

ANNUAL LINE PERFORMANCE REPORT

metrobus

FY2024: July 2023 – June 2024

FY 2024 ANNUAL LINE PERFORMANCE REPORT

How This Document Will Be Used

In 2020, the Washington Metropolitan Area Transit Authority (WMATA) Board adopted the Bus Service Guidelines for the Metrobus system. The guidelines set clear expectations for Metrobus service and established a formal and consistent approach for evaluating Metrobus lines' performance.

This edition of the ALPR is the result of applying the Bus Service Guidelines and targets to Metrobus service that was operating in April 2024, primarily using data from the period from July 2023-June 2024. In June 2025, WMATA will implement a redesigned bus network. Staff will continue to use the Service Guidelines to evaluate performance of the new network.

To accommodate the wide variety of environments in the DC region, the WMATA service guidelines define five route classifications (Bus Rapid Transit (BRT), Framework, Commuter, Coverage, and Gap Services) and three activity tiers based upon population and employment densities (further defined in the Glossary). Standards and targets for level of service, accessibility and performance can vary by classification and activity tier. Applying these service classifications and activity tiers to every line allows for a more reasonable direct comparison between similar services.

The Annual Line Performance Report (ALPR) provides transparency to regional stakeholders and the public about how the system is meeting the standards in the Service Guidelines. By scoring each line on level of service, accessibility, performance, and its value to the larger network, this document provides a way to easily measure and compare the performance of each route. This document is intended as an overall summary of the health of the Metrobus system and grades are established by comparing rounded results to target thresholds. Generally, if a line is meeting its standard, it will receive a B grade, with A grades given to the lines that significantly exceed target thresholds and a C grade given to the lines that fall slightly short.

The ALPR offers two complementary methodologies for evaluating and comparing lines:

The Performance Report Card: Measures line/route performance on key metrics against the criteria set forth in the Guidelines to *identify* where route changes are most necessary.
The Line Benefit Score: Assesses a line's relative contribution to the bus network based on ridership, demographics, and network value to *prioritize* the lines/routes that should be addressed during the planning process.[1]

[1] The Line Benefit Score is relative to each fiscal year and therefore should not be used for multi-year trend analyses.

More detail on each of these two rubrics can be found in the “About the Line” and “Performance Report Card” sections of the introduction.

In the report, readers can use the Line Benefit Scores and Performance Report Cards to compare the service and performance of Metrobus lines within the same service classification and activity tier across the region’s jurisdictions.

WMATA will update this document annually, plus evaluate the processes, methodologies, and metrics used therein with the goal of increasing their accuracy and utility over time.

How to Read This Document

About the Line

The “About the Line” section delivers a detailed overview of the line. This section contains a line map and provides an overview of the service classification, activity tier, overall line grade, Line Benefit Score, operating statistics, service area context, facilities/amenities, ridership statistics, and span and frequency of service.

Line Benefit Score

The Line Benefit Score identifies strengths and weaknesses in the interrelationship between lines and provides decision-makers with a way to compare lines’ performances when considering their contribution to the entire bus network. This score will enable WMATA to prioritize which lines should be addressed for improvement during the planning process. With limited resources, not all lines/routes can be brought up to meet the guidelines, so this score helps prioritize investments by identifying the lines that are most important to the overall network.

The Line Benefit Score helps WMATA staff understand the overall contribution to the transit network based on three components: Ridership, Population Served, and Network Value.

- **Ridership (red):** This metric focuses in on routes that are highly used by assessing total average weekday ridership, which measures the demand for the line.
- **Population Served (blue)**: Each service type has its own function within the transit network. Therefore, each line will be measured against access by one of the populations below based upon the service classification.
    - **General Population (BRT, Framework Service, Gap Service):** Routes are designed to serve more people or a specific function. The Population Served scores for these lines are assessed by calculating the total population within a half mile of bus stops served along the line.
    - **Transit-dependent (Coverage Service):** Routes are designed to increase access to the system: a line provides greater benefit if it serves people with limited transportation options. This is assessed by calculating low-income or zero-car households within a quarter mile of bus stops served along the line.

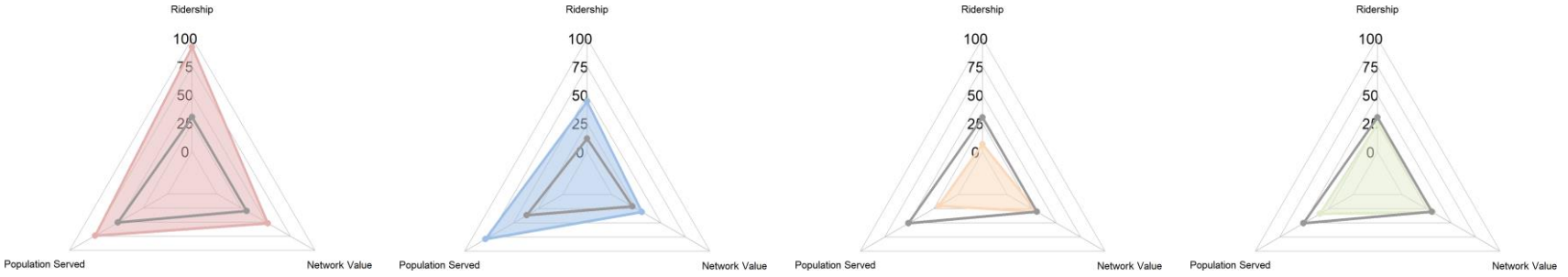
- **Commuters (Commuter Service):** Routes are designed to connect residential areas or Park & Rides to areas of high employment density during peak periods. This score is assessed using the labor force within a quarter mile of origin bus stops during the morning peak and within one mile of a Park & Rides served by the line.

- **Network Value (orange):** The value of the line to the network acknowledges that each bus line doesn't stand alone; bus services provide a critical element of transportation by enhancing connections to and throughout the overall transit network. This component includes three subcomponents: transfers, unique access for people, and access to destinations.
  - **Transfers:** The number of transfers to/from that line to Metrobus, Metrorail, or DC Circulator gives the line credit for its role as a feeder into the system. This calculation uses Trace Model data, which doesn't include other regional providers, so the routes outside of DC will have artificially low transfer values. Other regional providers will be included in the future.
  - **Unique Access for People:** This is measured by the percentage of ridership that occurs on unique segments of a line that are not served by other lines. Doing so identifies lines that are the sole source of transit for existing riders.
  - **Access to Destinations:** This is measured by the number of jobs the line serves.

These components are scored from 0 to 100 by assessing each line's performance in these categories based on how it compares to other lines. To determine the final Line Benefit Score, each of the three components are weighted equally and combined into one score. Since the component scores are calculated relative to the performance of other lines in the same year, Line Benefit Scores should only be used to compare lines within the same year.

The ALPR provides a triangle spider chart to help visualize the Line Benefit Score for each line. The graphic is colored based on the metric in which the line scored the highest, which gives us a sense of where the line excels. The route is considered "balanced", and the graphic is colored green, if the scores are within 15 points of each other. The dark gray triangle represents the average for the line's classification (e.g., BRT, Framework, Commuter, Coverage) (**Figure 1**).

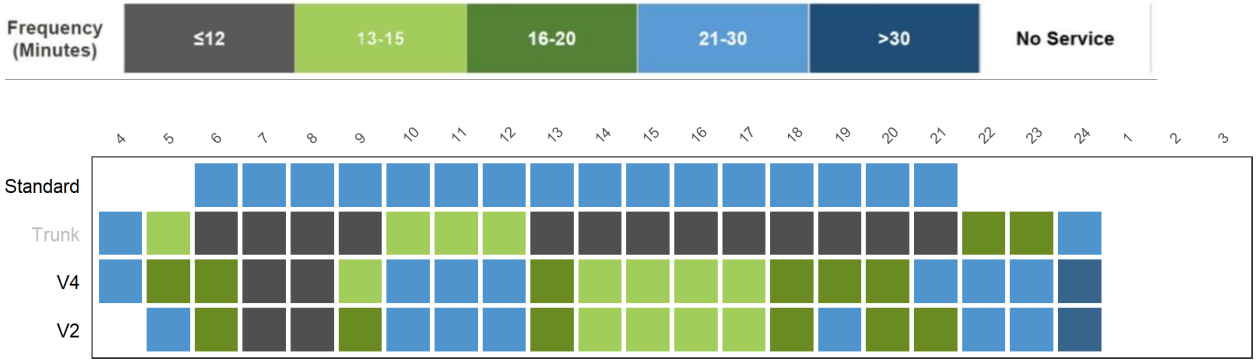
Figure 1: Example Ridership, Population, Network and Balanced Lines



Span and Frequency Graphic

The span and frequency of service of each route is summarized by time of day for each line; an example of the graphic used is shown below (**Figure 2**). Frequency is calculated by averaging the frequency for each direction of a route. For lines with multiple routes, the "Trunk" line combines the span and frequency along the shared portions of the line. The top line of the graph, which shows hours of the day, also depicts the line's span and frequency standards based on its class. Only the trunk span and frequency are compared against the established level of service standard for the classification.

Figure 2: Example Span and Frequency Graphic



Performance Report Card

The purpose of this section is to assess the availability, design, productivity, reliability, and cost effectiveness of each line and route. Each line and route is graded against the performance standards defined in the Bus Service Guidelines. Within each Performance Report Card, the following elements are defined:

Standards: The Bus Service Guidelines established service and performance standards for many metrics by classification and tier.

Line/Route Average: The line and route averages describe the performance and level of service of one particular line/route. For each metric, these averages are compared to the standards to determine grades. **Class/Tier Average:** The class/tier average indicates the average for that metric for all the Metrobus lines/routes that have the same classification (BRT, Framework, Coverage, Commuter, or Gap) and activity tier.

Grades

Unlike the Line Benefit Score, which is a relative score, grades are evaluated by measuring lines' and routes' level of service and performance against the targets established by the Guidelines to ensure their performance is appropriate for the areas they serve.

Lines and routes are graded on an A through E scale. Grades are assigned based on the variation of the line and/or route average for each metric compared to the established standard. While most grading metrics apply at both the line and route level, some metrics only apply at either the route or line level (**Table 1**). For each metric, lines and routes are assigned a score of 0 through 4, corresponding with letter grades as follows: A=4; B=3; C=2; D=1; and E=0. Individual scores from all metrics are averaged at the line level, across weekday, Saturday, and Sunday, to produce an overall grade. **Table 2** and **Table 3** provide an overview of the targets for each metric in the Performance Report Card. **Table 4** provides a breakdown of the minimum thresholds required for a route to receive a specific grade for each metric.

Table 1: Metrics by Level

Level	Availability	Route Design	Productivity	Reliability	Cost Effectiveness
Line	Span of Service, Frequency of Service	N/A	Passengers per Revenue Hour, Passengers per Revenue Mile	On-Time Performance, Crowding, Load Factor	Operating Cost per Passenger Trip, Cost Recovery
Route	Number of Stops per Mile	Circuity	Passengers per Revenue Hour, Passengers per Revenue Mile, Unique Segment Ridership	On-Time Performance, Crowding, Load Factor	Operating Cost per Passenger Trip, Cost Recovery

Table 2: Service Availability Metric Targets

		Span of Service			Headway						
					Weekday		Saturday		Sunday		
Class	Tier	Weekday	Saturday	Sunday	Peak	Off-Peak	Peak	Off-peak	Peak	Off-Peak	Stops per Mile
BRT	1	5:30 a.m.– 12:00 a.m.	6:00 a.m.– 12:00 a.m.	6:00 a.m.– 10:00 p.m.	10	15	15	15	15	15	2-3
	2	5:30 a.m.– 10:00 p.m.	6:00 a.m.– 9:00 p.m.	6:30 a.m.– 9:00 p.m.	15	20	20	20	20	20	1-3
	3	5:30 a.m.– 10:00 p.m.	6:00 a.m.– 9:00 p.m.	6:30 a.m.– 9:00 p.m.	30	30	30	30	30	30	1-3
Framework	1	6:00 a.m.–12:00 a.m.	7:00 a.m.–12:00 a.m.	7:00 a.m.–12:00 a.m.	15	15	20	20	20	20	4-5
	2	6:00 a.m.–10:00 p.m.	8:00 a.m.–9:00 p.m.	8:00 a.m.–9:00 p.m.	20	20	30	30	30	30	4-5

Class	Tier	Span of Service			Headway						Stops per Mile
					Weekday		Saturday		Sunday		
		Weekday	Saturday	Sunday	Peak	Off-Peak	Peak	Off-peak	Peak	Off-Peak	
	3	6:00 a.m.–10:00 p.m.	8:00 a.m.–9:00 p.m.	8:00 a.m.–9:00 p.m.	30	60	60	60	60	60	4-5
Coverage	1	6:00 a.m.–9:00 p.m.	7:00 a.m.–9:00 p.m.	7:00 a.m.–9:00 p.m.	30	60	60	60	60	60	4-5
	2	6:00 a.m.–8:00 p.m.	8:00 a.m.–8:00 p.m.	8:00 a.m.–8:00 p.m.	30	60	60	60	60	60	4-5
	3	6:00 a.m.–8:00 p.m.	8:00 a.m.–8:00 p.m.	8:00 a.m.–8:00 p.m.	60	60	60	60	60	60	4-5
Commuter	1	Minimum of one trip that arrives by 7:00 a.m., and one trip that leaves on or after 6:30 p.m.	---	---	---	---	---	---	---	---	---
	2		---	---	---	---	---	---	---	---	---
	3		---	---	---	---	---	---	---	---	---

Table 3: Route Design, Productivity, Reliability and Cost Effectiveness Metric Targets

Class	Tier	Circuity	Passengers per Revenue Hour	Passengers per Revenue Mile	Unique Ridership	On-time Performance	Crowding	Load Factor		Operating Cost per Passenger	Cost Recovery
								Peak	Off-Peak		
BRT	1	1.75	35	5	25%	79%	5%	1.2	1.0	$3.50	30%
	2	1.75	25	2	25%	79%	5%	1.0	1.0	$4.50	20%
	3	1.75	20	2	20%	79%	5%	1.0	1.0	$4.50	20%
Framework	1	1.75	30	4	10%	79%	5%	1.2	1.0	$5.00	25%
	2	1.75	20	2	10%	79%	5%	1.0	1.0	$5.00	20%
	3	1.75	15	1	10%	79%	5%	1.0	1.0	$7.00	20%
Coverage	1	N/A	20	4	10%	79%	5%	1.2	1.0	$5.00	25%
	2	N/A	15	2	10%	79%	5%	1.0	1.0	$5.00	20%
	3	N/A	10	1	10%	79%	5%	1.0	1.0	$7.00	20%
Commuter	1	N/A	N/A	1.5	15%	79%	5%	1.0	1.0	$7.00	25%
	2	N/A	N/A	1	15%	79%	5%	1.0	1.0	$7.00	20%
	3	N/A	N/A	1	15%	79%	5%	1.0	1.0	$7.00	20%

Table 4: Grade Thresholds

Branch Productivity

Classification	Tier	A	B	C	D	E
BRT	1	0.23	0.20	0.18	0.25	0.00
	2	0.23	0.20	0.18	0.25	0.00
	3	0.18	0.15	0.13	0.20	0.00
Framework	1	0.18	0.15	0.13	0.20	0.00
	2	0.13	0.10	0.08	0.15	0.00
	3	0.13	0.10	0.08	0.15	0.00
Coverage	1	0.13	0.10	0.08	0.15	0.00
	2	0.13	0.10	0.08	0.15	0.00
	3	0.13	0.10	0.08	0.15	0.00
Commuter	1	0.13	0.10	0.08	0.15	0.00
	2	0.13	0.10	0.08	0.15	0.00
	3	0.13	0.10	0.08	0.15	0.00

Circuity

Classification	Tier	A	B	C	D	E
BRT	1	1.58	1.75	1.93	2.10	0.00
	2	1.58	1.75	1.93	2.10	0.00
	3	1.58	1.75	1.93	2.10	0.00
Framework	1	1.58	1.75	1.93	2.10	0.00
	2	1.58	1.75	1.93	2.10	0.00
	3	1.58	1.75	1.93	2.10	0.00
Coverage	1	1.58	1.75	1.93	2.10	0.00
	2	-	-	-	-	0.00
	3	-	-	-	-	0.00
Commuter	1	-	-	-	-	0.00
	2	-	-	-	-	0.00
	3	-	-	-	-	0.00

Passengers per Revenue Hour

Classification	Tier	A	B	C	D	E
BRT	1	38.5	35.0	31.5	28.0	0.0
	2	27.5	25.0	22.5	20.0	0.0
	3	22.0	20.0	18.0	16.0	0.0
Framework	1	33.0	30.0	27.0	24.0	0.0
	2	22.0	20.0	18.0	16.0	0.0
	3	16.5	15.0	13.5	12.0	0.0
Coverage	1	22.0	20.0	18.0	16.0	0.0
	2	16.5	15.0	13.5	12.0	0.0
	3	11.0	10.0	9.0	8.0	0.0
Commuter	1	22.0	20.0	18.0	16.0	0.0
	2	16.5	15.0	13.5	12.0	0.0
	3	11.0	10.0	9.0	8.0	0.0

Passengers Revenue Mile

Classification	Tier	A	B	C	D	E
BRT	1	5.5	5.0	4.5	4.0	0.0
	2	2.2	2.0	1.8	1.6	0.0
	3	2.2	2.0	1.8	1.6	0.0
Framework	1	4.4	4.0	3.6	3.2	0.0
	2	2.2	2.0	1.8	1.6	0.0
	3	1.1	1.0	0.9	0.8	0.0
Coverage	1	4.4	4.0	3.6	3.2	0.0
	2	2.2	2.0	1.8	1.6	0.0
	3	1.1	1.0	0.9	0.8	0.0
Commuter	1	1.7	1.5	1.4	1.2	0.0
	2	1.1	1.0	0.9	0.8	0.0
	3	1.1	1.0	0.9	0.8	0.0

Unique Segment Ridership

Classification	Tier	A	B	C	D	E
BRT	1	0.28	0.25	0.23	0.20	0.00
	2	0.28	0.25	0.23	0.20	0.00
	3	0.23	0.20	0.18	0.15	0.00
Framework	1	0.13	0.10	0.08	0.05	0.00
	2	0.13	0.10	0.08	0.05	0.00
	3	0.13	0.10	0.08	0.05	0.00
Coverage	1	0.13	0.10	0.08	0.05	0.00
	2	0.13	0.10	0.08	0.05	0.00
	3	0.13	0.10	0.08	0.05	0.00
Commuter	1	0.18	0.15	0.13	0.10	0.00
	2	0.18	0.15	0.13	0.10	0.00
	3	0.18	0.15	0.13	0.10	0.00

On-time Performance

Classification	Tier	A	B	C	D	E
BRT	1	0.84	0.79	0.74	0.69	0.00
	2	0.84	0.79	0.74	0.69	0.00
	3	0.84	0.79	0.74	0.69	0.00
Framework	1	0.84	0.79	0.74	0.69	0.00
	2	0.84	0.79	0.74	0.69	0.00
	3	0.84	0.79	0.74	0.69	0.00
Coverage	1	0.84	0.79	0.74	0.69	0.00
	2	0.84	0.79	0.74	0.69	0.00
	3	0.84	0.79	0.74	0.69	0.00
Commuter	1	0.84	0.79	0.74	0.69	0.00
	2	0.84	0.79	0.74	0.69	0.00
	3	0.84	0.79	0.74	0.69	0.00

Crowding

Classification	Tier	A	B	C	D	E
BRT	1	0.05	0.05	0.06	0.06	0.00
	2	0.05	0.05	0.06	0.06	0.00
	3	0.05	0.05	0.06	0.06	0.00
Framework	1	0.05	0.05	0.06	0.06	0.00
	2	0.05	0.05	0.06	0.06	0.00
	3	0.05	0.05	0.06	0.06	0.00
Coverage	1	0.05	0.05	0.06	0.06	0.00
	2	0.05	0.05	0.06	0.06	0.00
	3	0.05	0.05	0.06	0.06	0.00
Commuter	1	0.05	0.05	0.06	0.06	0.00
	2	0.05	0.05	0.06	0.06	0.00
	3	0.05	0.05	0.06	0.06	0.00

Load Factor - Peak

Classification	Tier	A	B	C	D	E
BRT	1	0.80	1.20	1.44	1.60	0.00
	2	0.67	1.00	1.20	1.33	0.00
	3	0.67	1.00	1.20	1.33	0.00
Framework	1	0.80	1.20	1.44	1.60	0.00
	2	0.67	1.00	1.20	1.33	0.00
	3	0.67	1.00	1.20	1.33	0.00
Coverage	1	0.80	1.20	1.44	1.60	0.00
	2	0.67	1.00	1.20	1.33	0.00
	3	0.67	1.00	1.20	1.33	0.00
Commuter	1	0.67	1.00	1.20	1.33	0.00
	2	0.67	1.00	1.20	1.33	0.00
	3	0.67	1.00	1.20	1.33	0.00

Load Factor - Off Peak

Classification	Tier	A	B	C	D	E
BRT	1	0.67	1.00	1.20	1.33	0.00
	2	0.67	1.00	1.20	1.33	0.00
	3	0.67	1.00	1.20	1.33	0.00
Framework	1	0.67	1.00	1.20	1.33	0.00
	2	0.67	1.00	1.20	1.33	0.00
	3	0.67	1.00	1.20	1.33	0.00
Coverage	1	0.67	1.00	1.20	1.33	0.00
	2	0.67	1.00	1.20	1.33	0.00
	3	0.67	1.00	1.20	1.33	0.00
Commuter	1	0.67	1.00	1.20	1.33	0.00
	2	0.67	1.00	1.20	1.33	0.00
	3	0.67	1.00	1.20	1.33	0.00

Operating Cost per Passenger Trip

Classification	Tier	A	B	C	D	E
BRT	1	3.15	3.50	3.85	4.20	4.55
	2	4.05	4.50	4.95	5.40	5.85
	3	4.05	4.50	4.95	5.40	5.85
Framework	1	4.50	5.00	5.50	6.00	6.50
	2	4.50	5.00	5.50	6.00	6.50
	3	6.30	7.00	7.70	8.40	9.10
Coverage	1	4.50	5.00	5.50	6.00	6.50
	2	4.50	5.00	5.50	6.00	6.50
	3	6.30	7.00	7.70	8.40	9.10
Commuter	1	6.30	7.00	7.70	8.40	9.10
	2	6.30	7.00	7.70	8.40	9.10
	3	6.30	7.00	7.70	8.40	9.10

Cost Recovery

Classification	Tier	A	B	C	D	E
BRT	1	0.33	0.30	0.27	0.22	0.00
	2	0.22	0.20	0.18	0.14	0.00
	3	0.22	0.20	0.18	0.14	0.00
Framework	1	0.28	0.25	0.23	0.18	0.00
	2	0.22	0.20	0.18	0.14	0.00
	3	0.22	0.20	0.18	0.14	0.00
Coverage	1	0.28	0.25	0.23	0.18	0.00
	2	0.22	0.20	0.18	0.14	0.00
	3	0.22	0.20	0.18	0.14	0.00
Commuter	1	0.28	0.25	0.23	0.18	0.00
	2	0.22	0.20	0.18	0.14	0.00
	3	0.22	0.20	0.18	0.14	0.00

Parallel Corridor

Classification	Tier	A	B	C	D	E
BRT	1	0	1	2	4	
	2	0	1	2	4	
	3	0	1	2	4	
Framework	1	0	1	2	4	
	2	0	1	2	4	
	3	0	1	2	4	
Coverage	1	0	1	2	4	
	2	0	1	2	4	
	3	0	1	2	4	
Commuter	1	0	1	2	4	
	2	0	1	2	4	
	3	0	1	2	4	

Operational Analysis

This section provides a detailed analysis on revenue/deadhead miles, revenue/deadhead hours, service delivery (which includes both route roundtrip length and percentage of trips served), and passenger miles per revenue mile. Definitions for these metrics can be found in the **Glossary**. The purpose of these metrics is to help WMATA planners understand how efficiently service is being operated. While there are no standards for these metrics and therefore no grades associated with them, these metrics can help with decision making related to garage assignment, run cutting, and route design. For example, if a non-commuter route has a high proportion of deadhead miles or hours, it could be due to the fact that its vehicles are assigned to a garage that is far from the routes start and end points; reassigning this route's vehicles to a closer garage could add efficiency

Line Grade Summary Table

The following table is organized by classification and activity tier and sorted by Line Benefit Score. As mentioned above, the Line Benefit score is focused on evaluating each line against potential benefits to the community and transit system, while grades are focused on performance compared to targets set by WMATA. Please see the Table of Contents for where to find these routes in the ALPR.

Table 5: Line Grade Summary Table

Routes	Line	Classification	Tier	Grade	Line Benefit Score	Jurisdiction
MW1	Metroway-Potomac Yard	BRT	1	D	23	VA
X3	Benning Road	Commuter	1	B	22	DC
16Y	Columbia Pike-Farragut Square	Commuter	1	B	29	VA
28F	Skyline City	Commuter	1	C	2	VA
29G	Annandale	Commuter	2	A	17	VA
21C	Landmark-Holmes Run Parkway	Commuter	2	A	37	VA
8W	Foxchase-Seminary Valley	Commuter	2	B	22	VA
17B, 17M	Kings Park-North Springfield	Commuter	2	C	23	VA
11Y	Mount Vernon Express	Commuter	2	C	25	VA
3F, 3Y	Langston Blvd.-Farragut Square	Commuter	2	C	37	VA
C11, C13	Clinton	Commuter	3	B	4	MD
Z7	Laurel-Old Columbia Pike Express	Commuter	3	B	21	MD
18P	Burke Centre	Commuter	3	B	21	VA
18G, 18J	Orange Hunt	Commuter	3	B	22	VA
Z2	Colesville-Ashton	Commuter	3	B	24	MD
W14	Bock Road	Commuter	3	B	44	MD
B21, B22	Bowie State University	Commuter	3	C	25	MD
17G, 17K	Kings Park Express	Commuter	3	C	28	VA
X8	Maryland Avenue	Coverage	1	B	20	DC
D2	Glover Park-Dupont Circle	Coverage	1	B	21	DC
D8	Hospital Center	Coverage	1	B	28	DC
W6, W8	Garfield-Anacostia Loop	Coverage	1	B	33	DC
D4	Ivy City-Franklin Square	Coverage	1	B	33	DC

Routes	Line	Classification	Tier	Grade	Line Benefit Score	Jurisdiction
G2	P Street-Ledroit Park	Coverage	1	B	36	DC
P6	Anacostia-Eckington	Coverage	1	B	50	DC
U5, U6	Marshall Heights	Coverage	2	A	28	DC
A2	Anacostia - Washington Highlands	Coverage	2	A	33	DC
V7, V8	Benning Heights-Alabama Avenue	Coverage	2	A	38	DC
A6, A7, A8	Anacostia-Livingston	Coverage	2	A	57	DC
R4	Queens Chapel Road	Coverage	2	B	16	MD
U7	Deanwood- Minnesota Avenue Station	Coverage	2	B	26	DC
W1	Shipley Terrace-Fort Drum	Coverage	2	B	28	DC
4B	Pershing Drive-Arlington Blvd.	Coverage	2	B	29	VA
F8	Langley Park -Cheverly	Coverage	2	B	29	MD
W2, W3	United Medical Center-Anacostia	Coverage	2	B	42	DC
2B	Fair Oaks-Jermantown Rd.	Coverage	2	C	18	VA
26A	Annandale-East Falls Church	Coverage	2	C	22	VA
B24	Bowie-Belair	Coverage	3	A	13	MD
F13	Cheverly-Washington Business Park	Coverage	3	A	13	MD
M6	Fairfax Village	Coverage	3	A	14	DC
H6	Brookland-Fort Lincoln	Coverage	3	A	17	DC
89M	Laurel	Coverage	3	A	19	MD
A4	Anacostia-Fort Drum	Coverage	3	A	20	DC
U4	Sheriff Road-River Terrace	Coverage	3	A	21	DC
L8	Connecticut Avenue-Maryland	Coverage	3	A	26	MD
B27	Bowie-New Carrollton	Coverage	3	B	9	MD
M4	Nebraska Avenue	Coverage	3	B	9	DC
C12, C14	Hillcrest Heights	Coverage	3	B	11	MD
J12	Marlboro Pike	Coverage	3	B	12	MD
K2	Takoma-Fort Totten	Coverage	3	B	12	DC
E2	Ivy City - Fort Totten	Coverage	3	B	14	DC
F12	Ardwick Industrial Park Shuttle	Coverage	3	B	15	MD
NH1	National Harbor-Southern Avenue	Coverage	3	B	16	MD

Routes	Line	Classification	Tier	Grade	Line Benefit Score	Jurisdiction
T2	River Road	Coverage	3	B	16	MD
G12	Greenbelt-New Carrollton	Coverage	3	B	17	MD
H12	Marlow Heights-Temple Hills	Coverage	3	B	18	MD
P18	Oxon Hill-Fort Washington	Coverage	3	B	19	MD
K12	Forestville	Coverage	3	B	20	MD
C21, C22, C26, C29	Central Avenue	Coverage	3	B	20	MD
G14	Greenbelt Rd.- Good Luck Rd.	Coverage	3	B	21	MD
V14	District Heights-Seat Pleasant	Coverage	3	B	22	MD
F14	Sheriff Road-Capitol Heights	Coverage	3	B	25	MD
W5	Anacostia-Blue Plains	Coverage	3	C	2	DC
X2	Benning Road-H Street	Framework	1	A	58	DC
X9	Benning Road-H St Limited	Framework	1	B	27	DC
59	14th Street Limited	Framework	1	B	31	DC
H8, H9	Park Road-Brookland	Framework	1	B	32	DC
L2	Connecticut Avenue	Framework	1	B	38	DC
H2, H4	Crosstown	Framework	1	B	38	DC
42, 43	Mount Pleasant	Framework	1	B	39	DC
79	Georgia Avenue Limited	Framework	1	B	48	DC
S9	16th Street Limited	Framework	1	B	48	DC
31, 33	Wisconsin Avenue	Framework	1	B	56	DC
32, 36	Pennsylvania Avenue	Framework	1	B	57	DC
S2	16th Street	Framework	1	B	58	DC
90, 92	U Street-Garfield	Framework	1	B	67	DC
70	Georgia Avenue-7th Street	Framework	1	B	68	DC
52, 54	14th Street	Framework	1	B	75	DC
NH2	National Harbor-Alexandria	Framework	1	C	11	VA
16M	Columbia Pike - National Landing	Framework	1	C	29	VA
7A	Landmark-North Fairlington	Framework	1	C	32	VA
62, 63	Takoma-Petworth	Framework	1	C	35	DC
38B	Ballston-Farragut Square	Framework	1	C	36	VA

Routes	Line	Classification	Tier	Grade	Line Benefit Score	Jurisdiction
64	Fort Totten-Federal Triangle	Framework	1	C	36	DC
G8	Rhode Island Avenue	Framework	1	C	38	DC
16A, 16C, 16E	Columbia Pike	Framework	1	C	43	VA
80	North Capitol Street	Framework	1	C	45	DC
96	East Capitol Street-Cardozo	Framework	1	C	52	DC
60	Fort Totten-Petworth	Framework	1	D	13	DC
74	Convention Center-Southwest Waterfront	Framework	1	D	17	DC
10A	Alexandria-Pentagon	Framework	1	D	24	VA
25B	Carlin Springs Road	Framework	1	D	26	VA
10B	Hunting Point-Ballston	Framework	1	D	30	VA
D6	Sibley Hospital-Stadium Armory	Framework	1	D	45	DC
Q2, Q4, Q6	Veirs Mill Road	Framework	2	A	38	MD
W4	Deanwood-Alabama Avenue	Framework	2	A	42	DC
B2	Bladensburg Road-Anacostia	Framework	2	A	42	DC
K9	New Hampshire Ave. - Maryland Limited	Framework	2	B	16	MD
E4	Military Road-Crosstown	Framework	2	B	32	DC
Z6, Z8	Silver Spring - Fairland	Framework	2	B	32	MD
N2, N4, N6	Massachusetts Avenue	Framework	2	B	36	DC
J1, J2	Bethesda-Silver Spring	Framework	2	B	38	MD
Y2, Y7, Y8	Georgia Avenue-Maryland	Framework	2	B	40	MD
V2, V4	Capitol Heights - Minnesota Ave.	Framework	2	B	40	DC
K6	New Hampshire Avenue-Maryland	Framework	2	B	44	MD
F4	New Carrollton-Silver Spring	Framework	2	B	46	MD
28A	Leesburg Pike	Framework	2	B	58	VA
C2, C4	Greenbelt-Twinbrook	Framework	2	B	62	MD
2A	Washington Blvd.-Dunn Loring	Framework	2	C	27	VA
29K, 29N	Alexandria-Fairfax	Framework	2	C	31	VA
C8	College Park-White Flint	Framework	2	C	31	MD
1A, 1B	Wilson Blvd.-Vienna	Framework	2	C	37	VA
23A, 23B, 23T	Mclean-Crystal City	Framework	2	C	39	VA

Routes	Line	Classification	Tier	Grade	Line Benefit Score	Jurisdiction
1C	Fair Oaks-Fairfax Blvd.	Framework	2	D	22	VA
22A, 22F	Barcroft-South Fairlington	Framework	2	D	31	VA
D12	Southern Ave. -Suitland	Framework	3	A	23	MD
83, 86	College Park	Framework	3	A	32	MD
P12	Eastover-Addison Road	Framework	3	A	38	MD
R12	Kenilworth Avenue	Framework	3	B	17	MD
V12	District Heights-Suitland	Framework	3	B	18	MD
A12	Martin Luther King Jr. Highway	Framework	3	B	19	MD
F1	Chillum Road	Framework	3	B	23	MD
T14	Rhode Island Avenue - New Carrollton	Framework	3	B	23	MD
F6	New Carrollton-Fort Totten	Framework	3	B	25	MD
D14	Oxon Hill-Suitland	Framework	3	B	27	MD
REX	Richmond Highway Express	Framework	3	B	30	VA
T18	Annapolis Road	Framework	3	B	32	MD
R1, R2	Riggs Road	Framework	3	B	35	MD
L12	Landover Road	Framework	3	C	20	MD
7M	Mark Center-Pentagon	Gap	1	D	17	VA

Glossary

Activity Tier: Throughout the Washington, DC region there are diverse land use characteristics and various levels of transit demand. Transit serving these areas requires the appropriate level of service and design elements to serve these areas effectively. Therefore, service has been categorized into three activity tiers:

- Tier 1 (the densest)- Over 50 percent of bus stops along a route have population plus employment of 25 or more per acre.
- Tier 2 - Between 15 percent and 50 percent of bus stops along a route have population plus employment of 25 or more per acre.
- Tier 3 - Less than 15 percent of bus stops along a route have population plus employment of 25 or more per acre.

Circuity: Refers to how much diversion there is in a route and is calculated by comparing the distance the bus travels on its route to the most direct path.

Cost Recovery: Measures the portion of operating expenses that is covered by passenger fares.

Crowding: Evaluates overcrowding using the percentage of passenger time spent on vehicles that exceed crowding guidelines.

Deadhead Miles/Hours: The distance and time during which vehicles are not “in service”, i.e., traveling to and from garages or between route end and start points.

Frequency/Service Headway: The amount of time scheduled between bus arrivals.

Line: A grouping of routes that serve a specific corridor or operate between similar origins and destinations.

Line Benefit Score: Complements the application of service guidelines by evaluating individual lines in context of their relative contribution to the overall network. It is composed of three evaluation factors that are all weighted equally:

- **Ridership:** Total ridership measures the demand for the line/route.
- **Population Served:** Since each service type has its own function within the transit network, they are evaluated based on access by different populations: General Population (BRT/Framework Services), Transit-dependent (Coverage Services), Commuters (Commuter Services)
- **Network Value:** The value of the route to the network acknowledges that each bus line/route does not stand alone; bus services comprise a critical element of the overall transit network. This component includes three subcomponents: transfers, unique access for people, and access to destinations.

On-Time Performance: The percentage of trips that depart a timepoint no more than 2 minutes early or 7 minutes late relative to the scheduled departure time.

Operating Cost per Passenger Trip: Measures cost effectiveness by dividing the total operating cost for the line/route by the number of passenger trips on it.

Passengers per Hour/Trip: Average daily unlinked passenger trips divided by revenue hour or one-way trip.

Passengers per Revenue Mile: Average daily unlinked passenger trips divided by revenue miles.

Passenger Miles per Revenue Mile: The number of passenger miles (the miles each passenger travels on a route) divided by the number of revenue miles.

Revenue Miles/Hours: The distance and time during which vehicles are “in service”, or actively allowing passengers to board and alight.

Route: The various patterns of alignments that make up lines.

Service Classifications: Bus service types that can be consistently applied to services across the DC region:

- Bus Rapid Transit: Are designed to provide riders with enhanced bus service that allows them to reduce travel time and in some cases, are the result of upgrading service and street infrastructure of a Framework Route.
- Framework Routes: Backbone of bus service, allowing riders to travel along major corridors/streets and access the region. Have moderate to high frequency and service extends throughout the day to accommodate many trip types. Should have little circuity and should not divert to serve areas with low demand.
- Coverage Routes: Deliver service deeper into neighborhoods or commercial districts, especially areas with poor street network connections.
- Commuter Routes: Are designed to connect residential areas or park and rides to areas of high employment density during peak periods.
- Gap Service Routes: Run for a specific purpose, such as serving a school or other destination with focused demand, replacing rail service overnight, providing shuttle service only during the hours of a major tourist attraction, meeting weekend-only needs, or other purposes that do not align with the more general service types.

Service Delivery: The percentage of scheduled trips that are actually operated in the time period specified.

Span of Service: The span of service establishes when transit service will begin and end each weekday, Saturday, and Sunday.

Stop Frequency: Refers to the average number of bus stops per mile on a route.

Unique Segment Ridership: A measure of the percentage of ridership that occurs on a unique segment of a route that is not served by another route.

Vehicle Load Factor: Evaluates overcrowding by dividing the average maximum number of passengers that a trip is carrying by the total seated passenger capacity of the vehicle.

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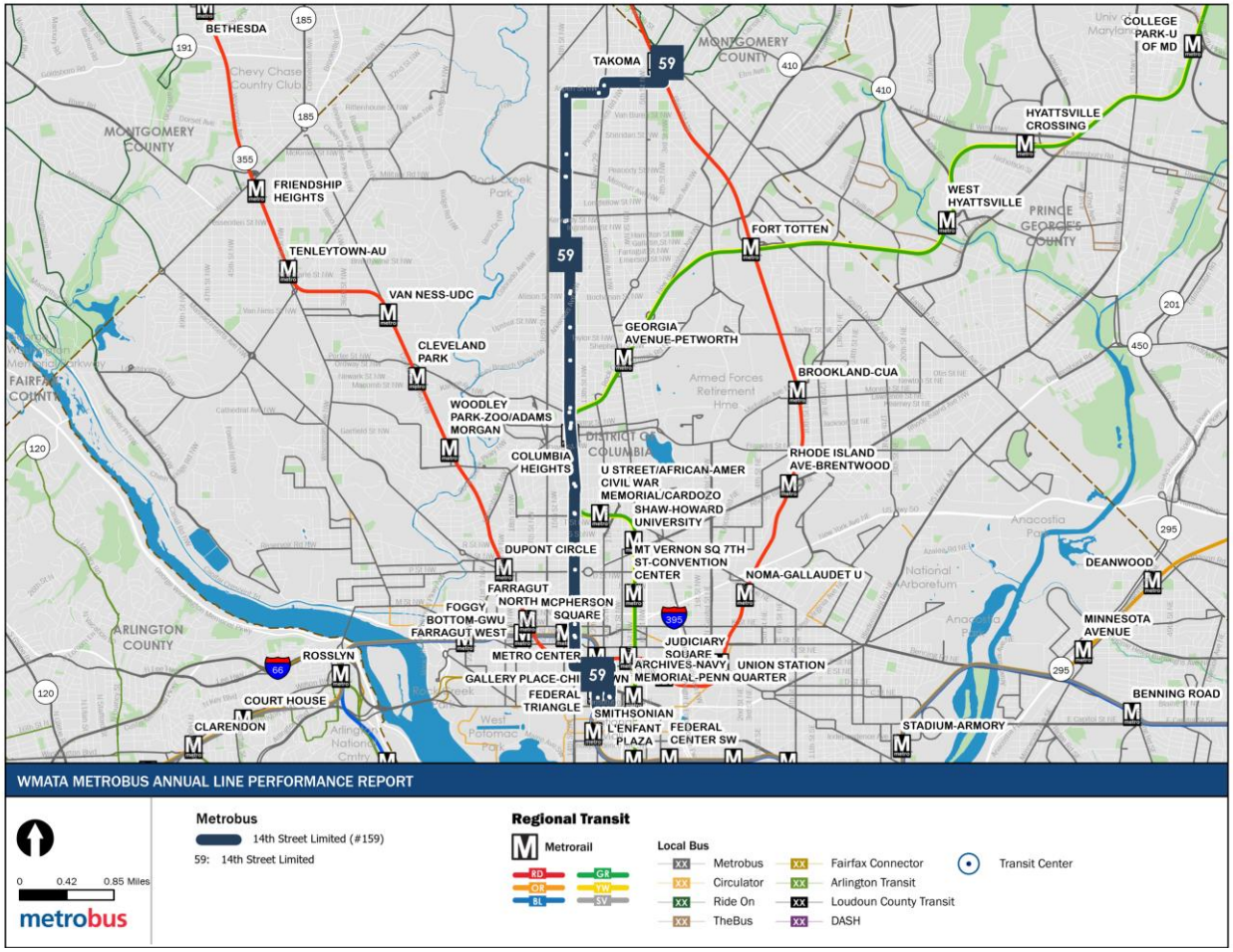
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LINE: 159 - 14th Street Limited	ROUTE(S): 59

About the Line



Service Classification

Framework

Activity Tier

1

Overall Grade

Line	B

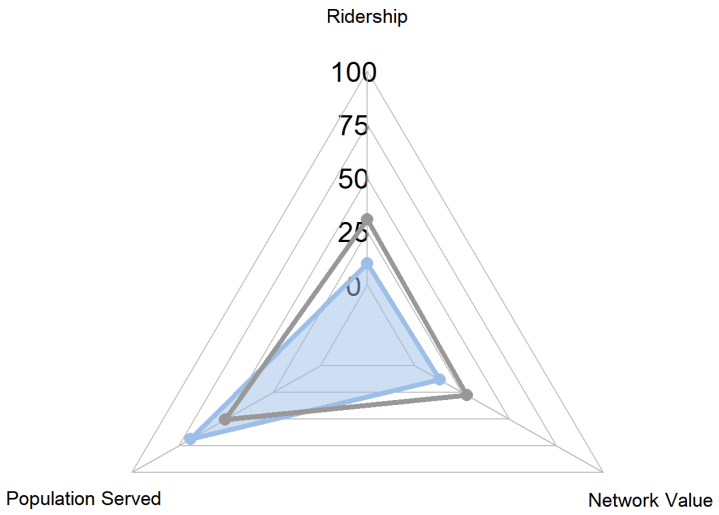
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

31

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	69	13	10	

Operating Statistics

Annual Operating Costs	$1,257,574
Peak Vehicles	8
Vehicle Type(s)	40 Foot

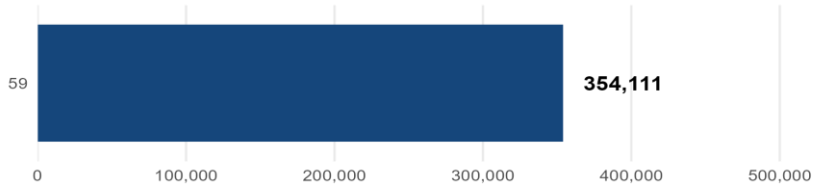
Service Area Context (1/4 Mile, Survey Weekday Only)

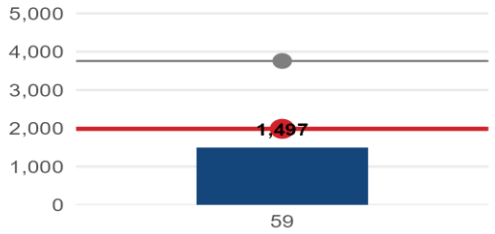
Service Area Population		69,136
People of Color Population	*Service Area*	26,453
	% Riders Surveyed	72%
Low Income Household	*Service Area*	16,672
	% Riders Surveyed	38%

Facilities/Amenities

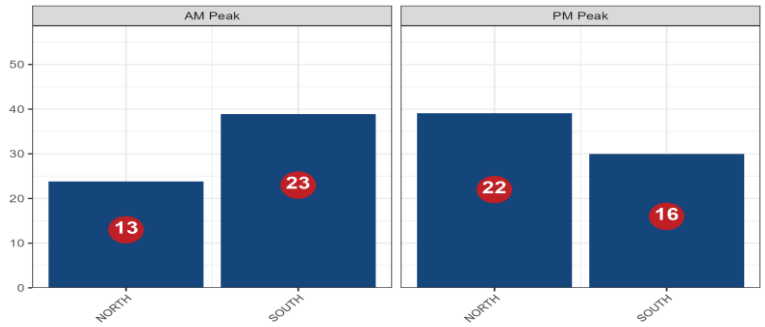
Bus Stops	35
% Stops With Shelters	49%
% Stops With Benches	40%
% Stops With Real-Time Signs	23%

Ridership

Annual Ridership	
Top Transfer Locations	**McPherson Square, Columbia Heights, Takoma**

Average Daily Ridership	**Weekday**	**Saturday**	**Sunday**
Class/Tier Average System Average		*No Service*	*No Service*

Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	**NORTH**	**SOUTH**
Weekday	**Peak** **Maximum Target: 1.2**		
	Off-Peak **Maximum Target: 1.0**	0.48	0.5
	Saturday **Maximum Target: 1.0**		
	Sunday **Maximum Target: 1.0**		

Span and Frequency



Performance Report Card

B 14th Street Limited

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	6:21 AM - 9:46 AM; 3:45 PM - 7:34 PM	-	E	-	-	-	-	-	-
	Frequency of Service | varies	Peak: 14.0 / Off-Peak: 15.0	Peak: 14.7 / Off-Peak: 18.6	B	-	-	-	-	-	-
Productivity	**Passengers per Revenue Hour |** 30	36.6	32.8	A	-	-	-	-	-	-
	Passengers per Revenue Mile | 4	4.7	4.4	A	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	73%	74%	D	-	-	-	-	-	-
	Crowding | 5%	3%	3%	A	-	-	-	-	-	-
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Peak: 0.49	Peak: 0.48	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$3.55	$ 4.48	A	-	-	-	-	-	-
	Cost Recovery | 25%	30%	23%	A	-	-	-	-	-	-

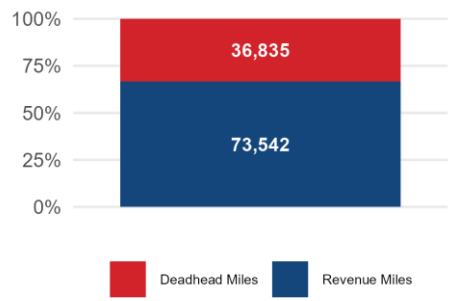
Route 59

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	2.3	5.5	E
Route Design	**Circuity |** 1.75	1.21	1.23	A

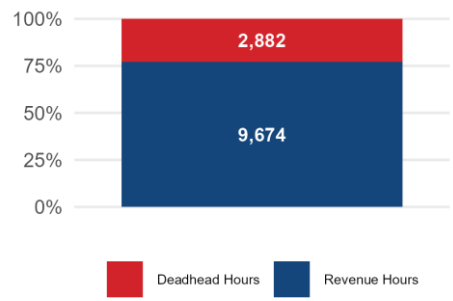
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 30	36.6	32.8	A	-	-	-	-	-	-
	Passengers per Revenue Mile | 4	4.7	4.4	A	-	-	-	-	-	-
	Unique Segment Ridership | 10%	8%	22%	C	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	73%	74%	D	-	-	-	-	-	-
	Crowding | 5%	3%	3%	A	-	-	-	-	-	-
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Peak: 0.49	Peak: 0.5	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$3.55	$ 4.48	A	-	-	-	-	-	-
	Cost Recovery | 25%	30%	24%	A	-	-	-	-	-	-

Operational Analysis

Miles Allocation



Hours Allocation



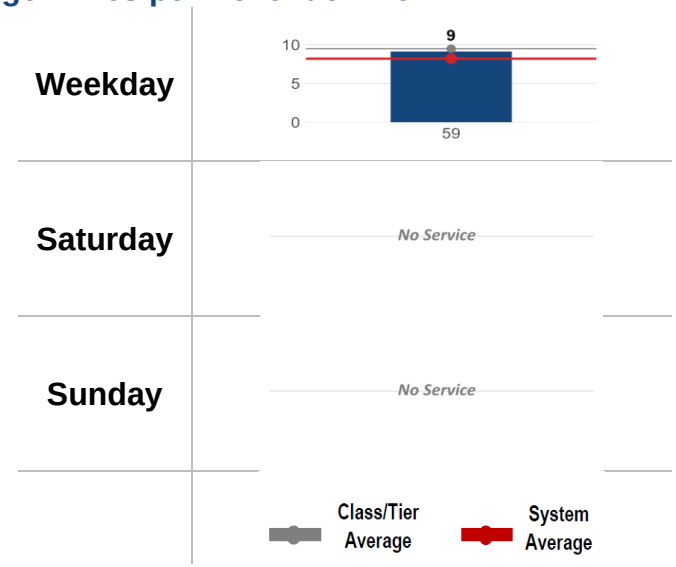
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
59	15.90	10,209	9,725 (95.3%)

Service Change Summary

Jun 2023: Adjust running times (weekday only)
Sep 2023: No change
Dec 2023: No change

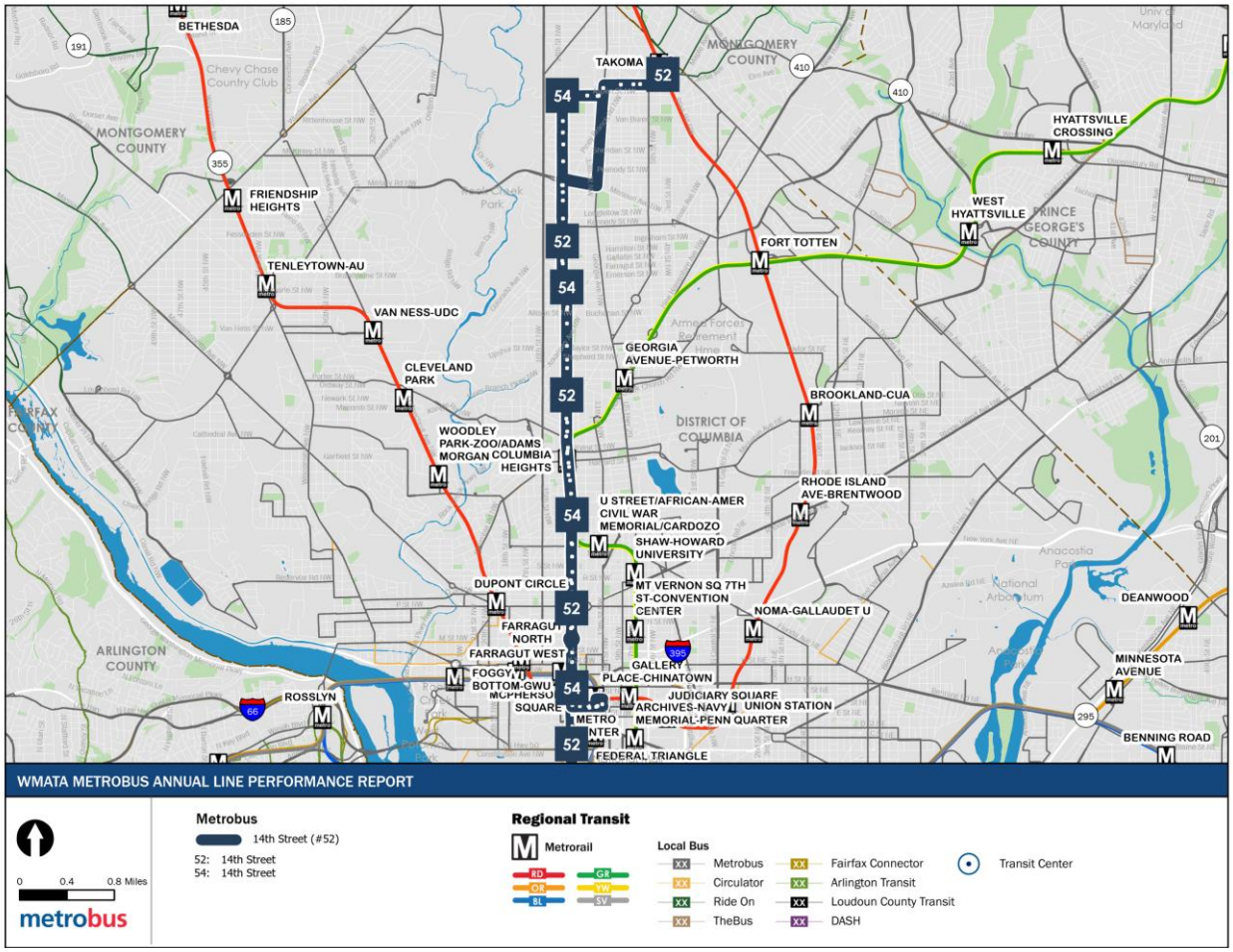
Passenger Miles per Revenue Mile



LINE: 52 - 14th Street

ROUTE(S): 52, 54

About the Line



Service Classification

Framework

Activity Tier

1

Overall Grade

Line	B

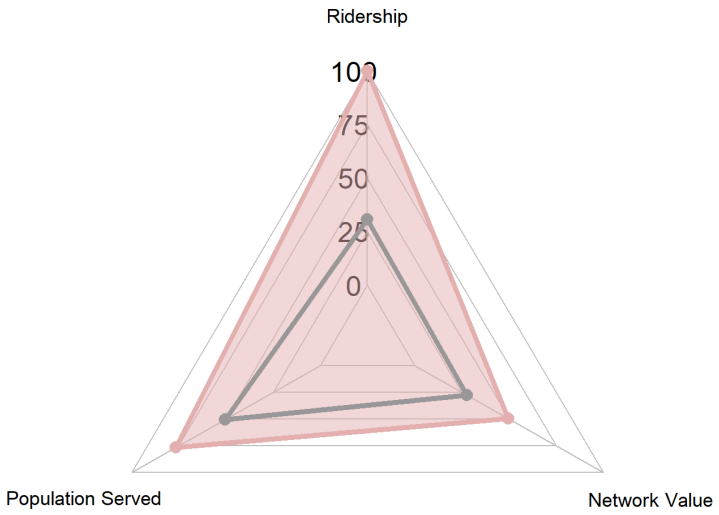
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

75

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	77	50	100	

Operating Statistics

Annual Operating Costs	$12,009,904
Peak Vehicles	24
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

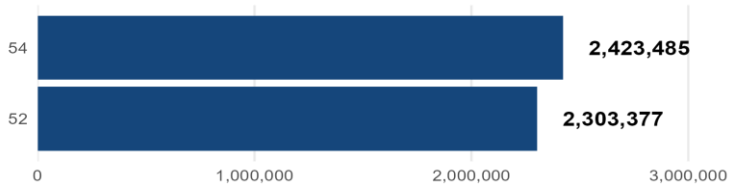
Service Area Population		87,079
People of Color Population	*Service Area*	34,365
	% Riders Surveyed	70%
Low Income Household	*Service Area*	20,442
	% Riders Surveyed	46%

Facilities/Amenities

Bus Stops	121
% Stops With Shelters	36%
% Stops With Benches	28%
% Stops With Real-Time Signs	9%

Ridership

Annual Ridership



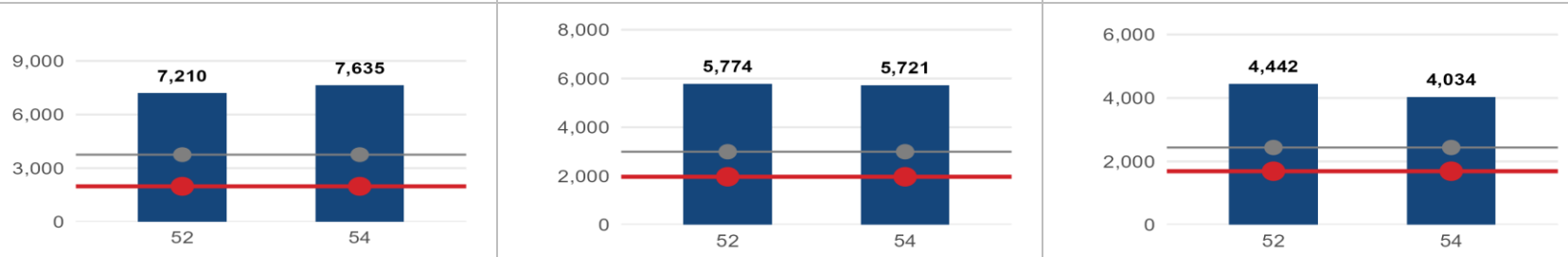
Top Transfer Locations

McPherson Square, Columbia Heights, Takoma

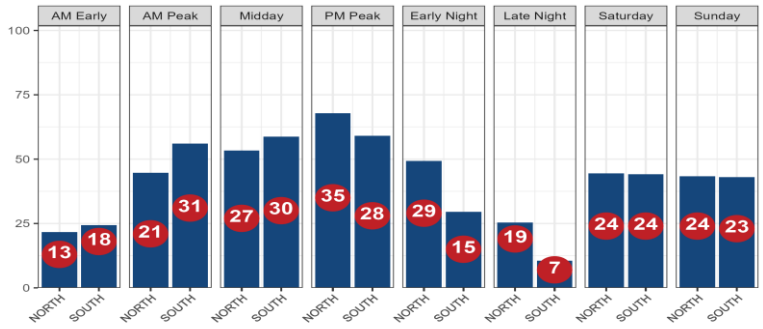
Average Daily Ridership

Class/Tier Average

System Average



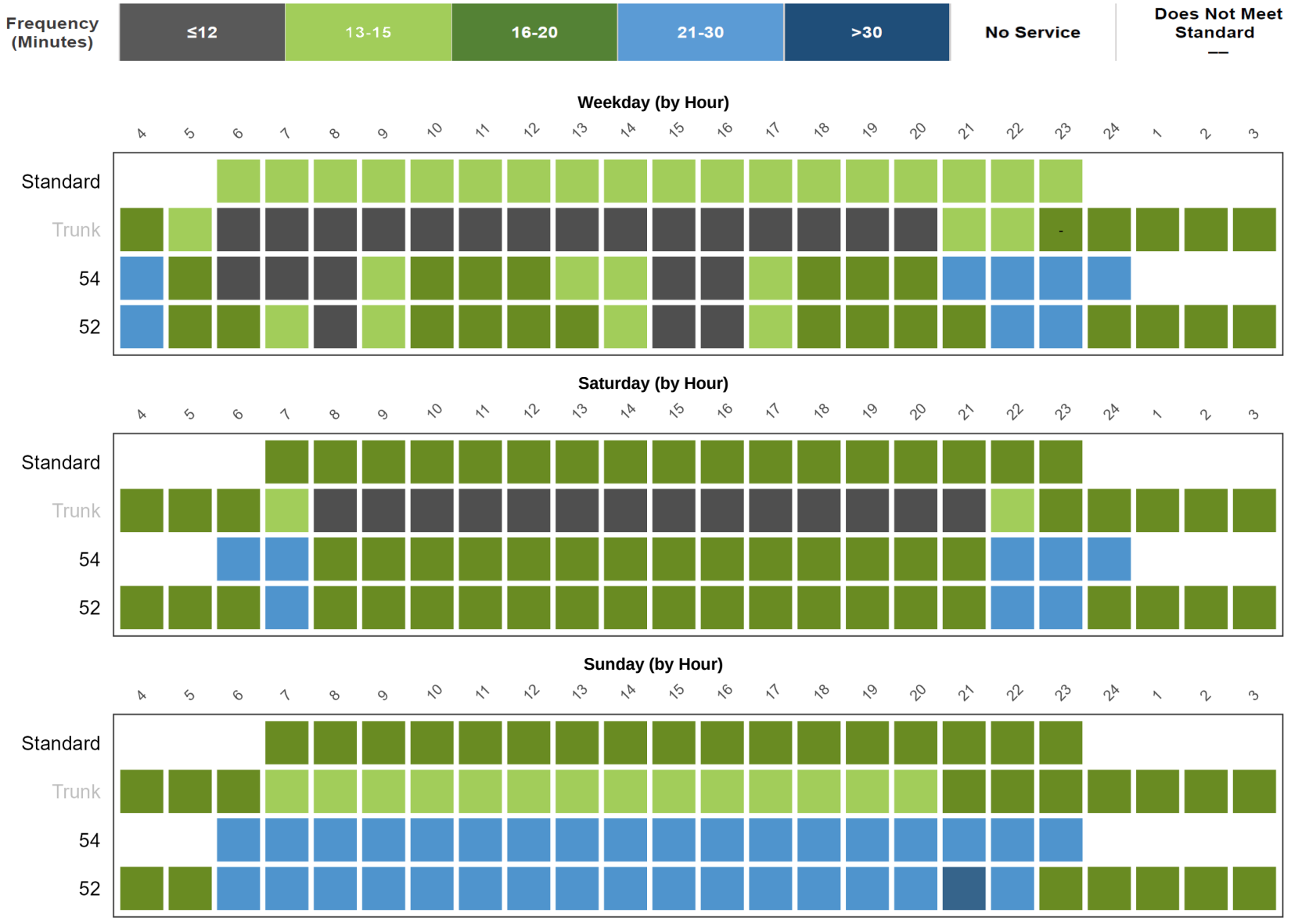
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	NORTH	SOUTH
Weekday	**Peak** Maximum Target: 1.2	0.78	0.74
Weekday	**Off-Peak** Maximum Target: 1.0	0.63	0.55
	Saturday Maximum Target: 1.0	0.61	0.6
	Sunday Maximum Target: 1.0	0.59	0.57

Span and Frequency



Performance Report Card

B 14th Street

Measure | Standard		Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	24 hours	-	A	24 hours	-	A	24 hours	-	A
	Frequency of Service | varies	Peak: 8.0 / Off-Peak: 9.0	Peak: 14.7 / Off-Peak: 18.6	A	12.0	20.8	A	16.0	24.0	B
Productivity	**Passengers per Revenue Hour |** 30	48.4	32.8	A	41.8	27.8	A	44.3	26.1	A
	Passengers per Revenue Mile | 4	7.0	4.4	A	6.2	3.5	A	5.9	3.1	A
Reliability	**On-Time Performance |** 79%	76%	74%	C	76%	74%	C	73%	76%	D
	Crowding | 5%	8%	3%	E	5%	1%	B	9%	2%	E
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.59 Peak: 0.76	Off-Peak: 0.35 Peak: 0.48	A	0.6	0.35	A	0.58	0.32	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$2.68	$ 4.48	A	$3.11	$ 5.27	A	$2.93	$ 5.68	A
	Cost Recovery | 25%	36%	23%	A	31%	20%	A	33%	19%	A

Route 52

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	6.5	5.5	E
Route Design	**Circuity |** 1.75	1.31	1.23	A

	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 30	42.9	32.8	A	38.6	27.8	A	38.7	26.1	A
	Passengers per Revenue Mile | 4	6.1	4.4	A	5.5	3.5	A	5.0	3.1	A
	Unique Segment Ridership | 10%	7%	22%	D	10%	34%	B	10%	34%	C
Reliability	**On-Time Performance |** 79%	76%	74%	C	75%	74%	C	76%	76%	C
	Crowding | 5%	7%	3%	E	5%	1%	B	11%	2%	E
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.51 Peak: 0.71	Off-Peak: 0.36 Peak: 0.5	A	0.54	0.36	A	0.52	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$3.03	$ 4.48	A	$3.36	$ 5.27	A	$3.36	$ 5.68	A
	Cost Recovery | 25%	33%	24%	A	30%	20%	A	30%	19%	A

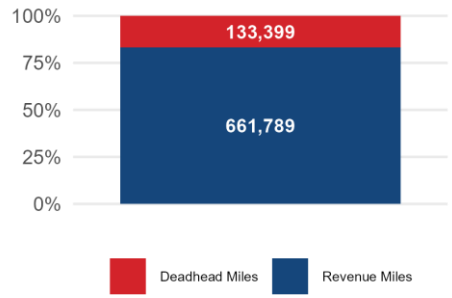
Route 54

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	7	5.5	E
Route Design	**Circuity |** 1.75	1.12	1.23	A

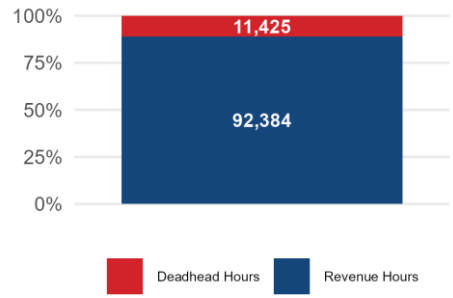
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 30	55.1	32.8	A	45.4	27.8	A	52.6	26.1	A
	Passengers per Revenue Mile | 4	8.2	4.4	A	7.2	3.5	A	7.3	3.1	A
	Unique Segment Ridership | 10%	3%	22%	E	4%	34%	E	3%	34%	E
Reliability	**On-Time Performance |** 79%	76%	74%	C	77%	74%	C	70%	76%	D
	Crowding | 5%	9%	3%	E	5%	1%	C	6%	2%	E
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.69 Peak: 0.81	Off-Peak: 0.36 Peak: 0.5	B	0.68	0.36	B	0.67	0.33	B
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$2.36	$ 4.48	A	$2.86	$ 5.27	A	$2.47	$ 5.68	A
	Cost Recovery | 25%	39%	24%	A	32%	20%	A	37%	19%	A

Operational Analysis

Miles Allocation



Hours Allocation



Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
52	18.20	56,060	53,441 (95.3%)
54	14.20	44,135	43,553 (98.7%)

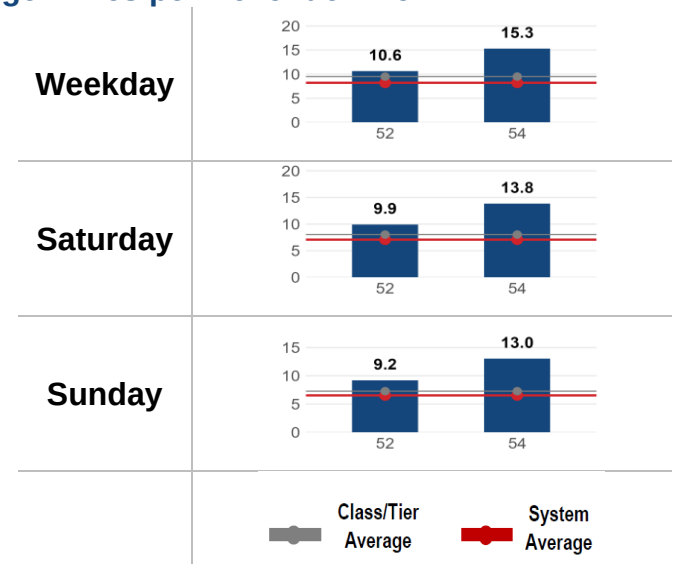
Service Change Summary

Jun 2023: Improve Weekday peak-period frequency from 6 to 5 minutes; Improve Saturday frequency from 10 to 8 minutes between 8:00 AM - 6:00 PM; On Sunday evenings from 9:00 PM - 11:00 PM, alternate 52 and 54 trips at 30 minute frequency each, for a combined 15 minute frequency; Adjust running times (7 days)

Sep 2023: No change

Dec 2023: Add 52 route to 24/7 network; 20 minute service or better, 7 days a week

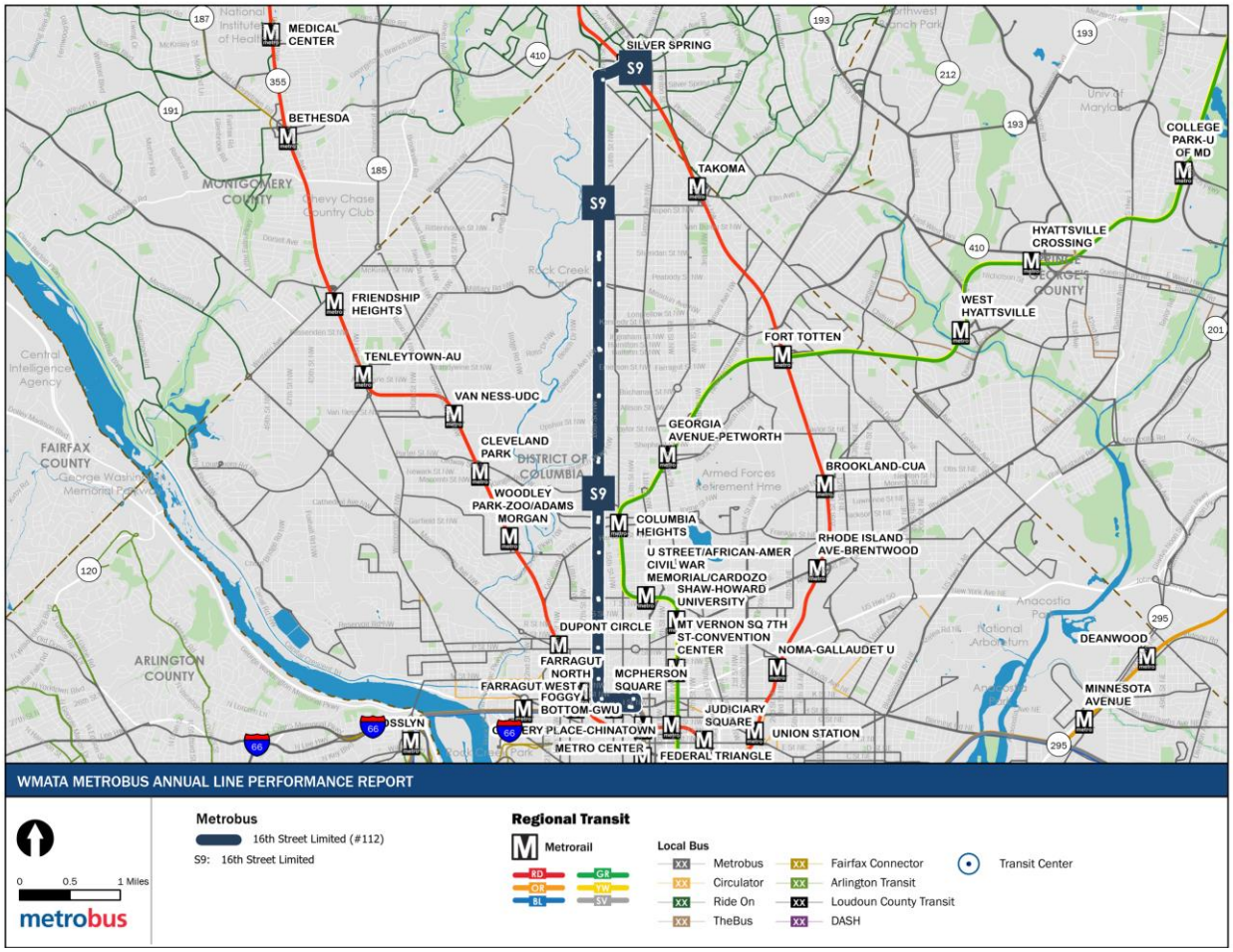
Passenger Miles per Revenue Mile



LINE: 112 - 16th Street Limited

ROUTE(S): S9

About the Line



Service Classification

Framework

Activity Tier

1

Overall Grade

Line	B

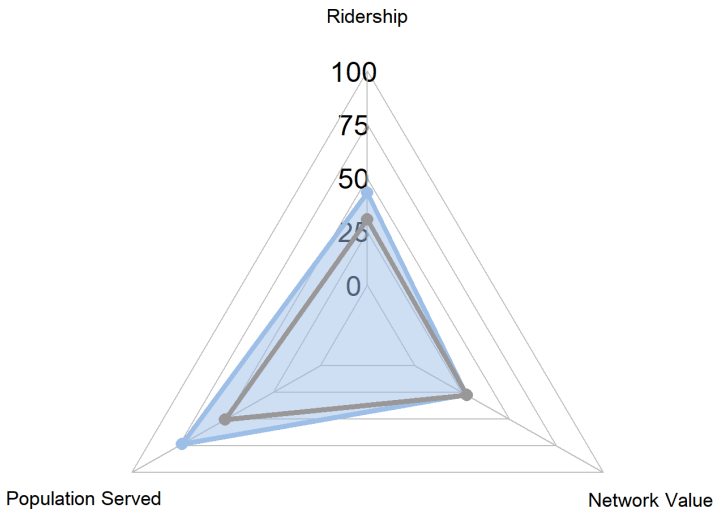
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

48

Out of 100



Classification Average

	Population Served	Network Value	Ridership	Balanced
Line Focus:				
Line Score:	73	27	43	

Operating Statistics

Annual Operating Costs	$6,735,658
Peak Vehicles	18
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

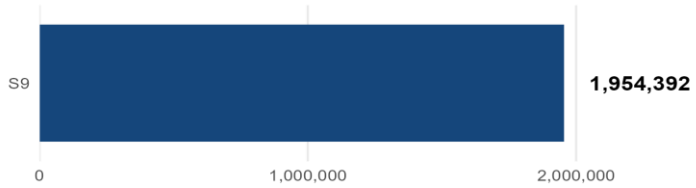
Service Area Population	70,255	
People of Color Population	*Service Area*	25,518
	% Riders Surveyed	60%
Low Income Household	*Service Area*	13,950
	% Riders Surveyed	31%

Facilities/Amenities

Bus Stops	44
% Stops With Shelters	34%
% Stops With Benches	27%
% Stops With Real-Time Signs	39%

Ridership

Annual Ridership



Top Transfer Locations

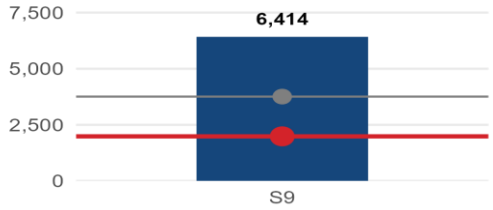
McPherson Square, Columbia Heights, Silver Spring

Average Daily Ridership

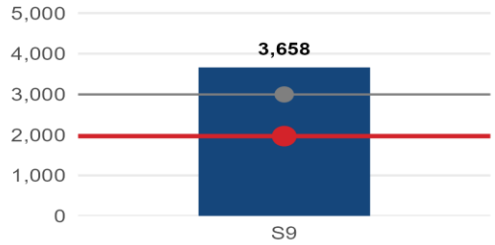
Class/Tier Average

System Average

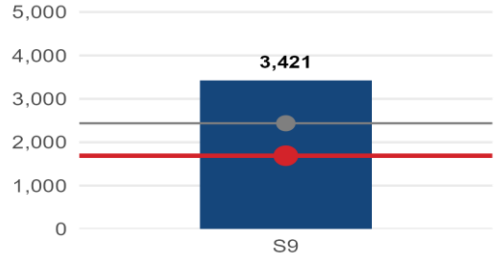
Weekday



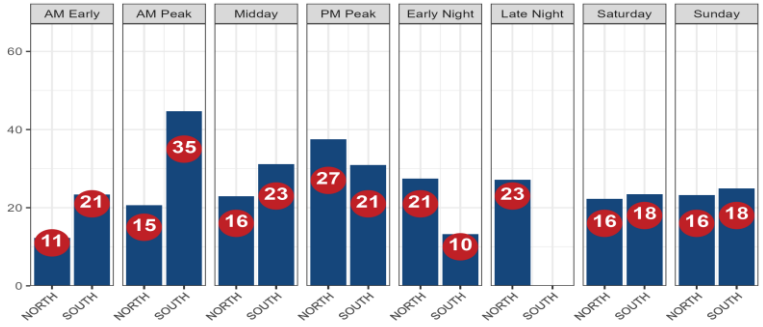
Saturday



Sunday



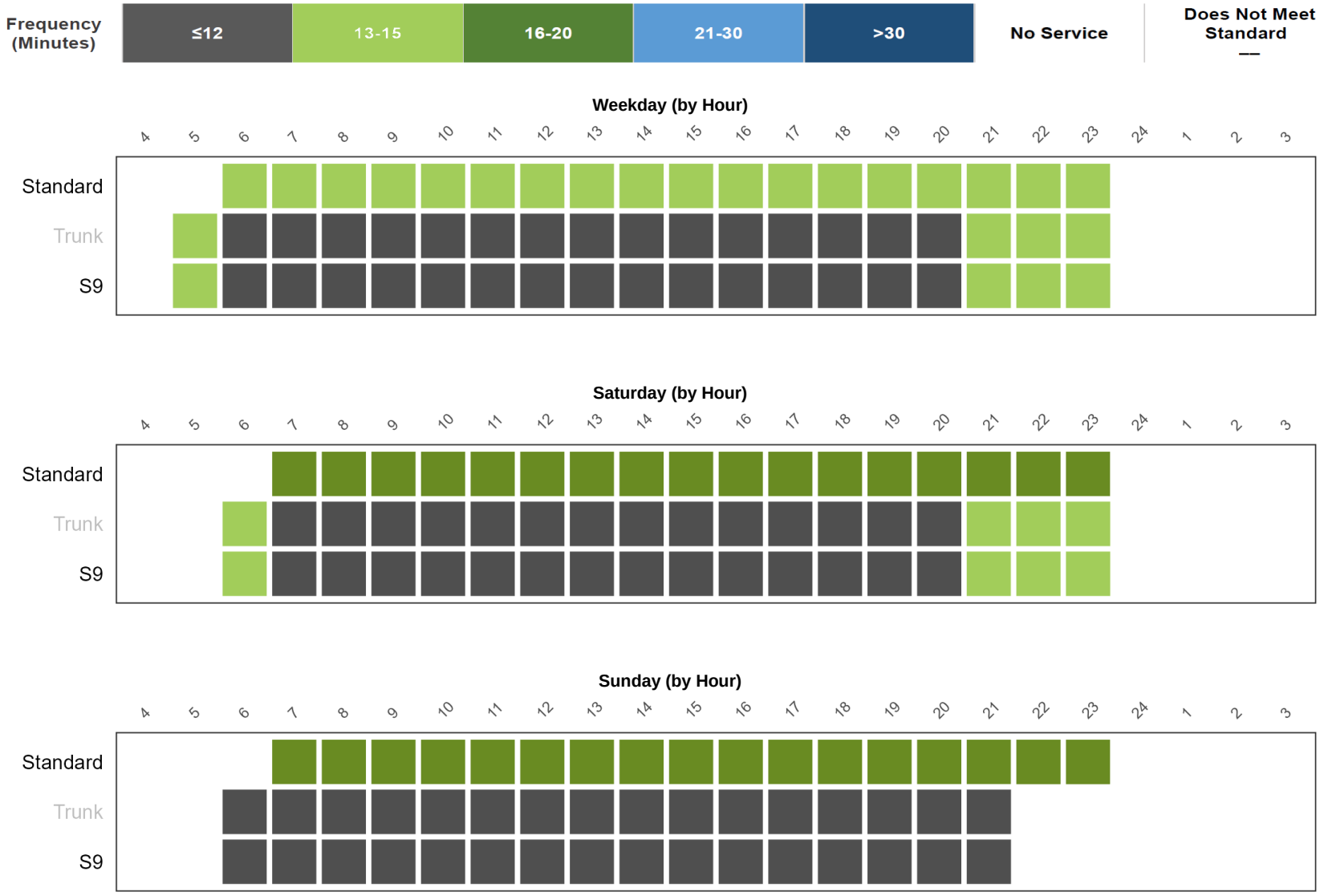
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	NORTH	SOUTH
Weekday	**Peak** Maximum Target: 1.2	0.6	0.71
Weekday	**Off-Peak** Maximum Target: 1.0	0.44	0.46
	Saturday Maximum Target: 1.0	0.41	0.44
	Sunday Maximum Target: 1.0	0.41	0.46

Span and Frequency



Performance Report Card

B 16th Street Limited

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	5:08 AM - 11:49 PM	-	A	6:08 AM - 11:38 PM	-	A	6:36 AM - 9:23 PM	-	C
	Frequency of Service | varies	Peak: 7.0 / Off-Peak: 11.0	Peak: 14.7 / Off-Peak: 18.6	A	12.0	20.8	A	12.0	24.0	A
Productivity	**Passengers per Revenue Hour |** 30	39.9	32.8	A	29.4	27.8	C	30.8	26.1	B
	Passengers per Revenue Mile | 4	4.2	4.4	B	3.2	3.5	E	3.4	3.1	D
Reliability	**On-Time Performance |** 79%	79%	74%	B	84%	74%	B	84%	76%	B
	Crowding | 5%	9%	3%	E	1%	1%	A	2%	2%	A
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.45 Peak: 0.65	Off-Peak: 0.35 Peak: 0.48	A	0.42	0.35	A	0.44	0.32	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$3.26	$ 4.48	A	$4.42	$ 5.27	A	$4.22	$ 5.68	A
	Cost Recovery | 25%	36%	23%	A	27%	20%	B	28%	19%	A

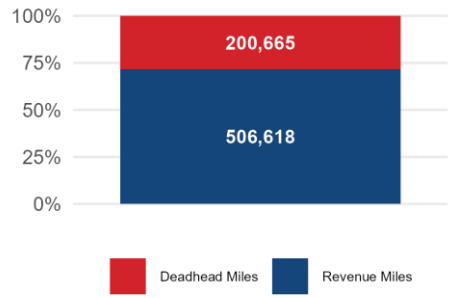
Route S9

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	3	5.5	E
Route Design	**Circuity |** 1.75	1.17	1.23	A

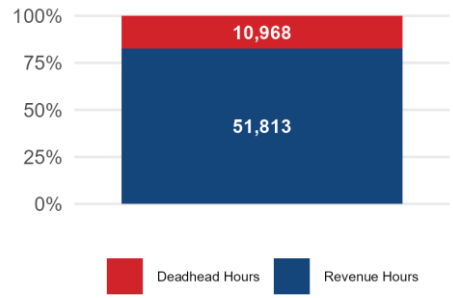
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 30	39.9	32.8	A	29.4	27.8	C	30.8	26.1	B
	Passengers per Revenue Mile | 4	4.2	4.4	B	3.2	3.5	E	3.4	3.1	D
	Unique Segment Ridership | 10%	12%	22%	B	21%	34%	A	20%	34%	A
Reliability	**On-Time Performance |** 79%	79%	74%	B	84%	74%	A	84%	76%	A
	Crowding | 5%	9%	3%	E	1%	1%	A	2%	2%	A
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.45 Peak: 0.65	Off-Peak: 0.36 Peak: 0.5	A	0.42	0.36	A	0.44	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$3.26	$ 4.48	A	$4.42	$ 5.27	A	$4.22	$ 5.68	A
	Cost Recovery | 25%	36%	24%	A	27%	20%	B	28%	19%	A

Operational Analysis

Miles Allocation



Hours Allocation



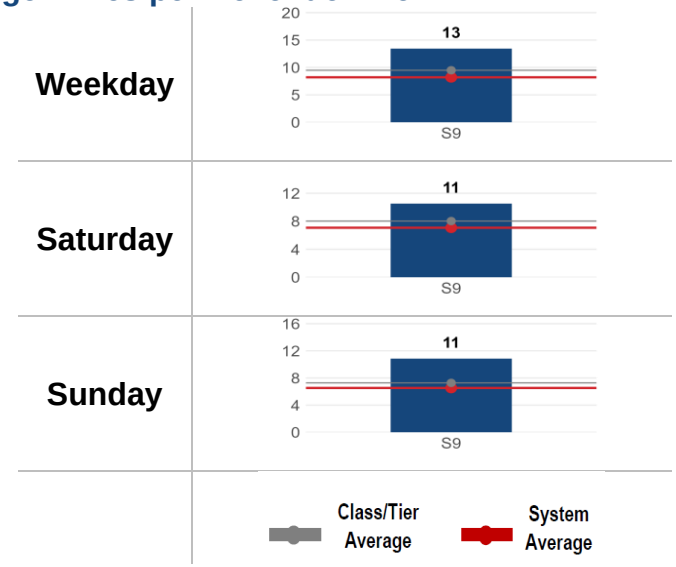
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
S9	15.40	70,446	69,479 (98.6%)

Service Change Summary

Jun 2023: No change
Sep 2023: Revert route to previous K Street alignment at 16th Street NW
Dec 2023: Adjust running times (7 days)

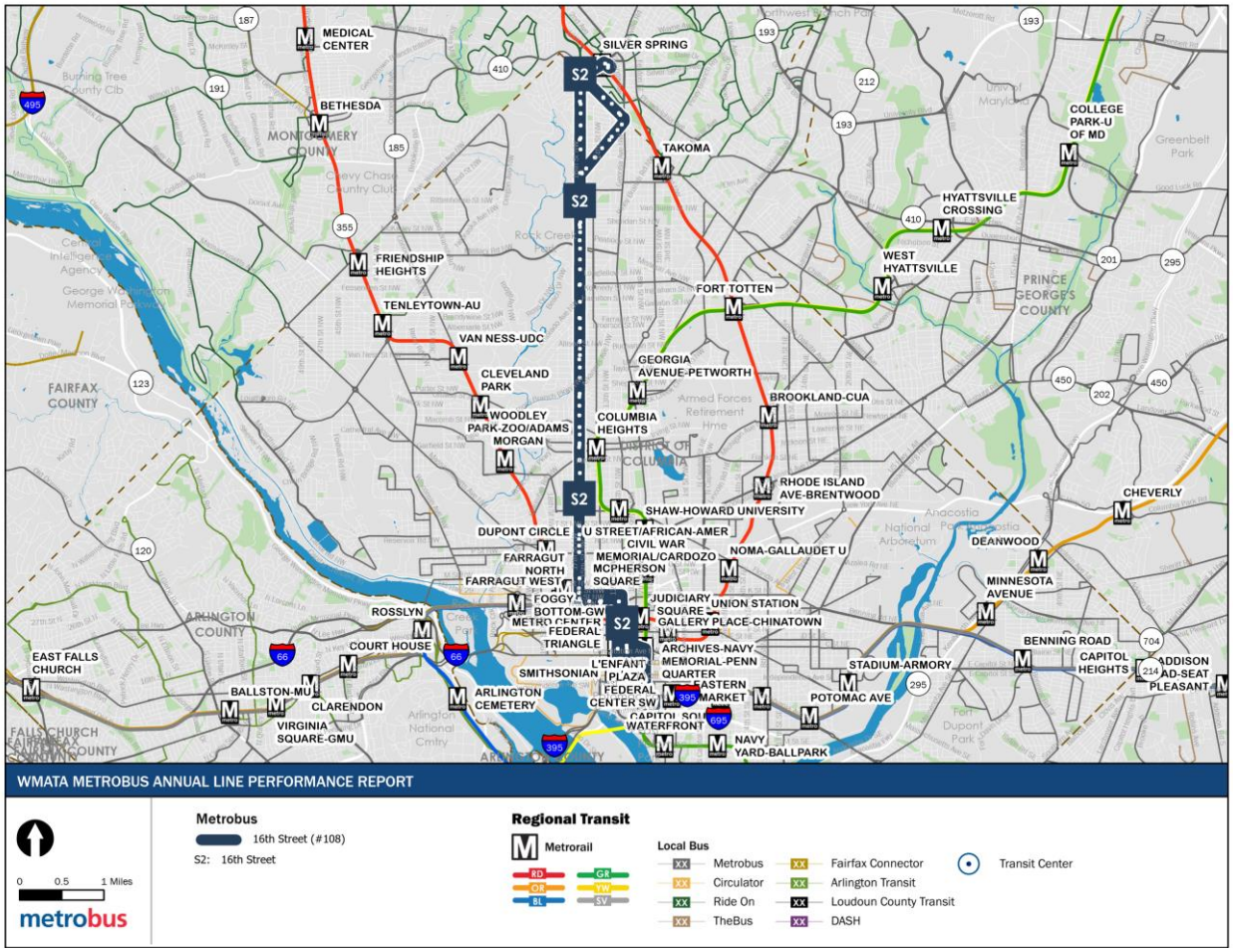
Passenger Miles per Revenue Mile



LINE: 108 - 16th Street

ROUTE(S): S2

About the Line



Service Classification

Framework

Activity Tier

1

Overall Grade

Line	B

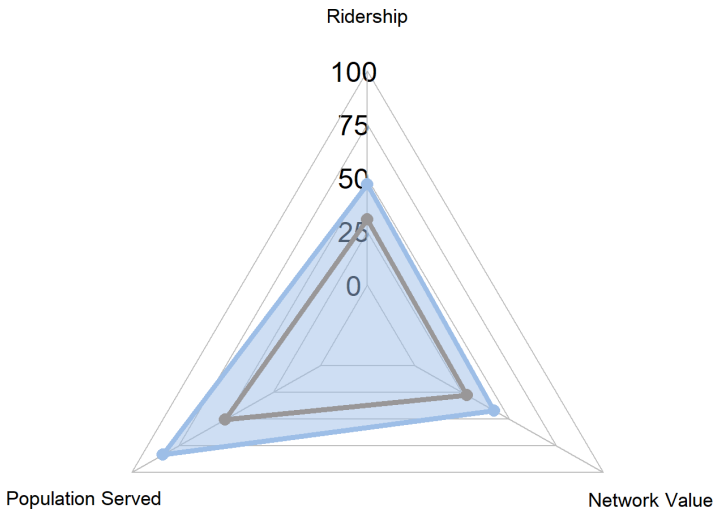
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

58

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	83	42	47	

Operating Statistics

Annual Operating Costs	$8,323,230
Peak Vehicles	14
Vehicle Type(s)	60 Foot, 40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

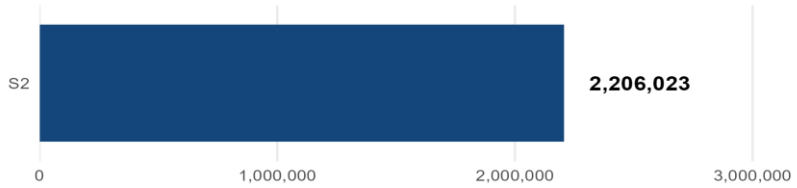
Service Area Population	87,120	
People of Color Population	*Service Area*	31,891
	% Riders Surveyed	61%
Low Income Household	*Service Area*	17,385
	% Riders Surveyed	31%

Facilities/Amenities

Bus Stops	118
% Stops With Shelters	31%
% Stops With Benches	26%
% Stops With Real-Time Signs	26%

Ridership

Annual Ridership



Top Transfer Locations

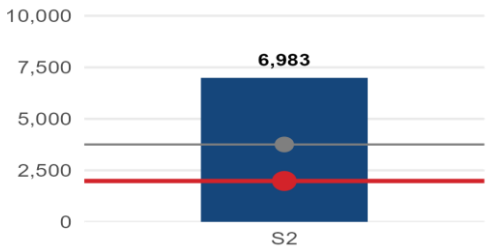
McPherson Square, Columbia Heights, Silver Spring

Average Daily Ridership

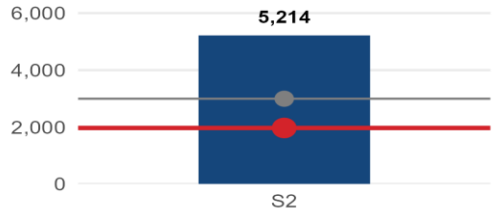
Class/Tier Average

System Average

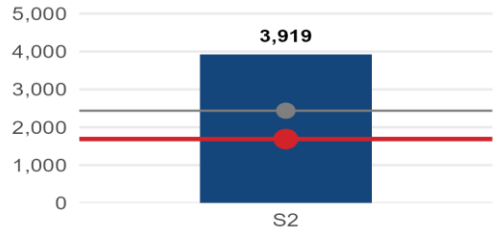
Weekday



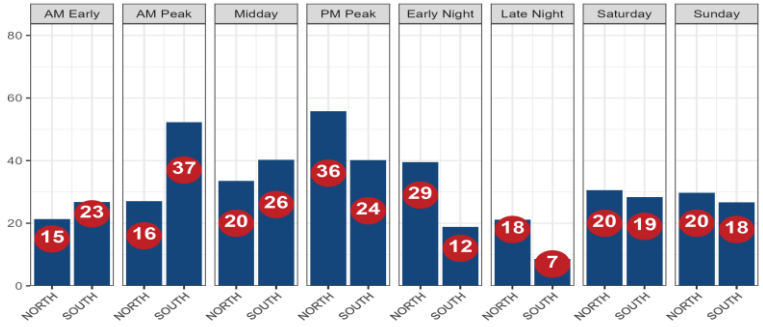
Saturday



Sunday



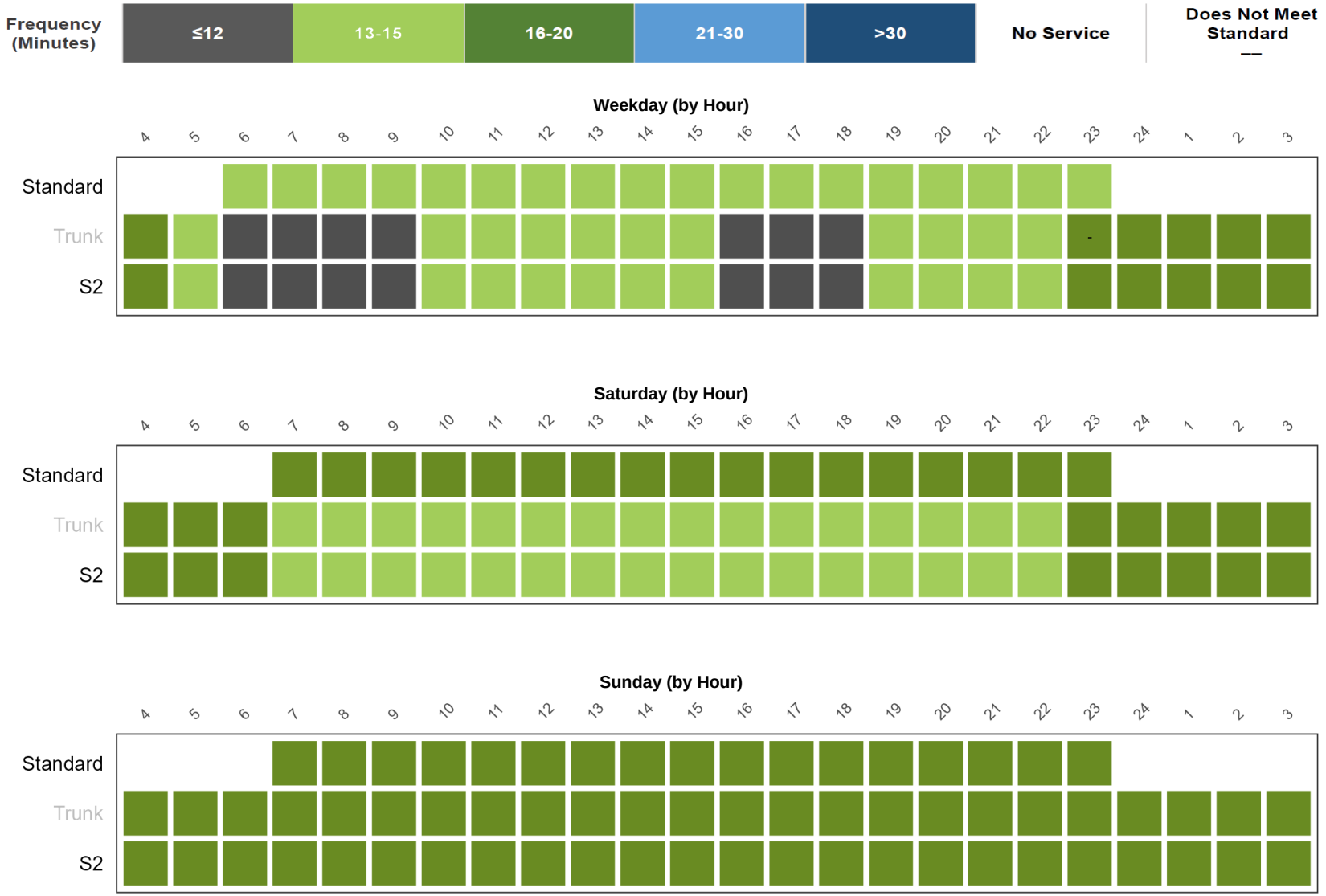
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	NORTH	SOUTH
Weekday	**Peak** Maximum Target: 1.2	0.55	0.6
	Off-Peak Maximum Target: 1.0	0.42	0.36
	Saturday Maximum Target: 1.0	0.42	0.38
	Sunday Maximum Target: 1.0	0.4	0.35

Span and Frequency



Performance Report Card

B 16th Street

Measure | Standard		Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	24 hours	-	A	24 hours	-	A	24 hours	-	A
	Frequency of Service | varies	Peak: 11.0 / Off-Peak: 14.0	Peak: 14.7 / Off-Peak: 18.6	B	15.0	20.8	A	19.0	24.0	B
Productivity	**Passengers per Revenue Hour |** 30	35.4	32.8	A	28.2	27.8	C	28.2	26.1	C
	Passengers per Revenue Mile | 4	4.1	4.4	B	3.3	3.5	D	3.2	3.1	E
Reliability	**On-Time Performance |** 79%	75%	74%	C	75%	74%	C	76%	76%	C
	Crowding | 5%	4%	3%	A	2%	1%	A	2%	2%	A
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.39 Peak: 0.58	Off-Peak: 0.35 Peak: 0.48	A	0.4	0.35	A	0.38	0.32	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$3.67	$ 4.48	A	$4.61	$ 5.27	A	$4.61	$ 5.68	A
	Cost Recovery | 25%	33%	23%	A	26%	20%	B	26%	19%	B

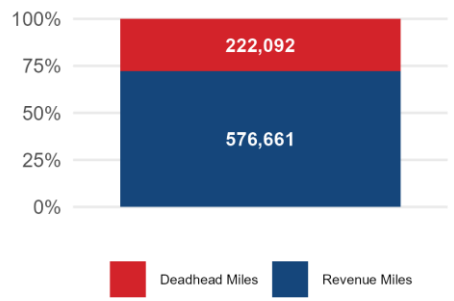
Route S2

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	5.9	5.5	E
Route Design	**Circuity |** 1.75	1.34	1.23	A

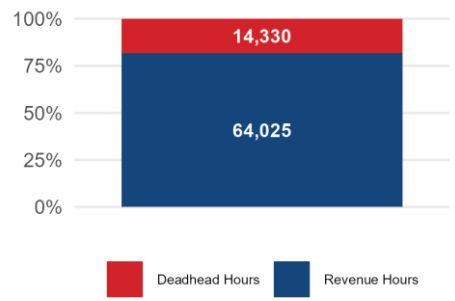
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 30	35.4	32.8	A	28.2	27.8	C	28.2	26.1	C
	Passengers per Revenue Mile | 4	4.1	4.4	B	3.3	3.5	D	3.2	3.1	E
	Unique Segment Ridership | 10%	30%	22%	A	39%	34%	A	40%	34%	A
Reliability	**On-Time Performance |** 79%	75%	74%	C	75%	74%	C	76%	76%	C
	Crowding | 5%	4%	3%	A	2%	1%	A	2%	2%	A
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.39 Peak: 0.58	Off-Peak: 0.36 Peak: 0.5	A	0.4	0.36	A	0.38	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$3.67	$ 4.48	A	$4.61	$ 5.27	A	$4.61	$ 5.68	A
	Cost Recovery | 25%	33%	24%	A	26%	20%	B	26%	19%	B

Operational Analysis

Miles Allocation



Hours Allocation



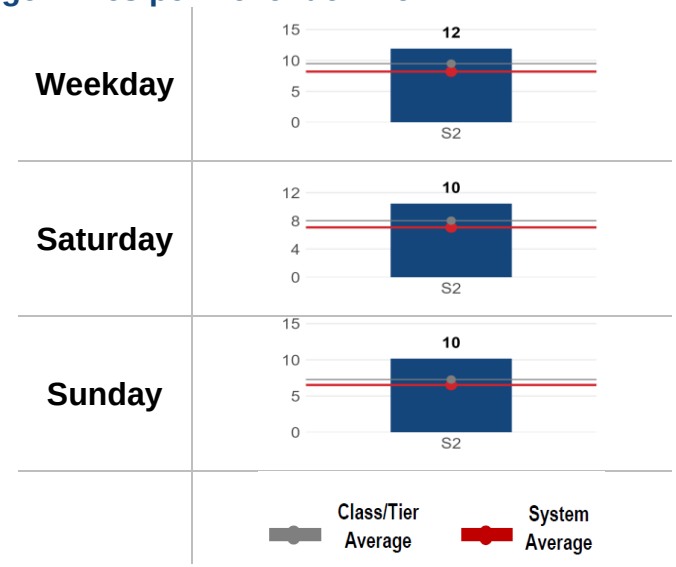
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
S2	20.60	67,000	64,324 (96.0%)

Service Change Summary

Jun 2023: No change
Sep 2023: Revert route to previous K Street alignment at 16th Street NW
Dec 2023: Add route to 24/7 network; 20 minute service or better, 7 days a week; Adjust running times (7 days)

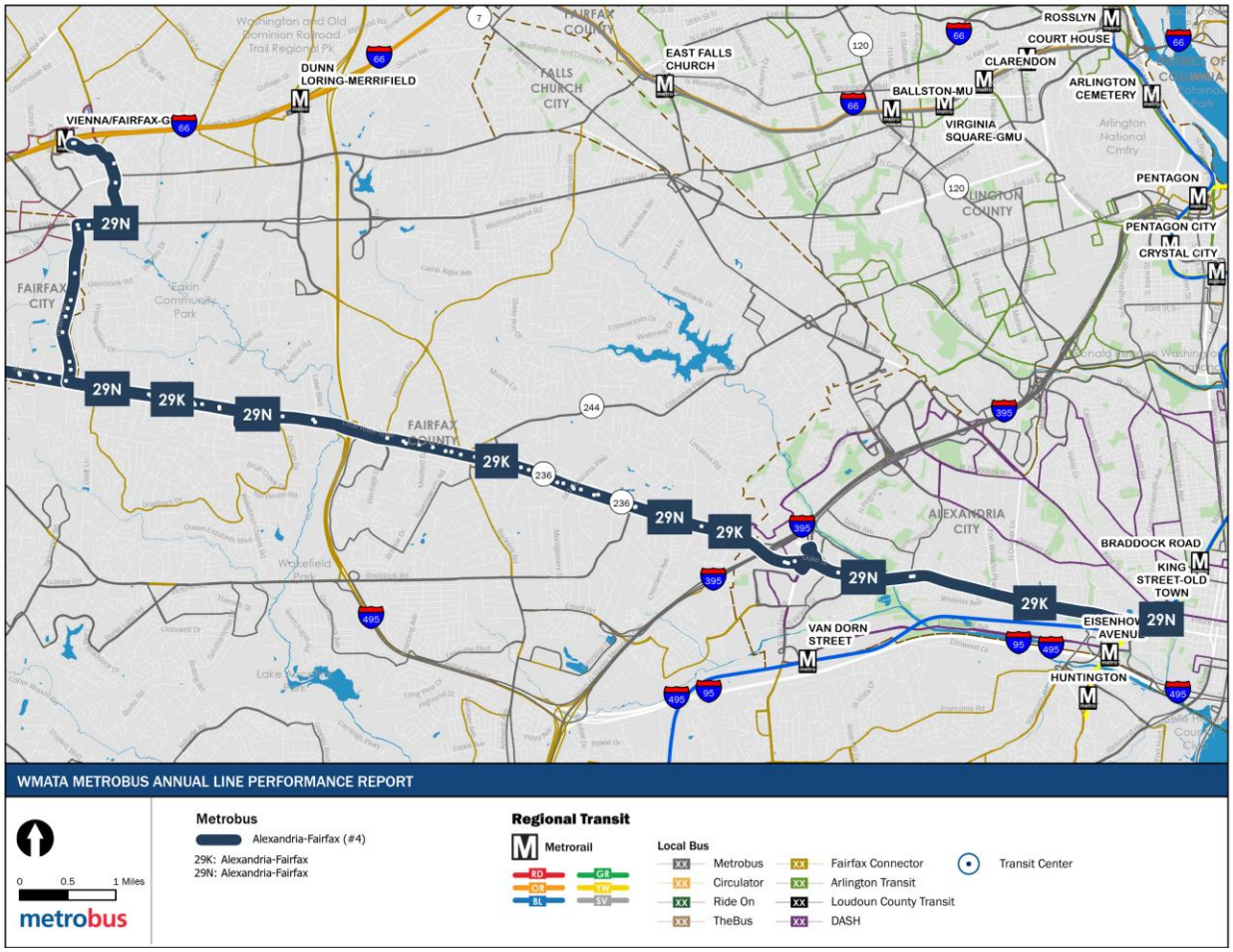
Passenger Miles per Revenue Mile



LINE: 4 - Alexandria-Fairfax

ROUTE(S): 29K, 29N

About the Line



Service Classification

Framework

Activity Tier

2

Overall Grade

Line	C

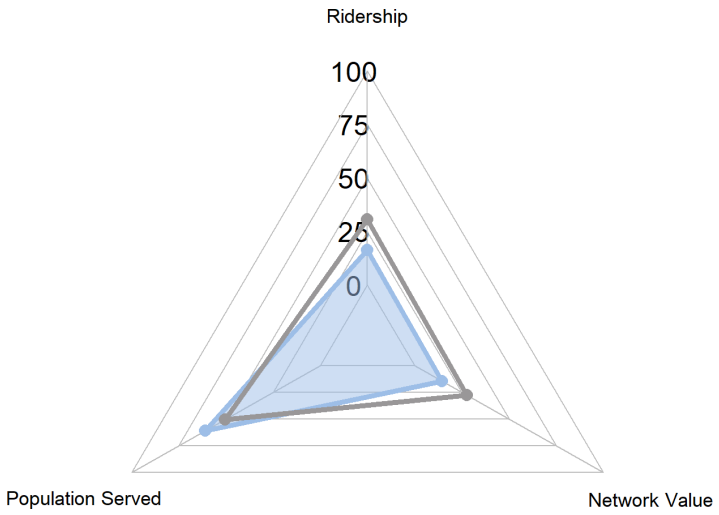
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

31

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	61	15	16	

Operating Statistics

Annual Operating Costs	$5,862,596
Peak Vehicles	13
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

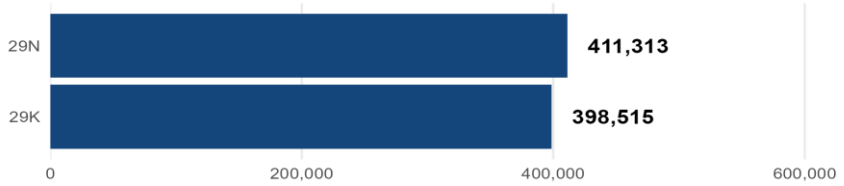
Service Area Population	57,316	
People of Color Population	*Service Area*	24,278
	% Riders Surveyed	78%
Low Income Household	*Service Area*	12,906
	% Riders Surveyed	63%

Facilities/Amenities

Bus Stops	140
% Stops With Shelters	33%
% Stops With Benches	32%
% Stops With Real-Time Signs	0%

Ridership

Annual Ridership



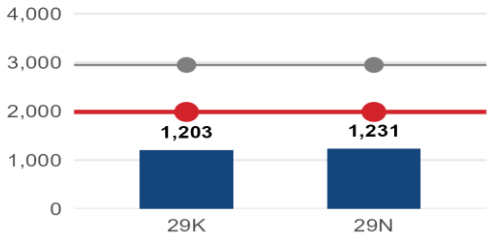
Top Transfer Locations

King Street, Vienna, Pentagon

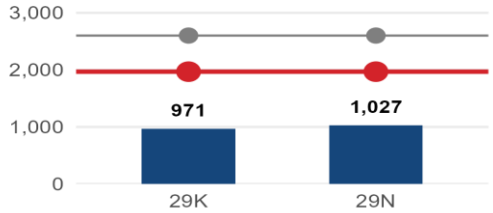
Average Daily Ridership



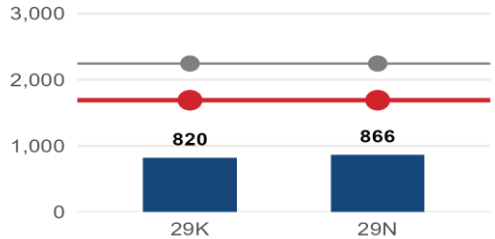
Weekday



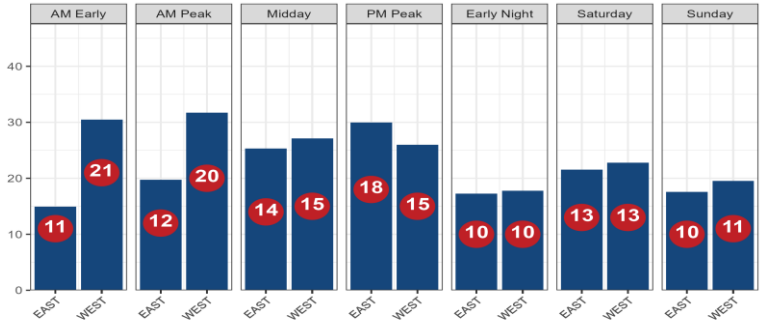
Saturday



Sunday



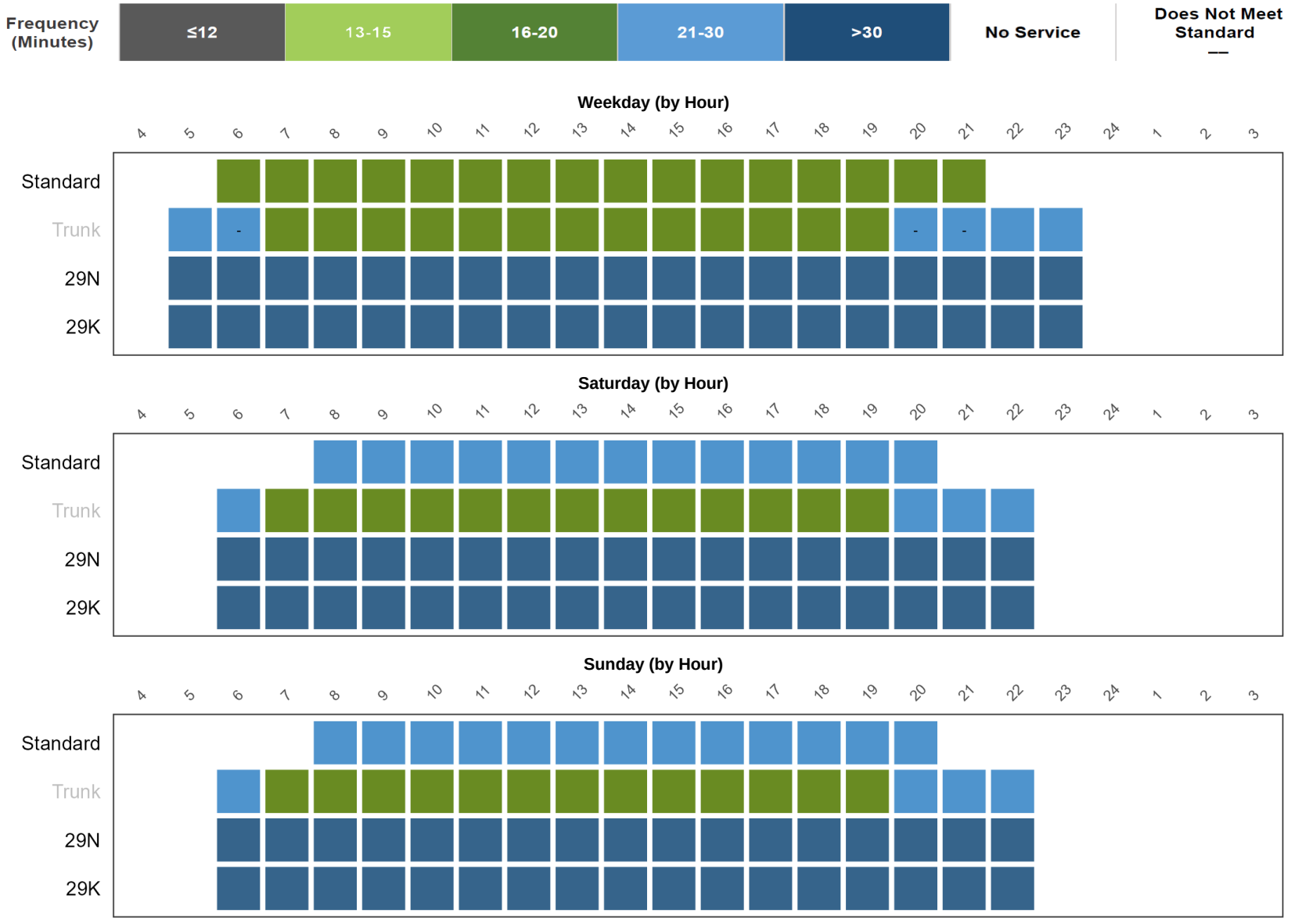
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	EAST	WEST
Weekday	**Peak** Maximum Target: 1	0.38	0.42
Weekday	**Off-Peak** Maximum Target: 1.0	0.31	0.34
	Saturday Maximum Target: 1.0	0.32	0.32
	Sunday Maximum Target: 1.0	0.26	0.29

Span and Frequency



Performance Report Card

C Alexandria-Fairfax

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	5:24 AM - 11:30 PM	-	A	6:09 AM - 10:30 PM	-	A	6:10 AM - 10:30 PM	-	A
	Frequency of Service | varies	Peak: 20.0 / Off-Peak: 19.0	Peak: 15.6 / Off-Peak: 20	B	20.0	24.4	A	20.0	24.1	A
Productivity	**Passengers per Revenue Hour |** 20	19.4	28.6	C	16.6	27.1	D	14.5	24.8	E
	Passengers per Revenue Mile | 2	1.5	2.8	E	1.4	2.5	E	1.2	2.3	E
Reliability	**On-Time Performance |** 79%	75%	76%	C	81%	78%	B	86%	80%	A
	Crowding | 5%	0%	2%	A	0%	1%	A	0%	1%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.33 Peak: 0.4	Off-Peak: 0.38 Peak: 0.48	A	0.32	0.37	A	0.27	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$6.72	$ 5.38	E	$7.83	$ 5.53	E	$8.98	$ 6.29	E
	Cost Recovery | 20%	19%	19%	C	16%	17%	D	14%	15%	E

Route 29K

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	3.4	4.5	E
Route Design	**Circuity |** 1.75	1.18	1.47	A

	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 20	19.5	28.6	C	16.2	27.1	D	14.2	24.8	E
	Passengers per Revenue Mile | 2	1.5	2.8	E	1.4	2.5	E	1.1	2.3	E
	Unique Segment Ridership | 10%	11%	20%	B	16%	36%	A	16%	39%	A
Reliability	**On-Time Performance |** 79%	75%	76%	C	83%	78%	B	87%	80%	A
	Crowding | 5%	0%	2%	A	0%	1%	A	0%	1%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.34 Peak: 0.4	Off-Peak: 0.39 Peak: 0.48	A	0.32	0.39	A	0.27	0.35	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$6.68	$ 5.38	E	$8.00	$ 5.53	E	$9.16	$ 6.29	E
	Cost Recovery | 20%	20%	19%	C	16%	17%	D	14%	16%	E

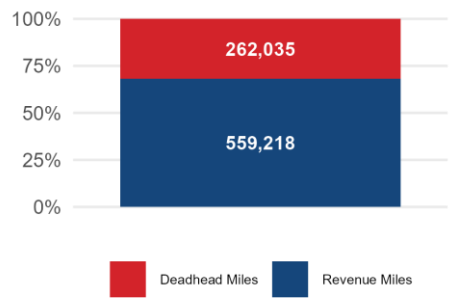
Route 29N

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	3	4.5	E
Route Design	**Circuity |** 1.75	1.27	1.47	A

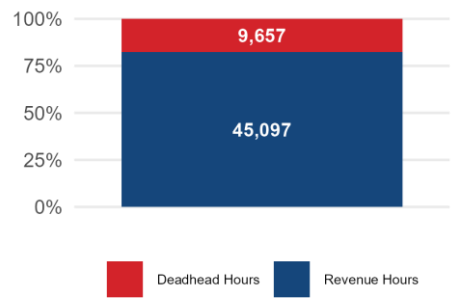
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 20	19.3	28.6	C	16.9	27.1	D	14.7	24.8	E
	Passengers per Revenue Mile | 2	1.5	2.8	E	1.4	2.5	E	1.2	2.3	E
	Unique Segment Ridership | 10%	11%	20%	B	10%	36%	B	11%	39%	B
Reliability	**On-Time Performance |** 79%	75%	76%	C	79%	78%	B	85%	80%	A
	Crowding | 5%	0%	2%	A	0%	1%	A	0%	1%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.31 Peak: 0.4	Off-Peak: 0.39 Peak: 0.48	A	0.32	0.39	A	0.27	0.35	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$6.75	$ 5.38	E	$7.67	$ 5.53	E	$8.82	$ 6.29	E
	Cost Recovery | 20%	19%	19%	C	17%	17%	D	14%	16%	D

Operational Analysis

Miles Allocation



Hours Allocation



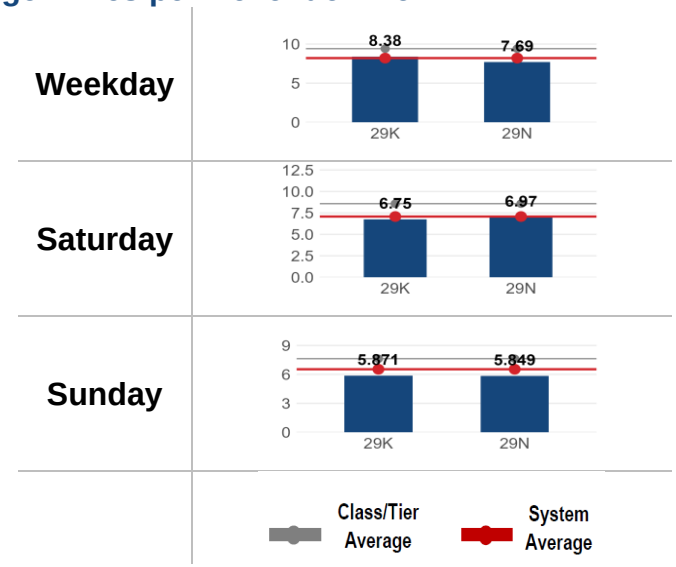
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
29K	34.70	17,466	17,283 (99.0%)
29N	35.20	17,583	17,375 (98.8%)

Service Change Summary

Jun 2023: No change
Sep 2023: No change
Dec 2023: Early morning trips that bypass the former Landmark Mall (remaining on Duke Street) will be changed to serve the Landmark Transit Center. All trips will serve Landmark Transit Center with this change

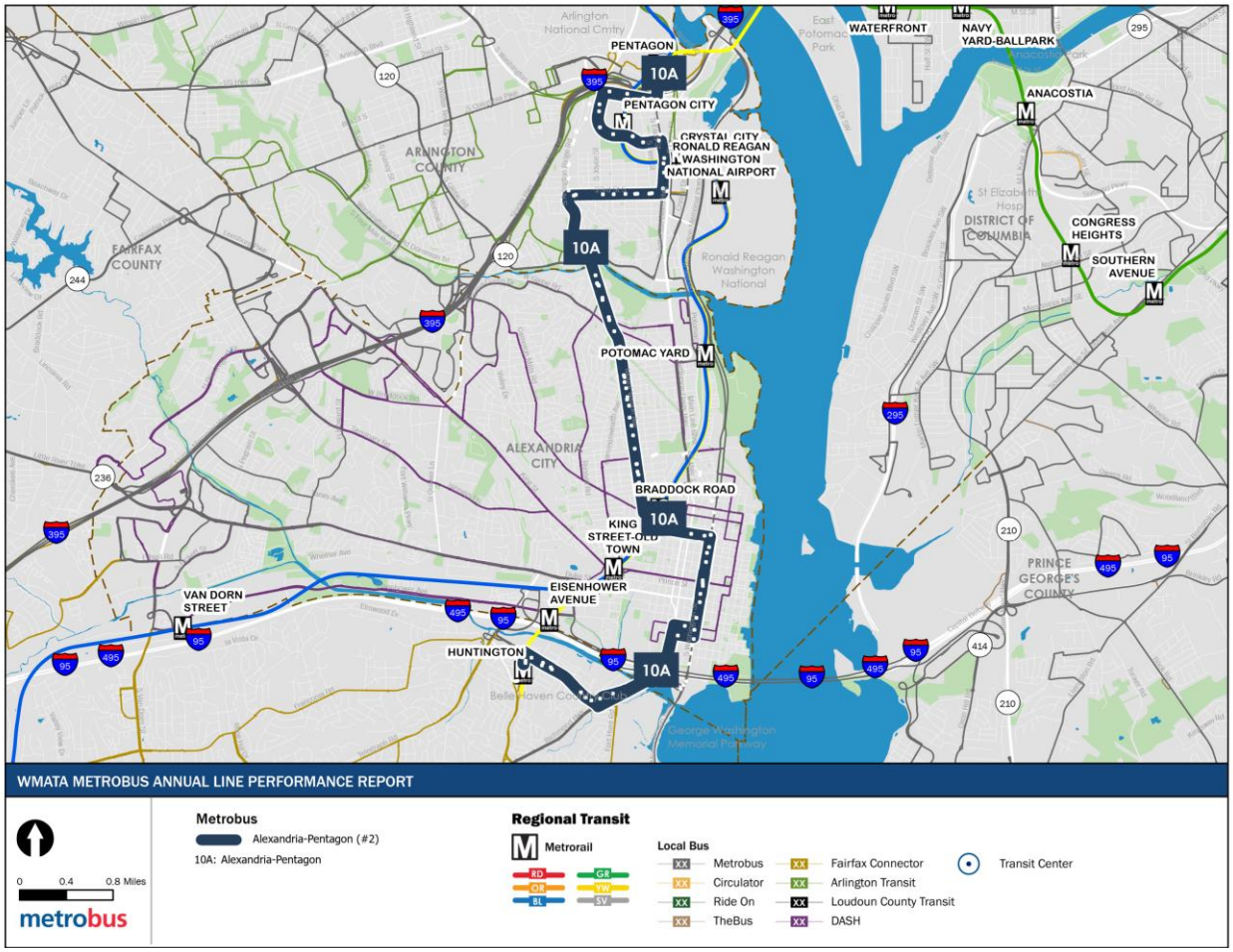
Passenger Miles per Revenue Mile



LINE: 2 - Alexandria-Pentagon

ROUTE(S): 10A

About the Line



Service Classification

Framework

Activity Tier

1

Overall Grade

Line	D

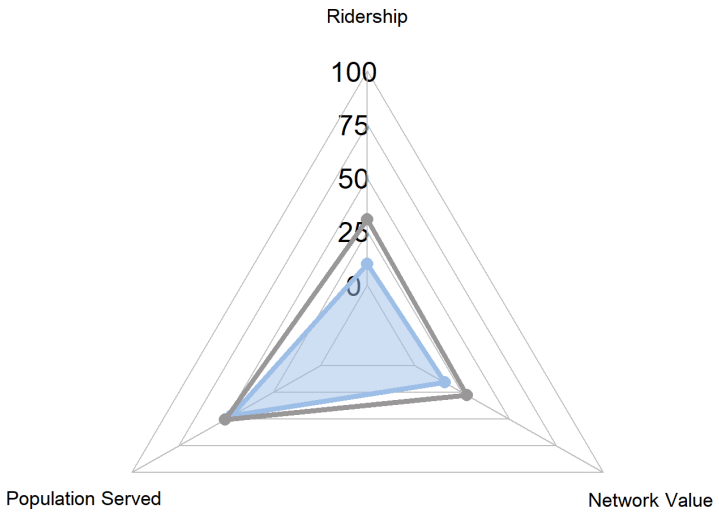
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

24

Out of 100



Classification Average

	Population Served	Network Value	Ridership	Balanced
Line Focus:				
Line Score:	47	16	10	

Operating Statistics

Annual Operating Costs	$3,585,744
Peak Vehicles	6
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

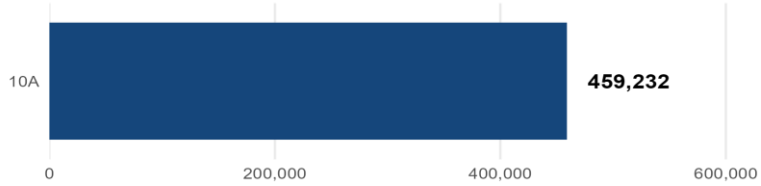
Service Area Population	57,456	
People of Color Population	*Service Area*	16,063
	% Riders Surveyed	62%
Low Income Household	*Service Area*	8,965
	% Riders Surveyed	34%

Facilities/Amenities

Bus Stops	106
% Stops With Shelters	17%
% Stops With Benches	33%
% Stops With Real-Time Signs	3%

Ridership

Annual Ridership



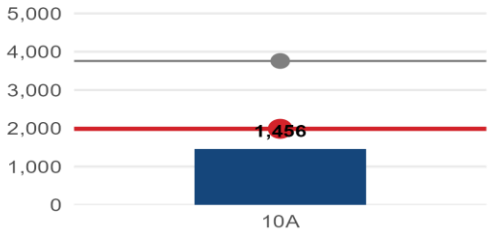
Top Transfer Locations

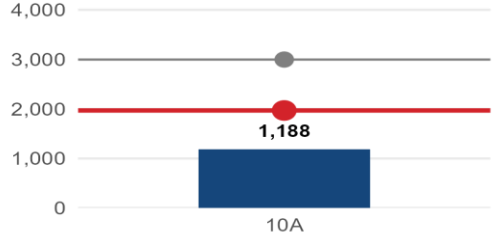
Braddock Road, Crystal City, Pentagon

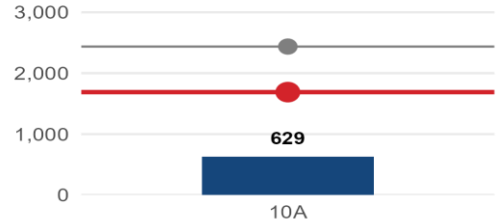
Average Daily Ridership

Class/Tier Average

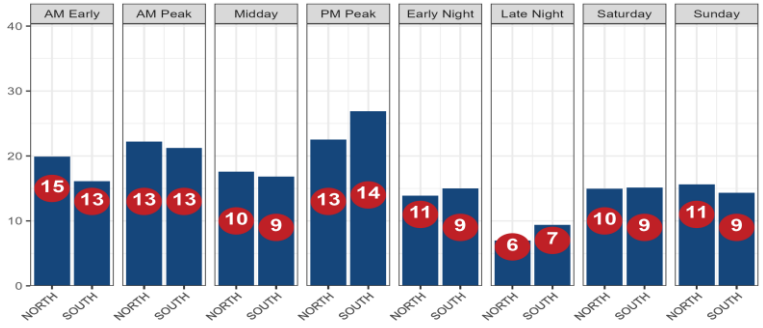
System Average







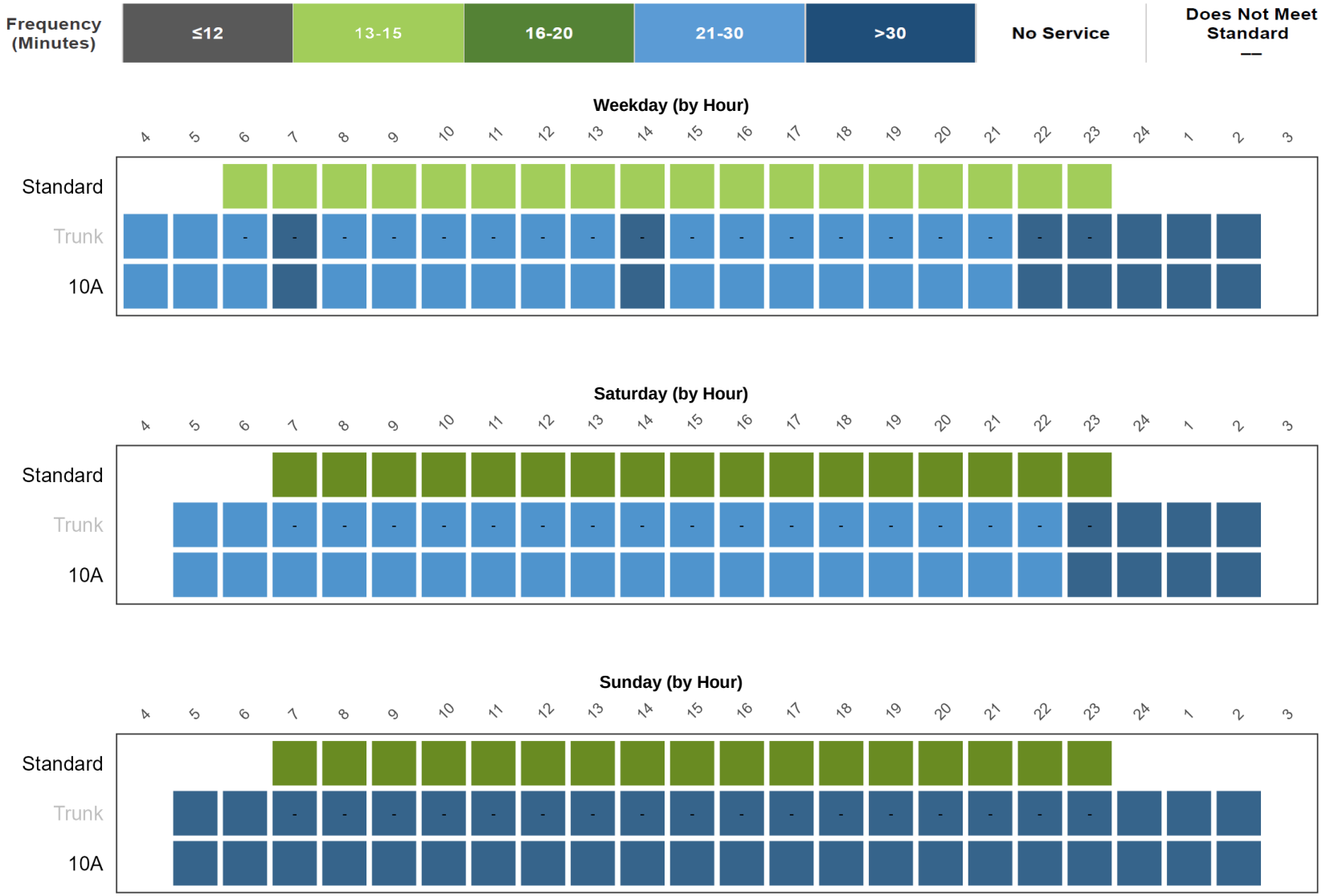
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	NORTH	SOUTH
Weekday	**Peak** Maximum Target: 1.2	0.33	0.35
	Off-Peak Maximum Target: 1.0	0.26	0.22
	Saturday Maximum Target: 1.0	0.24	0.22
	Sunday Maximum Target: 1.0	0.26	0.22

Span and Frequency



Performance Report Card

D Alexandria-Pentagon

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	4:25 AM - 2:46 AM	-	A	5:30 AM - 2:10 AM	-	A	5:25 AM - 2:20 AM	-	A
	Frequency of Service | varies	Peak: 29.0 / Off-Peak: 30.0	Peak: 14.7 / Off-Peak: 18.6	E	31.0	20.8	E	60.0	24.0	E
Productivity	**Passengers per Revenue Hour |** 30	17.5	32.8	E	15.8	27.8	E	15.4	26.1	E
	Passengers per Revenue Mile | 4	1.8	4.4	E	1.5	3.5	E	1.4	3.1	E
Reliability	**On-Time Performance |** 79%	79%	74%	B	75%	74%	C	78%	76%	C
	Crowding | 5%	0%	3%	A	0%	1%	A	0%	2%	A
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.24 Peak: 0.34	Off-Peak: 0.35 Peak: 0.48	A	0.23	0.35	A	0.24	0.32	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$7.44	$ 4.48	E	$8.25	$ 5.27	E	$8.41	$ 5.68	E
	Cost Recovery | 25%	18%	23%	D	17%	20%	E	16%	19%	E

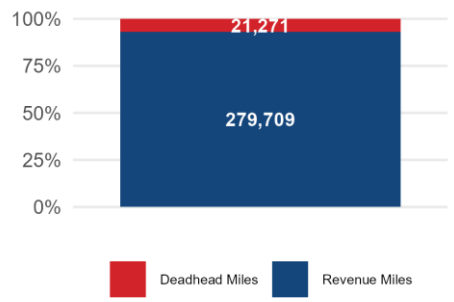
Route 10A

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	5.2	5.5	E
Route Design	**Circuity |** 1.75	1.53	1.23	A

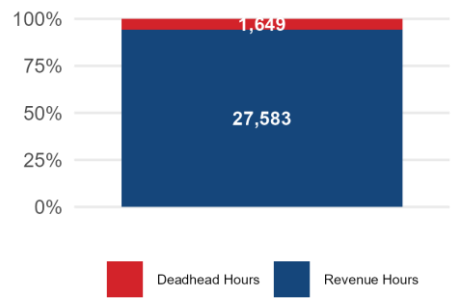
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 30	17.5	32.8	E	15.8	27.8	E	15.4	26.1	E
	Passengers per Revenue Mile | 4	1.8	4.4	E	1.5	3.5	E	1.4	3.1	E
	Unique Segment Ridership | 10%	26%	22%	A	23%	34%	A	25%	34%	A
Reliability	**On-Time Performance |** 79%	79%	74%	B	75%	74%	C	78%	76%	C
	Crowding | 5%	0%	3%	A	0%	1%	A	0%	2%	A
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.24 Peak: 0.34	Off-Peak: 0.36 Peak: 0.5	A	0.23	0.36	A	0.24	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$7.44	$ 4.48	E	$8.25	$ 5.27	E	$8.41	$ 5.68	E
	Cost Recovery | 25%	18%	24%	D	17%	20%	E	16%	19%	E

Operational Analysis

Miles Allocation



Hours Allocation



Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
10A	20.40	26,980	26,781 (99.3%)

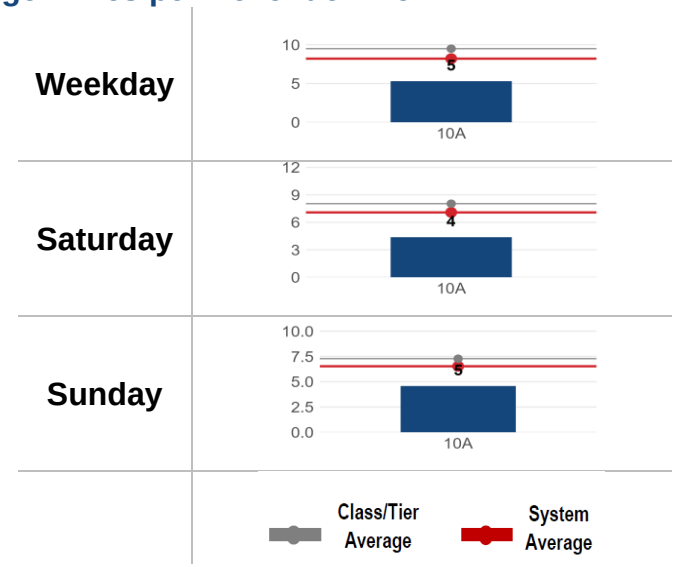
Service Change Summary

Jun 2023: Adjust schedules for routes 10A and 10B on Saturdays create an even 15-minute headway in both directions between Old Town Alexandria and Mt Vernon Ave.

Sep 2023: No change

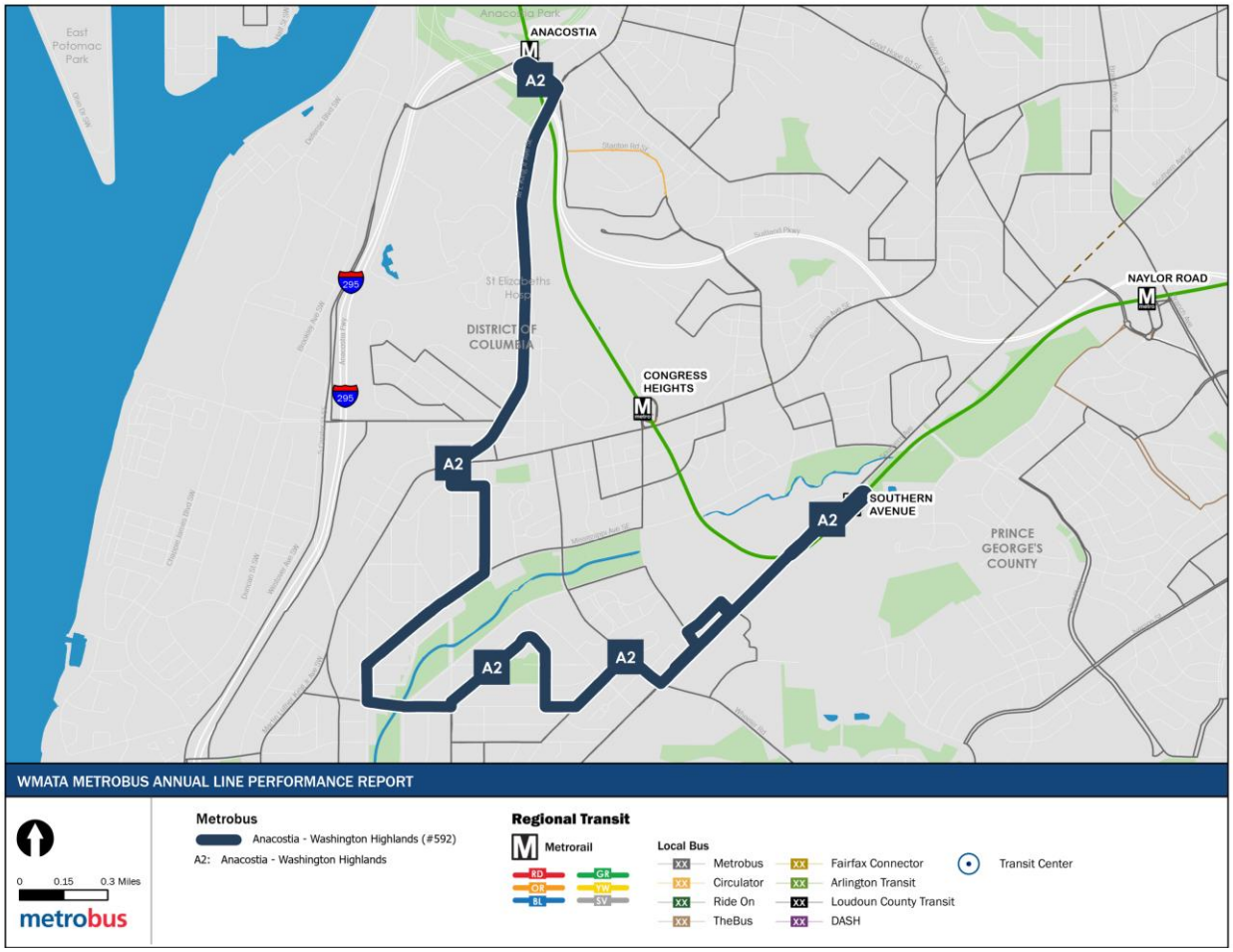
Dec 2023: No change

Passenger Miles per Revenue Mile



LINE: 592 - Anacostia - Washington Highlands ROUTE(S): A2

About the Line



Service Classification

Coverage

Activity Tier

2

Overall Grade

Line	A

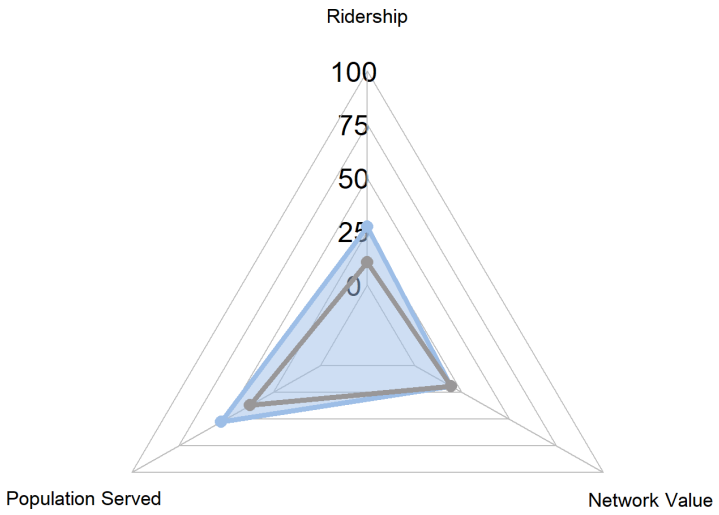
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

33

Out of 100



Classification Average

	Population Served	Network Value	Ridership	Balanced
Line Focus:				
Line Score:	52	19	27	

Operating Statistics

Annual Operating Costs	$3,974,291
Peak Vehicles	6
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

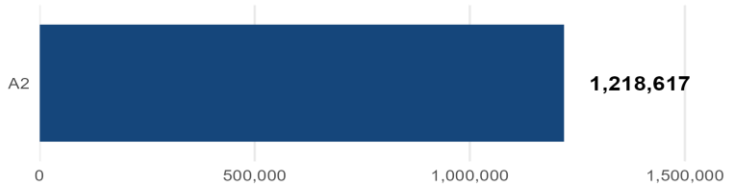
Service Area Population			24,132
People of Color Population		*Service Area*	22,692
		% Riders Surveyed	
Low Income Household		*Service Area*	11,689
		% Riders Surveyed	

Facilities/Amenities

Bus Stops	73
% Stops With Shelters	15%
% Stops With Benches	11%
% Stops With Real-Time Signs	5%

Ridership

Annual Ridership



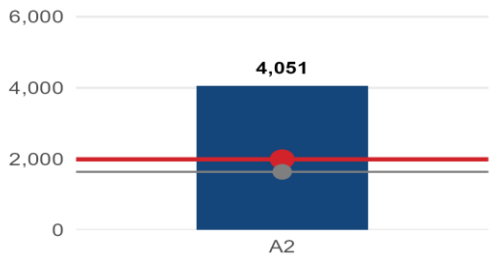
Top Transfer Locations

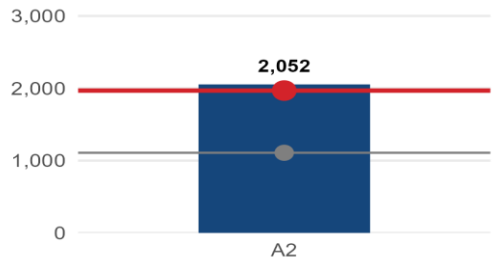
Anacostia, Southern Avenue, L'Enfant Plaza

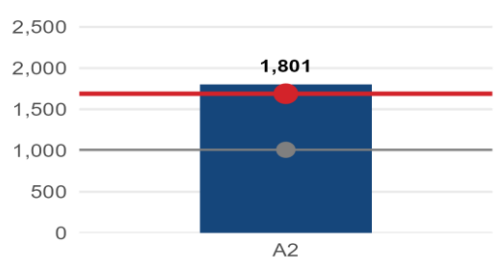
Average Daily Ridership

Class/Tier Average

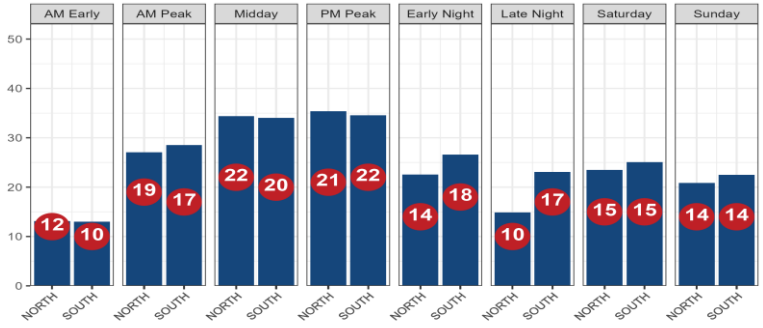
System Average







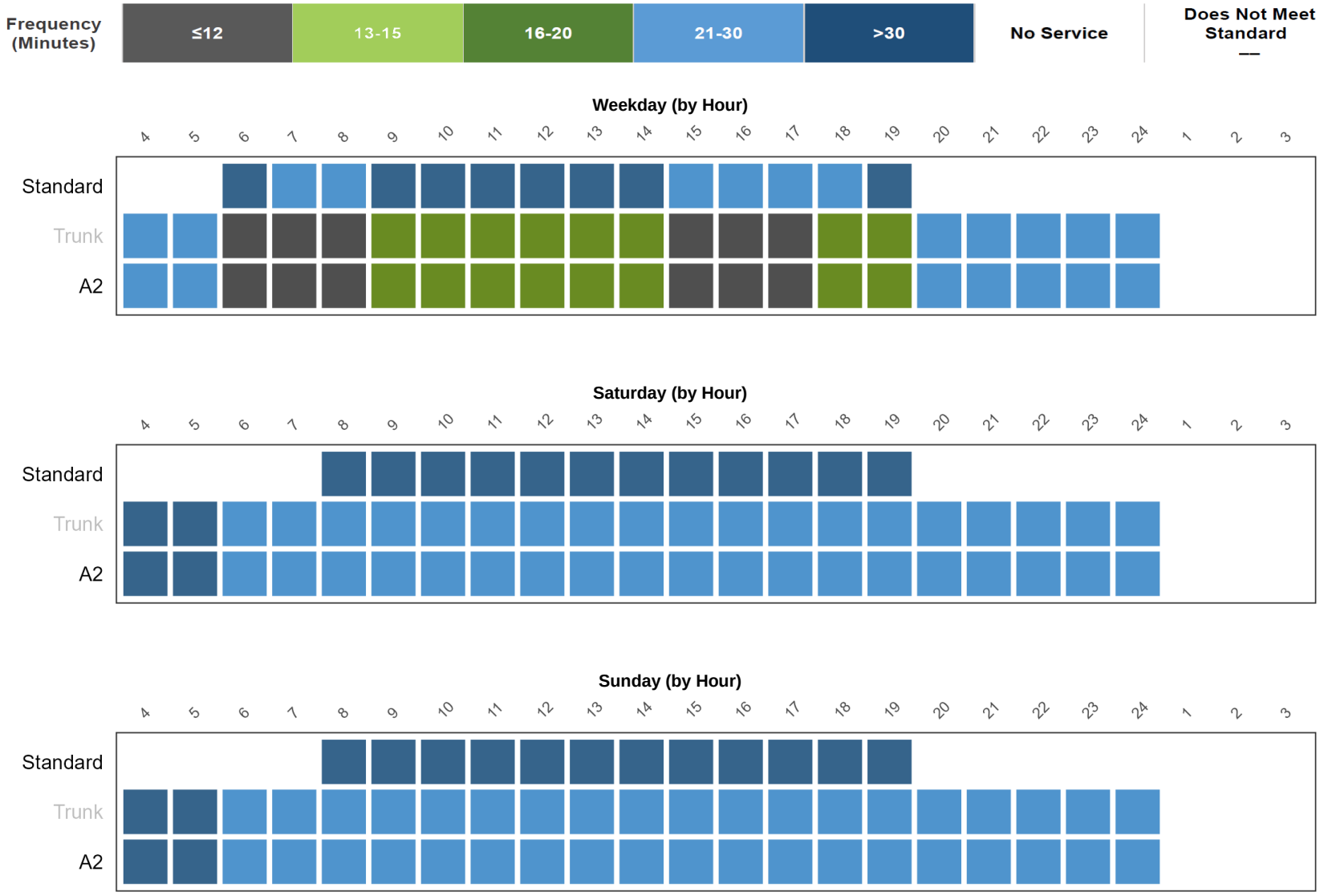
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	NORTH	SOUTH
Weekday	**Peak** Maximum Target: 1	0.5	0.51
Weekday	**Off-Peak** Maximum Target: 1.0	0.46	0.47
	Saturday Maximum Target: 1.0	0.39	0.38
	Sunday Maximum Target: 1.0	0.35	0.35

Span and Frequency



Performance Report Card

A Anacostia - Washington Highlands

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	4:11 AM - 12:10 AM	-	A	4:50 AM - 12:10 AM	-	A	4:55 AM - 12:08 AM	-	A
	Frequency of Service | varies	Peak: 10.0 / Off-Peak: 18.0	Peak: 22.2 / Off-Peak: 32.8	A	25.0	36.2	A	26.0	37.8	A
Productivity	**Passengers per Revenue Hour |** 15	43.1	32.3	A	38.8	28.3	A	34.8	26.7	A
	Passengers per Revenue Mile | 2	5.6	3.8	A	4.5	3.1	A	4.0	2.8	A
Reliability	**On-Time Performance |** 79%	83%	80%	B	86%	80%	A	85%	80%	A
	Crowding | 5%	4%	2%	A	0%	0%	A	0%	0%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.47 Peak: 0.5	Off-Peak: 0.29 Peak: 0.37	A	0.39	0.27	A	0.35	0.25	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$3.02	$ 4.75	A	$3.35	$ 5.33	A	$3.73	$ 5.76	A
	Cost Recovery | 20%	16%	14%	D	15%	12%	D	13%	11%	E

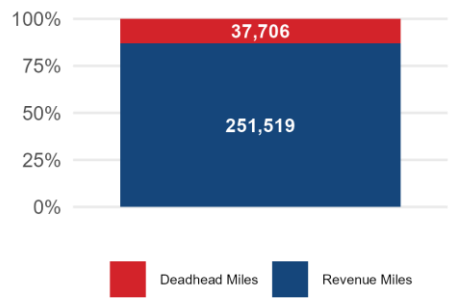
Route A2

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	6.9	6.2	E
Route Design	**Circuity |** N/A	1.64	2.37	-

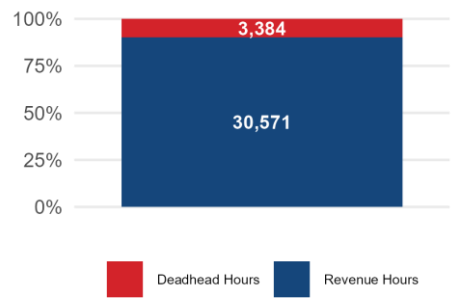
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 15	43.1	32.3	A	38.8	28.3	A	34.8	26.7	A
	Passengers per Revenue Mile | 2	5.6	3.8	A	4.5	3.1	A	4.0	2.8	A
	Unique Segment Ridership | 10%	30%	25%	A	74%	42%	A	73%	51%	A
Reliability	**On-Time Performance |** 79%	83%	80%	B	86%	80%	A	85%	80%	A
	Crowding | 5%	4%	3%	A	0%	1%	A	0%	0%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.47 Peak: 0.5	Off-Peak: 0.3 Peak: 0.39	A	0.39	0.28	A	0.35	0.25	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$3.02	$ 4.75	A	$3.35	$ 5.33	A	$3.73	$ 5.76	A
	Cost Recovery | 20%	16%	14%	D	15%	12%	D	13%	11%	E

Operational Analysis

Miles Allocation



Hours Allocation



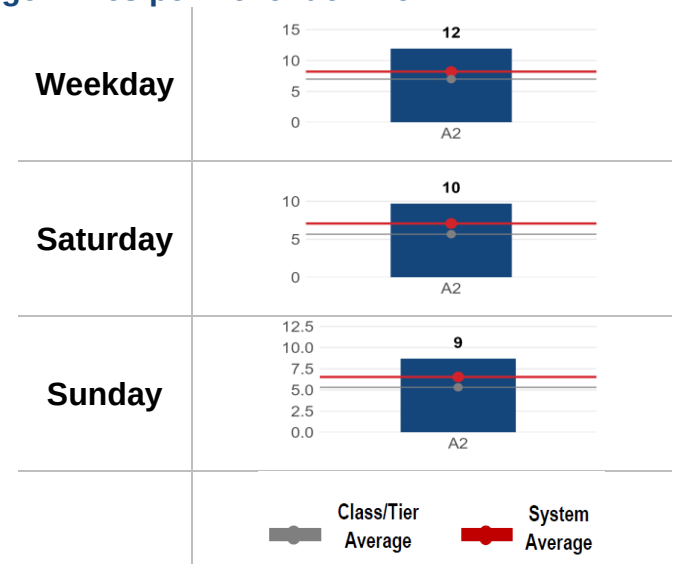
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
A2	11.20	46,140	45,385 (98.4%)

Service Change Summary

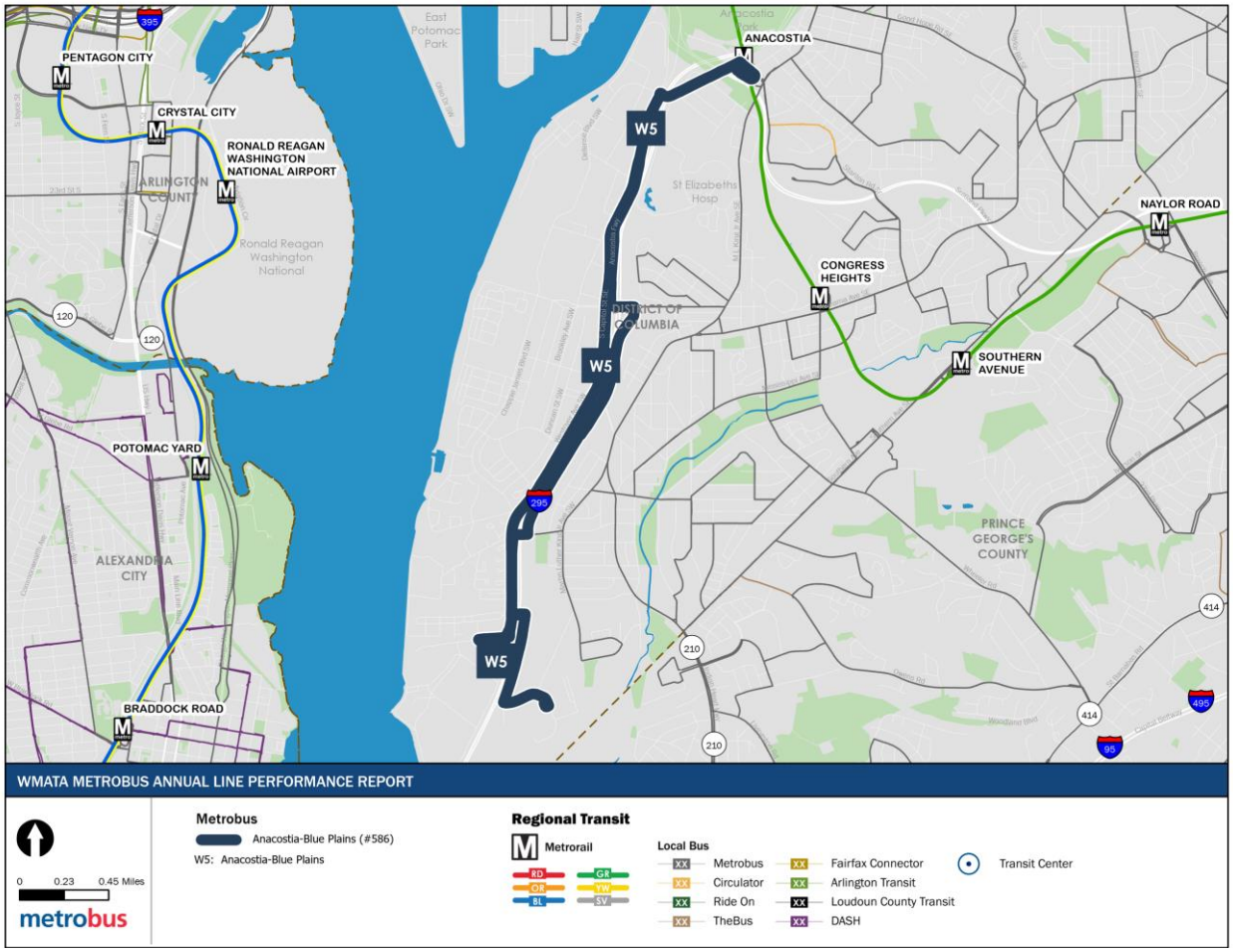
Jun 2023: Add a weekday Public School Open (PSO) trip departing Southern Avenue Station at 3:14 PM.
Sep 2023: No change
Dec 2023: No change

Passenger Miles per Revenue Mile



LINE: 586 - Anacostia-Blue Plains ROUTE(S): W5

About the Line



Service Classification

Coverage

Activity Tier

3

Overall Grade

Line	C

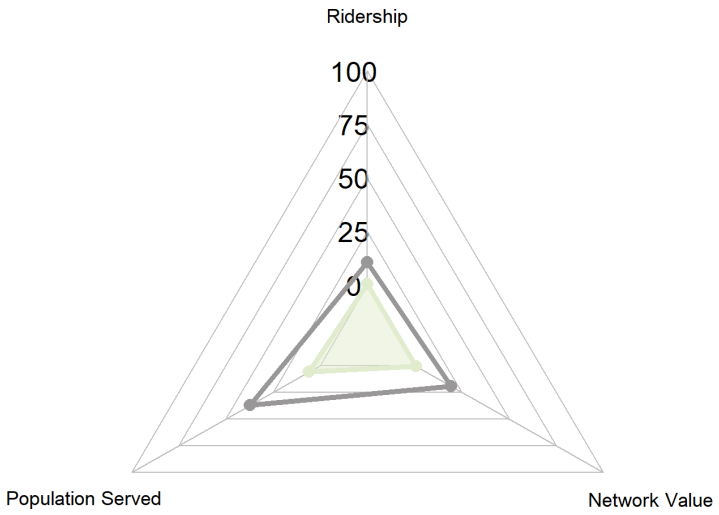
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

2

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	6	1	1	

Operating Statistics

Annual Operating Costs	$328,556
Peak Vehicles	2
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

Service Area Population	3,453	
People of Color Population	*Service Area*	2,815
	% Riders Surveyed	
Low Income Household	*Service Area*	1,376
	% Riders Surveyed	

Facilities/Amenities

Bus Stops	21
% Stops With Shelters	14%
% Stops With Benches	14%
% Stops With Real-Time Signs	5%

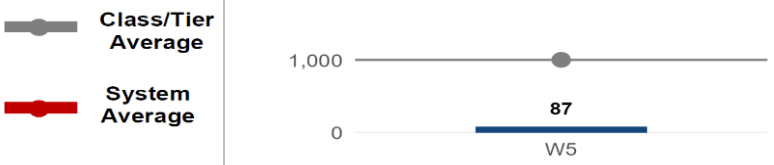
Ridership

Annual Ridership

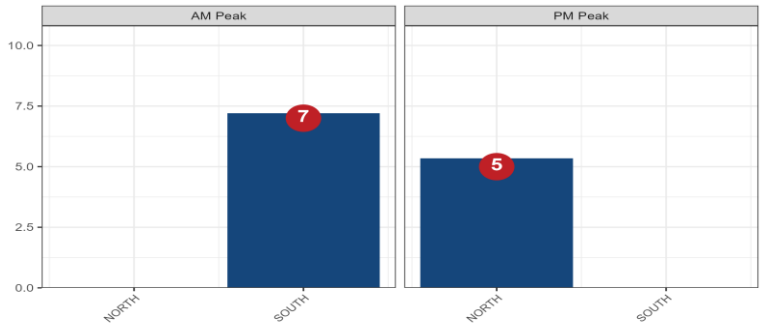


Top Transfer Locations

Anacostia

	Weekday	Saturday	Sunday
Average Daily Ridership		*No Service*	*No Service*

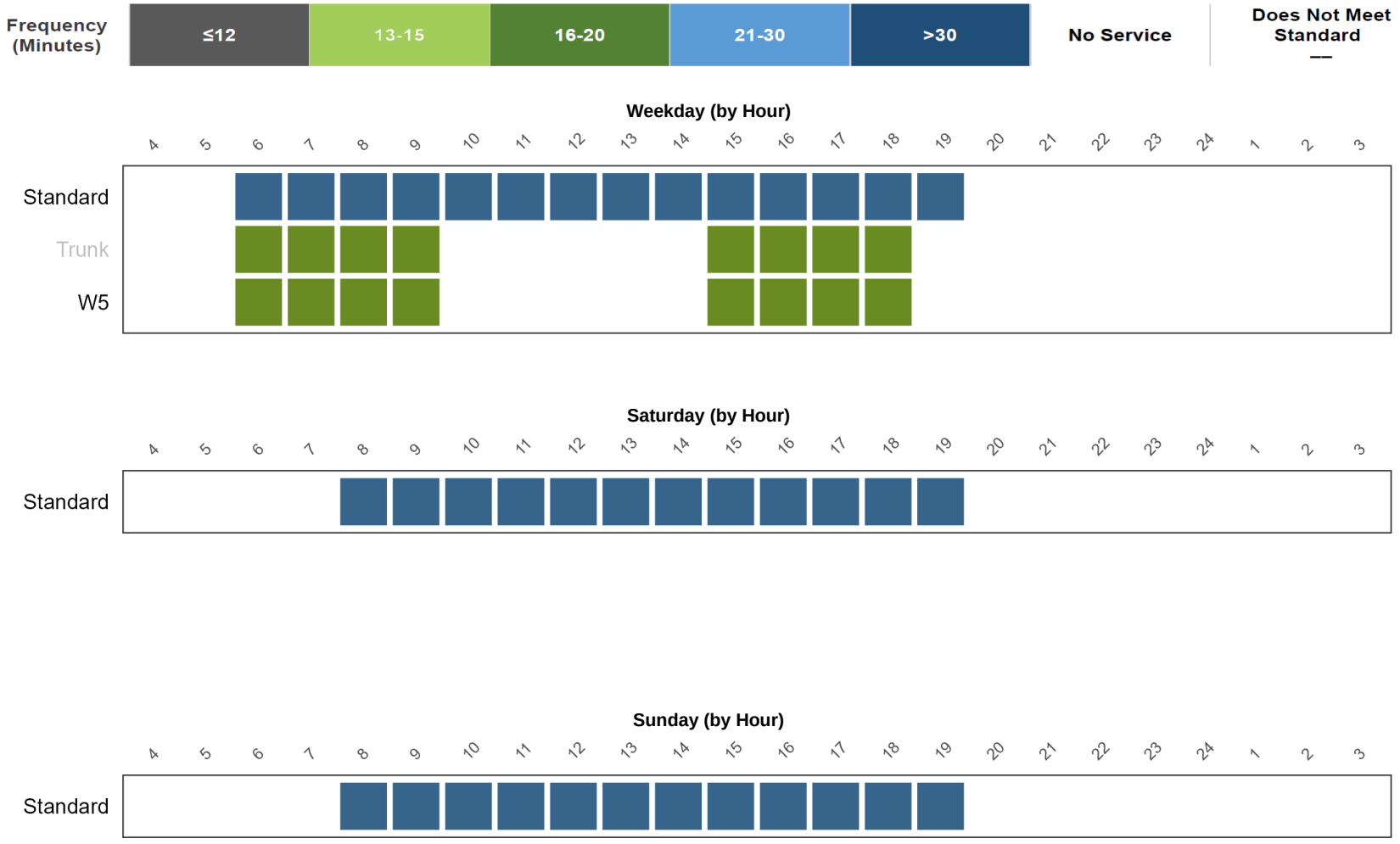
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	NORTH	SOUTH
Weekday	**Peak** Maximum Target: 1		
	Off-Peak Maximum Target: 1.0	0.13	0.17
	Saturday Maximum Target: 1.0		
	Sunday Maximum Target: 1.0		

Span and Frequency



Performance Report Card

C Anacostia-Blue Plains

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	6:10 AM - 9:24 AM; 3:30 PM - 6:08 PM	-	E	-	-	-	-	-	-
	Frequency of Service | varies	Peak: 19.0 / Off-Peak: 20.0	Peak: 26 / Off-Peak: 38.8	A	-	-	-	-	-	-
Productivity	**Passengers per Revenue Hour |** 10	12.2	22.8	A	-	-	-	-	-	-
	Passengers per Revenue Mile | 1	1.3	1.9	A	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	80%	80%	B	-	-	-	-	-	-
	Crowding | 5%	0%	1%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Peak: 0.16	Peak: 0.32	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$10.69	$ 6.33	E	-	-	-	-	-	-
	Cost Recovery | 20%	6%	10%	E	-	-	-	-	-	-

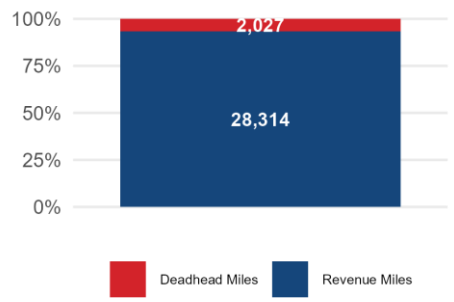
Route W5

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	2.3	4.8	E
Route Design	**Circuity |** N/A	1.3	1.78	-

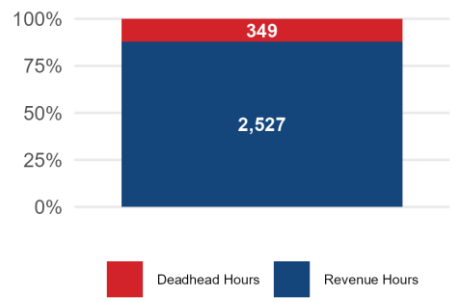
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 10	12.2	22.8	A	-	-	-	-	-	-
	Passengers per Revenue Mile | 1	1.3	1.9	A	-	-	-	-	-	-
	Unique Segment Ridership | 10%	0%	47%	E	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	80%	80%	B	-	-	-	-	-	-
	Crowding | 5%	0%	1%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Peak: 0.16	Peak: 0.31	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$10.69	$ 6.33	E	-	-	-	-	-	-
	Cost Recovery | 20%	6%	10%	E	-	-	-	-	-	-

Operational Analysis

Miles Allocation



Hours Allocation



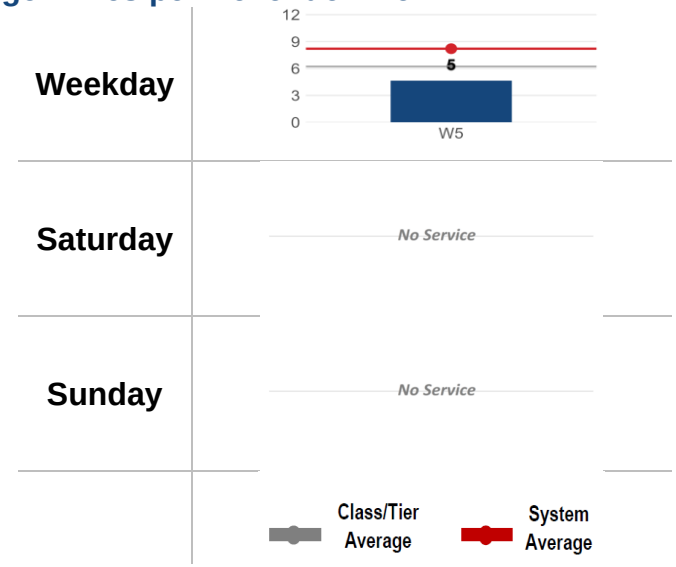
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
W5	10.60	4,482	4,439 (99.0%)

Service Change Summary

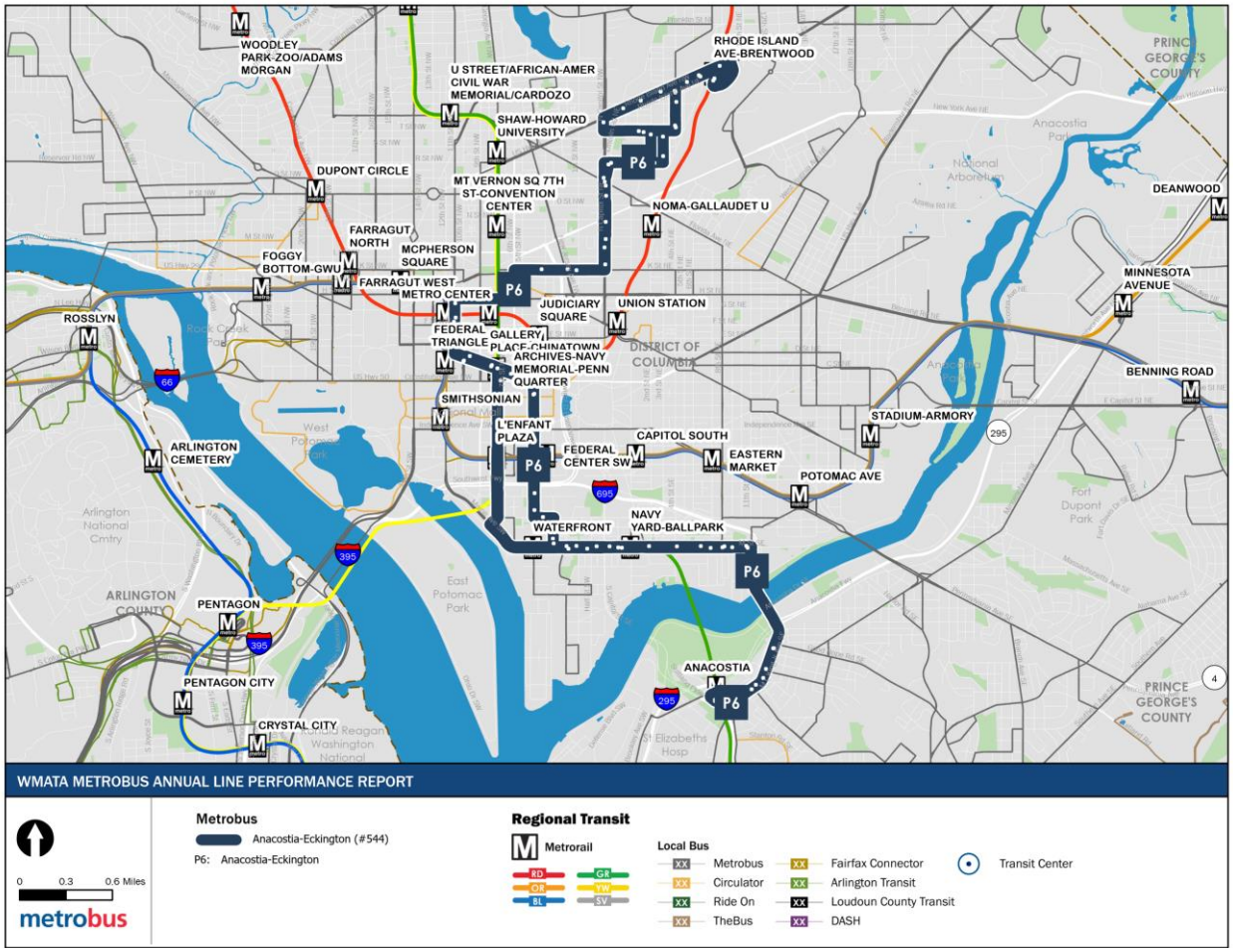
Jun 2023: Adjust running times (weekday only)
Sep 2023: No change
Dec 2023: Service will no longer operate between Anacostia Station and US Coast Guard Headquarters (St. Elizabeths Gate 4); Anacostia Bus Bay reassigned to Bay L

Passenger Miles per Revenue Mile



LINE: 544 - Anacostia-Eckington ROUTE(S): P6

About the Line



Service Classification

Coverage

Activity Tier

1

Overall Grade

Line	B

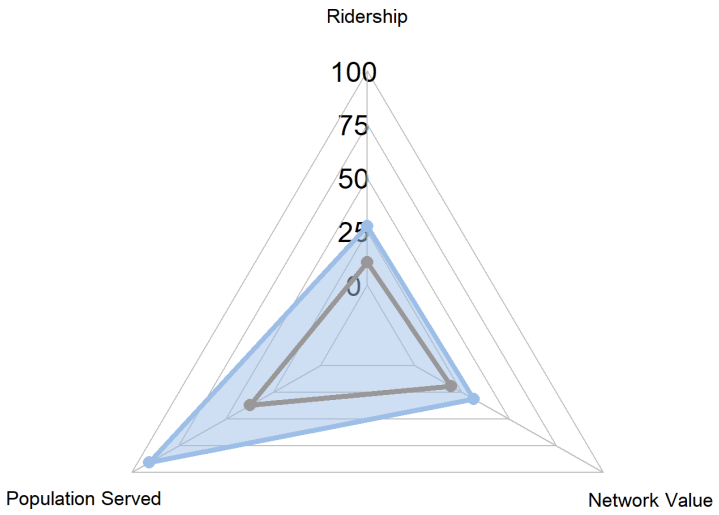
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

50

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	91	31	28	

Operating Statistics

Annual Operating Costs	$5,806,222
Peak Vehicles	12
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

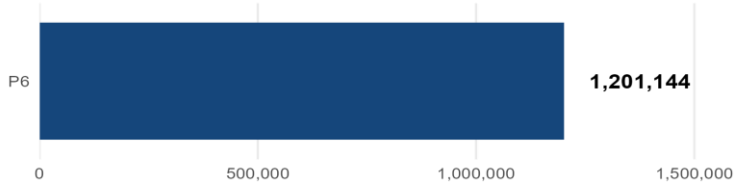
Service Area Population	61,492	
People of Color Population	*Service Area*	28,128
	% Riders Surveyed	96%
Low Income Household	*Service Area*	13,502
	% Riders Surveyed	71%

Facilities/Amenities

Bus Stops	95
% Stops With Shelters	28%
% Stops With Benches	23%
% Stops With Real-Time Signs	7%

Ridership

Annual Ridership



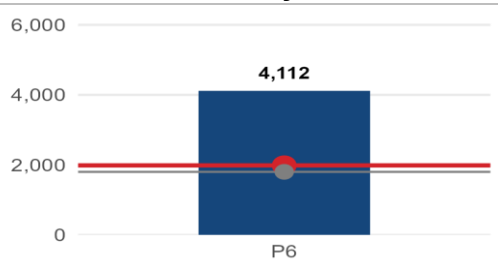
Top Transfer Locations

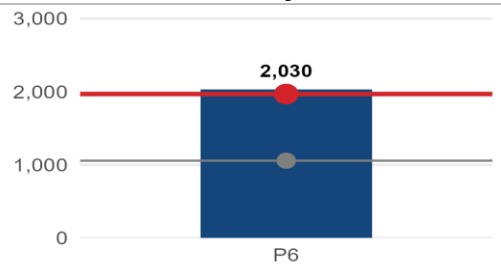
Rhode Island Avenue, Gallery Place-Chinatown, Metro Center

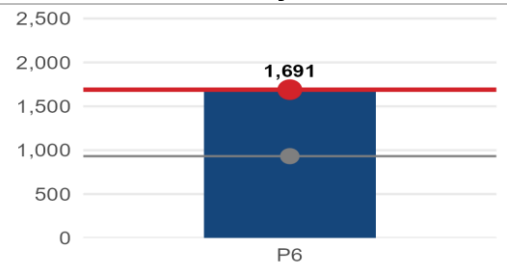
Average Daily Ridership

Class/Tier Average

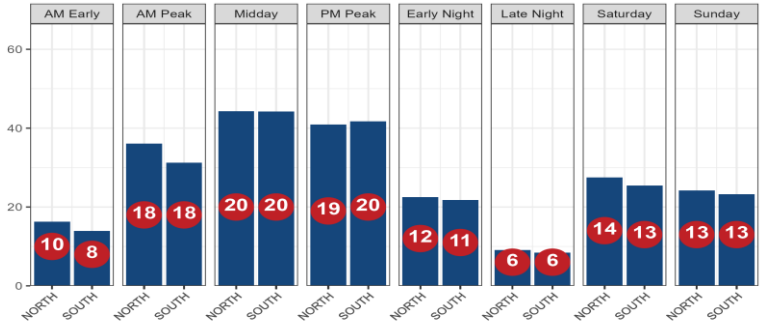
System Average







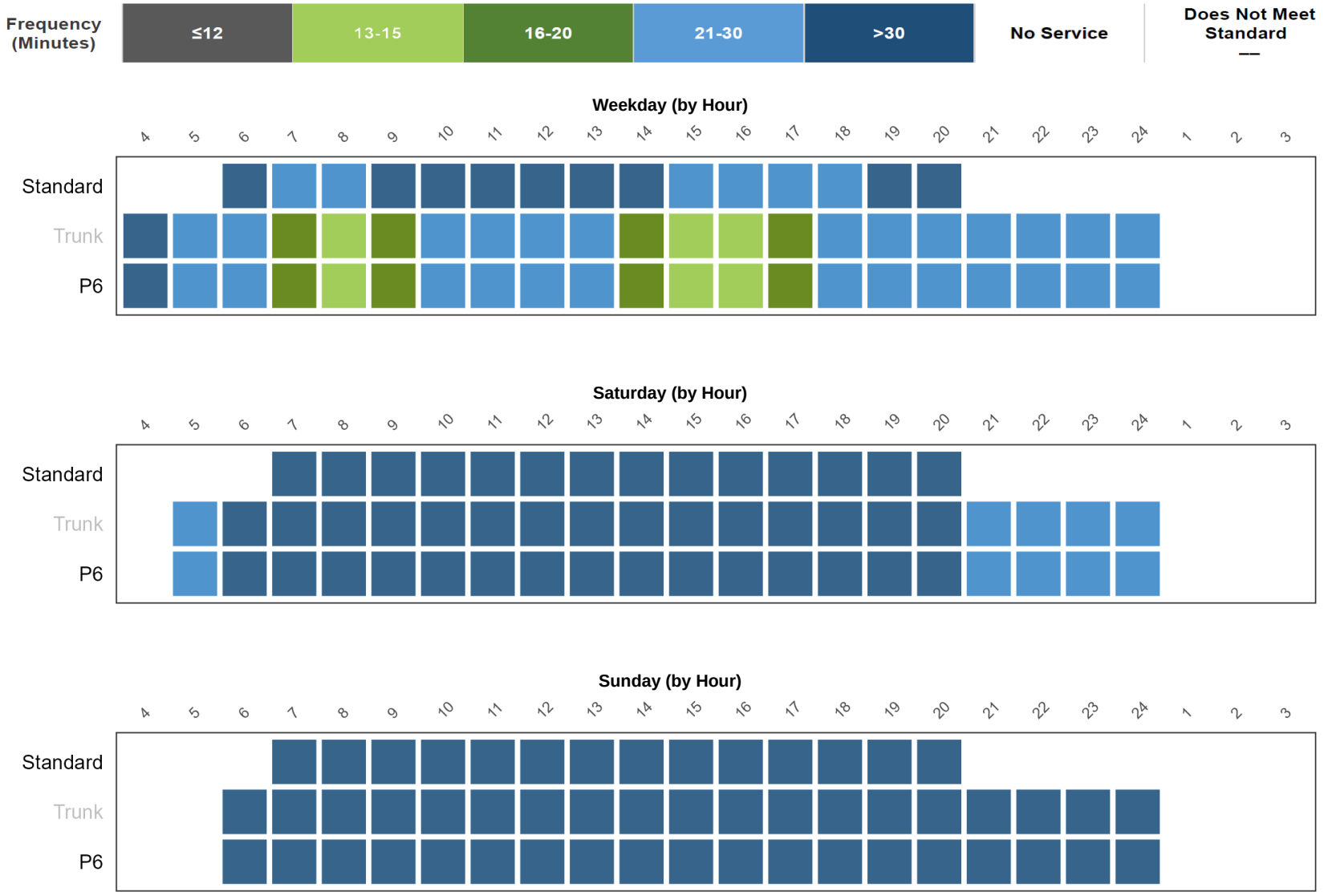
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	NORTH	SOUTH
Weekday	**Peak** Maximum Target: 1.2	0.47	0.47
Weekday	**Off-Peak** Maximum Target: 1.0	0.38	0.37
	Saturday Maximum Target: 1.0	0.36	0.33
	Sunday Maximum Target: 1.0	0.32	0.31

Span and Frequency



Performance Report Card

B Anacostia-Eckington

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	4:30 AM - 12:33 AM	-	A	5:20 AM - 12:39 AM	-	A	6:20 AM - 12:31 AM	-	A
	Frequency of Service | varies	Peak: 16.0 / Off-Peak: 21.0	Peak: 17.8 / Off-Peak: 26.7	A	33.0	29.8	A	34.0	30.3	A
Productivity	**Passengers per Revenue Hour |** 20	29.7	28.7	A	25.9	25.0	A	23.1	22.6	A
	Passengers per Revenue Mile | 4	4.4	4.0	B	3.4	3.2	D	3.0	2.9	E
Reliability	**On-Time Performance |** 79%	70%	75%	D	69%	76%	E	74%	79%	C
	Crowding | 5%	1%	3%	A	0%	2%	A	0%	3%	A
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.38 Peak: 0.47	Off-Peak: 0.3 Peak: 0.43	A	0.34	0.3	A	0.31	0.28	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$4.38	$ 4.60	A	$5.02	$ 5.28	B	$5.62	$ 5.87	C
	Cost Recovery | 25%	12%	16%	E	11%	14%	E	10%	13%	E

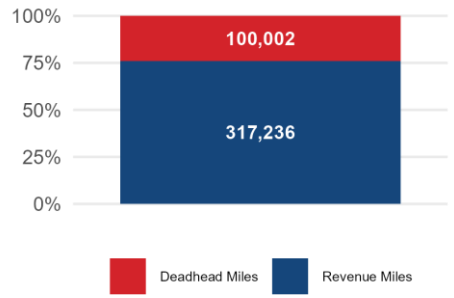
Route P6

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	5.8	6.3	E
Route Design	**Circuity |** N/A	1.66	1.59	-

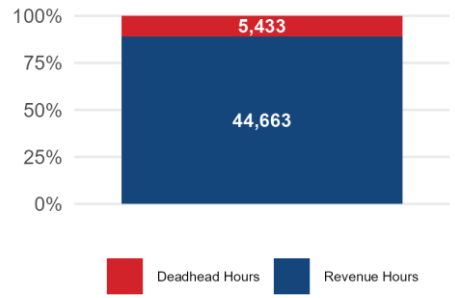
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 20	29.7	28.7	A	25.9	25.0	A	23.1	22.6	A
	Passengers per Revenue Mile | 4	4.4	4.0	B	3.4	3.2	D	3.0	2.9	E
	Unique Segment Ridership | 10%	42%	46%	A	43%	46%	A	44%	45%	A
Reliability	**On-Time Performance |** 79%	70%	75%	D	69%	76%	D	74%	79%	C
	Crowding | 5%	1%	3%	A	0%	2%	A	0%	2%	A
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.38 Peak: 0.47	Off-Peak: 0.32 Peak: 0.44	A	0.34	0.31	A	0.31	0.29	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$4.38	$ 4.60	A	$5.02	$ 5.28	B	$5.62	$ 5.87	C
	Cost Recovery | 25%	12%	15%	E	11%	14%	E	10%	13%	E

Operational Analysis

Miles Allocation



Hours Allocation



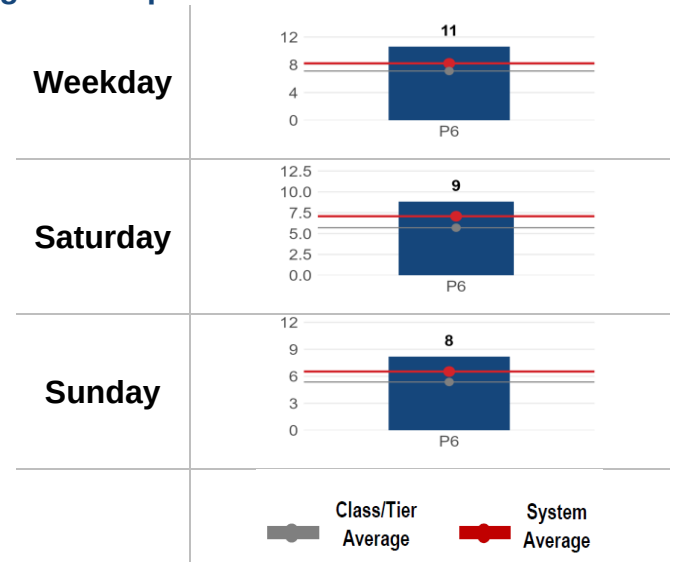
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
P6	17.00	38,844	38,019 (97.9%)

Service Change Summary

Jun 2023: Adjust running times (7 days)
Sep 2023: No change
Dec 2023: Late-night and early-morning service between Anacostia Station and L'Enfant Plaza will no longer be operated on Route P6. This service will be covered by extended Route A6 and A8 trips between Anacostia Station and L'Enfant Plaza during hours when Metrorail is closed

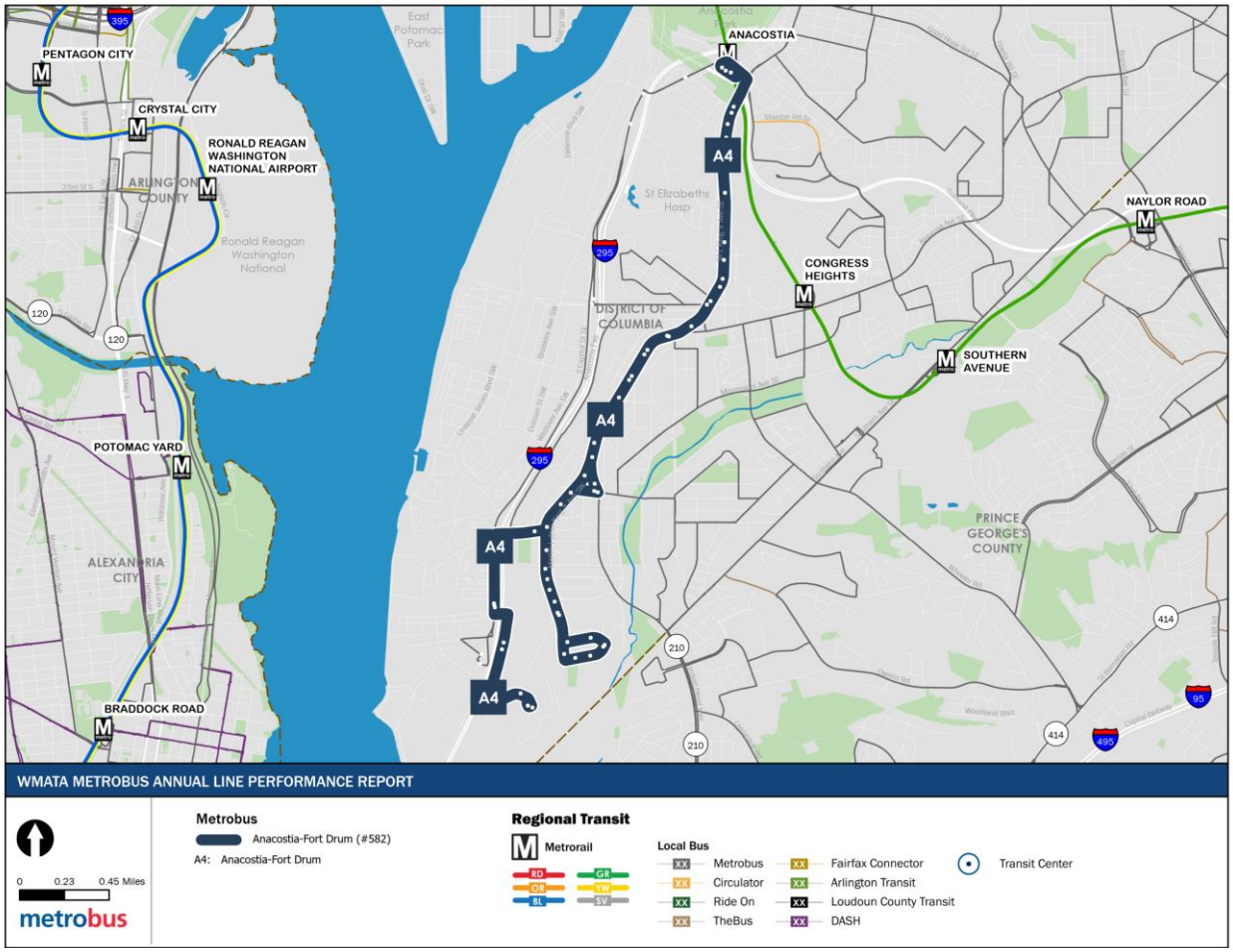
Passenger Miles per Revenue Mile



LINE: 582 - Anacostia-Fort Drum

ROUTE(S): A4

About the Line



Service Classification

Coverage

Activity Tier

3

Overall Grade

Line	A

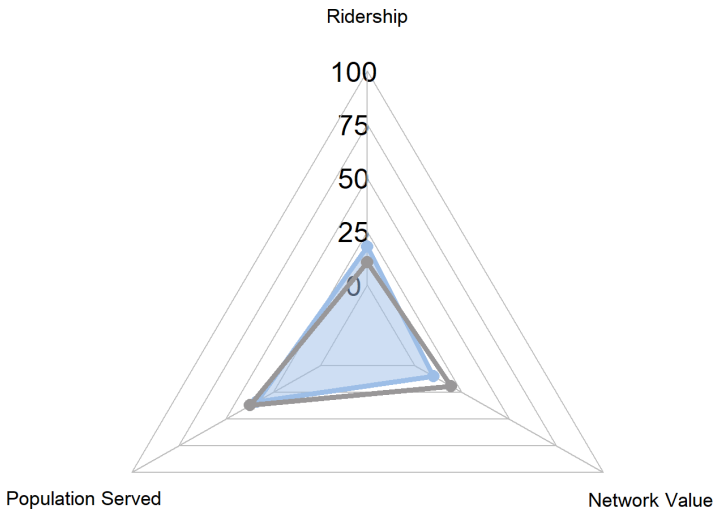
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

20

Out of 100



Classification Average

	Population Served	Network Value	Ridership	Balanced
Line Focus:				
Line Score:	34	10	18	

Operating Statistics

Annual Operating Costs	$4,412,573
Peak Vehicles	7
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

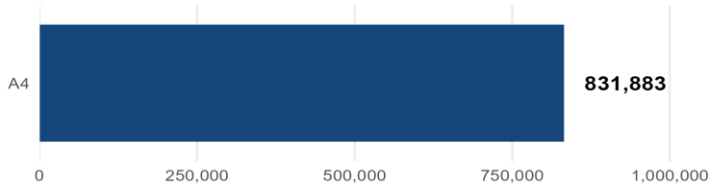
Service Area Population	16,507	
People of Color Population	*Service Area*	15,093
	% Riders Surveyed	83%
Low Income Household	*Service Area*	7,189
	% Riders Surveyed	50%

Facilities/Amenities

Bus Stops	68
% Stops With Shelters	21%
% Stops With Benches	12%
% Stops With Real-Time Signs	7%

Ridership

Annual Ridership



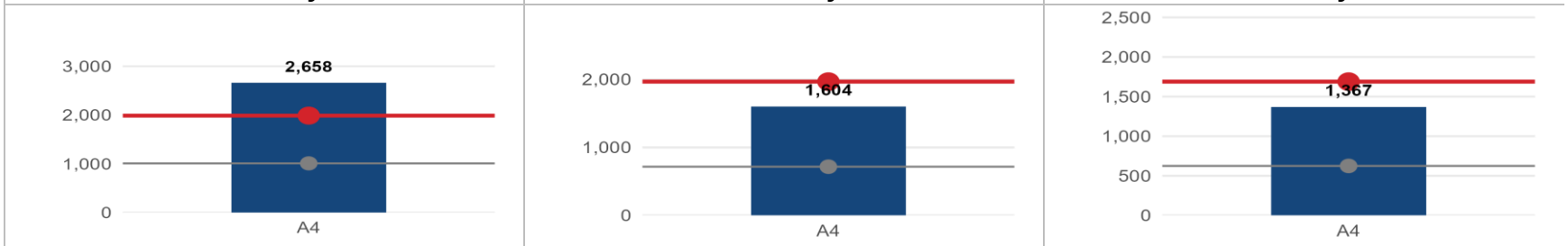
Top Transfer Locations

Anacostia

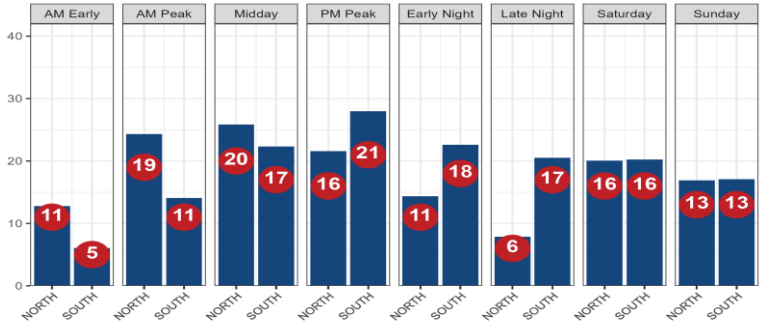
Average Daily Ridership

Class/Tier Average

System Average



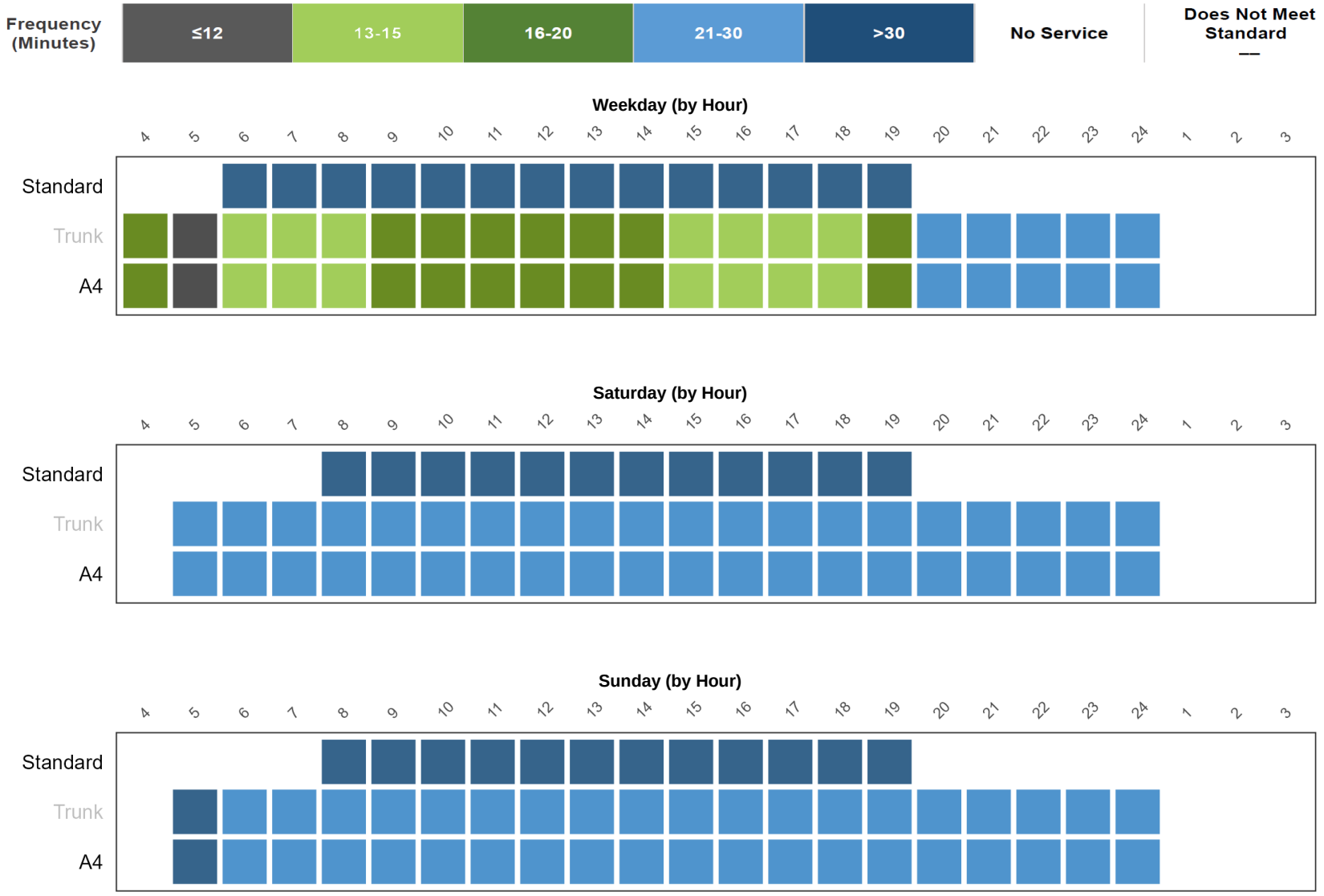
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	NORTH	SOUTH
Weekday	**Peak** Maximum Target: 1	0.45	0.45
Weekday	**Off-Peak** Maximum Target: 1.0	0.4	0.4
	Saturday Maximum Target: 1.0	0.4	0.39
	Sunday Maximum Target: 1.0	0.33	0.33

Span and Frequency



Performance Report Card

A Anacostia-Fort Drum

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	4:46 AM - 12:20 AM	-	A	5:40 AM - 12:22 AM	-	A	5:37 AM - 12:20 AM	-	A
	Frequency of Service | varies	Peak: 14.0 / Off-Peak: 18.0	Peak: 26 / Off-Peak: 38.8	A	25.0	47.4	A	25.0	49.8	A
Productivity	**Passengers per Revenue Hour |** 10	34.9	22.8	A	29.4	23.6	A	30.0	24.3	A
	Passengers per Revenue Mile | 1	3.7	1.9	A	3.3	2.0	A	2.8	2.0	A
Reliability	**On-Time Performance |** 79%	81%	80%	B	83%	79%	B	78%	80%	C
	Crowding | 5%	2%	1%	A	0%	1%	A	0%	0%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.4 Peak: 0.45	Off-Peak: 0.25 Peak: 0.32	A	0.4	0.27	A	0.33	0.26	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$3.73	$ 6.33	A	$4.43	$ 5.97	A	$4.34	$ 5.70	A
	Cost Recovery | 20%	10%	10%	E	8%	8%	E	8%	8%	E

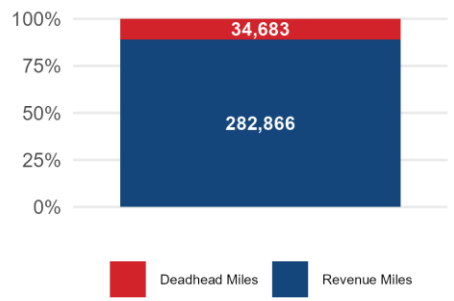
Route A4

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	6.2	4.8	E
Route Design	**Circuity |** N/A	1.65	1.78	-

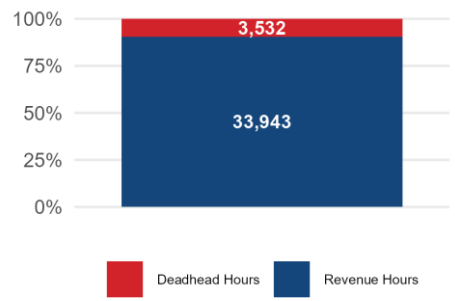
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 10	34.9	22.8	A	29.4	23.6	A	30.0	24.3	A
	Passengers per Revenue Mile | 1	3.7	1.9	A	3.3	2.0	A	2.8	2.0	A
	Unique Segment Ridership | 10%	1%	47%	E	46%	58%	A	48%	61%	A
Reliability	**On-Time Performance |** 79%	81%	80%	B	83%	79%	B	78%	80%	C
	Crowding | 5%	2%	1%	A	0%	1%	A	0%	0%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.4 Peak: 0.45	Off-Peak: 0.25 Peak: 0.31	A	0.4	0.27	A	0.33	0.26	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$3.73	$ 6.33	A	$4.43	$ 5.97	A	$4.34	$ 5.70	A
	Cost Recovery | 20%	10%	10%	E	8%	7%	E	8%	8%	E

Operational Analysis

Miles Allocation



Hours Allocation



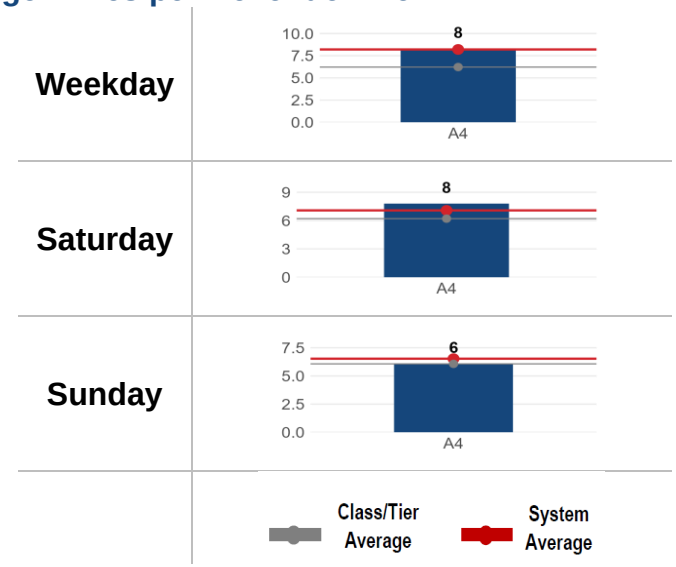
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
A4	13.60	43,853	43,237 (98.6%)

Service Change Summary

Jun 2023: Adjust running times (weekday only)
Sep 2023: No change
Dec 2023: Service will no longer operate between Anacostia Station and US Coast Guard Headquarters (St. Elizabeths Gate 4); Anacostia Bus Bay reassigned to Bay K

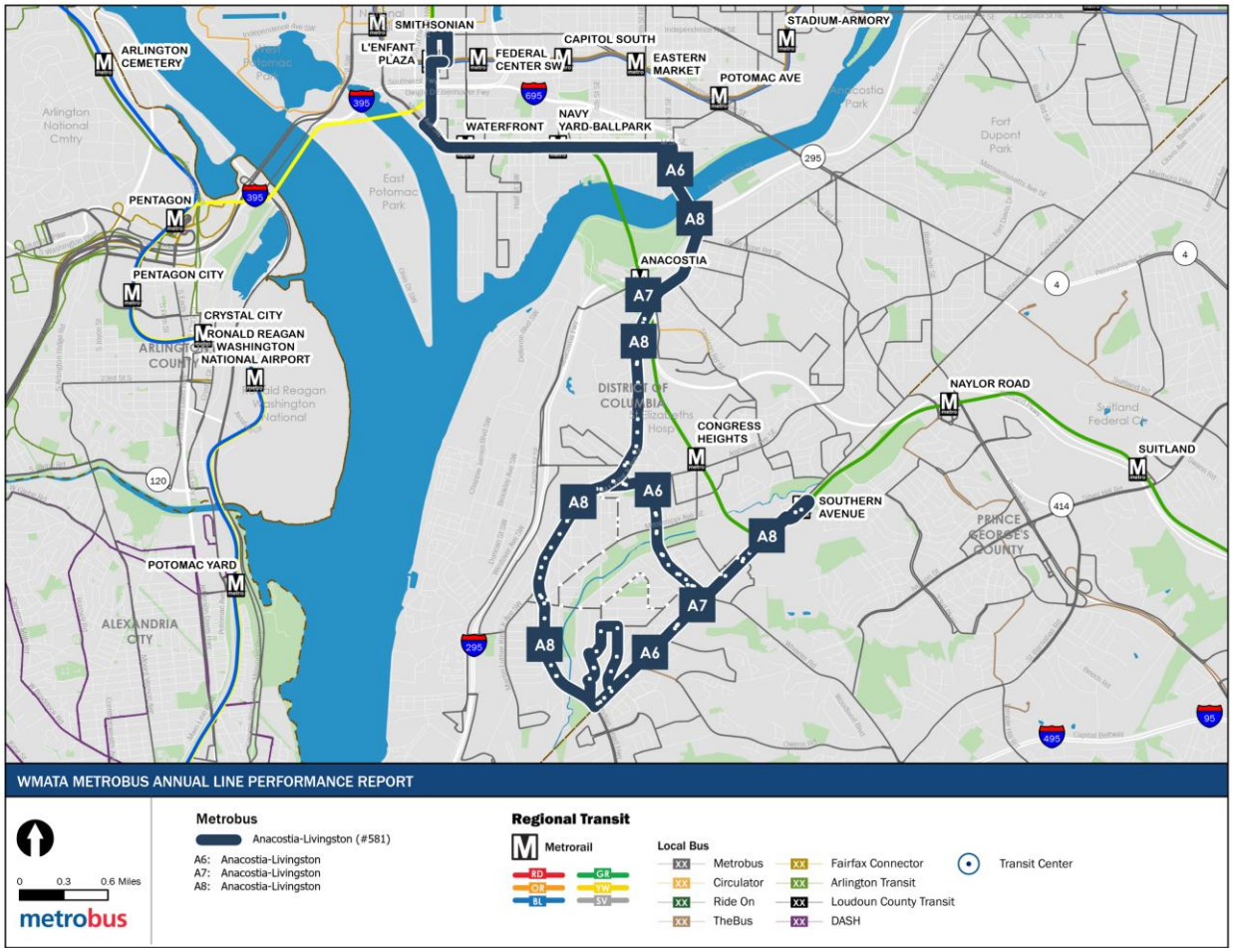
Passenger Miles per Revenue Mile



LINE: 581 - Anacostia-Livingston

ROUTE(S): A6, A7, A8

About the Line



Service Classification

Coverage

Activity Tier

2

Overall Grade

Line	A

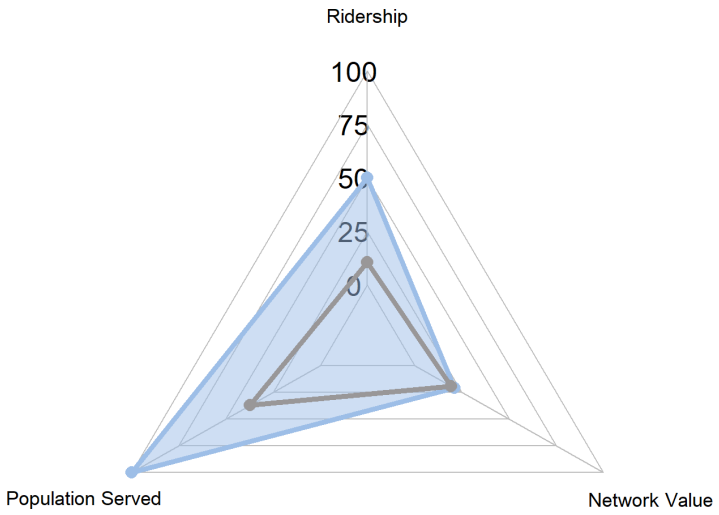
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

57

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	100	21	50	

Operating Statistics

Annual Operating Costs	$5,927,167
Peak Vehicles	27
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

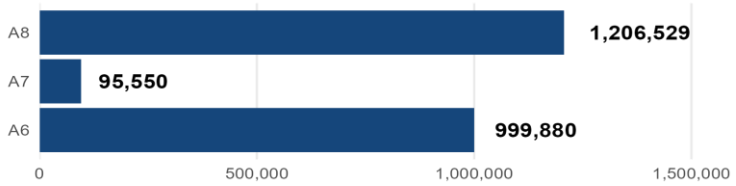
Service Area Population		84,504
People of Color Population	*Service Area*	62,848
	% Riders Surveyed	99%
Low Income Household	*Service Area*	30,935
	% Riders Surveyed	78%

Facilities/Amenities

Bus Stops	126
% Stops With Shelters	27%
% Stops With Benches	20%
% Stops With Real-Time Signs	6%

Ridership

Annual Ridership



Top Transfer Locations

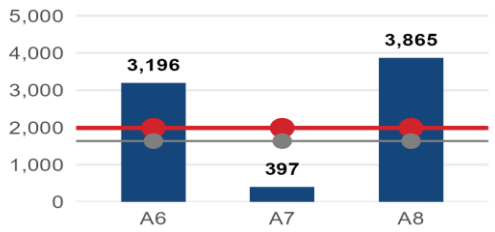
Anacostia, L'Enfant Plaza, Navy Yard

Average Daily Ridership

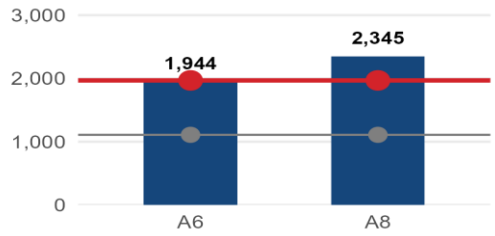
Class/Tier Average

System Average

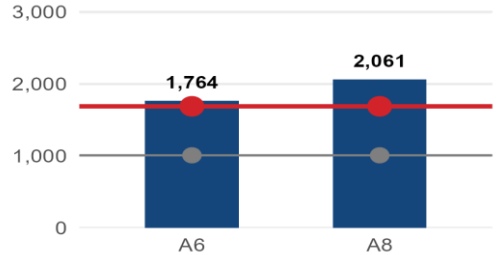
Weekday



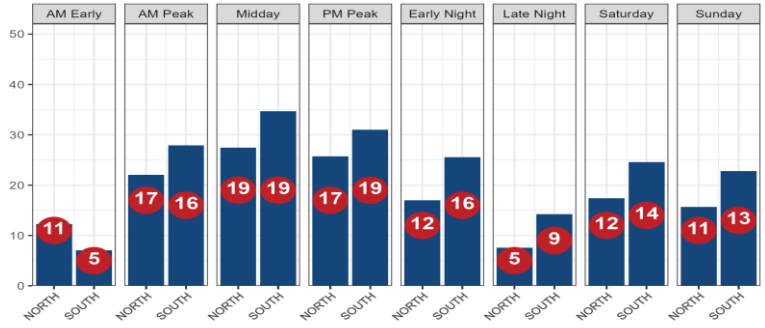
Saturday



Sunday



Average Trip Ridership and Maximum Load by Time Period

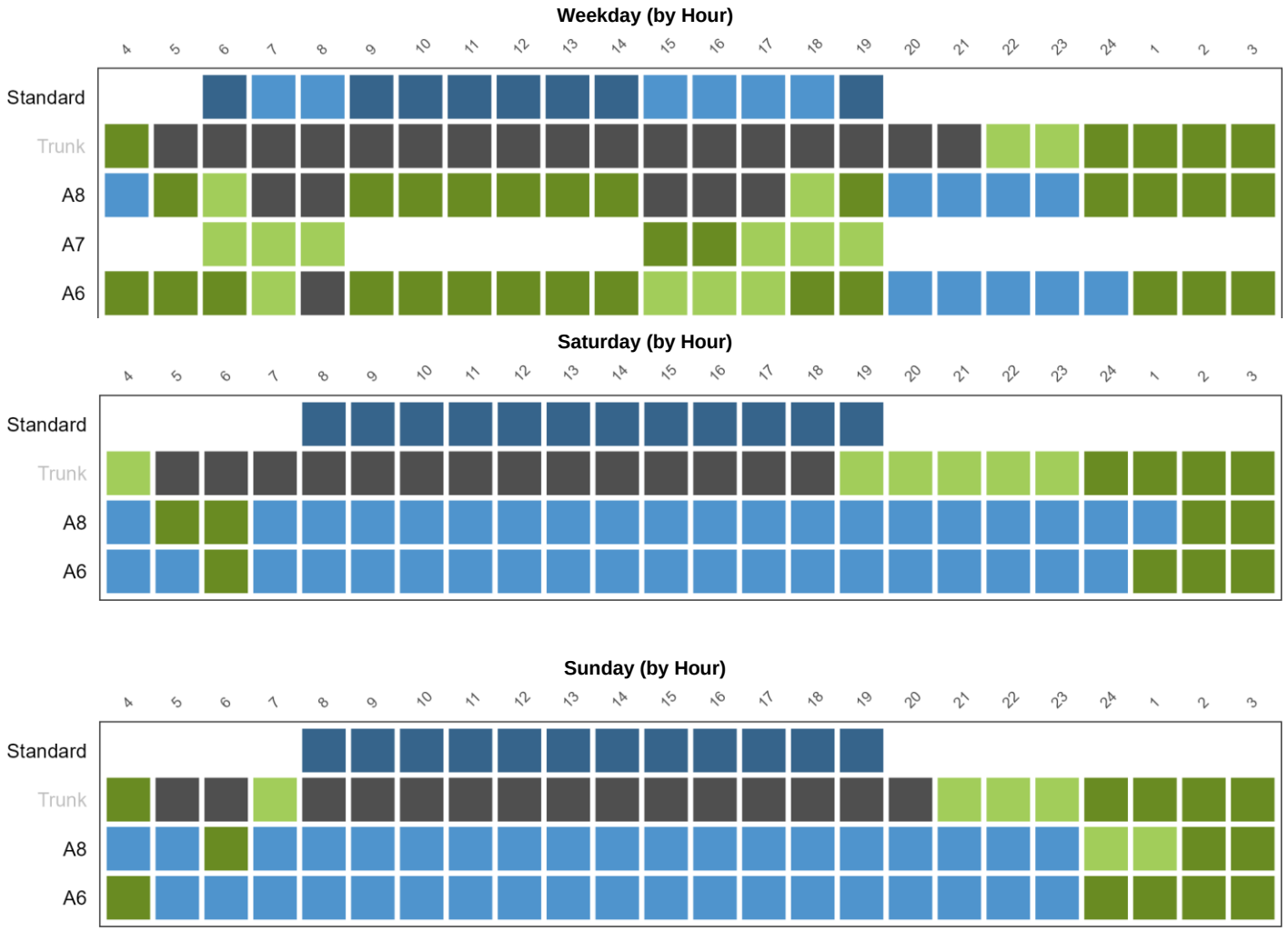


Vehicle Load Factor

	Direction:	NORTH	SOUTH
Weekday	**Peak** Maximum Target: 1	0.43	0.45
	Off-Peak Maximum Target: 1.0	0.34	0.38
	Saturday Maximum Target: 1.0	0.3	0.35
	Sunday Maximum Target: 1.0	0.27	0.32

Span and Frequency





Performance Report Card

A Anacostia-Livingston

Measure | Standard		Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	24 hours	-	A	24 hours	-	A	24 hours	-	A
	Frequency of Service | varies	Peak: 5.0 / Off-Peak: 9.0	Peak: 22.2 / Off-Peak: 32.8	A	13.0	36.2	A	13.0	37.8	A
Productivity	**Passengers per Revenue Hour |** 15	49.6	32.3	A	44.0	28.3	A	41.0	26.7	A
	Passengers per Revenue Mile | 2	5.5	3.8	A	4.4	3.1	A	4.0	2.8	A
Reliability	**On-Time Performance |** 79%	78%	80%	C	82%	80%	B	82%	80%	B
	Crowding | 5%	0%	2%	A	1%	0%	A	1%	0%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.36 Peak: 0.44	Off-Peak: 0.29 Peak: 0.37	A	0.32	0.27	A	0.3	0.25	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$2.62	$ 4.75	A	$2.95	$ 5.33	A	$3.17	$ 5.76	A
	Cost Recovery | 20%	18%	14%	D	16%	12%	D	14%	11%	D

Route A6

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	6.5	6.2	E
Route Design	**Circuity |** N/A	1.54	2.37	-

	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 15	43.1	32.3	A	38.5	28.3	A	36.2	26.7	A
	Passengers per Revenue Mile | 2	4.9	3.8	A	3.8	3.1	A	3.5	2.8	A
	Unique Segment Ridership | 10%	0%	25%	E	40%	42%	A	39%	51%	A
Reliability	**On-Time Performance |** 79%	77%	80%	C	81%	80%	B	81%	80%	B
	Crowding | 5%	4%	3%	A	1%	1%	A	0%	0%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.32 Peak: 0.41	Off-Peak: 0.3 Peak: 0.39	A	0.29	0.28	A	0.27	0.25	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$3.02	$ 4.75	A	$3.38	$ 5.33	A	$3.59	$ 5.76	A
	Cost Recovery | 20%	17%	14%	D	15%	12%	D	15%	11%	D

Route A7

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	6.6	6.2	E
Route Design	**Circuity |** N/A	1.18	2.37	-

	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 15	37.3	32.3	A	-	-	-	-	-	-
	Passengers per Revenue Mile | 2	5	3.8	A	-	-	-	-	-	-
	Unique Segment Ridership | 10%	1%	25%	E	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	79%	80%	B	-	-	-	-	-	-
	Crowding | 5%	0%	3%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Peak: 0.36	Peak: 0.39	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$3.49	$ 4.75	A	-	-	-	-	-	-
	Cost Recovery | 20%	24%	14%	A	-	-	-	-	-	-

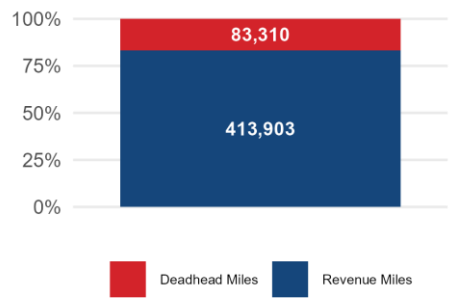
Route A8

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	6	6.2	E
Route Design	**Circuity |** N/A	1.54	2.37	-

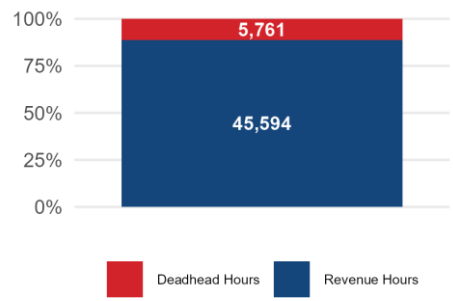
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 15	58.9	32.3	A	50.0	28.3	A	46.2	26.7	A
	Passengers per Revenue Mile | 2	6.3	3.8	A	5.1	3.1	A	4.5	2.8	A
	Unique Segment Ridership | 10%	17%	25%	A	37%	42%	A	37%	51%	A
Reliability	**On-Time Performance |** 79%	80%	80%	B	83%	80%	B	83%	80%	B
	Crowding | 5%	5%	3%	B	1%	1%	A	1%	0%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.4 Peak: 0.5	Off-Peak: 0.3 Peak: 0.39	A	0.36	0.28	A	0.32	0.25	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$2.21	$ 4.75	A	$2.60	$ 5.33	A	$2.81	$ 5.76	A
	Cost Recovery | 20%	16%	14%	D	14%	12%	E	13%	11%	E

Operational Analysis

Miles Allocation



Hours Allocation



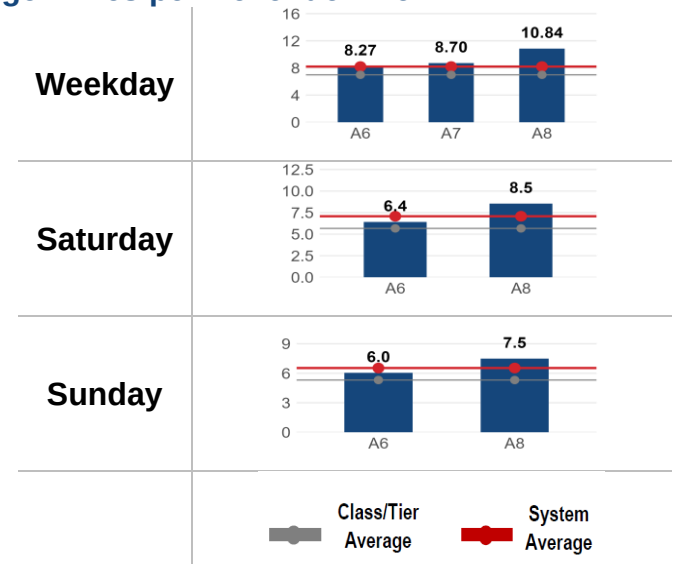
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
A6	13.60	46,166	44,554 (96.5%)
A7	8.00	4,911	4,820 (98.1%)
A8	13.70	48,826	46,982 (96.2%)

Service Change Summary

Jun 2023: No change
Sep 2023: No change
Dec 2023: Add A6/A8 combined route to 24/7 network; 20 minute service or better, 7 days a week

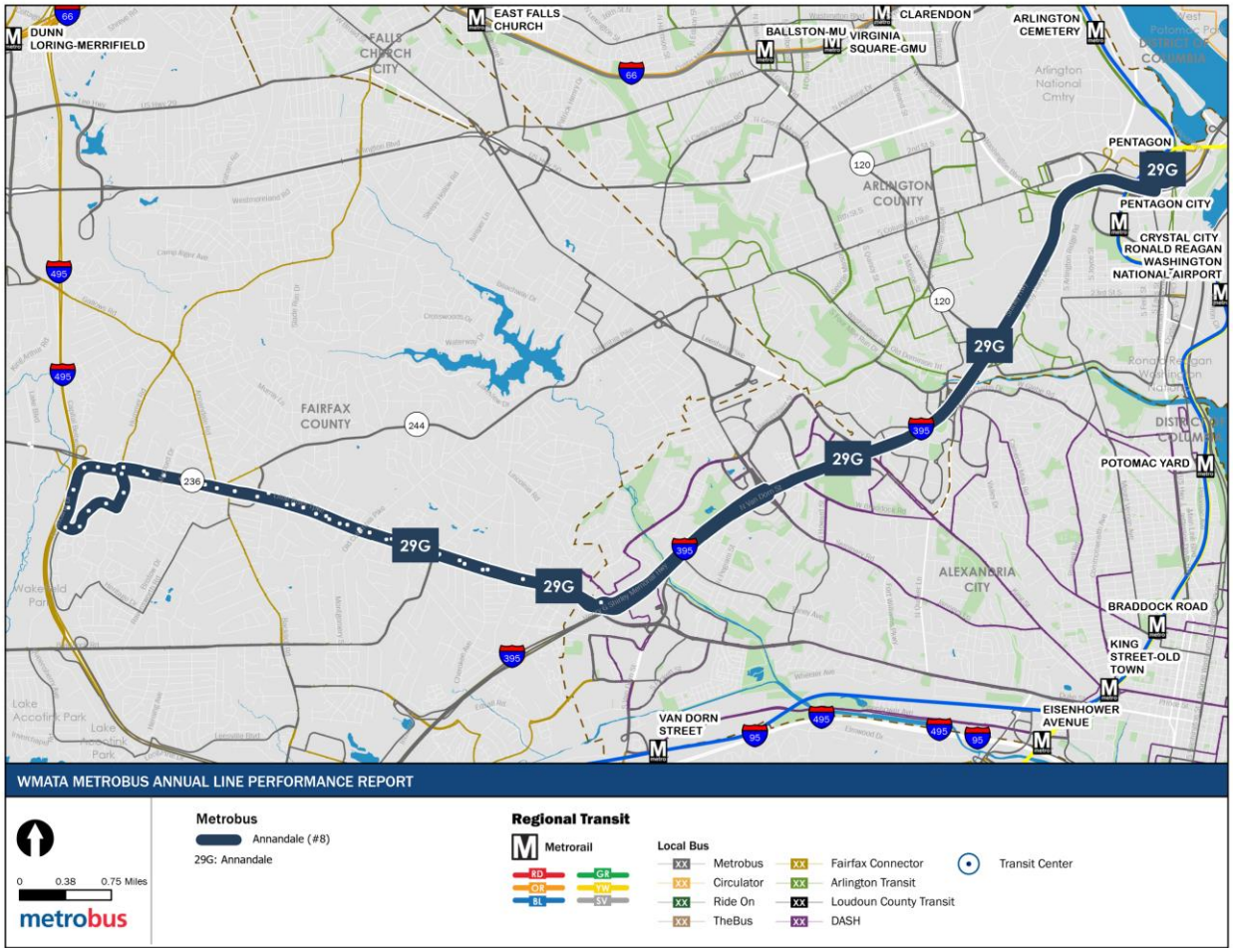
Passenger Miles per Revenue Mile



LINE: 8 - Annandale

ROUTE(S): 29G

About the Line



Service Classification

Commuter

Activity Tier

2

Overall Grade

Line	A

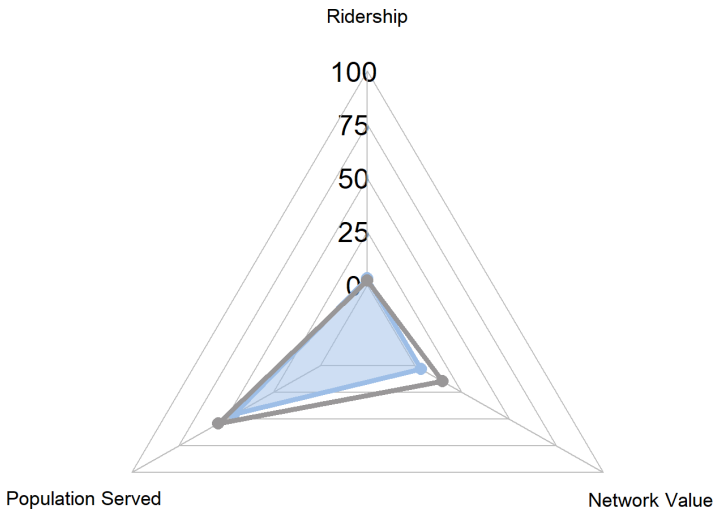
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

17

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	46	3	3	

Operating Statistics

Annual Operating Costs	$587,839
Peak Vehicles	2
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

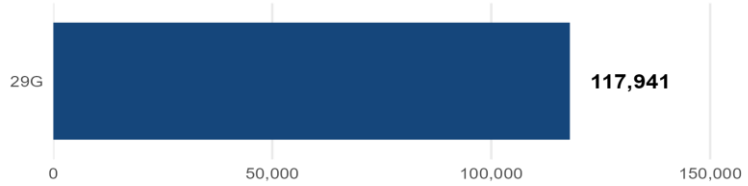
Service Area Population	20,555	
People of Color Population	*Service Area*	8,943
	% Riders Surveyed	56%
Low Income Household	*Service Area*	6,689
	% Riders Surveyed	17%

Facilities/Amenities

Bus Stops	55
% Stops With Shelters	33%
% Stops With Benches	36%
% Stops With Real-Time Signs	2%

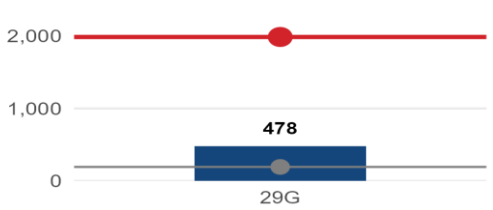
Ridership

Annual Ridership

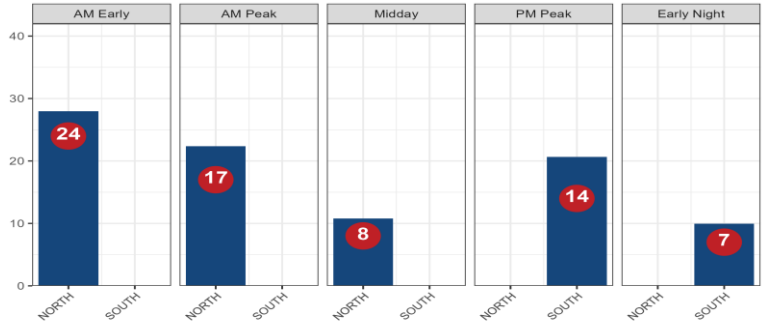


Top Transfer Locations

Pentagon

	Weekday	Saturday	Sunday
Average Daily Ridership		*No Service*	*No Service*

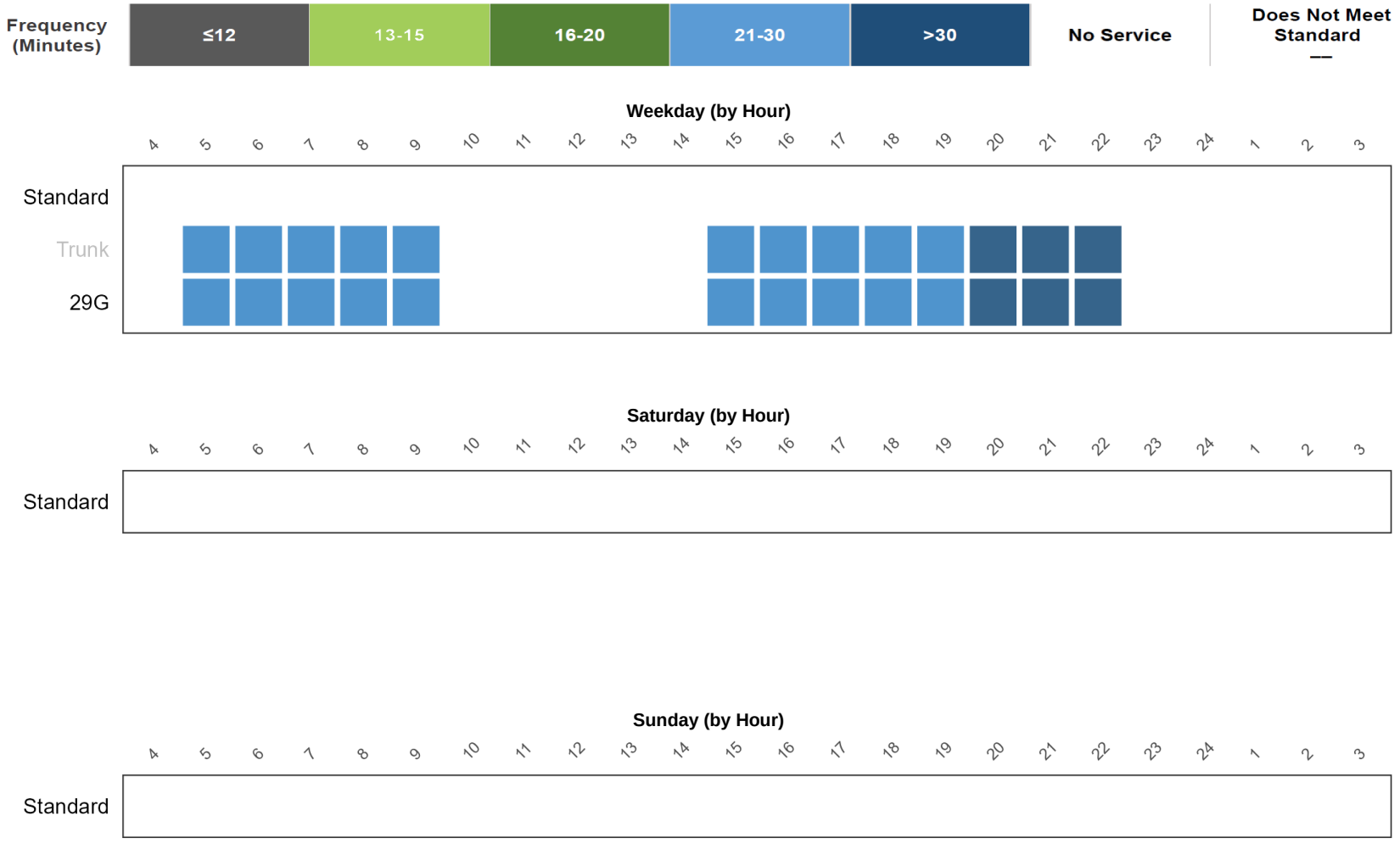
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	NORTH	SOUTH
Weekday	**Peak** Maximum Target: 1	0.43	0.36
	Off-Peak Maximum Target: 1.0	0.45	0.18
	Saturday Maximum Target: 1.0		
	Sunday Maximum Target: 1.0		

Span and Frequency



Performance Report Card

A Annandale

Measure | Standard		Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	5:30 AM - 9:40 AM; 3:06 PM - 10:21 PM	-	A	-	-	-	-	-	-
	Frequency of Service | varies	Peak: 24.0 / Off-Peak: 24.0	Peak: 25.8 / Off-Peak: 31.7	-	-	-	-	-	-	-
Productivity	**Passengers per Revenue Hour |** N/A	26.4	16.1	A	-	-	-	-	-	-
	Passengers per Revenue Mile | 1	1.5	1	A	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	73%	75%	D	-	-	-	-	-	-
	Crowding | 5%	0%	0%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.28 Peak: 0.39	Off-Peak: 0.2 Peak: 0.32	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$4.93	$ 9.82	A	-	-	-	-	-	-
	Cost Recovery | 20%	27%	26%	A	-	-	-	-	-	-

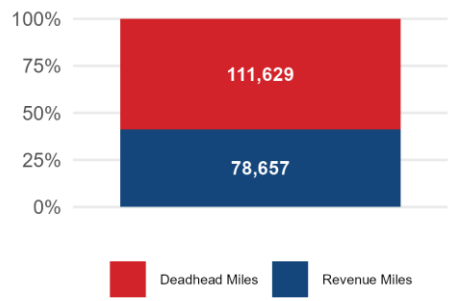
Route 29G

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** N/A	2.5	2.8	-
Route Design	**Circuity |** N/A	1.35	1.42	-

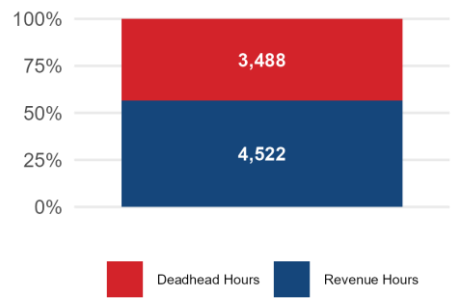
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** N/A	26.4	16.1	A	-	-	-	-	-	-
	Passengers per Revenue Mile | 1	1.5	1	A	-	-	-	-	-	-
	Unique Segment Ridership | 15%	0%	33%	E	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	73%	75%	D	-	-	-	-	-	-
	Crowding | 5%	0%	0%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.28 Peak: 0.39	Off-Peak: 0.2 Peak: 0.28	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$4.93	$ 9.82	A	-	-	-	-	-	-
	Cost Recovery | 20%	27%	24%	A	-	-	-	-	-	-

Operational Analysis

Miles Allocation



Hours Allocation



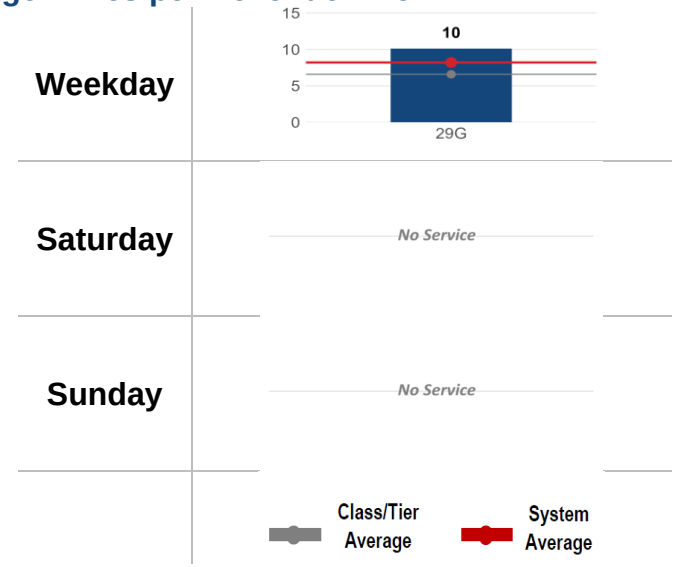
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
29G	26.70	6,216	6,002 (96.6%)

Service Change Summary

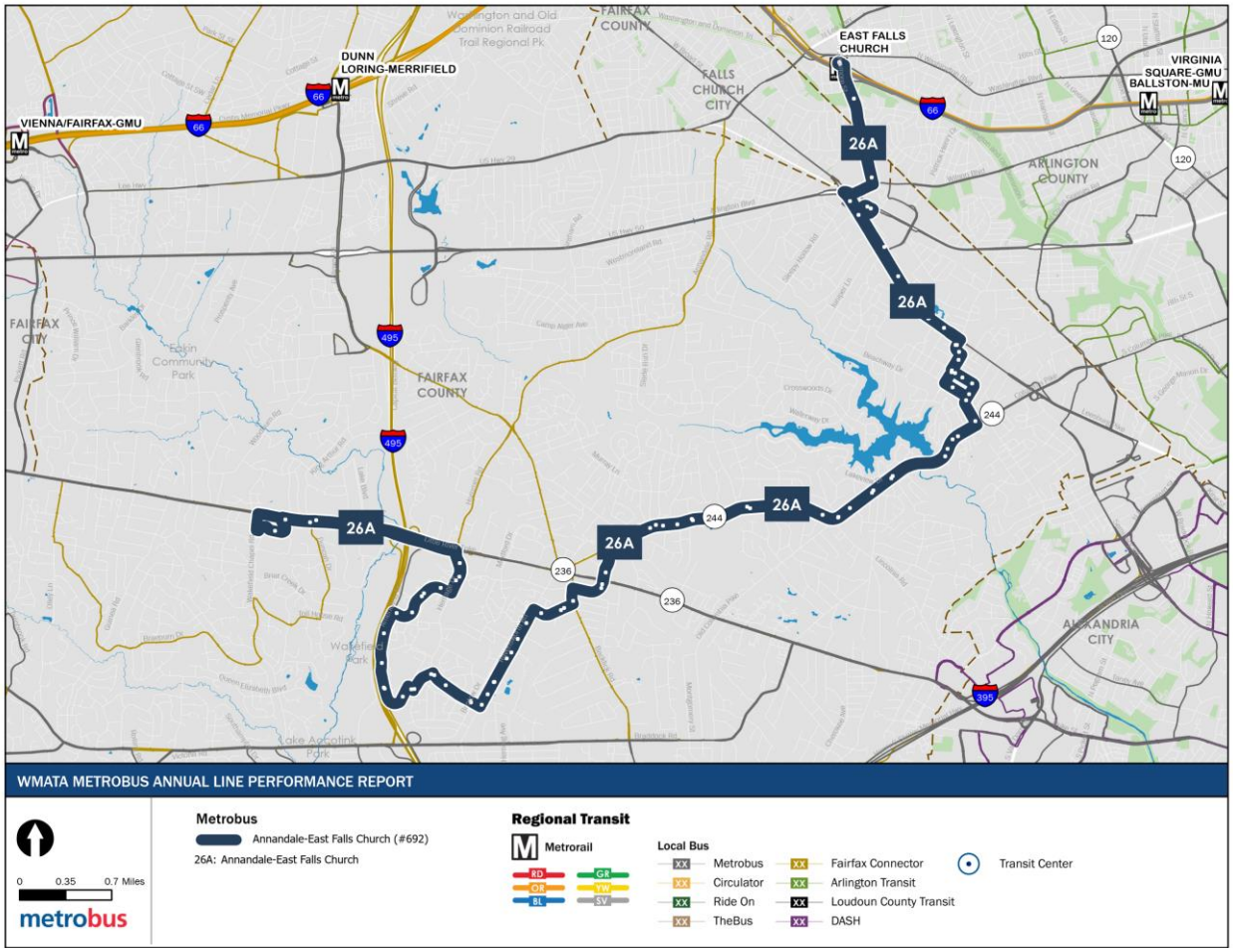
Jun 2023: No change
Sep 2023: No change
Dec 2023: No change

Passenger Miles per Revenue Mile



LINE: 692 - Annandale-East Falls Church ROUTE(S): 26A

About the Line



Service Classification

Coverage

Activity Tier

2

Overall Grade

Line	C

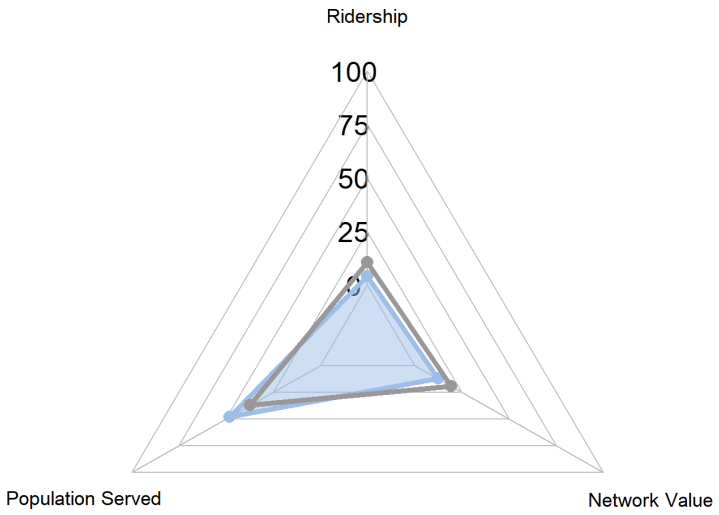
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

22

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	48	12	4	

Operating Statistics

Annual Operating Costs	$1,261,135
Peak Vehicles	4
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

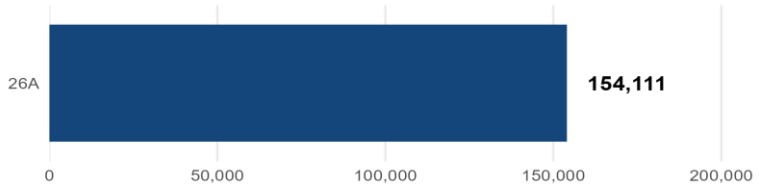
Service Area Population		43,514
People of Color Population	*Service Area*	12,872
	% Riders Surveyed	68%
Low Income Household	*Service Area*	13,858
	% Riders Surveyed	59%

Facilities/Amenities

Bus Stops	128
% Stops With Shelters	18%
% Stops With Benches	17%
% Stops With Real-Time Signs	0%

