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MOVING FORWARD



MPO Endorsed July 30, 2015

Chapter 3 – Public Input

Introduction

An important element of the development process for the RTP is public outreach and involvement. Towards this end, the MRPC utilized several public meetings as well as an online survey in an effort to solicit feedback on the needs and issues facing the region's transportation network.

Public Meetings

Meetings were centered on four key areas of the plan and held in various locations around the region in both the afternoon and evening. A mass electronic mailing was disseminated to various individuals, organizations and groups announcing the time and locations of these input meetings. In addition, all relevant information was posted to the MRPC website.



Table 3-1
RTP Public Outreach Meetings

Topic	Location	Date & Time	Other
Bicycle & Pedestrian Systems	MRPC Offices, Fitchburg	January 6, 2015 at 12:00 PM	Held in conjunction with the Montachusett Regional Trail Coalition (MRTC)
·	Ayer Town Hall, Ayer	January 8, 2015 at 7:00 PM	
History Contains	MRPC Offices, Fitchburg	January 21, 2015 at 7:00 PM	Held in conjunction with the MJTC
Highway Systems	Athol Public Library, Athol	February 10, 2015 at 1:00 PM	
Townsit Contains	Nu Café, Gardner	February 18, 2015 at 1:00 PM	
Transit Systems	Great Wolf Lodge, Fitchburg	February 18, 2015 at 7:00 PM	Held in conjunction with the MJTC
Environmental Systems	MRPC Offices, Fitchburg	February 25, 2015 at 1:00 PM	
MJTC/Public Outreach RTP Presentation	MRPC Offices, Fitchburg	July 15, 2015 at 7:00 PM	RTP Presentation during the comment period

Additionally, the monthly meetings of the Montachusett Joint Transportation Committee (MJTC) were structured to present RTP information and receive input. The following summarizes the meeting topics and the resulting comments from those attending.

Bicycle & Pedestrian Systems

Two meetings were held to discuss the state of bicycle and pedestrian use in the region as well as any issues related to their continued development, expansion and viability. Interest in bicycle and pedestrian issues was extremely high with a large number of participants and comments. Comments from each meeting included:

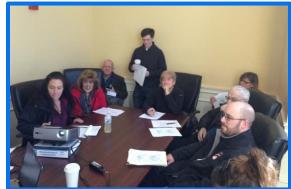


Table 3-2
RTP Public Outreach Meetings Bicycle & Pedestrian Systems

January 6, 2015 at MRPC Offices with MRTC

- Safety
- Education outreach to drivers & users
- Design reviews of projects, i.e. sidewalk locations
- Maintenance of access ways etc. especially in inclement weather
- Route 117 Leominster to Lancaster Promote increased reviews of connectivity issues by local governments
- Lighting is an issue, i.e. pedestrian visibility
- Improved driver awareness
- Training of community staff on design/access and best practices
- Baystate Roads workshops promotion develop incentives for communities to maintain knowledge
- Advocacy
- Bike racks on buses
- Connectivity between trails and attractions
- Consider safer, nontraditional paths (identify and promote)
- Promote outreach of data/information to users through kiosks, etc. (dissemination of information and options)
- Performance measure Identify core areas and identify connections for all; focus on and identify 5 to 10 to improve over X years
- Walk audits for communities
- Seek to increase trail mileage of region: include commuting trails; Twin City Rail Trail
- Connectivity as a goal
- Maintenance of trails as a goal
- Name Twin City Rail Trail in RTP
- Promote region as a recreational destination
- Trail connections as an economic goal/objective

Table 3-2 (cont.) RTP Public Outreach Meetings Bicycle & Pedestrian Systems

January 6, 2015 at MRPC Offices with MRTC (cont.)

- Quabbin/Wachusett Greenway connection under applicable goal
- Disability issues identify trails
- Green Streets and Complete Streets under applicable goal
- Environmental Justice connectivity/prioritization under applicable goal
- North Leominster Train Station to Hospital connection development/promotion
- Integrate green infrastructure for stormwater management into design strategies when feasible (also include tree guidance for Urban Trees) under applicable goal
- Reduce GHG through education, design and connections under applicable goal

