

# Stamford Transportation Center Master Plan

## Online User Survey No. 1 Results

Connecticut Department of Transportation  
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# 1. Introduction

As part of the Stamford Transportation Center (STC) Master Plan, an online public survey targeted STC users to learn about their experiences and opinions of the facility. The survey, conducted between September 3 and 24, 2021, was offered in both English and Spanish and focused on the following:

1. What users think the STC is currently doing well
2. What users think needs the most improvement at the STC/what budget should be allocated to address
3. Current usage of the STC
4. Demographic information about survey respondents
5. Open ended comment section for detailed responses

A total of 481 people responded to the online survey. Not all respondents answered all questions, and some respondents only provided partial answers for some questions. For example, when asked to rank the top five categories where the STC is performing well, some respondents only ranked their top category, or top three categories, while others ranked the full top five. The open-ended comment section provided additional clarity on issues with the STC that users would like to see addressed.

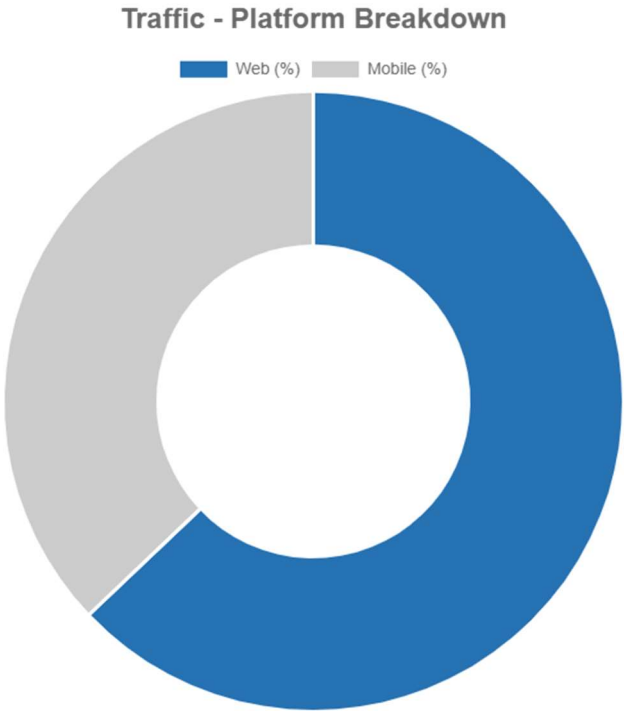
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## 2. Detailed Responses

The following subsections provide detailed information to each question asked in the survey:

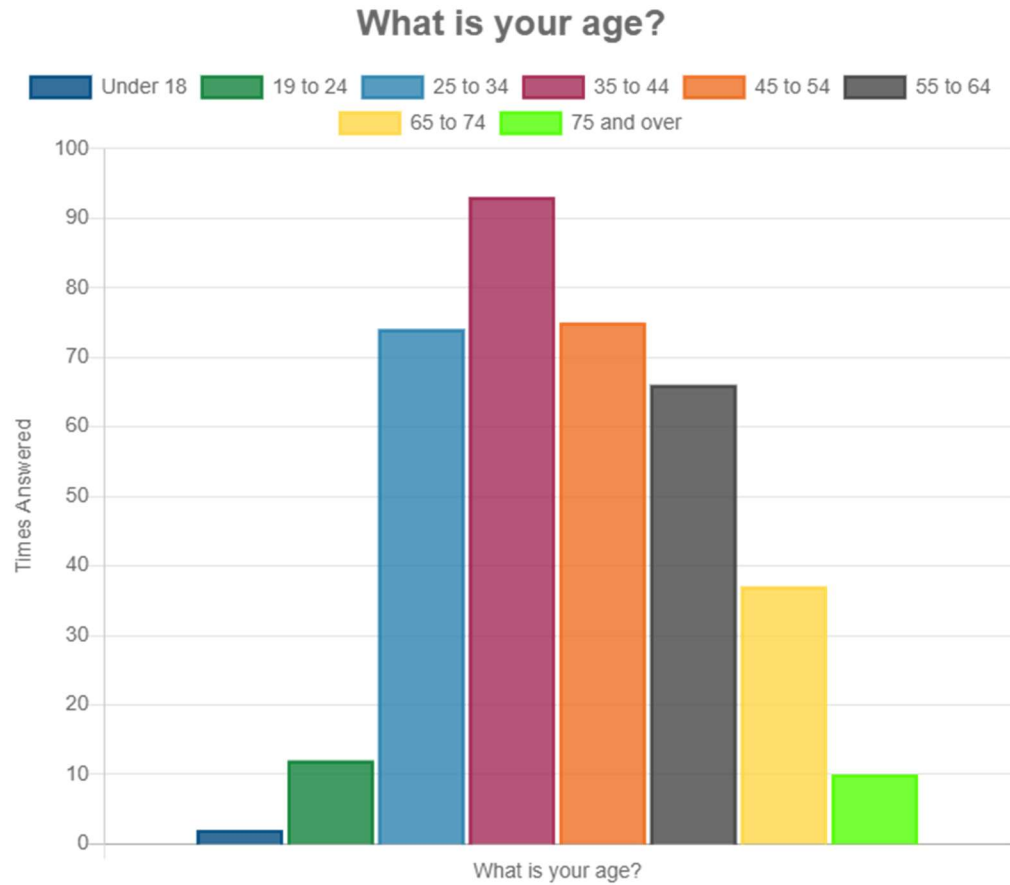
### 2.1 Survey Traffic Breakdown by Platform Used



