

Appendix D

Public Hearing Comments

Summary Document - WRTA CSA Comments, Online and Paper Survey Brochures

Route 2

- Why not go to the Airport on every trip? It's a transport spot.
- Keep Route 2 to the Airport every hour.
- Like the idea of matching the bus to the arrivals/departures, but would hope that frequency can be increased in the case of new airlines/departures from the airport.
- If this route keeps changing, would there be 1.5 or 2 hour headways??
- Could the WRTA look at improving run times on this route because of the congestion at the intersections of Pleasant/Mill Streets and Pleasant/Chandler Streets?
- Worcester Airport should operate its own shuttle to and from the Hub, something that would allow passengers to carry a few pieces of luggage.
 - o Suggested to use paratransit vans for possible service that would allow luggage storage.
- Restore the old Route 2 schedule (unsure which schedule was referred to)
- Route 2 and Route 9 run too close together through the Newton Square area

Route 4

- Could the route be extended for later PM service on weekends because of the movie theater?

Route 6

- Add another hour at night; last ride should be at 9:30 PM to accommodate Nu-Café since they often host meetings from 7-9pm. No way to ride home and forces people to leave meetings early.

Route 8

- What bus route will go to the Greendale YMCA?
- Need service to Shore Drive, specifically from the Hub.
- How would passengers catch a cross-town bus? Could the Hub Loop be used as a possible connection?
- Great idea to have the crosstown service on Park Ave.
- Route should not be re-purposed; Park Avenue services have always been needed, but why eliminate Salisbury Ave service?
- More marketing of this route needed to be done in order to succeed.
- The development of Main Street north is hot right now, yet the proposal calls for eliminating Routes 8 and 18.
- It is important to have both cross-city service on Main St. and Park Ave.--something the city has need for years. By re-configuring Rt. 8 to provide Park Ave. Service but not connecting it to downtown makes no sense. This route has never had a chance to get off the ground--no marketing, too long of a route for the electric buses in the winter, terrible delays all winter...
- Eliminating Shore Drive would affect access to St. Vincent Hospital Medical Offices
- Without access to the Hub, the Route 8 proposal would be too long of a trip if someone had to access the Hub
- By not having the proposed route go to the Hub, it puts a strain on connecting to other routes that will go to the Hub
- Most riders accessing Park Avenue would be coming from other routes
 - o Service should be every 30 minutes versus 1 hour

- Becker College operates a route to connect the Leicester and Worcester campuses, could their shuttles service Park Avenue? It could stop at Clark University, and other places along the route

Route 9

- Happy to have added Route 9 service on Pleasant Street.

Route 11

- Buses are crowded often; need more buses on this route.

Route 14

- Proposed route should operate every 15-20 minutes
- Proposed route should operate every 30 minutes on weekends
- Proposed Saturday service should extend later than 7:15PM
- Avoids Grove Street and Gold Star Blvd; this proposal is only convenient for QCC students
- Disconnects West Boylston Street/Grove Street/Gold Star Blvd from having direct access to Walmart
- Would there be an extra 14 bus, as there is now for Route 30, to serve Salter College?
- Need to have more trips to Porter and Chester Institute around 6:55 AM.
- Start service every half hour at 5:00 AM on weekdays to accommodate workers to West Boylston Walmart.
- Need an inbound trip that arrives at Hub before 6:00 AM for those who need commuter rail access.
- Wanted to know if the new route alignment will enter QCC campus

Route 15

- Have every run (especially AM) go all the way to Julio Drive in Shrewsbury.
- Extend Saturday AM service to start at 8 or 9 AM to White City.
- Need service every half hour.
- Need more buses on the route, some are overcrowded.

Route 16

- Need service to Reliant Medical on Plantation Street.
- Should operate twice an hour.
- Could service be provided to Lincoln Plaza on weekends only?
- Keep route as is because it is the only one that goes into the Reliant Medical buildings on Plantation Street.
- Proposed route should serve Plantation Towers and hotel, lots of people who live there

Route 17

- Will give people a chance to shop in new areas like Christmas Tree Shops and so forth.
- Concerned about timing of Routes 15/17, how long of a waiting period would there be to catch a Route 15 or Route 17 bus in Shrewsbury Center?
- Would there be any connection from Worcester to access this proposed route?

Route 18

- Do not discontinue this route. Those who have difficulty walking to the bus use it quite a bit.

Route 19

- More frequent service to Leicester/Spencer on weekday's again.
- Should use Park Avenue instead of Main Street, and re-connect with Main Street at Webster Square.

Route 23

- Please put a bus stop on St. Nicholas and Hilda Street going inbound.

Route 24

- Would the interline with Route 7 remain on Sundays?
- It is listed in the table at the end of the recommendations chapter to eliminate Route 24, please correct this error
- Rider uses Route 24 daily, riders are irritated with Route 24A because one bus goes into Seabury Heights and then the next 24A bus goes into Green Hill Towers. Could there be a Route 24B added so that riders can access Green Hill Towers without having to switch Route 24 buses?