Table 3-3 RTP Public Outreach Meetings Bicycle & Pedestrian Systems

January 8, 2015 at Ayer Town Hall

- Greenway concept along trails, rivers and streams trails along rivers can be used for all types of trips (work, commercial, recreational) and can act as a buffer from pollution and as a wildlife corridor
- Fitchburg Greenway provide funding and connections to Wachusett Station and Twin City Rail Trail
- Develop a connection with Leominster State Forest via a crossing of Route 2
- Develop bike connections with Rail Stations
- Improved or addition of facilities at stations, i.e. bike racks/lockers
- Promote year round maintenance of trails
- Education of towns and their employees regarding issues such as connections, complete streets, trails, sidewalks, etc. as well as working concepts into development
- Enhance bike route identification within and across communities and RPA regions
 in order to improve driver and rider awareness and visibility; established and
 identified/signed routes increase awareness of users to drivers and bikers;
 Potential for future UPWP study with neighboring RPA to identify route
 connections between regions
- Increase/promote education of user rights and improved dissemination of data, etc. in order to increase driver and bicyclist awareness
- Increase/promote bicycle and pedestrian safety education; start early in schools (Safe Routes program) and increase police enforcement/encouragement/guidance
- Connect the current Nashua River Rail Trail with the planned Squannacook River Rail Trail in Townsend
- Increase bike facilities such as covered bike racks or lockers, especially at transit stations
- Increase funding for Safe Routes to School
- Incorporate equestrian access and use into area trails and plans
- Identify and prioritize key trail connections

Projects of Note

- 1. North Leominster Train Station to Hospital connection
- 2. Twin City Rail Trail
- 3. Fitchburg Greenway
- 4. Trail connection with Leominster State Forest via a crossing of Route 2
- 5. Identified Bike connections with Rail Stations
- 6. Bike racks on transit buses
- 7. Bike racks and lockers at transit stations and stops
- 8. Trail connection between Nashua River Rail Trail and Squannacook River Rail Trail

Highway Systems

The current state of the infrastructure was the focus of the Highway Systems meetings. At one meeting, the town of Athol presented several local issues/projects that if implemented would result in benefits across the region as well.

Table 3-4
RTP Public Outreach Meetings Highway Systems

January 21, 2015 at MRPC Offices with MJTC

- Need to reward communities that promote maintenance projects over full reconstruction
- Review Transportation Evaluation Criteria (TEC) to possibly highlight and/or add to preservation projects
- State regulations and initiatives add to project costs and designs
- Communities have no or limited budgets that limit design funds while still addressing local needs
- More funding needed to allow for communities to fund preservation over full reconstruction
- Bike paths should not override road preservation
- Complete Street design should be at discretion of communities and not a mandatory part of design
- Allow communities, especially in rural areas and smaller cities, to identify or establish where Complete Streets are important and needed through overlay districts, plans, etc.
- MassDOT should look to establish a preservation program and/or funding category outside of Complete Street requirements
- Additional Chapter 90 funding is needed for all communities

Table 3-5 RTP Public Outreach Meetings Highway Systems

February 10, 2015 at Athol Public Library

- Message signs on Route 2 westbound four lane to two lane transition currently not functioning
- Weigh station on Route 2 westbound not or under-utilized
- Consider replacing kwik curb with jersey barriers or double guard rails for safety reasons
- Prior Route 2 Long Range Plan discussed expansion of Route 2 with construction of a new interchange at South Athol Road
- Freight movement in Athol restricted due to railroad bridge height restriction resulting in trucks onto side streets and residential areas
- New interchange would provide heavy truck traffic access to Route 2
- New South Athol interchange would allow for economic expansion in Athol
- Exit 18 limits has potential for traffic backups effecting and impacting Route2 traffic due to new development in area
- Funding is critical for towns
- Current process cumbersome and problem for local communities
- Potential Baystate Roads program/seminar on process management for local communities to understand roles and responsibilities
- Railroad bridges are issues in Athol and Route 31 in Fitchburg with geometrics and heights
- Bridges throughout region important for maintenance
- Question: Do Chapter 90 funded projects that seek MassDOT sign-off need to design or incorporate Complete Streets?
- Question: Are there any ways for a local community to "piggy back" on or partner with MassDOT and/or the Districts for equipment or materials to help reduce costs, etc.?
- More innovated funding options or appropriations are needed
- Solar glare, black ice, fog, etc. create unsafe situations; variable message sign important to inform drivers
- Route 2 stretch needs a Road Safety Audit (RSA)
- Communities need to inform MassDOT if opinions on access along Route 2 for public safety responders has changed

Projects of Note

- 1. Widen Route 2 to four lanes from Phillipston/Athol to Orange
- 2. New Route 2 interchange at South Athol Road in Athol
- 3. Replace "Kwik Kurb" with jersey barriers on Route 2



Transit Systems

Another topic of great interest involved the presentations on the transit systems in the region. Several individuals from various organizations and institutions expressed support for the current system but also lamented the need for expansion of hours, days connections, and

especially within the urban communities and their direct neighbors.

