

CHAPTER

5

TRANSPORTATION SERVICES AND NEEDS

Introduction

Typically, the transportation sections of the Community Development Plans being developed under Executive Order 418 (EO 418) focus on a specific regional or subregional concern involving current transportation infrastructure and services. The Town of Wendell chose to focus its EO 418 transportation work on two primary concerns. The first is the legal status and layout of roadways in Wendell. That topic is discussed in the Road Research chapter (Chapter 4) of this Community Development Plan. The second concern is the transportation needs of residents and the feasibility and interest in having transit and other transportation services in the community. This topic is the focus of this Transportation Services chapter.

Transportation services are very limited in most of Franklin County, including in Wendell. Within Wendell, the only formal transportation service that exists is weekly van transportation for seniors and residents with disabilities. The van service provides rides to the Orange Council on Aging meal site, and for medical and shopping trips. Residents also informally provide rides for each other and assist their neighbors when they have transportation problems. Wendell previously had a ride board for residents to offer and ask for rides, and is considering resurrecting it. One reason of this study was to gauge community interest in a ride board, as well as in other current and possible transportation services. These services include regional transit buses, local transit buses, school transportation for students who go to school outside of Wendell, and services to promote links between transportation modes, such as park-and-ride lots, and bus connections to regional bike trails.

The Transportation Services and Needs chapter for the Community Development Plan reviews current transportation transit and paratransit services in and near Wendell, and provides an overview of residents' travel patterns. It also discusses the transportation needs of residents, especially seniors and residents with disabilities, since these populations are the most likely to need transportation assistance. The chapter uses the results of a recent transportation survey for much of its needs assessment. The transportation survey was created as part of the community development planning process and was mailed to all Wendell households (380 households) as an insert in the Wendell Town Newsletter in January 2004. Sixty-three surveys were returned.

The analysis and discussions in the Transportation Services and Needs chapter relies on demographic and economic data from the U.S. Census, information provided by area transportation providers, and the results of the recent transportation survey.

The Transportation Services and Needs chapter contains the following main sections:

- Transportation services goal and objectives established during the EO 418 visioning process conducted by the Town;
- A review of current demographic, economic, and vehicle ownership statistics for Wendell which relate to transportation needs;
- A review of the transportation services that are presently available in and near Wendell;
- A discussion of transportation patterns and needs of Wendell residents, including those needs which were identified by the results to the written transportation survey; and
- Recommendations for helping to address transit-related issues and unmet transportation needs in Wendell.

Goal and Objectives for Transportation Services

Prior to beginning the creation of Wendell's Community Development Plan, a number of public forums were held to discuss community concerns and issues, and to help establish a statement of community priorities and a vision for Wendell's future. The vision statement is provided in the Executive Summary for the Plan.

The goal and objectives for transportation services reflect the results of the Town's visioning process.

Goal

- To improve transportation options for residents.

Objectives

- Increase access to coordinated and/or public transport, especially for seniors and residents with disabilities.
- Increase community awareness of the current transportation services.
- Investigate the feasibility and interest in expanding Wendell's present transportation options.

Demographic and Socioeconomic Statistics Relating to Transportation Needs

This section summarizes demographic, economic, and vehicle ownership statistics for Wendell that relate to transportation needs. Most of the data presented here comes from the 2000 U.S. Census (long form). Results of the transportation survey are also discussed. Unfortunately, the statistics collected through the decennial Census regarding transportation are not very comprehensive. As a result, the analysis in this section is somewhat limited in its scope and discussion.

The decennial Census collects some statistics on the elderly population and disabled populations specifically, and this information is presented when available. The Census Bureau defines the elderly as people 65 years of age and older. Age 65 is the age by which most people have traditionally retired and the age at which people have historically become eligible for elderly benefits and programs such as Social Security.

Population and Age Distribution

Table 5-1 gives the population distribution for Wendell (2000 U.S. Census). Approximately one-fifth (22%) of the Town's population is under 16, the age at which Massachusetts residents can obtain a driving learner's permit; a driver's license can be issued at age 16 ½ once education and driving experience requirements are met. Three-quarters of the population (74%) is between age 16 and age 64, and 3% of the population is age 65 or over.

Table 5-1: Wendell's Population Distribution, 2000

| Age Group (years of age) | Population | Percentage of Wendell's Total Population |
|-------------------------------------|-------------------|---|
| Under 16 | 219 | 22.2% |
| 16 to 24 | 125 | 12.7% |
| 25 to 34 | 121 | 12.3% |
| 35 to 44 | 171 | 17.3% |
| 45 to 54 | 207 | 21.0% |
| 55 to 64 | 109 | 11.1% |
| 65 to 74 | 20 | 2.0% |
| 75 to 84 | 4 | 0.4% |
| 85 and Over | 10 | 1.0% |
| Total | 986 | 100.0% |
| 65 and Over | 34 | 3.4% |
| 75 and Over | 14 | 1.4% |

Source: U.S. Census Bureau, Census of Population and Housing, Summary File 3, 2000.

Elderly residents, especially those residents ages 75 years old and over, are the most likely to have health problems and mobility challenges. Transportation and aging research has shown that because of these issues, people age 75 and over are less able to drive than are younger adult age groups, and are more likely to be dependent on others for transportation. Nationally, over 40% of people age 75 and over are non-drivers. In addition, people in this

age group who do drive are likely to curtail their driving and avoid driving at night and/or in bad weather, and to avoid certain routes or roads, such as those with higher speeds or traffic volumes.¹ Although Wendell currently has few elderly residents, the Town's elderly population is expected to grow significantly over the next few decades. According to the Massachusetts Institute of Social and Economic Research (MISER), between 2000 and 2020, the number of elderly age 65 and over in Wendell is expected to more than quadruple to close to 170 people by 2020. The increase in the elderly population is expected to account for more than 90% of the Town's population growth during this time period. As the number of seniors in Wendell increases, so will the need to provide alternatives to driving for this segment of the population.

Elderly Households

A person's transportation needs are influenced not only by their own ability to drive, but by whether other people in their families, or friends, may be available to drive them places if they cannot travel there by themselves. The U.S. Census collects information on the composition of households and age of householders (heads of households) which can be used to help explore this topic. The 2000 Census found that 41% of elderly Wendell residents age 65 and over live in households with related family members and that 53% percent live by themselves. The other 6% live in households with non-relatives.

The 47% of elderly Wendell residents who live with others may be able to find transportation assistance, if they need it, within their own households. However, some of these seniors live in households in which all the other residents are also age 65 or older. An example of such a household could be an elderly couple. The 2000 Census estimated that there are approximately 17 multi-person households in Wendell with elderly householders. These elderly households and elderly residents who live by themselves are the most apt to have unmet transportation needs.

In the transportation survey conducted for the Community Development Plan, residents were asked if they have any ongoing transportation problems or concerns. Of the 63 people who completed the survey, only two mentioned that they or a family member are physically unable to drive and are reliant on others for their transportation.

Prevalence of Disabilities

The U.S. Census collects basic information on the prevalence of disabilities within communities.² This information, as with most Census data, is self-reported. Data on

¹ Straight, A., Community Transportation Survey, American Association of Retired People, 1997.

²The U.S. Census Bureau considers people 5 years old and over to be disabled if they have a physical, mental, or emotional condition lasting more than 6 months which is characterized by "one or more of the following: (1) blindness, deafness, or a severe vision or hearing impairment; (2) a substantial limitation in the ability to perform basic physical activities, such as walking, climbing stairs, reaching, lifting, or carrying; (3) difficulty learning, remembering, or concentrating; or (4) difficulty dressing, bathing, or getting around inside the home. In addition to the above criteria, people 16 years old and over are considered to have a disability if they have difficulty going outside of the home alone to shop or visit a doctor's office, and people 16-64 years old are considered to have a

disabilities among Wendell residents are presented in Table 5-2. The table excludes people living in institutionalized settings, such as group homes or nursing homes (In 2000, Wendell had 93 such residents, all at Lake Grove School). Overall, an estimated 11% of Wendell's population age 5 and over have a disability of some type. Among the elderly population (age 65 and over), 47% have a disability. The primary disabilities among Wendell's elderly are physical disabilities which affect mobility, and sensory disabilities; both types of disabilities are experienced by 29% of the elderly population (10 people) in Wendell. Unfortunately, the U.S. Census data provide little qualitative information regarding the severity of these disabilities. For adults under age 65, one indication of the severity of disabilities is the number of people with an employment disability, which is defined as a disability that makes it difficult for them to hold a job. According to the 2000 Census, 5% of the age 16-64 population (equal to 31 people) in Wendell has an employment disability. Especially, for older age groups where disabilities often become worse, having a disability may greatly affect a person's transportation options, including their ability to drive and their ability to ride a bus.

Table 5-2: Disabilities in the Non-Institutionalized Population in Wendell, 2000

| Age Group | Total Population | Number with Disabilities | Percent with Disabilities | Types of Disability (% of Population in Age Group)* | | | |
|---------------------------------|------------------|--------------------------|---------------------------|---|---------------------|-------------------|----------------------|
| | | | | Sensory Disability | Physical Disability | Mental Disability | Self-Care Disability |
| Age 5 to 15 | 143 | 5 | 3.5% | 0.0% | 0.0% | 3.5% | 0.0% |
| Age 16 to 64 | 675 | 76 | 11.3% | 4.1% | 3.7% | 3.7% | 1.6% |
| Age 65 & Over | 34 | 16 | 47.1% | 29.4% | 29.4% | 26.5% | 8.8% |
| Total Age 5 & Over** | 852 | 97 | 11.4% | 4.5% | 4.1% | 4.5% | 1.6% |

*A person can have multiple disabilities and can be counted in more than one disability category.

**The Census Bureau does not track disabilities in children under age 5.

Sources: U.S. Census Bureau, Census of Population and Housing, 2000.

