APPENDIX B Summary of Corridor User Survey Results and Comments

Summary of Washington Street Corridor Survey Results by Question and Answer

Q/A	1. How do you usually use the corridor? (Select all that apply)	185	Total Responses
1)	Driving	177	95.7%
2)	Walking	69	37.3%
3)	Biking	31	16.8%
4)	Taking public bus services	2	1.1%
5)	Using a mobility device (a wheelchair, for example)	1	0.5%
Q/A	2. Please indicate the purpose of your usual trips in the corridor. (Select all that apply)	185	Total Responses
1)	Work	67	36.2%
2)	Shopping (including trips for pharmacy, banking, and other services)	163	88.1%
3)	Dining	131	70.8%
4)	Social/recreation	116	62.7%
5)	School/daycare	26	14.1%
6)	Walking, jogging, biking, or other fitness activities	68	36.8%
7)	Other (please specify)	9	4.9%
	Classes		
	Library		
	Stress release		
	Dog walking		
	Library		
	Commuting through the area		
	Charitable activities		
	just as a way to go through - I don't stop there much		
	Education. My most common reason to go to Cobbs Corner is to drop my child at Mathnasium.		

3. Please indicate the destination of your usual trips in the corridor. 185

Total Responses

Q/A	(Select all that apply)		•	
1)	The downtown area (Washington Street between Sherman Street and Neponset Street)	144	77.8%	
2)	The Cobb Corner Plaza shopping area (including Village Shoppes)	160	86.5%	
3)	Washington Street between the downtown and the Cobb Corner area	91	49.2%	
4)	North of the downtown area	76	41.1%	
5)	South of the Cobb Corner area	54	29.2%	
6)	Other (please specify)	4	2.2%	
	D 1			

Ponkapoag area to all above areas mentioned.

Just so you know. I have no idea what is considered north or south of the downtown area but I am mostly in the area before the center coming from Randolph Street.

I-95

Driving to Canton High School or Galvin Middle School.

Q/A	4. If you drive in the corridor, what problems do you encounter? (Select all that apply)	173	Total Responses
1)	Long wait at intersections with signals	112	64.7%
2)	High volume of traffic	144	83.2%
3)	Safety concerns (such as crashes and aggressive drivers)	48	27.7%
4)	Difficulty turning on to and out of side streets	90	52.0%
5)	Difficulty turning in to and out of shopping areas	89	51.4%
6)	Poor line of sight	39	22.5%
7)	Poor street lighting	15	8.7%

8) Other (please specify)

condition of roads - potholes!

Limited parking

Uneven surfaces, dips and poor patching

Too many damn signs!!!

The parking spots in front of businesses causes a majority of traffic. If someone is taking a left, there is not another lane for straight or to go around because of street parking terrible design flaw.

Island in the middle of street near Walgreens should be eliminated.

Lack of parking

Timing of traffic lights

None

Not enough parking!

Sidewalks in disrepare, Scary riding bikes on that Street, unsafe sidewalks to walk on, no bike lane, no crosswalk warnings, crosswalks often ignored, speeding issues, drivers not paying attention, too much texting while driving, no law enforcement to crack down on speeding. huge traffic delays in the mornings of Monday to Saturday.

I don't find it too bad. The middle turn lane is helpful.

Lack of safe lane for cyclists. Drivers disregard pedestrian crossings

Horrible for biking...literally Manhattan streets are easier to bike on. No dedicated bike space Poor pavement conditions, inadequate sidewalks, inadequate and unsafe crossing locations. The northern entrance to the Cobb Corner shopping center is particularly troublesome, along with rude, selfish drivers.

poor bicycle lanes

Cars do not stop at crosswalks. The lights recently added by Canton Center MBTA station were helpful.

15.0%

26

Parking

Safe cycling infrastructure

Parking

Town-created bump outs

Drivers doing pick up or drop off at St Johns school.

People driving much faster than the posted limit. 18 wheelers everywhere.

Need less curb cuts at Cobb Corner.

