

Summary Report of Hilltown Transportation Study

Prepared for the Hilltown CDC
by the Franklin Regional Council of Governments

March 2016



Hilltown Transportation Study

Introduction

In 2015, the Hilltown Community Development Corporation (CDC) received a grant from the Tufts Health Plan Foundation to conduct a transportation needs assessment for the Hilltown region, which covers the rural western half of Hampden and Hampshire Counties. The primary goal of the needs assessment is to identify ways to improve transportation in this rural area, which has no major population center, no large employers, and few retail centers. Residents must currently travel long distances – sometimes over 25 miles one way – to work, shop, and receive medical treatment. The study area for this initiative includes the following communities: Blandford, Chester, Chesterfield, Cummington, Goshen, Granville, Huntington, Middlefield, Montgomery, Plainfield, Russell, Williamsburg, Tolland, Westhampton, and Worthington. Map 1, which can be found at the end of the report in Appendix A, shows the study area and the surrounding region of Western Massachusetts.

The Hilltown transportation needs assessment is divided into two parts – a survey and a series of focus groups. The survey was conducted during the Fall/Winter of 2015 and the focus groups are being conducted in Spring of 2016. The survey was designed and conducted by the Hilltown CDC in partnership with the Hilltown Regional Coordinating Council (RCC), which includes the local Councils on Aging, Highland Valley Elder Services, Stavros, Hilltown Community Health Center, and Cooley Dickinson Health Care. Each of these organizations reached out to their staff and consumers to encourage them to complete the survey. The largest response came through the efforts of the local Councils on Aging, each of which compiled a list of seniors in their towns. Using these lists, staff at the Hilltown CDC mailed a copy of the survey to each senior in the region. The RCC also sent the survey out with Meals on Wheels. Over 820 people responded to the Hilltown Transportation Survey. This is equivalent to approximately 5% of the study area's total population. The Franklin Regional Council of Governments has been contracted by the Hilltown CDC to analyze the survey results, which have been summarized in this report. The survey questions can be found in Appendix B and the detailed results for all of the survey questions can be found in Appendix C.

Survey Results

The survey sought information from respondents in three general categories:

- 1) Personal characteristics of the respondents – who is the survey sampling?
- 2) Existing transportation needs – how are respondents getting around and what issues are they currently experiencing?

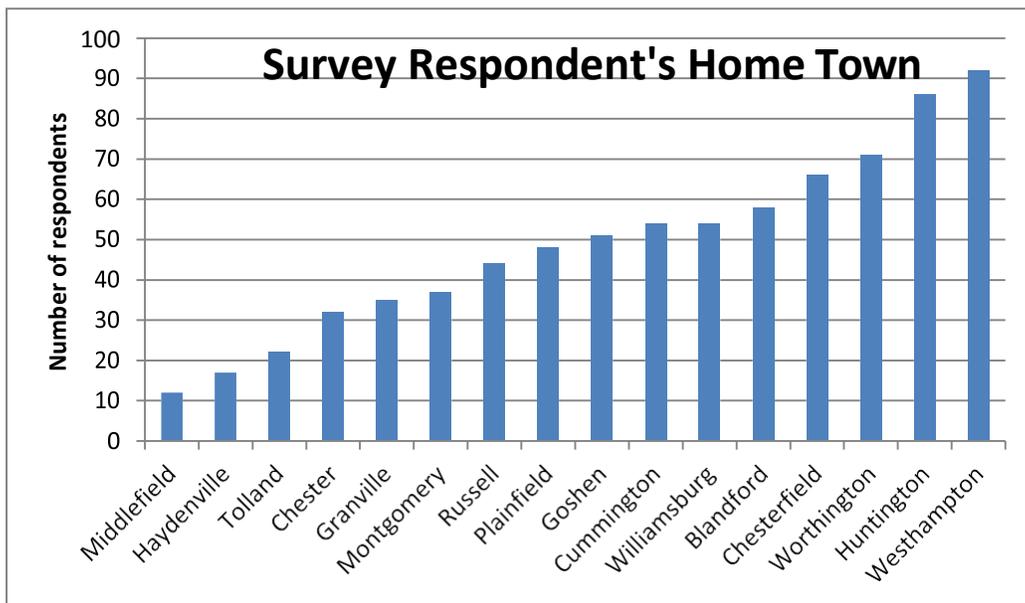
- 3) Future transportation needs – what would respondents like in the future and what would that look like?

The following sections describe the results for each of these categories.

Characteristics of Survey Respondents

Almost all of the survey respondents (98%) are from the towns within the identified Hilltown study area, although some were from neighboring communities just outside of the Hilltown CDC’s region. Some of these additional towns are located in Franklin County and include Ashfield, Charlemont, Colrain, Greenfield, and Whately. Other additional towns include communities east of the Hilltown region in the more populated Pioneer Valley, such as Easthampton, Northampton, Southampton, and Southwick. For the purposes of this needs assessment, the results from only the study area towns are included in the body of this summary report. Appendix C includes the results from all respondents, including those outside of the study area. Figure 1 below depicts the number of study area respondents and each of their hometowns.

Figure 1: Number of Survey Respondents and their Home Towns



One of the Hilltown CDC’s primary objectives for the survey was to assess the transportation needs of the region’s seniors. The age composition of the survey respondents shows that the survey was very successful at reaching seniors in the Hilltown communities. The vast majority of respondents (77%) are over the age of 60.

Of the respondents that were over the age of 60, 12% of them say that they or other seniors in their household do not drive. A map in Appendix A shows by town the number of non-drivers over the age of 60. Many of the seniors who responded to the survey also live by themselves (224 respondents or 26% of the survey sample).

There is a total of 236 respondents in the Hilltown region that have to rely on others for transportation, 141 of these are over the age of 60 years old.

A very small portion of the respondents require wheelchair accessible transportation (only 33 people). Appendix C contains a chart in which the need for wheelchair accessible transportation is broken down by town.

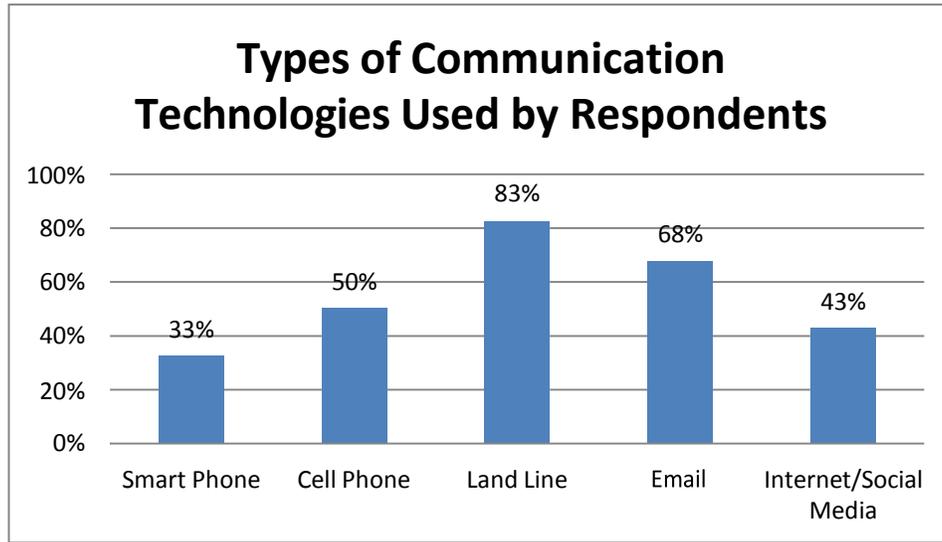
Almost a quarter of the survey respondents are military veterans (24% or 195 people). This proportion is much larger than the proportion of veterans in the general population. According to the U.S. Census American Community Survey, in 2014 there were approximately 1,653 veterans in total in the study area's population, or 11% of the population.¹ This means that veterans are over-represented in the survey sample – probably because it focused on seniors, who are more likely to have served in the military than the general population.

The survey also inquired as to the types of communication technologies respondents currently use. This is particularly important because many of the Hilltown communities do not have access to broadband internet, and cellphone signal strength can greatly vary. According to the survey results, by far the most common form of communication is the land line-based phone at 83% of respondents. Despite internet and cell tower limitations, a majority of respondents also use email (68%) and cell phones (50%) to communicate. Not surprisingly, given the average age of the respondents and limited internet, a smaller proportion uses social media (43%) or a smart phone (33%). See Figure 2 for a summary of communications used. A map in Appendix A also displays the use by respondents of internet/social media by town in the Hilltown region.

There are a total of 118 respondents (14%) that communicate ONLY with a land line.

¹ American Community Survey, 2010-2014 Five-Year Estimates, U.S. Census.

