

RT 57 Transit Priority Corridor Project Outreach Summary

Last Updated October 2023

Public Outreach Tools

The project team utilized several tools to engage with the public around the RT 57 Transit Priority Corridor Project including, but not limited to:

- A project website, regularly maintained and updated by the project team, boston.gov/route-57
- A project inbox, transit@boston.gov.
- Open houses (both in-person and virtual) and stakeholder briefings.
- Print materials.

Project Outreach

Project Materials & Outreach for Events

RT 57 Website Content

BTD created a project-specific website, which included a description of the project, the project timeline, information about how to get involved and to sign up for email updates, download project documents, and attend upcoming events.

Flyers

BTD posted 8.5"x11" flyers throughout the project area to inform the public about the project, upcoming open houses, and feedback opportunities.

Postcards

BTD distributed 343 copies of 4"x6" double-sided postcards during the open house and pop-up events starting June 2023. Postcards were available in English, Spanish, Portuguese, Russian, Traditional Chinese, and Simplified Chinese.

E-mail Blasts

The Boston Transportation Department sent out 3 e-blasts to inform the public about the project, upcoming open houses, and opportunities to provide feedback.

Date Sent	Subject Line	# Recipients	Open Rate	Click Rate
7/28/23	Rt 57 Open House Reminder	40	82.5%	30.3%
8/17/23	Rt 57 Open House Follow-up	116	86.2%	27.0%
8/28/23	Rt 57 Survey Reminder	124	83.1%	38.8%

Events & Meetings

Type of Event	# of Events
Pop-Up Events	6
Project Advisory Group Meetings	2
Stakeholder Briefings	6

Pop-up Events

BTD hosted six pop-up events. These locations were prioritized to reach stakeholders in the study area and those who would be impacted by the project. Our pop-up events provided the opportunity for riders, community members, and stakeholders to learn more about the project, and get their detailed and specific questions answered about the project and draft design. At these events, BTD staff would travel to a bus stop or community location with a table and postcards to raise awareness of the project, share information with stakeholders, and encourage them to provide feedback through an online feedback form.

Project Advisory Group

The Project Advisory Group had 14 members. Members included the project team as well as city of Boston, MBTA, and other municipal staff. The group met to review key project milestones, offer feedback, and provide information from their relevant agencies when necessary.

Business Survey

The project team met with local businesses along the corridor to inform them of the project, answer questions, and collect information via a survey. The survey primarily focused on parking and deliveries, but included space for businesses and staff to share their personal experiences traveling/working along the corridor as well. This process is ongoing and the project team continues to communicate with businesses.

For a copy of the survey distributed to local businesses, please see Appendix D.

Project Briefings

The project team met individually with various community groups, institutions, and elected officials from the study area to provide project updates and share information, solicit feedback, and answer questions about the project.

Open Houses

BTD held two open houses throughout the project: one in-person and one virtual. The in-person open house had several interactive stations throughout the room where attendees could learn more about the project, interact with project staff, and provide feedback on the draft design.

The virtual open house included a presentation, and breakout rooms staffed by the project team to answer the attendees' questions. See Appendix A and B to view the open house summaries.

Open House #	Format	Date	Time	# of Attendees ¹
Open House #1	In-Person	August 2, 2023	6:00 PM – 9:00 PM	37
Open House #2	Virtual, via Zoom	September 28, 2021	6:00 PM – 7:30 PM	44

Opportunities for Feedback

BTD reviewed all feedback received on the project to help further the development of the draft design. In addition to accepting general comments via email, individuals could complete the online pre-design comment form and post-design feedback form, as well as speak to project team members at virtual and in-person events. This collective feedback was integrated into the updates made to the draft design.

Online Feedback Forms

In addition to accepting comments at both in-person and virtual events, BTD invited the public to complete feedback forms about their experience on the RT 57 corridor, and their thoughts on the proposed draft design.

¹ Number of unique attendees

Pre-Design Feedback Form #1

The pre-design feedback form was open from June 15, 2023 to September 6, 2023, and was available in English, Spanish, Portuguese, Russian, Simplified Chinese and Traditional Chinese. There were six questions in total. 101 respondents shared their feedback. The team collected feedback regarding respondents' mode and frequency of travel on the RT 57 corridor, and what they thought the most important improvements that should be made to the corridor were.

Post-Design Feedback Form #2

The feedback form was open from August 2, 2023, to September 5, 2023, and was available in English, Spanish, Portuguese, Russian, Simplified Chinese and Traditional Chinese. There were 34 question total. 88 respondents shared their feedback. The team sought feedback from respondents about how frequently they travel the corridor, whether or not they like the draft design, and their comments on the design. Respondents had the option to provide their comments on the design overall and/or by segment. The form also included optional parking and demographic questions, which were utilized by the project team to better understand who was responding to the survey.

Summary of Feedback Received

Pre-Design Feedback Form #1

Respondents gave a wide range of ZIP codes, with most responses coming from Brighton (59%), Allston (20%) and Watertown (7%). The majority of respondents indicated that they take the bus and/or walk as their main mode of transportation. 33% of respondents said they use the Route 57 corridor daily, 35% said they use it multiple times per week, and 27% said they use it a few times per month.

When asked about desired improvements to the Route 57 corridor, 86% of survey respondents said they wanted faster and more reliable bus service, 45% of survey respondents wanted improved bicycle infrastructure, and 47% wanted better pedestrian infrastructure. Common themes in the responses to open-ended questions about current concerns around the corridor included unsafe pedestrian crossings, infrequent and unreliable bus service, and double-parked cars creating curb conflicts.

To learn more about the feedback collected by the project team, please see Appendix C.

Post-Design Feedback Form #2

The ZIP codes with the most respondents were 02135 (Brighton) with 51 respondents and 02134 (Allston) with 21 respondents. 48% of respondents identified the Route 57 bus as their primary mode of travel. Overall, 61% of all respondents said they liked the draft design for the corridor, with 19% saying they didn't like the design, 18% saying they felt neutral, and 2% responding as unsure of how they felt about the design. The corridor segments that received the most responses were, in order, Segment 6 (60 responses), Segment 7 (53 responses), and Segment 2 (53 responses).

A wide variety of open-ended comments were collected, but repeated themes included concern about the removal of parking spaces, a desire for improved pedestrian/bicycle infrastructure, support for transit priority and bus lanes, and calls for increased enforcement of double-parked vehicles.

To learn more about the feedback collected by the project team, please see Appendix D.

APPENDIX A: IN-PERSON OPEN HOUSE SUMMARY

RT 57 TRANSIT PRIORITY CORRIDOR PROJECT IN-PERSON OPEN HOUSE

DATE/TIME: August 2, 2023 - 6:00 PM to 9:00 PM

LOCATION: BCYF Jackson-Mann Community Center, 500 Cambridge Street, Boston, MA 02134

Project Team and Staff

Name	Affiliation
Maya Mudgal	Boston Transportation Department (BTD)
Louisa Gag	BTD Active Transportation
Ned Codd	WSP, Consultant to BTD
Bruce Kaplan	WSP
Seamus Joyce-Johnson	WSP
Andrew McFarland	MBTA
Joe Poirier	Nelson Nygaard (N\N), Consultant to BTD
Ian Kolesinskas	Nelson Nygaard (N\N)
Taylor Adams	Regina Vill Associates (RVA), Consultant BTD
Matt Costas	RVA
Jason Boyle	Allston Brighton Health Collaborative
Matthew	Interpreter - ASL
Frank	Interpreter - ASL
Magdalena	Interpreter - Spanish
Bertolt	Interpreter - Portuguese
Terry	Interpreter - Mandarin
Anna	Interpreter - Cantonese
Anahit	Interpreter - Russian
Audrey	Interpreter - ASL
Hossein	Interpreter - ASL

See [Appendix A.3: Public Attendance](#) for a list of public attendees.

Purpose/Subject

The purpose of the open house was to provide background information on the RT 57 Transit Priority Corridor Project, present the draft design, answer the public's questions, and solicit community feedback.

Format and Process

The event was arranged in an open house format with several interactive stations throughout the room where attendees could learn more about the project, interact with project staff, and provide feedback on the draft design. Food was also provided for attendees.

The stations included the following:

- Station 1 served as a welcome area where attendees could sign-in and meet project staff. Project postcards were available at the station.

- At station 2, the project team staffed a total of 15 project boards located across the room to provide information to attendees, answer their questions, and encourage them to provide their feedback on the project.
- At station 3, attendees could view the full roll plan of the draft design located in the center of the room. Attendees had the option to write comments on a sticky note and put it on the relevant section of the draft plan. The roll plan was staffed by the design team who were available to explain the design and answer questions.
- Station 4 served as the feedback area, which was located next to the roll plan. Attendees had the option to fill out a comment form and/or the post-design feedback form either online via their phones, the provided tablet, or on a paper copy of the form. Project postcards were also available at the station.
- Station 5 was a station for the BTM Active Team, where people could interact with the team's staff and learn more about their initiatives.
- Station 6 served as a pop-up for the Allston Brighton Health Collaborative where constituents could interact with their staff.

The boards provided the following project information: (Please click [here](#) to view the boards presented)

- Project background, goals, and timeline
- Overview of the corridor
- Overview of the transit priority toolkit
- Planning background
- Ridership and amenities on the RT 57 corridor
- Current bus challenges on the RT 57 corridor
- Brighton Ave bus lane support
- Future work on Commonwealth Avenue
- Design trade-offs
- Accessing the corridor via transit and street parking
- Outreach and engagement to date
- Overview of feedback received from the community on the project's pre-design comment form

Outreach Materials

The following engagement materials were used at the public meeting:

- **Project boards.** To view the project boards, please click [here](#).
- **Roll plan.** To view the roll plan, please click [here](#). (See [Appendix A.2](#) to view comments left on the roll plan.)
- **Project postcards.** Participants could take a project postcard, which provides the project website and high-level project information. Postcards were available in [English](#), [Spanish](#), [Portuguese](#), [Russian](#), [Simplified Chinese](#), and [Traditional Chinese](#).
- **Feedback form.** Please click [here](#) to view the feedback form. The feedback form is available in English, Spanish, Portuguese, Russian, Simplified Chinese, and Traditional Chinese.
- **Comment cards.** General comment cards, with a link to the project website, were available for attendees to leave their comments. (See [Appendix A.1](#) to view transcriptions of the comments.)

Appendix A.1: Comment Card Transcriptions

A total of 18 comment cards were submitted during the open house. The answers submitted are listed below².

² Inappropriate messages shared in the chat have been removed.

Please use this form to provide comments.

Comments
Please DO NOT put bus stop shelters in the middle of the sidewalk! I'm tired of trying to maneuver my stroller around them. Esp. when the sidewalk is narrow. I'm forced onto the road to get through.
Loss of parking. Loss of usable road way to islands etc. Also these islands to date are very ugly. Lack of equity- converting free open parking to pay for fee- only rich can use
I love this design! THANK YOU for prioritizing public transit & the large % of us who take the bus. This will get us closer to climate & transit goals for Boston. Please make whatever you implement asap. Now is the time for action
Very informative open house. I'm excited about the updates to make the 57 more efficient- but worry a lot about drivers observing bus lanes- particularly if they are only enforced peak hours.
If the corridor is peak hours only, what does enforcement look like?
Double parking in bus lane stops leads to failed boardings. Folks that need level boarding at the curb then have to enter the street to board and bus takes time to kneel
I support as many bus lanes as possible- preferably to border, at least to Oak Sq Ave. Bus lanes should be 24 hours as much as possible (always). Change State camera laws to improve enforcement (cameras on buses). Change handicap plate reqs & have more handicap parking (e.g. everyone over 80 gets a plate)
New development should require on site/on the development property loading/pick ups/deliveries for Uber/Lyft etc. so they don't cause delays on regular streets
Please require more parking or adequate parking spaces in new development so they don't overflow to street parking
Please widen sidewalks to accommodate more pedestrians!!
Bus bunching!! Stationing people @ Kenmore & Watertown to even out the spacing. Adding buses back on the line (back up to 15), dispatch from 2 different locations to fix irregularities (Watertown & Oak Sq)
Post boards on project website
Union Square where 66 & 57 cross could use a nice shelter and a fancy sign for arrival time
On Brighton Ave, the bus/bike priority lane is treated as a food order pickup lane, I'd love to advocate for removing parking spaces and replacing them with delivery pickup spaces, and increasing the extent to which fines for blocking the bus is enforced
I am highly interested in signal priority between Union Square and Kenmore; GL trains in particular should almost never wait for cars crossing Comm Ave. I would like to see a map of locations in the MBTA service area where TSP is implemented or TSP-capable signals are installed, and less exclusive focus on bus lanes
Oak Sq- Near new crosswalk- moved bus stop but didn't move bench. Move bench to front sign
Hello! I have already emailed but here are more comments- for the 57 stop in Oak Square 1) making it look like a bus stop. Paint on roads? Move bench? More signage? Timing screen like near Allston CVS? 2) remove "2 hr parking" sign, misleading 3) Educate drivers!!! They will pull into the old stop 50% of the time and if you are alone in the new stop they will drive past you! :(And will leave elderly behind who are not aware of the stop change since buses stop in the old stop anyway. And the drivers will be mean if you give in and wait at the old stop, but I'd rather get on the bus than be right. Also, please make an app, since most buses scheduled to come do not actually come ("ghost buses"), so now I walk from Oak Sq. to Waldo Terrace to catch the 65, since it is usually faster than trusting buses that will never come. Thank you :)
Washington St b/w Foster St & Leicester St. Currently there is a 2 hour parking limit. It is working well; no problem w/ space turnover. Why are you making me pay \$ to use these businesses? I have to pay \$ every time!! We are a working class community. I can't afford to pay \$ every time I come into Brighton!