Bad pavement with potholes from Washington street up to High street

The road itself is terrible from the last Cobb Corner entrance going toward Canton Center on

	5. If you walk or use a mobility device in the corridor, what problems	57	Total Responses
Q/A	do you encounter?		
	(Select all that apply)		
1)	Lack of sidewalks	14	24.6%
2)	Lack of accessible curb/wheelchair ramps	5	8.8%
3)	Sidewalks too narrow or in poor condition	32	56.1%
4)	Lack of crossings or difficulty crossing Washington Street	29	50.9%
5)	Insufficient crossing times at intersections with signals	9	15.8%
6)	High volume of traffic	37	64.9%
7)	High speed of vehicles	30	52.6%
8)	Poor street lighting	7	12.3%
9)	Drivers with poor attention to people who walk or use mobility devices	34	59.6%
10)	Personal safety concerns	8	14.0%
11)	Poor connectivity to places you need to go (residence, work, shopping, etc.)	7	12.3%
12)	Other (please specify)	3	5.3%
	Note that in some spots the speed limit is 20 but this doesn't appear to ever be enforced		
	40 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		

6. If you bike in the corridor, what problems do you encounter? 26 **Total Responses** Q/A (Select all that apply) 25 1) Lack of bike lanes or useable shoulders 96.2% 2) 21 80.8% High volume of traffic 15 57.7% 3) High speed of vehicles 4) 4 15.4% Poor street lighting 23 5) Drivers with poor attention to bicyclists 88.5% 6) Personal safety concerns 10 38.5% 7) Poor connectivity to places you need to go (residence, work, shopping, etc.) 3 11.5% Other (please specify) 23.1%

No law enforcement to assist with keep road safe for bikers and walkers. No lanes for bikes, no signage, lighting is horrible at night.

The drains are very dangerous for cyclists because there are big dips if you hit them you are going down and there is no way to avoid other than pulling out onto the road.people don't understand that when you are doing 20 plus MPH on a bike and you come to a pot hole or divot you can't stop you need to pull out onto the road or you will go over your handlebars

very bad road condition, pot holes, uneven pavement, etc

Pot holes

Pavement from cobbs corner north up to about high street is in rough shape both directions It is a very exposed area to ride a bike and so many vehicles are so extremely large it is very intimidating. Plus cars parked in the roadside reduce the space even more.

. . . .

Q/A	7. Please indicate any improvements that you would like to see implemented in the corridor. (Select all that apply)	177	Total Responses
1)	Increase safety for all road users	89	50.3%
2)	Improve accommodations for pedestrians (sidewalks, crossings, etc.)	83	46.9%
3)	Improve accommodations for bicyclists (bike lanes, bike path access, etc.)	53	29.9%
4)	Reduce traffic congestion	123	69.5%
5)	Add left-turn lanes to improve access to commercial developments	71	40.1%
6)	Add left-turn lanes to improve intersection operations and safety	86	48.6%
7)	Improve shuttle and local bus service	21	11.9%
8)	Other (please specify)	28	15.8%

Repair where needed

Cobb corner is a complete roll of the dice and needs to be completely redesigned. There are too man Entrances/Exits in all of the plazas, so it's really dangerous in general when turning in or out, with the three lanes. I'm not sure if more lights would be better, but I do think that making more single ingress/egress per plaza would help.

Add right turn lane onto Bolivar St. add full center turning lane at Cobbs Corner. Add a lane to get around people stopped at the light to turn left onto Neponset St at Tamara.

Undo the downtown "improvements" that created more traffic jams

Trash/Recycle containers block sidewalks, street trees block building signage Beautification of area

More parking so you can walk to restaurants, like norwood has. Please also invest money in storefronts, or make landlords do so. Downtown needs a complete facelift.

Bike lanes, 5' wide side walks, curbs, rumble strips, road cones, road signs, police presence, flashing lights, etc

The shoulder is in need of paving. Numerous ruts, potholes and uneven patches make for a difficult (dangerous) bike ride.

Add traffic signals at Cobbs Corner plaza by the bank or McDonalds. Very heavy traffic and no signals.

Improve condition on shoulders of roads

improve light timing to maintain some continuity in traffic flow for groups of cars.

New asphalt to improve safety for bikers and prevent damage to cars

Anything but bike lanes, they truly make traffic more difficult.

Traffic light(s) at Cobb Corner area entrances.

Repair the poor pavement conditions near the Cobb Corner northerly entrance

Traffic signals at one of the entrances to Cobb Corner shopping area

Bike and/or walking paths would only make the traffic worse. There are sidewalks for walking, but since it's basically a two-lane road, bike paths would only make it worse to travel.