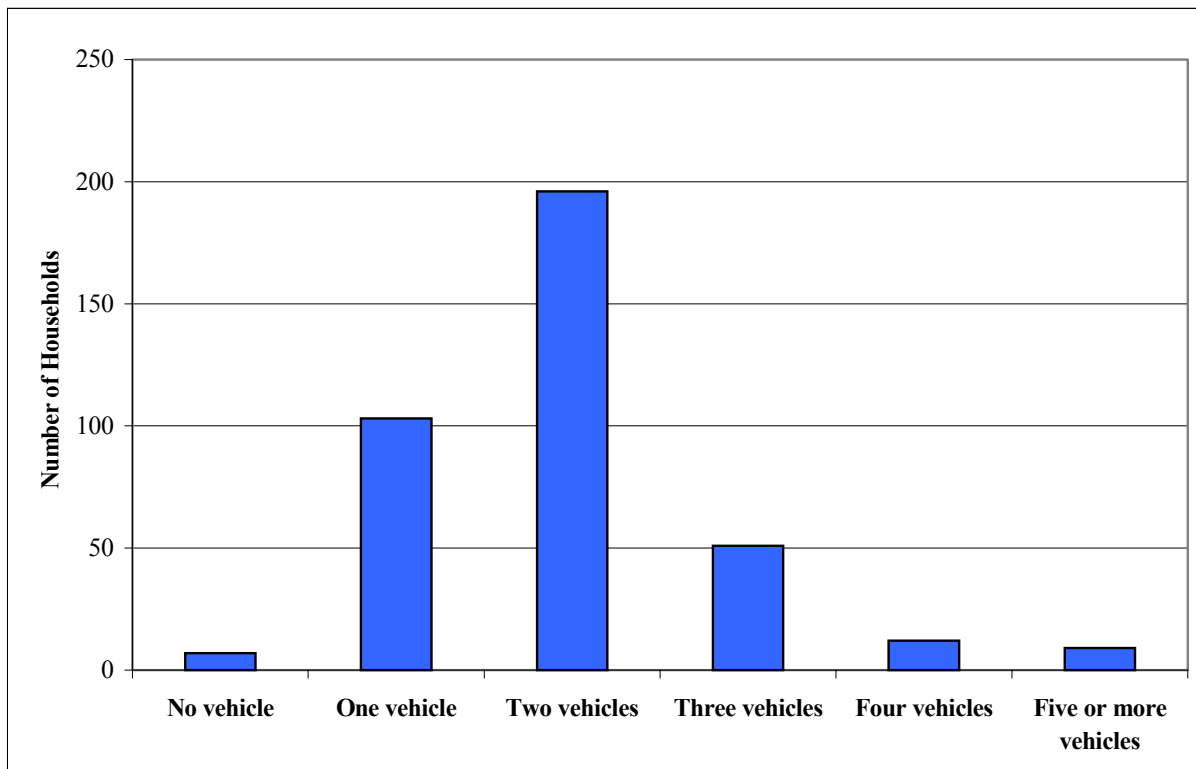
As mentioned above, in the transportation survey conducted for this study, only a few residents indicated that they or a family member have a disability that currently limits their ability to drive. However, there were some people who expressed concerns about their ability to drive as they get older, and whether they would become more isolated as they age as a result of limited mobility and transportation access issues.

Vehicle Ownership

The U.S. Census gathers data on household vehicle ownership and access, including by householder age. The Census information for Wendell shows a very high level of vehicle ownership (*Figure 5-1*). An estimated 98% of Wendell households have one vehicle or more, with 71% of households having two vehicles or more. The Census estimates that all the elderly households (with householders age 65 or older) in town have their own vehicle.

disability if they have difficulty working at a job or business" (U.S. Census Bureau, Technical Documentation 2000 Census, 2002).

Figure 5-1: Motorized Vehicle Ownership among Wendell Households, 2000



Motorized vehicles include automobiles, vans, and trucks with a 1 ton capacity or less.

Source: U.S. Census Bureau, Census of Population and Housing, 2000.

The high rate of vehicle ownership in Wendell is reflected in the primary travel mode reported in the transportation survey. An estimated 76% of survey respondents indicated that they drive their cars every day, and 16% drive 3-4 times per week. Only 4% said they drive only a few times per year or less. Close to 60% (58%) of respondents indicated that they are a passenger in a car at least once a week.

The other most popular mode of travel among Wendell residents is walking, with 24% of survey respondents saying they walk daily and 45% indicating they walk at least once a week. An estimated 7% of respondents indicated they generally bike at least weekly, and 5% said they take public transit that frequently.

Income

Even though almost all Wendell households have a car, and 71% have two cars, some households may have transportation access issues related to the costs of car ownership and maintenance. Owning a car is expensive. Current cost estimates place the cost per mile – including gasoline, maintenance, insurance, car payments, and depreciation at – 40-55 cents per mile.³ Assuming vehicle costs of 50 cents per mile, a person who drives 5,000 miles per

³ AAA, *Your Driving Costs*, 2004. This report estimated that the average cost of driving a new passenger car in 2004 is \$0.562 per mile. The AAA's cost figures are based on a composite national average of three

year will spend \$2,500 annually; someone who drives 10,000 miles per year will spend \$5,000. A person driving 15,000 miles per year will spend \$7,500. Driving 15,000 miles per year is equivalent to approximately 300 miles per week. Someone with a weekday commute of 30 miles to work each way would drive 300 miles a week, not including their non-commute travel. Non-commuting weekday and weekend trips can comprise many additional miles.

Paying the expenses related to car ownership and usage can be challenging to households with limited or fixed incomes, such as some elderly households. Many household costs, including health care costs and homeownership costs, have grown in recent years. For example, between 1990 and 2003, the average property tax bill for a single-family home in Wendell increased 43%, growing from \$1,377 per year (1990) to \$1,975 (2003) (MA Department of Revenue, 2004). Although this tax increase was less than that experienced in most Massachusetts towns, it was still a burden for many residents, especially those of limited income. Moreover, property tax bills may continue to rise as towns face declining State aid and increased municipal service and school costs. In the transportation survey, a few Wendell residents specifically commented that the high costs of car ownership and usage were one of their key transportation issues.

Table 5-3 below summarizes household incomes in Wendell by householder age. Overall, 23% of Wendell households are considered to be low-income, with annual household incomes of under \$25,000 (under \$2,100 per month) and another 23 percent are of moderate-income. A moderate-income household has a gross income of \$25,000 to \$40,000 per year (up to \$3,300 per month).

Income levels in Wendell are lower among elderly households than among non-elderly ones. Over half (58%) of households that are headed by an elderly person are low-income, and 20% are moderate-income. Wendell households in low or moderate-income brackets are the most likely to have difficulties related to transportation costs, and to the expense of car ownership and maintenance.

Table 5-3: Households by Income Level, by Householder Age, in Wendell, 1999

| Income Level | Total | | Age of Householder | | | | | | | |
|---|------------|---------------|--------------------|---------------|--------------|---------------|--------------|---------------|-----------|---------------|
| | | | Age 16 to 34 | | Age 35 to 54 | | Age 55 to 64 | | Age 65+ | |
| | # | % | # | % | # | % | # | % | # | % |
| Low Income (\$24,999 or less) | 89 | 23.4% | 17 | 27.9% | 41 | 18.5% | 16 | 22.5% | 15 | 57.7% |
| Moderate Income (\$25,000 to \$39,999) | 86 | 22.6% | 24 | 39.3% | 40 | 18.0% | 17 | 23.9% | 5 | 19.2% |
| Middle Income (\$40,000 to \$74,999) | 135 | 35.5% | 16 | 26.2% | 91 | 41.0% | 25 | 35.2% | 3 | 11.5% |
| Upper Income (\$75,000 or above) | 70 | 18.4% | 4 | 65.6% | 50 | 22.5% | 13 | 18.3% | 3 | 11.5% |
| Total | 380 | 100.0% | 61 | 100.0% | 222 | 100.0% | 71 | 100.0% | 26 | 100.0% |

Source: U.S. Census Bureau, *Census of Population and Housing, 2000*.

domestically built 2004 cars: a subcompact Chevrolet Cavalier, a mid-size Ford Taurus, and a full-size Mercury Grand Marquis.

Current Transportation Services

This section reviews the current fixed-route and paratransit van services currently available in and near Wendell. There is presently no fixed-route bus service operating within the Town of Wendell. However, there is bus service nearby, including the Franklin Regional Transit Authority's G-Link service along Route 2/2A between Greenfield and Athol, and the Greenfield-Montague Transportation Area's service along Route 63 between Greenfield and Amherst, and between Greenfield and Montague. In terms of paratransit service, Wendell seniors and residents with disabilities have access to weekly van service through the Orange Council on Aging.

One of the reasons that the Town of Wendell chose to focus on transportation services as part of its Community Development Plan is that the Town wanted to explore the possibility of expanding transit services for Wendell, including possibly connecting Wendell to current fixed transit routes. At the present time, such expansions are unlikely. The current budget situation for the FRTA and other transit agencies is very tight, and transit providers are primarily working to avoid cuts to existing services. Expanding services, even if there could be a demand for new routes, is not very realistic in this current budget climate.

Since Fiscal Year (FY) 2001, State funding for the regional transit authorities, including the FRTA and the Pioneer Valley Transit Authority (PVTA) has remained fixed at the FY 2001 level. As the costs of providing transit services, especially insurance costs and fuel costs, have risen significantly in the past few years, particularly since September 11, 2001, the freeze on funding increases has been a significant problem and has made it difficult for transit authorities to balance their budgets and maintain current services. For example, in recent years, the PVTA has had to impose a combination of service cuts and fare increases to avoid a budget deficit. The regional transit authorities expect to receive a modest 2% increase in State support for FY 2005 (which begins on July 1, 2004). This modest increase is insufficient to address the growth in transit costs over the last four years. More cuts in services may be necessary if State support for the regional transit authorities does not increase in coming years.

A local legislator, State Senator Stanley Rosenberg, of Amherst, recently filed a bill to reform the current system of paying for transit services, and to provide regional transit authorities with a dedicated source of funding that will ensure that transit get sufficient funding even when State budget cuts are inevitable, as has been the case for the past few years.⁴ This proposed overhaul to the current approach to funding transit services in Massachusetts would greatly help the regional transit authorities and communities maintain current services and expand them as demand and need warrant. However, it is likely to take quite some time (perhaps even years) before a funding change of such magnitude will be enacted. In the meantime, communities and residents are encouraged to urge their legislators to support an equitable approach to transit funding statewide and the creation of a dedicated funding source for transit expenditures.

⁴The MBTA, which is not considered a regional transit authority, already has a dedicated source of State funding: 20% of Massachusetts' state sales tax revenues.

Fixed-Route Transit Services

There are currently no fixed-route transit services available within the Town of Wendell. The closest bus routes are the Franklin Regional Transit Authority (FRTA) route along Route 2/2A between Greenfield and Athol, and the Greenfield-Montague Transportation Area (GMTA) routes between Greenfield and Montague. The schedules for these routes are provided in the Appendix at the back of this chapter.