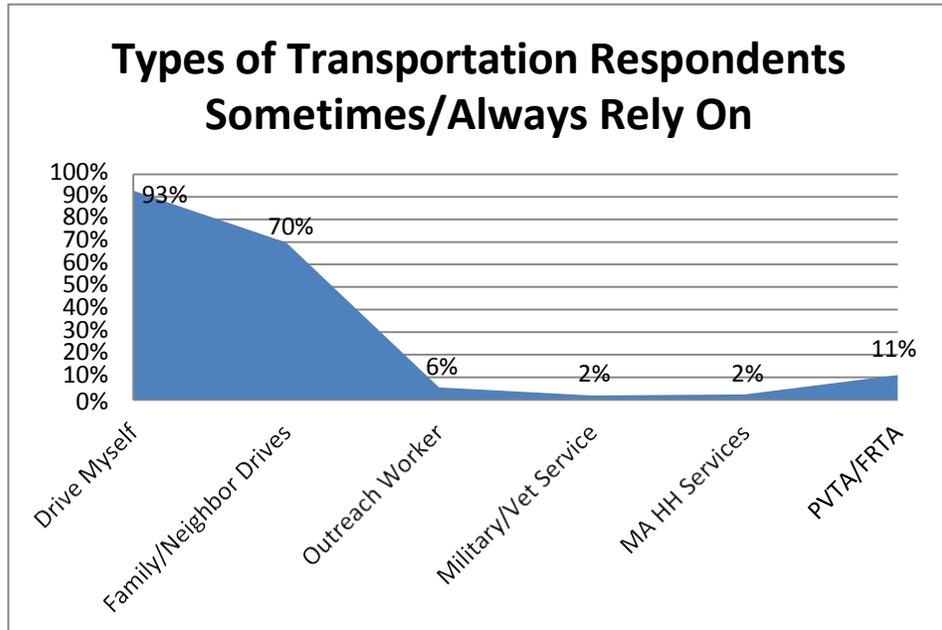
Figure 2: Types of Communication Technologies that Are Used By Survey Respondents



Existing Transportation Needs of Respondents

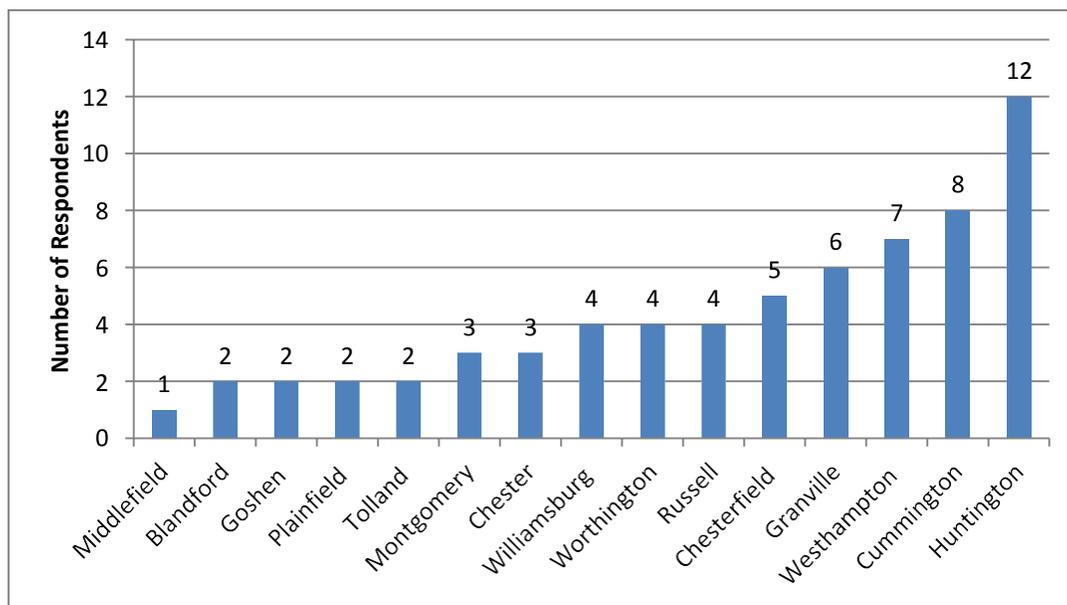
There were several survey questions that sought to understand the existing transportation system and related issues of the Hilltown residents. One question asked respondents about the types of transportation upon which they currently rely. The results show that there are a variety of modes of transportation that Hilltown residents use. As might be expected in a rural area with limited options, the principal mode is residents driving themselves to their destinations (93%). Surprisingly, a relatively large share also sometimes or always relies on family or neighbors to get around (70%). Figure 3 below shows the summarized results of this question.

**Figure 3:
Percentage of Respondents that Rely on Various Types of Transportation**



Another survey question tried to understand the extent to which scarce transportation options have limited Hilltown residents in their mobility. This question asked respondents if they have been unable to get to a medical appointment because of a lack of transportation in the past 12 months. A total of 67 respondents (8%) said that lack of transportation prevented them from getting to medical appointments in the past year. Figure 4 shows the responses to this question by town, as does a map in Appendix A.

Figure 4: Number of Respondents Unable to Make Medical Appts. Due to Lack of Transportation in the Past 12 Months



Existing Public Transit Services in the Hilltown Region

Currently, the Franklin Regional Transit Authority (FRTA) and the Pioneer Valley Transit Authority (PVTA) provide demand response services to some of the towns in the Hilltown region. Demand response transportation is a service conducted in partnership with usually either local councils on aging (COAs) or private companies acting as the operators. The transit authority owns the passenger vans that are used, and provides the operators with funding that pays for service costs. The operators are responsible for the drivers and for vehicle maintenance costs. The schedule and frequency of the demand response can vary greatly between the providers. The FRTA’s demand response is a curb-to-curb service for seniors over the age of 60, Franklin County Home Care consumers, nursing home residents, or veterans with a disability rating for 70% or greater. The FRTA provides this service to a portion of the Hilltown region through two COAs. The Huntington COA offers service to the towns of Blandford, Chester, Huntington, Montgomery, and Russell. The Goshen COA offers service for the towns of Chesterfield, Cummington, Goshen, Plainfield, and Worthington. The PVTA provides door-to-

door service to the town of Williamsburg and only to seniors over the age of 60 are eligible to ride. PVRTA uses the private operator, Hulmes Transportation, to operate its demand response services. The town of Tolland does not belong to any transit authority. In addition to existing services noted above, Westhampton operates a volunteer transportation service through the FRTA, Middlefield operates their own volunteer transportation service through either the town of the COA. The town of Tolland does not belong to any transit authority, and Granville currently does not have any public transit services despite belonging to the FRTA.

Future Transportation Needs of Respondents

The survey also sought to understand what Hilltown residents would desire for future transportation needs. The first question asked respondents if they would use a van, if it were available, for group excursions. Forty percent of respondents indicated that they were interested in such a transportation service. Much of the interest came from the towns located along the eastern border of the Hilltown region – particularly those closest to Northampton (see map in Appendix A). A second related question asked respondents how much money they would be willing to contribute to a round trip fare for a group excursion. Figure 5 shows that many residents would be willing to pay a premium for such a service – 40% who would use a van service said that they would pay \$6-\$10, and 35% would pay \$5 for a round trip fare. This is much more than the current typical round trip fare of \$2-\$4 offered by the FRTA demand response service.

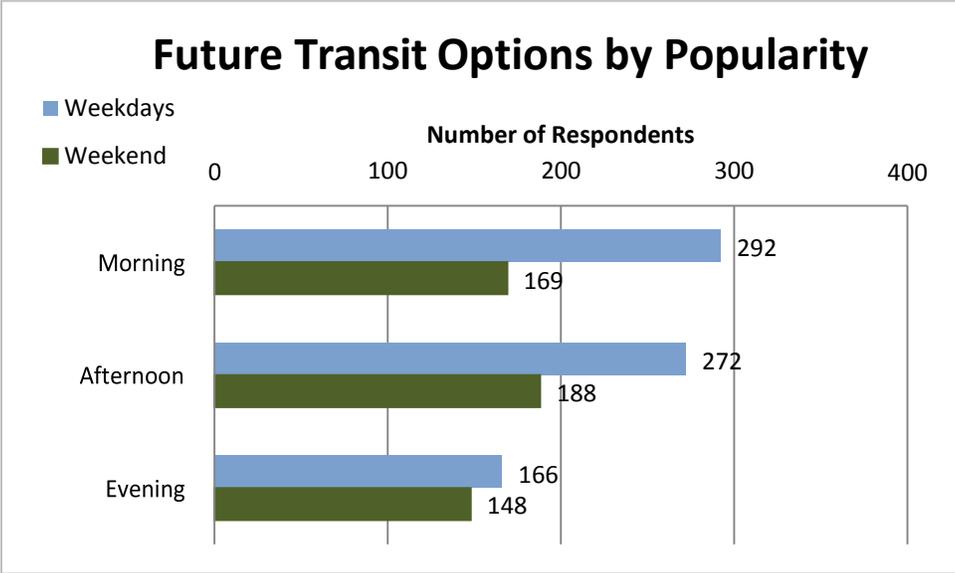
The survey also examined the willingness of respondents to use public transit if it were available. A total of 39% of the respondents indicated that they would be willing to use it (370 people). The map in Appendix A shows that the towns located in the northeast portion of the Hilltown region have the highest interest in using public transit, particularly the towns of Westhampton, Huntington, Williamsburg, Chesterfield, and Worthington.

