

# Blue Hill Ave Data Analysis

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Outreach and Analysis by LivableStreets Alliance  
Surveys Conducted April 18th - June 3rd 2023

# Background

From April 18th to June 3rd, 2023, LivableStreets Alliance led a team of Street Ambassadors to engage bus riders and gather feedback on their experience of Blue Hill Avenue. We interacted with ~**700** bus riders & collected **520** surveys.

As a token of appreciation, the Street Ambassadors also distributed \$5 gift vouchers from two local businesses, *Ali's Roti* and *Cafe Juice Up*, to 200 bus riders who participated in the initiative.



# Overview of Slides

- Survey Distribution
- Survey Responses
- Observations + Notes
- Conclusion

# Survey Distribution

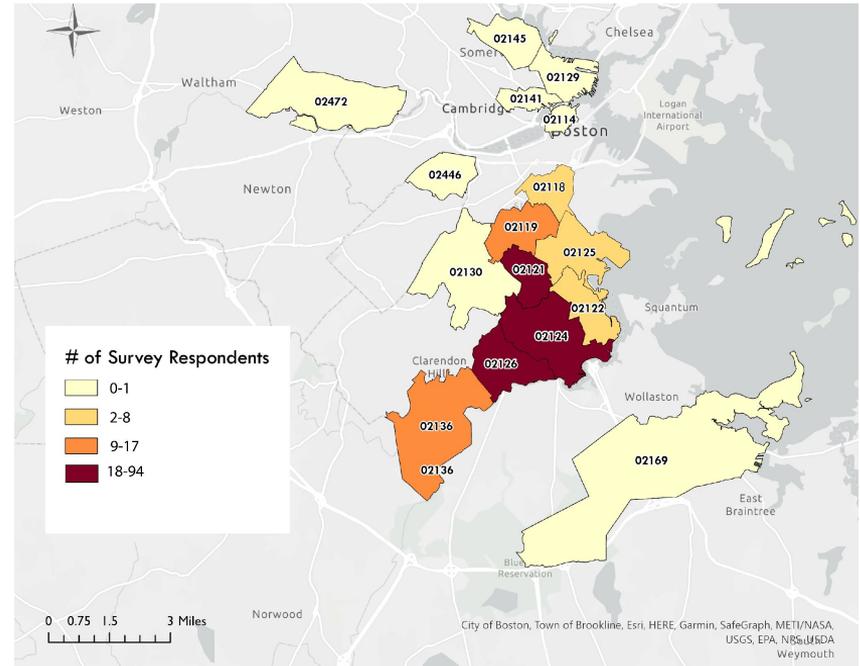
# Locations of Surveys Conducted

Street Ambassadors conducted surveys at the busiest bus stops of Blue Hill Ave during weekdays and weekends in the morning and evening peak hours. Some stops included:

- Mattapan Square
- Blue Hill Ave @ Morton St
- Blue Hill Ave @ Ellington
- Blue Hill Ave @ Angell St
- Blue Hill Ave @ Castlegate Rd
- Blue Hill Ave @ Franklin Park Rd
- Blue Hill Ave @ Harvard
- Blue Hill Ave @ Warren St

# Where the Respondents Live

- The highest responses were recorded from:
  - **Dorchester (02121 + 02124)** - 171 respondents
  - **Mattapan (02126)** - 94 respondents
  - **Roxbury (02119)** - 17 respondents



