

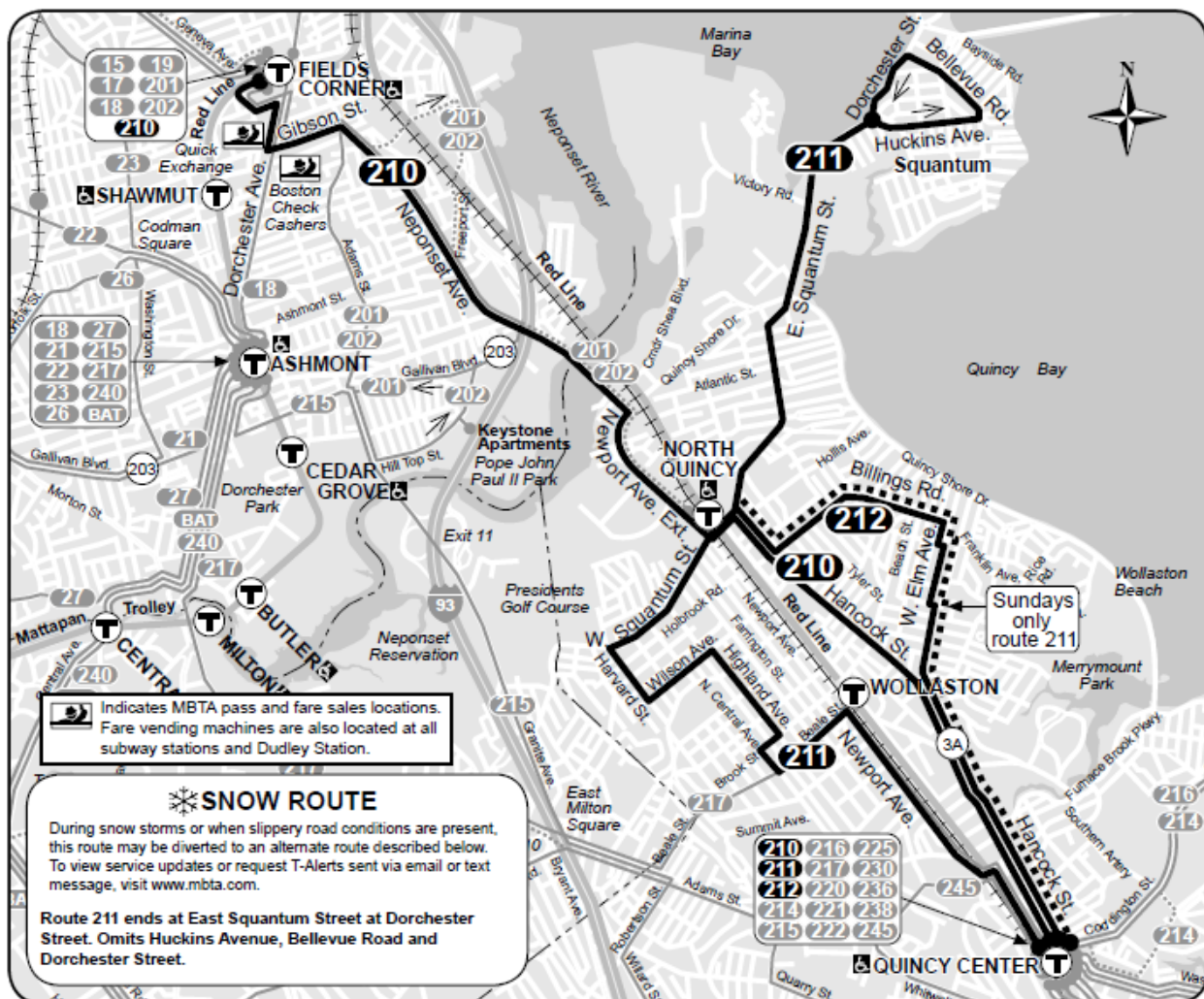
Route 212

Quincy Center Station – North Quincy Station

Route Overview

Route 212 Quincy Center Station – North Quincy Station is a Commuter route that runs between Red Line stations Quincy Center and North Quincy via Hancock Street, West Elm Avenue, and Billings Road. It shares the southern half of its alignment along Hancock Street with Route 210 Quincy Center Station – No. Quincy Station or Fields Corner Station.