Respondents were also asked about the timing of potential future service. The results show that they would clearly prefer a public transit service that was available in the weekday mornings followed by weekday afternoons – 79% and 74% of respondents, respectively. The weekends and evenings were still popular choices, but not nearly as much as the week days. Figure 6 below shows the breakdown of public transit options by popularity.

Figure 5: Breakdown by Fare the Percentage of Respondents Willing to Pay



Figure 6: Most Popular Future Public Transit Options



Another survey question examined the destinations to which respondents would most like to travel. By far, the most popular destination is Northampton at 39% of respondents. The next most popular destination was the Springfield/Holyoke area at 12% of respondents. On the survey, respondents were able to select the choice “other” if their most common destination was not listed. The most popular “other” destination was Westfield at 3% of respondents.

Figure 7 below and the map in Appendix A show the most popular destinations of the Hilltown residents. The most popular reason for traveling to these destinations is for shopping (24%), followed by medical appointments (17%) and then dining/eating out (16%). Figure 8 shows the breakdown of the most popular reasons for traveling to those locations.

Figure 7: Most Popular Destinations for Hilltown Respondents

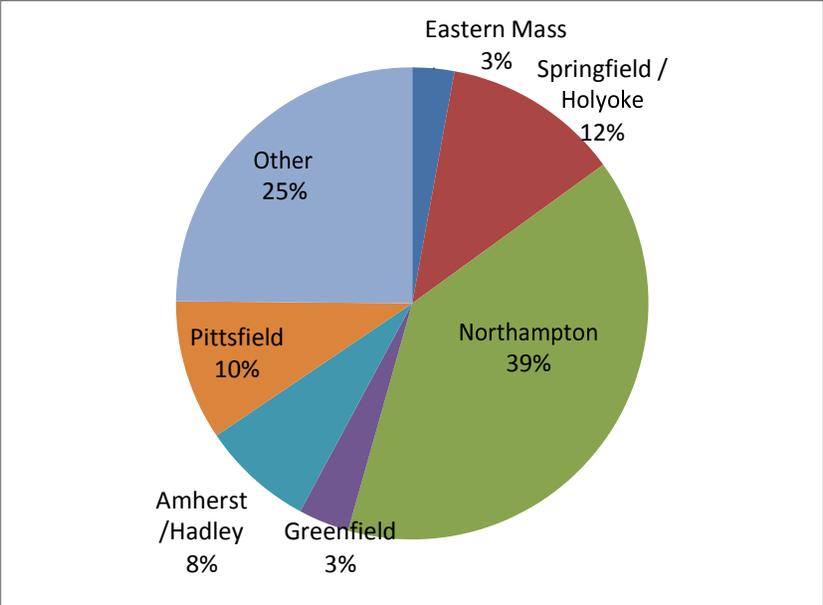
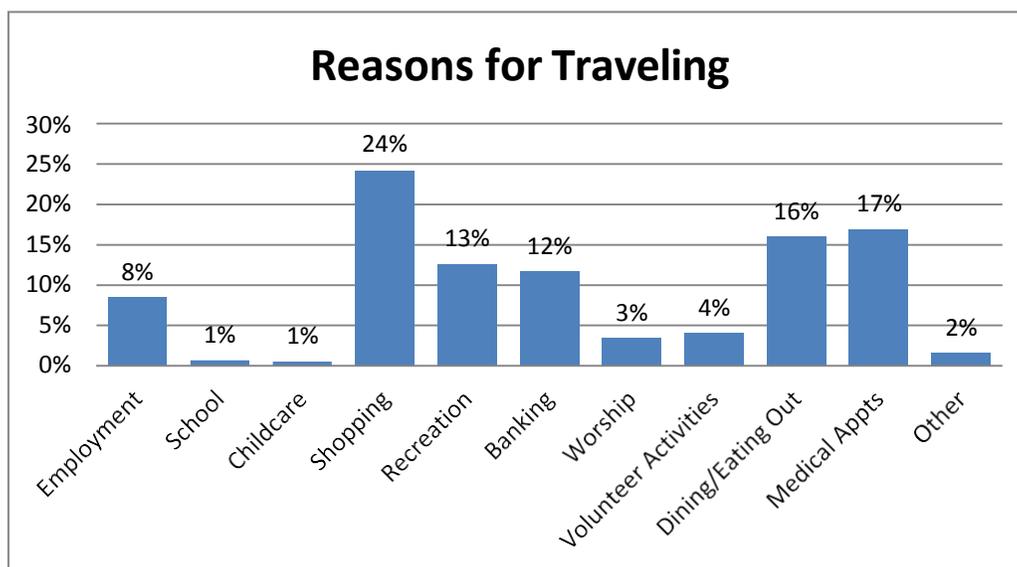


Figure 8: Most Popular Reason for Traveling for Hilltown Respondents



Conclusions and Next Steps

The Hilltown Transportation Survey provides the Hilltown CDC with a very informative overview of the transportation issues and needs of Hilltown residents – particularly for seniors. The survey results show that scarce transportation options have limited residents’ mobility and that if it were not for the help of family and neighbors, residents would have greater difficulty getting around. For the most part, Hilltown residents are interested in public transit and van excursions. The fact that so many residents are willing to pay \$6-\$10 for a round trip fare indicates a high interest.

Many of the towns that indicated a high interest in public transit are already served by demand response transportation through either the FRTA or PVTA. It may be that residents of these towns:

- Are not aware of these services;
- The service schedules do not match their needs; or
- The limited capacity of the COAs to manage the services has limited the ability of residents to utilize the vans.

A logical next step would be to determine if any or all of these factors are hindering the mobility of region residents and whether they can be improved. For example, a simple “getting the word out” campaign about the demand response services may greatly improve the transportation options of seniors in the region. The focus groups being conducted by the Hilltown CDC may provide additional insight about schedule/frequency tweaks to the services that may also improve transportation options. Lastly, because the COAs are typically volunteer-

run organizations with limited hours, a change in operation practices – such as having another party act as the dispatcher – could improve utilization of the services.

Improving the current existing demand response services is a first step in increasing the transportation options for the Hilltown region. However, this only assists with the towns that already have these services. The remaining unserved portions of the region still need additional transportation options. In addition, demand response services are available only for seniors over the age of 60. For those that are disabled under the age of 60, there are almost no other options other than to rely on family and friends and the few social service organizations that provide transportation. These are very large transportation gaps that need to be filled and will most likely require out-of-the-box solutions. These solutions could include private-public partnerships, volunteer organizations, or new public transit models. The Hilltown Transportation Needs Survey is an important first step in gathering the information needed to identify priorities.



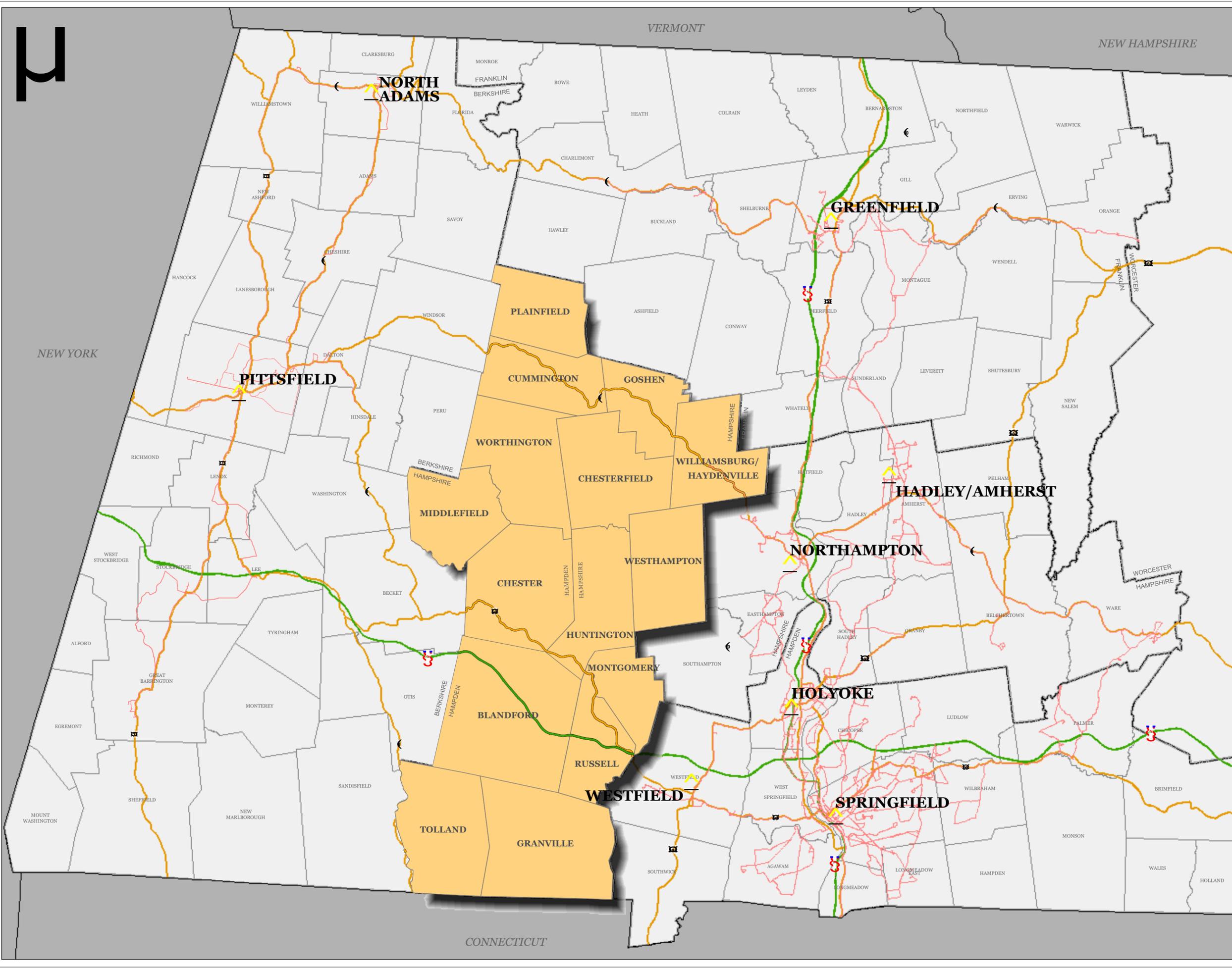
Hilltown Community Development Corporation (CDC)

