

appendix



Public Outreach for *Destination 2040*

INTRODUCTION

Boston Region Metropolitan Planning Organization (MPO) staff conducted outreach activities throughout the development of the *Destination 2040* Long-Range Transportation Plan (LRTP). Outreach began in October 2017 with the development of the Needs Assessment and continued through the 30-day public comment period for the draft LRTP in July and August 2019. This appendix summarizes the outreach activities and public input received during the different phases of LRTP development: Needs Assessment, vision, goals and objectives revisions, and project and program selection. It concludes with the comments received during the formal 30-day public comment period for the draft LRTP.

The MPO engaged a wide variety of individuals in the development of *Destination 2040*, including:

- Regional Transportation Advisory Council (Advisory Council)
- Municipalities
- Transportation agencies, including the Massachusetts Department of Transportation (MassDOT), the Massachusetts Bay Transportation Authority (MBTA), and regional transit authorities
- Professional groups (for example, planners, and engineers, etc.)
- Community organizations
- Transportation equity groups
- Economic development and business organizations
- Transportation and environmental advocates

MPO staff used a variety of communication and engagement methods to engage the public and solicit feedback from the community:

- In-person meetings with the Advisory Council, the Metropolitan Area Planning Council (MAPC) subregional groups, stakeholder organizations, and partner events
- MPO-sponsored events including MPO meetings, Office Hours, and Open Houses
- LRTP website content
- Electronic notifications including emails, social media, MPO blogs, and the MAPC monthly newsletters

The following sections summarize the input received during the development of *Destination 2040*.

DESTINATION 2040 NEEDS ASSESSMENT OUTREACH

Public outreach was conducted to gather input from the public to identify the transportation needs in the Boston Region MPO that were used to develop the *Destination 2040* Needs Assessment. This section provides a summary of the outreach conducted for the Needs Assessment. A more detailed discussion of the public outreach process is included in Appendix D of the *Destination 2040* Needs Assessment document.

Table D-1 summarizes the in-person meetings, webpage content, emails, social media, and other electronic means that were used in the process. Through in-person and online outreach, MPO staff received more than 2,000 ideas about needs and opportunities for improving the transportation system. MPO staff summarized the comments and included the information by goal area in the Stakeholders/Public Input sections in Chapters 4 through 9 of the Needs Assessment.

Table D-1
Summary of Communication and Engagement Activities for the Needs Assessment

Type of Outreach	Date	Event
MPO Meetings	2016 through 2018	Presented work plan, travel demand model results, demographic projections process and results, and draft Needs Assessment recommendations
Regional Transportation Advisory Council Meetings	2018	Gathered input, provided updates, and presented draft recommendations
MAPC Subregional Group Meetings	2017 and 2018	Gathered input on transportation needs and presented draft recommendations
Stakeholder Group Meetings	2017 and 2018	Gathered transportation needs
Partner Events	2017 and 2018	Gathered transportation needs
Office Hours	2017 and 2018	Gathered transportation needs
Open Houses	2018	Gathered transportation needs
Webpage	2017 and 2018	Provided timeline of Needs Assessment development, surveys, and draft recommendations
Electronic Notification	2017 and 2018	Notified stakeholders of milestones and participation opportunities
Emails	2017 and 2018	Notified interested parties about opportunities for engagement
Tweets	2017 and 2018	Followed by transportation advocates, community groups, and government agencies
Electronic Surveys and Comments	2018	Published surveys seeking input on transportation needs

MAPC = Metropolitan Area Planning Council. MPO = Metropolitan Planning Organization.
 Source: Boston Region MPO.

DESTINATION 2040 VISION, GOALS, AND OBJECTIVES OUTREACH

Public input from the outreach process for the Needs Assessment was used to revise the vision, goals, and objectives that were included in the previous LRTP *Charting Progress to 2040*. Most of the goals and objectives established in *Charting Progress to 2040* were broad enough to cover the topics and concerns identified from public comments and results from analyses conducted for *Destination 2040*. Several changes were made in order to achieve greater clarity on resilience, transportation modernization, and their relationship to the MBTA's *Focus40* plan. Other changes were made to better align the objectives with the roles and responsibilities of the MPO and to incorporate new planning requirements.

MPO staff published an online survey to seek public feedback on the proposed revisions to the *Destination 2040* vision, goals, and objectives. Table D-2 summarizes the comments received and responses MPO staff provided to the commenters. More detailed information on the revised vision, goals, and objectives can be found in Appendix E in the *Destination 2040* Needs Assessment.

Table D-2
Summary of Comments and MPO Responses for *Destination 2040* Vision, Goals, and Objectives

L RTP Goal/Topic	Comment Summary	MPO Staff Response
Economic Vitality	Objective should cross-reference <i>Focus40</i> and add criteria for investments that serve locations like the Longwood Medical Area	Staff proposed change to Economic Vitality objective to prioritize transportation investments that serve “Priority Places” identified in MBTA’s <i>Focus40</i> plan.
System Preservation	More details are needed in the Modernization category. There should be more emphasis on resiliency.	Staff will consider details when reviewing evaluation criteria and performance measures.
Capacity Management and Mobility	There should be more emphasis on multi-person vehicles such as carpooling/vanpooling	Non-single-occupant vehicle travel options are supported in the Capacity Management and Mobility goal for the roadway objective.
Technical Assistance	Include a specific objective to assist communities with regional negotiation of rail trail or other trail acquisition work	Details are covered in the Technical Assistance Program.
Performance Measures	Include a metric to measure emerging technologies	Details are considered when reviewing evaluation criteria and performance measures.

L RTP = Long-Range Transportation Plan. MBTA = Massachusetts Bay Transportation Authority. MPO = Metropolitan Planning Organization.

Source: Boston Region MPO.

DESTINATION 2040 UNIVERSE OF PROGRAMS AND PROJECTS OUTREACH

In addition to the survey focusing on visions, goals, and objectives, MPO staff also created a survey designed to gauge public opinion on the content of the Universe of Programs and Projects for *Destination 2040*. The survey helped the MPO to understand how well respondents felt the proposed Universe of Programs and Projects helps to accomplish the MPO’s goals and aligns with its vision for the future. Table D-3 summarizes the questions

asked in the survey and what types of programs were important to respondents. Table D-4 shows projects that respondents advocated for as part of the MPO’s existing investment programs. The projects are categorized using the six MPO program categories. More detailed information on the Universe of Programs and Projects can be found in Appendix A of this *Destination 2040* document.

Table D-3
Summary of Comments for *Destination 2040* Universe of Programs

Survey Questions	Survey Results and Summary of Comments
How important are the existing and proposed investment programs to you?	<ul style="list-style-type: none"> • More than 70 percent of the respondents think that the proposed Transit Modernization program is important, followed by Bicycle Network and Pedestrian Connections Program and Major Infrastructure Program (Approximately 60 percent). • Almost 100 percent of the respondents think that Intersection Improvements are important or somewhat important.
The MPO is considering adding the following proposed project types to those eligible for funding under the existing investment programs. How important are the proposed project types to you?	<ul style="list-style-type: none"> • More than 60 percent of the respondents think that flexing MPO discretionary funding to transit modernization projects is important, followed by construction of dedicated bus lanes and associated roadway improvements. • More than half of the respondents believe that climate resiliency improvements are important.
Please rank all the project types below in order of importance to you	<ul style="list-style-type: none"> • Transit expansion and modernization projects costing more than \$20 million and/or adding capacity to the network ranked the highest among all. • Complete Streets elements such as bicycle and pedestrian network improvements and connections to transit are ranked the second highest. • Flexing MPO discretionary funding to transit modernization projects and parking management are relatively less important. • Education and wayfinding improvements ranked the lowest among all.
Additional feedback regarding advocating for programs and project types	<ul style="list-style-type: none"> • The majority of respondents advocated for increased transit, Complete Streets, and safe and protected bicycle and pedestrian facilities. • The majority of respondents advocated for implementation of Bus Rapid Transit and other bus-priority measures and climate resiliency. • A few respondents advocated for congestion pricing program and an implementation of a Regional Rail vision for the MBTA commuter rail. • The idea of adding capacity should be broader to consider large-scale maintenance projects that increase throughput and decrease congestion. • Investments should be put in Mattapan/Hyde Park, East Cambridge/East Somerville, and Brighton/Allston to better connect communities to the core of Downtown Boston. • Increase in parking should be paid by user fees and not through the federal funding process.

MBTA = Massachusetts Bay Transportation Authority. MPO = Metropolitan Planning Organization.
 Source: Boston Region MPO.

Table D-4
Summary of Comments for *Destination 2040* Universe of Projects

Investment Program Categories	Public Advocacy for Projects
Complete Streets Program	<ul style="list-style-type: none"> • Beverly to Middleton: Complete Streets improvements on Route 62 and Route 1A from multimodal transit station in Beverly to downtown Middleton • Revere to Salem: Complete Streets redesign and construction of Highland Avenue (Route 107) from Salem to Lynn and Revere to Wonderland Blue Line Station • Boston: Complete Streets upgrades on Columbia Road, Martin Luther King Boulevard, Dorchester Avenue, Warren Street, and Blue Hill Avenue
Bicycle and Pedestrian Program	<ul style="list-style-type: none"> • Arlington: Improvements and additions to the Minuteman Bikeway and Route 16 • Salem to Danvers: Resurfacing, protected bike lanes, and bus shelters on Route 114 from Salem multimodal transit station to Danvers • Department of Conservation and Recreation or former DCR roadways: Bike paths on DCR roadways including Morrissey Boulevard, Arborway, VFW Parkway, West Roxbury Parkway/Unquity Road/Turtle Pond Parkway/Neponset Valley Parkway, Gallivan Boulevard/Morton Street, Hammond Pond Parkway, Quincy Shore Drive, Furnace Brook Parkway, Blue Hills Parkway/Unquity Road, Revere Beach Parkway, Mystic Valley Parkway, Fellsway • Regionwide: Rail-trail projects including Grand Junction, Mass Central, Dedham (Dedham Square to Readville), Newton Highlands to Needham, and West Roxbury to Needham and Dover • Boston: Charlesgate/Bowker Overpass connecting Muddy River and Charles River Paths
Transit Projects by Investment Program	<ul style="list-style-type: none"> • Transit Modernization Program • Regionwide: Level boarding and Americans with Disabilities Act improvements to MBTA Commuter Rail stations in Newton • Dedicated Bus Lanes or BRT Projects • Regionwide: High-Occupancy Vehicle/Bus Priority/BRT on Interstates 90 and 93/Route 9, BRT on Route 128, Urban Ring Busway • Transit Major Infrastructure Program • Framingham: Diesel multiple unit operation along spur from downtown Framingham to future Massachusetts Bay Community College campus, Framingham State University campus, Framingham Business Park, and Westborough Business Park • Framingham to Clinton: Commuter rail on the Fitchburg Line • Boston: Orange Line extension to West Roxbury, Red Line extension to Mattapan

BRT = Bus Rapid Transit. DCR = Department of Conservation and Recreation. MBTA = Massachusetts Bay Transportation Authority. MPO = Metropolitan Planning Organization. VFW = Veterans of Foreign Wars.
 Source: Boston Region MPO.