Appendix A.2: Roll Plan Comment Transcriptions

Comment	Corridor Segment Addressed	Specific Location Addressed
Please DO NOT put bus stop shelters in the middle of the sidewalk! I'm tired of trying to maneuver my stroller around them. Esp. when the sidewalk is narrow. I'm forced onto the road to get through.	Entire Corridor	N/A
Loss of parking. Loss of usable road way to islands etc. Also these islands to date are very ugly. Lack of equity- converting free open parking to pay for fee-only rich can use	Entire Corridor	N/A
I love this design! THANK YOU for prioritizing public transit & the large % of us who take the bus. This will get us closer to climate & transit goals for Boston. Please make whatever you implement asap. Now is the time for action	Entire Corridor	N/A
Very informative open house. I'm excited about the updates to make the 57 more efficient- but worry a lot about drivers observing bus lanes- particularly if they are only enforced peak hours	Entire Corridor	N/A
If the corridor is peak hours only, what does enforcement look like?	Entire Corridor	N/A
Double parking in bus lane stops leads to failed boardings. Folks that need level boarding at the curb then have to enter the street to board and bus takes time to kneel	Entire Corridor	N/A
I support as many bus lanes as possible- preferably to border, at least to Oak Sq Ave. Bus lanes should be 24 hours as much as possible (always). Change State camera laws to improve enforcement (cameras on buses). Change handicap plate reqs & have more handicap parking (e.g. everyone over 80 gets a plate)	Entire Corridor	N/A
New development should require on site/on the development property loading/pick ups/deliveries for Uber/Lyft etc. so they don't cause delays on regular streets	Entire Corridor	N/A
Please require more parking or adequate parking spaces in new development so they don't overflow to street parking	Entire Corridor	N/A
Please widen sidewalks to accommodate more pedestrians!!	Entire Corridor	N/A
Bus bunching!! Stationing people @ Kenmore & Watertown to even out the spacing. Adding buses back on the line (back up to 15), dispatch from 2 different locations to fix irregularities (Watertown & Oak Sq)	Entire Corridor	N/A
Post boards on project website	N/A	N/A
Union Square where 66 & 57 cross could use a nice shelter and a fancy sign for arrival time	Segment 11	Stop ID: 926
On Brighton Ave, the bus/bike priority lane is treated as a food order pickup lane, I'd love to advocate for removing parking spaces and replacing them with delivery pickup spaces, and increasing the extent to which fines for blocking the bus is enforced	Segment 11	Brighton Ave
I am highly interested in signal priority between Union Square and Kenmore; GL trains in particular should almost never wait for cars crossing Comm Ave. I would like to see a map of locations in the MBTA service area where TSP is implemented or TSP-capable signals are installed, and less exclusive focus on bus lanes	Segment 11	EB Brighton Ave from Union Sq

Oak Sq- Near new crosswalk- moved bus stop but didn't move bench. Move bench to front sign	Segment 2	Stop ID: 913
Hello! I have already emailed but here are more comments- for the 57 stop in Oak Square 1) making it look like a bus stop. Paint on roads? Move bench? More signage? Timing screen like near Allston CVS? 2) remove "2 hr parking" sign, misleading 3) Educate drivers!!! They will pull into the old stop 50% of the time and if you are alone in the new stop they will drive past you! :(And will leave elderly behind who are not aware of the stop change since buses stop in the old stop anyway. And the drivers will be mean if you give in and wait at the old stop, but I'd rather get on the bus than be right. Also, please make an app, since most buses scheduled to come do not actually come ("ghost buses"), so now I walk from Oak Sq. to Waldo Terrace to catch the 65, since it is usually faster than trusting buses that will never come. Thank you :)	Segment 2	Stop ID: 913
Washington St b/w Foster St & Leicester St. Currently there is a 2 hour parking limit. It is working well; no problem w/ space turnover. Why are you making me pay \$ to use these businesses? I have to pay \$ everytime!! We are a working class community. I can't afford to pay \$ everytime I come into Brighton!	Segment 6	Washington St between Foster and Leicester

Appendix A.3: Public Attendance

A total of **37** people signed in¹

First Name	Last Name
Roxanne	Longoria
Ray	Bryant
Fred	Maloney
Cristhela	Cordew
Anthony	Baez
Andy	Feldman
Emily	Lapinkas
Alex	Camarona
Aescuinn	Donohue
Sam	Dorgan
Jim	Curley
Lisa	Weber
Tina	Chan
Kin	Chow
T	Law
Mary	Yancey
Bella	Klooster
Liz	Breadon
Dixon	Rand
Stefan	O'reor
Rick	Gonzalez

First Name	Last Name
Mike	Dougan
Katie	Calandriells
Cea	White-Baer
Leann	Kosiar
Andrew	Blas
Dixtop	
Jason	Boyle
Sophia	Hebert
Arthur	Downey
Cindy	Wang
And	<i>Illegible</i>
Halmeet	Gifford
Stephen	Poltorzycski
Ceci	White-Bear
Mike	Dorgan
Moira	M

¹ Disclaimer: There is no way to verify the accuracy of the attendee names and whether it contains the actual names of those who attended.

APPENDIX B: VIRTUAL OPEN HOUSE SUMMARY

RT 57 Transit Priority Corridor Project Virtual Open House

DATE: August 9, 2023, at 6:30 PM via Zoom

Project Team and Presenters

Name	Affiliation
Matthew Petersen	Boston Transportation Department (BTD)
Tyler Lew	BTD
Zoe Hunt	BTD
Janice Cheung	BTD
Andrew McFarland	MBTA
Joe Poirier	Nelson Nygaard (N\N), Consultant to BTD
Ian Kolesinskas	Nelson Nygaard (N\N)
Taylor Adams	Regina Vill Associates (RVA), Consultant BTD
Matt Costas	RVA
Magdalena	Interpreter - Spanish
Bertolt	Interpreter - Portuguese
Terry	Interpreter - Mandarin
Anna	Interpreter - Cantonese
Anahit	Interpreter - Russian
Audrey	Interpreter - ASL
Hossein	Interpreter - ASL
Francisco Philibert	Captioner

See [Appendix D: Public Attendance](#) for a list of public attendees.

Purpose/Subject

The purpose of the virtual open house was to provide background information on the RT 57 Transit Priority Corridor Project, present the draft design, answer questions about the design, and solicit design feedback from the public.

Format and Process

The virtual meeting included a presentation, and breakout room sessions hosted by project team members, where attendees could ask questions or make comments by either typing them in the [chat feature](#) or “raising a hand” to speak verbally.

PRESENTATION

A slideshow presentation was delivered at the beginning of the meeting. ([See slide deck here](#)), The presentation and meeting recording ([posted here](#)) are available on the project website.

Introduction

Matthew Petersen, BTD, began by outlining the format of this Zoom open house. Interpretation in ASL, Spanish, Portuguese, Mandarin, Cantonese, and Russian were available.

Project Overview

Matthew Petersen, BTD, outlined the agenda of the meeting and provided a high-level overview of the project, including who is working on the project, why the city is doing the project, and the project timeline. The improvements that will be made to the RT 57 corridor as a part of the project will reduce transit delay, enhance safety, and reduce confusion for everyone on the street. Improvements could include new bus lanes, changes to bus stops, or changes to how traffic operates at intersections.

During the presentation, M. Petersen explained that the MBTA and the City of Boston worked collaboratively to coordinate with adjacent agencies and projects. He also explained that the project team is currently in the phase of collecting public feedback on improvements in order to make revisions.

Next, M. Petersen reviewed the draft design ([See slides 34 to 44](#)). The design was presented in 11 sections, including:

- Section 1: Tremont St from Cufflin St to Oak Square
- Section 2: Washington St from Oak Sq to Brackett St
- Section 3: Washington St from Brackett St to Langley Rd
- Section 4: Washington St from Langley Rd to Brock St
- Section 5: Washington St from Brock St to Eastburn St
- Section 6: Washington St from Eastburn St to Chestnut Hill Ave
- Section 7: Washington St from Chestnut Hill Ave to Henshaw St
- Section 8: Cambridge St from Henshaw St to Warren St
- Section 9: Cambridge St from Warren St to Eleanor St
- Section 10: Cambridge St from Eleanor St to Barrows St
- Section 11: Cambridge St from Barrow St to Higgins St

M. Petersen explained that the draft design will:

- Reduce typical bus delay by about 30%
- Make a bus round trip 10 minutes faster at rush hour, from about 40 to 30 minutes
- Eliminate about 90 hours of average weekday passenger delay
- Improve bus schedule reliability

Next, he reviewed all of the ways that the project team has distributed project information and collected feedback including through the project website, stakeholder briefings, a pre-design comment form, and an in-person open house. He explained that the public can provide feedback on the draft design through the online feedback form, which can be found [here](#).

Moving forward, public feedback will be used to revise the proposed design. Following the presentation, attendees were split up into breakout rooms for discussions and Q&A with project team members.

The following information was shared in the chat to provide participants with more information, including how to provide feedback on the draft design:

- **Project website:** [Boston.gov/route-57](https://boston.gov/route-57)
- **Project inbox:** transit@boston.gov
- **Feedback form:** bit.ly/rt57-design-survey

Breakout Sessions

Following the project overview, three breakout rooms were created to allow attendees to provide their feedback in a smaller setting. The main room served as a breakout room, which allowed the city to provide interpretation services to anyone who needed them. For notes on the discussions during these breakout sessions, see [Appendix B](#).

Below are brief summaries of each breakout room.

Breakout Room 1

M. Petersen, BTD, led a group discussion that focused on the delays and safety issues that bus and bike riders face on the RT 57 corridor, and the need to improve speed and reliability on the corridor. Participants also raised the need for improved bus shelters and amenities in the corridor. The RT 65 bus route and the need to improve transfers to the 57 bus was also discussed.

Breakout Room 2

T. Lew, BTD led a breakout group that also discussed safety issues for pedestrians, bus riders, and bikers. Participants spoke in favor of accessibility and safety improvements such as bump-outs, raised bus stops, and addressing busy intersections with narrow streets in the corridor. Similar to the first group, participants also requested that bus shelters be added and improved at bus stops. Participants also suggested that the city create resident parking stickers, and dedicated parking and loading zones.

Breakout Room 3

J. Poirier, N\N, led a breakout group that asked various questions about the design in regard to bus and bike lanes, and how the team determined where the lanes would start and end. Participants also spoke in favor of consolidating bus stops, particularly on Brock Ave as an alternative to eliminating the left turn. Similar to the other groups, participants also voiced safety and accessibility concerns, and urged the city to make improvements. Participants also raised parking concerns, and recommended metered parking in the area.

