



Transportation and Commuting Survey Results

OFFICE OF STATE SENATOR JASON LEWIS | JANUARY, 2020

Who completed the survey?

- This survey was administered via Google forms from December 18, 2019 until January 8, 2020
- 790 individuals responded to the survey, with 95% of respondents living in the 5th Middlesex District (Malden, Melrose, Reading, Stoneham, Wakefield & Winchester)
- This survey was not intended to be statistically significant, but to provide direct constituent feedback for Senator Lewis on personal experiences with our transportation system

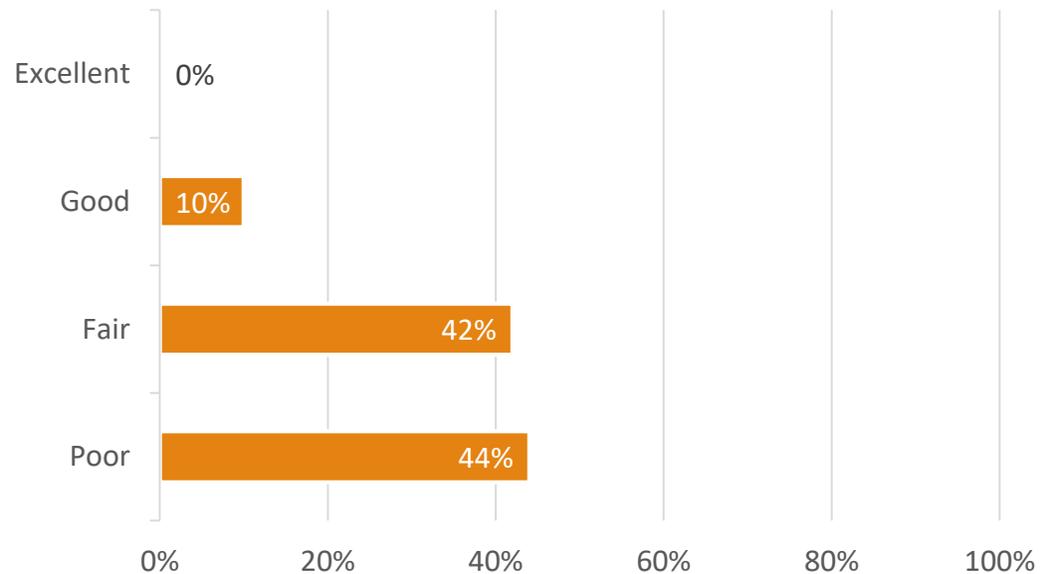
How do residents usually get around?

Q: Which modes of travel do you use regularly to get around? Please check all that apply.

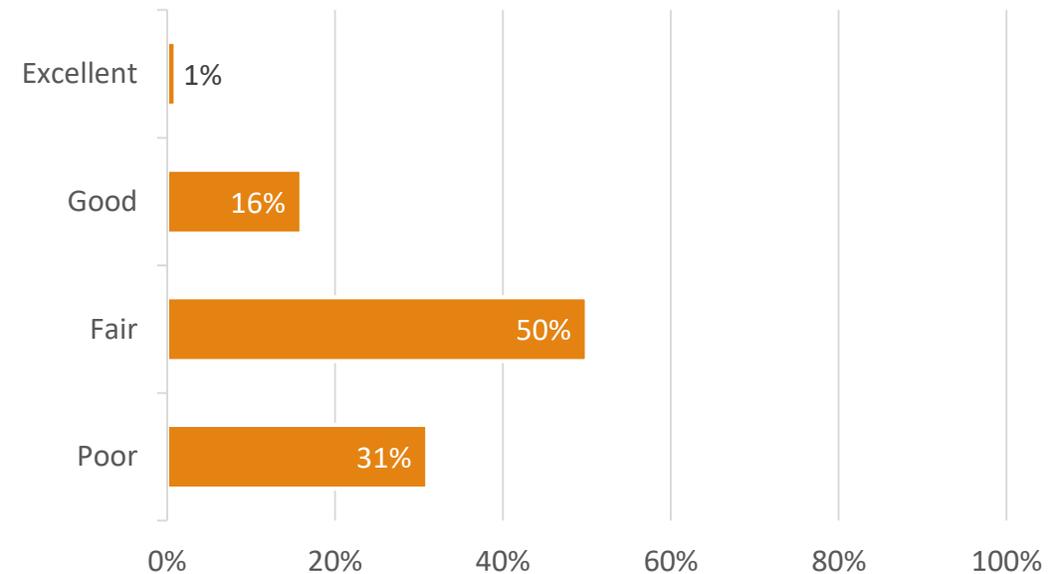
- 72% drive alone
- 53% take the subway
- 48% walk
- 44% drive or ride with others
- 31% take a bus
- 26% take the Commuter Rail
- 25% use taxis or ride-shares (Uber, Lyft, etc.)
- 14% ride a bike

