

# TRANSIT SERVICES AND NEEDS IN WESTERN FRANKLIN COUNTY

prepared by the  
Franklin Regional Council of Governments

for the  
Franklin Regional Transit Authority

VOLUME II

## SUBMITTED COMMENTS FOR THE WEST COUNTY TRANSIT SURVEY

January 2008



FRANKLIN REGIONAL  
TRANSIT AUTHORITY



FRANKLIN REGIONAL  
COUNCIL OF GOVERNMENTS

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WESTERN FRANKLIN COUNTY**

**VOLUME II  
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WEST COUNTY TRANSIT SURVEY**

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Question: If you have any other comments or suggestions regarding bus services in  
western Franklin County, please write them here.

Approximately two-thirds of the surveys that were returned (515 surveys of the  
777 surveys returned) included responses to Question #7 or other comments.



## Responses to Question #7

### Question #7

**Please briefly describe the specific changes in bus services that would lead your household to take the bus more often.**

The full comments are provided on the pages following this summary. Approximately 41 percent of survey respondents (318 households) provided answers to this question.

### **Ideas for Changes Relating to the West Route and Service to Towns on the Current Route**

| <u>General category</u>                        | <u>Number of responses</u> |
|--|----------------------------|
| More service (more hours, more runs, yr-round) | 88                         |
| More stops on route                            | 31                         |
| Service to Mohawk Trail High School            | 18                         |
| Service to Shelburne Falls                     | 10                         |
| Service to GCC                                 | 10                         |
| Weekend service                                | 8                          |
| Service to Charlemont                          | 7                          |
| Service to Buckland                            | 6                          |
| Service to Academy at Charlemont               | 3                          |
| Service to Shelburne Center                    | 3                          |
| Bike racks on buses                            | 2                          |
| Low-cost service                               | 2                          |
| ADA access                                     | 1                          |

### **Desired Destinations/Service beyond the West Route**

| <u>General destination/category</u>                  | <u>Number of responses</u> |
|--|----------------------------|
| Northampton  | 44                         |
| Greenfield   | 38                         |
| Deerfield/South Deerfield                            | 19                         |
| Amherst  | 15                         |
| Springfield  | 6                          |
| Vermont (Brattleboro and other destinations)         | 6                          |
| Boston   | 5                          |
| Turners Falls  | 4                          |
| Bradley Airport                                      | 3                          |
| Sunderland   | 2                          |
| Florida, Massachusetts                               | 1                          |
| North Adams  | 1                          |
| Rail service   | 2                          |
| <u>For West County towns without a bus route now</u> |                            |
| Service to their town                                | 45                         |
| Service to Shelburne Falls                           | 14                         |

## **Desired Destinations/Service beyond the West Route**

### Park and Ride Lot suggestions

Greenfield (at Interstate 91/Route 2 intersection), South Deerfield, Goshen,  
Conway/Williamsburg

## **Desired Services for Seniors/Disabled**

| <u>General category</u>  | <u>Number of responses</u> |
|--|----------------------------|
| More transportation for medical appointments                           | 10                         |
| Longer hours of service/more frequent service                          | 6                          |
| More transportation for shopping trips                                 | 5                          |
| Transportation to the Shelburne Senior Center (from Ashfield & Conway) | 4                          |
| Transportation to jobs   | 1                          |

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## **COMMENTS FOR QUESTION 7 (provided on the following pages) ARE GROUPED INTO THE FOLLOWING CATEGORIES:**

Group 1: Comments relating to the West Route and service to towns on the West Route.

Group 2: Comments relating to destinations/services beyond the West Route.

Group 3: (subgroup of Group 2): Comments relating to bus service to towns not currently on the West Route, without clearly specifying the desired destinations.

Group 4: Comments relating to services for seniors and residents with disabilities.

**Responses to Question 7: Please briefly describe the specific changes in bus service that would lead your household to take the bus more often.**  
**Group 1: Comments relating to the West Route and service to towns on the current route. (grouped by topic and then by town of survey respondent)**

| <b>General Topic</b>  | <b>Respondent Town</b>  | <b>Respondent Comment</b>   |
|-----------------------|-------------------------|---|
| ADA access            | Shelburne Falls         | Accessible ramp to get in bus   |
| Bike racks            | Charlemont              | Might ride my bike to Greenfield and catch the bus back.  |
| Bike racks            | Rowe                    | If each bus were equipped with a bicycle rack, that would be appealing to commuters.  |
| Buckland              | Buckland                | I live in Buckland Center and work in downtown Greenfield. I am a perfect candidate for riding the bus to work. I would like 2-3 departure times from SF or the Park and Ride lot to Greenfield in the a.m. (7:00, 8:00, 8:30, or 9:00 a.m.) and 2-3 return trips in the evening (5:00, 5:30, 6:00, or 6:30 p.m.) |
| Buckland              | Buckland                | Stops in downtown Buckland/Shelburne.   |
| Buckland              | Buckland                | Bus would come to Buckland side of the bridge. Schedule posted and online.  |
| Buckland              | Buckland                | Stops that are close enough for me to walk (and not take a car). I live near Rt. 112 Apple Valley intersection.   |
| Buckland              | Buckland                | If bus stops in Buckland were available (such as at Neighbors or McCuskers), I could see us using the bus.  |
| Buckland              | Buckland                | A stop in upper Buckland, Buckland Center   |
| Charlemont            | Charlemont              | There is nothing for teenagers in Charlemont. A bus to YMCA for programs would be helpful.  |
| Charlemont            | Charlemont              | We would probably use the bus more if it came in to the actual town of Charlemont. The park and ride is almost in Shelburne Falls so why not drive the additional 12 miles to Greenfield.   |
| Charlemont            | Charlemont              | Charlemont-Greenfield; Greenfield-Charlemont; more convenient times.  |
| Charlemont            | Charlemont              | My son will be needing a job in the spring and there are few opportunities in this area. Transportation to Greenfield would be wonderful as I don't want to drive my car a total of 4 trips a day running him back and forth to Greenfield to a job.  |
| Charlemont            | Heath                   | Academy at Charlemont   |
| Charlemont            | Shelburne               | After hours service to Charlemont Academy   |
| Charlemont            | Shelburne               | Our son plans on taking the bus to school (Academy at Charlemont).  |
| Charlemont/<br>Hawley | Hawley                  | Buses closer to Charlemont/Hawley   |
| Charlemont            | Charlemont              | to Mohawk Park; different times mornings (2); afternoons (2); evenings (2)  |
| Charlemont            | Charlemont              | Service to Mohawk Park and campground   |
| GCC                   | Buckland(Shel<br>Falls) | We would like to see more service between Shelburne Falls and GCC - early morning for 8 a.m. classes and more frequent service to accommodate various class schedules during the day. The FRTA might want to coordinate with the GCC schedule more closely.   |
| GCC                   | Conway                  | GCC, downtown Greenfield  |

**Responses to Question 7: Please briefly describe the specific changes in bus service that would lead your household to take the bus more often. Group 1: Comments relating to the West Route and service to towns on the current route. (grouped by topic and then by town of survey respondent)**

| <b>General Topic</b> | <b>Respondent Town</b> | <b>Respondent Comment</b>   |
|----------------------|------------------------|---|
| GCC                  | Conway                 | Will need to use bus Shelburne Falls to Greenfield Community College and GCC to SF. Shelburne Falls to Greenfield Community College at 7:00 a.m. and 8:00 a.m.; GCC to Shelburne Falls at 3:00 p.m., 4:00 p.m., and 5:00 p.m. |
| GCC                  | Heath                  | Being able to take the bus to and from GCC 3 days a week at 7:30 a.m. and 12:30 p.m.  |
| GCC                  | Rowe                   | Service to GCC.   |
| GCC                  | Shelburne              | Would use the service if it went from Shelburne to GCC.   |
| GCC                  | Shelburne Falls        | My son goes to GCC and he would use the bus with more frequent departure times.   |
| GCC                  | Buckland (Shel Falls)  | More connection from GCC between 7-10 a.m. and 2:30-7 p.m. Bus use would depend on cost.  |
| GCC                  | (not indicated)        | I would take the bus if I could arrive at GCC 7:30-8:00 a.m. and return to Charlemont between 5:00 and 6:00 p.m.  |
| GCC/Four Rivers      | Shelburne Falls        | What would greatly help our household and several other Shelburne Falls residents would be middle of the day and late day schoolbus service to GCC/Four Rivers.   |
| Low cost             | Buckland (Shel Falls)  | Bus use would depend on cost.   |
| Low cost             | Heath                  | I live 3 mile from Rt 2. But it would have to be pretty cheap to offset cost of a car to go 8 miles and back.   |
| Mohawk HS            | Ashfield               | Would consider using bus in lieu of Mohawk late bus since it is no longer available, ~ 5:30 p.m.  |
| Mohawk HS            | Ashfield               | I would take a bus to commute to work daily from Mohawk or Ashfield to Greenfield.  |
| Mohawk HS            | Ashfield               | Regular bus service between Greenfield and Mohawk Trail Regional HS.  |
| Mohawk HS            | Ashfield               | Bus route to take place of late buses at Mohawk which are no longer offered.  |
| Mohawk HS            | Ashfield               | I would be inclined to park at Mohawk HS parking lot to go to Greenfield shopping or movies, dinner, etc. the bus service would need to run longer nights and weekends to accommodate those needs                             |
| Mohawk HS            | Buckland               | Mohawk stop - early hours   |
| Mohawk HS            | Buckland               | From Mohawk Regional School or park and ride lot  |
| Mohawk HS            | Buckland               | Grandkids at Mohawk HS next year. I live in Buckland if they come here after school or after school bus times to Greenfield would be great.   |
| Mohawk HS            | Charlemont             | With 2 teenagers seeking after school/weekend employment in the surrounding area, a Greenfield route would allow them to get to their jobs.   |
| Mohawk HS            | Charlemont             | After sport bus Mohawk --> Charlemont if none provided by school.   |
| Mohawk HS            | Charlemont             | Late bus from Mohawk School to Charlemont, leaving at 3:30 or 4:30; late bus from Franklin County Tech School to Charlemont.  |
| Mohawk HS            | Colrain                | Bus from Mohawk to Greenfield after school for jobs   |

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| <b>General Topic</b> | <b>Respondent Town</b> | <b>Respondent Comment</b>   |
|----------------------|------------------------|---|
| Mohawk HS            | Colrain                | We have kids in Colrain that would love to ride in to Greenfield on the bus and to work after school from Mohawk to Greenfield and later evening transit home. Would be used a lot.                           |
| Mohawk HS            | Shelburne              | A regular stop at Mohawk High School might help kids a lot with after-school activities or job in Greenfield area. For example, getting to the skating rink at GHS.   |
| Mohawk HS            | Shelburne              | Expanded times from Mohawk Trail Regional School to a couple stops along the Trail (Gould's, Coffee Roasters) after school during sports practices. Helps get our son home when we can't pick him up on time. |
| Mohawk HS            | Shelburne Falls        | We only have one car and 3 schedules. My daughter goes to Mohawk and sometimes has to wait until after 5 p.m. for transportation when she stays for activities and sports.                                    |
| Mohawk HS            | Hawley                 | I might use stop at Mohawk once a week.   |
| Mohawk HS            | Shelburne              | From Mohawk to Shelburne Falls  |
| More service         | (not indicated)        | To increase ridership, you must offer buses hourly, or at least every 1 1/2 hrs. Starting at 7 a.m. and ending at 7 p.m.  |
| More service         | Buckland               | Work hours 8-6  |
| More service         | Buckland               | I would take a bus from Shelburne Falls to Greenfield if I could use it to go shopping at the Co-op. I would love to be able to go to a movie in Greenfield and use the bus.                                  |
| More service         | Buckland               | Evening buses to Greenfield for movies.   |
| More service         | Buckland               | Earlier a.m. stops in Charlemont (6:30 a.m.)  |
| More service         | Buckland               | Hours geared to workday as opposed to school day would make it feasible.  |
| More service         | Buckland               | An increase in frequency of bus service between Shelburne Falls and Greenfield; at least 4-5 per day.   |
| More service         | Buckland               | In mid morning to Greenfield and return afternoon, round trip at noon   |
| More service         | Buckland               | Early morning, 2 midday and one early evening bus yr-round would be excellent for me.   |
| More service         | Buckland               | If there were more frequently scheduled bus trips between Shelburne Falls Center and Greenfield, I'm sure we'd use the bus for trips into Greenfield once in a while.   |
| More service         | Buckland               | Stops in Shelburne Falls, but more than 2x a day. I would use it to go shopping or to meetings in Greenfield. Don't want to be stuck for the whole day. Hourly service is the only way to go.                 |
| More service         | Buckland               | More frequent daily service, i.e. weekday service.  |
| More service         | Buckland               | Late morning hours leaving Shelburne/Buckland i.e. 11 am - in addition to 8:05 a.m. Return from Greenfield everyday late afternoon i.e. 5:30 or 6 p.m. or later.  |
| More service         | Buckland               | More frequent to Greenfield.  |
| More service         | Buckland               | Early morning hours: 6 or 6:30 a.m. Per afternoon service: hourly or bi-hourly service to Greenfield.   |
| More service         | Buckland               | If the bus was available year-round, I would also use it in the summer.   |

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| More service         | Buckland (Shel Falls)  | Would need to arrive in Greenfield (Town Hall) by 8:00 a.m.. Can't leave Greenfield until after 5:00 p.m. (b/c of work hours)   |
| More service         | Buckland (Shel Falls)  | Evening bus to Greenfield 5:30 and return about 10 p.m.   |
| More service         | Buckland (Shel Falls)  | Bus for shopping between 10-2. Better time for buses to go to Northampton like 11 a.m. or noon.   |
| More service         | Buckland (Shel Falls)  | To Greenfield at 6 a.m., to West County mid morning, to Gfld mid afternoon, to West County 6 p.m.   |
| More service         | Buckland (Shel Falls)  | Regular hours so I wouldn't get "stranded" in Greenfield for want of a bus back to Shelburne Falls.   |
| More service         | Buckland (Shel Falls)  | Frequent (2 hr) service weekdays during business hours from SF (anyplace with adequate parking) to Big Y, Greenfield downtown, and FMC. We make 2 or 3 trips weekly to Greenfield. We would probably use bus service as described above for shopping and medical and then could manage life with one vehicle.   |
| More service         | Buckland (Shel Falls)  | Bus service (more hours available, more runs available) would make it possible to obtain employment in Greenfield and Northampton. It would enable elderly to get to Greenfield and shopping when they want. We need a bus or bus-van to come through Shelburne Falls and to travel to Greenfield several times a day; for an elder or car-less person to shop in Greenfield; it is not working to have a bus that leaves before 8 a.m. and comes back at 2 or 4 p.m. For jobs, need stops earlier and returns later. |
| More service         | Buckland (Shel Falls)  | A good schedule of buses to Greenfield (and maybe connections to Northampton/Amherst) would allow our family to commute to work and more (shopping, events, etc.)   |
| More service         | Charlemont             | My two daughters, one is disabled and the other does not have a car- it would be great to have bus service for them to get around independently. Longer hours, year round service - it is very needed.  |
| More service         | Charlemont             | Morning leave Charlemont about 8 arrive Shelburne Falls 8:15. Afternoon take bus from Shelburne Falls to Charlemont about 4:30; leave Charlemont early evening to reach Greenfield by 7 or 8. Probably need service at other times to help people on 2nd shift.   |
| More service         | Charlemont             | Hours: 8:00 a.m. - 4:00 p.m.; service to Mohawk Park and campground   |
| More service         | Charlemont             | We would use the bus to go shopping in Gfld if it stopped in the center of town and there was a return trip in 3-4 hours  |
| More service         | Charlemont             | Regular reliable bus runs Charlemont to Greenfield on Route 2 with (7, 8, 9 a.m. and 3, 4, 5 p.m.)  |
| More service         | Charlemont             | More frequent weekday trips.  |
| More service         | Charlemont             | Daytime hour, every 2 hours, at least, to do shopping, YMCA classes, library.   |