Appendix B.1: Breakout Session Notes

Breakout Session Purpose

1. Receive the public's feedback on the project.
2. Answer the public's questions about the project.
3. Provide information about the project, and share how the public can submit their feedback to the project team moving forward.

Breakout Room #1 (Matthew Petersen, facilitator):

- A participant addressed how bad delays are on the route, and noted that they stopped using the Route 57 bus because delays were so bad. They noted that there needs to be a bus going down Washington St (other than 65). M. Petersen, BTD, responded that the city hopes to make the 65 bus more reliable so that transfer works better. He said that what the project team is doing with Route 57 also considers Route 65 operationally. He added that Washington St. is a priority corridor.
- A participant noted that they experience delays with the express lane.
- A participant said that riding a bike is faster than the bus, but it is pretty dangerous. He said the roads are currently chaotic, and that having bike lanes that also go on side streets would help with bike connections.

He mentioned that Brookline has many bike lanes that Boston doesn't, and it could be worth it to connect the lanes.

- A participant asked if there are plans for any bus shelters. M. Petersen explained that the city is surveying existing bus stops to see which ones meet the requirements for bus shelters. He said that the city needs to configure with sidewalks, which can be tricky if they are narrow. He added that the city is also working on climate ready bus shelters.
- A participant noted that they are in the habit of always leaving 30 mins early no matter what mode of travel they are using.
- A participant commented that their pipe dream is to bring back the A line, and that Newton Corner has a lot of residents with many renters. M. Petersen commented that if residents can't get the train at this time, at least the city can aim to improve reliability. He explained that the project aims to prioritize bus riders, who tend to be some of the least heard residents. He added that Newton Corner is under MassDOT's jurisdiction so the city is limited in their options to improve infrastructure
- A participant asked about the connection from 65 going west @ Winship, and if there is anything changing there? M. Petersen said nothing is currently in RT 57 project scope to address this stop. He explained that BTD can look at where stops are and evaluate crosswalks, but it is not planning on changing any curb lines.

Breakout Room #2 (Tyler Lew, facilitator):

- A participant was concerned about the elimination of the left turn onto Chestnut Hill Ave. They said it is a wide road but there are not enough lanes for left turns. They commented that Academy Road is very narrow, and that the Main Street connection through an alley will cause people to get stuck. They said that any reason for cars to stop will cause major traffic jams, and negatively impact businesses and residents.
- A participant said that safety is a huge concern near Section 11 of the corridor ([See Section 11 on slide 46](#)).
- A participant spoke in favor of bump outs and said that they are a good idea because of increased precipitation creating puddles. They also requested the stops be raised, and that bus shelters be put up to protect people from the sun and bad weather.
- A participant supported flex posts because it creates a good way for pedestrians to cross.
- Another participant supported bus coverings and seatings, particularly around Oak Square stops. They specified that they would prefer structures that do not prevent homeless people from utilizing them. They also raised concerns that the Dunkin Donuts stop is used occasionally as a quick stop for customers, and that the design might interfere with this.
- A participant requested more clarity on bus lanes on Brighton Ave.
- A participant suggested putting the bus stop in front of BalaMao Thai Restaurant rather than after the light.
- A participant said that a bike lane in Union Square with cars and buses around this turn is tricky. They said that the Section 11 Intersection is very challenging, and that there is confusion when making a right turn on Brighton Ave to Cambridge St ([See Section 11 on slide 46](#)). He added that signage is also challenging to figure out, and that he would appreciate making this intersection safer.
- A participant recommended dedicated loading zones. He said delays are caused by restaurants and delivery trucks, and that the city must separate loading and parking zones. He also suggested resident stickers for parking, and noted that upcoming construction will cause more delays and increased demand for parking.
- A participant said that Section 7 is a confusing intersection for cars ([See Section 7 on slide 42](#)), and that pedestrians use flex post spots as a walkway. They said that better management will make a better walking experience.
- A participant, referring to Market St and Washington St, said that the right turn from Chestnut Hill Ave onto Washington Ave is very narrow and requested that it be improved. They added that the corner is very flat, and it should be made better for bikes as well.

- A participant said that a streetlight on Commonwealth Ave off the train stop does not exist, and that they made a report but there was no response.
- Participants asked questions regarding how stops have been affected by weather and flooding. They also asked if pedestrian crossing signal timing was included in the scope of the project.

Breakout Room #3, (Joseph Poirier, facilitator):

- Participant Dixon Rand asked where the shared bus/bike lanes will begin and why they would not be continued through Oak Square. J. Poirier, NN, explained that through the team's speed and reliability access report, the city identified the places with the slowest speeds and lowest reliability in order to determine where the team should focus their efforts. He explained that east of Oak Square has the worst speed and reliability, and that due to the competing uses in this area, it would be most effective to use the shared lanes beginning east of Oak Square. Dixon noted that his biggest concern is safety while biking.
- Participant Makrina K asked if this project is a wish list of everything the team would like to have included, and what the likelihood of prioritizing stop consolidation vs taking away left turn onto Brock Ave was. J. Poirier explained that it depends on the community feedback the city receives. He said that this is not a list of priorities, and that restricting the left turn is likely to have more of a positive impact on speed and reliability than shifting a bus stop. He noted that the draft design we are sharing is all the things that the team wants to implement.
- A. McFarland, MBTA, explained that when looking to improve reliability, the team looks at data and works with consultants to find the highest delay areas. He added that the team also talk to riders and drivers. He noted that a lot of delay on this corridor is from congestion that results in delay. Markina K responded that green line consolidation helped a lot with speed and reliability, and hopefully it will be just as successful on this route.
- Participant Kevin Carrage thanked the project team for all of the work, and the Wu administration for putting more emphasis on bus transportation, which is also neglected in the transportation system. He said he often bikes along the corridor but also takes the bus. He urged radical consolidation of the stops, especially since blocks are only a couple of blocks apart and are used by young riders. He added that metered parking would help very much because people keep their cars on the street for weeks. He also stated that bus only lanes (24 HR or rush hour) are also needed. He said they are often not respected by drivers, which is an enforcement issue. He urged more enforcement to help move the bus along the corridor.
- Kevin Carrage asked if the MBTA or city looked at how many new residential buildings are along this corridor or within easy walking distance? He noted this is already the 5th highest ridership bus, and there is a lot of development happening along this corridor.
- A. McFarland explained that the MBTA has been looking at development and projected increases for residential and commercial development. He said that the MBTA data, including the investment map, shows that bus transit priority is warranted in this area. He said this data includes social factors including seniors, people of color, low-income populations, as well as increases in development. He said the T looked at the MAPC aggregate score for development pipeline projects, which was another factor that went into prioritizing this corridor. Kevin responded that cars have been prioritized for decades and that he supported how this project looks moving forward.
- Pam Mullaney, representing Councilor Bredon's office, asked if there are many students from Boston Green Academy and Brighton high school that use the 57 bus, and noted that she hopes the team is coordinating with them. She also commented that the councilor wants to point out the increased pedestrian presence in Brighton Center from the Jewish Orthodox Center. She said the prohibition of turning left onto Chestnut Hill Ave would help with pedestrian safety.
- J. Poirier explained that the team has coordinated with BPS, and the city wants to increase reliability for students. He said the safety improvements include the left turn change, as well as the closure of the Market St. slip lane.

- A. McFarland thanked the Councilor for attending our open house last week, and noted that he spoke with her about specific constituent safety concerns.
- Benjamin Tocchi, representing Representative Moran’s office, asked if there are any plans to improve amenities at the bus stops. He noted that there are many riders with mobility issues who have various needs like seating and shade. J. Poirier responded that in relation to this project and focus area, the team is looking at improved amenities but is not recommending that level of detail in the draft design. He said the city is looking at that as part of this project, and that the team has identified high ridership stops that don’t have the proper level of amenities.
- J. Poirier added that we are also proposing bump-outs, which can help with narrow sidewalks by extending the stops into the streets. He explained the benefits of bump-outs, and that they are being proposed on Tremont St., in Oak Sq, and Union Sq. Benjamin commented that this would contribute to the city and state accessibility goals.
- A. McFarland added that from a system-wide perspective, the city and T want to put amenities into high ridership stops. He said the difficult part is finding adequate space with narrow sidewalks while complying with ADA rules so there is a balance.
- Kevin said that in Brighton Center, he is in favor of closing the Market S. slip lane. He said that there was negative feedback during the pilot, but also a good deal of support. He asked if the team is talking about TSP all along the corridor? J. Poirier said that the city is looking at TSP in a few places but there is not a proposal in this draft design. A. McFarland noted that the MBTA is eager to work with city on TSP.
- Pam noted that in her experience there are many young mothers with children that board in Oak Sq with the IMPACT group. She asked if the city would make improvements with this in mind. J. Poirier said that the team did notice that during research, and hopes some of the improvements will help with boarding the bus with strollers, especially so buses don’t have to stop in the street.
- A. McFarland added that improving service so buses run according to schedule would hopefully mean less overcrowding and allow more room in front of the bus for strollers and mobility devices.

Appendix B.2: Chat

This table includes all comments and questions submitted in the Chat feature during the main presentation¹.

Name	Questions/Comments
Whitney Sands, CAB Allston Brighton	Parking and loading zones must be separate.
Whitney Sands, CAB Allston Brighton	I’ve been using the busses for 30 years, I always double the time allowed, always count on delays.
Matthew Dezii	Drivers making that left onto Breck is dangerous. Love that change.
Matthew Dezii	So exciting to see the slip lane pilot made permanent!
Whitney Sands, CAB Allston Brighton	I watched bikes ride alongside trucks while strolling along the Rose Kennedy greenway, it works, I was amazed
Wendy S.	I think eliminating a left turn onto Chestnut Hill Ave is a mistake. Academy Hill road is extremely narrow with businesses on both sides and heavy pedestrian traffic between the Common and the library. This plan would be forcing many cars to go up that small street.
Matthew Dezii	There’s no easy way to simplify the intersection at Union Sq., but this looks promising!
Richard Meinke	This intersection on a bicycle is really challenging so thank you for providing new ways to make it safer. Specially on a left turn from Brighton ave to Cambridge Street.
Jonathan Lee	Thank you for this presentation. really looking forward to the positive changes from the project!

¹ Inappropriate messages shared in the chat have been removed.

Appendix B.3: Public Attendance

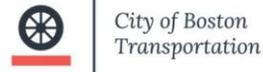
A total of **44** people signed in¹

First Name	Last Name
Alice	Kidder
Lynne	O'Connell
Ruthie	Jean
Benjamin	Muller
Pam	Beale
Mary	Sherman
Diane	Brown
Kevin	Honan
Benjamin	Tocchi
Adam	Hope
Jeff	Sullivan (Bulletin Newspapers)
Nikolas	Varga
EDWARD	MCMAHON
Whitney	Sands
Kevin	Carragee
Tammy	Hammack
Emily	DeHoog
Alison	Leary
Pam	Mullaney
Richard	Meinke
Matthew	Dezii
Wendy	Schwartz
Eugene	Epshteyn
Dixon	Rand
Benjamin	Tocchi (Rep. Mike Moran's Office)

First Name	Last Name
Michelle	Clancy
Barbara	Jaehn
John	Pelletier
Tommy	Vitolo
Rich	Otero
Leonardo	Ruiz Sanchez
Jim	Curley
Jay	Doyle
Cecilia	Nardi
Alberto	Mendoza
Barbara	Parmenter
Carolyn	Gritter
George	Sarris
Louisa	Gag
Moira	McCrave
Marina	Kizel
Jonathan	Lee
Rahim	Abbasi
Sydney	Blevins
Maha	Aslam

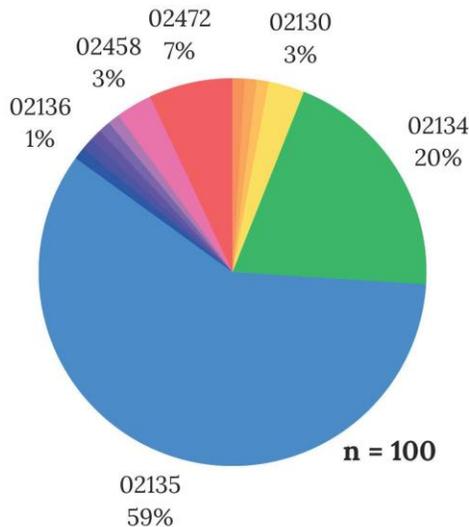
¹ Disclaimer: There is no way to verify the accuracy of the attendee names and whether it contains the actual names of those on Zoom.