During discussions regarding the Universe of Projects and Programs and during the selection of projects and programs for the Recommended Plan, the MPO received comment letters from proponents and the public regarding a number of projects being considered for the LRTP. These projects included the following:

- Interstate 93/Interstate 95 Interchange in Canton (17 letters supporting this project)
- Interstate 93/Interstate 95 Interchange in Woburn, Reading, Stoneham, and Wakefield (three letters supporting this project)
- Concord Rotary in Concord (one letter supporting this project)
- Green Line Extension Phase 2 (three letters opposing the extension of the Green Line to Medford with an additional 152 signatures on a petition also opposing the extension)
- Route 4/225 and Hartwell Avenue in Lexington (two letters supporting this project)
- New Boston Street Bridge in Woburn (three letters supporting this project)
- Washington Street Bridge in Woburn (three letters supporting this project)
- McGrath Boulevard in Somerville (one letter supporting the this project)
- Interchange Reconstruction at Route 128, Exit 19 at Brimbal Avenue in Beverly (three letters supporting this project)

ADDITIONAL ONGOING OUTREACH ACTIVITIES FOR DESTINATION 2040

Engaging Organizations that Work with Seniors and People with Disabilities

MPO staff developed the *Coordinated Public Transit-Human Services Transportation Plan (Coordinated Plan)* with the participation of public, private, and nonprofit transportation representatives, human services providers, and with members of the public that coincided with public outreach undertaken for the *Destination 2040* LRTP. MPO staff determined that additional public engagement was needed specifically around the *Coordinated Plan* focused on getting input from organizations that work primarily with seniors and people with disabilities. With a larger aging and immigrant population, there is an increase in demand for public transit options and accommodations for people with non-English language needs. Table D-5 summarizes the public comments received during in-person public outreach events with organizations in the Regional

Coordinating Councils and follow-up online surveys.¹ The comments are sorted according to eight unmet transportation need categories. The percentage next to each category represents the percentage of comments received relating to that category. The majority of the comments are related to transportation service improvements (35% of the total). The second largest share is infrastructure improvements and inter-agency coordination, which contributed to almost 20 percent of the total comments.

Table D-5
Comments from Outreach with Regional Coordinating Council Organizations

Unmet Transportation Needs Category	Summary of Comments	Strategies and Potential Priorities
Addressing New Technologies (3 percent)	Expressed difficulties using TNC applications to access the service	Pursue public-private collaborations to provide more reliable and affordable services
Customer Service (5 percent)	<ul style="list-style-type: none"> Better access to information about available transportation services More non-English transit service announcements Better signage and audios 	<ul style="list-style-type: none"> Use technology to provide customers better access to real-time information, such as through applications or at transit stops Provide on-demand transportation services that do not require smart phones
Education (5 percent)	<ul style="list-style-type: none"> More travel training to help seniors and people with disabilities to use the public transit system More assistance using applications and other web-based tools to find the transportation services 	<ul style="list-style-type: none"> Provide trainings for adult drivers who are giving up their cars to help them transition to using public transit Provide travel training for seniors and people with disabilities to teach them which transportation services are available and how to use them Raise the profile of available transportation services for seniors and people with disabilities through innovative advertising
Infrastructure Improvements (19 percent)	Better pedestrian infrastructure and amenities at bus stops and transit stations	<ul style="list-style-type: none"> Improve accessibility and comfort at transit stations Ensure that sidewalks and street crossings leading to bus stops are safe and fully ADA compliant Remove snow, provide clearer signage and wayfinding at bus stops Complete incomplete sidewalk networks Build dedicated bus lanes
Inter-Agency Coordination (18 percent)	Improve coordination of transit services between municipalities and transit services providers	<ul style="list-style-type: none"> Coordinate with RTAs and other transit provider schedules to reduce transfer times Develop collaborations between municipalities, COA, and TNCs Develop more efficient transfer points between RTAs Improve regional coordination between paratransit providers Integrate scheduling among transit and paratransit providers

¹ Regional Coordinating Councils (RCC) are voluntary coalitions of transportation providers, human service organizations, advocates, and planners who collaborate to identify and address regional community transportation needs. Each RCC provides an open forum for the exchange of information and sets its own priorities based on member interests and regional needs. More information about RCCs can be found at <https://www.mass.gov/service-details/regional-coordinating-councils-for-community-transportation>.

Unmet Transportation Needs Category	Summary of Comments	Strategies and Potential Priorities
Transportation Service Improvements (35 percent)	<ul style="list-style-type: none"> Expand the commuter rail, bus, and paratransit network More first-mile and last-mile connections between transit stations and the passenger's destination or home More reliable employment transportation for people with disabilities Longer operating hours for senior transportation in the evening Better access to medical facilities in nearby communities Better alignment of schedules between transit providers 	<ul style="list-style-type: none"> Provide dedicated transit service that brings seniors and people with disabilities to and from non-medical amenities Provide direct transit service between senior centers and medical centers Provide longer operating hours for COA and senior centers Provide bus service to and from commuter rail and subway stations Provide transit services for medical trips Provide first-mile and last-mile transit service between major transit stations and final destinations Align schedules of bus and commuter rail and subway services to reduce transfer times Provide public transit that connects senior centers and senior living facilities and train stations Add more bus stops at senior housing Provide east-west transit service and between municipalities Provide more transit service to both Boston-area hospitals and hospitals in the suburbs Pursue public-private partnerships to provide on-call transportation (such as with TNCs) to provide for same-day transportation needs Provide more frequent bus service in suburban communities
Vehicle Improvements (5 percent)	More vehicles (taxis, trains, buses, paratransit, and TNCs) that are accessible to all types of assistive mobility devices	<ul style="list-style-type: none"> Assign more space on public transit vehicles specifically for seniors and people with disabilities Design public transit vehicles so that they are easier to get in and out of Have more wheelchair-accessible vehicles available in taxi and TNC fleets
Others (10 percent)	<ul style="list-style-type: none"> More affordable transportation options Coordinate with transportation and land use planning and development 	

ADA = Americans with Disabilities Act. COA = Councils on Aging. MPO = Metropolitan Planning Organization. RTA = regional transit authorities. TNC = transportation network companies.
Source: Boston Region MPO.

Other Public Outreach Events

MPO staff organizes and participates in ongoing public outreach activities to inform the public about ways to get involved in the MPO's planning process, including the development of the *Destination 2040* LRTP. This section describes the public outreach activities that MPO staff organized and participated in during the development of *Destination 2040*, and

comments received with regard to transportation needs. Table D-6 details the activities conducted and summarizes the comments received in those outreach events.

Wake Up the Earth Festival

The *Wake Up the Earth Festival* began in 1979 as a group of activists stopping the Interstate 95 expansion into Jamaica Plain. It continues today as a celebration of diverse traditions, cultures, ages, and beliefs. MPO staff attended this event on May 4, 2019, to increase public awareness and input for the MPO's certification documents, including the LRTP, the Transportation Improvement Program (TIP), and the Unified Planning Work Program (UPWP).

Boston's National Bike to Work Day

The *Bike to Work Day* celebrates people who ride in Boston by creating a fun and open atmosphere for bike commuters. MPO staff set up a table at this event on May 17, 2019, to engage conversations on bike connections and gaps in the network. In addition, MPO staff also encouraged public input by informing people about the public comment period for the TIP, UPWP, and the upcoming LRTP.

MassDOT Capital Investment Plan (CIP) Meeting

MassDOT organized ongoing CIP meetings through June 7, 2019, to seek public comments on MassDOT's 2020–24 CIP, which guides investments in the transportation system. MPO staff also participated at the May 21, 2019, meeting at the State Transportation Building.

Table D-6
Summary of Other Activities and Comments Received

Outreach Events	Activities	Summary of comments
Wake up the Earth Festival	<ul style="list-style-type: none"> • Transportation Needs survey • Interactive map activity: Asked people to indicate their favorite places in Jamaica Plain on a neighborhood map and tell us why, and the transportation mode they take to get there. • Game for children: Pin the “T” on the T (otherwise known as the MBTA) • Distributed bookmarks with LRTP and contact information 	<p>Transportation Needs survey</p> <ul style="list-style-type: none"> • The majority of the respondents care most about transit (32 percent) and Complete Streets (28 percent), followed by multi-use paths (24 percent). • The majority of the respondents indicated that they would like to be more involved in transportation issues in their community, but feel they are not able to (39 percent). • The majority of the respondents indicated that if they were able to find more information about transportation issues, they would be more involved (47 percent). • Respondents would prefer to have meetings held in their neighborhood (26 percent). <p>Interactive map activity</p> <ul style="list-style-type: none"> • People appreciate the close proximity to parks and public space in Jamaica Plain (Franklin Park, Arnold Arboretum) that provides them with opportunities to bike and walk to places • Connection between Jamaica Pond and Arnold Arboretum



Outreach Events	Activities	Summary of comments
Bike to Work Day	<ul style="list-style-type: none"> Interactive map activity: Asked people to indicate any missing bicycle connections on a map of the Greater Boston area Distributed Bicycle Report Cards and instructions to bikers to collect their opinions on bicycle and pedestrian segments evaluation Distributed bookmarks with comment period and contact information for the MPO documents 	<p>Interactive map activity</p> <ul style="list-style-type: none"> Improve connections between Cambridge and Downtown Boston, especially on Cambridge Street Connect the gaps on the Mystic River Path Connect the Northern Strand and Gateway Park Path Extend the Minuteman Trail to downtown Boston Improve safety on the bike lane along the Emerald Necklace to Fenway Improve connection on Massachusetts Avenue to south of Melnea Cass Boulevard Bike lanes on the Massachusetts Avenue Bridge Connect Everett Bridge to Assembly Row Improve connections on Dorchester Avenue in South Boston Connect Morrissey Boulevard south of UMass Boston
MassDOT Capital Investment Plan Meeting	<ul style="list-style-type: none"> Boston Region MPO map Distributed UPWP and TIP projects booklet Distributed bookmarks with comment period and contact information for the MPO documents 	<ul style="list-style-type: none"> People asked about the responsibilities of the MPO and details regarding the certification process (LRTP, TIP, UPWP)

LRTP = Long-Range Transportation Plan. MassDOT = Massachusetts Department of Transportation. MPO = Metropolitan Planning Organization. TIP = Transportation Improvement Program. UMass = University of Massachusetts. UPWP = Unified Planning Work Program.
 Source: Boston Region MPO.