Route 25

- Need access to Seven Hills.
- Should continue to serve Hope Avenue by request.
- Riders on 6:25 AM trip use the bus to the Auburn Industrial Park and some to Hope Avenue; need to continue service for employment purposes.
- Route 25 service to Sword Street is a vital part of many people's daily commute to and from work.
- Buses to the mall will be crowded, especially if the Route 27 is short-turned.
- Service is needed to the businesses on Sword Street on weekdays and weekends
 - o Needs later PM service on weekdays and weekends
- Eliminating service to the Auburn Industrial Park would prohibit people to go to work and hurt the area economically
- Could the proposed route service Sword Street at certain times? Work with the employers to determine the shift hours at each business and craft the schedule to accommodate
- Need access to the cemetery on Webster Street
- Should provide direct service to Holy Cross by turning onto College Street
- By swapping service to the Auburn Mall from Route 27 to Route 25, this would greatly affect the Auburn Industrial Park and those from Main South to directly access the Auburn Mall
- Current route layout is bad, especially in the wintertime

Route 26

- More routes needed for Great Brook Valley that can interline with other routes.

Route 27

- More Sunday service to Auburn.
- Needs to continue servicing Auburn Street.
- Create an express bus that leaves the Hub hourly via Route 290 direct to the Auburn Mall.
- People rely on Route 27 daily to get to and from work at the Auburn Mall. Why short-turn the route if people get on the bus after Main Street to Auburn?
- Make first weekday AM trips earlier, as it was a few years ago.

- Please do not change the 27. Too many people rely on this bus every day. Maybe there are not a lot of people getting on between Keen St. and the mall but a lot of people get on beforehand and a lot of people leaving the Auburn Mall count on the 27 to get down Main St. Please do not change this.
- Should use Park Avenue instead of Main Street, and re-connect with Main Street at Webster Square.
- Access from Webster Square directly to Auburn Mall is crucial
- Attendee lives in West Auburn and said that a few people walk to Auburn Mall to access Route 27 because Routes 29 and 42 are so infrequent to catch directly on Southbridge Street
 - o Asked if either this route or the proposed Route 25 could serve just beyond the Auburn Mall to the Park and Shop Plaza (intersection of Southbridge/Prospect Streets)

Route 29

- Routing should follow Main Street to Stafford Street all the way to Route 20 in Charlton, and then continue Route 169 into Southbridge. It would allow more bus stops avoiding the stretch of Route 20 where the bus cannot stop.
- Add Saturday service.
- Extend route to Harrington Hospital and Big Bunny.
- Hard to access the bus route from residential area in Oxford near US Route 20. Could bus swing onto MA-Route 56 via State Route 12 in order to provide service to residential area and Walmart?

Route 30

- Needs to service Walmart and more service on Grove/Gold Star/West Boylston.
- Keep West Boylston Walmart as the last stop.
- Workers take the bus seven days a week to Walmart and don't have to change buses from the 30, but now would have to.
- Need an inbound trip that arrives at Hub before 6:00 AM for those who need commuter rail access.
- It would increase the cost for a lot of riders to transfer multiple times to access Routes 14 and 30
- Route 30 and Route 6 buses are often very late because they run together

Route 31

- Needs to go to the Hub.
- Buses that do not go to the Hub are confusing.
- Should restore early AM trip that was cut, perfect for riders who need commuter rail access before 6:00 AM.
- Proposal disconnects riders from shopping centers
- Would the route proposal travel through Great Brook Valley?
- If a transfer is needed to access the Hub, it makes the trip more difficult
- Should cover more of West Boylston Street
- Current route needs a trip to Lincoln Plaza at 4:00 pm
- Keep the current route as is, the proposed route should be an entirely new route

Route 32

- Proposal should service Northern section of Main Street

- Would there be any buses that serve Interstate 190/West Mountain Street area and into Holden?
- Happy to be able to go to Holden.

Route 33

- Extend service to Brookfield Apple Orchards during the fall months.
- Please re-consider a bus to Brookfield, my daughter attends nursing school in Worcester and it would be very helpful to have a bus with a regular schedule to go there.
- Keep route to Brookfield as a lot of passengers depend on this route for transportation.
- Should use Park Avenue instead of Main Street, and re-connect with Main Street at Webster Square.
- Route 33 5:10 and 6:10 PM trips should not pick up passengers on Main Street until Webster Square. Let Route 19 and 27 pick-up Main Street at those times. The reason is that many people from Leicester and Spencer want to get home earlier during the week and makes our trips very long.
- What route would serve Leicester or Spencer on weekends, 19 or 33?
- Could there be a flex service from Worcester to the Brookfields to provide service to the gap in coverage?