Ridership

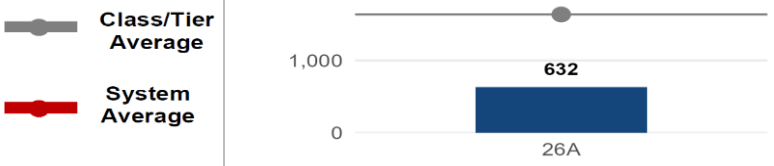
Annual Ridership



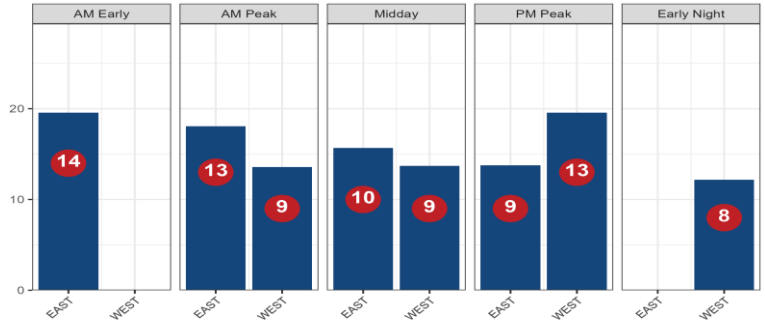
Top Transfer Locations

East Falls Church

Average Daily Ridership

Weekday	Saturday	Sunday
	*No Service*	*No Service*

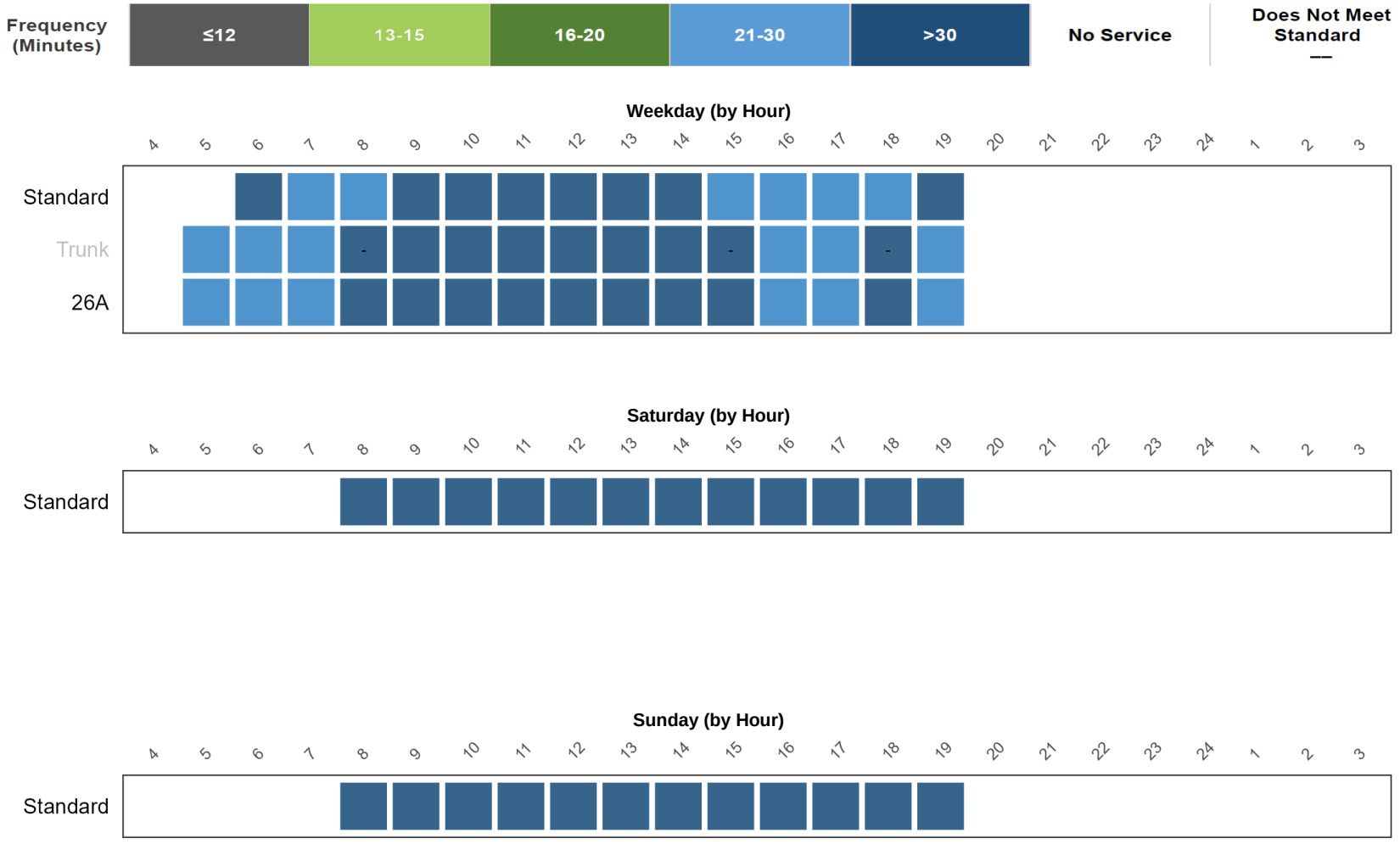
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	EAST	WEST
Weekday	**Peak** Maximum Target: 1	0.26	0.27
	Off-Peak Maximum Target: 1.0	0.28	0.22
	Saturday Maximum Target: 1.0		
	Sunday Maximum Target: 1.0		

Span and Frequency



Performance Report Card

C Annandale-East Falls Church

Measure | Standard		Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	5:28 AM - 7:48 PM	-	A	-	-	-	-	-	-
	Frequency of Service | varies	Peak: 34.0 / Off-Peak: 59.0	Peak: 22.2 / Off-Peak: 32.8	C	-	-	-	-	-	-
Productivity	**Passengers per Revenue Hour |** 15	16.2	32.3	B	-	-	-	-	-	-
	Passengers per Revenue Mile | 2	1.2	3.8	E	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	81%	80%	B	-	-	-	-	-	-
	Crowding | 5%	0%	2%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.26 Peak: 0.27	Off-Peak: 0.29 Peak: 0.37	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$8.01	$ 4.75	E	-	-	-	-	-	-
	Cost Recovery | 20%	16%	14%	D	-	-	-	-	-	-

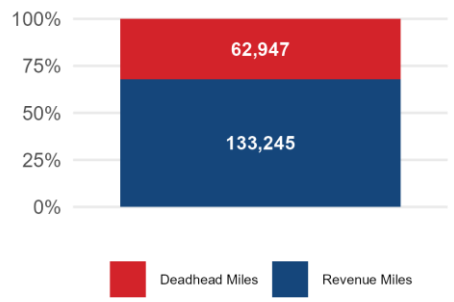
Route 26A

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	4.3	6.2	A
Route Design	**Circuity |** N/A	2.09	2.37	-

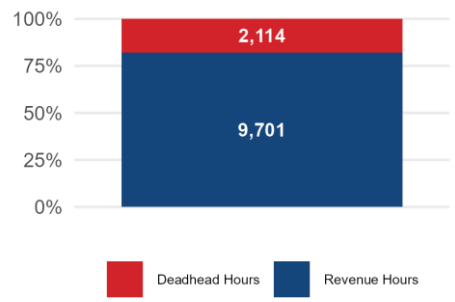
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 15	16.2	32.3	B	-	-	-	-	-	-
	Passengers per Revenue Mile | 2	1.2	3.8	E	-	-	-	-	-	-
	Unique Segment Ridership | 10%	27%	25%	A	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	81%	80%	B	-	-	-	-	-	-
	Crowding | 5%	0%	3%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.26 Peak: 0.27	Off-Peak: 0.3 Peak: 0.39	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$8.01	$ 4.75	E	-	-	-	-	-	-
	Cost Recovery | 20%	16%	14%	D	-	-	-	-	-	-

Operational Analysis

Miles Allocation



Hours Allocation



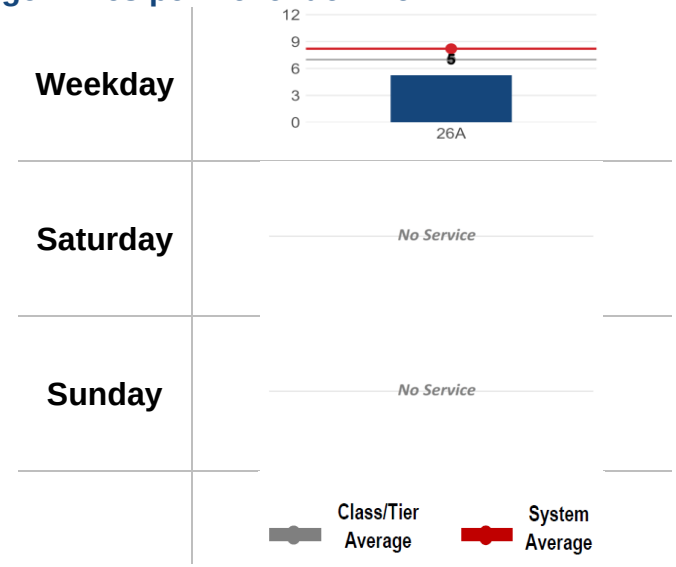
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
26A	30.80	9,960	9,778 (98.2%)

Service Change Summary

Jun 2023: No change
Sep 2023: No change
Dec 2023: No change

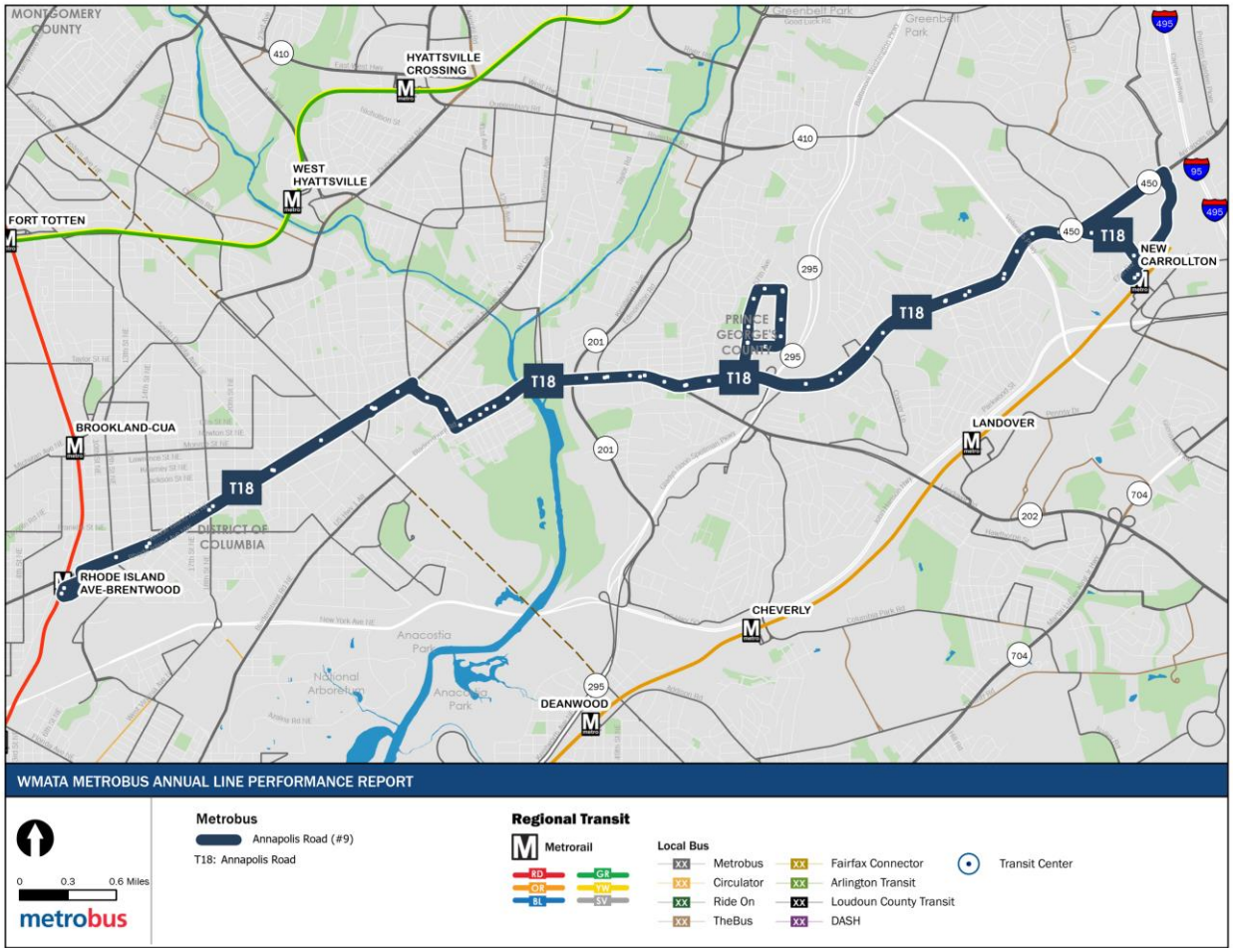
Passenger Miles per Revenue Mile



LINE: 9 - Annapolis Road

ROUTE(S): T18

About the Line



Service Classification

Framework

Activity Tier

3

Overall Grade

Line	B

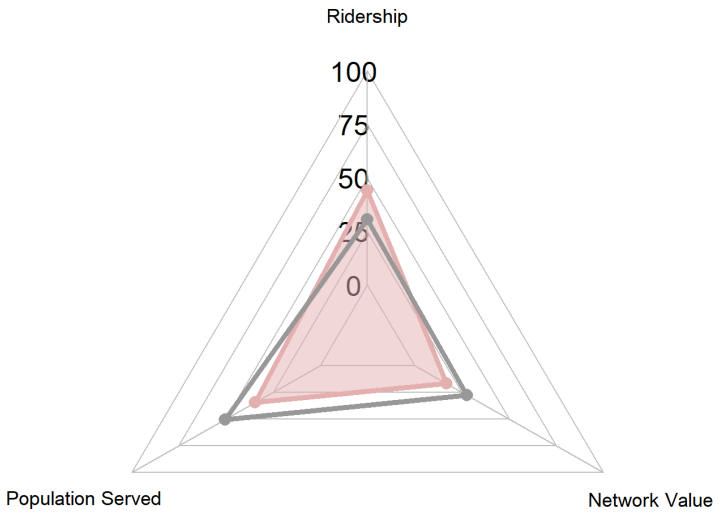
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

32

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	35	17	44	

Operating Statistics

Annual Operating Costs	$6,699,962
Peak Vehicles	10
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

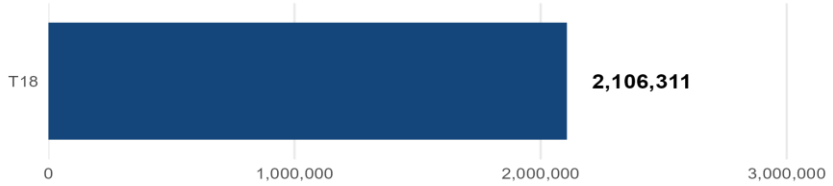
Service Area Population		32,898
People of Color Population	*Service Area*	19,833
	% Riders Surveyed	96%
Low Income Household	*Service Area*	9,460
	% Riders Surveyed	78%

Facilities/Amenities

Bus Stops	83
% Stops With Shelters	33%
% Stops With Benches	29%
% Stops With Real-Time Signs	2%

Ridership

Annual Ridership



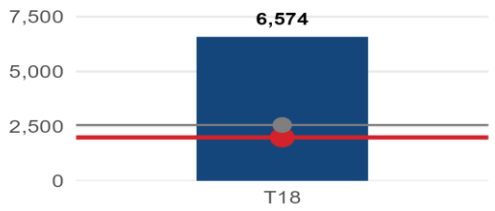
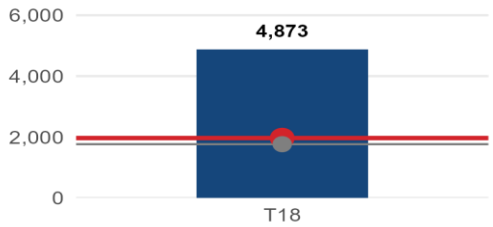
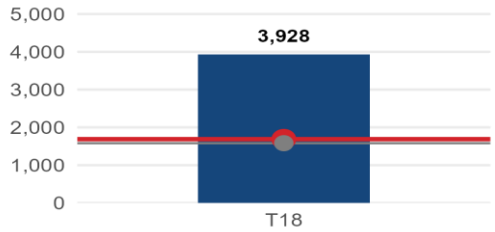
Top Transfer Locations

Rhode Island Avenue, New Carrollton, Capitol Heights

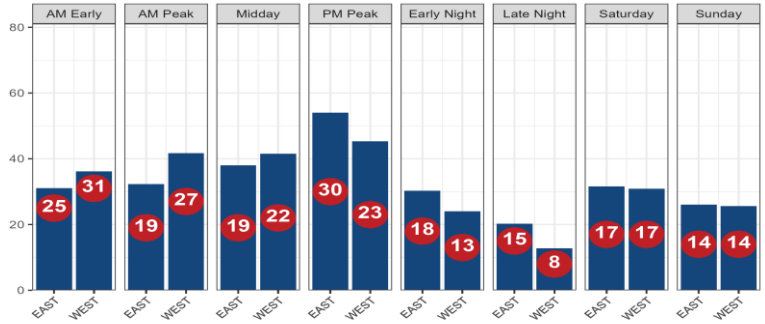
Average Daily Ridership

Class/Tier Average

System Average

Weekday	Saturday	Sunday
		

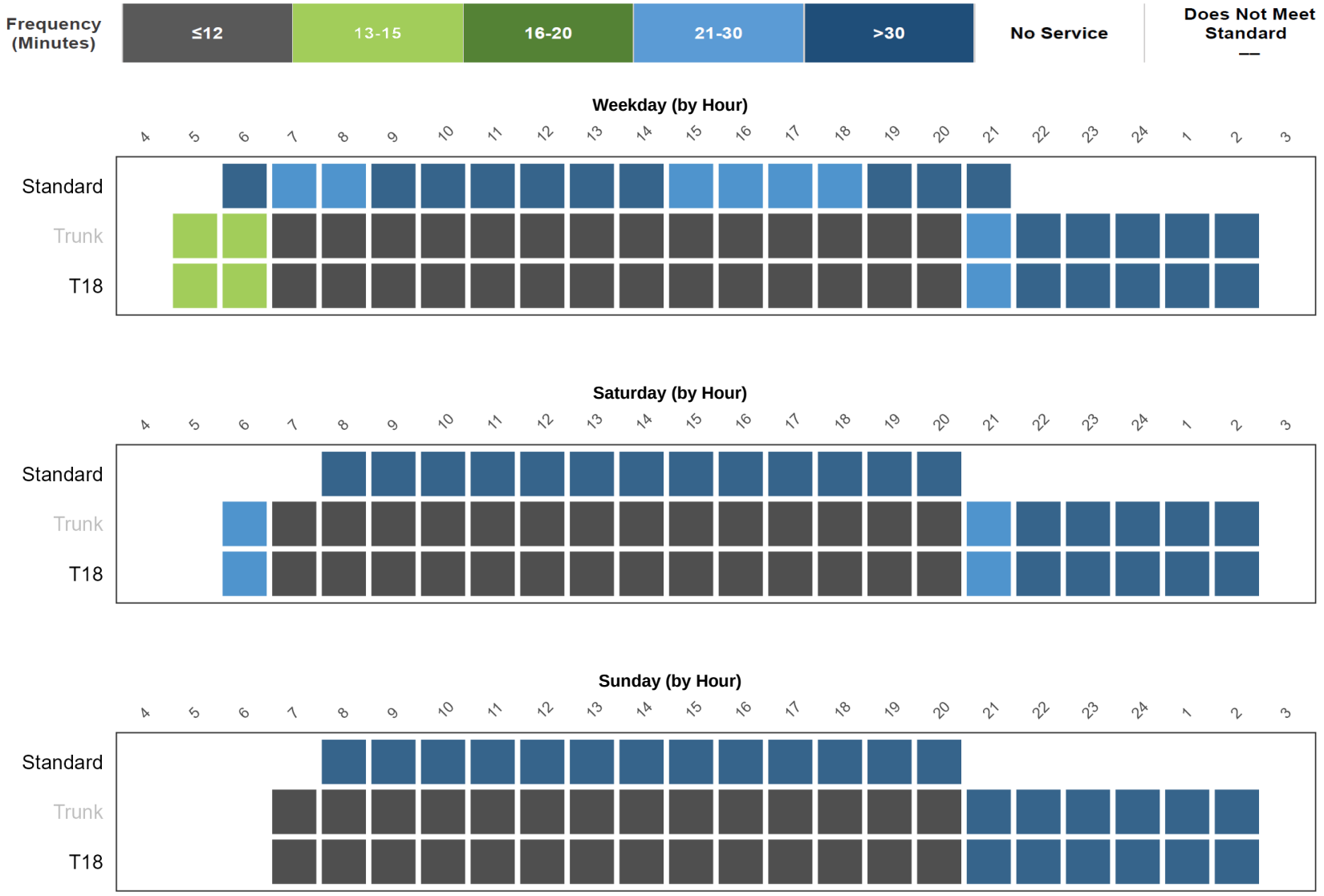
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	EAST	WEST
Weekday	**Peak** Maximum Target: 1	0.64	0.62
	Off-Peak Maximum Target: 1.0	0.46	0.48
	Saturday Maximum Target: 1.0	0.42	0.42
	Sunday Maximum Target: 1.0	0.35	0.35

Span and Frequency



Performance Report Card

B Annapolis Road

Measure | Standard		Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	5:00 AM - 2:09 AM	-	A	6:30 AM - 2:40 AM	-	A	7:00 AM - 2:38 AM	-	A
	Frequency of Service | varies	Peak: 11.0 / Off-Peak: 12.0	Peak: 21.2 / Off-Peak: 33.4	A	15.0	39.2	A	15.0	37.9	A
Productivity	**Passengers per Revenue Hour |** 15	44.2	29.3	A	34.4	24.1	A	32.3	23.7	A
	Passengers per Revenue Mile | 1	4.0	2.5	A	3.2	2.0	A	2.7	2.0	A
Reliability	**On-Time Performance |** 79%	74%	75%	C	77%	77%	C	77%	79%	C
	Crowding | 5%	5%	2%	B	1%	1%	A	1%	0%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.47 Peak: 0.63	Off-Peak: 0.34 Peak: 0.44	A	0.42	0.33	A	0.35	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$2.94	$ 4.96	A	$3.77	$ 5.95	A	$4.02	$ 6.09	A
	Cost Recovery | 20%	13%	11%	E	10%	9%	E	10%	9%	E

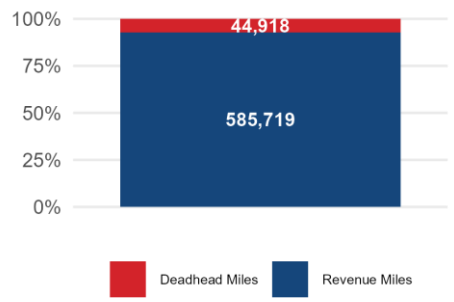
Route T18

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	4.7	4.5	A
Route Design	**Circuity |** 1.75	1.29	2.09	A

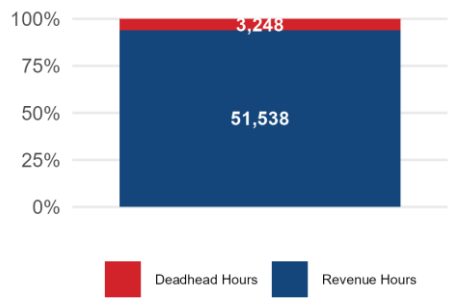
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 15	44.2	29.3	A	34.4	24.1	A	32.3	23.7	A
	Passengers per Revenue Mile | 1	4.0	2.5	A	3.2	2.0	A	2.7	2.0	A
	Unique Segment Ridership | 10%	29%	45%	A	42%	57%	A	41%	61%	A
Reliability	**On-Time Performance |** 79%	74%	75%	C	77%	77%	C	77%	79%	C
	Crowding | 5%	5%	2%	B	1%	1%	A	1%	0%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.47 Peak: 0.63	Off-Peak: 0.35 Peak: 0.45	A	0.42	0.34	A	0.35	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$2.94	$ 4.96	A	$3.77	$ 5.95	A	$4.02	$ 6.09	A
	Cost Recovery | 20%	13%	12%	E	10%	10%	E	10%	9%	E

Operational Analysis

Miles Allocation



Hours Allocation



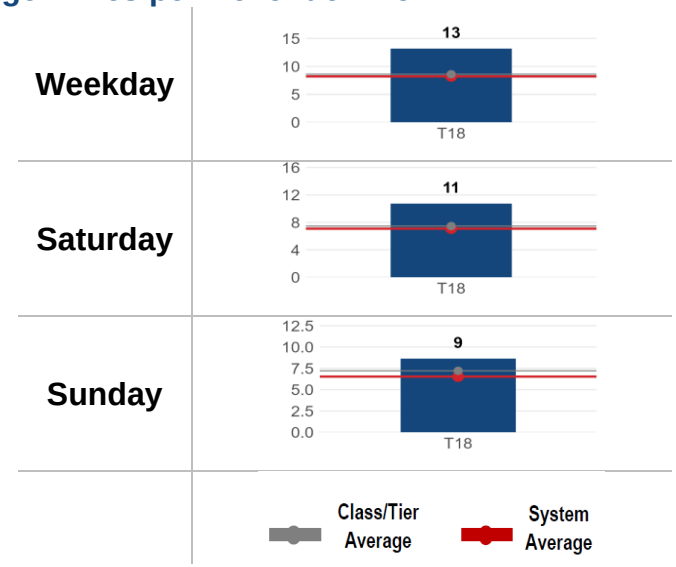
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
T18	20.30	60,277	59,300 (98.4%)

Service Change Summary

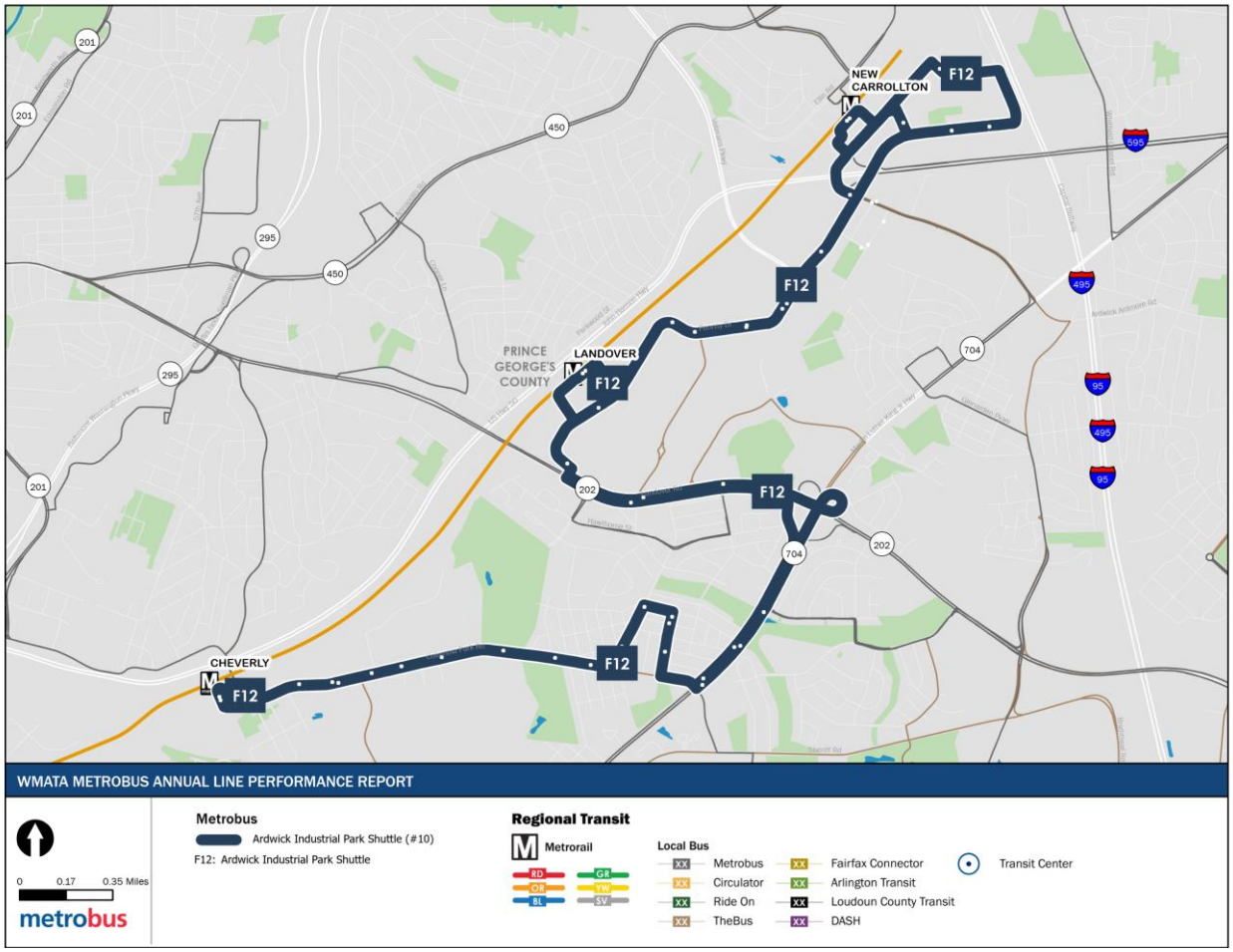
Jun 2023: No change
Sep 2023: No change
Dec 2023: No change

Passenger Miles per Revenue Mile



LINE: 10 - Ardwick Industrial Park Shuttle ROUTE(S): F12

About the Line



Service Classification

Coverage

Activity Tier

3

Overall Grade

Line	B

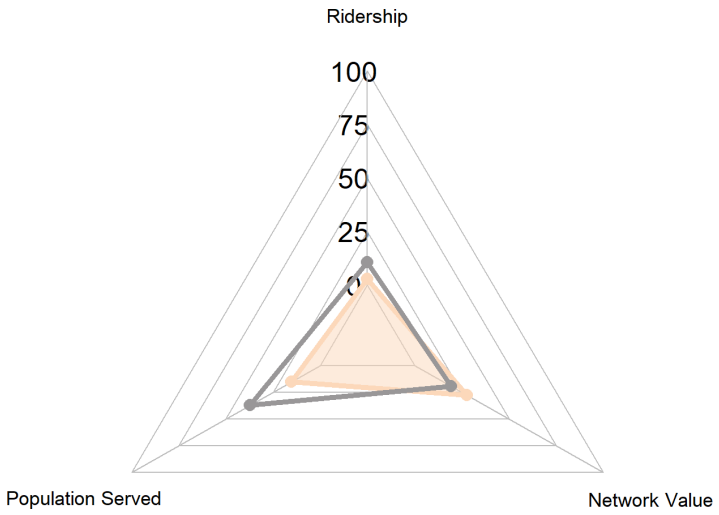
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

15

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	15	28	3	

Operating Statistics

Annual Operating Costs	$819,361
Peak Vehicles	4
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

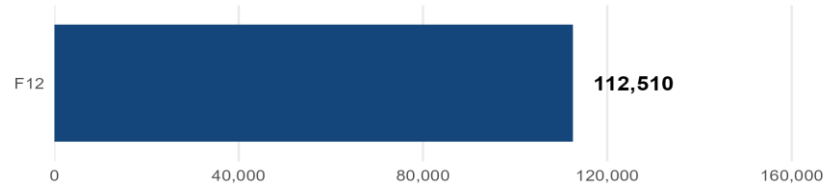
Service Area Population	12,616	
People of Color Population	*Service Area*	9,603
	% Riders Surveyed	98%
Low Income Household	*Service Area*	4,191
	% Riders Surveyed	79%

Facilities/Amenities

Bus Stops	66
% Stops With Shelters	53%
% Stops With Benches	8%
% Stops With Real-Time Signs	0%

Ridership

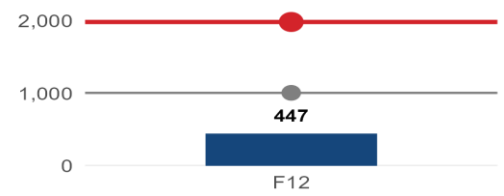
Annual Ridership



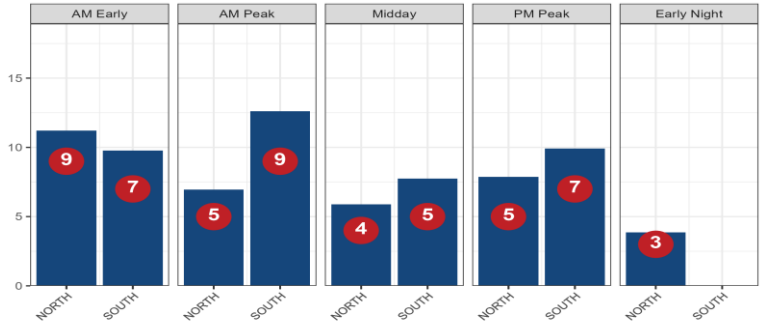
Top Transfer Locations

Landover, Cheverly, New Carrollton

Average Daily Ridership

Weekday	Saturday	Sunday
	No Service	No Service

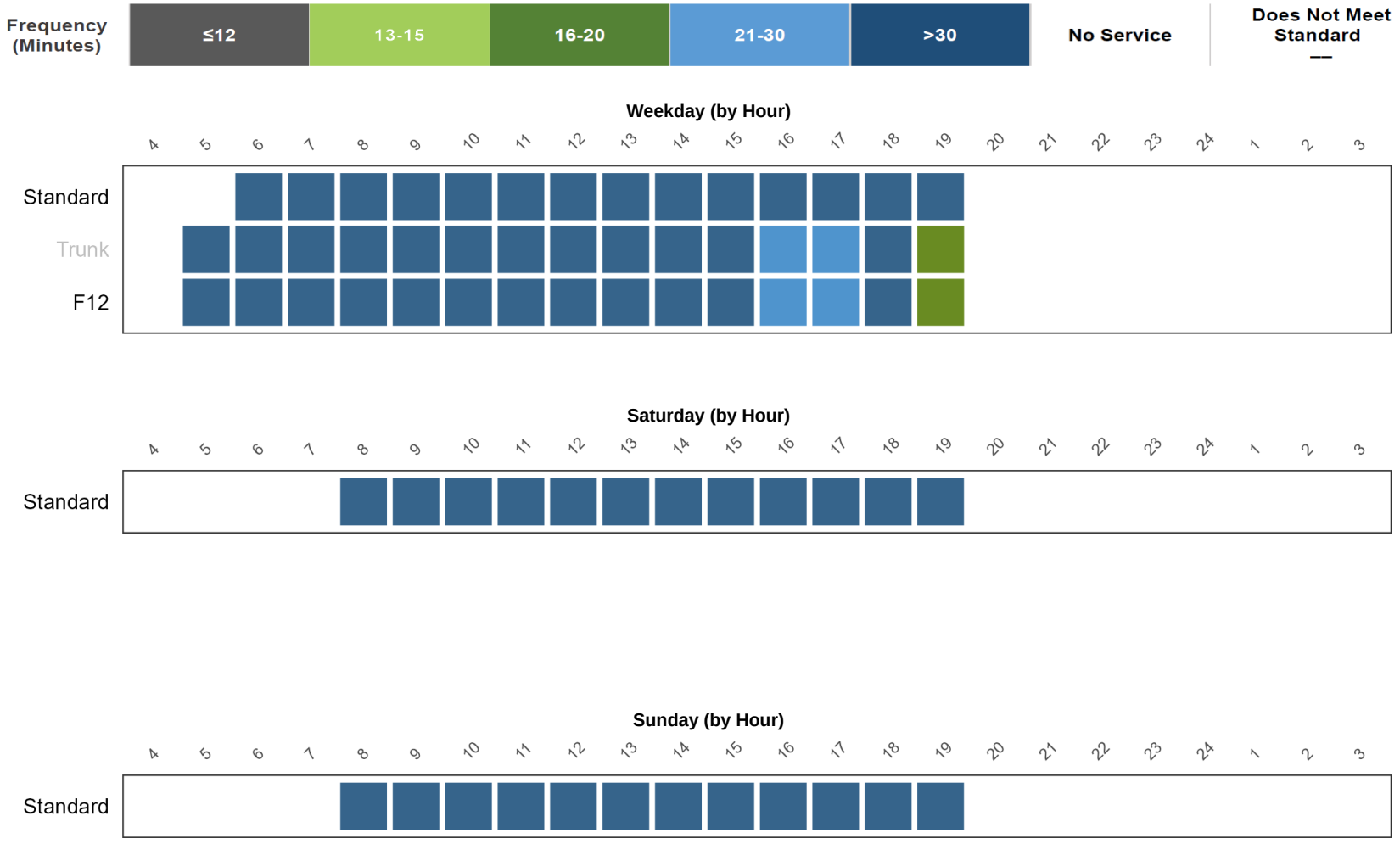
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	NORTH	SOUTH
Weekday	**Peak** Maximum Target: 1	0.13	0.19
	Off-Peak Maximum Target: 1.0	0.11	0.14
	Saturday Maximum Target: 1.0		
	Sunday Maximum Target: 1.0		

Span and Frequency



Performance Report Card

B Ardwick Industrial Park Shuttle

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	5:40 AM - 7:39 PM	-	B	-	-	-	-	-	-
	Frequency of Service | varies	Peak: 32.0 / Off-Peak: 54.0	Peak: 26 / Off-Peak: 38.8	A	-	-	-	-	-	-
Productivity	**Passengers per Revenue Hour |** 10	18.6	22.8	A	-	-	-	-	-	-
	Passengers per Revenue Mile | 1	1.4	1.9	A	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	86%	80%	A	-	-	-	-	-	-
	Crowding | 5%	0%	1%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.12 Peak: 0.15	Off-Peak: 0.25 Peak: 0.32	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$6.99	$ 6.33	A	-	-	-	-	-	-
	Cost Recovery | 20%	7%	10%	E	-	-	-	-	-	-

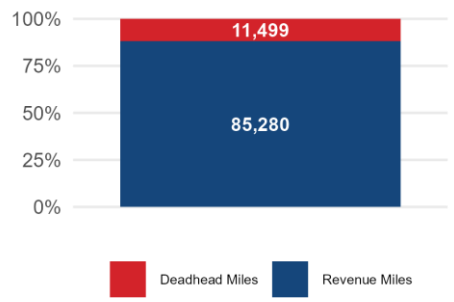
Route F12

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	4.2	4.8	A
Route Design	**Circuity |** N/A	1.84	1.78	-

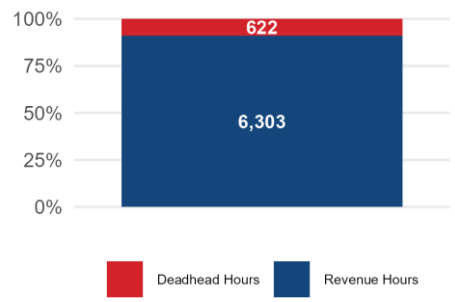
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 10	18.6	22.8	A	-	-	-	-	-	-
	Passengers per Revenue Mile | 1	1.4	1.9	A	-	-	-	-	-	-
	Unique Segment Ridership | 10%	80%	47%	A	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	86%	80%	A	-	-	-	-	-	-
	Crowding | 5%	0%	1%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.12 Peak: 0.15	Off-Peak: 0.25 Peak: 0.31	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$6.99	$ 6.33	A	-	-	-	-	-	-
	Cost Recovery | 20%	7%	10%	E	-	-	-	-	-	-

Operational Analysis

Miles Allocation



Hours Allocation



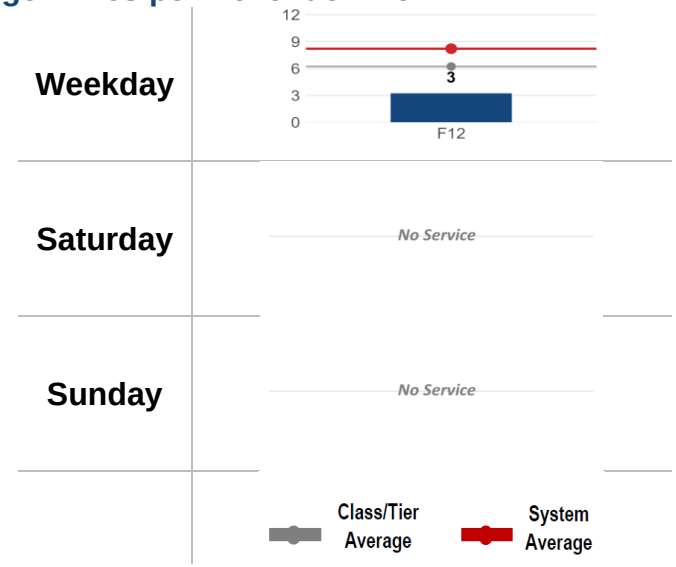
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
F12	16.20	15,240	14,964 (98.2%)

Service Change Summary

Jun 2023: No change
Sep 2023: No change
Dec 2023: No change

Passenger Miles per Revenue Mile



LINE: 12 - Ballston-Farragut Square ROUTE(S): 38B

About the Line



Service Classification

Framework

Activity Tier

1

Overall Grade

Line	C

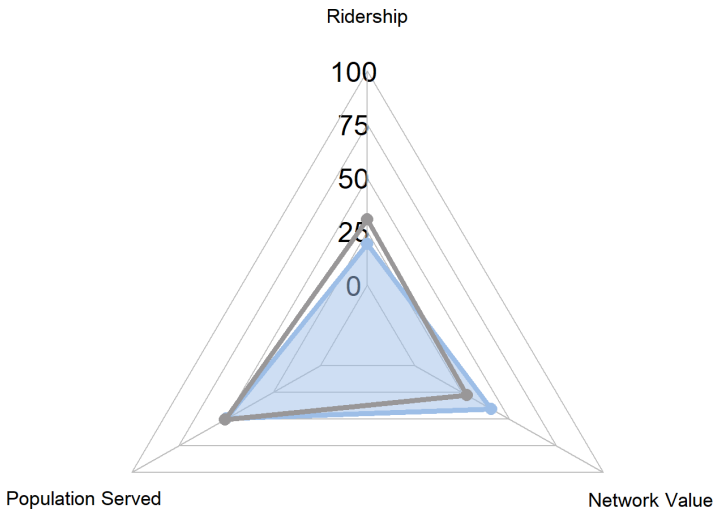
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

36

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	50	41	19	

Operating Statistics

Annual Operating Costs	$4,512,745
Peak Vehicles	10
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

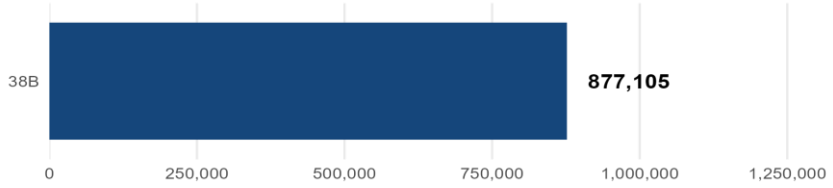
Service Area Population	53,128	
People of Color Population	*Service Area*	11,232
	% Riders Surveyed	59%
Low Income Household	*Service Area*	7,367
	% Riders Surveyed	34%

Facilities/Amenities

Bus Stops	68
% Stops With Shelters	34%
% Stops With Benches	34%
% Stops With Real-Time Signs	3%

Ridership

Annual Ridership



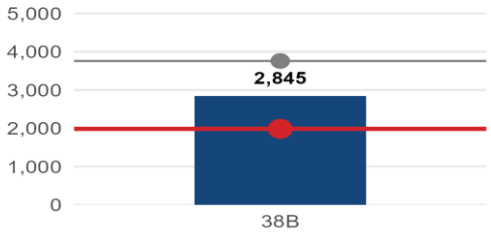
Top Transfer Locations

Rosslyn, Farragut North, Rosslyn East

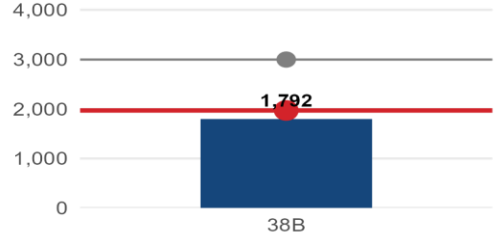
Average Daily Ridership



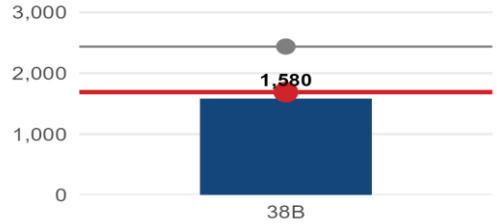
Weekday



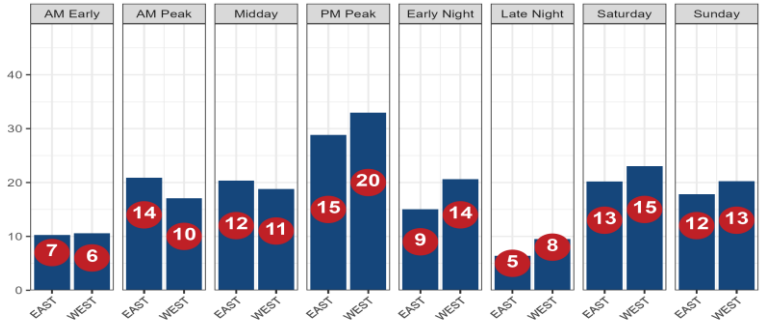
Saturday



Sunday



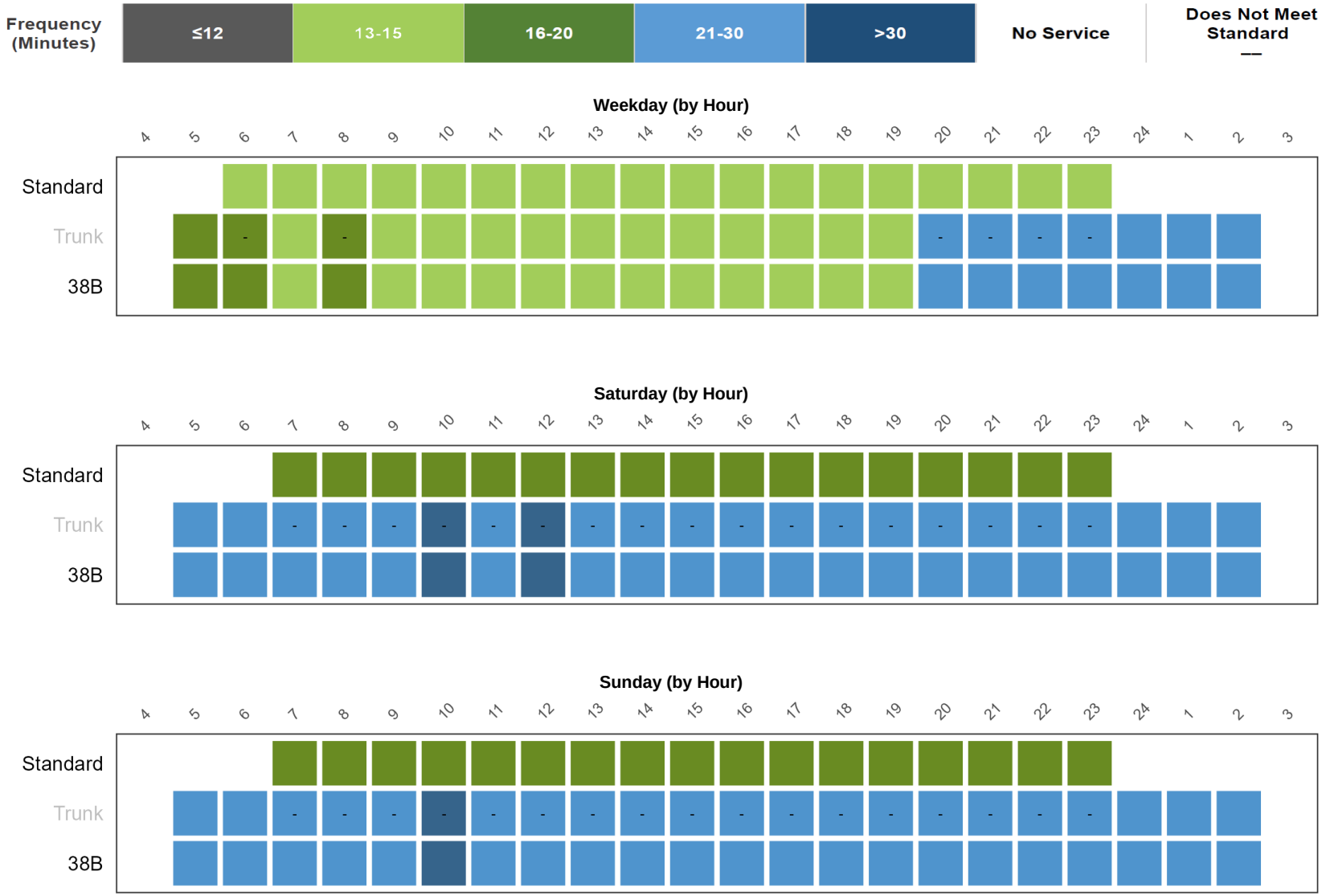
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	EAST	WEST
Weekday	**Peak** Maximum Target: 1.2	0.37	0.39
	Off-Peak Maximum Target: 1.0	0.25	0.28
	Saturday Maximum Target: 1.0	0.32	0.38
	Sunday Maximum Target: 1.0	0.29	0.34

Span and Frequency



Performance Report Card

C Ballston-Farragut Square

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	5:30 AM - 2:30 AM	-	A	5:30 AM - 2:30 AM	-	A	5:30 AM - 2:26 AM	-	A
	Frequency of Service | varies	Peak: 15.0 / Off-Peak: 15.0	Peak: 14.7 / Off-Peak: 18.6	B	29.0	20.8	D	29.0	24.0	D
Productivity	**Passengers per Revenue Hour |** 30	24.4	32.8	D	26.3	27.8	D	24.4	26.1	D
	Passengers per Revenue Mile | 4	3.4	4.4	D	3.6	3.5	D	3.1	3.1	E
Reliability	**On-Time Performance |** 79%	83%	74%	B	79%	74%	B	85%	76%	A
	Crowding | 5%	1%	3%	A	0%	1%	A	3%	2%	A
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.26 Peak: 0.38	Off-Peak: 0.35 Peak: 0.48	A	0.35	0.35	A	0.31	0.32	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$5.33	$ 4.48	B	$4.95	$ 5.27	A	$5.34	$ 5.68	B
	Cost Recovery | 25%	22%	23%	D	24%	20%	C	22%	19%	D

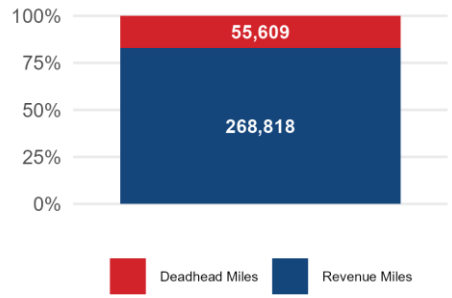
Route 38B

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	4.9	5.5	A
Route Design	**Circuity |** 1.75	1.47	1.23	A

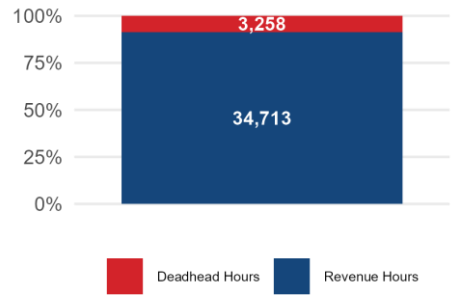
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 30	24.4	32.8	D	26.3	27.8	D	24.4	26.1	D
	Passengers per Revenue Mile | 4	3.4	4.4	D	3.6	3.5	D	3.1	3.1	E
	Unique Segment Ridership | 10%	50%	22%	A	54%	34%	A	53%	34%	A
Reliability	**On-Time Performance |** 79%	83%	74%	B	79%	74%	B	85%	76%	A
	Crowding | 5%	1%	3%	A	0%	1%	A	3%	2%	A
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.26 Peak: 0.38	Off-Peak: 0.36 Peak: 0.5	A	0.35	0.36	A	0.31	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$5.33	$ 4.48	B	$4.95	$ 5.27	A	$5.34	$ 5.68	B
	Cost Recovery | 25%	22%	24%	D	24%	20%	C	22%	19%	D

Operational Analysis

Miles Allocation



Hours Allocation



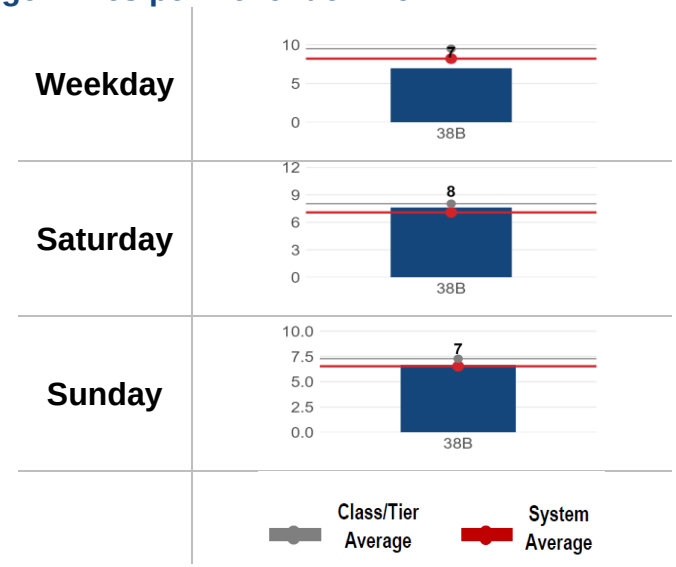
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
38B	14.30	44,073	43,690 (99.1%)

Service Change Summary

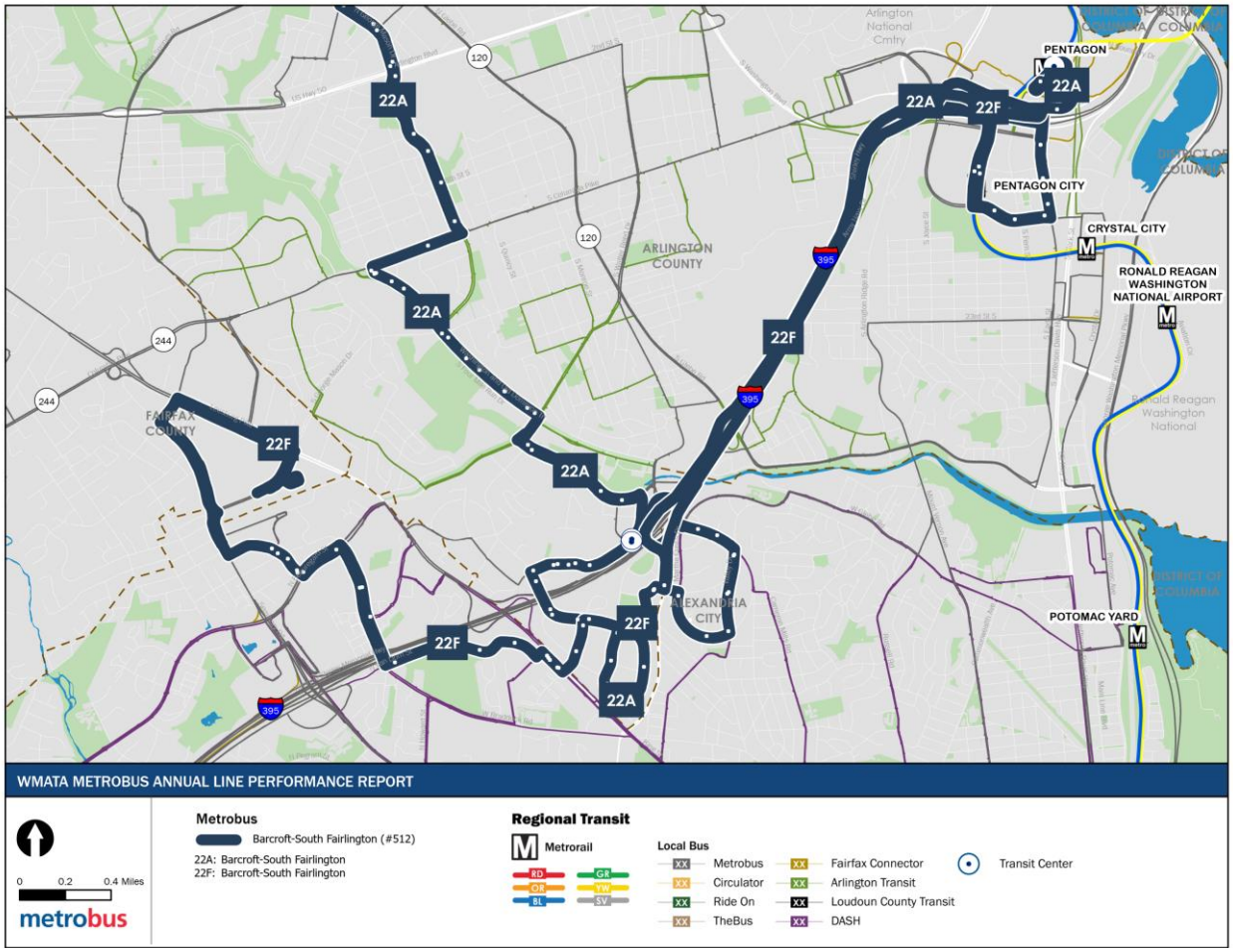
Jun 2023: Adjust running times (7 days)
Sep 2023: No change
Dec 2023: No change

Passenger Miles per Revenue Mile



LINE: 512 - Barcroft-South Fairlington ROUTE(S): 22A, 22F

About the Line



Service Classification

Framework

Activity Tier

2

Overall Grade

Line	D

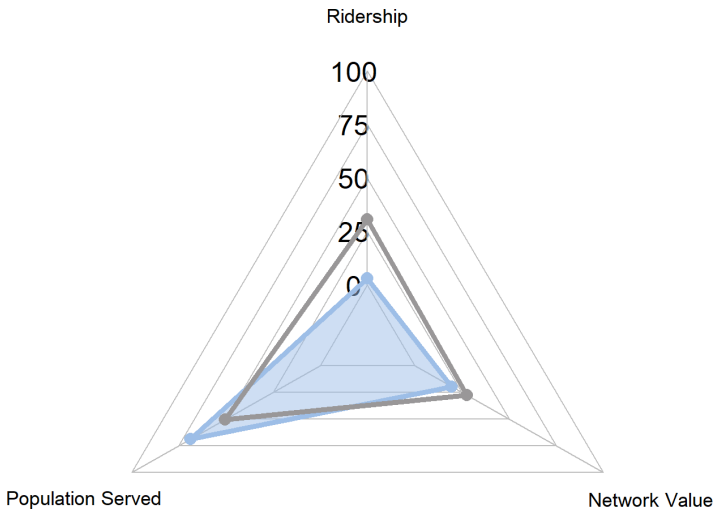
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

31

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	69	20	3	

Operating Statistics

Annual Operating Costs	$1,826,462
Peak Vehicles	6
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

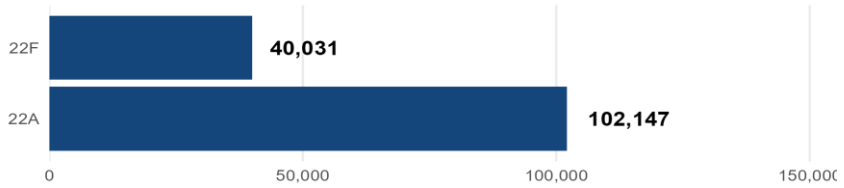
Service Area Population		88,169
People of Color Population	*Service Area*	28,875
	% Riders Surveyed	57%
Low Income Household	*Service Area*	17,523
	% Riders Surveyed	27%

Facilities/Amenities

Bus Stops	157
% Stops With Shelters	24%
% Stops With Benches	20%
% Stops With Real-Time Signs	3%

Ridership

Annual Ridership



Top Transfer Locations

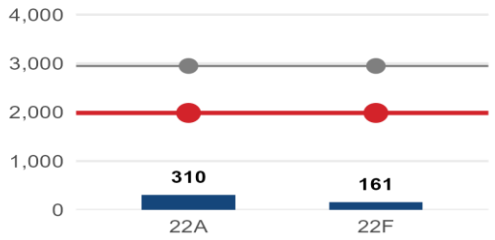
Pentagon, Ballston, Pentagon City

Average Daily Ridership

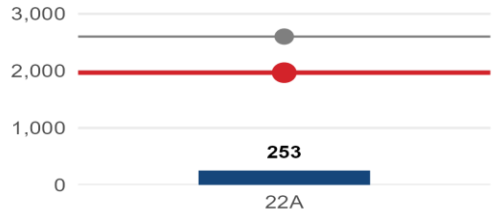
Class/Tier Average

System Average

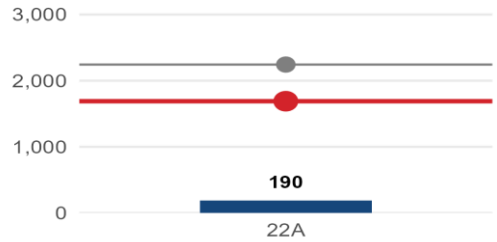
Weekday



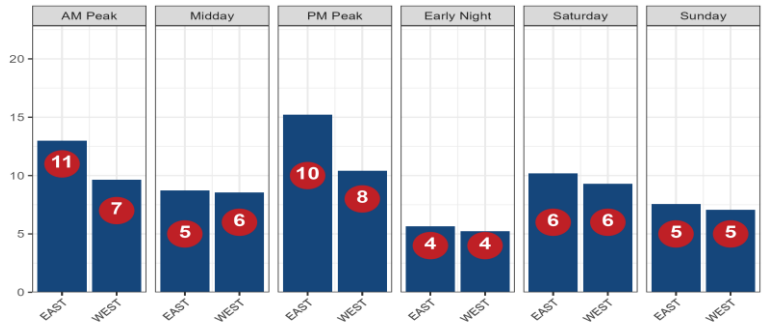
Saturday



Sunday



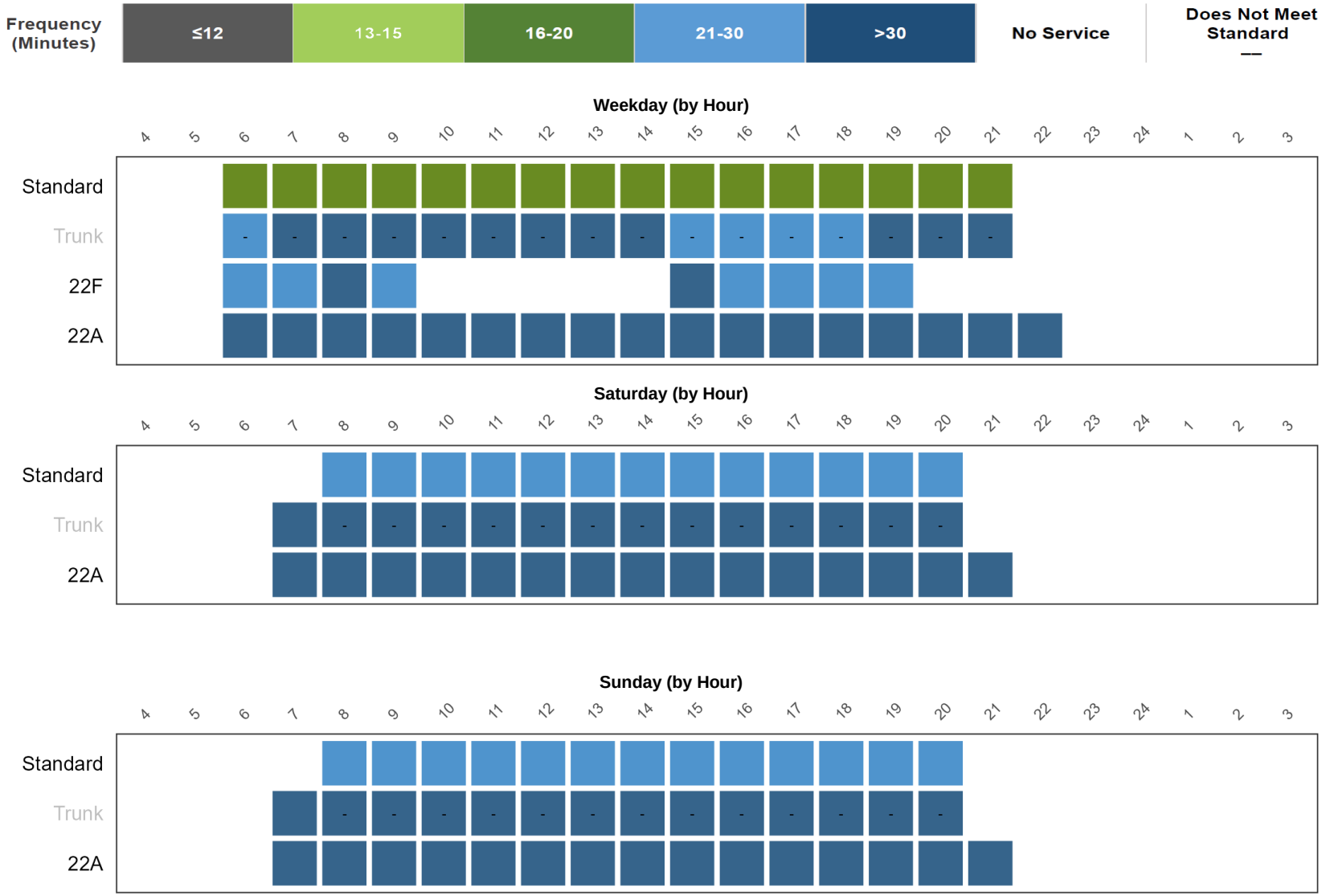
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	EAST	WEST
Weekday	**Peak** Maximum Target: 1	0.27	0.2
	Off-Peak Maximum Target: 1.0	0.12	0.12
	Saturday Maximum Target: 1.0	0.15	0.16
	Sunday Maximum Target: 1.0	0.12	0.12

Span and Frequency



Performance Report Card

D Barcroft-South Fairlington

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	6:00 AM - 10:19 PM	-	A	7:30 AM - 9:19 PM	-	A	7:30 AM - 9:16 PM	-	A
	Frequency of Service | varies	Peak: 30.0 / Off-Peak: 58.0	Peak: 15.6 / Off-Peak: 20	D	60.0	24.4	E	60.0	24.1	E
Productivity	**Passengers per Revenue Hour |** 20	10.6	28.6	E	9.9	27.1	E	7.4	24.8	E
	Passengers per Revenue Mile | 2	0.9	2.8	E	0.8	2.5	E	0.6	2.3	E
Reliability	**On-Time Performance |** 79%	80%	76%	B	86%	78%	A	85%	80%	A
	Crowding | 5%	0%	2%	A	0%	1%	A	0%	1%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.12 Peak: 0.23	Off-Peak: 0.38 Peak: 0.48	A	0.16	0.37	A	0.12	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$12.26	$ 5.38	E	$13.17	$ 5.53	E	$17.47	$ 6.29	E
	Cost Recovery | 20%	10%	19%	E	10%	17%	E	7%	15%	E

Route 22A

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	4.3	4.5	A
Route Design	**Circuity |** 1.75	3.19	1.47	E

	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 20	9.7	28.6	E	9.9	27.1	E	7.4	24.8	E
	Passengers per Revenue Mile | 2	0.8	2.8	E	0.8	2.5	E	0.6	2.3	E
	Unique Segment Ridership | 10%	26%	20%	A	54%	36%	A	52%	39%	A
Reliability	**On-Time Performance |** 79%	79%	76%	B	86%	78%	A	85%	80%	A
	Crowding | 5%	0%	2%	A	0%	1%	A	0%	1%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.12 Peak: 0.19	Off-Peak: 0.39 Peak: 0.48	A	0.16	0.39	A	0.12	0.35	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$13.33	$ 5.38	E	$13.17	$ 5.53	E	$17.47	$ 6.29	E
	Cost Recovery | 20%	9%	19%	E	9%	17%	E	7%	16%	E

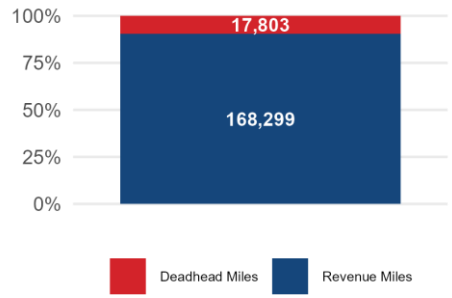
Route 22F

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	3.6	4.5	E
Route Design	**Circuity |** 1.75	2.22	1.47	E

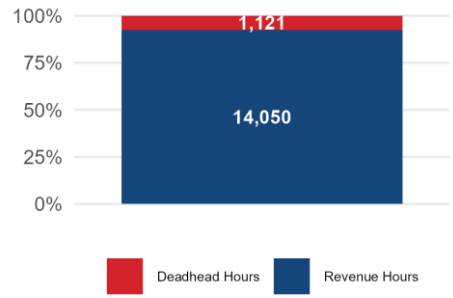
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 20	12.7	28.6	E	-	-	-	-	-	-
	Passengers per Revenue Mile | 2	1.2	2.8	E	-	-	-	-	-	-
	Unique Segment Ridership | 10%	21%	20%	A	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	83%	76%	B	-	-	-	-	-	-
	Crowding | 5%	0%	2%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.09 Peak: 0.27	Off-Peak: 0.39 Peak: 0.48	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$10.21	$ 5.38	E	-	-	-	-	-	-
	Cost Recovery | 20%	14%	19%	D	-	-	-	-	-	-

Operational Analysis

Miles Allocation



Hours Allocation



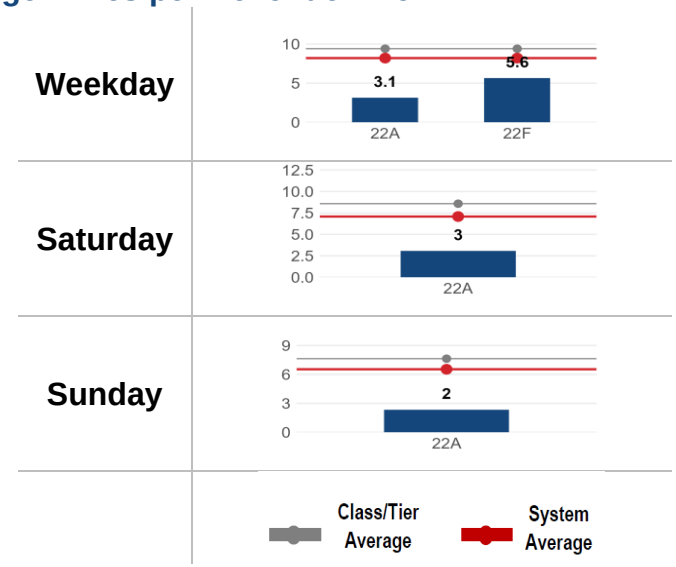
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
22A	25.40	11,010	10,862 (98.7%)
22F	20.00	3,735	3,661 (98.0%)

Service Change Summary

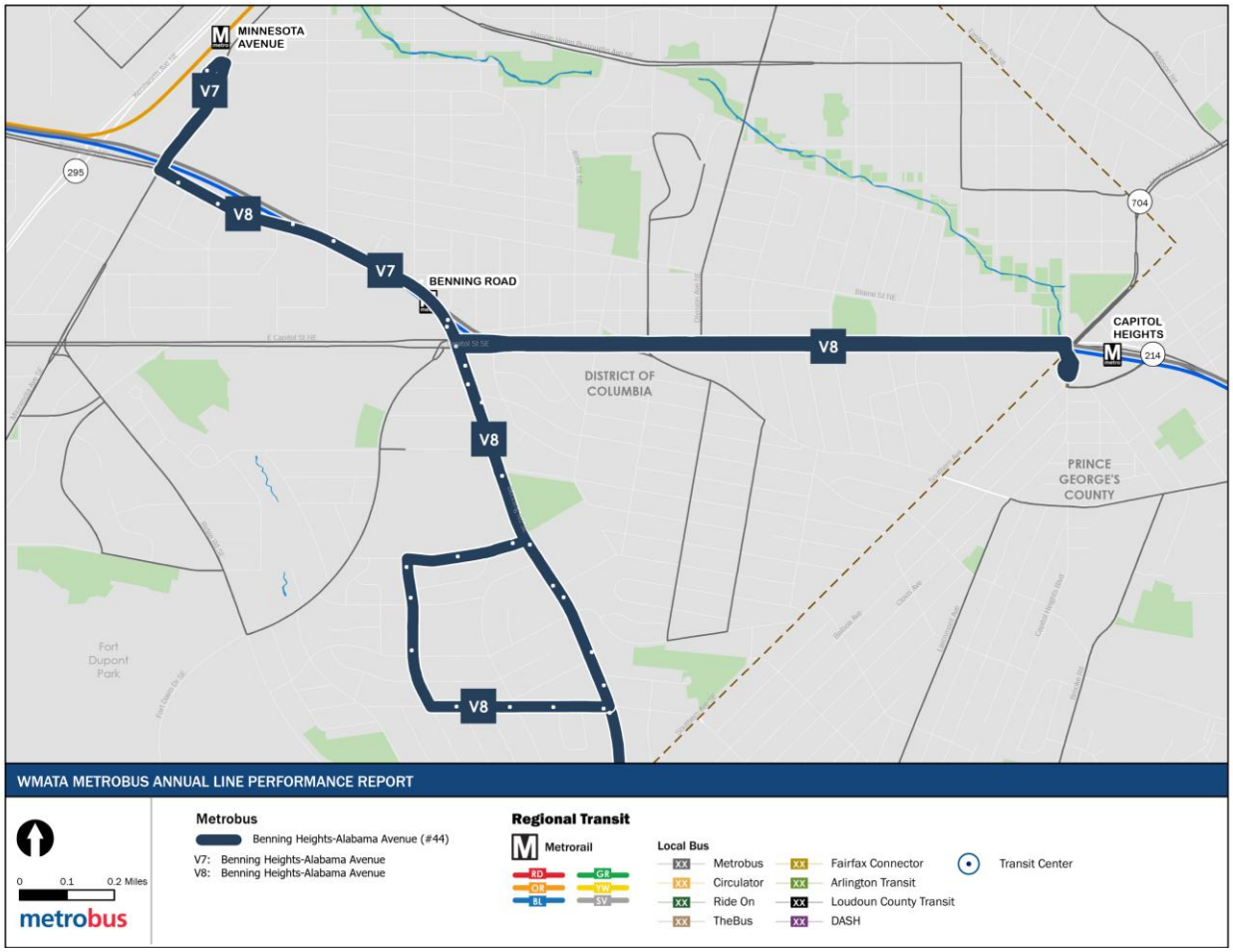
Jun 2023: No change
Sep 2023: No change
Dec 2023: No change

Passenger Miles per Revenue Mile



LINE: 44 - Benning Heights-Alabama Avenue ROUTE(S): V7, V8

About the Line



Service Classification

Coverage

Activity Tier

2

Overall Grade

Line	A

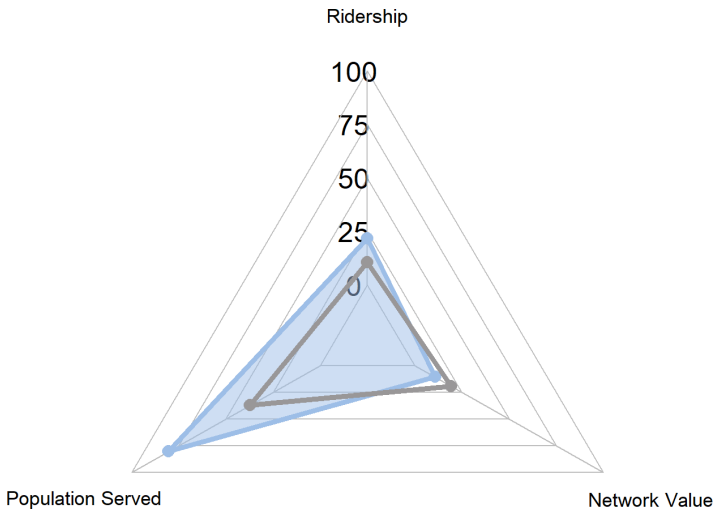
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

38

Out of 100



Classification Average

	Population Served	Network Value	Ridership	Balanced
Line Focus:				
Line Score:	80	11	22	

Operating Statistics

Annual Operating Costs	$2,928,349
Peak Vehicles	13
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

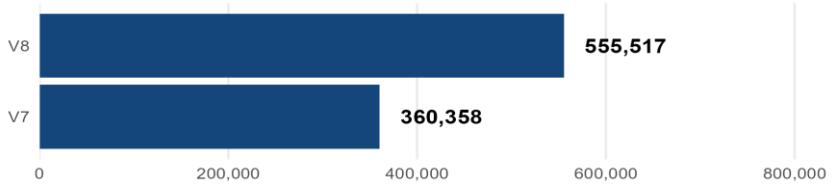
Service Area Population			48,788
People of Color Population		*Service Area*	45,312
		% Riders Surveyed	99%
Low Income Household		*Service Area*	21,413
		% Riders Surveyed	79%

Facilities/Amenities

Bus Stops	111
% Stops With Shelters	23%
% Stops With Benches	20%
% Stops With Real-Time Signs	5%

Ridership

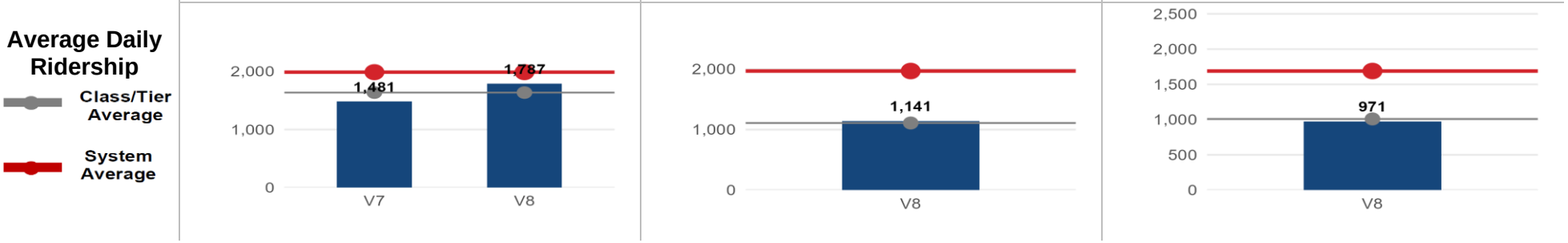
Annual Ridership



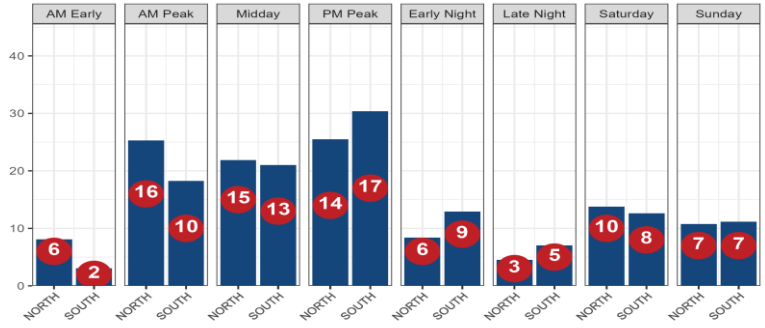
Top Transfer Locations

Benning Road, Congress Heights, Minnesota Avenue

Average Daily Ridership



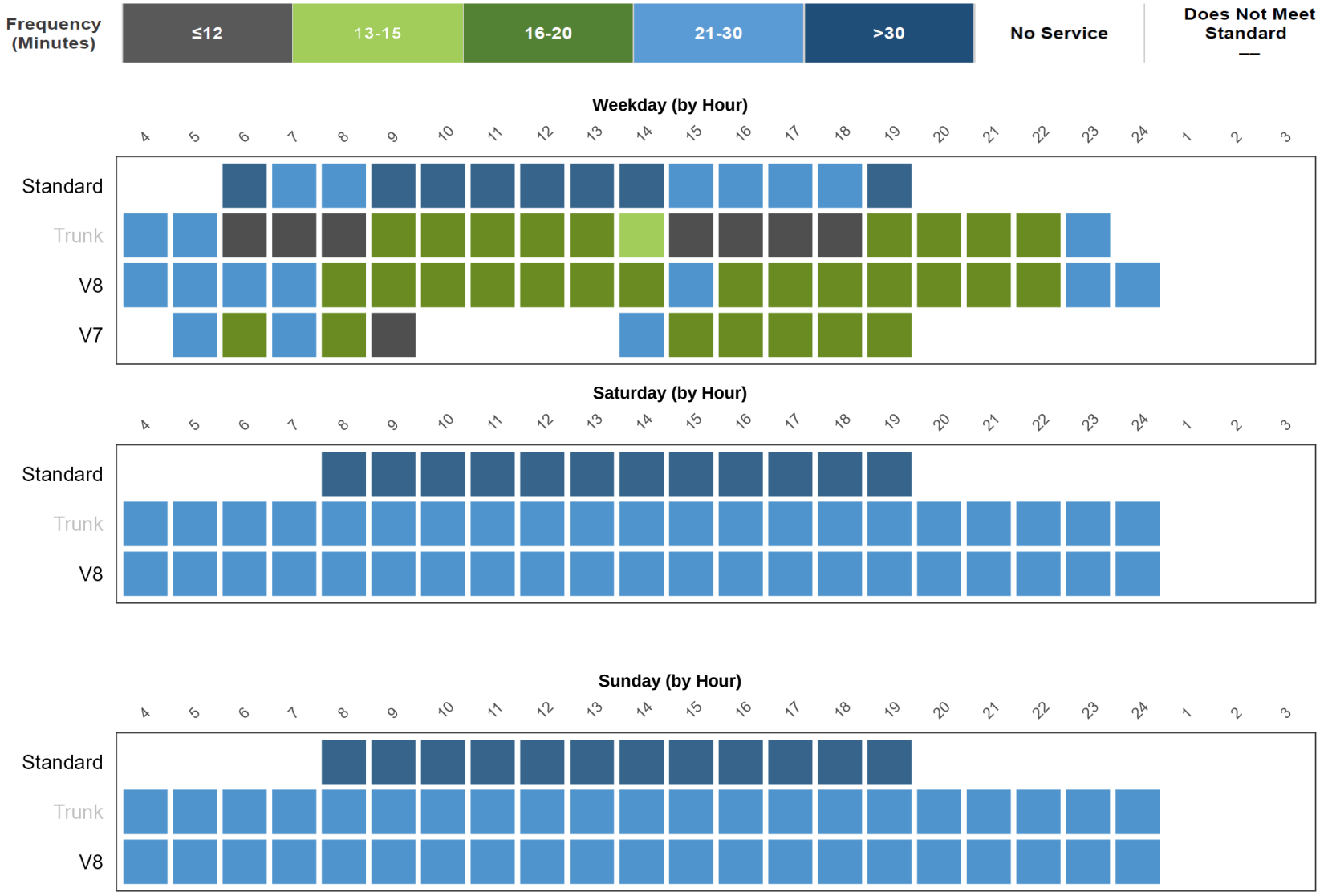
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	NORTH	SOUTH
Weekday	**Peak** Maximum Target: 1	0.38	0.36
Weekday	**Off-Peak** Maximum Target: 1.0	0.25	0.25
	Saturday Maximum Target: 1.0	0.24	0.21
	Sunday Maximum Target: 1.0	0.19	0.19

Span and Frequency



Performance Report Card

A Benning Heights-Alabama Avenue

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	4:30 AM - 12:01 AM	-	A	4:40 AM - 12:03 AM	-	A	4:40 AM - 12:02 AM	-	A
	Frequency of Service | varies	Peak: 10.0 / Off-Peak: 18.0	Peak: 22.2 / Off-Peak: 32.8	A	25.0	36.2	A	25.0	37.8	A
Productivity	**Passengers per Revenue Hour |** 15	41.3	32.3	A	40.5	28.3	A	34.0	26.7	A
	Passengers per Revenue Mile | 2	5.9	3.8	A	5.9	3.1	A	4.9	2.8	A
Reliability	**On-Time Performance |** 79%	82%	80%	B	86%	80%	A	83%	80%	B
	Crowding | 5%	0%	2%	A	0%	0%	A	0%	0%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.25 Peak: 0.37	Off-Peak: 0.29 Peak: 0.37	A	0.23	0.27	A	0.19	0.25	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$3.14	$ 4.75	A	$3.21	$ 5.33	A	$3.82	$ 5.76	A
	Cost Recovery | 20%	15%	14%	D	15%	12%	D	12%	11%	E

Route V7

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	7.7	6.2	E
Route Design	**Circuity |** N/A	1.31	2.37	-

	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 15	36.9	32.3	A	-	-	-	-	-	-
	Passengers per Revenue Mile | 2	5.1	3.8	A	-	-	-	-	-	-
	Unique Segment Ridership | 10%	2%	25%	E	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	76%	80%	C	-	-	-	-	-	-
	Crowding | 5%	0%	3%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.42 Peak: 0.46	Off-Peak: 0.3 Peak: 0.39	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$3.53	$ 4.75	A	-	-	-	-	-	-
	Cost Recovery | 20%	15%	14%	D	-	-	-	-	-	-

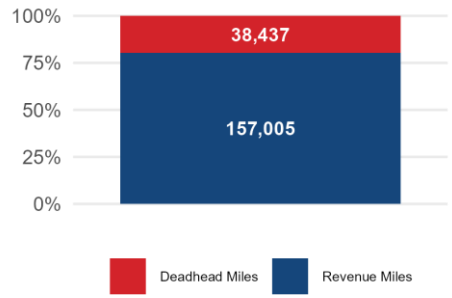
Route V8

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	8.1	6.2	E
Route Design	**Circuity |** N/A	1.1	2.37	-

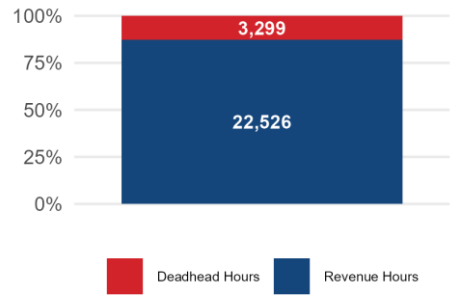
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 15	46.3	32.3	A	40.5	28.3	A	34.0	26.7	A
	Passengers per Revenue Mile | 2	7.0	3.8	A	5.9	3.1	A	4.9	2.8	A
	Unique Segment Ridership | 10%	10%	25%	B	61%	42%	A	64%	51%	A
Reliability	**On-Time Performance |** 79%	87%	80%	A	86%	80%	A	83%	80%	B
	Crowding | 5%	1%	3%	A	0%	1%	A	0%	0%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.24 Peak: 0.29	Off-Peak: 0.3 Peak: 0.39	A	0.23	0.28	A	0.19	0.25	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$2.81	$ 4.75	A	$3.21	$ 5.33	A	$3.82	$ 5.76	A
	Cost Recovery | 20%	15%	14%	D	13%	12%	E	11%	11%	E

Operational Analysis

Miles Allocation



Hours Allocation



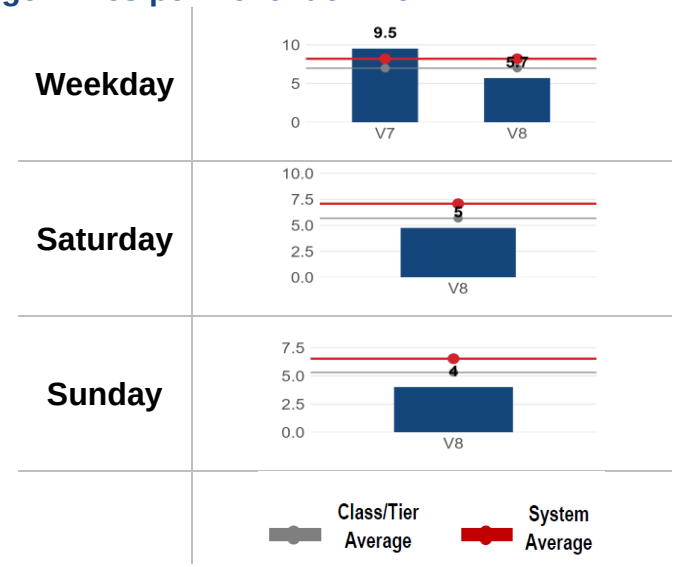
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
V7	13.20	10,638	10,330 (97.1%)
V8	4.20	39,150	38,615 (98.6%)

Service Change Summary

Jun 2023: Add a Public School Open (PSO) northbound trip departing Congress Heights Station at 3:32 PM.
Sep 2023: No change
Dec 2023: No change

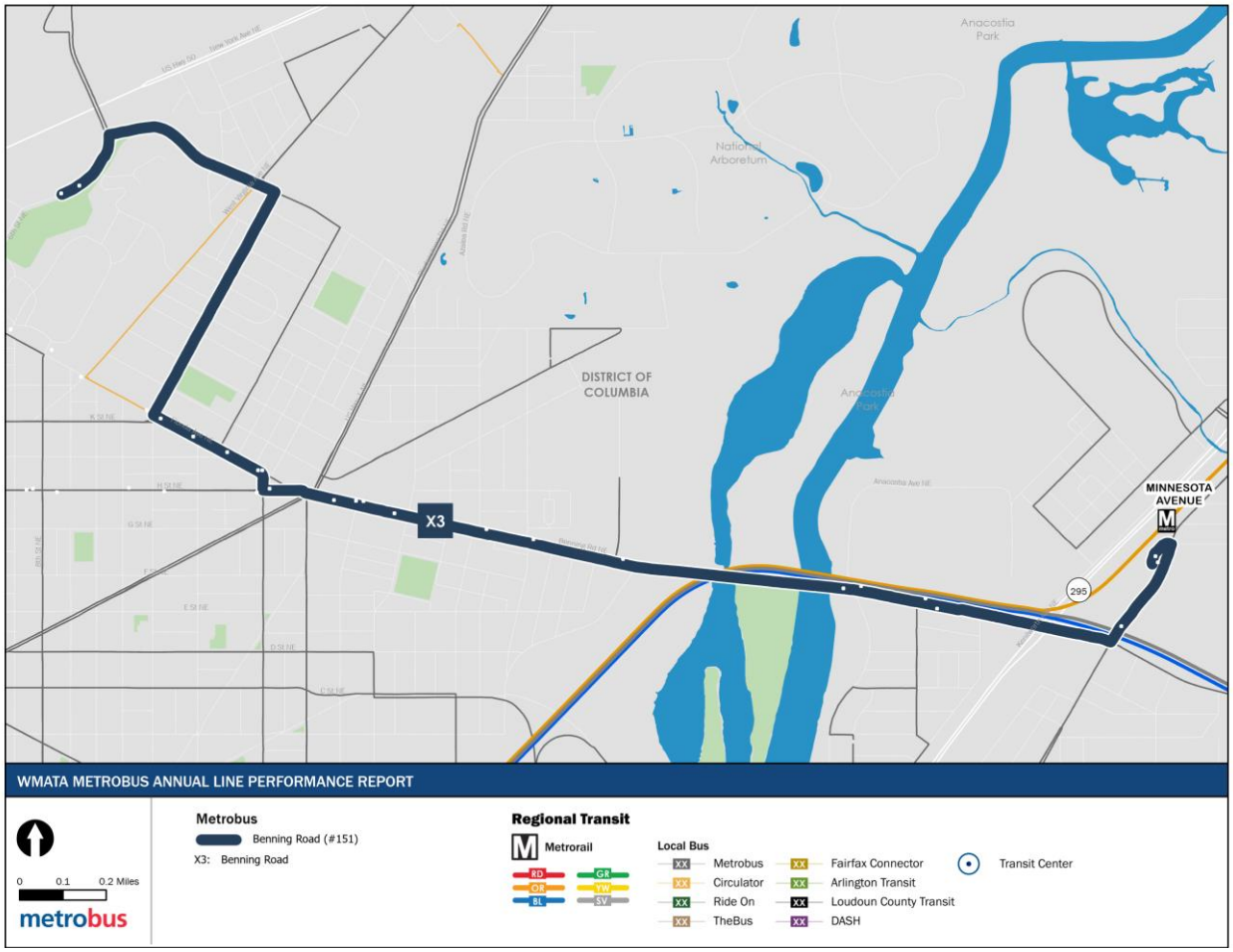
Passenger Miles per Revenue Mile



LINE: 151 - Benning Road

ROUTE(S): X3

About the Line



Service Classification

Commuter

Activity Tier

1

Overall Grade

Line	B

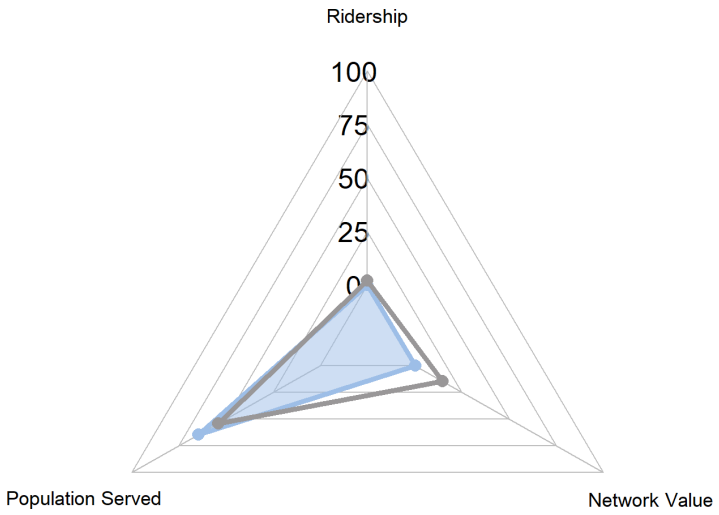
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

22

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	64	0	0	

Operating Statistics

Annual Operating Costs	$12,480
Peak Vehicles	1
Vehicle Type(s)	40 Foot

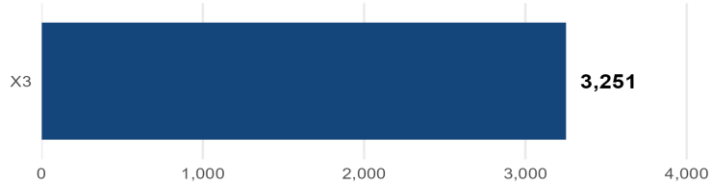
Service Area Context (1/4 Mile, Survey Weekday Only)

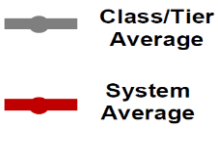
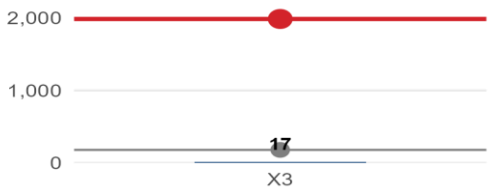
Service Area Population	19,353	
People of Color Population	*Service Area*	14,140
	% Riders Surveyed	82%
Low Income Household	*Service Area*	5,685
	% Riders Surveyed	42%

Facilities/Amenities

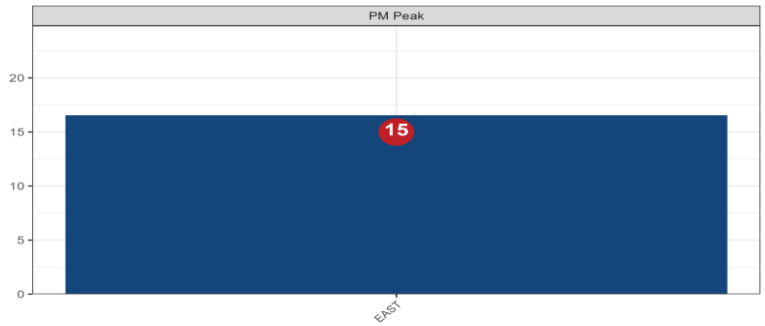
Bus Stops	12
% Stops With Shelters	33%
% Stops With Benches	25%
% Stops With Real-Time Signs	25%

Ridership

Annual Ridership	
Top Transfer Locations	**Minnesota Avenue**

	Weekday	Saturday	Sunday
Average Daily Ridership	 	*No Service*	*No Service*

Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

		Direction: **EAST**	
Weekday	**Peak** **Maximum Target: 1**		
	Off-Peak **Maximum Target: 1.0**	0.36	
	Saturday **Maximum Target: 1.0**		
	Sunday **Maximum Target: 1.0**		

Span and Frequency



Performance Report Card

B Benning Road

Measure | Standard		Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	3:30 PM - 4:00 PM	-	E	-	-	-	-	-	-
	Frequency of Service | varies	Peak: NA / Off-Peak: NA	Peak: 26 / Off-Peak: 17	-	-	-	-	-	-	-
Productivity	**Passengers per Revenue Hour |** N/A	31.4	19.1	A	-	-	-	-	-	-
	Passengers per Revenue Mile | 1.5	4.3	2.3	A	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	63%	68%	E	-	-	-	-	-	-
	Crowding | 5%	0%	1%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Peak: 0.36	Peak: 0.27	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$4.14	$11.96	A	-	-	-	-	-	-
	Cost Recovery | 25%	36%	22%	A	-	-	-	-	-	-

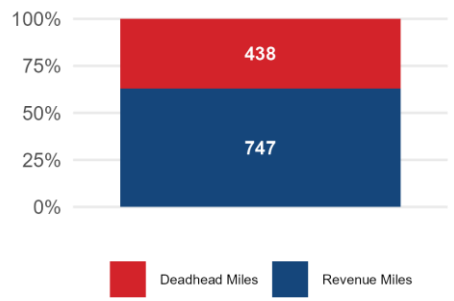
Route X3

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** N/A	3.5	2.6	-
Route Design	**Circuity |** N/A	1	1.25	-

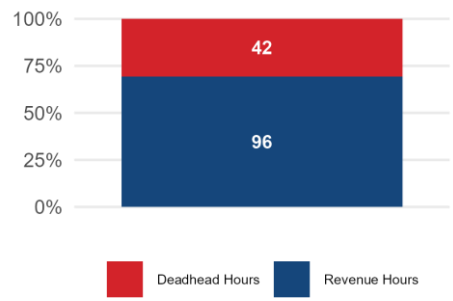
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** N/A	31.4	19.1	A	-	-	-	-	-	-
	Passengers per Revenue Mile | 1.5	4.3	2.3	A	-	-	-	-	-	-
	Unique Segment Ridership | 15%	0%	16%	E	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	63%	68%	E	-	-	-	-	-	-
	Crowding | 5%	0%	1%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Peak: 0.36	Peak: 0.27	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$4.14	$11.96	A	-	-	-	-	-	-
	Cost Recovery | 25%	36%	22%	A	-	-	-	-	-	-

Operational Analysis

Miles Allocation



Hours Allocation



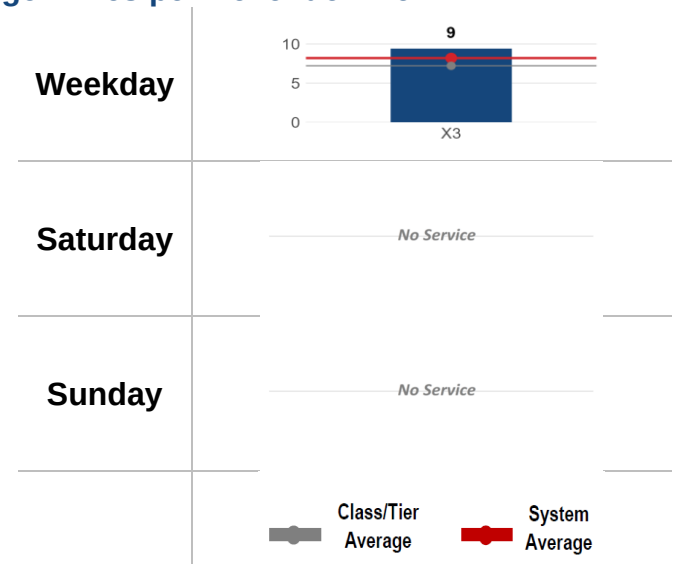
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
X3	3.40	180	180 (100.0%)

Service Change Summary

Jun 2023: Change the afternoon Public School Open (PSO) trip to depart from KIPP DC College Prep at 3:40 PM.
Sep 2023: No change
Dec 2023: No change

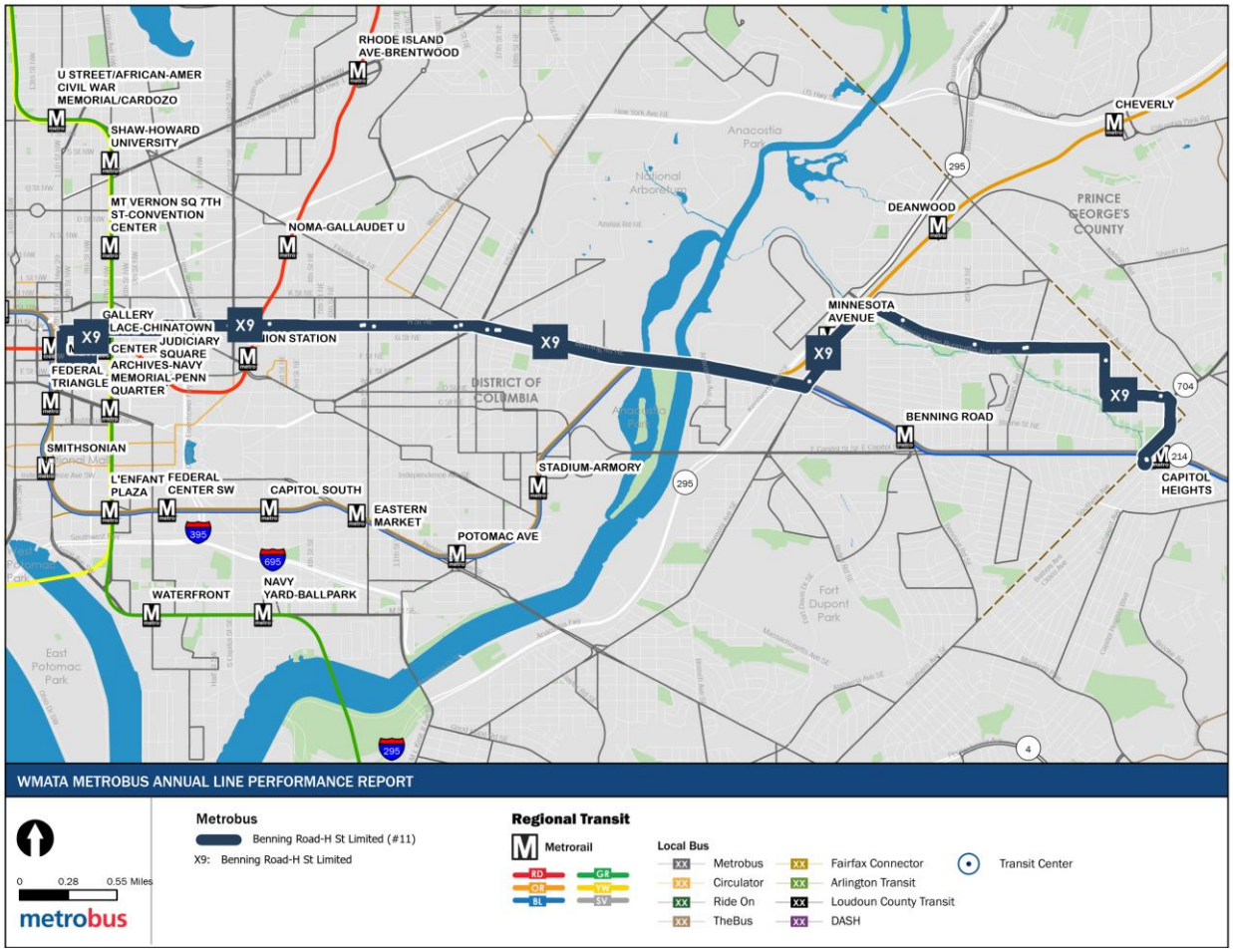
Passenger Miles per Revenue Mile



LINE: 11 - Benning Road-H St Limited

ROUTE(S): X9

About the Line



Service Classification

Framework

Activity Tier

1

Overall Grade

Line	B

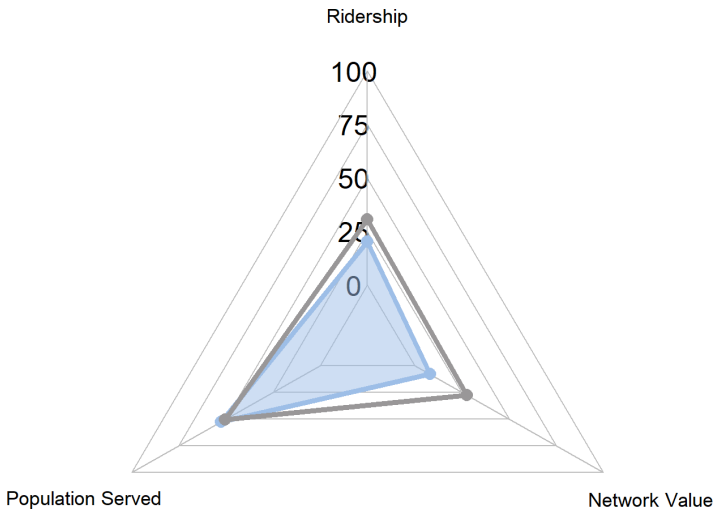
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

27

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	52	8	20	

Operating Statistics

Annual Operating Costs	$2,304,097
Peak Vehicles	7
Vehicle Type(s)	40 Foot

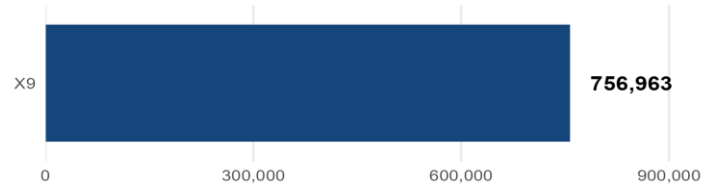
Service Area Context (1/4 Mile, Survey Weekday Only)

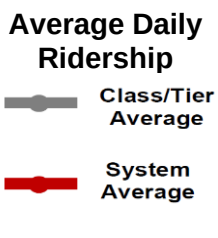
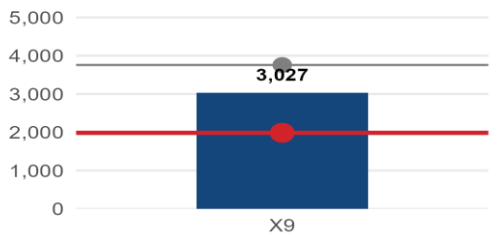
Service Area Population		42,432
People of Color Population	*Service Area*	27,413
	% Riders Surveyed	93%
Low Income Household	*Service Area*	13,207
	% Riders Surveyed	66%

Facilities/Amenities

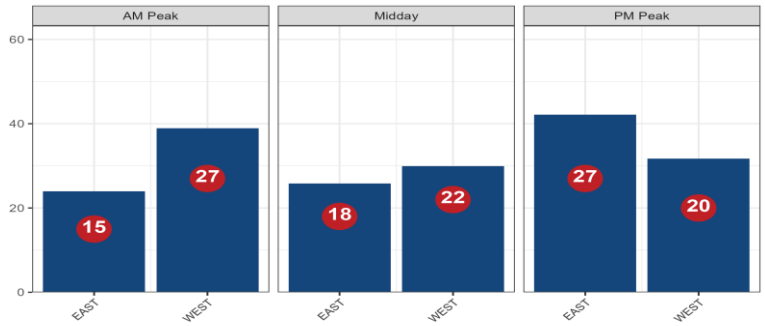
Bus Stops	32
% Stops With Shelters	50%
% Stops With Benches	34%
% Stops With Real-Time Signs	44%

Ridership

Annual Ridership	
Top Transfer Locations	**Gallery Place-Chinatown, Union Station, Minnesota Avenue**

	Weekday	Saturday	Sunday
Average Daily Ridership	 	*No Service*	*No Service*

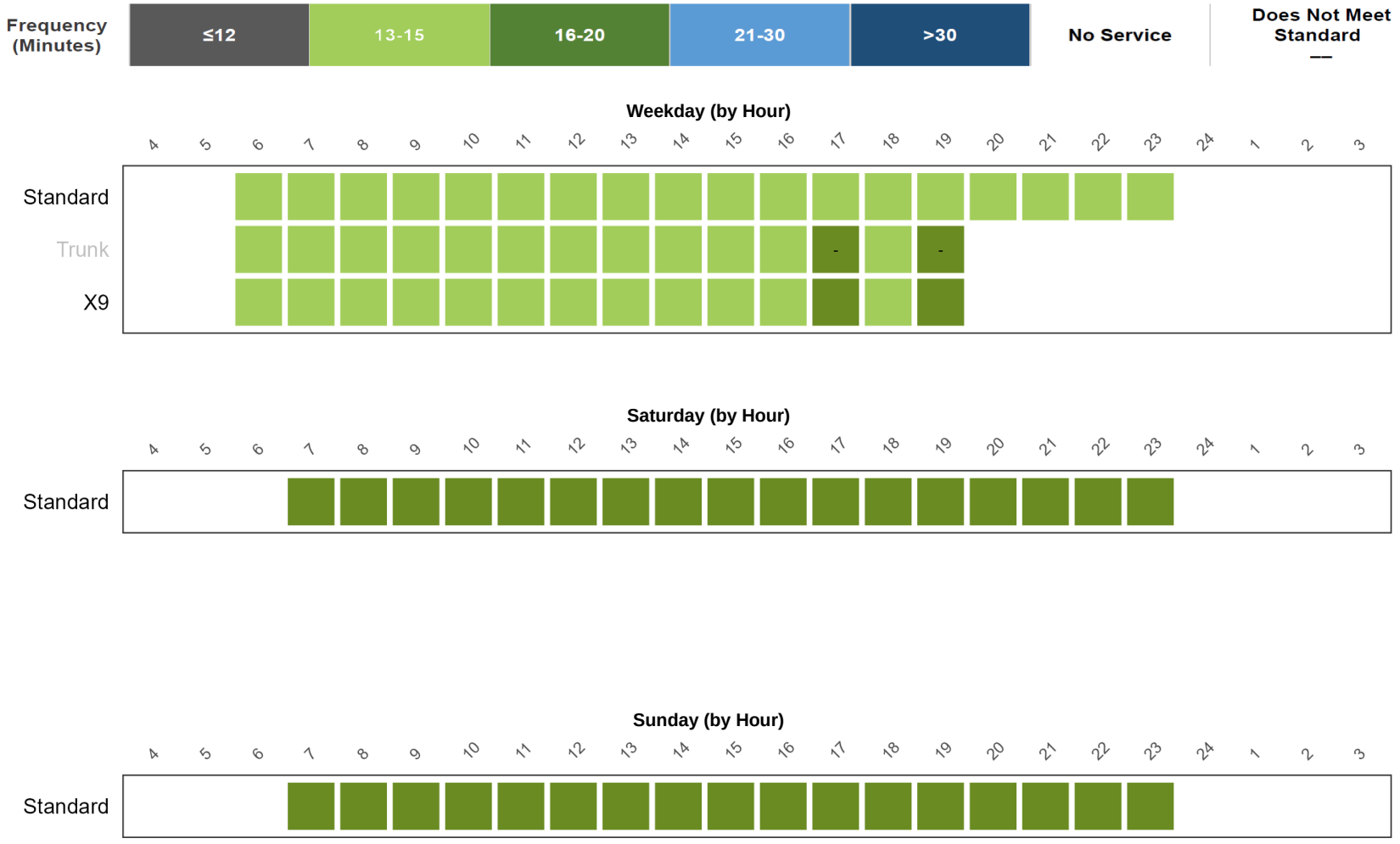
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	EAST	WEST
Weekday	**Peak** Maximum Target: 1.2	0.56	0.58
	Off-Peak Maximum Target: 1.0	0.45	0.54
	Saturday Maximum Target: 1.0		
	Sunday Maximum Target: 1.0		

Span and Frequency



Performance Report Card

B Benning Road-H St Limited

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	6:15 AM - 7:24 PM	-	C	-	-	-	-	-	-
	Frequency of Service | varies	Peak: 15.0 / Off-Peak: 15.0	Peak: 14.7 / Off-Peak: 18.6	B	-	-	-	-	-	-
Productivity	**Passengers per Revenue Hour |** 30	42.2	32.8	A	-	-	-	-	-	-
	Passengers per Revenue Mile | 4	5.1	4.4	A	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	78%	74%	C	-	-	-	-	-	-
	Crowding | 5%	6%	3%	E	-	-	-	-	-	-
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.49 Peak: 0.57	Off-Peak: 0.35 Peak: 0.48	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$3.08	$ 4.48	A	-	-	-	-	-	-
	Cost Recovery | 25%	17%	23%	E	-	-	-	-	-	-

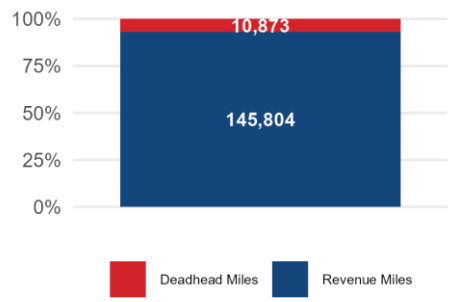
Route X9

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	2.2	5.5	E
Route Design	**Circuity |** 1.75	1.23	1.23	A

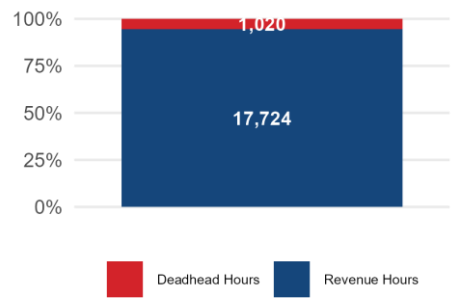
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 30	42.2	32.8	A	-	-	-	-	-	-
	Passengers per Revenue Mile | 4	5.1	4.4	A	-	-	-	-	-	-
	Unique Segment Ridership | 10%	0%	22%	E	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	78%	74%	C	-	-	-	-	-	-
	Crowding | 5%	6%	3%	E	-	-	-	-	-	-
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.49 Peak: 0.57	Off-Peak: 0.36 Peak: 0.5	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$3.08	$ 4.48	A	-	-	-	-	-	-
	Cost Recovery | 25%	17%	24%	E	-	-	-	-	-	-

Operational Analysis

Miles Allocation



Hours Allocation



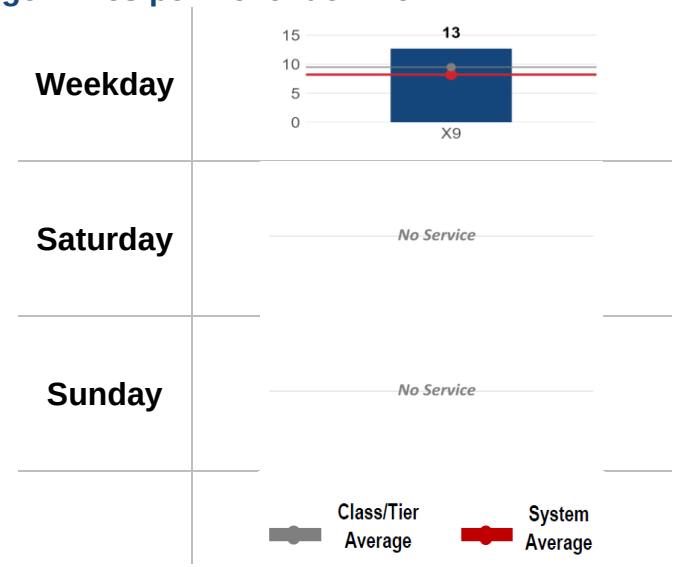
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
X9	15.70	23,655	23,291 (98.5%)

Service Change Summary

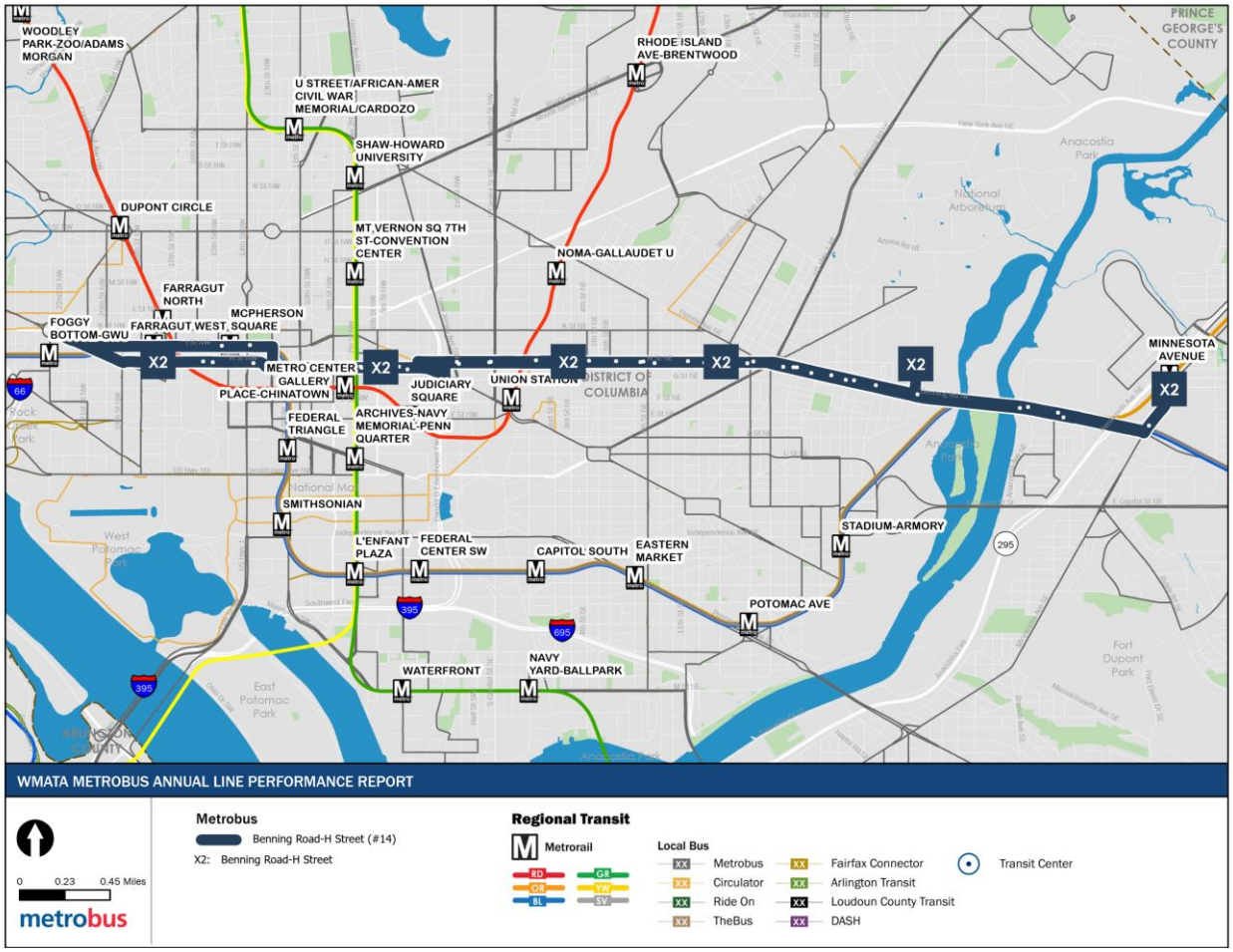
Jun 2023: No change
Sep 2023: No change
Dec 2023: No change

Passenger Miles per Revenue Mile



LINE: 14 - Benning Road-H Street ROUTE(S): X2

About the Line



Service Classification

Framework

Activity Tier

1

Overall Grade

Line	A

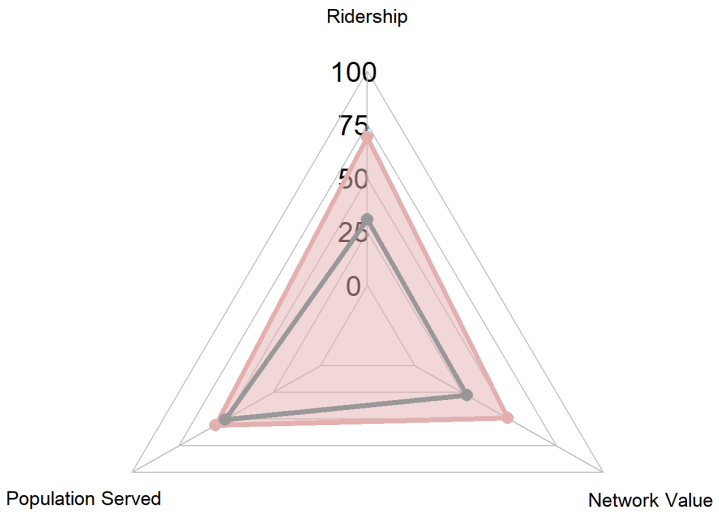
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

58

Out of 100



Classification Average

	Population Served	Network Value	Ridership	Balanced
Line Focus:				
Line Score:	56	49	69	

Operating Statistics

Annual Operating Costs	$7,848,276
Peak Vehicles	14
Vehicle Type(s)	60 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

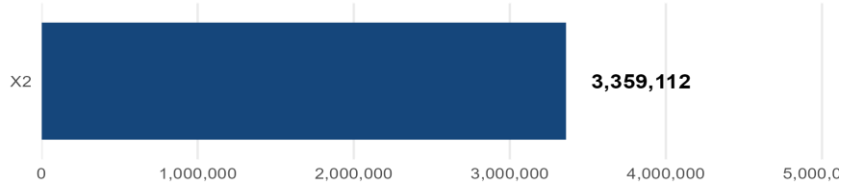
Service Area Population		46,638
People of Color Population	*Service Area*	22,913
	% Riders Surveyed	84%
Low Income Household	*Service Area*	11,120
	% Riders Surveyed	62%

Facilities/Amenities

Bus Stops	57
% Stops With Shelters	56%
% Stops With Benches	53%
% Stops With Real-Time Signs	37%

Ridership

Annual Ridership



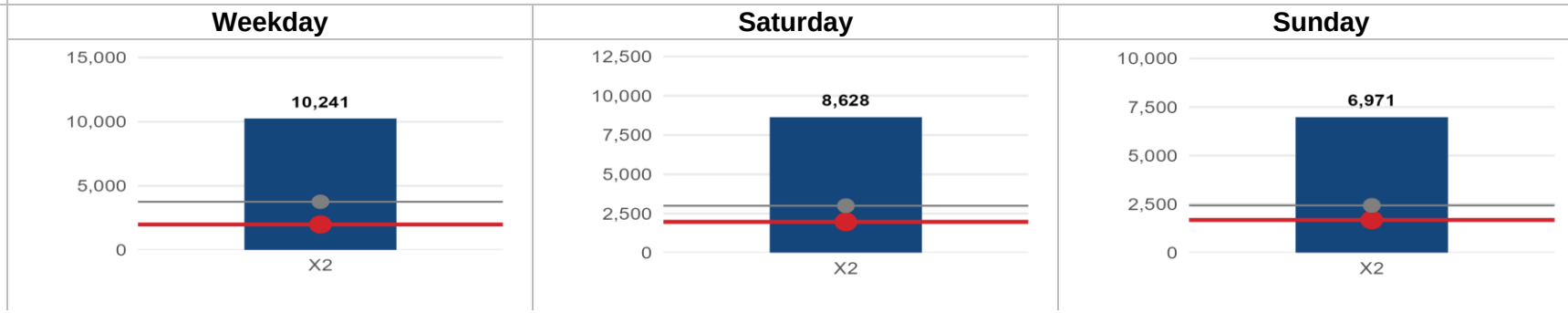
Top Transfer Locations

Gallery Place-Chinatown, Union Station, Minnesota Avenue

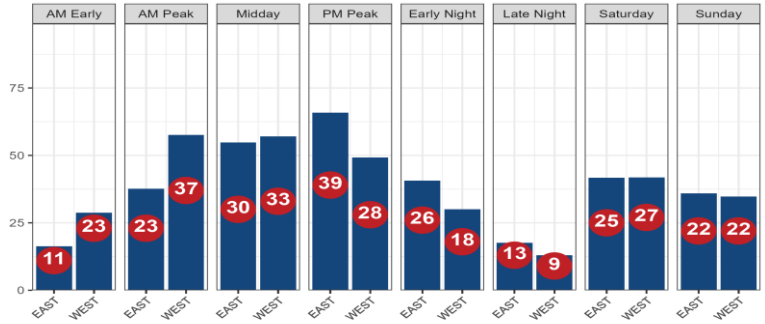
Average Daily Ridership

Class/Tier Average

System Average



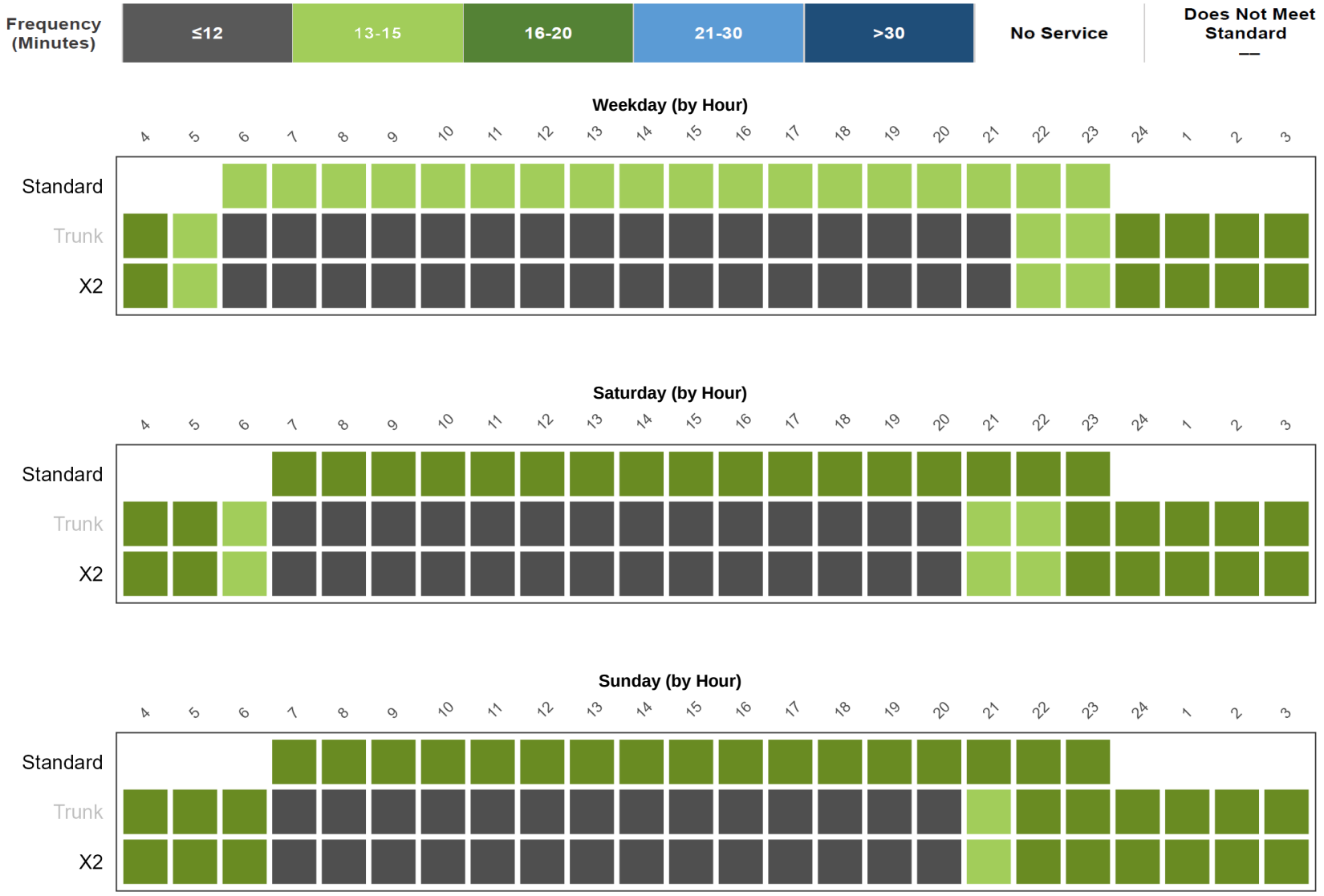
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	EAST	WEST
Weekday	**Peak** Maximum Target: 1.2	0.55	0.55
Weekday	**Off-Peak** Maximum Target: 1.0	0.45	0.45
	Saturday Maximum Target: 1.0	0.48	0.5
	Sunday Maximum Target: 1.0	0.41	0.41

Span and Frequency



Performance Report Card

A Benning Road-H Street

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	24 hours	-	A	24 hours	-	A	24 hours	-	A
	Frequency of Service | varies	Peak: 9.0 / Off-Peak: 11.0	Peak: 14.7 / Off-Peak: 18.6	A	13.0	20.8	A	14.0	24.0	A
Productivity	**Passengers per Revenue Hour |** 30	56.0	32.8	A	50.9	27.8	A	45.0	26.1	A
	Passengers per Revenue Mile | 4	8.2	4.4	A	7.6	3.5	A	6.5	3.1	A
Reliability	**On-Time Performance |** 79%	76%	74%	C	74%	74%	C	76%	76%	C
	Crowding | 5%	3%	3%	A	2%	1%	A	1%	2%	A
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.45 Peak: 0.55	Off-Peak: 0.35 Peak: 0.48	A	0.49	0.35	A	0.41	0.32	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$2.32	$ 4.48	A	$2.56	$ 5.27	A	$2.89	$ 5.68	A
	Cost Recovery | 25%	19%	23%	D	17%	20%	E	15%	19%	E

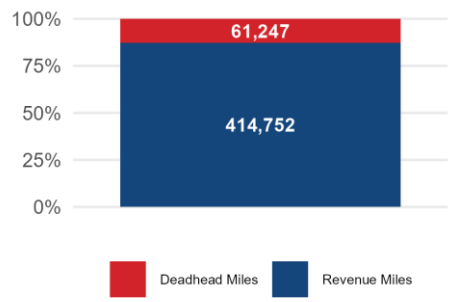
Route X2

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	5.1	5.5	E
Route Design	**Circuity |** 1.75	1.03	1.23	A

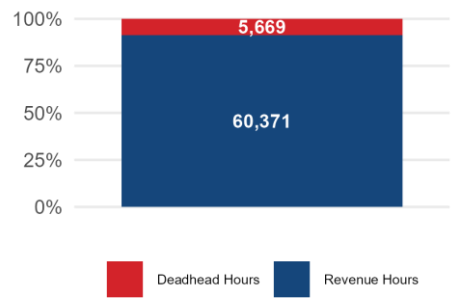
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 30	56.0	32.8	A	50.9	27.8	A	45.0	26.1	A
	Passengers per Revenue Mile | 4	8.2	4.4	A	7.6	3.5	A	6.5	3.1	A
	Unique Segment Ridership | 10%	38%	22%	A	92%	34%	A	92%	34%	A
Reliability	**On-Time Performance |** 79%	76%	74%	C	74%	74%	C	76%	76%	C
	Crowding | 5%	3%	3%	A	2%	1%	A	1%	2%	A
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.45 Peak: 0.55	Off-Peak: 0.36 Peak: 0.5	A	0.49	0.36	A	0.41	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$2.32	$ 4.48	A	$2.56	$ 5.27	A	$2.89	$ 5.68	A
	Cost Recovery | 25%	19%	24%	D	17%	20%	E	15%	19%	E

Operational Analysis

Miles Allocation



Hours Allocation



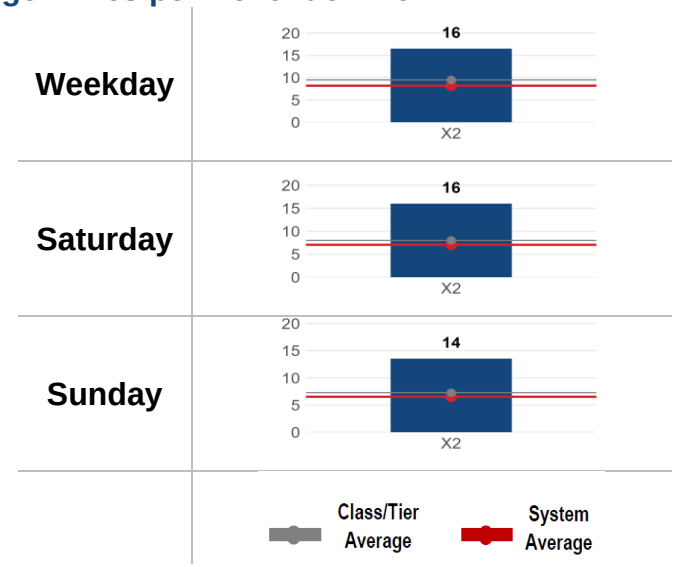
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
X2	11.70	80,057	76,626 (95.7%)

Service Change Summary

Jun 2023: Extend the Route X2 pattern to Foggy Bottom and the bus layover space on New Hampshire Ave NW outside of Metrorail operating hours.
Sep 2023: No change
Dec 2023: Add route to 24/7 network; 20 minute service or better, 7 days a week

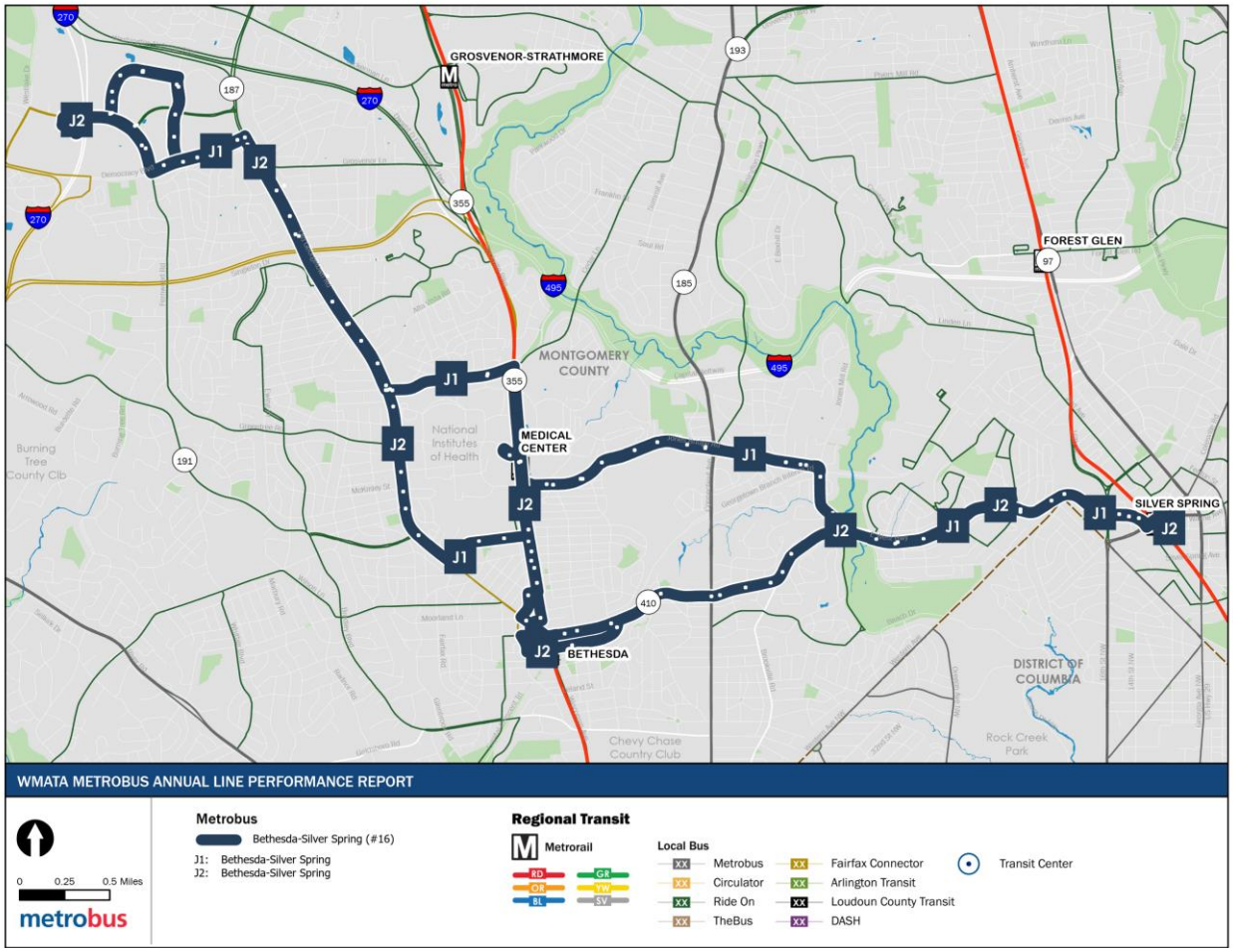
Passenger Miles per Revenue Mile



LINE: 16 - Bethesda-Silver Spring

ROUTE(S): J1, J2

About the Line



Service Classification

Framework

Activity Tier

2

Overall Grade

Line	B

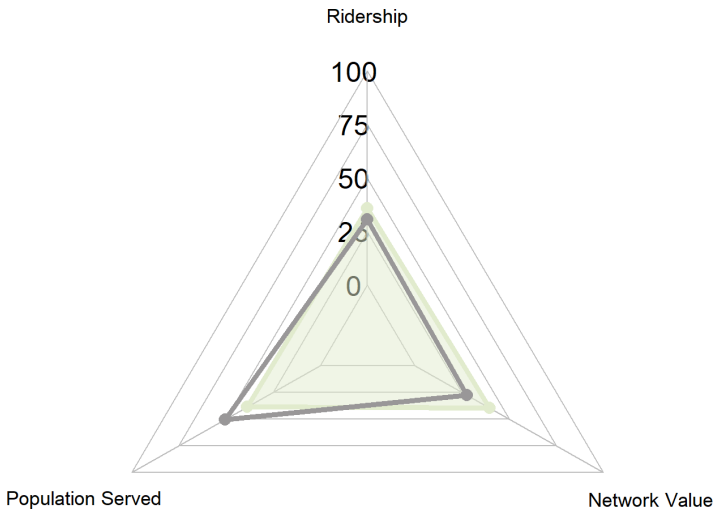
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

38

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	39	40	36	

Operating Statistics

Annual Operating Costs	$8,240,699
Peak Vehicles	18
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

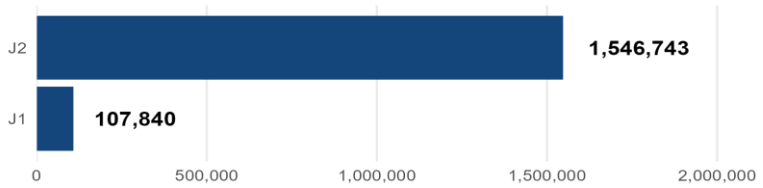
Service Area Population	53,887	
People of Color Population	*Service Area*	18,006
	% Riders Surveyed	73%
Low Income Household	*Service Area*	8,496
	% Riders Surveyed	43%

Facilities/Amenities

Bus Stops	143
% Stops With Shelters	28%
% Stops With Benches	36%
% Stops With Real-Time Signs	6%

Ridership

Annual Ridership



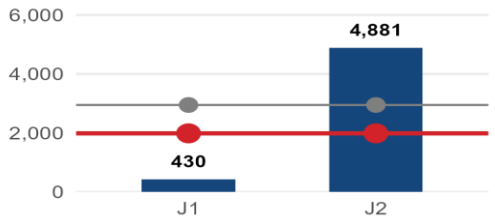
Top Transfer Locations

Silver Spring, Bethesda, Medical Center

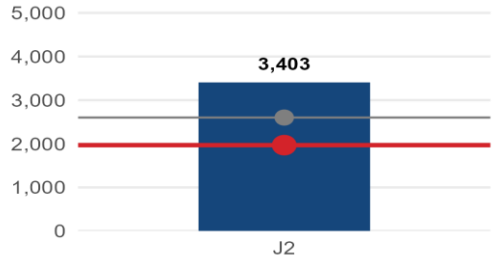
Average Daily Ridership



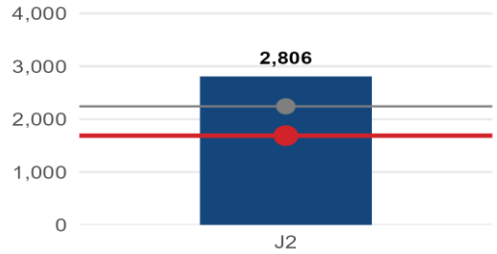
Weekday



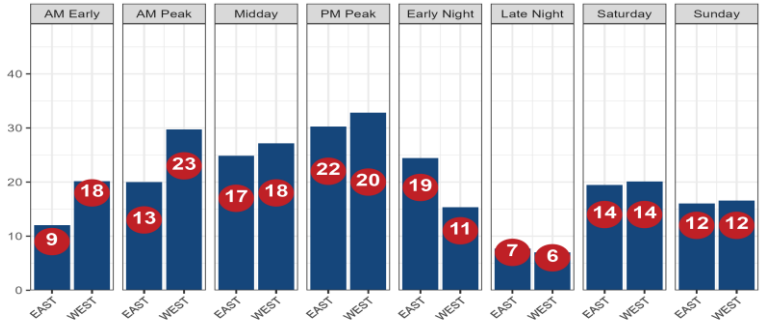
Saturday



Sunday



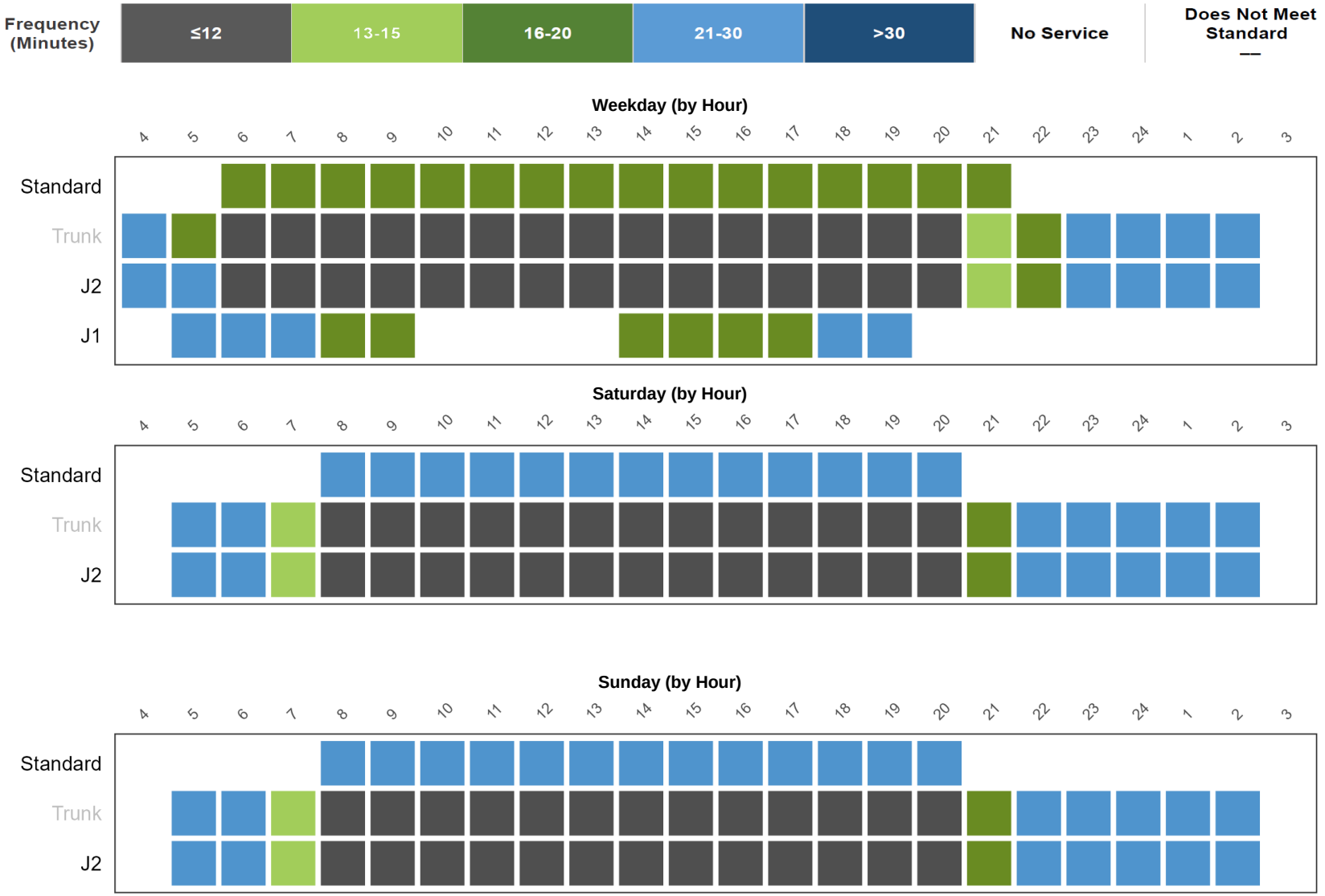
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	EAST	WEST
Weekday	**Peak** Maximum Target: 1	0.48	0.53
	Off-Peak Maximum Target: 1.0	0.41	0.36
	Saturday Maximum Target: 1.0	0.35	0.35
	Sunday Maximum Target: 1.0	0.29	0.29

Span and Frequency



Performance Report Card

B Bethesda-Silver Spring

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	4:45 AM - 2:31 AM	-	A	5:00 AM - 2:33 AM	-	A	5:00 AM - 2:29 AM	-	A
	Frequency of Service | varies	Peak: 8.0 / Off-Peak: 11.0	Peak: 15.6 / Off-Peak: 20	A	14.0	24.4	A	14.0	24.1	A
Productivity	**Passengers per Revenue Hour |** 20	27.9	28.6	A	25.2	27.1	A	20.8	24.8	B
	Passengers per Revenue Mile | 2	2.5	2.8	A	2.0	2.5	B	1.7	2.3	D
Reliability	**On-Time Performance |** 79%	79%	76%	B	82%	78%	B	85%	80%	A
	Crowding | 5%	0%	2%	A	1%	1%	A	1%	1%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.39 Peak: 0.51	Off-Peak: 0.38 Peak: 0.48	A	0.35	0.37	A	0.29	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$4.66	$ 5.38	A	$5.16	$ 5.53	B	$6.24	$ 6.29	D
	Cost Recovery | 20%	21%	19%	B	19%	17%	C	16%	15%	D

Route J1

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	5.2	4.5	E
Route Design	**Circuity |** 1.75	1.18	1.47	A

	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 20	21.3	28.6	B	-	-	-	-	-	-
	Passengers per Revenue Mile | 2	1.9	2.8	C	-	-	-	-	-	-
	Unique Segment Ridership | 10%	15%	20%	A	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	78%	76%	C	-	-	-	-	-	-
	Crowding | 5%	0%	2%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.38 Peak: 0.36	Off-Peak: 0.39 Peak: 0.48	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$6.11	$ 5.38	D	-	-	-	-	-	-
	Cost Recovery | 20%	18%	19%	C	-	-	-	-	-	-

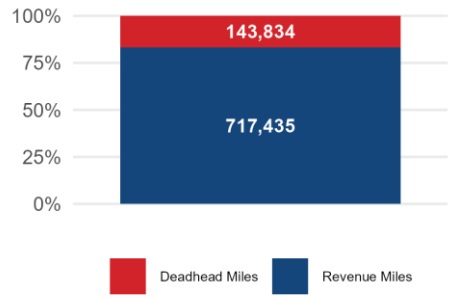
Route J2

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	4.8	4.5	A
Route Design	**Circuity |** 1.75	1.3	1.47	A

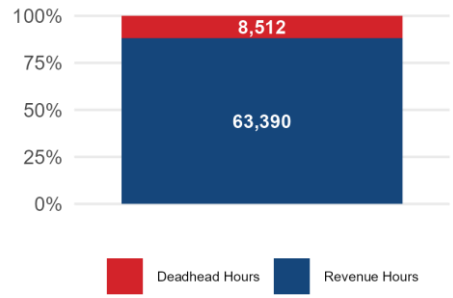
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 20	28.7	28.6	A	25.2	27.1	A	20.8	24.8	B
	Passengers per Revenue Mile | 2	2.6	2.8	A	2.0	2.5	B	1.7	2.3	D
	Unique Segment Ridership | 10%	34%	20%	A	100%	36%	A	100%	39%	A
Reliability	**On-Time Performance |** 79%	79%	76%	B	82%	78%	B	85%	80%	A
	Crowding | 5%	6%	2%	E	1%	1%	A	1%	1%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.39 Peak: 0.55	Off-Peak: 0.39 Peak: 0.48	A	0.35	0.39	A	0.29	0.35	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$4.53	$ 5.38	A	$5.16	$ 5.53	B	$6.24	$ 6.29	D
	Cost Recovery | 20%	21%	19%	B	19%	17%	C	15%	16%	D

Operational Analysis

Miles Allocation



Hours Allocation



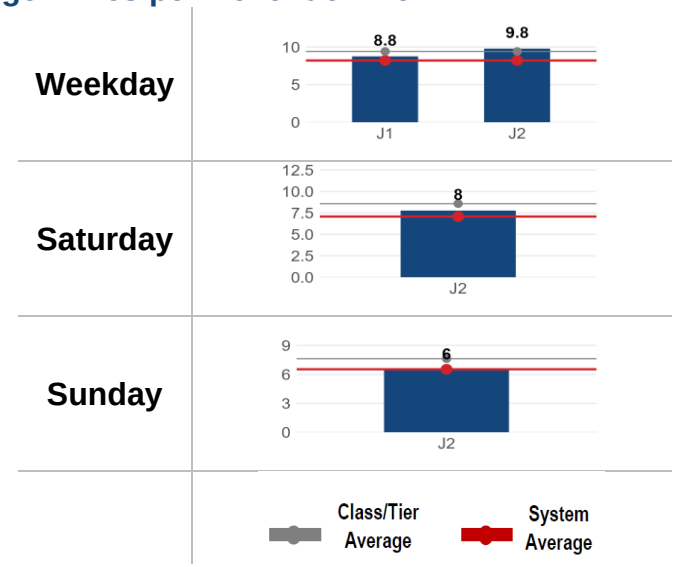
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
J1	20.40	5,727	5,632 (98.3%)
J2	22.30	67,185	66,505 (99.0%)

Service Change Summary

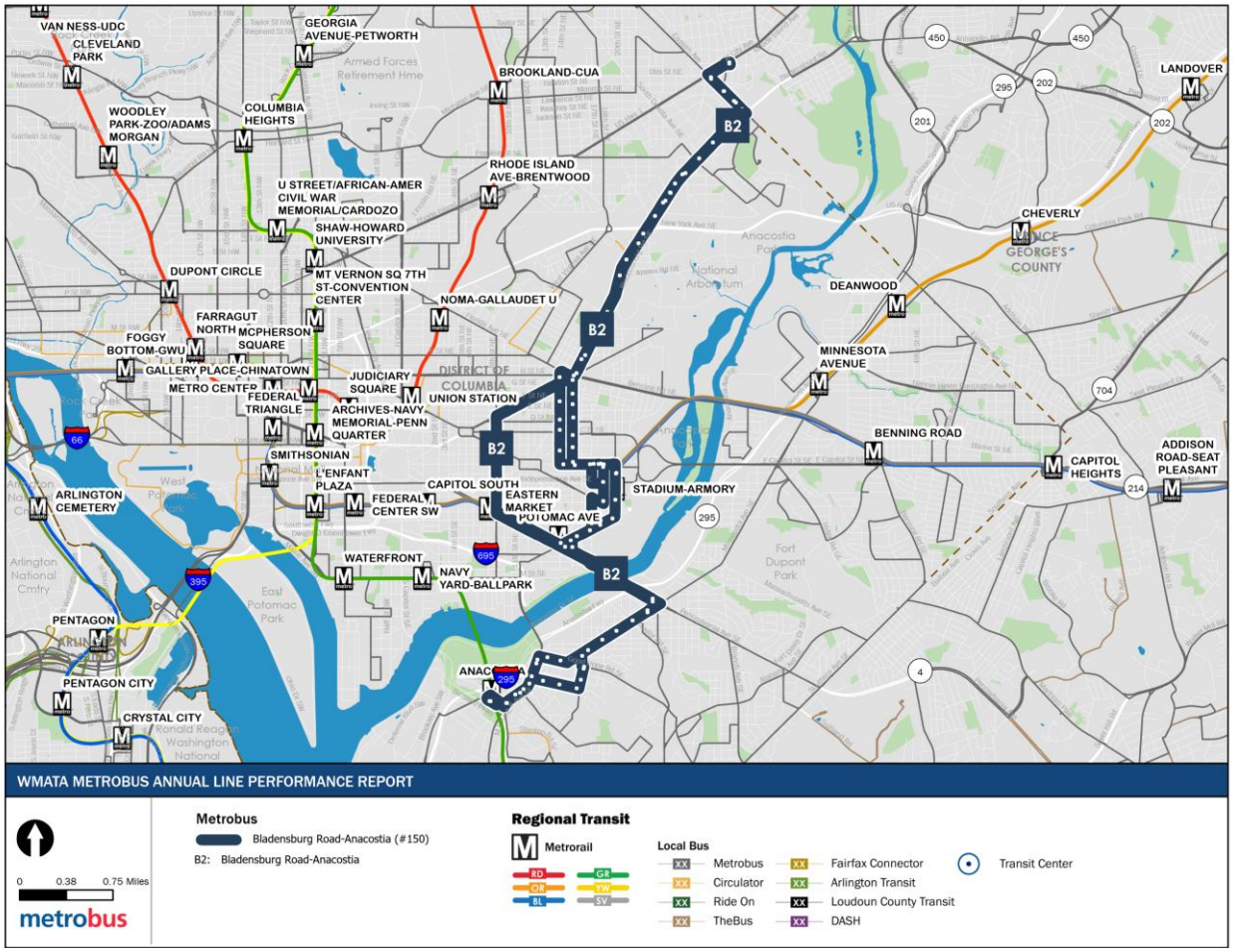
Jun 2023: No change
Sep 2023: No change
Dec 2023: No change

Passenger Miles per Revenue Mile



LINE: 150 - Bladensburg Road-Anacostia ROUTE(S): B2

About the Line



Service Classification

Framework

Activity Tier

2

Overall Grade

Line	A

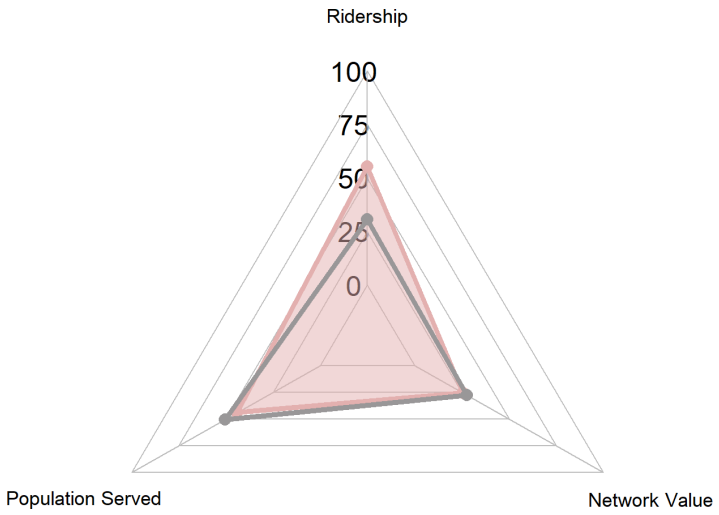
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

42

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	44	25	55	

Operating Statistics

Annual Operating Costs	$7,370,896
Peak Vehicles	16
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

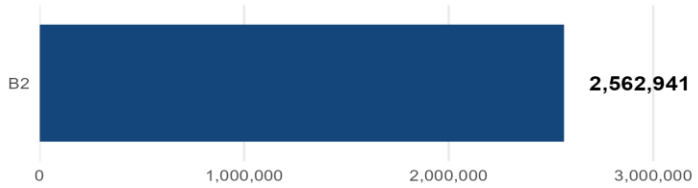
Service Area Population	47,042	
People of Color Population	*Service Area*	30,584
	% Riders Surveyed	96%
Low Income Household	*Service Area*	13,750
	% Riders Surveyed	72%

Facilities/Amenities

Bus Stops	98
% Stops With Shelters	22%
% Stops With Benches	19%
% Stops With Real-Time Signs	3%

Ridership

Annual Ridership



Top Transfer Locations

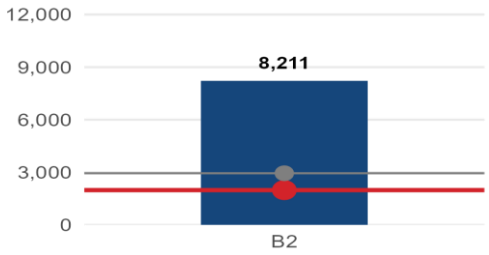
Potomac Avenue, Stadium-Armory, Anacostia

Average Daily Ridership

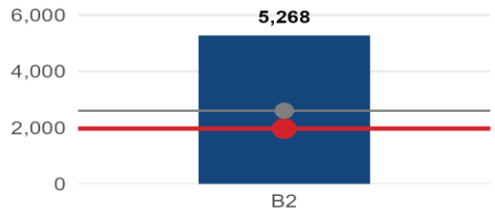
Class/Tier Average

System Average

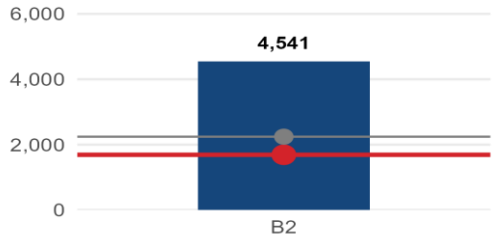
Weekday



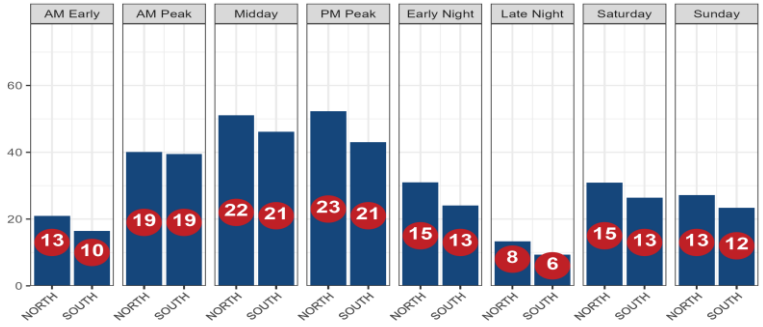
Saturday



Sunday



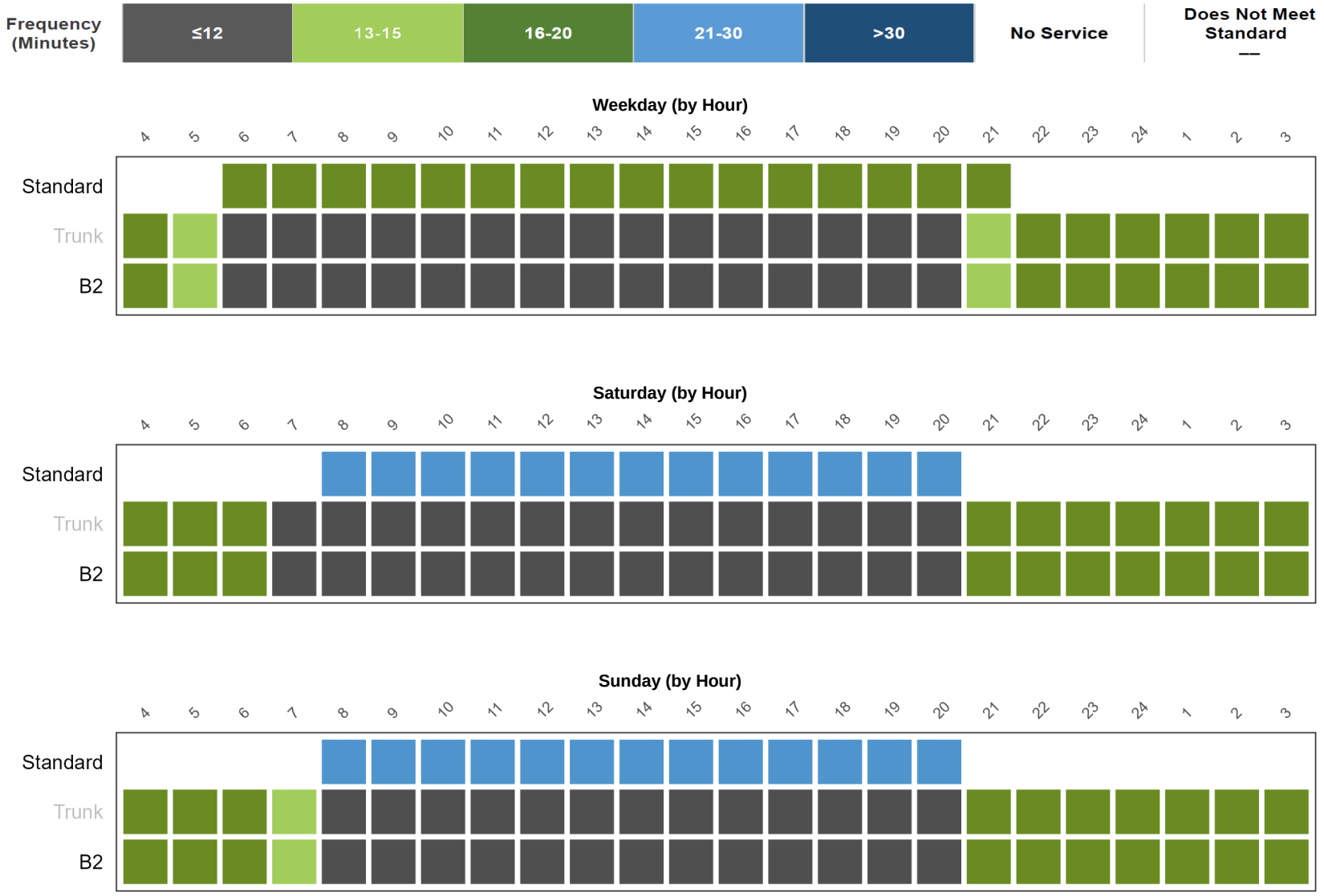
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	NORTH	SOUTH
Weekday	**Peak** Maximum Target: 1	0.54	0.51
Weekday	**Off-Peak** Maximum Target: 1.0	0.42	0.39
	Saturday Maximum Target: 1.0	0.37	0.34
	Sunday Maximum Target: 1.0	0.32	0.31

Span and Frequency



Performance Report Card

A Bladensburg Road-Anacostia

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	24 hours	-	A	24 hours	-	A	24 hours	-	A
	Frequency of Service | varies	Peak: 9.0 / Off-Peak: 11.0	Peak: 15.6 / Off-Peak: 20	A	14.0	24.4	A	14.0	24.1	A
Productivity	**Passengers per Revenue Hour |** 20	37.3	28.6	A	31.5	27.1	A	28.9	24.8	A
	Passengers per Revenue Mile | 2	4.8	2.8	A	3.5	2.5	A	3.1	2.3	A
Reliability	**On-Time Performance |** 79%	75%	76%	C	77%	78%	C	79%	80%	B
	Crowding | 5%	2%	2%	A	0%	1%	A	2%	1%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.41 Peak: 0.52	Off-Peak: 0.38 Peak: 0.48	A	0.35	0.37	A	0.32	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$3.49	$ 5.38	A	$4.13	$ 5.53	A	$4.49	$ 6.29	A
	Cost Recovery | 20%	10%	19%	E	8%	17%	E	8%	15%	E

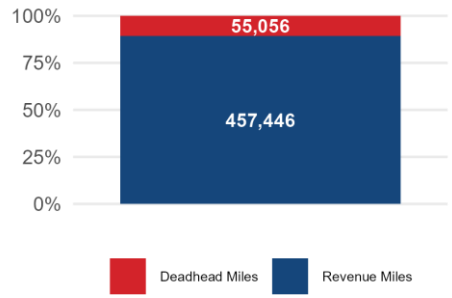
Route B2

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	5.6	4.5	E
Route Design	**Circuity |** 1.75	1.34	1.47	A

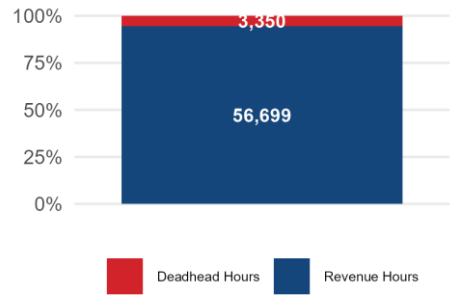
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 20	37.3	28.6	A	31.5	27.1	A	28.9	24.8	A
	Passengers per Revenue Mile | 2	4.8	2.8	A	3.5	2.5	A	3.1	2.3	A
	Unique Segment Ridership | 10%	60%	20%	A	63%	36%	A	63%	39%	A
Reliability	**On-Time Performance |** 79%	75%	76%	C	77%	78%	C	79%	80%	B
	Crowding | 5%	2%	2%	A	0%	1%	A	2%	1%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.41 Peak: 0.52	Off-Peak: 0.39 Peak: 0.48	A	0.35	0.39	A	0.32	0.35	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$3.49	$ 5.38	A	$4.13	$ 5.53	A	$4.49	$ 6.29	A
	Cost Recovery | 20%	10%	19%	E	8%	17%	E	8%	16%	E

Operational Analysis

Miles Allocation



Hours Allocation



Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
B2	17.70	74,942	71,398 (95.3%)

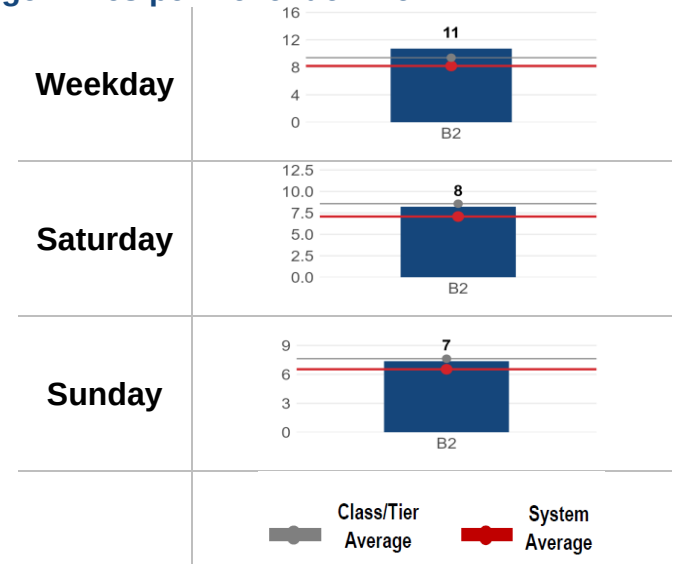
Service Change Summary

Jun 2023: ADD TO FSN 12: Improve service frequency to every 12 minutes between 7:00 AM - 9:00 PM, 7 days a week

Sep 2023: The northbound trip departing Pennsylvania Avenue & Potomac Avenue SE (Potomac Avenue Station) will change from 3:28 p.m. to 3:33 p.m; The southbound trip departing Eastern High School will change from 3:35 p.m. to 3:40 p.m.

Dec 2023: Add route to 24/7 network; 20 minute service or better, 7 days a week; Some weekday morning trips beginning and ending at Bladensburg Road & V Street NE will be extended to Mt. Rainier.

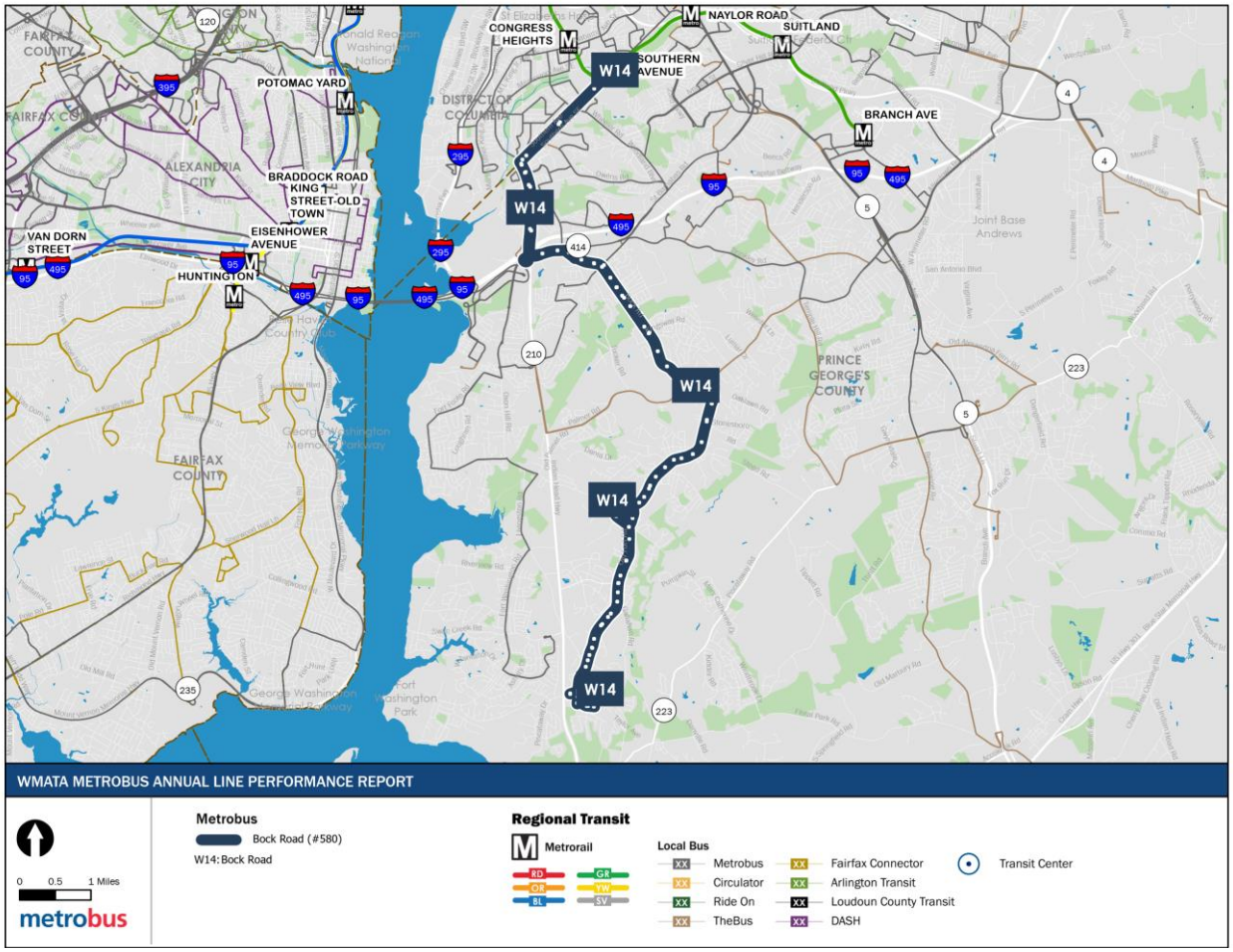
Passenger Miles per Revenue Mile



LINE: 580 - Bock Road

ROUTE(S): W14

About the Line



Service Classification

Commuter

Activity Tier

3

Overall Grade

Line	B

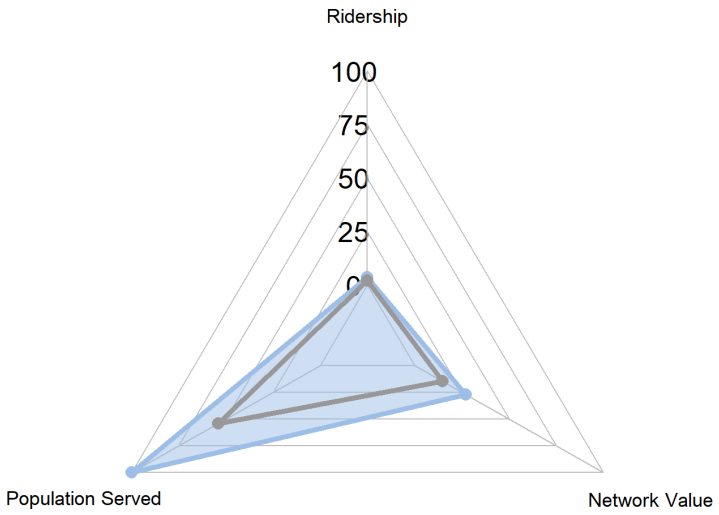
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

44

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	100	27	4	

Operating Statistics

Annual Operating Costs	$1,026,476
Peak Vehicles	2
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

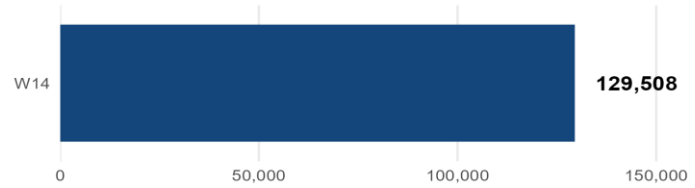
Service Area Population	21,914	
People of Color Population	*Service Area*	18,375
	% Riders Surveyed	100%
Low Income Household	*Service Area*	6,610
	% Riders Surveyed	36%

Facilities/Amenities

Bus Stops	134
% Stops With Shelters	5%
% Stops With Benches	2%
% Stops With Real-Time Signs	1%

Ridership

Annual Ridership



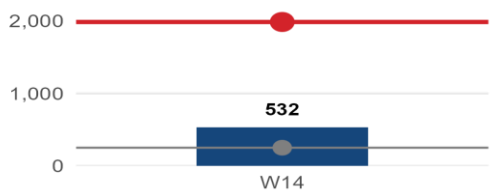
Top Transfer Locations

Southern Avenue

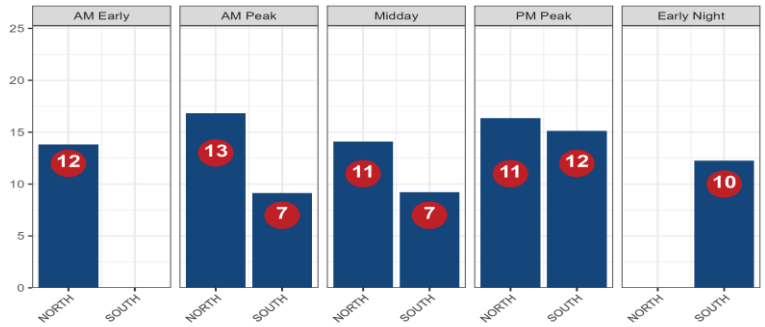
Average Daily Ridership

Class/Tier Average

System Average

Weekday	Saturday	Sunday
	*No Service*	*No Service*

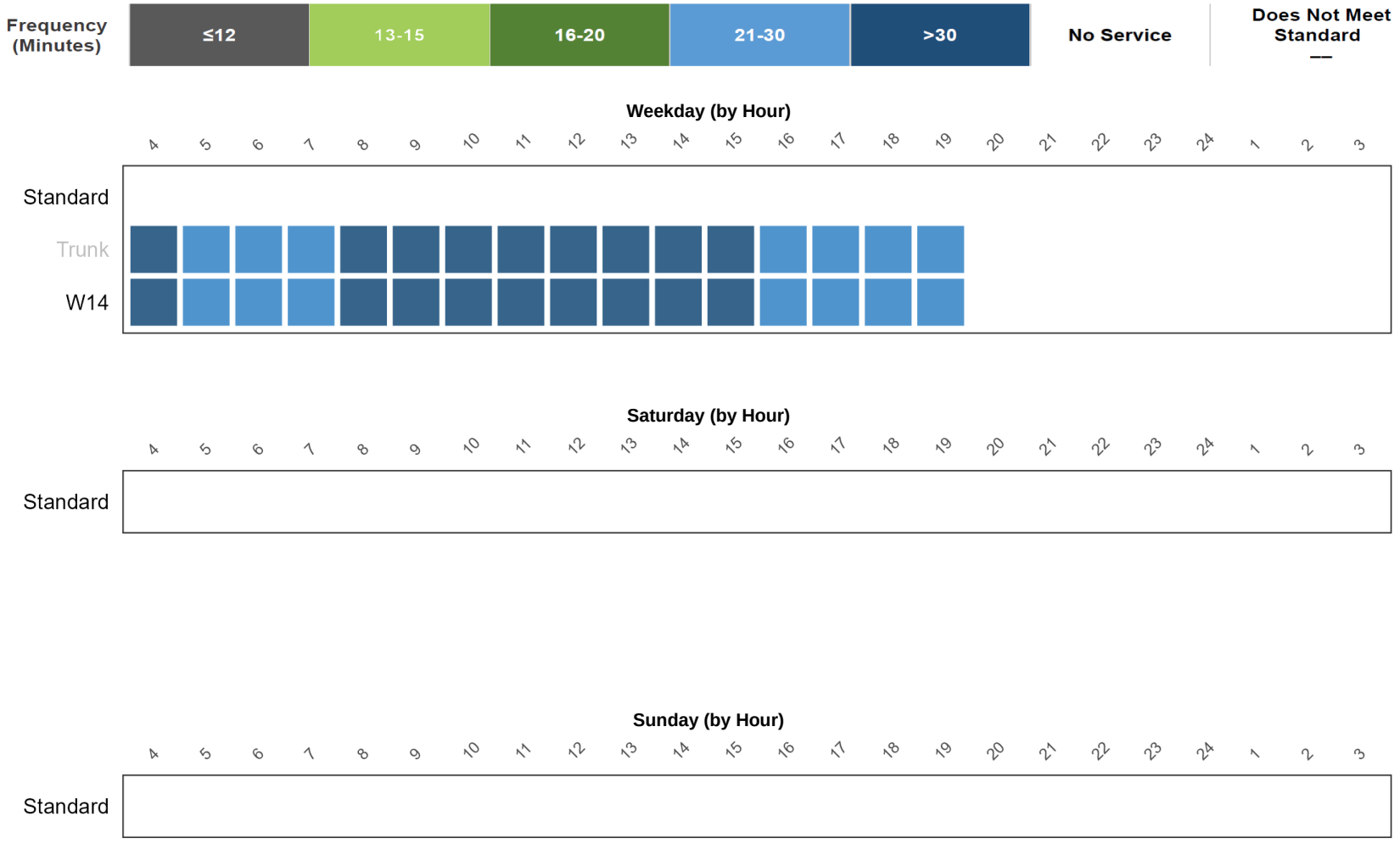
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	NORTH	SOUTH
Weekday	**Peak** Maximum Target: 1	0.3	0.3
	Off-Peak Maximum Target: 1.0	0.28	0.19
	Saturday Maximum Target: 1.0		
	Sunday Maximum Target: 1.0		

Span and Frequency



Performance Report Card

B Bock Road

Measure | Standard		Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	4:29 AM - 7:57 PM	-	A	-	-	-	-	-	-
	Frequency of Service | varies	Peak: 33.0 / Off-Peak: 60.0	Peak: 33.5 / Off-Peak: 60	-	-	-	-	-	-	-
Productivity	**Passengers per Revenue Hour |** N/A	16.7	16	A	-	-	-	-	-	-
	Passengers per Revenue Mile | 1	1.2	0.9	A	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	80%	79%	B	-	-	-	-	-	-
	Crowding | 5%	0%	2%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.25 Peak: 0.3	Off-Peak: 0.23 Peak: 0.33	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$7.80	$ 9.11	C	-	-	-	-	-	-
	Cost Recovery | 20%	7%	24%	E	-	-	-	-	-	-

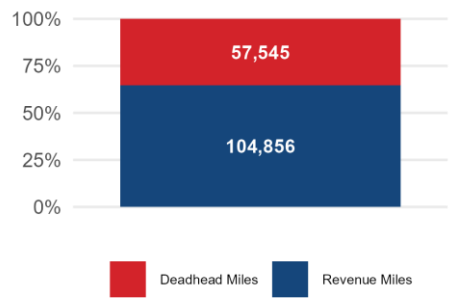
Route W14

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** N/A	4.8	2.4	-
Route Design	**Circuity |** N/A	1.48	1.37	-

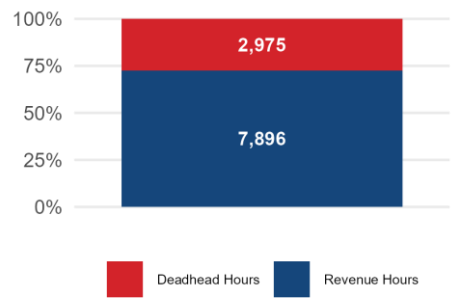
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** N/A	16.7	16	A	-	-	-	-	-	-
	Passengers per Revenue Mile | 1	1.2	0.9	A	-	-	-	-	-	-
	Unique Segment Ridership | 15%	79%	29%	A	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	80%	79%	B	-	-	-	-	-	-
	Crowding | 5%	0%	1%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.25 Peak: 0.3	Off-Peak: 0.22 Peak: 0.3	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$7.80	$ 9.11	C	-	-	-	-	-	-
	Cost Recovery | 20%	7%	22%	E	-	-	-	-	-	-

Operational Analysis

Miles Allocation



Hours Allocation



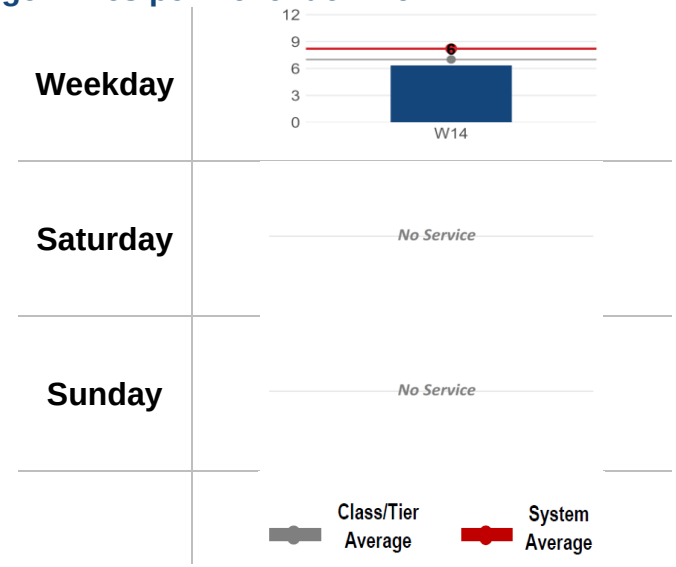
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
W14	28.40	9,213	9,043 (98.2%)

Service Change Summary

Jun 2023: No change
Sep 2023: No change
Dec 2023: No change

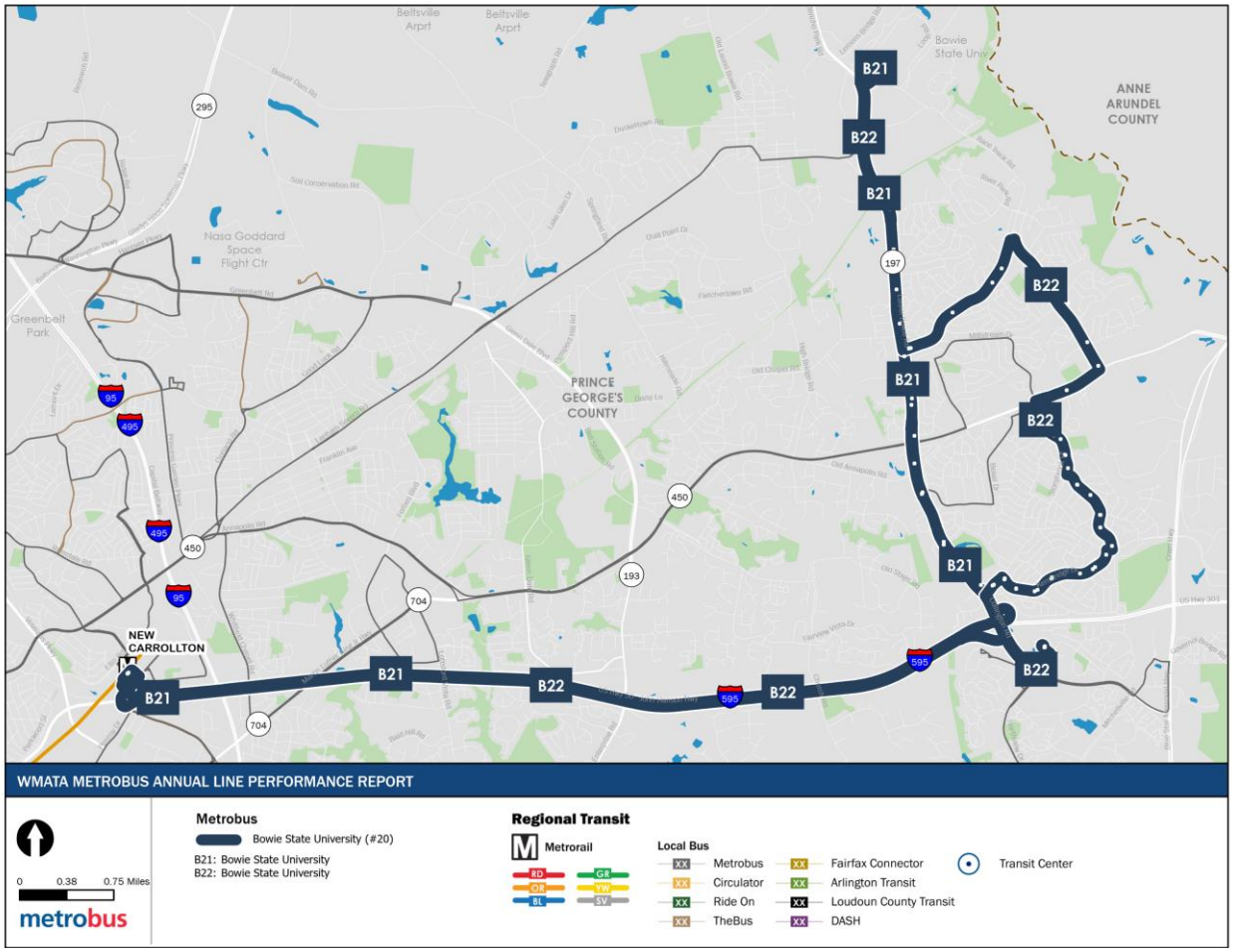
Passenger Miles per Revenue Mile



LINE: 20 - Bowie State University

ROUTE(S): B21, B22

About the Line



Service Classification

Commuter

Activity Tier

3

Overall Grade

Line	C

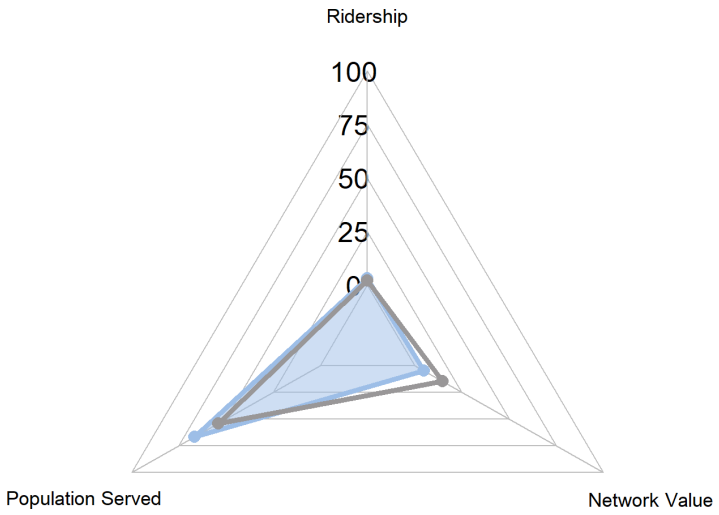
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

25

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	67	5	3	

Operating Statistics

Annual Operating Costs	$1,017,713
Peak Vehicles	3
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

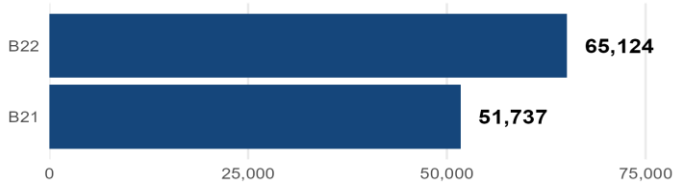
Service Area Population	17,421	
People of Color Population	*Service Area*	8,855
	% Riders Surveyed	85%
Low Income Household	*Service Area*	1,899
	% Riders Surveyed	29%

Facilities/Amenities

Bus Stops	87
% Stops With Shelters	14%
% Stops With Benches	11%
% Stops With Real-Time Signs	0%

Ridership

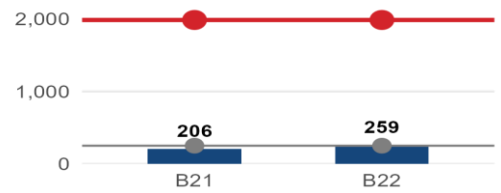
Annual Ridership



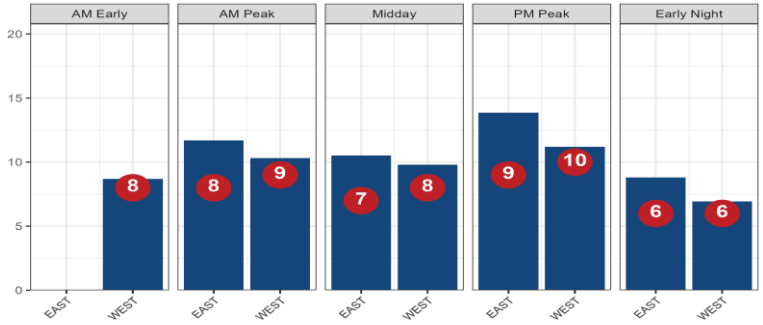
Top Transfer Locations

New Carrollton, Fort Totten

Average Daily Ridership

Weekday	Saturday	Sunday
	No Service	No Service

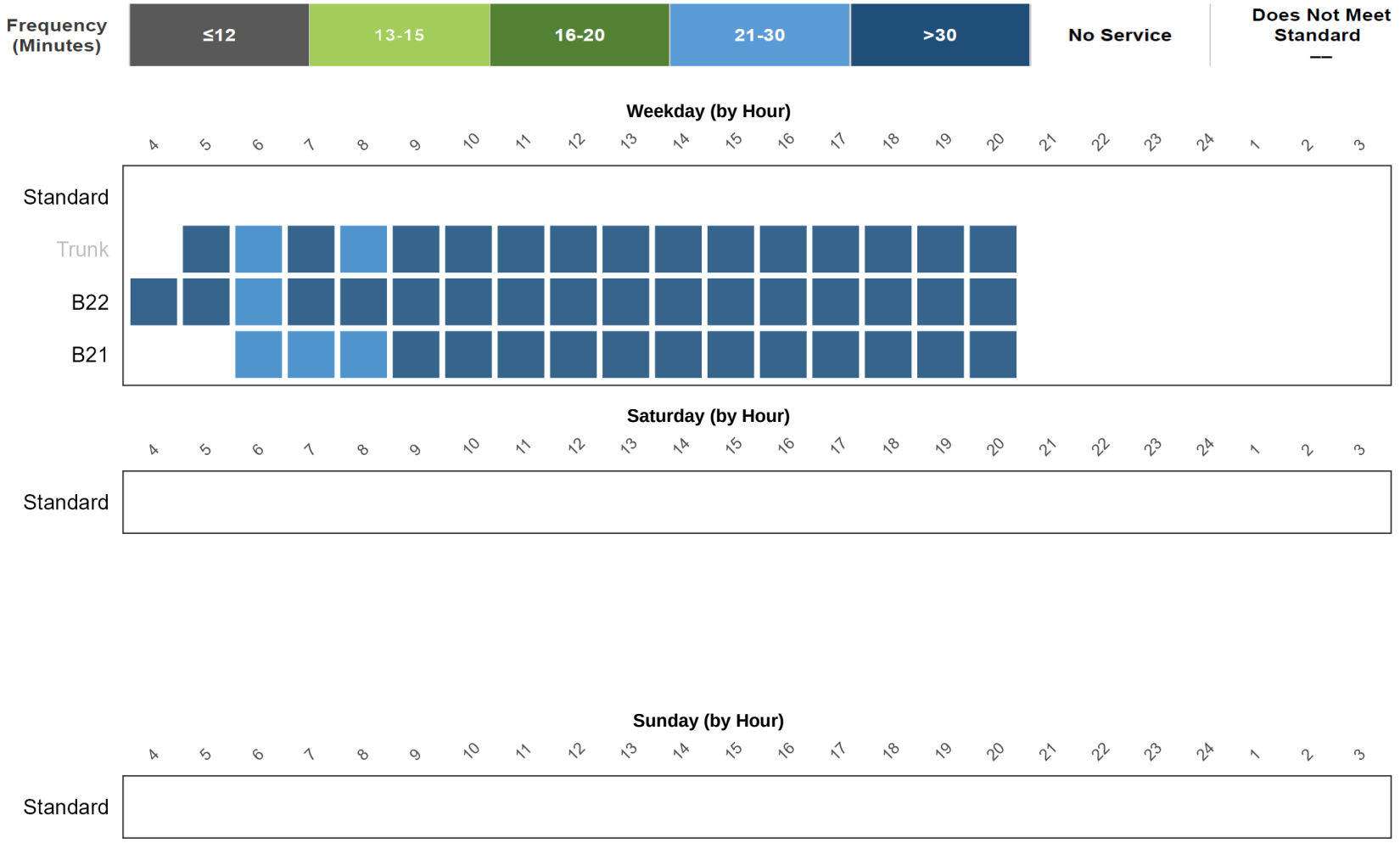
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	EAST	WEST
Weekday	**Peak** Maximum Target: 1	0.22	0.23
	Off-Peak Maximum Target: 1.0	0.16	0.19
	Saturday Maximum Target: 1.0		
	Sunday Maximum Target: 1.0		

Span and Frequency



Performance Report Card

C Bowie State University

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	4:48 AM - 8:54 PM	-	A	-	-	-	-	-	-
	Frequency of Service | varies	Peak: 32.0 / Off-Peak: 61.0	Peak: 33.5 / Off-Peak: 60	-	-	-	-	-	-	-
Productivity	**Passengers per Revenue Hour |** N/A	14.9	16	A	-	-	-	-	-	-
	Passengers per Revenue Mile | 1	0.7	0.9	E	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	90%	79%	A	-	-	-	-	-	-
	Crowding | 5%	0%	2%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.18 Peak: 0.23	Off-Peak: 0.23 Peak: 0.33	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$8.75	$ 9.11	D	-	-	-	-	-	-
	Cost Recovery | 20%	7%	24%	E	-	-	-	-	-	-

Route B21

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** N/A	1.4	2.4	-
Route Design	**Circuity |** N/A	1.46	1.37	-

	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** N/A	17	16	A	-	-	-	-	-	-
	Passengers per Revenue Mile | 1	0.8	0.9	E	-	-	-	-	-	-
	Unique Segment Ridership | 15%	7%	29%	E	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	92%	79%	A	-	-	-	-	-	-
	Crowding | 5%	0%	1%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.19 Peak: 0.22	Off-Peak: 0.22 Peak: 0.3	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$7.64	$ 9.11	B	-	-	-	-	-	-
	Cost Recovery | 20%	5%	22%	E	-	-	-	-	-	-

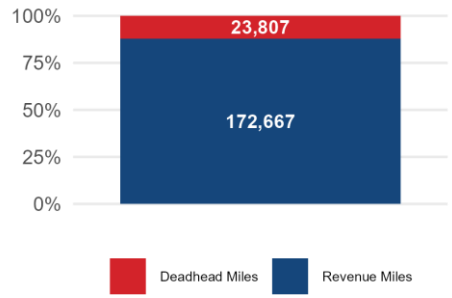
Route B22

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** N/A	2.1	2.4	-
Route Design	**Circuity |** N/A	1.82	1.37	-

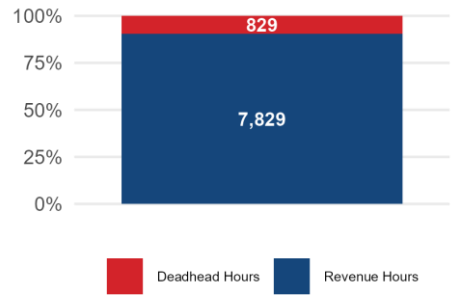
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** N/A	13.5	16	A	-	-	-	-	-	-
	Passengers per Revenue Mile | 1	0.6	0.9	E	-	-	-	-	-	-
	Unique Segment Ridership | 15%	15%	29%	B	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	88%	79%	A	-	-	-	-	-	-
	Crowding | 5%	0%	1%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.17 Peak: 0.23	Off-Peak: 0.22 Peak: 0.3	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$9.65	$ 9.11	E	-	-	-	-	-	-
	Cost Recovery | 20%	7%	22%	E	-	-	-	-	-	-

Operational Analysis

Miles Allocation



Hours Allocation



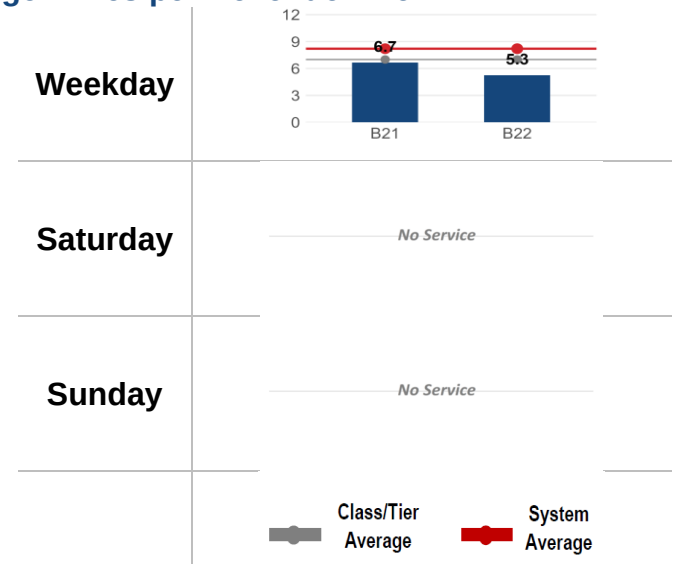
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
B21	28.60	4,731	4,670 (98.7%)
B22	35.70	5,976	5,888 (98.5%)

Service Change Summary

Jun 2023: No change
Sep 2023: At Bowie Park & Ride, eastbound buses to Bowie State University and westbound buses to New Carrollton will serve Bay B, stop ID 3002978.
Dec 2023: No change

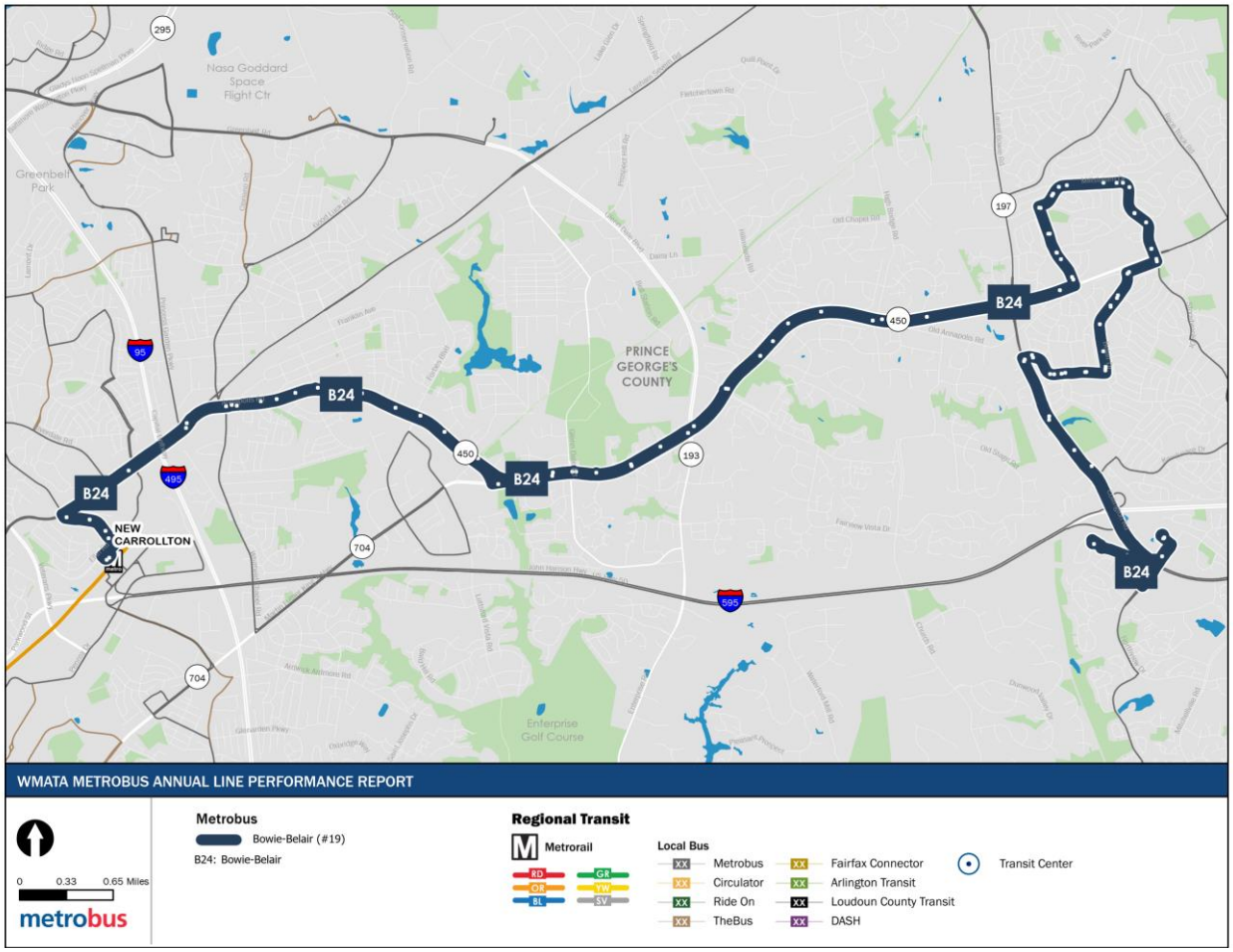
Passenger Miles per Revenue Mile



LINE: 19 - Bowie-Belair

ROUTE(S): B24

About the Line



Service Classification

Coverage

Activity Tier

3

Overall Grade

Line	A

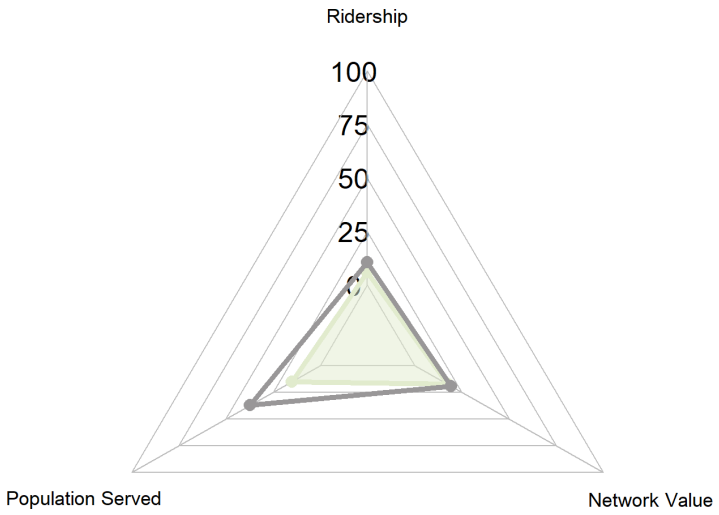
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

13

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	15	17	6	

Operating Statistics

Annual Operating Costs	$1,264,783
Peak Vehicles	4
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

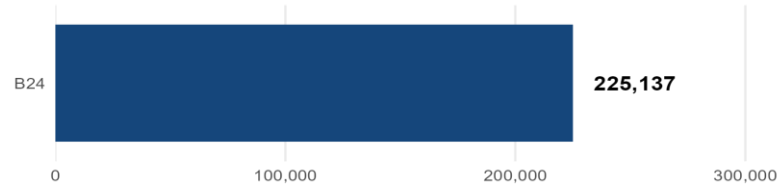
Service Area Population	25,230	
People of Color Population	*Service Area*	17,247
	% Riders Surveyed	99%
Low Income Household	*Service Area*	4,214
	% Riders Surveyed	57%

Facilities/Amenities

Bus Stops	133
% Stops With Shelters	13%
% Stops With Benches	14%
% Stops With Real-Time Signs	0%

Ridership

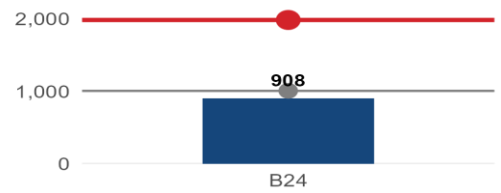
Annual Ridership



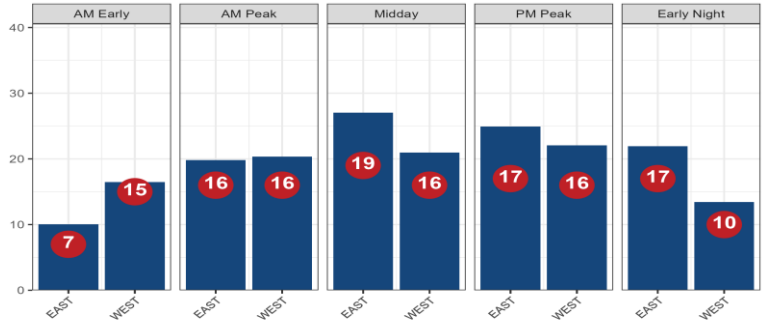
Top Transfer Locations

New Carrollton, Rosslyn, Farragut West

Average Daily Ridership

Weekday	Saturday	Sunday
	No Service	No Service

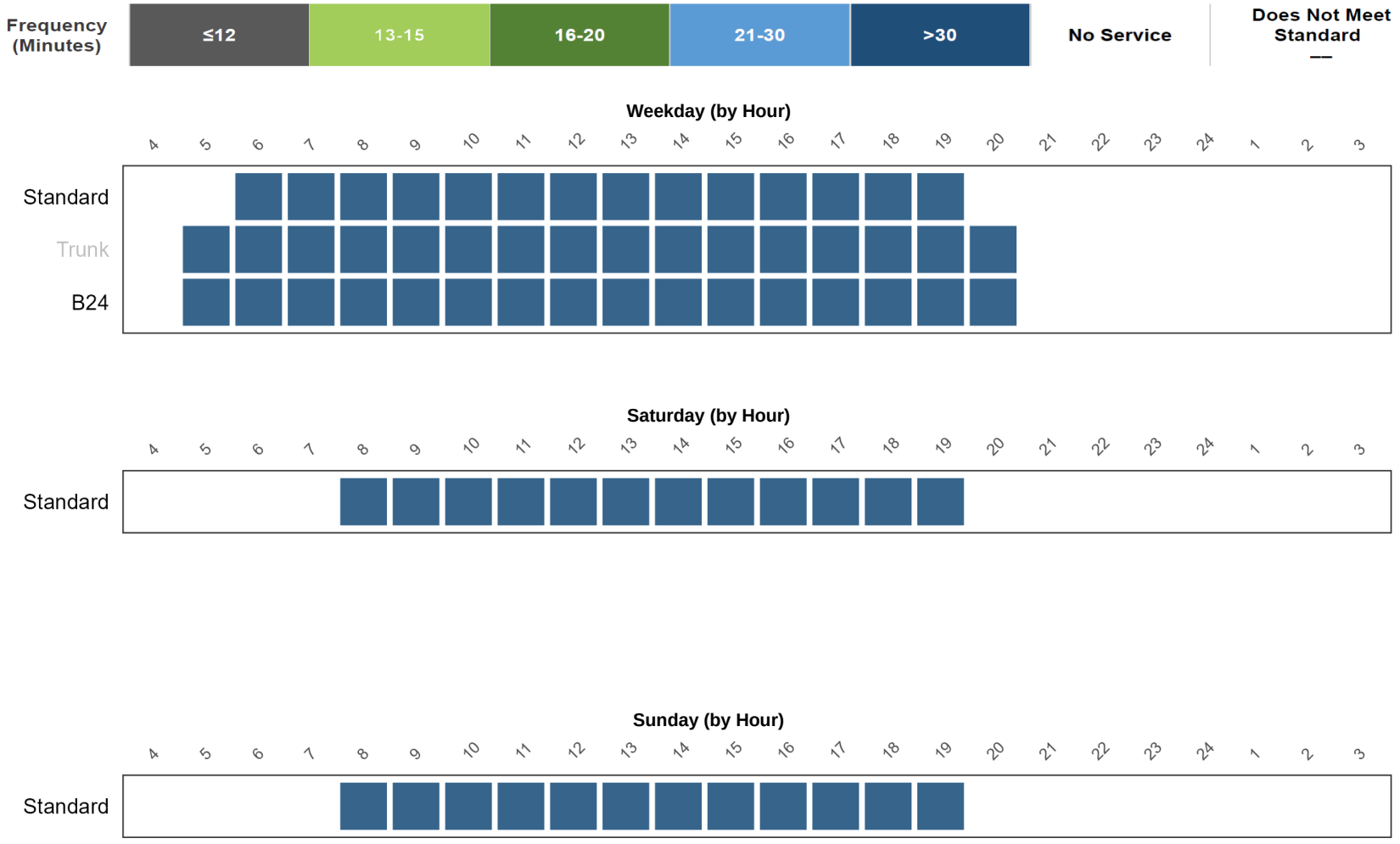
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	EAST	WEST
Weekday	**Peak** Maximum Target: 1	0.42	0.41
	Off-Peak Maximum Target: 1.0	0.43	0.38
	Saturday Maximum Target: 1.0		
	Sunday Maximum Target: 1.0		

Span and Frequency



Performance Report Card

A Bowie-Belair

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	5:00 AM - 8:40 PM	-	A	-	-	-	-	-	-
	Frequency of Service | varies	Peak: 37.0 / Off-Peak: 54.0	Peak: 26 / Off-Peak: 38.8	A	-	-	-	-	-	-
Productivity	**Passengers per Revenue Hour |** 10	23.4	22.8	A	-	-	-	-	-	-
	Passengers per Revenue Mile | 1	1.4	1.9	A	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	78%	80%	C	-	-	-	-	-	-
	Crowding | 5%	1%	1%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.4 Peak: 0.41	Off-Peak: 0.25 Peak: 0.32	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$5.54	$ 6.33	A	-	-	-	-	-	-
	Cost Recovery | 20%	9%	10%	E	-	-	-	-	-	-

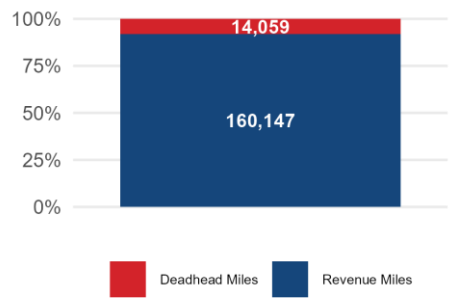
Route B24

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	4.3	4.8	A
Route Design	**Circuity |** N/A	1.54	1.78	-

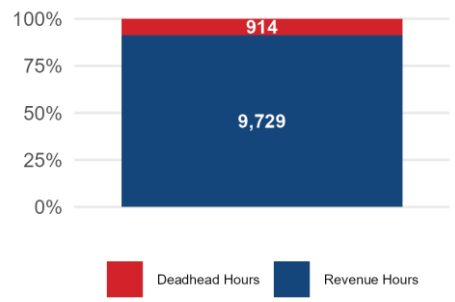
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 10	23.4	22.8	A	-	-	-	-	-	-
	Passengers per Revenue Mile | 1	1.4	1.9	A	-	-	-	-	-	-
	Unique Segment Ridership | 10%	47%	47%	A	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	78%	80%	C	-	-	-	-	-	-
	Crowding | 5%	1%	1%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.4 Peak: 0.41	Off-Peak: 0.25 Peak: 0.31	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$5.54	$ 6.33	A	-	-	-	-	-	-
	Cost Recovery | 20%	9%	10%	E	-	-	-	-	-	-

Operational Analysis

Miles Allocation



Hours Allocation



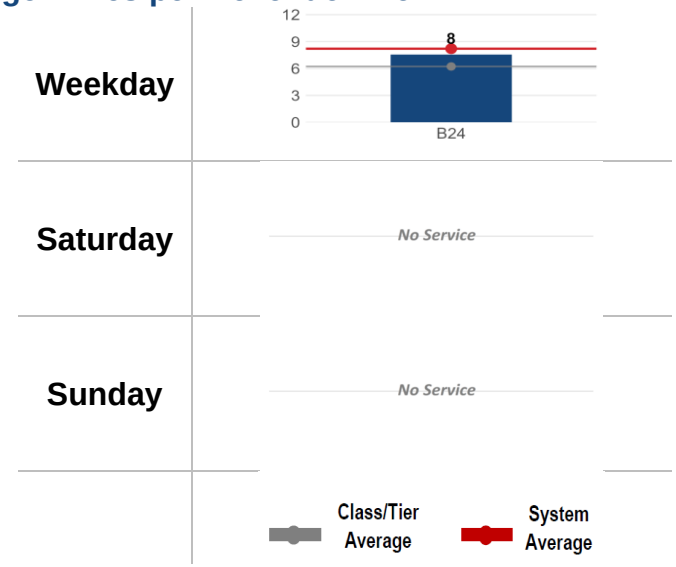
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
B24	31.50	10,668	10,574 (99.1%)

Service Change Summary

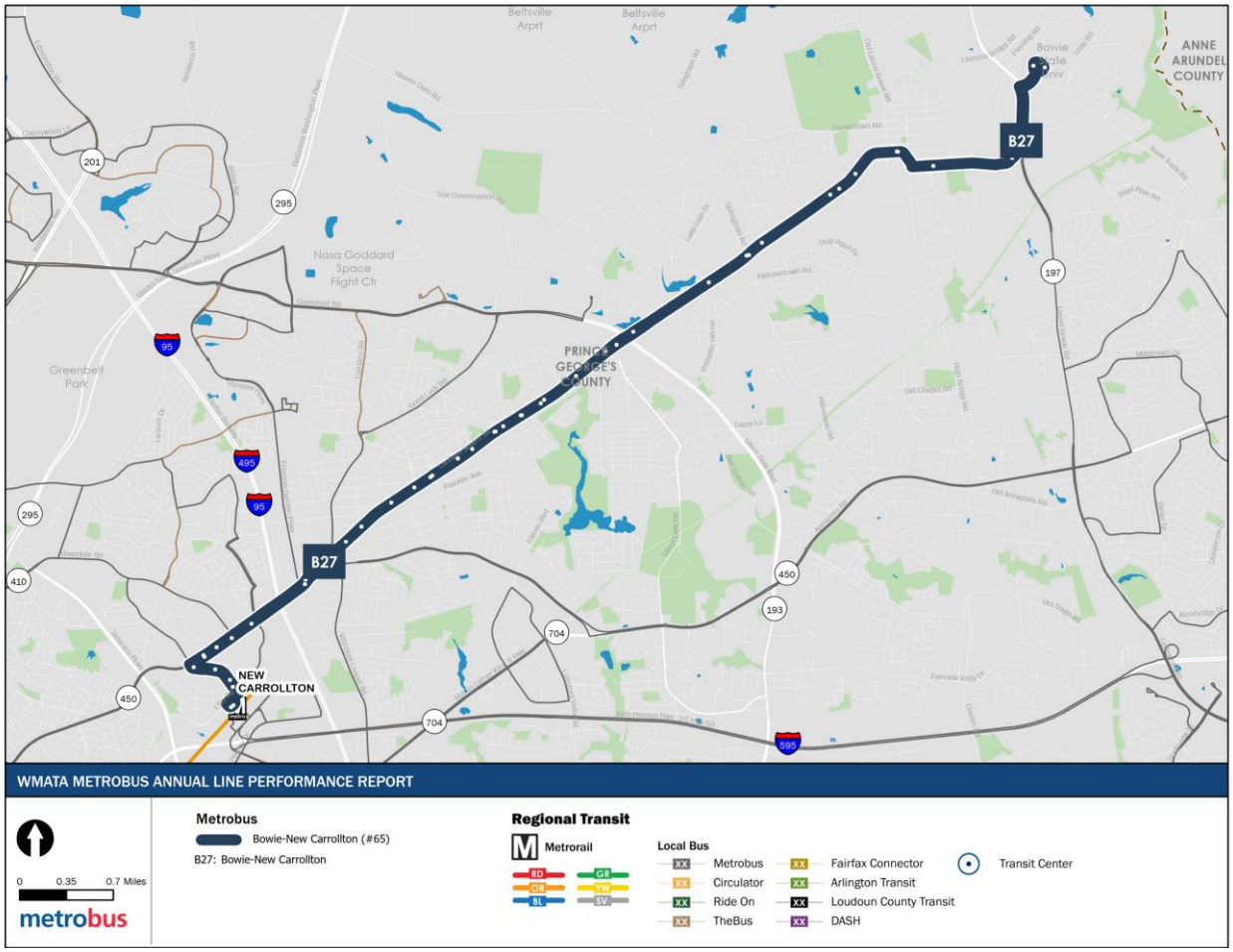
Jun 2023: No change
Sep 2023: No change
Dec 2023: No change

Passenger Miles per Revenue Mile



LINE: 65 - Bowie-New Carrollton ROUTE(S): B27

About the Line



Service Classification

Coverage

Activity Tier

3

Overall Grade

Line	B

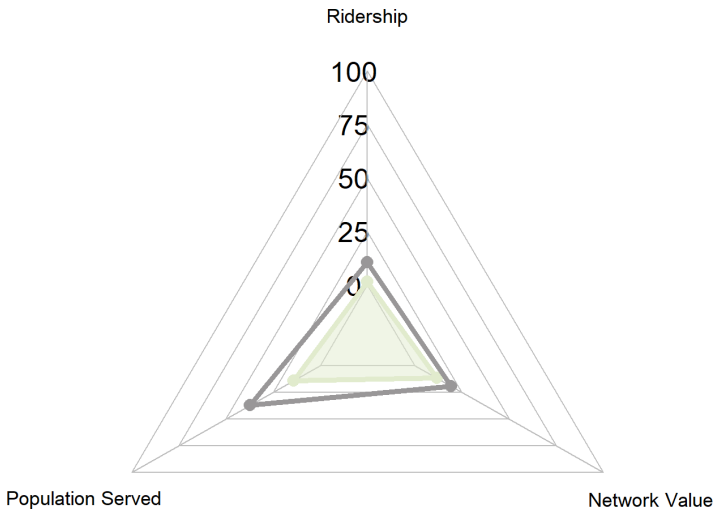
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

9

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	14	12	2	

Operating Statistics

Annual Operating Costs	$408,347
Peak Vehicles	2
Vehicle Type(s)	40 Foot

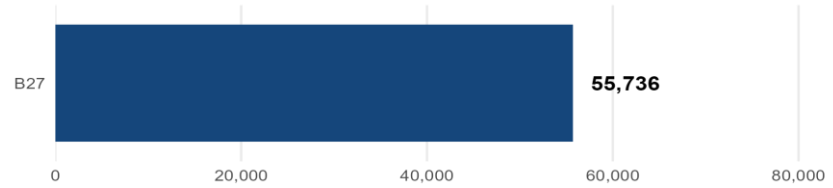
Service Area Context (1/4 Mile, Survey Weekday Only)

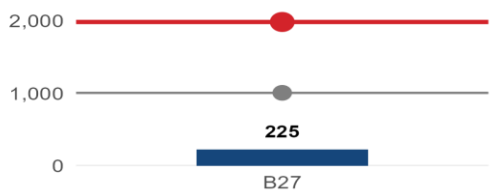
Service Area Population	15,963	
People of Color Population	*Service Area*	11,042
	% Riders Surveyed	89%
Low Income Household	*Service Area*	4,010
	% Riders Surveyed	46%

Facilities/Amenities

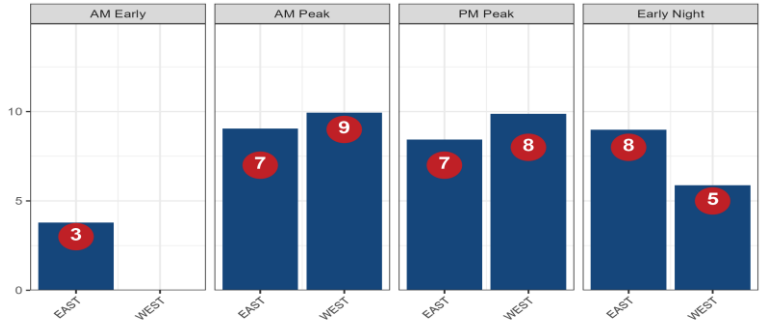
Bus Stops	64
% Stops With Shelters	9%
% Stops With Benches	19%
% Stops With Real-Time Signs	0%

Ridership

Annual Ridership	
Top Transfer Locations	**New Carrollton**

Average Daily Ridership	**Weekday**	**Saturday**	**Sunday**
Class/Tier Average System Average		*No Service*	*No Service*

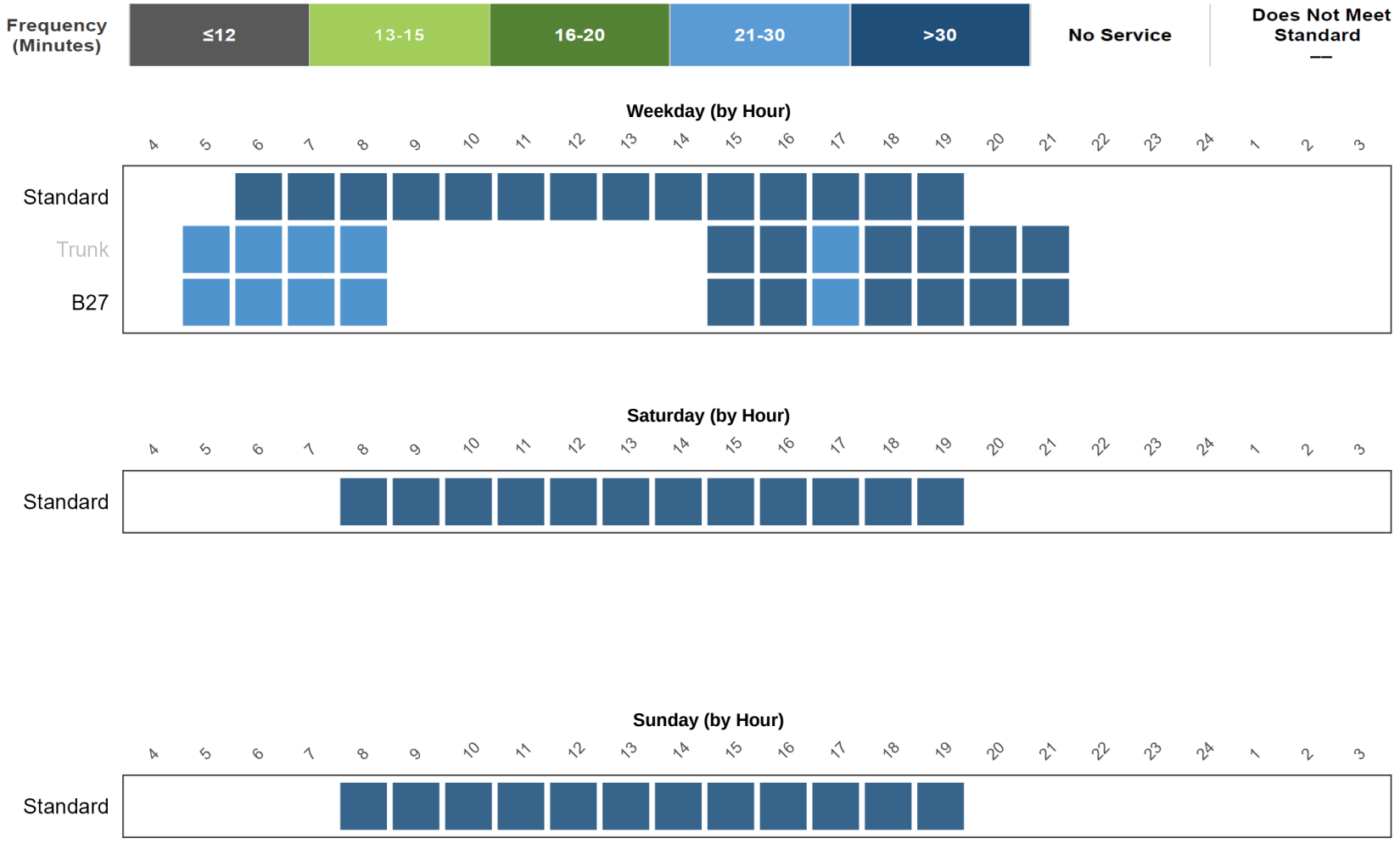
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	**EAST**	**WEST**
Weekday	**Peak** **Maximum Target: 1**	0.17	0.21
	Off-Peak **Maximum Target: 1.0**	0.16	0.12
	Saturday **Maximum Target: 1.0**		
	Sunday **Maximum Target: 1.0**		

Span and Frequency



Performance Report Card

B Bowie-New Carrollton

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	5:58 AM - 8:19 AM; 3:10 PM - 9:55 PM	-	C	-	-	-	-	-	-
	Frequency of Service | varies	Peak: 34.0 / Off-Peak: NA	Peak: 26 / Off-Peak: 38.8	A	-	-	-	-	-	-
Productivity	**Passengers per Revenue Hour |** 10	18	22.8	A	-	-	-	-	-	-
	Passengers per Revenue Mile | 1	0.9	1.9	C	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	84%	80%	B	-	-	-	-	-	-
	Crowding | 5%	0%	1%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.14 Peak: 0.19	Off-Peak: 0.25 Peak: 0.32	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$7.23	$ 6.33	B	-	-	-	-	-	-
	Cost Recovery | 20%	6%	10%	E	-	-	-	-	-	-

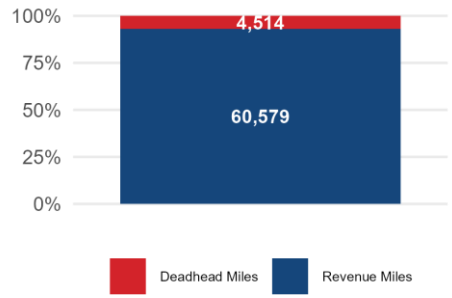
Route B27

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	3.5	4.8	E
Route Design	**Circuity |** N/A	1.1	1.78	-

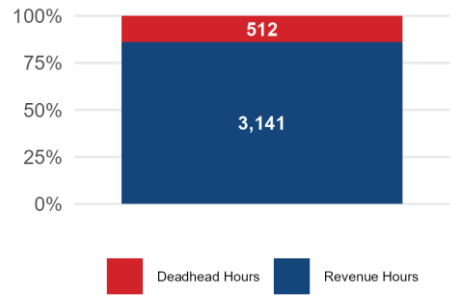
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 10	18	22.8	A	-	-	-	-	-	-
	Passengers per Revenue Mile | 1	0.9	1.9	C	-	-	-	-	-	-
	Unique Segment Ridership | 10%	33%	47%	A	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	84%	80%	A	-	-	-	-	-	-
	Crowding | 5%	0%	1%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.14 Peak: 0.19	Off-Peak: 0.25 Peak: 0.31	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$7.23	$ 6.33	B	-	-	-	-	-	-
	Cost Recovery | 20%	6%	10%	E	-	-	-	-	-	-

Operational Analysis

Miles Allocation



Hours Allocation



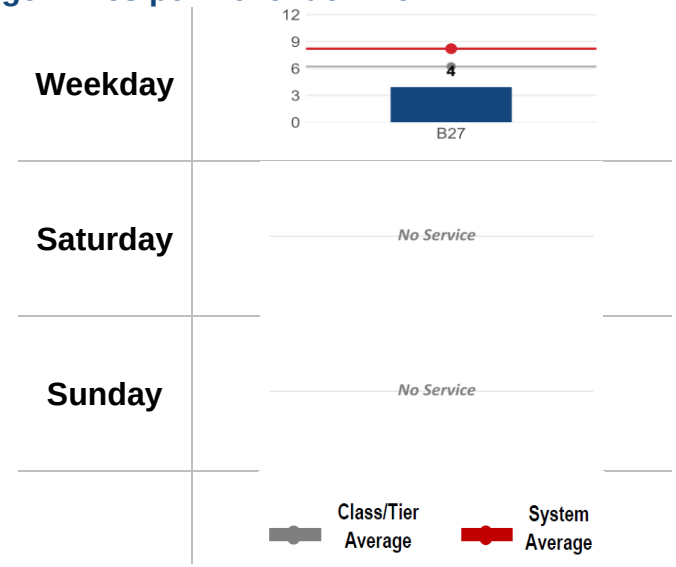
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
B27	18.80	6,604	6,519 (98.7%)

Service Change Summary

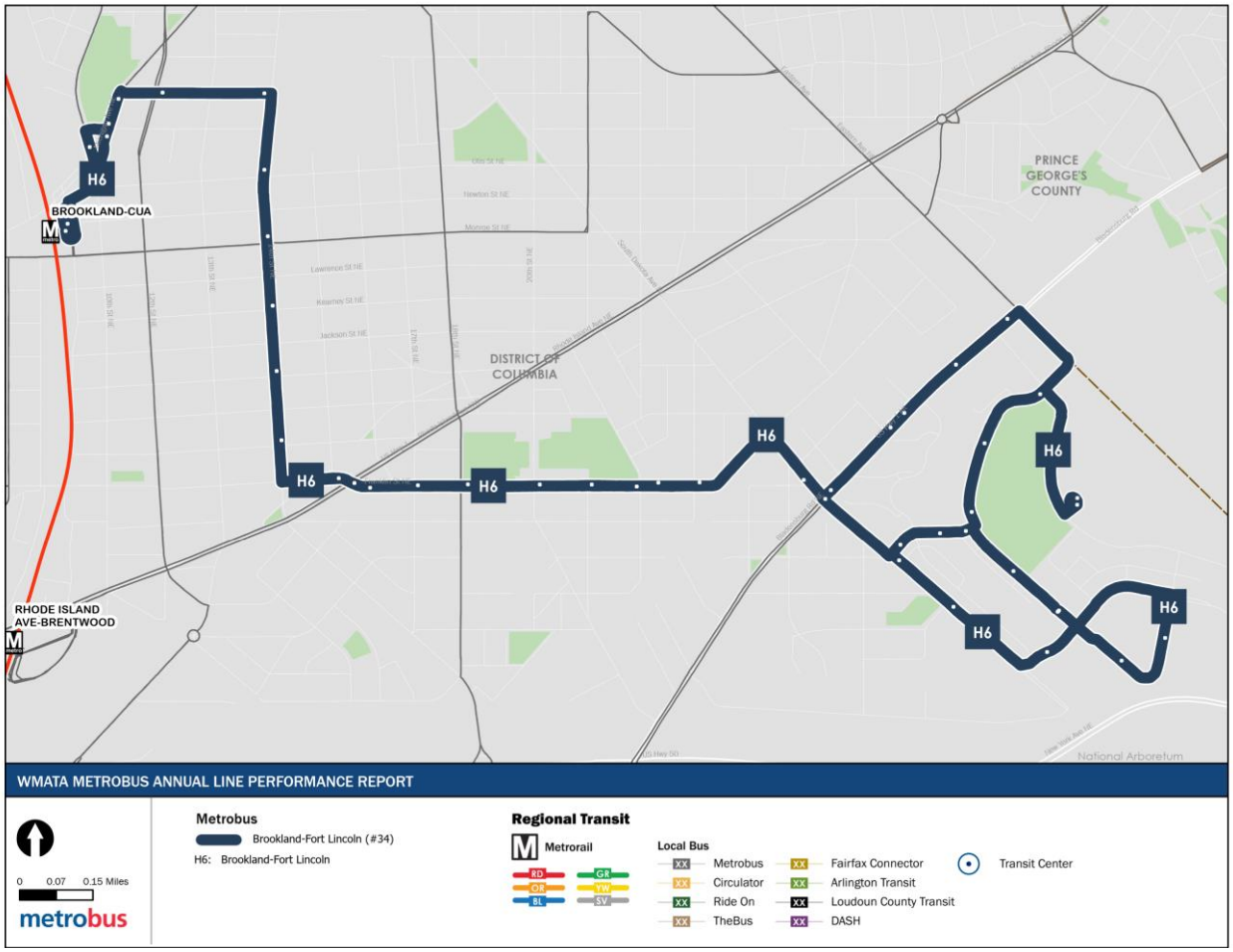
Jun 2023: No change
Sep 2023: No change
Dec 2023: No change

Passenger Miles per Revenue Mile



LINE: 34 - Brookland-Fort Lincoln ROUTE(S): H6

About the Line



Service Classification

Coverage

Activity Tier

3

Overall Grade

Line	A

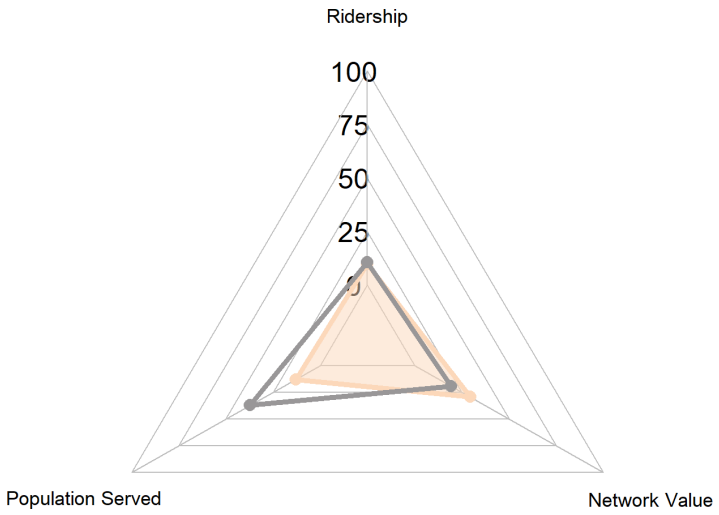
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

17

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	13	29	10	

Operating Statistics

Annual Operating Costs	$2,467,925
Peak Vehicles	4
Vehicle Type(s)	30 Foot, 35 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

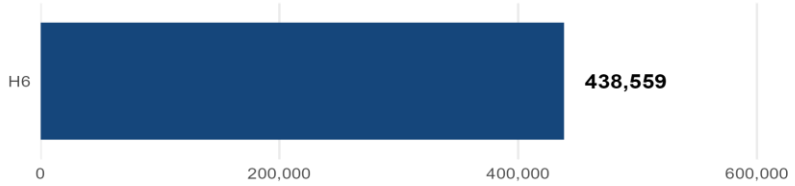
Service Area Population	14,327	
People of Color Population	*Service Area*	9,147
	% Riders Surveyed	95%
Low Income Household	*Service Area*	2,720
	% Riders Surveyed	51%

Facilities/Amenities

Bus Stops	58
% Stops With Shelters	16%
% Stops With Benches	16%
% Stops With Real-Time Signs	2%

Ridership

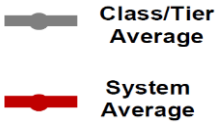
Annual Ridership

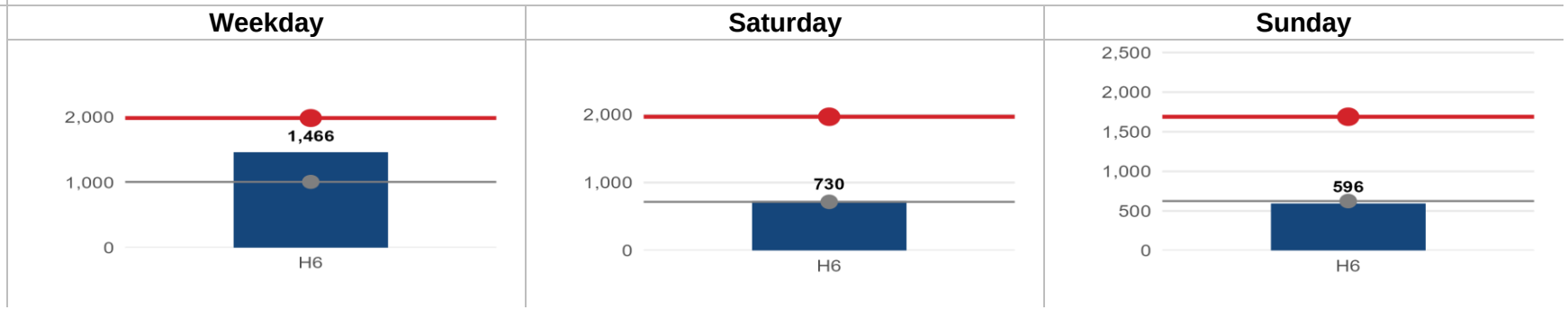


Top Transfer Locations

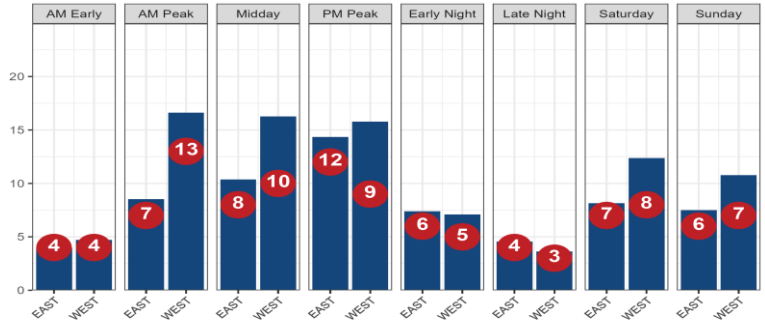
Brookland

Average Daily Ridership





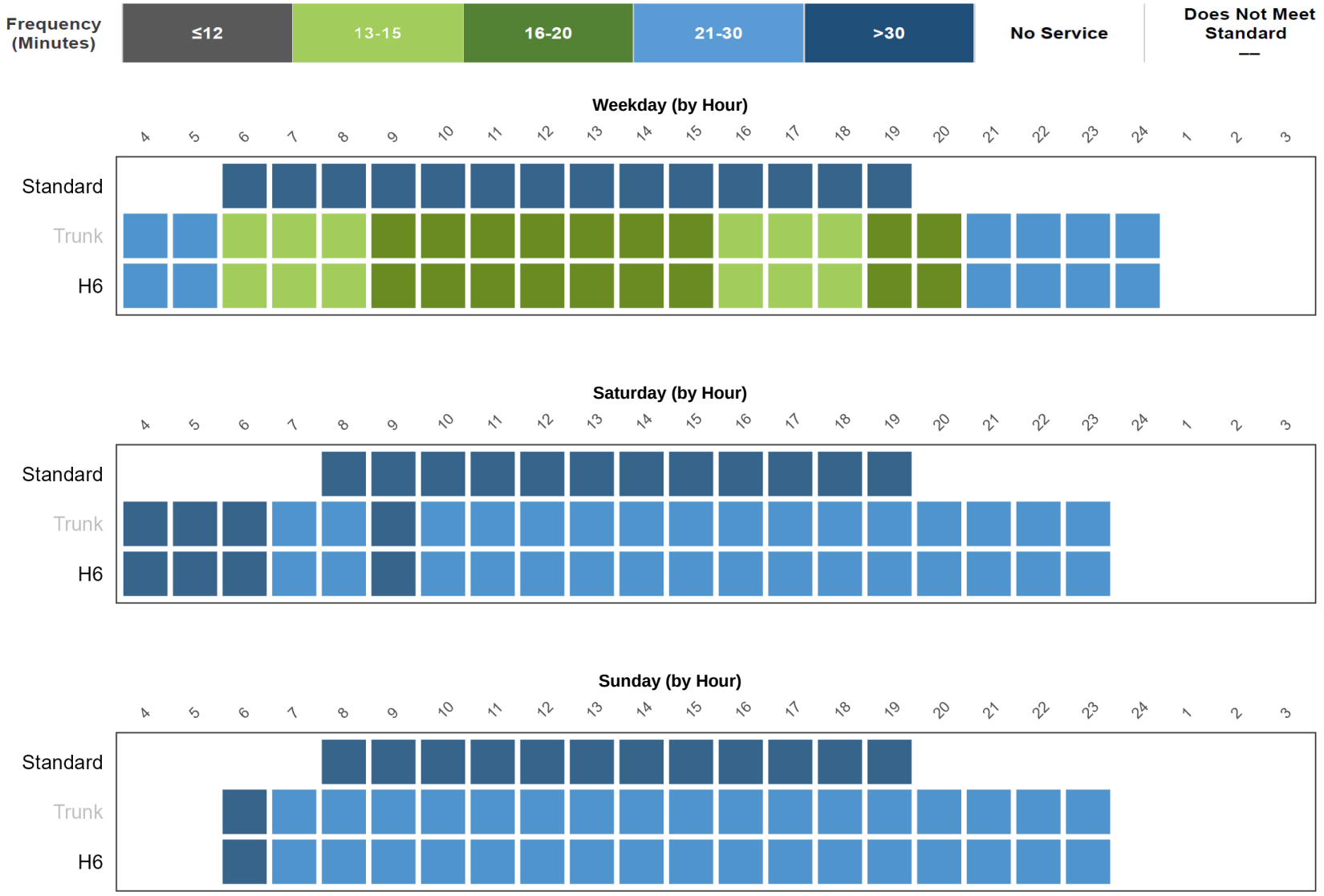
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	EAST	WEST
Weekday	**Peak** Maximum Target: 1	0.25	0.27
Weekday	**Off-Peak** Maximum Target: 1.0	0.17	0.18
	Saturday Maximum Target: 1.0	0.17	0.2
	Sunday Maximum Target: 1.0	0.16	0.18

Span and Frequency



Performance Report Card

A Brookland-Fort Lincoln

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	4:28 AM - 12:41 AM	-	A	4:57 AM - 11:31 PM	-	A	6:27 AM - 11:16 PM	-	A
	Frequency of Service | varies	Peak: 15.0 / Off-Peak: 19.0	Peak: 26 / Off-Peak: 38.8	A	30.0	47.4	A	30.0	49.8	A
Productivity	**Passengers per Revenue Hour |** 10	24.1	22.8	A	21.4	23.6	A	18.9	24.3	A
	Passengers per Revenue Mile | 1	2.5	1.9	A	2.2	2.0	A	2.0	2.0	A
Reliability	**On-Time Performance |** 79%	78%	80%	C	79%	79%	B	83%	80%	B
	Crowding | 5%	1%	1%	A	1%	1%	A	0%	0%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.18 Peak: 0.26	Off-Peak: 0.25 Peak: 0.32	A	0.18	0.27	A	0.17	0.26	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$5.40	$ 6.33	A	$6.06	$ 5.97	A	$6.89	$ 5.70	A
	Cost Recovery | 20%	11%	10%	E	10%	8%	E	9%	8%	E

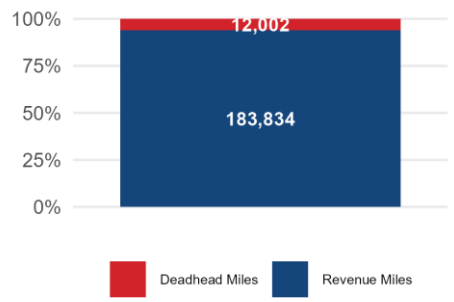
Route H6

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	6.6	4.8	E
Route Design	**Circuity |** N/A	1.95	1.78	-

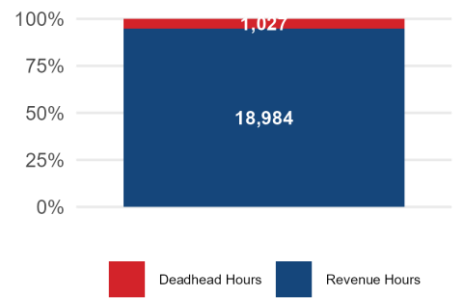
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 10	24.1	22.8	A	21.4	23.6	A	18.9	24.3	A
	Passengers per Revenue Mile | 1	2.5	1.9	A	2.2	2.0	A	2.0	2.0	A
	Unique Segment Ridership | 10%	80%	47%	A	83%	58%	A	83%	61%	A
Reliability	**On-Time Performance |** 79%	78%	80%	C	79%	79%	B	83%	80%	B
	Crowding | 5%	1%	1%	A	1%	1%	A	0%	0%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.18 Peak: 0.26	Off-Peak: 0.25 Peak: 0.31	A	0.18	0.27	A	0.17	0.26	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$5.40	$ 6.33	A	$6.06	$ 5.97	A	$6.89	$ 5.70	A
	Cost Recovery | 20%	11%	10%	E	10%	7%	E	9%	8%	E

Operational Analysis

Miles Allocation



Hours Allocation



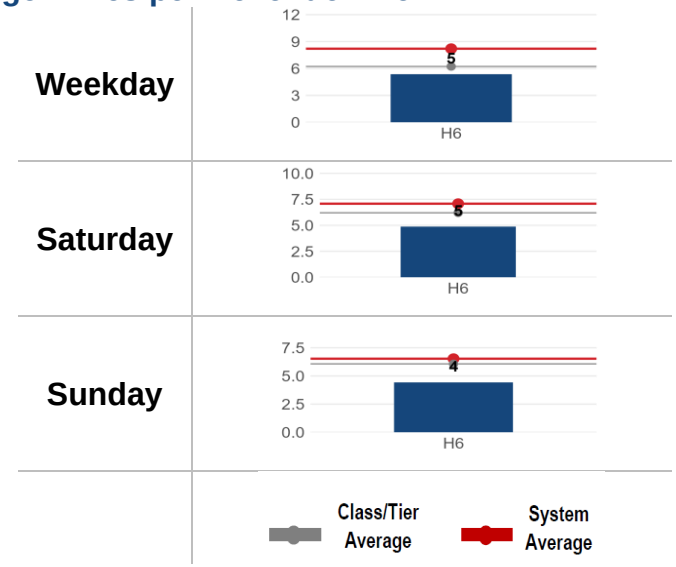
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
H6	9.60	39,253	38,438 (97.9%)

Service Change Summary

Jun 2023: No change
Sep 2023: No change
Dec 2023: No change

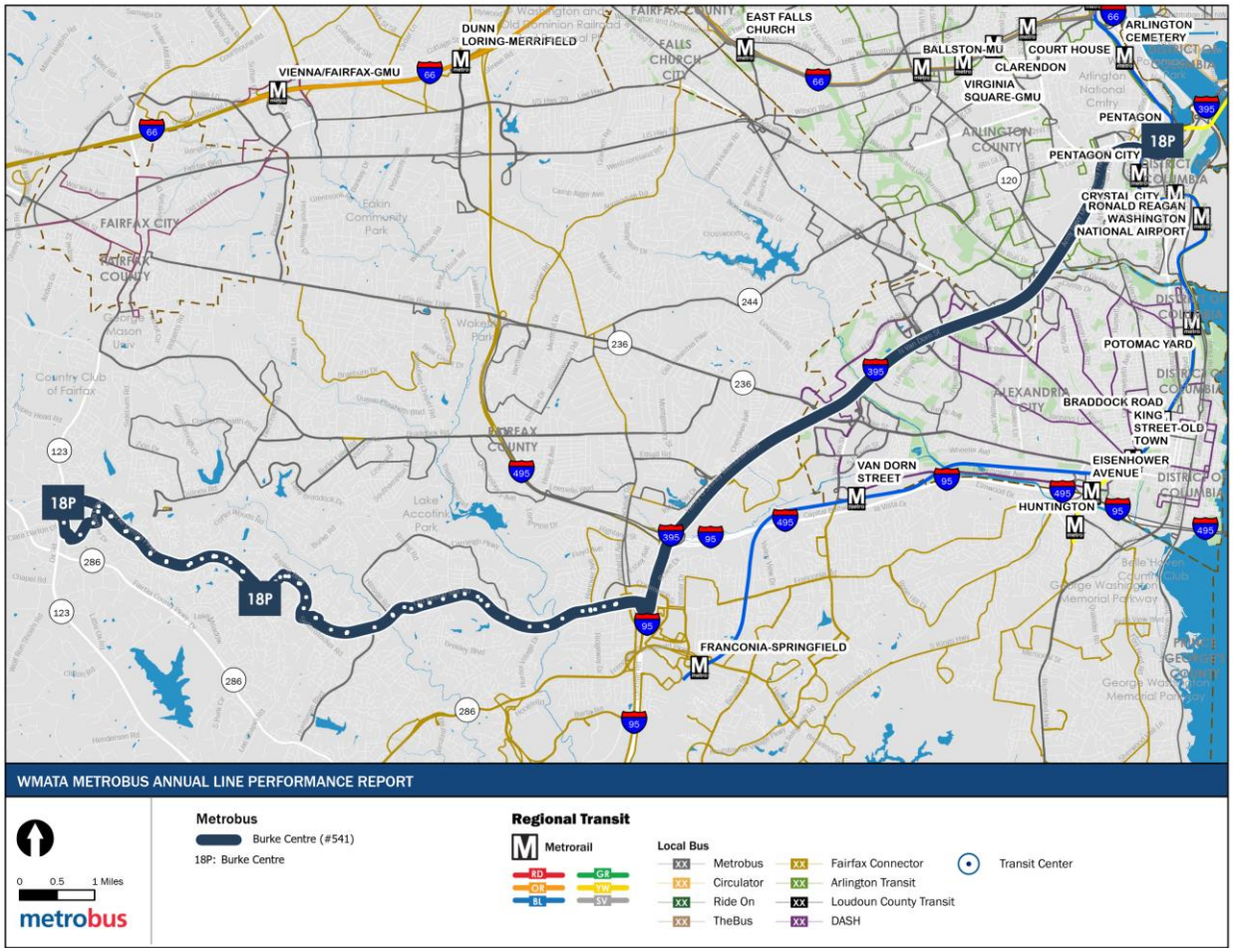
Passenger Miles per Revenue Mile



LINE: 541 - Burke Centre

ROUTE(S): 18P

About the Line



Service Classification

Commuter

Activity Tier

3

Overall Grade

Line	B

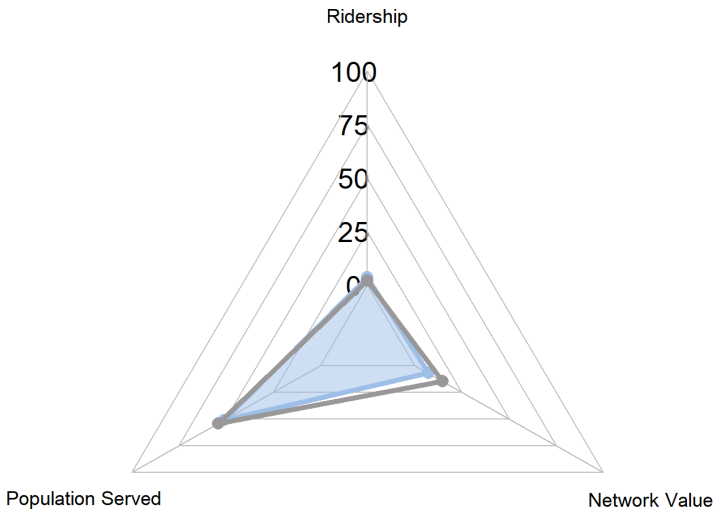
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

21

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	51	7	4	

Operating Statistics

Annual Operating Costs	$741,890
Peak Vehicles	3
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

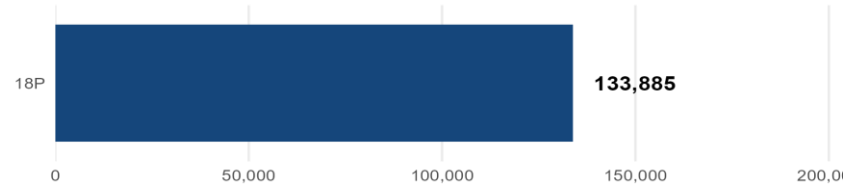
Service Area Population	23,859	
People of Color Population	*Service Area*	8,495
	% Riders Surveyed	44%
Low Income Household	*Service Area*	3,016
	% Riders Surveyed	5%

Facilities/Amenities

Bus Stops	89
% Stops With Shelters	13%
% Stops With Benches	9%
% Stops With Real-Time Signs	0%

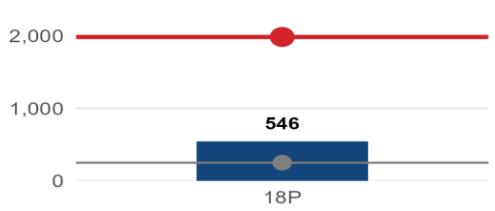
Ridership

Annual Ridership

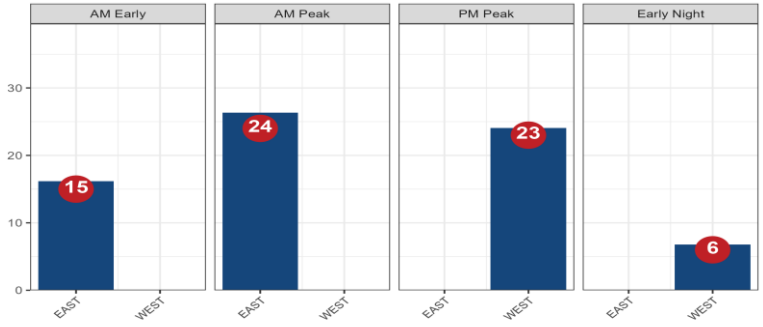


Top Transfer Locations

Pentagon

Average Daily Ridership	Weekday	Saturday	Sunday
Class/Tier Average System Average		No Service	No Service

Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	EAST	WEST
Weekday	**Peak** Maximum Target: 1	0.59	0.58
	Off-Peak Maximum Target: 1.0	0.38	0.16
	Saturday Maximum Target: 1.0		
	Sunday Maximum Target: 1.0		

Span and Frequency



Performance Report Card

B Burke Centre

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	5:07 AM - 9:05 AM; 3:20 PM - 8:05 PM	-	A	-	-	-	-	-	-
	Frequency of Service | varies	Peak: 20.0 / Off-Peak: NA	Peak: 33.5 / Off-Peak: 60	-	-	-	-	-	-	-
Productivity	**Passengers per Revenue Hour |** N/A	23.7	16	A	-	-	-	-	-	-
	Passengers per Revenue Mile | 1	1.1	0.9	B	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	74%	79%	C	-	-	-	-	-	-
	Crowding | 5%	12%	2%	E	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.32 Peak: 0.59	Off-Peak: 0.23 Peak: 0.33	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$5.48	$ 9.11	A	-	-	-	-	-	-
	Cost Recovery | 20%	63%	24%	A	-	-	-	-	-	-

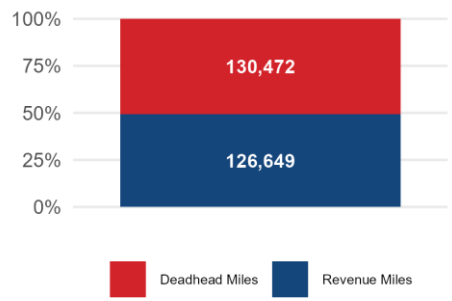
Route 18P

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** N/A	2.2	2.4	-
Route Design	**Circuity |** N/A	1.27	1.37	-

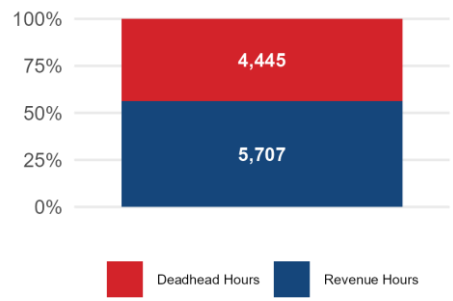
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** N/A	23.7	16	A	-	-	-	-	-	-
	Passengers per Revenue Mile | 1	1.1	0.9	B	-	-	-	-	-	-
	Unique Segment Ridership | 15%	14%	29%	C	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	74%	79%	C	-	-	-	-	-	-
	Crowding | 5%	12%	1%	E	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.32 Peak: 0.59	Off-Peak: 0.22 Peak: 0.3	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$5.48	$ 9.11	A	-	-	-	-	-	-
	Cost Recovery | 20%	63%	22%	A	-	-	-	-	-	-

Operational Analysis

Miles Allocation



Hours Allocation



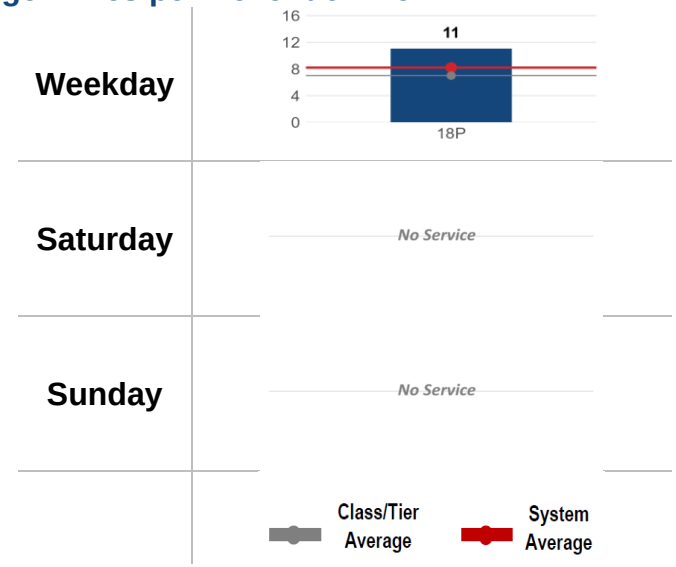
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
18P	44.40	5,855	5,667 (96.8%)

Service Change Summary

Jun 2023: No change
Sep 2023: No change
Dec 2023: No change

Passenger Miles per Revenue Mile



LINE: 133 - Capitol Heights - Minnesota Ave. ROUTE(S): V2, V4

About the Line



Service Classification

Framework

Activity Tier

2

Overall Grade

Line	B

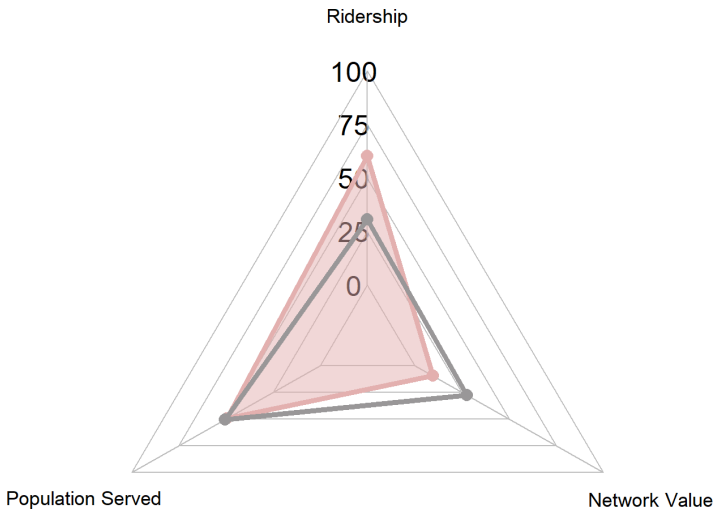
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

40

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	49	10	60	

Operating Statistics

Annual Operating Costs	$8,606,235
Peak Vehicles	17
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

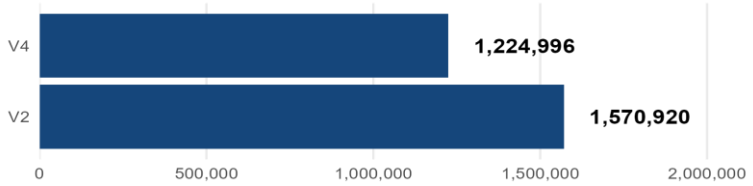
Service Area Population	57,018	
People of Color Population	*Service Area*	44,209
	% Riders Surveyed	99%
Low Income Household	*Service Area*	21,332
	% Riders Surveyed	76%

Facilities/Amenities

Bus Stops	109
% Stops With Shelters	19%
% Stops With Benches	17%
% Stops With Real-Time Signs	6%

Ridership

Annual Ridership



Top Transfer Locations

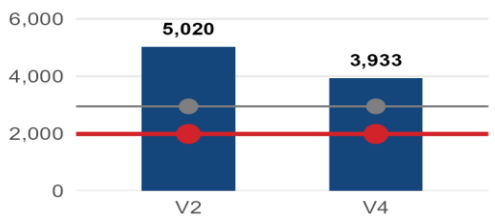
Minnesota Avenue, Potomac Avenue, Capitol Heights

Average Daily Ridership

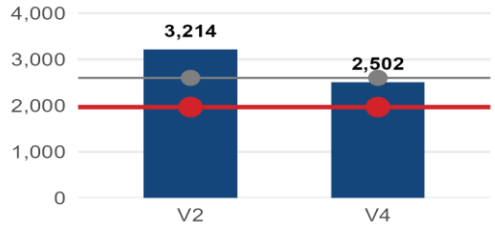
Class/Tier Average

System Average

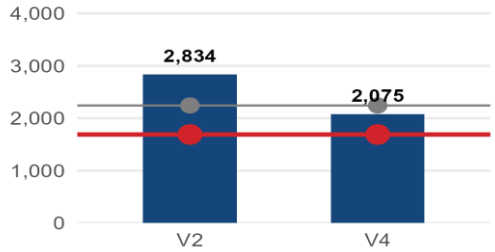
Weekday



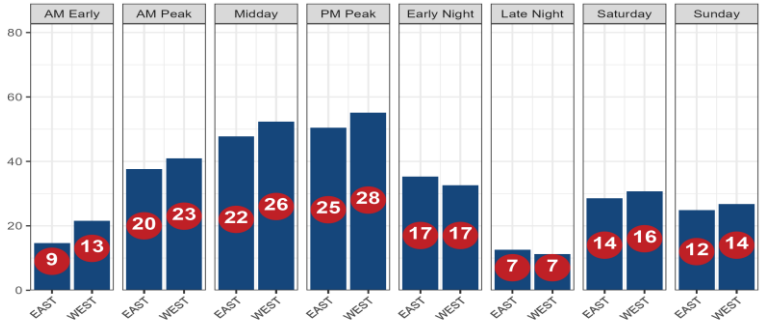
Saturday



Sunday



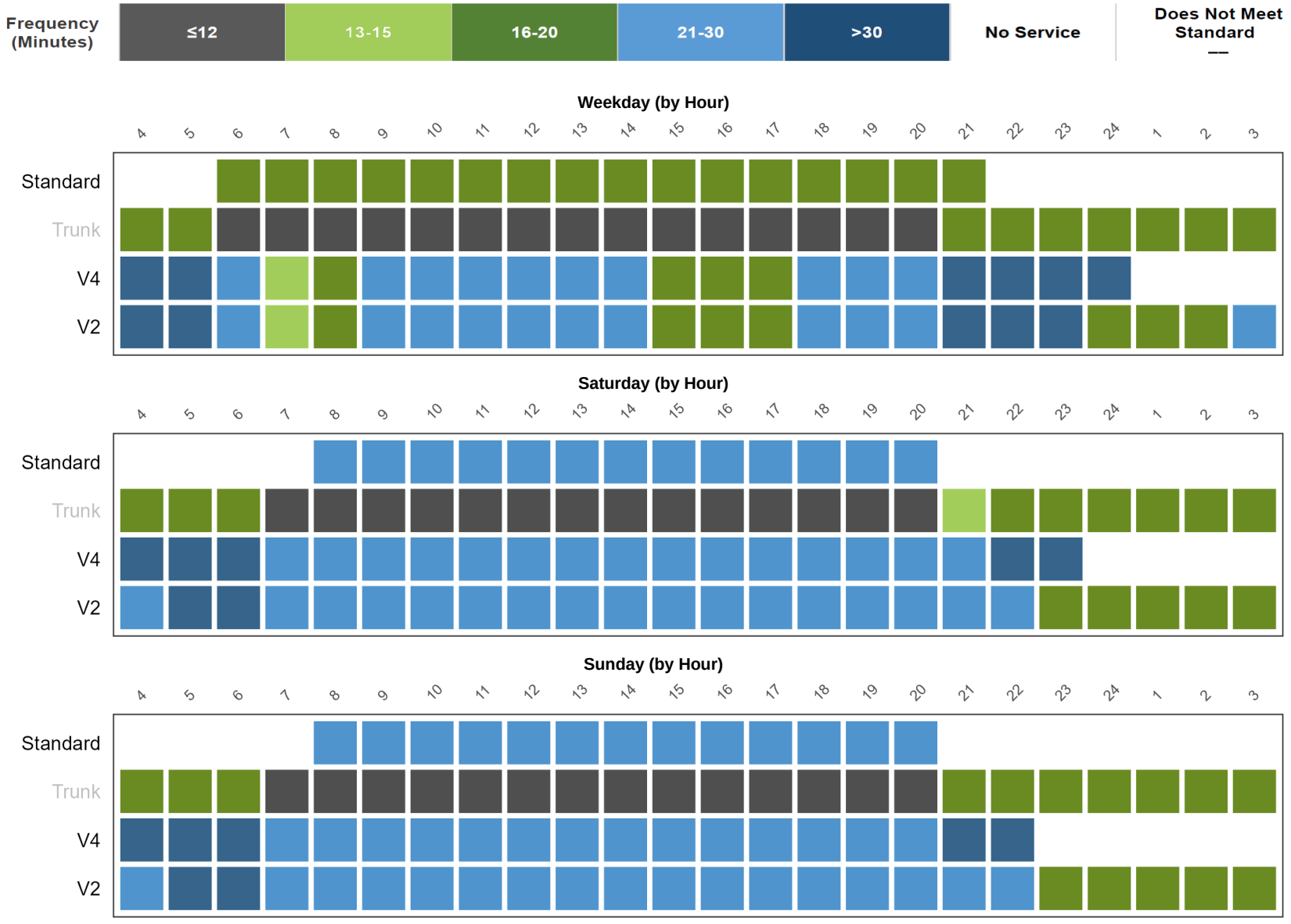
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	EAST	WEST
Weekday	**Peak** Maximum Target: 1	0.57	0.64
	Off-Peak Maximum Target: 1.0	0.42	0.46
	Saturday Maximum Target: 1.0	0.35	0.4
	Sunday Maximum Target: 1.0	0.31	0.35

Span and Frequency



Performance Report Card

B Capitol Heights - Minnesota Ave.