OUTREACH ACTIVITIES AND COMMENTS RECEIVED DURING THE FORMAL PUBLIC COMMENT PERIOD FOR *DESTINATION 2040*

The MPO voted to release the draft LRTP for public comment on July 25, 2019, for a 30-day public comment period. The comment period ended on August 23, 2019. The public was notified of the availability of the LRTP on the MPO’s website through MPOinfo, Twitter, and a blog article in *TransReport*. In addition, the public was notified about outreach events and the availability of a survey on the LRTP.

The following sections provide a summary of the comments received on *Destination 2040* during the 30-day public comment period:

- Written comments submitted to the MPO
- Comments received at outreach events
- Responses to the LRTP survey

Written Comments Received During the Formal Public Comment Period

Table D-7 summarizes the comments received during the 30-day public review and comment period for the *Destination 2040* LRTP. This formal public review and comment period began on July 25, 2019, and closed on August 23, 2019.

Table D-7
Summary of Written Public Comments Received During the Official Comment Period from July 25, 2019, to August 23, 2019

Table will be added following MPO review.

Outreach Events Conducted During the Formal Comment Period

During the LRTP public comment period, staff participated in a variety of outreach activities to notify the public of the availability of *Destination 2040* and solicit feedback on the document. The goal was to connect with new community members and participating stakeholders. To accomplish this, staff conducted in-person outreach and online engagement to solicit feedback throughout the region including to equity populations.

Staff attended a variety of events, which included the following:

- Regional Transportation Advisory Council meetings
- Dewey Square and Brighton Farmers' Markets in Boston and Framingham Farmers' Market in Framingham. All three accept payment from The Special Supplemental Nutrition Program for Women, Infants, and Children (known as WIC), the Supplemental Nutrition Assistance Program (known as SNAP), and Senior Farmers' Market Nutrition Program (known as senior coupons). Staff used new outreach material and an interactive Complete Streets design game to encourage people to talk with staff.
- Civic engagement meetings through Union Capital Boston (a nonprofit civic engagement group).

- MAPC MetroWest subregional group and transportation advocacy groups.
- Stakeholder groups in one-on-one meetings to talk about the MPO process and to encourage them to share comments on *Destination 2040*.

Staff created a new *Destination 2040* brochure that described the vision, goals, and types of projects and investment programs included in the draft LRTP. This brochure was translated into the six most common languages spoken in the region, and shared them at the outreach events. In addition, staff developed a survey, also available in the six most common languages, which was posted on the MPO website. The digital flyer and survey were sent directly to stakeholder organizations.

Many of the people at the outreach events were neither familiar with the MPO nor the LRTP. Staff explained the regional planning process and ways in which they could become involved. Since many were new to the process, there were not many specific comments on *Destination 2040*. However, many said that they supported funding directly for dedicated bus lanes, transit modernization, and first- and last-mile connections.

Regional Transportation Advisory Council

Staff attended the Regional Transportation Advisory Council's 3C Documents Committee meeting on August 7, 2019, and the full committee's monthly meeting on August 14, 2019. Staff presented information on *Destination 2040*, distributed the outreach flyer, and asked members to provide feedback and to take the survey. MPO staff answered questions and provided information that helped the Advisory Council draft its formal comment letter.

MBTA Ridership Oversight Committee

Staff presented *Destination 2040* and its Needs Assessment to the MBTA Ridership Oversight Committee on July 23, 2019. Staff distributed the *Destination 2040* flyer, which included information on how to provide feedback on the document.

MetroWest Regional Collaborative Subregional Group

Staff attended the MetroWest Regional Collaborative Group meeting on July 25, 2019, to connect with subregional group members and community members from local advocacy groups. Staff presented information on *Destination 2040*, distributed the outreach flyer, and asked members to provide feedback and to take the survey.

Dewey Square Farmers' Market

Staff exhibited at a table at the Dewey Square Farmers' Market on July 30, 2019, to solicit input in a high pedestrian traffic area. The market is located next to South Station and was open

from 11:00 AM to 6:00 PM. This allowed staff to be available during lunchtime and at the end of the work day. Staff spoke with residents from around the region and listened to feedback. Staff also encouraged visitors to take the *Destination 2040* survey.

Brighton Farmers' Market

Staff exhibited at a table at the Brighton Farmers' Market on August 7, 2019, to solicit input in an area that serves a large transportation equity population. It is also adjacent to minority Transportation Equity Zones (TEZ) with low-income, limited-English proficiency (LEP), and carless households. This event provided an opportunity to get feedback about the LRTP goals, vision, projects, and investment programs through in-person comments and survey responses.

Alliance for Business Leadership—No Agenda Network Night

Staff attended the Alliance for Business Leadership (ABL) networking event on August 8, 2019. One of ABL's priorities is advocating for transportation infrastructure. Staff attended the event to connect interested people to the regional transportation planning process and solicit feedback on *Destination 2040*. Staff spoke to attendees including other transportation advocacy organizations.

Union Capital Boston

Union Capital Boston (UCB) is a nonprofit that works to activate volunteerism and civic engagement to build a more resilient and successful community network. The nonprofit uses a mobile loyalty rewards program and network of community leaders to connect community members to resources and facilitate engagement. UCB hosts recurring Networking Nights in Jackson Square, Grove Hall, Maverick Square, and Mattapan as opportunities for community members to meet, build relationships, and engage in meaningful conversations.

UCB provides a free meal and childcare to make it easier for people to participate. The Network Night begins with dinner, then moves into small group discussions hosted by different speakers called Table Talks, and then the larger group reconvenes to share news and resources. Staff attended Network Nights during the comment period in Maverick Square on August 12, 2019, Grove Hall on August 14, 2019, and Mattapan on August 20, 2019, to speak about *Destination 2040*. Staff distributed outreach flyers in multiple languages and encouraged participants to provide feedback and take the survey. Network Nights take place in minority, low-income, LEP, youth, and carless household TEZs and are adjacent to elderly TEZs.

Transportation and Climate Initiative

Staff attended the Transportation and Climate Initiative community event in Chelsea on August 13, 2019. MassDOT and the Massachusetts Department of Environmental Protection

hosted this event. Staff distributed *Destination 2040* flyers, discussed the regional planning process, and participated in the small group discussions with participants.

Framingham Farmers' Market

Staff exhibited at the Framingham Farmers' Market on August 15, 2019, after hosting the MPO Meeting at Framingham City Hall. Using the interactive Complete Streets design game to encourage people to visit the MPO table, staff spoke to more than 45 people about *Destination 2040* and the work of the MPO. Visitors included those familiar with the MPO process and others that had not heard of the MPO's work but were interested in learning more about the MPO's investment programs.

Allston Brighton Health Collaborative Transportation Committee

Staff presented information to the Allston Brighton Health Collaborative Transportation Committee about the MPO process and *Destination 2040* on August 15, 2019. Participants asked detailed questions about the MPO process, LRTP, TIP, and UPWP, and how the process and documents relate to community advocacy, specifically in Allston-Brighton. Community leaders, a state representative, and two members of the Interstate 90 Taskforce attended the meeting.

Table D-8 summarizes the comments received during staff's outreach at these events.

Table D-8
Summary of Outreach Event Comments Received During the Official Comment Period from July 25, 2019, to August 23, 2019

Outreach Events	Activities	Summary of comments
MetroWest Regional Collaborative	<ul style="list-style-type: none"> Briefed group members on <i>Destination 2040</i> vision, goals, and objectives Encouraged attendees to provide comments and take survey 	<ul style="list-style-type: none"> Support for expanding rail trails in the region
Dewey Square Farmers' Market	<ul style="list-style-type: none"> Distributed LRTP flyer Discussed <i>Destination2040</i> 	<ul style="list-style-type: none"> Support for congestion mitigation and carbon emission reduction Want more reliable and safe transit
Brighton Farmers' Market	<ul style="list-style-type: none"> Distributed LRTP flyer Discussed <i>Destination2040</i> 	<ul style="list-style-type: none"> Many visitors had not heard about the MPO or the LRTP but were interested in learning more and continuing to stay involved Some were concerned with safety of the transportation network. Would like the system to be safer and less congested

Outreach Events	Activities	Summary of comments
Union Capital Boston Network Night–East Boston	<ul style="list-style-type: none"> • Distributed LRTP flyer • Participated in Table Talk focus group 	<ul style="list-style-type: none"> • Many participants use buses as their primary mode of transportation but find them unreliable throughout the week. Need to take two to three buses to commute to jobs
Stakeholder Meetings	<ul style="list-style-type: none"> • MassBike • North Shore CDC 	<ul style="list-style-type: none"> • Support for more Complete Streets funding and Dedicated Bus Lanes • Interest in Corridor Studies and Bike Crash Cluster Study
Union Capital Boston Network Night–Grove Hall	<ul style="list-style-type: none"> • Distributed LRTP flyer • Participated in Table Talk focus group 	<ul style="list-style-type: none"> • Want less speeding, larger sidewalks, and safer streets for children • Concerned with canopy coverage and accessible sidewalks • Primarily use MBTA buses, including the Silver Line, and want more reliability and less traffic • Want less bus crowding • Appreciate that there is more effort to involve marginalized communities in the planning process but feel like it is due to demographic changes in the community. Don't trust it as much and feel like they haven't been listened to in the past.
Framingham Farmers' Market	<ul style="list-style-type: none"> • Played Complete Streets Design game with market visitors • Distributed LRTP flyer • Showed MetroWest projects in the LRTP document 	<ul style="list-style-type: none"> • Concerned about Massachusetts Turnpike project and want more transit to make up for loss of lane • Support more biking options and protected bike lanes • Want more Complete Streets in MetroWest to increase walkability, bikeability, and safety in the subregion • Support the 126/135 project • Want priority bus lanes and more frequent train/bus service • Want cross-region options, expanded hours, and North-South Rail Link
Allston-Brighton Health Collaborative Transportation Committee	<ul style="list-style-type: none"> • Hosted discussion on LRTP and MPO process 	<ul style="list-style-type: none"> • Support for Dedicated Bus Lane funding • Interest in increased community engagement in regional transportation planning process and MPO activities

Outreach Events	Activities	Summary of comments
Union Capital Boston Network Night–Mattapan	<ul style="list-style-type: none"> • Distributed LRTP flyer • Participated in Table Talk focus group 	<ul style="list-style-type: none"> • Want more reliable buses • Support for safer streets (Complete Streets) but concerned about losing driving lanes in already highly congested streets • Support for bicycle infrastructure but also concerned about the high numbers of cyclists in the Mattapan area • Worried about losing a driving lane and making it more difficult for firefighters to get to house fires

CDC = Community Development Coalition. LRTP = Long-Range Transportation Plan. MBTA = Massachusetts Bay Transportation Authority. MPO = Metropolitan Planning Organization.
 Source: Boston Region MPO.

