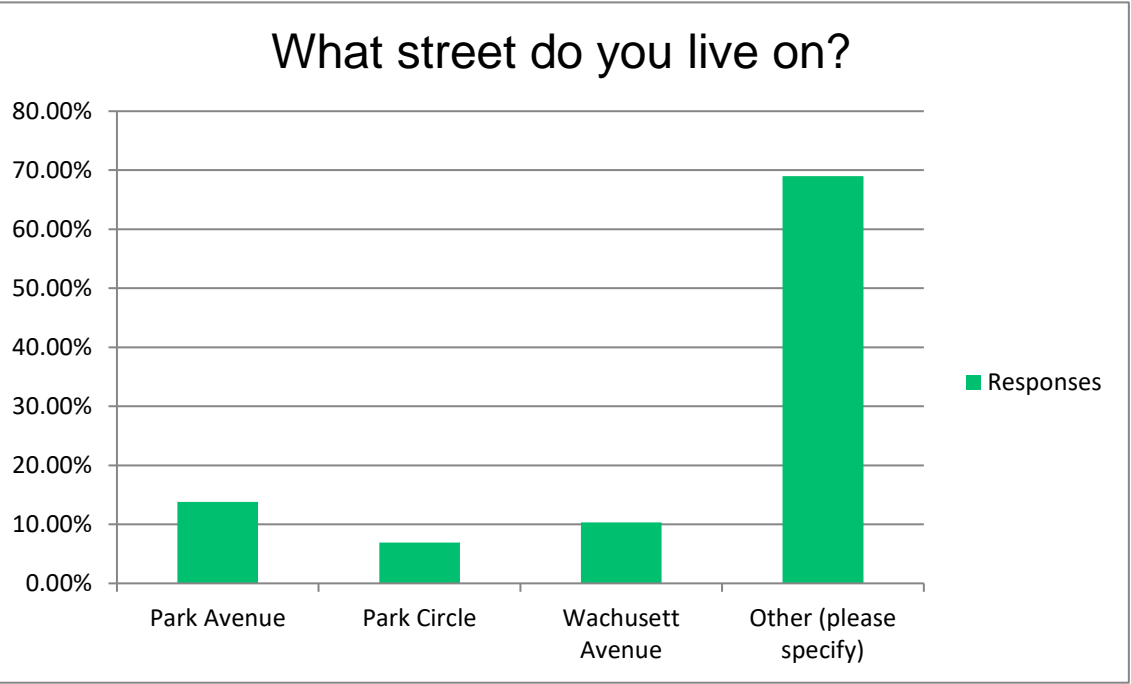


# MBTA | Park Ave and Wachusett Bus Stop Changes Community Survey

## Question 1: What street do you live on?

Answer Choices	Responses	
Park Avenue	13.79%	12
Park Circle	6.90%	6
Wachusett Avenue	10.34%	9
Other (please specify)	68.97%	60
Answered		87
Skipped		0



