

Sunday service follows similar patterns (see Figure 9 and Figure 10). Because less service is provided (every 30 minutes versus approximately every 20 minutes on Saturdays), ridership by trip is lower, but not significantly so.

Figure 9 | Sunday Ridership by Trip: Inbound

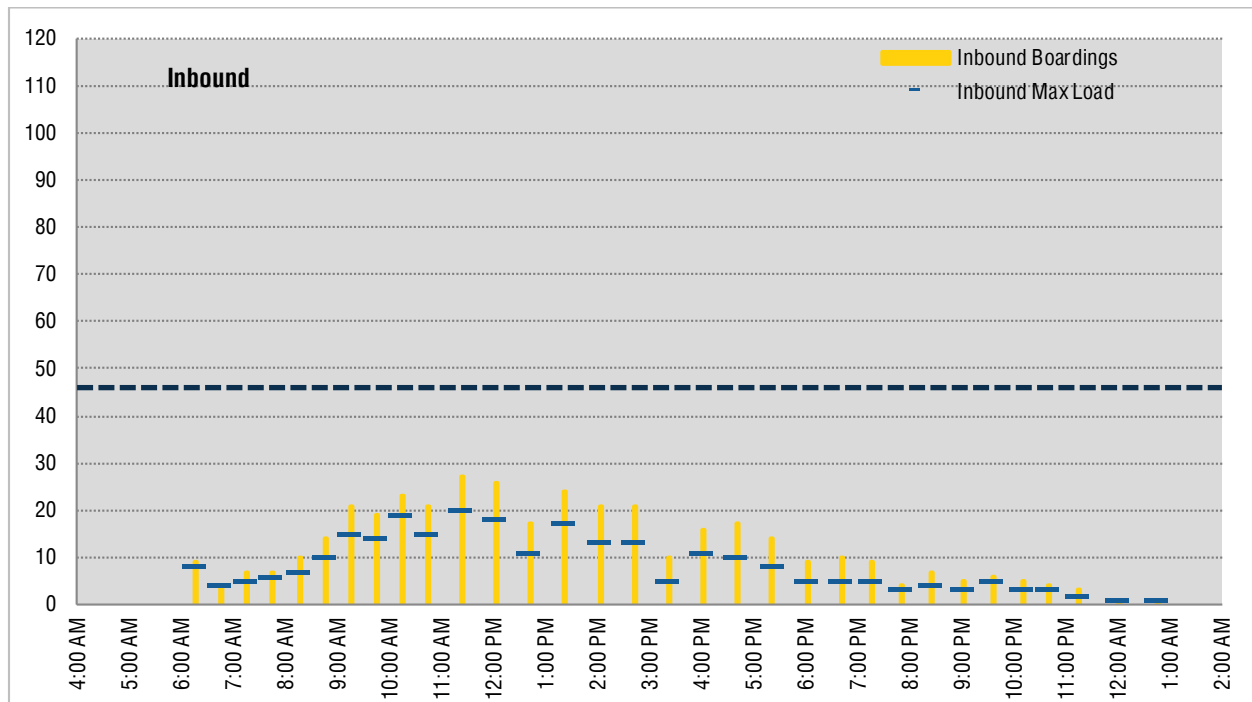
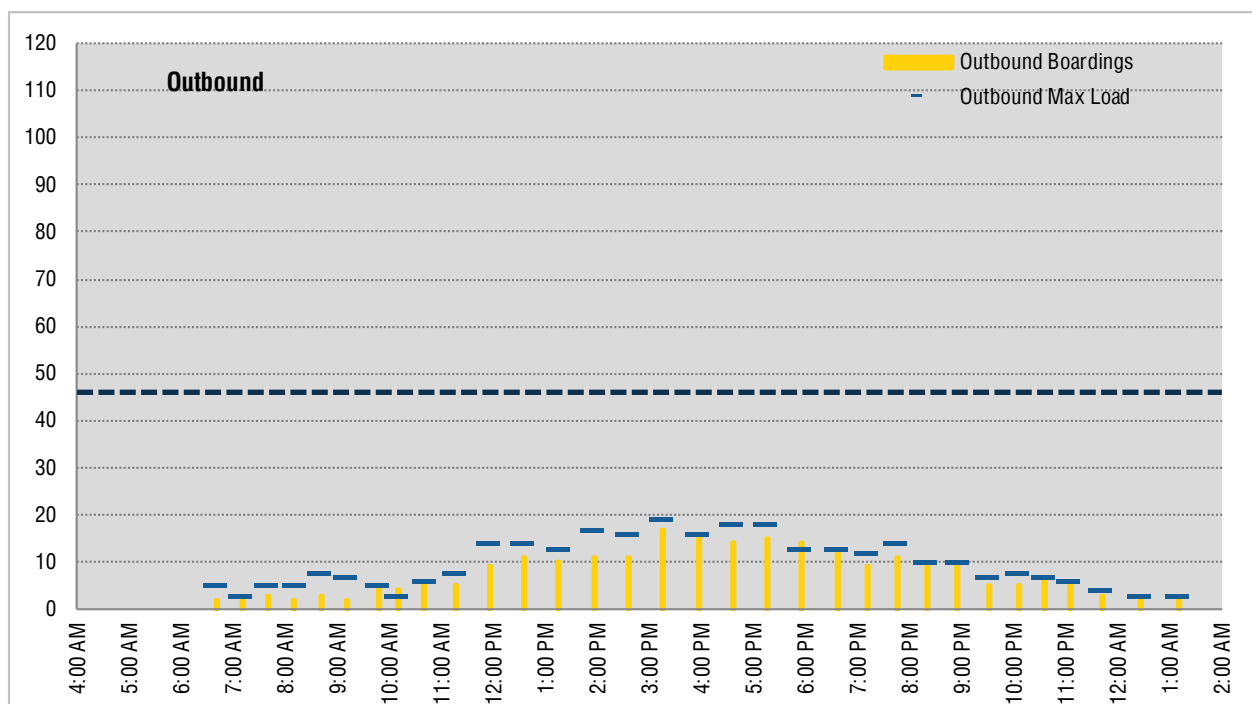