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	24 hours	-	A	24 hours	-	A	24 hours	-	A
	Frequency of Service | varies	Peak: 8.0 / Off-Peak: 11.0	Peak: 15.6 / Off-Peak: 20	A	14.0	24.4	A	14.0	24.1	A
Productivity	**Passengers per Revenue Hour |** 20	43.2	28.6	A	35.0	27.1	A	31.5	24.8	A
	Passengers per Revenue Mile | 2	5.5	2.8	A	4.0	2.5	A	3.5	2.3	A
Reliability	**On-Time Performance |** 79%	77%	76%	C	77%	78%	C	77%	80%	C
	Crowding | 5%	5%	2%	B	1%	1%	A	2%	1%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.44 Peak: 0.6	Off-Peak: 0.38 Peak: 0.48	A	0.37	0.37	A	0.33	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$3.01	$ 5.38	A	$3.71	$ 5.53	A	$4.12	$ 6.29	A
	Cost Recovery | 20%	14%	19%	E	12%	17%	E	10%	15%	E

Route V2

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	6.2	4.5	E
Route Design	**Circuity |** 1.75	1.3	1.47	A

	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 20	45.6	28.6	A	35.7	27.1	A	33.4	24.8	A
	Passengers per Revenue Mile | 2	5.8	2.8	A	4.1	2.5	A	3.6	2.3	A
	Unique Segment Ridership | 10%	10%	20%	B	11%	36%	B	10%	39%	B
Reliability	**On-Time Performance |** 79%	77%	76%	C	78%	78%	C	76%	80%	C
	Crowding | 5%	7%	2%	E	0%	1%	A	3%	1%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.44 Peak: 0.66	Off-Peak: 0.39 Peak: 0.48	A	0.37	0.39	A	0.33	0.35	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$2.85	$ 5.38	A	$3.64	$ 5.53	A	$3.89	$ 6.29	A
	Cost Recovery | 20%	15%	19%	D	12%	17%	E	11%	16%	E

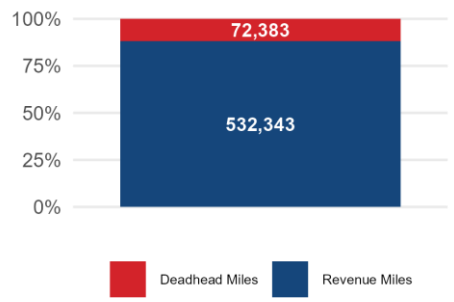
Route V4

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	5.7	4.5	E
Route Design	**Circuity |** 1.75	1.32	1.47	A

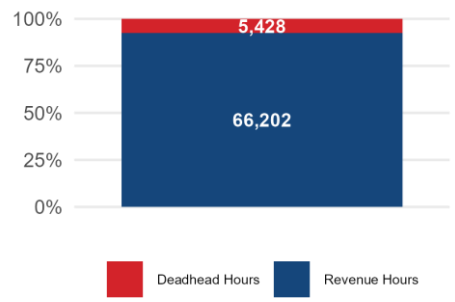
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 20	40.5	28.6	A	34.1	27.1	A	29.1	24.8	A
	Passengers per Revenue Mile | 2	5.1	2.8	A	4.0	2.5	A	3.3	2.3	A
	Unique Segment Ridership | 10%	11%	20%	B	10%	36%	C	10%	39%	B
Reliability	**On-Time Performance |** 79%	77%	76%	C	75%	78%	C	77%	80%	C
	Crowding | 5%	2%	2%	A	2%	1%	A	0%	1%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.45 Peak: 0.53	Off-Peak: 0.39 Peak: 0.48	A	0.38	0.39	A	0.32	0.35	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$3.21	$ 5.38	A	$3.82	$ 5.53	A	$4.47	$ 6.29	A
	Cost Recovery | 20%	13%	19%	E	11%	17%	E	10%	16%	E

Operational Analysis

Miles Allocation



Hours Allocation



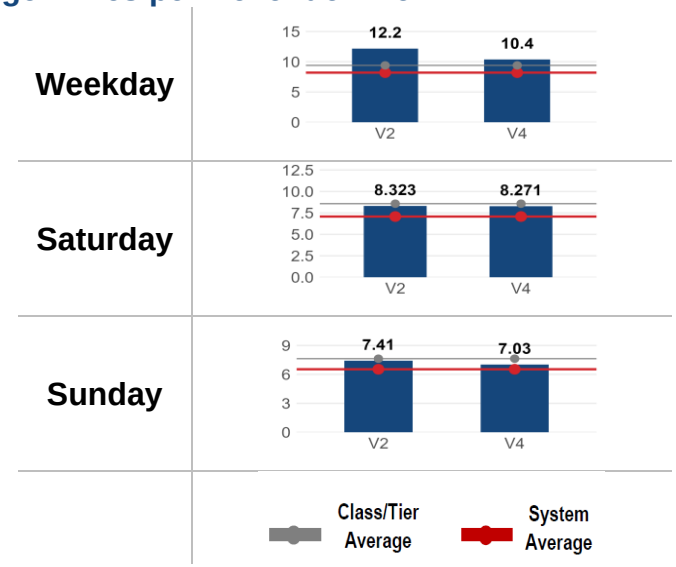
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
V2	14.60	42,034	39,248 (93.4%)
V4	15.30	34,823	34,247 (98.3%)

Service Change Summary

Jun 2023: Adjust running times (7 days)
Sep 2023: No change
Dec 2023: Add V2 route to 24/7 network; 20 minute service or better, 7 days a week

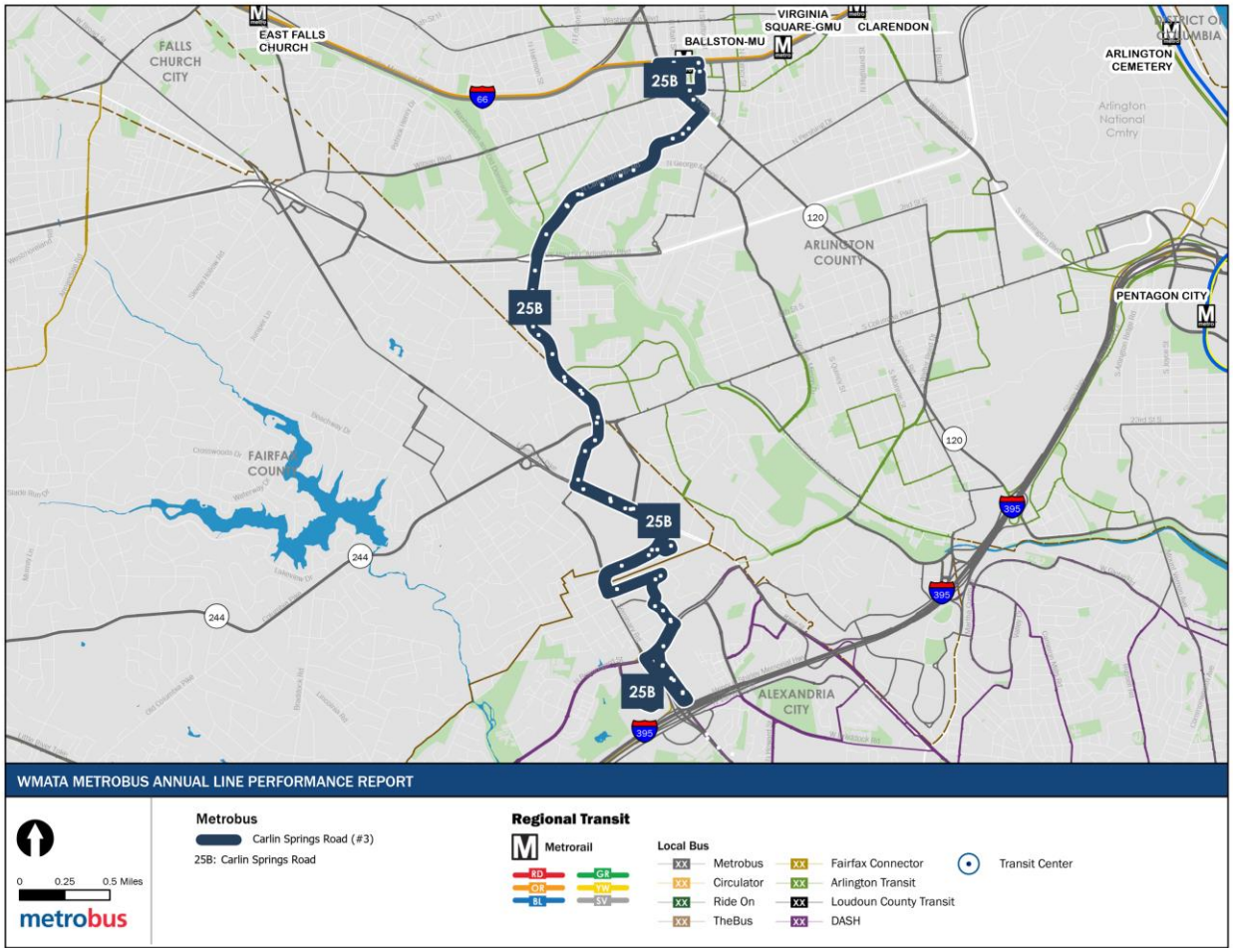
Passenger Miles per Revenue Mile



LINE: 3 - Carlin Springs Road

ROUTE(S): 25B

About the Line



Service Classification

Framework

Activity Tier

1

Overall Grade

Line	D

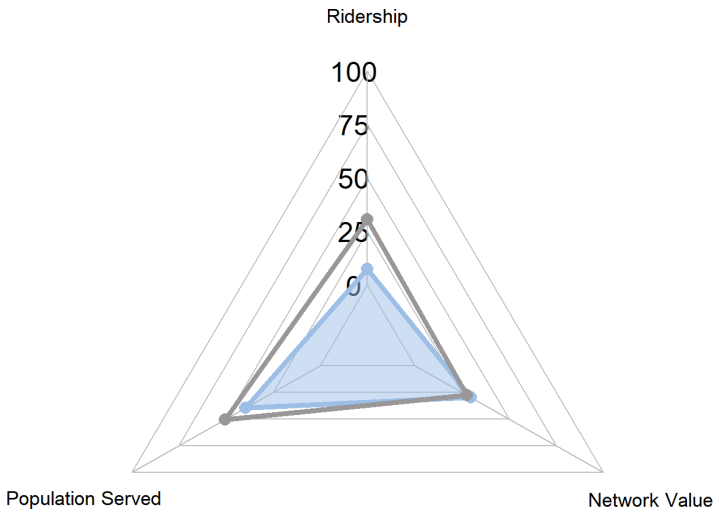
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

26

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	40	30	7	

Operating Statistics

Annual Operating Costs	$2,590,416
Peak Vehicles	9
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

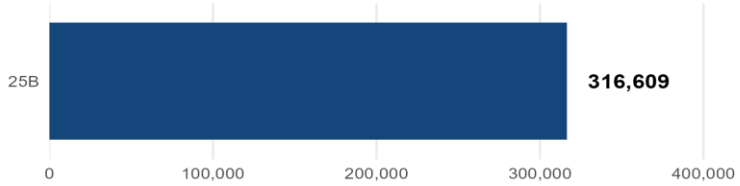
Service Area Population	45,337	
People of Color Population	*Service Area*	17,556
	% Riders Surveyed	71%
Low Income Household	*Service Area*	11,012
	% Riders Surveyed	57%

Facilities/Amenities

Bus Stops	71
% Stops With Shelters	18%
% Stops With Benches	18%
% Stops With Real-Time Signs	0%

Ridership

Annual Ridership



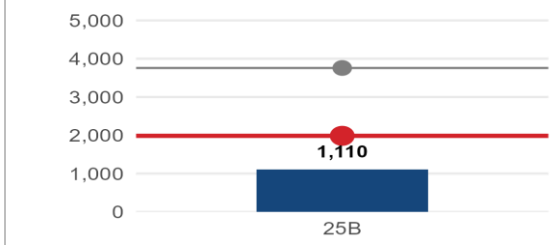
Top Transfer Locations

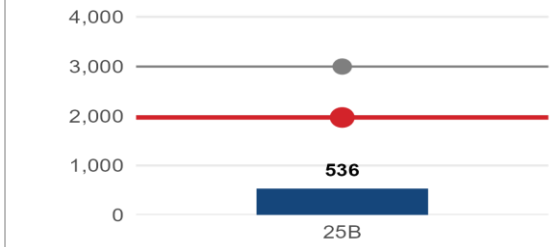
Ballston

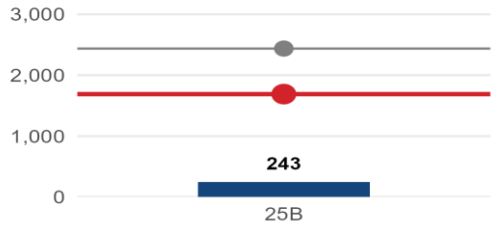
Average Daily Ridership

Class/Tier Average

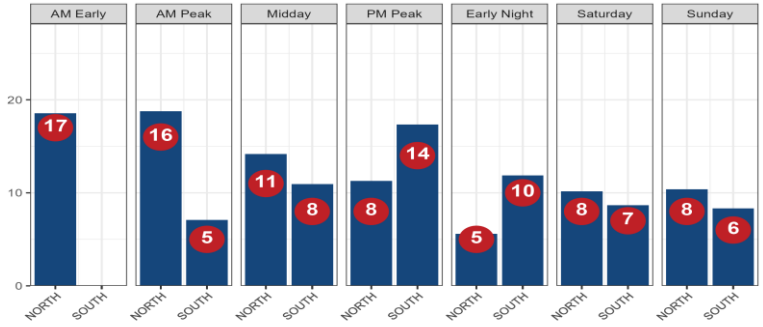
System Average







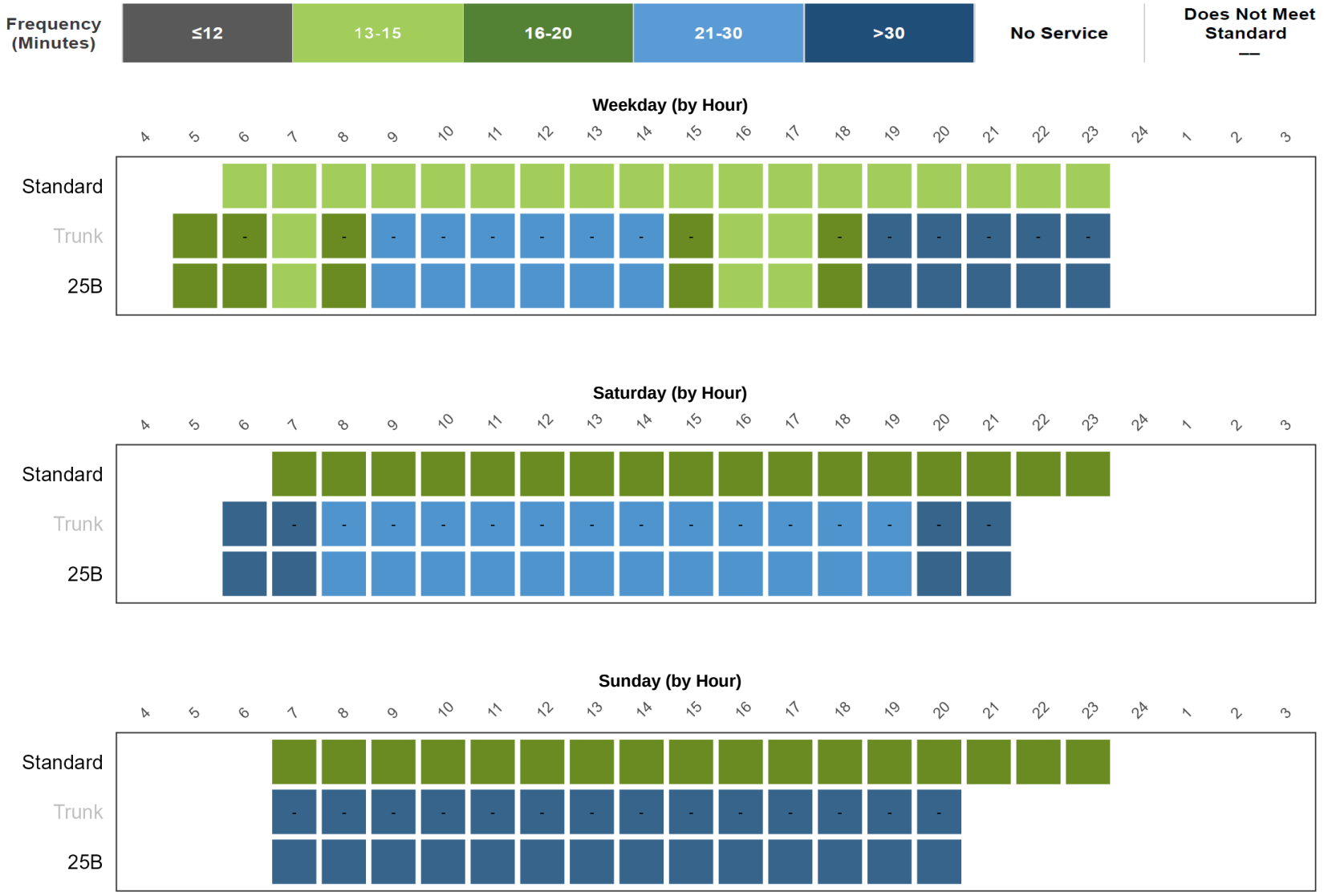
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	NORTH	SOUTH
Weekday	**Peak** Maximum Target: 1.2	0.29	0.25
Weekday	**Off-Peak** Maximum Target: 1.0	0.23	0.22
	Saturday Maximum Target: 1.0	0.2	0.17
	Sunday Maximum Target: 1.0	0.2	0.16

Span and Frequency



Performance Report Card

D Carlin Springs Road

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	5:40 AM - 11:00 PM	-	C	6:10 AM - 9:45 PM	-	C	7:41 AM - 8:40 PM	-	C
	Frequency of Service | varies	Peak: 16.0 / Off-Peak: 29.0	Peak: 14.7 / Off-Peak: 18.6	C	31.0	20.8	E	60.0	24.0	E
Productivity	**Passengers per Revenue Hour |** 30	16.5	32.8	E	13.6	27.8	E	17.2	26.1	E
	Passengers per Revenue Mile | 4	2.0	4.4	E	1.5	3.5	E	1.6	3.1	E
Reliability	**On-Time Performance |** 79%	84%	74%	B	85%	74%	A	83%	76%	B
	Crowding | 5%	0%	3%	A	0%	1%	A	0%	2%	A
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.22 Peak: 0.27	Off-Peak: 0.35 Peak: 0.48	A	0.18	0.35	A	0.18	0.32	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$7.89	$ 4.48	E	$9.59	$ 5.27	E	$7.58	$ 5.68	E
	Cost Recovery | 25%	16%	23%	E	13%	20%	E	16%	19%	E

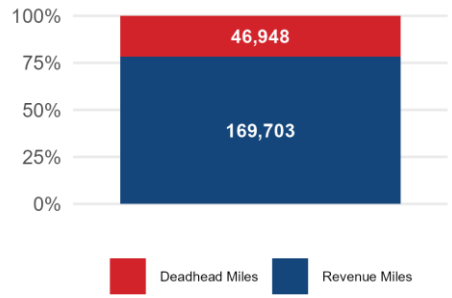
Route 25B

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	4.2	5.5	A
Route Design	**Circuity |** 1.75	1.86	1.23	C

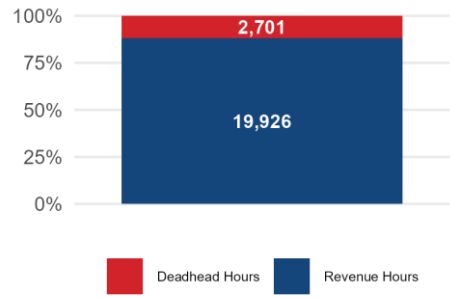
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 30	16.5	32.8	E	13.6	27.8	E	17.2	26.1	E
	Passengers per Revenue Mile | 4	2.0	4.4	E	1.5	3.5	E	1.6	3.1	E
	Unique Segment Ridership | 10%	60%	22%	A	74%	34%	A	72%	34%	A
Reliability	**On-Time Performance |** 79%	84%	74%	A	85%	74%	A	83%	76%	B
	Crowding | 5%	0%	3%	A	0%	1%	A	0%	2%	A
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.22 Peak: 0.27	Off-Peak: 0.36 Peak: 0.5	A	0.18	0.36	A	0.18	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$7.89	$ 4.48	E	$9.59	$ 5.27	E	$7.58	$ 5.68	E
	Cost Recovery | 25%	16%	24%	E	13%	20%	E	16%	19%	E

Operational Analysis

Miles Allocation



Hours Allocation



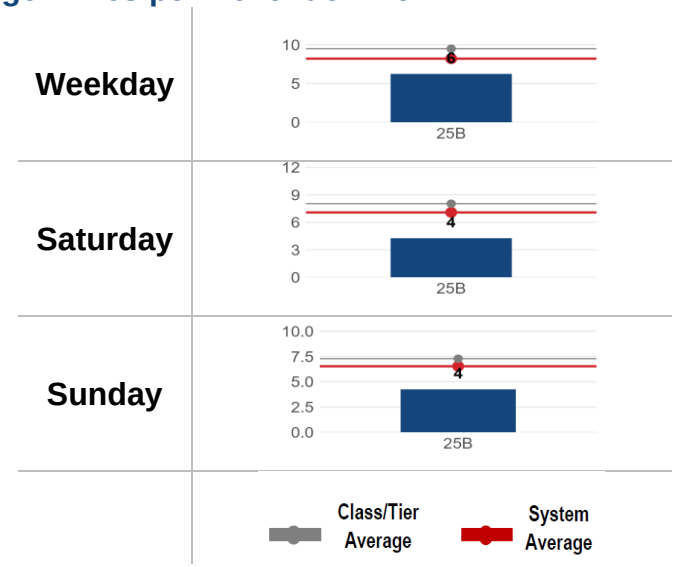
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
25B	17.80	26,503	26,332 (99.4%)

Service Change Summary

Jun 2023: No change
Sep 2023: No change
Dec 2023: No change

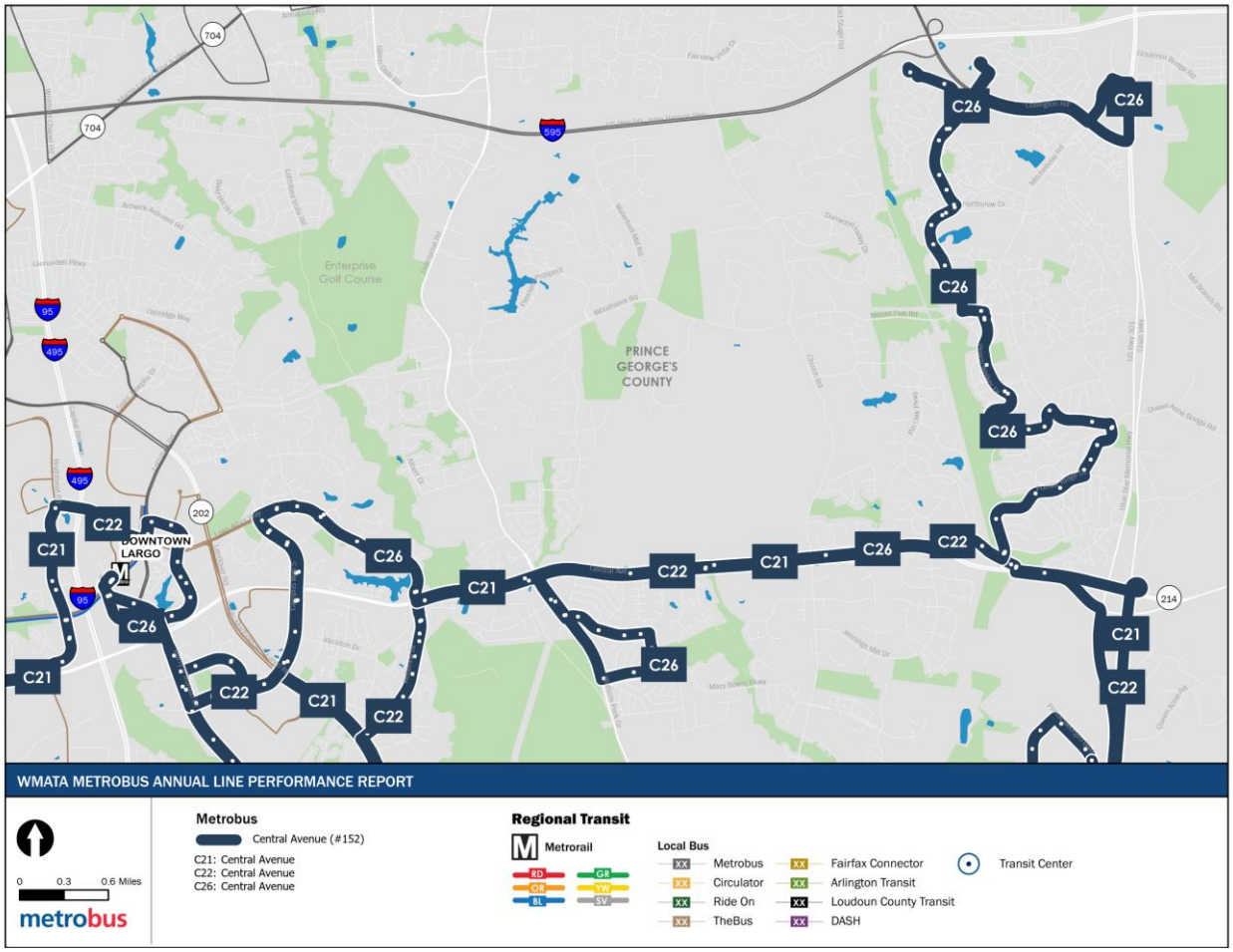
Passenger Miles per Revenue Mile



LINE: 152 - Central Avenue

ROUTE(S): C21, C22, C26, C29

About the Line



Service Classification

Coverage

Activity Tier

3

Overall Grade

Line	B

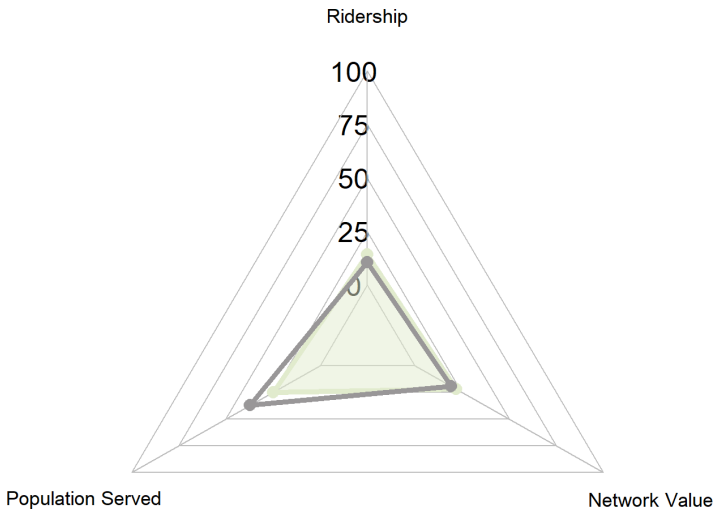
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

20

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	25	22	14	

Operating Statistics

Annual Operating Costs	$4,255,143
Peak Vehicles	11
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

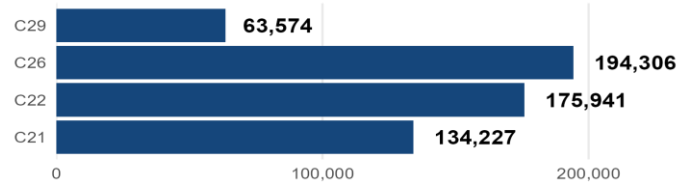
Service Area Population		68,503
People of Color Population	*Service Area*	57,876
	% Riders Surveyed	100%
Low Income Household	*Service Area*	9,380
	% Riders Surveyed	49%

Facilities/Amenities

Bus Stops	301
% Stops With Shelters	45%
% Stops With Benches	18%
% Stops With Real-Time Signs	0%

Ridership

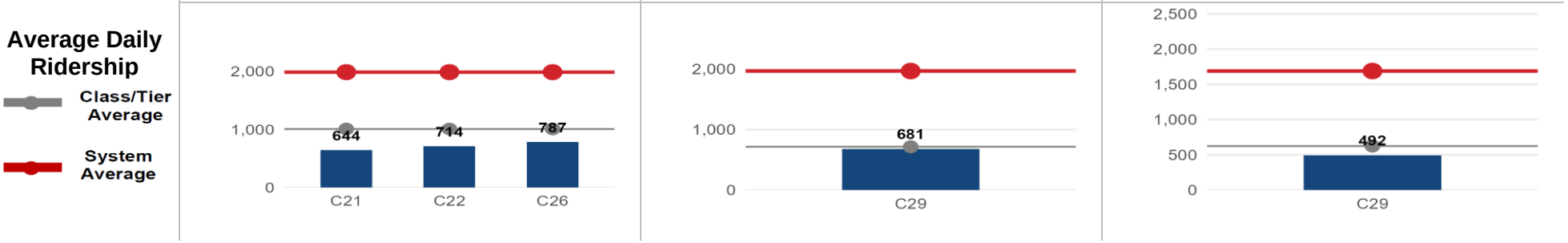
Annual Ridership



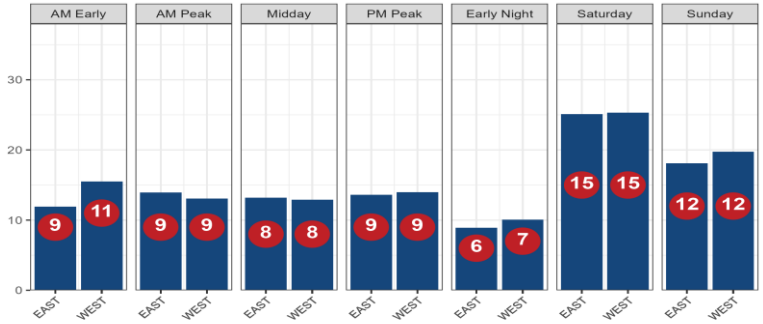
Top Transfer Locations

Largo Town Center, Addison Road, Pentagon

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period

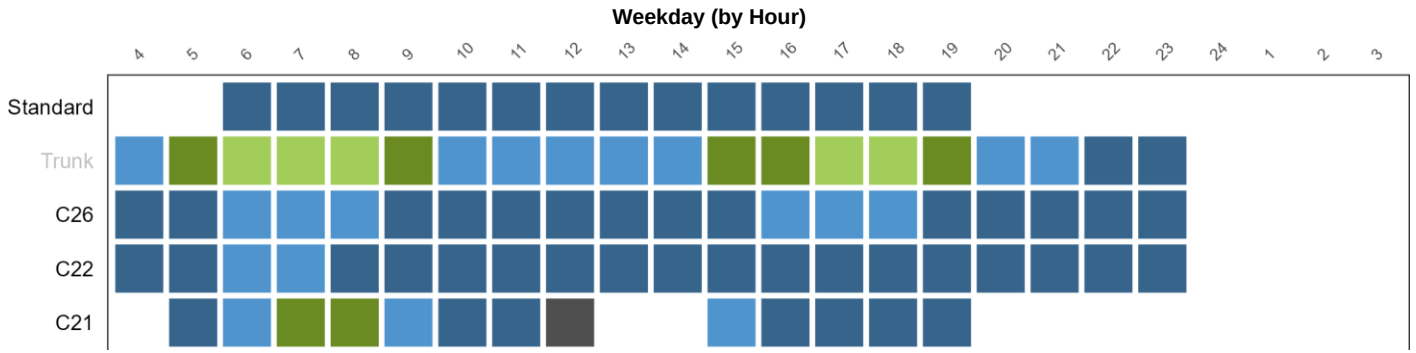


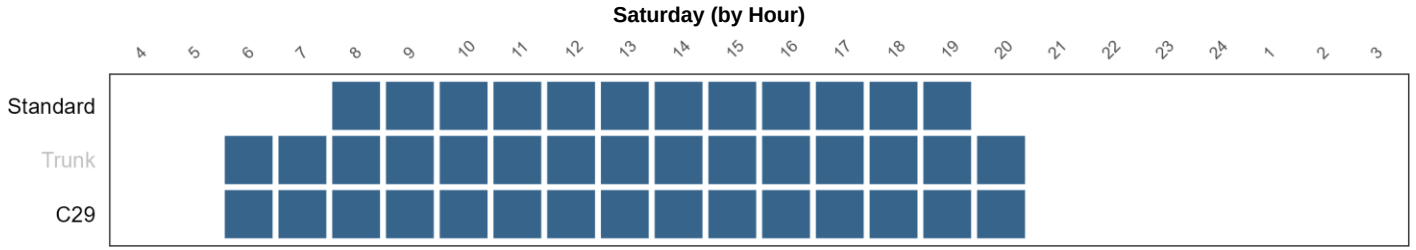
Vehicle Load Factor

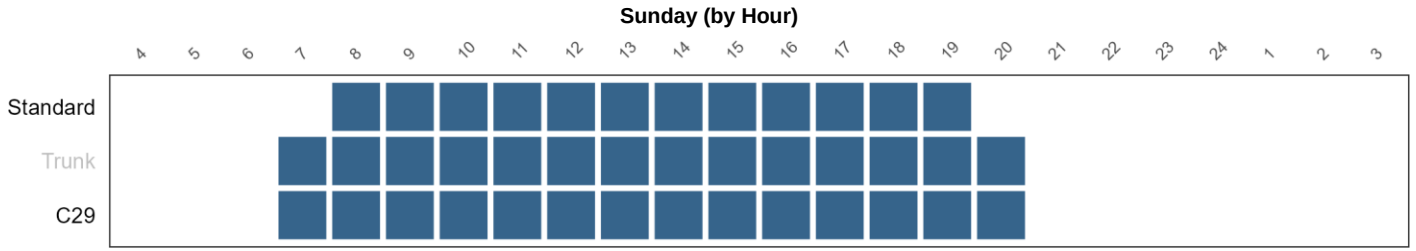
	Direction:	EAST	WEST
Weekday	**Peak** Maximum Target: 1	0.24	0.23
Weekday	**Off-Peak** Maximum Target: 1.0	0.2	0.22
	Saturday Maximum Target: 1.0	0.38	0.38
	Sunday Maximum Target: 1.0	0.3	0.31

Span and Frequency









Performance Report Card

B Central Avenue

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	4:39 AM - 11:34 PM	-	A	6:43 AM - 8:56 PM	-	A	7:35 AM - 8:28 PM	-	A
	Frequency of Service | varies	Peak: 14.0 / Off-Peak: 25.0	Peak: 26 / Off-Peak: 38.8	A	60.0	47.4	B	60.0	49.8	B
Productivity	**Passengers per Revenue Hour |** 10	14.4	22.8	A	16.3	23.6	A	17.8	24.3	A
	Passengers per Revenue Mile | 1	0.9	1.9	C	0.9	2.0	D	1.0	2.0	B
Reliability	**On-Time Performance |** 79%	77%	80%	C	72%	79%	D	83%	80%	B
	Crowding | 5%	0%	1%	A	3%	1%	A	0%	0%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.21 Peak: 0.23	Off-Peak: 0.25 Peak: 0.32	A	0.38	0.27	A	0.3	0.26	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$9.00	$ 6.33	D	$7.98	$ 5.97	C	$7.29	$ 5.70	B
	Cost Recovery | 20%	5%	10%	E	5%	8%	E	6%	8%	E

Route C21

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	3.1	4.8	E
Route Design	**Circuity |** N/A	2.2	1.78	-

	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 10	12.2	22.8	A	-	-	-	-	-	-
	Passengers per Revenue Mile | 1	1	1.9	C	-	-	-	-	-	-
	Unique Segment Ridership | 10%	16%	47%	A	78%	58%	A	83%	61%	A
Reliability	**On-Time Performance |** 79%	81%	80%	B	-	-	-	-	-	-
	Crowding | 5%	0%	1%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.11 Peak: 0.17	Off-Peak: 0.25 Peak: 0.31	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$10.61	$ 6.33	E	-	-	-	-	-	-
	Cost Recovery | 20%	3%	10%	E	-	-	-	-	-	-

Route C22

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	3.9	4.8	E
Route Design	**Circuity |** N/A	1.62	1.78	-

	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 10	19.3	22.8	A	-	-	-	-	-	-
	Passengers per Revenue Mile | 1	1.1	1.9	A	-	-	-	-	-	-
	Unique Segment Ridership | 10%	4%	47%	E	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	76%	80%	C	-	-	-	-	-	-
	Crowding | 5%	0%	1%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.31 Peak: 0.32	Off-Peak: 0.25 Peak: 0.31	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$6.73	$ 6.33	A	-	-	-	-	-	-
	Cost Recovery | 20%	6%	10%	E	-	-	-	-	-	-

Route C26

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	4.6	4.8	A
Route Design	**Circuity |** N/A	1.91	1.78	-

	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 10	13.2	22.8	A	-	-	-	-	-	-
	Passengers per Revenue Mile | 1	0.8	1.9	E	-	-	-	-	-	-
	Unique Segment Ridership | 10%	70%	47%	A	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	77%	80%	C	-	-	-	-	-	-
	Crowding | 5%	0%	1%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.25 Peak: 0.27	Off-Peak: 0.25 Peak: 0.31	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$9.83	$ 6.33	E	-	-	-	-	-	-
	Cost Recovery | 20%	6%	10%	E	-	-	-	-	-	-

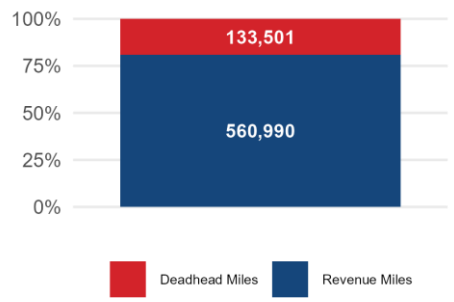
Route C29

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	4.3	4.8	A
Route Design	**Circuity |** N/A	2.12	1.78	-

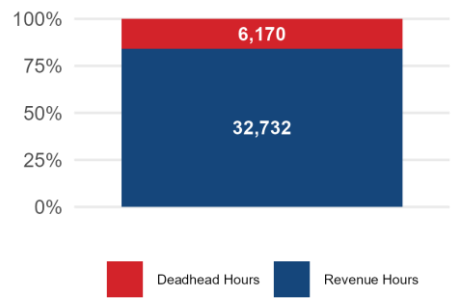
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 10	-	-	-	16.3	23.6	A	17.8	24.3	A
	Passengers per Revenue Mile | 1	-	-	-	0.9	2	D	1.0	2	B
	Unique Segment Ridership | 10%	-	-	-	80%	58%	A	77%	61%	A
Reliability	**On-Time Performance |** 79%	-	-	-	72%	79%	D	83%	80%	B
	Crowding | 5%	-	-	-	3%	1%	A	0%	0%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	-	-	-	0.38	0.27	A	0.3	0.26	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	-	-	-	$7.98	$ 5.97	C	$7.29	$ 5.70	B
	Cost Recovery | 20%	-	-	-	4%	7%	E	4%	8%	E

Operational Analysis

Miles Allocation



Hours Allocation



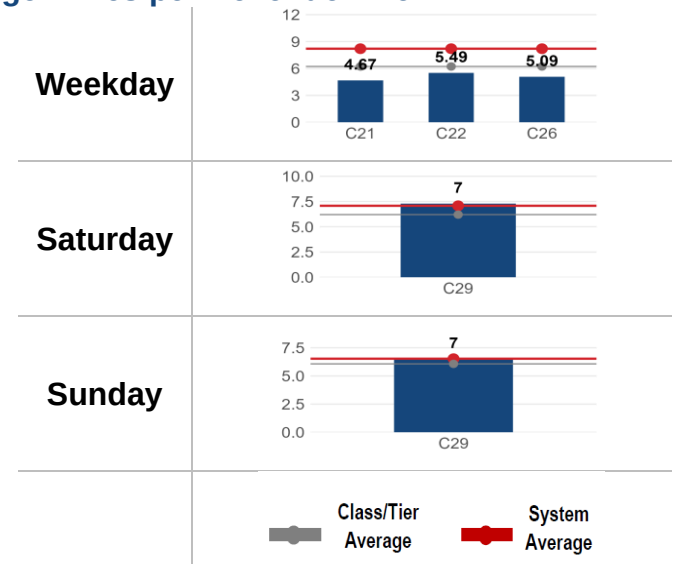
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
C21	49.40	5,229	5,100 (97.5%)
C22	36.20	8,466	8,263 (97.6%)
C26	38.70	12,948	12,690 (98.0%)
C29	60.70	3,100	3,047 (98.3%)

Service Change Summary

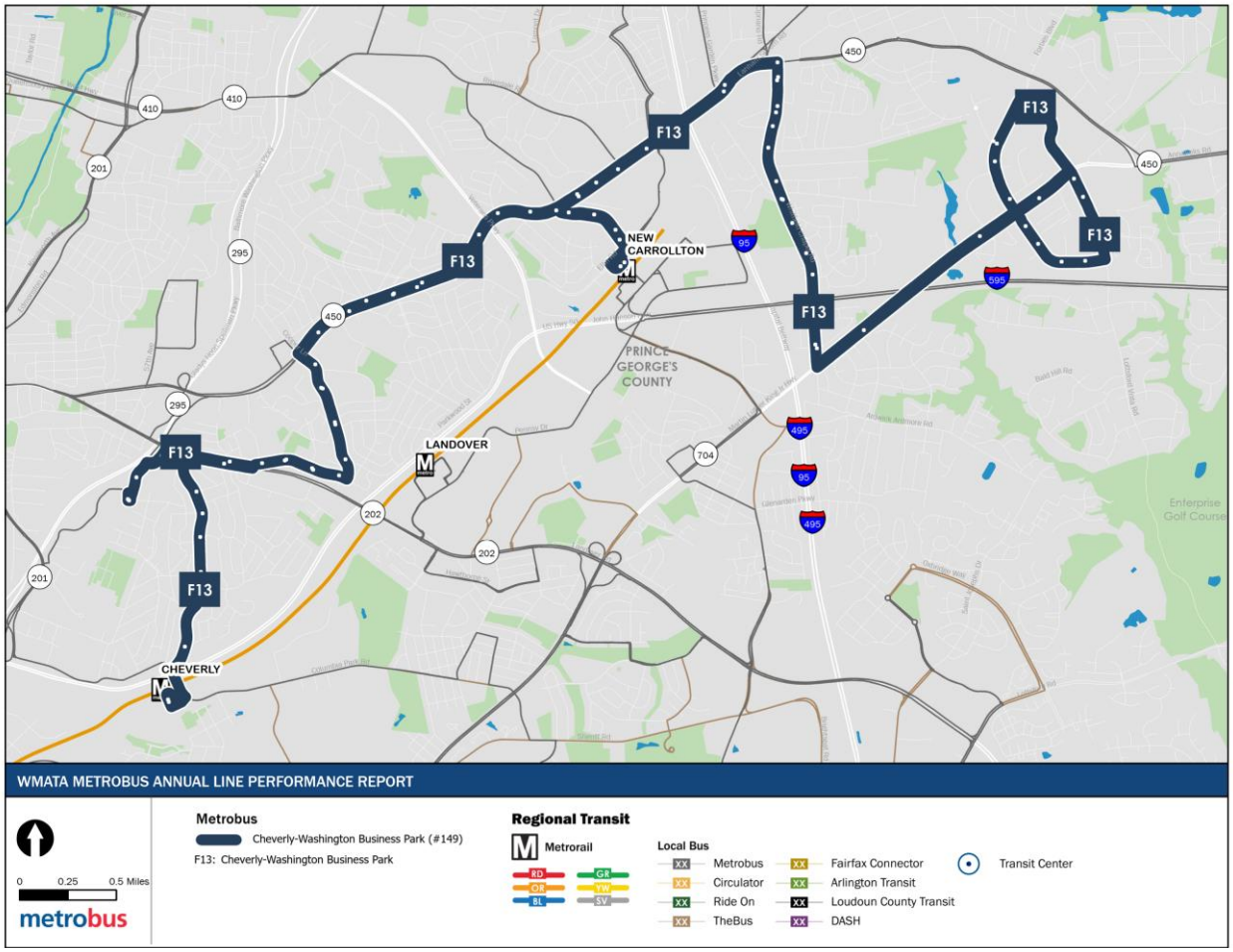
Jun 2023: Extend all C21 and C22 trips currently terminating at Hall Road and Central Avenue to Collington. This is currently the peak period C21, C22 routing
Sep 2023: No change
Dec 2023: No change

Passenger Miles per Revenue Mile



LINE: 149 - Cheverly-Washington Business Park ROUTE(S): F13

About the Line



Service Classification

Coverage

Activity Tier

3

Overall Grade

Line	A

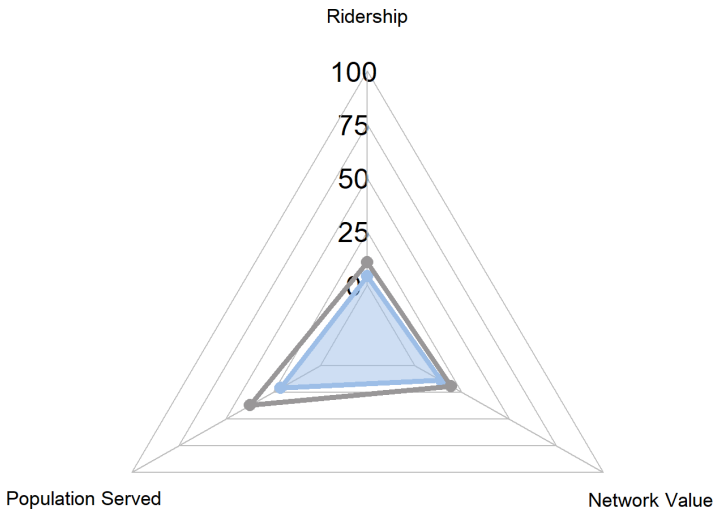
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

13

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	21	14	4	

Operating Statistics

Annual Operating Costs	$1,130,688
Peak Vehicles	2
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

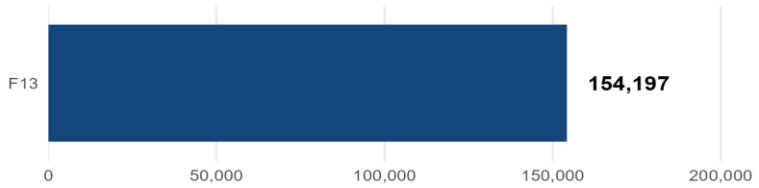
Service Area Population		26,277
People of Color Population	*Service Area*	17,252
	% Riders Surveyed	100%
Low Income Household	*Service Area*	5,900
	% Riders Surveyed	70%

Facilities/Amenities

Bus Stops	111
% Stops With Shelters	20%
% Stops With Benches	20%
% Stops With Real-Time Signs	0%

Ridership

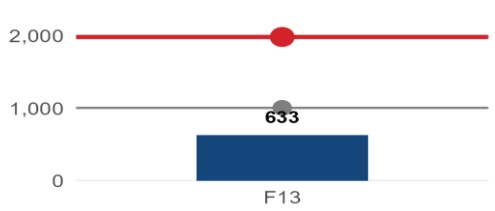
Annual Ridership



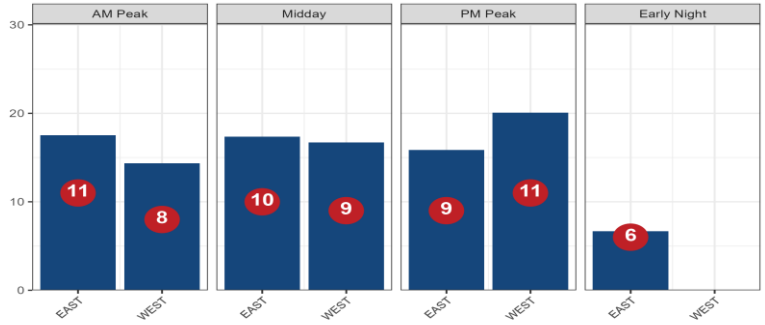
Top Transfer Locations

New Carrollton, Cheverly, Prince George's Plaza

Average Daily Ridership

Weekday	Saturday	Sunday
	*No Service*	*No Service*

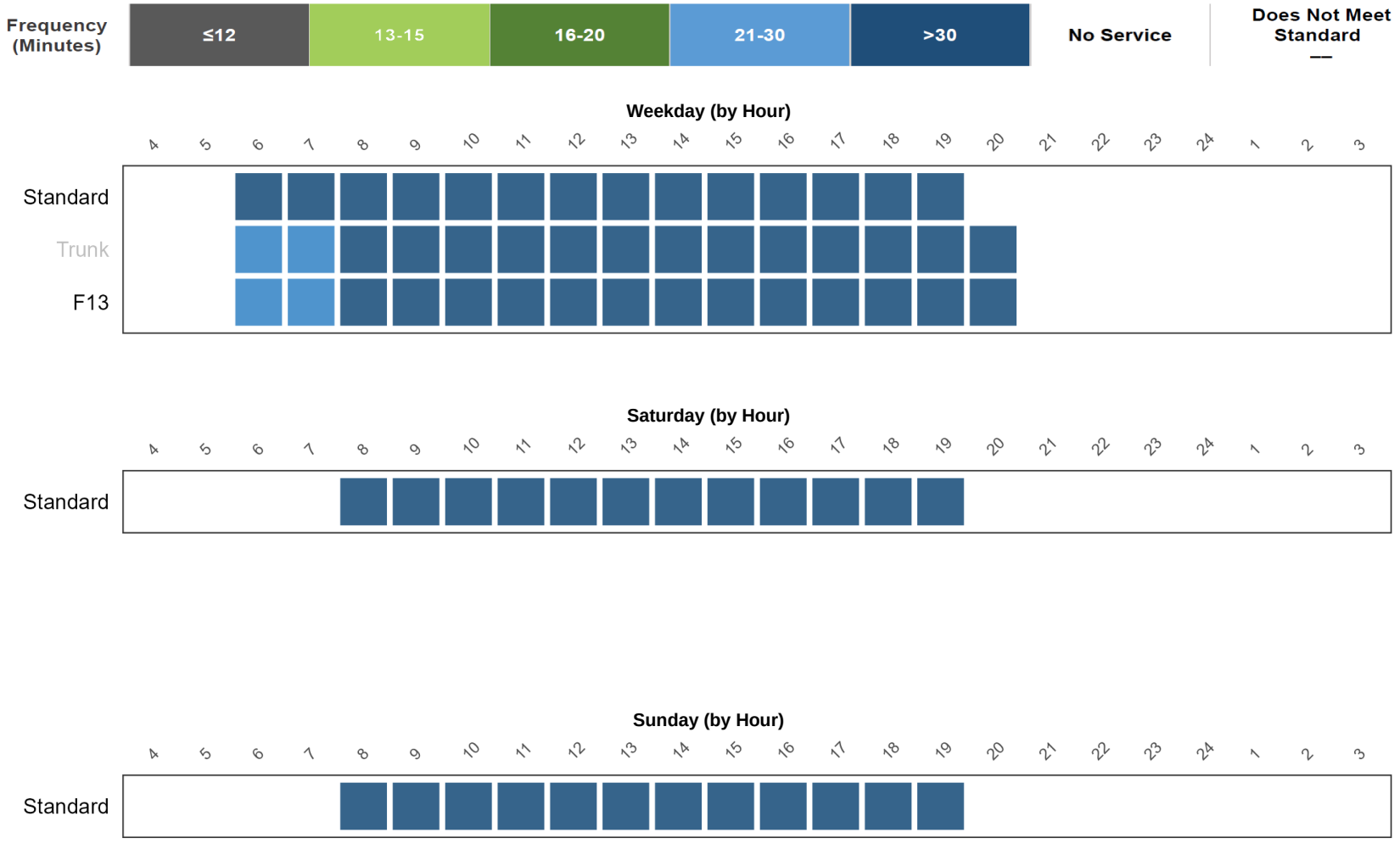
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	EAST	WEST
Weekday	**Peak** Maximum Target: 1	0.24	0.25
	Off-Peak Maximum Target: 1.0	0.23	0.24
	Saturday Maximum Target: 1.0		
	Sunday Maximum Target: 1.0		

Span and Frequency



Performance Report Card

A Cheverly-Washington Business Park

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	6:00 AM - 8:18 PM	-	A	-	-	-	-	-	-
	Frequency of Service | varies	Peak: 34.0 / Off-Peak: 57.0	Peak: 26 / Off-Peak: 38.8	A	-	-	-	-	-	-
Productivity	**Passengers per Revenue Hour |** 10	18.6	22.8	A	-	-	-	-	-	-
	Passengers per Revenue Mile | 1	1.3	1.9	A	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	80%	80%	B	-	-	-	-	-	-
	Crowding | 5%	0%	1%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.23 Peak: 0.24	Off-Peak: 0.25 Peak: 0.32	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$7.00	$ 6.33	A	-	-	-	-	-	-
	Cost Recovery | 20%	7%	10%	E	-	-	-	-	-	-

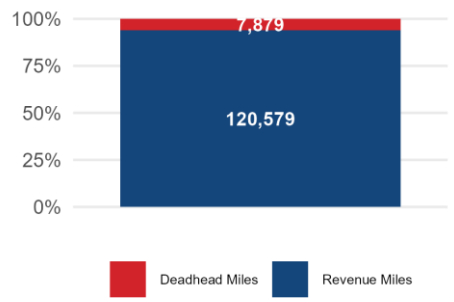
Route F13

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	3.7	4.8	E
Route Design	**Circuity |** N/A	2.94	1.78	-

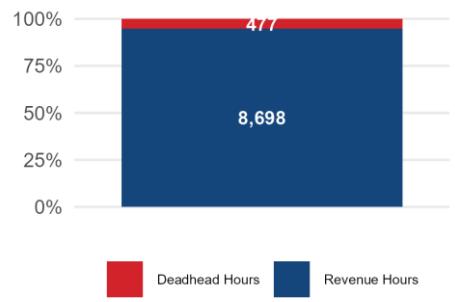
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 10	18.6	22.8	A	-	-	-	-	-	-
	Passengers per Revenue Mile | 1	1.3	1.9	A	-	-	-	-	-	-
	Unique Segment Ridership | 10%	36%	47%	A	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	80%	80%	B	-	-	-	-	-	-
	Crowding | 5%	0%	1%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.23 Peak: 0.24	Off-Peak: 0.25 Peak: 0.31	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$7.00	$ 6.33	A	-	-	-	-	-	-
	Cost Recovery | 20%	7%	10%	E	-	-	-	-	-	-

Operational Analysis

Miles Allocation



Hours Allocation



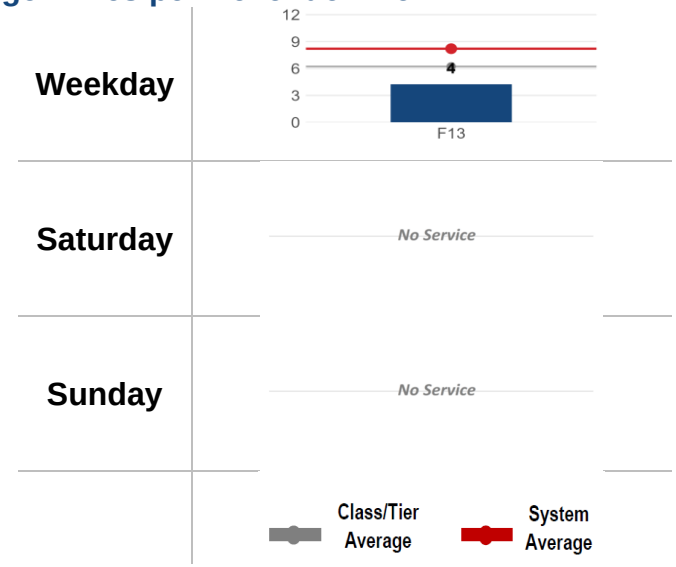
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
F13	33.10	9,652	9,519 (98.6%)

Service Change Summary

Jun 2023: No change
Sep 2023: No change
Dec 2023: Change route to operate along Forbes Boulevard and Business Parkway on all trips. Buses will no longer operate on Philadelphia Way.

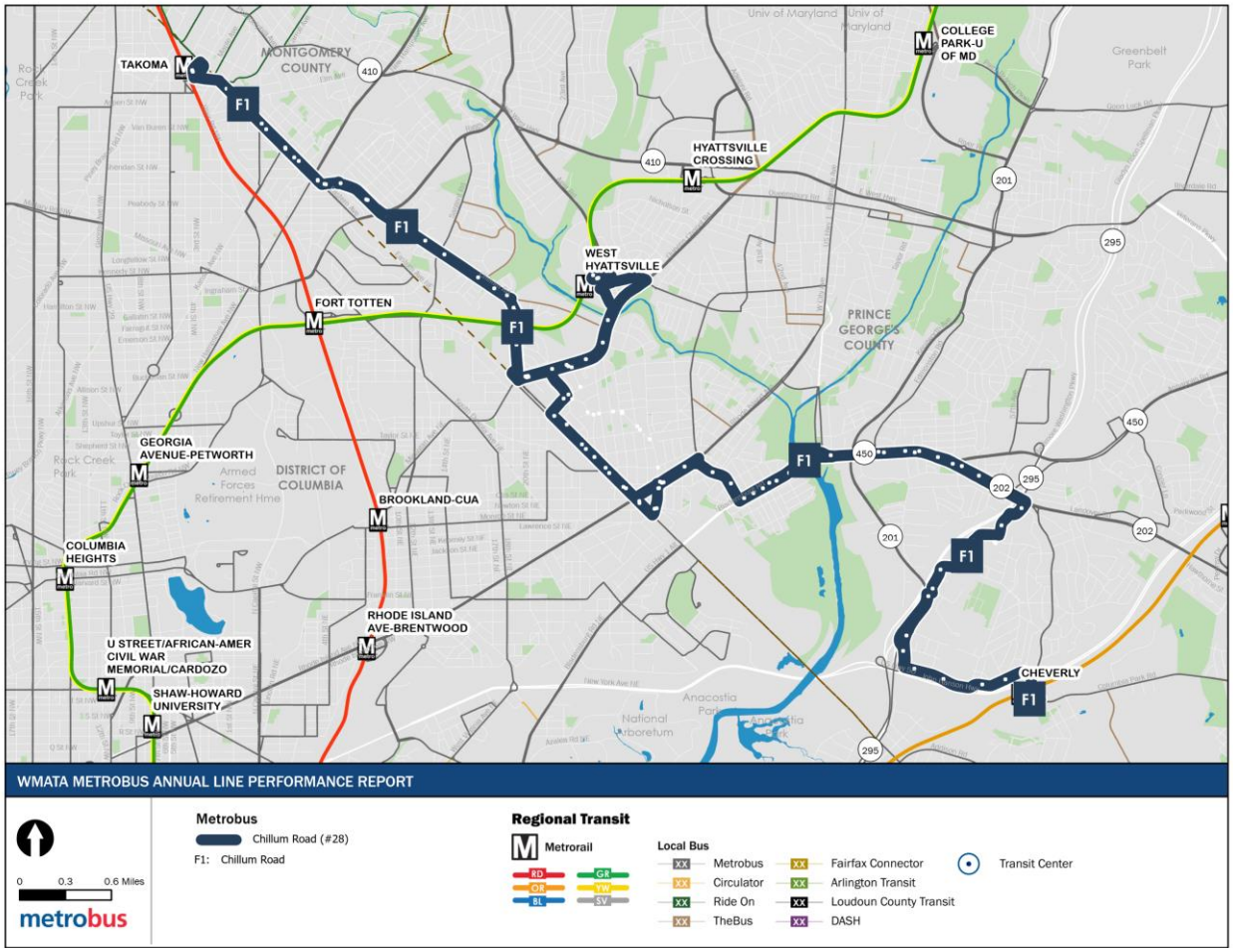
Passenger Miles per Revenue Mile



LINE: 28 - Chillum Road

ROUTE(S): F1

About the Line



Service Classification

Framework

Activity Tier

3

Overall Grade

Line	B

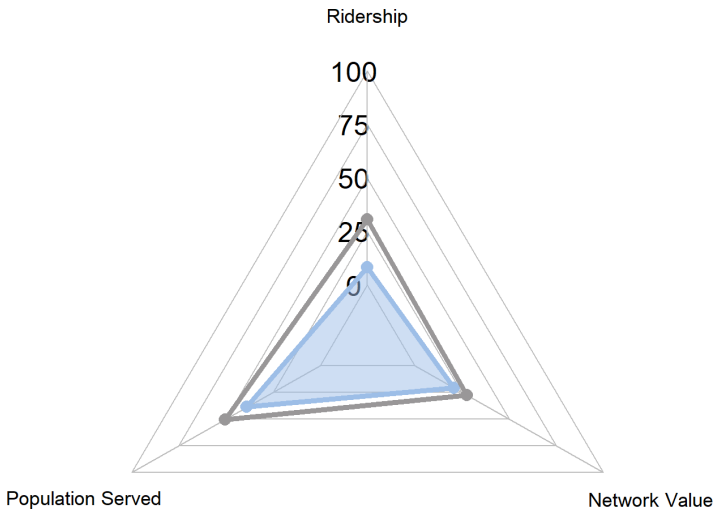
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

23

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	39	21	8	

Operating Statistics

Annual Operating Costs	$2,354,836
Peak Vehicles	8
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

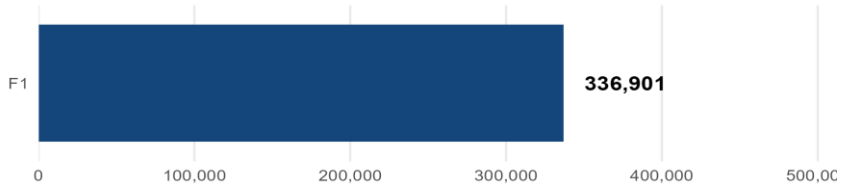
Service Area Population		38,966
People of Color Population	*Service Area*	20,585
	% Riders Surveyed	87%
Low Income Household	*Service Area*	9,226
	% Riders Surveyed	56%

Facilities/Amenities

Bus Stops	129
% Stops With Shelters	30%
% Stops With Benches	19%
% Stops With Real-Time Signs	0%

Ridership

Annual Ridership



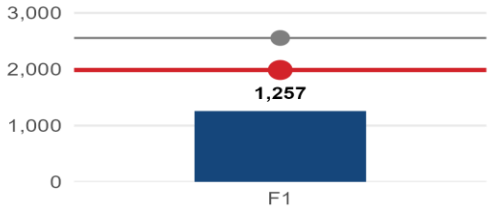
Top Transfer Locations

West Hyattsville, Takoma, Cheverly

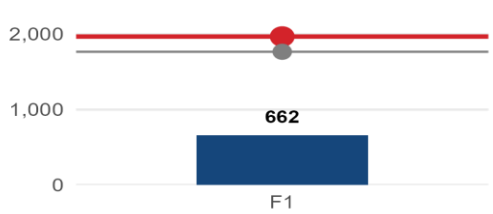
Average Daily Ridership



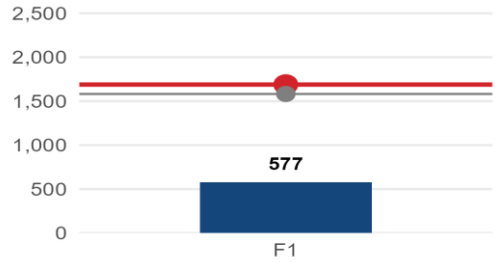
Weekday



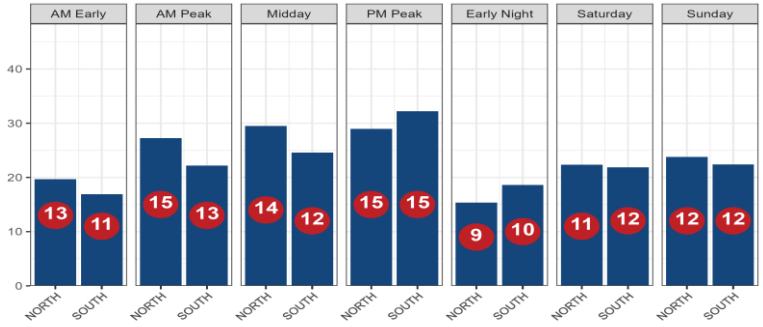
Saturday



Sunday



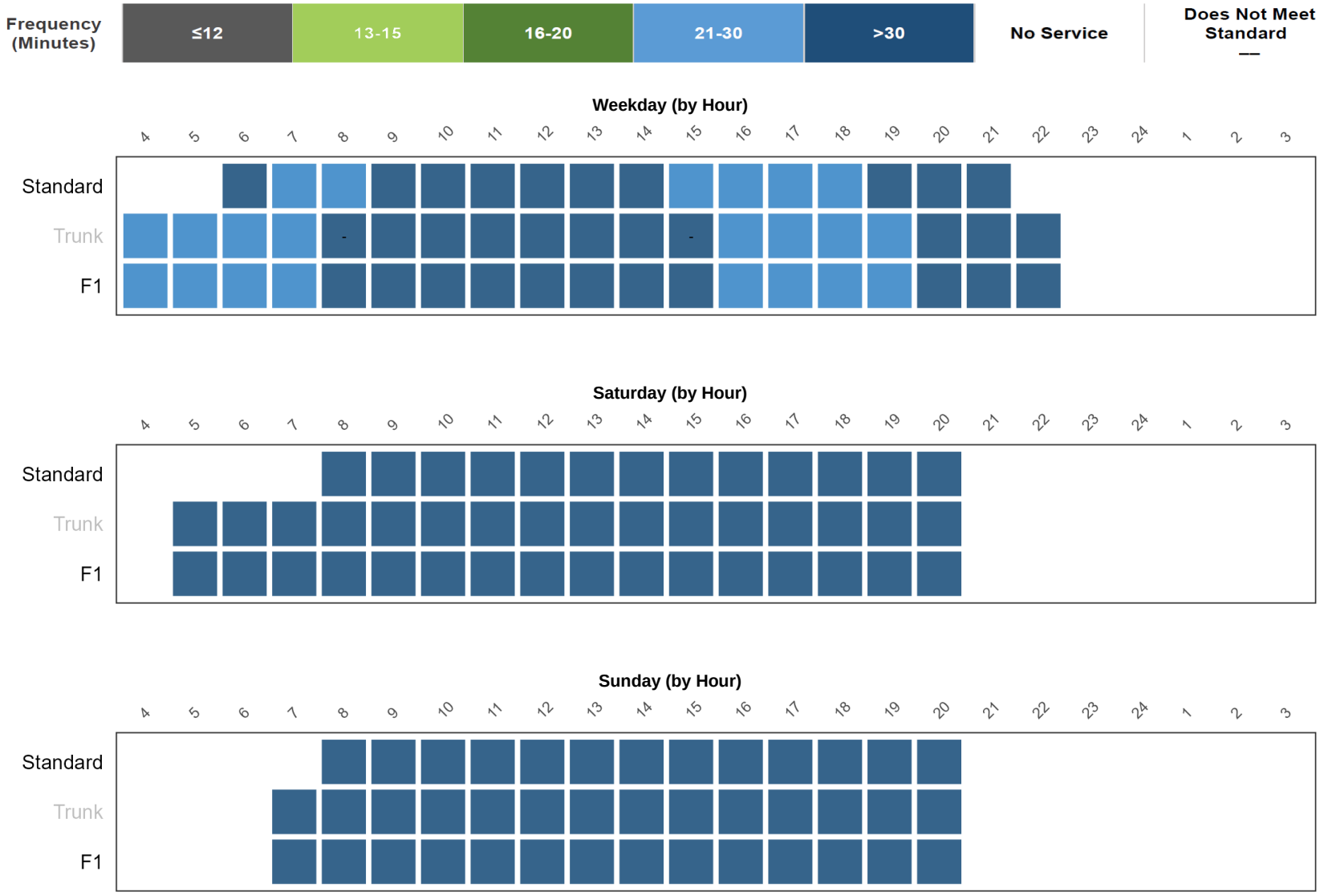
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	NORTH	SOUTH
Weekday	**Peak** Maximum Target: 1	0.38	0.36
	Off-Peak Maximum Target: 1.0	0.31	0.28
	Saturday Maximum Target: 1.0	0.28	0.29
	Sunday Maximum Target: 1.0	0.31	0.3

Span and Frequency



Performance Report Card

B Chillum Road

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	4:45 AM - 10:31 PM	-	A	5:32 AM - 8:31 PM	-	A	7:25 AM - 8:20 PM	-	B
	Frequency of Service | varies	Peak: 32.0 / Off-Peak: 58.0	Peak: 21.2 / Off-Peak: 33.4	C	60.0	39.2	B	60.0	37.9	B
Productivity	**Passengers per Revenue Hour |** 15	22.3	29.3	A	20.3	24.1	A	21.7	23.7	A
	Passengers per Revenue Mile | 1	2.0	2.5	A	1.7	2.0	A	1.8	2.0	A
Reliability	**On-Time Performance |** 79%	68%	75%	E	65%	77%	E	77%	79%	C
	Crowding | 5%	0%	2%	A	0%	1%	A	0%	0%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.29 Peak: 0.37	Off-Peak: 0.34 Peak: 0.44	A	0.28	0.33	A	0.3	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$5.82	$ 4.96	A	$6.42	$ 5.95	A	$5.99	$ 6.09	A
	Cost Recovery | 20%	13%	11%	E	12%	9%	E	12%	9%	E

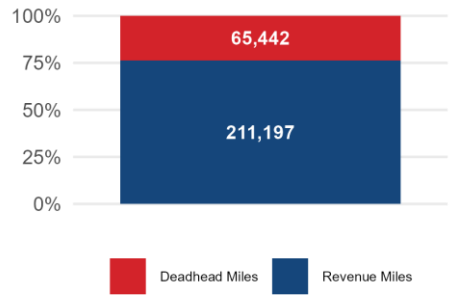
Route F1

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	4.7	4.5	A
Route Design	**Circuity |** 1.75	1.7	2.09	B

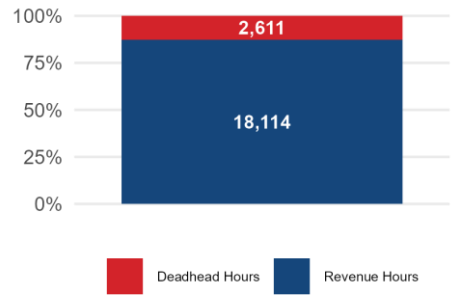
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 15	22.3	29.3	A	20.3	24.1	A	21.7	23.7	A
	Passengers per Revenue Mile | 1	2.0	2.5	A	1.7	2.0	A	1.8	2.0	A
	Unique Segment Ridership | 10%	48%	45%	A	59%	57%	A	62%	61%	A
Reliability	**On-Time Performance |** 79%	68%	75%	E	65%	77%	E	77%	79%	C
	Crowding | 5%	0%	2%	A	0%	1%	A	0%	0%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.29 Peak: 0.37	Off-Peak: 0.35 Peak: 0.45	A	0.28	0.34	A	0.3	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$5.82	$ 4.96	A	$6.42	$ 5.95	A	$5.99	$ 6.09	A
	Cost Recovery | 20%	13%	12%	E	12%	10%	E	12%	9%	E

Operational Analysis

Miles Allocation



Hours Allocation



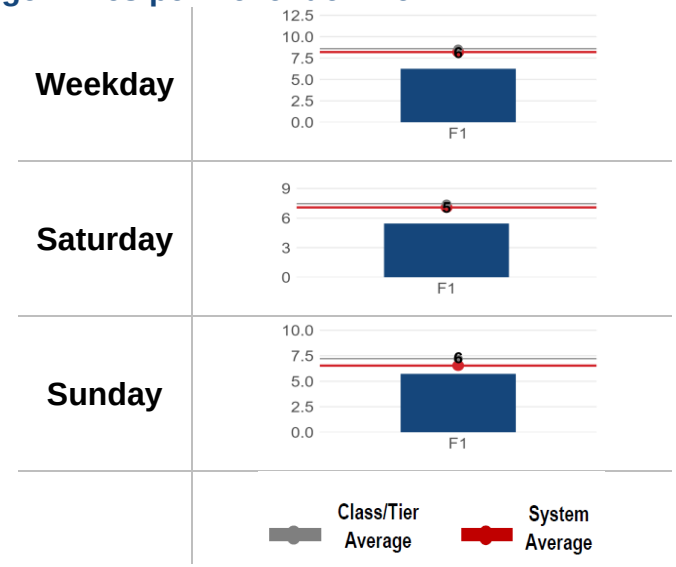
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
F1	30.60	13,547	13,178 (97.3%)

Service Change Summary

Jun 2023: No change
Sep 2023: No change
Dec 2023: Eliminate route designation

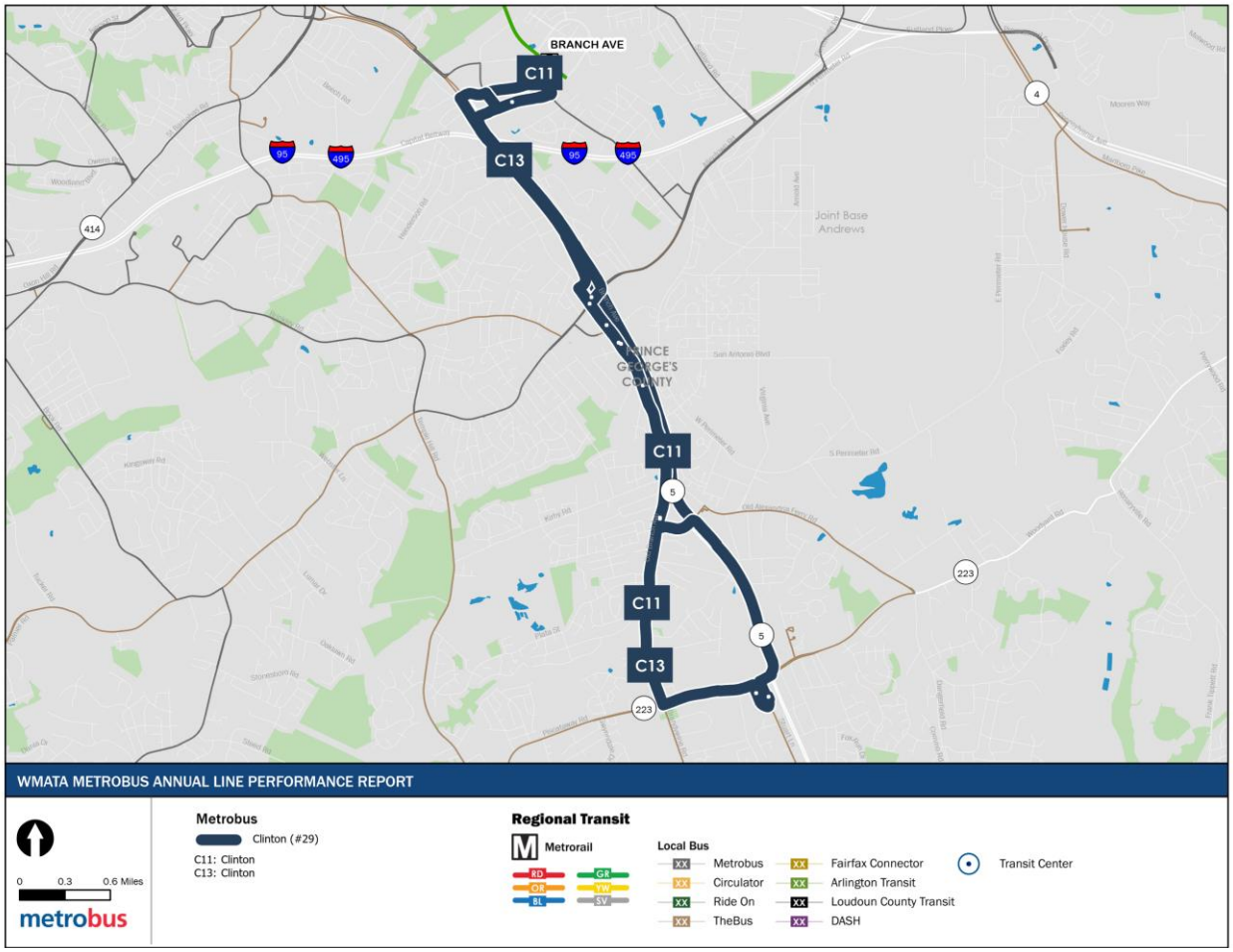
Passenger Miles per Revenue Mile



LINE: 29 - Clinton

ROUTE(S): C11, C13

About the Line



Service Classification

Commuter

Activity Tier

3

Overall Grade

Line	B

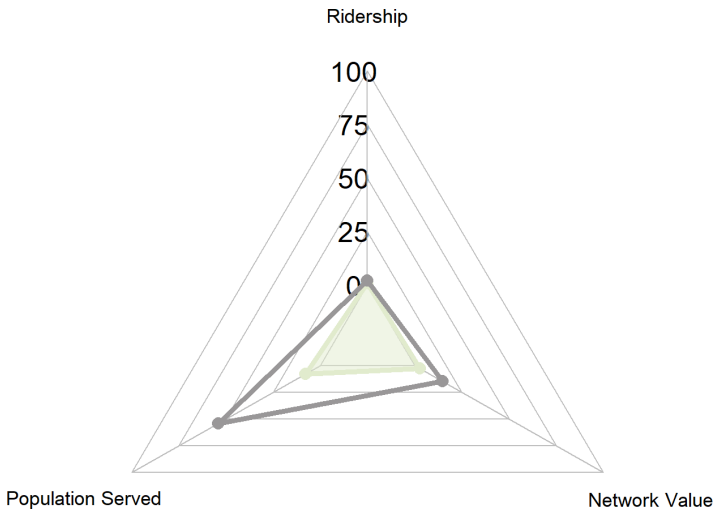
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

4

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	8	3	1	

Operating Statistics

Annual Operating Costs	$190,983
Peak Vehicles	1
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

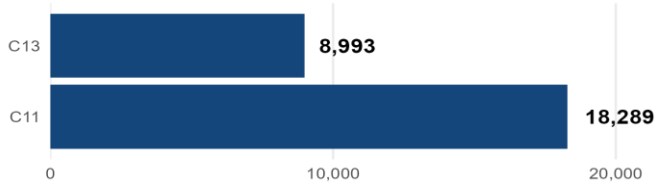
Service Area Population	5,993	
People of Color Population	*Service Area*	4,654
	% Riders Surveyed	92%
Low Income Household	*Service Area*	766
	% Riders Surveyed	37%

Facilities/Amenities

Bus Stops	19
% Stops With Shelters	16%
% Stops With Benches	16%
% Stops With Real-Time Signs	0%

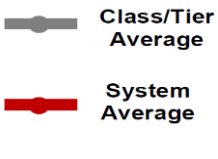
Ridership

Annual Ridership

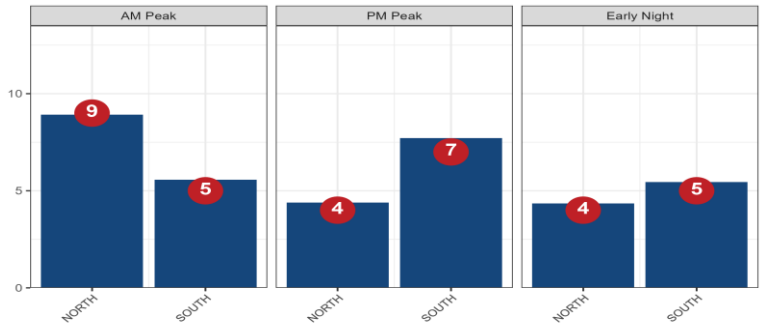


Top Transfer Locations

Branch Avenue

	Weekday	Saturday	Sunday
Average Daily Ridership		*No Service*	*No Service*

Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	NORTH	SOUTH
Weekday	**Peak** Maximum Target: 1	0.17	0.16
Weekday	**Off-Peak** Maximum Target: 1.0	0.11	0.13
	Saturday Maximum Target: 1.0		
	Sunday Maximum Target: 1.0		

Span and Frequency



Performance Report Card

B Clinton

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	6:00 AM - 8:27 AM; 4:15 PM - 7:42 PM	-	A	-	-	-	-	-	-
	Frequency of Service | varies	Peak: 45.0 / Off-Peak: NA	Peak: 33.5 / Off-Peak: 60	-	-	-	-	-	-	-
Productivity	**Passengers per Revenue Hour |** N/A	17.9	16	A	-	-	-	-	-	-
	Passengers per Revenue Mile | 1	1.1	0.9	A	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	82%	79%	B	-	-	-	-	-	-
	Crowding | 5%	0%	2%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.12 Peak: 0.16	Off-Peak: 0.23 Peak: 0.33	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$7.26	$ 9.11	B	-	-	-	-	-	-
	Cost Recovery | 20%	10%	24%	E	-	-	-	-	-	-

Route C11

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** N/A	0.6	2.4	-
Route Design	**Circuity |** N/A	1.06	1.37	-

	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** N/A	22.2	16	A	-	-	-	-	-	-
	Passengers per Revenue Mile | 1	1.4	0.9	A	-	-	-	-	-	-
	Unique Segment Ridership | 15%	0%	29%	E	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	82%	79%	B	-	-	-	-	-	-
	Crowding | 5%	0%	1%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.13 Peak: 0.2	Off-Peak: 0.22 Peak: 0.3	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$5.85	$ 9.11	A	-	-	-	-	-	-
	Cost Recovery | 20%	11%	22%	E	-	-	-	-	-	-

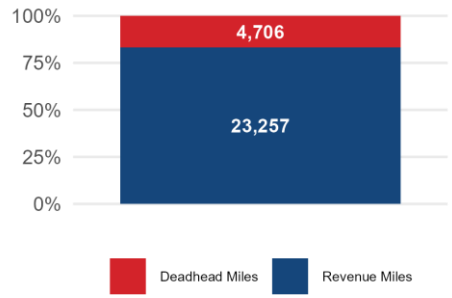
Route C13

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** N/A	1.6	2.4	-
Route Design	**Circuity |** N/A	1.21	1.37	-

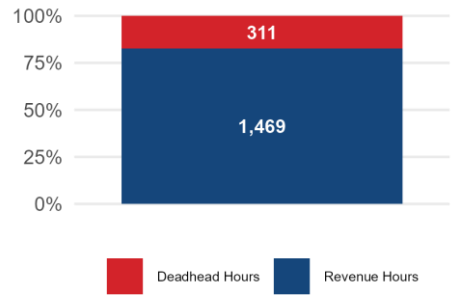
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** N/A	12.8	16	A	-	-	-	-	-	-
	Passengers per Revenue Mile | 1	0.8	0.9	D	-	-	-	-	-	-
	Unique Segment Ridership | 15%	20%	29%	A	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	81%	79%	B	-	-	-	-	-	-
	Crowding | 5%	0%	1%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.11 Peak: 0.11	Off-Peak: 0.22 Peak: 0.3	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$10.17	$ 9.11	E	-	-	-	-	-	-
	Cost Recovery | 20%	8%	22%	E	-	-	-	-	-	-

Operational Analysis

Miles Allocation



Hours Allocation



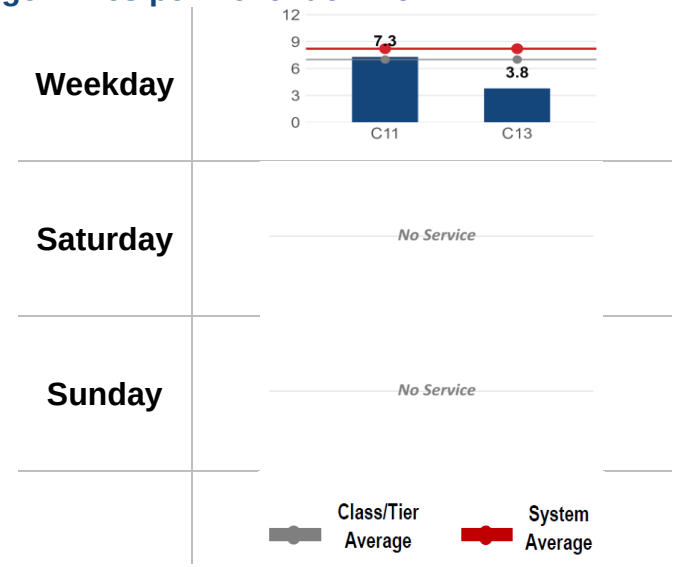
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
C11	11.30	2,241	2,217 (98.9%)
C13	12.90	1,743	1,725 (99.0%)

Service Change Summary

Jun 2023: No change
Sep 2023: No change
Dec 2023: No change

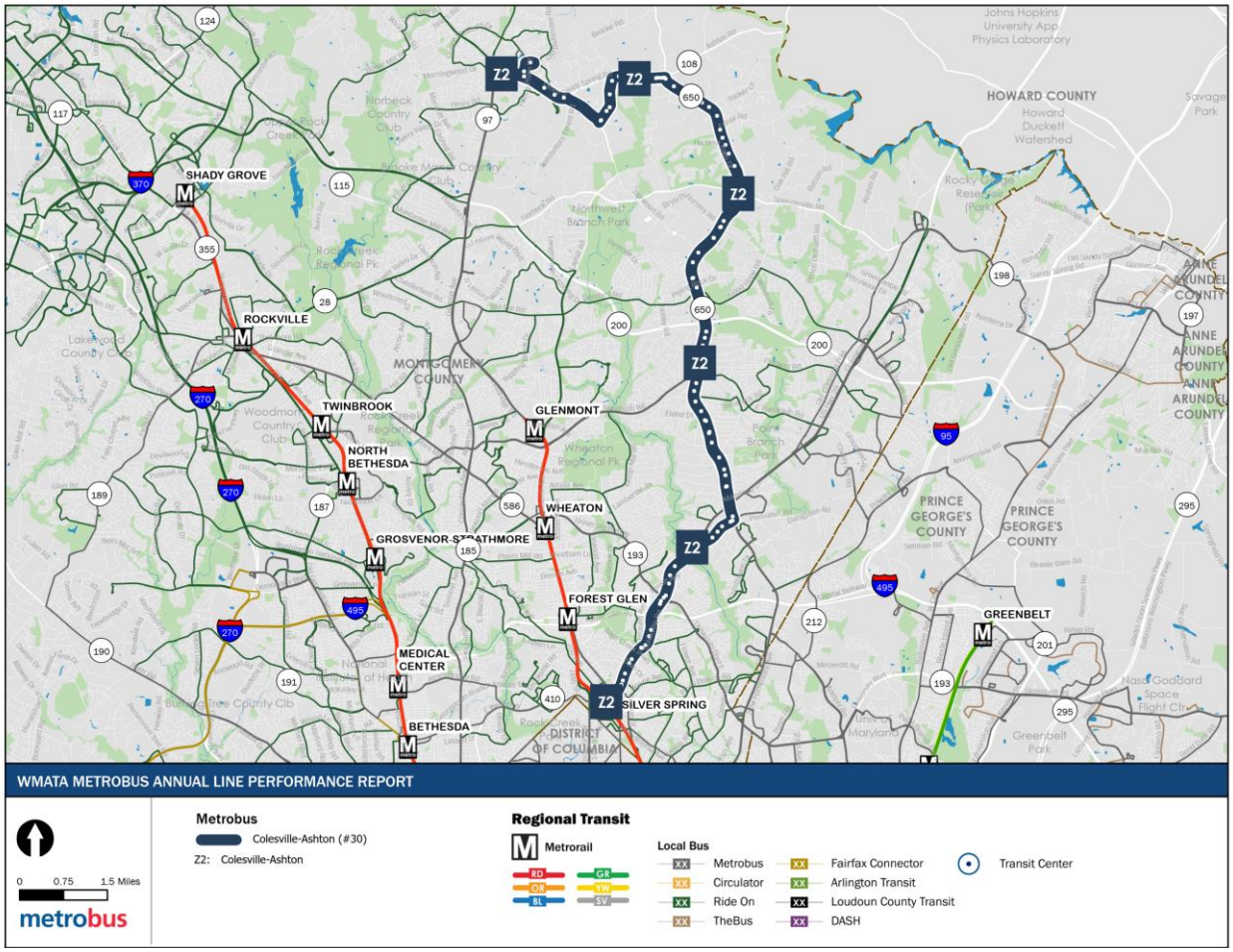
Passenger Miles per Revenue Mile



LINE: 30 - Colesville-Ashton

ROUTE(S): Z2

About the Line



Service Classification

Commuter

Activity Tier

3

Overall Grade

Line	B

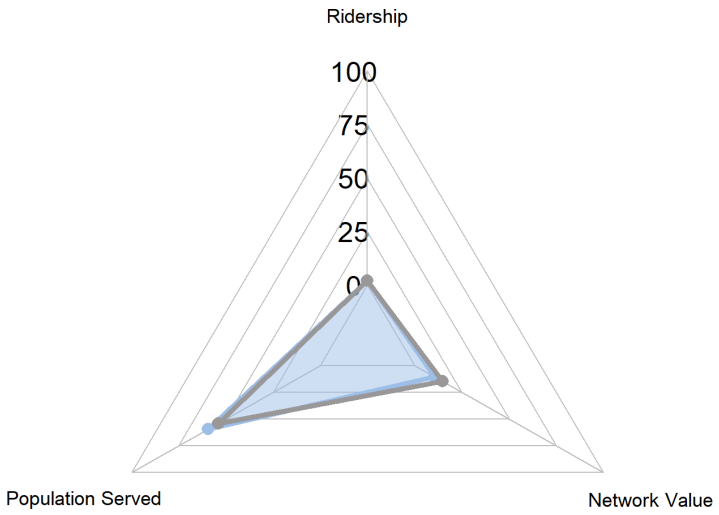
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

24

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	60	11	2	

Operating Statistics

Annual Operating Costs	$543,816
Peak Vehicles	2
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

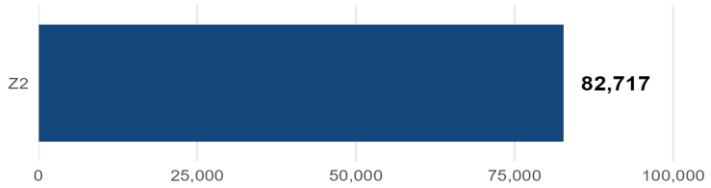
Service Area Population		31,702
People of Color Population	*Service Area*	14,533
	% Riders Surveyed	85%
Low Income Household	*Service Area*	4,944
	% Riders Surveyed	55%

Facilities/Amenities

Bus Stops	162
% Stops With Shelters	10%
% Stops With Benches	18%
% Stops With Real-Time Signs	1%

Ridership

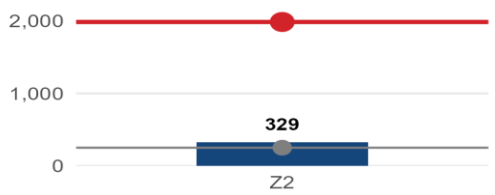
Annual Ridership



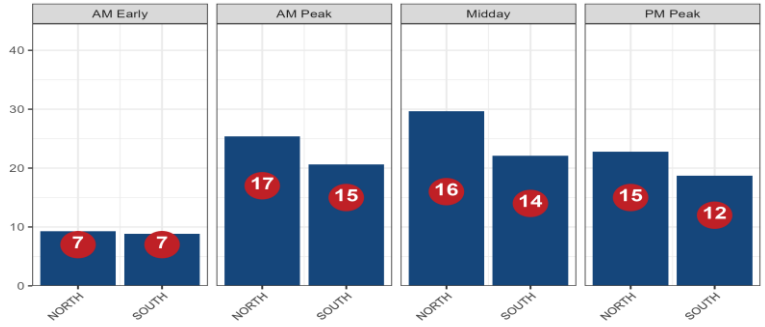
Top Transfer Locations

Silver Spring, Metro Center

Average Daily Ridership

Weekday	Saturday	Sunday
	No Service	No Service

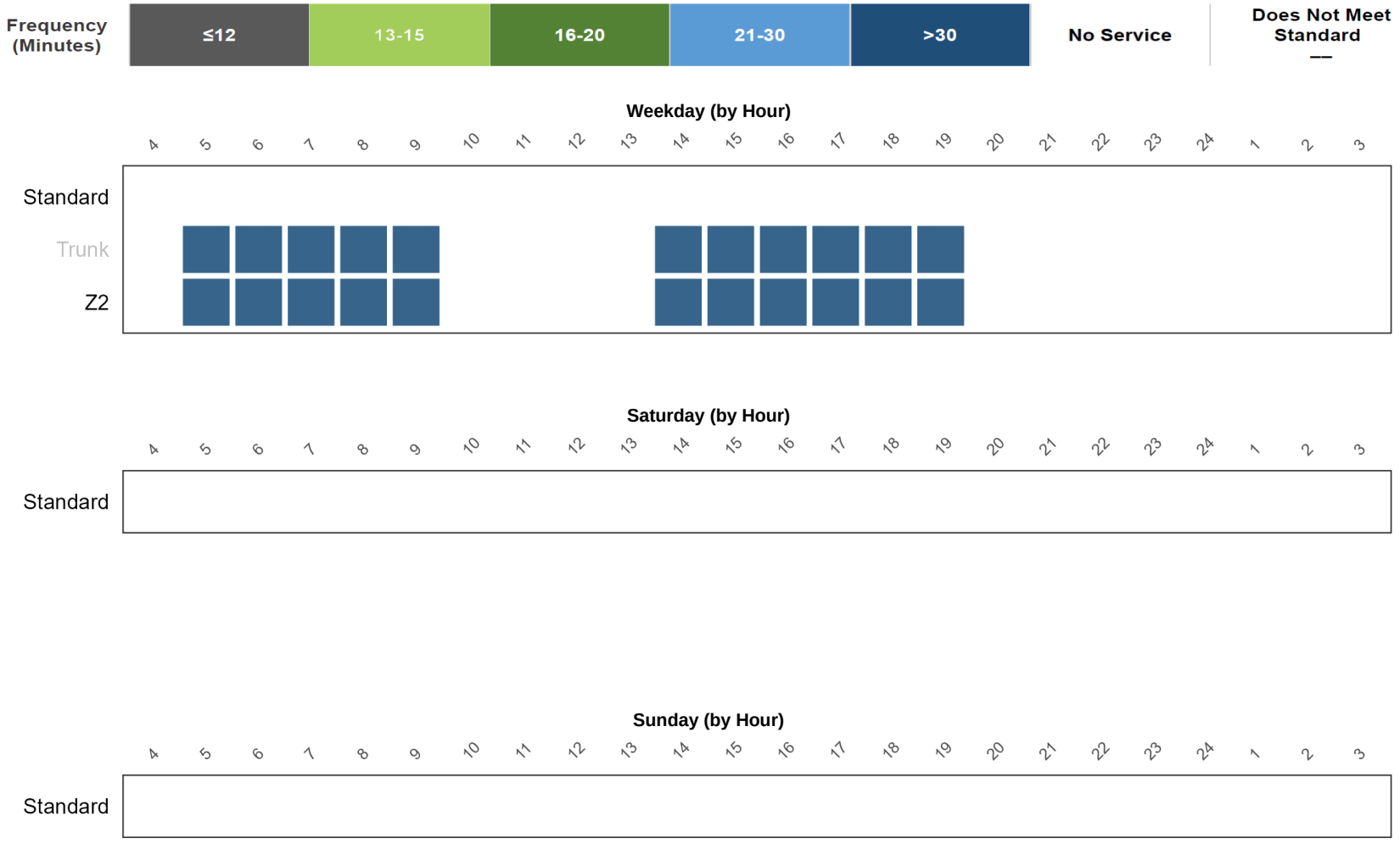
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	NORTH	SOUTH
Weekday	**Peak** Maximum Target: 1	0.39	0.34
	Off-Peak Maximum Target: 1.0	0.29	0.25
	Saturday Maximum Target: 1.0		
	Sunday Maximum Target: 1.0		

Span and Frequency



Performance Report Card

B Colesville-Ashton

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	5:40 AM - 9:45 AM; 2:40 PM - 7:39 PM	-	A	-	-	-	-	-	-
	Frequency of Service | varies	Peak: 60.0 / Off-Peak: 59.0	Peak: 33.5 / Off-Peak: 60	-	-	-	-	-	-	-
Productivity	**Passengers per Revenue Hour |** N/A	17.9	16	A	-	-	-	-	-	-
	Passengers per Revenue Mile | 1	1.2	0.9	A	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	72%	79%	D	-	-	-	-	-	-
	Crowding | 5%	0%	2%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.27 Peak: 0.36	Off-Peak: 0.23 Peak: 0.33	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$7.26	$ 9.11	B	-	-	-	-	-	-
	Cost Recovery | 20%	12%	24%	E	-	-	-	-	-	-

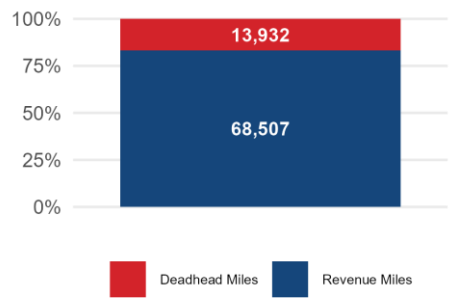
Route Z2

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** N/A	4.5	2.4	-
Route Design	**Circuity |** N/A	1.52	1.37	-

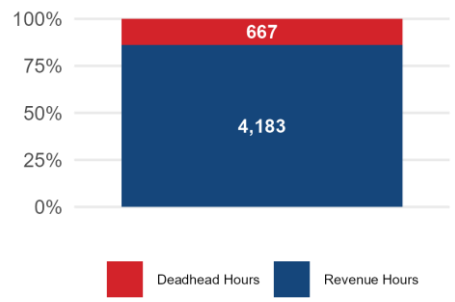
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** N/A	17.9	16	A	-	-	-	-	-	-
	Passengers per Revenue Mile | 1	1.2	0.9	A	-	-	-	-	-	-
	Unique Segment Ridership | 15%	27%	29%	A	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	72%	79%	D	-	-	-	-	-	-
	Crowding | 5%	0%	1%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.27 Peak: 0.36	Off-Peak: 0.22 Peak: 0.3	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$7.26	$ 9.11	B	-	-	-	-	-	-
	Cost Recovery | 20%	12%	22%	E	-	-	-	-	-	-

Operational Analysis

Miles Allocation



Hours Allocation



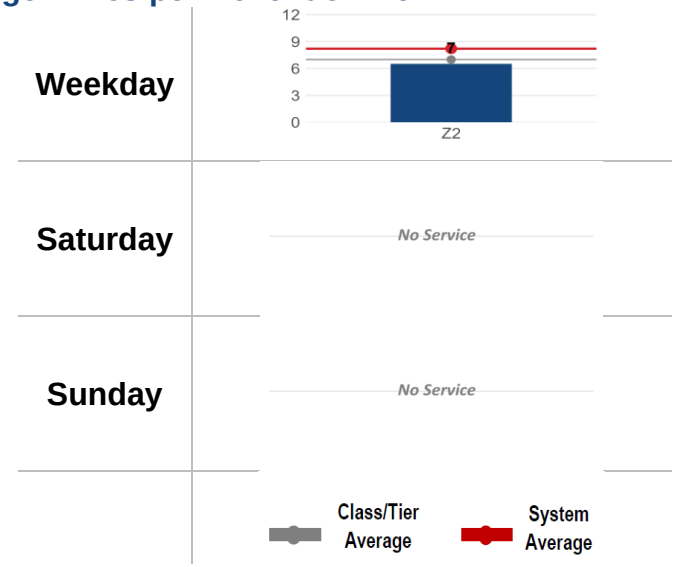
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
Z2	36.70	3,984	3,948 (99.1%)

Service Change Summary

Jun 2023: No change
Sep 2023: No change
Dec 2023: No change

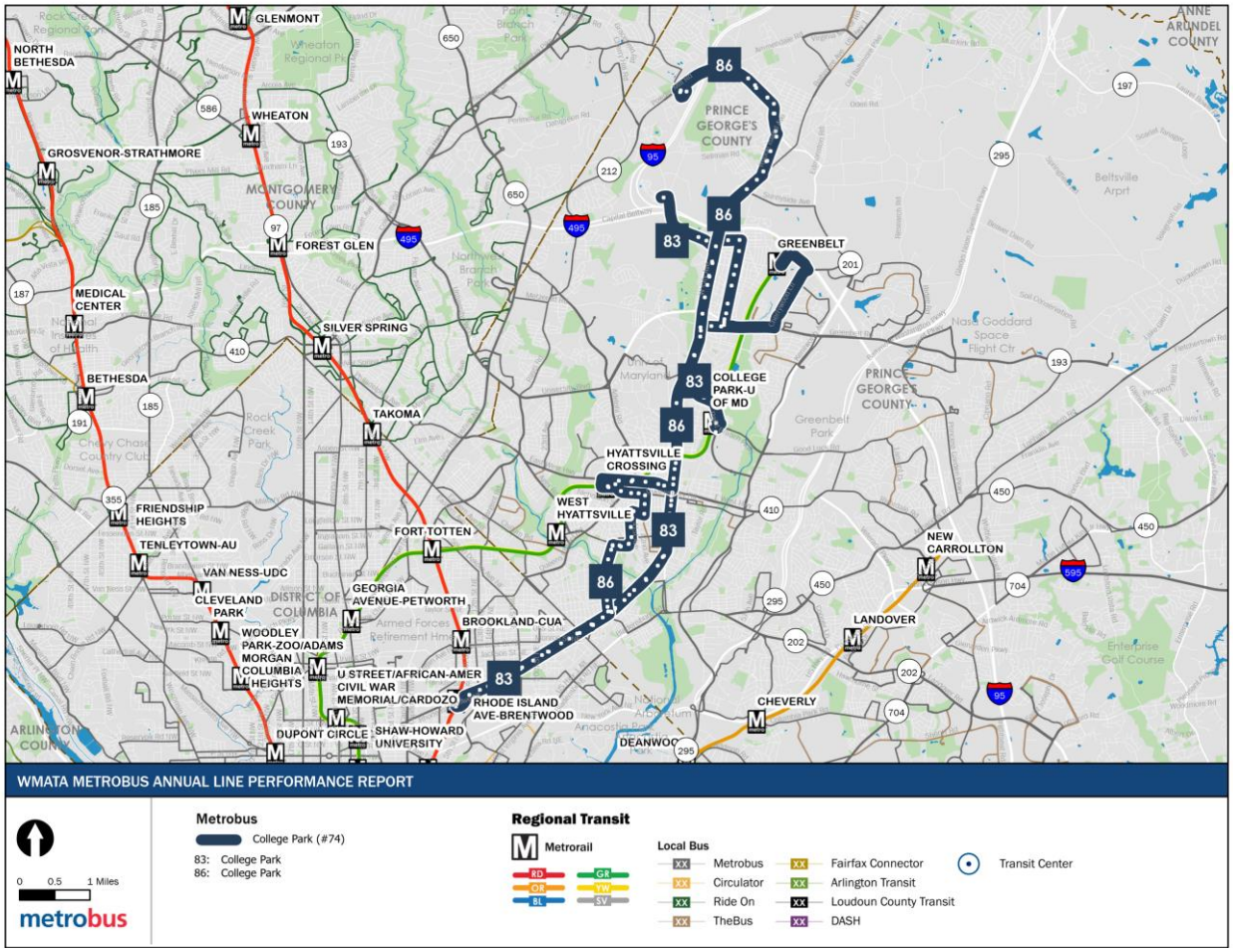
Passenger Miles per Revenue Mile



LINE: 74 - College Park

ROUTE(S): 83, 86

About the Line



Service Classification

Framework

Activity Tier

3

Overall Grade

Line	A

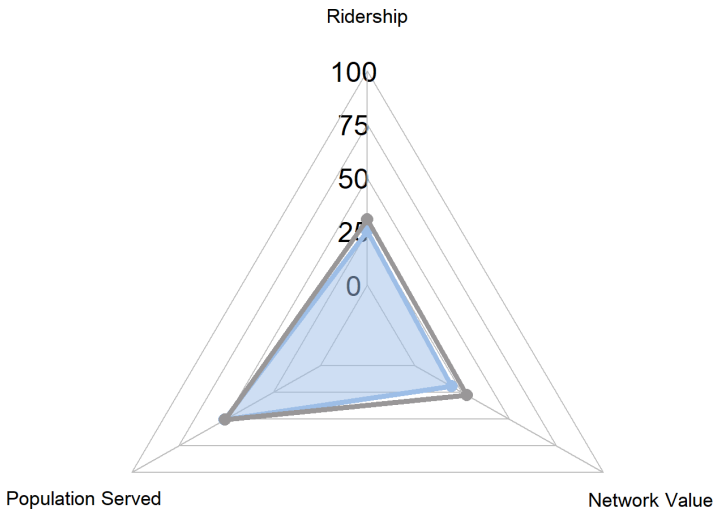
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

32

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	51	19	25	

Operating Statistics

Annual Operating Costs	$6,269,636
Peak Vehicles	16
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

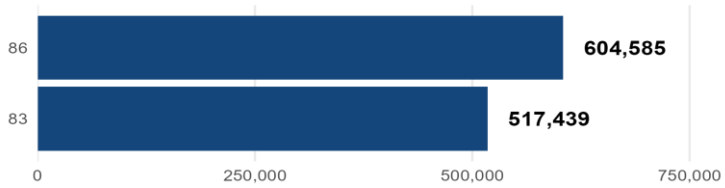
Service Area Population	67,058	
People of Color Population	*Service Area*	30,578
	% Riders Surveyed	84%
Low Income Household	*Service Area*	18,904
	% Riders Surveyed	60%

Facilities/Amenities

Bus Stops	210
% Stops With Shelters	22%
% Stops With Benches	28%
% Stops With Real-Time Signs	1%

Ridership

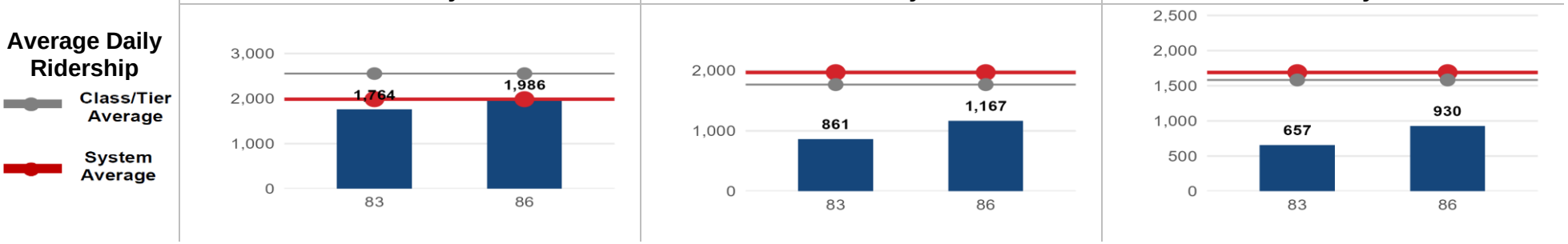
Annual Ridership



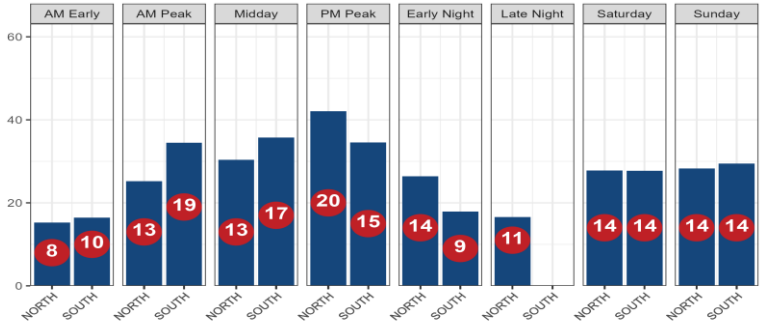
Top Transfer Locations

Rhode Island Avenue, College Park-U of MD, Prince George's Plaza

Average Daily Ridership



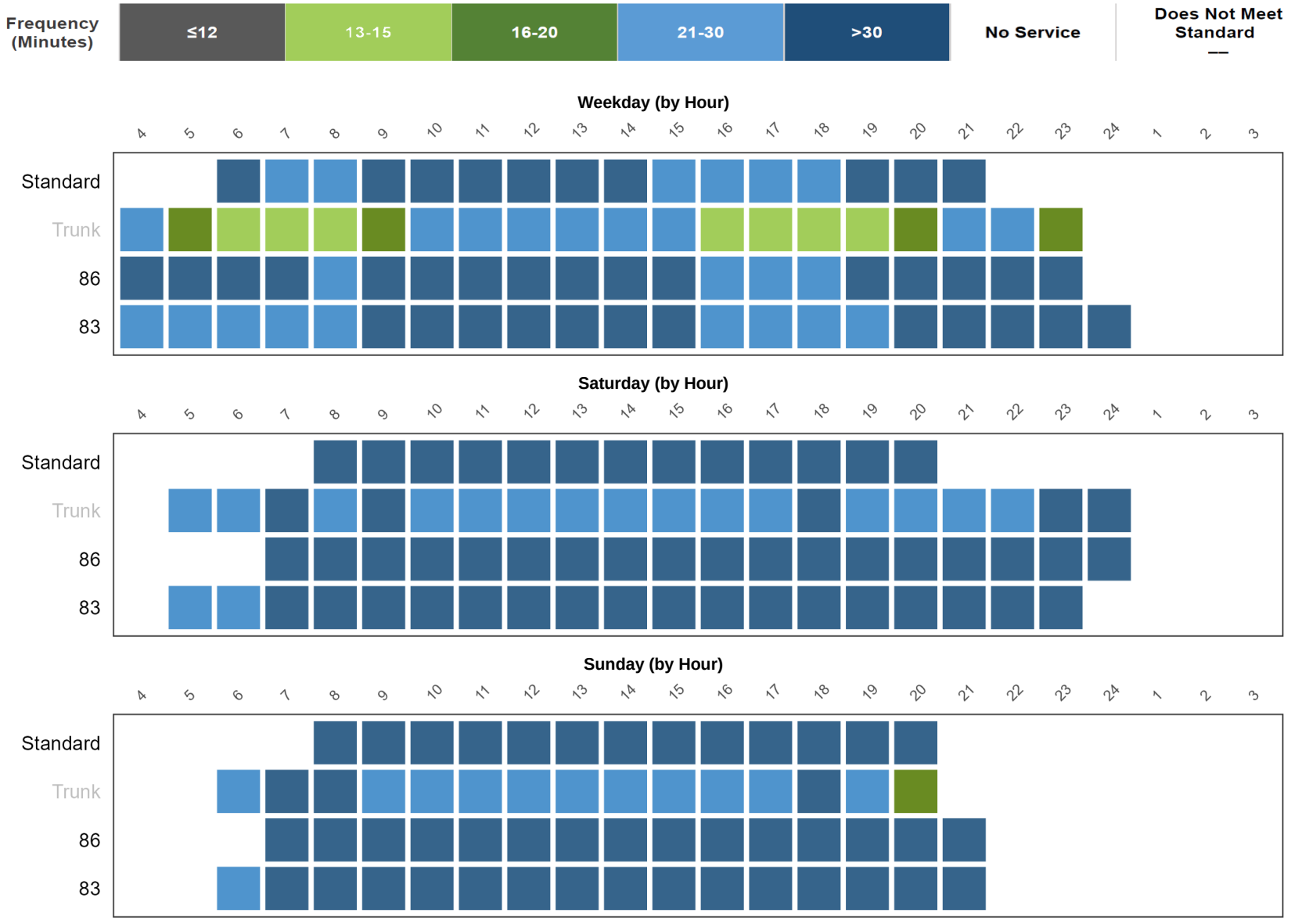
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	NORTH	SOUTH
Weekday	**Peak** Maximum Target: 1	0.43	0.42
Weekday	**Off-Peak** Maximum Target: 1.0	0.31	0.32
	Saturday Maximum Target: 1.0	0.34	0.34
	Sunday Maximum Target: 1.0	0.34	0.35

Span and Frequency



Performance Report Card

A College Park

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	4:35 AM - 12:09 AM	-	A	5:35 AM - 12:39 AM	-	A	6:35 AM - 9:13 PM	-	A
	Frequency of Service | varies	Peak: 14.0 / Off-Peak: 22.0	Peak: 21.2 / Off-Peak: 33.4	A	30.0	39.2	A	30.0	37.9	A
Productivity	**Passengers per Revenue Hour |** 15	23.4	29.3	A	22.2	24.1	A	23.0	23.7	A
	Passengers per Revenue Mile | 1	2.1	2.5	A	2.0	2.0	A	2.0	2.0	A
Reliability	**On-Time Performance |** 79%	75%	75%	C	73%	77%	D	80%	79%	B
	Crowding | 5%	0%	2%	A	0%	1%	A	0%	0%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.32 Peak: 0.43	Off-Peak: 0.34 Peak: 0.44	A	0.34	0.33	A	0.35	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$5.57	$ 4.96	A	$5.85	$ 5.95	A	$5.66	$ 6.09	A
	Cost Recovery | 20%	11%	11%	E	11%	9%	E	11%	9%	E

Route 83

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	4.4	4.5	A
Route Design	**Circuity |** 1.75	1.51	2.09	A

	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 15	22.8	29.3	A	20.7	24.1	A	22.2	23.7	A
	Passengers per Revenue Mile | 1	2.0	2.5	A	1.9	2.0	A	2.0	2.0	A
	Unique Segment Ridership | 10%	27%	45%	A	27%	57%	A	28%	61%	A
Reliability	**On-Time Performance |** 79%	75%	75%	C	76%	77%	C	81%	79%	B
	Crowding | 5%	0%	2%	A	0%	1%	A	0%	0%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.28 Peak: 0.4	Off-Peak: 0.35 Peak: 0.45	A	0.29	0.34	A	0.3	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$5.71	$ 4.96	A	$6.28	$ 5.95	A	$5.84	$ 6.09	A
	Cost Recovery | 20%	12%	12%	E	10%	10%	E	11%	9%	E

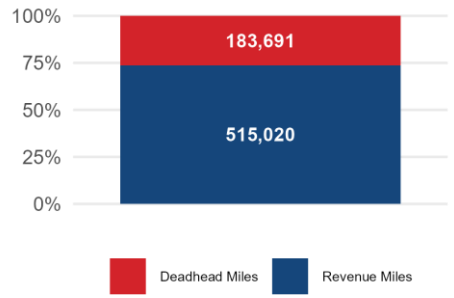
Route 86

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	4.2	4.5	A
Route Design	**Circuity |** 1.75	1.75	2.09	C

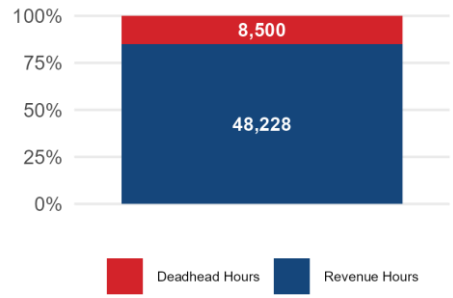
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 15	23.9	29.3	A	23.5	24.1	A	23.5	23.7	A
	Passengers per Revenue Mile | 1	2.1	2.5	A	2.1	2.0	A	2.1	2.0	A
	Unique Segment Ridership | 10%	40%	45%	A	38%	57%	A	41%	61%	A
Reliability	**On-Time Performance |** 79%	74%	75%	C	70%	77%	D	78%	79%	C
	Crowding | 5%	0%	2%	A	0%	1%	A	0%	0%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.36 Peak: 0.46	Off-Peak: 0.35 Peak: 0.45	A	0.41	0.34	A	0.4	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$5.44	$ 4.96	A	$5.53	$ 5.95	A	$5.53	$ 6.09	A
	Cost Recovery | 20%	11%	12%	E	11%	10%	E	11%	9%	E

Operational Analysis

Miles Allocation



Hours Allocation



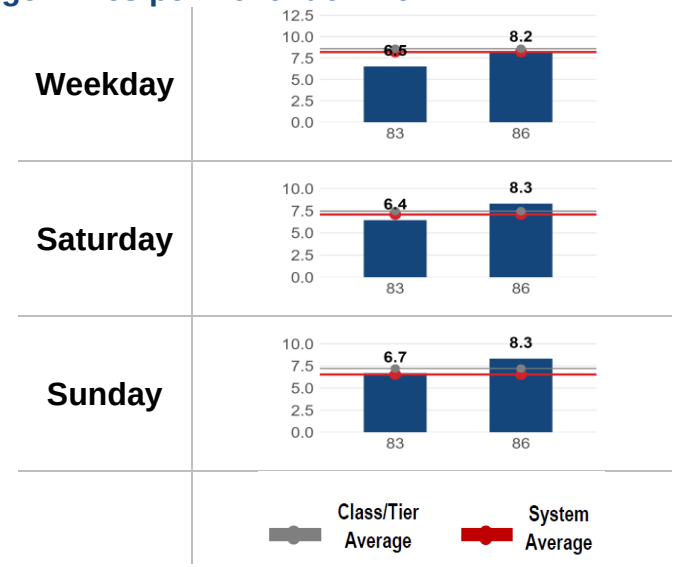
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
83	29.60	21,021	20,627 (98.1%)
86	37.30	17,085	16,696 (97.7%)

Service Change Summary

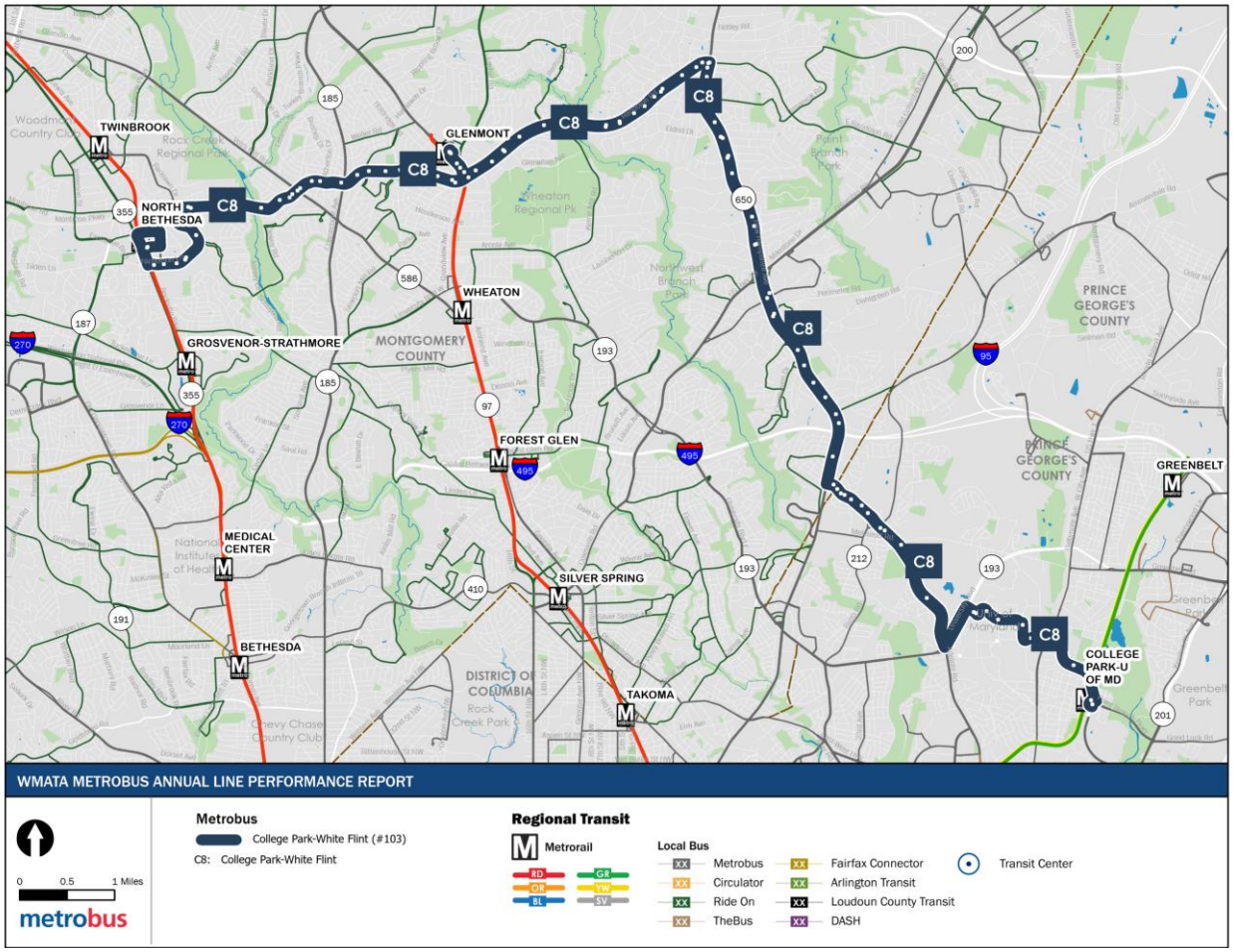
Jun 2023: 86 routing change at Hyattsville Crossing Station; Adjust running times (7 days)
Sep 2023: No change
Dec 2023: No change

Passenger Miles per Revenue Mile



LINE: 103 - College Park-White Flint ROUTE(S): C8

About the Line



Service Classification

Framework

Activity Tier

2

Overall Grade

Line	C

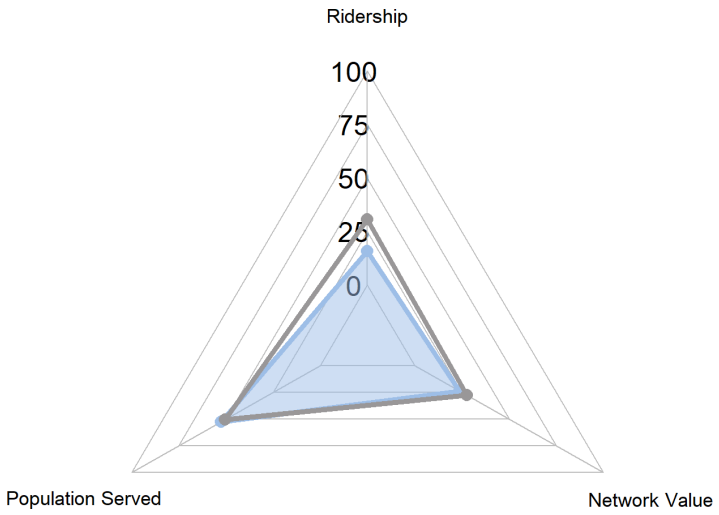
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

31

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	52	24	16	

Operating Statistics

Annual Operating Costs	$3,581,404
Peak Vehicles	8
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

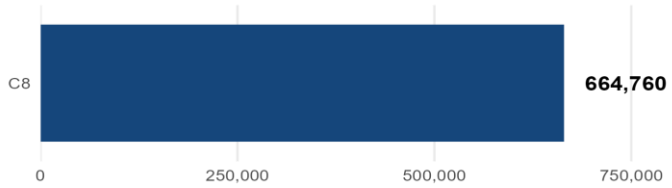
Service Area Population	53,814	
People of Color Population	*Service Area*	20,842
	% Riders Surveyed	84%
Low Income Household	*Service Area*	13,948
	% Riders Surveyed	63%

Facilities/Amenities

Bus Stops	154
% Stops With Shelters	20%
% Stops With Benches	28%
% Stops With Real-Time Signs	2%

Ridership

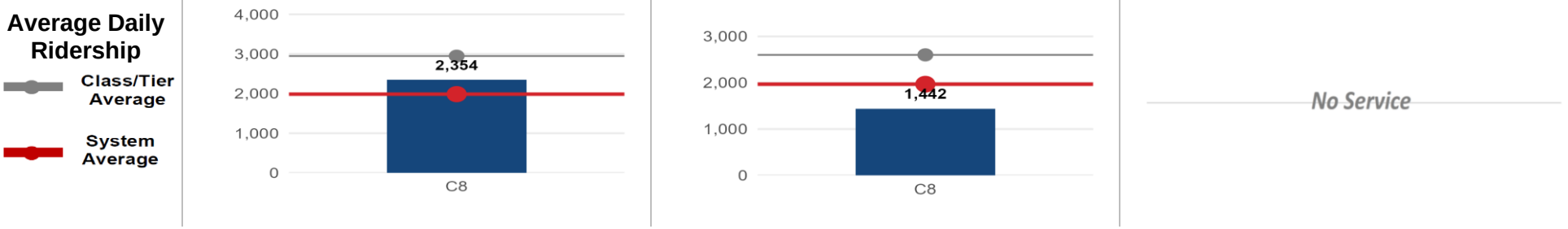
Annual Ridership



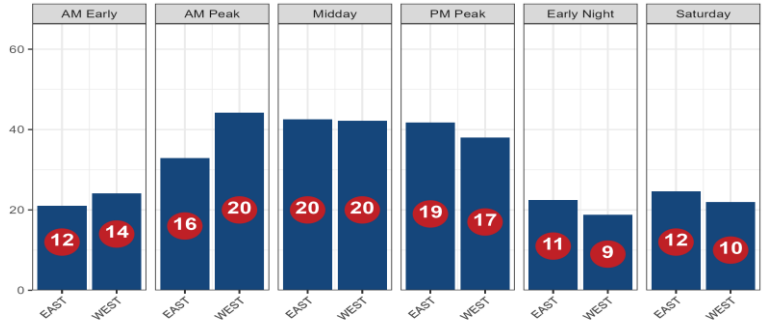
Top Transfer Locations

Glenmont, White Flint, College Park-U of MD

Average Daily Ridership



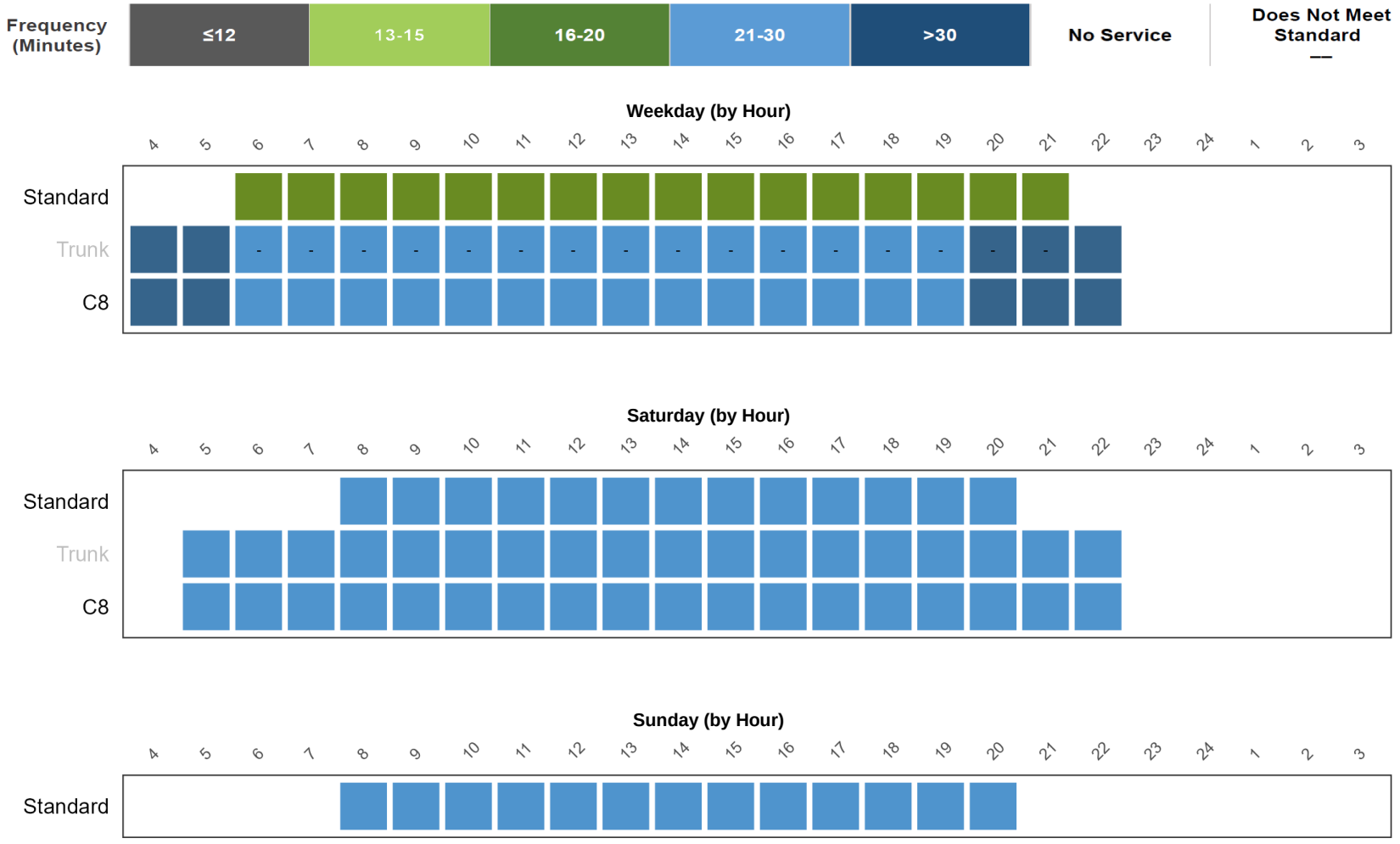
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	EAST	WEST
Weekday	**Peak** Maximum Target: 1	0.43	0.45
	Off-Peak Maximum Target: 1.0	0.43	0.41
	Saturday Maximum Target: 1.0	0.3	0.26
	Sunday Maximum Target: 1.0		

Span and Frequency



Performance Report Card

C College Park-White Flint

Measure | Standard		Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	4:57 AM - 10:03 PM	-	A	5:50 AM - 10:13 PM	-	A	-	-	-
	Frequency of Service | varies	Peak: 30.0 / Off-Peak: 29.0	Peak: 15.6 / Off-Peak: 20	D	29.0	24.4	B	-	-	-
Productivity	**Passengers per Revenue Hour |** 20	24.8	28.6	A	19.3	27.1	C	-	-	-
	Passengers per Revenue Mile | 2	1.9	2.8	C	1.3	2.5	E	-	-	-
Reliability	**On-Time Performance |** 79%	64%	76%	E	71%	78%	D	-	-	-
	Crowding | 5%	1%	2%	A	0%	1%	A	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.42 Peak: 0.44	Off-Peak: 0.38 Peak: 0.48	A	0.28	0.37	A	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$5.24	$ 5.38	B	$6.75	$ 5.53	E	-	-	-
	Cost Recovery | 20%	20%	19%	B	16%	17%	D	-	-	-

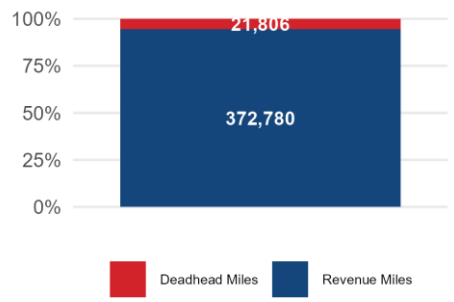
Route C8

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	3.9	4.5	E
Route Design	**Circuity |** 1.75	1.42	1.47	A

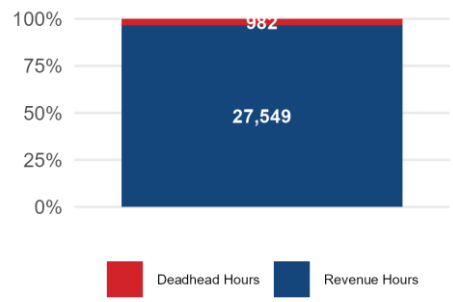
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 20	24.8	28.6	A	19.3	27.1	C	-	-	-
	Passengers per Revenue Mile | 2	1.9	2.8	C	1.3	2.5	E	-	-	-
	Unique Segment Ridership | 10%	54%	20%	A	65%	36%	A	-	-	-
Reliability	**On-Time Performance |** 79%	64%	76%	E	71%	78%	D	-	-	-
	Crowding | 5%	1%	2%	A	0%	1%	A	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.42 Peak: 0.44	Off-Peak: 0.39 Peak: 0.48	A	0.28	0.39	A	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$5.24	$ 5.38	B	$6.75	$ 5.53	E	-	-	-
	Cost Recovery | 20%	20%	19%	B	16%	17%	D	-	-	-

Operational Analysis

Miles Allocation



Hours Allocation



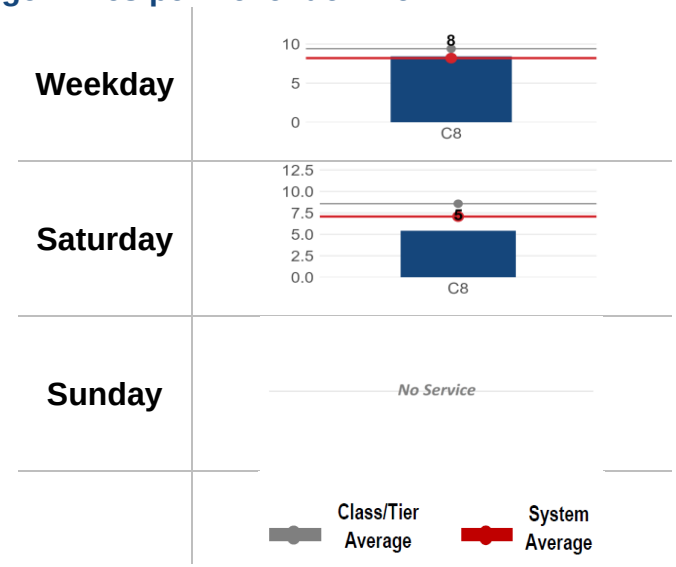
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
C8	41.20	19,283	18,814 (97.6%)

Service Change Summary

Jun 2023: No change
Sep 2023: No change
Dec 2023: No change

Passenger Miles per Revenue Mile



LINE: 144 - Columbia Pike - National Landing ROUTE(S): 16M

About the Line



Service Classification

Framework

Activity Tier

1

Overall Grade

Line	C

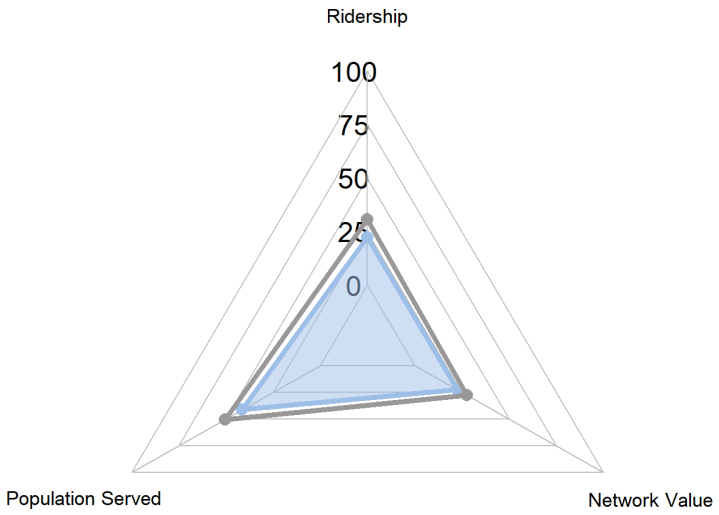
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

29

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	41	23	22	

Operating Statistics

Annual Operating Costs	
Peak Vehicles	8
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

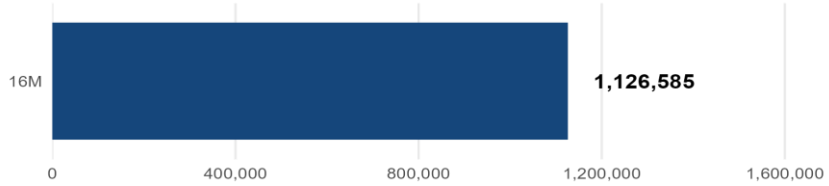
Service Area Population			53,768
People of Color Population		*Service Area*	21,760
		% Riders Surveyed	
Low Income Household		*Service Area*	12,287
		% Riders Surveyed	

Facilities/Amenities

Bus Stops	64
% Stops With Shelters	34%
% Stops With Benches	36%
% Stops With Real-Time Signs	3%

Ridership

Annual Ridership



Top Transfer Locations

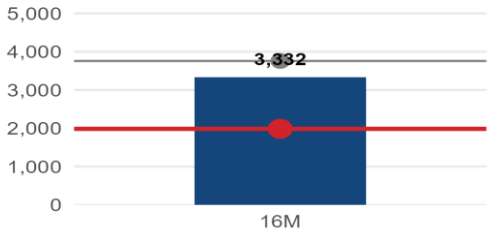
Pentagon City, Crystal City

Average Daily Ridership

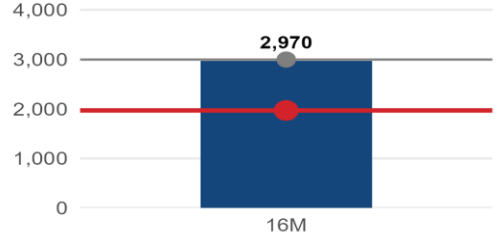
Class/Tier Average

System Average

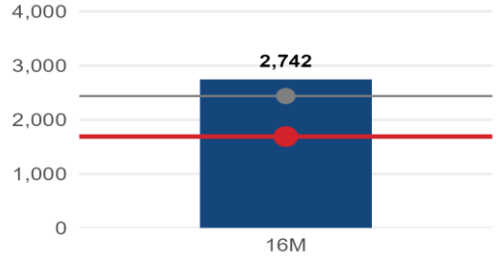
Weekday



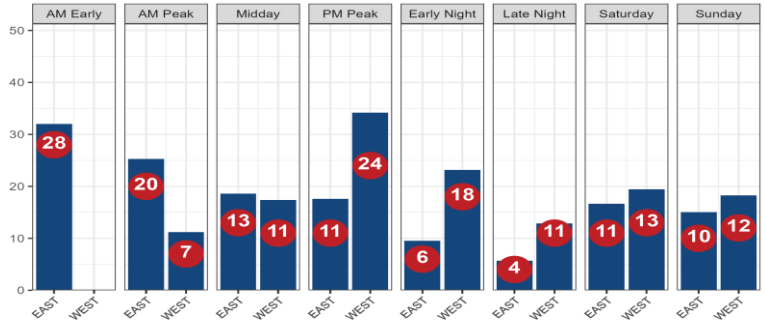
Saturday



Sunday



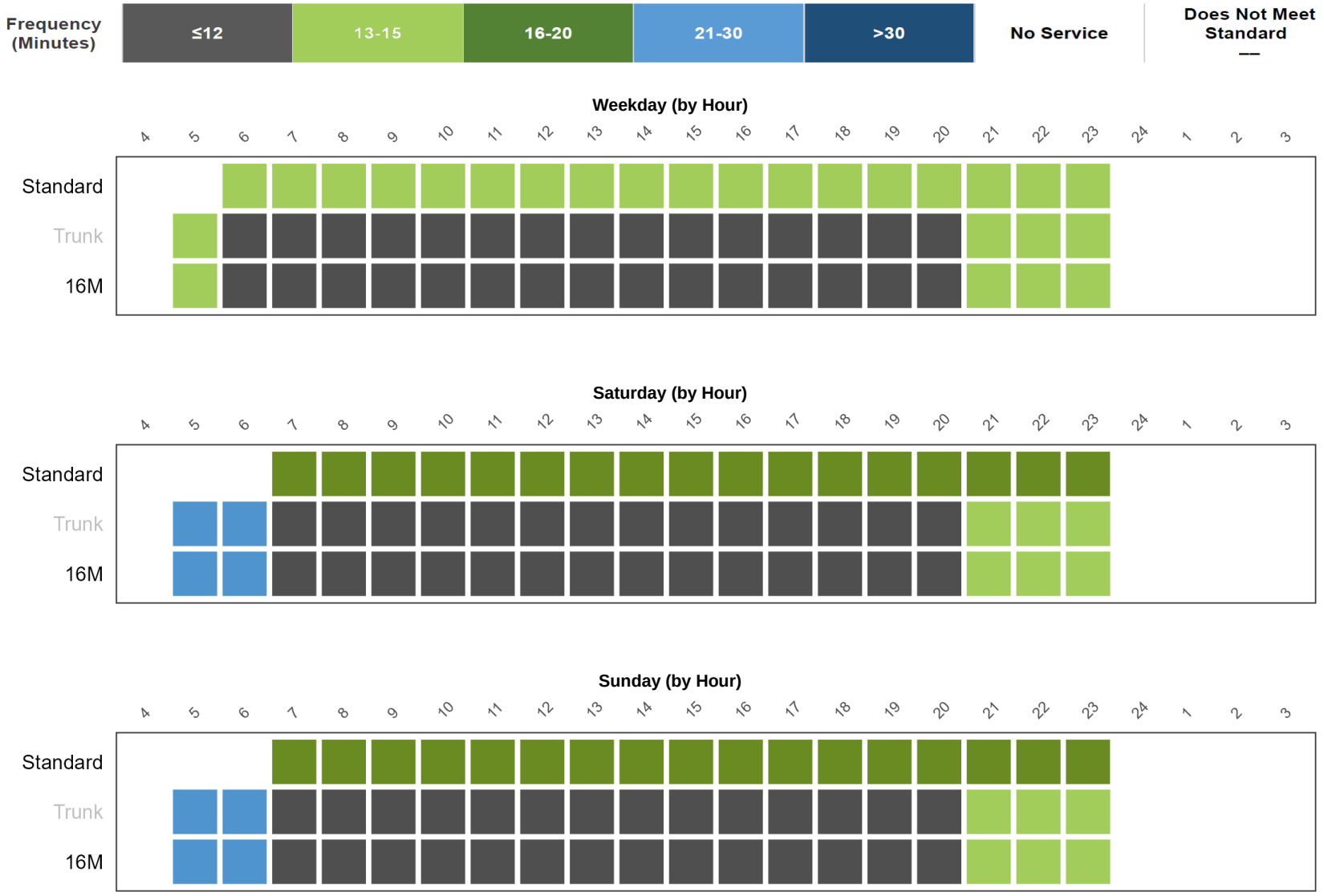
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	EAST	WEST
Weekday	**Peak** Maximum Target: 1.2	0.38	0.43
	Off-Peak Maximum Target: 1.0	0.28	0.34
	Saturday Maximum Target: 1.0	0.29	0.33
	Sunday Maximum Target: 1.0	0.26	0.31

Span and Frequency



Performance Report Card

C Columbia Pike - National Landing

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	5:30 AM - 11:34 PM	-	A	5:30 AM - 11:32 PM	-	A	5:30 AM - 11:34 PM	-	A
	Frequency of Service | varies	Peak: 12.0 / Off-Peak: 12.0	Peak: 14.7 / Off-Peak: 18.6	B	12.0	20.8	A	12.0	24.0	A
Productivity	**Passengers per Revenue Hour |** 30	28.4	32.8	C	27.0	27.8	C	23.5	26.1	E
	Passengers per Revenue Mile | 4	3.2	4.4	D	3.0	3.5	E	2.7	3.1	E
Reliability	**On-Time Performance |** 79%	79%	74%	B	76%	74%	C	86%	76%	A
	Crowding | 5%	3%	3%	A	1%	1%	A	0%	2%	A
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.31 Peak: 0.41	Off-Peak: 0.35 Peak: 0.48	A	0.31	0.35	A	0.29	0.32	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$4.57	$ 4.48	A	$4.81	$ 5.27	A	$5.54	$ 5.68	C
	Cost Recovery | 25%	24%	23%	C	23%	20%	C	20%	19%	D

Route 16M

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	NA	NA	-
Route Design	**Circuity |** 1.75	0	1.17	A

	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 30	28.4	32.8	C	27.0	27.8	C	23.5	26.1	E
	Passengers per Revenue Mile | 4	3.2	4.4	D	3.0	3.5	E	2.7	3.1	E
	Unique Segment Ridership | 10%	8%	22%	C	10%	34%	C	10%	34%	C
Reliability	**On-Time Performance |** 79%	79%	74%	B	76%	74%	C	86%	76%	A
	Crowding | 5%	3%	3%	A	1%	1%	A	0%	2%	A
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.31 Peak: 0.41	Off-Peak: 0.36 Peak: 0.5	A	0.31	0.36	A	0.29	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$4.57	$ 4.48	A	$4.81	$ 5.27	A	$5.54	$ 5.68	C
	Cost Recovery | 25%	24%	24%	C	23%	20%	C	20%	19%	D

Operational Analysis

Miles Allocation

No Service

Hours Allocation

No Service

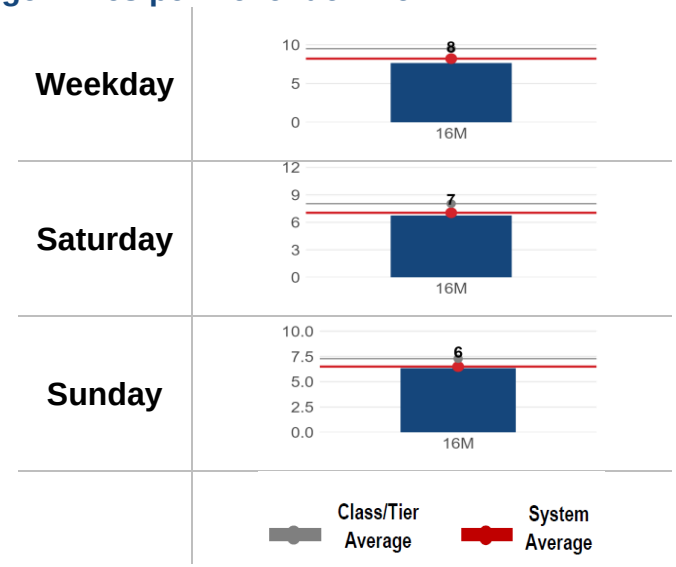
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
16M	0.00	61,635	61,256 (99.4%)

Service Change Summary

Jun 2023: Restructure 16G and 16H service from Skyline and Pentagon City into new route and extend to Crystal City; Route 16M would operate every 12 minutes from 7 AM – 9 PM, 7 days a week, and maintaining existing frequencies at all other times. Route 16G service to Arlington Mill would be discontinued.
Sep 2023: No change
Dec 2023: No change

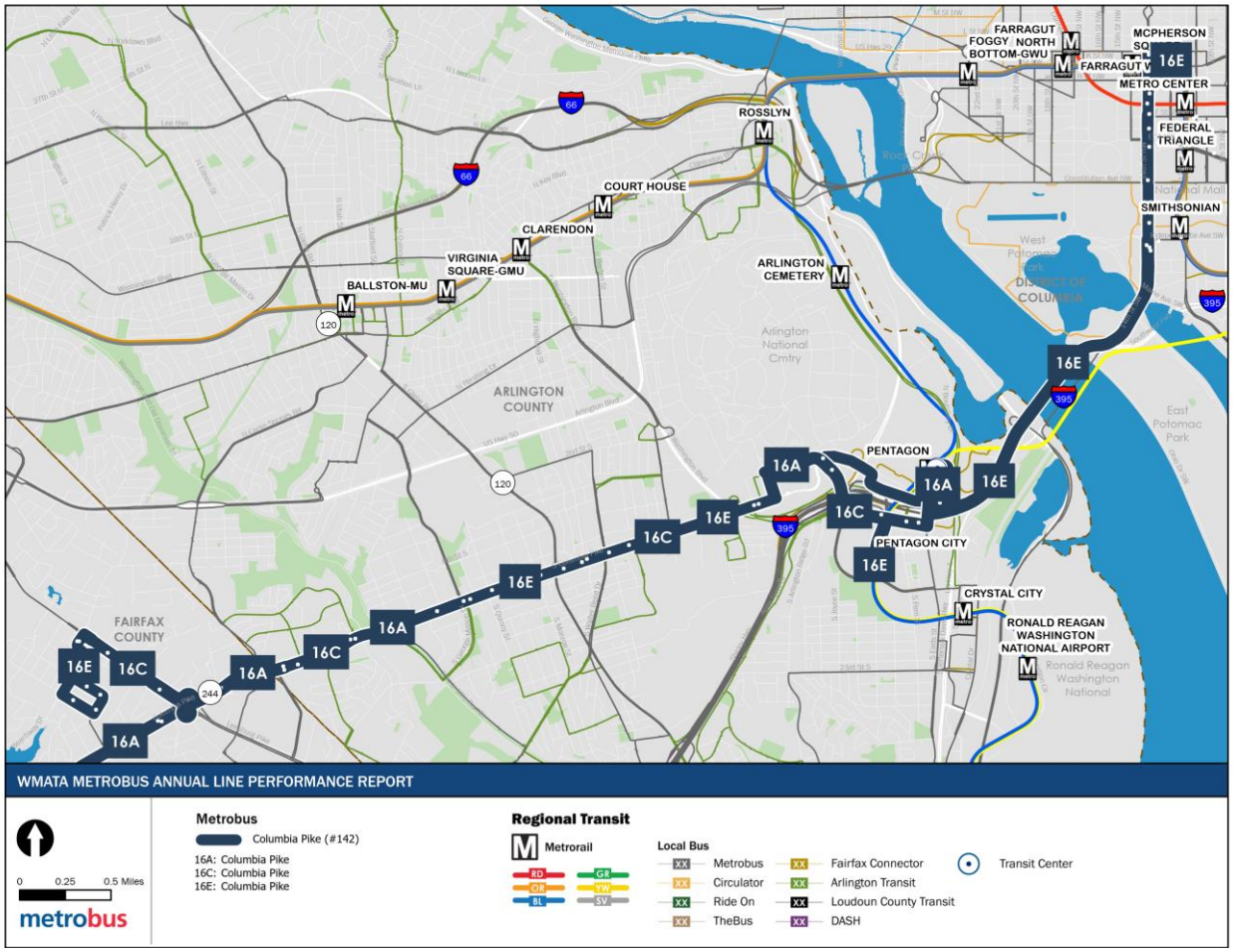
Passenger Miles per Revenue Mile



LINE: 142 - Columbia Pike

ROUTE(S): 16A, 16C, 16E

About the Line



Service Classification

Framework

Activity Tier

1

Overall Grade

Line	C

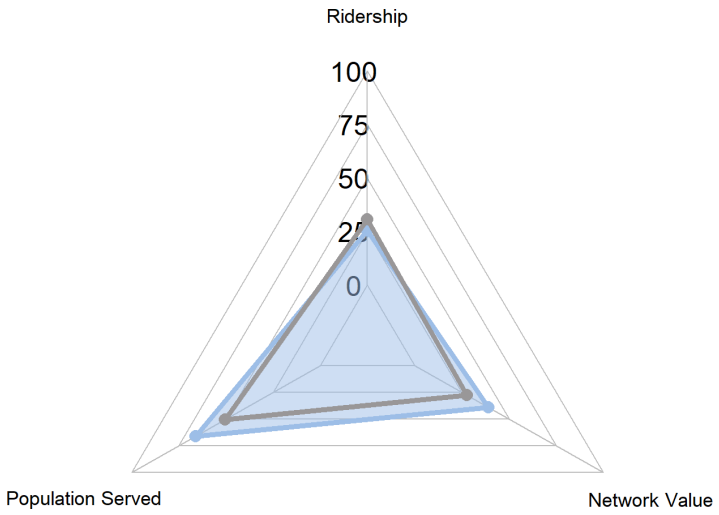
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

43

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	66	39	25	

Operating Statistics

Annual Operating Costs	$6,176,802
Peak Vehicles	10
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

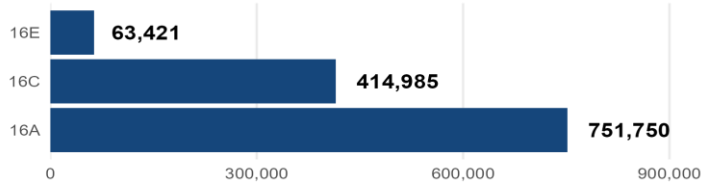
Service Area Population	93,935	
People of Color Population	*Service Area*	32,553
	% Riders Surveyed	82%
Low Income Household	*Service Area*	24,237
	% Riders Surveyed	60%

Facilities/Amenities

Bus Stops	155
% Stops With Shelters	39%
% Stops With Benches	39%
% Stops With Real-Time Signs	5%

Ridership

Annual Ridership



Top Transfer Locations

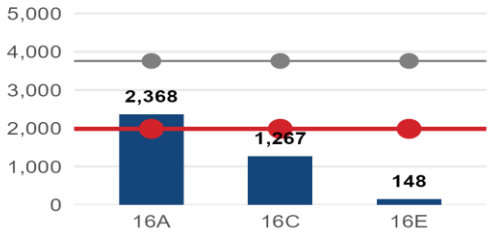
Pentagon, Pentagon City, Metro Center

Average Daily Ridership

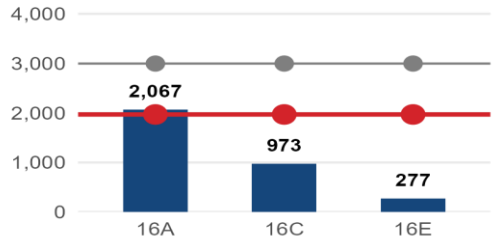
Class/Tier Average

System Average

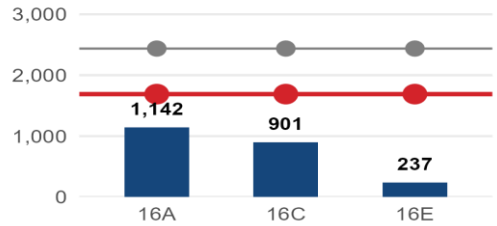
Weekday



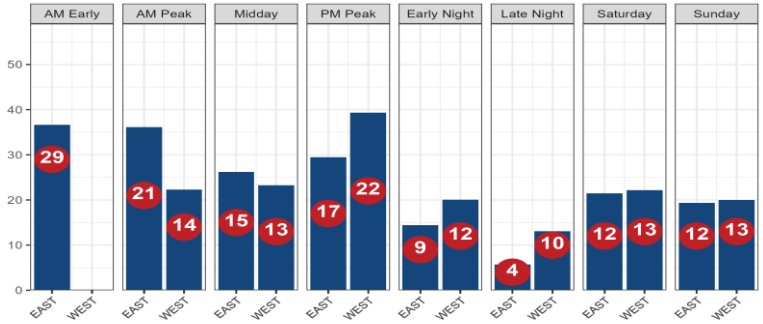
Saturday



Sunday



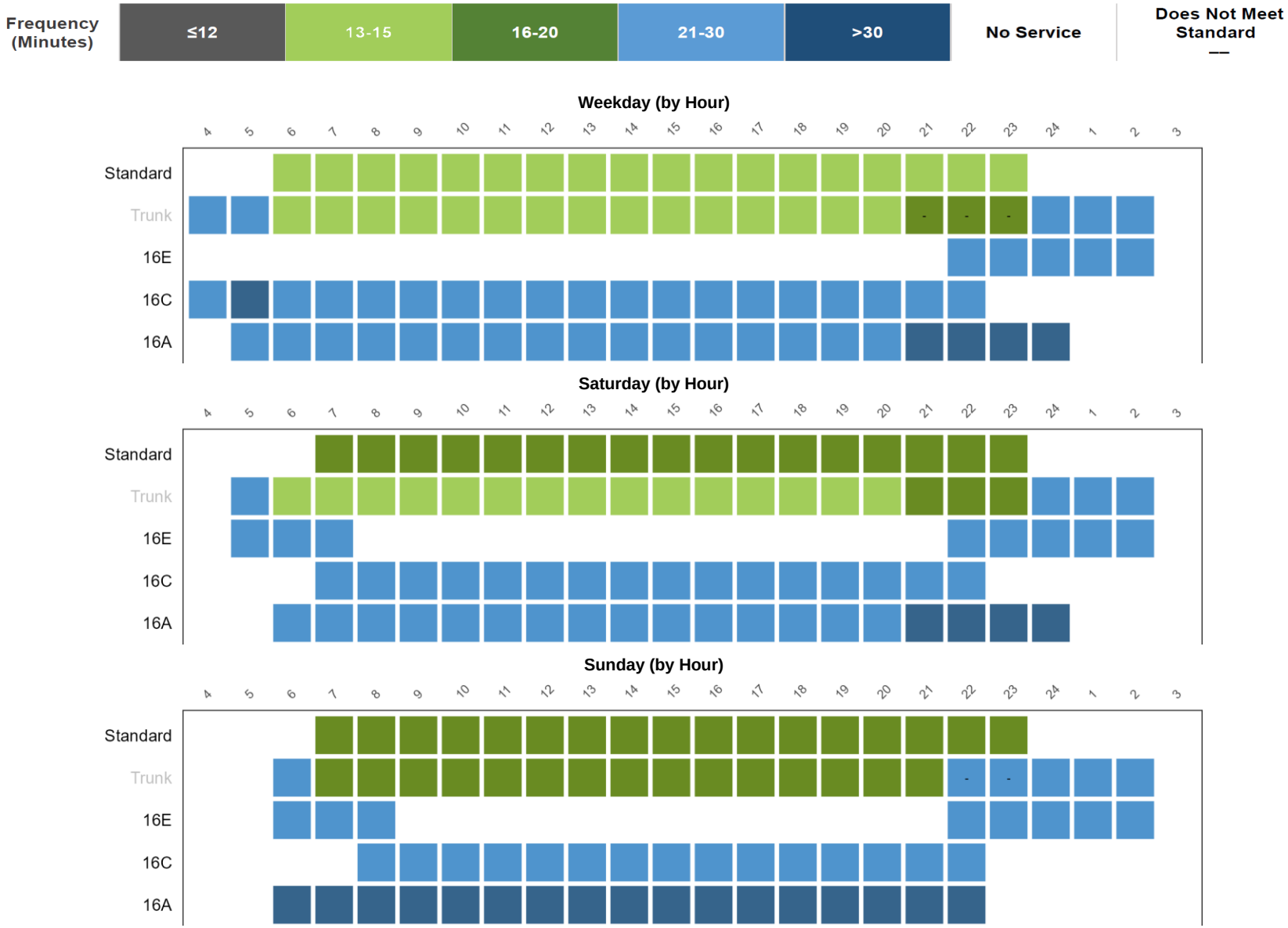
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	EAST	WEST
Weekday	**Peak** Maximum Target: 1.2	0.47	0.47
	Off-Peak Maximum Target: 1.0	0.31	0.31
	Saturday Maximum Target: 1.0	0.31	0.33
	Sunday Maximum Target: 1.0	0.3	0.32

Span and Frequency



Performance Report Card

C Columbia Pike

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	4:33 AM - 2:46 AM	-	A	5:06 AM - 2:46 AM	-	A	6:00 AM - 2:47 AM	-	A
	Frequency of Service | varies	Peak: 14.0 / Off-Peak: 15.0	Peak: 14.7 / Off-Peak: 18.6	B	16.0	20.8	B	21.0	24.0	C
Productivity	**Passengers per Revenue Hour |** 30	28.0	32.8	C	24.2	27.8	D	23.0	26.1	E
	Passengers per Revenue Mile | 4	2.6	4.4	E	2.3	3.5	E	2.1	3.1	E
Reliability	**On-Time Performance |** 79%	80%	74%	B	82%	74%	B	80%	76%	B
	Crowding | 5%	0%	3%	A	0%	1%	A	0%	2%	A
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.31 Peak: 0.47	Off-Peak: 0.35 Peak: 0.48	A	0.32	0.35	A	0.31	0.32	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$4.65	$ 4.48	A	$5.37	$ 5.27	B	$5.66	$ 5.68	C
	Cost Recovery | 25%	25%	23%	C	22%	20%	D	21%	19%	D

Route 16A

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	7.6	5.5	E
Route Design	**Circuity |** 1.75	0.66	1.23	A

	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 30	34.0	32.8	A	29.8	27.8	C	35.9	26.1	A
	Passengers per Revenue Mile | 4	3.0	4.4	E	2.6	3.5	E	2.9	3.1	E
	Unique Segment Ridership | 10%	6%	22%	D	36%	34%	A	41%	34%	A
Reliability	**On-Time Performance |** 79%	78%	74%	C	83%	74%	B	81%	76%	B
	Crowding | 5%	0%	3%	A	0%	1%	A	1%	2%	A
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.4 Peak: 0.59	Off-Peak: 0.36 Peak: 0.5	A	0.4	0.36	A	0.48	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$3.82	$ 4.48	A	$4.36	$ 5.27	A	$3.62	$ 5.68	A
	Cost Recovery | 25%	31%	24%	A	27%	20%	B	33%	19%	A

Route 16C

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	6.6	5.5	E
Route Design	**Circuity |** 1.75	0.77	1.23	A

	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 30	24.9	32.8	D	21.1	27.8	E	20.5	26.1	E
	Passengers per Revenue Mile | 4	2.7	4.4	E	2.3	3.5	E	2.3	3.1	E
	Unique Segment Ridership | 10%	0%	22%	E	0%	34%	E	0%	34%	E
Reliability	**On-Time Performance |** 79%	85%	74%	A	83%	74%	B	82%	76%	B
	Crowding | 5%	0%	3%	A	0%	1%	A	0%	2%	A
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.28 Peak: 0.35	Off-Peak: 0.36 Peak: 0.5	A	0.27	0.36	A	0.28	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$5.22	$ 4.48	B	$6.16	$ 5.27	D	$6.35	$ 5.68	D
	Cost Recovery | 25%	22%	24%	D	19%	20%	D	18%	19%	D

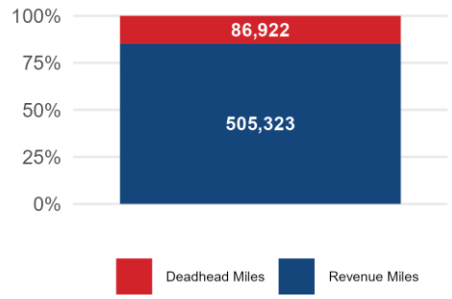
Route 16E

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	NA	NA	-
Route Design	**Circuity |** 1.75	0	1.17	A

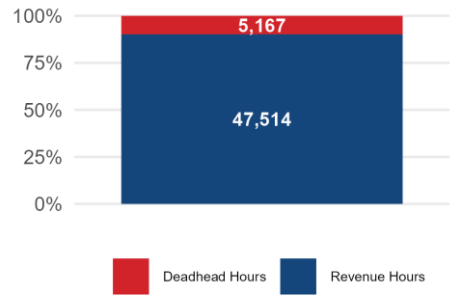
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 30	10.0	32.8	E	12.8	27.8	E	10.1	26.1	E
	Passengers per Revenue Mile | 4	0.8	4.4	E	1.0	3.5	E	0.8	3.1	E
	Unique Segment Ridership | 10%	3%	22%	E	4%	34%	E	4%	34%	E
Reliability	**On-Time Performance |** 79%	73%	74%	D	75%	74%	C	78%	76%	C
	Crowding | 5%	0%	3%	A	0%	1%	A	0%	2%	A
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.17	Off-Peak: 0.36	A	0.2	0.36	A	0.16	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$12.99	$ 4.48	E	$10.12	$ 5.27	E	$12.91	$ 5.68	E
	Cost Recovery | 25%	8%	24%	E	10%	20%	E	8%	19%	E

Operational Analysis

Miles Allocation



Hours Allocation



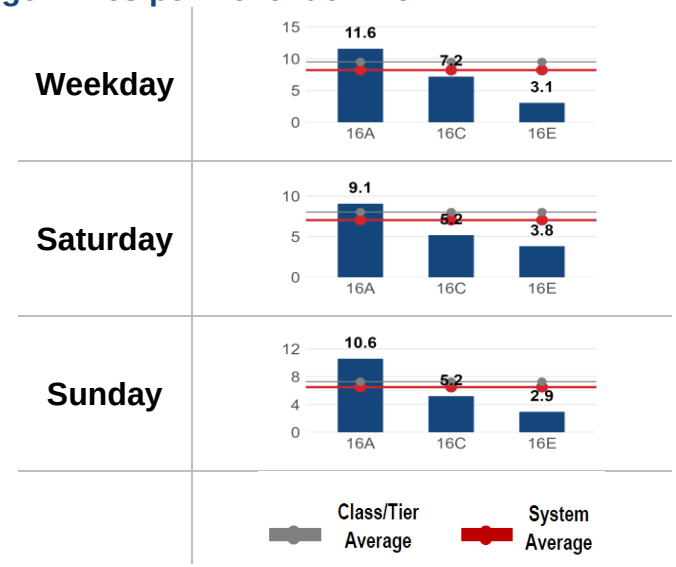
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
16A	13.60	22,882	22,716 (99.3%)
16C	8.50	24,082	23,948 (99.4%)
16E	0.00	6,793	6,722 (99.0%)

Service Change Summary

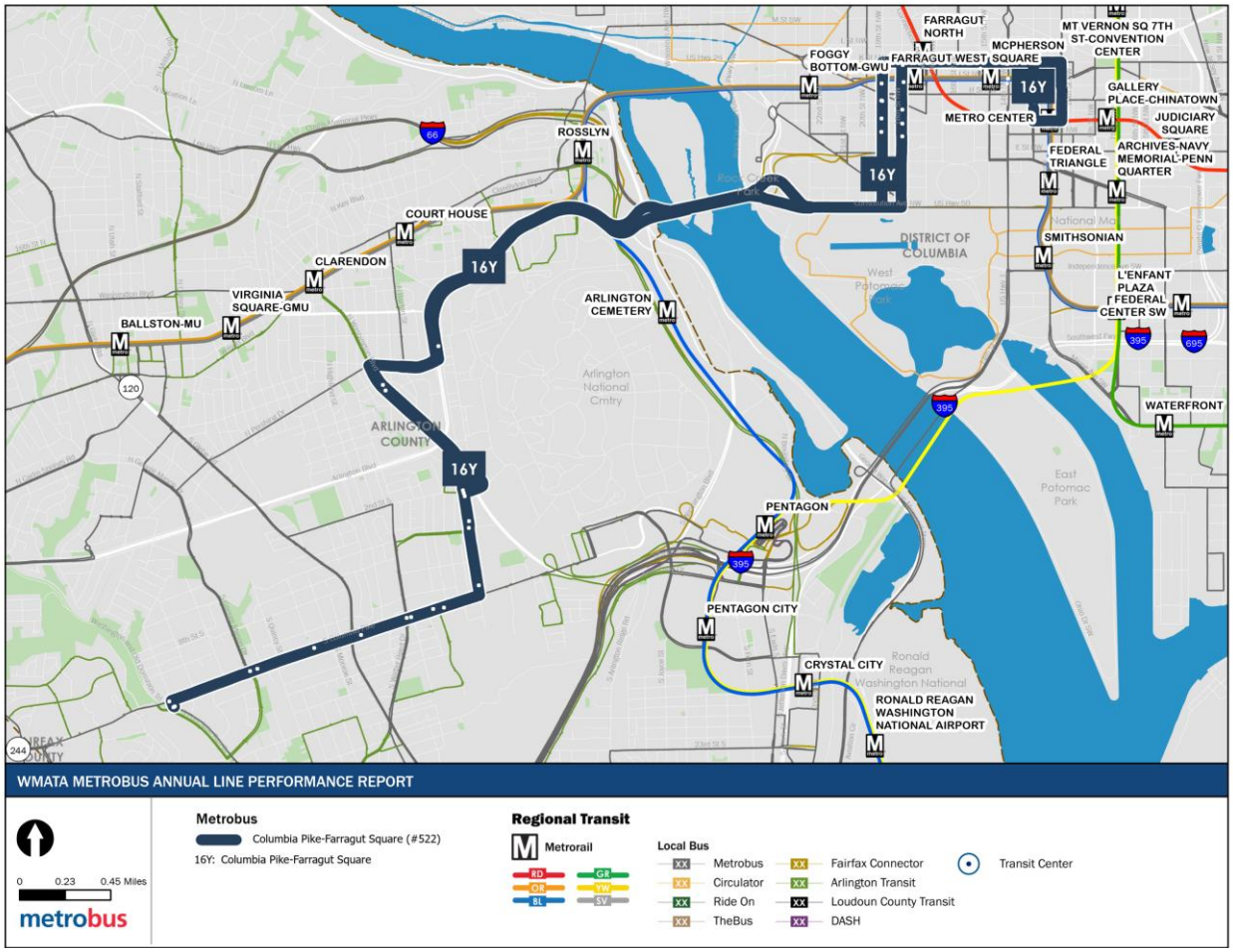
Jun 2023: No change
Sep 2023: No change
Dec 2023: No change

Passenger Miles per Revenue Mile



LINE: 522 - Columbia Pike-Farragut Square ROUTE(S): 16Y

About the Line



Service Classification

Commuter

Activity Tier

1

Overall Grade

Line	B

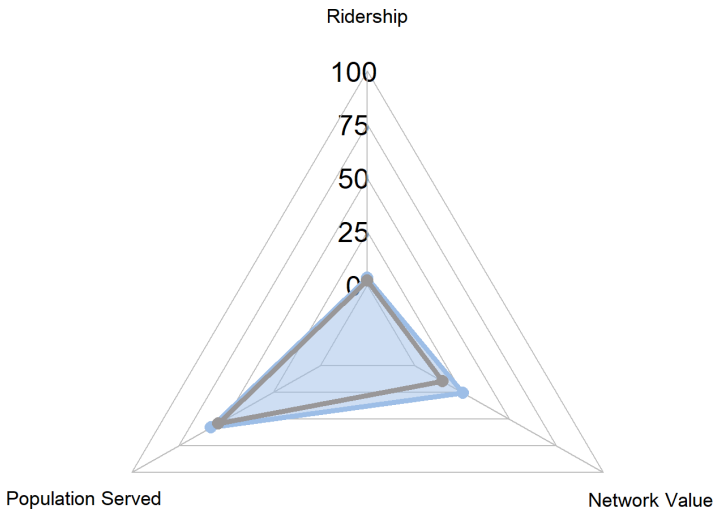
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

29

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	58	26	3	

Operating Statistics

Annual Operating Costs	$764,903
Peak Vehicles	6
Vehicle Type(s)	40 Foot

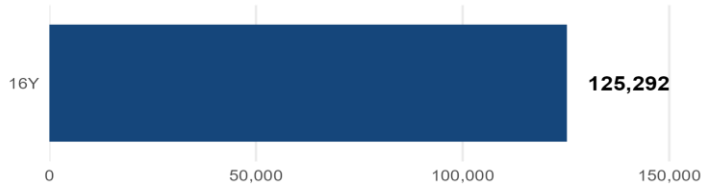
Service Area Context (1/4 Mile, Survey Weekday Only)

Service Area Population	32,496	
People of Color Population	*Service Area*	10,467
	% Riders Surveyed	46%
Low Income Household	*Service Area*	5,894
	% Riders Surveyed	12%

Facilities/Amenities

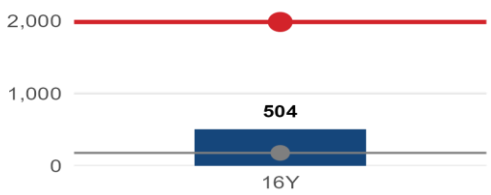
Bus Stops	54
% Stops With Shelters	43%
% Stops With Benches	44%
% Stops With Real-Time Signs	7%

Ridership

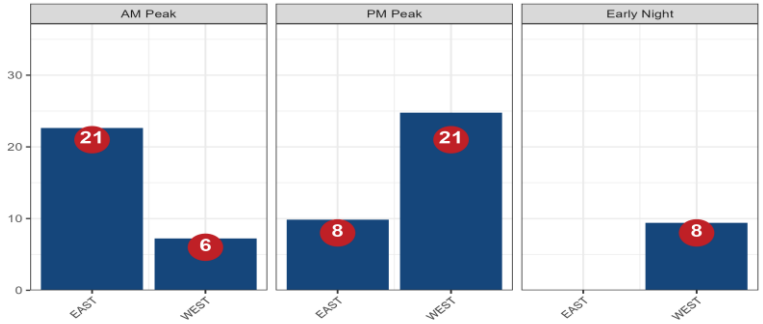
Annual Ridership	
Top Transfer Locations	**Farragut North, Farragut West, McPherson Square**

Average Daily Ridership



Weekday	Saturday	Sunday
	*No Service*	*No Service*

Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	WEST	EAST
Weekday	**Peak** Maximum Target: 1	0.37	0.41
	Off-Peak Maximum Target: 1.0	0.19	
	Saturday Maximum Target: 1.0		
	Sunday Maximum Target: 1.0		

Span and Frequency



Performance Report Card

B Columbia Pike-Farragut Square

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	6:00 AM - 9:38 AM; 4:00 PM - 7:45 PM	-	A	-	-	-	-	-	-
	Frequency of Service | varies	Peak: 22.0 / Off-Peak: 17.0	Peak: 26 / Off-Peak: 17	-	-	-	-	-	-	-
Productivity	**Passengers per Revenue Hour |** N/A	20.8	19.1	B	-	-	-	-	-	-
	Passengers per Revenue Mile | 1.5	2.2	2.3	A	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	67%	68%	E	-	-	-	-	-	-
	Crowding | 5%	4%	1%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.19 Peak: 0.39	Off-Peak: 0.19 Peak: 0.27	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$6.26	$11.96	A	-	-	-	-	-	-
	Cost Recovery | 25%	25%	22%	B	-	-	-	-	-	-

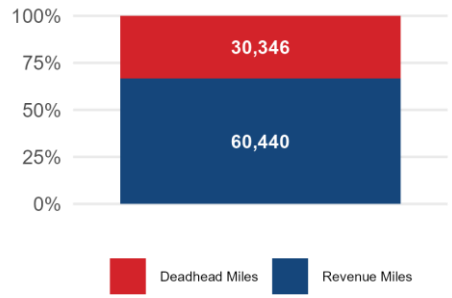
Route 16Y

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** N/A	3.1	2.6	-
Route Design	**Circuity |** N/A	1.4	1.25	-

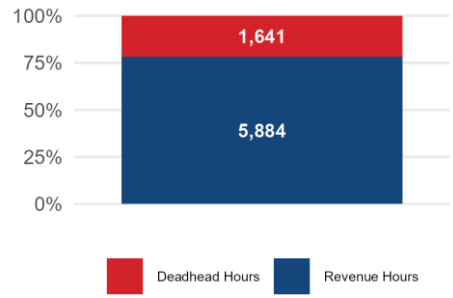
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** N/A	20.8	19.1	B	-	-	-	-	-	-
	Passengers per Revenue Mile | 1.5	2.2	2.3	A	-	-	-	-	-	-
	Unique Segment Ridership | 15%	33%	16%	A	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	67%	68%	E	-	-	-	-	-	-
	Crowding | 5%	4%	1%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.19 Peak: 0.39	Off-Peak: 0.19 Peak: 0.27	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$6.26	$11.96	A	-	-	-	-	-	-
	Cost Recovery | 25%	25%	22%	B	-	-	-	-	-	-

Operational Analysis

Miles Allocation



Hours Allocation



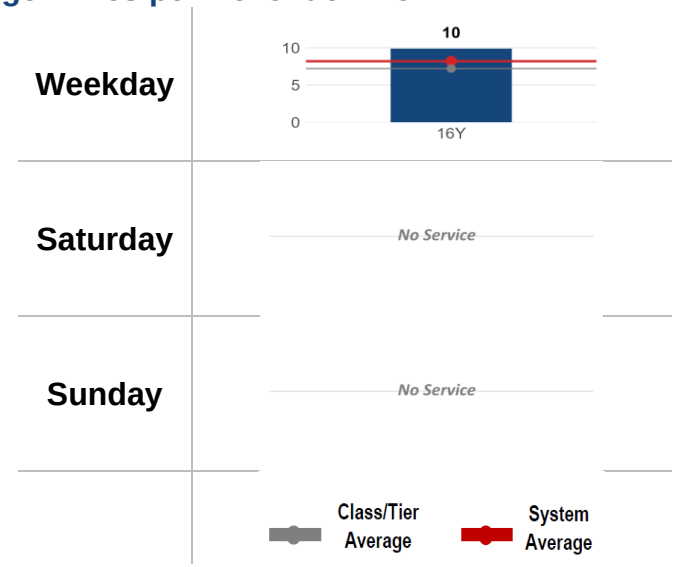
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
16Y	17.30	7,221	7,059 (97.8%)

Service Change Summary

Jun 2023: No change
Sep 2023: No change
Dec 2023: Eastern terminal route will change to serve K, 11th, G, and 13th streets NW to McPherson Square to improve operational safety. Buses will no longer turn from eastbound K Street to southbound 14th Street NW across the K Street service road.

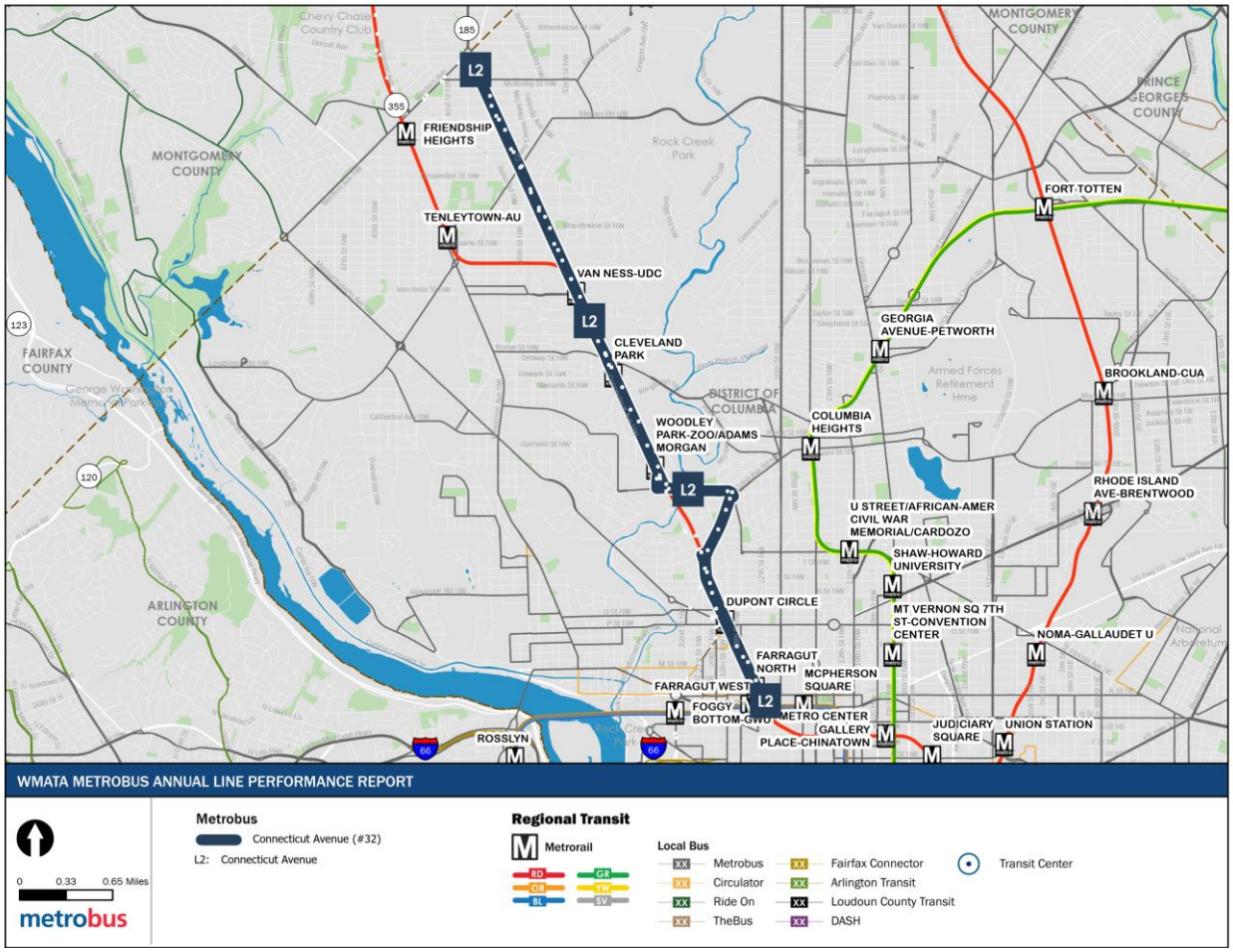
Passenger Miles per Revenue Mile



LINE: 32 - Connecticut Avenue

ROUTE(S): L2

About the Line



Service Classification

Framework

Activity Tier

1

Overall Grade

Line	B

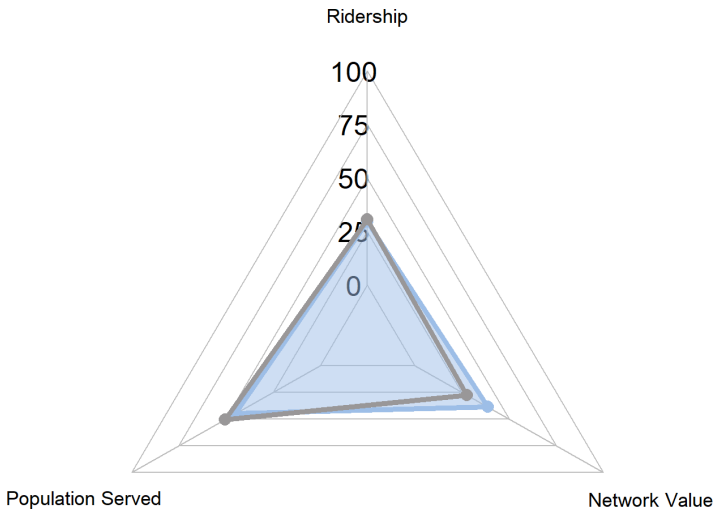
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

38

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	45	39	30	

Operating Statistics

Annual Operating Costs	$4,675,566
Peak Vehicles	9
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

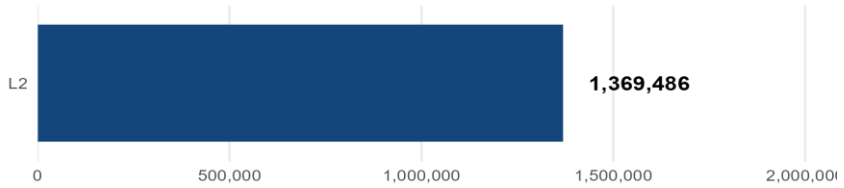
Service Area Population		44,933
People of Color Population	*Service Area*	10,138
	% Riders Surveyed	50%
Low Income Household	*Service Area*	4,645
	% Riders Surveyed	21%

Facilities/Amenities

Bus Stops	74
% Stops With Shelters	68%
% Stops With Benches	64%
% Stops With Real-Time Signs	4%

Ridership

Annual Ridership



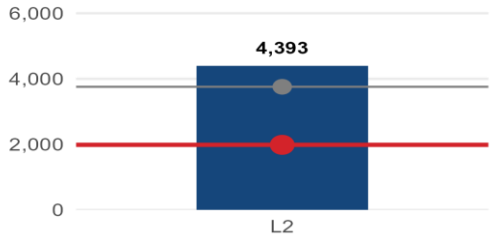
Top Transfer Locations

Van Ness-UDC, Farragut West, Farragut North

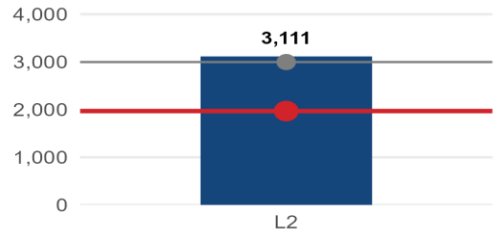
Average Daily Ridership



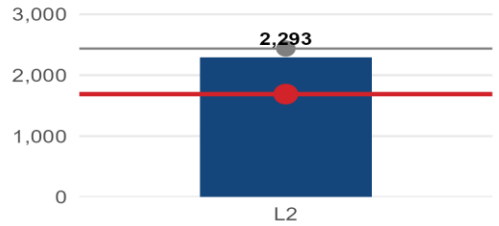
Weekday



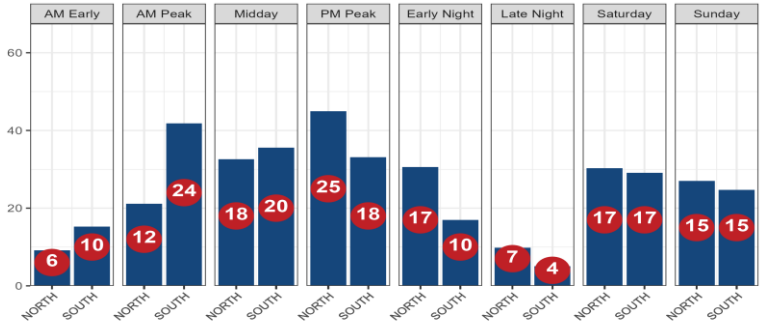
Saturday



Sunday



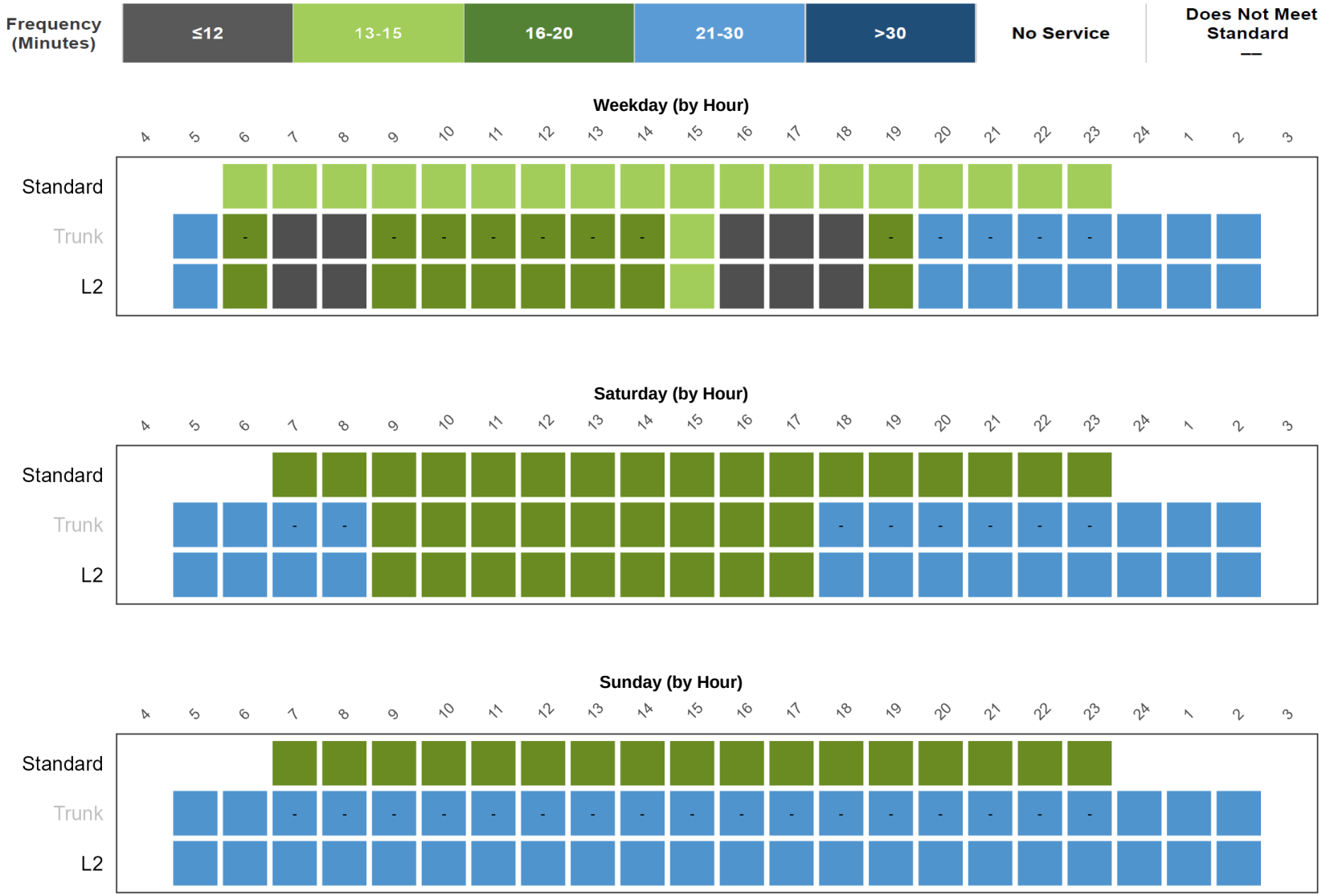
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	NORTH	SOUTH
Weekday	**Peak** Maximum Target: 1.2	0.5	0.53
	Off-Peak Maximum Target: 1.0	0.38	0.35
	Saturday Maximum Target: 1.0	0.42	0.42
	Sunday Maximum Target: 1.0	0.39	0.37

Span and Frequency



Performance Report Card

B Connecticut Avenue

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	5:05 AM - 2:26 AM	-	A	5:45 AM - 2:31 AM	-	A	5:45 AM - 2:25 AM	-	A
	Frequency of Service | varies	Peak: 11.0 / Off-Peak: 19.0	Peak: 14.7 / Off-Peak: 18.6	B	23.0	20.8	C	27.0	24.0	D
Productivity	**Passengers per Revenue Hour |** 30	39.8	32.8	A	36.9	27.8	A	33.4	26.1	A
	Passengers per Revenue Mile | 4	5.4	4.4	A	5.2	3.5	A	4.5	3.1	A
Reliability	**On-Time Performance |** 79%	76%	74%	C	75%	74%	C	79%	76%	B
	Crowding | 5%	2%	3%	A	0%	1%	A	3%	2%	A
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.37 Peak: 0.52	Off-Peak: 0.35 Peak: 0.48	A	0.42	0.35	A	0.38	0.32	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$3.27	$ 4.48	A	$3.52	$ 5.27	A	$3.89	$ 5.68	A
	Cost Recovery | 25%	37%	23%	A	34%	20%	A	31%	19%	A

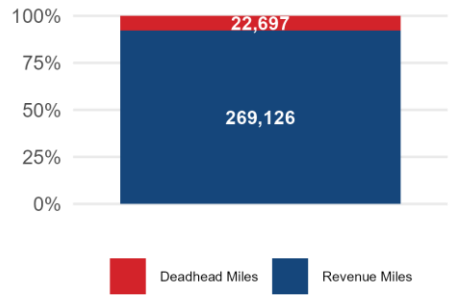
Route L2

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	6.6	5.5	E
Route Design	**Circuity |** 1.75	1.05	1.23	A

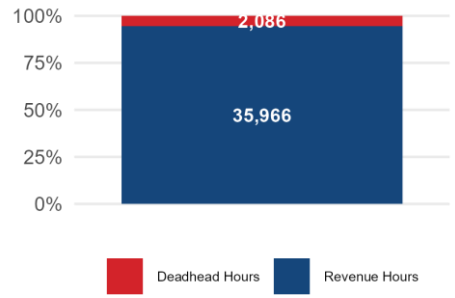
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 30	39.8	32.8	A	36.9	27.8	A	33.4	26.1	A
	Passengers per Revenue Mile | 4	5.4	4.4	A	5.2	3.5	A	4.5	3.1	A
	Unique Segment Ridership | 10%	46%	22%	A	58%	34%	A	60%	34%	A
Reliability	**On-Time Performance |** 79%	76%	74%	C	75%	74%	C	79%	76%	B
	Crowding | 5%	2%	3%	A	0%	1%	A	3%	2%	A
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.37 Peak: 0.52	Off-Peak: 0.36 Peak: 0.5	A	0.42	0.36	A	0.38	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$3.27	$ 4.48	A	$3.52	$ 5.27	A	$3.89	$ 5.68	A
	Cost Recovery | 25%	37%	24%	A	34%	20%	A	31%	19%	A

Operational Analysis

Miles Allocation



Hours Allocation



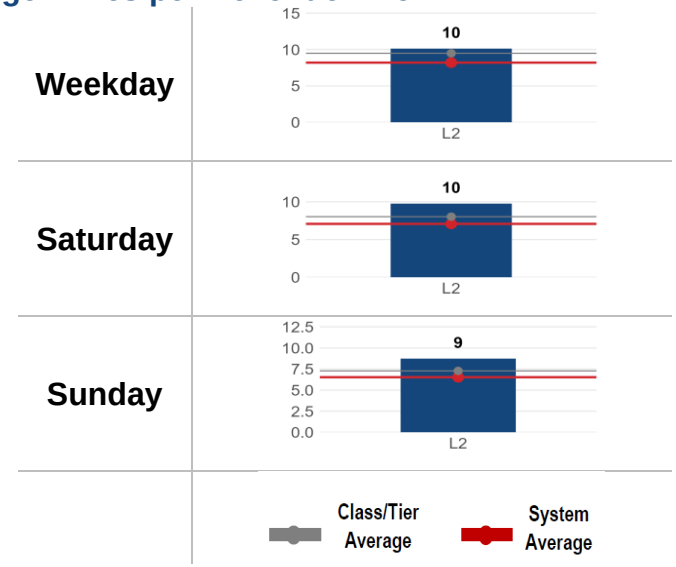
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
L2	11.30	46,155	45,623 (98.8%)

Service Change Summary

Jun 2023: No change
Sep 2023: No change
Dec 2023: Adjust running times (7 days)

Passenger Miles per Revenue Mile



LINE: 33 - Connecticut Avenue-Maryland ROUTE(S): L8

About the Line



Service Classification

Coverage

Activity Tier

3

Overall Grade

Line	A

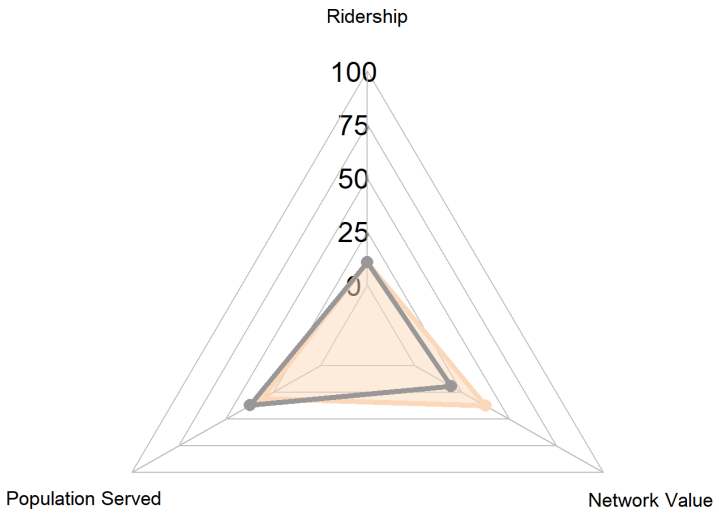
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

26

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	31	38	11	

Operating Statistics

Annual Operating Costs	$1,926,799
Peak Vehicles	4
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

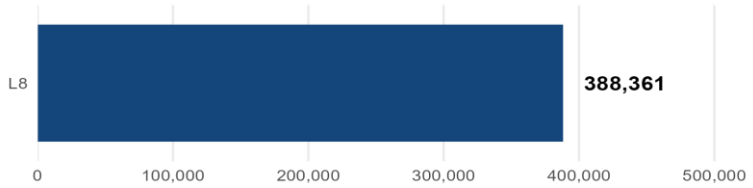
Service Area Population		37,603
People of Color Population	*Service Area*	9,994
	% Riders Surveyed	78%
Low Income Household	*Service Area*	8,271
	% Riders Surveyed	55%

Facilities/Amenities

Bus Stops	122
% Stops With Shelters	18%
% Stops With Benches	25%
% Stops With Real-Time Signs	1%

Ridership

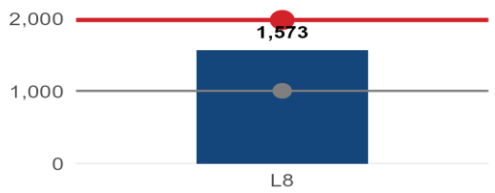
Annual Ridership



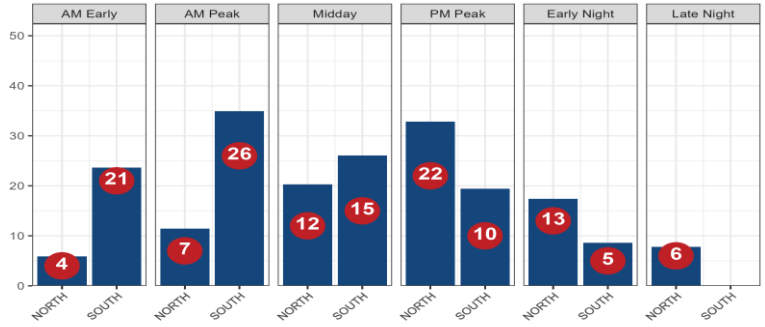
Top Transfer Locations

Friendship Heights

Average Daily Ridership

Weekday	Saturday	Sunday
	*No Service*	*No Service*

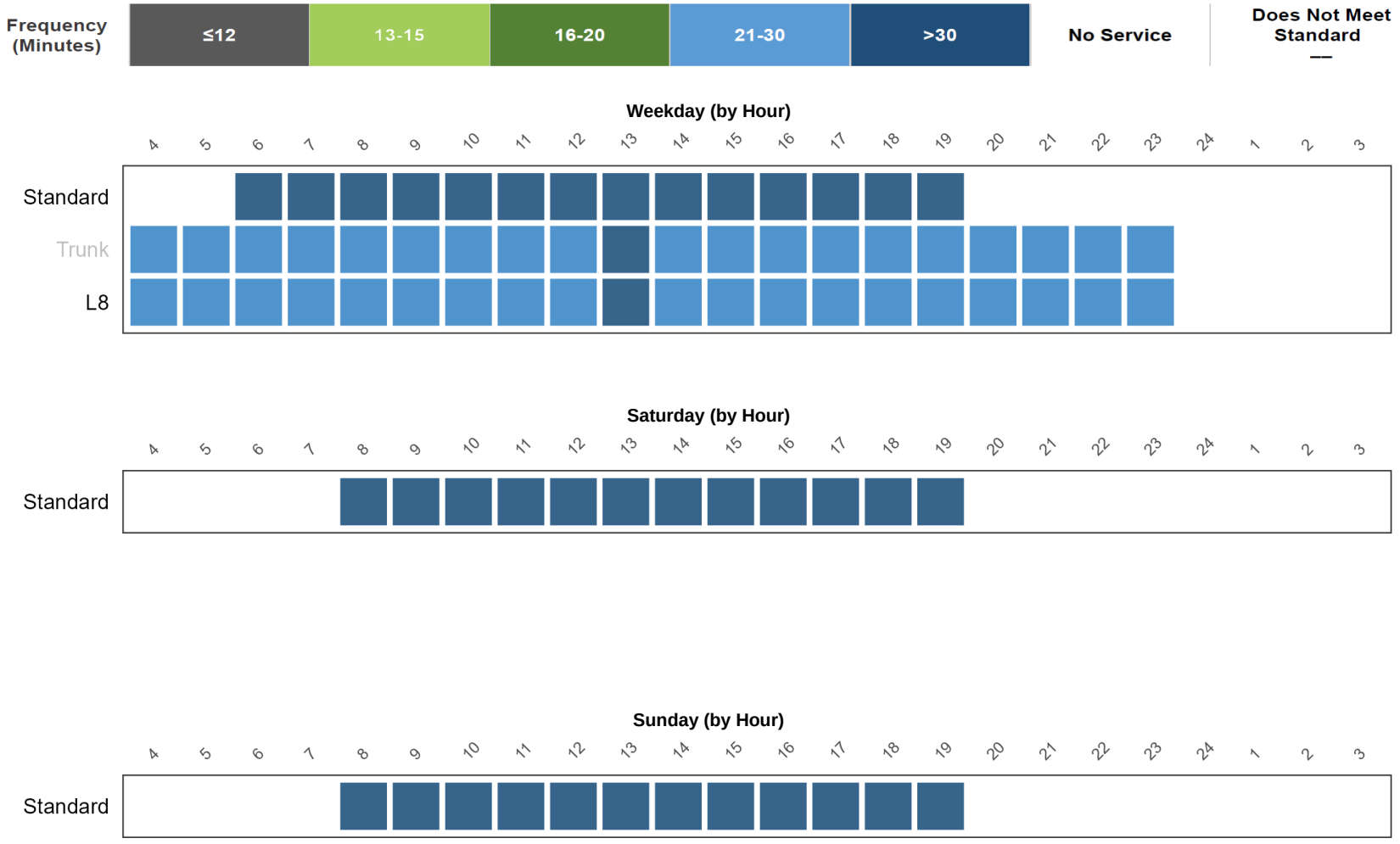
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	NORTH	SOUTH
Weekday	**Peak** Maximum Target: 1	0.38	0.44
	Off-Peak Maximum Target: 1.0	0.29	0.32
	Saturday Maximum Target: 1.0		
	Sunday Maximum Target: 1.0		

Span and Frequency



Performance Report Card

A Connecticut Avenue-Maryland

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	4:50 AM - 11:41 PM	-	A	-	-	-	-	-	-
	Frequency of Service | varies	Peak: 29.0 / Off-Peak: 30.0	Peak: 26 / Off-Peak: 38.8	A	-	-	-	-	-	-
Productivity	**Passengers per Revenue Hour |** 10	25.9	22.8	A	-	-	-	-	-	-
	Passengers per Revenue Mile | 1	2.1	1.9	A	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	80%	80%	B	-	-	-	-	-	-
	Crowding | 5%	0%	1%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.31 Peak: 0.41	Off-Peak: 0.25 Peak: 0.32	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$5.02	$ 6.33	A	-	-	-	-	-	-
	Cost Recovery | 20%	20%	10%	B	-	-	-	-	-	-

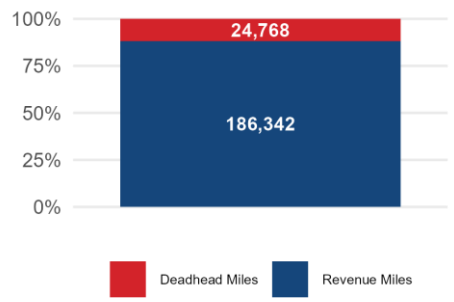
Route L8

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	5.3	4.8	E
Route Design	**Circuity |** N/A	1.19	1.78	-

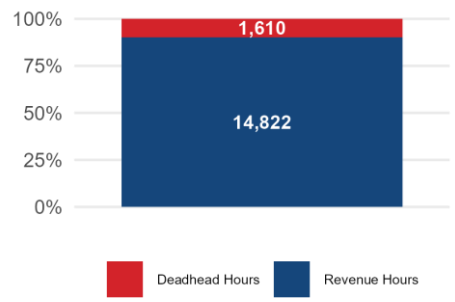
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 10	25.9	22.8	A	-	-	-	-	-	-
	Passengers per Revenue Mile | 1	2.1	1.9	A	-	-	-	-	-	-
	Unique Segment Ridership | 10%	100%	47%	A	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	80%	80%	B	-	-	-	-	-	-
	Crowding | 5%	0%	1%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.31 Peak: 0.41	Off-Peak: 0.25 Peak: 0.31	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$5.02	$ 6.33	A	-	-	-	-	-	-
	Cost Recovery | 20%	20%	10%	B	-	-	-	-	-	-

Operational Analysis

Miles Allocation



Hours Allocation



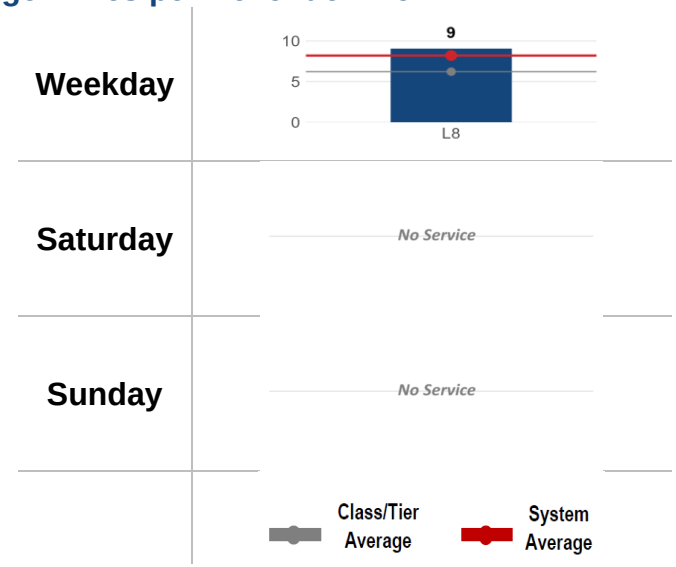
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
L8	23.50	18,177	17,885 (98.4%)

Service Change Summary

Jun 2023: Adjust running times (weekday only)
Sep 2023: No change
Dec 2023: No change

Passenger Miles per Revenue Mile



LINE: 119 - Convention Center-Southwest Waterfront ROUTE(S): 74

About the Line



Service Classification

Framework

Activity Tier

1

Overall Grade

Line	D

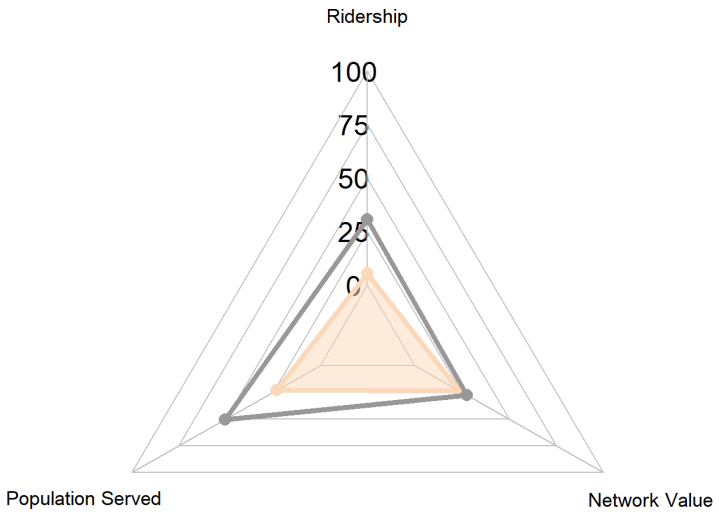
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

17

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	23	23	5	

Operating Statistics

Annual Operating Costs	$1,554,400
Peak Vehicles	2
Vehicle Type(s)	30 Foot, 35 Foot

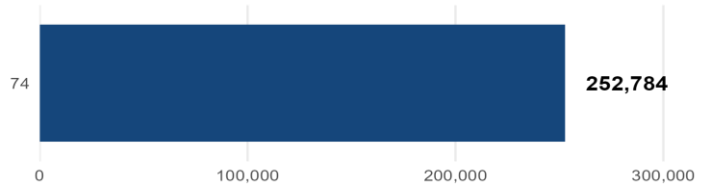
Service Area Context (1/4 Mile, Survey Weekday Only)

Service Area Population		25,466
People of Color Population	*Service Area*	9,755
	% Riders Surveyed	75%
Low Income Household	*Service Area*	5,493
	% Riders Surveyed	51%

Facilities/Amenities

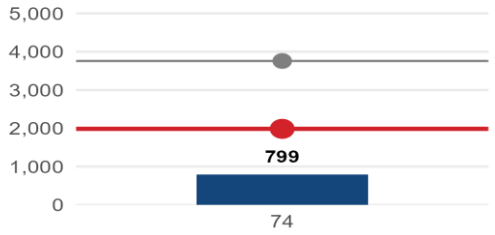
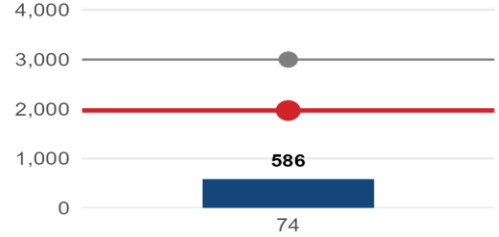
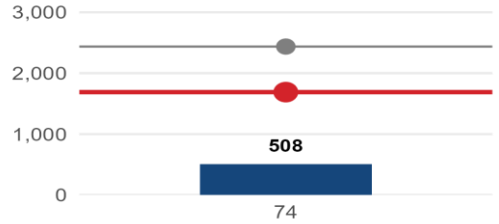
Bus Stops	42
% Stops With Shelters	36%
% Stops With Benches	29%
% Stops With Real-Time Signs	17%

Ridership

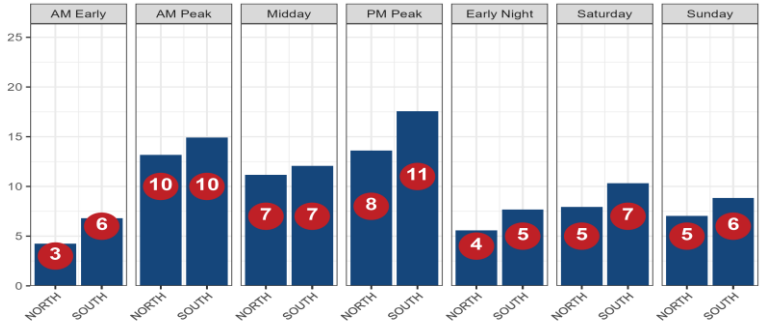
Annual Ridership	
Top Transfer Locations	**Waterfront, L'Enfant Plaza, Gallery Place-Chinatown**

Average Daily Ridership



Weekday	Saturday	Sunday
		

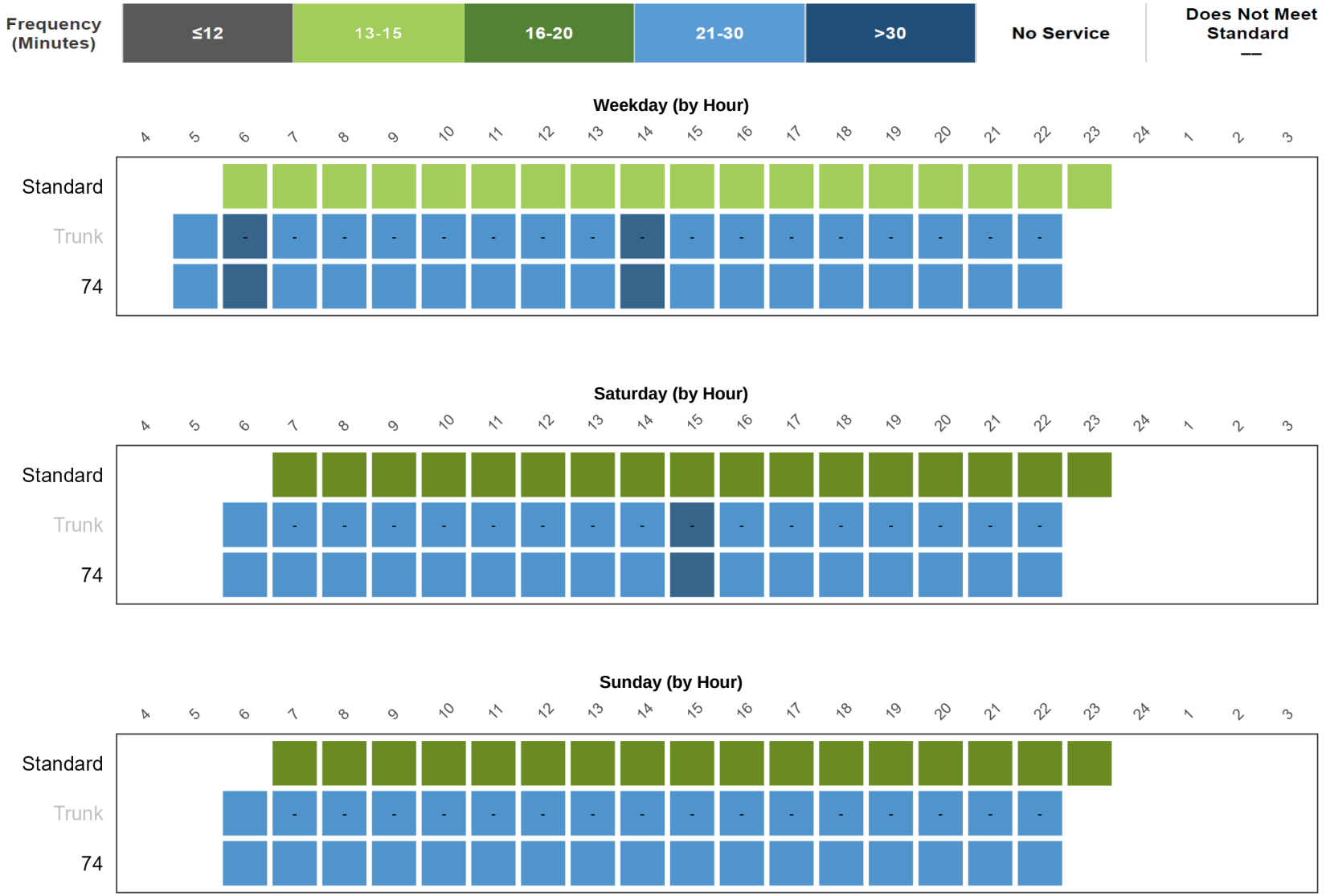
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	NORTH	SOUTH
Weekday	**Peak** Maximum Target: 1.2	0.22	0.27
Weekday	**Off-Peak** Maximum Target: 1.0	0.14	0.16
	Saturday Maximum Target: 1.0	0.14	0.18
	Sunday Maximum Target: 1.0	0.13	0.15

Span and Frequency



Performance Report Card

D Convention Center-Southwest Waterfront

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	5:05 AM - 10:49 PM	-	B	6:35 AM - 10:53 PM	-	C	6:35 AM - 10:45 PM	-	C
	Frequency of Service | varies	Peak: 29.0 / Off-Peak: 30.0	Peak: 14.7 / Off-Peak: 18.6	E	30.0	20.8	D	30.0	24.0	D
Productivity	**Passengers per Revenue Hour |** 30	23.5	32.8	E	19.2	27.8	E	17.2	26.1	E
	Passengers per Revenue Mile | 4	3.2	4.4	D	2.6	3.5	E	2.2	3.1	E
Reliability	**On-Time Performance |** 79%	78%	74%	C	73%	74%	D	78%	76%	C
	Crowding | 5%	0%	3%	A	0%	1%	A	0%	2%	A
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.15 Peak: 0.25	Off-Peak: 0.35 Peak: 0.48	A	0.16	0.35	A	0.14	0.32	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$5.54	$ 4.48	C	$6.76	$ 5.27	E	$7.54	$ 5.68	E
	Cost Recovery | 25%	14%	23%	E	11%	20%	E	10%	19%	E

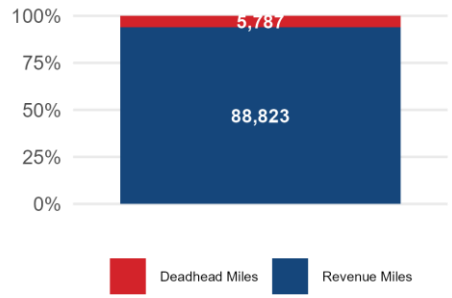
Route 74

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	6	5.5	E
Route Design	**Circuity |** 1.75	1.31	1.23	A

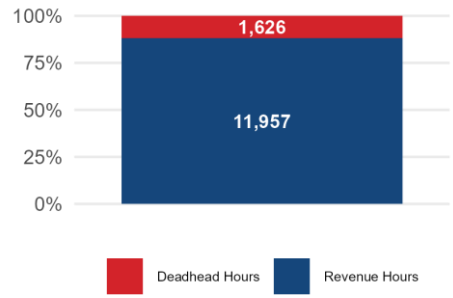
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 30	23.5	32.8	E	19.2	27.8	E	17.2	26.1	E
	Passengers per Revenue Mile | 4	3.2	4.4	D	2.6	3.5	E	2.2	3.1	E
	Unique Segment Ridership | 10%	48%	22%	A	43%	34%	A	44%	34%	A
Reliability	**On-Time Performance |** 79%	78%	74%	C	73%	74%	D	78%	76%	C
	Crowding | 5%	0%	3%	A	0%	1%	A	0%	2%	A
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.15 Peak: 0.25	Off-Peak: 0.36 Peak: 0.5	A	0.16	0.36	A	0.14	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$5.54	$ 4.48	C	$6.76	$ 5.27	E	$7.54	$ 5.68	E
	Cost Recovery | 25%	14%	24%	E	11%	20%	E	10%	19%	E

Operational Analysis

Miles Allocation



Hours Allocation



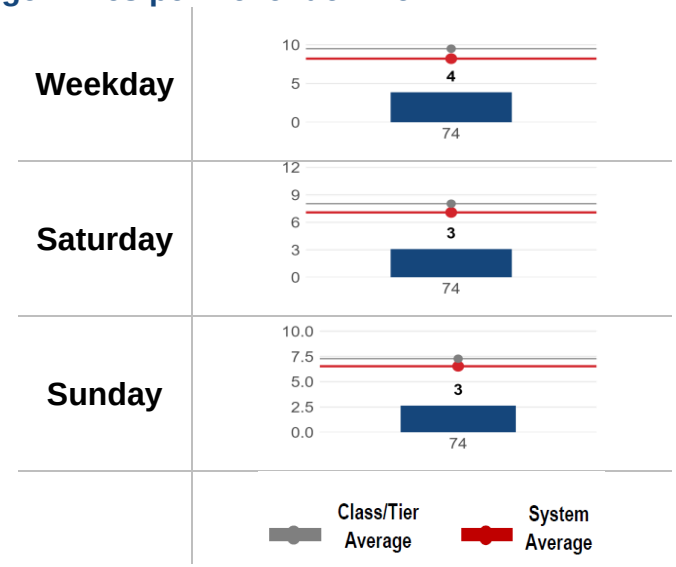
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
74	7.40	24,900	24,406 (98.0%)

