owning a car. Would have to either move to a big city where it would be cost prohibitive to own a car, or move to Europe where everything is in easy walking/driving distance with a small auto.
- I think they're doing a better job than 10 years ago. They've kept price down for those who can't afford it.
- I strongly oppose having more bus stops in the Greece area both on Stone, Maiden, Dewey and Mt. Read. I want people who can afford cars to live nearby.
- No more bus stops in Greece!

- THERE IS NO CONVENIENT BUSES TO WHERE I REGULARLY GO-I CAN GET THERE QUICKER & WHEN I NEED TO WITH MY CAR. I DON'T GO DOWNTOWN.
- WHEN MY DAUGHTER LIVED HERE SHE USED THE BUS AND GOT AROUND OK SO I GUESS THE SYSTEM IS ALRIGHT.
- bus service surprisingly good. clean buses that run on time. maybe don't run that often, and the routes are circuitous, but still good for a city this size.
- I use shuttle buses for events when parking is an issue and have no problems with using them as long there are not bad delays and the weather is not terrible. I would use them more often to go downtown, if there was a reason to go downtown. I do find the independence of driving the issue.
- There is an RTS bus every morning around 8am that goes through 12 Corners. It always turns left in the no left turn lane, even though it could turn at the street right before it and not tight up traffic.
- I think there should be more stops at doctors, religious activities, and shopping. Take care of pot holes. Signage can be confusing in Rochester.
- BETTER ROADS, MORE FREQUENT SERVICE PLEASE. POT HOLES ARE THE PROBLEM. SHORTER TIME SPANS BETWEEN ROAD CONSTRUCTION.
- Comfortable indoor bus shelters, please!
- Very weak public transportation: Unsheltered bus stop which are not suitable for cold whether in winter Buses are not coming on time and they are not on schedule No real time alert for bus schedule Limited routes and long waiting time between transfer route buses No subway or intercity train or monorail in the city No buses to neighboring counties
- While I am wedded to being a two-car family for now, and often use my car to help others without one, I would love to get us down to just one car. Rochester has a terrible transit system compared to Minneapolis, where I used to live, and lived for 7 years without a car very happily, even tho the winter weather is much worse there. A primary reason is the focus on downtown, rather than a grid pattern that makes it easy to get wherever you want without having to go thru downtown.
- I'd love to ride the RTS buses to work more frequently. However my worksite is temporary and I cannot predict where I might need to go. My employer often requires I have a vehicle onsite during the day to move to a different job. All three of my trips today could have been on a bus, had there been any logical design of the RTS routes.

In fact, one trip required a 10 minute walk, 5 minute bus ride, and would have dropped me off at my stop. However I cannot count on the RTS bus being on time, nor am I sure it will take me to my destination instead of detouring to somewhere that only gets service once or twice a day. And getting home is a crapshoot - I don't carry bus schedules with me all the time, and I have no idea when the bus might show up. Saskatoon (Saskatchewan) Transit Service nuked their existing route structure in the summer of 2010 and completely redesigned their system to deliver people where they want to go. I suggest RTS do the same. The RTS system of adding length to routes that are essentially unchanged since the streetcar days makes for a confusing mess. Not even the bus drivers know where they are supposed to go - and you want me to ride the bus?

- I have a disability and use a walker to help me be mobile and walk and would welcome door to door service that would be less expensive than taxis at the same fare as a regular bus fare would be. I lived in Sweden for a year and they have a good system where door to door service is available and the citizen with the disability pays what typical citizens pay for bus fare and the driver is reimbursed by the municipality. At the end of the month the bus driver takes all these tickets and brings them to the treasurer in the municipality and turns them over and gets the full fare. I think it would be good to study what other systems around the world are doing and who have been successful and work it out in our culture, at least look and see but there's an arrogance here about that.
- bus stops need bus numbers and scheduled at the stops. I often walk over take the bus because it simply takes too long. It takes an hour or more to get 4 mile away from home (by car its max 8 min). I can walk that often faster.
- I may utilize transit more myself and with my family if I felt safe at the bus stops, with the areas being better lit and with the enclosures being kept clean and free of vagrants sleeping in them.
- I used to take the bus many years ago (1960s, 1970s). I didn't mind it too much. They could have been cleaner, but it was easy. I didn't mind the delays, but the transfer in the city of Rochester would be out of the question today because I would not feel safe.
- My impression of public transportation, particularly bus, is not very safe. I do not feel comfortable using them. I may have a completely wrong impression about the bus, but I just do not feel to even try once. I feel very safe and comfortable if I use my car to travel around Rochester area. If I do not feel this way about transportation service and I do not think I will use them even though I have to spend my money for gas.

- We have lived in the West Chili area (Chili Ave near Union St) for over 50 years and have NEVER had bus service here, even though it is a heavily travelled area. Cars have always been the only possible mode of transportation to and from here, and I wouldn't have the slightest idea how to use bus service if it suddenly appeared. We very rarely go into the city, doing business in the suburbs exclusively, and would be especially unwilling to enter the city on public transportation because of safety considerations. If there were suburb to suburb public transportation circling the city I might consider using it.
- I live only 4 miles from work, and drive a hybrid. However, I would consider taking a bus if the stop was closer to my office, and it wasn't so restricting as to what time I would need to leave work i.e more frequent buses between 5 and 6 PM.
- With 5 drivers and 2 cars, we've struggled to share the 2 cars. Each time I investigate public transportation, I find the commute time for my 8 mile trip excessive. Same is true for my son to commute to MCC. For his night classes at Roberts Wesleyan, stop is too far from the college. My son in high school has no practical public transit from Gates-Chili HS.
- I often see huge Rochester transit buses with very few passengers. Wouldn't it be better to know where the riders are coming from and send appropriate size buses to transport them? When I was growing up I did take the bus on occasion and they were much smaller and rarely filled to capacity. At that time Rochester proper was a much larger city. I believe there is much waste with our system.
- I feel that Rochester needs the transportation but I do not like the litter that is left at the pickup/drop off points. It would be nice if something was done about this problem.
- My transportation choices are determined by a combination of cost and convenience. If I had to pay parking costs downtown, I would elect to take the bus. My family can catch the bus at the end of my street and there is also a Park and Ride at Ridgmont. If I have to go to a suburban location the current hub system of going downtown is not handy. The Toronto model of public transportation is excellent and one we use when visiting that city.
- I have to walk with a walker. My son takes me to the places I need to go, doctors, restaurants and shopping. I can not walk up steps to get on a bus and I do not use a wheelchair.
- Make public transit more frequently available to & from the hub areas such as, shopping, hospitals etc.
- I live in Genesee county and currently don't have any bus transit.
- For elders especially, if a bathroom was available on a local bus like they have on Greyhound buses, bus travel would be more enticing.
- The bus from Eastview Mall into Rochester is very inconvenient. There should be an easy way to take the CATS bus from Canandaigua to Eastview and then access the Rochester bus system from there. I would do that if it were available especially in the evening for events. If there was a bus from Rochester to CMAC for concerts I wonder if it would be used? Having the train station, local bus station and Greyhound bus station together is very logical. Plus add an easy connection to the airport.
- An easy bus connection from Canandaigua into Rochester would be attractive to me. The current connection, only early in the morning and late in the afternoon, is not convenient.
- Though at this point I am very fortunate to be able to drive my car, I must emphasize now that I am very aware and appreciative of the fact that there would be buses available to me in the event that I would need to use their service. If I were unable to drive due to physical restraints I would definitely want bus access!!
- Years ago, before having a car, I used RTS... I had to walk almost an hour to Chili Center to get to the nearest bus stop to start things off. Next, I had to get on a bus that would take me downtown, just so I could transfer to another bus to get me to my job at the time. If I was closing, I had to call a cab or see if friends could take me home b/c the buses to Chili didn't run that late. Furthermore, I would frequently be stuck at work - because if I missed one bus, it was forever before another one would come. Not to mention when it snows out, and the schedule gets even smaller and the bus arrival times get even worse. I'm a retail manager, and I can not afford to be late. My store needs to open at a certain time regardless of life situations...
- Though I haven't used it because I dislike planning travel (for carpooling or transit), my understanding is that the Rochester bus system is actually pretty good.
- I would like to see more circular routes - that is hop on anywhere on a route and get off anywhere not just from outlying areas to downtown and having to transfer. For example, from fairport out to Greece or Henrietta, etc.
- I grew up in the City of Rochester and rode RTS as a child and every day to Aquinas. After the navy and college, I returned to Monroe County, residing in Perinton. I would gladly ride the bus to work and downtown if it were more frequent and more direct. I've also lived places with light rail systems (San Diego, Portland, OR, and Baltimore), and would love a system in the Rochester running alongside

the canal. Thank you.

- One other thing that impacts whether people are willing to take a bus is if they are parents. During the 25+ years I was busy raising kids there is no way I would have taken a bus because I never knew when I'd have to leave work for an emergency involving my children. I did take the park 'n ride back in the early 70's when I worked downtown and lived in Perinton, in the "bk" days (before kids), and I loved it. Again, however, it was the classic "spoke" trip, from a suburb to the city and back again. Honestly, I feel guilty driving every time I go past a nearly empty bus, as I do believe strongly in having public transportation available. Once, about 5 years ago I took what I call a "field trip". I'd dropped my car off at a Kia dealer on Lake avenue by Kodak, got a bus to downtown and then another bus out to Webster where I work at Xerox. The whole trip took about an hour and a half. The bus driver on the Lake avenue leg of the trip was an absolute delight, and helped me figure out where to get off, to go over to Midtown for the next trip. The leg to Webster felt more like a Greyhound bus ride, however not many people were on the bus. It had been at least 25 years since I'd taken a bus and it was a great adventure. Our region is not large enough to make public transportation as useful as in larger cities like Boston, NYC or even Denver. But, it does serve a vital function for those who need it, and I fully support efforts to develop solutions to reduce dependence on oil and reduce pollution from cars. One final thought - please don't separate the local bus hub from the train/Grayhound lines. I hated walking from the Trailways station (on Andrews street, I think?) when I came home for visits from college over to Midtown to catch the local bus for home, carrying suitcases and fighting snow drifts in the winter.
- I don't use the system, but from what I've seen it seems to be ok. I do notice that some work has been going into making it safer for bicycles.
- I don't use the bus, don't really plan on using it.
- I am a middle-aged female, a registered nurse. When we lived in Syracuse some years ago I used public transportation quite a bit. I cannot do so now. There is no "bus stop" closer than 3 miles from our home, and those have only 2 runs per day: one in the morning and one in the evening. When I was working at Strong Mem. Hosp., and later working home care on Rockingham St. in the city, I still couldn't take the bus because the schedule (such as it was and is) didn't mesh with my working schedule. I absolutely refuse to go into the center city to change buses. It is NOT SAFE! (An indoor bus station wouldn't change that. It might even make it worse.) Then I would have to ride at least the equivalent distance back out from the center city to get where I wanted to go. All the bus routes in Greece snake around and head into the city. Might I remind you that basically the city has no more jobs for people to get to? Maybe at one time having the "hub" downtown made sense, but it hasn't done so for quite a number of years?
- I am not opposed to mass transit systems but as a resident of a rural area it is not something that is available to me therefore I don't consider it or think about using it ever.
- I am very open minded to public transportation. However I haven't had the opportunity to use PT because it's not available to me to get to the places I need to go. FYI: My father was a Rochester Transit Driver in the 1950's. The 50's and 60's were a very popular time to ride a bus.
- When I worked downtown I took the park and ride for years.
- The new bus company is not as good as the prior one. There is very poor taxi service in the Canandaigua area.
- I live in the suburb of Penfield. Before retiring I used the bus a fair amount to get to and from work; had I still been working, the bus schedules and changed routes now in effect would have made this more difficult for me. In retirement my travel is much less predictable and I rarely have an opportunity to use public transportation. The single most useful improvement for me would be if there were a predictable and reasonably frequent minibus service connecting main locations such as shopping areas and libraries in the eastern suburbs. For example, a service using route 250 as its spine would seem to have potential.
- When I moved to Rochester and lived in the city, my family tried to only own one car. On more than one occasion the bus left me stranded at work in the evening. On one occasion I and my 5 year old daughter were harassed by another passenger. Finally, I quit using the bus and was forced to buy a used car even though it wasn't the most economical option for my family at the time.
- I live at least 2 miles from the nearest bus stop (just a stop, not a park and ride) so it really isn't convenient for me to take a bus. But when I visit cities like NYC or DC or Chicago, I am all about public transportation. It just depends on how convenient it is for me. If I could use my car less and rely on public transportation, I would. But I'm not willing to sacrifice convenience and logic.
- I am a fan of public transportation, but do not use it because it is unreliable and does not give you flexibility. i.e. if I get a call from the school nurse at work it would take me forever to get from Lake ave to CRMS. I would love it if children in Rochester had a safe and easy way to commute to their after school activities or visit friends/go to

the mall etc. without depending on their parents. Maybe the system should use smaller buses and shuttle in order to increase frequency and routes, instead of having the huge buses with high fuel consumption. In St. Petersburg there are minivans circulating around, they come every 10 minutes, so waiting time is never long and there are several routes. As long as there is a good display at the stop so one knows what to take it would be easy. In Switzerland public transportation is very smooth, there are digital displays telling you where you are and what connections there are on each stop inside the trains/trams or buses. The whole system is coordinated, to that transfer to a connecting train/tram or bus is never very long.

- Needs to be efficient and reliable
- I live in a suburb and work in a suburb. Bus transit makes no sense. The current routes, as I understand them, offer very few options suburb to suburb. Travel times are not an issue with most of my trips. The Rochester area road system is very comprehensive and except for NY-390 southbound between I-390 and Ridge Road and NY-590 southbound between Rt. 104 and the Can of Worms, there are no serious congestion related issues in our area.
- I used to take the bus all the time, then I learned how to drive (I was 30), now I would never take the bus. I know it would probably be cheaper, but I am just impatient, (I can't stand waiting around) as well as having arthritis in my knees and trouble walking. There is actually a park and ride right down the street from me, so convenience wouldn't be an issue
- I used to use park and ride a few times per week to get to work. Now my schedule has changed and there is no bus at the time I go to work (mid-day). However, I work at home 3 days a week and only drive into the city twice a week on average, so this is not a major problem.
- Rural areas do not have any public transportation options. Need more park and ride locations to access city areas.
- Having grown up in rural Wayne County public transportation was never available. However, when travelling on business I always use public transportation like bus, subway and taxi. In my village public transportation is not readily available on a regular basis through out the day or I would consider taking transportation to shopping and other appointments. This survey was rather long
- need more buses and routes. bring a subway back. tie that funding with the buses for greater support. rebuilding a subway = jobs!
- I travel to the Henrietta and Rush areas and find it frustrating that the main routes don't go out far enough, or frequently. Also that it is difficult to get from one side of

an area to another, such as from West Henrietta to East Henrietta. It would also be great if there were routes that crossed an area rather than requiring the rider to go all the way downtown and then back out in a different direction. I don't mind delays unless I have an appointment or commitment. There have been times when I have missed important things because the buses ran late, or missed connections. Also there have been times when a bus was redirected and was therefore very late (45 min.) and yet there was no way for me as a rider to know that was going to happen. I would like a way to access information when there is a major change in a schedule so I can plan around it. Overall, though, I think the bus system is very good and I would like to note that I have found that most of the drivers are very helpful and nice.

- I actually think that the bus system in Rochester is pretty good for a city of its size. I grew up in a suburban area with no mass transit, so old habits die hard, though. I also think many people believe the bus is for "poor" people, but I think that is beginning to change. More than using the bus, our family tries to bike and walk as much as possible. I would really like to see more bike lanes in the city and also more bicycle parking. I also think Pedestrian access to downtown needs improvement. We live near Monroe & Goodman and walking up Monroe into downtown feels hostile to pedestrians.
- I am happy that Rochester has a recognized successful transportation system. Mostly I have no need to travel further than my feet or bike can carry me. If I do have to travel any distance it is 45min to 1 hour away and I don't feel that the system is effective for rural transportation.
- I think I will have to figure out the bus system in November.
- I'm not positive, but I think public transportation (ie bus & rail) are heavily subsidized at the taxpayers expense and are generally used by people with no other means of transportation. I have heard rumors that some people complain of being panhandled or otherwise harassed while using local buses. This negative perception has no doubt curtailed the growth of local use. Hope this was PC enough not to offend anyone.
- I used to work in East Rochester... my car commute is 15 minutes. A bus commute was over an hour. There are stops right next to my office and right next to my house but it is completely ridiculous that a bus takes 4x as long.
- Downtown bus station is a bad idea. It will create unnecessary congestion on the surrounding streets and discourage development of residences on nearby streets. The Amtrak station is a better location.
- Rochester is a great place to live. Increasing confidence

for new riders may help as many people from the suburban areas have not grown up using buses.

- I would definitely consider public transportation if there were more times to get the bus to and from work..... would actually prefer it
- No buses go where I live or frequent.
- The climate here deters my family and I from using buses.
- I already live in the Rochester area and that's why I had so many neutral answers to those questions. The only cost effective public transportation near me is the city buses. I like taking the bus when I can but it usually not convenient. The times are few & far between in my area. And the Lake Ave & Beach Ave location is a few miles from my home and is not weather protected. Traveling downtown via Lake Ave can take some time and then there's always the transfer hassle.
- Need to purchase and service more double-length buses (articulated) to reduce the number of standees enroute. Currently, I am crammed like a sardine in the single-length buses and this is extremely uncomfortable and awkward. The displeasure makes me seriously consider some other mode of transit. Also, the wait time between most connecting routes is much too long. Need to run more single-length buses more frequently which will also help eliminate the overcrowding on each bus.
- Over the last several years, I was stunned by the ugly paint jobs (?) on the city buses. What a turn off. They are (were?) an embarrassment to the city of Rochester.
- I never use it, so I don't know anything about it.
- My wife is semi-handicapped and must be driven door to door. Thus bus transportation is impossible. Either I drive her or she drives but she could not climb on and off a bus. Thanks anyway.
- When I worked at Kodak [now long retired], we intentionally lived within walking distance of an RTS stop, and I bused to and from work for at least 20 years. This enabled us to have only one car ... a considerable cost savings. As a retired couple, we do not find bus transportation able to meet our needs and interests.
- It sounds like they have a concern about their fleet. It sounds like they're trying to improve service, and this is the wave of the future.
- The winter weather is a big issue when considering taking public transportation.
- The few times I ride the bus it's been a good experience .

I Would like to drink my coffee while riding the bus.

- I hear good things about the bus system, and plan to try next week. I often ride my bike to work - that works great.
- IT WOULD BE NICE IF THERE WERE MORE TRANSIT IN THE SUBURBS..I KNOW PEOPLE CAN GET AROUND IN THE CITY.
- The city buses that go roaring down Maxwell avenue at 6 in the morning kill me. It's so hard to sleep through how loud they are, so early in the morning. Yes, I said I would be willing to try transit hubs if they were near where I lived, but overall I wouldn't count that worth it for all the noise those buses make.
- Rochester is a fairly easy city to get around in. The traffic is not as bad as, say Buffalo. The main deterrent to riding the bus is the confusing time schedule and the difficulty understanding where each bus actually goes. I know some folks who regularly use the bus, but most people in my circle disdain from it because of a) the confusion and b) the kinds of folks who ride the bus. In larger cities, where public transport is used extensively, it is less of a matter of concern, but in Rochester, the bus system tends to be used only by "inner city folks" and though this does not influence my decision making, I know it does impact others'. Especially for young folks, or single women, the bus system has a reputation of being either scary, or low class. I think in Rochester, the main prevention factor that keeps everyday folks off the bus is the perception of being "low class," or "poor." In other cities, the perception of public transport is vastly different and it is a necessary part of daily life. I don't think Rochester is that kind of a city. We are set up for cars primarily.
- I have used public transportation in the past. I found it to be pleasant and easy. I love public transportation in other cities. This web site annoyed me with the amount of time it took to get to each new question. Also the default should have been to paid no parking or tolls.
- Please make sure ALL the wheelchair ramps are working.
- I LIKE TAKING THE BUS AND I DON'T MIND RIDING WITH OTHER PEOPLE BUT THERE'S A LOT OF KIDS THAT RIDE TOO. THEY SHOULD RIDE ON A SCHOOL BUS BECAUSE THEY ARE DISRESPECTFUL. THE BUS RIDERS SHOULD BE THE TAX PAYERS THAT MAKE IT RUN.
- Not sure what you mean by "transit" in the last few questions? Does that mean "bus"? Nothing can top the convenience of coming and going as I please with my own car, instead of waiting for a bus, especially in Rochester winters. The only thing that can make me take a bus to work every day is if my car exploded and someone stole all my money. I have nothing against the bus system, and I like the idea of public transportation, but I'm not very familiar

with Rochester's bus system, and it seems inconvenient to travel from my home in Rochester to work in Brighton or shopping in Henrietta or Greece.

- I wish the subway system was reinstated and the tram would also be a great way to get around in Rochester. Both of these are much better than the bus, more ecological, quicker and less costly.
- I personally have found some of the bus routes uncomfortable. People can be rude, especially the downtown routes and line-ups. Often I was concerned for my safety and the safety of the other riders.
- Generally our transportation is pretty good. People I know who take it seem to enjoy it.
- better notification system of RTS schedule changes needs to be implemented.
- One thing that would be nice is a bus route to Movies 10. The 24 goes there, but doesn't provide much frequency of service. There used to be a shuttle system in the downtown Rochester area a few years ago, and it might be nice to have that back; don't know what happened to it.
- On routes where bus only take 1/4 of passengers, use smaller buses to save energy. No taxes. Originally we paid taxes especially in NY and California, highest in the nation, the tax rate, for roads and transportation, we don't need any more tax increases.
- The highway system is great here compared to where I used to live in PA. For the most part, traveling around Monroe county is not difficult/time consuming. I used to use transit several times a week to get from Chili to downtown Rochester, but find driving and parking in a garage to be a time saver and costs the same if not less than riding RTS. A frequent customer discount/pass would be helpful, as well as a clearly identified Park and Ride in the Howard Road/Chili Ave. neighborhood. Also, I found that only one or two buses would be on the 8A route (from downtown to Chili) and that made travel more difficult. Increased service on that route during peak times 7:30AM and 5PM would be helpful.
- I tried a few times over the years to find a route from Chili center to winton place that got me to work before 9, but it required me catching a bus before 7 and the two hours did not appeal to me.
- We need transit from town to town without having to go through the city (downtown)
- I have no interest in riding the bus. I would like to see more bicycle trails & wide paved shoulders here on the east side
- If you had to run RTS like a business you would be out of business. You brag about keeping the fare down. Sure you can when the company is subsidized. What do you care how much of the taxpayers money you spend. The well never runs dry. How could you have helped me on the trip day I had?
- Bus drivers who take every opportunity to smoke on the job are part of the reason why CATS in ONT Co. has a bad rap.
- I'm somewhat out of the Rochester suburbs so it would be very nice if there were buses out here.
- W@e have only lived in Churchville for 3 years. If there were RTS buses going through the village we might use them as we age or if a car were not available for one of us.
- I would take the bus to work in the AM if I am guaranteed I get there on time. For example, if I have to be at work by 7am, I would like to be there by 630am. and have transportation to get home.
- My commute is very short, less than 3 miles, so I would find taking the bus an inconvenience. Besides, being in the suburbs there is no bus within 2 miles anyway.
- Bus trips not to/from downtown currently take too long (i.e. traveling from one suburb to another suburb on the same side of the city that is on the same inward/outward path takes much longer than driving).
- I tried to travel by bus when I worked in Pittsford, only about 10 minutes away. It turned out to be impossible, as I had to travel downtown first which seemed ridiculous. Now I would love to travel by bus to Pittsford or Pittsford Plaza along Route 31. It would not be as fast as driving but I would be able to read a book while traveling. Please consider having bus service along Route 31 from Macedon to Pittsford/Brighton. thanks,
- The highway system seems to have adequate capacity for the current load, with exceptions in some bottleneck areas, such as I-490 between Linden Ave and I-590 and I-390 from Ridge Road to I-490. This makes it difficult for the bus system to compete for some travel routes, such as from Fairport to Irondequoit, where the trip can be made in 1/3 the time by car. On the other hand, taking the bus downtown, saves the expense of parking, which can be a big incentive. I travel into Rochester several times a week, but that includes transporting young grandchildren and multiple stops, which is more easily accomplished by car than by public transit. The survey didn't permit me to describe the purposes of my trips on the specified day, which were all for volunteer activities. Much of my walking was for maintenance of the Crescent Trail system, which is definitely neither a sidewalk nor a bicycle path. I

believe hiking trails should be considered part of the over-all transportation system as a recreational asset.

- How about a CATS system in the Rochester region?
- I feel strongly that the bus stations for city and inner city buses should be near the train station. The buses should not transfer on Main Street. If you want to reinvigorate downtown, you don't want the loitering that occurs at transfer points. Main Street currently is nothing but a bus depot, which deters pedestrians from being able to enjoy that area.
- Bus transportation does not appeal to me at all; however, in the past, I have lived in cities with subway and high-speed rail. Using that appeals to me.
- It's dangerous to ride the bus at night, as well as when school lets out and the kids get on the bus. They have no manners, and are loud and rude. I prefer to stay out of the city, thank you.
- Our church sponsors a volunteer program (Mennonite Voluntary Service) that brings young people into the Rochester area every year. In an effort to "live simply" they are expected to use non-car transportation to get to their workplaces. I was helping them figure out their transportation routes via bus. Not knowing the city of Rochester too well myself it was very difficult to help them figure out the bus system and which buses to take-- even using your TripPlanner feature. Of our five volunteers, only one still regularly uses the bus. The other four now rely on walking and cycling for most days.
- I would love to see greater access to bus service in the Genesee County area. I fear, however, that we do not have a population that is large enough to support a "mass" transit system. I am very comfortable traveling by bus--I've traveled Greyhound from Batavia to Knoxville TN during the past two summers. Punctuality would be essential because my school day starts whether I'm there or not.
- I live in a rural town and do not have access to Rochester Region transportation for my job in Genesee County. I would consider public transportation if it was reliable and available during my working hours. I did use Rochester's bus service about 40 years ago. It was difficult as you had to go downtown to get any other place. There is not much in downtown Rochester now.
- I don't know that much about it. If we had transit out here we might use it.
- I don't really feel safe in downtown Rochester, and am not really interested in riding the buses because the perception is that they are not safe. I don't like the thought of waiting around for a bus that may be full. I am not sure

there are buses that get me close enough to where I want to go, so having to travel an additional distance via some other method of transportation is inconvenient.

- I live out in an area that the buses don't travel. It would be too much of a pain to drive somewhere just to catch a bus. Also, I like the freedom of being able to come and go as I please. I have little to no patience so I try to accommodate that character flaw.
- I used to take the bus when I worked and I thought it was very efficient.
- AS FAR AS PUBLIC TRANSPORTATION IS CONCERNED I DON'T REALLY USE IT.
- my mentally ill son uses the RTS system very successfully and we are grateful for it.
- It is hard for me to use public transportation because it either doesn't go where I want to go at the time I want to or it takes too long to get there using public transportation.
- I'M TOTALLY IN FAVOR OF PEOPLE THAT TAKE THE BUS IF IT'S CONVENIENT FOR THEM BUT AS YOU GET OLDER THERE ARE CERTAIN THINGS YOU CAN AND CANNOT DO.
- I would be open and willing to take public transportation to work. However, the last time we checked into this the time involved was prohibitive and the the cost benefit minimal. For example, my husband can drive from Pittsford to Kodak Park in 20-30 minutes. If he wanted to take the bus, he would have to take the bus from Pittsford into the city, transfer, get on another bus that would take him Kodak Park. This trip from Pittsford to Kodak Park could take between an hour and 15 min and an hour and half. In addition, if he takes the bus to work he's practically stranded. He has no way to pick a sick child up from school, go to the post office on his lunch hour or run other such errands. We have the same issue with me getting from Pittsford to work MCC or my daughter getting from Pittsford to MCC for classes. It would take too long and quite frankly, I would not feel safe transferring downtown with the situation at the Liberty Pole. It's too dangerous.
- I would take the bus, but in order for me to make a normally 20-30 minute trip in my car would take 1.5 hours due to the transfer downtown. If you live in the suburbs and work downtown that is great, but if you live and work/go to school in two different suburbs it's a nightmare
- I used to live in the city and used the buses many times and thought they were convenient in the city. I see a bus stop at the park and ride where I meet a colleague to car-pool but I don't think of the bus as a possible alternative to travel by car to where I commute each day for work. I also have a second job which is very near my home but I

don't see how a bus could be convenient for that. I have thought about how nice it would be to have bus service in the suburbs but I don't see where it can be as convenient as my car. It would not be cost-effective for you to provide the many opportunities to ride a bus in the suburbs as the city. You would not have the number of passengers to make it profitable. But the traffic through my area is horrible and it would be nice to see a way to reduce the traffic if people could hop a bus to the store, gym and the colleges in the Pittsford area. However, you are also looking at a population that probably could not conceive of riding in a bus versus a BMW

- we have a good transportation system , however more money is needed to maintain the infrastructure
- I don't see very many buses in Pittsford.
- I think public transit options are very important for the college age group and as you get over 70. It's important to take senior citizen viewpoint into consideration on all transit planning. A senior should have more options than a taxi when needing to get to a medical appt. To make transit effective, it needs to run every half hour and service the suburbs on the weekends.
- Up until January of this year, I took the bus to work twice a week. It was very convenient because my office was right near one of the bus stops, in a central downtown location. I loved saving on gas and wear and tear on my car. Plus the price of a dollar a ride is great! I wish there were a convenient route to my new office, but going from suburb to suburb takes more time and just isn't as convenient right now.
- Buses used to be the main mode of transportation. So I'm not opposed to taking the bus.
- I've seen buses on the roads, but have no idea where they go -- I would want to know how to get hold of an up-to-date rapid transit guide/map so I could take advantage of them, including prices
- Very fair pricing.
- Bus service in center city is ok. Frequency of stops further outside the city are not enough. There are not enough shelters, especially because the Rochester area has snow and cold for many months of the year. If you have to walk a far distance in the snow and cold to a bus stop it makes traveling bus very inconvenient.
- I would like it if RTS bus transportation had more transportation running for the 3B Lyell bus line. It would make traveling around so much more convenient with a variety of options available.
- I would love to use public transportation, but it just isn't

convenient enough for me yet. I never have cash on me for a bus and without going on the RTS website, I have no idea what I am doing and I never think to plan ahead and do it. My car is old and I would love to use the public transit system rather than buy a new car.

- I would prefer to see improved service and no cutbacks in existing transit lines rather than a GPS sign system at bus stops. All the gadgets invented will not improve RTS as much as having basic reliable service that can be depended on.
- Last year my boyfriend and I decided "out of the blue" to take the bus to a Red Wings Game from Main St (next to the Armory). I had never taken the bus before - I moved here from Arlington, VA in 1993, where I took the Metro (subway) everyday to get into D.C.. Taking the bus here in Rochester was never enticing. My boyfriend as a teenager (he grew up in Rochester), took the bus to work - that was 30 years ago. So last year, the bus was on time, which was great. However, the ride gave us a real experience on how the poor of Rochester must transport children and family members day to day. People looked sad, people were not allowed to talk to the bus driver. It was a sad experience. Then, we decided to walk home from the game (Frontier Field), and as we were walking along Main Street heading East we noticed police cars and RTS buses pulled over by the Chase Bank office building. Apparently, someone had stabbed someone on the bus. So, we now say that we can't take the bus, because the days we do, people get stabbed (jokingly, but sad in its reality).
- The City of Rochester should work closely with the University of Rochester, the strong Memorial Hospital, and other major trip destinations to evaluate transportation needs and service. I am a student at the University of Rochester and one of the main issues facing student that do not live on campus is transportation. Parking at the University is very limited, and I do not believe that there is adequate transit available to mitigate the parking issue. Perhaps the University and the City of Rochester can form a joint agreement where the University partly funds more City bus service to/from the University of Rochester.
- I would love to use public transportation more than I do now (I do not use it at all right now). But the transit system as it is seems complicated and like it would take me a lot more time - not only to figure out but also to get from place to place. I have a busy schedule and need to get to where I'm going as quickly as possible and right now my car is the best option for that. But I don't like driving and would much rather take the bus and be able to be productive while I am commuting (free Wifi would be nice for this) and be more eco-friendly. I would ride the bus much more if it was quick, easy to use and navigate, reliable, going to where I want it to go, and used the newest technol-

ogy (smart phone apps, websites, and real-time updates).

- I know of people who use public transportation... they have to leave their home at an unreasonable hour in order to arrive at work on time. One person must be up at 5 in order to get to work before 8. They arrive at 7:30am and have to wait 30 minutes. If they should miss their bus, the next one doesn't get them to work until 8:30. It seems highly unlikely to me that the amount of time I would waste waiting for buses then the long travel time when on the bus would convince me to use public transportation. Public transportation is also not convenient for running errands as it would be cumbersome to travel on a bus with groceries, packages, laundry etc.
- I feel this survey addresses the fact that people in this area are too dependent on their cars, and some are getting too old to drive...especially at night. Jitneys/Shuttles should be looked into as an alternative form of transportation here. I'm a bit pessimistic about any change in driver's habits, though. I don't think they want to stand in the freezing cold to wait for a bus. They have to end their love affair with their cars.
- Transportation is really nice in the area but I would like the lift line for people who really need it. I applied for it several times and turned down and they didn't say why. My doctor filled out the papers and everything. Sometimes I can walk a distance and sometimes I can't. I had surgery on my right knee and with my age, 75, and my arthritis, it plays a big part in my walking sometimes.
- RTS is my primary source of transportation. Until recently I've had 2 jobs. I stopped working at one because I had to transfer downtown and there were significant safety issues. The store I worked at was at Britton and Dewey and I could walk there. That store closed a few months ago and I have been transferred to the Mt. Read store. There is no direct bus for me to take to work.
- I might consider using Bus to go to/from MCC (college I attend) if I knew the bus schedules and also if there were no stops or transfers between my pick up stop to MCC. I am a 19 year old person and have never used public transportation in my life. My mom thinks that I am spoiled and she keeps telling me that she used to take the bus all the time when I was little and had to wake up at 5am to make it to and from work with a 1 year old and 2 year old child.
- Deborah would never consider taking public transportation - she feels that this mode of transportation is "beneath herself". She would rather walk 4 miles to work (the distance from our house to her part time job) then EVER consider taking public transportation (bus). My daughter has never used bus in her life. She is currently working on saving money to buy her own car and has either been using Mom's car to get to/from work or has her brother drive his car for her and drops her off. She only works 2-3 days a week and her hours were just cut at her part time job. She is considering getting a 2nd part time job at the present time.
- This was a very long survey. I was just in Switzerland for 9 days. We chose to travel the entire country by public transportation. It was wonderful; we could get to practically any city or small town by train, bus or boat. For nine days of travel, every trip was on time except for two trains. Each bus stop had a listed schedule of bus arrival time on the bus stop sign; very helpful. Also, cars needed to yield to buses as they departed from the bus stop. I believe this significantly allows the buses to stay on time.
- Limit travel during school start and end times due to increase number of kids on buses and at stops. Makes travelling near intolerable. Have witnessed fights, drug use at stops and on buses.
- It would be nice if bus drivers were more considerate of passengers running to catch them before they have pulled out of the stop. They should open the door and let the passenger who is knocking on the door board the bus since the bus is just sitting there. This is especially important for those with mobility problems who may be a bit slower than the able-bodied.
- I work very close to home; if I don't drive, I walk. However, if I worked downtown I would absolutely take the bus!
- The survey took me a LOT longer than 5 minutes to complete. Also, I'm not sure it really addresses reasons I don't use mass transit. Convenience and timing are the key, plus knowing that even if I get out at very unpredictable hours I can get home in a timely fashion. I leave on average at 8:30 PM, but sometimes that can be 5:30 and other times 9:30 or later, and I don't often know at the beginning of the day exactly when it will be (I frequently don't know an hour before I leave when I actually will leave). At the end of a very long day, to wait around an extra 20 to 60 minutes is not something I really want to do. If I lived in a very large city (as I have in the past) then taking mass transit might be done if a combination of costs and convenience made it appropriate. However, for me, time lost is the biggest issue.
- The bus doesn't go in the direction that I need. I would need to walk 1/2 mile to get to the nearest bus stop.
- When replacing buses, perhaps hybrid buses could be purchased.
- I used the bus for many years when I was raising a family, but now my needs have changed.
- I have tried to figure out on three previous occasions how to take the bus where I needed to go. The first, the clos-

est the bus came to my destination was 1.5 miles and only in the morning. The other two times, I couldn't figure out the routes and time tables so I gave up.

- I used to live and work in the City. I didn't own a car, and I took RTS frequently. I am now a Law and Urban Planning student, and have to drive to Buffalo for class. When I'm out of school, I hope to resume taking more public/active transit.
- safety and personal space with cleanliness is extremely important to me. my children were forced from school buses into rts in high school and they did everything possible to NOT get on the bus, including skipping school altogether and getting rides from inappropriate people. they said they were extremely afraid to ride those buses with the type of people who were on them and how they were harassed.
- I am from a larger city and grew up using public transportation. I would have no problem commuting by bus every time, but bus schedules are killing me. I have to wake up 30 mins earlier and arrive to my workplace 30 mins earlier because the schedule is not efficient... similarly, I stay at work for 30 mins more than others because the bus does not leave earlier and the icing on the cake is that most of the time I miss my connection on the way back and have to walk home from downtown to Brighton...good 30 mins. Besides that, I know it is somewhat off-topic but I wanted to mention that bus drivers are always nice and polite, buses are always clean and it is great that you can transport your bike on the bus, too.
- While the bus is convenient it is a problem when I work late and the buses travel less frequently.
- Downtown is a scary place with scary people. I don't want to wait for a bus in those conditions
- Rochester needs a better public transportation system. Why is necessary to ride a bus downtown and transfer out - just to travel 2-3 miles east or west of your destination (e.g. East Ridge Road). Need a loop bus or shuttle to transport people within specific areas - such as Irondequoit, and the Northeast section of the city. We would love to use public transportation - better for the environment, save \$ on gas! There are so many benefits!
- Public transportation in Rochester is very unfriendly for working middle class families.
- Rochester Transportation is fine. The only issue is sometimes buses are over-crowded or waiting too long at the bus stop in the winter. a person shouldn't have to wait 30 minutes in the cold and snow. Buses should run every 20 minutes.
- I don't like that we use RTS for highschool kids to get home from school. they cause too much trouble on the buses
- I think the idea of having routes which go around the area versus most main routes going through downtown is a great idea
- I would use the bus everyday if the last run from chili to downtown was at a later time, as it stands if I used the bus I would arrive at work over an hour early, not the most productive use of my evening. However I do understand that at that time of night there are few riders and it would not be economical to offer service for one person.
- I am interested in using Regional Transit when I bicycle for recreation. I have not used the bus for this purpose simply because I do not know what buses go to the recreational areas that I am interested.
- The buses here are a very slow way to get around. As it stands they are not very convenient to use and only are used by people too poor to have a car. If you are working and time is important they are too slow. If you are retired or unemployed then time is not as important.
- Although I have a Greece zipcode, I live just inside Parma. The nearest bus stop is 1 mile away, meaning a walk down Rt 261 with traffic zipping by at 50+ mph with no sidewalk. Conditions in Winter are impassible. I have used mass transit in other cities, and liked it. But I think I live too far out on the West side here. There are no park & ride areas for me. Even if there were, because of my work location (South of RIT), I don't think bus service could work. But I am a contractor (6 month assignment), and so I will be working someplace else soon enough...
- When I first moved to Rochester, I frequently used the RTS bus. Even then, however, it was difficult to use in Greece. The bus times are sporadic and for most trips I'd have to travel downtown and transfer to go to a spot in Greece. For example, when I had car troubles last year I calculated that I could walk the 4 miles to work faster than I could take a bus. Just yesterday, I pulled the 14 schedule to see if my daughter could catch the bus from our house to get to work by 3 pm. She could no. I would love to use transit more often but you don't make it easy.
- I live off the bus routes. Plus my weekend and evening hours would make daytime buses useless.
- I currently have to drive 12 miles to get to the closest bus stop for a park and ride (East View Mall) and if there are more than 3 people waiting for the bus its a problem. AND if I take the bus, the times it runs, I could be at work 20 mins before the bus gets me downtown.
- I live in the town of Canandaigua and travel to Macedon for work. There are no buses traveling my route.