Route 57 Pre-design Survey Data



NEIGHBORHOODS SERVED

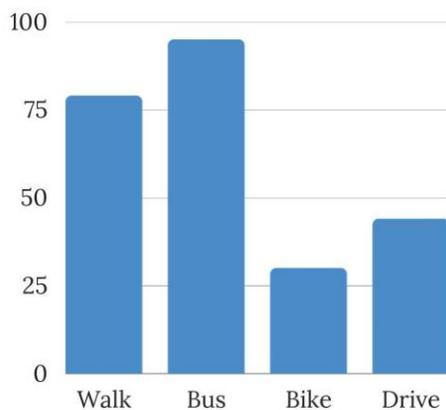
Q: WHAT IS YOUR HOME ZIPCODE?



Respondents gave a wide range of zip codes (02113-02472). Most responses came from Brighton (02135), Allston (02134), and Watertown (02472). Making improvements to the Route 57 Corridor would impact people from all over Allston-Brighton. Many Brighton residents rely on the 57 because they are farther from the B Branch of the Green Line.

TRAVEL BY MODE

Q: HOW DO YOU TRAVEL ALONG THE ROUTE 57 CORRIDOR?



Most respondents take the bus and walk as their main mode of transportation. These surveys were mainly distributed around bus stops in commercial centers, which accounts for the high bus ridership numbers in the data, but respondents also bike and drive.

SURVEY COMMENTS

WHAT CONCERNS DO RIDERS HAVE ABOUT THE ROUTE 57 CORRIDOR TODAY?

"On Washington Street in Brighton, the **traffic lights** at Foster Street and on either side of St. Elizabeth's (so the intersections of Washington, Winship and Cambridge streets, and Washington and Warren) **are maddening for pedestrians**. There are **buttons for walk signals, but they clearly don't work, which only encourages jaywalking and is frustrating for everybody**" -02135

"**Double parking is a HUGE issue**, particularly delivery drivers picking up orders at restaurants, including in the bus lanes on Brighton Ave. There **needs to be better curbside management** (more loading/dropoff zones, adding parking meters and/or additional time limits to encourage turnover, more enforcement of illegal parking, etc)" -02118

"The **buses need to make efforts to stay on a schedule**. There will often times be no buses for 20-30mins, and then 3 buses show up in a row all at once. If there was more of an effort to have one bus come every ~10 mins, this would make the bus much more reliable and less crowded. There have also been times when I have waited 20-30 mins for a bus, just for it to drive past me because it was too crowded to pick me up" -02135

"I deem the bus lane the "Uber Eats Lane" because during dinner it is just temporary parking for restaurants. It requires buses to move into the left most lane to get around parked traffic. **What's the point of the bus lane if you have no punishment for driving and parking in it?** If I had a choice, I would turn all the parking in front of restaurants along the 57 route into 10-15min parking instead of unlimited parking; this would give Uber eats drivers a place to park while they grab food" -02135

"Being dependent on this bus route has become increasingly frustrating since 2021. **57 has huge issues with lead times**. Not unusual for 20+ minute waits between buses, and then 2-3 buses show up at the same time. Why is the departure schedule not managed better? By spacing them apart people wouldn't have to wait so long " -02472

SURVEY COMMENTS

WHAT CONCERNS DO RIDERS HAVE ABOUT THE ROUTE 57 CORRIDOR TODAY?

"As a life-long resident of a side street just off of the corridor near Oak Square (and recently retired), I find my transportation needs have shifted- while I still ride the 57 bus, **I need my car much more often** for the types of errands my life involves now"
-02135

"I take the 57 almost everyday and I must say that **this route is often very very busy**. The **frequency of buses is bad**. Because of **extreme crowd there is no room in buses** and sometimes the drivers don't even stop to pick passengers" -02458

"The state of Watertown Yard is a disgrace. You have a whole large area there with two puny bus shelters. There is **no level boarding/unloading for wheelchair users. Minimal protection from wind, rain, and sun, etc when you could have a large sheltered area**. The **pavement is disintegrating**, the **buses are not reliable**, etc. This stop should have active dispatch to avoid bunching! I can't count on this as a transit method for myself and my friends. " -02472

"The Allston section in particular needs to have its **double parking managed**. I would suggest moving the buses to the middle of the street, in place of the median (where the trolleys used to be) to **remove conflicts with buses**. There are also a few individual hotspots closer to Oak Square with double parking problems" -02472

"Trucks and cars and delivery drivers and cabs that **park at bus stops should be towed**. Immediately, no joke, no screwing around. Seriously, you could have a tow truck running this route all day and it would probably pay for itself by mid-morning" -02472

"Especially closer to Kenmore, the **route for biking is very dangerous**. I rarely take the 57 because even when I wait for it, it's usually entirely full." -02134

"It's noisy. Too much unnecessary honking. The **pedestrian walk signals are all way too short**. They should be at least 20 seconds everywhere. " -02134

SURVEY COMMENTS

WHAT WORKS WELL?

"The bus drivers were so **kind** and **nice**. I feel **save** [sic] using the 57 bus"
-02135

"very **well used** in both directions; grateful to have it" -02135

"**Current red bus/bike lanes are fantastic**. Focus on the "hairy" areas at Union Sq, close in to Kenmore" -02135

"Bus drivers are usually **nice** about letting you go on if you're out of money to ride" -02135

"I find the **wait reasonable**. There are long stretches the route where no bus shelter is located, and I consider bus shelter when taking the 57 on rainy days and hot days. A shelter should be placed in these long stretches. Shelters design should include relief from sun (consider climate change and heat spells), also there is usually one wall of shelter covered in advertising blocking my view of who might be on the other side and I want to be able to see if anyone is on the other side of that wall" -02458

HOW OFTEN DO RESPONDENTS USE THE ROUTE 57 CORRIDOR?

33%

of survey
respondents use
it daily

35%

of survey
respondents use it
multiple times per
week

27%

of survey
respondents use it a
few times per
month

SURVEY COMMENTS

WHAT IMPROVEMENTS DO RIDERS WANT TO SEE IN THE ROUTE 57 CORRIDOR?

86%

of survey respondents want faster and more reliable bus service

45%

of survey respondents want improved bicycle infrastructure

47%

of survey respondents want better pedestrian infrastructure

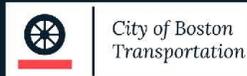
*"Super important to **prioritize bus infrastructure** and **cut down on delays** and **improve reliability**, please make sure you are **putting bus riders first as opposed to single occupancy private vehicles** that take up a majority of road space but carry a relatively small % of people traveling" -02134*

*"Former Allston resident who used to use this corridor daily; **would love to see Comm Ave get bus lanes similar to those implemented on Huntington Ave for the 39** (very similar streetscape - two lanes road with parking and a Green Line median) to connect to the ones already implemented on Brighton Ave. In addition, you could **implement bus lanes** between Brighton Center and Union Square on Cambridge Street **by eliminating street parking**, which serves a fraction of residents using public space for private vehicle storage in an area with plenty of driveway and side-street parking. This could do a lot to speed up the journey for Brighton residents to and from major destinations such as Allston Village, Boston University, and Kenmore Square/Fenway" -02113*

*"Though I don't regularly use the 57 corridor anymore, I did use it when I lived closer to Allston/Brighton - and I believe that **bus priority** would be a fantastic, potentially transformative project. I am **heavily in favor of dedicated bus lanes** (where possible) and **signal priority**. If there's any room for a dedicated bus/bike Right of Way (such as senter [sic] running bus lanes), I believe that would be ideal!" -02139*

Route 57 Transit Priority Corridor Project

Post-Design Feedback
Summer 2023



"MBTA route 57 bus at Kenmore station, September 2018" by Byron A. Nash is licensed under CC BY 2.0

How Feedback Was Collected

- This presentation is a summary of quantitative responses and open-ended comments received through the online post-design feedback form about the August 2023 Concept Design for the Route 57 Transit Priority Bus Project.
- The feedback form was available online for respondents to provide their comments on the draft design from August 3, 2023, through September 5, 2023.
- The form was available in English, Spanish, Russian, Portuguese, Simplified Chinese, and Traditional Chinese. The project team received a total of 87 responses.
- The design concept can be found at boston.gov/route-57

Outreach: Summer 2023

Community Events:

- In-Person Open House at the BCYF Jackson Mann on August 3, 2023
- Virtual Open House on August 9, 2023
- **Pop-ups at:**
 - Brighton Farmers Market
 - Oak Square
 - Allston Village opposite the Quint Ave bus stop
 - Allston-Brighton Open Streets
 - Brighton Branch Library

Briefings:

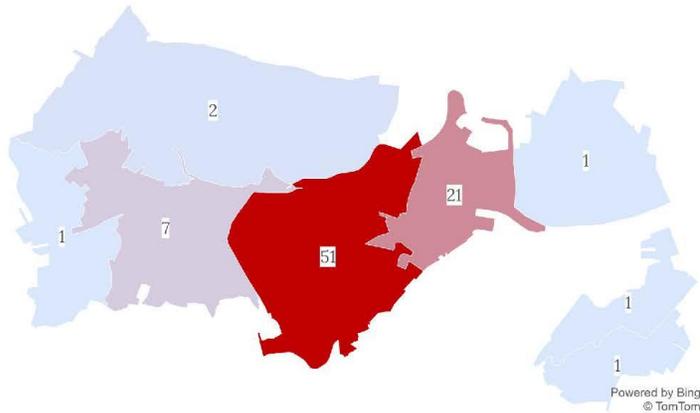
- Elected officials
- Transit Matters
- Walk Boston
- Brighton Main Streets
- Allston Brighton Health Collaborative
- Boston University
- Boston Public Schools
- St. Elizabeth's Medical Center

Materials:

- Project website
- Meeting Flyer
- Roll plan (Available online and at the open house)
- Email notifications to the project database
- Pre-design comment form
- Post-design online feedback form available from August 3, 2023 to September 5, 2023

Feedback From Respondents

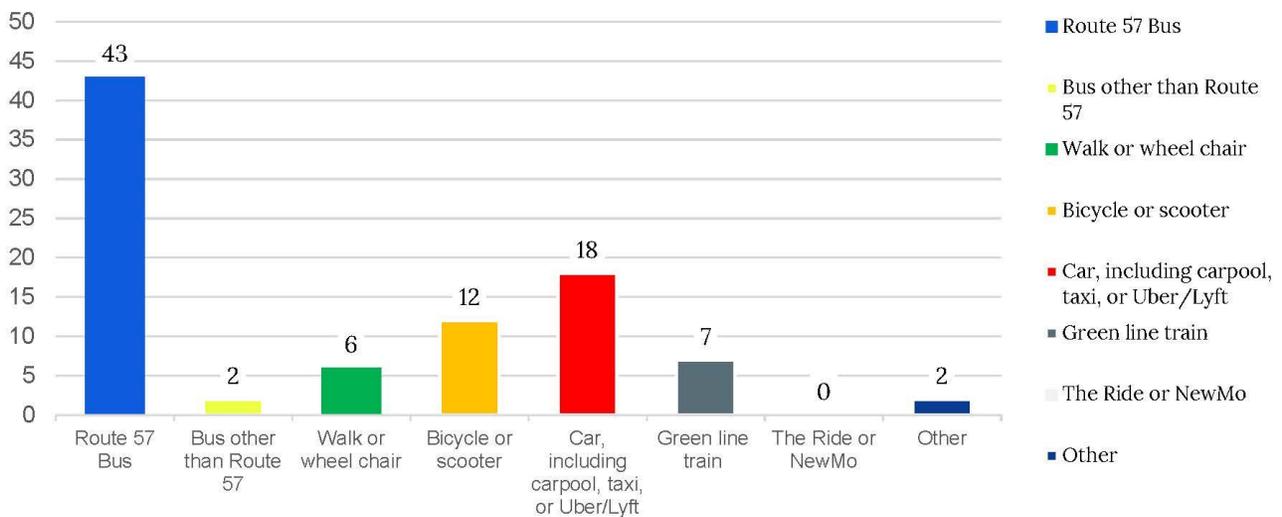
Respondents by ZIP Code



Top 4 Zip Codes with Most Responses	
02135 (Brighton)	51
02134 (Allston)	21
02458 (Newton)	7
02472 (Watertown)	2

