



Blue Hill Ave Transportation Action Plan 15% Design Phase Public Engagement Summary

November - December 2024

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Overview of 15% Design Phase Outreach

Project Schedule and Milestones - Draft



Goals of 15% Design Phase Outreach

After years of engagement with residents and local businesses, the MBTA and the City of Boston presented the draft concept design for Blue Hill Ave. This phase of outreach was designed to:

Make sure that people who live/travel in the corridor are **aware** of the 15% design

Offer residents a chance to **choose between several design proposals** across the corridor

Allow residents to **leave feedback** for the project team and designers

Inform the plan and allow the MBTA and City of Boston to create a Blue Hill Avenue that is **safer, more connected, and more vibrant**

Key Metrics

Awareness of the Design

- 23,619 print materials distributed via mail and at events
- 13 events
- 4 email distributions to 878 subscribers
- 315+ ad placements across buses, screens, and media (300 ads in buses – car cards, in 7 bus shelters, on screens in 2 stations, and 4 in newspapers, on social media platforms, and on radio)

Feedback on the Design

- 675 responses collected
 - 156 survey responses (print and digital)
 - 47 comment forms submitted
 - 91 roll plan map comments
 - 381 board/dot exercise interactions

Outreach Methods

Public-Facing Events

1 Small Business Forum – approximately 20 interactions

1 Community Workshop – approximately 25 interactions

2 Youth Workshops – approximately 34 interactions

3 Street Teams – approximately 350 interactions

3 Community Open Houses – approximately 800 interactions

Total Interactions – approximately 1,229



Events Schedule

Event Type	Location	Address	Date
Street Teams	Blue Hill Ave at Morton St Bus Stop	1168 Blue Hill Ave	Thurs 11/7/24
Small Business Forum	Morning Star Baptist Church	1257 Blue Hill Ave	Thurs 11/7/24
Street Teams	Blue Hill Ave at Ellington St Bus Stop	632 Blue Hill Ave	Thurs 11/14/24
Street Teams	Blue Hill Ave at Mattapan Square Bus Stop	1624 Blue Hill Ave	Thurs 11/14/24
Open House	Sportsmen's Tennis & Enrichment Center	950 Blue Hill Ave	Tue 11/19/24
Open House	Grove Hall Branch of the Boston Public Library	41 Geneva Ave	Thurs 11/21/24
Open House	Josh Kraft Mattapan Teen Center	10 Hazelton St	Wed 12/4/24
Community Workshop	Mattapan Station +B10 Community Room	500 River St	Sat 12/7/24
Operator Listening Session	Southampton Bus Garage	230 Southampton St	Thurs 12/12/24
Operator Listening Session	Arborway Bus Garage	3600 Washington St	Fri 12/13/24
Operator Listening Session	Cabot Yard	275 Dorchester Ave	Mon 12/16/24
Youth Workshop	Mother Caroline Academy & Education Center	515 Blue Hill Ave	Mon 12/16/24
Youth Workshop	Center for Teen Empowerment	130 Warren St	Mon 12/16/24

Advertising and Notifications

- City's email newsletter sent 11/9/24, 11/18/24, 12/2/24, 12/16/24
- MBTA and City websites updated with events schedule and project info
- Newspaper ads – Dorchester Reporter, Baystate Banner, El Planeta, El Mundo
- Radio ad played daily for 5 weeks on Radio TeleBoston station targeting Haitian Creole speakers
- Social media (MBTA and City) posts
- Paid social media campaign
- Bus shelter advertisements
- Car cards on MBTA buses
- In-station screen advertisements at Forest Hills and Ruggles Stations
- Flyer distributions



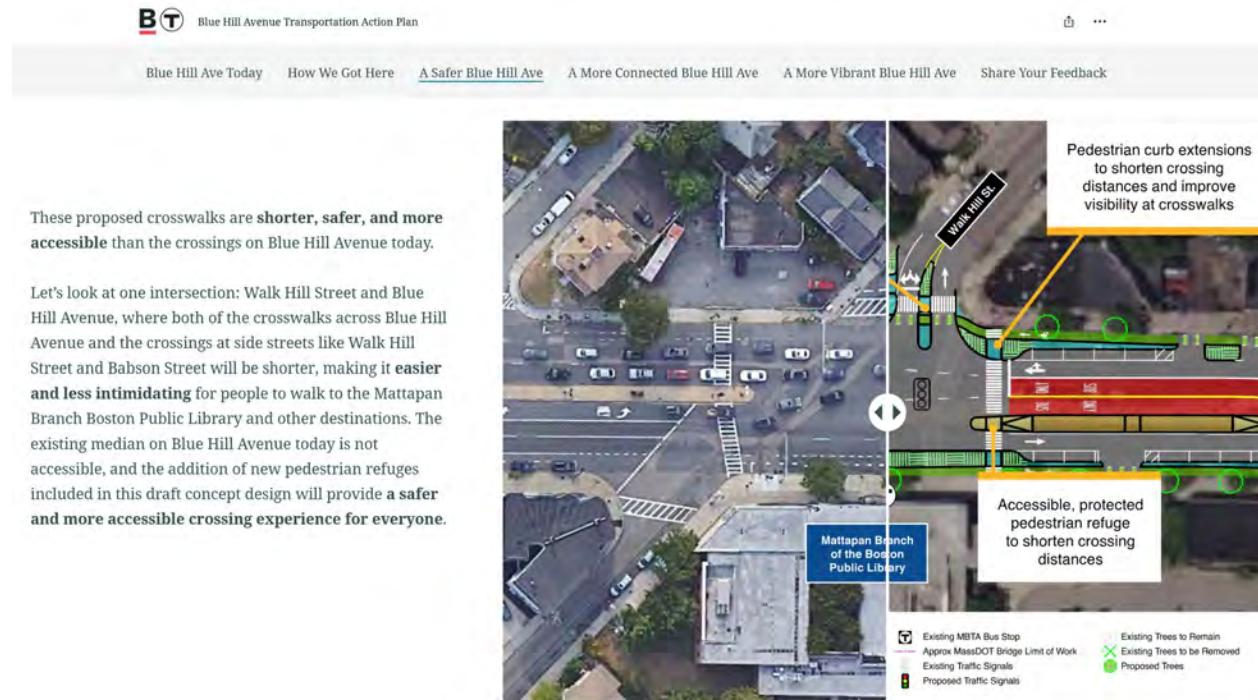
(Photo courtesy MBTA CEX) Ads were installed in bus shelters along Blue Hill Ave. at the intersections of Wellington St, Harvard St, Johnston Rd, Arbutus St, Callender St, Castlegate Rd, and at 623 Warren St.

Stakeholder Coordination

- Regular coordination meetings with MBTA and city officials
- Briefings for elected officials – 9/11/2024 and 11/1/2024
- External Task Force Meeting – 9/11/2024
- Small Business Forum – 11/7/2024

Multilingual Outreach Tools

- Postcards
- Flyers
- Mailed newsletter
- Boards
- Roll plan
- ArcGIS Storymap
- MBTA and City-hosted websites
- Haitian Creole Radio ad



The Storymap walked visitors through the new design and all the public input that contributed to its development.



Postcards and other informational materials were distributed to direct people to learn more at events or online.

Digital Outreach



Websites

StoryMap:

- English - 2,534
- Haitian Creole – 214
- Spanish – 188
- Vietnamese – 98
- Portuguese – 95
- Cape Verdean – 1

MBTA: 11,326 views between 11/1/24 and 12/20/24

City of Boston: 1,721 views between 11/1/24 and 12/20/24



Social Media

Paid ad campaign:

- Nearly 1.4 million Impressions
- 5,360 Clicks
- 3,828 Visits to MBTA Blue Hill Ave webpage

MBTA-hosted social media posts:

- 12 X (Twitter) Posts with a potential reach of 4.3+ million people
- 2 Facebook Posts with a potential reach of 50,400+ people
- 1 Instagram Post and 3 Stories with a potential reach of 73,400+ people
- 2,700+ views of the 15% design rendering video on Youtube

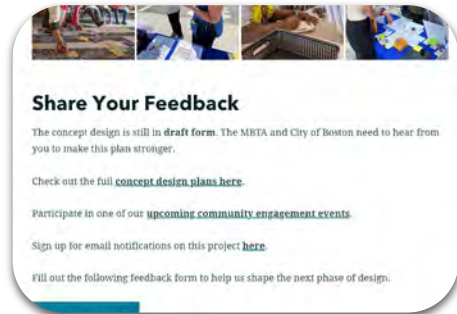


Email Distribution

36 new subscriptions between 11/1/24 and 12/20/24 (includes online and in-person signups)

4 eblasts sent to approx. 878 subscribers

Ways to Provide Feedback



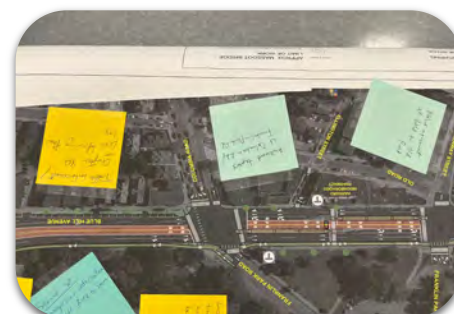
Online Survey



Paper surveys and
interactive exercises
at events



Comment Cards



Map Comments



Emails to MBTA and
City of Boston

Open House Interactions

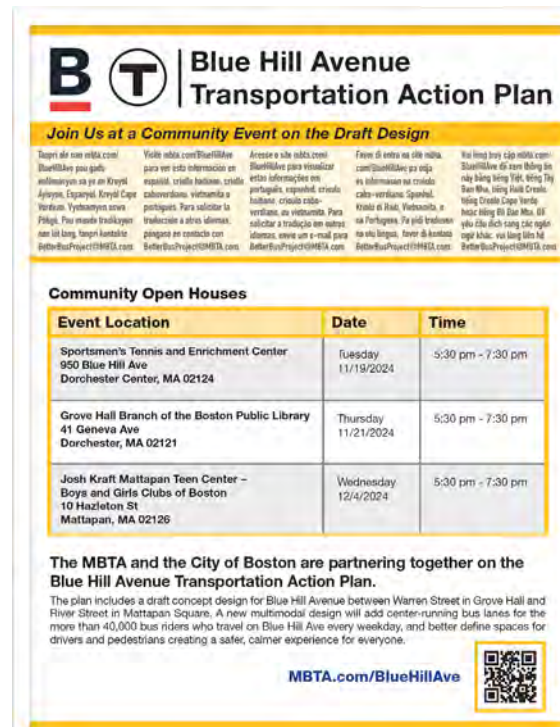
Location	Comment Forms			Roll Plan Comments	Board/Dot Exercises	Total
	Attendance	Filled	Completed Surveys			
Sportsmen's Tennis Center	23	12	0	23	116	174
Grove Hall BPL	47	19	6	31	102	205
Mattapan Teen Center	49	16	0	37	154	256
Total	119	47	6	91	372	635