- Because I am a teacher who transports my children as well many (often bulky) items to school frequently, taking the bus to and from work is not a viable alternative at this point in my life. When I was younger and worked in an office the city, I often took the bus to/from work and found it to be convenient and pleasant.
- It's woefully inadequate at present. We live a mile from a new development that has 80,000 people and the Rochester Transit service does not yet serve Gananda. We would benefit from it if they did. There is a lack of cross town service in the city of Rochester and to outlying communities and it's not just where I live.
- As per Google directions it would take me over 1.5 hours to take public transportation to get to work. It currently takes me 25 minutes by car. Since I can't afford to spend 3 hours on a bus every day, I'm forced to go to work by my car.
- Although I have not used public transportation in the Rochester area in some time, I have in other cities, and in all those cities, the buses were more expensive to use than in Rochester.
- I rode the bus to and from MCC's Damon Campus two days a week about a year ago. The bus was on time, comfortable and safe.
- Cost is another factor as well. I really have no idea what a bus ticket costs in this area but if it were close to the cost of the fuel burned to drive it I would be FAR less likely to take the bus. It would have to be a substantial savings to switch modes of transport.
- Shuttle service directly to Strong Memorial Hospital from the LeRoy area would interest me if the shuttle times matched my commute times.
- With few exceptions, I am happy with the route #91 RTS experience. I find that having a 'regular' consistent driver helps improve the experience as they learn the needs of the 'regular' riders. An additional route option going from Strong Memorial Hospital to Lima at 4:45 in the evening would be helpful. There have been a number of days when the bus is full to the point of standing-room only. The only complaint I have had is when a scheduled bus simply does not show up. This has happened only a few times, but considerably reduces my overall rider confidence. I understand that these irregularities may be unavoidable, but I would appreciate a way to confirm the lack of a particular route by a hotline phone number. This would allow me to make impromptu arrangements with work or home.
- I live in a very rural area and I have a farm. I will always need to stop and buy feed on the way home from my "day" job. It would not be possible to do this on a bus. Besides which there are no bus stops anywhere near my town and I would never in a million years move to the city or even the suburbs. I'd move to Wyoming first! While I appreciate the need to get city folk around en masse, it really doesn't apply to me. I think the criteria for bussing people should be based on their bad driving habits, that lose them the privilege of driving themselves, such as drunk driving or texting or other irresponsible driving behaviors. If you got all the bad drivers off the road and onto busses your problems would be solved. Also I don't think it's fair to tax car drivers to pay for bus users. We already have to pay a slew of taxes and insurance to take care of our own transportation, why should we bear the burden of someone else's? Would they have to pay a penny tax for every mile they rode the bus on top of the regular bus fare?
- Would love to be able to take transit to Canada
- FOR ME PUBLIC TRANSIT IS NOT A VIABLE ANSWER.
- Buses in our area are running empty. Why aren't smaller buses used to transport commuters to the suburbs?
- WHEN I RARELY DID USED TO TAKE PUBLIC TRANSIT IN THE PAST IT WAS ALL ADEQUATE.
- Again, current Public transit routes in Rochester area do not make sense. I would love to use public transport if it were available, safe and did not take me miles out of the way to get me a few miles down the street. When my son started college we had to buy another car so he could travel straight west on Jefferson road to get to RIT from Pittsford. He cannot even ride his bike there because there is no safe route. The new bike routes along Jefferson and other roads are NOT SAFE!!!. Get rid of them and put in a SAFE BIKE ROUTE SEPARATED FROM CARS!!!!!!.
- Bus lines in Rochester area do not make sense. no one wants to go downtown. The area is so small routes need to connect suburbs with points of interest. Bus lines need to be safe
- I have lived in the Rochester/Pittsford area for the past 11 years. I grew up in Chicago using the public transportation system beginning in 4th grade when I took the bus from the north side to daily after-school lessons downtown; during adolescence I used the bus to get to school, to get to after-school job, to attend anytime social and extra-curricular school activities, and to get home safely anytime. I spent 16 years in Albuquerque, NM where the public transportation system was adequate to have an active lifestyle without a car. Moving to Rochester in 2000 was a terrible disappointment because I found it wasn't possible to have any kind of an anytime active lifestyle - including work, school, community service, and/or social, without a

car. What public transportation is available is so inconvenient in terms of routing and scheduling, my quality of life has felt like a “near-death experience”. I feel disgruntled with the system here and have taken the time to voice concerns to no avail. I think if those who work in administration, especially those who plan routes and schedules, had to conduct their work lives and before/after hours lifestyles on the bus system alone, it would change quickly and radically. I wish they would be *required* to use the system they provide for others. If more routes, better scheduling and connections, and better prices were available, I’m sure more people would use buses. I think citizen advisors who use the system ought to be included in board-centered decision-making.

- Bus service is good. People just need to get in the habit
- We see buses in many places; seems like pretty good service.
- I live in a very rural setting and commute 25 miles each way. Taking Park & Ride from Scottsville to downtown then another bus to Penfield Rd. is an absurd waste of my time!
- If they had a better bus schedule and more frequently running to Rochester per say, people would take them. I rarely go very much now myself.
- As I am retired I seldom have recurring needs to travel where the transit system operates.
- I WISH THERE WAS PUBLIC TRANSIT THAT WAS MORE AVAILABLE. MY FRIENDS COMPLAIN THAT THE ROUTES ARE INCONVENIENT AND BUSES ARE ALWAYS LATE. PEOPLE THINK THAT JUST BECAUSE WE HAVE BUSES THAT TRANSIT WOULD BE GREAT. I WOULD LIKE TO SEE LIGHT RAIL VEHICLES.
- As a former NYC resident who used the subway and LIRR system, I think the limitation of our transit system is the inability to connect all the suburbs to each other on a timely and around the clock basis. I used to work downtown Rochester and did use park and ride but I like to work late and found the flexibility of having a car at my disposal too convenient. If I used the bus, I knew I had to get out of the city at a specific time or I would be stuck. It seems that Rochester does not have the population to sustain a robust transit system.
- I take the bus 5 days a week from Webster to work (Xerox). It is very dependable, prompt, & reasonably priced. It is however very crowded at times, especially the 4:05 leaving Rochester.
- It’s not very relevant for me because we live so far out of Rochester in the country. Any public transportation would probably not include our area. I wouldn’t particularly like

to see that but if we reached the point where we couldn’t drive I might feel differently.

- Bus system is currently completely unsuitable for working professionals living in the suburbs. It would take a radical overhaul to make it an attractive method of transportation.
- Seniors especially would enjoy an easy route from downtown to the Fingerlakes Casino. Also, it’s wonderful if there is really going to be a transit hub at Mourner and Clinton. Lots of residents of downtown apts and condos would appreciate that. A more extensive shelter needs to be erected there, as there’s not enough room for all the passengers to be waiting in a wind-protected environment. I like the real-time bus information that’s provided. RTS is very good to take--I have no problem with the service.
- I love to bike. I always would prefer to commute by bike if I can, but some road around Rochester feel kind of busy/dangerous. The bike paths are great, but I wish there would be more connected. It is also great that I can take my bike on a bus here! Any public transportation waiting area has to feel safe, lots of light in the evening, maybe even cameras?
- When we moved to Rochester, we selected our home because we wanted to use public transportation. Even our current apartment we selected for public transportation convenience. HOWEVER, it is not reasonable or viable for me to commute via public transportation to my main work site at The College at Brockport, Brockport, NY. The frequency of bus service is limited AND bus service becomes less frequent in the evenings. Either the buses no longer run or I have to wait too long for the last bus, significantly longer than it takes to drive. I suggest The College at Brockport and RTS negotiate to have increased public transportation options, bus services included in student fees so a Brockport ID would gain entry to a bus, and coordinate bus transportation between main campus and the Metro Center at 55 St. Paul St.
- I try to take the bus to and from work whenever I can b/c I get a pre-tax discount on the bus passes and the trip in - if I time it correctly - is about as long as it take to drive. The main frustration I have is that after 10 years of trying to maximize my bus trips I still don’t check the schedule regularly and find that I’m often waiting about 40 mins for a bus, in the morning, ex on 10/12 I got out side at 9:15 and got into work at 10am - it’s a 2 mile trip. At night I’ve learned to be at main and clinton about 10 mins before the bus is supposed to get there and usually end up waiting that ten mins but that’s much better than missing the bus and having to wait for an hour. Usually if that happens I can walk to E. Main and Culver by the time the bus I would have caught passes me. It’s helpful being

able to take the bus and I'm grateful for the service but sometimes it's really a pain to spend so much time b/c I mess up the schedule. If the busses ran more frequently that would be great. Also, sometimes the bus drivers going back to the bus depot (to end their shifts I think) won't take people from Main and Clinton to the depot; it would be really cool if they would since (for me at least) that's half the trip. Whenever any of them do it's really helpful.

- I would absolutely take the bus if bus stops were close to my home and work; if the schedule was such that I could arrive and leave when I needed to; if the actual trip did not require me to go downtown first. A few years ago I was living in Brighton and working at Rush-Henrietta High School and I was without transportation. I called about public transit. There was no combination of times, stops, transfers that would have gotten me to my work on time... even if there had been, it would have taken me two hours to traverse a fifteen-minute drive, so traditionally, public transportation in Rochester has been less than desirable for me as a resident. I am a city dweller and I believe in public transport, but it is just not convenient and the community is generally not pedestrian friendly. Right now, I live a five minute drive from my work. I looked into taking the bus but it would have taken me 45 minutes to get there with a .75 mile walk to the bus stop. In the winter cold? No, thank you.
- Frequent inclement weather is a real barrier to using public transportation.
- I think it's good that the buses are visible, but I really don't use them. It's good to know that one would be readily available if I needed it.
- "No Smoking" zone within the bus shelter needs to be patrolled and enforced. Drivers need to be taught to enforce Front seats being reserved for elderly and disabled passengers. Some drivers do, but many others do not, such that young kids are in the seats when elderly/blind riders deserve them. It would be nice if routes that were cut from suburban and rural areas could be reinstated.
- A bus stop is several miles from my house. I would use it more and encourage you to do these studies for outcome of bringing a bus stop out to where I am. I would rather see the money come from the fees that I pay for trips on the bus instead of taxing us.
- I'm a strong advocate for public transportation. Used it regularly to/from work before retiring, and still use it to get to RedWing games and Jazz Festival. I think the guy running GTC is doing a good job, getting the fares lowered.
- I would love to see bus services extended to the Edgemore Drive/Long Pond/Lowden Point area!!!!!!!!!!!!!!
- I KNOW SOME PEOPLE THAT USE THE TRANSPORTATION THAT GO ALL THE WAY TO THE JEWISH HOME AND THEY LIKE THE TRANSPORTATION.
- It would add about 2 hours to my travel time each day without the flexibility to stop and make shopping trips or other errands if I use the bus.
- I wish they would get their times straight when I call for information.
- The bus system is okay... the routes could be more convenient, but overall it is okay. However, the train system could be improved tremendously by adding high-speed rail... only then, would I consider using it for trips to Toronto or NYC. A trip from Toronto to Rochester could be an all day affair due to its slow speed, long wait at border, etc... high speed rail could provide a real alternative to the car. However, the rail station in Rochester would also need improvement, and perhaps a change in locality.
- Re the transit station, any should be manned and should not be isolated. There should be somebody in charge and there all the time. I would suggest bathrooms be included in any enclosed spaces to wait for buses in the winter and heated too.
- There is no way I would ever ride the bus as long as I had to go to the central hub and transfer. I worked with city youth - pretty tough kids - and even they didn't like having to be at the hub. Unpleasant, unsafe and unnecessary.
- Combining the Thurston and Genesee busses on Weekends and after 6:15 p.m. is inconvenient. The ride takes an hour for me to get home from downtown if I have to get a bus that is going to Genesee St. and the airport first. I've had bus drivers get rude with me at night because I stayed on the bus and went to the Airport. They stated that it was for their safety that I not ride to the layover point. The walk from Brooks Ave. is too far. I have a right to be concerned about my safety too. We need more covered shelters on thurston road. Flanders Street would be an ideal location.
- WHEN I DRIVE FROM THE CITY HERE OUT TO WORK IN THE PERINTON AREA, I PASS BY A FEW PARK AND RIDE PLACES AND THEY SEEM LIKE THEY TAKE PEOPLE OUT FROM THE SUBURBS TO THE CITY. I NEED A PARK AND RIDE THAT WOULD TAKE ME FROM THE CITY AREA TO THE SUBURBS. IT WOULD BE NICE TO HAVE THAT, I WOULD DRIVE LESS.
- Smaller buses. More routes. Less back office political deals with contractors and developers. Thank you.
- Please note that I am an employee of RGRTA and somewhat biased regarding transit services. Unfortunately I am also responsible for being at my work place before rush

hour begins and when service is at a minimum.

- Live in irondequoit and strongly disagree w/reduced trips to seabreeze residents.
- The current mass transit system in Rochester cannot be used by anyone living in the suburbs unless you are traveling to downtown Rochester. I cannot ride from home to work without transferring to another bus.
- bus transportation in Rochester, along with travel to downtown is unsafe. Too much crime. The dumbest thing Rochester ever did was to get rid of their subway system.
- If I knew more about how Rochester transit runs and how often buses run in surrounding towns I might be more inclined to take the bus.
- This one horse town will never have a decent mode of public mass transportation. The one mode it does have is pretty much worthless and belongs to the ghetto slobs. Going downtown or anyplace else within the city limits of Rochester is nothing but a joke. This ridiculous transportation quiz is nothing but a joke. I'm sure it's nothing but window dressing to make it look like you really have any ideas that any feedback from the area citizenry has some importance regardless of what a joke even that idea is. Good luck with this crap.
- My biggest barrier to using public transportation is the dramatically increased travel time. I tried to use the trip planner to see if I could get to work in less than an hour, and found that there is no route in the morning from PANORAMA PLAZA, PENFIELD RD, PENFIELD to PERINTON INDUSTRIAL ESTATES, PERINTON PKWY, PERINTON, 14450. Yet I live and work a 30 second walk to a bus stop.
- The fact that I do not use public transportation does not mean that I don't support public transportation. It just does not fit my current life situation at this time and has not for a long time. I believe traffic is fairly well managed in this area.
- MY ONLY PROBLEM WITH PUBLIC TRANSPORTATION IS THAT THERE ARE NO BUS STOPS NEAR MY HOUSE. THE NEAREST ONE IS 2 MILES AWAY AND I CAN'T WALK THAT. WE DON'T EVEN HAVE LIFTLINES UNLESS YOU ARE TRUELY HANICAPPED SO SENIORS DON'T GET TO USE THAT MOST OF THE TIME. MANY YEARS AGO WHEN I USED TO LIVE IN THE CITY OF ROCHESTER I USED TO GET THE BUS AND ALWAYS USE THAT. I WOULD GLADLY GIVE UP MY CAR IF TRANSIT WERE AVAILABLE.
- I work nine (9) miles from my home. Driving takes me no more than 20 minutes regardless of what the traffic is like. To take the bus it would take me well over an hour with a transfer to go the same nine (9) miles. Getting home is the problem. The way the bus runs I would have to

wait almost an hour after I get off of work before the bus would come to get me and I wouldn't get home until 6:40. This is just too much time wasted waiting. Also, when you have a family waiting on you to make dinner getting home that late just is not feasible. If you want people to take buses there needs to be a better system for getting them out to the suburbs. I would love to take a bus, I could read and work while in transit. However, I really would like it to take less time to come and go.

- When I worked downtown I used the bus to commute every day. If a bus went from W Ridge Rd to Webster, I would use the bus every day again. The problem now is that the trip would take about two hours one way because of the transfer downtown and that is more time than I am willing to spend in transit. As the number and quality of sidewalks in our area has improved, the number of people walking to do errands has increased. I wish municipal policies encouraged businesses to put safe routes for pedestrians and bikes into their plazas and malls. Right now the most dangerous part of the walk is getting through the monster parking lot to the store.
- I don't normally use the bus unless it's a special event so I don't have to park my car like going downtown to a fair.
- The biggest hinderence for me in taking public transportation is the area where you have to transfer.
- I looked into taking public transit to work a year or so ago, but the schedules were not conducive to my schedule. Because of the amount of travel time and lack of early (before 7AM) times, a bus commute would make my day closer to 12 hours from home to back home, whereas a car makes it closer to 10. I have carpooled in the past with a couple of co-workers, and now I am carpooling again with a different co-worker, mostly to save money and gas. I would gladly take the bus, but with a new infant at home, I am unwilling to withstand considerably long bus commute times (more than an hour in some cases). That is my main reason for choosing to use my car.
- My work schedule is outside of the times that public transportation comes and goes from my town center. Park & Ride loc is right up the street. I'd love to be able to take public transportation if they picked up earlier & returned later.
- I have arthritis, so getting on and off buses is a big issue - just the steps alone is a big issue, and carrying groceries or other items would be an even bigger issue.
- There is no shelter at bus stops. Stops are just posts are near the road so you're getting splashed by traffic.
- My problem with your transit system is that to change buses for the most part requires a trip downtown. I can-

not for the life of me understand why we do not have a cross town intersecting bus routes so that if I want to go from Irondequoit to Penfield or Webster or Pittsford I could go along Culver Road and change at an intersecting street to an East Bound bus. Why routes meander like the Number 10 is beyond my understanding, from where I sit the route is best shaped like a U and ends about five miles east or west of where it began and that cannot be a usual route for very many people.

- When you can assure me that the people riding on the bus are peaceful human beings who do not carry weapons, or participate in violence, maybe I would open up the discussion of riding a bus.
- I would like if there were more direct bus routes to popular places (like the Marketplace Mall area in Henrietta, Greece Ridge Mall, Pittsford Plaza, etc) that didn't go through downtown areas.
- I live in Greece where bus service is limited. I would like to see more bus service and more frequent times that the buses run. Right now I think they only run in my area in the morning when people go to work and stop right after people would be returning home from work.
- If the suburban bus service was not just park and rides, it would be much better, particularly for seniors and stuff like that. But I don't know how you'd manage that, since everyone is so spread out. We got rid of our great little trains, all those lines we had, that were very helpful - if we could revive them, although they turned them into walking paths. Seems like the rails were the way to go.
- Personally I would love to have a public transportation system that I could use. Right now the times and stops are too far away and inconvenient for me.
- I think it works very well for my wife - she's very lucky she's on the same route. It would be much harder if she had to change buses to get to work (her bus turns into the 2nd route). It's always harder when she's trying to come home on a bus that involves transferring. On the whole, the system works nicely for us because she doesn't have to change. One thing I've wondered about - all of the bus routes in Rochester have a radial system (more or less to the middle of town and comes back out) which sort of makes sense. But if you have to get from one place to another outside of town you have to go all the way into town and all the way back out. I've been to other cities that have a ring bus that goes around the perimeter and wondered if that's something Rochester would actually look at doing - so if someone needs to go from one place to another outside the center close by can do so without having to go downtown and back. I personally would like to take the bus more often - but getting there is tricky. I NEED to be there regularly and that's a big concern for

me.

- It would be good to have how one uses the bus system publicized. Otherwise I imagine things that may not be true.
- Often, I see buses leave the high school with ten people or I see a flexible bus with only three or four people.
- Huge empty buses seem wasteful. Bus routes don't go where I want to go, or they require crazy transfers downtown. I like the bike racks on front of the buses. Last time I tried to map a bus trip, the service ended before I needed to return, so we couldn't use the bus. Roads are good. Traffic flows well. I like the new traffic circles. Offer incentives to carpool. Like have an RFID in carpool cars to trigger red light cameras to prove they're actually carpooling. Offer incentives to small shops in neighborhoods so that we don't have to drive to get a gallon of milk. I like riding bike, but route to new job is thru congested industrial area -- scary to ride. In general, we're not very bike friendly.
- There are not enough stops from Webster to Irondequoit to be able to commute.
- A commuter rail would be lovely, but impractical I suppose. Buses take far too long to take the same (or more circuitous) route than you can in a car. Having lived in a city with fantastic public transportation (Boston), Rochester's is somewhat of a disappointment. Especially once you are located in a suburban town.
- I think we have a pretty good system.
- Buses waste a lot of gas. It is unnecessary to have a large vehicle for so few people.
- Transportation sucks in Rochester. It's dangerous due to the people who ride the bus, safety of the bus stops, & I prefer to drive myself where I have to go.
- Bus transit seems adequate. As we get older, car transportation is sufficient.
- I based my last move on how easy it will be for me to travel by bus 100% of the time in the near future. I am very pleased with my options where I am now.
- Lots of choices. Can't understand subsidizing of forms of travel. I believe in the free market concept. If travel supports itself, it will work, if not there is a problem. I see so many buses that are almost empty it is puzzling how or why they are running.
- I do not take the bus to work because the bus does not run on a regular schedule to my work place and there is not enough time to get from work to my son's school to

pick him up at the end of the day. Also if there was an emergency at school or camp with my son I would not be able to get to him in a timely fashion

- I take the University of Rochester “Red line” shuttle to school everyday. I am a graduate student at the U of R and therefore it is both work and school for me. All answers to questions about my commute to work have been answered in reference to the UofR redline, which is not a public system.
- safe areas in transportation and stops along the way.
- Having lived in Chicago and San Francisco, Rochester traffic is nothing. I would take the bus and ride my bike to work if there was earlier, more frequent service from my area to the city- I’ve looked into it, but it doesn’t work with my schedule.
- Orlando, Florida transportation system is much easier to navigate as it has a main downtown bus hub/central station. Being new to this area, it is very hard to find the bus routes without knowing names of streets. Plus, it is cold in winter to wait at a bus stop if you can even find one. Main routes are not easy to find.
- It should be set up like a wagon wheel design, in then out like spokes on a wheel to the center hub. Then have the outer circle points connected around the outer wheel. Each route should have regular routes (everystop) and commuter or through routes to key points. Spokes should include shopping, hospitals, colleges and trade schools, Senior housing projects and travel points from Rochester, etc. All travel types Bus, Train, plane should come together in some fashion. No regular students on buses.
- There really is not a well developed bus system here in the suburbs that would make riding the bus to work even an option, let alone factoring in delays it would take to stop at each stop. I enjoy driving to work and do not really see myself changing anytime soon.
- I think that transportation in the Rochester area is available and convenient. I would welcome information regarding bus schedules, routes, and rates.
- I am in the process of moving to Fairport village, and will commute from there to Nazareth College for work. I try to minimize my car use and would happily take the bus if there was convenient service offered. As it stands, I plan to bicycle and carpool as much as possible.
- There is a bus stop 20 feet from my home, and was another 20 feet from my workplace across town. There was NO WAY to take the bus in the morning because of routing. Google Transit suggested I take the 11PM run from my neighborhood, sleep in the bus station downtown, and arrive at work an hour late because of the way RTS does

its routes. I thought it was a glitch but my research on RTS’s site confirms it would be the only way. I would take the bus in a HEARTBEAT if the routes made it feasible.

- In a perfect world, the buses would be clean, free and just as fast and convenient as my car to get to and from wherever I need to go. Unfortunately, almost none of those are true. Make some progress and I might make some.
- I came from a city with excellent public transportation (San Diego) where I took a bus or trolley regularly; however, here, when I looked for a route to take the bus from home to work (11 miles) it would take me an hour and a half to get to work versus driving 11 miles! That is ludicrous! There should be express routes that don’t necessitate all buses to transfer downtown. Why not bring back the trolley or subway or whatever it was that we had here, I understand there are still tracks for it. Why not make this a more public transportation friendly city? I loved walking around downtown San Diego and you cannot do that in downtown Rochester without fear of being assaulted or having your car towed from unclear parking signs. Sure the bus is only a dollar, I wouldn’t even pay that to spend an hour and a half every morning to travel completely out of my way to get to work on a dirty, smelly, homeless person filled bus that usually has trash on the bus floors. I tried taking the bus when I first moved here and I was scared to death and I came from a city that had illegal immigrants riding public transportation all the time with an even higher homeless person ratio. Shame on Rochester!
- I use a car because I teach Art at several venues and have a lot of supplies to transport. I have taken the bus in other metro areas in the past (e.g., Washington, DC) so I appreciate the time and planning involved in accessing public transportation. Don’t see many buses around town but I do see a lot of people waiting for long stretches to take the bus.
- I often need a car to travel for work-related during the day. On those days when I need a car for travel during the workday, it is impractical to take public transportation. Even if buses travel to my destination, bus service is far too infrequent to keep a very busy schedule.
- I really don’t have any problems with transportation here as I live very close to where I shop and work (I only work part time and am mostly retired) and I have visited other cities where traffic is terrible. I am always happy to return to Rochester. When I worked downtown years ago I took the bus frequently but now that most things I do are nearby it’s easier to just drive or ride my bike. My volunteer work takes me to Honeoye Falls 3 times per week and I have no problems with that trip except for the deer!
- I would use public transportation more often if the Roch-

ester region had in place a safe, clean, efficient, convenient, affordable system.

- Our current bus system is pretty inadequate. I'd take the bus more often but it's generally faster to walk places under 2 miles, and over that, sadly the car is the way to get around.
- If I need it, there there is transportation a block away for me.
- It's available when needed.
- I work at the University of Rochester and live in Greece near Charlotte. The U of R Parking Department sells bus passes for a park and ride from Greece; however, the location of the bus stop is far enough from my house that it is not worthwhile for me to drive there to be able to take the bus. A direct route or park and ride location from near where I live to the U of R would be worth trying for me.
- It's difficult to go by bus from Pennfield to Henrietta.
- I used to commute regularly via bus on a flag stop at the end of my road. When my work location moved from Rochester to Penfield, it became difficult to commute via bus and still be at my office during normal work hours.
- It is inconvenient. I dont know much about it.
- my variable work hours (ie shift work) would not be compatible with bus transportation
- Although I have not used RTS before, I have found the bus schedules to be very confusing to understand. I have travelled to many countries abroad and have taken their public transportation, and have found it easier to understand and follow. For some reason, understanding the RTS schedules and routes has been very difficult, and I have living in Rochester, NY for more than 20 years.
- A lot of people in Greece don't have cars and Ridge Road needs a lot more buses so that people don't get stranded. Also, sidewalks and crosswalks aren't accessible in winter due to not being shoveled. \$3.00/day pass price is good and necessary, because it often takes 3 buses to get someplace from Greece. Also, school kids on buses are unruly and there needs to be an aide on the bus to assist the bus driver with controlling them.
- Unfortunately, I live in the far out suburbs and I work in the country - no bus routes or public transportation available. Also, there are times that I don't leave work until midnight - not comfortable on public transportation at that time of night if it were available. In my early working career, worked in NYC - used public transportation all the time but Rocheser and surrounding area is not built that

way, therefore, a car is necessary.

- My main concern about taking mass transit in Rochester is safety. Especially because the majority of the populations that rides the bus in Rochester is low income and anyone not from this group (me) would stand out.
- The routes are not convenient. When I worked downtown, it took 2 buses to get to work. When I previously worked in Webster, the bus trip too almost 2 hours.
- My only problem with transportation is the number of unruly children on the RTS bus system. They get packed in like sardines and are uncontrollable. Why aren't the kids on school buses instead of city buses.
- I live in the Town of Greece and my husband and I both have cars. When I was a young girl and lived in Greece, I used the City Bus from Ridge Road West and Long Pond Road to ride to Dewey and transfer to Downtown Rochester to shop. Back then in the early 60s, there were no malls in Greece except for Northgate Plaza and there were good department stores in Rochester, like McCurdys, Sibleys, and Formans. Back then the suburbs, like Greece, were still expanding growing with post WWII families. With the growth of companies in Rochester, people owned one or two cars to get around. Today I have two daughters who work in the City and live in the City with their families. Not only do I visit them often, I volunteer daily in the City at a soup kitchen and also at the Veterans Outreach Center. I also support our independent movie theater in the City and attend concerts and plays in the City. So, I am not afraid of "going into the city" like some suburban people. My daughters in the city have cars and do not use public transportation. I believe my granddaughter will be taking the city bus to school this year for the first time. I have no reason to take public transportation. This survey would have been better for someone living in the City. Thank you.
- Rochester is a great place to get around with few delays. I am on the road for my job visiting several locations in one day. I do not have a car pool option. Whoever got the funding and approved the rebuild of #590 North into "Sea Breeze Drive" should be fired. Also whoever at the DOT decided to remark #590 and #104 into Webster is clueless. East Ridge Road needs to be overhauled to better manage the traffic flow. Too bad the funding for "Sea Breeze Drive" did not get used for a better purpose.
- Public transit routes are nor direct enough too many transfers and delays at the transfer points.
- It's adequate. There are plenty of buses.
- I took the bus for years, when I was much younger, and it was fine. I was just out of college and working at the

University of Rochester, but saving money all the time so I could spend it on travel to Europe and other interesting places. I could get a Dewey bus on Hampton, around the corner, or walk over to Lake Avenue, and sometimes on a nice day would even get the Lake Avenue bus that only went to Ridge Road, and would stroll home from there (this was 40 years ago). It was okay transferring downtown, because downtown was interesting. Some nights I would stop and look around Sibley's or Midtown. Even earlier, when I was in high school, at Charlotte, my friends and I would routinely take the bus downtown to go shopping or to the movies. And the young people in my family would meet downtown on the Friday after Thanksgiving, and have brunch at the Manhattan restaurant. Tradition. I didn't start driving routinely to work until I was in my 30's. I could now take a regular bus to work, or the special Greece park and ride to the U of R, but they don't come as frequently, they're not very clean and pleasant, and in my 60's I don't feel comfortable any longer downtown. For one thing, there's no shopping or anything interesting while you're waiting for the bus, only young kids with an attitude who frankly scare me. And if I don't have my car I'm stuck with a rigid schedule, and less flexibility in where I can stop on the way home. I love the idea of convenient public transportation, e.g. small busses that come frequently, but I don't quite see how it could work out.

- Main reason I would not consider using mass transit is because I have two young children and doing so with them would be very difficult.
- More bus stops in wise places (like at large apt. complexes where there are people of moderate rents residing) would increase bus ridership. Plus, need stops where people travel, such as doctor's offices, shopping centers, drug stores, exercise facilities and other places where people gather.
- THERE IS NO ROUTE FROM OUR HOUSE TO WORK. MOST IMPORTANTLY, THERE IS NO BUS STOP WITHIN A 15 MINUTE WALK TO MY WORK (ON LEXINGTON). THIS IS A NEW FOOD PLANT WITH MANY WORKERS COMING FROM THE FAIRPORT AREA AND OTHER PARTS OF THE CITY - TRANSIT AVAILABILITY WOULD HELP A LOT.
- HONESTLY, I KNOW VERY FEW WHITE PEOPLE WHO USE THE TRANSIT SYSTEM IN ROCHESTER. HOWEVER, MANY OF THE BLACK PEOPLE I WORK WITH USE PUBLIC TRANSPORTATION. I HAVEN'T RIDDEN A BUS FOR TRANSPORTATION WITHIN AN URBAN AREA SINCE THE 1950'S AND DON'T THINK I WOULD EVEN TRY IT IN TODAY'S CULTURE. I WOULDNT FEEL SAFE AND IT WOULD MAKE ME QUITE ANXIOUS.
- this was a hard survey for me, because of my young children. i think our transit system needs to be updated and improved, but i am not currently willing to use it, because

i am a stay at home mom. if it was more efficient to the suburbs though, my husband would ride the bus to work and we would go down to one vehicle, however, a fifteen minute drive should not take over an hour. i would lose 2 hours per day of time with my husband. that is 20 hours per week of time he would miss with our kids. time you cant get back.

- FROM THE VIEW OF A SUBURBANITE, IT'S PRETTY POOR. PUBLIC TRANSPORTATION IS HARD TO ACCESS.
- IT DOESN'T SERVE SUBURBANITES WELL.

E.4 Personal Auto Use

- Rochester has a pretty good highway system. With slow population growth and proper maintenance the area should be well served for the mid term future. Technology advances and planning for long term future must also be included.
- My survey is not typical in that I do homecare PT for a job... meaning I travel from various homes on the days I work. Addresses change, visit times aren't set in stone, etc. Also, we have a young child and would probably not ever do transit with her as it would be a great hassle to lug all the stuff that goes along with baby. If we worked and traveled places consistently without young kids, then absolutely, we would look into transit to save \$ and save the environment.
- (Note: Respondent is a real estate agent and travel varies day to day all the time.)
- I think it's a great place to get around in in a car. It's an easy place to travel if you've got a car. There are bike trails. My husband bikes.
- My husband and I already take measures to conserve gas and personal auto wear and tear. I work off site and take a shuttle back and forth when I need to go onsite.
- To save gas, i ride a motorcycle as often as weather permits. I live 20 miles from my job and nowhere near public transport. I need to have access to personal transportation. My wife and I carpool (and 'bike'pool) and further save gas.
- I service fitness equipment in many locations in one day. I must carry parts/tools-bus will not work
- Occasionally my spouse and I share the same vehicle. In that case, I car pool with another co-worker home from work in the mornings. My work hours are Midnight to 8 am, no bus service runs at that time. I enjoy working the night shift, less traffic anyway, and gives me more time to do things at home during daylight hours.

- Hard to express an opinion on this , as I'm able to drive myself wherever I need to go (so far).
- During the gas shortage of the 1970's, Kodak established a bus service from Pittsford downtown to Kodak Park, and many of us used it rather than driving. That was very acceptable since it was direct. Using the city busses was not acceptable - long waits, several changes to get there. Because shopping centers and stores are so scattered (the days of going downtown to Sibley's are gone) it is not feasible to use busses for shopping - one often wants to go several places, and only cars allow this to be done easily.
- The tax on gas should be raised by more than \$3.00 per gallon. If the cost of fuel was increased to those levels people would conserve more and pollute less. I also feel this would bring manufacturer jobs back into the United States quickly as the cost to import goods would rise above the cost to manufacture the same goods in the US. the short term pain of this approach would be outweighed by the long term benefits of more jobs in the US. This added tax could also be used to promote "green energy" initiatives with the long term benefits that energy source will provide us for generations to come.
- I am a self employed remodeling contractor that needs to have his work van with him at all job locations to access the tools and supplies in the van, and these job locations change from job to job so bus transportation would not work for me at all.
- I must admit I have seen the buses and looked briefly at the schedules but being new to the area I was not sure on what routes to take. My intention was to bus to work when possible but it never came about. Also my hours are sometimes odd and driving gives me the flexibility I need.
- I like the idea of public transportation, and would like it to work for me, but at this time, there seem to be too many aspects of it that don't work for me. I find that public transportation does not currently go where I need to travel, and moreover, that it does not afford me the flexibility to come and go from work and other activities as I please, certainly not to the extent that it would replace the use of a car for me. I do, however, hope that public transportation in our area does continue to expand and become more accessible.
- I have to say, that until taking this survey, it didn't even occur to me to look into taking the bus to work. I just got a job in Brockport and live on the east side of Monroe County, so it would be nice to have alternative transportation to using my car, with maintenance and gas issues, to say nothing of the toll on the environment. My main concern would be coming back at night, as I have evening meetings. But I will look into what's available now, and look forward to more accessible transit in the future!
- It is a nightmare for people who are disabled or elderly to travel in and around the Rochester area. There are almost no RELIABLE and AFFORDABLE options for them to choose from. As the population ages dramatically over the next several years that needs to be addressed. If for some reason you cannot afford to have your own vehicle or drive yourself you are doomed!
- I prefer to drive myself because I use a cane or walker to get around and I feel safer by driving myself or going with a friend.
- cars are essential for travel where we live in the suburbs and our schedules are somewhat unpredictable so need to be able to "go" on short notice to pick-up grandchildren at school, babysit on short notice in the AM as needed, take them to medical appts. & resulting pharmacy visits, work for our son's business on short notice as needed, food shop for unexpected guests at the last minute, etc, etc.
- I can get from home to work in 15 minutes with convenient parking at both ends. Cutting into my productivity at the office by taking slower public transportation and adding walks at both ends is not rational for me. If it were very convenient and fast, and if I got dropped off downtown closer to my office (73 State St. Rochester NY 14614) it would start to make sense.
- Generally I either walk or drive my own car. So, I rarely take the bus. But I do recognize the need for a good, reliable public transit system. Even though I rarely would use it, I would support your efforts to improve and broaden Rochester area transportation services.
- I have kids and since parking is usually plentiful in the suburbs (where I live and shop) I don't want to deal with taking 3 young children on/off the bus to go to the grocery store.
- I use a wheelchair. Fortunately I can drive a car and have a job to go to each day. I drive from one suburb to another and driving is the most convenient and comfortable for me. Thank you.
- Both retired probably going to one car in the next 10 years anyways.
- The main reason I choose to drive my vehicle rather than the transit system is my kids. I need to be able to leave when I need for emergencies etc. In addition I wouldn't even know where to start to figure out bus route to and from anywhere.
- Nature of my job (manager of a small business) "demands" a personal automobile for flexibility and security.

Otherwise I would have few or no problems using public transportation for day to day activities. Look forward to safety improvements at the 390/490 interchange.

