

Washington Street Outreach Survey Results

Presented by

Jessica Lizza, HSH

Presented to

City of Newton

July 17, 2023



HOWARD STEIN HUDSON

Engineers + Planners

Agenda

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- Survey purpose
- Public Survey Results
- Business Survey Results
- Discussion



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Survey Purpose

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- **Help us learn more about the community's experiences, concerns, and goals for the future of Washington Street.**
- **The survey was hosted online and advertised by the City of Newton on the City's website and the Mayor's newsletter**
- **Our team spent an afternoon outside of the Washington Street Trader Joe's**
 - Fliers advertising the survey
 - Poster with the project with engaging photos
 - 40 fliers were handed out and half a dozen people used the QR code



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In-Person Tabling General Concerns & Recommendations

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- Too many signals
- Improve biking
- Dislikes construction
- Speeding, red light running, crosswalk yielding concerns (2)
- Sidewalk ends with no crossing
- Everything is fine
- Road is huge/Less highway
- Sound barrier
- Green space
- Support more pedestrian use
- Personal bike crash experience



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Community Engagement Survey - Public

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Washington Street Improvements COMMUNITY ENGAGEMENT PERIOD - SURVEY



The City of Newton is planning improvements to the Washington Street corridor with a pilot project between Chestnut Street and Lowell Avenue. The pilot will aim to create a more attractive, friendly and welcoming environment for all travelers, with improved pedestrian and cyclist infrastructure for increased safety. We invite you to take a survey to help us learn more about your experiences, concerns, and goals for the future of Washington Street. To access the survey, please visit the link below or scan the QR code with your mobile device.



Survey Website

NewtonMA.gov/WashingtonStreet



Project Email

WashingtonStreet@NewtonMA.gov

Scan Here



- **Total Respondents: 1,162**
- **Survey launched: May 15, 2023**
- **Survey duration: 1 month**
- **Survey respondent demographics:**
 - 53% signed up for project updates
 - 60% identify as female
 - Majority of respondents were age 45+
- **Survey respondent demographics (02460 and 02465 filter)**
 - 59% signed up for project updates
 - 59% identify as female
 - Majority of respondents were age 45+



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Q1: What is your home ZIP code?

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Answered: 1,162 Skipped: 0

02467 02462 02453
02464 02460
02468 02465 02458
02461 02459 02466
02472

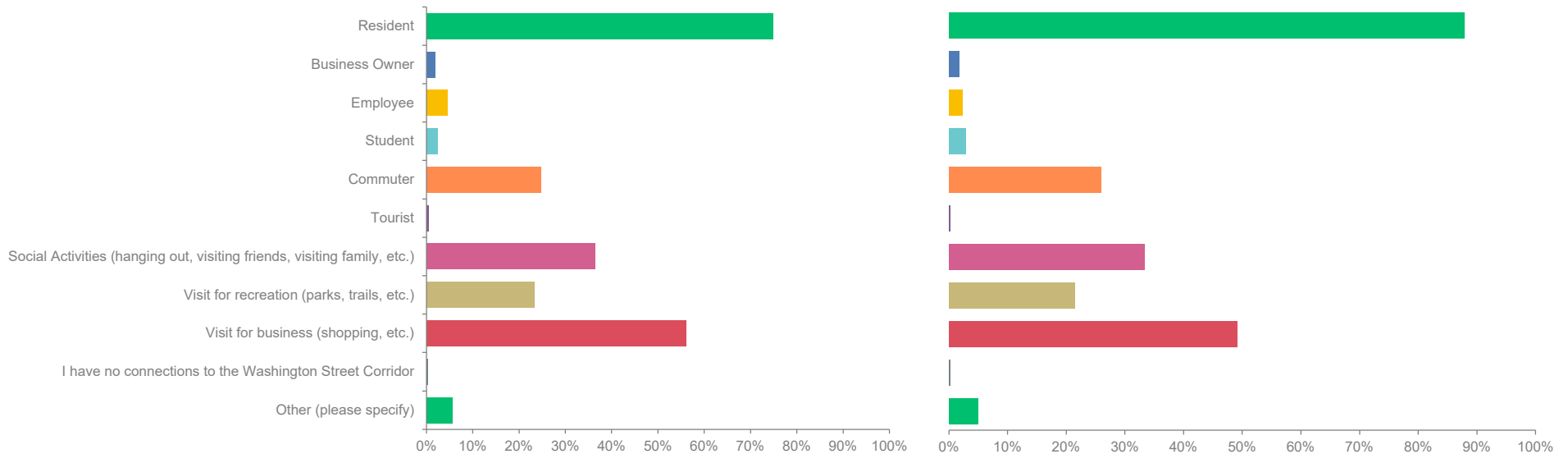


Q2: How are you connected to this area of Washington Street (between Chestnut Street to Lowell Avenue)? [Select all that apply]

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Answered: 1,162 Skipped: 0

Answered: 756 Skipped: 0

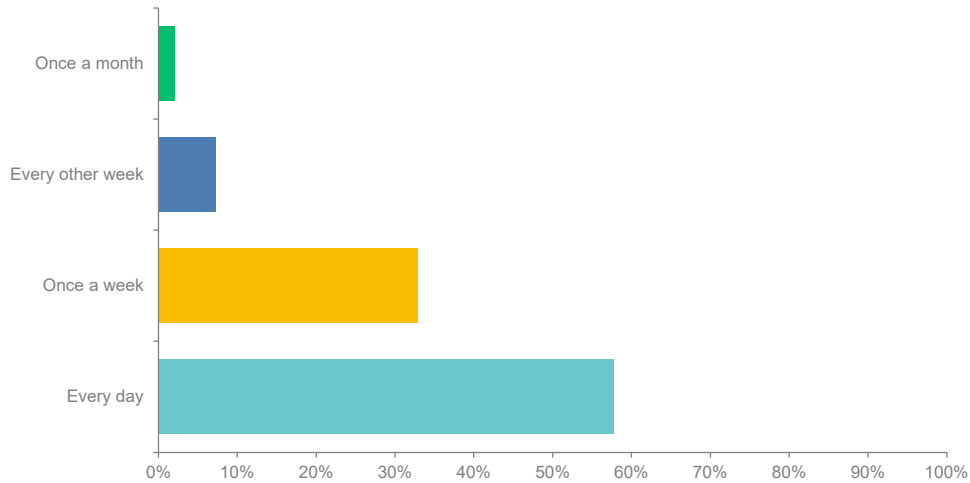


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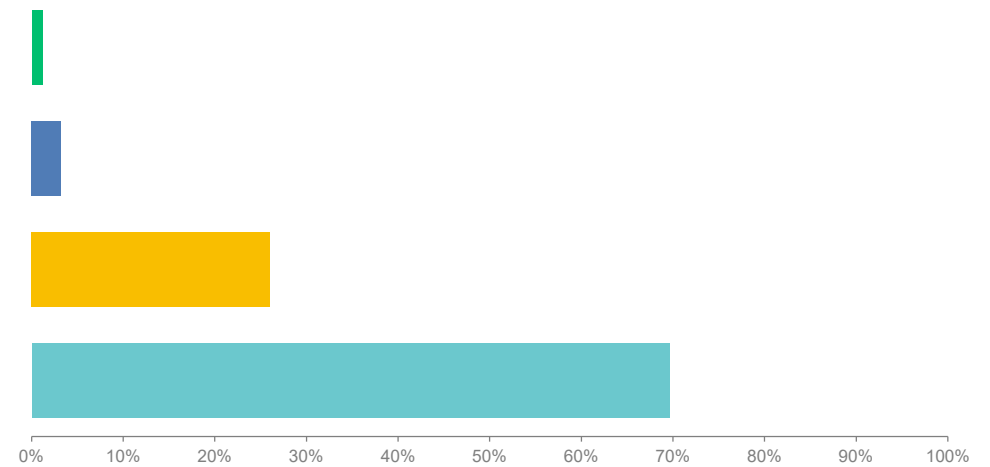
Q3: How often do you travel along Washington Street between Chestnut Street and Lowell Avenue?

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Answered: 1,158 Skipped: 4



Answered: 754 Skipped: 2

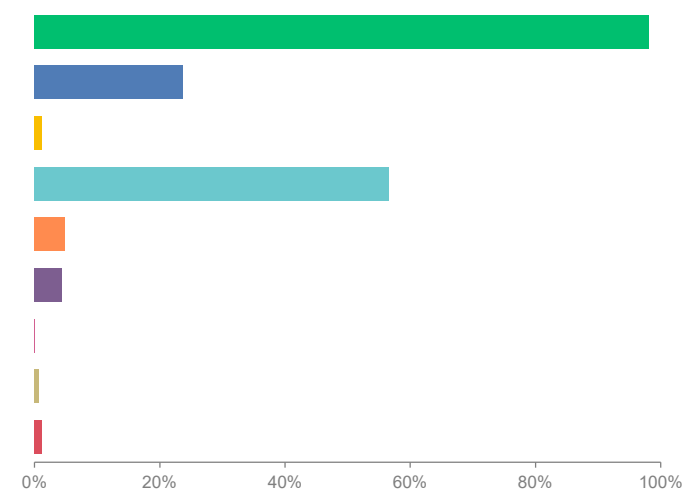
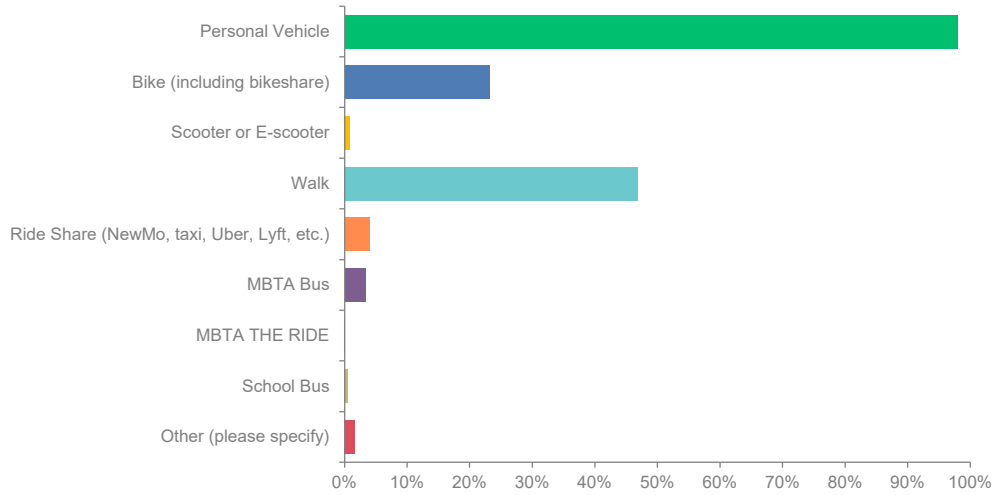


Q4: What modes of transportation do you regularly use on this section of Washington Street? [Select all that apply]

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Answered: 1,161 Skipped: 1

Answered: 756 Skipped: 0

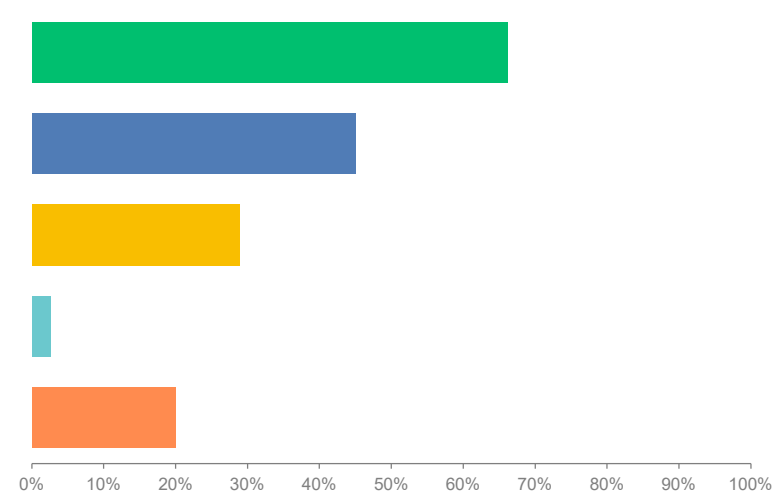
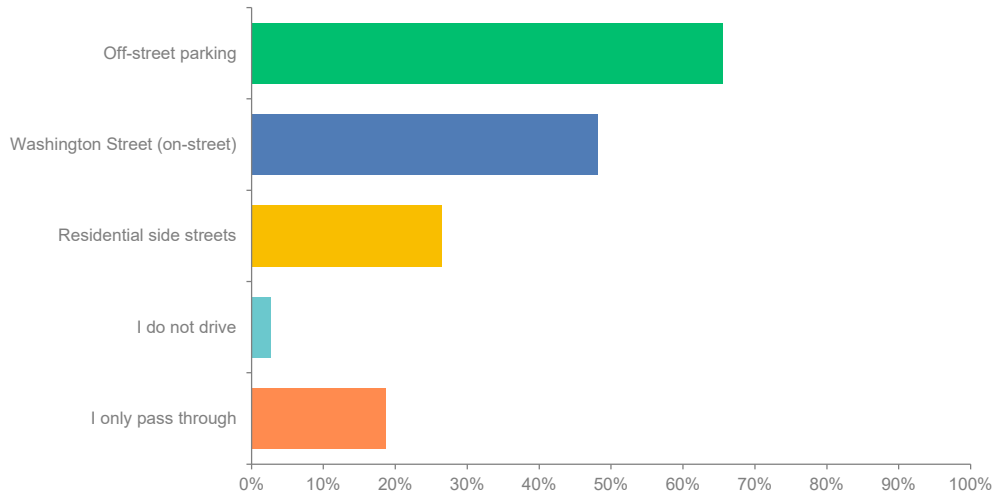


