

# HARDWICK TRANSPORTATION NEEDS SURVEY RESULTS

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# Survey Background and Data Collection Methods

- Conducted through joint effort between Town and CMRPC
- Main goal: collect resident feedback and ideas about public transportation in Town
- Hardwick is a member of MART, wedged in between WRTA and PVRTA borders
- Town officials interested in assessing local need/interest for public transportation, based on resident knowledge
- Worked with Town Clerk to distribute surveys with Annual Town Census forms
  - Of the **1,094** households in Hardwick, **475** households completed the survey; a response rate of over **43%**

# Survey Example

## HARDWICK TRANSPORTATION NEEDS SURVEY



This survey is being conducted by a joint effort between the Town of Hardwick and the Central Massachusetts Regional Planning Commission (CMRPC). The goal of the survey is to collect your feedback and ideas about public transportation in Hardwick. Please take a couple of minutes to complete this survey. We want to know what you think! Thank you!

What is your current primary mode of transportation?

- Drive Alone
- Carpool
- Ride with family/friends
- Bicycle
- Walk
- Taxi
- Other: \_\_\_\_\_

Do you think there is a need for public transportation in Hardwick?

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- Undecided

Would you personally use public transportation if it were made available?

- Yes
- No
- Unsure

What would you need transportation for?

Please check all that apply:

- Work
- Medical
- Shopping
- Education
- Social Services
- Other: \_\_\_\_\_

If public transportation were offered, how many days/times a week would you use it?

- Daily
- Weekly
- Monthly
- Occasionally
- Never

If public transportation were offered, which day(s) are most needed?

- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Weekend

If public transportation were offered, what time(s) of day would you most need it?

- Early AM (7:00-9:00AM)
- Midday (9:00AM-12:00PM)
- Afternoon (12:00-3:00PM)
- Evening (3:00-7:00PM)
- Other: \_\_\_\_\_

If provided, public transportation should include:

- Connection with PVTA in Ware
- Connection with WRTA along Route 9
- Call ahead for a ride (Door-to-Door)
- Catch the vehicle at a specific stop
- Other: \_\_\_\_\_

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## HARDWICK TRANSPORTATION NEEDS SURVEY



Which communities outside of Hardwick would you need transportation to?

Please only choose up to three:

- Ware
- Barre
- New Braintree
- West Brookfield
- Warren
- Palmer
- Spencer
- North Brookfield
- Springfield
- Worcester
- Other(s): \_\_\_\_\_

Which destinations within and/or outside of Hardwick would you need transportation to?

Please only choose up to three:

- Hardwick Town Hall/Senior Center
- Gilbertville Village
- Wheelwright Village
- Hardwick Center
- Barre Family Health Center
- Barre Foods
- Mary Lane Hospital - Ware
- Big Y Plaza - Ware
- Walmart - Ware
- Other(s): \_\_\_\_\_

What is your age?

- Under 18
- 19 to 24
- 25 to 34
- 35 to 49
- 50 to 64
- 65 and over

What is your employment status?

- Employed
- Volunteer
- Unemployed
- Retired
- Student
- Other: \_\_\_\_\_

What is your TOTAL household income?

- Under \$24,999
- \$25,000 - \$39,999
- \$40,000 - \$74,999
- Over \$75,000

How many vehicles are there in your home?

\_\_\_\_\_

Are you a resident of Hardwick?

- Yes
- No, I am a resident of: \_\_\_\_\_

Do you work in Hardwick?

- Yes
- No, I work in: \_\_\_\_\_

**ADDITIONAL COMMENTS**

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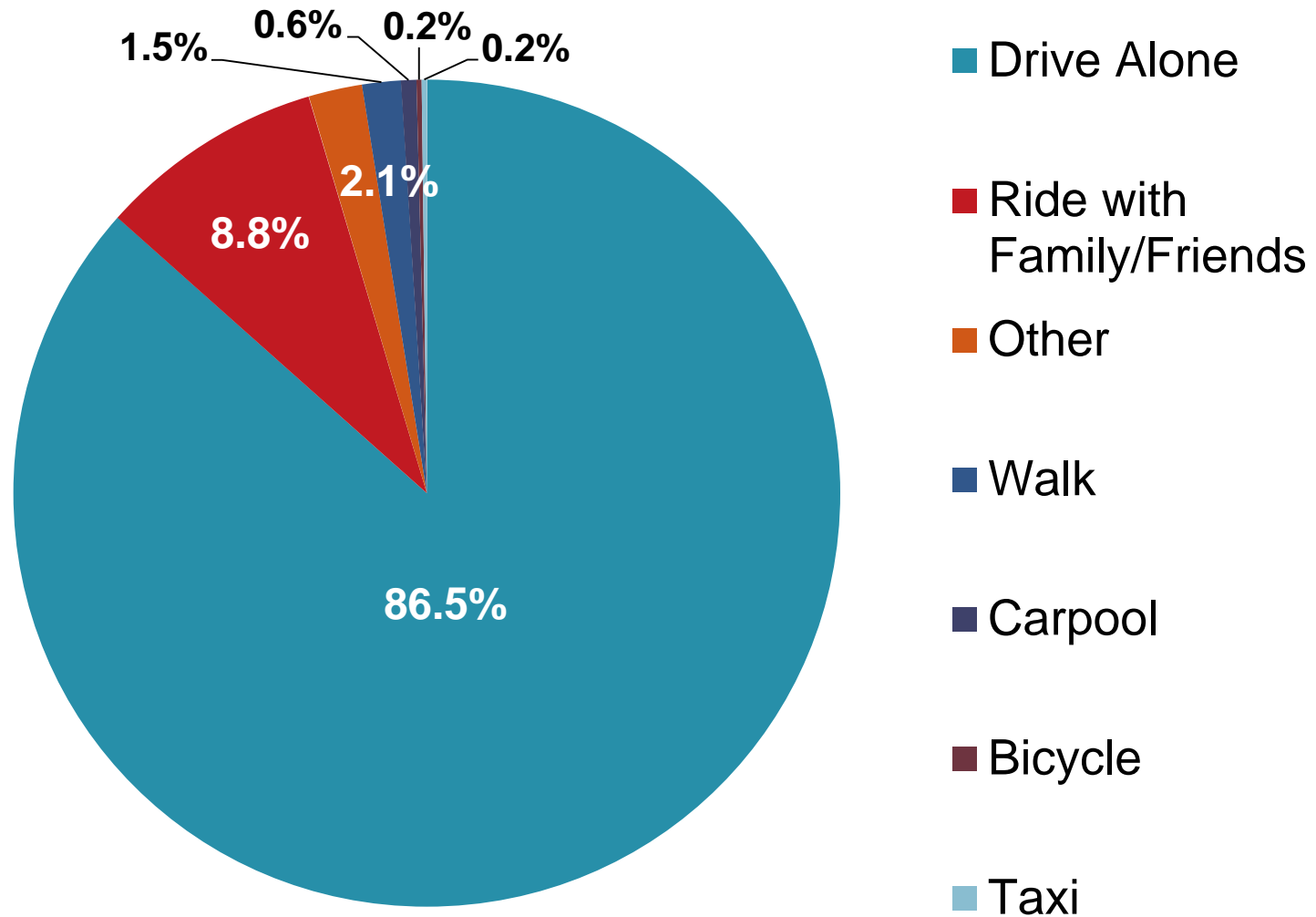