The FRTA's route along Route 2/2A, the G-Link, runs seven times each weekday. The bus travels between Greenfield and Athol. In Athol, riders can connect to Montachusett Regional Transit Authority (MART) service to Gardner and to the MBTA commuter rail stop in Fitchburg. The first run each day leaves Court Square in Greenfield at 5:10 A.M., and the last run returns at 7:15 P.M. The route includes stops in Gill, Ervingside, Erving Center, Orange Center, and Athol. The bus will also stop in Turners Falls upon request. In addition to the set stops for the route, the bus will also stop to pick up or drop off riders at any other safe location along the route upon request. To get on the bus outside of the set stops, riders can flag the bus down. Riders who want to ensure in advance that the bus will stop for them can call the FRTA to pre-arrange a stop-by-request. Riders seeking to get picked up in Turners Falls also call in advance to arrange it. The regular bus fare for the Greenfield-Athol bus is \$1.00 each way. Seniors (age 60 and over) and disabled riders are eligible for reduced fares of \$0.50 per ride.

The Greenfield-Montague Transportation Area (GMTA) has routes to Montague and Amherst. The GMTA has service 14 times each weekday and 5 times each Saturday to Turners Falls. During the week, the first run each day leaves Court Square at 6:05 A.M. and the last run returns at 5:00 P.M. On some of its runs, the Turners Falls bus also goes to Millers Falls, Montague Center, and/or Amherst. Millers Falls and Montague Center each have three runs each weekday, and Amherst has two. The GMTA also provides two runs to Millers Falls on Saturdays. As with the FRTA routes, GMTA drivers will stop to pick up or drop off riders at any safe location along the routes.

The regular GMTA fare is \$2.50 each way for rides between Greenfield and Leverett, Greenfield and Amherst, Turners Falls and Leverett, and Turners Falls and Amherst. The standard fare between Montague Center and Amherst is \$2.00. The standard fare between other destinations and origins is \$1.00 each way. Seniors (age 60 and over) and disabled riders are eligible for half-price fares.

The Greenfield-Amherst route along Route 63 only stops in Amherst at Haigis Mall on the University of Massachusetts-Amherst campus. The route is primarily timed to provide transit to UMass employees who work a standard 7 or 7.5 hour shift. The schedule is also convenient for some college students who live in Greenfield or Montague and who commute to UMass. The route's schedule typically does not work well for most other commuters.

Both the GMTA and FRTA routes connect with other routes to which riders can transfer to reach additional destinations. At Court Square in Greenfield, riders can transfer to GMTA buses serving Greenfield Community College and other parts of Greenfield, and to FRTA buses serving Northampton, Northfield, and Route 2 west to Charlemont. The FRTA's

Greenfield-Northampton bus (the Valley Route) makes six round-trips each weekday, traveling primarily along Routes 5 and 10. Twice a day, the Valley Route includes an extension into Sunderland to connect to PVRTA service. The FRTA's Charlemont and Northfield routes primarily serve the Academy at Charlemont and Northfield Mount Hermon School respectively, and run only when the schools are in session. Transfers between GTMA buses (within a certain time period) are free. Transfers between FRTA buses, and between GTMA and FRTA buses, are not.

From Haigis Mall at the University of Massachusetts (UMass), riders can transfer to Pioneer Valley Transit Authority (PVRTA) and UMass Transit buses to Hadley, Northampton, Belchertown, South Hadley, and other parts of Amherst. Some of the buses affiliated with the Five Colleges (UMass, Amherst College, Hampshire College, Smith College and Mt. Holyoke) do not run over the summer.

The transportation survey conducted for the Community Development Plan asked Wendell residents whether they had taken the FRTA G-Link bus, the GTMA Greenfield-Amherst bus, or the GTMA Greenfield-Montague bus within the past year. Only four respondents indicated that they had taken any of these buses during that period. Only one of these four respondents had taken any of these bus routes more than 10 times in the past year.

The survey then asked residents whether they thought they would ride any of these three routes within the next year. Only three respondents said that they definitely would. They are likely the same people who indicated that they rode these routes in the last year. Another nine respondents indicated that they might ride one of the routes; the majority of respondents did not see themselves taking any of them. This result reflects the high level of car ownership among Wendell residents and the inconvenience involved with taking these buses compared to driving, especially since none of the routes serve Wendell directly.

Paratransit Van Services

FRTA Services

Wendell is a member of the Franklin Regional Transit Authority (FRTA), and as such, is eligible to receive FRTA paratransit van services. FRTA towns contribute to the cost of van service through the annual regional transit assessments issued to municipalities along with other service assessments by the State. Towns such as Wendell are assessed for transit costs based on the number of van transportation rides provided to Town residents. Subsidies from the state and federal governments defray some of the town-level costs.

In the FRTA region, van transportation is available for seniors age 60 and over, and for people with disabilities which affect their ability to drive and to use regular fixed-route transit service. Almost all of the regular buses for the GTMA, FRTA, PVRTA, and UMass Transit have motorized lifts and are wheelchair accessible. The paratransit vans, which provide door-to-door transportation, are also wheelchair accessible. Priority for van service is given to people with disabilities. Under the Americans with Disabilities Act (ADA), transit providers are required to offer van service during the same hours as fixed-route service to people with

disabilities who live within 0.75 miles of a regular bus route. This ADA requirement has little effect in Wendell since the Town has no fixed-route transit service; the nearest bus route runs along Route 2/2A between Greenfield and Athol, and has stops in Erving and Orange. Van service provided for Wendell residents is primarily dial-a-ride service, which is optional and offered at the FRTA's discretion.

The FRTA contracts with local van companies to provide paratransit transportation to seniors and residents with disabilities in the FRTA region. Through the FRTA, Wendell residents who qualify have access to van service offered by the Orange Council on Aging. The Orange Council on Aging provides van service for the Towns of Wendell, Orange, New Salem, and Warwick. The Orange Council on Aging offers van transportation to Wendell residents each Tuesday. Each Tuesday, van service is available to qualifying residents for medical and shopping trips, and for rides to the Orange Council on Aging meal site. Rides are available from 8:00 A.M. to 3:00 P.M. (last pickup at 2:30 P.M.) and are provided on a "first-come, first-serve" basis. People wanting to take the van are asked to call at least 24 hours in advance to arrange for transportation.⁵ There is currently no fare for the Orange Council on Aging van service, though a donation for each ride is encouraged. The no-fare policy is likely to change beginning in July 2004, when the FRTA has proposed instituting a new fare to help cover costs and treat all van riders the same (currently van riders through F.M. Kuzmeskus – a company which provides van service for a number of Franklin County towns – are charged a fare and other riders are not). The new one-way fare would \$1.00 for rides to meal sites in an adjacent town, and for rides within the same town; \$2.00 for all other rides to adjacent towns; and \$3.00 for trips longer than 15 miles.

Very few Wendell residents who qualify to use the Orange Council on Aging (COA) van service choose to do so. The FRTA ridership statistics for the past few years show no van riders for Wendell at all, though a few Wendell riders could have been accidentally included in Orange's ridership counts, since Wendell's van service is through the Orange COA. One possible reason for the low Wendell ridership is that few qualifying Wendell residents may be aware of the service. In addition, the 2000 Census data indicate that all elderly households in Wendell have their own cars, and therefore may not need van service. Another contributing factor to the low ridership counts could be the perceived challenge and inconvenience of using the van service, compared to getting a ride from a neighbor. Since Wendell is a small community, Wendell residents who do not drive are often able to get transportation assistance from their neighbors, friends, and other community members.

One issue facing the current paratransit services coordinated through the regional transit agencies, is the difficulty of providing transportation to people who wish to travel from one agency's jurisdiction for transit services, into another agency's jurisdiction. Examples of such trips could include a Wendell resident who wants take van service to Northampton (Wendell is in the FRTA district, Northampton is under PVRTA jurisdiction) or a resident in Greenfield who would like a van ride to Shelburne Falls. (Greenfield is in the GMTA district, and Shelburne Falls is under the FRTA.) Because of administrative and financing issues, cross-jurisdiction transit trips are made rarely, if at all. This can present a problem for residents

⁵ Rides can be scheduled through the Orange Council on Aging at 978-544-1113.

who need to make trips across transit agencies' jurisdictional boundaries, and who could strongly benefit from being able to use regional paratransit service for this travel.

Other Transportation Options

In addition to the van services offered to Wendell residents through the Orange Council on Aging, van transportation can also be available to Wendell residents through MassHealth, the Massachusetts Department of Mental Retardation (DMR), the Department of Public Health (DPH), and various other state-level human service agencies. The travel which can be funded through these programs is often limited to a few specific types of trips, such as medical trips or transportation to job training. In addition, riders must meet strict eligibility criteria. Regional transit authorities generally coordinate the transportation services for the State's human service agencies. Transportation services for MassHealth, DMR, and DPH in Franklin County are currently coordinated by the FRTA. The human service agencies and the FRTA can provide more information about these alternative van transit programs and help people determine if they may qualify for these services.

Transportation for medical appointments is currently also available to Franklin County seniors and residents with disabilities through Franklin County Home Care (FCHC). Franklin County Home Care's transportation service is provided through volunteer drivers using private automobiles (As a result, this service may not be practical for people in wheelchairs, or with other serious mobility constraints.) This volunteer-based program focuses on providing rides to medical services outside of Franklin County and the drivers sometimes go all the way to Boston if necessary. The volunteer drivers are reimbursed for their travel costs and paid a small stipend by FCHC. Wendell residents interested in finding out more about this service should contact FCHC.

Another medical transportation service available specifically in the North Quabbin region is a van service run through the Athol Memorial Hospital. The van service offers rides to medical appointments at the Athol Hospital and the Medical Arts Building. The service is available weekdays from 7 A.M. to 3 P.M. to residents of Wendell, Athol, Erving, New Salem, Orange, Petersham, Phillipston, Royalston, and Warwick. Rides are free for seniors age 65 and over, and cost \$2.00 for riders under age 65. Rides are provided in wheelchair accessible vans. A three-day advanced notice is required. This service is funded with donations from the Athol/Orange Area Rotary Club, the Athol Lions Club, and the Parmenter Fund.

Transportation Patterns and Needs

This section discusses the travel patterns and identified transportation needs among Wendell residents. This section strongly relies on the results of the transportation survey that was conducted as part of the Community Development Plan. The section also includes Census data on the commute patterns for Wendell residents.

Travel Patterns of Wendell Residents

The transportation survey asked a number of questions relating to residents' current travel patterns. Understanding more about how people travel, including where they are going, and how often they make different kinds of trips, is the first step in identifying where there might be unmet transportation needs, and whether public transportation services could help address these needs.