Need a signal at Cobbs corner. I was holding a sign there once for a political campaign and watched the traffic for there hours. Yikes!

Public parking lots to avoid needing to search for a space and parallel park

Shuttle and Bus service - I'd check that twice if I could!

The pavement quality is awful and needs repairs

Would love to see more trees for aesthetics, heat management and

Stormwater management, also more Stormwater bmps

More signs for NO U Turns

Enforce speed limits. Move crosswalks so they are more visible and not located where roads bend and cars can't see from a distance.

18 wheelers don't belong one residential roads

I think this area would benefit from bike lanes next to the sidewalk, with the parking nearer the center of the road. Raised crosswalks across the street and at intersections would help the visualization of pedestrians.

Repave the road

Q/A

Q/A	8. Where do you live? Please indicate the five-digit zip code of your residence.	176	Total Responses
1)	Canton (02021)	129	73.3%
2)	Sharon (02062)	26	14.8%
3)	Stoughton (02072)	4	2.3%
4)	Milton (02186)	4	2.3%
5)	Randolph, Quincy, Jamaica Plain, Roslindale	4	2.3%
6)	Norwood, Westwood, Dedham	3	1.7%
7)	Easton, Norton, Mansfield	3	1.7%
8)	Acton, Haverhill	2	1.1%
9)	Providence, RI	1	0.6%

9. Please use the space below to describe specific problem locations and improvements that you would like to see implemented in the corridor.

Repave cobb corner to church st.

As you know, traffic is very heavy in the morning and evening rush times. These can extend well beyond an hour for both morning and evening. It is not obvious that a lot can be done to reduce the vehicle volume as it is unlikely that new roads are part of the solution. Canton is by its geography an area that lacks adequate roads to handle the traffic that wants to get through the Washington Street center. Wish I had better ideas. All the best for your work!

The traffic in the morning is terrible. Also, I walk and run the corridor and cars do not stop at crosswalks that do not have a traffic light. They just ignore pedestrians waiting at crosswalks

In general, cars travel much too fast and also do not consistently follow traffic signals, making it difficult to cross even at the signalized intersection but Walgreens. There is no safe walking path to cross the street between the two shopping plazas at the south end of the highlighted corridor, so I avoid the shops on the opposite side from my home. There is nowhere to bike because the cars are unaware and the sidewalks are too narrow. There is too much parking all along the corridor and not enough space for people. There are often crowds on the sidewalks downtown because of lack of space to congregate.

The crossing lights are very much timed for cars and not pedestrians. If the town wants to encourage more walkability in the downtown area then the lights need to be more forgiving to walkers. Also, drivers do not always respect the walk lights and will make rights on red even when people are crossing. Some sidewalks closer to Cobbs corner could be improved and one side of the street doesn't have any. Bike lanes to get to the shops would be nice and could decrease our need to drive there.

Traffic always backed up between town center and High St

Left turn lane and left turn light to avoid congestion of the traffic.

Better lane markings and more clear use of lanes vs parking spaces to ease traffic congestion Right turn lane onto Bolivar at Walgreens

Go-around lane for people headed straight through the center (at the light at Neponset st.) Get rid of 99% of the ugly duplicate sidewalk signs, they look like rows of corn and detract from the nicer lamp posts and planters and granite posts etc.

Where High St. comes into Washington, especially at peak times. Possibly lights or blinkers

Traffic jams through the downtown area with long lines of stuck traffic and the inability to make a left at the intersection with Neponset due to stopped cars blocking intersection. Enter coordination of lights should help.

Reduce the majority of out front parking on Washington street, especially in areas where 2 lanes are needed. Generally updated, safer, sidewalks and turning landed addressed, speed of lights and access to side streets

95 Washington street area, turning into and out of malls is very dangerous. I've already had an accident with injuries, at this spot.

As indicated, remove the island on Washington Street in front of Walgreens.

congested traffic around funeral homes near 7-11 going northbound.

The Washington Street sidewalks between downtown and Cobb Corner need to be repaved to eliminate cracks in the sidewalks, and if possible, made a little wider. Repaving/resurfacing is a must. Recently, one of my sneakers became untied and I tripped and fell on a crack in the sidewalk on the way from Cobb Corner back to Hagan Court. My left elbow got bruised, but thank goodness my chest did not take a big blow, or I would have had to go to the emergency room at Good Samaritan Hospital in Brockton to get it checked out.