**Figure 1:** Traffic – Platform Breakdown

As shown in **Figure 1**, the majority of survey traffic used the web to access the survey. Approximately two-thirds of the respondents accessed the survey via the web with the remainder using a mobile device.

## 2.2 Demographics of Respondents – Age

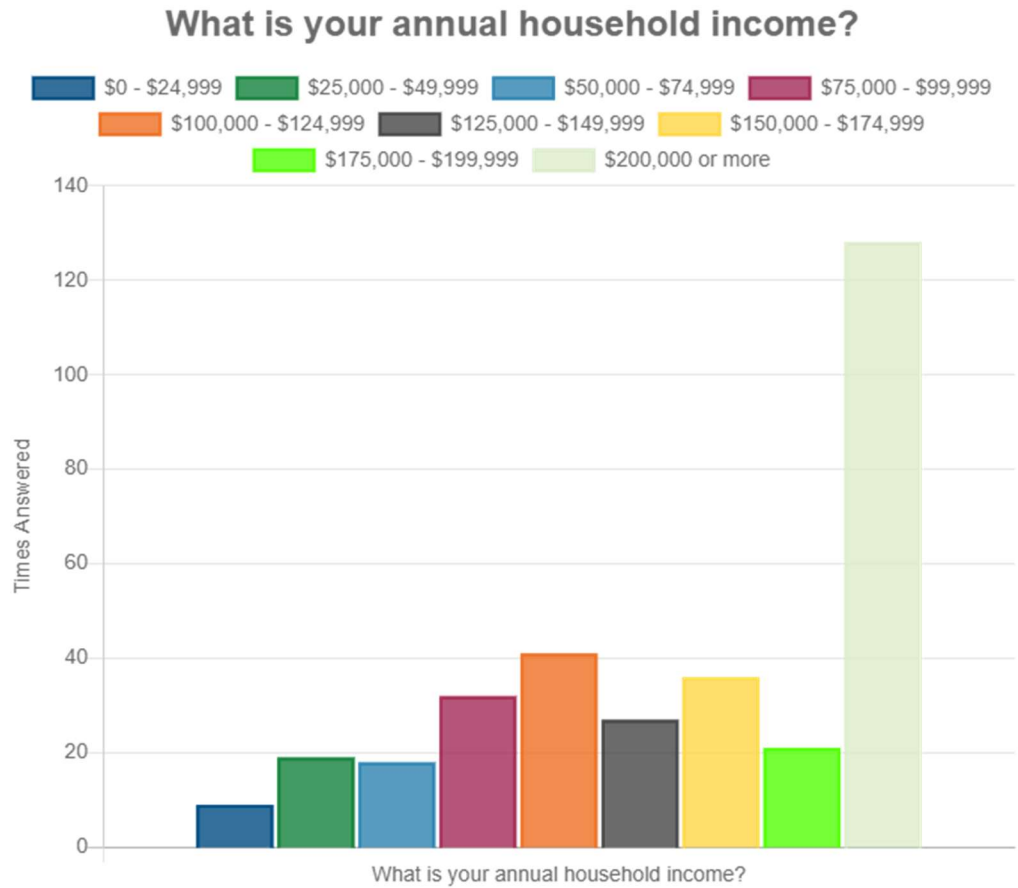


**Figure 2:** Age of Respondents

**Figure 2** shows that the largest group of people responding to the survey were in the 35 to 44 age group, with those in the age range of 25 to 64 being the most represented in the survey. There were few