## Question 1 "Other" Responses

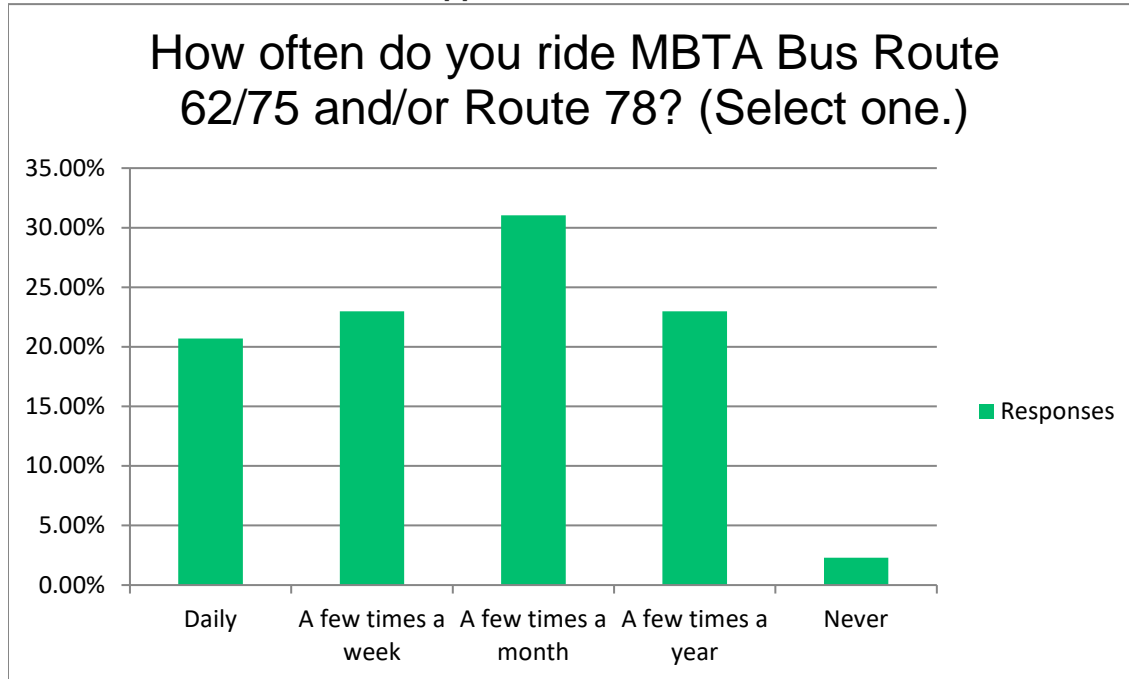
Number	Response Date	Other (please specify)
1	Dec 21 2021	Quincy St
2	Dec 19 2021	Bedford St
3	Dec 19 2021	RENFREW St
4	Dec 19 2021	Paul Revere Road
5	Dec 18 2021	Valentine Rd
6	Dec 18 2021	Gray
7	Dec 18 2021	Renfrew street
8	Dec 17 2021	Gray St.
9	Dec 17 2021	George Street
10	Dec 17 2021	Williams Street
11	Dec 17 2021	Evergreen Ln
12	Dec 17 2021	Grandview Road
13	Dec 17 2021	Grandview Road
14	Dec 17 2021	Florence Ave
15	Dec 17 2021	Westminster Avenue
16	Dec 17 2021	Florence Avenue
17	Dec 17 2021	Scituate Street
18	Dec 15 2021	Glenburn Road
19	Dec 14 2021	Bellington Street
20	Dec 13 2021	Lehigh St
21	Dec 13 2021	Chester Street
22	Dec 10 2021	Glenburn Road
23	Dec 09 2021	Crescent Hill Ave
24	Dec 09 2021	Ashland
25	Dec 09 2021	Appleton
26	Dec 09 2021	Selkirk
27	Dec 08 2021	Claremont ave
28	Dec 08 2021	Aberdeen Rd. Arlington
29	Dec 08 2021	Appleton Street
30	Dec 08 2021	Summer St
31	Dec 08 2021	Perth Rd

32	Dec 08 2021	George St
33	Dec 08 2021	Fountain Road
34	Dec 07 2021	Renfrew street
35	Dec 07 2021	Cliff Street
36	Dec 07 2021	Fountain Rd
37	Dec 07 2021	Bellington Street off Eastern Avenue
38	Dec 07 2021	George Street (two blocks from Wachusett)
39	Dec 07 2021	Renfrew St
40	Dec 07 2021	Spring Ave
41	Dec 07 2021	Appleton
42	Dec 07 2021	Hillside Ave
43	Dec 07 2021	Huntington Rd
44	Dec 06 2021	Fountain Rd
45	Dec 06 2021	Appleton
46	Dec 06 2021	Scituate Street
47	Dec 06 2021	Fountain Rd
48	Dec 06 2021	Mount Vernon Street
49	Dec 06 2021	Rhinecliff
50	Dec 06 2021	Cedar Ave
51	Dec 06 2021	Puritan
52	Dec 06 2021	boulevard rd
53	Dec 06 2021	Hillside Ave
54	Dec 06 2021	Grandview Rd
55	Dec 06 2021	Ashland St.
56	Dec 06 2021	oakland ave
57	Dec 06 2021	Cedar Ave
58	Dec 06 2021	Kilsythe Road
59	Dec 06 2021	Surry rd
60	Dec 06 2021	Florence Ave