Print Materials Distributed

- Postcards: 498
- Event Flyers: 10
- Fact Sheets: 117
- Mailers: 22,994

Total Distributions: 23,619



B T | Blue Hill Avenue Transportation Action Plan

Join Us at a Community Event on the Draft Design

Community Open Houses

Event Location	Date	Time
Sportsmen's Tennis and Enrichment Center 950 Blue Hill Ave Dorchester Center, MA 02124	Tuesday 11/19/2024	5:30 pm - 7:30 pm
Grove Hall Branch of the Boston Public Library 41 Geneva Ave Dorchester, MA 02121	Thursday 11/21/2024	5:30 pm - 7:30 pm
Josh Kraft Mattapan Teen Center - Boys and Girls Clubs of Boston 10 Hazleton St Mattapan, MA 02126	Wednesday 12/4/2024	5:30 pm - 7:30 pm

The MBTA and the City of Boston are partnering together on the Blue Hill Avenue Transportation Action Plan.

The plan includes a draft concept design for Blue Hill Avenue between Warren Street in Grove Hall and River Street in Mattapan Square. A new multimodal design will add center-running bus lanes for the more than 40,000 bus riders who travel on Blue Hill Ave every weekday, and better define spaces for drivers and pedestrians creating a safer, calmer experience for everyone.

[MBTA.com/BlueHillAve](https://www.mbta.com/BlueHillAve)



A Safer Blue Hill Avenue

Improving traffic safety, especially for people walking, is a priority for this redesign. The draft design includes new crosswalks that are shorter, more visible, and more accessible, which will make it safer and more convenient for people to walk to local businesses, schools, and places of worship on Blue Hill Avenue.

A More Connected Blue Hill Avenue

The proposed redesign aims to better connect community members with their neighborhoods and the rest of the city. A major component of the project is the introduction of **center-running bus lanes** along the corridor to greatly reduce transit delays, improve service reliability, and pave the way for more bus trips for 40,000 daily bus riders. This draft concept design includes between 9 and 11 lanes of bus boarding platforms to serve as bus stops. These locations were chosen because they provide riders access to key community destinations like schools, parks, libraries, housing, commercial districts and health centers while addressing service needs like improving accessibility and allowing for the right space between stops. There are a couple different options that will determine the final number of bus stops, and the project team wants your feedback on what best serves your needs.

Throughout the corridor, the project team worked to keep as much parking as possible especially in areas with higher need. The City of Boston will continue to develop the curbside regulations, whether that's more pick-up/drop-off zones or longer-term parking, to ensure they meet the needs of the businesses and residents along the corridor.

A More Vibrant Blue Hill Avenue

The draft concept design includes more area for public space, providing opportunities for additional trees, green infrastructure, public art, benches, trash bins, and other amenities to support local businesses.

Tell Us What You Think! | Online Survey

Visit [MBTA.com/BlueHillAveSurvey](https://www.mbta.com/BlueHillAveSurvey) to view the draft design, learn how we got here, and share your feedback through our online survey by December 13, 2024.

View the Design and Full Event Schedule:

MBTA project website:
[MBTA.com/BlueHillAve](https://www.MBTA.com/BlueHillAve)
City of Boston project website:
[Boston.gov/BlueHillAve](https://www.Boston.gov/BlueHillAve)

Contact Information:

MBTA email address:
BetterBusProject@mbta.com
City of Boston email address:
BLUEHILLAVE@BOSTON.GOV
City of Boston phone number:
617-630-3944



A safer, more connected, more vibrant Blue Hill Ave.

- Improved space on the street for people walking, driving, taking transit, and biking
- Center-running bus lanes featuring bus boarding platforms with enhanced canopies and new amenities, which will reduce bus travel times by up to 15 minutes
- Traffic signal upgrades that will prioritize buses and minimize traffic related delays
- Improved pedestrian safety, including at least 14 new crosswalks
- At least 150 more trees
- New amenities, including lighting, benches, bike parking, and more

B T | Find out about events and how to provide your feedback at [MBTA.com/BlueHillAve](https://www.MBTA.com/BlueHillAve)

What We Heard

Key Takeaways from Public Feedback

Respondents' reported travel habits do not reflect the mode split we see on Blue Hill Ave. We heard primarily from drivers and bus riders.

see Slide 21

While only 18% of respondents reported walking on Blue Hill Ave, responses to the design option questions revealed that respondents made their choices based on **pedestrian safety** more than any other factor.

see Slide 24

There was overall a high level of agreement that the draft concept design is meeting the goals of the project, especially with regards to public transit, pedestrian safety, and expanding the tree canopy and green infrastructure.

see Slide 34

Location-based comments (collected at in-person events) largely focused on green infrastructure, parking, traffic, bike safety, and accessibility requests or concerns.

see Slide 36

Open-ended comments ranged from support to opposition to the premise of the project, with some constructive feedback on specific design elements.

see Slide 47

Youth workshop participants believe that pedestrian safety improvements, including crosswalks, and bus stop amenities, will best support their travel needs.

see Slide 54

Types of Feedback Collected

Structured Feedback

- Survey respondents and event attendees were asked to answer multiple choice questions about:
 - Preferences between 4 sets of **design options**
 - How well the design meets certain **project goals**

Open-ended Feedback

- Survey respondents and event attendees could provide open-ended comments in three ways:
 - On specific locations on the **draft concept design roll plan**
 - Via general **comment forms**
 - Through an open-ended question at the end of the **online survey**

Feedback from the two youth workshops is summarized separately on slides 51-54.

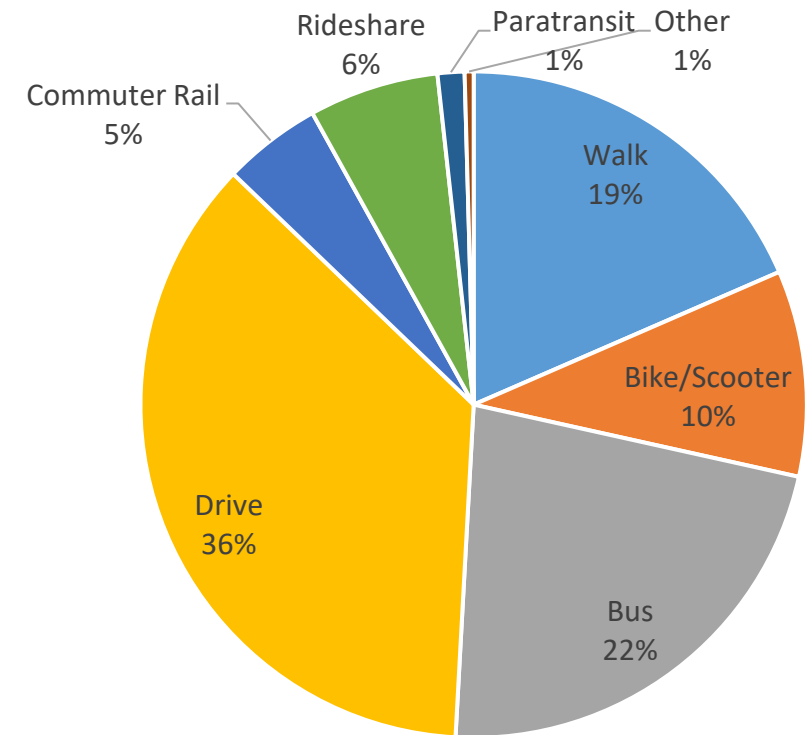
About the Respondents

*Open House Attendees and
Survey Respondents*

Travel Methods

- Open House attendees and survey respondents were asked to tell the project team how they travel along the corridor. Most people selected more than one method of travel.
- The majority of people who responded drive on Blue Hill Ave. The second most popular mode was bus.
- Results shown include a total of 460 people who either attended one of the Open Houses or participated in the online survey.
- *Note: this is not representative of the mode split observed on Blue Hill Ave.*

How do you travel along Blue Hill Ave?