respondents under the age of 25 or over the age of 75. Less than 4% of the respondents were 24 years old or younger and less than 3% were over 75 years old.



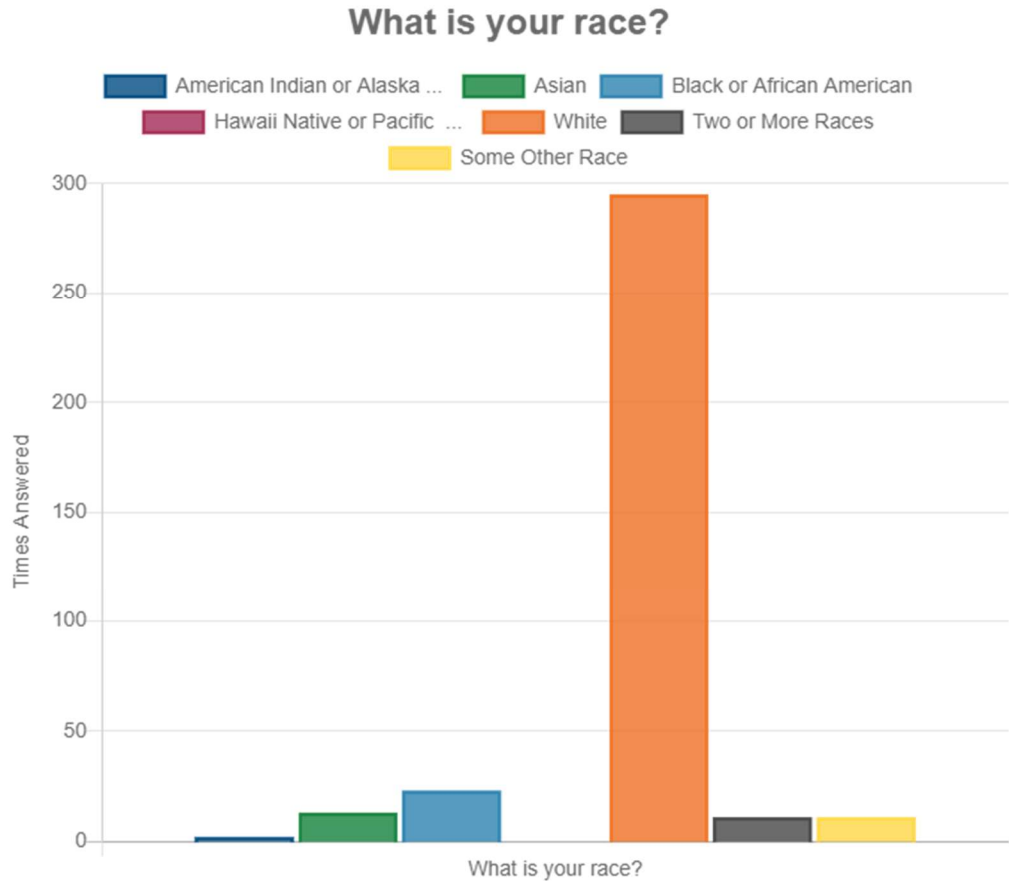
## 2.3 Demographics of Respondents – Annual Household Income



**Figure 3:** Annual Household Income of Respondents

The vast majority of respondents to the survey, as shown in **Figure 3**, were in the highest annual household income bracket of \$200,000 or more. Only approximately 3% of respondents were in the lowest income bracket, while almost 39% were in the highest income group.