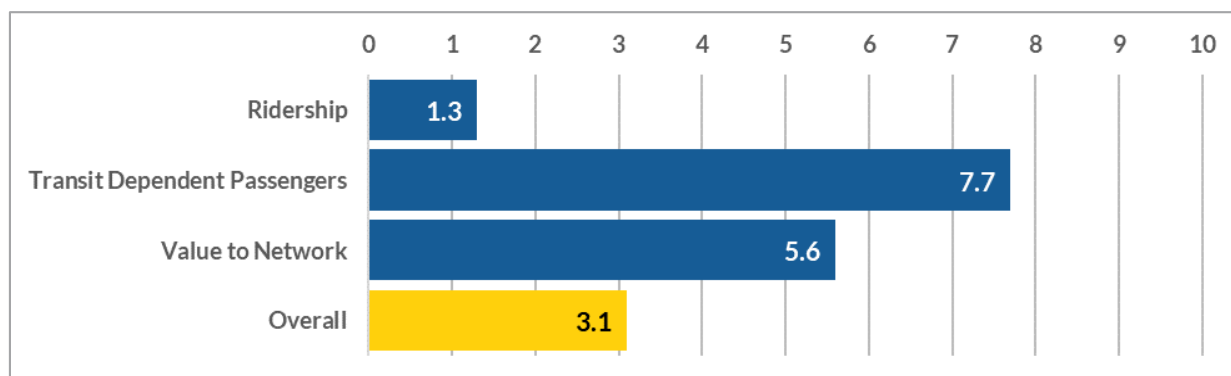
Figure 1 | Service Map



Network Importance

Route 212 is a coverage service of low importance with a relatively high proportion of transit dependent customers (see Figure 2). On a relative scale of 0 to 10, the route rates 1.3 in terms of ridership, 7.7 in terms of transit dependent ridership, and 5.6 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% weighting to overall ridership and a 15% weight to both other measures, is 3.1.

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



Service Patterns

Schedule

Route 212 operates on weekdays and Saturdays only. On weekdays, it operates:

- Every 30 minutes from 6:30 AM until 9:00 AM.
- Service does not operate midday.
- Service begins again at 2:20 PM with 2 round trips with 35 minute frequencies.
- After 4 PM when Route 212 begins operating every 55-58 minutes through the end of service at 7:15 PM.

On Saturdays, Route 212 operates 11 round trips leaving hourly.

Route 212 exceeds the MBTA Span of Service and Frequency Standards for Commuter Routes.

Table 1 | Schedule Statistics

SERVICEDAY	SPAN OF SERVICE	FREQUENCY (RANGE)	FREQUENCY (AVERAGE)	DAILY TRIPS (INBOUND/OUTBOUND)
Monday-Friday	6:30 AM to 9:00 AM 2:20 PM to 7:15 PM			12/11
Sunrise	-	-	-	-
Early AM	6:30 AM to 6:59 AM	29 - 31	30	2/1
AM Peak	7:00 AM to 8:50 AM	31 - 33	32	3/4
Midday Base	-	-	-	-
Midday School	2:20 PM to 3:05 PM	10 - 30	35	3/2
PM Peak	4:00 PM to 6:29 PM	55 - 75	58	3/3
Evening	6:30 PM to 7:15 PM	55	55	1/1
Late Evening	-	-	-	-
Night	-	-	-	-
Saturday	8:00 AM to 6:55 PM	60 - 70	60	11/11
Sunday	-	-	-	-

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

Service Patterns

Service pattern 212.2 makes most Route 212 trips, operating the entire length of the alignment from Quincy Center to North Quincy via West Elm Avenue and Billings Road using.

Service pattern 212.5 makes one inbound school trip at 2:40 PM that begins its service from Central Middle School at Hancock Street and St. Ann’s Road and runs to North Quincy via West Elm Avenue and Billings Road.

Table 2 | Service Patterns

PATTERN	ORIGIN	DESTINATION	UNIQUE FEATURE	TRIPS per WKD	TRIPS per SAT	TRIPS per SUN
INBOUND				12	11	-
212.2	Quincy Center	North Quincy		11	11	-
212.5	Central Middle School (Hancock Street at Street Ann’s Road)	North Quincy	School trip	1	-	-
OUTBOUND				12	11	-
212.2	North Quincy	Quincy Center		11	11	-

Ridership

Route 212 carries 215 passengers on average on weekdays. Each weekday trip carries 9.5 passengers on average. This low ridership makes Route 212 one of the lowest ridership routes in the MBTA system.

