

# Stoneham Workers Rely On MBTA Service to Get to Work

The STAC surveyed 227 people in 2016.

We distributed the surveys as a large print paper version at StonehamBank and the Stoneham Senior Center from December 2015 through February 2016. We distributed an electronic version over three weeks in February. In March, the MBTA increased evening service on the 132 bus and now offers a daily roundtrip on the 325 express bus.

## Typical Respondent

The typical respondent is a current T rider who is middle aged, works fulltime, lives in Stoneham, and has a choice to drive or take the T.

## People Who DO Ride the T

### Desired Improvements

People who ride the T express two top priorities for improving public transportation in Stoneham. They want increased frequency of 132 bus service in the afternoon and early evening. Their second top priority is adding new routes to Oak Grove Station or Malden Station.

There is less intense interest in other lower ranked improvements. These include adding new routes to commuter rail stations like Anderson Transportation Center, adding Sunday service, adding routes to surrounding communities, and adding routes to major regional shopping centers such as the Burlington Mall.

### Desired Route Changes

For specific route changes, there is interest in a variety of scenarios. The top ranked preference of respondents is to extend the 99 MBTA bus to Redstone Shopping Center instead of its current finish at the former Boston Regional Medical Center.

The second ranked change is to shift a 2.5 mile segment of the route of the 354 Express bus which runs between Boston and Burlington. Respondents would like the 354, which currently runs along I-93, to instead exit the interstate at exit 34 and run along Route 28/Main Street in Stoneham, adding a stop at Main Street and Montvale Avenue before continuing on Montvale Avenue to reconnect to I-93 at exit 36.