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| <b>General Topic</b> | <b>Respondent Town</b> | <b>Respondent Comment</b>   |
|----------------------|------------------------|---|
| More service         | Charlemont             | More frequent weekday service.  |
| More service         | Charlemont             | Because the bus only runs twice a day, I get stuck in Greenfield all day, which can be rough in the winter.   |
| More service         | Charlemont             | Daytime hours for work at Greenfield Coop. on Munson Street.  |
| More service         | Charlemont             | More frequent boarding times  |
| More service         | Charlemont             | It would depend on frequency of service. I would park and ride to work if there was reliable bus service.   |
| More service         | Charlemont             | 2 runs per day each: a.m., midday, evening  |
| More service         | Charlemont             | Service should be often: every 20 minutes, for example (like in Europe and the rest of the world).  |
| More service         | Charlemont             | Make the schedule more accessible for working people. Have bus for 7 a.m. -3 p.m. workers and one for 9 a.m. -5 p.m. workers and then one mid day. If we had a 1/2 day schedule, we could go shopping and not have to be there all day. |
| More service         | Charlemont             | I have several medical problems that call for many medical appointments. I do not have a car or a license. Without the bus in the summer, I am completely stranded in Charlemont.   |
| More service         | Charlemont             | Right now, there is such limited service. Bi-hourly until 11:00 p.m. and starting at 6:00 a.m.  |
| More service         | Charlemont             | Expand bus service to year-round (Route 2 West Route).  |
| More service         | Charlemont/<br>Hawley  | If they fit my work schedule. Pickup 7:30 a.m. drop off 5 p.m.+ (would want to save gas money)  |
| More service         | Colrain                | Would depend on number of buses in service in the morning hours. Plus time in between runs.   |
| More service         | Conway                 | a.m. & p.m. service to get people to work and off roads   |
| More service         | Conway                 | Daily bus stop in Greenfield for 9-5 people or people with regular part-time jobs with no other transportation.   |
| More service         | Greenfield             | Weekend hours and pickup locations; longer hours at night so people can work until 9-10-11 at night. Hours now not sufficient.  |
| More service         | Hawley                 | More frequent service to and from Greenfield; longer hours  |
| More service         | Heath                  | Leave Avery's store in Charlemont 7:30 a.m., Leave Gfld at 5:15. I need 8 hours for work and 40 minutes to get to the bus walking on Elm St.  |
| More service         | Heath                  | We go to Rotary area of Greenfield every day but 2 weekdays at 4 a.m. and return at 2 p.m. Probably not a lot of requests for this time.  |
| More service         | Heath                  | Charlemont to Greenfield and back hourly would encourage us to go by bus.   |
| More service         | Monroe                 | 6:00 a.m./7:00 a.m. to Greenfield; 3:00 p.m./4:00 p.m. to Charlemont  |

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|----------------------|------------------------|---|
| More service         | Rowe                   | Having a greater number of trips between Charlemont and Greenfield would be very helpful (on a daily basis during weekdays). For example, a bus that would arrive in Greenfield after leaving Charlemont at 7 a.m., 11 a.m., and then arrive back in Charlemont at 2 p.m., 5 p.m. Though we live in an isolated town (Rowe), we would gladly commute to Charlemont for bus services that were better suited to those of us working business hours (8-4, 8-5, etc.) in Greenfield. |
| More service         | Shelburne              | Commuter time buses - 8 a.m.  |
| More service         | Shelburne              | I work 7-3:30 in downtown Greenfield so earlier morning hours and later in the afternoon would be best.   |
| More service         | Shelburne              | Evening/night service.  |
| More service         | Shelburne              | Evening hours to 11 p.m.  |
| More service         | Shelburne              | Regular and frequent buses along Route 2 with stops in Shel. Falls and Shelburne Center; along Route 2, Shelburne Center to Greenfield service. It would be great if the buses could run hourly.  |
| More service         | Shelburne              | More frequent service would be essential.   |
| More service         | Shelburne              | More regular service with regard to more service during the day.  |
| More service         | Shelburne              | Bus service to Greenfield from Shelburne with prompt return service.  |
| More service         | Shelburne              | I have never thought of taking bus to Amherst for shopping, but might consider it if bus were to run frequently.  |
| More service         | Shelburne              | Have on-call bus service!   |
| More service         | Shelburne              | Leave Shelburne for work in Greenfield 9:30-9:45 a.m.; leave Greenfield for home, Shelburne, 6:30-7 p.m.  |
| More service         | Shelburne              | I do not believe the West Route service is available except for 1 time a day. I would use it if it were available more often. 5, 6, 7 a.m. to Greenfield. 4 p.m. to Shelburne, more hour selections. Stops in Shelburne Center.   |
| More service         | Shelburne              | Mid-day stop.   |
| More service         | Shelburne              | Year-round service. More frequent weekday bus service. Weekend bus service.   |
| More service         | Shelburne              | More runs: mornings 2 runs (6 and 8 a.m.), afternoons 2 (1 and 3 p.m.) and evening 2 runs (6 p.m. and 9 p.m.)   |
| More service         | Shelburne              | If there were more afternoon/eve, weekend, and year-round service, we would use the bus to go to Greenfield from SF frequently.   |
| More service         | Shelburne (Shel Falls) | At least 6 choices of times to go between Greenfield and Charlemont, beginning at 8 a.m. and ending at 6 p.m.   |
| More service         | Shelburne Falls        | More frequent service between Greenfield and Shelburne Falls.   |
| More service         | Shelburne Falls        | Scheduling relating to working in Greenfield, 7-9 a.m. from Shelburne Falls and between 5-6 p.m. from Greenfield to Shelburne Falls. If so, would take bus daily.   |

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|----------------------|------------------------|---|
| More service         | Shelburne Falls        | I would take bus daily from Shelburne Falls to Greenfield and from Greenfield to SF if bus traveled before and after work. Getting to Gfld before 8:30 a.m. leaving Gfld after 5 p.m. I believe many people would do the same. I would pay \$1 or \$2 per trip one way. |
| More service         | Shelburne Falls        | 7 a.m. to 6 p.m. service  |
| More service         | Shelburne Falls        | Regular Shelburne Falls to Greenfield to Shelburne Falls bus service  |
| More service         | Shelburne Falls        | Would like to see a regular timetable from Shelburne Falls proper to Greenfield.  |
| More service         | Shelburne Falls        | Two adults work in Greenfield. A stop in Shelburne Falls more frequently would enable us to use bus rather than car. Arrive in Gfld before 8 a.m. and before 9, midday, leave after 4 and after 5. Also, would be used by teenagers.                                    |
| More service         | Shelburne Falls        | A midday trip Greenfield-Charlemont-Greenfield  |
| More service         | Shelburne Falls        | I work in Greenfield. I would take the bus every time to work if we had regular and frequent scheduled pickup times and returns to Shelburne Falls by the library (Arms) or close by.   |
| More service         | Shelburne Falls        | More frequent bus runs  |
| More service         | Shelburne Falls        | Ability to shop in Greenfield and return in 4 hours.  |
| More service         | Shelburne Falls        | Bus from Shelburne Falls to Greenfield Big Y in the mid to late morning and early afternoon. Additional stop at Greenfield's Market.  |
| More service         | Shelburne Falls        | More than 2 round trips per day! Especially times when people need to get to work or school and back.   |
| More service         | Shelburne Falls        | There really need to be more frequent service on the Charlemont to Greenfield route, at least once every 2 hours, and service until 9 p.m.  |
| More service         | Shelburne Falls        | Stop in Shelburne Falls, several morning and evening buses (midday would not matter to me), end bus route in same spot in Greenfield where connecting buses arrive and depart (Court Square)  |
| More service         | Shelburne Falls        | A bus from SF to Greenfield daily (with bike rack) from 6:30-7 a.m. and back 5-5:30 p.m. would mean we wouldn't have to maintain a second car. In between for shopping and kids?? Awesome.  |
| More service         | Shelburne Falls        | I would definitely use expanded year-round transportation to and from Shelburne Falls a few times a month.  |
| More stops           | (not indicated)        | Additional stops on Rt 2.   |
| More stops           | Buckland               | would use bus for grocery shopping - Fosters and Greenfield Market. Time flexible.  |
| More stops           | Buckland               | Bus stops at shopping area (Big Y/Home Depot) from Park/Ride lot.   |
| More stops           | Buckland               | Bus stop downtown Greenfield for elderly mother to come to S. Falls from Greenfield   |
| More stops           | Buckland               | Stop at State St/Rt 2 in Buckland or at State Police Barracks in Shelburne.   |
| More stops           | Charlemont             | Stops to local shopping areas (especially grocery)  |
| More stops           | Charlemont             | Stop at East Oxbow Road and Rt 2.   |
| More stops           | Charlemont             | Stop at Big Y and downtown Greenfield.  |

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|----------------------|------------------------|---|
| More stops           | Charlemont             | Bus stops along Route 2 and more often boarding times   |
| More stops           | Charlemont             | Possibility to flag the bus from areas not at a regular bus stop  |
| More stops           | Charlemont             | Bus stop at Avery's General Store.  |
| More stops           | Charlemont             | A bus stop at Charlemont PO would be good.  |
| More stops           | Colrain                | As close as we are (7 miles) to Greenfield Center, we would use a stop at Coffee Roasters since we are carpooling ourselves and one goes to work in Greenfield regularly. |
| More stops           | Conway                 | A daily bus stop in Shelburne Falls   |
| More stops           | Conway                 | More bus stops, especially off Route 2, and more frequent service.  |
| More stops           | Heath                  | If buses ran often enough from Avery Brook Road to SF and back I would use it - ride my bike to meet it to go to work.  |
| More stops           | Heath                  | Posted stop sign for a stop at Route 2 and Avery Brook Road where it meets Route 2 and times for the stop   |
| More stops           | Shelburne              | Stop at turn off Rt 2 at Shelburne Center Road.   |
| More stops           | Shelburne              | Local libraries, schools  |
| More stops           | Shelburne              | Regular bus stops along the route   |
| More stops           | Shelburne              | Stops on Route 2 to Greenfield  |
| More stops           | Shelburne              | I'd love a stop at Coffee Roasters on Rt 2 as we live 1.5 miles from there. Would use the service if it went from Shelburne to GCC.                                       |
| More stops           | Shelburne              | Bus stop at strip mall just east of Zerah Fiske Road on Route 2 in Shelburne would make service practical for our family.   |
| More stops           | Shelburne (Shel Falls) | Stop at West County Physicians  |
| More stops           | Shelburne Falls        | Stop in Shelburne Falls   |
| More stops           | Shelburne Falls        | From Shelburne Falls to Greenfield, stop at village. Would like to see a regular timetable from Shelburne Falls proper to Greenfield.                                     |
| More stops           | Shelburne Falls        | Stops at Fosters  |
| More stops           | Shelburne Falls        | It would be good to have a stop at Highland Village.  |
| More stops           | Shelburne Falls        | Additional stop at Greenfield's Market.   |
| More stops           | Shelburne Falls        | More bus stops along Route 2A (for example, Dunkin Donuts)  |
| More stops           | Shelburne Falls        | Stops at several locations in downtown Shelburne Falls and Buckland - also Arms Academy now known as the historical society   |
| Park and Ride        | Ashfield               | 8 a.m.-6 p.m. Park and Ride lot in Charlemont   |

**Responses to Question 7: Please briefly describe the specific changes in bus service that would lead your household to take the bus more often.**  
**Group 1: Comments relating to the West Route and service to towns on the current route. (grouped by topic and then by town of survey respondent)**

| <b>General Topic</b> | <b>Respondent Town</b>   | <b>Respondent Comment</b>   |
|----------------------|--------------------------|---|
| Park and Ride        | Ashfield                 | From Park & Ride lot to downtown Greenfield with no more than 2 hours between regular routes (service).   |
| Park and Ride        | Buckland<br>(Shel Falls) | A convenient park and ride.   |
| Park and Ride        | Buckland<br>(Shel Falls) | 5:00 a.m. to noon and 5:00 p.m. to 11:00 p.m. from and to Park and Ride lot on Route 2 and in front of McCuskers store, Buckland  |
| Park and Ride        | Charlemont               | If the Park and Ride lot in East Charlemont was a regular stop and had somewhat frequent and regular service to Big Y and downtown Greenfield, I would use it frequently.   |
| Park and Ride        | Charlemont               | Worker commuting buses from the park and ride lot.  |
| Park and Ride        | Charlemont               | May use bus daily depending on schedule.  |
| Shelburne Center     | Shelburne                | A point in Shelburne where I could safely park my vehicle, and frequent runs in and out of Shelburne Village. I live on Deerfield/Greenfield/Shelburne line. Where could I safely leave my vehicle?   |
| Shelburne Center     | Shelburne                | Would need service to Patten area 2.5 miles is too far to walk to Route 2   |
| Shelburne Center     | Shelburne                | I would really like to be able to use bus to go to and from work a few times a week. Shelburne Center to N. Greenfield area.  |
| Shelburne Falls      | Ashfield                 | It would be more convenient to have stops in Shelburne Falls.   |
| Shelburne Falls      | Buckland<br>(Shel Falls) | Stop in Shelburne Falls with early a.m. services  |
| Shelburne Falls      | Charlemont               | I might take a bus from SF to Greenfield, or encourage visitors to take it the other way. What would really change my patterns would be rail service, especially Greenfield to Boston.  |
| Shelburne Falls      | Conway                   | Stops in Shelburne Falls  |
| Shelburne Falls      | Shelburne                | We'd use the bus for weekday Greenfield errands and trips to Shelburne Falls.   |
| Shelburne Falls      | Shelburne                | If the bus stopped more frequently in Shelburne Falls during the day, we would use it more often.   |
| Shelburne Falls      | Shelburne Falls          | Bus from Shelburne Falls to Greenfield and back for school (charter school in Greenfield)   |
| Shelburne Falls      | Shelburne Falls          | I plan to give up my car this fall. I'm not sure at this time what my needs will be. Bus service will no doubt be a big help as my needs to get to Greenfield will be about the same.   |
| Shelburne Falls      | Shelburne Falls          | We would like to go from Shelburne Falls to Greenfield Center School (arrival there at 8 a.m.) and back (leave there at 3:15 p.m.) We (2 people) would use the bus nearly every weekday if this were available. We might be able to get to school from downtown, if the bus got there before 8 a.m. |
| Shelburne Falls      | Shelburne Falls          | More frequent service in Shelburne Falls to Greenfield and back.  |
| Weekend runs         | Shelburne                | We would run our weekend errands to Greenfield if there were more frequent options to ride.   |