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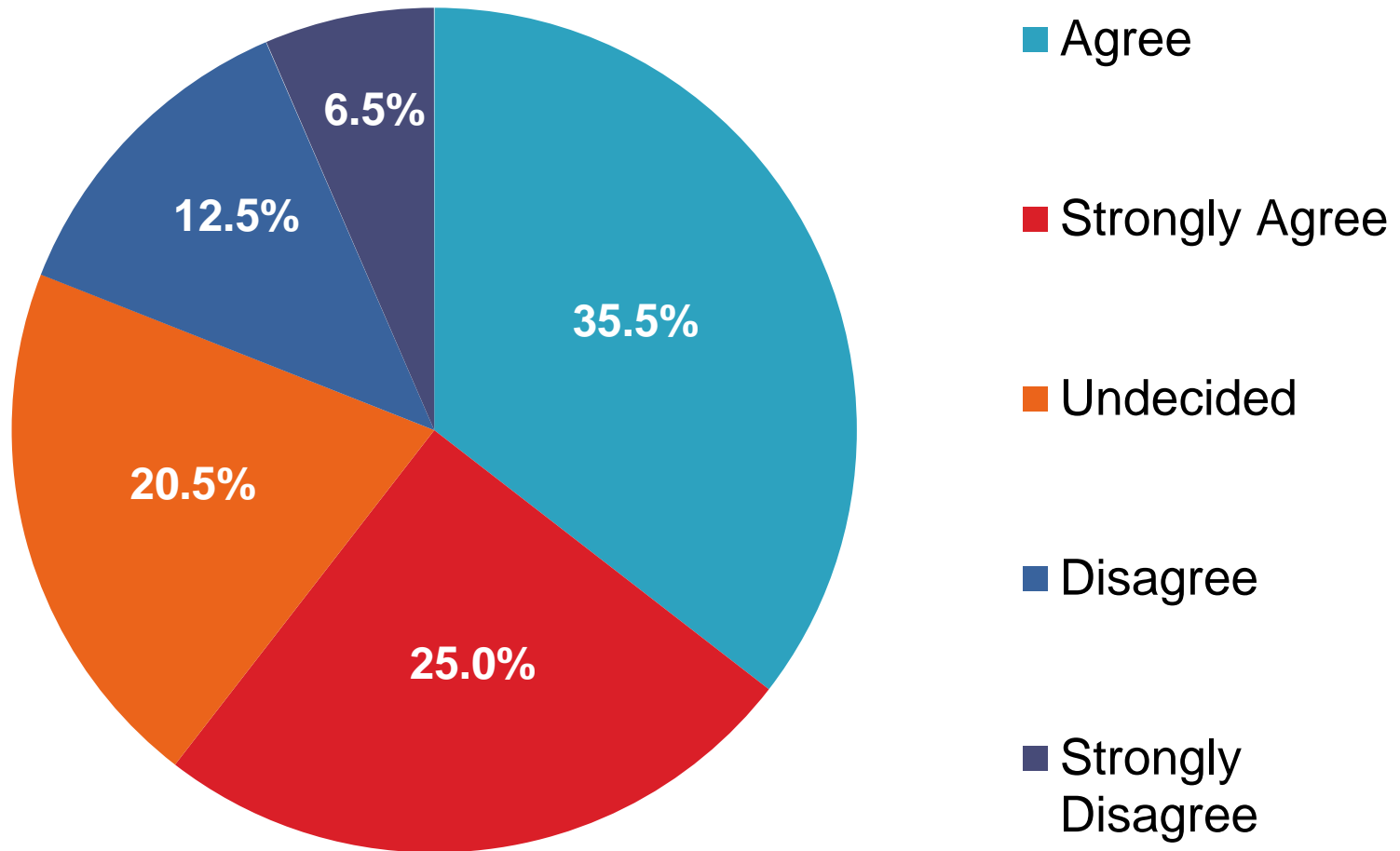
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Thank you for your time! It is greatly appreciated.

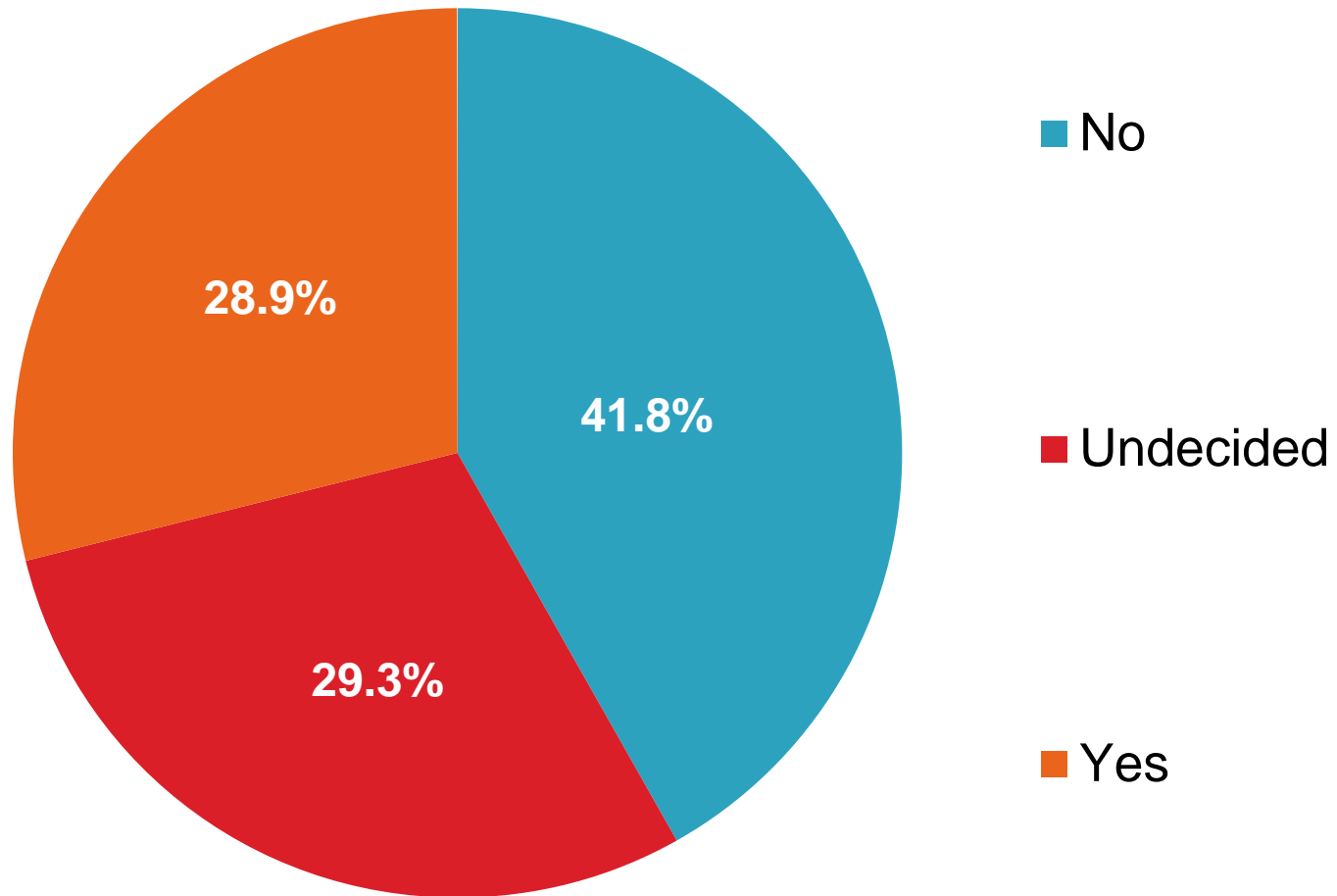
# 1. What is your current primary mode of transportation?



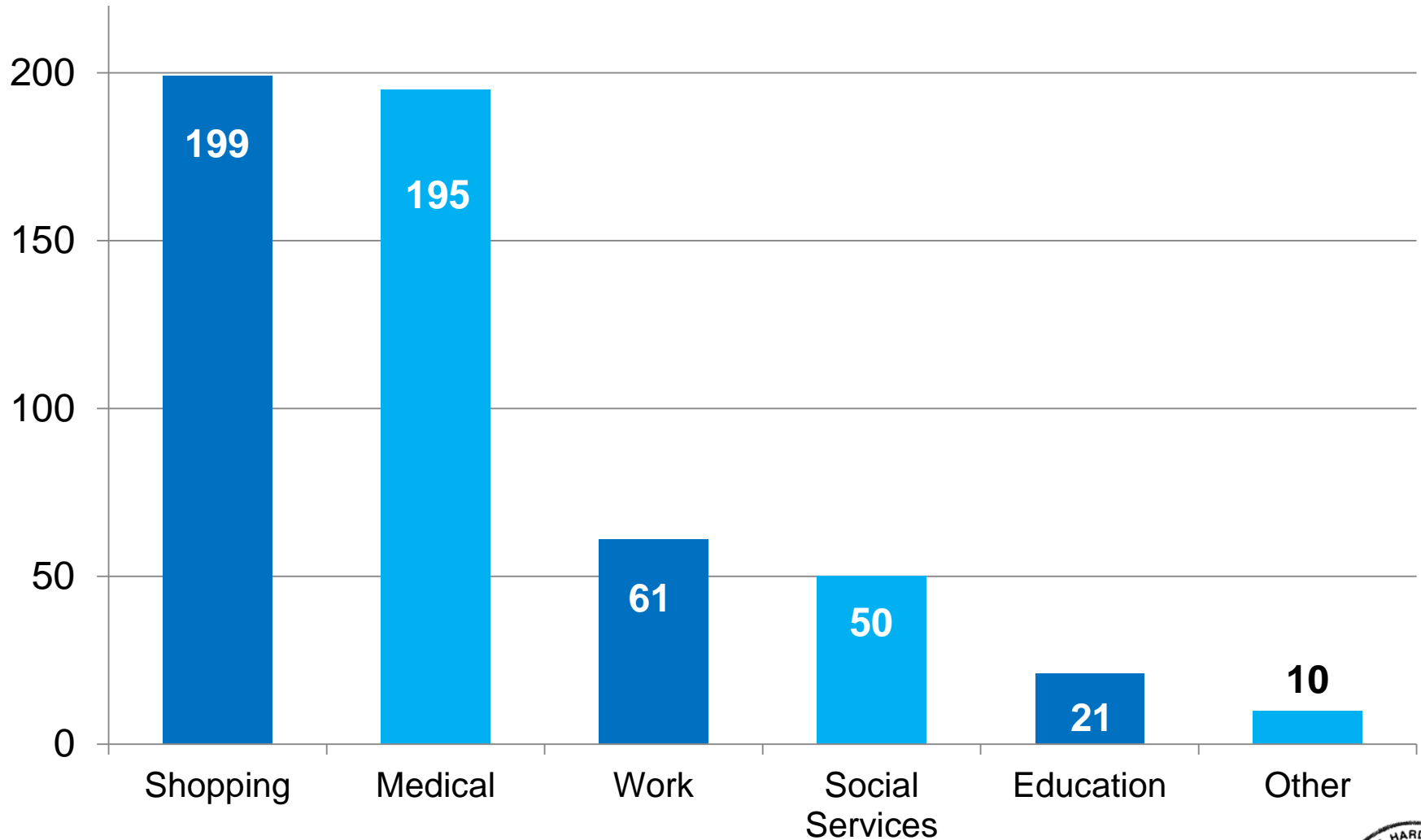
## 2. Do you think there is a need for public transportation in Hardwick?