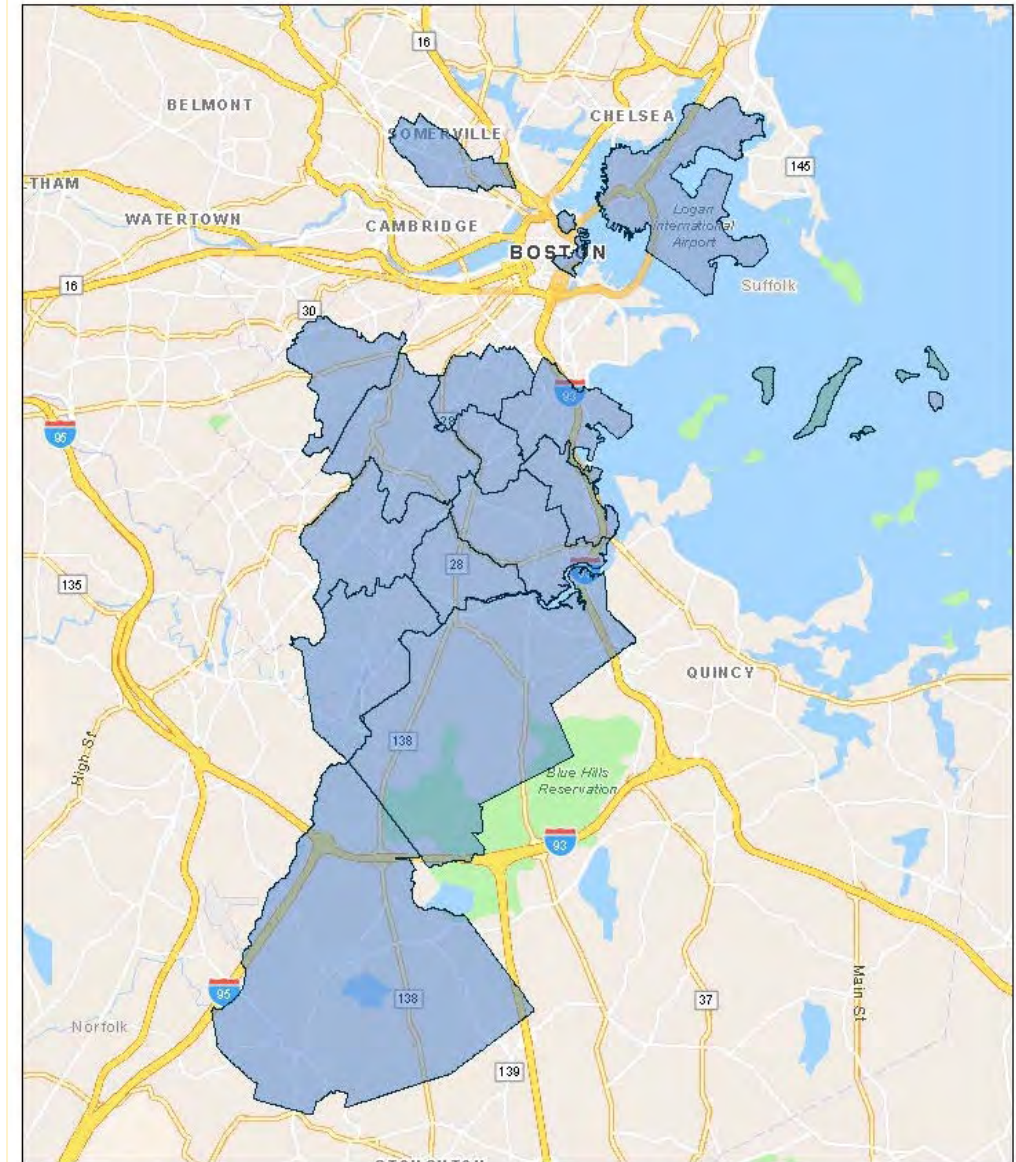
Total Responses: 460

Survey Respondent Zip Codes

Total Responses: 133

The top three zip codes represented were
Dorchester (34), Mattapan (25), and Grove Hall (21).

- 02124
- 02126
- 02121
- 02119
- 02125
- 02122
- 02136
- 02130
- 02186
- 02143
- 02131
- 02110
- 02199
- 02113
- 02445
- 02021
- 02128



Summary of Structured Feedback: *Design Options*

Design Options: Feedback Collected

- We collected public feedback about preferences between design options for four segments along Blue Hill Avenue:
 - Regis Road to Almont Street
 - Clarkwood Street to Morton Street
 - Talbot Avenue to Wales Street
 - Balsam Street to Westview Street
- Across all four design options, **pedestrian safety was the top deciding factor** for respondents (selected 176 times).
 - The next most popular reasons for choosing a design option were parking (146), bike safety (141), and public transit (100).

- To view the full boards, please visit: mbta.com/BlueHillAve
- The results of the data shown in the following slides includes reactions from the online public survey, print-out surveys, and in-person boards.
 - Note that not all respondents commented on the options for each segment, so the number of responses vary per segment.

Regis Road to Almont Street



Key Considerations

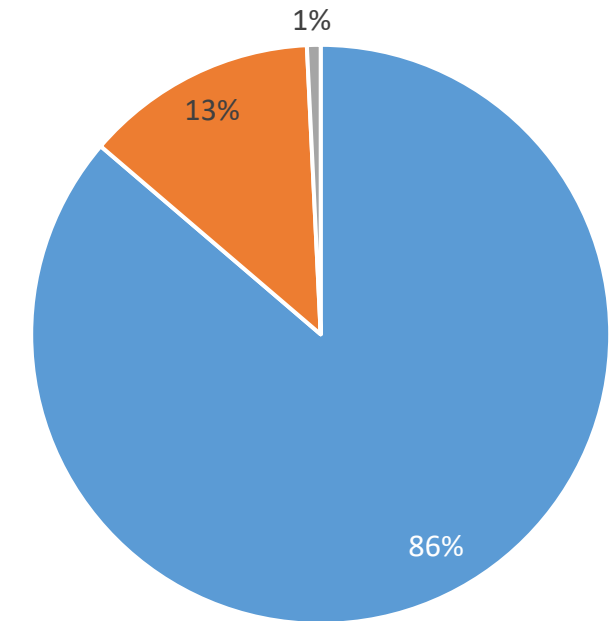
- Reduces crossing distances on side streets
- Improved connections to Fairmount Line
- Provides new left turn to Fremont St
- Closes unsignalized southbound U-turn/left turn near Jubilee Christian Church



Key Considerations

- No new signalized crossings
- Reduces crossing distances on side streets
- Longer walk to Fairmount Line

Which option do you prefer?



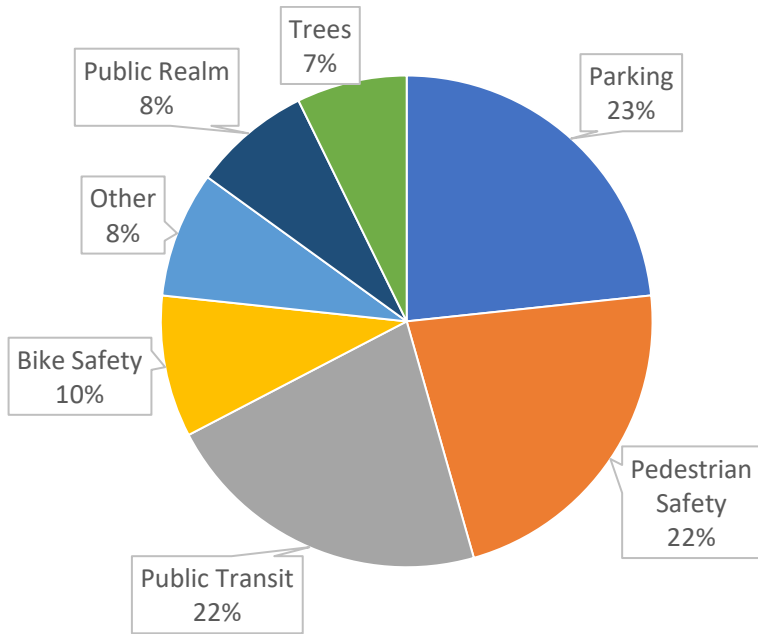
■ Option 1 ■ Option 2 ■ Neither

Total Responses = 131

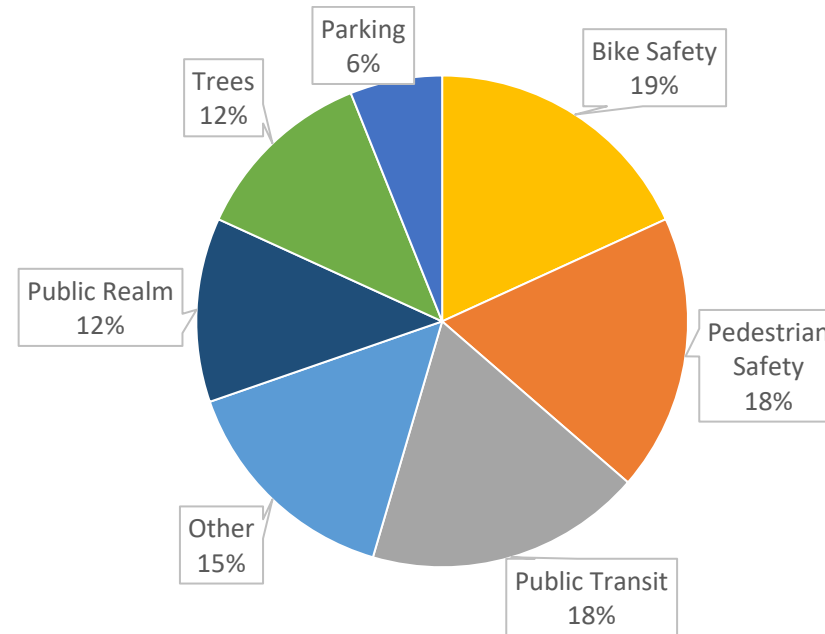
Regis Road to Almont Street

For which reasons did you choose the option above?

Respondents who chose **Option 1**:



Respondents who chose **Option 2**:



Note: Data collected from online survey respondents only. Respondents could select multiple options.

There was a strong preference for **Option 1**, primarily due to concerns about parking, pedestrian safety, and public transit.

- There were concerns about congestion resulting from the unsignalized left-turn in Option 2.
- Option 1 was also seen as a solution for eliminating double parking.

Respondents who chose **Option 2** considered benefits to pedestrian and bike safety, in addition to public transit.

