

# APPENDIX A

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## TECHNICAL MEMOS ON SURVEY RESULTS



# Report on Non-Rider Survey

## Overview

Nelson\Nygaard, working in conjunction with staff from the Ontario County Planning and Transportation Departments, conducted an internet based survey with county residents who do not usually use CATS fixed-route and dial-a-ride (DAR) bus service. The purpose of this survey was to understand non-riders' knowledge and perception of CATS services and ask them to tell us their ideas for changes that would make the service more useful. As we evaluate and consider recommendations to the services, therefore, we will be able to include non-riders awareness levels, perceptions and needs into our analysis. Survey findings are documented in this technical memo. Key findings gleaned from the results include:

- Survey responses show the survey reached the intended audience. Responses include individuals living throughout Ontario County, with 75% saying they had never ridden CATS and the vast majority (90%) having access to a private automobile.
- There were a lot of positive comments about the CATS service, including several comments underscoring the importance of the service to the community and tales about how the bus service has helped specific individuals.
- 14% of the respondents said they would like to use CATS more often. This finding was also supported for an appreciation of the service, recognizing it is challenging to provide public transportation services in rural areas.
- At least 38% of the respondents live within a 10 minute walk of a bus stop. This suggests excellent service coverage, especially considering 28% of respondents did not know if they lived near a bus stop or not.
- Improving awareness of and information about the CATS system is important for increased development of the system. As mentioned, just over a quarter of the respondents were not sure if a bus stop was located near their home. Open ended questions also demonstrated a desire for more and better information about the service.
- Ideas to improve the service included extending the service longer into the evening, operating more service on weekend days, and more frequent service.
- There may be opportunities to improve the public's perception about the CATS service, especially with regards to drivers' driving behavior, idling buses in front of the County Courthouse and customer service generally.

## Survey Administration and Design

Nelson\Nygaard, working in conjunction with staff from the Ontario County Planning and Transportation Departments, developed a survey for county residents who do not usually use CATS fixed-route and/or dial-a-ride (DAR) bus service. The purpose of this survey was to understand non-riders' knowledge and perception of CATS services and their ideas for how to improve the service.

The survey was formatted into an internet-based survey program so the survey could be distributed by email and people could access the survey via links on select web-sites, including the Ontario County general web-site, the planning department and CATS websites. The survey was also distributed by email to names and email addresses collected through various outreach activities conducted both as part of this study and other planning department activities. Recognizing that not all county residents have access to the internet, printed paper copies of the survey were made available at key locations. These paper surveys were distributed by the Lakeview Mental Health Association. In total 295 individuals responded to the survey.

The survey was designed to be very brief with a total of seven questions; five discrete and two open-ended. The five discrete questions included:

1. Which of the following best describes the location of the nearest bus service to your home?
2. How many times have you used Ontario County Transit (CATS) in the past month?
3. Which statement best describes your feelings about Ontario County Transit?
4. Where do you live?
5. Do you have access to an automobile?

The two-open ended questions were:

- Please tell us what specific changes to CATS service might encourage you to start riding the bus or ride it more often.
- Is there anything else you would like to tell us about public transportation in Ontario County?

## Survey Results

### Location of Nearest Bus Stop

Respondents were asked to note the location of the nearest bus stop to their home. About one quarter said a bus stop was within a 5 minute walking distance and another 12% said a bus stop was within a 10 minute walk from their home. 7% said a bus stop was too far to walk to and 27% said they did not have a bus stop near their home. Nearly 28% were unsure. (see Figure 1).

**Figure 1: Location of Nearest Bus Stop**

	Response Percent	Response Count
I can walk to a bus route in 5 minutes or less.	25.7%	75
I can walk to a bus route, but it takes around 10 minutes.	12.3%	36
There is a bus route near to my home, but it is too far to walk to.	7.2%	21
I don't have a bus route near my house.	27.1%	79
Not sure	27.7%	81
<i>answered question</i>		292
<i>skipped question</i>		3

Source: Nelson\Nygaard Consulting Associates

### Past Use of CATS Bus Service

When asked how many times they had used CATS in the past month, three quarters said they had never used the bus and another 9% said they had not used the bus in the past month (see Figure 2).

**Figure 2: Past Use of CATS Bus Service**

Answer Options	Response Percent	Response Count
Once	2.4%	7
1 or 2 times	3.8%	11
More than 3 times	9.7%	28
Not in the past month	9.0%	26
Never/None	75.0%	216
<i>answered question</i>		288
<i>skipped question</i>		7

Source: Nelson\Nygaard Consulting Associates

### Feelings about CATS Bus Service

Respondents were shown a series of five statements and asked which statement best describes their feelings about CATS service. The majority (69%) of the respondents had no opinion. The next most popular statement was selected by 14% of respondents who said they would like to ride the bus more often (see Figure 4). About 12% said they either prefer not to use the bus (6%) or don't like using CATS buses (6%). 5% of respondents said they ride the bus and it meets their needs.

**Figure 3: Feelings about CATS Bus Service**

	Response Percent	Response Count
I would like to ride the bus more often.	14.2%	41
I ride the bus, and it meets my needs.	4.9%	14
I prefer not to use CATS but sometimes I have to.	5.9%	17
I don't like using CATS buses.	5.9%	17
No opinion\never used the service.	69.1%	199
<i>answered question</i>		288
<i>skipped question</i>		7

Source: Nelson\Nygaard Consulting Associates

### Town of Residence

To understand the distribution of survey responses, the survey asked respondents to note where they live. As shown in Figure 4, results roughly reflect county demographics. 34% of respondents live in Canandaigua and 15% live in Geneva. Other communities with larger proportions of respondents include Farmington (8%), Phelps (8%) and Manchester (6%).

**Figure 4: Town of Residence**

	Response Percent	Response Count
Bristol	3.0%	8
Canadice	1.5%	4
Canandaigua	33.5%	90
East Bloomfield	1.1%	3
Farmington	8.2%	22
Geneva	14.5%	39
Gorham	4.1%	11
Hopewell	4.8%	13
Manchester	6.3%	17
Naples	3.0%	8
Phelps	7.8%	21
Richmond	1.5%	4
Seneca	4.1%	11
South Bristol	1.5%	4
Victor	4.5%	12
West Bloomfield	0.7%	2
<i>answered question</i>		269
<i>skipped question</i>		26

Source: Nelson\Nygaard Consulting Associates

## Car Ownership

Most respondents (90%) said they have access to an automobile (see Figure 1). These results are also consistent with county-wide demographic data.

**Figure 5: Car Ownership**

Answer Options	Response Percent	Response Count
Yes	89.5%	246
No	10.5%	29
<i>answered question</i>		275
<i>skipped question</i>		20

## Encourage Use of CATS

Respondents were asked to respond to an open-ended question about what would make them more likely to use CATS bus service. Results from this poll varied considerably, but clustered around a few main findings:

- Increased service received the most 'votes' with 51 responses calling for some increase to the level of service. This includes recommendations for more frequent service, longer service hours, including evening and weekend/Sunday services as well as service to more destinations.

- The second largest recommendation with 40 votes was for better and more information about the service and system. Suggestions includes more information on-line, clearer schedules, posting schedules at stops and offering travel training for new riders.
- Approximately 22 answers referenced service quality, saying they don't like to use the bus because they perceive drivers to be rude or drive too fast, the bus is late or doesn't adhere to the published schedule, buses are dirty and/or the bus takes too long to get from point A to point B. Other comments included complaints about paying for transfers and difficulties associated with physically boarding on the bus.
- Related to increased service, 15 respondents suggested more or different stop locations would encourage them to use the bus.
- About 21 respondents said they were never going to take the bus with some saying they wouldn't take it until they were too old to drive alone.
- Other ideas for service improvements that were mentioned several times included increased coordination with RGRTA service and more express and direct service.
- Individuals also noted that increased fuel prices would encourage them to use the bus.