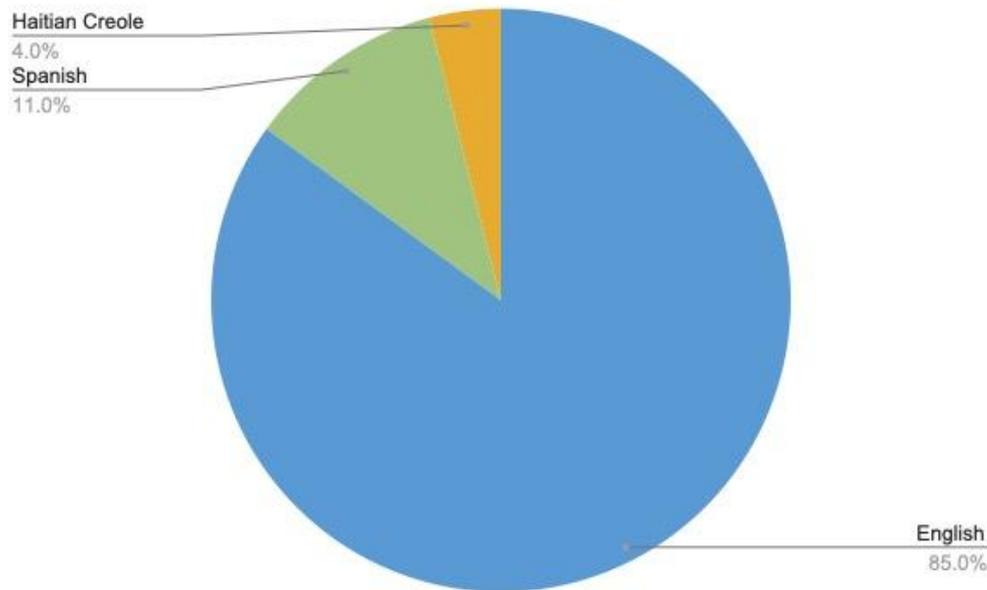
# Survey Responses

# Caveats

After collecting 520 surveys, the results presented here are based on data gathered from **427 surveys, 399 of which were collected in person, 28 of them from our online survey.** Some of these surveys were not completed in full due to various factors. For instance, surveying was sometimes *cut short due to riders boarding their bus, departing for their destination, or declining to answer certain questions.*

# Language Distribution of The Respondents

- We conducted the surveys in 3 languages:
  - **English** - 364
  - **Spanish** - 46
  - **Haitian Creole** - 17

