

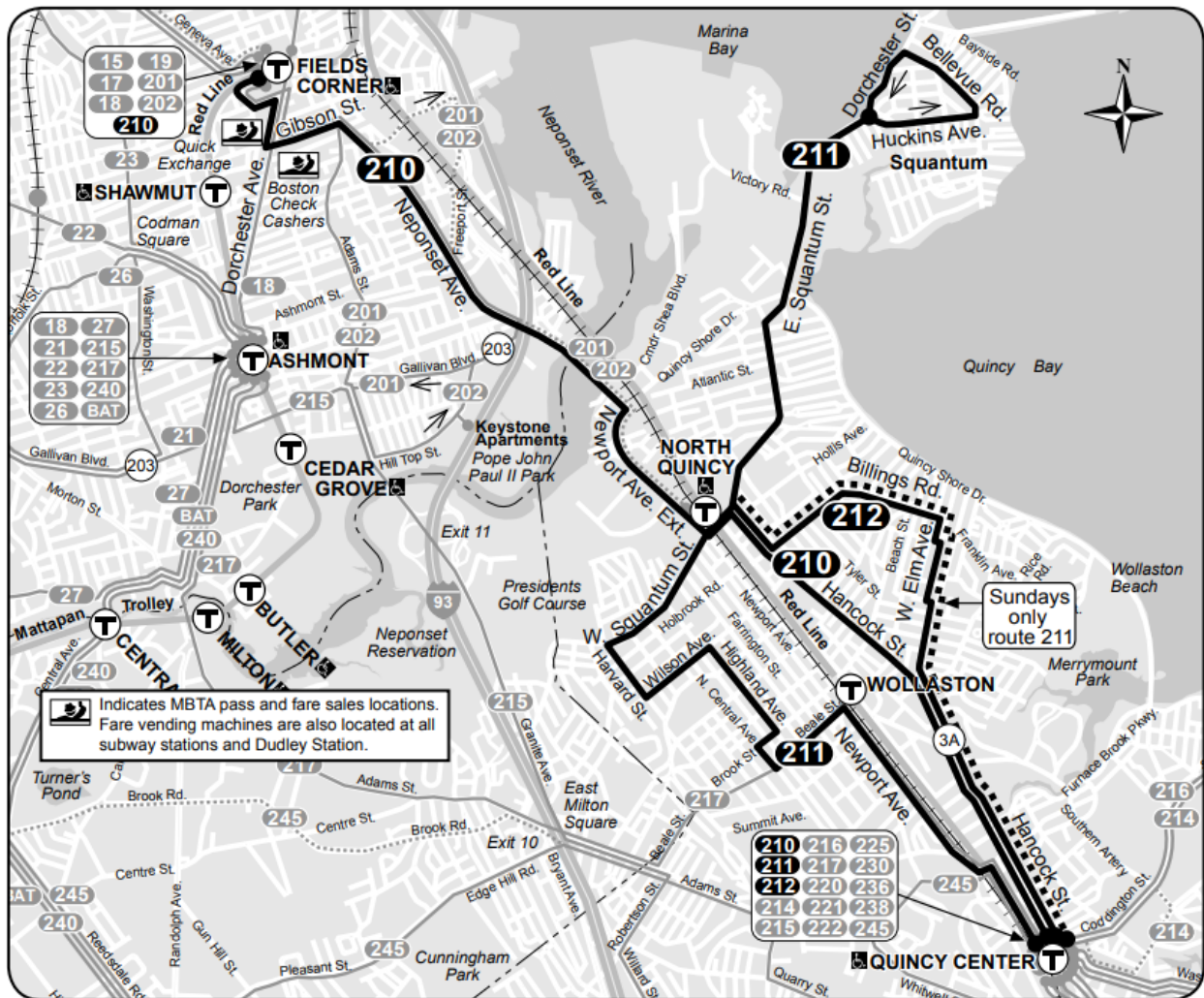
Route 211

Quincy Center Station - Squantum

Route Overview

Route 211 Quincy Center Station – Squantum is a Local route connecting residents in the Squantum and North Quincy neighborhoods to the Red Line at Quincy Center Station. The route operates seven days a week, providing service along Newport Avenue, circulating through west Quincy and along Newport Avenue to Fields Corner.