### Other Comments

The final question on the survey was an open-ended question which asked respondents if they had "anything else to tell us". 246 individuals provided comments, although 17 people gave "no" or "none" as their comment. These comments generally fell into one of six categories:

- **Negative comments about service quality:** 34% of the comments tallied involved dissatisfaction with the quality of CATS service. Several comments referred to the bus being on time, vehicle cleanliness and general customer service. The largest single category of comments, however, involved negative comments about CATS drivers, including complaints about safety, driving too fast and customer interaction.
- **Positive comments about the service in general:** 32% of comments received were positive praise for the CATS service, including an appreciation of the service generally and recognition of the importance of the service to the county. Several comments also referenced their own positive personal experience, or the experience of a client or family member using the service.
- **Requests to increase service:** Some 21% of the comments involved requests for service expansions, including requests for longer service hours, especially evening service, service to more destinations and increased service frequency.
- **Wastefulness of public resources:** Another 9% of the comments related to a perception of wastefulness. Several survey respondents expressed concerns that the buses spent too much time idling in from the county courthouse and the service is under-utilized.

- **Lack of information:** A handful (4%) comments pertained to a lack of information about the system overall and/or concern that key organizations or groups did not know how the service worked.
- **Fares:** The smallest group of comments pertained to fares, specifically that dial-a-ride fares are high for some portions of the population and an interest in smart card or more modern fare collection technology.

## Opportunities for Service Improvements

The results of the non-user survey will be incorporated into the recommendations for improvement. In particular, there are opportunities to strengthen the base of support for the system and, at the same time, correct negative perceptions about public transportation services.

Opportunities include “soft” improvements, such as providing more and better information about the system through both print and electronic media. The presence of clean, easily understandable schedules, bus system “branding” symbols, and easily accessible web sites may help non-users feel more comfortable about using the system. If no travel training programs are available in Ontario County, such programs may be worth developing. In addition, there may be opportunities to re-focus front line staff (drivers and dispatchers) on customer satisfaction and demonstrate follow-up with logged complaints, even if such complaints are associated with misperceptions.

Another finding from the non-user survey is that people who use the system or know someone who does are very appreciative of the service. Individuals with no connection to the service, however, don’t have as many opportunities to see the positive attributes of the service. News articles or other public relations media that focuses on how CATS helps specific individuals (or groups of individuals) may help strengthen public perception of the service. Ideally, this type of campaign would include a diversity of riders, including college students and commuters as well as older adults and persons with disabilities.

Infrastructure and service planning can also help improve public perception. These opportunities include using scheduling software to improve on-time performance. Scheduling software will also increase vehicle utilization and help address the sense that dial-a-ride buses are more often waiting as moving. CATS may also consider moving the primary transfer point buses off of Main Street in Canandaigua. Some survey respondents suggested that the buses spend a lot of time idling and waiting at this location.

The non-user survey also suggested that improvement priorities should concentrate on providing later evening service and more service on weekend days. In addition, service improvements should also look for opportunities to make services more direct, and travel opportunities between the most important destinations, even if there are no service hours added to the schedule.

# Report on Passenger Survey

## Overview

Nelson\Nygaard, working in conjunction with staff from the Ontario County Planning and Transportation Departments, collected data and surveys from existing riders of the CATS fixed-route bus service. The passenger survey was designed to collect information on passenger travel patterns, perception of the existing service and preferences for service expansion. Key findings include:

- Most riders use CATS for travel to, from, and within the Cities of Canandaigua and Geneva. These two cities also have the most service.
- Most riders walk to and from the bus, with most passengers saying they spend 10 minutes or less getting to and from the bus stop.
- Passengers primarily use CATS to get travel to and from work, personal errands, shopping and school.
- The most frequent destinations were Main Street (Canandaigua), Walmart (Canandaigua and Geneva), Finger Lakes Community College and Wegman's in Canandaigua.
- Passengers are satisfied with the CATS service. They feel fares are reasonable, but would like to see the bus run more often.
- Improvement priorities include evening and weekend service and improved information systems.
- Service expansion priorities include Rochester and direct service between Geneva and Eastview Mall.

## Survey Administration

Passengers were surveyed on all CATS routes, with staff assigned to hand out surveys on routes with the highest ridership (Routes 1, 2A, 2B and 3/7). On routes with lower ridership (Routes 4, 5 and 6), surveys were distributed and collected by the bus drivers.

CATS routes with surveyors on-board also counted passenger boardings (getting on the bus) and alightings (getting off the bus) by route segment as well as checked running times against the published schedules. This technical memo reports on the results of the passenger surveys only. Results of the on/off counts and run time analysis are incorporated into the route profiles, submitted to Ontario County as a separate document. Results from all of the data collection will be incorporated throughout the evaluation and analysis of the fixed route system.

Data was collected on Tuesday, April 28 and Wednesday, April 29, with surveys distributed in the morning of one day and afternoon of the next; this approach ensured all trips were surveyed and offered the best chance to reach passengers with varying travel patterns. Passengers were only asked to complete a single survey, if they transferred or rode round-trip, they were not recruited to complete a survey. In general, surveyors found passengers willing to participate in the survey and in most cases, nearly every passenger who boarded the service completed a survey. In total, 275 completed surveys were collected over the two day period. The survey responses are summarized and categorized by route in Figure 1.

**Figure 1: Total Survey Responses by Route**

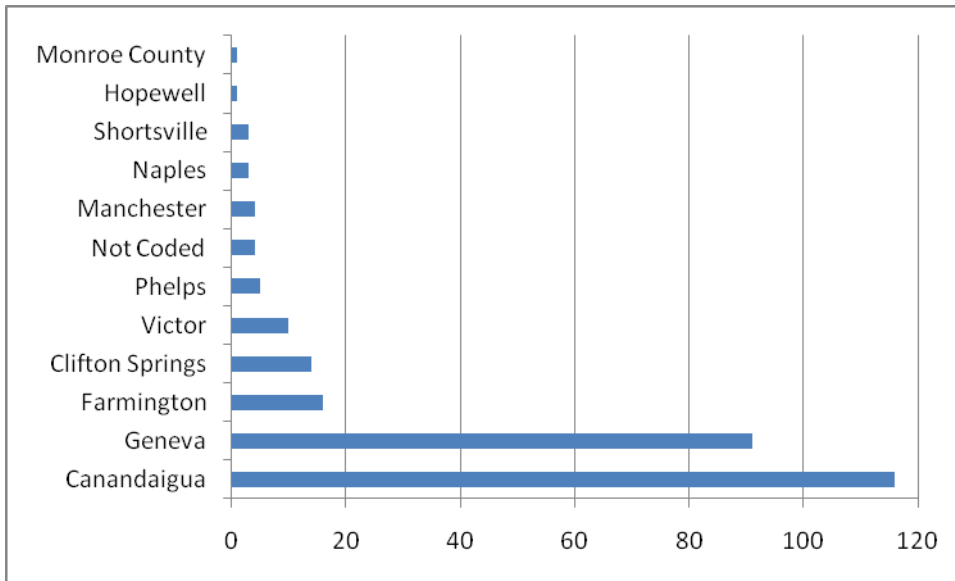
Route	Responses	Percent of Sample
1	72	26%
5	46	17%
2B	44	16%
4	38	14%
3	37	14%
2A	31	11%
6	5	2%
Not coded	2	1%
<b>Total</b>	<b>275</b>	<b>100%</b>

Source: Nelson\Nygaard Consulting Associates

## Trip Origins and Destinations

Trip origins and destinations are influenced by a variety of factors, including service design and ridership. The survey data shows that the vast majority of trips originate or end in either the City of Canandaigua or Geneva (see Figure 2 and 3). Combined, these two communities account for three-quarters of all trip ends.

