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Riverview Shuttle Survey

This survey was distributed digitally to all Riverview residents from December 12- 22, 2009 with the intention of assessing student interest in increased Gold Line / 19th Ward Shuttle hours on weekend afternoons. The results below present raw data, and do not necessarily reflect the recommendation of the Students' Association Government, or the opinions of its leaders.

The Survey

135 Unique Responses (presented). 292 Total Responses.

Question #1:

Do you utilize the Gold Line / 19th Ward Shuttle service during the week?

Yes	No
132	2

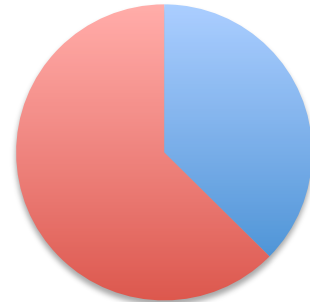
Question #2:

Which day would you prefer to have afternoon shuttles added to the Gold Line or 19th Ward Line?

Saturday	Sunday	Neither	Both
7	11	2	112

If both: If you *had* to choose between days, which is of higher importance to you?

Saturday	Sunday
39	66



63% of students surveyed value **Sunday** shuttles over **Saturday** shuttles.

Question #3:

Which of the following weather situations would you utilize the shuttle in?

Sun	Rain	Winter	Other
66	109	113	17

Other responses:

- Safety at night
- When I am in a rush and am worried about finding parking on campus.
- Walking with a cello is more of a pain than walking in rain or snow
- COLD!
- Even if its sunny and I'm in a rush
- Early and late in the day, after the sun has set



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- Busses are the quickest way to get to campus. I often have very heavy loads to carry to and from campus and it is extremely difficult to walk especially in the winter
- Cleaning of my car in Rochester snow takes an inconveniently long time, so its hard to schedule my days, working with a bus would be much easier
- When its windy and nasty
- Windy and miserable
- Late at night
- Walking there in the dark is nerve-racking
- Early morning
- I would ride the bus in all weather situations because I have health issues.
- Windy days- so every day in the winter
- Late at night
- Continuous; 5-6pm Th-Sun and 1-2am Sun-Wed

Question #4:

Do you have a car at UR?

Yes	No
48	87

If yes: Do you use your car to drive between Riverview and campus on weekends?

Yes	No
79	8

Question #5:

Please share any other comments regarding Riverview transportation:

- The lack of transportation during the day over the weekends is a real pain. A lot of meetings and study groups take place on the weekend, and getting there without the shuttle is difficult in some conditions. Plus, it gets darker earlier now, usually before the Gold line starts up again at night, and it is not comfortable to walk over to campus.
- It's not so much that I mind walking to campus on the weekend. The problem is that last year the sidewalk path was never cleared of snow and became so icy that the only way to walk without falling was to walk in the street. Even wearing hiking boots, the path was impossibly slippery. Either the school needs to provide weekend transportation or get permission from the city to clear the public sidewalk. Also, I've found the 7:30am bus to often be late, at times when I've needed to be on campus by a certain time. I understand sometimes the bus falls behind out of its control, but there isn't any excuse for the first one.