Service Change Summary

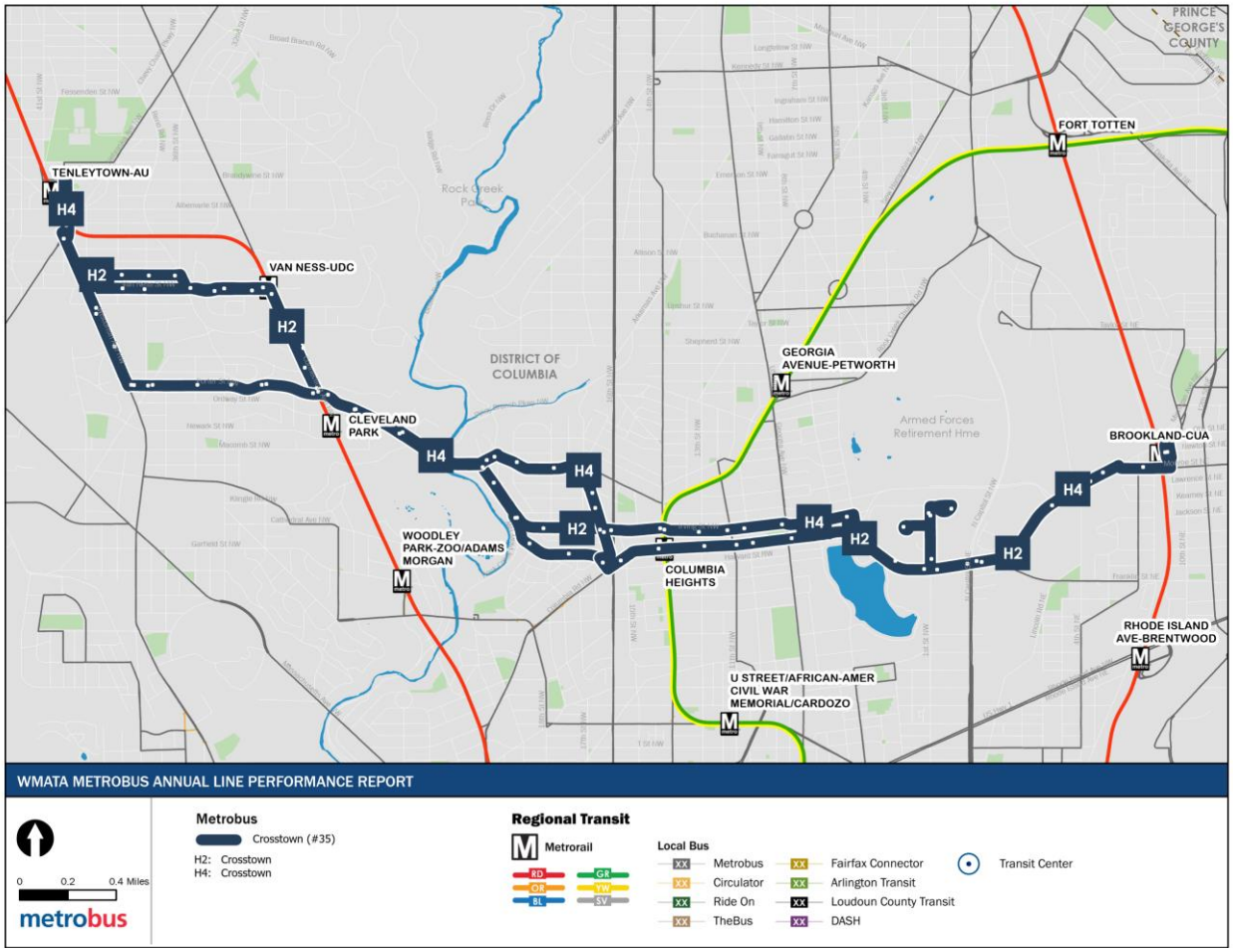
Jun 2023: No change
Sep 2023: No change
Dec 2023: No change

Passenger Miles per Revenue Mile



LINE: 35 - Crosstown ROUTE(S): H2, H4

About the Line



Service Classification

Framework

Activity Tier

1

Overall Grade

Line	B

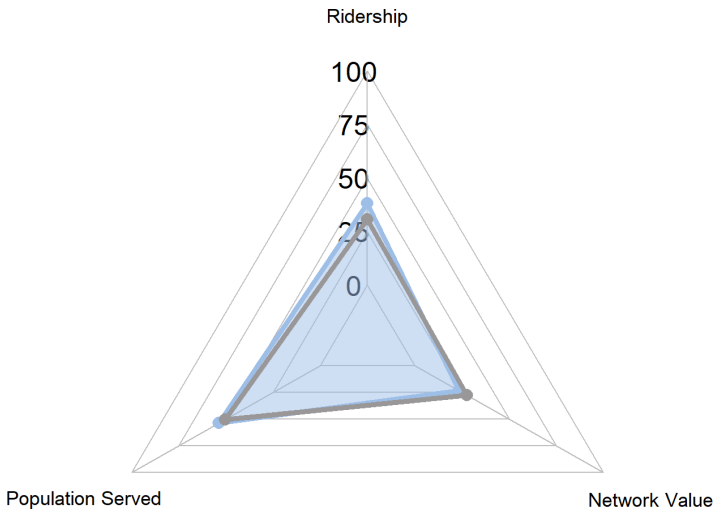
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

38

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	54	23	38	

Operating Statistics

Annual Operating Costs	$7,337,851
Peak Vehicles	14
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

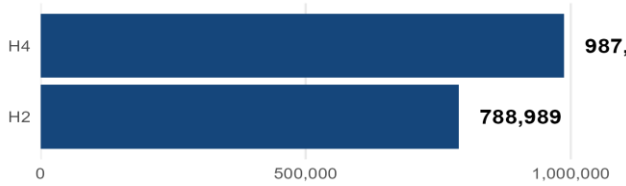
Service Area Population		74,009
People of Color Population	*Service Area*	21,931
	% Riders Surveyed	65%
Low Income Household	*Service Area*	14,040
	% Riders Surveyed	42%

Facilities/Amenities

Bus Stops	103
% Stops With Shelters	25%
% Stops With Benches	17%
% Stops With Real-Time Signs	7%

Ridership

Annual Ridership



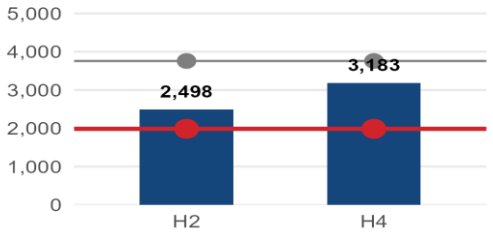
Top Transfer Locations

Columbia Heights, Cleveland Park, Brookland

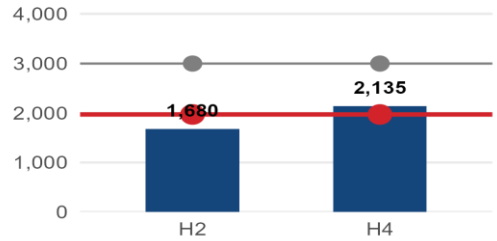
Average Daily Ridership



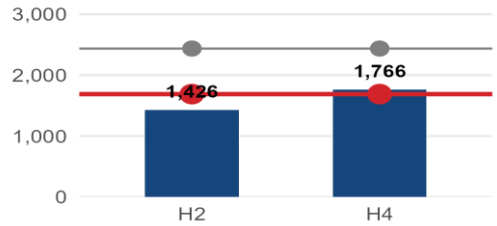
Weekday



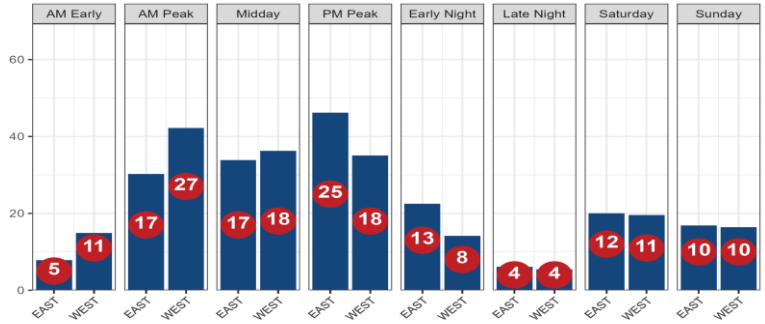
Saturday



Sunday



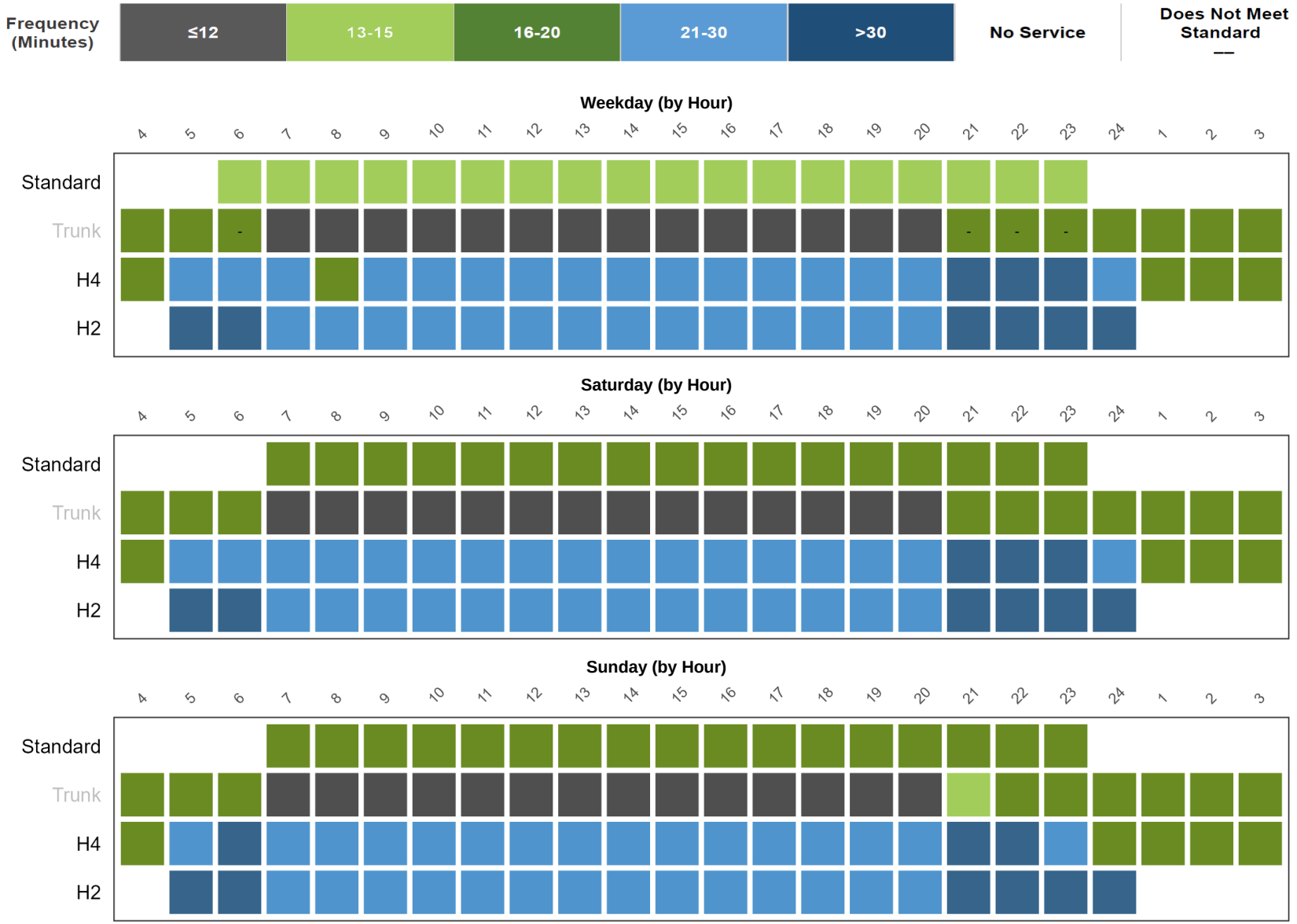
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	EAST	WEST
Weekday	**Peak** Maximum Target: 1.2	0.55	0.55
	Off-Peak Maximum Target: 1.0	0.32	0.31
	Saturday Maximum Target: 1.0	0.29	0.28
	Sunday Maximum Target: 1.0	0.25	0.24

Span and Frequency



Performance Report Card

B Crosstown

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	24 hours	-	A	24 hours	-	A	24 hours	-	A
	Frequency of Service | varies	Peak: 11.0 / Off-Peak: 11.0	Peak: 14.7 / Off-Peak: 18.6	B	14.0	20.8	A	14.0	24.0	A
Productivity	**Passengers per Revenue Hour |** 30	33.1	32.8	A	24.1	27.8	D	21.7	26.1	E
	Passengers per Revenue Mile | 4	4.1	4.4	B	2.8	3.5	E	2.3	3.1	E
Reliability	**On-Time Performance |** 79%	71%	74%	D	70%	74%	D	73%	76%	D
	Crowding | 5%	2%	3%	A	0%	1%	A	0%	2%	A
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.31 Peak: 0.55	Off-Peak: 0.35 Peak: 0.48	A	0.28	0.35	A	0.25	0.32	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$3.93	$ 4.48	A	$5.41	$ 5.27	B	$6.00	$ 5.68	D
	Cost Recovery | 25%	24%	23%	C	17%	20%	E	16%	19%	E

Route H2

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	5.4	5.5	E
Route Design	**Circuity |** 1.75	1.22	1.23	A

	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 30	33.1	32.8	A	24.2	27.8	D	22.4	26.1	E
	Passengers per Revenue Mile | 4	4.2	4.4	B	2.9	3.5	E	2.5	3.1	E
	Unique Segment Ridership | 10%	7%	22%	D	8%	34%	C	8%	34%	C
Reliability	**On-Time Performance |** 79%	70%	74%	D	69%	74%	D	74%	76%	C
	Crowding | 5%	2%	3%	A	0%	1%	A	0%	2%	A
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.34 Peak: 0.5	Off-Peak: 0.36 Peak: 0.5	A	0.3	0.36	A	0.26	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$3.92	$ 4.48	A	$5.38	$ 5.27	B	$5.80	$ 5.68	C
	Cost Recovery | 25%	23%	24%	C	17%	20%	E	16%	19%	E

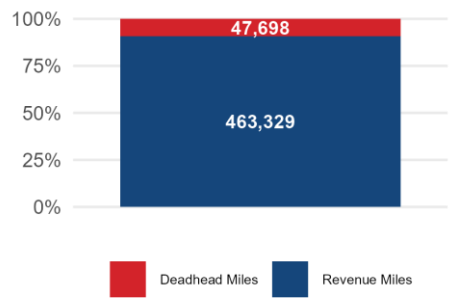
Route H4

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	5.5	5.5	E
Route Design	**Circuity |** 1.75	1.23	1.23	A

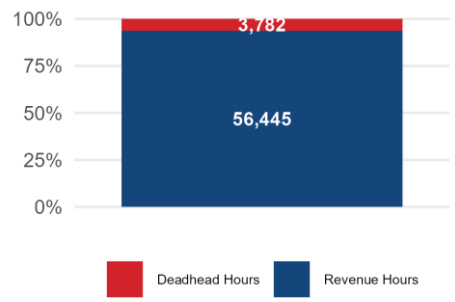
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 30	33.0	32.8	B	23.9	27.8	E	21.1	26.1	E
	Passengers per Revenue Mile | 4	4.0	4.4	B	2.7	3.5	E	2.2	3.1	E
	Unique Segment Ridership | 10%	2%	22%	E	20%	34%	A	21%	34%	A
Reliability	**On-Time Performance |** 79%	72%	74%	D	70%	74%	D	73%	76%	D
	Crowding | 5%	2%	3%	A	0%	1%	A	0%	2%	A
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.29 Peak: 0.59	Off-Peak: 0.36 Peak: 0.5	A	0.28	0.36	A	0.24	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$3.94	$ 4.48	A	$5.45	$ 5.27	B	$6.17	$ 5.68	D
	Cost Recovery | 25%	24%	24%	C	18%	20%	E	16%	19%	E

Operational Analysis

Miles Allocation



Hours Allocation



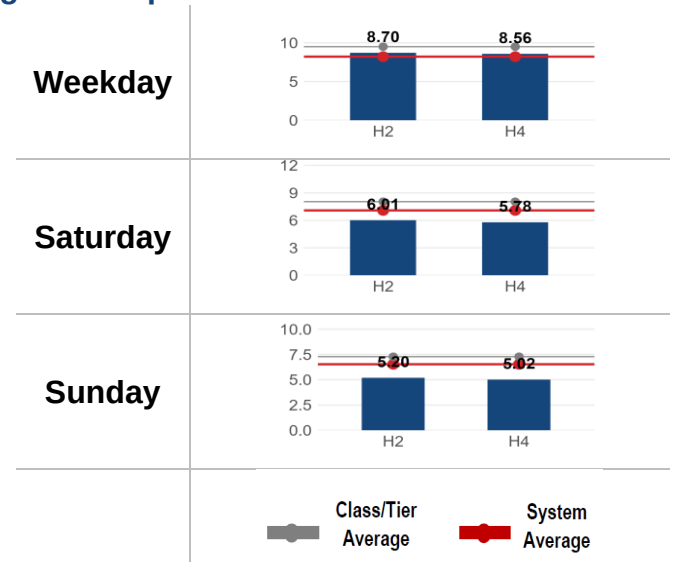
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
H2	14.70	30,422	29,735 (97.7%)
H4	14.70	39,798	37,149 (93.3%)

Service Change Summary

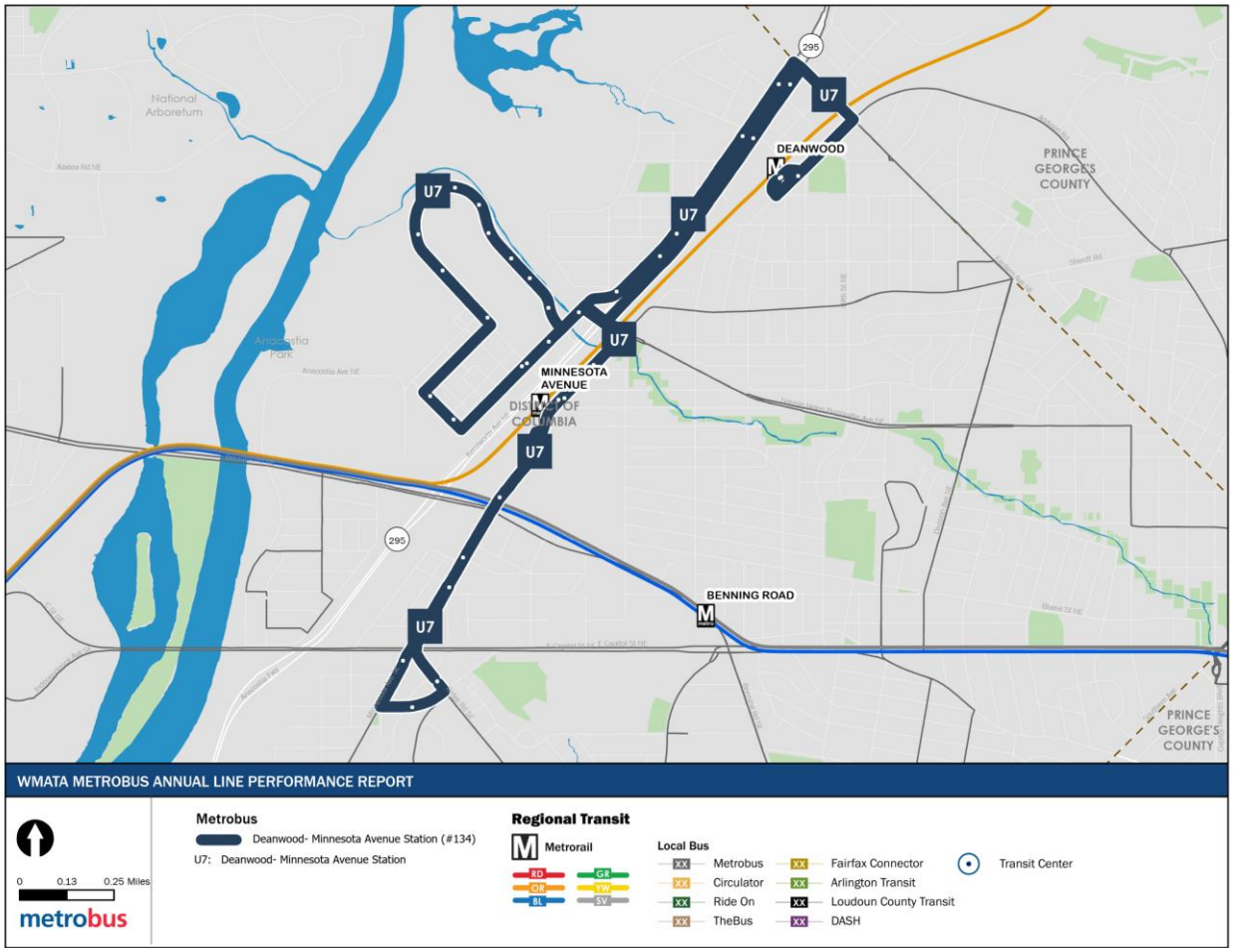
Jun 2023: Change routing at Washington Hospital Center to serve the Veterans Administration Hospital first, and then the Washington Hospital Center bus loop.
Sep 2023: Eliminate stop Eastbound to Brookland: 2500 Porter Street NW, stop ID 1002196; Eliminate stop Westbound to Tenleytown: 2501 Porter Street NW, stop ID 1002198
Dec 2023: Add H4 route to 24/7 network; 20 minute service or better, 7 days a week

Passenger Miles per Revenue Mile



LINE: 134 - Deanwood- Minnesota Avenue Station ROUTE(S): U7

About the Line



Service Classification

Coverage

Activity Tier

2

Overall Grade

Line	B

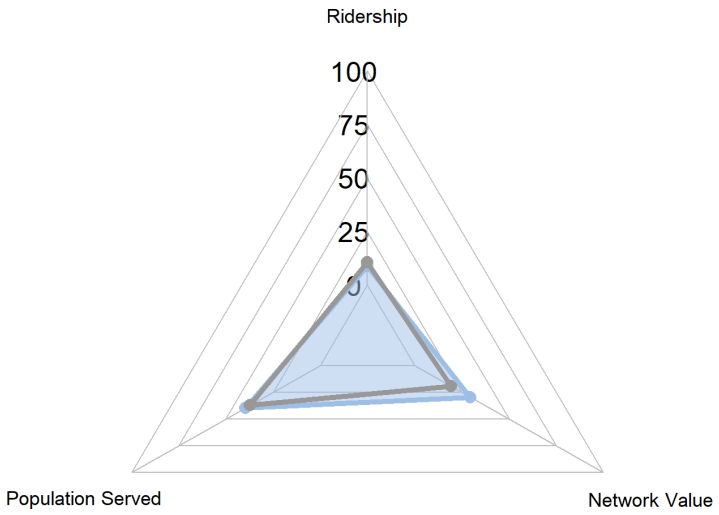
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

26

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	40	30	9	

Operating Statistics

Annual Operating Costs	$2,347,430
Peak Vehicles	4
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

Service Area Population		18,876
People of Color Population	*Service Area*	17,469
	% Riders Surveyed	100%
Low Income Household	*Service Area*	9,051
	% Riders Surveyed	82%

Facilities/Amenities

Bus Stops	49
% Stops With Shelters	12%
% Stops With Benches	10%
% Stops With Real-Time Signs	4%

Ridership

Annual Ridership



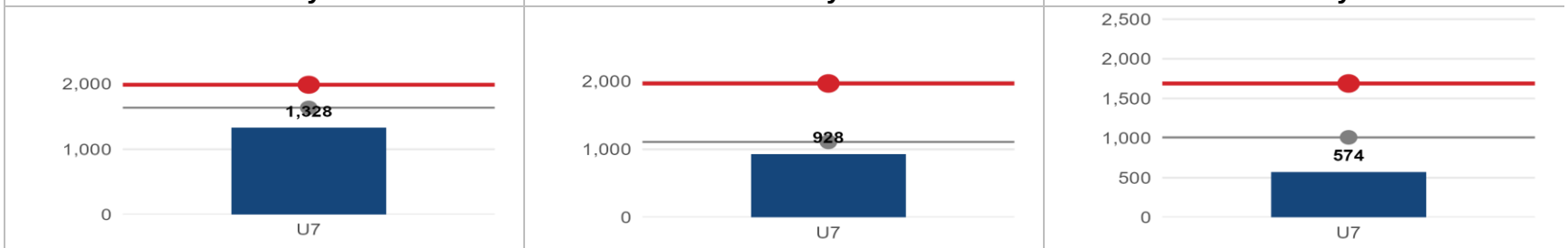
Top Transfer Locations

Minnesota Avenue, Deanwood

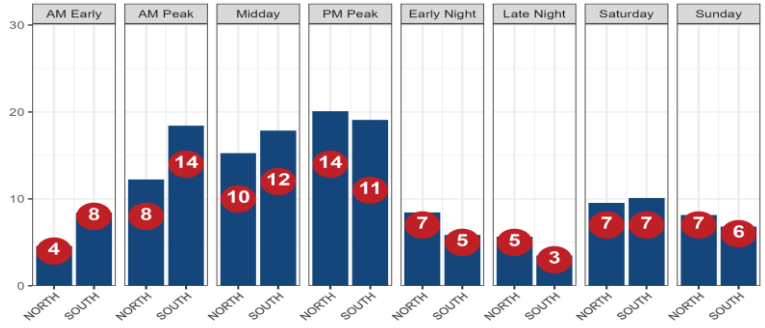
Average Daily Ridership

Class/Tier Average

System Average



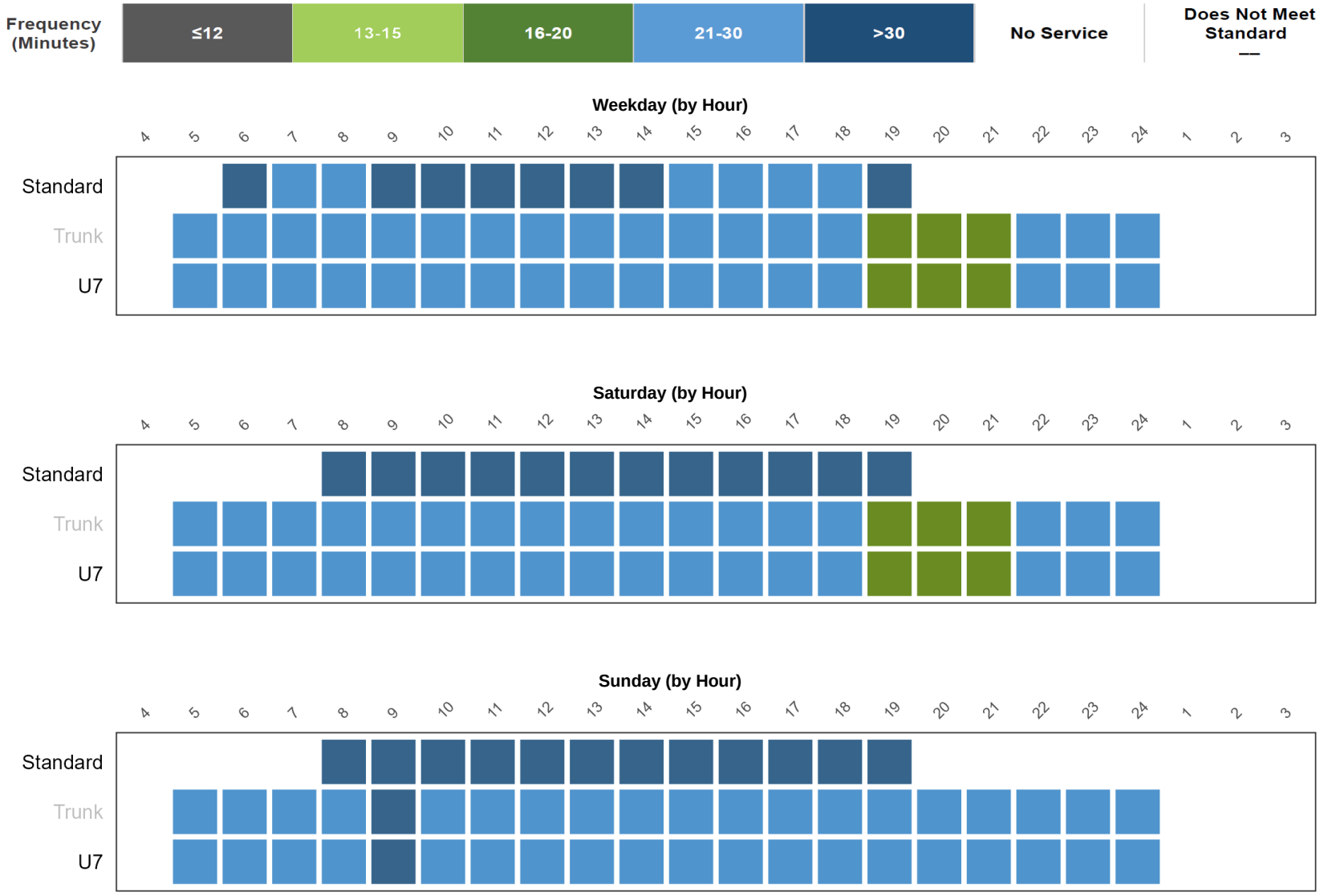
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	NORTH	SOUTH
Weekday	**Peak** Maximum Target: 1	0.29	0.3
Weekday	**Off-Peak** Maximum Target: 1.0	0.2	0.21
	Saturday Maximum Target: 1.0	0.17	0.17
	Sunday Maximum Target: 1.0	0.17	0.15

Span and Frequency



Performance Report Card

B Deanwood- Minnesota Avenue Station

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	5:00 AM - 12:18 AM	-	A	5:00 AM - 12:18 AM	-	A	5:00 AM - 12:19 AM	-	A
	Frequency of Service | varies	Peak: 24.0 / Off-Peak: 24.0	Peak: 22.2 / Off-Peak: 32.8	A	24.0	36.2	A	29.0	37.8	A
Productivity	**Passengers per Revenue Hour |** 15	25.4	32.3	A	17.9	28.3	A	15.3	26.7	B
	Passengers per Revenue Mile | 2	3.0	3.8	A	2.1	3.1	B	1.9	2.8	C
Reliability	**On-Time Performance |** 79%	82%	80%	B	81%	80%	B	89%	80%	A
	Crowding | 5%	1%	2%	A	0%	0%	A	0%	0%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.21 Peak: 0.3	Off-Peak: 0.29 Peak: 0.37	A	0.17	0.27	A	0.16	0.25	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$5.12	$ 4.75	B	$7.26	$ 5.33	E	$8.52	$ 5.76	E
	Cost Recovery | 20%	8%	14%	E	5%	12%	E	5%	11%	E

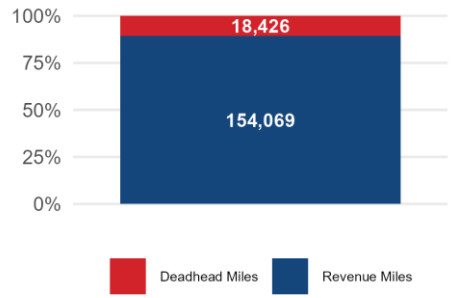
Route U7

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	7	6.2	E
Route Design	**Circuity |** N/A	2.61	2.37	-

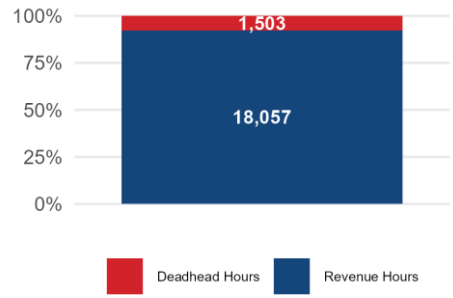
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 15	25.4	32.3	A	17.9	28.3	A	15.3	26.7	B
	Passengers per Revenue Mile | 2	3.0	3.8	A	2.1	3.1	B	1.9	2.8	C
	Unique Segment Ridership | 10%	86%	25%	A	83%	42%	A	95%	51%	A
Reliability	**On-Time Performance |** 79%	82%	80%	B	81%	80%	B	89%	80%	A
	Crowding | 5%	1%	3%	A	0%	1%	A	0%	0%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.21 Peak: 0.3	Off-Peak: 0.3 Peak: 0.39	A	0.17	0.28	A	0.16	0.25	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$5.12	$ 4.75	B	$7.26	$ 5.33	E	$8.52	$ 5.76	E
	Cost Recovery | 20%	8%	14%	E	5%	12%	E	5%	11%	E

Operational Analysis

Miles Allocation



Hours Allocation



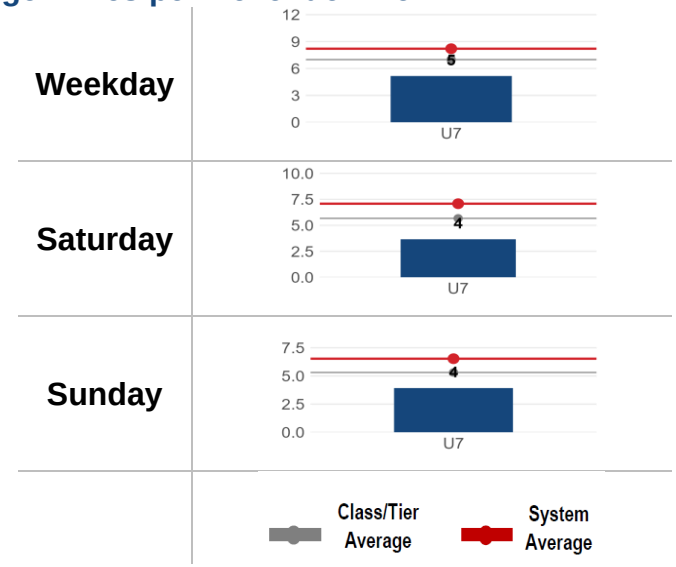
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
U7	9.70	33,708	33,186 (98.5%)

Service Change Summary

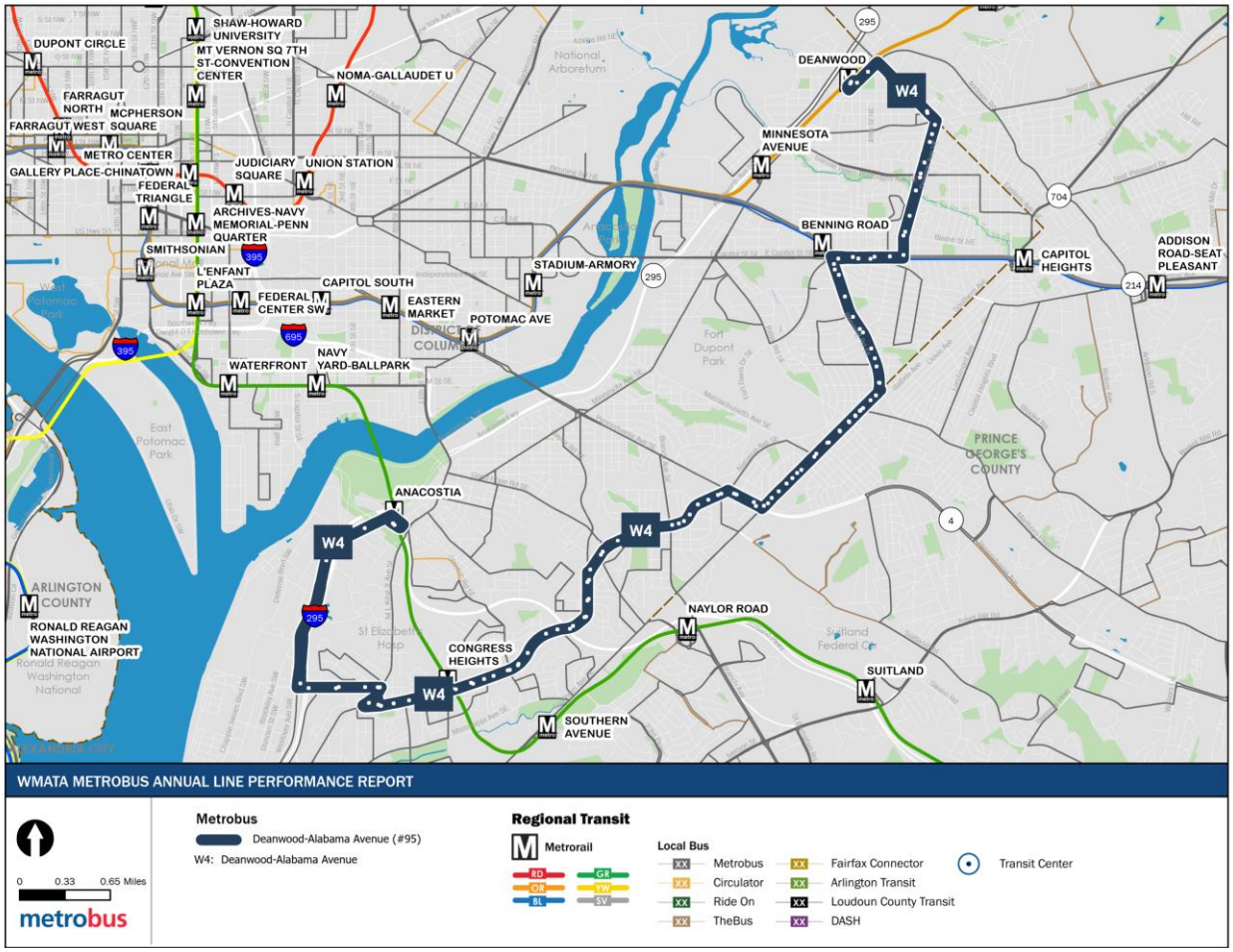
Jun 2023: No change
Sep 2023: No change
Dec 2023: No change

Passenger Miles per Revenue Mile



LINE: 95 - Deanwood-Alabama Avenue ROUTE(S): W4

About the Line



Service Classification

Framework

Activity Tier

2

Overall Grade

Line	A

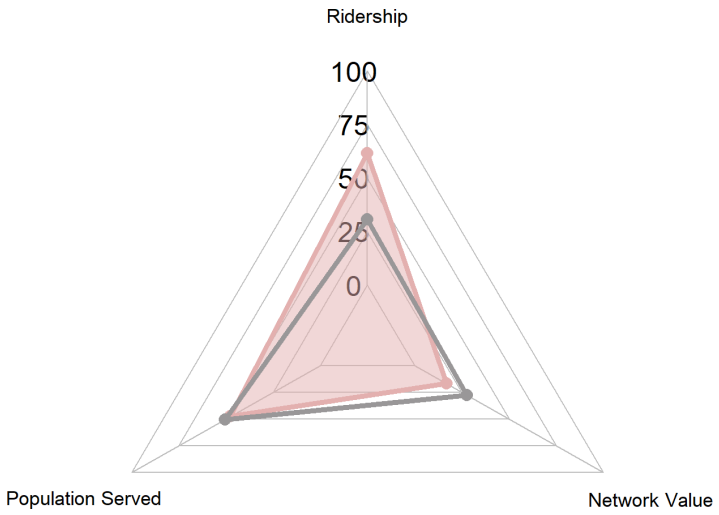
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

42

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	48	17	62	

Operating Statistics

Annual Operating Costs	$9,538,216
Peak Vehicles	19
Vehicle Type(s)	40 Foot, 60 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

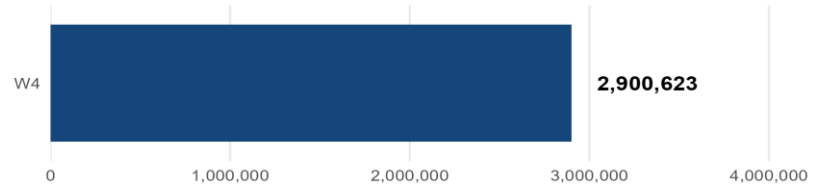
Service Area Population		51,269
People of Color Population	*Service Area*	47,565
	% Riders Surveyed	98%
Low Income Household	*Service Area*	23,220
	% Riders Surveyed	80%

Facilities/Amenities

Bus Stops	139
% Stops With Shelters	18%
% Stops With Benches	17%
% Stops With Real-Time Signs	5%

Ridership

Annual Ridership



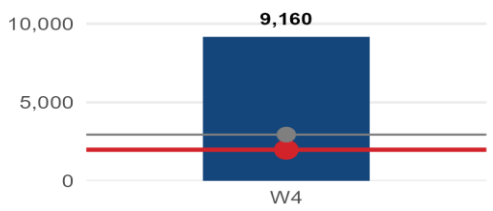
Top Transfer Locations

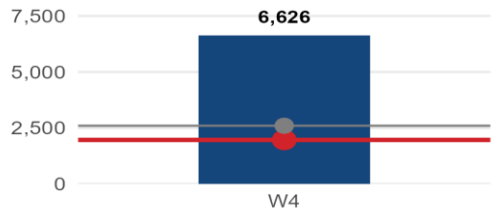
Benning Road, Congress Heights, Anacostia

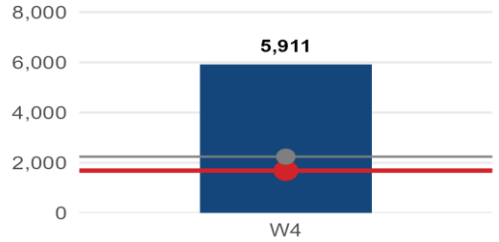
Average Daily Ridership

Class/Tier Average

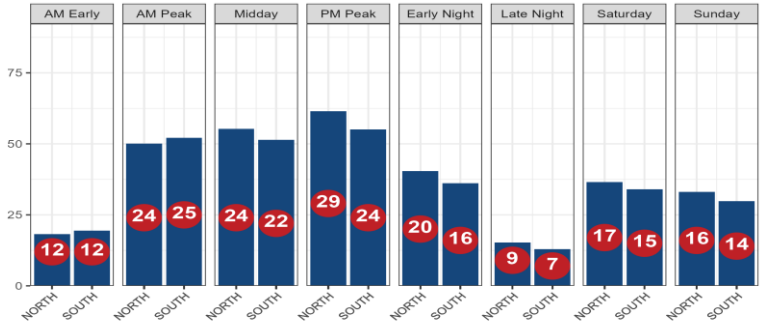
System Average







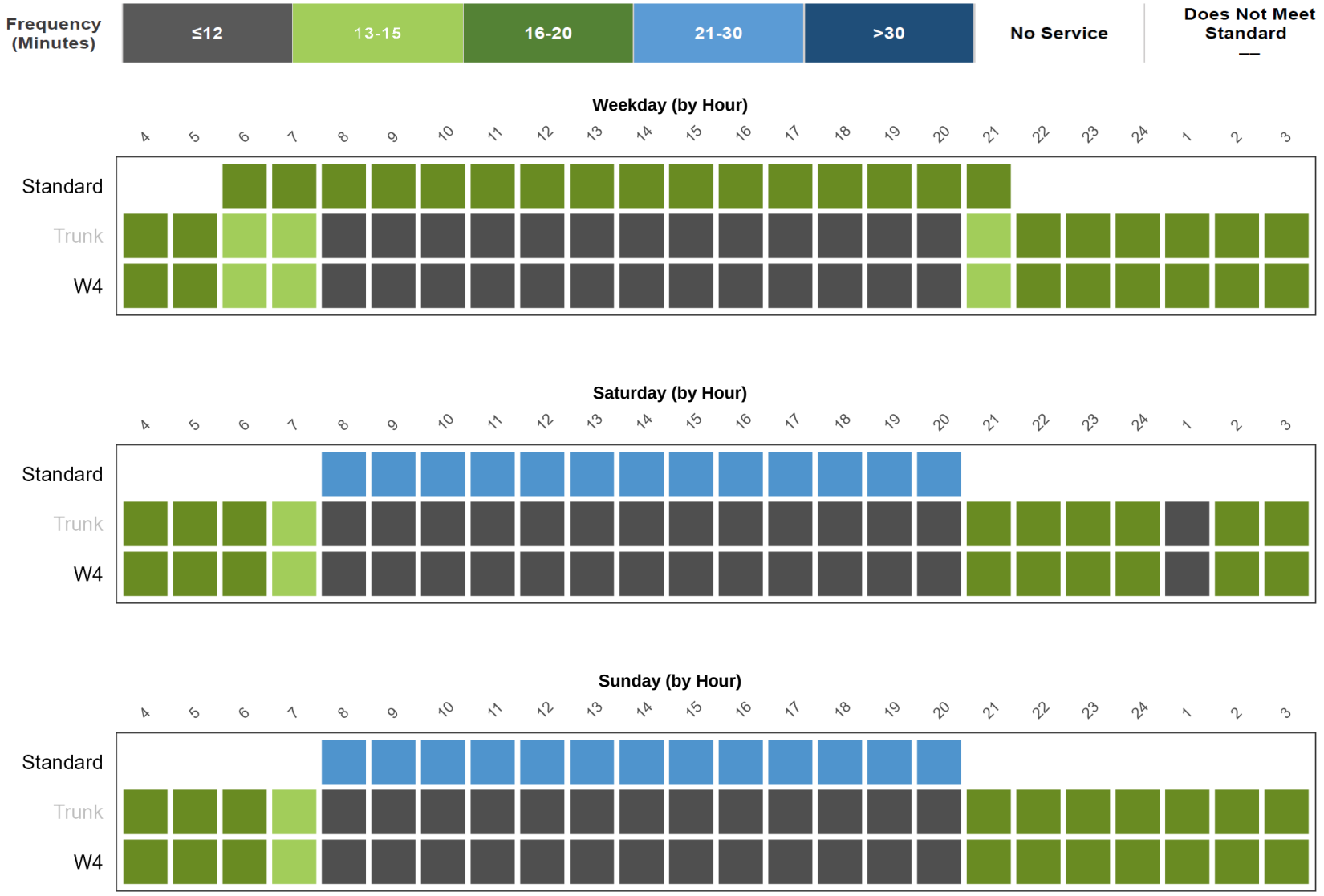
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	NORTH	SOUTH
Weekday	**Peak** Maximum Target: 1	0.57	0.5
	Off-Peak Maximum Target: 1.0	0.43	0.39
	Saturday Maximum Target: 1.0	0.42	0.38
	Sunday Maximum Target: 1.0	0.39	0.34

Span and Frequency



Performance Report Card

A Deanwood-Alabama Avenue

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	24 hours	-	A	24 hours	-	A	24 hours	-	A
	Frequency of Service | varies	Peak: 11.0 / Off-Peak: 11.0	Peak: 15.6 / Off-Peak: 20	A	14.0	24.4	A	14.0	24.1	A
Productivity	**Passengers per Revenue Hour |** 20	39.3	28.6	A	32.4	27.1	A	32.6	24.8	A
	Passengers per Revenue Mile | 2	4.2	2.8	A	3.2	2.5	A	2.9	2.3	A
Reliability	**On-Time Performance |** 79%	76%	76%	C	76%	78%	C	71%	80%	D
	Crowding | 5%	2%	2%	A	1%	1%	A	0%	1%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.41 Peak: 0.54	Off-Peak: 0.38 Peak: 0.48	A	0.4	0.37	A	0.37	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$3.31	$ 5.38	A	$4.01	$ 5.53	A	$3.98	$ 6.29	A
	Cost Recovery | 20%	12%	19%	E	10%	17%	E	10%	15%	E

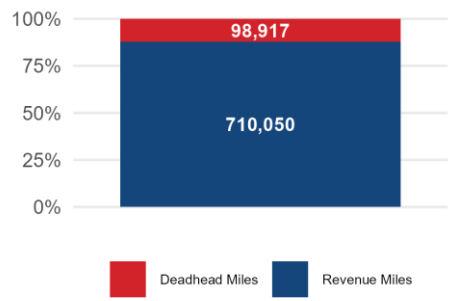
Route W4

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	4.8	4.5	A
Route Design	**Circuity |** 1.75	2.92	1.47	E

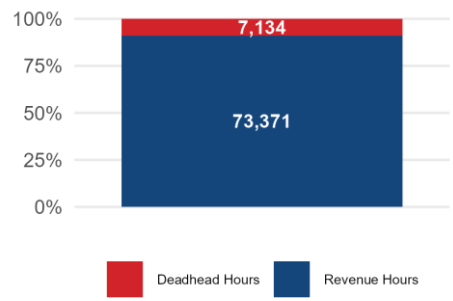
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 20	39.3	28.6	A	32.4	27.1	A	32.6	24.8	A
	Passengers per Revenue Mile | 2	4.2	2.8	A	3.2	2.5	A	2.9	2.3	A
	Unique Segment Ridership | 10%	27%	20%	A	45%	36%	A	53%	39%	A
Reliability	**On-Time Performance |** 79%	76%	76%	C	76%	78%	C	71%	80%	D
	Crowding | 5%	2%	2%	A	1%	1%	A	0%	1%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.41 Peak: 0.54	Off-Peak: 0.39 Peak: 0.48	A	0.4	0.39	A	0.37	0.35	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$3.31	$ 5.38	A	$4.01	$ 5.53	A	$3.98	$ 6.29	A
	Cost Recovery | 20%	12%	19%	E	10%	17%	E	10%	16%	E

Operational Analysis

Miles Allocation



Hours Allocation



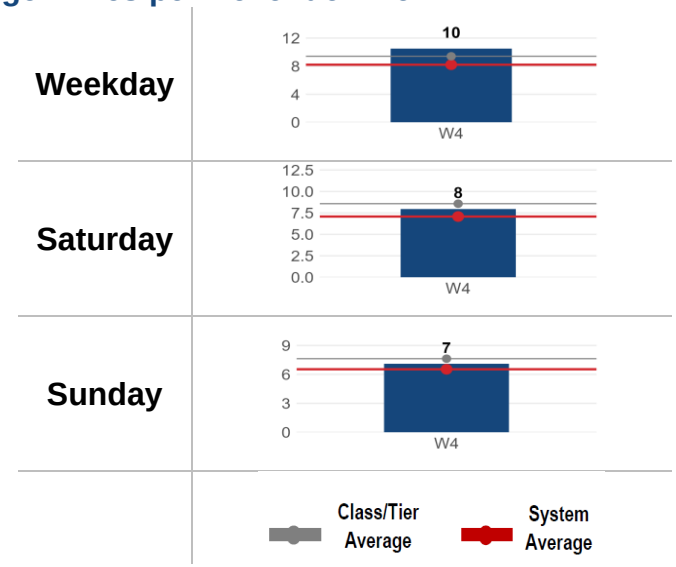
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
W4	29.50	70,002	66,665 (95.2%)

Service Change Summary

Jun 2023: Add a new southbound Public School Open (PSO) trip from Congress Heights Station to Anacostia Station departing at 3:34 PM.
Sep 2023: No change
Dec 2023: Add route to 24/7 network; 20 minute service or better, 7 days a week

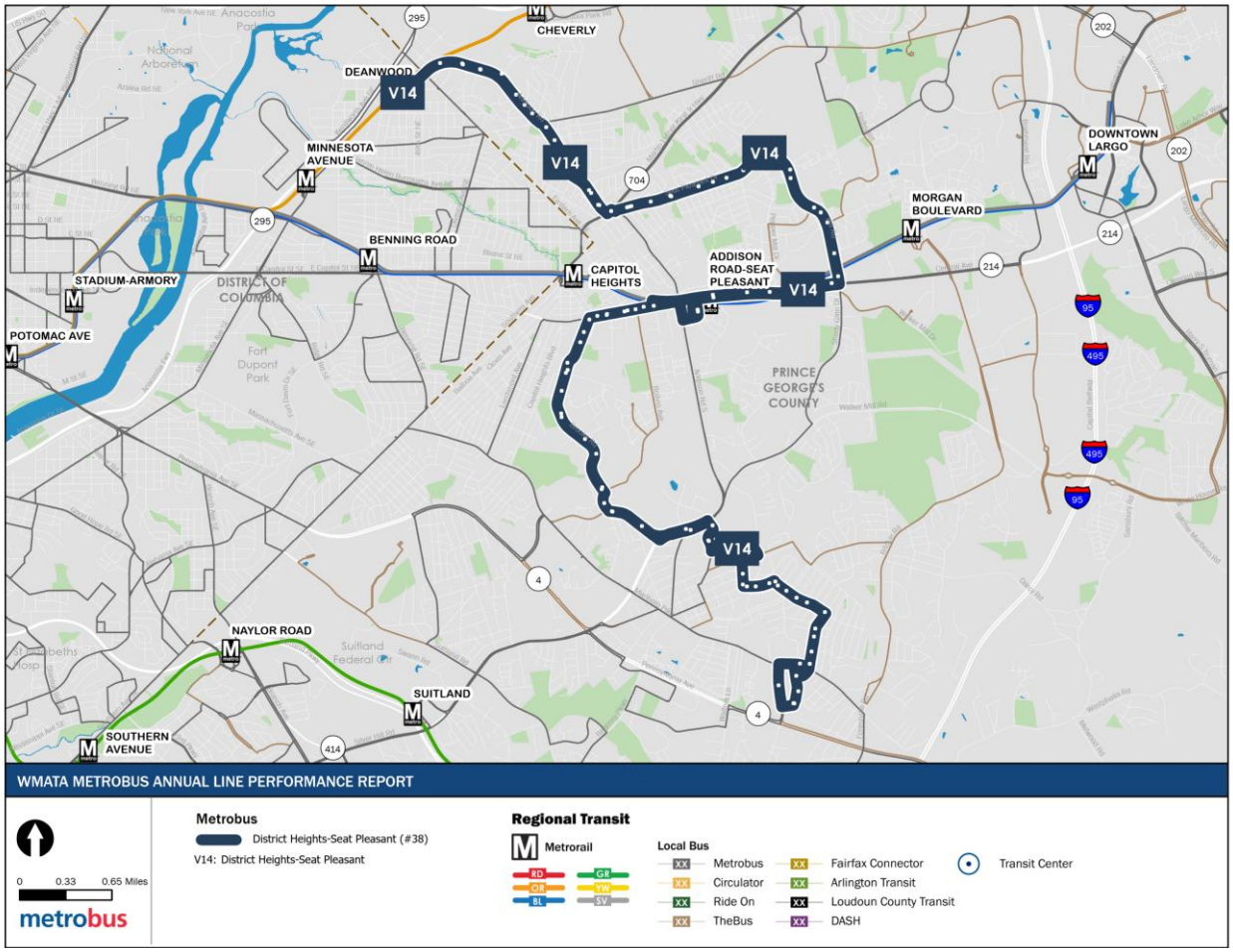
Passenger Miles per Revenue Mile



LINE: 38 - District Heights-Seat Pleasant

ROUTE(S): V14

About the Line



Service Classification

Coverage

Activity Tier

3

Overall Grade

Line	B

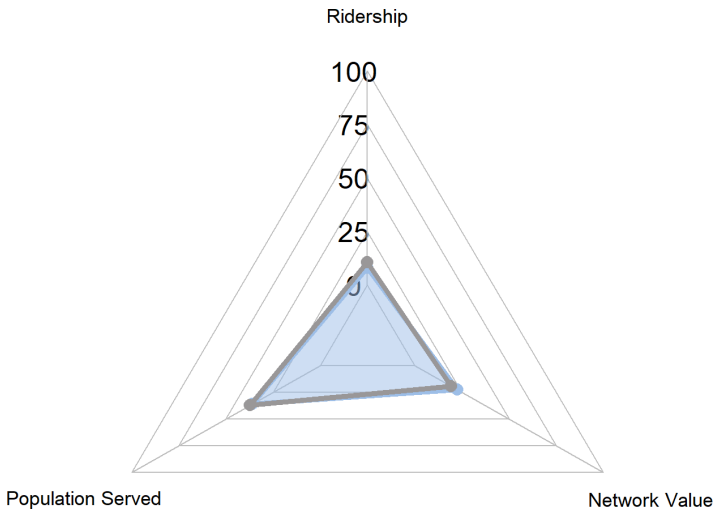
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

22

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	36	23	8	

Operating Statistics

Annual Operating Costs	$2,088,726
Peak Vehicles	7
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

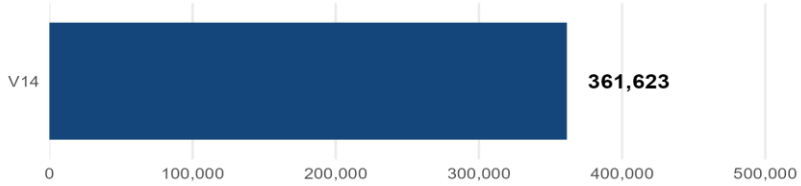
Service Area Population		29,284
People of Color Population	*Service Area*	25,917
	% Riders Surveyed	97%
Low Income Household	*Service Area*	9,594
	% Riders Surveyed	72%

Facilities/Amenities

Bus Stops	146
% Stops With Shelters	15%
% Stops With Benches	6%
% Stops With Real-Time Signs	1%

Ridership

Annual Ridership



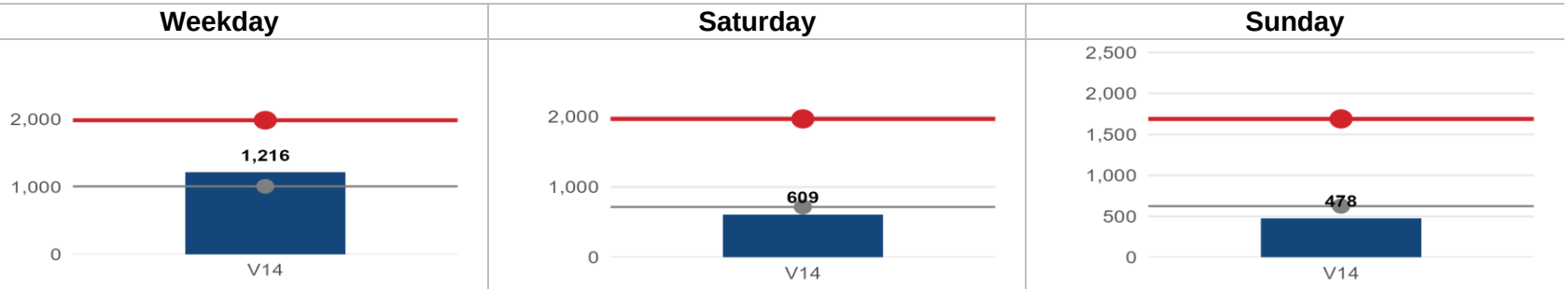
Top Transfer Locations

Addison Road, Deanwood, Pentagon City

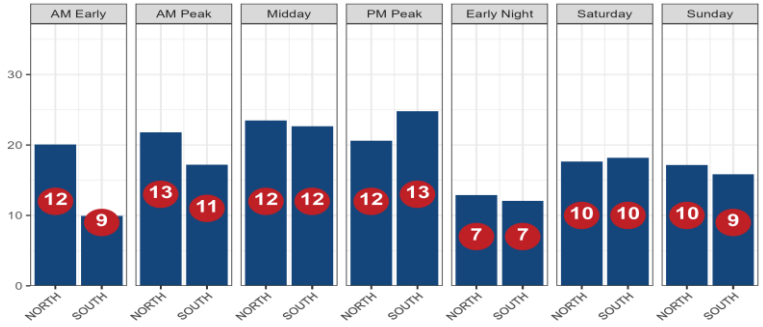
Average Daily Ridership

Class/Tier Average

System Average



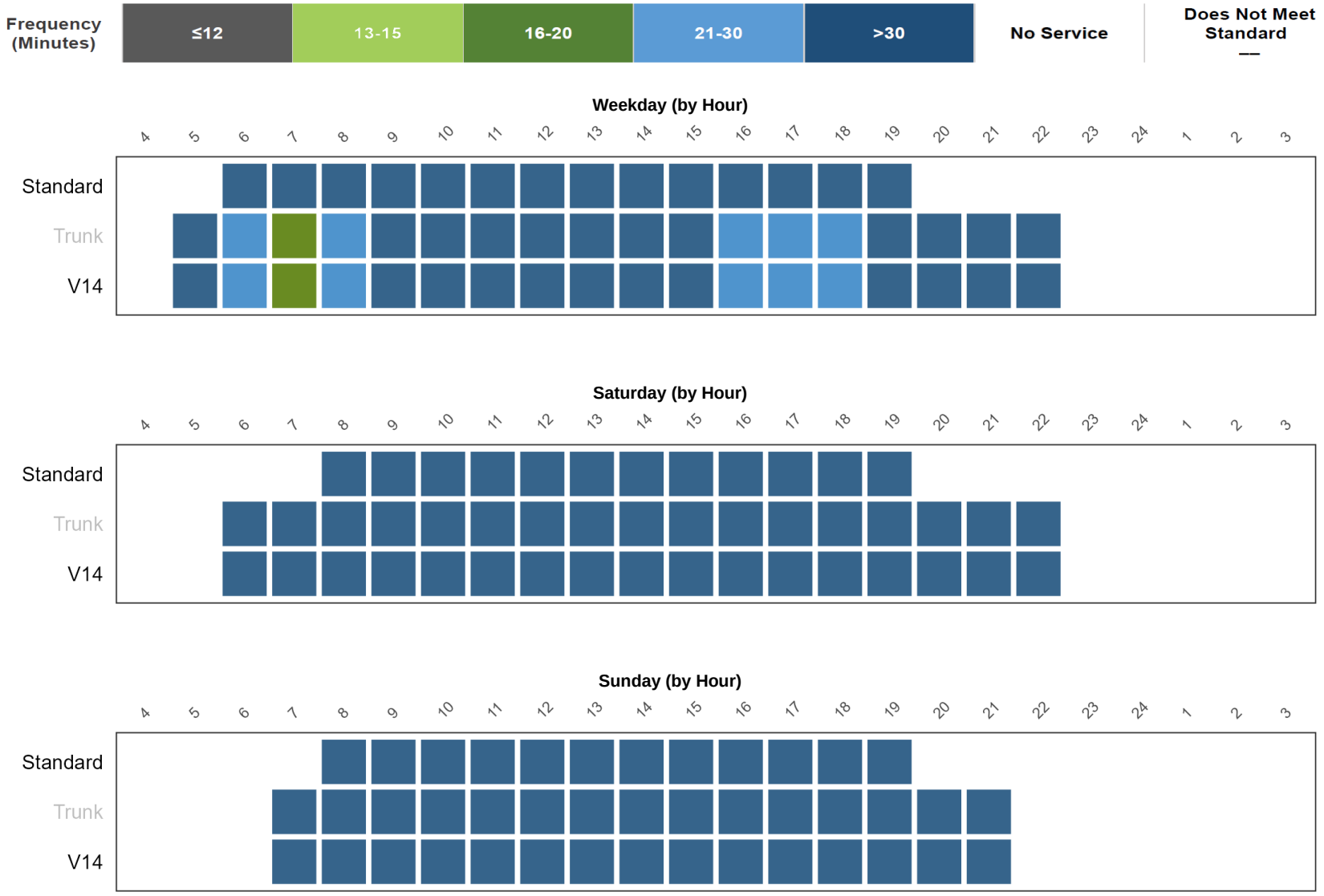
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	NORTH	SOUTH
Weekday	**Peak** Maximum Target: 1	0.31	0.3
	Off-Peak Maximum Target: 1.0	0.26	0.25
	Saturday Maximum Target: 1.0	0.25	0.26
	Sunday Maximum Target: 1.0	0.24	0.22

Span and Frequency



Performance Report Card

B District Heights-Seat Pleasant

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	5:15 AM - 10:24 PM	-	A	6:05 AM - 10:23 PM	-	A	7:05 AM - 9:23 PM	-	A
	Frequency of Service | varies	Peak: 23.0 / Off-Peak: 53.0	Peak: 26 / Off-Peak: 38.8	A	59.0	47.4	B	60.0	49.8	B
Productivity	**Passengers per Revenue Hour |** 10	23.9	22.8	A	19.5	23.6	A	17.5	24.3	A
	Passengers per Revenue Mile | 1	1.8	1.9	A	1.6	2.0	A	1.4	2.0	A
Reliability	**On-Time Performance |** 79%	80%	80%	B	72%	79%	D	80%	80%	B
	Crowding | 5%	0%	1%	A	0%	1%	A	0%	0%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.26 Peak: 0.31	Off-Peak: 0.25 Peak: 0.32	A	0.25	0.27	A	0.23	0.26	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$5.45	$ 6.33	A	$6.66	$ 5.97	A	$7.41	$ 5.70	B
	Cost Recovery | 20%	7%	10%	E	6%	8%	E	5%	8%	E

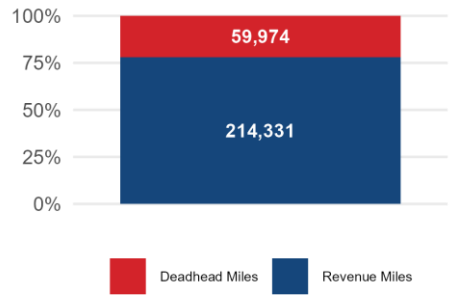
Route V14

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	6.1	4.8	E
Route Design	**Circuity |** N/A	1.92	1.78	-

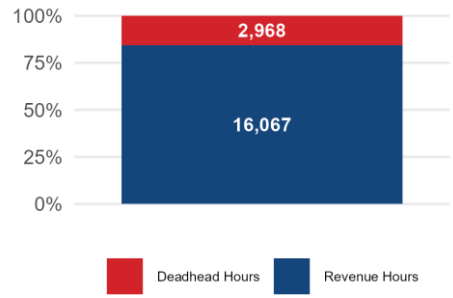
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 10	23.9	22.8	A	19.5	23.6	A	17.5	24.3	A
	Passengers per Revenue Mile | 1	1.8	1.9	A	1.6	2.0	A	1.4	2.0	A
	Unique Segment Ridership | 10%	60%	47%	A	62%	58%	A	68%	61%	A
Reliability	**On-Time Performance |** 79%	80%	80%	B	72%	79%	D	80%	80%	B
	Crowding | 5%	0%	1%	A	0%	1%	A	0%	0%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.26 Peak: 0.31	Off-Peak: 0.25 Peak: 0.31	A	0.25	0.27	A	0.23	0.26	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$5.45	$ 6.33	A	$6.66	$ 5.97	A	$7.41	$ 5.70	B
	Cost Recovery | 20%	7%	10%	E	6%	7%	E	5%	8%	E

Operational Analysis

Miles Allocation



Hours Allocation



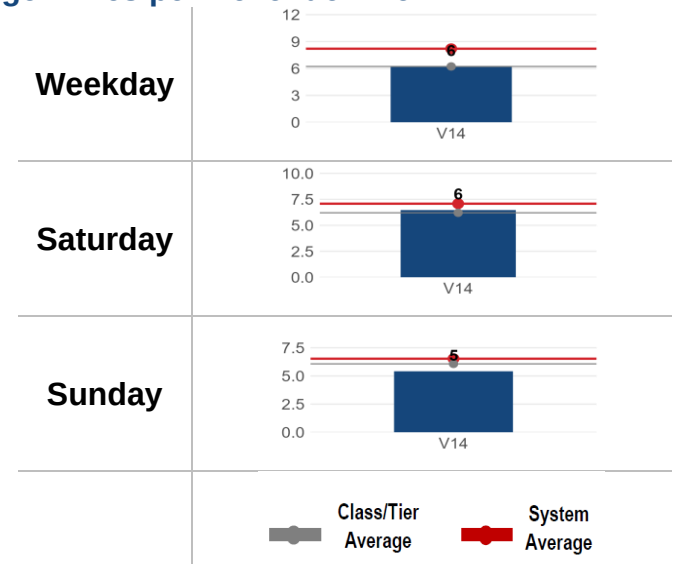
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
V14	24.20	18,623	18,167 (97.6%)

Service Change Summary

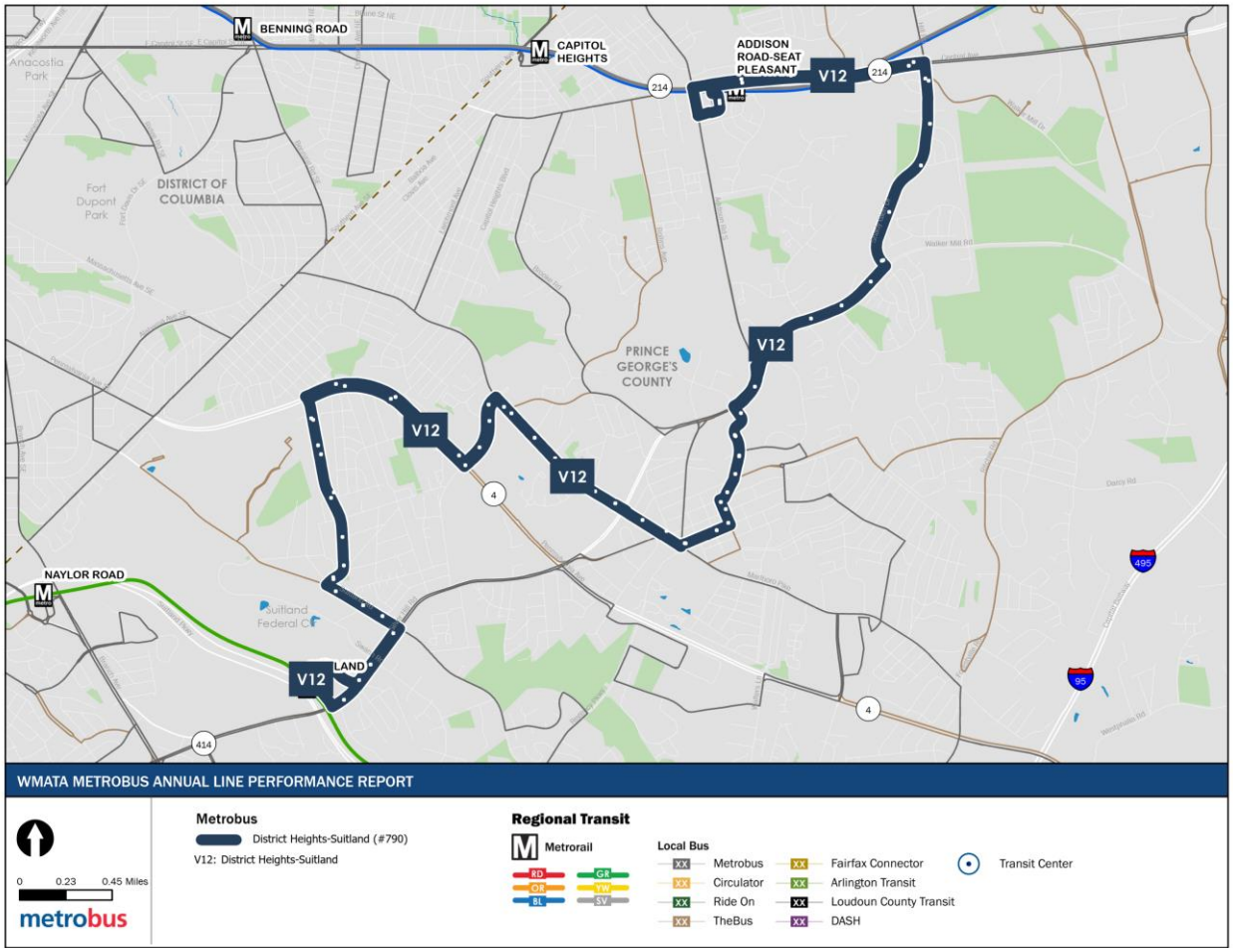
Jun 2023: No change
Sep 2023: No change
Dec 2023: No change

Passenger Miles per Revenue Mile



LINE: 790 - District Heights-Suitland ROUTE(S): V12

About the Line



Service Classification

Framework

Activity Tier

3

Overall Grade

Line	B

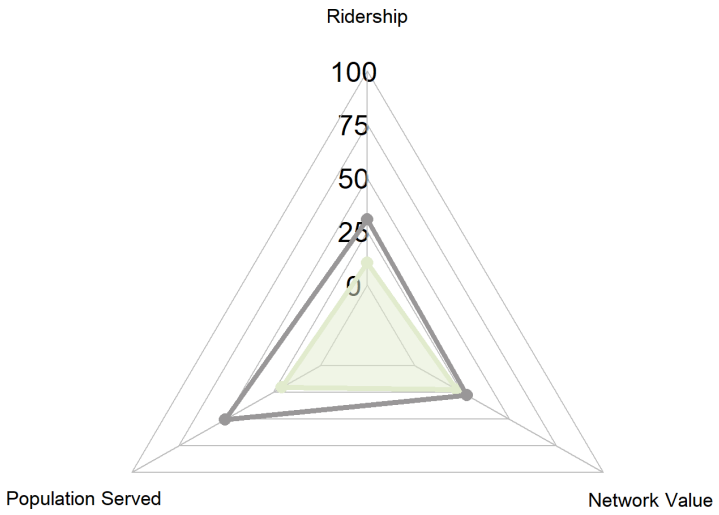
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

18

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	21	22	10	

Operating Statistics

Annual Operating Costs	$2,144,256
Peak Vehicles	5
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

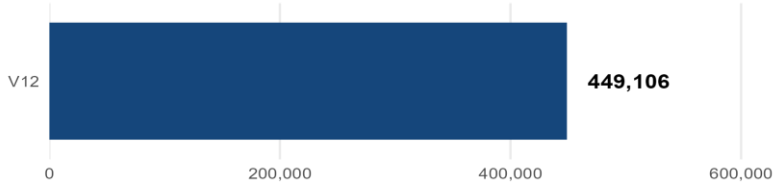
Service Area Population	20,592	
People of Color Population	*Service Area*	18,864
	% Riders Surveyed	86%
Low Income Household	*Service Area*	6,456
	% Riders Surveyed	55%

Facilities/Amenities

Bus Stops	102
% Stops With Shelters	10%
% Stops With Benches	10%
% Stops With Real-Time Signs	3%

Ridership

Annual Ridership

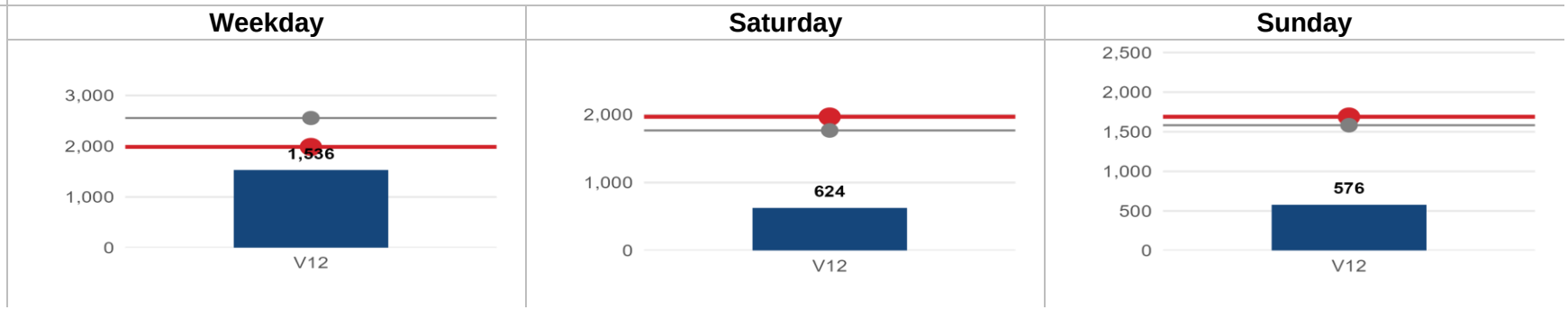


Top Transfer Locations

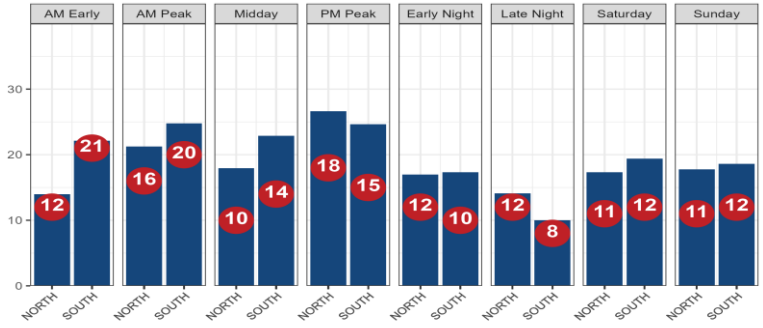
Suitland, Addison Road

Average Daily Ridership





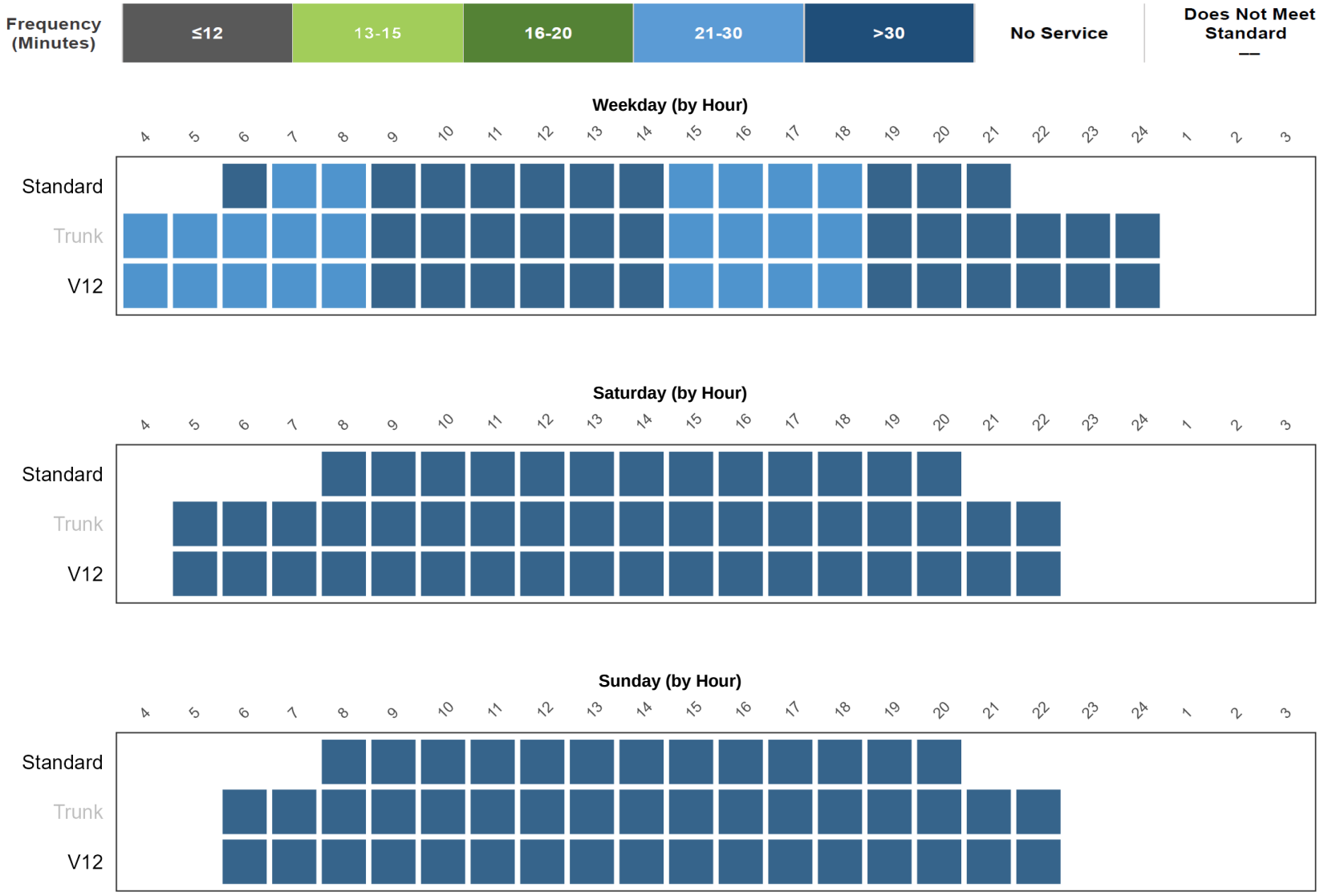
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	NORTH	SOUTH
Weekday	**Peak** Maximum Target: 1	0.43	0.43
Weekday	**Off-Peak** Maximum Target: 1.0	0.28	0.33
	Saturday Maximum Target: 1.0	0.26	0.31
	Sunday Maximum Target: 1.0	0.28	0.3

Span and Frequency



Performance Report Card

B District Heights-Suitland

Measure | Standard		Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	4:35 AM - 12:16 AM	-	A	5:30 AM - 10:19 PM	-	A	6:20 AM - 10:15 PM	-	A
	Frequency of Service | varies	Peak: 25.0 / Off-Peak: 38.0	Peak: 21.2 / Off-Peak: 33.4	A	60.0	39.2	B	60.0	37.9	B
Productivity	**Passengers per Revenue Hour |** 15	28.1	29.3	A	23.0	24.1	A	22.6	23.7	A
	Passengers per Revenue Mile | 1	2.3	2.5	A	2.0	2.0	A	2.0	2.0	A
Reliability	**On-Time Performance |** 79%	83%	75%	B	82%	77%	B	88%	79%	A
	Crowding | 5%	1%	2%	A	0%	1%	A	0%	0%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.3 Peak: 0.43	Off-Peak: 0.34 Peak: 0.44	A	0.29	0.33	A	0.29	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$4.63	$ 4.96	A	$5.64	$ 5.95	A	$5.76	$ 6.09	A
	Cost Recovery | 20%	6%	11%	E	5%	9%	E	5%	9%	E

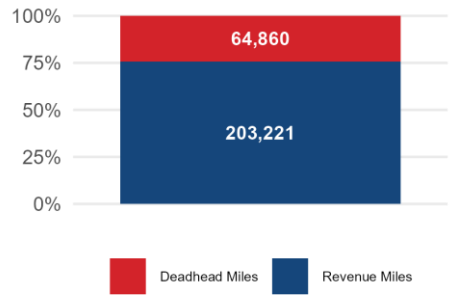
Route V12

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	5.9	4.5	E
Route Design	**Circuity |** 1.75	2.01	2.09	D

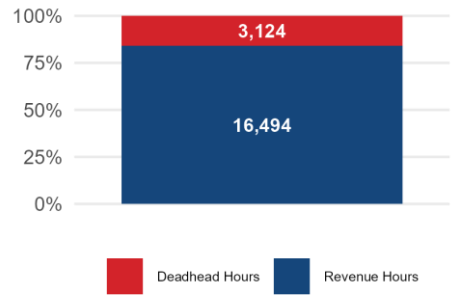
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 15	28.1	29.3	A	23.0	24.1	A	22.6	23.7	A
	Passengers per Revenue Mile | 1	2.3	2.5	A	2.0	2.0	A	2.0	2.0	A
	Unique Segment Ridership | 10%	61%	45%	A	62%	57%	A	65%	61%	A
Reliability	**On-Time Performance |** 79%	83%	75%	B	82%	77%	B	88%	79%	A
	Crowding | 5%	1%	2%	A	0%	1%	A	0%	0%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.3 Peak: 0.43	Off-Peak: 0.35 Peak: 0.45	A	0.29	0.34	A	0.29	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$4.63	$ 4.96	A	$5.64	$ 5.95	A	$5.76	$ 6.09	A
	Cost Recovery | 20%	6%	12%	E	5%	10%	E	5%	9%	E

Operational Analysis

Miles Allocation



Hours Allocation



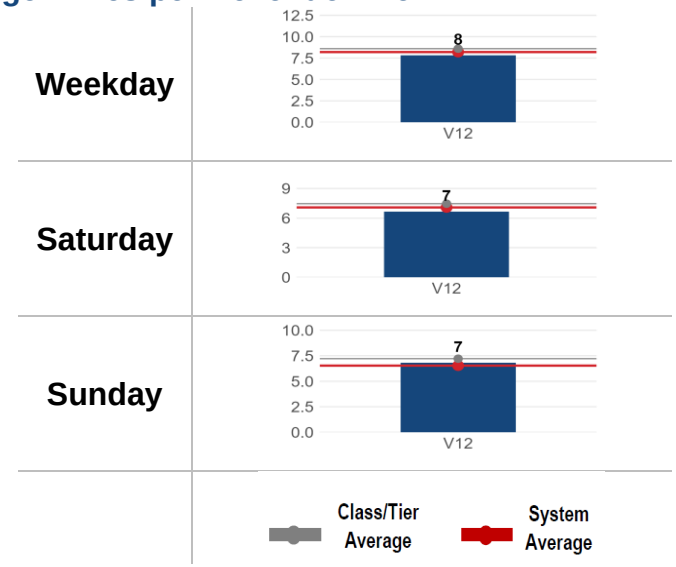
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
V12	17.80	22,037	21,743 (98.7%)

Service Change Summary

Jun 2023: No change
Sep 2023: No change
Dec 2023: No change

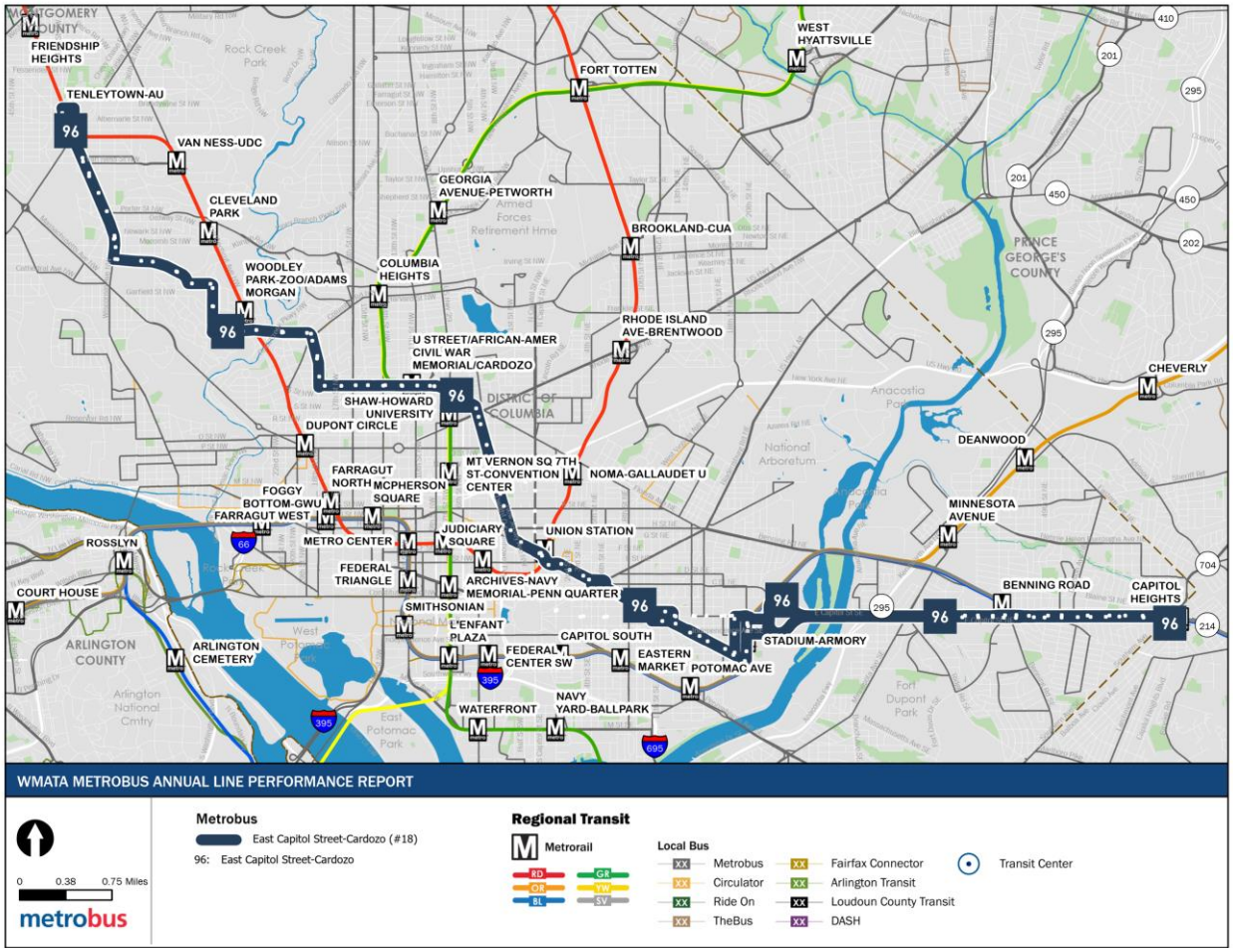
Passenger Miles per Revenue Mile



LINE: 18 - East Capitol Street-Cardozo

ROUTE(S): 96

About the Line



Service Classification

Framework

Activity Tier

1

Overall Grade

Line	C

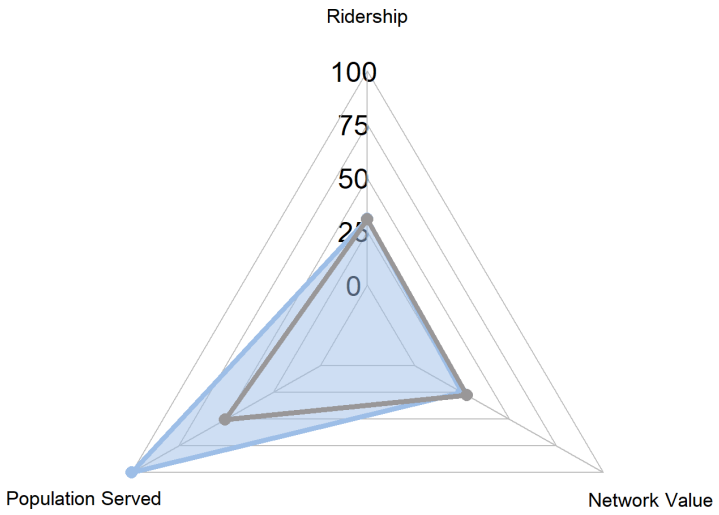
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

52

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	100	25	31	

Operating Statistics

Annual Operating Costs	$5,930,282
Peak Vehicles	13
Vehicle Type(s)	40 Foot

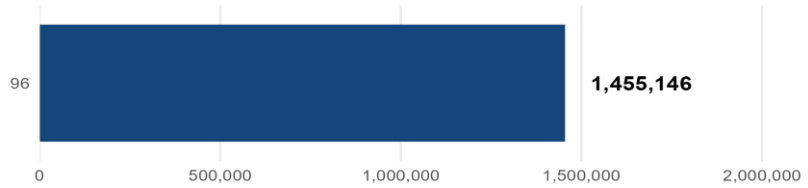
Service Area Context (1/4 Mile, Survey Weekday Only)

Service Area Population		96,953
People of Color Population	*Service Area*	36,627
	% Riders Surveyed	68%
Low Income Household	*Service Area*	15,533
	% Riders Surveyed	47%

Facilities/Amenities

Bus Stops	134
% Stops With Shelters	29%
% Stops With Benches	23%
% Stops With Real-Time Signs	7%

Ridership

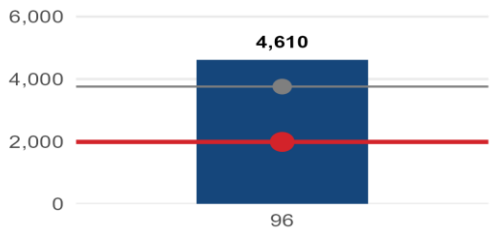
Annual Ridership	
Top Transfer Locations	**U Street-Cardozo, Union Station, Woodley Park-Zoo**

Average Daily Ridership

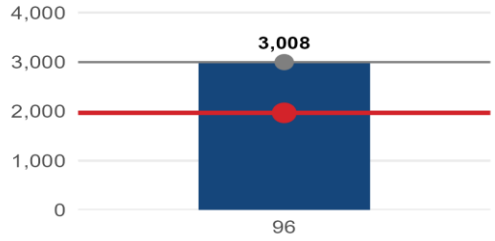
Class/Tier Average

System Average

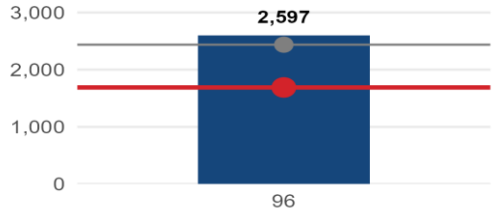
Weekday



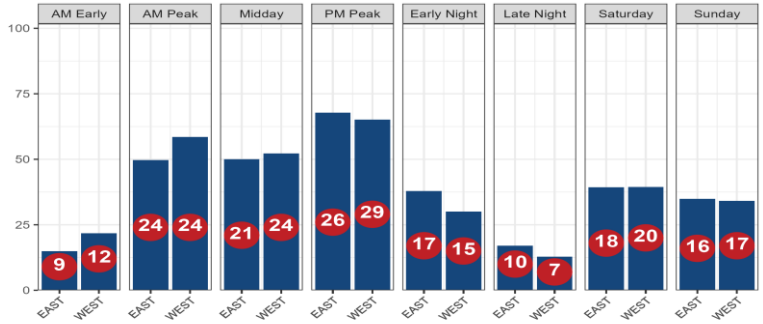
Saturday



Sunday



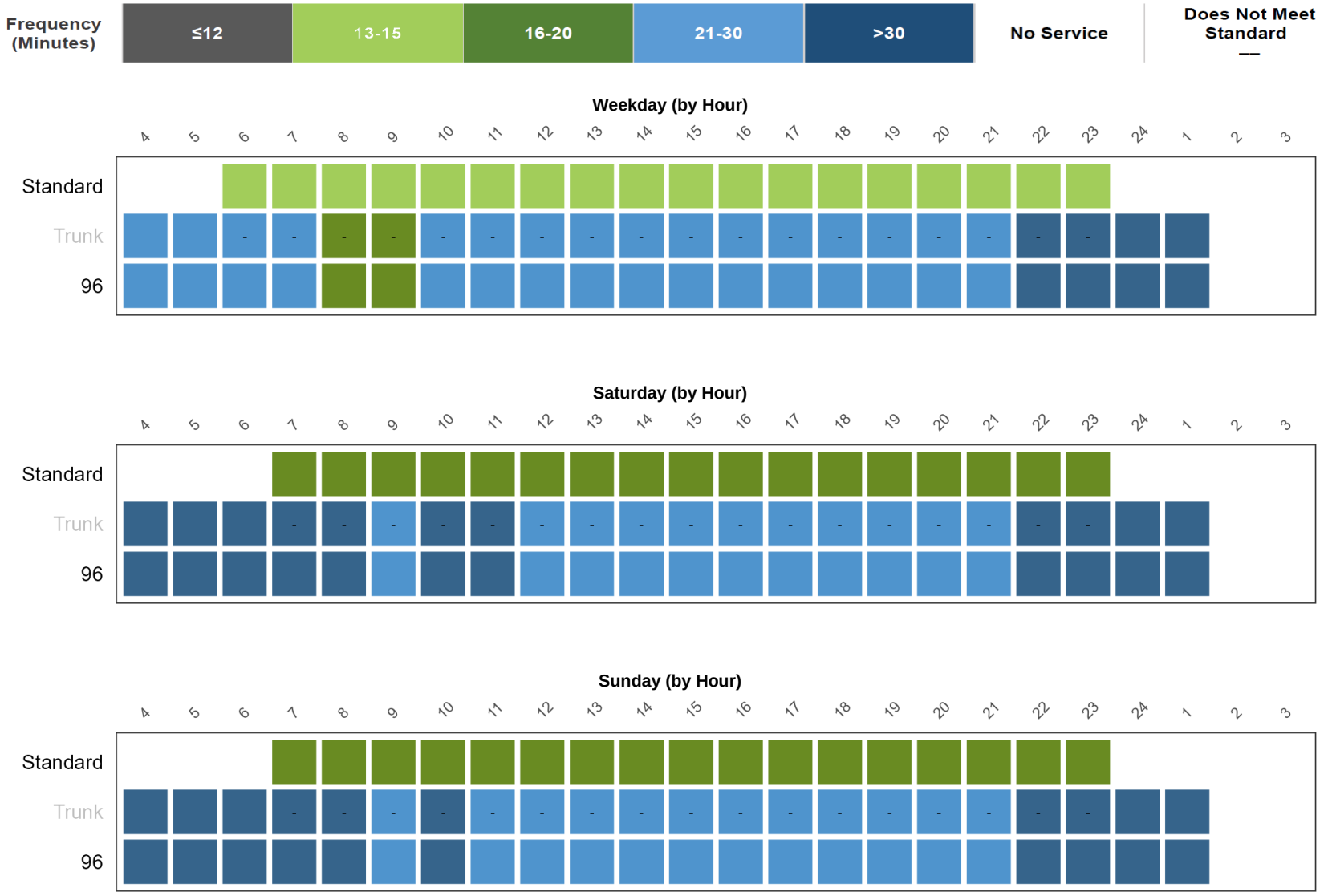
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	EAST	WEST
Weekday	**Peak** Maximum Target: 1.2	0.63	0.66
Weekday	**Off-Peak** Maximum Target: 1.0	0.43	0.47
	Saturday Maximum Target: 1.0	0.46	0.5
	Sunday Maximum Target: 1.0	0.41	0.43

Span and Frequency



Performance Report Card

C East Capitol Street-Cardozo

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	4:20 AM - 1:08 AM	-	A	4:55 AM - 1:14 AM	-	A	4:55 AM - 1:05 AM	-	A
	Frequency of Service | varies	Peak: 21.0 / Off-Peak: 23.0	Peak: 14.7 / Off-Peak: 18.6	D	30.0	20.8	D	30.0	24.0	D
Productivity	**Passengers per Revenue Hour |** 30	33.7	32.8	A	29.7	27.8	C	27.6	26.1	C
	Passengers per Revenue Mile | 4	3.6	4.4	C	3.0	3.5	E	2.7	3.1	E
Reliability	**On-Time Performance |** 79%	66%	74%	E	63%	74%	E	68%	76%	E
	Crowding | 5%	3%	3%	A	3%	1%	A	0%	2%	A
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.45 Peak: 0.65	Off-Peak: 0.35 Peak: 0.48	A	0.48	0.35	A	0.42	0.32	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$3.86	$ 4.48	A	$4.37	$ 5.27	A	$4.71	$ 5.68	A
	Cost Recovery | 25%	24%	23%	C	21%	20%	D	20%	19%	D

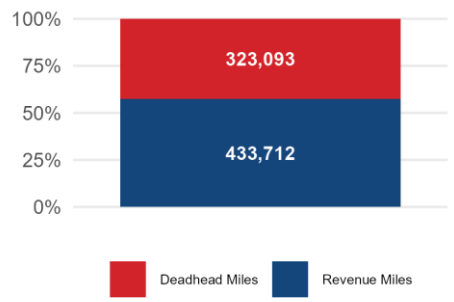
Route 96

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	5.1	5.5	E
Route Design	**Circuity |** 1.75	1.16	1.23	A

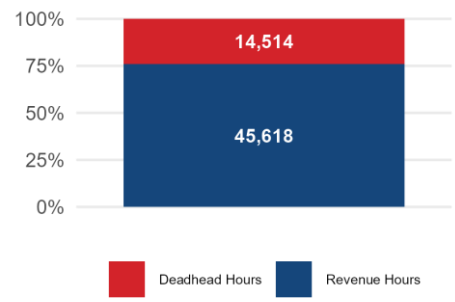
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 30	33.7	32.8	A	29.7	27.8	C	27.6	26.1	C
	Passengers per Revenue Mile | 4	3.6	4.4	C	3.0	3.5	E	2.7	3.1	E
	Unique Segment Ridership | 10%	38%	22%	A	34%	34%	A	35%	34%	A
Reliability	**On-Time Performance |** 79%	66%	74%	E	63%	74%	E	68%	76%	E
	Crowding | 5%	3%	3%	A	3%	1%	A	0%	2%	A
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.45 Peak: 0.65	Off-Peak: 0.36 Peak: 0.5	A	0.48	0.36	A	0.42	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$3.86	$ 4.48	A	$4.37	$ 5.27	A	$4.71	$ 5.68	A
	Cost Recovery | 25%	24%	24%	C	21%	20%	D	20%	19%	D

Operational Analysis

Miles Allocation



Hours Allocation



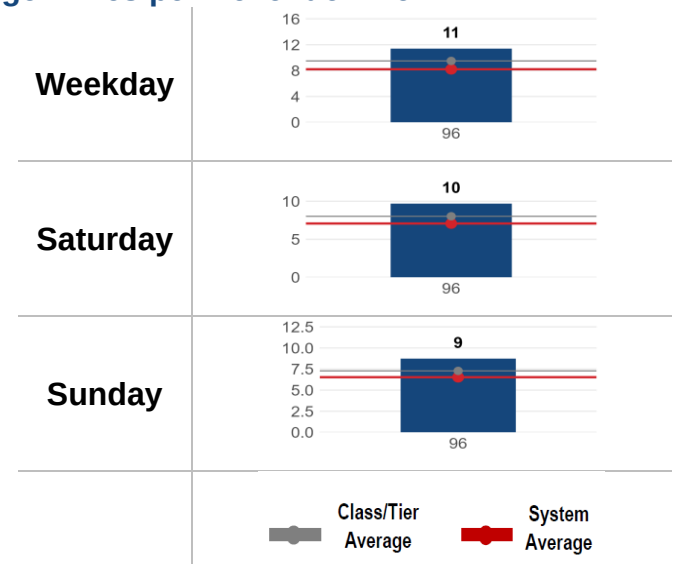
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
96	26.60	33,411	32,644 (97.7%)

Service Change Summary

Jun 2023: No change
Sep 2023: No change
Dec 2023: No change

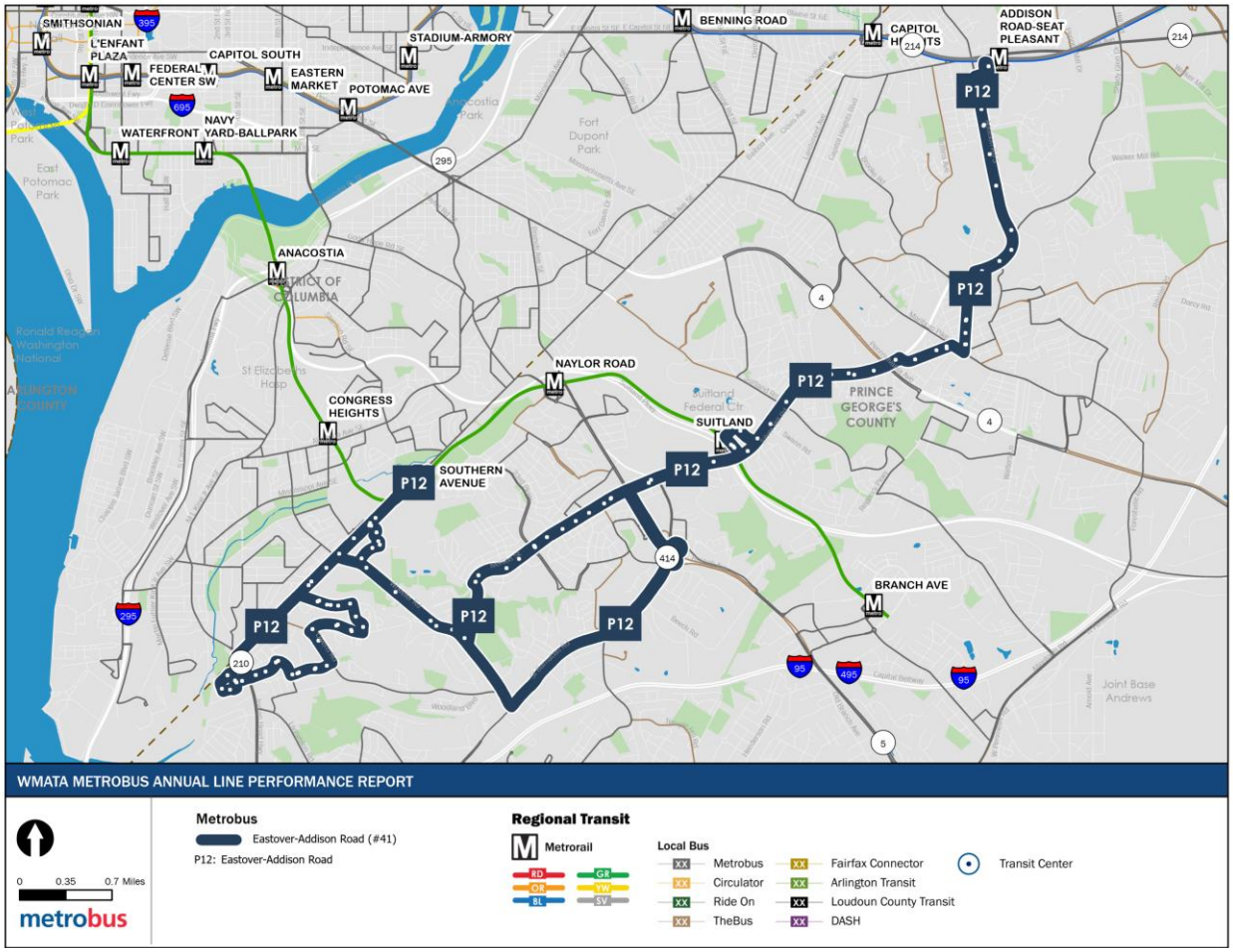
Passenger Miles per Revenue Mile



LINE: 41 - Eastover-Addison Road

ROUTE(S): P12

About the Line



Service Classification

Framework

Activity Tier

3

Overall Grade

Line	A

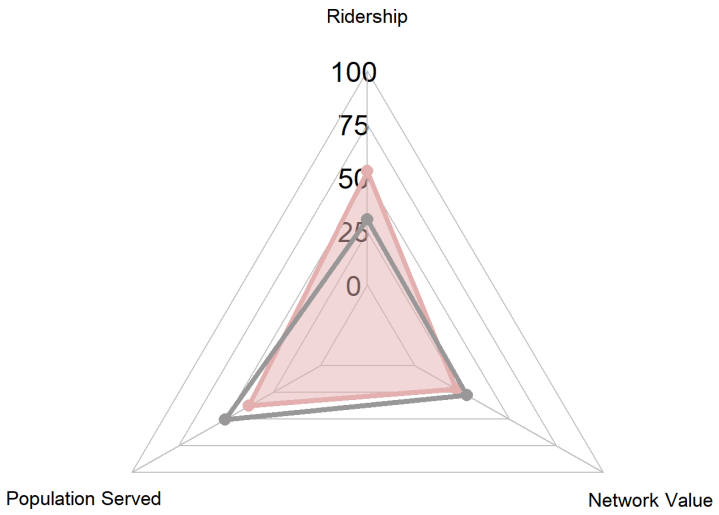
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

38

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	38	22	53	

Operating Statistics

Annual Operating Costs	$10,127,026
Peak Vehicles	18
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

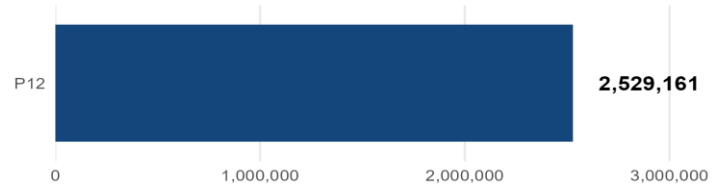
Service Area Population		37,765
People of Color Population	*Service Area*	33,966
	% Riders Surveyed	99%
Low Income Household	*Service Area*	12,505
	% Riders Surveyed	71%

Facilities/Amenities

Bus Stops	155
% Stops With Shelters	8%
% Stops With Benches	10%
% Stops With Real-Time Signs	3%

Ridership

Annual Ridership



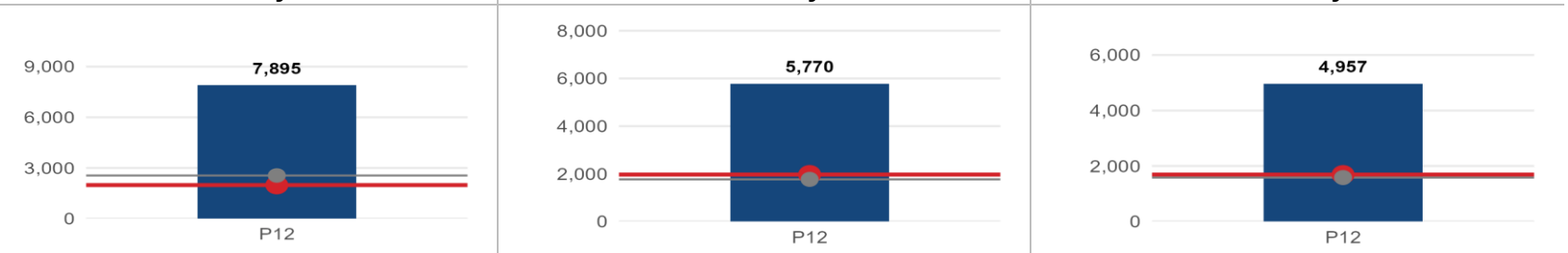
Top Transfer Locations

Southern Avenue, Suitland, Addison Road

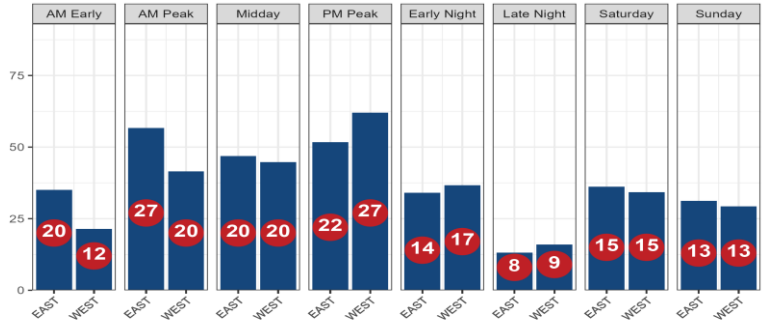
Average Daily Ridership

Class/Tier Average

System Average



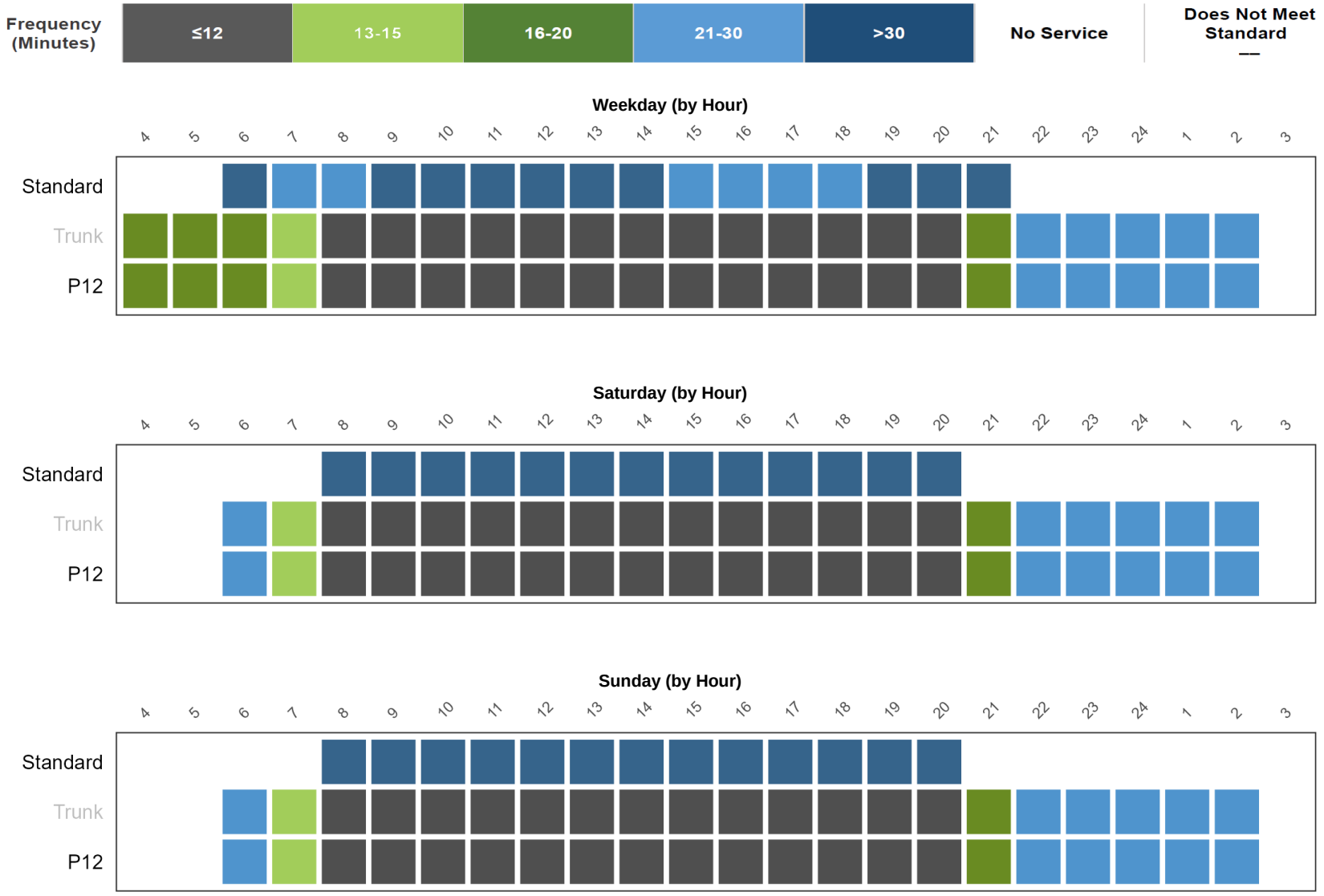
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	EAST	WEST
Weekday	**Peak** Maximum Target: 1	0.59	0.61
	Off-Peak Maximum Target: 1.0	0.42	0.42
	Saturday Maximum Target: 1.0	0.38	0.37
	Sunday Maximum Target: 1.0	0.34	0.33

Span and Frequency



Performance Report Card

A Eastover-Addison Road

Measure | Standard		Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	4:40 AM - 2:50 AM	-	A	6:30 AM - 2:51 AM	-	A	6:30 AM - 2:57 AM	-	A
	Frequency of Service | varies	Peak: 11.0 / Off-Peak: 12.0	Peak: 21.2 / Off-Peak: 33.4	A	14.0	39.2	A	14.0	37.9	A
Productivity	**Passengers per Revenue Hour |** 15	35.3	29.3	A	29.7	24.1	A	26.1	23.7	A
	Passengers per Revenue Mile | 1	3.1	2.5	A	2.5	2.0	A	2.1	2.0	A
Reliability	**On-Time Performance |** 79%	76%	75%	C	78%	77%	C	79%	79%	B
	Crowding | 5%	1%	2%	A	0%	1%	A	0%	0%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.42 Peak: 0.6	Off-Peak: 0.34 Peak: 0.44	A	0.38	0.33	A	0.34	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$3.69	$ 4.96	A	$4.38	$ 5.95	A	$4.97	$ 6.09	A
	Cost Recovery | 20%	6%	11%	E	5%	9%	E	4%	9%	E

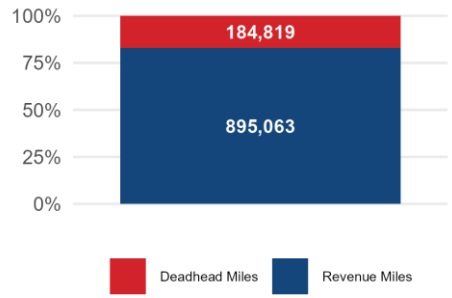
Route P12

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	5.7	4.5	E
Route Design	**Circuity |** 1.75	1.66	2.09	B

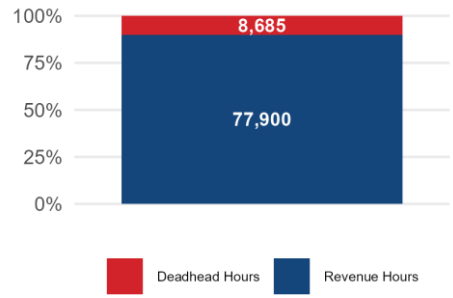
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 15	35.3	29.3	A	29.7	24.1	A	26.1	23.7	A
	Passengers per Revenue Mile | 1	3.1	2.5	A	2.5	2.0	A	2.1	2.0	A
	Unique Segment Ridership | 10%	47%	45%	A	56%	57%	A	54%	61%	A
Reliability	**On-Time Performance |** 79%	76%	75%	C	78%	77%	C	79%	79%	B
	Crowding | 5%	1%	2%	A	0%	1%	A	0%	0%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.42 Peak: 0.6	Off-Peak: 0.35 Peak: 0.45	A	0.38	0.34	A	0.34	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$3.69	$ 4.96	A	$4.38	$ 5.95	A	$4.97	$ 6.09	A
	Cost Recovery | 20%	6%	12%	E	5%	10%	E	4%	9%	E

Operational Analysis

Miles Allocation



Hours Allocation



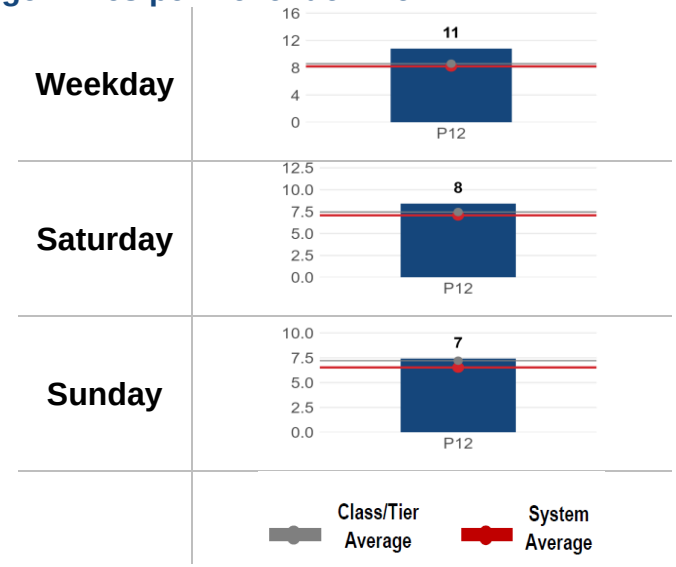
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
P12	28.10	63,441	61,369 (96.7%)

Service Change Summary

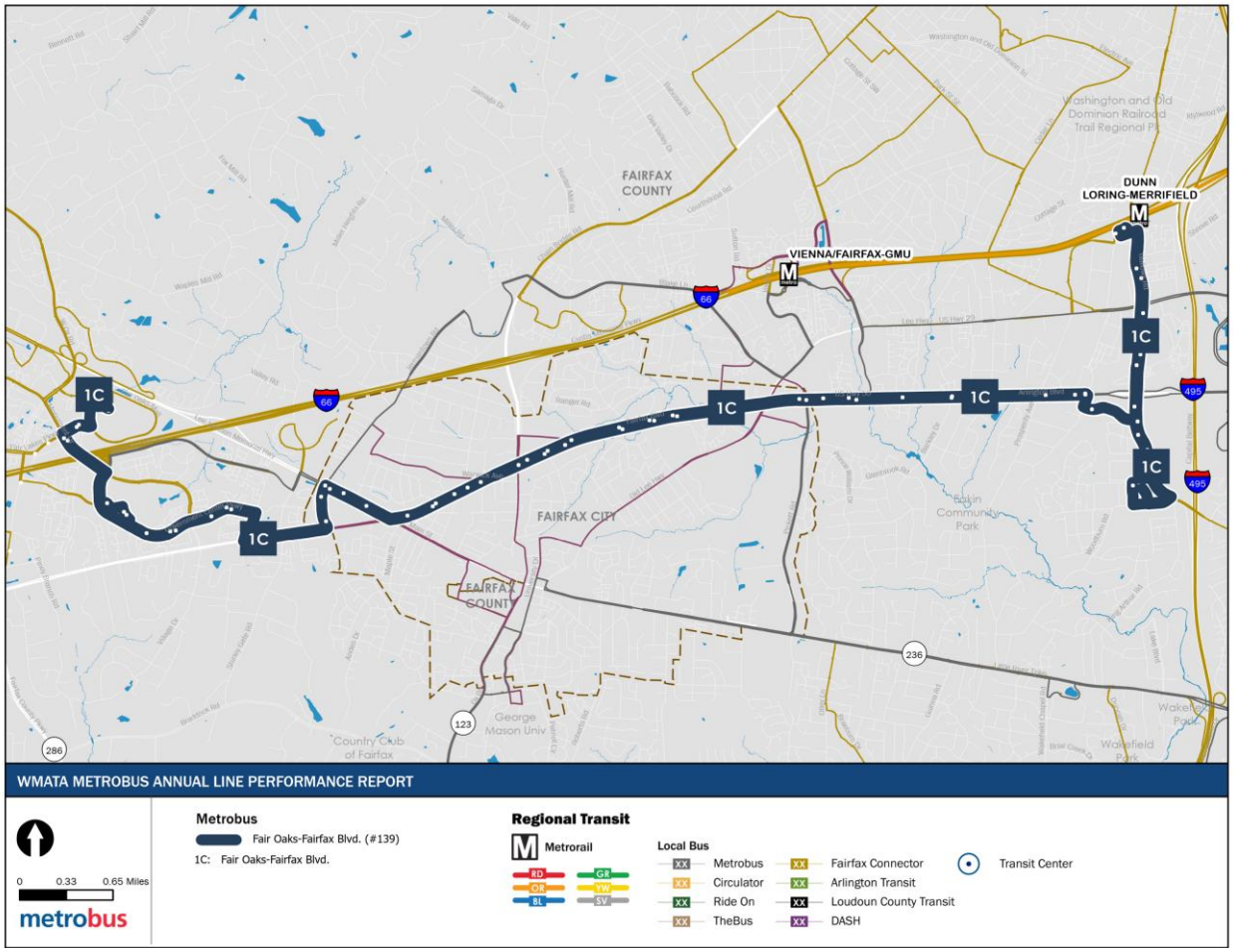
Jun 2023: No change
Sep 2023: No change
Dec 2023: No change

Passenger Miles per Revenue Mile



LINE: 139 - Fair Oaks-Fairfax Blvd. ROUTE(S): 1C

About the Line



Service Classification

Framework

Activity Tier

2

Overall Grade

Line	D

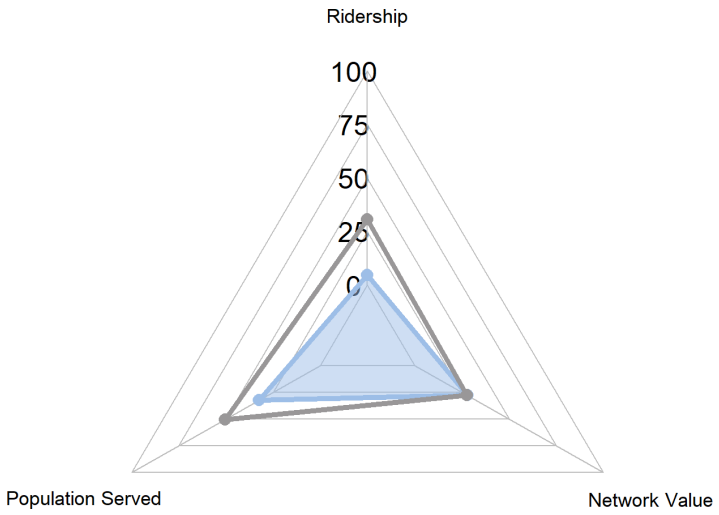
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

22

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	32	28	5	

Operating Statistics

Annual Operating Costs	$2,464,036
Peak Vehicles	5
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

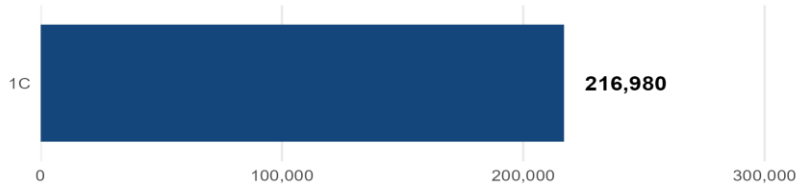
Service Area Population		34,329
People of Color Population	*Service Area*	13,913
	% Riders Surveyed	84%
Low Income Household	*Service Area*	5,747
	% Riders Surveyed	60%

Facilities/Amenities

Bus Stops	85
% Stops With Shelters	18%
% Stops With Benches	20%
% Stops With Real-Time Signs	0%

Ridership

Annual Ridership



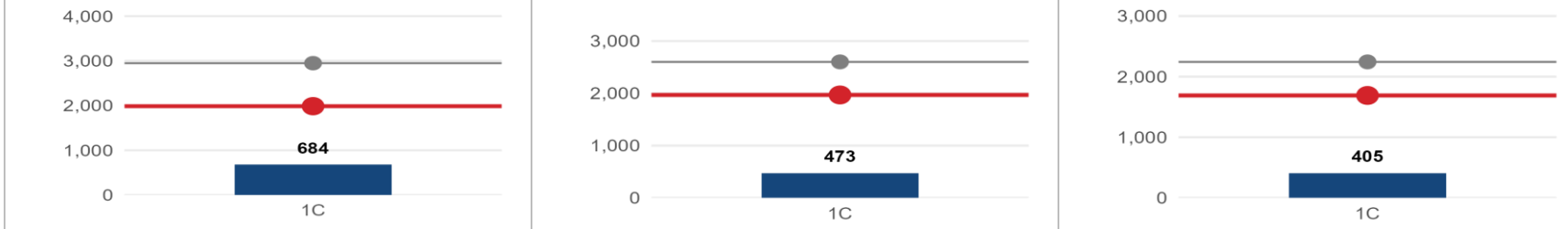
Top Transfer Locations

Dunn Loring, Vienna, Court House

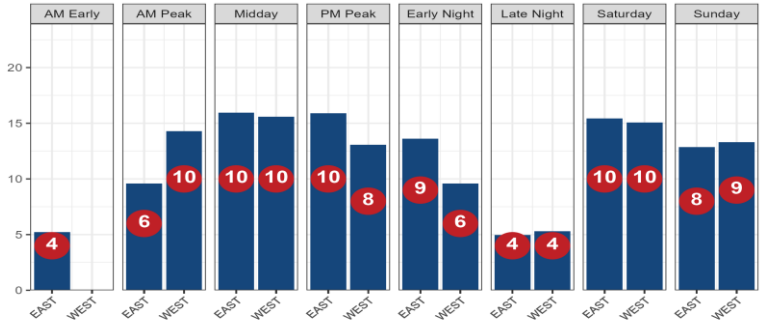
Average Daily Ridership

Class/Tier Average

System Average



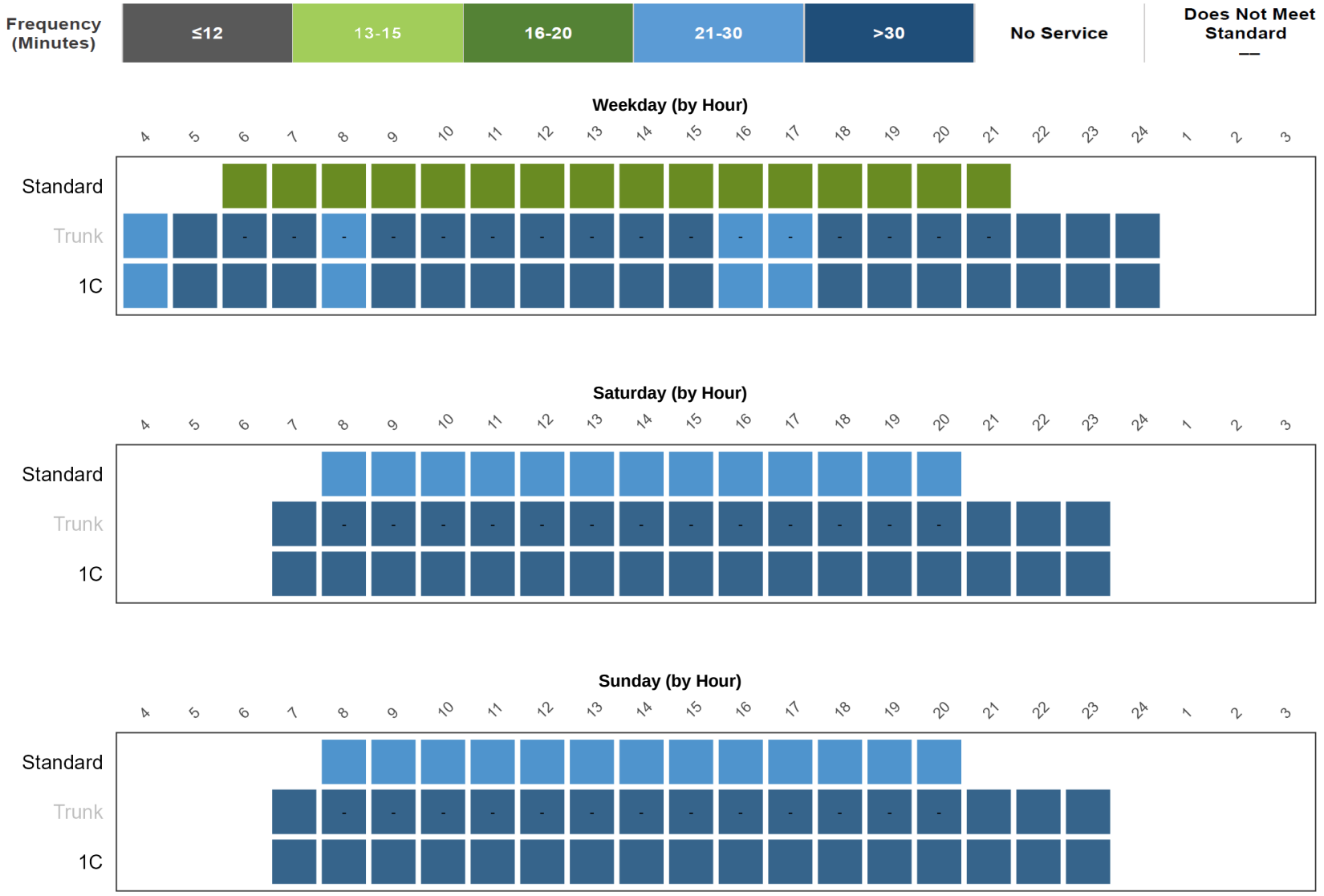
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	EAST	WEST
Weekday	**Peak** Maximum Target: 1	0.2	0.22
	Off-Peak Maximum Target: 1.0	0.19	0.2
	Saturday Maximum Target: 1.0	0.25	0.24
	Sunday Maximum Target: 1.0	0.21	0.22

Span and Frequency



Performance Report Card

D Fair Oaks-Fairfax Blvd.

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	4:04 AM - 12:20 AM	-	A	7:20 AM - 11:05 PM	-	A	7:20 AM - 11:09 PM	-	A
	Frequency of Service | varies	Peak: 31.0 / Off-Peak: 54.0	Peak: 15.6 / Off-Peak: 20	E	60.0	24.4	E	60.0	24.1	E
Productivity	**Passengers per Revenue Hour |** 20	11.2	28.6	E	14.3	27.1	E	12.3	24.8	E
	Passengers per Revenue Mile | 2	0.9	2.8	E	1.1	2.5	E	1.0	2.3	E
Reliability	**On-Time Performance |** 79%	82%	76%	B	82%	78%	B	82%	80%	B
	Crowding | 5%	0%	2%	A	0%	1%	A	0%	1%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.2 Peak: 0.21	Off-Peak: 0.38 Peak: 0.48	A	0.24	0.37	A	0.21	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$11.61	$ 5.38	E	$9.12	$ 5.53	E	$10.58	$ 6.29	E
	Cost Recovery | 20%	11%	19%	E	14%	17%	E	12%	15%	E

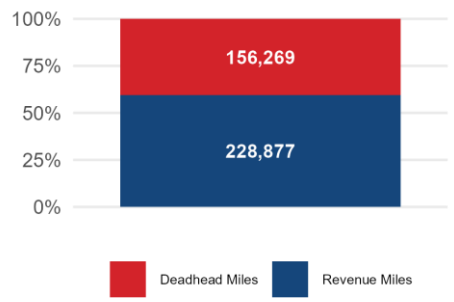
Route 1C

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	2.8	4.5	E
Route Design	**Circuity |** 1.75	1.9	1.47	C

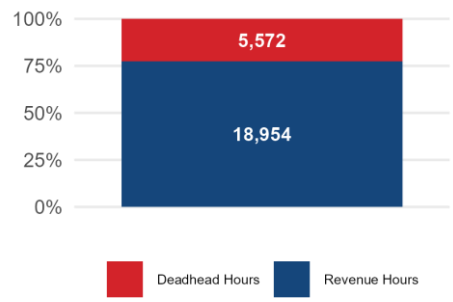
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 20	11.2	28.6	E	14.3	27.1	E	12.3	24.8	E
	Passengers per Revenue Mile | 2	0.9	2.8	E	1.1	2.5	E	1.0	2.3	E
	Unique Segment Ridership | 10%	67%	20%	A	73%	36%	A	75%	39%	A
Reliability	**On-Time Performance |** 79%	82%	76%	B	82%	78%	B	82%	80%	B
	Crowding | 5%	0%	2%	A	0%	1%	A	0%	1%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.2 Peak: 0.21	Off-Peak: 0.39 Peak: 0.48	A	0.24	0.39	A	0.21	0.35	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$11.61	$ 5.38	E	$9.12	$ 5.53	E	$10.58	$ 6.29	E
	Cost Recovery | 20%	11%	19%	E	14%	17%	E	12%	16%	E

Operational Analysis

Miles Allocation



Hours Allocation



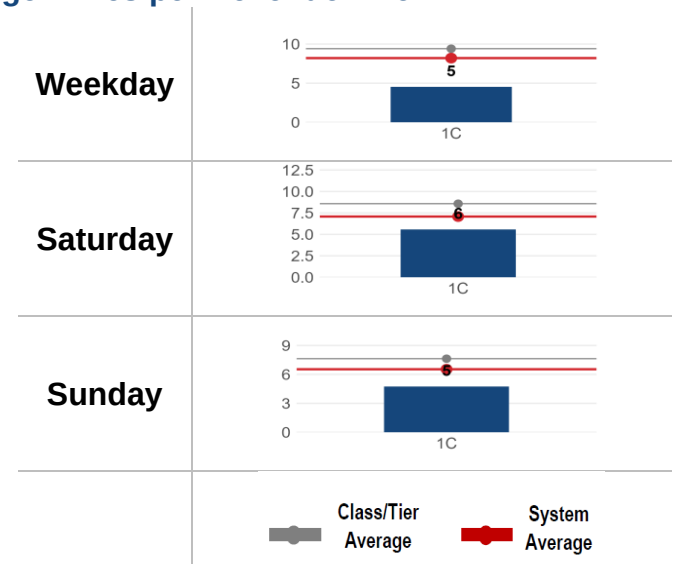
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
1C	34.50	17,073	16,900 (99.0%)

Service Change Summary

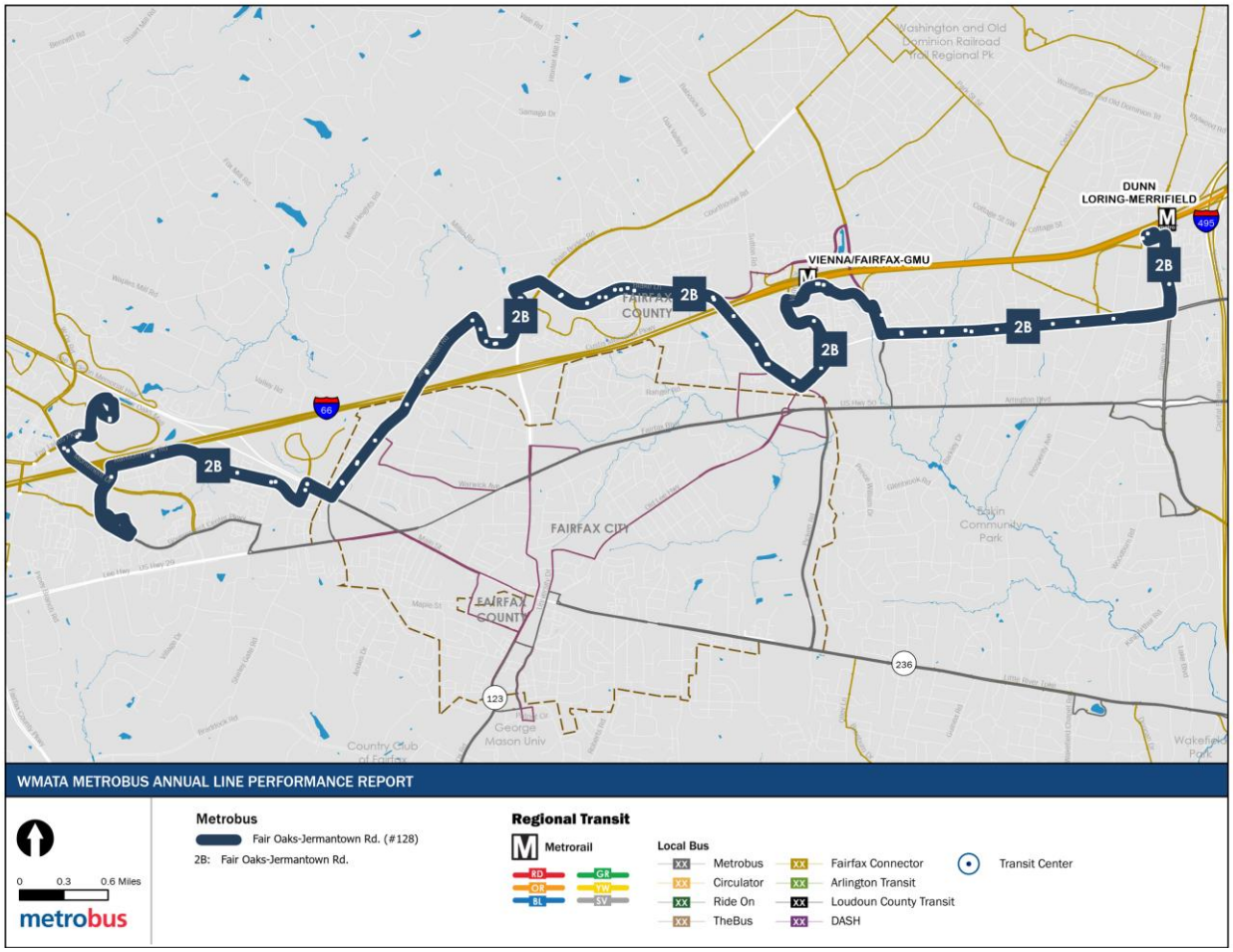
Jun 2023: No change
Sep 2023: No change
Dec 2023: No change

Passenger Miles per Revenue Mile



LINE: 128 - Fair Oaks-Jermantown Rd. ROUTE(S): 2B

About the Line



Service Classification

Coverage

Activity Tier

2

Overall Grade

Line	C

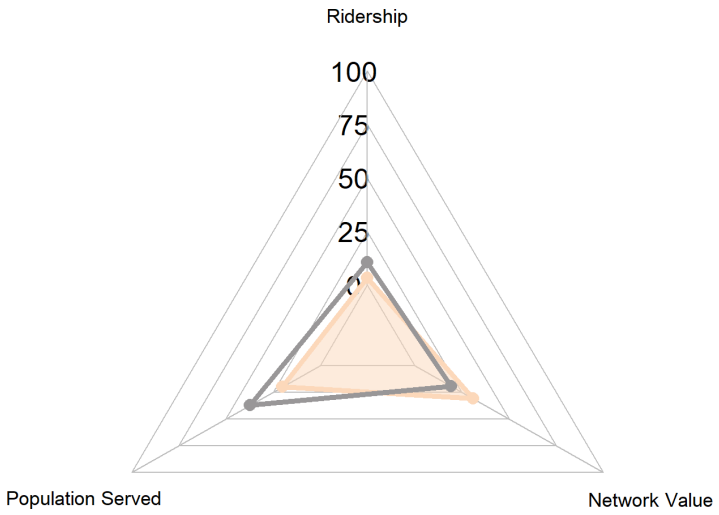
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

18

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	20	31	3	

Operating Statistics

Annual Operating Costs	$1,928,369
Peak Vehicles	6
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

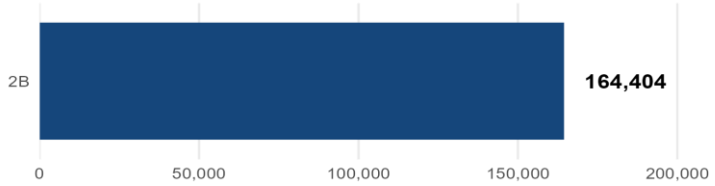
Service Area Population		39,549
People of Color Population	*Service Area*	16,151
	% Riders Surveyed	31%
Low Income Household	*Service Area*	5,619
	% Riders Surveyed	49%

Facilities/Amenities

Bus Stops	88
% Stops With Shelters	10%
% Stops With Benches	12%
% Stops With Real-Time Signs	0%

Ridership

Annual Ridership



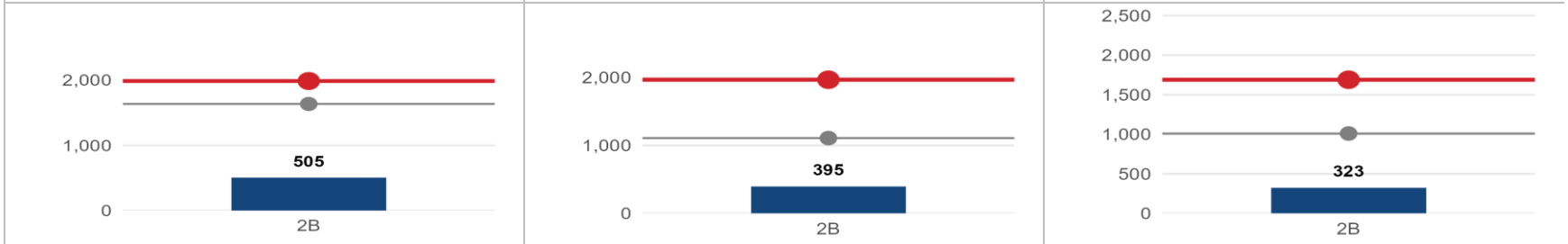
Top Transfer Locations

Vienna, Dunn Loring

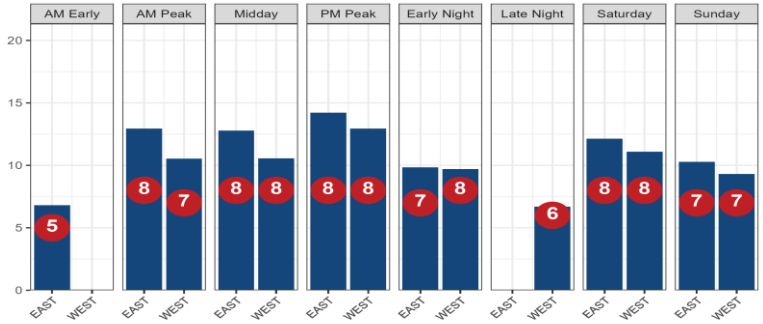
Average Daily Ridership

Class/Tier Average

System Average



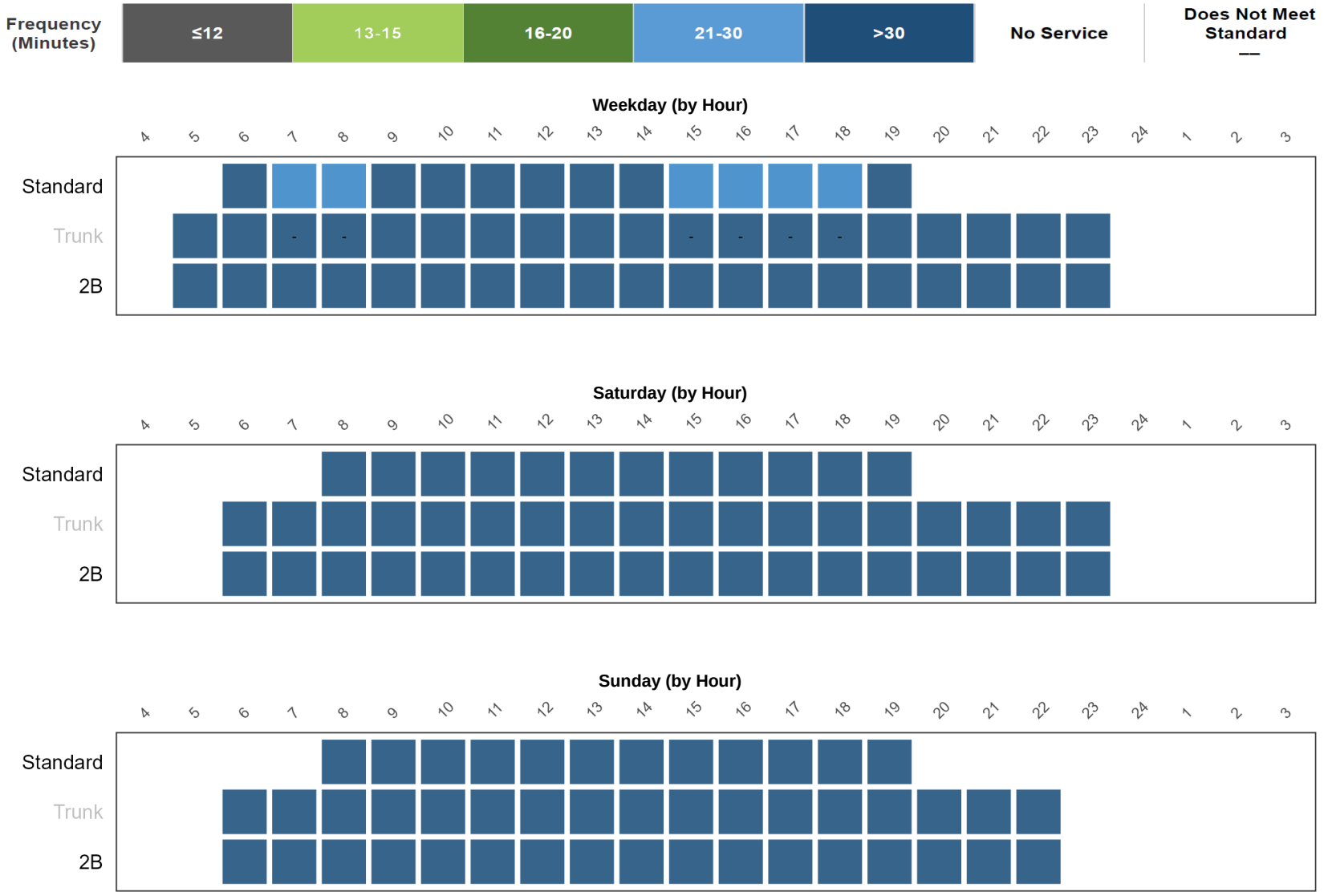
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	EAST	WEST
Weekday	**Peak** Maximum Target: 1	0.21	0.19
	Off-Peak Maximum Target: 1.0	0.18	0.19
	Saturday Maximum Target: 1.0	0.21	0.21
	Sunday Maximum Target: 1.0	0.18	0.18

Span and Frequency



Performance Report Card

C Fair Oaks-Jermantown Rd.

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	5:00 AM - 11:53 PM	-	A	6:20 AM - 11:35 PM	-	A	6:20 AM - 10:54 PM	-	A
	Frequency of Service | varies	Peak: 45.0 / Off-Peak: 55.0	Peak: 22.2 / Off-Peak: 32.8	E	59.0	36.2	B	59.0	37.8	B
Productivity	**Passengers per Revenue Hour |** 15	11.5	32.3	E	11.7	28.3	E	9.9	26.7	E
	Passengers per Revenue Mile | 2	0.9	3.8	E	0.9	3.1	E	0.8	2.8	E
Reliability	**On-Time Performance |** 79%	83%	80%	B	82%	80%	B	81%	80%	B
	Crowding | 5%	0%	2%	A	0%	0%	A	0%	0%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.18 Peak: 0.2	Off-Peak: 0.29 Peak: 0.37	A	0.21	0.27	A	0.18	0.25	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$11.35	$ 4.75	E	$11.09	$ 5.33	E	$13.14	$ 5.76	E
	Cost Recovery | 20%	12%	14%	E	12%	12%	E	10%	11%	E

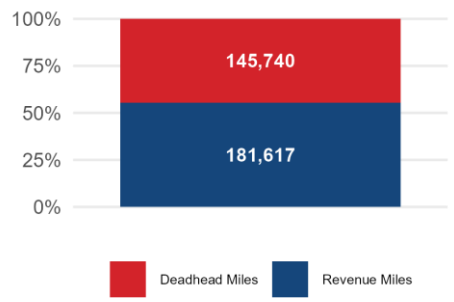
Route 2B

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	2.8	6.2	E
Route Design	**Circuity |** N/A	1.82	2.37	-

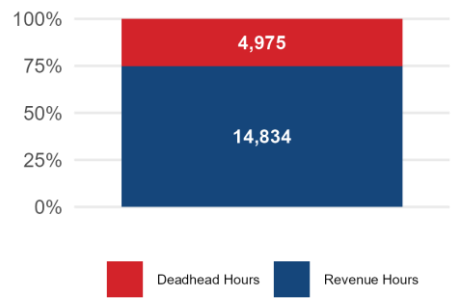
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 15	11.5	32.3	E	11.7	28.3	E	9.9	26.7	E
	Passengers per Revenue Mile | 2	0.9	3.8	E	0.9	3.1	E	0.8	2.8	E
	Unique Segment Ridership | 10%	85%	25%	A	81%	42%	A	81%	51%	A
Reliability	**On-Time Performance |** 79%	83%	80%	B	82%	80%	B	81%	80%	B
	Crowding | 5%	0%	3%	A	0%	1%	A	0%	0%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.18 Peak: 0.2	Off-Peak: 0.3 Peak: 0.39	A	0.21	0.28	A	0.18	0.25	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$11.35	$ 4.75	E	$11.09	$ 5.33	E	$13.14	$ 5.76	E
	Cost Recovery | 20%	12%	14%	E	12%	12%	E	10%	11%	E

Operational Analysis

Miles Allocation



Hours Allocation



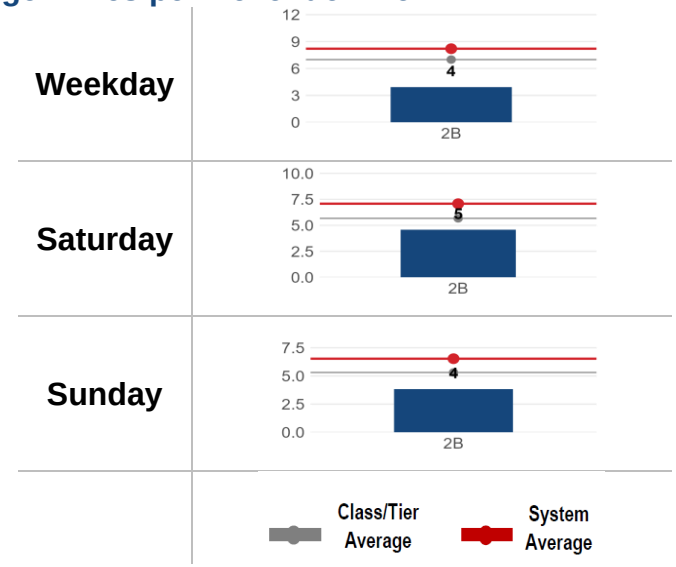
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
2B	33.00	14,875	14,746 (99.1%)

Service Change Summary

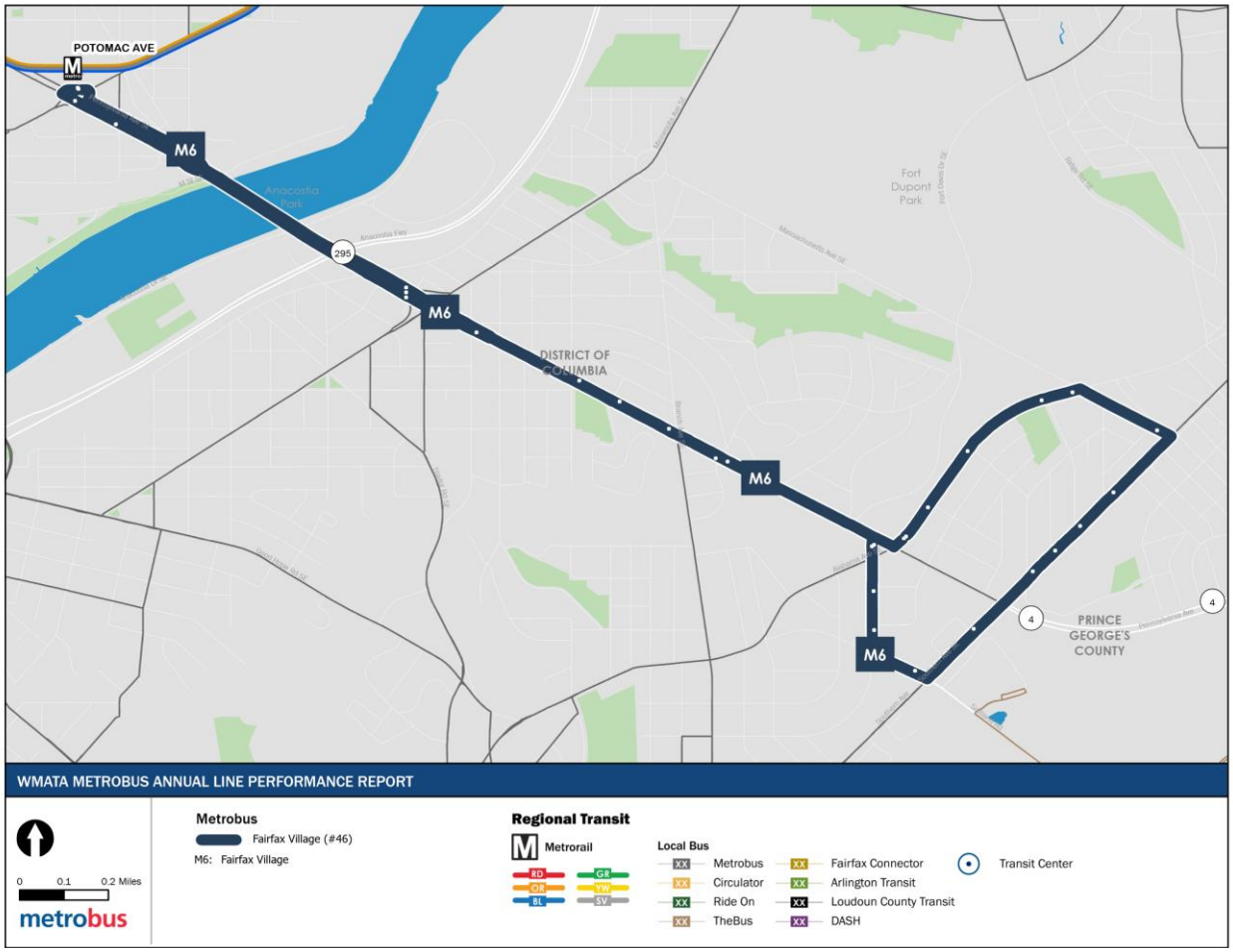
Jun 2023: No change
Sep 2023: No change
Dec 2023: No change

Passenger Miles per Revenue Mile



LINE: 46 - Fairfax Village ROUTE(S): M6

About the Line



Service Classification

Coverage

Activity Tier

3

Overall Grade

Line	A

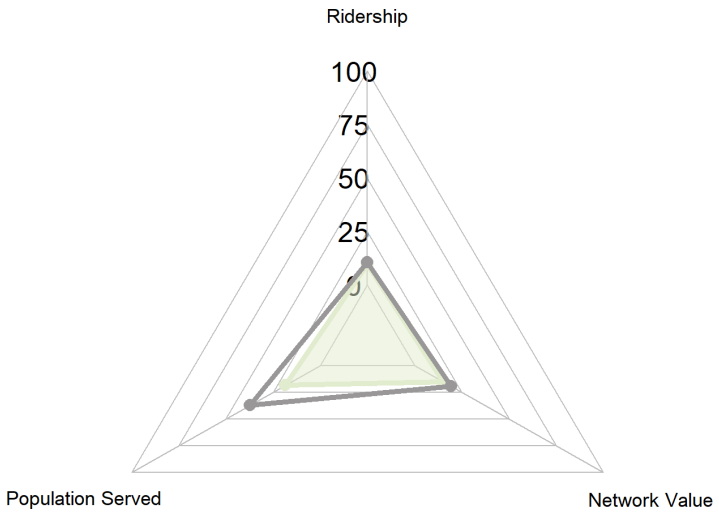
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

14

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	19	15	10	

Operating Statistics

Annual Operating Costs	$1,629,489
Peak Vehicles	5
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

Service Area Population	14,332	
People of Color Population	*Service Area*	10,970
	% Riders Surveyed	95%
Low Income Household	*Service Area*	3,895
	% Riders Surveyed	60%

Facilities/Amenities

Bus Stops	31
% Stops With Shelters	23%
% Stops With Benches	19%
% Stops With Real-Time Signs	6%

Ridership

Annual Ridership



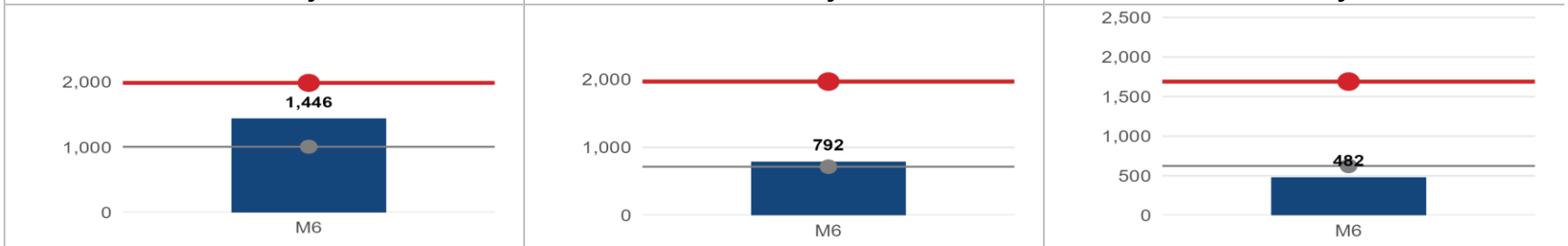
Top Transfer Locations

Potomac Avenue

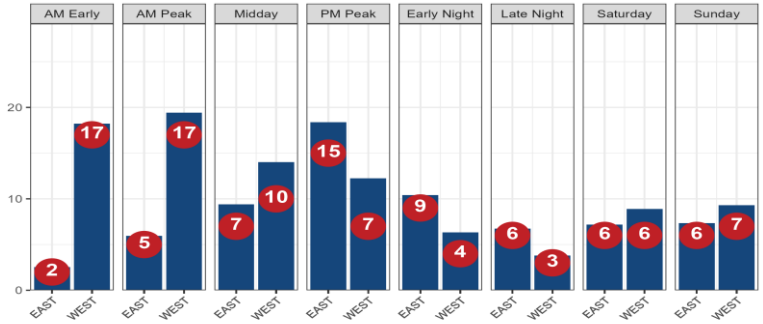
Average Daily Ridership

Class/Tier Average

System Average



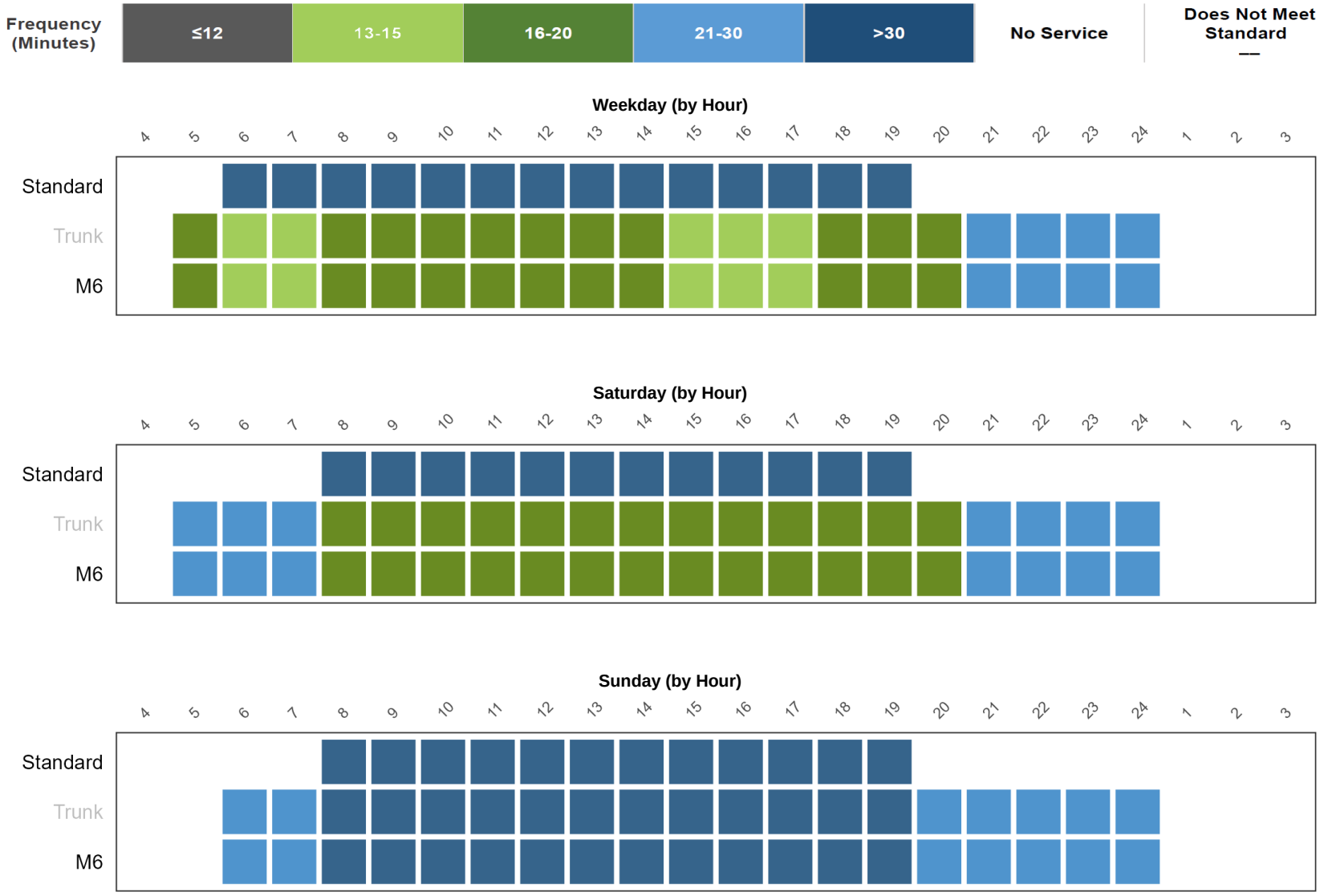
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	EAST	WEST
Weekday	**Peak** Maximum Target: 1	0.27	0.28
Weekday	**Off-Peak** Maximum Target: 1.0	0.19	0.21
	Saturday Maximum Target: 1.0	0.15	0.16
	Sunday Maximum Target: 1.0	0.15	0.16

Span and Frequency



Performance Report Card

A Fairfax Village

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	5:30 AM - 12:07 AM	-	A	5:37 AM - 12:16 AM	-	A	6:30 AM - 12:17 AM	-	A
	Frequency of Service | varies	Peak: 15.0 / Off-Peak: 19.0	Peak: 26 / Off-Peak: 38.8	A	22.0	47.4	A	36.0	49.8	A
Productivity	**Passengers per Revenue Hour |** 10	36.3	22.8	A	27.0	23.6	A	29.6	24.3	A
	Passengers per Revenue Mile | 1	3.8	1.9	A	2.5	2.0	A	2.6	2.0	A
Reliability	**On-Time Performance |** 79%	84%	80%	B	82%	79%	B	79%	80%	B
	Crowding | 5%	3%	1%	A	0%	1%	A	0%	0%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.2 Peak: 0.28	Off-Peak: 0.25 Peak: 0.32	A	0.16	0.27	A	0.16	0.26	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$3.58	$ 6.33	A	$4.81	$ 5.97	A	$4.39	$ 5.70	A
	Cost Recovery | 20%	12%	10%	E	9%	8%	E	10%	8%	E

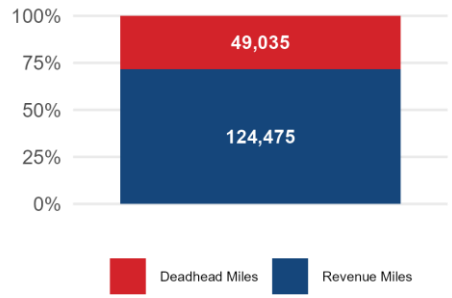
Route M6

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	5.3	4.8	E
Route Design	**Circuity |** N/A	1.42	1.78	-

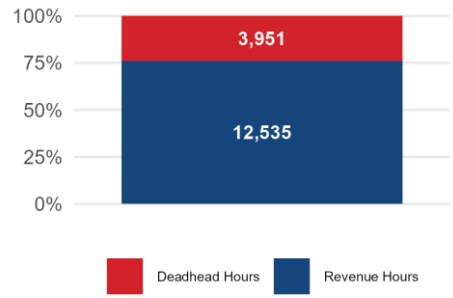
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 10	36.3	22.8	A	27.0	23.6	A	29.6	24.3	A
	Passengers per Revenue Mile | 1	3.8	1.9	A	2.5	2.0	A	2.6	2.0	A
	Unique Segment Ridership | 10%	34%	47%	A	41%	58%	A	47%	61%	A
Reliability	**On-Time Performance |** 79%	84%	80%	A	82%	79%	B	79%	80%	B
	Crowding | 5%	3%	1%	A	0%	1%	A	0%	0%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.2 Peak: 0.28	Off-Peak: 0.25 Peak: 0.31	A	0.16	0.27	A	0.16	0.26	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$3.58	$ 6.33	A	$4.81	$ 5.97	A	$4.39	$ 5.70	A
	Cost Recovery | 20%	12%	10%	E	9%	7%	E	10%	8%	E

Operational Analysis

Miles Allocation



Hours Allocation



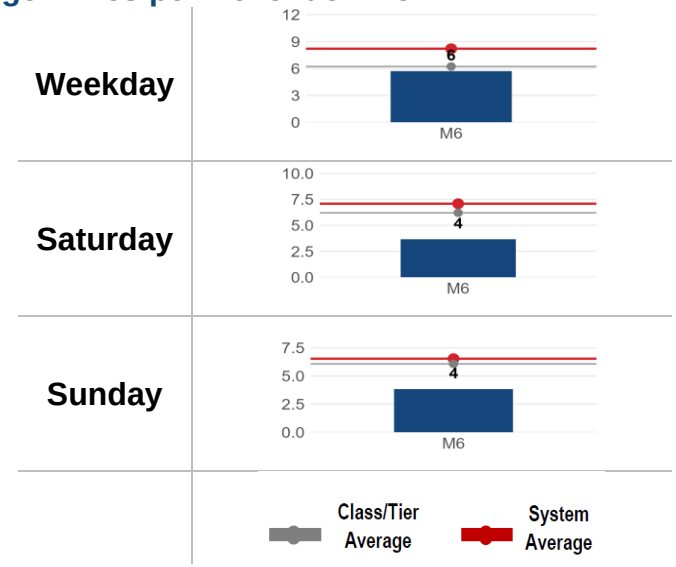
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
M6	6.20	38,780	38,190 (98.5%)

Service Change Summary

Jun 2023: Adjust running times (7 days)
Sep 2023: No change
Dec 2023: No change

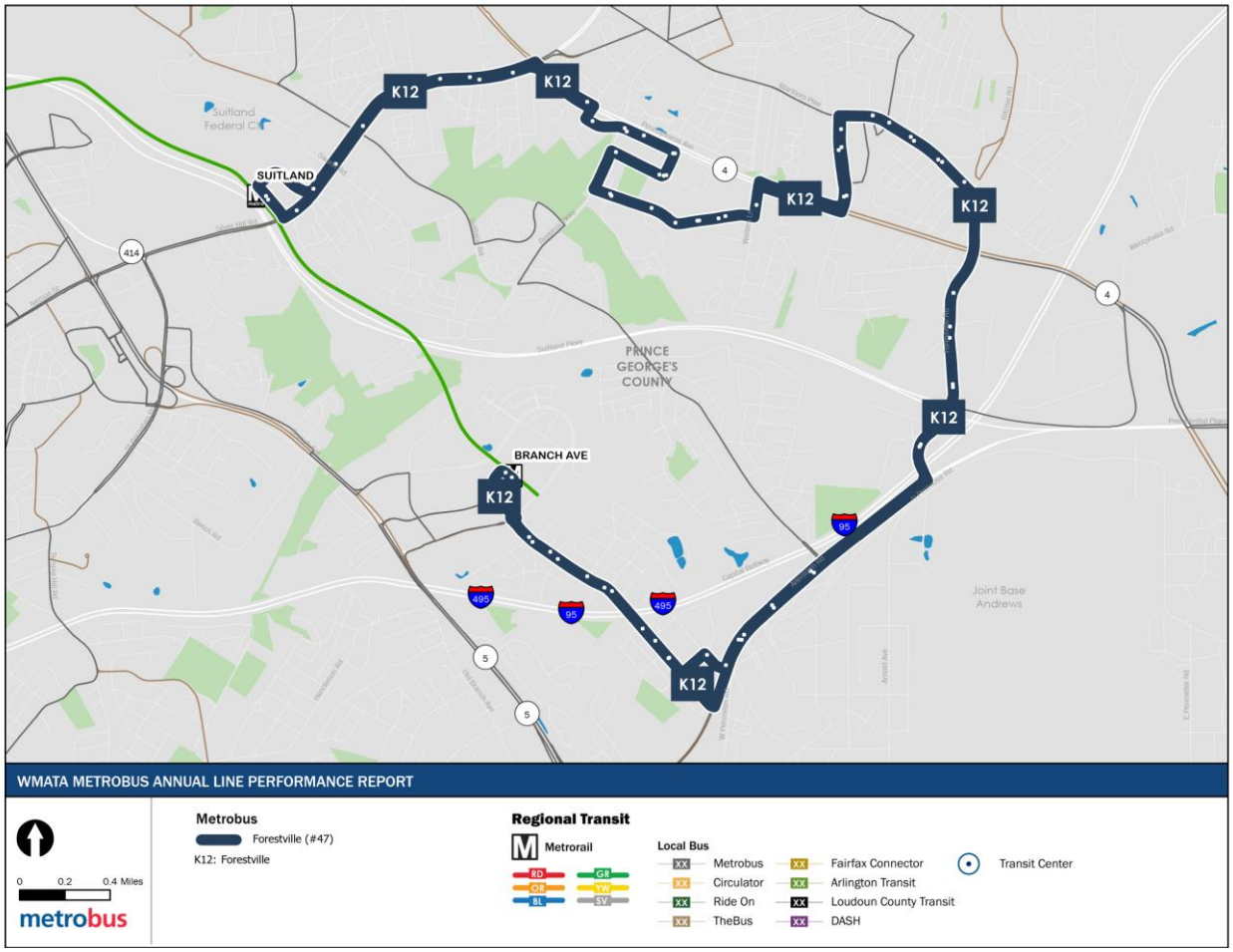
Passenger Miles per Revenue Mile



LINE: 47 - Forestville

ROUTE(S): K12

About the Line



Service Classification

Coverage

Activity Tier

3

Overall Grade

Line	B

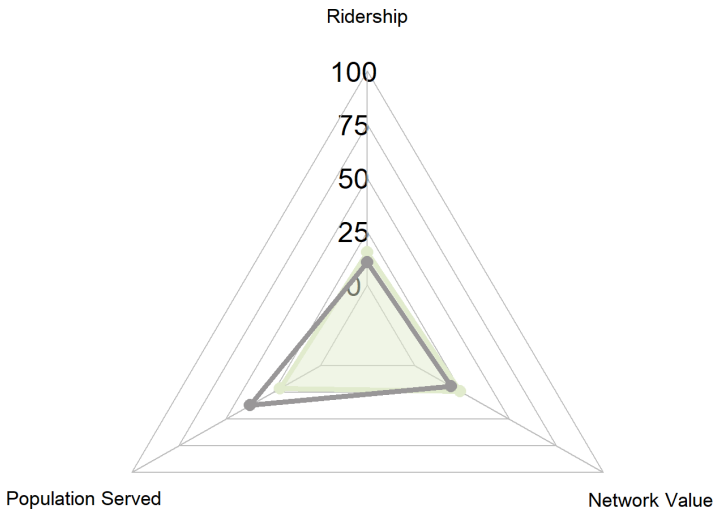
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

20

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	21	24	15	

Operating Statistics

Annual Operating Costs	$2,119,874
Peak Vehicles	6
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

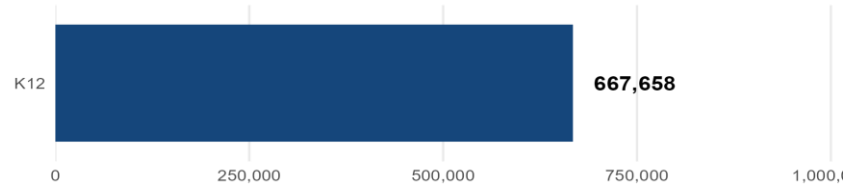
Service Area Population		19,848
People of Color Population	*Service Area*	17,415
	% Riders Surveyed	99%
Low Income Household	*Service Area*	5,437
	% Riders Surveyed	70%

Facilities/Amenities

Bus Stops	90
% Stops With Shelters	11%
% Stops With Benches	8%
% Stops With Real-Time Signs	1%

Ridership

Annual Ridership

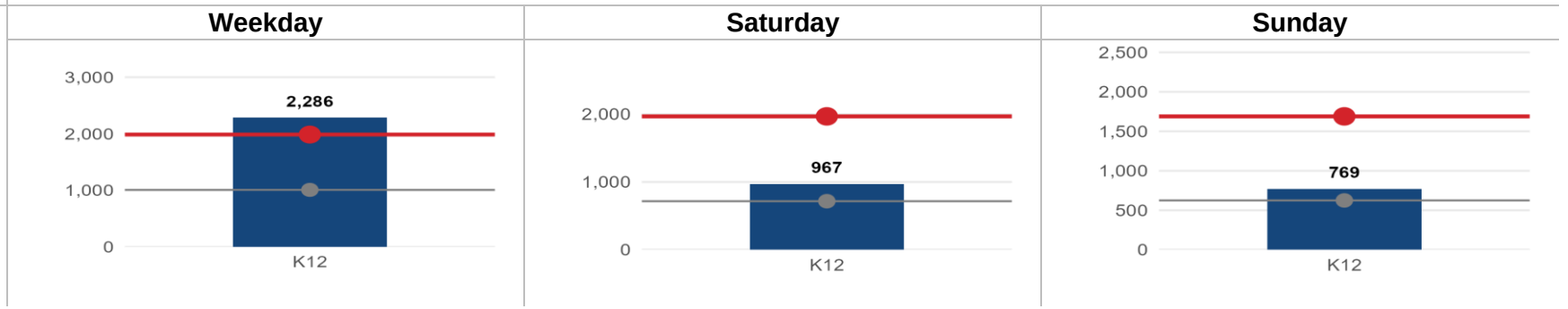


Top Transfer Locations

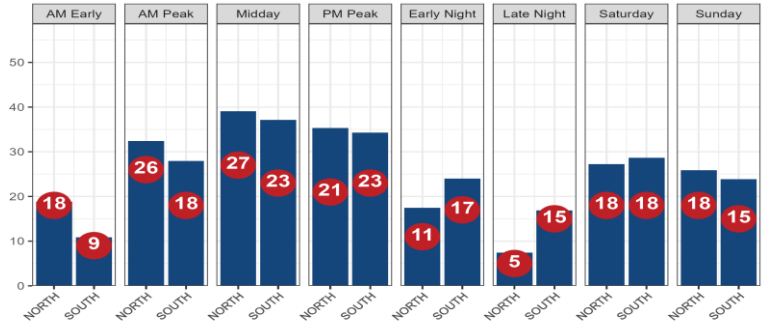
Suitland, Branch Avenue

Average Daily Ridership





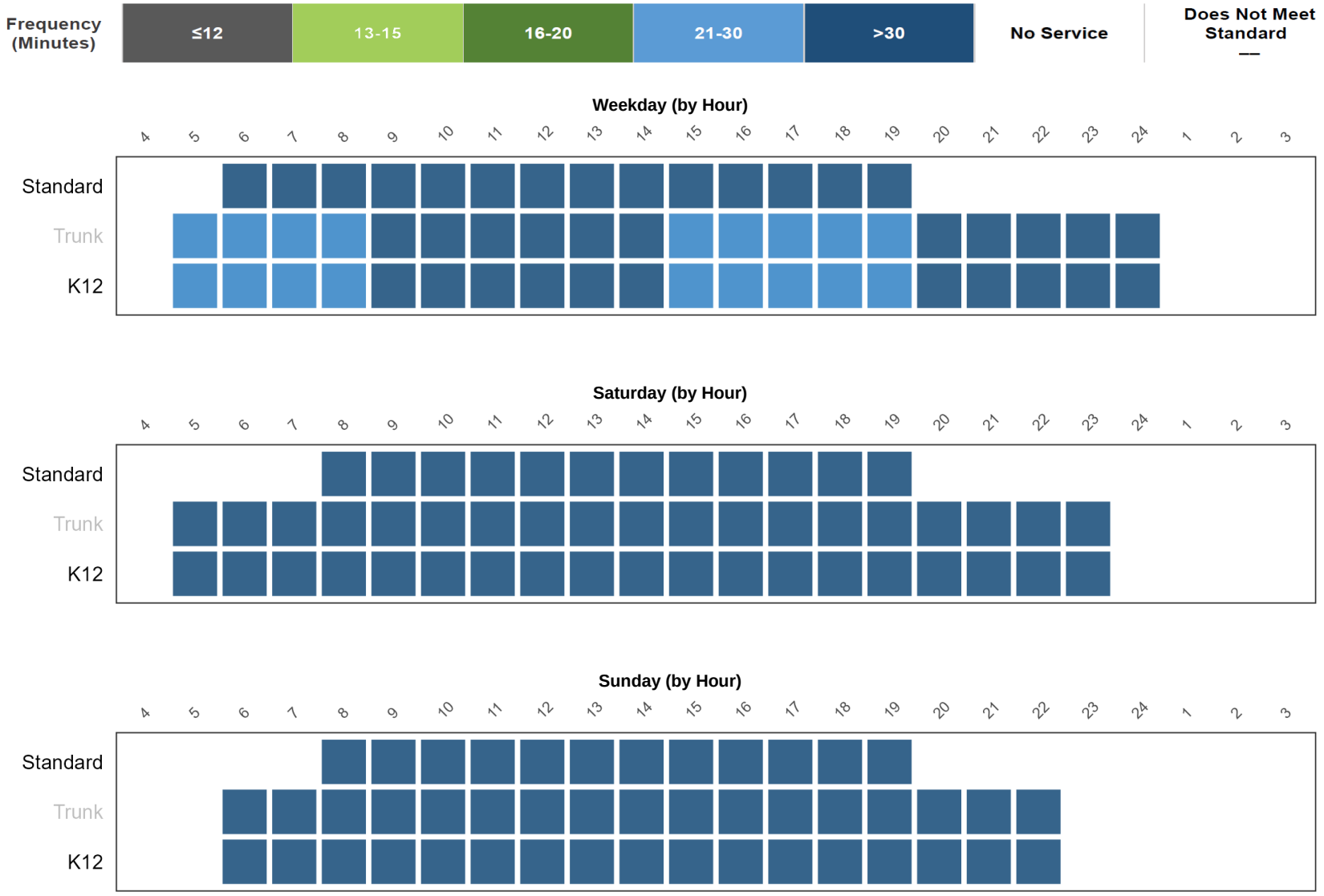
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	NORTH	SOUTH
Weekday	**Peak** Maximum Target: 1	0.6	0.54
Weekday	**Off-Peak** Maximum Target: 1.0	0.46	0.45
	Saturday Maximum Target: 1.0	0.46	0.45
	Sunday Maximum Target: 1.0	0.46	0.38

Span and Frequency



Performance Report Card

B Forestville

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	5:10 AM - 12:03 AM	-	A	5:50 AM - 11:39 PM	-	A	6:50 AM - 10:41 PM	-	A
	Frequency of Service | varies	Peak: 26.0 / Off-Peak: 43.0	Peak: 26 / Off-Peak: 38.8	A	59.0	47.4	B	60.0	49.8	B
Productivity	**Passengers per Revenue Hour |** 10	39.8	22.8	A	37.3	23.6	A	35.1	24.3	A
	Passengers per Revenue Mile | 1	3.4	1.9	A	2.9	2.0	A	2.5	2.0	A
Reliability	**On-Time Performance |** 79%	81%	80%	B	81%	79%	B	81%	80%	B
	Crowding | 5%	4%	1%	A	0%	1%	A	0%	0%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.46 Peak: 0.57	Off-Peak: 0.25 Peak: 0.32	A	0.46	0.27	A	0.42	0.26	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$3.26	$ 6.33	A	$3.48	$ 5.97	A	$3.70	$ 5.70	A
	Cost Recovery | 20%	9%	10%	E	9%	8%	E	8%	8%	E

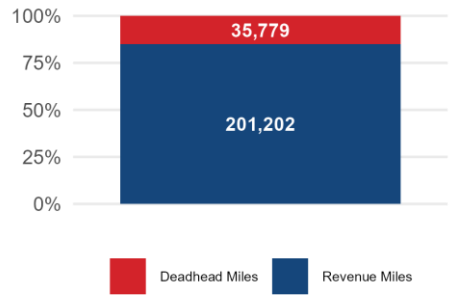
Route K12

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	4.5	4.8	A
Route Design	**Circuity |** N/A	2.85	1.78	-

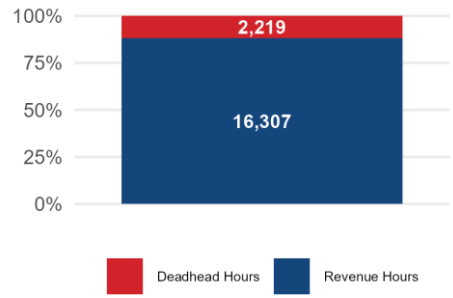
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 10	39.8	22.8	A	37.3	23.6	A	35.1	24.3	A
	Passengers per Revenue Mile | 1	3.4	1.9	A	2.9	2.0	A	2.5	2.0	A
	Unique Segment Ridership | 10%	67%	47%	A	65%	58%	A	66%	61%	A
Reliability	**On-Time Performance |** 79%	81%	80%	B	81%	79%	B	81%	80%	B
	Crowding | 5%	4%	1%	A	0%	1%	A	0%	0%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.46 Peak: 0.57	Off-Peak: 0.25 Peak: 0.31	A	0.46	0.27	A	0.42	0.26	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$3.26	$ 6.33	A	$3.48	$ 5.97	A	$3.70	$ 5.70	A
	Cost Recovery | 20%	9%	10%	E	9%	7%	E	8%	8%	E

Operational Analysis

Miles Allocation



Hours Allocation



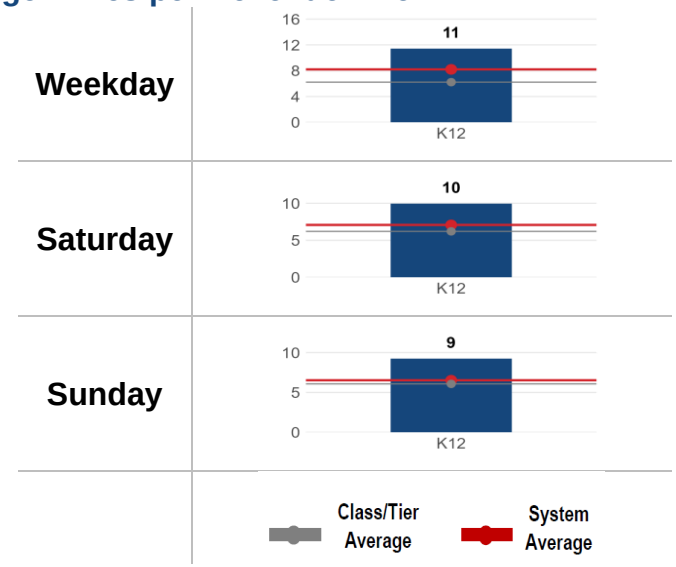
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
K12	20.30	23,032	22,703 (98.6%)

Service Change Summary

Jun 2023: No change
Sep 2023: No change
Dec 2023: No change

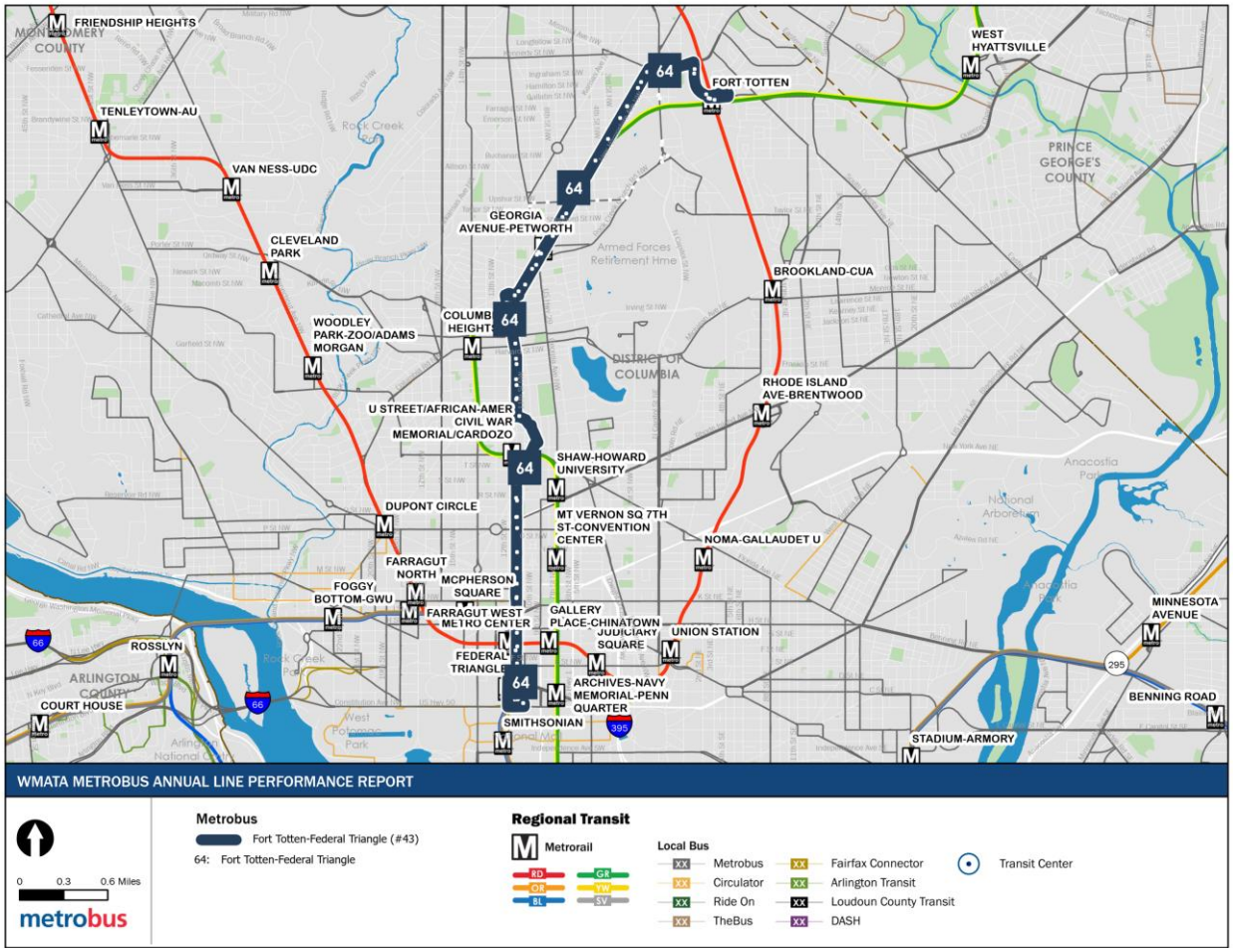
Passenger Miles per Revenue Mile



LINE: 43 - Fort Totten-Federal Triangle

ROUTE(S): 64

About the Line



Service Classification

Framework

Activity Tier

1

Overall Grade

Line	C

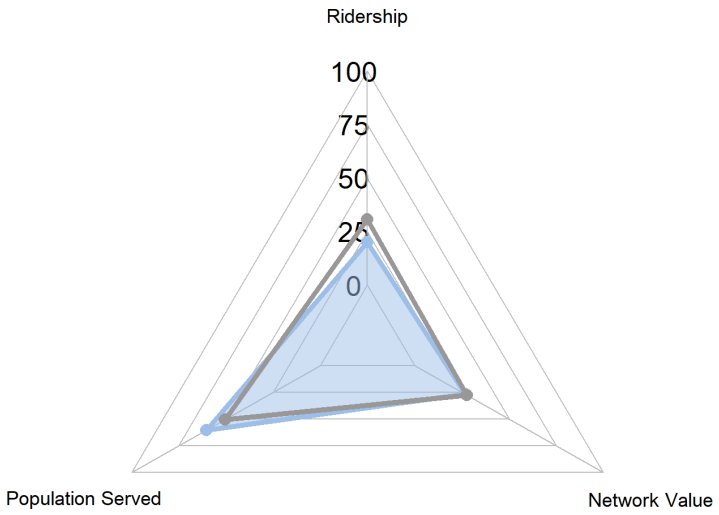
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

36

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	60	27	20	

Operating Statistics

Annual Operating Costs	$4,009,856
Peak Vehicles	16
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

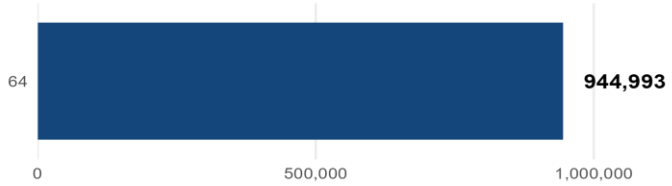
Service Area Population	59,145	
People of Color Population	*Service Area*	25,383
	% Riders Surveyed	82%
Low Income Household	*Service Area*	11,749
	% Riders Surveyed	55%

Facilities/Amenities

Bus Stops	80
% Stops With Shelters	16%
% Stops With Benches	11%
% Stops With Real-Time Signs	6%

Ridership

Annual Ridership



Top Transfer Locations

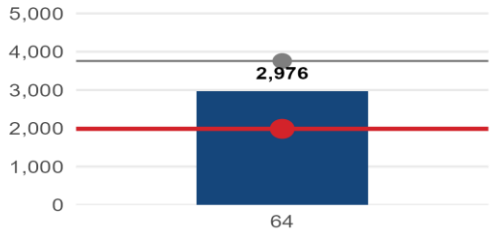
Fort Totten, Georgia Avenue-Petworth, Metro Center

Average Daily Ridership

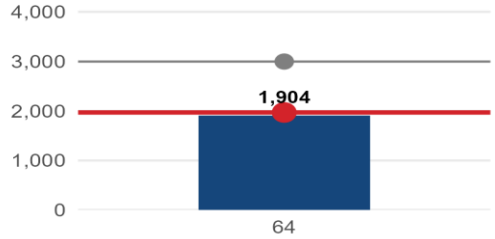
Class/Tier Average

System Average

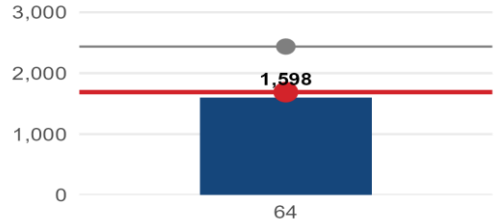
Weekday



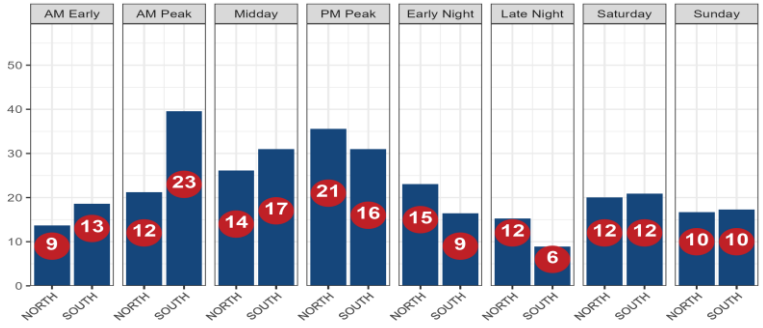
Saturday



Sunday



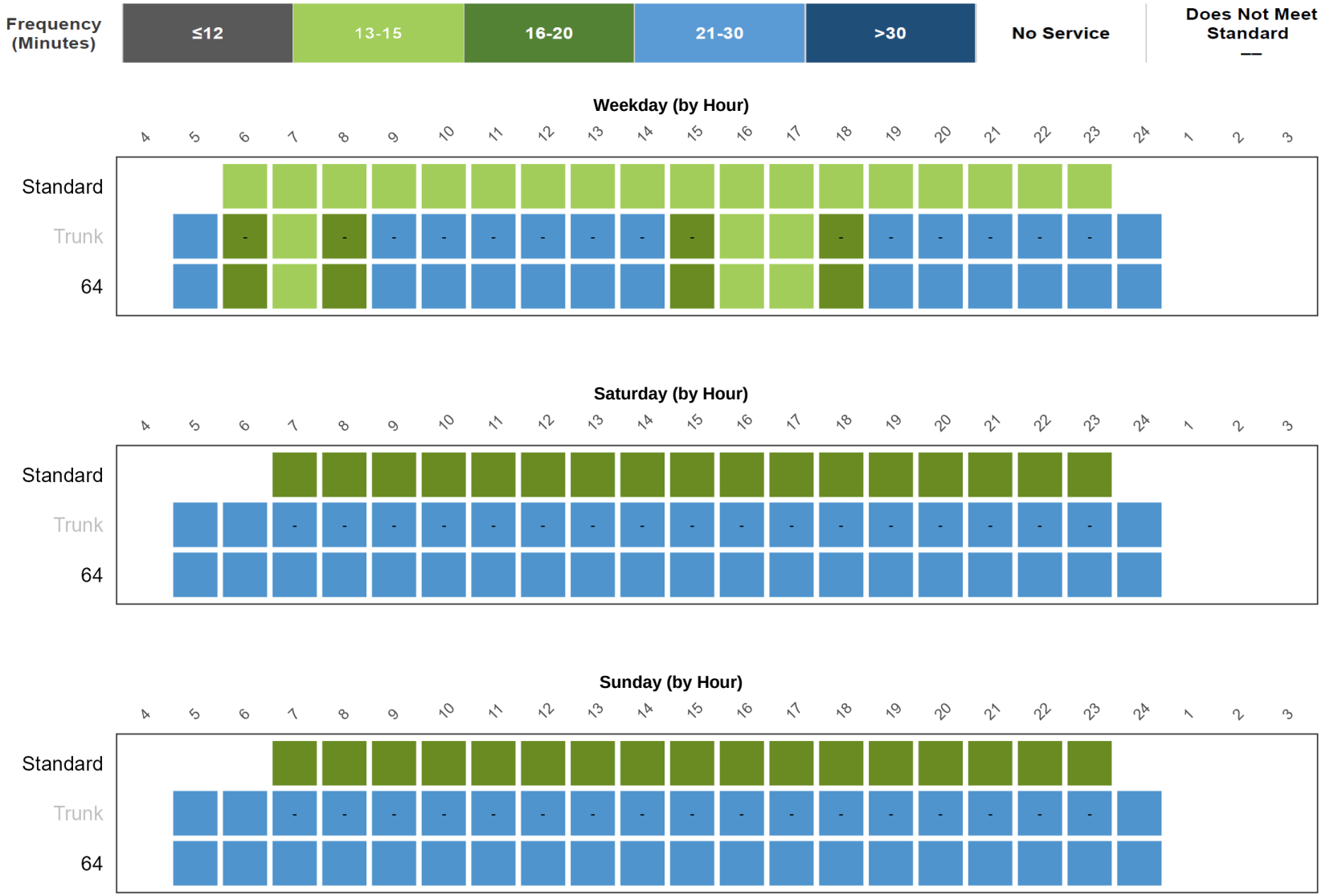
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	NORTH	SOUTH
Weekday	**Peak** Maximum Target: 1.2	0.43	0.48
Weekday	**Off-Peak** Maximum Target: 1.0	0.35	0.33
	Saturday Maximum Target: 1.0	0.3	0.31
	Sunday Maximum Target: 1.0	0.25	0.26

Span and Frequency



Performance Report Card

C Fort Totten-Federal Triangle

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	5:00 AM - 12:27 AM	-	A	5:00 AM - 12:25 AM	-	A	5:00 AM - 12:23 AM	-	A
	Frequency of Service | varies	Peak: 16.0 / Off-Peak: 23.0	Peak: 14.7 / Off-Peak: 18.6	C	24.0	20.8	C	24.0	24.0	C
Productivity	**Passengers per Revenue Hour |** 30	33.3	32.8	A	26.0	27.8	D	21.7	26.1	E
	Passengers per Revenue Mile | 4	4.8	4.4	A	3.5	3.5	D	2.9	3.1	E
Reliability	**On-Time Performance |** 79%	69%	74%	E	72%	74%	D	73%	76%	D
	Crowding | 5%	1%	3%	A	3%	1%	A	0%	2%	A
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.34 Peak: 0.46	Off-Peak: 0.35 Peak: 0.48	A	0.3	0.35	A	0.26	0.32	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$3.91	$ 4.48	A	$5.00	$ 5.27	B	$5.99	$ 5.68	C
	Cost Recovery | 25%	25%	23%	C	19%	20%	D	16%	19%	E

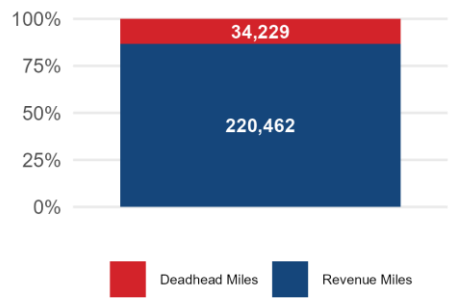
Route 64

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	7.1	5.5	E
Route Design	**Circuity |** 1.75	0.98	1.23	A

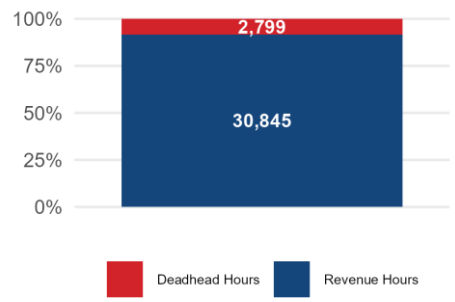
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 30	33.3	32.8	A	26.0	27.8	D	21.7	26.1	E
	Passengers per Revenue Mile | 4	4.8	4.4	A	3.5	3.5	D	2.9	3.1	E
	Unique Segment Ridership | 10%	35%	22%	A	53%	34%	A	52%	34%	A
Reliability	**On-Time Performance |** 79%	69%	74%	D	72%	74%	D	73%	76%	D
	Crowding | 5%	1%	3%	A	3%	1%	A	0%	2%	A
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.34 Peak: 0.46	Off-Peak: 0.36 Peak: 0.5	A	0.3	0.36	A	0.26	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$3.91	$ 4.48	A	$5.00	$ 5.27	B	$5.99	$ 5.68	C
	Cost Recovery | 25%	25%	24%	C	19%	20%	D	16%	19%	E

Operational Analysis

Miles Allocation



Hours Allocation



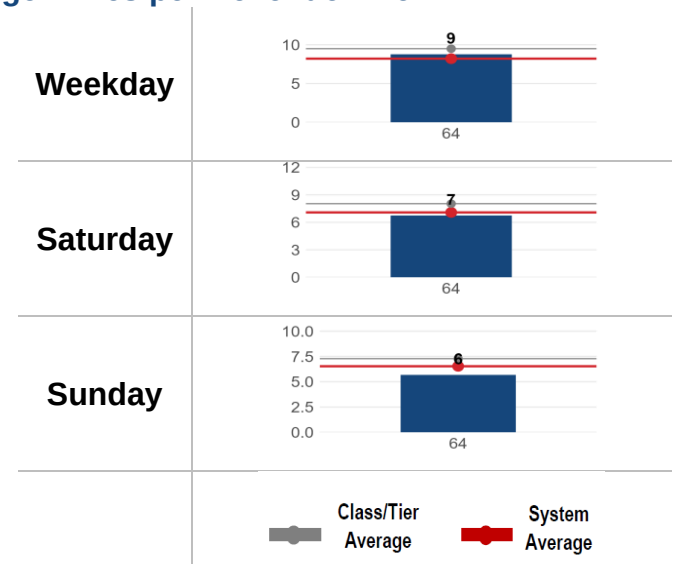
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
64	11.40	37,641	36,909 (98.1%)

Service Change Summary

Jun 2023: No change
Sep 2023: No change
Dec 2023: No change

Passenger Miles per Revenue Mile



LINE: 160 - Fort Totten-Petworth ROUTE(S): 60

About the Line



Service Classification

Framework

Activity Tier

1

Overall Grade

Line	D

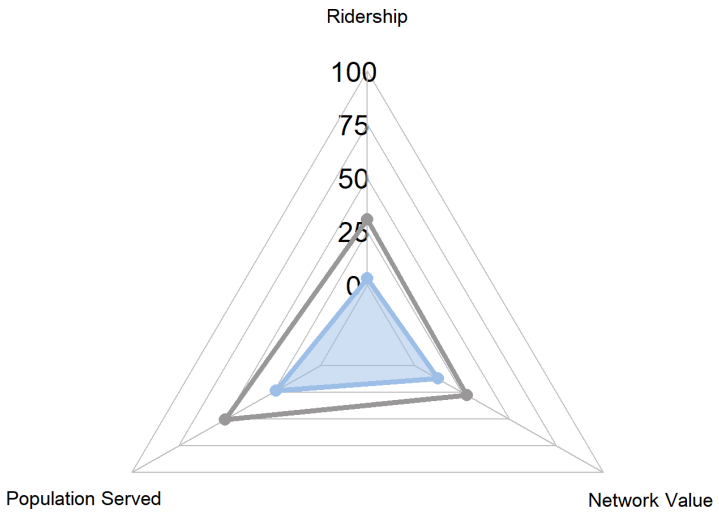
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

13

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	23	12	3	

Operating Statistics

Annual Operating Costs	$737,065
Peak Vehicles	3
Vehicle Type(s)	40 Foot

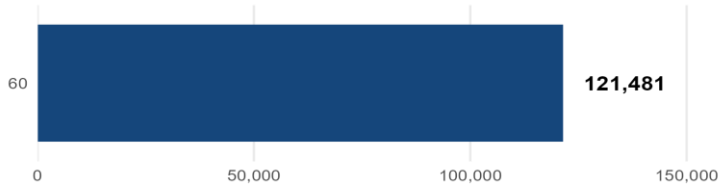
Service Area Context (1/4 Mile, Survey Weekday Only)

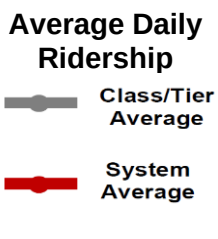
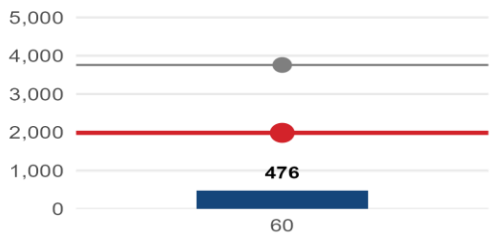
Service Area Population		19,539
People of Color Population	*Service Area*	10,955
	% Riders Surveyed	
Low Income Household	*Service Area*	4,452
	% Riders Surveyed	

Facilities/Amenities

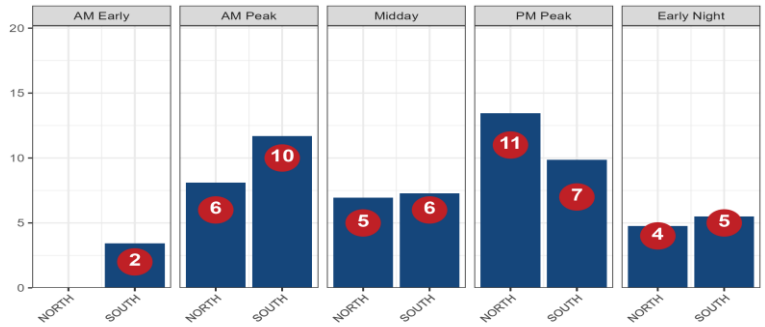
Bus Stops	36
% Stops With Shelters	17%
% Stops With Benches	11%
% Stops With Real-Time Signs	11%

Ridership

Annual Ridership	
Top Transfer Locations	**Fort Totten, Georgia Avenue-Petworth**

	Weekday	Saturday	Sunday
Average Daily Ridership	 	*No Service*	*No Service*

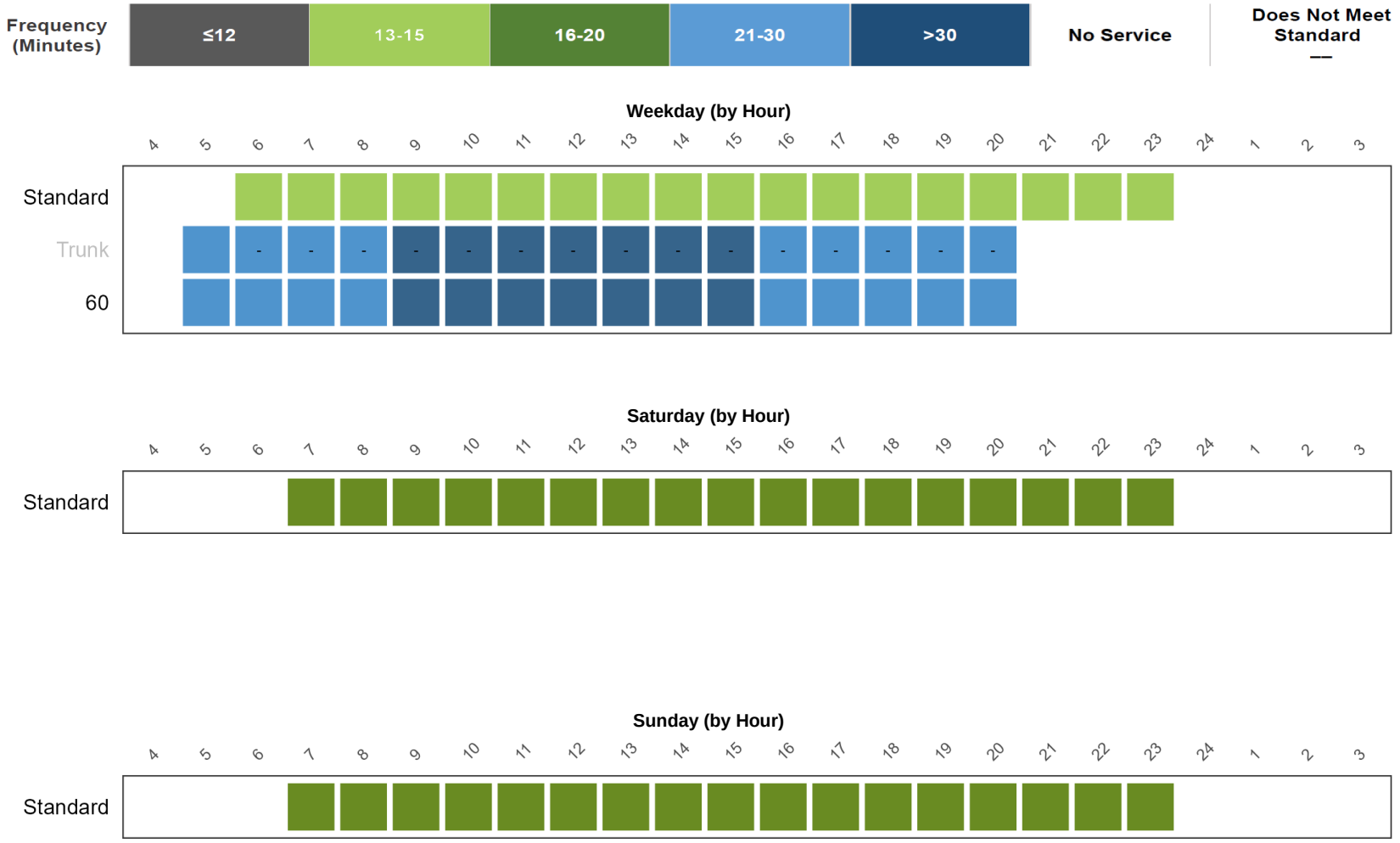
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	NORTH	SOUTH
Weekday	**Peak** Maximum Target: 1.2	0.2	0.21
	Off-Peak Maximum Target: 1.0	0.13	0.13
	Saturday Maximum Target: 1.0		
	Sunday Maximum Target: 1.0		

Span and Frequency



Performance Report Card

D Fort Totten-Petworth

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	5:36 AM - 8:05 PM	-	C	-	-	-	-	-	-
	Frequency of Service | varies	Peak: 27.0 / Off-Peak: 46.0	Peak: 14.7 / Off-Peak: 18.6	E	-	-	-	-	-	-
Productivity	**Passengers per Revenue Hour |** 30	21	32.8	E	-	-	-	-	-	-
	Passengers per Revenue Mile | 4	3.2	4.4	D	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	79%	74%	B	-	-	-	-	-	-
	Crowding | 5%	3%	3%	A	-	-	-	-	-	-
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.13 Peak: 0.21	Off-Peak: 0.35 Peak: 0.48	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$6.20	$ 4.48	D	-	-	-	-	-	-
	Cost Recovery | 25%	17%	23%	E	-	-	-	-	-	-

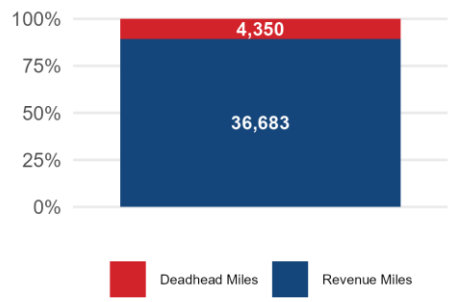
Route 60

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	6.5	5.5	E
Route Design	**Circuity |** 1.75	1.19	1.23	A

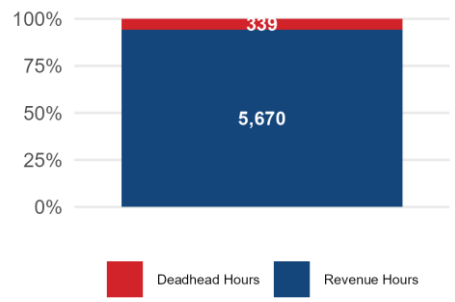
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 30	21	32.8	E	-	-	-	-	-	-
	Passengers per Revenue Mile | 4	3.2	4.4	D	-	-	-	-	-	-
	Unique Segment Ridership | 10%	34%	22%	A	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	79%	74%	B	-	-	-	-	-	-
	Crowding | 5%	3%	3%	A	-	-	-	-	-	-
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.13 Peak: 0.21	Off-Peak: 0.36 Peak: 0.5	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$6.20	$ 4.48	D	-	-	-	-	-	-
	Cost Recovery | 25%	17%	24%	E	-	-	-	-	-	-

Operational Analysis

Miles Allocation



Hours Allocation



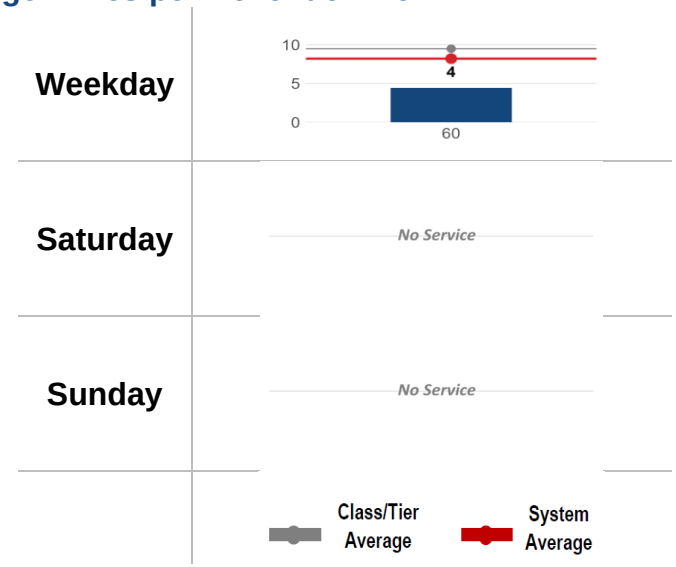
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
60	5.70	12,948	12,623 (97.5%)

Service Change Summary

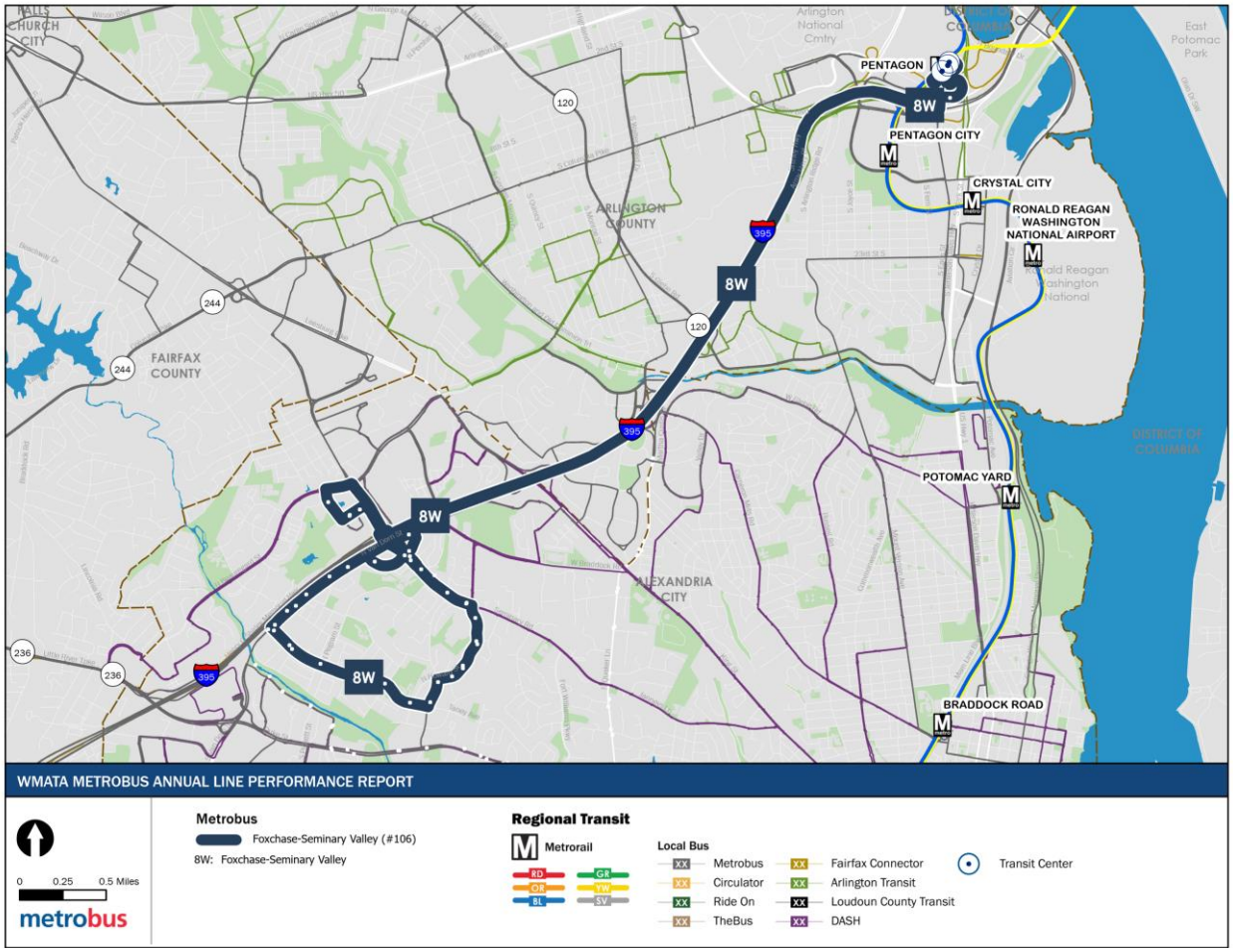
Jun 2023: No change
Sep 2023: No change
Dec 2023: No change

Passenger Miles per Revenue Mile



LINE: 106 - Foxchase-Seminary Valley ROUTE(S): 8W

About the Line



Service Classification

Commuter

Activity Tier

2

Overall Grade

Line	B

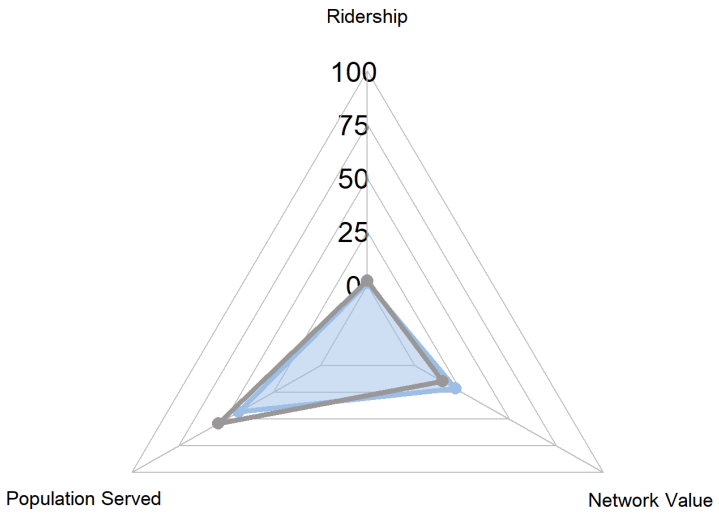
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

22

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	43	22	1	

Operating Statistics

Annual Operating Costs	$304,602
Peak Vehicles	2
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

Service Area Population	21,926	
People of Color Population	*Service Area*	10,574
	% Riders Surveyed	50%
Low Income Household	*Service Area*	6,408
	% Riders Surveyed	12%

Facilities/Amenities

Bus Stops	50
% Stops With Shelters	22%
% Stops With Benches	20%
% Stops With Real-Time Signs	4%

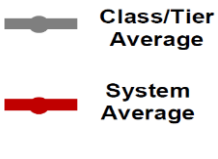
Ridership

Annual Ridership

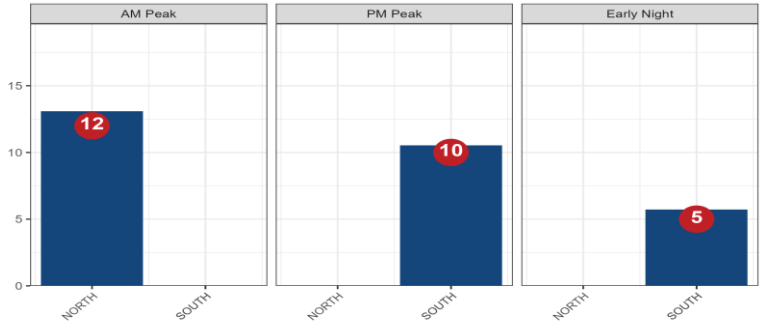


Top Transfer Locations

Pentagon

	Weekday	Saturday	Sunday
Average Daily Ridership		*No Service*	*No Service*

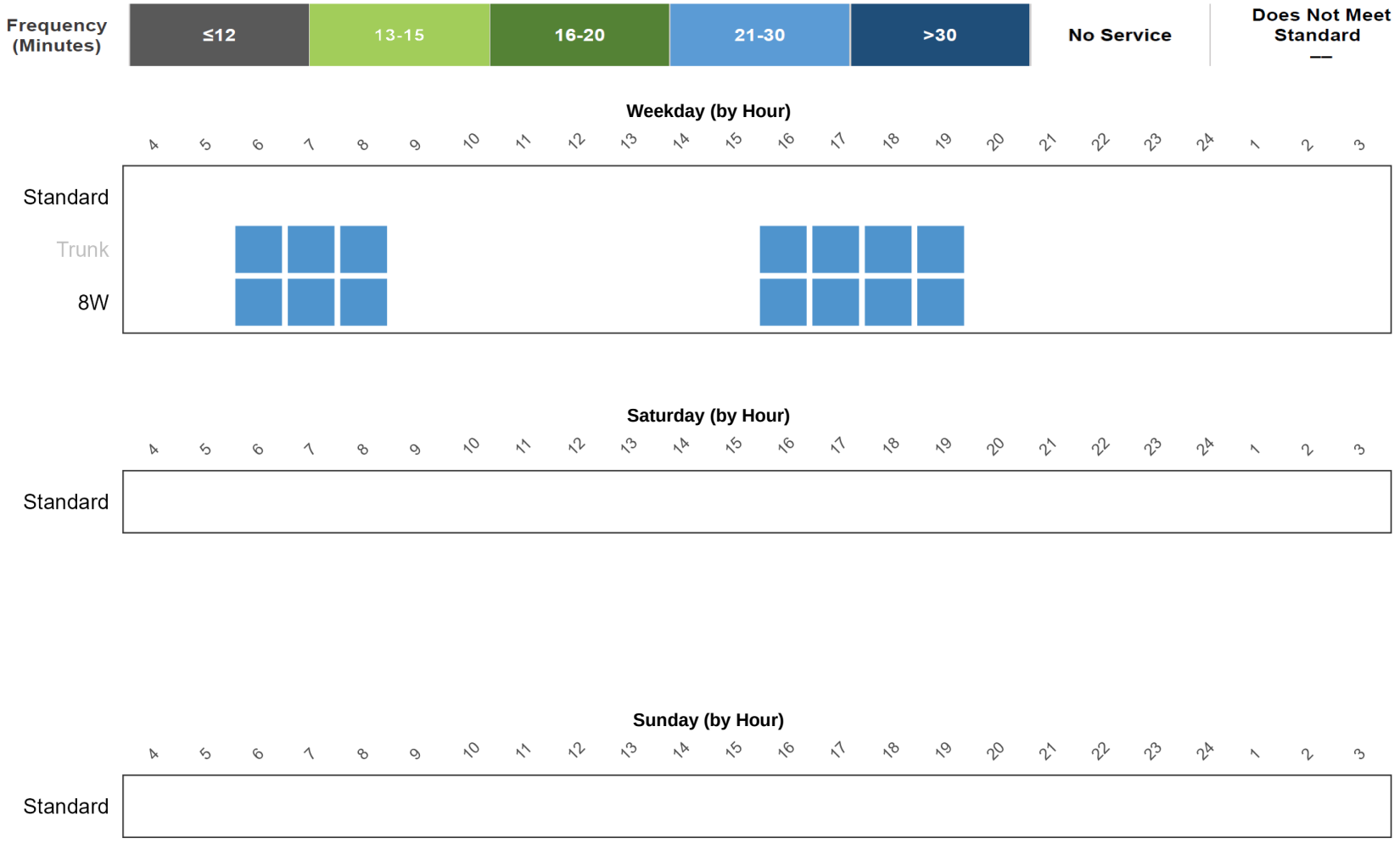
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	SOUTH	NORTH
Weekday	**Peak** Maximum Target: 1	0.24	0.31
Weekday	**Off-Peak** Maximum Target: 1.0	0.14	
	Saturday Maximum Target: 1.0		
	Sunday Maximum Target: 1.0		

Span and Frequency



Performance Report Card

B Foxchase-Seminary Valley

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	6:06 AM - 8:59 AM; 4:00 PM - 7:30 PM	-	A	-	-	-	-	-	-
	Frequency of Service | varies	Peak: 24.0 / Off-Peak: NA	Peak: 25.8 / Off-Peak: 31.7	-	-	-	-	-	-	-
Productivity	**Passengers per Revenue Hour |** N/A	18.2	16.1	A	-	-	-	-	-	-
	Passengers per Revenue Mile | 1	1.2	1	A	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	89%	75%	A	-	-	-	-	-	-
	Crowding | 5%	0%	0%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.14 Peak: 0.28	Off-Peak: 0.2 Peak: 0.32	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$7.16	$ 9.82	B	-	-	-	-	-	-
	Cost Recovery | 20%	17%	26%	D	-	-	-	-	-	-

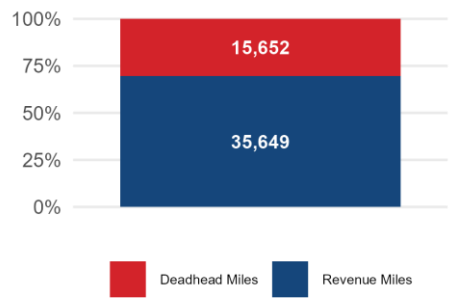
Route 8W

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** N/A	2.7	2.8	-
Route Design	**Circuity |** N/A	1.76	1.42	-

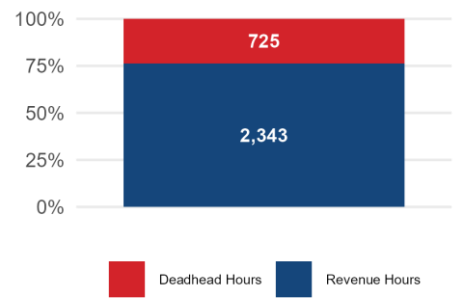
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** N/A	18.2	16.1	A	-	-	-	-	-	-
	Passengers per Revenue Mile | 1	1.2	1	A	-	-	-	-	-	-
	Unique Segment Ridership | 15%	58%	33%	A	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	89%	75%	A	-	-	-	-	-	-
	Crowding | 5%	0%	0%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.14 Peak: 0.28	Off-Peak: 0.2 Peak: 0.28	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$7.16	$ 9.82	B	-	-	-	-	-	-
	Cost Recovery | 20%	17%	24%	D	-	-	-	-	-	-

Operational Analysis

Miles Allocation



Hours Allocation



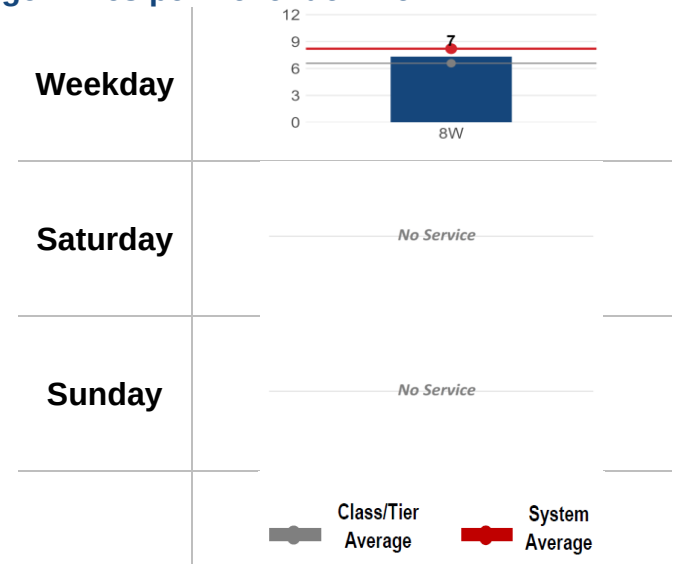
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
8W	18.70	3,735	3,688 (98.7%)

Service Change Summary

Jun 2023: No change
Sep 2023: No change
Dec 2023: No change

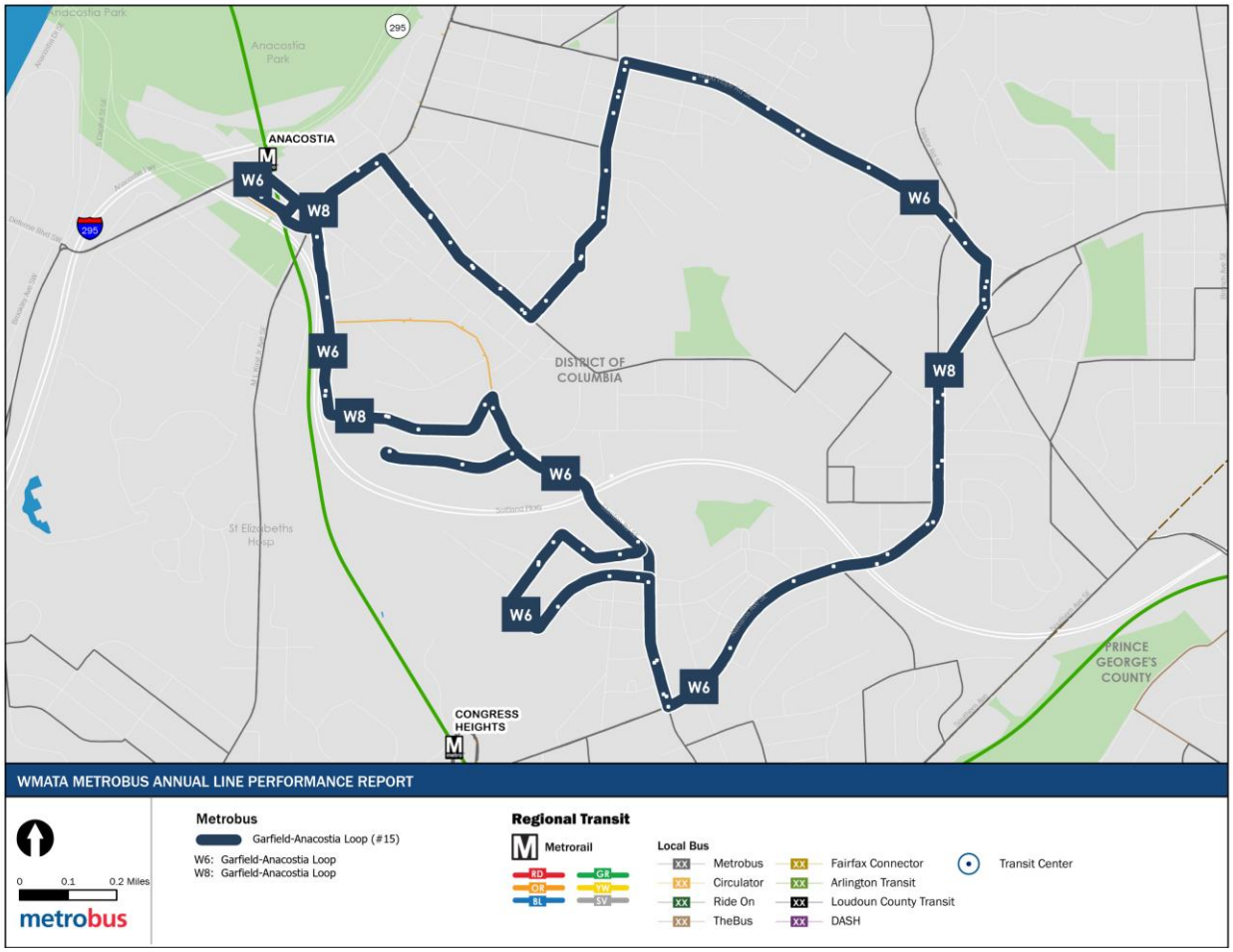
Passenger Miles per Revenue Mile



LINE: 15 - Garfield-Anacostia Loop

ROUTE(S): W6, W8

About the Line



Service Classification

Coverage

Activity Tier

1

Overall Grade

Line	B

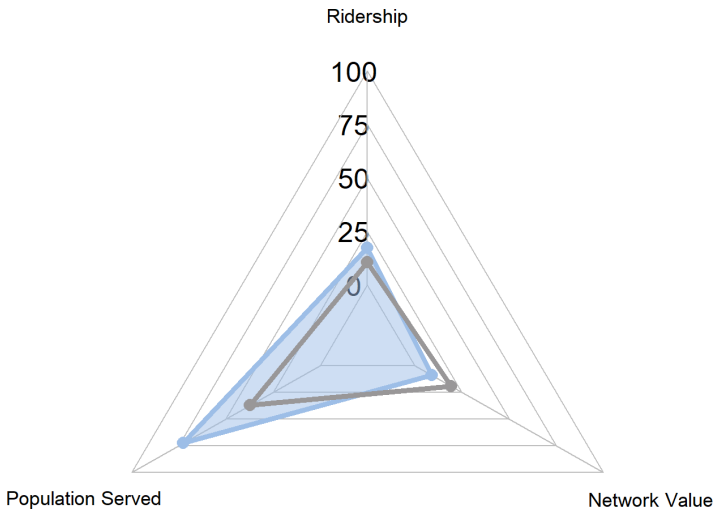
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

33

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	72	9	17	

Operating Statistics

Annual Operating Costs	$3,370,253
Peak Vehicles	8
Vehicle Type(s)	30 Foot, 35 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

Service Area Population		51,727
People of Color Population	*Service Area*	49,628
	% Riders Surveyed	98%
Low Income Household	*Service Area*	26,427
	% Riders Surveyed	80%

Facilities/Amenities

Bus Stops	88
% Stops With Shelters	16%
% Stops With Benches	12%
% Stops With Real-Time Signs	6%

Ridership

Annual Ridership



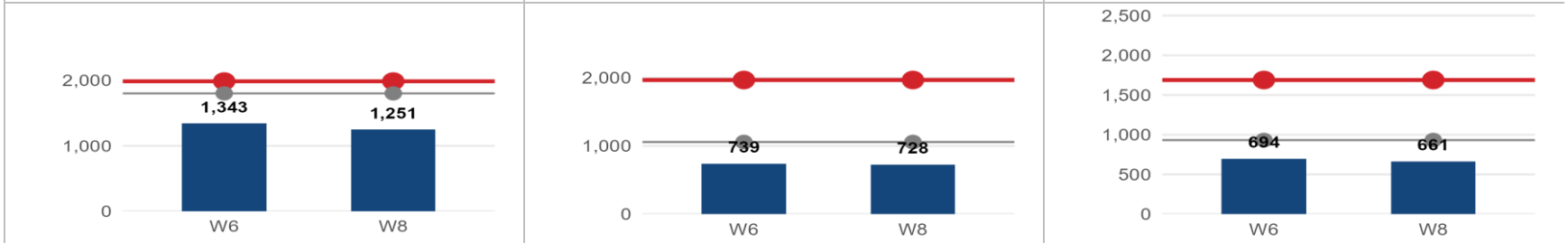
Top Transfer Locations

Anacostia

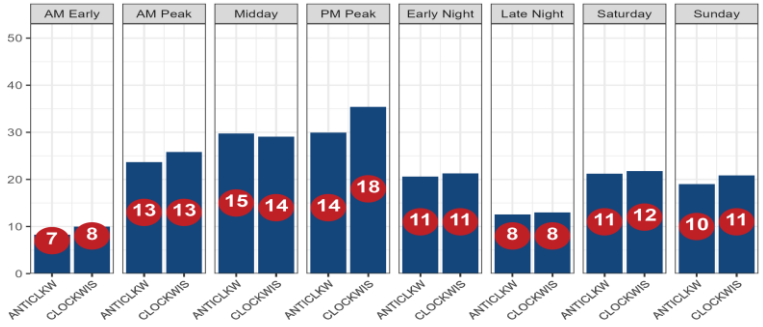
Average Daily Ridership

Class/Tier Average

System Average



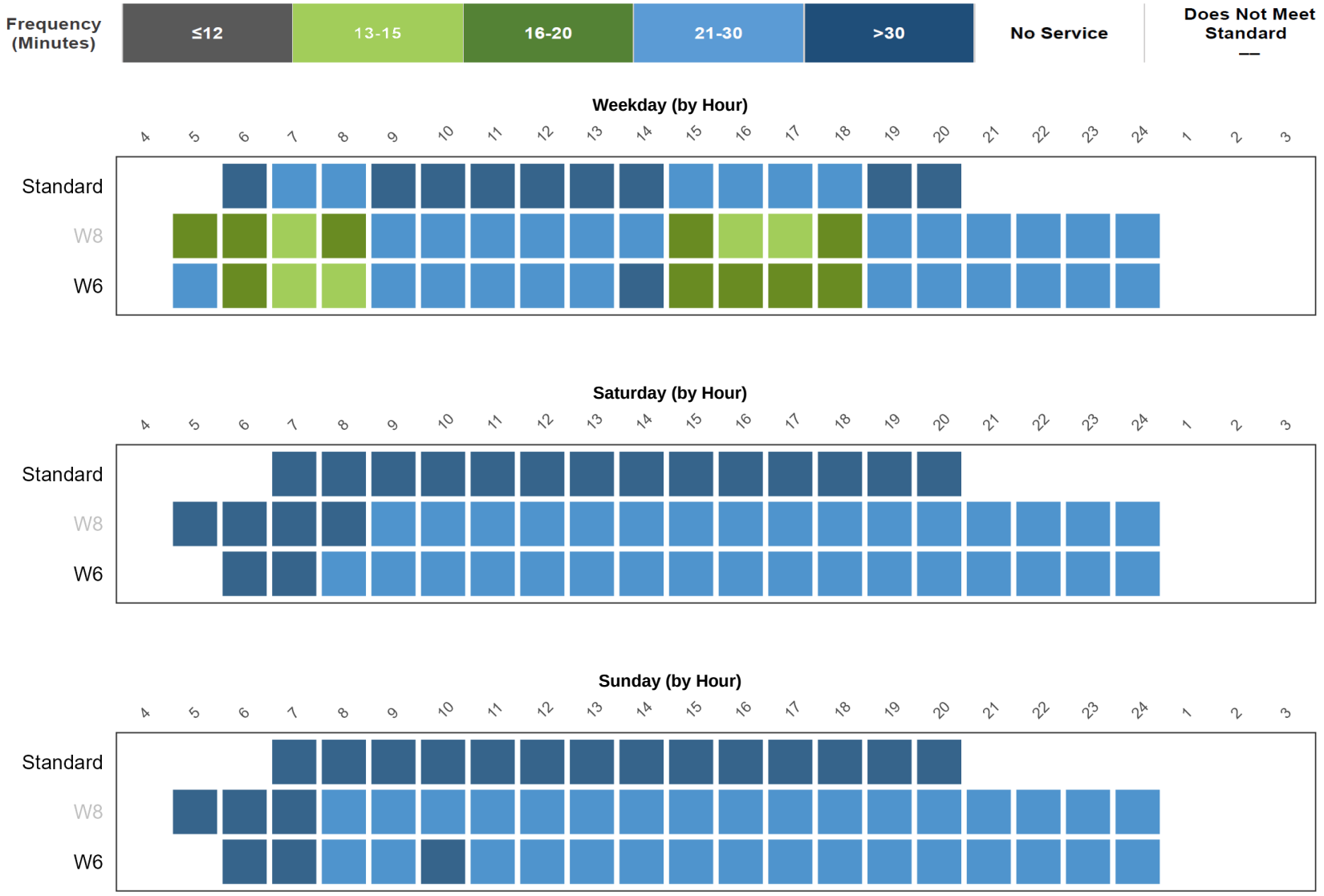
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	ANTICLKW	CLOCKWIS
Weekday	**Peak** Maximum Target: 1.2	0.51	0.57
	Off-Peak Maximum Target: 1.0	0.45	0.44
	Saturday Maximum Target: 1.0	0.41	0.42
	Sunday Maximum Target: 1.0	0.37	0.41

Span and Frequency



Performance Report Card

B Garfield-Anacostia Loop

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	5:49 AM - 12:33 AM	-	A	5:59 AM - 12:33 AM	-	A	5:59 AM - 12:30 AM	-	A
	Frequency of Service | varies	Peak: NA / Off-Peak: NA	Peak: 17.8 / Off-Peak: 26.7	-	-	-	-	-	-	-
Productivity	**Passengers per Revenue Hour |** 20	32.8	28.7	A	29.8	25.0	A	27.5	22.6	A
	Passengers per Revenue Mile | 4	3.9	4.0	C	3.2	3.2	D	3.0	2.9	E
Reliability	**On-Time Performance |** 79%	77%	75%	C	82%	76%	B	85%	79%	A
	Crowding | 5%	5%	3%	C	3%	2%	A	1%	3%	A
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.44 Peak: 0.54	Off-Peak: 0.3 Peak: 0.43	A	0.41	0.3	A	0.39	0.28	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$3.97	$ 4.60	A	$4.36	$ 5.28	A	$4.72	$ 5.87	A
	Cost Recovery | 25%	10%	16%	E	9%	14%	E	9%	13%	E

Route W6

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	7.6	6.3	E
Route Design	**Circuity |** N/A	Inf (route is a loop)	1.59	-

	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 20	34.1	28.7	A	30.1	25.0	A	28.8	22.6	A
	Passengers per Revenue Mile | 4	4.0	4.0	B	3.2	3.2	E	3.0	2.9	E
	Unique Segment Ridership | 10%	26%	46%	A	23%	46%	A	23%	45%	A
Reliability	**On-Time Performance |** 79%	79%	75%	B	85%	76%	A	87%	79%	A
	Crowding | 5%	6%	3%	E	5%	2%	B	2%	2%	A
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.44 Peak: 0.57	Off-Peak: 0.32 Peak: 0.44	A	0.42	0.31	A	0.41	0.29	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$3.81	$ 4.60	A	$4.31	$ 5.28	A	$4.51	$ 5.87	A
	Cost Recovery | 25%	11%	15%	E	10%	14%	E	9%	13%	E

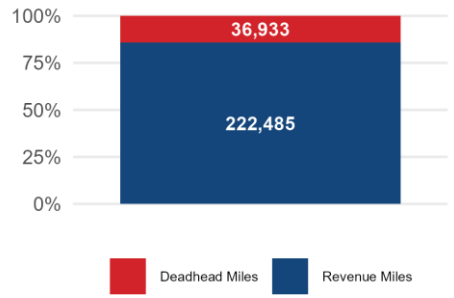
Route W8

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	7.6	6.3	E
Route Design	**Circuity |** N/A	Inf (route is a loop)	1.59	-

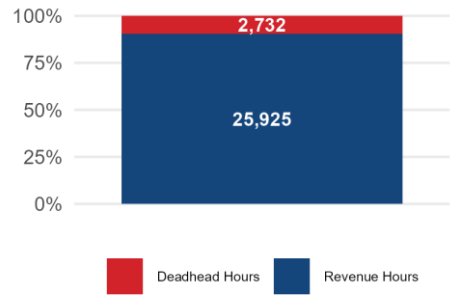
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 20	31.4	28.7	A	29.5	25.0	A	26.4	22.6	A
	Passengers per Revenue Mile | 4	3.9	4.0	C	3.3	3.2	D	2.9	2.9	E
	Unique Segment Ridership | 10%	29%	46%	A	25%	46%	A	23%	45%	A
Reliability	**On-Time Performance |** 79%	75%	75%	C	79%	76%	B	82%	79%	B
	Crowding | 5%	4%	3%	A	1%	2%	A	0%	2%	A
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.45 Peak: 0.51	Off-Peak: 0.32 Peak: 0.44	A	0.41	0.31	A	0.37	0.29	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$4.13	$ 4.60	A	$4.40	$ 5.28	A	$4.93	$ 5.87	A
	Cost Recovery | 25%	9%	15%	E	9%	14%	E	8%	13%	E