**Responses to Question 7: Please briefly describe the specific changes in bus service that would lead your household to take the bus more often.**  
**Group 1: Comments relating to the West Route and service to towns on the current route. (grouped by topic and then by town of survey respondent)**

| General Topic | Respondent Town | Respondent Comment  |
|---------------|-----------------|---|
| Weekend runs  | Buckland        | weekend hours   |
| Weekend runs  | Buckland        | Weekend travel would be great. Many individuals travel to Greenfield on Sat. This would be a great service.   |
| Weekend runs  | Greenfield      | Weekend hours and pickup locations  |
| Weekend runs  | Hawley          | Weekends are good for us.   |
| Weekend runs  | Rowe            | We would be delighted to take the bus into Greenfield, Shelburne Falls on weekends for shopping, dining, etc. |
| Weekend runs  | Shelburne       | Weekend service   |
| Weekend runs  | Shelburne Falls | If weekend service were available .   |
|               |                 |   |

**Responses to Question 7: Please briefly describe the specific changes in bus service that would lead your household to take the bus more often.**  
**Group 2: Comments relating to destinations/services beyond the West Route. (grouped by destination and then by town of survey respondent)**

| Town      | Seeks service to/for    | Respondent Comment   |
|-----------|-------------------------|--|
| Conway    | Amherst                 | Rt 116 Route - I would take the bus to Amherst if there was rush hour service from Conway Center.  |
| Conway    | Amherst                 | I work 7 a.m. - 3 p.m. in Amherst. I live near Shelburne Falls and hence Rt 2. If I could take a bus to work for less than the gas cost me, I would ride a bus 3-4 days per week.  |
| Rowe      | Amherst                 | Earlier service in a.m. and connect to UMass by 8:30. Would love to be able to get bus to UMass somehow in the a.m. and p.m. from park and drive.  |
| Shelburne | Amherst                 | I have never thought of taking bus to Amherst for shopping, but might consider it if bus were to run frequently.   |
| Ashfield  | Amherst/<br>Northampton | We'd use a bus that went from Ashfield to Amherst or Northampton, too. Maybe more often than to Greenfield, since we don't work there.   |
| Ashfield  | Amherst/<br>Northampton | Routes to Northampton, Amherst area.   |
| Buckland  | Amherst/<br>Northampton | Better connections, more frequent daily on work week for PVRTA buses (Amherst/Northampton) - We do use PVRTA buses. We commute together to jobs in Amherst and Northampton and connect with PVRTA  |
| Buckland  | Amherst/<br>Northampton | I would love to bus from Shelburne Falls to Amherst and would give up driving if I could commute this way, or participate in car pool! I need to be in Amherst at 8-8:15 a.m. and I leave work about 4-4:15 p.m. We need some commuter buses to the Valley! SF to Amherst and SF to Northampton. |

**Responses to Question 7: Please briefly describe the specific changes in bus service that would lead your household to take the bus more often.**  
**Group 2: Comments relating to destinations/services beyond the West Route. (grouped by destination and then by town of survey respondent)**

| <b>Town</b>     | <b>Seeks service to/for</b> | <b>Respondent Comment</b>  |
|-----------------|-----------------------------|--|
| Conway          | Amherst/<br>Northampton     | connections to Amherst, Northampton  |
| Shelburne       | Amherst/Northampton         | If there were a bus at Shelburne Coffee Roasters or vicinity to Greenfield early a.m. that would connect to Amherst somehow or Northampton and back by 7 p.m. Would help if it ran 2 times in a.m. and 2 times in p.m., or more. I feel one issue would be a place for park and ride other than Charlemont as well as relatively frequent trips to Greenfield which would connect to Amherst or Northampton and get people to work before 8 a.m. and home p.m. I think providing multiple pick up and drop off times is key; otherwise people will view it as too inflexible and continue to use their vehicles. |
| Shelburne       | Amherst/<br>Northampton     | To Amherst, Northampton  |
| Shelburne Falls | Amherst/<br>Northampton     | Shelburne-Amherst express; Bus from Gfld to Amherst/Northampton Express  |
| Buckland        | Ashfield                    | A connection to Ashfield Center would be helpful.  |
| Charlemont      | Boston                      | Bus service from Park and Ride lot to busses connecting to Boston with reasonable travel time. I need to get to Boston approx. monthly without a car and cannot find a place to park overnight and get the bus from Charlemont. May use bus daily depending on schedule.   |
| Shelburne Falls | Boston                      | Connections to Boston.   |
| Charlemont      | Bradley Airport             | Bus service to Bradley Airport   |
| Shelburne       | Bradley Airport             | A bus from Greenfield to connect to Bradley Airport.   |
| Heath           | Buckland                    | Heath center 6:45 am to Buckland Town hall and return at 4 to Heath center Mon-Fri.  |
| Colrain         | Charlemont                  | From Colrain to the Academy of Charlemont  |
| Shelburne Falls | Colrain/Conway              | Colrain, Conway service would be good.   |
| (not indicated) | Colrain/Shelburne           | Colrain /Shelburne Road.   |
| Shelburne       | Colrain/Shelburne           | mid-day stop. Colrain-Shelburne line   |
| Shelburne Falls | Florida, MA                 | Service to Florida, MA.  |
| Ashfield        | Goshen/Rt 2                 | If a bus came on Rt 112 thru Ashfield-Goshen-to Hwy 2  |
| Ashfield        | Greenfield                  | My son is blind and it would be nice for him to go down to Greenfield by himself.  |
| Ashfield        | Greenfield                  | Service to S. Ashfield-Greenfield  |
| Ashfield        | Greenfield                  | A bus from Ashfield to Greenfield morning and evening.   |
| Ashfield        | Greenfield                  | I would like to see bus service from Ashfield to Greenfield. 7:30 a.m. - 3-5 p.m. I know my son and others would benefit from this. My son is a student at GCC.  |
| Ashfield        | Greenfield                  | Service from Plainfield Rd., Ashfield to downtown Greenfield.  |

**Responses to Question 7: Please briefly describe the specific changes in bus service that would lead your household to take the bus more often.**  
**Group 2: Comments relating to destinations/services beyond the West Route. (grouped by destination and then by town of survey respondent)**

| <b>Town</b> | <b>Seeks service to/for</b> | <b>Respondent Comment</b>  |
|-------------|-----------------------------|--|
| Ashfield    | Greenfield                  | If I'm not going to drive my car, I need to be able to walk to a bus stop in Ashfield and then from a bus stop to where I need to go in Greenfield.  |
| Ashfield    | Greenfield                  | If there was also a connection along Conway Street near Valley Medical Group to the end of Silver Street.  |
| Ashfield    | Greenfield                  | Ashfield <--> Greenfield   |
| Ashfield    | Greenfield                  | Ashfield to Greenfield. Sat. a.m. and back.  |
| Charlemont  | Greenfield                  | East Charlemont to Buckley Nursing home and to Greenfield for shopping.  |
| Colrain     | Greenfield                  | We live 6 miles from Route 2 and 12 miles from Gfld. We would have to drive to any bus stops unless a van or bus went through Colrain.   |
| Colrain     | Greenfield                  | We work at home so we would only need transportation a couple times a week when I do all of my errands. The bus would have to be able to carry a bike so I could bicycle around Greenfield.                |
| Colrain     | Greenfield                  | Bus from Colrain Center to Greenfield  |
| Colrain     | Greenfield                  | Greenfield to Colrain Center   |
| Colrain     | Greenfield                  | We would try to use service from Colrain to Greenfield; depends on times, might use it weekly.   |
| Conway      | Greenfield                  | If a bus stopped within one mile of my home during normal commuting time and went to Greenfield, I would ride it 5 days a week to work in Greenfield   |
| Conway      | Greenfield                  | Conway to Greenfield.  |
| Conway      | Greenfield                  | There should be bus service through Conway/Ashfield from Greenfield. This would benefit my teenage daughters as well as myself.  |
| Conway      | Greenfield                  | Conway to/from Greenfield for a few hours.   |
| Heath       | Greenfield                  | I live and work in Heath. I would love to be able to take a bus to and from Greenfield. A bus stop closer than the park and ride lot would be great, especially on Fri late afternoon/evening and weekends |
| Shelburne   | Greenfield                  | Greenfield - Rt 2 - Colrain-Shelburne Rd. - Colrain route with a stop in East Shelburne  |
| Ashfield    | Greenfield/<br>Northampton  | Any bus route that included Northampton or Greenfield to Ashfield would be used often (and much appreciated).  |
| Ashfield    | Greenfield/<br>Northampton  | Ashfield to Greenfield, Ashfield to Northampton, Ashfield to Rt 116 and Rt 9 corridors; weekends 10 a.m. to 10 p.m.  |
| Ashfield    | Greenfield/<br>Northampton  | I deeply believe one bus service from Ashfield/Conway etc. even once a week to central shopping city - Greenfield/Northampton, for example - would be great. Thank you.                                    |
| Ashfield    | Greenfield/<br>Northampton  | Unless there is a huge breakdown, I am not likely to use the bus services as described. If there was a run including Ashfield, Greenfield, Northampton, I'd be likely to use for groceries, MD appts, etc. |
| Buckland    | Greenfield/<br>Northampton  | Bus service from Ashfield Center to/from Greenfield and Northampton.   |

**Responses to Question 7: Please briefly describe the specific changes in bus service that would lead your household to take the bus more often.**  
**Group 2: Comments relating to destinations/services beyond the West Route. (grouped by destination and then by town of survey respondent)**

| <b>Town</b>     | <b>Seeks service to/for</b>           | <b>Respondent Comment</b>   |
|-----------------|---------------------------------------|---|
| Hawley          | Greenfield/<br>Northampton            | I drive 2 to 3 times per week to Greenfield. Also 2-3 times a week to Northampton. I would welcome more extensive bus service in order to be able to cut back on driving. The more extensive the better.  |
| Colrain         | Greenfield/Northampton<br>/Charlemont | We would love to take advantage of bus service if it was more convenient (to Greenfield or Charlemont)/Northampton for shopping, going to appts, etc.   |
| Ashfield        | Greenfield/<br>Shelburne Falls        | Bus routes that are close to Ashfield and go to Greenfield and to Shelburne Falls. The bus runs would have to be frequent enough that I could go to Greenfield without being stranded there for hours. I would use it most for grocery shopping, and one meeting a month, if I could get to Greenfield and back within 3-4 hours maximum. |
| Colrain         | Greenfield/<br>Shelburne Falls        | 6:00 a.m. to 5:00 p.m. Colrain Center to Shelburne Falls and Greenfield. And be dependable in the winter.   |
| Conway          | Greenfield/<br>Shelburne Falls        | Conway <--> Shelburne Falls and Conway <--> Greenfield.   |
| Heath           | Greenfield/<br>Shelburne Falls        | If buses ran from Heath Center or the center of Charlemont, I would take the bus to work in Shelburne Falls (if the buses went through the center of Shelburne Falls). Also, my clients could take buses from Greenfield.   |
| Conway          | Greenfield/Deerfield                  | Bus service from Conway to Greenfield, Deerfield, etc.  |
| Conway          | Greenfield/Hadley                     | Conway to Greenfield or Hadley and return   |
| Heath           | Greenfield/Mohawk HS                  | My children could take bus to Greenfield instead of having to wait for a ride. That would be great. It would help a lot, also from Mohawk!  |
| Conway          | Greenfield/South<br>Deerfield         | Conway --> Northampton (via S. Deerfield) or Greenfield   |
| Buckland        | Hadley                                | Better connection to PVRTA for trips, especially for trips to the Hadley Malls!   |
| Buckland        | Hadley                                | Bus to and from Buckland, Shelburne Falls, Hadley mall mid-morning to return mid-afternoon.   |
| Colrain         | Hadley                                | A bus from Colrain to Hadley daily weekdays, 7 a.m. - 4:30 p.m.   |
| Shelburne       | Hadley                                | Transportation to the Hadley mall, once a week for the afternoon, return late, around 4:30 p.m.   |
| Conway          | Hadley/Northampton                    | Your focus seems to be only Rt 2. My regular errands go mostly Conway <--> Whole Foods or Conway <--> Northampton.  |
| Heath           |                                       | Service to Heath  |
| Shelburne Falls | Holyoke Mall                          | I would love transportation to and from Holyoke Mall that allows a few hours for shopping. I'd go several times per year.   |
| Shelburne Falls | New York City                         | Timing/coordination with major bus lines essential to us since we visit NYC often (apt. there) and don't drive there. Hate to taxi home when we miss afternoon bus from Greenfield.   |

**Responses to Question 7: Please briefly describe the specific changes in bus service that would lead your household to take the bus more often.**  
**Group 2: Comments relating to destinations/services beyond the West Route. (grouped by destination and then by town of survey respondent)**

| <b>Town</b>           | <b>Seeks service to/for</b> | <b>Respondent Comment</b>  |
|-----------------------|-----------------------------|--|
| Ashfield              | Northampton                 | For South Ashfield a bus to Northampton makes sense but I realize this is Hampshire County and not what you do.  |
| Buckland              | Northampton                 | Bus service from Ashfield Center to/from Northampton.  |
| Buckland              | Northampton                 | Bus to Northampton?  |
| Buckland              | Northampton                 | Timely connections to Northampton.   |
| Buckland (Shel Falls) | Northampton                 | How about bus rides from Shelburne Falls on the hour to Northampton and back?! I work on King St and find myself back and forth in my car at least 4 round trips per week. I would need evening hour return trips. |
| Conway                | Northampton                 | Links in Conway to get to bus to Northampton.  |
| Heath                 | Northampton                 | Heath to Northampton   |
| Rowe                  | Northampton                 | Northampton  |
| Shelburne             | Northampton                 | I realize that this survey does not address the following, but I think I would use the buses more if the transit service increased between Greenfield and Noho. Thank you!   |
| Shelburne Falls       | Northampton                 | Nice to go from SF to Noho without a lot of stops in Amherst.  |
| Conway                | Hadley/Northampton          | Bus from Conway to Hadley and Northampton on the weekends (and return). Leaves Conway in mid-morning, returns in the early evening. Also West County to Northampton/Hadley on weekends.                            |
| Ashfield              | Northfield                  | I would be thrilled to switch from my cars to mass transit if possible - presently drive 60 miles/day Ashfield --> Northfield --> Ashfield.  |
| Ashfield              | Park and Ride lot           | Park and Ride lot in Conway and/or Williamsburg  |
| Ashfield              | Multiple                    | Goshen lot next to post office, to Northampton; and possibly Mohawk Trail to Greenfield  |
| Colrain               | Multiple                    | Having stops in Colrain and Leyden would be great, but if not practical, places to Park and Ride would be very helpful.  |
| Rowe                  | Park and Ride Lot           | I commute to Hadley and run my errands during my commute. I would like to see a commuter lot at the I-91/Rte 2 interchange for carpoolers.   |
| Charlemont            | Rail service                | What would really change my patterns would be rail service, especially Greenfield to Boston.   |
| Shelburne Falls       | Rail service/Bus service    | Would like to connect Shelburne Falls with buses and trains running south to Virginia and west to Amtrak.  |
| Ashfield              | Shelburne Falls             | Ashfield-Shelburne Falls-Greenfield  |
| Buckland              | Shelburne Falls             | Connection between Ashfield and Shelburne Falls  |
| Colrain               | Shelburne Falls             | Service between Colrain and Shelburne Falls would be nice (not necessarily as a feeder for the Route 2 service; more as a link between the two towns for daytime activities (shopping, etc.)                       |
| Colrain               | Shelburne Falls             | A Route 2 West Route which included Colrain-Shelburne Rd - Greenfield Rd into Colrain; then either Route 112 into Shelburne Falls or going back to Route 2 on the same road.                                       |