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- My daily schedule revolves around the times the shuttle leaves at the current location I'm in.
- I would like to see the buses run later. as it stands the last bus leaves ITS at 12:30 or 1:30. I find that I am frequently still working at these times and it would be nice to not have to make the decision between having to stop what I am working on or walking home. One suggestion would be that after these times instead of looping the buses have a bus wait at ITS and provide rides as they are needed. This would save on gas and allow for students working late to be able to get home with out walking in the cold or wasting securities time.
- If there was a bus on Sunday that I could use instead of my car, I definitely would.
- The buses need to get more reliable in the snow; whether that means more buses or elongating time between routes, time expectations need to be met.
- I would really appreciate having a shuttle from Riverview on the weekends. It wouldn't necessarily need to run as frequently, or start as early, as the shuttle during the weekdays. Even if it started at noon or 1pm and only ran every hour or ever half hour, that would be amazing.
- Buses run late sometimes for the entire day- this is annoying.
- Weekend shuttle buses would be a huge help. I often don't have enough time during the week to get all of my errands on campus done, and so I frequently require a trip to campus on the weekends, which I don't enjoy doing when it's cold and snowy. Additionally, if I'm going to the library to do work, I would much rather use the shuttle than walk because of all the books I have to carry. There are also a lot of clubs that h ave meetings on the weekend, and it's much faster to take the bus than walk in inclement weather.
- Riverview shuttle times really need to be expanded to the weekends. When the weather is disgusting, it's terrible trekking across the bridge (which is almost ALWAYS windy, making disgusting weather even worse) in order to get work done. When Riverview residents have events on campus on weekends, those without cars (and there are many of us!) have to carry everything we need over with us and it is a huge hassle. On t op of that, we have been encouraged not to walk alone when it gets dark out. In the winter months when it gets dark early, there is no shuttle service for about two hours on the weekends in the dark.



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- It is going to be a huge pain to de-freeze/unbury/warm up my car and buses are safer so I would take the bus if I could.
- I have encountered several times when the Riverview shuttle was unreliable and did not show up. This caused me to be late to work once and late to a meeting once. Other times it delayed my schedule and wasted my time. I think it would be better if there were two shuttles circling so that there is one leaving every 15 minutes during the day (instead of every 20 minutes) and the evening (instead of every 30 minutes) . Especially since the snow is going to slow down traffic, the shuttle is more likely to be late during the day (with only 20 minutes to make a round trip). I also recommend having shuttles during the day on weekends since not all Riverview residents have cars. If you are unable to fund shuttles during the day on weekends, at least have the shuttles start earlier than 6pm because in the winter it gets dark much sooner than that.
- Weekend shuttles are important- the only buses that go to Wegmans are on Saturdays and Sundays. It is impossible to go to Wegmans in the morning because there is no way to carry groceries back to riverview without a bus. That's why starting the gold line at 6pm is inconvenient
- I have an allergy to the cold and because of the lack of buses I cannot attend 10:30am Catholic mass on campus :(
- I like how there are two buses now in the morning hours when a lot of students want to take them. However, if there are two buses, the first bus should still leave at the scheduled time so that it can remain on schedule. It should also NOT pick up students along the route because it is theoretically filled to capacity . The extra bus can pick up stragglers at Riverview and along the route. Keeping on schedule is much better this year than last year. I would like it if the 5pm bus wouldnt decide to not show up randomly. It is extremely inconvenient. I think that daytime (say, starting at noon) buses existed on the weekend. Students still want to go to campus because we need to use the library or study or have recitations on the weekends too. It would be great if the evening bus drivers wouldnt fall asleep or be unfocused and leave the bus stop 6 minutes late. I would like to always know the name of my driver. It makes it less awkward if I ever have to speak with them or if I want to leave comments.
- I work on the weekends and it is very inconvenient not to be able to depend on the shuttle. I often go back and forth to campus two or three times on the weekends, which means four or six walks over the footbridge in freezing weather carrying a heavy bag of books.