Transportation Study

Hilltown Study Area Western Massachusetts

Legend

-  Major Road
-  Interstate
-  Public Transit Fixed Route
-  County Boundary
-  Hilltown Region



Hilltown Community Development Corporation (CDC)

Transportation Study

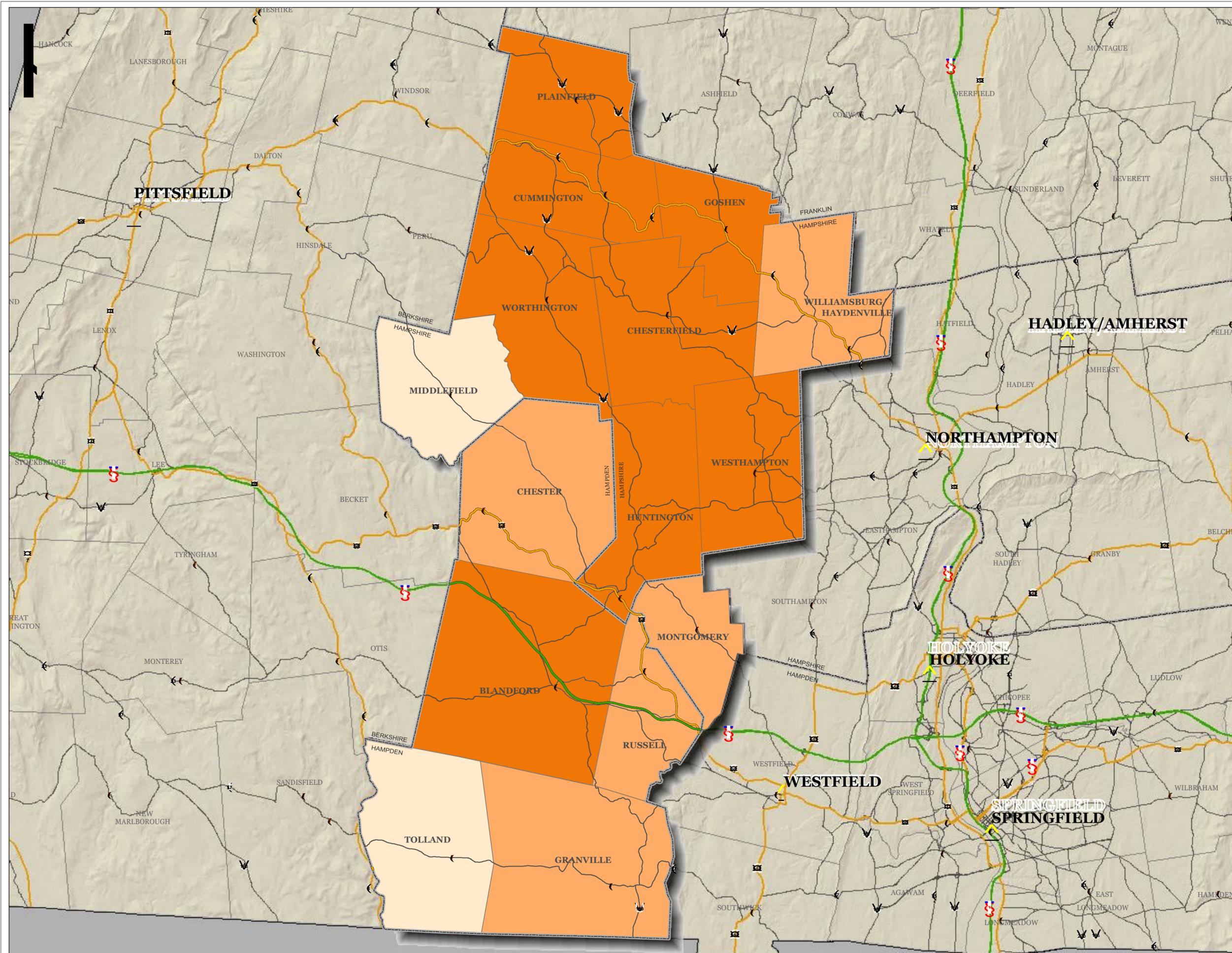
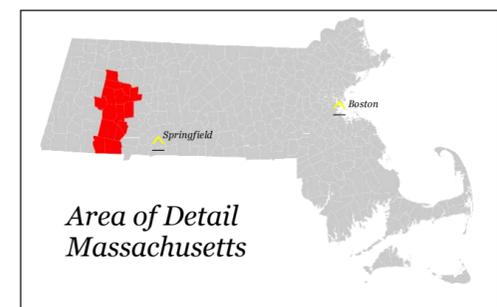
Number of Respondent Non-Drivers Over Age 60 by Study Area Town

Legend

-  Major Road
-  Interstate
-  Local Main Road
-  Town Hall
-  County Boundary

Number of Non-Drivers Over Age 60

-  1 - 15
-  16 - 30
-  31 - 50



Hilltown Community Development Corporation (CDC)

Transportation Study

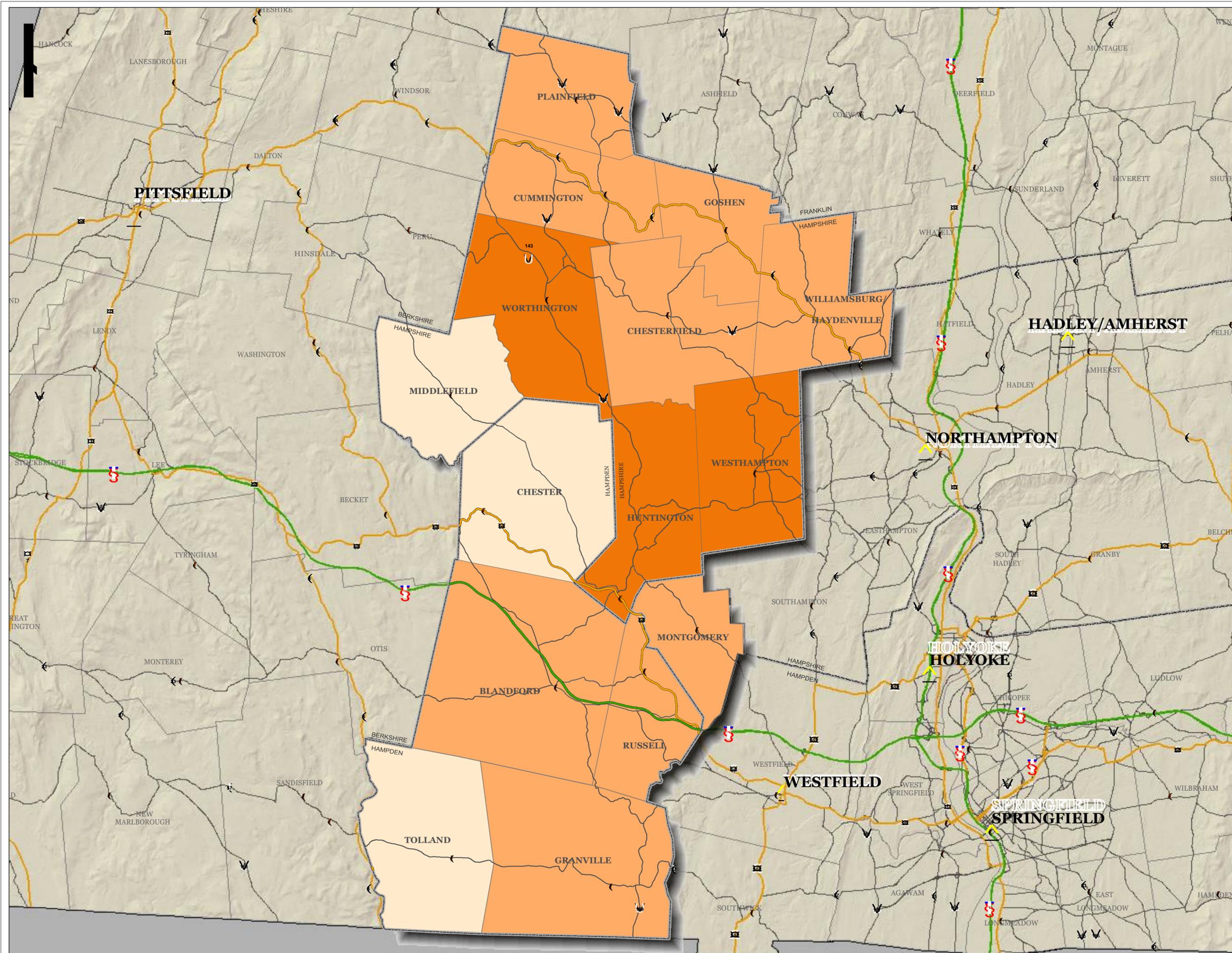
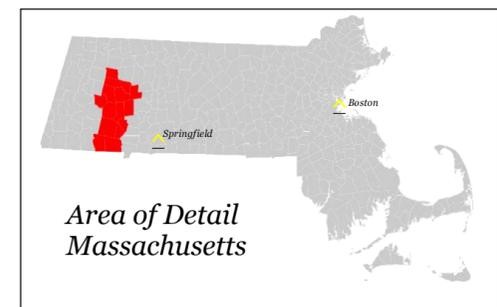
Number of Respondents Using Internet/Social Media by Study Area Town