Q5: Where do you park your vehicle? (Select all that apply)

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Answered: 1,158 Skipped: 4

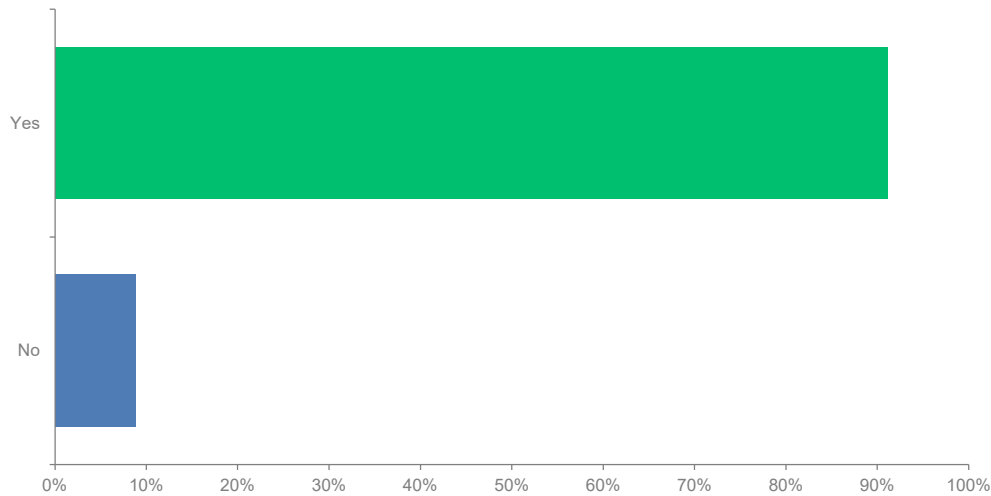
Answered: 754 Skipped: 2



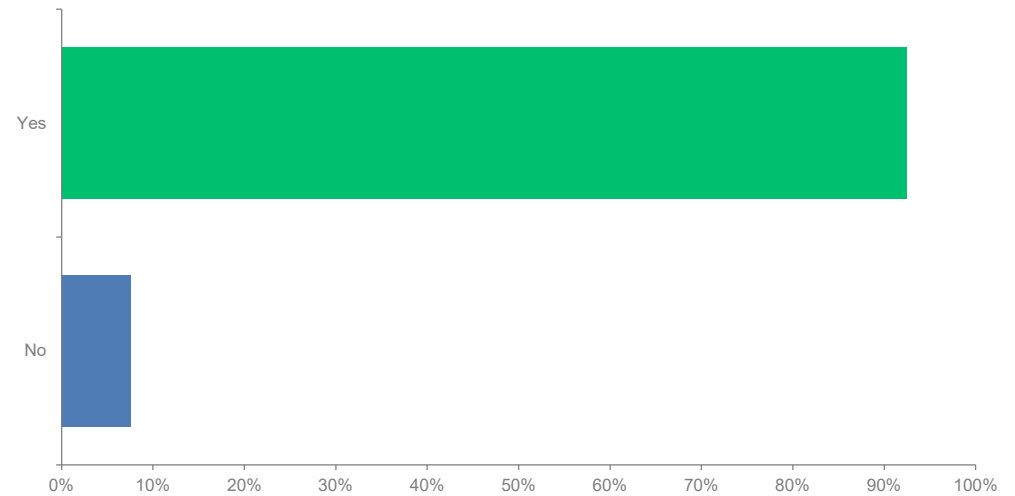
Q6: Do you regularly visit businesses along Washington Street between Chestnut Street and Lowell Avenue, or nearby?

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Answered: 1,156 Skipped: 6



Answered: 753 Skipped: 3

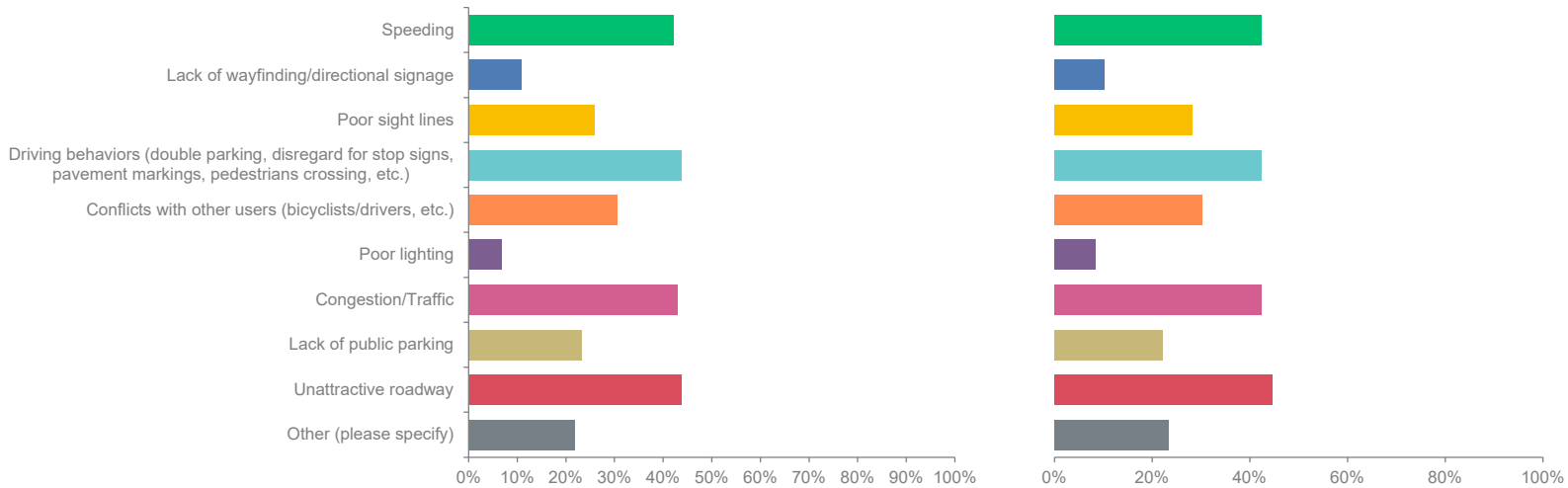


Q7: If you drive, what are your concerns while traveling the Washington Street Corridor between Chestnut Street and Lowell Avenue? [Select all that apply]

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Answered: 1,121 Skipped: 41

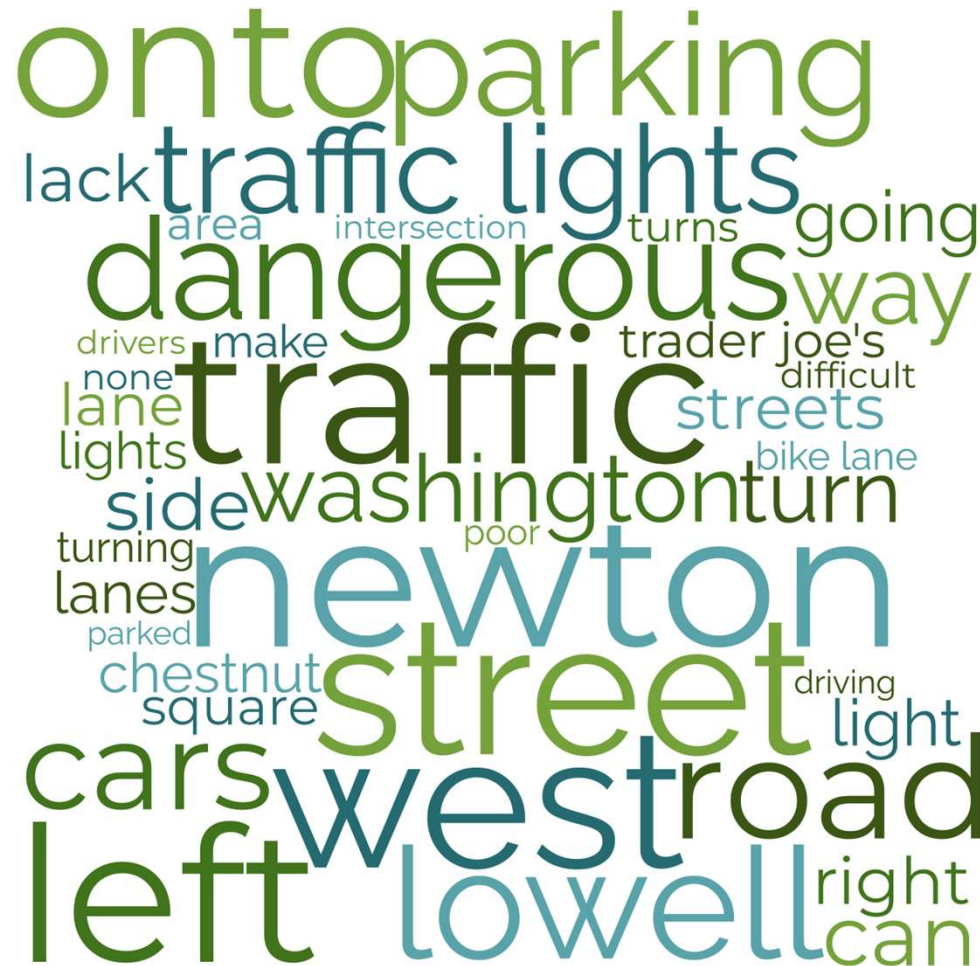
Answered: 733 Skipped: 23



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Q7: If you drive, what are your concerns while traveling the Washington Street Corridor between Chestnut Street and Lowell Avenue? [Select all that apply]

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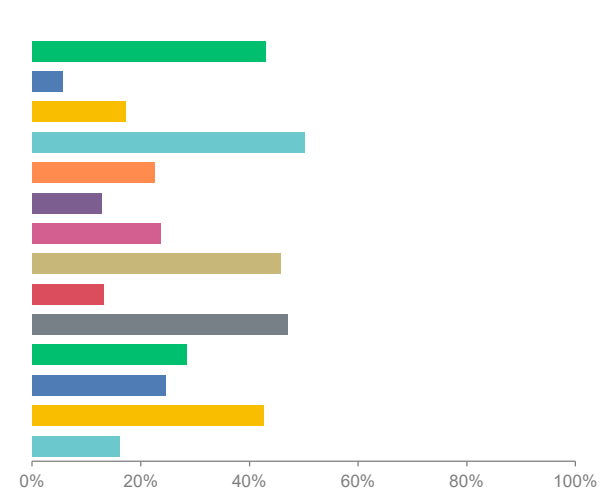
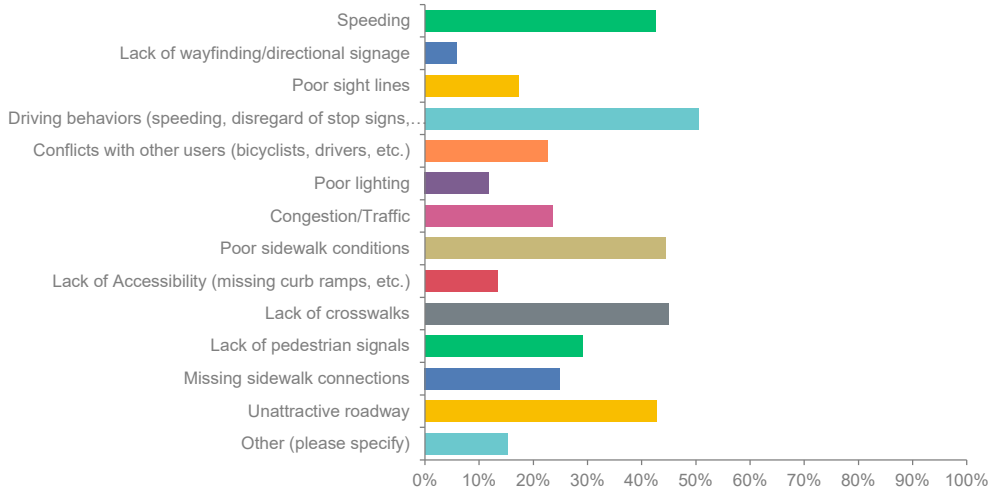
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Q8: As a pedestrian, what are your concerns while traveling the Washington Street Corridor between Chestnut Street and Lowell Avenue? [Select all that apply]