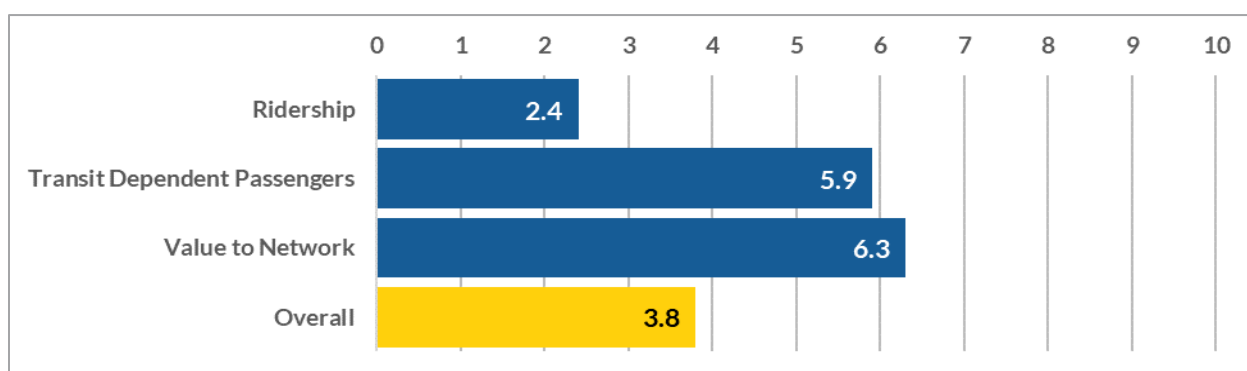
Figure 1 | Service Map



Network Importance

Route 211 is less important to the MBTA bus network overall, but provides coverage to North Quincy where there lives a large population of transit dependent individuals (see Figure 2). On a relative scale of 0 to 10, the route rates 2.4 in terms of ridership, 5.9 in terms of transit dependent ridership, and 6.3 in terms of its value to the network (which reflects the number of people who are uniquely served, the number of jobs and other important destinations, and the number of transferring passengers). Its overall score, which gives a 70% weight to overall ridership and a 15% weight to both other measures, is 3.8.

Figure 2 | Relative Importance within MBTA Bus Network (on a scale of 0 to 10)



Service Patterns

Schedule

Route 211 provides infrequent service all day, with average frequencies ranging:

- Between 31 and 60 minutes between 5:45 AM and 7:20 PM, except for the midday school time period.
- Between 2:30 PM and 2:45 PM, there are four Route 211 trips.
- Outside of these three additional trips on different service patterns, Route 211 averages a trip every half hour.

On Saturdays, Route 211 operates every 55 minutes between 6:55 AM and 6:25 PM. On Sundays, service operates hourly between 11:10 AM and 5:35 PM.

Route 211 does not meet the MBTA's weekday Frequency Standard with average headways longer than 30 minutes during peak periods. On Saturdays, Route 211 does not meet the MBTA Span of Service Standard by ending operation before 6:30 PM. It does not meet the Sunday MBTA Span of Service Standard for Local Routes by beginning operation after 10:00 AM.

Table 1 | Schedule Statistics

SERVICE DAY	SPAN OF SERVICE	FREQUENCY (RANGE)	FREQUENCY (AVERAGE)	DAILY TRIPS (INBOUND/OUTBOUND)
Monday-Friday	5:45 AM to 7:20 PM			24/23
Sunrise	5:45 AM to 5:50 AM	60	60	0/1
Early AM	6:00 AM to 6:59 AM	30 – 35	33	2/1
AM Peak	7:00 AM to 8:59 AM	25 – 60	38	4/6
Midday Base	9:00 AM to 1:29 PM	60	60	4/5
Midday School	1:30 PM to 3:59 PM	5 – 60	19	7/3
PM Peak	4:00 PM to 6:29 PM	25 – 35	31	5/5
Evening	6:30 PM to 7:20 PM	35 – 45	45	2/2
Late Evening	-	-	-	-
Night Evening	-	-	-	-
Saturday	6:55 AM to 6:25 PM	55	55	14/13
Sunday	11:10 AM to 5:35 PM	60 – 120	60	7/7

Note: Span of service reflects the time the first bus begins service until the time the last bus finishes service.

Service Patterns

Route 211 operates one dominant service pattern on weekdays and Saturdays, with three additional weekday-only inbound service patterns and one Sunday-only service pattern:

- Service Pattern 211.0 is the dominant pattern, and runs all day from Quincy Center Station on Newport Avenue, Beale Street, Central Avenue, Brook Street, Highland Avenue, Wilson Avenue, Harvard Street, and West Squantum Street until North Quincy Station. It then continues along East Squantum Street to the intersection of Newland Street and Huckins Avenue
- Service Pattern 211.1 makes one inbound trip at 2:35 PM from Hollis at Newbury Avenue, next to Atlantic Middle School to Faxon Rd before joining East Squantum Road. The pattern adds a loop around Huckins Avenue, Bellevue Road, and Dorchester Street on the Squantum peninsula.
- Service Pattern 211.3 makes one inbound trip at 2:40 PM from East Squantum Street at Newbury Avenue, skipping all stops prior, including North Quincy Station. The pattern also adds a loop around Huckins Avenue, Bellevue Road, and Dorchester Street on the Squantum peninsula.
- Service Pattern 211.9 makes one inbound trip at 2:45 PM from Hancock Street opposite Saint Ann Road to Dorchester Street at East Squantum Road, skipping Newport Avenue and North Quincy Station. The bus meets Beale Street near Wollaston Station.
- Service Pattern 211.7 only operates on Sundays. The service pattern takes over a portion of Route 212 (Quincy Center Station – North Quincy) on Billings Road and

Elm Avenue in both the inbound and outbound directions. It does not operate on roads west of the Red Line served during weekday trips by Service Pattern 211.0.