## 2.4 Demographics of Respondents – Race

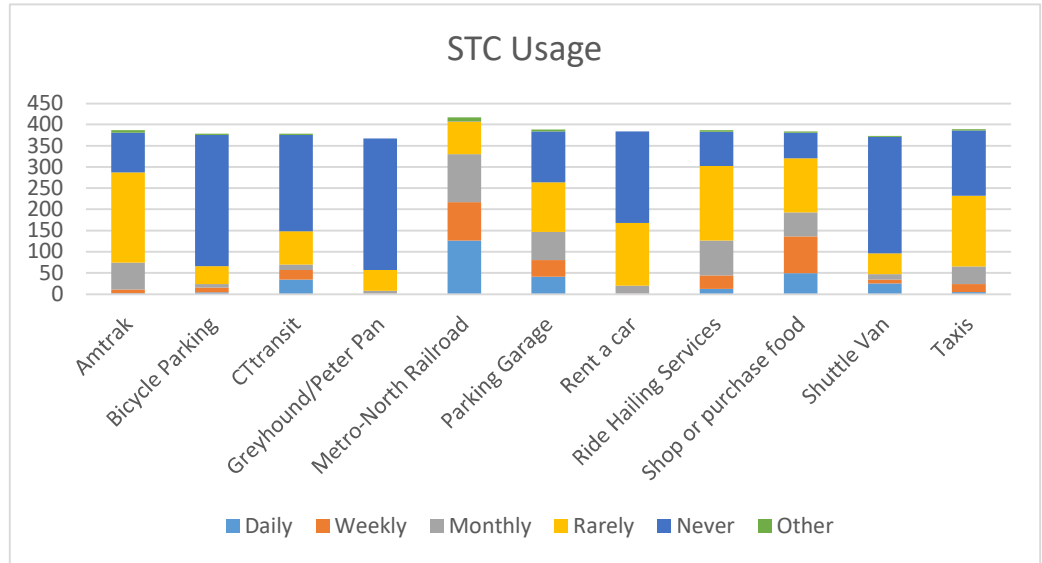


**Figure 4:** Race of Respondents

**Figure 4** notes the race of the survey respondents. At 83%, the respondents to the survey were overwhelmingly White. The Census<sup>1</sup> demographics for the City of Stamford’s most commonly identified races are 49% White alone (not Hispanic or Latino), 27% Hispanic/Latino, 14% Black, 9% Asian. Based on Census data, the online survey respondents are not reflective of the City’s overall demographics.