How do residents describe the current state of our roads and public transportation?

Q: How would you rate the condition of public transportation here in Massachusetts, including subways, trains, buses, and ferries?

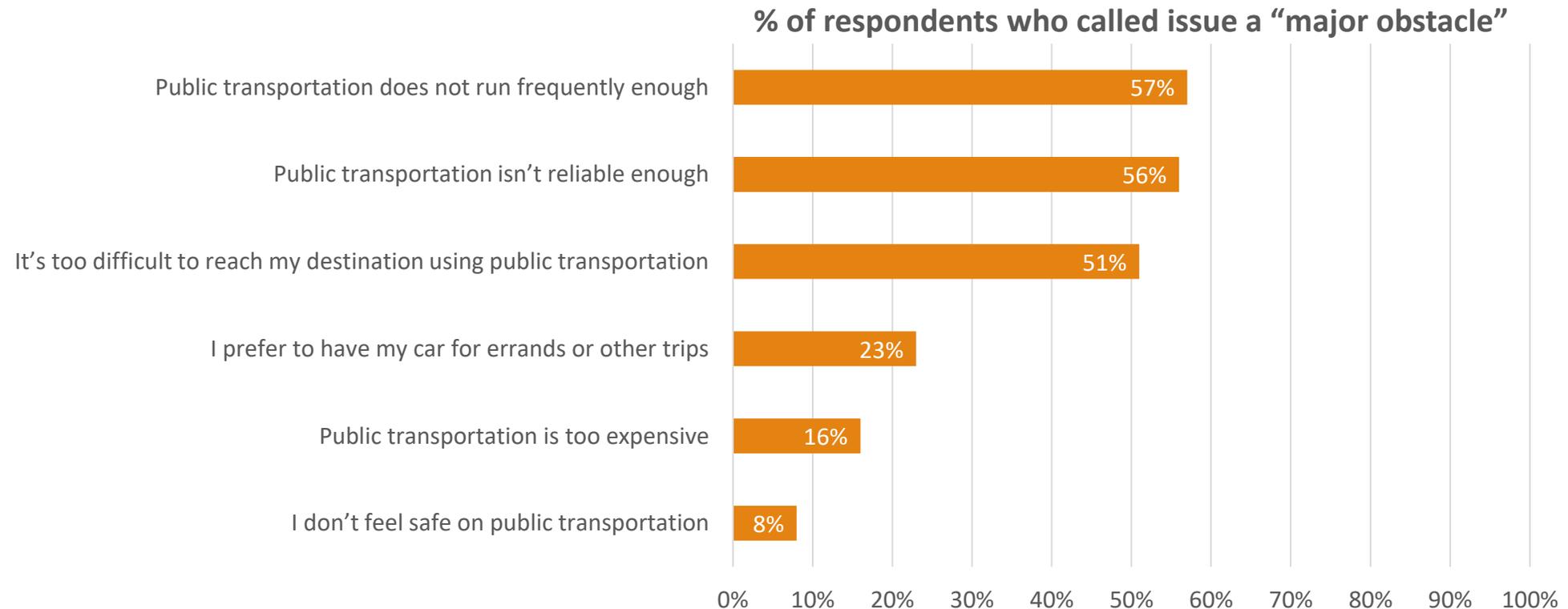


Q: How would you rate the condition of the road system here in Massachusetts, including the local roads, highways, bridges, and tunnels?