**Responses to Question 7: Please briefly describe the specific changes in bus service that would lead your household to take the bus more often.**  
**Group 2: Comments relating to destinations/services beyond the West Route. (grouped by destination and then by town of survey respondent)**

| <b>Town</b>     | <b>Seeks service to/for</b>            | <b>Respondent Comment</b>   |
|-----------------|--|---|
| Conway          | Shelburne Falls                        | Weekend; year-round; longer weekday hours; service to Shelburne Falls. If van could pick us up at home and bring us back and forth to Shelburne Falls, it would enable us to use the bus much more.                           |
| Conway          | Shelburne Falls/<br>other areas        | Bus routes from Shel Falls to other areas would be nice   |
| Ashfield        | South Deerfield                        | If my daughter goes back to work, I would need transportation, but I would need it to South Deerfield and Northampton which all above would not help anyway.  |
| Colrain         | South Deerfield                        | Mohawk Trail High School to Center of South Deerfield   |
| Conway          | South Deerfield                        | A bus along Route 116 from Dfld to Ashfield would be great. I would use it everyday, especially since there are buses from S Deerfield to Amherst and Greenfield, etc.  |
| Conway          | South Deerfield                        | South Deerfield bus or Conway bus   |
| Conway          | South Deerfield                        | Service from Conway to South Deerfield  |
| Conway          | South Deerfield                        | S.Dfld to Northampton express   |
| Conway          | South Deerfield                        | If there were service from Conway to South Deerfield, I would take the bus to and from work at Frontier Regional  |
| Conway          | South Deerfield                        | Reliable, daily, timely service between Conway and South Deerfield  |
| Conway          | South Deerfield                        | Conway to Deerfield/Rt 5/10 corridor.   |
| Conway          | South Deerfield                        | We would definitely be interested in a Conway --> S. Deerfield (down Rt 116) route. We work in S. Deerfield and Amherst.  |
| Ashfield        | South Deerfield<br>(Park and Ride lot) | I go to Amherst and need a car almost every day. The PVTA/FRTA connection in Deerfield is pretty useless due to the schedule. What is needed is a carpool lot in Deerfield.   |
| Conway          | South Deerfield<br>(Park and Ride lot) | I might use a park n ride located in Deerfield that hooks me up to Greenfield, Amherst, and Northampton. If a bus ran thru Conway, of course, I'd be all over it!   |
| Conway          | South Deerfield<br>(Park and Ride lot) | Most trips are to Amherst and Northampton so public transportation to South Deerfield would be helpful to access Hampshire County buses.  |
| Conway          | South<br>Deerfield/Sunderland          | Bus route from Conway to South Deerfield, Sunderland.   |
| Charlemont      | Springfield                            | If bus made connections with Peter Pan Bus service from Boston via Springfield, I would take the FRTA's service to and from the Park and Ride Lot in Charlemont or bus service along Rt 2 west from Greenfield to Charlemont. |
| Conway          | Springfield                            | Commuter bus to Springfield.  |
| Conway          | Springfield/Wilbraham                  | Direct service to Springfield, MA and Wilbraham, MA (not likely)  |
| Shelburne Falls | Sunderland                             | There should be a bus route between Greenfield and Sunderland.  |

**Responses to Question 7: Please briefly describe the specific changes in bus service that would lead your household to take the bus more often.**  
**Group 2: Comments relating to destinations/services beyond the West Route. (grouped by destination and then by town of survey respondent)**

| <b>Town</b>            | <b>Seeks service to/for</b>   | <b>Respondent Comment</b>   |
|------------------------|-------------------------------|---|
| Buckland               | Turners Falls                 | If the bus was available year-round, I would also use it in the summer. Bus traveling from Buckland/Shelburne to Farren Health Center.  |
| Charlemont             | Turners Falls                 | Late bus from Franklin County Tech School to Charlemont.  |
| Shelburne (Shel Falls) | Turners Falls                 | Bus service to Turners Falls  |
| Shelburne Falls        | Turners Falls/<br>Northampton | Good connections to Turners Falls, Northampton - especially at night.   |
| Colrain                | Vermont                       | No bus would come up Route 112 to the Vermont line. That is the only bus I could use.   |
| Buckland               | VT (Brattleboro)              | Bus to Brattleboro  |
| Shelburne Falls        | VT (Brattleboro)              | Bus to Brattleboro  |
| Buckland               | Multiple locations            | Morning and evening commutes between Ashfield and S. Dfld and Northampton. Weekend trips from Ashfield to Shel. Falls   |
| Buckland (Shel Falls)  | Multiple locations            | Bus service (more hours available, more runs available) would make it possible to obtain employment in Greenfield and Northampton. It would enable elderly to get to Greenfield and shopping when they want. We need a bus or bus-van to come through Shelburne Falls and to travel to Greenfield several times a day; for an elder or car-less person to shop in Greenfield; it is not working to have a bus that leaves before 8 a.m. and comes back at 2 or 4 p.m. For jobs, need stops earlier and returns later. |
| Charlemont             | Multiple locations            | Bus service to Northampton, Boston, or Albany would be helpful.   |
| Colrain                | Multiple locations            | Better and more frequent connections to bus routes that would get me to Umass on weekdays. It's very difficult and time consuming at present. Currently not worth the effort. I would like to use the bus and would if routes went to places I need to be, example: Colrain to Shelburne Falls, Park and Ride to Brattleboro, Northampton, or Amherst.  |
| Colrain                | Multiple locations            | I would like to be able to go to Amherst, Springfield (airport/Baystate), Greenfield and Boston by bus. To do this, I would need better connections and more time options. The monthly use I checked on question is probably minimum. I would probably use it a lot more if it were a reasonable option.  |
| Heath                  | Multiple locations            | I travel mainly from Heath to Shelburne Falls. This is probably not a priority route for FRTA. My wife travels to Vermont. I believe we must have a dependable daily bus service from North Adams to Greenfield east and west and a similar service from Brattleboro to Spfld 7 days a week to meet the future energy and environmental crises. I would use the park and ride facilities if I worked farther from Heath.  |
| Rowe                   | Multiple locations            | My late wife was sick for seven years, so bus was not an option. Now, I would be interested in using a bus service for trips to Greenfield, for connections to Northampton, or Boston, on NYC.  |
| Buckland (Shel Falls)  | Multiple locations            | A good schedule of buses to Greenfield (and maybe connections to Northampton/Amherst) would allow our family to commute to work and more (shopping, events, etc.)   |

**Responses to Question 7: Please briefly describe the specific changes in bus service that would lead your household to take the bus more often.**  
**Group 3 (subgroup of Group 2): Comments relating to bus service to towns not currently on the West Route, without clearly specifying the desired destinations (grouped by town of survey respondent)**

| <b>Town</b> | <b>Respondent Comment</b>   |
|-------------|---|
| Ashfield    | Stops in Ashfield   |
| Ashfield    | Since Ashfield is 8 miles from Mohawk Trail Regional School, it would important for service to come to Ashfield at least once a month.  |
| Ashfield    | If there was a bus to Ashfield, we could use it.  |
| Ashfield    | Ashfield could use some service!  |
| Ashfield    | It would be more convenient to have stops in Ashfield.  |
| Ashfield    | Ashfield service  |
| Ashfield    | If it included an Ashfield stop/pickup and if I did not have a license  |
| Ashfield    | If I didn't have to drive to bus stop to use it.  |
| Ashfield    | Would bus come to homes?  |
| Ashfield    | Bus routes to hilltowns.  |
| Ashfield    | We live on Baptist Corner Road, about 5 miles from Ashfield and 3 miles from Shelburne Falls. We would occasionally use the bus service if it was available to Baptist Corner Road. |
| Ashfield    | Service to Ashfield   |
| Colrain     | A bus route to the center of Colrain could potentially be useful to us.   |
| Colrain     | If it were possible to take bus from Colrain and get to places of interest - grocery shopping and downtown, and return in 3 hours, it would be a good way to conserve fuel.         |
| Colrain     | If the bus stopped in Colrain.  |
| Colrain     | Routes into Colrain   |
| Colrain     | Being disabled, to have a bus route on Adamsville Road, Colrain, would allow me and my 8-yr son more freedom to go to activities in Franklin Co.                                    |
| Colrain     | Colrain; Ashfield; regular bus service to work - my children have been out of work so long.   |
| Colrain     | If there was a stop closer to my house.   |
| Colrain     | Stops closer to Colrain.  |
| Colrain     | Bus to and from Colrain for jobs.   |
| Colrain     | Would probably use bus weekly if there was a stop at center of Colrain - Town Hall?   |
| Colrain     | Only if it made a stop right in Colrain (i.e. Town Hall).   |
| Colrain     | Maybe a bus through Colrain?  |
| Colrain     | Colrain Center - Pine Hill bus stop.  |
| Colrain     | Late night runs on Fri and Sat - Colrain Center   |
| Colrain     | You should have a stop in Colrain Center  |

**Responses to Question 7: Please briefly describe the specific changes in bus service that would lead your household to take the bus more often.**  
**Group 3 (subgroup of Group 2): Comments relating to bus service to towns not currently on the West Route, without clearly specifying the desired destinations (grouped by town of survey respondent)**

| <b>Town</b> | <b>Respondent Comment</b>   |
|-------------|---|
| Conway      | Service to Conway   |
| Conway      | Some service to and from Conway.  |
| Conway      | You'd have to come to Conway.   |
| Conway      | Stops in Conway   |
| Conway      | perhaps a bus to/from Conway  |
| Conway      | I would use it if it were available several times a daily at least 3 days a week.   |
| Hawley      | If the service coordinated with my schedule and stopped reasonably close to my house.   |
| Hawley      | I work 11 p.m. to 7 a.m., Sun night through Friday morn. If I could get to work on time w/ a 10 or 10:30 p.m. bus and a 7 or 7:30 a.m. return, I would do so. |
| Heath       | Service to Heath  |
| Heath       | A stop in Heath Center  |
| Heath       | We live in North Heath and I have at least 2 teens who could benefit from a regular bus service after school hours to be home from a job.                     |
| Heath       | A bus stop closer than the park and ride lot would be great, especially on Fri late afternoon/evening and weekends  |
| Heath       | I guess it wouldn't be possible to have a bus come to Heath Center.   |
| Heath       | Once a week or twice a month stop and return to Heath Center.   |
| Monroe      | Go to Rowe and Monroe, not just stop at Charlemont.   |
| Rowe        | Route to Rowe w/stops where someone waits.  |
| Rowe        | I might use the bus if it has a route to include the hilltowns.   |
| Rowe        | If daily service was available for employment transportation, I would use it.   |

**Responses to Question 7: Please briefly describe the specific changes in bus service that would lead your household to take the bus more often.**

**Group 4: Comments relating to services for seniors and residents with disabilities**

| <b>Town</b>           | <b>Respondent Comment</b>   |
|-----------------------|---|
| Ashfield              | 9:30 a.m. weekdays; It is important for seniors like ourselves to have transportation because our eyes are failing now and we would like to see the doctors about 2-3 times a month. Also shopping for groceries is a problem and will continue to be so.   |
| Ashfield              | Ashfield, with its increasing tax rate, could use transit services for some seniors and disabled residents.   |
| Ashfield              | From Ashfield to Shelburne Senior Center and back. I'm only here 6 months (summer time).  |
| Ashfield              | Service to Shelburne Falls Senior Center  |
| Buckland              | A weekly or monthly bus route from Senior Center to Baystate FMC for those needing monthly lab testing or x-rays.   |
| Buckland              | For dialysis center.  |
| Buckland (Shel Falls) | Expanded hours for seniors who do not drive would help increase their independence.   |
| Charlemont            | I would be very interested in utilizing van or bus service for disabled residents and would consider giving up my car if service was comprehensive enough.  |
| Charlemont            | A on-call 24-7 driver and vehicle would be a great Franklin County advantage for seniors and non-drivers. A recent need to call 911 and be taken to Franklin Med. Center during a weekday led me to question what to do when at noon I was told I could "go home, I was lucky to get a retired active friend to drive in from South Deerfield and drive me home the 14 miles. Had she not been home, I would have been stuck. |
| Charlemont            | I'm handicapped so a comfy ride from my door to work would be about it.   |
| Charlemont            | Senior citizen/handicapped service to appointments/stores.  |
| Colrain               | My parents do not drive. I drive 20 mi to Ashfield to pick them up and drive them to appointments. I'm sure my mother would also go to the Shelburne Senior Center or shopping if it was provided.  |
| Colrain               | With better service off Route 2 and increased van service, I wouldn't have to drive every day as a senior citizen.  |
| Colrain               | Have bus service for doctor appointments.   |
| Colrain               | Van service for seniors/disabilities is always in need.   |
| Conway                | I would like to see more medical rides in Conway.   |
| Conway                | Increase door-to-door service for seniors/disabled who can't get to the bus stop. The local van stops in the middle of the afternoon.   |
| Conway                | Dial-A-Ride and Para transit services to and from Conway with improved wait times.  |
| Conway                | Dialysis Facility 3 times per week (2 ways)   |
| Conway                | There are times when I am not able to drive and could use transportation to a doctor or supermarket.  |
| Conway                | Perhaps a bus to run so we (the Conway Seniors) could take in an interesting program at Shelburne Senior Center.  |
| Heath                 | Service closer to Heath for seniors   |
| Heath                 | weekly trips from Heath Senior Center to Greenfield and return  |
| Rowe                  | I'm happy with the Wed. bus from Rowe - sometimes I need more time. It would be nice to go on a few weekend/per year - Rowe to Greenfield. Would love to be able to go to the mall etc. Christmas and Spring shopping from Rowe.  |

**Responses to Question 7: Please briefly describe the specific changes in bus service that would lead your household to take the bus more often.**

***Group 4: Comments relating to services for seniors and residents with disabilities***

| <b>Town</b>     | <b>Respondent Comment</b>   |
|-----------------|---|
| Rowe            | Rowe's Senior Bus my husband can use, but I am not 60 so I can't. If this was changed so I could ride also, we would use the bus weekly in late fall and winter and early spring for groceries. Not sure about other times. |
| Rowe            | Making senior bus service to Rowe available to all residents, not just seniors.   |
| Shelburne Falls | More hours for seniors to go to appointments in Greenfield, 9 a.m. to 9 p.m.  |

## Other Comments

**Question: If you have any other comments or suggestions regarding bus services in western Franklin County, please write them here.**

### **General Categories of Comments**

Approximately 41 percent of survey respondents (317 households) provided other comments. These comments generally fell into eight main categories. The full comments are listed by category on the pages following this summary.

| <u>General category</u>   | <u>Number of comments</u> |
|---|---------------------------|
| <u>Group 1:</u> Think more bus service is important, including  | 82                        |
| Subgroup 1A: Think more bus services for seniors and people with disabilities are important                                   | 5                         |
| Subgroup 1B: Think more bus service is important, but don't/wouldn't personally use the bus themselves.                       | 20                        |
| <u>Group 2:</u> Might/would use the bus depending on its availability.  | 26                        |
| <u>Group 3:</u> Don't use the bus now, but might/would use bus services in the future (such as when no longer able to drive). | 57                        |
| <u>Group 4:</u> Question whether (more) bus service is useful/needed in West County area                                      | 20                        |
| <u>Group 5:</u> Wouldn't use bus services, even if expanded<br><i>(count doesn't include Subgroup 1B)</i>                     | 49                        |
| <u>Group 6:</u> Have questions about current services/need more information/<br>think the bus system needs more publicity     | 40                        |
| <u>Group 7:</u> Have suggestions for scheduling/service changes, and/or comments about the current services, including:       | 51                        |
| Comments on current services  | 4                         |
| Ideas for service/scheduling changes  | 27                        |
| Services for seniors and people with disabilities   | 6                         |
| Rail service  | 10                        |
| Long-distance transportation (rail/bus)   | 4                         |

## Other Comments

Question: If you have any other comments or suggestions regarding bus services in western Franklin County, please write them here.