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Answered: 984 Skipped: 178

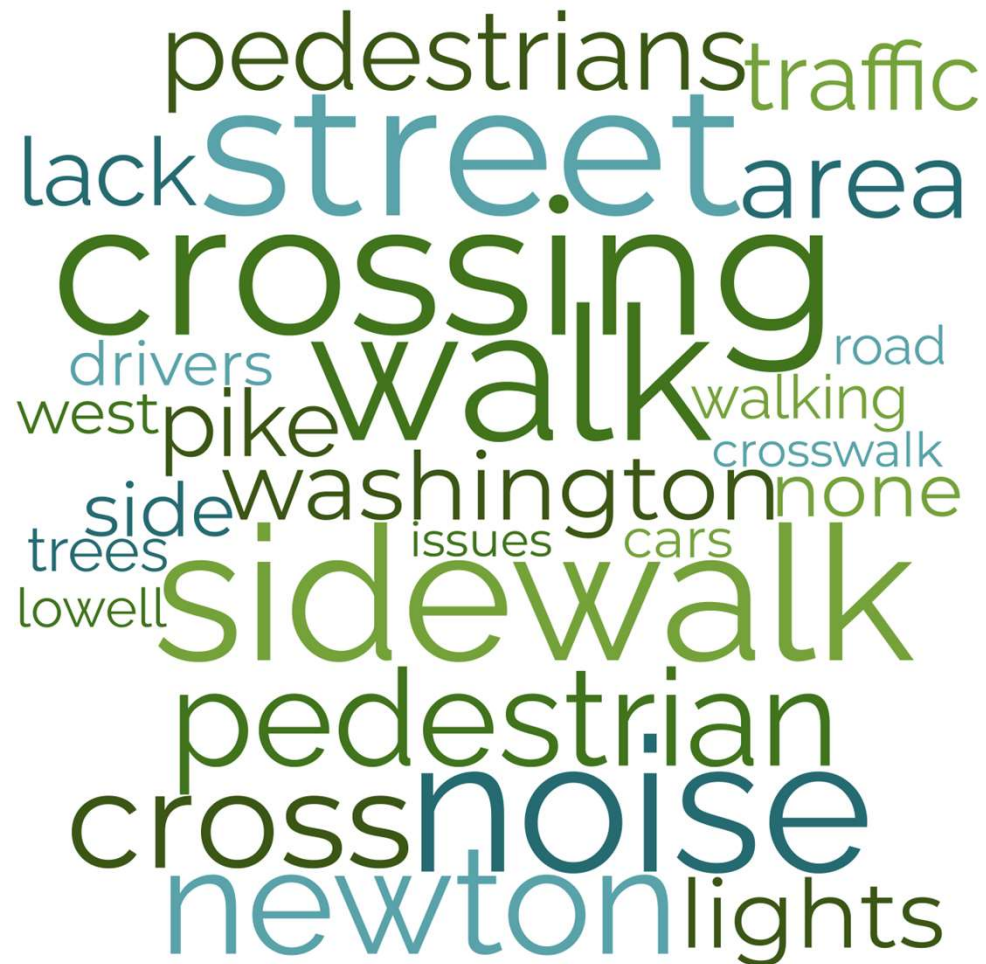
Answered: 667 Skipped: 89



HOWARD STEIN HUDSON

Q8: As a pedestrian, what are your concerns while traveling the Washington Street Corridor between Chestnut Street and Lowell Avenue? [Select all that apply]

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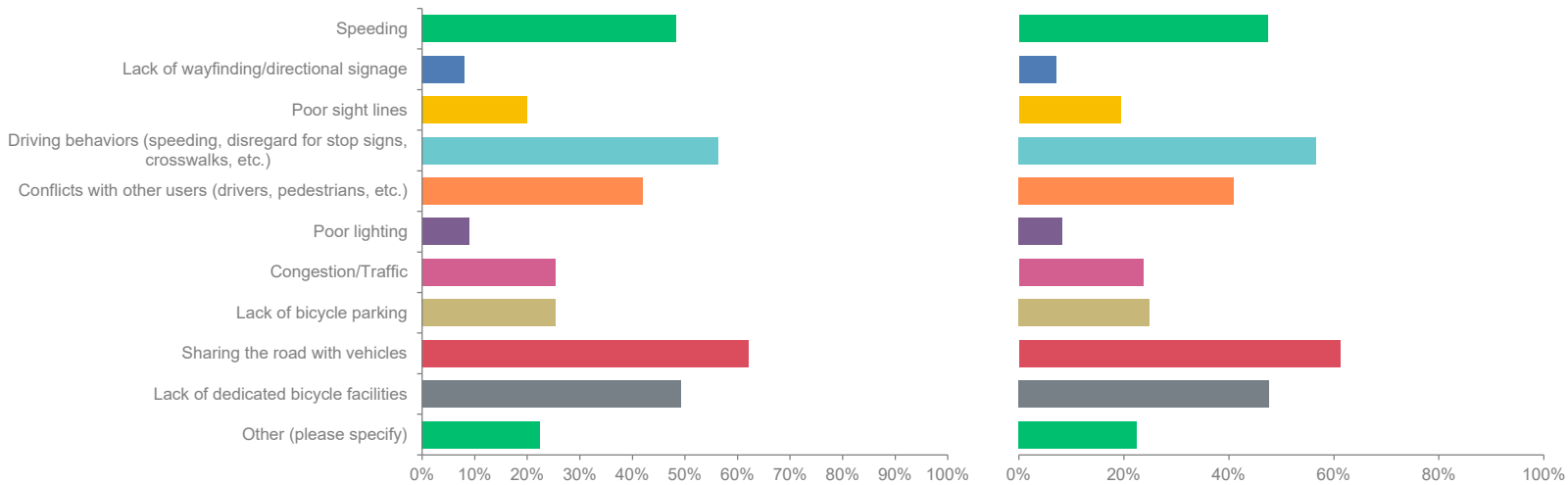


Q9: If you ride a bike, what are your concerns while traveling the Washington Street Corridor between Chestnut Street and Lowell Avenue? [Select all that apply]

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Answered: 509 Skipped: 653

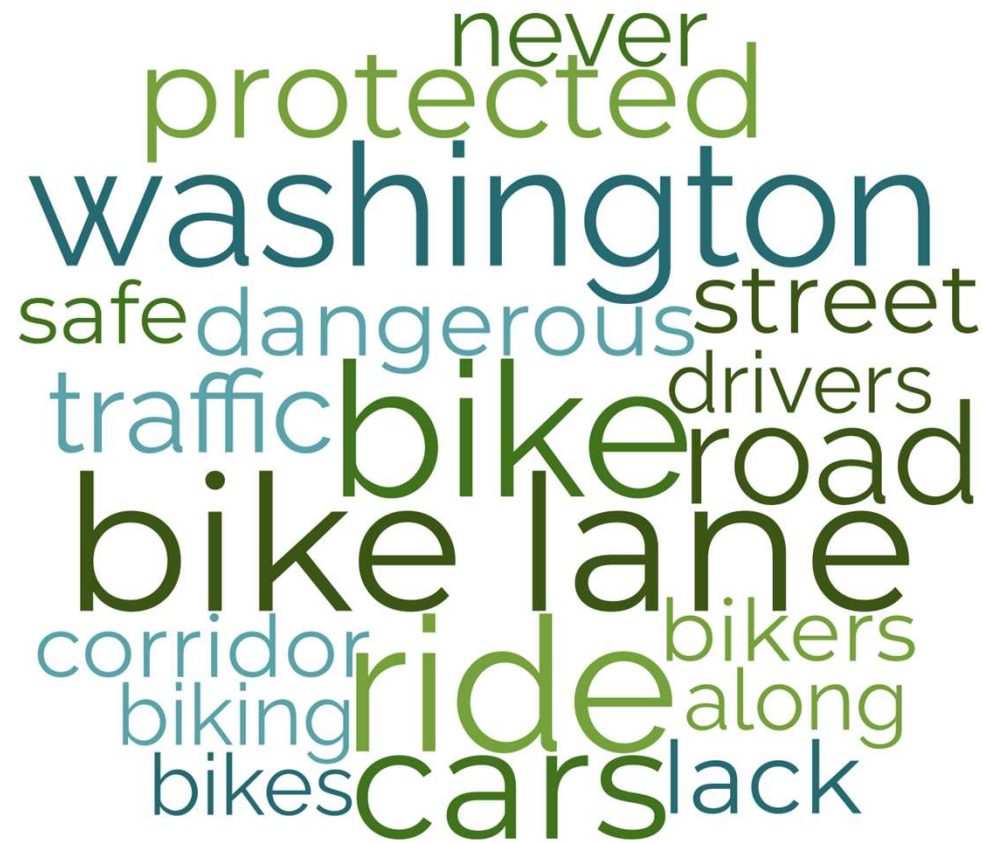
Answered: 325 Skipped: 431



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Q9: If you ride a bike, what are your concerns while traveling the Washington Street Corridor between Chestnut Street and Lowell Avenue? [Select all that apply]

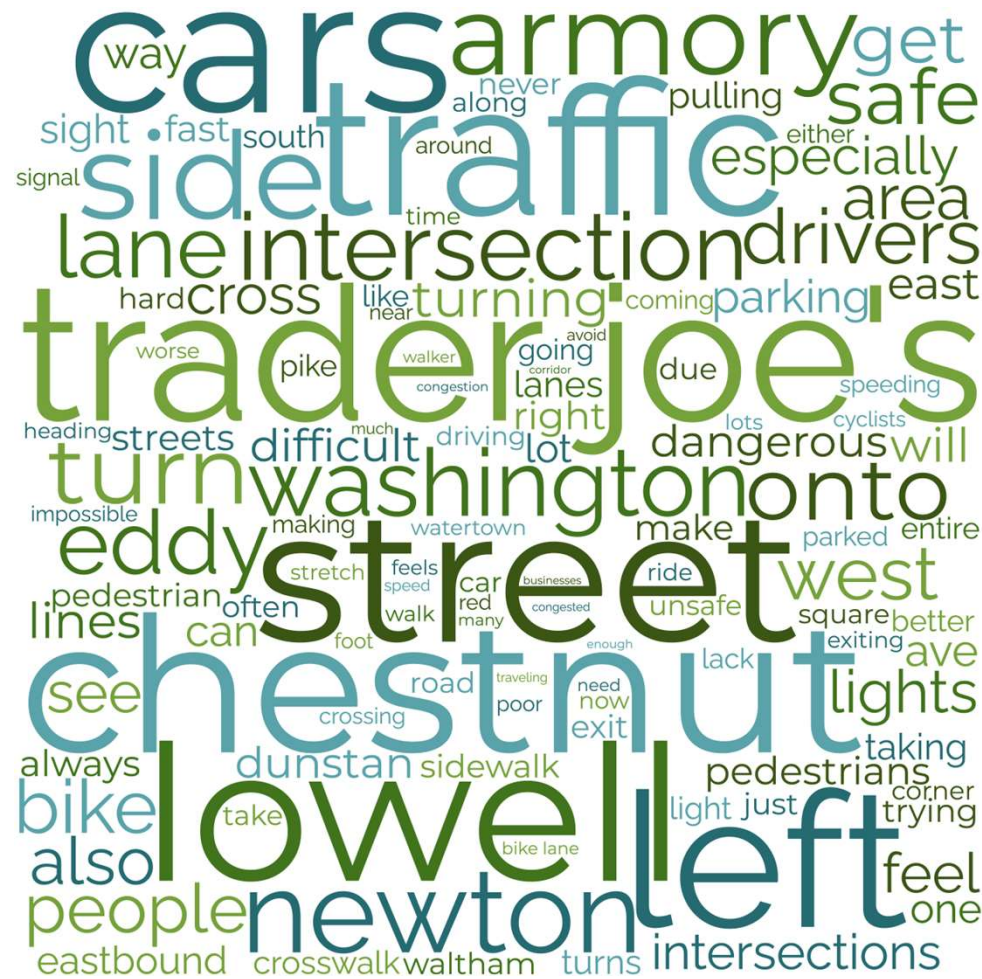
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Q10: Are there intersections or areas along Washington Street between Chestnut Street and Lowell Avenue that you don't feel safe traveling through today? If so, please share what areas and intersections.