Total Respondents = 126

Clarkwood Street to Morton Street



Key Considerations

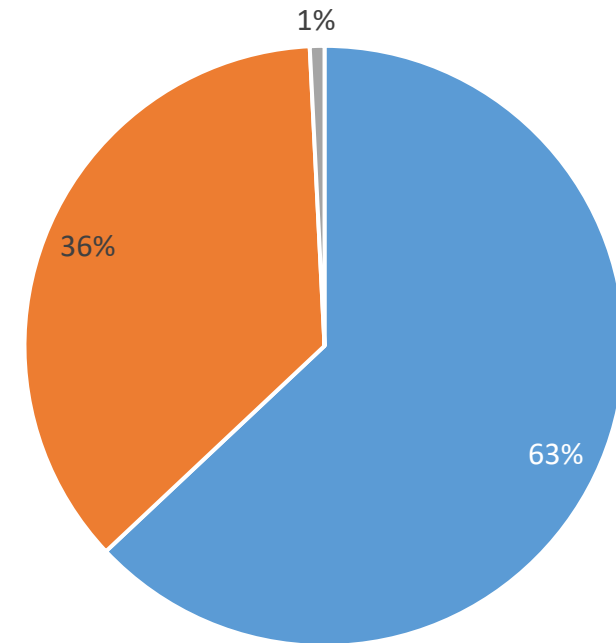
- Shorter walk to platforms
- More options to avoid uphill walks
- Slower bus travel times due to additional stops
- Includes two new signaled pedestrian crossings



Key Considerations

- Further uphill walk to reach platform
- Faster bus travel times due to fewer stops, but longer walk for transfers to Route 21
- Includes one new, midblock signaled pedestrian crossing

Which option do you prefer?



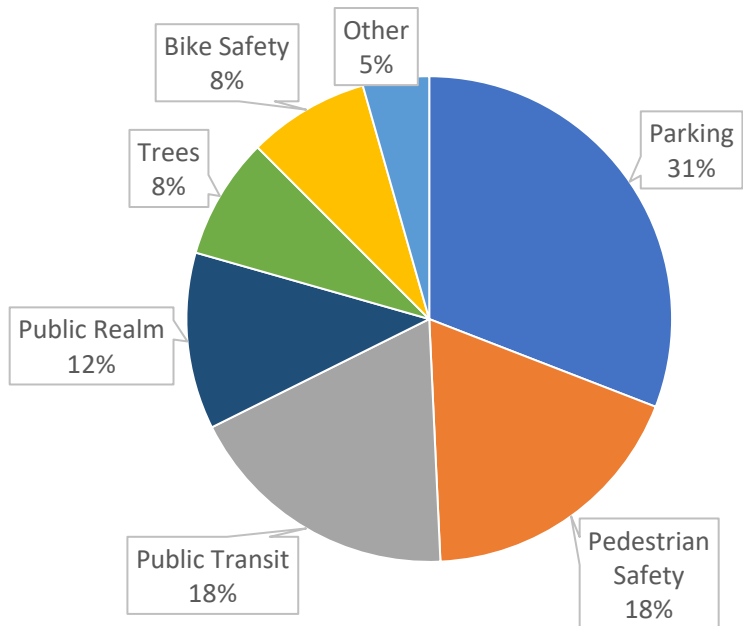
■ Option 1 ■ Option 2 ■ Neither

Total Responses = 127

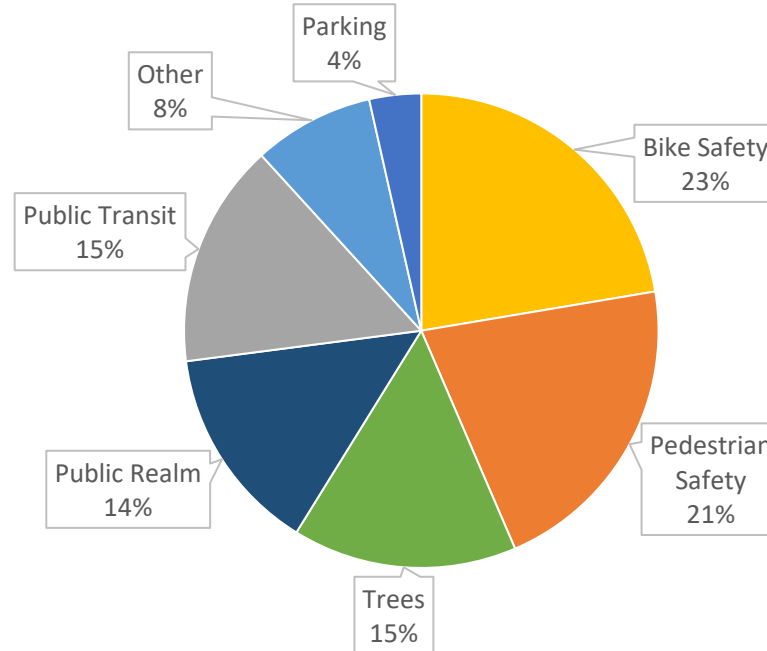
Clarkwood Street to Morton Street

For which reasons did you choose the option above?

Respondents who chose **Option 1**:



Respondents who chose **Option 2**:



Note: Data collected from online survey respondents only. Respondents could select multiple options.

Option 1 was preferred by most respondents largely due to its perceived benefits to parking, pedestrian safety, and public transit.

Option 2 was favored due to perceived benefits to pedestrian and bike safety, followed by trees, the public realm, and transit.

Total Responses = 122

Talbot Avenue to Wales Street

Which option do you prefer?



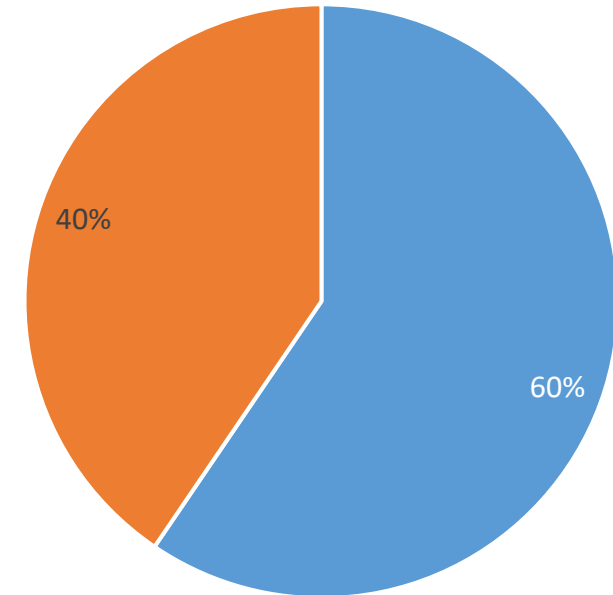
Key Considerations

- Two new signalized pedestrian crossings
- Shorter crosswalks on side streets
- Faster bus travel times due to fewer stops
- Includes southbound left turn/U-turn at American Legion for local access
- Further uphill walk to reach platform



Key Considerations

- Two new signalized pedestrian crossings
- Shorter crosswalks on side streets
- Slower bus travel times due to additional stops
- No southbound left turn/U-turn at American Legion
- Shorter uphill walk to platforms



■ Option 1 ■ Option 2

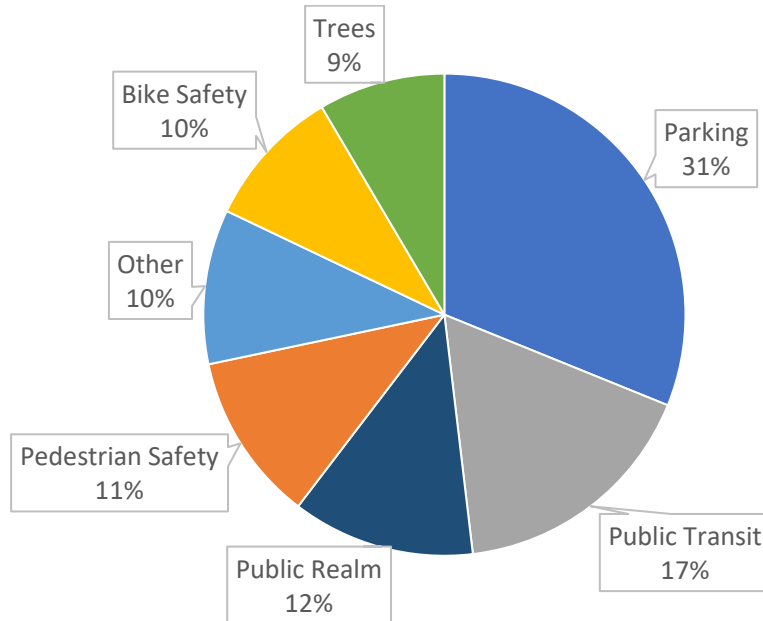
Total Responses = 121

Talbot Avenue to Wales Street

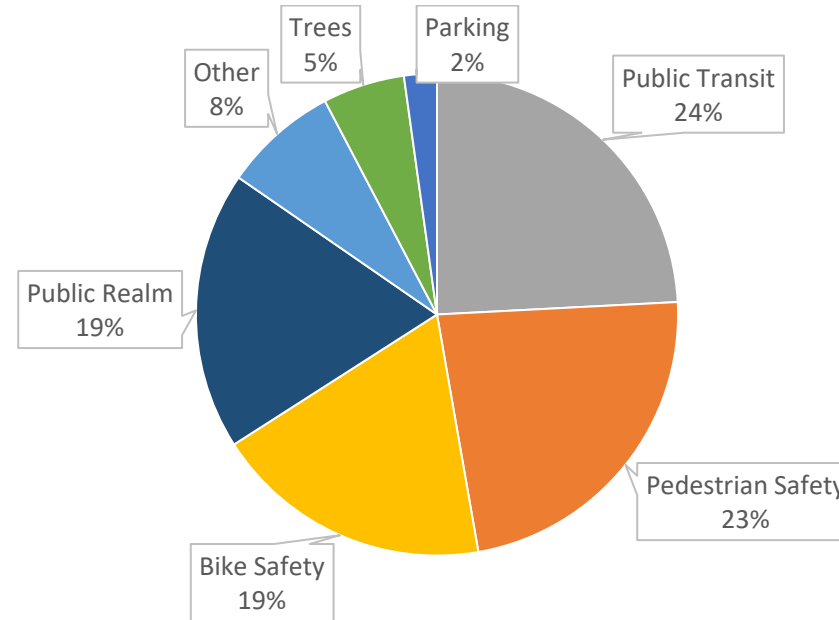
For which reasons did you choose the option above?