Legend

-  Major Road
-  Interstate
-  Local Main Road
-  Town Hall
-  County Boundary

Number of Respondents

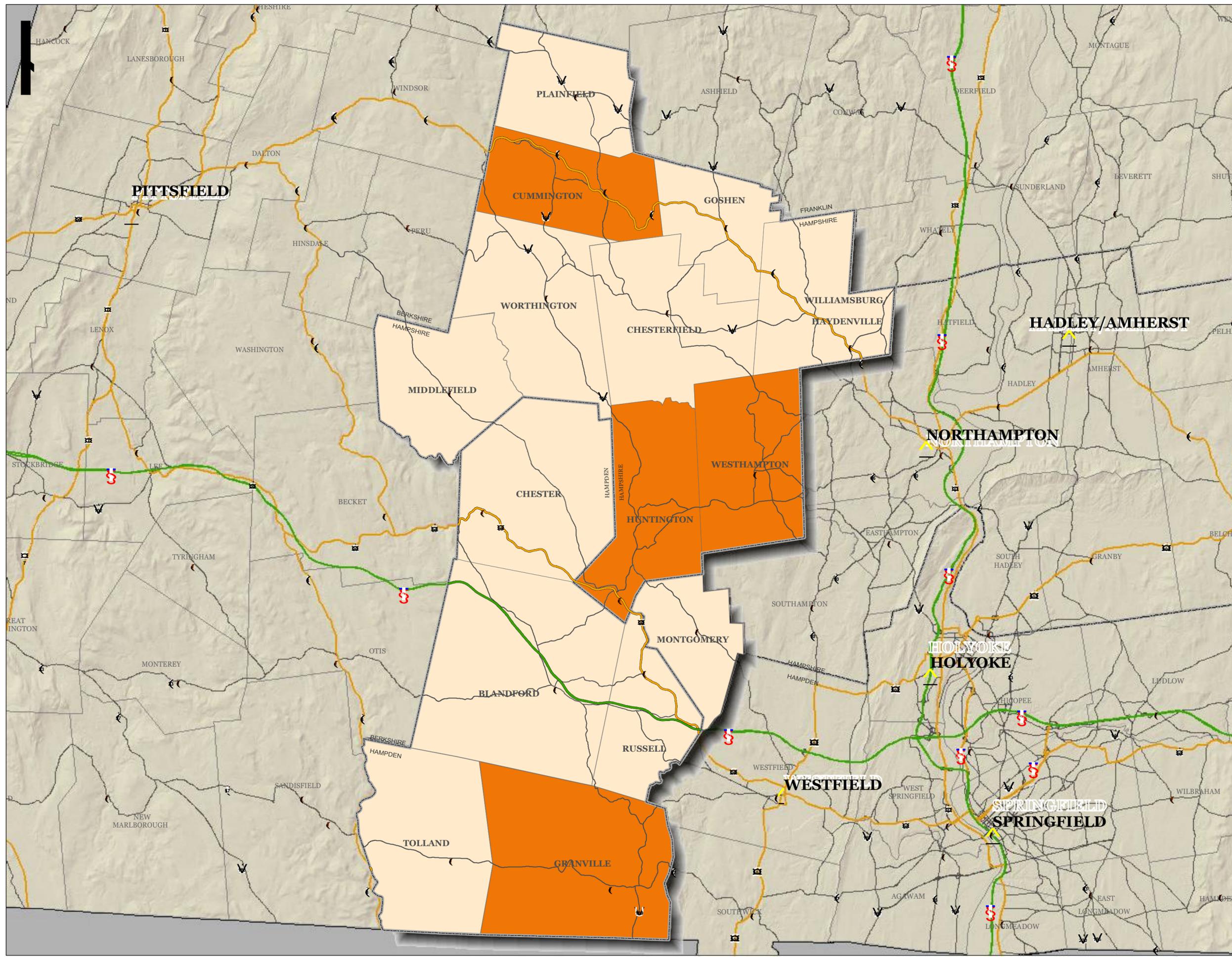
-  0 - 15
-  16 - 30
-  31 - 50



Hilltown Community Development Corporation (CDC)

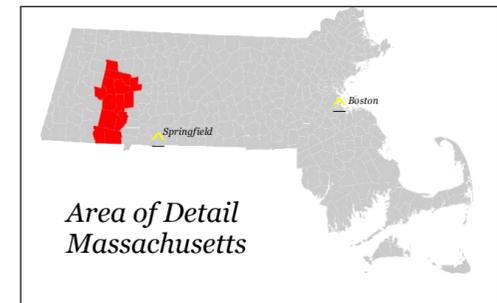
Transportation Study

Number of Respondents Unable to Make Medical Appointments Due to Lack of Transportation by Study Area Town



Legend

- Major Road
- Interstate
- Local Main Road
- Town Hall
- County Boundary
- Number of Respondents
 - 1 - 5
 - 6 - 12



Hilltown Community Development Corporation (CDC)