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- During the week and on weekends it would make more sense to start and end the shuttle at Riverview rather than campus. Especially since classes get out at 4:40 but we have to wait an hour to get back to Riverview if I don't feel like walking because the bus ends at campus at 5 rather than Riverview.
- I would certainly use the buses if they were offered on the weekends.
- I think one of the biggest problems is the time gap on Thursdays and Fridays from 4:40 to 5 pm. In the winter it gets dark by 5 and I'm a little girl who does not feel safe walking in the dark, especially with my laptop or other valuables. Another problem is that the buses don't run late enough. Frequently I'm on campus studying or rehearsing until after 12:30. And 1:30 on weekends is not nearly late enough. Its not safe to have people who were out drinking walking back to riverview at 2 in the morning drunk.
- I think shuttles on the weekends would be EXCELLENT. I know I would definitely not use my car to get to campus on the weekends (and thus alleviate weekend parking strain in certain lots) if there were a shuttle, but as it stands, it's far too cold some days to walk to campus with the wind and distance.
- Bus transportation during the winter months is every important. The earlier shuttle service can begin on weekends the better. The library and starbucks open at 10am on weekends. i would take the earliest shuttle available on weekend days.
- I prefer not to drive between Riverview and campus, but when there are no buses and the weather is bad, I drive. It is a waste of gas. Last year I did not have a car and walked between Riverview and campus when no buses were offered, and I remember wishing there were buses. I hope this survey leads to changes!
- PLEASE GET THIS BUS LINE!!!!
- I work in a lab on campus on the weekends and its a pain that I have to schedule leaving earlier because there are no buses. This is going to be more brutal once the weather gets really bad. i lived in GLC last year and even though there was no Park Lot shuttle on the weekends, we at least had the Blue Line option but for Riverview its Gold line or nothing.
- If it is possible please tell the night bus drivers to be more timely. Morning drivers are very good about being on time but some of the night ones don't seem to care about it.



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- I think the most ideal shuttle situation for the weekends is starting a shuttle at 12pm when people will most likely start using them on the weekends and having them go until the normal route that begins at 6pm. I really appreciate this survey and can't wait until the trial period in the Spring semester. I REALLY hope they continue the buses after the trial period!!!!!!
- At the beginning of the Fall 2009 semester, the Riverview shuttle was very punctual - you could almost set your watch by it. Lately, within the last 4-5 weeks, the shuttle has been either barely on time, or late. This is understandable when it is snowing out, but considering there has been no snow of considerable amount until recently, it doesn't explain why the bus was late in weeks prior. Please tell drivers to follow the schedule or else tell them they will be replaced. Additionally, if the management believes the buses will inevitably be late during the winter months, then change the schedule to meet those conditions. Thanks.
- Having additional shuttles run on the weekend would be EXTREMELY appreciated, especially for those of us who regularly visit the gym, are always in the library, and eat on campus.
- I would also like to have at least one Zipcar in the Riverview parking lot; this would be a lot easier than currently walking to campus on the weekends and retrieving a Zipcar to use for the day, then return it at Library Road and walk back to Riverview. I know I'd rent the Zipcar much more often than I do now if there was one available to me in the Riverview lot.
- unreliable in the snow.. makes us last for classes and could make us late for finals which would be really bad. need some sort of update system to let us know how late the busses are running
- There has been instances where the driver was late arriving and late leaving.
- The new bus driver (the woman) makes me very nervous. She talks to herself and seems to constantly have issues on her bus trips. There also doesn't seem to be proper communication for the buses returning from bar parties. I recently went to a bar party and left at 1:30am and my bus driver didn't know anything about taking us back to Riverview.
- I like the bus service and think that Its extremely helpful, but it would be more helpful if we had it over the weekend



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- The Riverview Shuttles have been amazing! But it would be really really great if we had weekend shuttles-this would make it easier to grab the Green line to go to the mall or grocery shopping. It would also be nice to have a bus during the day on the weekends because it's safer, the bridge can get icy, and this is Rochester-so it's usually cold. Thanks!
- With the number of students living in the 19th Ward during the year increasing steadily year-to-year, an expanded shuttle schedule would benefit not only those living in the Riverview apartments, but also all those that live anywhere near the shuttle route.
- I work on campus on the weekends, and with the weather getting worse, having transportation on the weekends would be great. It would help save time especially since students are crunching for time to study for exams.
- Add busses that run between 5 and 6 p.m. during the week! It's dark by this time so walking back to Riverview is not as safe.
- There should be shuttles between 5 and 6pm!
- Shuttles wouldn't be a big deal for me since I drive to campus on weekends, and I definitely don't see a need for them to be added with the same frequency that they have during the week.
- Shuttles wouldn't be a big deal for me since I drive to campus on weekends, and I definitely don't see a need for them to be added with the same frequency that they have during the week.
- They have really been fantastic and I feel bad actually asking them to take time out of their weekends to drive us. Everyone needs a break and it's really only a 10 minute walk.
- Although I have a car, it is close to impossible to find a parking spot on campus on the weekends, so I usually walk instead of driving to campus.
- Especially during the winter / cold weather, it really sucks walking to/from campus. even if it's only during winter, it would be so awesome if there were buses Saturday / Sunday. I'm afraid I'll end up being cocooned in Riverview if there's no warm way to campus!