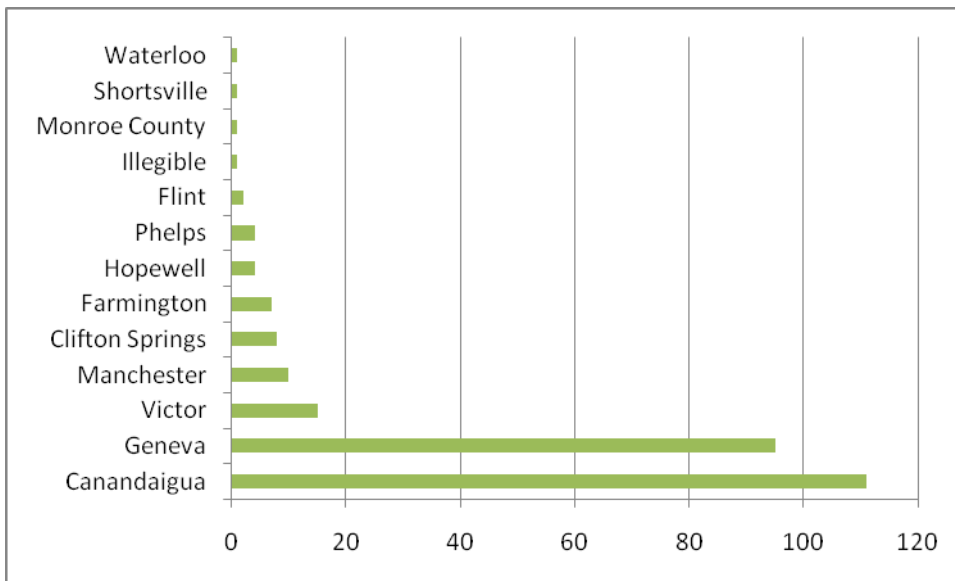
**Figure 2: Trip Origin\***



Source: Nelson\Nygaard Consulting Associates

Note: \* Towns and cities in Ontario County, except for Monroe County

**Figure 3: Trip Destination\***



Source: Nelson\Nygaard Consulting Associates

Note: \* Towns and cities in Ontario County, except for Monroe County

Likewise, among those who responded to the question, 77 percent of all travelers listed their trip origin as either Canandaigua or Geneva. Among these travelers, most were traveling within the city boundaries traveling on one of the three city routes 1, 2A, or 2B (see Figure 4).

**Figure 4: Travel from Canandaigua & Geneva**

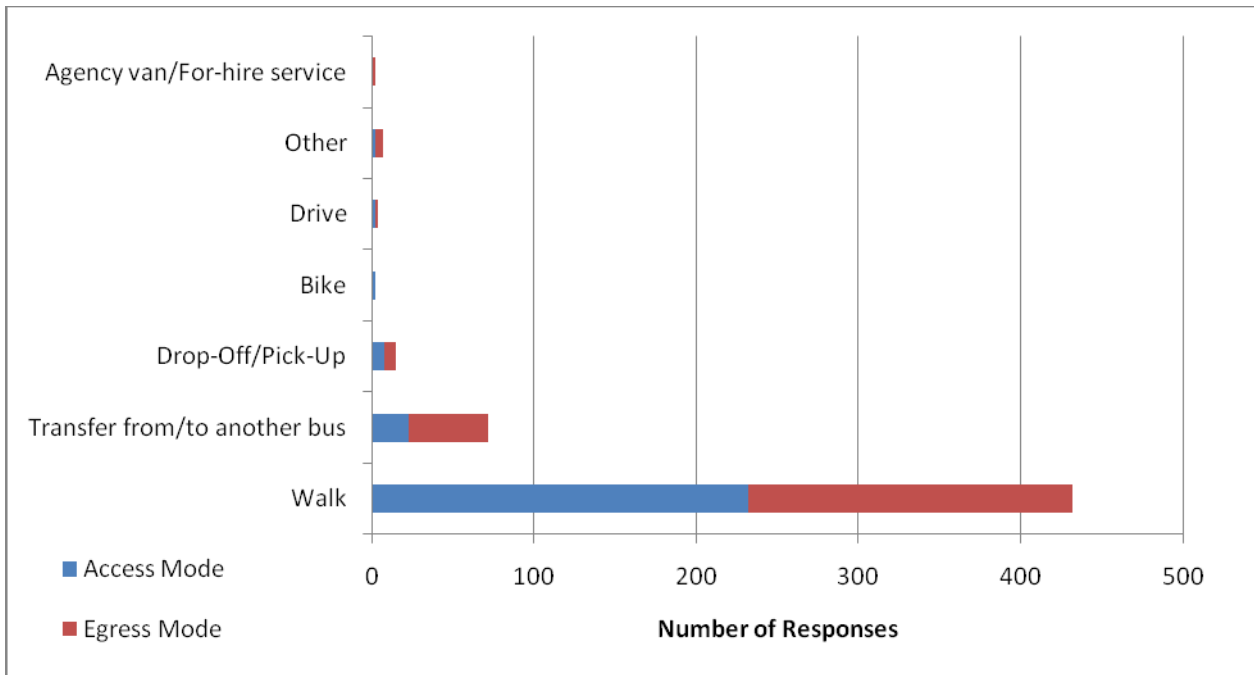
Origin	Destination	Number	Percent
Canandaigua	Canandaigua	72	62%
	Geneva	17	15%
	Not Coded	6	5%
	Manchester	5	4%
	Clifton Springs	5	4%
	Farmington	4	3%
	Hopewell	3	3%
	Phelps	1	1%
	Shortsville	1	1%
	Veteran's Administration Hospital	1	1%
	Victor	1	1%
Total		116	100%
Origin	Destination	Number	Percent
Geneva	Geneva	70	77%
	Canandaigua	10	11%
	Not Coded	6	7%
	Flint	1	1%
	Clifton Springs	1	1%
	Hopewell	1	1%
	Phelps	1	1%
	Waterloo	1	1%
Total		91	100%

Source: Nelson\Nygaard Consulting Associates

### Travel to and from the Bus Service

Survey results show that nearly everyone walks to and from the bus (see Figure 5). Of respondents who estimated their walk time, 90 percent reported walking 10-minutes or less to/from their origin/destination and the bus stop. CATS buses are not equipped with bike racks, therefore, passengers who bike to the bus, must leave their bikes at the bus stop.

**Figure 5: Mode of Access (Travel to the Bus) and Egress (Travel from the Bus)**

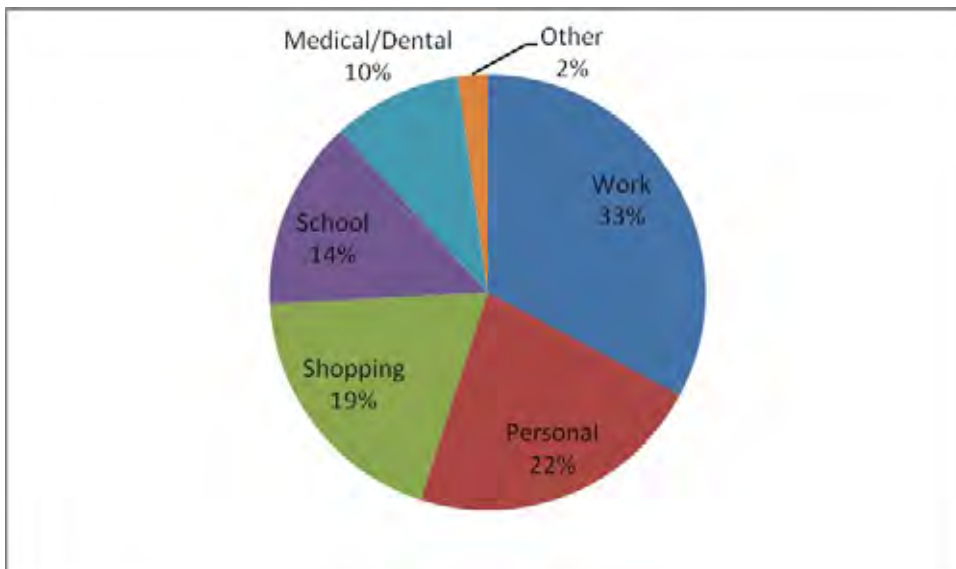


Source: Nelson\Nygaard Consulting Associates

## Reason for Travel and Common Destinations

In terms of trip purpose, one-third of respondents reported riding CATS to or from work. The next most common trip purpose was personal business (22%), followed by shopping (19%). Another, 14% of the surveyed passengers reported traveling to/from school; among these passengers, the majority (68%), said they were traveling to Finger Lakes Community College (FLCC) (see Figure 6). Data on trip purpose is consistent with the specific trip destinations cited by passengers. As shown in Figure 7, Main Street (Canandaigua) was the most common place for passengers to begin and end their journeys. This reflects the fact that each of the eight routes in the system use this stop, therefore it is an important destination to get on/off the bus as well as transfer between services. Walmart stores, both in Canandaigua and Geneva, are also common destinations for passengers. Other important locations include FLCC, the Eastview Mall in Victor and 10 Goodman Street in Geneva.