### General Categories of Comments (continued)

| <u>General category</u>                     | <u>Number of comments</u> |
|---|---------------------------|
| <u>Group 8: Other comments</u>              | 76                        |
| regarding:                                  |                           |
| Living far from bus service                 | 19                        |
| Previous bus/rail services in West County   | 8                         |
| Current or previous travel/commute patterns | 12                        |
| Costs of bus services/taxes                 | 8                         |
| Biodiesel use in buses                      | 5                         |
| Carpooling                                  | 4                         |
| Bicycles                                    | 2                         |
| Transit Survey/study                        | 9                         |
| Other                                       | 9                         |

**Other Comments: If you have any other comments or suggestions regarding bus services in western Franklin County, please write them here.**  
**Group 1: Comments indicating that the respondent thinks more bus service is important (grouped by town of survey respondent)**

| <b>Town</b> | <b>Respondent Comment</b>  |
|-------------|--|
| Ashfield    | Anything that can be done to decrease vehicle use for those of us in the hills would be helpful and be environmentally sound practice.   |
| Ashfield    | I work for a nonprofit that helps people find jobs. Transportation or lack of it is a huge issue for many of my clients. All of the bus service changes in question 6 would be helpful. It's too bad that Yankee Candle can't sponsor a bus from Greenfield to their factory. Plenty of people would work there if they could get there.   |
| Ashfield    | The more service, the better.  |
| Ashfield    | In Ashfield, people tend to either travel to the Greenfield, area, the Northampton area, or to Amherst. I wish we had more options - even carpooling is difficult. Thank you for this survey.  |
| Ashfield    | I wholeheartedly support the expansion of bus service.   |
| Ashfield    | I think this is great! Frequency during commuter hours would be critical.  |
| Ashfield    | Bus service to reduce auto gas use is great!   |
| Ashfield    | We strongly support efforts to bring bus service to all.   |
| Buckland    | I think it is a great idea to expand the service. Traffic on the Mohawk Trail is awful!  |
| Buckland    | I welcome the idea of increased frequency of buses to save oil and the environment. Thanks for all you do.   |
| Buckland    | We know we need to change our habits (everlasting use of cars!) and we know of people who feel stranded here with no car. A stop in the SF Village would help a great deal for older people with no car.   |
| Buckland    | I have been involved with the Literacy Project (based in Greenfield) for about 10 years, and transportation challenges are routinely mentioned by staff as a reason some people can't take advantage of our free adult education services. I am all for any increases that might benefit people who can't afford a car.  |
| Buckland    | Thank you for considering this expansion. I think we should also consider the schedules of teenagers. They may want to go to Greenfield to shop, work, socialize on evenings and weekends. Wouldn't we prefer them in buses than getting rides from parents or driving their own cars? Plus, it gives those who don't drive yet some independence. Buses for seniors should also be considered too. Connecting a bus from Shelburne Falls and Ashfield to the Williamsburg line that goes to Northampton may also be worth looking into. |
| Buckland    | Many seniors, 62 and older, as they age will give up driving - due to health and/or expense of owning vehicles. My thought - "put seniors' consideration as to how to add routine services aimed at the baby boomers coming on board soon, In 2008, first of the boomers turn 62! There and after increasing retirements ... plan now! I would start to increase services in 2008 and thereafter. Many of us will not retire as middle class but lower class and need service !!   |
| Buckland    | This is a great idea to improve bus service.   |
| Buckland    | I believe in public transportation.  |
| Buckland    | For those folks who do not have a vehicle, or cannot drive, please consider assisting them in some way.  |
| Buckland    | Think increased bus routes are a good idea if there is enough demand.  |

**Other Comments: If you have any other comments or suggestions regarding bus services in western Franklin County, please write them here.**

***Group 1: Comments indicating that the respondent thinks more bus service is important (grouped by town of survey respondent)***

|                       |   |
|-----------------------|---|
| Buckland              | I would like to support increased public transportation in western Franklin County - in order to decrease traffic on Rt 2 and decrease Rt 2's "carbon footprint." Might there be an opportunity for non-travelers to make donations, as they become aware of how they might benefit.  |
| Buckland (Shel Falls) | Given the energy crisis, the expansion of public transportation options is critical.  |
| Buckland (Shel Falls) | With energy prices uncontrolled and soaring out of sight, most of us seniors should be encouraged to leave our cars in their garages or sell them, even if we have to travel to a job in Greenfield or Turners.   |
| Buckland (Shel Falls) | Please give us bus service. Help! we are stranded out here!   |
| Charlemont            | I am aware of at least 3 young people that have no cars or no drivers license who can't find employment because of transportation. We need our young people to be able to get to Greenfield so they can work and start supporting themselves. More bus service might be a motivation to get them out in the real working world.                               |
| Charlemont            | We need this service in the hilltowns.  |
| Charlemont            | Let's make it possible for those of us who should not drive to survive in the world without a car.  |
| Charlemont/Hawley     | A bus into Greenfield where there's more jobs available would be great for this smaller lower rent area. It would also be a reliable and safe way to get our soon to be teenagers to jobs! Thank you!   |
| Colrain               | It would be nice to see more public transportation throughout rural Franklin County, hilltown area, at least two trips daily AM and PM so people would have the option of using.  |
| Colrain               | I've lived here and hitchhiked for years; can't afford a car. People need to work, shop, get to doctors, hospitals, church, concerts.   |
| Colrain               | It would be great to have more commuters using the bus since Rt 2 is now so much more congested with one person/car.  |
| Colrain               | For those who do not have vehicles, the bus route changes might be very helpful.  |
| Conway                | If the residents of Conway could count on regular bus service, we wouldn't need to drive a car except in unusual circumstance or on a short range trip. The older residents would certainly benefit from regular bus service.   |
| Conway                | Unsure but a plan and goal to make public transportation viable is much needed from the Franklin County hilltowns.  |
| Conway                | I am a driver for Shelburne and Erving paratransit. As a van driver myself and a kind of "green" person, I am acutely aware of the lack of public transportation in Franklin County - and most rural areas. Anything that can be done to remedy that gets my vote. I would love to leave my car in the garage and take a bus. But there ain't no bus to take! |
| Hawley                | I think more bus service makes sense.   |
| Hawley                | Better bus service would help me and others in rural residential tremendously.  |
| Hawley                | I write this as a person who hasn't been using the bus service at present but believes that with "peak oil" at hand, mass transit NEEDS to become a part of our lives as we will, by necessity, be forced to give up car culture.   |
| Heath                 | Prior experience working at a Greenfield Employment Service, I notice many potential employees lacked dependable transportation from this area to Turners Falls and Greenfield area jobs. This was also a problem due to shift requirements.  |

**Other Comments: If you have any other comments or suggestions regarding bus services in western Franklin County, please write them here.**

***Group 1: Comments indicating that the respondent thinks more bus service is important (grouped by town of survey respondent)***

|                        |  |
|------------------------|--|
| Heath                  | At one point, I worked in Amherst and had a car that was dying. I would drive to Buckland, get the bus to Greenfield and then to UMass. I left my house at 6:00 a.m. and arrived in Amherst at around 8:15 a.m. If you do get buses to come to West County, it would be great to coordinate the times a little better than in the past. It was a long day, but I was grateful I had an alternative.  |
| Heath                  | People in Heath must have their own vehicles to travel such long distances and many can't afford a decent vehicle or the gas prices. Thank you for expanding services as much as possible. My truck is 22 years old.   |
| Rowe                   | We are very excited at the prospect of greater bus service in the West County.   |
| Shelburne              | For the general public, the service should be very, very important, particularly as gas prices continue to go up.  |
| Shelburne              | Thank you for bringing up this issue! It's very important!   |
| Shelburne              | Increased service would provide better chance for college students to get to GCC and Umass on a more regular schedule.   |
| Shelburne              | Many people live rurally and have limited income and availability to reach jobs in Greenfield area.  |
| Shelburne (Shel Falls) | Bus service is a good area service and expanding it is a good thing.   |
| Shelburne (Shel Falls) | Thank you for doing this! I hope you'll be able to expand service!   |
| Shelburne Falls        | I don't think people who aren't attending the Academy at Charlemont should be penalized. People should be able to take the bus to get to and from work.  |
| Shelburne Falls        | Expansion of service is a good thing. I hope there is enough potential ridership to warrant the expansion.   |
| Shelburne Falls        | More frequent schedule year round. It's a terrific service!  |
| Shelburne Falls        | Bus service is very important, especially for seniors, people without a car, or who have a disability.   |
| Shelburne Falls        | I think even if I wouldn't use it, it would be very important for lots of people with a more regular schedule than I have to take the bus.   |
| Shelburne Falls        | True Public Transportation is needed in this time of environmental degradation, creating a bus and train system of quality and accessibility to interface with the workplace will be of great benefit to our community. The effort and work will be our contribution to helping the environment, which needs to happen NOW on all our parts. Thank you for your efforts. This is uplifting and inspirational, I hope.  |
| Shelburne Falls        | It's like this ... the "bus" which is only a few vehicles should run, and should carry passengers all throughout the region, as so many cars are filling up the roads with people --> all going the same direction --> often to the same places. Expansion and fulfilling individual needs is very good and important. Please do this. The trains aren't go to start up again anytime soon .. and it's ridiculous how many cars and vehicles there are on our roads. Thanks. |
| Shelburne Falls        | There are many, many people who commute daily from Shelburne Falls to Greenfield. If there were several morning departures and several evening returns, it would facilitate easier bus/van use and mean fewer cars on the road. I think the key is to make it as easy as possible: consistent schedules, convenient bus stops, and reliable service and connections.   |
| Shelburne Falls        | Better/more transit is a wonderful idea! We could all cut down on emissions, get rid of a second car, and join the rest of the world in having better transportation. 90% of adult students say transportation is their #1 issue in getting an education!  |

**Other Comments: If you have any other comments or suggestions regarding bus services in western Franklin County, please write them here.**  
***Group 1A: Comments indicating that the respondent thinks more bus services for seniors and people with disabilities are important***  
***(grouped by town of survey respondent)***

| <b>Town</b> | <b>Respondent Comment</b>   |
|-------------|---|
| Ashfield    | I work with individuals with disabilities whose work options are very limited due to lack of transportation in this area.   |
| Colrain     | I see elders who need transportation to visit their spouses at nursing homes.   |
| Conway      | The older residents would certainly benefit from regular bus service.   |
| Conway      | I think door to door service needs to be increased for seniors/disabled. They have difficulty getting to the bus stop. I wonder if a regular route, even 1x week with a van, would be a help in outlying areas. People could plan shopping, appointments, etc. accordingly. |
| Conway      | Please increase van service - it's important.   |

**Other Comments: If you have any other comments or suggestions regarding bus services in western Franklin County, please write them here.**  
***Group 1B: Comments indicating that the respondent thinks more bus services are important, but that they don't/wouldn't personally use the bus***  
***(grouped by town of survey respondent)***

| <b>Town</b>                 | <b>Respondent Comment</b>  |
|-----------------------------|--|
| Ashfield                    | We don't use the bus, but are very grateful the bus to available to all who do use it.   |
| Ashfield                    | Although my family would most likely not use your services, I think it is an important service for others.   |
| Buckland                    | I'm not sure if my family would use it, although we might, but I think it's a really good idea to have it/   |
| Charlemont                  | I am very much in favor of public transportation, but my wife and my schedule and points of destination inhibit our use of it in this sparsely populated area.   |
| Charlemont                  | We support an expanded bus route, but honestly wouldn't use it unless our cars broke down.   |
| Colrain                     | I don't use the bus but appreciate that the service is available.  |
| Colrain                     | At this time we are not in need of this service, but I think there are a lot of senior citizens that could benefit from some changes. Thanks and good luck.  |
| Colrain/<br>Shelburne Falls | Have 14 year old son in W/C who needs to travel with an aide. This service may not benefit us, but it is a good idea for our rural area.   |
| Conway                      | I'm glad you are considering expanded service even if our household would not take advantage.  |
| Conway                      | Even though I am one of those lucky people who doesn't need bus service/public transit, I feel it's crucial for those with less money. I would use public transportation for energy reasons if this country and each region would develop adequate services - more taxes I know - which should fall on the so-called upper (economic) classes and I'm one of them. I hate for my taxes to go towards the support of war and nuclear and other mass destruction weapons systems, however. |

**Other Comments: If you have any other comments or suggestions regarding bus services in western Franklin County, please write them here.**  
***Group 1B: Comments indicating that the respondent thinks more bus services are important, but that they don't/wouldn't personally use the bus (grouped by town of survey respondent)***

|                 |   |
|-----------------|---|
| Conway          | We very much support this effort. Unfortunately, it is not for us - for now. For our present ages and location, bus service will not be a reasonable alternative for the time being. Thank you.           |
| Conway          | At this time, this household does not need bus service, but we do support the service from other seniors in Conway. We might need van/bus service in the future. Please include Conway in your bus route. |
| Conway          | I live and work on routes and roads that do not lend themselves to bus travel, but I do encourage mass transit for town dwellers.   |
| Conway          | Although I do not need this bus service, I am aware of many people who desperately need this service!!  |
| Conway          | I completely support expanded bus service for commuters and the public at large, but at present work only part-time at odd hours, so don't take advantage of it.  |
| Heath           | I am not presently using public transportation for a variety of reasons; however, I think that it is an important resource and would rely on it if it matched my itinerary.                               |
| Heath           | We don't need service, but I'm sure there are others out there who would. Good that you are sending out this survey because transportation is so very important to people.                                |
| Rowe            | We are physically fit retired seniors and do not presently need bus service, but we know that many folks who are less fit and/or less affluent do need it.  |
| Shelburne       | Despite our non-use of FRTA, I would support expanded FRTA in Franklin County.  |
| Shelburne Falls | Bus service does not pertain to me at this time. I think it is a very important service and I'm sure I will use it in the future.   |

**Other Comments: If you have any other comments or suggestions regarding bus services in western Franklin County, please write them here.**  
***Group 2: Comments indicating that the respondent would/might use the bus depending on its availability (grouped by town of survey respondent)***

| <b>Town</b>           | <b>Respondent Comment</b>  |
|-----------------------|--|
| Ashfield              | I am new to the area and would definitely consider using public transportation if it were available.   |
| Buckland              | Hours, frequency, and locations of bus stops would affect our bus usage.   |
| Buckland              | Bus would give me incentive to leave car at home when I have to go to Greenfield. Getting groceries would be a problem because Big Y and Stop and Shop are way out of town! Unfortunately, the mayor of Greenfield is a non-progressive, non-environmentalist.   |
| Buckland              | We are in our mid 70's and still able to drive ourselves. However, when the time comes that we cannot drive anymore, it would be most helpful to have van service to transport us to doctor's appointments and to hospital appointments. Especially if we have to go to Bay State Hospital in Springfield. |
| Buckland (Shel Falls) | Although increased options for GCC are a priority, we would certainly use the FRTA more for other routine trips to Greenfield as well.   |