Results from the Survey Conducted During the Formal Comment Period

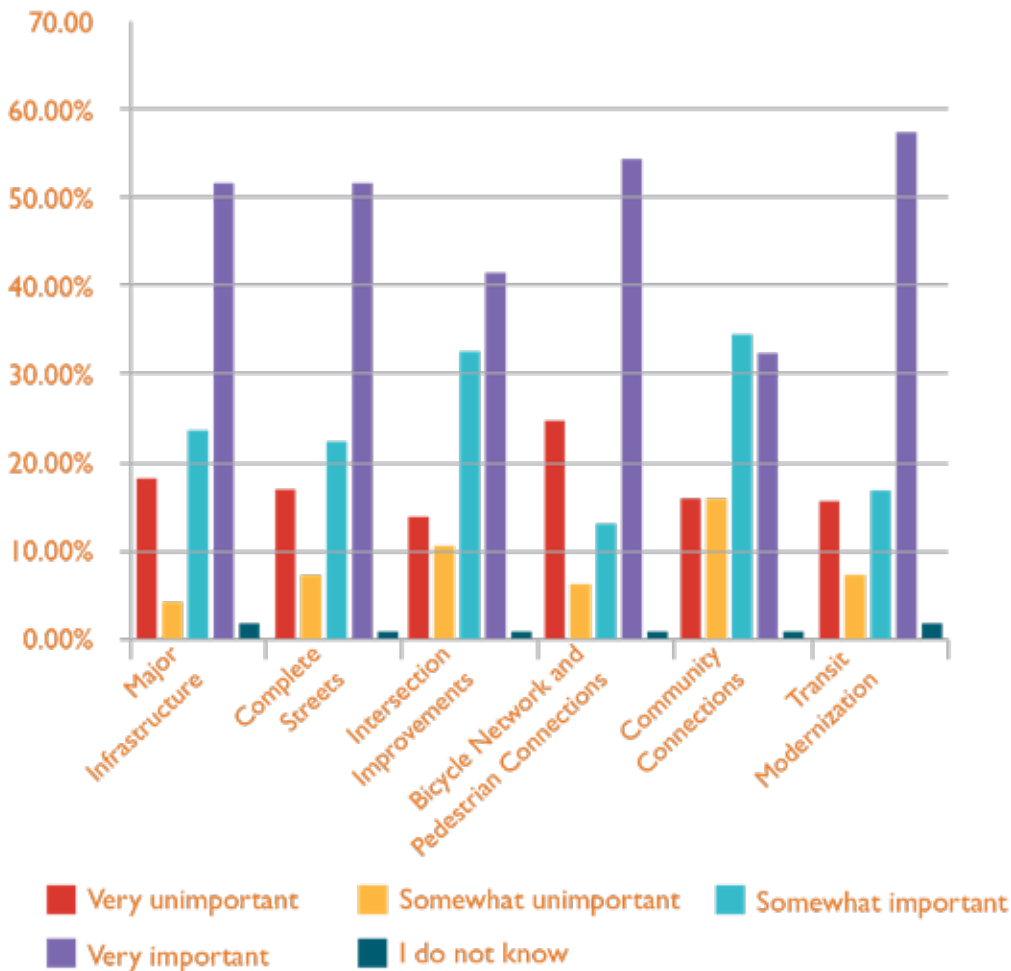
MPO staff created a survey of 15 questions, of which seven were demographic questions. The survey was conducted to gauge respondents’ opinions on the content of the draft *Destination 2040* LRTP, its proposed investment programs, and existing MPO outreach and communication strategies. MPO staff received 95 completed surveys. The survey was posted online through the end of the public comment period that ended on August 23, 2019. The following is a summary of the results.

Destination 2040 Questions

How important is each of the investment programs?

The majority of the respondents believe the investment programs are very important for the Boston Region. The majority indicated that the Bicycle Network and Pedestrian Connections and Transit Modernization Programs are the most important among all investment programs. Nearly 60 percent chose “Very Important” for Transit Modernization program and more than 50 percent chose “Very Important” for Bicycle Network and Pedestrian Connections program. However, it is also interesting to see that the Bicycle Network and Pedestrian Connections investment program also has the highest percentage of respondents choosing “Very Unimportant” as well.

Figure D-1
How important is each of the Investment Programs?

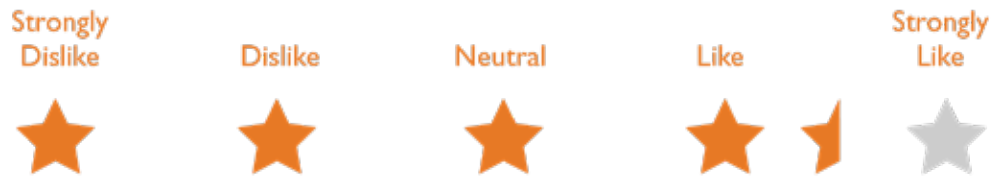


Source: Boston Region MPO.

Destination 2040 proposes to increase funding for the Complete Streets investment program to accommodate dedicated bus lanes. What do you think of this proposed addition to the Complete Streets investment program?

Most responded positively to the increase of funding for dedicated bus lanes. There were only a few respondents that favored bicycle and pedestrian infrastructure more than dedicated bus lanes. Details of the comments are expounded upon in the next question.

Figure D-2
What do you think of the addition of dedicated bus lanes to the Complete Streets investment program?



Source: Boston Region MPO.

Why do you like or dislike the proposal to increase funding for the Complete Streets investment program to accommodate dedicated bus lanes? Please write your response below.

Most respondents voiced support for the increase of funding for the dedicated bus lanes in the Complete Streets investment program. They think that the existing heavy/light rail network is insufficient, especially for low-income neighborhoods. Some respondents also think that dedicated bus lanes are low capital investments that have high impact on mobility. Some cited the Arlington pilot bus priority project as one of the successful projects that could be replicated in other areas. From a more technical point of view, some respondents stated that it is important to quantify the benefits of dedicated bus lanes by determining the appropriate length of bus lanes. Some respondents are concerned that the addition of dedicated bus lanes would encourage more vehicular traffic as opposed to more bicycle- and pedestrian-friendly traffic. Some believe that as both dedicated bus lanes and protected bike lanes are important, increasing dedicated bus lanes should not compromise protected bike lanes. The list of the comments is provided below.

- Dedicated bus lanes will encourage more people to use the bus as they will get to their destination faster than the cars, which must wait in traffic.
- It's the best way to clear the roads for more efficient travel.
- Dedicated bus lanes have shown to be a reliable and nearly as quick of a substitute for the train system as well as prioritizing an important transportation mode for those not near a train station.
- If the train is going to break down fairly regularly or unpredictably, we need buses to fill in.
- We NEED dedicated bus lanes! It shows commitment to equitably moving people.

- We should have protected bike lanes and wheelchair-accessible entrances to businesses on as many streets as possible to reduce congestion and pollution from automobiles and be inclusive of everyone.
- In order to get more people to feel comfortable using bikes, the streets need to be safer.
- Buses increase transit equity across communities and can greatly reduce congestion and greenhouse gas emissions by taking single-occupant vehicles off the road, even more if the buses are electric. I work in Needham—a high-income community—and have low-income co-workers who are dependent upon MBTA buses or Uber/Lyft. My employer has a continual struggle finding employees, because we're open hours outside of the bus/commuter rail schedule.
- Anything that helps people get around without cars is good. Taking space back from cars for pedestrians and bikes is great. Taking space back from cars for dedicated bike lanes is great.
- Buses carry so many more people than cars, which are often carrying only one or two people at a time. It makes sense to prioritize bus travel since they carry more people. It increases the efficiency of the transportation system and also encourages drivers to switch to transit.
- I feel this will aid in a better traffic flow during increased rush hour traffic times.
- Not enough funding for major improvements.
- Arlington ran a successful bus priority pilot that became permanent in 2019. We would like to invest in further bus lanes and believe that other communities should follow suit.
- Dedicated bus lanes are a highly efficient use of space that are a win-win-win for drivers, riders, and cyclists. They need financial support from the state to incentivize municipalities to invest.
- Dedicated bus lanes in the greater Boston area have been successful, so when considering complete streets, if it makes sense for the context, bus lanes show that more people can be moved faster.
- Because dedicated bus lanes have been empirically proven to significantly decrease commute times. This will result in more bus ridership and fewer single occupancy car trips, reducing traffic for everyone.
- Improving bus efficiency and increasing bus utilization would be an overall improvement to communities' transportation.
- What is the real value of a few blocks of dedicated bus lanes? The municipality should

be required to quantify the benefits and costs to get the money. Why not increase the Complete Streets money in general to help pedestrians and cyclists?

- Our bus system is ineffective when buses are stuck in single-occupant vehicles traffic. Free the buses with bus lanes! Get more people on buses!
- Dedicated bus lanes markedly improve travel time and should make bus routes more appealing to transit users (or would-be users).
- Not practical in my area.
- Dedicated bus lanes will allow for bus routes to operate more efficiently and reliably, which will lead to increased ridership. Furthermore, dedicated bus lanes may increase property values like trolley lines do in a way that traditional bus routes do not.
- Bus Rapid Transit is a cost effective way to move a lot of people.
- Buses are getting slower, more crowded, and less reliable because of increasing traffic congestion. For many, they are also their only public transit option. We need to make buses work better so that more people can use and depend on them!
- Bus lanes are worthwhile if they're long enough to speed the passenger trip significantly, but if they're too short, the grief involved in removing parking isn't worth the gain. Also, accessibility of bus stops to all users, able-bodied and disabled, remains a big problem, particularly in winter, when many bus stops become basically unusable for months once snow banks have accumulated and become frozen.
- Bus lanes can be low cost but require significant planning to get right. This will be a good use of funding.
- Dedicated bus lanes will reduce roads for car traffic.
- A better plan would be to reduce truck traffic and make more use of train traffic.
- In the bike advocacy space, we have some concerns that in places where conditions still warrant dedicated, separated bike lanes, the answer will transform to be "put a bus lane on it," and bikes will fail to get their own space at the expense of bus lanes. We want to be sure that there are measures of success for having dedicated bus lanes, shared bus/bike lanes, and solely separated bike lanes. And, where both are needed but separation is needed to make the more vulnerable road users feel safe, that the solution isn't to pit bus and bike advocates and users against one another, but the answer is how to take more space away from private automobiles. Dedicated bus lanes and improving bus service IS very important to providing accessible and well-functioning public transportation (and often bike riders use buses as complementary to one another).
- Group transportation should be given priority over car traffic. I bike and take the

bus on a daily basis. Bus delays are frequent, which has a chilling effect on people's willingness to take public transport.

