

Date	Garage	1. What works well about operating a bus on Blue Hill Ave?
02/01/2023	Southampton	Morton Street -- no longer issue
02/01/2023	Southampton	No, people drive like crazy
02/01/2023	Southampton	No response
02/01/2023	Southampton	I enjoy the fare-free pilot. It's less stress and a blessing for me
02/01/2023	Southampton	The fare-free pilot works well. it's easier to operate
02/01/2023	Southampton	No response
02/01/2023	Southampton	Morton St stop is great not having to pull all the way in; cars parking against bumpout still though
02/01/2023	Southampton	No response
02/01/2023	Southampton	No response
02/01/2023	Southampton	No response
02/01/2023	Southampton	Nothing really -- it's tough
02/01/2023	Southampton	Project good once done, construction pain. Stop spacing is okay. New Morton St stop good, less of a pull-in
02/01/2023	Southampton	After rush hour it's okay
02/01/2023	Southampton	No response
02/15/2023	Cabot	Seaver to Jackson works really well, would like it on BHA

2. When operating a bus on Blue Hill Ave, what are your biggest challenges?

Double parking (liquor/grocery?), bus stop blocking, speed/cut-off, more visible but less frequent, "no one paid anyway before being free," Mattapan Sq U-turn dangerous (bike conflict), exiting Mattapan Sq cars

Drivers speed and it's hard to pull in and out of the bus stops. Lots of double parking in Grove Hall

Traffic, light cycles are difficult especially Warren @ BHA, (inbound) Washington @ BHA, traffic backed from Washington to Seaver, Moreland St @ Warren light problematic

Just a couple spots (see next question)

Double parking, Talbot Ave is the worst. Angled parking in Mattapan Sq is hard, people tend to double park onto angled parking, inbound is worse for operators

Blue Hill Ave is such a busy road, especially early in the morning. There are so many MBTA buses that rely on it. Piggy-backing is a big issue today

Block lane on turnaround in Milton; Mattapan Sq can't get in; Talbot Ave bad inbound -- triple park

No response

People parking in the bus stops -- all of them; same on Washington

The roads suck

Traffic, pedestrians are crossing the street everywhere, traffic lights aren't timed right, double-parking and triple-parking is terrible

Castlegate, Talbot/Harvard double parking, Grove Hall/Georgia St, Nubian to Warren is a very tough turn 60 + 40 both difficult opposite pizza shop

Double parking makes it impossible sometimes, Talbot Ave at Happy Market, Castlegate and Blue Hill Ave, stops too close together

Stressful, riders from everywhere, "accident waiting to happen"

Super busy driving rush hour, people especially want to drive fast, people running red lights; 23 hard around school times (BLA moving through Grove Hall)

People don't follow rules of the road

No response

Getting trapped by school buses with stop sign and not being able to leave the stop, makes bus run lane and leads to bunching, confusing by Codman Sq

3. Are there certain streets or intersections where you experience chronic delays due to congestion?
No response
By Columbia Rd and Franklin Park is bad. Probably worst place on Blue Hill Ave
Dudley St coming out of Nubian; Mulvey raised crosswalk, cars park illegally on the right hand side
Traffic lights at Columbia Rd and Blue Hill Ave need to be improved, give more time to Blue Hill Ave traffic
Not really
American Legion @ Blue Hill Ave (inbound and outbound); the traffic coming off of American Legion is brutal -- lots of speeding and drivers running red light
Near Grove Hall @ Castlegate, can't get out to get over and make the left; right out of Nubian 2nd light on Malcolm X not long enough
No response
No response
No response
By Franklin Park between Seaver and American Legion both directions, Mattapan Sq on weekday mornings is bad
Mattapan Sq loop and Milton. Milton St not so bad, River / Cummins chaos, safety issue at Mattapan Sq with limited visibility
No response
No response
Grove Hall intersection
Grove Hall and Seaver, especially bad with potholes, intersection at the big church at Dudley St particularly problematic
No response
No response

4. Are there certain turns or other motions that are difficult for you to make while operating a bus?
No response
Not really
No response
There's a big bottle neck at the post office at Warren St and Blue Hill Ave. The no parking signs need to be updated. Sometimes this back-up can cause 30+ minutes of delay.
People double park at Castlegate. There's a store – people double park there.
The loop for the 28 bus is difficult. Traffic back-up is hard. You really need to assert yourself to pull into Mattapan Station. Cars back up and block the bus. They don't let you through.
No response
No response
People turn right or left from a middle lane (drawing of three-way road with one left turn lane, one straight lane, one right turn lane), need to make sure people follow the rules, suggests cameras at intersections
No response
Double parking on Morton St before the traffic light, on Sundays churches have a lot of double parking
No response
Getting out of the stop by Franklin Park Zoo