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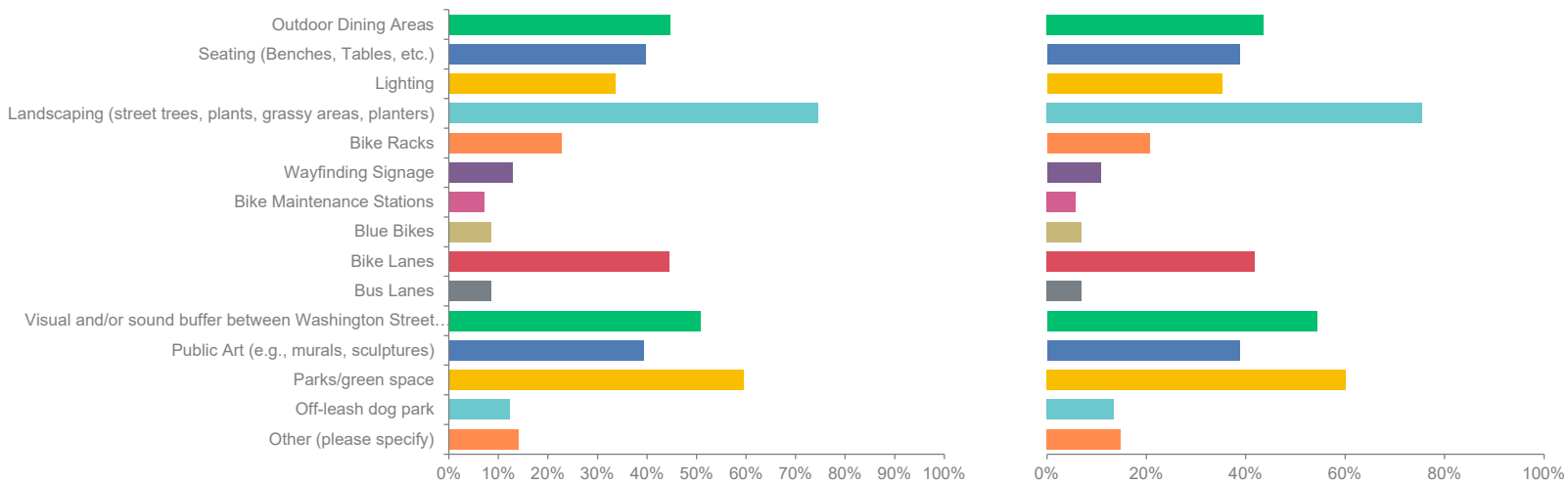
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Q11: What public space assets would you ideally like to see on Washington Street between Chestnut Street and Lowell Avenue in the future? [Select all that apply]

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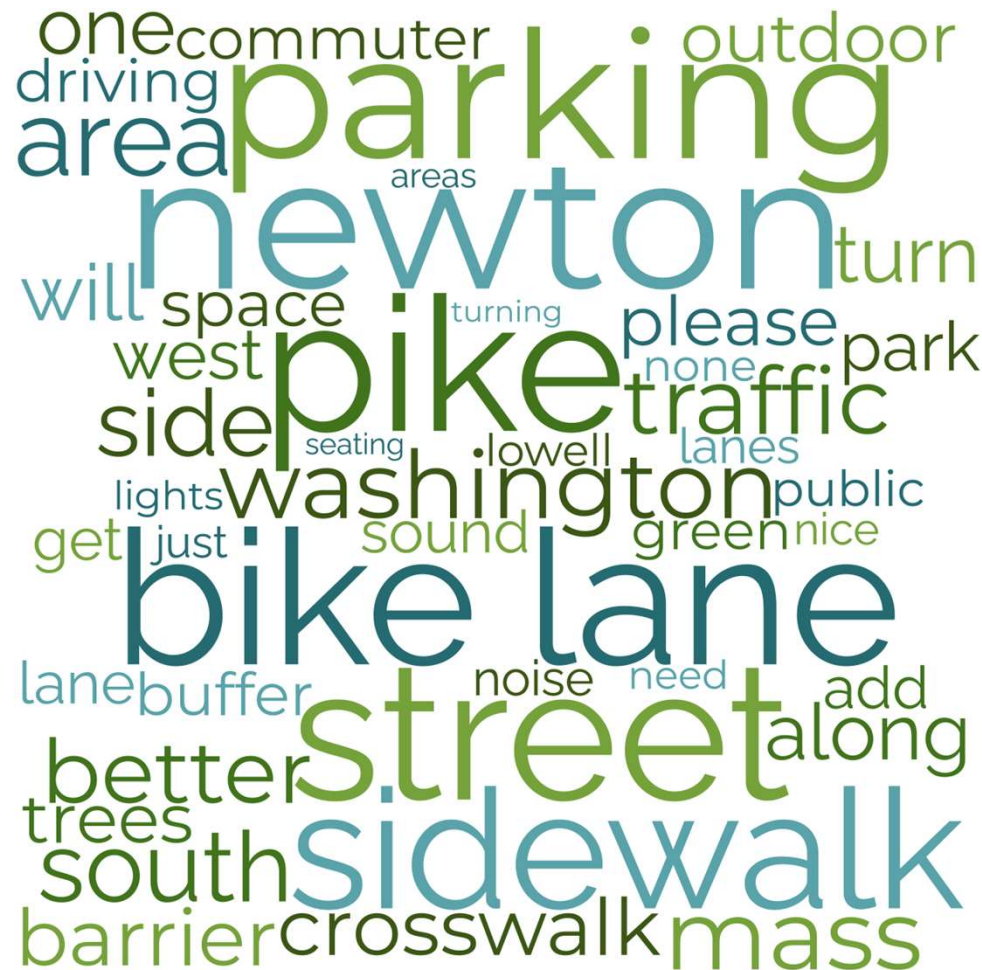
Answered: 1,109 Skipped: 53

Answered: 722 Skipped: 34



Q11: What public space assets would you ideally like to see on Washington Street between Chestnut Street and Lowell Avenue in the future? [Select all that apply]

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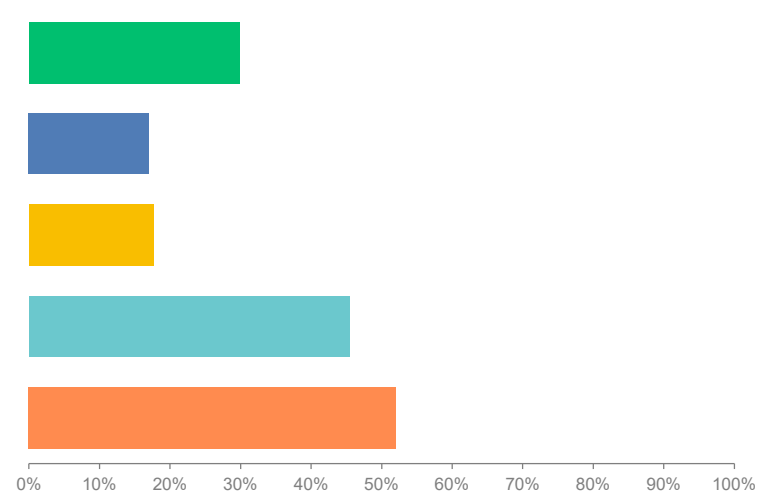
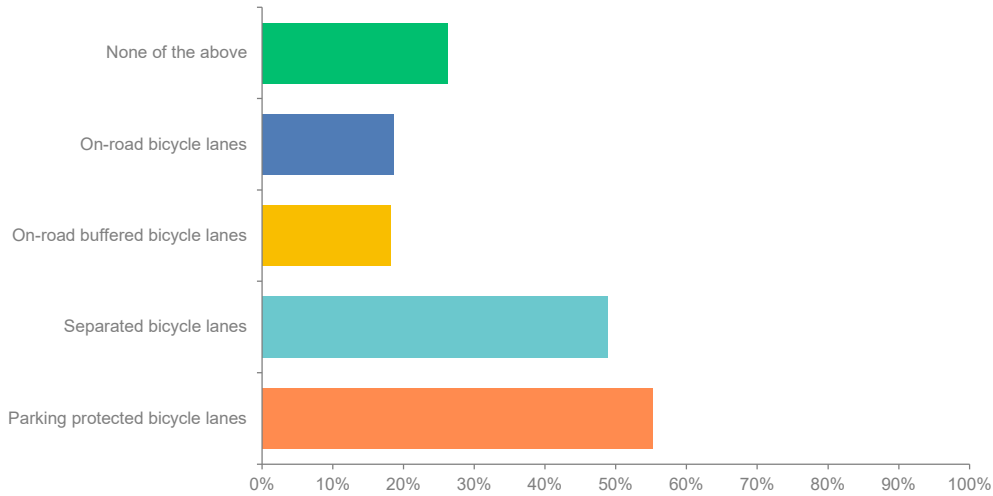


Q12: What improvements would increase your desire to bike along Washington Street between Chestnut Street and Lowell Avenue? [Select all that apply]

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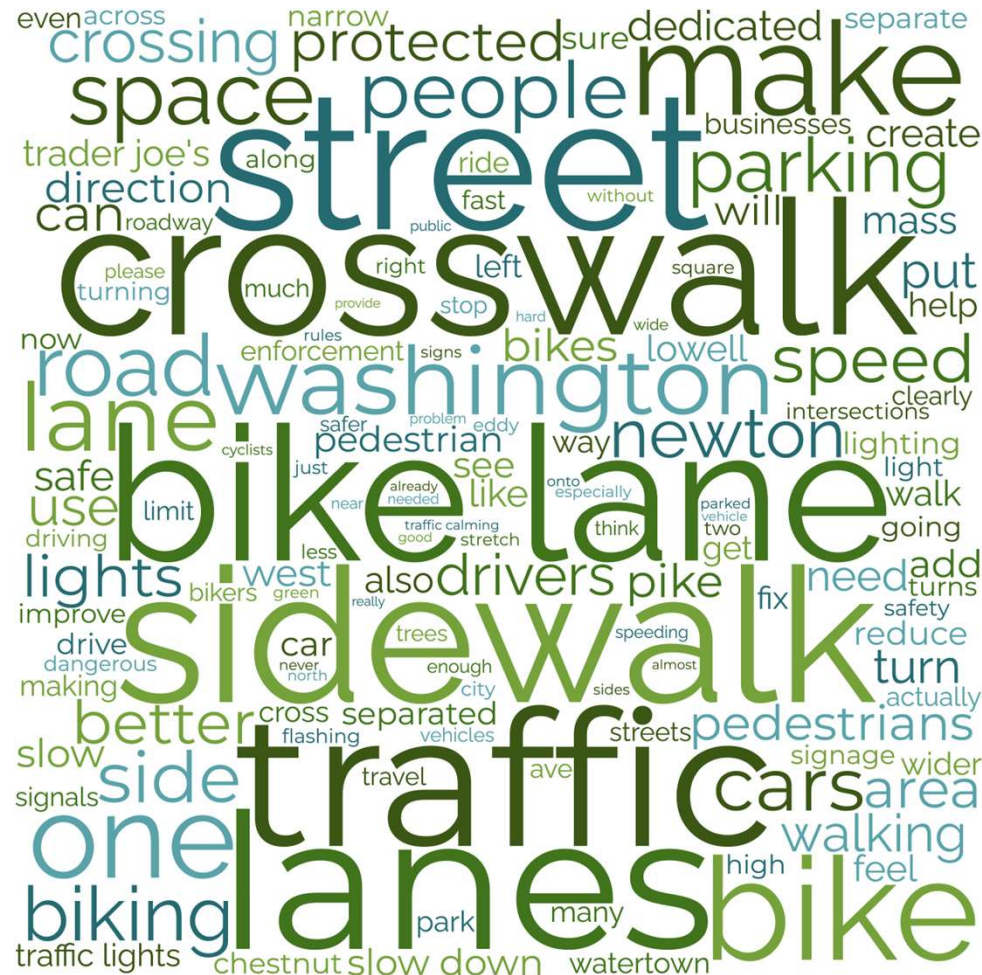
Answered: 1,044 Skipped: 118

Answered: 686 Skipped: 70



Q13: What are your ideas to improve safety on Washington Street between Chestnut Street and Lowell Avenue for people walking and biking in the short-term? Please share below.