Table 2 | Service Patterns

PATTERN	ORIGIN	DESTINATION	UNIQUE FEATURE	TRIPS PER WKD	TRIPS PER SAT	TRIPS PER SUN
INBOUND				24	14	7
211.0	Quincy Center Station	Newland Street at Huckins Avenue	Skips Hancock Street, Huckins Avenue, Bellevue Road Loop	21	14	-
211.1	Hollis at Newbury Avenue	Bellevue Road at Standish Road	Via Squantum loop of Huckins Avenue, Bellevue Road, Dorchester Street, skips roads west of Red Line	1	-	-
211.3	E. Squantum Street at Newbury Avenue	Dorchester Street opposite Pratt Road	Via Squantum loop of Huckins Avenue, Bellevue Road, Dorchester Street, skips roads west of Red Line	1	-	-
211.7	Quincy Center Station	Newland Street at Huckins Avenue	Via Rt. 212 on Billings Rd and Elm Avenue, Skips Squantum Street, Harvard Street, Wilson Avenue, Highland Avenue, Beale Street	-	-	7
211.9	Hancock Street opposite Saint Ann Road	Dorchester Street at E. Squantum Street	Via Hancock Street	1	-	-
OUTBOUND				23	13	7
211.0	Newland Street at Huckins Avenue	Quincy Center Station	Skips Hancock Street, Huckins Avenue, Bellevue Road	23	13	-
211.7	Newland Street at Huckins Avenue	Quincy Center Station	Via Rt. 212 on Billings Rd and Elm Avenue, Skips Squantum Street, Harvard Street, Wilson Avenue, Highland Avenue, Beale Street	-	-	7

Ridership

Route 211 attracts 755 boardings per weekday on 47 trips, 242 boardings per Saturday on 27 trips, and 117 boardings per Sunday on 14 trips. This ridership places Route 211 well below average for Local Routes on all service days.

Ridership by Stop

Route 211 attracts very limited ridership at almost every stop along the route. There are only five stops on inbound weekday trips that attract more than 10 boardings per day and 10 stops that serve more than 10 alightings per day. Inbound:

- 86 passengers board at the Quincy Center Station
- Newport Avenue opposite Willow Avenue is the only stop regularly used on the street, generating 5 boardings and 8 alightings.
- As the route circulates through Quincy on Beale Street, Highland Avenue, Wilson Avenue, and Harvard Street the route generates very little activity, with an average of 3 boardings and 1 alighting per stop. A total of 46 boardings and 23 alightings).
- The route generates 27 boardings and 9 alightings along West Squantum Street, as the route approaches North Quincy Station.
- 115 passengers board and 69 alight at North Quincy Station.
- East of North Quincy the route generates 7 boardings and 1 alighting at East Squantum Street and Newbury Avenue and another 1 boarding and 2 alightings at East Squantum Street at Newbury Avenue.
 - Trips serving Atlantic Middle School at Hollis at Newbury generate 38 boardings and 0 alightings
- The remainder of East Squantum Street generates 8 boardings and 107 alightings.
- The terminal loop through Squantum generates 1 boarding and 64 alightings.

Outbound activity mirrors inbound activity.

Saturday ridership patterns reflect weekdays, with fewer but similarly distributed boardings and alightings.

On Sundays, the service pattern differs, although Quincy Center Station and North Quincy Station still dominate ridership activity. After boarding in Quincy Center, alightings along Newport Avenue become more prominent. Those passengers boarding at North Quincy Station continue along East Squantum Street to alight in their North Quincy neighborhood, as they do on weekdays as well.

Figure 3 | Weekday Inbound Ridership by Stop Map



Ridership by Trip

Route 211 trips average 16 boardings per trip.

- Only one inbound trip attracts more than 22 total boardings: the Pattern 211.1 trip that serves Squantum around Huckins Avenue, Bellevue Road, and Dorchester Street.
- This highest ridership inbound trip occurs at 2:35 PM with a maximum load of 39 passengers.
- Three outbound trips attract more than 30 total passengers. These trips occur during the morning peak with a maximum load of 33 passengers on the peak trip at 7:40 AM.

Route 211 averages nine boardings per trip on Saturdays and eight boardings per trip on Sundays with consistently low ridership on each trip.