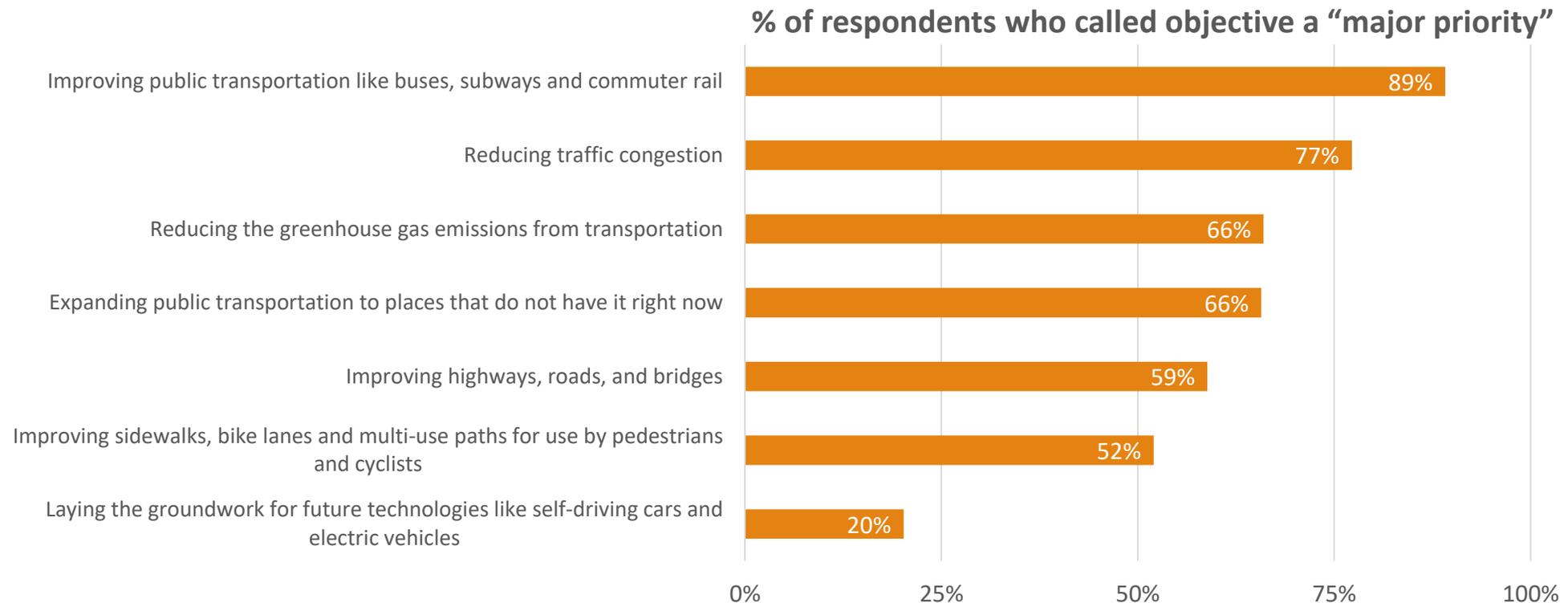
Why don't residents use public transportation more often?

Q: How much of an obstacle is each of the following to your using public transportation for more of your travel?



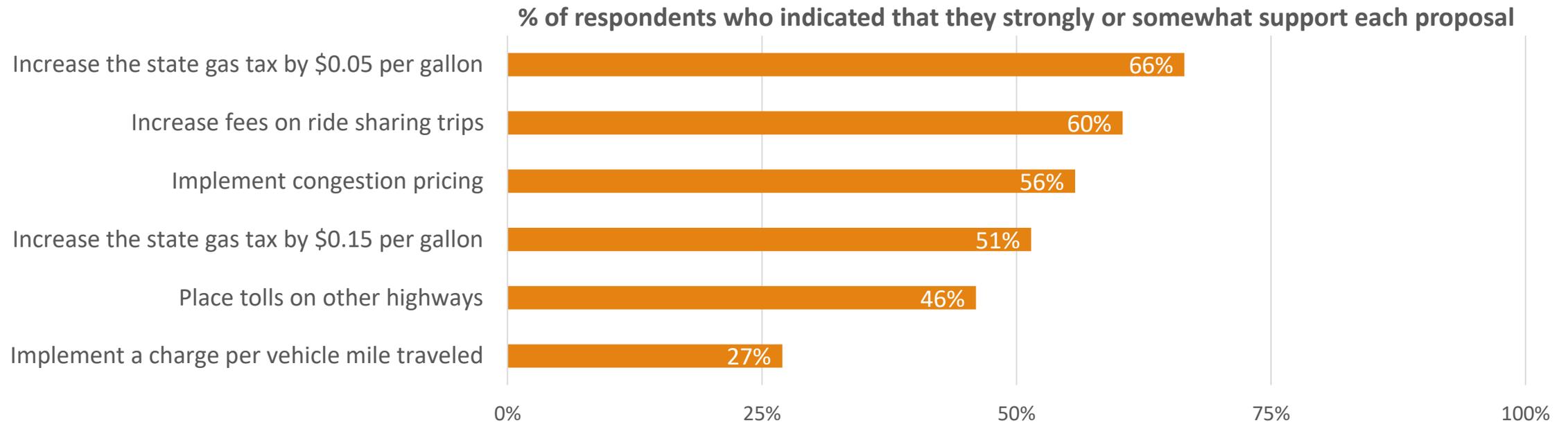
What do residents believe should be the transportation priorities for state government?