- Dedicated bus lanes can have a bigger bang for the buck in terms of people throughput.
- It allows communities to focus on pedestrians, bikes, transit, and safety and not strictly vehicle-based paving and related work that other local and state fund (Chapter 90) tend to focus on because they are underfunded.
- Faster bus service = more economic access for more people.
- Dedicated bus lanes provide a quicker commute time, thereby encouraging more folks to leave their cars at home. They also provide more separation of other uses as well, so it is possible that on a road without a bike lane, cyclists are able to take advantage of extra space and have a safer commute. My only concern is that this does not affect the developing suburbs that have no public transportation. The Complete Streets program should modernize to allow more flexibility in design standards, for example to allow narrower bike lanes and travel lanes, or to alter scoring so that speed feedback signage is funded more frequently in areas where enforcement is limited. Complete Streets and transportation safety simply looks different in a developing suburb or rural area than in an urban area—using the same rubric to provide grants for construction is not desirable.
- It will improve mass transit and possibly reduce commuter traffic.
- A single bus can get 50 cars off the road. I think buses should get priority to encourage ridership, and we NEED BUSES from SUDBURY to BOSTON/CAMBRIDGE! IDEA: put flashing lights on buses and require cars to pull to side of road to let them pass (like with fire/police/ambulance). Because there may not be room/funding to add dedicated bus lanes in places.
- Transit improvements are crucial to sustain the region, and failing other improvements (which are longer term) dedicated bus service is something that can help in the short term.
- This also needs to include opportunities to upgrade traffic signals to allow for bus priority and for pedestrian lead interval and bicycle signals.
- Money should first be spent to electrify the commuter rail, change the fleet from diesel, and change all bus fleets from diesel. Electrifying bus fleets would be a better thing too.
- Dedicated bus lanes will decrease travel time, making transit (bus) more efficient, on time, and more attractive to travelers. This will help change their behavior to take the bus and decrease emissions and congestion.

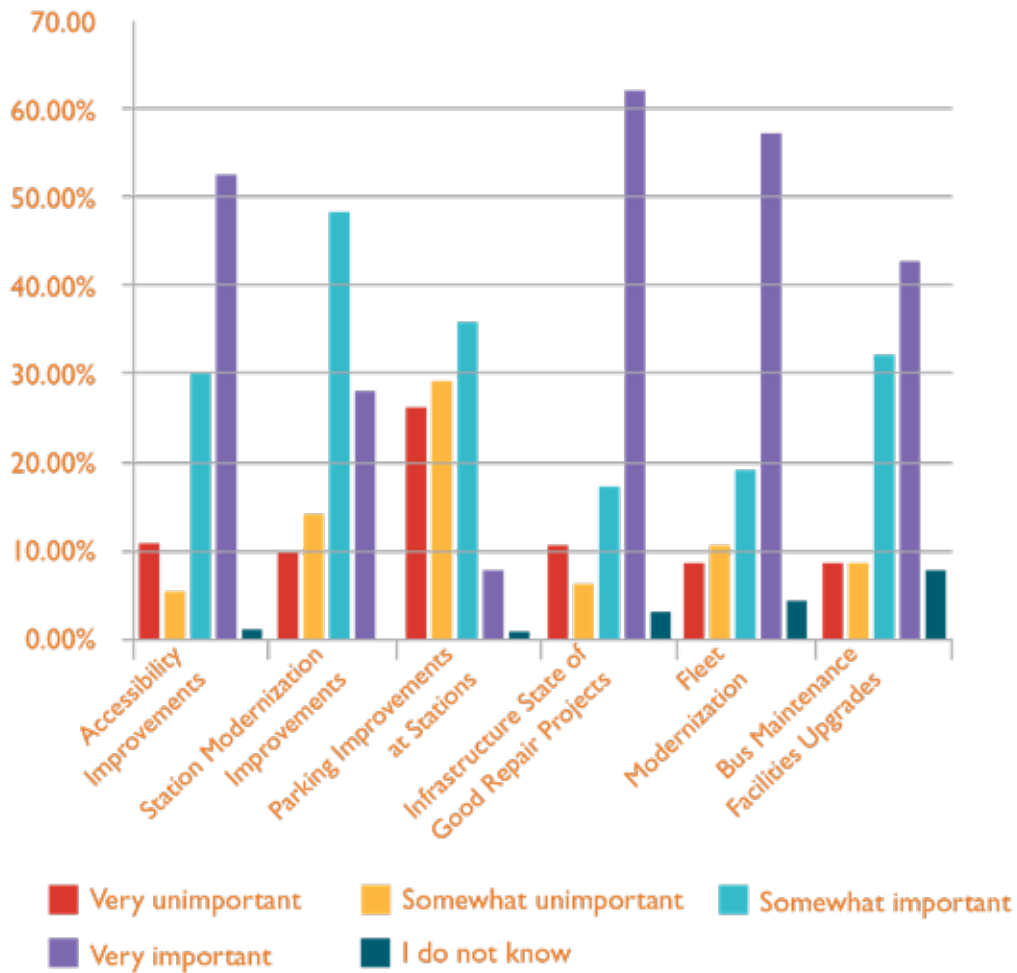
- Buses are (and may always be) the only public transit for some areas. Dedicated bus lanes will encourage transit use by reducing the ride time relative to other traffic. I would like it but parking is a big problem and there is very little space to put cars. Also they just might park in bus lanes illegal parking is rampant.
- Better for the environment and reduce congestion.
- It would be a legacy. I'll be 89 in 2040 so probably won't be here but would like people to have it.
- I LIKE that it requires accessible pedestrian/bike friendly improvements. I do NOT like that it pays for adding lanes to accommodate more car traffic. We should be REDUCING lanes, and let people sit in traffic. I'd rather have them sit in traffic and make ALL new infrastructure investment for walkers and bikers. NO NEW LANES!
- Bus routes allow more flexibility when transportation changes and dedicated lanes make bus routes more efficient.
- Not enough funding for other projects in current complete streets program. This addition will exacerbate the problem spreading funding thinner.
- Greater Boston is chock full of spaces that were never built for autos, yet cars and trucks have been shoehorned into them. The recent successes of dedicated bus lane pilots, cycle tracks included in street reconstruction, and more pedestrian- (and bike-) friendly infrastructure is far and away a good use of public funds, and really helps create an actual urban environment.
- Dedicated bus lanes serve as both traffic calming and improve the experience for bus riders.
- The MBTA's light rail network is insufficient. It has frequent outages and delays and has sub-par coverage over the urban area of metro Boston. Short of expanding the network to increase coverage and improving the system to increase its frequency and reduce downtime, buses are the only way to enhance the T. Adding dedicated bus lanes will help increase the frequency, speed, and reliability of bus service, which is a much-needed supplement to the T. That said, this is a band aid solution, as traffic, pedestrians, stoplights, etc. will always inhibit truly rapid bus transit. The only long-term solution is to fix the T.
- Bus lanes are the future of transit—lower capital investment and high impact
- Dedicated bus lanes are critical.
- Better public transit means fewer people will want to drive, lowering the terrible traffic congestion in Boston.

- I am a regular transit rider and I think the only way to get my fellow Boston residents to transition to transit is to make the commute time more reliable and preferable to driving.
- Dedicated bus lanes and protected bike lanes are the cheapest, fastest, most efficient way to solve our mobility crisis.
- Dedicated bus lane will allow increased frequency and speed for buses; will provide smoother and more efficient commute.
- Bus networks are often very common in low-income communities and communities of color. Rarely do faster transportation options such as heavy rail or light rail traverse these communities. Prioritizing public transit in these communities would allow for these often under-resourced communities to have access to better, faster, and more reliable transit.
- I like public transportation.
- Bus lanes decrease potential traffic on bus routes and increases reliability.
- This solution applies only to those areas lucky enough to already have bus service; benefits accrue to a limited area.
- Climate response; prioritizes moving people over moving cars; important step towards VisionZero
- We need dedicated bus lanes to speed high-capacity public transportation along our city streets, increasing its reliability and ridership and reducing single occupancy vehicles. Complete Streets are the future of road design, and all modes need to be accommodated in every project.
- Dedicated bus lanes offer a faster, less expensive improvement to the transportation network than investment in other transit options, and will help to improve the appeal of riding a bus (especially over driving). With improvements to dedicated bus lanes, we may even see additional investment in more buses, thereby offering greater frequency of service. All good things.
- I am not a bus user, but I would like to be able to ride my e-bike for commuting without worrying about car traffic.

Destination 2040 also proposes to set aside a portion of the MPO’s capital funding for a new Transit Maintenance and Modernization investment program to include the types of projects listed below. Please tell us how important each project type is to you by checking the appropriate circles below.

Respondents think that Infrastructure State of Good Repair projects and Fleet Modernization projects are the most important, followed by Accessibility improvements. More than 60 percent of the respondents believe that State of Good Repair projects are “Very Important,” while nearly 60 percent of respondents think that Fleet Modernization or Accessibility improvements are “Very Important.”

Figure D-3
How important is each project type?