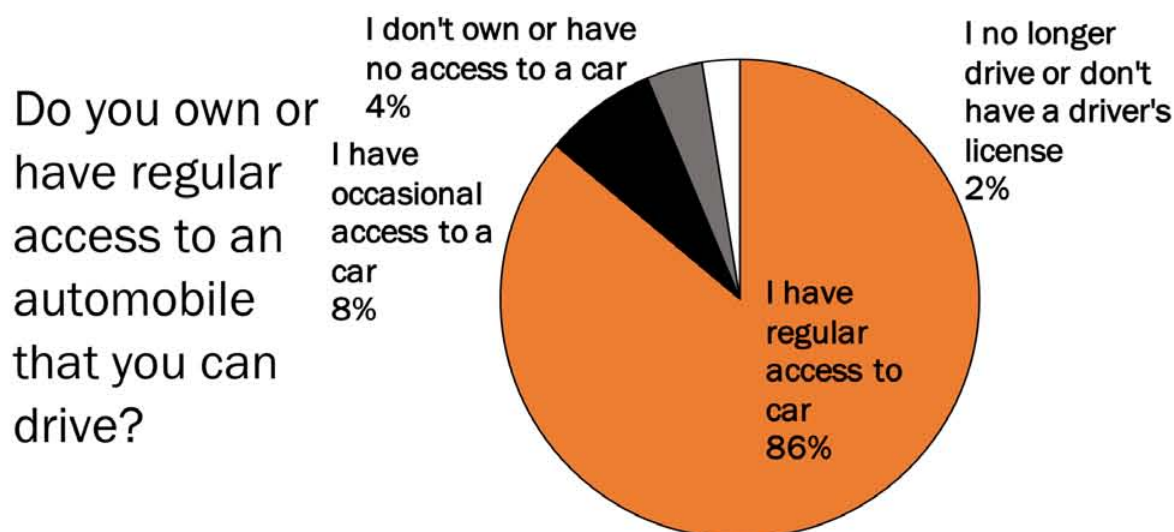
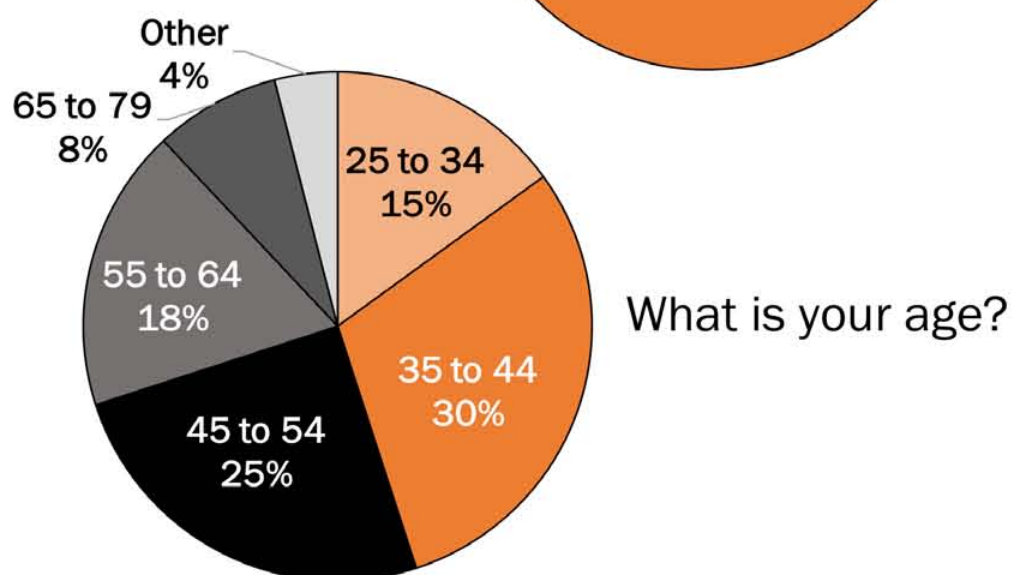
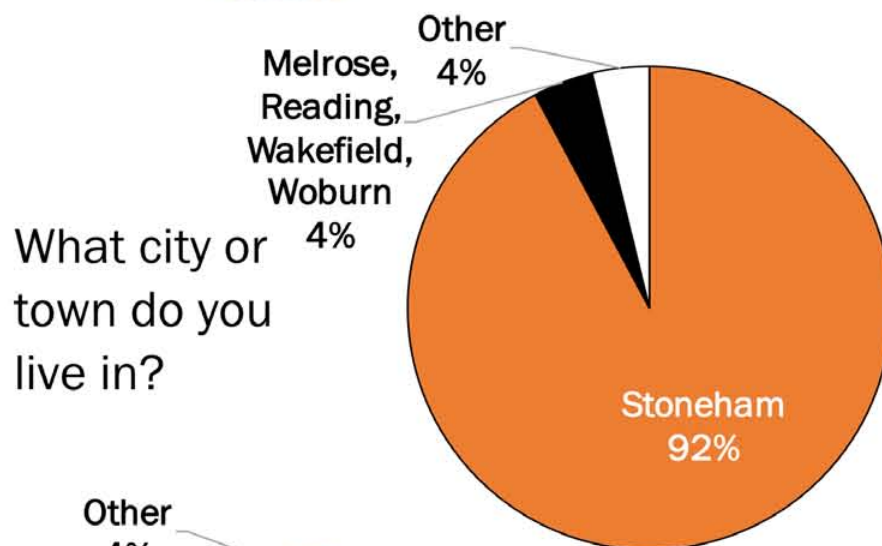
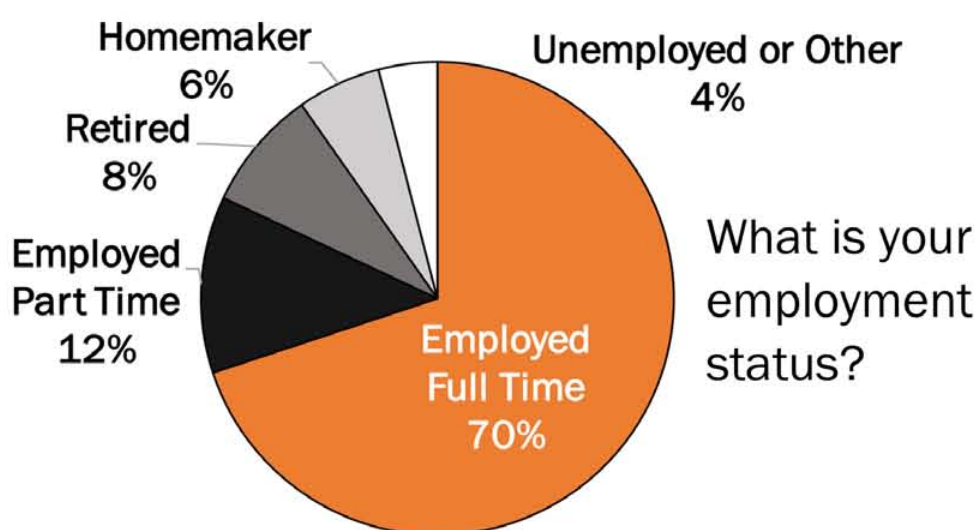
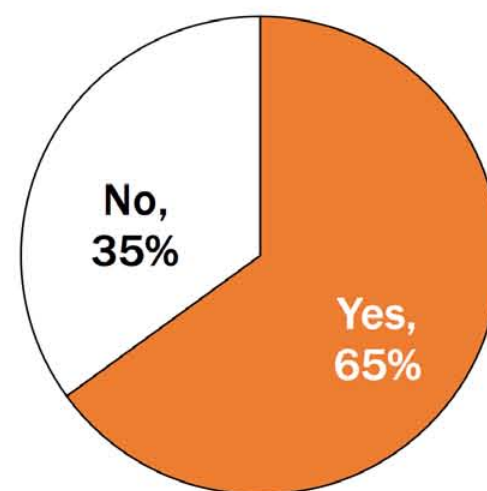
Lower ranked changes include starting the 325 Express bus to Haymarket at Redstone Shopping Plaza instead of the Fellsway West/Rt. 28 stop in Medford, extending the 131 MBTA bus along Franklin Street, and adding a route to serve the Burlington Mall and Square One Mall.