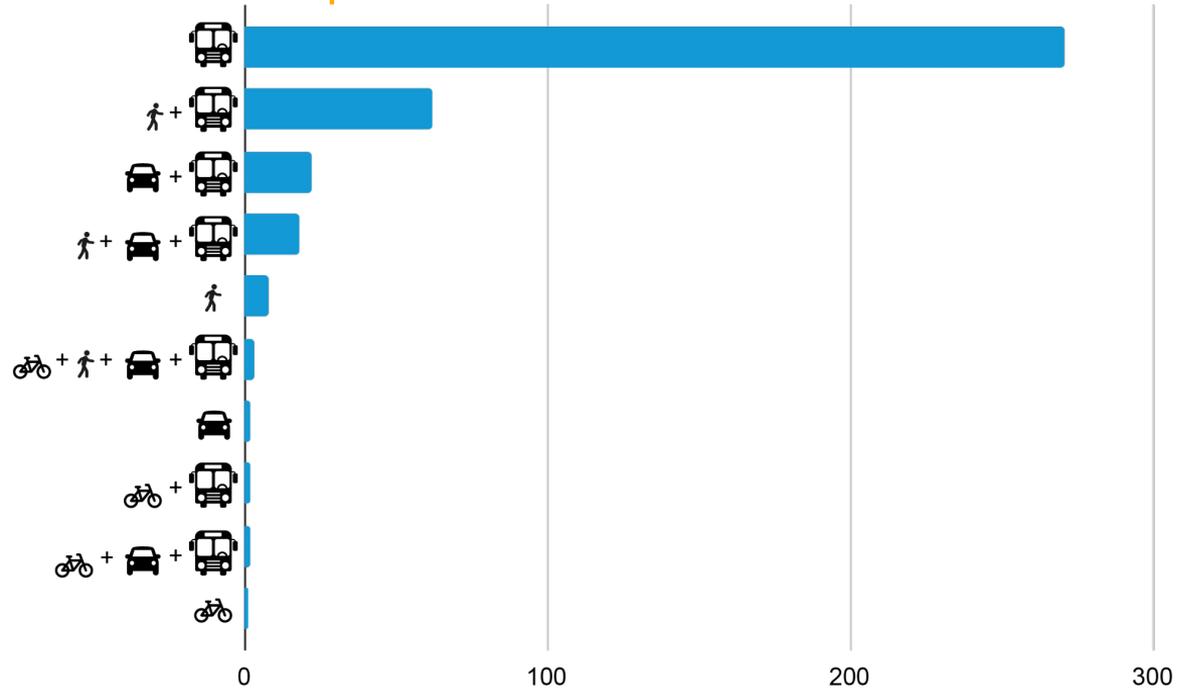


# Survey Questions

1. In the last week, how have you traveled along Blue Hill Ave?
2. In the last week, why did you choose to take the bus?
3. Where in Greater Boston are these places located?
4. What would make your trip along Blue Hill Ave more ideal?
5. While you are walking to the bus stop along Blue Hill Ave are there specific crosswalks or other locations that feel unsafe to cross?
6. Are there any improvements you would like to see along Blue Hill Ave?
7. Would you be interested in receiving updates about the project?
8. Would you be interested in paid opportunities to share your experience about taking the bus along Blue Hill Ave with the City?
9. What is the nearest cross- streets of your home address?
10. What is the zipcode of your home address?

# Q1: In the last week how have you traveled along Blue Hill Ave? (responses = 425)

- **307 people only rode the bus** along Blue Hill Ave
- **62 used the bus + walked** along Blue Hill Ave
- **22 drove + rode the bus** along Blue Hill Ave
- **22 drove + rode the bus + walked** along Blue Hill Ave
- **18 drove, rode the bus + walked** along Blue Hill Ave
- **8 people only walked** along Blue Hill Ave



## Q2: In the last week why did you choose to take the bus?(responses = 422)

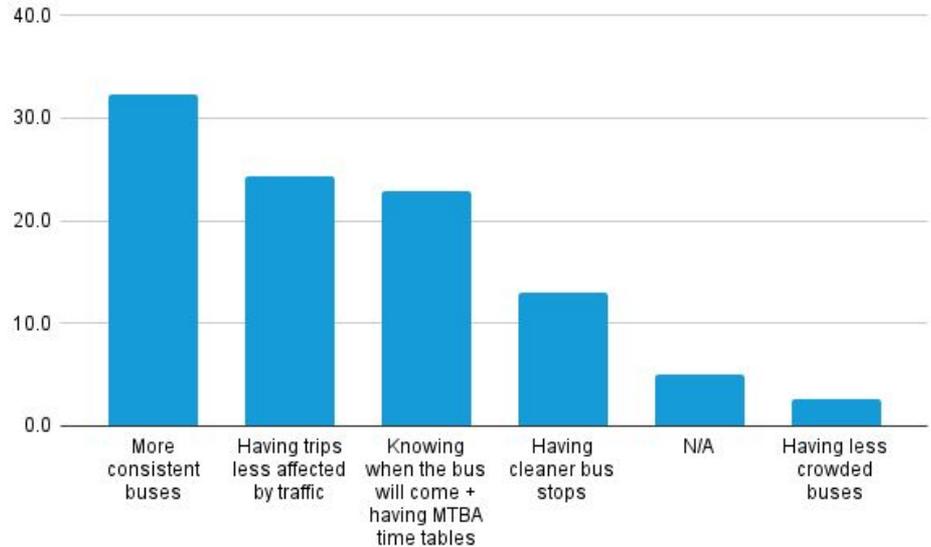
- **33 %** of respondents used the bus **to get to work**
- **18%** of respondents used the bus **to get to school**
  - Grade school and college campuses
- **17 %** of respondents used the bus **to visit family + friends**
- **11%** of respondents used the bus **to get to the grocery store**
- **9%** of respondents used the bus **to get to a doctors appointment**
- **6%** of respondents used the bus **to attend church service**

## Q3: Where in Greater Boston are these places located? (responses = 153)

- For all the reasons why people used the bus listed in Question 2, respondents noted that these places were located in:
  - **Mattapan** - 37 responses
  - **Downtown Boston** - 26 responses
  - **Roxbury** - 23 responses
  - **Dorchester** - 16 responses