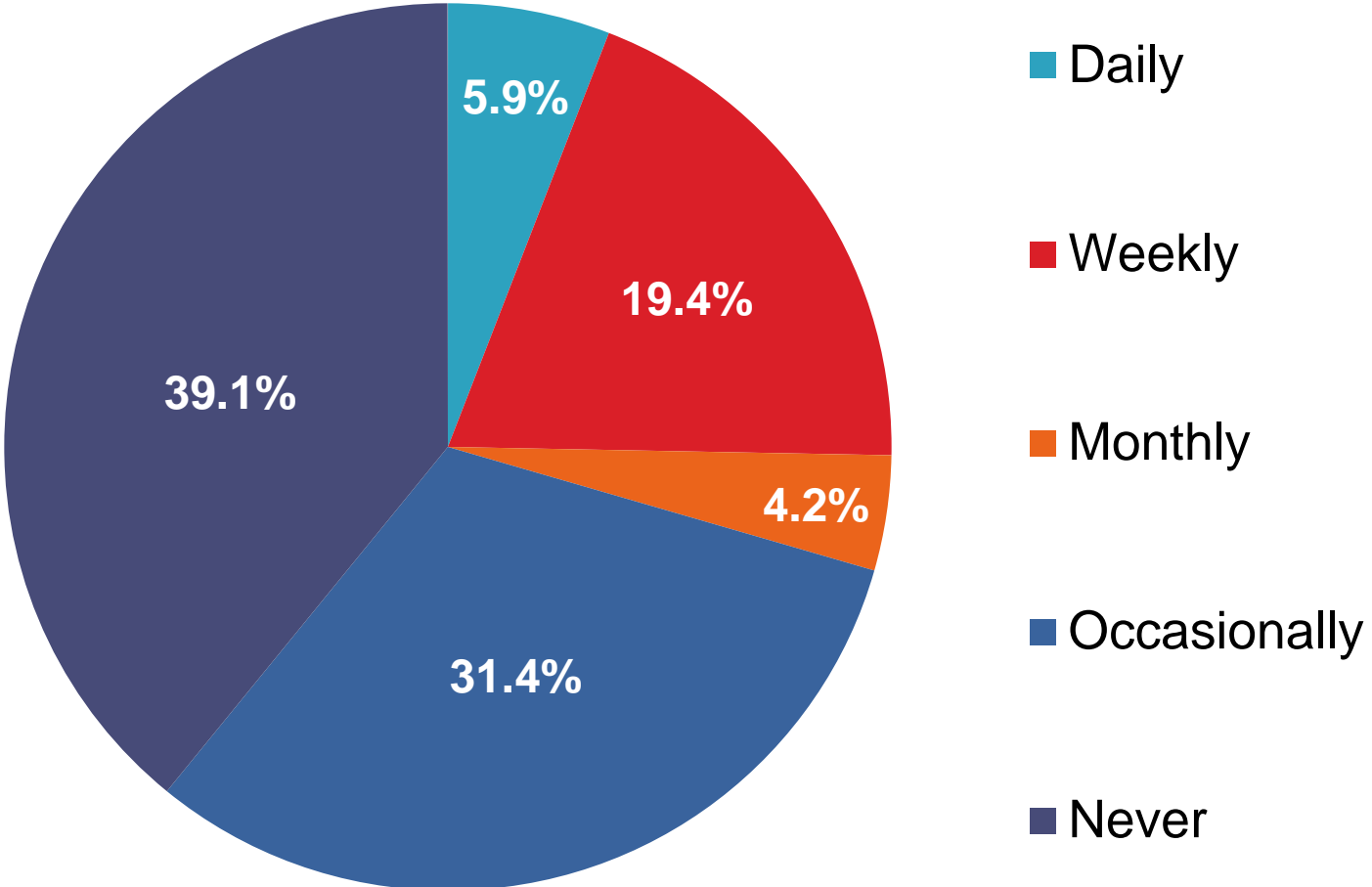
### 3. Would you personally use transit if it were made available?