The traffic near Church St is a bottleneck and turning into and out of shopping at Cobb's Corner is dangerous if you are taking a left. Weekends and late afternoon are most problematic. Thank you for thinking about this!

Turning from Wall Street onto Washington Street there is always a car parked right at the end of the curb on Washington street (in front of copy place I think it is)… makes it very difficult to see the oncoming traffic… this should be marked as a no parking/tow zone on Washington street

Better traffic flow. Better coordination of the traffic signals.

Enforcement of traffic violations (NO U turns in center of town), Improve traffic safety - Canton is a cut through town, non-resident drivers are impatient and aggressive - enforcement will help with traffic/pedestrian safety

I live off of a side street in this area, two consistent traffic issues are the left hand turn onto Church Street and also how the two funeral homes manage departing traffic.

I walk this area frequently with my young children in strollers. The sidewalks need improvement to be more stroller friendly and crosswalks need to be clearly marked.

It would be nice to improve the beautification of the area. Repainting, hanging flower pots, providing benches, etc. If the corridor was beautified a bit it would encourage more foot traffic to the local businesses.

More parking lots (make it easy for people to shop and go out to eat!), wider street and left turn lanes, faster crosswalk signals, improve storefronts and beautify the downtown. Some of the businesses look seedy and sketchy! Improving the downtown will attract more residents and increase home values.

improve sidewalks with curbs that will teach drivers to focus on the road and not their phones, make the road narrower to slow cars down, put rumble strips in the road to keep drivers focused, add a bike lane with lights and flashers, add street lights to show drivers that there are people on the sidewalks, larger road signs to help people see, more police presence.

Lack of parking. Also just lots of traffic congestion.

Less congestion and better timing of the traffic lights.

Improved roads and sidewalks

The bump outs the town created are a hazard. The amount of parking is very limited. Cars travel way too fast and too close in the roads. People jaywalk up and down Wash. Street. People dbl park. Emergency vehicles drive as though they're the only ones on the road when the cars have no where to pull over to get out of the way. The whole area is a nightmare too much commercial area, too many bars and restaurants contributing to the traffic.

Asphalt paving to eliminate ruts, potholes and patches that make bike riding difficult. The Cobb's Corner Plaza has no traffic signals for traffic leaving the plaza and heavy vehicle congestion. Taking a left turn towards North Main Street is almost impossible at times.

Traffic frequently backs up from Church Street towards Cobbs Corner, particularly during the morning commute. Difficult for drivers looking to go straight through the corridor to navigate past those turning left onto Church; often see drivers turn onto High Street and then try to speed through residential streets to avoid backup there.

Anything to improve the flow of traffic

Bike lanes and improved conditions of roads . Especially around drainage grates. The worst is down near cobs corner very dangerous for bikers Sidewalks from Dunbar street to Cobb Corner too narrow. Turning onto Washington Street from Walnut and Mechanic streets is difficult.

A very dangerous problem is the use of the right traffic lane in the early morning, from the area of Neponset and Washington Streets to Boliver, where cars travel at a tremendous speed without regard to vehicles emerging from side streets. This concept does not ease traffic that much.

- 1) Would like green arrow at intersection of Washington and Sherman at town hall. Long wait trying to turn left onto Sherman after dropping child at CHS. It holds up traffic behind me, often buses.
- 2) Coming out of Dunkins after going through drive-thru: remove bush on left to increase visibility.
- 3) Turning right onto Bolivar from Washington: bring back the right lane so you can turn right on red and not have to wait behind person going straight. People heading north waiting to turn left on church st causes a backup. Removing the one parking spot on the right at that spot would allow traffic to flow even if someone it turning left.

Adding a left turn lane from Washington onto Church street by eliminating the one parking space Long backups at the neponset st and Church section. Look at the light timing to balance the queuing in the area. left turn options in the center of the road may help with getting stuck behind turning cars for long periods. Good luck with your efforts. Not a ton of space and lots of competing interests.

people speeding through the center once they break out of the backup caused by the lights at Neponset st. It's very dangerous pulling out of Rockland and Mechanic st.