Transportation Modes

As was discussed earlier, most of the transportation survey respondents indicated that they drive for most of their daily travel. An estimated 76% of survey respondents indicated that they drive their cars every day, and 16% drive 3 to 4 times per week. Additionally, 58% of respondent indicated that they are a passenger in a car typically at least once a week. The other popular mode of travel was walking, with 24% of survey respondents saying they walk daily and 45% indicating they walk at least once a week. An estimated 7% of respondents indicated that they biked at least weekly.⁶

These results are similar to those found in the 2000 Census regarding the commute modes of Wendell workers. In 2000, of the 521 Wendell residents who commuted to work, 84% predominantly drove alone, 9% carpooled and 4% walked to work. The remaining 3% commuted via other modes, including transit.

Top Destinations

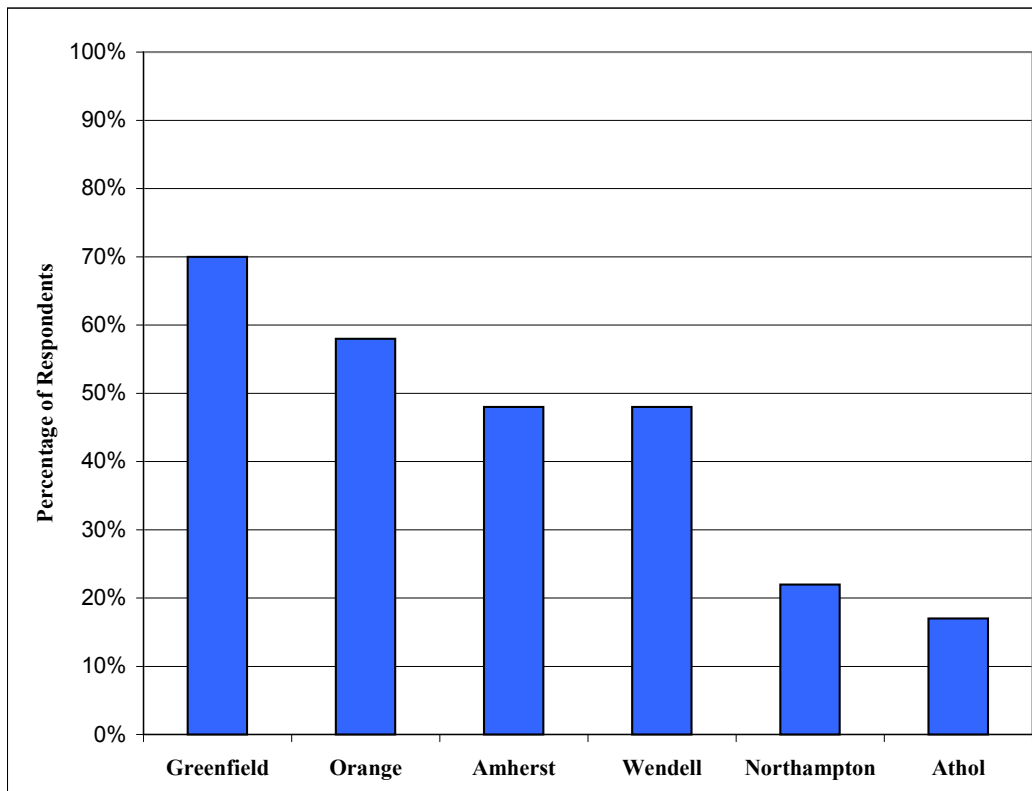
The transportation survey conducted for the Community Development Plan asked about the primary town that residents commute to, for work and/or school. The survey also inquired about people's top three destinations not including commute travel.

Of the 62 respondents to the first question, 11% indicated that they work from home; this result is comparable to the 2000 U.S. Census estimate of 10% of Wendell's employed residents working from home. For residents who commute to work or school, the reported top four destinations in the transportation survey were, in descending order, Amherst, Greenfield, Wendell, and Orange.

For the second question, regarding the top three destinations during non-commute travel, the top destinations were again Greenfield (cited by 70% of the respondents), Orange (58%), Amherst (48%), and Wendell (48%) (*Figure 5-2*). The next most common destinations were Northampton (22%), Athol (17%), and Hadley (17%).

⁶The survey asked people how often they bike and/or walk, but did not collect information on where, why, or when they engage in these activities.

Figure 5-2: Survey Respondents' Top Destinations when They Leave Their Homes, Not Including Commutes to Work or School



Source: Town of Wendell Transportation Survey, 2004.

Among survey respondents who identified their top one destination when they leave their home (many respondents just checked their top three instead of ranking them), the top choices were again Wendell, Greenfield, Amherst, and Orange. Wendell was ranked the number one destination by 33% of respondents answering the question (*Table 5-4*).

Table 5-4: Single Most Frequent Destination for Survey Respondents, Not Including Commutes to Work or School

| Top Destinations not including Commutes to Work and/or School | Number of Respondents | Percentage (n=49)* |
|---|-----------------------|--------------------|
| Wendell | 16 | 33% |
| Greenfield | 10 | 20% |
| Amherst | 7 | 14% |
| Orange | 6 | 12% |

* A significant number of survey respondents did not rank their top three destinations.

Source: Town of Wendell Transportation Survey, 2004.

Frequency of Trips

The survey inquired about how frequently people make trips outside of Wendell (*Table 5-5*). The most common response to this question (41% of respondents) was for 5 to 9 trips per week, which translates into one or two per day. An estimated 31% of survey respondents indicated that they make less than 5 trips per week outside of Wendell. This result may reflect the relatively large number of Wendell workers who work from their homes; approximately 10% of employed Wendell residents do so.

Table 5-5: Number of Trips per Week that the Survey Respondents Typically Make Outside of Wendell

| Number of Trips Per Week Outside of Wendell | Number of Responses | Percentage (n = 61) |
|--|----------------------------|----------------------------|
| Under 5 | 19 | 31% |
| 5 to 9 | 25 | 41% |
| 10 to 14 | 11 | 18% |
| 15 to 19 | 1 | 2% |
| 20 to 29 | 2 | 3% |
| 30 or More | 3 | 5% |

Source: Town of Wendell Transportation Survey, 2004.

Interest in Additional Transportation Services

The first question on the Wendell transportation survey asked residents how important different types of transportation services are to them. Table 5-6, on the next page, summarizes the results to this question.

The survey then asked people to describe any service(s) that they had characterized as Important or Very Important - for example, where would they like the service to go, or when would they like the service to run.

Table 5-6: How Important Different Types of Transportation Services are to the Survey Respondents

| Transportation Service | Very Important* | Important* | Not Important* | Did Not Answer Subpart of Question* |
|---|------------------------|-------------------|-----------------------|--|
| Establishing a carpool or rideshare program for Wendell residents | 16% | 44% | 33% | 7% |
| Providing local bus service around Wendell | 7% | 23% | 54% | 16% |
| Expanding current regional bus services to include Wendell | 31% | 43% | 20% | 7% |
| Improving transportation services for the elderly and the disabled | 43% | 39% | 5% | 13% |
| Providing transportation for students who go to school outside of Wendell | 18% | 30% | 38% | 15% |
| Providing a park-n-ride lot for commuters near bus stops to encourage more bus usage | 15% | 41% | 30% | 15% |
| Encouraging area employers to offer incentives for workers to use transit, carpool, or bike or walk to work | 18% | 33% | 34% | 15% |
| Connecting transit services to area bike and walking trails | 10% | 28% | 43% | 31% |

**Percentages are based on the 61 respondents who answered at least part of this question.
Source: Town of Wendell Transportation Survey, 2004.*

Transit Services

Among the services that residents considered Very Important or Important were improving transportation services for the elderly and disabled (supported by 82% of respondents, and considered Very Important by 43% of them) and expanding current regional bus services to include Wendell (supported by 74% of respondents). Ideas for expanding regional bus services included adding Wendell to the existing routes along Route 2/2A and Route 63, and providing regular service to Amherst, Greenfield, and Orange.

Over half of respondents also considered it Important or Very Important to provide a park-n-ride lots for commuters near bus stops to encourage transit usage (56%), though there were questions about where a park-n-ride lot in or near Wendell could be situated. One idea was to locate it in Wendell Depot, close to Route 2. The FRTA's weekday bus along Route 2/2A between Greenfield and Athol makes a number of stops in Erving.

Transit services that were considered to be Not Important by at least 40% of survey respondents included providing local bus service around Wendell (viewed as Not Important by 54% of respondents) and connecting transit services to area biking and walking trails (Not Important for 43%). Both of these services were considered to be Very Important by 10% or less of the people who answered the survey.

One type of transit service that met with mixed feelings was providing transportation to students who go to school outside of Wendell. Almost half of respondents (48%) considered this service Very Important or Important; another 38% considered it Not Important. In

written comments about out-of-town transportation to school, feelings also ranged considerably. Comments included “It should be our right” as well as “No way! If [students] decide to attend school outside of the district, parents should provide transportation.” Other comments, such as “Some alternatives would help but should not be mandated,” fell in-between these extremes.

Carpooling/Ridesharing

There was fairly high support among survey respondents for a carpool or ridesharing program in town. Overall, 16% of survey respondents considered such a service to be Very Important for Wendell, and 44% felt it was Important (another 40% considered it Not Important or gave no opinion.) Some people supported the idea of a ride board, though one person mentioned that a ride board had been tried previously and failed. Already quite a few people in Wendell carpool with others, and offer their neighbors rides. Thoughts behind having a formal carpool or rideshare program include making it accessible to more residents and helping to sustain it over a long period of time. One person mentioned that if the rideshare/carpool program were a success, that they might be able to get rid of their family’s second car.

In the transportation survey, there was also an additional question specifically about a rideshare program. About a quarter of survey respondents (24%) said they would use such a program to get rides, and 41% indicated that they would offer rides. Most respondents thought a rideshare/carpool program would work best if it were easy to be a part of it, and if rideshare/carpool information was readily available. Two-thirds of respondents (66%) supported having a rideshare board at a central town location (the top suggested location was the Wendell Country Store) and 62% thought the rideshare board should be available through the Town website.

Transportation Needs Based on the Survey Results

Only a small number of the transportation survey respondents indicated that they have on-going transportation needs or issues. Most of the respondents appear to be able to meet their basic transportation needs through use of their own vehicles, or through carpooling or ridesharing with others; some respondents, though, did report that they sometimes have difficulty helping family members who don’t drive, or having to share a car with other people in their households.