<sup>1</sup> Source: <https://www.census.gov/quickfacts/stamfordcityconnecticut>

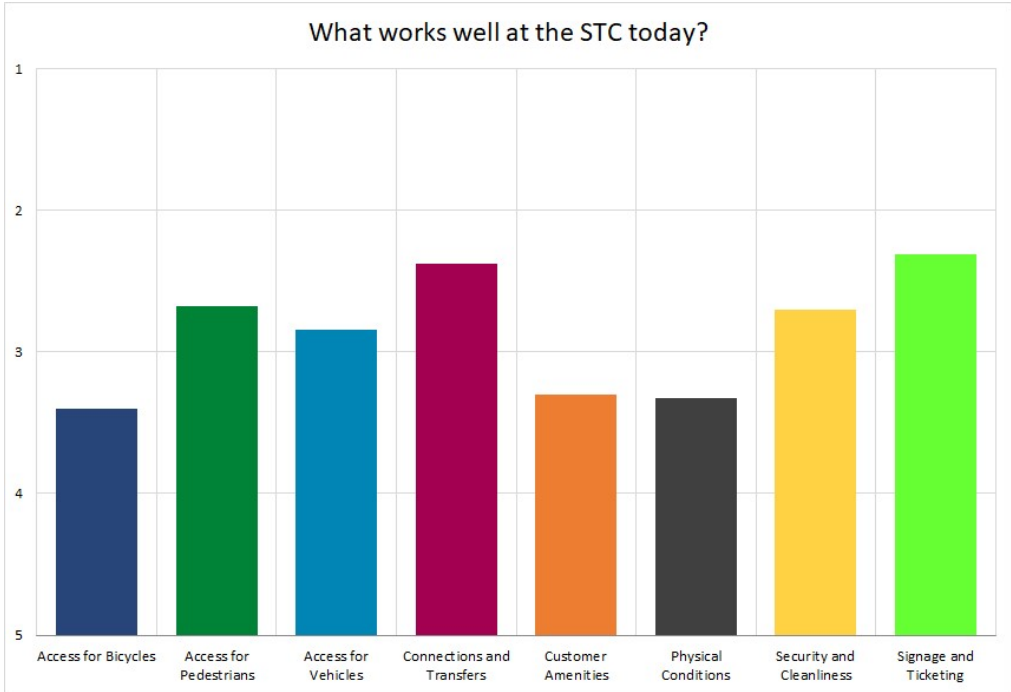
## 2.5 Usage of the STC



**Figure 5:** Usage of the STC

**Figure 5** shows the usage rate of the various services offered at the STC. The category with the most daily usage is for those who ride Metro-North Railroad. Approximately 50% of those surveyed, who use the station for the Metro-North Railroad service, use it at least on a weekly basis. The next highest usage case for the station’s daily and weekly frequency of use is for those who shop or purchase food in the area. The intercity bus carriers, Greyhound and Peter Pan, have the lowest frequency usage rates at the station per the survey respondents.

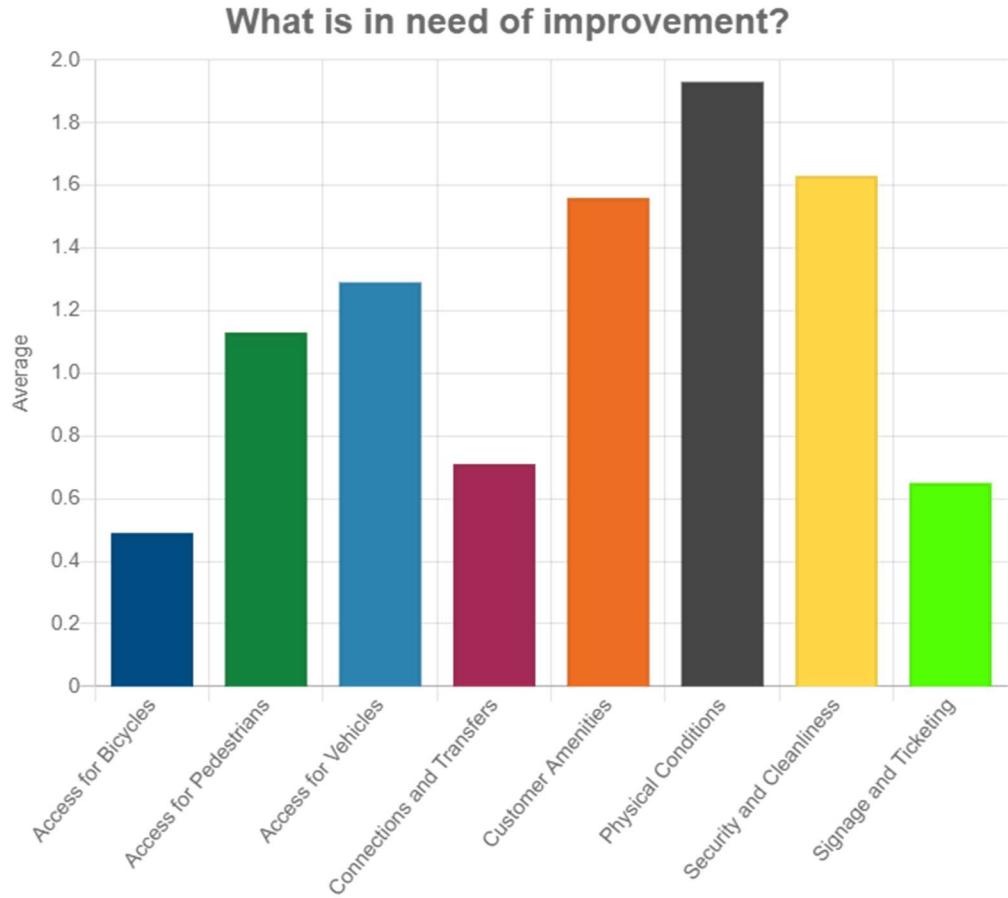
## 2.6 What Works Well at the STC Today?