Note: Data collected from online survey respondents only. Respondents could select multiple options.

Respondents who chose **Option 1:**



Respondents who chose **Option 2:**

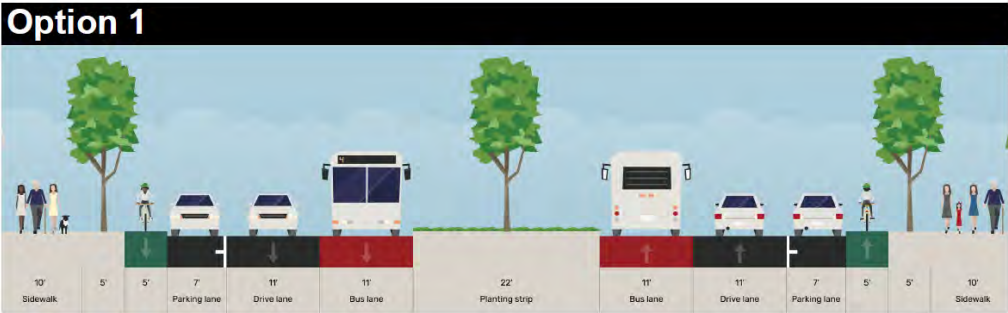


Total Respondents = 117

Option 1 was preferred by most respondents largely due to parking and public transit.

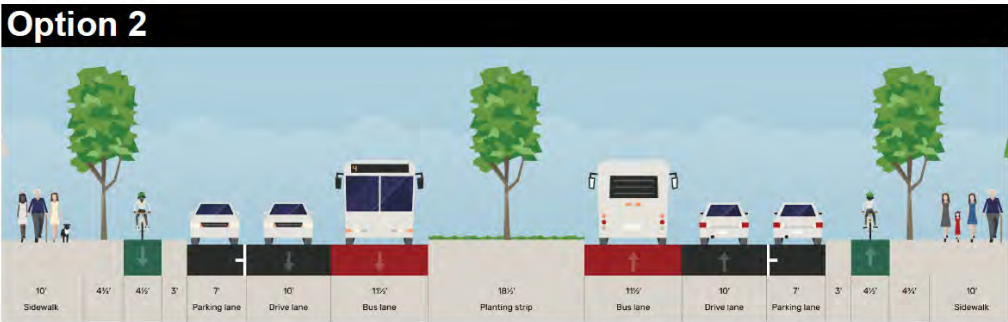
Option 2 was favored due to perceived benefits to public transit, pedestrian safety, bike safety, and the public realm.

Balsam Street to Westview Street



Key Considerations

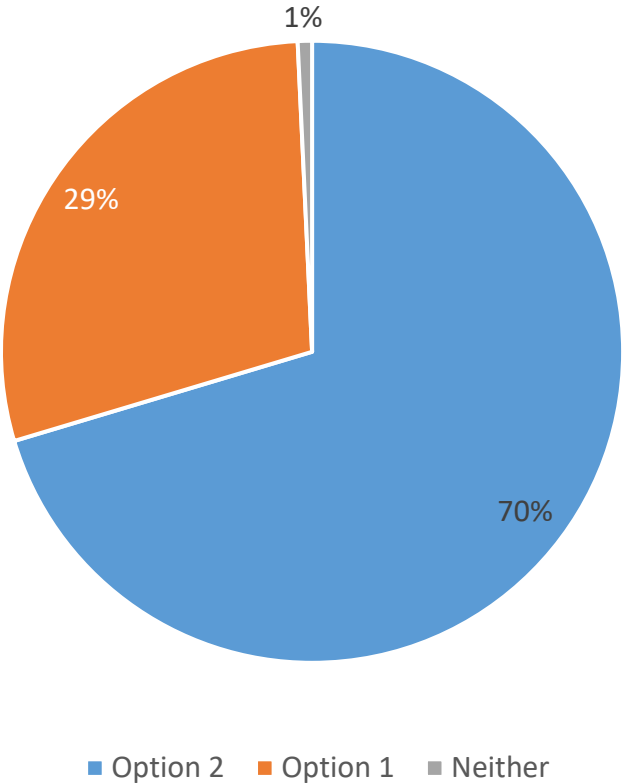
- Maintains 38 existing median and 26 curbside trees
- Maintains existing curb lines
- Includes unprotected bike lane



Key Considerations

- Maintains 38 existing median and 26 curbside trees
- Reduces median and rebuilds outer curb lines
- Includes protected bike lane

Which option do you prefer?

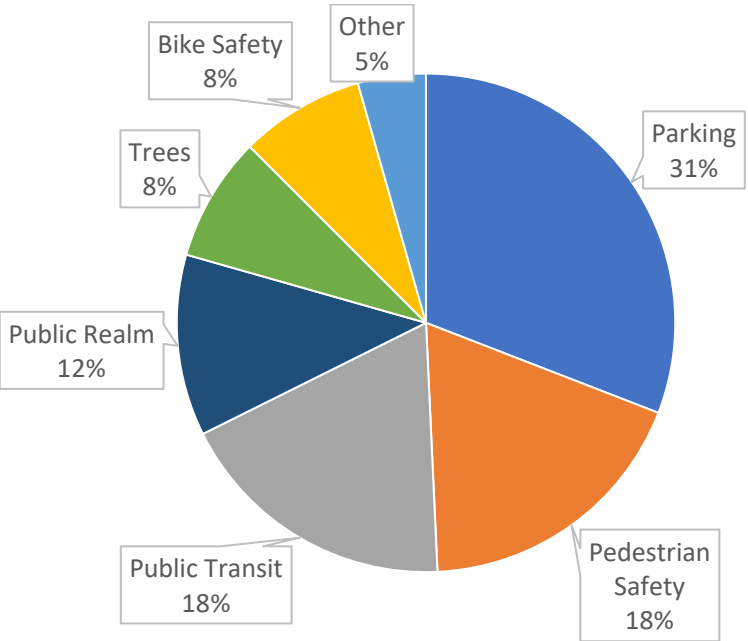


Total Responses = 135

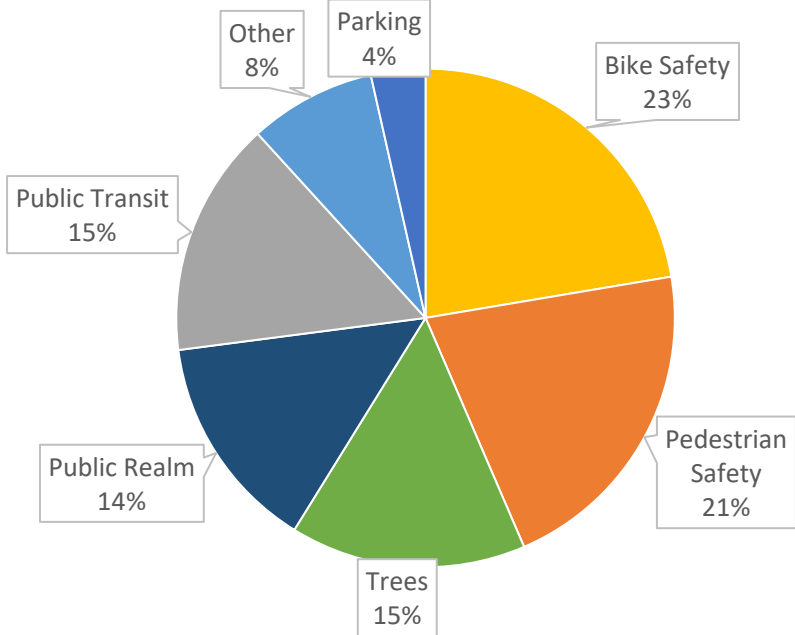
Balsam Street to Westview Street

For which reasons did you choose the option above?

Respondents who chose **Option 1:**



Respondents who chose **Option 2:**



Note: Data collected from online survey respondents only. Respondents could select multiple options.

Option 2 was overwhelmingly preferred, largely due to perceived benefits to bike safety, pedestrian safety, trees, the public realm, and public transit.