5

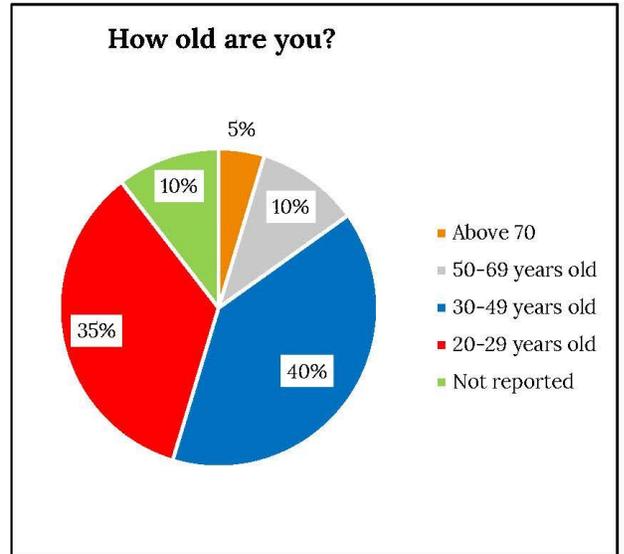
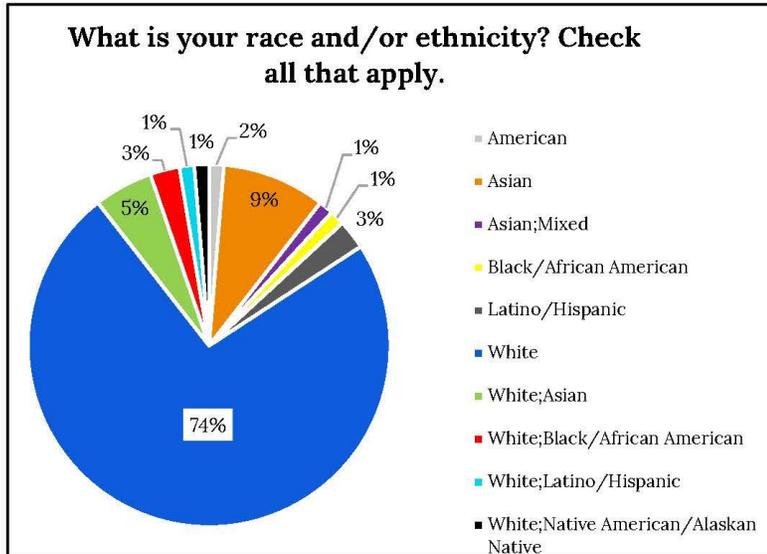
Mode of Travel



6

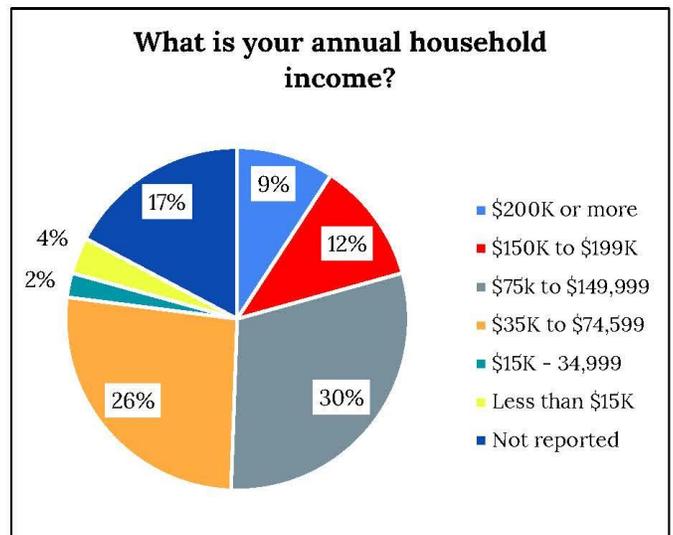
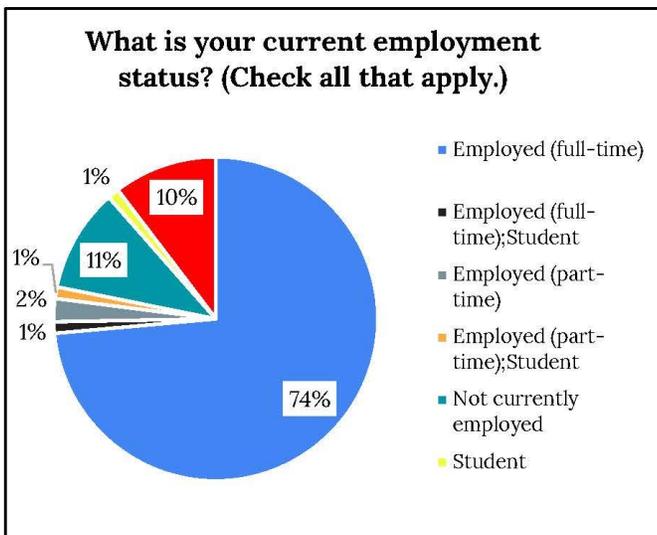
**Some respondents reported multiple modes of travel.*

Demographics



7

Demographics (cont.)

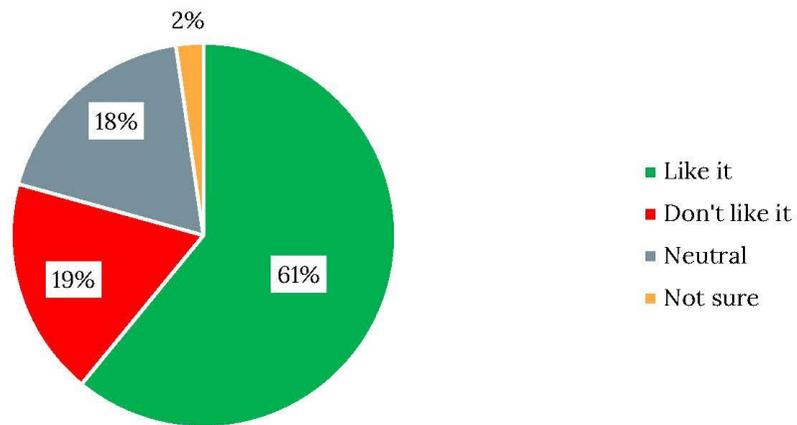


8

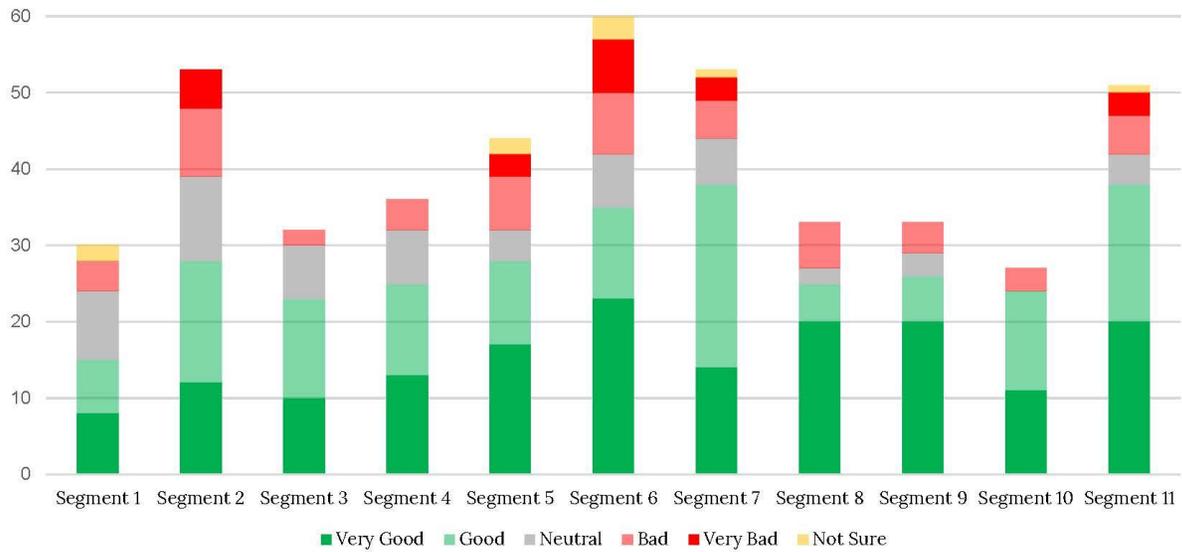
Overall Feedback

Overall Support

Overall, how do you feel about the draft design?



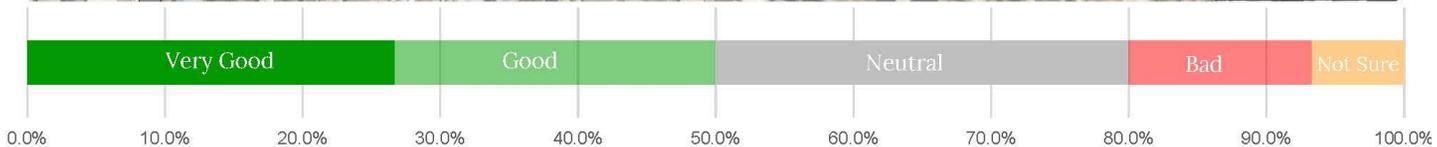
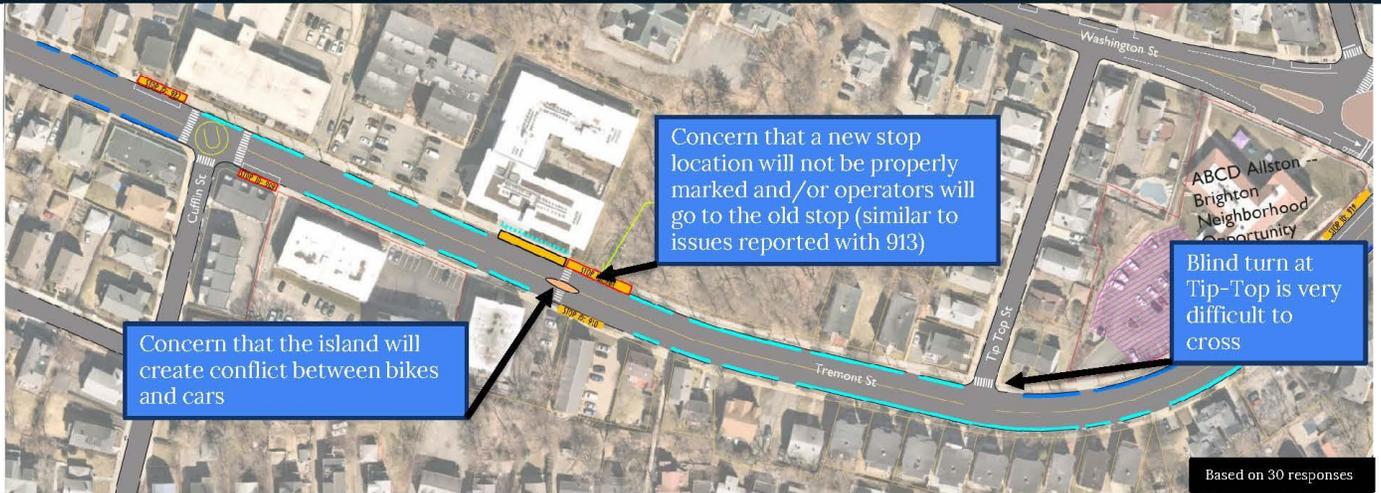
Support by Segment- At a Glance