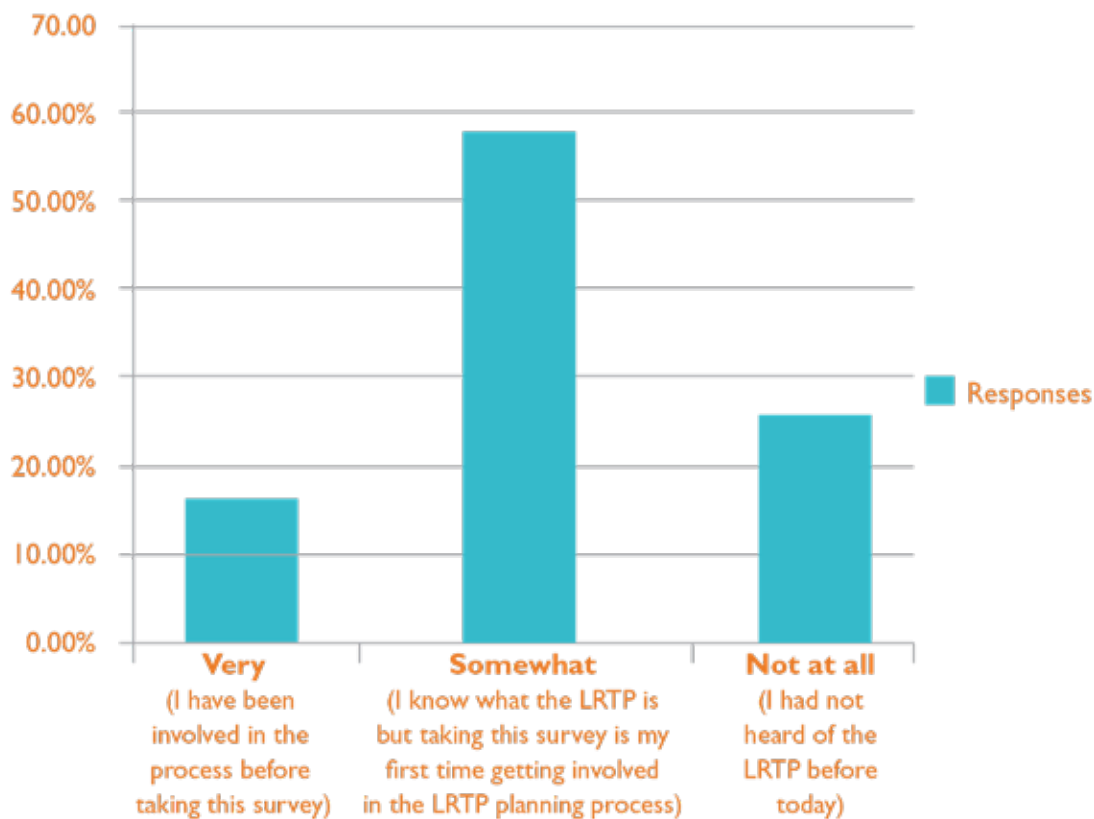


Source: Boston Region MPO.

How involved have you been with the planning process of *Destination 2040*?

Most respondents have some knowledge of the planning process of *Destination 2040* as nearly 60 percent of respondents indicated that they have been “somewhat involved.” It is important to note that among these respondents, taking the survey is the first time they have been involved in the MPO planning process. This indicates that the survey provided a new channel to a group of people who care about the LRTP but were not involved in the process previously.

Figure D-4
How involved have you been with the planning process of *Destination 2040*?

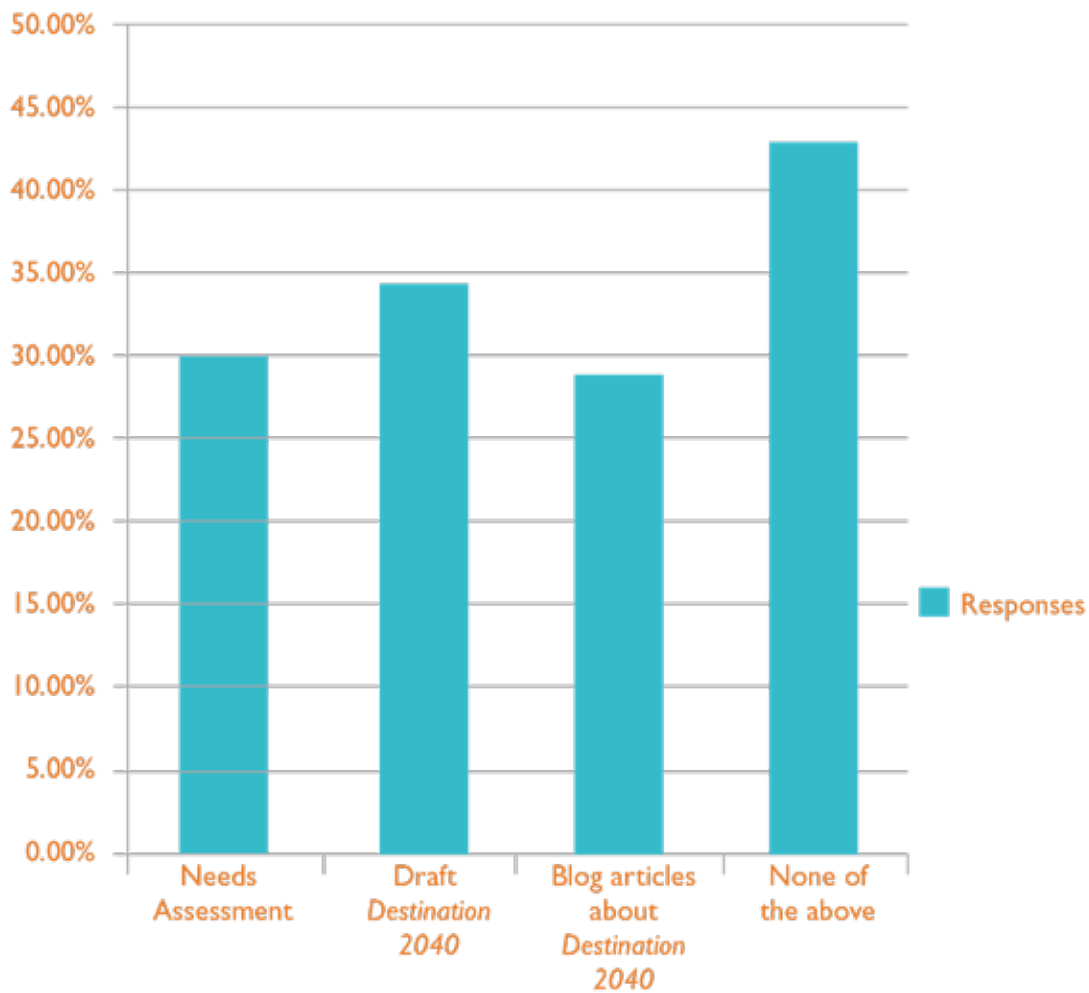


Source: Boston Region MPO.

Did you review the Needs Assessment, draft *Destination 2040*, or blog articles about *Destination 2040* to become more familiar with the MPO’s long-range planning process? Check all that apply.

The majority of respondents indicated that they did not read any of the materials related to *Destination 2040* before taking the survey (nearly 45 percent). On average, 35 percent of respondents reviewed the Needs Assessment, draft *Destination 2040*, or the blog post about *Destination 2040* before completing the survey.

Figure D-5
Did you review materials on *Destination 2040* to become more familiar with the MPO’s long-range planning process?

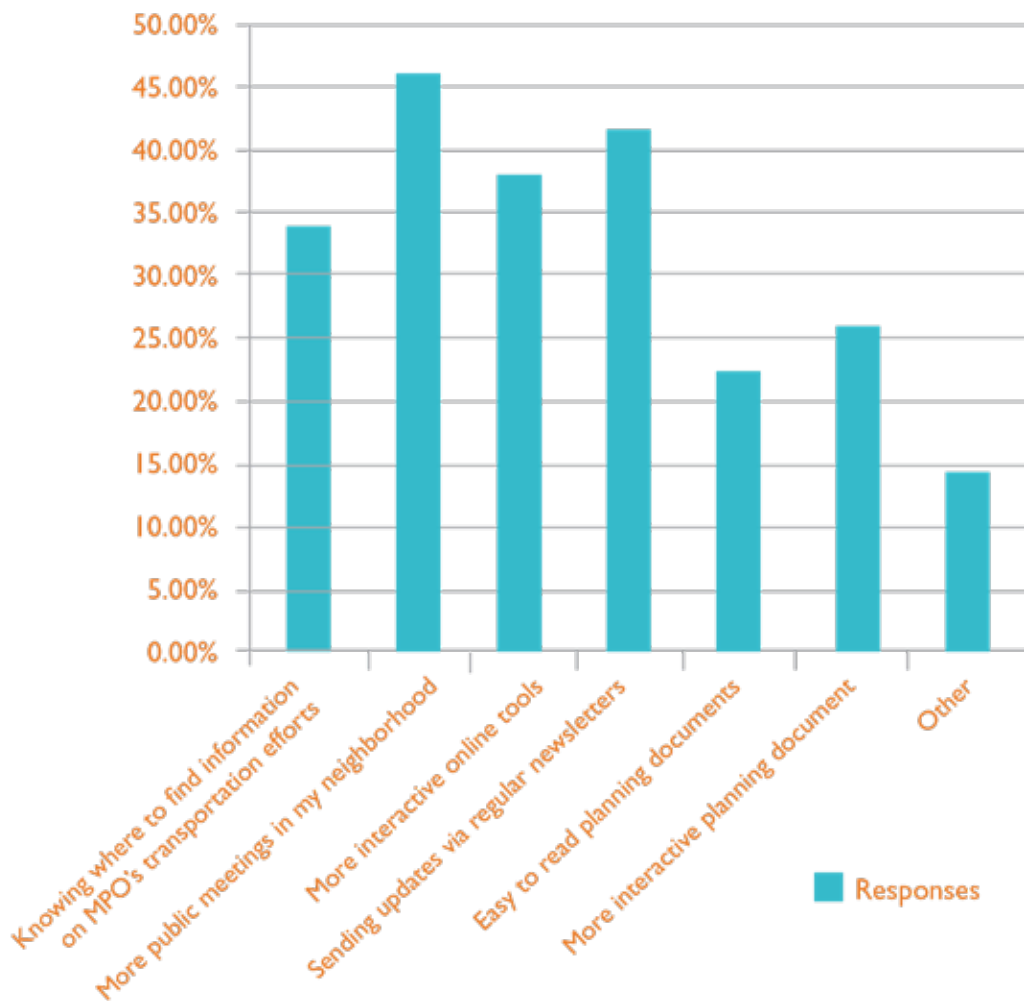


Source: Boston Region MPO.

What would make it easier for you to participate in the *Destination 2040* public review process and other regional transportation planning efforts? Check all that apply.

Respondents listed public meetings held in their neighborhood (more than 45 percent) as the most important factor to get involved. The majority of the respondents also think that it would make it easier to participate in the *Destination 2040* public review process and other regional transportation planning efforts if they received regular newsletters with updates on the MPO's work (more than 40 percent). Respondents also expressed interests in more interactive online tools for participation (approximately 40 percent). This provided valuable input for future outreach by MPO staff.

Figure D-6
What would make it easier for you to participate in the *Destination 2040* public review process and other regional transportation planning efforts?



