

# Blue Hill Avenue: Mode + Neighborhood Data

March 17, 2026

## Modes by Neighborhood

Blue Hill Ave is a 3.1 mile corridor that bisects the communities of Mattapan, Dorchester and Roxbury. Below is a summary of the modes used by the neighborhood (a visual comparing these neighborhoods to all neighborhoods in Boston is on the following page). This data is sourced from [Go Boston 2030](#). While the data used in *Go Boston 2030* was collected before Covid-19, recent census data shows that there has not been a substantive shift in the overall share of modes used by neighborhood. What has changed is that people who have the flexibility to work from home do work from home more often – and people who don't have flexibility have become more reliant on transit.

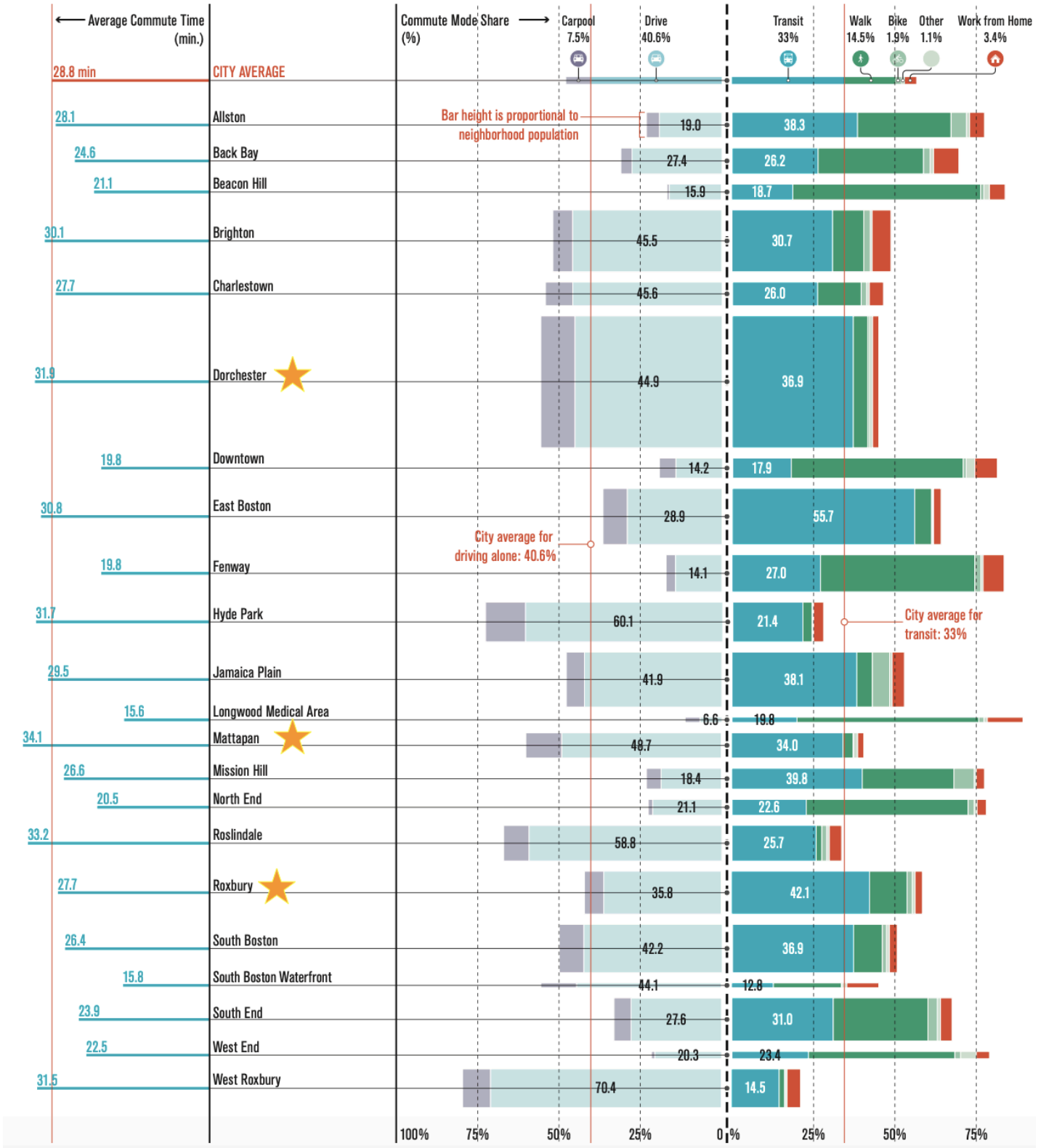
Mode	Roxbury	Mattapan	Dorchester
Drive	35.8%	48.7%	44.9%
Transit	42.1%	34%	36.9%