### How and Where We're Going

Most riders in our survey have two most frequent ways of using the T. They take the 132 bus to connect to the Orange Line for subway service or they skip the bus and still take the Orange Line. The top reason they ride the T is to get to work (64%). The second most cited reason is to attend a show or

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Do you currently ride the MBTA?



All survey respondents were asked to provide the basic demographic info in the above pie charts.



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sporting event (13%). The other reasons respondents ride the T are divided closely among shopping, errands, medical appointments, school or college, and other miscellaneous reasons.

With so many riders commuting to work, it's no surprise that their frequency of use is high, with 58% of respondents riding the T daily Monday through Friday. The next highest clustering is among riders who used the T once or twice a month (20%).

## Getting To the T

49% of riders get to the T by walking to a 132 bus stop. Another 27% drive to and park at a subway station, while the remaining respondents utilize different strategies.

Most respondents walk less than five minutes (32%) or walk five to ten minutes (29%) to the bus or subway. Most respondents (60%) say that ten minutes or fewer is the longest they're willing to walk to MBTA service.

## Intersuburban Service

Current MBTA riders express low interest in MBTA service to surrounding communities. When this group is asked to prioritize public transportation improvements, intersuburban service ranks fifth and sixth out of six options. For those in the group who are interested, there was no overwhelming preference for a specific community. There was interest in service to Burlington (23%) and mixed interest in adjacent communities including Wakefield (17%), Reading (13%), Woburn (13%), Winchester (10%), Saugus (3%), and other places as well (16%).

However, as described below, people who do NOT currently ride the T report that availability of intersuburban service is the most important change that could make them consider using public transportation.

## People Who Do NOT Use MBTA Service

Just over a third of our respondents do not use MBTA services at all.

They feel it takes too long to get to their destination (32%), service is not available to their destination (27%) service doesn't operate when they need it (24%), and they live too far from an MBTA stop (23%).

When asked about specific changes that would make them to consider taking the T, the top preferences are for new routes to major regional shopping centers like Square One Mall and Burlington Mall (39%), new routes to surrounding communities (37%), as well as extended service hours on the 132 MBTA bus (32%). Respondents say that the most important changes would be new routes to surrounding communities and extended hours on the 132 bus.