## MBTA | Park Ave and Wachusett Bus Stop Changes Community Survey

**Question 2: How often do you ride MBTA Bus Route 62/75 and/or Route 78? (Select one.)**

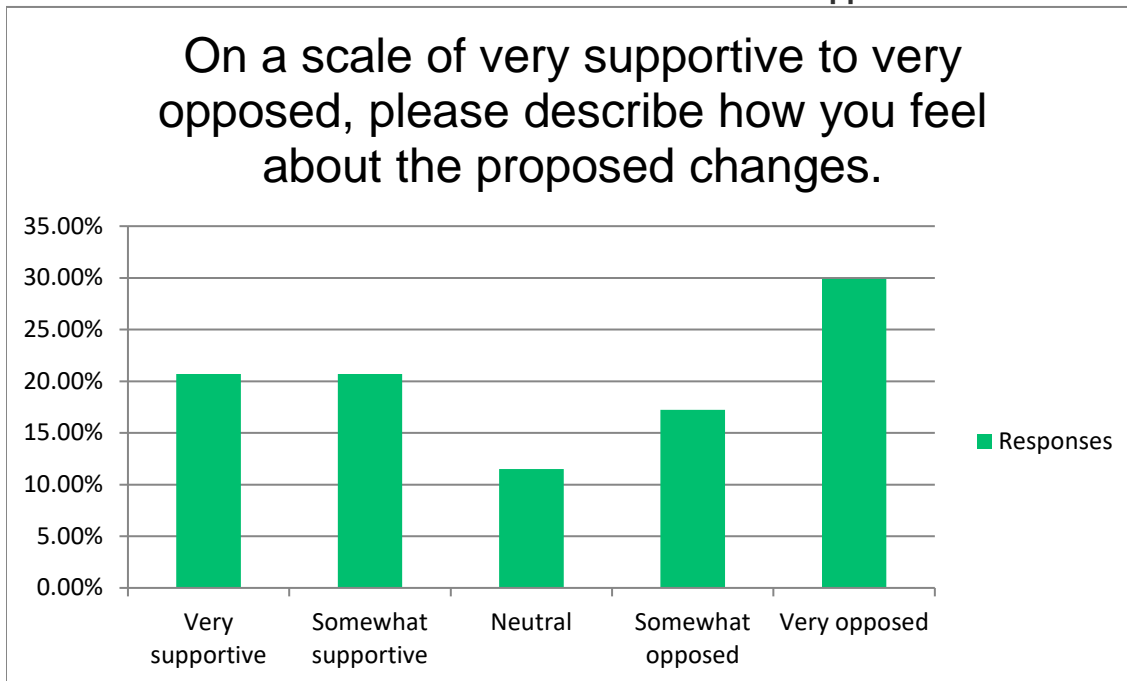
Answer Choices	Responses	
Daily	20.69%	18
A few times a week	22.99%	20
A few times a month	31.03%	27
A few times a year	22.99%	20
Never	2.30%	2
<b>Answered</b>		<b>87</b>
<b>Skipped</b>		<b>0</b>