*\*The remaining people in all three neighborhoods primarily work from home, carpool (this includes using an Uber or Lyft), walk, or bike as their primary modes.*

## Key Observations + Takeaways

- When combined, Roxbury, Dorchester and Mattapan have a reasonably even split between people driving and taking transit, but the needs and usage vary substantially along the corridor.
- There is also a high percentage of users who walk as their primary mode of transportation, elevating the need to prioritize safety related improvements.
- The percent of people reliant on carpooling is also an indicator of transit demand. Additional surveying would be helpful to fully understand the needs of these individuals. However, carpooling often indicates that the individual can't drive (they might be older, have a disability that prevents them from driving and/or be too young to drive), don't have access to their own car, and/or don't have access to reasonable or reliable transit options.
- Given the complex needs of all of the people who use the corridor, we strongly recommend asking people how they move along the corridor in public engagement moving forward so that we can ensure there is a balance of needs that is reflective of the demographics and mode usage of the neighborhoods.

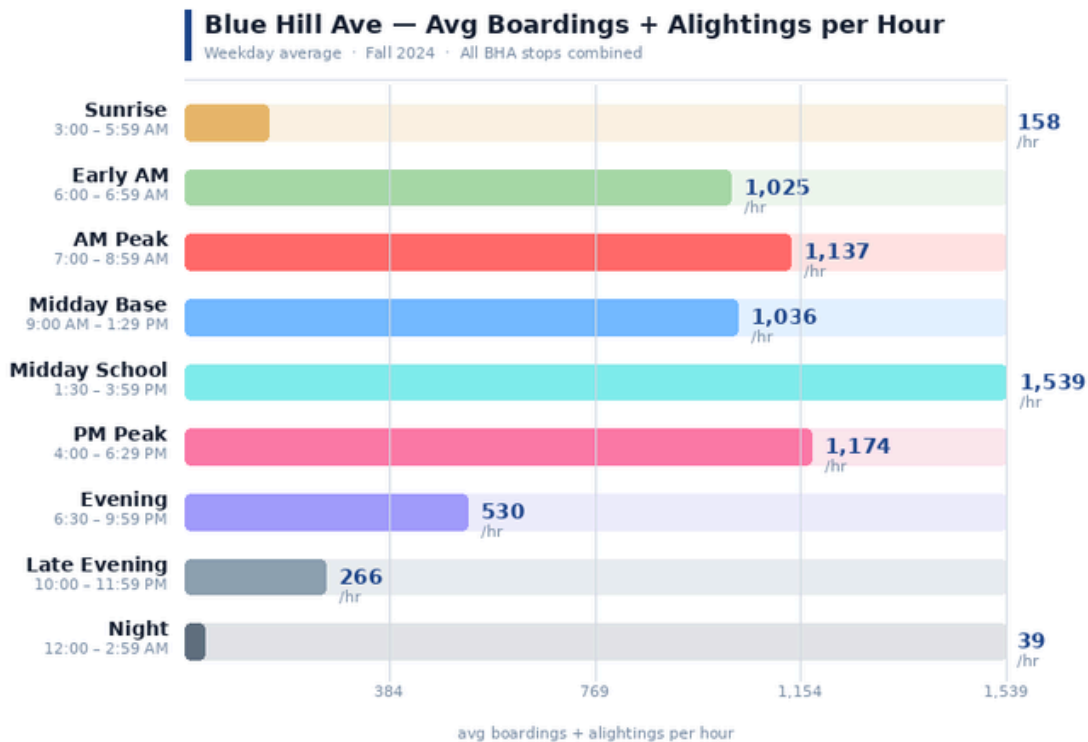
## Average Commute Time and Commute Mode Share by Neighborhood



## Bus Service on Blue Hill Ave

Blue Hill Ave is the busiest bus corridor in the region. Blue Hill Ave carries the 14,22, 28, 29, 31 and 45 bus routes and serves 37,000 riders every weekday.