**Figure 6: Trip Purpose**



Source: Nelson\Nygaard Consulting Associates

**Figure 7: Top Destinations**

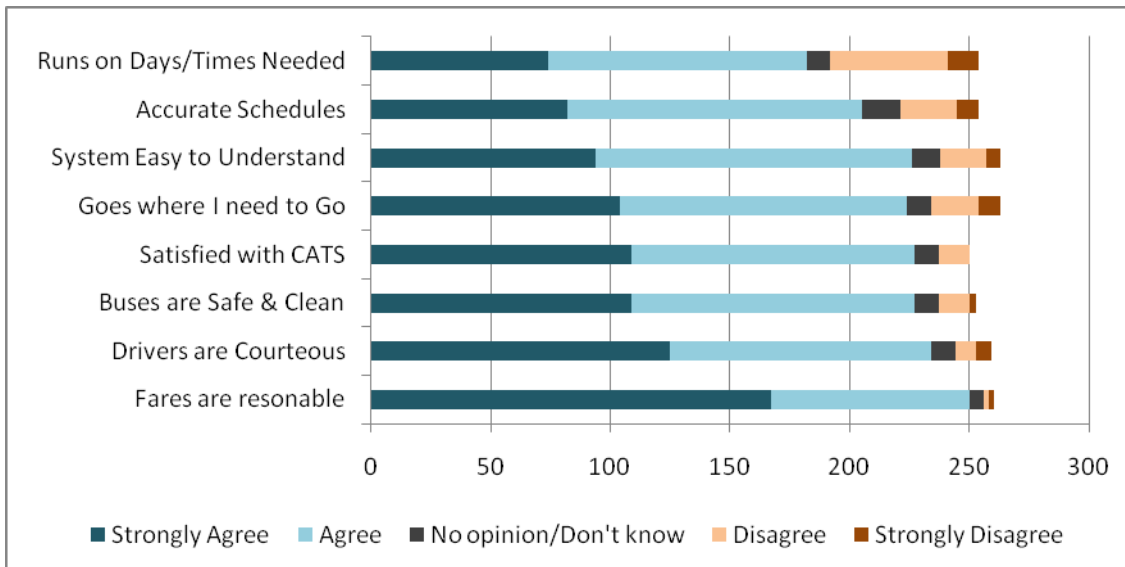
Common Origin or Destination	Municipality	Trips
Main St.	Canandaigua	25
Walmart	Canandaigua	13
	Geneva	7
FLCC	Canandaigua	15
Wegman's	Canandaigua	4
	Geneva	8
10 Goodman	Geneva	11
Eastview Mall	Victor	11
VA	Canandaigua	9
Tops	Canandaigua	7
	Geneva	2

Source: Nelson\Nygaard Consulting Associates

### Traveler Experience, Preferences and Priorities

To gauge passenger satisfaction with existing CATS service, the survey included questions which asked respondents to agree or disagree with statements about CATS service. As shown in Figure 8, responses show passengers are generally satisfied with the service. CATS scored highest with respect to the reasonableness of fares and driver friendliness/helpfulness. It also scored high on questions regarding the system’s ease of use, taking passengers where they need go and general perception of the system. The service ranked lower, however, with regard to “CATS runs on days and times needed”; this statement had more passengers disagreeing with it as compared with other statements.

**Figure 8: Customer Satisfaction**

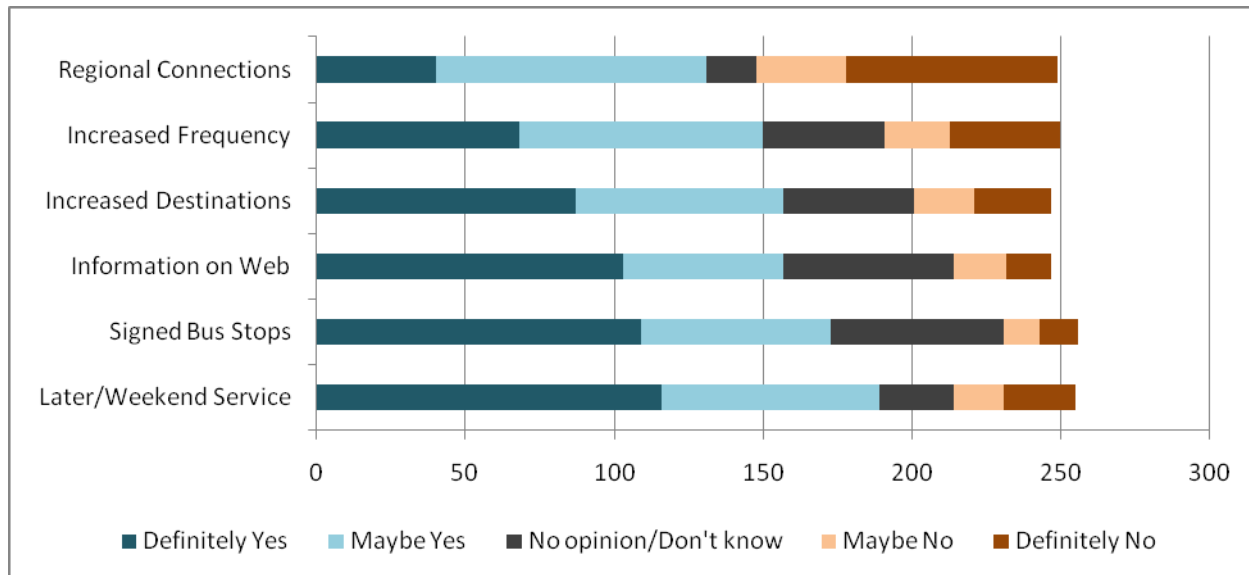


Source: Nelson\Nygaard Consulting Associates

## Priorities for Service Improvements

Passengers were also asked to rank their interest in service improvement, expansions and amenities. Several questions asked passengers if they were willing to pay a higher fare for specific service improvements such as increased frequency, service span and coverage. Responses indicate a preference for service later at night and on the weekend as important to riders, even if it meant higher fares. Improved information systems also scored high among passengers, including expanded bus stop signage and web-based information. Connections to Rochester and Monroe, on the other hand, ranked lowest (see Figure 9).

**Figure 9: Potential Improvements**



Source: Nelson\Nygaard Consulting Associates

## Results from Open Ended Questions – Where Should the Bus Go

The final question on the survey, asked people to identify a place not currently served by CATS that they would like service. Rochester was the most common response, although this answer is not consistent with the previous question, which ranked regional connections lower. Several people also requested direct service between Geneva and Eastview Mall.

Other passengers requested that CATS to reach into neighboring counties to destinations like Seneca Foods and the outlet mall in Seneca County. Wayne County, Newark, NY, Macedon, Fairport, and Border City represent a partial listing of destinations identified. Several people also used this space to request evening and weekend service.

Passengers also wrote in comments on the back of surveys. The majority of these comments supported service expansion into the evening and on weekends. A few comments also suggested the schedules were not accurate.

## Ontario County CATS Route Analysis Stakeholder Interview Summary

*REVISED: July 2009*

During May 2009, Stuart I. Brown Associates conducted stakeholder interviews with major employers, representatives of educational institutions, medical and human service providers and civic leaders. Interviews were conducted in-person and by telephone. Stakeholders were asked to provide an overview of how their constituents use CATS service in Ontario County, their overall impressions of the service, any issues or concerns, and suggestions for improvement.

The following narrative summarizes the findings from these interviews.

## EMPLOYER STAKEHOLDERS

The following employer stakeholder representatives were interviewed.

<b>Centerra Wine Company</b> (Constellation/Canandaigua Winery) Barbara Bagshaw, HR Director	<b>G.W. Lisk</b> Mark Kowaski
<b>Geneva General Hospital</b> Lina Brennan, Employee Recruiter	<b>Stone Construction Company</b> Larry Filipiski
<b>Clifton Springs Hospital</b> Ethan Fogg, Community Relations Director (formerly worked in HR Department)	<b>Pactiv</b> James Feneli, HR Director
<b>Ontario County Industrial Development Agency</b> Jim Armstrong, Consultant to OCIDA	<b>Rochester Insulated Glass</b> Rick Wolk
<b>Veterans Administration Medical Facility</b> Joseph Olzsewski, HR Director	<b>Ontario County Department of Workforce Development</b> Kathy Bailey, Placement Specialist
<b>F.F. Thompson Hospital</b> Jennifer DeVault, HR Director	<b>Zotos International</b> Jack O'Donnell
<b>Hobart William Smith College</b> <b>(The College contracts with Sodexo, Inc. for food service and housekeeping services)</b> Terri Travis (Manages housekeeping staff) Scott Brignal (Manages food services staff)	<b>Finger Lakes Community College (FLCC)</b> Grace Loomis, Vice President of Human Resources

## Overall Perception of CATS

Nearly all of the employer representatives were unaware if any of their employees utilize CATS to commute to and from the work site. Most speculated that few, if any, of their employees utilize CATS for commuting. A couple of employer representatives said that they have seen from time to time a few employees using CATS, but the number using CATS service “could be counted on one hand.”