Operational Analysis

Miles Allocation



Hours Allocation



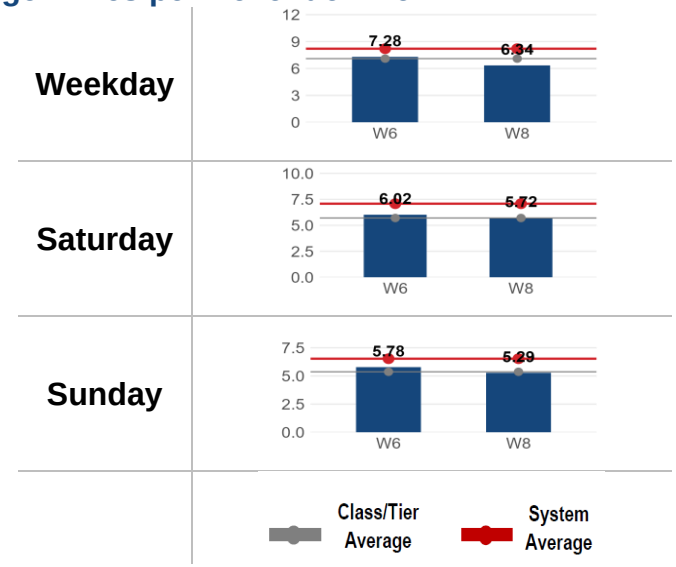
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
W6	6.90	16,413	15,980 (97.4%)
W8	6.60	16,662	16,218 (97.3%)

Service Change Summary

Jun 2023: Create two different bus stop regional ID's at Anacostia Station called "Anacostia Station + Bus Bay M Arrivals" and "Anacostia Station Bus Bay M Departures."
Sep 2023: No change
Dec 2023: No change

Passenger Miles per Revenue Mile



LINE: 107 - Georgia Avenue Limited

ROUTE(S): 79

About the Line



Service Classification

Framework

Activity Tier

1

Overall Grade

Line	B

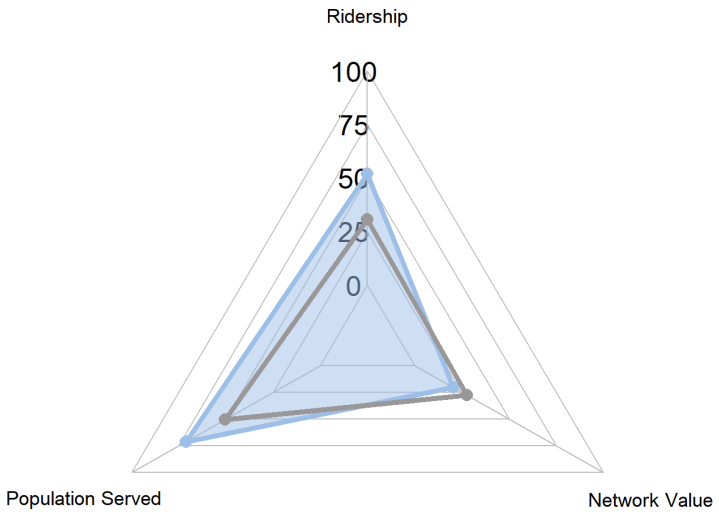
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

48

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	71	21	52	

Operating Statistics

Annual Operating Costs	$7,359,986
Peak Vehicles	17
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

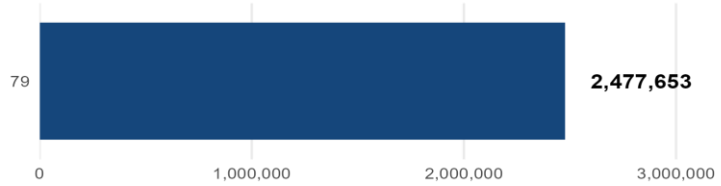
Service Area Population		61,930
People of Color Population	*Service Area*	28,353
	% Riders Surveyed	87%
Low Income Household	*Service Area*	13,331
	% Riders Surveyed	61%

Facilities/Amenities

Bus Stops	32
% Stops With Shelters	38%
% Stops With Benches	41%
% Stops With Real-Time Signs	41%

Ridership

Annual Ridership



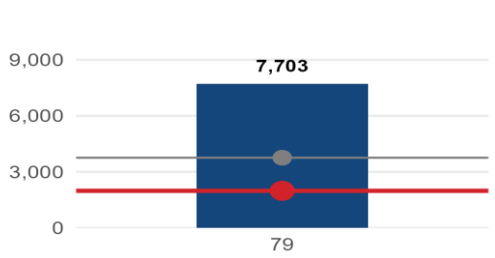
Top Transfer Locations

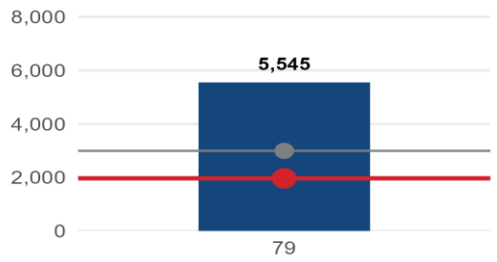
Georgia Avenue-Petworth, Gallery Place-Chinatown, Silver Spring

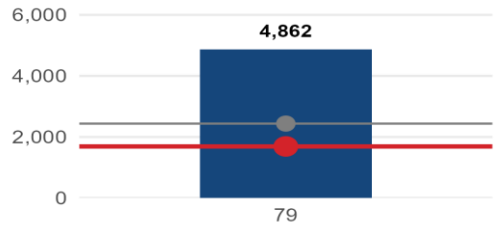
Average Daily Ridership

Class/Tier Average

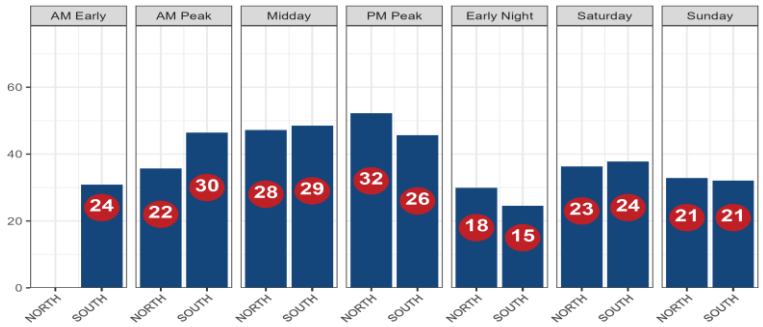
System Average







Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	NORTH	SOUTH
Weekday	**Peak** Maximum Target: 1.2	0.7	0.71
	Off-Peak Maximum Target: 1.0	0.64	0.65
	Saturday Maximum Target: 1.0	0.57	0.6
	Sunday Maximum Target: 1.0	0.53	0.52

Span and Frequency



Performance Report Card

B Georgia Avenue Limited

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	5:54 AM - 9:37 PM	-	C	6:08 AM - 9:45 PM	-	C	6:08 AM - 9:46 PM	-	C
	Frequency of Service | varies	Peak: 8.0 / Off-Peak: 11.0	Peak: 14.7 / Off-Peak: 18.6	A	12.0	20.8	A	12.0	24.0	A
Productivity	**Passengers per Revenue Hour |** 30	45.9	32.8	A	39.3	27.8	A	34.4	26.1	A
	Passengers per Revenue Mile | 4	5.8	4.4	A	4.8	3.5	A	4.2	3.1	B
Reliability	**On-Time Performance |** 79%	76%	74%	C	76%	74%	C	80%	76%	B
	Crowding | 5%	9%	3%	E	9%	1%	E	4%	2%	A
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.64 Peak: 0.7	Off-Peak: 0.35 Peak: 0.48	A	0.58	0.35	A	0.52	0.32	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$2.83	$ 4.48	A	$3.31	$ 5.27	A	$3.78	$ 5.68	A
	Cost Recovery | 25%	22%	23%	D	19%	20%	D	16%	19%	E

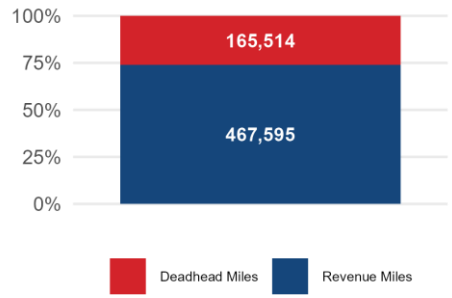
Route 79

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	2.3	5.5	E
Route Design	**Circuity |** 1.75	1.04	1.23	A

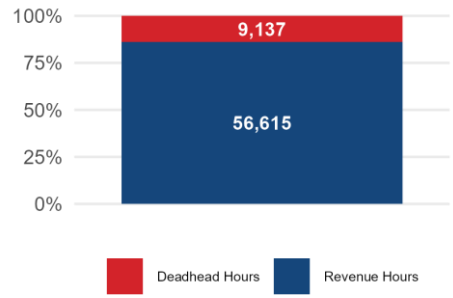
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 30	45.9	32.8	A	39.3	27.8	A	34.4	26.1	A
	Passengers per Revenue Mile | 4	5.8	4.4	A	4.8	3.5	A	4.2	3.1	B
	Unique Segment Ridership | 10%	9%	22%	C	11%	34%	B	10%	34%	B
Reliability	**On-Time Performance |** 79%	76%	74%	C	76%	74%	C	80%	76%	B
	Crowding | 5%	9%	3%	E	9%	1%	E	4%	2%	A
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.64 Peak: 0.7	Off-Peak: 0.36 Peak: 0.5	A	0.58	0.36	A	0.52	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$2.83	$ 4.48	A	$3.31	$ 5.27	A	$3.78	$ 5.68	A
	Cost Recovery | 25%	22%	24%	D	19%	20%	D	16%	19%	E

Operational Analysis

Miles Allocation



Hours Allocation



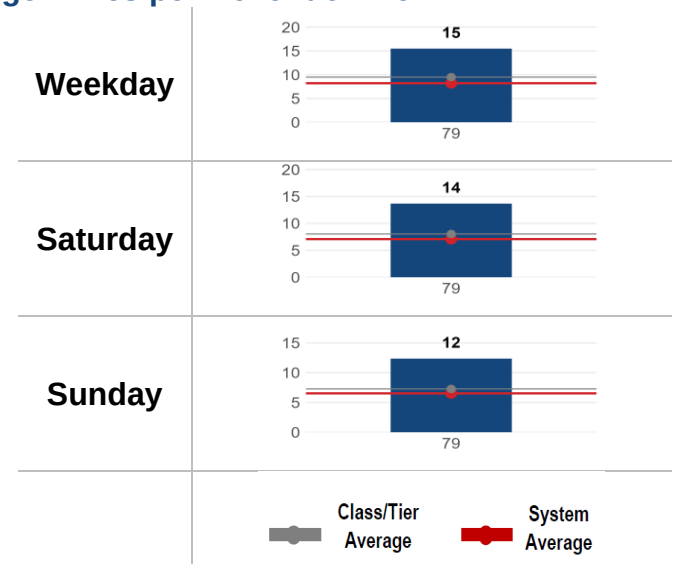
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
79	15.10	60,830	59,774 (98.3%)

Service Change Summary

Jun 2023: No change
Sep 2023: No change
Dec 2023: Adjust running times (7 days)

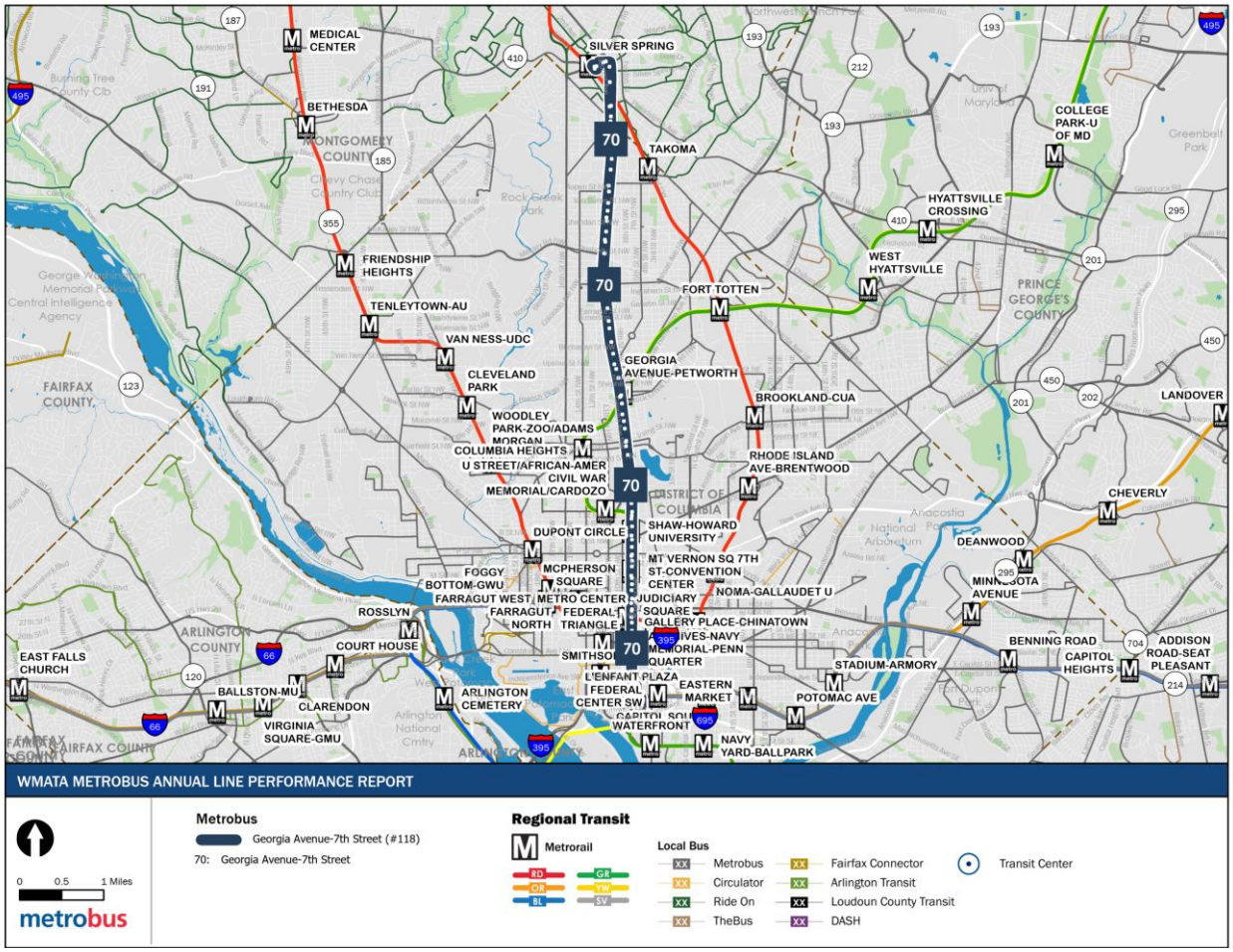
Passenger Miles per Revenue Mile



LINE: 118 - Georgia Avenue-7th Street

ROUTE(S): 70

About the Line



Service Classification

Framework

Activity Tier

1

Overall Grade

Line	B

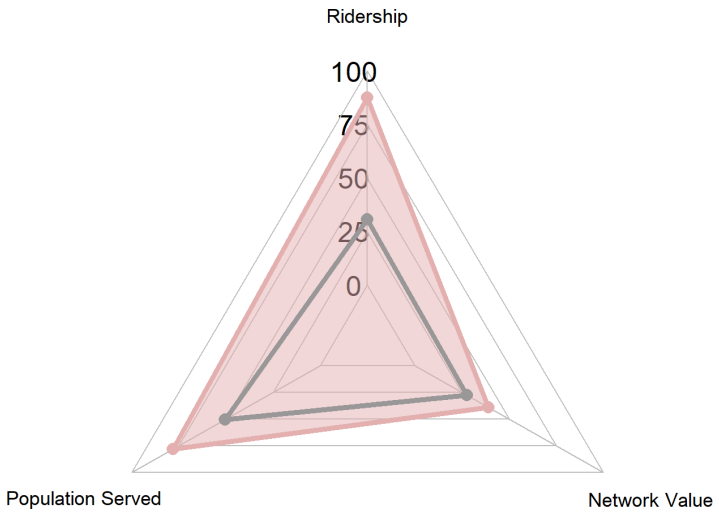
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

68

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	78	39	88	

Operating Statistics

Annual Operating Costs	$9,442,272
Peak Vehicles	17
Vehicle Type(s)	40 Foot, 60 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

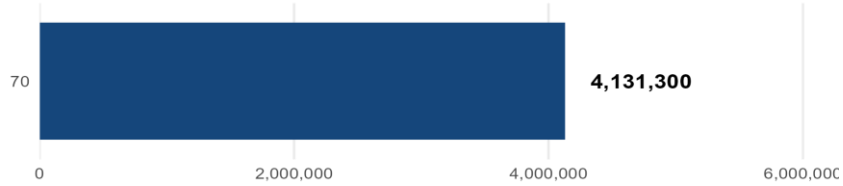
Service Area Population	75,525	
People of Color Population	*Service Area*	34,746
	% Riders Surveyed	90%
Low Income Household	*Service Area*	16,184
	% Riders Surveyed	64%

Facilities/Amenities

Bus Stops	110
% Stops With Shelters	37%
% Stops With Benches	35%
% Stops With Real-Time Signs	20%

Ridership

Annual Ridership



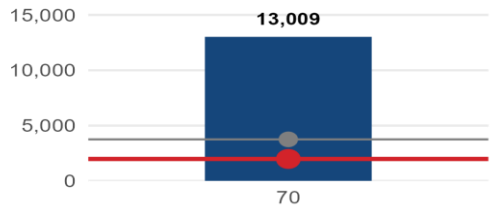
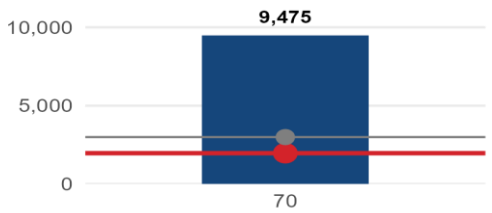
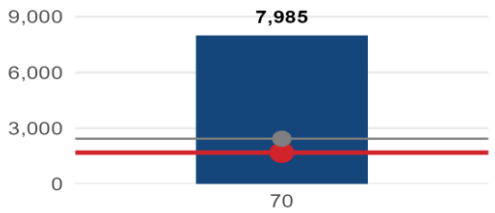
Top Transfer Locations

Georgia Avenue-Petworth, Silver Spring, Gallery Place-Chinatown

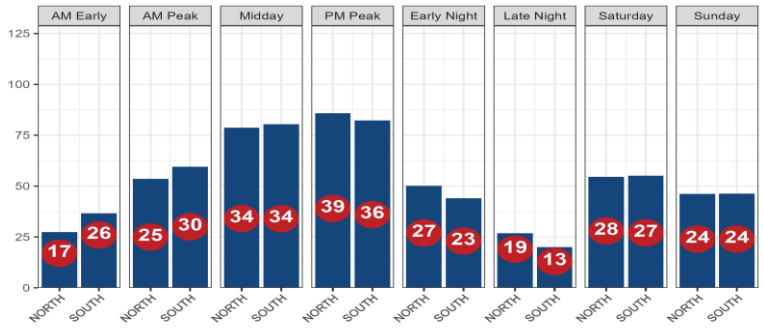
Average Daily Ridership

Class/Tier Average

System Average

Weekday	Saturday	Sunday
		

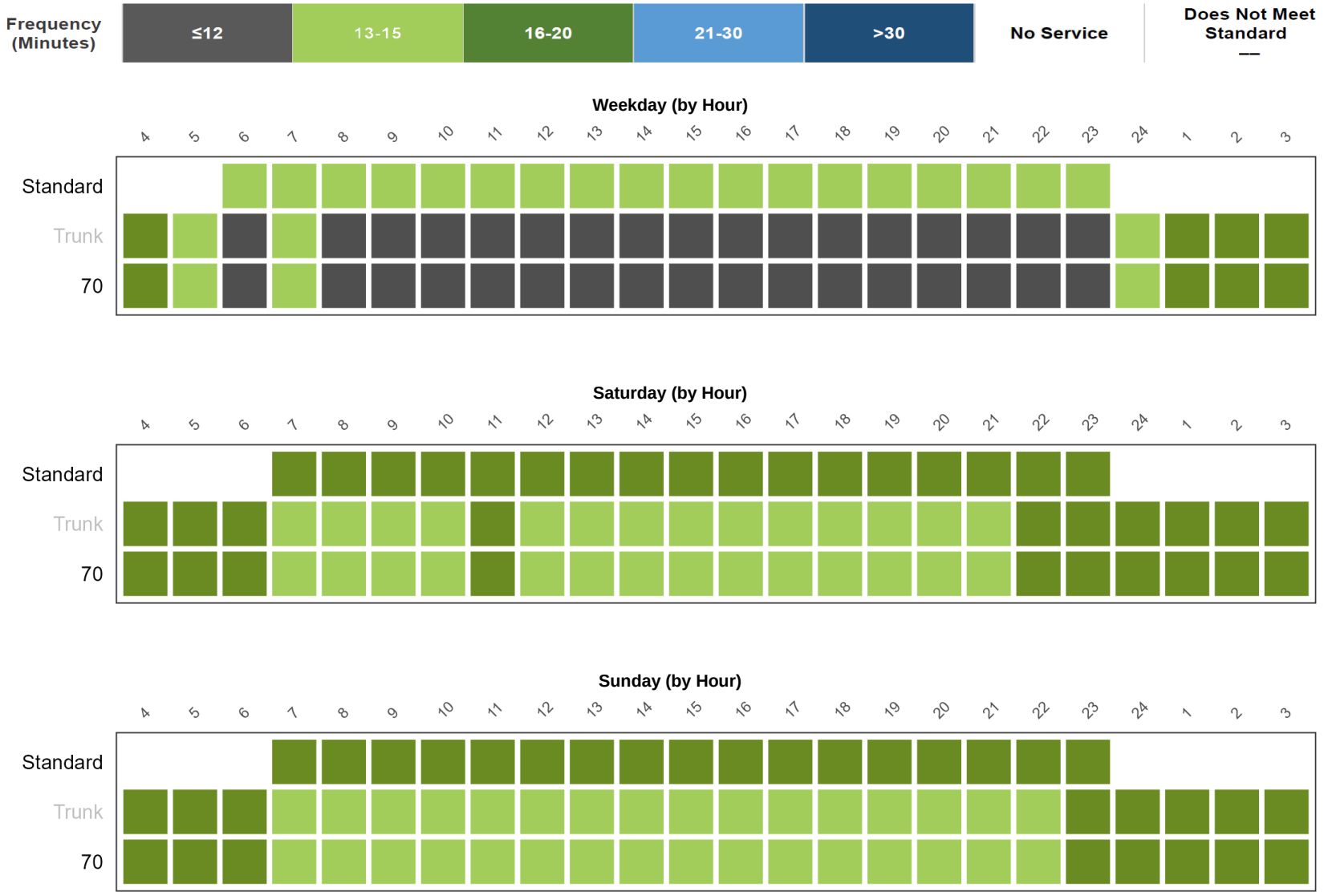
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	NORTH	SOUTH
Weekday	**Peak** Maximum Target: 1.2	0.55	0.57
Weekday	**Off-Peak** Maximum Target: 1.0	0.5	0.48
	Saturday Maximum Target: 1.0	0.53	0.52
	Sunday Maximum Target: 1.0	0.44	0.44

Span and Frequency



Performance Report Card

B Georgia Avenue-7th Street

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	24 hours	-	A	24 hours	-	A	24 hours	-	A
	Frequency of Service | varies	Peak: 11.0 / Off-Peak: 12.0	Peak: 14.7 / Off-Peak: 18.6	B	16.0	20.8	B	16.0	24.0	B
Productivity	**Passengers per Revenue Hour |** 30	55.8	32.8	A	49.6	27.8	A	45.6	26.1	A
	Passengers per Revenue Mile | 4	7.5	4.4	A	6.8	3.5	A	5.7	3.1	A
Reliability	**On-Time Performance |** 79%	68%	74%	E	68%	74%	E	68%	76%	E
	Crowding | 5%	2%	3%	A	3%	1%	A	2%	2%	A
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.49 Peak: 0.56	Off-Peak: 0.35 Peak: 0.48	A	0.52	0.35	A	0.44	0.32	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$2.33	$ 4.48	A	$2.62	$ 5.27	A	$2.85	$ 5.68	A
	Cost Recovery | 25%	26%	23%	B	23%	20%	C	21%	19%	D

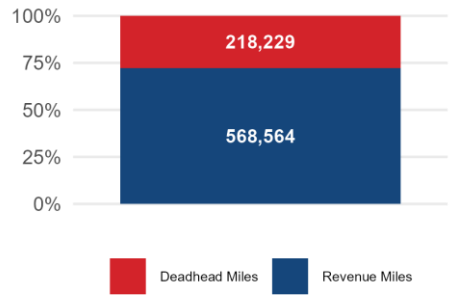
Route 70

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	6.5	5.5	E
Route Design	**Circuity |** 1.75	1.13	1.23	A

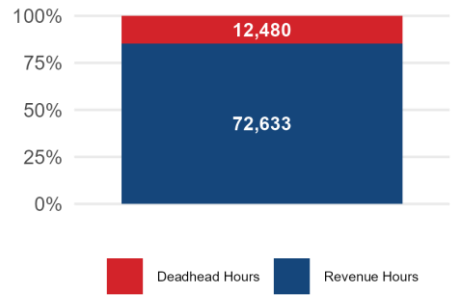
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 30	55.8	32.8	A	49.6	27.8	A	45.6	26.1	A
	Passengers per Revenue Mile | 4	7.5	4.4	A	6.8	3.5	A	5.7	3.1	A
	Unique Segment Ridership | 10%	45%	22%	A	47%	34%	A	48%	34%	A
Reliability	**On-Time Performance |** 79%	68%	74%	E	68%	74%	E	68%	76%	E
	Crowding | 5%	2%	3%	A	3%	1%	A	2%	2%	A
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.49 Peak: 0.56	Off-Peak: 0.36 Peak: 0.5	A	0.52	0.36	A	0.44	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$2.33	$ 4.48	A	$2.62	$ 5.27	A	$2.85	$ 5.68	A
	Cost Recovery | 25%	26%	24%	B	23%	20%	C	21%	19%	D

Operational Analysis

Miles Allocation



Hours Allocation



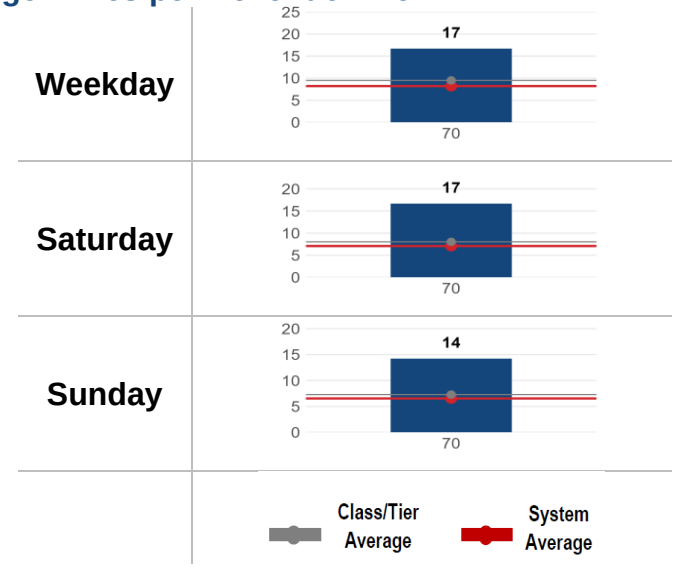
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
70	17.50	73,238	69,966 (95.5%)

Service Change Summary

Jun 2023: No change
Sep 2023: No change
Dec 2023: Add route to 24/7 network; 20 minute service or better, 7 days a week; Adjust running times (7 days)

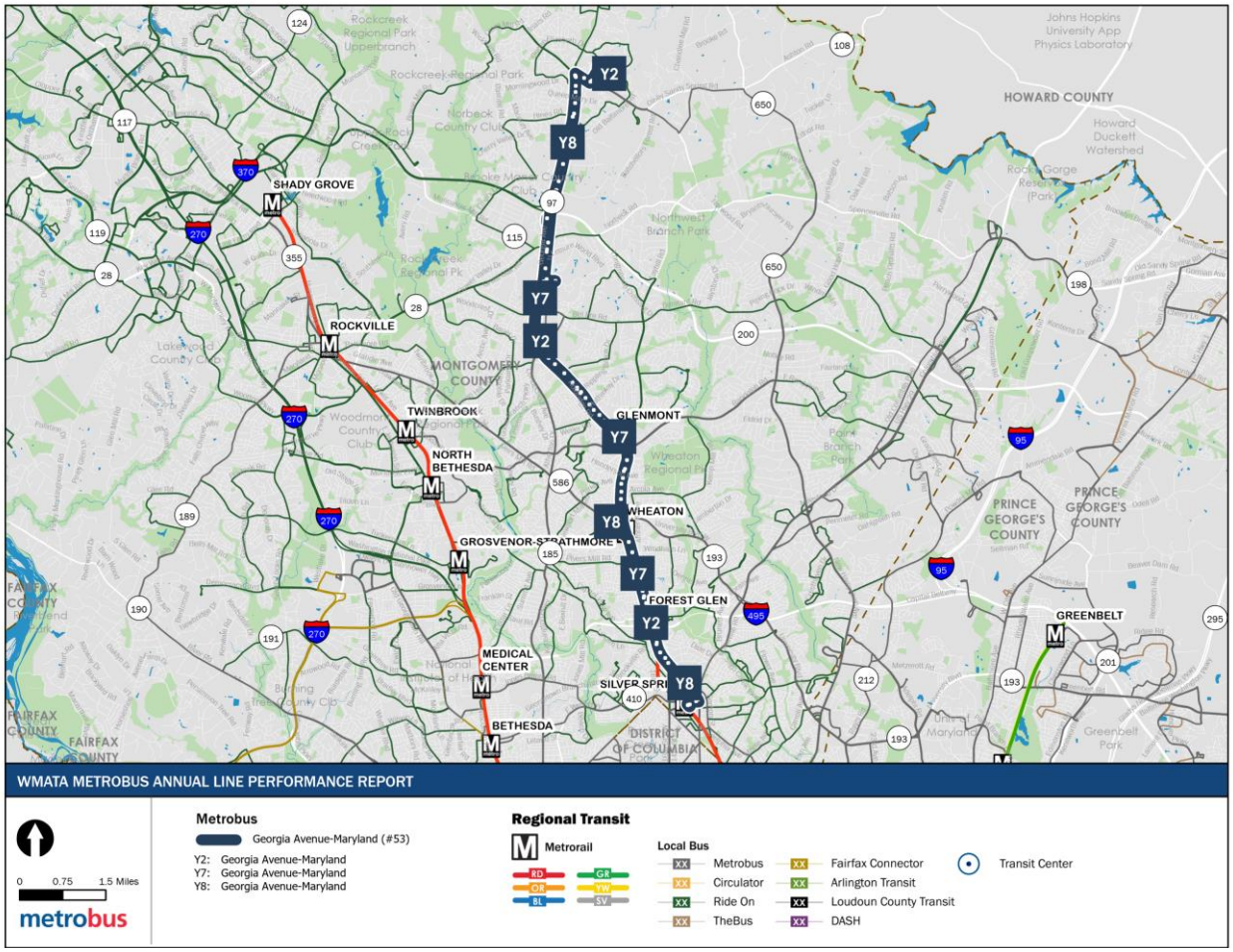
Passenger Miles per Revenue Mile



LINE: 53 - Georgia Avenue-Maryland

ROUTE(S): Y2, Y7, Y8

About the Line



Service Classification

Framework

Activity Tier

2

Overall Grade

Line	B

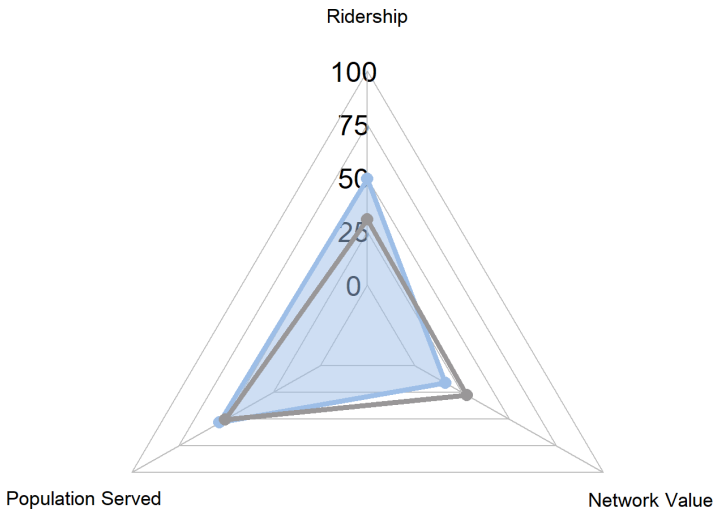
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

40

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	53	16	50	

Operating Statistics

Annual Operating Costs	$8,634,874
Peak Vehicles	15
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

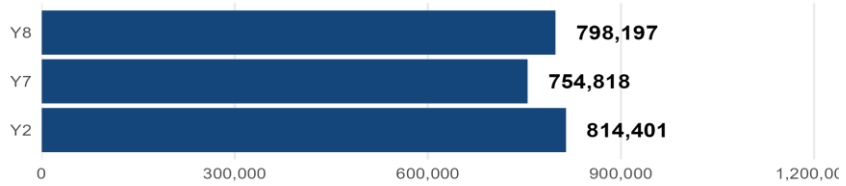
Service Area Population		58,454
People of Color Population	*Service Area*	21,423
	% Riders Surveyed	88%
Low Income Household	*Service Area*	12,727
	% Riders Surveyed	59%

Facilities/Amenities

Bus Stops	141
% Stops With Shelters	29%
% Stops With Benches	34%
% Stops With Real-Time Signs	5%

Ridership

Annual Ridership



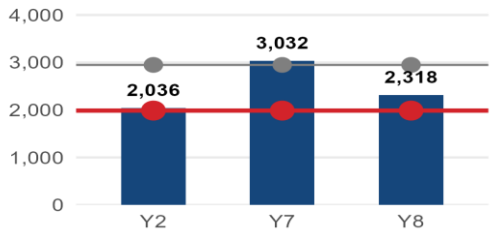
Top Transfer Locations

Glenmont, Wheaton, Silver Spring

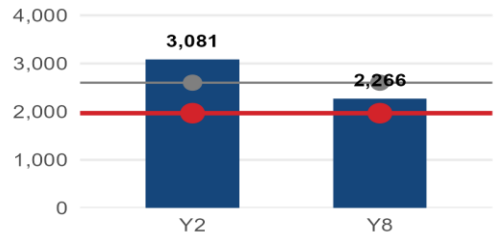
Average Daily Ridership



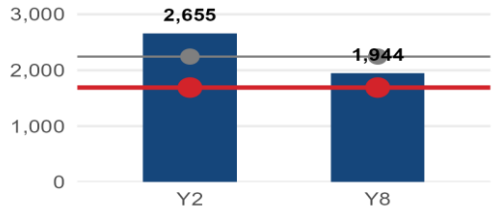
Weekday



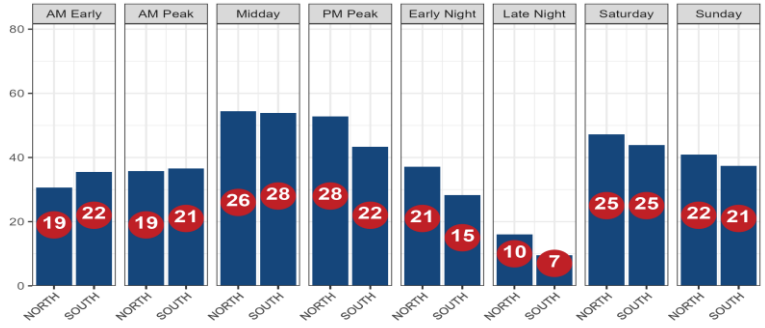
Saturday



Sunday



Average Trip Ridership and Maximum Load by Time Period

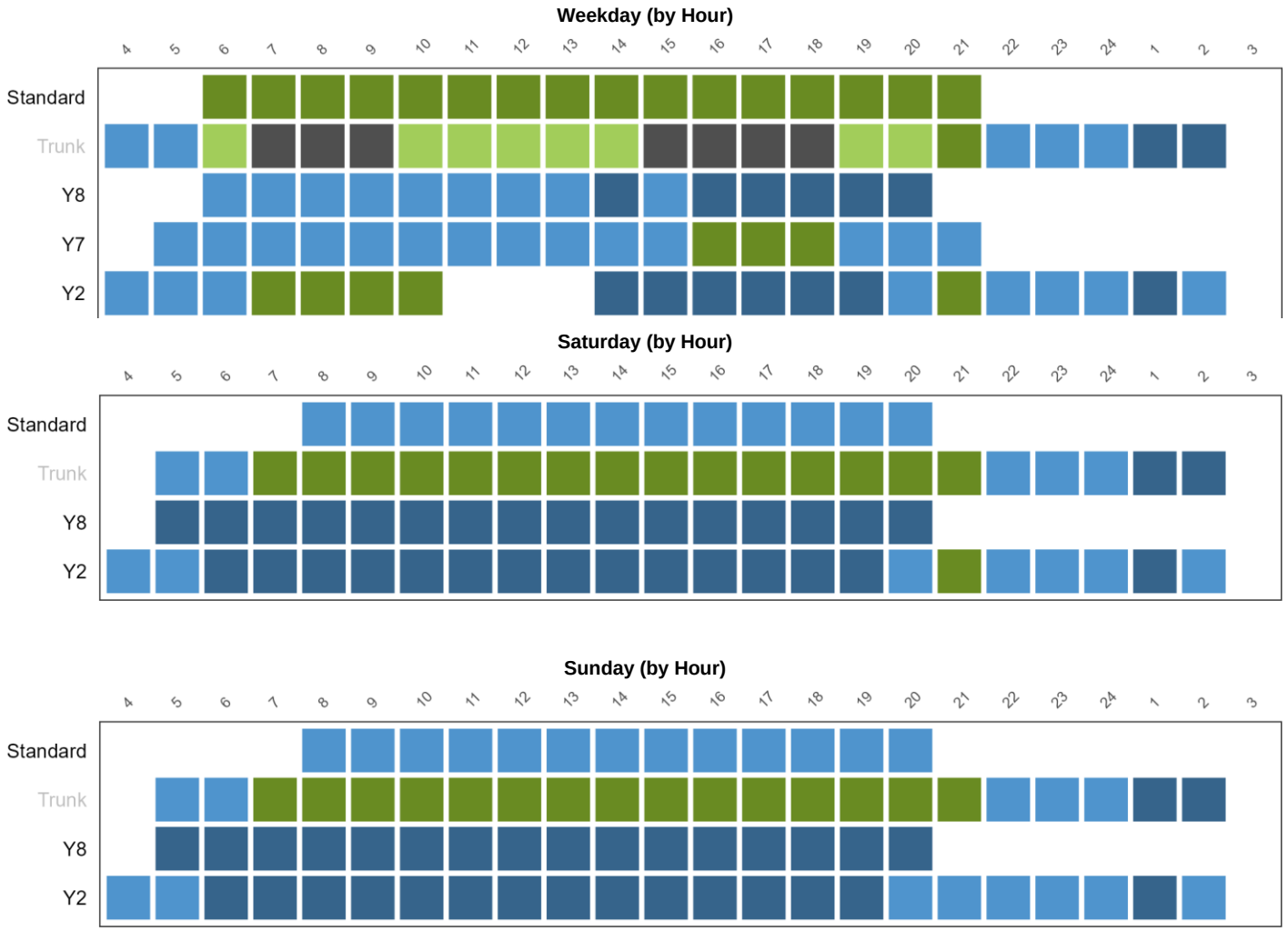


Vehicle Load Factor

	Direction:	NORTH	SOUTH
Weekday	**Peak** Maximum Target: 1	0.61	0.54
	Off-Peak Maximum Target: 1.0	0.55	0.55
	Saturday Maximum Target: 1.0	0.61	0.61
	Sunday Maximum Target: 1.0	0.54	0.53

Span and Frequency





Performance Report Card

B Georgia Avenue-Maryland

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	4:21 AM - 2:33 AM	-	A	4:57 AM - 2:34 AM	-	A	4:57 AM - 2:34 AM	-	A
	Frequency of Service | varies	Peak: 10.0 / Off-Peak: 14.0	Peak: 15.6 / Off-Peak: 20	A	21.0	24.4	A	21.0	24.1	A
Productivity	**Passengers per Revenue Hour |** 20	37.4	28.6	A	38.4	27.1	A	34.3	24.8	A
	Passengers per Revenue Mile | 2	3.3	2.8	A	3.2	2.5	A	2.7	2.3	A
Reliability	**On-Time Performance |** 79%	74%	76%	C	75%	78%	C	76%	80%	C
	Crowding | 5%	3%	2%	A	5%	1%	C	3%	1%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.55 Peak: 0.57	Off-Peak: 0.38 Peak: 0.48	A	0.61	0.37	A	0.53	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$3.48	$ 5.38	A	$3.39	$ 5.53	A	$3.79	$ 6.29	A
	Cost Recovery | 20%	22%	19%	A	23%	17%	A	20%	15%	B

Route Y2

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	5	4.5	A
Route Design	**Circuity |** 1.75	1.05	1.47	A

	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 20	31.8	28.6	A	37.1	27.1	A	33.2	24.8	A
	Passengers per Revenue Mile | 2	2.4	2.8	A	2.9	2.5	A	2.5	2.3	A
	Unique Segment Ridership | 10%	0%	20%	E	0%	36%	E	0%	39%	E
Reliability	**On-Time Performance |** 79%	76%	76%	C	76%	78%	C	77%	80%	C
	Crowding | 5%	2%	2%	A	5%	1%	B	3%	1%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.41 Peak: 0.58	Off-Peak: 0.39 Peak: 0.48	A	0.56	0.39	A	0.49	0.35	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$4.09	$ 5.38	A	$3.51	$ 5.53	A	$3.91	$ 6.29	A
	Cost Recovery | 20%	19%	19%	C	22%	17%	A	20%	16%	C

Route Y7

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	5.1	4.5	E
Route Design	**Circuity |** 1.75	1.12	1.47	A

	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 20	40.3	28.6	A	-	-	-	-	-	-
	Passengers per Revenue Mile | 2	4.1	2.8	A	-	-	-	-	-	-
	Unique Segment Ridership | 10%	1%	20%	E	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	74%	76%	C	-	-	-	-	-	-
	Crowding | 5%	3%	2%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.61 Peak: 0.56	Off-Peak: 0.39 Peak: 0.48	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$3.22	$ 5.38	A	-	-	-	-	-	-
	Cost Recovery | 20%	24%	19%	A	-	-	-	-	-	-

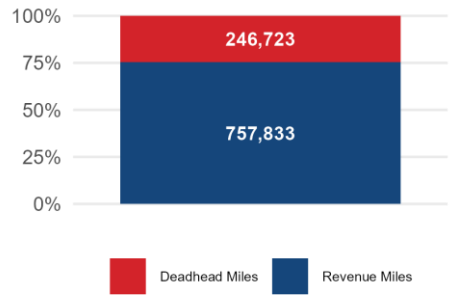
Route Y8

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	4.9	4.5	A
Route Design	**Circuity |** 1.75	1.11	1.47	A

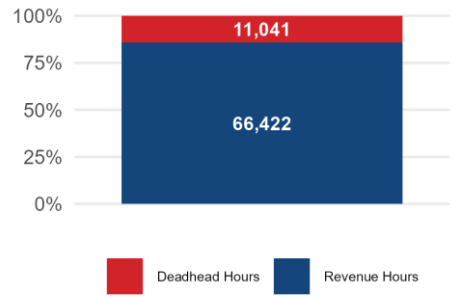
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 20	39.6	28.6	A	40.3	27.1	A	35.8	24.8	A
	Passengers per Revenue Mile | 2	3.6	2.8	A	3.7	2.5	A	3.2	2.3	A
	Unique Segment Ridership | 10%	0%	20%	E	2%	36%	E	2%	39%	E
Reliability	**On-Time Performance |** 79%	71%	76%	D	73%	78%	D	75%	80%	C
	Crowding | 5%	4%	2%	A	6%	1%	D	3%	1%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.69 Peak: 0.59	Off-Peak: 0.39 Peak: 0.48	B	0.71	0.39	B	0.61	0.35	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$3.28	$ 5.38	A	$3.23	$ 5.53	A	$3.63	$ 6.29	A
	Cost Recovery | 20%	23%	19%	A	24%	17%	A	21%	16%	B

Operational Analysis

Miles Allocation



Hours Allocation



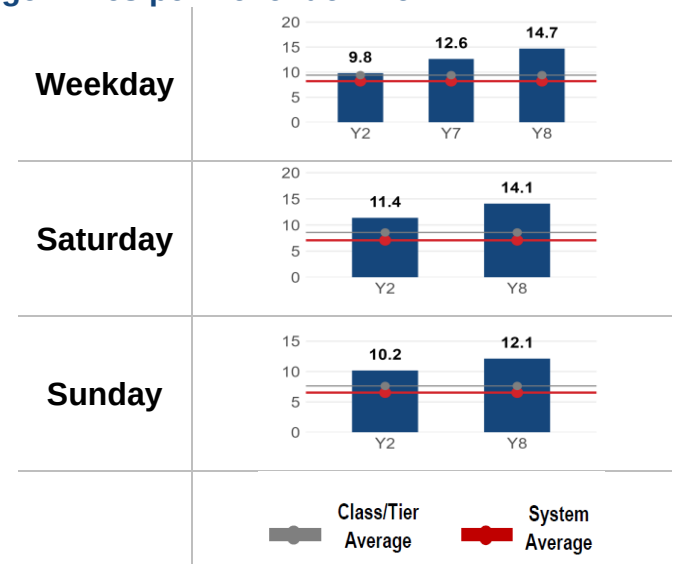
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
Y2	28.00	23,745	23,437 (98.7%)
Y7	22.40	17,181	16,978 (98.8%)
Y8	29.70	15,870	15,664 (98.7%)

Service Change Summary

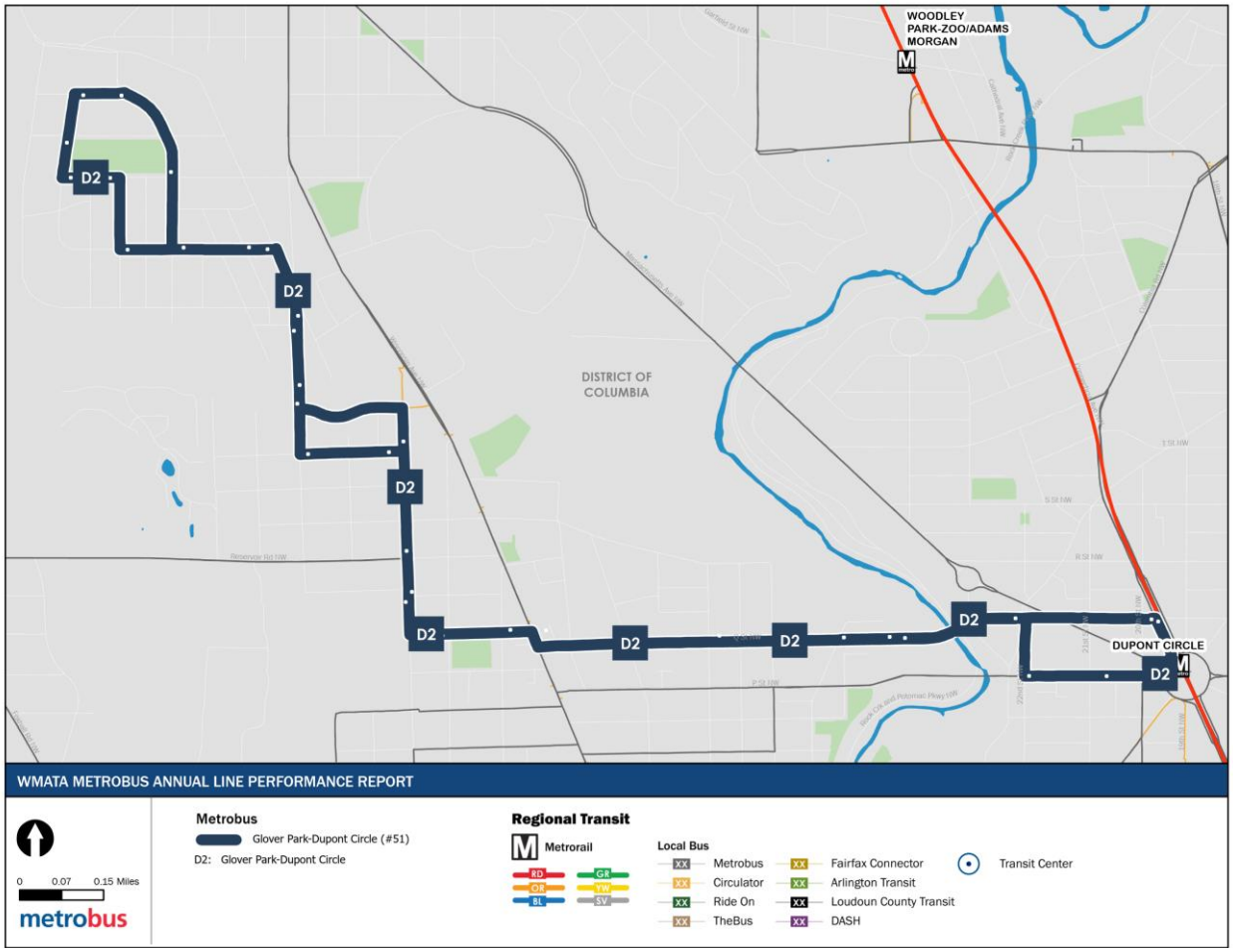
Jun 2023: No change
Sep 2023: No change
Dec 2023: No change

Passenger Miles per Revenue Mile



LINE: 51 - Glover Park-Dupont Circle ROUTE(S): D2

About the Line



Service Classification

Coverage

Activity Tier

1

Overall Grade

Line	B

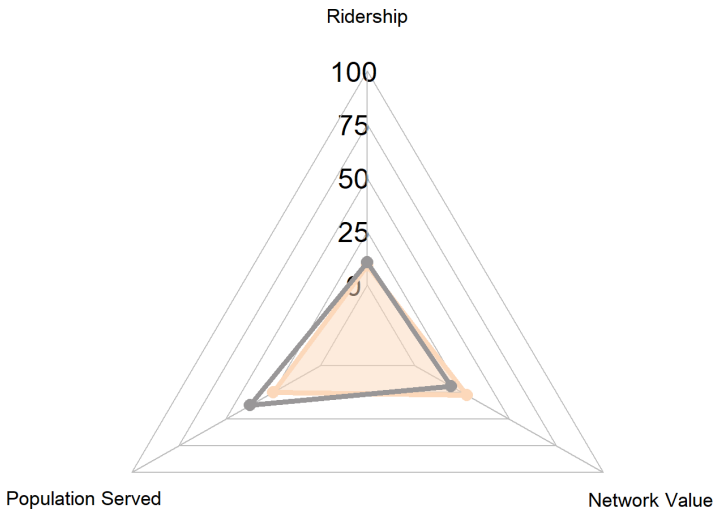
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

21

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	25	28	9	

Operating Statistics

Annual Operating Costs	$2,232,209
Peak Vehicles	5
Vehicle Type(s)	30 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

Service Area Population	23,787	
People of Color Population	*Service Area*	4,421
	% Riders Surveyed	38%
Low Income Household	*Service Area*	3,203
	% Riders Surveyed	21%

Facilities/Amenities

Bus Stops	44
% Stops With Shelters	20%
% Stops With Benches	14%
% Stops With Real-Time Signs	0%

Ridership

Annual Ridership



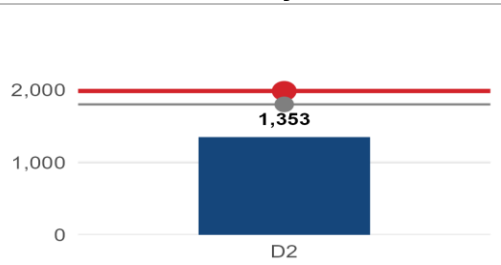
Top Transfer Locations

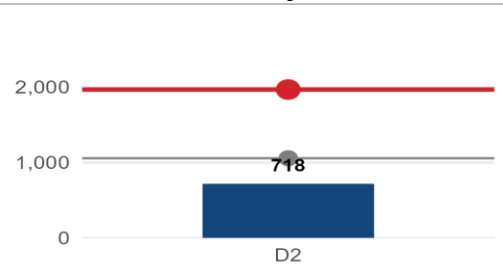
Dupont Circle

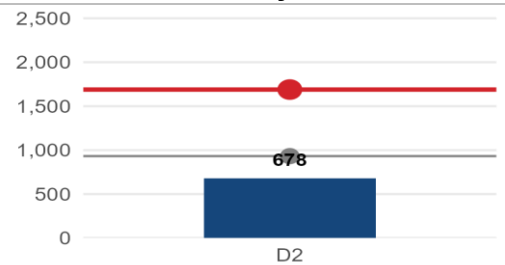
Average Daily Ridership

Class/Tier Average

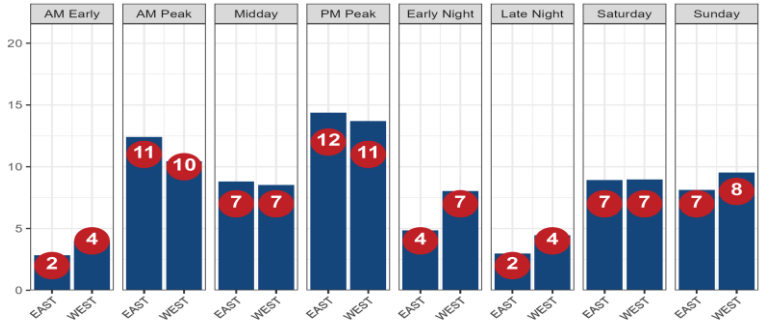
System Average







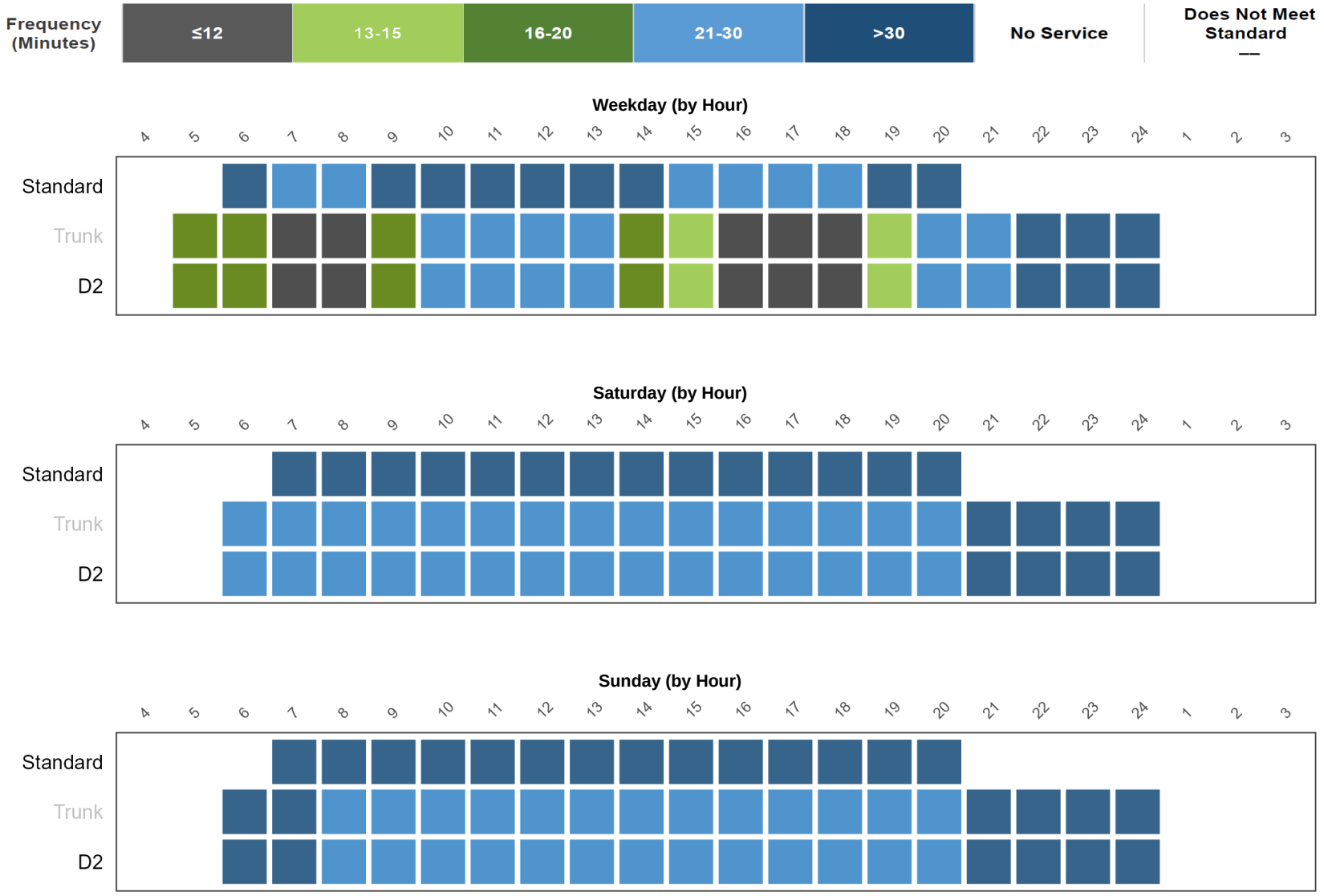
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	EAST	WEST
Weekday	**Peak** Maximum Target: 1.2	0.4	0.37
	Off-Peak Maximum Target: 1.0	0.2	0.24
	Saturday Maximum Target: 1.0	0.27	0.27
	Sunday Maximum Target: 1.0	0.24	0.28

Span and Frequency



Performance Report Card

B Glover Park-Dupont Circle

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	5:26 AM - 12:19 AM	-	A	6:27 AM - 12:20 AM	-	A	6:27 AM - 12:17 AM	-	A
	Frequency of Service | varies	Peak: 11.0 / Off-Peak: 21.0	Peak: 17.8 / Off-Peak: 26.7	A	25.0	29.8	A	27.0	30.3	A
Productivity	**Passengers per Revenue Hour |** 20	24.6	28.7	A	22.7	25.0	A	22.4	22.6	A
	Passengers per Revenue Mile | 4	3.3	4.0	D	2.9	3.2	E	2.8	2.9	E
Reliability	**On-Time Performance |** 79%	84%	75%	B	87%	76%	A	85%	79%	A
	Crowding | 5%	8%	3%	E	2%	2%	A	0%	3%	A
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.22 Peak: 0.39	Off-Peak: 0.3 Peak: 0.43	A	0.27	0.3	A	0.26	0.28	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$5.27	$ 4.60	B	$5.74	$ 5.28	C	$5.81	$ 5.87	C
	Cost Recovery | 25%	27%	16%	B	25%	14%	B	25%	13%	C

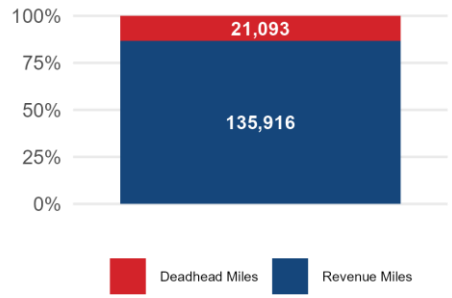
Route D2

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	5.9	6.3	E
Route Design	**Circuity |** N/A	1.65	1.59	-

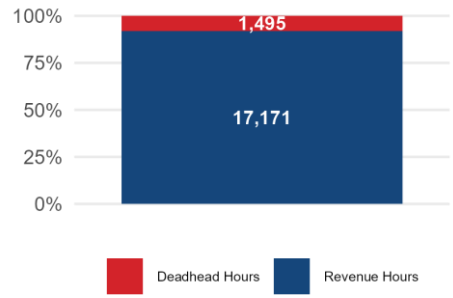
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 20	24.6	28.7	A	22.7	25.0	A	22.4	22.6	A
	Passengers per Revenue Mile | 4	3.3	4.0	D	2.9	3.2	E	2.8	2.9	E
	Unique Segment Ridership | 10%	70%	46%	A	63%	46%	A	63%	45%	A
Reliability	**On-Time Performance |** 79%	84%	75%	A	87%	76%	A	85%	79%	A
	Crowding | 5%	8%	3%	E	2%	2%	A	0%	2%	A
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.22 Peak: 0.39	Off-Peak: 0.32 Peak: 0.44	A	0.27	0.31	A	0.26	0.29	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$5.27	$ 4.60	B	$5.74	$ 5.28	C	$5.81	$ 5.87	C
	Cost Recovery | 25%	27%	15%	B	25%	14%	B	25%	13%	C

Operational Analysis

Miles Allocation



Hours Allocation



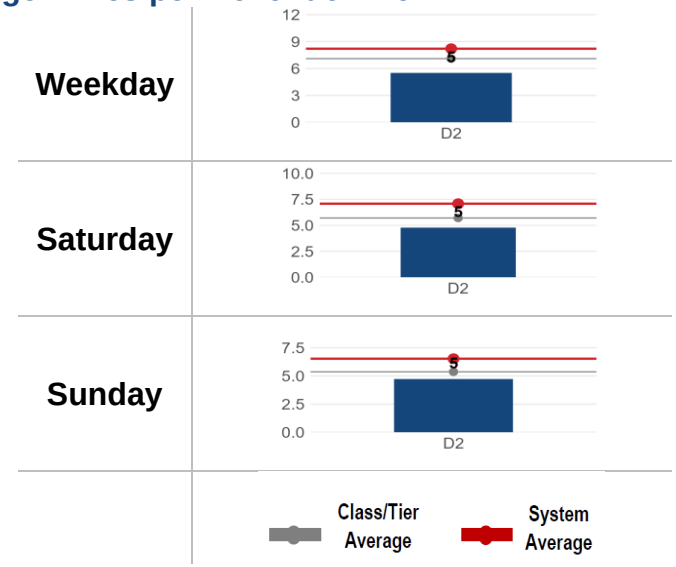
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
D2	8.40	41,829	41,402 (99.0%)

Service Change Summary

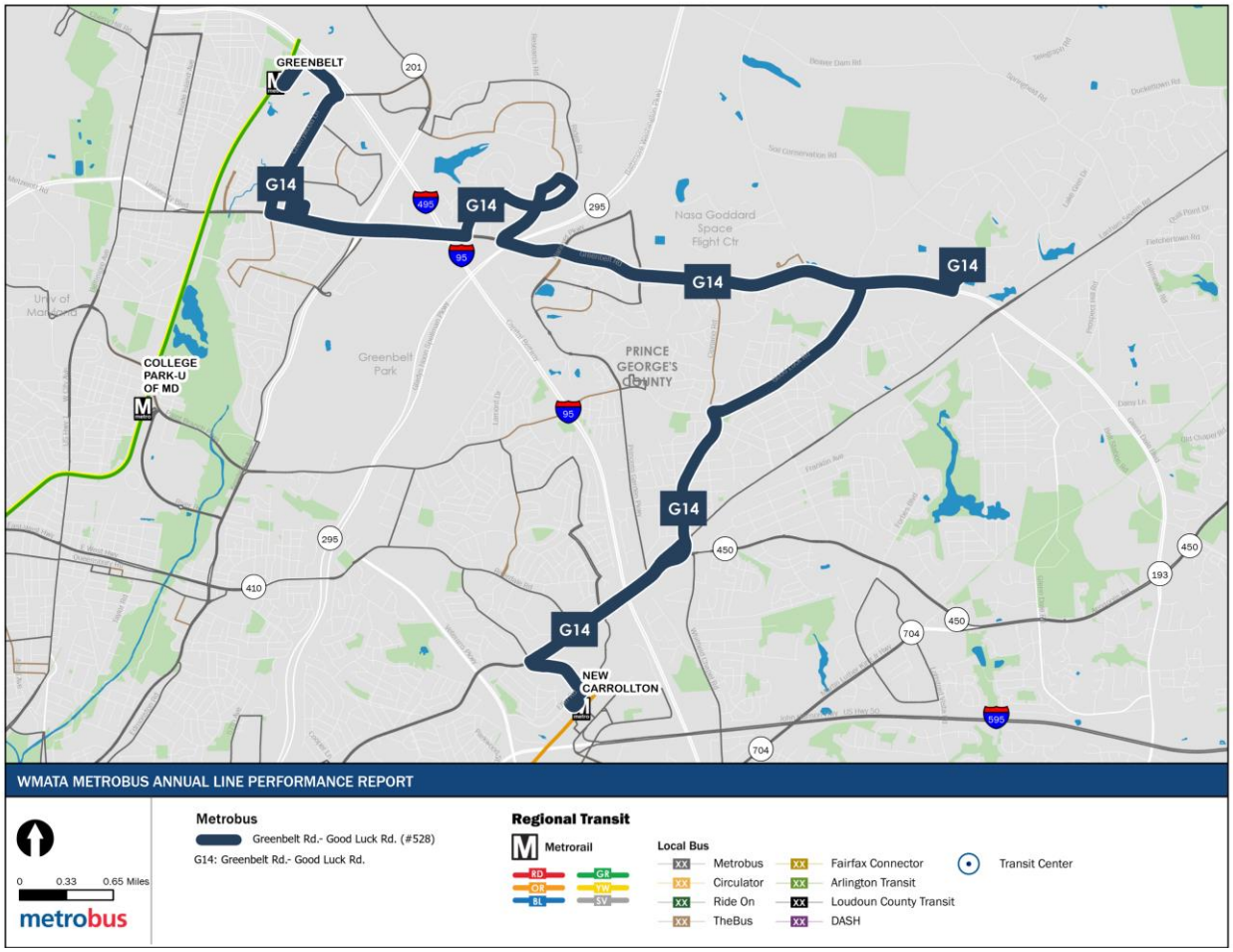
Jun 2023: No change
Sep 2023: No change
Dec 2023: Two eastbound trips to Dupont Circle will be added to the schedule, departing 39th Street & Calvert Street NW at 4:57 and 5:09 p.m. on weekdays when school is in session.

Passenger Miles per Revenue Mile



LINE: 528 - Greenbelt Rd.- Good Luck Rd. ROUTE(S): G14

About the Line



Service Classification

Coverage

Activity Tier

3

Overall Grade

Line	B

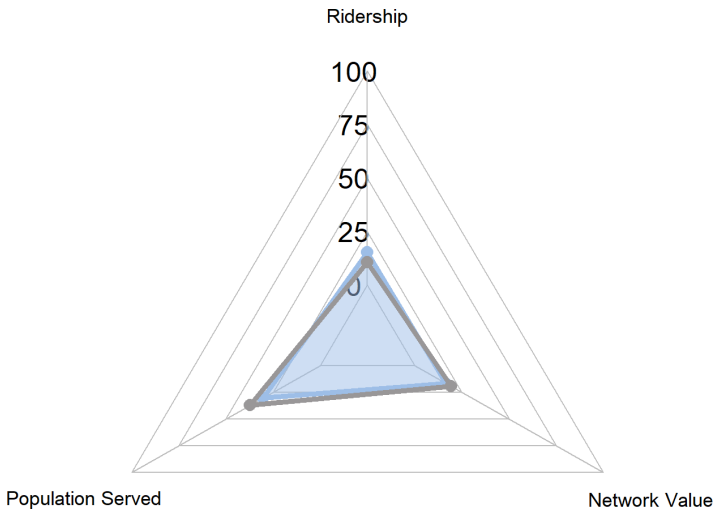
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

21

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	30	17	15	

Operating Statistics

Annual Operating Costs	$2,208,565
Peak Vehicles	4
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

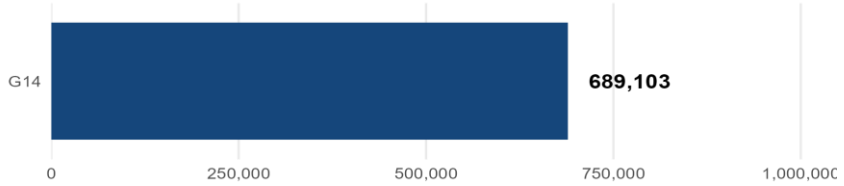
Service Area Population		30,025
People of Color Population	*Service Area*	20,333
	% Riders Surveyed	
Low Income Household	*Service Area*	8,256
	% Riders Surveyed	

Facilities/Amenities

Bus Stops	115
% Stops With Shelters	23%
% Stops With Benches	30%
% Stops With Real-Time Signs	0%

Ridership

Annual Ridership



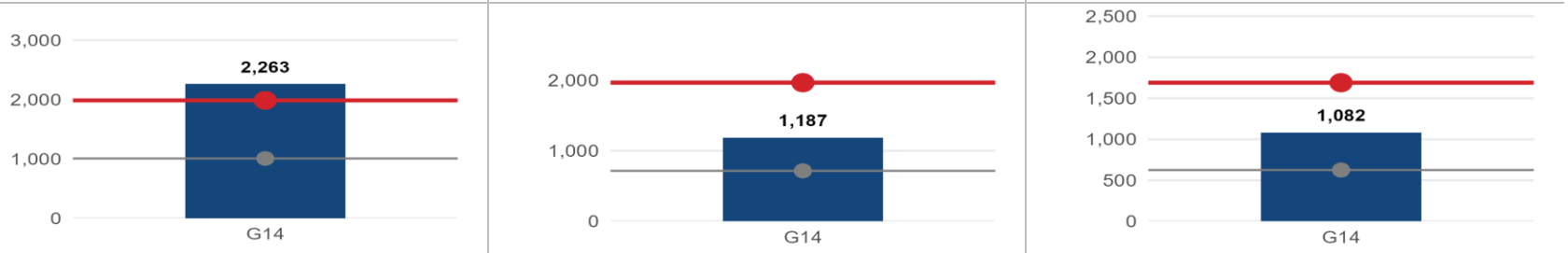
Top Transfer Locations

Greenbelt, New Carrollton

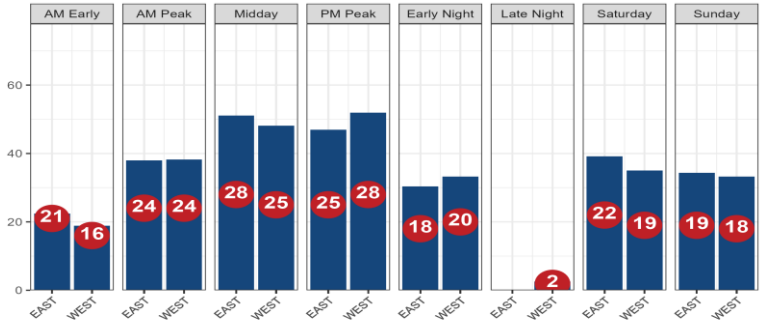
Average Daily Ridership

Class/Tier Average

System Average



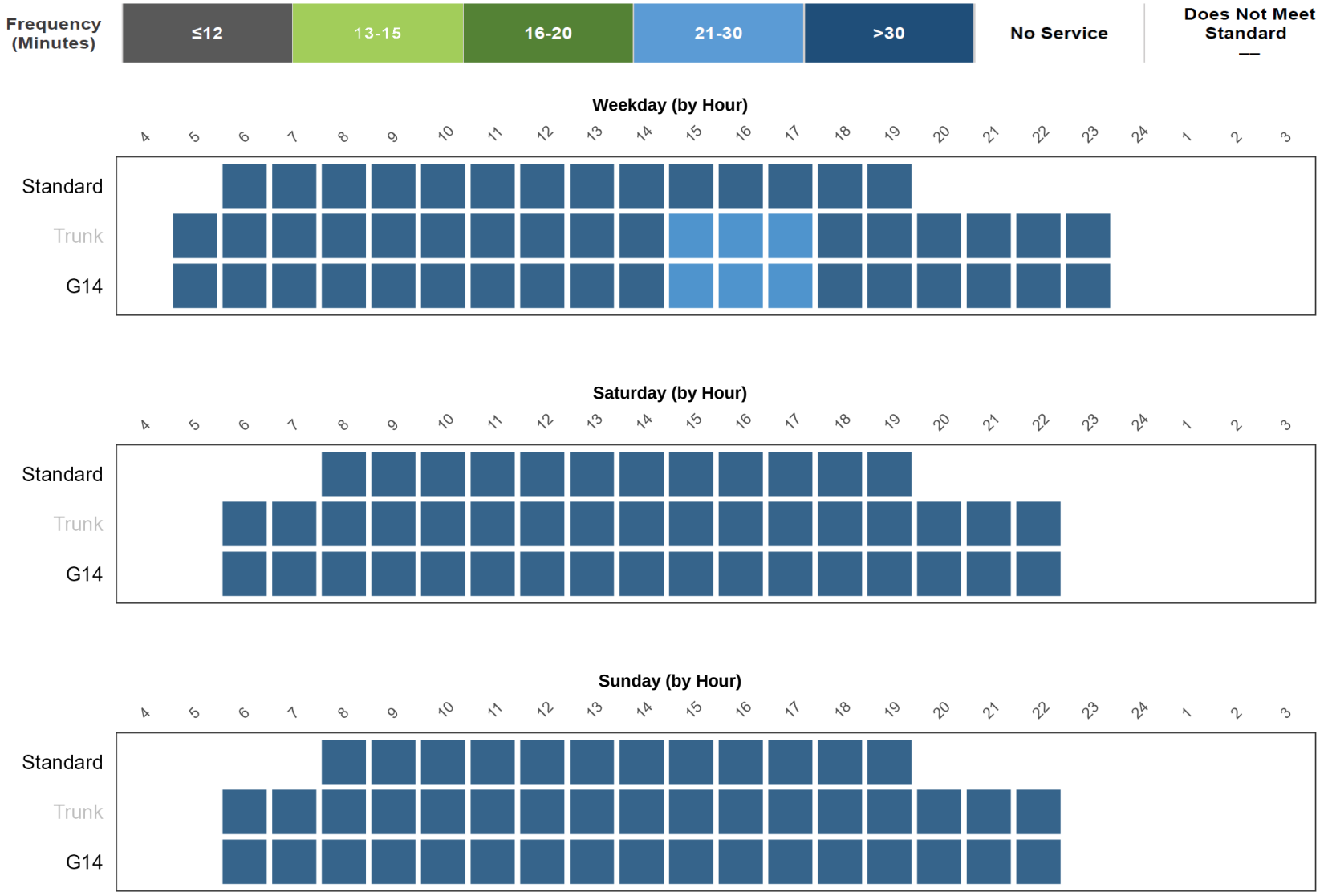
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	EAST	WEST
Weekday	**Peak** Maximum Target: 1	0.62	0.66
	Off-Peak Maximum Target: 1.0	0.6	0.52
	Saturday Maximum Target: 1.0	0.55	0.49
	Sunday Maximum Target: 1.0	0.47	0.45

Span and Frequency



Performance Report Card

B Greenbelt Rd.- Good Luck Rd.

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	5:00 AM - 11:30 PM	-	A	6:30 AM - 10:47 PM	-	A	6:30 AM - 10:47 PM	-	A
	Frequency of Service | varies	Peak: 30.0 / Off-Peak: 50.0	Peak: 26 / Off-Peak: 38.8	A	59.0	47.4	B	59.0	49.8	B
Productivity	**Passengers per Revenue Hour |** 10	41.4	22.8	A	37.8	23.6	A	34.6	24.3	A
	Passengers per Revenue Mile | 1	3.1	1.9	A	2.6	2.0	A	2.4	2.0	A
Reliability	**On-Time Performance |** 79%	77%	80%	C	80%	79%	B	80%	80%	B
	Crowding | 5%	6%	1%	E	0%	1%	A	1%	0%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.56 Peak: 0.64	Off-Peak: 0.25 Peak: 0.32	A	0.52	0.27	A	0.46	0.26	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$3.14	$ 6.33	A	$3.44	$ 5.97	A	$3.76	$ 5.70	A
	Cost Recovery | 20%	13%	10%	E	12%	8%	E	11%	8%	E

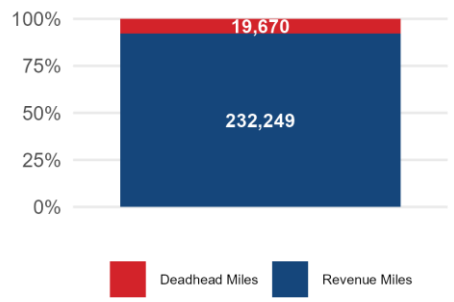
Route G14

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	3	4.8	E
Route Design	**Circuity |** N/A	2.2	1.78	-

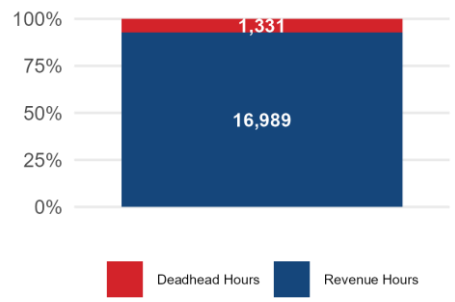
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 10	41.4	22.8	A	37.8	23.6	A	34.6	24.3	A
	Passengers per Revenue Mile | 1	3.1	1.9	A	2.6	2.0	A	2.4	2.0	A
	Unique Segment Ridership | 10%	40%	47%	A	35%	58%	A	54%	61%	A
Reliability	**On-Time Performance |** 79%	77%	80%	C	80%	79%	B	80%	80%	B
	Crowding | 5%	6%	1%	E	0%	1%	A	1%	0%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.56 Peak: 0.64	Off-Peak: 0.25 Peak: 0.31	A	0.52	0.27	A	0.46	0.26	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$3.14	$ 6.33	A	$3.44	$ 5.97	A	$3.76	$ 5.70	A
	Cost Recovery | 20%	13%	10%	E	12%	7%	E	11%	8%	E

Operational Analysis

Miles Allocation



Hours Allocation



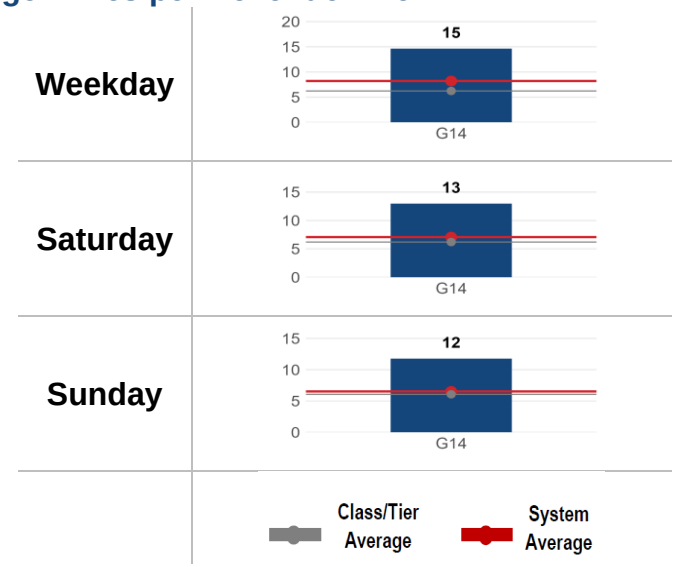
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
G14	42.40	17,190	16,993 (98.9%)

Service Change Summary

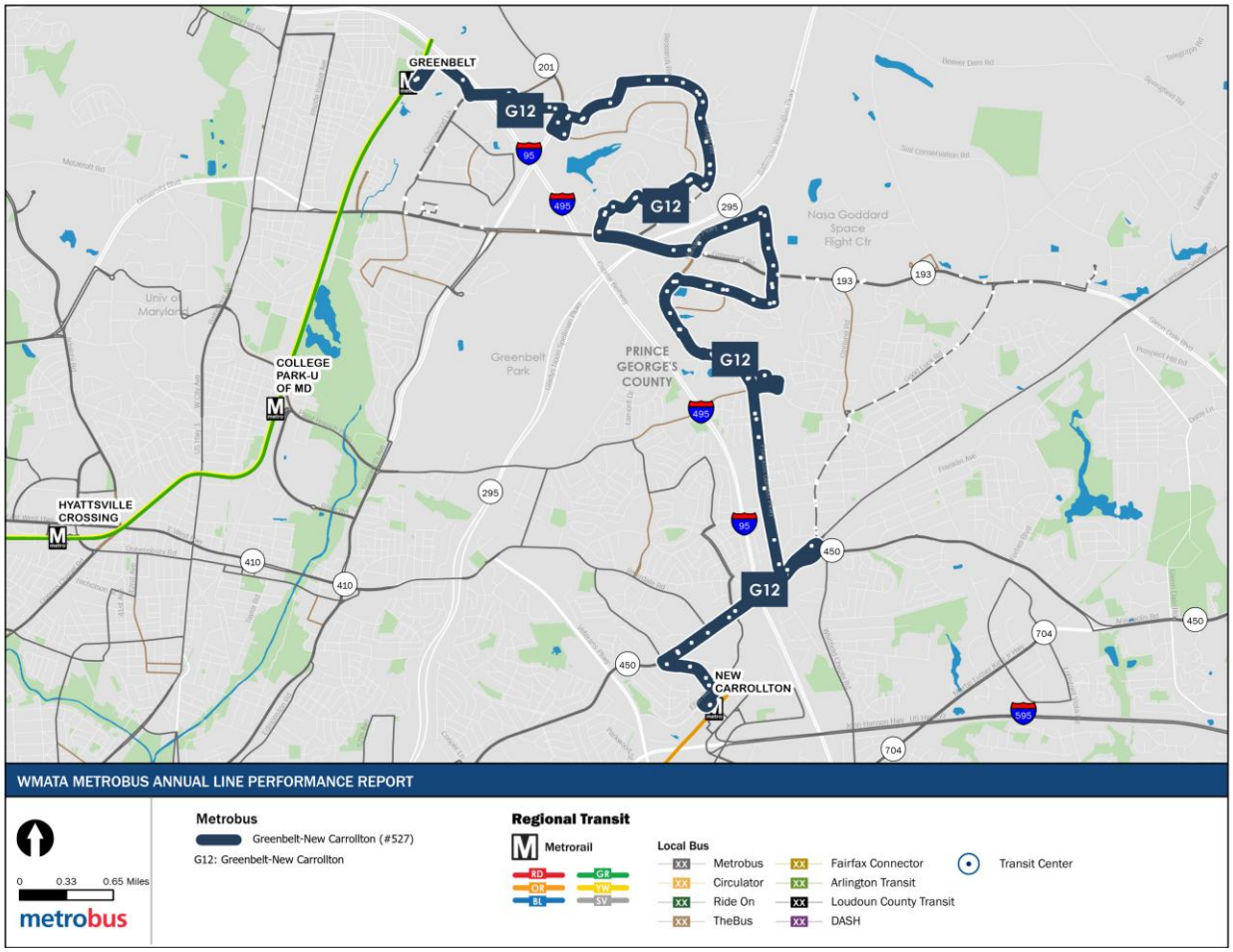
Jun 2023: Add an afternoon school trip from Greenbelt Station to New Carrollton Station.
Sep 2023: No change
Dec 2023: No change

Passenger Miles per Revenue Mile



LINE: 527 - Greenbelt-New Carrollton ROUTE(S): G12

About the Line



Service Classification

Coverage

Activity Tier

3

Overall Grade

Line	B

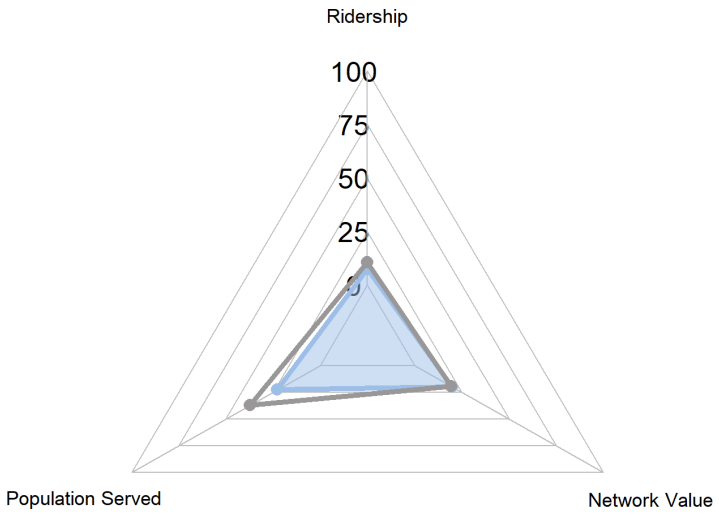
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

17

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	23	20	8	

Operating Statistics

Annual Operating Costs	$2,089,698
Peak Vehicles	10
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

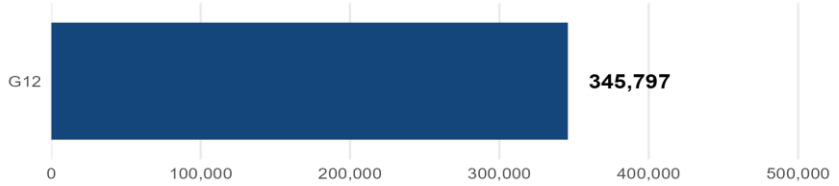
Service Area Population	24,244	
People of Color Population	*Service Area*	15,668
	% Riders Surveyed	92%
Low Income Household	*Service Area*	5,950
	% Riders Surveyed	48%

Facilities/Amenities

Bus Stops	124
% Stops With Shelters	20%
% Stops With Benches	28%
% Stops With Real-Time Signs	0%

Ridership

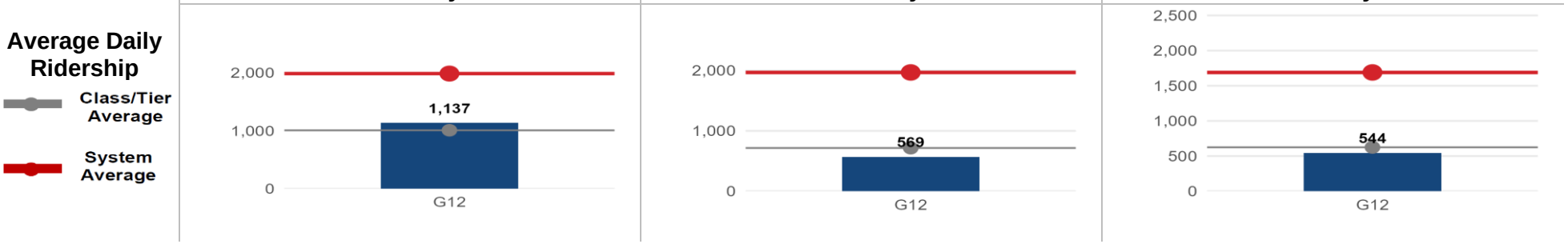
Annual Ridership



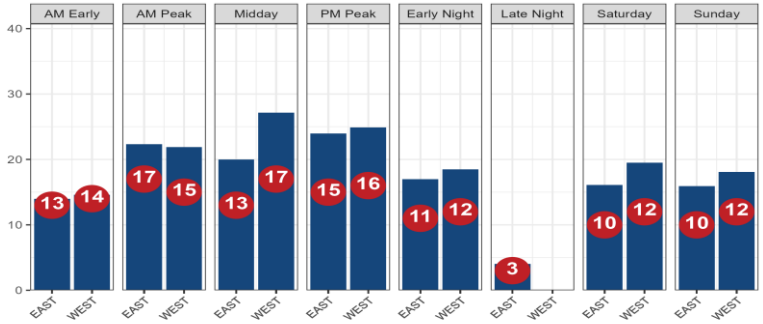
Top Transfer Locations

Greenbelt, New Carrollton

Average Daily Ridership



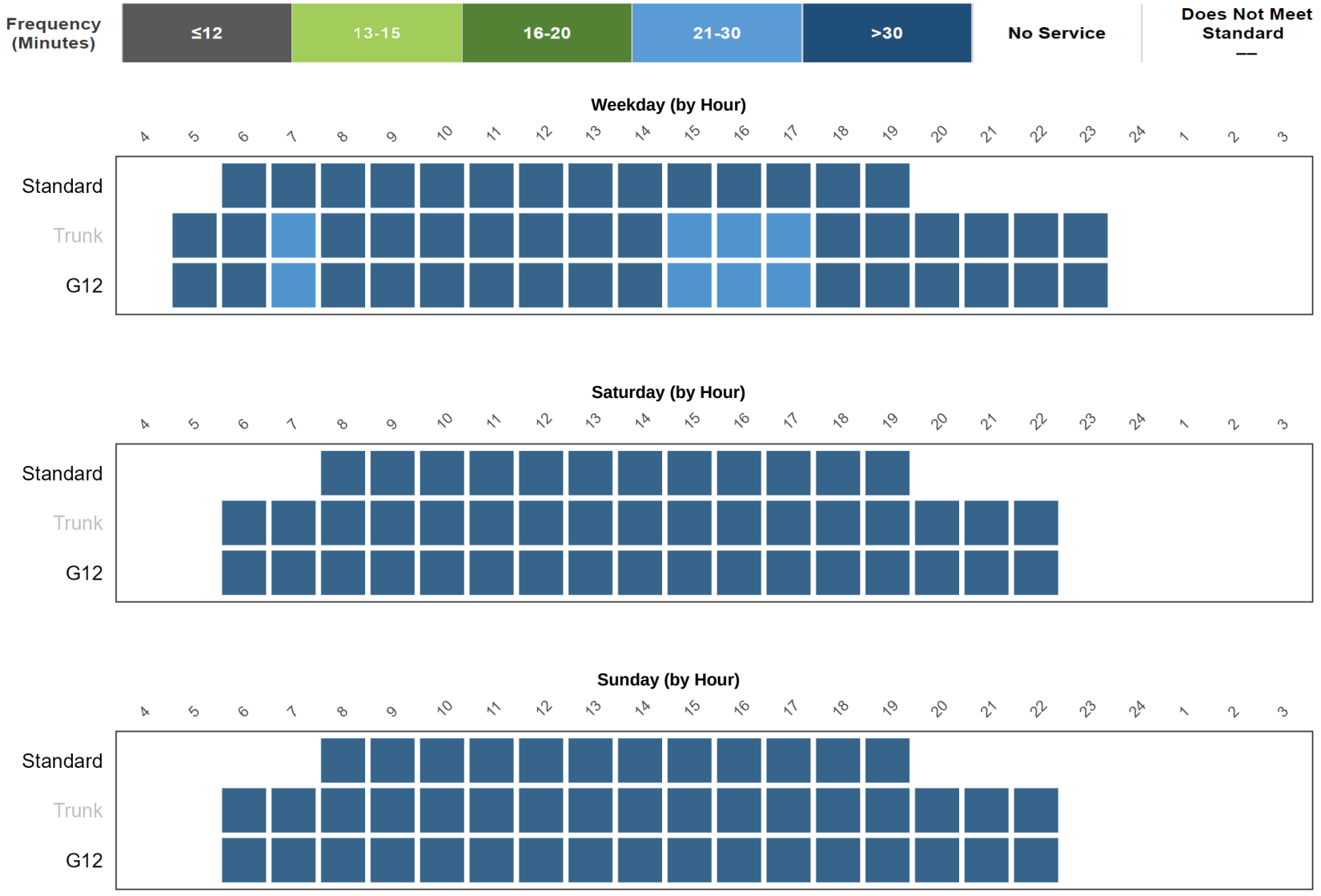
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	EAST	WEST
Weekday	**Peak** Maximum Target: 1	0.39	0.38
	Off-Peak Maximum Target: 1.0	0.27	0.38
	Saturday Maximum Target: 1.0	0.26	0.31
	Sunday Maximum Target: 1.0	0.25	0.29

Span and Frequency



Performance Report Card

B Greenbelt-New Carrollton

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	5:15 AM - 11:48 PM	-	A	6:30 AM - 10:42 PM	-	A	6:30 AM - 10:42 PM	-	A
	Frequency of Service | varies	Peak: 31.0 / Off-Peak: 50.0	Peak: 26 / Off-Peak: 38.8	A	60.0	47.4	B	59.0	49.8	B
Productivity	**Passengers per Revenue Hour |** 10	22.7	22.8	A	18.7	23.6	A	17.6	24.3	A
	Passengers per Revenue Mile | 1	1.8	1.9	A	1.4	2.0	A	1.4	2.0	A
Reliability	**On-Time Performance |** 79%	80%	80%	B	81%	79%	B	83%	80%	B
	Crowding | 5%	1%	1%	A	0%	1%	A	0%	0%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.32 Peak: 0.38	Off-Peak: 0.25 Peak: 0.32	A	0.28	0.27	A	0.27	0.26	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$5.73	$ 6.33	A	$6.96	$ 5.97	A	$7.37	$ 5.70	B
	Cost Recovery | 20%	9%	10%	E	7%	8%	E	7%	8%	E

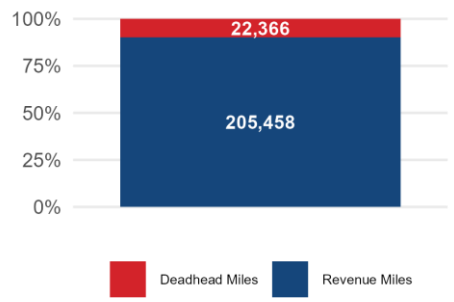
Route G12

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	3.2	4.8	E
Route Design	**Circuity |** N/A	2.08	1.78	-

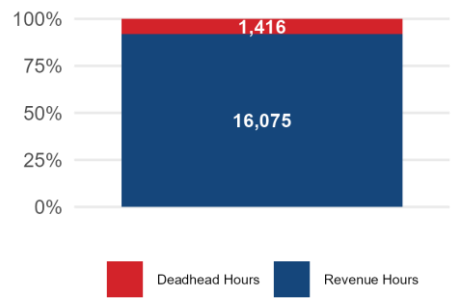
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 10	22.7	22.8	A	18.7	23.6	A	17.6	24.3	A
	Passengers per Revenue Mile | 1	1.8	1.9	A	1.4	2.0	A	1.4	2.0	A
	Unique Segment Ridership | 10%	57%	47%	A	48%	58%	A	51%	61%	A
Reliability	**On-Time Performance |** 79%	80%	80%	B	81%	79%	B	83%	80%	B
	Crowding | 5%	1%	1%	A	0%	1%	A	0%	0%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.32 Peak: 0.38	Off-Peak: 0.25 Peak: 0.31	A	0.28	0.27	A	0.27	0.26	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$5.73	$ 6.33	A	$6.96	$ 5.97	A	$7.37	$ 5.70	B
	Cost Recovery | 20%	9%	10%	E	7%	7%	E	7%	8%	E

Operational Analysis

Miles Allocation



Hours Allocation



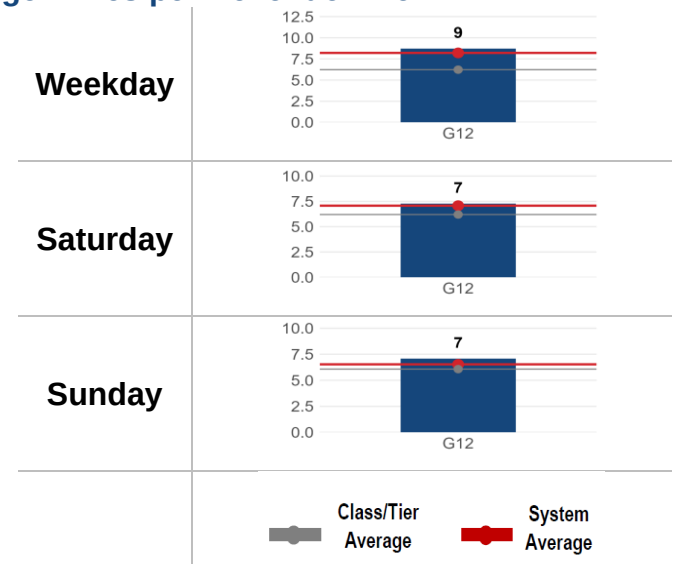
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
G12	40.20	16,941	16,732 (98.8%)

Service Change Summary

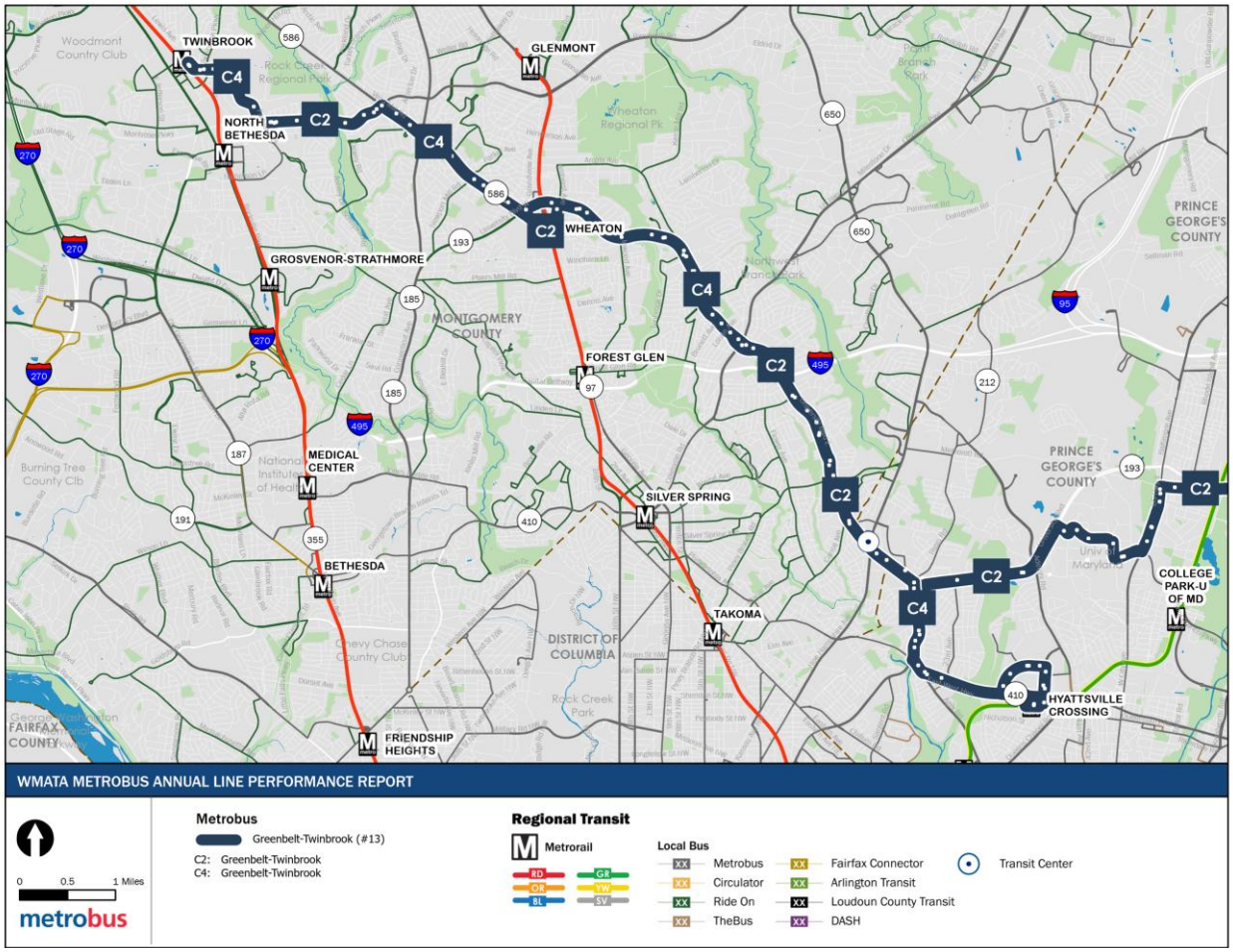
Jun 2023: No change
Sep 2023: No change
Dec 2023: No change

Passenger Miles per Revenue Mile



LINE: 13 - Greenbelt-Twinbrook ROUTE(S): C2, C4

About the Line



Service Classification

Framework

Activity Tier

2

Overall Grade

Line	B

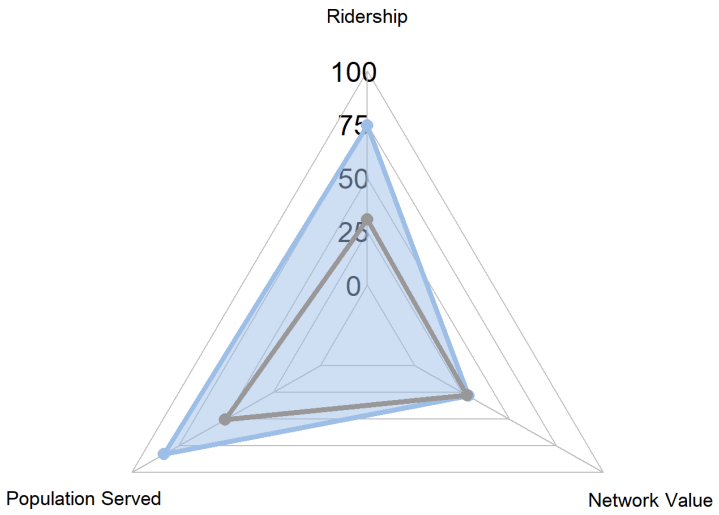
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

62

Out of 100



Classification Average

	Population Served	Network Value	Ridership	Balanced
Line Focus:				
Line Score:	83	28	75	

Operating Statistics

Annual Operating Costs	$11,910,257
Peak Vehicles	24
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

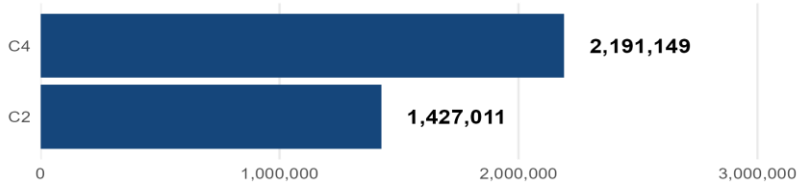
Service Area Population	97,291	
People of Color Population	*Service Area*	34,878
	% Riders Surveyed	89%
Low Income Household	*Service Area*	30,618
	% Riders Surveyed	67%

Facilities/Amenities

Bus Stops	183
% Stops With Shelters	27%
% Stops With Benches	36%
% Stops With Real-Time Signs	5%

Ridership

Annual Ridership



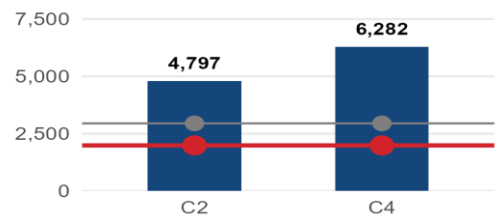
Top Transfer Locations

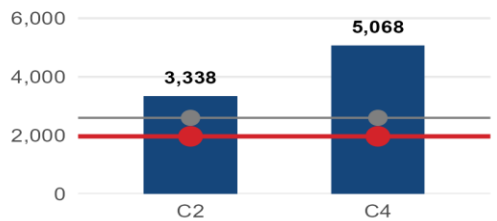
Twinbrook, Wheaton, Prince George's Plaza

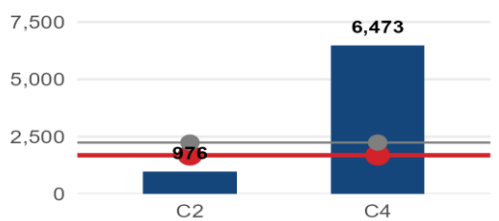
Average Daily Ridership

Class/Tier Average

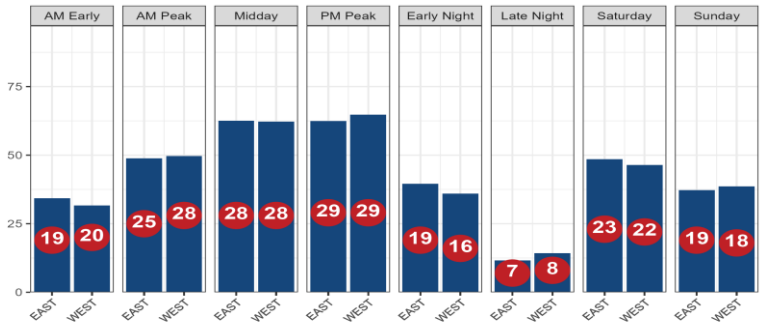
System Average







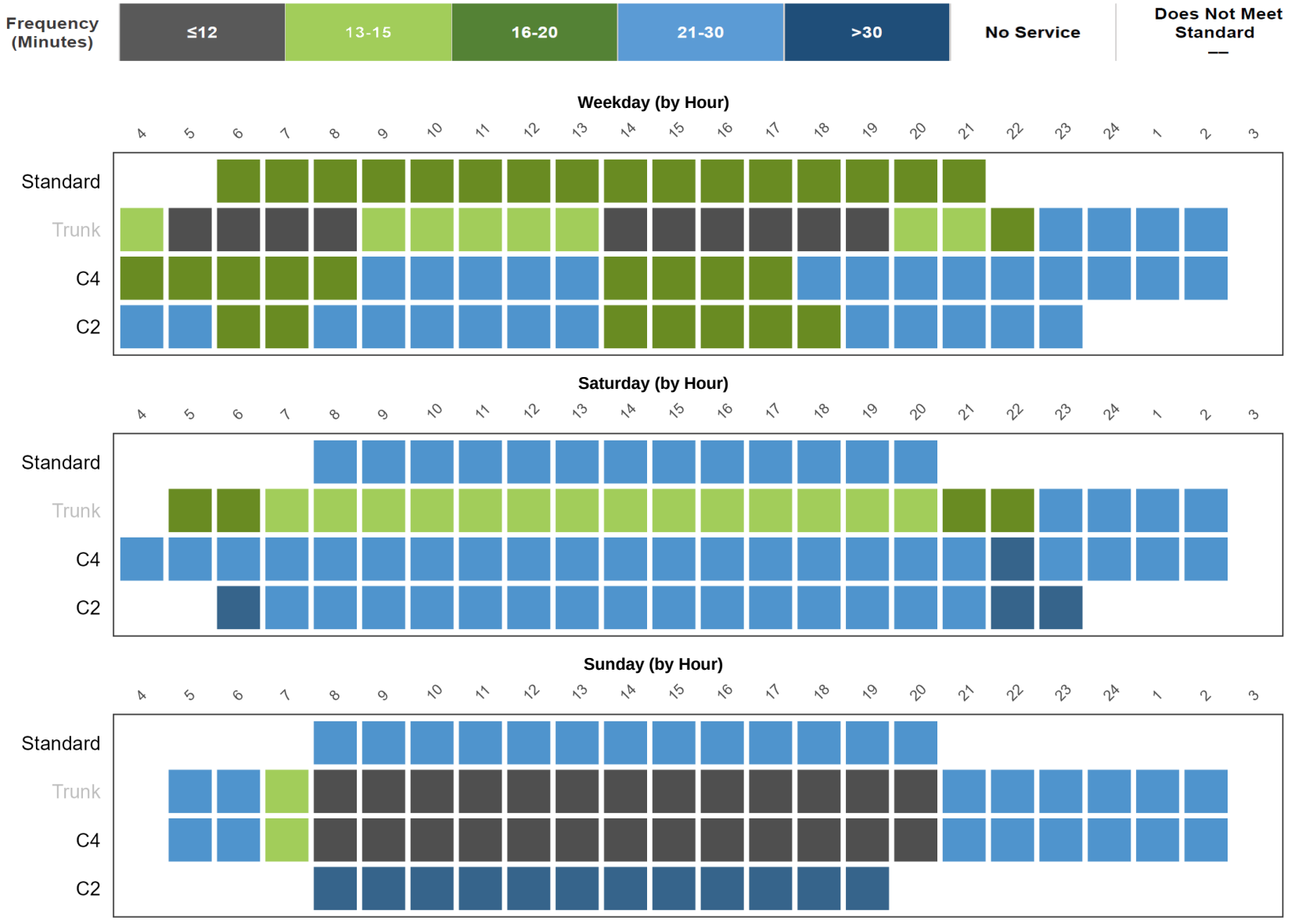
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	EAST	WEST
Weekday	**Peak** Maximum Target: 1	0.69	0.71
	Off-Peak Maximum Target: 1.0	0.57	0.53
	Saturday Maximum Target: 1.0	0.57	0.55
	Sunday Maximum Target: 1.0	0.47	0.46

Span and Frequency



Performance Report Card

B Greenbelt-Twinbrook

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	4:12 AM - 2:47 AM	-	A	4:50 AM - 2:55 AM	-	A	5:25 AM - 2:52 AM	-	A
	Frequency of Service | varies	Peak: 10.0 / Off-Peak: 13.0	Peak: 15.6 / Off-Peak: 20	A	15.0	24.4	A	14.0	24.1	A
Productivity	**Passengers per Revenue Hour |** 20	39.8	28.6	A	37.1	27.1	A	30.6	24.8	A
	Passengers per Revenue Mile | 2	3.7	2.8	A	3.4	2.5	A	2.8	2.3	A
Reliability	**On-Time Performance |** 79%	73%	76%	D	72%	78%	D	77%	80%	C
	Crowding | 5%	6%	2%	D	6%	1%	E	1%	1%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.55 Peak: 0.7	Off-Peak: 0.38 Peak: 0.48	B	0.56	0.37	A	0.46	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$3.27	$ 5.38	A	$3.51	$ 5.53	A	$4.25	$ 6.29	A
	Cost Recovery | 20%	25%	19%	A	23%	17%	A	19%	15%	C

Route C2

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	3	4.5	E
Route Design	**Circuity |** 1.75	1.55	1.47	A

	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 20	39.4	28.6	A	36.7	27.1	A	48.3	24.8	A
	Passengers per Revenue Mile | 2	3.8	2.8	A	3.3	2.5	A	5.0	2.3	A
	Unique Segment Ridership | 10%	12%	20%	B	12%	36%	B	33%	39%	A
Reliability	**On-Time Performance |** 79%	70%	76%	D	67%	78%	E	71%	80%	D
	Crowding | 5%	5%	2%	B	4%	1%	A	1%	1%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.55 Peak: 0.65	Off-Peak: 0.39 Peak: 0.48	A	0.51	0.39	A	0.51	0.35	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$3.30	$ 5.38	A	$3.54	$ 5.53	A	$2.69	$ 6.29	A
	Cost Recovery | 20%	25%	19%	A	23%	17%	A	30%	16%	A

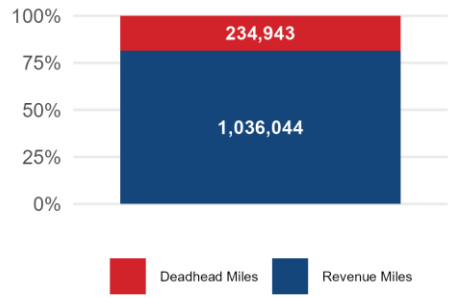
Route C4

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	4.5	4.5	A
Route Design	**Circuity |** 1.75	1.22	1.47	A

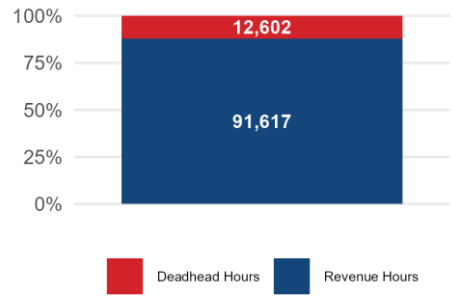
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 20	40.1	28.6	A	37.4	27.1	A	29.0	24.8	A
	Passengers per Revenue Mile | 2	3.6	2.8	A	3.5	2.5	A	2.6	2.3	A
	Unique Segment Ridership | 10%	14%	20%	A	22%	36%	A	68%	39%	A
Reliability	**On-Time Performance |** 79%	75%	76%	C	75%	78%	C	78%	80%	C
	Crowding | 5%	7%	2%	E	7%	1%	E	0%	1%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.55 Peak: 0.75	Off-Peak: 0.39 Peak: 0.48	B	0.59	0.39	A	0.45	0.35	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$3.24	$ 5.38	A	$3.48	$ 5.53	A	$4.49	$ 6.29	A
	Cost Recovery | 20%	25%	19%	A	23%	17%	A	18%	16%	C

Operational Analysis

Miles Allocation



Hours Allocation



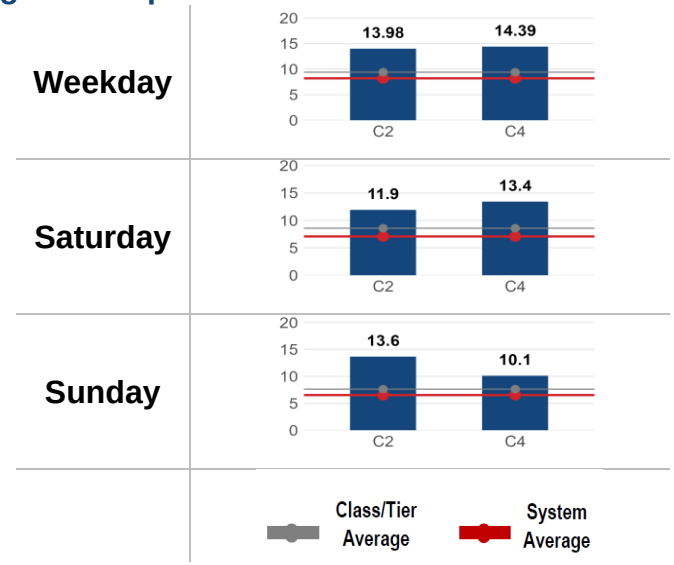
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
C2	43.80	30,711	30,117 (98.1%)
C4	32.50	45,460	44,828 (98.6%)

Service Change Summary

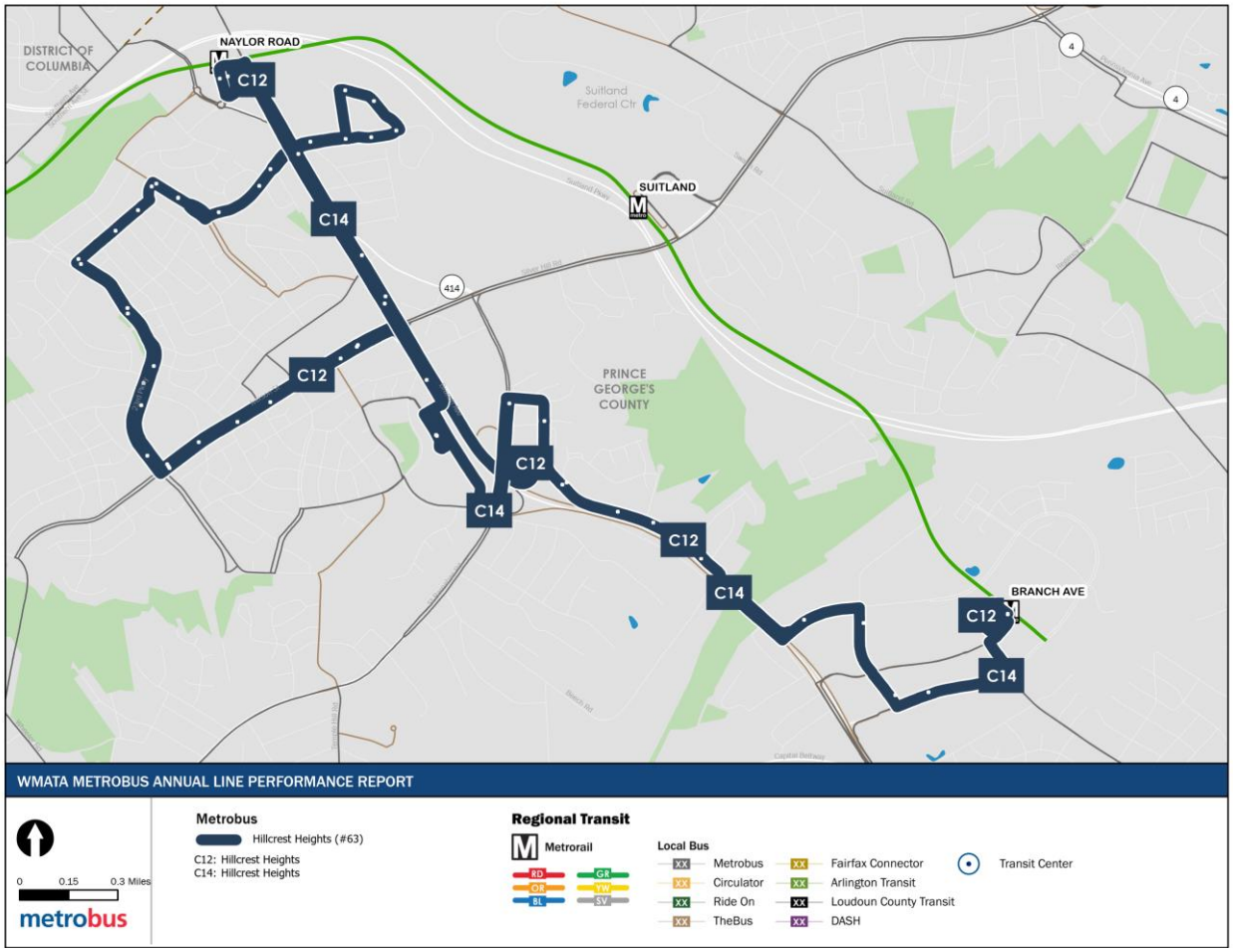
Jun 2023:
Add earlier Eastbound AM C4 and convert a C4 to a C2; Extend 6 minute frequency later Westbound AM (2 trips added); Add earlier C2 trip to start at Greenbelt instead o f Takoma Langley TC; Start 8 minute frequency earlier in the Eastbound PM (2 trips added); C4 routing change at Hyattsville Crossing Station
Sep 2023: No change
Dec 2023: No change

Passenger Miles per Revenue Mile



LINE: 63 - Hillcrest Heights ROUTE(S): C12, C14

About the Line



Service Classification

Coverage

Activity Tier

3

Overall Grade

Line	B

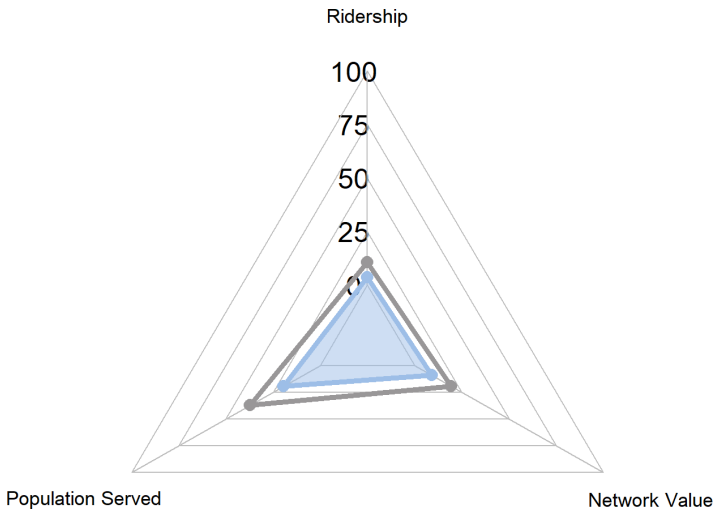
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

11

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	20	9	4	

Operating Statistics

Annual Operating Costs	$1,196,272
Peak Vehicles	4
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

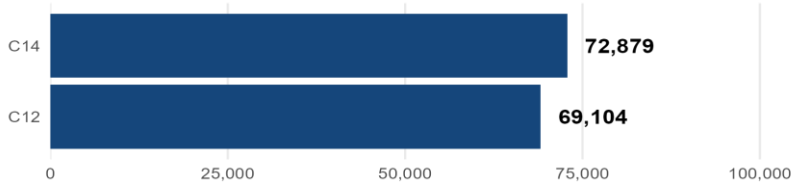
Service Area Population	23,475	
People of Color Population	*Service Area*	21,526
	% Riders Surveyed	100%
Low Income Household	*Service Area*	6,483
	% Riders Surveyed	59%

Facilities/Amenities

Bus Stops	79
% Stops With Shelters	22%
% Stops With Benches	8%
% Stops With Real-Time Signs	3%

Ridership

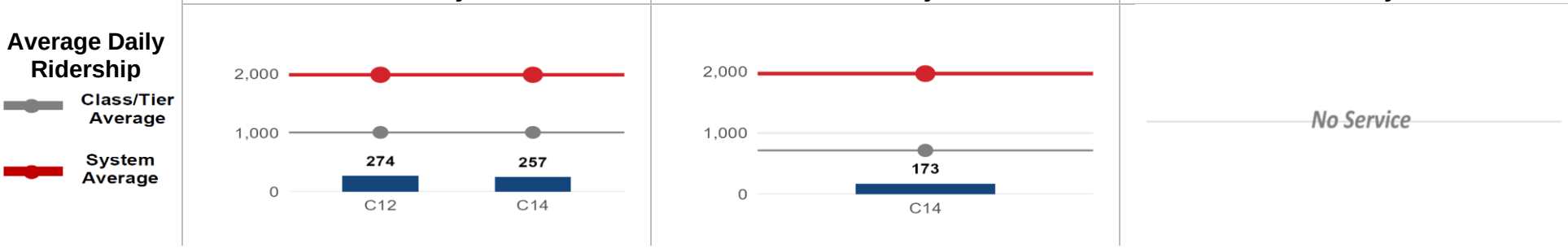
Annual Ridership



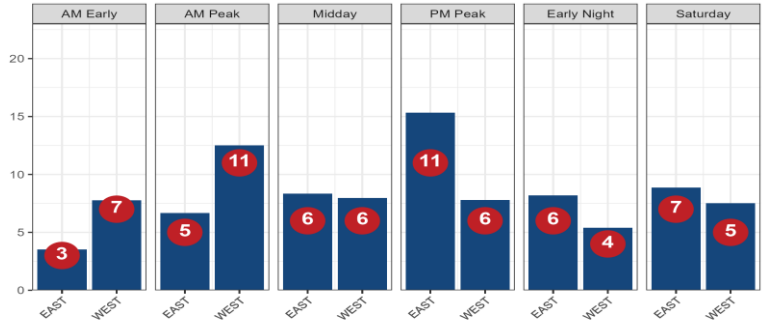
Top Transfer Locations

Naylor Road, Branch Avenue, King Street

Average Daily Ridership



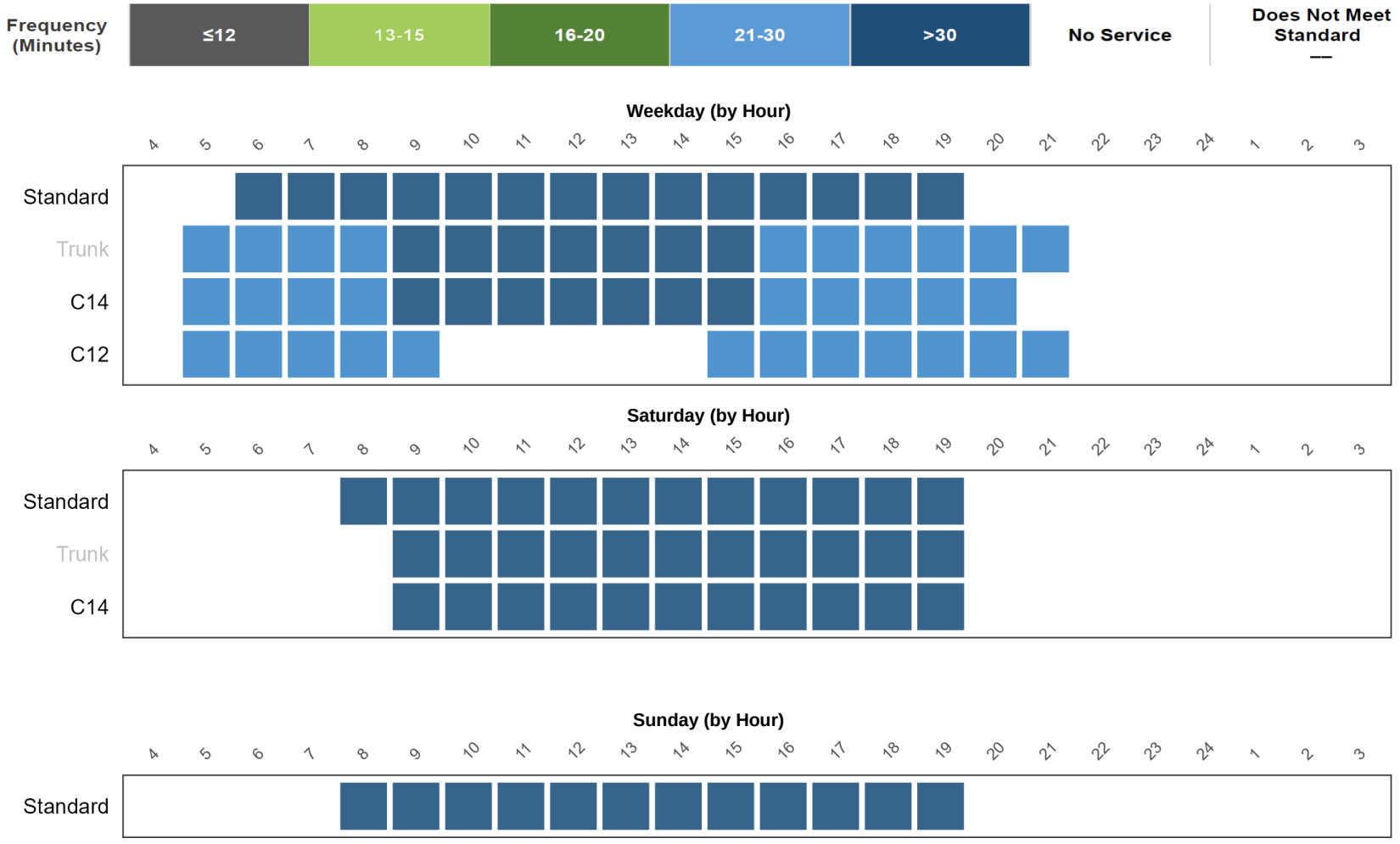
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	EAST	WEST
Weekday	**Peak** Maximum Target: 1	0.21	0.2
	Off-Peak Maximum Target: 1.0	0.14	0.14
	Saturday Maximum Target: 1.0	0.16	0.14
	Sunday Maximum Target: 1.0		

Span and Frequency



Performance Report Card

B Hillcrest Heights

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	5:04 AM - 9:14 PM	-	A	9:15 AM - 7:42 PM	-	C	-	-	-
	Frequency of Service | varies	Peak: 26.0 / Off-Peak: 49.0	Peak: 26 / Off-Peak: 38.8	A	60.0	47.4	B	-	-	-
Productivity	**Passengers per Revenue Hour |** 10	15.6	22.8	A	16.7	23.6	A	-	-	-
	Passengers per Revenue Mile | 1	1.4	1.9	A	1.4	2.0	A	-	-	-
Reliability	**On-Time Performance |** 79%	85%	80%	A	83%	79%	B	-	-	-
	Crowding | 5%	0%	1%	A	0%	1%	A	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.14 Peak: 0.21	Off-Peak: 0.25 Peak: 0.32	A	0.15	0.27	A	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$8.33	$ 6.33	C	$7.78	$ 5.97	C	-	-	-
	Cost Recovery | 20%	5%	10%	E	6%	8%	E	-	-	-

Route C12

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	5.1	4.8	E
Route Design	**Circuity |** N/A	2.16	1.78	-

	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 10	17.3	22.8	A	-	-	-	-	-	-
	Passengers per Revenue Mile | 1	1.6	1.9	A	-	-	-	-	-	-
	Unique Segment Ridership | 10%	10%	47%	C	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	82%	80%	B	-	-	-	-	-	-
	Crowding | 5%	0%	1%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.16 Peak: 0.28	Off-Peak: 0.25 Peak: 0.31	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$7.52	$ 6.33	B	-	-	-	-	-	-
	Cost Recovery | 20%	7%	10%	E	-	-	-	-	-	-

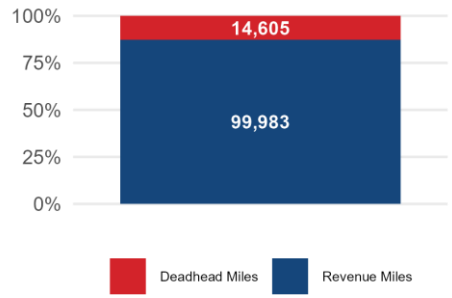
Route C14

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	4.4	4.8	A
Route Design	**Circuity |** N/A	1.74	1.78	-

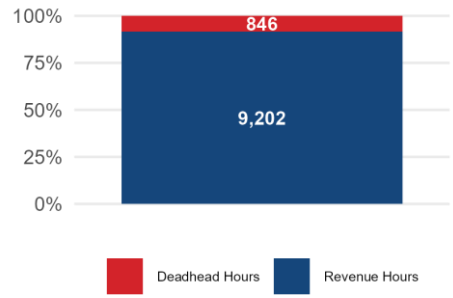
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 10	14.2	22.8	A	16.7	23.6	A	-	-	-
	Passengers per Revenue Mile | 1	1.3	1.9	A	1.4	2.0	A	-	-	-
	Unique Segment Ridership | 10%	5%	47%	E	78%	58%	A	-	-	-
Reliability	**On-Time Performance |** 79%	87%	80%	A	83%	79%	B	-	-	-
	Crowding | 5%	0%	1%	A	0%	1%	A	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.14 Peak: 0.14	Off-Peak: 0.25 Peak: 0.31	A	0.15	0.27	A	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$9.19	$ 6.33	E	$7.78	$ 5.97	C	-	-	-
	Cost Recovery | 20%	4%	10%	E	5%	7%	E	-	-	-

Operational Analysis

Miles Allocation



Hours Allocation



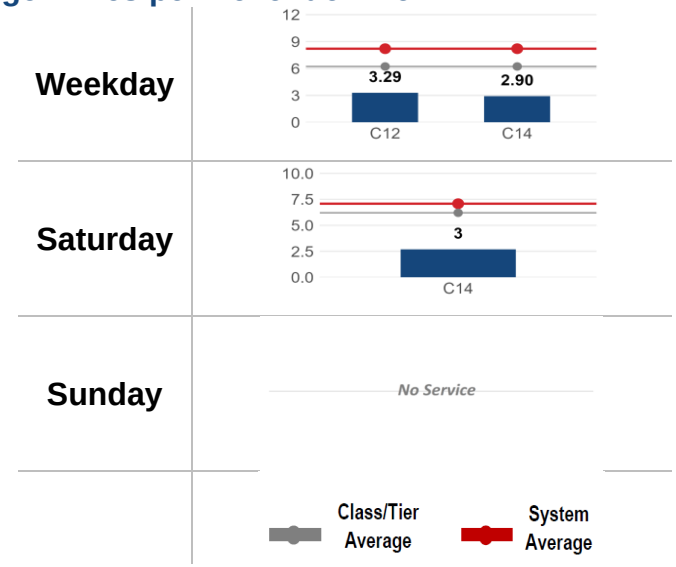
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
C12	15.40	5,727	5,608 (97.9%)
C14	12.40	9,684	9,515 (98.3%)

Service Change Summary

Jun 2023: No change
Sep 2023: No change
Dec 2023: No change

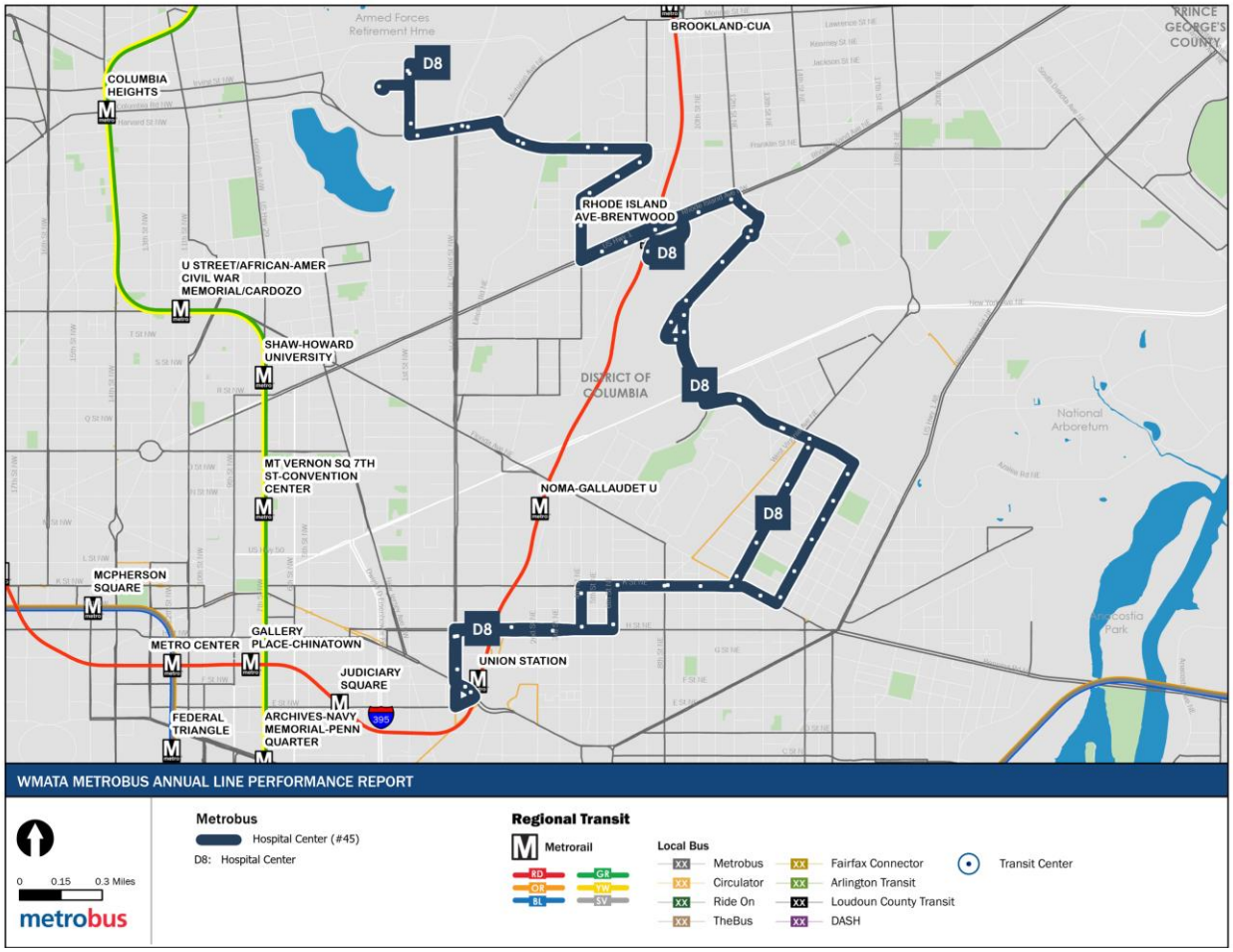
Passenger Miles per Revenue Mile



LINE: 45 - Hospital Center

ROUTE(S): D8

About the Line



Service Classification

Coverage

Activity Tier

1

Overall Grade

Line	B

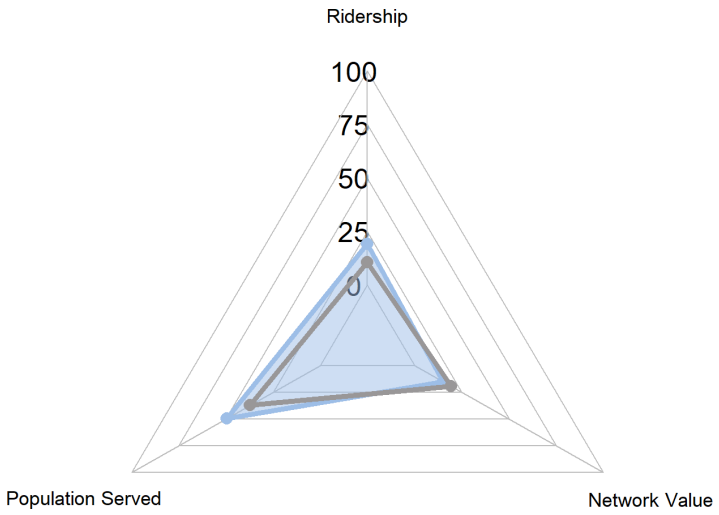
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

28

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	49	15	19	

Operating Statistics

Annual Operating Costs	$4,506,180
Peak Vehicles	8
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

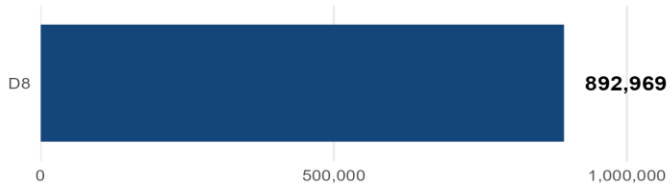
Service Area Population		36,825
People of Color Population	*Service Area*	20,668
	% Riders Surveyed	92%
Low Income Household	*Service Area*	9,673
	% Riders Surveyed	76%

Facilities/Amenities

Bus Stops	77
% Stops With Shelters	16%
% Stops With Benches	14%
% Stops With Real-Time Signs	4%

Ridership

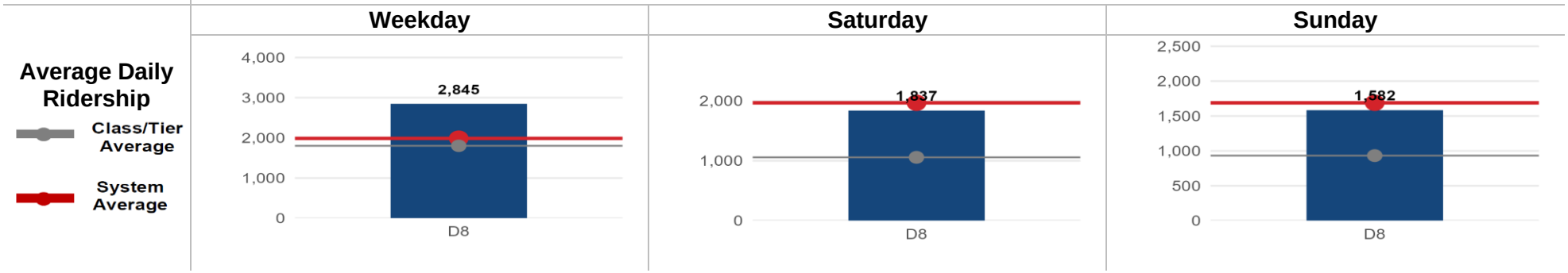
Annual Ridership



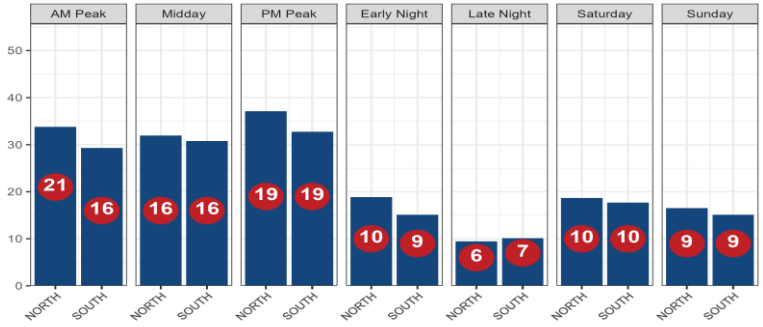
Top Transfer Locations

Rhode Island Avenue, Union Station

Average Daily Ridership



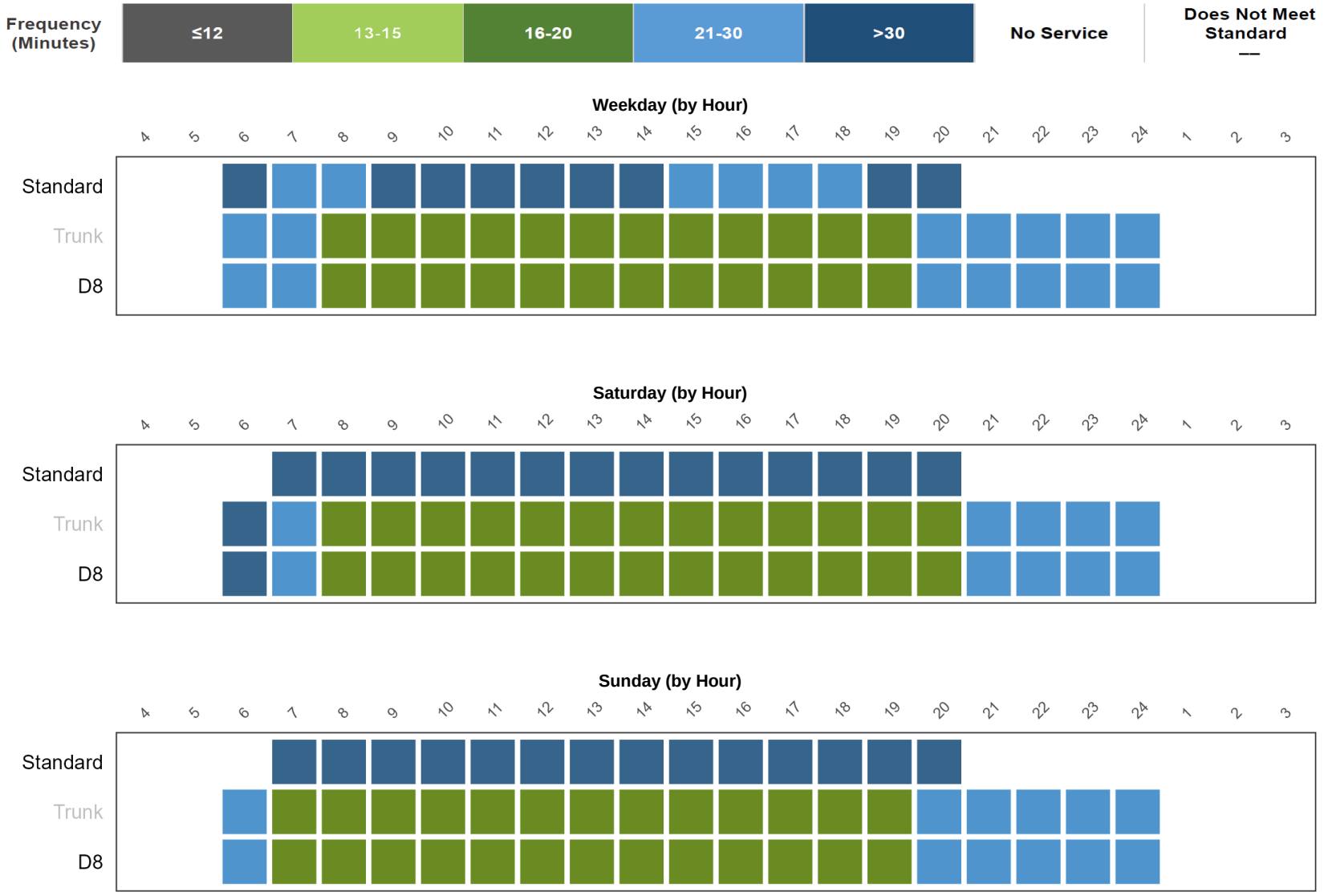
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	NORTH	SOUTH
Weekday	**Peak** Maximum Target: 1.2	0.49	0.44
	Off-Peak Maximum Target: 1.0	0.33	0.34
	Saturday Maximum Target: 1.0	0.25	0.25
	Sunday Maximum Target: 1.0	0.23	0.22

Span and Frequency



Performance Report Card

B Hospital Center

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	6:00 AM - 12:41 AM	-	A	6:00 AM - 12:39 AM	-	A	6:15 AM - 12:34 AM	-	A
	Frequency of Service | varies	Peak: 20.0 / Off-Peak: 19.0	Peak: 17.8 / Off-Peak: 26.7	A	21.0	29.8	A	21.0	30.3	A
Productivity	**Passengers per Revenue Hour |** 20	28.9	28.7	A	21.6	25.0	B	17.9	22.6	D
	Passengers per Revenue Mile | 4	4.2	4.0	B	2.7	3.2	E	2.3	2.9	E
Reliability	**On-Time Performance |** 79%	73%	75%	D	75%	76%	C	77%	79%	C
	Crowding | 5%	1%	3%	A	0%	2%	A	0%	3%	A
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.34 Peak: 0.47	Off-Peak: 0.3 Peak: 0.43	A	0.25	0.3	A	0.23	0.28	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$4.50	$ 4.60	A	$6.02	$ 5.28	D	$7.25	$ 5.87	E
	Cost Recovery | 25%	11%	16%	E	9%	14%	E	7%	13%	E

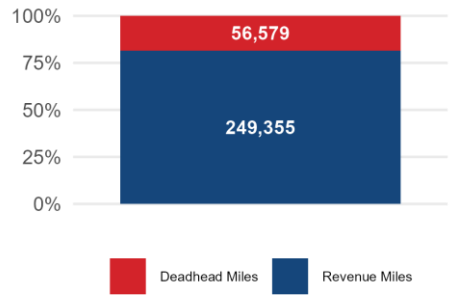
Route D8

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	5.9	6.3	E
Route Design	**Circuity |** N/A	2.72	1.59	-

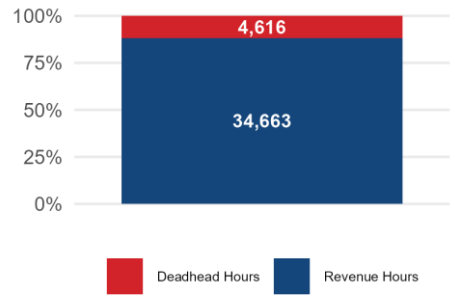
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 20	28.9	28.7	A	21.6	25.0	B	17.9	22.6	D
	Passengers per Revenue Mile | 4	4.2	4.0	B	2.7	3.2	E	2.3	2.9	E
	Unique Segment Ridership | 10%	24%	46%	A	25%	46%	A	24%	45%	A
Reliability	**On-Time Performance |** 79%	73%	75%	D	75%	76%	C	77%	79%	C
	Crowding | 5%	1%	3%	A	0%	2%	A	0%	2%	A
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.34 Peak: 0.47	Off-Peak: 0.32 Peak: 0.44	A	0.25	0.31	A	0.23	0.29	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$4.50	$ 4.60	A	$6.02	$ 5.28	D	$7.25	$ 5.87	E
	Cost Recovery | 25%	11%	15%	E	9%	14%	E	7%	13%	E

Operational Analysis

Miles Allocation



Hours Allocation



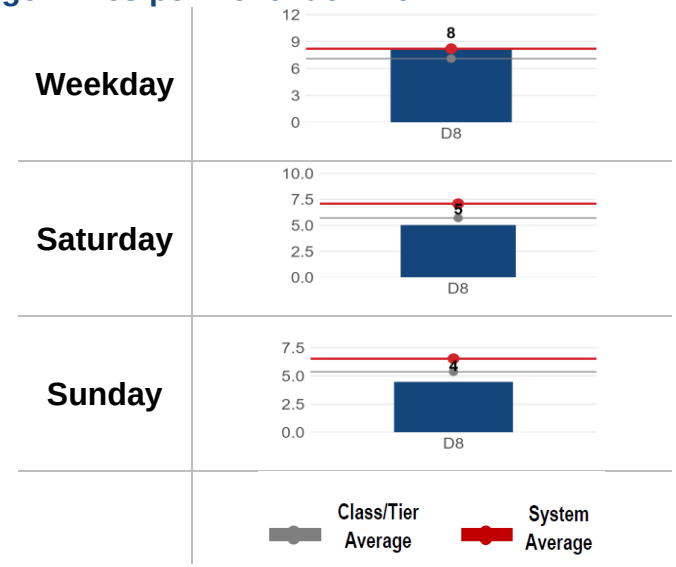
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
D8	13.50	36,658	35,564 (97.0%)

Service Change Summary

Jun 2023: Change routing at Washington Hospital Center to serve the Veterans Administration Hospital first, before laying over, and then serving the Washington Hospital Center bus loop.
Sep 2023: No change
Dec 2023: No change

Passenger Miles per Revenue Mile



LINE: 156 - Hunting Point-Ballston ROUTE(S): 10B

About the Line



Service Classification

Framework

Activity Tier

1

Overall Grade

Line	D

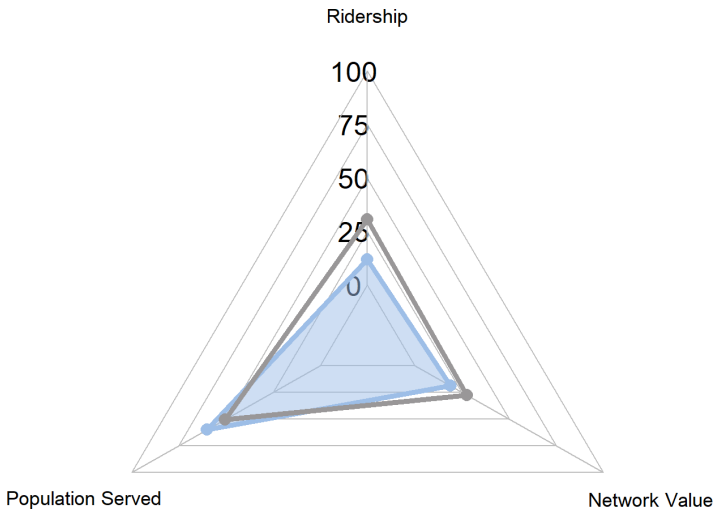
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

30

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	60	19	12	

Operating Statistics

Annual Operating Costs	$4,001,559
Peak Vehicles	5
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

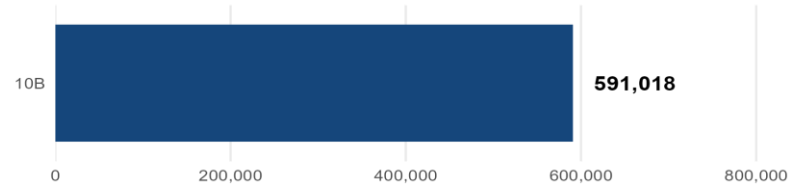
Service Area Population	67,641	
People of Color Population	*Service Area*	16,064
	% Riders Surveyed	75%
Low Income Household	*Service Area*	12,833
	% Riders Surveyed	50%

Facilities/Amenities

Bus Stops	131
% Stops With Shelters	22%
% Stops With Benches	32%
% Stops With Real-Time Signs	2%

Ridership

Annual Ridership



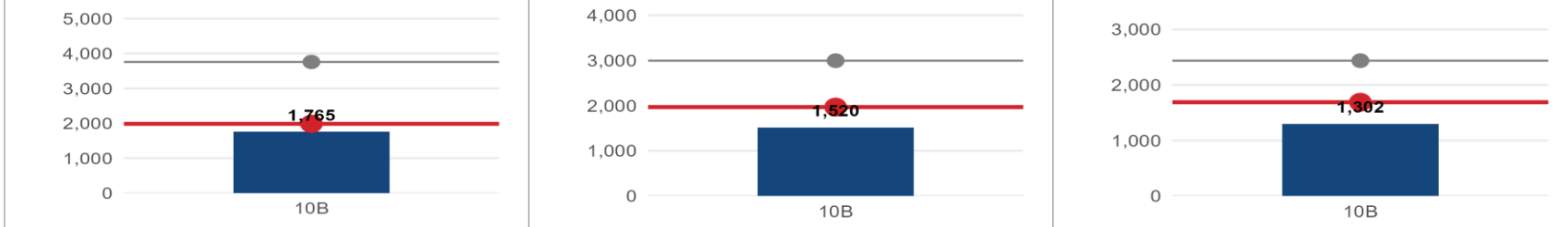
Top Transfer Locations

Braddock Road, Ballston

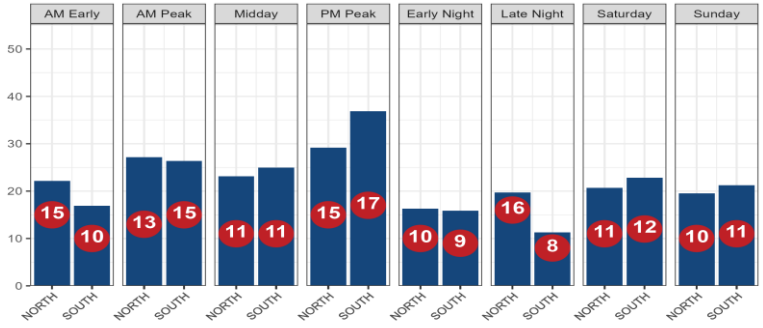
Average Daily Ridership

Class/Tier Average

System Average



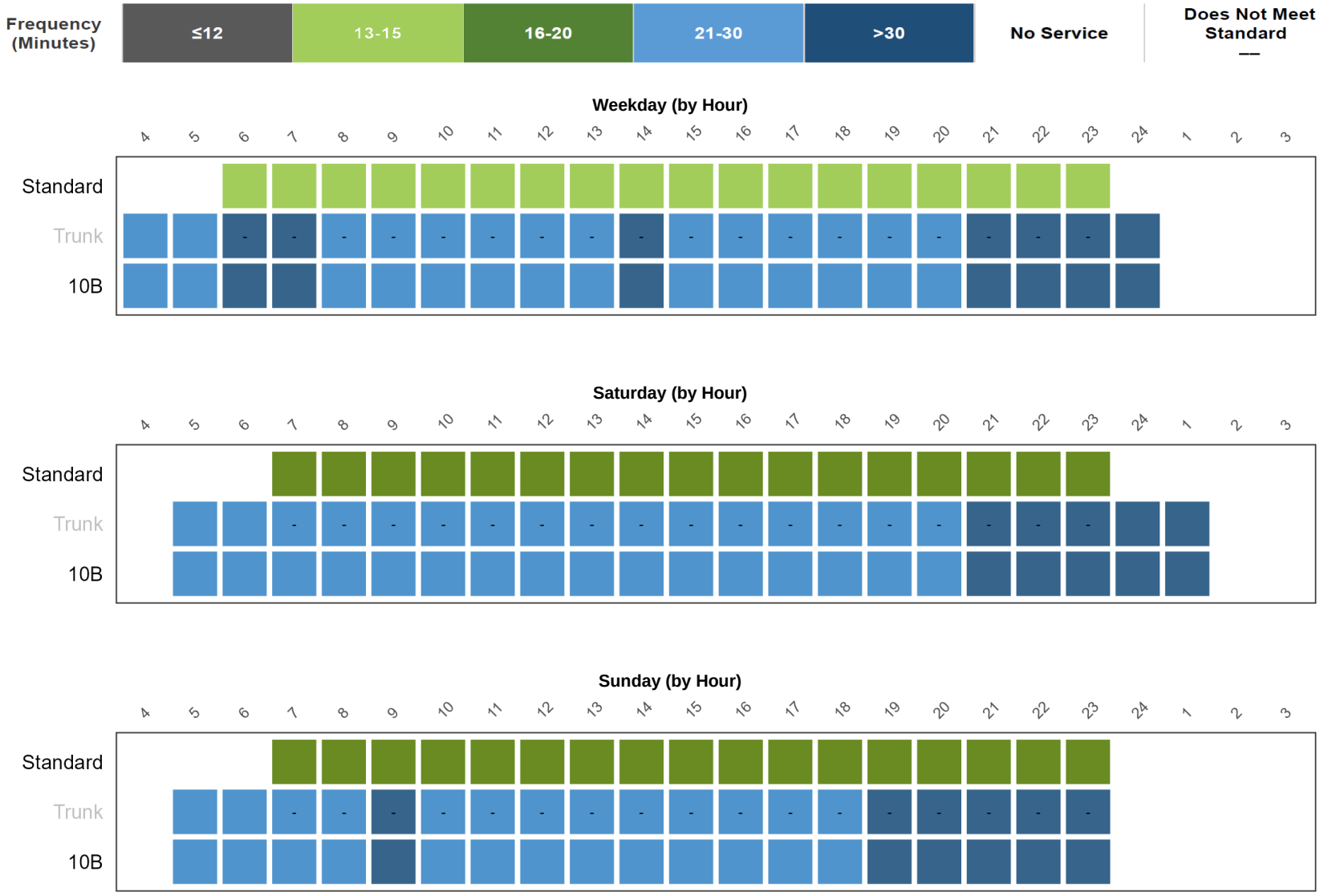
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	NORTH	SOUTH
Weekday	**Peak** Maximum Target: 1.2	0.36	0.4
	Off-Peak Maximum Target: 1.0	0.29	0.26
	Saturday Maximum Target: 1.0	0.28	0.3
	Sunday Maximum Target: 1.0	0.26	0.28

Span and Frequency



Performance Report Card

D Hunting Point-Ballston

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	4:45 AM - 12:33 AM	-	A	5:50 AM - 1:34 AM	-	A	5:45 AM - 11:38 PM	-	A
	Frequency of Service | varies	Peak: 29.0 / Off-Peak: 30.0	Peak: 14.7 / Off-Peak: 18.6	E	32.0	20.8	E	31.0	24.0	E
Productivity	**Passengers per Revenue Hour |** 30	20.5	32.8	E	18.4	27.8	E	17.0	26.1	E
	Passengers per Revenue Mile | 4	2.2	4.4	E	1.9	3.5	E	1.8	3.1	E
Reliability	**On-Time Performance |** 79%	80%	74%	B	82%	74%	B	87%	76%	A
	Crowding | 5%	0%	3%	A	0%	1%	A	0%	2%	A
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.27 Peak: 0.38	Off-Peak: 0.35 Peak: 0.48	A	0.29	0.35	A	0.27	0.32	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$6.35	$ 4.48	D	$7.07	$ 5.27	E	$7.65	$ 5.68	E
	Cost Recovery | 25%	19%	23%	D	17%	20%	E	16%	19%	E

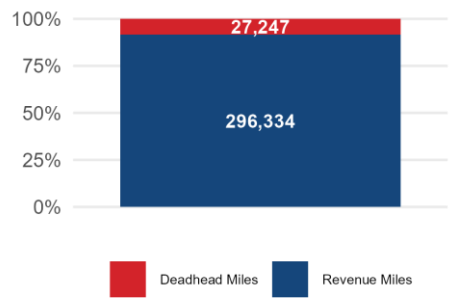
Route 10B

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	5.8	5.5	E
Route Design	**Circuity |** 1.75	1.39	1.23	A

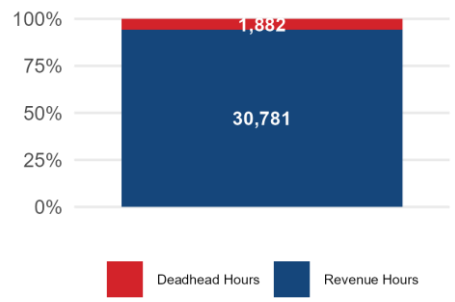
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 30	20.5	32.8	E	18.4	27.8	E	17.0	26.1	E
	Passengers per Revenue Mile | 4	2.2	4.4	E	1.9	3.5	E	1.8	3.1	E
	Unique Segment Ridership | 10%	21%	22%	A	25%	34%	A	24%	34%	A
Reliability	**On-Time Performance |** 79%	80%	74%	B	82%	74%	B	87%	76%	A
	Crowding | 5%	0%	3%	A	0%	1%	A	0%	2%	A
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.27 Peak: 0.38	Off-Peak: 0.36 Peak: 0.5	A	0.29	0.36	A	0.27	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$6.35	$ 4.48	D	$7.07	$ 5.27	E	$7.65	$ 5.68	E
	Cost Recovery | 25%	19%	24%	D	17%	20%	E	16%	19%	E

Operational Analysis

Miles Allocation



Hours Allocation



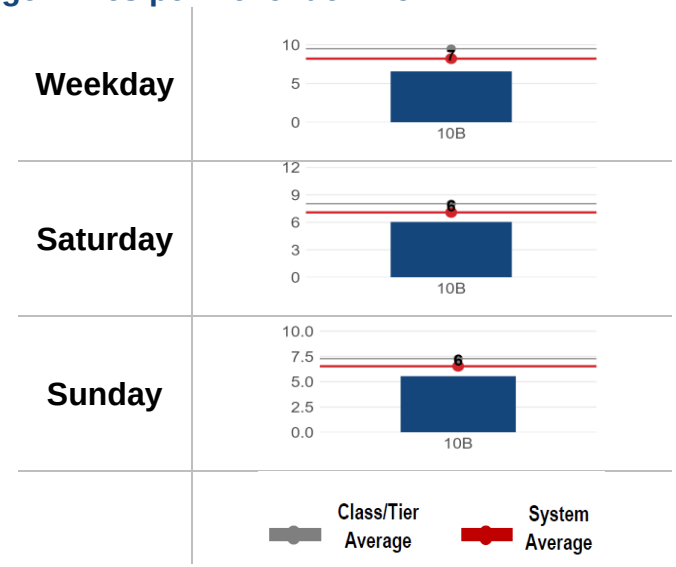
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
10B	22.80	25,764	25,601 (99.4%)

Service Change Summary

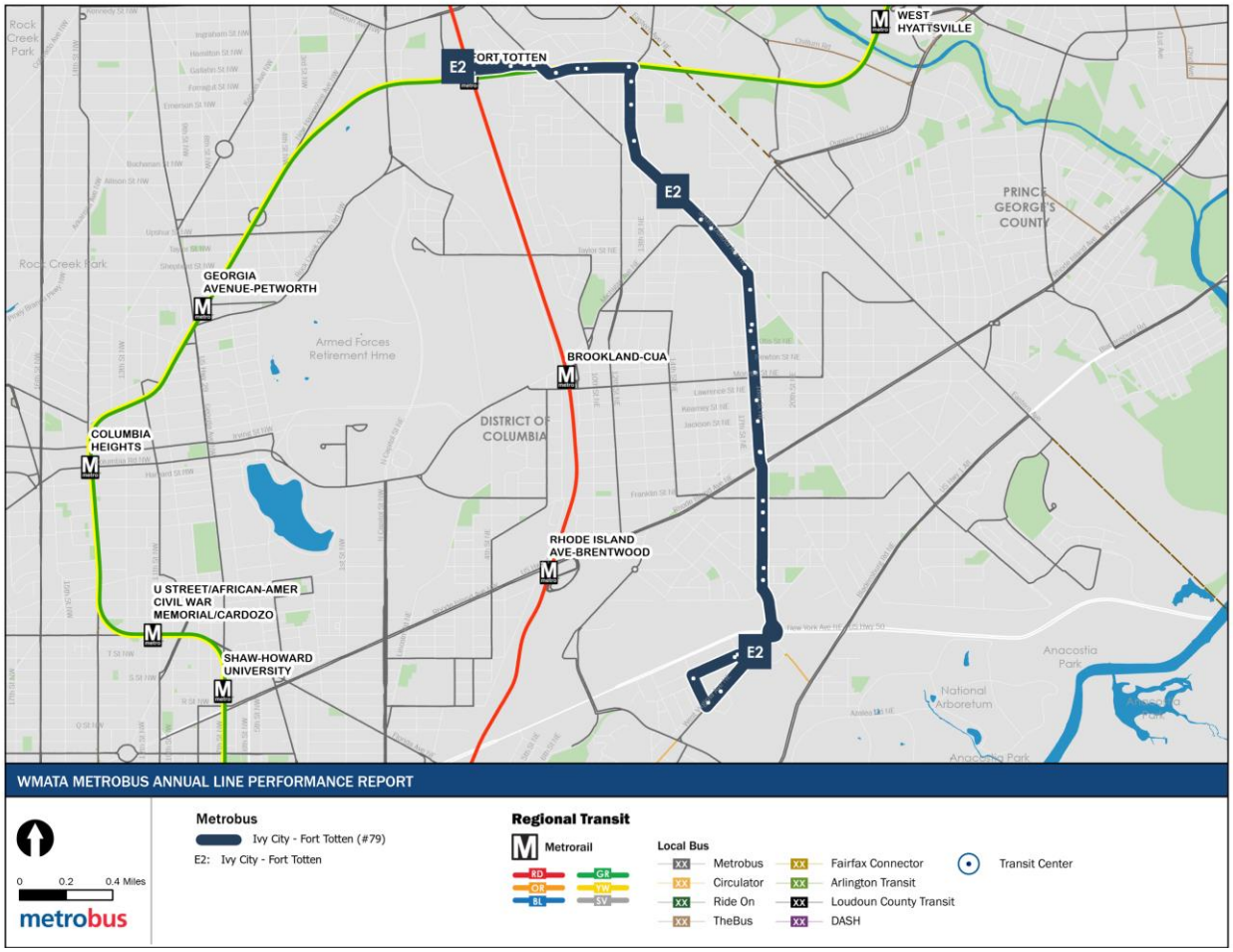
Jun 2023: Adjust schedules for routes 10A and 10B on Saturdays create an even 15-minute headway in both directions between Old Town Alexandria and Mt Vernon Ave.
Sep 2023: No change
Dec 2023: No change

Passenger Miles per Revenue Mile



LINE: 79 - Ivy City - Fort Totten ROUTE(S): E2

About the Line



Service Classification

Coverage

Activity Tier

3

Overall Grade

Line	B

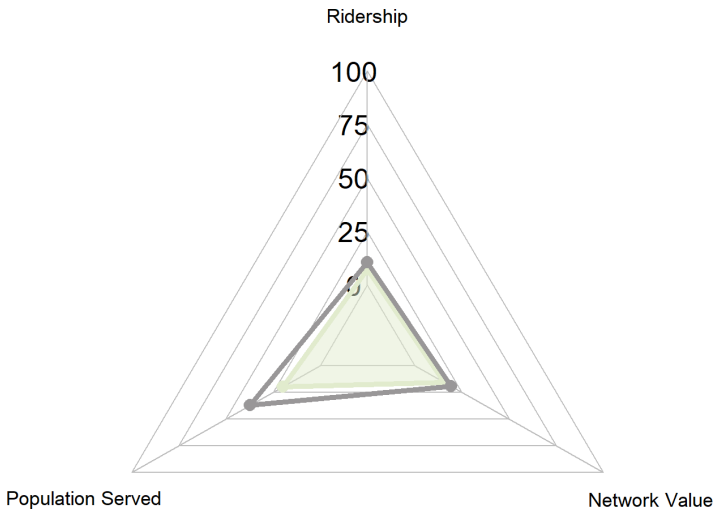
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

14

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	20	16	7	

Operating Statistics

Annual Operating Costs	$1,771,938
Peak Vehicles	3
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

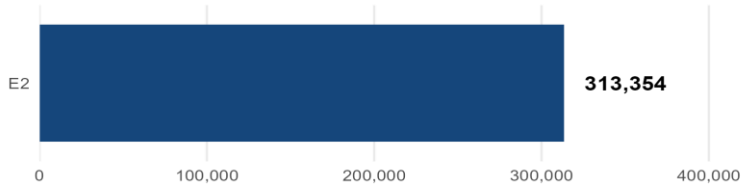
Service Area Population	17,768	
People of Color Population	*Service Area*	13,246
	% Riders Surveyed	84%
Low Income Household	*Service Area*	4,374
	% Riders Surveyed	40%

Facilities/Amenities

Bus Stops	57
% Stops With Shelters	4%
% Stops With Benches	2%
% Stops With Real-Time Signs	2%

Ridership

Annual Ridership

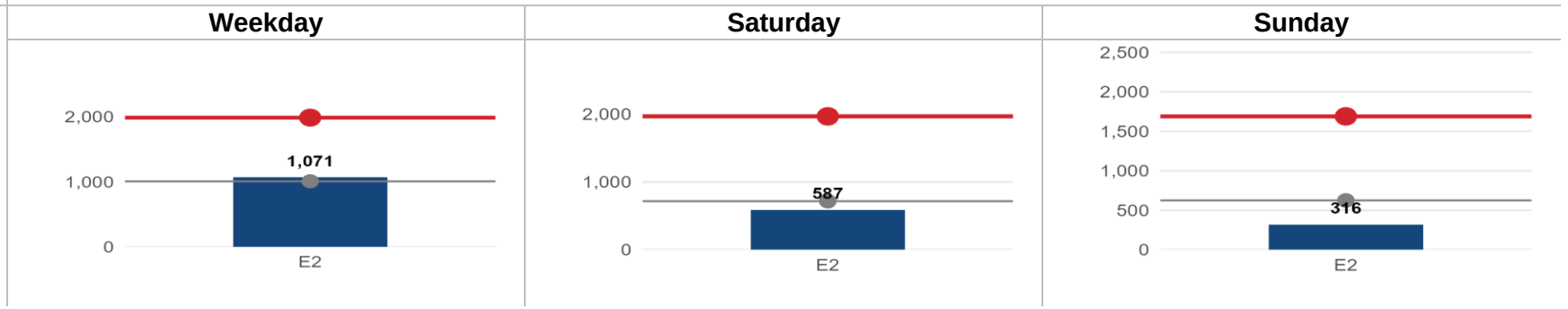


Top Transfer Locations

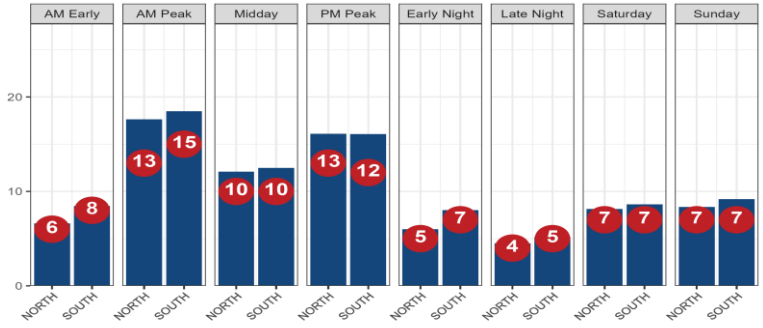
Fort Totten

Average Daily Ridership





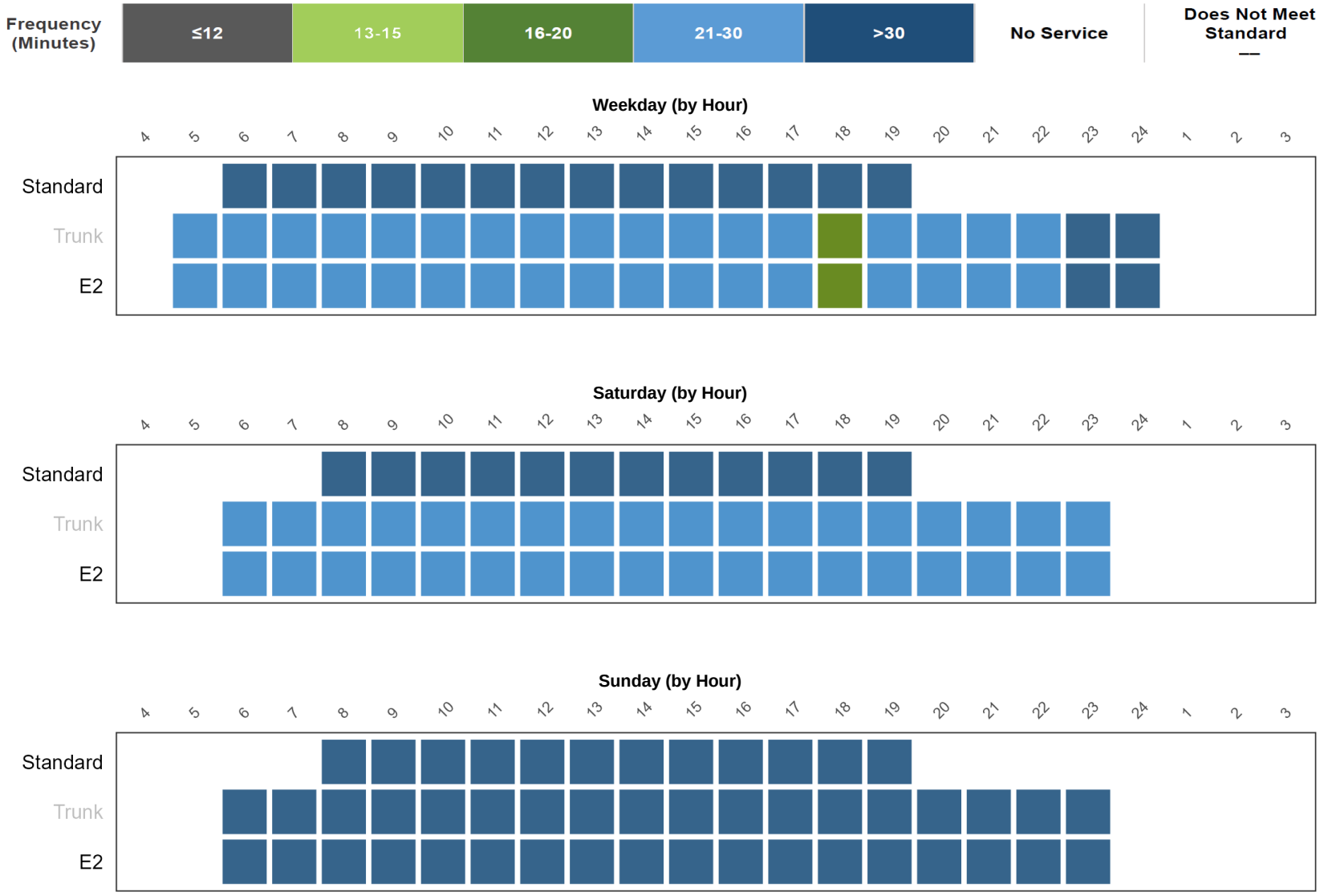
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	NORTH	SOUTH
Weekday	**Peak** Maximum Target: 1	0.32	0.33
Weekday	**Off-Peak** Maximum Target: 1.0	0.18	0.2
	Saturday Maximum Target: 1.0	0.17	0.18
	Sunday Maximum Target: 1.0	0.17	0.19

Span and Frequency



Performance Report Card

B Ivy City - Fort Totten

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	5:25 AM - 12:02 AM	-	A	6:05 AM - 11:50 PM	-	A	6:05 AM - 11:50 PM	-	A
	Frequency of Service | varies	Peak: 21.0 / Off-Peak: 29.0	Peak: 26 / Off-Peak: 38.8	A	29.0	47.4	A	59.0	49.8	B
Productivity	**Passengers per Revenue Hour |** 10	25.0	22.8	A	17.2	23.6	A	18.0	24.3	A
	Passengers per Revenue Mile | 1	3.1	1.9	A	2.0	2.0	A	2.1	2.0	A
Reliability	**On-Time Performance |** 79%	75%	80%	C	83%	79%	B	75%	80%	C
	Crowding | 5%	1%	1%	A	0%	1%	A	0%	0%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.19 Peak: 0.33	Off-Peak: 0.25 Peak: 0.32	A	0.17	0.27	A	0.18	0.26	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$5.19	$ 6.33	A	$7.56	$ 5.97	B	$7.23	$ 5.70	B
	Cost Recovery | 20%	15%	10%	D	10%	8%	E	11%	8%	E

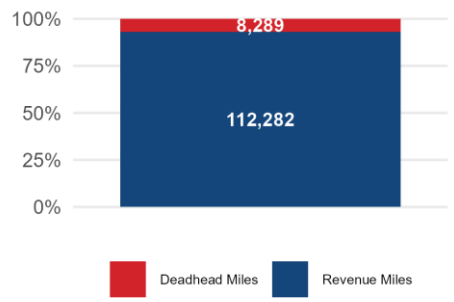
Route E2

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	7.4	4.8	E
Route Design	**Circuity |** N/A	1.11	1.78	-

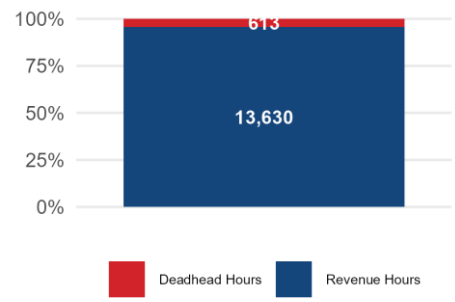
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 10	25.0	22.8	A	17.2	23.6	A	18.0	24.3	A
	Passengers per Revenue Mile | 1	3.1	1.9	A	2.0	2.0	A	2.1	2.0	A
	Unique Segment Ridership | 10%	41%	47%	A	42%	58%	A	41%	61%	A
Reliability	**On-Time Performance |** 79%	75%	80%	C	83%	79%	B	75%	80%	C
	Crowding | 5%	1%	1%	A	0%	1%	A	0%	0%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.19 Peak: 0.33	Off-Peak: 0.25 Peak: 0.31	A	0.17	0.27	A	0.18	0.26	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$5.19	$ 6.33	A	$7.56	$ 5.97	B	$7.23	$ 5.70	B
	Cost Recovery | 20%	15%	10%	D	10%	7%	E	11%	8%	E

Operational Analysis

Miles Allocation



Hours Allocation



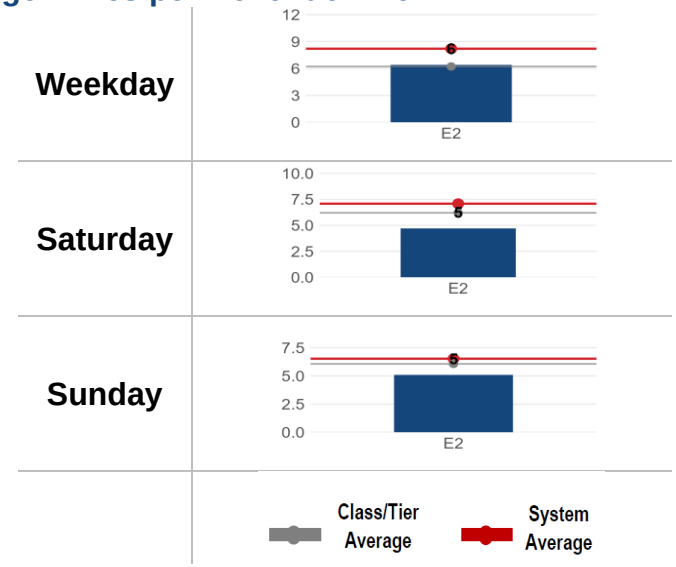
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
E2	8.00	27,100	26,781 (98.8%)

Service Change Summary

Jun 2023: No change
Sep 2023: No change
Dec 2023: No change

Passenger Miles per Revenue Mile



LINE: 56 - Ivy City-Franklin Square

ROUTE(S): D4

About the Line



Service Classification

Coverage

Activity Tier

1

Overall Grade

Line	B

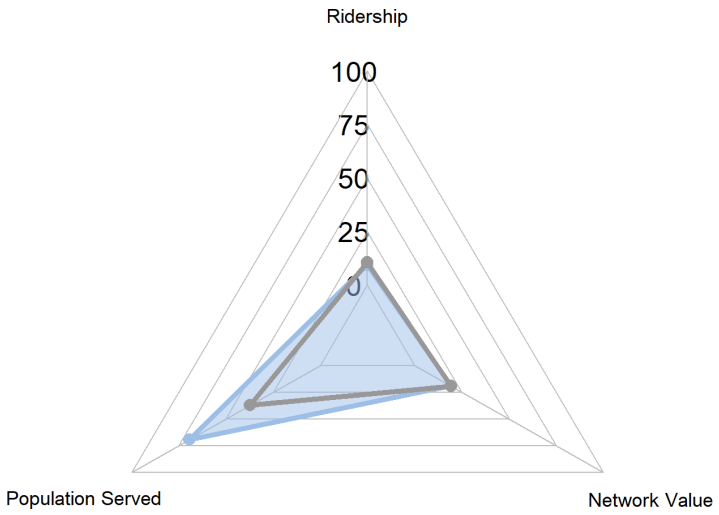
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

33

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	69	19	9	

Operating Statistics

Annual Operating Costs	$2,200,974
Peak Vehicles	4
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

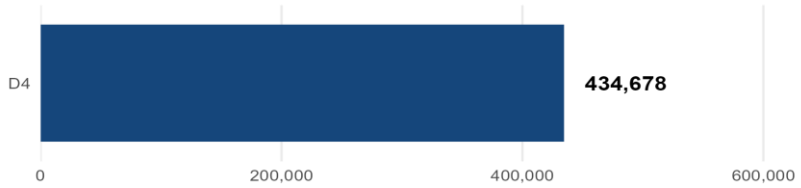
Service Area Population	43,151	
People of Color Population	*Service Area*	20,158
	% Riders Surveyed	82%
Low Income Household	*Service Area*	11,098
	% Riders Surveyed	50%

Facilities/Amenities

Bus Stops	48
% Stops With Shelters	17%
% Stops With Benches	4%
% Stops With Real-Time Signs	0%

Ridership

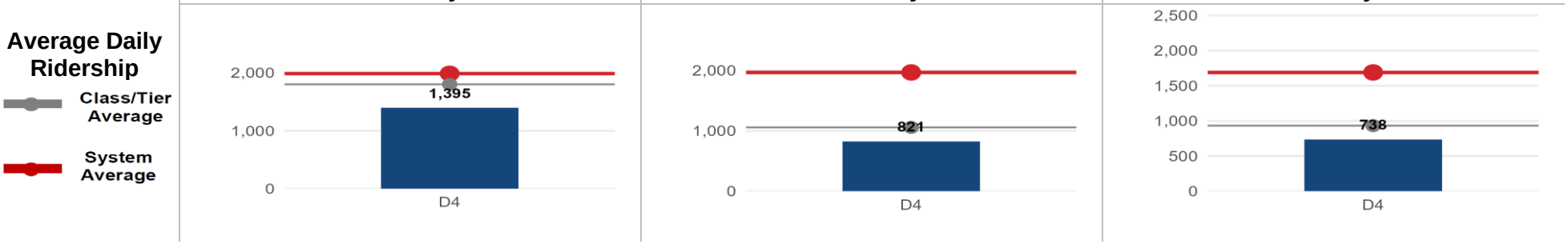
Annual Ridership



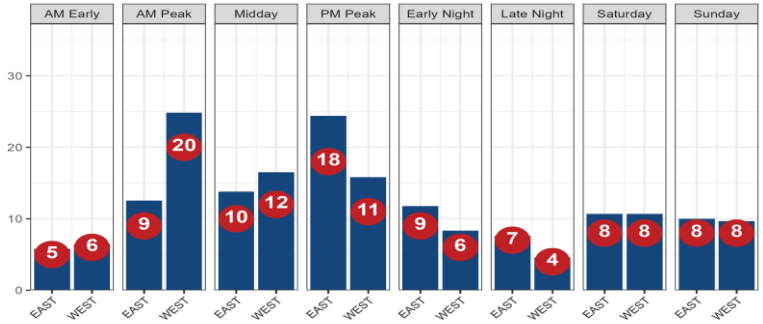
Top Transfer Locations

McPherson Square, Gallery Place-Chinatown, Metro Center

Average Daily Ridership



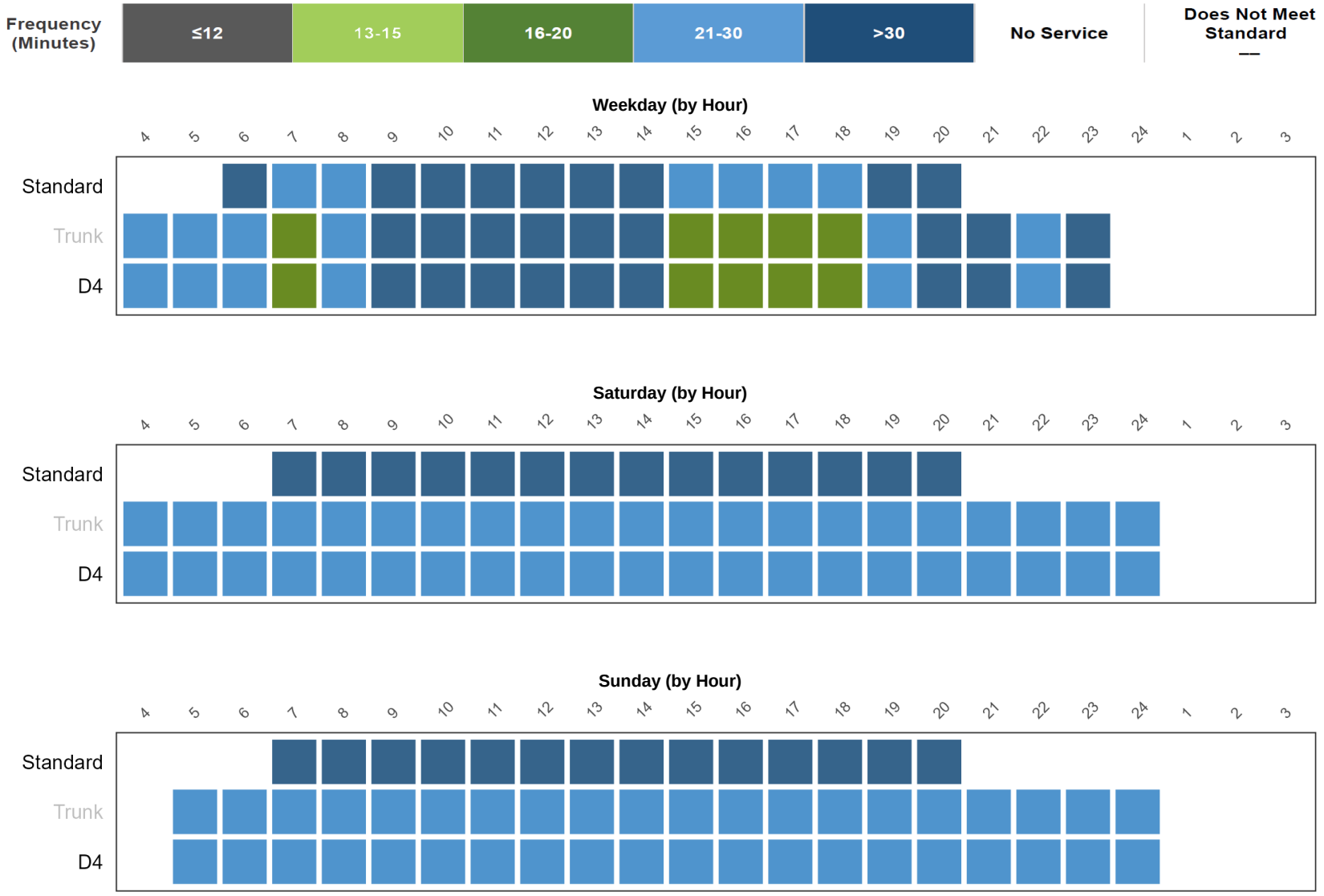
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	EAST	WEST
Weekday	**Peak** Maximum Target: 1.2	0.37	0.38
	Off-Peak Maximum Target: 1.0	0.22	0.22
	Saturday Maximum Target: 1.0	0.2	0.21
	Sunday Maximum Target: 1.0	0.19	0.19

Span and Frequency



Performance Report Card

B Ivy City-Franklin Square

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	4:10 AM - 11:56 PM	-	A	4:44 AM - 12:08 AM	-	A	5:18 AM - 12:08 AM	-	A
	Frequency of Service | varies	Peak: 19.0 / Off-Peak: 34.0	Peak: 17.8 / Off-Peak: 26.7	A	30.0	29.8	A	30.0	30.3	A
Productivity	**Passengers per Revenue Hour |** 20	27.6	28.7	A	22.0	25.0	A	20.4	22.6	B
	Passengers per Revenue Mile | 4	4.1	4.0	B	2.8	3.2	E	2.6	2.9	E
Reliability	**On-Time Performance |** 79%	78%	75%	C	79%	76%	B	82%	79%	B
	Crowding | 5%	1%	3%	A	0%	2%	A	0%	3%	A
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.22 Peak: 0.37	Off-Peak: 0.3 Peak: 0.43	A	0.2	0.3	A	0.19	0.28	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$4.72	$ 4.60	A	$5.90	$ 5.28	C	$6.36	$ 5.87	D
	Cost Recovery | 25%	16%	16%	E	12%	14%	E	12%	13%	E

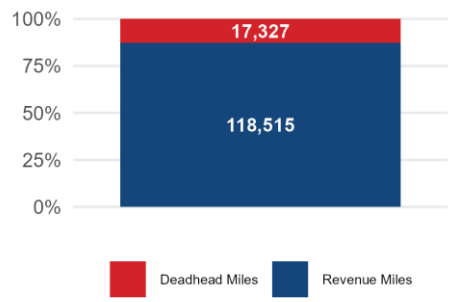
Route D4

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	6.2	6.3	E
Route Design	**Circuity |** N/A	1.31	1.59	-

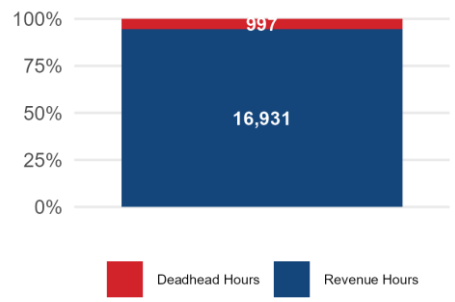
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 20	27.6	28.7	A	22.0	25.0	A	20.4	22.6	B
	Passengers per Revenue Mile | 4	4.1	4.0	B	2.8	3.2	E	2.6	2.9	E
	Unique Segment Ridership | 10%	32%	46%	A	33%	46%	A	34%	45%	A
Reliability	**On-Time Performance |** 79%	78%	75%	C	79%	76%	B	82%	79%	B
	Crowding | 5%	1%	3%	A	0%	2%	A	0%	2%	A
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.22 Peak: 0.37	Off-Peak: 0.32 Peak: 0.44	A	0.2	0.31	A	0.19	0.29	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$4.72	$ 4.60	A	$5.90	$ 5.28	C	$6.36	$ 5.87	D
	Cost Recovery | 25%	16%	15%	E	12%	14%	E	12%	13%	E

Operational Analysis

Miles Allocation



Hours Allocation



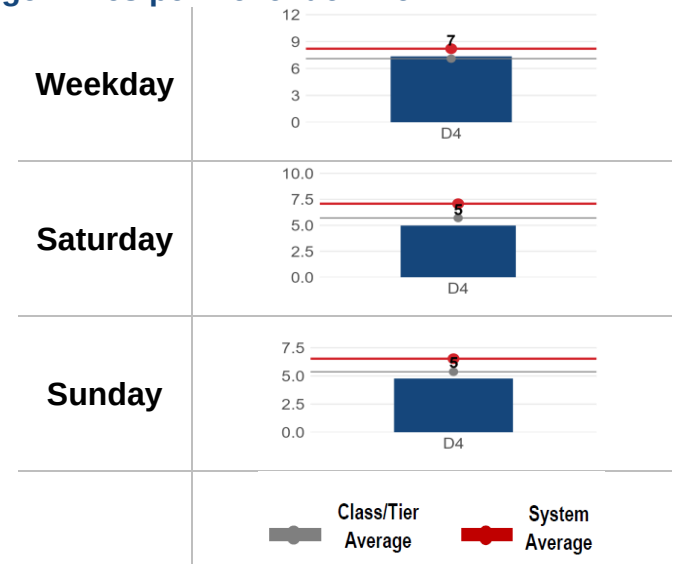
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
D4	8.10	31,301	30,681 (98.0%)

Service Change Summary

Jun 2023: No change
Sep 2023: No change
Dec 2023: No change

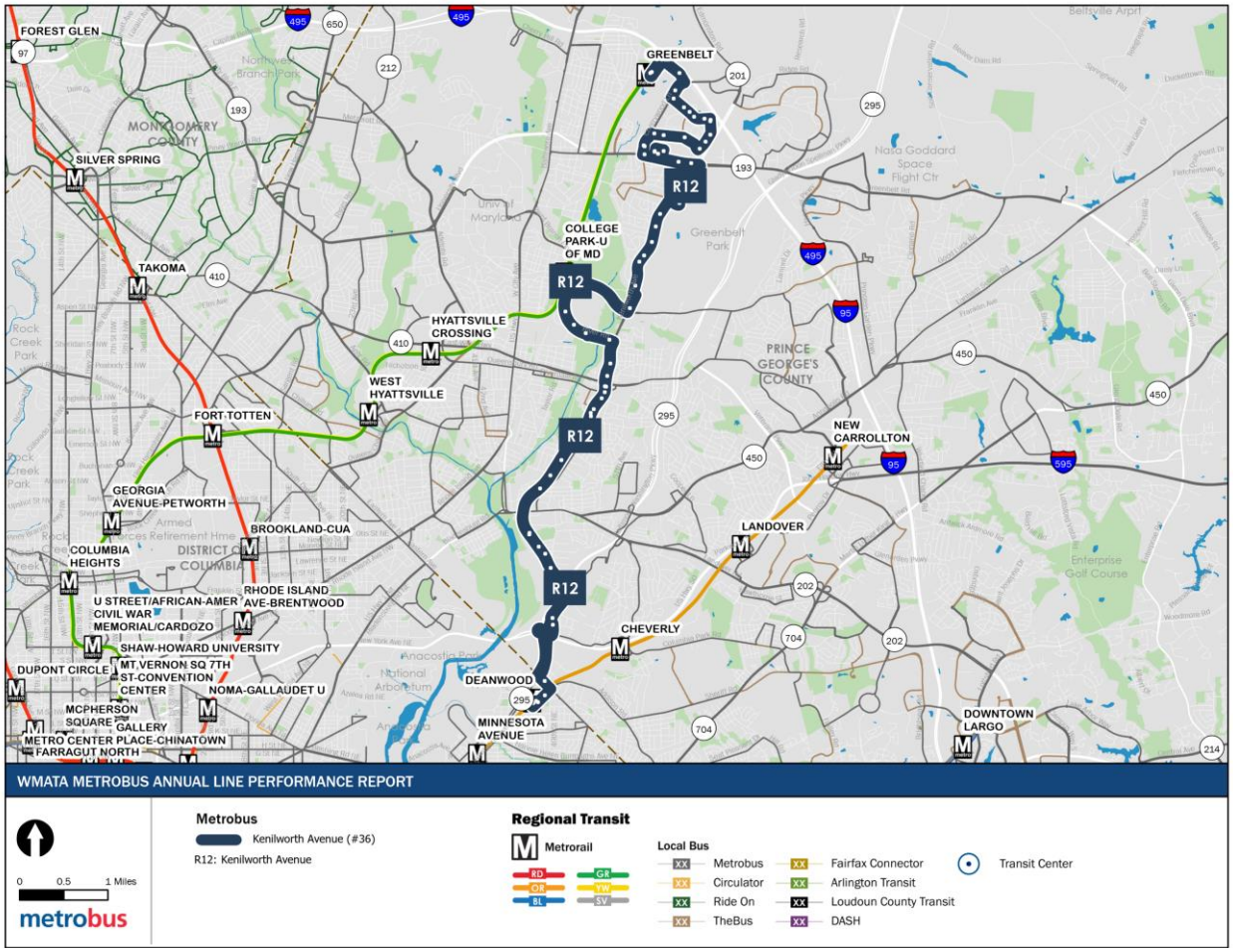
Passenger Miles per Revenue Mile



LINE: 36 - Kenilworth Avenue

ROUTE(S): R12

About the Line



Service Classification

Framework

Activity Tier

3

Overall Grade

Line	B

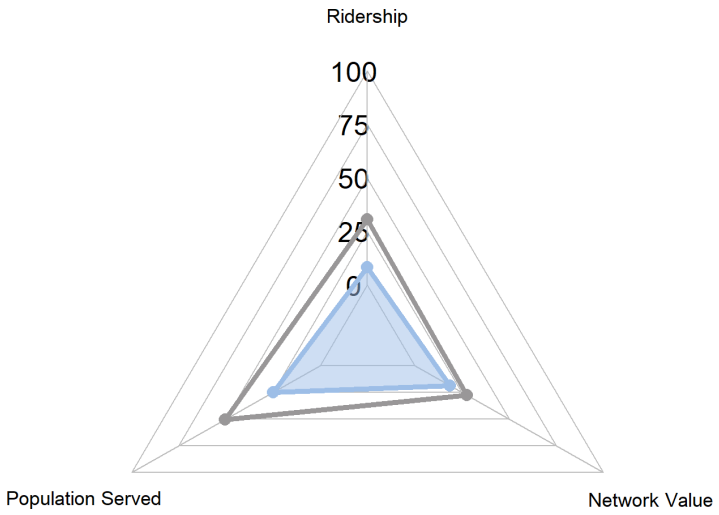
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

17

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	25	19	8	

Operating Statistics

Annual Operating Costs	$1,976,320
Peak Vehicles	7
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

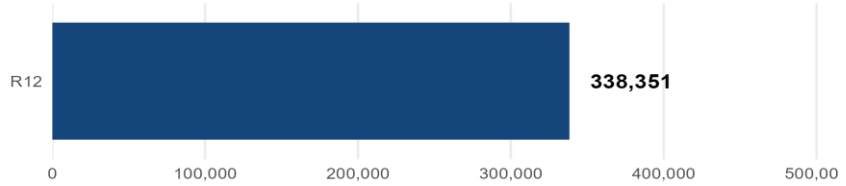
Service Area Population	26,827	
People of Color Population	*Service Area*	12,197
	% Riders Surveyed	89%
Low Income Household	*Service Area*	9,238
	% Riders Surveyed	45%

Facilities/Amenities

Bus Stops	108
% Stops With Shelters	10%
% Stops With Benches	21%
% Stops With Real-Time Signs	0%

Ridership

Annual Ridership

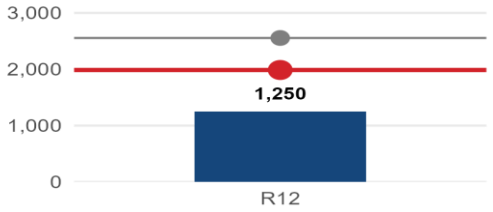
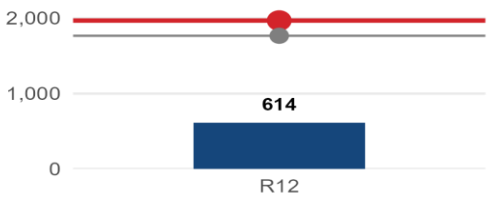


Top Transfer Locations

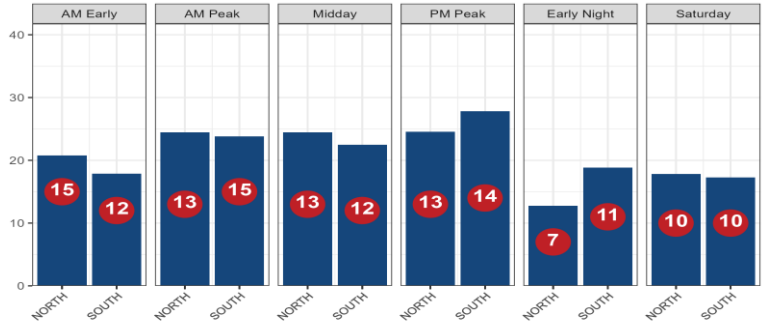
College Park-U of MD, Greenbelt, Deanwood

Average Daily Ridership



Weekday	Saturday	Sunday
		No Service

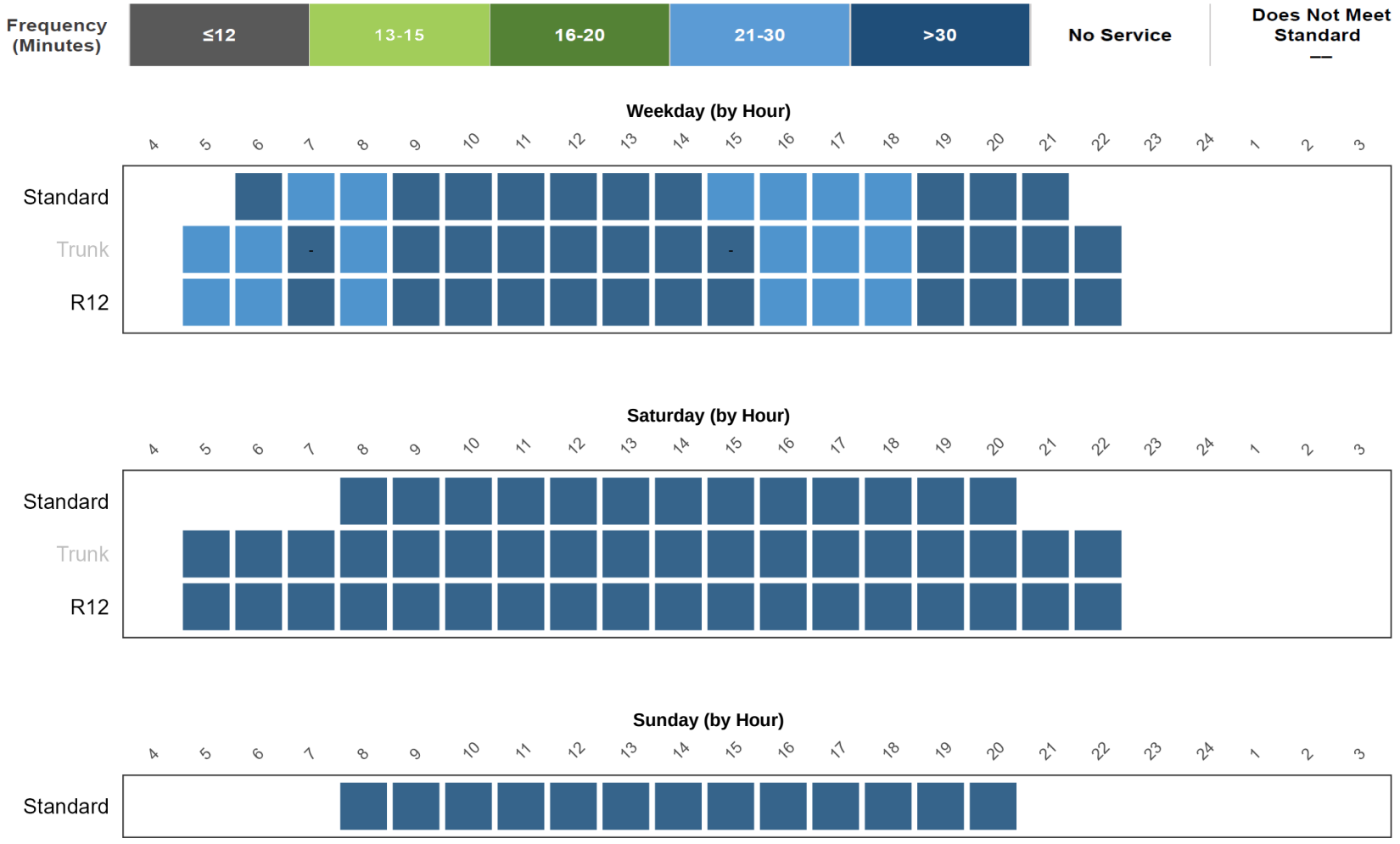
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	NORTH	SOUTH
Weekday	**Peak** Maximum Target: 1	0.31	0.35
Weekday	**Off-Peak** Maximum Target: 1.0	0.28	0.29
	Saturday Maximum Target: 1.0	0.25	0.26
	Sunday Maximum Target: 1.0		

Span and Frequency



Performance Report Card

B Kenilworth Avenue

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	5:00 AM - 10:00 PM	-	A	5:00 AM - 10:47 PM	-	A	-	-	-
	Frequency of Service | varies	Peak: 30.0 / Off-Peak: 47.0	Peak: 21.2 / Off-Peak: 33.4	B	60.0	39.2	B	-	-	-
Productivity	**Passengers per Revenue Hour |** 15	23.5	29.3	A	18.1	24.1	A	-	-	-
	Passengers per Revenue Mile | 1	1.8	2.5	A	1.3	2.0	A	-	-	-
Reliability	**On-Time Performance |** 79%	74%	75%	C	80%	77%	B	-	-	-
	Crowding | 5%	0%	2%	A	0%	1%	A	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.29 Peak: 0.33	Off-Peak: 0.34 Peak: 0.44	A	0.26	0.33	A	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$5.53	$ 4.96	A	$7.17	$ 5.95	B	-	-	-
	Cost Recovery | 20%	11%	11%	E	8%	9%	E	-	-	-

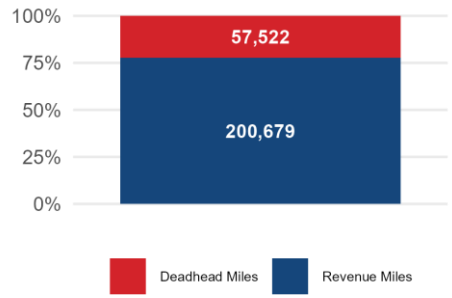
Route R12

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	2.8	4.5	E
Route Design	**Circuity |** 1.75	1.6	2.09	B

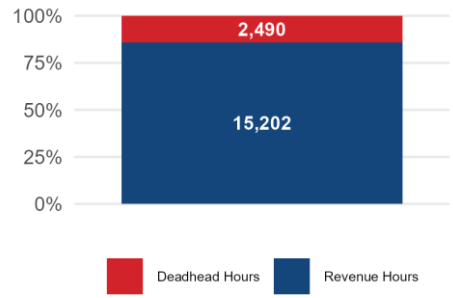
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 15	23.5	29.3	A	18.1	24.1	A	-	-	-
	Passengers per Revenue Mile | 1	1.8	2.5	A	1.3	2.0	A	-	-	-
	Unique Segment Ridership | 10%	47%	45%	A	50%	57%	A	-	-	-
Reliability	**On-Time Performance |** 79%	74%	75%	C	80%	77%	B	-	-	-
	Crowding | 5%	0%	2%	A	0%	1%	A	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.29 Peak: 0.33	Off-Peak: 0.35 Peak: 0.45	A	0.26	0.34	A	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$5.53	$ 4.96	A	$7.17	$ 5.95	B	-	-	-
	Cost Recovery | 20%	11%	12%	E	8%	10%	E	-	-	-

Operational Analysis

Miles Allocation



Hours Allocation



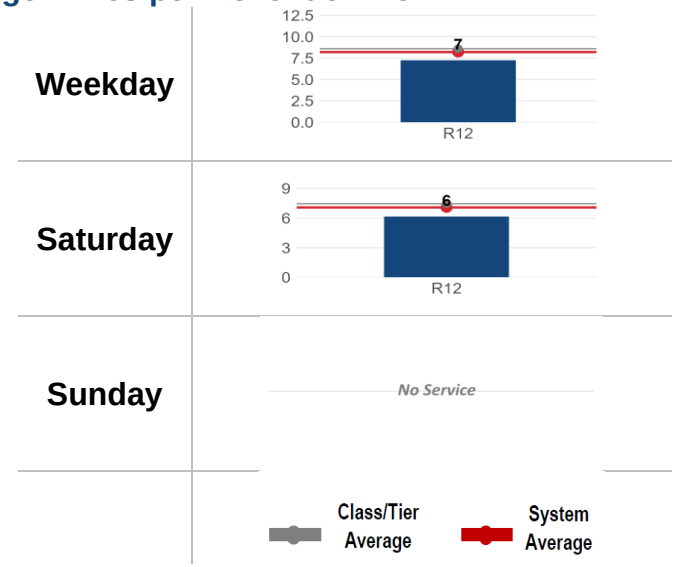
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
R12	40.90	15,476	15,074 (97.4%)

Service Change Summary

Jun 2023: No change
Sep 2023: No change
Dec 2023: No change

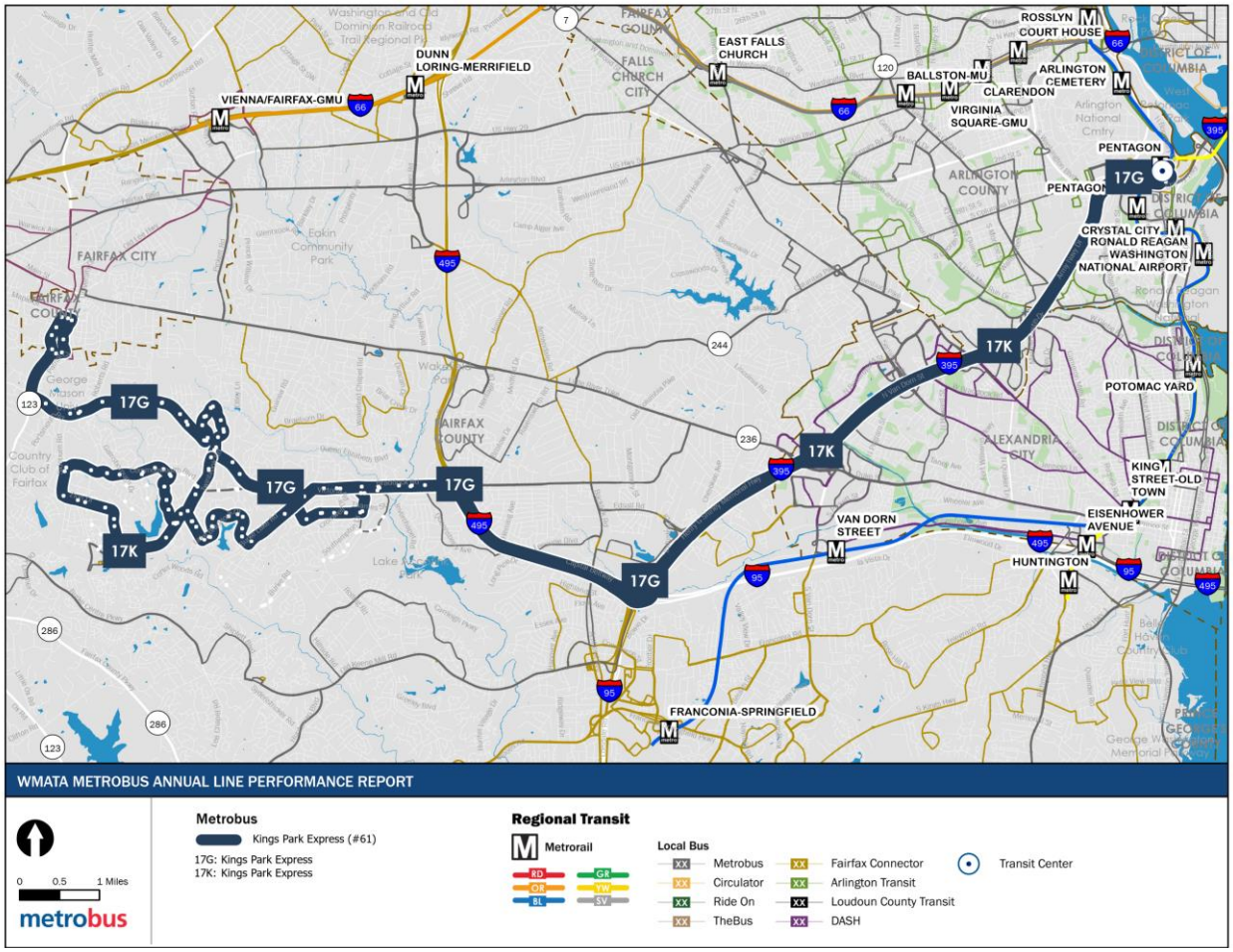
Passenger Miles per Revenue Mile



LINE: 61 - Kings Park Express

ROUTE(S): 17G, 17K

About the Line



Service Classification

Commuter

Activity Tier

3

Overall Grade

Line	C

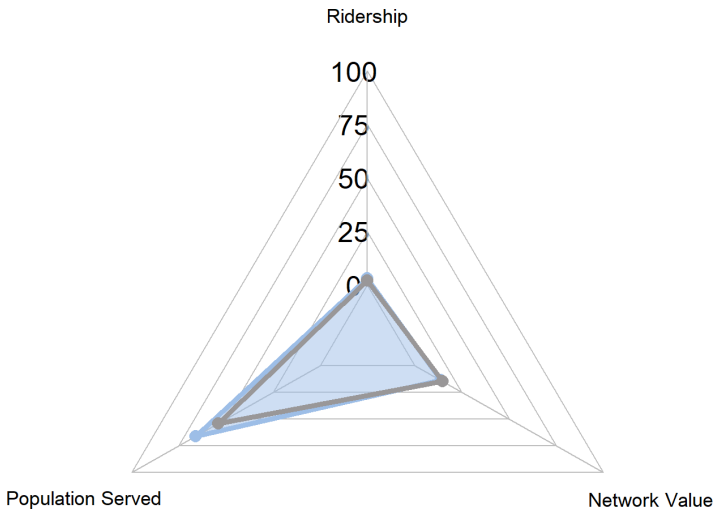
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

28

Out of 100



Classification Average

	Population Served	Network Value	Ridership	Balanced
Line Focus:				
Line Score:	66	14	3	

Operating Statistics

Annual Operating Costs	$1,116,232
Peak Vehicles	24
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

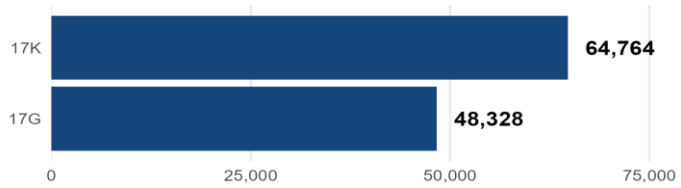
Service Area Population	36,144	
People of Color Population	*Service Area*	10,522
	% Riders Surveyed	45%
Low Income Household	*Service Area*	3,462
	% Riders Surveyed	9%

Facilities/Amenities

Bus Stops	152
% Stops With Shelters	7%
% Stops With Benches	7%
% Stops With Real-Time Signs	1%

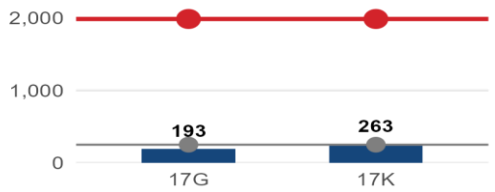
Ridership

Annual Ridership

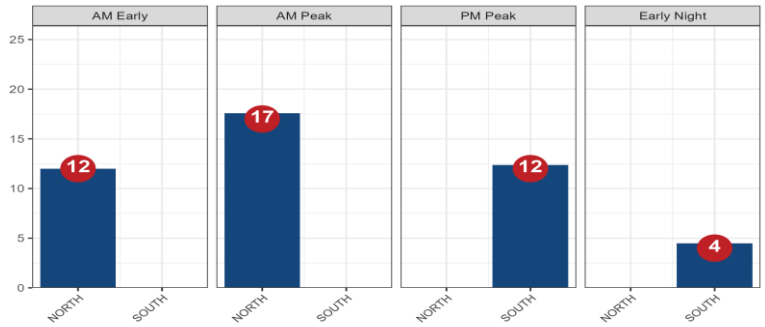


Top Transfer Locations

Pentagon

	Weekday	Saturday	Sunday
Average Daily Ridership	 	*No Service*	*No Service*

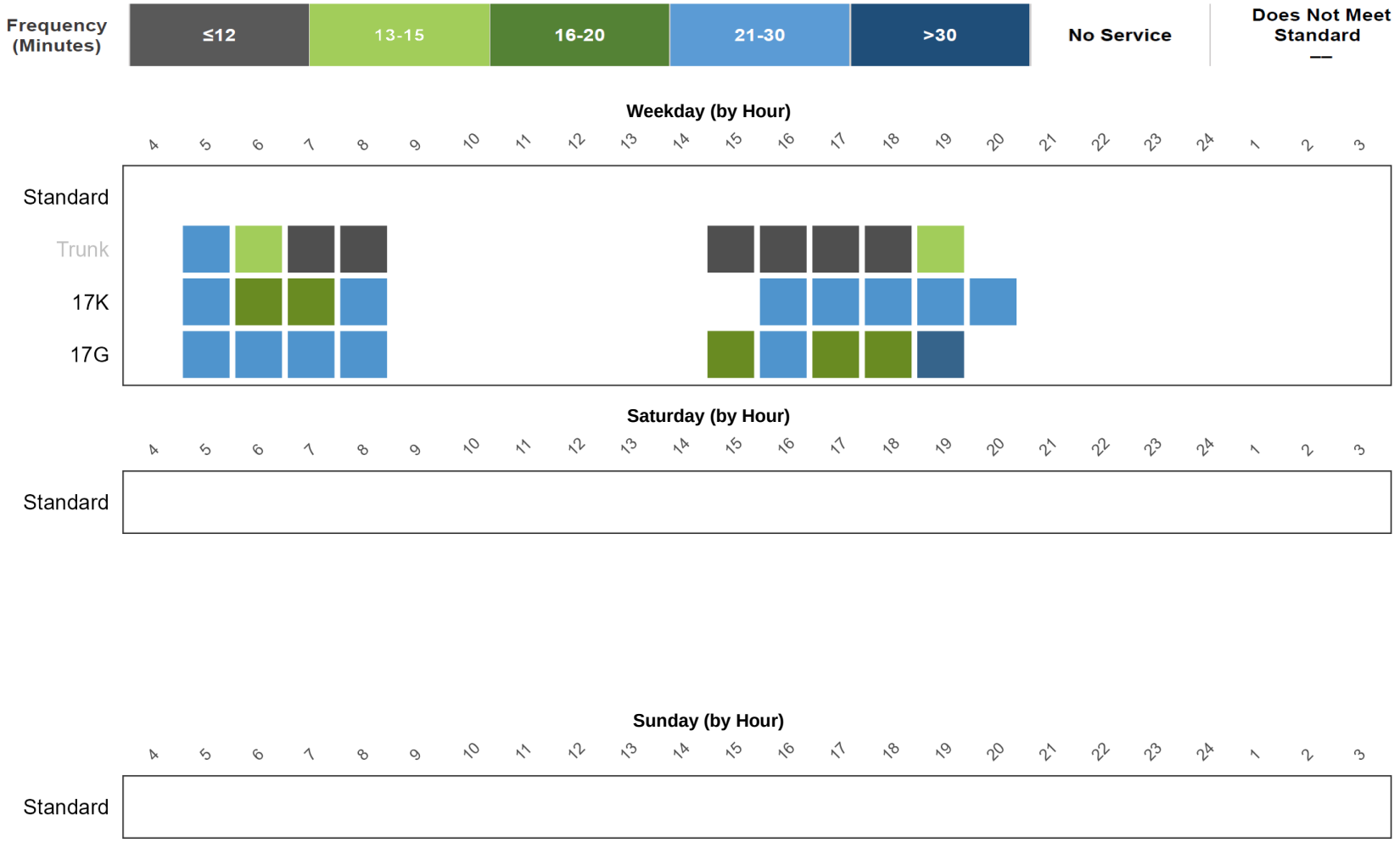
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	NORTH	SOUTH
Weekday	**Peak** Maximum Target: 1	0.43	0.29
	Off-Peak Maximum Target: 1.0	0.29	0.1
	Saturday Maximum Target: 1.0		
	Sunday Maximum Target: 1.0		

Span and Frequency



Performance Report Card

C Kings Park Express

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	5:12 AM - 8:51 AM; 3:55 PM - 8:11 PM	-	A	-	-	-	-	-	-
	Frequency of Service | varies	Peak: 11.0 / Off-Peak: NA	Peak: 33.5 / Off-Peak: 60	-	-	-	-	-	-	-
Productivity	**Passengers per Revenue Hour |** N/A	13.5	16	A	-	-	-	-	-	-
	Passengers per Revenue Mile | 1	0.6	0.9	E	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	71%	79%	D	-	-	-	-	-	-
	Crowding | 5%	1%	2%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.24 Peak: 0.34	Off-Peak: 0.23 Peak: 0.33	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$9.62	$ 9.11	E	-	-	-	-	-	-
	Cost Recovery | 20%	36%	24%	A	-	-	-	-	-	-

Route 17G

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** N/A	2.1	2.4	-
Route Design	**Circuity |** N/A	1.31	1.37	-

	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** N/A	12.3	16	A	-	-	-	-	-	-
	Passengers per Revenue Mile | 1	0.6	0.9	E	-	-	-	-	-	-
	Unique Segment Ridership | 15%	18%	29%	A	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	73%	79%	D	-	-	-	-	-	-
	Crowding | 5%	0%	1%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.29 Peak: 0.3	Off-Peak: 0.22 Peak: 0.3	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$10.60	$ 9.11	E	-	-	-	-	-	-
	Cost Recovery | 20%	33%	22%	A	-	-	-	-	-	-

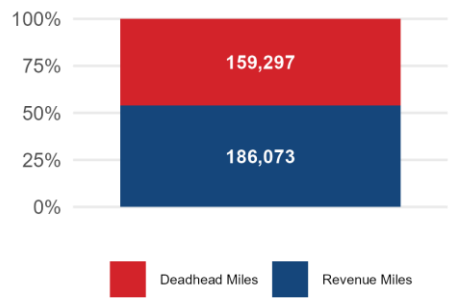
Route 17K

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** N/A	2.4	2.4	-
Route Design	**Circuity |** N/A	1.56	1.37	-

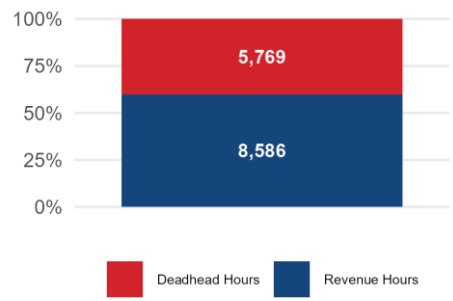
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** N/A	14.6	16	A	-	-	-	-	-	-
	Passengers per Revenue Mile | 1	0.6	0.9	E	-	-	-	-	-	-
	Unique Segment Ridership | 15%	42%	29%	A	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	70%	79%	D	-	-	-	-	-	-
	Crowding | 5%	1%	1%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.22 Peak: 0.38	Off-Peak: 0.22 Peak: 0.3	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$8.89	$ 9.11	D	-	-	-	-	-	-
	Cost Recovery | 20%	39%	22%	A	-	-	-	-	-	-

Operational Analysis

Miles Allocation



Hours Allocation



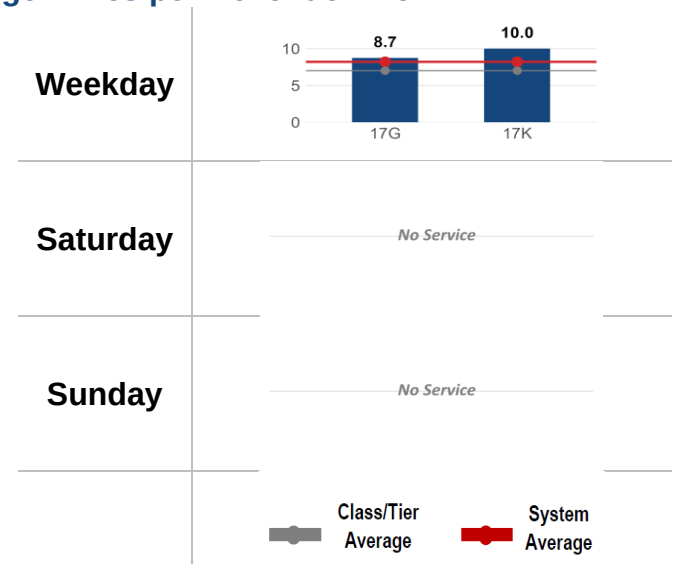
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
17G	41.40	3,795	3,680 (97.0%)
17K	43.80	4,554	4,369 (95.9%)

Service Change Summary

Jun 2023: No change
Sep 2023: No change
Dec 2023: No change

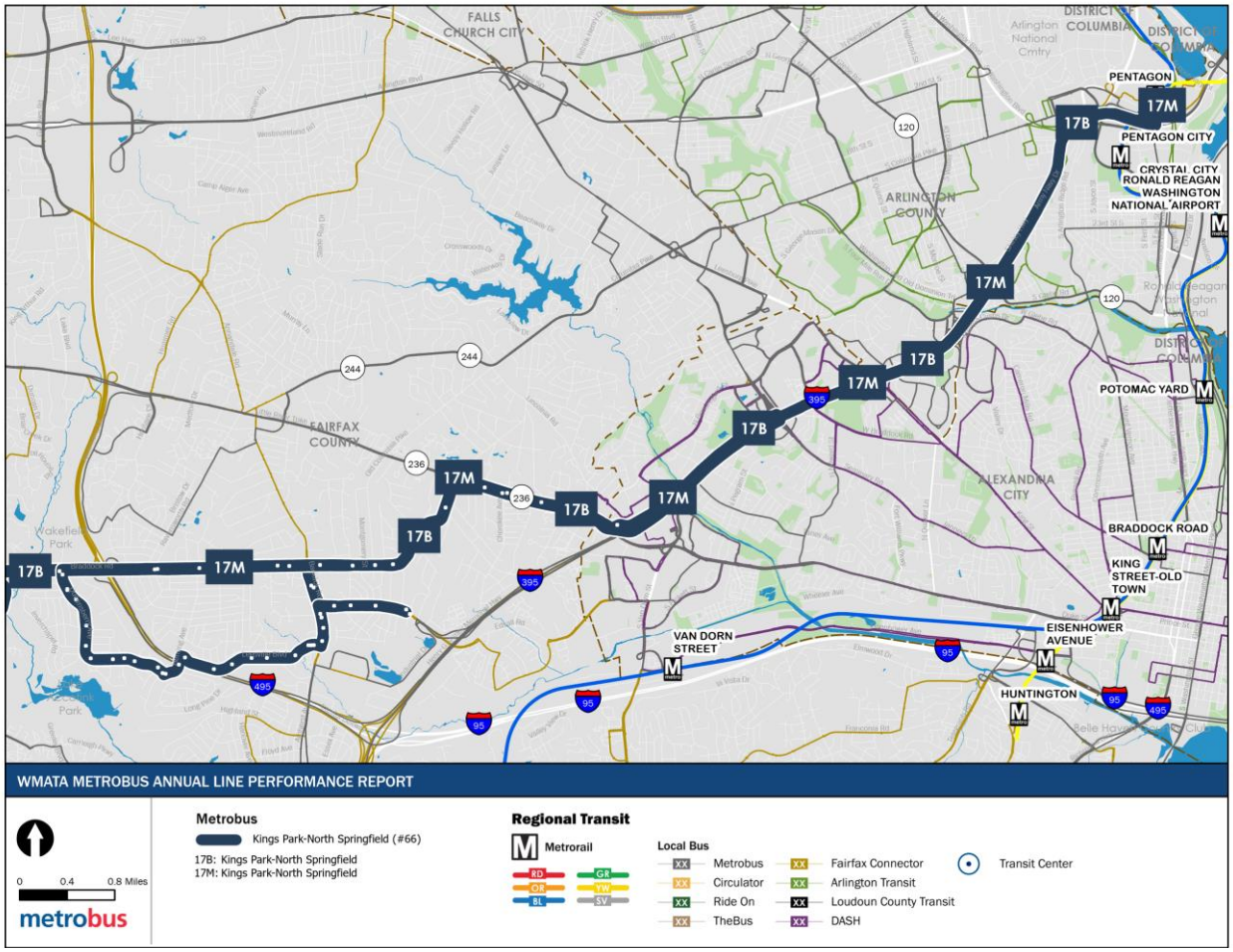
Passenger Miles per Revenue Mile



LINE: 66 - Kings Park-North Springfield

ROUTE(S): 17B, 17M

About the Line



Service Classification

Commuter

Activity Tier

2

Overall Grade

Line	C

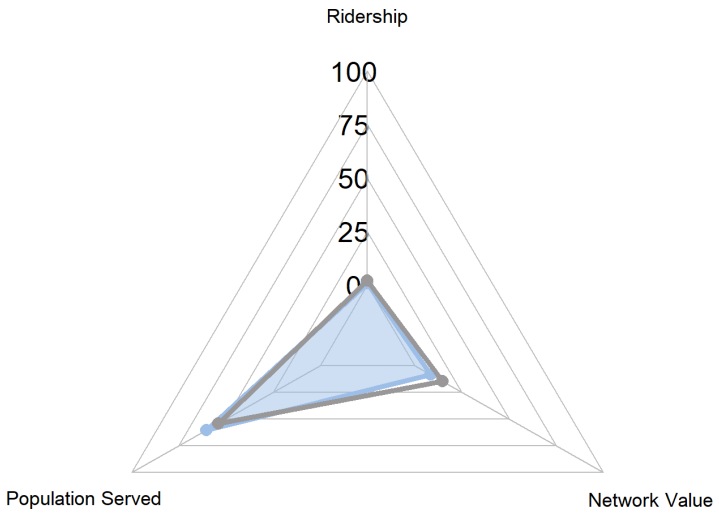
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

23

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	60	8	1	

Operating Statistics

Annual Operating Costs	$424,707
Peak Vehicles	2
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

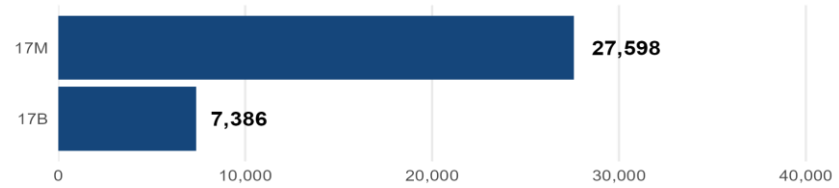
Service Area Population		34,355
People of Color Population	*Service Area*	12,787
	% Riders Surveyed	69%
Low Income Household	*Service Area*	4,641
	% Riders Surveyed	13%

Facilities/Amenities

Bus Stops	147
% Stops With Shelters	8%
% Stops With Benches	8%
% Stops With Real-Time Signs	1%

Ridership

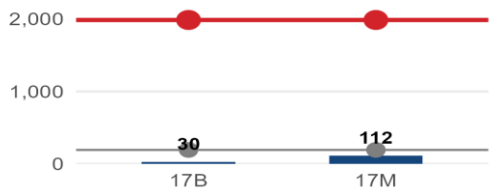
Annual Ridership



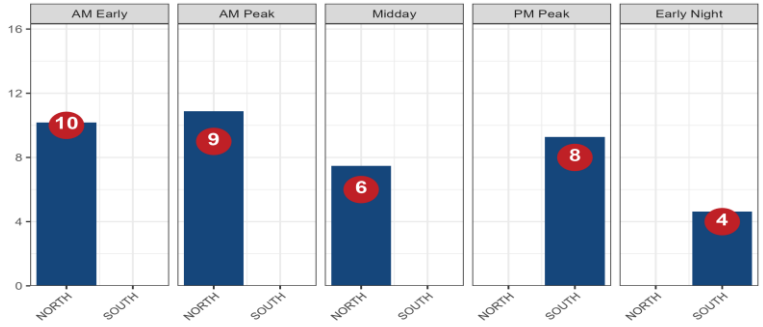
Top Transfer Locations

Pentagon

Average Daily Ridership

Weekday	Saturday	Sunday
	No Service	No Service

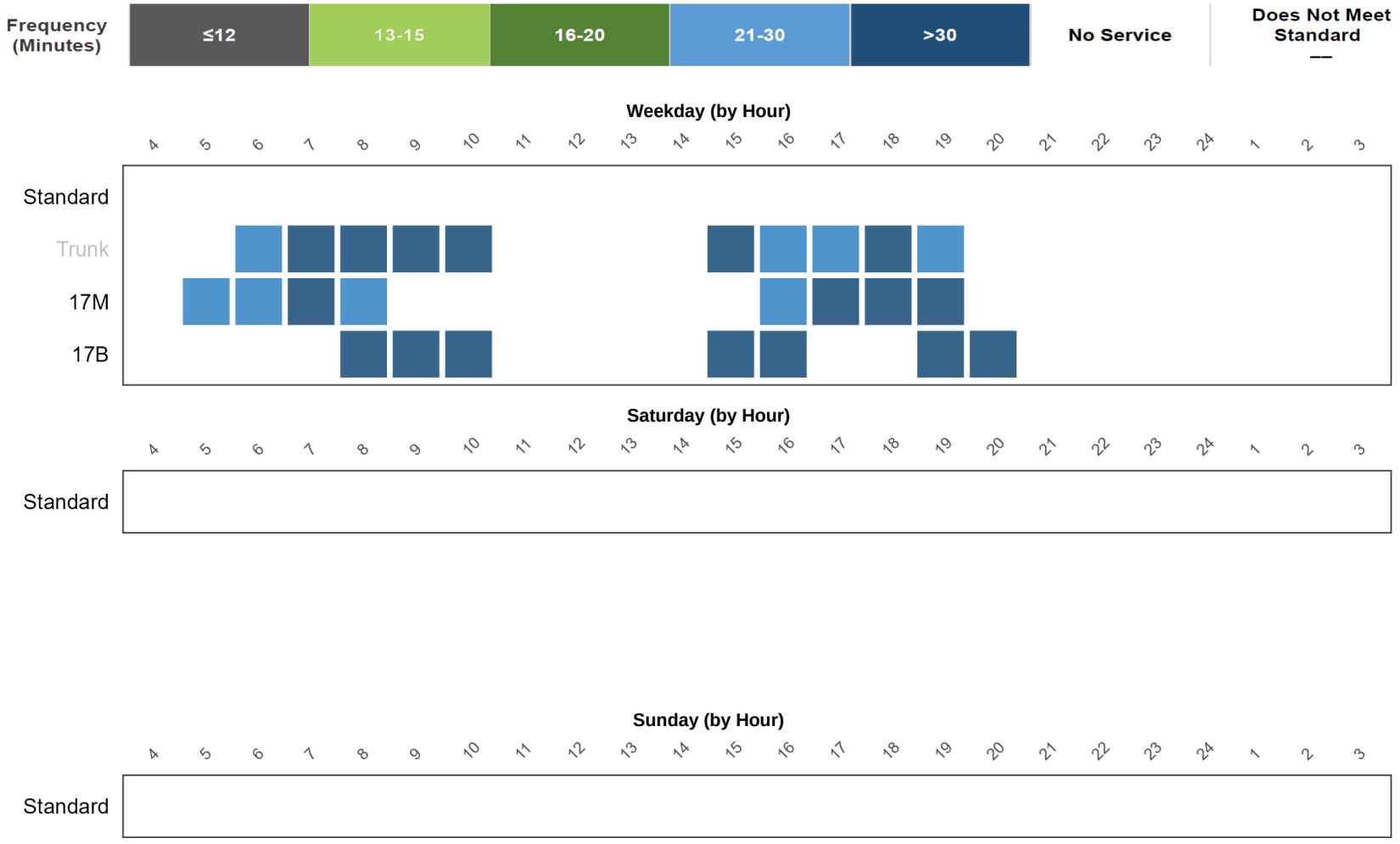
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	NORTH	SOUTH
Weekday	**Peak** Maximum Target: 1	0.23	0.19
	Off-Peak Maximum Target: 1.0	0.2	0.09
	Saturday Maximum Target: 1.0		
	Sunday Maximum Target: 1.0		

Span and Frequency



Performance Report Card

C Kings Park-North Springfield

Measure | Standard		Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	5:56 AM - 10:00 AM; 3:40 PM - 8:08 PM	-	A	-	-	-	-	-	-
	Frequency of Service | varies	Peak: 33.0 / Off-Peak: 50.0	Peak: 25.8 / Off-Peak: 31.7	-	-	-	-	-	-	-
Productivity	**Passengers per Revenue Hour |** N/A	11	16.1	E	-	-	-	-	-	-
	Passengers per Revenue Mile | 1	0.5	1	E	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	74%	75%	C	-	-	-	-	-	-
	Crowding | 5%	0%	0%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.16 Peak: 0.21	Off-Peak: 0.2 Peak: 0.32	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$11.78	$ 9.82	E	-	-	-	-	-	-
	Cost Recovery | 20%	26%	26%	A	-	-	-	-	-	-

Route 17B

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** N/A	2.9	2.8	-
Route Design	**Circuity |** N/A	1.36	1.42	-

	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** N/A	8.6	16.1	E	-	-	-	-	-	-
	Passengers per Revenue Mile | 1	0.4	1	E	-	-	-	-	-	-
	Unique Segment Ridership | 15%	18%	33%	A	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	65%	75%	E	-	-	-	-	-	-
	Crowding | 5%	0%	0%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.12 Peak: 0.19	Off-Peak: 0.2 Peak: 0.28	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$15.19	$ 9.82	E	-	-	-	-	-	-
	Cost Recovery | 20%	20%	24%	B	-	-	-	-	-	-

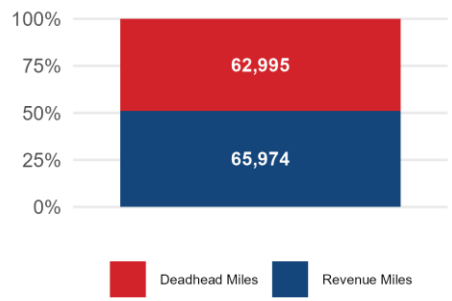
Route 17M

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** N/A	2.8	2.8	-
Route Design	**Circuity |** N/A	1.95	1.42	-

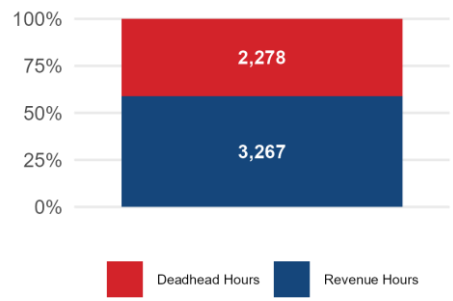
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** N/A	12	16.1	E	-	-	-	-	-	-
	Passengers per Revenue Mile | 1	0.6	1	E	-	-	-	-	-	-
	Unique Segment Ridership | 15%	16%	33%	B	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	77%	75%	C	-	-	-	-	-	-
	Crowding | 5%	0%	0%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.24 Peak: 0.21	Off-Peak: 0.2 Peak: 0.28	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$10.87	$ 9.82	E	-	-	-	-	-	-
	Cost Recovery | 20%	28%	24%	A	-	-	-	-	-	-

Operational Analysis

Miles Allocation



Hours Allocation



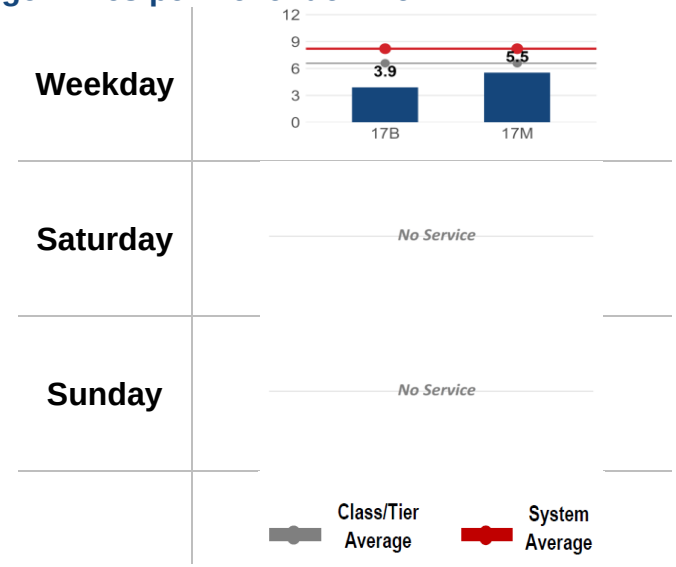
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
17B	44.30	1,012	992 (98.0%)
17M	33.20	2,783	2,722 (97.8%)

Service Change Summary

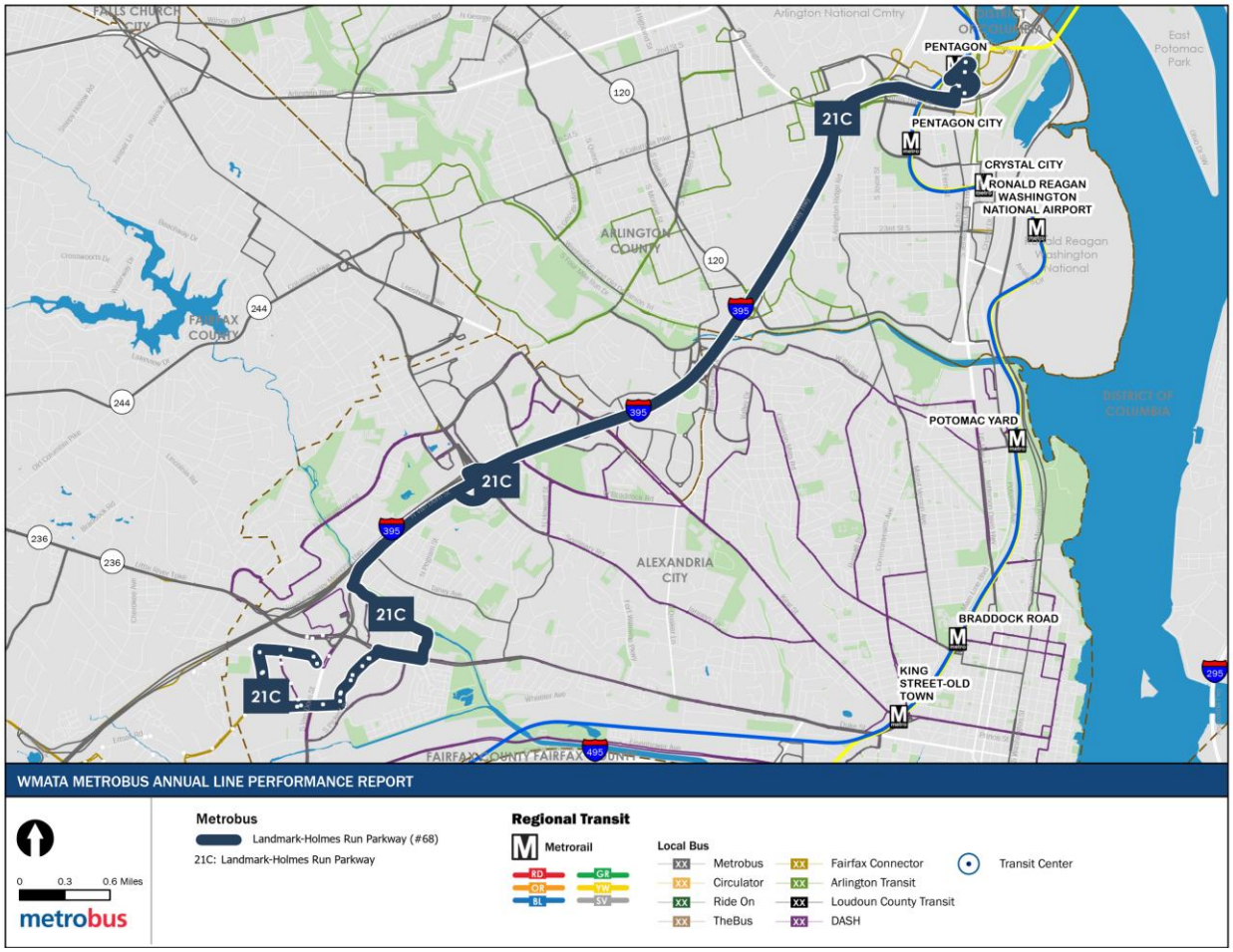
Jun 2023: No change
Sep 2023: No change
Dec 2023: No change