New pavement badly needed on such a busy road. It must have been years since any road work has been done, where are the tax dollars going? It's especially bad from around Walgreens to Cobbs Corner

Downtown has been an abomination since the so-called "improvements." The elimination of the right turn lane at Bolivar causes huge traffic backups. The elimination of parking spaces for the additional (not properly maintained) curbing has severely impacted downtown businesses.

Reduce traffic. It is increasing with the development at Revere Street. So many condos and apartments now.

I just moved out of Canton. Better lighting is biggest concern. The variable width of the roadway creates issues that turn lanes could help if people were allowed others to go, that doesn't happen in todays world. The dip at the pond followed by the left into the town housing leads to various issues that things like a bike lane would increase the danger.

PLEASE improve the conditions of the roads in Canton, specifically Washington Street from Cobbs Corner right through to Canton Center. Improving the condition of sidewalks also needs to be done. Also traffic congestion in Canton is horrendous.

More police control for drivers going over the speed limit

Too much cut through traffic from Sharon, Stoughton and Norwood. Also, there needs to be better law enforcement for running red lights and traffic violations. I have lived in Canton all my life and traffic has never been worse.

Downtown area needs improvements for pedestrians, but the road width is at its maximum, traffic is an issue but thats better because that requires to go slower which prevents cutting through Canton

The area around Cobb Corner is chaotic and dangerous. There needs to be some kind of traffic light, etc, to help with everyone turning in and out of the shopping areas on both sides of Washington St.

Add walled off biking/walking lanes. More left turn lanes. Light cycles are very long with long traffic lines.

The left turn lane in Cobbs Corner's Area is really confusing. Many drivers don't understand that the same lane is used to turn left from both directions.

I often ride south through canton to Bay Road as it is good for cycling. The congestion in Washington street can be brutal which is why I will often time my rides at off peak commuting hours.

It's always scary pulling into or out of Cobb corner shopping are because there are so many entrances and exits within such a sort space. The left hand only turn lane into the Shaws area helps, but it's not enough. There are several other entrances into the shopping areas on that side of the street, and people don't let you pull onto Washington. There needs to be a light on Washington at one of those entrances/exits.

Washington and Church

The downtown area with the two traffic lights closer to Sharon is the worst part of it - I believe it is Neponset street and Church Street. Always a huge car backup coming from Sharon and there has got to be a better design for that area!! Also, if you're trying to take a left back to Sharon from any of the businesses on the right side of the street there - FORGET IT. Risking your life even trying it!!!!!! Can't see well and drivers are too aggressive and won't let you in anyway.

I live on Ames Ave -- it is nearly impossible to make a left hand turn out of my residential street onto Washington. Additionally, I often walk my dog on Washington Street and used to take the commuter rail daily. Crosswalks are dangerous - cars DO NOT STOP for pedestrians.

In Canton Center there are a number of traffic lights in quick succession (Revere, Bolivar, Church, Neponset) that frequently result in gridlock due to blocked intersections when people drive into the intersection when the cars ahead of them are stopped at the light ahead. This is exacerbated by cars having to sometimes wait long times to turn left off of Washington street, which I notice especially being a problem at Mechanic Street. I do not know if changing the timing of some/all of these lights could improve that issue. I also see people driving North on Washington who cut through the Takara parking lot to avoid waiting at the light at Church Street, which creates an unsafe situation. Perhaps that lot should only have an entrance/exit on Washington to prevent that.

I live in this area and would love to see improvements for pedestrians and cyclists in this area. Connecting Cobbs Corner to the north would be great.

Eliminate on street (parallel) parking spaces on east side of Washington St from funeral home to Bolivar Street to create a secondary northbound travel lane. Right (new) lane becomes straight thru at Church St Intersection, existing Washington NB lane becomes left turn only for Church St, and new right lane transitions to a right turn only lane for Mechanic and Bolivar Streets. Upgrade pedestrian signals to deter pedestrians from crossing signalized intersections at Church and Neponset Street when the lights are green for vehicles (I've seen many near misses of people walking north-south on sidewalk west side of Washington at those intersections when the light is green for vehicles exiting Neponset St and entering Church St). Note-Canton resident and civil engineer who drives thru this area every day, and notice very few cars use the eastern parallel parking spaces along this stretch. Thank you for your time!