Figure 4 | Weekday Ridership by Trip: Inbound

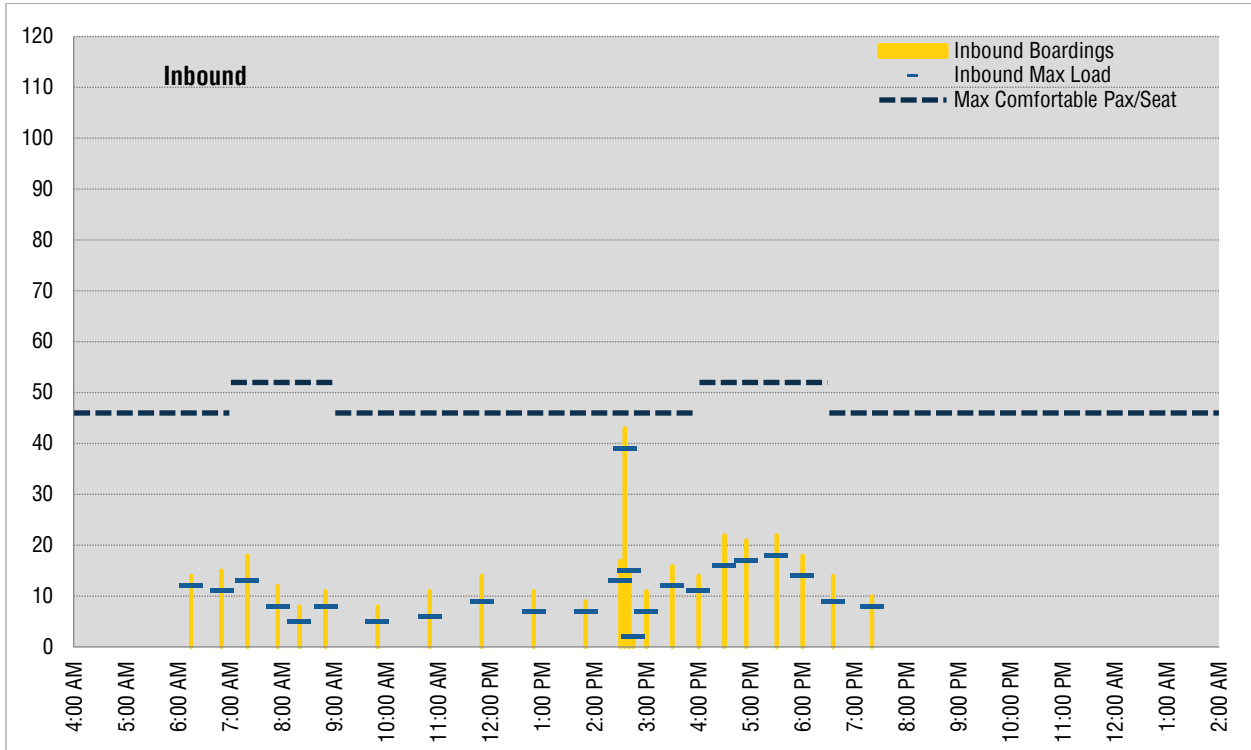


Figure 5 | Weekday Ridership by Trip: Outbound

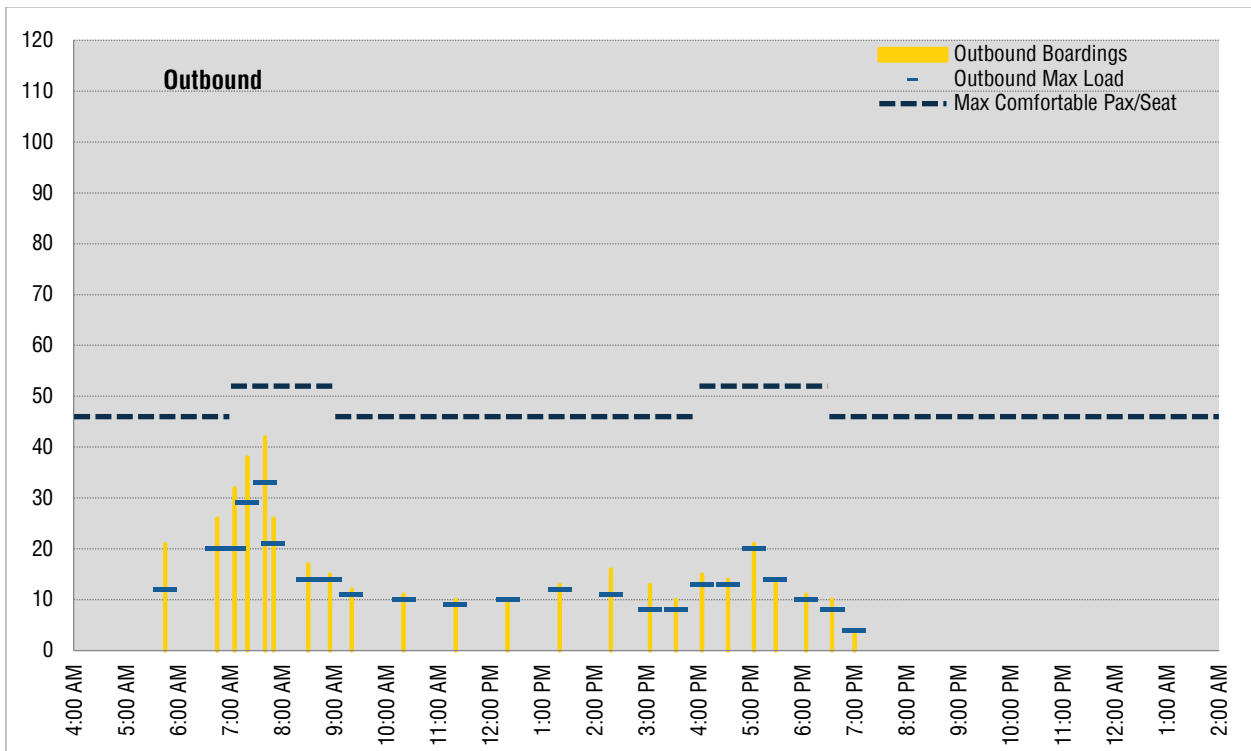