Respondents to the survey expressed considerable support for extending current regional transportation routes into Wendell, with 74% of respondents indicating that they view such an expansion of services as Very Important or Important. At the same time, however, it wasn’t clear how many Wendell residents would actually use such a bus service if it were provided. At most, the service would probably run just a few times a day and might not be convenient for many residents. Also, given the high level of car ownership in town, with over 95% of households owning one vehicle and 71% owning two, it seems likely that, even if more bus service existed, most residents would continue to drive for most of their trips out of Wendell. In addition, with the present funding shortages for the regional transit authorities, it’s not clear how feasible extending the current bus routes into Wendell would even be.

Wendell is a small community where neighbors help each other and offer each other rides as needed. This type of informal transportation service seems more suited to Wendell than extensive bus routes. Respondents to the transportation survey expressed considerable support for a formal rideshare/carpool program, with 60% viewing such a program as Very Important or Important. Formalizing the current informal ridesharing system could help reach more residents with transportation needs and encourage greater numbers of residents to share rides or offer rides to others.

Another type of service that is important for the town, and which will become more important in the coming decades, is transportation service for elderly residents. Wendell's population currently only has a small number of elderly residents, with people age 65 and over comprising just 3% of all residents, and people age 75 and over comprising only 1% of residents. Wendell's elderly population is expected to grow considerably over the next few decades. As it does, it will be essential for the town to have transportation options for these residents, including possibly expanding the limited paratransit service for qualifying Wendell residents that is presently offered through the Orange Council on Aging.

Transportation Services Recommendations

- Explore the feasibility of re-establishing a formal rideshare/carpool program in town. The transportation survey conducted for this study showed a fair amount of support among respondents for having a carpool or rideshare program; 56% of respondents supported having such a program. Consider having the rideshare/carpool coordinated both through the Town of Wendell web site and through a central community location.
- Work with area legislators to encourage the State to increase financial support for transit services in Western Massachusetts, and to develop a more equitable funding mechanism. Massachusetts treats the MBTA differently than other regional transit authorities in the State. A key issue has been that all the regional transit authorities (except for the MBTA) have been level funded in the State budget since the 2001 Fiscal Year. For next fiscal year, FY 2005, which begins in July 2004, the regional transit authorities (RTAs) expect to see a modest 2% increase in state funding. However, this increase is insufficient to make up for the growing costs that the RTAs incurred over the past few years. Some RTAs, including the PVRTA have had to cut services and raise fares to balance their budgets, and are looking at further cuts and fare increases for the coming year. In contrast, the MBTA has a dedicated source of funding through the state sales tax, receiving one-fifth of the 5% sales tax collected state-wide. State Senator Stanley Rosenberg and other Western Massachusetts legislators are working to address the funding issues facing the Franklin Regional Transit Authority (FRTA), the Greenfield-Montague Transportation Area (GMTA), and other Western Massachusetts transit agencies.

- Continue to promote currently available transportation services for seniors and residents with disabilities, and to expand services as demand and needs warrant. The primary service for seniors and disabled residents in Wendell is provided through the Orange Council on Aging (COA). Each week, on Tuesdays, the Orange COA provides van service to qualifying Wendell residents for medical and shopping trips, and for rides to the Orange Council on Aging meal site. Very few Wendell residents use the Orange Council on Aging van service.
- Consider encouraging an increased range of business services in town for Wendell residents. In the recent transportation survey, residents were asked, “What types of additional services and businesses do you wish were located in Wendell so you wouldn’t need to go elsewhere for them? The most common responses (approximately 13 or 14 responses each) were for a gas station, grocery store, and restaurant/take-out. Items with 4 to 5 responses included an ATM/bank, car repair, hardware/lumber store, and places with movies/entertainment. In general, the survey respondents supported having services in Wendell that they use regularly and which would be convenient to have closer. A few respondents indicated that they would not like any additional services and enjoy Wendell just the way it is. Greater in-town services could decrease the need for Wendell residents to travel for common needs. More business services could also contribute positively to the Town’s tax base.
- Work with Lake Grove School to explore and promote commuting transportation options. Lake Grove School is the largest employer in Wendell by far, with over 150 employees. Promoting carpools and other commute options among Lake Grove’s employees could have a large positive impact on traffic in Wendell, especially during peak commuting times. Also, if Lake Grove School decides to support or pursue transportation alternatives as an institution, it could help increase the public profile and viability of these transport modes within the town.

Transportation Services and Needs Appendix

Town of Wendell Transportation Survey, January 2004

Wendell Transportation Survey Responses

FRTA, Schedule for the G-Link Route

GMTA, Schedule for the Greenfield-Millers Falls/Montague Center Route

GMTA, Schedule for the Greenfield-Amherst Route

This survey is designed to help Wendell assess the transportation patterns and needs of Wendell residents, and to plan future transportation services. Each copy of the survey is intended to be filled out by one person and to reflect that person's travel patterns and concerns.

- 1. How important do you consider the following transportation services? *For each service listed, please mark an X in the appropriate column. For services that you consider important or very important, please briefly describe the type of service you would like, or where you would want the service to go. (For example, if providing local bus service is important to you, where would you like the bus to go?)***

| | | Very important | Important | Not Important | If very important or important, describe what you would like (where, when, etc.) |
|----|---|---------------------------|------------------|--------------------------|---|
| a. | Establishing a carpool or rideshare program for Wendell residents | | | | |
| b. | Providing local bus service around Wendell | | | | |
| c. | Expanding current regional bus services to include Wendell | | | | |
| d. | Improving transportation services for the elderly and the disabled | | | | |
| e. | Providing transportation for students who go to school outside of Wendell | | | | |
| f. | Providing a park-n-ride lot for commuters near bus stops to encourage more bus usage | | | | |
| g. | Encouraging area employers to offer incentives for workers to use transit, carpool, or bike or walk to work | | | | |
| h. | Connecting transit services to area bike and walking trails | | | | |
| i. | Other <i>(please specify)</i> _____ _____ | | | | |

TOWN OF WENDELL TRANSPORTATION SURVEY

2. How often do you use each of the following transportation modes?

For each transportation mode, please mark an X in the appropriate column.

| | Transportation Mode | Daily | 3-4 Times Per Week | Weekly | Monthly | A Few Times Per Year | Never |
|----|--|-------|--------------------|--------|---------|----------------------|-------|
| a. | Car, driver | | | | | | |
| b. | Car, passenger | | | | | | |
| c. | Public transit bus | | | | | | |
| d. | Bicycle | | | | | | |
| e. | Walking | | | | | | |
| f. | Other <i>(please specify)</i> _____ | | | | | | |

3. How many times, if any, have you taken the following bus routes in the past year? Do you think you will take any of them over the next year? *For each route, please mark an X in the appropriate column, and indicate whether you will use it in the next year.*

| | Route | Never | 1 to 9 Times | 10 to 24 Times | 25 or More Times | Will you take it in the next year? <i>Circle your answer.</i> |
|----|---|-------|--------------|----------------|------------------|--|
| a. | FRTA's G-Link, along Route 2/2A, between Greenfield and Athol (also stops in Gill, Erving, and Orange) | | | | | YES NO MAYBE |
| b. | GMTA's Greenfield – Montague bus (stops in Turners Falls, and sometimes in Millers Falls and Montague Center) | | | | | YES NO MAYBE |
| c. | GMTA's Greenfield – Amherst bus (runs along Route 63 to the University of Massachusetts) | | | | | YES NO MAYBE |
| d. | Other bus service <i>(please specify)</i> _____ | | | | | YES NO MAYBE |

If you would like additional information about these bus routes, please contact the GMTA at 413-773-9478 or the FRTA at 413-665-2805.

4. What primary town do you commute to for work or school?

It varies. ____

If you don't commute to work or school, please check all that apply.

I am retired or not employed. ____ I primarily work from home. ____

I primarily take classes from home (for example, internet course or homeschooling). ____

5. **Not including commutes to work and school, what are your most frequent destinations when you leave your house?** *Please indicate your top three destinations (enter 1, 2, and 3).*

| | | |
|------------------|-----------------|-------------------|
| Wendell _____ | Deerfield _____ | Amherst _____ |
| Montague _____ | Orange _____ | Northampton _____ |
| Greenfield _____ | Athol _____ | Hadley _____ |

Other (please specify) _____

6. **How many times per week do you typically travel outside of Wendell?**

Under 5 _____ 5-9 _____ 10-14 _____ 15-19 _____ 20-29 _____ More than 30 _____

7. **What types of additional services and businesses do you wish you were located in Wendell so you wouldn't need to go elsewhere for them?** *Please describe.*

8. **Do you have any ongoing problems or concerns related to transportation?** *If so, please describe them (for example: my household only has one car which we share among multiple drivers; I can't see very well and have difficulty driving; I work in Boston and get tired of the long commute).*

9. **If Wendell established a new rideshare program, would you:**

Please circle your responses.

| | | | |
|---|-----|----|-------|
| a) use it to get rides? | YES | NO | MAYBE |
| b) offer to give rides to others? | YES | NO | MAYBE |
| c) like the rideshare board to be at a central town location? | YES | NO | MAYBE |

If yes, please indicate where: _____

| | | | |
|---|-----|----|-------|
| d) want it to be available through the town web site? | YES | NO | MAYBE |
|---|-----|----|-------|

10. **Please indicate your age:** Under 18 _____ 18-29 _____ 30-49 _____ 50-64 _____ 65+ _____

11. **Do you have any additional comments or suggestions regarding transportation services in Wendell? For example, what specific services or changes would you like to see? What characteristics would your ideal transportation system have?**

Please describe below.

There are two ways to return your survey: (1) Mail the survey to the Town of Wendell Post Office Box (PO Box 41); or (2) Drop the survey off at one of the five in-town drop off locations: Wendell Town Offices, Wendell Free Library, Wendell Recycle and Transfer Station, Wendell Country Store, Wendell Depot Store.

WENDELL TRANSPORTATION SURVEY RESPONSES

- 1. How important do you consider the following transportation services?** *For each service listed, please mark the appropriate column. For services that you consider important or very important, please briefly describe the type of service you would like, or where you would want the service to go.*

3% of survey respondents did not answer this question.