Q: How much of a priority do you think each of these objectives should be for our state government?



How do residents feel about proposals for raising revenue to invest in transportation?

Q: How do you feel about each of the following proposals to raise new money to invest in our transportation system?



Overall, **80%** of residents **support raising new revenue** to invest in transportation improvements.

We also asked for open-ended feedback and found a few common themes

1. Many residents are unhappy with the current state of our transportation system

- “Stoneham needs better public transportation. One bus down Main Street is not adequate to get people to utilize public transportation, there needs to be better access.”
- “I have a cane, it’s hard to get on train and bus”
- “I see a significant congestion problem caused by delivery trucks, Amazon prime deliveries, other deliveries in my town and on my commute”
- “There needs to be a way to get from North Station to South Station”
- “I commuted to Boston for twenty years from Wakefield. Living in a place that was NOT 100% car dependent was very important to us. After I changed jobs in 2016, I was assured that my journey to work could be done with public transportation. This turned out not to be the case.”
- “Service on the Orange line has deteriorated over the past 20 years I’ve been living in Malden”
- “I recently left a job in Boston because the commute on the T and by car was simply unbearable. I was spending 2 + hours each day to go a few miles.”

We also asked for open-ended feedback and found a few common themes (cont.)

2. **Reliability and frequency of public transportation are big obstacles to more regular use**

- “I would love to take the bus from my home to Oak Grove for my weekday commute. Unfortunately, the buses are too infrequent and unreliable, so I am unable to pick up my kids from school on time without using a personal vehicle.”
- “I live in Wakefield, commute to Malden but drive to work vs taking the train or bus as it takes longer to reach my destination than driving to work”
- “I’m tired of having to wait for 4 or 5 trains to pass through State Street before I can squeeze onto a train to get home”
- “As a retired person I find public transportation very unreliable”
- “We need a better system for tracking the commuter rail. We find out about delays as we stand on the platform waiting for the train to come.”
- “Unless the train lines can get people to and from work/school at affordable and frequent enough scheduled times people will continue to drive no matter how much driving is taxed”
- “I feel so strongly that improving bus frequency and reliability is key to getting people out of their cars”

We also asked for open-ended feedback and found a few common themes (cont.)

- 3. Many people are willing to pay more for improved infrastructure and better service, but some worry that higher taxes or fees would disproportionately impact working class people**
- “If I can get to Boston reliably in under 30 minutes I will be more than willing to have higher tolls, gas tax or other funding program”
 - “I want to see an influx of funding (tax me!) for public transit and I think people who insist on driving should be partially funding that solution”
 - “I like the gas tax in many ways because it incentivizes all of us to burn less fuel. However, it is true that it will hurt poor people who drive more.”
 - “Congestion pricing should be on the table”
 - “I think we should make all public transportation fare-free throughout the Commonwealth. This would get more people off the roads, reducing congestion and pollution. This would be offset by a significant increase in the gas tax and ride-share fees.”
 - “Increases in gas tax or tolls should be counterbalanced by lowering income tax for our lower income citizens. Public transport and roads should be funded by higher taxes on higher incomes. Perhaps a tax on luxury vehicles.”

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