## 4. What would you need transportation for?

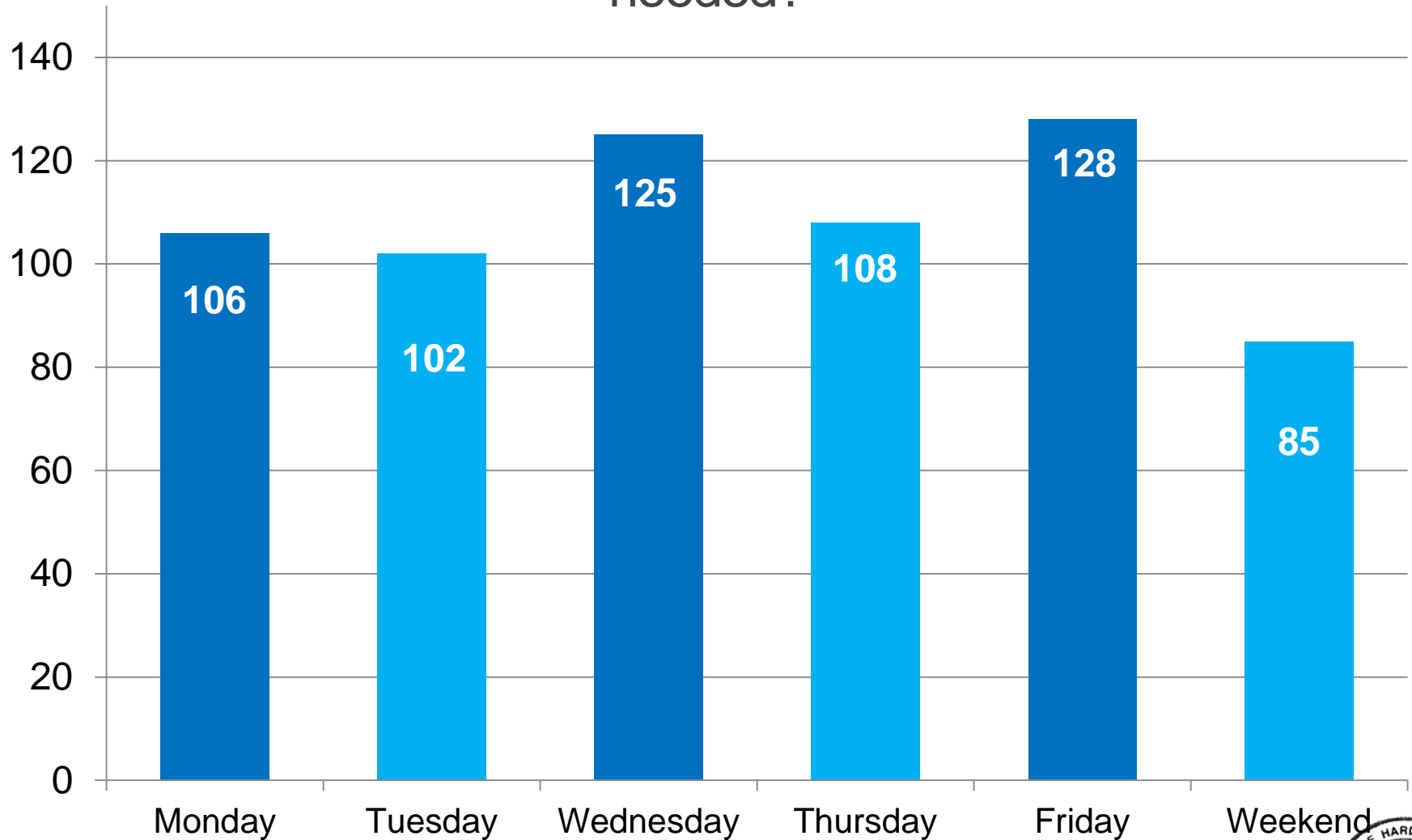


# 5. If public transportation were offered, how many days/times a week would you use it?

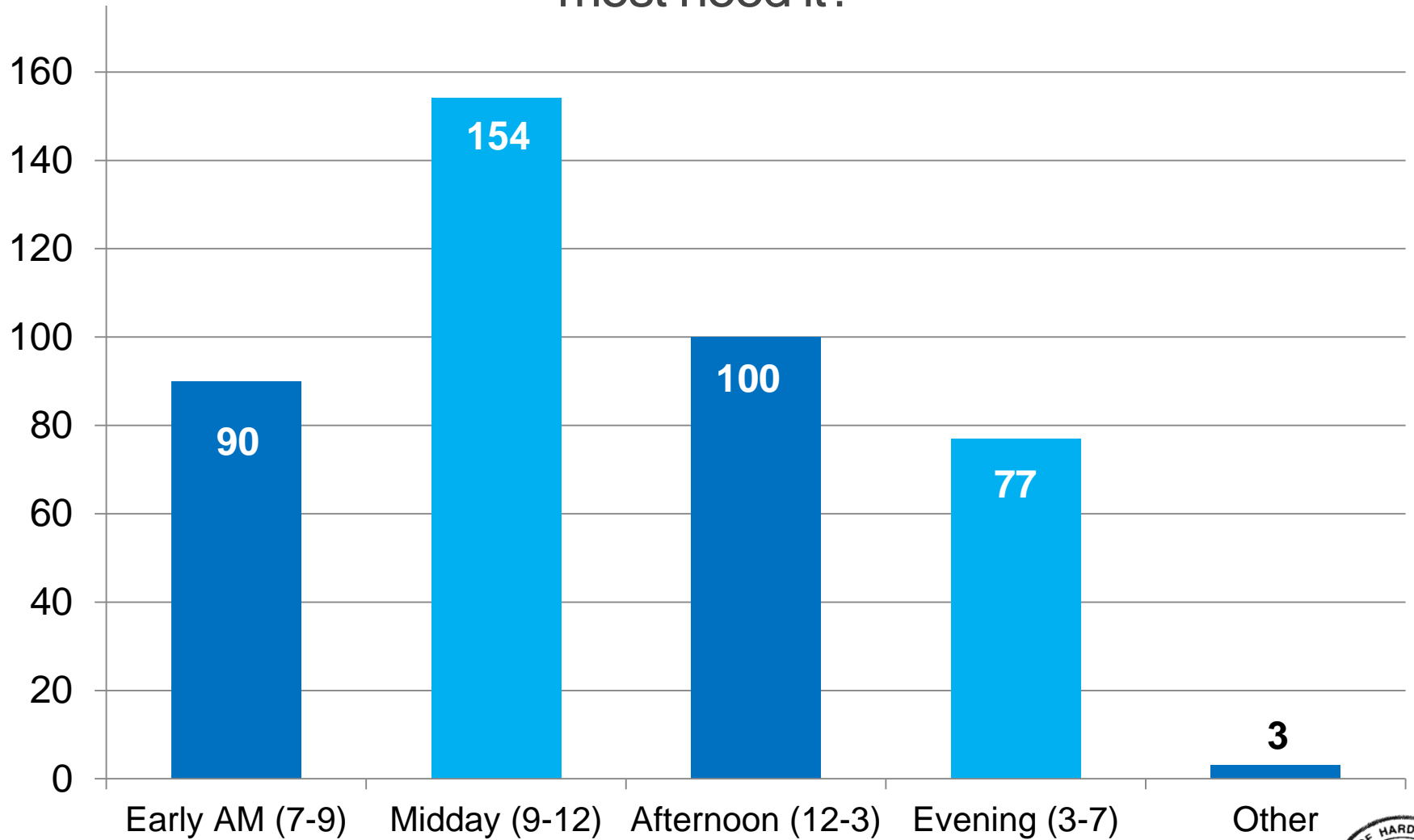




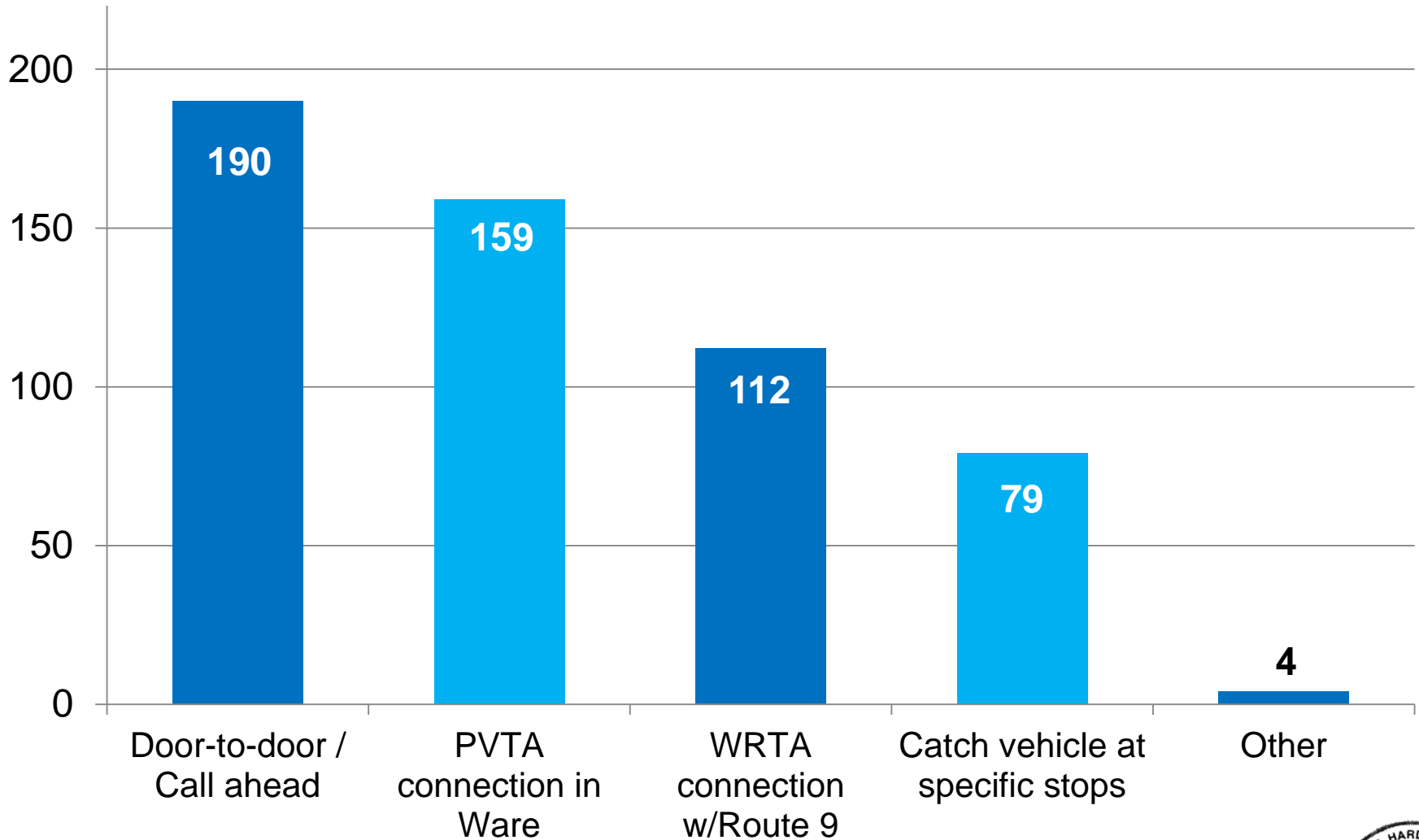
## 6. If public transportation were offered, which day(s) are most needed?