Figure 6 | Saturday Ridership by Trip: Inbound

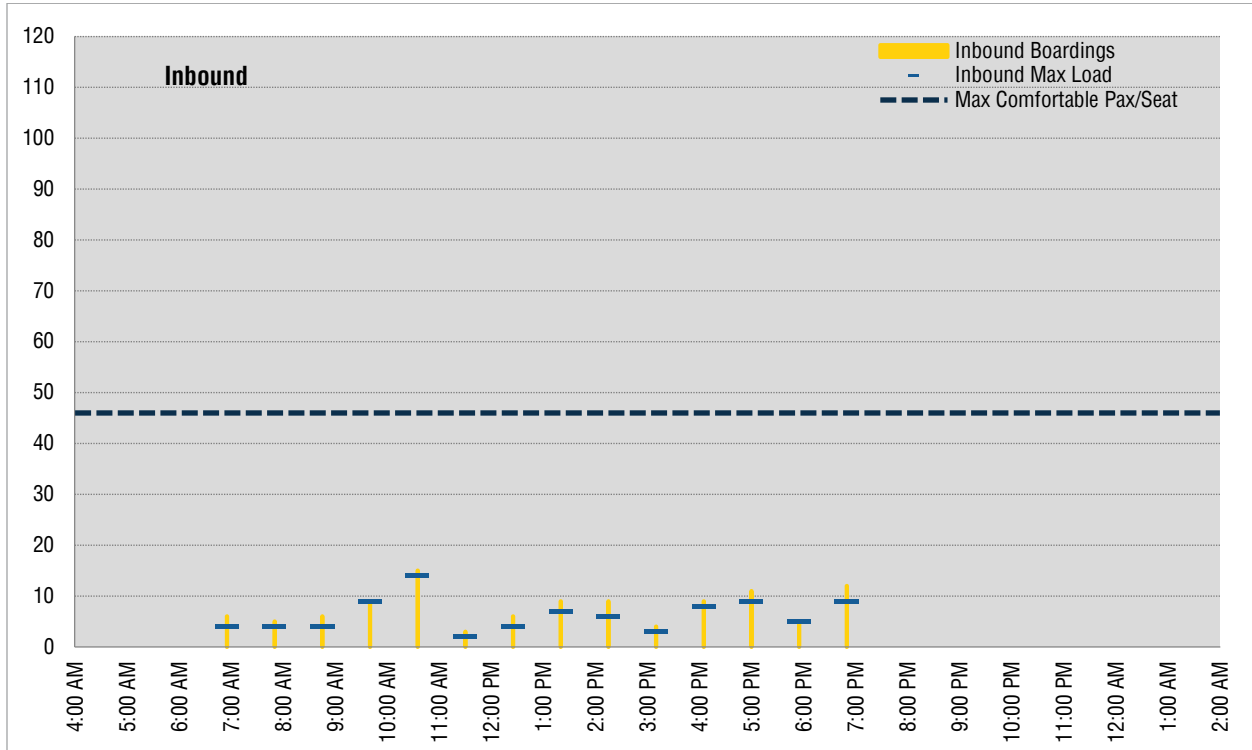


Figure 7 | Saturday Ridership by Trip: Outbound