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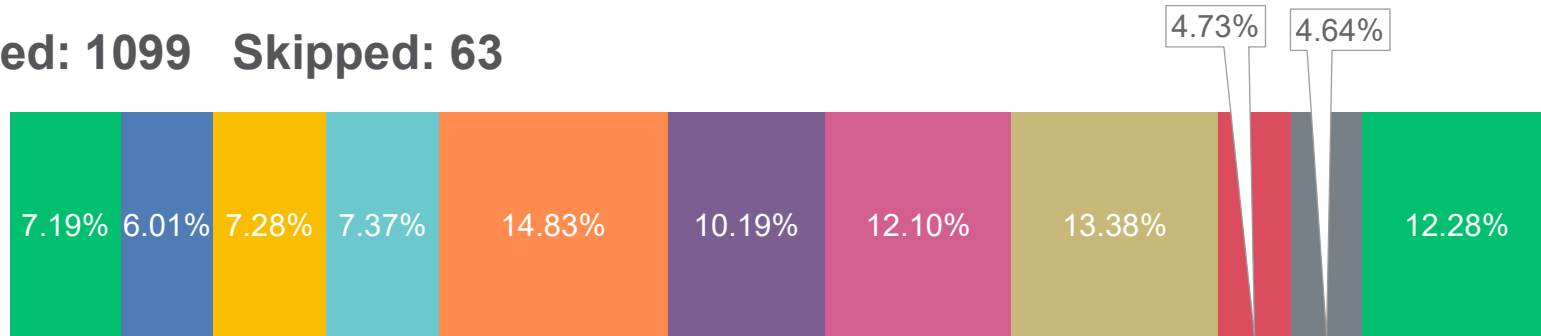


HOWARD STEIN HUDSON

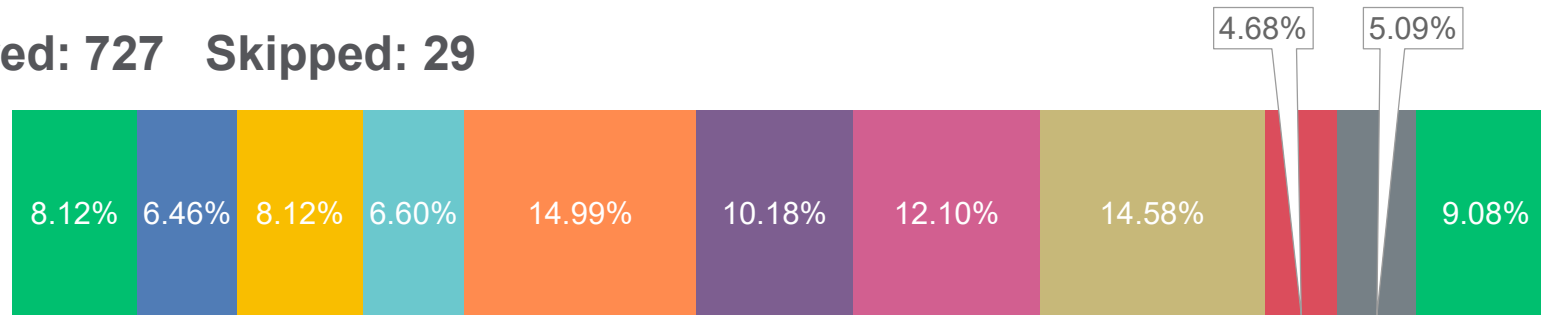
Q15: On a scale of 1-10, please rate your experience as a pedestrian on Washington Street between Chestnut Street and Lowell Avenue.

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Answered: 1099 Skipped: 63



Answered: 727 Skipped: 29



■ Easy1
 ■ 2
 ■ 3
 ■ 4
 ■ 5
 ■ 6
 ■ 7
 ■ 8
 ■ 9
 ■ Difficult10
 ■ N/A

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

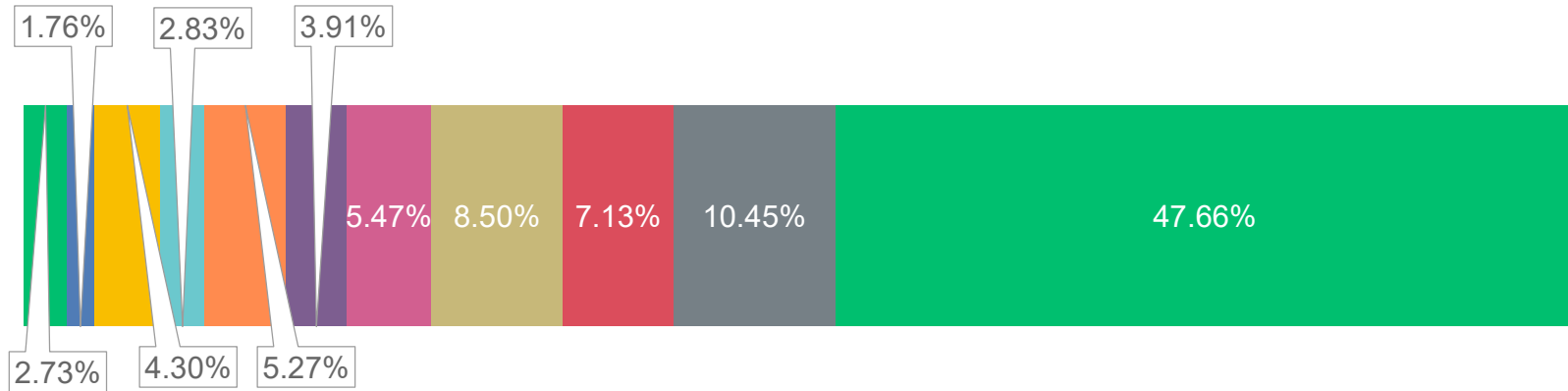


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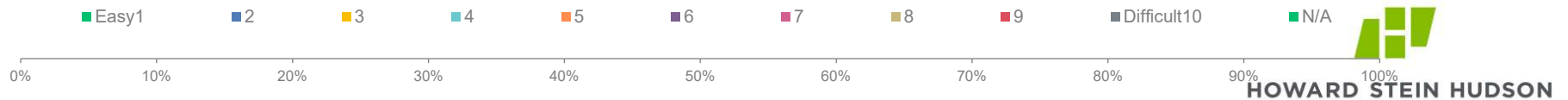
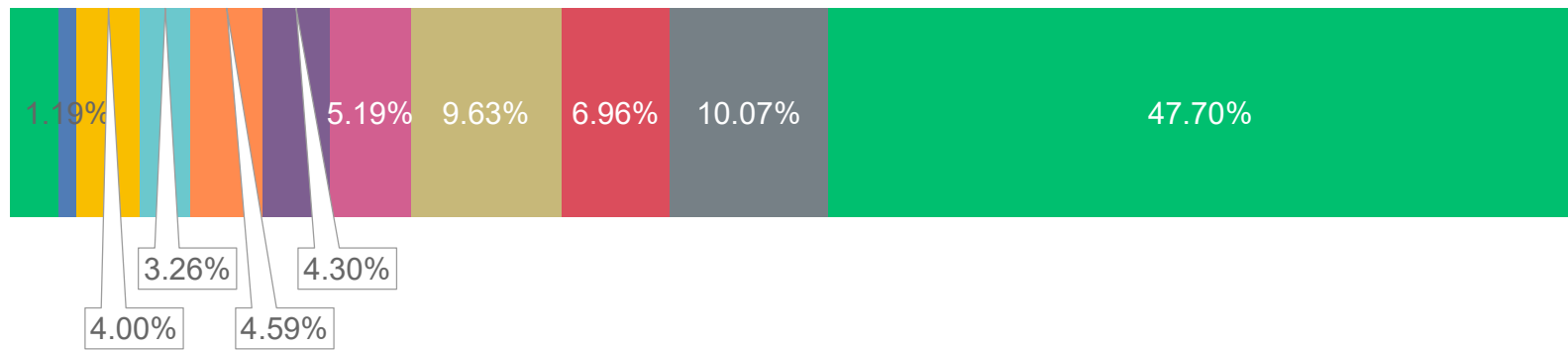
Q16: On a scale of 1-10, please rate your experience as a bicyclist on Washington Street between Chestnut Street and Lowell Avenue.

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Answered: 1,024 Skipped: 138



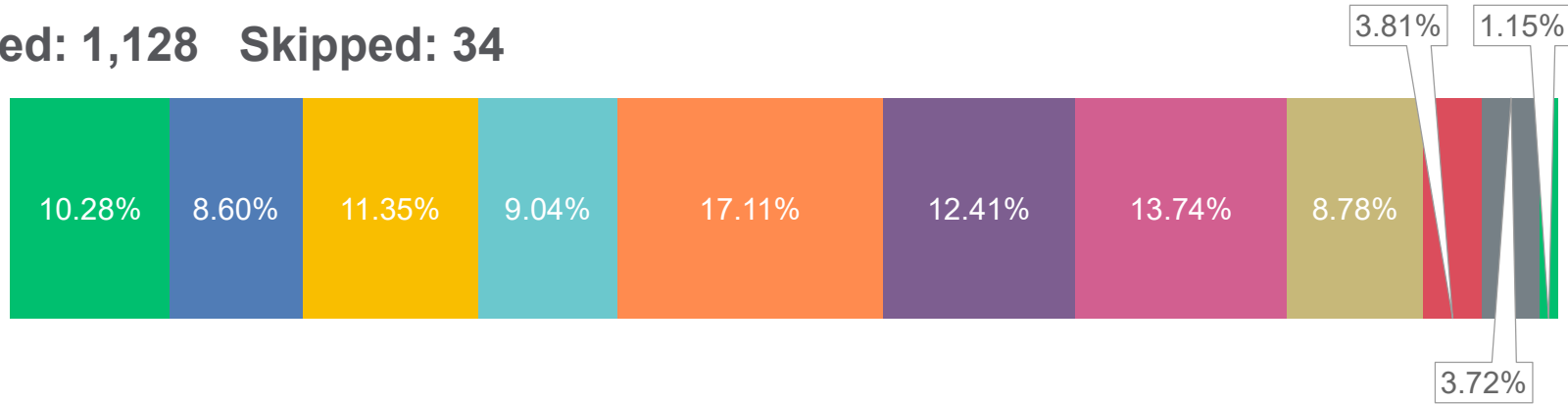
Answered: 675 Skipped: 81



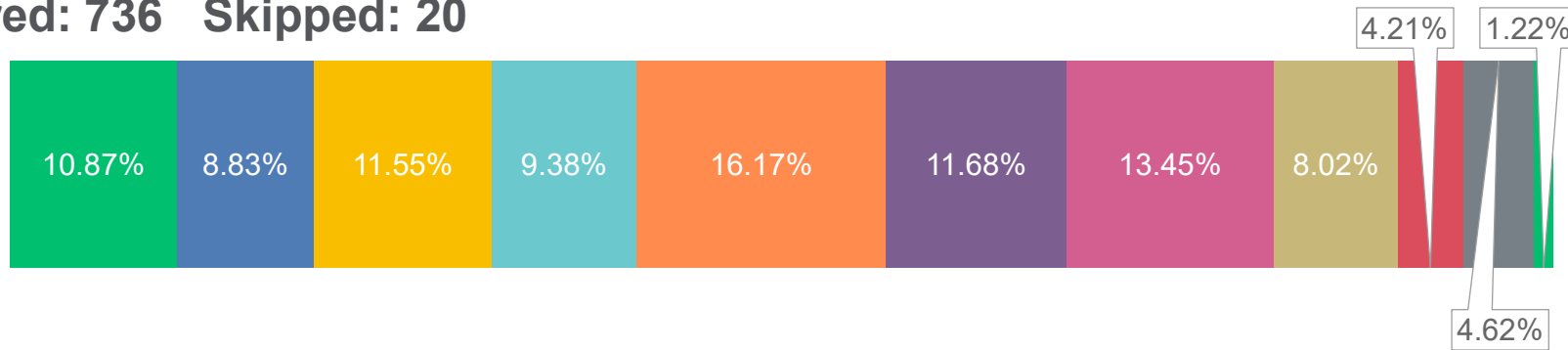
Q17: On a scale of 1-10, please rate your experience as a driver on Washington Street between Chestnut Street and Lowell Avenue.