- I live in the country and commute to a hospital in another town, so public transportation doesn't work for me with this particular home/work situation. Maybe in the future a different home and/or job would make a difference.
- I would love to take an alternative transportation if it were close to home and get me to work within 5 to 10 minutes of walking. Living in a rural community it is hard, but I would gladly do it if it were cheaper than gas, convenient and I could work on a computer on the way.
- Many of my answers reflected an unwillingness to move from a self driven mode of transport to a public mode. This strong hesitation is due to the extremely bad motion sickness I experience. Unless I travel in a front seat (driver or passenger) of a automobile, I become nauseous, dizzy, and essentially non functional, when spending more than 5 minutes in transit. This is further exacerbated by not sitting forward (like while sitting on the bus benches that are set up sideways), not being able to see the road (like anywhere except the very front seat of a bus), or strong smells (usually all over public transport). Even cars with a 'floating suspension' feel to them (Cadillac's, Buick's, etc), make me literally sick. It's not that public transport in this town isn't fitting my schedule, or lifestyle- it's that almost no mode of commuter/ public transportation is really able to offer me a viable alternative. I was unable to ride a school bus most of my school years, and the one time I took a public bus in high school I ended up having to get off several stops early to avoid getting sick all over the inside.
- The park & ride lots are sometimes appealing to me, however the route to my work would take me more than an hour to get to work after I drop off kids at daycare. impractical.
- THE LACK OF GOOD PUBLIC TRANSPORTATION IN ROCHESTER AREA ENCOURAGES DRIVING BY AUTOMOBILE.
- I need my vehicle for work related travel in the Rochester area. I receive vehicle compensation for expenses related to the use of my vehicle for my job.
- I need a car to drive for work. I am a delivery person. A bus would not take me where I need to go.
- I took the bus to work for 12 years before I had children. I stopped because I have to drop my children off at daycare, and the bus was no longer convenient for that.
- The price of parking in downtown Rochester is too high, especially considering the quality of the parking facilities. Most are very dirty.
- I work in sales and the car is my only option.
- I use my car for my main mode of transportation because I transport my 3 small children to and from childcare daily, before and after I travel to work. Perhaps once I don't have to do this, I might consider mass transit.
- Conditions of the roads and bridges should be the highest priority and less spent on technical gadgets, consultants and signs. Traffic violations should be enforced by police and not cameras. Speeding should be enforced on all roads, not just the expressways. Overall this is the best place I've lived for commutes so don't mess it up by trying to fix problems that don't exist like at 590N to seabreeze. I tried taking the bus from Perinton to Downtown for Jury duty but there was no way to arrive before the duty started and going home would have taken a least twice as long as driving so I drove and paid for parking. If you take a bus every day and know the routines and they fit your schedule it's a good deal.
- I take call for my job and have to be to work in 30 min or less. It is impossible to carpool from where I live...or take public transportation
- I would LOVE to travel to work by bicycle but I work 35 minutes by car from home to work. As far as public transportation, I would take it for extra things in my life but not for work. I am afraid to be a work without a car - in case my children have an emergency that I have to run to school or home for.
- I work with a person that lives in the City of Rochester and sometimes on Sundays and Holidays I have to go pick them up and drive them home for them to get to and from work those days. That same person goes to Monroe Community College with me and couldn't get on the bus home at 6pm because it "was too full" according to the driver & the next bus wasn't for 2 hours. I drove them home that night and now drive them home twice a week from school because the wait for a bus is too long. Maybe this study should be given to the people that are actually on the RTS buses. I think they would say that some buses need to come more often and some need to run on weekends and holidays because some of us work retail and they never close!
- It seems once you get out of the city limits the ability to find bus transportation lowers and ease of use decreases to the point you don't want to deal with arriving at a park and ride hours before your work shift starts just to save a couple of dollars a day.
- Obviously, the selected travel day was not a typical one for me. As for using public transport, multiple factors would need come together for it to work for me. A) There would need to be frequent evening service that was safe/

- secure (both waiting areas and the bus/transit itself). B) I pay for monthly parking and it isn't economical to park some days and not others (paying transit cost on those days I don't park). C) My evening activities are "all around town" at various times. I combine trips 90% of the time and don't go home in between work and other activities.
- I am a contractor carrying many tools and parts from customers' location to location and suppliers. Public transportation can not work for me.
 - Lack of sidewalks in my neighborhood discourage us to walk. The problem is worse in the winter when the roads became narrower because of the snow. The distance I live from work makes my round trips to work to cost only \$1.60. It is unlikely a bus will cost that little. I suggest improving traffic signs about bikes. I would use bike to work more often. For longer trips (Webster to Rochester, or to Henrietta) I would use bus if the service was more frequent: At least every hour until late night including weekends and preferably every 30 minutes A mini-bus could be an alternative.
 - Three years ago we moved from Hamlin to Gates to cut our commute time from 27 miles each way to 6 miles each direction. My job includes meetings at several different locations throughout the week, this precludes usage of a bus with a fixed schedule.
 - I used to Use the Bus as my primary transportation to previous jobs. Unfortunately my current job it would take 2 hours to get there by bus vs 20 by car, and there is no return bus at the time I leave work. I do carpool as the driver approx. 1x per week, and occasionally as a passenger (approx 1 per month) But my schedule rarely matches other workers. If I worked at a time where more people were working, I would carpool more often. I would strongly support a gas tax increase to improve public transit, But I Strongly oppose a mileage tax. We already have the infrastructure for the gas tax, we should be encouraging more fuel efficient vehicles, and the tracking devices on cars raise a lot of privacy concerns and will cost hundreds of millions or billions of dollars to implement, as opposed to almost no additional overhead for an additional gas tax.
 - I often wish we had some kind of subway system. I think I would use it a lot. I used to bike to work and occasionally ride the bus, but now I'm a substitute teacher and have to get to different locations on very short notice, so taking the bus is just not practical. I take the bus in cities when I travel and really enjoy it; somehow it seems easier elsewhere. Subways are the easiest and most efficient, though, and I much prefer them. I would rank buses after subways/trains, feet, and cars in terms of transportation preference. Philosophically, I'm very much in favor of public transit, but here, it's just a nuisance.
 - We love the short commute and well maintained roads. Parking in downtown Rochester is too expensive and discourages people to drive downtown for lunch or errands. I drive as little as possible only because I find it a total rip off to pay \$7,,25 to park each day close to work. And it really made me mad when they installed pay stations and took away meters ... the cost of parking on downtown streets almost doubled.
 - I like the independence of driving and would only take public transpo if my car was out of service. I don't like the atmosphere of public transportation and all the barriers to comfort and security. I would prioritize my car at the top of the list under my children, my health, and my home!
 - I have a landscaping business and cant take the bus to work.
 - When I am transporting my small children around Rochester, using a car feels safer to me. If I were traveling alone, if there were more available bus routes, and if I felt safer on public transportation in Rochester, I would seriously consider using this system. I wish that Rochester had an alternate to buses - perhaps a faster mode via trolley/ subway, etc. I like the idea of public transportation due to the environmental issues - I always enjoy traveling to cities that have more transportation options than Rochester within their metropolitan area.
 - i live in the city so my drive time could be minimal to begin with.
 - Public transport is abysmal in Rochester. If there was a viable alternative to my car I would use it in a second.
 - One thing that seems to be missing from your survey is using the vehicle for work. Although I am in more of a management position now, I occasionally need to go to a customers site. When I was a field service technician, I drove a company vehicle (that I took home) and put about 30K miles on it a year. As for the taxes, I would like to see them go towards alternative energy vehicles like electric, ethanol or CNG.
 - I ride public transportation in NYC and when I have traveled to other US cities and abroad in the past, but not at home. There's a bus stop near where I live, but I've never tried to figure out where I could go from there. ... Probably because by the time I figured it out, got the right type of payment, etc. I could have already driven. I work from home, so I don't have a daily commute. I think I would be more interested in riding the bus if I had a job I commuted to or if I had to give up my car for some reason. I get the impression (but I have no facts since I have never ridden a bus in Rochester) that the buses and bus stops (at least in downtown Rochester) are often used by people that I would not feel comfortable waiting or riding around with,

so that's a deterrent, too.

- Right now, it is very easy and convenient to get around the Rochester area by car using the expressways. My schedule is very complicated and if I had to wait for public transit, I would be unable to complete the various tasks which fall to me in a given day. I am retired and heavily involved in volunteer work at church. At my age it would take almost thirty minutes to walk to the nearest bus stop.
- I am heavily involved in volunteer work at church and nursing home. Travel time must for me be the quickest possible. I would have to drive to a bus stop and then spend considerable time arriving at my destination. I also participate in activities in the Arts District near Eastman Theater and it would add fully another hour to travel time if I took the bus. For me, the car is the best way.
- Once you get in the suburbs in most cases there is very little transportation and one must rely on a car and since I am getting older all of the groups to which I go, mostly older people attend, and we all have the same fear that we will have to move because we can't drive.
- My wife and I are senior citizens and feel our car is the most comfortable and convenient mode of travel. We would need to walk on a busy road to get to a bus stop.
- I am concerned because we live in Genesee County and receive medical care in Monroe County. Transportation is a problem for Genesee County residents to get to medical care in Monroe County. Right now we can still drive, but it's a problem for others.
- I would use a high speed rail system into Rochester combined with connecting ground level transportation; like an above ground subway. Having said this, my day to day travel is currently centered in the Canandaigua area. Shortly I will be traveling from CDGA into the Fairport/Pittsford area once or twice a week.
- I appreciate the general lack of traffic congestion, however, there are a few points on my commute that get busy at certain times; Bushnell's Basin and Pittsford/Jefferson Road.
- We've lived in the greater Rochester area for more than 40 years and our overwhelming method of transportation has been the automobile. It's possible that we might move in the coming years, to a "retirement" community, and rely more on other forms of transportation, but until that time we'll remain very automobile-oriented. It's also possible that we'll move out of the Rochester region to live closer to immediate family. We definitely support investments to improve infrastructure, including transportation infrastructure. We also support investments to reduce transportation-oriented pollution.
- I FEEL SORRY FOR PEOPLE WITHOUT THEIR OWN CAR.
- Public transportation in Rochester caters to a strange mix of the poverty-stricken and the suburban commuter. I lived in the city and had miserable experiences with RTS; drivers who drove like maniacs, skipped stops, failed to stop and pick me up (6 months pregnant, no less), drunk passengers, late buses). Using public transportation added 30 minutes to my commute time. For me to get to work now, from Fairport, on RTS, I would have to leave an hour earlier (who will put my children on the bus?), go all the way to Midtown, change buses and go back out the #5, which makes dozens of stops. What a nightmare! Then, I would be without a vehicle to pick up a sick child from school, etc. I once tried the "RTS will pay for a taxi to take you home in case of emergency" program. I called RTS, waited for 76 minutes for the taxi, went home to get my car, and then had to go back out to pick up my child from school, which had let out an hour before I got there. Had I driven to work, I would have been at the school in 15 minutes. I paid for my car, pay for my insurance, pay for the gas in the tank. Why would I also want to pay for a bus that adds to my commute time?
- I am close enough to the village of Fairport center so that I am able to walk in good weather. However, most other locations require a car to access for my time schedule.
- Traffic during early morning hours runs very smoothly unless there are accidents or weather delays...Rush hour is hardly considered a rush hour unless you want to get out of town and get home then the speed limit for motorists is non-existent, residents are moving at least 20-30 mph above the speed limit, since I will only drive the speed limit I am in danger of getting beeped at or run over...cameras do not prove a thing, people will take the chance of getting fined no matter what, and then the court systems are clogged up trying to assess fines...unless of course one tries to renew his driver's license or get his car registered, then he can't because of all the fines logged. Cell phones and texting should be left home or turned off while driving...even GPS is distracting unless you have a navigator in the right passenger seat assisting you.
- I prefer the freedom of having my own vehicle available as I work a part-time job, go to the gym and live alone, so being independent is key to my daily travel.
- This was difficult for me because I am self-employed and for work I will go to different locations. So a lot of the questions really weren't applicable to my situation. I also have to carry with me all my tools to carry on my trade.
- We drive daily to reach a location where it is safe to walk for exercise. The sidewalks in our area are over 1/2 mile from our home and it is unsafe to walk on the shoulder of the state highway (NY Route 18) on which we live due

to the condition of the road shoulder and fast-moving traffic. It would save us and our neighbors who also drive to reach a safe place to walk 2-10 miles of driving on a daily basis if the sidewalk on our road were extended 1/2 to 1 mile along Roosevelt Hwy. (NY Route 18) west of the intersection at NY Route 19.

- i am a community health nurse. using public transportation is not an option for me.
- As I approach old age, I am mindful of opportunities to get around without need for a car or need to walk long distances. If I have to walk a lot, I would definitely keep my car...conditions are not good for women alone in Rochester and with its severe weather conditions. Ideally, I would live in a retirement village with its own door to door transportation (a minibus from my door to the door of a shopping center or hospital or library) Alternatively, a bus from a shelter within a block or less of my home that goes directly to these destinations without need for a transfer on a street corner. You brought up the issue of greatly increased fees. I'm sorry, but on my limited income, I can not consider these at all feasible. I'll keep my car rather than be forced into deeper poverty in exchange for greater inconvenience.
- I have been here 43 years. You came here had your car that's the way you got around. You used your car. They put the school bus terminal 1/4 mile from my house and my husband counted 38 buses going up and down my street very half hour. I called up one time and said we had black ice on the roads but the school buses were still doing 60 miles per hour. I think it's terrible to add buses which are very clumsy to get around. We have to have the school buses but I will walk before I will use a bus because I don't like them because they are in the way. I live on a hill here. It's horrible. They don't think about the people here. I'd like to leave it alone as it is. I don't agree with buses. Keep the buses in the city. They are very uncomfortable and you have to wait so long for them. They run every 45 minutes.
- I have found all my commuting has to be done by car for me that is nthe best mode of ttransportation
- Most of my commuting is done by myself in my car. It is rare I use any type of public transportation and what we have is adequate.
- Being retired almost all of my driving needs are to go to stores for shopping or to meetings, most of which are 3-5 miles from my home. When i used to work in downtown rocheaster, i took the bus was was satisfied.
- I think it's very difficult to use public transit to get from one suburb to another, and the highway system is very well designed for the same purpose. I live in Henrietta and

work in Greece; as it stands now, it is cheaper and saves me an hour and a half each direction to drive myself to work rather than taking a bus. My family supports the environment and only has one car, so I'd love to use public transit, but it's just not worth going from a 40 minute round-trip commute to a 4 hour one, especially if I'm paying more. (The time is more important than the money, though.) I don't know if there's a good solution other than moving to the city (which is unlikely; the same house we live in in the city would have higher taxes and be twice as expensive, and we just can't afford that), but I unfortunately feel that public transit is not really viable for me at this point.

- Traffic is relatively well controlled, and my commute is usually pleasant and easy.
- We moved out of the city of Rochester to Walworth, NY in 2000. We always stop and do at least one errand on the way home from work. We have ridden together in the past, but our schools start at different times. Janet's school is not open when I would have to drop her off, or if she dropped me off...she would have to wait at least an hour to be able to get into her school.
- Because I live in Wayne County, I do not know why we were selected to participate in this survey. We travel to Rochester for doctors' appointments and occasionally to shop there, but we have no transportation choices other than to use our cars.
- Rarely drive and when do, prefer to use my own car for convenience, ability to come and go and to keep all materials that I need with me in the car. If a passenger, I can easily work while riding.
- We are semi-retired and live in the suburbs. We drive to teach night classes at a college 3-4 times a month when no public transit is available. We travel to community colleges throughout western New York.
- I have to travel for my job. Public transportation is not an option.
- I travel for work infrequently and need the car for convenience. I also travel home for lunch daily when not traveling on business.
- I travel for work infrequently and need the car for convenience. I also travel home for lunch daily when not traveling on business.
- I travel for work infrequently and need the car for convenience. I also travel home for lunch daily when not traveling on business.
- I am not familiar with it because I don't use the bus system. I don't live on a bus route. Why would I take a bus

which would take up more of my time if I could instead drive there and not waste time. Transportation is fairly decent in Rochester but I don't live on a bus route. I don't work anymore. I have no need to take a bus to get into work. We may need more of those types where you park a car and go into town.

- There are no park and rides near my home. 590 North to 104 East needs to have 2 lanes on the ramp. The road was just paved and it is wide enough for 2 lanes of traffic. The back up to go to 104 East is due to merging into one lane.
- I do my best to combine trips when I run errands
- I live 10 minutes from my main job so I drive. Occasionally I will ride my bike depending on the weather and my schedule after work. My other job is 20 minutes away in Victor. There is no bus to and from my house to either job. I appreciate saving money. If I worked downtown then I might consider park and ride, but I am a firefighter for Henrietta so I need my truck.
- If I saved on gas by taking public transit.
- Right now, only one bus goes to and from Brockport at a time that is not conducive or flexible enough for my work schedule. I would use public transportation to get around the city but I view walking to be faster and more convenient. Anyways, I try to carpool, which for me is a better option when getting around.
- I am SO sorry I didn't get to actually DO anything with my car. Usually I have a nice "drive schedule" on Thursday... but was in hospital Wed afternoon until Friday afternoon
- I can't believe our government is actually considering taxing me on how many miles I drive..
- The morning and evening commutes that we logged are really atypical. Traffic on 590 is terrible. Most mornings, it is completely backed up for no readily discernible reason. While on a weekend, it might take me 13-15 minutes to get from my house to my office, during the week it takes 30-45 minutes. In the winter, it is much worse and I normally have to budget 45+ minutes to travel approximately 13 miles. My evening commute is similarly bad, particularly on 490W between Linden Ave and the 590N on ramp. In all seasons but summer, I would say I pass traffic accidents daily on either my morning or evening commute. Construction this summer has been frustrating. While I do appreciate that there seemed to be more overnight construction than in the past, it seemed as though construction was EVERYWHERE this summer. In the past, I have been able to map other routes to avoid construction. There were several times this summer where it was not possible for me to commute without be-

ing inconvenienced by construction. The roads have been really poorly tended in winter for a few years now. Simply put, they are not being plowed or salted well enough to make commuting safe. I would love to use mass transit. I lived in Japan and I loved riding the subway and taking the train. If we had a functional, convenient subway system I would be thrilled to use it. However, as a woman I do not feel safe using most mass transit in Rochester. Additionally, it is not convenient for me, particularly in the coldest months.

- I am glad that cameras are being added to key intersections--bad drivers continue to increase in number and this should help with accident monitoring.
- I regret that due to my professional life I am not a user of public transport, but as I get closer to full retirement I would like to explore ways of using this system.
- Rochester is a car-centric region. Mass transit is not practical in the suburbs around the city. This is especially true if you are moving from one suburban town to another on a relatively tight time schedule. A MARTA-like system (like in Atlanta) would provide a fast, affordable, and environmentally friendly mass transit system but would probably not be affordable. It would also be a challenge to tie all the towns together in a practical/affordable way.
- It's very easy and convenient to drive and park anywhere in the Rochester area.
- It's simply easier for me to drive my own car (as long as I'm able).
- My car is also a traveling office--provides flexibility I cannot imagine having without it
- Errands do not allow the use of public transportation and work is very close
- The bus does not leave early enough from my neighborhood to get to work on time. (And that would be too early) Express buses to Rochester Technology Park are too early. I tried using the bus to go to/from work. Doesn't compete with using my car.
- I used to take public transportation when I lived in Buffalo but my life was very different - I lived/worked on a bus line and I only had one job. I work 23+ miles from my home in Rochester, work a job that may or may not require me to work overtime and I work a second job 2-3 nights a week near home and I can't rely on public transportation to get to work on time. My life as it is now is not conducive to relying on the public transportation system in Rochester.
- I live in a suburban city with public transportation. However, I do not know how to access the bus schedule, nor

do I know where the busses go. That information needs to be easier to access for me to actually desire to use it. As it is, I drive a hybrid car and plan my trips for maximum efficiency.

- I hope they take the red light cameras out around Rochester; safer to go thru a yellow than screech on brakes and get hit.
- I'm self employed in a service business that requires tools plus pick-up & delivery of items. Not likely that public transportation would ever accomodate my needs. Would support & use round trip public transit from the suburbs (park & ride locations) to Frontier Field or the Soccer Stadium even if it involved pick-up stops along the way. Surprised it is not being offered.
- I work in Medical device sales so I have to bring my products with me making mass transit impractical. I can't lug three big suitcases of inventory with me on a bus, can I? And make it to three different hospitals or doctor's offices in a timely manner. No, I can't. Good luck with the survey though.
- Currently, my lack of use for public transportation to work is that I am a 7 min drive, so even if the bus was available, the cost savings wouldn't overreach the convenience of the drive. Furthermore, because I have a school-aged son who I need to pick up from the sitter and who has hockey practice after school on some days, I need to have flexibility in picking him up. Otherwise, I feel the bus is a great option that I would definitely use more if I lived and/or worked in the city and was more flexible with my time.
- I have to pick my child up at day care three days a week. That complicates my ability to use the bus. I also do not think many folks in Fairport commute to my work area near Spencerport so I don't suspect there is a good, fast bus service available to me.
- One of the assets of this community is that commute times are some of the lowest in the nation, which means commuting by car is not inconvenient.
- We need better parking for events in the city, near the Theaters. Parking there is often full and requires looking for street spots.
- I've lived in a few different cities, and Rochester is very easy to get around. When there is no construction, traffic patterns aren't that bad and you can get where you need to go in a reasonable period of time.
- My work hours pretty much negate my using public transport but if I worked daytime hours I would use the Park and Ride System that is available in Hilton.
- I avoid driving in rush hours to avoid bottle necks. I try

not to drive when it is dark. I like that construction can be done during the night.

- I drive a fairly significant number of miles each year, most of them commuting. I would like to trade the Prius in for a fully electric automobile. I would like to see electric charging stations scattered around (at the malls, for example). It would make the decision to switch to an electric auto easier. My round trip commute is about 66 miles - that may exceed the range of electric vehicles particularly in the winter when an electric heater would be necessary and batteries have less capacity.
- The only transportation I take is just my car. Get some buses over here in North Chili in these homes for the elderly people who don't drive. They are always looking for a ride. I haven't seen one bus yet in the four years I've lived here.
- As I am now retired, most of my frequent trips are very short (ie. less than 3 miles to Wegmans or Home Depot) or are infrequent (ie. to Eastview Mall). Consequently, driving my car is by far the safest and most convenient way for me to travel. When I go to visit my sons in California, I fly. In the future, should I reach a point where I could not drive, my interest in public transportation would be quite different. In that situation, safety would be paramount, as well as convenience.
- I work 3 miles from work - drive daily - would not take other transportation.
- I used to take a bus pretty regularly when I worked in the city. My office moved to Perinton, and I live in Penfield, so there is no practical way to get there on public transportation. The only way to do it would be to go into the city and come back out again, which would be way too time consuming. Further, I work on a steep hill in Woodcliff office park, and I would not be willing to walk up it from the main road except on the nicest of days. When I did take the bus, I was not concerned about safety.
- I honestly have not put much effort into using RTS. Because I have 2 small children, I have to transport them to 2 separate places in the morning and I need my car to do that. Also, if something were to happen to them during the day, I need to get to them as quickly as possible and I feel my car allows me to do that.
- Getting around Rochester is simple in a car.
- Too many one-way streets so you get confused and then there are too many where you can't make a turn here. It's too confusing when you don't go there that often.
- I would use transportation if my job situation were different--i.e. if I commuted to work (currently home based) and did not need to haul things around like I currently do.

- I am on call 2 to 3 weeks in each month my job requires it, so it would be hard to use any from of travel other than my car. thank you.
- My work is only three miles from home. I don't need public transportation. For travel from suburbs into the city for entertainment or dining at various locations, it's easier, faster, and cheaper to just drive in a car.
- I enjoy living in the suburbs and using my car. I strongly oppose a increase in Gas Taxes - as the government gets too much of our money now... and does not use it appropriately as it is - as for global warming - the theory does exist - but it is not proven to be true and many many scientists do disagree with the theory.
- I would like you to understand the nature of my work requires me do home visits. My company mandates that I have a car to drive. Most appointments are for an hour long. Appointments are through out Monroe County. I do pick one job in the evening which is close enough to bike to and plan on biking to that appointment in the future.
- The use of public transportation is rarely an attractive option when compared to a private automobile. This includes control over arrival & departure times, selection of routes and variance therefrom, exposure to inclement weather when walking to / from a bus, difficulty in transporting baggage, packages, security issues both perceived and real while waiting for, traveling to or from and on-board public transportation. Public transportation (the bus) is primarily an enabling device for those who cannot afford private transportation. It also is valuable in high density urban environments where the use of private vehicles is neither cost effective or time efficient.
- This survey was not really geared to me. If I worked a typically 9 to 5, lived in the burbs, I would take park and ride everyday. But I am a single parent, own my own business and live in the city 2 miles from my work. My car IS my bus.
- Due to the fact that I work evenings, I do all my running around before work and seldom leave from home. I will give co-workers a ride home as long as it's not on Tues. movie night. Car pooling would be impossible because I could be coming from any direction to get to work.
- I'm a suburban girl with my car and have found it much more convenient to use my own transportation. I get to where I want to go exactly at the time I want to go when I need to get there the quickest.
- If I want to go to my son's house it would take 2 and 1/2 hours so I'll drive. Everything has to go from downtown and they disperse from there. It's not convenient to take a bus.
- We don't have a problem a lot of big cities have such as expressways. Anybody can get anywhere in Rochester in 15 or 20 minutes.
- The biggest improvement to the current transportation situation would be better timing of stop lights. The way the lights are timed now, you can not travel on a straight main thoroughfare at the posted speed limit without stopping at almost every light. Besides adding to pollution from stop and go driving and idling cars, the risk of accidents increases from drivers trying to make the lights or speeding from intersection to intersection in hopes of making it through. Most roads are timed so if you catch one light red, you will stop at every light after that. This causes many drivers to try to change the pattern by either running a just changed light or speeding. As an example, on a straight main thoroughfare, such as Rt. 104 east from the end of the expressway to Williamson, you used to be able to drive this whole length at 55 mph and if you caught the first light green you would catch them all green. This is no longer possible. Now you are almost guaranteed to catch a light red, and once you do you will have to stop at every light after that. I have seen the average speed of this road increase since the light pattern changed, and believe this is a result of the above described situation.
- I am FOR public transportation; however, due to the nature of my employment, it is not practible to use. The time consideration of getting to one place in the Rochester area and another is major. Lots of waiting wouldn't work for me. Don't always feel safe, especially at night, on bus system.
- Until I had a drivers license, I took an RTS bus to school in the winter months. There was and still is a stereotype that bus use is for the poor. This may or may not be unfair but Americans love their cars and riding a bus is a sign to others that you do not own a car. It can also be assumed that a person riding the bus has had his/her license taken away by the judicial system due to a DUI / DWI. The same stereotypes actually also exist for people riding bicycles. All of this in print looks totally ridiculous. Of course a bus would save money, help the environment, reduce traffic and reduce the stress of "road rage" - either by being an offender or a victim. It is sad that the bus really is a great thing for the entire population but has the reputation for being for the poor, drug addicts, gangs, minorities- and are a dirty and dangerous way to travel.
- Perhaps the greatest deterrent to using mass transit for many people is that there is a mindset that a vehicle offers a degree of freedom. Some days I drop my daughter off at school but this cannot be planned because her music lessons fall on different days and when it's cold or raining she may not want to walk. Also, there are days when I stay

late at work. Again, this is often not a planned occurrence but something that simply comes up. The same is true for random errands that I may have to run. Mass transit simply cannot match the flexibility of using my own vehicle.

- I would like to commute using mass transit or by biking. However, having 3 children in Penfield, and living in the 19th ward, and having multiple jobs, I have to get places quickly. The work I could do on a bus ride wouldn't really help so I'm better off just getting there quickly. I'd be more likely to bike than ride a bus if gas prices shot up.
- There is slight possibility I might take transit in the future, but right now I'm kinda dependent on my car.
- The need to watch the intersection of SouthlandDr and West Henrietta rd. It is dangerous!
- I work varying shift start/stop times between 9am to 9:30pm. Trying to find a public transportation schedule for all these different times would be tedious and highly inefficient.
- For my work, I do video production and need to carry my own equipment. Traveling by bus or other mass transit is not an option for me.
- If I didn't have children to cart around the area, I would be more than willing to use public transportation as long as routes, schedules and wi-fi access is readily available. I do belong to (2) pools so luckily I don't have to drive my kids to and from activities every day of the week.
- Travel around Rochester has become very congested on the Interstates 390 and 590, the two I travel the most. Road work is happening constantly and holds things up alot. Drivers are becoming more and more agitated and are certainly not respectful of others. Tailgating and speeding is an everyday occurrence as is cell phone use and texting. It would be nice to have quality work done on the roads that lasts. I've noticed that often road work will be done and within just a few weeks or months there are potholes already forming. It is discouraging because it happens even in good weather. An example of this was work done on 390 N last year and within a short period of time there was a huge pothole on a bridge that had just been resurfaced and it wasn't even winter yet. Regarding additional taxes for gasoline.....we need to get our government representatives to have our government live within their means and not just up the taxes. Monroe County is paying more right now than the average around the country. Why is that? I haven't yet heard an explanation that is reasonable. Now, I've just heard about no eye exams with driver license renewals. I'm very concerned about that and the safety of the people on the road. I think that this is just another way to divert money to the state and that anyone who approved this, includ-

ing the governor, was not thinking about the safety of the people on the road. This scares me....there are already too many folks on the road who need refreshers about driving, both young and old and to add this to the mix is just plain stupid. I noted that I didn't want to participate in another study because I don't feel that my travel is extensive enough to supply you with relevant information.

- I have never lived near public transportation, so I've never really thought about it. My biggest problem with public transportation is a trip anywhere would have to be planned. I like to be able to hop in the car whenever it is convenient to me.
- I chose to live close to where I work so that I can walk there. Most trips in the car are for shopping for heavy or bulky items or for things not available in the village. I probably wouldn't use a bus to get these things in any case.
- It's not that congested here so I find it wonderful to drive here.
- We don't use public transportation and I'm pretty well satisfied but I get lost when I go to Rochester now. There are too many new streets.
- Traveling via public transportation is out of the question for the things that I/we do. It is both totally impractical and highly inconvenient. How would we take our cat to the vet on a bus? How would we carry five bags of groceries home on a bus? As a woodworker how would I haul 50 board feet of lumber home? As a hunter and fisherman how do I get to the field and the lake much less tow the boat? Because I/we do these things why must we be punished and penalized to support others who do not have a life? The thought of having to pay more taxes to support an activity that is of no relevance or use to us is highly offensive and repugnant.
- We are fortunate that we are able to access many places quickly by car but not by bus in the suburbs.
- Now that I am retired, I don't have a need to travel by bus, etc. My auto is used now only for short trips for shopping or recreation.
- Currently, If I wanted to take public transit to commute to work, it would take me over an hour each way with a transfer downtown. I commute via car pool, and it takes me 15 to 20 minutes to travel directly. Also, the Park & Ride lot is approximately 4 miles from my house, and the total distance to work is less than 8 miles, so it doesn't make sense for me to drive 4 miles, and wait for a bus that will take an hour, when I could simply drive directly to work.
- My kind of job requires me to drive my car to people's

homes to deliver health care services. For me using the bus is impractical because there are long delays between bus runs.

- Since I only do day work on an on-call basis, the transportation isn't very important to me. I usually need my truck for the job.
- We live in Kendall, a farm community outside Rochester. It is necessary for me to drive my car to get to the city because no mass transit is located in this town. If I have to drive to catch a bus, I might as well drive the rest of the way.
- I would like to have more full service in this area. It's difficult for us to drive at this age.
- We have a great commute here. Those that complain have never lived in an area where there is 50x the traffic and had to commute for up to an hour. Our traffic jams are a joke compared to some places.
- The system is pretty good right now compared to other cities. It's easy to get around on the highways. Rush hour is rarely bumper to bumper, 490, 590, 390, 490E, 490W, 590N, 590N, 390N, 390S.
- It is very inconvenient to travel between suburbs without a car.
- The convenience of a personal car makes driving the only feasible mode of transportation for a busy professional living in a suburb in Rochester area.
- The buses can't take me shopping. With a car, I can go anywhere and also use my handicapped placard!
- This is a great place to commute. Little to no traffic, easy commutes, good highways. One of the best parts of living in Rochester actually.
- I would like to have the option of using public transportation. However my schedule is not static and I need flexibility. Otherwise, I would be very willing to use public transportation. I would save on parking and gas. The survey asked about parking costs, I don't pay each time, but a good amount of \$ is taken from my paycheck toward parking fees.
- It's a great place to commute in...a good highway system... we're not far from anything.
- There is not enough parking downtown, a factor in considering employment downtown was the cost of parking and the ease of getting from the parking lot to my place of work. Just to work downtown it can cost \$7 a day, we need more parking, its no incentive to work downtown or go downtown when you know how much it is to park. I

walked to my place of work on Court St from South Goodman, I wish sidewalks were kept clear of snow better to make it easier to walk or bike in the winter. Lastly, the bus schedule seems intimidating and difficult to figure out, I wouldn't know where to start in trying to figure out how I would take a bus to work or anywhere else.

- I would never walk anywhere in my community after dark because I don't feel safe. Also I drive my car to work every day because I need to use my car at work.
- You failed to allow mention of another reason I rely on my car -- I have frequent appointments in the community that require my own vehicle.
- I didn't see this as an available answer as to why I use a car instead of public transportation, but I think it's the reason that many people use a car instead: I have two small children, so I need to get them to daycare and appointments etc on my way to work. The multiple-stop nature of my day would make using the public transportation that is available in Rochester a real hassle. I would love to use the train system in NYC or Toronto if I lived in either city because it would be much more convenient for multiple stops. It would be a real pain for me to get from my house, to daycare, and then on to work in Webster with the current bus system.
- Rochester is like Los Angeles in terms of car culture. It's spread out and decentralized with generally low density making public transportation a difficult proposition to invest in for anyone but those that work downtown and are trying to avoid high parking costs, those that cannot afford cars, people that are not allowed to drive due to health or legal reasons, or those that are philosophically opposed to oil-culture.
- Tim is a handyman and needs his truck for work.
- The "quickest" and shortest route for me to take to work everyday involves me having to take 590S. This stretch of highway should realistically take about 5 minutes to travel between 104 and the 490E ramp, yet it is almost always backed up, stop-and-go from 104 past the 490 interchange. My commute to the area during non-peak travel times takes about 15 minutes. During the morning rush, it usually takes anywhere between 35-55 minutes depending on traffic volume, disabled vehicles, accidents, radar, etc., and that's in good weather conditions. The variance in commuting time makes timely work arrival tricky and oftentimes incredibly frustrating. I know we have it good compared to major metro areas but the morning commute on 590S is painful.
- My job requires frequent, unscheduled travel to various places throughout Rochester. I get reimbursed for mileage and wouldn't necessarily be opposed to using public

transportation, but the nature of my work requires me to have my own vehicle.

- I like to drive and like being my own boss. As long as I am able to drive ...I will drive.
- We are 1 block of 390 and we can get anywhere easily.
- It is nice of you to try and encourage more public transportation. But as it stands now, in many places in Rochester life would be impossible without a car. To pave the way for a more transit friendly mindset in the public while the system is being put in place, I think the first step is to encourage people to car pool more often. One way to encourage people to carpool to work would be to offer an incentive. I think if the government offers to give a company some incentives, not just financial but advertising or any other intangibles, the companies themselves will be able to push their employees into car pooling. Besides, traveling with co-workers (as opposed to strangers) also improves safety and provides an opportunity for team building. Lastly, as someone who earns his livelihood in the public transportation sector, I would be very glad to see Rochester becoming a transit friendly city. However, some work needs to be done to get there.
- Road improvements in our area have been unsafe and generated public resentment about how new roads/highways are built WITHOUT public input! E.g. the 104 ramp to Webster from 590 N! E.G. is the on ramp, west bound from 441 onto 490 west! Accidents every week!!
- I have my car, and I wouldn't want to let go of my car. I enjoy driving, and getting around on my own. From what I see, though, the bus system seems to be doing a good job.
- I THINK TRANSPORTATION IN THIS AREA IS FINE..I JUST WISH PEOPLE KNEW HOW TO MERGE BETTER ON THE ROAD. EVERYONE'S REALLY SELFISH AND IT'S A DAILY HASSLE. TEACH PEOPLE BETTER DRIVING HABITS.
- In my situation, it doesn't make sense for me to travel any way but by car. I travel mostly in Monroe County and nearby areas, and there's no way to make those journeys more convenient by transit.
- My job is located far from the City. I love living in the city and there is NO way to get to work but by car.
- I am a 60 year old woman. I like to drive my car, and do not want to deal with taking a bus. If I were younger, and more healthy, I probably would use the bus more often.
- I have a disability and use a motorized wheelchair. Public transportation is very difficult to use because of the weather in Rochester and the distance to any public transportation. My husband takes me everywhere I need to go in our car which has a special lift for me to use. If I

were healthy, my views on public transportation might be different, especially if our home were near a transportation line.

- We plan to move to North Chili. When we do it would mean driving one mile to have access to a bus which do not run very often. It would mean leaving the car in a public parking lot in front of stores. It is easier to drive to our destination (and quicker).
- I feel travel by car is very easy and fast around Rochester so it would be hard to get people to give up their cars in the suburbs for bus transit. I am also retired so my travel is far different than when I was employed. I was in sales and did all of my travel around the Finger Lakes by car.
- There's been an improvement in road signage/markings, which I'm grateful for. However, the new law about shifting lanes to the left when a CHP or police car is on the right or off the shoulder has not been publicized enough.
- I find the interloop very helpful to me - I am able to get around traffic problems this way. As for busing, my work is to unpredictable as to what I might be doing each day - it would be very difficult to not have a vehicle as I travel 12 counties for my work. I also don't like the idea of more tax on gas - this would hurt me a great deal as I get mileage from my work for work miles but your idea of a meter in the car would push my gas cost up on miles driven and then I pay a higher price for my regular travel.
- The road system and infrastructure in the Rochester area makes getting around easy. I have a hard time imagining the transit system improving in the near future to make it more attractive and easier to get around than via auto. I would ride my bike before taking the transit, especially if fuel cost became prohibitively high.
- There are too many accidents on Routes 5 & 20 in East Avon. The speed limit should be changed to 40 mph from Bronson Hill Road to Oak Openings Road.
- I generally drop my son off at school on my way to work in the morning.
- I live in the village of Brockport and do not foresee where bus transportation would be an improvement over the convenience of my car.
- I do not use mass transit for commuting to work because I must bring tools, and therefore must drive.
- Having a flexible work and travel schedule is the primary reason I much prefer driving. Even if it meant carpooling. The fixed schedules and unreliable nature of public transit makes it a last resort for me. If I lived in the city, it might be different but the bus service would have to significantly upgrade its buses for professional business travelers.

- I don't use public transportation now because to run errands like I did today it would take me 3-4 hours plus the bus doesn't travel down to some of the places I went.
- This was a complex survey. While I support more use of mass transit systems, auto use for me is the only practical mode for most of my routine (work and shopping) needs given where I live.
- I am self employed so I can't travel on public transportation to carry a ton of tools on a bus.
- We're lucky to have short commutes and good roads. It's a great place to get from point A to point B quickly.
- I would like to see gas prices go down. Why should we little people pay it.
- My work situation changes frequently and I travel to many different places for work. Public transportation could rarely if ever accommodate that constant changing situation.
- I am a business man in a business suite. This is Rochester. I am not going to be walking through slush and snow to get a bus. People don't work 9-5 jobs anymore. In fast paced office settings you leave when the work is done which often means you are often required to stay late. If I have to go to a business meeting or a business lunch or want to go out to eat or the school calls because my kid needs me - what am I going to do if I am in Brighton with no car? I'm not going to get stuck at the office every evening trying to find a way home because I missed the bus. With family and work and responsibilities I don't have time to waste waiting for a bus or being on a bus that stops every 5 minutes. On a good day with no traffic I can make it to work in 35 minutes - that commute is long enough! I can't imagine how long that would take if I were on a bus. If gas prices get too high, I would arrange to work from home more often. On the otherhand... if I could do the park and ride in Hilton, get a fast direct route to my work, get dropped off at the bus stop in front of my office, be able to work via wifi during the trip, and have some means to get where I need to go when there's no bus - I might try it. One more thing: suggest to someone to fix the bottleneck at the 390/490 intersection. You get one car accident (which sometimes happens daily) and the cars back up for miles. Tell the DOT Help Truck that when an accident happens during rush hours? Get the cars into the median and wait for rush hour to pass before dealing with it. Don't close off lanes of traffic during rush hour to change a flat tire - come on! Think about it! If a cop comes, the cop will close off one lane. Then the DOT truck comes and closes off another lane - is all that really necessary?
- I just drive around the rural town of Hilton. I don't think I need a bus.
- I have a short commute to work. I can either bike, run, or take the car. It would be unlikely for me to take or wait for a bus to go to work.
- When I lived in the city and worked in the city, I took the bus every day to and from work. I now live outside of Rochester in Genesee County and there is no mass transit, bus service from there to my place of employment. I do carpool though to save gas and wear and tear on vehicle. It would be nice though to be able to take a bus from LeRoy (reside), to downtown Rochester without having to transfer and if downtown Rochester were safer in the evenings, it would be nice to go to dinner, movie, etc. without having to drive.
- I am completely opposed to raising the gas tax by any amount for any reason. The roads in the Rochester area are not conducive to elimination of gas autos with electric vehicles because there aren't too many places where a re-charging system can be installed. Buses are not a practical solution, even with more buses and routes, because you are up against environmental and economical constraints. Perhaps a bus direct and nonstop from Brockport to downtown would eliminate the long line of cars I observe going that way in peak commute times.
- I would never ride the bus because I get car sick, have too much that I carry in the car for various activities on a regular basis, I schedule things back to back & can not wait for transportation to arrive, travel at all hours of day/night.
- Rochester is a very spread-out and diverse region having shopping districts in multiple towns, agricultural lands within town and village borders, fairly well designed roadway system and multiple companies located in widely scattered locations. This all makes a regional transport system difficult to meet the needs of a worker with a job that has varying time commitments. It also does not help that as a widower I have no other person to help with errands/shopping/etc which means that a regional transport system becomes less friendly for me to be able to accomplish all of my errands in a single day and spreading it out some every day means I have no time for me at night. A 7:00 am start time means that I get up between 4:45 and 5:00 am so that I can get to work on time. If I leave on time I get home by 6:00 pm and then have to eat, do chores, pay bills, maybe keep in touch with family and friends out of state (which is where all of them are) and then get to bed by 9:30 to 10:00 pm so that I can try to get a reasonable night's sleep. Doing other things after work means not accomplishing one or more of those listed activities, e.g. on nights of choir practice I don't get home until 9:30 - 10:00 pm and as a result get a reduced night's sleep and have no dinner. I could not survive with that most nights and the weekend is the only time I can care

for the house. Time is precious to me as I don't make sufficient money to hire all my chores done! Typically, getting around is not an issue and I plan my trips to minimize gas usage and overall trip. I used to use bus/train transport in Chicago routinely (4-6 times a week) and would again if it were to really fit my work schedule without jeopardizing my job.

- As a self employed carpenter I have no alternative to my van. I am considering the Ford Transit for my next truck. Tools, ladders and materials have to be moved from job to job.
- I'm not a good candidate for bus travel - when I travel, its typically for an appointment or time constrained.
- My job's hours and the places I need to go for work are ever changing. Public transportation is not flexible or timely enough to meet my needs. I also need to carry lots of equipment with me.
- I both live and work in an outlying village and there is no public transportation available. Probably couldn't live here any longer were I no longer able to drive. There would be no way to do errands, doctor appts. etc. in Rochester.
- My trips are short, infrequent and to varied locations and public transportation would not fit my varied destinations,
- Double the Federal tax per gallon of gasoline. Double the State tax per gallon of gasoline. We are the users, we should be paying for road maintenance and repair.
- I travel so much during the week to so many locations, it is not productive for me to use transit at this time, but rather to drive
- I enjoy having a car for transit in the suburbs. I wish the city had a light rail system to get around all of it.
- Because of my car I haven't needed to learn the Rochester mass transit options. I should familiarize myself with the system, especially as it relates to the suburbs like Webster and East Rochester.
- I find it relatively easy to get around by car. Having moved here from Long Island just 2 months ago, I appreciate the lack of traffic jams.
- I would just like to make note that my job requires me to drive from school to school...with the schedule I follow, there is no other option for me other than driving my own car.
- I have greatly enjoyed the public transit available in Rochester the few times I have use said services. My commute time has been shortened by about 10 minutes by driving

myself, however, which is why I currently drive, rather than ride the bus. I can say that, coming from a state that does not have abundant public transit (Maine), the public transit systems available are very helpful in getting around the city.