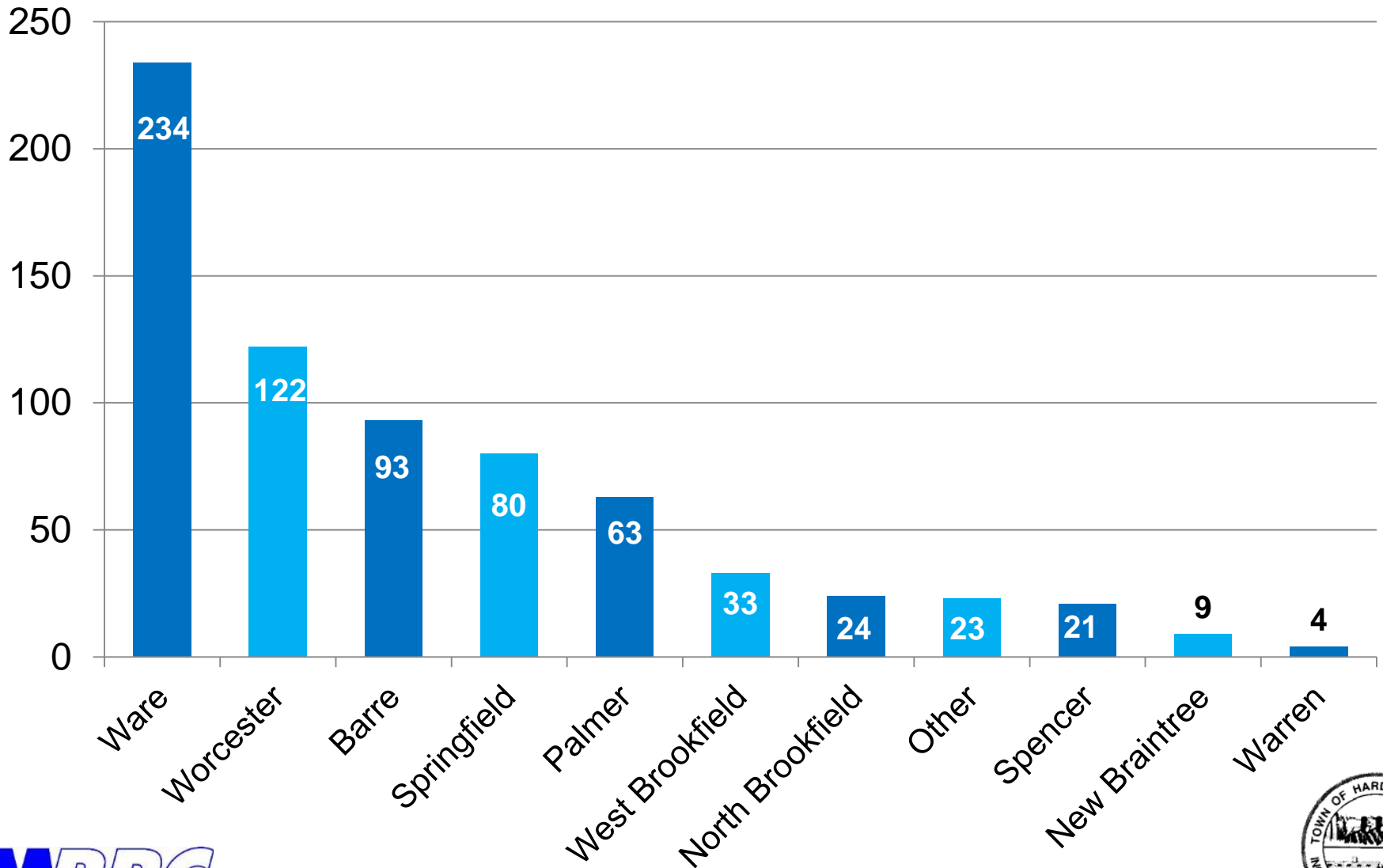
# 7. If public transportation were offered, what time(s) of day would you most need it?



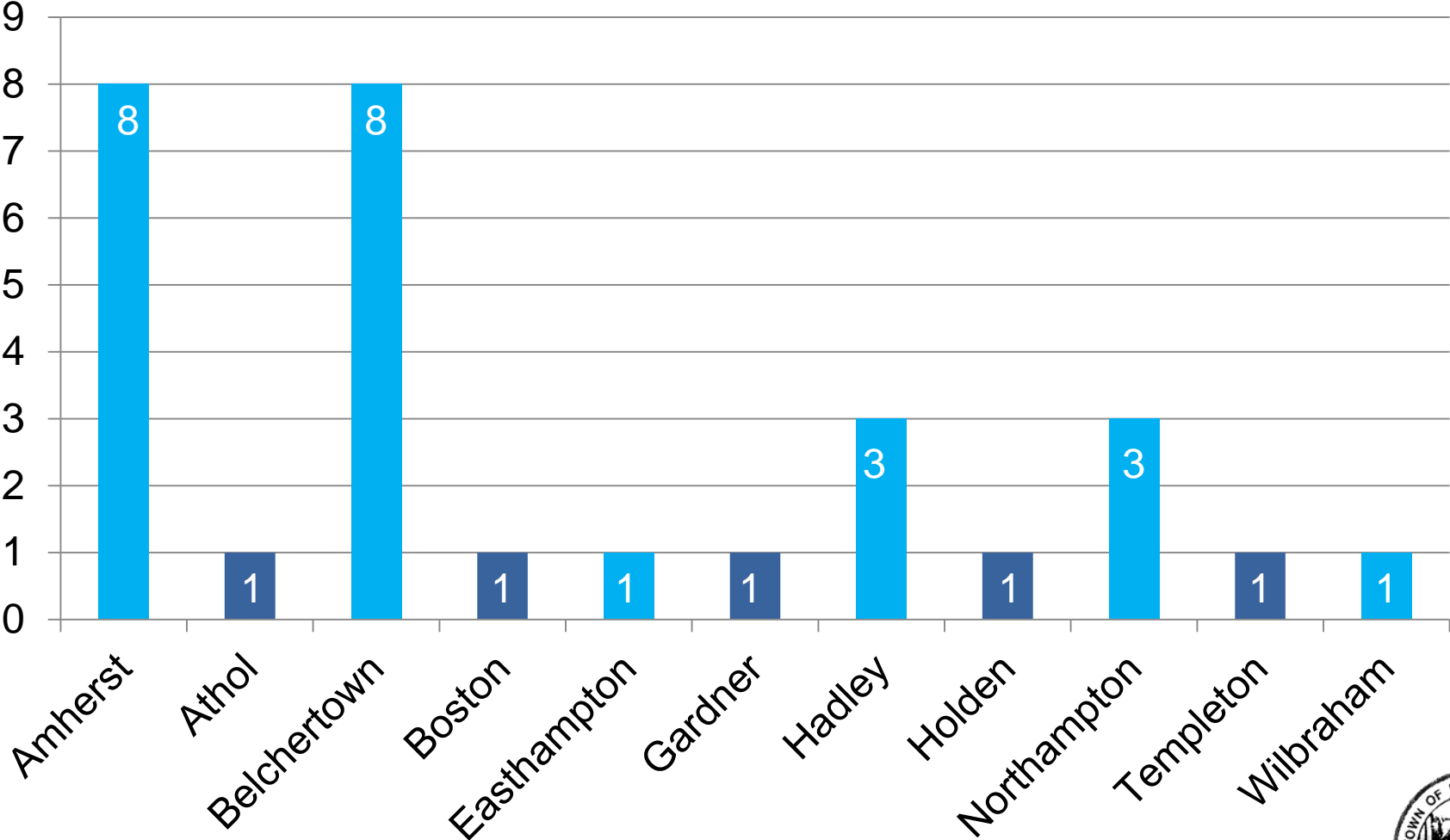
## 8. If provided, public transportation should include:



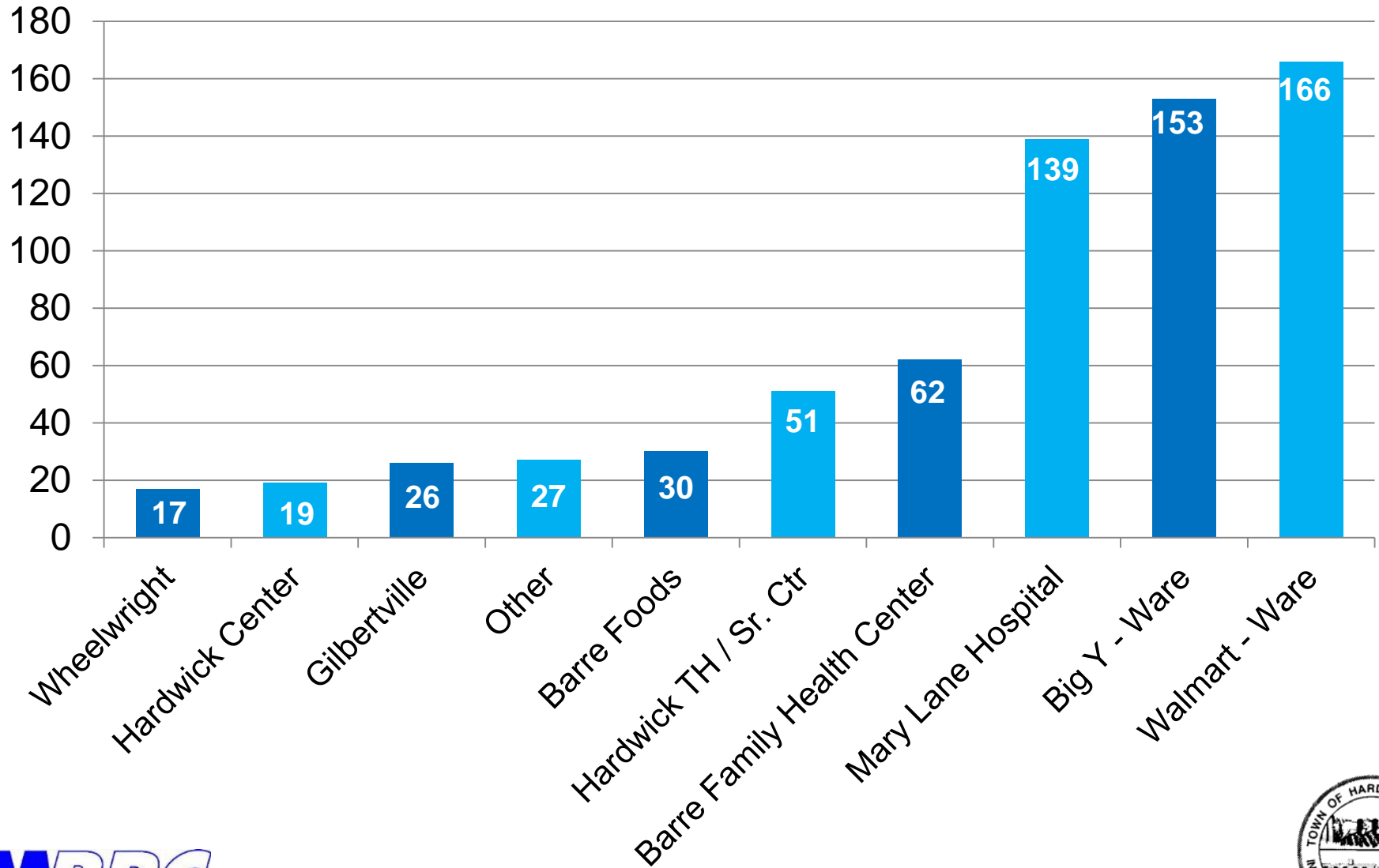
# 9. Which communities outside of Hardwick would you need transportation to?