Ridership by Stop

Route 212 experiences its highest ridership activity at the rapid transit stations and schools it serves. On inbound trips:

- 42 passengers a day board at Quincy Center Station.
- 4 passengers board and 5 alight at the 4 stops along Hancock Street between Quincy Center Station and Central Middle School at Hancock Street and Saint Ann's Road, a 0.8 mile long corridor.
 - 9 passengers board and 4 alight at Central Middle School on the single school trip.
- 29 passengers board and 21 alight at the 12 stops along Hancock Street and West Elm Avenue between Central Middle School and Billings Road, a 1 mile long corridor.
- 29 passengers board and 22 alight at the 8 stops along Billings Road between West Elm Avenue and North Quincy Station, a 1.1 mile long corridor.
- 55 passengers per day alight at North Quincy Station on the Red Line.

Ridership by Trip

Trips on Route 212 are low throughout the day with an average of 10 passengers per trip. Ridership peaks inbound during the AM Peak with 19 passengers on the 6:59 AM trip. Saturday ridership is consistently lower, with about 5 passengers per trip in both directions except for the last two outbound trips with about 10 passengers per trip.

Figure 3 | Weekday Inbound Ridership by Stop Map



Figure 4 | Weekday Ridership by Trip: Inbound

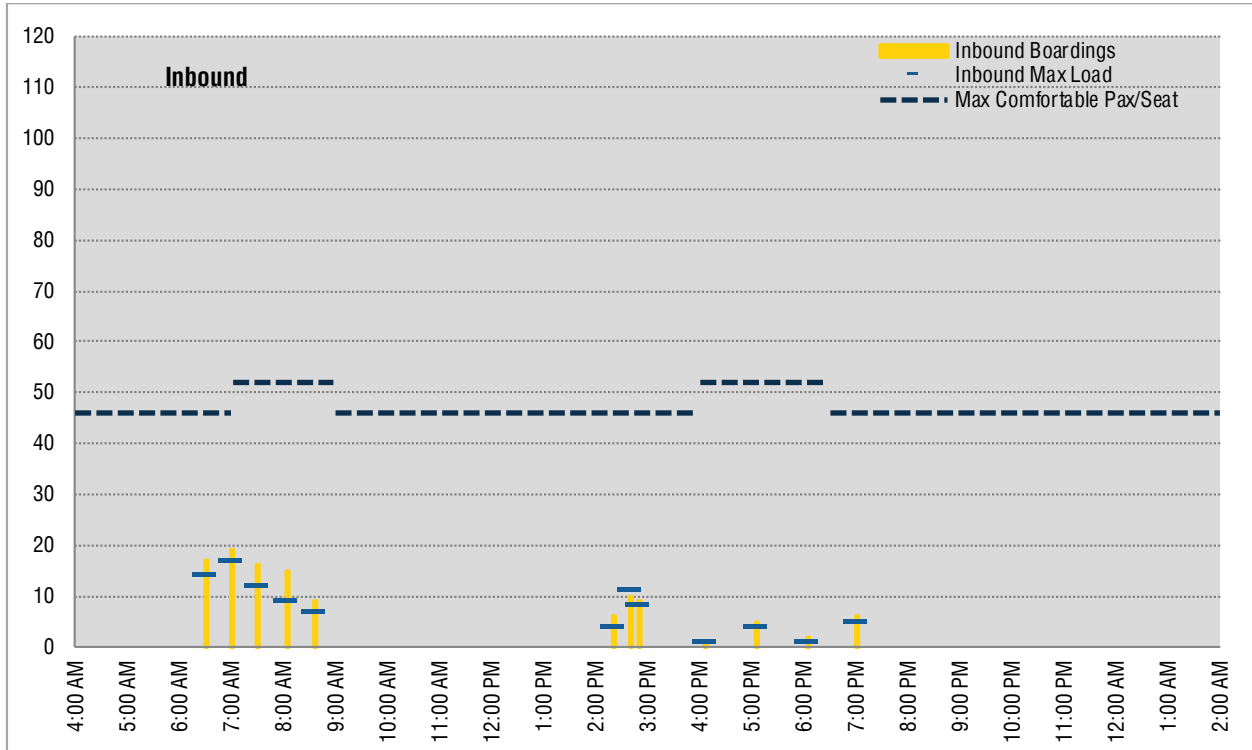


Figure 5 | Weekday Ridership by Trip: Outbound

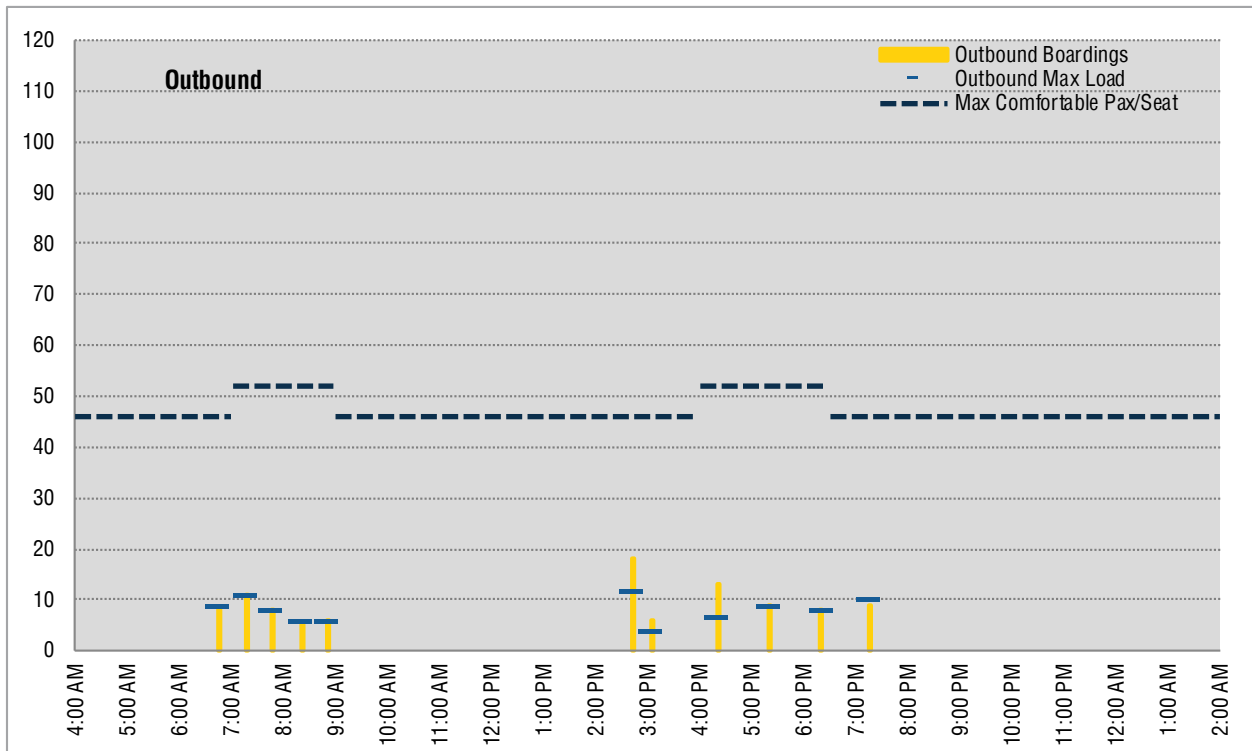


Figure 6 | Saturday Ridership by Trip: Inbound

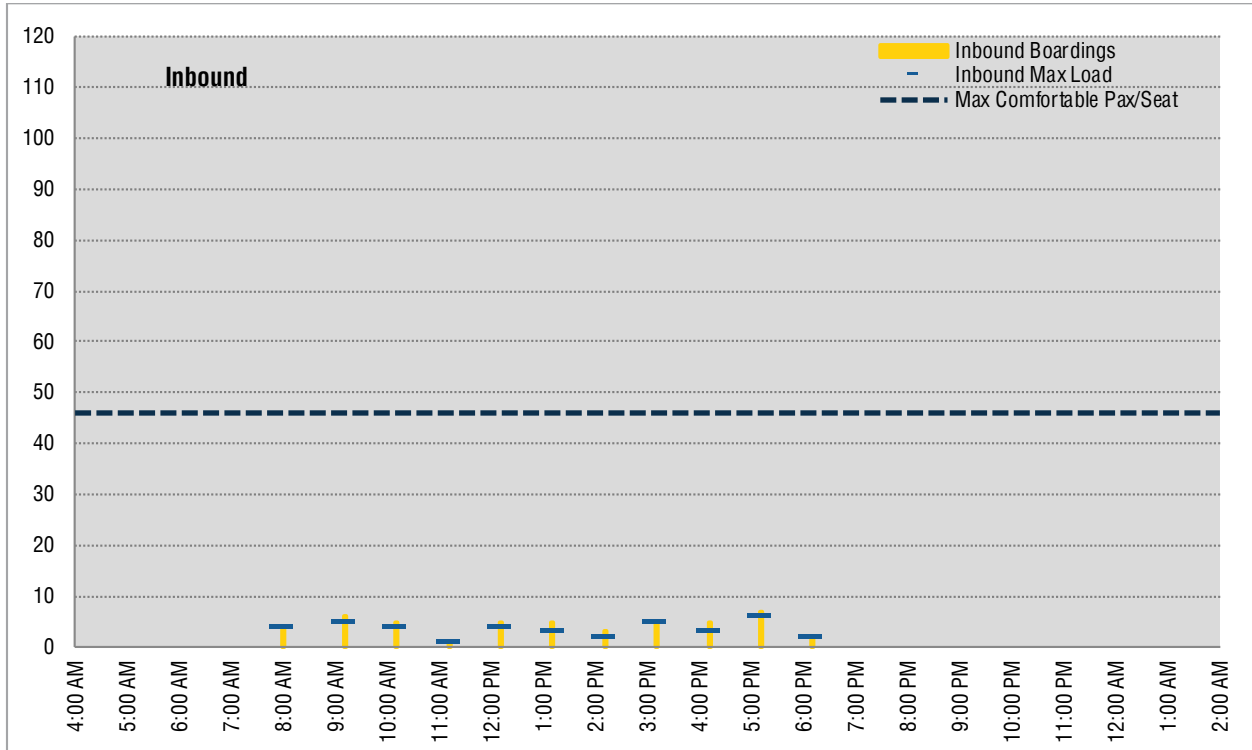
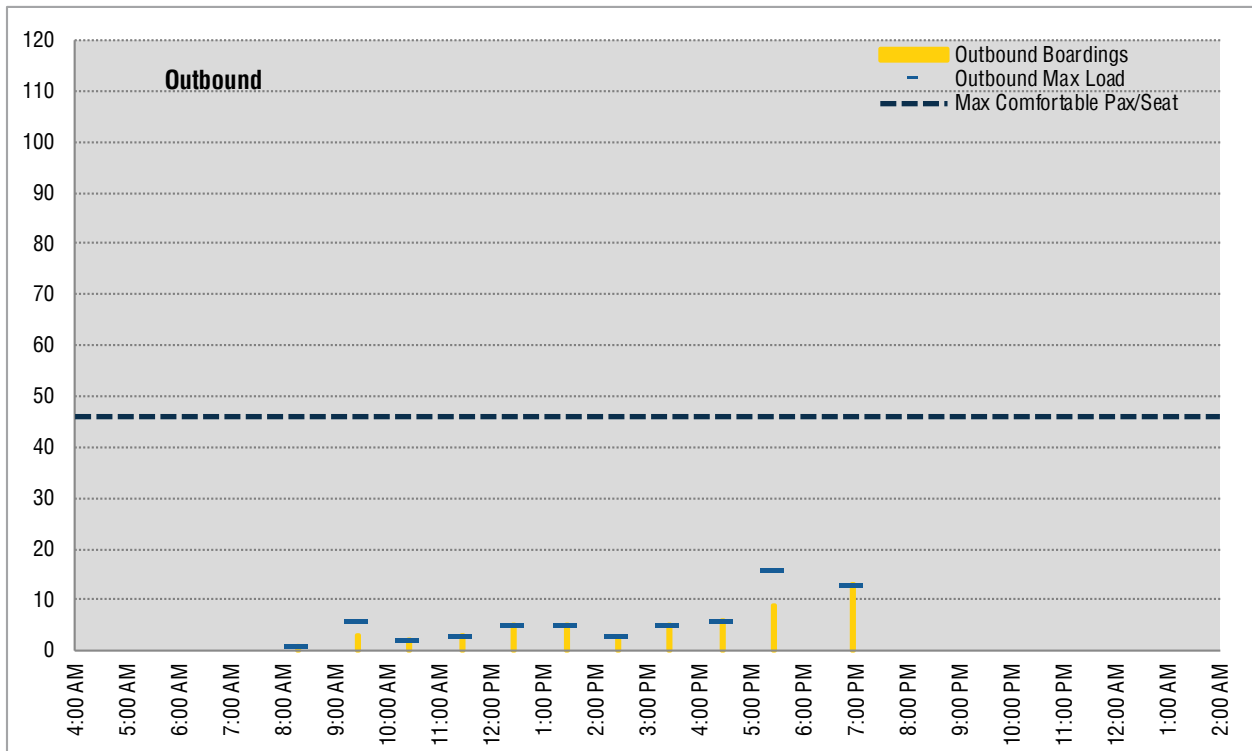