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Answered: 1,128 Skipped: 34



Answered: 736 Skipped: 20



■ Easy1
 ■ 2
 ■ 3
 ■ 4
 ■ 5
 ■ 6
 ■ 7
 ■ 8
 ■ 9
 ■ Difficult10
 ■ N/A

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

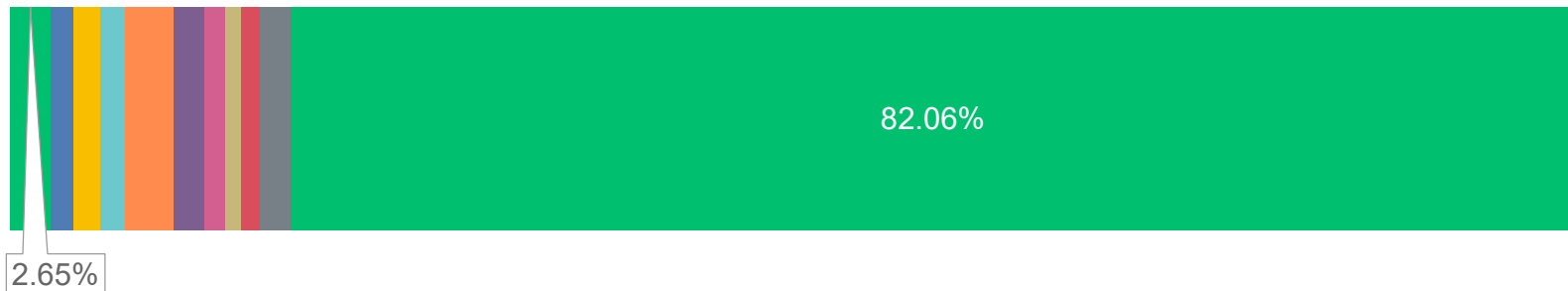


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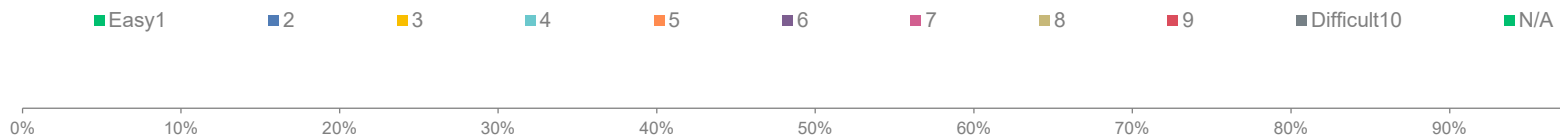
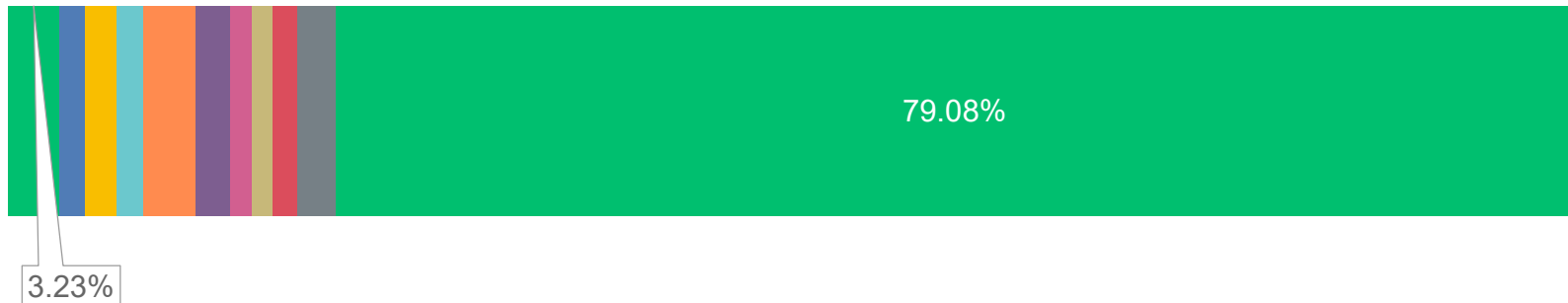
Q18: On a scale of 1-10, please rate your experience as a transit rider on Washington Street between Chestnut Street and Lowell Avenue.

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Answered: 981 Skipped: 181



Answered: 650 Skipped: 106



Q19: What are three (3) words you would use to describe your vision for the future of Washington Street?

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Community Engagement Survey - Business

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Washington Street Improvements COMMUNITY ENGAGEMENT PERIOD - BUSINESS SURVEY



- **Total Respondents: 20**
- **60% of businesses signed up for project updates**

The City of Newton is planning improvements to the Washington Street corridor with a pilot project between Chestnut Street and Lowell Avenue. The pilot will aim to create a more attractive, friendly and welcoming environment for all travelers, with improved pedestrian and cyclist infrastructure for increased safety. We invite you to take a survey to help us learn more about your experiences, concerns, and goals for the future of Washington Street. To access the survey, please visit the link below or scan the QR code with your mobile device.



Survey Website
NewtonMA.gov/WashingtonStreet



Project Email
WashingtonStreet@NewtonMA.gov

Scan Here

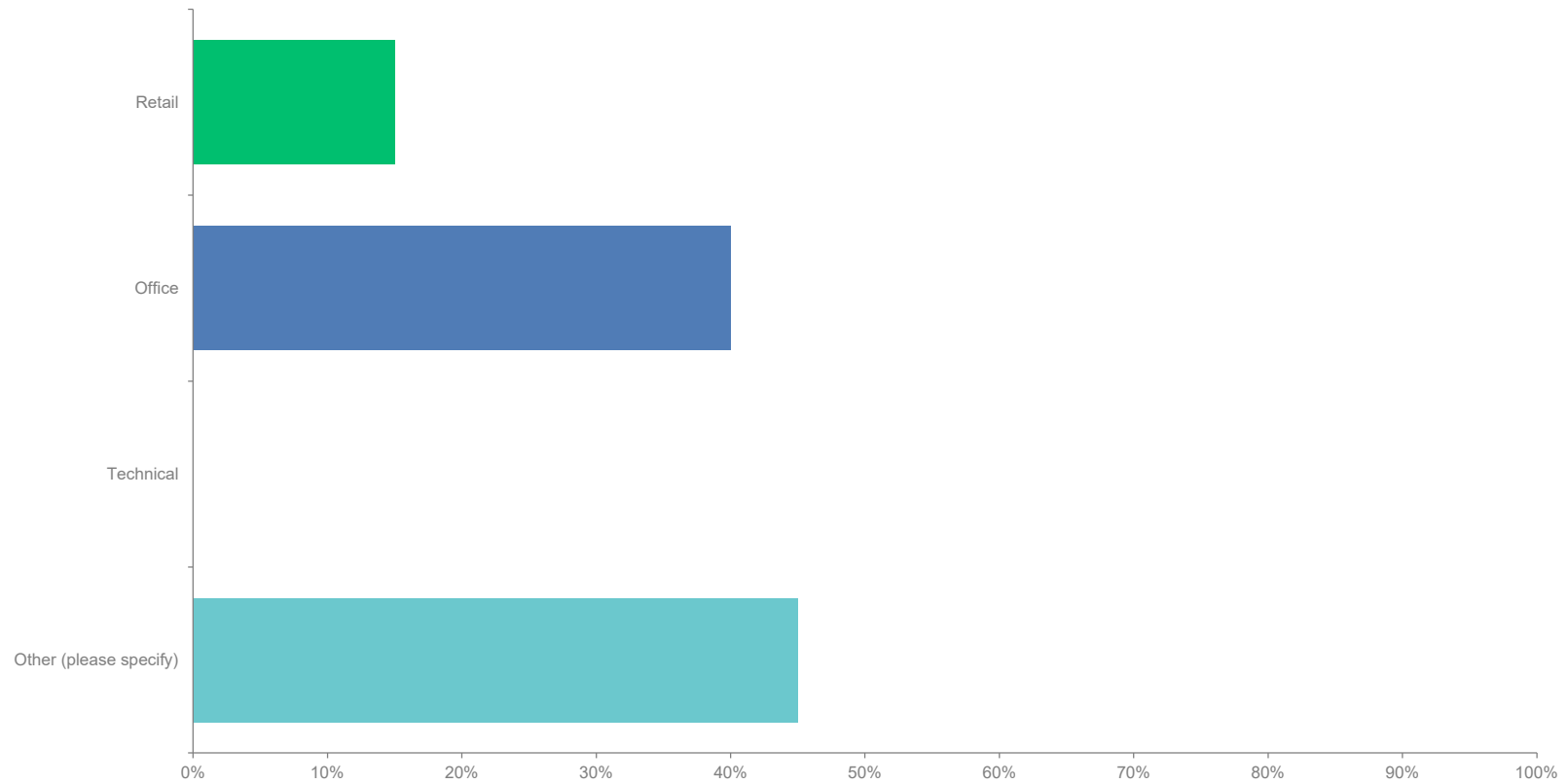


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Q2: What best describes your business?

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Answered: 20 Skipped: 0



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Q3: How do your employees get to work

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Answered: 18 Skipped: 2

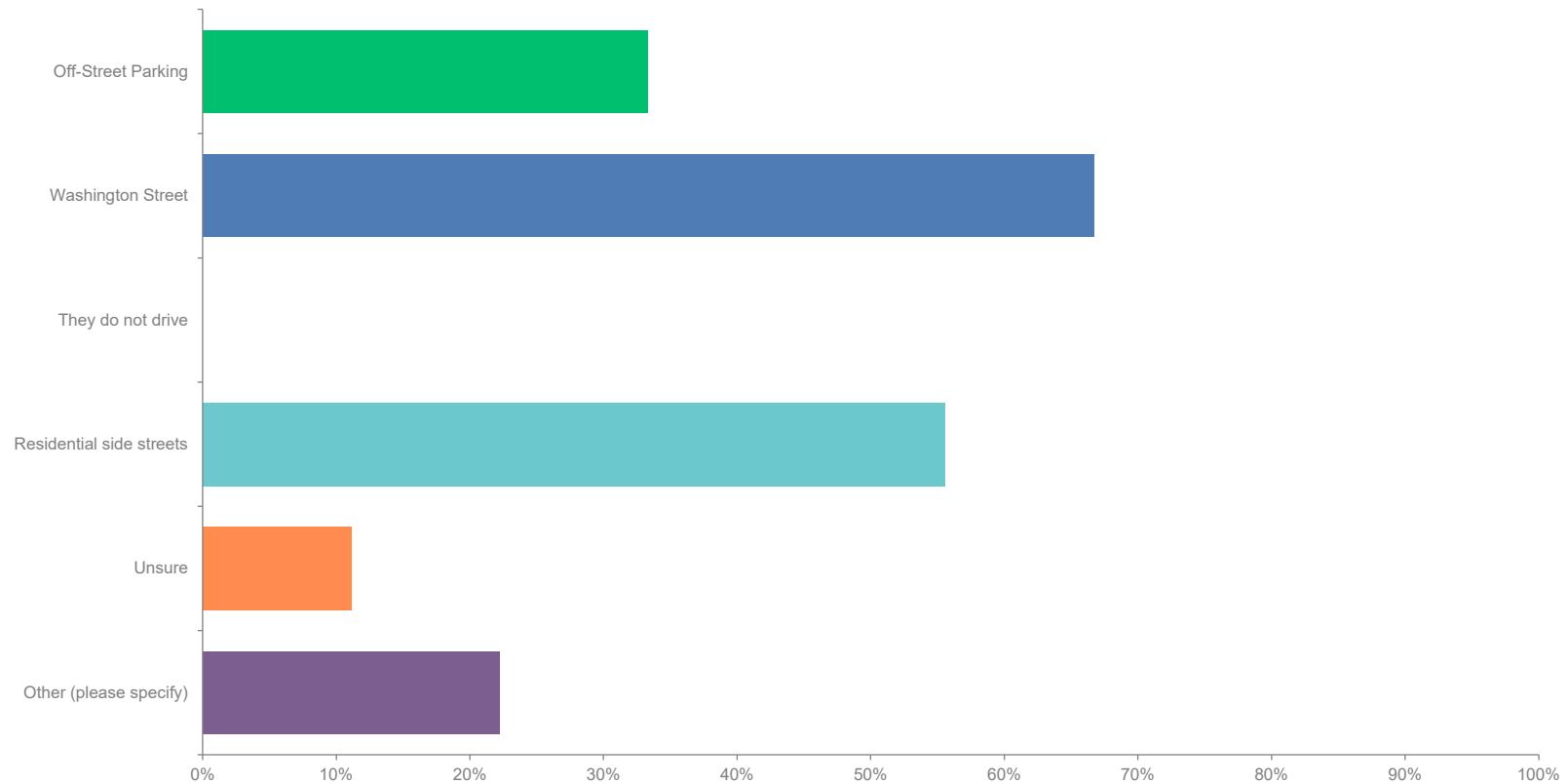
- Drive (13)
- Drive, walk, bike (1)
- Car, bus, uber (1)
- Car or public transit (1)



Q4: If your employees drive, where do they park? [Select all that apply]

