

Hooksett US 3/NH 28 Improvements MetroQuest Survey Results



Report prepared by:



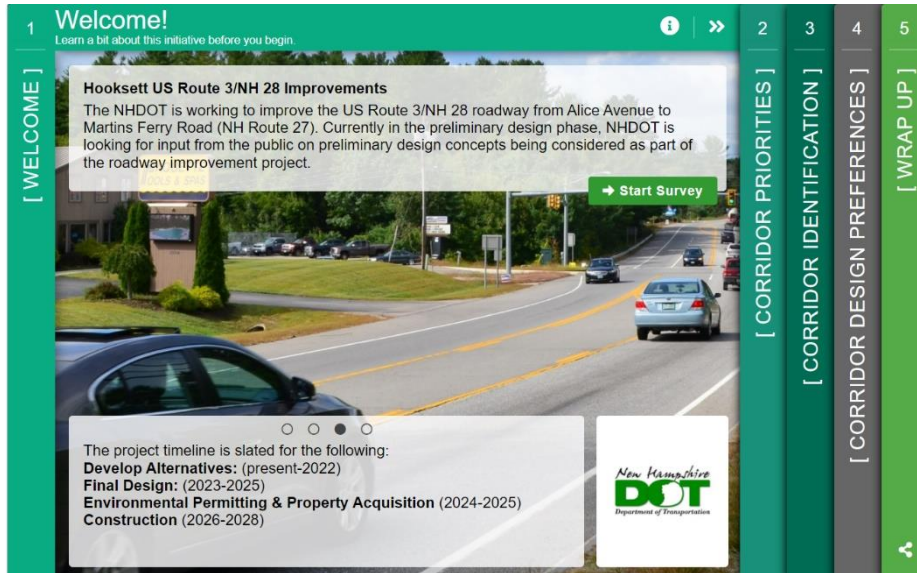
Executive Summary:

The Hooksett Route 3/NH 28 Roadway Improvement Project is in the preliminary design phase. The project limits are from West Alice Avenue to Martins Ferry Road. The project's purpose and need outlines that the project is focusing on improving long-term safety, efficiency, and mobility along the 1.4 mile stretch of roadway. The project will focus on addressing congestion, safety and access management, as well as adding bicycle and pedestrian facilities and improving intersections.

Public engagement is an important component of the project. To gather feedback from the public, the study team created a MetroQuest survey. The survey was launched at a hybrid project public meeting on February 22, 2022. The survey was shared on the New Hampshire Department of Transportation (NHDOT) project website, the Hooksett Town website, and distributed by the members of the Working Group, representing emergency services, town officials, the school district, and Southern New Hampshire University. The survey was closed on Friday, March 25, 2022.

The following report outlines the results received from the MetroQuest survey.

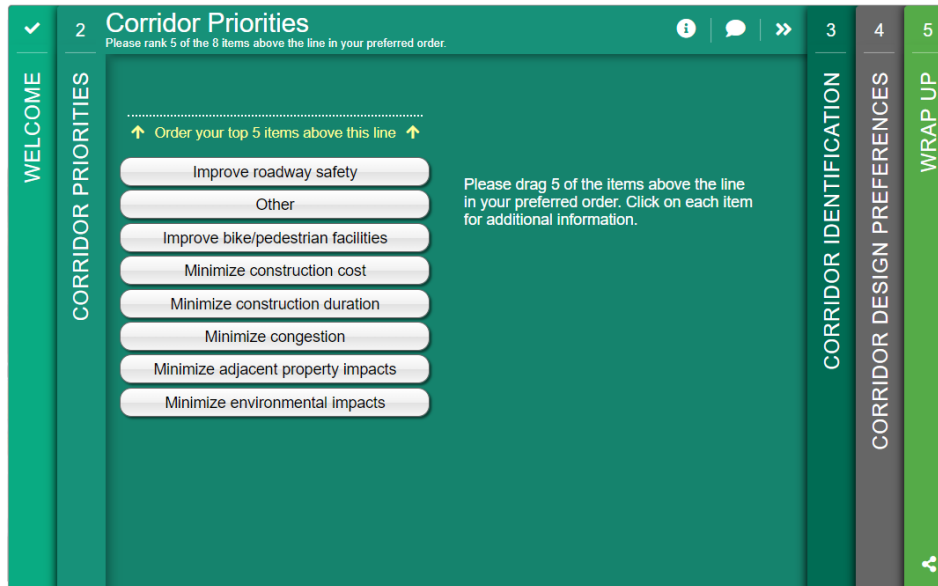
Welcome Page



During the time the MetroQuest survey was open to the public the survey received 400 visitors, with 125 visitors completing the survey, for a 31% completion rate.

The welcome screen of the survey provided project information and survey instructions.

Question 1 - Corridor Preferences:



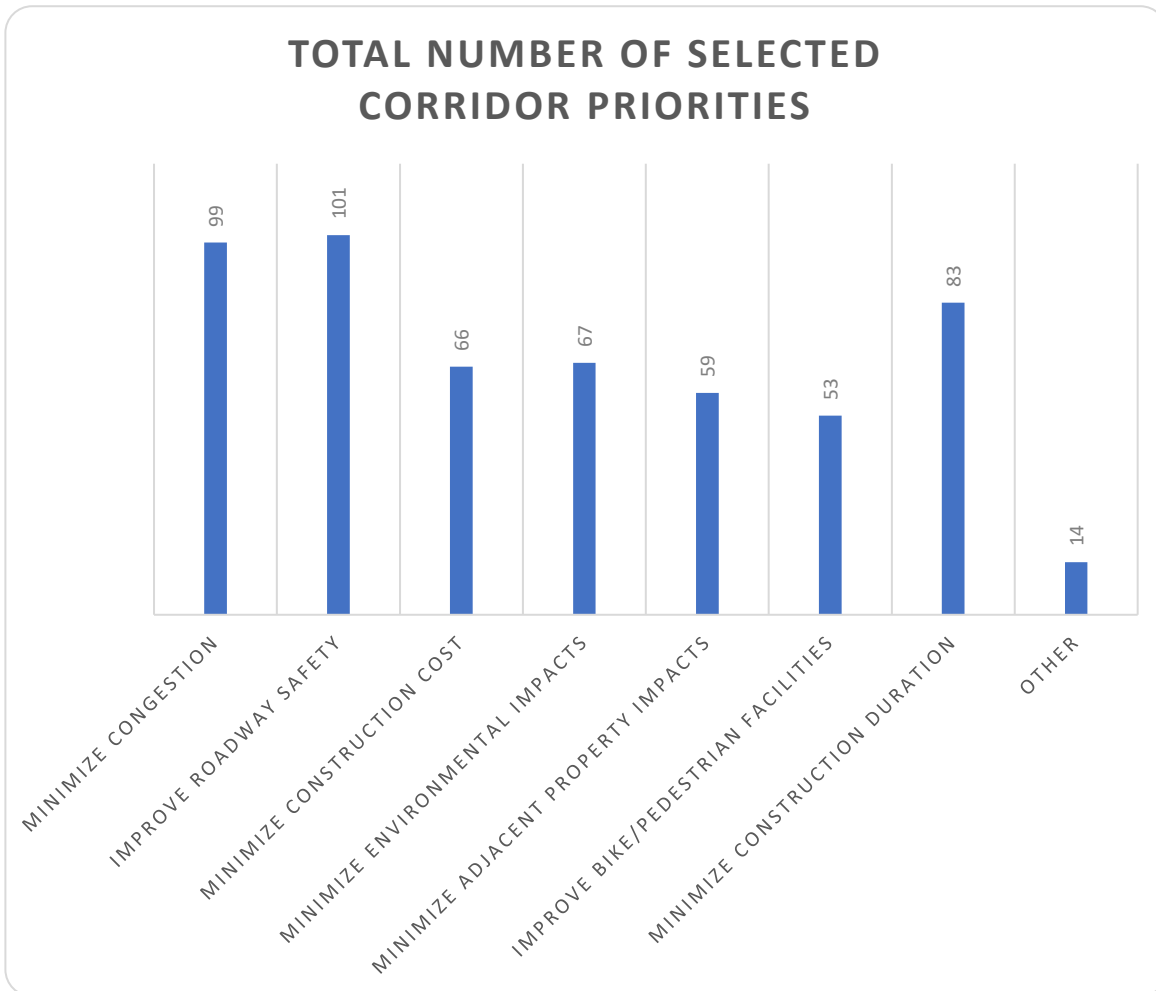
The Corridor Preferences screen asked survey respondents to rank the top five corridor priorities in order of importance (from 1 to 5) from the eight options provided. One option was “Other” and there was room for respondents to leave comments.

Overall, respondents identified a strong top three priorities which received the most votes include: improve roadway safety, minimize congestion, and minimize construction duration. Four other priorities ranked within points of each other, including: minimize construction cost, minimize environmental impacts, minimize adjacent property impacts and improve bike/pedestrian facilities.

Corridor Priorities

Number of Responses by Selection

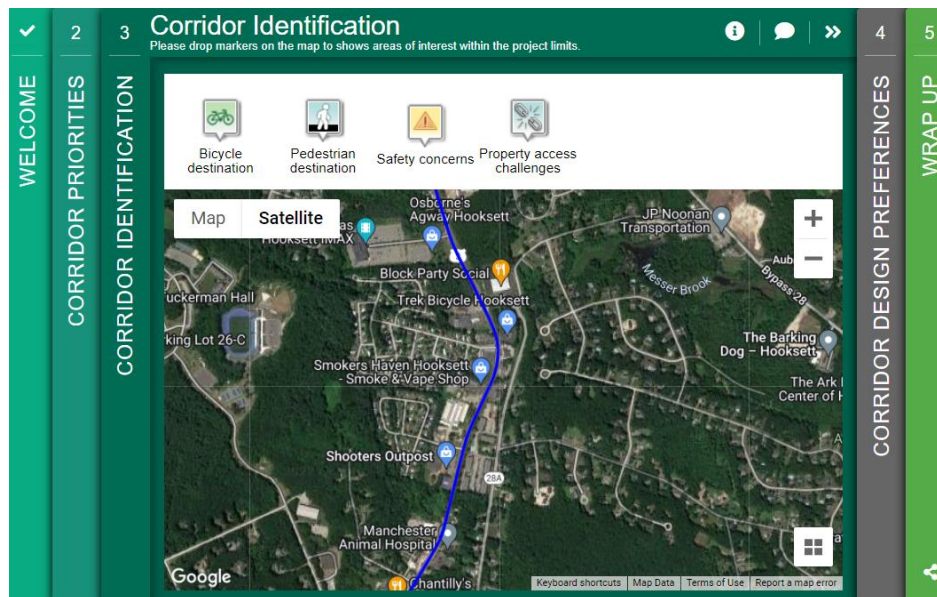
	Question	Rank 1(top)	Rank 2	Rank 3	Rank 4	Rank 5
1	Minimize congestion	42	18	16	16	7
2	Improve roadway safety	27	28	23	13	10
3	Minimize construction cost	3	12	13	17	21
4	Minimize environmental impacts	5	13	17	15	17
5	Minimize Adjacent property impacts	15	8	10	12	14
6	Improve bike/pedestrian facilities	13	10	10	11	9
7	Minimize construction duration	4	18	18	22	21
8	Other	2	1	1	8	8