There is a group of non-riders (24%) who say that regardless of improvements, they will not consider taking public transportation

What do you feel Stoneham's priorities should be for improving public transportation?

Weighted Ranking (points)

#1	Increased frequency of 132 bus service in the afternoon/early evening	868
#2	Addition of new route(s) to/from Oak Grove or Malden Station	628
#3	Addition of new route(s) to Anderson Transportation Center in Woburn or Winchester Commuter Rail Station	470
#4	Add service on Sundays	430
#5	Addition of route(s) to/from one or more of the surrounding communities	402
#6	Addition of route(s) to/from major shopping centers (e.g., Square One, Burlington Mall, Northshore Mall)	318

If the MBTA could add or modify one route to/from Stoneham, what is your preference?

Weighted Ranking (points)

#1	Extend the 99 bus so it ends at Redstone Shopping Center instead of its current finish at the former Boston Regional Medical Center.	716
#2	Have the 354 Express Bus, runs between Boston and Burlington, go through Stoneham using Route 28 to Montvale Ave instead of just going up Rt 93 to Montvale Ave.	668
#3	Start the 325 bus into Boston start at Redstone Shopping Center instead of its current starting point on the Fellsway West (Rt 28 S) in Medford.	622
#4	Extend the 131 bus up Franklin St. into Stoneham and have it loop back to Wakefield via Elm St.	582
#5	Add a bus route that goes through Stoneham that would offer service to the Burlington Mall in Burlington and Square One Mall in Saugus.	526

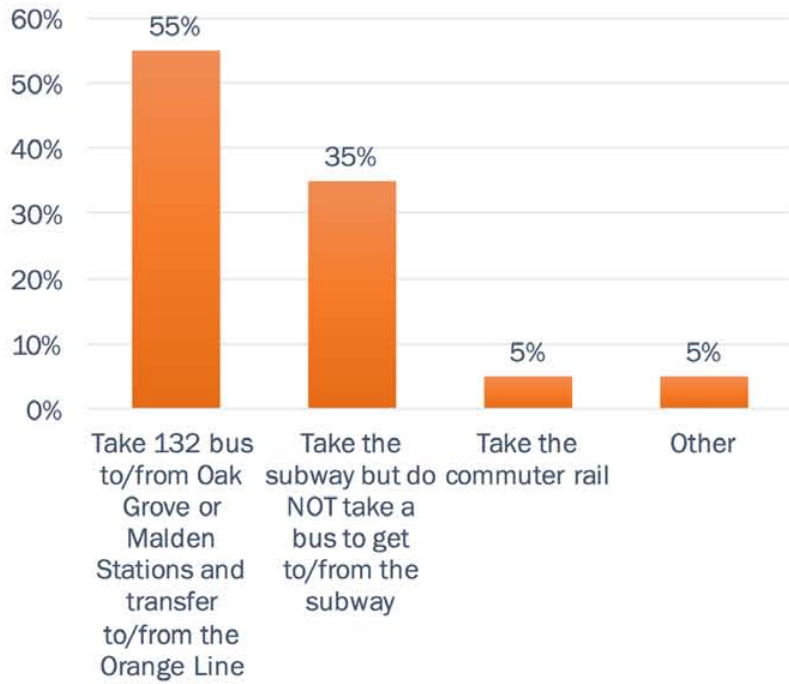
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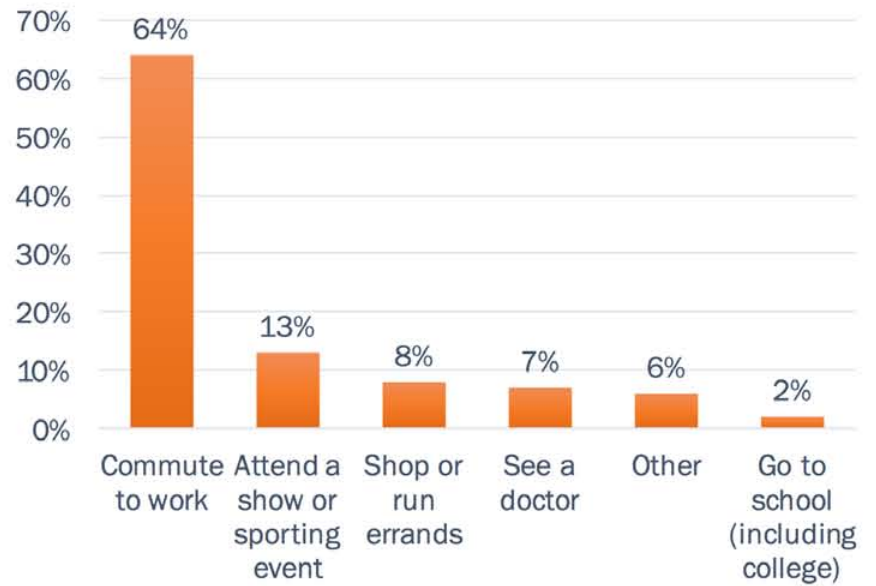
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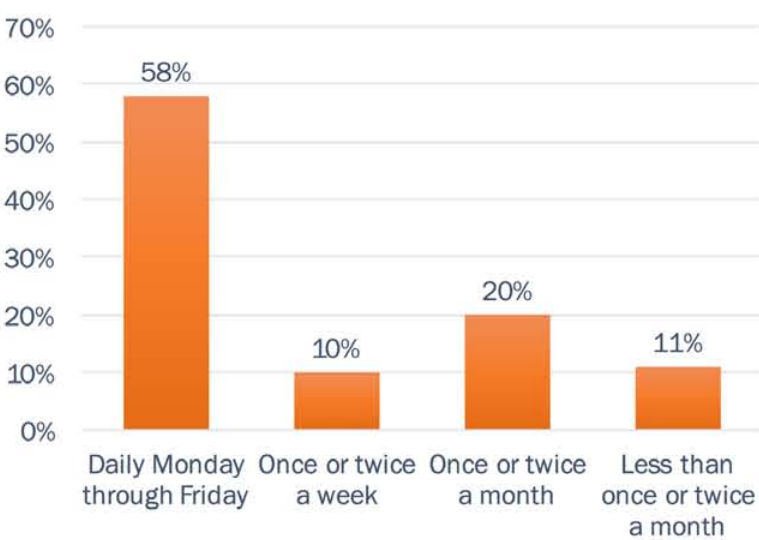
What describes your most frequent use of the MBTA?