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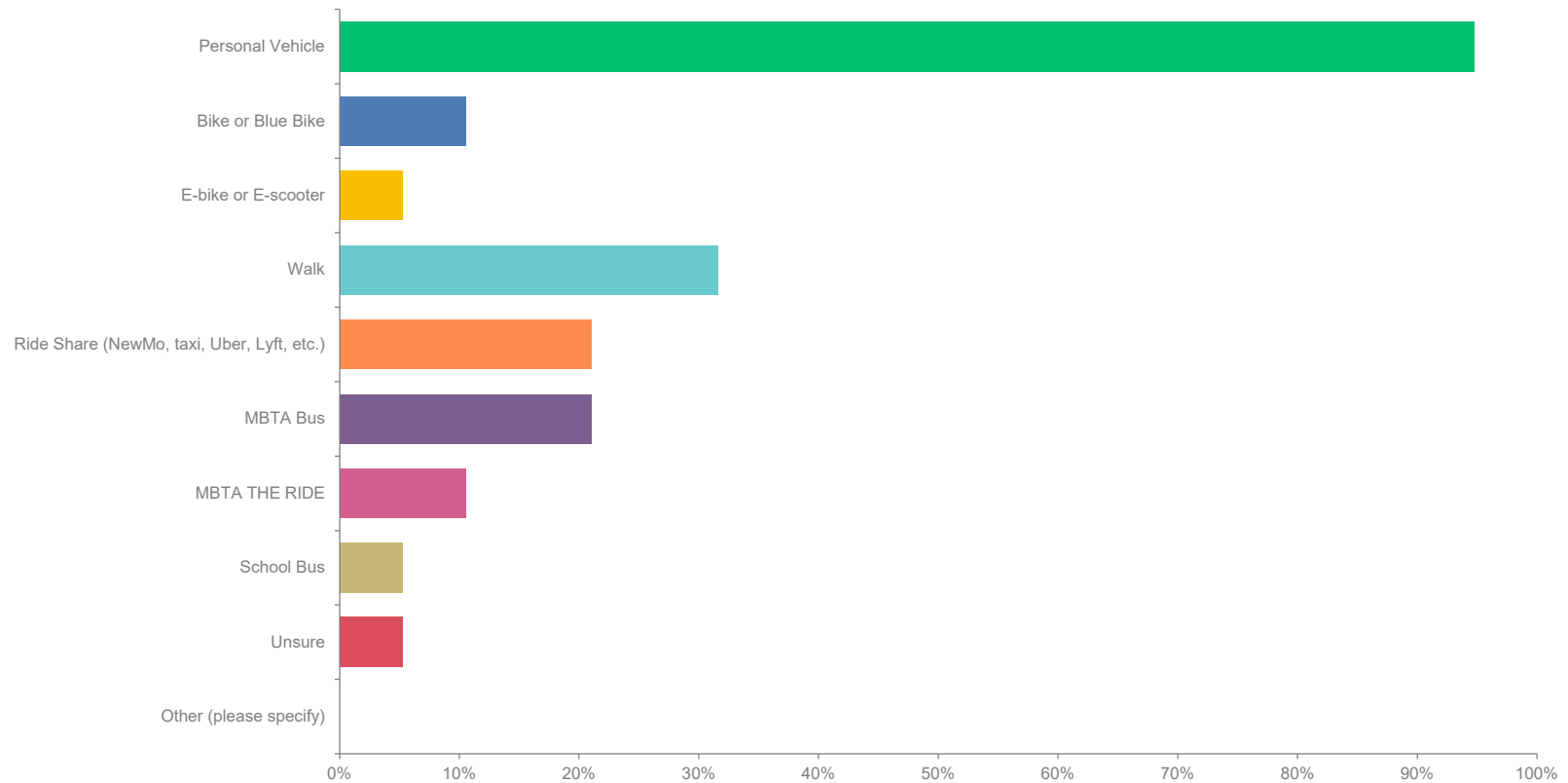
Answered: 18 Skipped: 2



Q5: How do your patrons travel to and from your business? [Select all that apply]

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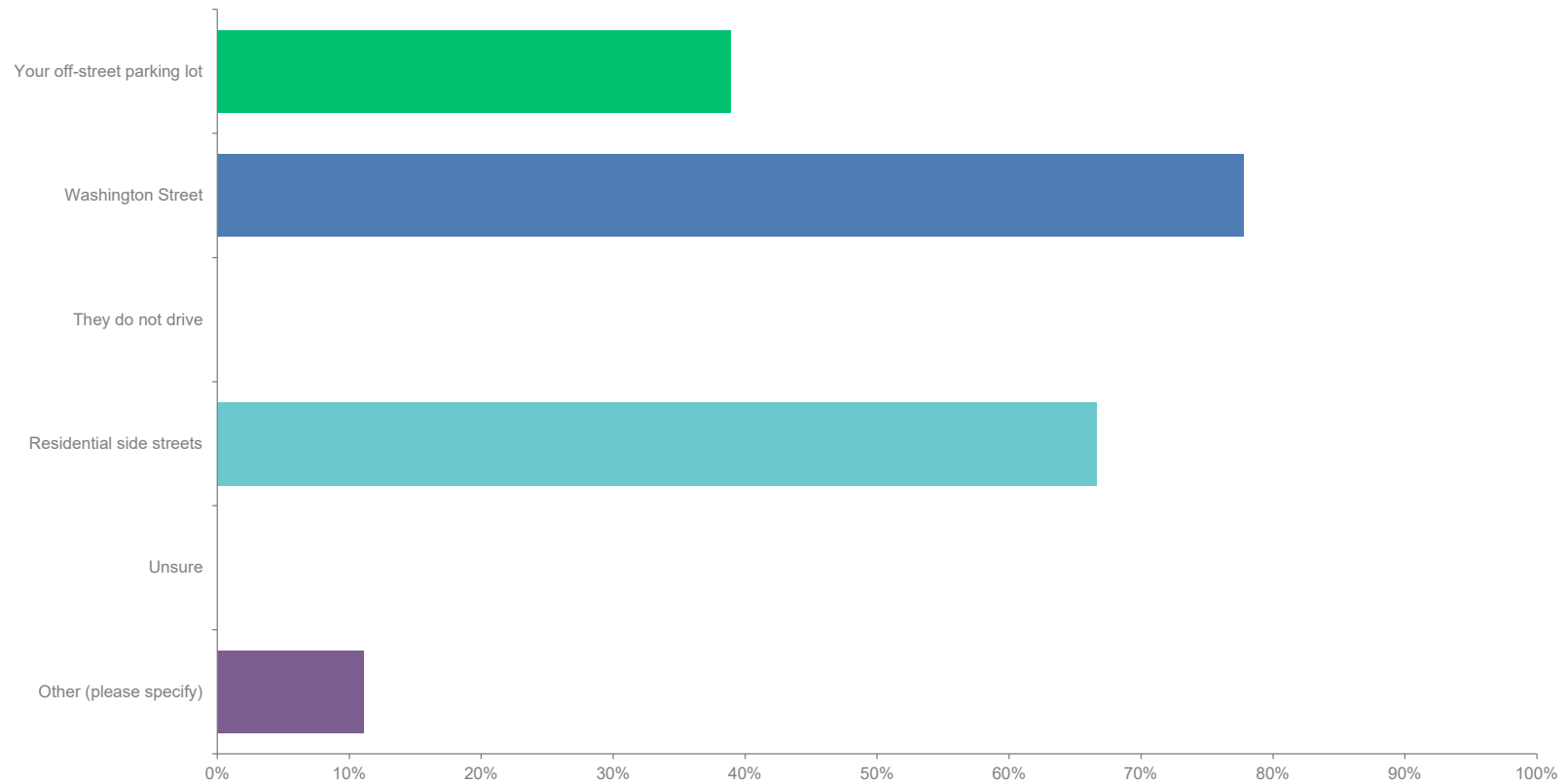
Answered: 19 Skipped: 1



Q6: If your patrons drive, where do they park? [Select all that apply]

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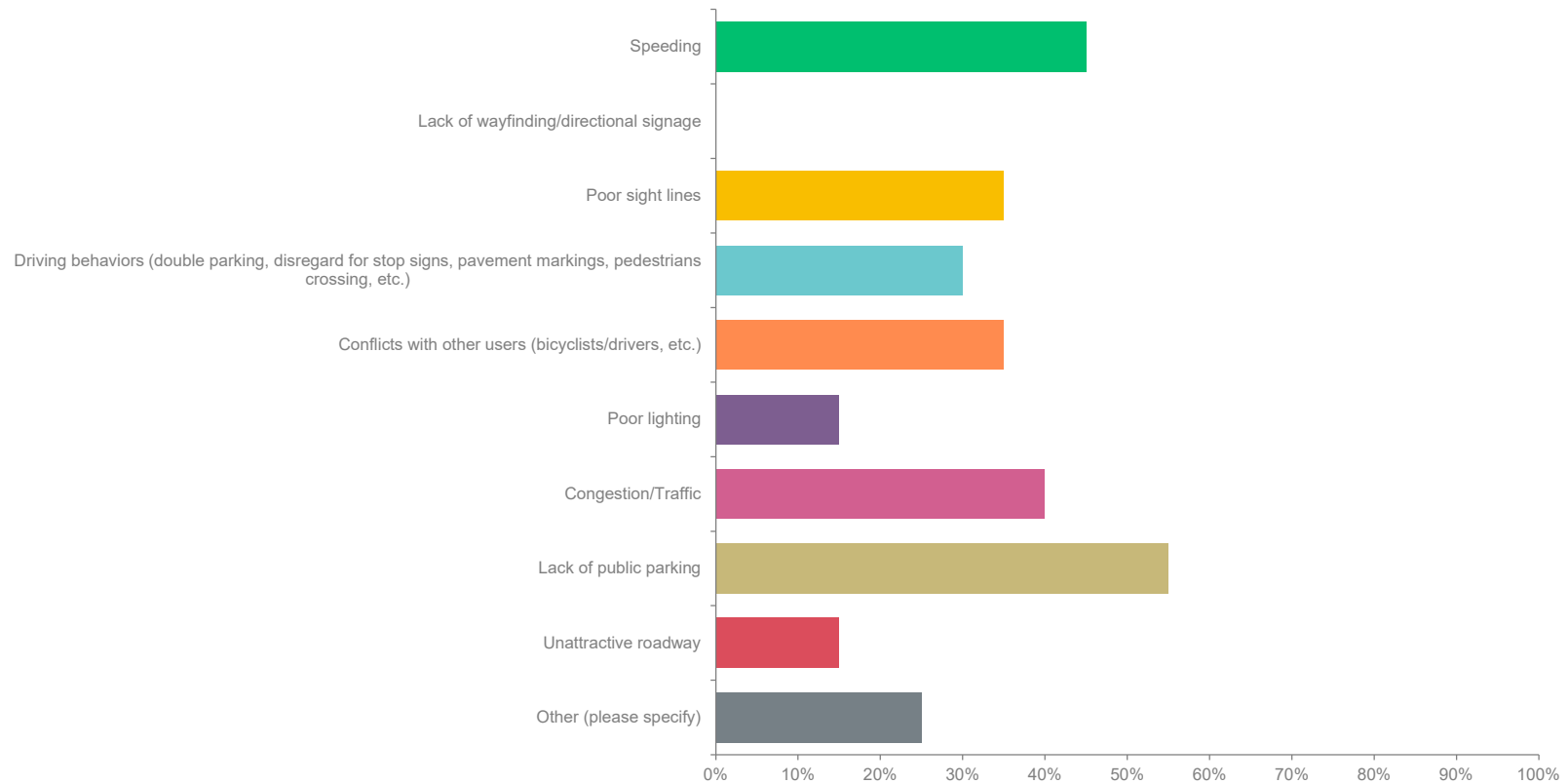
Answered: 18 Skipped: 2



Q7: If you drive, what are your concerns while traveling Washington Street between Chestnut Street and Lowell Avenue? [Select all that apply]