# 9. Other Communities Include



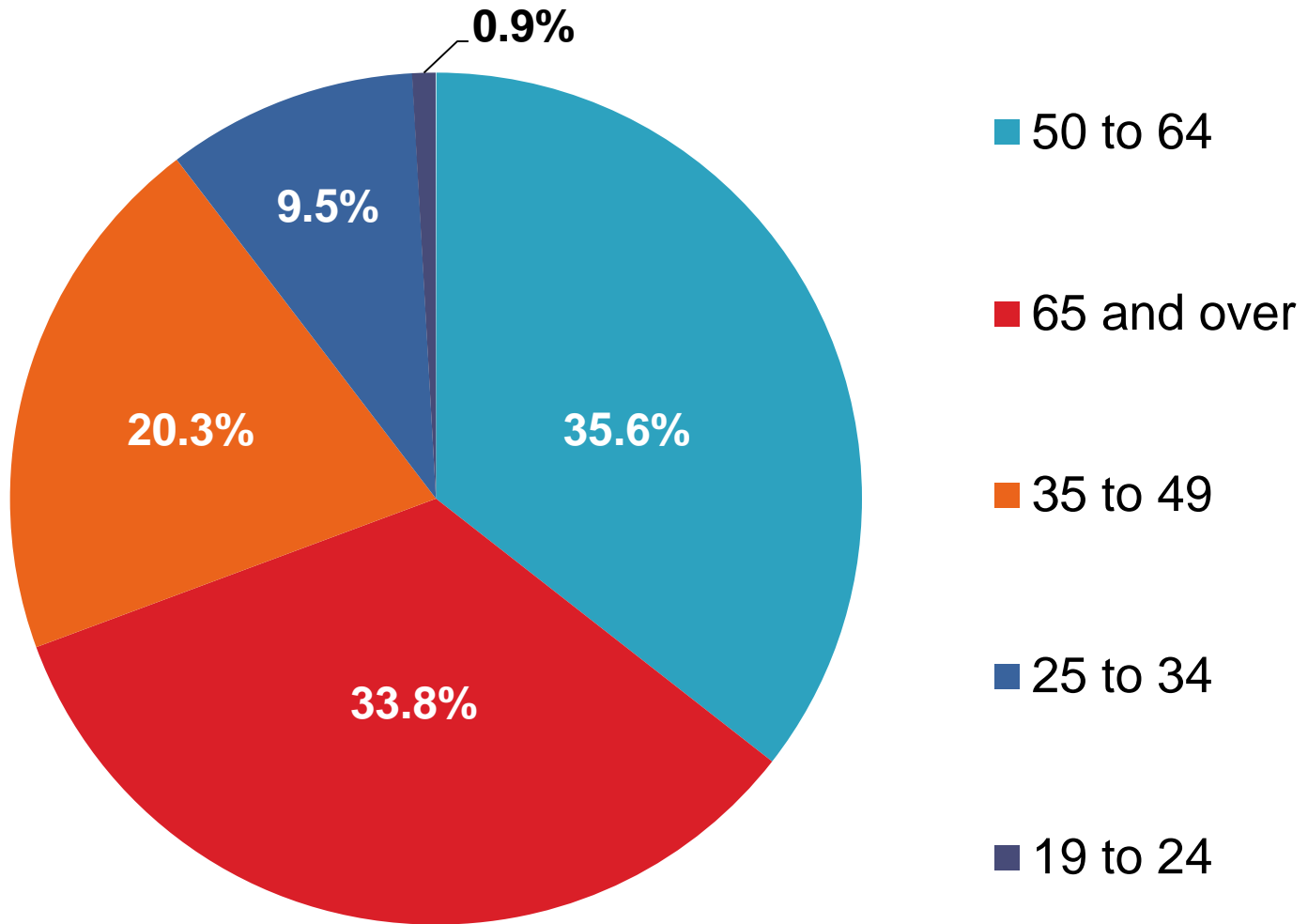
# 10. What destinations within and/or outside of Hardwick would you need transportation to?



# 10. Other Destinations Include

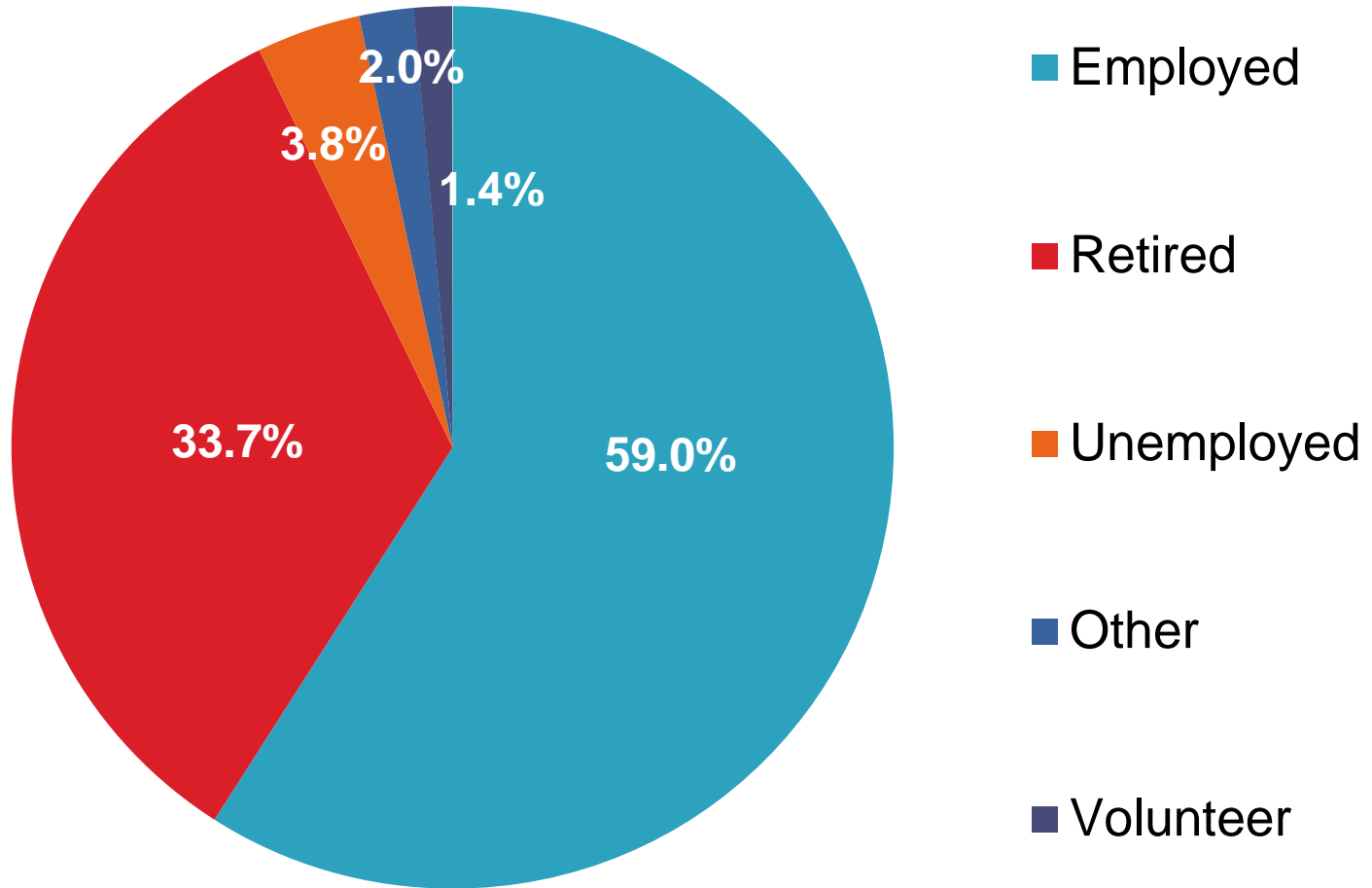
- Barre Center
- Baystate Health – N. Brookfield (2)
- Baystate Wing Hospital (4)
- Belchertown Sr. Center
- Belchertown Medical (2)
- CVS – Ware
- Hannaford – N. Brookfield
- Hardwick Post Office
- Market Basket – Athol (2)
- Orange
- Palmer Center
- Quabbin RHS (2)
- Rite Aid - Ware
- Downtown Springfield
- UMass Hospitals - Worcester (3)
- Walmart - Orange
- Whole Foods – Hadley