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- I STUDY AT THE LIBRARY ALWAYS - weekends included. I WORK OUT AT THE GYM - weekends included. I DONT FEEL SAFE WALKING OVER - always. AND I HAVE NO CAR. THE WEEKEND RIVERVIEW BUS IS THE BEST IDEA YET!! PLEASE MAKE IT HAPPEN!
- i don't feel safe walking in the dark, and it gets dark really early now that it is the winter.
- Why does the bus stop SO early during the day? The Blue line and Red Line run much later, so it doesn't make sense that the riverview buses end so early. Many people have extracurriculars on campus that run and it would be nice to be able to catch a bus back. I have to call security every night for a ride back after 12:30...if 2 more hours could be added to the schedule it would SUCH a good help!
- Definitely makes living at Riverview much more convenient and is helpful when it isn't always safe to walk around at night around here. Thanks for providing it
- The buses this year have been fantastic. Almost all of the drivers have been incredibly friendly and I have really appreciated this year's bus schedule change (from last year). It is very easy to remember the schedule now!
- It is absurd that buses do not run during the day on the weekends. Since we are prided on having students who are very studious, it makes no sense that there wouldn't be transportation to the library on the weekends. Additionally, the 19th ward is UNSAFE. No matter how much the school is working to assimilate us into that area, it is not safe for students. Not having buses is asking people to put themselves in danger when they need to get to campus.
- It would be nice to at least have a shuttle that starts in the early afternoon, instead of 6pm at night.
- The buses have been great this year. The drivers are friendly, and the times have been right on schedule! Adding buses on the weekends would be great, however I feel ever 20 min would not be necessary, maybe every 30 min or hour.
- They don't have to run often, but have the transportation still there. GLC gets a bus and there are activities on campus that we would like to be able to go without freezing or getting wet



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- I think it absolutely crucial that riverview has buses that run over the weekend. Especially since the buses provide students access to the river campus bus terminal which in turn provides students transportation to other locations throughout the city such as wegmans (which is necessary for students to travel to on the weekend for grocery shopping). It doesn't make sense that in harsh weather conditions, students aren't provided transportation opportunities to the main campus.
- There's so much concern about having security at the frat quad, but all of the problems have been involved with walking around campus and to/from Riverview. If there are no buses, then that's endangering the students in an actual threatening situation, whether it be the weather or issues with walking around campus safely. This just doesn't seem to make sense to me.
- Please provide buses on the weekend -- at least during winter!
- I would like a shuttle between 5 and 6pm. It is a really inconvenient time not to have a shuttle. Also the 7:30am bus from Riverview is always late. This is really inconvenient and frustrating. Also, when it's snowing it would be nice to have a hotline to see if the shuttles are on time. There is nothing worse than standing out in the snow waiting for a bus to come that is going to be 20 minutes late. I have tried calling the number for transportation, but no one answered.
- I appreciate that the Gold line runs until 2:00am on Thursdays and Fridays. I hate that to do this there must be a 1-hour gap in service between 5:00pm and 6:00pm. Extending service shouldn't come at a sacrifice of losing service at an important hour. The 6:00pm bus is always full and there are always people waiting out the shuttle for an hour. It is EXTREMELY frustrating to give roommates rides to campus on a regular basis myself because the bus isn't running late enough and they're not entirely comfortable walking on their own at night. Extend night time shuttle service.
- I only use my car to drive between Riverview and campus on weekends because there are no buses until early evening. If there was a bus I would most likely use that instead of driving because it wastes gas and it's a pain to find parking on campus.
- While I do have a car at UR, it's much more challenging to have to dig the car out after a snow storm if I need to get to campus on the weekend, so a shuttle would be excellent. Furthermore, if it maybe began in the afternoon (the first one leaving RR @ 12PM for example), I feel like that would certainly still be useful



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and could save the University some money instead of having it run starting early in the morning like the weekdays.