Leaving Shaws to Washington near CVS. Left hand turn off Washington to Neponset, or up to Walpole street.

Pedestrian crossing with stop lights to stop oncoming traffic. Especially north of Sherman Street, near Canton High School is a dangerous pedestrian crossing area because street curves and cars drive very fast over the speed limit.

Washington St at Turnpike is treacherous when drivers come out of ponkapoag golf course heading across to Washington and coming in and out of crowell's market is an accident waiting to happen.

Left turn lane onto Church is a must. Pleasant to Dedham street should be a direct route.

Left turn of any kind is difficult, whether a side street, at an intersection, or at a light. Shuttle service on this route would help eliminate a lot of traffic, and extending it up to the high school could make it easier for the 16+ yr olds to get to work or Mathnasium.

Bike lanes, physically separated where possible, would be great. Also currently lots of bad pavement makes biking less safe.

The worst issues are closest to Cobb's Corner: awful cracked pavement, aggressive drivers, shoulders that are in rough shape, etc... The only thing bad I can really say about the Canton Center side of Washington is that the light can back up halfway up Washington, which is annoying but manageable.

I like to use Maple St to Sherman st, so I can bypass making a left from Maple on to Washington, as there is high traffic volume, and low visibility when cars are parked on the street.

When it snows though, all the snow is piled in the corner of Maple and Sherman, making either exit from my condo have low/no visibility to oncoming traffic.

Remove on street parking while providing proper delivery and ride drop off points and off street parking. Provide proper traffic calming features along with low speed limits. Addition of pedestrian and cycling infrastructure. This is an economic engine for the town of Canton, not a thruway for those traveling between towns.

Congestion and speeding

Terrible traffic situation in the Center.

Cars traveling too fast from Cobb Corner to Church Street - dangerous trying to cross the street.

There is no side walls on the right hand side of the road across from the plaza

I generally travel the corridor on weekdays and not at rush hour and it works pretty well as a driver though I realize things get ugly at rush hour. Would be great to improve pedestrian /bike access, add trees for shade/aesthetics/climate and improve Stormwater management and also to highlight recreation/open space opportunities along the corridor

More parking sync the traffic lightsLess bars/pizza places

Remove the bump outs that the town installed in downtown Canton.

Traffic congestion

Add left turn lane SB at Sherman.

It is very congested and hard to turn left anywhere.

The left from Washington to Neponset was backed up beyond high street at 1pm on a Friday without any construction or events. This seems to be a regular occurrence.

Bike lanes, ways to slow traffic, better crosswalks

So much congestion through the center, especially when trying to turn left onto Washington from Neponset during peak hours. Many times cars that are coming straight block the way and then are held up at a red light so when it's green for you to turn from Neponset to Washington you can't.

Train disrupts traffic flow. - MAKE TUNNEL

Lack of parking for downtown businesses. - MAKE PARKING BEHIND STORES

Too much cut-thru traffic - MAKE BYPASS ROAD Sidewalks too narrow - TREES OBSTRUCT SIGHT LINES Build another Rotary - :)

Please add side walk to all of Bailey Street.

Seriously, it's like the cops don't exist. People drive twice the speed limit and very heavy 3+ axle trucks and trailers are regularly going 40 plus miles per hour in 25 mph posted areas. I have kids. No truck is going to see them or stop in time if they walk across the Curtis and Sherman walkway. We call it the Sherman speedway now. We don't need a survey to know these problems already exist. What we need is action.

Intersection of Washington and Church Street, intersection of Washington and High Street, intersection of Washington and Revere Street.

Aggressive drivers - especially turning onto Bolivar and on Bolivar street. I often am walking with children and with a stroller, and would appreciate more speed bumps on Bolivar Street.

Fewer curb cuts & additional traffic lights at Cobb Corner. Plus a remake of Shaw's parking lot. The whole area is dangerous.

I wonder if some traffic lights at the bertuccis/CVS intersection at cobbs corner would help with safety? Also the pavement around cobbs corner is in bad shape

Thank you for doing this! Better bike and pedestrian by slowing vehicles and separating them physically would be so great. I enjoy riding through canton and this would make it awesome.

The traffic lights in Canton Center appear to not be on the same schedule. This causes most of the traffic congestion in that area. The lights should all be modified to turn green/red at the same time, going in the same direction.