Transportation Study

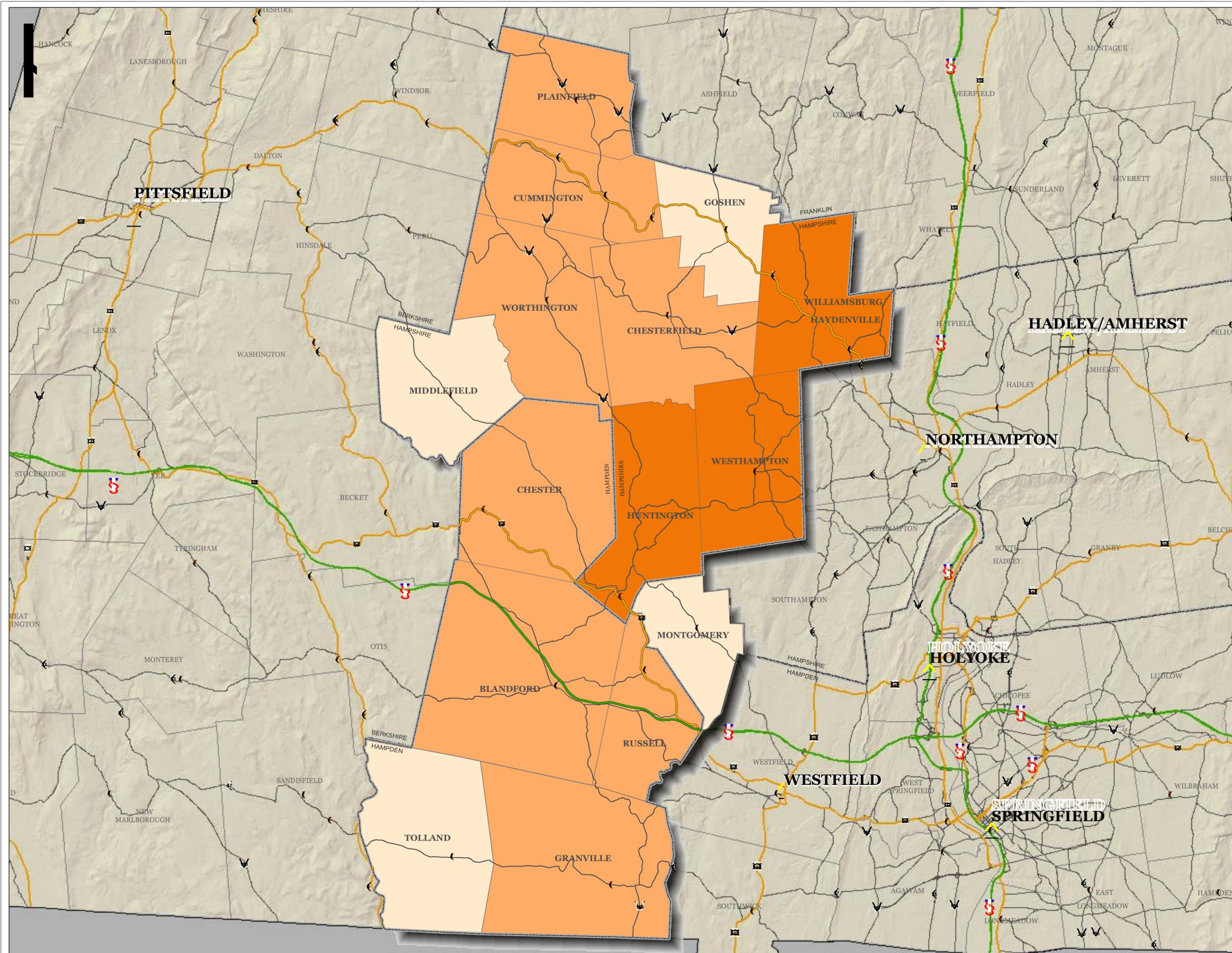
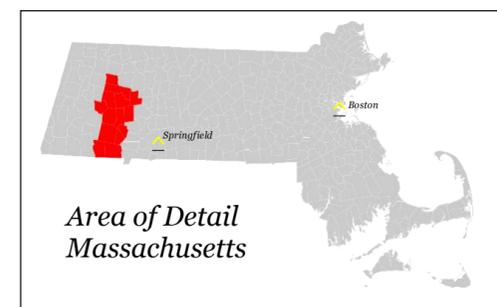
Number Interested in Group Excursions by Study Area Town

Legend

-  Major Road
-  Interstate
-  Local Main Road
-  Town Hall
-  County Boundary

Number Interested if a Van were Available

-  1 - 12
-  13 - 24
-  25 - 44



Hilltown Community Development Corporation (CDC)

Transportation Study

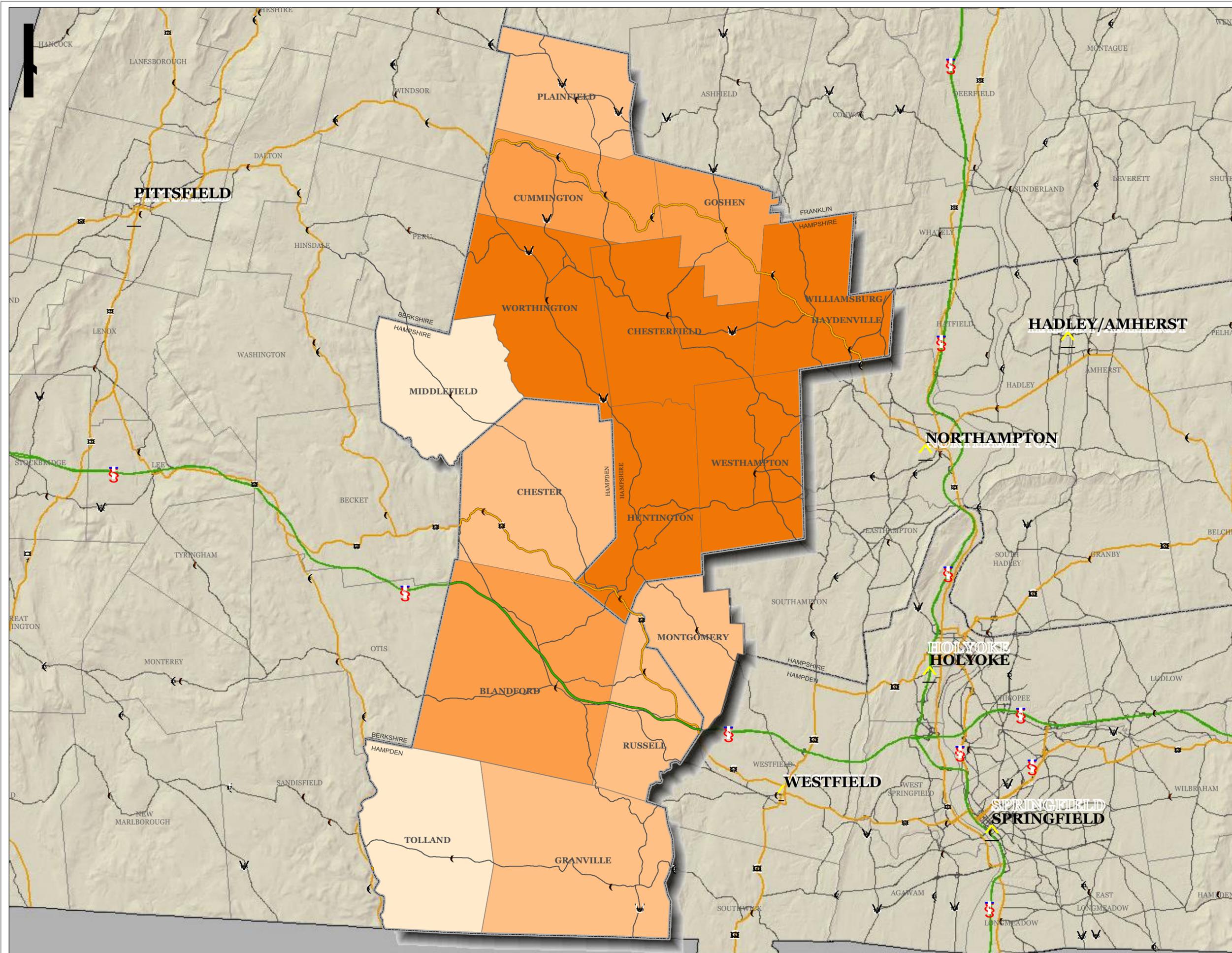
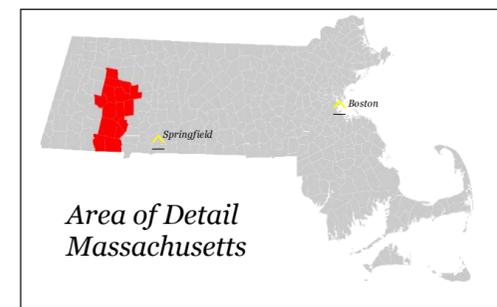
Number of Respondents Willing to Use Public Transit If Available by Study Area Town