**Other Comments: If you have any other comments or suggestions regarding bus services in western Franklin County, please write them here.**  
**Group 2: Comments indicating that the respondent would/might use the bus depending on its availability (grouped by town of survey respondent)**

|                       |   |
|-----------------------|---|
| Buckland (Shel Falls) | The current limited bus schedule doesn't meet our needs. Please expand the bus service and our family will use it... many other people too.   |
| Charlemont            | We have one car for 5 people. So buses would be extremely helpful   |
| Charlemont            | I don't even think about using the bus, because of its limited times, but if it was expanded and had more flexibility, we could consider it. Especially in light of gas prices and energy, conservation, and pollution, and all that stuff - it really is a good idea to use the bus! |
| Colrain               | Living in Colrain and with only one car to this family, I would use the bus to travel to Gfld or Shel Falls for errands and shopping.   |
| Colrain               | I would use public transportation if it came into Colrain. However, if I have to drive to Route 2 to catch the bus, I may as well drive all the way into town. I would love to see it expand.   |
| Colrain               | I currently do not use the bus at all but work in Amherst. Would consider bus some days of the week if it was cheaper than driving.   |
| Colrain               | At present time, I still own and drive a car and do not live where projected service is contemplated. If service area should change, then perhaps I might participate.  |
| Colrain               | Economic situation dictates saving money used for gas. Would definitely use service for that reason.  |
| Conway                | If the region had extensive public transportation systems and citizen commitment to saving energy in this way, I would try to alter my driving patterns in a significant way.   |
| Conway                | I believe in public transportation and would use it if it were available. I can afford a car but it is wasteful.  |
| Hawley                | Being disabled and living rurally in Hawley - I would like to have access to van service for pick up from my home to and from appointments.   |
| Heath                 | I would definitely be interested in utilizing it if it were available.  |
| Rowe                  | If I knew the buses run at a specific time and I was going to Greenfield, I would consider using the bus. I prefer riding to driving.   |
| Shelburne             | I didn't know about the van transit for people with disabilities - I might use that some.   |
| Shelburne             | I'd rather use public transport than my car.  |
| Shelburne             | Due to severe heart condition, only one driver can only drive locally, no distance driving. Second person (both over 80) depends on a walker and wheelchair for mobility. Look forward to access to outside functions. Lack of car discouraging.                                      |
| Shelburne             | We carpool now to work; would take bus only if I could get it without driving car to get to bus stop, such as along Greenfield Road.  |
| Shelburne             | If the bus service was convenient and frequent, we would get rid of 1 car (now have 2).   |
| Shelburne             | I would love to be able to take the bus to work more, especially in winter! (along Rte 2 corridor, Shelburne to Greenfield). Unfortunately, my job requires going site to site, mostly in Greenfield, so there would be limited day I could ride, probably 2x week.                   |
| Shelburne             | I believe in mass transit and use it when possible.   |
| Shelburne Falls       | For ecological reasons we would much prefer a bus to drive. Because we only have one car, bus service would greatly facilitate our ability to travel separately. Thank you.   |

**Other Comments: If you have any other comments or suggestions regarding bus services in western Franklin County, please write them here.**

**Group 3: Comments indicating that the respondent doesn't use bus services now, but might/would in the future (such as when they are no longer able to drive) (grouped by town of survey respondent)**

| <b>Town</b>              | <b>Respondent Comment</b>  |
|--------------------------|--|
| Ashfield                 | I drive now but would use it if I couldn't.  |
| Ashfield                 | When no longer able to drive a bus twice a week to Ashfield would be helpful for the elderly people in town.   |
| Ashfield                 | We are in our late 60s and early 70s. Probably within the decade, we will be much more interested in bus service than we are now. We're glad that you are working on it now!   |
| Ashfield                 | Would probably use van service in winter months.   |
| Ashfield                 | I'm over 70. I still drive but if I didn't and needed transportation, it would be from Ashfield. If it weren't from Ashfield, I couldn't use it.   |
| Ashfield                 | I am a retired widow on a rural road. At present would not use public transportation but I support public transportation and, in the future, may need transit service for seniors or other public transport.   |
| Ashfield                 | We are presently able to drive ourselves but would use senior van if we needed to and were unable to drive - hopefully, far in the future.   |
| Ashfield                 | Might use van service to Greenfield in 5 years.  |
| Ashfield                 | Do not have a need for bus service at this time. Perhaps when I am older and not able to drive anymore.  |
| Ashfield                 | Will use bus more when my children are old enough to take the bus alone.   |
| Buckland                 | Might take the van service if health deteriorated.   |
| Buckland                 | If needed would call for doctor's appointment  |
| Buckland                 | Don't need bus service at this time but maybe in a few years. Very good service for those who need it.   |
| Buckland                 | Buses are the best thing to happen for a lot of reasons. Hope to be riding the bus to work in the near future. Hate winter driving.  |
| Buckland                 | Would only take the bus to go to the eye doctor in Greenfield or hospital for x-rays if I can't find someone to take me.   |
| Buckland                 | I don't drive. I would use bus if my daughter couldn't do it. It would be easier to make appointments.   |
| Buckland                 | I am 78 and though I still drive, I am increasingly disabled with stenosis and COPD.   |
| Buckland                 | If for any reason I was unable to drive my own car, I'm sure I would be more interested in having bus service.   |
| Buckland                 | We are both senior citizens age 67 and 69, so one day we may need to use a bus.  |
| Buckland                 | I personally don't need it since I work at home, but if I needed it, I wouldn't hesitate to use it.  |
| Buckland<br>(Shel Falls) | I am getting old and semi-crippled, so my needs could change in a heartbeat.   |
| Buckland<br>(Shel Falls) | At this point in time, I probably would not change my driving habits by starting to take the bus. However, as gas gets more expensive, if the bus service was convenient and reliable, I'd start to reconsider and maybe start using the bus. The higher the price of fuel, the more likely I'll take the bus. |
| Buckland<br>(Shel Falls) | As we age, we will probably become more dependent on bus and van service.  |

**Other Comments: If you have any other comments or suggestions regarding bus services in western Franklin County, please write them here.**  
**Group 3: Comments indicating that the respondent doesn't use bus services now, but might/would in the future (such as when they are no longer able to drive) (grouped by town of survey respondent)**

| <b>Town</b> | <b>Respondent Comment</b>   |
|-------------|---|
| Charlemont  | We are seniors in our mid to late 70s. Fortunately, we've not needed these services yet. However, the need may arise in the future to make medical appts in Gfld.   |
| Charlemont  | At present I drive my own car. If I am unable to drive in the future, I would take the bus two or more times a week.  |
| Charlemont  | My mother will eventually live with us, as she is becoming more disabled, and would greatly benefit from a van service then.  |
| Colrain     | Would use a route to additional areas (Colrain) if one of us becomes disabled.  |
| Colrain     | Would not use the bus unless health because sufficiently impaired so we could no longer drive. This is our second home so if that case, we likely would be here only with other healthy family members.   |
| Colrain     | My mother, who is presently 87 years of age, will be moving here within the next year and we/she are hoping to maintain her independence as much as possible. She will be stopping her driving once here and would like to be able to get to Shelburne Falls on her own/by bus or carpooling with other seniors to the senior center and for shopping. Thank you. |
| Colrain     | Now able to drive but need to anticipate our needs for the future.  |
| Colrain     | Because of our remote location and the fact that we do drive, we do not need this service at this time. Perhaps it would be helpful in the future.  |
| Conway      | We anticipate the time when we can no longer drive a car. But still wish to live in our home in Conway. We are in our 70s and 80s.  |
| Conway      | We are thinking ahead to when we are no longer able/allowed to drive. We would need at least weekly service from and to Conway/Greenfield.  |
| Conway      | I'm 94 years old, and drive to Greenfield once a week for shopping. When I'm no longer able to do that, I would be interested in van transit services.  |
| Conway      | New residents to Conway within last 3 years - when parents relocate to region, they will need bus and van transit to/from Conway, Greenfield, Amherst/Northampton.  |
| Conway      | Slight chance young teen would need transportation.   |
| Hawley      | I am currently 26th on list for getting an apartment in Highland Village, Shelburne Falls. At age 90 my situation could change dramatically in the next few years.  |
| Hawley      | This would be a great benefit to me in the future.  |
| Hawley      | I live in East Hawley, which is a distance from any bus routes. As of now, I'm able to drive. If, in the future, I could no longer drive, I might need transportation occasionally. Therefore, I would like to see some sort of van transportation, especially for the hilltowns.   |
| Heath       | As our kids get older, I can see areas where they may use the service, but this is a few years away for our family.   |
| Rowe        | We will continue to drive until it becomes impractical, then we will take advantage of busing.  |
| Rowe        | Our circumstances could change in a moment and we would need transportation assistance.   |
| Shelburne   | When I have to put up my car - then maybe would use the bus - am a senior.  |

**Other Comments: If you have any other comments or suggestions regarding bus services in western Franklin County, please write them here.**  
**Group 3: Comments indicating that the respondent doesn't use bus services now, but might/would in the future (such as when they are no longer able to drive) (grouped by town of survey respondent)**

| <b>Town</b>     | <b>Respondent Comment</b>  |
|-----------------|--|
| Shelburne       | I expect that increased bus service to West County would enable me to continue living in West County as I get older.   |
| Shelburne       | I think that availability of the service is good. However, at this point we are not in need of them. Change in personal health might lead us to.   |
| Shelburne       | When my children are older they will likely use the bus service, but that will be in about 10 years.   |
| Shelburne       | Maybe I would take the bus when I'm older. Thanks for doing this!  |
| Shelburne       | Not in a position to utilize this service at this time but may in the future. Although I live closer to Greenfield and Shelburne Falls so it really wouldn't be convenient to use anyway.  |
| Shelburne       | This is a great idea should I find I'm unable to drive, I will be a frequent user. As of right now, I'm still driving. Thanks. I'm only a part-time resident.  |
| Shelburne       | We're in our 80s. The day is coming when we no longer drive. We will be dependent on mass transit along Mohawk Trail.  |
| Shelburne Falls | At this time I drive a hybrid, when I am no longer able to drive I would most likely use some bus services.  |
| Shelburne Falls | We are very senior citizens who would and will have to use public transportation in near future.   |
| Shelburne Falls | I like the idea of mass transit and should I need to take the bus, I would.  |
| Shelburne Falls | An elderly citizen who still drives and has a car, I can travel locally and to Greenfield, but don't know for how long, Everyone I know in my age group (80-90) has the same concern about the lack of public transportation in this area. |
| Shelburne Falls | I have not needed public transportation, but if my old car breaks down, I may need the service. Thanks for doing this survey, hope many people respond.  |
| Shelburne Falls | Right now, I am working and have a car. When I get older and can no longer afford to run my car, I know I'll depend on the FRTA. But for now, do not use these services.   |
| Shelburne Falls | We are getting more elderly, and if we didn't have the car to get to Greenfield shopping, we might use the bus. We are retired.  |

**Other Comments: If you have any other comments or suggestions regarding bus services in western Franklin County, please write them here.**

**Group 4: Comments indicating that the respondent questions whether (more) bus service is useful/needed in the West County area (grouped by town of survey respondent)**

| <b>Town</b>     | <b>Respondent Comment</b>  |
|-----------------|--|
| Ashfield        | Buses don't work really well when stops and schedules are so limited. West County is a car based residence. Carpool lots (secure) are needed more than buses especially in Deerfield.  |
| Ashfield        | Not enough population density for bus service where I live.  |
| Ashfield        | I am all in favor of public transportation, but in such a rural area, I am not sure it is cost-effective. Sorry.   |
| Ashfield        | We would like to use mass transit but we suspect that until a continuous train service is established it is not practical to expect much from bus service when time is a consideration.  |
| Ashfield        | Don't interfere with Shelburne Senior Center service already in place for some time now and heavens don't run a large van for a few. Cost effective concerns should be kept in the plans. This whole deal could be very costly. Don't do it!!! |
| Buckland        | Except for elderly people needing transportation, I see no need to expand the bus service. Thanks.   |
| Buckland        | I live in the hill town area and bus would not impact me or family members - excellent idea but just not feasible or relevant in the hills.  |
| Buckland        | This expansion was tried during the last gas crisis and was a big failure.   |
| Colrain         | You run way too many empty buses now save money, disband the service, and hire cabs or private vehicles as needed. You are a waste of taxpayers' money.  |
| Conway          | I would think that most current residents of Conway own cars or trucks, so transit is not a necessity for their commutes or errands.   |
| Conway          | FRTA could not afford to run buses to our rural area.  |
| Conway          | Please leave them where they are!  |
| Conway          | Would take bus more if Hell freezes over. This is not needed.  |
| Conway          | Believe there is a need for a different transportation system we can all depend on.  |
| Heath           | Tough problems to overcome with people so spread out and not going to the same areas; Probably be cheaper to give everyone a mini or high speed internet.  |
| Heath           | Please no bus service!   |
| Heath           | Money would be well spent seeking an alternative to public transportation. Most people work father away and services in Greenfield are limited.  |
| Heath           | Money would be well spent seeking an alternative to public transportation. Most people work father away and services in Greenfield are limited.  |
| Shelburne Falls | Buses seem impractical for such a rural area.  |
| (not indicated) | Every time I see a bus in West County it is totally empty. Year after year after year.   |

**Other Comments: If you have any other comments or suggestions regarding bus services in western Franklin County, please write them here.**

**Group 5: Comments indicating that the respondent probably wouldn't use bus services, even if expanded (count doesn't include Subgroup 1B) (grouped by town of survey respondent)**

| <b>Town</b>           | <b>Respondent Comment</b>   |
|-----------------------|---|
| Ashfield              | For me to make it to the Park and go in Charlemont I would have to walk 10 miles down Route 112.  |
| Ashfield              | If I worked in Shelburne Falls or Greenfield, I would definitely look for ways to take public transportation as I have in the past. Now, I do not have a need to travel in that direction.  |
| Ashfield              | Not in need personally, though it is good to do this survey.  |
| Ashfield              | I would like to support regional transportation, but honestly, I don't have the need. If I worked in Greenfield, it would be nice, but I don't. I do shop in Greenfield but can't imagine bringing my groceries home on a bus!                              |
| Ashfield              | I would love to be able to take public transportation from Ashfield to Greenfield, but the main reason I go to Greenfield is to go to BJ's, stores downtown, and Fosters. How would I get around between them and carry all my groceries without a car??    |
| Ashfield              | As operators of a retreat center for writers and as a couple much involved in volunteer activities, we lead busy lives and depend on our car to get us from one place to another in a timely fashion. Hence, we are unlikely to use bus service very often. |
| Buckland              | Buses are too far away to be of help.   |
| Buckland              | Will not be taking the bus at all no matter what changes.   |
| Buckland              | At present time - do not use bus.   |
| Buckland              | I don't use public transportation.  |
| Buckland              | We only go to Greenfield to shop once a week and try to do that at the same time as doctor visits. We rarely use two cars at one time. We are lucky that we are still mobile and able to drive.   |
| Buckland              | I can get a ride with family whenever necessary.  |
| Buckland              | Would not use the bus.  |
| Charlemont            | I generally go to Greenfield once a week to do our banking. Also to shop for groceries. Our businesses are in Greenfield. I go to Shelburne maybe a second time but no more than that. The bus would not help as I have too many groceries.                 |
| Charlemont            | We live two miles up a dirt road on Rt 2, making bus travel mostly impractical for us at this point.  |
| Charlemont/<br>Hawley | Unfortunately with the hustle bustle life style of today there are from too many errands to run in between!!  |
| Colrain               | I am a senior and can still drive a car. When I no longer can drive, I guess I'll depend on family or friends for transportation.   |
| Colrain               | Bus service is not the issue for my household. There is nothing worth coming to Greenfield for.   |
| Colrain               | Both my son and I drive north to work, so changes in bus service won't affect us in that way! Since we both have economic cars, our infrequent trips to Greenfield are more conveniently taken in our cars.   |
| Colrain               | We wouldn't take a bus so long as at least one of us is available/able to drive our own vehicles.   |
| Conway                | We do not use the bus.  |
| Conway                | We are too far from Route 2 or 5/10 to make service an option.  |
| Conway                | Self sufficient for now.  |