Route 42

- Need a second bus so that there is a bus in Webster every hour.
- Need more service to Oxford.
- Add a later PM weekday trip after 5:40 PM.
- Need Sunday service.
- Leave Webster Center for Worcester 20 minutes earlier in the morning (5:40 or 5:45) and consolidate the number of stops in Webster.
- Additional weekday trips needed.
- Should provide service to Market Basket in Oxford

Route 43

- If the proposed route is to operate through Quinebaug at the intersection of 131/197, this would require NECTD to extend their route north from Thompson Town Hall to connect with this route.
- Route 29 and Route 42 should be timed to meet with Route 43 in Southbridge and Webster Center so that riders can transfer to routes servicing Worcester
- Is this bus going to have weekday service only?
- Happy to be able to go to Webster and Dudley.
- There are 30 social service agencies in the region that rely on Harrington Hospital, this will be great for all the people that need to have access to services
- This route will be very beneficial. Right now there are people that when they miss Route 29 in Worcester they take Route 42 to Webster and from there they walk all the way to Southbridge.
- Great that this route will service the Big Bunny area. There are people with disabilities that will benefit from this service.
- Service to Sturbridge is also greatly appreciated because elderly people from Sturbridge come to Southbridge for medical appointments.
- Service to adjacent towns will open new job opportunities for many people. It will change a lot of people's lives and that is highly appreciated.

- Wanted to know when it will be implemented.
- Transportation to Webster is also good for those who need to complete their GED at Bartlett High School.
- Good idea to have service in the eastern part of Southbridge, especially for the people that live in the village.

Route 44

- Should operate down West Mountain Street to access I-190 instead of Brooks Street. Brooks Street would be too tight for a bus to use because of the low clearance of the railroad bridge.
- Great to tie in all the colleges on one route.
- Needs to have 15-minute frequencies.
- Please do not implement this route. The 17-mile loop shown on the map benefits no one. I'm a college student and I recognize that this plan is a waste of resources. It would be better to implement more frequent service on key routes serving walkable corridors in Worcester.
- Would need to connect WSU and QCC, at least.
- Need weekend evening service between the colleges, Union Station, Walmart, and Shrewsbury Street.
- College students do not like to wait long – more than 10 or 15 minutes.
- Need late night service to Shoppes at Blackstone Valley.
- Should stop in front of the WRTA Hub on Foster Street, like the Paxton Shuttle does.
- College students have summer and school vacations; this is a waste of taxpayers' money.

Other

- What about a connection from GBV to Greendale?
- Re-establish a basic level of major holiday service on core routes. Not a major priority but important if resources become available.
- Need a bus stop closer to Lincoln and Perkins Streets.
- Need shelters and trash cans on Shrewsbury Street by Little Caesars.
- WRTA should service all of Worcester County, similar to RIPTA.
- Need a bus shelter at Denny's on Lincoln Street.
- Need weekend bus trips to Wrentham Outlets.
- Need weekend bus trips to Wachusett Mountain.
- 15-minute frequencies for as many buses as possible.
- I don't take the bus as much as I'd like because many routes are essentially only hourly. I'd prefer smaller buses operating at a higher frequency than larger buses at a lower frequency. Make the bus a reliable source of transit and numbers will follow.
- Should be WRTA service to every public school in Worcester.
- Make it possible for passengers to re-charge their Charlie Card on the bus, or have more machines in other places.
- More Sunday service is needed for the Greendale Mall.
- Restrooms at the Hub are inadequate and horrible maintained.
- Need better signage directing riders to and from Union Station.
- Need later PM weekday service to and from Worcester.
- Please add a bus stop at the bottom of the driveway at the Shoppes at Blackstone Valley.
- Have all buses stop at City Hall, the first stop on every outbound trip.
- Place a QR bus stop sign at Lincoln Street/Brittan Square inbound.
- Should have more bus stops in downtown Worcester.

- Spreading out the routes that travel both Main and Lincoln Streets provides more efficient service for those residing on or near those areas.
- Should have a bus route that connects the local attractions such as the art museum, Ecotarium, etc.
- More frequency is always better.
- ReadyBus model to Ware – makes sense for rural communities to access medical facilities and would provide a seamless corridor from Worcester to Springfield. There is a service along MA-Route 2 from Gardner to Greenfield that would be a great example of a service from Spencer to Ware
- “BRT-light” term seems misleading, why is there only a proposal for Main Street? The concept should be proposed for Lincoln Street because it is just as popular and should be tied together
- What will be done about proposals that may affect late-night routes or routes that currently end early?
 - o Need specific schedules with the route proposals
- All of these proposals are only in favor of the college students
- Need service to Lancaster/Clinton, could connect with MART in Sterling
- Would proposed routes have changes to the snow routes? Would they be published?
- Colleges should invest more funding into WRTA routes
- Riders opinions should have the most weight in the proposals
- Proposals cover routes East and South of Worcester, but not North. Need connection with MRTA.



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