Figure 7 | Saturday Ridership by Trip: Outbound



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 212, 99.6% of passenger minutes are in comfortable conditions, which is above the minimum standard and the target 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	99.6%	100%	-

Reliability and Speed

Reliability

Route 212 has poor reliability on both weekdays and Saturdays. On weekdays, the route has an overall reliability of 56%. On Saturdays, reliability is 60%. Dropped trips are not a major issue on Route 212, with 0.1% of trips not operated in Fall 2017.

Table 4 | Reliability

SERVICE DAY	ORIGIN/MID-ROUTE ON-TIME PERFORMANCE	DESTINATION ON-TIME PERFORMANCE	OVERALL RELIABILITY	DROPPED TRIPS
Monday-Friday	56%	57%	56%	0.1%
Saturday	61%	57%	60%	-
Sunday	-	-	-	-

Running Times

In both directions, Route 212 trips take up to three minutes longer than scheduled before 9 AM. When service begins after 2 PM, trips take up to 5 minutes longer than scheduled through the end of service.

Figure 8 | Scheduled & Median Travel Time by Trip: Route 212 Inbound

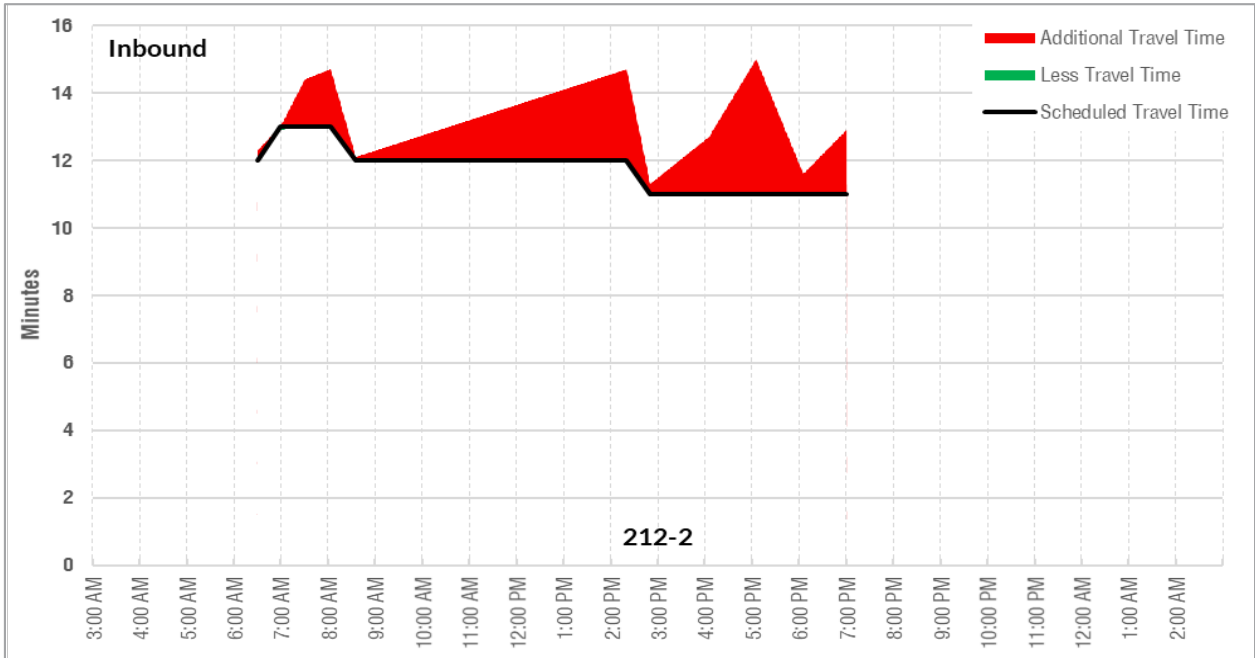
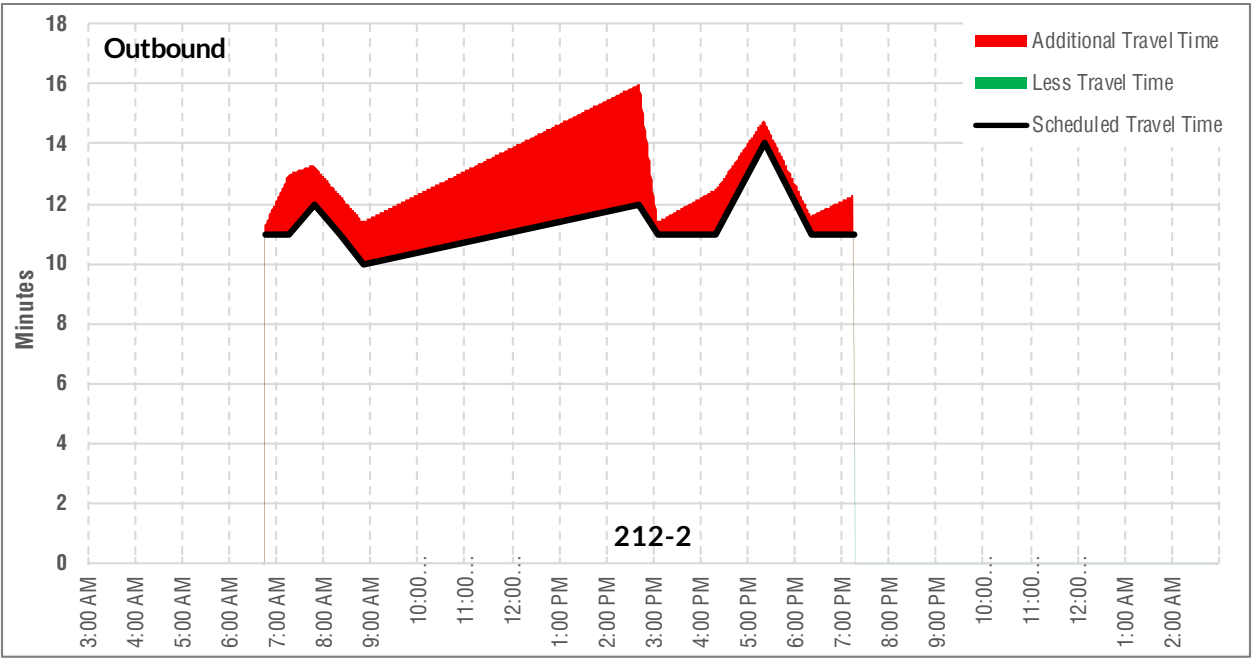


Figure 9 | Scheduled & Median Travel Time by Trip: Route 212 Outbound



Stop Spacing

Route 212's stops are too closely spaced, with an average stop spacing of 570 feet. Stops are especially closely spaced on West Elm Street and Billings Street. Consolidating spots would speed service while only adding 1 or 2 minutes walking time for customers.

Summary

Route 212 provides a coverage service to the residential area northeast of Norfolk Avenue in Quincy, but its infrequent service and its alignment's proximity to Red Line Stations and the more frequent Route 210 Quincy Center Station - No. Quincy Station or Fields Corner Station running along Hancock Street render the route largely duplicative and unproductive. The route does however serve a high percentage of transit dependent riders in the unique section of Norfolk Downs.