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Answered: 20 Skipped: 0

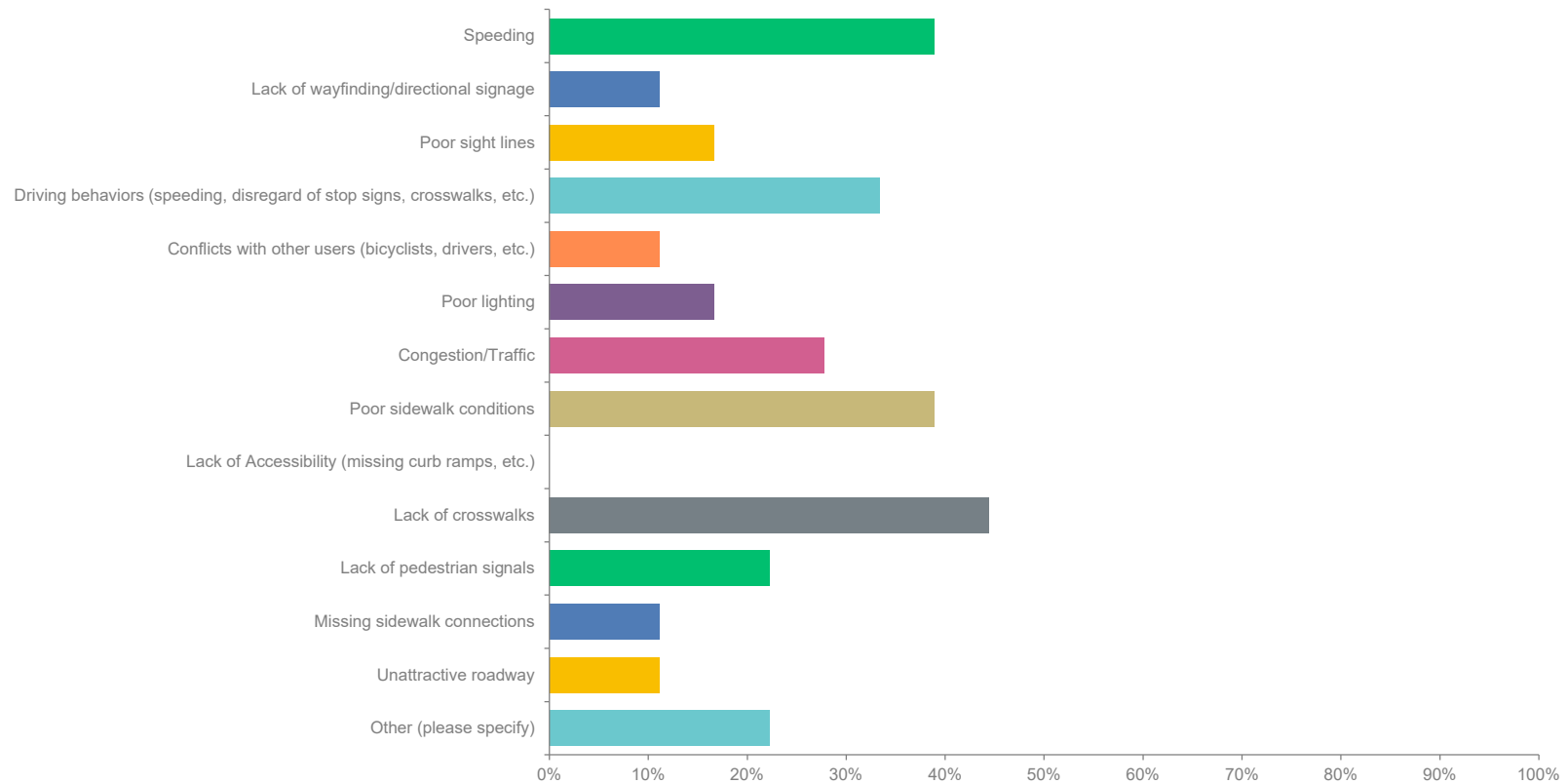


HOWARD STEIN HUDSON

Q8: As a pedestrian, what are your concerns while traveling Washington Street between Chestnut Street and Lowell Avenue? [Select all that apply]

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Answered: 18 Skipped: 2

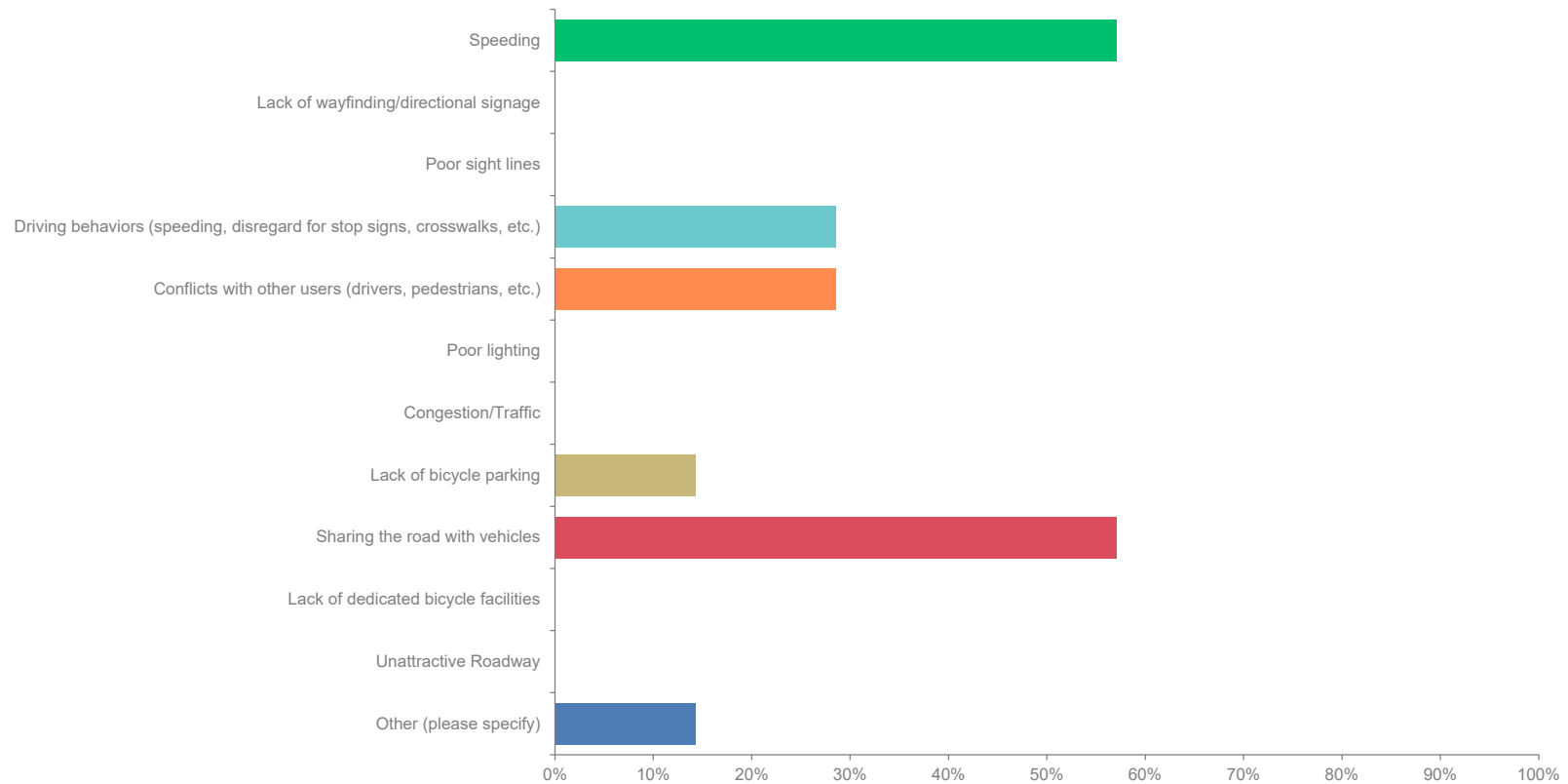


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Q9: If you ride a bike, what are your concerns while traveling Washington Street between Chestnut Street and Lowell Avenue? [Select all that apply]

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Answered: 7 Skipped: 13



Q10: Are there intersections or areas along Washington Street between Chestnut Street and Lowell Avenue that you don't feel safe traveling through today?

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Answered: 8 Skipped: 12

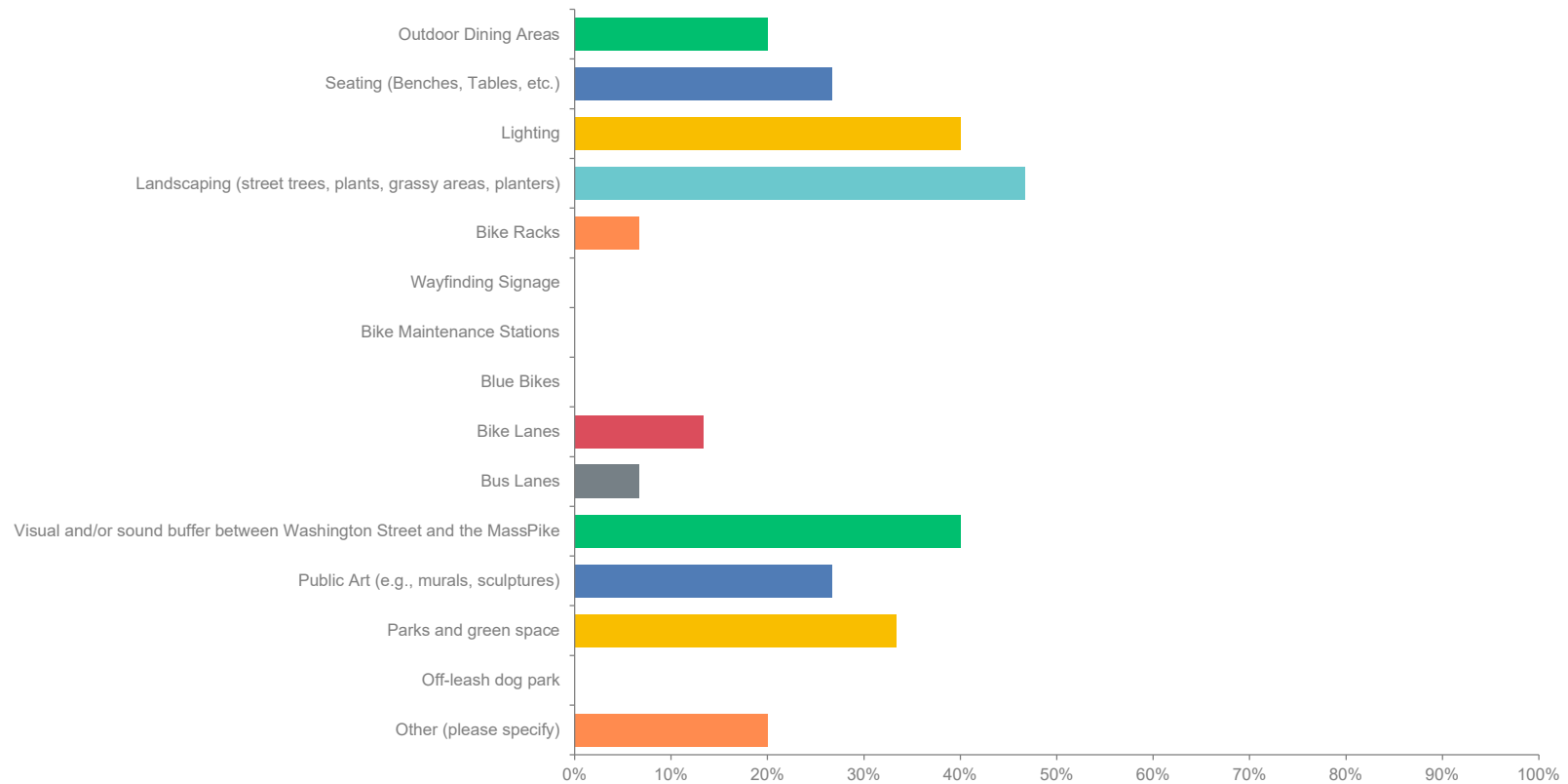
- Not today (1)
- Entire limits (1)
- Washington St Near Chestnut St (2)
 - Large trucks parking on EB side, Trader Joe's cars trying to turn left out
 - Traffic is backed up
- Dunstan St (1)
- West Newton Square (2)
- General traffic lights comment (1)



Q11: What public space assets would you ideally like to see on Washington Street between Chestnut Street and Lowell Avenue in the future? [Select all that apply]

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Answered: 15 Skipped: 5



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Q12: Do you have any ideas to improve Washington Street between Chestnut Street and Lowell Avenue for businesses?

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Answered: 18 Skipped: 2

- Light at Trader Joe's (1)
- No bike lanes (1)
- Lit up sign board (1)
- Improving pedestrian experience and safety (2)
- Improved crosswalk and pedestrian signal (1)
- Screen highway (1)
- More street parking, easier parking, free street parking or wider parking lanes (6)
- Free parking lot (1)
- Traffic signal at Dunston and Washington (1)
- Coffee shop near Chestnut Street (1)



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Q13: What concerns, if any, does your business currently have related to deliveries, pick-ups, parking, etc?

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Answered: 13 Skipped: 7

- **Parking (9)**
 - Delivery Parking (2)
- **Too many trucks (1)**
- **Traffic signals are not timed (1)**
- **No current issues (1)**



Q14: What are your ideas to improve safety on Washington Street between Chestnut Street and Lowell Avenue for businesses?

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Answered: 11 Skipped: 9

- Fences (1)
- Improve sidewalks and CWs, including accessibility, more frequent CWs (4)
- Enhance safety of parking on both sides of roadway (1)
- Safe loading and unloading of trucks (1)
- Slow traffic (1)
- Bike lanes, parking (1)
- Traffic signal at Dunston St/Washington St (1)
- More parking (2)
- West Newton Square concerns (1)
- Fix traffic flow (1)



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Q15: What are your ideas to improve Washington Street between Chestnut Street and Lowell Avenue for the public in general?

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Answered: 10 Skipped: 10

- **Keep two lanes each way (1)**
- **Fences (1)**
- **Pedestrian signals or flashing lights (2)**
- **Please see question 14, provide public art, improved landscaping, seating areas and green spaces (1)**
- **More parking spaces (2)**
 - Free and/or longer-term parking
 - Not enough delivery space for large trucks
- **Wider travel lanes, fix West Newton Square concerns(1)**
- **Recognize it is an area where people drive or very occasionally walk (1)**
- **Coffee shop (1)**



Q16: Do you have any other comments?

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Answered: 5 Skipped: 15

- **Free parking is fundamental for our businesses/Parking Concerns**
- **Excited/please use input to inform decisions**



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Thank You

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