# 11. What is your age?

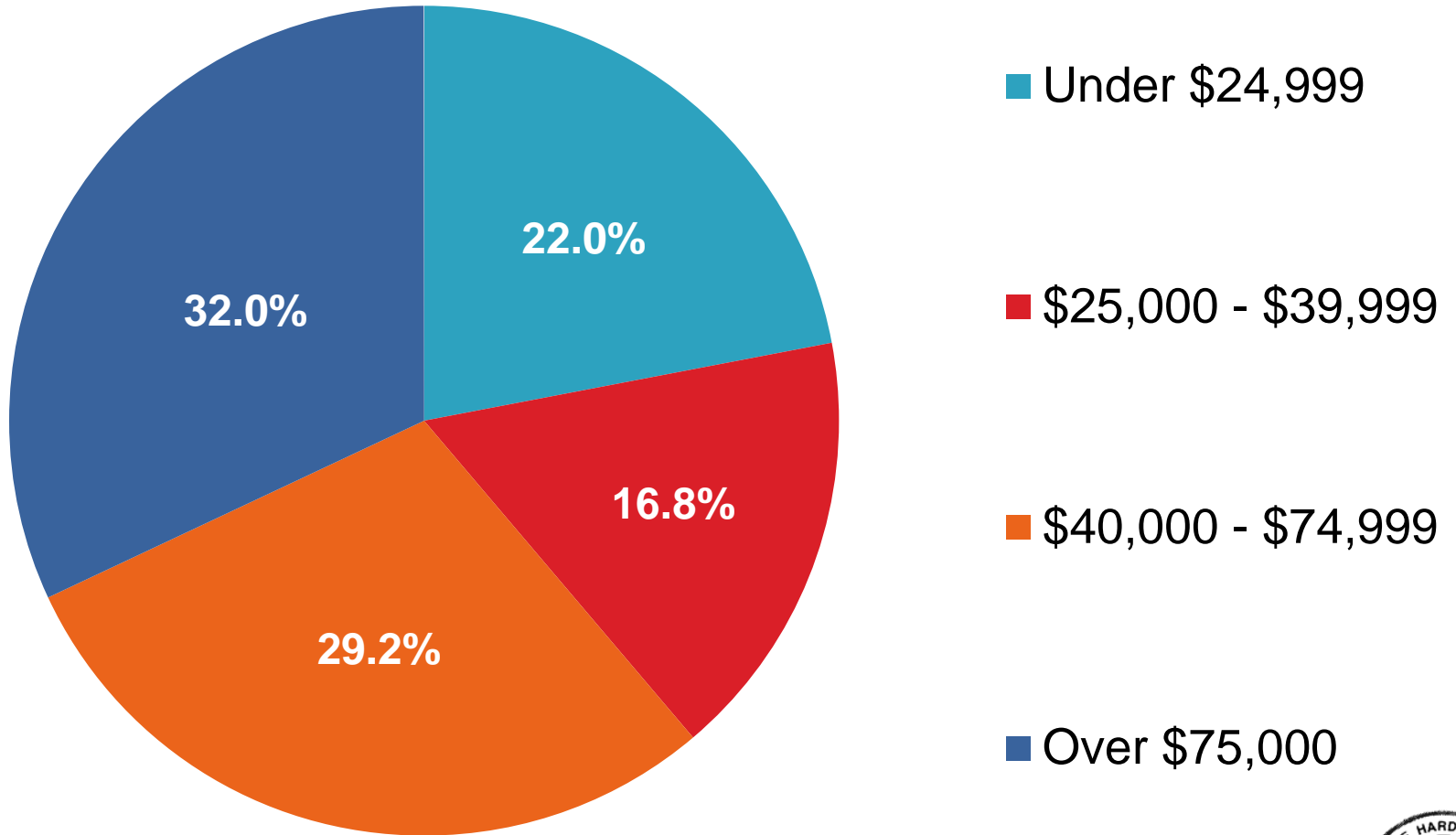




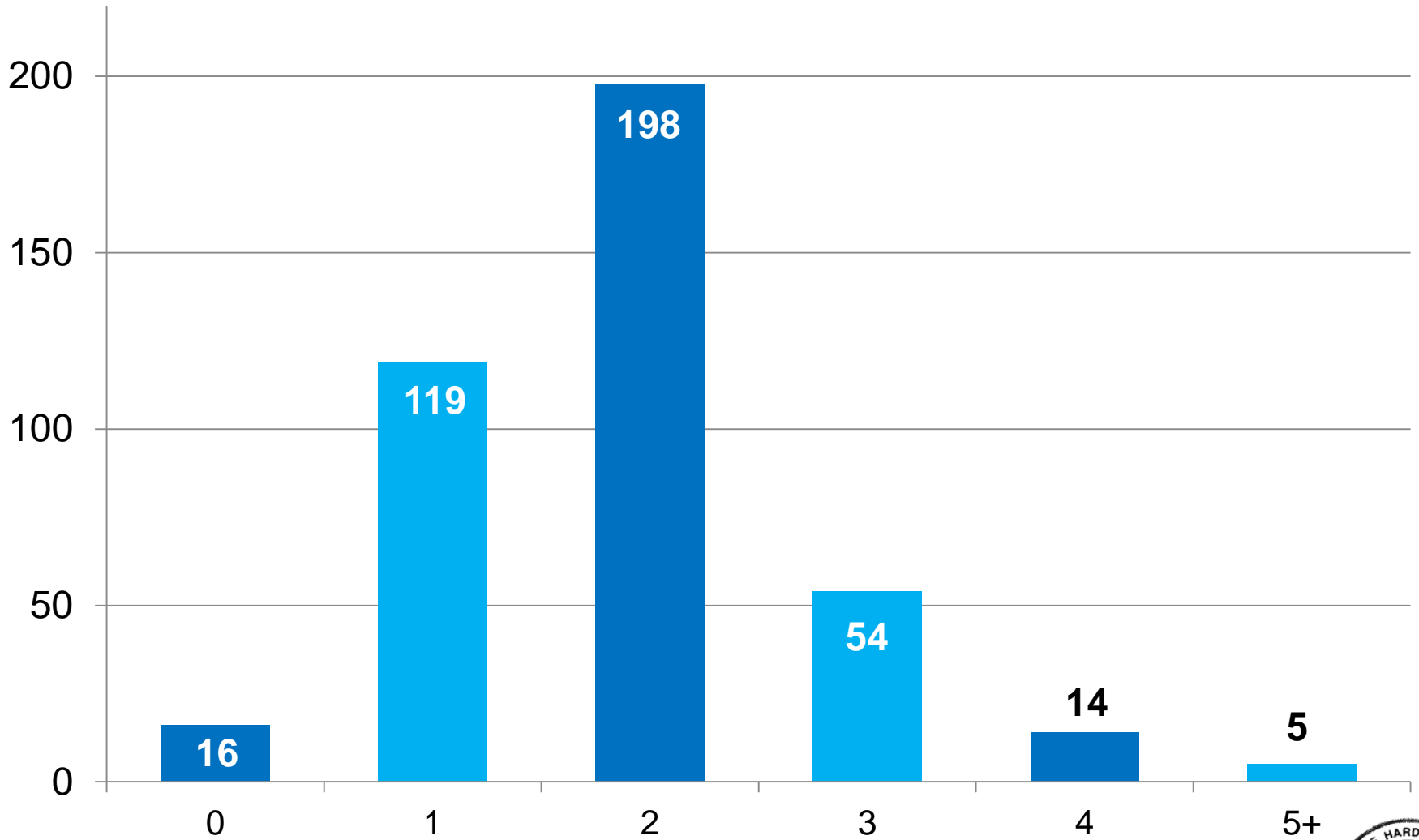
## 12. What is your employment status?