Figure 10 | Sunday Ridership by Trip: Outbound



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 weekdays, 92% of passenger minutes on Route 11 are in comfortable conditions. This meets the minimum standard, but below the target (see Table 3). On Saturdays and Sundays, 100% of passenger minutes are spent in comfortable conditions.

Table 3 | Passenger Time Spent Traveling in Comfortable Conditions

	WEEKDAYS	SATURDAYS	SUNDAYS
Minimum Standard	92%	92%	92%
Target	96%	96%	96%
Actual	92.3%	100%	100%

Reliability and Speed

Reliability

Route 11 provides relatively reliable service compared to other Local MBTA routes, especially on weekdays (see Table 4). On weekdays, 75% of trips depart on time and 87% of trips arrive on time. On weekends, Route 11 is less reliable, with 68% of Saturday trips completed on time and 64% of Sunday trips completed on time. Dropped trips are a problem, with 1.4% 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	75%	87%	77%	1.4%
Saturday	70%	68%	70%	-
Sunday	70%	64%	69%	-

Route 11 weekday service experiences moderate and sometimes significant differences between scheduled and actual running times, which negatively impact on-time performance (see Figure 11 and Figure 12). With the exception of between 9:00 AM and 10:00 AM and between 7:00 PM and 8:00 PM, actual inbound running times are generally five minutes longer than scheduled times throughout the day. During the morning peak period, where inbound frequencies and ridership is highest, trips run an average of more

than 10 minutes longer than scheduled. Outbound trips run even longer than scheduled, approximately five to seven minutes longer through most of the day and up to 15 minutes longer during the PM peak. Since the completion of this document, the MBTA has adjusted Route 11 schedules to better reflect actual running times.