## MBTA | Park Ave and Wachusett Bus Stop Changes Community Survey

**Question 3: On a scale of very supportive to very opposed, please describe how you feel about the proposed changes.**

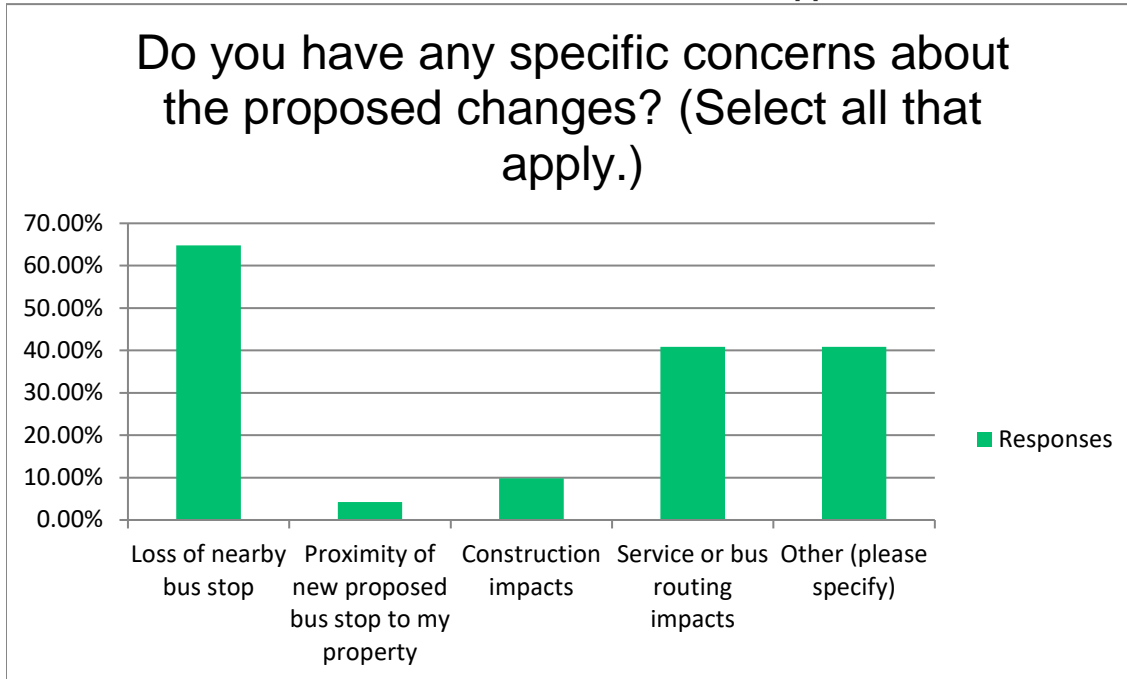
Answer Choices	Responses	
Very supportive	20.69%	18
Somewhat supportive	20.69%	18
Neutral	11.49%	10
Somewhat opposed	17.24%	15
Very opposed	29.89%	26
<b>Answered</b>		<b>87</b>
<b>Skipped</b>		<b>0</b>



## MBTA | Park Ave and Wachusett Bus Stop Changes Community Survey

**Question 4: Do you have any specific concerns about the proposed changes? (Select all that apply.)**

Answer Choices	Responses	
Loss of nearby bus stop	64.79%	46
Proximity of new proposed bus stop to my property	4.23%	3
Construction impacts	9.86%	7
Service or bus routing impacts	40.85%	29
Other (please specify)	40.85%	29
<b>Answered</b>		<b>71</b>
<b>Skipped</b>		<b>16</b>



## Question 4 "Other" Responses

Number	Response Date	Other (please specify)
1	Dec 23 2021	Cutting low ridership stops makes ZERO sense on a bus route. If nobody's there, the bus already doesn't stop!
2	Dec 19 2021	SIDEWALK SAFETY and PARK CIRCLE SERVICE and SAFETY ISSUES
3	Dec 19 2021	for me. Due to COVID, I am not willing to travel on the Red Line so I depend on the 78 for getting to and from work.
4	Dec 18 2021	loss of lawsuit SHOULD NOT affect customers;
5	Dec 17 2021	No. I think this will speed things up.
6	Dec 17 2021	Completely misguided approach to public transit as a matter of social policy
7	Dec 17 2021	Concern that the 78 bus will still go to Park Circle.
8	Dec 17 2021	Having both buses stop at Park Ave and Wachusett helps especially rush hours, fastest way to get to red line. Also with removal of this stop and Hillside and Wachusett makes harder to access, especially during bad weather this stop has more room to maneuver .
9	Dec 16 2021	I am handicapped and desperately need the service stays the same
10	Dec 15 2021	I have disabled neighbors including a blind person who will have to cross a major roadway to access the bus if you eliminate the Park Circle bus stop.
11	Dec 13 2021	the turn off the access road. Cars will be stopped either in the intersection or pushed back onto the access road, missing the light, and many will then speed thru at yellow (or red) causing safety issues to pedestrians. Too say nothing about the traffic tie-ups during construction, as we have already seen first hand during the recent construction on Park Ave, each morning for the past month you never know what's happening down there. Leave the stop where it is or push it past Cedar St and before the turn up towards Park Circle
12	Dec 08 2021	None
13	Dec 08 2021	Having to cross Park Ave in the dark would definitely be tricky
14	Dec 08 2021	Having to cross Park Avenue to go into town.
15	Dec 07 2021	Danger to pedestrians/riders
16	Dec 07 2021	I support whatever makes the bus run more frequently during rush hour
17	Dec 07 2021	losing freq and closer stop.. save both routes !!! DO Not eliminate plzzz
18	Dec 07 2021	Park and Cedar inbound gets tangled in traffic. Park and Wachusett is needed to safely board. Outbound changes remove far too many stops in this area
19	Dec 07 2021	overall loss of previous 76 service
20	Dec 07 2021	Safety: in winter crossing busy Park Ave is difficult for anyone and almost impossible for handicapped persons. The crosswalk at the fire station is badly located because there are no sidewalks on the lawn of the watertower connecting to sidewalks on the east side of Park Ave.
21	Dec 06 2021	The park circle stop allowed getting on and off without dealing with Park Ave traffic. Concern about heavy traffic around Park Ave stops.
22	Dec 06 2021	Completely ridiculous .. Fails to take into account hilly terrain .. Another case of 2D logic in a 3D world