**Figure 6:** What Works Well?

**Figure 6** shows what respondents believe works well at STC today. They were asked to rank the top 5 performing categories from a preset list of options. From this list, respondents generally rated signage and ticketing as working the best, with connections and transfers being a close second.

## 2.7 What Needs Improvement at the STC Today?



**Figure 7:** What Needs Improvement?

**Figure 7** shows those areas respondents believe need the most improvement at the STC. Respondents were asked to assign 10 “coins” across the preset categories provided to those they felt needed the most improvement and investment. Physical conditions came back as the one with the most coins assigned, with security and cleanliness, and customer amenities being the next top-rated categories in need of improvement.

## 2.8 Summary of Survey Comments

As the previous questions only asked for specific categories, the survey also allowed respondents to write in other comments they might have. While the full list of respondent comments can be found in Section 3, this section lists summarizes those made most often. Comments about the station were generally complaints, with the most common covering the following issues:

- Unfriendly to bikes/pedestrians, including unsafe access to the station via bike/walking, needing safe and secure bike parking
- Poor signage
- Dirty station/platforms
- Need better retail and food options
- Lack of amenities
- Lack of connectivity to public transportation: need more bus service (not just private shuttles for companies), bus service is not timed well – buses will arrive right as Metro-North train is leaving so have to wait another 25 minutes for the next train, bus bunching, MNR customers have to take Uber because of lack of bus service
- There is a long wait for parking passes, lack of parking, no free weekend parking
- Accessibility issues: escalators/elevators often out of service – those who can't use stairs can't access platforms then, PA system hard to understand or inaudible, need monitors with closed captions of announcements, only one wheelchair ramp, map of station layout should be on all floors, more screens by tracks – helpful to have bus info on screens by train tracks as well
- Parking garage is in a very poor state
- The flow of pedestrians and vehicles around the station is poor
- The station is poorly laid out and difficult to navigate
- The shuttle space needs improvement
- Feels unsafe and needs better lighting
- Parking garage should accept credit cards, not just cash-only
- Pick up and drop off is difficult
- There are a lot of homeless people
- Needs more seating in bus area especially, should have a bus monitor showing times, would be helpful to have announcements for busses running late just like there are for trains running late



### 3. Respondent Comments

This section includes all of the comments received from respondents to the STC Online User Survey No. 1.

Comment
<p>Very little works "well" at Stamford today. The parking garage is falling apart and the State wants to tear it down instead of fixing it, signage in the station, on the platforms, and in the garage is poor, the pedestrian tunnel under the tracks is now closed for long needed repairs, a number of escalators/elevators are out of service, pedestrian and vehicle flow in and around the station is poor, and many more issues. At best, some items are "adequate" but nothing "works well".</p>
<p>The area isn't very friendly to bicycles or pedestrians. Having more variety of food would be nice. Track changes and transfers can be confusing, and having to go up to the concourse is annoying.</p>
<p>There should be safe and secure place for bicycles parking. It would be good if it were protected from bad weather.</p> <p>There should be more extensive bus service so that each individual company does not need to have their own shuttle bus.</p> <p>The entire platform should be fully protected from rain and snow so people can wait there and get on and off the train without getting wet.</p>
<p>Honestly almost nothing works well. Poorly laid out, dirty, filled with homeless, congested shuttle area, too much space for taxi's/none for Uber, terrible retail, poor signage, incomprehensible PA system. The parking garage is empty but has a huge wait for monthly passes.</p>
<p>The garage is laid out for yesterday's access (i.e., single user cars, taxi cabs, large busses) and totally misses the mark for today's users (pedestrian/bike, shuttle/trolley, Uber/Lyft). A basic standard of clean/safe, good signage, decent retail would go a long way.</p>
<p>The station has never been aesthetically inviting, and constant repairs, or ignoring problems only adds to this. There is no traditional front door and the general layout is confusing and chaotic. A lack of amenities and surrounding streets unfriendly to walkers or bikers doesn't help bring any non-vehicle users to the station. With a lack of public transit in most areas of the city parking will always be paramount to most users.</p>
<p>I'm confused about parking now that Charter seems to have taken over the new parking garage. That was a great addition but now I feel stressed when I think about planning to park at train station.</p>