11

Design Feedback by Segment

Segment 1: Tremont Street from Cufflin Street to Oak Square



Segment 1: Key Concerns

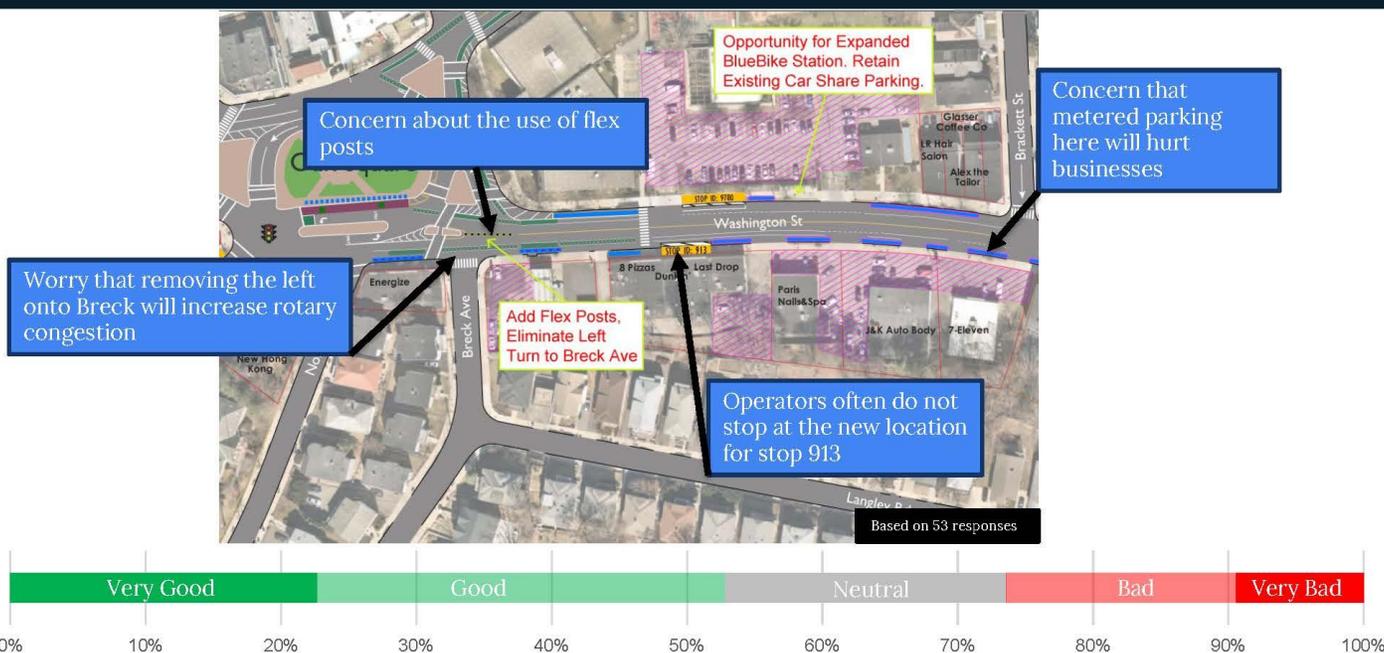
“This section of road is set for protected bike lanes in Boston’s bike lane plan and center islands can sometimes cause issues with protected lanes that are added later”

“Most of the crosswalks on Washington aren’t signalized and cars don’t see you to stop for you”

“I think the Cufflin street stop 909 on the inbound (towards Kenmore) should be kept and the 910 removed, as it seems more people board at Cufflin than Tremont Pl”

“Moved bus stops need to be better marked ...The bench should be moved from the old stop location to the new stop”

Segment 2: Washington Street from Oak Square to Brackett Street



Segment 2: Key Concerns

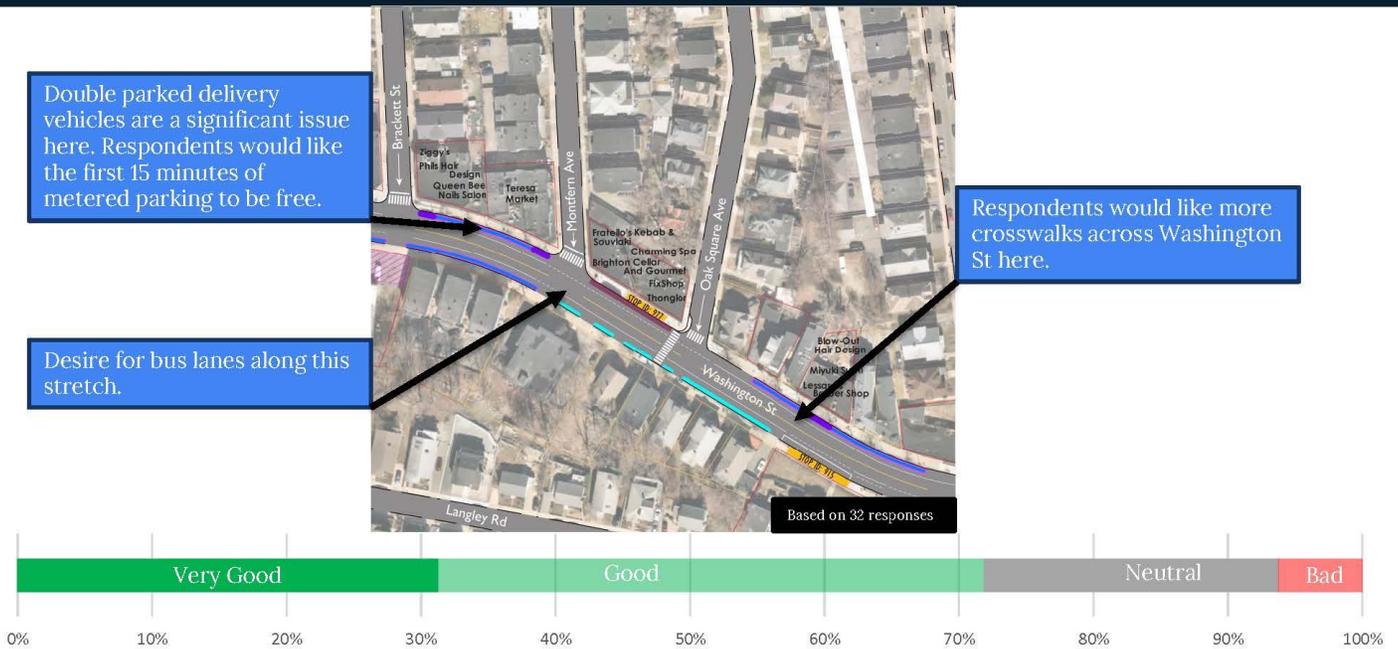
“Stop 913 definitely needs to be clearer to drivers, as it is often blocked by people stopped to pick up Dunkin”

“Flex posts rarely work and are constantly abused by drivers who pull into bike lanes”

“It’s a big change not to have a left turn off of Breck Street, but I think having cars wanting to turn left go around the square could work”

“If the meter parking is only during the day, that should be fine. Changing overnight parking will become extremely difficult for the local community”

Segment 3: Washington Street from Brackett Street to Langley Road



Segment 3: Key Concerns

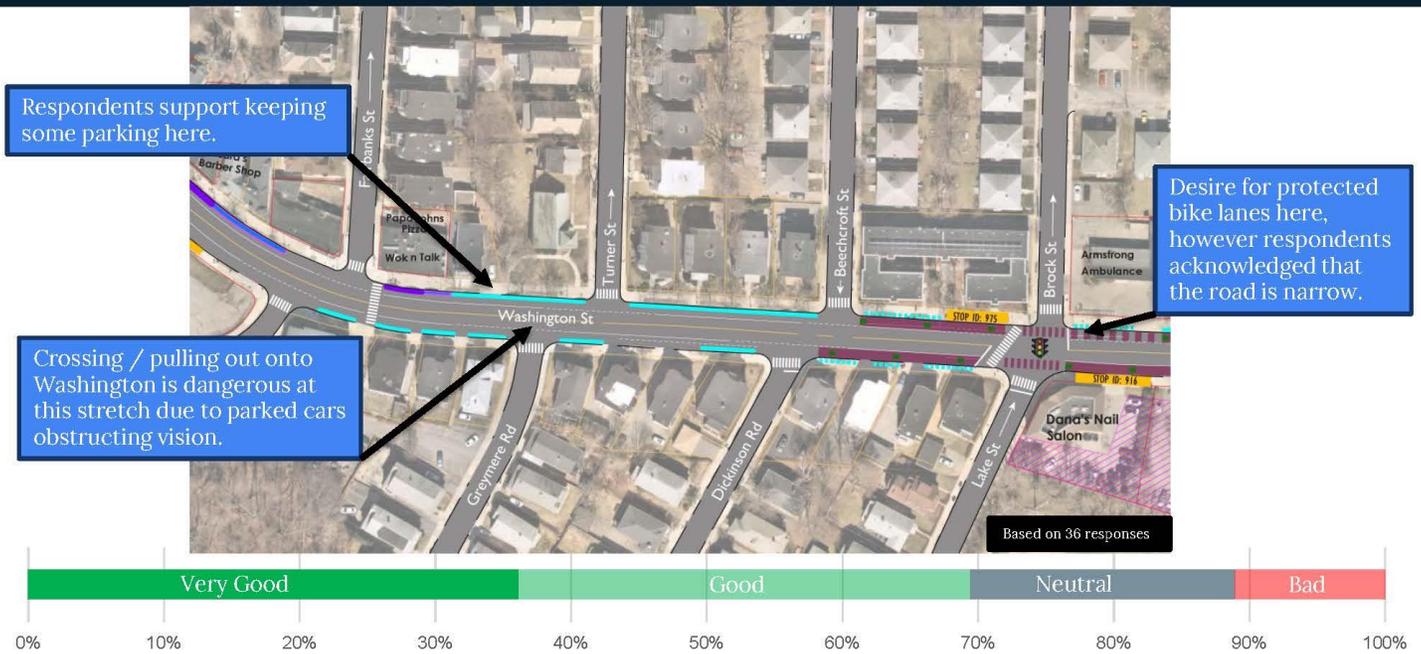
"If there will be metered parking, first 15mins should be free"

"It is very difficult to safely pull out onto Washington street with [parked] cars blocking vision"

"Would like to see the bus lane cover more of the street, current proposal is a clear improvement but doesn't seem like it will do much"

"People are still going to double park unless it is maintained better"

Segment 4: Washington Street from Langley Road to Brock Street



Segment 4: Key Concerns

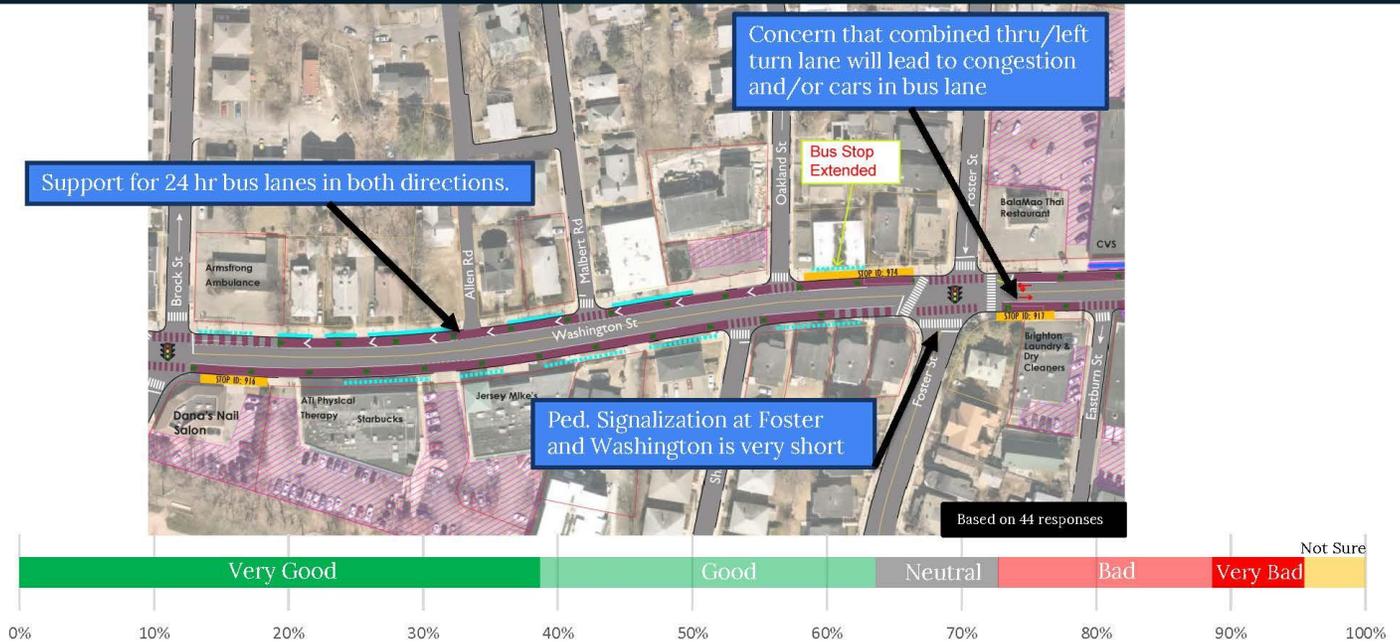
“Do not add metered parking if parking spaces will be lost”