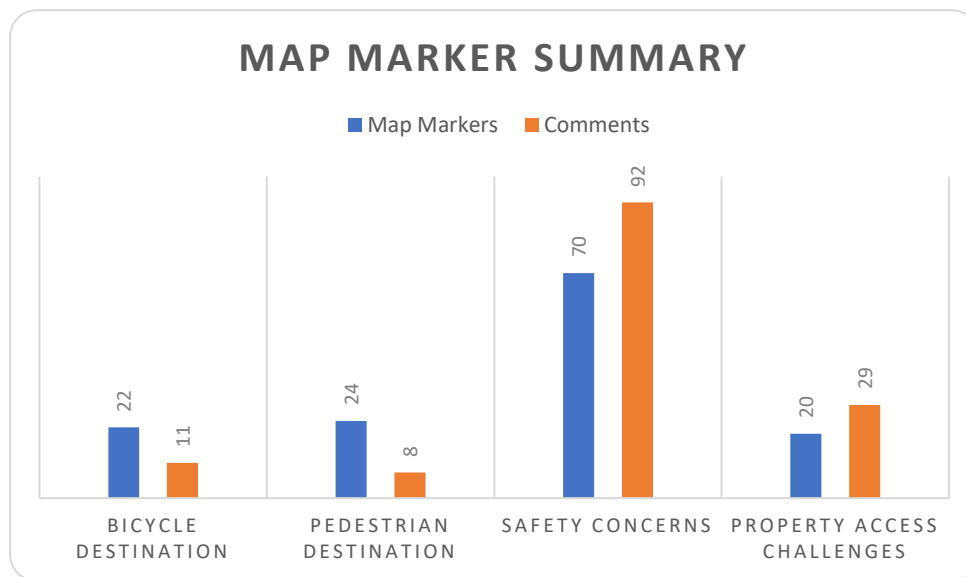
There were seven comments received under the “Other” category. Below are the comments.

- *Please keep the speed limit at 30 MPH and do not increase it*
- *Minimize negative environmental impacts, while also choosing sustainable infrastructure at every opportunity (ex. Solar panels and lighting)*
- *Aesthetics*
- *Access management*
- *Slowing down traffic*
- *I think it is fine as is*
- *Make it look nice, modern*

Question 2 - Corridor Identification:

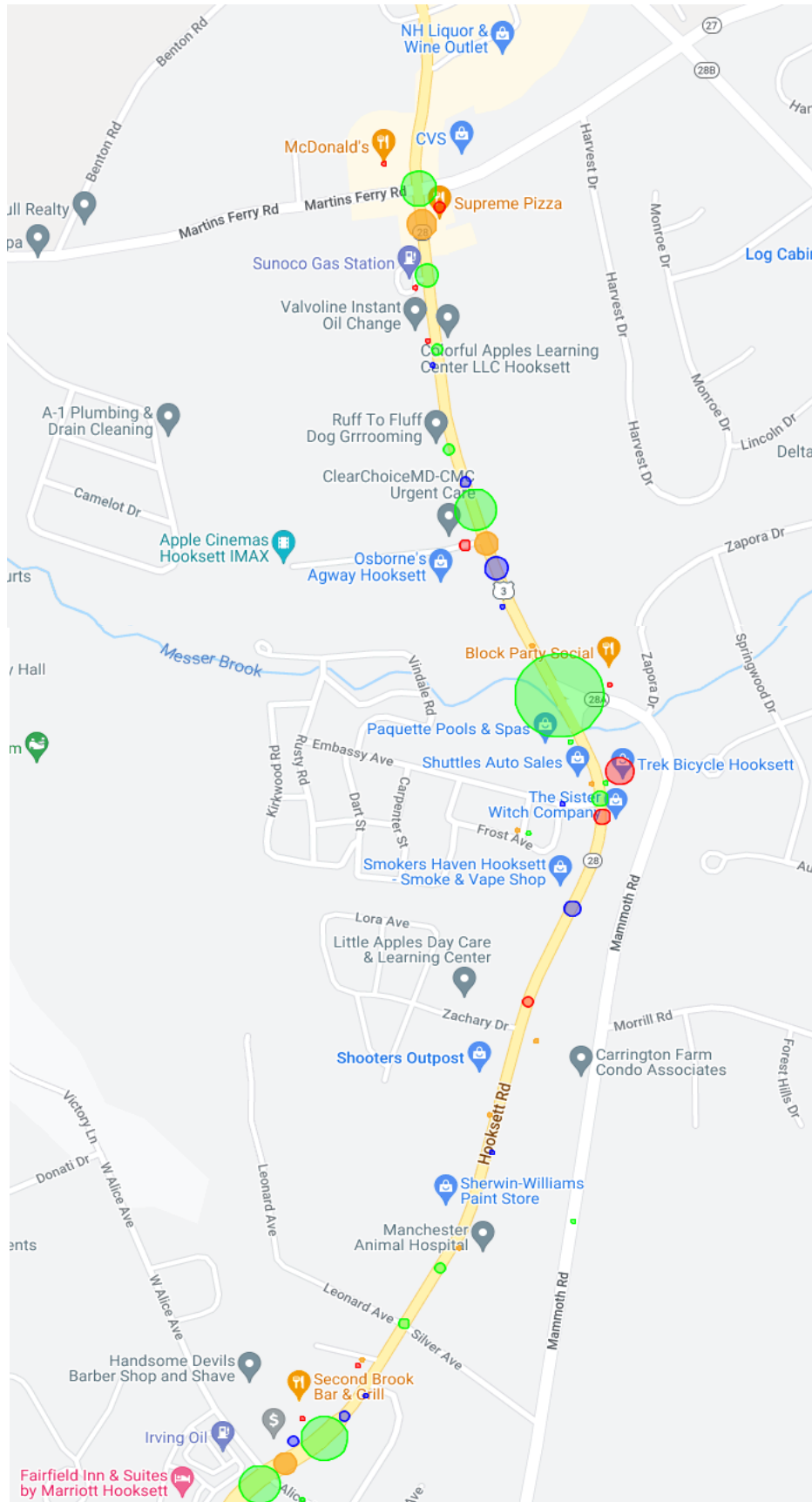


On the corridor map screen, 136 map makers were placed and there were 140 comments. Most markers and comments were related to safety concerns. In terms of improvements for bicyclists and pedestrians, respondents favor bicycle lanes on both sides of the road and continuous sidewalks for pedestrians.