- My commute is most easily done by driving my car, which is why I don't utilize public transit. If direct transit were available, I may be more apt to use the service.
- I took a bus to and from work in Avon when I moved to Rochester from Florida three years ago. It was hard to figure out the schedules and transfer. Since I have a car, I prefer that.
- The most annoying occurrence to me is when there is a moderate to severe delay on one of our expressways (I390,I490,I590) and drivers are not alerted at a point where they can choose to exit instead of coming to the stopped traffic line and then sitting for an undetermined amount of time, wasting fuel and time. If the cameras installed at intersections are proving to be effective in discouraging drivers from going thru red lights, then I am in favor of increasing the number of monitored intersections, at any cost.
- THERE ARE TOO MANY CARS BETWEEN 4:30 AND 6:30 PM.
- Morning traffic on the 390 southbound (the segments north of the 490 and south of the 104) is terrible. The traffic is wasting huge amounts of gas and massively expensive opportunity costs of lost time of working people. An additional lane or two could be worth it.
- traffic moves along great small delays only on 390 south or 590 during rush hours. Nothing like traffic delays in large cities like atlanta,chicago,or LA
- As a basically retired person, public transit doesn't lend itself to my needs. I plan my trips to be the most productive and always link more than one stop when I *do* go out. So it may be a trip to Staples or Home Depot. If home depot, I can't bring lumber home on the bus. I also pay bills occasionally if it's along my planned route, allowing me to save postage. Plus it's 3/10's of a mile to the nearest bus stop on Dewey Avenue. Not exactly the most convenient mode of transportation for me.
- My husband is retired and I'm a housewife. Most of my trips are for shopping or groceries, so I don't want to haul my groceries or purchases from a bus stop at the end of the street.
- This study doesn't really pertain to my lifestyle. I NEED a car for my job.
- The primary reasons that I prefer cars to transit is control

and convenience. On more than one occasion I have been waiting 40+ minutes for a bus in cold weather (both UofR and RGRTA), which voids the sense of control I have over my whereabouts. That's why I feel that real-time tracking is a feature that needs to be implemented before I would seriously consider making a bus my primary mode of transportation.

- I used to take the bus to commute to work downtown because the bus stops were convenient to where I lived and worked, and they were in high-foot-traffic areas so I felt safe using transit. I do not use the bus to commute to work anymore because my new work location (in the suburbs or Rochester) is not well-served by bus routes - right now, if I took the bus, I'd have to figure out how to cross Jefferson Road at a mid-block location without a crosswalk nearby in order to get to work. Gas prices don't influence my use of public transit as much as convenience and safety do.
- We're pretty lucky compared to places like Chicago that have heavy commute traffic. I can't speak about public transportation, but there should be more frequent Amtrak service. A Bullet train would be wonderful.
- I would LOVE to use the bus to commute to work. Right now it takes me 15 minutes to drive to work and I get to choose when I come and go. Currently, if I took the bus it would take me over 2hrs with a couple transfers and at inconvenient times. I'd be willing to take a commute up to an hour if I could get stuff done on the bus and the times fit my schedule better.
- 590 South is the worst for of travel in rush hour - something needs to be done about this.
- We are retired. Our travel, from where we live, to grocery stores, church, family, is not primarily on main roads, so we will always get to these places via our car.
- There should be an incentive for people to carpool.
- I usually use my vehicle for several appointments during the day. I travel a three county region primarily Livingston, Wyoming and Steuben. The folks who might be able to use public transportation have many barriers: bus stops not accessible to seniors or persons with disabilities or young families with children, fixed routes do not accommodate the needs of the public, rural areas, especially have difficulty using public transportation; transportation seems to be more accommodating to college students (i.e. SUNY Geneseo) than to seniors or persons with disabilities; there needs to be transportation between county lines (ex to and from Wyoming and Livingston and Monroe County). Many buses seem to drive around the area (Livingston County) with 1 or 2 riders in some cases and several buses are "parked" at a time (for example in

Geneseo) with no riders. College students seem to be able to access bus to Walmart and Wegmans from SUNY Geneseo, easier than other members of the public. Weekend trips to Rochester are available to students but there are no buses available for example to Marketplace Mall for other members of the public.

- While October 4th was an exception in that it included a trip to my son and his family's home, the trips to Camillus are not frequent occurrences. Generally my daily travel simply includes grocery or other type shopping with my auto not used for many days at a time. I truly cannot judge public transportation in that it's a mode of transportation I've rarely utilized since my late teen years.
- I work per diem and often need to commute miles between locations in one day with no time for any waiting for public transportation or walking from bus stops. The public transportation system wouldn't work for my job situation.
- I live 1.0 miles from work, so many of the questions about transit don't apply. For a while I tried walking to work, but I found that I needed the car to go to other work locations during the day, so I usually drive to work. However, I do walk home for lunch 3-4 times per week. I would like to see more communities made more pedestrian-friendly and especially more bicycle-friendly as part of transit improvements.
- I'M GLAD THEY PUT THE BUS FARE DOWN TO A DOLLAR AND IT'S 50 CENTS FOR SENIORS, THAT'S GOOD. REGARDING DRIVERS, I THINK IF DRIVERS ARE NEW TO THE PARK AND RIDE SYSTEM THEY SHOULD HAVE BETTER TRAINING. I'VE HAD A FEW INSTANCES WHERE THE DRIVER NEEDED HELP FROM THE PASSENGERS TO GET AROUND. THEY SHOULDN'T PUT DRIVERS THAT ARE BRAND NEW TO THE AREA ON ROUTES THEY DON'T KNOW. THE DRIVERS THAT I'VE HAD FOR THE MOST PART ARE VERY PASSENGER CONSCIOUS AND HELPFUL.
- The most significant issue for me is having to go downtown and transferring buses, which turns the whole commute from less than an hour to probably closer to two hours which is impractical. Macedon to Henrietta by car is around 70 minutes round trip versus close to 4 hours round trip by bus. I am very much in favor of car pooling and mass transportation, I had taken the bus in the past when I lived in Browncroft and worked downtown. I just can't spend 4 hours a day commuting versus an hour and a half.
- I live in the suburbs, roads are good, highways are great, my car is the only way I get around. Bike is for fun. Would never take a bus. Time is too precious. Make about 1-2 trips per day from the Pittsford suburb to downtown Rochester, about 20 minutes. We do need high speed rail

transit to NYC.

- Having come from an area of CT close to NYC where the road traffic is very congested, I find getting around the Greater Rochester Area very easy to do. The highways are easy to access and traffic congestion is at a minimum. If I wish to avoid the highways for whatever reason, the secondary roads allow me to go most anywhere I wish without difficulty. I rarely go downtown but when I do, I am able to navigate the roads without many problems.
- In parking at work, I do not pay a parking fee, but it is a payment made through payroll deduction
- You would not accept my car in your study. It is a Lincoln Hybrid that gets up to 60mpg in the city.
- If there were convenient transportation to my job, I would consider using other options besides my car. However at this time there is nothing convenient for me.
- Let's face it, getting around the Rochester area in a car is not that difficult nor time consuming (this coming from someone who commuted daily in the Atlanta Metro area for several years before moving here). As a comfortably middle class person, the motivation for me to use public transit is not to save time but to reduce oil dependence and to reduce carbon emissions. I would strongly support and gladly use public transit if it had a good infrastructure (think Washington D.C.) and had a free commuter lot near my home (Zerex area).
- My work requires me to be able to move around quickly and often. The Rochester region is not congested enough to demand my reduction of automotive use. The liberation provided by the use of a car is overwhelming. Since my experience with public transportation in Rochester (I have experience in large cities like NYC, Toronto and Tel Aviv) is non-existent I have no way to provide methodology for stimulating such usage. I would like to encourage it as I enjoy using it when on vacation or at times and places other than the Rochester region.
- The day we filled out the survey was atypical for us. We travelled much more than usual, took one vehicle 10 miles away to an auto mechanic that we trust which is not a normal activity. I typically drive 15 miles per day and my wife only sometimes drives her van. I enjoy the Rochester area commutes. I have lived in Chicago, Washington DC and Honolulu, all which have terrible commutes. While I strongly agreed that I would move out of Rochester in the next 5 year and strongly disagreed that the people I care about live in this area, this is only because we will only be here 3 years due to my job. We like Rochester a lot and would consider living here in the future.
- I believe the Transit service does a good job to get people to locations, especially when those people do Not have a vehicle. It is somewhat easier to just hop into my car and get going. I did use the transit system in the past when going to work downtown.
- Community car sharing is the way to reduce pollution in this region. There is a program in Buffalo called Buffalo Car share that you should have a look at. There are also programs in Syracuse, Ithaca, Toronto, and Philly. NY-SERDA is looking to start at Rochester Car Share - if they could just find people dedicated enough to spearhead it. A Rochester car share could easily take root in the walk able neighborhoods of Rochester. A good place to start would be the park ave neighborhood or the south wedge. The fact is, given the use of GPS, Radio tags and an internet booking system, a RCS organization can be done with minimal resources. For every car shared you take 5 cars off the road. It reduces parking, smog, excess travel, and is a cheap option for those who cannot afford a car. In Toronto, Auto Share exploded into 25,000 members. Someone needs to seriously consider starting a similar business in Rochester. There is also the possibility of combining car sharing privileges with RTS bus service. The car sharing model consists of the user paying a registration fee (\$30-\$40) a monthly fee (\$30-40) and a per hour fee (\$6/hr). The gas, maintenance and insurance are all covered by the car sharing organization. Usage is setup online, and GPS is used to show users where the car is. It's a great idea and other cities are already showing this model can work. There is also a bike sharing program in buffalo through BCS. Please look into it.
- It's faster to just drive myself. I looked into public transit last summer and it would have taken 1 hr and 20minutes to get to work. FORGET IT!
- When I worked I took the bus when my work was on a bus line. Now I do volunteer work and need to move about quickly and often on most days. I purchased my car because it was very cost effective. I oppose the federal government controlling so many things; therefore, oppose new gasoline taxes. People I know are finding it more difficult to live a reasonable life style. But, I commend you for seeking information and trying to find ways to encourage people to use public transportation. Too bad they did away with subways.
- 590 south in the morning from route 104 to 490 interchange is very congested in the morning and terrible in the winter. This is one reason why I leave later in the morning, but I still encounter delays. If I had another alternate direct route to work I would take that route instead of 590 south.
- One of the concerns I have with Rochester transit is my work hours. To be safe and easy while having to go in, sometimes back and forth a few times in one day, is

important.

- My commute to work is strictly on I-390, it would take me longer to get to work to use public transportation, and the normal traffic delays put my travel time to work at around 25-40 mins in the winter. My normal travel time would have to be longer to want to opt for public transportation, when using public transportation would take longer than if I drove myself.
- I am unable to use public transportation, I need my car for my work, home care.
- I live in a place where there is no transportation except when I move my car. When I moved here in July of last year I saw a transit bus and said oh good if I can't drive. I have been at Greece Town Mall and have seen people getting on buses right at the entrance doors of the stores, maybe Macy's, saw them get on and off and their mode of transportation was the bus. Bus goes down Britten Road but doesn't stop for anything. Especially in the winter time when I can't drive, a bus would be good especially from Lake Avenue to Dewey Avenue, there's no transportation. There are quite a lot of elderly people in the area where I'm living on Britten Rd and Billwood Dr. They will be in the same position as me when they are not able to try and not able to get anywhere. I think it would be marvelous to get on a bus to do shopping and come back home on the bus.
- Due to My work changing locations daily and the ability to carry work items. My vehicle is the only transportation I can use.
- I traveled all over the world and worked for short periods in other cities all over the world. Rochester is the easiest metropolitan city to get anywhere in 20 minutes or less and the airport could be better located.
- I traveled on Oct 5th instead of the 4th but there was no way to indicate doing the study on a different date.. Start time 10:30 end 10:54 by car alone for lunch at 555 E Ridge Rd. Return 1:01 end 1:25 by car alone to 16 Clover Pk Dr. #2 14608
- I often need my car for work during working hours. Public transportation would not provide me with destinations and time needed to get to those appointments.
- I have no problem w/the bus system and I would use it - however - I USE my station wagon to run errands after work normally - and it's stock piled full of things I'm usually dropping off or delivering to other folks. because I do this stuff usually on the way home from work - bus is NOT an option. heck - I'd love to ride a bike to work - but I've seen folks on the road almost KILL folks by MCC. so - car it is.
- We would love to use public transit but we need to carry a lot of stuff sometimes.
- While RTS does a terrific job within the City of Rochester, people in this town have been trained to own and drive their own vehicles. People in Rochester do not realize how fortunate they are to have free parking at their places of employment and very short commutes. In the suburbs it is not reasonable to ride the bus. My personal commute would be tripled to work if I used public transportation.
- In general I feel traffic flow in the Rochester area is excellent. Of course, now that I'm retired this may not be an accurate assessment on my part. Also in defense of some of my responses to the survey, the fact that I am retired weighed heavily on my choices against public transit. My trips are either very short to appointments, stores, movies, etc. or to area golf courses. I find my car remains the best mode of transportation to all of these activities. I usually attend social functions with friends and we usually car pool.
- When I first moved to Rochester as a young adult I didn't have a car and took the bus a lot or had to walk long distances if there wasn't service because of location or time of day. Now, as an older adult who owns a car and a home, the rigors and inconveniences of bus travel make it just not feasible or practical. There are few clear benefits in terms of cost effectiveness, time savings, convenience, etc., except perhaps having someone else doing the driving in inclement weather ... if the location of bus stops and schedules worked.
- I need a work truck to do my job so public transportation is not helpful.
- The commute isn't too bad when you compare it to other cities. Traffic isn't as bad as it could be or as bad as it is in some places. Continue the road repairs and wider shoulders to accommodate bicycles more.
- YOU FORGOT TO ACCOUNT FOR PARENTS THAT NEED TO TRANSPORT THEIR CHILDREN TO AND FROM SCHOOL EVENTS/SPORTS. A BUS WOULD NOT BE AN OPTION UNLESS THE CHILDREN WERE ABLE TO USE BUSES IN THE SUBURBS TO GET TO AND FROM SCHOOL ON THEIR OWN. IT WOULD BE GREAT IF THEY HAD THAT OPTION. I KNOW MY KIDS WOULD USE BUSES TO GET TO EASTVIEW MALL OR HOME FROM SCHOOL WHEN LATE BUSES ARE NOT RUNNING. VICTOR SCHOOLS DO NOT HAVE ANY BUSES LATER THAN 3:10 ON TUESDAY THRU THURSDAY WITH NO LATE BUSES MONDAY OR FRIDAY. IF THIS WAS SOLVED THEN I WOULD BE MORE WILLING TO TRY TO USE A BUS TO COMMUTE TO ROCHESTER. THEN IT WOULD DEPEND ON HOW MANY TRANSFERS WOULD BE NEEDED TO MAKE IT MY STOP. TIME IS ALWAYS ESSENTIAL WHEN YOU HAVE A FAMILY TO CARE FOR!

- Driving through the city of Canandaigua is always terrible.
- It's pretty easy to get around the city by car. Rush hour traffic is not bad. Highway system is pretty good.
- Driving throughout the region is fairly efficient (compared to other areas of the country). Although not used the majority of the time, using the Park and Ride bus to/from work prior to retirement was efficient and cost effective for my spouse.
- The questions and answers posed in this survey did not allow me to characterize the nature of my travel completely. 1. I work independently and part time in the field setting my own schedule and destinations which vary greatly week to week. 2. I have to transport supplies and tools to complete my work which would not be feasible to take on a bus even if one was available to each of the 14 different destinations I service. 3. I have often wished there were a flexible bus system that I and others I know in Perinton could take to get from our neighborhoods into the village of Fairport to go to the library, bank, restaurant, gift shop, post office, etc., either by calling for it, or by knowing of regular stops which I would be willing to walk at least 5 minutes to a stop to catch the bus. Also, the questions about how much would gas have to go up until it forced me to take a bus is not applicable. There would be a break even point where I simply would have to quit my job because it would not be cost effective unless my employer increased my mileage reimbursement to compensate adequately for the increase. I do not have an objection to taking a bus and think that most people who commute regularly to the same job and location daily should be encouraged to do so and it should be made easier. When I lived in the City of Buffalo and later in the City of Boulder, CO., my husband and I both took the bus every day and often didn't even own a car and we got around day and night without a problem. Only once did I fear for my safety in Buffalo when getting off late at night and being followed by another passenger down the block to my home. However, when we moved back to NYS and Rochester, my work was full time on-the-road in the field as a service technician covering about a 200 square mile territory in and around the Rochester area and the surrounding counties in a company provided vehicle. Your survey was interesting to me, but the questions leading and in some cases will yield answers that will skew the results in unpredictable directions. I graduated from UB in Environmental Design and Planning and constructed several such surveys relating to County Park usage, etc. and your survey was deficient in giving a person a choice to indicate that a particular question does not apply to their individual situation. Good luck in fostering the use of public transportation. In addition, when my husband was alive, he did commute into the City of Rochester, but often had to be at the Child Care Center he worked at by

6 AM and alternately did not leave until after 6:30 pm and would have found the RTS schedule to greatly extend the length of his day and prevent him from getting home to our young daughter after school or delaying to put her on the bus in the morning depending on that day's schedule. Also, service from the suburbs like Perinton require a number of transfers to get to most destinations which also takes way too long. My husband grew up (poor) on Long Island in a very affluent suburb outside NYC, was familiar with and had to use public transportation because his family never owned a car as he was growing up. There was a bus up and down main street in his town which he took once in a while, but usually he walked long distances around town to work and for other social events, but could hop on the train and get almost anywhere. His community also provided a free bus that people could take to Jones Beach in the summer that would leave in the morning and return at the end of the day. Again, good luck, but Rochester is a difficult area to provide adequate coverage. So many people also commute from counties surrounding Monroe County, travel the farthest mileage and would have no chance of getting public transportation. I think providing public transportation in and around each individual community that older people and teenagers could use to get around for routine errands and recreation trips instead themselves driving or relying on parents to chauffeur them everywhere.

- Public transportation is great. I would love to utilize it, but it is not effective as a trade contractor. We need equipment, supplies and need to get to addresses all around the community to estimate new jobs. As I see it now public transportation will not work for my segment of the community. Please do not find a way to add taxes to contractors, our overhead is too high as it stands in NY.
- Car is the only viable option where we live in Fairport.
- The issue, for me, is the time required, and the lack of schedule flexibility. The cost comparison is obvious. Even though my old car gets 33 mpg, gas at nearly \$4 is over \$8/day, not counting wear and tear. So a round trip under \$6 via public transit may be worthwhile. But with the current system, on a good day my round trip drive is 1.5 hours, and I have time flexibility. With RGS, the time on a good day is almost 3.5 hours - and I would have to ask my employer to change my schedule.
- It would be nice to see more alternative energy vehicles available.
- My travel time is fine - I do not use the expressway because of all the congestion in the morning.
- For several years I commuted from suburbs to downtown Chicago using mass transit (rail). The primary reason was the convenience versus the unpredictability of highways

and commuter traffic. Rochester's traffic is rarely an inconvenience.

- driver training is very poor
- Living in the suburbs requires a car to get around. A car provides the flexibility that I require. I would not be willing to walk a mile or two to take a bus. I did that when I was a kid and it was not fun.
- The government is already diverting money from the gas tax to other things so why should we support an increase in the gas tax. Taxes in New York are way too high which is one of the main reasons we will be moving. Travel by car is very convenient. I would not want to have to walk a long way to get a bus carrying groceries or packages.
- really hard to use public transit when my obligations change a lot and i have to use my car during the day. Also, my experience with bus service in the past is that it is so unreliable, it is very difficult to use when I have to be somewhere at a specific time.
- This survey was way more cumbersome than anticipated and took 30 minutes just to click through one driver. I and my husband have jobs that require last minutes changes in trip and side trips or picking children up or dropping off at various places on different day. Public transit is just not an option.
- Rochester is too small a market to effectively support unsubsidized mass transit. It makes sense in bigger cities, but Rochester is comfortably sized to make driving inexpensive, timely, and enjoyable.
- Pretty good overall - I am a travelling salesperson, there is no way I can take public transportation for my daily life.
- Rochester is the only place I've ever driven where to stay on the same road you have to change lanes. That's just a quirk here and I don't know why. There's the 390, 490 and 590 that come up from the thruway. If there's an intersection you have to remember what lane you're in. You shouldn't have to change lanes to stay on the same road, not to stay where you are. I moved here 6 years ago and got lost a lot.
- As a retired person I plan my trips for one or two days a week, with multiple stops. Public transportation is all but impractical for this type of shopping/keeping appointments/etc. If I were employed and public transportation were available, I would use it.
- Buses clog roads and stop too often. Subways/trails are the only practical mode of transportation. Traffic is not an issue in Rochester, its great compared to other cities.
- Overall I am satisfied with my travel experience in Roch-

ester. Sure sometimes I have to wait in traffic, but never for very long and I always can find an alternate route if need be. Road conditions can be bad at times (pot holes, excess snow), but I feel that comes with living in the Rochester region.

- In general, driving around the Rochester area is easy. The commute time is negligible compared to other cities, and, except for large snow storms, there are very few unexpected slow-downs. I don't take the highways very often anymore because whenever I try to leave several car lengths between me and the car ahead of me, someone cuts in front of me, but I have the patience to take slower roads. I used to take the bus regularly, but you have to add at least a half hour to your travel time to get downtown and transfer to another bus. Also very inconvenient for larger shopping trips, and now that I'm retired, I go to the grocery store 1 time a week at the most.
- I would absolutely love to have a mass transit option available as an alternative way to/from work on days I do not need a car (at least 3 times a week). I would especially take advantage of a bus or train during bad weather months when driving is stressful, hazardous, and delayed. The biggest problem is there is no way for me to get to and from work by any mode other than car. I'd be willing to do the park and ride at a local plaza or Wegmans or someplace near home but also willing to have a short walk to my office. I'm not interested in long walks from the bus to my work because of our brutal winters and the "open to the elements" nature of a suburban location (not downtown).
- Mass Transit is difficult as a stay at home mom with a 3 yr old, a 2 yr old, and a 2 month old. I need a mini van for car seats, diaper bags, strollers, and anything else that's needed or bought along the way.
- Still quite congested during rush hour commutes....this isn't LA
- I have never use RTS before, and am hesitant to change. I am only familiar with my car, but am also concerned about pollution, and transportation costs (gas). I know it would be better to take the bus for certain trips. We have bus stops right next to my house but I am unsure where to find information about where these buses go and what times they arrive and depart. I just don't know how to go about changing the comfortable and familiar way I travel... by car.
- When I was working at Kodak, I often rode the bus when my wife was not working on the same time schedule. When our schedules matched, we drove together. Now, most of the destinations I/we wish to go to are poorly served by bus, or involve transfers, and it is more expensive and time consuming to go by bus than

driving. Also, I am frequently transporting substantial amounts of materials or food, that would be difficult to carry on a bus.

- I rode the bus to work for many years when we had only one car. Now the bus is much more expensive than driving, especially when multiple people are in the car. And it is slower and may not go to the locations I need. Now we almost always make multiple stops on a single trip (7 on Friday). With the bus it would have required multiple fares and going back and forth to the transfer station. And how could I ever take large amounts of groceries on a bus?
- Many roads in the city area seem more congested than five years ago. They also feel unsafe. I use Mt Hope to travel to work and there are a lot of times where I can't make a left on to Mt Hope or there are other drivers accelerating to make lefts in front of other drivers. I would like to bike to work but Mt Hope is too dangerous and Henrietta is too busy.
- I do not ride on expressways because I am not comfortable on them. People drive too irrationally, so I prefer to take longer, back roads.
- I use bicycle sometimes - couple times a month. I prefer car travel to-and-from work because I don't have to follow a bus schedule. Having bus transportation for some trips - like to a museum or concert or public market on a weekend would be nice - it is often hard to find parking. I've never thought about bus transit - I had an impression that buses are infrequent, slow, and follow inconvenient routes. Maybe I am wrong. it would be useful to have bus schedules user-friendly and available.
- I do not use transit to simply move myself about. I carry other "stuff" - often several bags (computer, work, reading, files). I also often bring supplies to work. Driving makes sense, given that I most often have at least two bags; transit does not. Further, I often must leave work to travel to other schools or to Central Office during the day. A car provides the flexibility to make multiple (and sometimes spontaneous) trips. One of the things I LOVE about Rochester is how easy it is to get around to almost anywhere fairly quickly. Travel is quite manageable here. I don't understand why we have a star system for the buses that requires nearly everyone to transfer downtown. I also don't understand why we didn't pursue a true multi-modal transit station instead of a simple bus station. I still think the bus station plan is a boondoggle. Why haven't we pursued a north-south light rail line?
- I wish I could travel more by airlines. I can't do trains due to my arthritis. That's why I enjoy my own car. What's happened in the last couple years, I stay home because of my arthritis in my knees, I have a hard time walking.
- My workplace is close to my home, so using public transportation is not an ideal scenario. I usually run the errands in my vehicle, and that also would not be an easy task using public transportation while living in the suburb.
- outside salesman, travel a 50 mile radius- doesn't pertain
- Please don't penalize car owners for their commutes! Just trying to make a living!
- In order to travel flexible with a Family in Rochester a car is needed.... this is not like a large metropolitan area like Toronto or NYC where mass transit is a must. If Rochester/NY tries to increase gas taxes for travel and or mileage to minimize car travel (my perception for the reason of this survey), my intent would be to leave Rochester/NY... as I am sure many other professional families would feel the same.
- I feel that adding additional transit systems in this area would be a complete waste of the tax payers money. The majority of people in Rochester and the surrounding towns own a vehicle or their own mode of transportation to get from place to place. I do not know a single person that would choose to use the transit system over their own vehicle. And I also do not know a single person that uses any form of public transportation. I honestly don't feel like public transportation is a hygienic way to travel. How often are the buses, shuttles and so on sanitized and thoroughly cleaned? We should not be taxed at a higher rate on gas for our money to be wasted on projects or programs that the majority of people wouldn't use or support.
- Rochester Transportation is much easier than other cities I have lived in. There is hardly ever any bumper-to-bumper traffic. Traffic usually moves along at a smooth pace. The highway electronic message boards regarding road closings/construction are helpful also.
- Traveling by auto in the Rochester area is quite good when compared to some other area of the country that I visit. Just because some cities have congestion problems is no reason to raise federal gasoline taxes here to solve their problems. Maybe if people have a difficult time getting around in a city, they might decide not to live there.
- Traffic in the Rochester is well managed and not congested compared to other cities around the country I have lived in.
- I only have 3 miles to drive to work.
- If you really want to help save gas and reduce accidents.... get the DOT (county and NYS) to time the traffic lights.
- My answers are based on the fact that I work as an in-home social worker and I have to have my own vehicle at work in order to do my job.

- I also have to have my vehicle at work in order to do my job.
- My travel/work schedule is highly irregular, thus my survey responses may show. (I sell at farmers markets so my schedule actually varies with the day of the week and the season, and the year, and most of my work is done at home.)
- My work is selling at farmers markets and to other produce buyers, so my “work” schedule is highly irregular, differs each day as well as by season and year, is unpredictable, and most of my work is done at home.
- The transportation system in Dwayne County is nonexistent and the ones out there are cost prohibitive for senior citizens. We have one route that comes into Dwayne County, it’s there but it’s cheaper to drive to drive your own vehicle into the city than to take the RTC. They charge the same for a five year old that charge for a 75 year old and it’s expensive, a weekly pass about one hundred dollars, something like that. And it’s cheaper to get the weekly pass than pay individually. I can drive into the city 4 days a week cheaper than paying for a weekly pass and I’m doing that.
- Better timing of traffic lights - “smart” lights. Many traffic lights force one to wait unnecessarily and in the process, to burn fuel unnecessarily.
- My job requires me to travel throughout Monroe County. There are days that I put 50-75 miles on my car and other days that I do not leave home. Mass transit is not an option for me.
- Public transport does not suit my personal or business style. I must travel by car to carry out my work and personal duties,
- Travel by auto is most efficient and productive for me.
- Why aren’t the main artery traffic lights sequentially controlled with the speed limits. New York City does this and you can travel for miles without have to stop which saves a lot on gas and would be green because it would cut down on pollution. You could have them set so they with be sequential going into the city in the morning and set them for the afternoon going away.
- The proposed diamond at 590 and Winton sounds confusing and not that helpful. Commuting overall isn’t too bad compared to other cities.
- I often need my car during the day if I have to leave work to go to a home. I also do not have a set end time to my day. I will not ride a bus in the dark in the city or downtown due to safety. Also, my start time varies, sometimes I am at work at early and sometimes a bit later.
- Traffic and transportation is a lot less congested in my area than in other parts of the country. All transportation is by car.
- It is my experience that working in sales requires a car for client meetings, travel to the office to deliver paperwork and also working another parttime job that has more stable hours. A vehicle is important to travel between client appointments. With more people working part-time, flexible hours and/or multiple jobs, working from home has proven an option to reduce travel and save the vehicle for appointments versus public transit.
- When you work in construction, a truck is the traveling tool shop required on the job. The only means to reduce travel is to work from the shop at home and travel for installations. Public transit is not an option.
- living in victor and working in canandaigua it so easy just to drive . even the cats bus doesn’t have stops near me at this time
- I don’t use public transportation because it would not work with my schedule nor where I work.
- In general, travel in the Rochester area is efficient and timely. A person can pretty much get anywhere in Rochester and immediate surrounding areas in about 20 minutes.
- I wish the buses ran more frequently. I would definitely consider taking the bus to work especially in the winter. I work downtown and have to pay for parking. It is cheaper to pay by the month so that is what I do. Then after I have paid for the whole month, it seems silly not to drive. I would save a lot of money taking the bus instead of paying for parking. My only concern is if I had to stay late, there would be no bus to get home.
- I used to take the bus when I live in the city and worked downtown. Now my commute is about 2.5 miles so I drive (in the suburbs)
- I think the suburbs and travel around the city from west to east and south side is just fine. They make driving easier by better freeways. I don’t like the congestion in the city.
- It is impossible for me to travel as much as I do, and to do it on Rochester’s Public Transportation. I also have a 2 year old that i do not want to lug around on a bus. Sorry but I’ll be sticking to my mini-van until it dies at least.
- I would be able to carpool with 1-2 other individuals in my apartment building/use public transit, if my area streets allowed for cars to remained parked on the “wrong” side of the street for a longer period of time, or perhaps if the on/off street parking was seasonal. We all currently drive our cars at the same time to the same location due to a

fear of getting a parking ticket if we get stuck at work past 8pm with our cars back home on the “wrong” side of the street.

- I’M NOT FROM ROCHESTER ORIGINALLY, BUT I CAN GET TO ANYTHING I WANT IN 20 MINUTES. THAT’S AMAZING. IT’S MOSTLY EXPRESSWAY AND DESCENT ROADS.
- It is less convenient for me to take public transportation when I have to travel to and from multiple jobs. It is important that I am on time and it is not convenient for me to wait for public transportation. It is also less convenient when I need to transport my child to and from daycare.
- My work is varied - sometimes I only transport myself to a location, other times with tools, prototype machines, and/or construction materials. WITH something is most common. I strive to avoid rush hour traffic: I have gone in late to work and stayed late over the past 15 years, JUST to avoid traffic. But I am not married, have no children, and most of my jobs have flexible hours. Also, in past 20 years, while living in the city of Rochester, near 390/Chili Ave, I have had long term jobs in Webster, Medina, East Rochester, Henrietta, and Pittsford. I would be impressed if a public transportation system could economically support my local transportation requirements.
- Coming from Long Island, I am impressed with ease of travel in this area. Everything is easy to access.
- Rt 390 south in the AM is a joke. Need more police to manage drivers who dart from lane to lane and cause substantial back-ups and accidents
- It’s a pleasant city to drive around in.
- I live very close to my work, and both are located in suburbs, therefore I don’t think public transportation is feasible. I have used public in other cities and have found it very convenient, but I don’t think it will work for me here and for the trips I need to make currently.
- IF I NEEDED TO TAKE A BUS, I WOULD TAKE A BUS BUT I DRIVE SO I DON’T NEED TO.
- Rochester is pretty car-friendly. It’s hard to compete with that.
- While I am wedded to being a two-car family for now, and often use my car to help others without one, I would love to get us down to just one car. Rochester has a terrible transit system compared to Minneapolis, where I used to live, and lived for 7 years without a car very happily, even tho the winter weather is much worse there. A primary reason is the focus on downtown, rather than agrid pattern that makes it easy to get wherever you want without having to go thru downtown.
- I’d love to ride the RTS buses to work more frequently. However my worksite is temporary and I cannot predict where I might need to go. My employer often requires I have a vehicle onsite during the day to move to a different job. All three of my trips today could have been on a bus, had there been any logical design of the RTS routes. In fact, one trip required a 10 minute walk, 5 minute bus ride, and would have dropped me off at my stop. However I cannot count on the RTS bus being on time, nor am I sure it will take me to my destination instead of detouring to somewhere that only gets service once or twice a day. And getting home is a crapshoot - I don’t carry bus schedules with me all the time, and I have no idea when the bus might show up. Saskatoon (Saskatchewan) Transit Service nuked their existing route structure in the summer of 2010 and completely redesigned their system to deliver people where they want to go. I suggest RTS do the same. The RTS system of adding length to routes that are essentially unchanged since the streetcar days makes for a confusing mess. Not even the bus drivers know where they are supposed to go - and you want me to ride the bus?
- I don’t take the bus because the closest I can get to my work is 3 miles away.
- The streets near/around W. Henrietta Road need to have 2 more lanes added for a total of 6 lanes. Where there are 2 lanes on Mt Hope Ave., there needs to be 4 lanes for smoother commuting. Getting out of my driveway can be challenging to exit due to traffic at peak times. I wish we could have a trolley (or subway!) like existed 60-70 years ago. Transit must be efficient for me to use it, and this includes having minimal wait times and being safe.
- My impression of public transportation, particularly bus, is not very safe. I do not feel comfortable using them. I may have a completely wrong impression about the bus, but I just do not feel to even try once. I feel very safe and comfortable if I use my car to travel around Rochester area. If I do not feel this way about transportation service and I do not think I will use them even though I have to spend my money for gas.
- I work evenings and my work commute is fast, convenient and easy. I would never take a bus to work for my evening shifts.
- We have lived in the West Chili area (Chili Ave near Union St) for over 50 years and have NEVER had bus service here, even though it is a heavily travelled area. Cars have always been the only possible mode of transportation to and from here, and I wouldn’t have the slightest idea how to use bus service if it suddenly appeared. We very rarely go into the city, doing business in the suburbs exclusively, and would be especially unwilling to enter the city on public transportation because of safety considerations. If

there were suburb to suburb public transportation circling the city I might consider using it.

- I live only 4 miles from work, and drive a hybrid. However, I would consider taking a bus if it the stop was closer to my office, and it wasn't so restricting as to what time I would need to leave work i.e more frequent buses between 5 and 6 PM.
- With 5 drivers and 2 cars, we've struggled to share the 2 cars. Each time I investigate public transportation, I find the commute time for my 8 mile trip excessive. Same is true for my son to commute to MCC. For his night classes at Roberts Wesleyan, stop is too far from the college. My son in high school has no practical public transit from Gates-Chili HS.
- Highway traffic is horrible at times! I wish that could be improved.
- I'm satisfied and no complaints. No problems getting around Rochester by automobile.
- I have no interest in taking a bus as long as I have a car.
- Though at this point I am very fortunate to be able to drive my car, I must emphasize now that I am very aware and appreciative of the fact that there would be buses available to me in the event that I would need to use their service. If I were unable to drive due to physical restraints I would definitely want bus access!!
- public transportation is not practical for me because of my work hours. I often get called in early or have to stay late making car pooling or public transport difficult. I do resent the attempt by our government to manipulate us through the tax system.
- Traffic is not heavy enough to encourage motorists to use public transportation.
- I don't want to use the bus! I have a car, no need for a bus. Cars are more convenient!
- My Vehicle is Flex Fuel, Also I sometimes have to travel during the work day. RTS cannot carry my tools.
- In general I find it very easy to get around the Rochester area. I always travel by car because I travel as little as possible and when I do go out I am generally purchasing a large amount of product that I then need to get home. I do not see anyway to make these trips easier by public transportation.
- I would appreciate there being announcements on the overhead signs that warns one of traffic accidents in real-time far ahead of the backup. Those signs could be used more effectively. Another service that would be helpful

in promoting the area and the use of transit would be a publication similar to the "Buffalo Spree" which announces events/trends/historic sites worth seeing and how to reach them by public transit.

- I live in a suburb and work in a suburb. Bus transit makes no sense. The current routes, as I understand them, offer very few options suburb to suburb. Travel times are not an issue with most of my trips. The Rochester area road system is very comprehensive and except for NY-390 southbound between I-390 and Ridge Road and NY-590 southbound between Rt. 104 and the Can of Worms, there are no serious congestion related issues in our area.
- The road system is good in this area. The delays are acceptable. Congestion is not bad compared to major metro areas ie NYC or Long Island.
- I believe the expressways should be increased and where they are. Rochester area has grown immensely and takes in a lot of small towns. People are moving into suburbia so expressways have to follow suit. If not, traffic is terrible. I don't have to go myself at the busy hours but during those hours it's terrible. My side of town I'm looking at. They have buses that come out in the next town and it's a college and a lot of people riding buses for the college but only certain hours and it takes a long time.
- I think it would be wise if they issued a special ez pass ticket between exit 45 and exit 44 that goes around Victor and not through all the commute traffic.
- I used to take the bus all the time, then I learned how to drive (I was 30), now I would never take the bus. I know it would probably be cheaper, but I am just too impatient, (I can't stand waiting around) as well as having arthritis in my knees and trouble walking. There is actually a park and ride right down the street from me, so convenience wouldn't be an issue
- Rochester is a car town. You need a good percentage of the population to use mass transit to have enough riders to warrant the cost. It needs to be focused on those that it is practical, useful and affordable where it will be used consistently.
- There is usually a back up on the 490E to get onto the 590 in the morning commute.
- I work independently in my own business and have to transport equipment to my jobs, so must drive.
- I really have not needed public transportation in many years. As long as I have my car I have no questions regarding transportation.
- After spending time in both New York City and Los Angeles, I must say Rochesterians are truly BLESSED with being

able to “get anywhere around Rochester and the suburbs in 10 - 15 minutes”. Our truly non-existent traffic is often a huge selling point to friends when I encourage them to move back home to Rochester!!

- Although travel was light in the 390/490 area on my survey travel date, this interchange area is traditionally the bane of my commute to and from work. Slow and dangerous.
- 390/490 Interchange is dangerous & causes delays
- Our expressways are grossly out dated with traffic back-ups in the same locations day after day (Rte. 490, Rte. 390, Rte. 590). With more and more vehicles on the roadways every day we need x-ways large enough to handle this traffic like other large cities have.
- When I worked at Kodak [now long retired], we intentionally lived within walking distance of an RTS stop, and I bused to and from work for at least 20 years. This enabled us to have only one car ... a considerable cost savings. As a retired couple, we do not find bus transportation able to meet our needs and interests.
- This survey took more like an hour! When I was younger I took buses a great deal and relied upon them. In fact our family did not even own a car until I was 18. My husband used public buses to go to work for much of his working career. But now our travel needs are scattered and somewhat random, much too complicated to have to rely on public trans most of the time. Furthermore, we often have to fill in for other older folks who can no longer drive themselves to their complicated and multiple destinations. Just not gonna work for me, sorry, because I am a believer in good public transportation, which for regularly scheduled activities, school, work, etc., are ideal.
- On the way home on Ridgeway Ave. I was delayed about 15 minutes by a train blocking traffic. This is the second time this has happened in the past two months.
- Rochester is a fairly easy city to get around in. The traffic is not as bad as, say Buffalo. The main deterrent to riding the bus is the confusing time schedule and the difficulty understanding where each bus actually goes. I know some folks who regularly use the bus, but most people in my circle disdain from it because of a) the confusion and b) the kinds of folks who ride the bus. In larger cities, where public transport is used extensively, it is less of a matter of concern, but in Rochester, the bus system tends to be used only by “inner city folks” and though this does not influence my decision making, I know it does impact others’. Especially for young folks, or single women, the bus system has a reputation of being either scary, or low class. I think in Rochester, the main prevention factor that keeps everyday folks off the bus is the perception of being “low

class,” or “poor.” In other cities, the perception of public transport is vastly different and it is a necessary part of daily life. I don’t think Rochester is that kind of a city. We are set up for cars primarily.