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

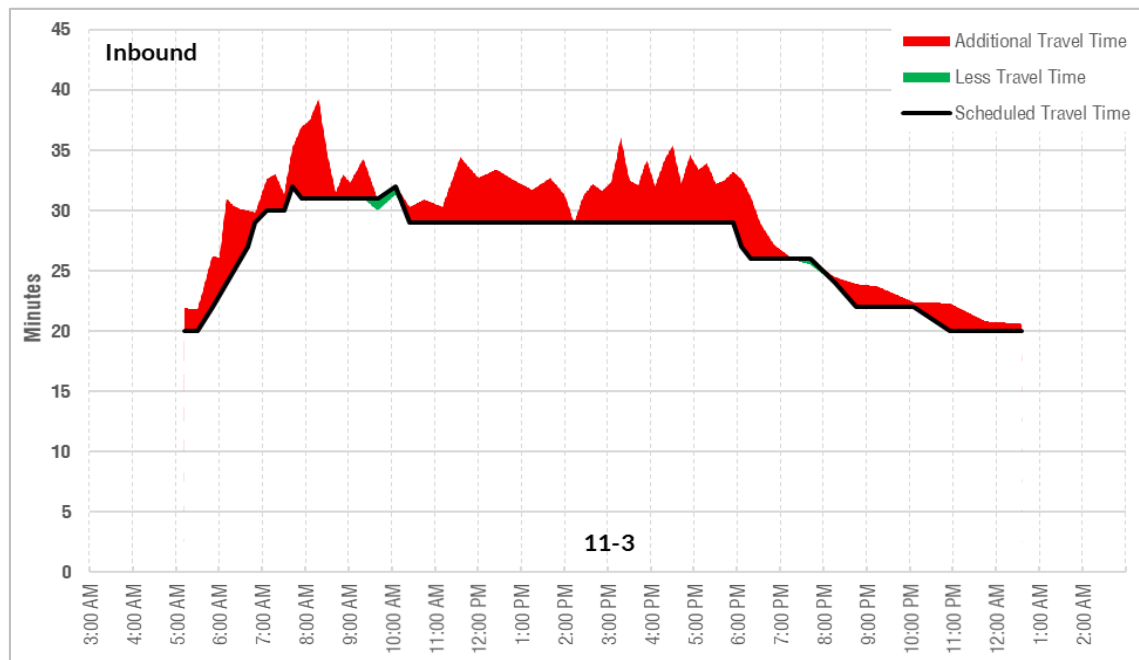
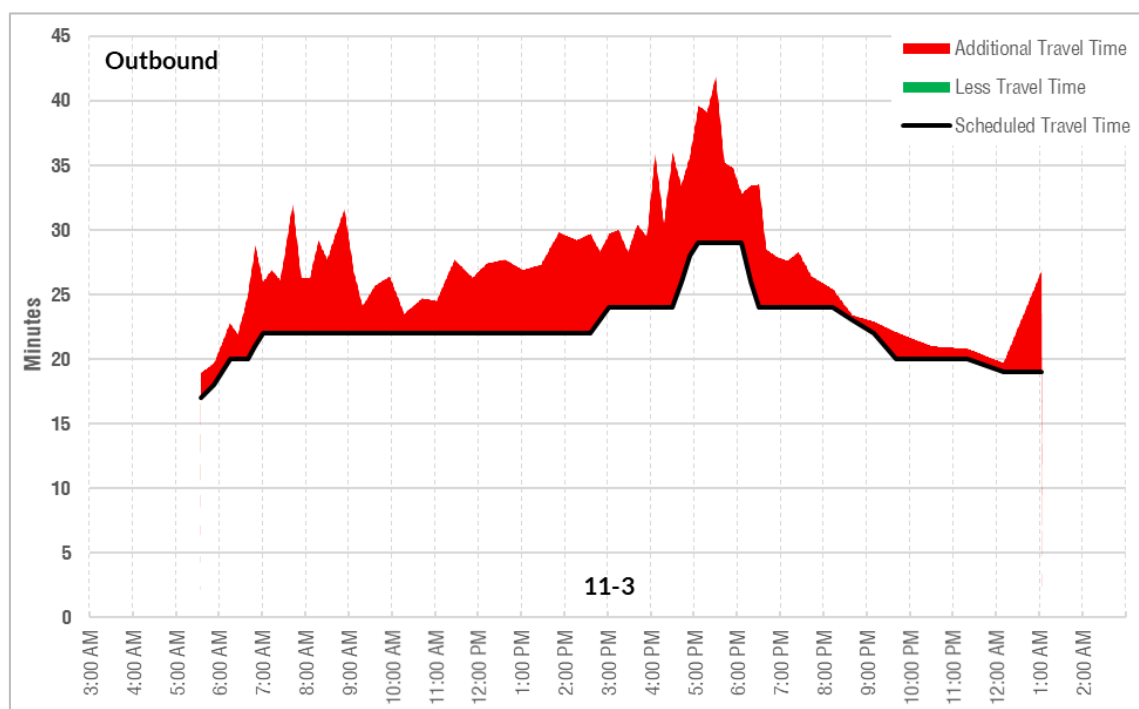


Figure 12 | Scheduled & Median Travel Time by Trip: Route 11 Outbound



Stop Spacing

Excluding the segment between Broadway Station and Berkeley Street on the other side of West 4th Street Bridge, Route 11 has stops spaced an average of 630 feet apart. Several stops along 8th Street are less than 500 feet apart, and some are as close as 430 feet. This stop spacing is higher than the MBTA's standard and slows down service at the beginning and end of the route, particularly for those on the east side of South Boston with alternative ways to access the Red Line, including Routes 7 and 9.

Summary

Route 11 provides connections between South Boston's 8th Street corridor and downtown Boston. Its major weaknesses are related to its long loop alignment through Chinatown and downtown Boston, which is slow and indirect and creates ridership imbalances (outbound ridership is equal to just half of inbound ridership). While some of this is due to the fact that riders board at the end of the inbound trip (for example, at Tufts Medical Center) intending to continue traveling on the outbound trip, it also appears that outbound riders may use alternative routes to return to South Boston. Alternatives include Route 9 City Point-Copley Square, which departs from Broadway Station, and Route 7 City Point-Downtown, which departs from South Station and returns to City Point in less than half the time as Route 11.