Passenger Miles per Revenue Mile



LINE: 68 - Landmark-Holmes Run Parkway ROUTE(S): 21C

About the Line



Service Classification

Commuter

Activity Tier

2

Overall Grade

Line	A

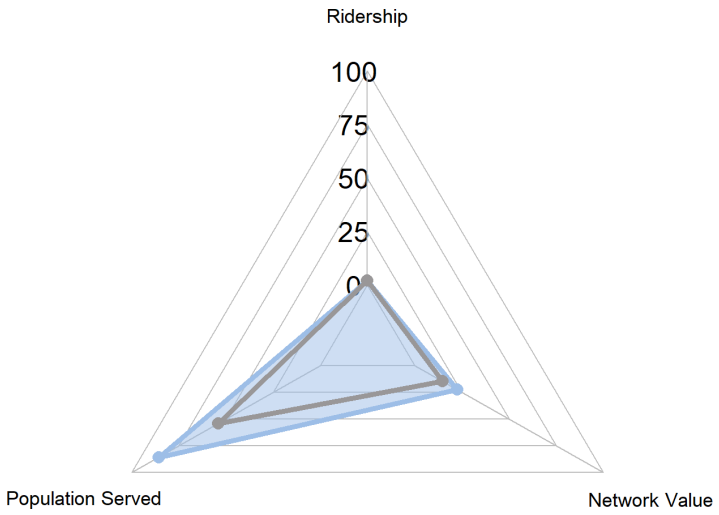
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

37

Out of 100



Classification Average

	Population Served	Network Value	Ridership	Balanced
Line Focus:				
Line Score:	86	22	2	

Operating Statistics

Annual Operating Costs	$395,885
Peak Vehicles	3
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

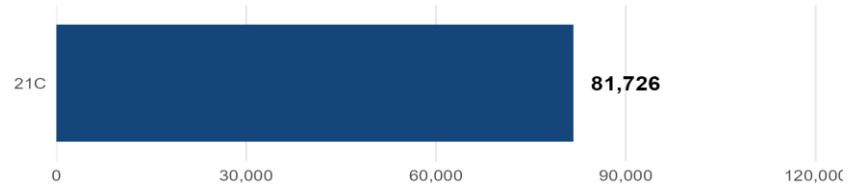
Service Area Population		35,850
People of Color Population	*Service Area*	17,717
	% Riders Surveyed	51%
Low Income Household	*Service Area*	10,757
	% Riders Surveyed	23%

Facilities/Amenities

Bus Stops	50
% Stops With Shelters	26%
% Stops With Benches	18%
% Stops With Real-Time Signs	2%

Ridership

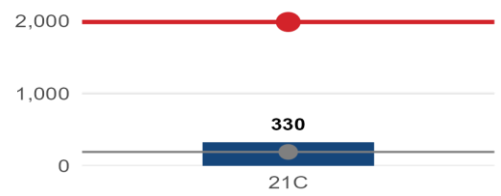
Annual Ridership



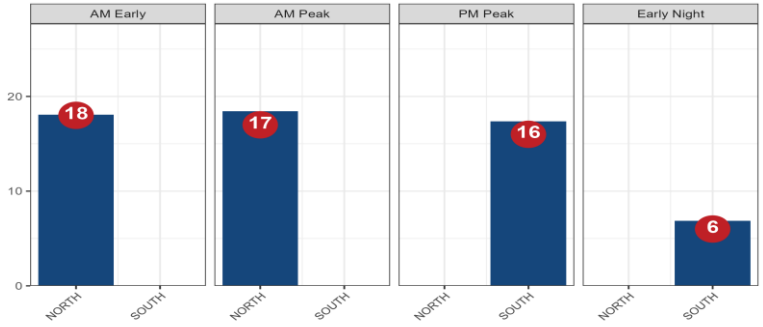
Top Transfer Locations

Pentagon

Average Daily Ridership

Weekday	Saturday	Sunday
	No Service	No Service

Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	NORTH	SOUTH
Weekday	**Peak** Maximum Target: 1	0.43	0.39
	Off-Peak Maximum Target: 1.0	0.44	0.14
	Saturday Maximum Target: 1.0		
	Sunday Maximum Target: 1.0		

Span and Frequency



Performance Report Card

A Landmark-Holmes Run Parkway

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	5:30 AM - 9:10 AM; 4:00 PM - 7:29 PM	-	A	-	-	-	-	-	-
	Frequency of Service | varies	Peak: 21.0 / Off-Peak: NA	Peak: 25.8 / Off-Peak: 31.7	-	-	-	-	-	-	-
Productivity	**Passengers per Revenue Hour |** N/A	27	16.1	A	-	-	-	-	-	-
	Passengers per Revenue Mile | 1	1.8	1	A	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	88%	75%	A	-	-	-	-	-	-
	Crowding | 5%	0%	0%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.29 Peak: 0.41	Off-Peak: 0.2 Peak: 0.32	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$4.82	$ 9.82	A	-	-	-	-	-	-
	Cost Recovery | 20%	30%	26%	A	-	-	-	-	-	-

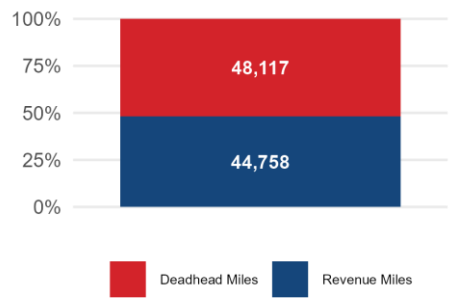
Route 21C

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** N/A	2.7	2.8	-
Route Design	**Circuity |** N/A	1.26	1.42	-

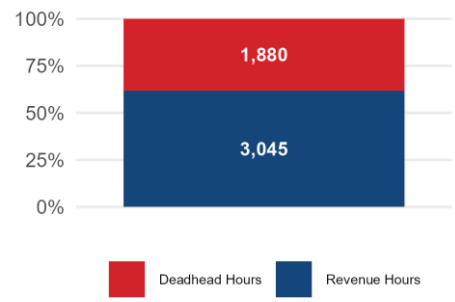
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** N/A	27	16.1	A	-	-	-	-	-	-
	Passengers per Revenue Mile | 1	1.8	1	A	-	-	-	-	-	-
	Unique Segment Ridership | 15%	58%	33%	A	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	88%	75%	A	-	-	-	-	-	-
	Crowding | 5%	0%	0%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.29 Peak: 0.41	Off-Peak: 0.2 Peak: 0.28	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$4.82	$ 9.82	A	-	-	-	-	-	-
	Cost Recovery | 20%	30%	24%	A	-	-	-	-	-	-

Operational Analysis

Miles Allocation



Hours Allocation



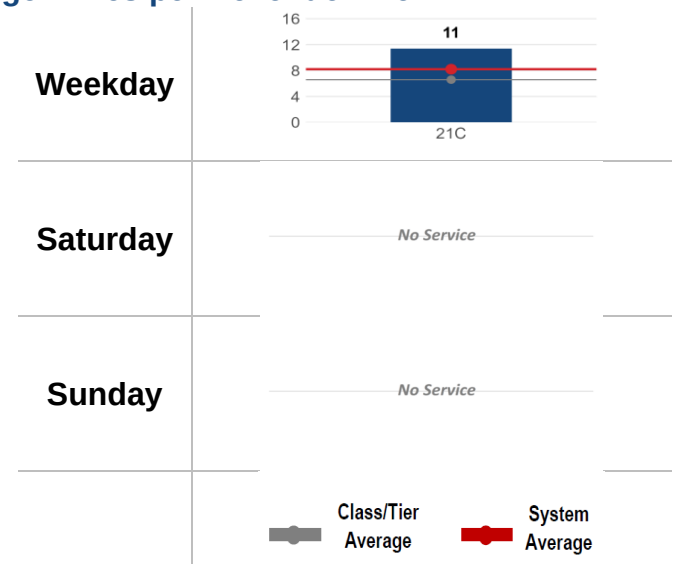
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
21C	19.00	4,731	4,661 (98.5%)

Service Change Summary

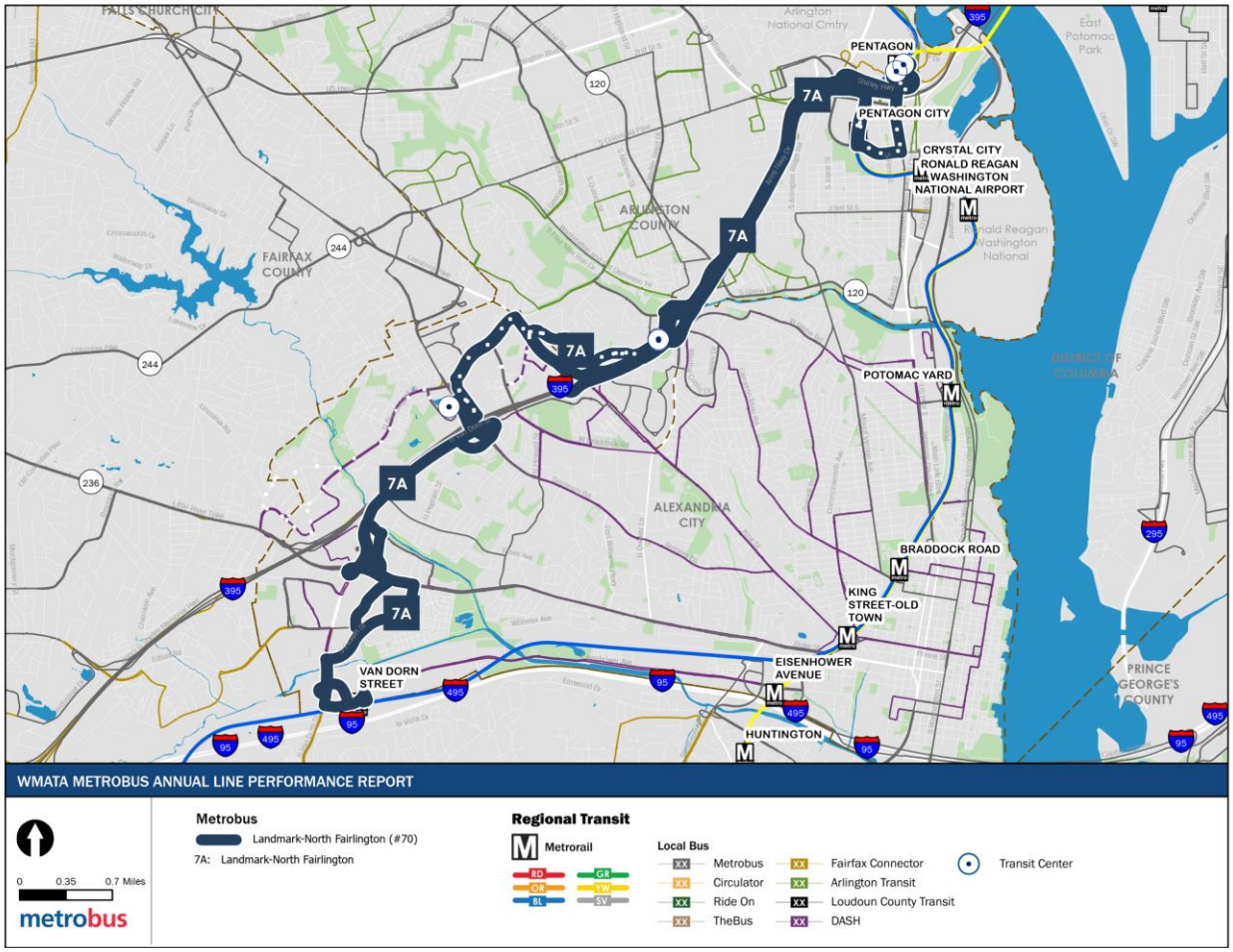
Jun 2023: No change
Sep 2023: No change
Dec 2023: No change

Passenger Miles per Revenue Mile



LINE: 70 - Landmark-North Fairlington ROUTE(S): 7A

About the Line



Service Classification

Framework

Activity Tier

1

Overall Grade

Line	C

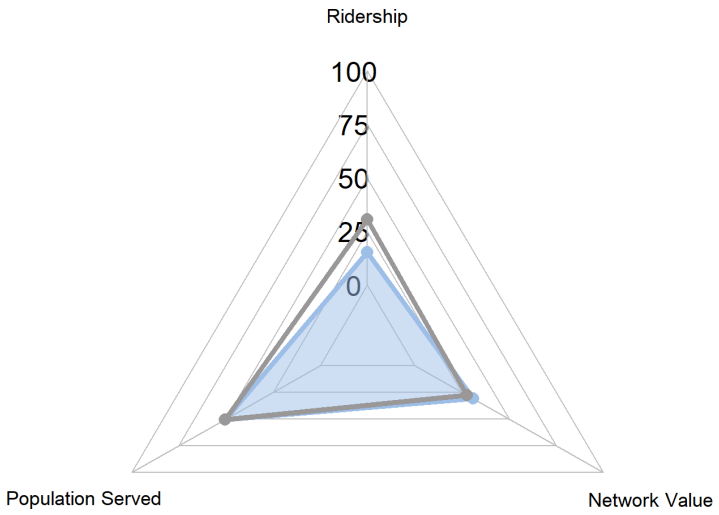
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

32

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	51	31	15	

Operating Statistics

Annual Operating Costs	$5,565,964
Peak Vehicles	9
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

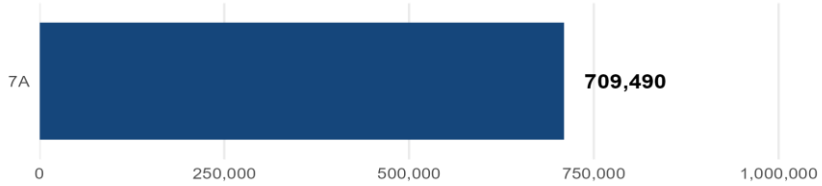
Service Area Population	55,786	
People of Color Population	*Service Area*	23,936
	% Riders Surveyed	62%
Low Income Household	*Service Area*	12,901
	% Riders Surveyed	34%

Facilities/Amenities

Bus Stops	85
% Stops With Shelters	21%
% Stops With Benches	20%
% Stops With Real-Time Signs	5%

Ridership

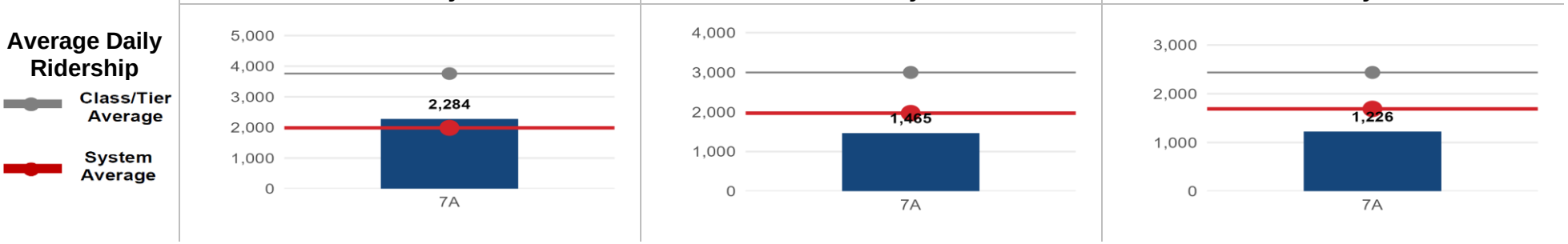
Annual Ridership



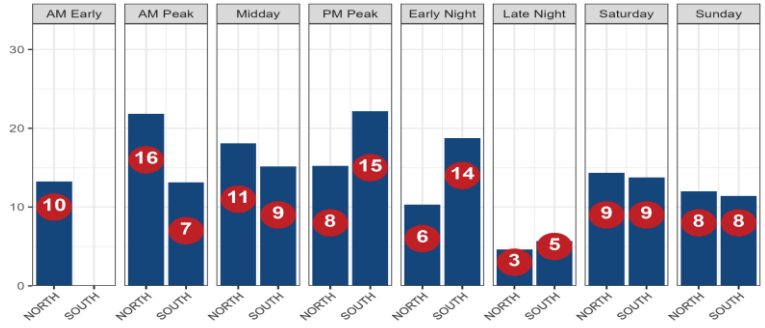
Top Transfer Locations

Pentagon, Pentagon City, Van Dorn Street

Average Daily Ridership



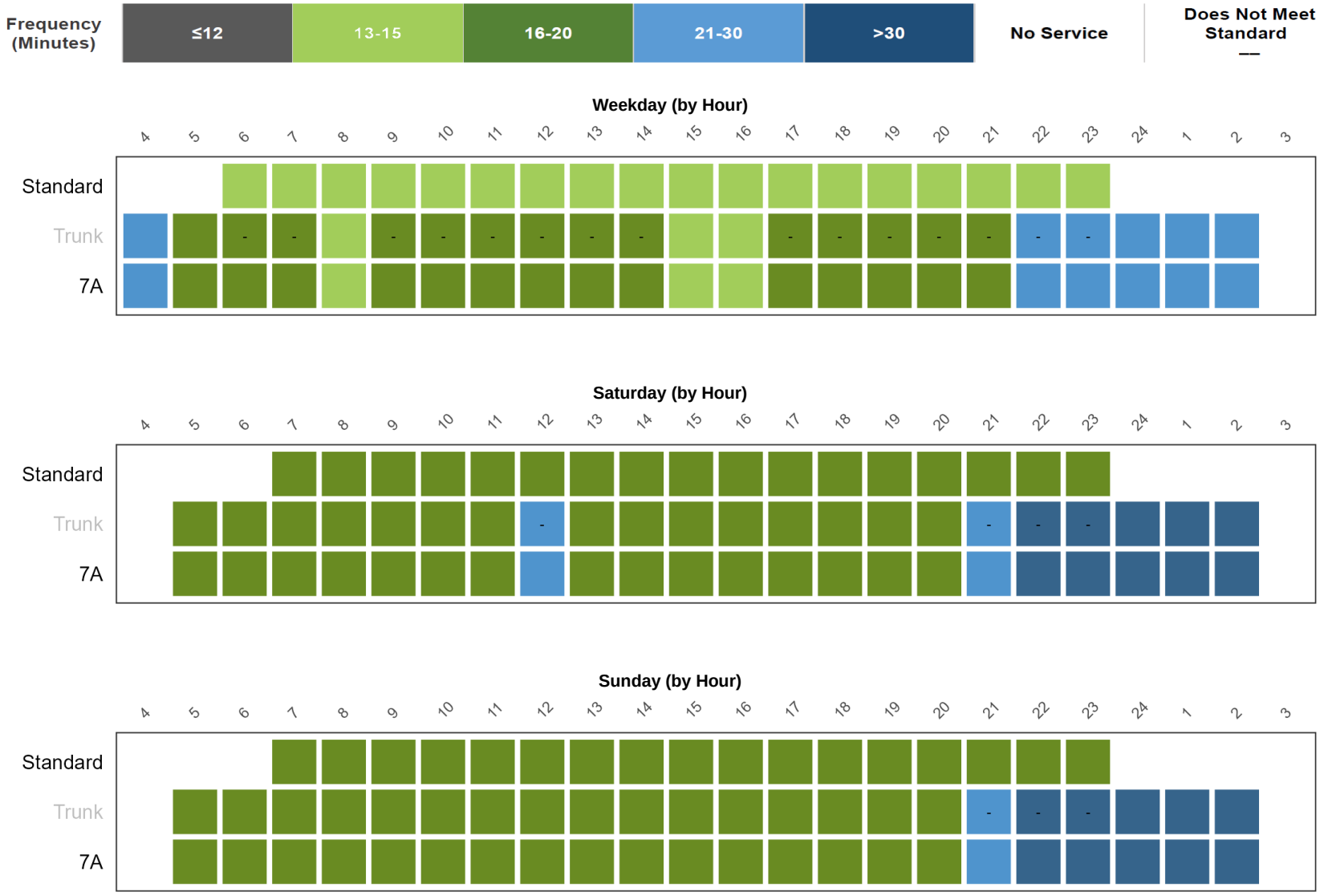
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	NORTH	SOUTH
Weekday	**Peak** Maximum Target: 1.2	0.29	0.3
Weekday	**Off-Peak** Maximum Target: 1.0	0.21	0.24
	Saturday Maximum Target: 1.0	0.23	0.22
	Sunday Maximum Target: 1.0	0.19	0.19

Span and Frequency



Performance Report Card

C Landmark-North Fairlington

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	4:41 AM - 2:27 AM	-	A	5:20 AM - 2:21 AM	-	A	5:20 AM - 2:21 AM	-	A
	Frequency of Service | varies	Peak: 15.0 / Off-Peak: 19.0	Peak: 14.7 / Off-Peak: 18.6	B	22.0	20.8	C	22.0	24.0	C
Productivity	**Passengers per Revenue Hour |** 30	18.3	32.8	E	14.6	27.8	E	12.1	26.1	E
	Passengers per Revenue Mile | 4	1.6	4.4	E	1.2	3.5	E	1.0	3.1	E
Reliability	**On-Time Performance |** 79%	83%	74%	B	86%	74%	A	86%	76%	A
	Crowding | 5%	1%	3%	A	0%	1%	A	0%	2%	A
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.23 Peak: 0.3	Off-Peak: 0.35 Peak: 0.48	A	0.22	0.35	A	0.19	0.32	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$7.12	$ 4.48	E	$8.92	$ 5.27	E	$10.73	$ 5.68	E
	Cost Recovery | 25%	13%	23%	E	11%	20%	E	9%	19%	E

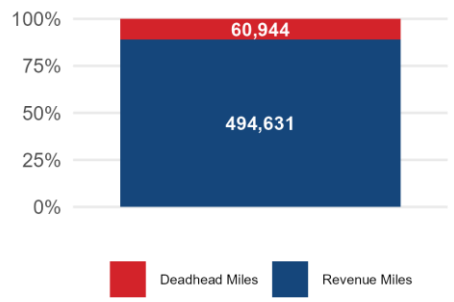
Route 7A

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	3.7	5.5	E
Route Design	**Circuity |** 1.75	1.42	1.23	A

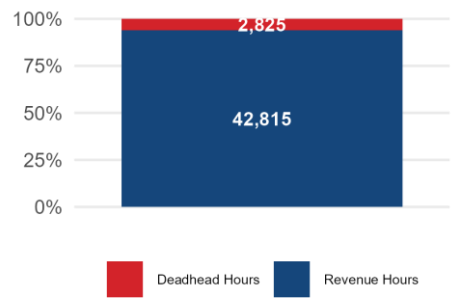
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 30	18.3	32.8	E	14.6	27.8	E	12.1	26.1	E
	Passengers per Revenue Mile | 4	1.6	4.4	E	1.2	3.5	E	1.0	3.1	E
	Unique Segment Ridership | 10%	48%	22%	A	59%	34%	A	59%	34%	A
Reliability	**On-Time Performance |** 79%	83%	74%	B	86%	74%	A	86%	76%	A
	Crowding | 5%	1%	3%	A	0%	1%	A	0%	2%	A
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.23 Peak: 0.3	Off-Peak: 0.36 Peak: 0.5	A	0.22	0.36	A	0.19	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$7.12	$ 4.48	E	$8.92	$ 5.27	E	$10.73	$ 5.68	E
	Cost Recovery | 25%	13%	24%	E	11%	20%	E	9%	19%	E

Operational Analysis

Miles Allocation



Hours Allocation



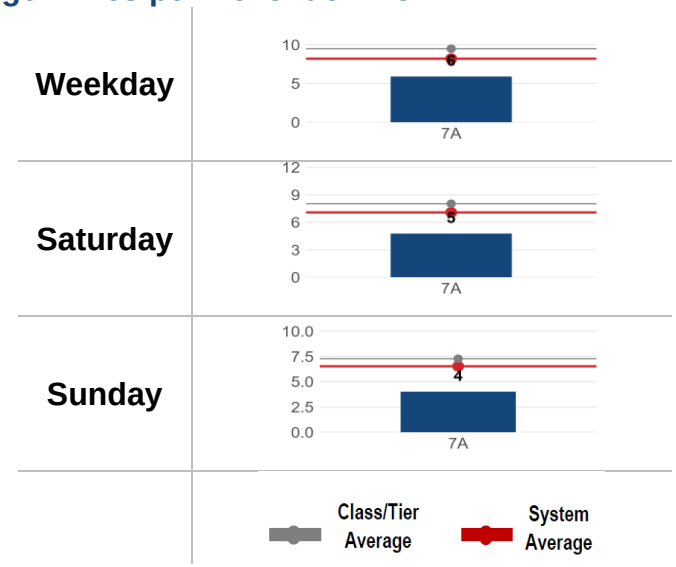
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
7A	23.40	47,570	47,166 (99.2%)

Service Change Summary

Jun 2023: No change
Sep 2023: No change
Dec 2023: No change

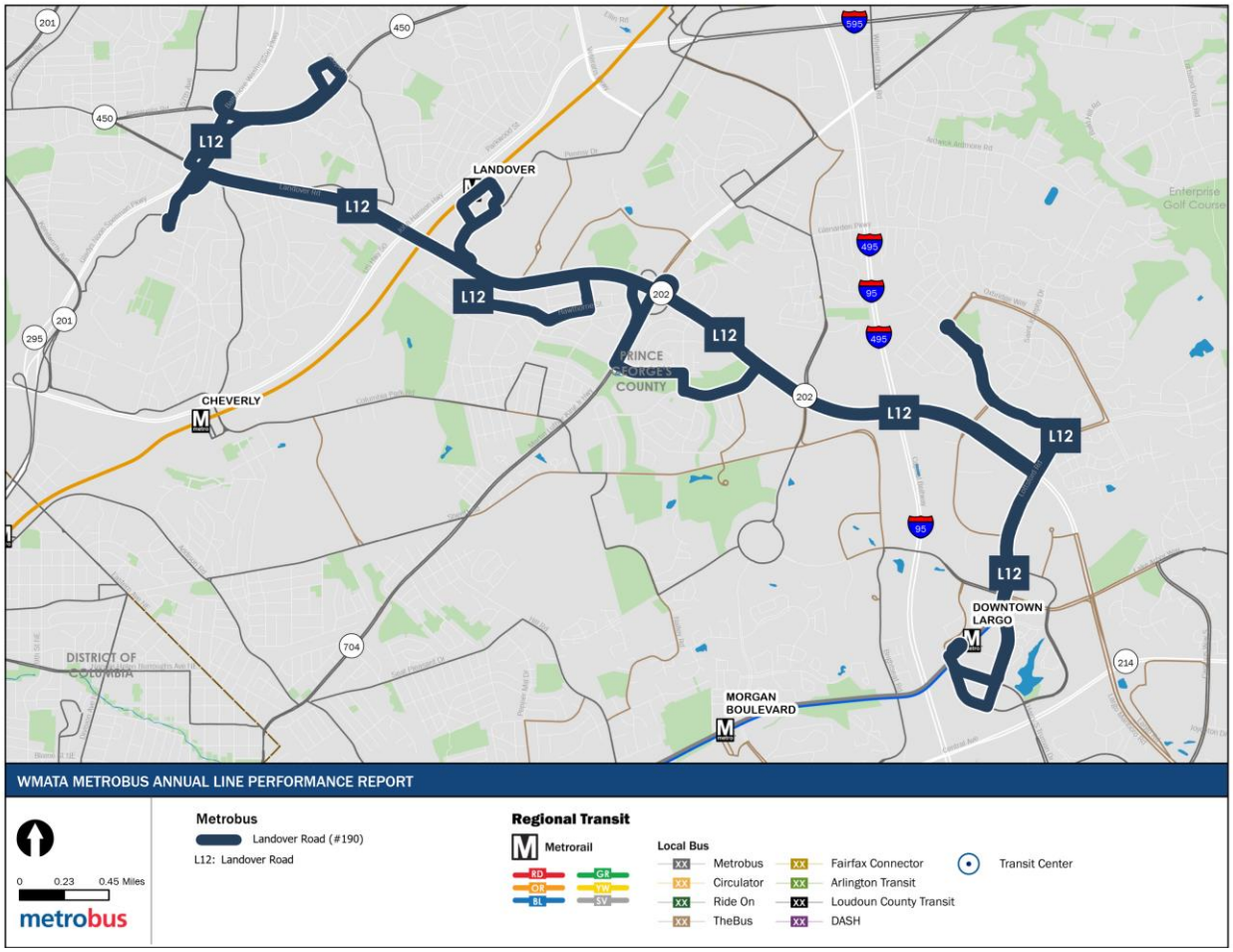
Passenger Miles per Revenue Mile



LINE: 190 - Landover Road

ROUTE(S): L12

About the Line



Service Classification

Framework

Activity Tier

3

Overall Grade

Line	C

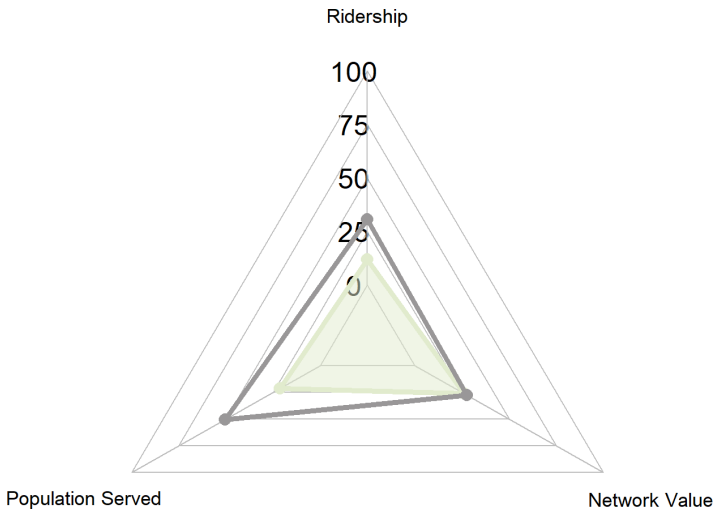
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

20

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	21	26	12	

Operating Statistics

Annual Operating Costs	
Peak Vehicles	8
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

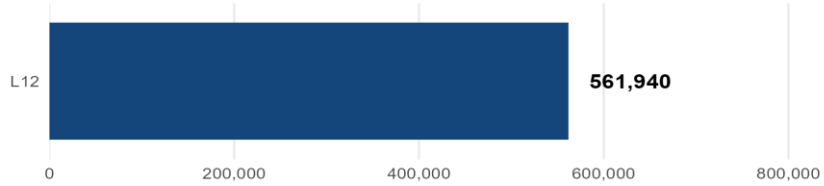
Service Area Population			19,520
People of Color Population	*Service Area*		14,277
	% Riders Surveyed		
Low Income Household	*Service Area*		5,562
	% Riders Surveyed		

Facilities/Amenities

Bus Stops	72
% Stops With Shelters	33%
% Stops With Benches	17%
% Stops With Real-Time Signs	1%

Ridership

Annual Ridership



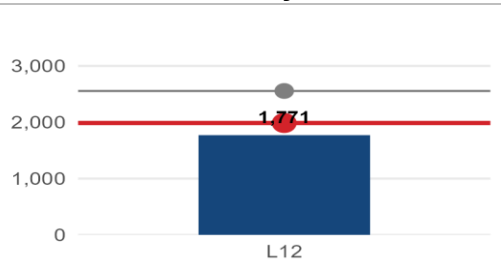
Top Transfer Locations

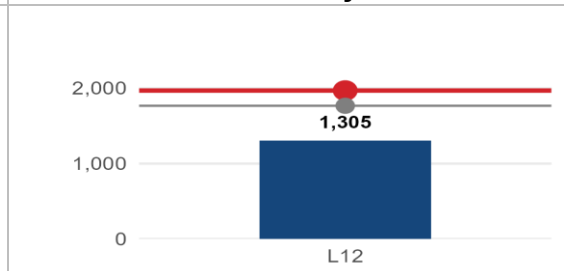
Landover, Largo Town Center, East Falls Church

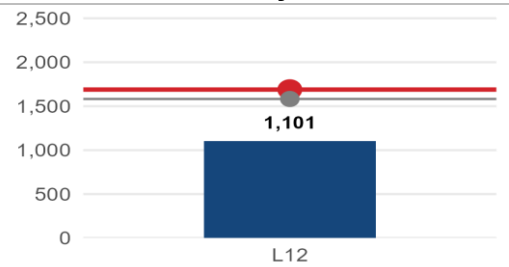
Average Daily Ridership

Class/Tier Average

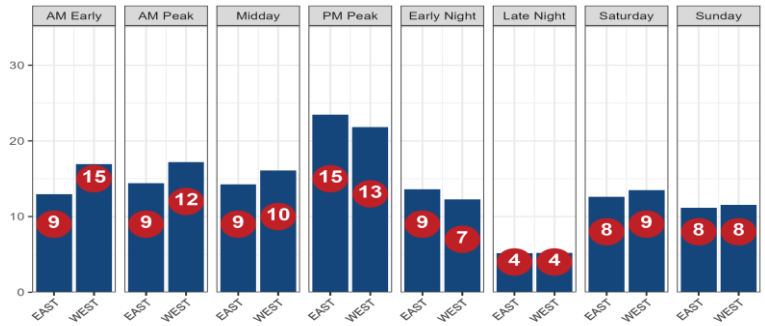
System Average







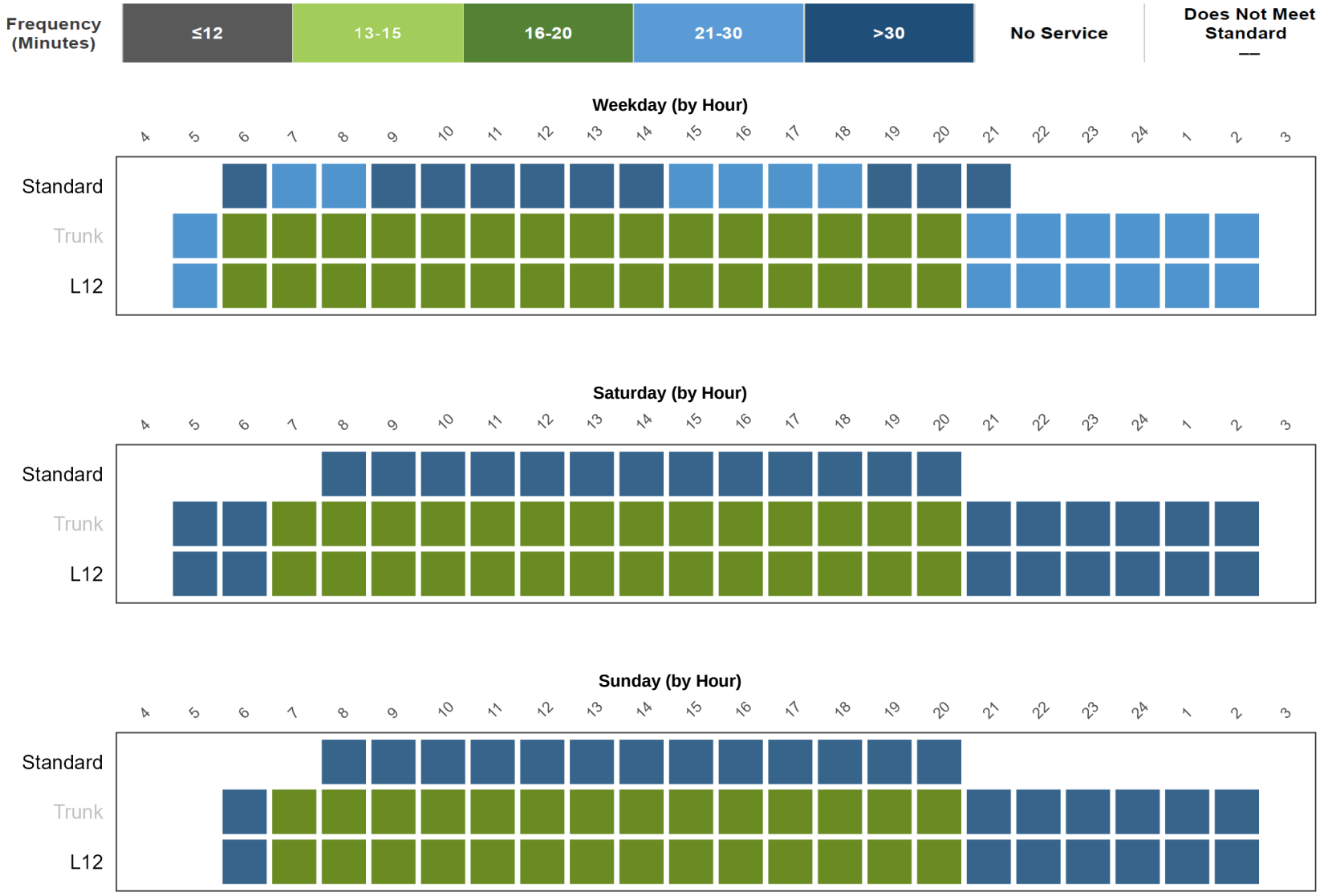
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	EAST	WEST
Weekday	**Peak** Maximum Target: 1	0.31	0.32
Weekday	**Off-Peak** Maximum Target: 1.0	0.2	0.22
	Saturday Maximum Target: 1.0	0.2	0.22
	Sunday Maximum Target: 1.0	0.19	0.19

Span and Frequency



Performance Report Card

C Landover Road

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	5:00 AM - 2:21 AM	-	A	5:30 AM - 2:24 AM	-	A	6:00 AM - 2:23 AM	-	A
	Frequency of Service | varies	Peak: 19.0 / Off-Peak: 19.0	Peak: 21.2 / Off-Peak: 33.4	A	24.0	39.2	A	24.0	37.9	A
Productivity	**Passengers per Revenue Hour |** 15	15.4	29.3	B	13.0	24.1	D	11.5	23.7	E
	Passengers per Revenue Mile | 1	1.2	2.5	A	1.0	2.0	B	0.9	2.0	D
Reliability	**On-Time Performance |** 79%	85%	75%	A	83%	77%	B	85%	79%	A
	Crowding | 5%	0%	2%	A	0%	1%	A	0%	0%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.21 Peak: 0.31	Off-Peak: 0.34 Peak: 0.44	A	0.21	0.33	A	0.19	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$8.43	$ 4.96	D	$10.02	$ 5.95	E	$11.28	$ 6.09	E
	Cost Recovery | 20%	5%	11%	E	4%	9%	E	4%	9%	E

Route L12

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	2.6	4.5	E
Route Design	**Circuity |** 1.75	2.61	2.09	E

	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 15	15.4	29.3	B	13.0	24.1	D	11.5	23.7	E
	Passengers per Revenue Mile | 1	1.2	2.5	A	1.0	2.0	B	0.9	2.0	D
	Unique Segment Ridership | 10%	67%	45%	A	74%	57%	A	73%	61%	A
Reliability	**On-Time Performance |** 79%	85%	75%	A	83%	77%	B	85%	79%	A
	Crowding | 5%	0%	2%	A	0%	1%	A	0%	0%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.21 Peak: 0.31	Off-Peak: 0.35 Peak: 0.45	A	0.21	0.34	A	0.19	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$8.43	$ 4.96	D	$10.02	$ 5.95	E	$11.28	$ 6.09	E
	Cost Recovery | 20%	5%	12%	E	4%	10%	E	4%	9%	E

Operational Analysis

Miles Allocation

No Service

Hours Allocation

No Service

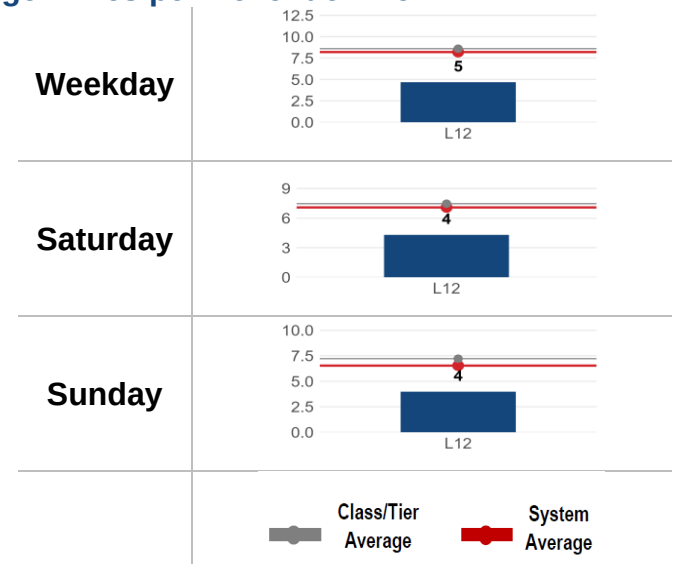
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
L12	31.00	40,158	39,462 (98.3%)

Service Change Summary

Jun 2023: Restructure A12 Martin Luther King Jr. Highway service into two new routes and extend service to Downtown Largo station. Both new routes would operate every 20 minutes between 7:00 AM - 9:00 PM, 7 days a week, while maintaining the existing A12 headways and span outside of those hours.
Sep 2023: No change
Dec 2023: Near Cheverly Health Center and at the former Prince George's Hospital, temporary stop changes implemented in September will become permanent.

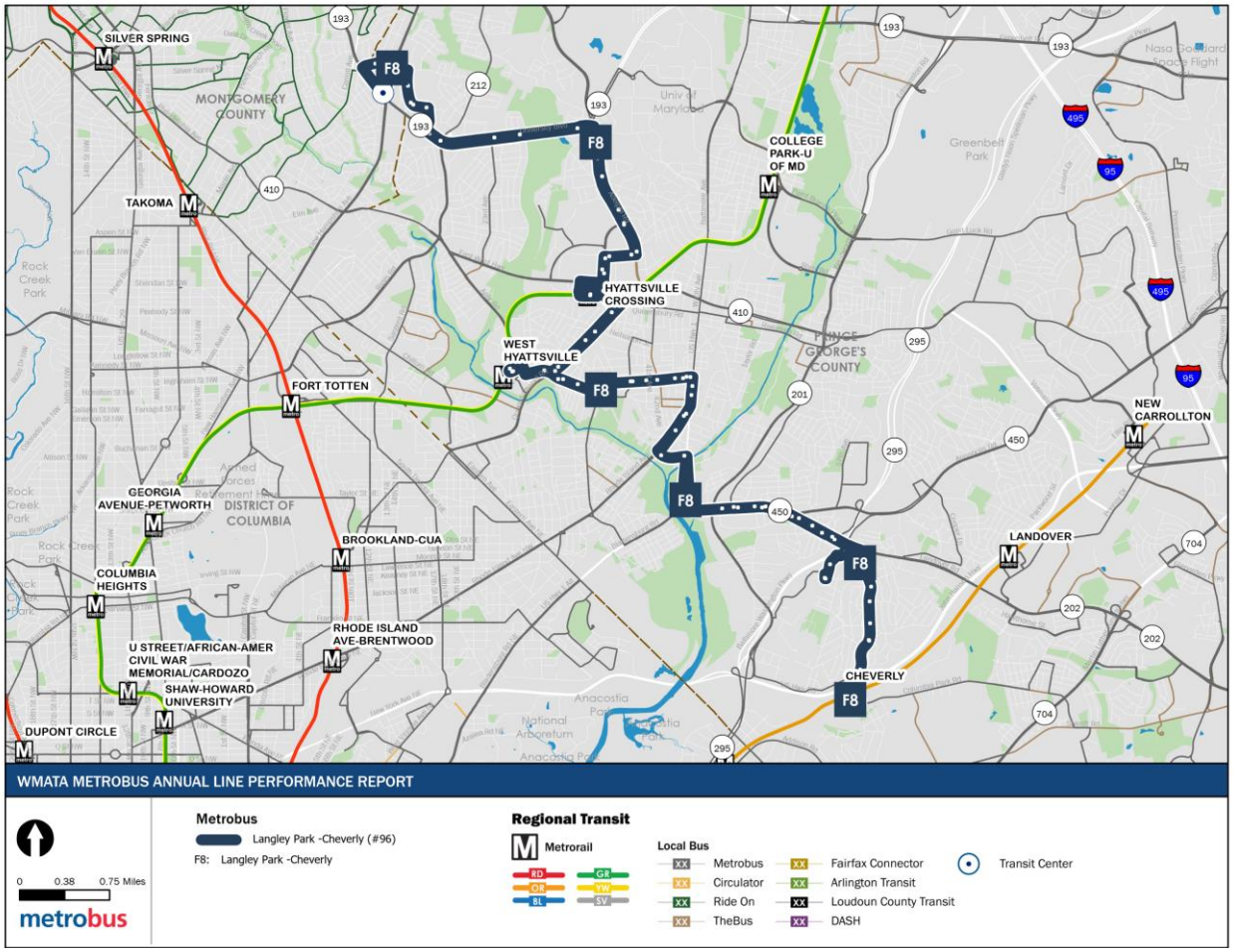
Passenger Miles per Revenue Mile



LINE: 96 - Langley Park -Cheverly

ROUTE(S): F8

About the Line



Service Classification

Coverage

Activity Tier

2

Overall Grade

Line	B

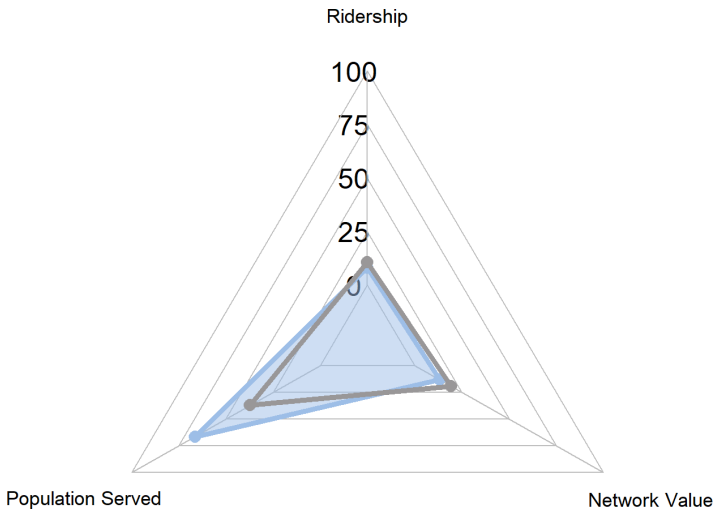
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

29

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	66	13	8	

Operating Statistics

Annual Operating Costs	$2,096,349
Peak Vehicles	6
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

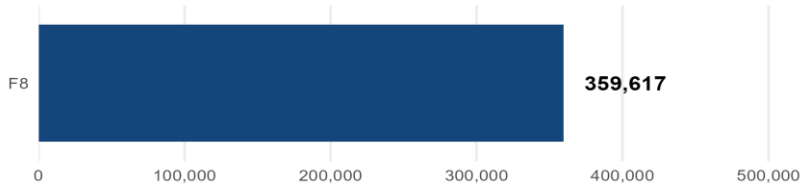
Service Area Population	50,457	
People of Color Population	*Service Area*	15,942
	% Riders Surveyed	84%
Low Income Household	*Service Area*	18,364
	% Riders Surveyed	64%

Facilities/Amenities

Bus Stops	136
% Stops With Shelters	13%
% Stops With Benches	13%
% Stops With Real-Time Signs	1%

Ridership

Annual Ridership



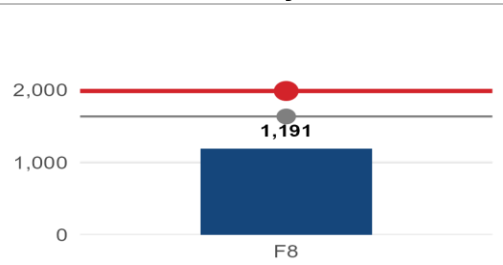
Top Transfer Locations

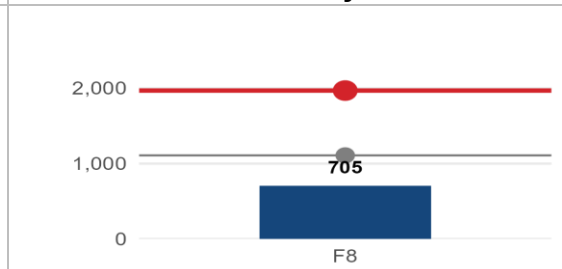
West Hyattsville, Prince George's Plaza, Cheverly

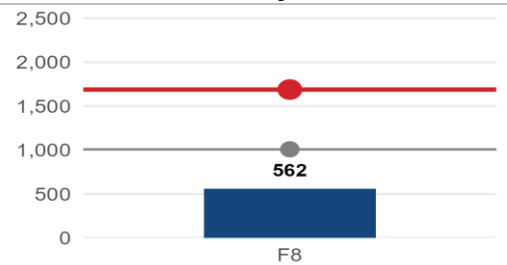
Average Daily Ridership

Class/Tier Average

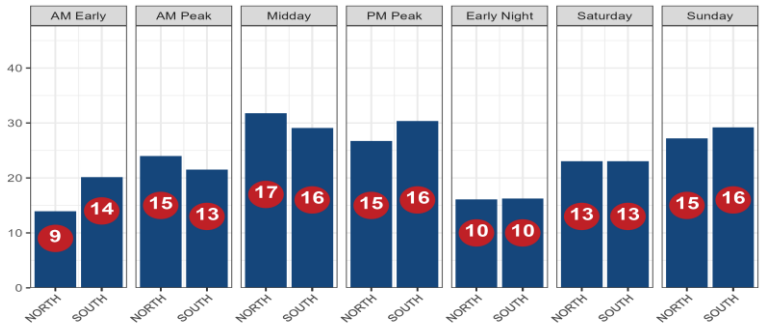
System Average







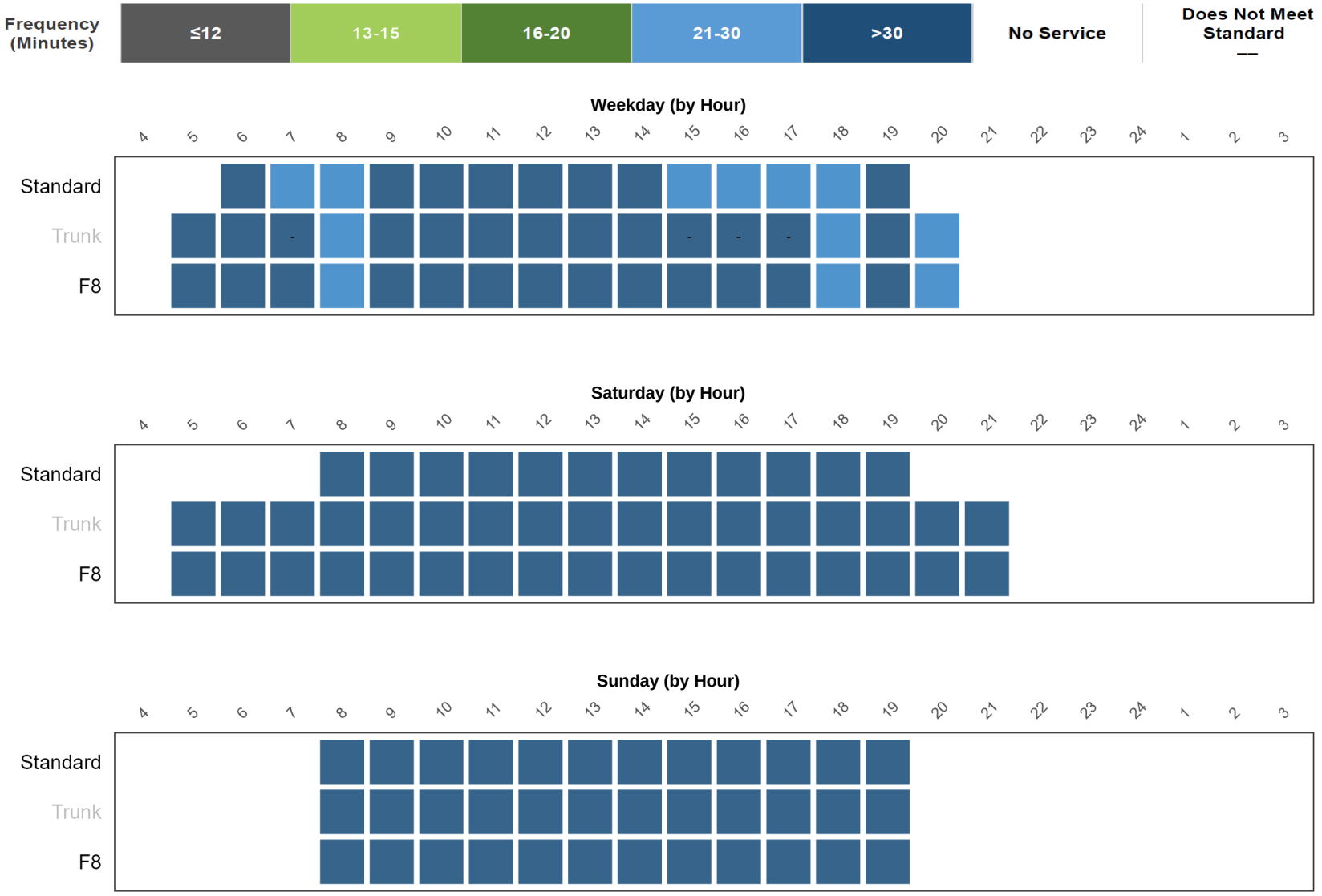
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	NORTH	SOUTH
Weekday	**Peak** Maximum Target: 1	0.37	0.37
	Off-Peak Maximum Target: 1.0	0.38	0.35
	Saturday Maximum Target: 1.0	0.33	0.32
	Sunday Maximum Target: 1.0	0.38	0.39

Span and Frequency



Performance Report Card

B Langley Park -Cheverly

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	5:30 AM - 8:51 PM	-	A	5:45 AM - 9:44 PM	-	A	8:45 AM - 7:42 PM	-	C
	Frequency of Service | varies	Peak: 32.0 / Off-Peak: 54.0	Peak: 22.2 / Off-Peak: 32.8	C	60.0	36.2	B	60.0	37.8	B
Productivity	**Passengers per Revenue Hour |** 15	21.8	32.3	A	21.2	28.3	A	23.3	26.7	A
	Passengers per Revenue Mile | 2	1.9	3.8	C	1.7	3.1	D	2.1	2.8	B
Reliability	**On-Time Performance |** 79%	69%	80%	E	67%	80%	E	71%	80%	D
	Crowding | 5%	2%	2%	A	0%	0%	A	0%	0%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.36 Peak: 0.37	Off-Peak: 0.29 Peak: 0.37	A	0.32	0.27	A	0.39	0.25	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$5.97	$ 4.75	C	$6.12	$ 5.33	D	$5.58	$ 5.76	C
	Cost Recovery | 20%	11%	14%	E	11%	12%	E	12%	11%	E

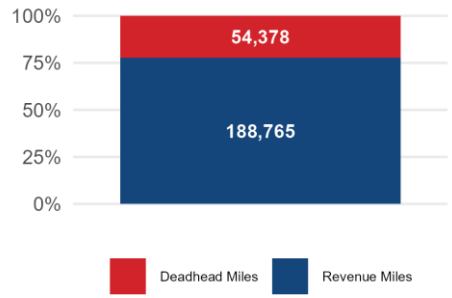
Route F8

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	4.3	6.2	A
Route Design	**Circuity |** N/A	2.09	2.37	-

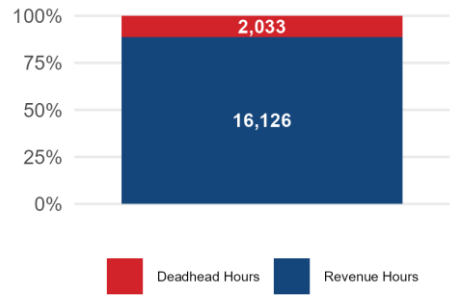
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 15	21.8	32.3	A	21.2	28.3	A	23.3	26.7	A
	Passengers per Revenue Mile | 2	1.9	3.8	C	1.7	3.1	D	2.1	2.8	B
	Unique Segment Ridership | 10%	28%	25%	A	38%	42%	A	34%	51%	A
Reliability	**On-Time Performance |** 79%	69%	80%	D	67%	80%	E	71%	80%	D
	Crowding | 5%	2%	3%	A	0%	1%	A	0%	0%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.36 Peak: 0.37	Off-Peak: 0.3 Peak: 0.39	A	0.32	0.28	A	0.39	0.25	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$5.97	$ 4.75	C	$6.12	$ 5.33	D	$5.58	$ 5.76	C
	Cost Recovery | 20%	11%	14%	E	11%	12%	E	12%	11%	E

Operational Analysis

Miles Allocation



Hours Allocation



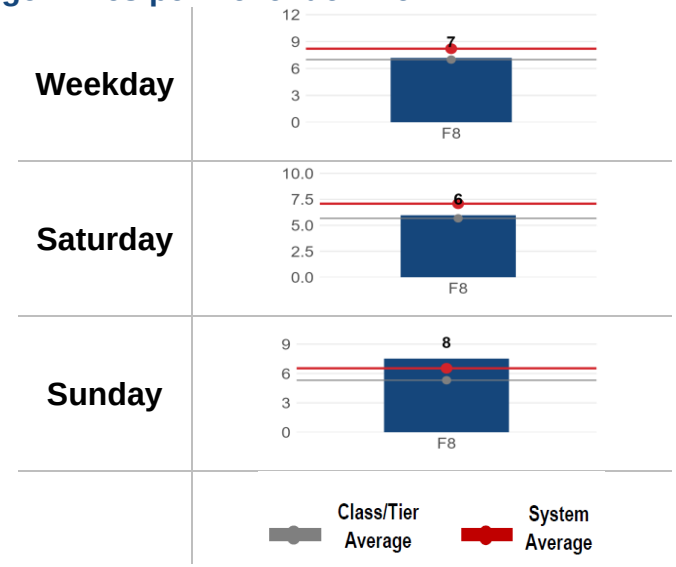
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
F8	34.50	14,156	13,789 (97.4%)

Service Change Summary

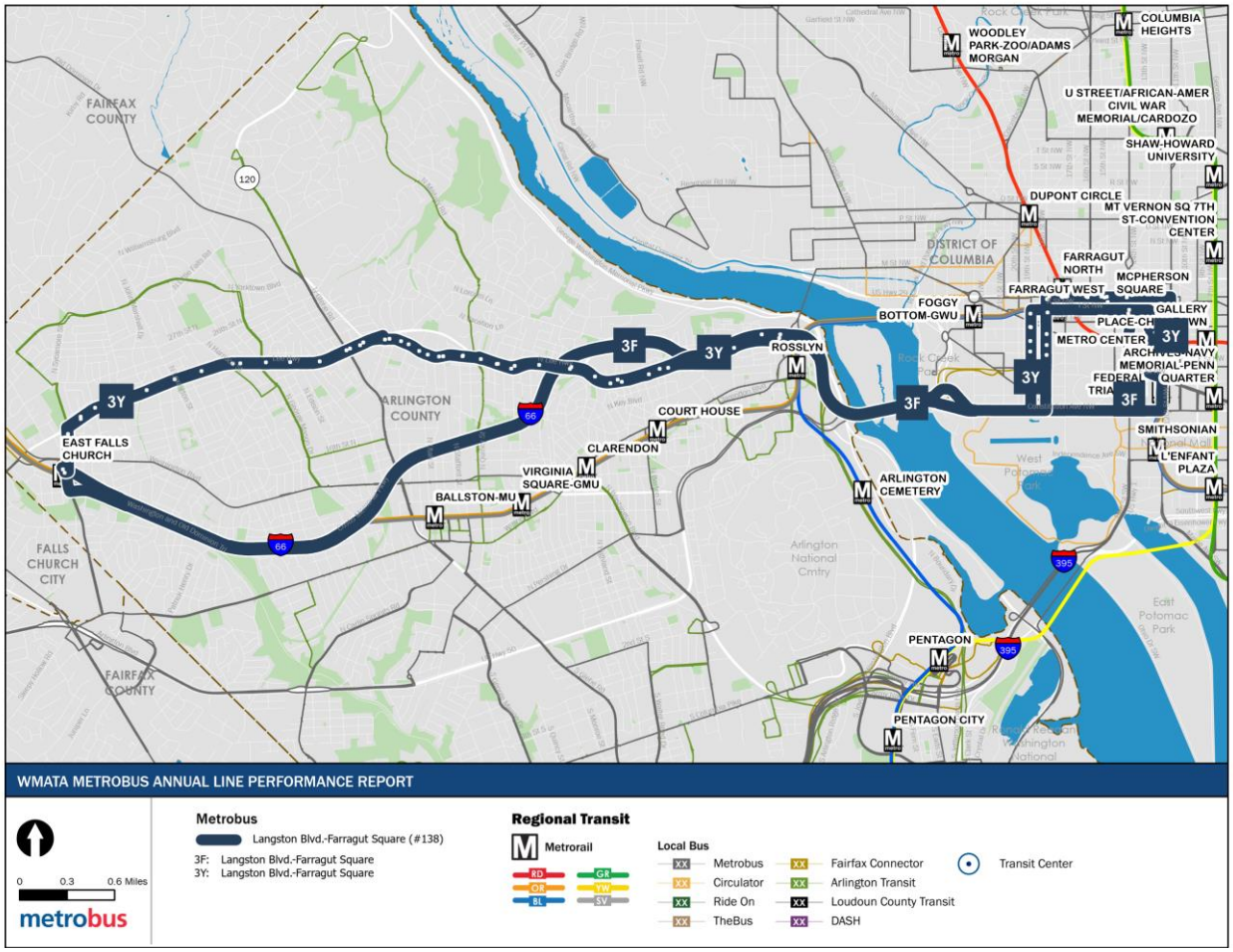
Jun 2023: Routing change at Hyattsville Crossing Station
Sep 2023: No change
Dec 2023: Change route to operate along Pennsy Drive between Ardwick-Ardmore Road and Polk Street.

Passenger Miles per Revenue Mile



LINE: 138 - Langston Blvd.-Farragut Square ROUTE(S): 3F, 3Y

About the Line



Service Classification

Commuter

Activity Tier

2

Overall Grade

Line	C

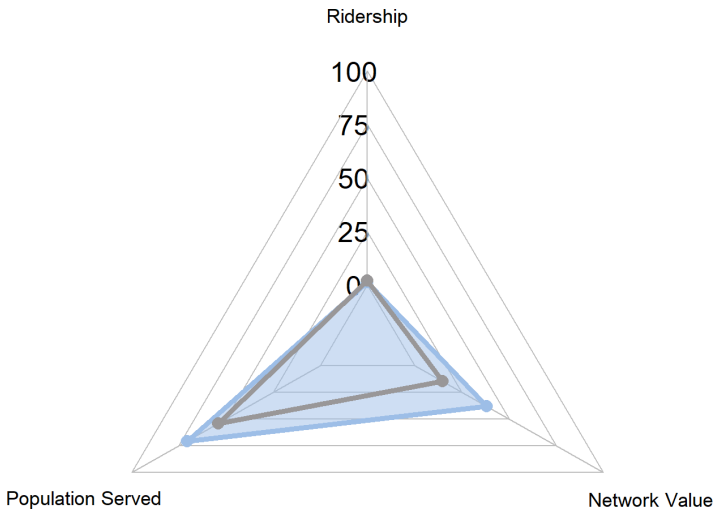
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

37

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	71	38	1	

Operating Statistics

Annual Operating Costs	$452,533
Peak Vehicles	3
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

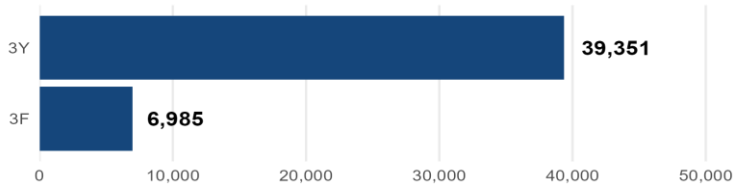
Service Area Population	40,056	
People of Color Population	*Service Area*	9,844
	% Riders Surveyed	39%
Low Income Household	*Service Area*	5,348
	% Riders Surveyed	7%

Facilities/Amenities

Bus Stops	107
% Stops With Shelters	35%
% Stops With Benches	36%
% Stops With Real-Time Signs	6%

Ridership

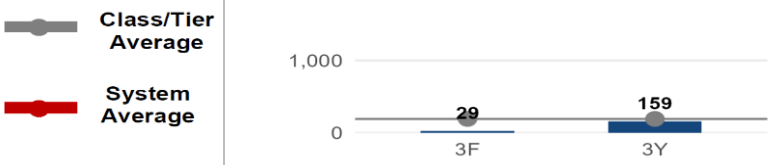
Annual Ridership



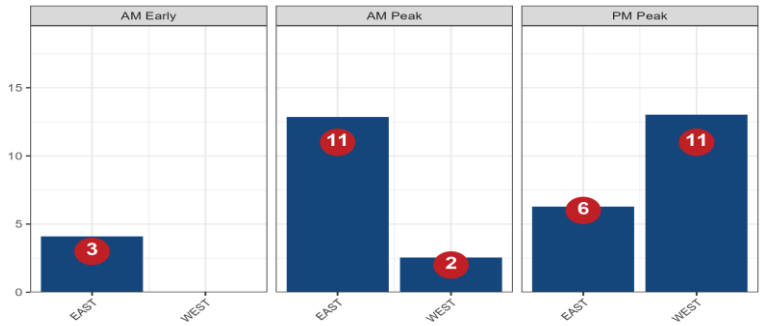
Top Transfer Locations

Farragut North, East Falls Church, Metro Center

Average Daily Ridership

Weekday	Saturday	Sunday
	No Service	No Service

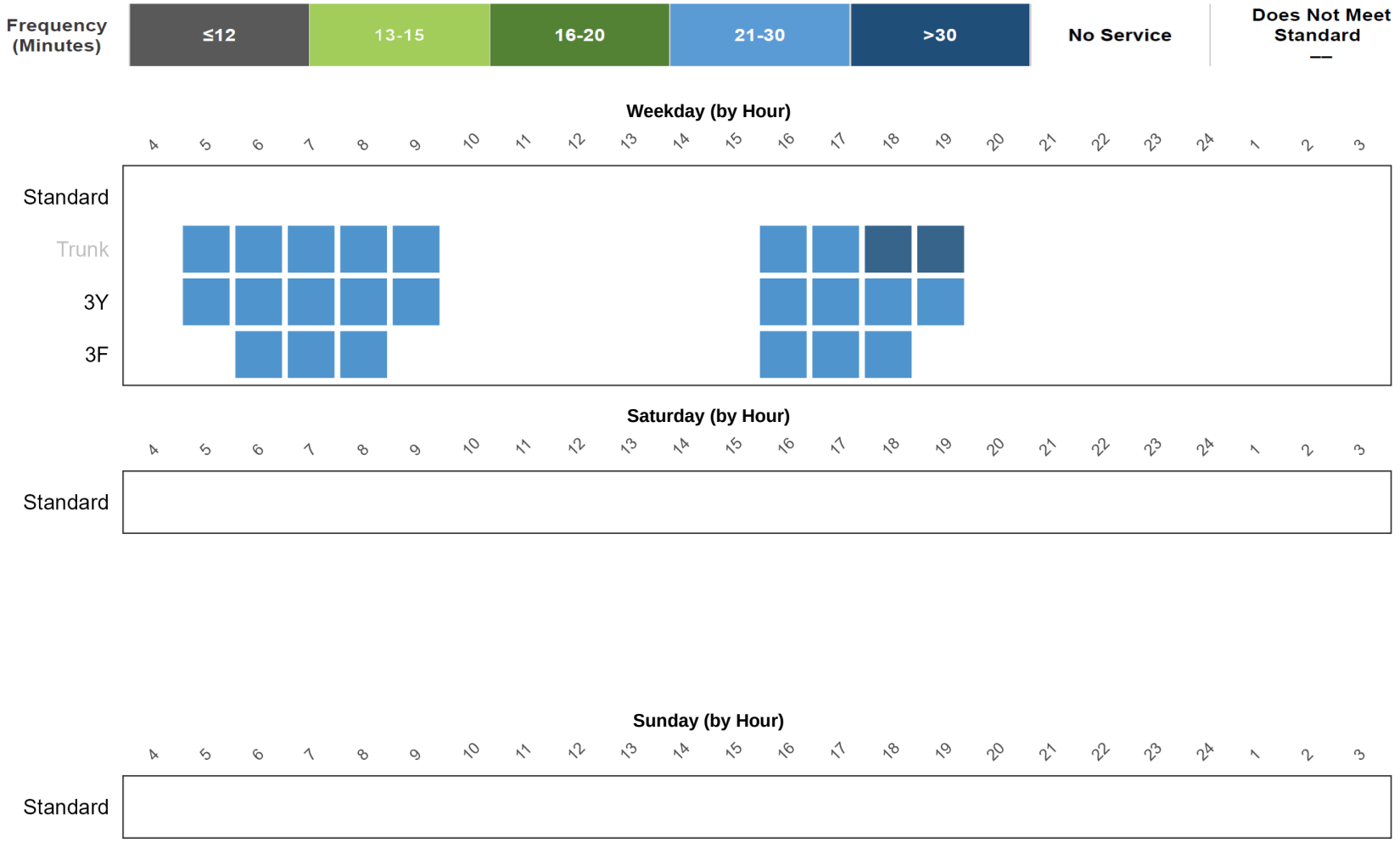
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	EAST	WEST
Weekday	**Peak** Maximum Target: 1	0.24	0.19
	Off-Peak Maximum Target: 1.0	0.09	
	Saturday Maximum Target: 1.0		
	Sunday Maximum Target: 1.0		

Span and Frequency



Performance Report Card

C Langston Blvd.-Farragut Square

Measure | Standard		Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	5:45 AM - 9:19 AM; 4:15 PM - 7:23 PM	-	A	-	-	-	-	-	-
	Frequency of Service | varies	Peak: 29.0 / Off-Peak: NA	Peak: 25.8 / Off-Peak: 31.7	-	-	-	-	-	-	-
Productivity	**Passengers per Revenue Hour |** N/A	13.4	16.1	D	-	-	-	-	-	-
	Passengers per Revenue Mile | 1	1.1	1	B	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	67%	75%	E	-	-	-	-	-	-
	Crowding | 5%	0%	0%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.09 Peak: 0.22	Off-Peak: 0.2 Peak: 0.32	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$9.70	$ 9.82	E	-	-	-	-	-	-
	Cost Recovery | 20%	18%	26%	D	-	-	-	-	-	-

Route 3F

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** N/A	1.3	2.8	-
Route Design	**Circuity |** N/A	1.08	1.42	-

	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** N/A	7.2	16.1	E	-	-	-	-	-	-
	Passengers per Revenue Mile | 1	0.5	1	E	-	-	-	-	-	-
	Unique Segment Ridership | 15%	20%	33%	A	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	-	-	-	-	-	-	-	-	-
	Crowding | 5%	0%	0%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Peak: 0.1	Peak: 0.28	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$18.18	$ 9.82	E	-	-	-	-	-	-
	Cost Recovery | 20%	10%	24%	E	-	-	-	-	-	-

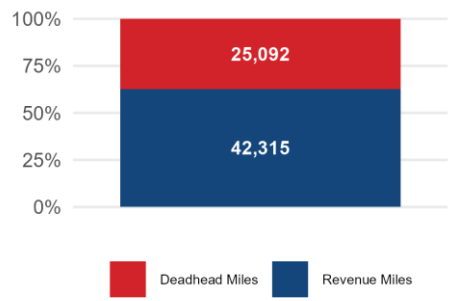
Route 3Y

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** N/A	4.6	2.8	-
Route Design	**Circuity |** N/A	1.23	1.42	-

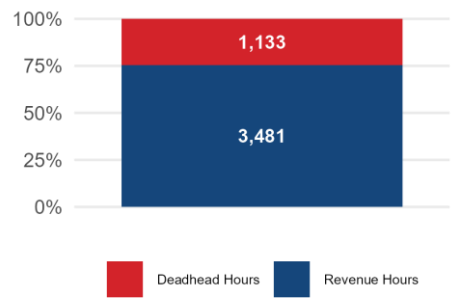
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** N/A	15.9	16.1	B	-	-	-	-	-	-
	Passengers per Revenue Mile | 1	1.4	1	A	-	-	-	-	-	-
	Unique Segment Ridership | 15%	52%	33%	A	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	67%	75%	E	-	-	-	-	-	-
	Crowding | 5%	0%	0%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.09 Peak: 0.28	Off-Peak: 0.2 Peak: 0.28	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$8.20	$ 9.82	C	-	-	-	-	-	-
	Cost Recovery | 20%	21%	24%	B	-	-	-	-	-	-

Operational Analysis

Miles Allocation



Hours Allocation



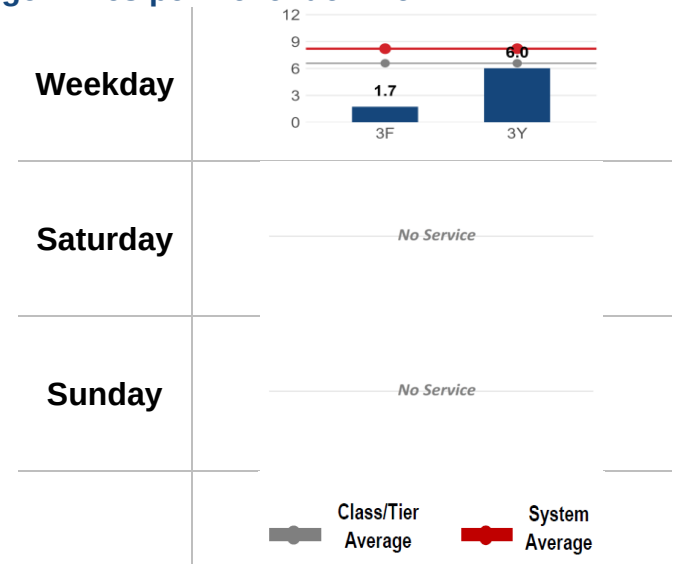
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
3F	17.20	1,743	1,724 (98.9%)
3Y	19.70	3,237	3,189 (98.5%)

Service Change Summary

Jun 2023: No change
Sep 2023: No change
Dec 2023: Eastern terminal route will change to serve K, 11th, G, and 13th streets NW to McPherson Square to improve operational safety. Buses will no longer turn from eastbound K Street to southbound 14th Street NW across the K Street service road.

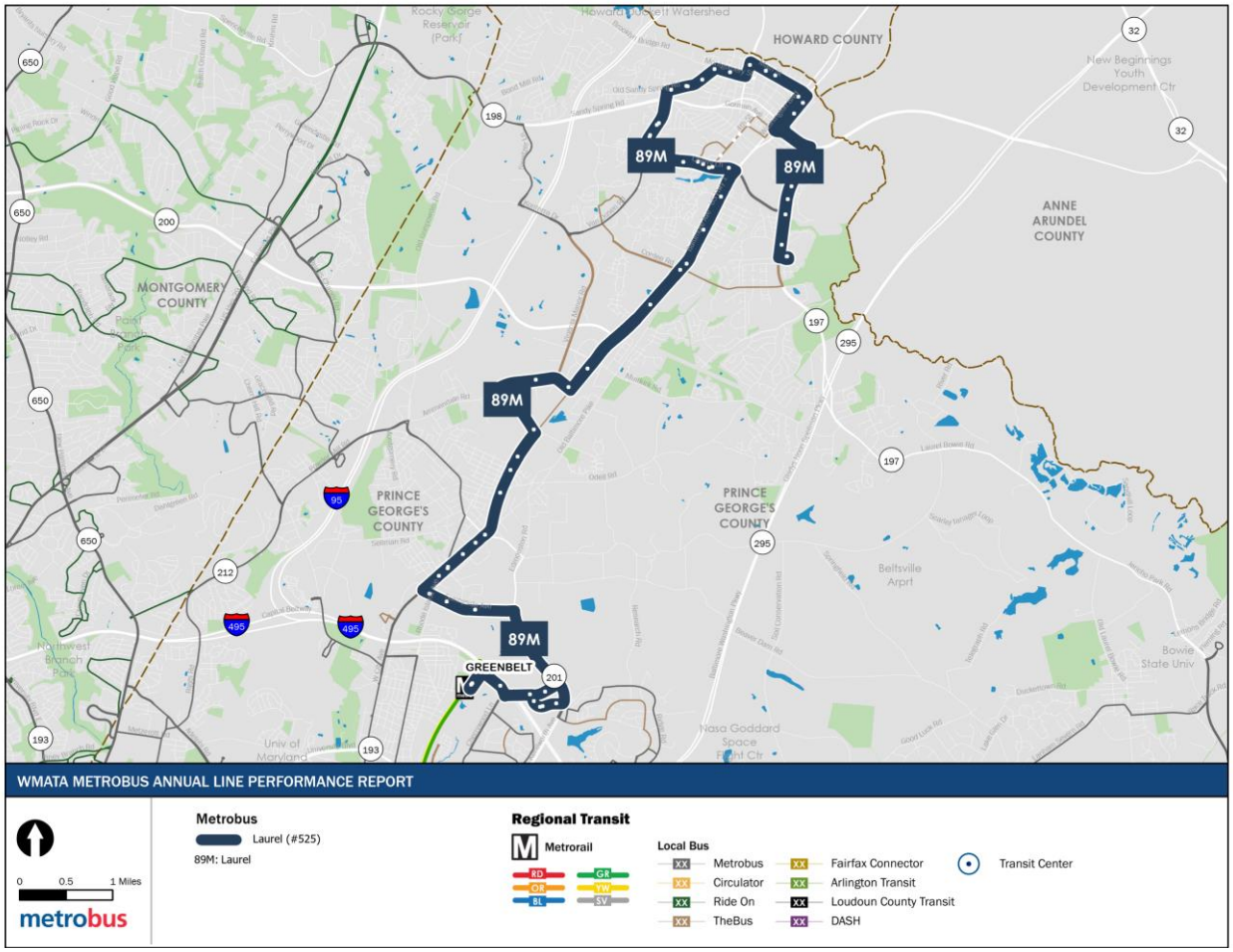
Passenger Miles per Revenue Mile



LINE: 525 - Laurel

ROUTE(S): 89M

About the Line



Service Classification

Coverage

Activity Tier

3

Overall Grade

Line	A

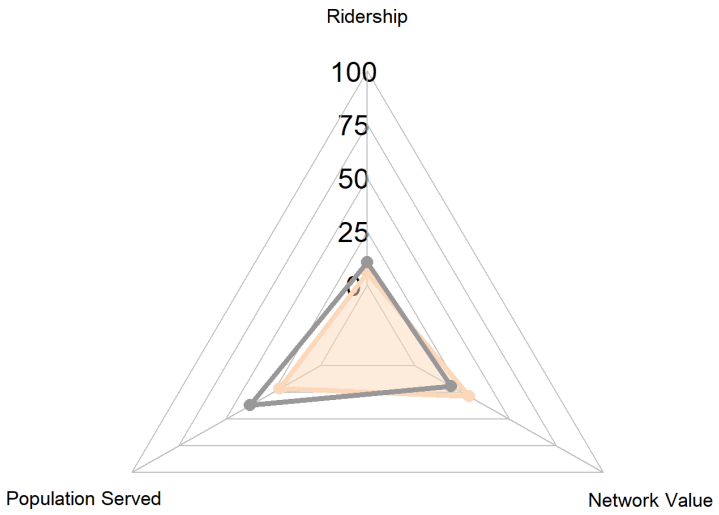
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

19

Out of 100



Classification Average

	Population Served	Network Value	Ridership	Balanced
Line Focus:				
Line Score:	22	29	6	

Operating Statistics

Annual Operating Costs	$1,387,695
Peak Vehicles	3
Vehicle Type(s)	40 Foot

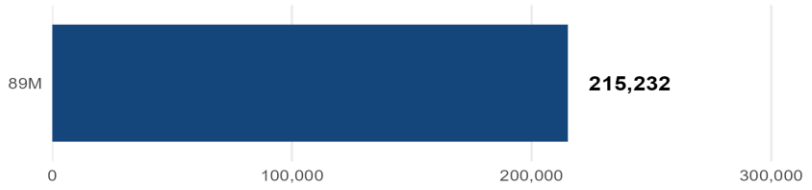
Service Area Context (1/4 Mile, Survey Weekday Only)

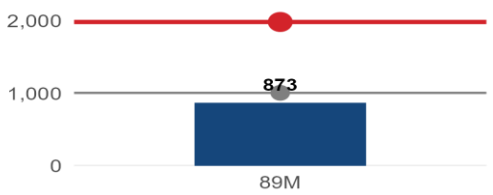
Service Area Population	24,123	
People of Color Population	*Service Area*	14,321
	% Riders Surveyed	91%
Low Income Household	*Service Area*	6,084
	% Riders Surveyed	53%

Facilities/Amenities

Bus Stops	93
% Stops With Shelters	15%
% Stops With Benches	15%
% Stops With Real-Time Signs	0%

Ridership

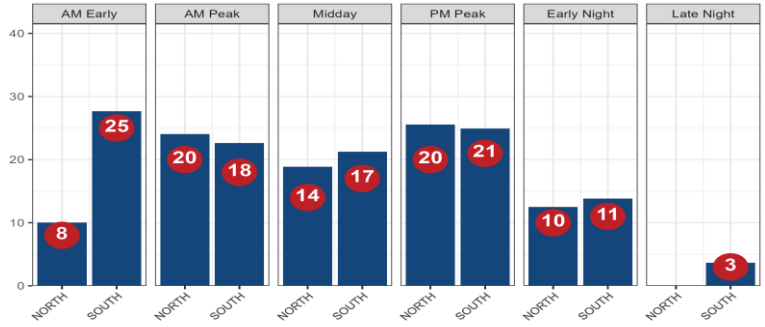
Annual Ridership	
Top Transfer Locations	**Greenbelt, Deanwood, Pentagon**

	Weekday	**Saturday**	**Sunday**
Average Daily Ridership		*No Service*	*No Service*

Class/Tier Average

System Average

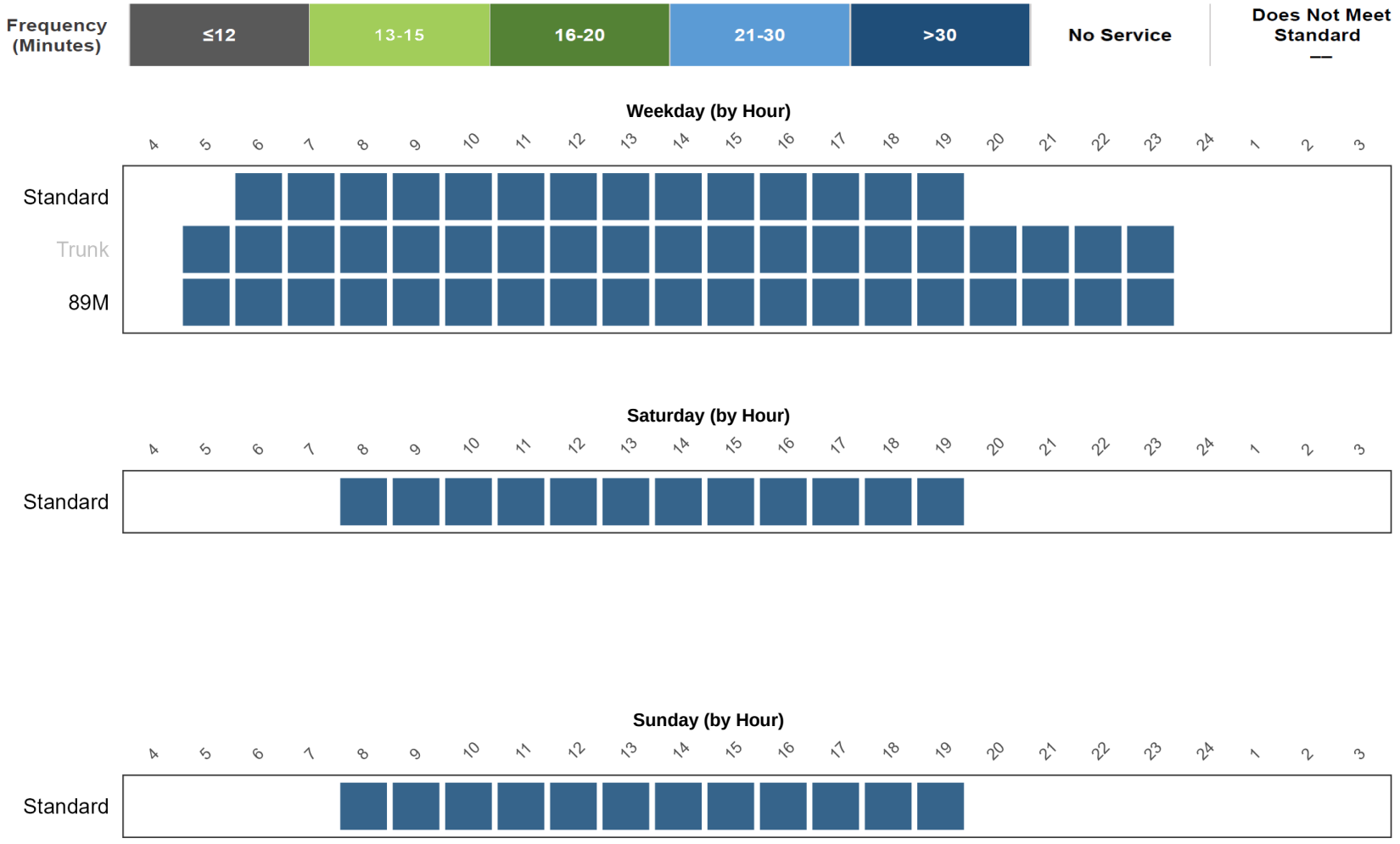
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	**NORTH**	**SOUTH**
Weekday	**Peak** **Maximum Target: 1**	0.5	0.49
	Off-Peak **Maximum Target: 1.0**	0.3	0.36
	Saturday **Maximum Target: 1.0**		
	Sunday **Maximum Target: 1.0**		

Span and Frequency



Performance Report Card

A Laurel

Measure | Standard		Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	5:15 AM - 11:52 PM	-	A	-	-	-	-	-	-
	Frequency of Service | varies	Peak: 44.0 / Off-Peak: 55.0	Peak: 26 / Off-Peak: 38.8	A	-	-	-	-	-	-
Productivity	**Passengers per Revenue Hour |** 10	20	22.8	A	-	-	-	-	-	-
	Passengers per Revenue Mile | 1	1.3	1.9	A	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	76%	80%	C	-	-	-	-	-	-
	Crowding | 5%	1%	1%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.34 Peak: 0.49	Off-Peak: 0.25 Peak: 0.32	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$6.49	$ 6.33	A	-	-	-	-	-	-
	Cost Recovery | 20%	10%	10%	E	-	-	-	-	-	-

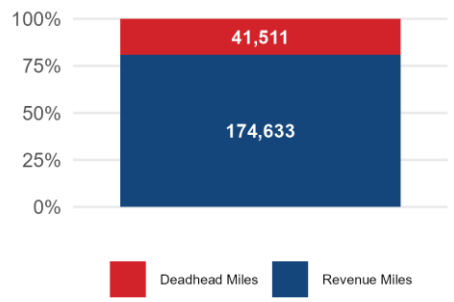
Route 89M

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	2.2	4.8	E
Route Design	**Circuity |** N/A	2.52	1.78	-

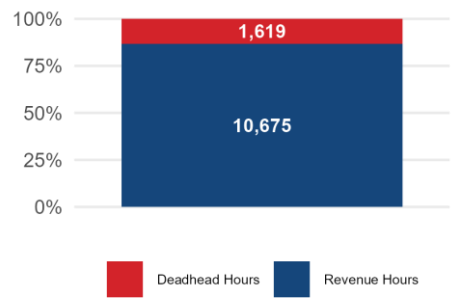
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 10	20	22.8	A	-	-	-	-	-	-
	Passengers per Revenue Mile | 1	1.3	1.9	A	-	-	-	-	-	-
	Unique Segment Ridership | 10%	79%	47%	A	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	76%	80%	C	-	-	-	-	-	-
	Crowding | 5%	1%	1%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.34 Peak: 0.49	Off-Peak: 0.25 Peak: 0.31	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$6.49	$ 6.33	A	-	-	-	-	-	-
	Cost Recovery | 20%	10%	10%	E	-	-	-	-	-	-

Operational Analysis

Miles Allocation



Hours Allocation



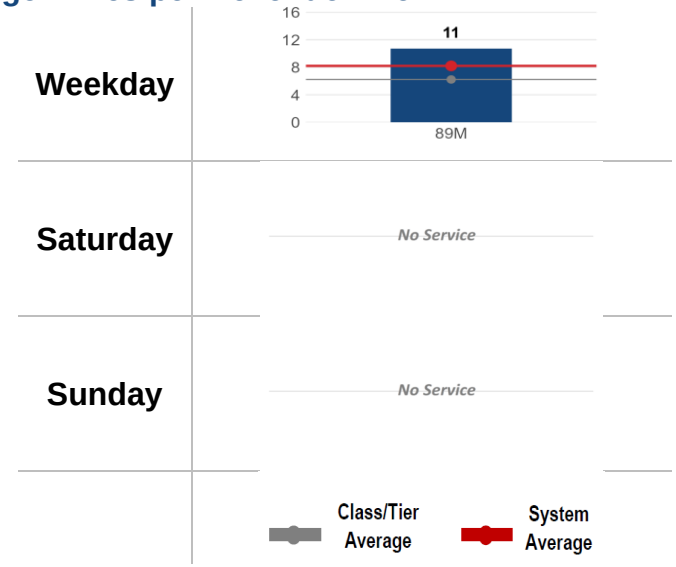
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
89M	43.40	10,922	10,692 (97.9%)

Service Change Summary

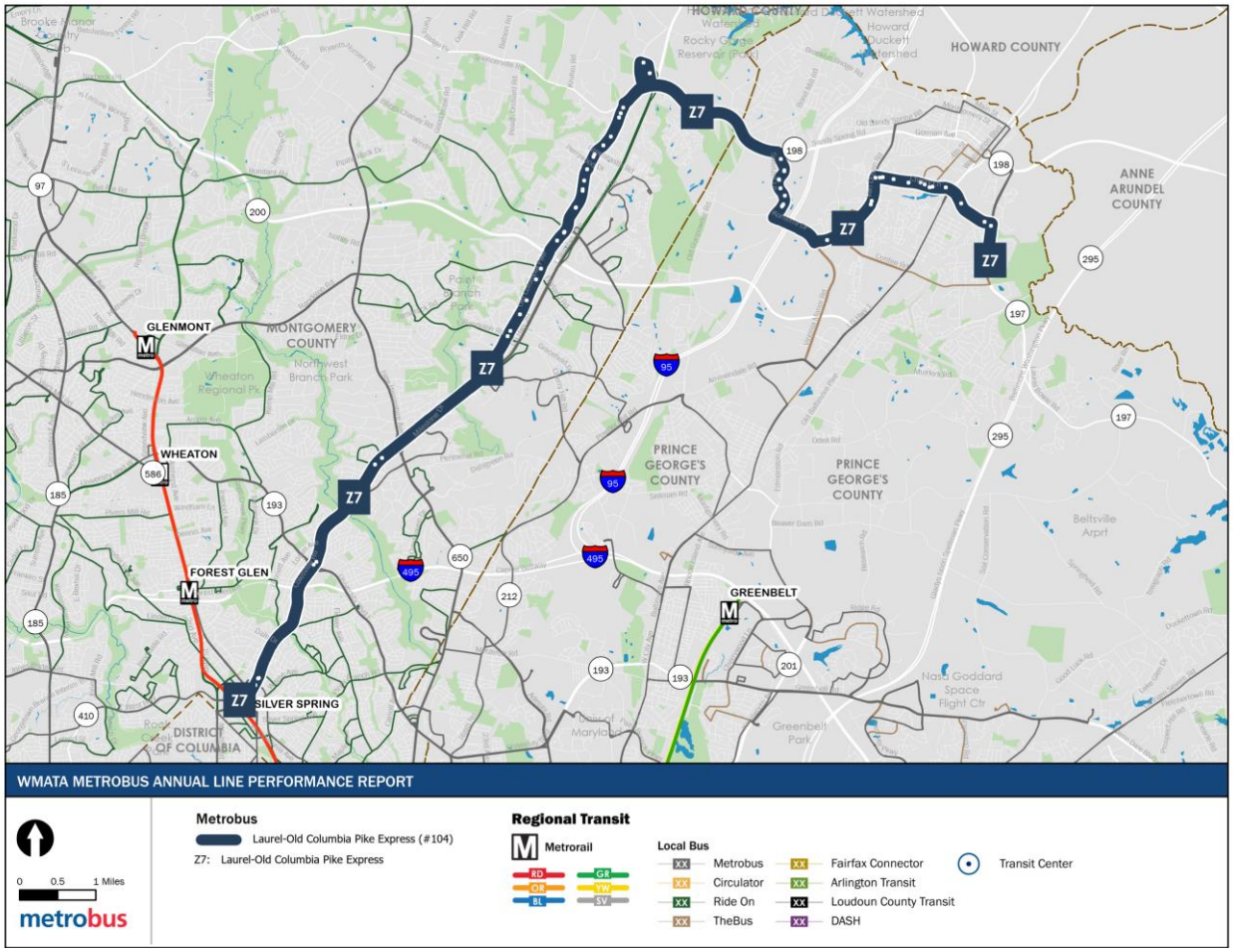
Jun 2023: No change
Sep 2023: No change
Dec 2023: No change

Passenger Miles per Revenue Mile



LINE: 104 - Laurel-Old Columbia Pike Express ROUTE(S): Z7

About the Line



Service Classification

Commuter

Activity Tier

3

Overall Grade

Line	B

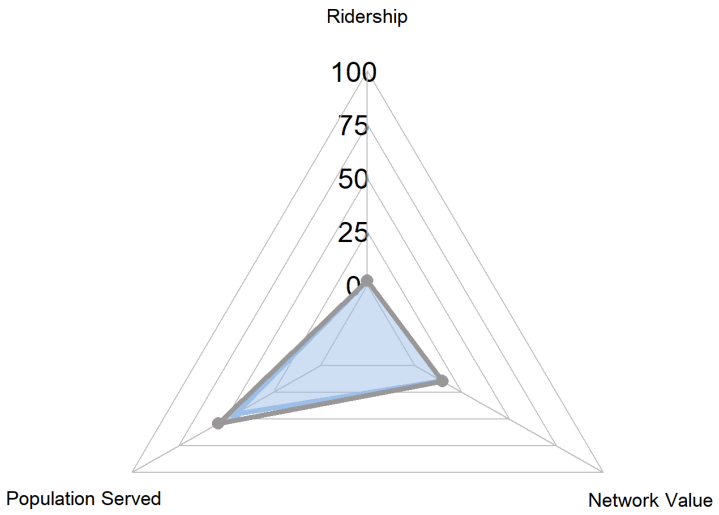
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

21

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	45	14	2	

Operating Statistics

Annual Operating Costs	$658,730
Peak Vehicles	3
Vehicle Type(s)	40 Foot

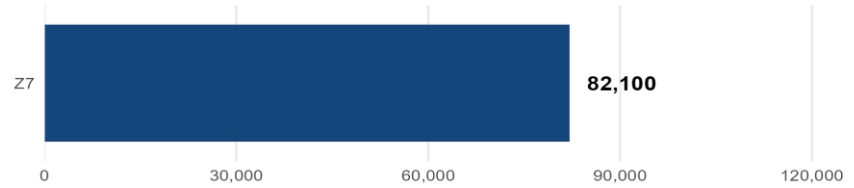
Service Area Context (1/4 Mile, Survey Weekday Only)

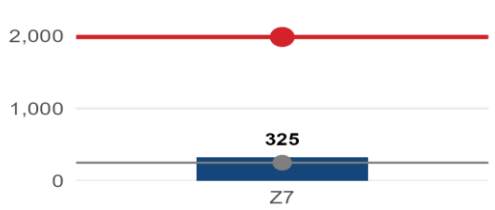
Service Area Population			32,370
People of Color Population	*Service Area*	20,888	
	% Riders Surveyed	86%	
Low Income Household	*Service Area*	6,455	
	% Riders Surveyed	54%	

Facilities/Amenities

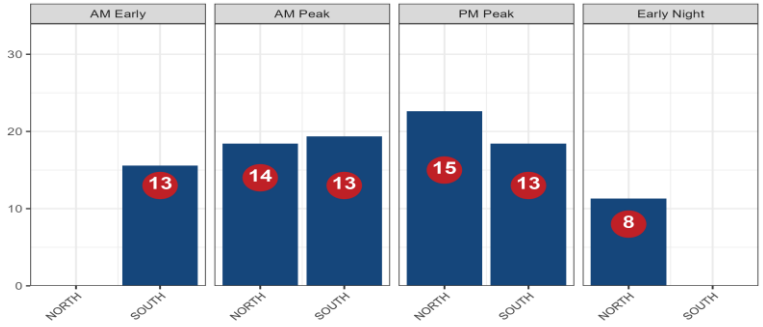
Bus Stops	99
% Stops With Shelters	19%
% Stops With Benches	22%
% Stops With Real-Time Signs	1%

Ridership

Annual Ridership	
Top Transfer Locations	**Silver Spring, McPherson Square**

Average Daily Ridership	**Weekday**	**Saturday**	**Sunday**
Class/Tier Average System Average		*No Service*	*No Service*

Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	**NORTH**	**SOUTH**
Weekday	**Peak** **Maximum Target: 1**	0.37	0.32
	Off-Peak **Maximum Target: 1.0**	0.21	0.32
	Saturday **Maximum Target: 1.0**		
	Sunday **Maximum Target: 1.0**		

Span and Frequency



Performance Report Card

B Laurel-Old Columbia Pike Express

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	5:00 AM - 9:03 AM; 3:20 PM - 8:32 PM	-	A	-	-	-	-	-	-
	Frequency of Service | varies	Peak: 38.0 / Off-Peak: NA	Peak: 33.5 / Off-Peak: 60	-	-	-	-	-	-	-
Productivity	**Passengers per Revenue Hour |** N/A	15.5	16	A	-	-	-	-	-	-
	Passengers per Revenue Mile | 1	1	0.9	B	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	78%	79%	C	-	-	-	-	-	-
	Crowding | 5%	0%	2%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.28 Peak: 0.34	Off-Peak: 0.23 Peak: 0.33	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$8.39	$ 9.11	C	-	-	-	-	-	-
	Cost Recovery | 20%	12%	24%	E	-	-	-	-	-	-

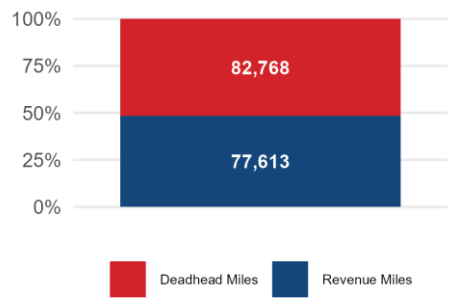
Route Z7

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** N/A	2.7	2.4	-
Route Design	**Circuity |** N/A	1.38	1.37	-

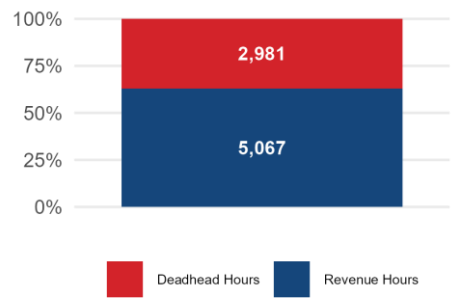
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** N/A	15.5	16	A	-	-	-	-	-	-
	Passengers per Revenue Mile | 1	1	0.9	B	-	-	-	-	-	-
	Unique Segment Ridership | 15%	38%	29%	A	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	78%	79%	C	-	-	-	-	-	-
	Crowding | 5%	0%	1%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.28 Peak: 0.34	Off-Peak: 0.22 Peak: 0.3	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$8.39	$ 9.11	C	-	-	-	-	-	-
	Cost Recovery | 20%	12%	22%	E	-	-	-	-	-	-

Operational Analysis

Miles Allocation



Hours Allocation



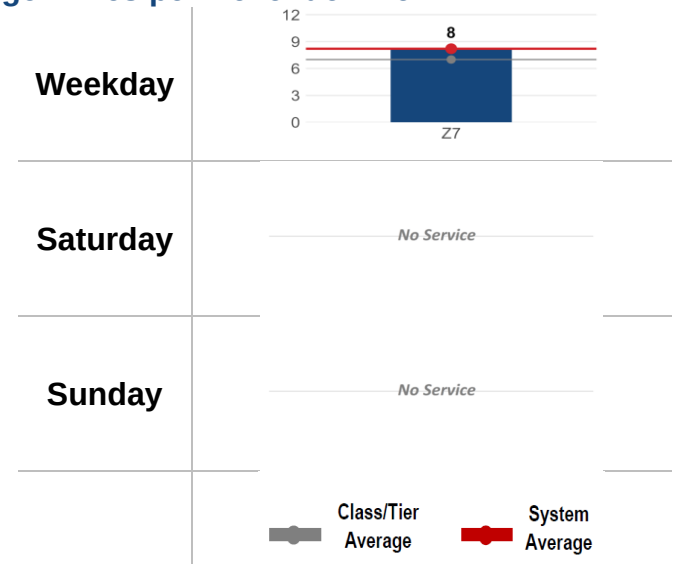
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
Z7	37.50	4,233	4,170 (98.5%)

Service Change Summary

Jun 2023: No change
Sep 2023: No change
Dec 2023: No change

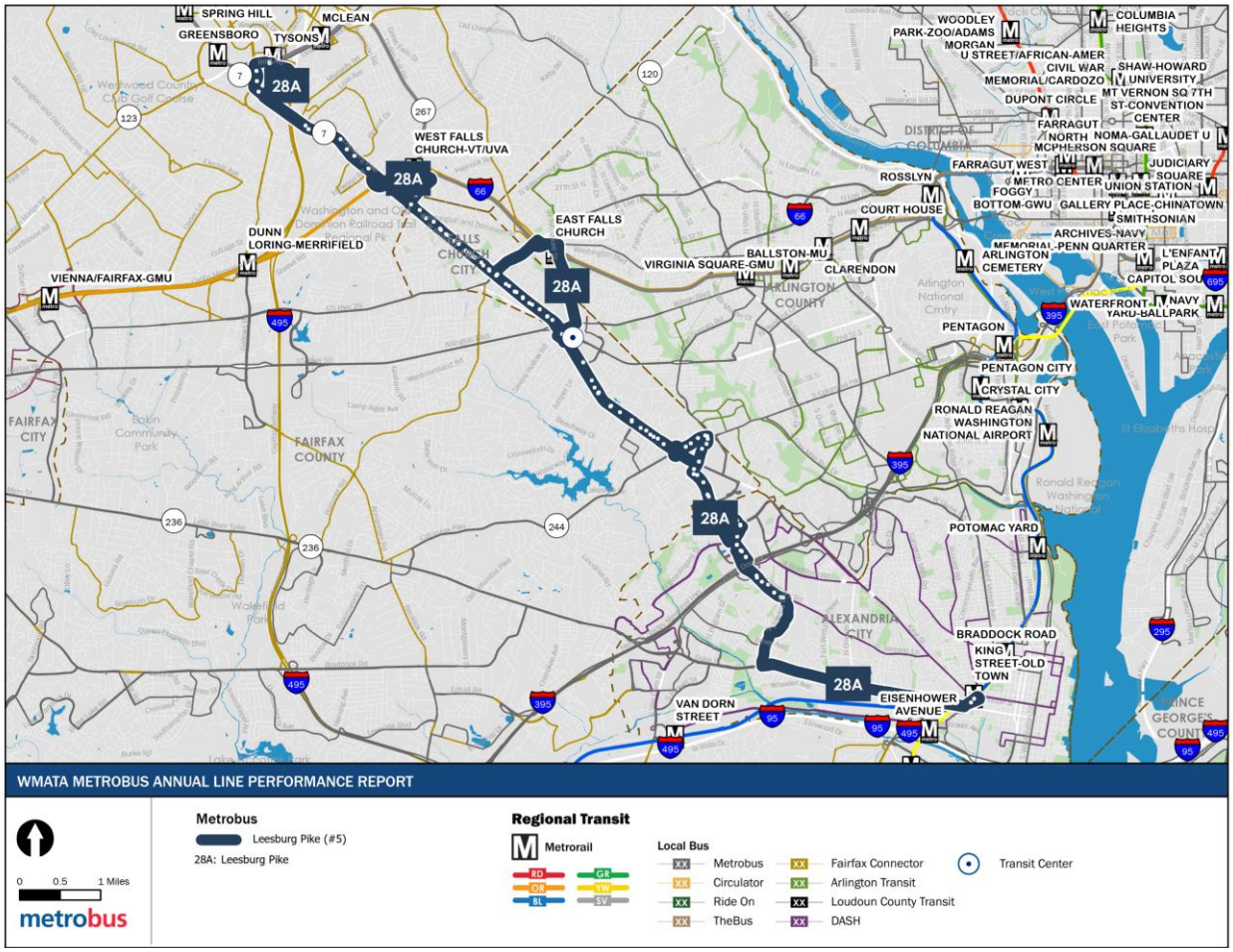
Passenger Miles per Revenue Mile



LINE: 5 - Leesburg Pike

ROUTE(S): 28A

About the Line



Service Classification

Framework

Activity Tier

2

Overall Grade

Line	B

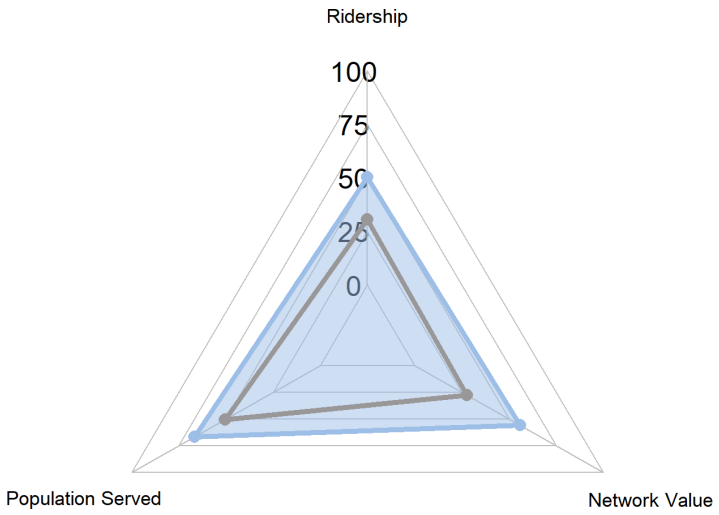
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

58

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	66	56	50	

Operating Statistics

Annual Operating Costs	$13,815,909
Peak Vehicles	21
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

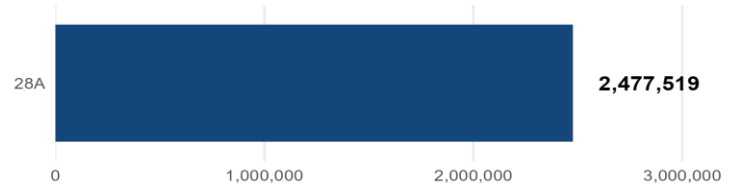
Service Area Population		69,404
People of Color Population	*Service Area*	24,758
	% Riders Surveyed	83%
Low Income Household	*Service Area*	17,402
	% Riders Surveyed	62%

Facilities/Amenities

Bus Stops	152
% Stops With Shelters	25%
% Stops With Benches	30%
% Stops With Real-Time Signs	1%

Ridership

Annual Ridership



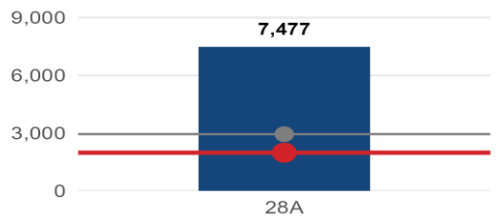
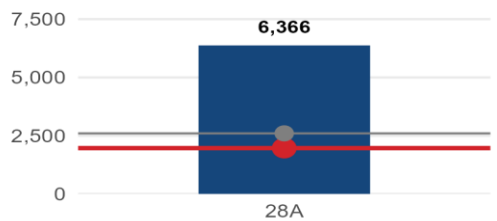
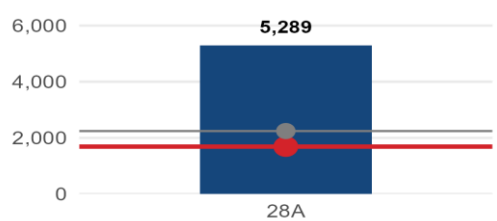
Top Transfer Locations

East Falls Church, West Falls Church, King Street

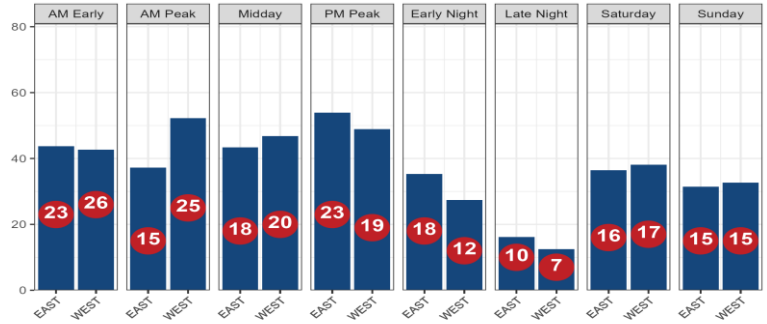
Average Daily Ridership

Class/Tier Average

System Average

Weekday	Saturday	Sunday
		

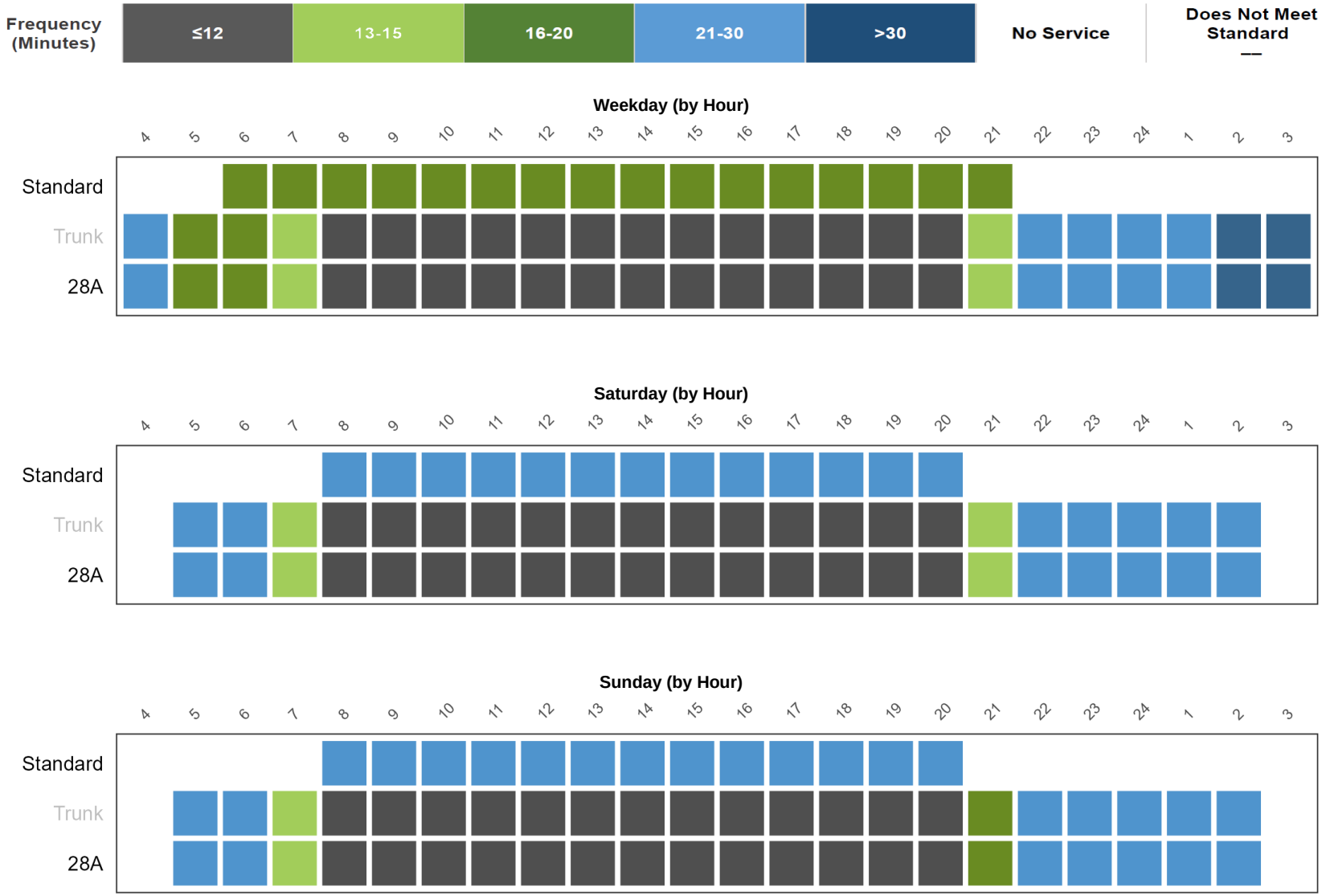
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	EAST	WEST
Weekday	**Peak** Maximum Target: 1	0.5	0.54
Weekday	**Off-Peak** Maximum Target: 1.0	0.43	0.42
	Saturday Maximum Target: 1.0	0.41	0.43
	Sunday Maximum Target: 1.0	0.36	0.37

Span and Frequency



Performance Report Card

B Leesburg Pike

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	4:18 AM - 3:06 AM	-	A	5:30 AM - 2:54 AM	-	A	5:45 AM - 2:55 AM	-	A
	Frequency of Service | varies	Peak: 12.0 / Off-Peak: 12.0	Peak: 15.6 / Off-Peak: 20	A	14.0	24.4	A	14.0	24.1	A
Productivity	**Passengers per Revenue Hour |** 20	25.6	28.6	A	21.4	27.1	B	19.1	24.8	C
	Passengers per Revenue Mile | 2	2.3	2.8	A	2.0	2.5	B	1.8	2.3	D
Reliability	**On-Time Performance |** 79%	80%	76%	B	82%	78%	B	84%	80%	B
	Crowding | 5%	1%	2%	A	0%	1%	A	0%	1%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.43 Peak: 0.52	Off-Peak: 0.38 Peak: 0.48	A	0.42	0.37	A	0.37	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$5.07	$ 5.38	B	$6.08	$ 5.53	D	$6.82	$ 6.29	E
	Cost Recovery | 20%	25%	19%	A	21%	17%	B	18%	15%	C

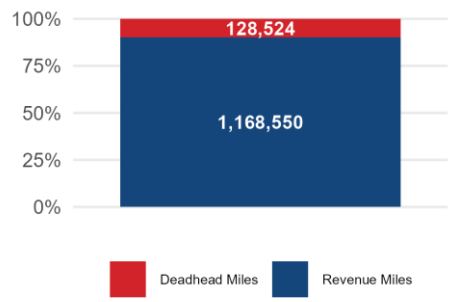
Route 28A

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	3.7	4.5	E
Route Design	**Circuity |** 1.75	1.65	1.47	B

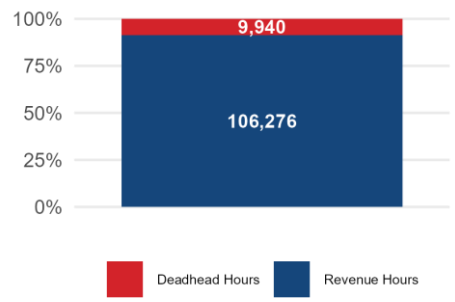
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 20	25.6	28.6	A	21.4	27.1	B	19.1	24.8	C
	Passengers per Revenue Mile | 2	2.3	2.8	A	2.0	2.5	B	1.8	2.3	D
	Unique Segment Ridership | 10%	42%	20%	A	66%	36%	A	65%	39%	A
Reliability	**On-Time Performance |** 79%	80%	76%	B	82%	78%	B	84%	80%	A
	Crowding | 5%	1%	2%	A	0%	1%	A	0%	1%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.43 Peak: 0.52	Off-Peak: 0.39 Peak: 0.48	A	0.42	0.39	A	0.37	0.35	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$5.07	$ 5.38	B	$6.08	$ 5.53	D	$6.82	$ 6.29	E
	Cost Recovery | 20%	25%	19%	A	21%	17%	B	18%	16%	C

Operational Analysis

Miles Allocation



Hours Allocation



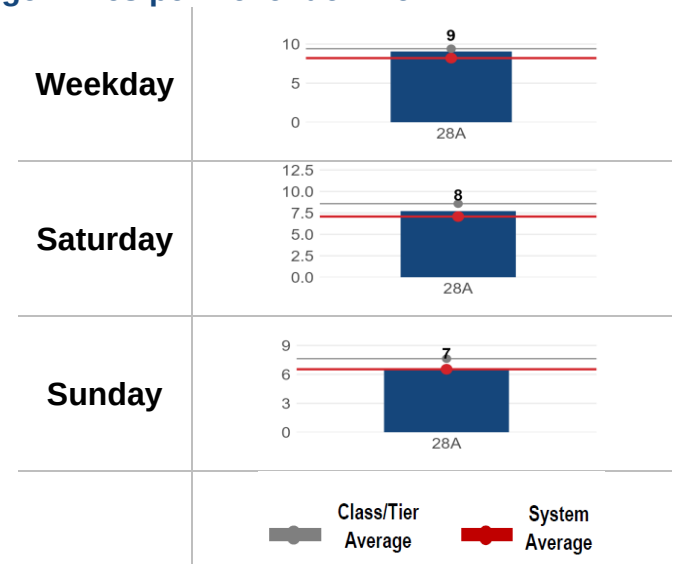
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
28A	42.40	64,224	63,448 (98.8%)

Service Change Summary

Jun 2023: No change
Sep 2023: No change
Dec 2023: No change

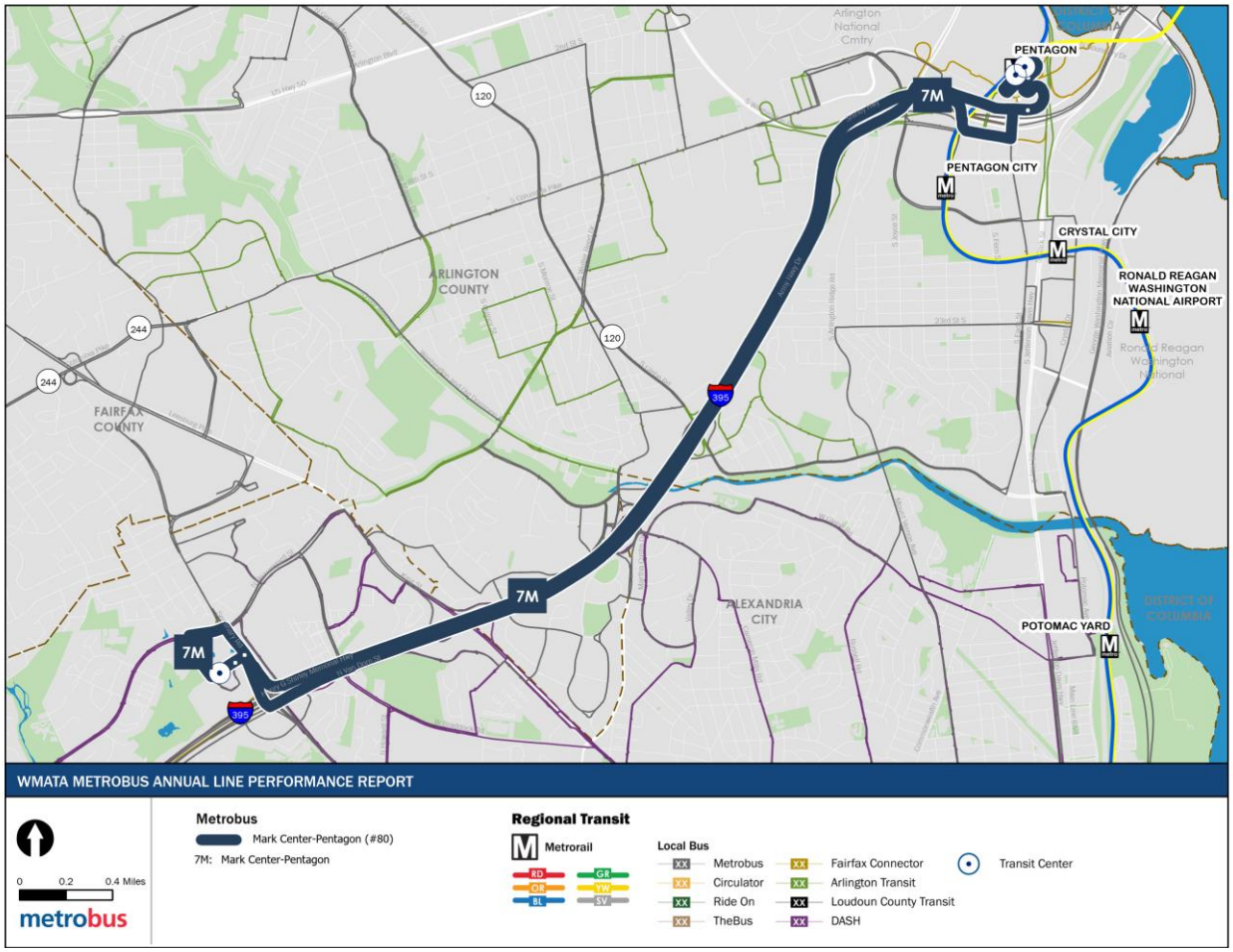
Passenger Miles per Revenue Mile



LINE: 80 - Mark Center-Pentagon

ROUTE(S): 7M

About the Line



Service Classification

Gap

Activity Tier

1

Overall Grade

Line	-

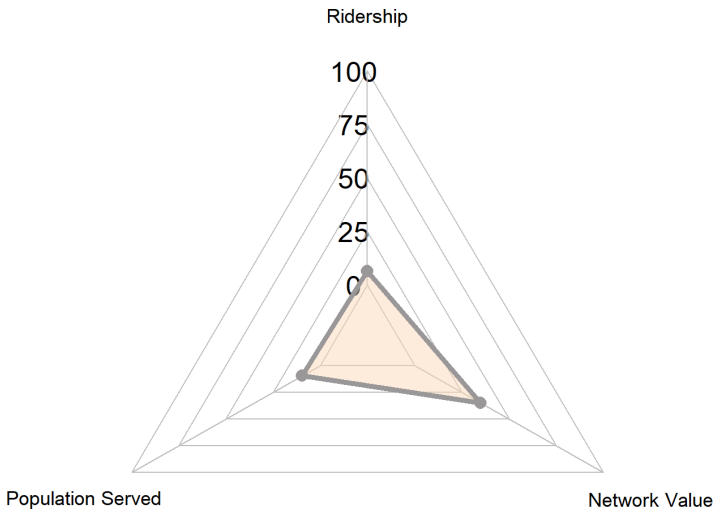
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

17

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	10	35	7	

Operating Statistics

Annual Operating Costs	$1,488,373
Peak Vehicles	7
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

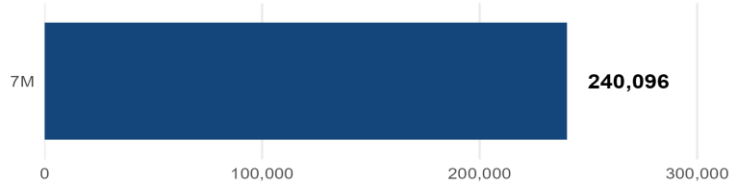
Service Area Population	4,251	
People of Color Population	*Service Area*	2,279
	% Riders Surveyed	39%
Low Income Household	*Service Area*	1,224
	% Riders Surveyed	6%

Facilities/Amenities

Bus Stops	4
% Stops With Shelters	50%
% Stops With Benches	0%
% Stops With Real-Time Signs	50%

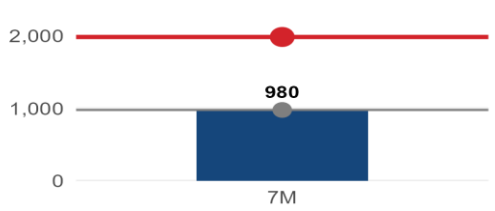
Ridership

Annual Ridership

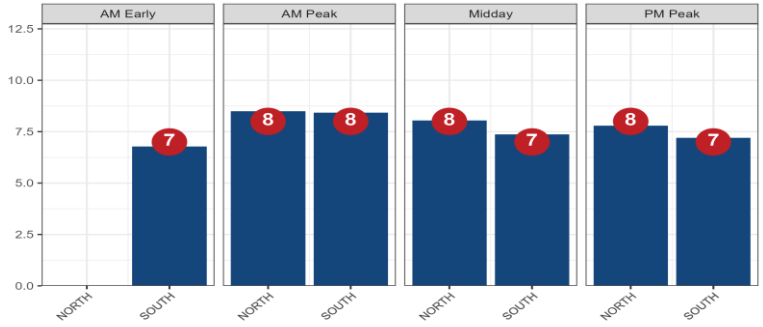


Top Transfer Locations

Pentagon

Average Daily Ridership	Weekday	Saturday	Sunday
Class/Tier Average System Average		No Service	No Service

Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	NORTH	SOUTH
Weekday	**Peak** Maximum Target: NA	0.2	0.18
Weekday	**Off-Peak** Maximum Target: NA	0.2	0.18
	Saturday Maximum Target: NA		
	Sunday Maximum Target: NA		

Span and Frequency



Performance Report Card

- Mark Center-Pentagon

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	5:40 AM - 6:55 PM	-	-	-	-	-	-	-	-
	Frequency of Service | varies	Peak: 10.0 / Off-Peak: 14.0	Peak: 10 / Off-Peak: 14	-	-	-	-	-	-	-
Productivity	**Passengers per Revenue Hour |**	21.9	21.9	-	-	-	-	-	-	-
	Passengers per Revenue Mile |	1.4	1.4	-	-	-	-	-	-	-
Reliability	**On-Time Performance |**	96%	96%	-	-	-	-	-	-	-
	Crowding |	0%	0%	-	-	-	-	-	-	-
	Load Factor | Peak: NA / Off-Peak: NA	-	-	-	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |**	$5.94	$ 5.94	-	-	-	-	-	-	-
	Cost Recovery |	9%	9%	-	-	-	-	-	-	-

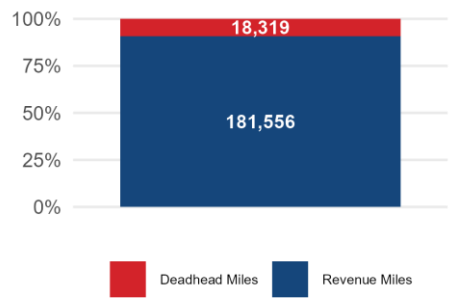
Route 7M

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |**	0.5	0.5	-
Route Design	**Circuity |**	1.01	1.01	-

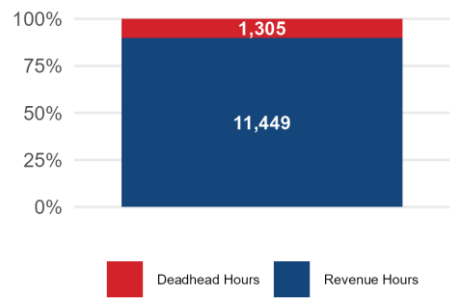
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |**	21.9	21.9	-	-	-	-	-	-	-
	Passengers per Revenue Mile |	1.4	1.4	-	-	-	-	-	-	-
	Unique Segment Ridership |	98%	98%	-	-	-	-	-	-	-
Reliability	**On-Time Performance |**	96%	96%	-	-	-	-	-	-	-
	Crowding |	0%	0%	-	-	-	-	-	-	-
	Load Factor | Peak: NA / Off-Peak: NA	-	-	-	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |**	$5.94	$ 5.94	-	-	-	-	-	-	-
	Cost Recovery |	9%	9%	-	-	-	-	-	-	-

Operational Analysis

Miles Allocation



Hours Allocation



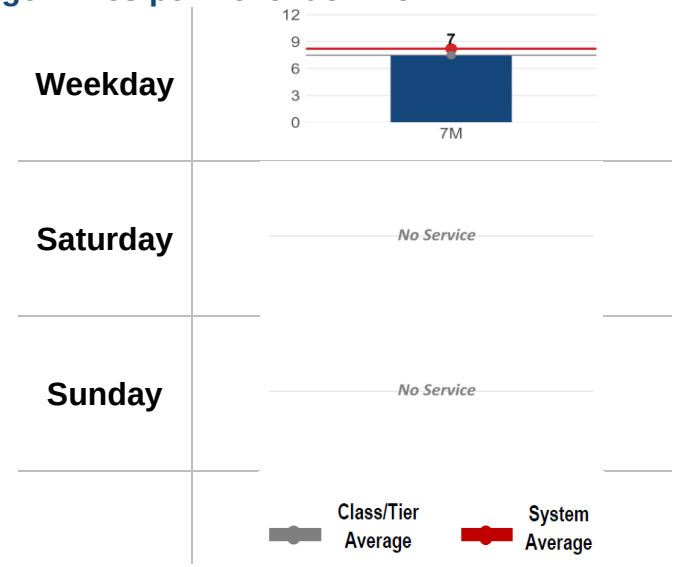
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
7M	10.20	31,623	31,263 (98.9%)

Service Change Summary

Jun 2023: No change
Sep 2023: No change
Dec 2023: No change

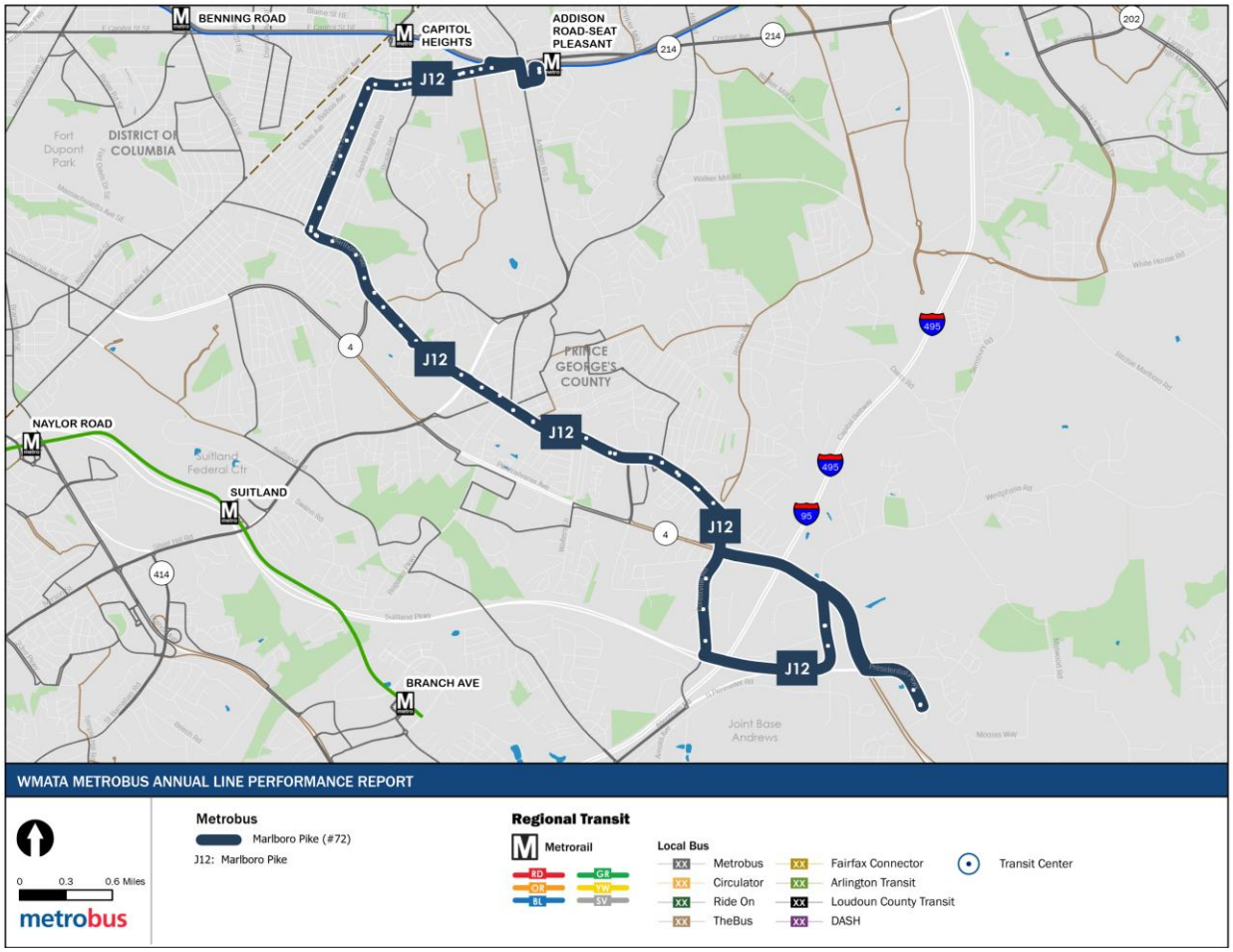
Passenger Miles per Revenue Mile



LINE: 72 - Marlboro Pike

ROUTE(S): J12

About the Line



Service Classification

Coverage

Activity Tier

3

Overall Grade

Line	B

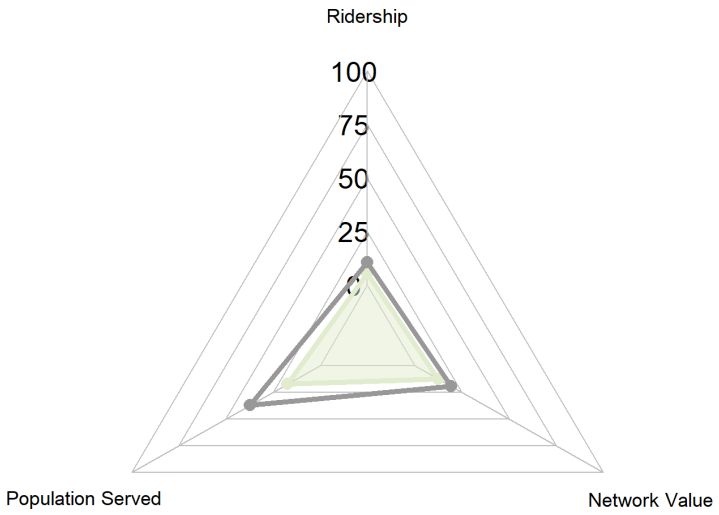
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

12

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	18	12	5	

Operating Statistics

Annual Operating Costs	$1,320,916
Peak Vehicles	4
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

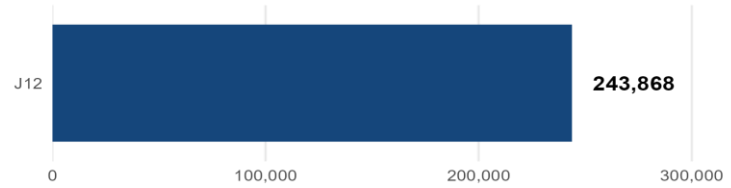
Service Area Population		18,031
People of Color Population	*Service Area*	15,376
	% Riders Surveyed	98%
Low Income Household	*Service Area*	4,572
	% Riders Surveyed	78%

Facilities/Amenities

Bus Stops	77
% Stops With Shelters	9%
% Stops With Benches	9%
% Stops With Real-Time Signs	1%

Ridership

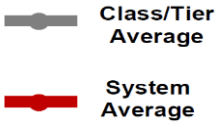
Annual Ridership

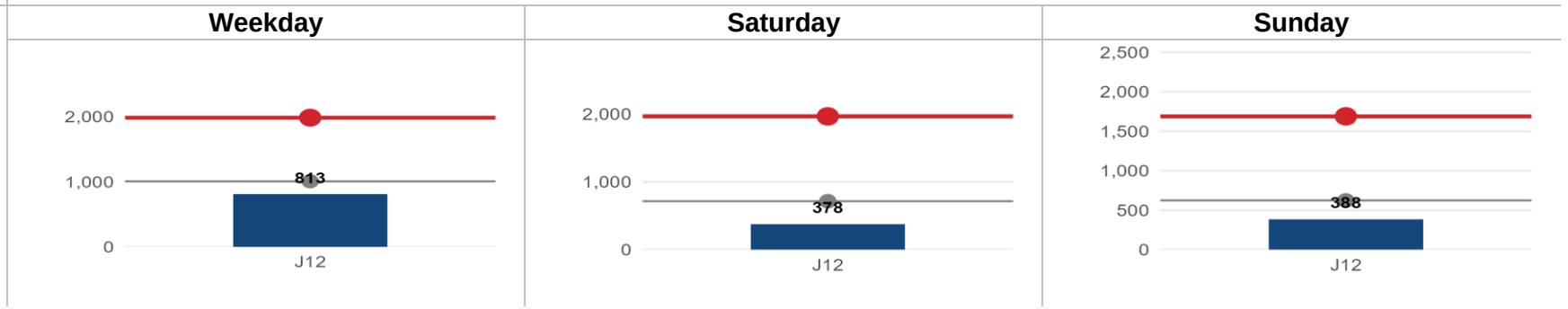


Top Transfer Locations

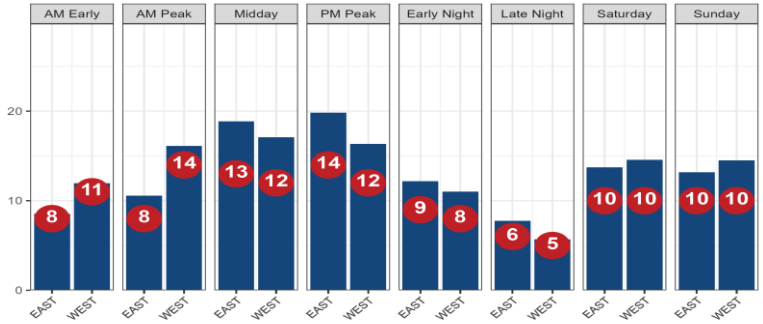
Addison Road

Average Daily Ridership





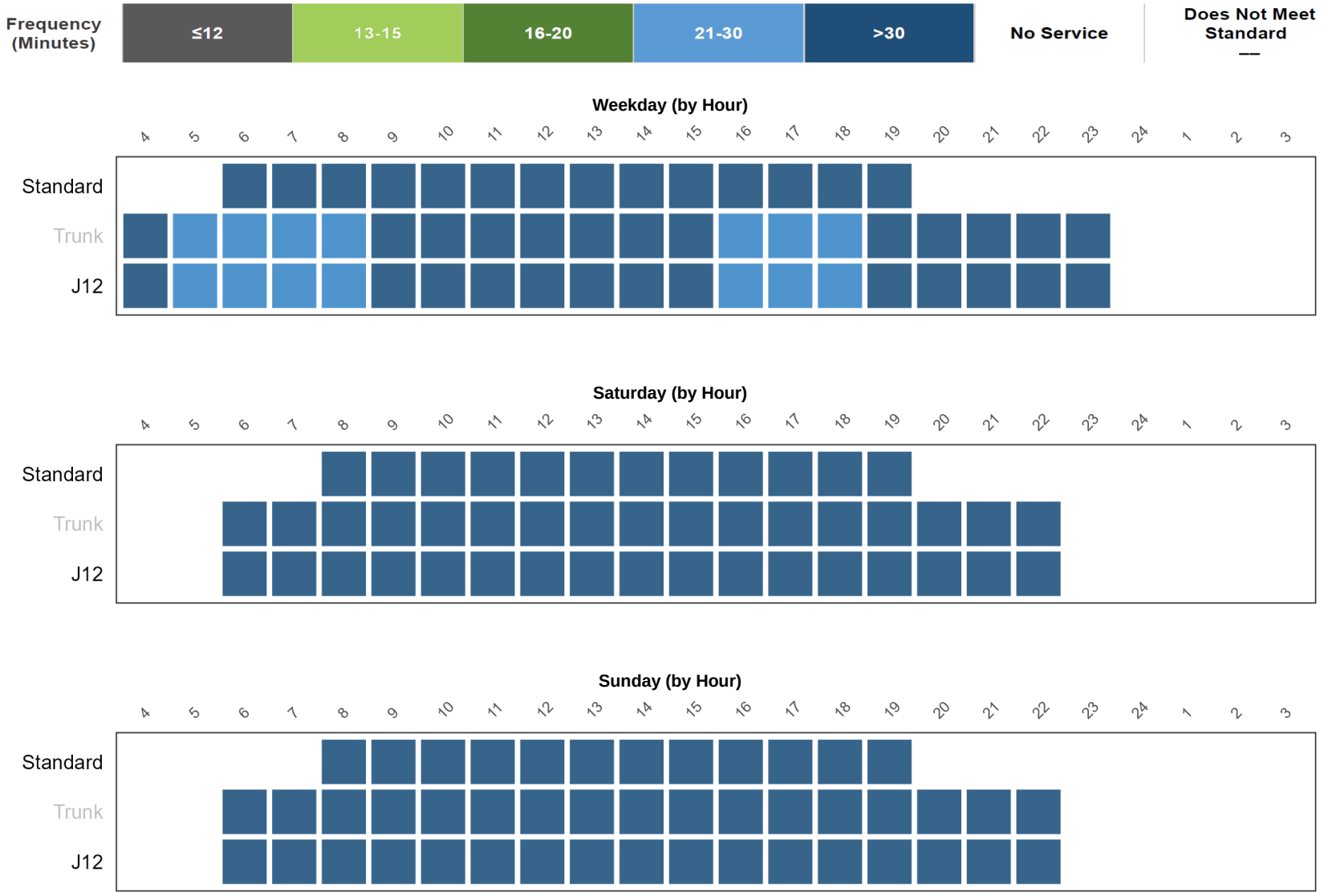
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	EAST	WEST
Weekday	**Peak** Maximum Target: 1	0.28	0.32
	Off-Peak Maximum Target: 1.0	0.27	0.25
	Saturday Maximum Target: 1.0	0.25	0.26
	Sunday Maximum Target: 1.0	0.24	0.26

Span and Frequency



Performance Report Card

B Marlboro Pike

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	4:25 AM - 11:56 PM	-	A	6:15 AM - 10:26 PM	-	A	6:15 AM - 10:26 PM	-	A
	Frequency of Service | varies	Peak: 29.0 / Off-Peak: 62.0	Peak: 26 / Off-Peak: 38.8	A	69.0	47.4	D	70.0	49.8	D
Productivity	**Passengers per Revenue Hour |** 10	24.3	22.8	A	25.1	23.6	A	24.9	24.3	A
	Passengers per Revenue Mile | 1	1.8	1.9	A	1.9	2.0	A	1.8	2.0	A
Reliability	**On-Time Performance |** 79%	86%	80%	A	82%	79%	B	81%	80%	B
	Crowding | 5%	0%	1%	A	0%	1%	A	0%	0%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.26 Peak: 0.3	Off-Peak: 0.25 Peak: 0.32	A	0.25	0.27	A	0.25	0.26	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$5.35	$ 6.33	A	$5.17	$ 5.97	A	$5.21	$ 5.70	A
	Cost Recovery | 20%	5%	10%	E	5%	8%	E	5%	8%	E

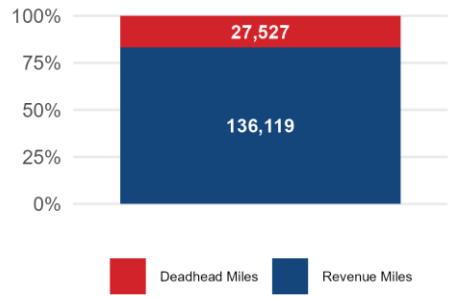
Route J12

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	4.4	4.8	A
Route Design	**Circuity |** N/A	1.64	1.78	-

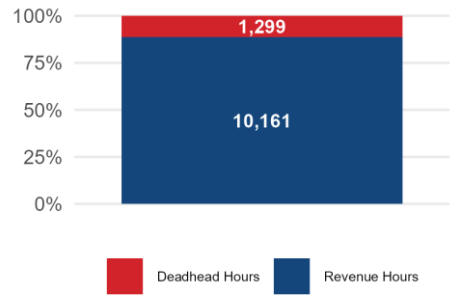
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 10	24.3	22.8	A	25.1	23.6	A	24.9	24.3	A
	Passengers per Revenue Mile | 1	1.8	1.9	A	1.9	2.0	A	1.8	2.0	A
	Unique Segment Ridership | 10%	29%	47%	A	30%	58%	A	49%	61%	A
Reliability	**On-Time Performance |** 79%	86%	80%	A	82%	79%	B	81%	80%	B
	Crowding | 5%	0%	1%	A	0%	1%	A	0%	0%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.26 Peak: 0.3	Off-Peak: 0.25 Peak: 0.31	A	0.25	0.27	A	0.25	0.26	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$5.35	$ 6.33	A	$5.17	$ 5.97	A	$5.21	$ 5.70	A
	Cost Recovery | 20%	5%	10%	E	5%	7%	E	5%	8%	E

Operational Analysis

Miles Allocation



Hours Allocation



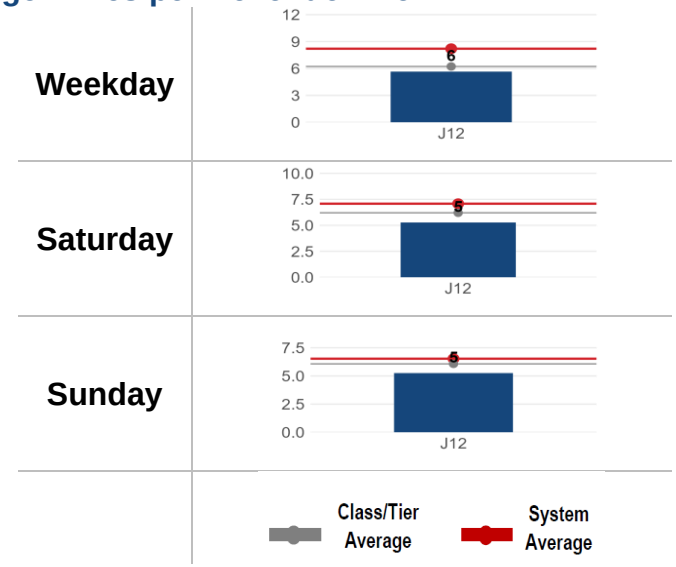
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
J12	18.20	16,971	16,706 (98.4%)

Service Change Summary

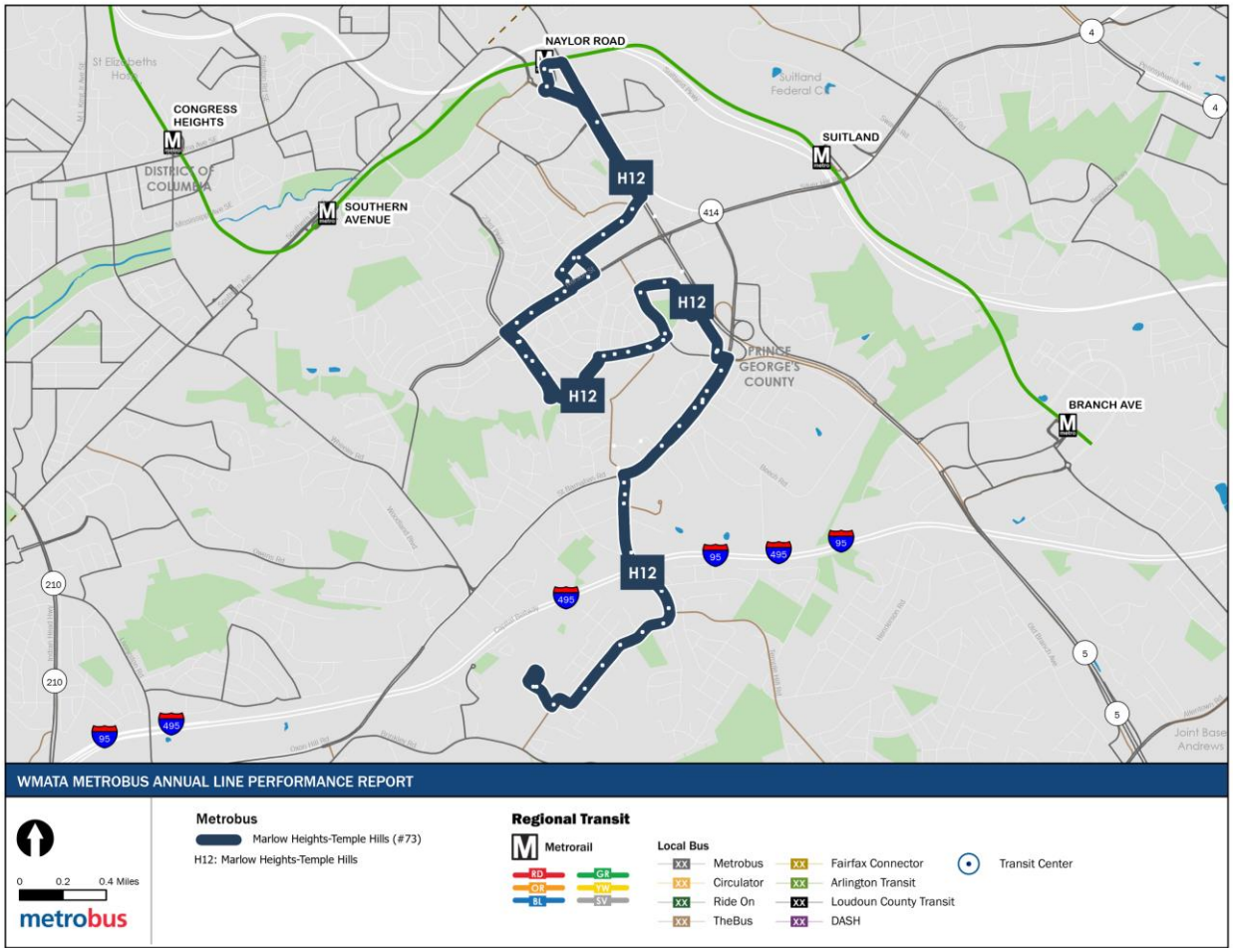
Jun 2023: No change
Sep 2023: No change
Dec 2023: No change

Passenger Miles per Revenue Mile



LINE: 73 - Marlow Heights-Temple Hills ROUTE(S): H12

About the Line



Service Classification

Coverage

Activity Tier

3

Overall Grade

Line	B

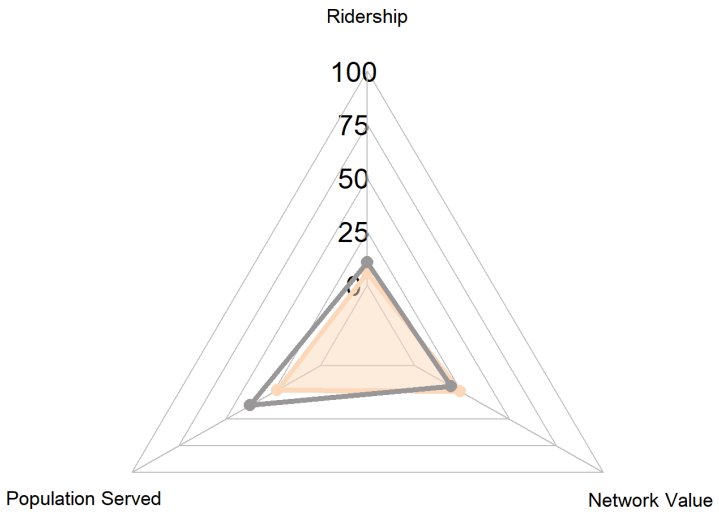
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

18

Out of 100



Classification Average

	Population Served	Network Value	Ridership	Balanced
Line Focus:				
Line Score:	23	24	6	

Operating Statistics

Annual Operating Costs	$1,491,626
Peak Vehicles	4
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

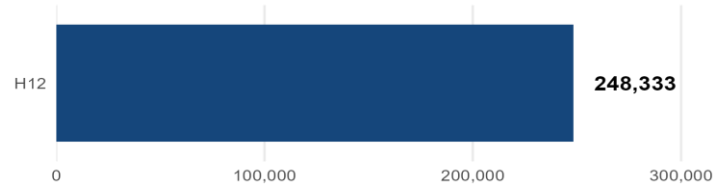
Service Area Population			17,272
People of Color Population	*Service Area*	15,533	
	% Riders Surveyed	99%	
Low Income Household	*Service Area*	5,903	
	% Riders Surveyed	56%	

Facilities/Amenities

Bus Stops	79
% Stops With Shelters	10%
% Stops With Benches	6%
% Stops With Real-Time Signs	0%

Ridership

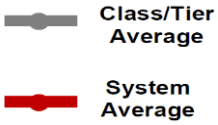
Annual Ridership

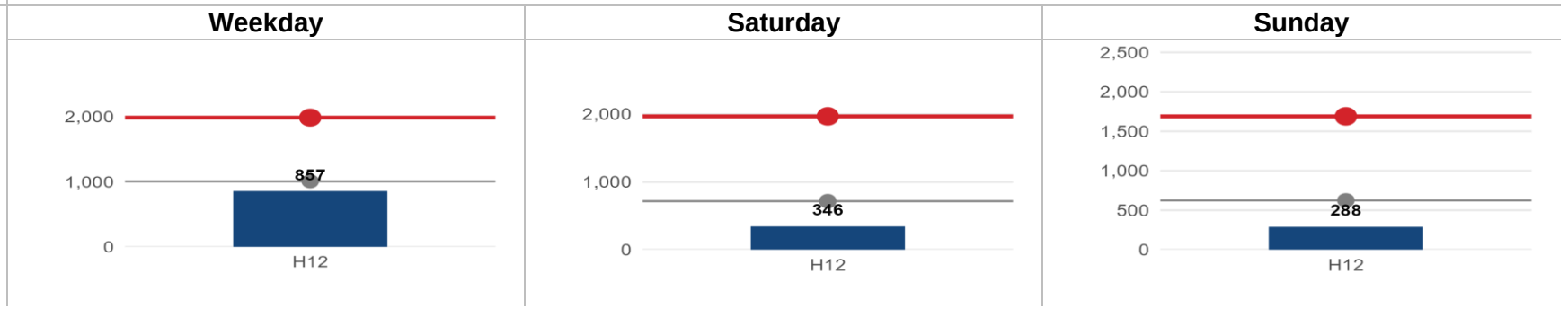


Top Transfer Locations

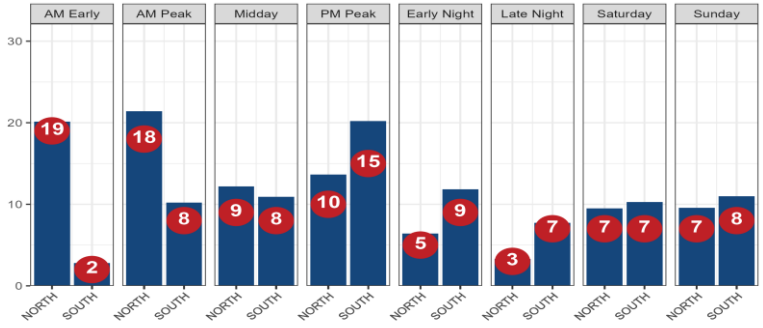
Naylor Road

Average Daily Ridership





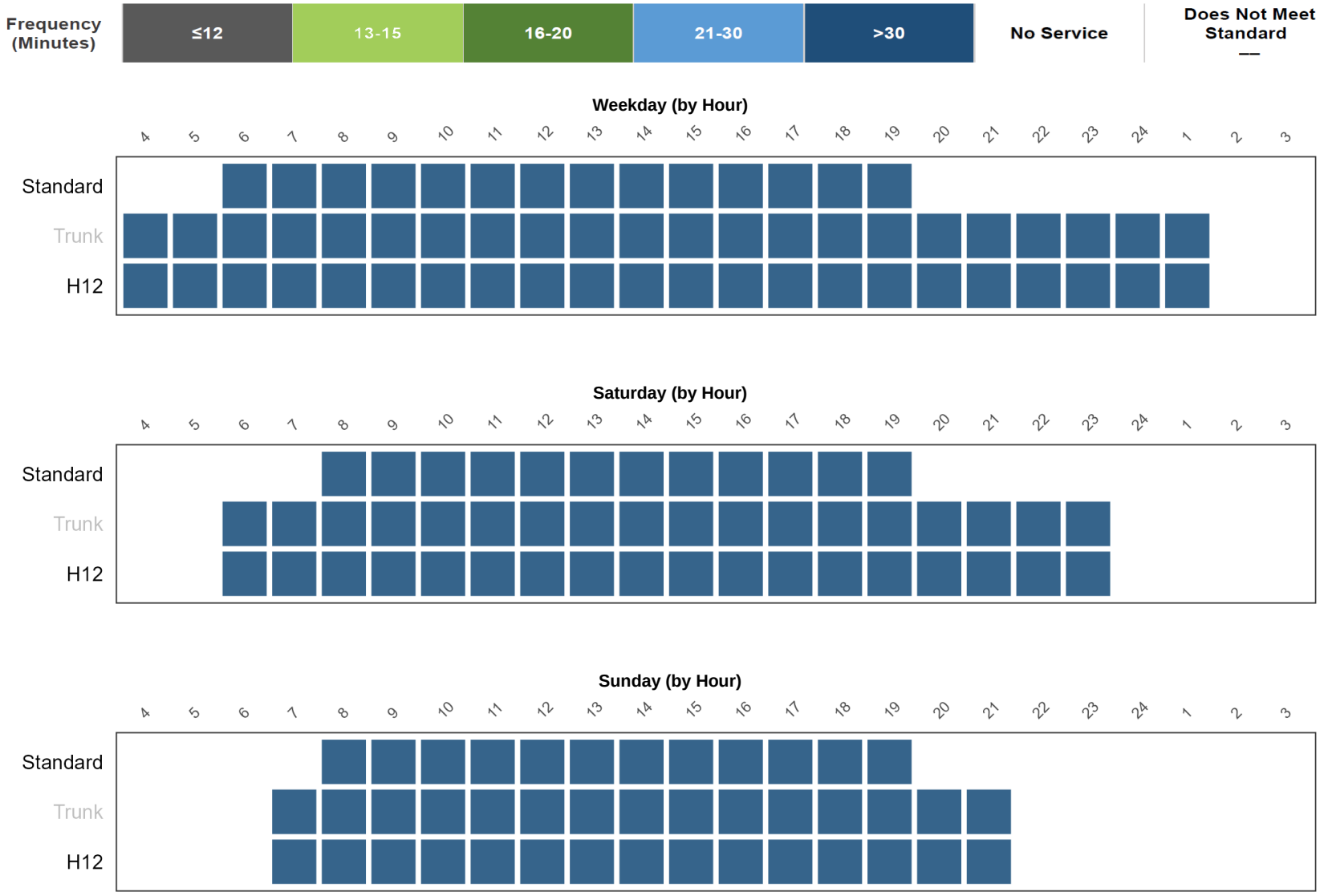
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	NORTH	SOUTH
Weekday	**Peak** Maximum Target: 1	0.35	0.29
Weekday	**Off-Peak** Maximum Target: 1.0	0.21	0.2
	Saturday Maximum Target: 1.0	0.18	0.18
	Sunday Maximum Target: 1.0	0.18	0.2

Span and Frequency



Performance Report Card

B Marlow Heights-Temple Hills

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	4:50 AM - 1:07 AM	-	A	6:19 AM - 11:47 PM	-	A	7:50 AM - 9:48 PM	-	A
	Frequency of Service | varies	Peak: 34.0 / Off-Peak: 34.0	Peak: 26 / Off-Peak: 38.8	A	59.0	47.4	B	60.0	49.8	B
Productivity	**Passengers per Revenue Hour |** 10	22.5	22.8	A	19.6	23.6	A	21.0	24.3	A
	Passengers per Revenue Mile | 1	1.9	1.9	A	1.5	2.0	A	1.6	2.0	A
Reliability	**On-Time Performance |** 79%	84%	80%	B	76%	79%	C	84%	80%	B
	Crowding | 5%	0%	1%	A	0%	1%	A	0%	0%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.2 Peak: 0.32	Off-Peak: 0.25 Peak: 0.32	A	0.18	0.27	A	0.19	0.26	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$5.79	$ 6.33	A	$6.63	$ 5.97	A	$6.19	$ 5.70	A
	Cost Recovery | 20%	6%	10%	E	5%	8%	E	6%	8%	E

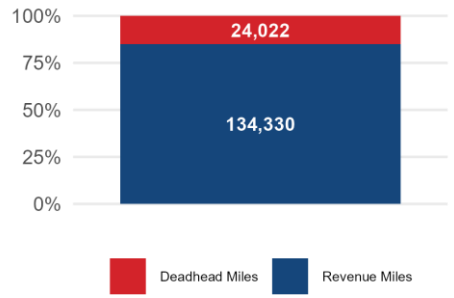
Route H12

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	6.5	4.8	E
Route Design	**Circuity |** N/A	1.48	1.78	-

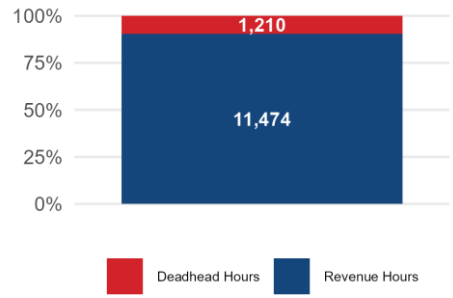
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 10	22.5	22.8	A	19.6	23.6	A	21.0	24.3	A
	Passengers per Revenue Mile | 1	1.9	1.9	A	1.5	2.0	A	1.6	2.0	A
	Unique Segment Ridership | 10%	70%	47%	A	65%	58%	A	80%	61%	A
Reliability	**On-Time Performance |** 79%	84%	80%	A	76%	79%	C	84%	80%	A
	Crowding | 5%	0%	1%	A	0%	1%	A	0%	0%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.2 Peak: 0.32	Off-Peak: 0.25 Peak: 0.31	A	0.18	0.27	A	0.19	0.26	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$5.79	$ 6.33	A	$6.63	$ 5.97	A	$6.19	$ 5.70	A
	Cost Recovery | 20%	6%	10%	E	5%	7%	E	6%	8%	E

Operational Analysis

Miles Allocation



Hours Allocation



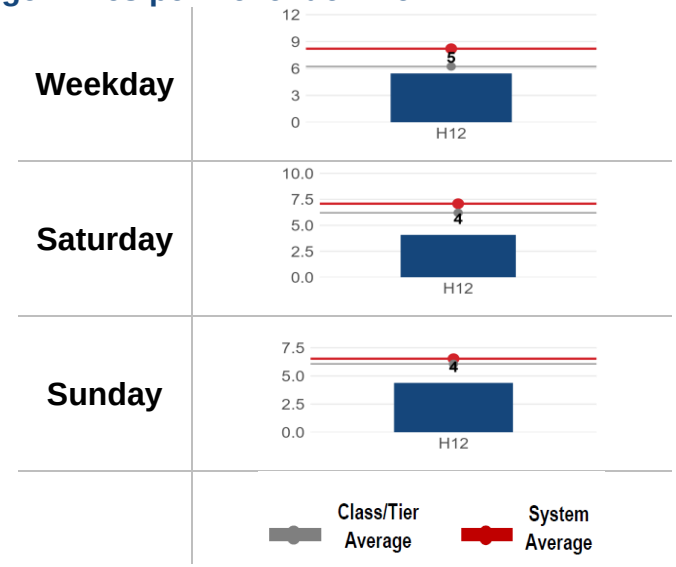
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
H12	12.50	20,614	20,379 (98.9%)

Service Change Summary

Jun 2023: No change
Sep 2023: No change
Dec 2023: No change

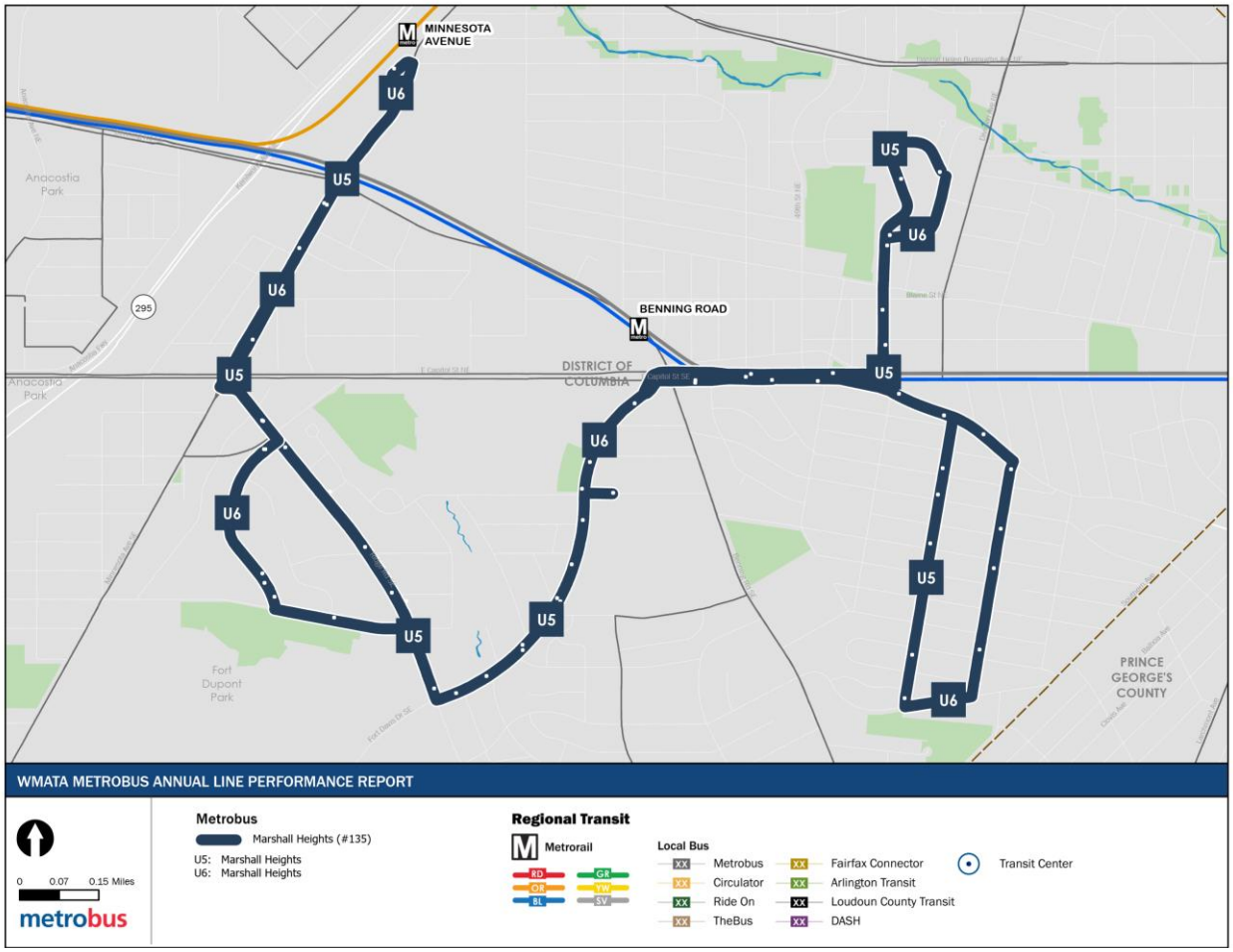
Passenger Miles per Revenue Mile



LINE: 135 - Marshall Heights

ROUTE(S): U5, U6

About the Line



Service Classification

Coverage

Activity Tier

2

Overall Grade

Line	A

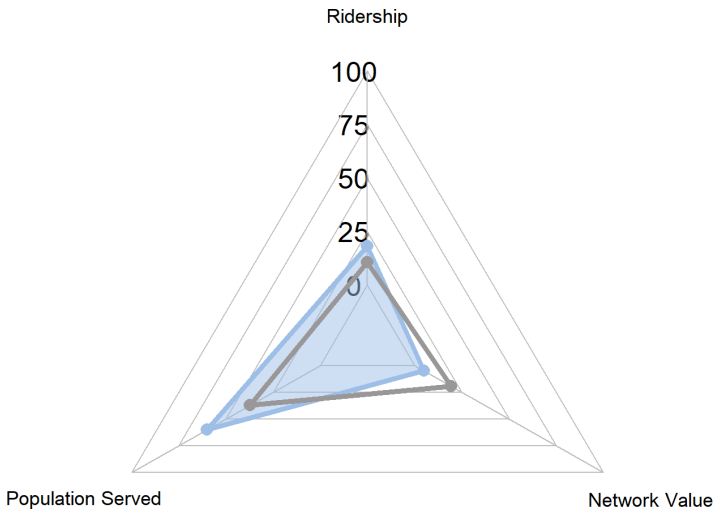
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

28

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	60	5	18	

Operating Statistics

Annual Operating Costs	$3,170,267
Peak Vehicles	7
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

Service Area Population	44,588	
People of Color Population	*Service Area*	40,677
	% Riders Surveyed	100%
Low Income Household	*Service Area*	18,537
	% Riders Surveyed	70%

Facilities/Amenities

Bus Stops	73
% Stops With Shelters	10%
% Stops With Benches	7%
% Stops With Real-Time Signs	3%

Ridership

Annual Ridership



Top Transfer Locations

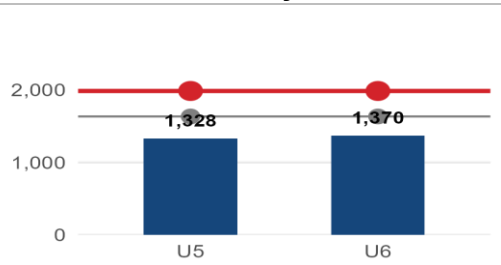
Benning Road, Minnesota Avenue

Average Daily Ridership

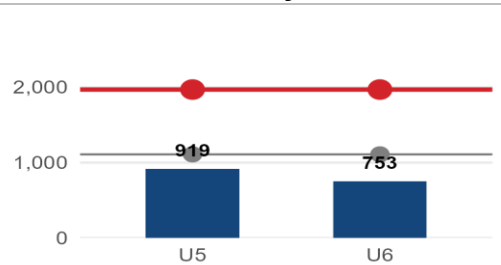
Class/Tier Average

System Average

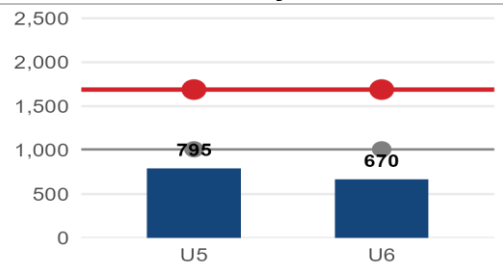
Weekday



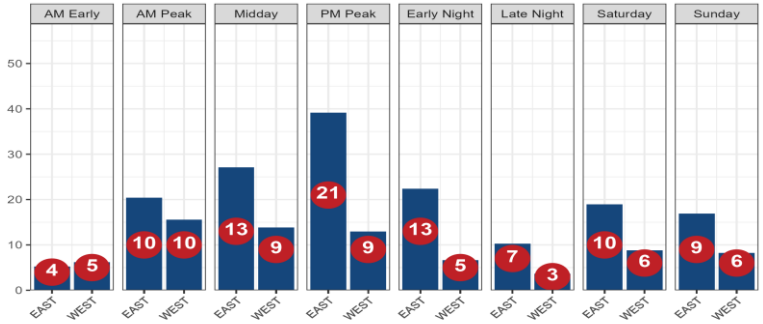
Saturday



Sunday



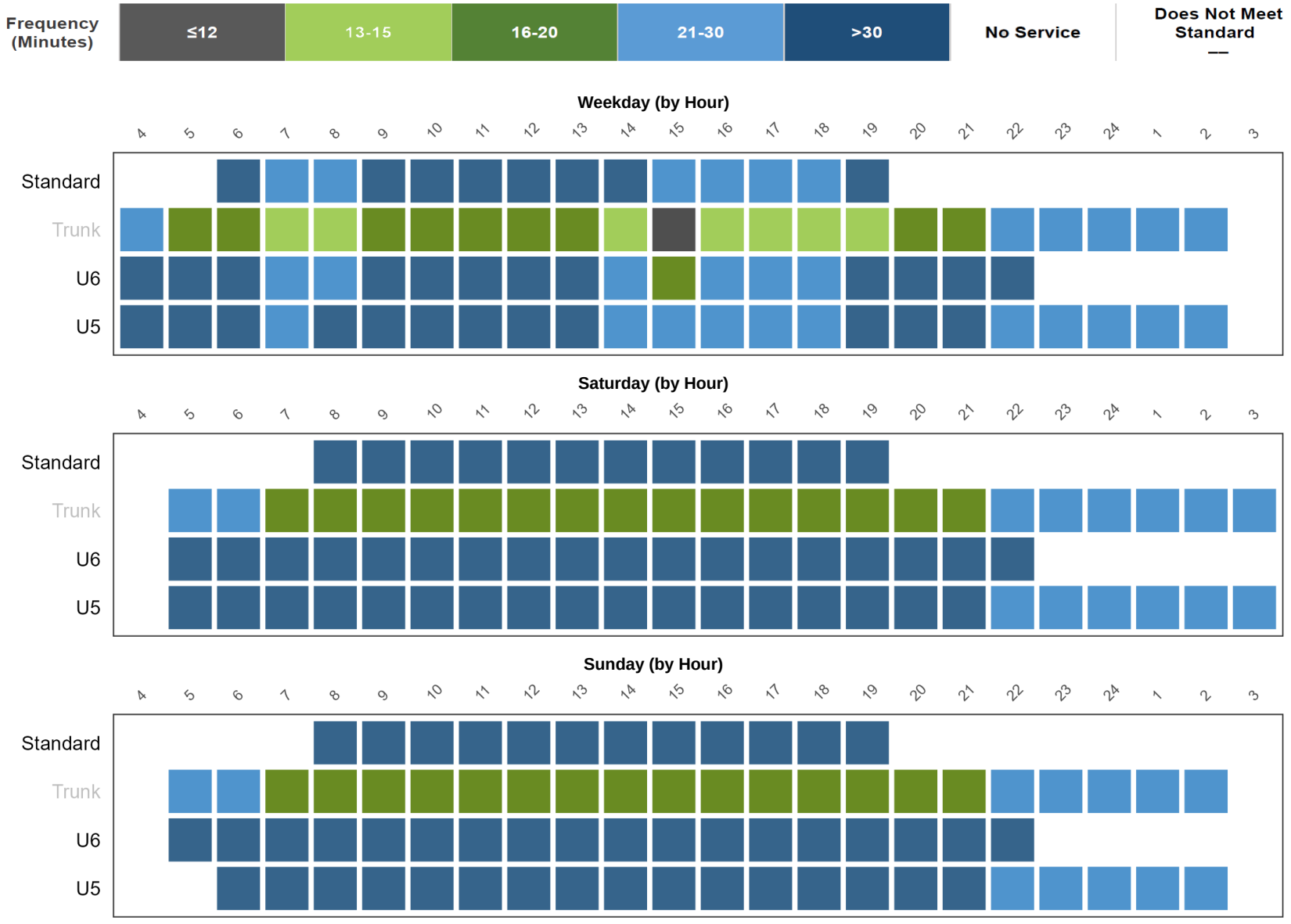
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	EAST	WEST
Weekday	**Peak** Maximum Target: 1	0.4	0.23
	Off-Peak Maximum Target: 1.0	0.28	0.16
	Saturday Maximum Target: 1.0	0.25	0.15
	Sunday Maximum Target: 1.0	0.23	0.14

Span and Frequency



Performance Report Card

A Marshall Heights

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	4:20 AM - 2:23 AM	-	A	5:06 AM - 3:09 AM	-	A	5:36 AM - 2:26 AM	-	A
	Frequency of Service | varies	Peak: 14.0 / Off-Peak: 18.0	Peak: 22.2 / Off-Peak: 32.8	A	21.0	36.2	A	21.0	37.8	A
Productivity	**Passengers per Revenue Hour |** 15	36.9	32.3	A	29.1	28.3	A	27.4	26.7	A
	Passengers per Revenue Mile | 2	4.4	3.8	A	3.3	3.1	A	3.0	2.8	A
Reliability	**On-Time Performance |** 79%	80%	80%	B	79%	80%	B	80%	80%	B
	Crowding | 5%	1%	2%	A	0%	0%	A	0%	0%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.22 Peak: 0.31	Off-Peak: 0.29 Peak: 0.37	A	0.2	0.27	A	0.19	0.25	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$3.52	$ 4.75	A	$4.46	$ 5.33	A	$4.74	$ 5.76	A
	Cost Recovery | 20%	12%	14%	E	9%	12%	E	9%	11%	E

Route U5

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	6.8	6.2	E
Route Design	**Circuity |** N/A	3.56	2.37	-

	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 15	35.2	32.3	A	27.4	28.3	A	26.8	26.7	A
	Passengers per Revenue Mile | 2	4.1	3.8	A	3.1	3.1	A	2.9	2.8	A
	Unique Segment Ridership | 10%	11%	25%	B	12%	42%	B	11%	51%	B
Reliability	**On-Time Performance |** 79%	82%	80%	B	80%	80%	B	82%	80%	B
	Crowding | 5%	0%	3%	A	0%	1%	A	0%	0%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.21 Peak: 0.31	Off-Peak: 0.3 Peak: 0.39	A	0.19	0.28	A	0.18	0.25	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$3.69	$ 4.75	A	$4.74	$ 5.33	A	$4.85	$ 5.76	A
	Cost Recovery | 20%	9%	14%	E	7%	12%	E	7%	11%	E

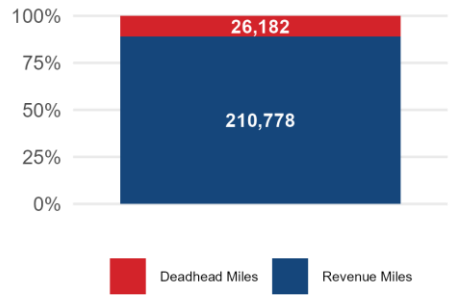
Route U6

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	6.6	6.2	E
Route Design	**Circuity |** N/A	3.71	2.37	-

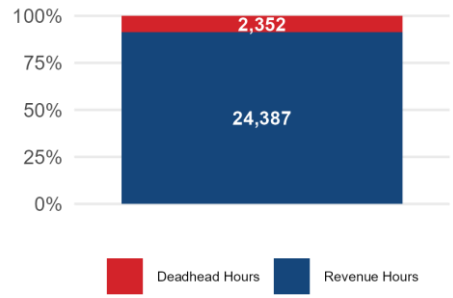
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 15	38.8	32.3	A	31.5	28.3	A	28.2	26.7	A
	Passengers per Revenue Mile | 2	4.8	3.8	A	3.5	3.1	A	3.1	2.8	A
	Unique Segment Ridership | 10%	7%	25%	D	9%	42%	C	9%	51%	C
Reliability	**On-Time Performance |** 79%	79%	80%	B	78%	80%	C	78%	80%	C
	Crowding | 5%	2%	3%	A	0%	1%	A	0%	0%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.24 Peak: 0.32	Off-Peak: 0.3 Peak: 0.39	A	0.22	0.28	A	0.2	0.25	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$3.35	$ 4.75	A	$4.13	$ 5.33	A	$4.61	$ 5.76	A
	Cost Recovery | 20%	15%	14%	D	12%	12%	E	11%	11%	E

Operational Analysis

Miles Allocation



Hours Allocation



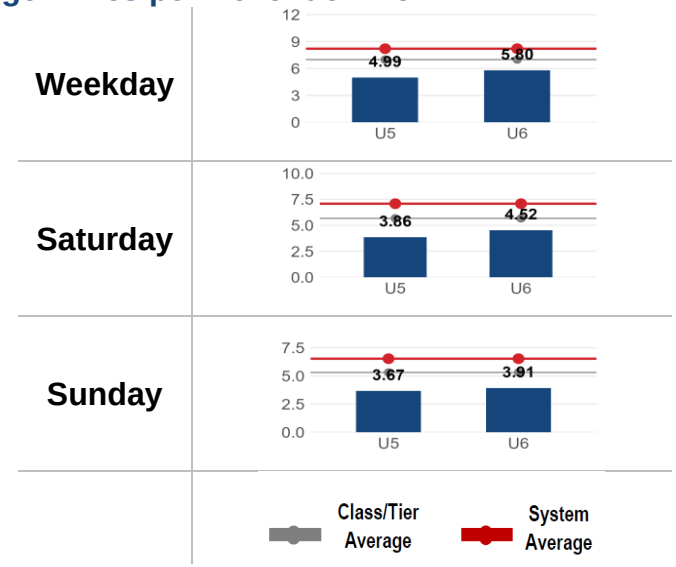
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
U5	9.40	28,108	27,511 (97.9%)
U6	9.80	22,728	22,351 (98.3%)

Service Change Summary

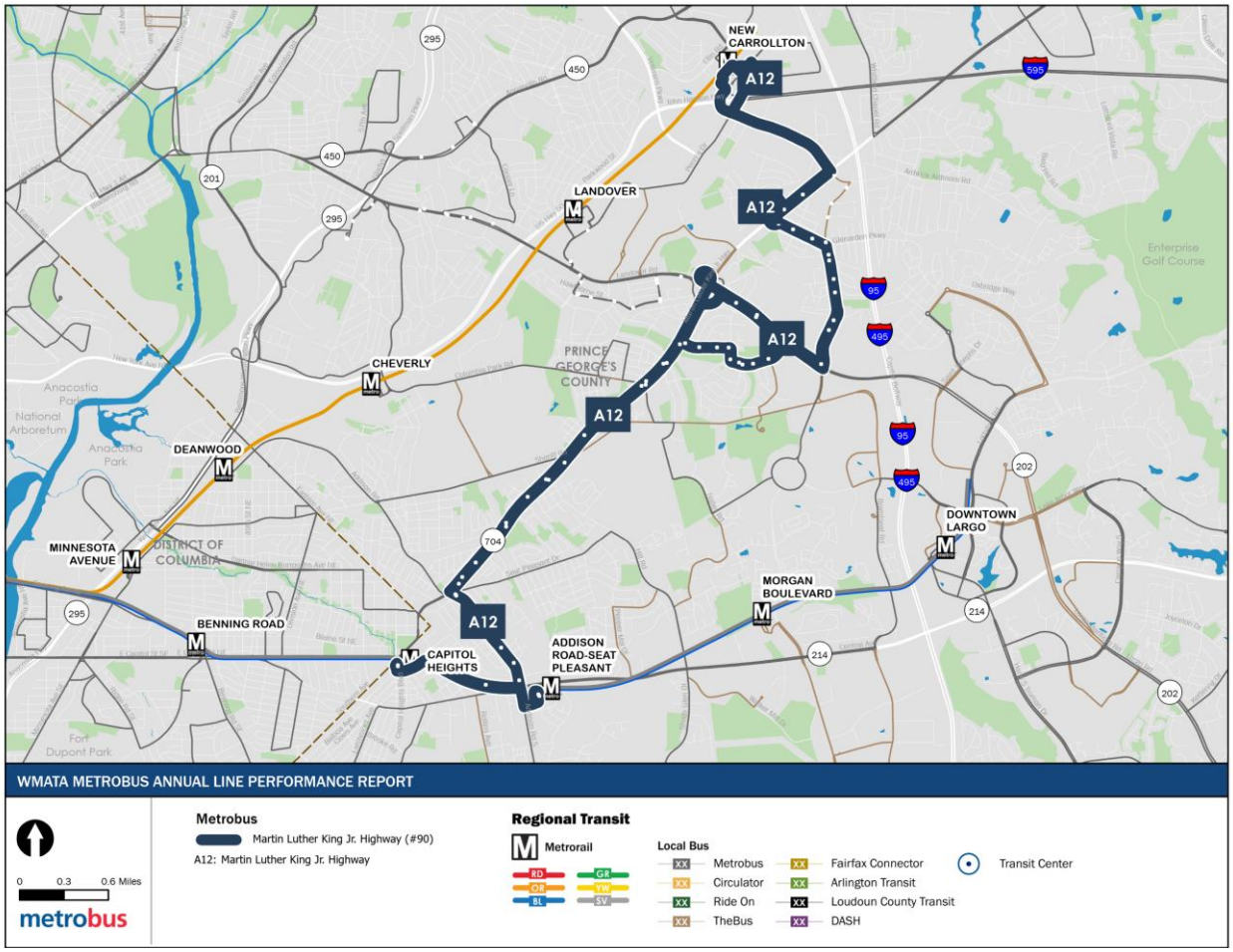
Jun 2023: No change
Sep 2023: No change
Dec 2023: No change

Passenger Miles per Revenue Mile



LINE: 90 - Martin Luther King Jr. Highway ROUTE(S): A12

About the Line



Service Classification

Framework

Activity Tier

3

Overall Grade

Line	B

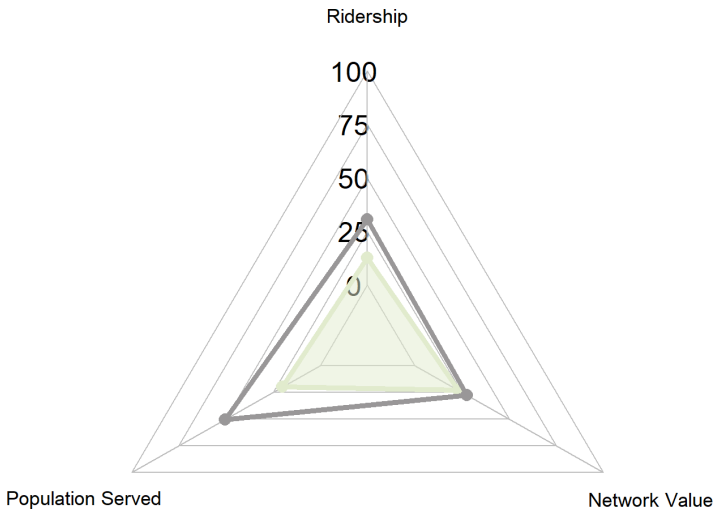
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

19

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	20	23	13	

Operating Statistics

Annual Operating Costs	$5,818,669
Peak Vehicles	5
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

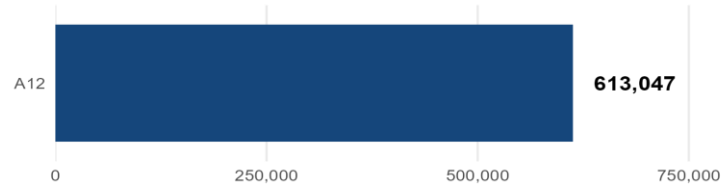
Service Area Population	19,915	
People of Color Population	*Service Area*	16,306
	% Riders Surveyed	96%
Low Income Household	*Service Area*	7,011
	% Riders Surveyed	67%

Facilities/Amenities

Bus Stops	99
% Stops With Shelters	31%
% Stops With Benches	16%
% Stops With Real-Time Signs	2%

Ridership

Annual Ridership



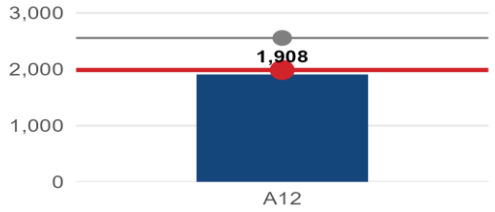
Top Transfer Locations

Addison Road, New Carrollton, Capitol Heights

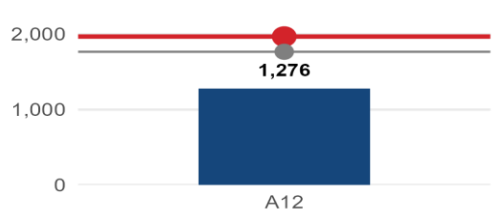
Average Daily Ridership



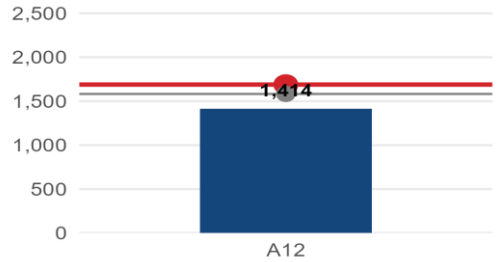
Weekday



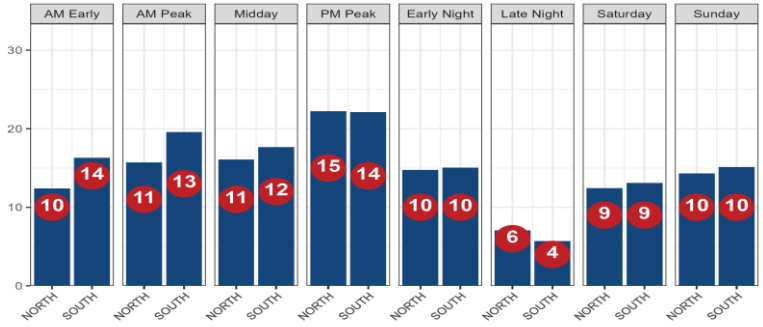
Saturday



Sunday



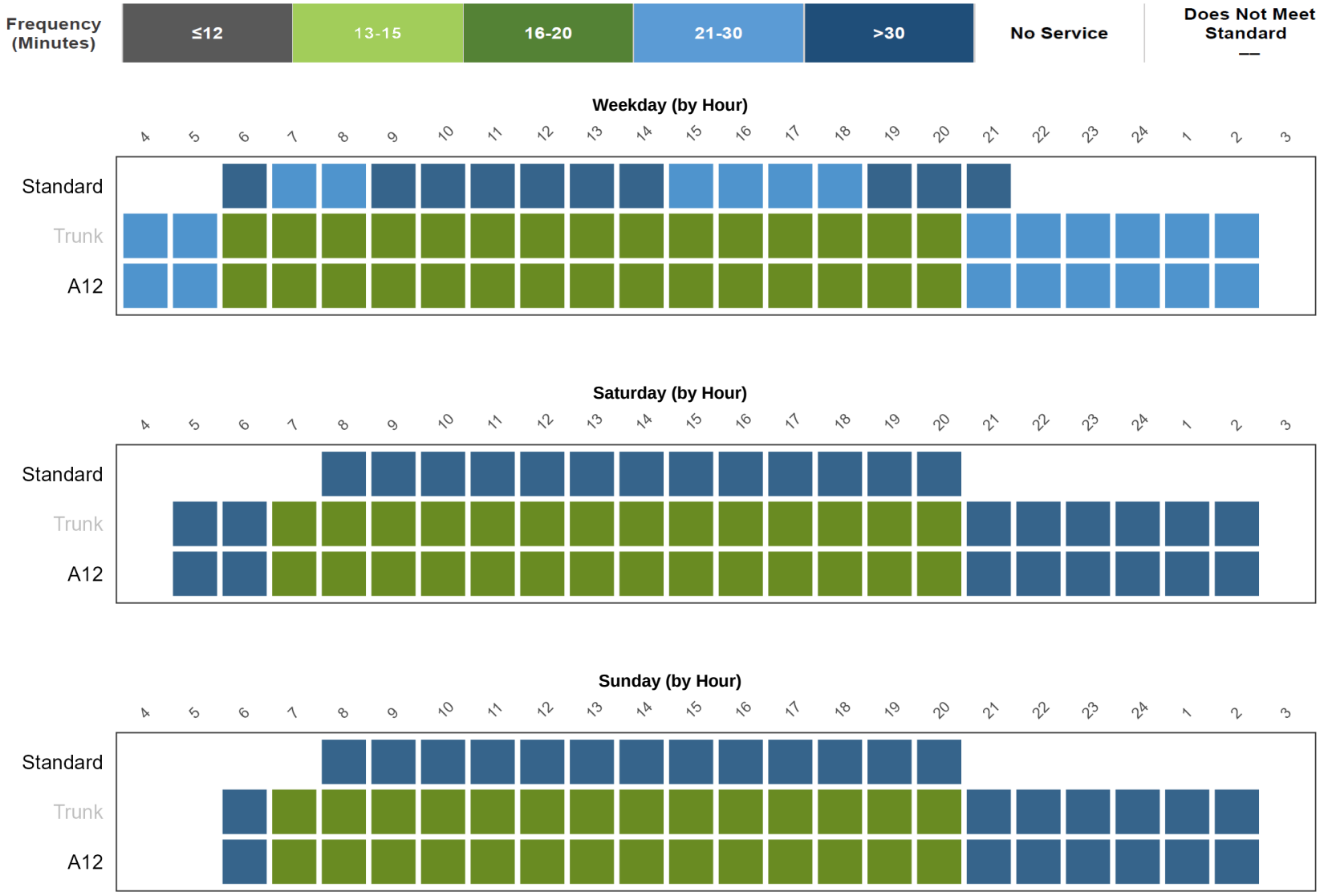
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	NORTH	SOUTH
Weekday	**Peak** Maximum Target: 1	0.33	0.34
	Off-Peak Maximum Target: 1.0	0.24	0.25
	Saturday Maximum Target: 1.0	0.22	0.23
	Sunday Maximum Target: 1.0	0.24	0.25

Span and Frequency



Performance Report Card

B Martin Luther King Jr. Highway

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	4:55 AM - 2:24 AM	-	A	5:50 AM - 2:24 AM	-	A	6:00 AM - 2:07 AM	-	A
	Frequency of Service | varies	Peak: 19.0 / Off-Peak: 20.0	Peak: 21.2 / Off-Peak: 33.4	A	24.0	39.2	A	24.0	37.9	A
Productivity	**Passengers per Revenue Hour |** 15	24.0	29.3	A	19.0	24.1	A	18.1	23.7	A
	Passengers per Revenue Mile | 1	2.0	2.5	A	1.6	2.0	A	1.6	2.0	A
Reliability	**On-Time Performance |** 79%	85%	75%	A	86%	77%	A	85%	79%	A
	Crowding | 5%	0%	2%	A	0%	1%	A	0%	0%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.25 Peak: 0.33	Off-Peak: 0.34 Peak: 0.44	A	0.22	0.33	A	0.24	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$5.41	$ 4.96	A	$6.82	$ 5.95	A	$7.19	$ 6.09	B
	Cost Recovery | 20%	5%	11%	E	4%	9%	E	4%	9%	E

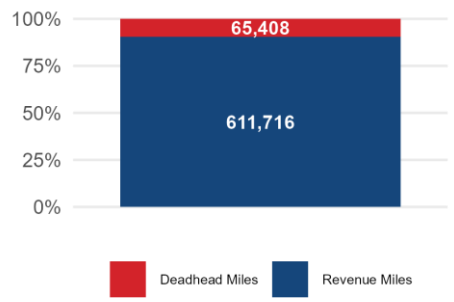
Route A12

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	5.3	4.5	E
Route Design	**Circuity |** 1.75	1.6	2.09	B

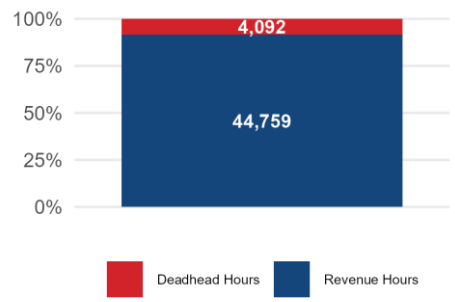
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 15	24.0	29.3	A	19.0	24.1	A	18.1	23.7	A
	Passengers per Revenue Mile | 1	2.0	2.5	A	1.6	2.0	A	1.6	2.0	A
	Unique Segment Ridership | 10%	43%	45%	A	67%	57%	A	89%	61%	A
Reliability	**On-Time Performance |** 79%	85%	75%	A	86%	77%	A	85%	79%	A
	Crowding | 5%	0%	2%	A	0%	1%	A	0%	0%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.25 Peak: 0.33	Off-Peak: 0.35 Peak: 0.45	A	0.22	0.34	A	0.24	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$5.41	$ 4.96	A	$6.82	$ 5.95	A	$7.19	$ 6.09	B
	Cost Recovery | 20%	5%	12%	E	4%	10%	E	4%	9%	E

Operational Analysis

Miles Allocation



Hours Allocation



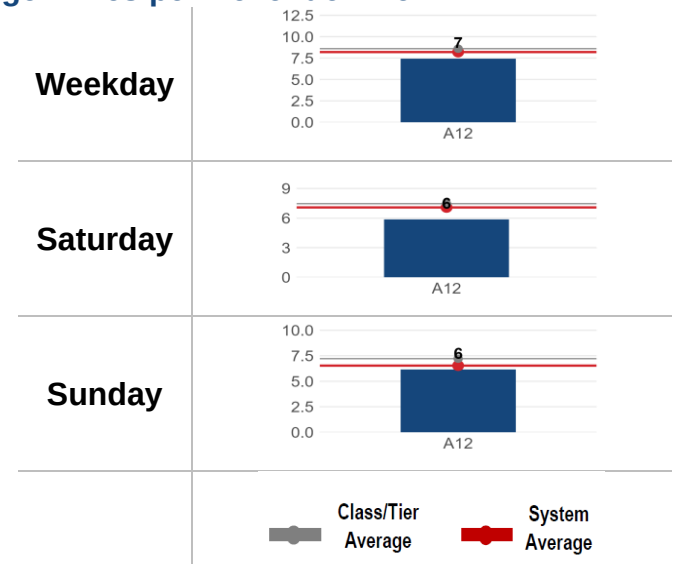
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
A12	19.40	40,336	39,767 (98.6%)

Service Change Summary

Jun 2023: Restructure A12 Martin Luther King Jr. Highway service into two new routes and extend service to Downtown Largo station. Both new routes would operate every 20 minutes between 7:00 AM - 9:00 PM, 7 days a week, while maintaining the existing A12 headways and span outside of those hours.
Sep 2023: No change
Dec 2023: No change

Passenger Miles per Revenue Mile



LINE: 25 - Maryland Avenue

ROUTE(S): X8

About the Line



Service Classification

Coverage

Activity Tier

1

Overall Grade

Line	B

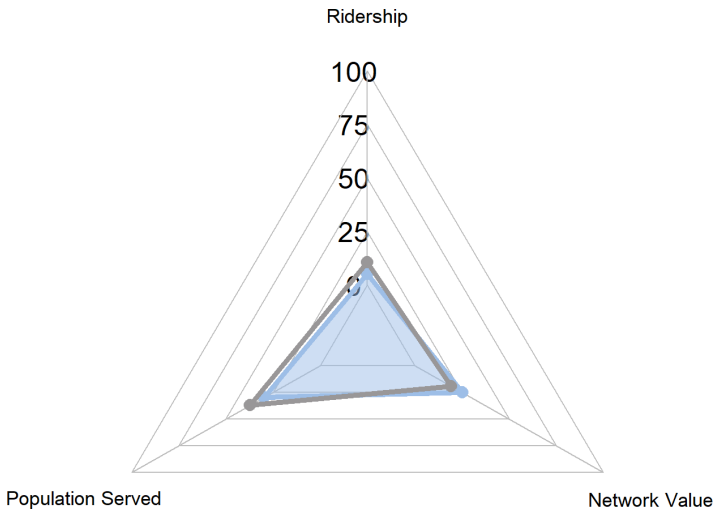
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

20

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	30	25	5	

Operating Statistics

Annual Operating Costs	$1,058,398
Peak Vehicles	3
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

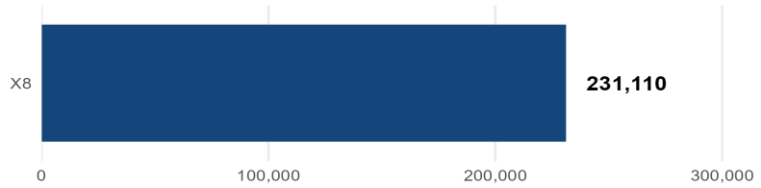
Service Area Population	25,360	
People of Color Population	*Service Area*	12,071
	% Riders Surveyed	74%
Low Income Household	*Service Area*	5,788
	% Riders Surveyed	37%

Facilities/Amenities

Bus Stops	32
% Stops With Shelters	12%
% Stops With Benches	16%
% Stops With Real-Time Signs	0%

Ridership

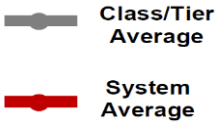
Annual Ridership

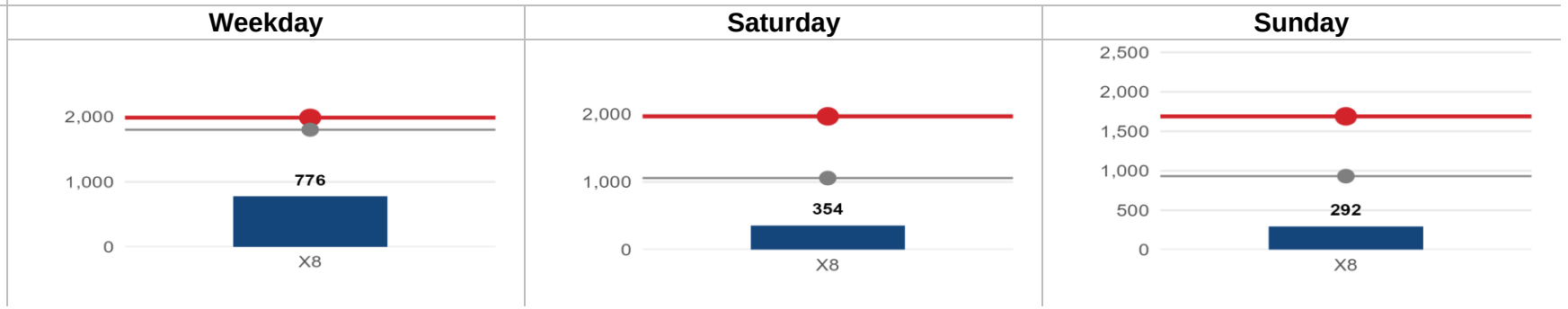


Top Transfer Locations

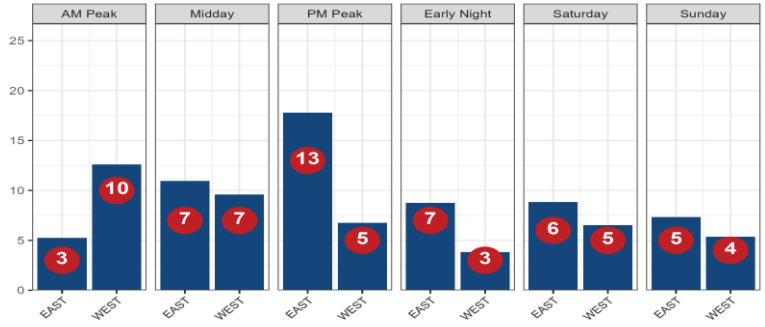
Union Station

Average Daily Ridership





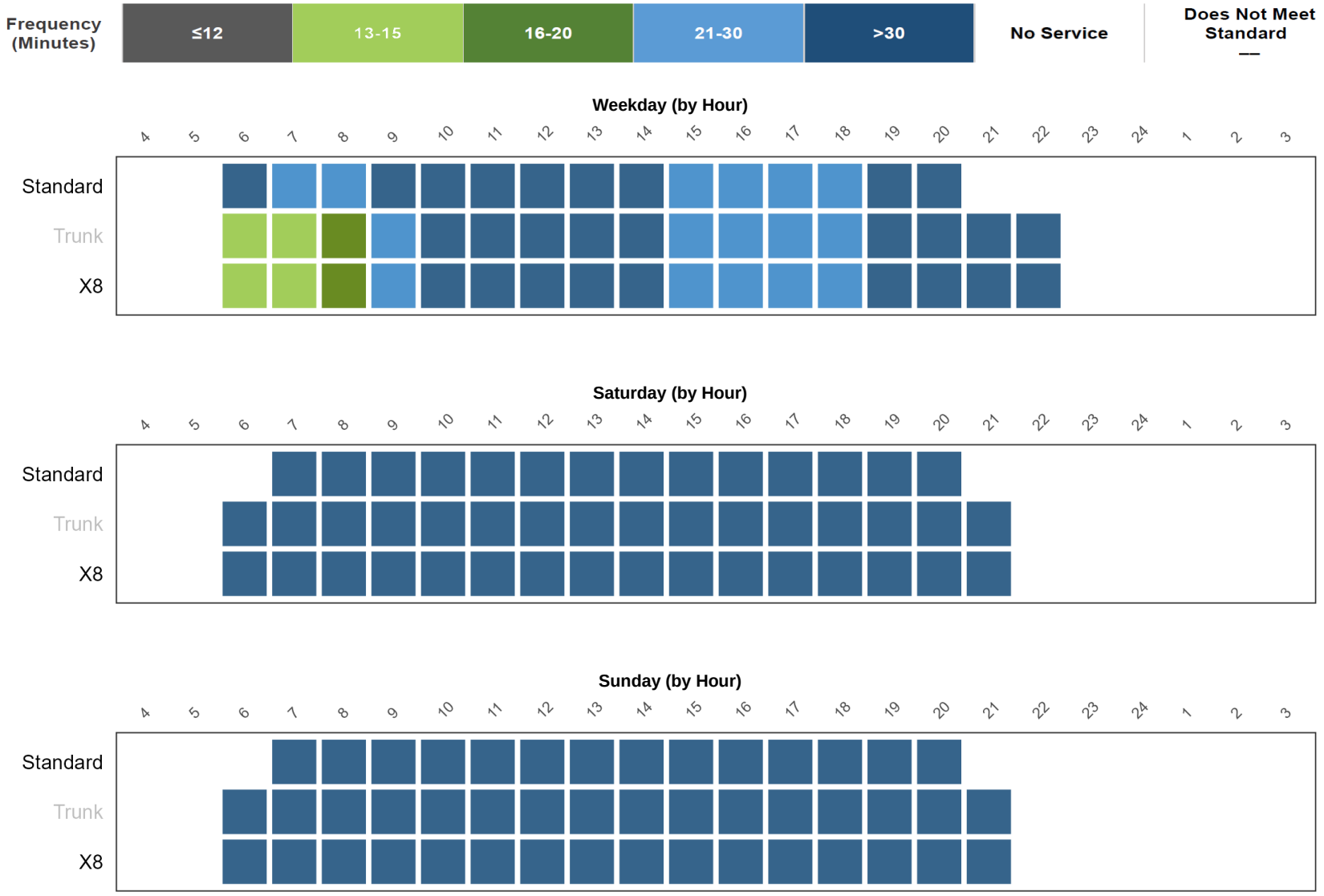
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	EAST	WEST
Weekday	**Peak** Maximum Target: 1.2	0.21	0.2
	Off-Peak Maximum Target: 1.0	0.18	0.15
	Saturday Maximum Target: 1.0	0.16	0.13
	Sunday Maximum Target: 1.0	0.13	0.11

Span and Frequency



Performance Report Card

B Maryland Avenue

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	6:00 AM - 10:38 PM	-	A	6:40 AM - 9:54 PM	-	A	6:40 AM - 9:53 PM	-	A
	Frequency of Service | varies	Peak: 18.0 / Off-Peak: 36.0	Peak: 17.8 / Off-Peak: 26.7	A	39.0	29.8	A	39.0	30.3	A
Productivity	**Passengers per Revenue Hour |** 20	30.3	28.7	A	23.7	25.0	A	19.4	22.6	C
	Passengers per Revenue Mile | 4	4.0	4.0	B	3.1	3.2	E	2.5	2.9	E
Reliability	**On-Time Performance |** 79%	77%	75%	C	75%	76%	C	85%	79%	A
	Crowding | 5%	0%	3%	A	0%	2%	A	0%	3%	A
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.16 Peak: 0.21	Off-Peak: 0.3 Peak: 0.43	A	0.14	0.3	A	0.12	0.28	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$4.29	$ 4.60	A	$5.49	$ 5.28	B	$6.71	$ 5.87	E
	Cost Recovery | 25%	16%	16%	E	12%	14%	E	10%	13%	E

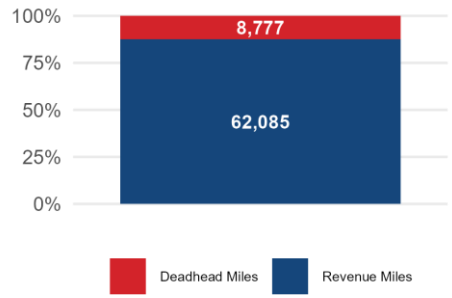
Route X8

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	6.7	6.3	E
Route Design	**Circuity |** N/A	1.05	1.59	-

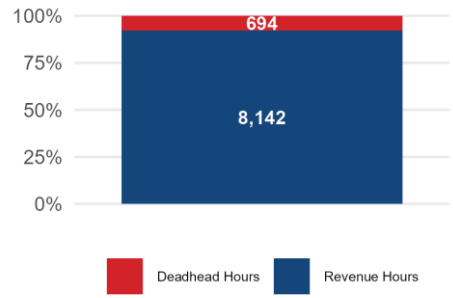
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 20	30.3	28.7	A	23.7	25.0	A	19.4	22.6	C
	Passengers per Revenue Mile | 4	4.0	4.0	B	3.1	3.2	E	2.5	2.9	E
	Unique Segment Ridership | 10%	63%	46%	A	72%	46%	A	72%	45%	A
Reliability	**On-Time Performance |** 79%	77%	75%	C	75%	76%	C	85%	79%	A
	Crowding | 5%	0%	3%	A	0%	2%	A	0%	2%	A
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.16 Peak: 0.21	Off-Peak: 0.32 Peak: 0.44	A	0.14	0.31	A	0.12	0.29	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$4.29	$ 4.60	A	$5.49	$ 5.28	B	$6.71	$ 5.87	E
	Cost Recovery | 25%	16%	15%	E	12%	14%	E	10%	13%	E

Operational Analysis

Miles Allocation



Hours Allocation



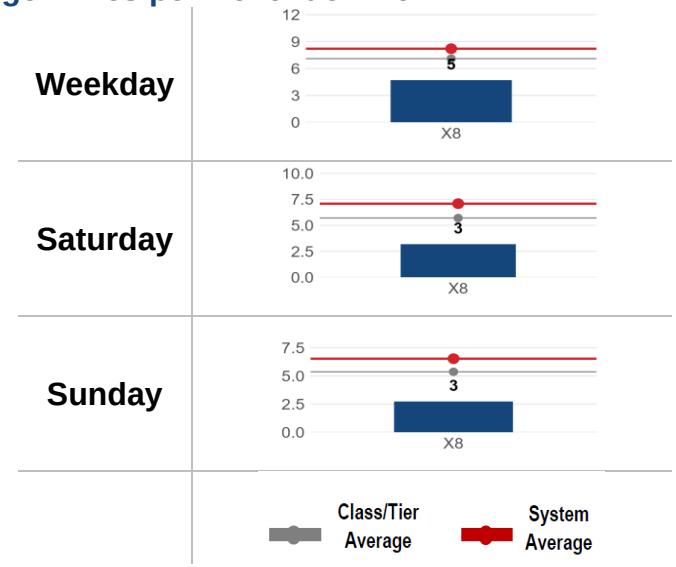
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
X8	4.90	24,555	24,241 (98.7%)

Service Change Summary

Jun 2023: No change
Sep 2023: No change
Dec 2023: No change

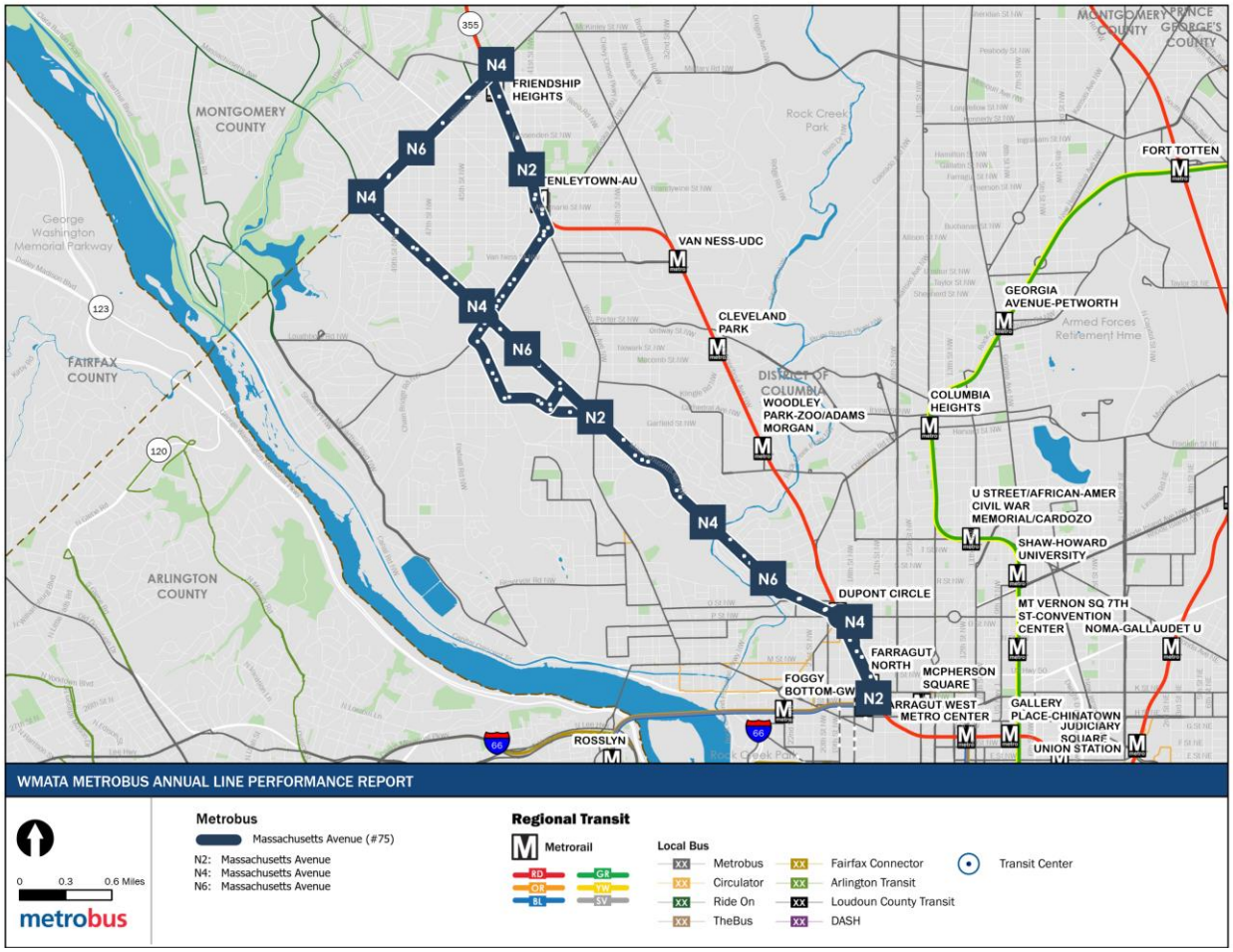
Passenger Miles per Revenue Mile



LINE: 75 - Massachusetts Avenue

ROUTE(S): N2, N4, N6

About the Line



Service Classification

Framework

Activity Tier

2

Overall Grade

Line	B

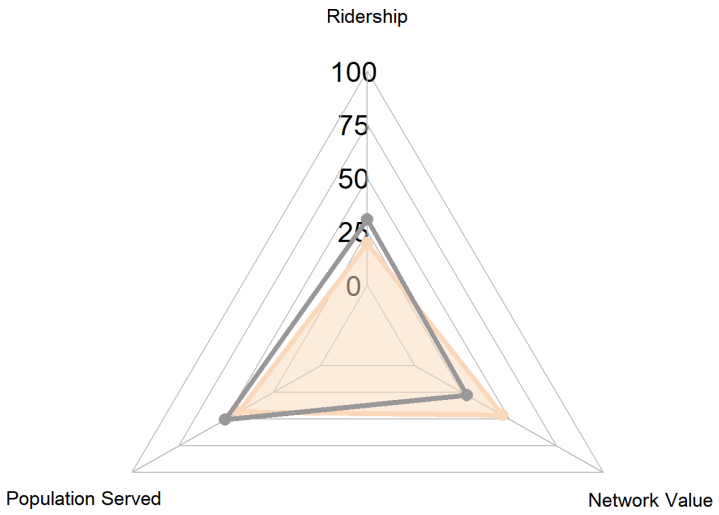
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

36

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	43	46	20	

Operating Statistics

Annual Operating Costs	$4,326,999
Peak Vehicles	11
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

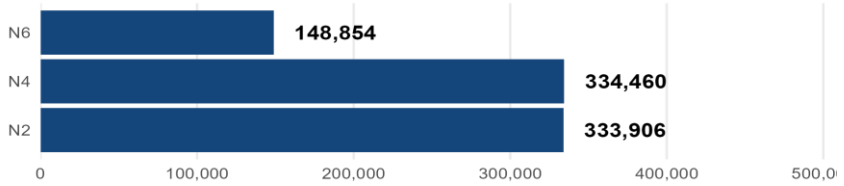
Service Area Population		53,626
People of Color Population	*Service Area*	10,353
	% Riders Surveyed	49%
Low Income Household	*Service Area*	6,872
	% Riders Surveyed	39%

Facilities/Amenities

Bus Stops	114
% Stops With Shelters	39%
% Stops With Benches	34%
% Stops With Real-Time Signs	10%

Ridership

Annual Ridership



Top Transfer Locations

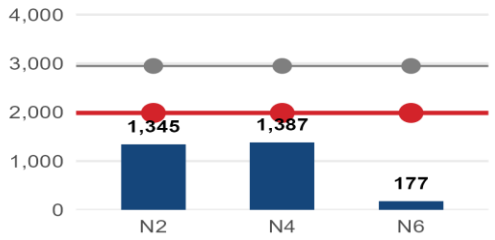
Farragut West, Dupont Circle, Farragut North

Average Daily Ridership

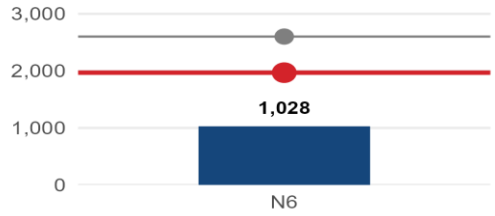
Class/Tier Average

System Average

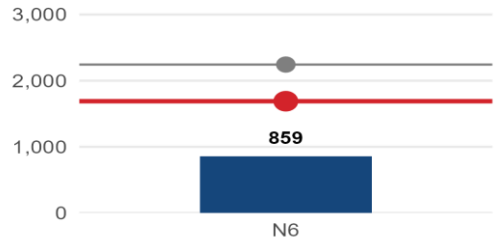
Weekday



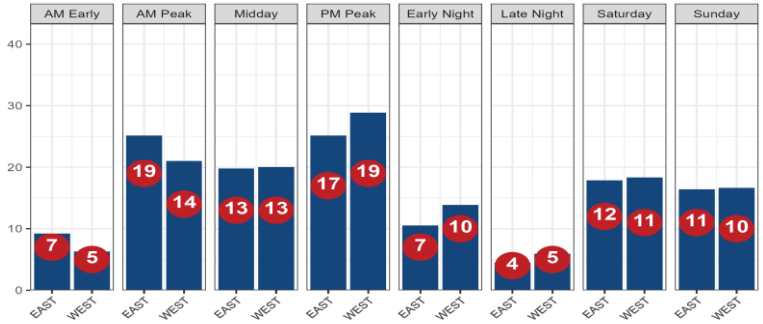
Saturday



Sunday



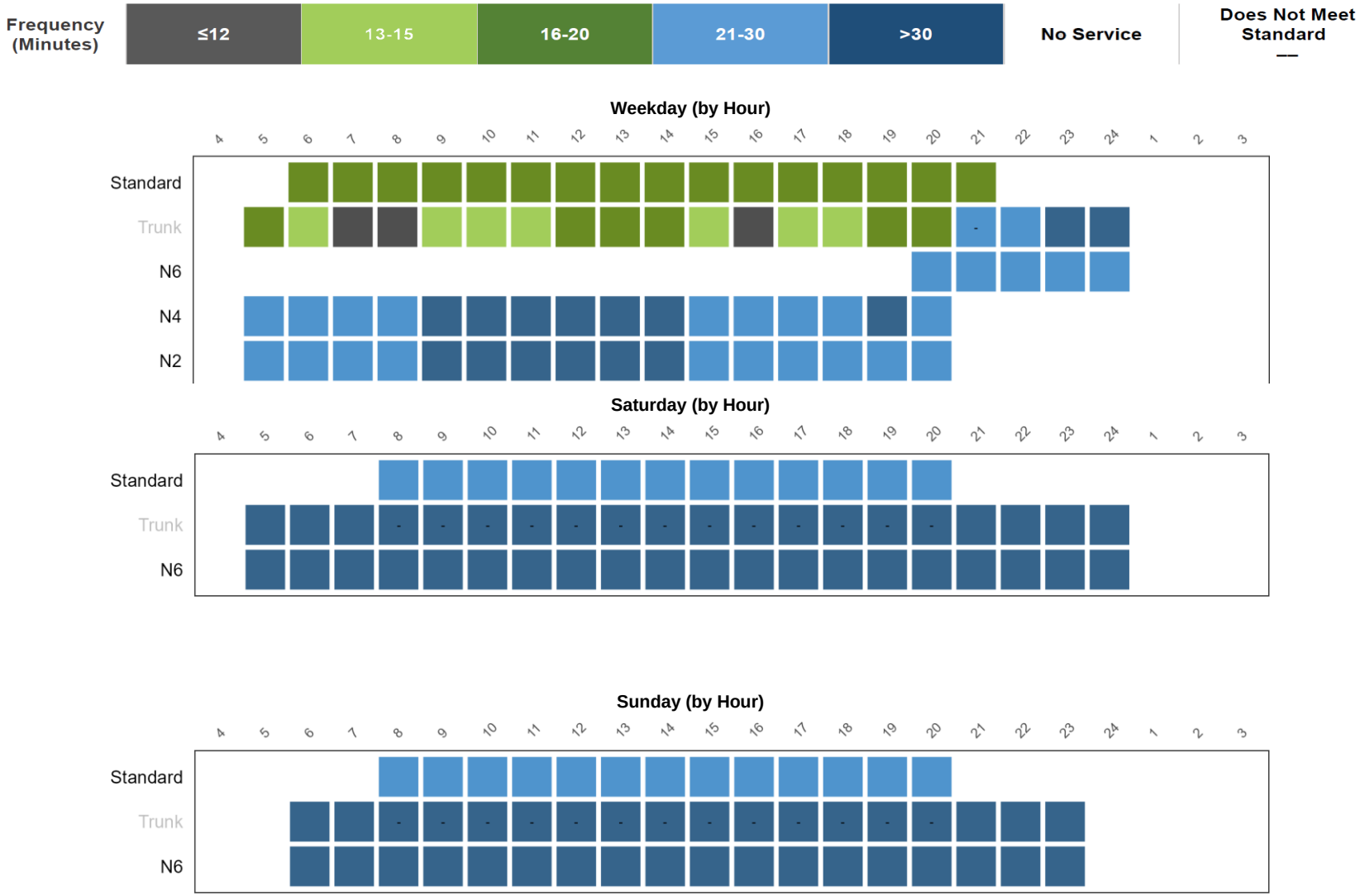
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	EAST	WEST
Weekday	**Peak** Maximum Target: 1	0.45	0.43
	Off-Peak Maximum Target: 1.0	0.26	0.27
	Saturday Maximum Target: 1.0	0.31	0.28
	Sunday Maximum Target: 1.0	0.29	0.26

Span and Frequency



Performance Report Card

B Massachusetts Avenue

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	5:31 AM - 12:17 AM	-	A	5:33 AM - 12:07 AM	-	A	6:15 AM - 11:22 PM	-	A
	Frequency of Service | varies	Peak: 12.0 / Off-Peak: 15.0	Peak: 15.6 / Off-Peak: 20	A	38.0	24.4	D	37.0	24.1	D
Productivity	**Passengers per Revenue Hour |** 20	26.5	28.6	A	23.0	27.1	A	20.7	24.8	B
	Passengers per Revenue Mile | 2	3.1	2.8	A	2.2	2.5	B	2.0	2.3	C
Reliability	**On-Time Performance |** 79%	78%	76%	C	72%	78%	D	72%	80%	D
	Crowding | 5%	1%	2%	A	0%	1%	A	0%	1%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.27 Peak: 0.44	Off-Peak: 0.38 Peak: 0.48	A	0.3	0.37	A	0.27	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$4.91	$ 5.38	A	$5.66	$ 5.53	C	$6.28	$ 6.29	D
	Cost Recovery | 20%	41%	19%	A	36%	17%	A	32%	15%	A

Route N2

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	6.2	4.5	E
Route Design	**Circuity |** 1.75	1.16	1.47	A

	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 20	27.8	28.6	A	-	-	-	-	-	-
	Passengers per Revenue Mile | 2	3.6	2.8	A	-	-	-	-	-	-
	Unique Segment Ridership | 10%	19%	20%	A	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	77%	76%	C	-	-	-	-	-	-
	Crowding | 5%	1%	2%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.29 Peak: 0.43	Off-Peak: 0.39 Peak: 0.48	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$4.67	$ 5.38	A	-	-	-	-	-	-
	Cost Recovery | 20%	41%	19%	A	-	-	-	-	-	-

Route N4

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	6.1	4.5	E
Route Design	**Circuity |** 1.75	1.15	1.47	A

	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 20	28.4	28.6	A	-	-	-	-	-	-
	Passengers per Revenue Mile | 2	3.4	2.8	A	-	-	-	-	-	-
	Unique Segment Ridership | 10%	0%	20%	E	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	78%	76%	C	-	-	-	-	-	-
	Crowding | 5%	2%	2%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.3 Peak: 0.45	Off-Peak: 0.39 Peak: 0.48	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$4.57	$ 5.38	A	-	-	-	-	-	-
	Cost Recovery | 20%	46%	19%	A	-	-	-	-	-	-

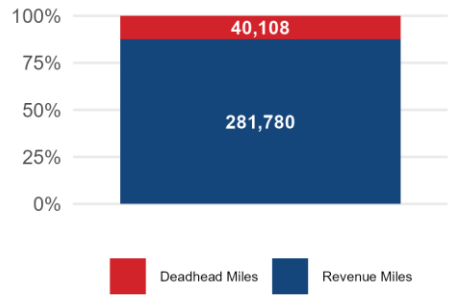
Route N6

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	5.9	4.5	E
Route Design	**Circuity |** 1.75	1.48	1.47	A

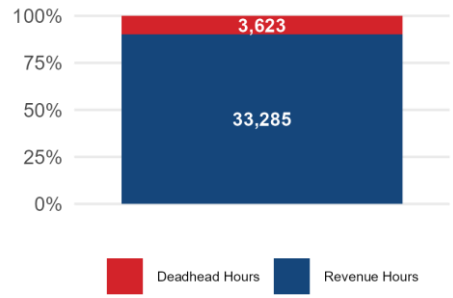
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 20	13.8	28.6	E	23.0	27.1	A	20.7	24.8	B
	Passengers per Revenue Mile | 2	1.2	2.8	E	2.2	2.5	B	2.0	2.3	C
	Unique Segment Ridership | 10%	0%	20%	E	92%	36%	A	92%	39%	A
Reliability	**On-Time Performance |** 79%	77%	76%	C	72%	78%	D	72%	80%	D
	Crowding | 5%	0%	2%	A	0%	1%	A	0%	1%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.18	Off-Peak: 0.39	A	0.3	0.39	A	0.27	0.35	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$9.42	$ 5.38	E	$5.66	$ 5.53	C	$6.28	$ 6.29	D
	Cost Recovery | 20%	23%	19%	A	39%	17%	A	35%	16%	A

Operational Analysis

Miles Allocation



Hours Allocation



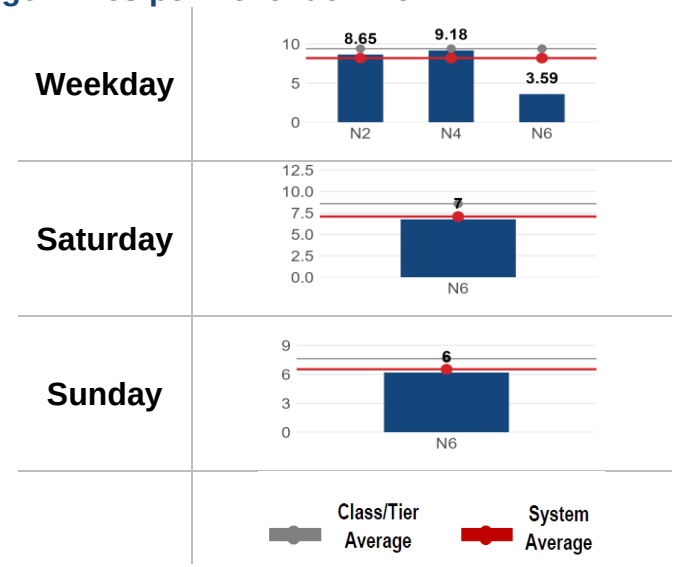
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
N2	12.50	14,691	14,534 (98.9%)
N4	12.50	15,189	15,048 (99.1%)
N6	16.00	10,856	10,709 (98.6%)

Service Change Summary

Jun 2023: No change
Sep 2023: No change
Dec 2023: No change

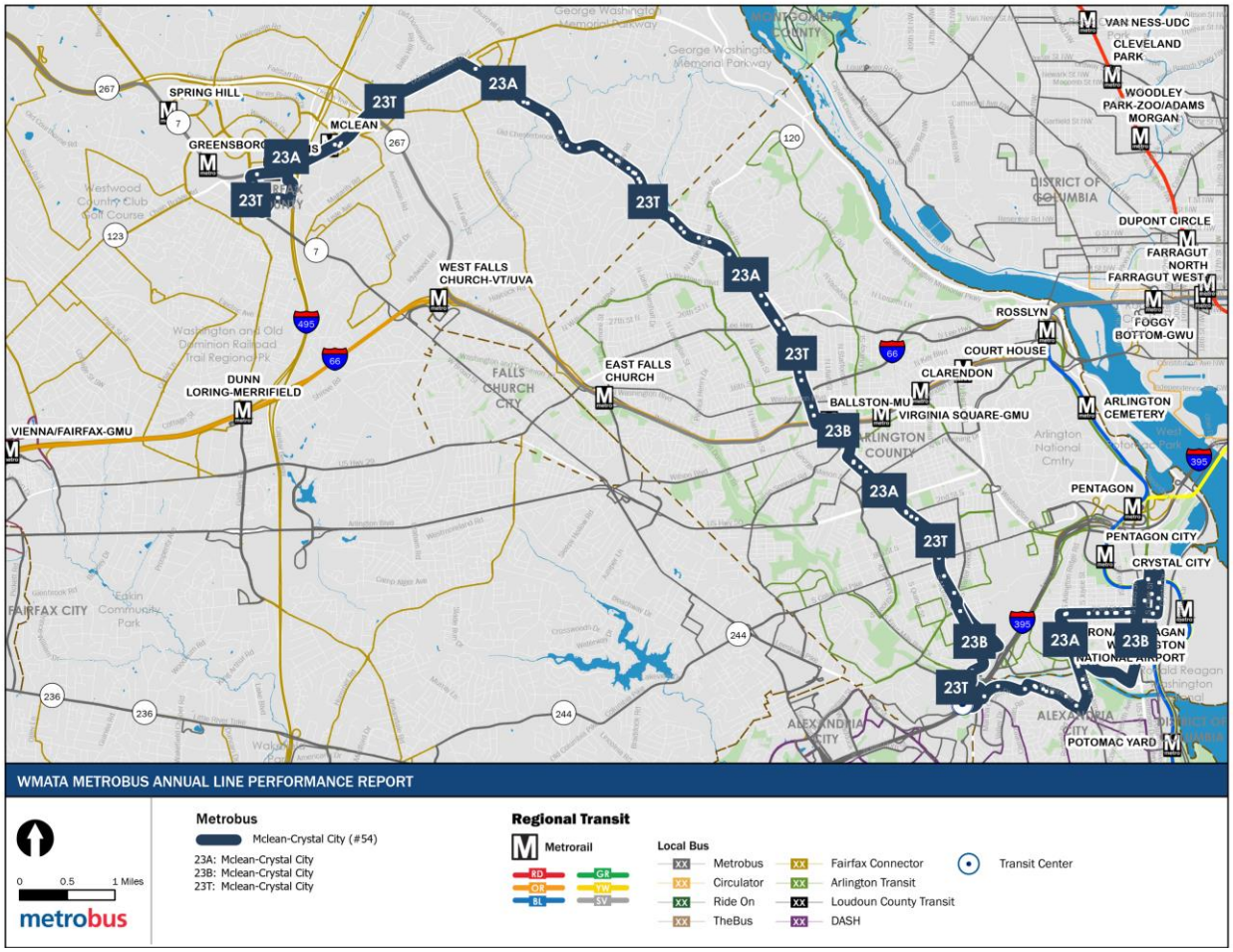
Passenger Miles per Revenue Mile



LINE: 54 - Mclean-Crystal City

ROUTE(S): 23A, 23B, 23T

About the Line



Service Classification

Framework

Activity Tier

2

Overall Grade

Line	C

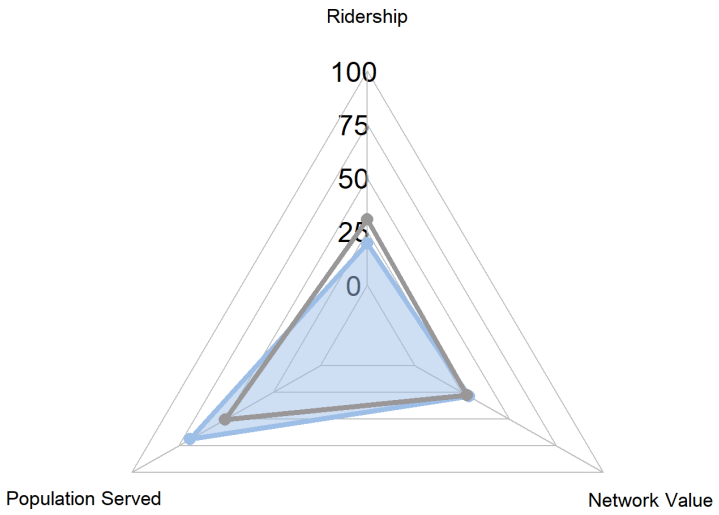
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

39

Out of 100



Classification Average

	Population Served	Network Value	Ridership	Balanced
Line Focus:				
Line Score:	69	29	19	

Operating Statistics

Annual Operating Costs	$6,634,310
Peak Vehicles	14
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

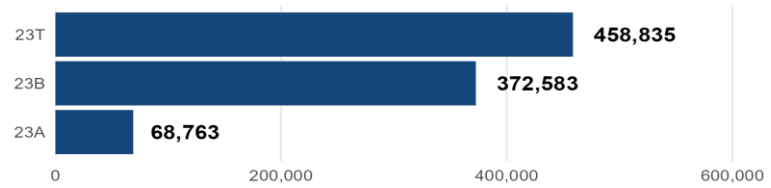
Service Area Population	79,231	
People of Color Population	*Service Area*	20,515
	% Riders Surveyed	66%
Low Income Household	*Service Area*	14,206
	% Riders Surveyed	47%

Facilities/Amenities

Bus Stops	160
% Stops With Shelters	20%
% Stops With Benches	27%
% Stops With Real-Time Signs	3%

Ridership

Annual Ridership



Top Transfer Locations

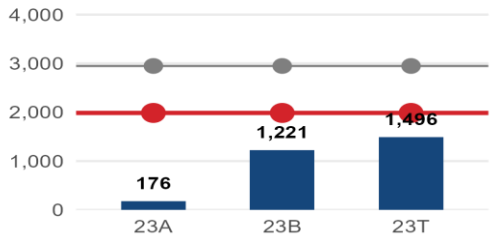
Ballston, Crystal City, McLean

Average Daily Ridership

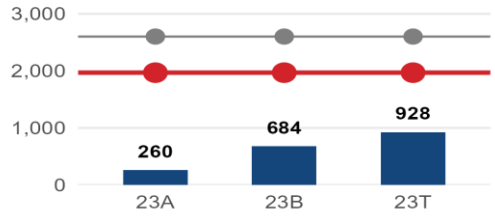
Class/Tier Average

System Average

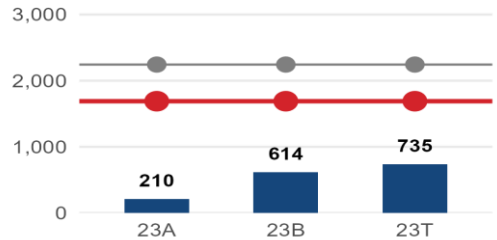
Weekday



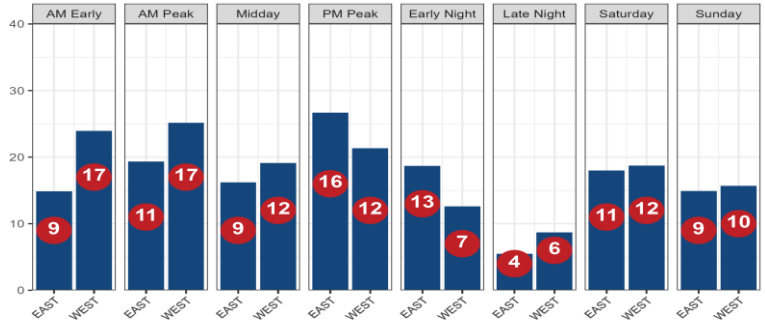
Saturday



Sunday



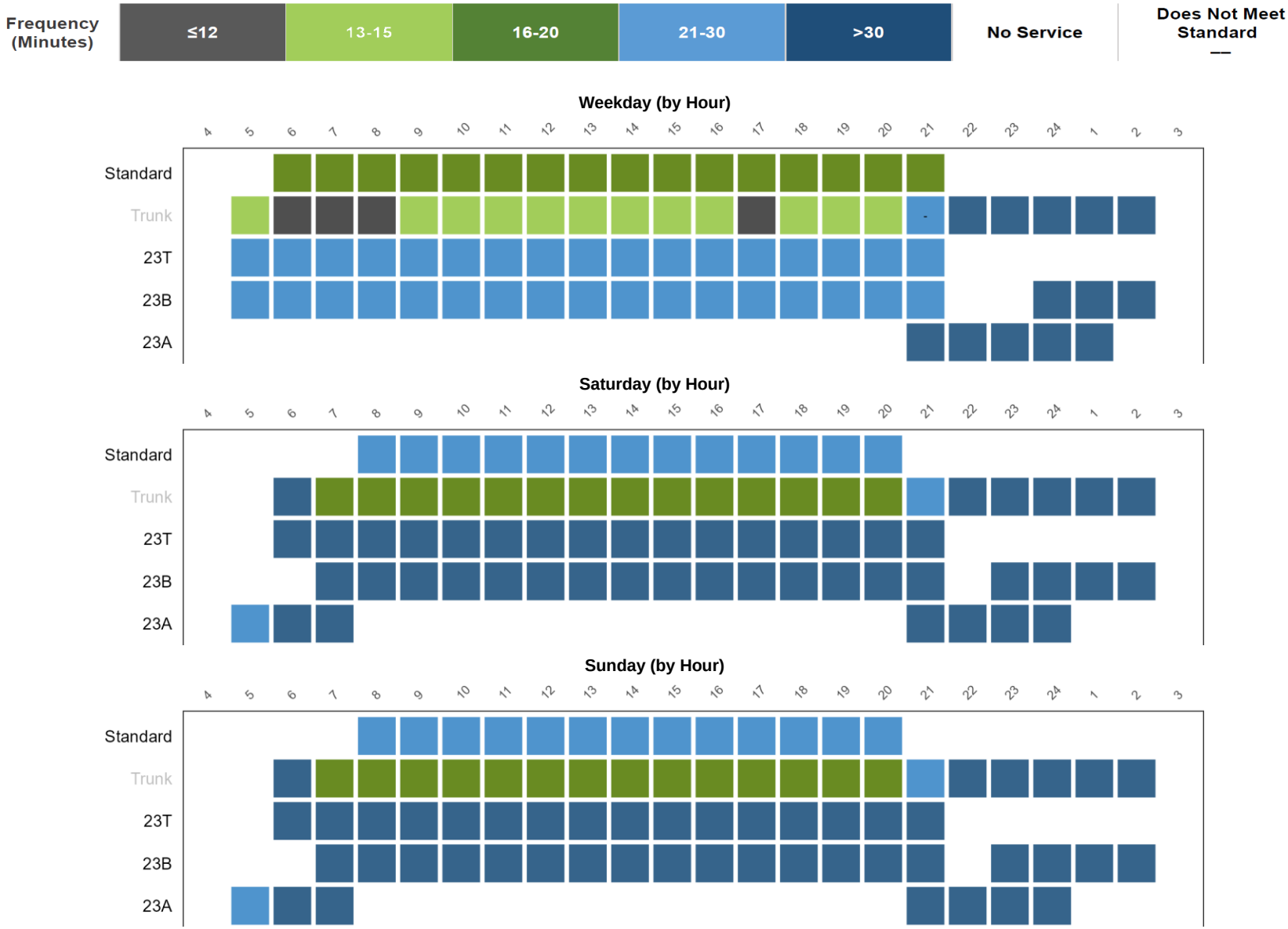
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	EAST	WEST
Weekday	**Peak** Maximum Target: 1	0.35	0.35
	Off-Peak Maximum Target: 1.0	0.25	0.26
	Saturday Maximum Target: 1.0	0.28	0.29
	Sunday Maximum Target: 1.0	0.23	0.25