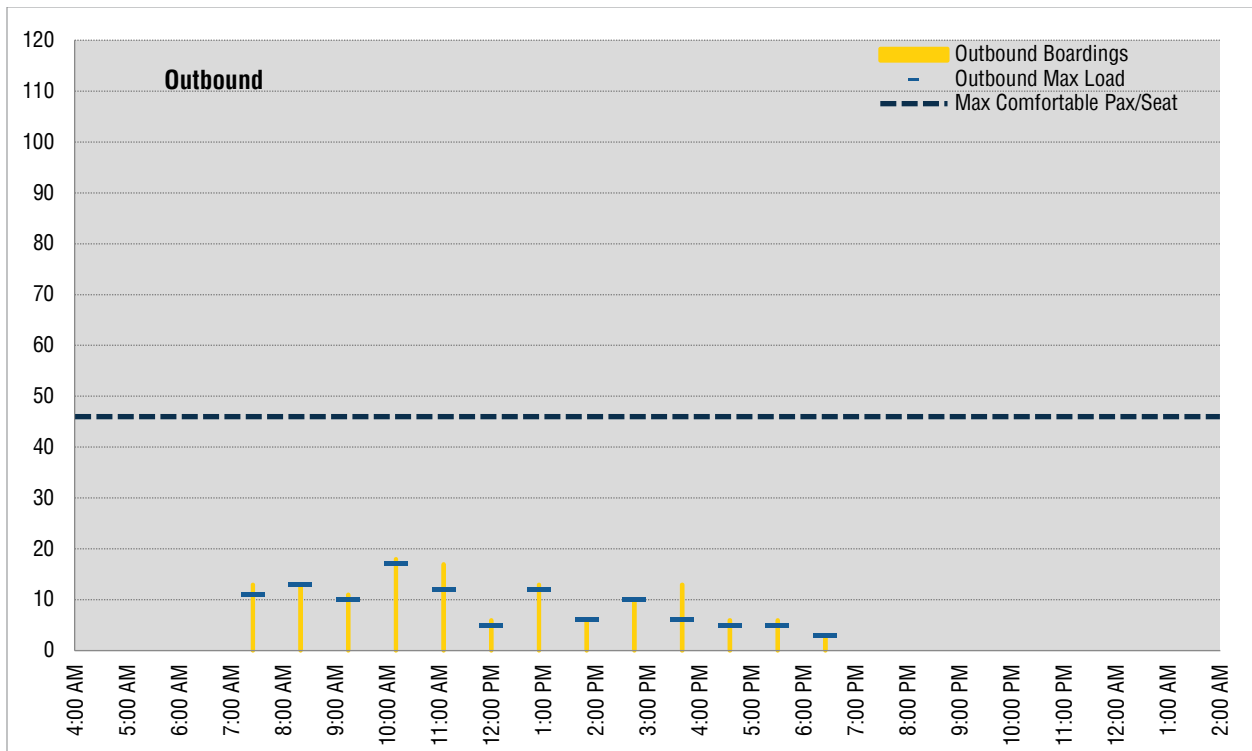


Figure 8 | Sunday Ridership by Trip: Inbound

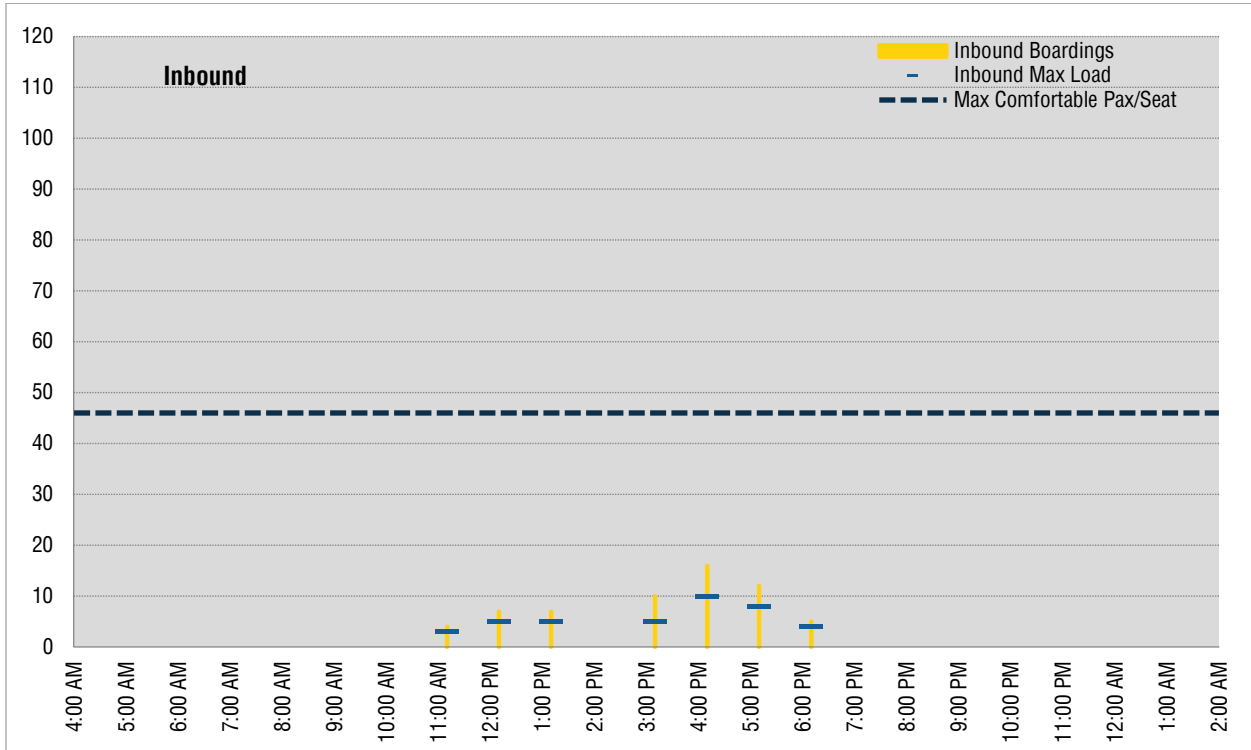
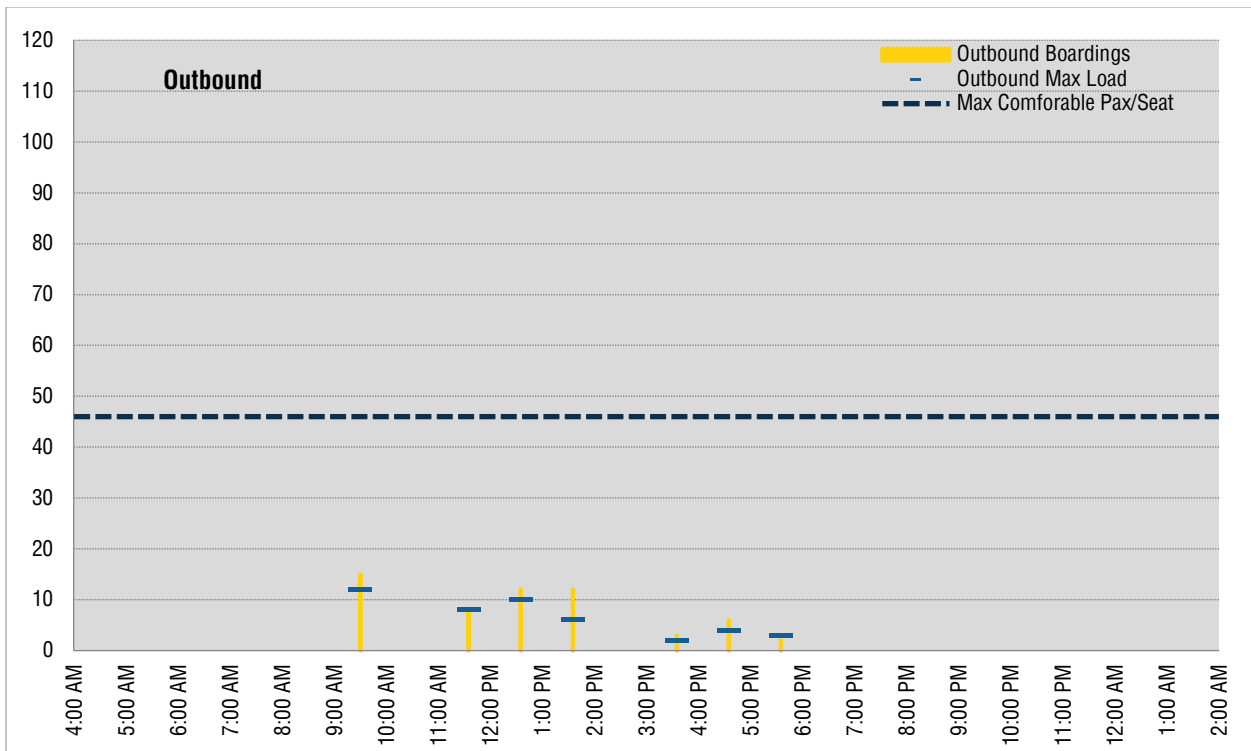