Percentages are based on the 61 respondents who answered at least part of the question.

| | Transportation Service | Very important | Important | Not Important | No Answer for Sub-Question |
|----|---|----------------|-----------|---------------|----------------------------|
| a. | Establishing a carpool or rideshare program for Wendell residents | 16% | 44% | 33% | 7% |
| b. | Providing local bus service around Wendell | 7% | 23% | 54% | 16% |
| c. | Expanding current regional bus services to include Wendell | 31% | 43% | 20% | 7% |
| d. | Improving transportation services for the elderly and the disabled | 43% | 39% | 5% | 13% |
| e. | Providing transportation for students who go to school outside of Wendell | 18% | 30% | 38% | 15% |
| f. | Providing a park-n-ride lot for commuters near bus stops to encourage more bus usage | 15% | 41% | 30% | 15% |
| g. | Encouraging area employers to offer incentives for workers to use transit, carpool, or bike or walk to work | 18% | 33% | 34% | 15% |
| h. | Connecting transit services to area bike and walking trails | 10% | 28% | 43% | 20% |

Other responses/comments

(Two responses)

- Offer rides to help prevent drunk driving

(One response each)

- Include weekend access to transportation
- Encourage and support Boston commuter train to Athol
- Improve the maintenance of roads in Wendell, e.g. sand icy roads before the morning commute and plow major roads better
- Establish a used vehicle center providing affordable used cars and trucks
- Create bike and walking trails in Wendell that connect to other trails

WENDELL TRANSPORTATION SURVEY RESPONSES

Other responses/comments (con't)

(One response each)

- No services available now; anything would be an improvement
- It's hard to know about this. I have adjusted to the current situation by making a dependable car a priority; undependable/infrequent bus service would not help

For services that people marked as "Very Important" or "Important", description of what they would like (where, when, etc.)

(number of same/similar responses given in parentheses when there was more than one such response. All other answers were each given by one person).

a. Establishing a carpool or rideshare program for Wendell residents

- Have a board with ride exchanges (4)
- Have sign-ups through web site (3)
- Have sign-up sheets for interested people
- Have convenient easy way to hook up with others
- Would be a matter of individual pick-up
- For personal convenience
- Good idea; I might not use it
- Not important to me at present
- Some residents don't have cars

Where/when/how

- Local: Orange, Athol, Turners Falls, and Greenfield
- Daily to Amherst, Leverett, or to grocery stores and buses
- To Amherst, Monday through Friday
- To Amherst, Greenfield (anytime), and Northampton
- To Greenfield and/or Amherst
- From Town Common to Hannaford (Orange), pharmacy, etc. and return
- Depends

b. Providing local bus service around Wendell

- How efficient could this be?
- Not important to me at present

Where/when/how

- To Wendell Country Store (2)
- To town offices/senior center (2)
- To Post Office
- To library
- Saturday morning circuit to library, Leverett coop
- Maybe on Coffee House night
- Daily according to needs

WENDELL TRANSPORTATION SURVEY RESPONSES

Question 1 – detailed responses (con’t)

c. Expanding current regional bus services to include Wendell

- Impractical
- Maybe, depending on how many people respond to this question
- Wendell needs to be connected to other areas

Where/when/how

- To Amherst (6)
- To Greenfield (5)
- To Orange
- To Athol
- To Turners Falls
- To Northampton and Boston
- Add Wendell to bus routes on Route 2 and Route 63
- To Orange and Greenfield on weekends
- To Orange and Greenfield twice per day
- To Greenfield midday and midweek
- Pickup at Wendell Country Store or town common for bus to Greenfield
- Regular schedule to Amherst and Orange
- Daily to Greenfield, Athol via Route 2 bus, and Amherst via Millers Falls
- Perhaps have a bus from Orange Center to Wendell Country Store, or from Greenfield to uptown Wendell
- From Route 63 to Montague Road to Locke’s Village Road, then to Shutesbury, Leverett, and then on Route 63 to Amherst
- Have stops in Wendell Center and Wendell Depot and/or along main roads (2)
- To medical services and grocery stores

d. Improving transportation services for the elderly and the disabled

- Not important to me personally but I feel it would be beneficial (2)
- Not for me, but for elderly to remain in the community
- Important due to the remoteness of town and sparseness of settlement
- Don’t need it now, but we all get older
- Important to allow people to remain at home if they can’t drive
- Expand on whatever already exists
- I don’t know what is available now
- Services already exist; have better education of current options
- Offer if needed

WENDELL TRANSPORTATION SURVEY RESPONSES

Question 1 – detailed responses (con’t)

d. Improving transportation services for the elderly and the disabled (con’t)

Where/when/how

- Rides to medical appointments (4)
- Rides for shopping (2)
- Weekly trips to Orange
- Rides to senior centers or meal sites
- Have an on-call service (3)
- Would be a matter of individual pick-up
- Have a local registry to assist with and insure services
- Have a bus and ride board
- Have inexpensive door-to-door service
- Link elderly with volunteer drivers who are making trips back and forth

e. Providing transportation for students who go to school outside of Wendell

- Some alternatives would help but should not be mandated
- It should be our right
- No way! If they decide to attend school outside of district, parents should provide transportation
- Don't we already? Up to high school?
- May be important in the future
- Offer if needed, and to college if needed

Where/when/how

- To Amherst (4)
- A bus from Wendell Center to Amherst Middle School or High School, leaving at 7 a.m. and back at 3 p.m. during the school year
- Reasonably priced transport to PVPA in Hadley
- Students should provide carpools
- Could be linked with rideshare, carpools
- Would be a matter of individual pickup
- Have a private or charter service

WENDELL TRANSPORTATION SURVEY RESPONSES

Question 1 – detailed responses (con’t)

f. Providing a park-n-ride lot for commuters near bus stops to encourage more bus usage

- Not important to me personally, but I feel it would be beneficial
- Important, but don’t know if Wendell would need this
- Anything to encourage use of mass transportation

Where/when/how

- Center of town
- Wendell Depot
- Senior center?
- If you have a bus stop, you need somewhere to park
- Where are bus stops?

g. Encouraging area employers to offer incentives for workers to use transit, carpool, or bike to work

- Anything to encourage use of mass transportation
- As much as possible, however it’s effective
- Seems like wishful thinking, but worthwhile
- I’ve never been employed in this area; not many people are
- There are no area employers and workers certainly cannot walk to work
- Incentives work
- If employers don’t offer monetary incentives, maybe they can offer other incentives

h. Connecting transit services to area bike and walking trails

- Is this practical?
 - Not important to me personally, but I feel it would be beneficial
 - At least one of the earlier alternative services could provide this link
 - All connections are good; anywhere is possible
 - Good idea
 - Connect to bike trails throughout Franklin County
-

WENDELL TRANSPORTATION SURVEY RESPONSES

2. How often do you use each of the following transportation modes?

For each transportation mode, please mark the appropriate column.

2% of survey respondents did not answer this question.

Percentages are based on the 62 respondents who answered at least part of the question.

| Transportation Mode | Daily | 3-4 Times Per Week | Weekly | Monthly | A Few Times Per Year | Never | No Answer for Sub-Question |
|----------------------------|--------------|---------------------------|---------------|----------------|-----------------------------|--------------|-----------------------------------|
| Car, driver | 76% | 16% | 2% | 0% | 2% | 2% | 3% |
| Car, passenger | 0% | 23% | 35% | 8% | 15% | 5% | 15% |
| Public transit bus | 0% | 3% | 2% | 2% | 16% | 61% | 16% |
| Bicycle | 0% | 2% | 5% | 8% | 29% | 35% | 21% |
| Walking | 24% | 6% | 15% | 3% | 15% | 21% | 16% |

Other responses

(Three responses)

Train (a few times a year)

(Two responses)

Commuter rail/subway (a few times a year)

(One response each)

Motorcycle (daily)

Motorcycle or kayak (weekly)

Motorcycle (no frequency given)

Airplane (a few times a year)

WENDELL TRANSPORTATION SURVEY RESPONSES

- 3a. How many times, if any, have you taken the following bus routes in the past year? Do you think you will take any of them over the next year? For each route, please mark the appropriate column.**

10% of survey respondents did not answer this question.

Percentages are based on the 57 respondents who answered at least part of the question.

| Route | Never | 1 to 9 Times | 10 to 24 Times | 25 or More Times | No Answer for Sub-Question |
|--|--------------|---------------------|-----------------------|-------------------------|-----------------------------------|
| FRTA's G-Link, along Route 2/2A, between Greenfield and Athol (also stops in Gill, Erving, and Orange) | 93% | 3% | 0% | 2% | 2% |
| GMTA's Greenfield – Montague bus (stops in Turners Falls, and sometimes in Millers Falls and Montague Center) | 93% | 2% | 2% | 0% | 3% |
| GMTA's Greenfield – Amherst bus (runs along Route 63 to the University of Massachusetts) | 96% | 0% | 2% | 0% | 2% |

Other responses

(One response each)

PVTA Buses, Amherst area (25 or more times in last year)

Athol/Gardner G-Link Route (1 to 9 times in last year)

Bus from Amherst/Northampton to Boston (no frequency given)

School bus service, e.g. for Amherst Regional Schools (no frequency given)

- 3b. Do you think you will take any of these routes over the next year? For each route, please indicate whether you will you use it in the next year.**

56% of survey respondents did not answer this question.

Percentages are based on the 28 respondents who answered at least part of the question.

| Route | Yes | No | Maybe | No Answer for Sub-question |
|--|------------|-----------|--------------|-----------------------------------|
| FRTA's G-Link, along Route 2/2A, between Greenfield and Athol (also stops in Gill, Erving, and Orange) | 7% | 68% | 22% | 3% |
| GMTA's Greenfield – Montague bus (stops in Turners Falls, and sometimes in Millers Falls and Montague Center) | 7% | 64% | 18% | 11% |
| GMTA's Greenfield – Amherst bus (runs along Route 63 to the University of Massachusetts) | 11% | 61% | 25% | 3% |

WENDELL TRANSPORTATION SURVEY RESPONSES

4. What primary towns do you commute to for work or school?

2% of survey respondents did not answer this question.

Percentages are based on the 62 respondents who answered the question.

| | Number of Responses | Percentage (n = 62) |
|--|----------------------------|--------------------------------|
| I am retired or not employed | 9 | 14% |
| I primarily work from home | 7 | 11% |
| I primarily take classes from home (e.g. homeschooling) | 0 | 0% |
| For people who commute, place(s) they primarily commute to <i>(some respondents indicated more than 1 place)</i> | | |
| Amherst | 15 | 24% |
| Greenfield | 15 | 24% |
| Wendell | 8 | 13% |
| Orange | 6 | 10% |
| Hadley | 4 | 6% |
| New Salem | 4 | 6% |
| Athol | 3 | 5% |
| Deerfield | 3 | 5% |
| Montague (including Turners Falls) | 3 | 5% |
| Northampton | 3 | 5% |
| Shutesbury | 3 | 5% |
| Springfield | 2 | 3% |
| Sunderland | 2 | 3% |

The following places had one response each: Hatfield, Keene, Millers Falls, Northfield, Franklin County, and Pioneer Valley.