Table 3-6
RTP Public Outreach Meetings Transit Systems

February 18, 2015 at Nu Café Gardner

- Need for a shuttle or connection from Gardner to Fitchburg for access to Commuter Rail on weekends
- Commuter Rail access is an important economic factor for Gardner
- Needs to be better communication regarding what services are available from MART and other agencies for the general public
- Difficult for public to understand the different programs
- MART website considered non-user friendly with not enough information
- Consider adding a Google search app to website that provides travel options related to available transit services and programs
- MART staff sometimes does not know what services are available for users
- Heywood Hospital would like to contact MART to identify who they can work with regarding human services transportation
- Consider developing a Family Pass option for the MART fee schedule
- Outreach and training related to the system and MART services should be developed especially for Limited English Proficiency (LEP) individuals and the elderly
- Consider training at senior centers and neighborhood centers
- Training videos can also be placed on website regarding services
- WGAW offers free public service announcements as well as various news shows and is willing to assist in helping to promote and educate the transit system
- Encourage the continued planning for operation and maintenance of the system especially in light of recent MBTA issues
- Question: Can funding be identified or created specifically for students and their families for transportation to mental health and support group facilities? Often the hardest part of obtaining assistance is transportation to these groups/services that reside outside of users hometown

Table 3-7 RTP Public Outreach Meetings Transit Systems

February 18, 2015 at Great Wolf Lodge with MJTC

- Constant challenge to meet the needs and demands of the mental health community due to lack of services
- Concern that existing subscription service operating hours often do not match the needs of jobs and employees that have varying work hours from week to week, etc.
- Lack of materials and information on services in non-English languages on buses, etc.
- Schedules can be difficult to read and use
- MWCC has concerns on possible reductions to LINK services as it is an important service for many students
- Fixed route service hours in Gardner are limited and can present issues for those attending MWCC especially for late classes
- Summer hours for MWCC and bus services do not link well; often impacting ability to recruit students to the Mount in the summer
- MWCC wishes to continue to have discussions with MART on how to continue and extend service hours
- Recent changes in bus service hours to MWCC has seen ridership increases
- Cleghorn Center indicated that service hours also affect their continuing education and GED classes and the student's ability to have transportation home
- JARC service hours often do not match with users work hours; i.e. worker ends at 9:00 to 10:00 pm yet JARC begins at 10:00 pm.
- Staff question to MART Can MART work with MWCC or FSU to develop an app related to services, routes, schedules, etc.?

Projects of Note

- 1. Extended hours and weekend service for buses
- 2. Maintenance of system to prevent service stoppages or slowdowns
- 3. Bike racks on transit buses
- 4. Bike racks and lockers at transit stations and stops

Environmental Systems

This meeting focused on the environmental impacts associated with the transportation system, i.e. congestion and air quality, stormwater runoff, climate change planning, etc. Although not as heavily attended as some of the other meetings, insights and comments were direct and on point.

Table 3-8 RTP Public Outreach Meetings Environmental Systems

February 25, 2015 at MRPC Offices

- Route 2 storm drainage into Monoosnoc Brook and Notown Reservoir watersheds are still a major problem
- Project not advancing to address Route 2 storm drainage despite State Supreme Judicial Court ruling from several years ago
- Sedimentation causing issues for fresh water fish and Pierce Pond
- Additionally, as part of a possible project, Smart Growth issues need to be addressed as the potential to open access to private land south of Route 2 that lies within the Notown Reservoir watershed for development is a real possibility
- Twin City Rail Trail has potential as a commuter trail that would assist with greenhouse gas reduction goals as well as Mode Shift goals
- Twin CityRail Trail also has an opportunity for expansion to the new Wachusett Commuter Rail Station in West Fitchburg to Walmart in South Leominster thus expanding commuting options
- Need to identify and prioritize additional trail connections within and between communities to expand transportation options for users beyond recreational
- Performance measures may be available for expansion of trail connections through their identification and prioritization; goals of implementing X number of miles over 5/10/25 years can be utilized as a metric

Projects of Note

- 1. Route 2 Storm Drainage project (confined storm drain system)
- Smart Growth plan for Notown Reservoir watershed to limit development
- 3. Twin City Rail Trail
- 4. Trail and network connections to expand commuting options

Draft RTP Public Outreach Presentation

A summary of the draft RTP was presented at the Montachusett Joint Transportation Committee meeting held on July 15, 2015. At this meeting, an overview of each chapter was given as part of the public outreach process. Attendees were invited to submit comments regarding the document as well as directed to the draft availability online at the MRPC website. Meeting notices were sent to local media contacts, all members of the MRPC's Public Participation Plan distribution list, and local community public access stations. Notice was also predominately placed on the Commission website.