Span and Frequency



Performance Report Card

C Mclean-Crystal City

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	5:26 AM - 2:30 AM	-	A	5:45 AM - 2:37 AM	-	A	5:45 AM - 2:34 AM	-	A
	Frequency of Service | varies	Peak: 12.0 / Off-Peak: 14.0	Peak: 15.6 / Off-Peak: 20	A	23.0	24.4	A	23.0	24.1	A
Productivity	**Passengers per Revenue Hour |** 20	18.6	28.6	C	17.8	27.1	D	14.9	24.8	E
	Passengers per Revenue Mile | 2	1.7	2.8	D	1.6	2.5	E	1.3	2.3	E
Reliability	**On-Time Performance |** 79%	78%	76%	C	80%	78%	B	79%	80%	B
	Crowding | 5%	0%	2%	A	0%	1%	A	0%	1%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.26 Peak: 0.35	Off-Peak: 0.38 Peak: 0.48	A	0.28	0.37	A	0.24	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$7.01	$ 5.38	E	$7.32	$ 5.53	E	$8.72	$ 6.29	E
	Cost Recovery | 20%	16%	19%	D	15%	17%	D	13%	15%	E

Route 23A

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	4.2	4.5	A
Route Design	**Circuity |** 1.75	1.6	1.47	B

	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 20	19.2	28.6	C	16.2	27.1	D	13.8	24.8	E
	Passengers per Revenue Mile | 2	1.2	2.8	E	1.2	2.5	E	1.0	2.3	E
	Unique Segment Ridership | 10%	0%	20%	E	0%	36%	E	0%	39%	E
Reliability	**On-Time Performance |** 79%	66%	76%	E	77%	78%	C	69%	80%	D
	Crowding | 5%	2%	2%	A	0%	1%	A	0%	1%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.36	Off-Peak: 0.39	A	0.35	0.39	A	0.29	0.35	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$6.78	$ 5.38	E	$8.00	$ 5.53	E	$9.44	$ 6.29	E
	Cost Recovery | 20%	16%	19%	D	14%	17%	E	12%	16%	E

Route 23B

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	4.9	4.5	A
Route Design	**Circuity |** 1.75	1.93	1.47	D

	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 20	17.5	28.6	D	15.5	27.1	E	13.9	24.8	E
	Passengers per Revenue Mile | 2	2.0	2.8	C	1.7	2.5	D	1.5	2.3	E
	Unique Segment Ridership | 10%	0%	20%	E	0%	36%	E	0%	39%	E
Reliability	**On-Time Performance |** 79%	82%	76%	B	82%	78%	B	80%	80%	B
	Crowding | 5%	0%	2%	A	0%	1%	A	0%	1%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.21 Peak: 0.32	Off-Peak: 0.39 Peak: 0.48	A	0.23	0.39	A	0.21	0.35	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$7.42	$ 5.38	E	$8.37	$ 5.53	E	$9.33	$ 6.29	E
	Cost Recovery | 20%	16%	19%	D	14%	17%	E	12%	16%	E

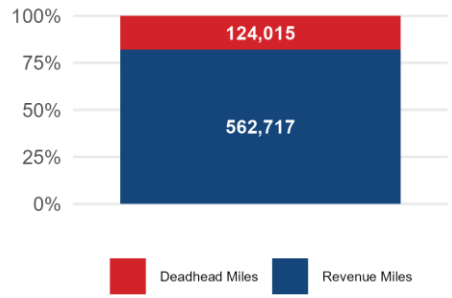
Route 23T

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	4.2	4.5	A
Route Design	**Circuity |** 1.75	1.39	1.47	A

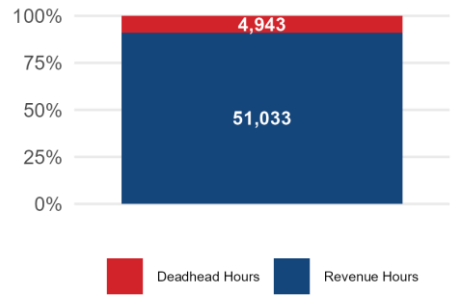
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 20	19.4	28.6	C	20.5	27.1	B	16.2	24.8	D
	Passengers per Revenue Mile | 2	1.7	2.8	D	1.6	2.5	D	1.3	2.3	E
	Unique Segment Ridership | 10%	0%	20%	E	0%	36%	E	0%	39%	E
Reliability	**On-Time Performance |** 79%	78%	76%	C	79%	78%	B	83%	80%	B
	Crowding | 5%	0%	2%	A	0%	1%	A	0%	1%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.28 Peak: 0.38	Off-Peak: 0.39 Peak: 0.48	A	0.33	0.39	A	0.26	0.35	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$6.70	$ 5.38	E	$6.35	$ 5.53	D	$8.02	$ 6.29	E
	Cost Recovery | 20%	16%	19%	D	17%	17%	D	14%	16%	E

Operational Analysis

Miles Allocation



Hours Allocation



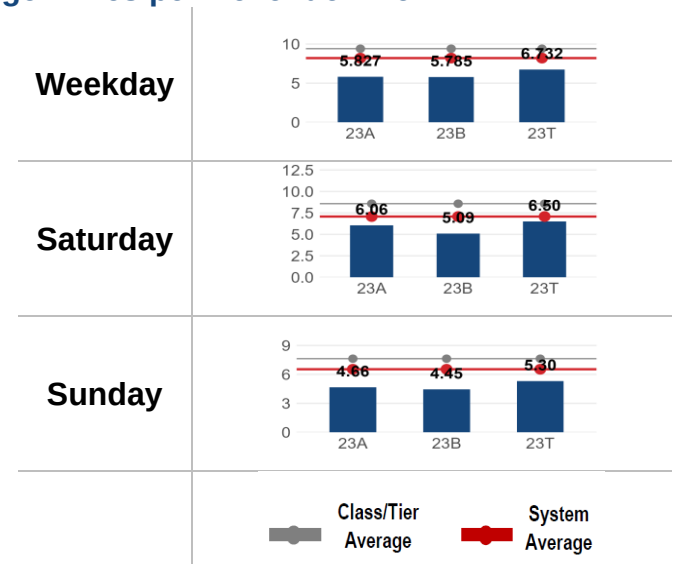
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
23A	37.70	3,396	3,380 (99.5%)
23B	17.70	23,427	23,195 (99.0%)
23T	27.90	21,963	21,776 (99.1%)

Service Change Summary

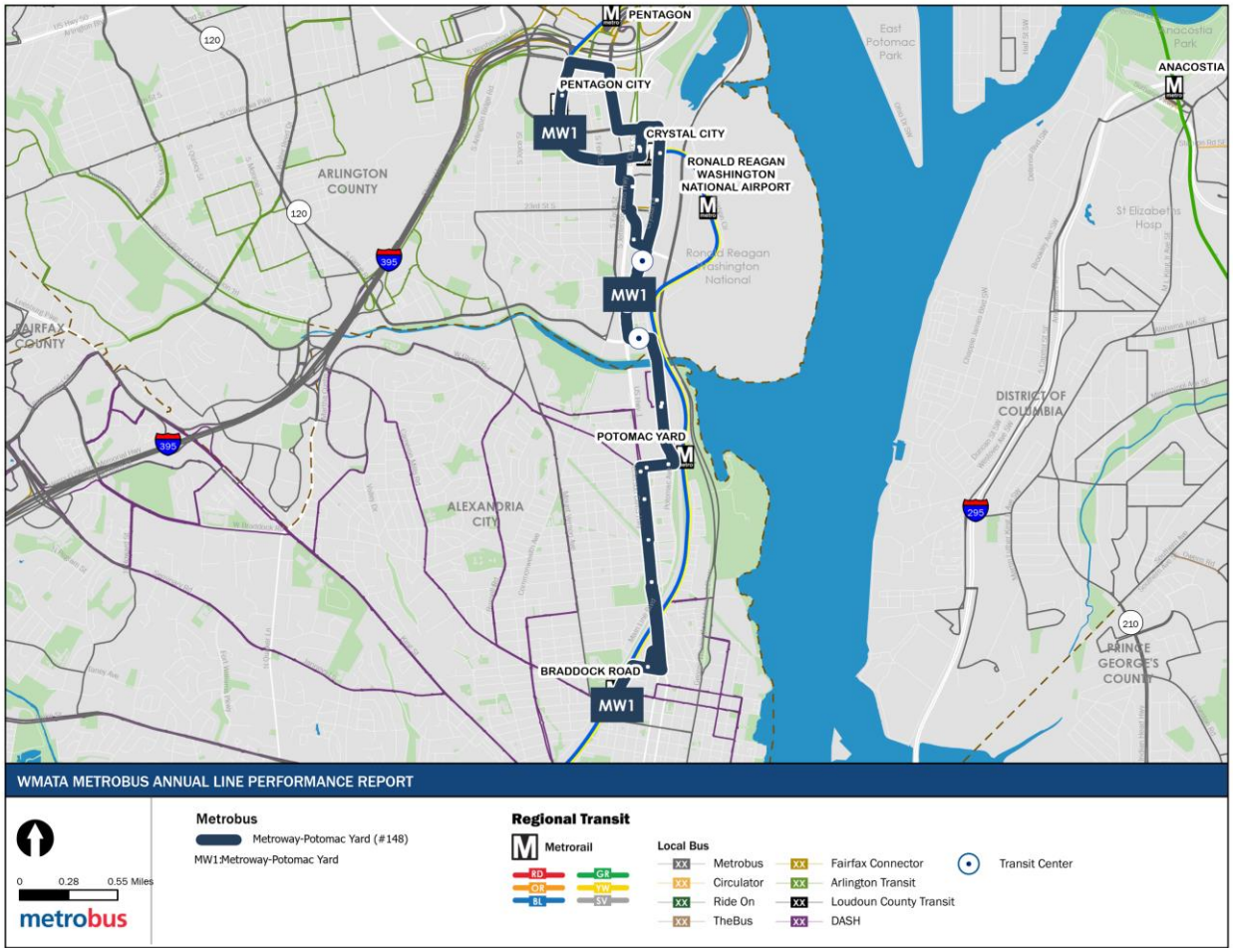
Jun 2023: No change
Sep 2023: No change
Dec 2023: No change

Passenger Miles per Revenue Mile



LINE: 148 - Metroway-Potomac Yard ROUTE(S): MW1

About the Line



Service Classification

BRT

Activity Tier

1

Overall Grade

Line	D

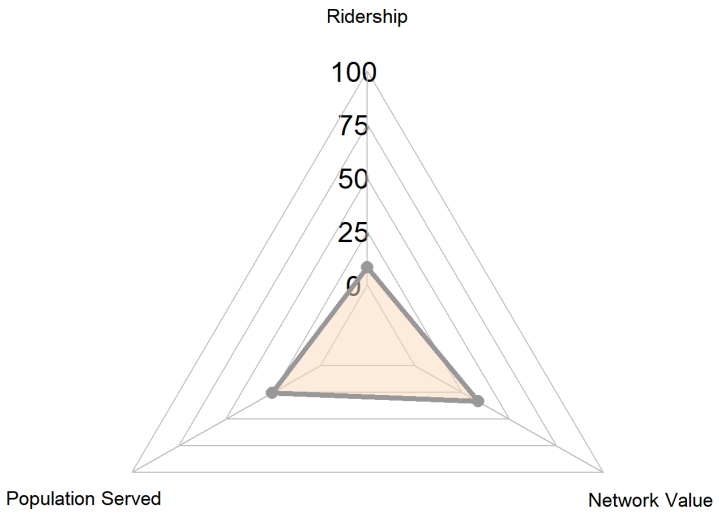
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

23

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	26	34	8	

Operating Statistics

Annual Operating Costs	$3,519,264
Peak Vehicles	6
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

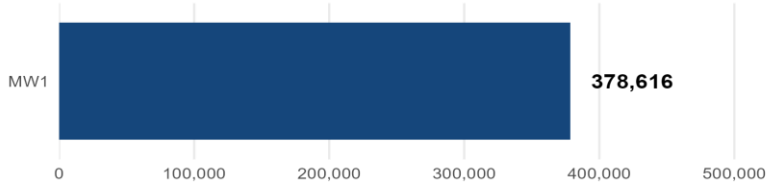
Service Area Population		26,628
People of Color Population	*Service Area*	9,352
	% Riders Surveyed	55%
Low Income Household	*Service Area*	3,115
	% Riders Surveyed	23%

Facilities/Amenities

Bus Stops	28
% Stops With Shelters	18%
% Stops With Benches	11%
% Stops With Real-Time Signs	71%

Ridership

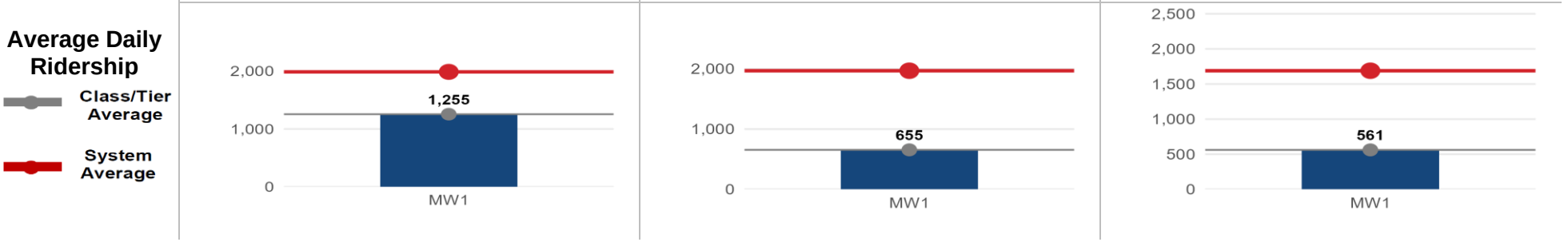
Annual Ridership



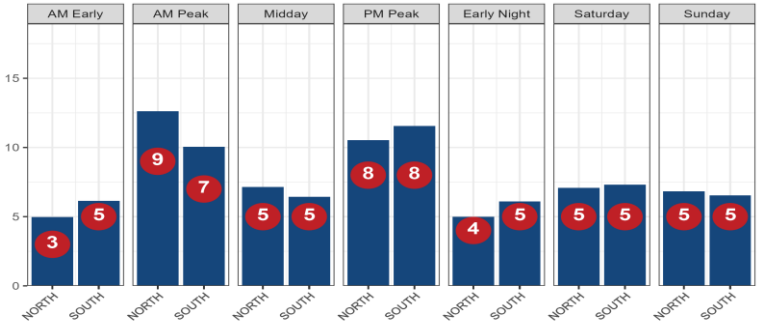
Top Transfer Locations

Crystal City, Braddock Road, Pentagon City

Average Daily Ridership



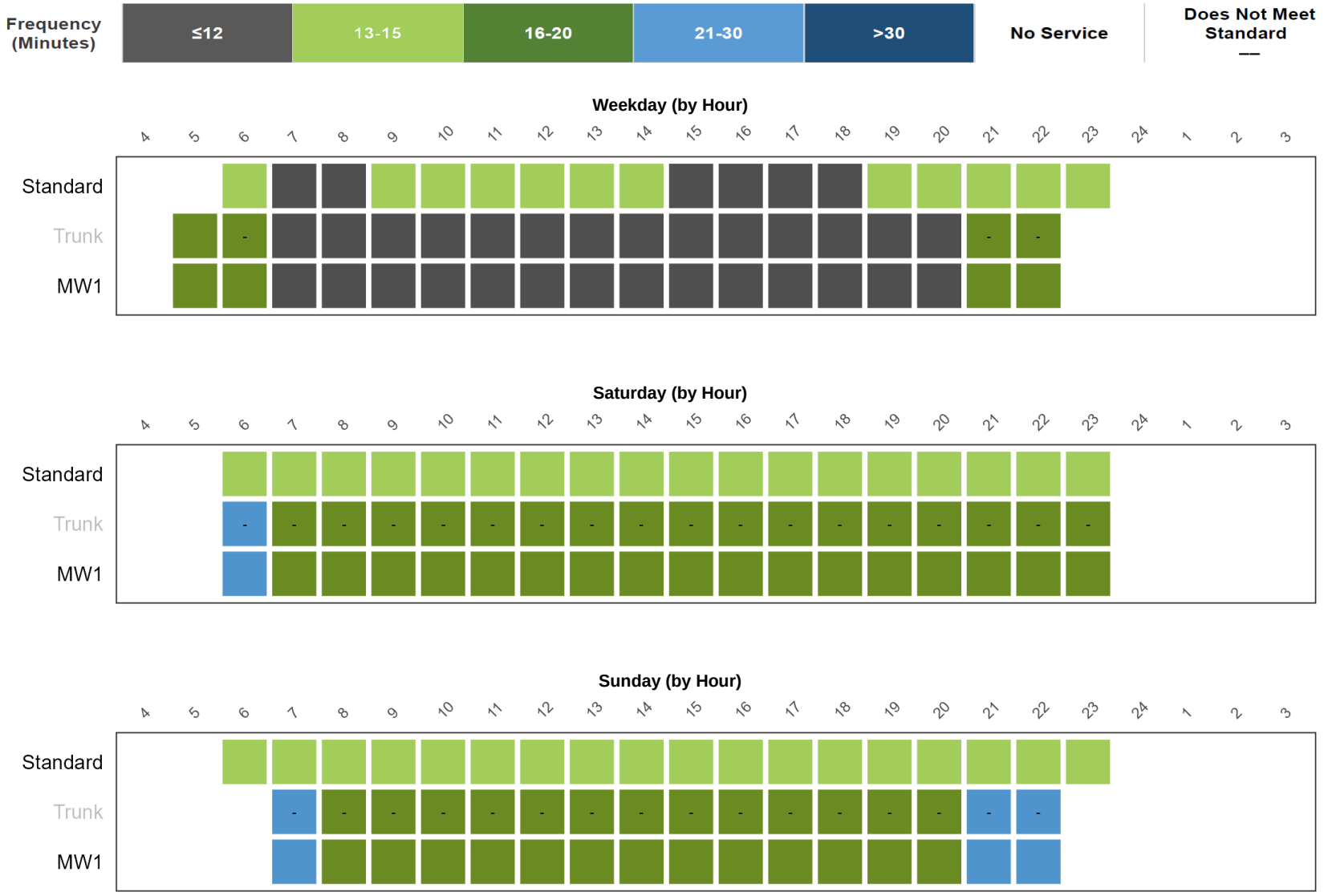
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	NORTH	SOUTH
Weekday	**Peak** Maximum Target: 1.2	0.21	0.19
Weekday	**Off-Peak** Maximum Target: 1.0	0.12	0.12
	Saturday Maximum Target: 1.0	0.13	0.13
	Sunday Maximum Target: 1.0	0.13	0.12

Span and Frequency



Performance Report Card

D Metroway-Potomac Yard

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	5:30 AM - 10:24 PM	-	-	6:30 AM - 11:03 PM	-	C	7:30 AM - 10:25 PM	-	C
	Frequency of Service | varies	Peak: 12.0 / Off-Peak: 11.0	Peak: 12 / Off-Peak: 11	C	20.0	20.0	C	20.0	20.0	C
Productivity	**Passengers per Revenue Hour |** 35	15.8	15.8	E	12.6	12.6	E	10.5	10.5	E
	Passengers per Revenue Mile | 5	1.8	1.8	E	1.5	1.5	E	1.4	1.4	E
Reliability	**On-Time Performance |** 79%	90%	90%	A	90%	90%	A	91%	91%	A
	Crowding | 5%	1%	1%	A	0%	0%	A	0%	0%	A
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.12 Peak: 0.2	Off-Peak: 0.12 Peak: 0.2	A	0.13	0.13	A	0.13	0.13	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $3.5	$8.22	$ 8.22	E	$10.29	$10.29	E	$12.39	$12.39	E
	Cost Recovery | 30%	15%	15%	E	12%	12%	E	10%	10%	E

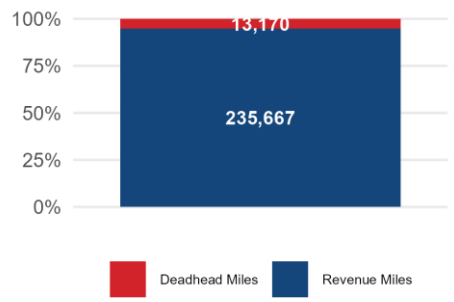
Route MW1

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 2-3	2.9	2.9	A
Route Design	**Circuity |** 1.75	1.25	1.25	A

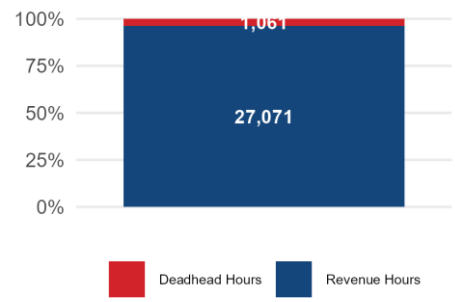
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 35	15.8	15.8	E	12.6	12.6	E	10.5	10.5	E
	Passengers per Revenue Mile | 5	1.8	1.8	E	1.5	1.5	E	1.4	1.4	E
	Unique Segment Ridership | 25%	78%	78%	A	76%	76%	A	77%	77%	A
Reliability	**On-Time Performance |** 79%	90%	90%	A	90%	90%	A	91%	91%	A
	Crowding | 5%	1%	1%	A	0%	0%	A	0%	0%	A
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.12 Peak: 0.2	Off-Peak: 0.12 Peak: 0.2	A	0.13	0.13	A	0.13	0.13	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $3.5	$8.22	$ 8.22	E	$10.29	$10.29	E	$12.39	$12.39	E
	Cost Recovery | 30%	15%	15%	E	12%	12%	E	10%	10%	E

Operational Analysis

Miles Allocation



Hours Allocation



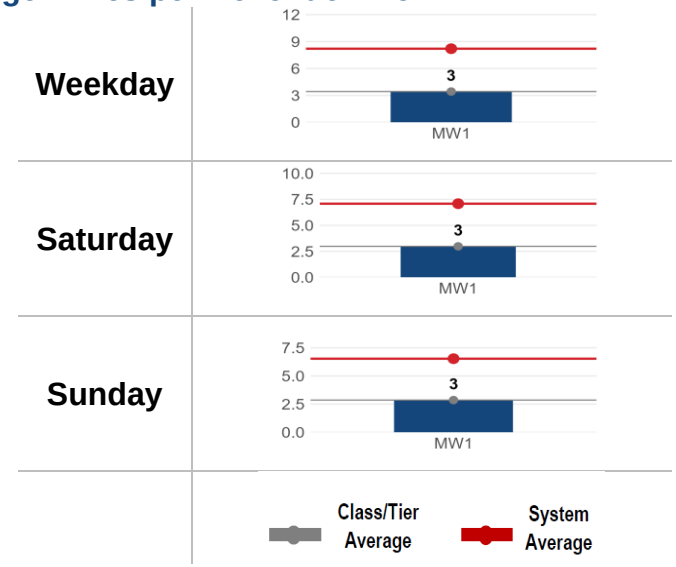
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
MW1	10.20	49,720	49,457 (99.5%)

Service Change Summary

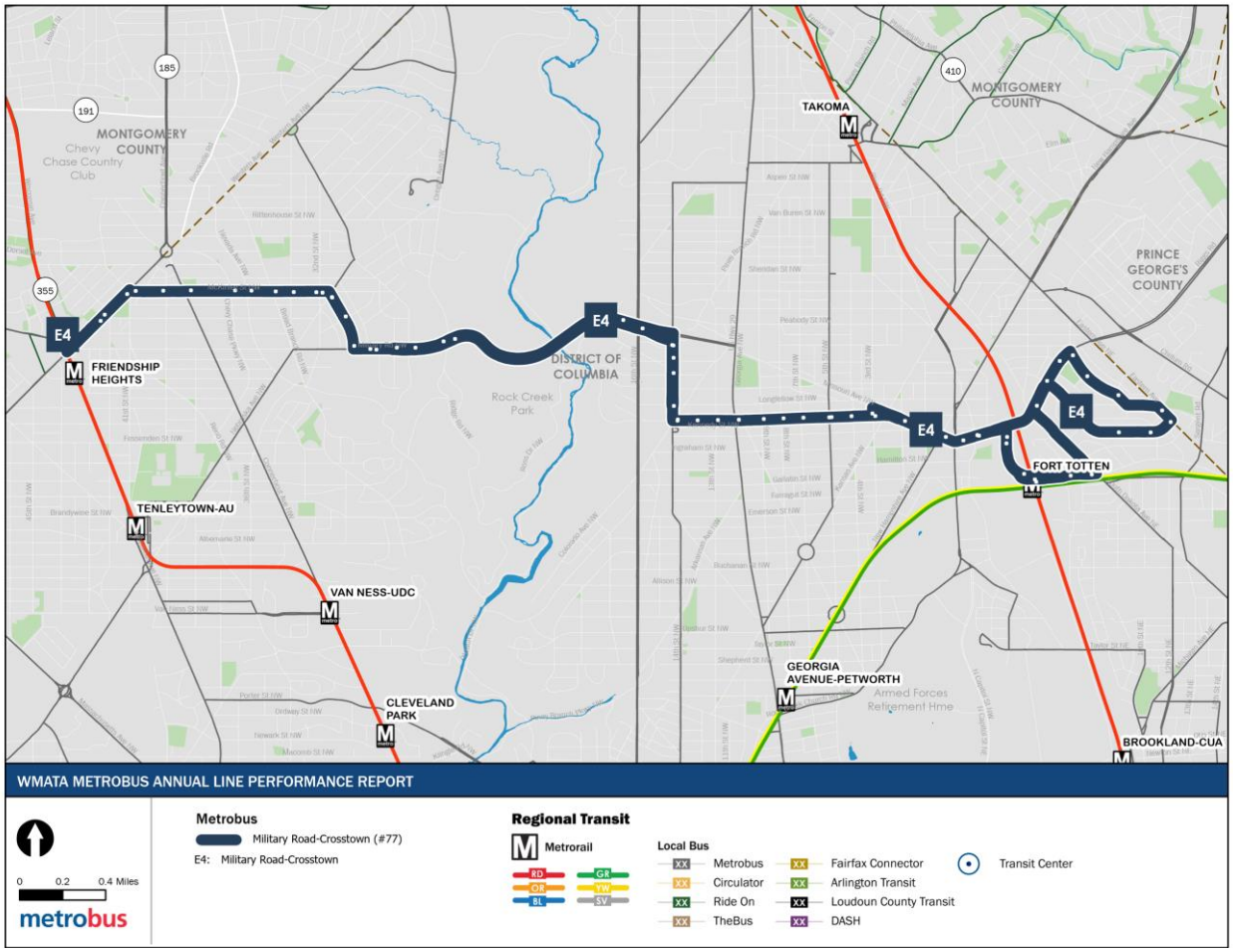
Jun 2023: No change
Sep 2023: No change
Dec 2023: No change

Passenger Miles per Revenue Mile



LINE: 77 - Military Road-Crosstown ROUTE(S): E4

About the Line



Service Classification

Framework

Activity Tier

2

Overall Grade

Line	B

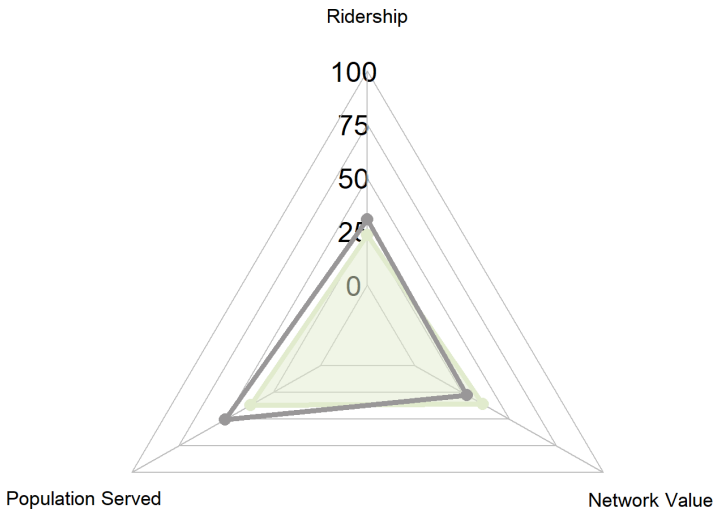
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

32

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	37	36	23	

Operating Statistics

Annual Operating Costs	$3,881,072
Peak Vehicles	6
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

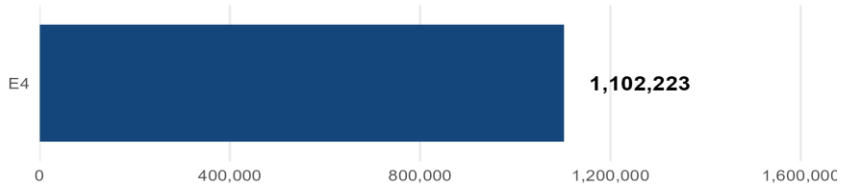
Service Area Population		39,602
People of Color Population	*Service Area*	21,817
	% Riders Surveyed	82%
Low Income Household	*Service Area*	9,520
	% Riders Surveyed	50%

Facilities/Amenities

Bus Stops	90
% Stops With Shelters	18%
% Stops With Benches	14%
% Stops With Real-Time Signs	6%

Ridership

Annual Ridership



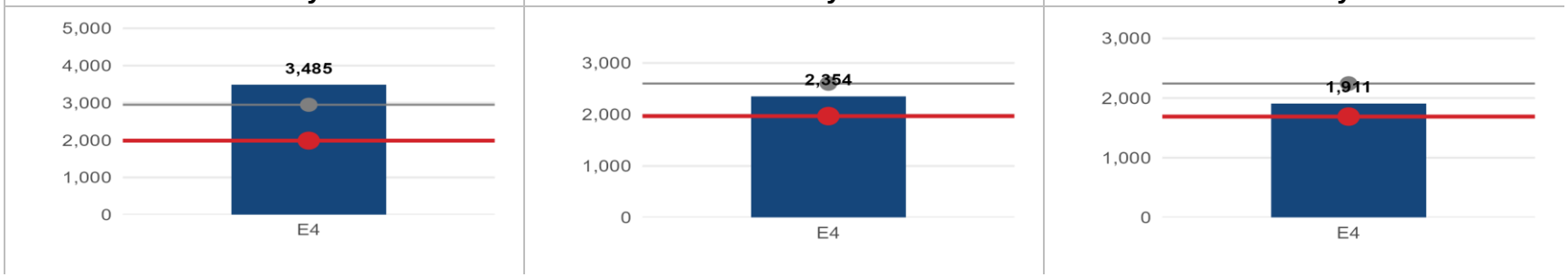
Top Transfer Locations

Fort Totten, Friendship Heights

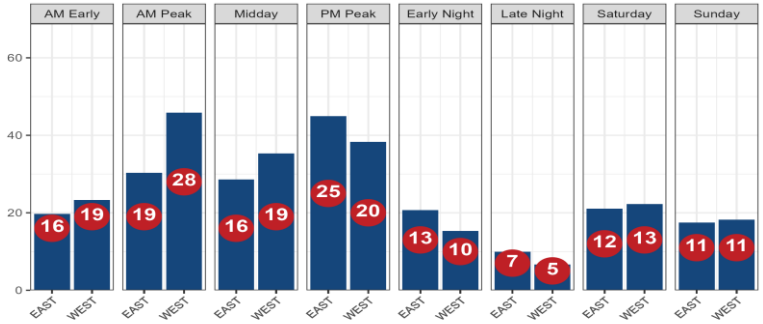
Average Daily Ridership

Class/Tier Average

System Average



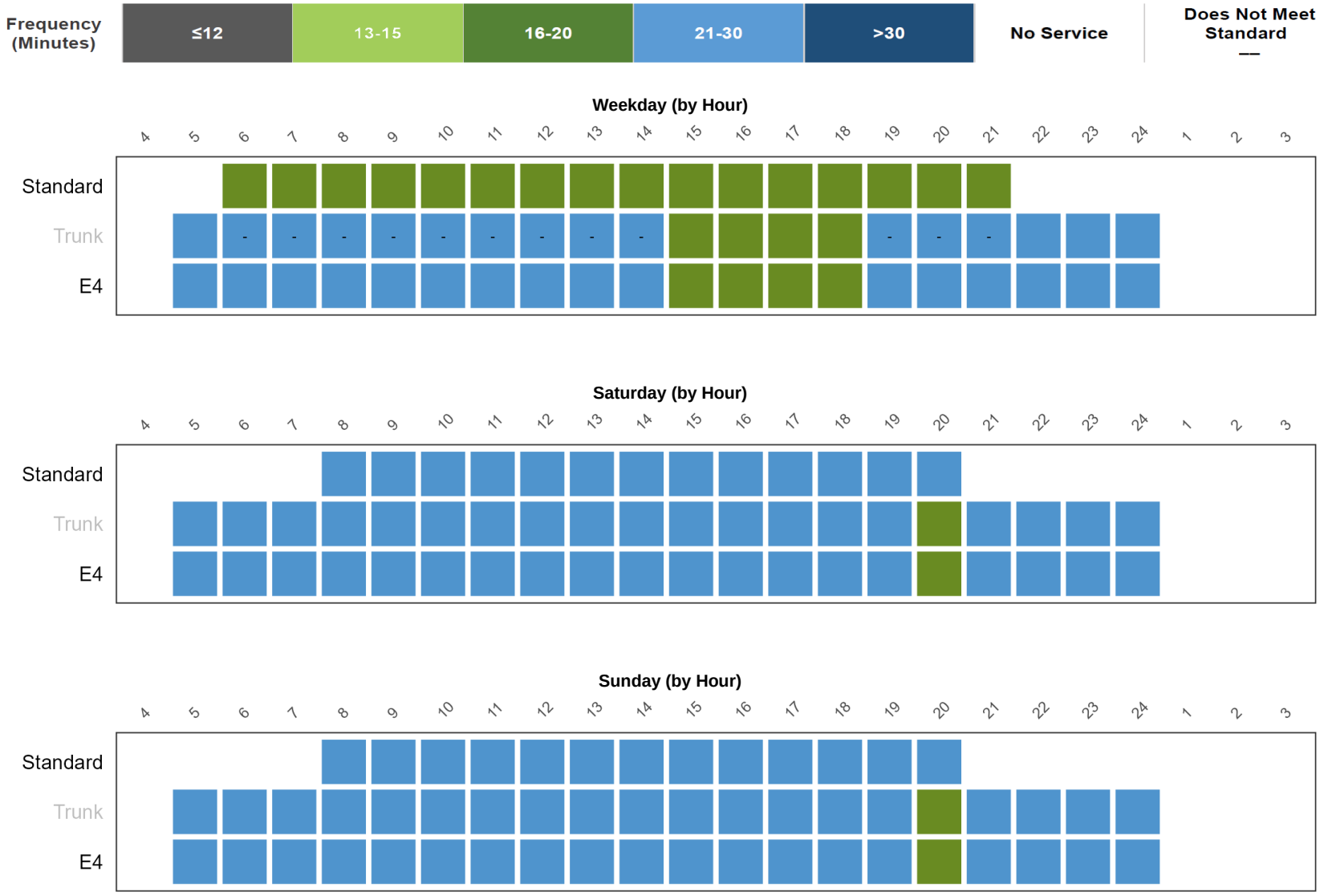
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	EAST	WEST
Weekday	**Peak** Maximum Target: 1	0.56	0.59
	Off-Peak Maximum Target: 1.0	0.36	0.37
	Saturday Maximum Target: 1.0	0.31	0.32
	Sunday Maximum Target: 1.0	0.27	0.27

Span and Frequency



Performance Report Card

B Military Road-Crosstown

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	5:00 AM - 12:25 AM	-	A	5:00 AM - 12:28 AM	-	A	5:00 AM - 12:24 AM	-	A
	Frequency of Service | varies	Peak: 21.0 / Off-Peak: 21.0	Peak: 15.6 / Off-Peak: 20	C	22.0	24.4	A	23.0	24.1	A
Productivity	**Passengers per Revenue Hour |** 20	38.1	28.6	A	28.1	27.1	A	23.5	24.8	A
	Passengers per Revenue Mile | 2	4.7	2.8	A	3.3	2.5	A	2.7	2.3	A
Reliability	**On-Time Performance |** 79%	75%	76%	C	81%	78%	B	86%	80%	A
	Crowding | 5%	3%	2%	A	0%	1%	A	0%	1%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.36 Peak: 0.58	Off-Peak: 0.38 Peak: 0.48	A	0.32	0.37	A	0.27	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$3.42	$ 5.38	A	$4.62	$ 5.53	A	$5.54	$ 6.29	C
	Cost Recovery | 20%	23%	19%	A	17%	17%	D	14%	15%	D

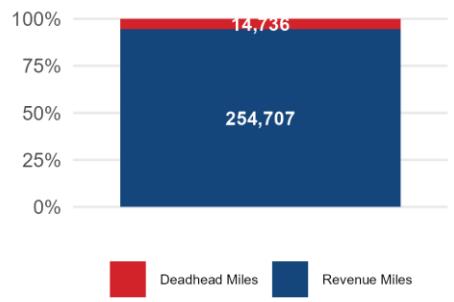
Route E4

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	6.6	4.5	E
Route Design	**Circuity |** 1.75	1.26	1.47	A

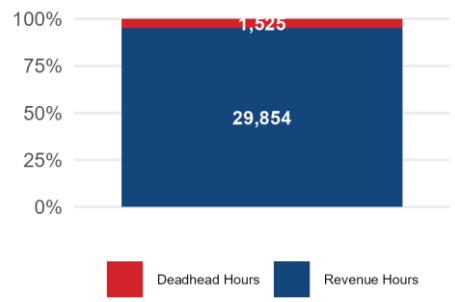
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 20	38.1	28.6	A	28.1	27.1	A	23.5	24.8	A
	Passengers per Revenue Mile | 2	4.7	2.8	A	3.3	2.5	A	2.7	2.3	A
	Unique Segment Ridership | 10%	54%	20%	A	78%	36%	A	78%	39%	A
Reliability	**On-Time Performance |** 79%	75%	76%	C	81%	78%	B	86%	80%	A
	Crowding | 5%	3%	2%	A	0%	1%	A	0%	1%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.36 Peak: 0.58	Off-Peak: 0.39 Peak: 0.48	A	0.32	0.39	A	0.27	0.35	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$3.42	$ 5.38	A	$4.62	$ 5.53	A	$5.54	$ 6.29	C
	Cost Recovery | 20%	23%	19%	A	17%	17%	D	14%	16%	D

Operational Analysis

Miles Allocation



Hours Allocation



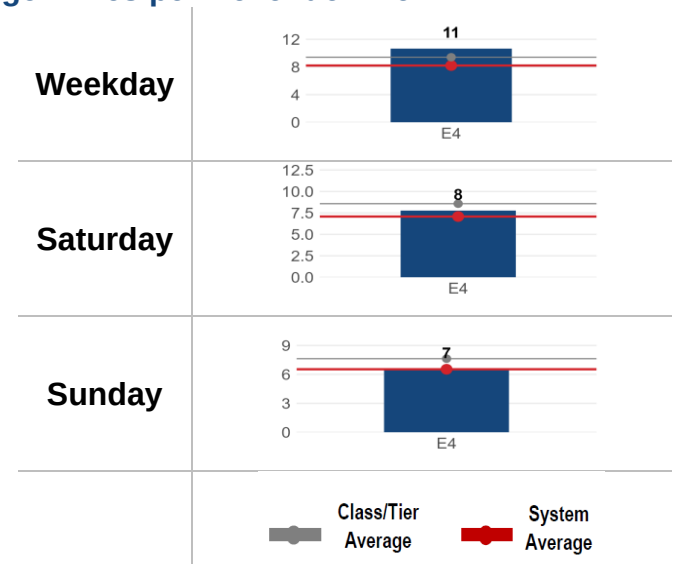
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
E4	14.20	40,772	40,401 (99.1%)

Service Change Summary

Jun 2023: No change
Sep 2023: No change
Dec 2023: No change

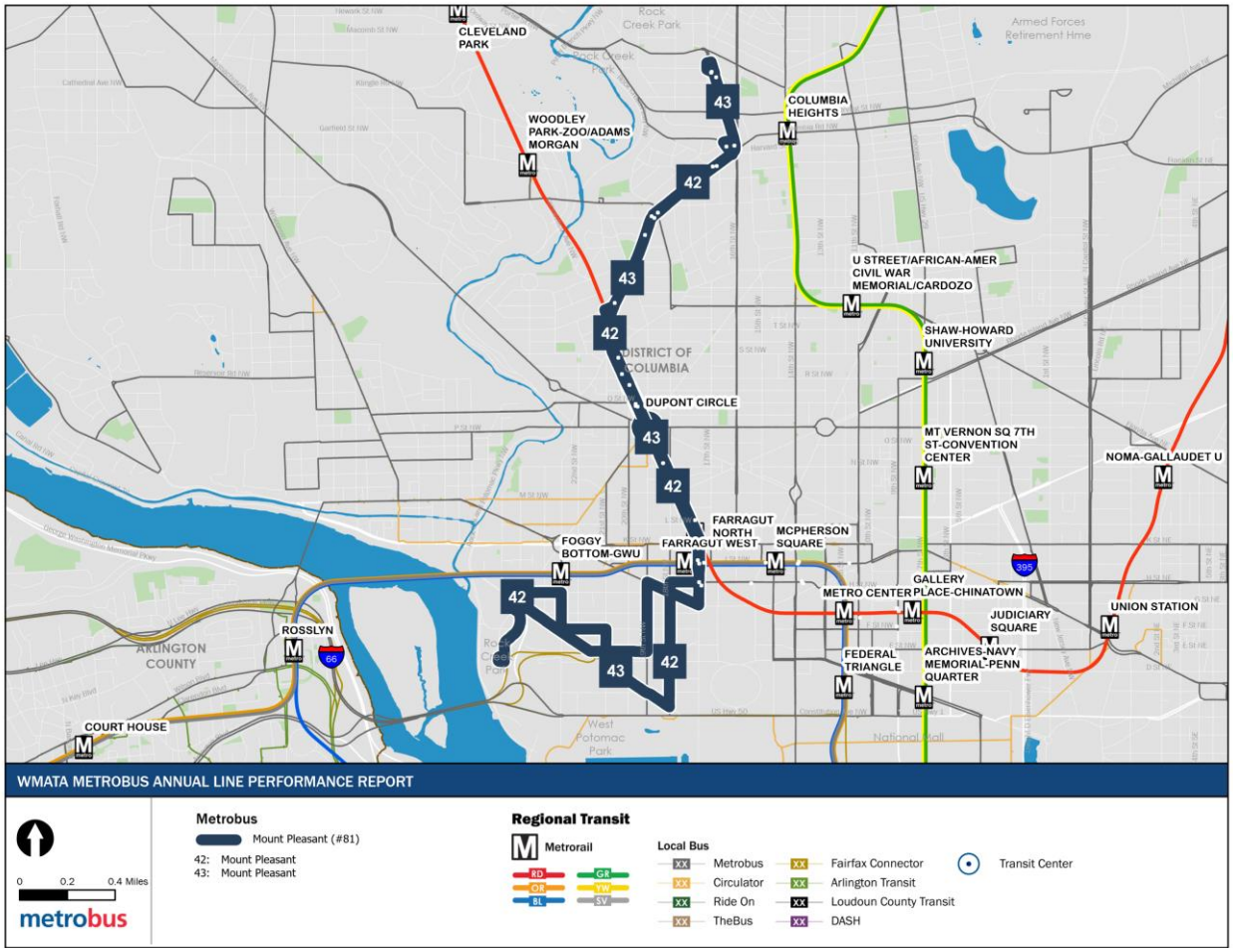
Passenger Miles per Revenue Mile



LINE: 81 - Mount Pleasant

ROUTE(S): 42, 43

About the Line



Service Classification

Framework

Activity Tier

1

Overall Grade

Line	B

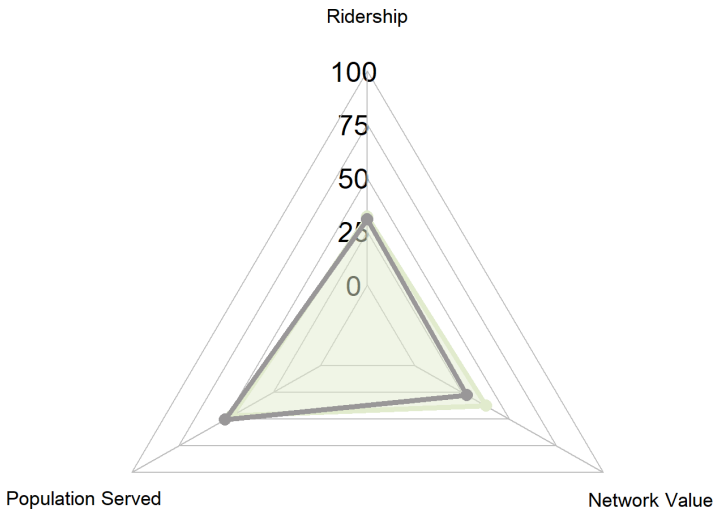
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

39

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	47	38	32	

Operating Statistics

Annual Operating Costs	$6,199,576
Peak Vehicles	13
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

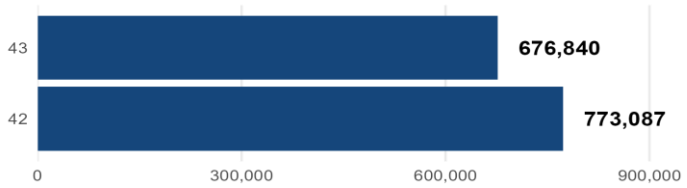
Service Area Population	54,916	
People of Color Population	*Service Area*	14,921
	% Riders Surveyed	51%
Low Income Household	*Service Area*	10,082
	% Riders Surveyed	23%

Facilities/Amenities

Bus Stops	57
% Stops With Shelters	56%
% Stops With Benches	56%
% Stops With Real-Time Signs	16%

Ridership

Annual Ridership



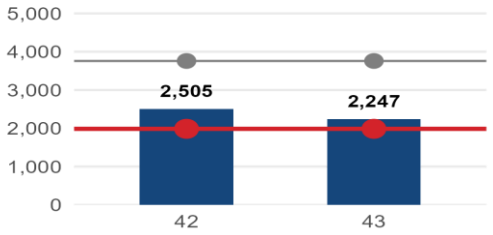
Top Transfer Locations

Farragut West, Farragut North, Dupont Circle

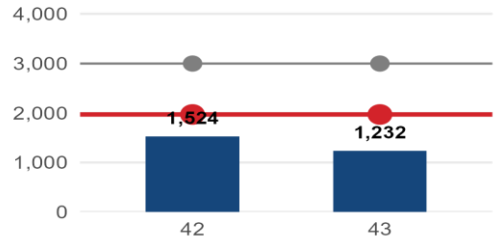
Average Daily Ridership



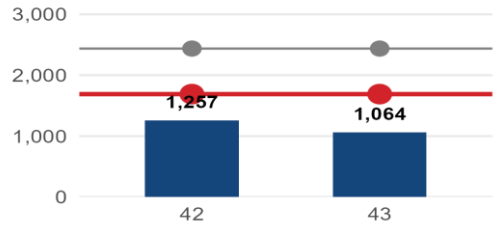
Weekday



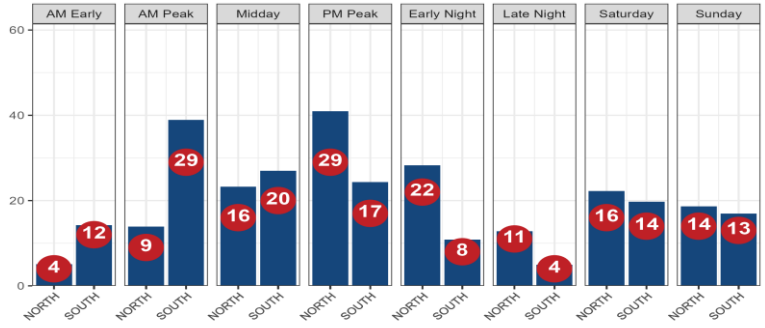
Saturday



Sunday



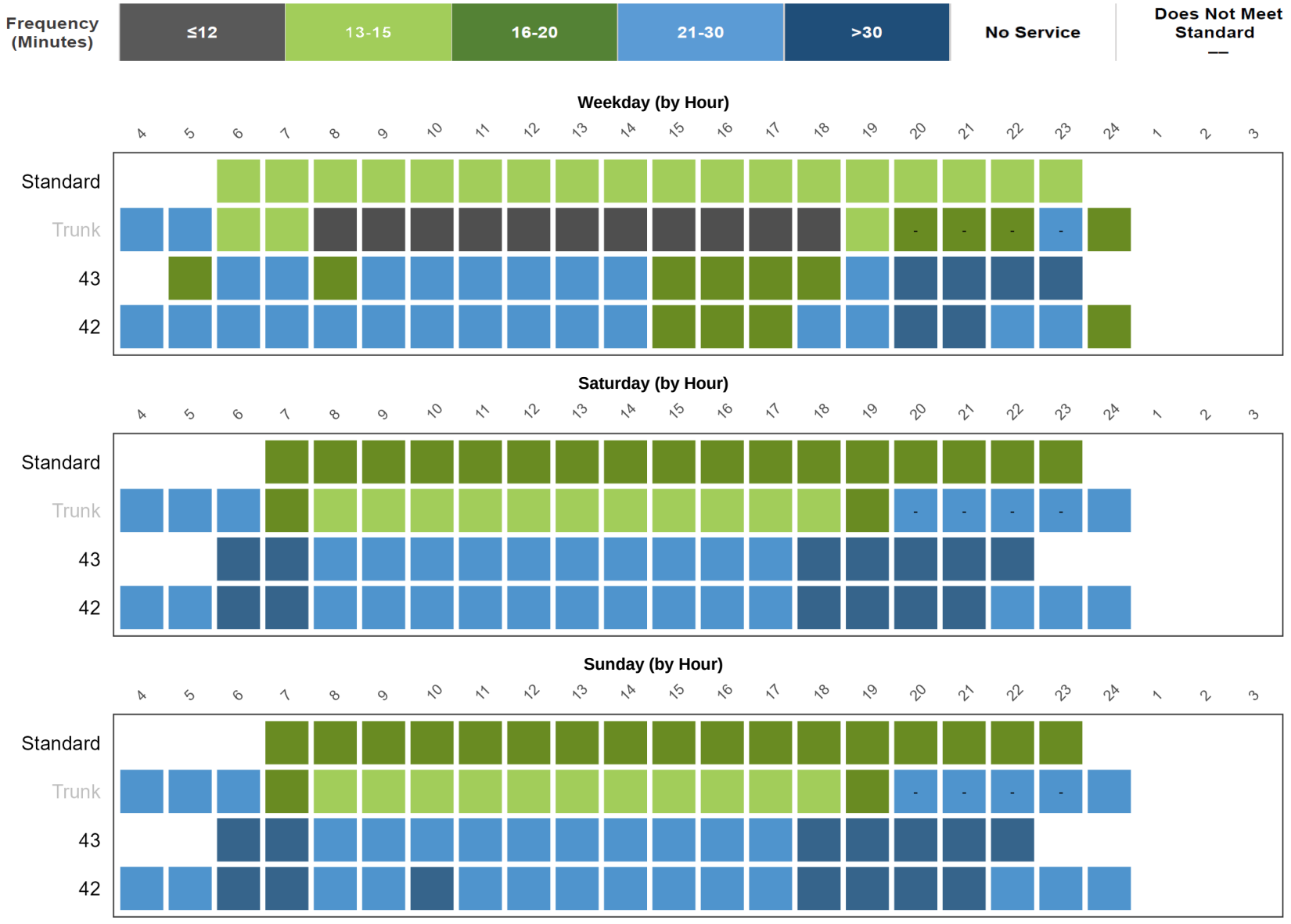
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	NORTH	SOUTH
Weekday	**Peak** Maximum Target: 1.2	0.59	0.58
	Off-Peak Maximum Target: 1.0	0.41	0.38
	Saturday Maximum Target: 1.0	0.4	0.36
	Sunday Maximum Target: 1.0	0.34	0.31

Span and Frequency



Performance Report Card

B Mount Pleasant

Measure | Standard		Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	4:30 AM - 12:35 AM	-	A	4:30 AM - 12:36 AM	-	A	4:30 AM - 12:27 AM	-	A
	Frequency of Service | varies	Peak: 11.0 / Off-Peak: 11.0	Peak: 14.7 / Off-Peak: 18.6	B	17.0	20.8	B	17.0	24.0	B
Productivity	**Passengers per Revenue Hour |** 30	33.1	32.8	A	28.9	27.8	C	25.6	26.1	D
	Passengers per Revenue Mile | 4	6.1	4.4	A	4.7	3.5	A	4.0	3.1	C
Reliability	**On-Time Performance |** 79%	80%	74%	B	80%	74%	B	84%	76%	B
	Crowding | 5%	7%	3%	E	1%	1%	A	1%	2%	A
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.39 Peak: 0.59	Off-Peak: 0.35 Peak: 0.48	A	0.38	0.35	A	0.33	0.32	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$3.93	$ 4.48	A	$4.50	$ 5.27	A	$5.07	$ 5.68	B
	Cost Recovery | 25%	33%	23%	A	29%	20%	A	26%	19%	B

Route 42

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	6.8	5.5	E
Route Design	**Circuity |** 1.75	1.4	1.23	A

	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 30	32.0	32.8	B	28.7	27.8	C	25.2	26.1	D
	Passengers per Revenue Mile | 4	5.8	4.4	A	4.6	3.5	A	3.9	3.1	C
	Unique Segment Ridership | 10%	10%	22%	C	12%	34%	B	14%	34%	A
Reliability	**On-Time Performance |** 79%	79%	74%	B	81%	74%	B	84%	76%	A
	Crowding | 5%	7%	3%	E	2%	1%	A	2%	2%	A
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.38 Peak: 0.6	Off-Peak: 0.36 Peak: 0.5	A	0.37	0.36	A	0.32	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$4.06	$ 4.48	A	$4.52	$ 5.27	A	$5.16	$ 5.68	B
	Cost Recovery | 25%	32%	24%	A	29%	20%	A	25%	19%	B

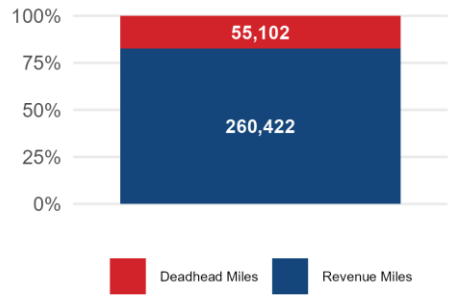
Route 43

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	6.3	5.5	E
Route Design	**Circuity |** 1.75	1.39	1.23	A

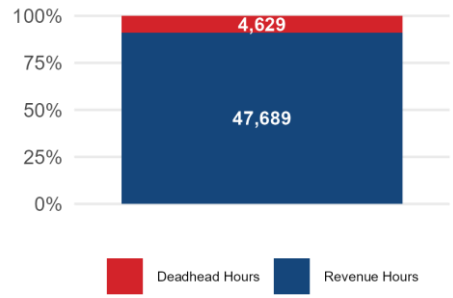
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 30	34.3	32.8	A	29.1	27.8	C	26.2	26.1	D
	Passengers per Revenue Mile | 4	6.5	4.4	A	4.8	3.5	A	4.1	3.1	B
	Unique Segment Ridership | 10%	0%	22%	E	0%	34%	E	0%	34%	E
Reliability	**On-Time Performance |** 79%	82%	74%	B	79%	74%	B	83%	76%	B
	Crowding | 5%	7%	3%	E	0%	1%	A	1%	2%	A
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.41 Peak: 0.58	Off-Peak: 0.36 Peak: 0.5	A	0.39	0.36	A	0.34	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$3.79	$ 4.48	A	$4.46	$ 5.27	A	$4.97	$ 5.68	A
	Cost Recovery | 25%	35%	24%	A	30%	20%	A	27%	19%	B

Operational Analysis

Miles Allocation



Hours Allocation



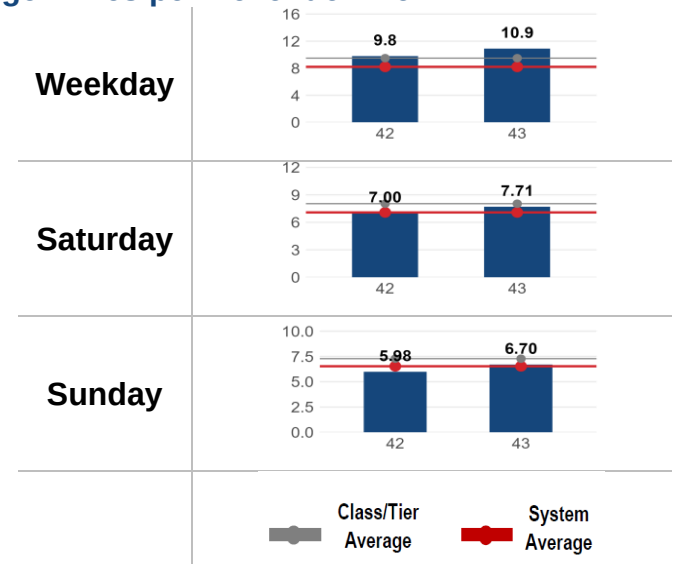
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
42	8.60	32,503	32,176 (99.0%)
43	8.60	27,453	27,153 (98.9%)

Service Change Summary

Jun 2023: Add weekday 43 SB trip between 7:45-8:45am; Adjust running times (7 days)
Sep 2023: No change
Dec 2023: No change

Passenger Miles per Revenue Mile



LINE: 157 - Mount Vernon Express ROUTE(S): 11Y

About the Line



Service Classification

Commuter

Activity Tier

2

Overall Grade

Line	C

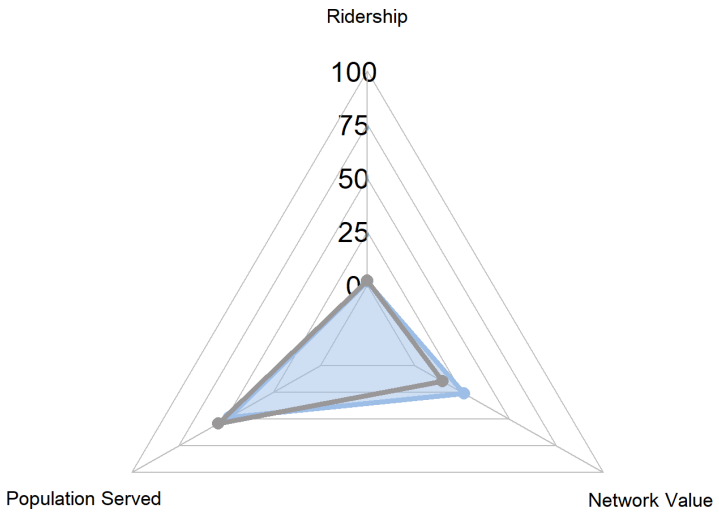
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

25

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	48	26	2	

Operating Statistics

Annual Operating Costs	
Peak Vehicles	6
Vehicle Type(s)	40 Foot

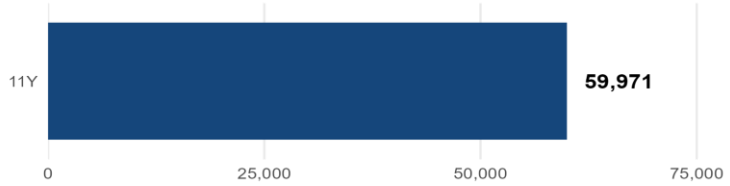
Service Area Context (1/4 Mile, Survey Weekday Only)

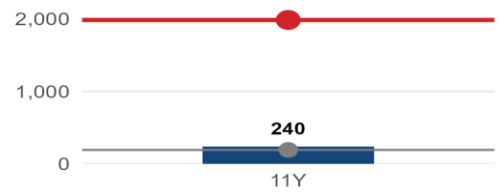
Service Area Population	26,920	
People of Color Population	*Service Area*	5,678
	% Riders Surveyed	33%
Low Income Household	*Service Area*	3,044
	% Riders Surveyed	1%

Facilities/Amenities

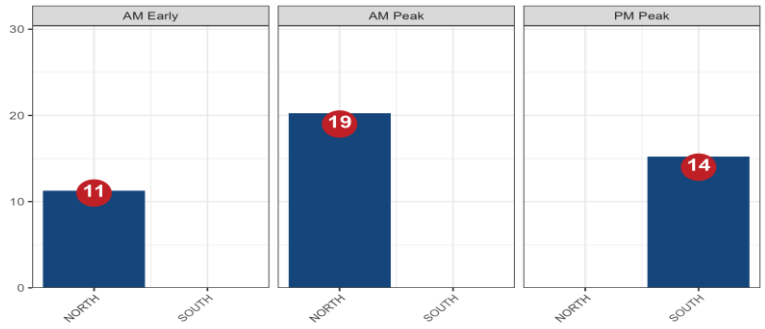
Bus Stops	121
% Stops With Shelters	16%
% Stops With Benches	18%
% Stops With Real-Time Signs	3%

Ridership

Annual Ridership	
Top Transfer Locations	**Smithsonian, Metro Center, Farragut North**

Average Daily Ridership	**Weekday**	**Saturday**	**Sunday**
Class/Tier Average System Average		*No Service*	*No Service*

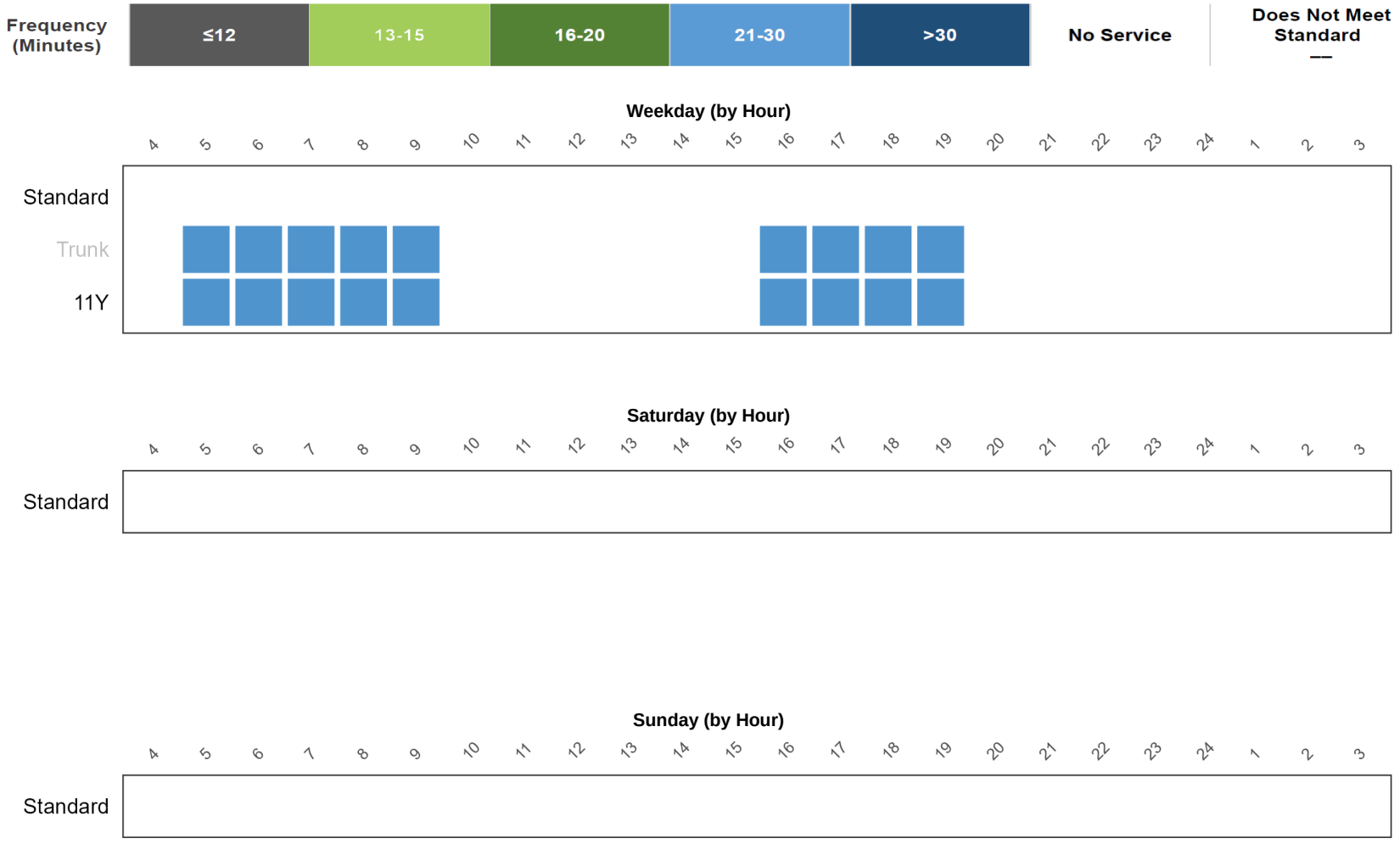
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	NORTH	SOUTH
Weekday	**Peak** **Maximum Target: 1**	0.46	0.34
	Off-Peak **Maximum Target: 1.0**	0.26	
	Saturday **Maximum Target: 1.0**		
	Sunday **Maximum Target: 1.0**		

Span and Frequency



Performance Report Card

C Mount Vernon Express

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	5:49 AM - 9:27 AM; 4:00 PM - 7:39 PM	-	A	-	-	-	-	-	-
	Frequency of Service | varies	Peak: 24.0 / Off-Peak: 21.0	Peak: 25.8 / Off-Peak: 31.7	-	-	-	-	-	-	-
Productivity	**Passengers per Revenue Hour |** N/A	14.1	16.1	C	-	-	-	-	-	-
	Passengers per Revenue Mile | 1	0.8	1	E	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	67%	75%	E	-	-	-	-	-	-
	Crowding | 5%	0%	0%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.26 Peak: 0.4	Off-Peak: 0.2 Peak: 0.32	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$9.25	$ 9.82	E	-	-	-	-	-	-
	Cost Recovery | 20%	41%	26%	A	-	-	-	-	-	-

Route 11Y

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** N/A	2.8	2.8	-
Route Design	**Circuity |** N/A	1.36	1.42	-

	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** N/A	14.1	16.1	C	-	-	-	-	-	-
	Passengers per Revenue Mile | 1	0.8	1	E	-	-	-	-	-	-
	Unique Segment Ridership | 15%	41%	33%	A	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	67%	75%	E	-	-	-	-	-	-
	Crowding | 5%	0%	0%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.26 Peak: 0.4	Off-Peak: 0.2 Peak: 0.28	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$9.25	$ 9.82	E	-	-	-	-	-	-
	Cost Recovery | 20%	41%	24%	A	-	-	-	-	-	-

Operational Analysis

Miles Allocation

No Service

Hours Allocation

No Service

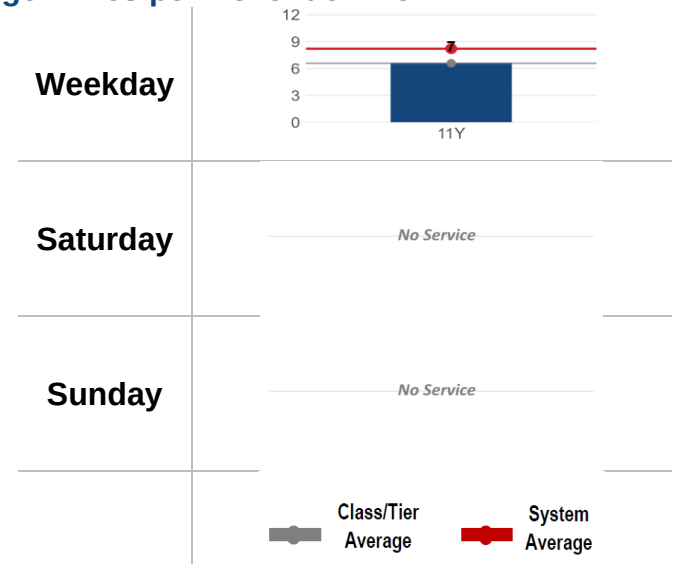
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
11Y	43.50	3,542	3,411 (96.3%)

Service Change Summary

Jun 2023: Restore Route 11Y on the pre-pandemic route alignment between Mt. Vernon and Potomac Park. Buses would operate every 24 minutes, northbound in the AM peak period and southbound in the PM peak period. Express fare will be charged on Route 11Y.
Sep 2023: Adjust stop locations along Washington Street at King St; Northbound to Potomac Park: Washington Street south of King Street, stop ID 4000025 (existing 10A, 10B stop); Southbound to Mt. Vernon: Washington Street north of King Street, stop ID 4000027 (existing 10A, 10B stop)
Dec 2023: No change

Passenger Miles per Revenue Mile



LINE: 17 - National Harbor-Alexandria

ROUTE(S): NH2

About the Line



Service Classification

Framework

Activity Tier

1

Overall Grade

Line	C

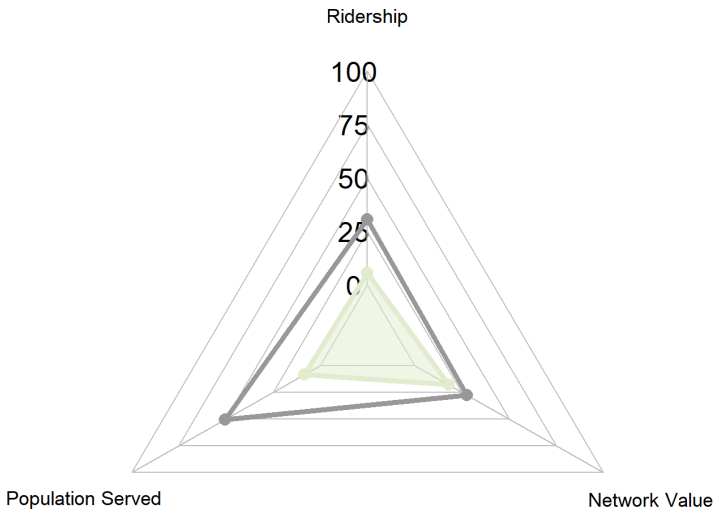
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

11

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	8	18	6	

Operating Statistics

Annual Operating Costs	$1,686,746
Peak Vehicles	4
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

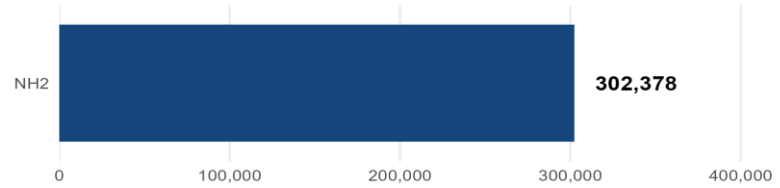
Service Area Population		6,624
People of Color Population	*Service Area*	2,056
	% Riders Surveyed	83%
Low Income Household	*Service Area*	653
	% Riders Surveyed	46%

Facilities/Amenities

Bus Stops	9
% Stops With Shelters	11%
% Stops With Benches	33%
% Stops With Real-Time Signs	0%

Ridership

Annual Ridership



Top Transfer Locations

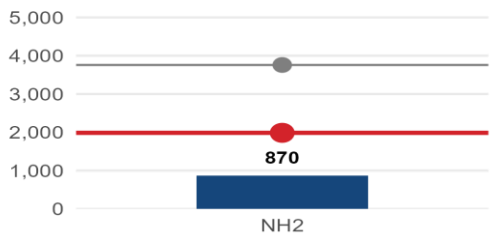
King Street, Eisenhower Avenue

Average Daily Ridership

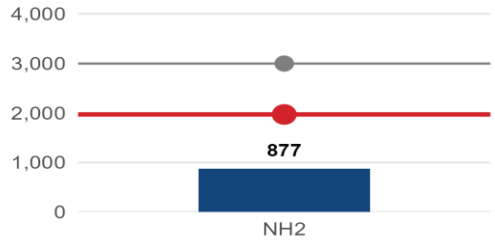
Class/Tier Average

System Average

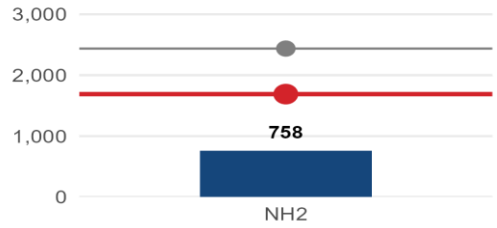
Weekday



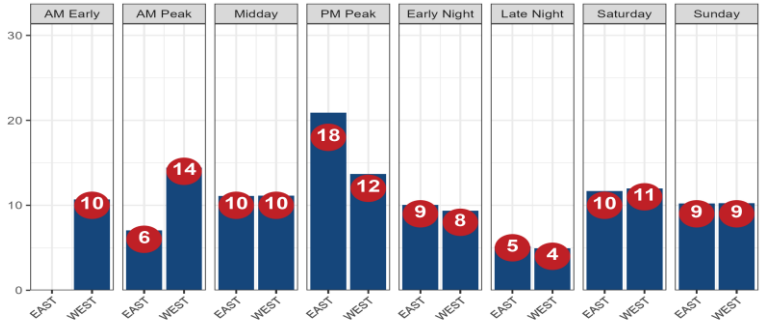
Saturday



Sunday



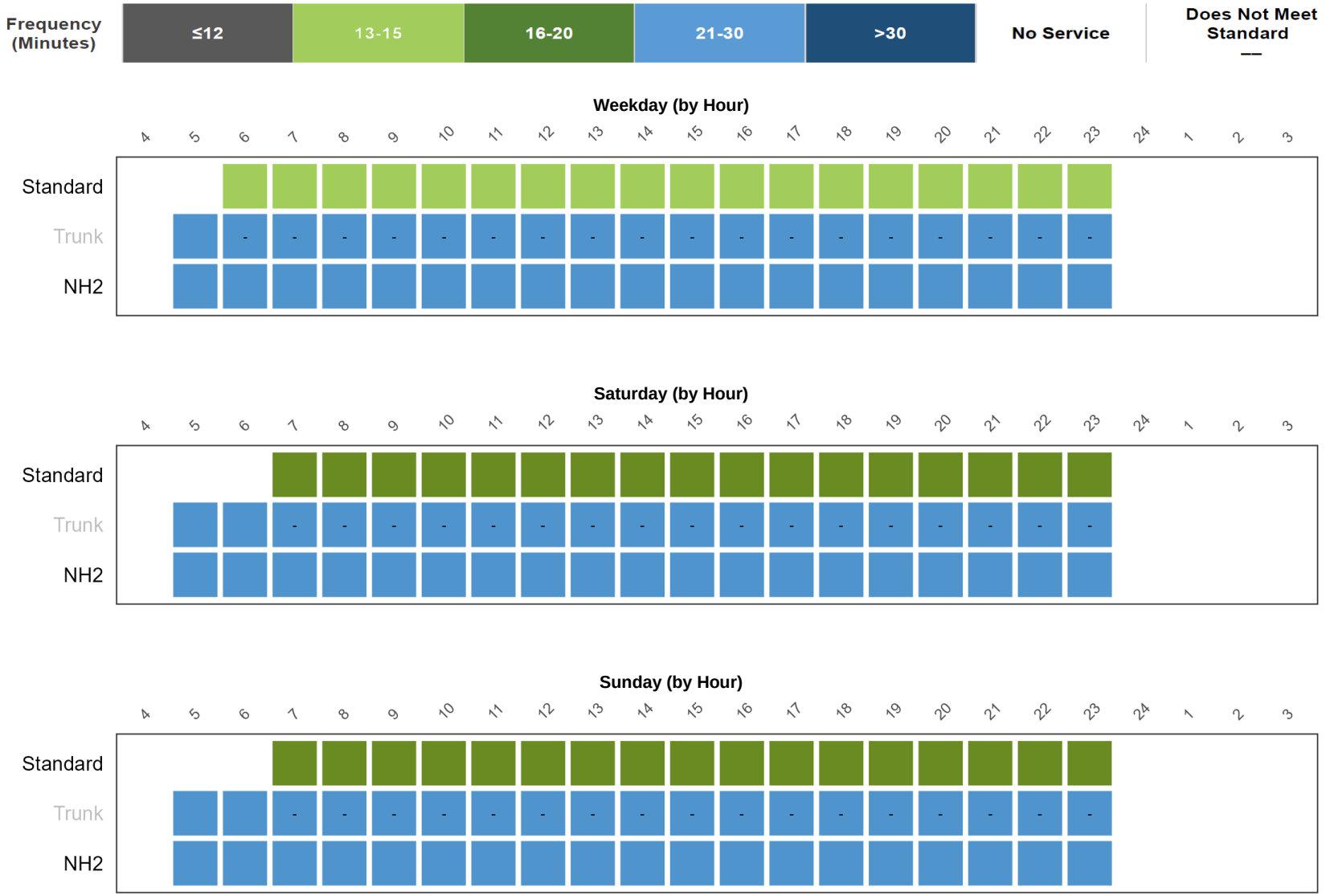
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	EAST	WEST
Weekday	**Peak** Maximum Target: 1.2	0.33	0.32
	Off-Peak Maximum Target: 1.0	0.23	0.23
	Saturday Maximum Target: 1.0	0.26	0.27
	Sunday Maximum Target: 1.0	0.23	0.23

Span and Frequency



Performance Report Card

C National Harbor-Alexandria

Measure | Standard		Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	5:05 AM - 11:57 PM	-	A	5:05 AM - 11:57 PM	-	A	5:05 AM - 11:57 PM	-	A
	Frequency of Service | varies	Peak: 29.0 / Off-Peak: 30.0	Peak: 14.7 / Off-Peak: 18.6	E	30.0	20.8	D	30.0	24.0	D
Productivity	**Passengers per Revenue Hour |** 30	24.4	32.8	D	24.8	27.8	D	21.5	26.1	E
	Passengers per Revenue Mile | 4	1.5	4.4	E	1.5	3.5	E	1.3	3.1	E
Reliability	**On-Time Performance |** 79%	87%	74%	A	85%	74%	A	87%	76%	A
	Crowding | 5%	1%	3%	A	1%	1%	A	0%	2%	A
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.23 Peak: 0.32	Off-Peak: 0.35 Peak: 0.48	A	0.26	0.35	A	0.23	0.32	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$5.32	$ 4.48	B	$5.24	$ 5.27	B	$6.06	$ 5.68	D
	Cost Recovery | 25%	15%	23%	E	15%	20%	E	13%	19%	E

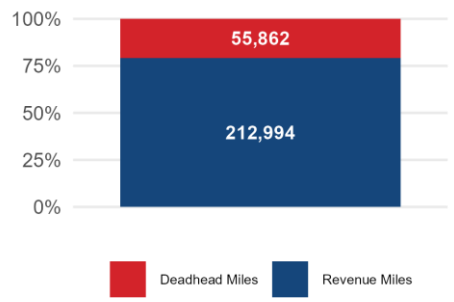
Route NH2

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	0.3	5.5	E
Route Design	**Circuity |** 1.75	1.17	1.23	A

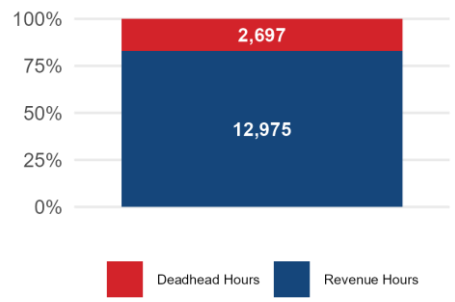
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 30	24.4	32.8	D	24.8	27.8	D	21.5	26.1	E
	Passengers per Revenue Mile | 4	1.5	4.4	E	1.5	3.5	E	1.3	3.1	E
	Unique Segment Ridership | 10%	42%	22%	A	40%	34%	A	41%	34%	A
Reliability	**On-Time Performance |** 79%	87%	74%	A	85%	74%	A	87%	76%	A
	Crowding | 5%	1%	3%	A	1%	1%	A	0%	2%	A
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.23 Peak: 0.32	Off-Peak: 0.36 Peak: 0.5	A	0.26	0.36	A	0.23	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$5.32	$ 4.48	B	$5.24	$ 5.27	B	$6.06	$ 5.68	D
	Cost Recovery | 25%	15%	24%	E	15%	20%	E	13%	19%	E

Operational Analysis

Miles Allocation



Hours Allocation



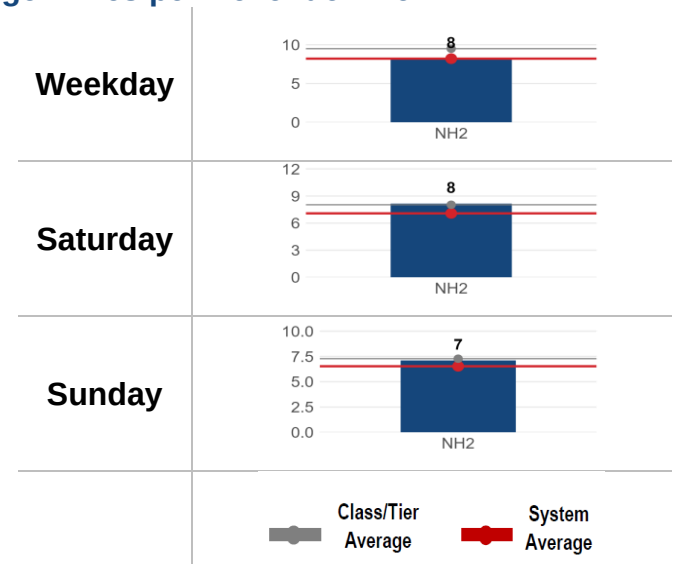
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
NH2	42.80	27,084	26,737 (98.7%)

Service Change Summary

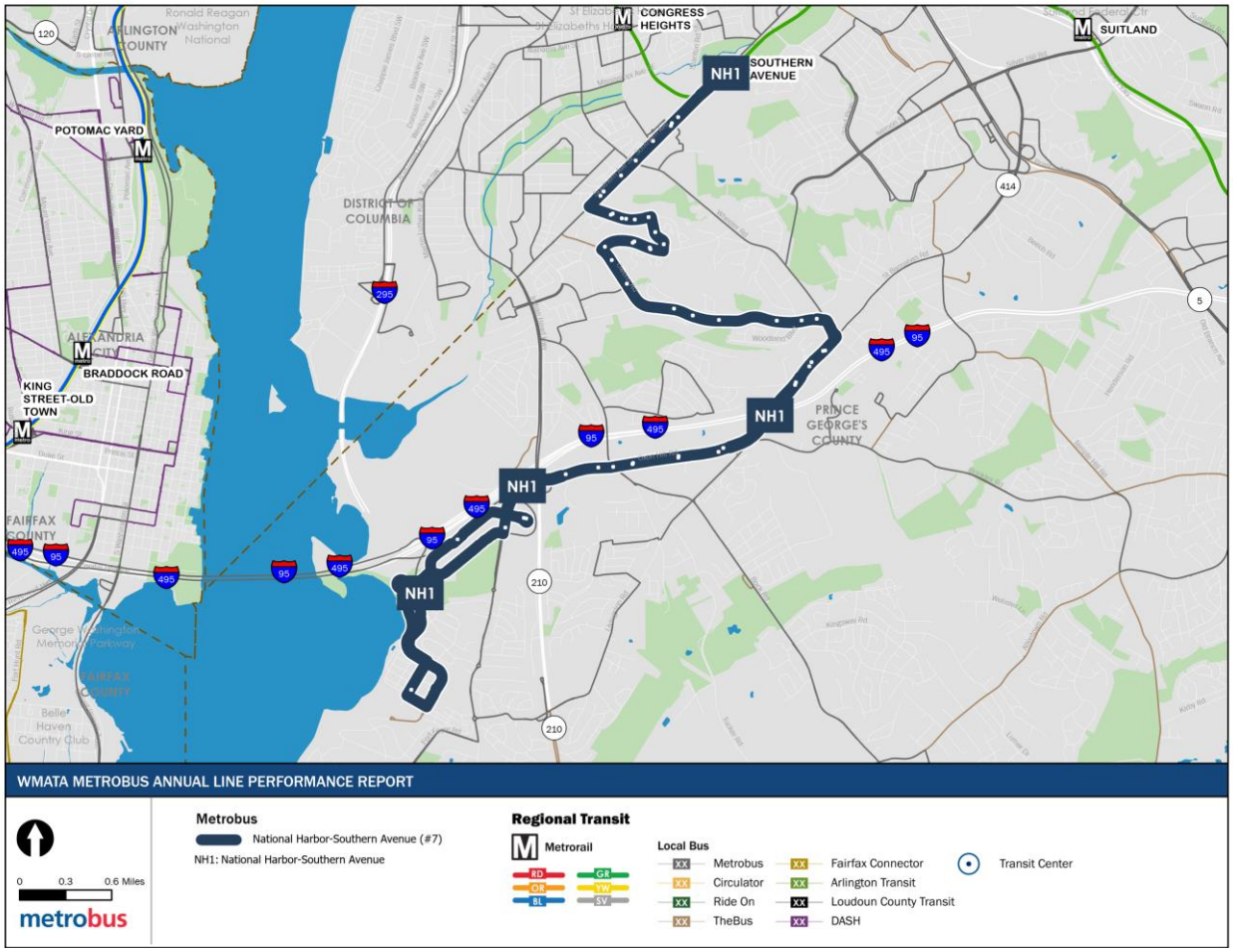
Jun 2023: No change
Sep 2023: No change
Dec 2023: No change

Passenger Miles per Revenue Mile



LINE: 7 - National Harbor-Southern Avenue ROUTE(S): NH1

About the Line



Service Classification

Coverage

Activity Tier

3

Overall Grade

Line	B

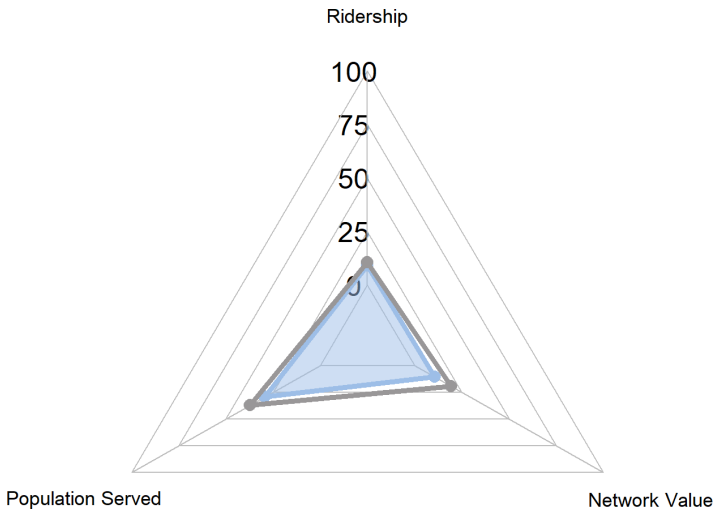
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

16

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	29	11	9	

Operating Statistics

Annual Operating Costs	$1,995,005
Peak Vehicles	5
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

Service Area Population	21,272	
People of Color Population	*Service Area*	17,524
	% Riders Surveyed	98%
Low Income Household	*Service Area*	7,222
	% Riders Surveyed	58%

Facilities/Amenities

Bus Stops	66
% Stops With Shelters	12%
% Stops With Benches	9%
% Stops With Real-Time Signs	2%

Ridership

Annual Ridership

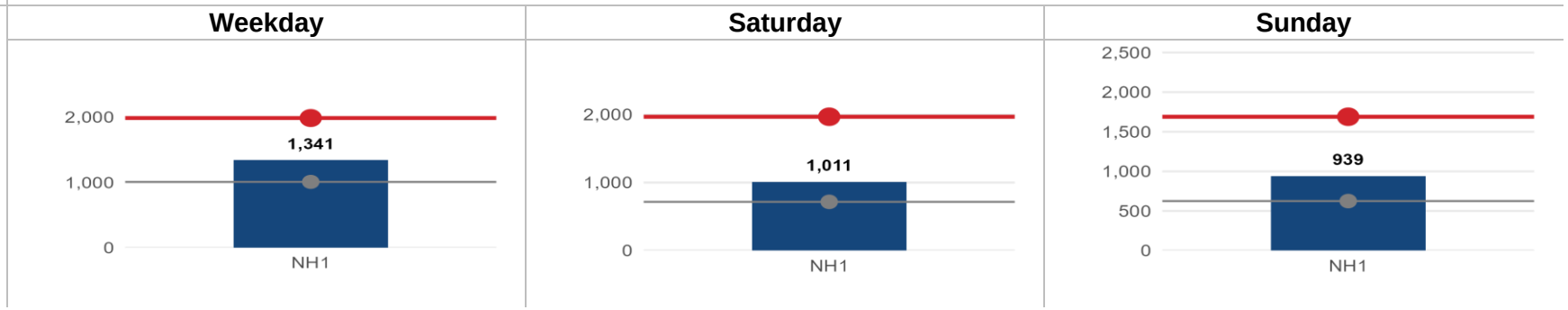


Top Transfer Locations

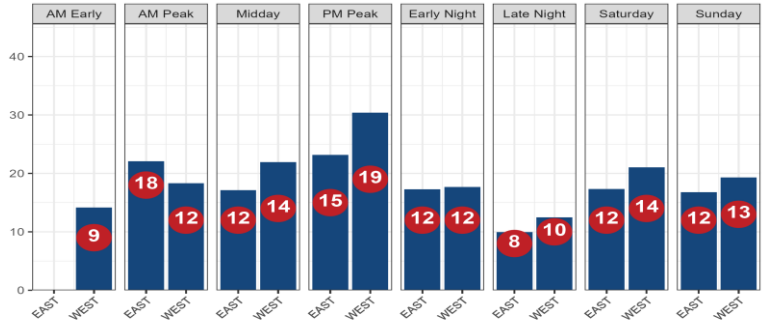
Southern Avenue

Average Daily Ridership





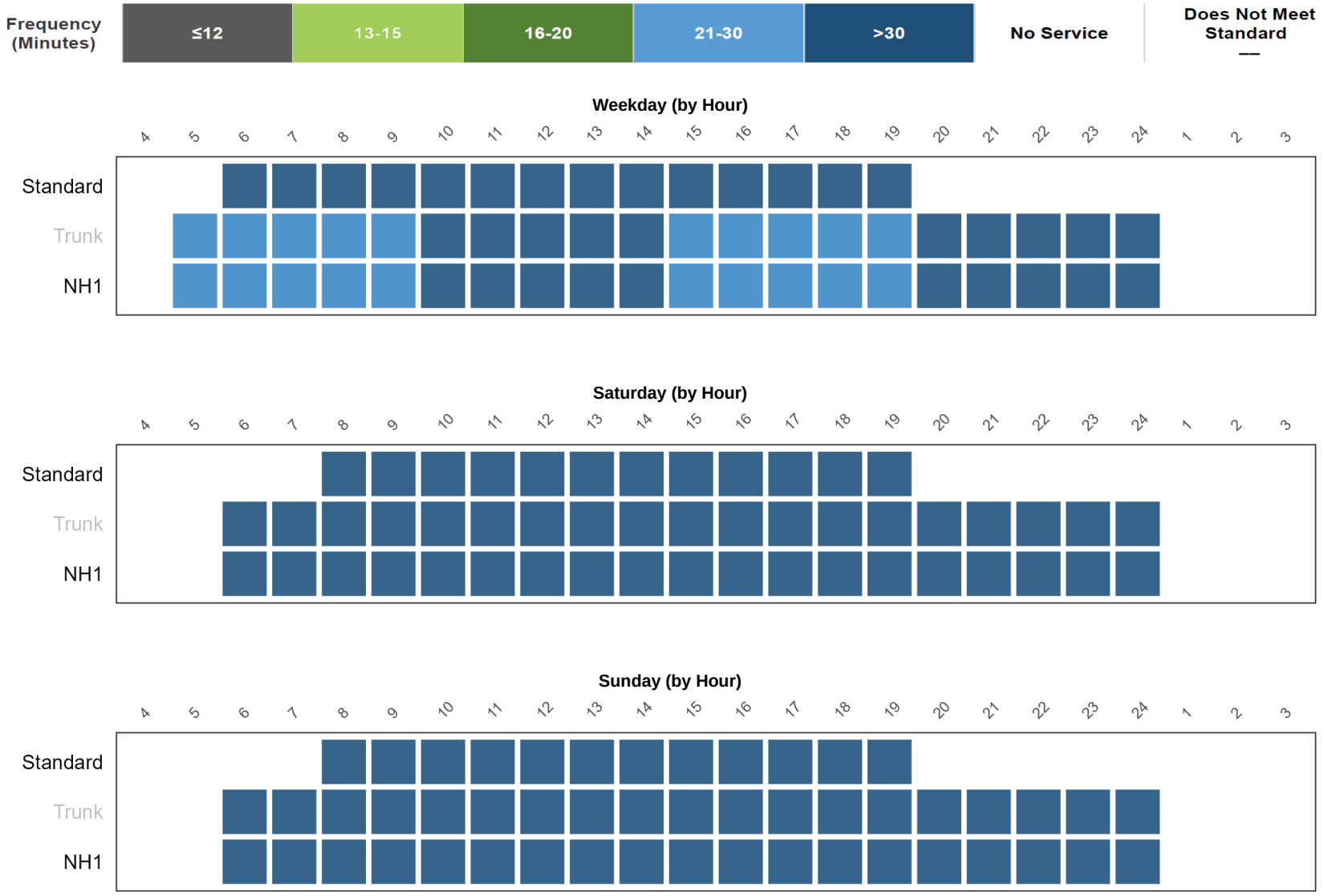
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	EAST	WEST
Weekday	**Peak** Maximum Target: 1	0.41	0.41
	Off-Peak Maximum Target: 1.0	0.29	0.32
	Saturday Maximum Target: 1.0	0.31	0.36
	Sunday Maximum Target: 1.0	0.3	0.33

Span and Frequency



Performance Report Card

B National Harbor-Southern Avenue

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	5:45 AM - 12:06 AM	-	A	6:15 AM - 12:04 AM	-	A	6:15 AM - 12:27 AM	-	A
	Frequency of Service | varies	Peak: 29.0 / Off-Peak: 36.0	Peak: 26 / Off-Peak: 38.8	A	39.0	47.4	A	40.0	49.8	A
Productivity	**Passengers per Revenue Hour |** 10	30.2	22.8	A	29.7	23.6	A	27.9	24.3	A
	Passengers per Revenue Mile | 1	2.2	1.9	A	2.1	2.0	A	1.9	2.0	A
Reliability	**On-Time Performance |** 79%	82%	80%	B	75%	79%	C	81%	80%	B
	Crowding | 5%	0%	1%	A	8%	1%	E	1%	0%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.31 Peak: 0.41	Off-Peak: 0.25 Peak: 0.32	A	0.34	0.27	A	0.31	0.26	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$4.31	$ 6.33	A	$4.37	$ 5.97	A	$4.67	$ 5.70	A
	Cost Recovery | 20%	8%	10%	E	8%	8%	E	8%	8%	E

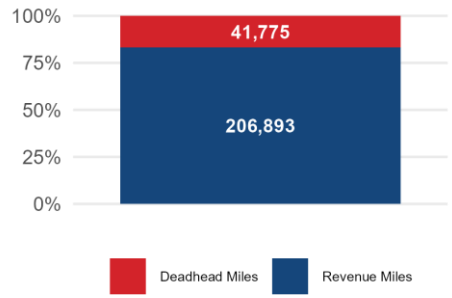
Route NH1

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	3.7	4.8	E
Route Design	**Circuity |** N/A	1.72	1.78	-

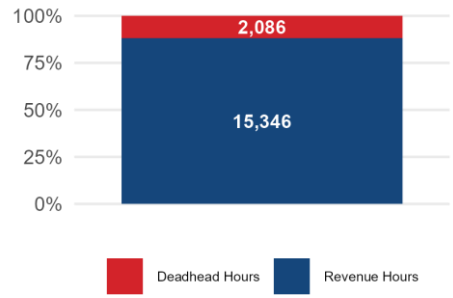
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 10	30.2	22.8	A	29.7	23.6	A	27.9	24.3	A
	Passengers per Revenue Mile | 1	2.2	1.9	A	2.1	2.0	A	1.9	2.0	A
	Unique Segment Ridership | 10%	26%	47%	A	28%	58%	A	28%	61%	A
Reliability	**On-Time Performance |** 79%	82%	80%	B	75%	79%	C	81%	80%	B
	Crowding | 5%	0%	1%	A	8%	1%	E	1%	0%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.31 Peak: 0.41	Off-Peak: 0.25 Peak: 0.31	A	0.34	0.27	A	0.31	0.26	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$4.31	$ 6.33	A	$4.37	$ 5.97	A	$4.67	$ 5.70	A
	Cost Recovery | 20%	8%	10%	E	8%	7%	E	8%	8%	E

Operational Analysis

Miles Allocation



Hours Allocation



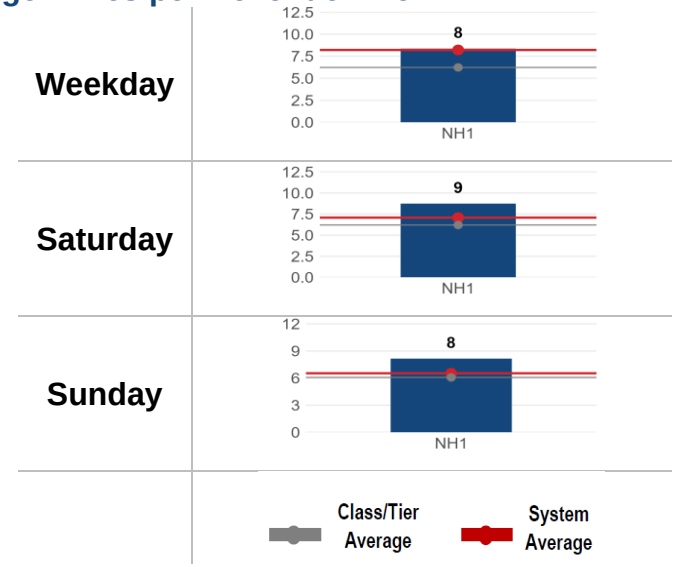
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
NH1	18.70	22,327	21,983 (98.5%)

Service Change Summary

Jun 2023: No change
Sep 2023: No change
Dec 2023: No change

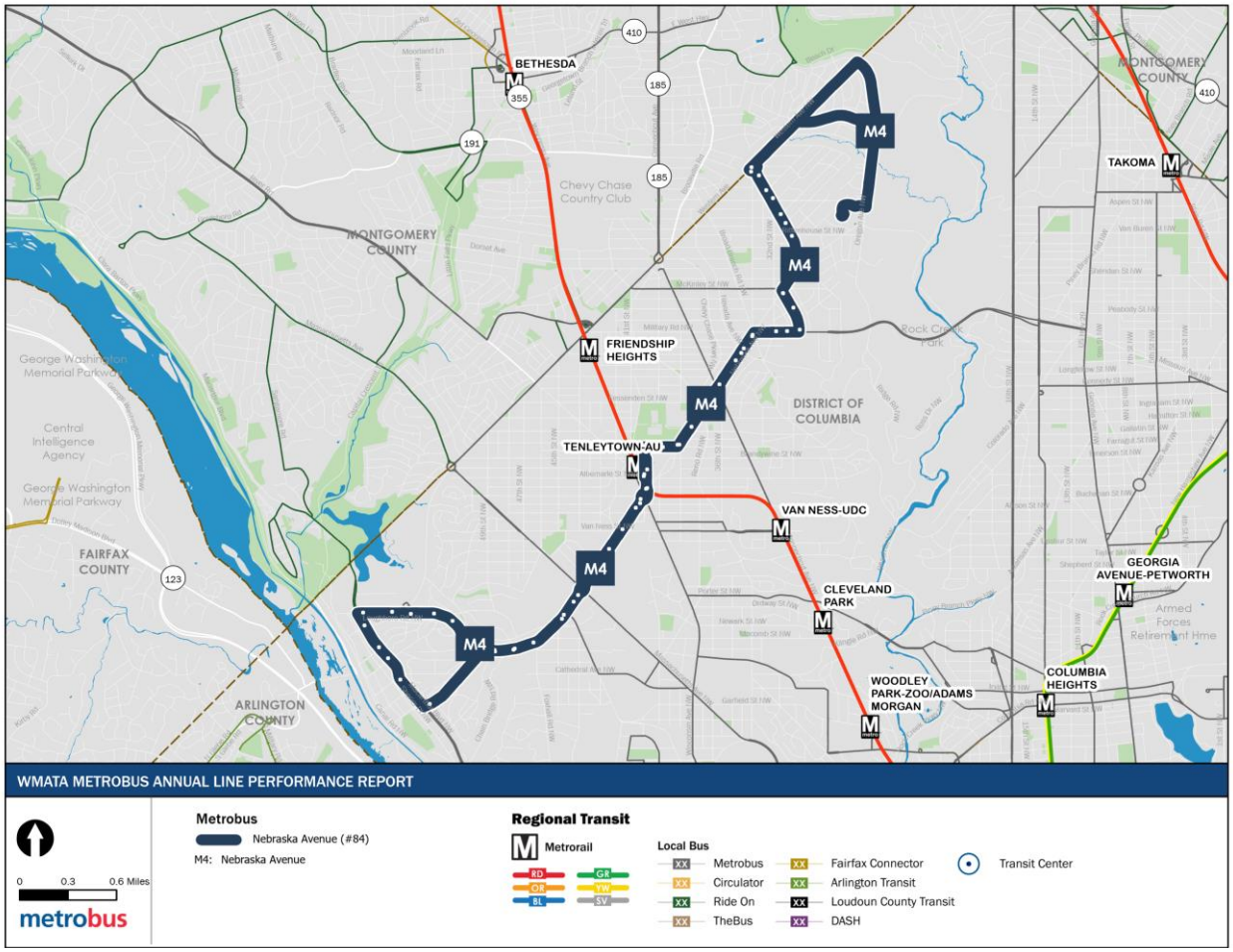
Passenger Miles per Revenue Mile



LINE: 84 - Nebraska Avenue

ROUTE(S): M4

About the Line



Service Classification

Coverage

Activity Tier

3

Overall Grade

Line	B

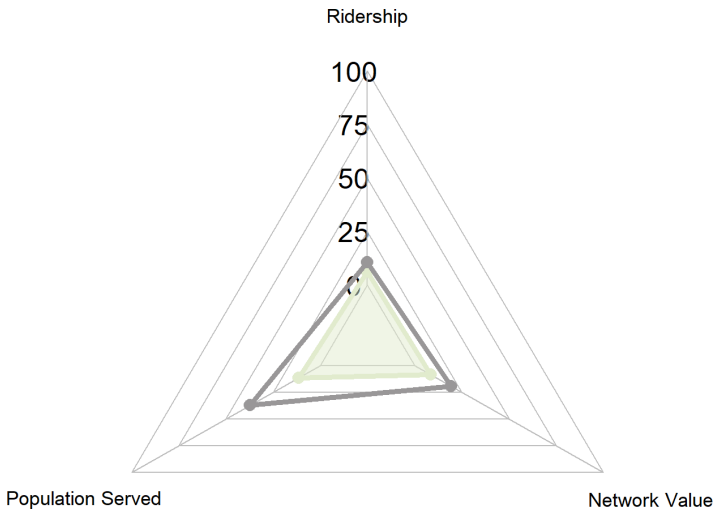
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

9

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	12	8	6	

Operating Statistics

Annual Operating Costs	$1,683,856
Peak Vehicles	5
Vehicle Type(s)	30 Foot, 35 Foot, 40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

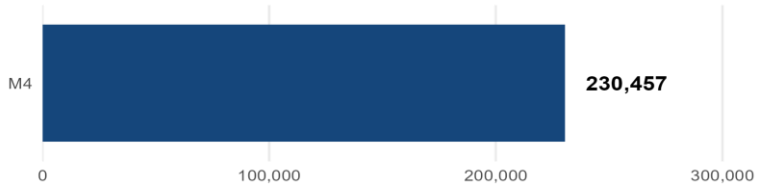
Service Area Population		24,189
People of Color Population	*Service Area*	4,518
	% Riders Surveyed	49%
Low Income Household	*Service Area*	1,986
	% Riders Surveyed	40%

Facilities/Amenities

Bus Stops	106
% Stops With Shelters	8%
% Stops With Benches	6%
% Stops With Real-Time Signs	1%

Ridership

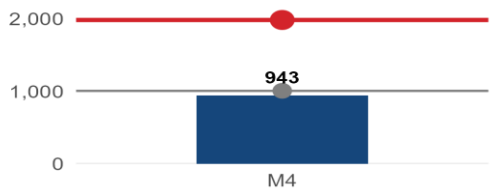
Annual Ridership



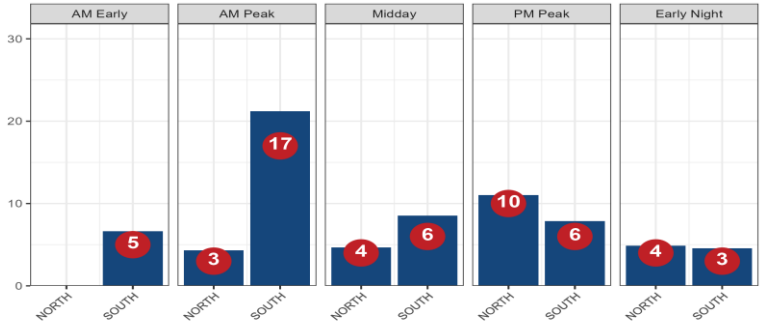
Top Transfer Locations

Tenleytown-AU, Dupont Circle, Farragut North

Average Daily Ridership

Weekday	Saturday	Sunday
	No Service	No Service

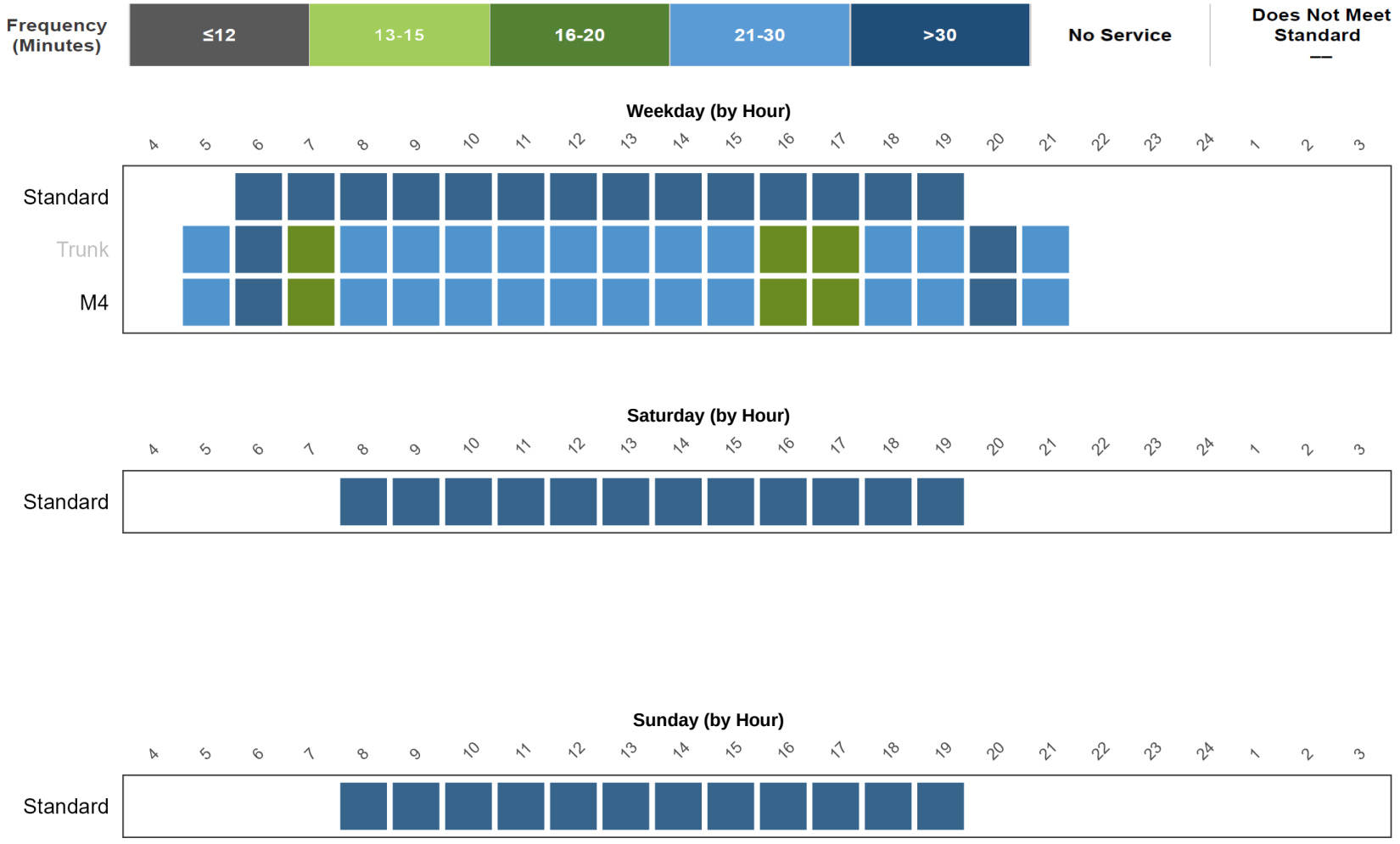
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	NORTH	SOUTH
Weekday	**Peak** Maximum Target: 1	0.23	0.34
	Off-Peak Maximum Target: 1.0	0.12	0.15
	Saturday Maximum Target: 1.0		
	Sunday Maximum Target: 1.0		

Span and Frequency



Performance Report Card

B Nebraska Avenue

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	5:50 AM - 9:54 PM	-	A	-	-	-	-	-	-
	Frequency of Service | varies	Peak: 21.0 / Off-Peak: 29.0	Peak: 26 / Off-Peak: 38.8	A	-	-	-	-	-	-
Productivity	**Passengers per Revenue Hour |** 10	17.9	22.8	A	-	-	-	-	-	-
	Passengers per Revenue Mile | 1	1.8	1.9	A	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	77%	80%	C	-	-	-	-	-	-
	Crowding | 5%	3%	1%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.13 Peak: 0.27	Off-Peak: 0.25 Peak: 0.32	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$7.26	$ 6.33	B	-	-	-	-	-	-
	Cost Recovery | 20%	24%	10%	A	-	-	-	-	-	-

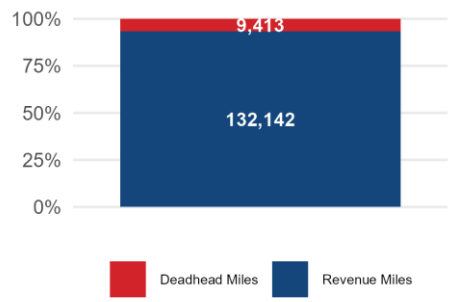
Route M4

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	9.4	4.8	E
Route Design	**Circuity |** N/A	1.63	1.78	-

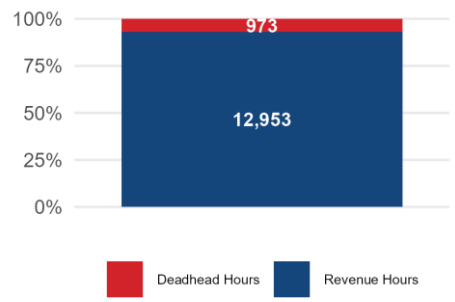
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 10	17.9	22.8	A	-	-	-	-	-	-
	Passengers per Revenue Mile | 1	1.8	1.9	A	-	-	-	-	-	-
	Unique Segment Ridership | 10%	17%	47%	A	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	77%	80%	C	-	-	-	-	-	-
	Crowding | 5%	3%	1%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.13 Peak: 0.27	Off-Peak: 0.25 Peak: 0.31	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$7.26	$ 6.33	B	-	-	-	-	-	-
	Cost Recovery | 20%	24%	10%	A	-	-	-	-	-	-

Operational Analysis

Miles Allocation



Hours Allocation



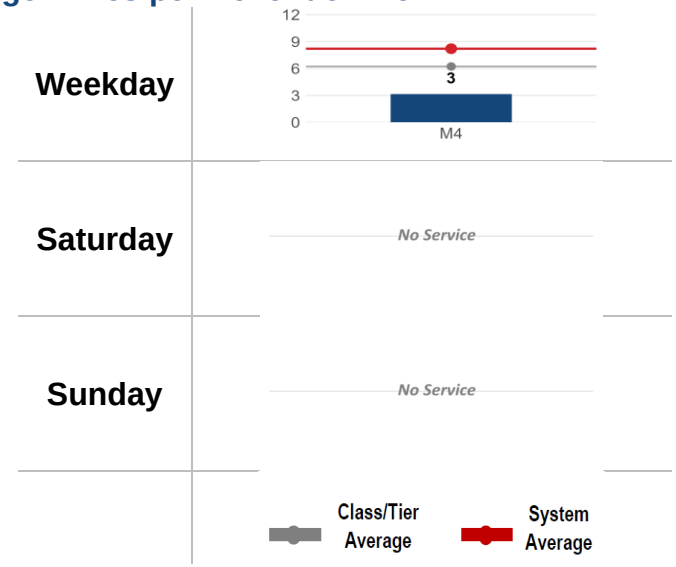
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
M4	11.60	27,414	27,087 (98.8%)

Service Change Summary

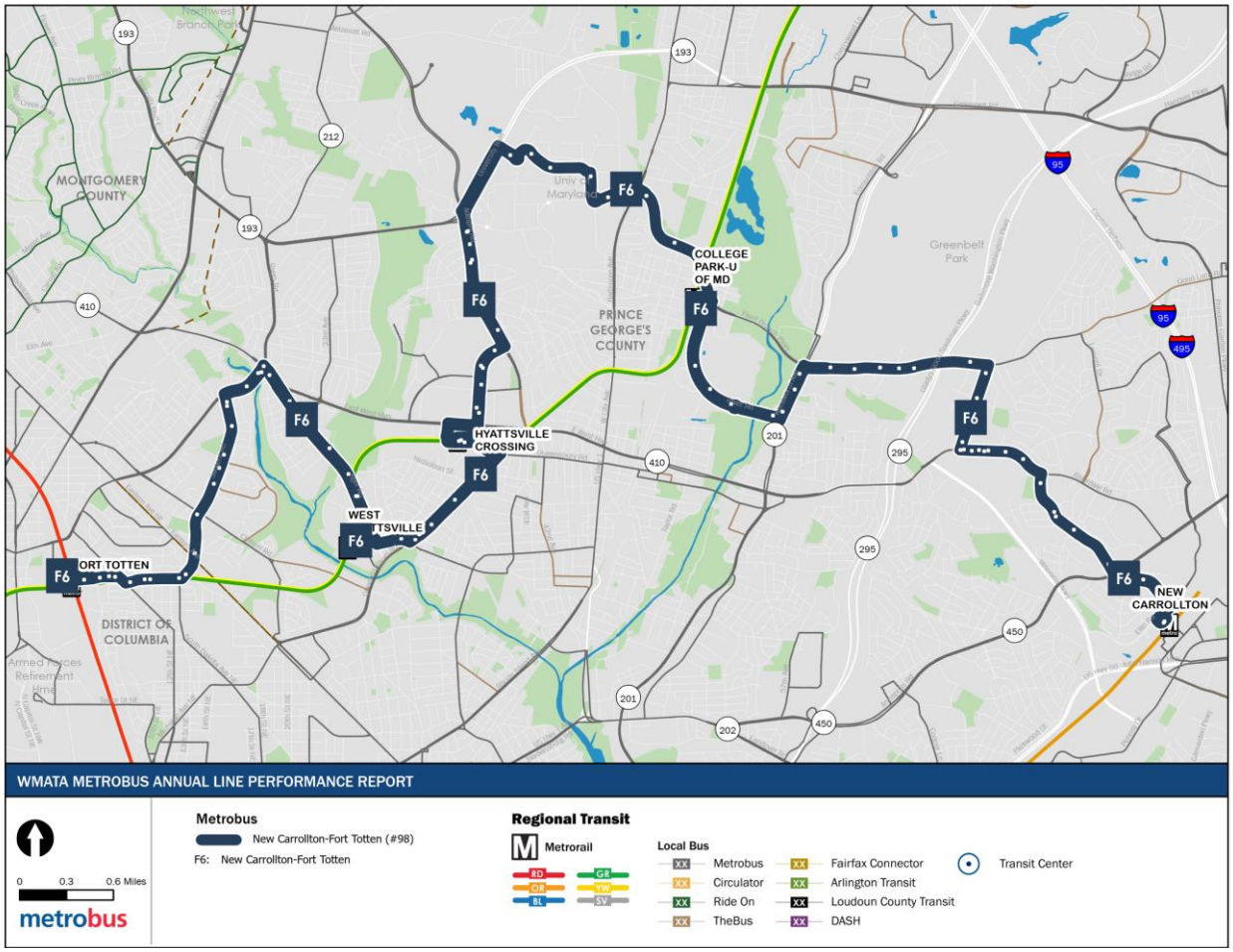
Jun 2023: No change
Sep 2023: No change
Dec 2023: No change

Passenger Miles per Revenue Mile



LINE: 98 - New Carrollton-Fort Totten ROUTE(S): F6

About the Line



Service Classification

Framework

Activity Tier

3

Overall Grade

Line	B

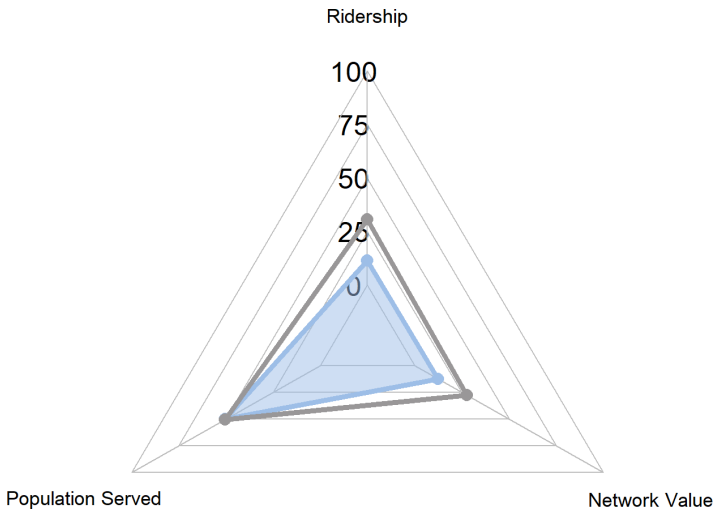
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

25

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	50	12	12	

Operating Statistics

Annual Operating Costs	$2,096,667
Peak Vehicles	8
Vehicle Type(s)	40 Foot

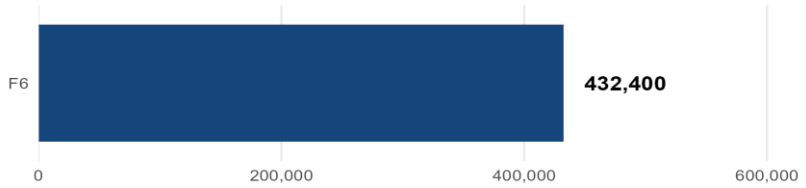
Service Area Context (1/4 Mile, Survey Weekday Only)

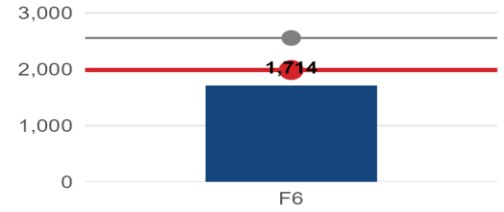
Service Area Population	49,312	
People of Color Population	*Service Area*	25,321
	% Riders Surveyed	92%
Low Income Household	*Service Area*	13,112
	% Riders Surveyed	58%

Facilities/Amenities

Bus Stops	146
% Stops With Shelters	14%
% Stops With Benches	16%
% Stops With Real-Time Signs	1%

Ridership

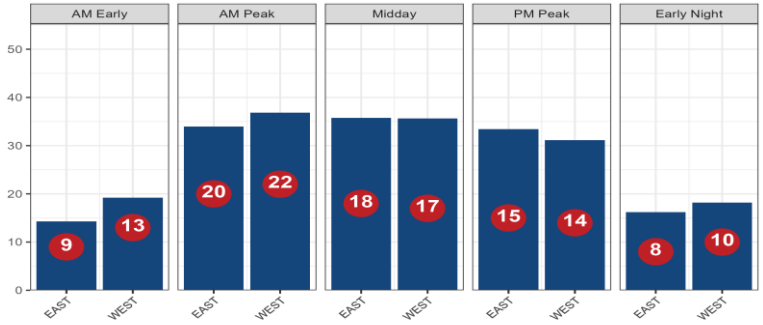
Annual Ridership	
Top Transfer Locations	**Fort Totten, West Hyattsville, College Park-U of MD**

Average Daily Ridership	**Weekday**	**Saturday**	**Sunday**
		*No Service*	*No Service*

Class/Tier Average

System Average

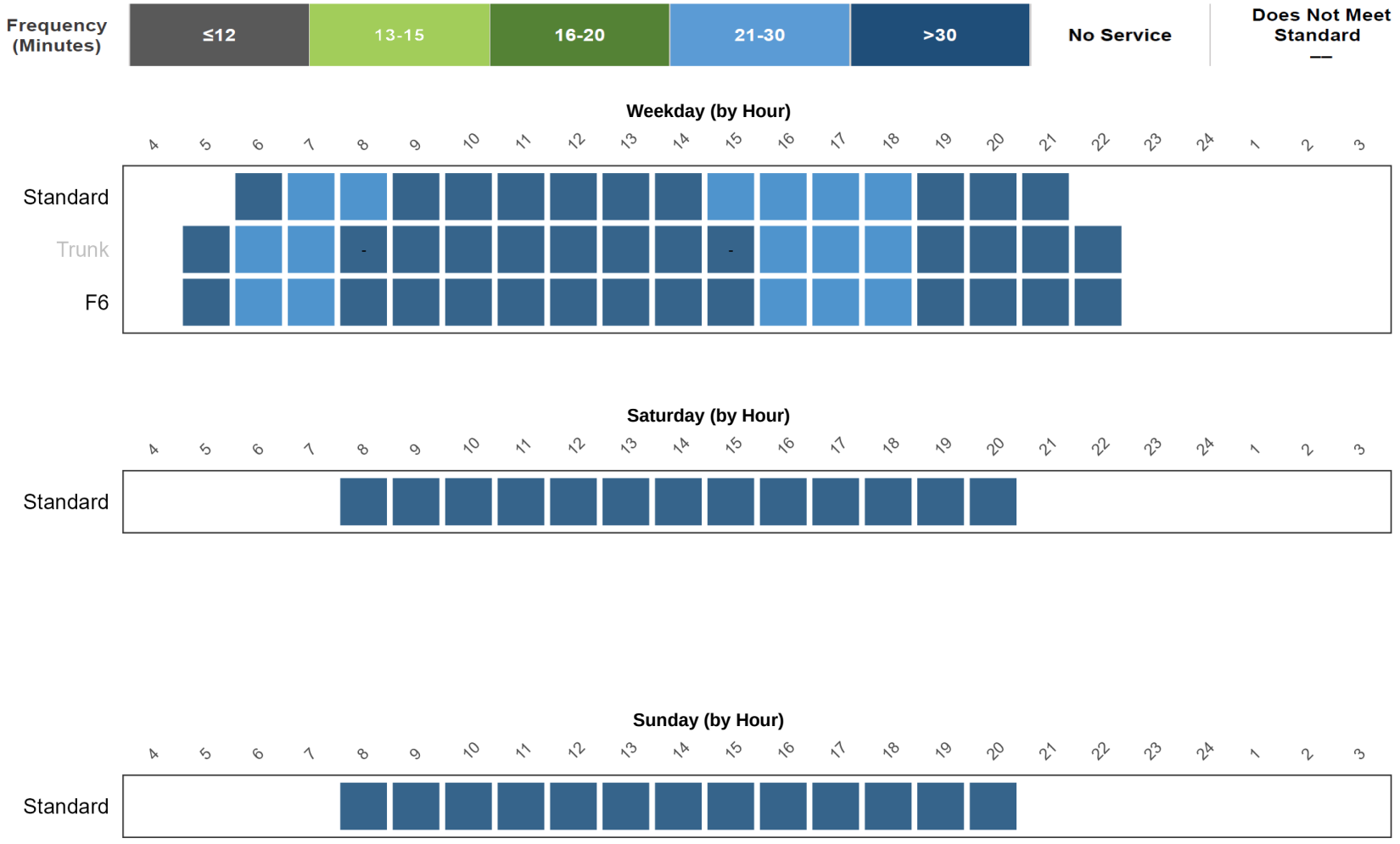
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	**EAST**	**WEST**
Weekday	**Peak** **Maximum Target: 1**	0.42	0.44
	Off-Peak **Maximum Target: 1.0**	0.34	0.36
	Saturday **Maximum Target: 1.0**		
	Sunday **Maximum Target: 1.0**		

Span and Frequency



Performance Report Card

B New Carrollton-Fort Totten

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	5:10 AM - 10:31 PM	-	A	-	-	-	-	-	-
	Frequency of Service | varies	Peak: 28.0 / Off-Peak: 55.0	Peak: 21.2 / Off-Peak: 33.4	B	-	-	-	-	-	-
Productivity	**Passengers per Revenue Hour |** 15	26.9	29.3	A	-	-	-	-	-	-
	Passengers per Revenue Mile | 1	2.1	2.5	A	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	75%	75%	C	-	-	-	-	-	-
	Crowding | 5%	4%	2%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.35 Peak: 0.43	Off-Peak: 0.34 Peak: 0.44	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$4.84	$ 4.96	A	-	-	-	-	-	-
	Cost Recovery | 20%	10%	11%	E	-	-	-	-	-	-

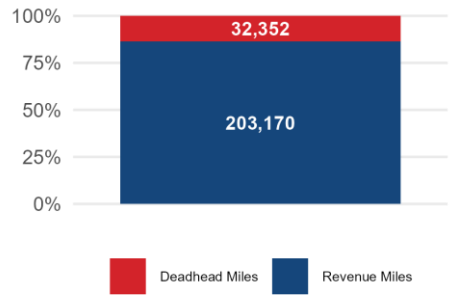
Route F6

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	4.5	4.5	A
Route Design	**Circuity |** 1.75	1.93	2.09	D

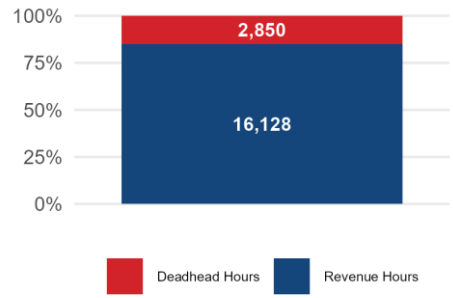
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 15	26.9	29.3	A	-	-	-	-	-	-
	Passengers per Revenue Mile | 1	2.1	2.5	A	-	-	-	-	-	-
	Unique Segment Ridership | 10%	25%	45%	A	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	75%	75%	C	-	-	-	-	-	-
	Crowding | 5%	4%	2%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.35 Peak: 0.43	Off-Peak: 0.35 Peak: 0.45	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$4.84	$ 4.96	A	-	-	-	-	-	-
	Cost Recovery | 20%	10%	12%	E	-	-	-	-	-	-

Operational Analysis

Miles Allocation



Hours Allocation



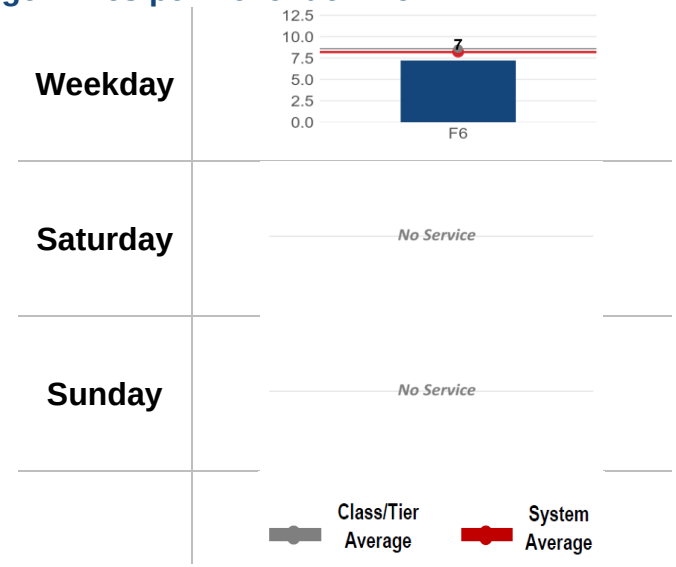
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
F6	33.50	13,875	13,509 (97.4%)

Service Change Summary

Jun 2023: Routing change at Hyattsville Crossing Station
Sep 2023: No change
Dec 2023: No change

Passenger Miles per Revenue Mile



LINE: 97 - New Carrollton-Silver Spring ROUTE(S): F4

About the Line



Service Classification

Framework

Activity Tier

2

Overall Grade

Line	B

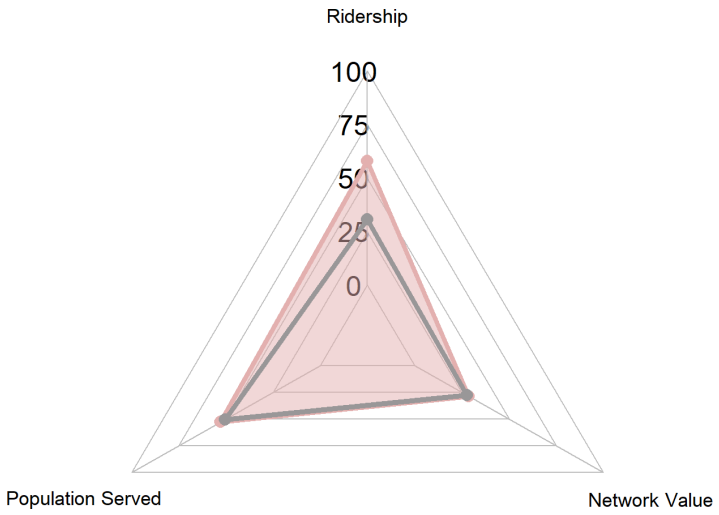
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

46

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	53	29	58	

Operating Statistics

Annual Operating Costs	$9,626,776
Peak Vehicles	16
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

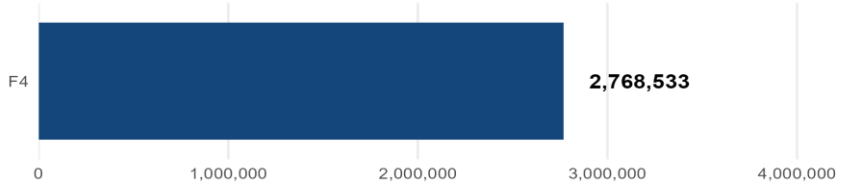
Service Area Population		53,479
People of Color Population	*Service Area*	26,400
	% Riders Surveyed	94%
Low Income Household	*Service Area*	13,947
	% Riders Surveyed	73%

Facilities/Amenities

Bus Stops	132
% Stops With Shelters	17%
% Stops With Benches	27%
% Stops With Real-Time Signs	2%

Ridership

Annual Ridership



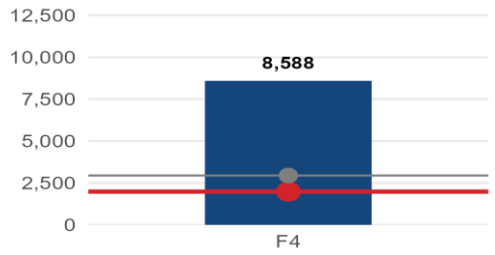
Top Transfer Locations

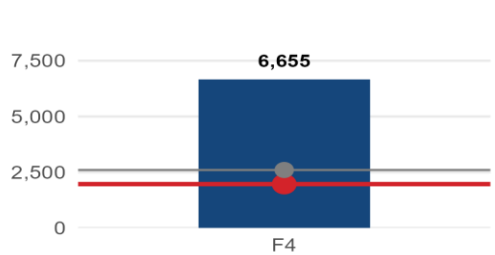
Prince George's Plaza, New Carrollton, Silver Spring

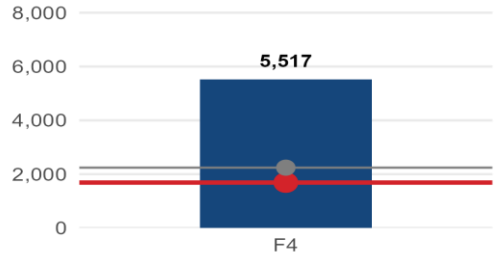
Average Daily Ridership

Class/Tier Average

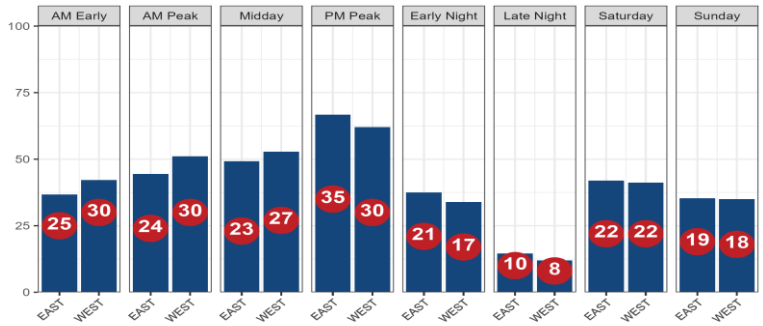
System Average







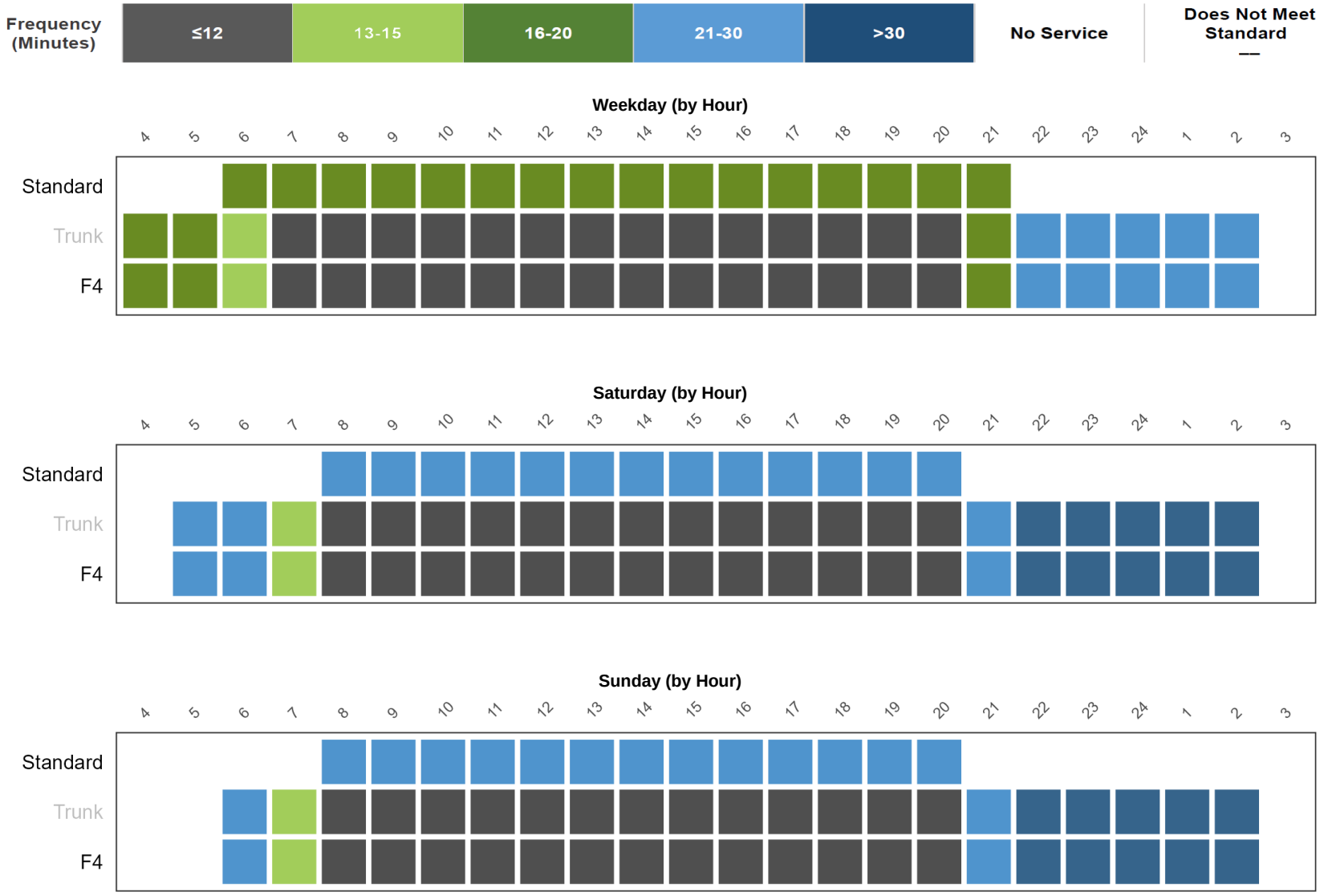
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	EAST	WEST
Weekday	**Peak** Maximum Target: 1	0.77	0.74
	Off-Peak Maximum Target: 1.0	0.52	0.56
	Saturday Maximum Target: 1.0	0.54	0.54
	Sunday Maximum Target: 1.0	0.47	0.46

Span and Frequency



Performance Report Card

B New Carrollton-Silver Spring

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	4:30 AM - 2:54 AM	-	A	5:00 AM - 2:19 AM	-	A	6:00 AM - 2:22 AM	-	A
	Frequency of Service | varies	Peak: 11.0 / Off-Peak: 12.0	Peak: 15.6 / Off-Peak: 20	A	15.0	24.4	A	15.0	24.1	A
Productivity	**Passengers per Revenue Hour |** 20	40.1	28.6	A	36.8	27.1	A	31.3	24.8	A
	Passengers per Revenue Mile | 2	4.0	2.8	A	3.5	2.5	A	3.0	2.3	A
Reliability	**On-Time Performance |** 79%	75%	76%	C	71%	78%	D	77%	80%	C
	Crowding | 5%	6%	2%	D	3%	1%	A	2%	1%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.54 Peak: 0.76	Off-Peak: 0.38 Peak: 0.48	B	0.54	0.37	A	0.46	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$3.24	$ 5.38	A	$3.53	$ 5.53	A	$4.16	$ 6.29	A
	Cost Recovery | 20%	13%	19%	E	12%	17%	E	10%	15%	E

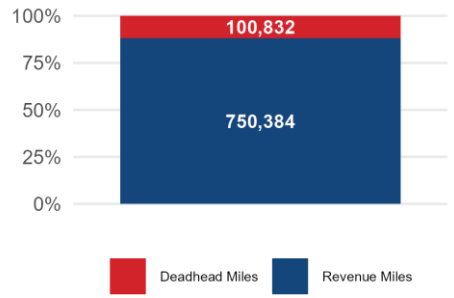
Route F4

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	5	4.5	A
Route Design	**Circuity |** 1.75	1.31	1.47	A

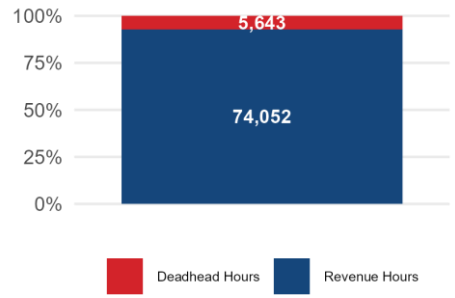
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 20	40.1	28.6	A	36.8	27.1	A	31.3	24.8	A
	Passengers per Revenue Mile | 2	4.0	2.8	A	3.5	2.5	A	3.0	2.3	A
	Unique Segment Ridership | 10%	48%	20%	A	59%	36%	A	59%	39%	A
Reliability	**On-Time Performance |** 79%	75%	76%	C	71%	78%	D	77%	80%	C
	Crowding | 5%	6%	2%	D	3%	1%	A	2%	1%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.54 Peak: 0.76	Off-Peak: 0.39 Peak: 0.48	B	0.54	0.39	A	0.46	0.35	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$3.24	$ 5.38	A	$3.53	$ 5.53	A	$4.16	$ 6.29	A
	Cost Recovery | 20%	13%	19%	E	12%	17%	E	10%	16%	E

Operational Analysis

Miles Allocation



Hours Allocation



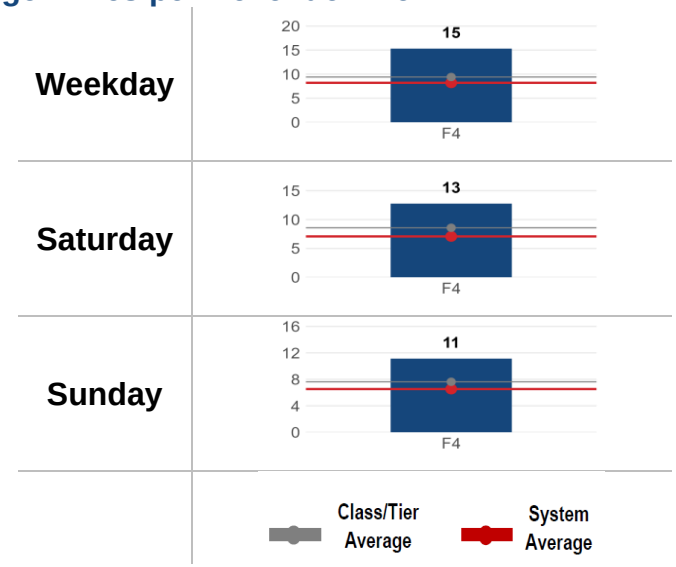
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
F4	26.80	63,479	62,040 (97.7%)

Service Change Summary

Jun 2023: Routing change at Hyattsville Crossing Station
Sep 2023: No change
Dec 2023: Additional weekday morning westbound trips will be added to the schedule to improve service.

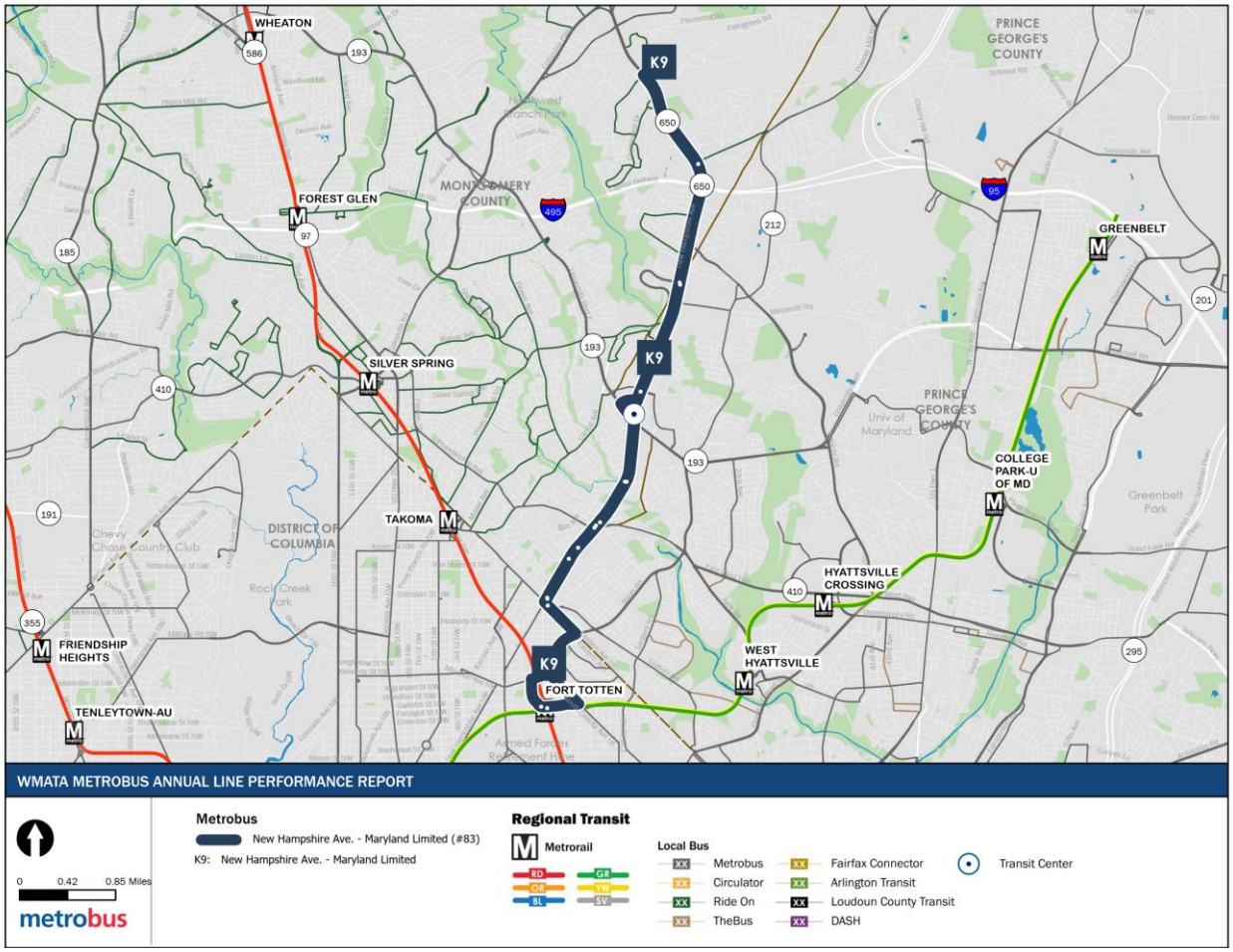
Passenger Miles per Revenue Mile



LINE: 83 - New Hampshire Ave. - Maryland Limited

ROUTE(S): K9

About the Line



Service Classification

Framework

Activity Tier

2

Overall Grade

Line	B

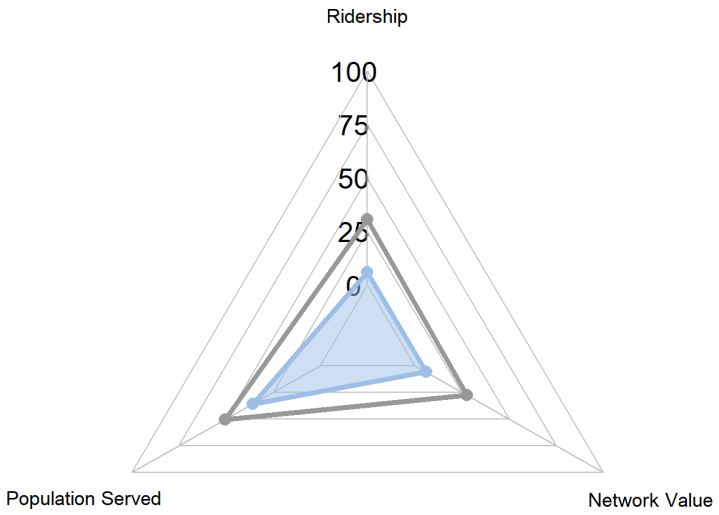
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

16

Out of 100



Classification Average

	Population Served	Network Value	Ridership	Balanced
Line Focus:				
Line Score:	36	6	6	

Operating Statistics

Annual Operating Costs	$1,271,270
Peak Vehicles	6
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

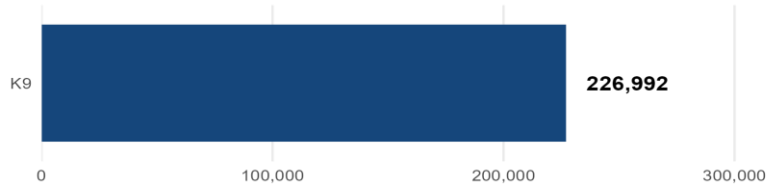
Service Area Population	27,763	
People of Color Population	*Service Area*	11,217
	% Riders Surveyed	66%
Low Income Household	*Service Area*	11,017
	% Riders Surveyed	44%

Facilities/Amenities

Bus Stops	23
% Stops With Shelters	35%
% Stops With Benches	43%
% Stops With Real-Time Signs	17%

Ridership

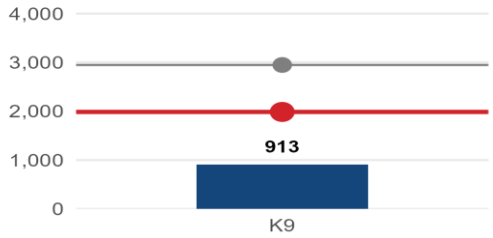
Annual Ridership



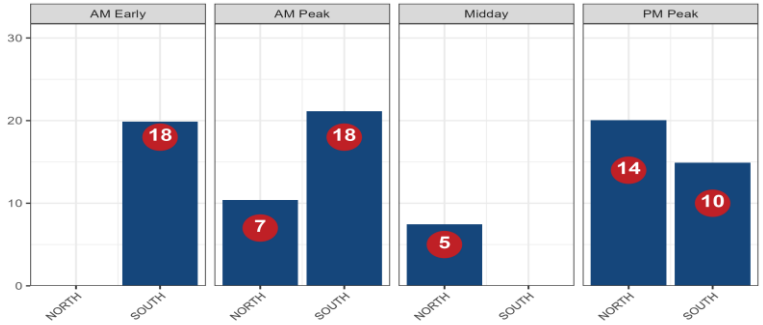
Top Transfer Locations

Fort Totten

Average Daily Ridership

Weekday	Saturday	Sunday
	*No Service*	*No Service*

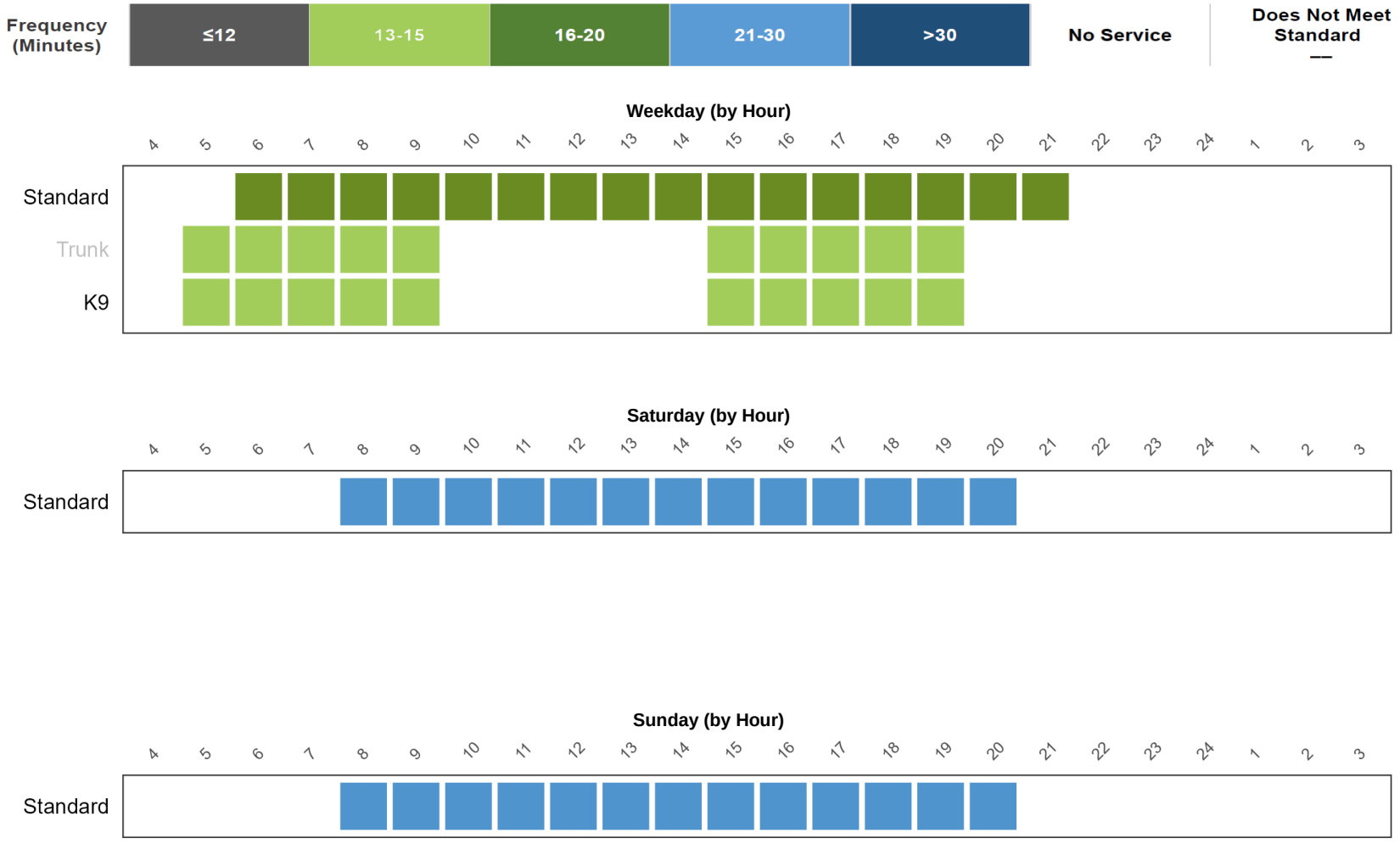
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	NORTH	SOUTH
Weekday	**Peak** Maximum Target: 1	0.27	0.33
	Off-Peak Maximum Target: 1.0	0.13	0.45
	Saturday Maximum Target: 1.0		
	Sunday Maximum Target: 1.0		

Span and Frequency



Performance Report Card

B New Hampshire Ave. - Maryland Limited

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	5:21 AM - 9:32 AM; 3:20 PM - 7:22 PM	-	E	-	-	-	-	-	-
	Frequency of Service | varies	Peak: 15.0 / Off-Peak: 15.0	Peak: 15.6 / Off-Peak: 20	A	-	-	-	-	-	-
Productivity	**Passengers per Revenue Hour |** 20	23.7	28.6	A	-	-	-	-	-	-
	Passengers per Revenue Mile | 2	2.4	2.8	A	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	73%	76%	D	-	-	-	-	-	-
	Crowding | 5%	3%	2%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.38 Peak: 0.3	Off-Peak: 0.38 Peak: 0.48	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$5.48	$ 5.38	B	-	-	-	-	-	-
	Cost Recovery | 20%	11%	19%	E	-	-	-	-	-	-

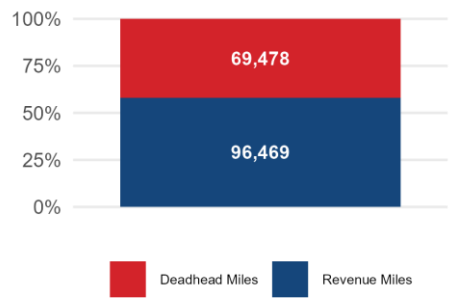
Route K9

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	1.9	4.5	E
Route Design	**Circuity |** 1.75	1.05	1.47	A

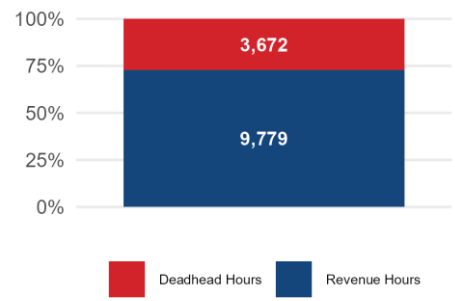
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 20	23.7	28.6	A	-	-	-	-	-	-
	Passengers per Revenue Mile | 2	2.4	2.8	A	-	-	-	-	-	-
	Unique Segment Ridership | 10%	12%	20%	B	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	73%	76%	D	-	-	-	-	-	-
	Crowding | 5%	3%	2%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.38 Peak: 0.3	Off-Peak: 0.39 Peak: 0.48	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$5.48	$ 5.38	B	-	-	-	-	-	-
	Cost Recovery | 20%	11%	19%	E	-	-	-	-	-	-

Operational Analysis

Miles Allocation



Hours Allocation



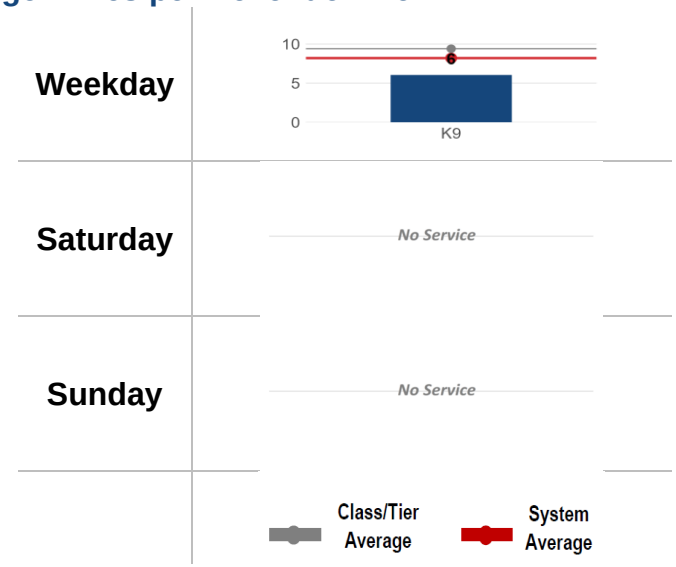
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
K9	14.20	13,970	13,604 (97.4%)

Service Change Summary

Jun 2023: No change
Sep 2023: No change
Dec 2023: No change

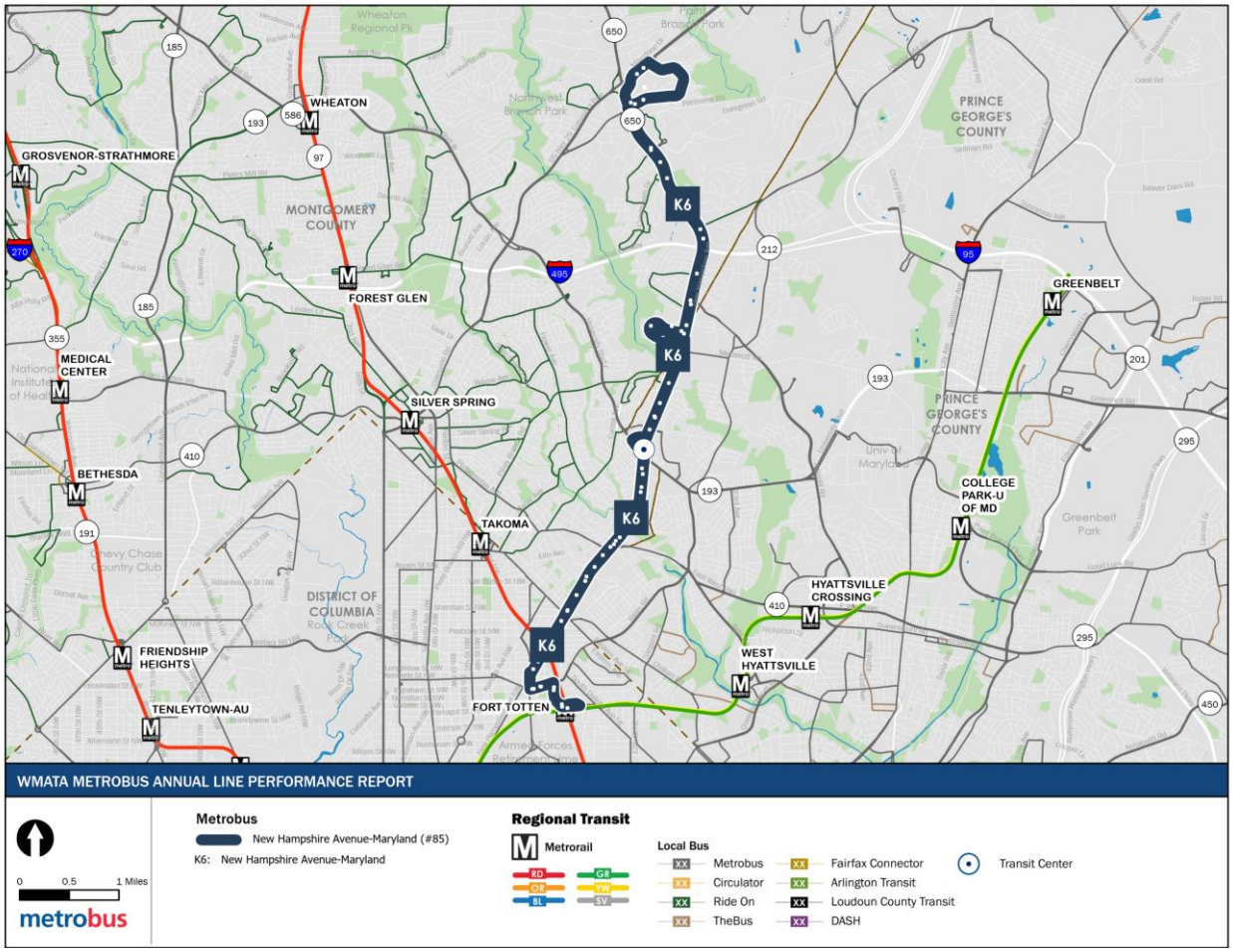
Passenger Miles per Revenue Mile



LINE: 85 - New Hampshire Avenue-Maryland

ROUTE(S): K6

About the Line



Service Classification

Framework

Activity Tier

2

Overall Grade

Line	B

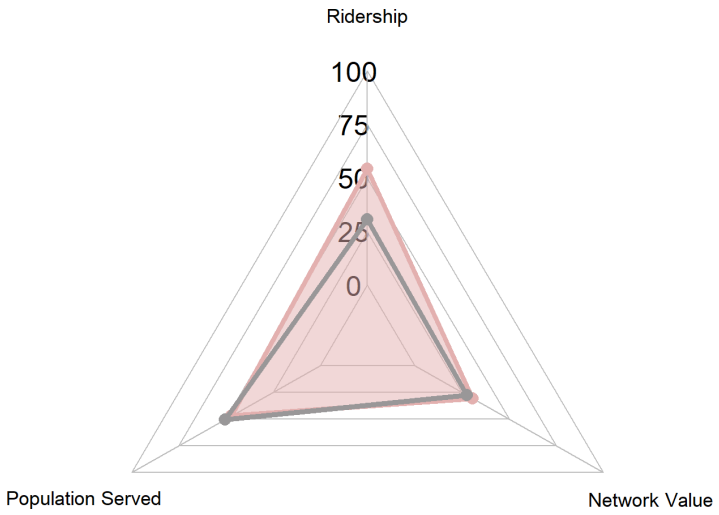
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

44

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	47	31	54	

Operating Statistics

Annual Operating Costs	$7,419,434
Peak Vehicles	11
Vehicle Type(s)	40 Foot, 60 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

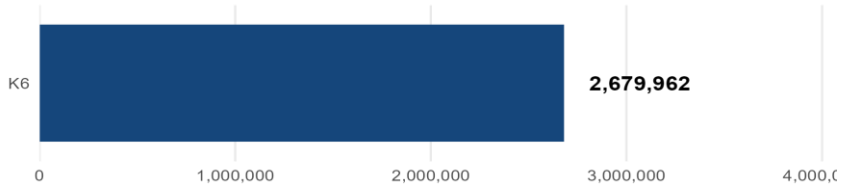
Service Area Population		51,736
People of Color Population	*Service Area*	24,825
	% Riders Surveyed	95%
Low Income Household	*Service Area*	20,628
	% Riders Surveyed	67%

Facilities/Amenities

Bus Stops	101
% Stops With Shelters	36%
% Stops With Benches	48%
% Stops With Real-Time Signs	7%

Ridership

Annual Ridership



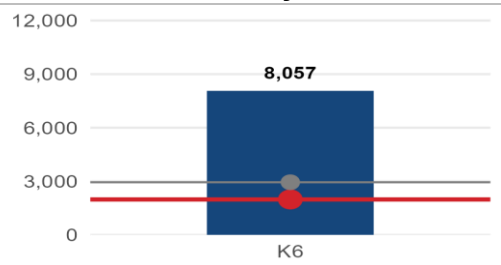
Top Transfer Locations

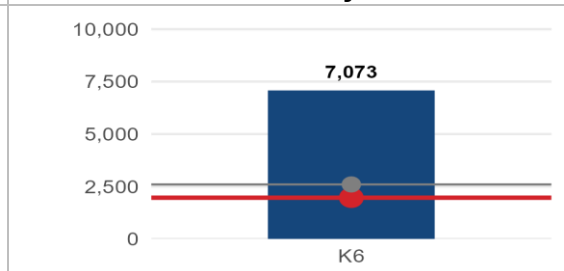
Fort Totten

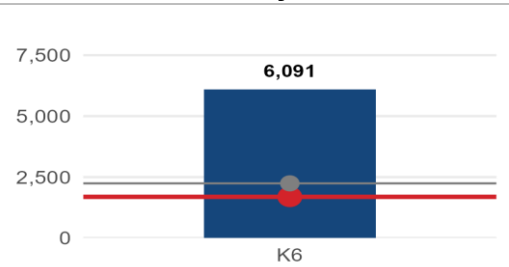
Average Daily Ridership

Class/Tier Average

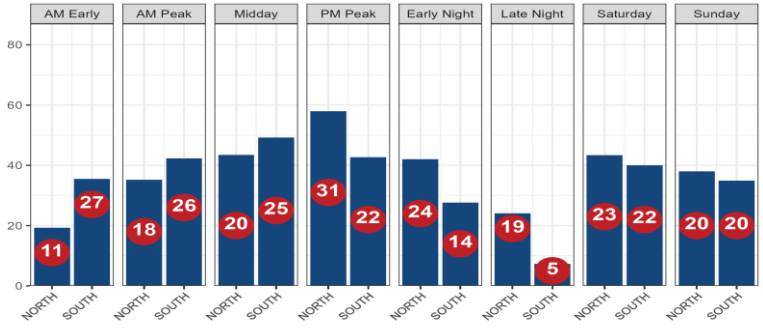
System Average







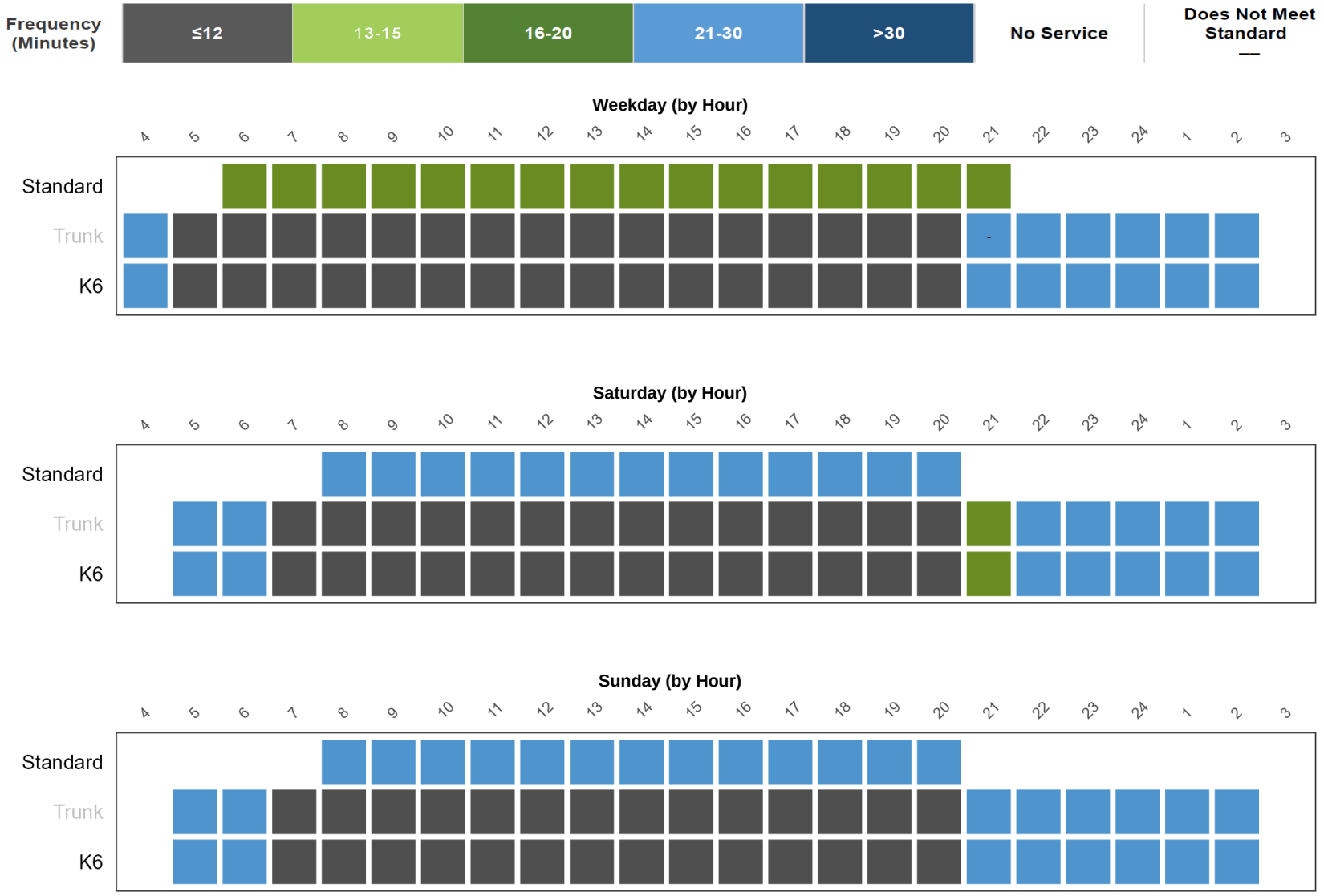
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	NORTH	SOUTH
Weekday	**Peak** Maximum Target: 1	0.64	0.59
Weekday	**Off-Peak** Maximum Target: 1.0	0.5	0.51
	Saturday Maximum Target: 1.0	0.56	0.54
	Sunday Maximum Target: 1.0	0.5	0.48

Span and Frequency



Performance Report Card

B New Hampshire Avenue-Maryland

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	4:31 AM - 2:32 AM	-	A	5:18 AM - 2:30 AM	-	A	5:16 AM - 2:10 AM	-	A
	Frequency of Service | varies	Peak: 10.0 / Off-Peak: 11.0	Peak: 15.6 / Off-Peak: 20	A	14.0	24.4	A	14.0	24.1	A
Productivity	**Passengers per Revenue Hour |** 20	48.5	28.6	A	50.5	27.1	A	45.1	24.8	A
	Passengers per Revenue Mile | 2	4.6	2.8	A	4.7	2.5	A	4.1	2.3	A
Reliability	**On-Time Performance |** 79%	69%	76%	E	68%	78%	E	72%	80%	D
	Crowding | 5%	6%	2%	D	7%	1%	E	6%	1%	E
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.51 Peak: 0.61	Off-Peak: 0.38 Peak: 0.48	A	0.55	0.37	A	0.49	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$2.68	$ 5.38	A	$2.57	$ 5.53	A	$2.89	$ 6.29	A
	Cost Recovery | 20%	19%	19%	C	19%	17%	C	17%	15%	D

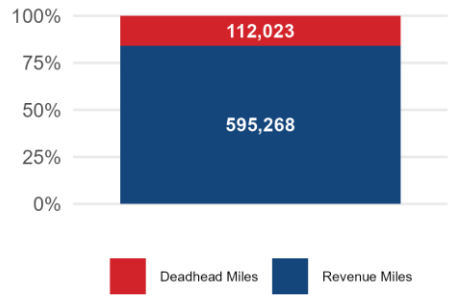
Route K6

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	5.5	4.5	E
Route Design	**Circuity |** 1.75	1.28	1.47	A

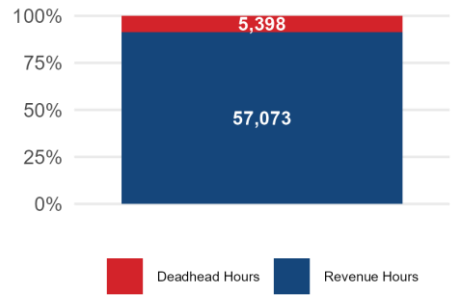
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 20	48.5	28.6	A	50.5	27.1	A	45.1	24.8	A
	Passengers per Revenue Mile | 2	4.6	2.8	A	4.7	2.5	A	4.1	2.3	A
	Unique Segment Ridership | 10%	32%	20%	A	68%	36%	A	85%	39%	A
Reliability	**On-Time Performance |** 79%	69%	76%	D	68%	78%	E	72%	80%	D
	Crowding | 5%	6%	2%	D	7%	1%	E	6%	1%	E
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.51 Peak: 0.61	Off-Peak: 0.39 Peak: 0.48	A	0.55	0.39	A	0.49	0.35	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$2.68	$ 5.38	A	$2.57	$ 5.53	A	$2.89	$ 6.29	A
	Cost Recovery | 20%	19%	19%	C	19%	17%	C	17%	16%	D

Operational Analysis

Miles Allocation



Hours Allocation



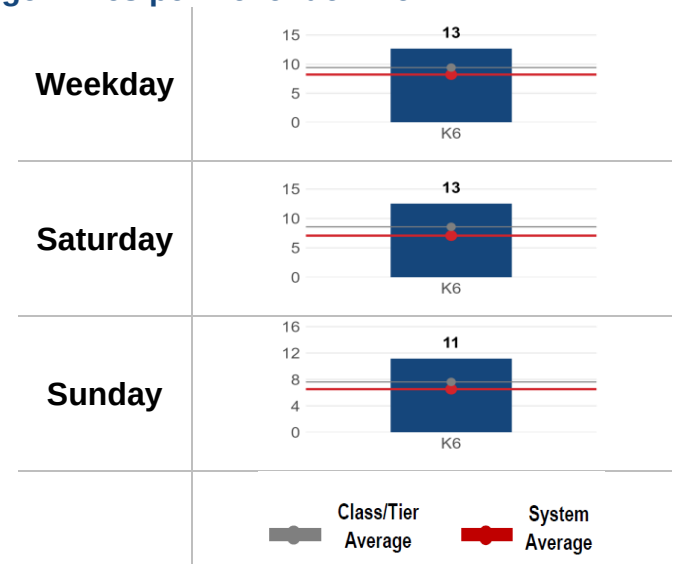
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
K6	18.60	68,268	67,108 (98.3%)

Service Change Summary

Jun 2023: Reroute the northern portion of Route K6 to serve Stewart Lane and Lockwood Drive. Buses would no longer serve White Oak Shopping Center property and would instead use the Lockwood Drive Transit Center as their terminal.
Sep 2023: No change
Dec 2023: No change

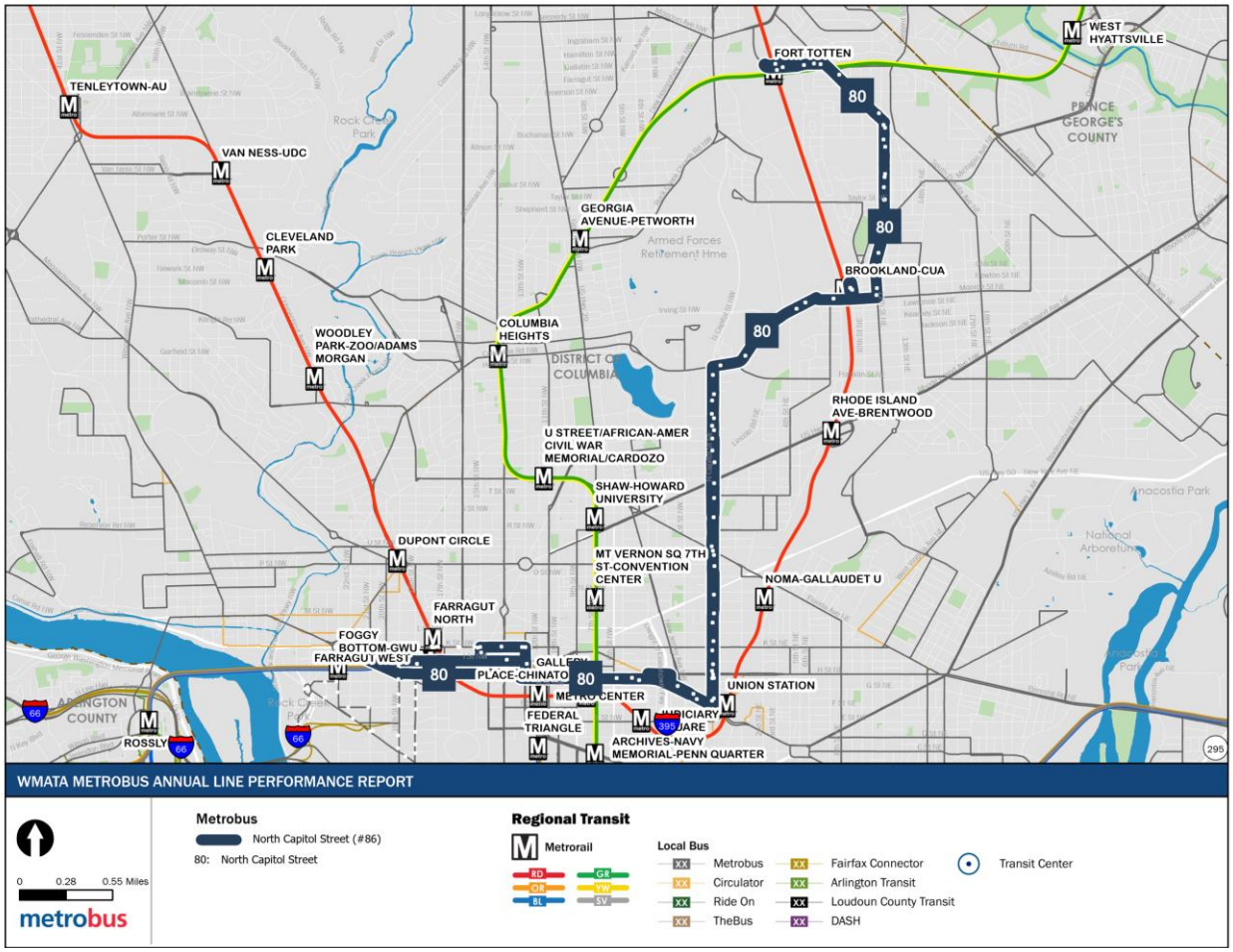
Passenger Miles per Revenue Mile



LINE: 86 - North Capitol Street

ROUTE(S): 80

About the Line



Service Classification

Framework

Activity Tier

1

Overall Grade

Line	C

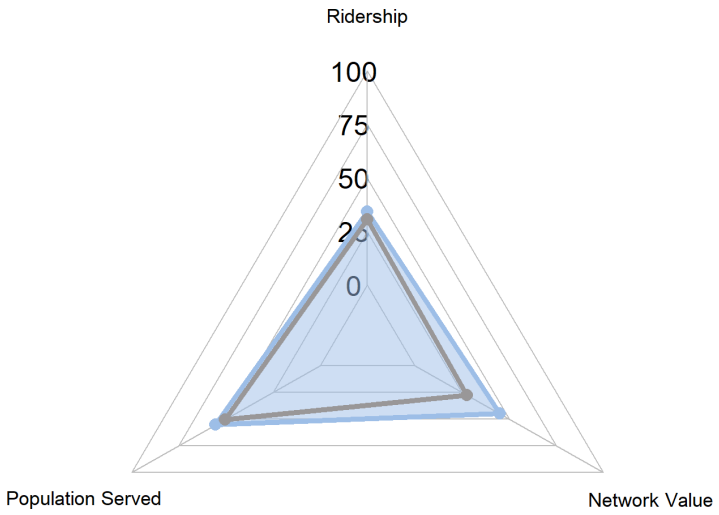
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

45

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	55	45	34	

Operating Statistics

Annual Operating Costs	$8,300,854
Peak Vehicles	13
Vehicle Type(s)	40 Foot

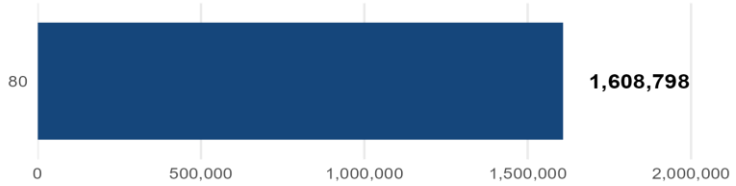
Service Area Context (1/4 Mile, Survey Weekday Only)

Service Area Population	49,073	
People of Color Population	*Service Area*	22,458
	% Riders Surveyed	84%
Low Income Household	*Service Area*	9,491
	% Riders Surveyed	54%

Facilities/Amenities

Bus Stops	101
% Stops With Shelters	35%
% Stops With Benches	32%
% Stops With Real-Time Signs	15%

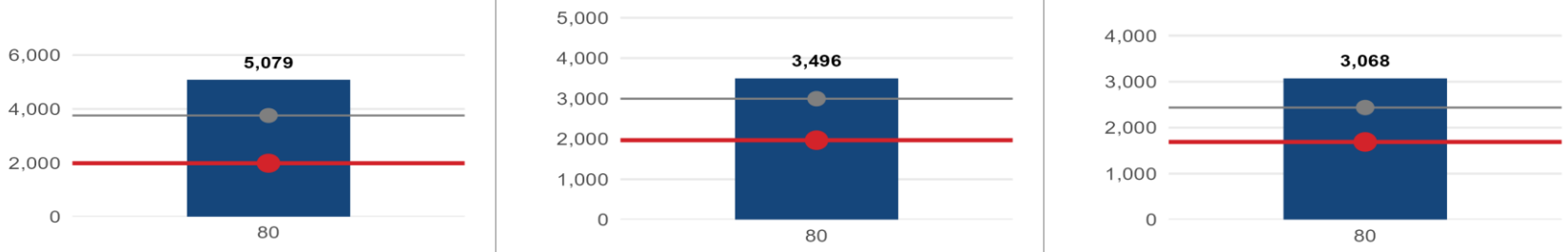
Ridership

Annual Ridership	
Top Transfer Locations	**Fort Totten, Brookland, Gallery Place-Chinatown**

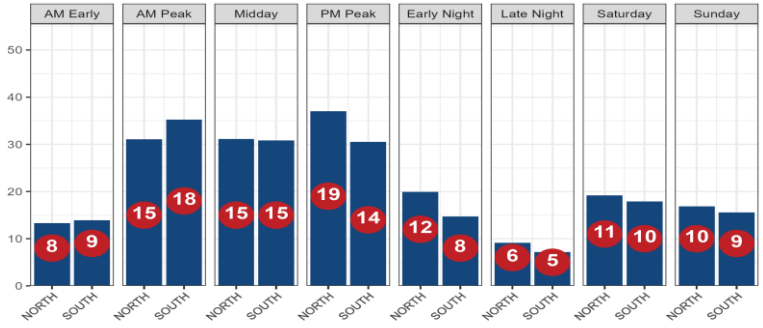
Average Daily Ridership

Class/Tier Average

System Average



Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	NORTH	SOUTH
Weekday	**Peak** Maximum Target: 1.2	0.43	0.4
Weekday	**Off-Peak** Maximum Target: 1.0	0.3	0.27
	Saturday Maximum Target: 1.0	0.26	0.25
	Sunday Maximum Target: 1.0	0.24	0.22

Span and Frequency



Performance Report Card

C North Capitol Street

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	24 hours	-	A	24 hours	-	A	24 hours	-	A
	Frequency of Service | varies	Peak: 11.0 / Off-Peak: 12.0	Peak: 14.7 / Off-Peak: 18.6	B	14.0	20.8	A	14.0	24.0	A
Productivity	**Passengers per Revenue Hour |** 30	24.7	32.8	D	18.6	27.8	E	18.8	26.1	E
	Passengers per Revenue Mile | 4	3.6	4.4	D	2.6	3.5	E	2.2	3.1	E
Reliability	**On-Time Performance |** 79%	71%	74%	D	72%	74%	D	74%	76%	C
	Crowding | 5%	1%	3%	A	0%	1%	A	1%	2%	A
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.28 Peak: 0.41	Off-Peak: 0.35 Peak: 0.48	A	0.26	0.35	A	0.23	0.32	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$5.26	$ 4.48	B	$6.99	$ 5.27	E	$6.90	$ 5.68	E
	Cost Recovery | 25%	12%	23%	E	9%	20%	E	9%	19%	E

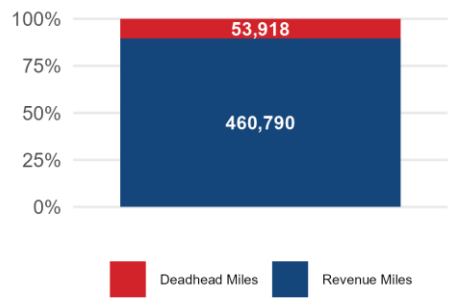
Route 80

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	6.6	5.5	E
Route Design	**Circuity |** 1.75	1.38	1.23	A

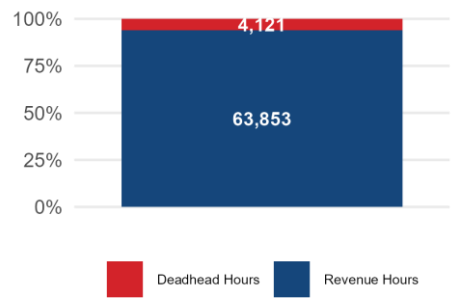
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 30	24.7	32.8	D	18.6	27.8	E	18.8	26.1	E
	Passengers per Revenue Mile | 4	3.6	4.4	D	2.6	3.5	E	2.2	3.1	E
	Unique Segment Ridership | 10%	57%	22%	A	59%	34%	A	57%	34%	A
Reliability	**On-Time Performance |** 79%	71%	74%	D	72%	74%	D	74%	76%	C
	Crowding | 5%	1%	3%	A	0%	1%	A	1%	2%	A
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.28 Peak: 0.41	Off-Peak: 0.36 Peak: 0.5	A	0.26	0.36	A	0.23	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$5.26	$ 4.48	B	$6.99	$ 5.27	E	$6.90	$ 5.68	E
	Cost Recovery | 25%	12%	24%	E	9%	20%	E	9%	19%	E

Operational Analysis

Miles Allocation



Hours Allocation



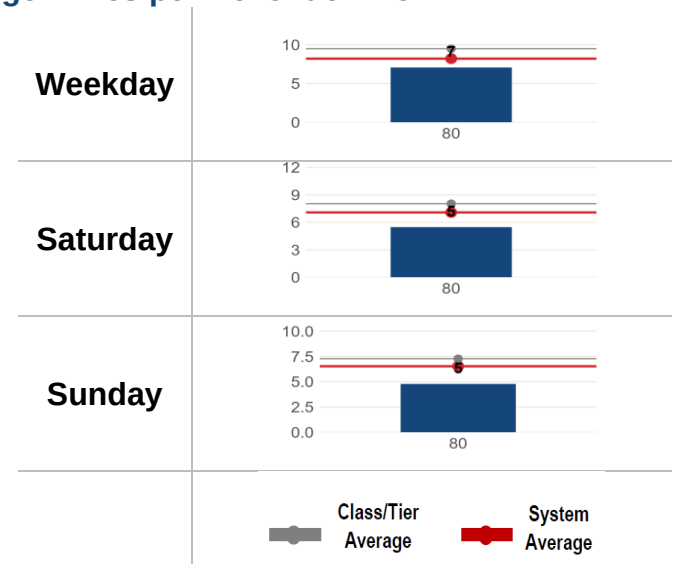
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
80	15.50	69,817	66,926 (95.9%)

Service Change Summary

Jun 2023: Extend the Route 80 pattern to Foggy Bottom and the bus layover space on New Hampshire Ave NW outside of Metrorail operating hours.
Sep 2023: No change
Dec 2023: Add route to 24/7 network; 20 minute service or better, 7 days a week

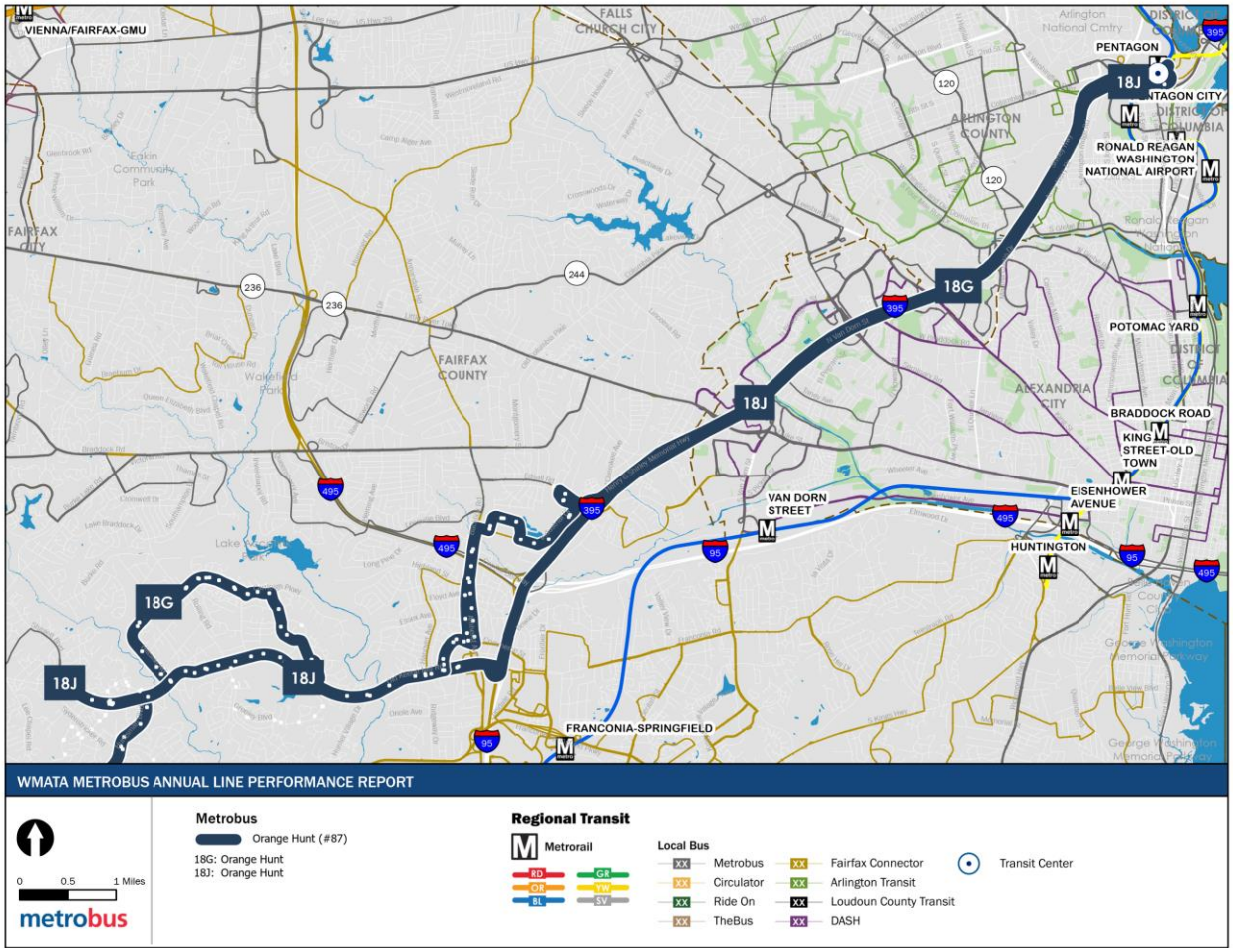
Passenger Miles per Revenue Mile



LINE: 87 - Orange Hunt

ROUTE(S): 18G, 18J

About the Line



Service Classification

Commuter

Activity Tier

3

Overall Grade

Line	B

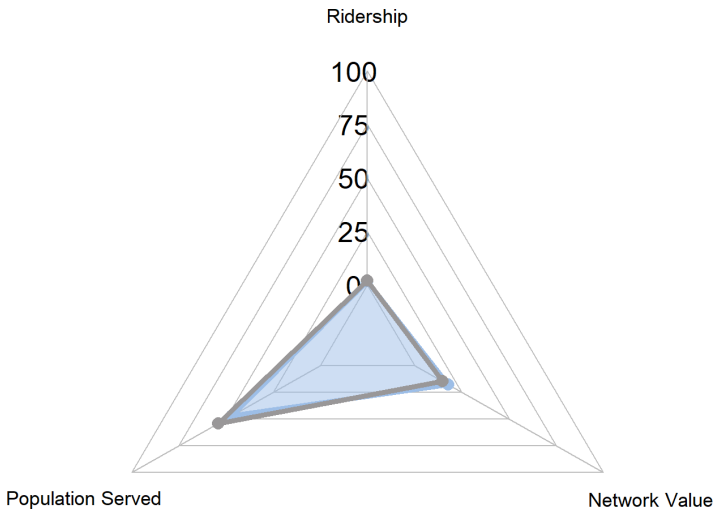
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

22

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	47	18	2	

Operating Statistics

Annual Operating Costs	$537,342
Peak Vehicles	3
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

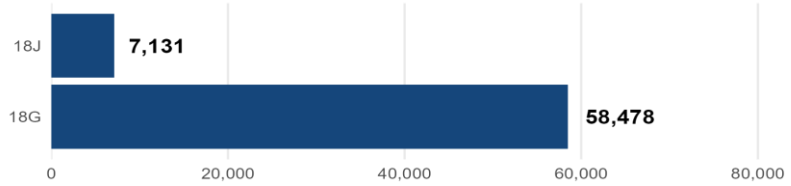
Service Area Population			33,962
People of Color Population	*Service Area*	13,028	
	% Riders Surveyed	37%	
Low Income Household	*Service Area*	4,462	
	% Riders Surveyed	5%	

Facilities/Amenities

Bus Stops	140
% Stops With Shelters	9%
% Stops With Benches	14%
% Stops With Real-Time Signs	0%

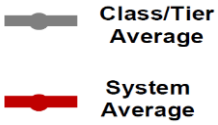
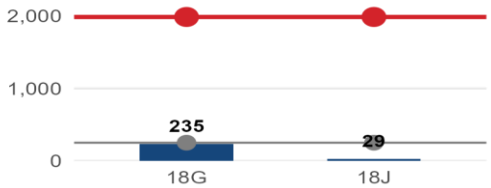
Ridership

Annual Ridership

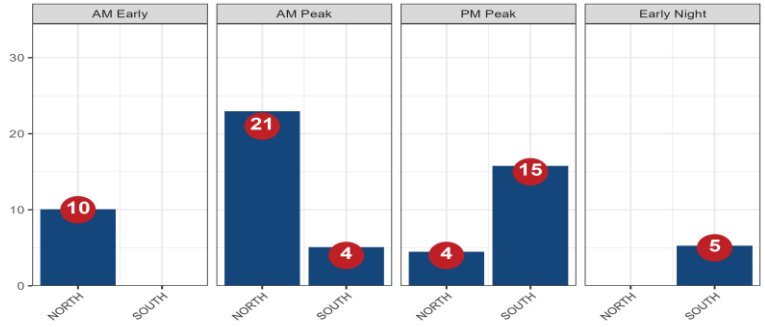


Top Transfer Locations

Pentagon

	Weekday	Saturday	Sunday
Average Daily Ridership	 	*No Service*	*No Service*

Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	NORTH	SOUTH
Weekday	**Peak** Maximum Target: 1	0.37	0.29
	Off-Peak Maximum Target: 1.0	0.24	0.12
	Saturday Maximum Target: 1.0		
	Sunday Maximum Target: 1.0		

Span and Frequency



Performance Report Card

B Orange Hunt

Measure | Standard		Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	5:19 AM - 8:58 AM; 4:05 PM - 7:44 PM	-	A	-	-	-	-	-	-
	Frequency of Service | varies	Peak: 29.0 / Off-Peak: NA	Peak: 33.5 / Off-Peak: 60	-	-	-	-	-	-	-
Productivity	**Passengers per Revenue Hour |** N/A	15.9	16	A	-	-	-	-	-	-
	Passengers per Revenue Mile | 1	0.7	0.9	E	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	82%	79%	B	-	-	-	-	-	-
	Crowding | 5%	0%	2%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.2 Peak: 0.32	Off-Peak: 0.23 Peak: 0.33	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$8.15	$ 9.11	C	-	-	-	-	-	-
	Cost Recovery | 20%	41%	24%	A	-	-	-	-	-	-

Route 18G

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** N/A	2.1	2.4	-
Route Design	**Circuity |** N/A	1.17	1.37	-

	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** N/A	19.7	16	A	-	-	-	-	-	-
	Passengers per Revenue Mile | 1	0.9	0.9	C	-	-	-	-	-	-
	Unique Segment Ridership | 15%	44%	29%	A	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	85%	79%	A	-	-	-	-	-	-
	Crowding | 5%	0%	1%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.2 Peak: 0.45	Off-Peak: 0.22 Peak: 0.3	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$6.60	$ 9.11	A	-	-	-	-	-	-
	Cost Recovery | 20%	54%	22%	A	-	-	-	-	-	-

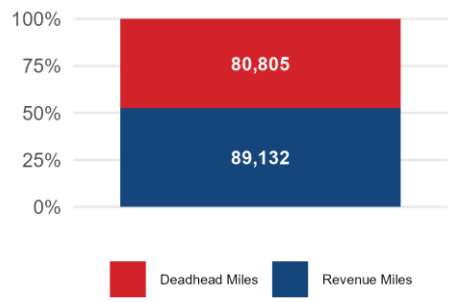
Route 18J

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** N/A	2.2	2.4	-
Route Design	**Circuity |** N/A	1.15	1.37	-

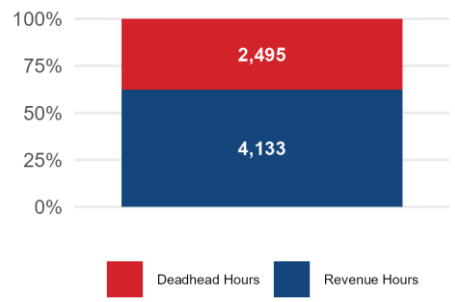
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** N/A	6.2	16	E	-	-	-	-	-	-
	Passengers per Revenue Mile | 1	0.3	0.9	E	-	-	-	-	-	-
	Unique Segment Ridership | 15%	39%	29%	A	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	74%	79%	C	-	-	-	-	-	-
	Crowding | 5%	0%	1%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Peak: 0.1	Peak: 0.3	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$20.98	$ 9.11	E	-	-	-	-	-	-
	Cost Recovery | 20%	7%	22%	E	-	-	-	-	-	-

Operational Analysis

Miles Allocation



Hours Allocation



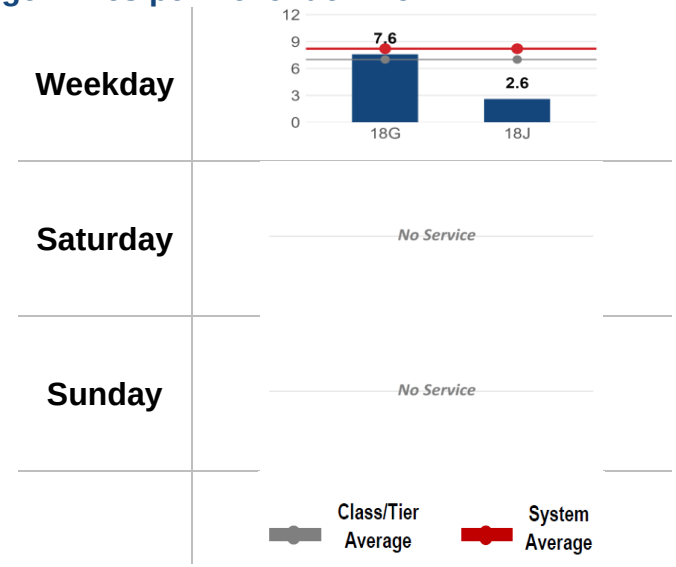
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
18G	37.40	3,486	3,382 (97.0%)
18J	34.50	1,494	1,462 (97.9%)

Service Change Summary

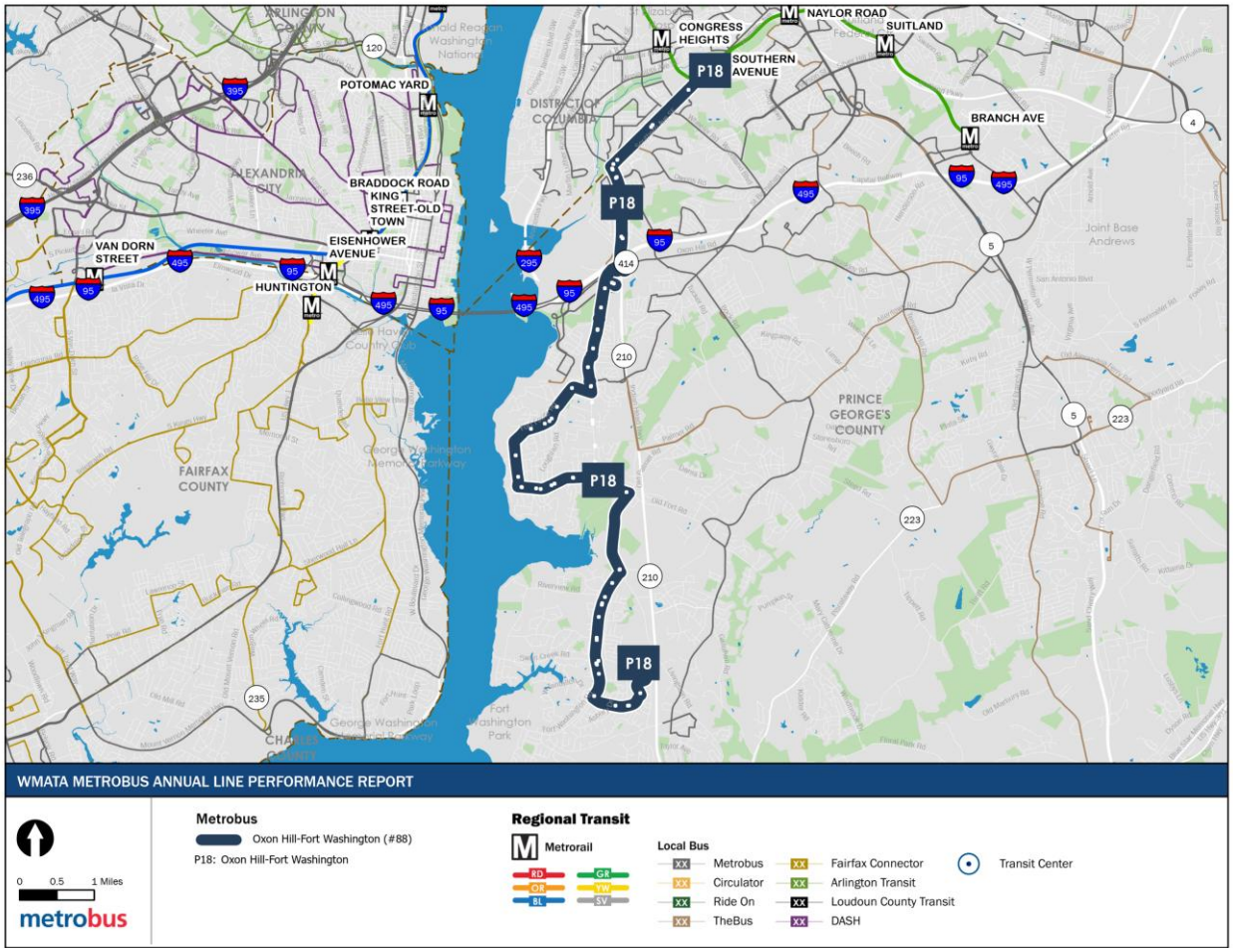
Jun 2023: No change
Sep 2023: No change
Dec 2023: No change

Passenger Miles per Revenue Mile



LINE: 88 - Oxon Hill-Fort Washington ROUTE(S): P18

About the Line



Service Classification

Coverage

Activity Tier

3

Overall Grade

Line	B

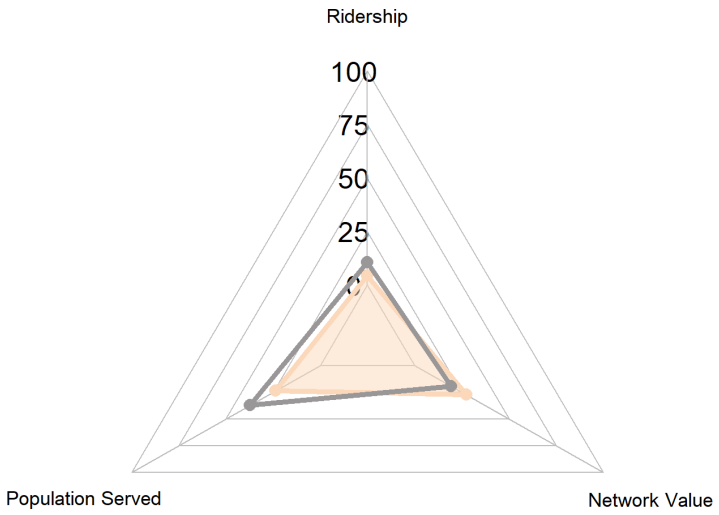
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

19

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	24	27	5	

Operating Statistics

Annual Operating Costs	$1,509,695
Peak Vehicles	9
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

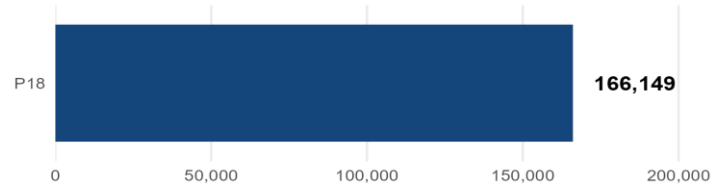
Service Area Population	18,886	
People of Color Population	*Service Area*	15,821
	% Riders Surveyed	97%
Low Income Household	*Service Area*	5,869
	% Riders Surveyed	42%

Facilities/Amenities

Bus Stops	81
% Stops With Shelters	6%
% Stops With Benches	6%
% Stops With Real-Time Signs	0%

Ridership

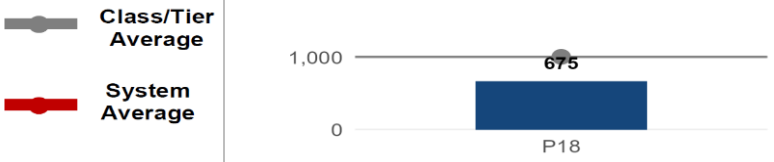
Annual Ridership



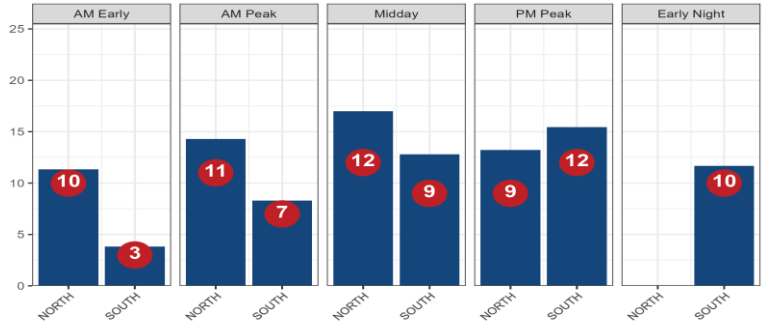
Top Transfer Locations

Southern Avenue

Average Daily Ridership

Weekday	Saturday	Sunday
	No Service	No Service

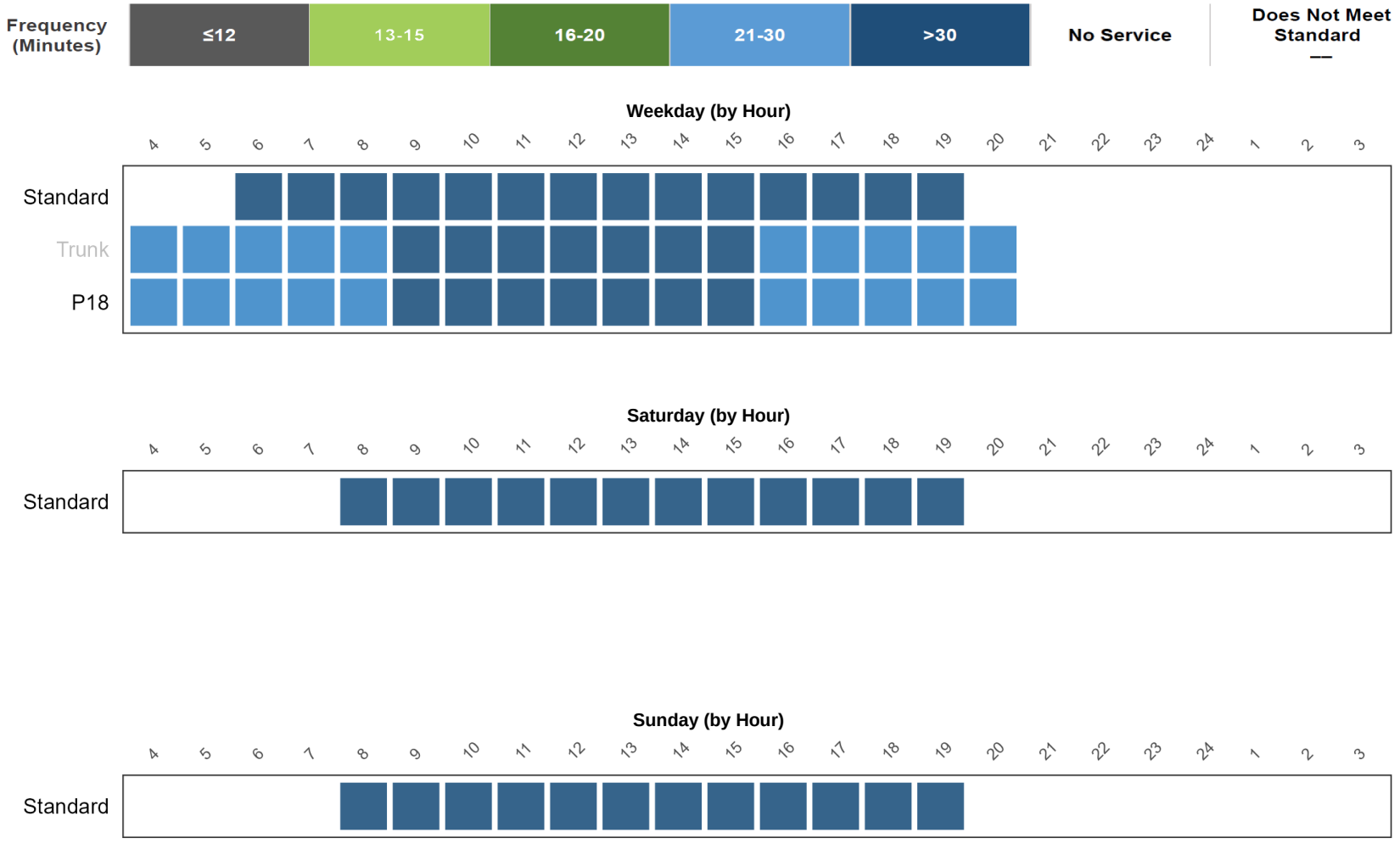
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	NORTH	SOUTH
Weekday	**Peak** Maximum Target: 1	0.25	0.25
	Off-Peak Maximum Target: 1.0	0.28	0.21
	Saturday Maximum Target: 1.0		
	Sunday Maximum Target: 1.0		

Span and Frequency



Performance Report Card

B Oxon Hill-Fort Washington

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	4:32 AM - 8:12 PM	-	A	-	-	-	-	-	-
	Frequency of Service | varies	Peak: 26.0 / Off-Peak: 58.0	Peak: 26 / Off-Peak: 38.8	A	-	-	-	-	-	-
Productivity	**Passengers per Revenue Hour |** 10	14.7	22.8	A	-	-	-	-	-	-
	Passengers per Revenue Mile | 1	1	1.9	C	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	77%	80%	C	-	-	-	-	-	-
	Crowding | 5%	0%	1%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.24 Peak: 0.25	Off-Peak: 0.25 Peak: 0.32	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$8.86	$ 6.33	D	-	-	-	-	-	-
	Cost Recovery | 20%	7%	10%	E	-	-	-	-	-	-

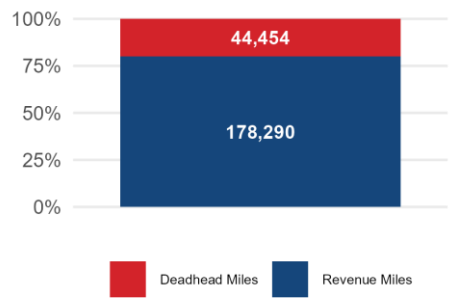
Route P18

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	2.6	4.8	E
Route Design	**Circuity |** N/A	1.81	1.78	-

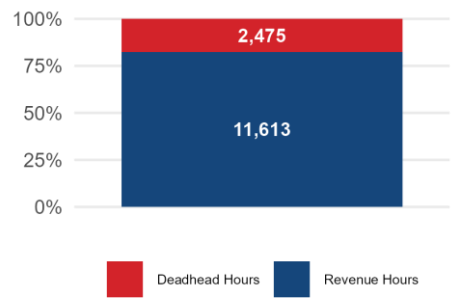
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 10	14.7	22.8	A	-	-	-	-	-	-
	Passengers per Revenue Mile | 1	1	1.9	C	-	-	-	-	-	-
	Unique Segment Ridership | 10%	78%	47%	A	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	77%	80%	C	-	-	-	-	-	-
	Crowding | 5%	0%	1%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.24 Peak: 0.25	Off-Peak: 0.25 Peak: 0.31	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$8.86	$ 6.33	D	-	-	-	-	-	-
	Cost Recovery | 20%	7%	10%	E	-	-	-	-	-	-

Operational Analysis

Miles Allocation



Hours Allocation



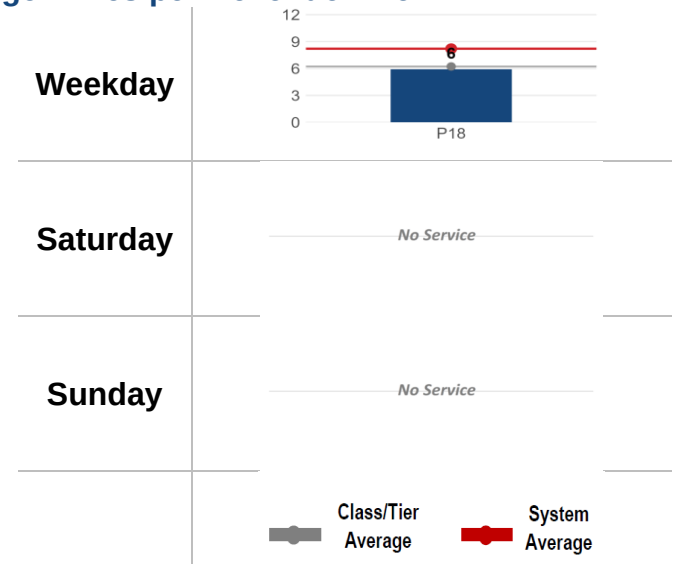
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
P18	32.20	12,954	12,695 (98.0%)

Service Change Summary

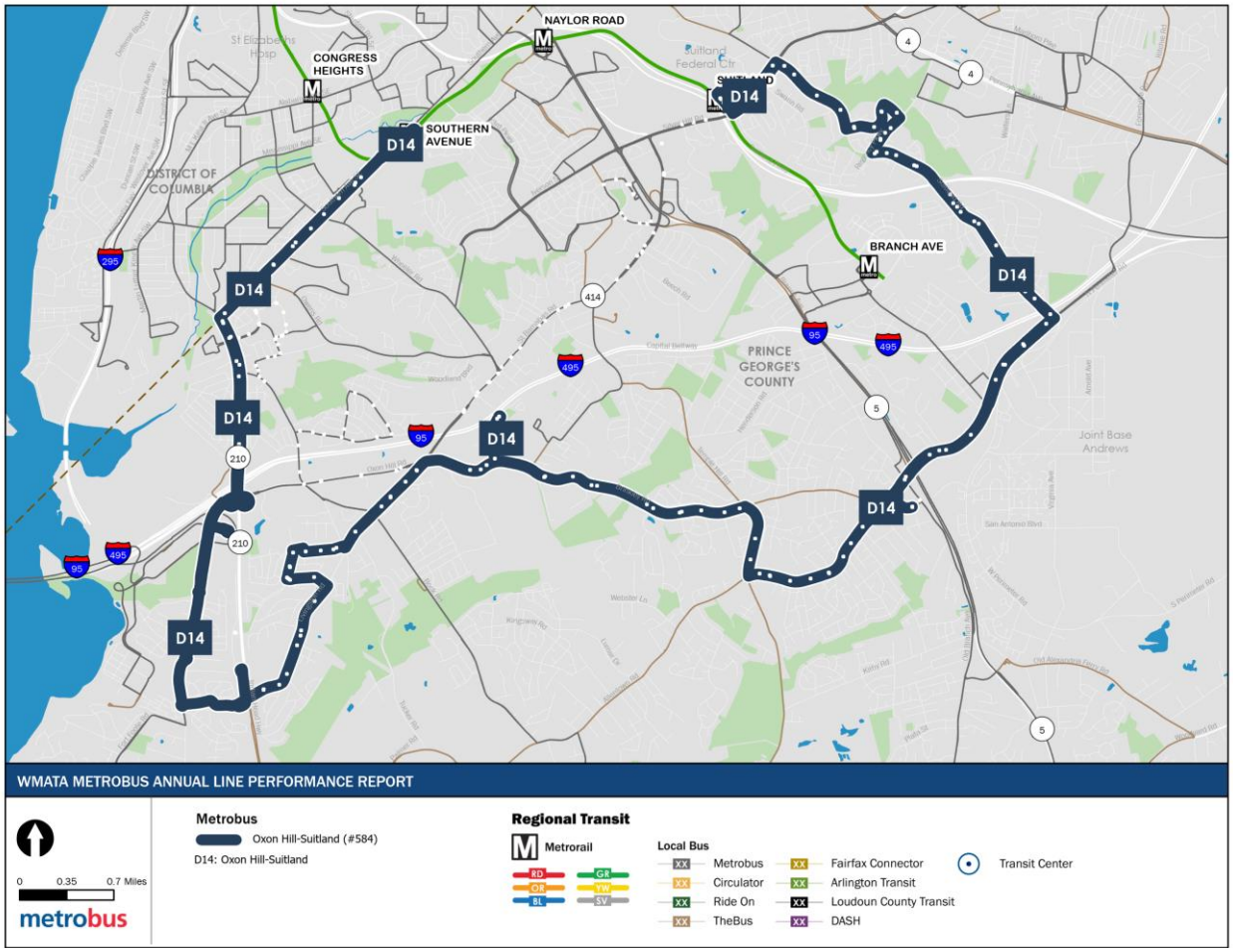
Jun 2023: No change
Sep 2023: No change
Dec 2023: No change

Passenger Miles per Revenue Mile



LINE: 584 - Oxon Hill-Suitland ROUTE(S): D14

About the Line



Service Classification

Framework

Activity Tier

3

Overall Grade

Line	B

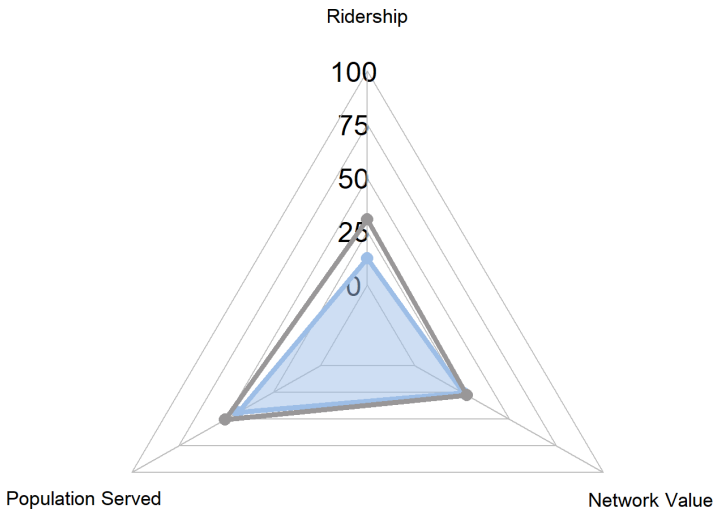
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

27

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	44	26	13	

Operating Statistics

Annual Operating Costs	$3,472,962
Peak Vehicles	19
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

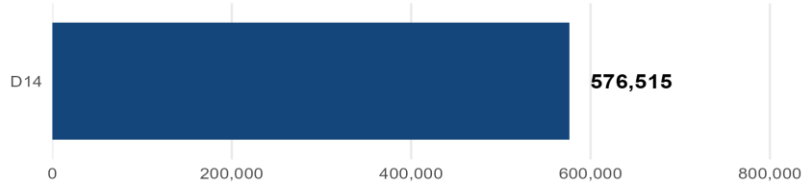
Service Area Population	41,568	
People of Color Population	*Service Area*	35,178
	% Riders Surveyed	98%
Low Income Household	*Service Area*	11,229
	% Riders Surveyed	78%

Facilities/Amenities

Bus Stops	189
% Stops With Shelters	7%
% Stops With Benches	5%
% Stops With Real-Time Signs	2%

Ridership

Annual Ridership



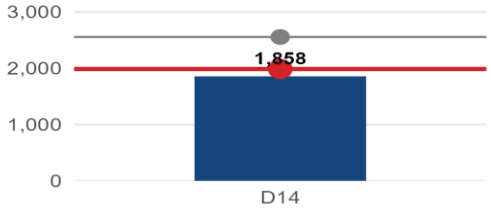
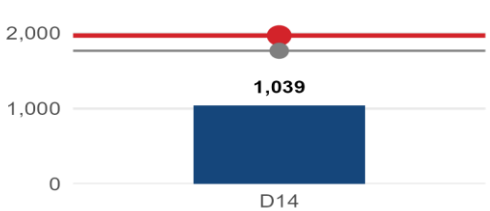
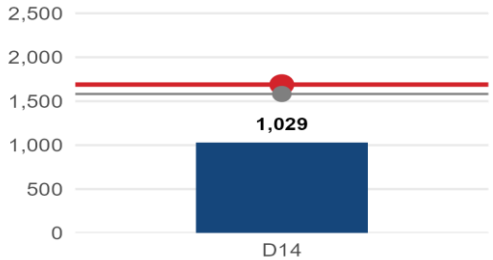
Top Transfer Locations

Southern Avenue, Suitland, Naylor Road

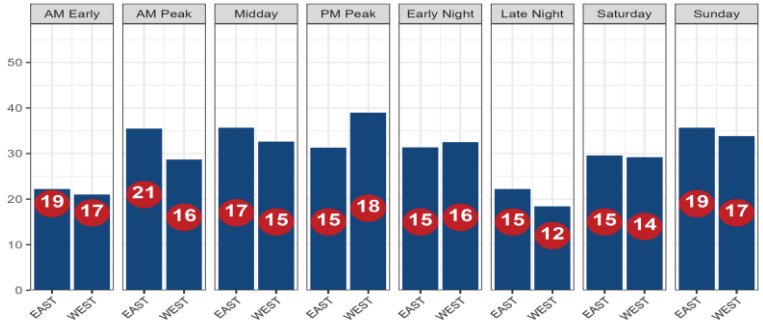
Average Daily Ridership

Class/Tier Average

System Average

Weekday	Saturday	Sunday
		

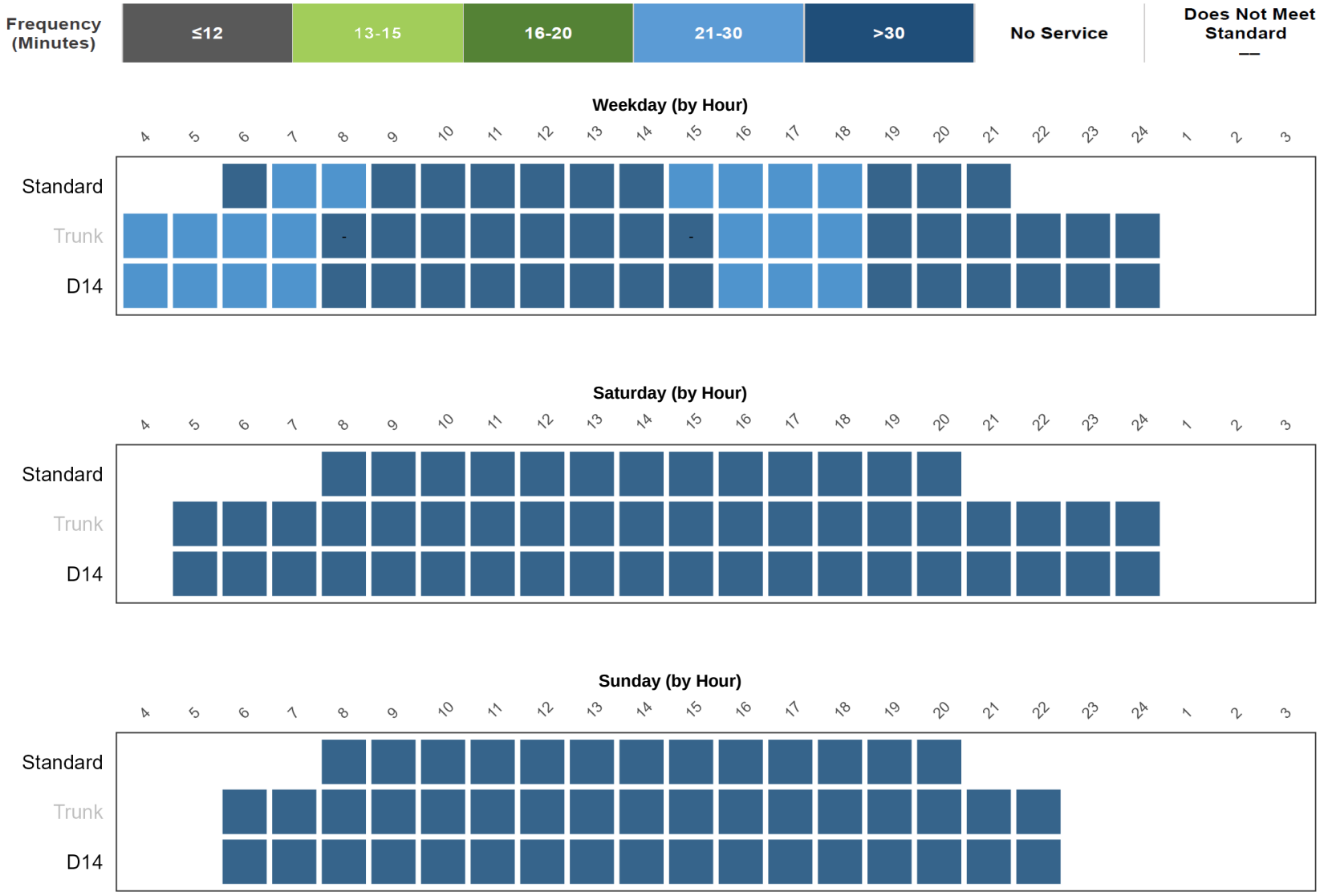
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	EAST	WEST
Weekday	**Peak** Maximum Target: 1	0.43	0.43
Weekday	**Off-Peak** Maximum Target: 1.0	0.42	0.39
	Saturday Maximum Target: 1.0	0.39	0.35
	Sunday Maximum Target: 1.0	0.47	0.43

Span and Frequency



Performance Report Card

B Oxon Hill-Suitland

Measure | Standard		Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	4:12 AM - 12:37 AM	-	A	5:30 AM - 12:30 AM	-	A	6:00 AM - 10:39 PM	-	A
	Frequency of Service | varies	Peak: 30.0 / Off-Peak: 58.0	Peak: 21.2 / Off-Peak: 33.4	B	59.0	39.2	B	60.0	37.9	B
Productivity	**Passengers per Revenue Hour |** 15	22.8	29.3	A	19.7	24.1	A	23.0	23.7	A
	Passengers per Revenue Mile | 1	1.5	2.5	A	1.4	2.0	A	1.6	2.0	A
Reliability	**On-Time Performance |** 79%	68%	75%	E	68%	77%	E	63%	79%	E
	Crowding | 5%	1%	2%	A	2%	1%	A	4%	0%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.41 Peak: 0.43	Off-Peak: 0.34 Peak: 0.44	A	0.37	0.33	A	0.45	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$5.70	$ 4.96	A	$6.60	$ 5.95	A	$5.66	$ 6.09	A
	Cost Recovery | 20%	5%	11%	E	5%	9%	E	5%	9%	E

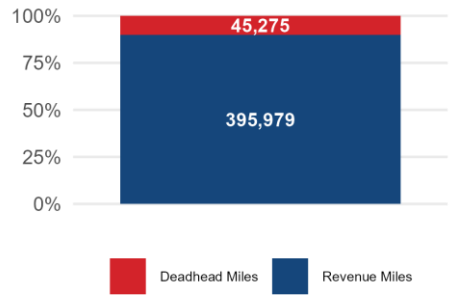
Route D14

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	4.2	4.5	A
Route Design	**Circuity |** 1.75	6.38	2.09	E

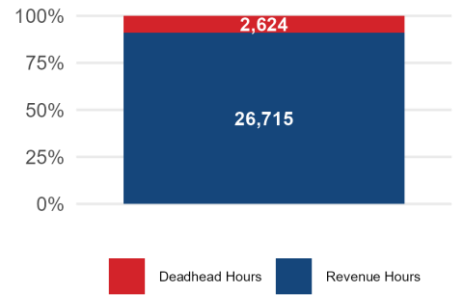
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 15	22.8	29.3	A	19.7	24.1	A	23.0	23.7	A
	Passengers per Revenue Mile | 1	1.5	2.5	A	1.4	2.0	A	1.6	2.0	A
	Unique Segment Ridership | 10%	69%	45%	A	70%	57%	A	71%	61%	A
Reliability	**On-Time Performance |** 79%	68%	75%	E	68%	77%	E	63%	79%	E
	Crowding | 5%	1%	2%	A	2%	1%	A	4%	0%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.41 Peak: 0.43	Off-Peak: 0.35 Peak: 0.45	A	0.37	0.34	A	0.45	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$5.70	$ 4.96	A	$6.60	$ 5.95	A	$5.66	$ 6.09	A
	Cost Recovery | 20%	5%	12%	E	5%	10%	E	5%	9%	E

Operational Analysis

Miles Allocation



Hours Allocation



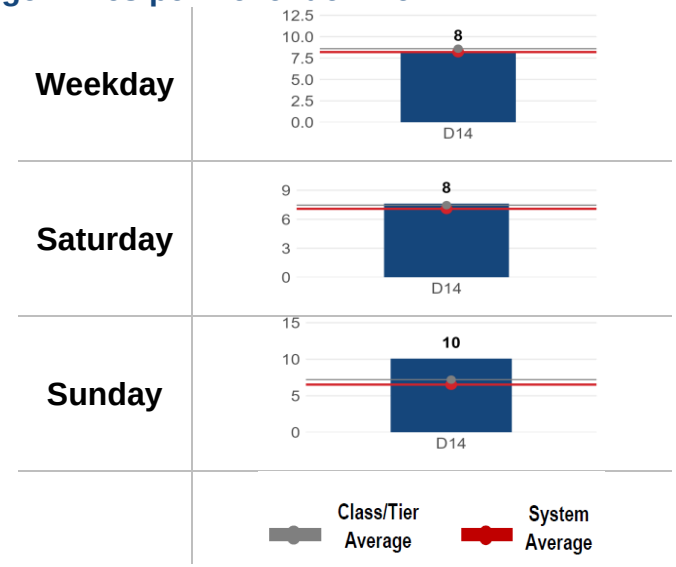
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
D14	47.60	18,856	18,503 (98.1%)

Service Change Summary

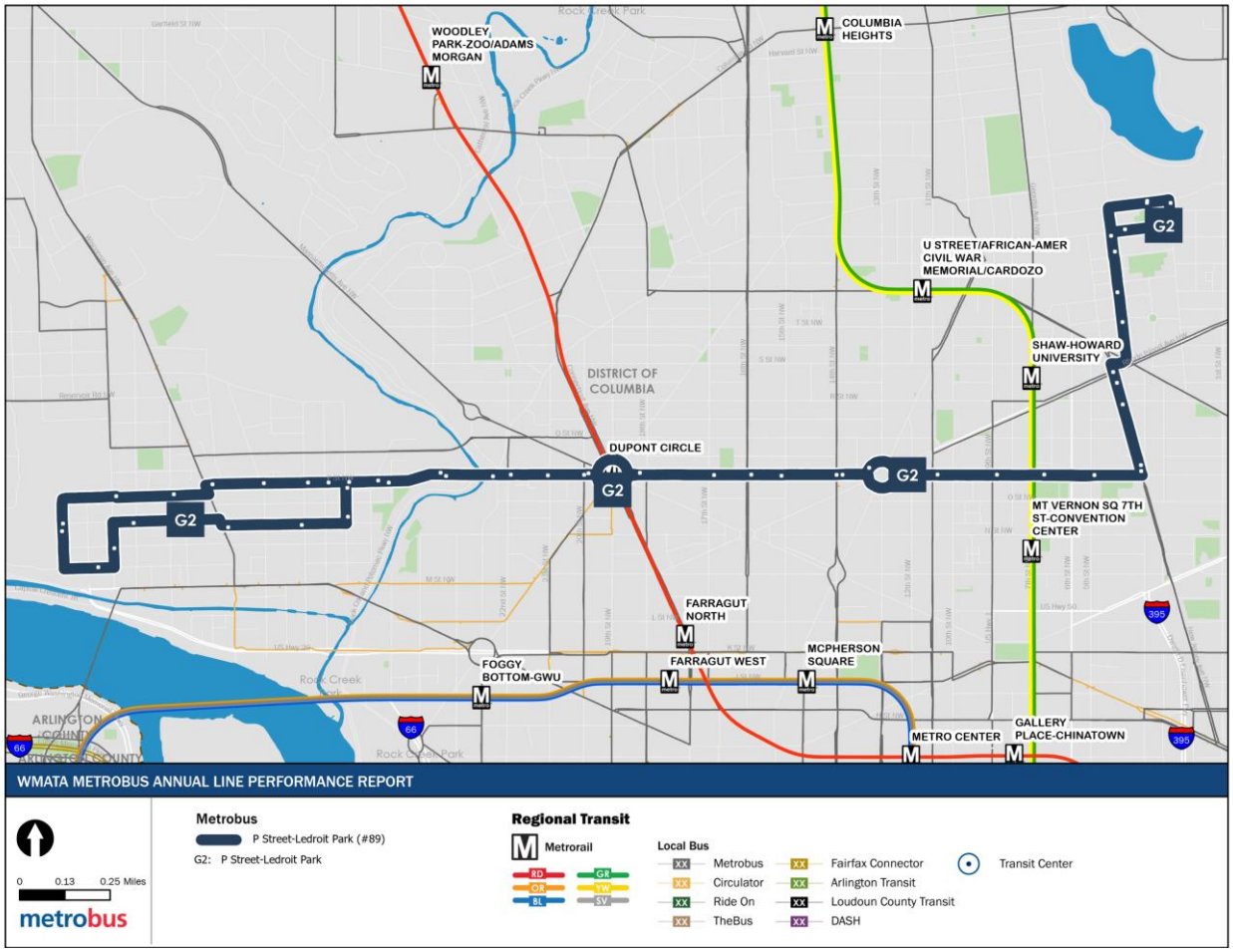
Jun 2023: No change
Sep 2023: No change
Dec 2023: No change

Passenger Miles per Revenue Mile



LINE: 89 - P Street-Ledroit Park ROUTE(S): G2

About the Line



Service Classification

Coverage

Activity Tier

1

Overall Grade

Line	B

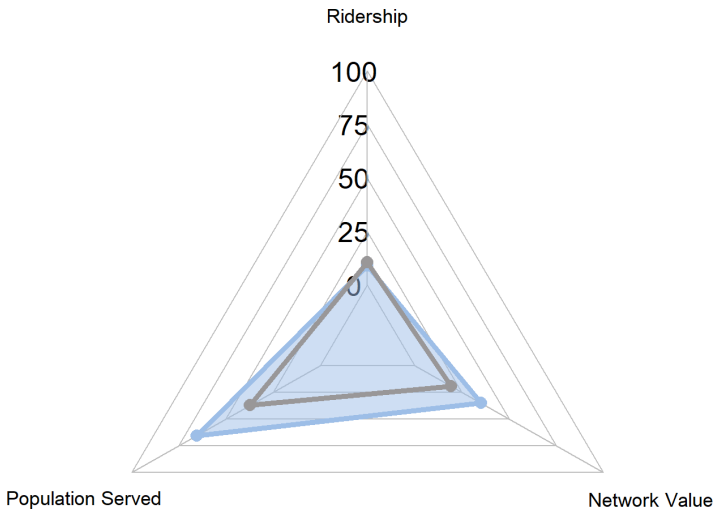
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

36

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	65	35	9	

Operating Statistics

Annual Operating Costs	$2,568,519
Peak Vehicles	5
Vehicle Type(s)	30 Foot, 35 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

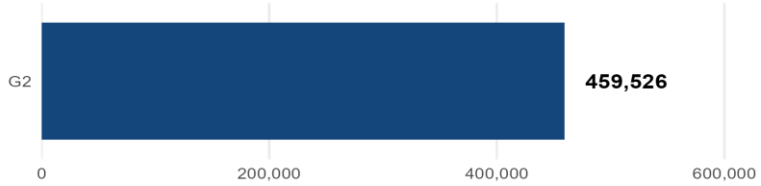
Service Area Population	46,266	
People of Color Population	*Service Area*	13,809
	% Riders Surveyed	74%
Low Income Household	*Service Area*	8,213
	% Riders Surveyed	36%

Facilities/Amenities

Bus Stops	59
% Stops With Shelters	25%
% Stops With Benches	22%
% Stops With Real-Time Signs	0%

Ridership

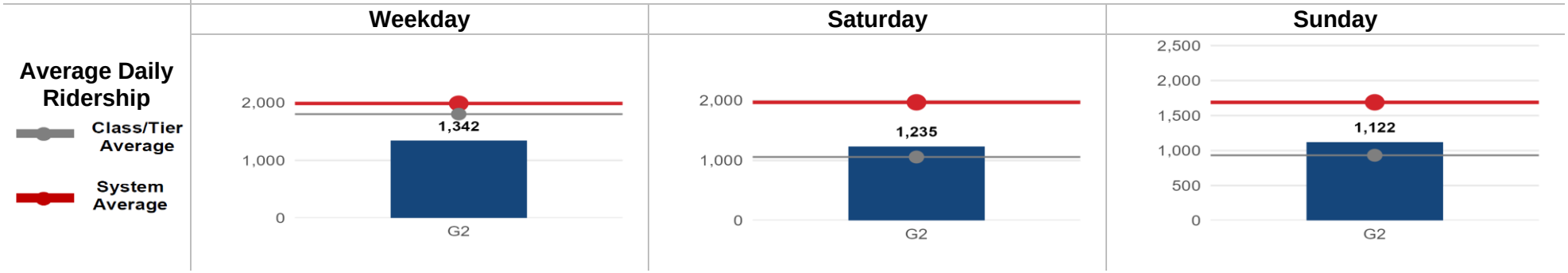
Annual Ridership



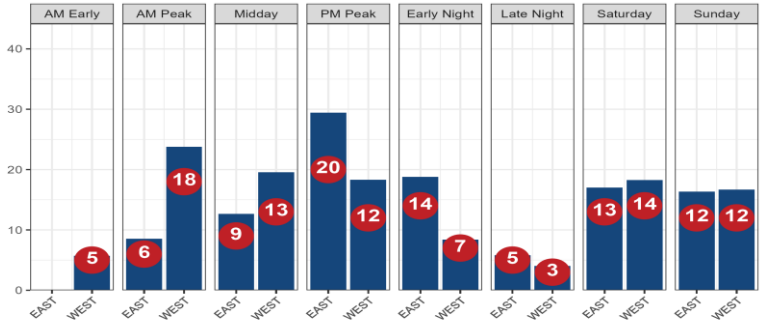
Top Transfer Locations

Dupont Circle, Shaw-Howard University, Mt. Vernon Square-UDC

Average Daily Ridership



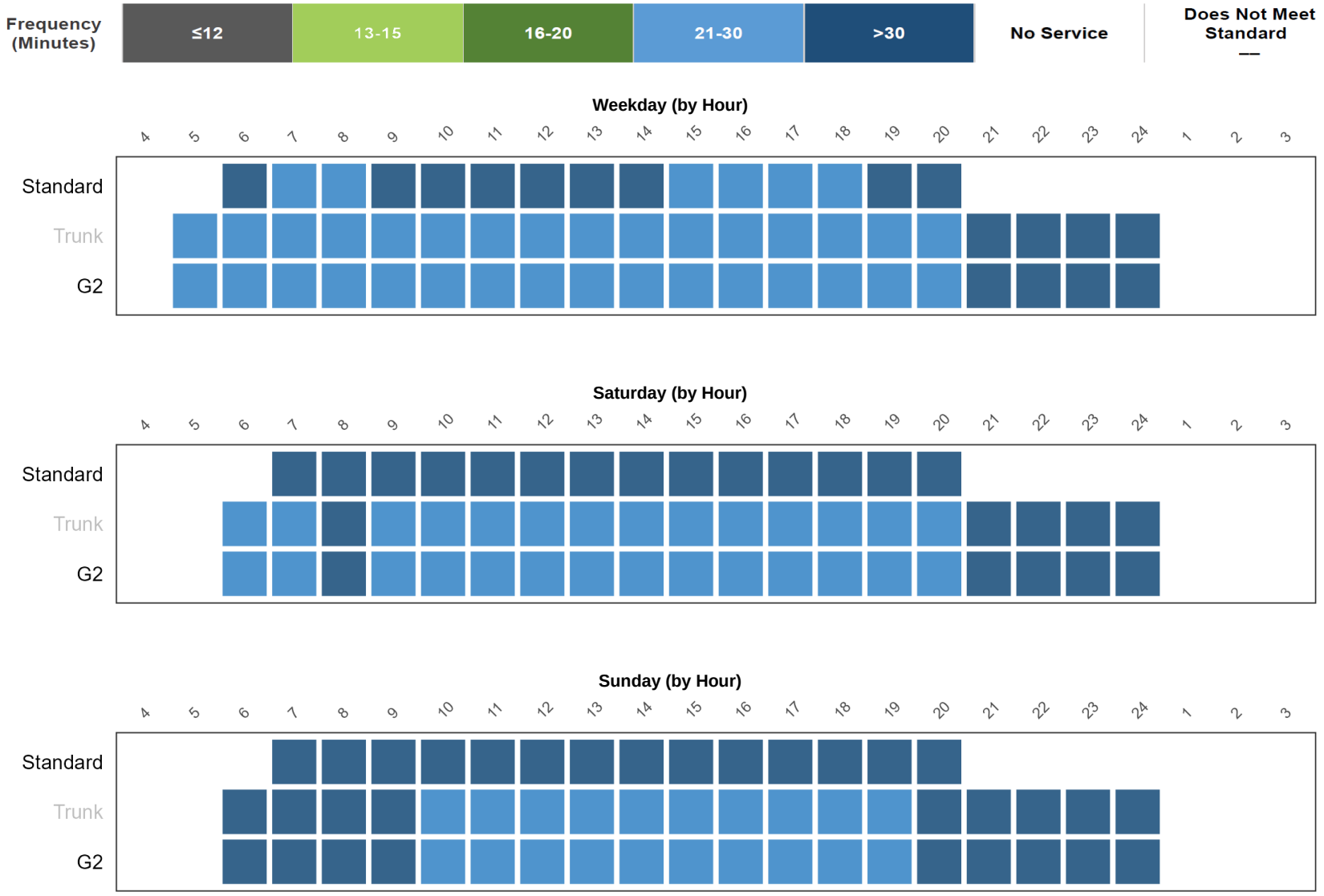
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	EAST	WEST
Weekday	**Peak** Maximum Target: 1.2	0.56	0.52
	Off-Peak Maximum Target: 1.0	0.34	0.33
	Saturday Maximum Target: 1.0	0.45	0.48
	Sunday Maximum Target: 1.0	0.43	0.44