“I like the shared bus and bike lane but would prefer to have a protected bike lane. Biking in this area can be dangerous”

“This area of Washington is always a cluster during peak commuting hours and the bus having to navigate parked cars is definitely part of the issue”

“This section is quite narrow for cyclists, especially with buses and cars coming in from side streets”

Segment 5: Washington Street from Brock Street to Eastburn Street



Segment 5: Key Concerns

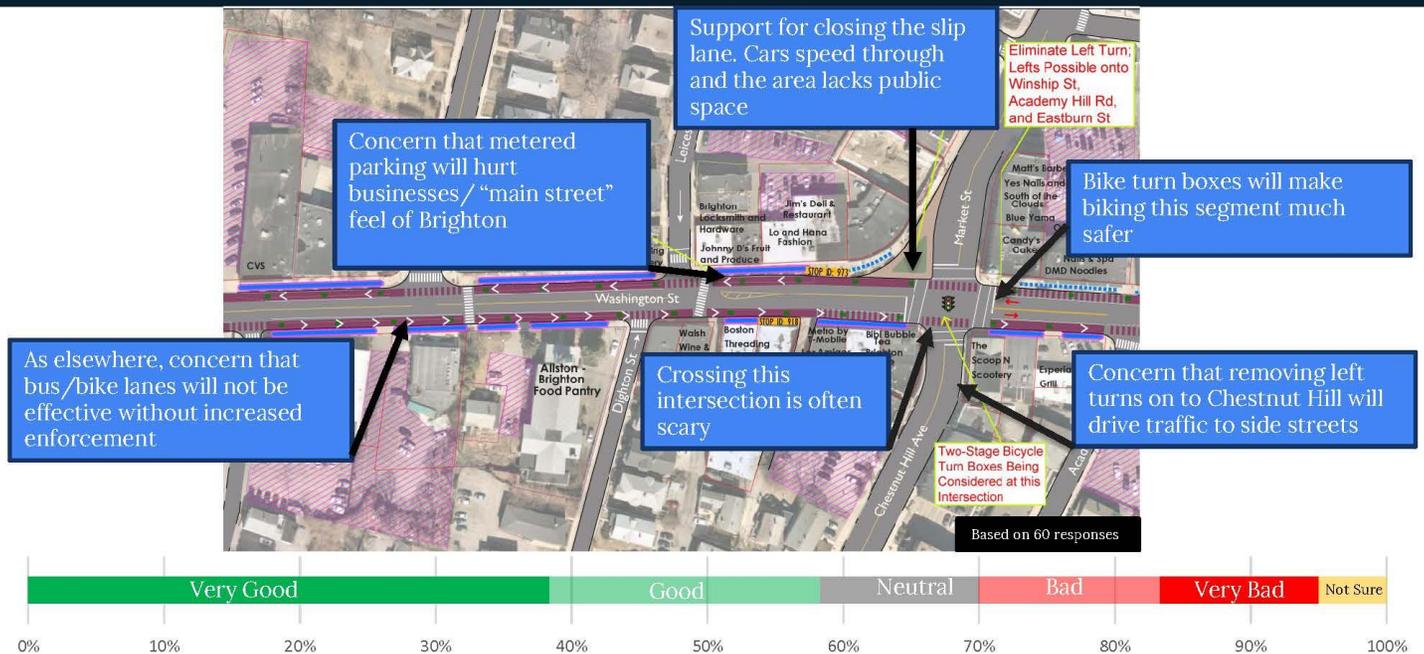
“Both of the bus lanes should be 24 hours. Also please think about cyclist safety--combined bus/bike can work but it requires being intentional about signals and markings”

“Removing the left turn lane at Foster street will make traffic worse, not better. I fully expect cars to use the new bus lane as the thru lane”

“The left turn into Foster is a hard turn, particularly on peak hours and during game days at Boston College”

“Washington Street needs a curb protected bike lane”

Segment 6: Washington Street from Eastburn Street to Market Street



Segment 6: Key Concerns

"The people who park in Brighton Center are mostly doing errands and getting food. Meters are not necessary."

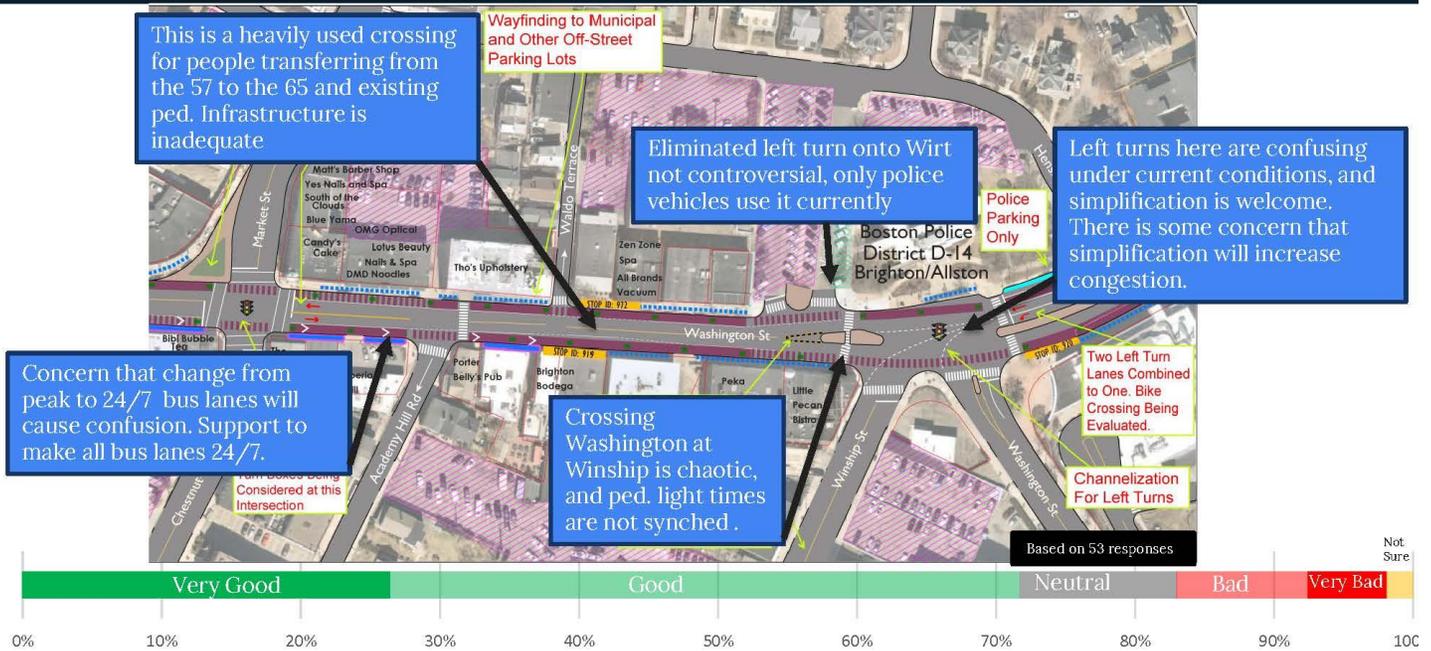
"I would be concerned about the speed of traffic [on side streets]. I walk in this area often, and many of the crossings - for instance, of academy hill road along chestnut hill, are not signalized"

"I worry about enforcement of the bus lane in this area"

"I do like closing of the slip lane- it's always been a bit questionable and it'll be awesome to have a little more public space in the center of Brighton!"

"Wooo bus lanes!!! Here they are sorely needed"

Segment 7: Washington Street from Market Street to Henshaw Street



Segment 7: Key Concerns

"I worry that the lack of consistency [between peak/ 24hr bus lanes] will confuse people"

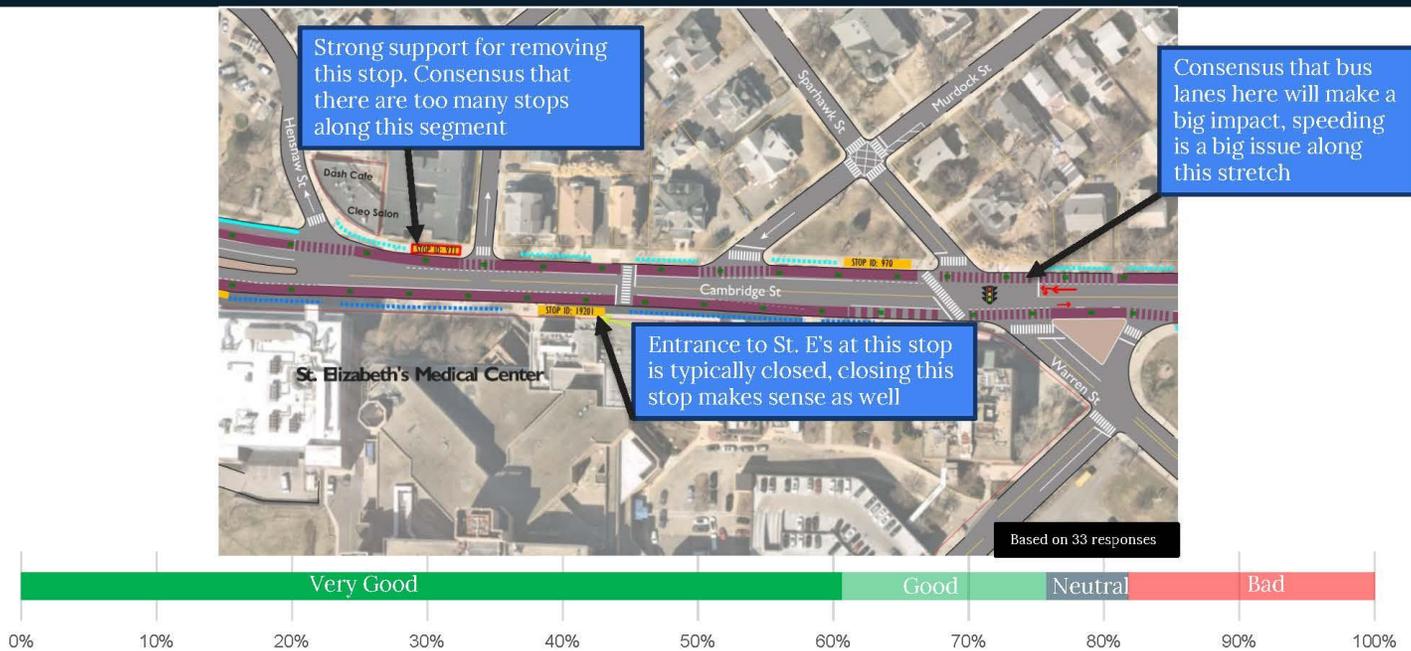
"Converting two left-turn lanes to one is welcome. Many drivers (even cabbies!) get confused by this intersection and end up in the wrong place"

"Crossing [Washington at Winship] is time-consuming and feels dangerous"

"I love that the westbound bus lane could serve as a feeder into the upcoming Winship bike lane"

"Some sort of bike or combo bike-ped light would be good. Too many drivers splitting into too many directions"