Online Public Survey

A brief survey was developed online and distributed to the general public for their input. Notices of the availability of the survey were distributed to our outreach email lists, published on our website and made available at each public outreach RTP meeting as well as any other public meeting organized by the MRPC. Surveys answered by hand were collected and their

responses recorded. Individuals were encouraged to pass the survey on to anyone they wished and to spread the word. In addition, a Spanish language version of the survey was developed and posted online. MPO staff reached out to the Spanish speaking population and organizations who support individuals who speak Spanish or other languages other than English.

Unfortunately, these language efforts fell short as no Spanish language only responses were tabulated.

Overall, 147 responses were recorded. Results of the survey questions are tabulated below.

1. Are you...

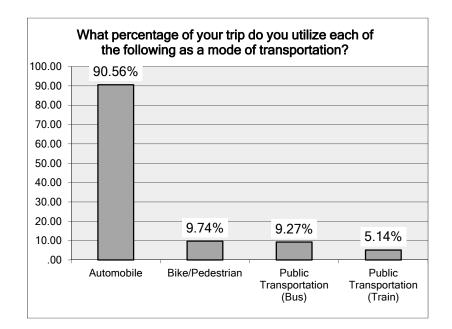
Answer Options	Response Percent
An Elected/Appointed Public Official	18.5%
A Public Employee	22.6%
A Member of the General Public	58.9%

2. What is your main form of transportation?

Answer Options	Response Percent
Automobile	94.6%
Bike/Pedestrian	6.1%
Public Transportation (Bus)	4.1%
Public Transportation (Train)	4.8%

3. What percentage of your trip do you utilize each of the following as a mode of transportation?

Answer Options	Response Average
Automobile	90.56
Bike/Pedestrian	9.74
Public Transportation (Bus)	9.27
Public Transportation	5.14
(Train)	5.14

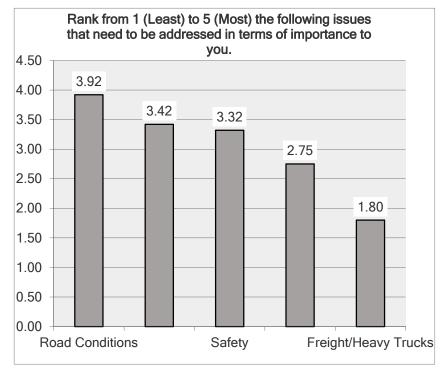


4. During your travels, what is your biggest concern regarding the transportation system?

Answer Options	Response Percent
Road Conditions	40.0%
Congestion	27.1%
Transit Availability	17.1%
Safety	12.9%
Freight/Heavy Trucks	2.9%

5. Rank from 1 (Least) to 5 (Most) the following issues that need to be addressed in terms of importance to you

Answer Options	Rating Average
Road Conditions	3.92
Congestion	3.42
Safety	3.32
Transit Availability	2.75
Freight/Heavy Trucks	1.60



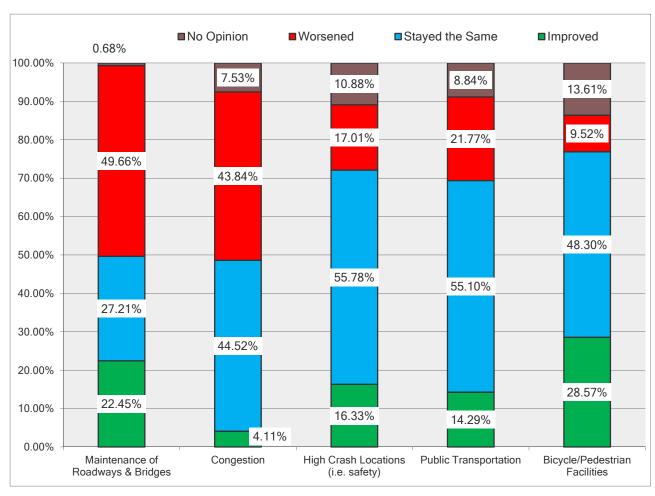
6. If you were in charge of allocating transportation funds for the **STATE**, how would you divide a budget of \$100?

Answer Options	Average %
Maintenance of Roadways & Bridges	40.49
Public Transportation	22.50
High Crash Locations (i.e. safety)	17.60
Congestion	14.81
Bicycle/Pedestrian Facilities	12.61

7. If you were in charge of allocating transportation funds for your **COMMUNITY**, how would you divide a budget of \$100?