## MBTA | Park Ave and Wachusett Bus Stop Changes Community Survey

### Question 5: Do you have any other comments, questions, or concerns?

Answered 58

Skipped 29

Number	Response Date	Responses
1	Dec 24 2021	Park Ave is frequently used by trucks and heavy construction vehicles, creating significant noise and air pollution. While I support the continued use of Park Ave for MBTA buses, they too are very loud and polluting. When will the MBTA modernize its fleet to reduce the impact (especially noise impact) of the buses going up and down Park Ave?
2	Dec 19 2021	The much greater distance between stops caused by this proposal and poor sidewalk conditions therein are a safety hazard for users .... snow removal a major issue... gbuckley@fas.harvard.edu
3	Dec 19 2021	In the winter, many of the bus stops are not shoveled or cared for by abutting neighbors. I hope that any construction or accessibility modifications you make will account for preventing snow and ice accumulation at bus stops and/or inspire neighbors to help care for these stops to make them accessible. Especially in Arlington Heights, ice melt and re-freezing can make accessing bus stops safely very challenging.
4	Dec 18 2021	As mentioned by several folks during the meeting, the idea that forcing people to travel longer distances in potentially treacherous conditions will increase accessibility seems misguided. I fully support improving bus stops, as I have previously used poorly maintained stops on Park Ave., and they could be dangerous even for well-abled folks. I concur with the expressed opinions that it can be extremely dangerous to walk down these hills during icing conditions.  At the meeting the assertion was made that eliminating stops could allow for more frequent service. I wonder if this will actually be implemented. (Sorry I was not at the meeting to hear the response)  As always, I am concerned about using ridership as a metric when deciding to reduce service levels. Ridership is down now due to COVID (which makes sense, since it would appear that bus is the most risky choice). If service is cut, that will very likely have a negative impact on ridership. Eliminating these stops is definitely a service reduction for the people living near the affected stops. I am fortunate to live close to unaffected stops, but I agree with the concerns voiced by those who live nearby.



5	Dec 18 2021	The Park and Oakland stops that will be removed are daily used by middle school students going to ottoson. Distance from the next stop (Florence) is long and up hill. Please keep those stops. Thank you.
6	Dec 18 2021	Why were no town officials present at zoom meeting?
7	Dec 17 2021	Glad to see a reduction of bus stops that are so close to each other now
8	Dec 17 2021	This will be better for riders on the 62.
9	Dec 17 2021	If you are serious about public transit as a useful and realistic alternative to more private vehicles, you must make it MORE frequent, it must run in MORE residential neighborhoods, it must be funded primarily or mostly by tax money and not depend on fares for revenue, it must run ALL the time so that using it for short errands is feasible. Elderly people are almost by definition among the disabled: eliminating stops, ESPECIALLY on hills, makes transit inaccessible. Rich working people have choiuces: this plan soaks the poor and punishes the unemployed.
10	Dec 17 2021	Please ensure the 78 bus still goes to Park Circle.
11	Dec 17 2021	The more buses the more people will use.
12	Dec 17 2021	No
13	Dec 16 2021	I cannot get to some place within the line if the number of stops is reduced. Particularly disabled people rely on this bus service; removal of stops means severing the means for them to move around.
14	Dec 15 2021	Please retain the Park Circle stop as a safety measure for my disabled neighbors.
15	Dec 14 2021	Getting rid of the park avenue at appleton street bus stop will be a significant inconvenience to me
16	Dec 14 2021	<p>It's a mistake to eliminate the Park Circle loop, just for the sake of efficiency. Efficiency can't be the MBTA's first concern. It seems like these changes are being made in order to comply with ADA regulations, a good thing. Ironically, however, the two actual disabled people at the community zoom hearing on this matter clearly stated that the proposed changes will make their commuting lives worse—if not downright dangerous.□</p> <p>□</p> <p>I strongly urge the MBTA to reconsider their decision to eliminate the Park Circle loop. It's hasty and ill-considered, and will have a terribly negative impact on the 78 bus riders who depend on it for transportation and who would be forced to cross Park Ave in order to catch an inbound bus—again, a dangerous enterprise.</p>
17	Dec 13 2021	My concerns center around the proposal to eliminate Park Circle from the 78 bus Route. The other proposed changes make sense in the context of the Safety Improvements Program.
18	Dec 13 2021	See above