None of the employer representatives interviewed said that they had any problems recruiting or retaining employees due to a lack of transportation. A couple of employer representatives stated that in the past they would occasionally encounter situations where an employee was having transportation problems. These employers have virtually eliminated such problems, however, by screening out employment candidates who do not have a reliable means of transportation or who do not reside within walking distance. The representative of one of the employers that has employed people from time to time who have relied on CATS to commute to work said that the company was willing to make some adjustments to the work schedules for such employees to better align the employees’ work schedules with the bus schedules.

One employer located in Clifton Springs utilizes ARC clients as contract employees through an agreement with Ontario County ARC. The employer said that it takes an excessive amount of time to transport their clients to and from the job site. As a consequence, the ARC clients can work only a six (6) hour shift instead of an eight (8) hour work shift. The employer was not certain, however, if CATS, ARC or some other agency provides the transportation nor why it took the agency transporting the ARC clients such a large amount of time to transport them to and from the worksite.

None of the employer representatives had ever approached CATS to explore the potential for CATS to provide specialized services. This is probably due to the fact that employee transportation has not been problematic for any of these larger employers. A couple of employers said that they do provide nominal assistance to their employees by providing bulletin boards for employees to post ride-sharing opportunities, but that is the extent to which any of the employers interviewed are involved in employee transportation.

A job placement specialist with Ontario County Department of Workforce Development [a subsidiary of the Finger Lakes Workforce Investment Board (WIB)], said that it is often very difficult to place clients who lack education or have no or low skills into positions, even if entry-level and low-skilled jobs are available, if the clients do not have their own means of transportation. Most such clients cannot afford to purchase and maintain an automobile.

Manufacturers in Wayne, Ontario and Yates counties affiliated with the FAME group conducted a survey of employees in early 2009 to determine the interest in using public transportation. Manufacturers located in Ontario County who participated in the survey were Gorbel, Raytec and Retrotech. These businesses are located along Fishers Run, east of Route 96 in the Town of Victor. The responses from these manufacturers, summarized in the table on the following page,

indicate that there would be support for a Park & Ride service located within five miles of the worker's home.

**Table 1**  
**Summary of FAME Survey Results**  
**Gorbel, Raytec and Retrotech Employees only**

**Pickup Location**

Bloomfield	1
Canandaigua	3
Honeoye	2
Macedon	2
Marion	1
Palmyra	1
Rochester	3
Victor	2
Walworth	1
Penfield	1
Fairport	1
18	

**6. What days of the week would you ride the bus?**

Answer	# of Respondents	% of total
<b>Monday-Friday</b>	16	88.9%
<b>Other</b>	2	11.1%
18		

**7. Would you consider a Park and Ride option?**

Answer	# of Respondents	% of total
<b>Yes</b>	15	83.3%
<b>No</b>	3	16.7%
18		

**8. How far will you commute for Park and Ride transportation?**

Answer	# of Respondents	% of total
<b>0 Miles</b>	1	6.7%
<b>1 Mile</b>	1	6.7%
<b>2 Miles</b>	1	6.7%
<b>3 Miles</b>	1	6.7%
<b>4 Miles</b>	1	6.7%
<b>5 Miles</b>	8	53.3%
<b>6 Miles</b>	0	0.0%
<b>7 Miles</b>	2	13.3%
15		

## Issues/ Unmet Needs

Such clients face two major transportation obstacles. One, the bus schedules do not coincide with employers' work shifts. And two, many clients reside too great a distance from the CATS bus routes to be able to utilize the service.

### 1. Disharmony Between Work Schedules and Bus Schedules

Most of the manufacturing employers with entry level and/or low-skilled job opportunities operate two or three work shifts. Person hired at entry level are typically placed on the second or third shift as more senior employees occupy the positions on the first shift. This is due to work rules that give more senior employees preference for selecting the shifts they work. The second shift typically begins at 3:00 p.m. and ends at 11:00 p.m. The third shift typically begins as 11:00 p.m. and ends at 7:00 a.m. The CATS bus service begins at 6:00 or 6:30 a.m. depending on the route and ends at 6:30 p.m. Even persons who are close enough to a CATS route to use the service cannot use the bus service to commute to and from their work site if they work the second or third shift. In addition, a few manufacturing companies have unusual work schedules or swing shifts that further contribute to the transportation problems of employees who do not have access to a motor vehicle.

Even employees who reside along a CATS route and work the first shift may not be able to use CATS to commute to work if their start time is 7:00 a.m. Their ability to use the bus for commuting depends on the location of their residences, the location of their worksites and the travel times between the two. For example, a person residing in Naples or along CATS Route 6 cannot use CATS to travel to a job in Canandaigua if his/her work shifts begins at 7:00 a.m. as the first trip from Naples does not arrive in Canandaigua until after 8:00 a.m.

Entry level employees hired to work in retail businesses or hospitals face even greater transportation challenges. Most entry level and low-skilled employees must work weekends or at least one weekend day when the level of CATS service is reduced.

### 2. Lack of Service or Distance to Bus Route Too Great

Certain areas of the Ontario have no fixed route service. In other areas, where CATS fixed route service is available, residents are geographically dispersed and may not reside close enough to a CATS route to use the service. The areas with no fixed route service include the Towns of (a) Canadice, (b) Richmond, (c) West Bloomfield, and (d) Gorham. Although CATS fixed routes run through the Towns of (a) Naples, (b) South Bristol, (c) Bristol, (d) Hopewell, (e) Seneca, and (f) Geneva, large areas of these Towns are remote from the routes. The southwest and western portions of Ontario County are the areas where transportation for employment purposes represents the greatest problem.

## Suggestions for Improving CATS Service

Although virtually all of the employer representatives lacked knowledge of CATS bus routes and schedules, they nevertheless offered some general suggestions for improving bus service. Not all suggestions, however, were directly related to bus service for employment purposes. For purposes of completeness, all suggestions employer suggestions are identified below.

1. CATS should consider offering bulk fare discounts to the larger employers. These employers could pass the savings on to employees as a means to encourage their respective employees to use CATS for work-related commuting or to at least give the service a try.
2. CATS should consider implementing a pilot project to provide express commuter service between the Victor area and the City of Geneva. Both Geneva General and Hobart William Smith College have a significant number of administrative personnel who commute from the Rochester and Victor areas. A park-and-ride express service operating in the early morning and late afternoon might be used by these employees. The employers may be willing to financially co-sponsor or underwrite some of the cost for such a pilot project.
3. CATS should undertake a promotional and advertising campaign periodically to make Ontario residents aware that CATS is a public transit service. The employer who made this suggestion was surprised to learn that CATS provides public transportation. He was under the impression that CATS was some sort of human service agency and that the buses were used to provide transportation only for agency clients. Other residents in Ontario County may have similar misconceptions.
4. CATS should consider operating express service between Canandaigua and Eastview Mall for shoppers. The bus stop should be located where parking is not problematic, for example, a site other than the Canandaigua City Hall. The suggestion was to establish a park and ride lot at the location of the former Wegmans supermarket at the foot of Main Street or in the parking lot of one of the shopping plazas along Routes 5 and 20. The level of service would have to be adequate for the needs of those shopping at Eastview Mall in order to garner ridership. The lowest level of service would probably need to involve at least a midmorning trip to Eastview with a return trip at noon or early afternoon and an early afternoon trip to the Mall with a late afternoon return trip. Parking and boarding the bus needs to be easy, fast and convenient; otherwise people will not use the service.
5. Periodically, perhaps twice a year, CATS should offer free rides to the public to points of interest or to popular destinations (such as Eastview Mall) to encourage Ontario residents who have never ridden a CATS bus to give it a try. The employer who made this suggestion intimated that there may be a stigma attached to riding CATS and that offering free rides from time to time for such purposes may help to dispel any stigma that may exist if residents who had never ridden a CATS bus were to ride one.