52% of the people traveling on the corridor during peak travel hours are on the bus. Peak travel hours are [defined by the MBTA](#) as 7-8:59 am and 4-6:29pm. It is common in transportation planning to focus on peak hours because that is typically when most people, whether they are driving, walking or taking transit, are using the corridor. However, [we recently reviewed bus service numbers](#) during all hours and found that buses on Blue Hill Ave actually carry the most people midday. This means that the bus rider to driver ratio is even higher in midday off peak hours.



The 45 and 28 buses are consistently ranked in the [10 slowest bus routes](#) in the entire system. And the 22 and the 28 are on the [10 most "bunched"](#) bus list. These delays are not caused by understaffing. Understaffing can contribute to "ghost buses", buses that are on the schedule but never arrive, but does not contribute to generalized bus service delay. The delays are primarily caused by traffic and double parking.

## Who Rides the Bus

The MBTA conducts an [annual rider survey](#) that provides demographic information about its riders. The most recent survey was conducted from July through December 2024 and published in May 2025. Key highlights related to the riders on BHA:

- People riding buses on BHA are more likely than other transit riders to have no access to a vehicle (55% on BHA vs 42% systemwide).
- BHA bus travelers are slightly more likely to use transit more than 5 days a week (50% on BHA vs 45% systemwide).
- BHA bus riders are more likely to be low income (91% BHA vs 78% system wide).

## Current and Future Bus Service

The MBTA has been rolling out service improvements across the region and on Blue Hill Ave as part of its [Better Bus Project](#) How this impacts BHA:

- Grove Hall will eventually see an increase of 193 bus trips per day.
- More buses will come during peak and off-peak hours, providing better all day service
- Depending where you are on Blue Hill Ave, a bus will come between every 2.7 and 6 minutes, making it one of the busiest bus corridors in the region.

### Already completed bus service improvements

- In the Fall of 2025, [routes 22, 23, 28, and 31 all received service upgrades](#) and were promoted to Frequent Bus Routes (15 minutes or better throughout service day, 7 days a week).
- [Late night bus service increases](#): in the Fall of 2025 routes 23 and 28 service span were extended one hour later than the rest of bus service 7 days a week; 22 service span extended one hour later on weekend nights.

### Planned Service Changes and Improvements

- Route 28 is planned to provide a direct connection to the Longwood Medical Area via Tremont street and then terminate at Kenmore, instead of ending service at Ruggles.
- The 22 is planning to also connect to the LMA instead of requiring a connection and transfer at Ruggles.
- The 31 and 23 are not slated for any route changes this time.
- There is not a specific timeline for the rollout of these changes. LivableStreets recommends that these changes be expedited as part of the construction mitigation for the project.

## Findings from the Outreach to Bus riders

From April-June of 2023, LivableStreets Alliance led a team of Street Ambassadors to engage bus riders and gather feedback on their experience of Blue Hill Avenue. The Ambassadors interacted with 700 bus riders & collected 520 completed surveys. You can find more details about that engagement process [here](#) and we've summarized key takeaways below.:

- When asked " What would make your trip along Blue Hill Ave more ideal", **79% of respondents asked for more consistent and reliable bus service that isn't stuck in traffic.**
- When asked if there are other improvements they would like to see along the corridor, their top requests were, more seating, more bus shelters, public restrooms, more street lighting and more trees/greenery.
- 70% of respondents travel by bus or bus and walk only.

**Makayla**

### Quotes from Blue Hill Ave bus riders:

"This is my worst nightmare, a 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 Downtown 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.*