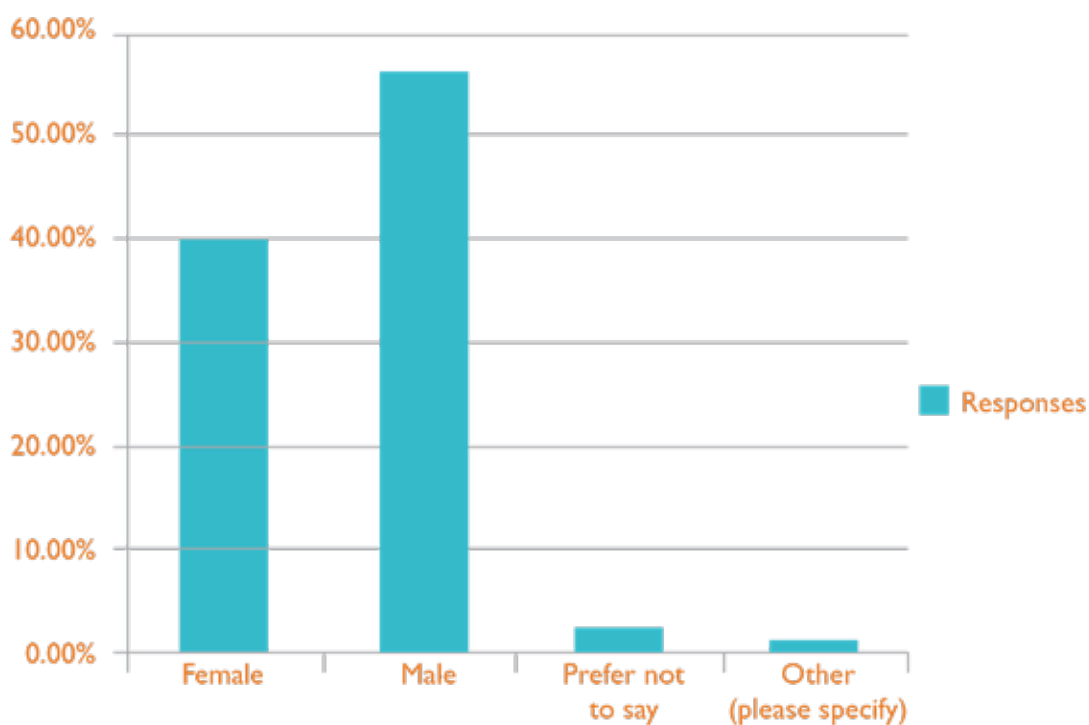
Source: Boston Region MPO.

Demographic Questions

What is your sex or gender?

The gender breakdown of the respondents is relatively even. Of the respondents, 40 percent are female while approximately 55 percent are male.

Figure D-7
What is your sex or gender?

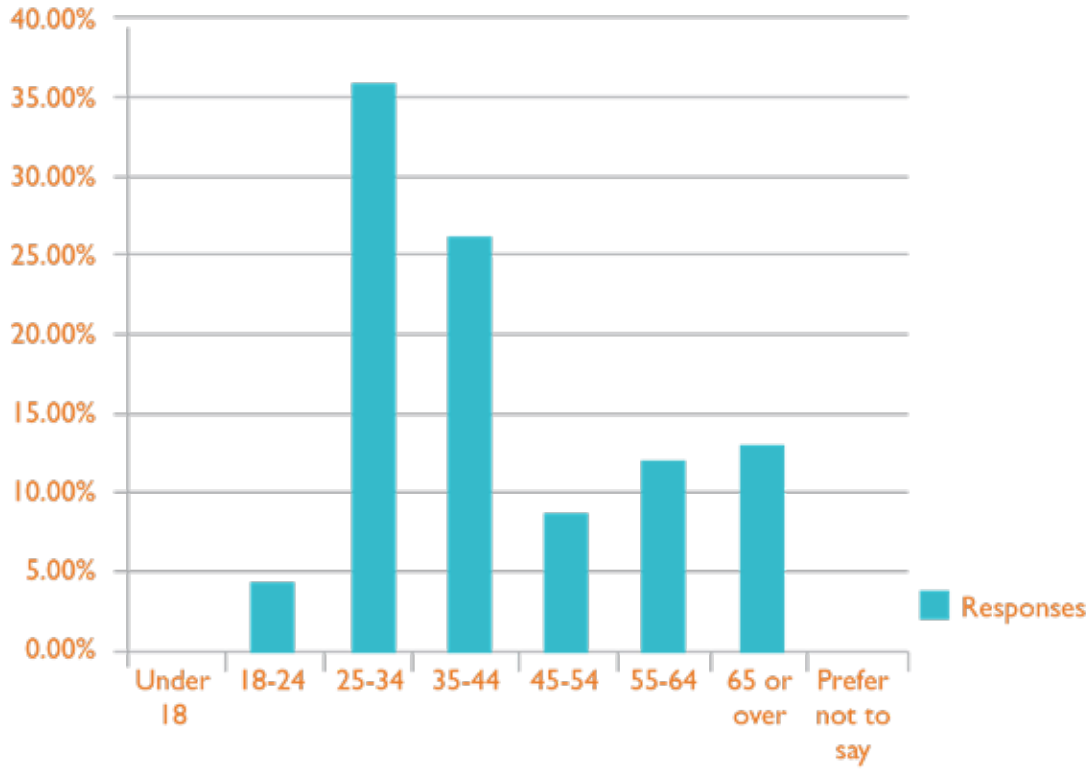


Source: Boston Region MPO.

What is your age?

The majority of the respondents were between 25 and 44 years old.

Figure D-8
What is your age?

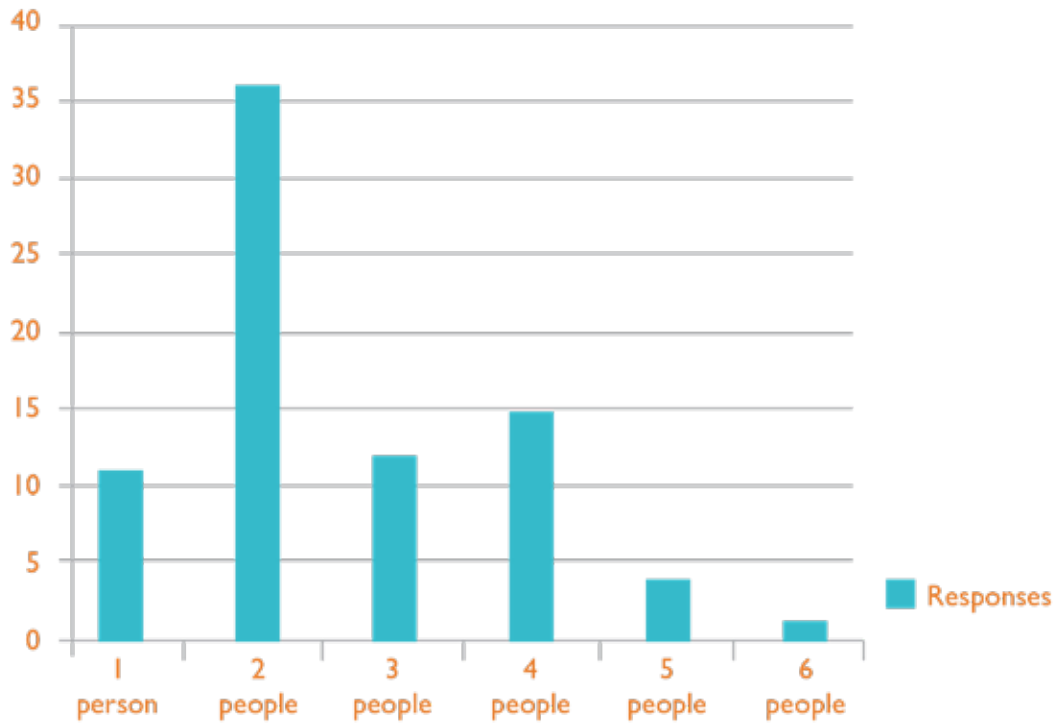


Source: Boston Region MPO.

How many people live in your household, including yourself?

The majority of respondents live in households with two people, including themselves.

Figure D-9
How many people live in your household, including yourself?

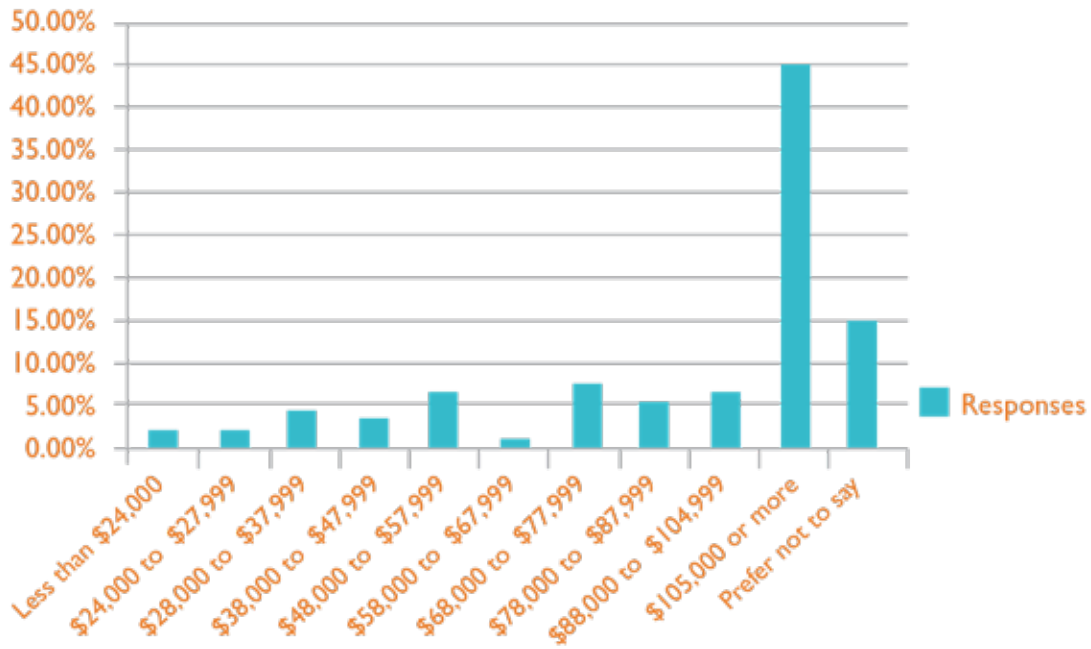


Source: Boston Region MPO.

What is your annual household Income?

The majority of respondents responded that their household income is \$105,000 or more.

Figure D-10
What is your annual household Income?