- I have used public transportation in the past. I found it to be pleasant and easy. I love public transportation in other cities. This web site annoyed me with the amount of time it took to get to each new question. Also the default should have been to paid no parking or tolls.
- I feel Rochester has a very car-oriented transit arrangement right now. People will generally drive rather than walk to destinations that are easily within walking distance. Part of this may be that the parking arrangements in nearly every part of the city require you to move your car daily, so people just get in the habit of driving their cars daily, even when it isn’t necessary. Also, as a person who commutes and travels by bicycle often, I have found that the city is generally not bicycle-friendly. On any given route, there is at least some stretch of road or merging intersection that feels TERRIBLY unsafe to bike through on account of traffic patterns. In particular, there is no way to cross the inner loop conveniently and safely. This also means that you see an undue amount of bikers riding on sidewalks or the wrong sides of roads to deal with these situations, and that seems unsafe as well.
- Not sure what you mean by “transit” in the last few questions? Does that mean “bus”? Nothing can top the convenience of coming and going as I please with my own car, instead of waiting for a bus, especially in Rochester winters. The only thing that can make me take a bus to work every day is if my car exploded and someone stole all my money. I have nothing against the bus system, and I like the idea of public transportation, but I’m not very familiar with Rochester’s bus system, and it seems inconvenient to travel from my home in Rochester to work in Brighton or shopping in Henrietta or Greece.
- I come from Texas, and because of my childhood I have no experience using public transportation. It is my belief that I would rather use my personal vehicle because I do not have to worry about knowing a bus schedule or having to wait for unexpected delays. On a separate note, sometimes light cycles can be very frustrating in the Henrietta area. Especially on Jefferson in moderate to heavy traffic, the timing of the lights can seem very poor (especially since it seems that there is always so much construction). It might help traffic move if light cycles were smarter.
- AS FAR AS THE TRAFFIC IN THE AREA, I WOULD SAY THAT WE HAVE A GREAT SYSTEM OUT HERE. I KNOW PEOPLE THAT LOVE TO RIDE THE BUS INTO THE CITY, IT CAN BE CONVIENENT. MOST PEOPLE CAN GET IN AND OUT OF THE CITY IN 20 MINUTES.

- The highway system is great here compared to where I used to live in PA. For the most part, traveling around Monroe county is not difficult/time consuming. I used to use transit several times a week to get from Chili to downtown Rochester, but find driving and parking in a garage to be a time saver and costs the same if not less than riding RTS. A frequent customer discount/pass would be helpful, as well as a clearly identified Park and Ride in the Howard Road/Chili Ave. neighborhood. Also, I found that only one or two buses would be on the 8A route (from downtown to Chili) and that made travel more difficult. Increased service on that route during peak times 7:30AM and 5PM would be helpful.
- I am originally from Kendall in Orleans County so grew up with out public transport. The only time I used a transport system exclusively to get around was during my weeklong vacation in London where I used buses and the Underground. Found that easy to use, safe and efficient. As I get older and my handicap limits my mobility, I would have to be very impressed with the bus system to consider using it. At the moment, my car is ideal for my needs [no steps to enter and I can put my walker in the back easily]
- The most important reason why I would be unwilling to use public transportation is because I am the single mother of a small child, and need to be available in the event of an emergency.
- routes 390 and 590 run north/south. routes 490 and 104 run east/west. Anywhere you go your only 5-10 minutes from these 4 major roads.
- I THINK THE ROADS ARE IN GOOD SHAPE AND IT'S EASY TO GET AROUND, I LIKE DRIVING IN THIS AREA.
- I carry large samples with me for work, public transportation would be impossible.
- I think 332 should have been widened when it was all torn up. Two lanes isn't enough there with the volume of commuter traffic. Also, in downtown Canandaigua, the median should have been constructed in such a way as to accommodate left or right turns to head down 332 or Main Street, because that currently requires sitting thru one or even several traffic lights to complete the turn.
- Traffic congestion is terrible between exits 7 and 9 on the 490 East during my morning and evening commutes. Traffic is often slowed or even stopped between these exits because so many people are trying to change lanes from the 531 merging with the 490 and from people merging from the 490 to the 390. In the winter, there are times during rush hour when my car is stopped on the 490 for several minutes due to traffic congestion. At other times, I have driven from exit 7 to exit 9 at litterally 10 miles per hour. There is not enough distance between the 531/490 and the 390 north and south lanes for the traffic to merge. There are not enough lanes to accomodate all of the vehicles. I have also seen several accidents on this stretch of highway due to traffic merging.
- Safety on the buses and in the transit stations is of utmost importance to me as an adult and in introducing a younger generation to the transit option. In terms of traffic lights, I'm told they are timed, but it seems as though one gets a red light even when traveling at the speed limit.
- My commute is very short, less than 3 miles, so I would find taking the bus an inconvenience. Besides, being in the suburbs there is no bus within 2 miles anyway.
- I have no specific routes that are regularly traveled - I am an independent salesperson and travel the entire area, not to specific retail or commercial or industrial sites.
- The highway system seems to have adequate capacity for the current load, with exceptions in some bottleneck areas, such as I-490 between Linden Ave and I-590 and I-390 from Ridge Road to I-490. This makes it difficult for the bus system to compete for some travel routes, such as from Fairport to Irondequoit, where the trip can be made in 1/3 the time by car. On the other hand, taking the bus downtown, saves the expense of parking, which can be a big incentive. I travel into Rochester several times a week, but that includes transporting young grandchildren and multiple stops, which is more easily accomplished by car than by public transit. The survey didn't permit me to describe the purposes of my trips on the specified day, which were all for volunteer activities. Much of my walking was for maintenance of the Crescent Trail system, which is definitely neither a sidewalk nor a bicycle path. I believe hiking trails should be considered part of the overall transportation system as a recreational asset.
- I chose my employer based on the closeness to my house so that I would have a short commute. And since I live in fairport I don't have much of a need to go in the city.
- What we need is an expansion of 531 to bring the highway out to Brockport. The traffic on 31 is ridiculous because 531 ends in Spencerport. This is the only project that I want money spent on.
- Bring 531 out to Brockport. I am upset with the government spending my tax dollars on projects that don't seem to help me in any way. if 531 were expanded into Brockport, our travel time would be greatly reduced.
- THEY COULD POTENTIALLY DESIGN THE ROADS BETTER TO MAKE THEM MORE USER FRIENDLY. SOME OF THE EXPRESSWAYS HERE ARE HARD TO DRIVE ON. THEY COULD ALSO ENHANCE THE ROADS IN THE URBAN/SUBURBAN AREAS.

- I live out in an area that the buses don't travel. It would be too much of a pain to drive somewhere just to catch a bus. Also, I like the freedom of being able to come and go as I please. I have little to no patience so I try to accommodate that character flaw.
- I grew up in New York City and used public transportation or walking for everything, including school. I now live in a rural area and my family lives all over the state. I can't imagine not having a car or imposing me with added taxes because I choose to live outside the city. If anything, tax those who live IN the city and could easily use public transportation.
- Ideally, I would commute to work to save money, however I am required to travel around the Rochester area on a daily basis. I need to carry equipment for my job and I am on a time crunch, so public transportation is not an option for me at this time. I did previously take an RTS bus to and from my internships while in college, it is just not possible at my current job
- I travel to numerous places a day for work, many of which are at least an hour away. Thus, public transportation is not an option for me. I also use a company-owned vehicle and do not pay for gas, so questions about the gas tax do not really relate to me as my company will take care of transportation for me. For personal trips, I would be more likely to use public transportation if it was easy to figure out, safe, and close to my home. Also, I would not consider traveling with my young child on public transportation due to safety and the need for more personal space for belongings (e.g., diaper bag).
- I would be open and willing to take public transportation to work. However, the last time we checked into this the time involved was prohibitive and the cost benefit minimal. For example, my husband can drive from Pittsford to Kodak Park in 20-30 minutes. If he wanted to take the bus, he would have to take the bus from Pittsford into the city, transfer, get on another bus that would take him Kodak Park. This trip from Pittsford to Kodak Park could take between an hour and 15 min and an hour and half. In addition, if he takes the bus to work he's practically stranded. He has no way to pick a sick child up from school, go to the post office on his lunch hour or run other such errands. We have the same issue with me getting from Pittsford to work MCC or my daughter getting from Pittsford to MCC for classes. It would take too long and quite frankly, I would not feel safe transferring downtown with the situation at the Liberty Pole. It's too dangerous.
- I would take the bus, but in order for me to make a normally 20-30 minute trip in my car would take 1.5 hours due to the transfer downtown. If you live in the suburbs and work downtown that is great, but if you live and work/go to school in two different suburbs it's a nightmare
- I used to live in the city and used the buses many times and thought they were convenient in the city. I see a bus stop at the park and ride where I meet a colleague to car-pool but I don't think of the bus as a possible alternative to travel by car to where I commute each day for work. I also have a second job which is very near my home but I don't see how a bus could be convenient for that. I have thought about how nice it would be to have bus service in the suburbs but I don't see where it can be as convenient as my car. It would not be cost-effective for you to provide the many opportunities to ride a bus in the suburbs as the city. You would not have the number of passengers to make it profitable. But the traffic through my area is horrible and it would be nice to see a way to reduce the traffic if people could hop a bus to the store, gym and the colleges in the Pittsford area. However, you are also looking at a population that probably could not conceive of riding in a bus versus a BMW
- I have to drive because I have to drop off my son in the morning for before-school care.
- Our system of highways is rather efficient. However, it would be nice to see Route 531 extended past Brockport to the county edge. There is plenty of traffic during afternoon hours to support this. I see the buses occasionally in Spencerport, but I have no idea where all the different bus stops are located, or the destination of that particular bus, or any arrival times. I doubt any of the buses would go near anyplace I would want to go. I like the freedom of choosing when and where I can go in my own vehicle, and not be stuck to a bus schedule.
- I travel to a different workplace every day, so my commute to work is not predictable. However, I do use the Thruway, 531, 490 and 390 all of the time. My territory covers places west toward Buffalo and east beyond Utica/Rome and sometimes the downstate area.
- The commute in the Rochester area is fine.
- I'm ok with my travel times
- I spent 6 weeks in Sweden as a 21 year old. Transit was a way of life, and I appreciated it. Because schedules for families are so hectic and random, it seems the only way to "go" here in the states is by a personal vehicle. My family NEVER uses transit. I wish we had a society that DID use transit as a main mode of transportation. Primarily I feel this for sake of the environment, secondarily I feel this for the sake of community. Thank you.
- Traffic congestion and time spent at traffic lights is the largest burden. This would not go away by my using public transportation. My travel plans from day to day can

change drastically and I must be prepared and flexible. Whenever possible I plan my travel to be most efficient, waiting sometimes weeks to spot somewhere until I am close to it via another travel point.

- To me, living near the location where I have to be most days of the week is important. Thus, I chose to live in the city within 3 miles of my workplace. That way, if I had or wanted to, I could walk to work. If I worked in the suburbs, I would live within 3 miles of where I work there. I have nothing against public transportation but my current calendar and life style is not conducive to its use. I relied on public transportation as well as my bike and feet for over 21 years in my life and would do it again but only if necessary.
- poorly designed instrument - for example, I am required to have a car and to be able to drive anywhere in a multiple county area immediately. While I strongly support public transportation and do not think that 'the car is king' my answers reflect my need to have a car - not an option anywhere in the question section. Government taxes on gas is another very poorly constructed question - forcing responses which do not reflect my opinions or beliefs (for example I support energy taxes as a way to create funds to support alternate/clean energy development). I think you should be more careful in the instrument you use to collect data.
- This survey was poorly done. My job requires that I have a car and drive it for work which obviously skewed my answers on this survey. You did not have enough options or there should have been an area for comments in the different areas. Personally I don't like the direction that the City of Rochester is taking in re-designing their roadways. I don't believe that the Inner Loop should be filled in. The reduction of lanes on St Paul Street in the City has made the route from Upper Falls Blvd to Driving Park a nightmare and more dangerous for pedestrians and vehicles since the reduction of lanes.
- I feel this survey addresses the fact that people in this area are too dependent on their cars, and some are getting too old to drive...especially at night. Jitneys/Shuttles should be looked into as an alternative form of transportation here. I'm a bit pessimistic about any change in driver's habits, though. I don't think they want to stand in the freezing cold to wait for a bus. They have to end their love affair with their cars.
- HAVING MY OWN MODE OF TRANSPORTATION LETS ME MOVE AROUND HOW AND WHEN I WANT TO.
- The Government seems to be pushing new cars, I enjoy driving a new car but wish they would improve the roads so that my new car does not fall two feet into a pot hole while going around town. And who's bright idea was it

to make Saint Paul street one lane??? First they painted new lines on Saint Paul St. then two weeks later came back and paved over the new lines. Then two weeks later came back and re-painted new lines. No wonder New York State is going broke, it also takes longer to get to work with Saint Paul St. being one lane which uses more gas and contributes to the pollution by having cars sitting in traffic. It used to be an easy commute, but I'm sure the two bicycle riders who use the the lanes enjoy their commute. Can't wait to see how it is in the winter.

- I live in the town of Greece, drive to Webster daily (from Mon-Friday) to work at Paychex at Webster Town Center location, and have a 2nd job at Blockbuster video in Gates on the corner of Lyell/Howard. I find that my drive time to anywhere in the Rochester Area from my house is less than 20-25 minutes. I can make it from Paychex, Inc at WTC in Webster to Gates BBV in 20 minutes (this is west on HWY 104, south on HWY 590, west on HWY 490, north on HWY 390, and exit off on Lyell Ave). Commuting from Paychex, Inc in Webster to Gates Blockbuster video to work my 2nd job would be a logistical "nightmare" to try and use the public Transportation system (Buses). I used to live in Minneapolis/St. Paul Minnesota area and the traffic was worse and there was considerably more gridlock or times when you were stuck in traffic compared to living in Rochester, NY area.
- I was in the army for 4 years and just got back from South Korea after serving for 4 years. I am currently not employed and will be starting training at the Rochester Police Academy in January 2012. I own my own 2007 Buick LeSabre car and would never consider taking Bus when I own my own car.
- Personal transportation is one of the good things about this area. Please don't mess it up.
- I'm happy to continue driving my car to work. I frequently change locations because I am a painter. Sometimes I don't find out where I'm working until 8p.m. the night before. I don't travel much except to go shopping because Julie cannot go many places so I choose to stay at home with her.
- IT'S PRETTY EASY GETTING AROUND AND WE DON'T REALLY HAVE HUGE TRAFFIC JAMS OR ANYTHING SO I'M PLEASED.
- I work very close to home; if I don't drive, I walk. However, if I worked downtown I would absolutely take the bus!
- We need a light rail system, a good long distance (high speed) rail system and a bus system that works in concert with one another. Until the price of fuel goes up to \$7.00 per gallon we will continue to use cars as if they were convenient toys. It is high time we catch up to the rest

of the world. High speed rail is as old as the hills. That is to say 150+mph trains. Our idea of a high speed train is 80mph. It is incredible. We still have beautiful rail beds up and down the Genesee. Beautiful bridges built by our ancestors who knew how to build for the ages... unused. We put man on the moon in 69 and we think a natural gas powered bus is modern? If there was good bus service I would use it. I love to ride the bus. I think RTS does a good service as it is. What we really need is a huge change in transportation paradigm to really change things. After all how are we supposed to do our makeup, eat breakfast and shave if we can't do it in our car traveling at 70mph...give up the car...never. The oil companies established this ages ago. They won, we lose. It is a shame. Every other country in the world has figured this out I do not see why we haven't?

- I find it harder to drive now due to more traffic, and less courtesy.
- Overall, travel on 590 and 490 is riddled with accidents and traffic. Finding ways to reduce traffic on these life-lines and making the routes safer needs to be done.
- I use my car all the time. I have never taken the time to look into transit nor have I been motivated to do so. I pay a lot of money to keep my car so I figure I might as well use it. Rochester is a pretty good city in terms of low traffic except at certain times of day on certain roads. I might use transit more if I understood the routes and frequency. It's funny when we go to visit big cities, e.g. NYC or Boston we use transit because it is plentiful and affordable. Parking is expensive and traffic are problems in big cities. However, we drove to a baseball game in Toronto and discovered parking at the stadium was plentiful and only \$25. As compared to parking at the Boston Aquarium which was \$40.
- I AM FRUSTRATED EVERYDAY WITH TRAFFIC PATTERNS ON THE EXPRESSWAY, THE CAN OF WORMS.
- WE DON'T USE THE BUS SYSTEM HERE BECAUSE WE DRIVE, AND IT'S NOT SET UP VERY WELL IN MY AREA. MOST PEOPLE HERE USE CARS BECAUSE OF THE WAY THE AREAS SET UP, IT JUST DOESN'T WORK FOR MOST PEOPLE.
- Getting around by car is very easy & stress-free. Alternative modes of transportation would need to meet that performance. I am all for reducing our dependence on oil, foreign & domestic. A gas tax to help incentivize the move to gasoline alternatives for transportation would be a good thing.
- Time is too critical an element of my travel to be dependent on others.
- I am retired and do not need daily transportation. I use

the car/truck when necessary and combine trips. My input is not really valuable as you need workers to survey, who have to travel, that is why I should not be involved in future surveys.

- I used to live and work in the City. I didn't own a car, and I took RTS frequently. I am now a Law and Urban Planning student, and have to drive to Buffalo for class. When I'm out of school, I hope to resume taking more public/active transit.
- The uncertainty of being away from the car can trigger my panic disorder.
- Accurate and reliable transportation is very important. Schedule is very packed and very time dependent. Any tardiness is a reflection on me, people don't care how I'm tardy so the only way to relieve my stress is to take the matter into my own hands and transport myself.
- Driving a car gives me the freedom to go where I want when I want, without finding out the routes/times of public transportation.
- I enjoy driving and am not interested in riding the bus.
- I would use the bus everyday if the last run from Chili to downtown was at a later time, as it stands if I used the bus I would arrive at work over an hour early, not the most productive use of my evening. However I do understand that at that time of night there are few riders and it would not be economical to offer service for one person.
- I really like the expressways. The ones I use are quite lovely. The off-ramp from 390 to 490 is hard to merge due to high traffic volume.
- Getting across the entire county for work every day is a significant drag on both money, time and the environment. With the current economic conditions, you pretty much have to make it work, if you have a job. Traffic congestion really does not exist here, other than when an accident or road construction messes it up. Trust me, I lived in California for 14 years and I know traffic congestion. For the 15 minutes it is bad in major arteries, push employers to shift work hours to prevent the 15 minutes of congestion we do get... and when gas prices get too high.... push for work at home/alternate arrangements to keep people from having to travel in the first place. Government is broke. There is no need to spend MORE taxpayer money and I thoroughly disagree with any added tax on gasoline. I do agree with incentives to employers to put policies in place, like above... and also for commuters and home owners who choose energy efficient options over traditional gasoline and low mileage cars. You have to make GREEN affordable before anyone will adopt it. It only hurts the country and economy further to artificially

make oil more expensive in order to make green more attractive. And in Brockport... who decided a 'roundabout' was a better idea than protected turns with a light at Lake and West? Route 19 is a major N/S thoroughfare for all the residents north of the village who must head to the south side of Brockport for shopping, schools and restaurants. A lot of elderly people are in the area, heading E/W with the hospital and doctors offices along West Ave. I predict more accidents and congestion thanks to the 'roundabout'. Absolutely no-one I have spoken with in the area agrees with the roundabout concept. Working people here felt they had no voice or choice in the matter.

- Because I am a teacher who transports my children as well many (often bulky) items to school frequently, taking the bus to and from work is not a viable alternative at this point in my life. When I was younger and worked in an office the city, I often took the bus to/from work and found it to be convenient and pleasant.
- As per Google directions it would take me over 1.5 hours to take public transportation to get to work. It currently takes me 25 minutes by car. Since I can't afford to spend 3 hours on a bus every day, I'm forced to go to work by my car.
- Zipcars with a phone app of a GPS locator would be a good alternative to buses.
- Too many drivers who like to look at the green light instead of going through them.
- My car is part of my job. I carry a lot of tools needed to perform.
- I live in a very rural area and I have a farm. I will always need to stop and buy feed on the way home from my "day" job. It would not be possible to do this on a bus. Besides which there are no bus stops anywhere near my town and I would never in a million years move to the city or even the suburbs. I'd move to Wyoming first! While I appreciate the need to get city folk around en masse, it really doesn't apply to me. I think the criteria for bussing people should be based on their bad driving habits, that lose them the privilege of driving themselves, such as drunk driving or texting or other irresponsible driving behaviors. If you got all the bad drivers off the road and onto busses your problems would be solved. Also I don't think it's fair to tax car drivers to pay for bus users. We already have to pay a slew of taxes and insurance to take care of our own transportation, why should we bear the burden of someone else's? Would they have to pay a penny tax for every mile they rode the bus on top of the regular bus fare?
- My commute to work is really simple: Atlantic Ave. to 590 N to 104 W to Kodak. I avoid the heavy traffic on

590 S (particularly in the AM) or on 441 or on 490. So my commuting time doesn't change much depending on the time of day, unless I get behind a school bus or there is an accident on 590 N. I also live in a suburban / rural transition area on the very eastern edge of Monroe County. Public transportation will not come close any time soon. As telecommuting only occasionally fits my job, I will need to continue to commute, and have to drive at least part way. A hybrid or electric vehicle probably fits my circumstance better. Or working harder at matching schedules with a colleague so as to commute together.

- Both my wife and I have "on the road occupations" so we are not good candidates for public transportation
- You can improve transportation efficiency in the area by upgrading signal lights and controls to move traffic and reduce idling time at lights with no cross traffic. Primary roads should continue to flow unless there is side street traffic wanting to enter the primary road. Savings of commute time and improved mileage will result. You can improve safety by installing in pavement recessed reflectors to improve visibility of lane markings, especially at night and in inclement weather.
- I am a sales rep, and using public transportation is totally impractical for me to call on my customers and prospects. Using teleconferencing or internet connections are not practical.
- I would like to use more transit systems- however, when I work with my husband, we are at several locations during the day, so it makes sense to use our vehicles as we also use special equipment in our business to serve our customers.
- very easy to drive in and around Rochester region
- It's not very relevant for me because we live so far out of Rochester in the country. Any public transportation would probably not include our area. I wouldn't particularly like to see that but if we reached the point where we couldn't drive I might feel differently.
- I haven't owned a car since 1979. I have owned motorcycles. Growing up in Los Angeles has made me hate cars and car culture.
- I disagreed with the ideas for taxing drivers of cars because, at the present moment, given the multiple demands in a day (taking kids to school, running errands, going to meetings, etc) the bus service is not sufficient to be able to accomplish all of these tasks in a reasonable time period. Therefore, people would be penalized for having multiple demands on their times and schedules. I wanted to use public transportation and tried to do so, but could not accomplish all the tasks I need to get done

through public transportation alone (either because buses didn't go to the locations I needed to get to, they didn't run at the appropriate times, or I had to transport one of my animals with me).

- car travel is very easy and convenient in rochester compared to many other cities...i plan on always driving a car as my primary source of transportation - i need flexibility and convenience and will pay whatever i need to for those luxuries.
- I work as an electrician and cannot take the transit due to equipment and tools having to be with me to perform my job.
- I hate the inner loop - perhaps because I'm just unfamiliar with city driving. I hesitate to use public transportation because I ALWAYS have errands to run or people to drive places after work.
- It would add about 2 hours to my travel time each day without the flexibility to stop and make shopping trips or other errands if I use the bus.
- My commute is 50 minutes on a perfect day. When there is an accident which occurs frequently on 590, my commute can be up to 2 hours, especially in the winter. The 590 stretch from Irondequoit to the can of worms is very dangerous. After the 590 split, it is more comfortable. The drive home at 5:00 is also very delayed. The otherwise 20 minute trip from Victor to irondequoit can take 45 minutes in dense traffic.
- Will drive my own vehicle for transportation.
- WHEN I DRIVE FROM THE CITY HERE OUT TO WORK IN THE PERINTON AREA, I PASS BY A FEW PARK AND RIDE PLACES AND THEY SEEM LIKE THEY TAKE PEOPLE OUT FROM THE SUBURBS TO THE CITY. I NEED A PARK AND RIDE THAT WOULD TAKE ME FROM THE CITY AREA TO THE SUBURBS. IT WOULD BE NICE TO HAVE THAT, I WOULD DRIVE LESS.
- I experience that Rochester is a city surrounded by suburbs that requires one to have a car in order to take full advantage of all the attractions: Natural (Parks, beaches, hiking trails, etc.); shopping variety; and the many different forms of entertainment/the arts and culture. I have always lived in the city, and did NOT own a car until I was 35 yrs. old. My son and I used to use public transportation to do many things: go mall shopping, go to movies, Dr.'s appointments, music lessons @ Hochstein Music School. And I took buses to all of my appointments and client's homes to work. The main frustrating thing for me was how time consuming the wait plus travel time was. It would always add 1-1/2 hrs onto whatever trip we were making. I did enjoy using the time to read, think, watch the world and talk to my friend, etc. but I would have preferred it taking at least half the time, like travelling by subway in NYC or Boston.
- I think if the barricade/divider on 490 were taller and drivers wouldn't be able to see over to the other side, there wouldn't be the irritating "gawking" at accidents on the other side of the highway. This needless slowing down of traffic in the opposite direction is frustrating, time consuming, and ultimately wasteful of precious resources.
- Re parking downtown Rochester, we need more parking on the streets and also elimination of one-way streets downtown Rochester and also downtown at any major store, a pick up and drop off for any packages at a major store like a parking zone.
- Living in the suburbs I need to have a car with all the associated costs (insurance, maintenance, gas, etc.) Because I have to have the car it only makes sense to use it for virtually everywhere I need to go. Why add the extra cost and inconvenience of using public transportation? I have only used RTS in rare cases such as dropping my car off for maintenance and needing to get somewhere while the work was being done. Until the day comes when I give up owning a car I only expect to use public transportation on rare occasions.
- The fact that I do not use public transportation does not mean that I don't support public transportation. It just does not fit my current life situation at this time and has not for a long time. I believe traffic is fairly well managed in this area.
- I work nine (9) miles from my home. Driving takes me no more than 20 minutes regardless of what the traffic is like. To take the bus it would take me well over an hour with a transfer to go the same nine (9) miles. Getting home is the problem. The way the bus runs I would have to wait almost an hour after I get off of work before the bus would come to get me and I wouldn't get home until 6:40. This is just too much time wasted waiting. Also, when you have a family waiting on you to make dinner getting home that late just is not feasible. If you want people to take buses there needs to be a better system for getting them out to the suburbs. I would love to take a bus, I could read and work while in transit. However, I really would like it to take less time to come and go.
- Parking in the city sucks
- It's not too hard to get anywhere. They do a pretty good job keeping roads clean in the winter. It's OK. I can't complain.
- In my opinion, survey seems geared towards people who drive cars, but it will be difficult to get car drivers to use

public transportation without some incentive for doing so. (I.E. monetary) People will not move out of their cars without this, or a disincentive like a very high gas price. Impression seems to be that public trans is unsafe and only for poor people who can't afford cars. Most I see on the bus are in that situation. Perception is different in Europe--much more acceptable and perceived as more appropriate for the middle class.

- I often walk to the library, to downtown Canandaigua, and to grocery and drug stores when I plan to make only a few purchases. Our family limits our trips to Rochester and places like the shopping malls in Victor when we can consolidate our errands, so we don't travel often to these areas. The local bus service has limited stops in the neighborhood, and it's easier for us to get into the car for quick trips rather than walk to catch the bus.
- I think that Rochester has a great expressway system - takes from 15 - 25 mins to get to the places that I usually frequent. I have a car and use it only. When I was working, the only time I used the bus was when I couldn't walk there (winter) or my car was out of commission. In general, if walking is to be more encouraged, drivers need to be AWARE of pedestrians. Many times when walking and crossing the street, I did not have the right of way. I don't think that the streets are conducive to bike riders. But I do enjoy the canal path for leisure bike riding. I don't support a raise in the gas tax.
- Auto travel is much easier and congestion is much less here than in the Boston metro region, where I used to live. This makes auto travel in the Rochester metro region easier, faster, and more pleasant.
- A commuter rail would be lovely, but impractical I suppose. Buses take far too long to take the same (or more circuitous) route than you can in a car. Having lived in a city with fantastic public transportation (Boston), Rochester's is somewhat of a disappointment. Especially once you are located in a suburban town.
- I do not take public transportation. My daily errands are within a 6 to 10 mile area of my home.
- i hate driving in the city. it's confusing and there is too much traffic.
- Bus transit seems adequate. As we get older, car transportation is sufficient.
- All work and shopping and church locations are within 30 minutes of my home and are easily accessible by car. I do not plan to mover out of state in my retirement years.
- If I was retired and could use mass transit, I would, but I need my car during the work day. When we travel to

other places, we don't use a car and utilize public transportation. Would probably need too many routes to make it convenient and practical to use here.

- I do not take the bus to work because the bus does not run on a regular schedule to my work place and there is not enough time to get from work to my son's school to pick him up at the end of the day. Also if there was an emergency at school or camp with my son I would not be able to get to him in a timely fashion
- My problem with public transportation is my highly variable schedule. If I was a 9-5 worker I could plan on public transit even today but my schedule does not have a predictable stop time. The bike rack on the bus is a good idea for a 1 way bike ride back home. If I had a safe path I could take the bus to work and then bike back home.
- The bus that runs from RIT to South town is good but it is still easier and more fun to take my truck
- I have lived in this area my entire life. I am a nurse, and work all shifts and on-call. I have never been able to use public transportation as I could not get to work in a reasonable period of time. This was even true when I worked in Rochester, but now that I work in the suburbs of Rochester it is even more true. I would use public transportation if I lived in the city, but it does not work at all for me. People in this area seem to be able to use public transportation if the work M-F, 9-5 type jobs, but I don't know any health care personnel that are able to take advantage of it.
- I travel little, for shopping and doctor appointments. It is just as easy and close to go to these places, as to go to transit stops.
- Traffic problems are mild compared to other parts of the country. I'm often ferrying children around and public transit is not a reasonable option for me. The changes made at the north end of 590 (just before the expressway ends, near Rt 104, Ridge Rd, etc) created more problems than they fixed, but I do like the new traffic circles between the end of the expressway and Seabreeze.
- There really is not a well developed bus system here in the suburbs that would make riding the bus to work even an option, let alone factoring in delays it would take to stop at each stop. I enjoy driving to work and do not really see myself changing anytime soon.
- I understand saving gas by riding public transportation. However, I live 5 minutes (driving) from my work and I changed my car to a much smaller size last year, I avoid driving whenever I can., so often I fill up my gas tank once a month only! If I had to pay parking and only had 1 job, I likely would take the bus to work. But i have 2 differ-

ent jobs and no cost of parking, it's too difficult and too expensive to take the bus to work. I often see people waiting for the bus on the side of the road for long time, I feel sorry for them. So much time has wasted on standing there doing nothing. I would suggest smaller (size) bus and run more frequently for better service. It must be so expensive (gas) to run those huge bus and only take few people on it. How about using smaller buses and provide more frequent schedule? I teach evening classes, some students have to leave my class early to catch the "last bus"... Some students miss school because their car broke down... they live out in Webster or other town, there may not be bus service out there. Any thoughts about bus service to outside of city of Rochester? Thanks.

- I am in the process of moving to Fairport village, and will commute from there to Nazareth College for work. I try to minimize my car use and would happily take the bus if there was convenient service offered. As it stands, I plan to bicycle and carpool as much as possible.
- I think Rochester could do a much better job of timing stoplights and doing other traffic control to make traffic more efficient.
- As a Pastor I use my car frequently to visit parishioners however I do strive to bike to work on days I am not visiting church members and I chose our home location to be close to our church (work place) in order to minimize our commute.
- We live in a rural area. So, an automobile works well for us. I strongly believe that the gas tax should be increased to make diesel fuel competitive and thereby increase sales of diesel cars. That one thing would help reduce our addiction to oil. Having travelled extensively in Europe and being comfortable using bus, metro, taxi, car rentals, etc., I long for the day when our country will have a viable mass transit system. But, like many other challenges our country is having these days, I don't look for any improvement soon, probably not in my lifetime. Even when I worked in the city I chose to drive because I worked on the west side and it was almost impossible to do mass transit. I did car pool some though. For rural people, there really aren't many choices when it comes to transportation. When possible, I use my bike but what other alternatives are there?
- It may appear that I am not interested in bus usage: not true. I moved to Rochester 3 years ago. I intentionally chose the place that I live, because it is within 2.5 miles of work. This means that my weekly commute is, at most, 25 miles. I also own a car that gets an average of 33 mpg. Therefore, I use 0.76 galls per week for a commute, at \$4.00 / gallon; I spend \$3.03 / week on commuting. Additionally, I participate in a compressed work program. I started working 10 days every 2 weeks. I then adjusted

to 9 days every two weeks. Very soon, I will adjust again to 8 days every 2 weeks. Therefore, my gas utilization will reduce from \$3.03 / week through \$2.73 / week to \$2.42 / week in gas. I also understand that my total cost per mile is about \$0.55 / mile. This 'total cost' reduces from \$13.75 / week through \$12.38 / week to \$11 / week. As I compute these numbers, it occurs to me that I am spending 4.5 times the weekly amount per month on the ownership of the car for work. The yearly numbers compute as follows: (\$715-->\$644-->\$572) In summary, I have made conscious choices to minimize my fuel utilization (through my relocation and present proximity to work). I am proud of this choice. My next step is to increase my biking to initiate bicycle commutes to work. Thanks for the survey. Feel free to call with any questions. Richard Paul Moore 607.256.1164

- We are both retired and live some distance from a transit stop. Our trips are short or have ill defined end times which make it difficult to consider mass transit.
- I use a car because I teach Art at several venues and have a lot of supplies to transport. I have taken the bus in other metro areas in the past (e.g., Washington, DC) so I appreciate the time and planning involved in accessing public transportation. Don't see many buses around town but I do see a lot of people waiting for long stretches to take the bus.
- We are about forty minutes from the Rochester area. We drive exclusively to places in Rochester we wish to visit, because my wife uses a wheelchair, and this is not compatible with using public buses. When we first came to town in the fall of 2002, we visited the Rochester Symphony Orchestra for a concert in Eastman Theatre. We found the parking inconvenient, as it took a long time to get out of the parking garage to pick my wife up at the door of the theatre. (The weather was inclement.) The ushers were ready to go home long before I could get back to the door with the car to pick up my wife in her wheelchair. So we have never returned to the Eastman Theatre, although we do enjoy musical concerts. When the Rochester Symphony Orchestra held a series of concerts at Roberts Wesleyan College in Chili, we went to them and found the parking very convenient. We have happily attended concerts in Geneseo and Batavia, because there is more convenient parking and the driving is less confusing for us than downtown Rochester.
- I often need a car to travel for work-related during the day. On those days when I need a car for travel during the workday, it is impractical to take public transportation. Even if buses travel to my destination, bus service is far too infrequent to keep a very busy schedule.
- I really don't have any problems with transportation here as I live very close to where I shop and work (I only work

part time and am mostly retired) and I have visited other cities where traffic is terrible. I am always happy to return to Rochester. When I worked downtown years ago I took the bus frequently but now that most things I do are nearby it's easier to just drive or ride my bike. My volunteer work takes me to Honeoye Falls 3 times per week and I have no problems with that trip except for the deer!

- Rochester drivers are some of the safest drivers I've ever encountered. The streets that suddenly have lanes that end and are not well marked by street signs exacerbate the problem. There are constantly people swerving around others to pass on the right and are generally impatient and rude. This city is not so big that the driving should be so unsafe. I would really like to ride my bike around the city, but I do not trust the drivers enough to know that I would remain safe if I did so.
- When my family travels on vacation, we usually take public transportation- we like to visit NYC, Boston, etc- these cities have great public transportation. Rochester, however, does not- Rochester is spread out. I do carpool with my husband because we like to save on the cost of gasoline, wear and tear on vehicles, etc. We both work in the same town.
- Our current bus system is pretty inadequate. I'd take the bus more often but it's generally faster to walk places under 2 miles, and over that, sadly the car is the way to get around.
- My job is closer to me than the Park-n-Ride. Sometimes I bike to work, but I have to pick the kids up from day care 3 days a week. I need to have a car accessible in case the kids get sick at school.
- Can of worms, 490, & 390 are bad at rush hour.
- There is talk of putting a Bryant & Stratton campus near the English Rd and Long Pond Rd intersection in Greece. I'm strongly opposed to any additional vehicle traffic from this intersection north along Long Pond Rd to the high school.
- I work as a substitute teacher and tutor. My work schedule varies by day and location. Often I need to travel from place to place. Unfortunately, public transportation is not an option at this time. I plan to move back to the city in the next two to three years, and will seriously consider selling a car at that time.
- My husband and I live in Penfield, NY. I am a school librarian and work full-time during the school year. I would LOVE to find a better mode of transportation to work besides my relatively fuel-efficient small sedan (Toyota Corolla), but I work at Caledonia-Mumford Central School, 30 miles southwest of my home. While many colleagues

commute as many miles as I do, none live in my area (out of over 100 people), so carpooling is not an option. I tried very hard to find a carpooling friend but I know everyone in my district and no one lives near me. I do have a friend who lives near me and works in LeRoy, but we can't carpool since our hours are different. We have a bus stop right near our home, with a couple minutes walking distance. I would very gladly take the bus to and from work every day, but buses do not travel to Caledonia. If a bus did, I would very gladly use it! I would do so because it would cost less than driving, be better for the environment, and I would enjoy being driven to work, rather than having to drive myself every day. My best friend lives in Portland, Oregon. They have a very biking- and mass-transit friendly culture, there. I wish Rochester were more like that. I think we need to change our local culture to one that embraces mass transit as a mode of travel that is more cost-efficient and better for the environment.

- Living in this rural community, a vehicle for transportation is a must; having a 4 wheel drive vehicle works best.
- I have two small children in car seats. I cannot use public transportation and feel safe.
- I live in the Town of Greece and my husband and I both have cars. When I was a young girl and lived in Greece, I used the City Bus from Ridge Road West and Long Pond Road to ride to Dewey and transfer to Downtown Rochester to shop. Back then in the early 60s, there were no malls in Greece except for Northgate Plaza and there were good department stores in Rochester, like McCurdy's, Sibleys, and Formans. Back then the suburbs, like Greece, were still expanding growing with post WWII families. With the growth of companies in Rochester, people owned one or two cars to get around. Today I have two daughters who work in the City and live in the City with their families. Not only do I visit them often, I volunteer daily in the City at a soup kitchen and also at the Veterans Outreach Center. I also support our independent movie theater in the City and attend concerts and plays in the City. So, I am not afraid of "going into the city" like some suburban people. My daughters in the city have cars and do not use public transportation. I believe my granddaughter will be taking the city bus to school this year for the first time. I have no reason to take public transportation. This survey would have been better for someone living in the City. Thank you.
- Rochester is a great place to get around with few delays. I am on the road for my job visiting several locations in one day. I do not have a car pool option. Whoever got the funding and approved the rebuild of #590 North into "Sea Breeze Drive" should be fired. Also whoever at the DOT decided to remark #590 and #104 into Webster is clueless. East Ridge Road needs to be overhauled to better man-

age the traffic flow. Too bad the funding for “Sea Breeze Drive” did not get used for a better purpose.

- It would be great if the highways here have turn arounds.
- WE live in a rural area with no transit options nearby, so driving is my only option. There are no buses to use.