**Other Comments: If you have any other comments or suggestions regarding bus services in western Franklin County, please write them here.**  
***Group 5: Comments indicating that the respondent probably wouldn't use bus services, even if expanded (count doesn't include Subgroup 1B)***  
***(grouped by town of survey respondent)***

| <b>Town</b> | <b>Respondent Comment</b>   |
|-------------|---|
| Conway      | I have often thought of taking bus from Deerfield to Amherst but if I have to get in my car to drive 6 miles, the benefit is reduced from many standpoints.   |
| Conway      | At this time I have no need for bus service as I drive my own vehicle as well as a school van.  |
| Conway      | At this point, I can't see the practicality of us using bus service for our errands to Northampton.   |
| Conway      | If we had to drive to a bus stop, we might as well drive to shopping.   |
| Conway      | To reach bus service on Rt 2 would take us 15-20 minutes from Conway. Since it takes only 20 minutes to drive directly to Greenfield from Conway, it makes no sense for us to think in terms of bus service.  |
| Conway      | Don't seem to need bus; am self-employed carpenter.   |
| Hawley      | Buses are not practical for us.   |
| Hawley      | We are too far away from any likely route   |
| Hawley      | We live in a remote location in Hawley, so it is a significant distance to any bus stop and in general is just as convenient to drive to the destination.   |
| Hawley      | For us - it's 15 minutes to drive already to a bus stop.  |
| Hawley      | We live so far out in the country that a bus/van doesn't make much sense.   |
| Heath       | Right now, I would much prefer to take public transportation, but it's just not an option.  |
| Heath       | The Park and Ride lot in Charlemont is 15 minutes from home - I might as well keep going for another 10-15 minutes to Greenfield.   |
| Heath       | Bus service would be great, but it always seems hard to use as we have to drive from Heath to Charlemont, Shelburne, etc. to use it, which is 3/4 of the distance of just driving the whole way ourselves.  |
| Heath       | Just can't see any changes that would likely lead me to have any bus use. Service to Shelburne Falls from areas west of SF on a regular basis might cause use. Banking etc. But without service on the half hour or hour and into the evening (restaurants) this would not be useful. |
| Heath       | I wish I could say we could use bus service, but I know that we won't unless it were equivalent to an urban system - i.e. a stop near us and frequent service along multiple routes - and I know that's not possible.   |
| Heath       | At this time, the bus service is not needed for me and my family.   |
| Shelburne   | If we have to drive to a bus stop we probably would not take the bus.   |
| Shelburne   | I don't use the bus service at all yet; I still can drive.  |
| Shelburne   | No need to use bus service yet  |
| Shelburne   | Would not take the bus unless our auto is out of commission or we are. We would not be able to tote bags of groceries home from a bus stop at age 80+.  |
| Shelburne   | Would take the bus if I had no personal vehicle to use.   |
| Shelburne   | As long as we are able to drive and are able to pay for our car expenses we probably won't use the bus service. However, that could all change in a heartbeat.  |

**Other Comments: If you have any other comments or suggestions regarding bus services in western Franklin County, please write them here.**  
***Group 5: Comments indicating that the respondent probably wouldn't use bus services, even if expanded (count doesn't include Subgroup 1B)***  
***(grouped by town of survey respondent)***

| <b>Town</b>     | <b>Respondent Comment</b>  |
|-----------------|--|
| Shelburne Falls | My husband works in Westfield, I homeschool our children, bus service does not work for us.  |
| (not indicated) | The biggest problem remains: for most people out here, you'd have to drive and park in Charlemont (public parking is very restricted due to rafting/tubing issues) then take the bus to Greenfield where things are too spread out to effectively get around on foot. I save all my errands for one weekly trip and then I have too much stuff to haul anyway. Therefore I'd be unlikely to use the bus. |
| (not indicated) | Only if car becomes too expensive - do not have to go to Greenfield except for major shopping - need my car for that.  |

**Other Comments: If you have any other comments or suggestions regarding bus services in western Franklin County, please write them here.**

***Group 6: Questions about the current services and comments about the need for more information and publicity of the current servicees (grouped by town of survey respondent)***

| <b>Town</b>           | <b>Respondent Comment</b>  |
|-----------------------|--|
| Ashfield              | Need weekly bus schedule, stops, and rates printed in the local papers (West County News, Independent). I have no idea what, where, when, or how much a bus is!  |
| Ashfield              | We are new to the area; hard to answer!  |
| Buckland              | I wasn't really aware there was bus service out here. What is and where do I find a schedule?  |
| Buckland              | Routes and times need to be advertised more. See buses but don't know if I could use them.   |
| Buckland              | I didn't really know there was a bus service in Western F.C. - I grew up in a city and used public transportation all the time. Is it just me, or is the service not very well described/promoted? I mean, I never see a bus on Route 2. Where does it stop in Shelburne Falls, etc. |
| Buckland              | I bring my dog to work. Are dogs allowed on the bus?   |
| Buckland              | Try to make bus more visible (posted, unvandalized schedules, etc.) for would-be riders.   |
| Buckland              | Need more info on how/where buses go. Any going to NMH in Gill? Need more promotion.   |
| Buckland              | I currently have no idea where the bus stops in Greenfield. More info would help. Big Y would be a good spot if not already implemented. Thanks.   |
| Buckland              | Are there night buses?   |
| Buckland (Shel Falls) | We just moved to the area from Salem, I was pleased to read in the paper that there is a bus service. Please send more information so that I can support this wonderful program.   |
| Buckland (Shel Falls) | Can't come up with any suggestions; need more information.   |
| Charlemont            | More publicity. I've been here 2 years and just found out about bus service and then it quit (for summer) and I didn't know why. Publish bus schedule and bus stops.   |
| Charlemont            | I haven't personally used the current bus service because I wasn't sure if a bus picks up in Shelburne Falls to come to Charlemont around 4:30.  |
| Charlemont            | Most of all, we need to know about what service is available. We did not know that there was a bus other than for Academy students. Those who need this service the most - the elderly and the poor - have little knowledge of what is possible in terms of transportation.          |
| Charlemont            | Don't know bus schedule.   |
| Charlemont            | We did not know there was a bus service between Charlemont and Greenfield.   |
| Colrain               | Would have to know the schedules and routes.   |
| Colrain               | I didn't know the bus stopped at the Park and Ride Lot in Charlemont; I live 3 miles from there.   |
| Colrain               | We do not know what transportation options are available now. Since my elderly mother will be moving here to live with us, we would like to know. Thank you.   |

**Other Comments: If you have any other comments or suggestions regarding bus services in western Franklin County, please write them here.**  
**Group 6: Questions about the current services and comments about the need for more information and publicity of the current services**  
**(grouped by town of survey respondent)**

| <b>Town</b>     | <b>Respondent Comment</b>  |
|-----------------|--|
| Colrain         | Number of riders now using service? Hours of bus service? Stops, routes, parking areas? How reliable during winter? Where would riders wait for service during storms? Does ridership cover expense of service? How about using the buses for local outings? (i.e. museums, historic places, public parks, campgrounds). |
| Colrain         | I don't know what the services are at present!!  |
| Conway          | Lack of info. Instead of this mailing, why not distribute schedule/fare info (flyers/cards) to outlying town libraries, etc. - something people could take home and hang on their refrigerator!  |
| Conway          | Didn't know about the van service. Does it serve Conway? Will find out.  |
| Conway          | I know nothing of the FRTA's current routes or stops. I thought it was just for disabled people.   |
| Conway          | I never knew it was available to me.   |
| Heath           | Didn't know the West Route existed.  |
| Heath           | We did not really know anything about this service.  |
| Rowe            | I didn't know there was any bus service between Charlemont and Greenfield or I would have been using it.   |
| Rowe            | At present I know nothing about FRTA bus service. I don't know where to get information.   |
| Shelburne       | Since we don't use it now, we don't know the current schedule/stops; hard to gauge future use if there are no concrete changes listed to select better, more frequent usage. This survey has no info re: costs to ride the bus.  |
| Shelburne       | Bus schedule in West County News.  |
| Shelburne       | Wasn't familiar buses even come this way.  |
| Shelburne Falls | It is very important to know if service will not be running (i.e. during Academy vacations). I was late to work once - not something I'd like to do often! Thanks.   |
| Shelburne Falls | I think bus routes/times could be more publicized. Perhaps an ad campaign to increase ridership.   |
| Shelburne Falls | Where else does FRTA go?   |
| Shelburne Falls | Would like a website where it is easier to learn bus routes and times.   |
| Shelburne Falls | We've had some difficulty getting our son back from Greenfield to Shelburne Falls. Bus schedule is different from what appears online, for example.  |
| Shelburne Falls | A more obvious/clear schedule. I never know when/where the bus goes, so I don't take it.   |
| (not indicated) | If you have a website, it is not indicated here. A map of the routes and schedule information on a website might be a step to let people know their options.   |

**Other Comments: If you have any other comments or suggestions regarding bus services in western Franklin County, please write them here.**  
**Group 7: Comments regarding suggestions for bus service improvements and expansions (grouped by topic and then by town of survey respondent)**

| General Topic           | Respondent Town       | Respondent Comment  |
|-------------------------|-----------------------|---|
| Current service         | Colrain               | It is hard to commit to taking a bus that is canceled so many times in winter leaving you with no way to get to work or home. Equip the bus for weather like school bus.  |
| Current service         | Heath                 | I have wanted to take the bus but even when the Academy has soccer, the day is too short in Greenfield and it is unpredictable and confusing as to when the service changes times.  |
| Current service         | Heath                 | Having service west to Charlemont is important to us, even if the Route is not enhanced beyond current service levels.  |
| Current service ADA     | Shelburne             | We have a 13 year old son with disabilities but income throws family out from receiving services including transit because SSA and other agencies won't recognize disability need. FRTA should accept disability situations that SSA won't recognize if other credible sources such as school district provide disability verification.   |
| Current service seniors | Rowe                  | The Senior Center in Shelburne Falls has been especially helpful to supply transportation for doctor's appts and surgeries. I have no family and am 71+ years old. The Wed. shopping bus from Rowe is so appreciated. Wish we could have a driver who could lift something - once we had a man "fill in" and he carried some of my groceries.   |
| Service ideas           | Ashfield              | Work on a computerized system, by #s of requests at certain time. So if the #s of people warrant the trip, you make it. By checking online for the times, the trip will go after #s are calculated.   |
| Service ideas           | Buckland              | Connecting a bus from Shelburne Falls and Ashfield to the Williamsburg line that goes to Northampton may be worth looking into.   |
| Service ideas           | Buckland              | Any change needs to continue for a while to give people a chance to incorporate it into their lives.  |
| Service ideas           | Buckland              | I think it's a great idea to have a bus stop at the Neighbors in Buckland (big parking lot, high traffic, a place to post bus stop times and days).   |
| Service ideas           | Buckland (Shel Falls) | If buses run earlier and later, they could also run year-round.   |
| Service ideas           | Buckland (Shel Falls) | A transit service that is frequent, convenient, and reliable with decent equipment would be a nice place to start.  |
| Service ideas           | Charlemont            | Having more regular bus stops in convenient rest areas to accommodate residents living on roads off of Route 2. Would benefit people who don't have cars, can't drive, or need to share vehicles.   |
| Service ideas           | Charlemont            | How about using smaller buses such as minivans and run them more often.   |
| Service ideas           | Charlemont            | Would like to see bus service for commuting workers, perhaps offering pre-paid commuter passes. Currently, buses do not operate to major workforce areas (centers of towns and industrial parks) during start and stop shift hours. Park and Ride with buses to Greenfield, Northampton, Amherst, and Turners would be nice. I know asking for bus service for second shift workers would be "above and beyond", but there isn't even any bus service for dayshift workers. |

**Other Comments: If you have any other comments or suggestions regarding bus services in western Franklin County, please write them here.**  
**Group 7: Comments regarding suggestions for bus service improvements and expansions (grouped by topic and then by town of survey respondent)**

| <b>General Topic</b> | <b>Respondent Town</b> | <b>Respondent Comment</b>   |
|----------------------|------------------------|---|
| Service ideas        | Charlemont             | Quit worrying about rail service to other places and serve the local population.  |
| Service ideas        | Colrain                | The Vipassana Meditation Center (386 Colraine-Shelburne Rd) attracts 1-2 hundred students a month. Many of them take the bus to Gfld. A bus route which passed by the center would be very helpful.   |
| Service ideas        | Colrain                | Cape Cod has a system that people who live within 1 mile of bus stop can call ahead and be picked up at their home. Try having bus go from Charlemont to Gfld via different routes each weekday. A special event van would be helpful to get to and from Pothole Pictures or other events.  |
| Service ideas        | Colrain                | Does it help to increase service on Route 2 without FRTA access to the hilltown themselves?   |
| Service ideas        | Colrain                | The bus service should coordinate with employers in areas with concentrations of job opportunities (i.e. Greenfield) so that people without transportation can access work efficiently.   |
| Service ideas        | Colrain                | Full-size buses would seem unnecessary out here; small 10-seaters would be more economical and comfortable to ride.   |
| Service ideas        | Conway                 | This is a good idea. Expand trail service. Consider service along Route 116 between South Deerfield and Ashfield.   |
| Service ideas        | Conway                 | I know several people who would take advantage of a bus running between Ashfield to South Deerfield. Please consider it.  |
| Service ideas        | Conway                 | I think the FRTA could work with regional school systems to provide public service that would get high school students to respective schools, urban students take public transit to schools all the time. Centralized stops, center of town, certain points on secondary roads could allow not only students but working folks to have access to public transportation plus it would educate young people to the benefits of public transportation. |
| Service ideas        | Conway                 | The van driver has to spend a lot of time waiting for people during appt. Perhaps he could use his on-board computer to coordinate rides each week for people. He could call people and make sure they are aware of their ride the next day. This would give him something to worthwhile (\$) to do during downtime and take a burden off the shoulder of the office people.  |
| Service ideas        | Conway                 | Park and Ride services/ carpooling coordination between Ashfield/Conway, and Northampton/Westfield/Springfield on weekdays. Increased bus/van services for seniors without cars between Conway/other hilltowns in Franklin County and Amherst/Northampton or Greenfield.  |
| Service ideas        | Conway                 | Shopping shuttle, regularly scheduled a few times a week in all the small towns to take people to hubs like Greenfield and the Hadley mall, would be useful to seniors and others.  |