19	Dec 12 2021	<p>Hi! My main issue is with the loss of the current park circle @ park ave stop. I work as a nurse at MGH and take the either the 78 bus into Harvard to meet the red line or the 62/76 in to Alewife depending on my shifts. I often leave very early in the dark and come back late in the dark. I am young, and do not feel super comfortable walking long distances alone when few other people are awake/around. The loss of the current park circle @ park ave outbound stop in particular will add a much greater distance for me to walk to get back home. □</p> <p>I'm guessing that part of the idea with this consolidation was to eliminate the amount of times the bus goes around park circle, but I've used this stop my entire life, at all times of day, and can say that it is used by many people, many of whom live far into the neighborhood and will also have a much longer walk home, like me. □</p> <p>This stop is also the only bus stop in the area with a physical bus stop structure, which is very convenient especially when it is raining or snowing. □</p> <p>Ideally I would love to see the current park circle @ park ave stop remain as both an inbound and outbound stop, as the new proposed stops will for both inbound and outbound will both increase my walking distance.□</p> <p>I also do not think the proposed new park ave @ park circle stop would make things more convenient for both the bus drivers or the people riding the bus because the bus will still have to go around the circle to reach it and it is now farther for every person who lives outside of the neighborhood surrounded by the bus route and the highway (Arlmont area), which is the majority of the citizens of the town, and instead closer to other stops that already exist for those living there. □</p> <p>Thank you for listening/reading, I know this was kind of long, and I do know that the intentions behind these proposed changes are good. I do however feel very strongly about the current park circle @ park ave bus stop.</p>
20	Dec 09 2021	<p>The Park Ave @ Park Circle stop is the only one with an actual shelter/clear bus stop. Why not just improve that one? Also removing the park circle/park ave stops cuts off more than half of Arlington heights from easily accessing the bus. Additionally, the proposed new route has much longer distances between stops which adds to the commuter time. This is worsened by the weather which is snowy/rainy for more than half the year. People will have to walk closer to the highway which could potentially be dangerous for students using the bus, or walk further out of their way into the Dallin neighborhood. I am also concerned that these new changes will drive more people to take their cars as opposed to attempting to figure what their new stop is or walking further, which will, in turn, put more people on the roads which is bad for traffic and the environment. Accessible public transportation has shown to be essential for allowing access to jobs, helping the environment equity, and more. Building a new stop a block away from current stops as opposed to just fixing them does not make sense.</p>