WENDELL TRANSPORTATION SURVEY RESPONSES

5. Not including commutes to work and school, what are your most frequent destinations when you leave your house? Please indicate your top three destinations (enter 1, 2, 3).

5% of survey respondents did not answer this question.

Number 1 Primary Destination

| Number 1 Primary Destination (for people who indicated a number 1 choice)* | Number of Responses | Percentage of Respondents who Indicated a number 1 choice* (n=49) |
|--|------------------------|---|
| Wendell | 16 | 33% |
| Greenfield | 10 | 20% |
| Amherst | 7 | 14% |
| Orange | 6 | 12% |
| Hadley | 4 | 8% |
| Northampton | 3 | 6% |

The following destinations had one response each: Athol, Leverett, and Montague.

*Some respondents marked their top three destinations with an x, not 1, 2, 3, which meant the responses could not be differentiated into number 1 top destination and other top destinations.

Top 3 (or 4) Primary Destinations*

Percentages are based on the 60 respondents who answered the question.

| Destination | Number of Responses | Percentage** (n = 60) |
|-------------|------------------------|--------------------------|
| Greenfield | 42 | 70% |
| Orange | 35 | 58% |
| Amherst | 29 | 48% |
| Wendell | 29 | 48% |
| Northampton | 13 | 22% |
| Athol | 10 | 17% |
| Hadley | 10 | 17% |
| Montague | 6 | 10% |
| Leverett | 5 | 8% |

The following destinations had one response each: Bernardston, Boston, Deerfield, Erving, Keene, New Salem, and Shutesbury.

*A few respondents marked 4 top destinations, not 3.

** Because respondents selected more than one destination, the percentages add up to more than 100%.

WENDELL TRANSPORTATION SURVEY RESPONSES

6. How many times per week do you typically travel outside of Wendell?

3% of survey respondents did not answer this question.

Percentages are based on the 61 respondents who answered the question.

| Response | Number of Responses | Percentage (n = 61) |
|-------------------|----------------------------|--------------------------------|
| Under 5 | 19 | 31% |
| 5 to 9 | 25 | 41% |
| 10 to 14 | 11 | 18% |
| 15 to 19 | 1 | 2% |
| 20 to 29 | 2 | 3% |
| 30 or more | 3 | 5% |

7. What types of additional services and businesses do you wish you were located in Wendell so you wouldn't need to go elsewhere for them? Please describe.

Percentages are based on the 45 respondents who answered this question.

| Response | Number of Responses | Percentage (n = 45) |
|---|----------------------------|--------------------------------|
| Gas station | 15 | 33% |
| Grocery store <i>(some specific types of grocery store were mentioned – for example, health food stores, large supermarket, etc.)</i> | 14 | 31% |
| Restaurant/café <i>(some specific types of restaurants were mentioned – for example, pizza)</i> | 14 | 31% |
| Bank/credit union | 6 | 13% |
| Car repair service | 5 | 11% |
| Hardware store/lumber store | 5 | 11% |
| Laundromat | 3 | 7% |
| Movie showings | 3 | 7% |
| Pharmacy | 3 | 7% |
| ATM | 2 | 4% |
| Business services <i>(e.g. copier, fax, office supplies)</i> | 2 | 4% |
| Fitness center/gym | 2 | 4% |
| Medical services/health clinic | 2 | 4% |
| High-speed internet | 2 | 4% |

WENDELL TRANSPORTATION SURVEY RESPONSES

Question 7 (con't)

Other suggestions/comments

(One response each)

Arts/music entertainment

Social center with activities

Crafts store

Gift shop

Second-hand clothing/consignment shop

Basic shopping

Book store

Tool loan center

Used car center

Air for car tires

Depot attractions – light industry or commercial

Tennis courts

Open Fiske Pond

Non-mucky swimming hole that is warm before July

Enhanced automotive repair/tire sales and service/auto body – several in town do this type of work and may benefit from small business planning, loans, etc.

I like things the way they are

None

None; I enjoy opportunities to travel outside of Wendell

I would like to see more ecologically viable transportation options rather than an attempt to build up Wendell in ways that would really change the nature of the town

WENDELL TRANSPORTATION SURVEY RESPONSES

- 8. Do you have any ongoing problems or concerns related to transportation? If so, Please describe.**

22 of the survey respondents (35%) answered this question.

Responses Given

(1 response each, except where noted)

Road maintenance/winter plowing (7 responses total)

- Ice, snow, mud
- Early morning road surfaces are treacherous in the winter.
- Road maintenance, especially in the winter, is the worst in the area, with inadequate sanding, plowing, etc. Walking is made dangerous and difficult by the lack of adequate plowing and sanding of roads.
- The roads in Wendell in the winter are very dangerous for driving. They are not plowed/sanded sufficiently. All the surrounding towns maintain their roads in a passable and safe condition; Wendell should do the same.
- Winter driving in Wendell is the worst part of my commute. I breathe a lot easier once I hit Shutesbury. I think sand/salt works especially well along well-traveled roads where sun melt is not an option (e.g. Locke's Village Road.)
- Montague Road past Wendell State Forest is badly maintained. Please sand and if possible, plow.
- Montague doesn't maintain the road to Millers Falls very well. I worry that the guardrails at the bottom of the hill are not sufficient.

Carpooling/ridesharing/bus service (6 responses total)

- I would like the Town to work more closely with Lake Grove School to address transportation needs for Wendell. The school employs over 200 people who all commute in and out of Wendell. These people could help make bus service more financially feasible.
- I would like to see bus service or carpooling so that we could get rid of our second car.
- I would like to carpool more often due to environmental concerns, but it would be difficult with my schedule.
- I used to give rides to Wendell residents, but now with an infant, I would probably be limited in the number of rides I could offer.
- Currently, I do not have transportation problems. Being able to provide unscheduled daytime rides (medical or work) for friends, and being a passenger or driver for events with friends continue as important ways to be in community. When/if I am no longer able to drive, getting to Greenfield 1 or 2 times per month for shopping would be a concern.
- Basically we're on our own, as far as getting what we need. I never realized, nor witnessed, in 30 years, any consistent help. If you really need to do something with your life, you don't wait for transportation help. I have hitchhiked for years out of town.

WENDELL TRANSPORTATION SURVEY RESPONSES

Question 8 responses (con't)

Biking/walking (3 responses total)

- Sharing roadway with bicycles when road is narrow or curving is a concern. Need a shoulder or bike/walk lane.
- I choose not to drive and walk some distance to get to bus routes, sometimes in bad weather. I've come close to being hit by vehicles that were speeding or not paying attention multiple times.
- Drivers speeding on settled roads make it dangerous to bike with kids.

Other responses

- It is expensive to own a car.
 - My mother-in-law has no driver's license.
 - Temporarily sharing car with college aged daughter.
 - Concerns for old age – dirt road, isolation, and access to transportation.
 - On evenings that I work late, I'm often driving while very tired.
 - If I ever choose to move from Wendell, it will be because I can no longer stand the fuel consumption involved in getting to anywhere away from home: from visiting my friends, to hearing a lecture, to shopping. It all involves a car ride. We moved here to be closer to nature and live more ecologically, yet we rural Wendellites drive more than our city friends. Who is ultimately more ecological?
-

WENDELL TRANSPORTATION SURVEY RESPONSES

- 9. If Wendell established a new rideshare program, would you:** *For each part of the question, please mark the appropriate column.*

8% of survey respondents did not answer this question.

Percentages are based on the 58 respondents who answered the question.

| | Yes | No | Maybe | No Answer for Sub-question |
|---|------------|-----------|--------------|-----------------------------------|
| Use it to get rides? | 24% | 40% | 31% | 5% |
| Offer to give rides to others? | 41% | 28% | 26% | 5% |
| Like the rideshare board to be at central town location? | 66% | 5% | 7% | 22% |
| Want it to be available through the town web site? | 62% | 7% | 16% | 16% |

Suggested locations for rideshare board

- Wendell Country Store (15 responses)
- Post Office (9)
- Town Offices (8)
- Store (6)
- Library (5)
- Town Hall (3)
- Town Common (2)
- Others (1 response each): Library Board, Wendell Elementary School

Other comments

- Ride board in the 1980s didn't last.

10. Please indicate your age:

3% of survey respondents did not answer this question.

Percentages are based on the 61 respondents who answered the question.

| Response | Number of Responses | Percentage (n = 61) | Percentage in the General Adult Population (Age 18 & Over)* |
|-------------------|----------------------------|----------------------------|--|
| 18 to 29 | 3 | 5% | 19% |
| 30 to 49 | 24 | 39% | 46% |
| 50 to 64 | 28 | 46% | 30% |
| 65 or Over | 6 | 10% | 5% |

**Source: 2000 U.S. Census.*

WENDELL TRANSPORTATION SURVEY RESPONSES

11. Do you have any additional comments or suggestions regarding transportation services in Wendell? For example, what specific services or changes would you like to see? What characteristics would your ideal transportation system have?

Please describe below.

22 of the survey respondents (35%) gave additional comments or suggestions.

Responses Given

Ridesharing/carpooling

- Ride share.
- I think the ride share/car pool organizing might prove most useful.
- I can get around pretty reliably, but I think others can't. I like to think I'd participate in a rideshare program.
- Since Millers Falls is enroute to Greenfield, perhaps coordinate a rideshare program with Millers Falls.
- Vehicle sharing with neighbors, especially for special purpose needs like trucking, might be a way to reduce number of vehicles and vehicle ride miles. Sharing could be facilitated by town website.
- For rideshare program, a convenient way to connect with others is essential.
- No options are realistic in this town except for private vehicle transportation. People who can carpool, probably already are.

Bus service

- Weekend bus service between Wendell-Greenfield and Wendell-Orange would be helpful because that is the time of week when people often shop (for groceries, gifts, etc.) for things not available in town.
- Have bus service from central Wendell location to Greenfield and Athol/Orange.
- I would love to see a bus that runs into Wendell Center and goes to UMass at least 4 times per day.
- Have lots of buses, especially to Amherst, Greenfield, and Northampton.
- Van service running through town in the morning, mid-day and late afternoon, and connect people to Greenfield or Orange or to bus routes that run there (wheelchair van option on notification). If connecting, there should be a shelter with emergency phone at the points where people are dropped from one bus to pick up another.
- Have out-of-town service with a convenient schedule: to town in morning, back in early evening; also to town in midday, back in early evening.
- Have daily or even weekly or weekend runs.
- Would prefer multiple trip opportunities on a given day or days of the week rather than an every day schedule.