Answer Options	Average %
Maintenance of Roadways & Bridges	46.04
Public Transportation	19.57
High Crash Locations (i.e. safety)	16.85
Bicycle/Pedestrian Facilities	16.08
Congestion	11.21

8. What of the following do you feel has improved stayed the same or worsened in the past few years?



9. For the goals of protecting the natural environment, improving health and enhancing the quality of life in the **STATE** would you choose to walk, bike, or use public transportation instead of using your motorized vehicle?

Answer Options	Response Percent
Yes	67.3%
No	32.7%

10. For the goals of protecting the natural environment, improving health and enhancing the quality of life in your **COMMUNITY** would you choose to walk, bike, or use public transportation instead of using your motorized vehicle?

Answer Options	Response Percent
Yes	69.4%
No	30.6%

11. In what community do you reside?

Location/Direction from Region	Number of Responses	Response Percent
Inside MRPC	128	87.07%
Outside – to East (Boston, Cambridge, etc.)	6	4.08%
Outside – to West	3	2.04%
Outside – to South (Worcester, etc.)	7	4.76%
Outside – to North (NH, etc.)	3	2.04%
Total	147	

12. In what community do you work?

Location/Direction from Region	Number of Responses	Response Percent
Inside MRPC	88	59.86%
Outside – to East (Boston, Cambridge,		
etc.)	23	15.65%
Outside – to West	1	0.68%
Outside – to South (Worcester, etc.)	7	4.76%
Outside – to North (NH, etc.)	8	5.44%
N/A (Retired, Not Specific)	20	13.61%
Total	147	

13. Are you aware of the Commonwealth's GreenDOT and Mode Shift policies?

Answer Options	Response Percent
Yes	33.8%
No	66.2%

Survey Results

Responses to the survey indicate that issues related to pavement conditions and congestion; followed closely by safety, remain the top problems/challenges to the region's transportation network. This is not really surprising as the overwhelming majority of respondents (90%) utilize the automobile as their primary mode of transportation. The allocation of transportation funds from a statewide versus local perspective was fairly consistent with the exception of bicycle/pedestrian facilities. Respondents favored more of their local dollars be spent on these facilities than if they were allocating funds statewide. This can be expected as bicycle/pedestrian facilities can be seen more of a "quality of life" issue in a municipality making it more attractive to outside residents.

It is clear that the survey results coincide with the Goals and Objectives described in Chapter 2 of this report – Improve and Maintain Safety and Security, Reduce Congestion and Improve Mobility, Improve Transportation Options and Promote Healthy modes; these are great examples of how this chapter ties in with all of the public input sessions and surveys.

Challenges

- Responses were lacking from the Spanish language survey. This may indicate a lack of a thorough outreach process. How do we connect with Title VI and EJ populations to ensure adequate public involvement in the transportation decision making process?
- How can we increase the representation of these populations and their advocate groups on the transportation boards of the region, i.e. the MJTC?
- Although 147 responses to the survey was an increase from prior efforts, what can be done to maximize exposure of efforts to the general population for future surveys and meetings?

Moving Forward - Addressing the Challenges

- In order to promote and maintain an equitable transportation system, it is vital that all potential viewpoints have an opportunity to participate in the process. The regions Public Participation Program needs to be reviewed and updated to ensure that this is possible.
- The MRPC needs to continue its outreach efforts to identify organizations and agencies that are advocates for the diverse populations of the region.
- The MRPC should maintain an interaction with MassDOT's Office of Diversity and Civil Right
 (ODCR) to ensure appropriate compliance with Title VI and EJ requirements in order to
 maintain a viable program. When necessary, changes and updates to the planning process
 should be initiated.

Conclusion

These results from the public outreach have directly influenced the Goals and Objectives of this RTP as presented in Chapter 2. The online survey provided results that are reflected in Goal 4 System Preservation and Maintenance in particular. The need to adequately preserve and maintain the existing network, both highway and transit, impacts the region's population on a daily basis and can generate the most discussion. Continuing to promote investments in the infrastructure will produce the most wide spread benefit. Input form the outreach meetings highlighted transportation options beyond the highway network and provided valuable insights that are reflected in Goal 2 Congestion and Mobility, Goal 3 Equitable Transportation and Goal 6 Options and Healthy Modes. The passion exhibited by attendees regarding bicycle and pedestrian issues as well as the transit system highlighted their importance to the establishment of a robust multi modal transportation network within the Montachusett Region. The objectives subsequently developed should reflect these concerns, issues and points.