21	Dec 09 2021	Family of 4 - all use the bus. We don't understand the new routes and stops. The explanation you sent is very difficult to understand. Why are some stops there in the morning but not in the afternoon?? We are very concerned at the impact this will make on our family which includes 2 20-somethings who work in Boston and don't have enough money to buy a car.
22	Dec 09 2021	Anything to speed up the bus line! Extend the red line!
23	Dec 08 2021	I understand the need to <input type="checkbox"/> Reduce stops but I hope this won't impact frequency of routes and opportunity to get on. There's nothing more infuriating than waiting at a bus stop only for the bus to drive by full.
24	Dec 08 2021	No
25	Dec 08 2021	Right now there is a stop on Park Ave. very near my home. I'm over 70 and this proposed change will mean that I will have to walk up a steep hill to the nearest stop. I will be much more likely to use my car rather than public transportation if this change is made.
26	Dec 08 2021	Good plan
27	Dec 08 2021	I hope a sheltered waiting area for the bus stop will be located at each proposed spot; a bench/seating at each stop would be supportive of use.
28	Dec 08 2021	(Not the topic of this questionnaire, but I was very disappointed when the 84 was discontinued; I hope that if ridership rises post-Covid, it will return)
29	Dec 08 2021	It's really hilly in the area, i would rather more stops and the bus just goes by if no one is there
30	Dec 08 2021	What will the route of the 78 bus be?
31	Dec 07 2021	I rely on this bus to go to doctor appts in Boston as I do not drive and this would impact me greatly
32	Dec 07 2021	Do not remove the stops inbound at Park Circle. Dangerous to have to cross the street. <input type="checkbox"/> Why is this being done??! You are cutting off access!!
33	Dec 07 2021	This seems to be based on pandemic data and does not account for an increase of ridership when things in general improve. <input type="checkbox"/> <input type="checkbox"/> What's happening with 84? is it ever coming back?
34	Dec 07 2021	In addition to eliminating the Park Circle section of the Rt 78 bus, the two stops closest to Park Circle are also going away. This is really awful for anyone living near or to the north and east of the water tower. If the point is to "improve accessibility", this plan does not take into account the steepness of Park Ave where stops will now be much farther apart.
35	Dec 07 2021	I do not understand the reasons for getting rid of stops. Are they going to make service more reliable? More on time? The goal of public transportation should be to make it accessible, not less. Easy to get to, not less. Safe to get to, not less by making residents cross dangerous streets in the dark and the snow. Please, don't allow these changes. Thank you!

36	Dec 07 2021	The fact that the 78 will no longer come around Park Circle means that anyone living to the east of Park Ave will need to cross Park Ave to catch an inbound 78. My husband is blind and it's very difficult and dangerous to cross Park Ave. Drivers often ignore the crosswalk, especially in the dark. I am very VERY concerned about this change.
37	Dec 07 2021	Eliminating the Wachusett/Hillside and Wachusett/Park stops leaves a relatively big gap. Additionally, please consider the steep slope of Park Ave. While stops may not look very far apart, eliminating stops will require riders to walk up steep hills for several blocks (reducing accessibility).
38	Dec 07 2021	Save both these routes and 84. Essential.. only public bus rts available to Alewife or Harvard Sq
39	Dec 07 2021	Plan generally ignores extreme hilliness of area and actual traffic issues at Park and West service road. Drivers regularly skip Park and Cedar so they can make the upcoming left turn, stranding anyone waiting there. Stops on Wachusett and Wachusett/Park are much safer. Outbound, safe crossing requires a stop at West Service and Park for the crosswalk, and another at Cedar/Park which is far enough away that congestion breaks up at rush hour so gaps appear to allow crossing.
40	Dec 07 2021	Extremely concerned about winter access to some proposed stop locations, which was already not great with existing stops (had to wait for bus on huge snowbank or in street)□ 76 service through Park Ave is still so little as to be nearly useless especially at off-peak times
41	Dec 07 2021	No
42	Dec 07 2021	The two stops on Route 78 closest to my house - Wachusett and Hillside, and Wachusett and Park, are both being eliminated. The new or remaining stops that are close by are not easy to get to - hilly terrain, bad or non-existent sidewalks that are often not shoveled in winter. Eliminating both stops means that I will be unlikely to ride 78 in the future.
43	Dec 07 2021	A stop near the intersection of Wachuset and Park would support that adjacent neighborhood behind Park. Two stops near Park Circle are too close and distances between stops to omit Oakland stop in that serves the neighborhood behind Park on that side of Park.
44	Dec 07 2021	Park Avenue's speed limit of 35 mph is a safety hazard, especially at the crest of the hill passing the fire station and heading toward route 2 because of quick changes and limitations to the line of sight for a driver who must react to pedestrians crossing the street. The existing location of the outbound stop on Park Ave at Wachusett handles this better than placing a stop at the crest of the hill,
45	Dec 06 2021	Park Ave is a very steep street for walking from Mass Ave so making bus stops further apart is nontrivial for those who have mobility issues. The stops may look close together, but the walking between can be a steep climb.
46	Dec 06 2021	I'm not very concerned about losing the Appleton St stop, but it is convenient to have.
47	Dec 06 2021	Complete non-starter...
48	Dec 06 2021	Please consider installing new cross walk to across Park Ave for the new Park Ave @ Glenburn stop