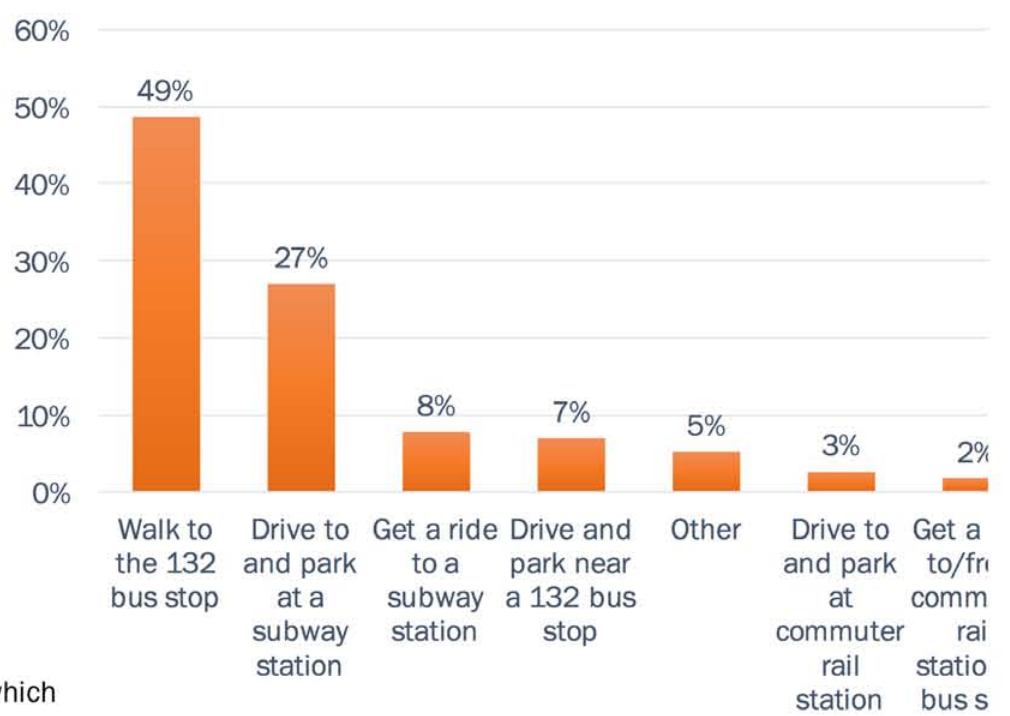
For what purpose do you most often use the MBTA?