- It is imperative that we have shuttles on both Saturdays and Sundays. Not only is it dangerous to not have shuttles in the winter when it gets dark early, but it's also horrible to walk when it's freezing outside. PLEASE PLEASE PLEASE have shuttles on both Saturdays and Sundays!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!
- We really need buses during the days on the weekends!
- Is there a way we could find out ahead of time when buses are running late due to weather? A website or hotline with updates would be very helpful.
- Is there a way we could find out ahead of time when buses are running late due to weather? A website or hotline with updates would be very helpful.
- PLEASE!!!! We need weekend shuttles, desperately! Please add morning shuttles as well as afternoon shuttles, because it is difficult to walk in the snow with school supplies and other precious cargo.
- Sometimes it can be difficult finding parking especially in Library Lot on the weekends when there's a sporting event and the other team is tailgating in the parking lot. That is extremely frustrating. Also, I think it's a waste for me in the winter to have to go warm up my car and let it warm up for at least 5 minutes before I drive to campus which takes about 7 minutes. It would be much more convenient to just take the bus and I would be using less gas. Walking in the parking lot is icy and dangerous too. I think the buses should run during the weekends, but less often so at least there are shuttles.
- It would be great to have day time shuttles on the weekend because all the other living areas have some kind of day time shuttle on the weekend including Eastman.
- The bus is really nice to get to campus and have a place to study. It's also useful when I bring back shopping from the mall or Wal-Mart.
- Shuttles seem to be more consistently on time this year. Thanks!!
- I am please with the usual promptness of the service. The decision to have these buses run on weekends sound great. One thing is that the schedule can be changed up so they don't run every half an hour but rather every hour or two



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hours. That way given the weather it will be good for students to plan their trips accordingly

- We study on Saturdays. This is a really good university and we study on the weekends. If it's a blizzard...let me study on campus
- I think it's stupid that you have to ask if we want a bus when it is 20 degrees or less and snowy/icy outside. Would you want to walk to campus in that? Just think about it. Also, you know when you run buses to the mall and things on Saturday and Sunday. How is it fair that people without cars can't go on these outings because the buses don't start until 6pm?
- I think the shuttles have been amazing this semester. I was a little wary of living in Riverview, but the shuttles really made it possible. Also, most of the drivers are really nice and make the ride that much more pleasant. I currently drive to campus on the weekends, but wouldn't if there was a shuttle in the afternoons. I think that public transportation helps us stay green and is a great alternative to individual car use.
- Late night Riverview shuttle service needs to be increased as well, at the very least during Sunday to Wednesday. It is not reasonable to have shuttle service end so early, even though many students like myself would like to study in the libraries later into the night. Ideally, they should be increased till 2am for everyday of the week. I've found myself walking to Riverview late at night over the pedestrian bridge because of forgetting that the limited bus service ends at 12:30am on Sunday, for instance. This is rather unsafe.
- It gets dark really early in the winter, and I don't feel safe walking.
- The first bus to Riverview in the morning is usually late. Also, the gap between day shuttles and night shuttles (5-6) is an inconvenient time to have such a large gap. I would love the shuttles to run later on Thursday/Friday/Saturday night until at least 2 am.
- The first bus to Riverview in the morning is usually late. Also, the gap between day shuttles and night shuttles (5-6) is an inconvenient time to have such a large gap. I would love the shuttles to run later on Thursday/Friday/Saturday night until at least 2 am.
- The bus service is great, I love the drivers and really appreciate what they do for us. I would appreciate buses running during the weekend when the weather is bad.



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- no transportation to library sunday morning/ early afternoon is very detrimental to my studies.
- I don't live in Riverview, but I think that this would be a valuable service for those of us that need to get over to the 19th ward for community outreach events. Could you extend the 19th Ward line instead of the Gold line?