## EDUCATIONAL INSTITUTIONS

Representatives at the following educational institutions were interviewed with regard to student transportation.

<p>Hobart William Smith College                  Rob Flowers, Vice President of Student Affairs                  Carol Urbaitis, Vice President of Student Enrollment and Management</p>	<p>Desales High School                  Charles Evangelista, Director of Advancement and Recruitment</p>
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### Hobart William Smith

As nearly all (95%) of the 2,100 students enrolled at Hobart William Smith College reside on campus and the 5 percent who reside off campus live within two or three blocks of the College, transportation to and from classes is not a problem. It appears that few, if any, students utilize CATS service to get around in the City of Geneva or to travel to other destinations in Ontario County. The speculation is that the lack of student riders is due to the students' lack of knowledge of the routes and schedules.

The Hobart William Smith College provides a shuttle service for students in the evenings. The service is provided through a year-to-year contract with a local bus touring company. The shuttle transports students from the campus to the City's downtown business district, to Wegmans supermarket (in or near downtown) and to the Walmart store on Routes 5 and 20, a short distance west of the City. The shuttle operates on Sundays through Thursdays from 7:00 p.m. to 1:00 a.m. and on Fridays and Saturdays from 7:00 p.m. to 3:00 a.m. Students are not charged a fare to ride the shuttle; the College underwrites the full cost of the service.

The Finger Lakes Community College (FLCC) conducted an on-line transportation survey in September 2008. The survey was open to students and employees. The number of respondents totaled 248, of which 97 (39.1%) were full-time FLCC employees and 25 (10.1%) were part-time employees. Student respondents totaled 125 and comprised 50.4% of the responses. One (1) respondent identified him/herself as neither an employee or student. The largest concentration of students resided in Canandaigua followed by Geneva and Farmington.

As demographic information was not cross tabulated with the responses to substantive questions, comparisons of the responses of various cohorts is not possible. Exhibit \_\_\_ contains the complete survey results. A summary of the survey results follows.

Most respondents (82.2%) had regular access to a vehicle

Most respondents (83.3%) arrived at the campus between 7:00 a.m. and 9:00 a.m.

Departure times were spread out over a somewhat longer time period:

24.5% departed between 3:00 p.m. 4:00 p.m.

31.8% departed between 4:00 p.m. and 5:00 p.m.

21.6% departed between 5:00 p.m. and 6:00 p.m.

The most frequently cited reasons for *not* using public transit included the following:

46.1% preferred to use their own vehicle

35.5% were not aware of the bus routes

29.0% did not reside near a bus route

15.2% indicated the lack of transportation in the event of an emergency

13.8% indicated the hours of operation were not convenient

The survey further revealed that while only 25 (10.2%) of the respondents indicated that they used public transit to commute to and from the campus, 99 (46.7%) indicated that they would consider using CATS to commute to the FLCC if park-and-ride service were offered. Most such respondents further indicated that the park-and-ride lot would need to be within five (5) miles of their homes in order for them to be willing to use the service.

## DeSales High School

A total of 113 students are enrolled in Desales (Catholic) High School located in the City of Geneva. Nearly all the students, except those who walk to school, are transported by the public school districts in which they reside. Public school districts are required to transport parochial school students who reside within the public school district to a parochial schools provided that the students reside within 15 miles of the parochial schools they attend.

Currently the Canandaigua Public School District transports a few Desales student who reside distances greater than 15 miles from Desales High School due to unique circumstances. One Desales student resides in an area of Gorham that is also within the Canandaigua School District and within 15 miles of Desales High School. This is the only Desales student currently residing in the Canandaigua School District that the School District is required to transport. Working together Desales High School and the parents of the other students residing in or west of Canandaigua worked out arrangements whereby the Canandaigua School District would transport Desales students from a pick-up and drop-off point at St. Mary's Church in Canandaigua. Parents are responsible for transporting their children to and from St. Mary's Church. As the Desales student residing in Gorham will soon graduate, the Canandaigua School District will no longer be required to provide transportation for the other Desales students that the School District is currently transporting. The termination of this transportation service will likely be very disruptive to the parents and students who have relied on the service for the past few years.

## Suggestions for Improving CATS Service

1. CATS should work with Hobart William Smith to prepare and/or compile bus route and schedule information to distribute to new students at orientation and upperclassman at the beginning of the fall semester. Such efforts will increase student awareness of the availability of public transit service in the City of Geneva and between Geneva and other communities and may increase student ridership. The College also has the ability to

distribute such information via e-mail blasts to students. CATS may want to consider providing students with free passes good for the first week of the semester or for a limited number of rides as a means of encouraging students to become familiar with the available bus service.

2. CATS should initiate discussions with Hobart William Smith College officials to explore the possibility of working with the College to establish evening bus service that would accommodate the transportation needs of the College's students. If the service is partially subsidized by the College, it may enable CATS to significantly expand the level of public bus service in the City of Geneva.
3. CATS should initiate discussions with Desales High School officials to explore ways in which CATS may be able to fill the student transportation void that will occur when the Canandaigua School District ceases to provide transportation for Desales students residing in and west of Canandaigua.

## MEDICAL AND HUMAN SERVICE PROVIDERS

A medical service providers roundtable discussion conducted on May 8, 2009 was attended by representatives of Thompson Hospital, Lakeview Mental Health, Happiness House, FLACRA, and Eastview Dialysis. Senior staff of the Ontario County Department of Social Services contributed their insights at a meeting on May 19. Representatives from the Ontario County Office for the Aging were interviewed on May 11. Additional telephone interviews were conducted with representatives of STOP-DWI and the Veterans Administration Medical Group.

<p><b>F.F. Thompson Hospital, Continuing Care Center and Sands Cancer Center</b> Mary Savastano, Director of Social Work</p>	<p><b>Happiness House</b> Dionne Abraham, Director of Structured Day Program</p>
<p><b>Finger Lakes Addiction Counseling &amp; Referral (FLACRA)</b> Joan Sewert</p>	<p><b>Lakeview Mental Health</b></p>
<p><b>Eastview Dialysis</b> Ethan Fogg, Community Relations Director (formerly worked in HR Department)</p>	<p><b>Ontario County STOP-DWI</b> Dru Malvesi</p>

<p><b>Veterans Administration Medical Group</b> Melissa Moshier, Outpatient Coordinator</p>	
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**Overall Impression of CATS**

CATS bus is used frequently by patients at major hospitals. Several human service agencies buy tokens and passes for consumers in order to encourage them to be independent.

All of the medical and human service provider stakeholders were very familiar with CATS and are appreciative of the service. Several noted the “very responsive staff” and indicated that it is a “wonderful service,” especially the wheelchair and Dial-a-Ride service.

**Issues/ Unmet Needs**

**Frail elderly and others cannot tolerate riding in CATS vehicle**

When frail hospital and nursing home patients need to be transported from one facility to another, specialty transportation is needed as such patients need care that is not available on CATS vehicles. Many people in need of transportation require assistance on and/off the vehicle. For some patients, jostling during the bus ride aggravates medical conditions. Some patients require oxygen and need to be transported in ambulances.

Certain roads are more bumpy than others. Drivers and schedulers should be aware of this and factor slower driving speeds into the scheduling. Riders with medical conditions such as brain injuries cannot tolerate too much jostling.

**Transportation needs cannot always be identified 24-48 hours in advance**

Service providers often do not know 24-48 hours in advance that a ride will be needed, and thus are not able to schedule service using CATS Dial-a-Ride. Such situations include hospital discharges,

**Long rides using Dial-a-Ride service are uncomfortable make consumers late for appointments**

Some patients find that multiple stops and increased length of the trip is very difficult to endure.

**Dial-a-Ride reservation system is cumbersome and sometimes unreliable**

Agency staff frequently arrange for Dial-a-Ride service on behalf of their consumers. Several agency representatives commented on the need to confirm reservations via phone call; relying on

fax confirmation has not been sufficient to avoid a reservation being “lost.” A considerable amount of staff time is devoted to coordinating with CATS.