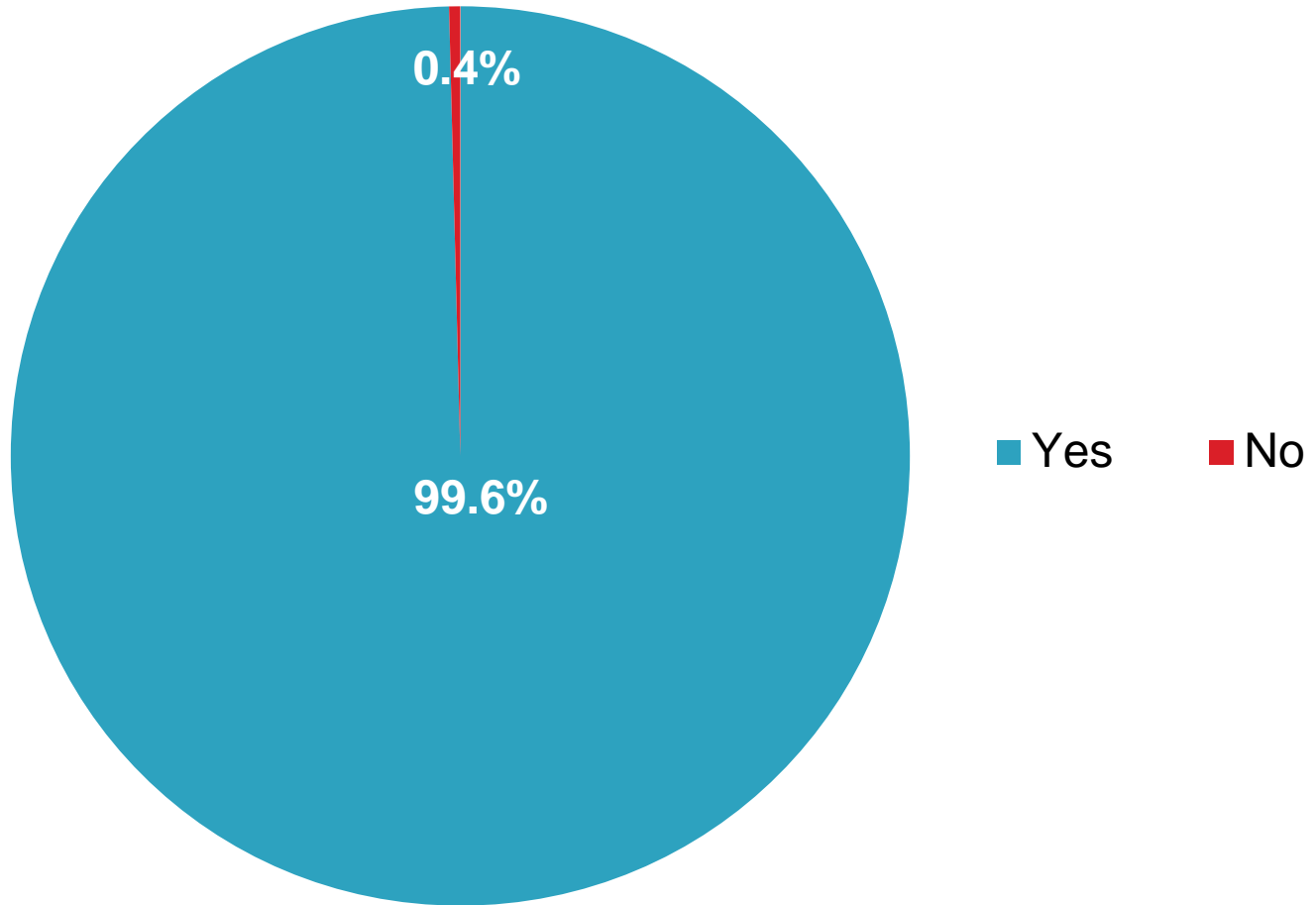
# 13. What is your TOTAL household income?



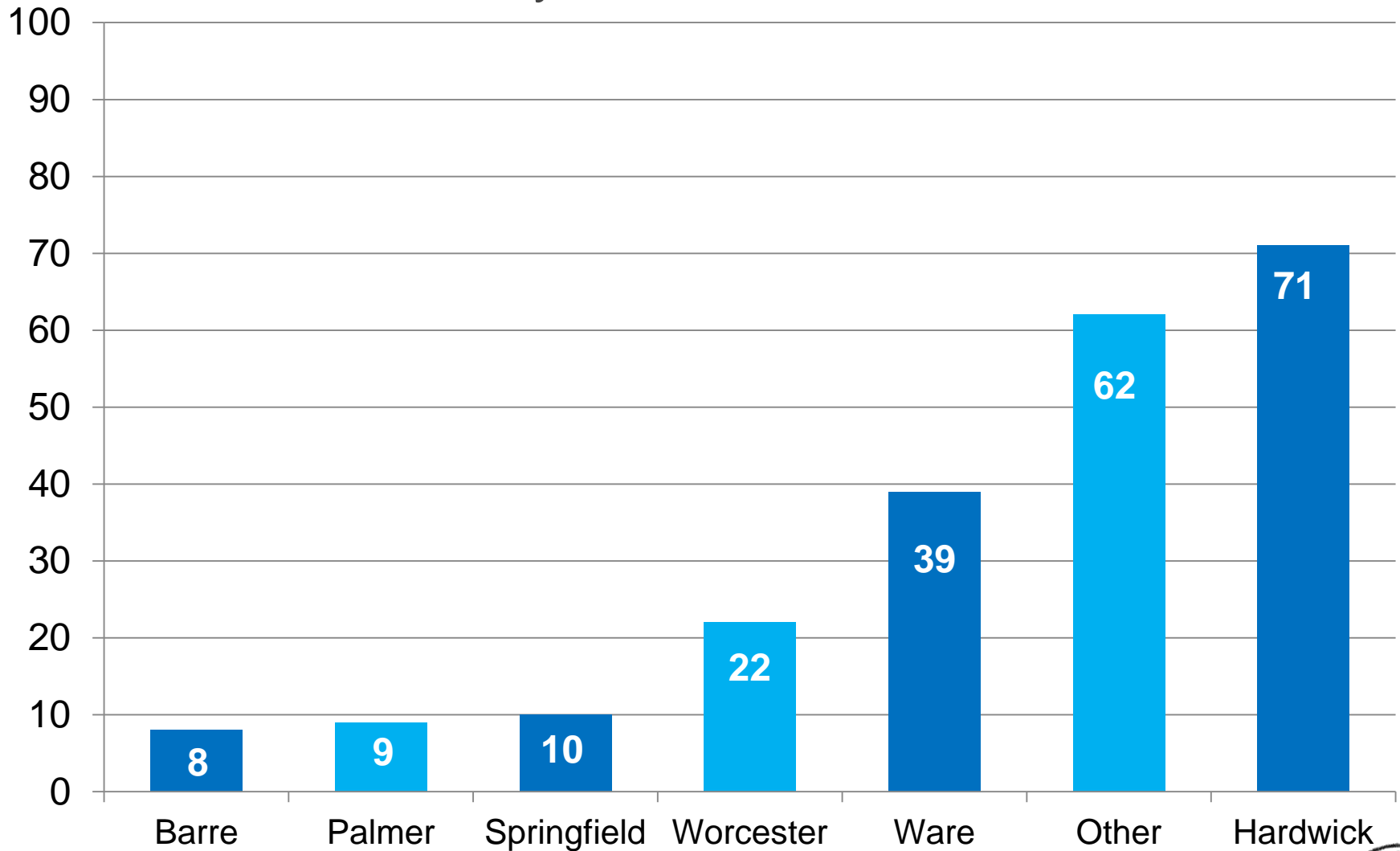
# 14. How many vehicles are there in your home?



# 15. Are you a resident of Hardwick?



## 16. Do you work in Hardwick?



# 17. Additional Comments

- I think Hardwick needs public transportation for the elderly and those who do not have a car.
- An option for transportation would be to increase the scope of the Senior Tax write-off program and employ seniors with driver's licenses to provide door to door transportation services.
- Too many people are limited by lack of a vehicle, people are unable to commit to a job due to lack of transportation.
- I am strongly opposed to public transportation in Hardwick. We choose to live in a country town specifically because we don't want an urban environment and the taxes and fees that accompany it.
- Also, I do not feel it is fair to offer to only centers of town and no one else, especially not if paid by our taxes.
- This would be a great service for people who don't drive, especially to get medical care.
- I work at the hospital, often people have no transportation home on discharge.

# 17. Other Additional Comments

- While public transportation is nice, it would be too costly for our town due to distance between villages and neighboring towns.
- Trying to provide public transportation within Hardwick would be very costly and under utilized. Maybe a ride share within neighborhoods and communities somehow could be established.
- I know special needs and elderly in Hardwick that do need it. Good idea, great service to residents. I would vote to support it.
- Life without a car in Hardwick is virtually impossible even for basics.
- I recognize the need for this in Hardwick especially for the elderly and low-income. Improved public transportation would be a valuable asset to our town, considering we are mostly residential.
- I love Hardwick and my job, but it is difficult to be an adult who is dependent on others for transportation.
- Transportation is definitely needed for the elderly person that has no family. Getting groceries and doctors visits are a key part of their life. Because Hardwick is in a rural area, providing transportation is necessary.

# Main Takeaways

- Respondents who indicated 'Yes' that they would personally use transit (29% of total surveys):
  - 15% would use transit service daily, 40% - weekly, 7.5% - monthly, 30% - occasionally, 7.5% no response
- Over 75% of respondents who would use any service are between the ages of 50-64 (33%) or 65 and over (44%)
  - Transportation would be needed primarily for medical and shopping purposes.
  - Service would be needed on weekdays, with emphasis on Wednesdays and Fridays.
  - Preferred travel times are the Early AM (7-9) and Midday (9-12pm) time periods.
  - Would like a connection with PVRTA in Ware, or to call-ahead for a ride (door-to-door service)
  - Primary communities outside of Hardwick: Ware, Worcester, Springfield, Barre
  - Primary destinations to serve: Walmart – Ware, Big Y Plaza, Mary Lane
  - Nearly 33% have a household income under \$25,000 a year.
  - About 75% have access to at least one vehicle.