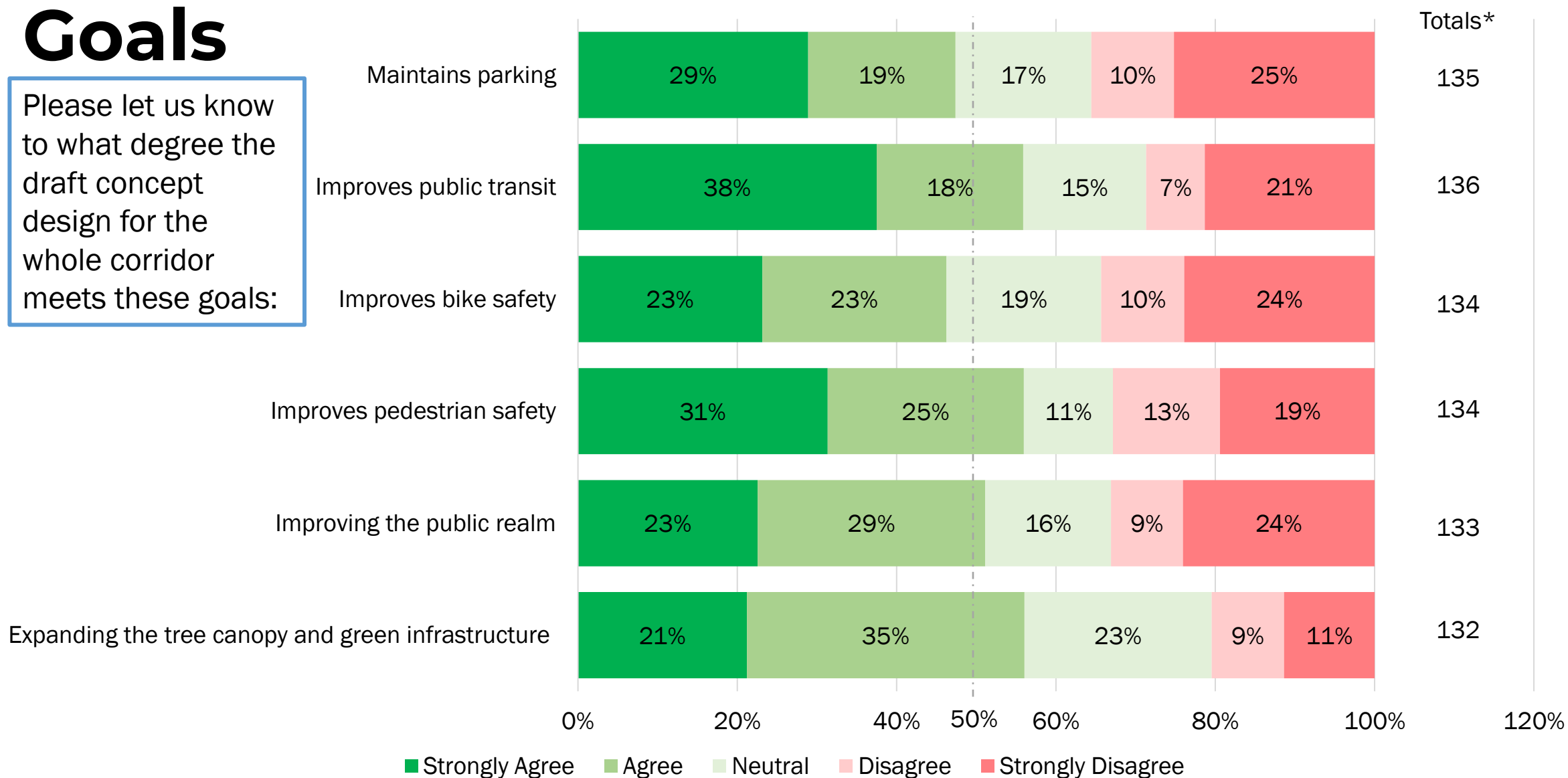
Those who chose Option 2 indicated parking was a primary factor, likely suggesting a priority for vehicles.

Total Respondents = 120

Summary of Structured Feedback: *Project Goals*

Goals

Please let us know to what degree the draft concept design for the whole corridor meets these goals:



Summary of Open-Ended Feedback: *Roll Plan*

Roll Plan Comment Summary

- Open House attendees were presented a roll-plan of the full project area and asked to leave comments or suggestions to sections of Blue Hill Ave important to them.
- Attendees used Post-It notes to comment, resulting in shorter, more terse responses.
- The most common suggestions involved **green infrastructure, parking, traffic, bike safety, and accessibility.**
- This feedback is much more specific than the more open-ended nature of comment form and survey feedback.



Roll Plan Comment Samples

“I would like to see more trees along the corridor.”

“Concern is crossing traffic and being a pedestrian in the middle of the street.”

“Partner with artists – do some collaboration with the community.”

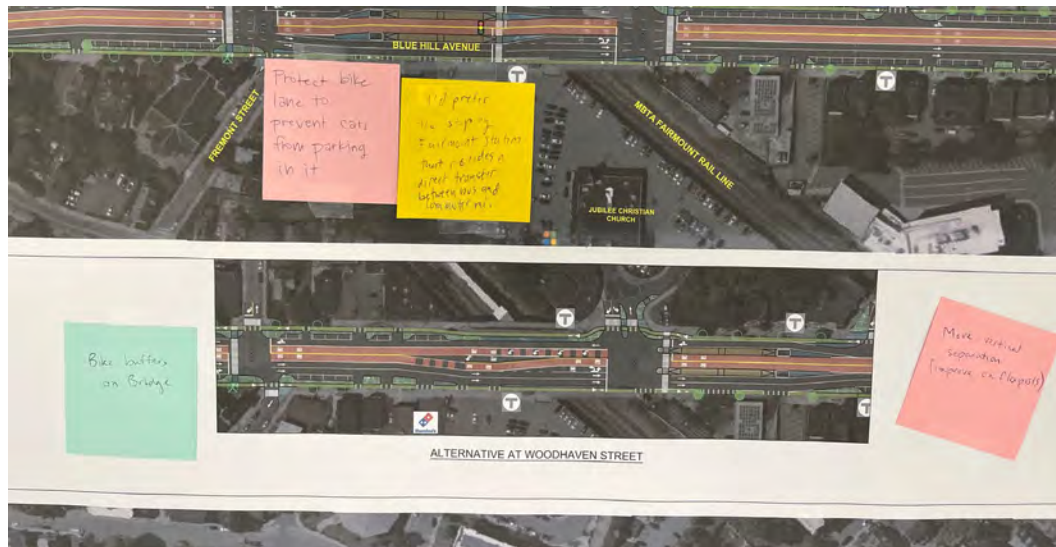
“Wayfinding for off-street parking, especially where parking is reduced.”

“Parking enforcement is critical.”

“I’d prefer another [bus] stop pair at American Legion Highway because of ADA [Americans with Disabilities Act] needs.”

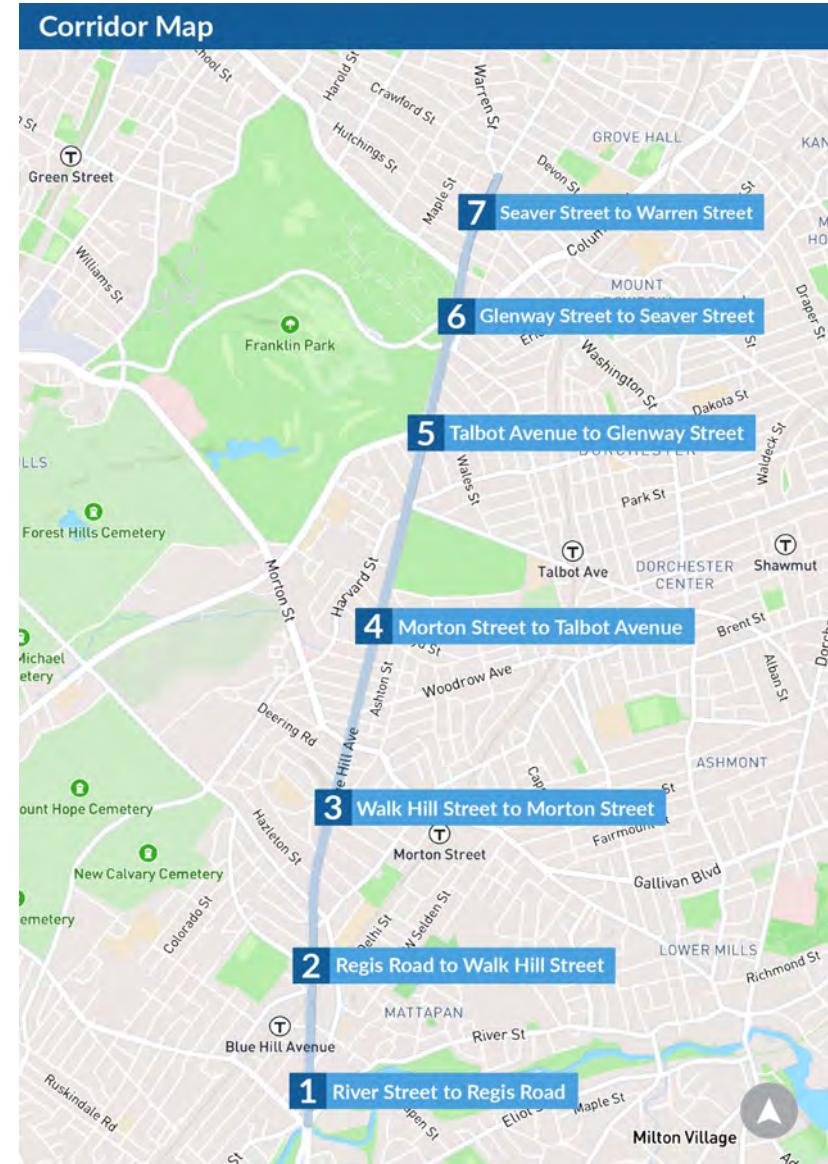
“Consider benches at Wellington Hill St. Let people rest before walking up the hill.”

“I mostly like this. Driver’s license is a privilege. I’m okay with queues. Prefer one travel lane, Babson to Mattapan Sq.”



Segment by Segment Roll Plan Comments

- Subsequent slides summarize comment themes geographically by segment:
 - River Street to Regis Road
 - Regis Road to Walk Hill Street
 - Walk Hill Street to Morton Street
 - Morton Street to Talbot Avenue
 - Talbot Avenue to Glenway Street
 - Glenway Street to Seaver Street
 - Seaver Street to Warren Street



Roll Plan Comments: River Street to Regis Road

Comment Themes

- Several commenters expressed concern over parking availability for employees of local businesses.
- Commenters want to see more parking/law enforcement across the segment.
- Several concerns were raised about bike lane placement and safety.

“Bike lanes need buffer.”

- Mattapan Station Community Forum attendee

Where should employees park? They’re typically working 9am – 7pm.”

- Small Business Forum attendee

“I prefer [the design option] that has parking at the Simco’s site. Also has better bike lanes.”