How often do you use the MBTA?



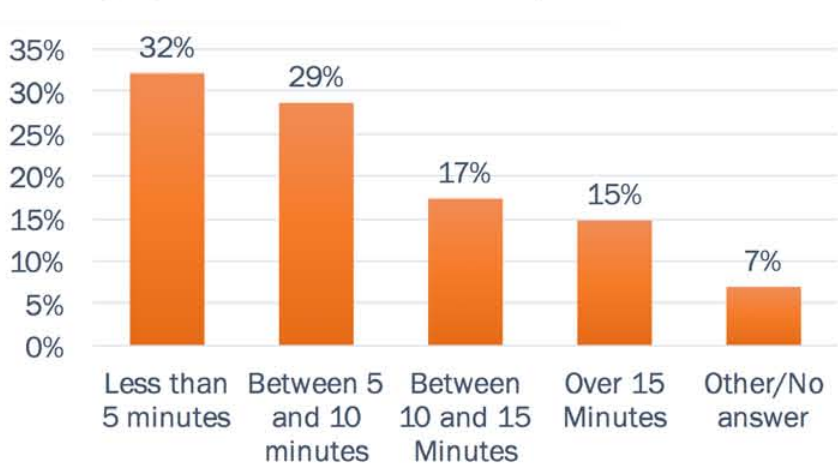
How do you get to the MBTA service that you use most often?



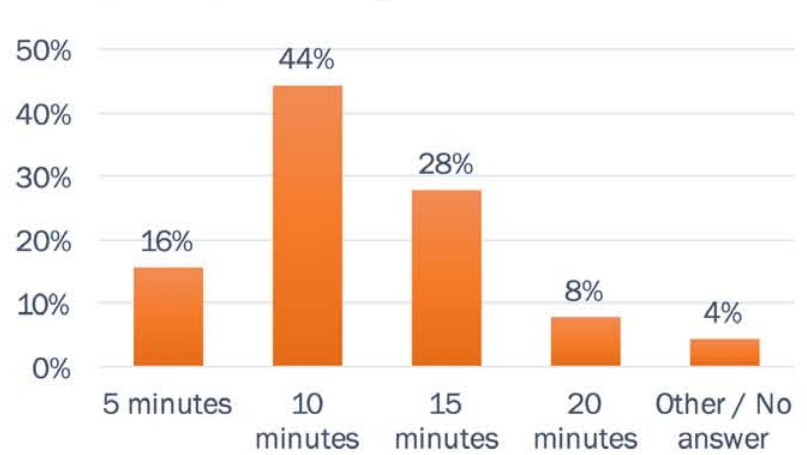
If you are interested in service to a surrounding community, to which community would you most like to travel?



How long is your walk to the bus or subway?



How long would you be willing to walk to catch the bus or subway?