<p>Biking to the station is incredibly difficult. There should be designated bike lanes that link the station to downtown and the transitway.</p>
<p>STC is a large complex and sometimes difficult to navigate (especially later at night). I often find myself trying multiple exits and going through more dangerous or seemingly unsafe areas to get out. Additionally, it can be difficult to drop off and pick up people with many of the no left turns/one-way areas.</p>
<p>The speaker system in the station is in need of update so you can understand the person speaking, also monitors with closed captioning of announcements. More track screens.</p>
<p>The shuttle area is a disaster - the parking garage reminds me of a building about to collapse - There should be a pedestrian bridge on the north side of the station as well for people coming from harbor point</p>
<p>Please have the parking garage accept credit cards, NOT cash-only. And have at least 2 exit lanes up front for speed, not just 1.</p>
<p>It feels very unsafe trying to get to the train station from downtown Stamford as a pedestrian or cyclist. Crossing multi-lane roads is always risky, there are few bike lanes, and many pedestrian lights do not give a walk signal automatically, forcing pedestrians to wait multiple cycles or risk jaywalking. I have seen many near-accidents and one serious pedestrian injury (hit by a car) near the train station.</p>
<p>There is ample parking and signage and well-timed transfers.</p>
<p>During rush hour, the road past the station can become very busy, making street crossings hazardous for pedestrians. Impatient drivers will often pass on the wrong side of the road, sometimes at the crosswalks. Pedestrians also need to obey their signals at Atlantic and Dock; too often they will cross against lights in front of turning traffic.</p>
<p>Helpful and courteous staff</p>
<p>I see so many people, including myself, standing and waiting for their bus connections for as much as (45) minutes. I believe that the greatest service you can provide is to install seats in the bus connections vestibule along with an up-front bus schedule monitor. Also, this certainly would help CT. with its message of using busses in lieu of cars.</p>
<p>Have slipped on ice the stairs and on the garage floor near where I parked. Due to melting and refreshing. Stairs are scary with loose stripping and broken concrete. Pavement collects water and snow melt because it is not properly graded away from areas where pedestrians walk or access their vehicles. Stairways to train platforms can also be dangerous with rubber matting bunching up on edges of stairs.</p>
<p>Several attempts have made the appearance less utilitarian. Neon lights at night are nice. Red accents, too. But original concrete box design depressing. Not worth replacing. Just jazz up interior and exterior big time.</p>
<p>I will rely on CT Transit more as I get older. At moment, I still drive</p>