**Other Comments: If you have any other comments or suggestions regarding bus services in western Franklin County, please write them here.**  
**Group 7: Comments regarding suggestions for bus service improvements and expansions (grouped by topic and then by town of survey respondent)**

| <b>General Topic</b> | <b>Respondent Town</b> | <b>Respondent Comment</b>  |
|----------------------|------------------------|--|
| Service ideas        | Heath                  | Cars are very costly to operate - too expensive for young people to use to get to work. I have an idea which would help a lot of people, kids, and adults alike. Please consider it and pass it on. Bus service from Greenfield, MA to Brattleboro, VT to Wilmington, VT then (via Jacksonville) through Heath to Charlemont and back to Greenfield. This loop would make more jobs accessible and help the economy of both states. VT already has the free "Moover" which goes to Mt. Snow and beyond. Please consider adding Heath to the route! There are many young people who could get jobs if there were public transportation. |
| Service ideas        | Shelburne              | Do FRTA drivers get any benefit/recognition for efficient gas use, such as observing the speed limits, etc.?   |
| Service ideas        | Shelburne              | How about small vans w/ flexible routes, with "on call" service - or computer organized service on a weekly basis - i.e. regular and intermittent riders confirm the week (or a few days) before with room for last minute users, perhaps? Anyway, maybe riders could subscribe on a monthly basis and then have access and commitment to a certain number of riders on a fixed fee basis. Think small! Think flexible! Think grease-powered vehicles. Think efficient computer systems which could organize this. Thanks!   |
| Service ideas        | Shelburne              | Has thought been given to a bus stop in Shelburne Center? Fellowship Hall has large parking lot.   |
| Service ideas        | Shelburne Falls        | I live in Shelburne Falls; lots of cars turn in there from Greenfield. Its compact downtown could support bus service to Greenfield if timing worked.  |
| Service ideas        | (not indicated)        | People who visit the Vipaassana Meditation Center will certainly take advantage of these buses if they go to Greenfield and Shelburne Falls. There would need to be a stop at the town garage in Colrain or at Coffee Roasters.  |
| Service seniors      | Charlemont             | More services (especially with handicapped assistance) for senior citizens. I know this survey is for West County residents, but my mother lives in So. Deerfield and their bus service for seniors (especially handicapped) is extremely limited and the service that does exist is DEPLORABLE (Kuzmeskus only cares about their casino trips and neglects their senior citizen bus contract.)  |
| Service seniors      | Conway                 | I will be investigating expanded service for seniors in the coming years - transportation among them - and think perhaps a system of volunteer private vehicles may work best.   |
| Service seniors      | Rowe                   | I am 60 years old, for now I can drive. But my home is too far from bus routes, so I fear when I am too old to drive I will be out of luck.  |
| Service seniors      | Rowe                   | Have the Senior Bus set up so seniors get first choice and if room others could also ride and pay a fee so the bus is better used. It's a waste to see the bus with so few riders. Also my husband (over 60) does not want to go unless I can also and I am under 60. With the price of gas, it would be great in late fall, winter, and early spring to take the bus and get groceries saving fuel and being on slippery roads. Originally (I was told), the COA in Rowe was going to set it up this way but things changed and it was only for the seniors.  |

**Other Comments: If you have any other comments or suggestions regarding bus services in western Franklin County, please write them here.**  
*Group 7: Comments regarding suggestions for bus service improvements and expansions (grouped by topic and then by town of survey respondent)*

| <b>General Topic</b>   | <b>Respondent Town</b> | <b>Respondent Comment</b>   |
|------------------------|------------------------|---|
| Service seniors        | Shelburne              | I think people would use an expanded service but it would take some time for people to become accustomed to having this service and know it is not going to stop with the school year.  |
| Rail service           | Ashfield               | What would be super great would be getting on a train in Shelburne Falls and being able to take it to Greenfield or further like Washington, D.C.                                       |
| Rail service           | Ashfield               | I would prefer to be riding trains and trolleys rather than buses.  |
| Rail service           | Ashfield               | We would like to use mass transit but we suspect that until a continuous train service is established it is not practical to expect much from bus service when time is a consideration. |
| Rail service           | Buckland               | Develop commuter services (high speed rail would be great!) to the Valley   |
| Rail service           | Charlemont             | train in Greenfield to NYC  |
| Rail service           | Colrain                | I think that commuter train service in years to come is worth looking into. West County -> Greenfield -> Boston, Springfield, Hartford, VT/NH   |
| Rail service           | Shelburne              | Bring back the trains first, then the buses will be used  |
| Rail service           | Shelburne Falls        | Rail should make a comeback.  |
| Rail service           | Shelburne Falls        | I would take rail (trains) if revitalized (i.e. SF to Gfld, SF to Northampton, SF to Springfield.)  |
| Rail service           | Shelburne Falls        | I'd love to see a return to train service from village to village!!   |
| Long distance rail/bus | Colrain                | Would be interested in train or bus to Cambridge/Boston.  |
| Long-distance bus      | Shelburne Falls        | Important for rides to major bus lines to airport.  |

**Other Comments: If you have any other comments or suggestions regarding bus services in western Franklin County, please write them here.**  
**Group 8: Other comments, variety of topics (grouped by general topic and then by town of survey respondent)**

| <b>General Topic</b> | <b>Respondent Town</b>   | <b>Respondent Comment</b>  |
|----------------------|--------------------------|--|
| Bicycles             | Buckland                 | Have bicycles available at bus stop in Greenfield center in order to go to different areas in Greenfield.  |
| Bicycles             | Colrain                  | We have four bicycles.   |
| Biodiesel            | Ashfield                 | Would the bus be run or does the FRTA run on biodiesel? That would be wonderful.   |
| Biodiesel            | Ashfield                 | Is it possible to use biodiesel or vegetable oil for public transportation buses? This may inspire people to do their part either by using public transit or something else. Thank you!  |
| Biodiesel            | Charlemont               | Diesel buses running on biodiesel would be great.  |
| Biodiesel            | Conway                   | I would gladly take a bus that had urban frequency, especially if it were biodiesel. This seems unlikely for Conway.   |
| Biodiesel            | Shelburne Falls          | Worried about pollution from diesel engines - loves the idea of bio-diesel.  |
| Carpooling           | Shelburne Falls          | Ride sharing is much more appealing than bus travel. Even hitchhiking is more convenient than waiting for a bus. Thanks for doing this!  |
| Carpooling           | Charlemont               | For my needs, basically occasional shopping in Greenfield, I think carpooling would work better than a bus.  |
| Carpooling           | Charlemont               | Some way of systemizing carpooling from the Park and Ride lot would allow more flexibility for individuals than a bus schedule.  |
| Carpooling           | Ashfield                 | Carpool lots (secure) are needed more than buses especially in Deerfield.  |
| Costs                | Buckland<br>(Shel Falls) | We would be open to increased fares with discounts for seniors, children and students.   |
| Costs                | Buckland<br>(Shel Falls) | Perhaps if people could be shown what savings would be typical, there might be a bigger desire.  |
| Costs                | Colrain                  | How is this going to impact taxes if there are increased serviced to the west hilltowns?   |
| Costs                | Conway                   | Funding! Kuzmeskus is demanding huge give backs in negotiations with union workers (former GMATA) while FRTA looks to expand. The claim is unprofitable business, no longer subsidized. Are bus drivers to make bus routes pay by surrendering hard won benefits at low wages. |
| Costs                | Shelburne                | Would love to save gas money   |
| Costs                | Shelburne Falls          | Cost concerns  |
| Costs/taxes          | (not indicated)          | Taxes are too high right now!  |
| Costs/taxes          | Conway                   | Do not use my tax dollars for bus routes route changes.  |

**Other Comments: If you have any other comments or suggestions regarding bus services in western Franklin County, please write them here.**  
**Group 8: Other comments, variety of topics (grouped by general topic and then by town of survey respondent)**

| <b>General Topic</b> | <b>Respondent Town</b> | <b>Respondent Comment</b>   |
|----------------------|------------------------|---|
| Future planning      | Ashfield               | Thank you for reaching out to a wider community. Greenfield needs to realize we depend on the growth of Greenfield so that we can continue to live in these hill towns. I support local business when I can but a large part of my revenue is spent in Northampton or Pittsfield or Hadley due to the availability of stores to shop at that fill my family's needs. I sadly feel that in the next 5-10 years my family will move from this area because there is not a large enough draw to provide sustainable living for my children and grandchildren to prosper due to a lack of overall growth in the community. Thank you. |
| Future planning      | (not indicated)        | Any sane person looking into the 21st Century would welcome public transit opportunities.   |
| Future planning      | Conway                 | I believe that towns in the US need to be linked by bus service where rail service doesn't reach them.  |
| Survey               | Ashfield               | I hate the bus. Don't waste money on pointless surveys, that are bound to be inaccurate. Most people who actually take the bus probably won't fill these out.   |
| Survey               | Ashfield               | Who is paying for this survey?  |
| Survey               | Buckland               | I have no idea why you thought the middle of August was the best time to do a survey and public meeting. Seems to me, if you want a really broad response to your survey, you would broaden the timeline as well.   |
| Survey               | Shelburne              | You could have put the survey on pages 3 + 4 so that we could keep the letter and info regarding the meeting. I wrote it into our calendar but still.   |
| Survey               | Buckland               | Thank you!  |
| Survey               | Heath                  | Thank you for considering increased bus service in West County.   |
| Survey               | Rowe                   | Thanks for doing this. I am glad someone is paying attention to transit alternatives.   |
| Survey               | Shelburne Falls        | Thank you.  |
| Survey               | Shelburne Falls        | Thanks for doing this survey, hope many people respond.   |
| Live far from bus    | Shelburne              | I live 2 miles from Mohawk Trail and 2 miles from Main Street, Greenfield.  |
| Live far from bus    | Ashfield               | Ashfield has no bus service. Ashfield feels very isolated.  |
| Live far from bus    | Buckland               | The bus does not come out here.   |
| Live far from bus    | Colrain                | I live so far out.  |
| Live far from bus    | Colrain                | I have transportation and live on a rural road. There is no access to any bus stop.   |
| Live far from bus    | Colrain                | Route 2 is too far for walking to home  |
| Live far from bus    | Colrain                | Retired - live too far off the beaten path for a bus to be effective.   |
| Live far from bus    | Colrain                | None of the changes benefit Colrain residents.  |
| Live far from bus    | Colrain                | I live about 5 miles from Route 112, if that was ever considered to be a bus route or stop.   |
| Live far from bus    | Conway                 | This survey does no apply to us. Maybe Deerfield to hilltowns or from Greenfield, but not as is.  |
| Live far from bus    | Conway                 | Never had van service out here so can't say. We're West County but seem to be off your path!  |

**Other Comments: If you have any other comments or suggestions regarding bus services in western Franklin County, please write them here.**  
**Group 8: Other comments, variety of topics (grouped by general topic and then by town of survey respondent)**

| <b>General Topic</b> | <b>Respondent Town</b> | <b>Respondent Comment</b>   |
|----------------------|------------------------|---|
| Live far from bus    | Conway                 | At the moment, there is virtually no service in the Conway area (twice a month for seniors). For "nondrivers", this is very limited.  |
| Live far from bus    | Heath                  | A bus running up and down Route 2 doesn't do any good for Heath residents.  |
| Live far from bus    | Heath                  | I live in Heath. There is no bus service.   |
| Live far from bus    | Rowe                   | I live in Rowe; no buses come up here.  |
| Live far from bus    | Shelburne              | We live on a back road - 2 1/2 miles away from bus route from Greenfield to Charlemont.   |
| Live far from bus    | Shelburne              | We live too far off Rt 2 to use bus services.   |
| Live far from bus    | (not indicated)        | Living more than 7 miles from Rt. 2, this has no effect.  |
| Live far from bus    | Ashfield               | Does a bus come to Ashfield - unknown to me.  |
| Previous service     | Buckland               | During WWII bus service ran between Buckland, Colrain, Shelburne to catch the change of shift and on weekends for shopping and nightly recreation.  |
| Previous service     | Buckland               | Bus service on Rt 2 to Boston is sorely missed.   |
| Previous service     | Buckland               | Some years ago, my daughter used to take a bus to GCC, probably late '70s or early '80s. It was a big help to us.   |
| Previous service     | Charlemont             | In the 70's and early 80's the bus service was terrific - kids could take the bus for lessons and activities in Greenfield, helping working parents tremendously. It was a real loss when it was discontinued.              |
| Previous service     | Charlemont             | I do wish there was bus service along the entire Rt 2 as there used to be when the "Englander Bus Line" ran from Williamstown to and from Boston. An excellent service for a number of years.                               |
| Previous service     | Colrain                | The trolley and trains made it possible for towns to grow and thrive. Loss of gas funding is killing rural towns. They certainly aren't growing.  |
| Previous service     | Shelburne              | Regret loss of bus service to Boston through Greenfield. Schedule permitted one to arrive early enough to do a day's business, meet medical appointments, and return home in later afternoon or early evening the same day. |
| Previous service     | Buckland (Shel Falls)  | Have you reviewed the reasons why the extended bus service failed 25 years ago?   |
| Travel patterns      | Heath                  | Other adult has company vehicle.  |
| Travel patterns      | Shelburne              | I use the Umass - S. Deerfield bus.   |
| Travel patterns      | Shelburne Falls        | Weekends I travel between SF and Greenfield; weekdays I commute to work in Amherst  |
| Travel patterns      | Hawley                 | I live on a farm, 3 miles from Route 2. Semi-isolated. My needs - to Charlemont (4miles) shopping, Greenfield or Northampton (VA) are combined for economy.   |
| Travel patterns      | Ashfield               | My commute is 50 miles roundtrip from Ashfield to Turners Falls. Have used Charlemont Park and Ride lot to carpool to Mt. Snow.   |
| Travel patterns      | Colrain                | Currently travel to work in other counties and states.  |

**Other Comments: If you have any other comments or suggestions regarding bus services in western Franklin County, please write them here.**  
**Group 8: Other comments, variety of topics (grouped by general topic and then by town of survey respondent)**

| <b>General Topic</b> | <b>Respondent Town</b> | <b>Respondent Comment</b>  |
|----------------------|------------------------|--|
| Travel patterns      | Conway                 | Unfortunately, the 60-70 year olds are not taking the shopping bus as they are still driving.  |
| Travel previous      | Ashfield               | Up until recently, I worked in Northampton and used to drive to Williamsburg to ride the PVRTA bus into work; I would most often ride 3-4x a week.   |
| Travel previous      | Shelburne Falls        | Years ago, when the FRTA first started, one member of household commuted daily from Charlemont to Greenfield and back, and it was a great service, and a lot cheaper than a car.   |
| Travel previous      | Rowe                   | When my mother with Alzheimers lived with us, we could have willingly paid for bus service to take her to adult day care program in Greenfield, but we were prohibited from using the service.   |
| Travel previous      | Conway                 | When my husband was in daycare, I had to drop him off and pick him up every day myself. Conway did not offer service, except for occasional trips to the doctor or for shopping, which he could not do on his own. I think that if we pay the kind of real estate taxes we do as seniors, we should get some benefits. |
| Travel previous      | Conway                 | When my husband was in daycare, I had to drop him off and pick him up every day myself. Conway did not offer service, except for occasional trips to the doctor or for shopping, which he could not do on his own. I think that if we pay the kind of real estate taxes we do as seniors, we should get some benefits. |
| Other                | Heath                  | I can't come to the meeting because we're getting ready for the Heath Fair that day, but I would come to other meetings. Thank you for doing this.   |
| Other                | Ashfield               | I receive disability payments.   |
| Other                | Buckland               | Two words: "Peak Oil"  |
| Other                | Charlemont             | Raise the age for driver's license to 18 or 21 to reduce accidents.  |
| Other                | Shelburne              | I'm not from West County; I live on edge of Greenfield.  |
| Other                | Shelburne Falls        | A tremendous part of this, would be re-educating the public about benefits of using a bus. Will try to get to August meeting.  |