E.5 Train/Light Rail

- Buses every 15 minutes, going everywhere. Improve the infrastructure, including the sewers. Look at the WPA, CCC from the 30's. It could improve the economy as well as making things better. Improve the railroads. Look at Europe's rail system. It's clean, efficient, and goes everywhere. We should have high speed rail from New York to LA.
- Travel by train would greatly enhance life style but starting with parking at Rochester Train Station is extremely poor and dangerous (damage to vehicles, etc)! Trams, Trains, and all rail systems have fixed paths. Over time services and residents grow along route. This takes decades but the time factor is never taken into consideration (it would seem) when bus routes are established, they come and go because of flexible pathways and economics. Establishing a culture of train and bus travel takes a great deal of time in most locations (unless some dramatic event occurs, such as no gasoline or extremely high gasoline cost). Living in the Hilton, NY area going into the City occurs only infrequently usually to Geva Theater or some special event at convention center in downtown yet there is no bus service (that I'm aware of) at the times we travel into the City. The Bus service is geared toward the world of work and a 9 -5 (or whatever) schedule only. We have grown children with families scattered all over the country because of a lack of economic opportunity in the Rochester or Western NY region (higher education is not always a good thing). Most of our 20,000 to 25,000 miles per year of driving is used in visiting family in other parts of country. A GOOD Train system, along with support (i.e. parking or even TAXI service, there is no TAXI service between Hilton and Airport, yet it is only max 25 minutes away by car) from our area. I might add that most TAXI drivers will not drive from Airport to Hilton and those that do charge very high fees compared to similar distances in other parts of big cities (NY City is most vivid example, but situation is similar to other big cities and transport to and from airport. A car with parking is necessary, Rochester/Monroe County parking fees at Aripport are not unreasonable but have been creeping up steadily. We are locked in.....
- I would like to get a rail like everybody else.
- There should be light rail in Rochester. Some routes could be from the airport to Shellac or to the eastern suburbs.

Our railroads are very behind. They need to be completely redone. They should be like the railroads in Europe or Asia.

- THE TURNAROUND IN BROCKPORT IS ASININE! THERE NEEDS TO BE BUSES AND TRAINS IN BROCKPORT!
- I think using our railroads for a train station would be very advantageous. I also love the idea of zip cars, bicycles, and other green initiatives.
- Rochester and the surrounding communities would benefit from a light rail system. A system connecting not only the suburbs to points in and around the city, but also to the surrounding towns/communities like Macedon, Honeoye Falls, Brockport, and Canandaigua.
- Before living in Rochester, my husband and I lived in Chicago. We do miss the great metro trains there. We'd LOVE a quicker train to NYC. We now travel to either Albany or Poughkeepsie to catch the train into NYC. If there were trains taking you from one burb to the other, we'd use it. I realize this is never going to be...but it's our thought. We love Rochester...if the downtown area were more populated with shops and restaurants (and trains and boats for transportation) I think it would be the perfect place to live. It's really a shame to see such a great part of the city not being utilized on the weekends. There is SO MUCH potential to improve Rochester as a whole...a beautiful area with such promise. Good luck!
- I lived in Europe (Berlin) for 4 months. The public transportation is fantastic. I used it all the time to get to work/School and to travel through the country side. Here in the US I have used Amtrak and Grayhound for long trips, but the experience is not fully satisfactory. My dad had to take me to both the Stations in Rochester and a friend had to pick me up by car on the other end. The US should work to be more like Europe. Save fuel, avoid pollution, and creating Green house Gases.
- Since the subway tunnels already exist, they should be used to provide transportation to the people of Rochester.
- They should have a subway system because I'm from Europe. Runs on time and runs great, late, everything.
- The amtrak station needs to be renovated!
- It would be nice to have a subway system in the downtown area. It might bring more people downtown and new shops and restaurants could encourage people to go there. Right now I think people are worried about safety and there really is nothing to do. Take an example from Buffalo. They have nice clubs and good music Or, better yet, how about Rochester during Jazz festival. The streets are alive. It is beautiful downtown. Maybe some winter festivals would be nice. There are lots of things being

done but more permanent things need to add to this. The party in the park used to be nice until it was moved the the "parking lot in the Park." The location definitely needs to be changed. There is no grass or shade. I think it has lowered attendance due to this. Hopefully things are in the works to make downtown a more exiting place to want to travel to. Adding reliable transportation definitely would help.

- There used to be an old train line (HoJack) that went through Hilton. I'd like to see the state pick that up again and create a monorail/tram system to get people into the city from all the outlying areas without having to worry about road conditions or traffic at all. Unfortunately, the line was sold out to private individuals; so for public usage you'd have to use the state owned barge canal right of way. Main need is for any system to be above-ground such that it could maintain a schedule independent of weather and traffic.
- Rail service from Charlotte to Henrietta.
- I much prefer Trains to Buses.
- I enjoy having a car for transit in the suburbs. I wish the city had a light rail system to get around all of it.
- I HOPE THAT WE'RE NOT JUST REFERRING TO BUSES, I HOPE WE SEE THE FRUITION OF THE HIGH SPEED RAIL. I'M SURE I WOULD USE THAT OFTEN.
- I live in Greece, NY, and I rarely go into Rochester. I travel west of the city and public transportation is just not available. Would love to see trains!
- I wish there was a Light Rail or Boat (Ferry) to Downtown and the U of R along the Erie Canal, even if only during nine months of the year.
- I would like to see a subway system connecting suburban towns to downtown Rochester
- We need more mass transit and investment in intercity rail.
- While I agree that public transportation is important -- and that it should be enhanced in Rochester, where it is currently quite poor (limited mainly to buses and taxis) -- the emphasis of this survey seems to be improperly, in my opinion, placed on bus transportation. Instead, Rochester should create and promote light rail, with lines from downtown to Pittsford (Nazareth, St. John Fisher stations), Henrietta (RIT and Marketplace stations), UR, Charlotte, the airport and other popular destinations. In addition, portions of the abandoned Rochester subway should be revitalized and used for light rail -- and the Hojack swing bridge, likewise, should be renovated and used (for a line from Charlotte to Seabreeze -- lack of public transporta-

tion options at Charlotte are one of the many reasons the fast ferry failed). That said, I have a short 10-to-15-minute daily suburban commute -- so there's very little that will get me out of my vehicle (except high gas prices that, in nice weather, have inspired me to ride a bike to work on rare occasions -- the Lehigh Valley Trail is a rare bright spot in the Rochester area's otherwise poor conditions for pedestrians and bikers). I would also add that personal vehicles are not "evil" -- particularly for someone like me with a short daily commute. Cars offer unmatched convenience and "decentralization" (major public transportation systems are subject to periodic shutdowns for myriad reasons); I would, however, occasionally hop the "Mount Hope Line" to RIT, if it were convenient and reasonably priced. (Thanks for listening.)

- I live in the Charlotte neighborhood area. Taxi service nun to be had. Bus service stops cold, uninviting, too exposed to the weather. Driving the car in the Rochester area no expressway east west route north of the city or no north south route through the city and all stop and go driving. Future transportation: Monorail/high speed rail along the thruway corridor. You have the land, raise the monorail in the air connecting Rochester, Buffalo points East fast service to other cities is what I am looking for.
- I use bus and metro frequently when visiting my daughter in Washington DC and I love it.
- I love train travel and would like a safer railroad station, more secure parking, and more dependable train schedules.
- I've always thought how stupid it is for all those cars going the same way...why not bring trains back or busses to everywhere. As stated previously I hate driving.
- I have never been in favor of "Right on red" (even though it supposedly saves fuel) because I think it puts pedestrians and bicyclists at risk. I am in favor of light rail to connect the city and suburbs.
- I would like to see light rail from airport to downtown, major neighborhood centers, and north to the lake
- I'd like an organized system integrating bus, light rail, and Amtrak linking the city, suburbs, and beyond.
- I don't a terminal downtown and I want to get the kids away from downtown. I want a terminal next to the train station. I support Amtrak high speed rail.
- Bring back the subway!
- I would love better train service. We are a one car family and when I can no longer drive, we will not be able to stay in our home.

- we used to have train and trolley service to Syracuse into the city and all kinds of small towns like Lyndonville until some corrupt politicians got a hold of the money. Trolley bed is still there.
- I often wish we had some kind of subway system. I think I would use it a lot. I used to bike to work and occasionally ride the bus, but now I'm a substitute teacher and have to get to different locations on very short notice, so taking the bus is just not practical. I take the bus in cities when I travel and really enjoy it; somehow it seems easier elsewhere. Subways are the easiest and most efficient, though, and I much prefer them. I would rank buses after subways/trains, feet, and cars in terms of transportation preference. Philosophically, I'm very much in favor of public transit, but here, it's just a nuisance.
- It would be a great idea to have commuter train from Canandaigua into Rochester.
- The city buses should connect with the train station and the cross county buses and airport.
- WE would like to see a train station in LYONS, NY.
- I would like to see an intermodal transportation center in the Rochester area that would enable travelers to move easily between train, bus, taxi, airport shuttle, or private car. High speed rail should also be an option.
- We would like to see a train station in Lyons, NY.
- I wish we could develop a solar-powered monorail system that was convenient to the suburbs and ran frequently into the city.
- I would love to see a subway / light rail system from suburban points into downtown, and to major spots like UR, RIT, Airport, Malls, etc.
- I would like to see a light rail / subway system set up in Rochester.
- Very Strongly oppose any taxes on fuel or transportation tolls. Use the current taxes to improve the roads. Do NOT locate a bus/train station on the south side of the Airport. We DO NOT Need a rapid rail transit system... it is purely a waste of money. I would ride the train to the State Fair, except the cost is exorbitant! Rail transport to buffalo, Syracuse, or Albany should cost less than by car or Air. I don't care about the time factor. Bus transport from the airport terminal to Latta and 390 interchange might be used.
- This survey took much more than 5 minutes as you stated. I would rather see bullet trains across the nation as Japan has, saving time, money and having high efficiency and accessibility with major stops...
- We need better, more reliable trains -- not necessarily faster trains. And we need better mass transit from train stations into cities. I live in Rochester and work in Syracuse, I would love to take the train on a regular basis, but it is virtually impossible (and it would be even more impossible, given the schedule, if I lived in Syracuse and worked in Rochester).
- If there was a subway, I would use it. I feel the bus is too slow. The roads need to be fixed. Especially Main Street, Mt. Read, Buffalo Road, and the Inner Loop. There are crater man holes and there is no way to avoid them - you slam into them. If they built better quality roads, we wouldn't have to replace them as often.
- There should be a central transport hub with light rail to the airport and the RR station
- Too bad there is no light rail. The bus service is inconvenient.
- Light rail connecting suburbs and city including park ave/monroe ave, south wedge, corn hill areas. Have service from these points in the city to suburban shopping. Zip car is also a fantastic idea, as is bicycle and/or scooter rental within the city. Connect more of the city with bike paths and walking paths and people will be more inclined to get around on foot for local trips.
- Would love to have more public transportation, like airport shuttles, trolleys, trains, etc.
- need a subway from eastside (perinton and webster) and westside (greece and rush) to downtown.
- When I lived in the bay area in California, I took the Bart almost everyday to every location I went to. I miss the speed and ease of a train. The Bart had security and visible Bart police always-I felt safe and people from all walks of life took it. There were transfers for the buses, which was great if not walking to my destination. I took the cable cars and the streetcars regularly. I feel to live in this area one must have a vehicle. The buses here have scary looking people on them, seem to run infrequently, and on limited routes. What is there to connect the many suburbs? Trains or subways offer a fast commute, easy, and parking friendly. Winter weather prohibits ease of public transport...some covered and well-maintained walkways and waiting areas would be necessary. Please bring fast trains to connect the many wonderful suburbs to the city. It would probably help unemployment in the inner-city too. I would take the train for almost every trip I make.
- We really need a fast, efficient subway (spoke and hub type) from the suburbs to downtown.
- I absolutely adore the subway systems in most big cities (Boston, NYC, DC). Buses carry a stigma of being dirty

and full of drugs and vomit. It'll be hard to get over that reputation. I would absolutely take a train to work, but probably not a bus.

- train rail or back to subway days would be useful as long as affordable
- Train station is in a lousy, unsafe area and an embarrassment. I do not feel safe downtown. Downtown parking is scary and hard for anyone who is handicapped....ie. convention center, Federal Building, County/city offices.
- It would be beneficial to the whole community if the train station and bus terminals were together. Future monies should go to the improvement of trains within the state.
- I think it would be beneficial to have a Subway system as compared to buses. Especially if they are electric
- The City should have kept subway tunnel and used that for mass transportation. The Hojack Train Line is abandoned and I think the government should have bought it and used that for a fast rail line for people going to Rochester.
- I'd like to see a subway or light rail system.
- I would strongly support a commuter rail system in Rochester and a convenient long distant rail system serving Rochester.
- Make it easier for more people to get to work by bike during the summer. Also, have train overpasses, instead of trains backing up traffic (w. ridge rd.).
- No buses. Subways and shuttles are ok. Bike friendly is necessary!
- why are we focusing on buses. we have railroad tracks and underground subways. there were more modes of transportation back in the old days. why dont you idiots look at the plans that were in the old days instead of buses. buses suck. the only reason u love buses is because of money. if you really want to save the planet as u claim. get the old subways beds made back up. use the railroad tracks instead of tearing them up this city is runned by a bunch of self serving idiots. you tear down our history and now u are making condos for rich people down here at the beach which we dont want because you politicians have to pay back your real estate buddies. this town is corrupt.
- buses suck. get subways. noone wants to be outside waiting for a bus. use trains also. you people in rochester on the city council are morons. the city has more ways of transportation back in the day. bring back the subways. buses suck.

- i would use a high speed rail system into rochester combined with connecting ground level transportation; like an above ground subway. having said this, my day to day travel is currently centered in the canandaigua area. shortly i will be traveling from cdga. into the fairport/pittsford area once or twice a week.
- high speed rail to Canandaigua please ;)
- It's really quite efficient in the area. I use to live in Buffalo and there are fewer buses there. I am a strong supporter of Amtrak and would like to see the fast trains come in. I don't take airplanes. I hate them.
- While not over this past year, I have commuted to and from work via bicycle a couple of days per week. I'm a racing cyclist and enjoy the ride, regardless of traffic or the occasional rude motorist. While I realize the most prevalent form of public transit here is the bus, I can't help but think if we had light rail, wow i believe many people would be more enthusiastic about using public transit. I see a need for public transit that will only increase with rising fuel costs but that noted, buses just don't do it. As a kid, I rode the bus a lot but you couldn't really get me on one now...sorry about that. really.
- For several years I commuted from suburbs to downtown Chicago using mass transit (rail). The primary reason was the convenience versus the unpredictability of highways and commuter traffic. Rochester's traffic is rarely an inconvenience.
- Buses clog roads and stop too often. Subways/trails are the only practical mode of transportation. Traffic is not an issue in Rochester, its great compared to other cities.
- I would like to know if we can getting high speed rail running north and south. I would definitely use public transit if it were convenient. Transportation tends to run north and south and not east and west
- Train station parking safety and location....high speed rail to NYC needed
- We're pretty lucky compared to places like Chicago that have heavy commute traffic. I can't speak about public transportation, but there should be more frequent Amtrak service. A Bullet train would be wonderful.
- i would like to have a subway or mass transit system that is faster and avoids traffic jams. like bigger cities have a trolley or subway, it would be great if there were an easier way to avoid expressway traffic and traffic lights.
- I wish there were other forms of public transportation like subway, trolley, tram or a vehicle that uses something other than a combustion engine to go in and out of the city.

- I would use my car less if frequent, convenient, and reliable bus and light rail transportation were available. I already use my bicycle to commute to work occasionally.
- I would like to see convenient ways to use transit to connect with other modes of transit - for example, I would like to have a convenient connection on the bus between my home town (Fairport) and Amtrak, interstate bus service, and the airport.
- Need buses between the Airport and downtown. Co-locate the train station and the bus terminal as European cities do.
- Public Transit in this region is very disjointed. bus & rail need to be combined.
- I think taxi drivers should not have to pay licensing fees. I think General Motors should pay for urban transportation improvements because they dismantled the public transportation system that was in place -- railroads and trolleys.
- Buses either need a dedicated lane on major roads or just scrap buses altogether and go with light rail. Buses are way too slow. You can bike faster than a bus goes up and down Ridge Road for example
- BUFFALO HAS A TRAIN, WHY DON'T WE? WHY DON'T WE HAVE A TRANSPORTATION LIKE IN DC?
- I wish we had the high speed rail system available.
- It is not clear to me how the bus system works. If there was light rail into Rochester and then the ability to transfer from there, I would consider this very strongly. When I travel now to different locations, I typically use public transportation
- I visit a friend in Georgetown in Washington, DC., several times a year. I fly into Baltimore-Washington International Airport, then take public transportation to Georgetown. The whole time I am visiting, we are able to walk, take a bus or shuttle or train to almost any destination we want to go, except to hiking in the mountains outside the city or to some historic sites like Mount Vernon. Other historic sites, like the Arlington National Cemetery are accessible by bus or other public transportation. It is sometimes inconvenient if the weather is bad and then you just get soaked, but at least there is an option to get around to most places. In fact, my friend has been there for 4 years without a vehicle and just since graduation in May 2011, she has had a car and I just flew down to pick it up and drive it back to her parents house here in Fairport because the cost of parking the vehicle in DC and the amount of disuse did not make it feasible to keep it there. It is more feasible to just rent a car on a weekend or for a day if she wants to go hiking out in Shenandoah, or to the shore, or

other farther destinations. She also does all her grocery shopping on the bus, which for one person is okay, but if she had to shop for a whole family would not be so easy. It is a challenge to buy frozen foods and get them home in a timely manner using public transportation. It would be nice if buses had freezers in them. Just FYI...many communities have wide ranging regional transportation comprised of various conveyances, but Rochester does not and it would seem unlikely that an adequate bus, trolley, train system will be developed here. While I was living at and attending RIT these past four years, I was working a part time job at Unity Hospital on Long Pond Road, had to be there for shifts at varying times (7am-3pm, 7am or pm -7am or pm, 11pm-7am, etc.). Even if a bus ran from RIT into the City of Rochester and then back out to Long Pond, during those time frames it would have taken way too long and been unreliable for me to take a bus in that convoluted pattern. More direct routes between major institutions might be helpful. I knew some other students that worked at other hospitals in the area, but probably not enough to make it feasible to provide enough regular buses and cover the schedules necessary to meet nurses' schedules. Then during Fall, Winter and Spring, in addition to several days a week as a nurse, I also had to commute from RIT back to Fairport to coach at Fairport Crew Club and had 25 minutes between my last class and the start of practice to get there so there is no way a bus would work out, again the directness and the length of time would make it impossible. Then I would not get out until 9pm. Sometimes I would go back to RIT and sometimes I would stay over at my family's home in Fairport and then go directly to class the next morning. Many people I know have a fragmented schedule like this and even now I work the 2 part time jobs and I know many other people who are forced to piece together what work they can find in these difficult times. Some people may still regularly commute day in and day out, but I think more and more work multiple service jobs and retail jobs in order to make a living which often precludes using public transportation.

- would like to see more bike paths, high speed rail
- light rail is my first choice
- Please improve the Rochester train station - I do not feel safe today getting to or from or being at the train station. I would use the train if I could feel safe
- Personally, I prefer public transit solutions that enable transit to occur without pedestrian or vehicular traffic causing delays. Options similar to underground or metro systems found in Europe, light rail, above ground mono-rails, etc. are best. Buses that utilize the same traffic routes as other vehicles or are impacted by pedestrian traffic in my opinion are not as effective in saving time.

Also, we live in Western NY so any public transit options being considered should attempt to keep its ridership from being regularly exposed to inclement weather for extended periods of time (more than 5 minutes). The proposed transit stations and the vehicles themselves (buses, trains, etc.) would need to be covered and protected from the elements, heated in winters, and air conditioned in summers.

- I lived in Boston for a long time and used public transportation as much as I could to avoid traffic, get to work and back quicker and be productive on the train/subway. They had the critical mass to make it mainstream and acceptable. Trains ran frequently and the trains were generally safe (there was the odd idiot on the train that everyone ignored). All in all, a good experience. Rochester commutes don't have the same stress and length. I am not sure how widely, a public transit system will be accepted in the suburbs without a lot of convenience offered to pull the whole package together (coffee, wifi, door to door service). You need to make life simple and flexible for commuters. It needs to be quicker and more convenient than the alternative. Saving money (on gas) is good but without the convenience, it won't fly (for me).
- Transit needs to be centralized. I ride the trains, and I wish buses went to the same places and the two systems were connected. Also, I'd appreciate a bus from Irondequoit to the Airport which is a more direct route than is available to me now. Parking around train station is impossibly unsafe; not practical to leave a car there, so a bus from Irondequoit to the train station would help with this situation. At Rochester General Hospital, parking is not free and I think it needs to be. I resent having to pay for parking there.
- need more buses and routes. bring a subway back. tie that funding with the buses for greater support. rebuilding a subway = jobs!
- I wish the subway system was reinstated and the tram would also be a great way to get around in Rochester. Both of these are much better than the bus, more ecological, quicker and less costly.
- Really, the subway (or tram for that matter) is a far superior and less resource-intensive mode of public transportation than the bus. We already have the infrastructure for the subway. What other small to mid-sized city can say that? People who rely on their car to take them to and from the suburbs should subsidize those of us who try and use more carbon-neutral forms of transit. Re-building the subway would be a tremendous start in that direction.
- Living in suburbs there are not many public options; closer to city limits there are options but very limited. Other cities seem to allow for greater options and ways to get

around. Light rail / bus / cab (although not public) can all be viable options elsewhere but not in Roch

- If we had more hubs of transportation into the city ie. high speed rails I think people would come here more. I would use the rails to get to other parts of the state too.
- what i really would like to see is high-speed rail to NYC.
- I'm in favor of a light rail. They're more aesthetically pleasing and would bind the community together.
- For mass transit to work for me, it needs to be light rail or a high speed bus system with dedicated lanes and express routes.
- We need a light rail system, a good long distance (high speed) rail system and a bus system that works in concert with one another. Until the price of fuel goes up to \$7.00 per gallon we will continue to use cars as if they were convenient toys. It is high time we catch up to the rest of the world. High speed rail is as old as the hills. That is to say 150+mph trains. Our idea of a high speed train is 80mph. It is incredible. We still have beautiful rail beds up and down the Genesee. Beautiful bridges built by our ancestors who knew how to build for the ages... unused. We put man on the moon in 69 and we think a natural gas powered bus is modern? If there was good bus service I would use it. I love to ride the bus. I think RTS does a good service as it is. What we really need is a huge change in transportation paradigm to really change things. After all how are we supposed to do our makeup, eat breakfast and shave if we can't do it in our car traveling at 70mph...give up the car...never. The oil companies established this ages ago. They won, we lose. It is a shame. Every other country in the world has figured this out I do not see why we haven't?
- This was a very long survey. I was just in Switzerland for 9 days. We chose to travel the entire country by public transportation. It was wonderful; we could get to practically any city or small town by train, bus or boat. For nine days of travel, every trip was on time except for two trains. Each bus stop had a listed schedule of bus arrival time on the bus stop sign; very helpful. Also, cars needed to yield to buses as they departed from the bus stop. I believe this significantly allows the buses to stay on time.
- Bus transportation does not appeal to me at all; however, in the past, I have lived in cities with subway and high-speed rail. Using that appeals to me.
- I strongly suggest having subways in the whole area. If they were available, I would use them regularly.
- Want a subway
- IT'S A BLOODY SHAME THAT THEY TORE OUT ALL THE

TROLLEY TRACKS. IT WAS VERY USEFUL IN GETTING PEOPLE AROUND BUT THE NOW IT DOESN'T MAKE SUCH SIMPLE TRIPS LIKE IT USED TO. NOW IT GOES OVER 100 MILES AND DOESN'T EVEN GO WHERE IT'S NEEDED. THEY NEED TO UTILIZE THE CHEAPER SAFER METHODS. IT'S A SIMPLE CASE OF A FEW CONTROLLING THE MONEY INSTEAD OF THE MONEY CONTROLLING TO THE POINT WHERE THE PRACTICAL ISN'T THE CHOSEN PATH.

- I lived in Tokyo for 3 years, and used their light rail trains daily. Although I had a minivan which would seat all members of my family, taking the trains was usually the transportation "method of choice". However, those trains ran frequently (e.g. every 10 or 15 minutes), were safe, and would take me to within about 5 minutes walk of where I wanted to go.. I have attempted to take Amtrak from Rochester to Niagara falls (trains run about every 4 or 5 hours). When I got to the station, I was told that the trains would be 1 to 1.5 hours late, and might not come at all. So my wife drove me. Also, I have attempted to take Amtrak from Rochester to Amherst, Mass. It takes 6 hours to drive, or 2 days (including 1 overnite in NYC) to get there. In Rochester, I have no idea how to even get the bus schedule from Penfield to Rochester Technology Park. An I bet I still have to walk quite a ways. An I doubt that the buses go very often. Additionally, the people who I see waiting for Rochester buses in the city look pretty scary.
- WE NEED A SUBWAY!!!!!!!!!!!!!!
- I WISH THERE WAS PUBLIC TRANSIT THAT WAS MORE AVAILABLE. MY FRIENDS COMPLAIN THAT THE ROUTES ARE INCONVIENENT AND BUSES ARE ALWAYS LATE. PEOPLE THINK THAT JUST BECAUSE WE HAVE BUSES THAT TRANSIT WOULD BE GREAT. I WOULD LIKE TO SEE LIGHT RAIL VEHICLES.
- An efficient light rail system from suburbs would be of interest.
- As a former NYC resident who used the subway and LIRR system, I think the limitation of our transit system is the inability to connect all the suburbs to each other on a timely and around the clock basis. I used to work downtown Rochester and did use park and ride but I like to work late and found the flexibility of having a car at my disposal too convenient. If I used the bus, I knew I had to get out of the city at a specific time or I would be stuck. It seems that Rochester does not have the population to sustain a robust transit system.
- I'M CONCERNED ABOUT THE BRIDGES, WE HAVE ENOUGH OF THEM, AND I THINK WE NEED TO PAY ATTENTION TO THEM. I'M ALSO FOR THE FAST TRAIN TO NEW YORK CITY. I THINK A FAST TRAIN IN THIS TIME WOULD SAVE A FEW TRUCKS ON THE ROAD. I THINK IT WOULD BE A GOOD
- IDEA. I KNOW A LOT OF PEOPLE DON'T THINK THAT WAY.. BUT I TRAVELLED ALL OVER EUROPE ON THEM AND IT'S FANTASTIC. I THINK SUBWAYS ARE THE WAY TO GO.
- I haven't taken a bus in a long time but improvement on the mass transit system, I am in favor of that. I'd like to see high speed trains here but don't know if it's possible in a small city.
- I feel there should be more non bus based transportation, such as subway's or street cars. I would especially love to see more electric or ecofriendly related transportation systems implemented. I would use that more often than driving, especially if there was a high speed option or non bus option to get to Henrietta.
- I strongly support the use of mass transit. However, I am not comfortable riding a bus due to motion sickness and general discomfort. NYS abandoned rail transit which would I would support in a big way, though implementation of a new system now may not be a practical alternative. I now live 4 miles from work and USE my vehicle to visit clients which makes my use of mass transit in this area impractical.
- bus transportation in Rochester, along with travel to downtown is unsafe. Too much crime. The dumbest thing Rochester ever did was to get rid of their subway system.
- There used to be a subway decades ago. I like the idea of a subway; travel that is off the main roads. I would like to see something like this in a large ring that circles the county, stopping at major points along the way. Stops would be a free transfer to another form of public transportation to nearby destinations(like the zoo). Think Toronto.
- I really feel a mass transit like a subway or el system is more user friendly than a bus system.
- The bus system is okay... the routes could be more convenient, but overall it is okay. However, the train system could be improved tremendously by adding high-speed rail... only then, would I consider using it for trips to Toronto or NYC. A trip from Toronto to Rochester could be an all day affair due to its slow speed, long wait at border, etc... high speed rail could provide a real alternative to the car. However, the rail station in Rochester would also need improvement, and perhaps a change in locality.
- I wish there were a subway system -- a great one like DC has or NYC.
- I'M AGAINST THE HIGH SPEED RAIL. IT'S A HUGE WASTE. NO ONES GONNA RIDE IT AND THE GOVERNMENT OFFICIALS THAT ARE FOR IT WILL RIDE IT FOR FREE.
- would like to see high speed rail service to nyc

- TWO things: 1. After twenty-five years...please,...”BRIDGE IT”* 2. I believe the Rochester Subway system failed due to mismanagement, and should be redeveloped in a ‘light rail’ capacity in order to effectively revitalise commerce, provide incentive to suburbanites interested in visiting City center but otherwise deterred, and to improve accessibility to the city and all original subway stop locations. *Refers to the installation of a seasonal lift bridge installed in the Seabreeze & Lake road annex that connects Irondequoit to Webster that prevents commute from May through October.
- People will never truly embrace bus transportation. You need to explore a light rail system (like Minneapolis). Start learning from others rather than thinking we know best.
- The Rochester area would benefit from a light rail system like the Washington Metro or the Toronto Subway. I have used both systems and they are great. The Toronto system has parking at the station so you can leave the car and enjoy the ride. We need something similar in the surrounding towns & villages.
- Don’t know much about the transportation of our area. I live in the suburb, but I know our transportation is nothing like any of the larger cities I’ve visited such as Boston and San Francisco. I really liked using the T when I visited a friend that lived in the suburbs. We took many trips using the T.
- The idea of high speed rail is very attractive, but the “high speed” is not high enough. Why not 200 mph trains?
- People would not use the high speed rail between about connecting Albany with Buffalo. It would not be profitable.
- Light rail service for the area should be investigated. the most obvious place to start would be the RT390 corridor south to Avon and beyond. So far there is little housing development along this corridor and lots of open spaces for light rail development. Going in the other directions gives you Greece and Chili to the west, Pittsford, Perinton, Penfield to the east and to the North - Irondequoit and Lake Ontario. Developing to the south will alleviate the traffic that this growing area will generate (avoiding what has happened in the west and east) and possibly give these other areas a chance to reverse the congestion that now develops as commuters gravitate towards the city center.
- If the suburban bus service was not just park and rides, it would be much better, particularly for seniors and stuff like that. But I don’t know how you’d manage that, since everyone is so spread out. We got rid of our great little trains, all those lines we had, that were very helpful - if we could revive them, although they turned them into walking

paths. Seems like the rails were the way to go.

- The city of Rochester is no longer the economic center it once was. In order for public transit to be more effective, it needs to link the suburbs to each other more easily (i.e. light rail in a loop around the city, connecting all the peripheral towns). But that would probably cost more than anyone would be willing to pay for transit. So, we will still use our cars!
- A commuter rail would be lovely, but impractical I suppose. Buses take far too long to take the same (or more circuitous) route than you can in a car. Having lived in a city with fantastic public transportation (Boston), Rochester’s is somewhat of a disappointment. Especially once you are located in a suburban town.
- I consider a light rail transit system to be vastly superior to traveling by bus.....based upon my personal experiences in other cities.

E.6 Walking/Biking

- Generally I either walk or drive my own car. So, I rarely take the bus. But I do recognize the need for a good, reliable public transit system. Even though I rarely would use it, I would support your efforts to improve and broaden Rochester area transportation services.
- Walk and Skateboard to most local places and classes
- I think it’s a great place to get around in in a car. It’s an easy place to travel if you’ve got a car. There are bike trails. My husband bikes.
- I walk a lot within my village. Sometimes I don’t use my car for a week at a time. I would like better service to the airport, on weekends and during the middle of the day.
- Being a bike rider, I would like to have more safe bike paths running parallel to streets.
- Again, I have less to say about taking the bus because there are no sidewalks in our area to easily walk to even try the bus and there are no shelters at bus stops for inclement weather in our area.
- I am a full-time student in Cornell. I used Greyhound to travel from Ithaca to Rochester, and I asked my parents to pick me up at the station. If there was a bus, I’d use it. In Rochester, while visiting parents, I usually go around by bicycle. If I need to go shopping, I ask my parents to give me a ride. I’d use a bus if I thought about it.
- The roads as far as I’m concerned are well-kept. Sidewalks and roads get plowed regularly and dependably.
- Would like to see a bicycle share program similar to those

in European cities such as Seville, Spain and Paris.

- I have no interest in riding the bus. I would like to see more bicycle trails & wide paved shoulders here on the east side
- Would really like more bicycle friendly routes to travel. We like downtown and the canal paths but traveling on city streets is too dangerous.
- The area should be more cycling friendly than it is; I would cycle to and from places more if it was. The roads in and around Greece are not cycling friendly which is where I work.
- I would continue to commute by running to work or biking to work because it saves me money and it is exercise (year round). Even if the bus took me from my door to my work with no stops or delays I would still run/bike to work. Most people aren't like this. If I didn't want to bike or run to work I would consider the bus if there were no transfers required. Walking 10 minutes from a station would be fine.
- As someone who gets around primarily by bicycle, I'd like to see Rochester better educate motorists on how to share the road. Too often I am shouted at by misinformed drivers who think that I should be riding on the sidewalk (though it is illegal for cyclists to be on the sidewalk in the Inner Loop). I often do not feel safe because there is either an inadequate shoulder for me to ride on, or the shoulder is full of debris which causes flat tires. This city could do a lot more to encourage bicycling, and to make it safer for those who already choose to bike to work. Also, I do not use the transit system because there is no bus that will get me to work on time for an early shift at 7 AM, and transferring seems difficult. I'd more seriously consider using the bus in inclement weather if the buses ran more often, and earlier and later in the day.
- I am primarily a walker and choose to live close to where I work. It's not that I'm against buses, but I really have no use for them.
- Bus drivers are unfriendly and not helpful. There is a huge lack of safe sidewalks or bike lanes. Motorists are extremely unsafe around pedestrians. The bus routes require multiple transfers and hours of time to reach destinations. Express bus routes between town centers and universities would make life much better for commuting students.
- Unsafe motorists and few sidewalks encourage more car usage. I do not feel safe on the local buses.
- I have never been in favor of "Right on red" (even though it supposedly saves fuel) because I think it puts pedestrians and bicyclists at risk. I am in favor of light

rail to connect the city and suburbs.

- I also ride a bike around town and wish more was done to encourage people to ride/make them safe when riding in the city.
- People would be more inclined to walk if the city and surrounding suburbs were more "walkable," i.e., had better sidewalks, etc. Many more people would ride bikes if there were bike lanes and a motorist culture here that could be educated about and become more friendly to cyclists.
- Lack of sidewalks in my neighborhood discourage us to walk. The problem is worse in the winter when the roads became narrower because of the snow. The distance I live from work makes my round trips to work to cost only \$1.60. It is unlikely a bus will cost that little. I suggest improving traffic signs about bikes. I would use bike to work more often. For longer trips (Webster to Rochester, or to Henrietta) I would use bus if the service was more frequent: At least every hour until late night including weekends and preferably every 30 minutes A mini-bus could be an alternative.
- It would be great if Elmwood Avenue between were made to be bike friendly... I know that I would commute to UR (weather permitting) much more often on my bike if I felt safe riding on Elmwood Ave (between the University of Rochester and 12 corners).
- I live so close to work, I could walk or bike. A bus would never be an option in my case.
- I'm happy that people are working to make Rochester more bicycle-friendly and on better public transportation. I have lived in Japan, and really know what it means to have bike-friendly environment and good public transportation. We have a long way to go!
- Better, more frequent bus service would be a great improvement. Bike lanes are already being added to some streets, but in general making the city more bike-friendly would go a long way towards better transportation for the area
- Right now, only one bus goes to and from Brockport at a time that is not conducive or flexible enough for my work schedule. I would use public transportation to get around the city but I view walking to be faster and more convenient. Anyways, I try to carpool, which for me is a better option when getting around.
- Bicyclists in Rochester need to learn the rules of riding and not ride on the wrong side of the road and on sidewalks. Bike lanes will help, but signs and some governance would help uneducated people to learn that they are incorrect.

- I often wish we had some kind of subway system. I think I would use it a lot. I used to bike to work and occasionally ride the bus, but now I'm a substitute teacher and have to get to different locations on very short notice, so taking the bus is just not practical. I take the bus in cities when I travel and really enjoy it; somehow it seems easier elsewhere. Subways are the easiest and most efficient, though, and I much prefer them. I would rank buses after subways/trains, feet, and cars in terms of transportation preference. Philosophically, I'm very much in favor of public transit, but here, it's just a nuisance.
- Need to increase focus on bicycle and pedestrian uses as well as public transit and motor vehicles. Many areas I travel are very unpleasant for walking and bicycling.
- More bike paths, bike paths that are off of main roads. I can't count the number of times I've almost been hit riding my bike on the shoulder of a road. Bike paths like the Auburn Trail and the Lehigh Valley Trail are great because I can ride my bike from two separate destinations and not worry about a car hitting me. It would be great if I could ride my bike from village to village off of a main road.
- I ride my bicycle everywhere as we only have one car and I feel that the roads in Rochester and in the suburbs are not bike friendly and the bike and canal paths are suspect when it comes to my safety.....
- More Bike paths would be great!
- I am close enough to the village of Fairport center so that I am able to walk in good weather. However, most other locations require a car to access for my time schedule.
- Create bike lanes on Monroe Avenue from downtown through Pittsford.
- Thank you for paving Elmwood Avenue!!! I can't wait until they pave the bike path over by St. Johns Meadows that goes to the canal path. I will ride my bike to work.
- The hours of work make it difficult to find bus routes or even to find park and rides. More bicycle only paths or bicycle only lanes-to dangerous to ride with vehicles now.
- Bike paths protected from traffic by some barrier (not just a painted line - concrete barriers, trees, parked cars, etc) could make this a highly desirable "walkable/bikable" city. Surrounding neighborhoods (like those around Pittsford) are cut up into cul de sac areas, so that to walk anywhere commercial you have to cut through lawns or brush or otherwise go off streets. All of the neighborhoods need to be interconnected and connected to main roads by walkable paths!! And the speed limit, for example on Clover road near the canal, is way too high (50 mph) in bike crossing areas, areas near canal paths, etc. Clover near Jefferson is particularly dangerous - near canal path, bike crossing, park, kayak area, and the road goes from two lanes to one lane - right where the speed limit goes from 45 to 50 mph (coming from French Road).
- During the spring and summer months I try to ride my bicycle to work at least one day a week. This area is NOT bicyclist friendly! Bicycle routes are few and far between, often ignored by drivers and pretty much ignored as a transportation alternative. Furthermore, I usually drive to work because I need immediate access to transportation during the workday as part of my job. (Bicycle days are pre-planned to avoid unexpected trips away from the primary workplace.)
- I would like more bike-friendly lanes.
- I live 10 minutes from my main job so I drive. Occasionally I will ride my bike depending on the weather and my schedule after work. My other job is 20 minutes away in Victor. There is no bus to and from my house to either job. I appreciate saving money. If I worked downtown then I might consider park and ride, but I am a firefighter for Henrietta so I need my truck.
- I often cycle to and from work via the Lehigh Valley pathway. You should have included cycling as an option in your survey. The recent resurfacing of West Henrietta Road and East River Road has eliminated the bicycle lanes making it too dangerous to cycle on these roads. You should demand that Monroe County install bicycle lanes on these major north-south routes into and out of the city both for safety and for environmental reasons. Encouraging more use of the bicycle will solve some of our transportation problems
- My main concern for the transportation in Rochester is to create safe, accessible, visible and maintained bicycle routes.
- More bike trails with lots of focus on safety (lighting, patrols, snow removal, etc)--good for the environment, the pocketbook and the heart.
- I would support any gas tax increase going towards mass transit improvements such that more people would have an alternative to driving on the roads. Also, to improve bicycle paths. The bicycle paths need to be more prevalent as well as safer than they are (a friend of mine was killed by being hit by a car while biking on bike path).
- Rochester needs to be much more biker friendly. For example, given that it's illegal to bicycle on the sidewalks, we have to use the streets and there are not enough bike lanes. It's very, very important that laws regarding driving while talking on cell phone and while texting be enforced, as bicyclists and pedestrians are most at risk.
- In the past few years (not this year), I have bicycled to

work from Penfield along Highland Avenue on occasion when the weather was good and I was not on call at the hospital. However, Rochester, in general, is not a bicycle-friendly city (sadly) as some other US cities are. I would love to see pedestrian/bicycle lanes adjacent to roads in the Rochester area, but I am not optimistic that this will happen any time soon. In Brisbane, Australia, there is a fabulous bicycle system in place, including a bicycle centre, lockers, showers and great connections throughout the city and greater city area. Again, I do not see anything like this happening in Rochester, a much smaller city than Brisbane. (www.cycle2city.com.au) I do appreciate that this transportation survey is taking place. Thank you very much.