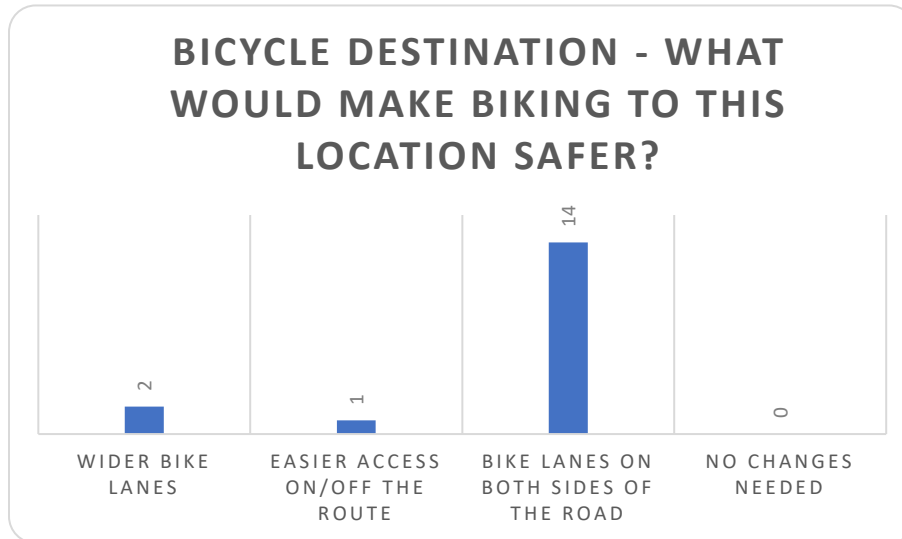
The map below shows the concentration of responses based on the type of map marker selected. The larger the circle the greater number of map markers that were left in that area. The red dots denote bicycle destinations, the orange dots are pedestrian destinations, the green dots note safety concerns, and the blue dots are property access challenges.

Hooksett Route 3/NH 28 Roadway Improvement
MetroQuest Survey Analytics



The following graphics show the questions that were asked on the 4 different topics on the corridor identification screen and the responses that were received.

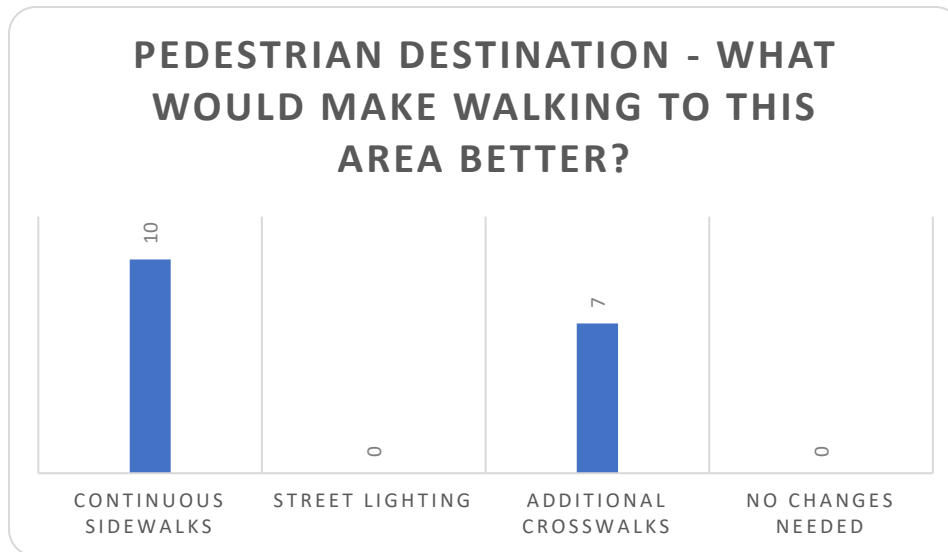
The first item asked respondents to place a **bicycle destination** marker on the map and indicate what would make biking to that location safer. Responses are shown in the following graph.



The following eleven comments were received related to **bicycle destinations**:

- *Downtown*
- *Downtown*
- *Martins Ferry Road is an important connection to SNHU for local commuters. It is also currently a safer road to ride on when coming into Manchester from the north compared to Route 3*
- *The Trek store is a point of interest for cyclists in the area*
- *Manchester*
- *Central Hooksett Rt 28 by shopping plazas*
- *Castle Drive*
- *Whitehall Rd*
- *Alice Ave to Martins Ferry Rd*
- *Joanne Dr*
- *Martins Ferry Rd*

The second item asked respondents to place a **pedestrian destination** marker on the map and indicate what would make walking to that location safer. Responses are shown in the following graph.