# Q4: What would make your trip along Blue Hill Ave more ideal? (responses = 408)

- **32%** of the riders wanted **buses to come more consistently**
- **24%** of the riders wanted their **trips to be affected by traffic less**
- **23 %** of the riders wanted **to know when the bus would come + have MBTA time tables**
- **13%** of the riders wanted **cleaner buses**
- **5%** of surveys had no response or the respondents indicated they were fine with things as they were
- **3%** of the riders wanted **less crowding on buses**



## Q5: While you are walking to the bus stop along Blue Hill Ave are there specific crosswalks or other locations that feel unsafe to cross? (responses = 153)

"Generally crossing the street Warren and Grove Hall. There are too many cars coming from different directions"

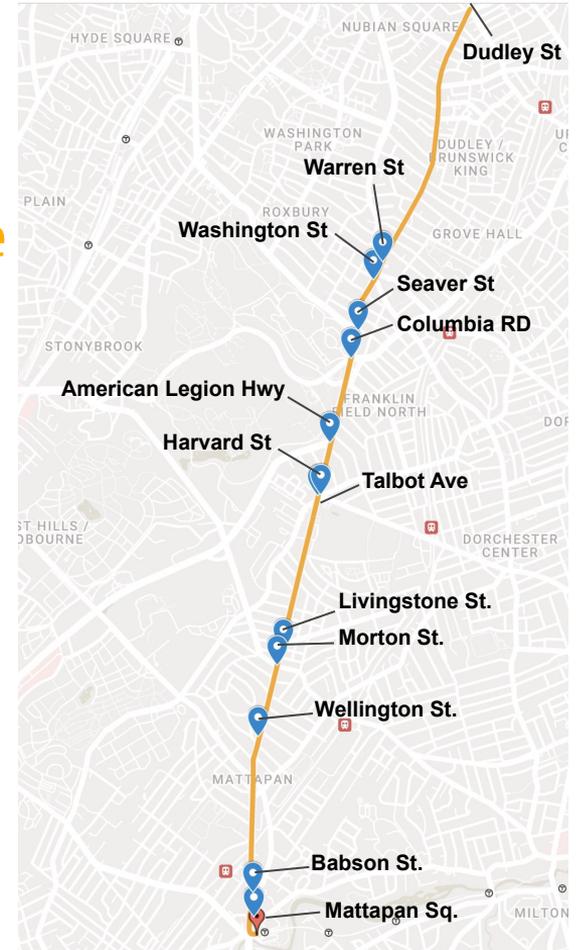
"I need more time to cross the street"

"I feel the least safe around Dudley St"

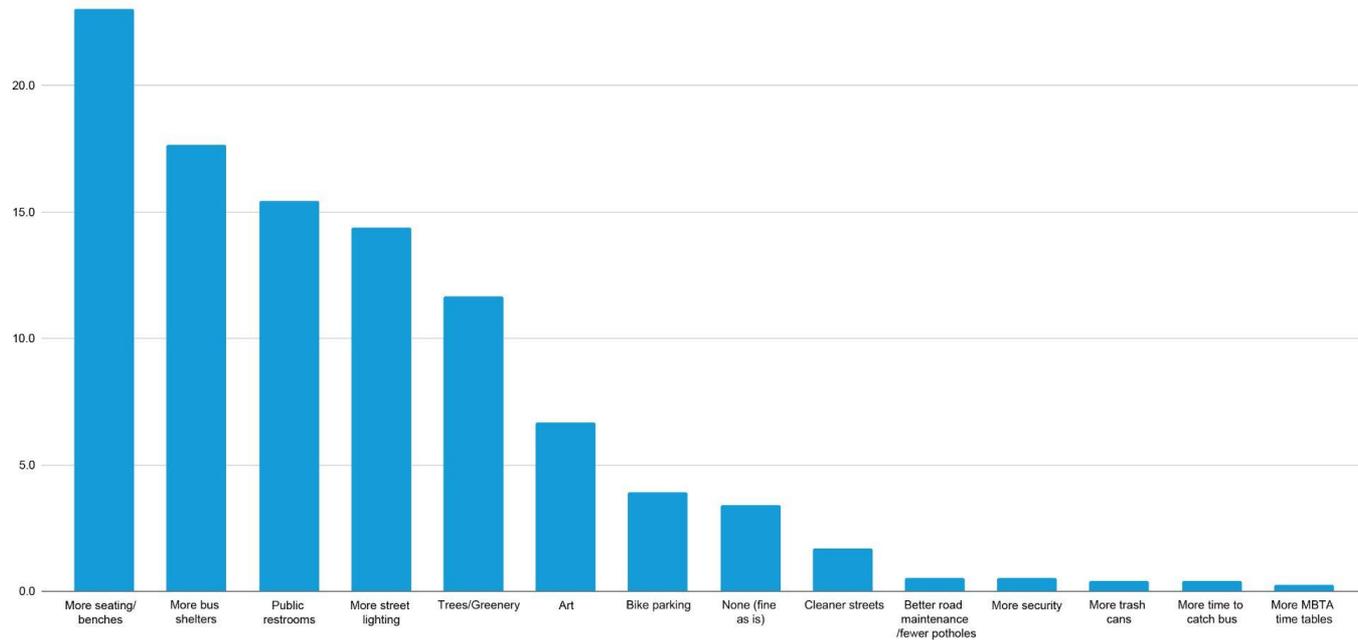
"Just have to be cautious because the drivers always think they have the right of way"