- Rochester is a great area to ride bikes in; I wish more would be done to promote bike riding and to enforce the wearing of helmets as well as the necessity of riding on the right side of the roads.
- I try to commute by bicycle whenever time, weather, and other commitments allow. Making the area more bicycle friendly would be appreciated. Lane reductions on major roads have improved this significantly. Goodman Street south of main to Elmwood needs this feature added.
- I would like to commute using mass transit or by biking. However, having 3 children in Penfield, and living in the 19th ward, and having multiple jobs, I have to get places quickly. The work I could do on a bus ride wouldn't really help so I'm better off just getting there quickly. I'd be more likely to bike than ride a bus if gas prices shot up.
- I prefer to ride my bicycle around Rochester, but find it can be very difficult. I started seeing bicycle lanes about a month ago, but they aren't very many of them. I have had many close calls with cars almost hitting. Almost every time I ride I have multiple drivers yell at me to get out of the road, even though I'm supposed to share it with them.
- More bike friendly routes & trail would be well used
- I support increased bike trails & safer bike routes.
- More so than the ability to drive places, it would be nice to have a real pedestrian sidewalk down West Henrietta Road, from Mt Hope near the University of Rochester Medical Center to Marketplace Mall. I'm sure more people would walk to work (URMC is the biggest employer in Rochester) And Rustic Village is a large apartment complex as is Crittenden Way. It makes no sense that there is no viable pedestrian option.
- if there were sidewalks in my neighborhood, I would love to walk more places, if there were places I needed to go (like grocery or drugstore) within walking distance, but for me the bus has always been uncomfortable.
- Although I don't often use RTS (since I live close enough to my workplace to commute on foot or by bike), I am very impressed by the efficiency, cleanliness, and low price of the buses -- especially when compared to the transit systems I've seen in other metro areas. For the time being I've retained a car for things like shopping and out-of-town trips, but I've often thought of going carless and using RTS exclusively, with things like ZipCar rentals for the occasional trips during off-hours or to destinations not served by bus routes.
- I love to bike to work....but there's little infrastructure.
- I am a walker primarily and would prefer to walk to my full-time job if time permitted.
- Light rail connecting suburbs and city including park ave/monroe ave, south wedge, corn hill areas. Have service from these points in the city to suburban shopping. Zip car is also a fantastic idea, as is bicycle and/or scooter rental within the city. Connect more of the city with bike paths and walking paths and people will be more inclined to get around on foot for local trips.
- I purposely moved to a location where I would be close to work. I bike most days (except recently, cause my bike got stolen...and in the winter, I'll probably drive, I guess. I moved here in May.) From what I've heard, it would be convenient for people to have more frequent trips, especially on weekends, on routes that service grocery stores and Walmart, and the like. I've been thinking about trying to take the bus to work in the winter, but haven't done any research on how much it would cost versus driving my car. I think the biggest issue with public transportation here is that outside of major cities in the US, it is seen as a mode of transportation for the poor. I lived in Europe for a while and took public transportation there all the time... most people did. But here, if you can afford a car, even if you have to squeeze the money from somewhere else or are driving a 20 year old beater, you drive. I consider myself pretty environmentally conscious, and still drive quite a bit. Especially to visit family and friends with a 6-8 hour radius.
- I have a short commute to work. I can either bike, run, or take the car. It would be unlikely for me to take or wait for a bus to go to work.
- I would prefer bicycle to car but the roads around Rochester are VERY bicycle unfriendly. Rochester needs a major revamp to make it decent for bicycles. I have electric bicycles that travel closer to car speeds and operate for a fraction of a penny per mile but I don't ride in rain or bad weather.
- In the summer I do ride my bike to work, if weather is good I do it 5 days a week. After September when school

starts it gets harder with the traffic. People are not always nice or considerate and on the large roads end up on sidewalk to avoid traffic. Sometimes it is very hard to get across roads like Titus so I have to cross at lights. I used to take the Clinton bus from the Irondequoit High School to The Genesee Hospital and I enjoyed it. The high school was the last stop and it seemed the driver would skip it occasionally, I was sometimes the only one getting off at that stop. I have not been able to find a bus route to take to Rochester General Hospital. I tried it once walking a mile to get to the stop at Titus for the Goodman bus and then getting off at Ridge Road and then walking a mile to the hospital. It seemed easier to just walk which I have done too but it takes me a good 45 minutes to get there. People do not seem willing to give up their cars. I have not been able to find someone to carpool with either.

- More bike lanes, and bike awareness!
- With the rain, I didn't walk today, but one of the reasons I enjoy where I live is all the places I can walk to. I usually walk to at least 1 or 2 places a day. I work with clients in their homes (mainly in Brighton, Fairport, and Pittsford) and need to drive to keep my schedule. I see non-personal car transit as something for my personal business, not professional.
- I think it is great that the bus fares have remaining affordable. I would have had a train in the air than a bus terminal w/ shops. I also think it is great that the buses have put bicycle grates on the front and the wheelchair lifts. I think that it is great that you are asking for public input. I am on disability so I do not work. It would be nice if more buses ran on natural gas, or even electronically. You could make the buses smaller on runs where buses are empty most of time.
- The last set of questions was very difficult for me to answer truthfully because they presumed that I drove to work and live in a suburb or the city of Rochester. I live in a village and walk to work. We chose to live in the village where we work so that we could walk to work and many of our other activities. The bus system is almost completely irrelevant to our lives, except we have to drive to shopping malls and occasionally downtown Rochester. I would be willing to take public transportation with some walking, but I've gotten accustomed to driving to my destinations outside of my village.
- We live in the city and are VERY PLEASED with the walkability. We also ride our bikes when weather permits. Would like to see some effort put into improving bike paths getting around the city.
- The road system and infrastructure in the Rochester area makes getting around easy. I have a hard time imagining the transit system improving in the near future to make it

more attractive and easier to get around than via auto. I would ride my bike before taking the transit, especially if fuel cost became prohibitively high.

- Make Rochester more Bike friendly
- My husband and I both bike to work. I could give you an earful about bicycle commuting, but you can contact me if you want my long opinion on that. Just one story: I biked to jury duty two weeks ago at Court and Exchange, and my bike was stolen. (It was locked, and the lock was cut. Luckily, I have another bike, but I won't ever leave my bike locked downtown again.) I had to take the bus home. So I got to use all forms of transit that day. The downtown bus stops are full of young, urban youth, which I think is a deterrent for your average suburban person. I'm a 38 year old white lady, and a young guy was giving me whistles. This is not your fault, but it deters one from using public transit. Unless you know your route (which I luckily did, as I had used the bus before on days when my car was in the shop), I don't know how you would know which route to take. The little kiosk with the maps was locked up.
- Bicycling safety is not a high enough priority. Roads are being repaved without doing the shoulder and making it more hazardous for bicycles. (Mendon Center road, Mendon-Ionia Road, route 251 to name a few.) Paving with road graders should be banned. Coordination with the state DOT on traffic light timing is a thing to do. Why don't they get it???
- My family and I would utilize transit if it was more readily available in the Gates region. As it is, my family avoids car use whenever possible, choosing to walk or bike instead. We would support expansion of suburban transport.
- It is important to me to live close enough to work to avoid daily car use (biking, walking, bus is preferred).
- More bike paths in Brighton and Penfield and downtown.
- I support multi use trail funding as an alternate means of travel. Keep up the good work.
- I do not live in the city of Rochester however I would use public transportation more if it were convenient, safe and reasonably priced. When I am too old to drive and if the distances I need to go are too far to walk (most would be) I could maintain my independence much longer if I could get to where I needed/wanted to go with relative ease and safety.
- I would especially like to see bike routes that would enable me to get from Irondequoit to the south part of the city. There is no safe or easy way to get there currently.
- I would love to use the bus to get to work. In fact, I even considered it once, but when I realized that the one bus

that drove to Victor in the morning arrived after the time I was supposed to be there I couldn't do it. I have also used my bike as a means for commuting during the warm weather, but that too can sometimes be cumbersome from Rochester to Victor. I would LOVE to see more options for transportation around the region!

- Would love a bike lane that enabled me to get from irondequoit to brighton. There is no way to get safely through the city to get to the south.
- I enjoy biking and bigger shoulders on the road and more bike paths is important. I believe the recent road improvements make biking better in this area.
- I prefer to walk to work, places of commerce and as many places I can. I like using my legs as a mode of transportation and consider myself lucky to have been able to do so for over 5 years. I try to avoid driving but will do so on occasion and when needed. On another matter, when I compare city wide transportation between Rochester buffalo, it appears that Buffalo has a better coordinated and more efficient system.
- I would be very interested in using public transit in Rochester in the future. I would be willing to walk to the closest bus station (which I believe is about 1/2 mile away at Twelve Corners) if the sidewalks along the way were consistently plowed and salted in the winter although I've been considering buying gaiters to put over my winter boots so that I could walk to work / 12 Corners without worrying about the snow getting to my clothes underneath. I'm not very familiar with public transit in Rochester but I don't think there is a route on our part of Elmwood Avenue. Also, when I first moved to the Rochester Area 3 years ago, I had looked into the bus routes / schedules online and I remember it being less user friendly than other metro systems I'm familiar with and that there weren't practical ways to connect routes. I still think the bus system out here seems confusing, much more confusing than big city public transit I've used. I would be more likely to use the bus if there were multiple practical hubs throughout the Rochester area that connected multiple routes. I'm not a big fan of driving and car-culture so if there was public transit that felt relatively easy to use and could get me where I need to go, I would be very interested in making use of it as my primary mode of transportation. I'm happier when I don't need to use my car and I historically have loved using public transit in Boston, NYC, Chicago, Toronto, and Washington D.C. -- living in a place where I didn't feel like I needed a car would be "living the dream" -- it would be a big improvement in quality of life. I plan on staying in the Rochester area for a long time so I hope there are more and better public transit facilities in the future! Thank you for the work you are doing!
- I've recently started bicycling more, for recreation and for transportation. (But not on the day of the survey.) So now I really notice the LACK of bike lanes in Brighton and in Rochester. The bike lane on Monroe Avenue in Pittsford is great to have, but to get there from Brighton you have to bike past the on/off ramps for an interstate (near Mario's Restaurant), without a bike lane, which is scary. I would bike more if there were safe places to ride my bike and if car drivers were better trained to look out for bicyclists. I like to bike to the YMCA on Monroe Ave., but biking along Monroe Ave through the city is scary because there's no bike lane -- so I have to fit between one lane of traffic and a long row of parked cars. I bike on the canal path for recreation, but that's out of the way of many destinations. I believe every main road should have a bike lane. If a road isn't wide enough, perhaps the space between the sidewalk and the road could be narrowed to make room for a bike lane.
- If sidewalks and bike lanes/paths (including trails along the River and Canal) were maintained as well as roads and kept snow- and ice-free as well as roads in the winter, it would be a great improvement. The city is becoming more bikeable but there is still a long ways to go. Bus service is ok during the day but abysmal in the evenings/ weekends.
- bike lanes separate from both motorized and pedestrian traffic would be an immense improvement
- WE NEED MORE DEDICATED BIKE LANES, AND CONNECTOR TRAILS TO CONNECT THE TRAILS THAT ALREADY EXIST.
- Would love to see more bicycle friendly roads, with a wide path for both walking and riding.
- Make it easier for more people to get to work by bike during the summer. Also, have train overpasses, instead of trains backing up traffic (w. ridge rd.).
- I am a distance walker and strongly encourage driver awareness of pedestrians. Love the walking paths in our community.(390 trail, canal paths, etc)
- Roads, Bridges, traffics...all of these must be keep up to safe standards. For example; many of the bridges in the Rochester area need major repairs. With me living in Le-Roy, NY...I don't have the luxury of public transportation. I either walk, ride a bike or drive a car. I have my reasons for not walking to the High School next door to me.
- No buses. Subways and shuttles are ok. Bike friendly is necessary!
- Number one most important thing to increase my bus riding would be real-time feedback about bus locations. Biking is still possible in the winter, thanks to the excellent

road clearing on main roads, but this is less viable for biking with a child, so better winter bus transportation would be very helpful.

- from what I have seen and heard, RGRTS is an exceptional service and value I just do not have a reason to use it that much(live very close to work and work most of the time)
- BIKE LANES PLEASE
- Transportation infrastructure in the Rochester area seems primarily focused on the personal motorized vehicle with little regard to alternative methods of transportation. Outside of villages and the city sidewalks are nearly non-existent, bicycle lanes are rarely provided for or marked and "Share the Road" signs are almost never seen. Worse, public transportation is at best 'inconvenient' in rural areas. One friend went so far as to describe the area as a 'backwater.' In short, much more could be easily done.
- I would ride my bike rather than take a bus; however, this area is not very bike friendly. People here think that just because they are in a car they own the road and the rights of pedestrians and bikers do not exist in their eyes. Improve conditions for those people who want to use alternate forms of transportation! Bike paths, side walks, etc.
- BIKE LANES
- I would like to see more \$ spent on Bicycle only lanes.... in particular it would be nice to see a more European approach to bike riders taken in this area. Encourage more people to get out and bike to work by making the roads safer (pot holes and sewer grates can be a problem) Perhaps bike only lanes that follow expressways ? More ways to safely access the canal trails and river way trails
- While not over this past year, I have commuted to and from work via bicycle a couple of days per week. I'm a racing cyclist and enjoy the ride, regardless of traffic or the occasional rude motorist. While I realize the most prevalent form of public transit here is the bus, I can't help but think if we had light rail, wow i believe many people would be more enthusiastic about using public transit. I see a need for public transit that will only increase with rising fuel costs but that noted, buses just don't do it. As a kid, I rode the bus a lot but you couldn't really get me on one now...sorry about that. really.
- It would be great if Rochester could be made more bike friendly with things like bike lanes. I would be much more likely to use my bike for short trips if it were safer to ride on the road with a bike.
- Get rid of the red light traffic cams. Remove St. Paul Street bike lane.

- Please improve bicycle transportation infrastructure - bicycle lanes, improved shoulders, shoulder sweeping, driver training.
- I THINK THE ISSUES ARE IN THE CITY LAYOUT. IT'S SPRAWLED OUT. I WOULD LIKE TO BIKE TO WORK AT LEAST PART TIME OF THE YEAR IF I COULD. THEY DON'T MAKE IT SAFE TO RIDE HERE THEY WAY THEY DO IN OTHER CITIES.
- Taking public transportation is difficult if you need to travel unexpectedly for work during the work day. In addition, many of the neighborhoods between work and home are not safe to bicycle through.
- Bike-friendly, year-around access routes. So not the canal path unless you start plowing that as well. For example, bike lanes that are kept up on Elmwood would be awesome. Make it 3 lanes (one center turn lane) to make room. Keep it well plowed so commuting can be all year via bike! Also, fix the godforsaken potholes and drainage grate-mediated bumps. Biking=health=happy population.
- I really support bike friendly travel. There are a number of options for creating bike lanes for roads that are currently 4 lanes - 2 each direction. For example, Elmwood from 12-corners to UR. By making 1 turn lane, two travel lanes, and nicely-maintained (e.g., plowed in the winter) bike lanes, congestion would not increase and there'd be a safe way to commute from Brighton to UR all year long. However, the way it is now, Elmwood is a death trap. Moreover, we have fantastic 590 that people refuse to use in alternative to Elmwood to make the same commute. Getting people off Elmwood would also reduce the congestion and make it much more bike friendly. Beyond that, using a bike makes people healthier and happier!
- You have no questions here about people who are required to drive to different far-flung locations at varying times during the work day. This makes it unfeasible to use anything other than a personal car for transportation.
- Since I commute out of the county for work, I don't think public transit would work for me and it is too far to bike on a regular basis. I wish our community were more walkable. Our children are not yet in school, but when they are, I would like them to be able to walk to school. Unfortunately, although our school is quite close and they could walk, they must cross a major street (441/Elmwood) without a crossing guard. All the children in our neighborhood take the bus because of this. I am thinking that I might walk our children to school, but that might not fit my work schedule and I also don't want the kids to be too "unusual" and get teased at school. Also, I would love to be able to walk to a playground, but again, there isn't anything within walking distance for us. It seems silly for us to drive to a playground so that the kids can run around,

but that is what we do. Rochester does have wonderful bike trails and we do try to bike for fun on the weekends in the summer. Again though, we usually drive to the Canal to bike rather than biking right from home. We also live near some town and county parks, but again, we drive to the park and then walk around.

- I have resided in the Rochester area for 57 years, and I never learned to drive. When I made myself knowledgeable of the bus schedules I take advantage of these services whenever possible. Weather permitting and destination in walking distance I take pleasure in walking in the Rochester area.
- I would use my car less if frequent, convenient, and reliable bus and light rail transportation were available. I already use my bicycle to commute to work occasionally.
- I'd like the area, especially suburbs to be more pedestrian and bicycle friendly.
- Need more ways to bike safely.
- Buses either need a dedicated lane on major roads or just scrap buses altogether and go with light rail. Buses are way too slow. You can bike faster than a bus goes up and down Ridge Road for example
- I live 1.0 miles from work, so many of the questions about transit don't apply. For a while I tried walking to work, but I found that I needed the car to go to other work locations during the day, so I usually drive to work. However, I do walk home for lunch 3-4 times per week. I would like to see more communities made more pedestrian-friendly and especially more bicycle-friendly as part of transit improvements.
- Although no questions directly pertained to it, I do use pedestrian and bicycle travel for some (as much as reasonably feasible) of my transportation outside of going to work. Living where I do was based strongly on a desire to be able to walk or bike to restaurants, movies, friends, and where I recreate. I strongly support efforts to make Rochester a more bicycle-friendly and pedestrian-friendly community.
- Your study is clearly geared towards getting people in the bus. I had hoped that this would have been a study to get people out of vehicles and on to the bike or walk. I walk for about 4 months out of the year to work and bike the rest.
- I visit a friend in Georgetown in Washington, DC., several times a year. I fly into Baltimore-Washington International Airport, then take public transportation to Georgetown. The whole time I am visiting, we are able to walk, take a bus or shuttle or train to almost any destination we want to go, except to hiking in the mountains outside the city or

to some historic sites like Mount Vernon. Other historic sites, like the Arlington National Cemetery are accessible by bus or other public transportation. It is sometimes inconvenient if the weather is bad and then you just get soaked, but at least there is an option to get around to most places. In fact, my friend has been there for 4 years without a vehicle and just since graduation in May 2011, she has had a car and I just flew down to pick it up and drive it back to her parents house here in Fairport because the cost of parking the vehicle in DC and the amount of disuse did not make it feasible to keep it there. It is more feasible to just rent a car on a weekend or for a day if she wants to go hiking out in Shenandoah, or to the shore, or other farther destinations. She also does all her grocery shopping on the bus, which for one person is okay, but if she had to shop for a whole family would not be so easy. It is a challenge to buy frozen foods and get them home in a timely manner using public transportation. It would be nice if buses had freezers in them. Just FYI...many communities have wide ranging regional transportation comprised of various conveyances, but Rochester does not and it would seem unlikely that an adequate bus, trolley, train system will be developed here. While I was living at and attending RIT these past four years, I was working a part time job at Unity Hospital on Long Pond Road, had to be there for shifts at varying times (7am-3pm, 7am or pm -7am or pm, 11pm-7am, etc.). Even if a bus ran from RIT into the City of Rochester and then back out to Long Pond, during those time frames it would have taken way too long and been unreliable for me to take a bus in that convoluted pattern. More direct routes between major institutions might be helpful. I knew some other students that worked at other hospitals in the area, but probably not enough to make it feasible to provide enough regular buses and cover the schedules necessary to meet nurses' schedules. Then during Fall, Winter and Spring, in addition to several days a week as a nurse, I also had to commute from RIT back to Fairport to coach at Fairport Crew Club and had 25 minutes between my last class and the start of practice to get there so there is no way a bus would work out, again the directness and the length of time would make it impossible. Then I would not get out until 9pm. Sometimes I would go back to RIT and sometimes I would stay over at my family's home in Fairport and then go directly to class the next morning. Many people I know have a fragmented schedule like this and even now I work the 2 part time jobs and I know many other people who are forced to piece together what work they can find in these difficult times. Some people may still regularly commute day in and day out, but I think more and more work multiple service jobs and retail jobs in order to make a living which often precludes using public transportation.

- would like to see more bike paths, high speed rail

- The bus stop is quite near our house, but I don't use it because buses smell and I tend to get motion sickness, and because I can drive to work three times as fast. I've thought of biking to work in good weather.
- Rochester needs bike lanes! I just came back from a trip to Manhattan and they are building a beautiful bike lane from the south tip of the island to the north. It is physically separated from the automobile lane. If Manhattan can do it - Rochester certainly should be able to. I think providing dedicated bicycle lanes in the Rochester area on some of the larger streets would encourage use and foster a bike-friendly community. Right now it is just too dangerous to share the road with cars and trucks.
- I would prefer to bike more comfortably as a form of transportation with safe road ways for both the biker and th automobile driver together, and for more businesses to provide storage/safety for bicycles.
- Public transportation is a great idea. I ride a bike to work when I can. I don't use buses (whe I could have) currently because (1) I don't know their schedule, (2) I don't want to wait on the stop during bad weather The main obstacle for using public transportation for me is need to pick up/drop off kids on my way to and from work. I think that using buses would increase travel time a lot, even if convenient bus routes exist. It would be very helpful to be able to get buses schedule easy and interactive. I don't know if this service exist - I'll look it up on-line.
- I use bicycle sometimes - couple times a month. I prefer car travel to-and-from work because I don't have to follow a bus schedule. Having bus transportation for some trips - like to a museum or concert or public market on a weekend would be nice - it is often hard to find parking. I've never thought about bus transit - I had an impression that buses are infrequent, slow, and follow inconvenient routes. May be I am wrong. it would be useful to have bus schedules user-friendly and available.
- I live outside the Rochester area, and I do not feel that this survey really applied to me. I can and do walk to work at times also, and there were no options to consider one who may or has the ability to walk to work.
- I would walk to work more frequently if the intersection of East Ave & Fairport Road were pedestrian friendly. Currently the only crosswalk between St. John Fisher College and the other side of the road is about a 1/2 mile down the road. I work at the college and live on Kilbourn yet to walk to work (safely), I have to walk about an extra 6-8 blocks. So, instead of walking I drive my car. There are several other faculty and staff who work at the college and live in the neighborhood but drive to work because it is not safe to cross East Ave/Fairport Road. I should also note that East Ave (going towards the Village of Pittsford) doesn't have any sidewalks yet many of the neighborhoods along the road have sidewalks. If there were sidewalks along East Ave. my wife and I would be much more willing to walk to the village instead of driving. Walking on the shoulder does not feel safe with how fast cars drive down the road.
- Continue making bike lanes to improve the bike-friendly. Too many close calls with driver who are not aware that bikers are allowed to share the road. I have been screamed at on multiple occasions to "get off the road" even when there is no other option.
- I oppose tax increases for good programs because I believe there is enough money in the system to do it (if you remove wasteful and negligent spending). Sidewalks and bike trails are important to us in the city. We love walking or riding our bikes around Cobbs Hill and Highland Park.
- I hear good things about the bus system, and plan to try next week. I often ride my bike to work - that works great.
- I am happy that Rochester has a recognized successful transportation system. Mostly I have no need to travel further than my feet or bike can carry me. If I do have to travel any distance it is 45min to 1 hour away and I don't feel that the system is effective for rural transportation.
- I commute by bicycle almost all the time. Roads could be improved to be more bicycle friendly.
- I live downtown, Park Ave area. I ride my bike or walk whenever going less then 10 miles. surrounding my house or if I require tools for work. Rochester is a great city to live in. I take people everywhere. MY only real issue is they need to get off there ass and fix Main St. Growth of the city depends on a vibrant city hub.
- I don't use the system, but from what I've seen it seems to be ok. I do notice that some work has been going into making it safer for bicycles.
- The commute isn't too bad when you compare it to other cities. Traffic isn't as bad as it could be or as bad as it is in some places. Continue the road repairs and wider shoulders to accommodate bicycles more.
- I think we need to have safer pedestrian crossing at Culver Rd. and Rte 104. There is no light there, and no way to cross safely as a pedestrian.
- I LIVE NEAR ROCKPORT..I USED TO COMMUTE TO WORK ON BIKE. THOUGH NOW THERE ARE NOT VERY MANY SAFE BIKE PATHS IN MY AREA. IF THERE WERE I WOULD RIDE A BIKE PROBABLY 8 MONTHS OUT OF THE YEAR.
- I work very close to home; if I don't drive, I walk. However, if I worked downtown I would absolutely take the bus!

- I prefer bicycling and would like to see more and safer bike routes especially for children going to school. All gravel paths should get resurfaced. Public transportation should be funded via fees and local, county, and state taxes, and not extra gasoline taxes. Please keep bicyclists in mind when resurfacing roads. Do not add bike-unfriendly rumble strips.
- Please make roadways more bike-friendly.
- I grew up in New York City and used public transportation or walking for everything, including school. I now live in a rural area and my family lives all over the state. I can't imagine not having a car or imposing me with added taxes because I choose to live outside the city. If anything, tax those who live IN the city and could easily use public transportation.
- Rochester needs to be a lot more bike friendly. There should be more safe bike routes / bike lanes, as well as safe ways for kids to bike to school.
- Thank you for the opportunity to participate. At this time I am unemployed and used to be employed at the University of Rochester Medical Center. I moved to an apartment building right next door to URMC to avoid driving morning and evenings and to avoid paying for parking.
- I did not include walking and summer bike riding as modes of transport. I would love to have many people, not just lower income folks using public transit regularly and have fewer cars on the road. I like the idea of having smaller buses for most times during the day and the big buses for busy time or heavily used routes. It is sad to see a HUGH bus with 3 people on it. It a route gets unexpectedly busy... send out a second bus or exchange at next stop for larger bus. I love to see crosstown routes not just spoke route (to downtown then out again) Express buses in the morning and evenings for inner suburbs and out ring city (a quick bus from downtown to Culver Road on Park ave or East Ave) More solar powered or alternative fueled buses
- I am interested in using Regional Transit when I bicycle for recreation. I have not used the bus for this purpose simply because I do not know what buses go to the recreational areas that I am interested.
- I would like to see a bike share program like those in Europe to reduce car traffic.
- I ride my bicycle to work as often as weather allows. the worst part is along linden ave between rt 441 and washington st in east rochester. the pavement on the shoulder is broken-up in places and there is a lot of debris, ie car parts, broken glass. I have no interest in bus transport, but please spend the funds on maintaining the roads we have and improving shoulders & paths for bicycles.
- would like more bicycle lanes for commuting
- I love the bike trails and am considering biking to work at RIT, but it's difficult to get to the bike trails from my neighborhood (Park Ave) without encountering heavy traffic and aggressive drivers -- ie, I get yelled at when biking. So it would be great to have dedicated bike lanes behind a physical barrier to ensure the safety of bikers.
- I am an avid cyclist and live within easy biking distance to my work (4 miles). I would bike to work two days a week however I am afraid of being run over by someone texting / talking while driving. Until the suburban streets are safer for cyclists I will continue to drive my car to/from work and most other locales. I feel that more needs to be done to make the roads safer for cyclists and pedestrians.
- I would be very interested in commuting by bike between work (the UofR) and home (Flower City Park), but travelling by bike on Lake Ave seems very unsafe. It would be great if there were more dedicated bike (and pedestrian) paths and lanes connecting different parts of the city. I recently visited Minneapolis and was extremely impressed with the bike culture there--dedicated bike lanes, divided bike and pedestrian paths along the river/through parks, and respect between bikes and cars when travelling together. I often use public transportation in other cities (Vancouver, Boston, NYC), but never in my home city. In the past, I have tried to figure out bus routes but was completely confused by the materials I could find online. Rochester city bus stops don't always seem clearly marked, there's no route information clearly posted/highly visible at bus stops (for out-of-towners or novices, such as myself), and the routes seem extremely inefficient for getting around the city. I also read several blogs about transportation, infrastructure, and urban design in Rochester: <http://reconnectrochester.org/blog/> <http://www.rochestersubway.com/> (This link is to their archive of transit and infrastructure posts: http://www.rochestersubway.com/topics/category/mass_transit_infrastructure/) <http://heckeranddecker.wordpress.com/> (This link is to their archive of posts on mobility: <http://heckeranddecker.wordpress.com/category/the-next-city-mobility/>)
- I love to bike. I always would prefer to commute by bike if I can, but some road around Rochester feel kind of busy/dangerous. The bike paths are great, but I wish there would be more connected. It is also great that I can take my bike on a bus here! Any public transportation waiting area has to feel safe, lots of light in the evening, maybe even cameras?
- Would like to see more bike paths, especially for commuting from rural areas to downtown Rochester. Would like to see more emphasis on pedestrian access in terms of all

sidewalks being connected (i.e. no dead ends) and having them cleared in bad weather.

- When W Ridge Rd was improved west of Hwy 390, excellent sidewalks were added that allow us to walk to many of our shopping destinations. Unfortunately, the way the roads are plowed in winter makes these sidewalks unsafe/unusable. If household mailboxes for homes on Ridge Rd were moved off these sidewalks, the street plows could keep them clean and usable. The Express buses that go from Ridge Rd into the City make taking the bus much more appealing to me, however right now the Main St. transfer location is far from where I often want to go.
- My area has no street lights and no side walks. Thus, winter hours are treacherous for pedestrians with jobs as it is dark at the beginning and the end of the day. Thus, walking does not work here.
- I am retired. It would be absolutely impossible for me to walk to the nearest bus stop. (Probably 3/4 mil, uphill, and no sidewalk.)
- Wish there were more bike paths.
- I would take the bus if I didn't have a car or had somewhere far enough to go that I couldn't walk.
- The Canal Path is awesome. They should pave more of it
- I am very unhappy with the new bike lanes on St. Paul Street in the city!!! It has slowed down traffic considerably and is very unsafe. Buses don't have enough room to pull over so cars go into the opposing lane of traffic to go around them. Traffic by the Social Services building is very dangerous because cars are pulling into the parking lot and are stopped on St. Paul street because people are standing in line. Cars are again going into the opposing lane of traffic to get around them. It is really a terrible situation as far as safety is concerned and also for getting traffic through the area during rush hour. I have only seen one biker on the bike lane since the lanes were made. Please make it four lanes again!!
- I agree with my husband about the bike lanes on St. Paul Street. Please get rid of them and bring back the 4 lanes!! It is terribly unsafe!!
- Elmwood Avenue (especially between 12 corners and Wilson Blvd) really needs bike lanes. I know it's difficult to add them to a finished road, but it is treacherous to bike on Elmwood. Thanks!
- I would like to see the city become more bike friendly. I ride my bike all over, but some streets (Elmwood ave in particular) and difficult/dangerous to bike on. It be nice to see more racks to lock up bikes on in major parts of

the city because I usually have to find random immobile objects to lock up my bike on.

- I find the biking infrastructure in the city and surrounding areas to be insufficient. I would make more trips to local businesses on a bike if there were more bike lanes and places to lock bikes. For example, it is very difficult to get from the University of Rochester to the 12 corners area because the main road, Elmwood Ave, has no shoulder or bike lane. When I bike out there, I end up taking back roads which make the trip safer for me but end up nearly doubling the distance I have to travel.
- Occasionally I walk to work. I have to cross expressway on and off ramps. They are not pedestrian friendly and somewhat dangerous. Cross walk lights would help.
- RTS is my primary source of transportation. Until recently I've had 2 jobs. I stopped working at one because I had to transfer downtown and there were significant safety issues. The store I worked at was at Britton and Dewey and I could walk there. That store closed a few months ago and I have been transferred to the Mt. Read store. There is no direct bus for me to take to work.
- Although I have a Greece zipcode, I live just inside Parma. The nearest bus stop is 1 mile away, meaning a walk down Rt 261 with traffic zipping by at 50+ mph with no sidewalk. Conditions in Winter are impassible. I have used mass transit in other cities, and liked it. But I think I live too far out on the West side here. There are no park & ride areas for me. Even if there were, because of my work location (South of RIT), I don't think bus service could work. But I am a contractor (6 month assignment), and so I will be working someplace else soon enough...
- I use my bike more than this survey indicates because of the way this day worked out for me. I would like more bike lanes on roads.
- I would ride my bicycle more if there were better and safer trails. Along with easier ways of getting around traffic.
- When I worked in Downtown Rochester, I took the bus every day. It saved money, not only on gas, but also in parking fees. The bus was very reliable...I got to work in snow storms, while co-workers, who drove, could not get in! I now work 5 minutes from my home, often walking to work, so I don't need public transportation.
- Why are you not asking questions about bikes and bike lanes?
- I live a half a block from a bus stop, but I can walk downtown in the time it usually takes to wait for a bus. If I'm really in a hurry, I will walk instead of waiting for a bus. In very cold weather, I might walk halfway downtown and

then take the bus the rest of the way.

- I have noticed new bike lanes around lately - Monroe Avenue, East Henrietta Road and Jefferson road. They are making it much easier to bicycle on these congested roads! Please keep additional roads in mind.
- I rarely take the bus because it is often faster to walk than to wait for a bus, that is more often than not going to be late. Hypothetically speaking if I did take the bus, my experience has been that it will usually be filled with screaming teenagers, cursing, drinking alcohol, or being drunk, bums asking for money, it makes me very uncomfortable, in addition to the nauseous feeling I often get from the bus drivers slamming on the gas and brakes. The primary reason is that I can often travel faster on foot than to wait for a bus and deal with being nauseous and harassed
- To me, living near the location where I have to be most days of the week is important. Thus, I chose to live in the city within 3 miles of my workplace. That way, if I had or wanted to, I could walk to work. If I worked in the suburbs, I would live within 3 miles of where I work there. I have nothing against public transportation but my current calendar and life style is not conducive to its use. I relied on public transportation as well as my bike and feet for over 21 years in my life and would do it again but only if necessary.
- I WOULD USE MORE PUBLIC TRANSIT IF IT WERE MORE CONVENIENT. OUT HERE IN CANANDAIGUA, I WALK OR BIKE USUALLY BECAUSE IT'S MORE CONVENIENT THAN PUBLIC TRANSIT.
- I think that Rochester has a great expressway system - takes from 15 - 25 mins to get to the places that I usually frequent. I have a car and use it only. When I was working, the only time I used the bus was when I couldn't walk there (winter) or my car was out of commission. In general, if walking is to be more encouraged, drivers need to be AWARE of pedestrians. Many times when walking and crossing the street, I did not have the right of way. I don't think that the streets are conducive to bike riders. But I do enjoy the canal path for leisure bike riding. I don't support a raise in the gas tax.
- I am in the process of moving to Fairport village, and will commute from there to Nazareth College for work. I try to minimize my car use and would happily take the bus if there was convenient service offered. As it stands, I plan to bicycle and carpool as much as possible.
- More bike friendly roads.
- Huge empty buses seem wasteful. Bus routes don't go where I want to go, or they require crazy transfers downtown. I like the bike racks on front of the buses. Last time I tried to map a bus trip, the service ended before I needed to return, so we couldn't use the bus. Roads are good. Traffic flows well. I like the new traffic circles. Offer incentives to carpool. Like have an RFID in carpool cars to trigger red light cameras to prove they're actually carpooling. Offer incentives to small shops in neighborhoods so that we don't have to drive to get a gallon of milk. I like riding bike, but route to new job is thru congested industrial area -- scary to ride. In general, we're not very bike friendly.
- Having lived in Chicago and San Francisco, Rochester traffic is nothing. I would take the bus and ride my bike to work if there was earlier, more frequent service from my area to the city- I've looked into it, but it doesn't work with my schedule.
- I often walk to the library, to downtown Canandaigua, and to grocery and drug stores when I plan to make only a few purchases. Our family limits our trips to Rochester and places like the shopping malls in Victor when we can consolidate our errands, so we don't travel often to these areas. The local bus service has limited stops in the neighborhood, and it's easier for us to get into the car for quick trips rather than walk to catch the bus.
- I enjoy biking to places however I feel that drivers are not very aware or are unsure about how to treat cyclists on the road. Where there are sidewalks I utilize them but when sidewalks are unavailable I am very hesitant to ride on the roads.
- As a Pastor I use my car frequently to visit parishioners however I do strive to bike to work on days I am not visiting church members and I chose our home location to be close to our church (work place) in order to minimize our commute.
- My daughter and I typically walk to most places we visit but the day of the log was very rainy so not reflective of our usual mode of travel.
- European style bikeways are my first transportation priority
- My job is closer to me than the Park-n-Ride. Sometimes I bike to work, but I have to pick the kids up from day care 3 days a week. I need to have a car accessible in case the kids get sick at school.
- The downtown area has fantastic sidewalks and I'm very happy with the situation in the neighborhood, except for the fact there are few sidewalks in my neighborhood.
- I really don't have any problems with transportation here as I live very close to where I shop and work (I only work part time and am mostly retired) and I have visited other

cities where traffic is terrible. I am always happy to return to Rochester. When I worked downtown years ago I took the bus frequently but now that most things I do are near-by it's easier to just drive or ride my bike. My volunteer work takes me to Honeoye Falls 3 times per week and I have no problems with that trip except for the deer!

- Road accommodations for bicyclists are woefully inadequate, and sometimes downright dangerous.
- Pedestrian safety should be improved. Cars run red lights, turn while pedestrians are in crosswalks and create other hazardous conditions.

E.7 Survey

- I only traveled as a passenger with my husband on the 22nd. I wasn't supposed to participate in the survey.
- this program stinks. It should be as easy as 1,2,3 using old html technologies. Load times are very slow.
- I have kept a log of my travel on Sept 23.
- This is about completeness. I am 67 and I wear glasses. The font you used on the cards with password is different in size from the font used in the letter you sent telling me about this survey. Had I not saved the letter you would not be getting any response. How small do you imagine I am able to see? Your thinking was neither accurate nor complete. It took me five tries to get to this survey. You made some assumptions about riding buses. Routes with all the stops on them need to be provided for bus maps to be useful to me....kind of like the Metro maps in Madrid, Spain. If I do not know how specific you intend to be about bus maps, I may not be able to say I would be willing to ride. Absent complete maps, I would elect to find a service with a car and driver. I feel your work was not complete in this regard.
- Many questions appear not appropriate for my town and village do not have any significant bus service into Rochester.
- Surveyor was pleasant and patient. Survey materials were clear and appropriate.
- This isn't about the transportation in Rochester, but about this survey. I have completed this survey for my daughter so that the work is complete. I have POA because she has Downs Syndrome and you don't allow for that as an option and therefore to be able to dismiss this person. You might want to consider this another time.
- This tedious survey is way too long!
- This took a lot more time than promised, please send two

gift certificates.

- On Wed September 28 the roads were flooded at Empire & Winton Rd. due to hard rain.
- This survey has some big problems. You don't provide a place to say "none of the above" if I don't agree with any of your canned answers.
- I traveled on Oct 5th instead of the 4th but there was no way to indicate doing the study on a different date.. Start time 10:30 end 10:54 by car alone for lunch at 555 E Ridge Rd. Return 1:01 end 1:25 by car alone to 16 Clover Pk Dr. #2 14608
- Why do you ask the questions you know the answer to? When you run a survey, you need a faster server!!!
- This is a PUBLIC transportation study not a transportation study
- too many questions...thought you just wanted my travel log!
- I telecommute, so most of the questions aren't relevant to my situation.
- We were out of the Rochester area on September 21, 2011 but completed the trip survey "on a date very soon afterwards". Obviously WE WASTED OUR TIME!
- No need for me to answer travel questions because I am unable to take the bus because of physical limitations.
- This study seemed without being specific to apply to bus transportation only. Having lived and traveled abroad often, my family is used to good, safe, frequent public transportation on buses, trams, subways, commuter trains and long-distance trains. Many of those countries are just as affluent as the US, so why haven't we been able to make public transportation work better, especially in the smaller cities and regions? We use public transportation in those US cities where we have that option of ease and efficiency.
- So this is a bogus survey to try to justify a tax increase from the working poor? We already pay too many taxes in this State and it is driving people away. Quit your tax and spend thinking and allow the working person to make an honest living without paying through the teeth. We work hard for our money and we are sick of politicians claiming they need more money.
- My wife and I have the same initials, recode the system to allow for the same initials.
- This information may not be helpful for your planning, because I am an elderly man, not typical with my needs or habits...