The following eight comments were received related to the **pedestrian destination**:

- *To Supreme Pizza*
- *I'm not. However, from feedback on the community Facebook page A LOT of people cross this road from the development down Embassy Ave. There have been quite a few pedestrian accidents and a fatality recently involving people trying to cross Route 3 in this area.*
- *The pedestrian button for the light at this intersection does not work. One time I walked from Hale Ave to the gas station. The light gave me the ability to cross from east to west, but when I tried to return home, the light NEVER gave me a walk cycle to cross from west to east. I hit the button many times and waited a FULL 20 MINUTES before I had to take my life in my hands and cross further south where there were fewer lanes, without the aid of a crosswalk. It was a harrowing experience.*
- *Crossing lites but trying not to impact the flow to much*
- *By the apartments across from Shooters*
- *Mammoth Road*
- *Alice Ave to Martins Ferry Rd*
- *Campbell Hill. The sidewalks end by CVS.*

The third item asked respondents to place a marker on the map at locations where **property access challenges** are present and identify the specific challenge.

The 29 comments that were received are listed below:

- *If we lost access to a portion of our driveway, would you install a new drive off of Brace Avenue that would connect to our upper parking lot? I don't want to lose access to the back of our house and the parking that we have up there.*
- *As the property owner, I am wondering if our driveway will be shortened so much that we will lose access to the secondary portion of our driveway that takes us up to our back door. Meaning that when we pull in the driveway it will become too tight of a turn to go up the hill to the back of our house.*

- *Hard to exit the property*
- *The left travel lane is also where you turn left.*
- *Safer left turning lane that does not disrupt traffic flow as it does now.*
- *Purchased 1143 Hooksett Road to have close 2-way access to Route 93 for our employees both to and from the office. (Consulting firm) Engineers work on projects that sometimes are at clients sites and they need to get into and out of the office easily*
- *A well done center turn lane*
- *My building is very close to the road*
- *1. Utilize state owned property across the street for roadway. 2. Provide us with additional parking and side driveway to replace the parking we will lose.*
- *entrance to Movie theater*
- *Set of lights*
- *When movies let out at Apple Cinemas, it can be difficult to make a safe left turn out of the theater*
- *Perhaps a traffic signal or a warning light*
- *Pulling out in heavy traffic with poor visibility*
- *Better site lines, light timing*
- *Taking a left after the island when heading North on Route 3 to access this property. Many near misses and road rage incidents.*
- *Designated turning lane into property from Northbound lane. Moving the entrance to strip mall to the North some.*
- *If the lanes of travel our expanded, then property lines could be impacted*
- *Exit/entry*
- *traffic lights*
- *businesses too close to road*
- *?????*
- *No lights to turn left onto Route 3*
- *Lights*
- *Streetlight*
- *Entering and exiting Agway/Movie/urgent Care driveway. Limited sight due to hill.*
- *Turning into/out of is challenging during peak hours*
- *Stop light*
- *Hard to enter and leave*

The fourth and last item asked respondents to place a marker on the map at locations where **safety concerns** are present and identify the specific concern.

The 92 comments that were received are listed below:

- *2 lanes from Alice/ W. Alice thru to Rte 27 more separate turning lanes at all of the intersections in between*
- *2 lanes merging into one lane at high speeds.*
- *2 lanes north bound all the way through Hooksett*
- *2lanes merge into 1*

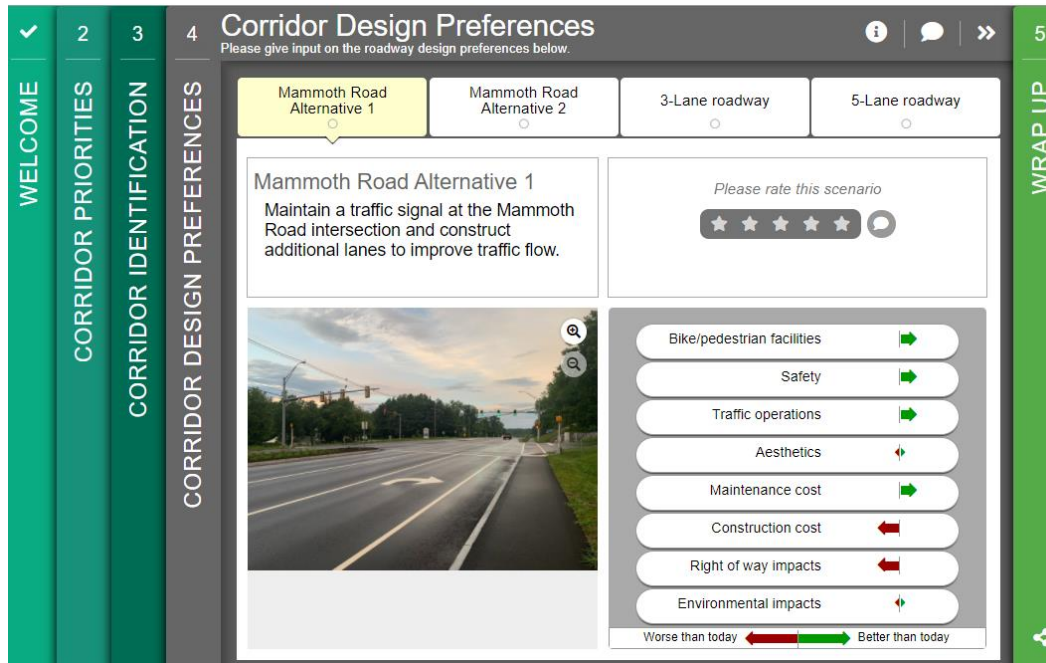
- *A full left-turn pocket, or extend the TWLTL to allow the entire turning vehicle to pull out of the NB lane while waiting to turn left.*
- *A right hand turn light like the ones getting off 93N going to Home Depot*
- *Add a traffic light*
- *Additional lanes – 5 lane scenario*
- *Better light control/timing*
- *Better signage and pavement arrows. Sign on Alice Ave to yield on left turn. A better solution would be to have turning lanes and have separate timing for let turns from Alice Ave – same timing as on Rte 3 turning.*
- *Bike lanes or sidewalks, crossing*
- *Busy intersection, crossing, merging, and turning traffic*
- *clogging*
- *Collisions, running lights*
- *congestion from here to Mammoth Road*
- *dangerous to make a left turn out of the parking lot*
- *defining turning and deceleration lanes maybe?*
- *Designing the intersection for slower speeds*
- *Drivers aren't paying attention.*
- *Driveway Access*
- *Expand the lanes of travel heading south*
- *Expand the lanes of travel near the intersection*
- *Expand the merge lane heading north*
- *Fast moving traffic. Have to make quick turns with no lights.*
- *from ruff to fluff, turning right onto the main road, low visibility.*
- *Grooved pavement for slowing traffic, big blinking light, signage and removal of stoplight*
- *Happy to see this intersection in scope. Favor light vs. rotary.*
- *Hard to get in and out of Second Brook parking lot with traffic queuing for the light at Alice Ave.*
- *I do not want this project to happen.*
- *I am not qualified to know.*
- *Intersection congestion. Entrance and exiting off route 3.*
- *Intersection is dangerous for cyclists and pedestrians*
- *It's dangerous leaving strip mall.*
- *Leave it the way it is*
- *Left hand turns exiting the movie theater to go north on Route 3. Continuous traffic makes it hard to exit.*
- *Left turns into Osbornes and Left turns out of Osbornes.*
- *Local traffic only*
- *Longer turning lanes, open to 2 lanes each direction along Rte 3*
- *Looking forward to the widening*
- *major traffic congestion in both directions. Rte3 south at commuter times and Sunday afternoons - vehicles heading towards highway. Rte 3 north, congestion same times. Friday nights also an issue as this is a major route heading to Route 28 and the lakes/camps*
- *many cars come from Alice Ave turning left to head south on 3. they do not yield to the vehicles turning from W. Alice right onto 3. even though there are 2 lanes on rte 3 to turn into, vehicles*