WENDELL TRANSPORTATION SURVEY RESPONSES

Question 11 – comments and suggestions (con't)

Bus service (con't)

- Have a park and ride system with buses going to Amherst, Monday through Friday.
- Coming from living in a city, my ideal means being able to get to anywhere, anytime, without using a car. Of course, in the country that is unrealistic, but regular bus service at convenient times would be good.
- Bus destinations out of town for things like errands is difficult because once you get to Greenfield, shops and businesses can be quite spread out in Greenfield, Amherst, Orange are set up for car use – not foot use.
- I wonder how feasible a bus route would be around Wendell – low population/few public locations.

Transportation services for the elderly and people with disabilities

- Have Dial-A- Ride service for people who are elderly, disabled, ill, or unable to drive, like they have in other towns, that people could take from their homes to appointments or shopping.
- I am disabled and we have one vehicle so my wife must take time off from work to take me to my doctor appointments.
- My primary concern for the future would be a senior shuttle to Amherst-Greenfield-Orange. As I near retirement age, I would like not to have to drive or insure/buy a car just to make grocery trips or doctors appointments. I would be willing to pay a price for the luxury and convenience of “leaving the driving” to someone else.
- Does Wendell need a wheelchair accessible bus or van?

Bicycle facilities

- Have buses with bike racks.
- Have bike paths.
- A bike path for recreational bicycling would be very nice to have in Wendell. Bicycling along Wendell's roads is precarious because the roads are narrow, winding, and do not have a shoulder.
- I'd like the roads to be safer for bicyclists, but I sense this may be costly and also put stonewalls/trees and appearance of roads at risk.
- Existing roads seem adequate for bicycle travel. Maintained foot trails could be a nice recreational feature.

Bio-diesel

- What about bio-diesel production in Wendell (provide employment and fuel)? Also retrofitting cars with diesel/bio-fuel engine could be another employment /cottage industry.
- Establish a site for storage/sale of vegetable oil for cars.

WENDELL TRANSPORTATION SURVEY RESPONSES

Question 11 – comments and suggestions (con't)

Other comments

- In some ways I feel that the best solution may be to create more basic services in town so people do not need to travel out of town for so much. Also work on creating more job opportunities in town.
 - Ideal: have a train stop in Millers Falls and Greenfield.
 - Important to provide transportation for those people who have none, to get to another town at least once a week.
 - I don't think I am likely to change my reliance on my automobile for my transportation needs.
 - Any transportation should be self-supporting and never even subsidized from taxes!
 - With the economy and fiscal crisis we're in, transportation service to Wendell is the least of our worries.
 - Encourage the sharing of gasoline-using equipment, such as garden tractors, mowers, snowblowers, etc.
 - When I'm without a car (and in a panic) I can only call someone I know or get on the road and hitch hike. I never knew buses run through Wendell and I've never seen them. Problem is, that if it is an appointment, timing is crucial, and how can it be practical, efficient, paid for and convenient considering how folks plan?
-

FRTA, SCHEDULE FOR THE G-LINK ROUTE

This bus runs each weekday except for holidays.

| | Greenfield to Athol | | | | | | |
|--------------------------|----------------------------|-------------|-------------|-------------|-------------|-------------|-------------|
| | A.M. | A.M. | A.M. | A.M. | P.M. | P.M. | P.M. |
| Court Square, Greenfield | 5:10 | 7:00 | 9:00 | 11:00 | 1:00 | 3:05 | 5:10 |
| Franklin Medical Center | R | 7:04 | 9:04 | 11:04 | 1:04 | 3:09 | 5:14 |
| Stop & Shop, Greenfield | R | 7:08 | 9:08 | 11:08 | 1:08 | 3:14 | 5:18 |
| Turners Falls | -- | R | R | R | R | R | -- |
| Gill – Riverside | R | 7:12 | 9:12 | 11:12 | 1:12 | 3:19 | 5:23 |
| Erving side | R | 7:18 | 9:18 | 11:18 | 1:18 | 3:27 | 5:30 |
| Erving Center | R | 7:27 | 9:27 | 11:27 | 1:27 | 3:36 | 5:40 |
| Orange Center | 5:40 | 7:37 | 9:37 | 11:37 | 1:37 | 3:50 | 5:50 |
| Wal-Mart, Orange | R | 7:41 | 9:41 | 11:41 | 1:41 | 3:55 | 5:55 |
| Shop n' Save | R | 7:44 | 9:44 | 11:44 | 1:44 | 3:59 | 5:59 |
| Victory Plaza | 5:49 | 7:49 | 9:49 | 11:49 | 1:49 | 4:04 | 6:04 |
| YMCA, Athol | 5:51 | 7:51 | 9:51 | 11:51 | 1:51 | 4:06 | 6:06 |
| Uptown Common, Athol | 5:53 | 7:53 | 9:53 | 11:53 | 1:53 | 4:08 | 6:08 |
| Athol Memorial Hospital | 5:55 | 7:55 | 9:55 | 11:55 | 1:55 | 4:10 | 6:10 |
| | Athol to Greenfield | | | | | | |
| | A.M. | A.M. | A.M. | P.M. | P.M. | P.M. | P.M. |
| Athol Memorial Hospital | 6:00 | 8:00 | 10:00 | 12:00 | 2:00 | 4:10 | 6:15 |
| Uptown Common, Athol | 6:02 | 8:02 | 10:02 | 12:02 | 2:02 | 4:12 | 6:17 |
| YMCA, Athol | 6:04 | 8:04 | 10:04 | 12:04 | 2:04 | 4:14 | 6:20 |
| Victory Plaza | 6:06 | 8:06 | 10:06 | 12:06 | 2:06 | 4:16 | 6:23 |
| Shop n' Save | 6:11 | 8:11 | 10:11 | 12:11 | 2:11 | 4:21 | 6:28 |
| Wal-Mart, Orange | 6:14 | 8:14 | 10:14 | 12:14 | 2:14 | 4:24 | 6:32 |
| Orange Center | 6:18 | 8:18 | 10:18 | 12:18 | 2:18 | 4:28 | 6:37 |
| Erving Center | 6:28 | 8:28 | 10:28 | 12:28 | 2:28 | 4:38 | 6:47 |
| Erving side | 6:37 | 8:37 | 10:37 | 12:37 | 2:37 | 4:47 | 6:57 |
| Gill – Riverside | 6:43 | 8:43 | 10:43 | 12:43 | 2:43 | 4:53 | 7:03 |
| Turners Falls | -- | R | R | R | R | R | -- |
| Stop & Shop, Greenfield | 6:47 | 8:47 | 10:47 | 12:47 | 2:47 | 4:57 | 7:07 |
| Franklin Medical Center | 6:51 | 8:51 | 10:51 | 12:51 | 2:51 | 5:01 | 7:11 |
| Court Square, Greenfield | 6:55 | 9:00 | 11:00 | 1:00 | 3:00 | 5:05 | 7:15 |

R: Bus stops only on request.

Source: Franklin Regional Transit Authority, 2003.

For additional information, contact the FRTA at 413-774-2262.

GMTA, SCHEDULE FOR THE GREENFIELD-MONTAGUE ROUTE

This bus runs each weekday and Saturday except holidays.

| | Greenfield to Montague | | | | | |
|--------------------------------------|-------------------------------|-------------|-------------|-------------|-------------|-------------|
| | M-F | M-F | M-F | M-F | SAT | SAT |
| | A.M. | P.M. | P.M. | P.M. | A.M. | P.M. |
| Court Square, Greenfield | 6:50 | 12:05 | 3:15 | 5:15 | 10:15 | 4:00 |
| Avenue A & 3rd Street, Turners Falls | 7:00 | 12:20 | 3:25 | 5:25 | 10:30 | 4:10 |
| Turnpike/Turners Falls Road | 7:04 | -- | 3:29 | -- | -- | 4:18 |
| Millers Falls | 7:10A | -- | 3:35 | 5:35 | 10:35 | 4:30 |
| Route 63 | -- | -- | 3:40 | 5:39 | 10:40 | 4:35 |
| Montague Center | -- | 12:34 | 3:48A | -- | -- | -- |
| | Montague to Greenfield | | | | | |
| | M-F | M-F | M-F | M-F | SAT | SAT |
| | A.M. | P.M. | A.M. | P.M. | P.M. | P.M. |
| Montague Center | 8:05 | 12:34 | 4:35 | -- | -- | -- |
| Route 63 | 8:10 | 12:36 | -- | 5:39 | 10:40 | 4:35 |
| Millers Falls | 8:15 | 12:42 | 4:43 | -- | -- | -- |
| Turnpike/Turners Falls Road | 8:20 | 12:50 | -- | -- | 10:55 | -- |
| Avenue A & 3rd Street, Turners Falls | 8:25 | 12:55 | 4:55 | 5:55 | 11:05 | 4:45 |
| Court Square, Greenfield | 8:40 | 1:10 | 5:05 | 6:10 | 11:15 | 5:00 |

R: Bus stops only on request. A: Bus goes to Amherst and then returns.

Source: Greenfield Montague Transportation Area, 2003.

For additional information, contact the GMTA at 413-773-9478.

GMTA, SCHEDULE FOR THE GREENFIELD-AMHERST ROUTE

This bus runs each weekday except for holidays.

| | Greenfield to Amherst | |
|--------------------------------------|------------------------------|-------------|
| | A.M. | P.M. |
| Court Square, Greenfield | 6:55 | 3:15 |
| Avenue A & 3rd Street, Turners Falls | 7:05 | 3:25 |
| Millers Falls | -- | 3:38 |
| Montague Center | 7:18 | 3:48 |
| University of Massachusetts, Amherst | 7:35 | 4:05 |
| | | |
| | Amherst to Greenfield | |
| | A.M. | P.M. |
| University of Massachusetts, Amherst | 7:45 | 4:10 |
| Montague Center | 8:05 | 4:30 |
| Millers Falls | 8:15 | -- |
| Avenue A & 3rd Street, Turners Falls | 8:25 | 4:47 |
| Court Square, Greenfield | 8:40 | 5:05 |

Source: Greenfield Montague Transportation Area, 2003.

For additional information, contact the GMTA at 413-773-9478.