- have had very few problems and want to thank you for the times in need for transportation
- While I agree that public transportation is important -- and that it should be enhanced in Rochester, where it is currently quite poor (limited mainly to buses and taxis) -- the emphasis of this survey seems to be improperly, in my opinion, placed on bus transportation. Instead, Rochester should create and promote light rail, with lines from downtown to Pittsford (Nazareth, St. John Fisher stations), Henrietta (RIT and Marketplace stations), UR, Charlotte, the airport and other popular destinations. In addition, portions of the abandoned Rochester subway should be revitalized and used for light rail -- and the Hojack swing bridge, likewise, should be renovated and used (for a line from Charlotte to Seabreeze -- lack of public transportation options at Charlotte are one of the many reasons the fast ferry failed). That said, I have a short 10-to-15-minute daily suburban commute -- so there's very little that will get me out of my vehicle (except high gas prices that, in nice weather, have inspired me to ride a bike to work on rare occasions -- the Lehigh Valley Trail is a rare bright spot in the Rochester area's otherwise poor conditions for pedestrians and bikers). I would also add that personal vehicles are not "evil" -- particularly for someone like me with a short daily commute. Cars offer unmatched convenience and "decentralization" (major public transportation systems are subject to periodic shutdowns for myriad reasons); I would, however, occasionally hop the "Mount Hope Line" to RIT, if it were convenient and reasonably priced. (Thanks for listening.)
- I am a big supporter of public transportation. I have lived in Europe and know what good public transit systems look like. RTS is doing a relatively good job, considering the difficulty of selling public transportation to most Rochesterians. But it needs to do more. Here is one specific complaint, and I don't believe any of the questions asked addressed this. I have been using the RTS bus system for almost 30 years. I am lucky to live in the Park Avenue area and I have an easy bus ride to my workplace at the Eastman School. But others are not so lucky. A few years ago free transfers were discontinued, and I think that was a bad move. The bus system is subsidizing affluent suburbanites at the expense of the many city dwellers who depend on the bus. It often costs more to travel between two city locations only a few miles apart than to travel 10-15 miles between the suburbs and the city.
- I was a poor candidate for this study and frankly it was too time consuming.
- The survey seems overly complicated. I wonder how accurate the results would be.
- The letter asking for participation did not state how long the survey would take. It was too long. Asking for specific addresses discouraged desire to complete the survey.
- Most of the questions do not apply to me, since I live in Canandaigua and work in Geneva and Waterloo
- The buses don't go where I'm going. This survey is too long, it should have been shorter! I don't have time for these hour long surveys. I had problems with the map application. It was not user friendly, and difficult to use.
- My true street address is not on your map. My true street address was rejected when entered it. I strongly suggest that you do not use obsolete maps and out of date street address data bases in any future surveys!!!! I used someone else's address to complete this survey. I found the survey tedious and annoying. It might have been better for you to ask some simple questions about potential bus ridership which is apparently the point of your survey.
- Because I live in Wayne County, I do not know why we were selected to participate in this survey. We travel to Rochester for doctors' appointments and occasionally to shop there, but we have no transportation choices other than to use our cars.
- Rich Perrin should be the next mayor - this is a very important study and should be commended for leading this task-force.
- I believe the public transit system is well run, strong and a great benefit to our region. I just have very very few reasons or destinations for which the public transit system could help me. Love this survey. Very thorough.
- The system seems to work well and a study like this is a great start to find ways to improve public transportation.
- Why did I have to enter the addresses of all the locations travelled to this day when my husband had already done it and even designated that I was a passenger with him on all those trips?
- Most suggestions on how transit money could be spent was a all or nothing proposition, which I disagree with. I would love to take the bus downtown if there was some reason to go there.
- Very interesting survey.
- This was difficult for me because I am self employed and for work I will go to different locations. So a lot of the questions really weren't applicable to my situation. I also have to carry with me all my tools to carry on my trade.
- I think this is an excellent, relevant, and useful survey and it was easy to fill out online.
- Thank you.

- I think this survey is a farce, how do you think you can force people to use the transport system when it isn't safe, clean or fast. If I live long enough I may have to use it but for now I would not use the bus for anything.
- Your survey, especially last few questions, seems to imagine that people are commuting from suburbs into Rochester (or to another suburb). In my case, I live and work in Brockport - so many of the questions you asked at the end of the survey were not salient/pertinent to me - and there is now way to opt out of the question (bad survey design) I would walk to work every day (god knows I could loose the pounds) but I either have to drop off or pick up my kid from school so I take the car since school and work are so close. Here's a thought - make the school buses less of a hell hole free for all (kick the bullies and delinquents off) and maybe more parents would put their kids on the school bus instead of driving them. Think of the gas and congestion that would save!!!
- Survey would be extremely time consuming if it were a busy day for me with many errands.
- It would be nice if you make a mistake on something you would get an error message
- This survey took much more than 5 minutes as you stated. I would rather see bullet trains across the nation as Japan has, saving time, money and having high efficiency and acessibilty with major stops...
- 9/28 wasn't much of a travel day for us, so unfortunately I don't have much data for you from either myself or my family
- This took much longer than the 5 minutes you said it would in your letter..
- The instructions said the survey would take 10 minutes. It took 45
- This took me over half an hour to complete.
- You stated the survey would be ten min. feel tricked but I was honest, took to much time and it is not worth my time.
- There are private companies providing service to airport, and which can be hired. This is a potential revenue source, and would enable the transit service to communicate more about their services to users. By the way, this survey took our household over an hour to complete, including logging, and filling out repetitive answers. It could have been designed better. Once I have told you what car I used, there should have been a choice "all conditions same as previous" or something like that.
- Difficult to make corrections, once data is entered. I changed my original number of trips from 3 to 4. Data from 3 trips was not able to be corrected (e.g. distance from Home to Work and Back -- the final lists just distance to Work, which is wrong. I couldn't correct it.
- this survey is so long and complicated that it is surprising that many people would finish it. The format for answering is too difficult. So you can increase the motivator or break down the answers to be less complicated. Thanks
- THIS SURVEY IS TOO FUCKING LONG!
- Although it did not affect my household, I was surprised by the survey being done on a major Jewish holiday which, for some Jews, limits the travel they are able to do. Was the selection of Sept. 29 deliberate on your part (i.e., you were aware it was a Jewish holiday) or didn't you have a clue when you selected this day as part of the survey? My household moved here from Long Island on July 30 so we are not very familiar with public transportation in the area. That said, we can't envision ever not using our cars to get about for the limited places to which we will be traveling: shopping in area, visit our families and friends; go to church; go to library; and to movies and theater.
- This survey was not really geared to me. If I worked a typically 9 to 5, lived in the burbs, I would take park and ride everyday. But I am a single parent, own my own business and live in the city 2 miles from my work. My car IS my bus.
- This was a complex survey. While I support more use of mass transit systems, auto use for me is the only practical mode for most of my routine (work and shopping) needs given where I live.
- You told me this would take 5 minutes, and it took 15 minutes.
- I work for myself as a contractor and a fair number of these questions didn't apply to my driving habits.
- My work requirements have changed and now it would be possible for me to use transit several days of my work week but I never really thought about that until this survey. I will now investigate to see what runs near my office.
- No comments about transportation, however this survey takes much longer than stated. I am considering not completing and for this reason, I will not participate in any additional surveys.
- I probably should have watched the video first. This was long and sometimes confusing.
- I am glad you are conducting a study on the needs of Rochester resident. I feel transportation could be improved in Rocheser.

- The date of my diary did not include any business travel during the business day. This is unusual.
- Survey answers were limited. They gave no opportunity to indicate when a question really did not apply or answer such as “not practical.” I drive a school bus (hence some destinations and times) and work a split shift. There was no way to indicate this information.
- This survey is taking alot longer than it was stated.
- took a lot more than 5 minutes!
- Normally on a Friday I would have driven to and from work and run errands after work but we are on a work furlough due to lack of work
- The survey did not work with Chrome browser; it was annoying to complete and it never addressed the reason most people do not take the bus, but travel by car. That reason most of us do not take a bus is that work and family obligations DEMAND flexibility that is beyond what bus service can offer. If I have to attend a meeting in another location, I cannot get there quickly and on time via bus. If a child is ill, or school calls, parents cannot get a bus to reach child in time. The survey never addressed reasons why I don't take the bus but instead works on the assumption that it is cost. All in all, I think the survey is poorly designed and will not gather valid information. If conclusions are drawn from this survey, I do not think they will be based on good data.
- Your survey said it would take about 5 minutes, that was over a half hour ago. I feel like I've been sucked into spending way too much time for a measly \$10 Amazon coupon!
- Questions about a transit site are not helpful; there are fewer than 3 miles between work and home.
- Thank you for doing this survey!! It is much needed and I'm excited to hear about the results and, most importantly, the changes that occur based no the results!
- Some of the questions in the survey beg for comments but there is no place to enter them. In future surveys please provide comment boxes on each panel!
- Hopefully my input will help make it better
- THIS COMPUTER SYSTEM IS NOT USER FRIENDLY. I WOULD OPPOSE ANY ADDITIONAL TAX TO THE GOVERNMENT, PERIOD.
- While October 4th was an exception in that it included a trip to my son and his family's home, the trips to Camillus are not frequent occurences. Generally my daily travel simply includes grocery or other type shopping with my auto not used for many days at a time. I truly cannot judge publice transportation in that it's a mode of transportation I've rarely utilized since my late teen years.
- Your survey would not let me enter school names for “where did you go”
- Just wanted to note that September 29th was not an average travel day for our family as we were getting ready for a trip and driving out of town.
- RTA doesn't have buses that go where I travel. I live n Webster and travel locally most of the time. There are no buses that go from Websyter to other areas besides Rochester that I want to go. I also feel the questions in this survey are rigged to drive to a desired result. don't even know why I ws included inthe survey.
- I work from home so I'm not a good candidate for this type of study.
- I don't really use public transit so I can't really assess it.
- thanks so much for the chance to be heard. Please accommodate us seniors to be able to travel better in Rochester
- This survey was way more cumbersome than anticipated and took 30 minutes just to click through one driver. I and my husband have jobs that require last minutes changes in trip and side trips or picking children up or dropping off at various places on different day. Public transit is just not an option.
- These questions do not really seem geared towards someone in a rural area.
- Why do you ask questions when you know the answer?
- On October 5, our babysitter took our son to preschool and also picked him up from preschool. She doesn't live with us so is not part of our household so we did not include this trip in our report.
- I applaud your efforts. You've got a tough set of problems to solve. Ideally, regional transportation planning should be done in conjunction with regional land use and economic development planning. Good luck getting the political entities in our area to do anything like that!
- 1st - This is a very clumsy survey. Having to put the same info for a trip in each step of the daily diary was a pain. Bus travel in the suburbs is a joke. I don't have to go to the city any more as I'm retired so the bus does nothing for me. The threat of the a per mile tax is new news to me. If you are using it to try to generate ridership it a crappy way to do it. Please send my \$10 gift certificate, I earned it filling out this survey. Then please don't contact me anymore.

- Your survey does not work on all browsers, therefore don't ask us to participate.
- The day we filled out the survey was atypical for us. We travelled much more than usual, took one vehicle 10 miles away to an auto mechanic that we trust which is not a normal activity. I typically drive 15 miles per day and my wife only sometimes drives her van. I enjoy the Rochester area commutes. I have lived in Chicago, Washington DC and Honolulu, all which have terrible commutes. While I strongly agreed that I would move out of Rochester in the next 5 year and strongly disagreed that the people I care about live in this area, this is only because we will only be here 3 years due to my job. We like Rochester a lot and would consider living here in the future.
- Not having used it I don't know much about it, but I'm glad they're doing this.
- The study was interesting but I don't feel my needs and circumstances represent the majority of people living in the area.
- Needless to say ... the TIME spent doing the travel log, the TIME spent tabulating the data into your on-line survey, and the TIME spent answering your on-line survey questions ... is well worth more than the \$10.00 I may be receiving for my valuable TIME SPENT to accommodate your needs. I appreciate your efforts as I am one who would support a great, highly efficient, user-friendly mass transit system which WILL BE a necessity in the near future as gas prices continue to rob the consumer of monies needed to just sustain a moderate lifestyle.
- was hard to navigate this survey it was slow moving
- most of this survey does not apply to us. i understand we were randomly chosen, however, the closest transit service is 20-25 minutes away.....in the opposite direction for me! our primary area of shopping/appointments is in brockport, albion, medina area, occasionally we are in greece/irondequoit. bussing would be inconvenient again as we never go into the city.
- None - My husband made all those in his survey under ABJ. Thank You NMJ
- I very much appreciate this survey and having lived in a country that has a good transit system (Japan), I really miss high-quality protected and (solar-)heated (in winter) shelters at nearly every stop. If bus stops had sufficient cover, I would not mind an additional walk to get to the stop...but I do not like the combination of brutal winters and no cover. P.S. - If at all possible, could you pass on to the appropriate department a request to investigate installing a mirror at Goodman St. and Harlem St., so that drivers from Harlem can see if traffic is coming before pulling out. Sincerely, Paige Sloan paige.sloan@gmail.com
- Your study is clearly geared towards getting people in the bus. I had hoped that this would have been a study to get people out of vehicles and on to the bike or walk. I walk for about 4 months out of the year to work and bike the rest.
- Why do this survey and waste funds, just use the internet and social media to communicate with the community. Stop having such a disconnect to the Rochester community. RTS has no face, nothing but dirty buses and fat bus drives is all I ever see. Get a spokes person to advertise your product someone local and community friendly. Stop hiding out behind your fenced in walls on main street and your high-rise offices. Take off you grey and dark blue business suits and take your public transportation message to the streets. Here's a helpful web article. <http://www.uwgb.edu/dutchs/pseudosc/masstransit.htm>
- too many questions
- The questions and answers posed in this survey did not allow me to characterize the nature of my travel completely. 1. I work independently and part time in the field setting my own schedule and destinations which vary greatly week to week. 2. I have to transport supplies and tools to complete my work which would not be feasible to take on a bus even if one was available to each of the 14 different destinations I service. 3. I have often wished there were a flexible bus system that I and others I know in Perinton could take to get from our neighborhoods into the village of Fairport to go to the library, bank, restaurant, gift shop, post office, etc., either by calling for it, or by knowing of regular stops which I would be willing to walk at least 5 minutes to a stop to catch the bus. Also, the questions about how much would gas have to go up until it forced me to take a bus is not applicable. There would be a break even point where I simply would have to quit my job because it would not be cost effective unless my employer increased my mileage reimbursement to compensate adequately for the increase. I do not have an objection to taking a bus and think that most people who commute regularly to the same job and location daily should be encouraged to do so and it should be made easier. When I lived in the City of Buffalo and later in the City of Boulder, CO., my husband and I both took the bus every day and often didn't even own a car and we got around day and night without a problem. Only once did I fear for my safety in Buffalo when getting off late at night and being followed by another passenger down the block to my home. However, when we moved back to NYS and Rochester, my work was full time on-the-road in the field as a service technician covering about a 200 square mile territory in and around the Rochester area and the surrounding counties in a company provided vehicle. Your

survey was interesting to me, but the questions to leading and in some cases will yield answers that will skew the results in unpredictable directions. I graduated from UB in Environmental Design and Planning and constructed several such surveys relating to County Park usage, etc. and your survey was deficient in giving a person a choice to indicate that a particular question does not apply to their individual situation. Good luck in fostering the use of public transportation. In addition, when my husband was alive, he did commute into the City of Rochester, but often had to be at the Child Care Center he worked at by 6 AM and alternately did not leave until after 6:30 pm and would have found the RTS schedule to greatly extend the length of his day and prevent him from getting home to our young daughter after school or delaying to put her on the bus in the morning depending on that day's schedule. Also, service from the suburbs like Perinton require a number of transfers to get to most destinations which also takes way too long. My husband grew up (poor) on Long Island in a very affluent suburb outside NYC, was familiar with and had to use public transportation because his family never owned a car as he was growing up. There was a bus up and down main street in his town which he took once in a while, but usually he walked long distances around town to work and for other social events, but could hop on the train and get almost anywhere. His community also provided a free bus that people could take to Jones Beach in the summer that would leave in the morning and return at the end of the day. Again, good luck, but Rochester is a difficult area to provide adequate coverage. So many people also commute from counties surrounding Monroe County, travel the farthest mileage and would have no chance of getting public transportation. I think providing public transportation in and around each individual community that older people and teenagers could use to get around for routine errands and recreation trips instead themselves driving or relying on parents to chauffeur them everywhere.

- took 20 min to complete
- I am retired. I do not travel except to personal appointments and shopping. Please do not ask me to participate in any further studies of this nature.
- We had trouble with the survey question's answers, frequently the clicking was slow showing the dot. We cleared other things from the screen, and that may have helped. As for transportation: We live in Penfield, and downtown is NOTORIOUS for having traffic jams, unsync'd traffic lights, one-way streets and no parking. Buses take two to three times longer than driving, and basically only travel hourly -- so you miss one and you have to wait yet another hour. And mastering transfers to get to somewhere on the other side of the city or a suburb is another level of complexity. Maybe I should re-check the

bus co. web site for help with that. We see Main St. and Clinton and St. Paul being narrowed, and talk of the inner loop being filled in -- for us, we'd like to see the inner loop COMPLETED. That is, the ramp from I490 West to the inner loop was never built! We have to travel 3-4 blocks of stop & Go traffic to even get to the inner loop. Too many Rochester decisions are made without input from all the users! Presumably you have the data as to how many people are using busses, but, have any other cities done an experiment -- long or medium term -- on what the effect of right-sized busses (for the anticipated traffic [I could be saying 10 passenger busses during non-peak times at 15 minute intervals]) and much more frequent intervals? One of the problems you've tried to address with "express" busses is how many stops they make -- why does it take a bus at least twice as long to get downtown vs driving a car? I have a car repair next week on the other side of town; I'll try the RTS web site to see how to get there.

- Thank you for the opportunity to participate in the survey. I appreciate that I can take the bus downtown to work and back.
- Nice survey!
- I don't know why i was asked to participate in this survey as I live in genesee county and there is no bus service provided to me.
- I live outside the Rochester area, and I do not feel that this survey really applied to me. I can and do walk to work at times also, and there were no options to consider one who may or has the ability to walk to work.
- This survey took more like an hour! When I was younger I took buses a great deal and relied upon them. In fact our family did not even own a car until I was 18. My husband used public buses to go to work for much of his working career. But now our travel needs are scattered and somewhat random, much too complicated to have to rely on public trans most of the time. Furthermore, we often have to fill in for other older folks who can no longer drive themselves to their complicated and multiple destinations. Just not gonna work for me, sorry, because I am a believer in good public transportation, which for regularly scheduled activities, school, work, etc., are ideal.
- Having grown up in rural wayne county public transportation was never available. However, when travelling on business I always use public transportation like bus, subway and taxi. In my village public transportation is not readily available on a regular basis through out the day or I would consider taking transportation to shopping and other appointments. This survey was rather long
- The only issue we had with this study was that we were

told it would take 10 minutes and it took MUCH longer. Therefore, we would rather not participate again.

- this survey took way to long. We car pool so having RH fill out this form is redundant
- There is clearly an agenda to this survey!!
- this survey takes way too long
- Because I live so close to my job taking public transport isn't an option, so some of the questions regarding taking a bus to work didn't apply to me.
- Some questions are stupid (ie asking if I would move to suburbs because that's where I live) Some questions should have N/A. web site difficult to use especially if questions don't apply
- First of all, your distances for travel are completely Bizarre ! From my home to Wal-Mart at Bay Towne is more like 10 miles one way, and not 5.3 miles. I DO NOT live 1 foot from the Webster Post Office, it is 1.5 miles ! I was very surprised that you did not ask for those distances and what routes that I took to get to my destinations. I would think that that type of information would be of much more benefit to you than what you actually asked. Second, you should not lie to people about how long this survey is going to take... but I suppose that you have to, because otherwise nobody would participate. Third you did not ask about things like high speed rail, which I support for the region or air travel options. Finally you did not ask about road conditions or maintenance so I must assume that you already know that our infrastructure is atrocious, and getting worse, while the politicians just bicker amongst themselves, trying to get elected again, and do nothing !!!
- There's not a good way to park and ride from my house. The survey was written poorly, because valuable information is being lost by not allowing comments after each segment.
- I am retired and do not need daily transportation. I use the car/truck when necessary and combine trips. My input is not really valuable as you need workers to survey, who have to travel, that is why I should not be involved in future surveys.
- I tend not to do surveys because they're usually politically driven, but I saw this and wanted to participate. I'd love to see better and different solutions for transit, that makes it convenient for people in the suburbs and rural areas.
- I have used public transportation in the past. I found it to be pleasant and easy. I love public transportation in other cities. This web site annoyed me with the amount of time it took to get to each new question. Also the default

should have been to paid no parking or tolls.

- thanks for the chance to participate. Mass transit is a must. In one form or another in this area
- This was a very long survey. I was just in Switzerland for 9 days. We chose to travel the entire country by public transportation. It was wonderful; we could get to practically any city or small town by train, bus or boat. For nine days of travel, every trip was on time except for two trains. Each bus stop had a listed schedule of bus arrival time on the bus stop sign; very helpful. Also, cars needed to yield to buses as they departed from the bus stop. I believe this significantly allows the buses to stay on time.
- I'm not sure why I was chosen to participate in this survey. I live in a suburban town and do not commute to the city.
- Thank you for the opportunity to participate. At this time I am unemployed and used to be employed at the University of Rochester Medical Center. I moved to an apartment building right next door to URMC to avoid driving morning and evenings and to avoid paying for parking.
- This survey was way too long and very cumbersome to operate.
- As a retiree I am probably not your target audience. I believe you should concentrate on working commuters.
- That was more than a "few" questions!!
- This survey is way too long.
- I think you should tell people ahead of time that this survey takes almost an hour if done on phone.
- This survey is very laborious and SLOW!!!. I doubt if the others in this household will take the time to complete it.
- This survey is beyond slow. Who did the programming? Next time get someone else to do it.
- Not sure what you mean by "transit" in the last few questions? Does that mean "bus"? Nothing can top the convenience of coming and going as I please with my own car, instead of waiting for a bus, especially in Rochester winters. The only thing that can make me take a bus to work every day is if my car exploded and someone stole all my money. I have nothing against the bus system, and I like the idea of public transportation, but I'm not very familiar with Rochester's bus system, and it seems inconvenient to travel from my home in Rochester to work in Brighton or shopping in Henrietta or Greece.
- TOOK WAY TOO MUCH OF MY TIME TO COLLECT AND ENTER DATA....WOULD NOT PARTICIPATE AGAIN
- Survey feedback: it would be nice to be able to set default

travel types, such as alone in a car with no fees.

- TOOK TOO LONG TO COMPLETE
- For question regarding moving to a suburban town in the next 5 years - I already live in a Suburban Town
- Some of my answers are colored by the fact that I am 87 years old. Questions about my plans for five years from now, for example, or about the comfort of walking somewhere.
- takes too long
- This survey was poorly done. My job requires that I have a car and drive it for work which obviously skewed my answers on this survey. You did not have enough options or there should have been an area for comments in the different areas. Personally I don't like the direction that the City of Rochester is taking in re-designing their roadways. I don't believe that the Inner Loop should be filled in. The reduction of lanes on St Paul Street in the City has made the route from Upper Falls Blvd to Driving Park a nightmare and more dangerous for pedestrians and vehicles since the reduction of lanes.
- I love Rochester and support any improvements we can make as a community to secure a future of advancement ... I do not want this wonderful city rich in history to become a statistic! Thank you!!
- Processing my information took a long time, about 1/2 hour, Why?
- I don't like the questions related to race and ethnic origin!
- This survey does NOT take into account that many people, myself included, "commute" to work via air. As I travel to clients, I will leave for days at a time...making the answering of this survey almost impossible. It was NOT inclusive of people like myself. Also, dog walking was difficult to enter as I drive to Corbett's, walk around the park, and then drive home. Being able to enter something like that was impossible. Perhaps survey designer needs to think outside the box of 9 - 5, M - F existence.
- I live and work on South Rd., in Scottsville, so all of the mass transit questions are meaningless. I work mid September to Halloween, and Thanksgiving Friday to the weekend before Christmas. The rest of the year I am retired! Many of the transit questions are irrelevant to me so I selected neutral.
- I think that I would have to submit more travel information for this study to be complete as I made several trips during my travel day- not just my first trip- I made a total of 14 trips in all.
- The survey took me a LOT longer than 5 minutes to complete. Also, I'm not sure it really addresses reasons I don't use mass transit. Convenience and timing are the key, plus knowing that even if I get out at very unpredictable hours I can get home in a timely fashion. I leave on average at 8:30 PM, but sometimes that can be 5:30 and other times 9:30 or later, and I don't often know at the beginning of the day exactly when it will be (I frequently don't know an hour before I leave when I actually will leave). At the end of a very long day, to wait around an extra 20 to 60 minutes is not something I really want to do. If I lived in a very large city (as I have in the past) then taking mass transit might be done if a combination of costs and convenience made it appropriate. However, for me, time lost is the biggest issue.
- poorly designed instrument - for example, I am required to have a car and to be able to drive anywhere in a multiple county area immediately. While I strongly support public transportation and do not think that 'the car is king' my answers reflect my need to have a car - not an option anywhere in the question section. Government taxes on gas is another very poorly constructed question - forcing responses which do not reflect my opinions or beliefs (for example I support energy taxes as a way to create funds to support alternate/clean energy development). I think you should be more careful in the instrument you use to collect data.
- I think the whole survey is too complicated and time-consuming. It is much more involved than I thought it would be; we should have been informed of all it entailed right up front. Something to complete at leisure and mail back would have been preferable.
- too long
- Proof-read more carefully.
- I thought the survey was invasive on my privacy. Should not have to tell strangers where I was all day and what time I got there and when I left and when I returned home. If I had known the extent of the survey I would not have participated.
- You failed to allow mention of another reason I rely on my car -- I have frequent appointments in the community that require my own vehicle.
- As I live in a rural area outside the Rochester Metro area, most of this survey is irrelevant.
- I am not comfortable giving you or anyone else details about my travel and where about during my day...if your website would take non specific information that would be better..... There have been many news items about facebook and people documenting their whereabouts...

people get robbed doing this....come up with a way to get the information you need without jepordising peoples safety....AND NO your privacy policy is not adequate.... servers are easily broken into and the information on how to do it is readily available on the internet Come up with a way to get the information you need while making people comfortable while you do it. you have my address because I have an account, i am not comfortable with that. I will not respond again to this kind of inquiry

- I appreciate the study
- sorry this is late
- Knowing I have to do this survey for my husband now....I should be compensated \$20. Too much time was spent for \$10
- This survey was NOT written for the masses. It is not user friendly. Did anyone test this survey on people that didn't write it? Error messages appear out of visible window. Excessive use of drop-downs. Pretty but Cumber-some. Not sure it was worth my time...
- In my opinion, survey seems geared towards people who drive cars, but it will be difficult to get car drivers to use public transportation without some incentive for doing so. (I.E. monetary) People will not move out of their cars without this, or a disincentive like a very high gas price. Impression seems to be that public trans is unsafe and only for poor people who can't afford cars. Most I see on the bus are in that situation. Perception is different in Europe--much more acceptable and perceived as more appropriate for the middle class.
- My daughter and I typically walk to most places we visit but the day of the log was very rainy so not reflective of our usual mode of travel.
- Thank you and please make it shorter next time.
- this was a hard survey for me, because of my young children. i think our transit system needs to be updated and improved, but i am not currently willing to use it, because i am a stay at home mom. if it was more efficient to the suburbs though, my husband would ride the bus to work and we would go down to one vehicle, however, a fifteen minute drive should not take over an hour. i would lose 2 hours per day of time with my husband. that is 20 hours per week of time he would miss with our kids. time you cant get back.

E.8 Other

- drivers around here are awefull :- (need more driver education as a penalty for moveing violations thanks

- Work out of home when not traveling (mainly by plane) for my sales job.
- Lawrence is handicapped, he could not use public transportation
- THERE IS NOTHING WORTH VISITING DOWNTOWN. IT'S ALL PARKING LOTS!
- I think using our railroads for a train station would be very advantageous. I also love the idea of zip cars, bicycles, and other green initiatives.
- Not about transportation, per se, but I would like to comment that I moved here recently for school, and have been delighted with the city. Rochester is a wonderful town with a unique and rich character, and a wide creative streak like Austin or San Francisco. I think that's something to be celebrated and nurtured.
- I cannot see in dark, or dim light to walk to bus stop.
- I only travel to the airport to work in DC or NYC, to run, or to church when in town.
- I WISH I HAD MORE INFORMATION ON WHAT IS AVAILABLE.
- I was a poor choice. because of my health I surrendered my driver license. I get around in a power wheelchair or a walker. i can't walk far with the walker. I moved to this house because of my handicap.
- Re a lift line, they have a limit of 3/4 of a mile from the bus route and I live an eighth of a mile past that and they won't pick me up because they pick up people from the bus route and then drive down street at 67 Park Road, Pittsford, NY. I am 48 and handicapped. They use to pick me up at school and drop me off at a junction up here and they cut that out.
- I am 91 years of age. I do not drive anymore, but rely on my daughter to get where I need to go. Public transit is not an option for me any longer.
- The Airport needs Signs directing route from Thruway and Interstates. International symbols needed.
- See my husbands's input as we agree
- Work location is out of town
- We now live in a senior housing complex that provides free daily (M-F) transport by car from 8:00 am to 4:00 pm. At other times we would use Lift Line or call on a friend. We have used taxis to go to the airport, but have never used public transportation in Rochester in the 54 years we have lived here. It appears to us that Rochester has fairly good transportation available.

- use plane transportation
- RIDGE RD AND HARVEST DR, NEED THE LIGHTS TO BE RESET. THEY ARE DANGEROUS, A LOT PEOPLE HERE DON'T HAVE A CAR AND WALK TO GO GET GROCERIES AT WEGMANS. I JUST KNOW THERE'S GONNA BE AN ACCIDENT THERE IF MORE TIME ISN'T GIVEN TO GET ACROSS THE ROAD.
- We all have to pay our fair share and that would help keep it affordable to live in New York.
- We considered public transportation some years when my wife was scheduled for jury duty in the city, but she was not called and we did not use it.
- I am going to college out of state. Live home on my time off if not working some where
- I DON'T SEE THEM FILLING IN THE INNER LOOP WITH SOIL. USE THE ARCHITECTURE AROUND THERE TO SEE WHAT CAN BE DONE. THERE'S NO PROBLEM BEING CONSERVATIVE, WHEN YOU TRY TO EMULATE A BIG CITY THEN YOU'RE GOING TO GET ALL THE PROBLEMS THAT COME WITH A BIG CITY LIKE, HOMELESS PEOPLE, DRUGS, ETC.
- Would like to see electric charging stations on the west side of the city for plug in hybrids and electric vehicles.
- I like the Inner Loop. For suburbanites, it is access to the downtown area. Unfortunately, there is very little reason for persons not working in the downtown area to travel to downtown. There is no shopping. It is generally believed by suburbanites that downtown there is no parking and many narrow one-way streets.
- I avoid downtown like the plague ridden cesspool it is. I NEVER go downtown for any reason if at all possible, so busses are not convenient.
- Senior transit is important
- only 4 miles to work
- You have no business asking for the race of individuals. How is that relevant?
- park and ride would have to be close to my normal route in order to save time. Currently to get to a park and ride I have to go out of my way just to get there.
- More snowplows. No more tolls, Canandaigua to Rochester should be free on the thruway.
- See my Husband's comments
- If the this area imposes more gas taxes or a milage tax, I will move out of this state. The taxes in this state are outrageous enough compared to other states and I have fam-

ily in other states that do not pay as much as we do. There are no jobs here and the pay is well below the national average. All I would need is one final reason to leave this state and never come back. Maybe instead of focusing on the transit situation, that only applies to a small number of people, the state/city could take that money and lower taxes and give the working man a break. Less taxes equals more money in the consumer's pocket and more spending cash.

- I use to work at a place on University Ave. They are currently in the THIRD year of a FOUR year project !!! ARE THE POWERS THAT BE THIS DENSE ???? FOUR YEARS ??? Come on.
- College students generally don't use public transportation because they either don't know about it, or the college shuttles already take them where they need to go. Live updates and/or a campaign to spread information to students about the bus routes and schedules could help students to use the public transit system and to get students into the city.
- Transit within small community of Hpneoye Falls is 99.9% nonexistent to the average person. Only service is for commuters who work at Xerox or Eastman Kodak in downtown Rochester during normal business hours of 8 to 5.
- It is impossible for me to take public transportation to work now. I would if it existed.
- Public transit is not available for my work situation. Personal travel to family members homes is not on public transit routes. Grocery shopping is within 2 miles from home and not on a transit route.
- Although I am in a situation where public transportation can't forseably help me (Unless it's like Dial-a-Ride only less expensive), I support efforts to make it more attractive to other travelers.
- Never have used it.
- I work different hours every day, so there really is no "typical" in my commute as far as the time of day I leave for work.
- There is a need for safer economical transportation for seniors who are unable to drive to doctor appointments, the grocery store, the bank.
- 22 Sept was the International Day to leave you Car at Home.
- Since I live off the "main drag" in a somewhat rural setting and am a Senior so no longer commute to work, the only future transportation assistance I can imagine needing relates to my aging. I am Debra Womble's mother; Debra

died in 2007. The address, however, is mine.

- I am retired. I don't use or need to use public transportation. Most generally I stay within a 20 mile radius of my home.
- Just recently moved back into the area and not overly familiar with the area transit though my errands tend to be spread around and not sure how transit could cover everything in a convenient manner.
- 590 transit not observed - is there a bus that stops at all 590 through 390 exits?
- One thing I am so glad about is that the penalties for texting while driving are increased and are being enforced. I enjoyed using the transit system in the early 1960s as a kid, and hope it is not diluted any more than it has been. The buses I observe going to/from Xerox seem to be well utilized and are driven safely.
- I'm lucky to live here, it's easy to get around.
- They need to review the Lift Line program. A lot of people were hurt by their discontinued service. My freedom was taken away from me and now I have to rely on others to drive me.
- My wife has a disability requiring the use of a motorized wheel chair. Using regular public transportation is very difficult, particularly given the weather and the distance to the nearest bus stops.
- I think that I live too far out in the country to have the transportation affect me much. Also I don't work enough to make a big difference.
- if more cameras is the intension anyway it would be good to have them at bus stops.
- Very easy to get around compared to Chicago where I used to live or NYC where I visit.
- One of the great things about Rochester is the ability to get around without having to take mass transit.
- Tell me about the impact of the smart traffic signal at the intersection of Hatch Rd. and Plank Rd. in Penfield, NY. I turns green for approaching cars. This seems to decrease idling at the intersection. I have not encountered this type of light anywhere else.
- I believe the principal barrier to improving mass transit options in the Rochester area-- as in many other cities-- is "classism." There is a perception that "only poor people take the bus" and I have (unfortunately) also heard local residents say that businesses like Irondequoit Mall failed "because they were on a bus route and that attracted

the wrong element." Until we reverse the feeling that seems pervasive in the USA that you must travel by car to feel successful, I'm afraid we're not going to make much progress here. Until gasoline starts to cost what it costs in Europe, that is...

- If the city of Rochester offered more "attractions" such as shopping, restaurants, entertainment I would consider using mass transit to travel there.
- Public transportation does not fit my lifestyle.
- our taxes are high enough. Make improvements using the tax money already collected.
- NO NEW TAXES
- I am retired but care for my 2 grandsons so when going to their house I put "going to main workplace".
- I will be moving to Buffalo soon to go to college.
- I am probably not a good person to answer your questions as I am handicapped and am confined to a wheel chair. I have MS and no longer drive. I depend on my wife for all my transportation as our car is fitted for a wheelchair.
- OPPOSE TAX INCREASE BECAUSE MONEY WON'T BE SPENT ON WHAT ITS SUPPOSED TO BE SPENT ON. PROMISES ARE NEVER KEPT BY GOVERNMENT.
- I ONLY TRAVEL AROUND HERE, I VERY SELDOM GO INTO ROCHESTER.
- I find it easier in NYC get around than here.
- I live in Victor and work in Victor and rarely go into the city - so the opportunities that I would have for bus riding are minimal.
- I use Lift Line. The method used to schedule a ride with Lift Line is cumbersome and time-consuming.
- I strongly feel that we are already taxed by the State and local governments to take care our roads and road maintenance. They need to use our tax money properly to see that this is done.
- why are we focusing on buses. we have railroad tracks and underground subways. there were more modes of transportation back in the old days. why dont you idiots look at the plans that were in the old days instead of buses. buses suck. the only reason u love buses is because of money. if you really want to save the planet as u claim. get the old subways beds made back up. use the railroad tracks instead of tearing them up this city is runned by a bunch of self serving idiots. you tear down our history and now u are making condos for rich people down here at the beach which we dont want because you politicians

have to pay back your real estate buddies. this town is corrupt.

- With agreement from my employer, for a time when I was without a car, I was able to commute by bus (two transfers, two bus systems) from home to work. I was able to spend only 6.5 hours at work, and agreed to continue working on my laptop during my commute or make up for the difference by working extra hours from home. The spacing of some of the bus seats made it difficult to work on a laptop. Far from an ideal situation, but I was able to do it out of necessity. Later, when I had a car again and while gas prices were high or I was trying to economize, I would drive from my home (Farmington) to the St. John Fisher Park and Ride to be able to arrive at work around 7:00 and leave at 3:30, working a full work day, and arriving back home around 5:15. I enjoyed using the non-driving time productively. Now, with reduced bus service to my work location (Xerox Webster) taking the bus is no longer an option because it is not possible to transfer to a bus going my way from downtown Rochester. Also, the late time of the only afternoon bus (5:00) together with the added time needed for layover and transfer, would make my arrival back home unreasonably late even if transfer were possible.
- not much traffic
- My work is 2 miles from home. I would never have a reason to use Rochester Transit.
- I only live about 4 minutes from where I work so I would not consider using public transportation to get there ever.
- I THINK THAT THERE'S POTENTIAL FOR GROWTH HERE IN THIS AREA.
- I have never used public transportation in the Rochester area.
- Since I have such a short commute public transportation is unnecessary and not practical for me at this time.
- That one question about "changing my mode of transportation" – yeah, I was just thinking about tele-transportation. When are you guys going to crack that one so cars and roads become obsolete, eh?
- The traffic lights suck, especially in the city. There is no reason to sit at half the lights I do between 10pm-7am. They also change when no one is in the other lane which is a complete waste of time. Or sometimes green arrows will be given when no one is even in the turn lane. Therefore, the sensors and their timing should be improved. Also it is especially annoying that when a red light camera is put on a street corner, the lights are especially erratic and trap people into running them since they turn for no reason.
- Traffic lights aren't good. They should be blinking late at night/early morning and the sensors should be better
- Make traffic lights blink late at night and early in the morning. Also make sure lights' sensors work and don't just change when no one is in the other lane
- THE STREET NAME SHOULD BE SPELLED LABURNUM, NOT LABURNAM. LABURNUM IS THE NAME OF A BUSH, LABURNAM IS NOTHING.
- If we could have individual hover cars that showed up when and where you wished them to, and they drove you around that would be great! Also, why not put a drag line on the thruway that you can hook your car to so you can commute hands and feet free! Ha ha ha. I can't give up the flexibility I need and have with my car at this point, although maybe some day. I'm certainly close enough I have considered it.
- I feel it's very good.
- In my personal opinion, you're kicking a dead horse.
- Right now I work very close to home. If I was to get a job in the city of Rochester, I would consider using the transit system. I generally do not feel comfortable driving into the city itself and do my best to avoid it if possible. If I got a job 10 or miles away from home, I would consider using a park and ride bus or shuttle to work if it would take me to a close and safe drop off stop.
- I do not work any more, so my car is not moved much.
- I have oxygen 24/7. public transportation would be a major inconvenience. (stairs/seating)
- I accidentally clicked volkswagen beetle instead of volkswagen jetta
- IT'S RATHER EASY TO GET AROUND.
- Because I'm retired I'm not usually in a hurry. The only reason I go to the city is to go to the Eastman Theater or sporting events.
- Lifeline service: driver will only wait 5 minutes, but passengers are told to wait up to 20 minutes. This is too big of a discrepancy. A 20 minute wait is too much to ask.
- I currently live about 2+ miles from work
- I'm pleased with the status quo.
- It's easy to get around here.
- I live in Canandaigua. I would like reasonable transportation from my town to the Rochester Airport.
- this person is developmentally disabled and will never be

able to drive but will take other forms of transportation.

- If we stopped the war and brought our troops home the money saved could be spent on local needs for our local citizens.
- I'm looking into possibility of having door-to-door transport to the Senior Center in Greece; and am applying for LiftLine. Any efforts towards making it easier for seniors with mobility limitations to get around would be greatly appreciated.
- If I become disabled would transportation become available to me in this area like a lift line or whatever this is? I would like to have a lift line available for me and if I couldn't drive I would want access to a bus line close to my house.
- Transportation is easy and I live close to work.
- I don't know much about the transportation options in Rochester.
- I don't know enough about the transportation options in the Rochester area.
- Surface travel is easy compared to NYC or NJ.



Resource Systems Group, Inc
55 Railroad Row
White River Junction, VT 05001
www.rsginc.com