<p>Everything needs improvement. The station is a hub for the homeless, it's not clean, lighted, signaled enough. The escalators are often out of order, the plataforma are dirty, smelly, covered in pee and pigeon poop</p>
<p>I'm forced to use Uber or taxi because I often miss the bus because of the poor coordination between the bus service offered to the east side and the metro north trains schedule</p>
<p>My main issue is that there is very little to no connection between the bus service offered to the east side with the trains to Grand Central in the morning. There are three lines, 341, 342, 344, they all come at the same time, they're often late and I can never make the train to Grand Central. I often use the 344 line. It's supposed to arrive 6:03, which is the exact time the train to Grand Central is departing. Because I miss this connection I'm forced to wait 25 minutes for the next one</p>
<p>I prefer to use other stations on the Metro-North line that have free parking on weekends. I try to avoid the STC if I can.</p>
<p>In addition to the survey. I would like to say that when the busses are running late there need to be some sort of announcement the same way the announce when the trains is running late, or when there's a track change. I've waited for the bus and have been late getting to work or coming home because there's no way of knowing. And calling the transportation center doesn't help.</p>
<p>The general public deserves better from the state. A lot of people travel through this station. Not to mention the employees of the CTransit. These employees depart and arrive at this location. Long overdue for the city of Stamford.</p>
<p>Don't know</p>
<p>When we were commuting to the city, getting a parking permit was a 3+ year wait. And what if we want easy daily parking sometimes? Nope. This needs to improve.</p>
<p>There is only one wheel chair ramp on the south side and then very very slow elevators. The signage for the elevators isn't prominent enough. On the south side cars compete with pedestrians to enter and exit the parking garage. The whole situation needs to be re-thought. Customer amenities need to be upgraded, more seating.</p>
<p>There is not much working today</p>
<p>No secure parking for bikes and limited bike space</p>
<p>Can't list these items working well...maybe ok, but improvements necessary.</p>
<p>Probably they should have straight roots from East to West . and no transfers. Let see I want to take the bus from Ucon, to Greenwich this should be more direct without going to the end of the transportation. !!!!</p>
<p>Access for pedestrians and bicycles is terrible. Customer amenities really need to be improved.</p>
<p>I used MNR and parking 3 days per week pre-pandemic. I would purchase food/sundries more often if there were more retail available.</p>

<p>Main problem - lack of parking. Often cannot hear announcements on the platform. Interior shabby - needs cleaning and brightening.</p>
<p>Better signage in parking garage. when leaving parking garage - should be able to pay by credit card. People rarely carry cash these days.</p>
<p>Unfortunately, the STC does not work well in any of these areas right now. Not especially clean. Bathrooms are terrible. Parking and drop-off/pick-up access are terrible. Ticketing is acceptable but not great. Connections are fine if you commute primarily to NYC, but track changes can be a pain ("up and over!").</p>
<p>Pre-COVID, I traveled to NYC from STC at least twice a week, plus occasional business trips on Amtrak. I used parking frequently. Less use now, due to pandemic concerns, but I hope to increase frequency and would be more likely to do so with an improved transportation center.</p>
<p>Nothing works really well at the STC today!</p>
<p>For customer amenities, I suggest healthy "to go" breakfast options: yogurt, granola, fruit/cheese/hard boiled egg plates and gourmet coffee options. Dunkin Donuts is okay, but line is way too long, need to move quicker. Walking to street is confusing and you need to walk through stairwells and corridors. It doesn't feel safe. Would love a well lit overpass or something like that Or more security. Parking also doesn't feel safe.</p>
<p>Fix the parking garage</p>
<p>I thought about bicycling but a good friend's bike was stolen shortly after he started bicycling</p>
<p>Since this question is about well and not available for suggestions: Signage and Ticketing is done well for tracks, train schedules and stops. There are areas for improvement. Amenities are enough. Most other items need significant improvements</p>
<p>Cars: constant blocking rd for drop off, pickup &amp; Rentals block rd to garage. Elevators/escalator break down leave no way for pple w/luggage/unable to use stairs to get onto/off platform. Access to/from garage is often not lighted on 4th fl. Fines for not wearing masks not enforced. Bus schedules can be noted on screen on Concourse near train. Paper train schedule needs to be lowered for pple to read. Post map of station layout for guests-of all floors. Special Notices s/b plastered all over.</p>
<p>Stamford is a huge transfer/connection station, and the process is frequently difficult, with long escalators or stairs and long distances to traverse. Also, the signage is not customer-friendly, particularly for Amtrak trains, where there's nothing to tell a customer where the coaches. Business Class and Quiet Car are on a Regional train, and nothing to tell you where the First Class, Business Class and Quiet cars on Acela.</p>
<p>before pandemic used to go to NYC 1-2xmonth; hope to return next year</p>

There needs to be more times for the shuttle van to Stamford Hospital for employees that come in early/ at noon/ leave later
I hope that the area for shuttles will change it can be VERY difficult to merge into traffic.
Station needs update. Physical condition is deteriorating. Can us amenities. Need bike access for stations and on trains
Picking up arriving train passengers with a car is VERY difficult.

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