5. What would you like members of the public to know about operating a bus on Blue Hill Ave?	Inferred Support for Bus Lane Y/N
Dedicated lane! No regard for buses, threatening gestures	Y
Pulling into bus stops is really hard, people don't understand that blocking the bus stop makes it hard to serve riders with disabilities	
"I go home with a tension headache... a pounding in my forehead," doesn't pick BHA routes anymore, focuses on SL4/SL5	
The public knows more than you think they know.	
No response	
No response	
Hard when bus can't get out; when bus lanes are respected makes driving the bus much less stressful	Y
Center running it's easy going through	Y
Bus lanes are working pretty well on the 39, likes bus lanes they just need to be clear	Y
No response	
"Could you imagine the traffic if everyone on the bus was in the car?"	
More places to load money on Charlie Cards – more dwell time	
No response	
No response	
Center-running bus lanes on BHA are "the only way it will work," otherwise won't be respected, loves the Columbus Ave bus lanes, wants them on Seaver and excited about Ruggles extension	Y
Center-running bus lanes are great, if they're properly enforced	Y
Center-running bus lanes would be nice, complaints are really serious when levied against operators	Y
The street is wide enough, a bus lane would be amazing in that area	Y

Additional comments
No response
"Free fare -- people smoking get on through back doors; induced ridership, more people + more stopping"
"Passengers easy b/c free; safety issues with all doors open, can't see," likes center-running
"Put the bus in the middle of the road"
Drives a car on Blue Hill Ave, doesn't like American Legion Hwy, bikes should pay excise tax, bikes are erratic on the roads, wants bikes insured
"I try to operate the SL1 and SL2 instead, I prefer to operate in the bus way tunnel," "Every operator has had a bad experience on Blue Hill Ave"
"Southampton area safety and Nubian Station both worse over the past 3 years"
Really like the idea of bus-only movements in Grove Hall area, protected lights, thinks human monitoring / enforcement needed for first six months
The Route 57 schedule doesn't give the bus enough time, not one runs on time, loves idea of Route 57 project at CoB, suggested layover time at Watertown

Date	Garage	1. What works well about operating a bus on Blue Hill Ave?
02/15/2023	Cabot	No response
03/02/2023	Arborway	Picking up and serving people, Columbus Ave bus lanes, the 29 being free, bus bump-outs
03/02/2023	Arborway	It's okay
03/02/2023	Arborway	Columbus Ave has good transit light
03/02/2023	Arborway	Driving for 12 years, pretty okay except for Mattapan Sq
03/02/2023	Arborway	"Nothing good about operating on Blue Hill Ave. You have to be aggressive and defensive."
03/02/2023	Arborway	New bus stops near Warren St (in-lane stops)
03/02/2023	Arborway	No response
03/02/2023	Arborway	Free fare program makes service easier (would be easier if all BHA routes had free fares)
03/02/2023	Arborway	No response
03/02/2023	Arborway	Making the route free made operations easier, no fare machine operations

2. When operating a bus on Blue Hill Ave, what are your biggest challenges?
No response
Blue Hill Ave is a mess all the way to Mattapan Sq
No response
MBTA bus stops being used by BPS buses (especially around BHA and American Legion across from Franklin Park)
People cutting off the bus in cars when moving into bus stops
No response
People jumping lanes, blocked bus stops (especially for folks on the bus with accessibility challenges), people running across the street away from the sidewalks
People using crosswalks, need to move crosswalks near Franklin Park, Columbia Rd particularly difficult
Number one problem is blocked bus stops right by the Mecca, near the Grove Hall church double parking
Pulling into bus stops, double parking
Double parking, congestion
"People who are driving don't care about stopping / double parking," enforcement is difficult, 29 in the summer on Fridays runs into lots of double parking
Route 14 at Heath St bus stop by school is very frequently blocked, traffic
Traffic, "bring lots of anxiety because you are responsible," accidents happen because of environment and not the bus operators
Mattapan Sq has lots of traffic, Babson St to Mattapan Station
Schedule adjustments to help not being late
Traffic, double parking
Franklin Field pinch, traffic, double parking, lots of congestion, school rush hours, chaos on the road
Heavy route, lots of people, traffic, difficult turns