from Alice Ave think they have the right away and turn left into the far lane into oncoming vehicles - lots of horn blowing, yelling, cussing road rage.

- *Maybe make the road like 101 boulevard in Bedford?*
- *Minimize back up. Roundabout at intersection*
- *More turning lanes, separate signal for turning*
- *Move access point away from lane merge area*
- *narrow road, businesses close to road*
- *No shoulder north*
- *No sidewalk*
- *No sidewalk north*
- *No sidewalks*
- *No traffic light*
- *No traffic light*
- *Notify Rt 3 North under construction. Seek Alt Route.*
- *People do not yield coming out of 28A onto Hooksett rd. They shoot right out into traffic.*
- *people run this light, unsafe*
- *right-turn only lane during peak travel times*
- *Roundabout*
- *School bus route*
- *Separate turn lanes, perhaps separate turning signals same as suggested Alice/W. Alice*
- *Shorten the curbed island, perhaps make a left turn lane (head north) then start the center turn lane after the drive entrance..ending the 2 lane to 1 lane merge further north would also help.*
- *Sidewalk*
- *Sidewalk*
- *Slowing and turning vehicles where lanes merge.*
- *Temporary access control, enforcement.*
- *The dual carriageway narrows to one lane southbound right at the entrance to Sunoco - there are many near misses in this area*
- *This intersection should be widened as should lanes of travel going north and southbound*
- *This intersection is very difficult to navigate for non-drivers and there is no safe way to navigate through/around it as a pedestrian or cyclist.*
- *Traffic Accidents*
- *Traffic backs up at this intersection.*
- *Traffic calming measures near the driveway and/or light cycles allowing enough of a break in traffic*
- *Traffic Congestion both directions*
- *traffic congestion coming from Whitehall Road, some yield/turning issues. had friend get hit on a motorcycle at this intersection 2 yrs ago by someone turning onto rte 3 failing to Yield to oncoming traffic.*
- *Traffic diversion onto Mammoth Road / exit 8 during construction*
- *Traffic diversion thru campus and neighborhoods.*
- *Traffic gets backed at this intersection in the morning and in the afternoon. This is traffic heading south.*
- *Traffic gets very congested especially in the morning and afternoon.*
- *Traffic going north backs up. Hard to see when coming around curve and down hill*

- *Traffic heading north gets back as the lane splits off to the right.*
- *Traffic light*
- *Traffic light?*
- *Traffic merging northbound onto DW Highway off Mammoth Road cannot see oncoming traffic easily due to the angle of the intersection. Traffic lines up in either direction for a very long way during peak hours - sometimes you can sit through two light cycles.*
- *traffic view from both directions*
- *Turning lanes/traffic lights*
- *unsafe for cyclists/ peds*
- *Uphill – ‘maintain speed’ sign*
- *vehicles blocking traffic when making left turn into businesses. Vehicles not using turning lane and curbed island ends at drive entrance. roadway merges from 2 lanes to 1 at this location*
- *when driving uphill, many cars ahead of me slowdown because they didn’t realize how steep the hill was.*
- *Widen to two lanes in either direction and add a southbound deceleration lane into Sunoco*
- *Widen as proposed to two lanes both directions*
- *Wider lane or alternative route*
- *Wider shoulder*
- *with animals in my vehicle (en route to the Manchester animal hospital), I take turns slowly and carefully. whenever I turn into MAH during 4-6pm, someone is always tailgating me and I worry they will crash into me with my dogs in the car.*