"BHA + Talbot is a headache to cross"

"Feels unsafe at night or at rush hour when there are too many cars"



# Q6: Are there any improvements you would like to see along Blue Hill Ave? (responses = 381)



# Observations and Notes

# Observations from the Field

- **Safety on the Street and on the Bus** - Multiple bus riders mentioned safety or security as their concerns around improvements along Blue Hill Ave. Street Ambassadors noted many women with children concerned about their personal safety at night at bus stops, BHA @ Morton being the most noteworthy. Older adults had concerns on being on the bus and not feeling safe due to the behavior of teenagers and young adults.
- **Crossing the street** - Pedestrians crossing the street without the use of crosswalks and often times during the flow of traffic (when traffic is bumper to bumper). Pedestrians often make eye contact with drivers when necessary. Pedestrians complained that the crosswalk locations don't make sense for them or they wait too long to cross the street.

# Observations from The Field

- **Bus Rider Confidence in The City and MBTA** - Riders expressed lack of confidence in the City and MBTA to create adequate change that would better their transit trips. Riders were unsure how the City and MBTA could manage a new project with other disruptions in the system seen in media.
- **Bus riders + businesses were not aware of the Blue Hill Ave Action Plan** - Many riders were unaware of the Blue Hill Ave Transportation Action Plan and the changes the project would have on their everyday lives. Riders were surprised to be engaged with about the project.

# Observations from The Field

- **Center Running Bus Lanes** - When riders were informed about the Blue Hill Ave Transportation Action Plan multiple riders mentioned that they would like to see something along BHA similar to the Columbus Ave center running bus lanes.
- **Bikers + Electric scooters** - Although there are not many bike lanes along Blue Hill Ave Street Ambassadors noted seeing children and adults on bikes and electric scooters everyday – not only on the road but mostly on the sidewalks. We recommend The City of Boston conduct outreach to people not only biking but using electric scooters to understand if they would feel comfortable riding in bike lanes and why individuals use the sidewalks to ride their bikes.

# Quotes from Blue Hill Ave Bus Riders

**"This is my worst nightmare, 30-40 minute wait on 31, when it says a minute it takes 15 minutes"**

*Bus rider who works in West Roxbury & rides the bus everyday.*

**"There's more violence on the T than in the past. We're scared to take the bus"**

*Older adult riding the bus.*

**"I just have to be cautious because the drivers always think they have the right of way."**

*Bus rider at Blue Hill Ave opp Warren St*

**"My kids have to tell me or text me the times that the bus will come. They have to track it for me!"**

*Bus rider without cellular data on their phone.*

**"I feel like going Downton the snow removal is better than here. I'm older and it's difficult to get over snow banks to get on the bus."**

*Rider goes to the doctor downtown.*

# Appendix: Data Overlaid with Bus Stop Locations

# Demographic Data at Each Bus Stop

- This layer of the map shows the number of responses recorded at each bus stop. Once you click the bubble the demographic break down in terms of age bracket shows up.
- [Link to this Map](#)