- Mattapan Station Community Forum attendee

“More police enforcement needed – like what was done in the 1990s.”

- Mattapan Teen Center Open House attendee

Roll Plan Comments: Regis Road to Walk Hill Street

Comment Themes

- Commenters raised concerns about bus stop locations and amenities, and traffic signal timing.
- There were also calls for better traffic enforcement.
- Commenters were supportive of the design's protected bike lanes.

"Too much space. Stop between bus stops"
- Mattapan Teen Center Open House attendee

"Warmer bus stops"
- Arborway Operator in-reach

"Traffic enforcement is needed"
- Arborway Operator in-reach

"Need to sync signals for traffic flow.
Columbus is not in sync"
- Arborway Operator in-reach

Roll Plan Comments: Walk Hill Street to Morton Street

Comment Themes

- Commenters in this segment were overwhelmingly concerned about parking availability and time restrictions for parking that serves local businesses and community centers.
- Several comments were made regarding safety concerns and access to Morning Star Baptist Church.

“Please consider mixture of longer-term parking and 15 min pick up/drop off parking by the Grove Hall Childcare Center for parents and employees”

- Small Business Forum attendee

“Could there be a protected crosswalk with a signal closer to Morning Star Church?”

- Mattapan Station Workshop attendee

“Please consider some 15-min parking for the block between Fessenden and Evelyn to support small businesses. Also consider some long-term parking too”

- Small Business Forum attendee

Roll Plan Comments: Morton Street to Talbot Avenue

Many comments from this section of the corridor show key concerns and desires including:

- Additional parking and parking regulations in front of businesses
- Bus stop amenities including heat and raised platforms
- Public safety regarding crosswalks and proximity to police stations

“Consider adding more in some more parking spaces on the southbound direction, far side of Wilcock Street.”
- Mattapan Teen Center Open House Attendee

“It’s important to have heated shelters at all stops along Blue Hill Ave. Riders need and deserve them.”

“I prefer the stop near Morton St (Deering/Landor). It would be safer for riders. Safety needs to be a priority.”
- Arborway Operator

Roll Plan Comments: Talbot Avenue to Glenway Street

- There were many concerns about the decrease in parking in the draft concept design and the desire to increase parking in front of businesses.
- Pedestrian safety was seen as a concern, in part due to a desire for additional crosswalks, for example at the Boys and Girls Club.
- Commenters raised concerns about the current conditions such as:
 - Traffic speeds
 - Current layout of the roads
 - Lack of bike lanes

“... Not a fan of the proposal at American Legion Highway – not a safe intersection.”
– Southampton Operator

“We need parallel parking here (in front of Happy Supermarket).”
– Mattapan Station Workshop attendee

“Bike lanes on both sides will make it easier to get to businesses.”
– Mattapan Teen Center Open House attendee

Roll Plan Comments: Glenway Street to Seaver Street

- Comments in this segment largely focused on bike and pedestrian safety due to existing high traffic speeds and a perceived lack of crosswalks.

“Concern is crossing traffic and pedestrians in the middle of the street.”

– Southampton Operator

“Where is a bike supposed to cross (Columbia at Blue Hill Ave.)?”

– Mattapan Teen Center Open House attendee

“Heavy traffic during work commutes and bus routes are very dangerous for bikers and pedestrians crossing...”

– Grove Hall BPL Open House attendee

Roll Plan Comments: Seaver Street to Warren Street

- In this segment, commenters raised concerns about on-street parking availability, pedestrian safety especially at crosswalks, and bike safety.
- There was also praise on the overall design positively impacting future commutes and daily life.

“Parking is hard on other streets located near Shawmut Ave and Ruggles St, worried about the parking on Blue Hill Ave.”

- Mattapan Teen Center Open House attendee

“Bus lane help[s] us. Makes it easier to maneuver. It’s so much less stressful! Makes passenger happier, makes your day better”

- Arborway Inspector/Operator

Summary of Open-Ended Feedback: *General*

General Feedback Overview

- Paper Surveys Completed: 6
- Online Surveys Completed: 150

- The open-ended comments, especially those submitted online, tend to skew more negative than the structured feedback responses. These types of nuanced design conversations can be hard to have online. While a survey is a useful tool for collecting feedback, the project team found in-person conversations more productive even with people who were fundamentally opposed to the project.
- A portion of the respondents **disagree with the premise of the project** and did not provide discreet feedback on the design. Those comments tended to suggest the project will only increase congestion and commute times, worsen pedestrian safety, and harm small businesses.
- A subset of the respondents shared criticism or skepticism about the project but provided **more constructive comments** about the design (see next slide).
- Some respondents provided **support for specific design elements**, especially improved pedestrian and bike safety, better traffic conditions, and more reliable bus service. There were several instances of **overarching support** for the project as a whole and the need for change in the corridor.
- Some respondents criticized the **process**, level of outreach on the project, and are concerned that many residential and small business voices (of opposition) are not being heard or considered.
- While commenters were asked to provide feedback on the design, a large portion of comments were focused on **existing conditions**. Commenters feel there should be more enforcement regarding double parking and other traffic violations.

Open-Ended Feedback: Design Themes

- Design concerns primarily focus on decreased driving speeds due to the proposed changes, parking availability, pick-up and drop-off issues, and pedestrian and bike safety.
- Design support comments are largely focused on keeping pedestrians safe, providing more reliable service to bus riders, and developing a plan where the corridor is no longer treated like a highway.
- Commenters are split about creating designated bike lanes; bike users want to see parking deprioritized in favor of protected bike lanes and more green infrastructure, while car users view cyclists as a small but vocal minority demanding changes that will make Blue Hill Ave less safe and more challenging for drivers.
- Some respondents acknowledge the potential for improved bus service reliability in addition to their concerns or complaints. There is significant interest in bus stop amenities, including heated shelters, lighting, and raised platforms.
- Several commenters have accessibility concerns and feel center running bus lanes will pose and challenge and danger to elderly and disabled riders.

Online Survey Comment Highlights

“Very supportive of the street redesign we need fast free and dependable transit. I would like to see better maintenance of trees that are planted...”

“Fascinating, Curious about outward-facing messaging on why - and getting community members to contribute. Excited for Boston to join growing number of rapid transit cities and hope it will be maximized for public benefit and unity. “

“Car breaks down in the single lane. Traffic knotted up! Slow one lane, extreme driving hazard. No place to go to avoid an accident. Please rethink this is awful.”

“This is a super great idea! I feel like traffics going to get worst in some way because of the large bus lanes but finally no more double parkers!”

“I see the benefit for the bus service, but what about the people traveling to work in their car? I see this as saving four minutes for buses, but one-hour long traffic congestion for drivers.”

“This plan looks like it only benefits people who ride the bus. What about the drivers who also live here?... All these changes for an extra 10 to 15 minutes?! This is not acceptable.”

Online Survey Comment Highlights (Cont'd)

“What is going to be done about enforcing the illegal double parking . Right now it's barely being enforced and it's worse at rush hour especially Blue Hill Ave. The new design looks like your getting rid of 1 Lane and turning into a single lane which I think will cause more traffic for drivers. But something needs to be done about the double parking because if it's not enforced the new design in my opinion is not going to work.”

“Parking on Blue hill as is not currently properly enforced creating congestion. Decreasing the number of traffic lanes would adversely impact traffic in a city where we are constantly increasing the housing stock.”

“I live near Columbus Ave where a similar design was implemented and it has caused so much problems in the community. People who actually live in the areas where this project is expected to be complemented want this. It will cause a shortage on already hard to find parking. It will cause an even more significant amount of traffic in an already heavily congested area. Based off my experience in my neighborhood, this design has caused an increase of pedestrians being hit by cars or collision accidents. I myself have a personal experience of almost being hit trying to cross at the Columbus and walnut ave bus stop.”

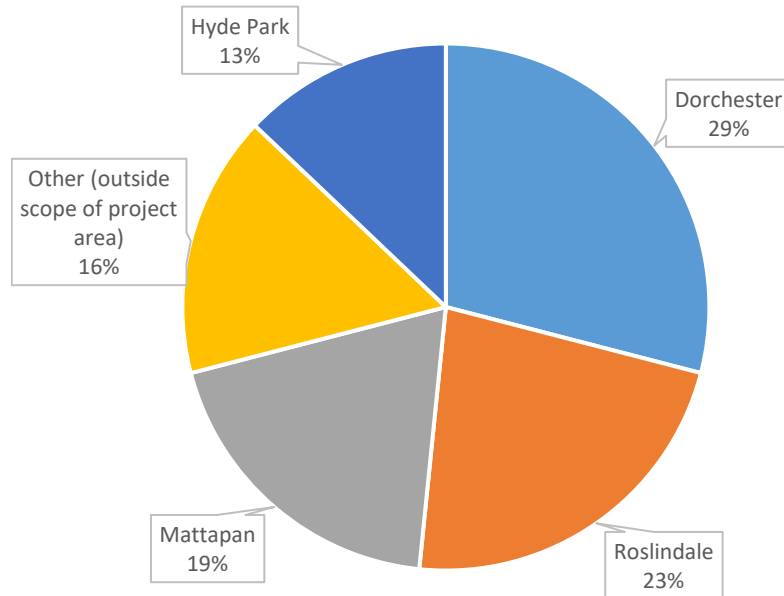
“There are a few gaps in bike infrastructure. Safety shouldn't be exchanged for a couple parking spaces.”