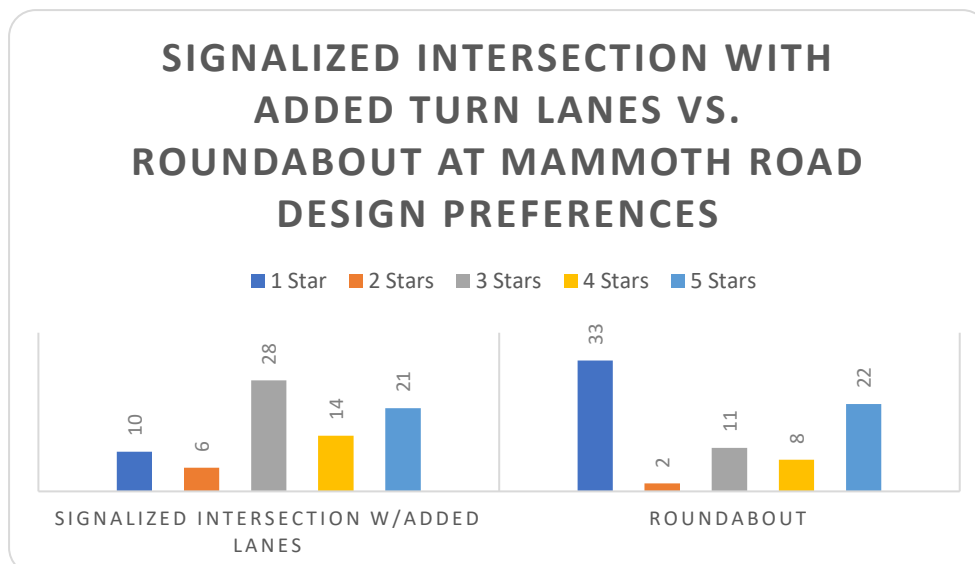
Question 3 - Corridor Design Preferences:

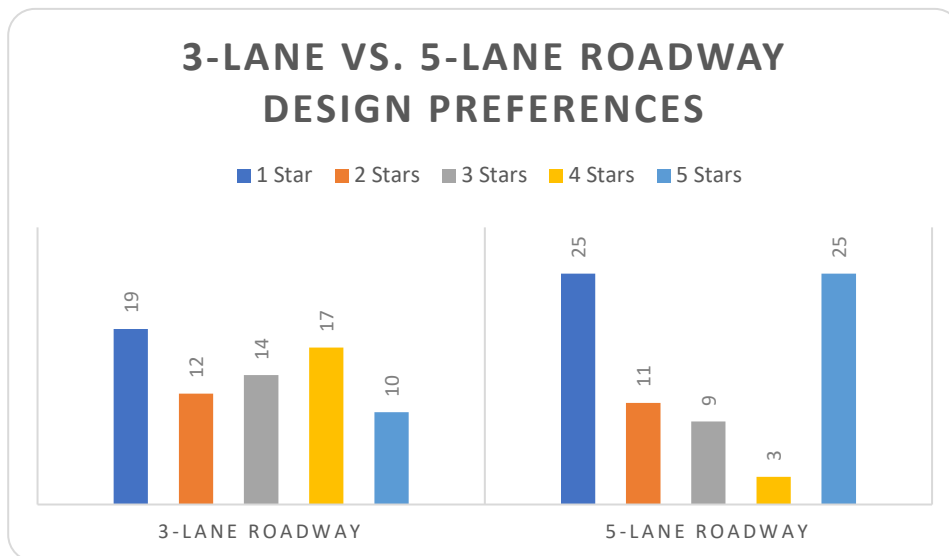


On the Corridor Design Preferences screen respondents were asked to rate roadway design options from 1-5 (1 being the lowest preference/5 being the highest preference) for two different roadway design components:

1. Signalized intersection with additional turn lanes vs. a roundabout at Mammoth Road
2. 3-lane vs. 5-lane roadway.

Overall, respondents reported polarized opinions on the Mammoth Road roundabout and the 5-lane roadway options. However, it seems that the Mammoth Road signalized intersection is favored vs. the roundabout design. The 3-lane and 5-lane roadway options showed a comparable levels of support (sum of 3; 4- and 5-star responses equate to 41 and 37 respectively).





The following 17 comments were received in response to the design options presented:

Mammoth Road Signals and Lanes:

- *Seems the outcome is about the same as today.*

Mammoth Road Roundabout:

- *Like the gateway factor. Don't like the ROW impact. This should not be a thoroughfare. Thru traffic go to 93.*
- *Similar to the Auburn roundabout near the lake, this could encourage higher speeds on the incoming roads. The roads in Hooksett have many businesses on them (compared to the Auburn roundabout roads)*
- *Please include separate bike/ped facilities*
- *With bike/ped facilities*
- *People cannot use roundabouts*
- *I feel that with the amount of congested traffic here daily a roundabout would make matters worse. Traffic is daily backed up in this area where occasionally one has to sit through more than 1 rotation of the signals. I feel that adding a roundabout would be more of a problem during peak traffic hours.*
- *Please do not install a multi-lane roundabout similar to the ones in Keene and lee. People don't know how to use them.*
- *People are not good at traffic circling in NH*

3-Lane Roadway:

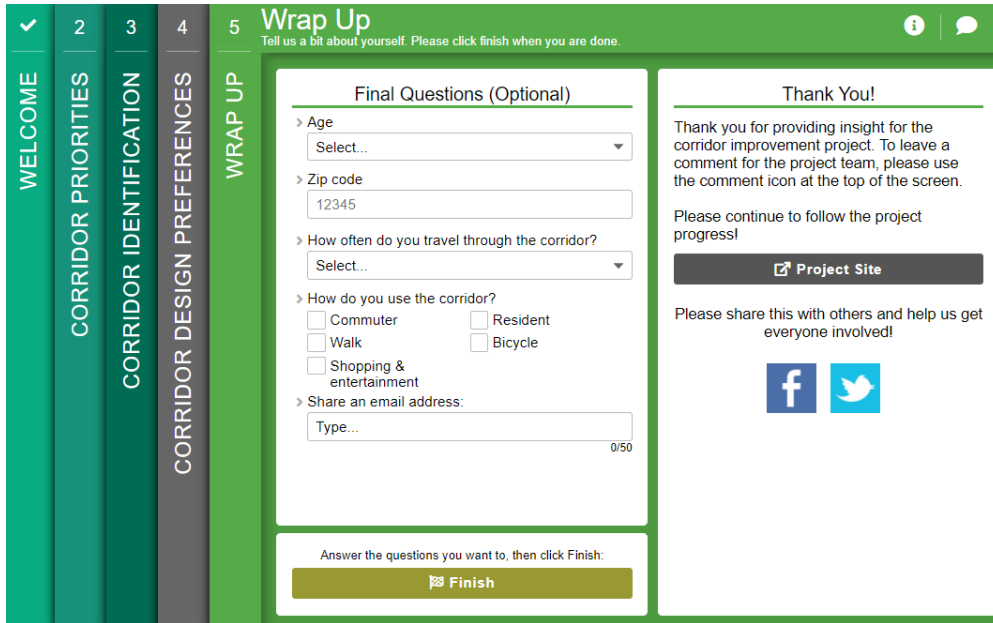
- *Makes sense. Is there benefit to limiting left turns, favor U-turns at intersections or something?*

- *This kind of already happens in some places? Please also widen the middle two-way lane to accommodate wide vehicles and turning trucks.*
- *Protected bike lanes would be preferred*
- *I feel that this would not alleviate any of the daily traffic congestion as the roadway currently is 1 lane each direction. This alternative would not address any of the congestion issues*
- *This is basically what we have now but with bike lanes. Not sure how much safety improvement will actually come through this change.*

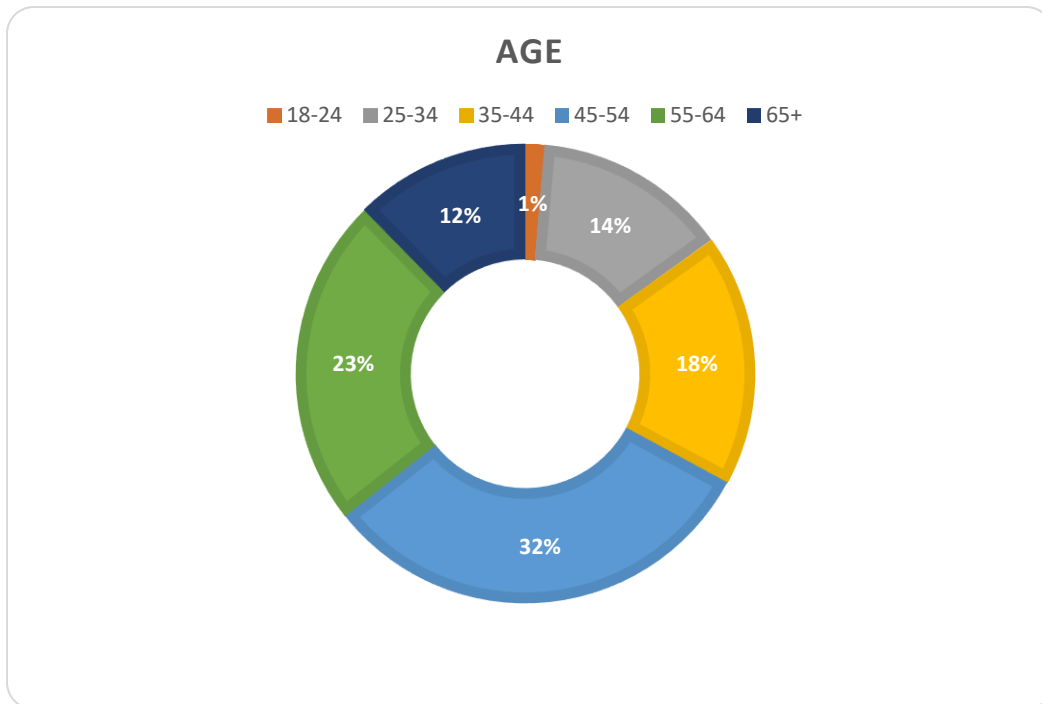
5-Lane Roadway:

- *Yuk. Pave paradise. Looks like bike/ped terror. This should not be a thoroughfare. Thru traffic go to 93.*
- *I feel this is the best alternative, with additional turning lanes and 2 lanes all the way through Hooksett, this would be the only alternatives to alleviate some of the daily congestion.*
- *The two travel lanes will conform to the existing design of Route 3 North past Whitehall Road. Facilitate traffic flow better.*

Wrap Up:

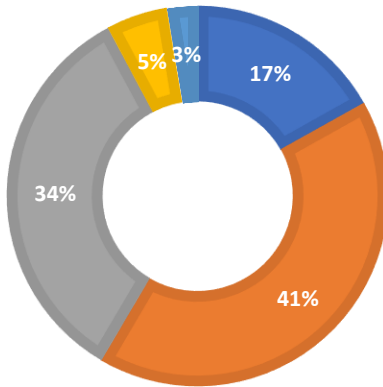


The final screen is a wrap up screen that collected demographics of survey respondents. Most respondents were between 45-54 years old. A majority, 41% of respondents stated that they use the corridor daily and 38% of respondents report that they are residents in the area. The demographics section was optional. We received email addresses from 26 respondents which will be added to a stakeholder distribution list.



HOW OFTEN DO YOU TRAVEL THROUGH THE CORRIDOR?

■ Multiple times a day ■ Daily ■ Weekly ■ Monthly ■ Rarely



HOW DO YOU USE THE CORRIDOR?

■ Commuter ■ Resident ■ Walk ■ Bicycle ■ Shopping & entertainment