Legend

- Major Road
- Interstate
- Local Main Road
- Town Hall
- County Boundary

Number of Respondents

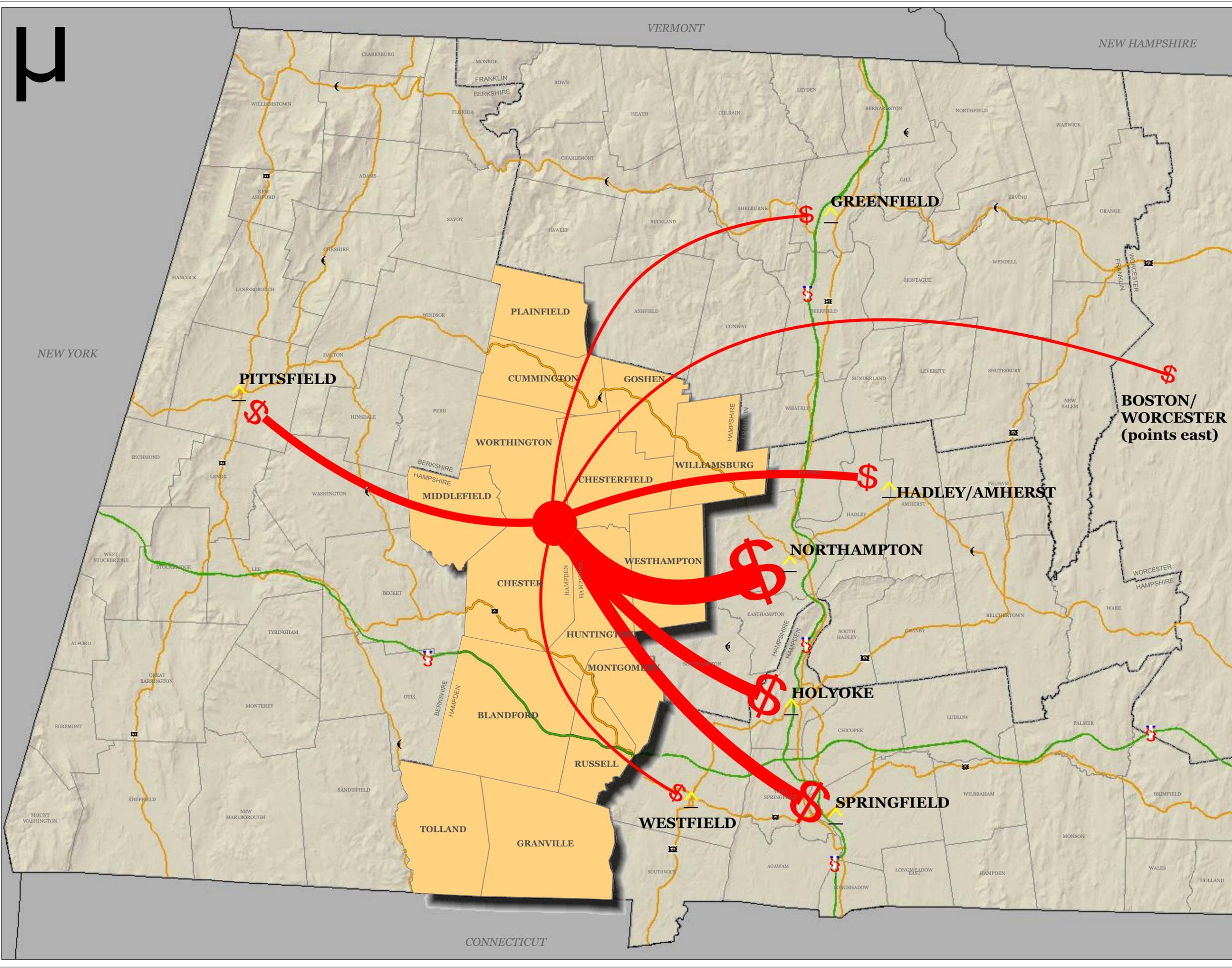
- 0 - 10
- 11 - 20
- 21 - 30
- 31 - 40





Hilltown Community Development Corporation (CDC)

Transportation Study



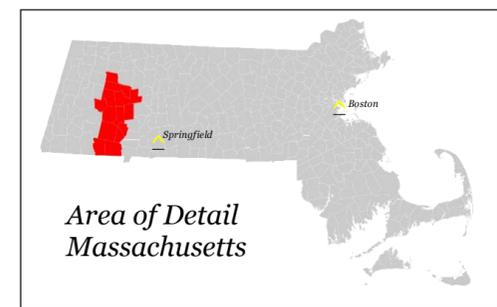
Most Popular Destinations

Legend

- Major Road
- Interstate
- Public Transit Fixed Route
- County Boundary
- Hilltown Region

Destination Popularity

- Least Popular
- Most Popular



Area of Detail
Massachusetts



Appendix B: Survey Questions

Hilltown Transportation Study - 2015

The Hilltown Community Development Corporation and the Council on Aging Consortiums are currently assessing the access and need for public transportation in the Hilltowns. *Input from Hilltown residents is crucial.* Please fill out this survey and return it no later than **December 11th**. Surveys can be returned by mail to: **Hilltown CDC, PO Box 17 Chesterfield MA, 01012 c/o Teri Rutherford**. Surveys can also be dropped off at your local council on aging, dining sites or with a meals on wheels driver. Please complete only once. Thank you!

1. Which town do you live in? _____
 a. On which street? _____

2. Please describe your household. Write in the number of people in each age range who live in your household, then please indicate how many of these people drive a car:

	# of people	# of drivers
Under 18		
18-30		
30-59		
60 and over		

3. Do you require wheelchair accessible transportation? ___Yes ___No

4. If a van were available, would you be interest in group excursions? ___Yes ___No

5. What would you be able to contribute for a round trip fare?

___\$1 ___\$2-\$4 ___\$5 ___\$6-\$10

6. Within the past 12 months, were you unable to get to a medical appointment because of a lack of transportation? ___Yes ___No

7. Are you a veteran? ___Yes ___No

8. What types of communication technologies do you use?

Smart Phone Regular Cell Phone Land line Email Internet/Social Media

9. What types of transportation do you rely on?

Check the frequency option which best applies category

	Never	Sometimes	Always
I drive myself			
A friend/family member/neighbor drives me			
Outreach worker (from Health Center, HEN, etc.)			
Town run transit (i.e. COA Van or volunteer driver)			
Military/Veteran transportation service			
MA Health and Human Services transportation			
PVTA or FRTA van/bus, or other public transit			

10. If public transportation were available, would you use it? ___Yes ___No

a. If yes, when would you most use it?

For each weekday and weekend time option circle the appropriate frequency rate.

Want Or Need Transportation	Weekdays			Weekend		
	<i>Morning 7:00 – 11:45</i>	<i>Afternoon Noon – 4:45</i>	<i>Evening 5:00 – 8:00</i>	<i>Morning 7:00 – 11:45</i>	<i>Afternoon Noon – 4:45</i>	<i>Evening 5:00 – 8:00</i>
<u>N</u>ever	N	N	N	N	N	N
<u>S</u>ometimes	S	S	S	S	S	S
<u>M</u>ost/<u>A</u>ll of the time	M/A	M/A	M/A	M/A	M/A	M/A

12. Please share your ideas and thoughts about Hilltown transportation.

13. Please use this space for additional comment on earlier questions:

Thank you for participating in the survey!

Would you be willing to participate in a focus group meeting about transportation? The focus group will be approximately 1.5 hour and have between 6 to 12 other participants. If so, please include your contact information. Indicating your willingness does not commit you to participating; it only indicates your agreement to be contacted with more information. Meals will be provided and transportation is available.

Name: _____ Email: _____ Phone: _____

Appendix C: Detailed Survey Results

Question 1: Which town do you live in? (*denotes Hilltown study area towns)

Towns	Count
Charlemont	1
Colrain	1
Easthampton	1
Greenfield	1
Southampton	1
Whately	1
Northampton	2
Ashfield	3
Southwick	3
Windsor	3
Middlefield*	12
Haydenville*	17
Tolland*	22
Chester*	32
Granville*	35
Montgomery*	37
Russell*	44
Plainfield*	48
Goshen*	51
Cummington*	54
Williamsburg*	54
Blandford*	58
Chesterfield*	66
Worthington*	71
Huntington*	86
Westhampton*	92
TOTAL	796

Question 2: Please describe your household. Write in the number of people in each age range who live in your household, then please indicate how many of these people drive a car:

	# of People	# of Drivers
Under 18	63	9
18-30	73	62
30-59	209	185
60 and over	1104	975
TOTAL	1449	1231

Town	Persons Under 18	Under 18 Drivers	Persons 18-30	18-30 Drivers	Persons 30-59	30-59 Drivers	Persons Over 60	Over 60 Drivers	% of Drivers over 60
Ashfield	1				2	1	2	2	100%
Blandford*	3	0	2	2	23	21	87	73	84%
Charlemont			1	1					
Chester*	2	0	2	2	8	7	45	39	87%
Chesterfield*	11	2	8	8	16	14	97	88	91%
Colrain			2	2					
Cummington*	6	0	4	3	11	10	79	66	84%
Easthampton	1				2	1			
Goshen*	4	0	0	0	15	15	74	62	84%
Granville*	2	1	5	5	7	6	56	50	89%
Greenfield			1	1					
Huntington*	7	0	10	10	16	12	129	112	87%
Middlefield*	0	0	0	0	0	0	20	20	100%
Montgomery*	0	0	6	5	15	12	51	46	90%
Northampton	3	0	1	1	4	4	1	0	0%
Plainfield*	6	0	9	6	19	18	68	63	93%
Russell*	3	0	0	0	10	8	70	60	86%
Southampton	0	0	1	1	1	1	0	0	
Southwick	0	0	2	0	4	3	4	0	0%
Tolland*	0	0	1	1	4	3	36	35	97%
Whately	0	0	0	0	1	1	1	1	100%
Westhampton*	6	2	8	5	22	20	142	134	94%
Williamsburg*	5	3	5	4	7	7	27	22	81%
Windsor	0	0	0	0	1	1	4	4	100%
Worthington*	3	1	5	5	21	20	111	98	88%
TOTAL	63	9	73	62	209	185	1104	975	88%

Question 3: Do you require wheelchair accessible transportation?

Town	Number Requiring Assistance
Blandford	1
Chester	0
Chesterfield	3
Cummington	5
Goshen	2
Granville	3
Haydenville	1
Huntington	6
Middlefield	0
Montgomery	0
Plainfield	0
Russell	3
Tolland	1
Westhampton	2
Williamsburg	3
Worthington	3
TOTAL	33

Question 4: If a van were available, would you be interested in group excursions?