Segment 8: Cambridge Street from Henshaw Street to Warren Street



Segment 8: Key Concerns

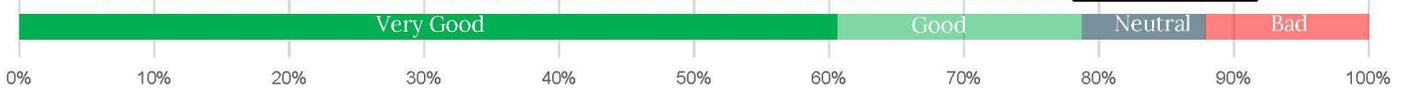
"I hate to lose a bus stop, but if it makes the bus faster, then it's a worthwhile trade-off"

"Intersection of Sparhawk & Murdock is tricky, accident-prone; attention should be paid to parking/traffic calming on those streets"

"If there is further consolidation that we can do, we should do it"

"Cars drive way too quickly on this section, and I'm hoping with a bus lane added, it will make their travel actually the speed limit"

Segment 9: Cambridge Street from Warren Street to Eleanor Street



Segment 9: Key Concerns

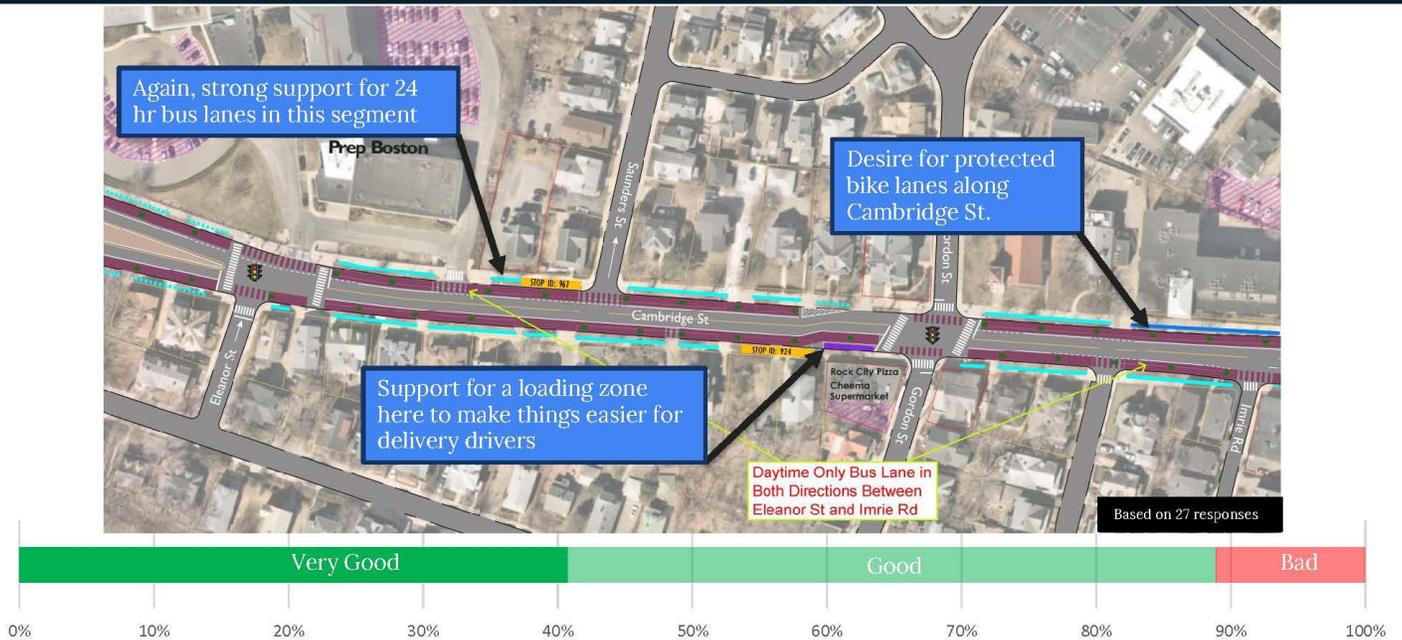
"I really appreciate having 24-hour bus lanes along this part of the corridor"

"Looks good, no need for parking when there are so many lots and side streets with parking"

"This is fantastic, There aren't many businesses in this area the street parking is useless rip it out"

"Cambridge St is a Mass Pike off ramp route to Brighton Center. Restrictions will create huge traffic congestion"

Segment 10: Cambridge Street from Eleanor Street to Imrie Road



Segment 10: Key Concerns

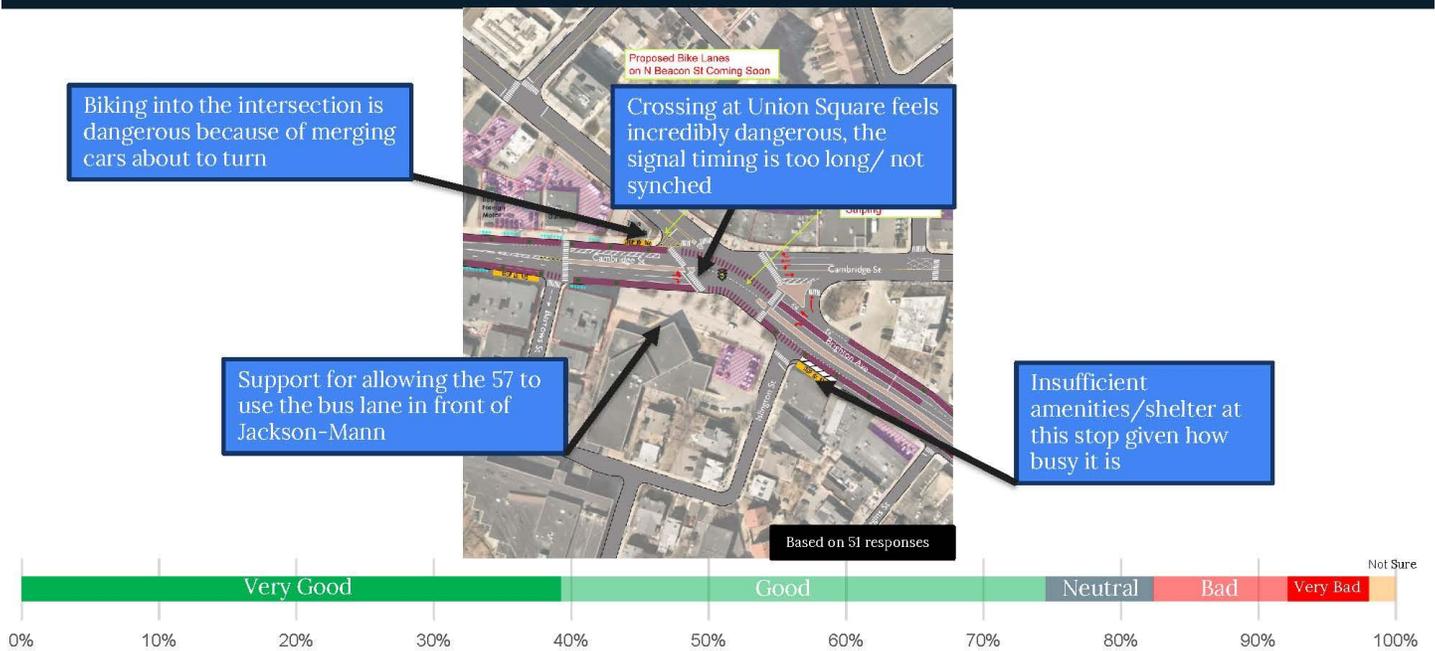
“The use of additional loading zones makes sense for local businesses”

“Peak hour bus lanes make sense here as the bus usually travels fairly quickly here at other times”

“If we’re having multi-use bus lanes, signage needs to be super clear”

“Add TSP at lights. Bus lanes should be enforced, as I could see people trying to park in spots during the day”

Segment 11: Cambridge Street from Imrie Road to Brighton Avenue



Segment 11: Key Concerns

“The fear for both my safety and for wasting time crossing this intersection has had a continuous impact on my day-to-day life”

“Crossing [Union Sq] currently requires waiting for two out-of-sync lights, often leaving pedestrians stranded in the middle of the road”

“There are constantly issues with cars going through the light even if they have nowhere to go, and then blocking the intersection for the cross traffic, during peak hours”

“Westbound, this intersection is already BAD for bicycles. This proposal doesn't make it better. In fact the westbound Brighton Ave combined bus/car lane might make it worse”

Additional Responses

- The survey was open from 8/3/23 to 9/5/23. During that time, 87 responses were collected.
- Following the close of the survey, one additional response was received. Feedback received in that response is reflected below.

“The bus/bike lane on Brighton continuing to Cambridge should help with the danger bikes face in taking that left, but it’s still a concern.

PLEASE ensure that longer crossing signal timing is part of these measures.”

“Very pleased to see metered parking proposed by Wirt St.”

“Bike turns left from Washington [onto] Washington/Winship should be carefully considered; it’s a lot of pavement to cross”

APPENDIX D: BUSINESS SURVEY



The City of Boston is planning changes to streets along the **MBTA Route 57 bus route** to improve service reliability and increase the number of people that can move along the corridor. We want to understand the needs of local businesses on the corridor to ensure we consider those needs in our design process. For more information, go to boston.gov/route-57 and sign up for project updates, email transit@boston.gov, or call the project manager, Matthew Petersen, at (617) 635-1453.

There are about **9,400 bus boardings on the Route 57 corridor everyday**. The Boston Transportation Department is planning improvements to the Route 57 bus route to reduce transit delay, enhance safety, and reduce confusion for everyone on the street. Improvements to the Route 57 corridor could include new bus lanes, changes to bus stops, or changes to how traffic operates at intersections. **These improvements will allow for more consistent transit service and increased transit access to locations along the MBTA Route 57 bus route.**

BUSINESS INFORMATION

Business Name: _____ Address: _____

Contact Name: _____ Role (owner, manager, employee): _____

Preferred method of contact:

- Phone Call Email

Contact Information: _____

Best time of day to contact you for future project updates: _____

LOADING/DELIVERIES

Where do you currently receive deliveries? (Check all that apply and show on map, located on the last page)

- Curbside parking space Double park Off-street/loading dock

Is there somewhere you would prefer to receive deliveries? _____

Are you able to control when most of your deliveries arrive? (Circle one) Yes No Don't know

transit@boston.gov

617-635-1453

WHAT DOES A TYPICAL WEEK OF DELIVERIES LOOK LIKE FOR YOUR BUSINESS?

	What deliveries do you usually receive on this day of the week?	When do you usually get the deliveries?	How long does the delivery take?	What kind of vehicle makes the delivery? (Car, Van, Pickup Truck, Box Truck, Semi-Truck, Bike/Motorcycle)
MON				
TUE				
WED				
THU				
FRI				
SAT				
SUN				

TAKEOUT/CURBSIDE PICKUP/DELIVERY

Does your business offer takeout, curbside pickup, or delivery? (Circle one) Yes No

If yes, where does the pickup take place? (Check and show on map, located on the last page).

- Curbside parking space
 Double park
 Off-street/loading dock

CUSTOMERS

How long do most customers stay at your business? (Circle one)

- 0-15 min
 15-30 min
 30-60 min
 60+ min

What is the max # of people who visit your business at one time? _____

transit@boston.gov

617-635-1453

EMPLOYEES

How many employees are traveling to your business throughout the day? What times are they traveling?
 Count the number of shifts at your business and count the number of employees working each shift.

Number of shifts: (one shift per row)	Time of shift: (start and end)	How many employees are working during each shift?
Shift 1	Start: End:	
Shift 2	Start: End:	
Shift 3, etc.	Start: End:	
	Start: End:	
	Start: End:	
	Start: End:	

How do your employees arrive at work? Count the number of employees using each mode of travel. If an employee uses more than one mode, only count the mode that they spend most of their commute time on.

Mode of travel	# of employees Shift 1	# of employees Shift 2	# of employees Shift 3, etc.			
Walk						
Bike						
Bus						
Subway						
Commuter Rail						
Drive						
Uber/Lyft/ other dropoff						
Other						

If they drive, where do they park? (Check and show on map, located on the last page).

- Curbside parking space Parking lot or driveway Garage

ANYTHING ELSE WE SHOULD KNOW?

B *Boston Transportation Department*
BUSINESS SURVEY

Please sketch where your employees park and where your takeout/delivery orders are picked up, if applicable.

transit@boston.gov

617-635-1453



City of Boston
Transportation