Figure 9 | Sunday Ridership by Trip: Outbound



Passenger Comfort

The MBTA desires that passengers travel in relatively comfortable conditions. At the same time, the MBTA's definition of comfort reflects the very high volume environment in which the MBTA operates, and that some passengers may have to stand for a portion of their trip. More specifically, at least 92% of passengers' travel times should be in comfortable conditions, and ideally, at least 96% of travel times should be in comfortable conditions. Comfortable conditions are considered to be 140% or less of seated capacity during high volume periods and 125% or less during other periods.

On Route 211, 99.9% of passenger minutes are in comfortable conditions, which is above the minimum standard (see Table 3).

Table 3 | Passenger Time Spent Traveling in Comfortable Conditions

	WEEKDAYS	SATURDAYS	SUNDAYS
Minimum Standard	92%	92%	92%
Target	96%	96%	96%
Actual	99.9%	100%	100%

Reliability and Speed

Reliability

Passengers using lower frequency services like Route 211 typically use published schedules to plan their trip. For these services, the MBTA measures reliability based how each trip runs compared to the schedule. Route 211 leaves on time only 42% of the time and arrives on time 59% of the time. Overall, buses match their scheduled timetables on less than half the trips on weekdays. This reliability improves to 61% of trips on Saturdays and 74% of trips on Sundays, still well below the MBTA target each day. On weekdays, poor reliability and infrequent headways is exacerbated by 0.1% of trips that are dropped.

Table 4 | Reliability

SERVICE DAY	ORIGIN/MID-ROUTE ON-TIME PERFORMANCE	DESTINATION ON-TIME PERFORMANCE	OVERALL RELIABILITY	DROPPED TRIPS
Monday-Friday	42%	59%	45%	0.1%
Saturday	56%	82%	61%	-
Sunday	71%	92%	74%	-

Running Times

Throughout most of the day, inbound Route 211 trips beat their scheduled travel time by up to five minutes, except for an hour during the early afternoon. This speedy travel time helps improve on-time performance for the majority of buses that leave late. Outbound,

nearly all Route 211 trips operate trips up to 7 minutes longer than scheduled, except during the first hour and last hour of service.