Town	If a van were available, would you be interested in group excursions?
Charlemont	0
Easthampton	0
Greenfield	0
Southampton	0
Whately	0
Colrain	1
Northampton	1
Southwick	2
Windsor	2
Ashfield	3
Middlefield*	4
Other	5
Tolland*	5
Haydenville*	8
Montgomery*	11
Goshen *	12
Plainfield *	14
Chester*	16
Worthington*	16
Blandford*	18
Russell*	18
Granville*	19
Cummington*	22
Chesterfield *	24
Williamsburg *	34
Westhampton *	41
Huntington*	44
TOTAL	320

Question 5: What would you be able to contribute for a round trip fare?

\$ Amount	Fare Residents Are Willing to Pay
\$1	18
\$2-4	113
\$5	178
\$6-10	206

Question 6: Within the past 12 months, were you unable to get a medical appointment because of a lack of transportation?

Town	# Unable to Make Medical Appt	Total Responses by Town	% Unable to Make Appt
Charlemont	0	1	0%
Colrain	0	1	0%
Easthampton	0	1	0%
Greenfield	0	1	0%
Northampton	0	2	0%
Southampton	0	1	0%
Southwick	0	3	0%
Whately	0	1	0%
Windsor	0	3	0%
Other	1	34	3%
Ashfield	1	3	33%
Middlefield*	1	23	4%
Haydenville*	1	17	6%
Blandford*	2	58	3%
Goshen *	2	52	4%
Plainfield *	2	48	4%
Tolland *	2	21	10%
Montgomery*	3	39	8%
Chester*	3	34	9%
Williamsburg *	4	63	6%
Worthington*	4	72	6%
Russell*	4	46	9%
Chesterfield *	5	69	7%
Granville*	6	39	15%
Westhampton *	7	98	7%
Cummington*	8	60	13%
Huntington*	12	86	14%
TOTAL	68	821	8%

Question 7: Are you a veteran?

Are you a veteran?

No	623	76%
Yes	195	24%

Question 8: What types of communication technologies do you use?

Town	Type of Communication Used				
	Smart Phone	Cell Phone	Land Line	Email	Internet/Social Media
Ashfield	1	0	3	3	2
Blandford*	28	33	49	42	25
Charlemont	1	0	0	1	1
Chester*	10	19	31	19	14
Chesterfield *	23	33	57	52	29
Colrain	0	1	1	1	0
Cummington*	18	25	45	35	25
Easthampton	1	0	0	1	1
Goshen *	17	31	46	35	22
Granville*	13	19	31	21	16
Greenfield	1	0	0	1	1
Haydenville*	7	6	15	10	7
Huntington*	19	45	73	53	32
Middlefield*	4	8	12	9	5
Montgomery*	11	21	33	23	16
Northampton	1	1	2	1	1
Plainfield *	9	25	47	41	23
Russell*	8	29	37	29	19
Southampton	1	0	0	1	1
Southwick	1	0	3	1	0
Tolland *	9	15	20	18	9
Whately	1	0	1	1	1
Westhampton *	36	47	78	72	47
Williamsburg *	20	19	28	23	20
Windsor	1	2	3	3	3
Worthington*	27	28	61	59	34
Other	10	17	26	17	11
TOTAL	278	424	702	572	365
	33%	51%	85%	69%	44%

Question 9: What types of transportation do you rely on?

	Never	Sometimes	Always	TOTAL Sometimes/ Always	% Never	% Sometimes	% Always
Drive Myself	57	118	605	723	7%	15%	78%
Family/Neighbor Drives	159	304	62	366	30%	58%	12%
Outreach Worker	395	20	3	23	94%	5%	1%
Military/Vet Service	410	6	2	8	98%	1%	0%
MA HH Services	409	7	3	10	98%	2%	1%
PVTA/FRTA	768	78	17	132	89%	9%	2%

Question 10: If public transportation were available, would you use it?

Do they already currently have transit?	Town	If public transportation were available, would you use it?	% Would Use Public Transp.
	Ashfield	1	33%
	Charlemont	1	5%
	Colrain	1	100%
	Easthampton	1	100%
	Greenfield	1	100%
	Northampton	1	50%
	Southampton	1	100%
	Whately	1	100%
	Southwick	2	67%
	Windsor	3	100%
	Middlefield*	4	8%
	Tolland *	6	14%
	Haydenville*	6	17%
	Other	10	15%
yes	Montgomery*	14	28%
yes	Plainfield *	18	28%
yes	Chester*	20	39%
	Granville*	20	37%
yes	Russell*	20	32%
yes	Goshen*	21	30%
yes	Blandford*	22	28%
yes	Cummington*	27	34%
yes	Chesterfield *	31	47%
yes	Williamsburg*	27	34%
yes	Worthington*	34	33%
yes	Westhampton*	37	29%
yes	Huntington*	40	32%
	TOTAL	368	30%

Question 10a: If yes, when would you most use it?

Want or Need Transportation	Weekdays						Weekend					
	Morning 7-12		Afternoon 12-5		Evening 5-8		Morning 7-12		Afternoon 12-5		Evening 5-8	
Never	30	10%	28	10%	74	45%	68	40%	59	31%	78	53%
Sometimes	219	75%	226	83%	142	86%	139	82%	162	86%	126	85%
Most/All of the Time	73	25%	46	17%	24	14%	30	18%	26	14%	22	15%
TOTAL WILLING	292	79%	272	74%	166	45%	169	46%	188	51%	148	40%

Question 11: Which cities or towns do you want/need to travel to for the following reasons?

	Eastern Mass	Springfield/Holyoke	Northampton	Greenfield	Amherst/Hadley	Pittsfield	Other
Employment	19	44	73	16	27	25	73
School	1	4	4	3	5	0	6
Childcare	0	2	7	0	2	1	5
Shopping	13	83	306	35	89	109	157
Recreation	22	43	169	16	42	39	83
Banking	0	30	169	6	8	30	140
Worship	2	6	41	2	5	2	55
Volunteer Activities	0	12	58	6	6	7	42
Dining/Eating Out	8	58	234	22	49	64	88
Medical Appts	21	106	219	8	18	33	148
Other	8	10	11	0	1	5	18
TOTAL	94	398	1291	114	252	315	815

Question 11 continued

	Eastern Massachusetts (Boston/Worcester)				Springfield/Holyoke				Northampton			
	Daily	Weekly	Monthly	Total	Daily	Weekly	Monthly	Total	Daily	Weekly	Monthly	Total
Work/Employment Training	1	4	14	19	24	10	10	44	31	34	8	73
School	0	1	0	1	3	1	0	4	0	3	1	4
Childcare	0	0	0	0	0	0	2	2	1	4	2	7
Shopping	0	6	7	13	4	35	44	83	20	235	51	306
Recreation	0	3	19	22	3	18	22	43	14	110	45	169
Banking	0	0	0	0	0	20	10	30	8	52	109	169
Worship	0	2	0	2	1	5	0	6	2	32	7	41
Volunteer Activities	0	0	0	0	0	8	4	12	6	40	12	58
Dining/Eating Out	0	1	7	8	1	21	36	58	4	106	124	234
Medical Appts	0	1	20	21	1	13	92	106	4	57	158	219
Other	0	4	4	8	1	3	6	10	1	7	3	11
TOTAL	1	22	71	94	38	134	226	398	91	680	520	1291

Question 11 continued

	Greenfield				Amherst/Hadley			
	Daily	Weekly	Monthly	Total	Daily	Weekly	Monthly	Total
Work/Employment Training	8	5	3	16	10	11	6	27
School	2	1	0	3	3	2	0	5
Childcare	0	0	0	0	0	1	1	2
Shopping	0	13	22	35	1	39	49	89
Recreation	0	6	10	16	1	15	26	42
Banking	0	5	1	6	1	1	6	8
Worship	0	1	1	2	0	4	1	5
Volunteer Activities	0	4	2	6	0	3	3	6
Dining/Eating Out	0	4	18	22	0	8	41	49
Medical Appts	0	2	6	8	0	1	17	18
Other	0	0	0	0	0	0	1	1
TOTAL	10	41	63	114	16	85	151	252

	Pittsfield				Other			
	Daily	Weekly	Monthly	Total	Daily	Weekly	Monthly	Total
Work/Employment Training	8	8	9	25	51	3	19	73
School	0	0	0	0	6	0	0	6
Childcare	0	0	1	1	1	4	0	5
Shopping	2	70	37	109	19	119	19	157
Recreation	1	17	21	39	18	48	17	83
Banking	1	17	12	30	9	92	39	140
Worship	0	0	2	2	1	54	0	55
Volunteer Activities	0	3	4	7	5	28	9	42
Dining/Eating Out	0	16	48	64	3	47	38	88
Medical Appts	1	7	25	33	3	31	114	148
Other	0	2	3	5	3	9	6	18
TOTAL	13	140	162	315	119	435	261	815