3. Are there certain streets or intersections where you experience chronic delays due to congestion?
Angell St is a little difficult, move is hard to get across lanes (left on Talbot), people parked in stop
No response
Talbot @ Blue Hill Ave is bad, people block stop IB and OB and make it hard to serve the stop and turn (22)
American Legion Hwy to Seaver St, Talbot to American Legion okay
Move the bus stop at Harvard St Health Clinic, stop at Talbot Ave too hard to get over and turn left
Routes 22 and 44 are most challenging traffic-wise
The double parking from Morton St to Mattapan Sq, the Walnut St light at Columbus is too long for bus to wait
No response
Near Mother Caroline, worse during summer with double parking in Grove Hall OB. Across from Franklin Park IB usually can't service because popular sub shop double parking, Talbot Ave both sides with dealership and Happy Market
Talbot Ave (double parking), the right after the Mattapan library, Wellington Hill @ Fesendon, the 29 across from Franklin Park, the double parking around the Morton St police station
Blue Hill Ave and Mattapan St, around the Mattapan health center
Franklin Field Housing has problems, difficulty accessing it and a tight maneuver for the 29 (people park in the turn)
Removing the Mattapan Sq loop would be great
Blue Hill Ave and Columbia Rd, intersection at American Legion Hwy with double parking and food unloading
BHA near Grove Hall trying to get to Warren St ("having a dedicated bus lane would be nice")
Route 26 first stop out of Ashmont very dangerous because cars are going around you, Talbot and Dorchester Aves
Mattapan Sq in front of Franklin Park Zoo, left to Blue Hill and Grove Hall, school zones
29 going into Franklin Field Housing turn is too small, double parking along the whole corridor, Franklin Hill (liquor stores, Happy Market)
Right before you turn onto BHA by post office because of double parking, Georgia St and Warren St

4. Are there certain turns or other motions that are difficult for you to make while operating a bus?
No response
No response
To get from Harvard St Neighborhood Health over to the left and to take the left onto Seaver St is very difficult -- you have to really assert yourself against the traffic
No response
Left onto Seaver, loop to get into Mattapan Station (drivers run red light near River St), people don't want to be behind buses, "34 needs bus lanes on both sides all the way down to Beach St"
No response
No response
The 33 near the YMCA always has a blocked bus stop maneuver
tThe 14 and 29 routes, the light leaving Mattapan because people go through it, the post office by Georgia St Warren St stop lengthening @ Sunderland St
No response
Dealing with turns that are crowded
No response
Going around double parked cars, BHA and Talbot corner inbound

5. What would you like members of the public to know about operating a bus on Blue Hill Ave?	Inferred Support for Bus Lane Y/N
No response	
The public don't respect the bus lanes, just have to sit and wait until people move. Makes the bus late. People need to respect no parking zones.	
No response	
No response	
No response	Y
No response	Y
Pedestrians knowing when to cross, lots of out-of-town vehicles, hard to work and operate with more cars on the road	
No response	
Driving is stressful with cars and parked cars, people get upset at horns, parking in the bus stops is annoying	
No response	
Drive a bus for 6 months-1 year up / down BHA	
Elderly people live / rely on the bus	
No response	
It takes 3x the work to maneuver a bus compared to a car, it can be exhausting to maneuver the bus	
No response	
"It's not our fault when buses are late. It happens because of traffic. Safety is priority."	
Some way to convey the difficulties of maneuvering over 3 lanes of traffic	
Always on guard, have to be very aware, stopping is difficult, parking in the bus stop isn't cool	

Additional comments
People always parked in stops at Comm Ave and in bus lanes
Likes the idea of armadillos to separate bus / travel lanes. People drive in the bus lane and don't respect them near McDonald's (Egleston)
Also finds Cambridge St @ Linden St (Route 66) challenging
Operating in center-running bus lanes on BHA would work well (would maybe be better to have side bus lanes to reduce challenges turning)
Good idea to extend center-running lanes to Ruggles, be careful with paving and infrastructure challenges (e.g. too high to get through Columbus areas in some buses)
Loves idea of enforcement at bus stops, sees more vehicles now with more families, Uber, Lyft, deliveries
Excited about similar changes to Columbus Ave
Likes Columbus Ave bus lanes

Date	Garage	1. What works well about operating a bus on Blue Hill Ave?
03/02/2023	Arborway	No response (INSPECTOR INTERVIEW)
03/02/2023	Arborway	No response

2. When operating a bus on Blue Hill Ave, what are your biggest challenges?

No response

No response

3. Are there certain streets or intersections where you experience chronic delays due to congestion?

No response

School buses parking in the middle of the Washington St lane

4. Are there certain turns or other motions that are difficult for you to make while operating a bus?

Seaver @ Walnut coming out of bus lanes, need help getting over because of car left turn conflict

School buses don't know the transit priority signals, try to make lefts out of the center lanes

5. What would you like members of the public to know about operating a bus on Blue Hill Ave?	Inferred Support for Bus Lane Y/N
"The bus lanes are great on Columbus Ave"	
No response	

Additional comments

"It's a good idea as long as you pay attention to the side streets too;" worried about Centre St light, coming off Centre onto Columbus. Wasn't proper training with Columbus Ave bus lanes, need more advance notice

Likes the designated lanes, leaves room for trees on the side of the road, "Columbus needs some minor tweaks to get it to be perfect"