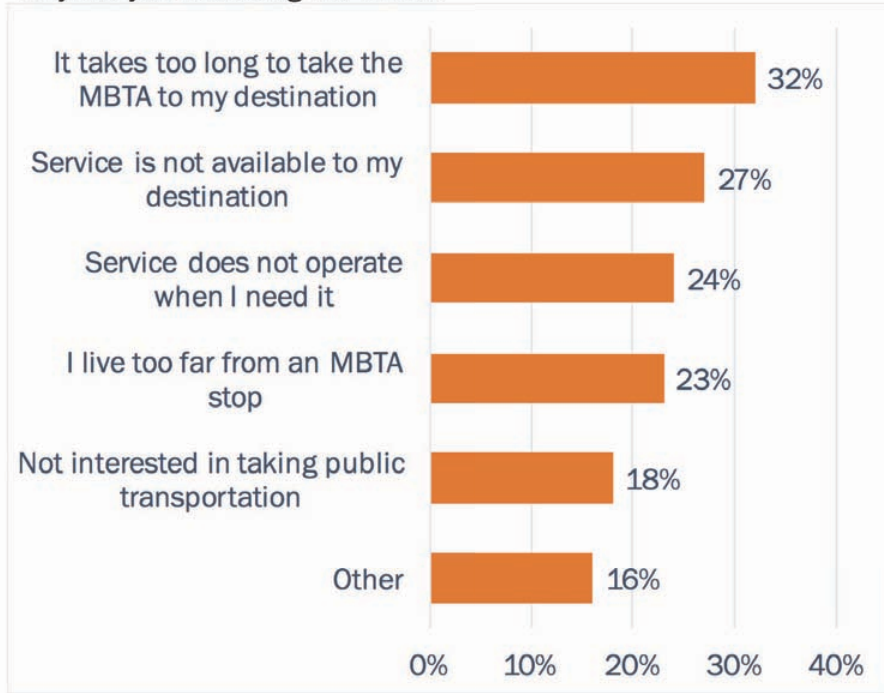
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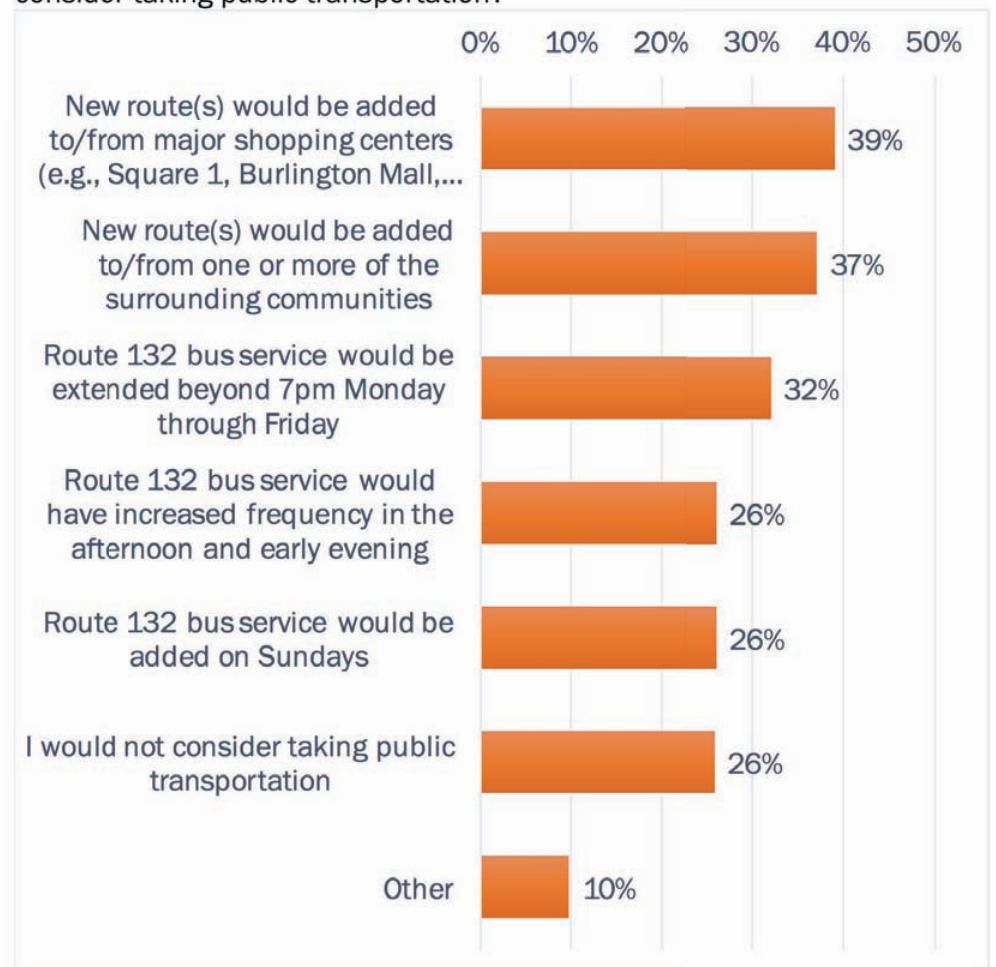
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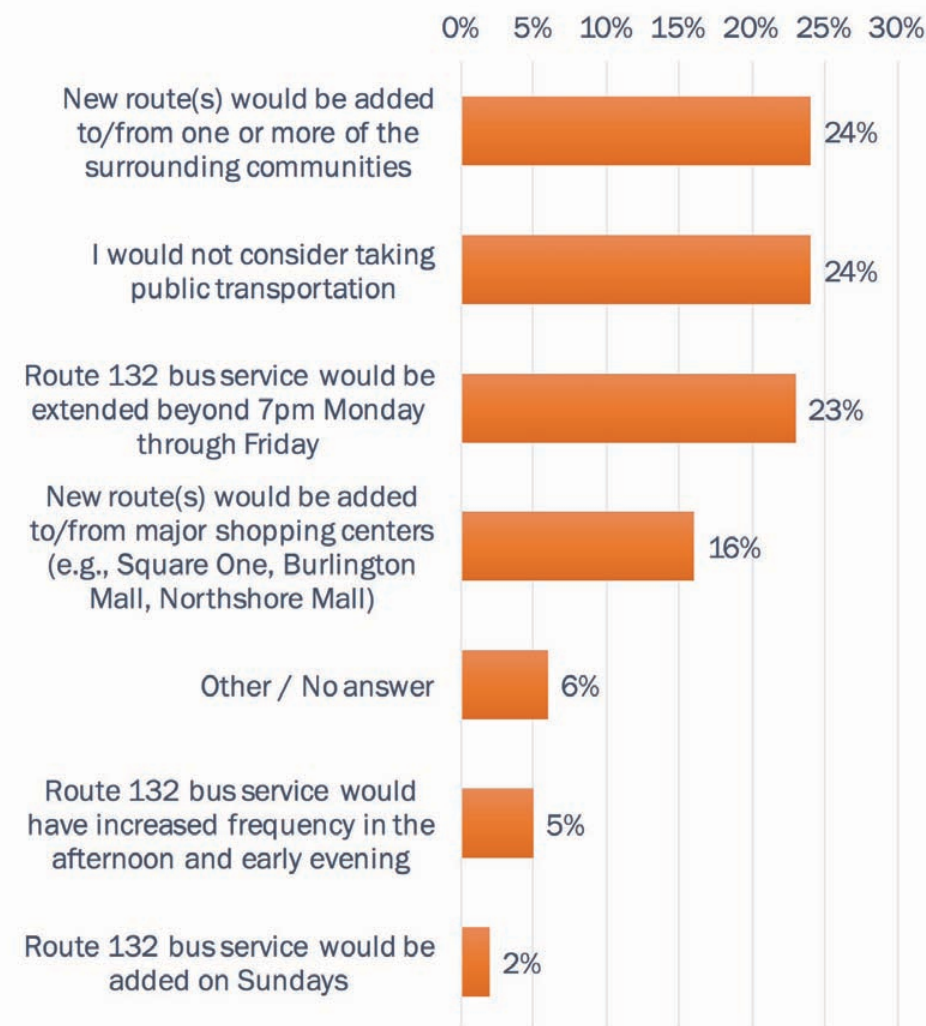
Why are you not using the MBTA?



Under which of the following circumstances would you consider taking public transportation?



Which of the prior circumstances is the most important in considering taking public transportation?



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