

## **Norwalk Route 1 Corridor Master Plan Study**

### **Business and Transit Outreach Summary**

August 7, 2024, 1:00pm-3:00pm

#### **Outreach & Distribution**

##### *Business Outreach*

- The City of Norwalk and the Western Connecticut Council of Governments (WestCOG) visited 70% of study area businesses. Approximately 40% of businesses provided comments while another 30% of businesses received flyers for distribution/future comment input. All large box stores were visited.

##### *Transit Outreach*

- The project team visited eleven of the highest ridership bus stops along the corridor where fourteen transit users provided comments.

#### **Key themes from comments**

##### *Significant desire for more crosswalks and streetlights along the corridor*

- Transit users shared that many people cross the road while cars are in motion because there is a lack of signals/crosswalks. They are often forced to run through busy lanes of traffic to catch the bus.
- Transit users who work at stores also shared that colleagues cross Route 1 at unmarked locations to save time on lunchbreaks.
- Store owners cited safety concerns (e.g., visibility due to lack of lighting in the winter) and challenges due to pedestrians crossing the corridor at irregular points and times.

##### *Desire for bus shelters, benches, and lighting and more direct access from shopping plazas to bus stops*

- Store owners shared that the absence of bus shelters causes transit users to wait under the awning or in stores to avoid rain but miss the bus because the store is too far away.
- Transit users desire more amenities for their waits and often create make-shift shortcuts through the grass/parking lots for easier access to bus stops.

##### *Desire for better signal coordination*

- Cars stop at each light, causing trips to take longer.
- Pedestrians wait long for signal changes and miss the bus.

##### *Traffic and congestion*

- When I-95 backs up, traffic congestion worsens on Route 1.

- Congestion causes traffic to back up to stores and makes it difficult for cars to exit parking lots.
- Cars frequently speed on roadway.
- Cars use store property as cut throughs and speed through.

*Desire for improvements to bus service*

- Transit riders shared interest in increased service hours and reduced wait time.