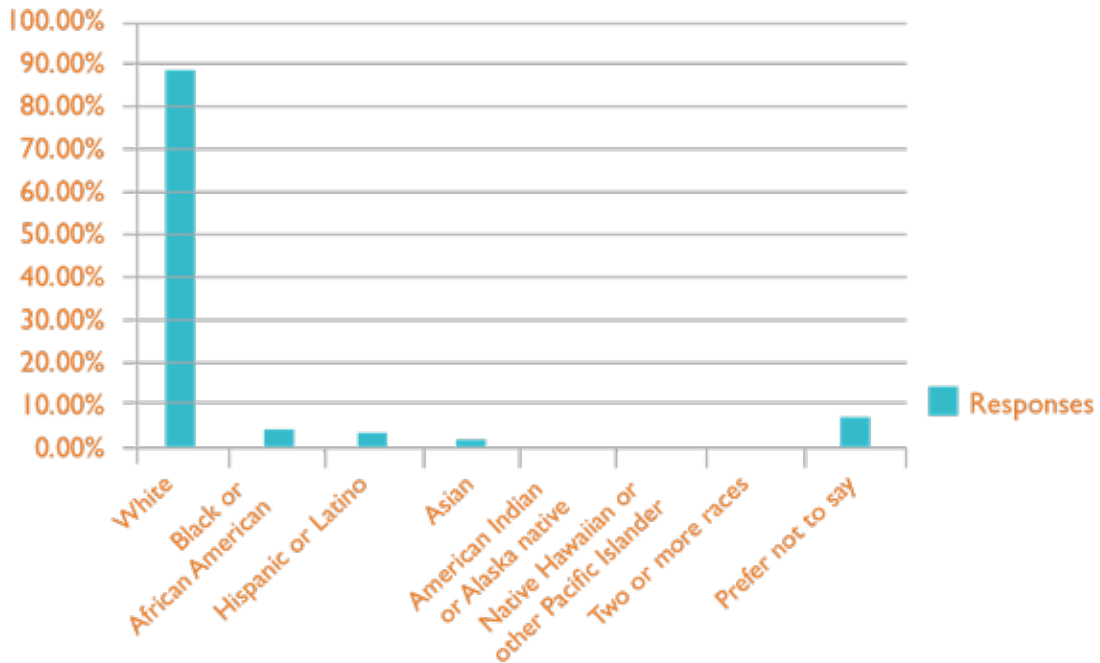


Source: Boston Region MPO.

How do you self-identify by race? Check all that apply.

The majority of the respondents self-identified as white (approximately 90 percent).

Figure D-11
How do you self-identify by race?

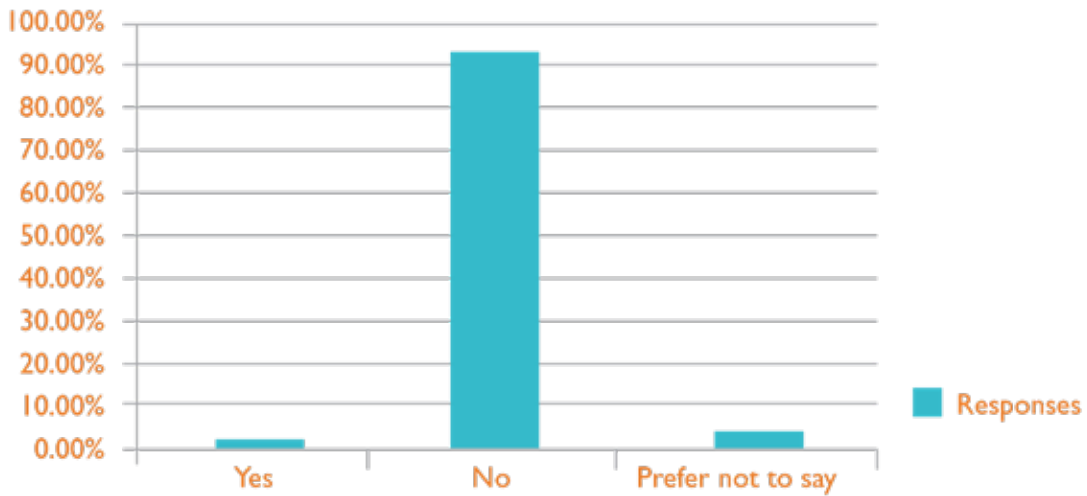


Source: Boston Region MPO.

Are you Latino/a/x?

The majority of the respondents do not self-identify as Latino/a/x (more than 90 percent).

Figure D-12
Are you Latino/a/x?

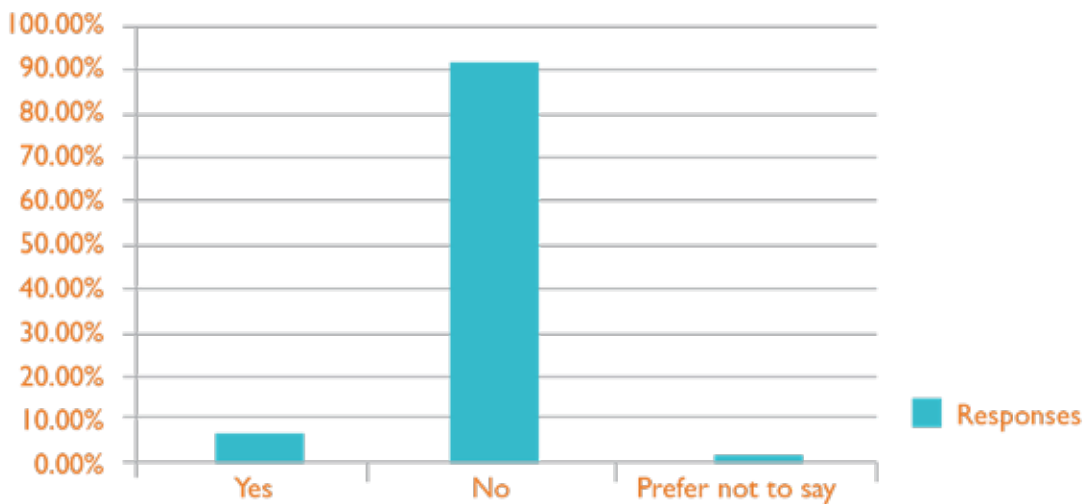


Source: Boston Region MPO.

Do you have a disability?

The majority of respondents do not have a disability (approximately 90 percent).

Figure D-13
Do you have a disability?

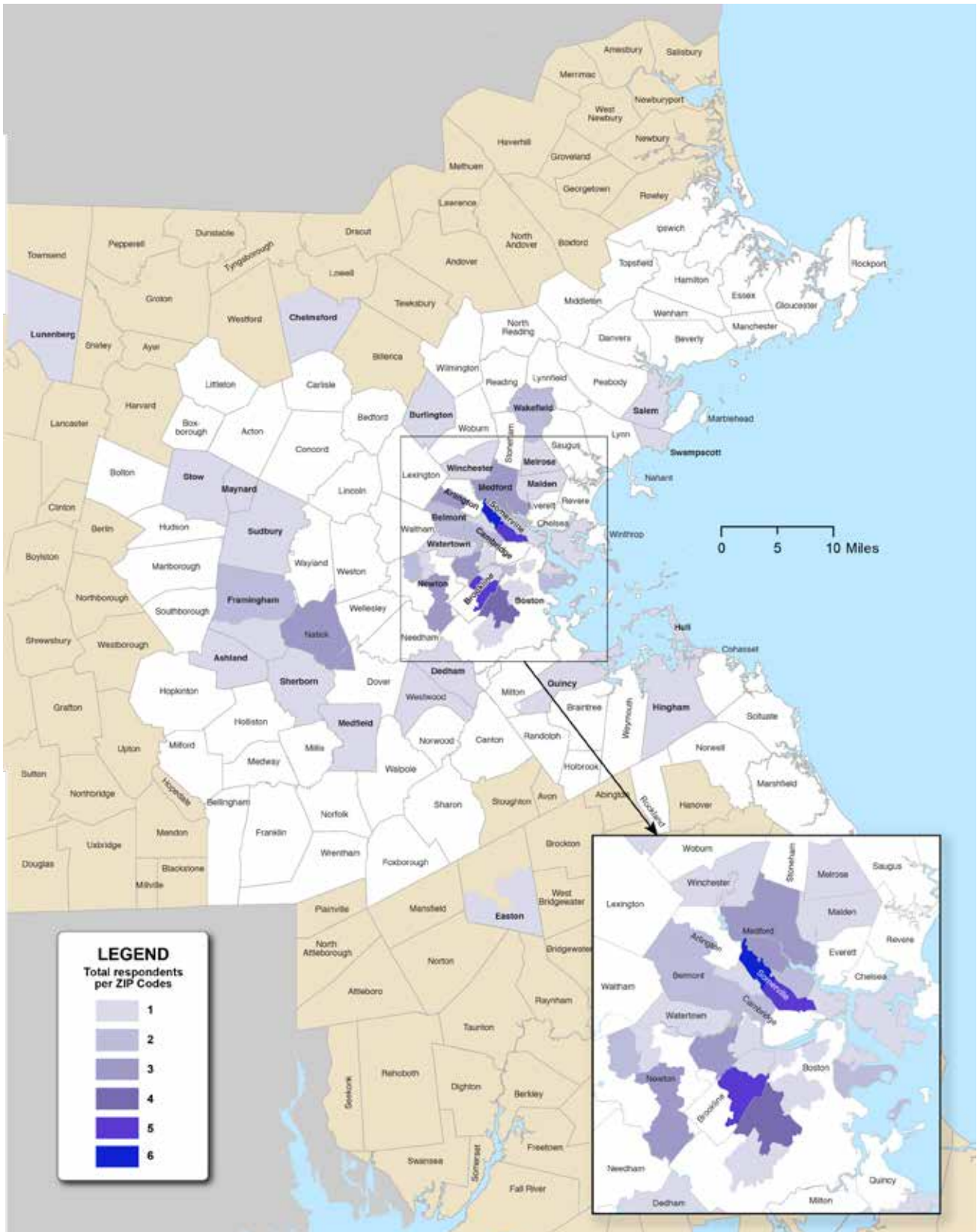


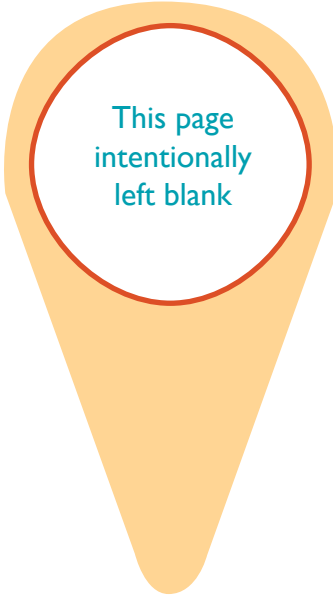
Source: Boston Region MPO.

What is your home zip code? (Total number of respondents: 88)

The majority of the respondents live in the inner core of the Boston Region; however, as shown on the map, responses were received from throughout the region. Among those municipalities, Somerville, Boston, and Brookline have the highest number of survey participants. The high number of participants from these municipalities could be a result of the outreach events attended by MPO staff, namely the Dewey Square Farmers' Market and the Brighton Farmers' Market in Boston. MPO staff attended the Framingham Farmers' Market, which would also account for survey responses in the MetroWest region. Figure D-14 shows the detailed geographical breakdown of respondents.

Figure D-14
What is your home zip code?





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