Figure 10 | Scheduled & Median Travel Time by Trip: Route 211 Inbound

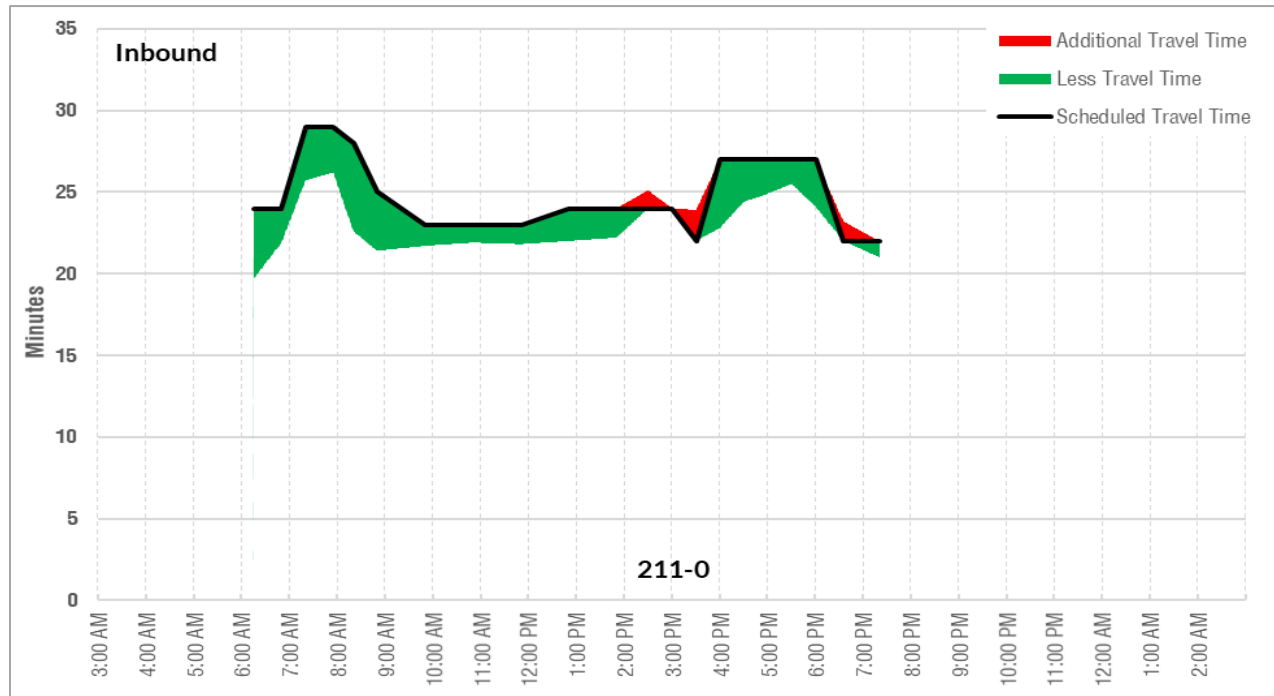
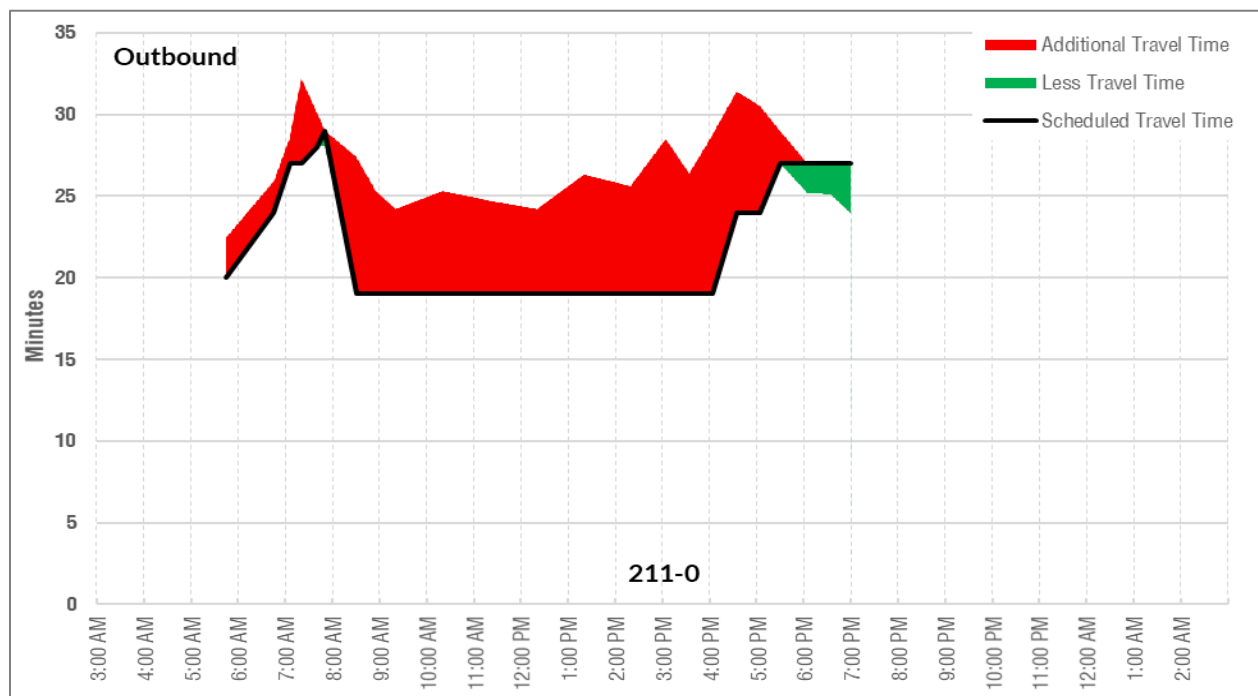


Figure 11 | Scheduled & Median Travel Time by Trip: Route 211 Outbound



Stop Spacing

Route 211 has an average stop spacing of 8.6 stops per mile in both directions, which is closer than the four to seven stops per mile recommended for urban areas under MBTA guidelines. Customers can walk between stops with this spacing in about 3-4 minutes. As people will typically walk at least five minutes to access a local bus route, this spacing is close, but acceptable. Route 211's stops in North Quincy are too closely spaced, with an average of 600 feet between the 16 stops between North Quincy Station and Beale Street.

Summary

Route 211 provides an important connection between the Red Line and some of the least-accessible but most transit-dependent neighborhoods of Quincy. The route has poor reliability on weekdays.