49	Dec 06 2021	<p>Regarding improvements to the Inbound stop Park@Cedar: I think that retaining this stop is a good idea, but elimination of BOTH Wachusett@Hillside and Park@Wachusett should be reconsidered, and one of those should be retained. I live on the Concord/Cedar/Park block, and this block is difficult to get to along Park Ave., because of the wide expanse of roadway at the Park/Cedar/Waverly intersection (which NEEDS to be redesigned from its present configuration to be more pedestrian-friendly). It's especially difficult in Winter when the town and its contractors regularly clear the snow from this intersection and store it directly IN the crosswalk along Park Ave. Additionally, there is no curb cut at the crosswalk, only one along Park Ave. closer to the bus stop, so for example, at present a wheelchair needs to travel along Park Ave. for several feet to get to the cut to complete the crossing. For these reasons, no one should have to cross this intersection to get to OR FROM a bus stop; it would be very good to retain stops on BOTH sides of this intersection, but on the other side the nearest one (for the 78) is Wachusett@Prospect, which is several blocks away.□</p> <p>□</p> <p>Regarding consolidation of the Outbound stops West Service@Park and Park@Cedar into Park@Glenburn: I believe I understand the thought behind moving West Service Road@Park around the corner to Park@Glenburn. My only concern is that the present stop is where people on my block get off the bus to cross Park Ave to the Concord/Cedar/Park block and other blocks farther up Concord Turnpike, and the present stop is right at the Park/Concord crosswalk. Moving the stop up to Glenburn makes pedestrian access to the neighborhood on my (the west) side of Concord Turnpike more difficult. This would be alleviated if there is an expectation of eventual return to separate weekday 62/76 service and/or 84 rush hour service.</p>
50	Dec 06 2021	Currently I don't need to cross Park Ave to catch a bus inbound or outbound. (I get on and off at Eastern.) I'm unhappy with the change that makes me need to cross Park Ave.
51	Dec 06 2021	changing the traffic patterns in an attempt to get more people to use it will backfire
52	Dec 06 2021	Losing 2 adjacent stops seems unfair
53	Dec 06 2021	I'm a little cranky to lose the stop at the top of Eastern Ave, but if this will make the route more reliable (especially inbound in the morning...) I'm all for it.
54	Dec 06 2021	Generally supportive of more efficient stops for easing trip times. Having ridden 62 daily for 20+ years, the rationalization of stop is welcome. Now, depredation of service frequency is another matter :-)

		<p>Pasting full answer from earlier question: <input type="checkbox"/></p> <p><input type="checkbox"/></p> <p>First, I assume ridership will increase post-pandemic so I'd hate to make permanent decisions based on current numbers. Also, I believe the peak of Park Ave at Park Circle/Watertower/FireStation is an important central location for all stops. It not only serves as easy-to-locate central gathering point for riders, but it is a safe spot in a visible, somewhat well-lighted area that's right next to the fire house and offers a crosswalk with a light on this incredibly dangerous street. (Side note: It's also usually clear of snow.) Finally, having multi-use stops for different buses allows morning commuters to socialize and allows alternative ways to get to the red line when one line is full or blows right past the stop. No issues with any other removals. I just think all buses should stop at the top of Park Avenue whenever possible.</p>
55	Dec 06 2021	
56	Dec 06 2021	Keep the frequency, or increase.
57	Dec 06 2021	From the available information, it is very difficult to understand the benefit of these proposed changes, and they should not be supported without a full understanding of the impact.
58	Dec 06 2021	<p>Concern that the decision is not based on usage data. <input type="checkbox"/></p> <p>Concern that the decision is based on pandemic period data and not reflective of previous usage</p>