Youth Workshop Feedback Results

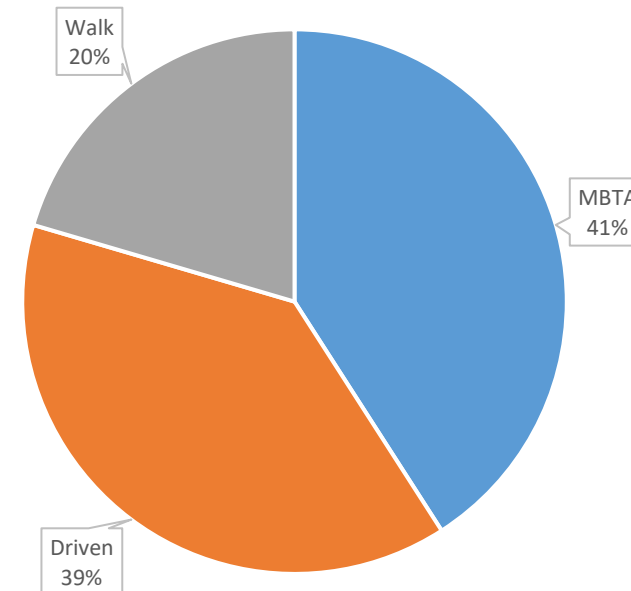
About the Youth Respondents

- Two youth workshops were held on December 16, 2024, at Mother Caroline Academy and Education Center and the Dorchester location of the Teen Empowerment Center.
- 35 students, grade 7 – 12, were given an overview of the project, followed by a survey about their experiences going to and from school, and which design elements they feel would best serve their travel needs.

Neighborhoods Represented



Travel Method to/from School



Many respondents listed more than one travel method.

Youth Feedback on Existing Issues

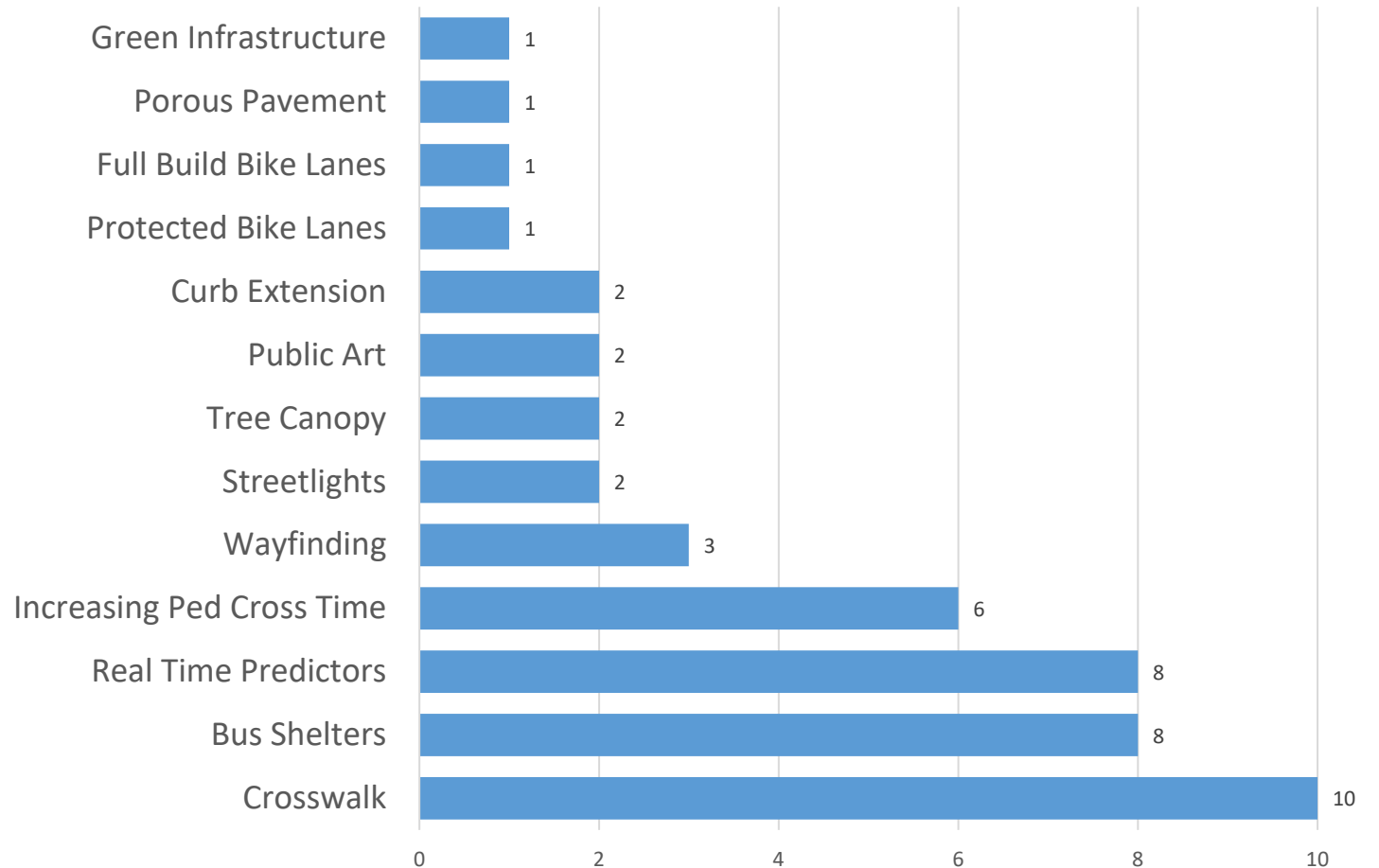
- Traffic issues emerged as the primary concern for both age groups. Students reported constant congestion and delays on their bus routes. These traffic issues also cascaded into safety concerns, as it is difficult to see where cars are across multiple lanes, and drivers regularly ignore speed limits and red lights. Crosswalks are scarce and feel too dangerous.
- Several students commented on a lack of amenities for bus users, including a lack both of lighting along the corridor and resources available protecting riders from inclement weather.
- Students who use the bus want to see increased service.

Design Elements Youth Believe Will Support Their Travel Needs

"I'd [...] like real time predictors for when the bus and train will come."

"...more public art for people to see."

"Climate control on the bus and at bus shelters."



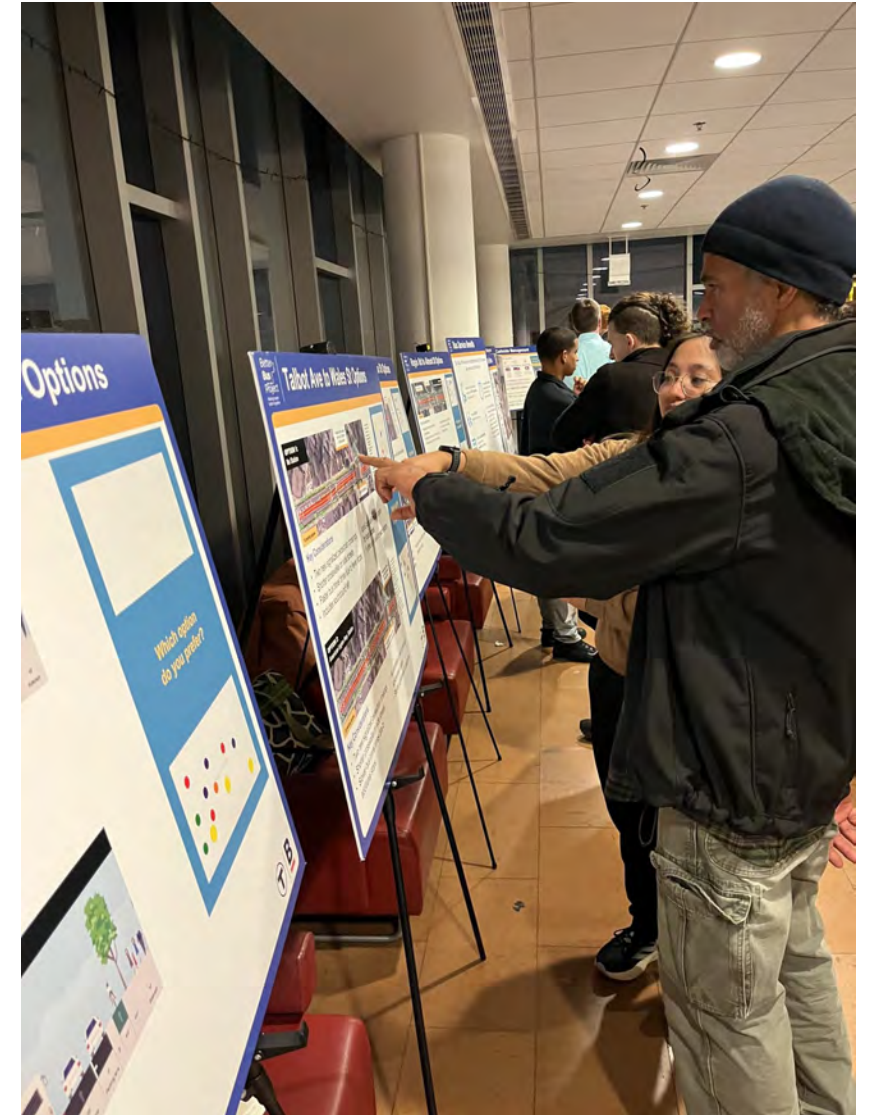
Event Photos and Images



Community Open House, Sportsmen's Tennis and Enrichment Center, November 19, 2024



Community Open House, Grove Hall, November 21,
2024





Community Open House, Mattapan Teen Center, December 4, 2024



Community Open House, Mattapan Teen Center, December 4, 2024



Community Open House, Mattapan Teen Center, December 4, 2024



Community Open House, Mattapan Teen Center, December 4, 2024

Next Steps

Next Steps

- The MBTA and City of Boston project team will review this feedback in concert with technical feedback from supporting departments and apply it wherever possible as the project design advances to 30% and final design throughout 2025-2026
- Post concept design, the overall layout of the roadway will be determined, but design changes will continue to evolve through stakeholder coordination, technical review, and community engagement related to future design milestones (30%, 75%, etc.)
- The MBTA and City of Boston project team will continue to develop, adapt, and iterate their outreach methods to ensure they are able to effectively reach as many community members who live, work, and travel through the project area in future design phases