Sometimes CATS Dial-a-Ride bus will show up for a pickup even if the ride had been cancelled 24 hours in advance. When this happens, the patient is considered a “no show” and risks losing Medicaid coverage. Sometimes drivers continue to show up for cancelled rides for several weeks.

Some service providers have reported that rides scheduled through Dial-a-Ride sometimes do not arrive or arrive later than expected. When several riders are transported through Dial-a-Ride in the same vehicle, rides take longer and sometimes result in patients arriving late for appointments.

When patients miss appointments, their treatment is compromised. If patients arrive one-half hour late for a one-half hour appointment, they do not receive needed treatment; the consequence is physical decline.

Agencies and riders need more certainty that a ride will arrive within the expected time if it has been scheduled. Better communication from CATS is needed to notify staff if a ride will be late or will not arrive.

### **Weekend and evening service needed**

Few taxi companies available for this service. Transportation is often needed on weekends or evenings, when CATS service is not available. For example, Continuing Care Center residents often need transportation home for weekend visits. Many dialysis patients are on a Tuesday/ Thursday/ Saturday schedule. Substance abuse counseling and other classes are often held in the evenings.

Without available public transportation, staff drive many consumers to these appointments. Without overnight service available, patients have had to wait in the emergency room until 9-10 am to get a ride from staff back to their community residence.

Buses do not run late enough at night to offer an alternative to drinking and driving.

### **Record-keeping and rider tracking need improvement**

It would be helpful to know how many patients’ trips are funded by various agencies or grants (such as the funding Office for the Aging received for dialysis transportation.)

### **Drivers do not always respond properly to riders’ needs**

While many drivers are very nice, helpful and have good relationships with the riders, driver attitudes are sometimes a problem. For example, a driver went inside the Clinic to ask people to move their cars. This was disruptive to the patients, many of whom are frail.

### **Medicaid reimbursement for transportation is sometimes difficult to obtain**

Medical service providers are sometimes unable to obtain prior approval from Medicaid for eligible transportation costs. This occurs when rides are needed with little advance notice, or during evenings and weekends. It also occurs when dealing with Departments of Social Services from other counties for transportation within Ontario County.

### **Coordination with public transportation in other counties is sometimes difficult**

Many consumers of medical and human service agency services travel from outside of Ontario County. WATS/CATS coordinate transfers at Port Gibson.

WATS also makes frequent trips to the Canandaigua VA, Happiness House and Eastview Dialysis. Suggestion: Use these locations more formally as hubs to coordinate inter-county transfers.

Seneca County service (STS) meets the CATS bus at the Geneva Greyhound station. No such neutral meeting spot is available for buses from Livingston County.

It is difficult to access medical facilities in Rochester.

### **CATS fixed routes should stop at service providers and senior housing facilities**

It would help if the bus stopped at the Lakeview Mental Health facility regularly. Several other agencies are at the same location, including ARI, Job Coach and other services.

### **Bus drivers need to wait at Geneva General Hospital for riders to come out from the inside waiting area**

At Geneva Hospital, riders wait inside the hospital. If the driver does not see anyone outside at the bus stop, they may not stop or they may not wait long enough for riders to get up and outside to the bus.

### **Fear/ dislike/ stigma/ lack of knowledge around public transportation**

Many people are hesitant to ride the bus. Programs such as a “bus buddy” may encourage people to ride the bus and build familiarity. Better marketing is needed to encourage ridership.

The bus schedule and route map are difficult to read. More education is needed.

### **Lack of fixed route service in certain parts of Ontario County**

Lack of service in Honeoye, Bloomfield, Canadice and other areas limit residents’ mobility.

## Suggestions for Improving CATS Service

1. Standardize the process to schedule Dial-a-Ride and confirm reservations. Reduce the need to continually call to confirm rides.
2. Use the Canandaigua VA, Happiness House and Eastview Dialysis more formally as hubs to coordinate inter-county transfers.
3. Consider a shuttle from the Rochester Outpatient Clinic to the VA.
4. Consider installing rails at entrance to buses for riders who need assistance getting on and off vehicle.
5. At the Geneva Hospital stop, consider incorporating some wait time in the schedule so riders have enough time to get out to the bus from the inside waiting area.
6. Establish a regular shuttle to medical facilities in the Rochester area.
7. Consider offering free rides with assistance as a way to introduce potential riders to the system.

## Civic Leaders

Phone interviews were conducted with:

- Sal Pietropaolo, Director, Canandaigua Business Improvement District
- Collette Barnard, Community Development Specialist, City of Geneva Department of Planning & Economic Development
- Barbara Walters, Director, Canandaigua Chamber of Commerce

## Perception of CATS

Public transportation can help to reduce automobile congestion downtown. The Canandaigua BID and the Canandaigua Chamber of Commerce has, in the past, sponsored a free bus service (the “Spot Hop”) through the City of Canandaigua which was operated by Finger Lakes bus service. The service was discontinued because of the cost (\$30,000/ 2-3 months) and lack of sponsor.

Within downtown Geneva, people can walk where they need to go so bus service is not needed.

## Issues/ Unmet Needs

Community College students need transportation to Eastview Mall and other sites.

CATS schedule makes it difficult to use the bus to get to work.

New residential development in and around Canandaigua, such as along the lakefront, by the hospital and near Wegmans, should be served with public transportation.

Many people come into Ontario County for employment. These people should have the option of using public transportation. For example, Hartman's Sausage recently opened a facility on Brickyard Road in the Town of Canandaigua. Although many of the jobs may be suitable to people who do not have cars, the plant is not on a regular bus route.

Tourists and visitors frequently request information about public transportation and need to travel to various locations within Canandaigua. The Chamber of Commerce receives inquiries several times per week regarding the availability of public transportation service.

Transportation to Rochester from Canandaigua is a need. While it is possible to take CATS to Eastview Mall and transfer to an RTS bus, a direct service to Rochester from Canandaigua would be welcome.

Bus schedules are difficult to read and understand.

In general, people are not aware that there is public transportation available to Ontario County residents. "CATS" is not listed in the phone book.

## **Suggestions for Improved Service**

1. Develop a transit hub off Main Street to get buses off the street. Consider sites near the Courthouse, where traffic is very congested, such as County-owned space at the Depot building or the outhouse property.
2. Capitalize on the community's increasing "green" consciousness to encourage bus ridership. Try to acquire buses that run on clean fuels.
3. Consider establishing Park & Ride lots.

# APPENDIX B

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## SELECT TURN SHEETS



## Proposed Routes - Turn Lists

### 1 – GENEVA CITY WESTBOUND

Departing from 10 Goodman Street via:

FROM	TURN	ON	DISTANCE	TIME
Goodman	Left	Martin Luther King	---	0:00
Martin Luther King	Right	Hawkins Avenue		
Hawkins Avenue	Left	Sweeney Avenue		
Sweeney Avenue	Right	E North Street		
E North Street	Straight	W North Street		
W North Street	Right	Geneva Hospital entrance	1.4	
Geneva Hospital entrance	Loop & return	Across parking lot to 260 North St side entrance and to signal		
Geneva Hospital entrance	Straight	N Main Street		
N Main Street	Right	Lewis Street		
Lewis Street	Left	Oak Street		
Oak Street	Left	Castle Street	0.7	
Castle Street	Left	Exchange Street		
Exchange Street	Left	Baroody's parking lot to shelter and return	0.6	
Baroody's parking lot	Right	Exchange Street		
Exchange Street	Right	Seneca Street		
Seneca Street	Left	S. Main Street		
S. Main Street	Right	Park Place		
Park Place	Right	Washington Street		
Washington Street	Left	Copeland Avenue		
Copeland Avenue	Right	Hamilton St / Rtes. 5&20	1.4	
Hamilton St / Rtes. 5&20	Right	Pre-Emption Road		
Pre-Emption Road	Right	Parking lot loop and return	0.9	
Parking lot	Left	Pre-Emption Road		
Pre-Emption Road	Right	Rtes. 5&20		
Rtes. 5&20	Right	Walmart	0.9	
Total			5.9	

**1 – GENEVA CITY EASTBOUND**

Departing from Walmart via:

<b>FROM</b>	<b>TURN</b>	<b>ON</b>	<b>DISTANCE</b>	<b>TIME</b>
Walmart parking lot	Left	Rtes. 5&20	---	
Rtes. 5&20	Right	Pre Emption Road		
Pre Emption Road	Left	Pyramid Mall- loop to stores	0.8	
Pyramid Mall	Right	Rtes. 5&20		
Rtes. 5&20	Right	Town & Country Plaza – loop to stores	0.9	
T&C Plaza exit	Straight	Across to Wegman's		
Wegman's side exit	Right	Copeland Avenue		
Copeland Avenue	Right	Washington Street		
Washington Street	Left	Pulteney Street	1.0	
Pulteney Street	Right	William Street		
William Street	Left	Main Street		
Main Street	Right	Seneca Street		
Seneca Street	Left	Exchange Street		
Exchange Street	Left	Baroody's parking lot to shelter and return	0.6	
Baroody's parking lot	Right	Exchange Street		
Exchange Street	Right	Castle Street		
Castle Street	Right	Oak Street	0.6	
Oak Street	Right	Lewis Street		
Lewis Street	Left	N Main Street		
N Main Street	Straight	Geneva Hospital entrance	0.7	
Geneva Hospital entrance	Loop & return	Across parking lot to 260 North St side entrance and to signal		
Geneva Hospital entrance	Left	W North Street		
W North Street	Straight	E North Street		
E North Street	Left	Townline Road		
Townline Road	Left	Goodman Street	1.5	
Total			6.1	

**2 – CANANDAIGUA CITY SOUTHBOUND**

Departing from Tops Market via:

<b>FROM</b>	<b>TURN</b>	<b>ON</b>	<b>DISTANCE</b>	<b>TIME</b>
Tops Market parking lot	Left	North Street	---	0:00
North Street	Right	Camelot Drive		
Camelot Drive	Left	Buffalo Street		
Buffalo Street	Right	N Main Street		
N Main Street	Right	Wilcox Lane	1.6	
Wilcox Lane	Loop	Wilcox & Thompson Apts.		
Wilcox Lane	Right	N Main Street		
N Main Street	Right	West Avenue		
West Avenue	Left	S Pearl Street		
S Pearl Street	Right	Bristol Street		
Bristol Street	Left	West Street		
West Street	Left	Thompson Hospital Eyecare & Doctors Bldgs and return	2.0	
Hospital parking exit	Left	West Street		
West Street	Right	Parrish Street		
Parrish Street	Right	Quail Summit – loop and return	0.8	
Quail Summit	Left	Parrish Street		
Parrish Street	Left	80 Parrish lot – loop & return	1.2	
80 Parrish lot exit	Left	Parrish Street		
Parrish Street	Right	S. Main Street		
S. Main Street	Straight	Lakeshore Drive		
Lakeshore Drive	Left	Booth Street		
Booth Street	Right	Parkway Plaza		
Parkway Plaza	Left	Muar Road		
Muar Road	Left	Rtes. 5&20 / Eastern Blvd.		
Rtes. 5&20 / Eastern Blvd.	Right	Wegmans and Post Office	1.6	
Post Office exit	Right	Rtes. 5&20 / Eastern Blvd.		
Rtes. 5&20 / Eastern Blvd.	Right	Rte. 364		
Rte. 364	Left	Roseland Center		
Roseland Center	Right	Moran Road		
Moran Road	Left	Lakeshore Drive		
Lakeshore Drive	Right	Campus Drive to loop	1.4	
Total			8.6	

**2 – CANANDAIGUA CITY NORTHBOUND**

Departing from Finger Lakes Community College via:

<b>FROM</b>	<b>TURN</b>	<b>ON</b>	<b>DISTANCE</b>	<b>TIME</b>
Campus Drive	Right	Lakeshore Drive	---	0:00
Lakeshore Drive	Straight	Lowe's parking lot loop & return	0.5	
Lowe's parking lot	Right	Rtes. 5&20 / Eastern Blvd.		
Rtes. 5&20 / Eastern Blvd.	Right	CR 10		
CR 10	Right	Walmart – loop & return	0.6	
Walmart	Left	CR 10		
CR 10	Right	Eastern Blvd. to Frontage Road		
Frontage Road to Eastern Blvd.	Right	S. Main Street		
S. Main Street	Left	Parrish Street		
Parrish Street	Right	80 Parrish lot – loop & return	2.1	
80 Parrish lot exit	Right	Parrish Street		
Parrish Street	Right	Quail Summit – loop and return	1.2	
Quail Summit	Left	Parrish Street		
Parrish Street	Left	West Street		
West Street	Right	Thompson Hospital Eyecare & Doctors Bldgs and return	0.7	
Hospital parking exit	Right	West Street		
West Street	Right	Bristol Street		
Bristol Street	Left	S. Pearl Street		
S. Pearl Street	Right	West Avenue		
West Avenue	Left	Main Street @ Gibson	1.8	
Main Street @ Gibson	Straight	N. Main Street to Rte. 332		
Rte 332	Right	Parkside Drive		
Parkside Drive	Right	CR 28		
CR 28	Right	North Road to North Street to Tops	2.1	
Total			9.1	

# APPENDIX C

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## SERVICE HOURS AND VEHICLE REQUIREMENTS FOR PROPOSED FIXED-ROUTE SERVICES



**Proposed CATS Services: Service Span, Vehicle Requirements and Vehicle Hours**

<b>WEEKDAY</b>												
Route No.	Route Name	Daily Service Hours	Buses in Service	Service Span	Daily Revenue Hours	Daily Deadhead Hours	Daily Vehicle Hours	Annual Vehicle Hours				
1	Geneva	6:30 am - 7:30 pm	2	13.0	26.0	2.0	28.0	260	<i>operating days</i>			
2	Canandaigua	6:30 am - 7:30 pm	2	13.0	26.0	2.0	28.0	7,280				
3	Farmington-Victor	5:30 am - 7:30 pm	2	14.0	28.0	2.0	30.0	7,800				
4	Route 5&20	6:30 am - 6:30 pm	2	12.0	24.0	1.5	25.5	6,630				
5	Route 96	6:30 am - 6:30 pm	2	12.0	24.0	2.0	26.0	6,760				
5X	Geneva - Victor Express	peak only	1	6.0	6.0	1.0	7.0	1,820				
6	Naples/Bristol	6:30 am - 6:30 pm	1	12.0	12.0	1.0	13.0	3,380				
7	Bloomfield/Canadice	6:30 am - 6:30 pm	1	12.0	12.0	1.0	13.0	3,380				
			13		158.0	12.5	170.5	44,330				

<b>SATURDAY</b>												
Route No.	Route Name	Daily Service Hours	Buses in Service	Service Span	Daily Revenue Hours	Daily Deadhead Hours	Daily Vehicle Hours	Annual Vehicle Hours				
1	Geneva	8:30 am - 7:30 pm	1	11.0	11.0	1.0	12.0	52	<i>operating days</i>			
2	Canandaigua	8:30 am - 7:30 pm	2	11.0	22.0	2.0	24.0	624				
3	Farmington-Victor	8:30 am - 6:30 pm	1	10.0	10.0	1.0	11.0	1,248				
4	Route 5 and 20	8:30 am - 6:30 pm	1	10.0	10.0	0.7	10.7	572				
5	Route 96	8:30 am - 6:30 pm	1	10.0	10.0	0.7	10.7	556				
	Naples/Bristol							556				
6/7	Bloomfield/Canadice	8:30 am - 6:30 pm	1	10.0	10.0	1.0	11.0	572				
			7		73.0	6.4	79.4	4,129				

<b>SUNDAY</b>												
Route No.	Route Name	Daily Service Hours	Buses in Service	Service Span	Daily Revenue Hours	Daily Deadhead Hours	Daily Vehicle Hours	Annual Vehicle Hours				
1	Geneva	8:30 am - 6:30 pm	1	10.0	10.0	1.0	11.0	52	<i>operating days</i>			
2	Canandaigua	8:30 am - 6:30 pm	1	10.0	10.0	1.0	11.0	572				
3	Farmington-Victor	9:30 am - 6:30 pm	1	9.0	9.0	1.0	10.0	520				
4	Route 5 and 20	9:30 am - 6:30 pm	1	9.0	9.0	0.7	9.7	504				
5	Route 96	9:30 am - 6:30 pm	1	9.0	9.0	1.0	10.0	520				
			5		47.0	4.7	51.7	2,688				

**Total** **51,147 annual**