Span and Frequency



Performance Report Card

B P Street-Ledroit Park

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	5:45 AM - 12:30 AM	-	A	6:15 AM - 12:33 AM	-	A	6:20 AM - 12:29 AM	-	A
	Frequency of Service | varies	Peak: 23.0 / Off-Peak: 29.0	Peak: 17.8 / Off-Peak: 26.7	A	31.0	29.8	A	31.0	30.3	A
Productivity	**Passengers per Revenue Hour |** 20	22.7	28.7	A	24.2	25.0	A	22.5	22.6	A
	Passengers per Revenue Mile | 4	4.0	4.0	B	4.1	3.2	B	3.8	2.9	C
Reliability	**On-Time Performance |** 79%	76%	75%	C	78%	76%	C	77%	79%	C
	Crowding | 5%	4%	3%	A	11%	2%	E	17%	3%	E
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.34 Peak: 0.54	Off-Peak: 0.3 Peak: 0.43	A	0.46	0.3	A	0.43	0.28	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$5.72	$ 4.60	C	$5.38	$ 5.28	B	$5.77	$ 5.87	C
	Cost Recovery | 25%	21%	16%	D	22%	14%	D	20%	13%	D

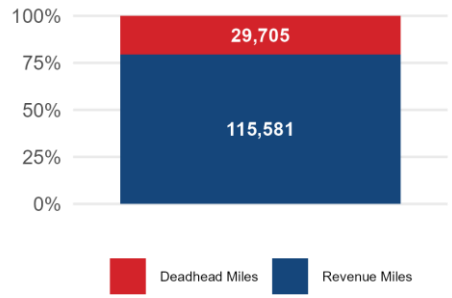
Route G2

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	7.2	6.3	E
Route Design	**Circuity |** N/A	1.13	1.59	-

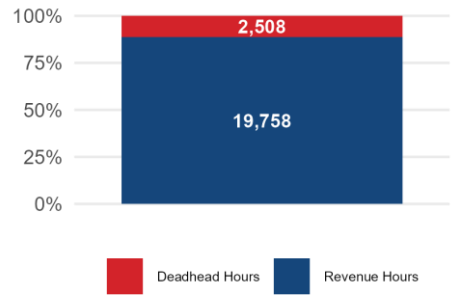
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 20	22.7	28.7	A	24.2	25.0	A	22.5	22.6	A
	Passengers per Revenue Mile | 4	4.0	4.0	B	4.1	3.2	B	3.8	2.9	C
	Unique Segment Ridership | 10%	84%	46%	A	81%	46%	A	81%	45%	A
Reliability	**On-Time Performance |** 79%	76%	75%	C	78%	76%	C	77%	79%	C
	Crowding | 5%	4%	3%	A	11%	2%	E	17%	2%	E
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.34 Peak: 0.54	Off-Peak: 0.32 Peak: 0.44	A	0.46	0.31	A	0.43	0.29	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$5.72	$ 4.60	C	$5.38	$ 5.28	B	$5.77	$ 5.87	C
	Cost Recovery | 25%	21%	15%	D	22%	14%	D	20%	13%	D

Operational Analysis

Miles Allocation



Hours Allocation



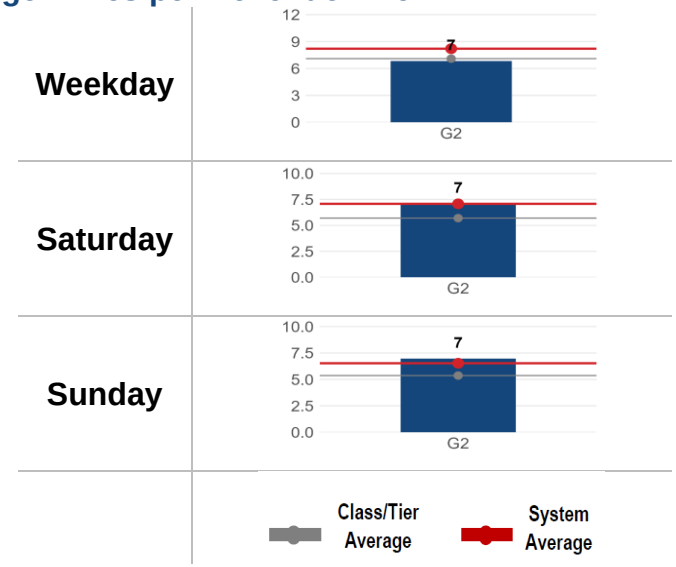
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
G2	8.50	27,245	26,845 (98.5%)

Service Change Summary

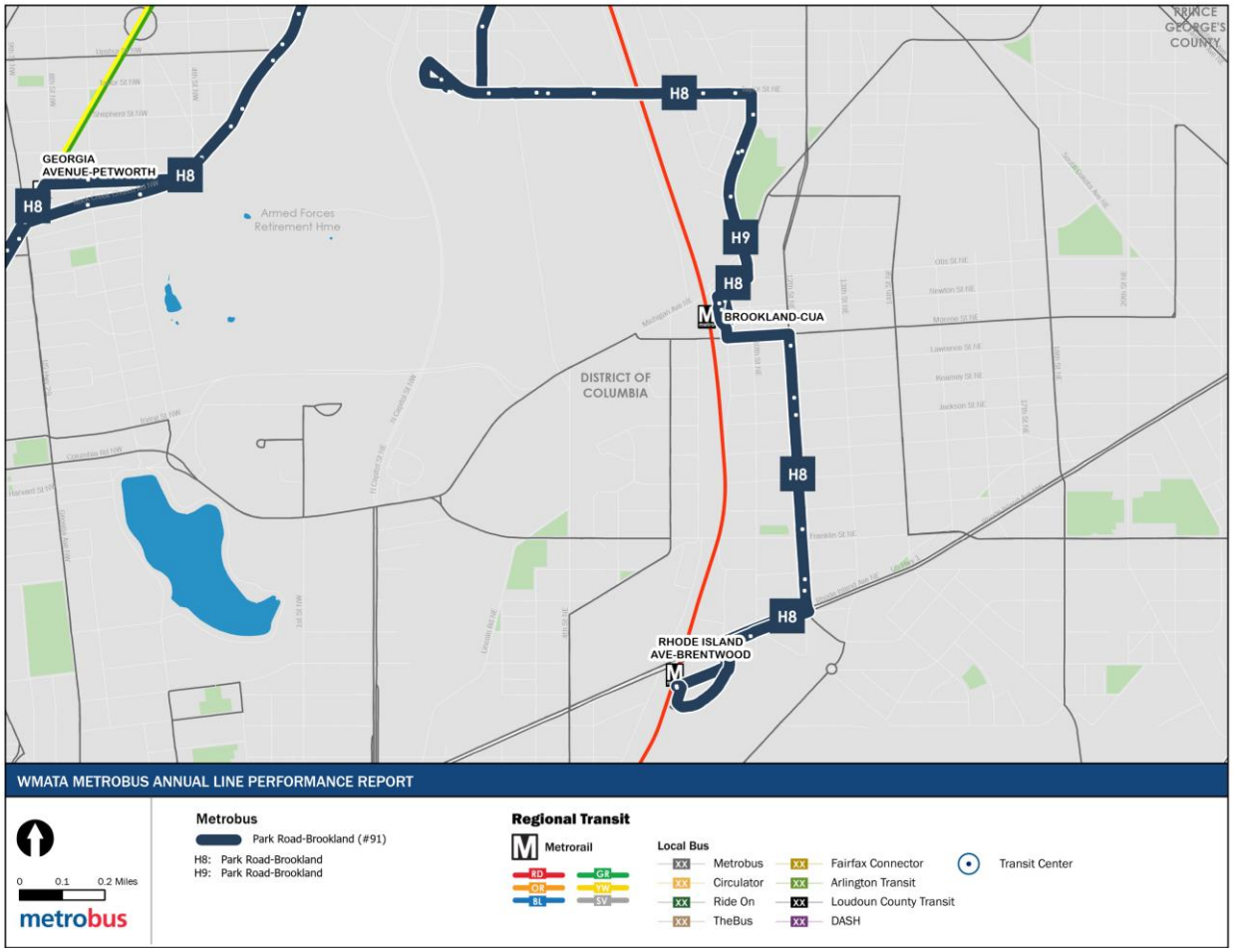
Jun 2023: Add an Eastbound trip between 5:00 PM - 6:00 PM; Add a Westbound trip between 7:45 AM - 8:45 AM
Sep 2023: No change
Dec 2023: No change

Passenger Miles per Revenue Mile



LINE: 91 - Park Road-Brookland ROUTE(S): H8, H9

About the Line



Service Classification

Framework

Activity Tier

1

Overall Grade

Line	B

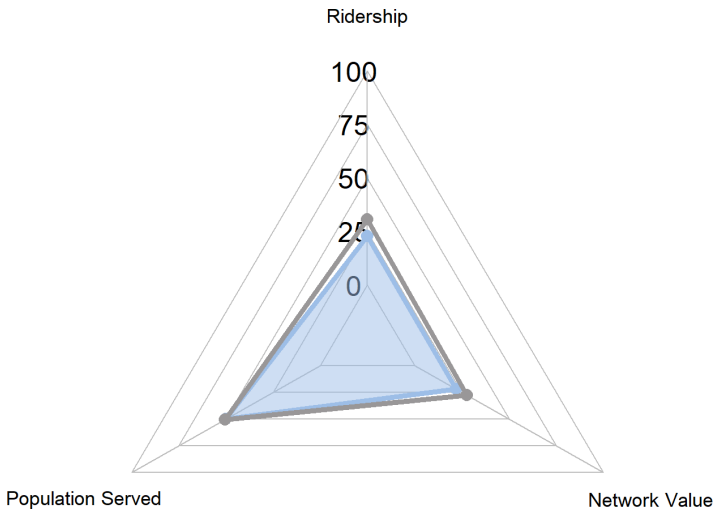
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

32

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	50	22	23	

Operating Statistics

Annual Operating Costs	$3,956,486
Peak Vehicles	9
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

Service Area Population	62,186	
People of Color Population	*Service Area*	28,778
	% Riders Surveyed	90%
Low Income Household	*Service Area*	17,538
	% Riders Surveyed	61%

Facilities/Amenities

Bus Stops	75
% Stops With Shelters	13%
% Stops With Benches	7%
% Stops With Real-Time Signs	8%

Ridership

Annual Ridership



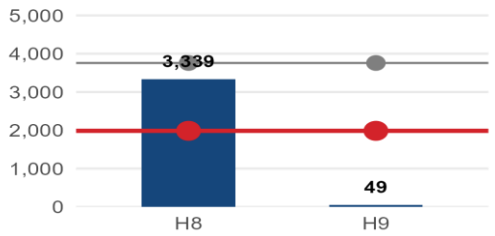
Top Transfer Locations

Brookland, Georgia Avenue-Petworth, Columbia Heights

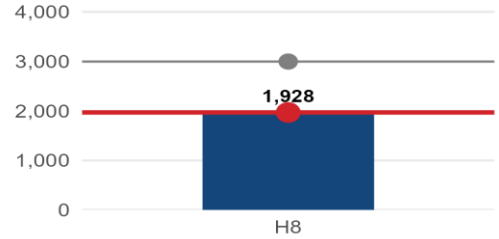
Average Daily Ridership



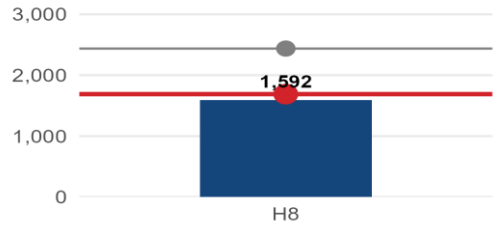
Weekday



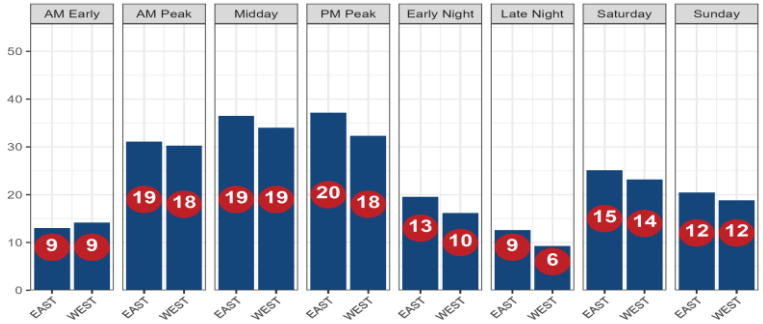
Saturday



Sunday



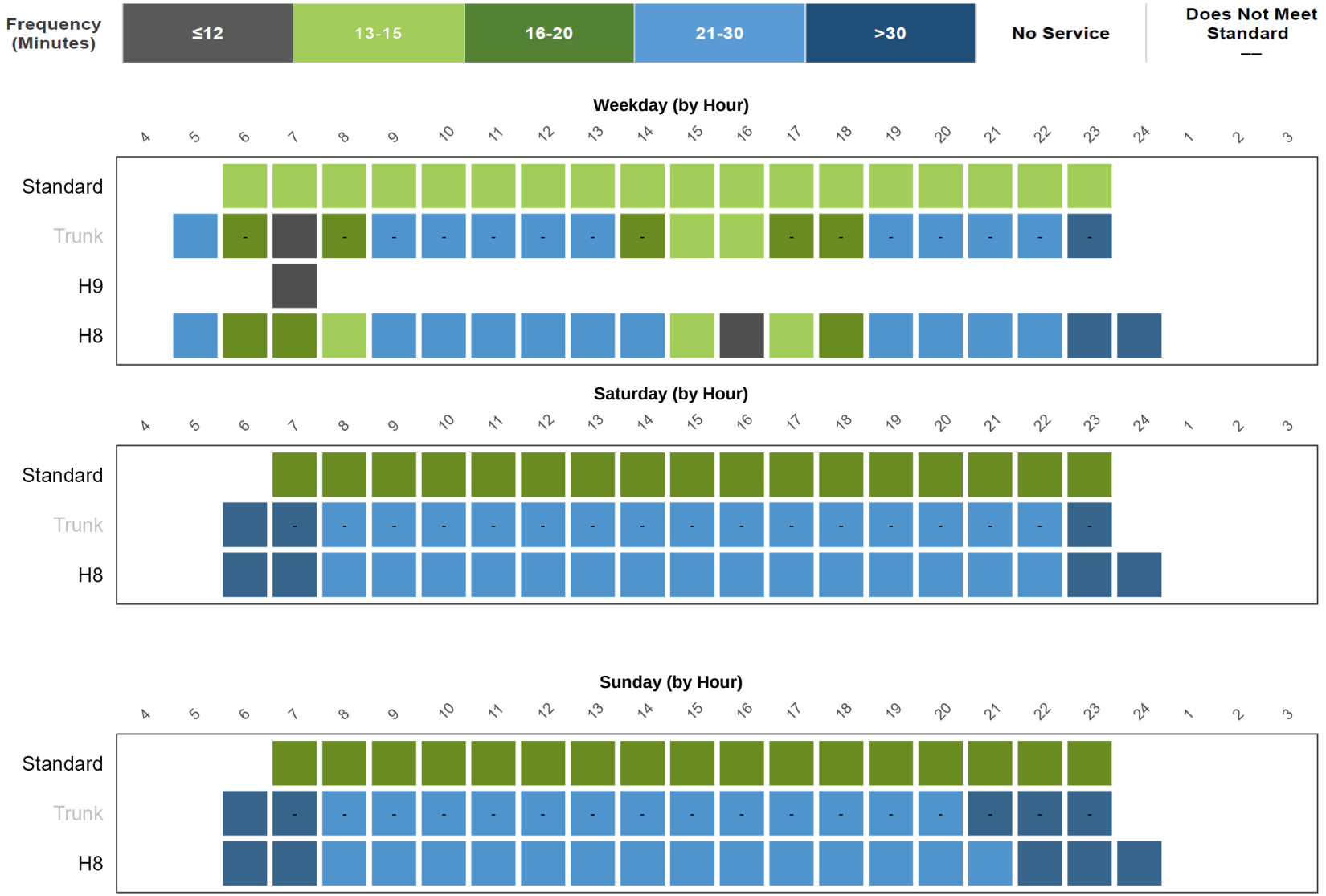
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	EAST	WEST
Weekday	**Peak** Maximum Target: 1.2	0.49	0.45
	Off-Peak Maximum Target: 1.0	0.39	0.37
	Saturday Maximum Target: 1.0	0.36	0.36
	Sunday Maximum Target: 1.0	0.31	0.29

Span and Frequency



Performance Report Card

B Park Road-Brookland

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	5:00 AM - 12:18 AM	-	A	6:00 AM - 12:13 AM	-	A	6:00 AM - 12:20 AM	-	A
	Frequency of Service | varies	Peak: 13.0 / Off-Peak: 22.0	Peak: 14.7 / Off-Peak: 18.6	B	27.0	20.8	D	27.0	24.0	D
Productivity	**Passengers per Revenue Hour |** 30	35.2	32.8	A	30.0	27.8	C	25.0	26.1	D
	Passengers per Revenue Mile | 4	5.0	4.4	A	4.0	3.5	B	3.3	3.1	D
Reliability	**On-Time Performance |** 79%	76%	74%	C	82%	74%	B	78%	76%	C
	Crowding | 5%	2%	3%	A	0%	1%	A	0%	2%	A
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.38 Peak: 0.47	Off-Peak: 0.35 Peak: 0.48	A	0.36	0.35	A	0.3	0.32	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$3.70	$ 4.48	A	$4.34	$ 5.27	A	$5.19	$ 5.68	B
	Cost Recovery | 25%	21%	23%	D	18%	20%	E	15%	19%	E

Route H8

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	6.6	5.5	E
Route Design	**Circuity |** 1.75	1.75	1.23	C

	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 30	35.1	32.8	A	30.0	27.8	C	25.0	26.1	D
	Passengers per Revenue Mile | 4	5.0	4.4	A	4.0	3.5	B	3.3	3.1	D
	Unique Segment Ridership | 10%	29%	22%	A	52%	34%	A	53%	34%	A
Reliability	**On-Time Performance |** 79%	76%	74%	C	82%	74%	B	78%	76%	C
	Crowding | 5%	2%	3%	A	0%	1%	A	0%	2%	A
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.38 Peak: 0.47	Off-Peak: 0.36 Peak: 0.5	A	0.36	0.36	A	0.3	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$3.71	$ 4.48	A	$4.34	$ 5.27	A	$5.19	$ 5.68	B
	Cost Recovery | 25%	20%	24%	D	17%	20%	E	14%	19%	E

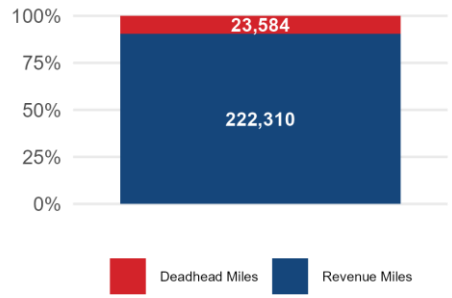
Route H9

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	6.8	5.5	E
Route Design	**Circuity |** 1.75	1	1.23	A

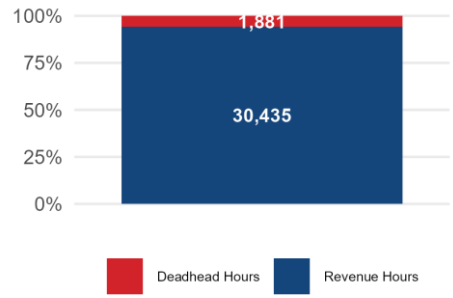
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 30	42.3	32.8	A	-	-	-	-	-	-
	Passengers per Revenue Mile | 4	8.4	4.4	A	-	-	-	-	-	-
	Unique Segment Ridership | 10%	0%	22%	E	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	81%	74%	B	-	-	-	-	-	-
	Crowding | 5%	15%	3%	E	-	-	-	-	-	-
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Peak: 0.55	Peak: 0.5	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$3.07	$ 4.48	A	-	-	-	-	-	-
	Cost Recovery | 25%	45%	24%	A	-	-	-	-	-	-

Operational Analysis

Miles Allocation



Hours Allocation



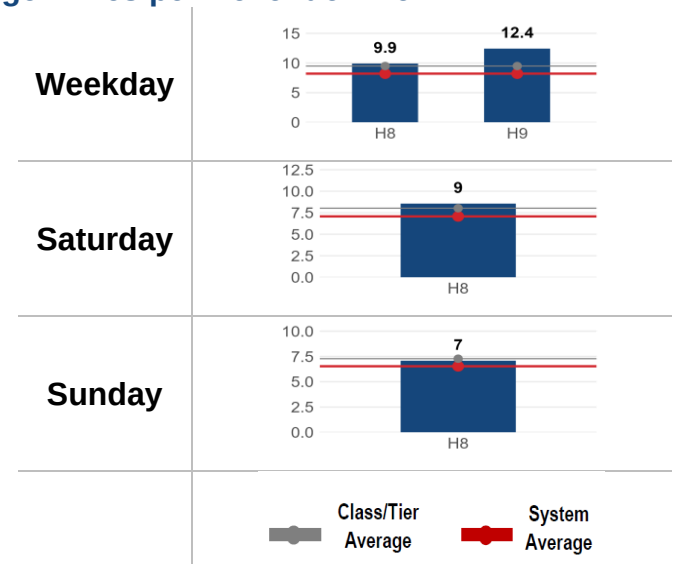
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
H8	11.60	37,058	36,079 (97.4%)
H9	2.80	360	351 (97.5%)

Service Change Summary

Jun 2023: Adjust running times (7 days)
Sep 2023: No change
Dec 2023: No change

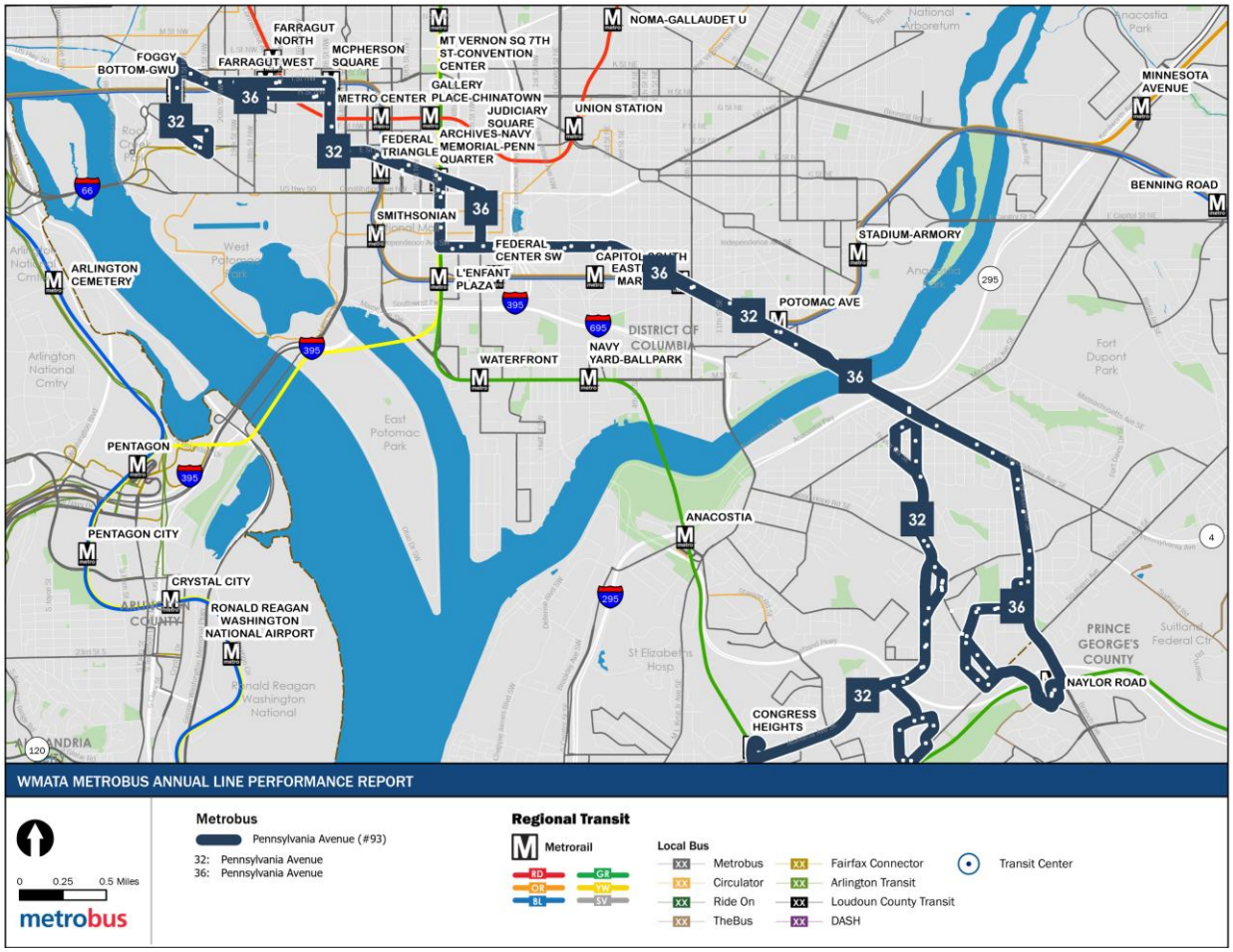
Passenger Miles per Revenue Mile



LINE: 93 - Pennsylvania Avenue

ROUTE(S): 32, 36

About the Line



Service Classification

Framework

Activity Tier

1

Overall Grade

Line	B

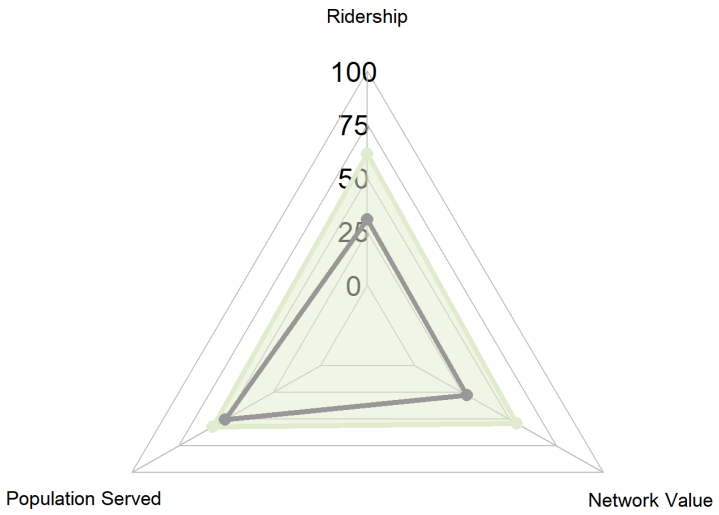
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

57

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	57	54	61	

Operating Statistics

Annual Operating Costs	$12,099,392
Peak Vehicles	27
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

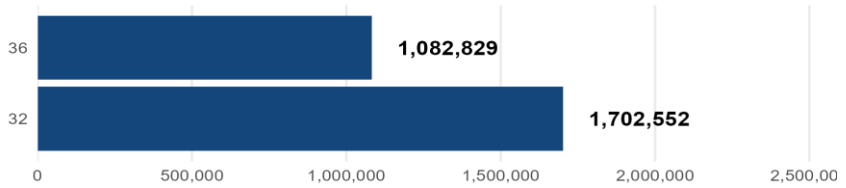
Service Area Population	63,985	
People of Color Population	*Service Area*	42,282
	% Riders Surveyed	88%
Low Income Household	*Service Area*	22,230
	% Riders Surveyed	57%

Facilities/Amenities

Bus Stops	126
% Stops With Shelters	34%
% Stops With Benches	33%
% Stops With Real-Time Signs	17%

Ridership

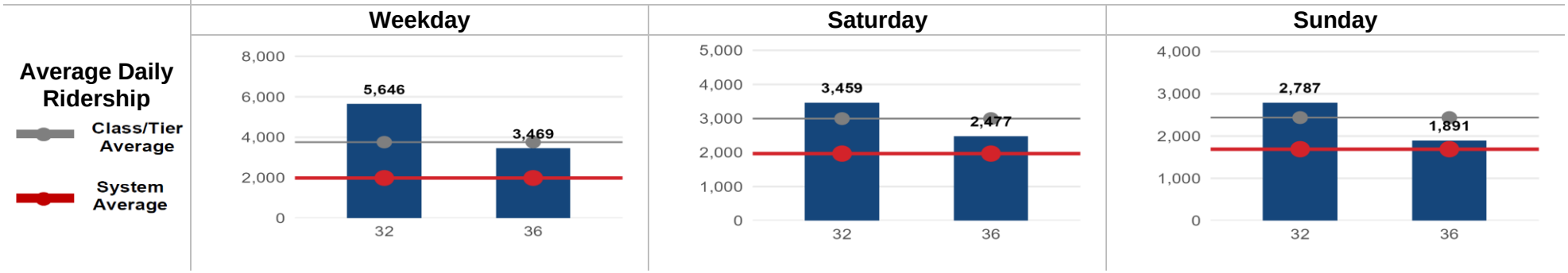
Annual Ridership



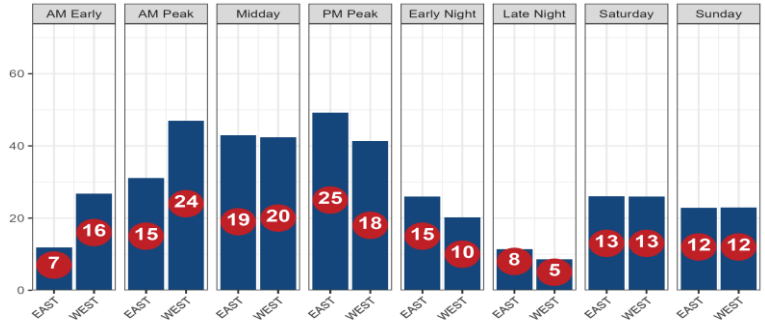
Top Transfer Locations

Potomac Avenue, Foggy Bottom, Archives-Navy Memorial

Average Daily Ridership



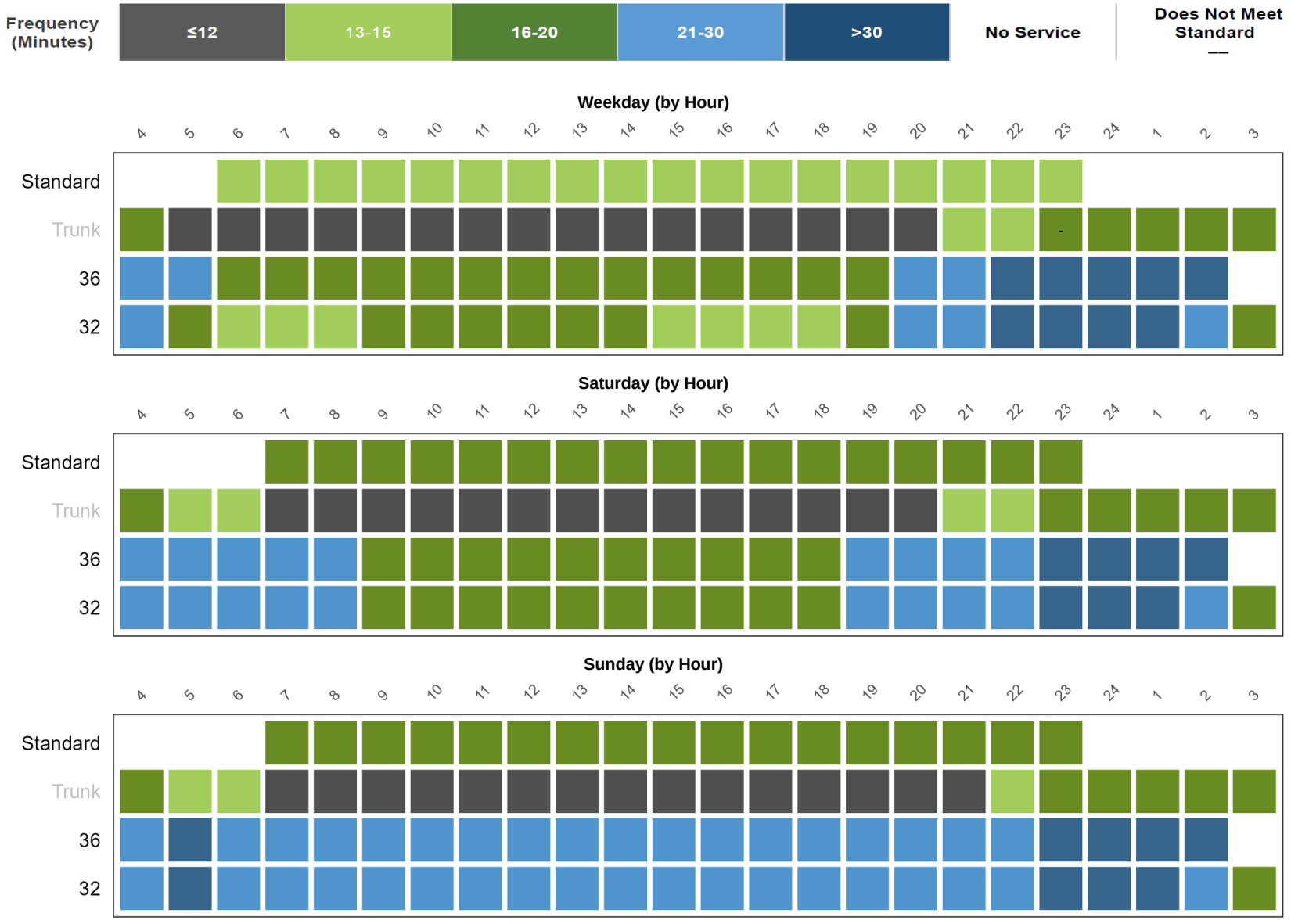
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	EAST	WEST
Weekday	**Peak** Maximum Target: 1.2	0.52	0.53
	Off-Peak Maximum Target: 1.0	0.37	0.37
	Saturday Maximum Target: 1.0	0.33	0.33
	Sunday Maximum Target: 1.0	0.29	0.3

Span and Frequency



Performance Report Card

B Pennsylvania Avenue

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	24 hours	-	A	24 hours	-	A	24 hours	-	A
	Frequency of Service | varies	Peak: 7.0 / Off-Peak: 9.0	Peak: 14.7 / Off-Peak: 18.6	A	12.0	20.8	A	13.0	24.0	A
Productivity	**Passengers per Revenue Hour |** 30	33.1	32.8	A	25.7	27.8	D	23.7	26.1	E
	Passengers per Revenue Mile | 4	3.8	4.4	C	2.8	3.5	E	2.5	3.1	E
Reliability	**On-Time Performance |** 79%	68%	74%	E	70%	74%	D	70%	76%	D
	Crowding | 5%	2%	3%	A	0%	1%	A	0%	2%	A
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.37 Peak: 0.53	Off-Peak: 0.35 Peak: 0.48	A	0.33	0.35	A	0.3	0.32	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$3.93	$ 4.48	A	$5.07	$ 5.27	B	$5.49	$ 5.68	B
	Cost Recovery | 25%	19%	23%	D	15%	20%	E	14%	19%	E

Route 32

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	4.6	5.5	A
Route Design	**Circuity |** 1.75	1.29	1.23	A

	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 30	36.0	32.8	A	28.3	27.8	C	26.1	26.1	D
	Passengers per Revenue Mile | 4	4.3	4.4	B	3.2	3.5	E	2.8	3.1	E
	Unique Segment Ridership | 10%	23%	22%	A	27%	34%	A	28%	34%	A
Reliability	**On-Time Performance |** 79%	71%	74%	D	73%	74%	D	72%	76%	D
	Crowding | 5%	3%	3%	A	0%	1%	A	0%	2%	A
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.4 Peak: 0.57	Off-Peak: 0.36 Peak: 0.5	A	0.35	0.36	A	0.32	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$3.62	$ 4.48	A	$4.60	$ 5.27	A	$4.97	$ 5.68	A
	Cost Recovery | 25%	19%	24%	D	15%	20%	E	14%	19%	E

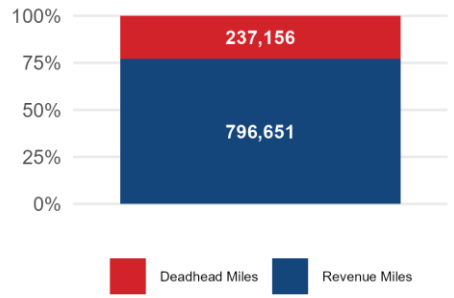
Route 36

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	4.5	5.5	A
Route Design	**Circuity |** 1.75	1.34	1.23	A

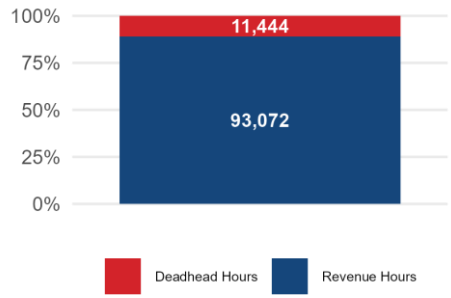
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 30	29.2	32.8	C	22.7	27.8	E	20.8	26.1	E
	Passengers per Revenue Mile | 4	3.3	4.4	D	2.5	3.5	E	2.2	3.1	E
	Unique Segment Ridership | 10%	11%	22%	B	10%	34%	B	10%	34%	B
Reliability	**On-Time Performance |** 79%	64%	74%	E	66%	74%	E	69%	76%	D
	Crowding | 5%	1%	3%	A	0%	1%	A	0%	2%	A
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.34 Peak: 0.47	Off-Peak: 0.36 Peak: 0.5	A	0.3	0.36	A	0.27	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$4.45	$ 4.48	A	$5.71	$ 5.27	C	$6.25	$ 5.68	D
	Cost Recovery | 25%	18%	24%	D	14%	20%	E	13%	19%	E

Operational Analysis

Miles Allocation



Hours Allocation



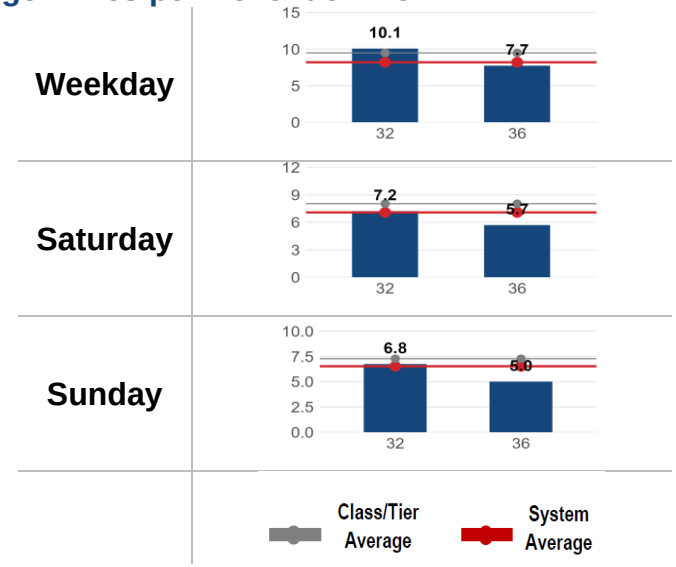
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
32	20.50	47,899	45,560 (95.1%)
36	19.80	41,038	40,011 (97.5%)

Service Change Summary

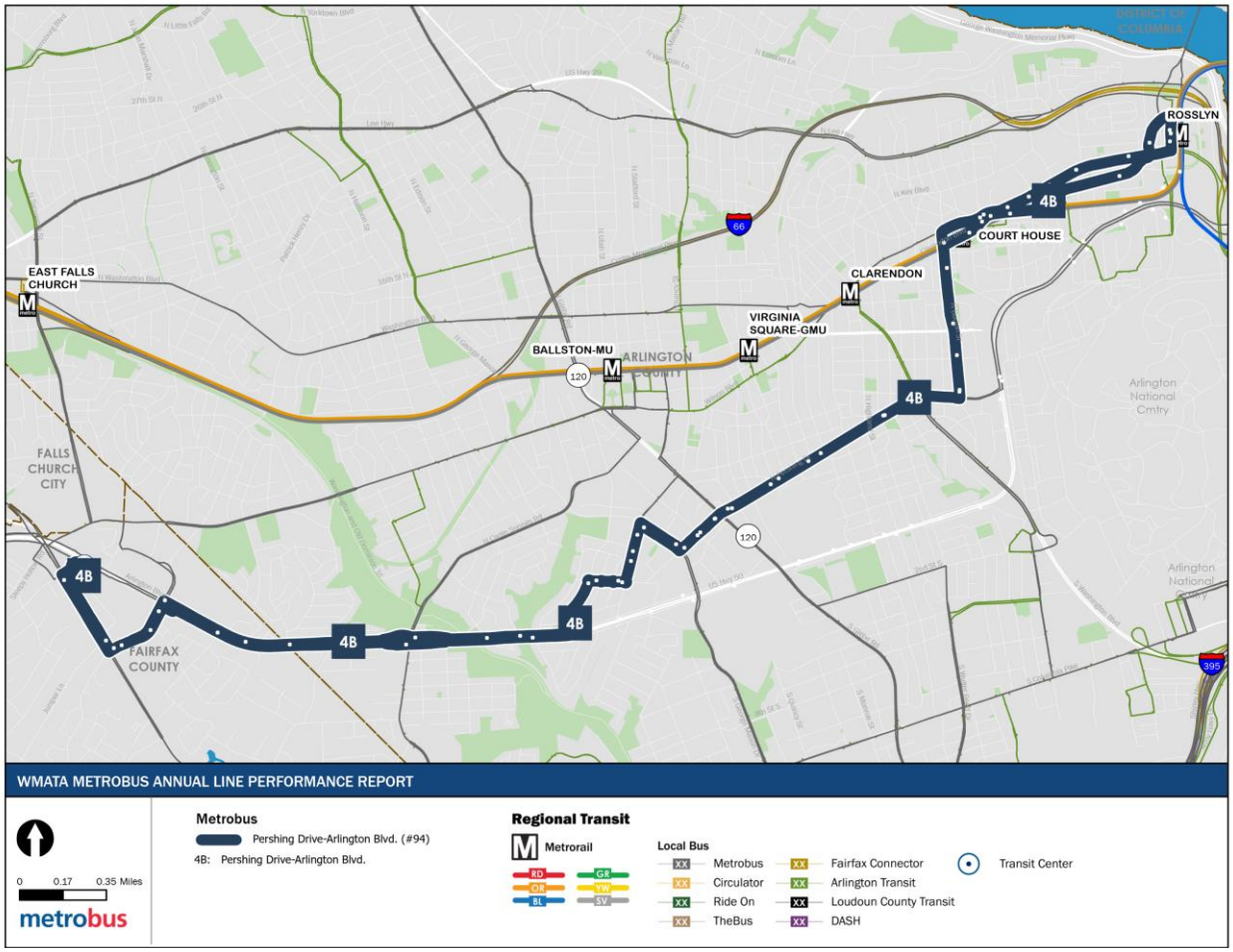
Jun 2023: Adjust running times (7 days)
Sep 2023: No change
Dec 2023: Add 32 route to 24/7 network; 20 minute service or better, 7 days a week

Passenger Miles per Revenue Mile



LINE: 94 - Pershing Drive-Arlington Blvd. ROUTE(S): 4B

About the Line



Service Classification

Coverage

Activity Tier

2

Overall Grade

Line	B

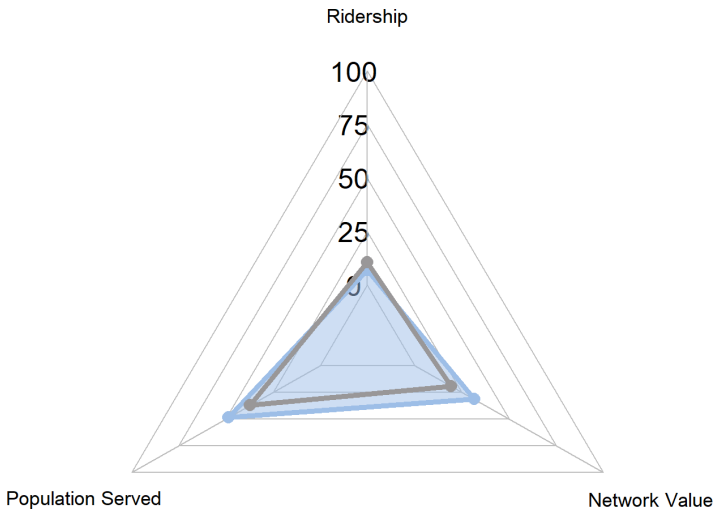
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

29

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	48	32	7	

Operating Statistics

Annual Operating Costs	$2,255,313
Peak Vehicles	4
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

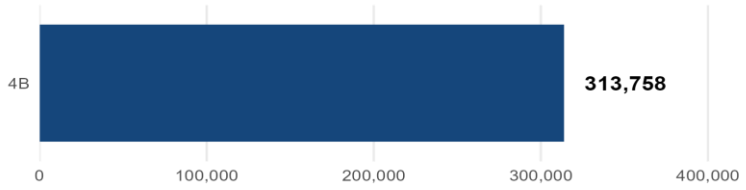
Service Area Population		50,089
People of Color Population	*Service Area*	11,459
	% Riders Surveyed	72%
Low Income Household	*Service Area*	10,231
	% Riders Surveyed	47%

Facilities/Amenities

Bus Stops	71
% Stops With Shelters	35%
% Stops With Benches	35%
% Stops With Real-Time Signs	1%

Ridership

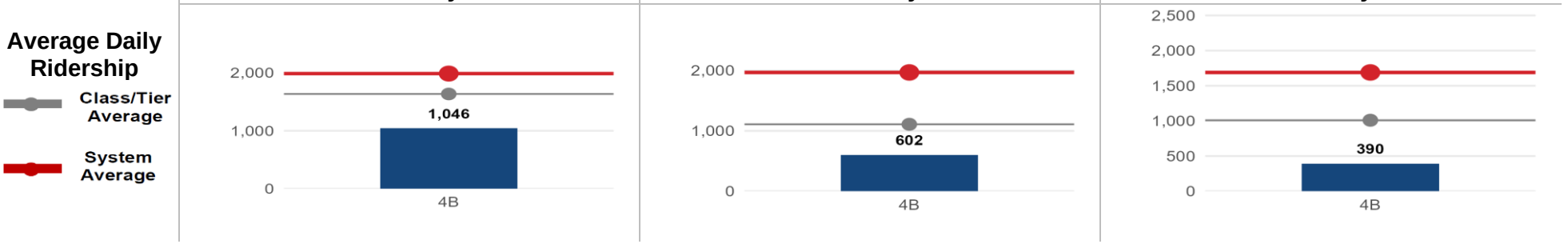
Annual Ridership



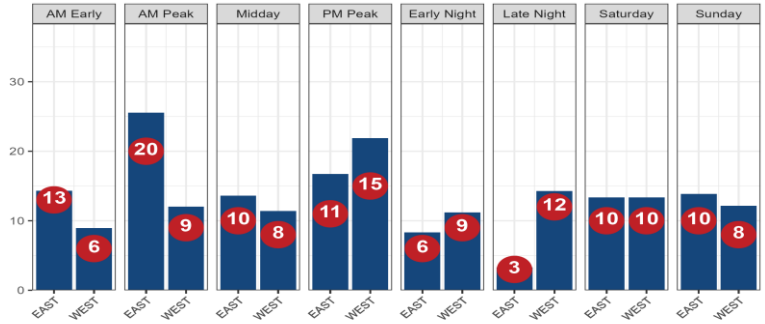
Top Transfer Locations

Rosslyn, Court House, Rosslyn East

Average Daily Ridership



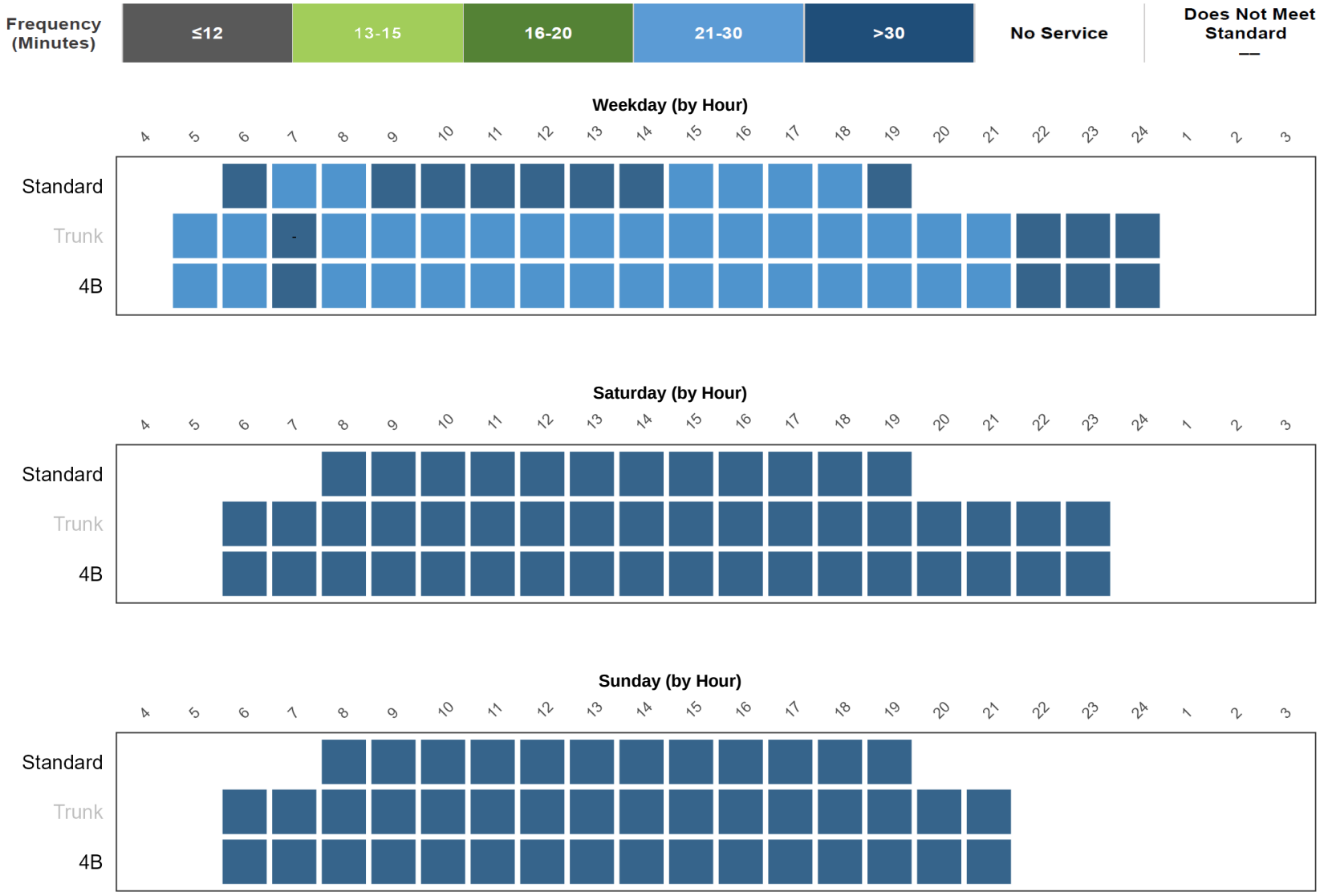
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	EAST	WEST
Weekday	**Peak** Maximum Target: 1	0.37	0.31
	Off-Peak Maximum Target: 1.0	0.21	0.21
	Saturday Maximum Target: 1.0	0.24	0.24
	Sunday Maximum Target: 1.0	0.25	0.21

Span and Frequency



Performance Report Card

B Pershing Drive-Arlington Blvd.

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	5:05 AM - 12:01 AM	-	A	6:20 AM - 11:31 PM	-	A	6:35 AM - 9:44 PM	-	A
	Frequency of Service | varies	Peak: 29.0 / Off-Peak: 29.0	Peak: 22.2 / Off-Peak: 32.8	B	45.0	36.2	A	60.0	37.8	B
Productivity	**Passengers per Revenue Hour |** 15	18.4	32.3	A	18.6	28.3	A	17.7	26.7	A
	Passengers per Revenue Mile | 2	2.2	3.8	B	2.0	3.1	B	2.0	2.8	C
Reliability	**On-Time Performance |** 79%	90%	80%	A	90%	80%	A	79%	80%	B
	Crowding | 5%	0%	2%	A	0%	0%	A	0%	0%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.21 Peak: 0.34	Off-Peak: 0.29 Peak: 0.37	A	0.24	0.27	A	0.23	0.25	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$7.05	$ 4.75	E	$6.99	$ 5.33	E	$7.35	$ 5.76	E
	Cost Recovery | 20%	18%	14%	D	18%	12%	D	17%	11%	D

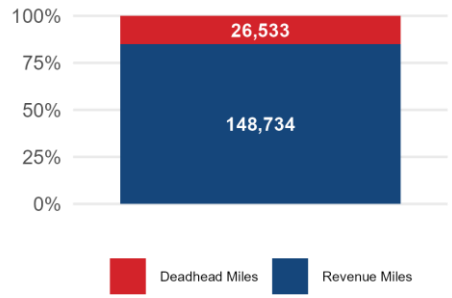
Route 4B

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	5.3	6.2	E
Route Design	**Circuity |** N/A	1.27	2.37	-

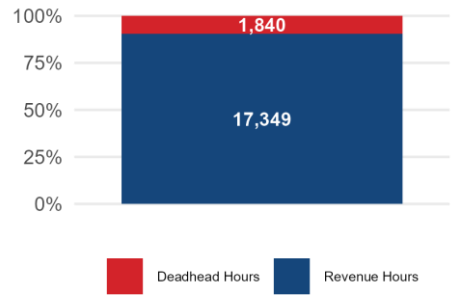
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 15	18.4	32.3	A	18.6	28.3	A	17.7	26.7	A
	Passengers per Revenue Mile | 2	2.2	3.8	B	2.0	3.1	B	2.0	2.8	C
	Unique Segment Ridership | 10%	71%	25%	A	76%	42%	A	74%	51%	A
Reliability	**On-Time Performance |** 79%	90%	80%	A	90%	80%	A	79%	80%	B
	Crowding | 5%	0%	3%	A	0%	1%	A	0%	0%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.21 Peak: 0.34	Off-Peak: 0.3 Peak: 0.39	A	0.24	0.28	A	0.23	0.25	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$7.05	$ 4.75	E	$6.99	$ 5.33	E	$7.35	$ 5.76	E
	Cost Recovery | 20%	18%	14%	D	18%	12%	D	17%	11%	D

Operational Analysis

Miles Allocation



Hours Allocation



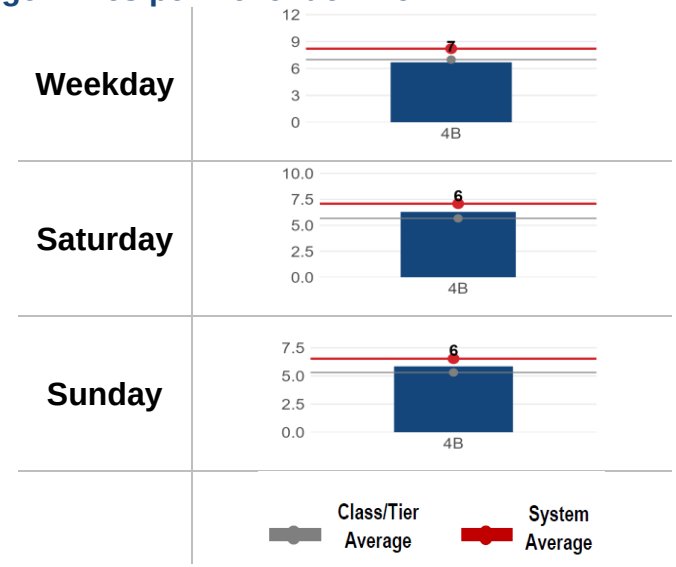
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
4B	13.70	22,557	22,408 (99.3%)

Service Change Summary

Jun 2023: No change
Sep 2023: No change
Dec 2023: No change

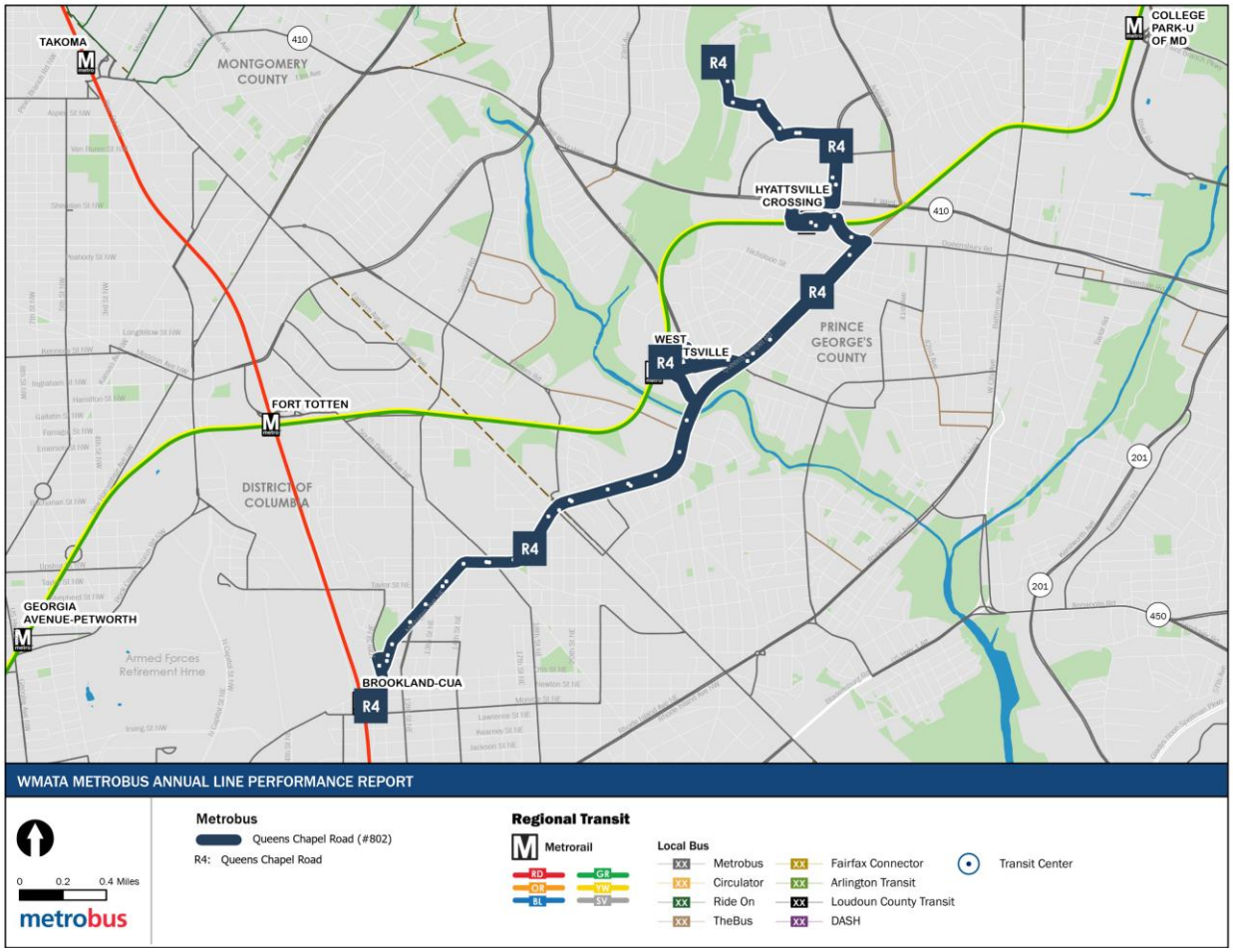
Passenger Miles per Revenue Mile



LINE: 802 - Queens Chapel Road

ROUTE(S): R4

About the Line



Service Classification

Coverage

Activity Tier

2

Overall Grade

Line	B

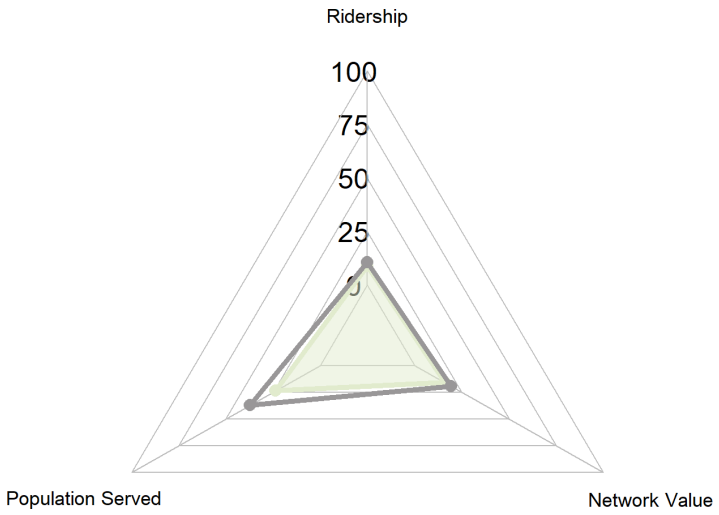
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

16

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	24	16	9	

Operating Statistics

Annual Operating Costs	$1,486,650
Peak Vehicles	4
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

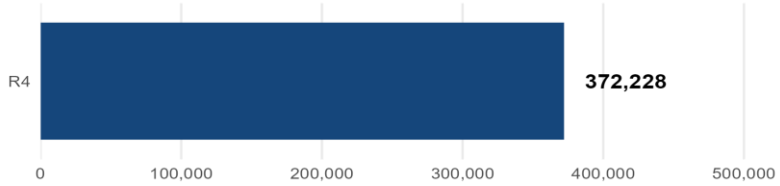
Service Area Population		24,144
People of Color Population	*Service Area*	12,090
	% Riders Surveyed	94%
Low Income Household	*Service Area*	5,903
	% Riders Surveyed	63%

Facilities/Amenities

Bus Stops	68
% Stops With Shelters	22%
% Stops With Benches	15%
% Stops With Real-Time Signs	1%

Ridership

Annual Ridership



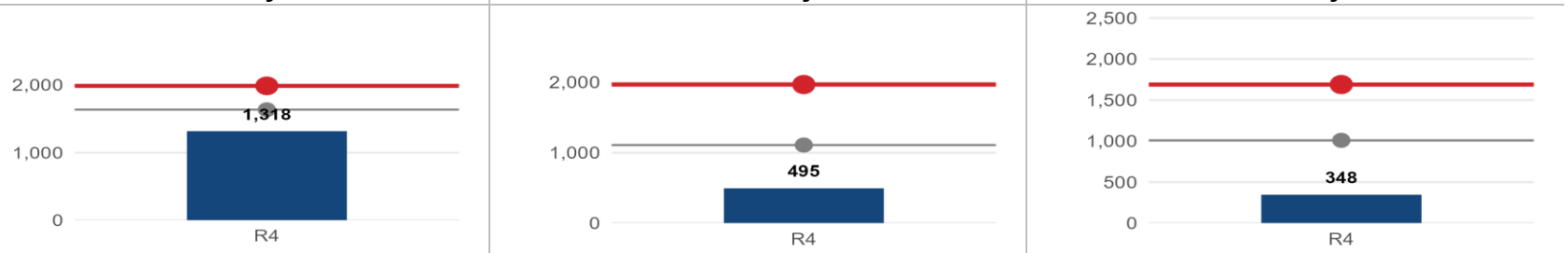
Top Transfer Locations

Brookland, Prince George's Plaza, West Hyattsville

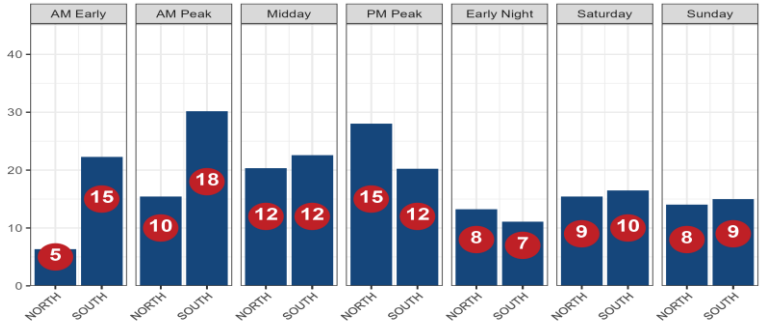
Average Daily Ridership

Class/Tier Average

System Average



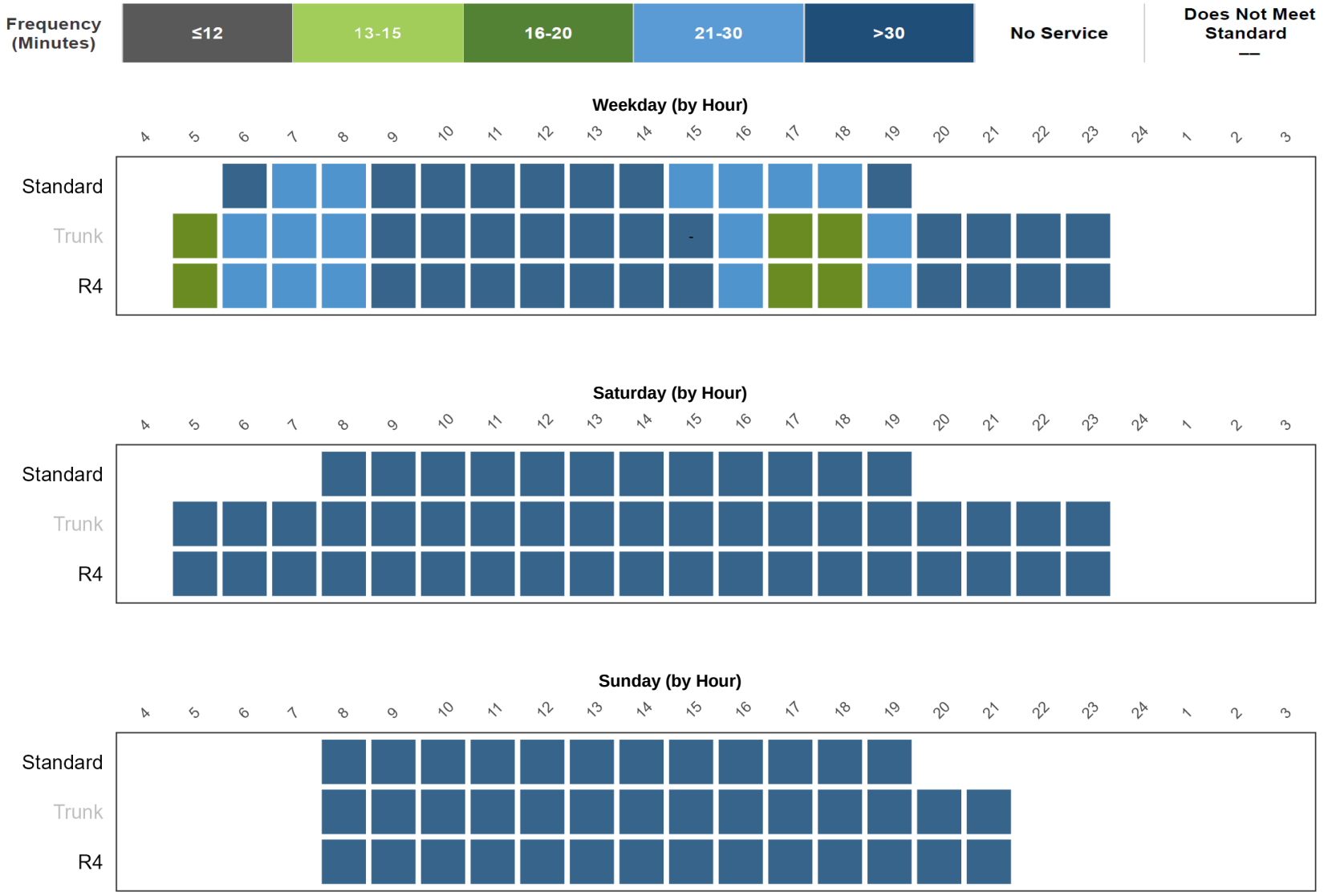
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	NORTH	SOUTH
Weekday	**Peak** Maximum Target: 1	0.33	0.35
	Off-Peak Maximum Target: 1.0	0.23	0.29
	Saturday Maximum Target: 1.0	0.23	0.24
	Sunday Maximum Target: 1.0	0.21	0.22

Span and Frequency



Performance Report Card

B Queens Chapel Road

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	5:00 AM - 11:24 PM	-	A	5:24 AM - 11:03 PM	-	A	8:30 AM - 9:06 PM	-	A
	Frequency of Service | varies	Peak: 23.0 / Off-Peak: 56.0	Peak: 22.2 / Off-Peak: 32.8	A	68.0	36.2	D	63.0	37.8	C
Productivity	**Passengers per Revenue Hour |** 15	34.0	32.3	A	28.0	28.3	A	27.7	26.7	A
	Passengers per Revenue Mile | 2	3.4	3.8	A	2.6	3.1	A	2.4	2.8	A
Reliability	**On-Time Performance |** 79%	77%	80%	C	74%	80%	C	61%	80%	E
	Crowding | 5%	0%	2%	A	0%	0%	A	0%	0%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.26 Peak: 0.34	Off-Peak: 0.29 Peak: 0.37	A	0.24	0.27	A	0.22	0.25	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$3.82	$ 4.75	A	$4.64	$ 5.33	A	$4.70	$ 5.76	A
	Cost Recovery | 20%	20%	14%	C	16%	12%	D	16%	11%	D

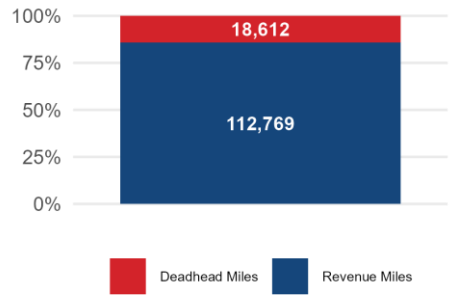
Route R4

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	5.9	6.2	E
Route Design	**Circuity |** N/A	1.26	2.37	-

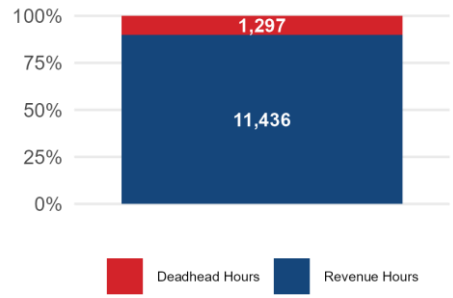
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 15	34.0	32.3	A	28.0	28.3	A	27.7	26.7	A
	Passengers per Revenue Mile | 2	3.4	3.8	A	2.6	3.1	A	2.4	2.8	A
	Unique Segment Ridership | 10%	38%	25%	A	35%	42%	A	35%	51%	A
Reliability	**On-Time Performance |** 79%	77%	80%	C	74%	80%	C	61%	80%	E
	Crowding | 5%	0%	3%	A	0%	1%	A	0%	0%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.26 Peak: 0.34	Off-Peak: 0.3 Peak: 0.39	A	0.24	0.28	A	0.22	0.25	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$3.82	$ 4.75	A	$4.64	$ 5.33	A	$4.70	$ 5.76	A
	Cost Recovery | 20%	20%	14%	C	16%	12%	D	16%	11%	D

Operational Analysis

Miles Allocation



Hours Allocation



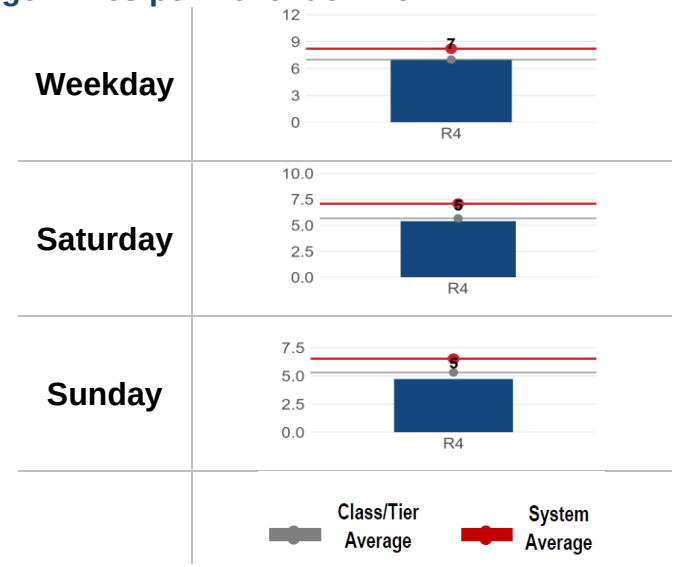
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
R4	12.40	18,901	18,619 (98.5%)

Service Change Summary

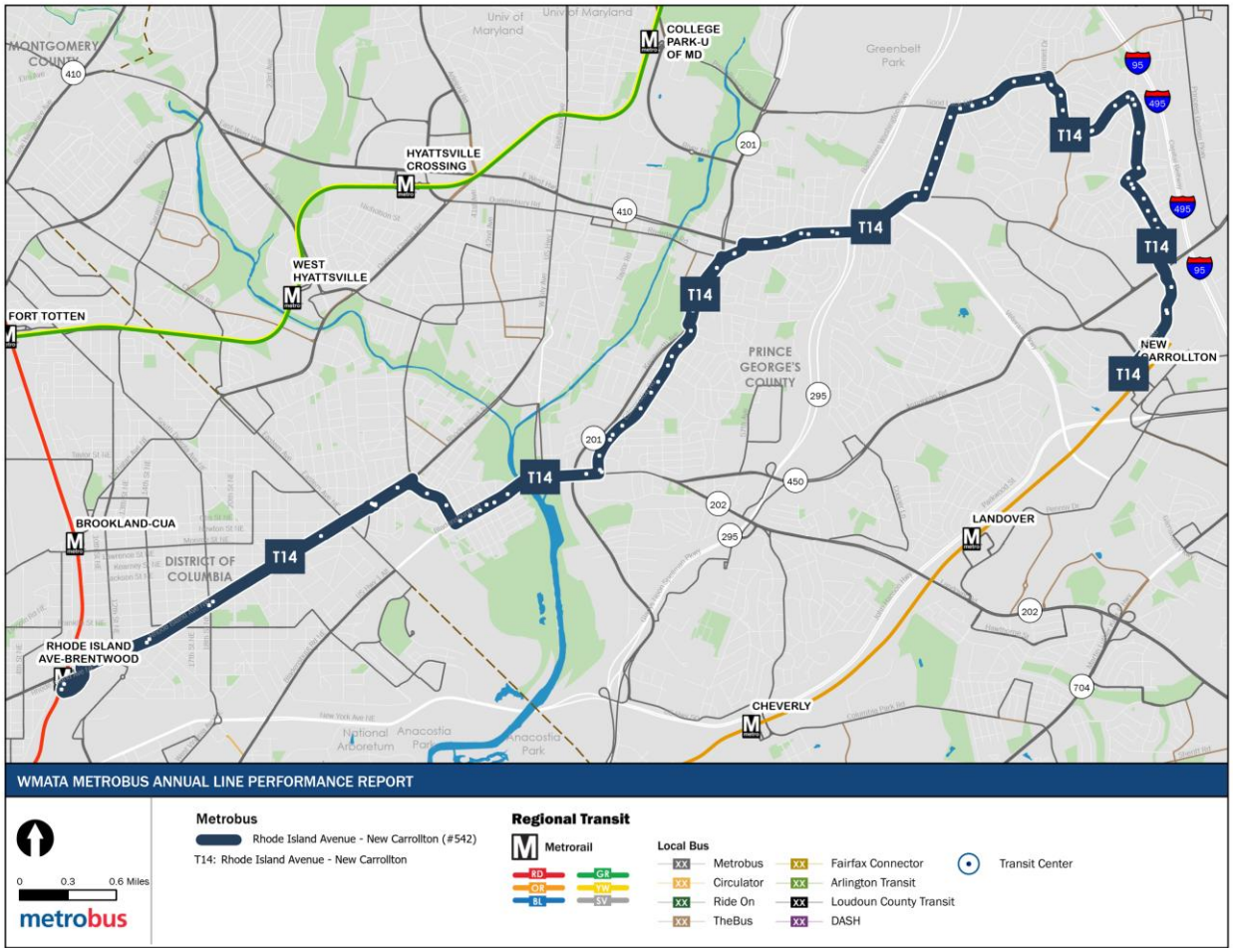
Jun 2023: Routing change at Hyattsville Crossing Station
Sep 2023: No change
Dec 2023: No change

Passenger Miles per Revenue Mile



LINE: 542 - Rhode Island Avenue - New Carrollton ROUTE(S): T14

About the Line



Service Classification

Framework

Activity Tier

3

Overall Grade

Line	B

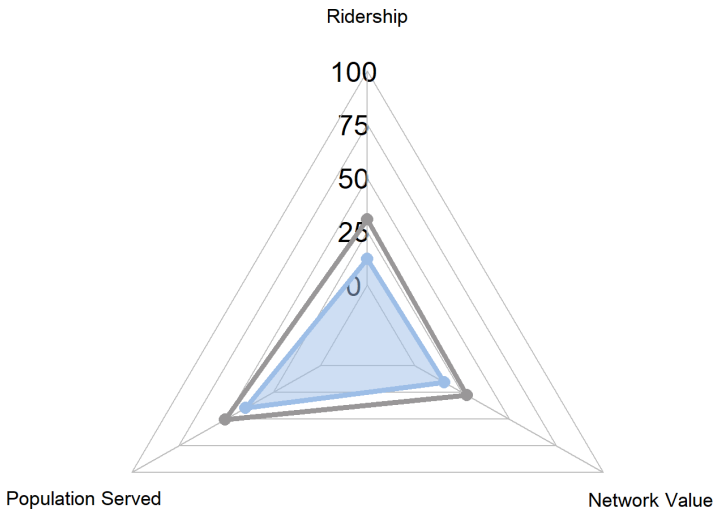
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

23

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	40	16	12	

Operating Statistics

Annual Operating Costs	$2,123,761
Peak Vehicles	5
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

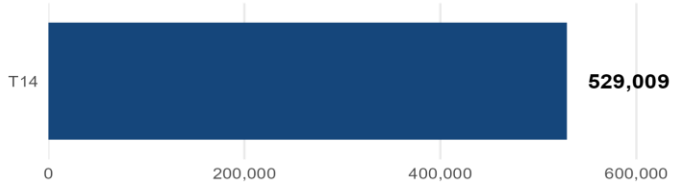
Service Area Population		38,641
People of Color Population	*Service Area*	19,268
	% Riders Surveyed	89%
Low Income Household	*Service Area*	10,959
	% Riders Surveyed	54%

Facilities/Amenities

Bus Stops	122
% Stops With Shelters	15%
% Stops With Benches	17%
% Stops With Real-Time Signs	3%

Ridership

Annual Ridership



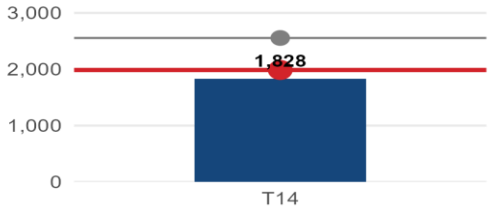
Top Transfer Locations

Rhode Island Avenue, New Carrollton

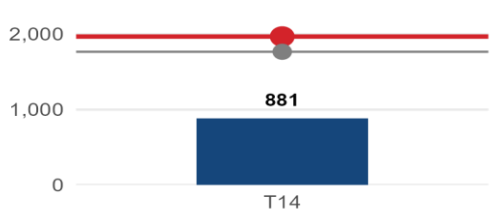
Average Daily Ridership



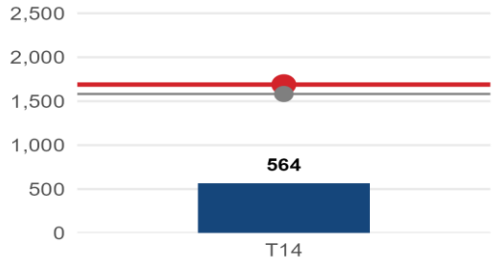
Weekday



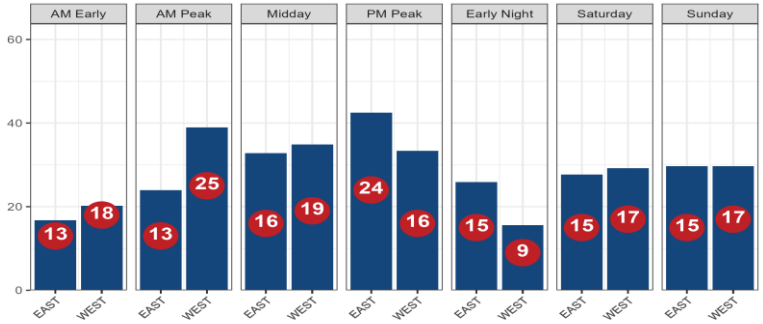
Saturday



Sunday



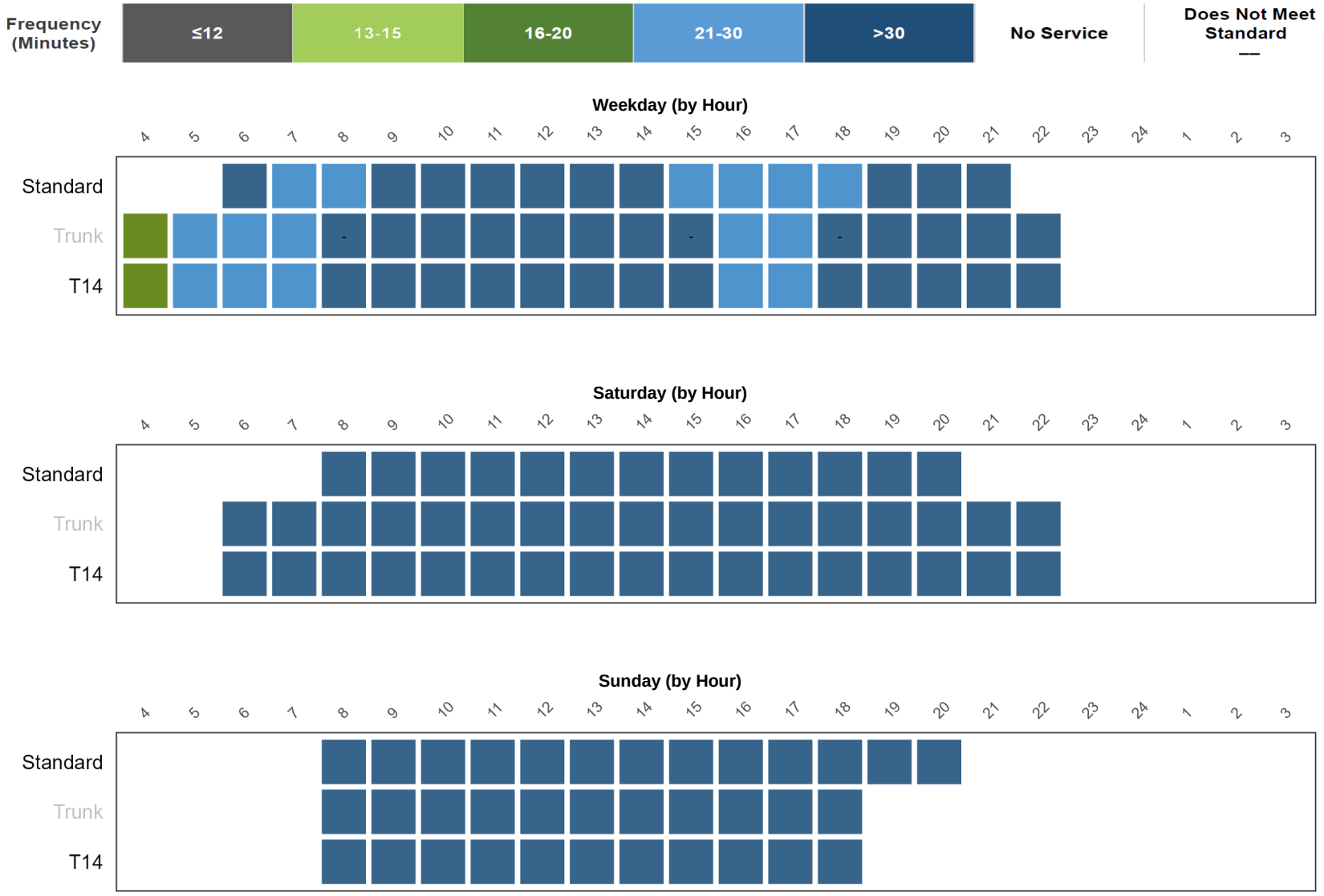
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	EAST	WEST
Weekday	**Peak** Maximum Target: 1	0.48	0.5
	Off-Peak Maximum Target: 1.0	0.38	0.4
	Saturday Maximum Target: 1.0	0.37	0.43
	Sunday Maximum Target: 1.0	0.38	0.41

Span and Frequency



Performance Report Card

B Rhode Island Avenue - New Carrollton

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	4:37 AM - 10:33 PM	-	A	6:42 AM - 10:28 PM	-	A	8:05 AM - 6:41 PM	-	C
	Frequency of Service | varies	Peak: 28.0 / Off-Peak: 53.0	Peak: 21.2 / Off-Peak: 33.4	B	60.0	39.2	B	63.0	37.9	C
Productivity	**Passengers per Revenue Hour |** 15	34.1	29.3	A	28.8	24.1	A	29.3	23.7	A
	Passengers per Revenue Mile | 1	2.8	2.5	A	2.5	2.0	A	2.6	2.0	A
Reliability	**On-Time Performance |** 79%	69%	75%	E	72%	77%	D	67%	79%	E
	Crowding | 5%	1%	2%	A	0%	1%	A	0%	0%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.39 Peak: 0.49	Off-Peak: 0.34 Peak: 0.44	A	0.4	0.33	A	0.4	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$3.82	$ 4.96	A	$4.51	$ 5.95	A	$4.44	$ 6.09	A
	Cost Recovery | 20%	15%	11%	D	13%	9%	E	13%	9%	E

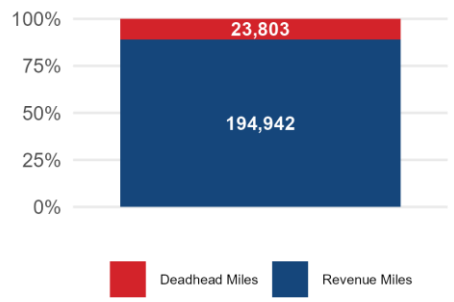
Route T14

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	5.1	4.5	E
Route Design	**Circuity |** 1.75	1.53	2.09	A

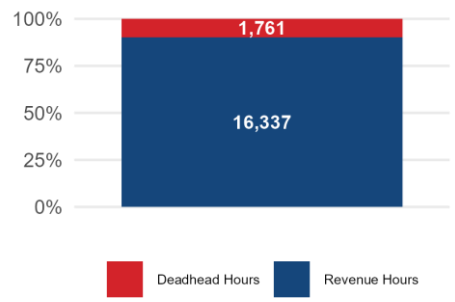
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 15	34.1	29.3	A	28.8	24.1	A	29.3	23.7	A
	Passengers per Revenue Mile | 1	2.8	2.5	A	2.5	2.0	A	2.6	2.0	A
	Unique Segment Ridership | 10%	37%	45%	A	40%	57%	A	49%	61%	A
Reliability	**On-Time Performance |** 79%	69%	75%	D	72%	77%	D	67%	79%	E
	Crowding | 5%	1%	2%	A	0%	1%	A	0%	0%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.39 Peak: 0.49	Off-Peak: 0.35 Peak: 0.45	A	0.4	0.34	A	0.4	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$3.82	$ 4.96	A	$4.51	$ 5.95	A	$4.44	$ 6.09	A
	Cost Recovery | 20%	15%	12%	D	13%	10%	E	13%	9%	E

Operational Analysis

Miles Allocation



Hours Allocation



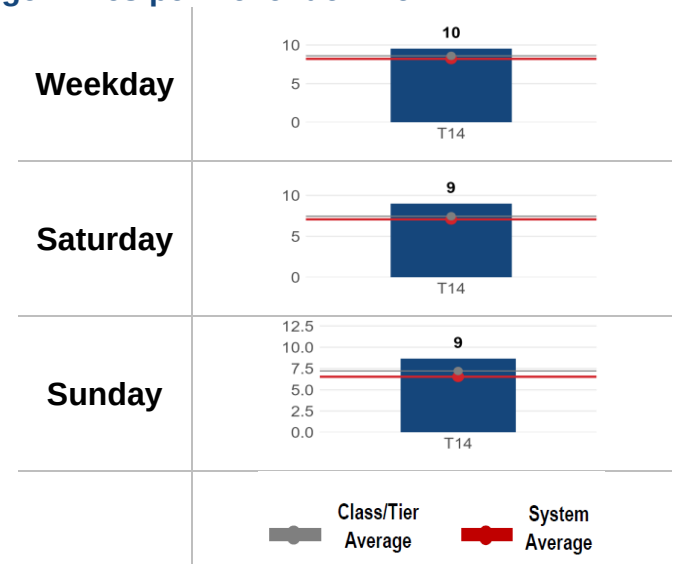
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
T14	24.10	17,610	17,299 (98.2%)

Service Change Summary

Jun 2023: No change
Sep 2023: No change
Dec 2023: No change

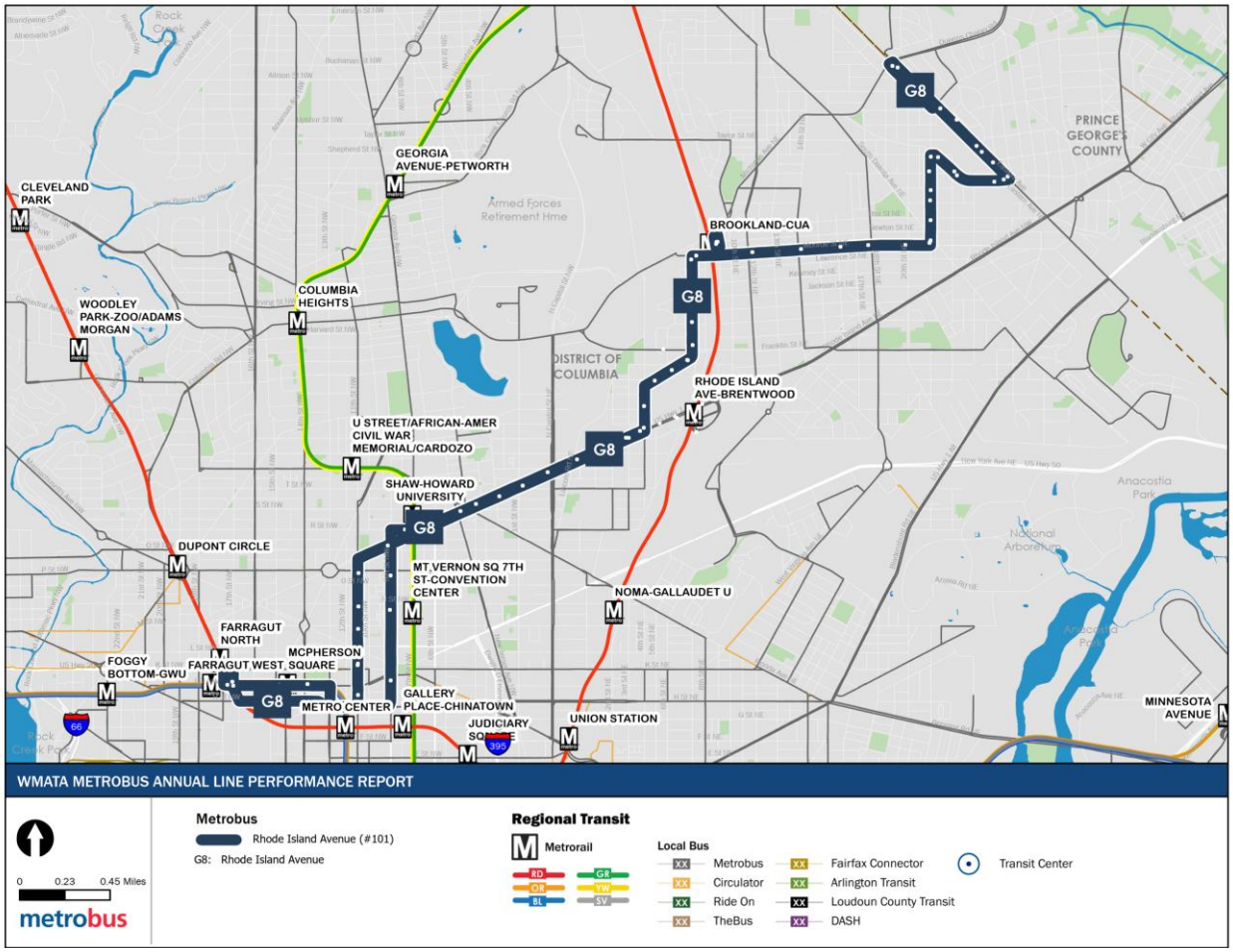
Passenger Miles per Revenue Mile



LINE: 101 - Rhode Island Avenue

ROUTE(S): G8

About the Line



Service Classification

Framework

Activity Tier

1

Overall Grade

Line	C

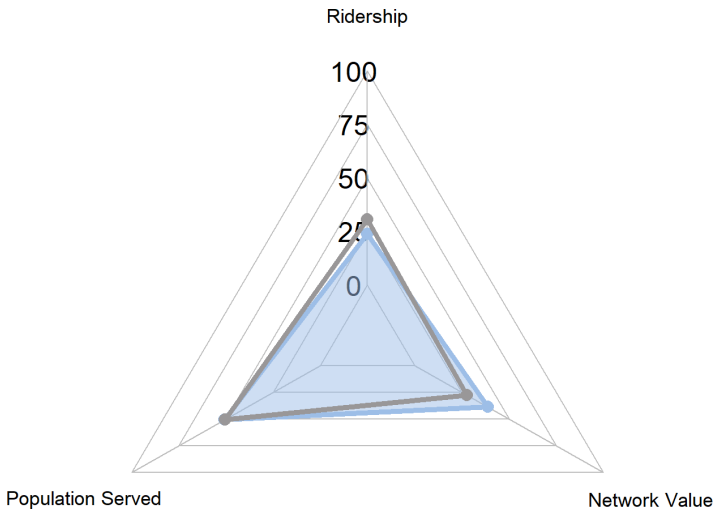
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

38

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	51	39	24	

Operating Statistics

Annual Operating Costs	$5,162,256
Peak Vehicles	13
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

Service Area Population	53,881	
People of Color Population	*Service Area*	25,636
	% Riders Surveyed	73%
Low Income Household	*Service Area*	12,123
	% Riders Surveyed	46%

Facilities/Amenities

Bus Stops	89
% Stops With Shelters	15%
% Stops With Benches	16%
% Stops With Real-Time Signs	7%

Ridership

Annual Ridership



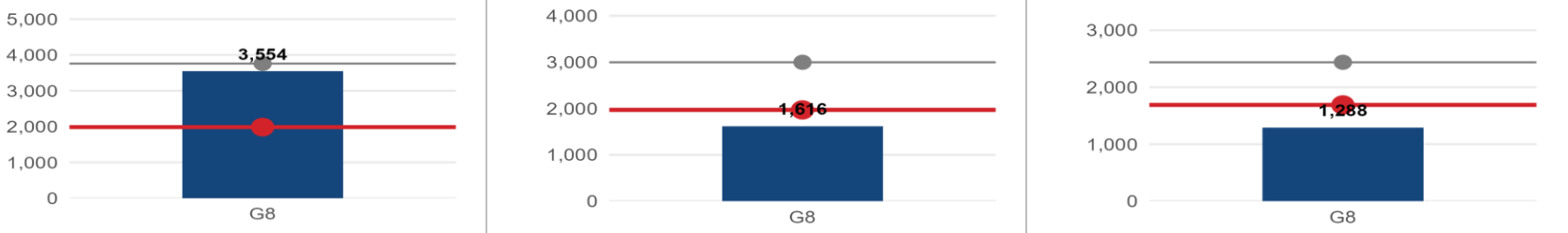
Top Transfer Locations

Brookland, Shaw-Howard University, Metro Center

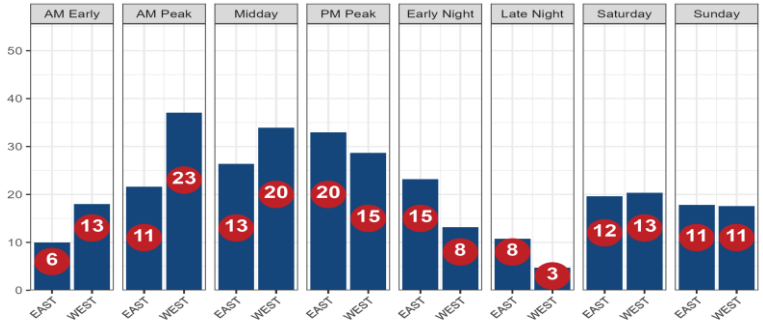
Average Daily Ridership

Class/Tier Average

System Average



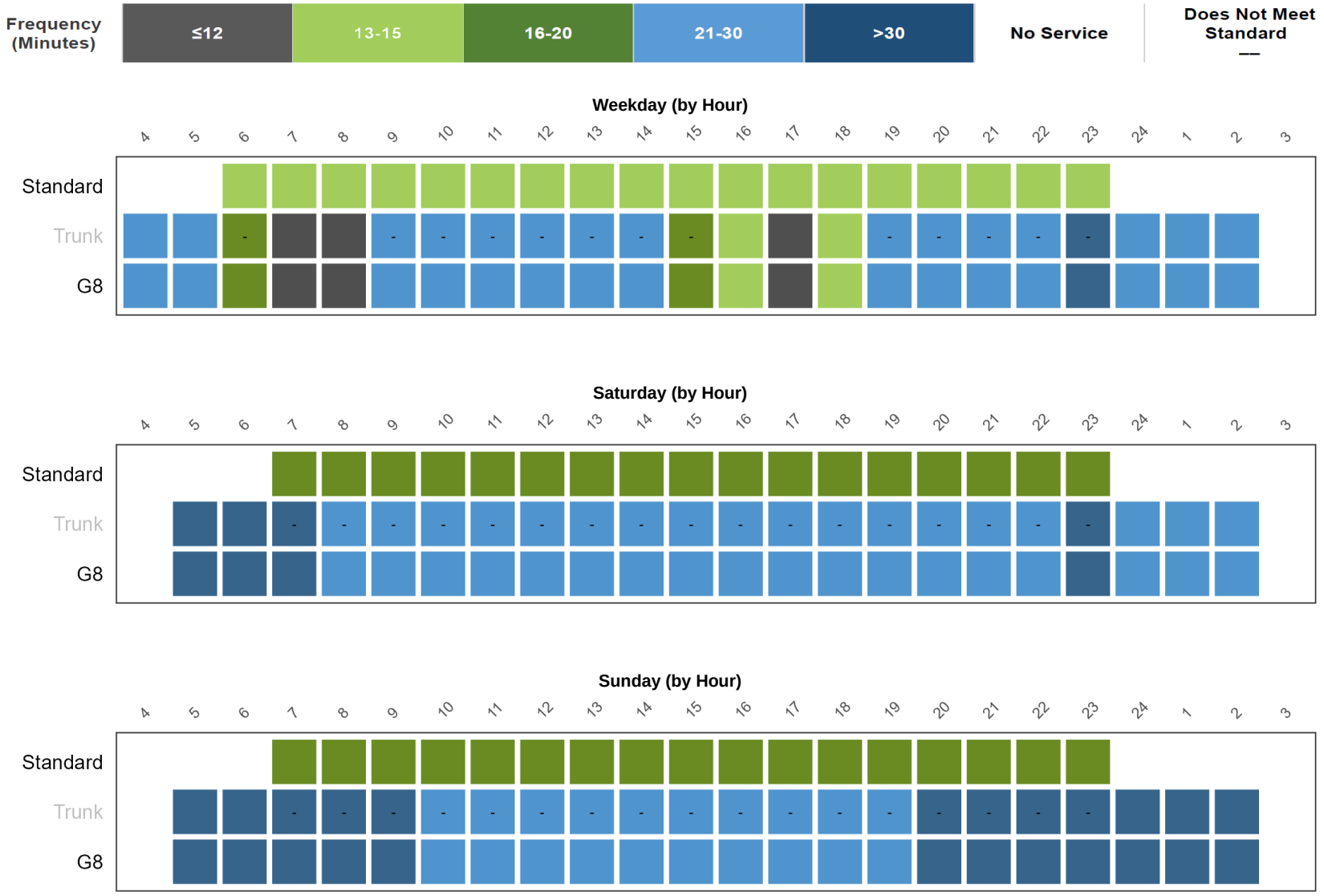
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	EAST	WEST
Weekday	**Peak** Maximum Target: 1.2	0.43	0.5
	Off-Peak Maximum Target: 1.0	0.3	0.31
	Saturday Maximum Target: 1.0	0.29	0.32
	Sunday Maximum Target: 1.0	0.26	0.28

Span and Frequency



Performance Report Card

C Rhode Island Avenue

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	4:40 AM - 2:23 AM	-	A	5:15 AM - 2:27 AM	-	A	5:00 AM - 2:17 AM	-	A
	Frequency of Service | varies	Peak: 12.0 / Off-Peak: 27.0	Peak: 14.7 / Off-Peak: 18.6	B	30.0	20.8	D	34.0	24.0	E
Productivity	**Passengers per Revenue Hour |** 30	27.0	32.8	C	21.5	27.8	E	19.5	26.1	E
	Passengers per Revenue Mile | 4	3.8	4.4	C	2.7	3.5	E	2.3	3.1	E
Reliability	**On-Time Performance |** 79%	73%	74%	D	74%	74%	C	72%	76%	D
	Crowding | 5%	4%	3%	A	0%	1%	A	0%	2%	A
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.31 Peak: 0.47	Off-Peak: 0.35 Peak: 0.48	A	0.31	0.35	A	0.27	0.32	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$4.81	$ 4.48	A	$6.05	$ 5.27	D	$6.65	$ 5.68	E
	Cost Recovery | 25%	22%	23%	D	17%	20%	E	16%	19%	E

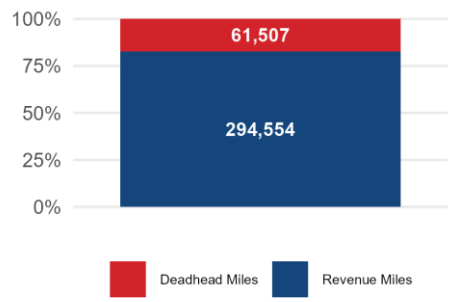
Route G8

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	6.1	5.5	E
Route Design	**Circuity |** 1.75	1.38	1.23	A

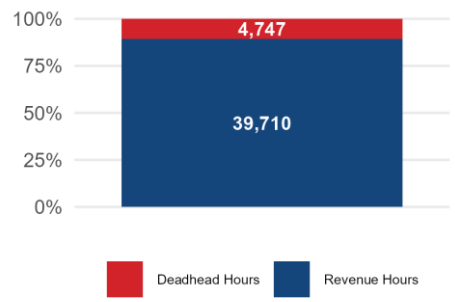
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 30	27.0	32.8	C	21.5	27.8	E	19.5	26.1	E
	Passengers per Revenue Mile | 4	3.8	4.4	C	2.7	3.5	E	2.3	3.1	E
	Unique Segment Ridership | 10%	68%	22%	A	67%	34%	A	67%	34%	A
Reliability	**On-Time Performance |** 79%	73%	74%	D	74%	74%	C	72%	76%	D
	Crowding | 5%	4%	3%	A	0%	1%	A	0%	2%	A
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.31 Peak: 0.47	Off-Peak: 0.36 Peak: 0.5	A	0.31	0.36	A	0.27	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$4.81	$ 4.48	A	$6.05	$ 5.27	D	$6.65	$ 5.68	E
	Cost Recovery | 25%	22%	24%	D	17%	20%	E	16%	19%	E

Operational Analysis

Miles Allocation



Hours Allocation



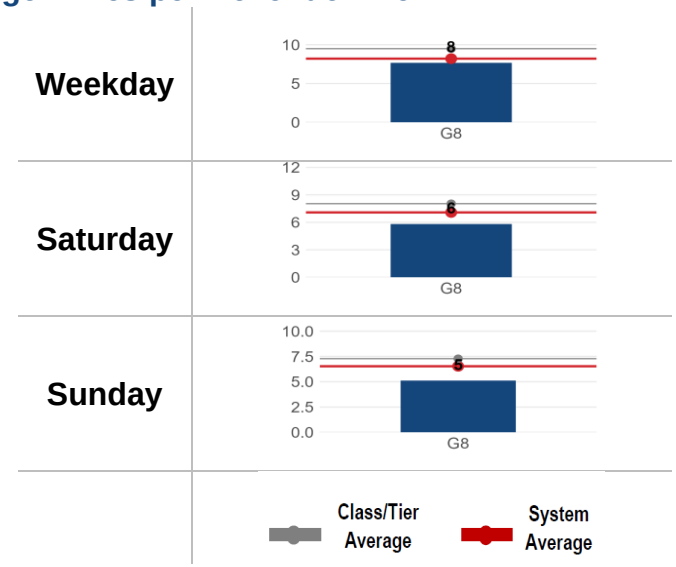
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
G8	14.80	40,877	39,807 (97.4%)

Service Change Summary

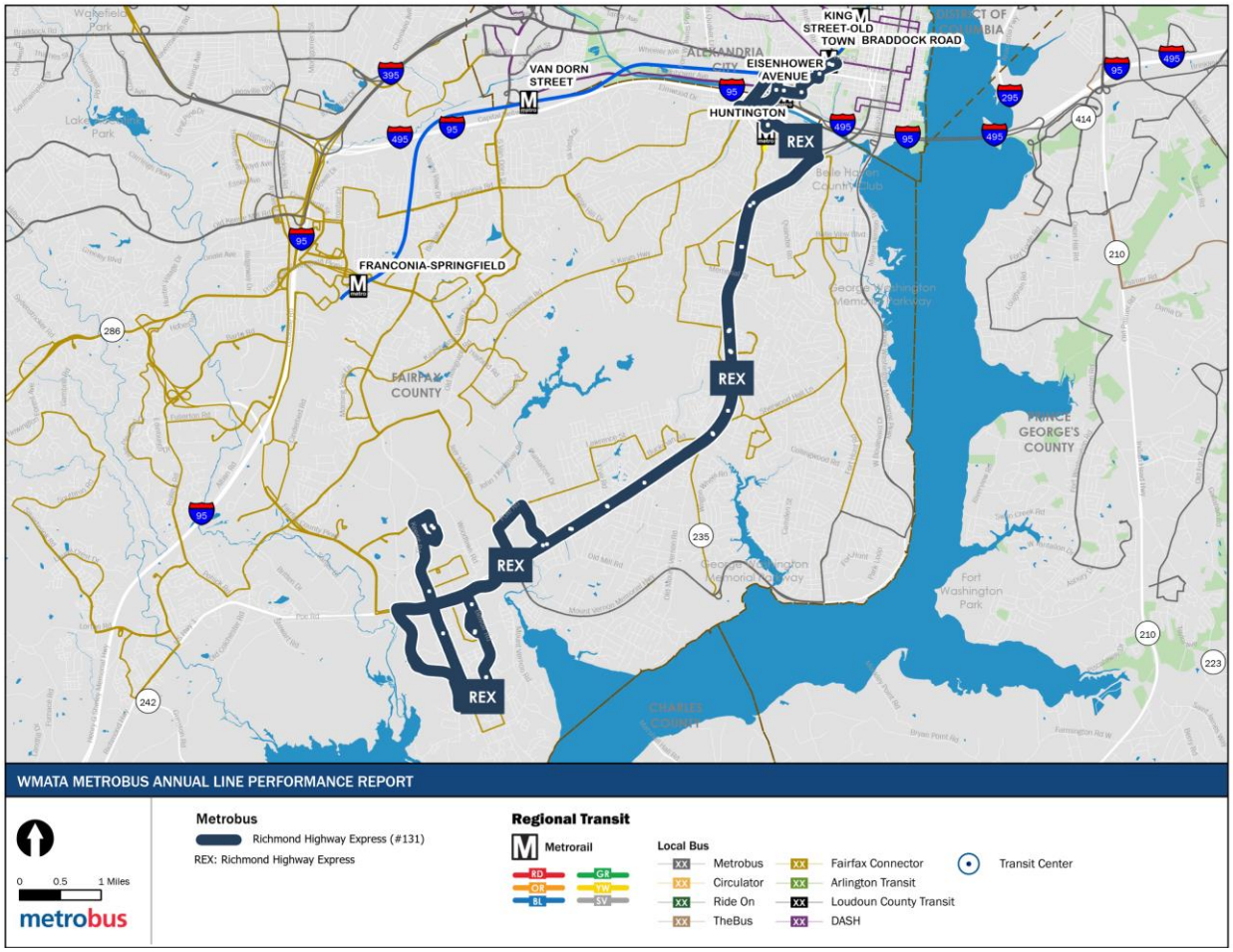
Jun 2023: No change
Sep 2023: No change
Dec 2023: No change

Passenger Miles per Revenue Mile



LINE: 131 - Richmond Highway Express ROUTE(S): REX

About the Line



Service Classification

Framework

Activity Tier

3

Overall Grade

Line	B

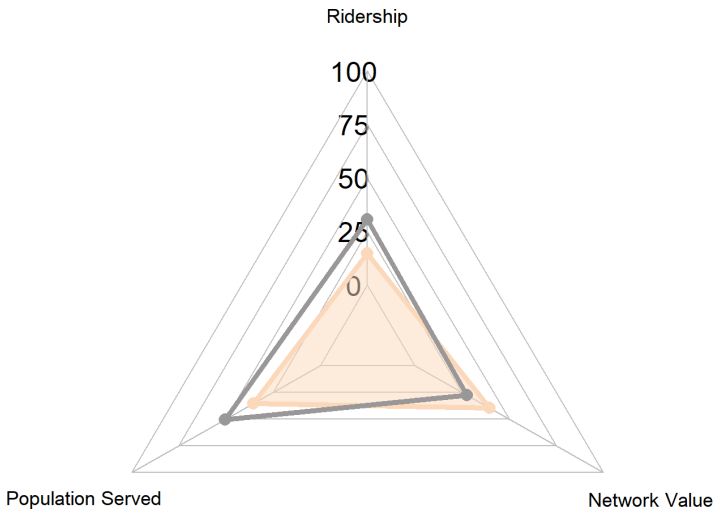
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

30

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	35	40	15	

Operating Statistics

Annual Operating Costs	$5,865,803
Peak Vehicles	10
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

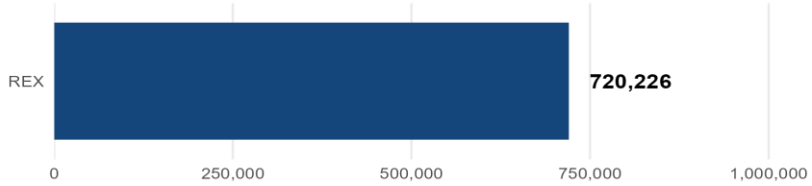
Service Area Population	27,505	
People of Color Population	*Service Area*	10,740
	% Riders Surveyed	86%
Low Income Household	*Service Area*	7,448
	% Riders Surveyed	63%

Facilities/Amenities

Bus Stops	43
% Stops With Shelters	40%
% Stops With Benches	40%
% Stops With Real-Time Signs	2%

Ridership

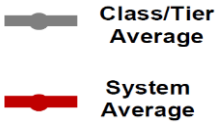
Annual Ridership



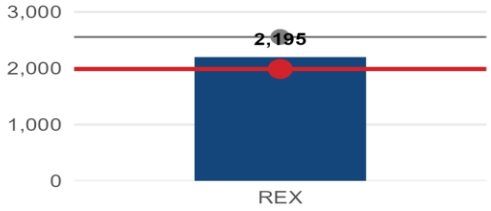
Top Transfer Locations

King Street, Huntington, Eisenhower Avenue

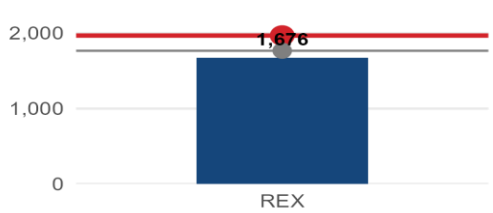
Average Daily Ridership



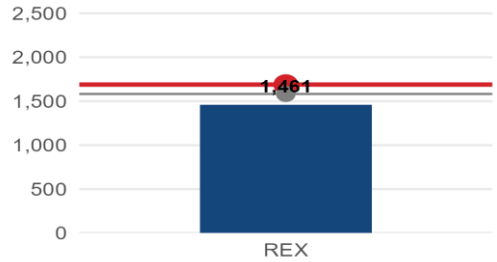
Weekday



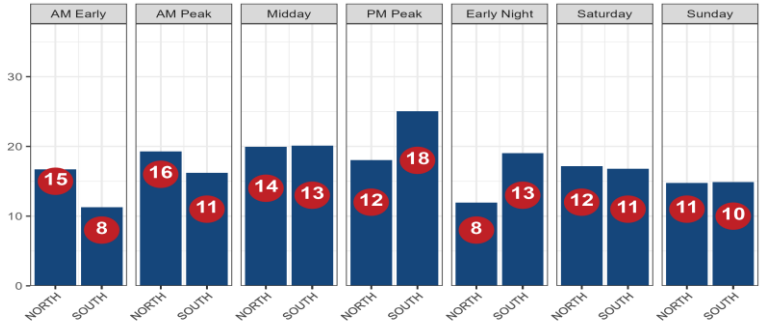
Saturday



Sunday



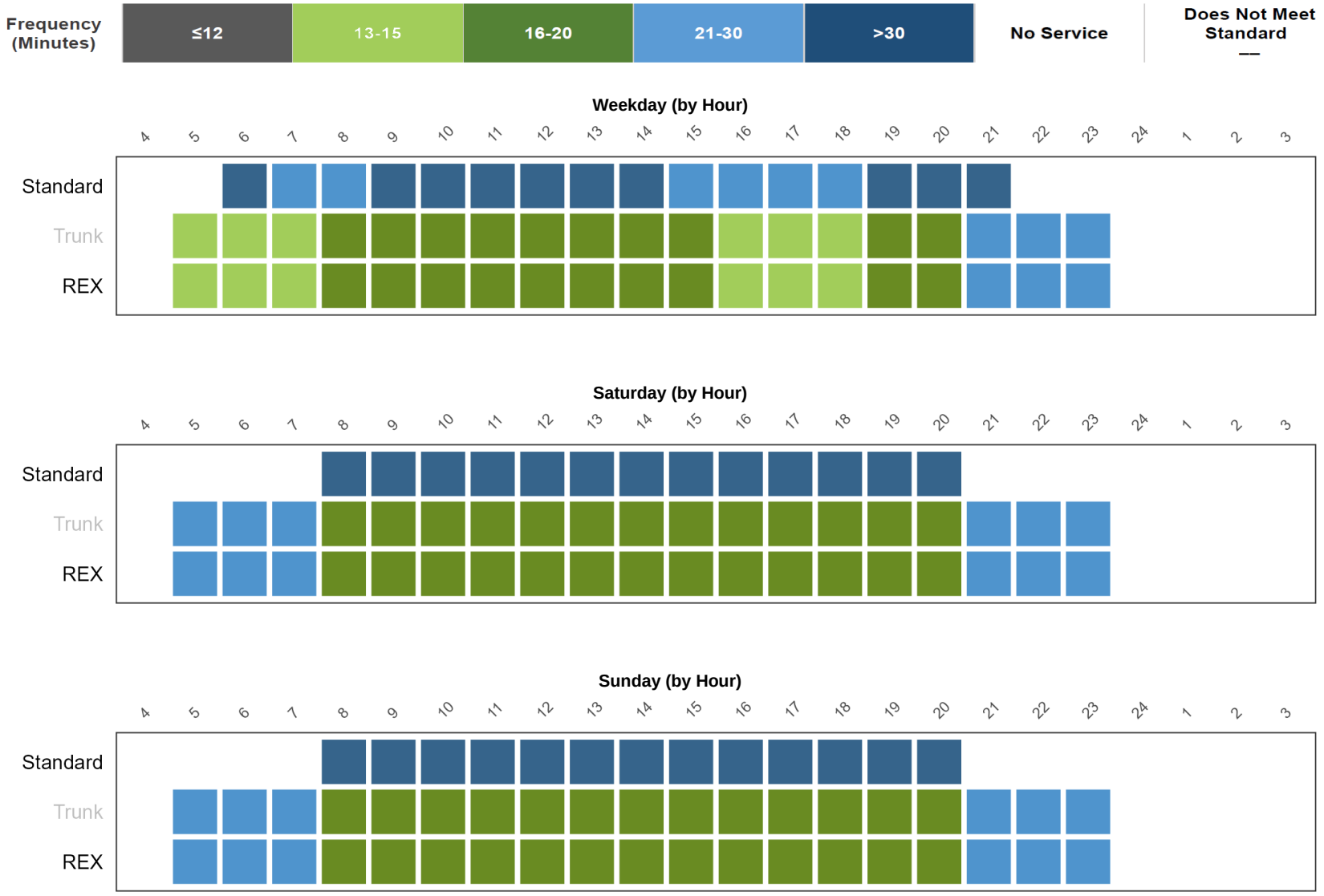
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	NORTH	SOUTH
Weekday	**Peak** Maximum Target: 1	0.35	0.38
Weekday	**Off-Peak** Maximum Target: 1.0	0.31	0.31
	Saturday Maximum Target: 1.0	0.31	0.27
	Sunday Maximum Target: 1.0	0.26	0.24

Span and Frequency



Performance Report Card

B Richmond Highway Express

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	5:02 AM - 11:39 PM	-	A	5:00 AM - 11:46 PM	-	A	5:00 AM - 11:47 PM	-	A
	Frequency of Service | varies	Peak: 15.0 / Off-Peak: 20.0	Peak: 21.2 / Off-Peak: 33.4	A	21.0	39.2	A	21.0	37.9	A
Productivity	**Passengers per Revenue Hour |** 15	16.7	29.3	A	15.3	24.1	B	12.8	23.7	D
	Passengers per Revenue Mile | 1	1.3	2.5	A	1.1	2.0	A	1.0	2.0	C
Reliability	**On-Time Performance |** 79%	78%	75%	C	78%	77%	C	82%	79%	B
	Crowding | 5%	0%	2%	A	0%	1%	A	0%	0%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.31 Peak: 0.36	Off-Peak: 0.34 Peak: 0.44	A	0.29	0.33	A	0.26	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$7.78	$ 4.96	C	$8.48	$ 5.95	D	$10.16	$ 6.09	E
	Cost Recovery | 20%	14%	11%	E	13%	9%	E	11%	9%	E

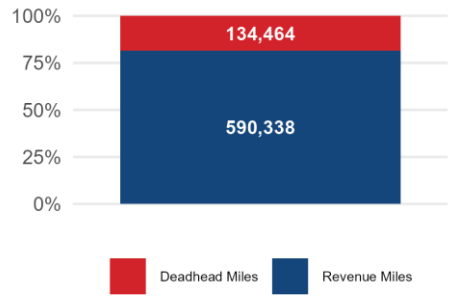
Route REX

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	1.5	4.5	E
Route Design	**Circuity |** 1.75	1.71	2.09	B

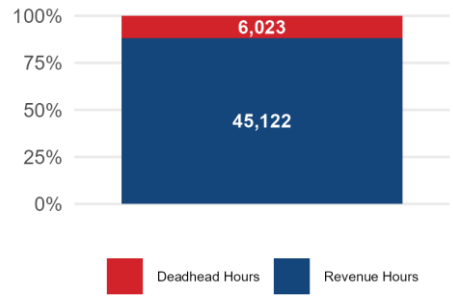
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 15	16.7	29.3	A	15.3	24.1	B	12.8	23.7	D
	Passengers per Revenue Mile | 1	1.3	2.5	A	1.1	2.0	A	1.0	2.0	C
	Unique Segment Ridership | 10%	96%	45%	A	97%	57%	A	97%	61%	A
Reliability	**On-Time Performance |** 79%	78%	75%	C	78%	77%	C	82%	79%	B
	Crowding | 5%	0%	2%	A	0%	1%	A	0%	0%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.31 Peak: 0.36	Off-Peak: 0.35 Peak: 0.45	A	0.29	0.34	A	0.26	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$7.78	$ 4.96	C	$8.48	$ 5.95	D	$10.16	$ 6.09	E
	Cost Recovery | 20%	14%	12%	E	13%	10%	E	11%	9%	E

Operational Analysis

Miles Allocation



Hours Allocation



Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
REX	34.80	40,296	39,780 (98.7%)

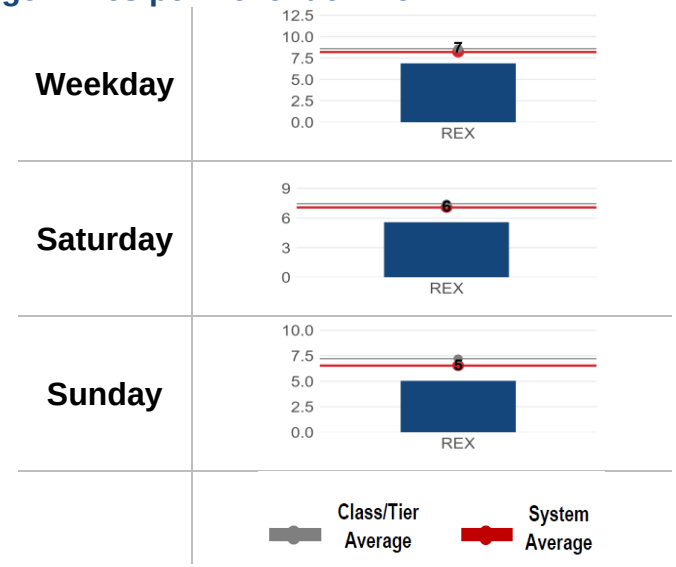
Service Change Summary

Jun 2023: Schedule adjusted to better reflect the operating hours of the Post Exchange and Commissary (PX); Update public timetables to reflect the adjusted schedule for the route not serving the Post Exchange and Commissary.

Sep 2023: No change

Dec 2023: Service to the Fort Belvoir Post Exchange and Commissary will begin after 5:30 a.m. seven days a week; An additional northbound trip will be added to the schedule between 8 and 9 p.m., seven days a week; New stops will be added at Mill Road & Jamieson Avenue between Eisenhower Avenue and King Street-Old Town stations to improve access for customers in the Carlyle area;

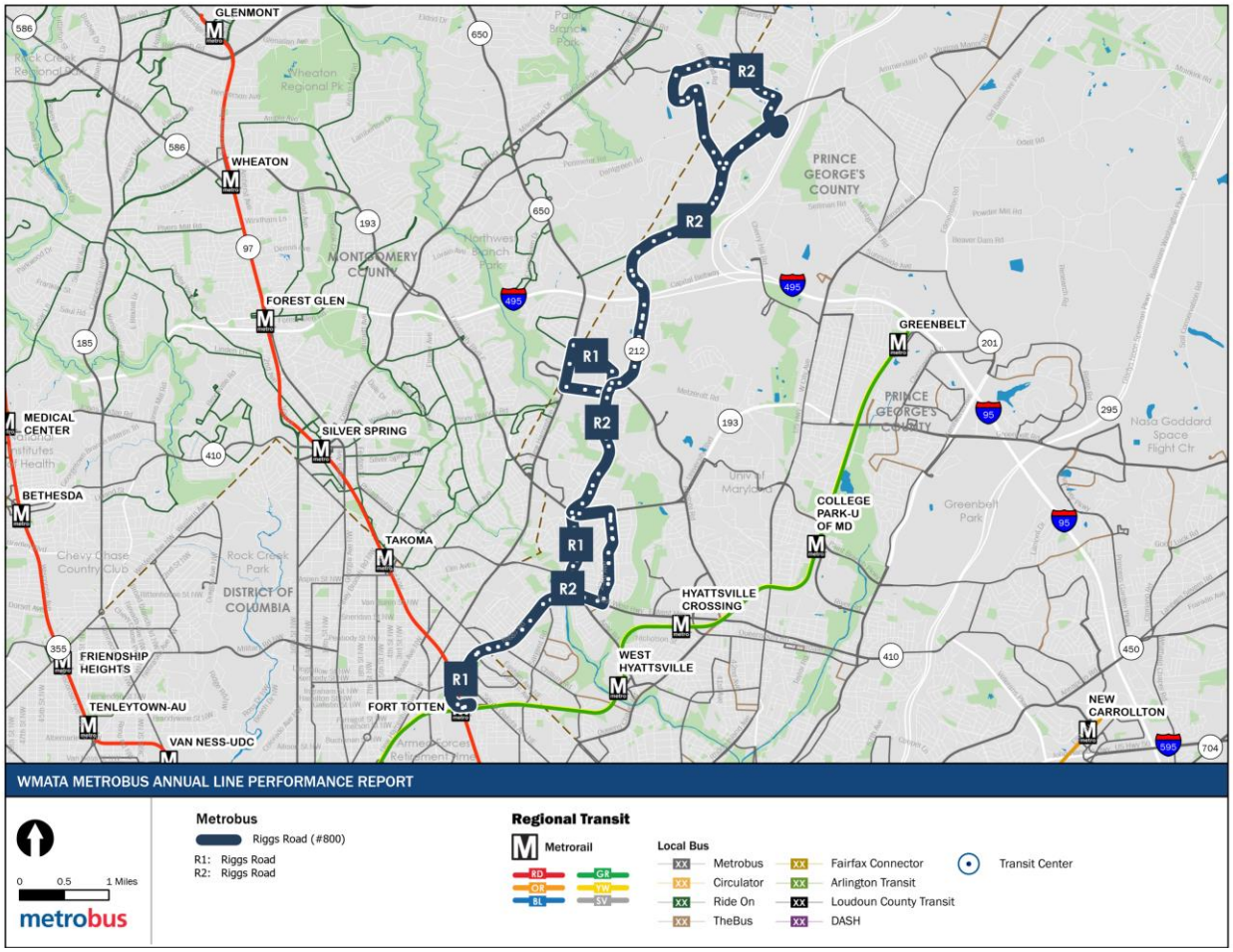
Passenger Miles per Revenue Mile



LINE: 800 - Riggs Road

ROUTE(S): R1, R2

About the Line



Service Classification

Framework

Activity Tier

3

Overall Grade

Line	B

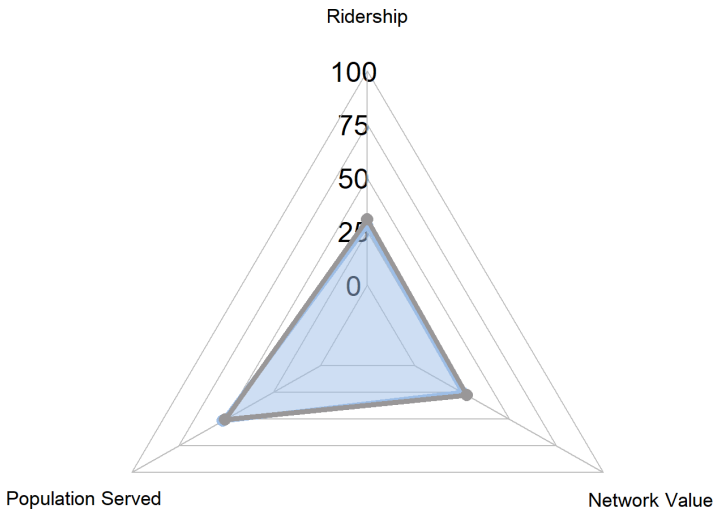
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

35

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	52	25	28	

Operating Statistics

Annual Operating Costs	$3,032,441
Peak Vehicles	9
Vehicle Type(s)	40 Foot, 60 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

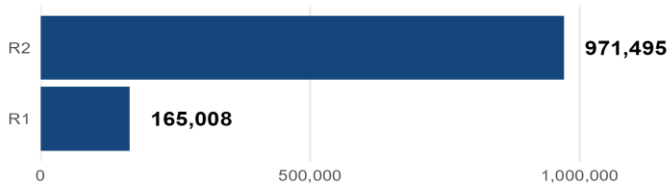
Service Area Population		70,388
People of Color Population	*Service Area*	28,440
	% Riders Surveyed	93%
Low Income Household	*Service Area*	23,870
	% Riders Surveyed	66%

Facilities/Amenities

Bus Stops	143
% Stops With Shelters	6%
% Stops With Benches	7%
% Stops With Real-Time Signs	1%

Ridership

Annual Ridership



Top Transfer Locations

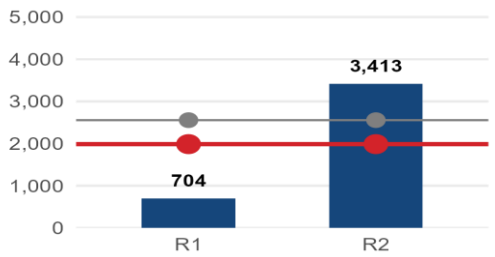
Fort Totten

Average Daily Ridership

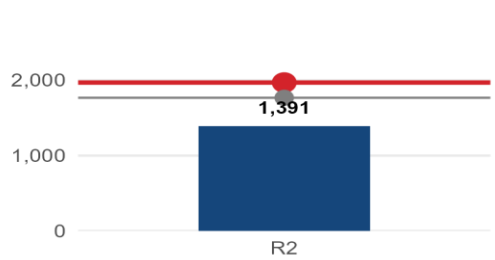
Class/Tier Average

System Average

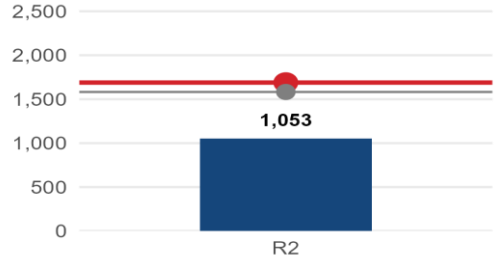
Weekday



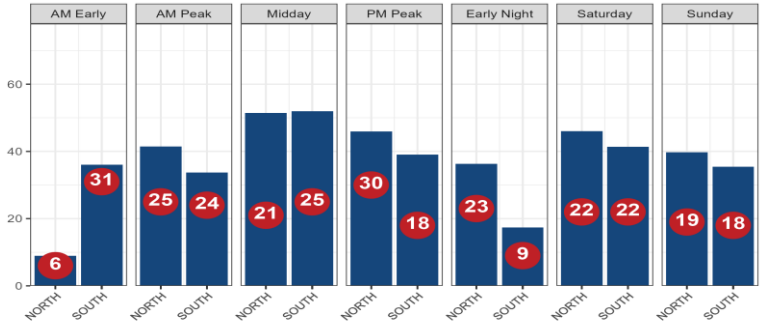
Saturday



Sunday



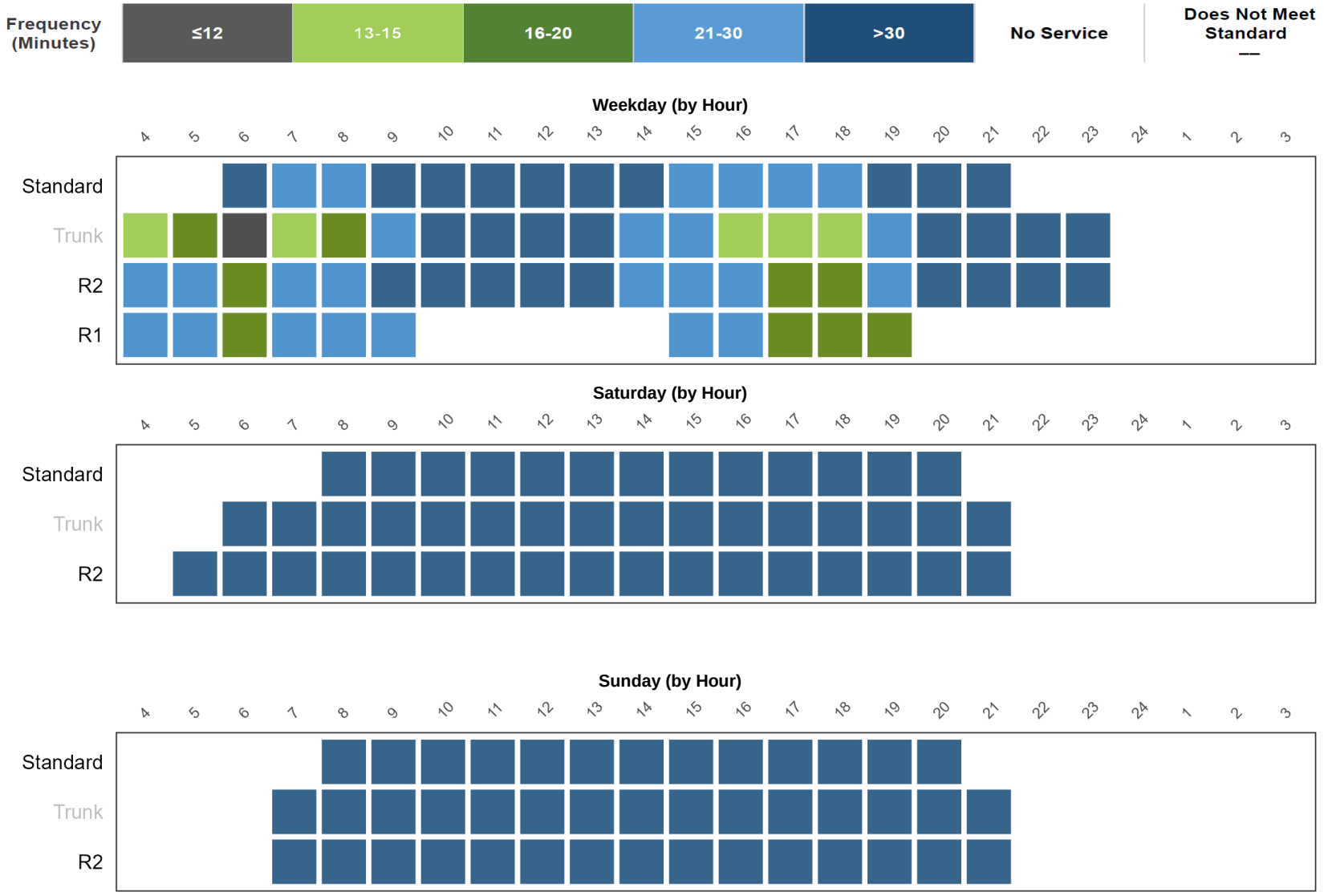
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	NORTH	SOUTH
Weekday	**Peak** Maximum Target: 1	0.61	0.48
	Off-Peak Maximum Target: 1.0	0.38	0.47
	Saturday Maximum Target: 1.0	0.55	0.54
	Sunday Maximum Target: 1.0	0.47	0.45

Span and Frequency



Performance Report Card

B Riggs Road

Measure | Standard		Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	4:24 AM - 11:29 PM	-	A	5:50 AM - 9:42 PM	-	A	7:00 AM - 9:27 PM	-	A
	Frequency of Service | varies	Peak: 16.0 / Off-Peak: 33.0	Peak: 21.2 / Off-Peak: 33.4	A	59.0	39.2	B	60.0	37.9	B
Productivity	**Passengers per Revenue Hour |** 15	48.4	29.3	A	45.3	24.1	A	39.2	23.7	A
	Passengers per Revenue Mile | 1	4.0	2.5	A	4.0	2.0	A	3.4	2.0	A
Reliability	**On-Time Performance |** 79%	63%	75%	E	70%	77%	D	71%	79%	D
	Crowding | 5%	8%	2%	E	5%	1%	B	0%	0%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.43 Peak: 0.55	Off-Peak: 0.34 Peak: 0.44	A	0.55	0.33	A	0.46	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$2.69	$ 4.96	A	$2.87	$ 5.95	A	$3.32	$ 6.09	A
	Cost Recovery | 20%	30%	11%	A	28%	9%	A	24%	9%	A

Route R1

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	6.1	4.5	E
Route Design	**Circuity |** 1.75	1.43	2.09	A

	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 15	48.8	29.3	A	-	-	-	-	-	-
	Passengers per Revenue Mile | 1	4.9	2.5	A	-	-	-	-	-	-
	Unique Segment Ridership | 10%	11%	45%	B	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	63%	75%	E	-	-	-	-	-	-
	Crowding | 5%	8%	2%	E	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.56 Peak: 0.57	Off-Peak: 0.35 Peak: 0.45	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$2.67	$ 4.96	A	-	-	-	-	-	-
	Cost Recovery | 20%	34%	12%	A	-	-	-	-	-	-

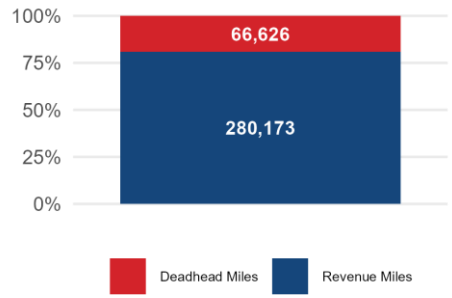
Route R2

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	5.4	4.5	E
Route Design	**Circuity |** 1.75	1.29	2.09	A

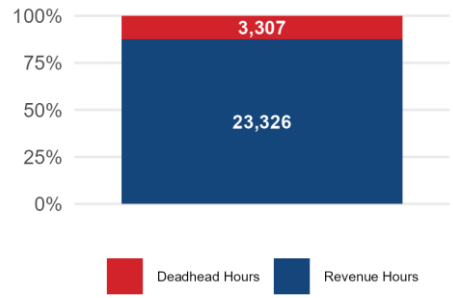
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 15	48.3	29.3	A	45.3	24.1	A	39.2	23.7	A
	Passengers per Revenue Mile | 1	3.8	2.5	A	4.0	2.0	A	3.4	2.0	A
	Unique Segment Ridership | 10%	38%	45%	A	81%	57%	A	81%	61%	A
Reliability	**On-Time Performance |** 79%	63%	75%	E	70%	77%	D	71%	79%	D
	Crowding | 5%	8%	2%	E	5%	1%	B	0%	0%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.42 Peak: 0.54	Off-Peak: 0.35 Peak: 0.45	A	0.55	0.34	A	0.46	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$2.69	$ 4.96	A	$2.87	$ 5.95	A	$3.32	$ 6.09	A
	Cost Recovery | 20%	29%	12%	A	27%	10%	A	23%	9%	A

Operational Analysis

Miles Allocation



Hours Allocation



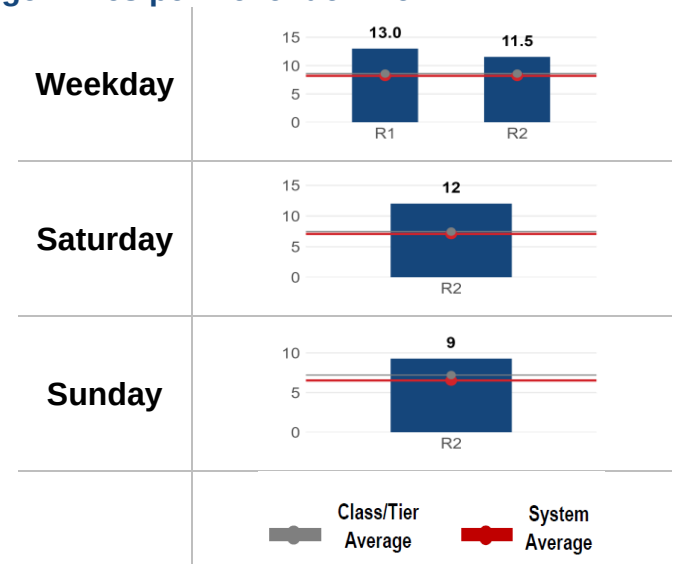
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
R1	13.20	5,229	5,095 (97.4%)
R2	23.20	23,875	23,422 (98.1%)

Service Change Summary

Jun 2023: No change
Sep 2023: No change
Dec 2023: No change

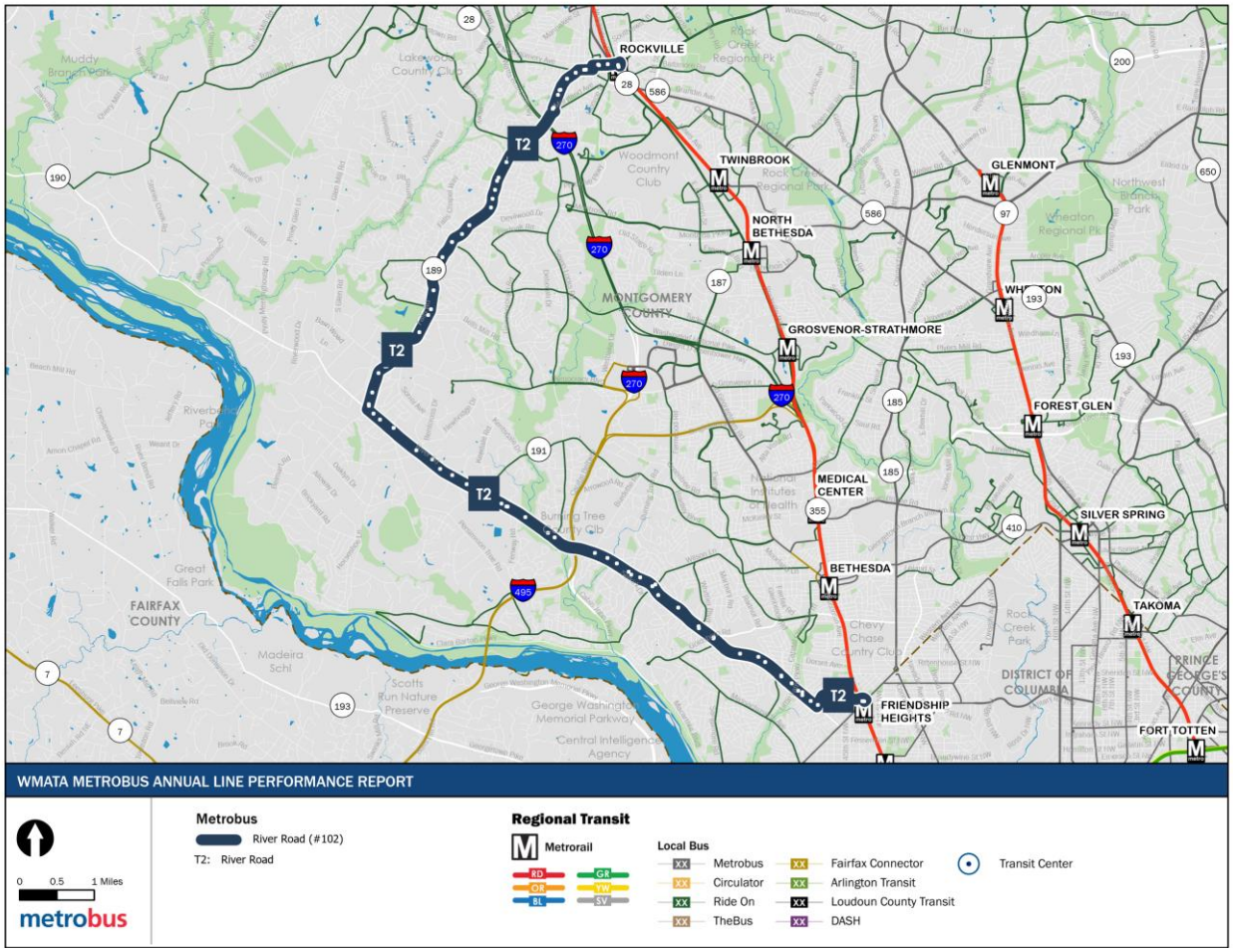
Passenger Miles per Revenue Mile



LINE: 102 - River Road

ROUTE(S): T2

About the Line



Service Classification

Coverage

Activity Tier

3

Overall Grade

Line	B

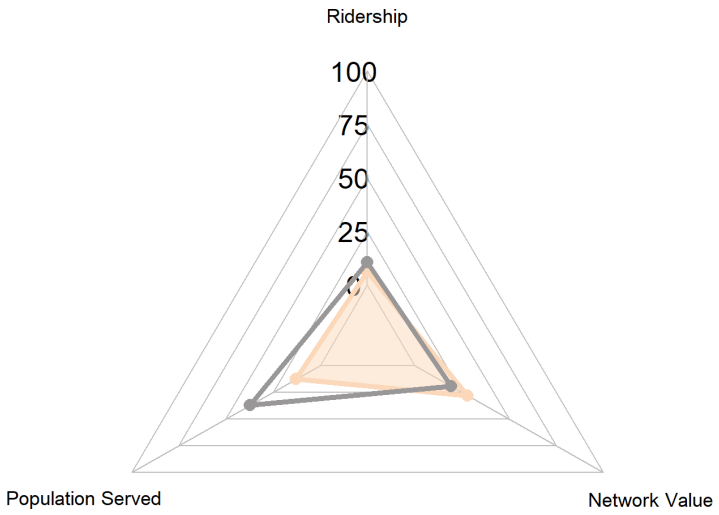
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

16

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	13	28	6	

Operating Statistics

Annual Operating Costs	$1,772,934
Peak Vehicles	4
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

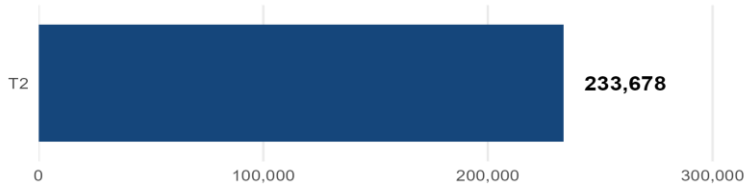
Service Area Population		25,854
People of Color Population	*Service Area*	6,828
	% Riders Surveyed	71%
Low Income Household	*Service Area*	2,574
	% Riders Surveyed	49%

Facilities/Amenities

Bus Stops	132
% Stops With Shelters	11%
% Stops With Benches	49%
% Stops With Real-Time Signs	1%

Ridership

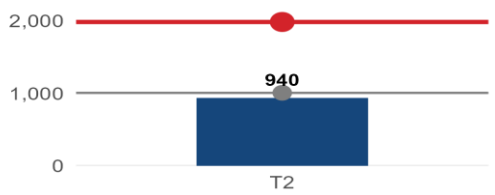
Annual Ridership



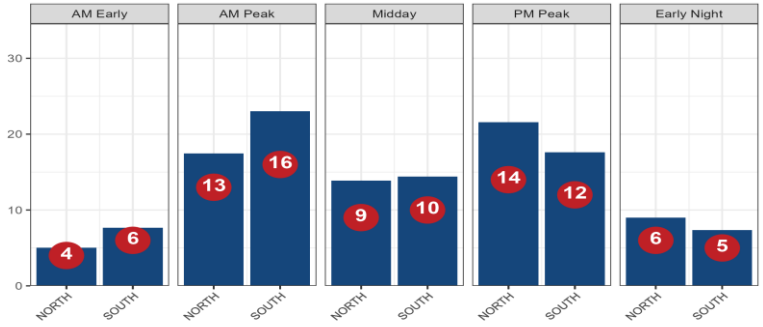
Top Transfer Locations

Friendship Heights, Rockville

Average Daily Ridership

Weekday	Saturday	Sunday
	*No Service*	*No Service*

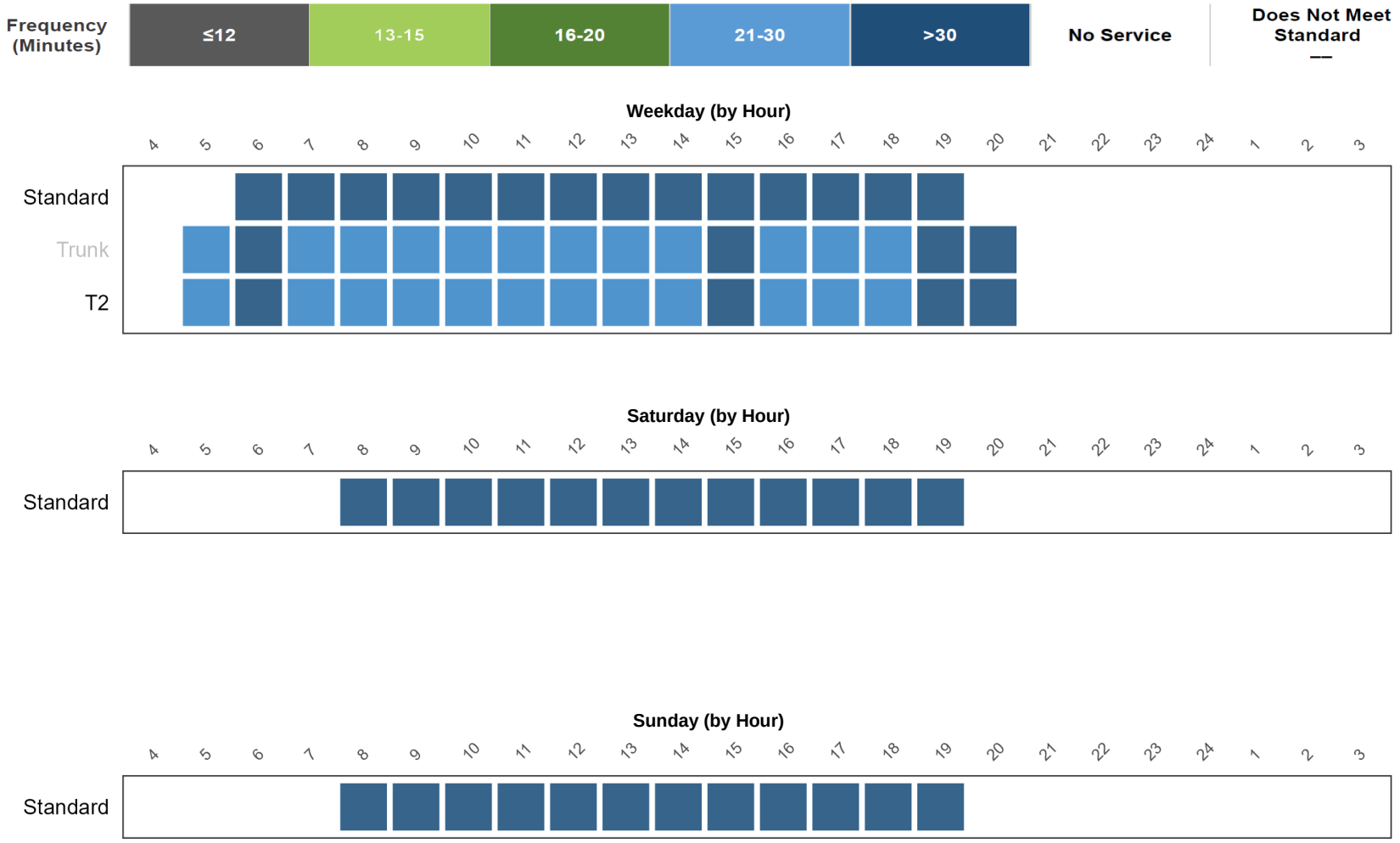
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	NORTH	SOUTH
Weekday	**Peak** Maximum Target: 1	0.34	0.35
	Off-Peak Maximum Target: 1.0	0.21	0.22
	Saturday Maximum Target: 1.0		
	Sunday Maximum Target: 1.0		

Span and Frequency



Performance Report Card

B River Road

Measure | Standard		Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	5:30 AM - 8:16 PM	-	A	-	-	-	-	-	-
	Frequency of Service | varies	Peak: 29.0 / Off-Peak: 30.0	Peak: 26 / Off-Peak: 38.8	A	-	-	-	-	-	-
Productivity	**Passengers per Revenue Hour |** 10	16.5	22.8	A	-	-	-	-	-	-
	Passengers per Revenue Mile | 1	1.1	1.9	B	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	82%	80%	B	-	-	-	-	-	-
	Crowding | 5%	0%	1%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.22 Peak: 0.35	Off-Peak: 0.25 Peak: 0.32	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$7.87	$ 6.33	C	-	-	-	-	-	-
	Cost Recovery | 20%	13%	10%	E	-	-	-	-	-	-

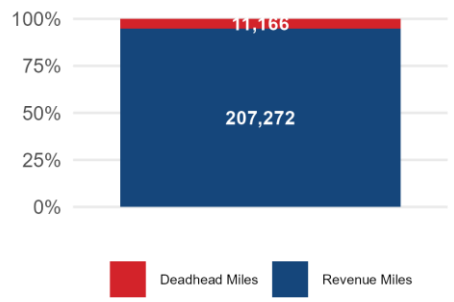
Route T2

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	4.1	4.8	A
Route Design	**Circuity |** N/A	1.68	1.78	-

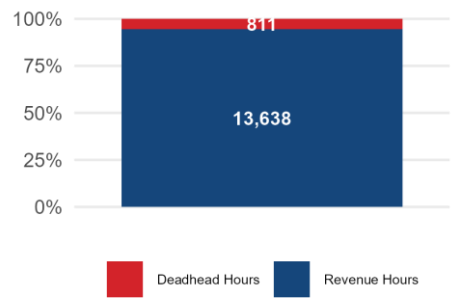
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 10	16.5	22.8	A	-	-	-	-	-	-
	Passengers per Revenue Mile | 1	1.1	1.9	B	-	-	-	-	-	-
	Unique Segment Ridership | 10%	74%	47%	A	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	82%	80%	B	-	-	-	-	-	-
	Crowding | 5%	0%	1%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.22 Peak: 0.35	Off-Peak: 0.25 Peak: 0.31	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$7.87	$ 6.33	C	-	-	-	-	-	-
	Cost Recovery | 20%	13%	10%	E	-	-	-	-	-	-

Operational Analysis

Miles Allocation



Hours Allocation



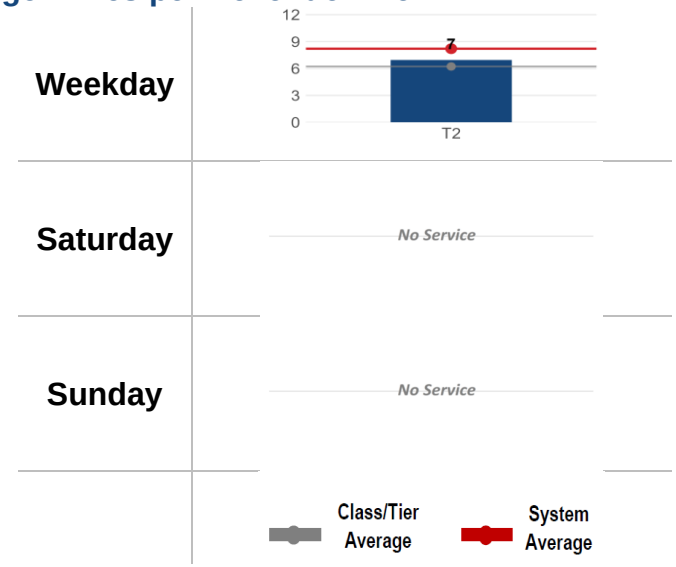
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
T2	32.30	14,442	14,329 (99.2%)

Service Change Summary

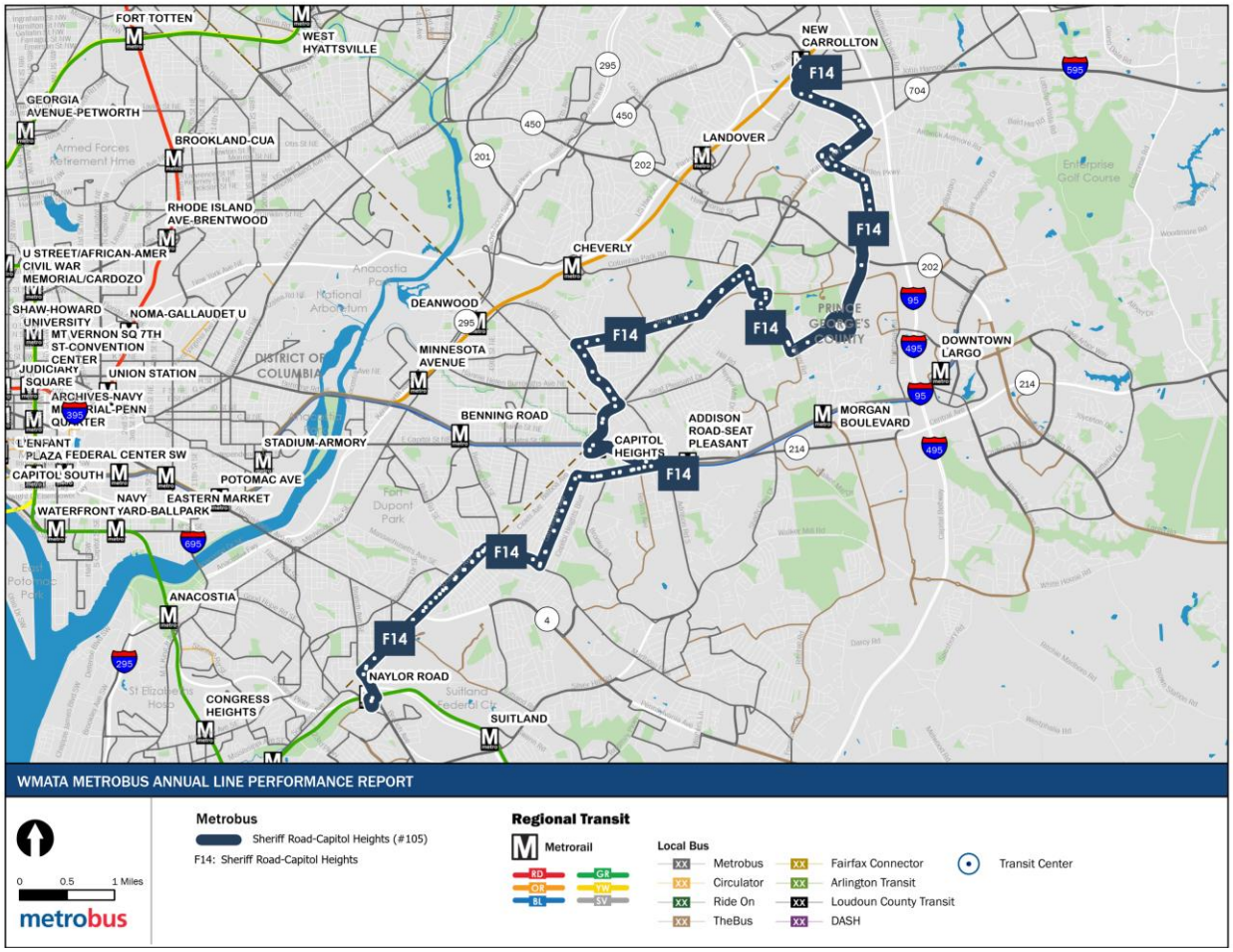
Jun 2023: Extend the span of weekday T2 trips to match the span of Saturday and Sunday trips; Add two trips from Friendship Heights Station and one trip from Rockville Station.
Sep 2023: No change
Dec 2023: No change

Passenger Miles per Revenue Mile



LINE: 105 - Sheriff Road-Capitol Heights ROUTE(S): F14

About the Line



Service Classification

Coverage

Activity Tier

3

Overall Grade

Line	B

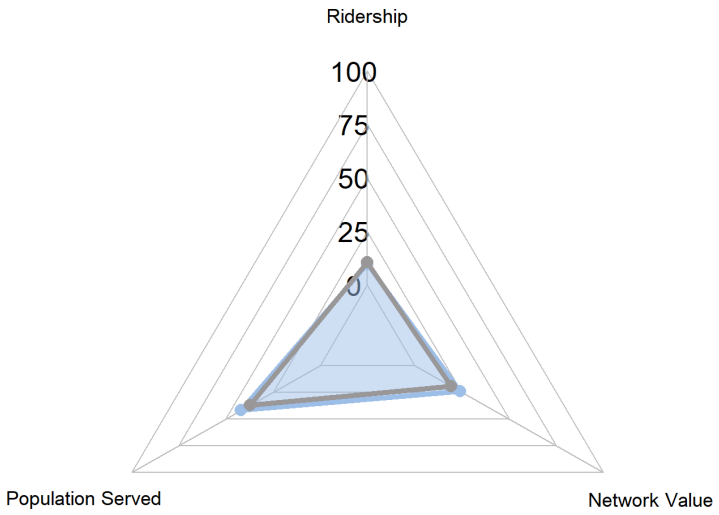
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

25

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	42	24	10	

Operating Statistics

Annual Operating Costs	$2,536,540
Peak Vehicles	5
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

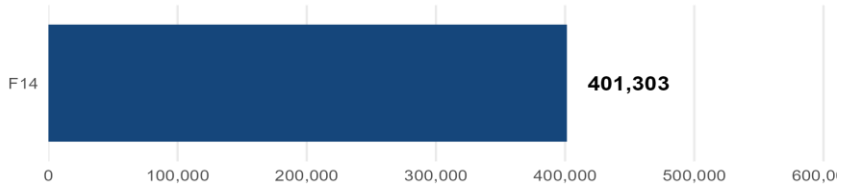
Service Area Population	35,951	
People of Color Population	*Service Area*	31,000
	% Riders Surveyed	99%
Low Income Household	*Service Area*	11,023
	% Riders Surveyed	62%

Facilities/Amenities

Bus Stops	176
% Stops With Shelters	20%
% Stops With Benches	10%
% Stops With Real-Time Signs	1%

Ridership

Annual Ridership



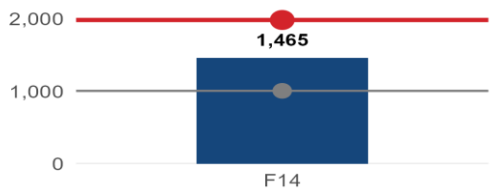
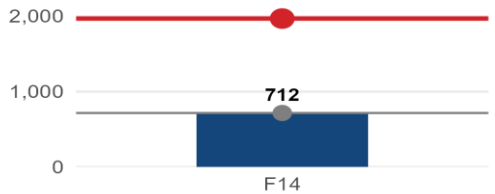
Top Transfer Locations

Capitol Heights, Naylor Road, Addison Road

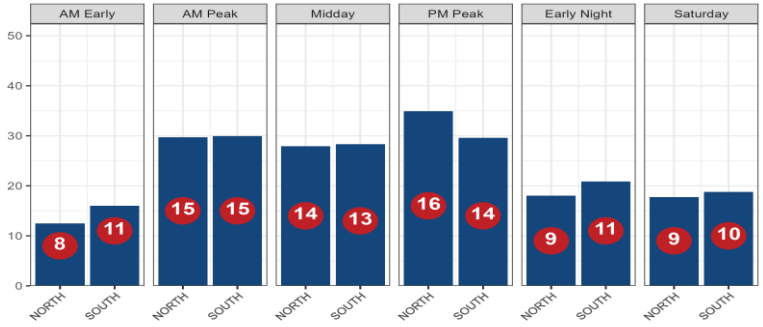
Average Daily Ridership

Class/Tier Average

System Average

Weekday	Saturday	Sunday
		No Service

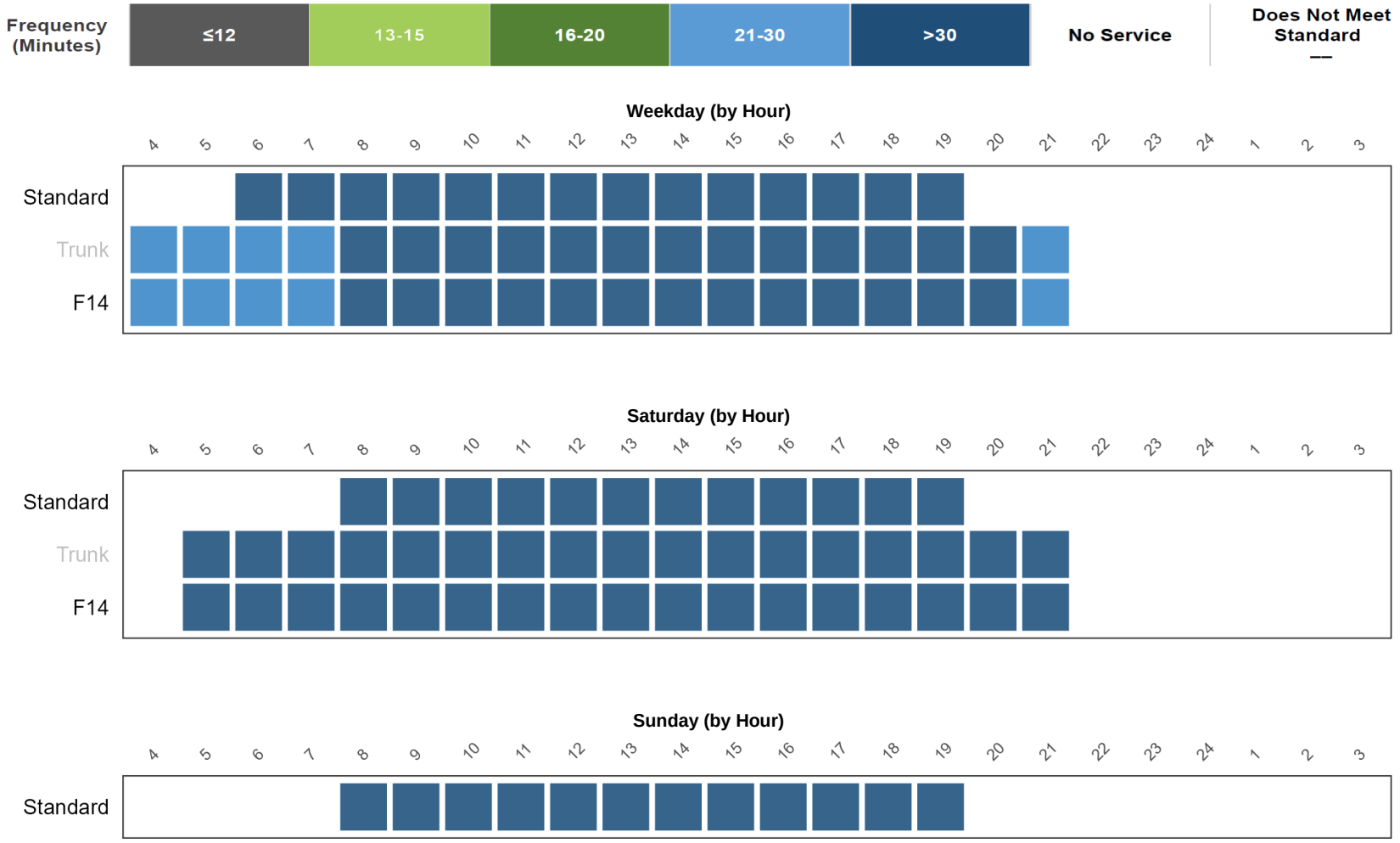
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	NORTH	SOUTH
Weekday	**Peak** Maximum Target: 1	0.39	0.36
	Off-Peak Maximum Target: 1.0	0.27	0.3
	Saturday Maximum Target: 1.0	0.23	0.25
	Sunday Maximum Target: 1.0		

Span and Frequency



Performance Report Card

B Sheriff Road-Capitol Heights

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	4:39 AM - 9:48 PM	-	A	5:02 AM - 9:49 PM	-	A	-	-	-
	Frequency of Service | varies	Peak: 32.0 / Off-Peak: 47.0	Peak: 26 / Off-Peak: 38.8	A	50.0	47.4	A	-	-	-
Productivity	**Passengers per Revenue Hour |** 10	21.8	22.8	A	14.9	23.6	A	-	-	-
	Passengers per Revenue Mile | 1	1.6	1.9	A	1.1	2.0	A	-	-	-
Reliability	**On-Time Performance |** 79%	81%	80%	B	80%	79%	B	-	-	-
	Crowding | 5%	0%	1%	A	0%	1%	A	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.29 Peak: 0.38	Off-Peak: 0.25 Peak: 0.32	A	0.24	0.27	A	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$5.96	$ 6.33	A	$8.73	$ 5.97	D	-	-	-
	Cost Recovery | 20%	6%	10%	E	4%	8%	E	-	-	-

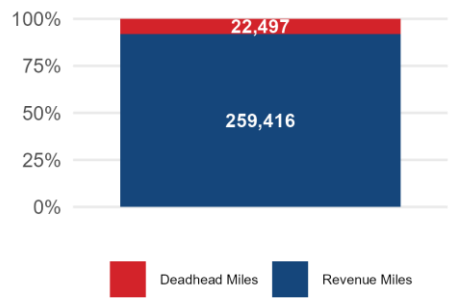
Route F14

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	5.1	4.8	E
Route Design	**Circuity |** N/A	1.8	1.78	-

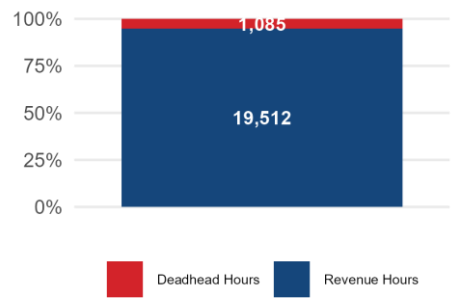
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 10	21.8	22.8	A	14.9	23.6	A	-	-	-
	Passengers per Revenue Mile | 1	1.6	1.9	A	1.1	2.0	A	-	-	-
	Unique Segment Ridership | 10%	67%	47%	A	66%	58%	A	-	-	-
Reliability	**On-Time Performance |** 79%	81%	80%	B	80%	79%	B	-	-	-
	Crowding | 5%	0%	1%	A	0%	1%	A	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.29 Peak: 0.38	Off-Peak: 0.25 Peak: 0.31	A	0.24	0.27	A	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$5.96	$ 6.33	A	$8.73	$ 5.97	D	-	-	-
	Cost Recovery | 20%	6%	10%	E	4%	7%	E	-	-	-

Operational Analysis

Miles Allocation



Hours Allocation



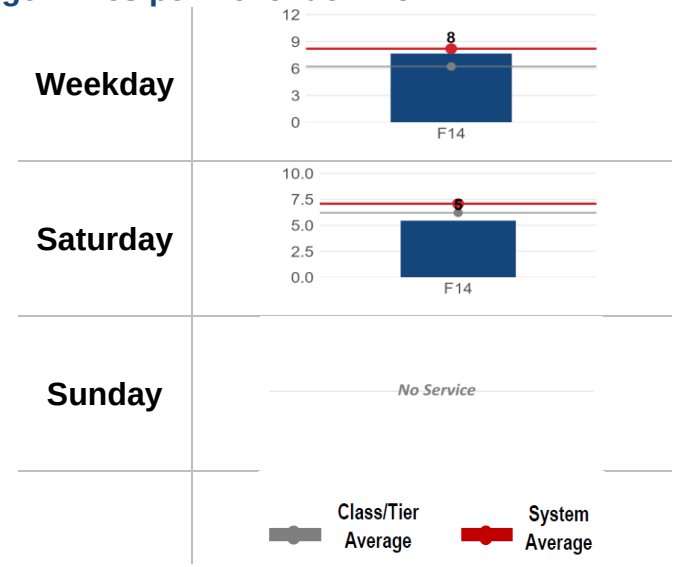
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
F14	35.00	15,957	15,623 (97.9%)

Service Change Summary

Jun 2023: No change
Sep 2023: No change
Dec 2023: No change

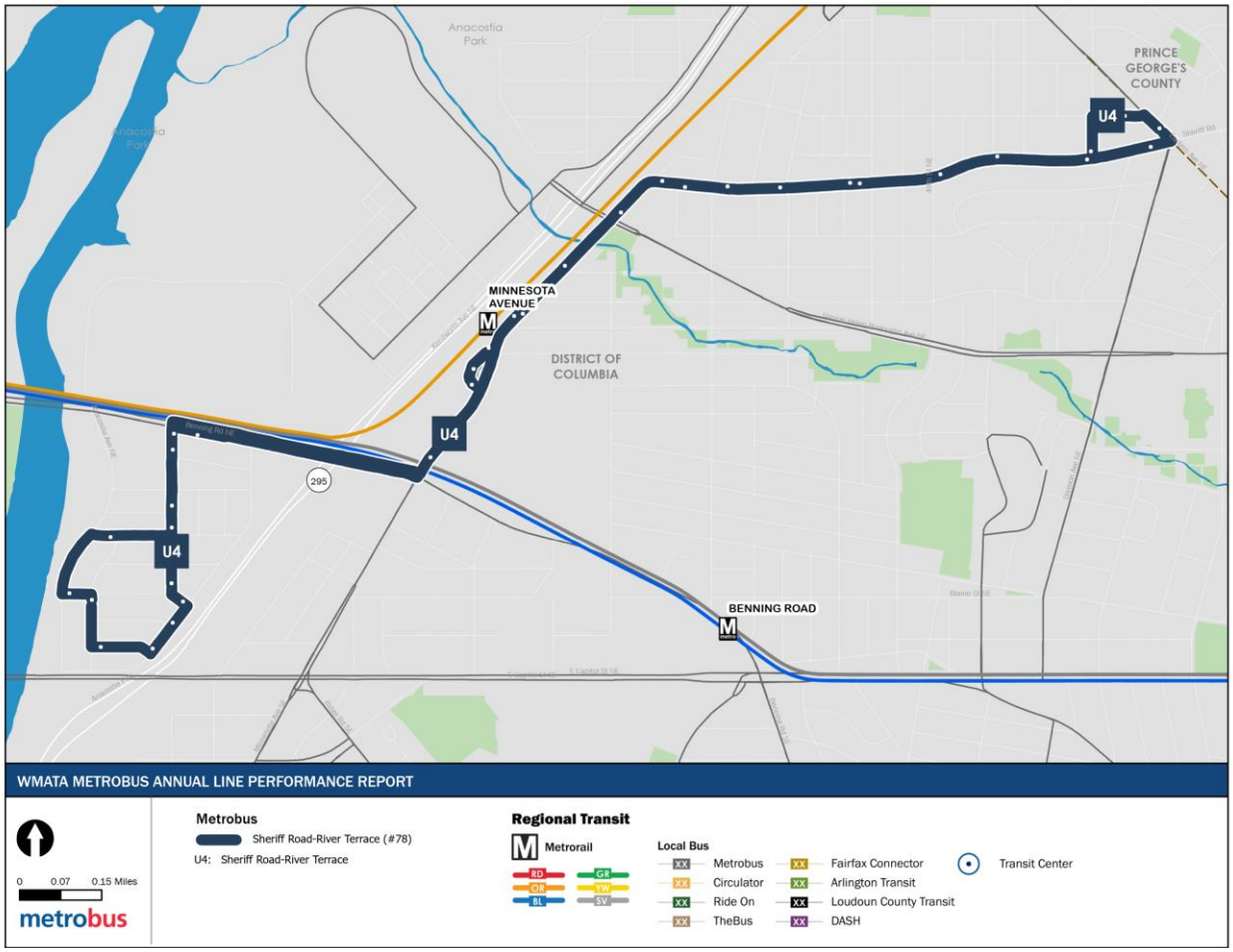
Passenger Miles per Revenue Mile



LINE: 78 - Sheriff Road-River Terrace

ROUTE(S): U4

About the Line



Service Classification

Coverage

Activity Tier

3

Overall Grade

Line	A

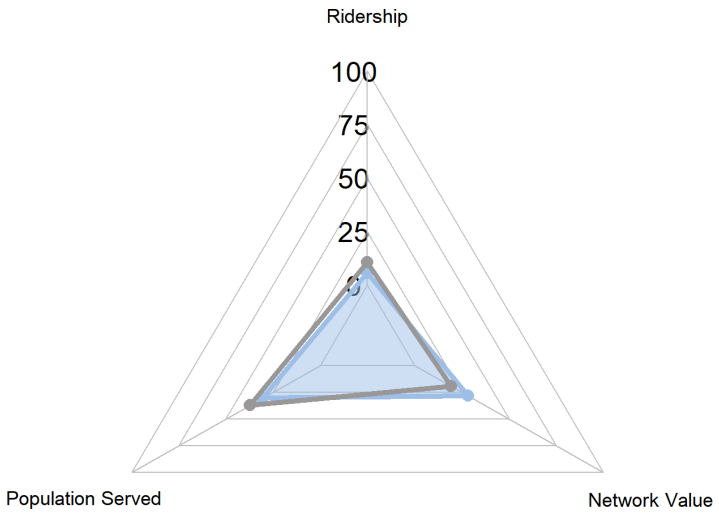
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

21

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	30	28	6	

Operating Statistics

Annual Operating Costs	$1,347,276
Peak Vehicles	3
Vehicle Type(s)	30 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

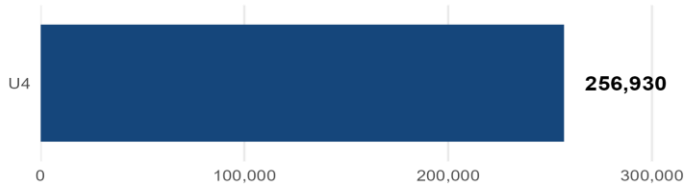
Service Area Population	16,310	
People of Color Population	*Service Area*	15,227
	% Riders Surveyed	100%
Low Income Household	*Service Area*	6,791
	% Riders Surveyed	71%

Facilities/Amenities

Bus Stops	40
% Stops With Shelters	25%
% Stops With Benches	15%
% Stops With Real-Time Signs	5%

Ridership

Annual Ridership



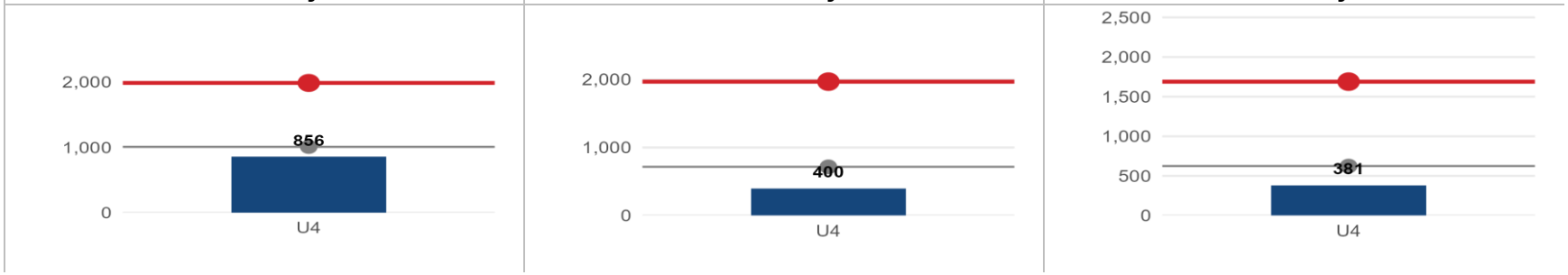
Top Transfer Locations

Minnesota Avenue

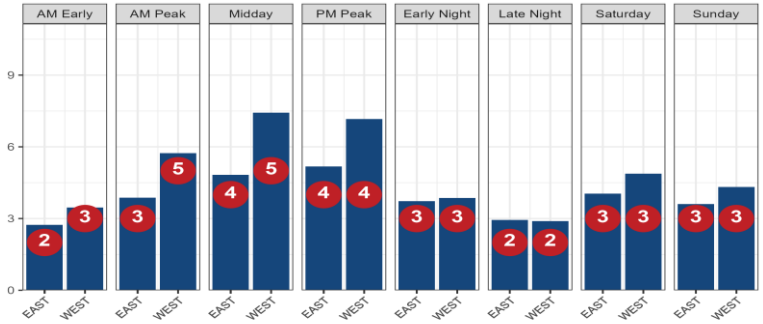
Average Daily Ridership

Class/Tier Average

System Average



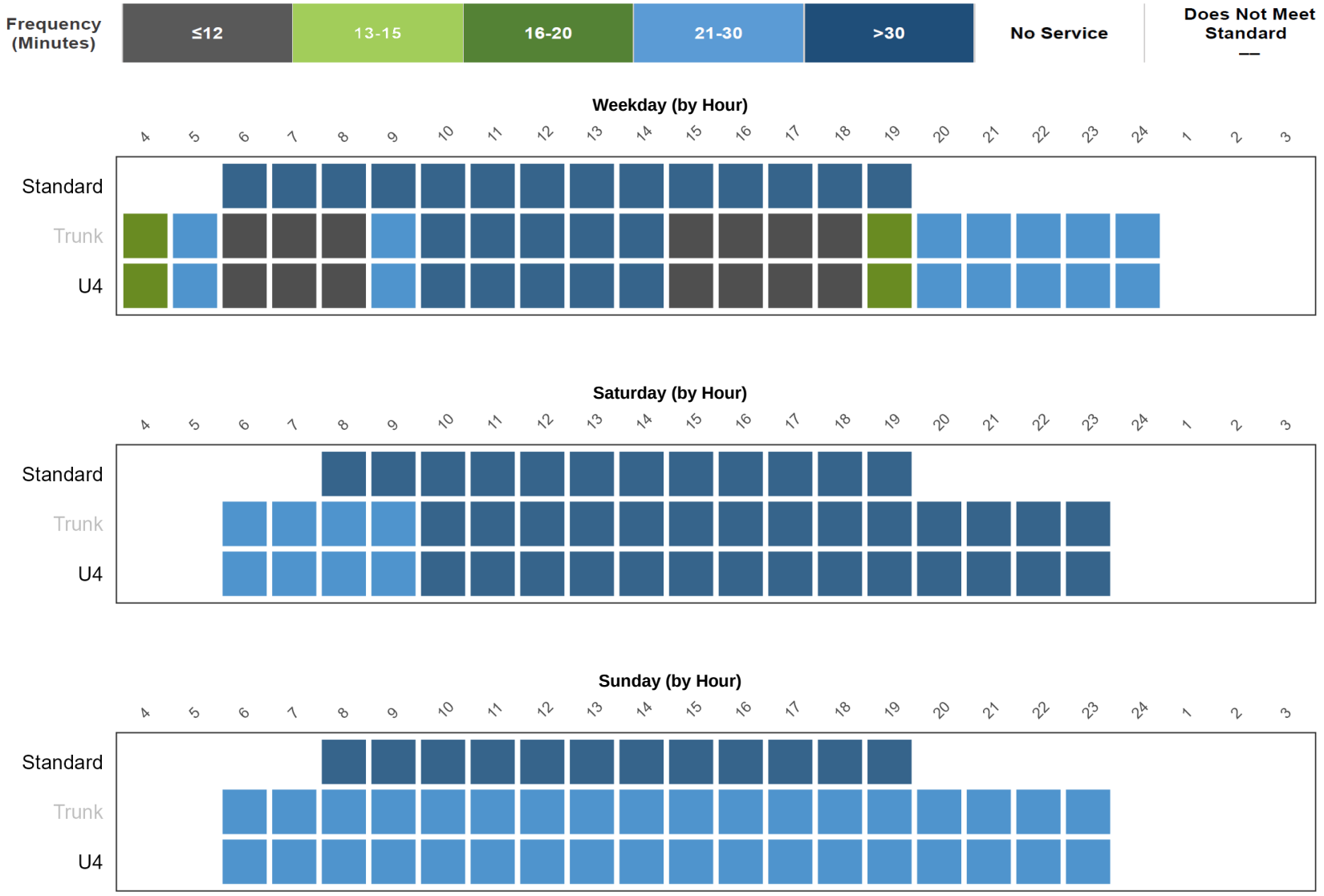
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	EAST	WEST
Weekday	**Peak** Maximum Target: 1	0.13	0.17
	Off-Peak Maximum Target: 1.0	0.12	0.13
	Saturday Maximum Target: 1.0	0.12	0.13
	Sunday Maximum Target: 1.0	0.11	0.12

Span and Frequency



Performance Report Card

A Sheriff Road-River Terrace

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	4:42 AM - 12:26 AM	-	A	6:00 AM - 11:19 PM	-	A	6:30 AM - 11:25 PM	-	A
	Frequency of Service | varies	Peak: 11.0 / Off-Peak: 31.0	Peak: 26 / Off-Peak: 38.8	A	31.0	47.4	A	29.0	49.8	A
Productivity	**Passengers per Revenue Hour |** 10	25.0	22.8	A	23.9	23.6	A	23.2	24.3	A
	Passengers per Revenue Mile | 1	2.5	1.9	A	2.2	2.0	A	2.0	2.0	A
Reliability	**On-Time Performance |** 79%	86%	80%	A	82%	79%	B	71%	80%	D
	Crowding | 5%	0%	1%	A	0%	1%	A	0%	0%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.12 Peak: 0.15	Off-Peak: 0.25 Peak: 0.32	A	0.12	0.27	A	0.11	0.26	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$5.19	$ 6.33	A	$5.44	$ 5.97	A	$5.61	$ 5.70	A
	Cost Recovery | 20%	9%	10%	E	9%	8%	E	9%	8%	E

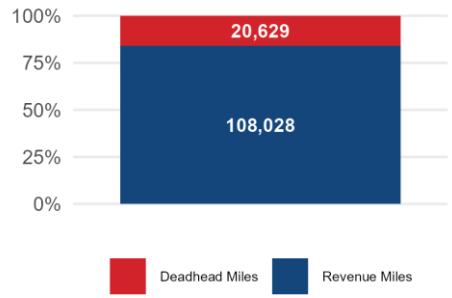
Route U4

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	9.4	4.8	E
Route Design	**Circuity |** N/A	1.12	1.78	-

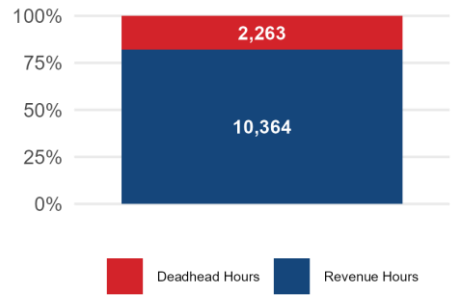
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 10	25.0	22.8	A	23.9	23.6	A	23.2	24.3	A
	Passengers per Revenue Mile | 1	2.5	1.9	A	2.2	2.0	A	2.0	2.0	A
	Unique Segment Ridership | 10%	82%	47%	A	85%	58%	A	84%	61%	A
Reliability	**On-Time Performance |** 79%	86%	80%	A	82%	79%	B	71%	80%	D
	Crowding | 5%	0%	1%	A	0%	1%	A	0%	0%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.12 Peak: 0.15	Off-Peak: 0.25 Peak: 0.31	A	0.12	0.27	A	0.11	0.26	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$5.19	$ 6.33	A	$5.44	$ 5.97	A	$5.61	$ 5.70	A
	Cost Recovery | 20%	9%	10%	E	9%	7%	E	9%	8%	E

Operational Analysis

Miles Allocation



Hours Allocation



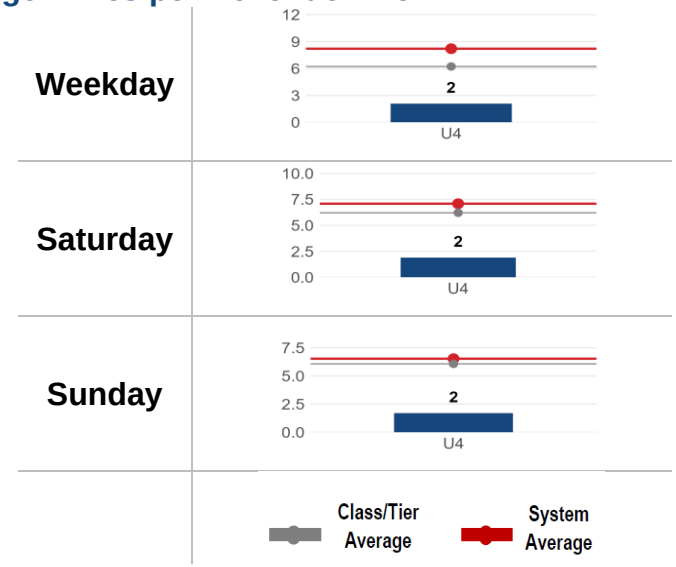
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
U4	4.60	55,410	54,809 (98.9%)

Service Change Summary

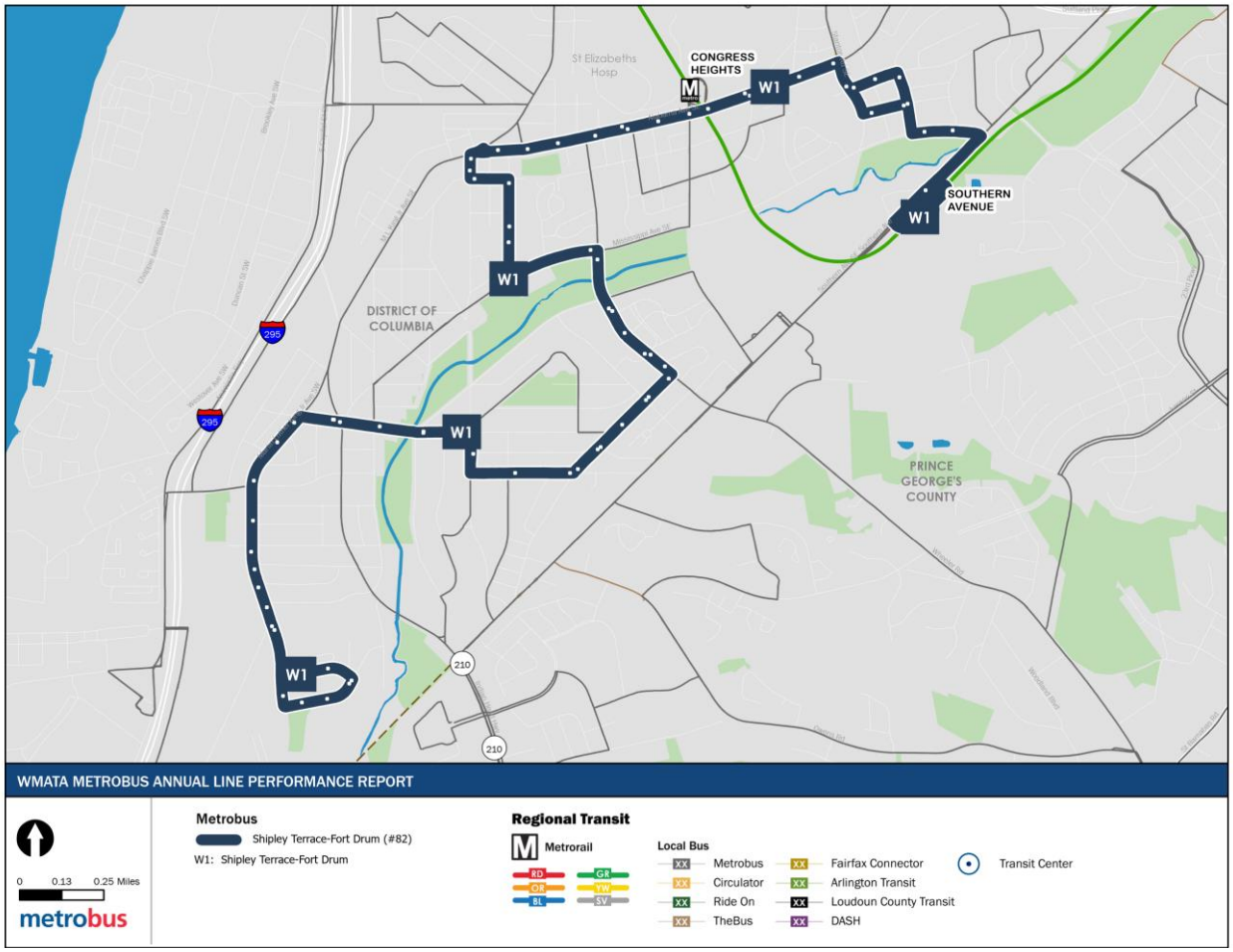
Jun 2023: No change
Sep 2023: No change
Dec 2023: No change

Passenger Miles per Revenue Mile



LINE: 82 - Shipley Terrace-Fort Drum ROUTE(S): W1

About the Line



Service Classification

Coverage

Activity Tier

2

Overall Grade

Line	B

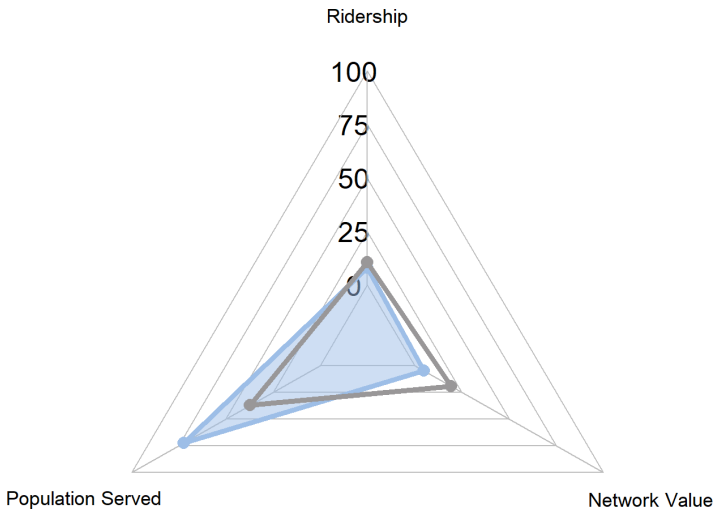
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

28

Out of 100



Classification Average

	Population Served	Network Value	Ridership	Balanced
Line Focus:				
Line Score:	72	5	8	

Operating Statistics

Annual Operating Costs	$1,388,603
Peak Vehicles	5
Vehicle Type(s)	30 Foot, 35 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

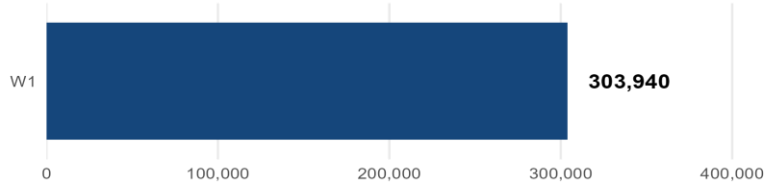
Service Area Population		33,614
People of Color Population	*Service Area*	31,582
	% Riders Surveyed	96%
Low Income Household	*Service Area*	16,564
	% Riders Surveyed	74%

Facilities/Amenities

Bus Stops	85
% Stops With Shelters	7%
% Stops With Benches	6%
% Stops With Real-Time Signs	2%

Ridership

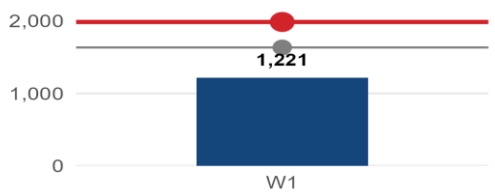
Annual Ridership



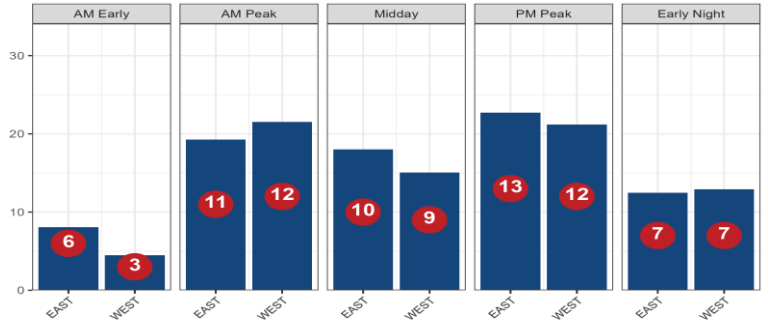
Top Transfer Locations

Congress Heights, Southern Avenue

Average Daily Ridership

Weekday	Saturday	Sunday
	*No Service*	*No Service*

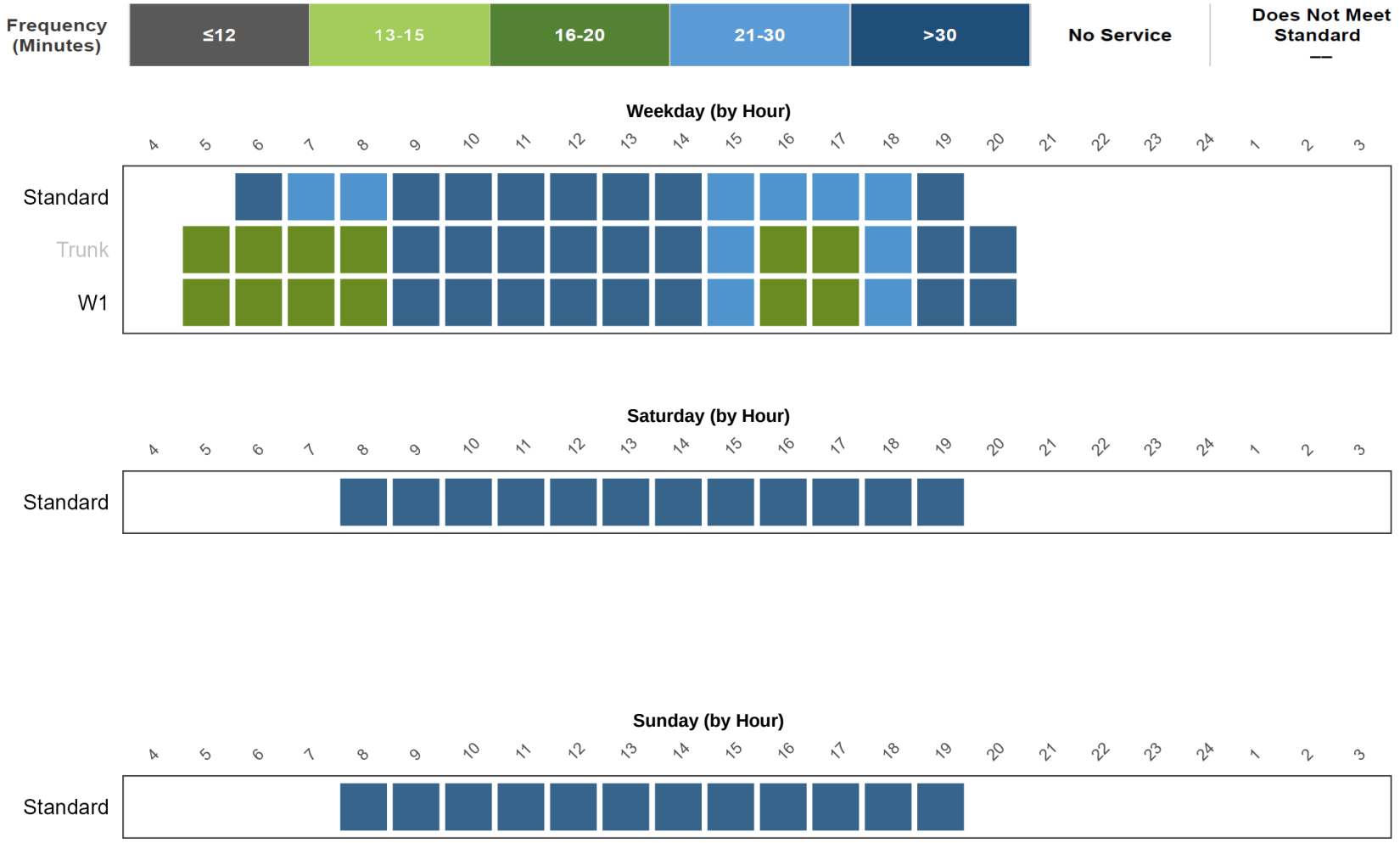
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	EAST	WEST
Weekday	**Peak** Maximum Target: 1	0.44	0.43
	Off-Peak Maximum Target: 1.0	0.35	0.29
	Saturday Maximum Target: 1.0		
	Sunday Maximum Target: 1.0		

Span and Frequency



Performance Report Card

B Shipley Terrace-Fort Drum

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	5:40 AM - 8:49 PM	-	A	-	-	-	-	-	-
	Frequency of Service | varies	Peak: 20.0 / Off-Peak: 34.0	Peak: 22.2 / Off-Peak: 32.8	A	-	-	-	-	-	-
Productivity	**Passengers per Revenue Hour |** 15	29.6	32.3	A	-	-	-	-	-	-
	Passengers per Revenue Mile | 2	3	3.8	A	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	76%	80%	C	-	-	-	-	-	-
	Crowding | 5%	5%	2%	B	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.32 Peak: 0.44	Off-Peak: 0.29 Peak: 0.37	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$4.39	$ 4.75	A	-	-	-	-	-	-
	Cost Recovery | 20%	17%	14%	D	-	-	-	-	-	-

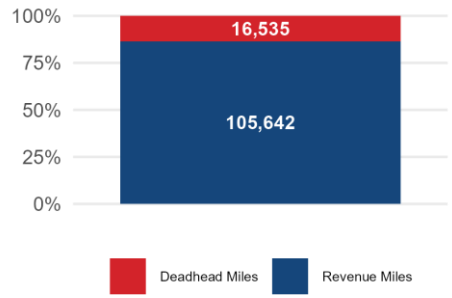
Route W1

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	6.8	6.2	E
Route Design	**Circuity |** N/A	2.56	2.37	-

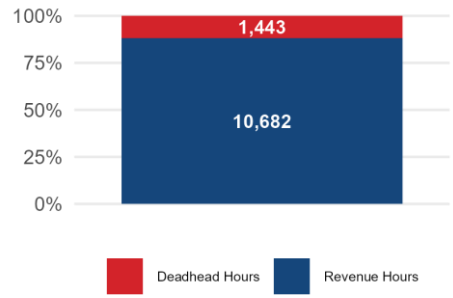
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 15	29.6	32.3	A	-	-	-	-	-	-
	Passengers per Revenue Mile | 2	3	3.8	A	-	-	-	-	-	-
	Unique Segment Ridership | 10%	13%	25%	A	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	76%	80%	C	-	-	-	-	-	-
	Crowding | 5%	5%	3%	B	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.32 Peak: 0.44	Off-Peak: 0.3 Peak: 0.39	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$4.39	$ 4.75	A	-	-	-	-	-	-
	Cost Recovery | 20%	17%	14%	D	-	-	-	-	-	-

Operational Analysis

Miles Allocation



Hours Allocation



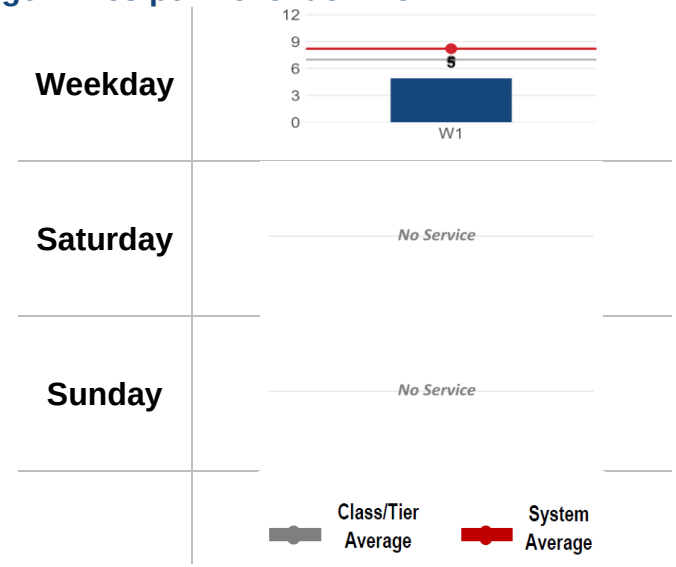
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
W1	12.80	17,043	16,399 (96.2%)

Service Change Summary

Jun 2023: No change
Sep 2023: No change
Dec 2023: No change

Passenger Miles per Revenue Mile



LINE: 55 - Sibley Hospital-Stadium Armory ROUTE(S): D6

About the Line



Service Classification

Framework

Activity Tier

1

Overall Grade

Line	D

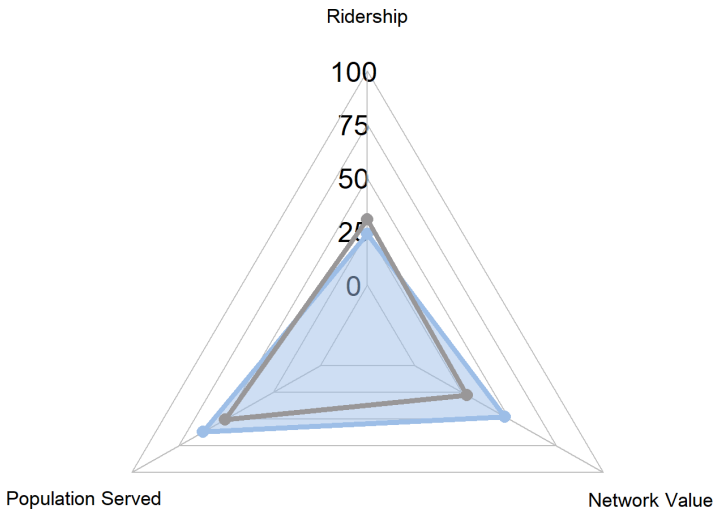
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

45

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	62	48	24	

Operating Statistics

Annual Operating Costs	$6,168,230
Peak Vehicles	16
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

Service Area Population	55,443	
People of Color Population	*Service Area*	14,688
	% Riders Surveyed	57%
Low Income Household	*Service Area*	7,742
	% Riders Surveyed	29%

Facilities/Amenities

Bus Stops	153
% Stops With Shelters	24%
% Stops With Benches	22%
% Stops With Real-Time Signs	3%

Ridership

Annual Ridership



Top Transfer Locations

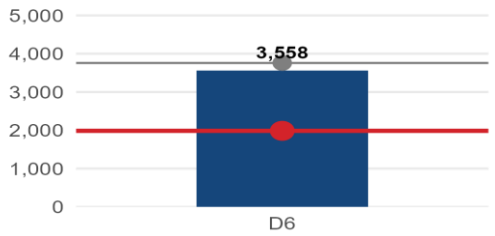
Dupont Circle, Farragut West, Union Station

Average Daily Ridership

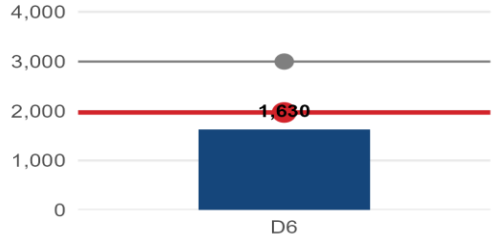
Class/Tier Average

System Average

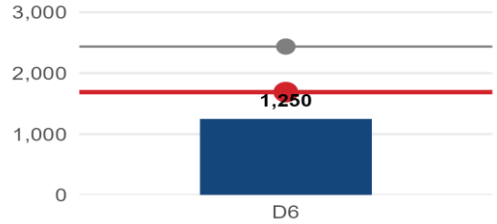
Weekday



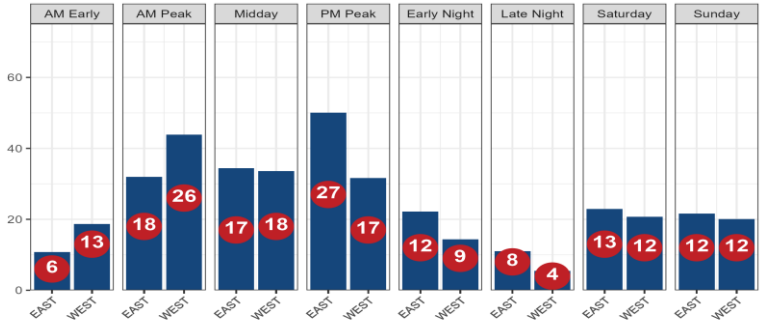
Saturday



Sunday



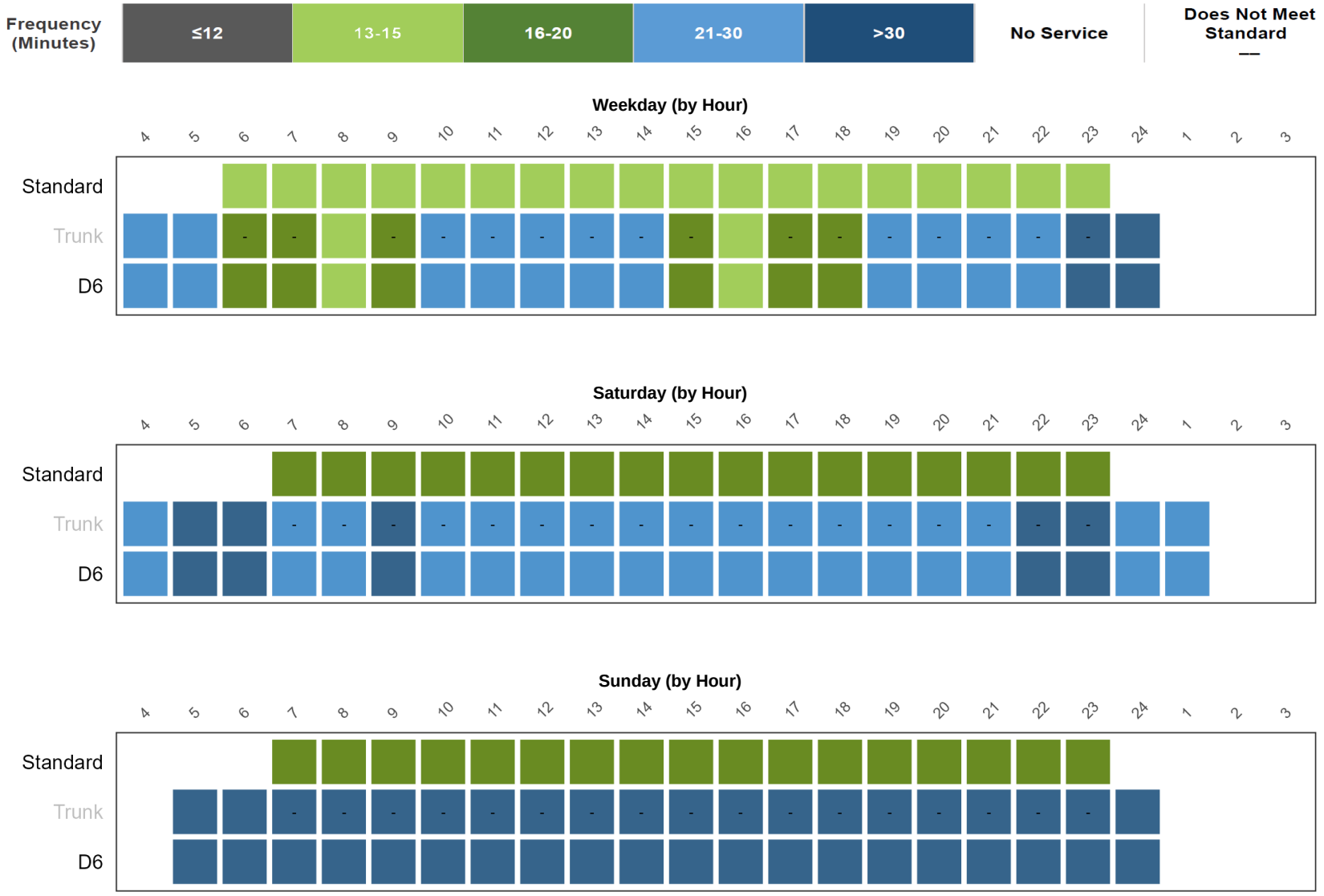
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	EAST	WEST
Weekday	**Peak** Maximum Target: 1.2	0.58	0.53
	Off-Peak Maximum Target: 1.0	0.34	0.34
	Saturday Maximum Target: 1.0	0.32	0.29
	Sunday Maximum Target: 1.0	0.3	0.29

Span and Frequency



Performance Report Card

D Sibley Hospital-Stadium Armory

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	4:10 AM - 12:57 AM	-	A	4:40 AM - 1:05 AM	-	A	5:15 AM - 12:42 AM	-	A
	Frequency of Service | varies	Peak: 16.0 / Off-Peak: 25.0	Peak: 14.7 / Off-Peak: 18.6	C	30.0	20.8	D	36.0	24.0	E
Productivity	**Passengers per Revenue Hour |** 30	22.2	32.8	E	17.2	27.8	E	16.7	26.1	E
	Passengers per Revenue Mile | 4	2.8	4.4	E	1.9	3.5	E	1.8	3.1	E
Reliability	**On-Time Performance |** 79%	66%	74%	E	64%	74%	E	67%	76%	E
	Crowding | 5%	4%	3%	A	0%	1%	A	0%	2%	A
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.34 Peak: 0.55	Off-Peak: 0.35 Peak: 0.48	A	0.31	0.35	A	0.29	0.32	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$5.87	$ 4.48	C	$7.54	$ 5.27	E	$7.80	$ 5.68	E
	Cost Recovery | 25%	21%	23%	D	17%	20%	E	16%	19%	E

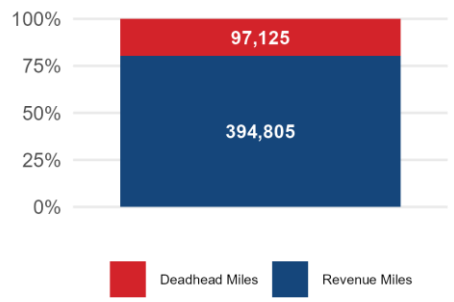
Route D6

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	6.4	5.5	E
Route Design	**Circuity |** 1.75	1.39	1.23	A

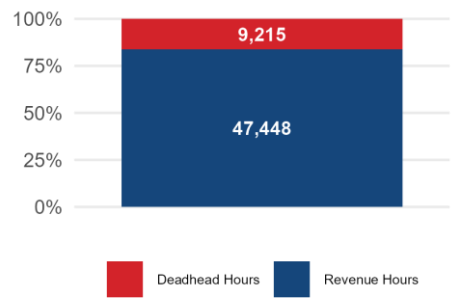
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 30	22.2	32.8	E	17.2	27.8	E	16.7	26.1	E
	Passengers per Revenue Mile | 4	2.8	4.4	E	1.9	3.5	E	1.8	3.1	E
	Unique Segment Ridership | 10%	60%	22%	A	66%	34%	A	66%	34%	A
Reliability	**On-Time Performance |** 79%	66%	74%	E	64%	74%	E	67%	76%	E
	Crowding | 5%	4%	3%	A	0%	1%	A	0%	2%	A
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.34 Peak: 0.55	Off-Peak: 0.36 Peak: 0.5	A	0.31	0.36	A	0.29	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$5.87	$ 4.48	C	$7.54	$ 5.27	E	$7.80	$ 5.68	E
	Cost Recovery | 25%	21%	24%	D	17%	20%	E	16%	19%	E

Operational Analysis

Miles Allocation



Hours Allocation



Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
D6	24.40	34,702	34,013 (98.0%)

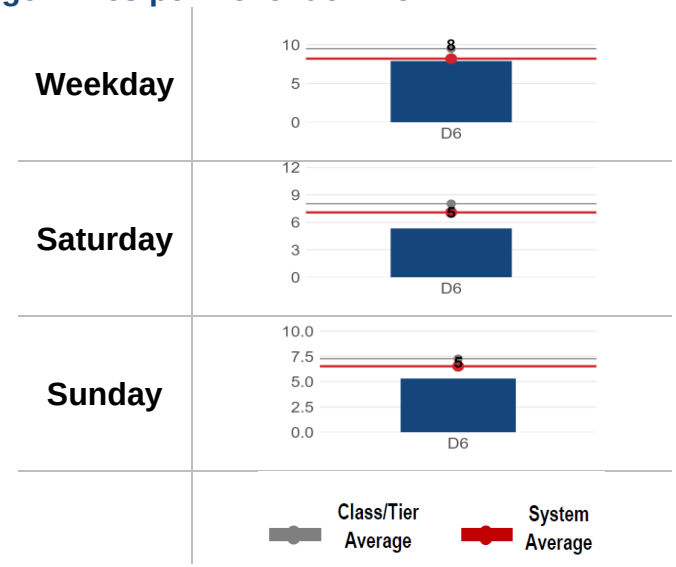
Service Change Summary

Jun 2023: Change the existing weekday eastbound afternoon trips to all start at Sibley Hospital; Add a weekday eastbound Public School Open (PSO) trip departing Sibley Hospital to Farragut Square at 3:29 PM; Add a weekday westbound Public School Open (PSO) trip departing Farragut Square to Sibley Hospital at 8:00 AM

Sep 2023: No change

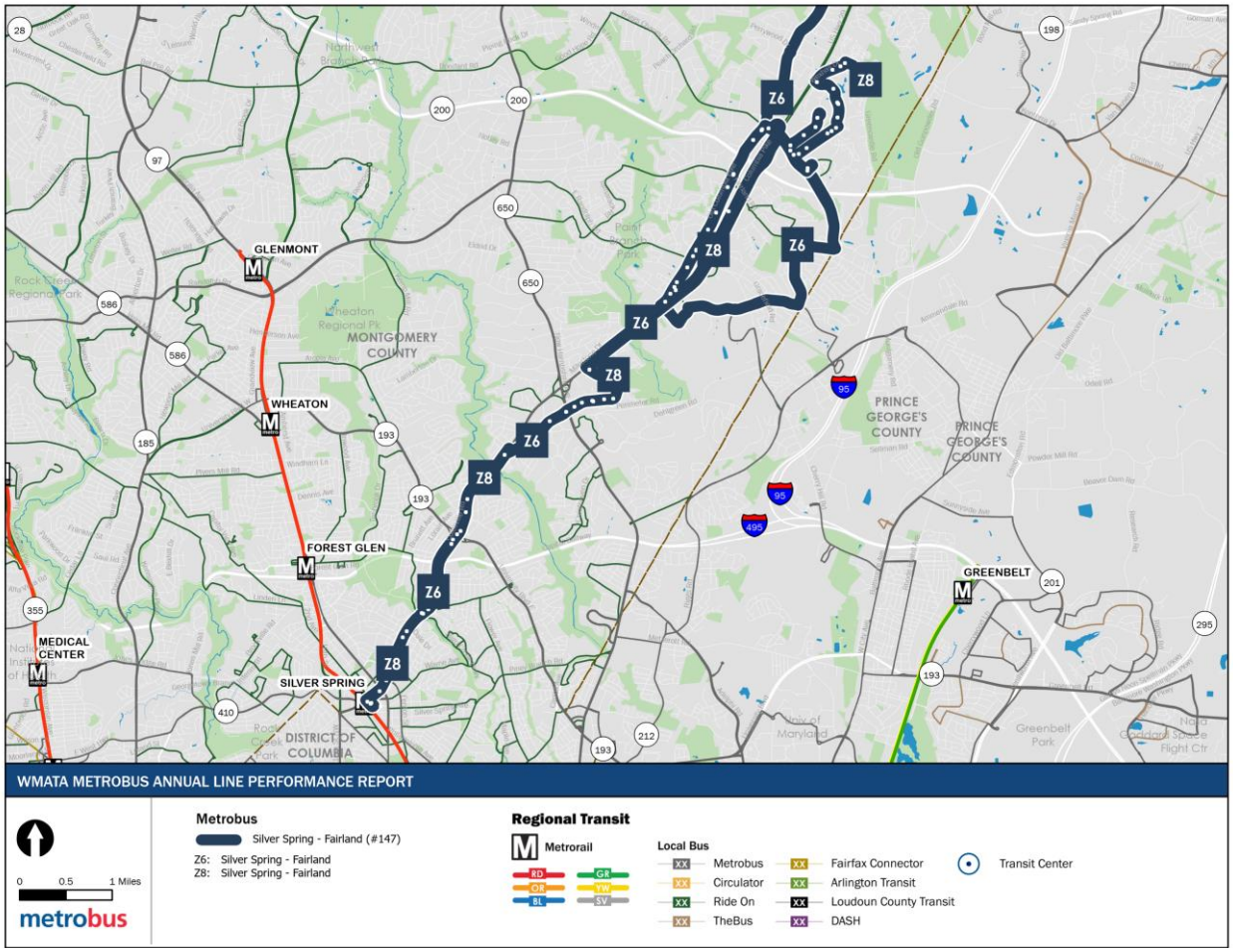
Dec 2023: No change

Passenger Miles per Revenue Mile



LINE: 147 - Silver Spring - Fairland ROUTE(S): Z6, Z8

About the Line



Service Classification

Framework

Activity Tier

2

Overall Grade

Line	B

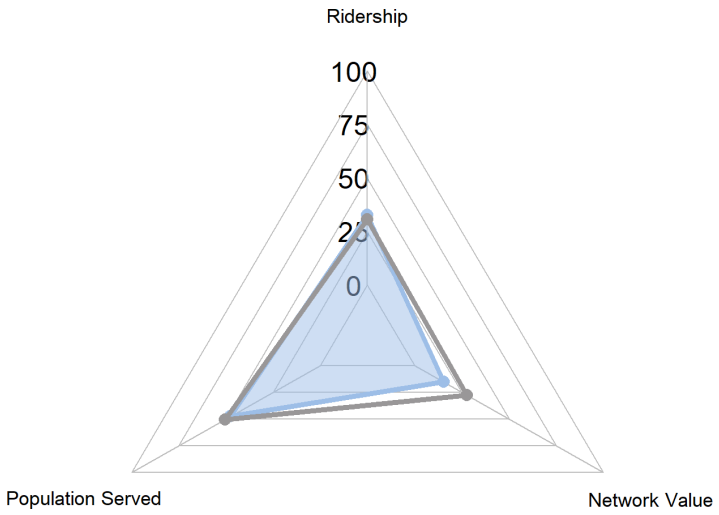
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

32

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	48	15	33	

Operating Statistics

Annual Operating Costs	$7,084,000
Peak Vehicles	15
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

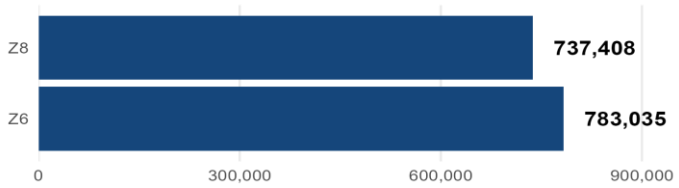
Service Area Population		66,601
People of Color Population	*Service Area*	42,083
	% Riders Surveyed	94%
Low Income Household	*Service Area*	18,410
	% Riders Surveyed	61%

Facilities/Amenities

Bus Stops	187
% Stops With Shelters	18%
% Stops With Benches	21%
% Stops With Real-Time Signs	1%

Ridership

Annual Ridership



Top Transfer Locations

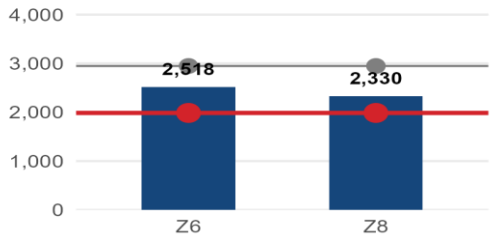
Silver Spring, Medical Center

Average Daily Ridership

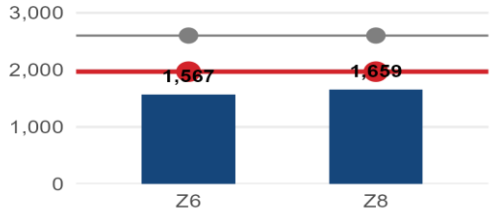
Class/Tier Average

System Average

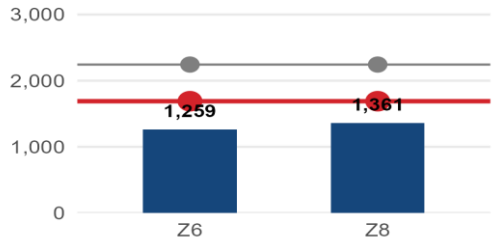
Weekday



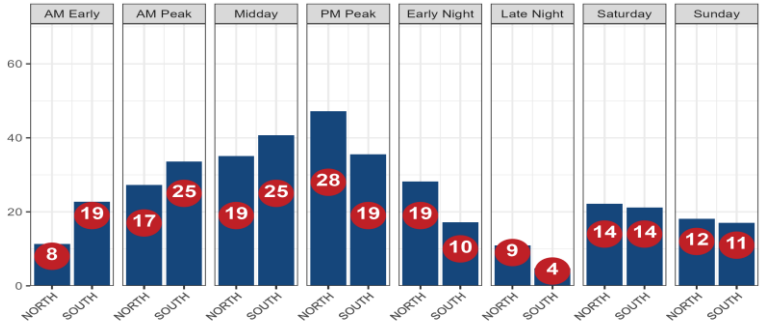
Saturday



Sunday



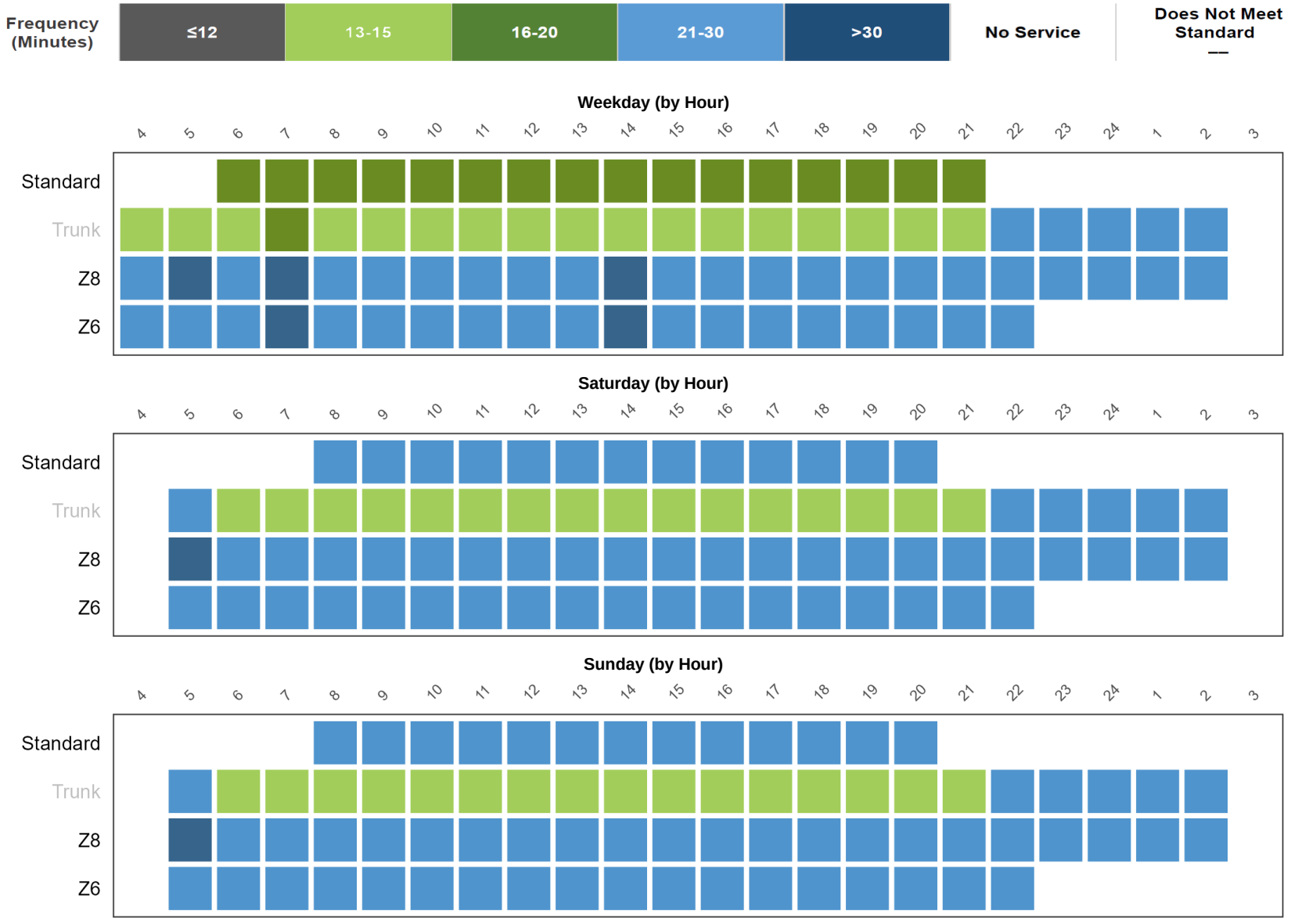
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	NORTH	SOUTH
Weekday	**Peak** Maximum Target: 1	0.58	0.54
	Off-Peak Maximum Target: 1.0	0.43	0.44
	Saturday Maximum Target: 1.0	0.35	0.35
	Sunday Maximum Target: 1.0	0.29	0.29

Span and Frequency



Performance Report Card

B Silver Spring - Fairland

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	4:24 AM - 2:26 AM	-	A	5:05 AM - 2:18 AM	-	A	5:05 AM - 2:18 AM	-	A
	Frequency of Service | varies	Peak: 15.0 / Off-Peak: 15.0	Peak: 15.6 / Off-Peak: 20	A	17.0	24.4	A	17.0	24.1	A
Productivity	**Passengers per Revenue Hour |** 20	29.4	28.6	A	25.9	27.1	A	21.1	24.8	B
	Passengers per Revenue Mile | 2	2.3	2.8	A	2.0	2.5	C	1.6	2.3	E
Reliability	**On-Time Performance |** 79%	74%	76%	C	80%	78%	B	82%	80%	B
	Crowding | 5%	0%	2%	A	0%	1%	A	0%	1%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.43 Peak: 0.56	Off-Peak: 0.38 Peak: 0.48	A	0.35	0.37	A	0.29	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$4.42	$ 5.38	A	$5.02	$ 5.53	B	$6.15	$ 6.29	D
	Cost Recovery | 20%	15%	19%	D	14%	17%	E	11%	15%	E

Route Z6

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	4.9	4.5	A
Route Design	**Circuity |** 1.75	1.44	1.47	A

	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 20	33.9	28.6	A	27.7	27.1	A	22.4	24.8	A
	Passengers per Revenue Mile | 2	2.6	2.8	A	2.1	2.5	B	1.7	2.3	D
	Unique Segment Ridership | 10%	19%	20%	A	31%	36%	A	31%	39%	A
Reliability	**On-Time Performance |** 79%	74%	76%	C	78%	78%	C	82%	80%	B
	Crowding | 5%	0%	2%	A	0%	1%	A	0%	1%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.51 Peak: 0.58	Off-Peak: 0.39 Peak: 0.48	A	0.37	0.39	A	0.3	0.35	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$3.83	$ 5.38	A	$4.69	$ 5.53	A	$5.80	$ 6.29	C
	Cost Recovery | 20%	18%	19%	C	15%	17%	D	12%	16%	E

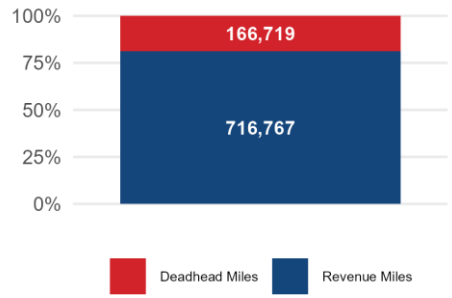
Route Z8

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	5	4.5	A
Route Design	**Circuity |** 1.75	1.38	1.47	A

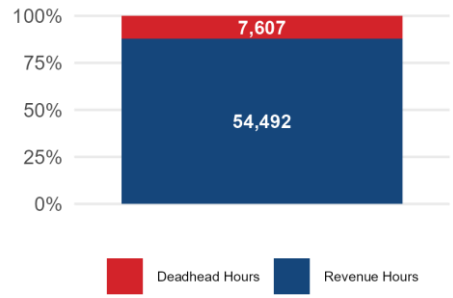
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 20	25.8	28.6	A	24.4	27.1	A	20.1	24.8	B
	Passengers per Revenue Mile | 2	2.1	2.8	B	1.9	2.5	C	1.5	2.3	E
	Unique Segment Ridership | 10%	15%	20%	A	24%	36%	A	24%	39%	A
Reliability	**On-Time Performance |** 79%	74%	76%	C	81%	78%	B	81%	80%	B
	Crowding | 5%	2%	2%	A	0%	1%	A	0%	1%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.38 Peak: 0.53	Off-Peak: 0.39 Peak: 0.48	A	0.33	0.39	A	0.28	0.35	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$5.05	$ 5.38	B	$5.33	$ 5.53	B	$6.47	$ 6.29	D
	Cost Recovery | 20%	13%	19%	E	13%	17%	E	10%	16%	E

Operational Analysis

Miles Allocation



Hours Allocation



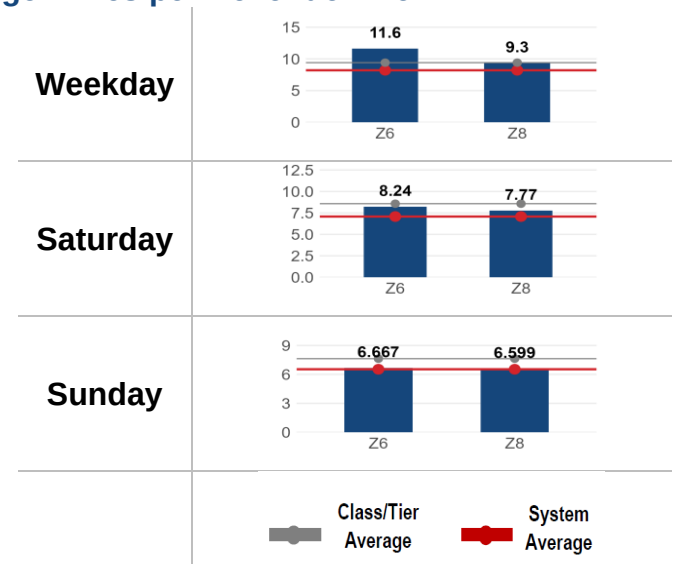
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
Z6	29.90	24,903	24,640 (98.9%)
Z8	26.20	31,374	31,078 (99.1%)

Service Change Summary

Jun 2023: Add one earlier southbound AM Z8 trip.
Sep 2023: No change
Dec 2023: No change

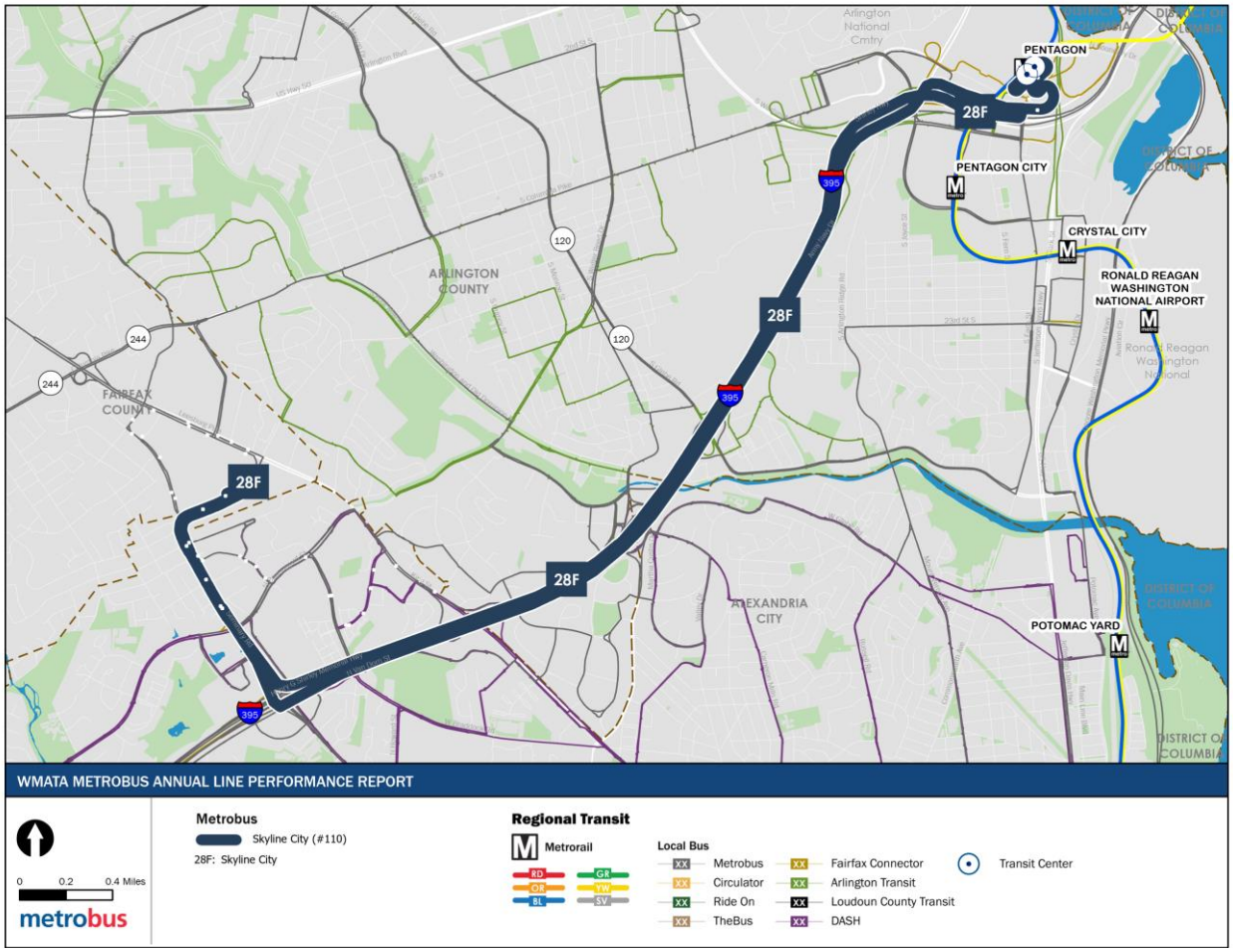
Passenger Miles per Revenue Mile



LINE: 110 - Skyline City

ROUTE(S): 28F

About the Line



Service Classification

Commuter

Activity Tier

1

Overall Grade

Line	C

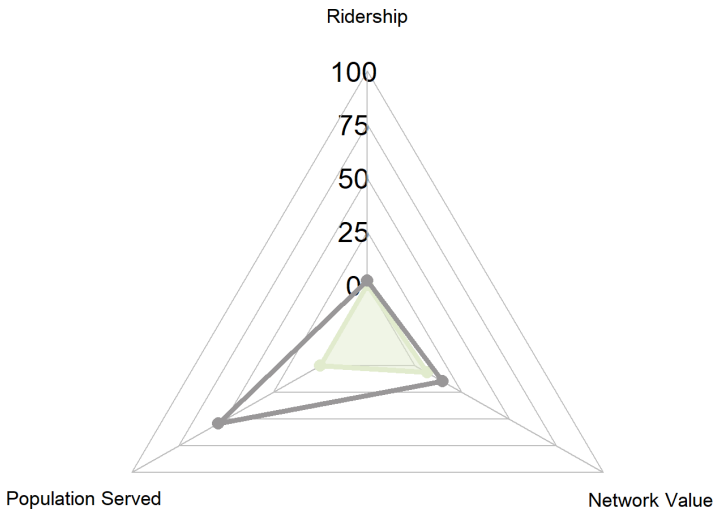
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

2

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	0	7	0	

Operating Statistics

Annual Operating Costs	$236,301
Peak Vehicles	1
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

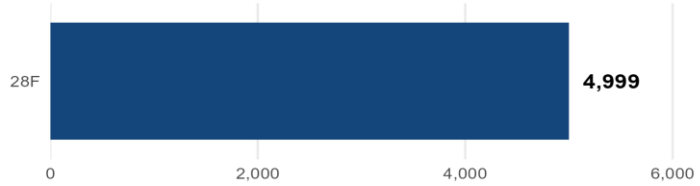
Service Area Population	9,785	
People of Color Population	*Service Area*	4,831
	% Riders Surveyed	72%
Low Income Household	*Service Area*	2,791
	% Riders Surveyed	2%

Facilities/Amenities

Bus Stops	15
% Stops With Shelters	20%
% Stops With Benches	13%
% Stops With Real-Time Signs	13%

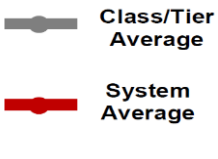
Ridership

Annual Ridership

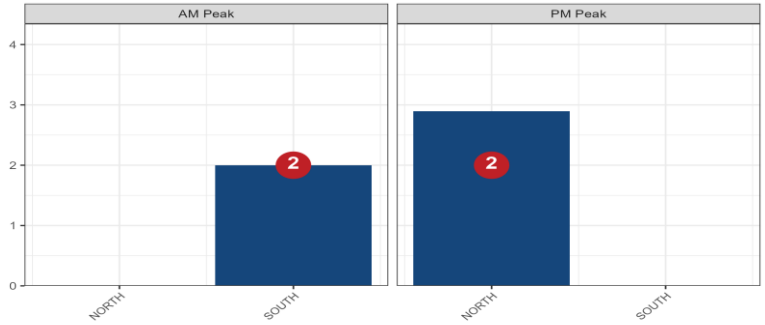


Top Transfer Locations

Pentagon

	Weekday	Saturday	Sunday
Average Daily Ridership		*No Service*	*No Service*

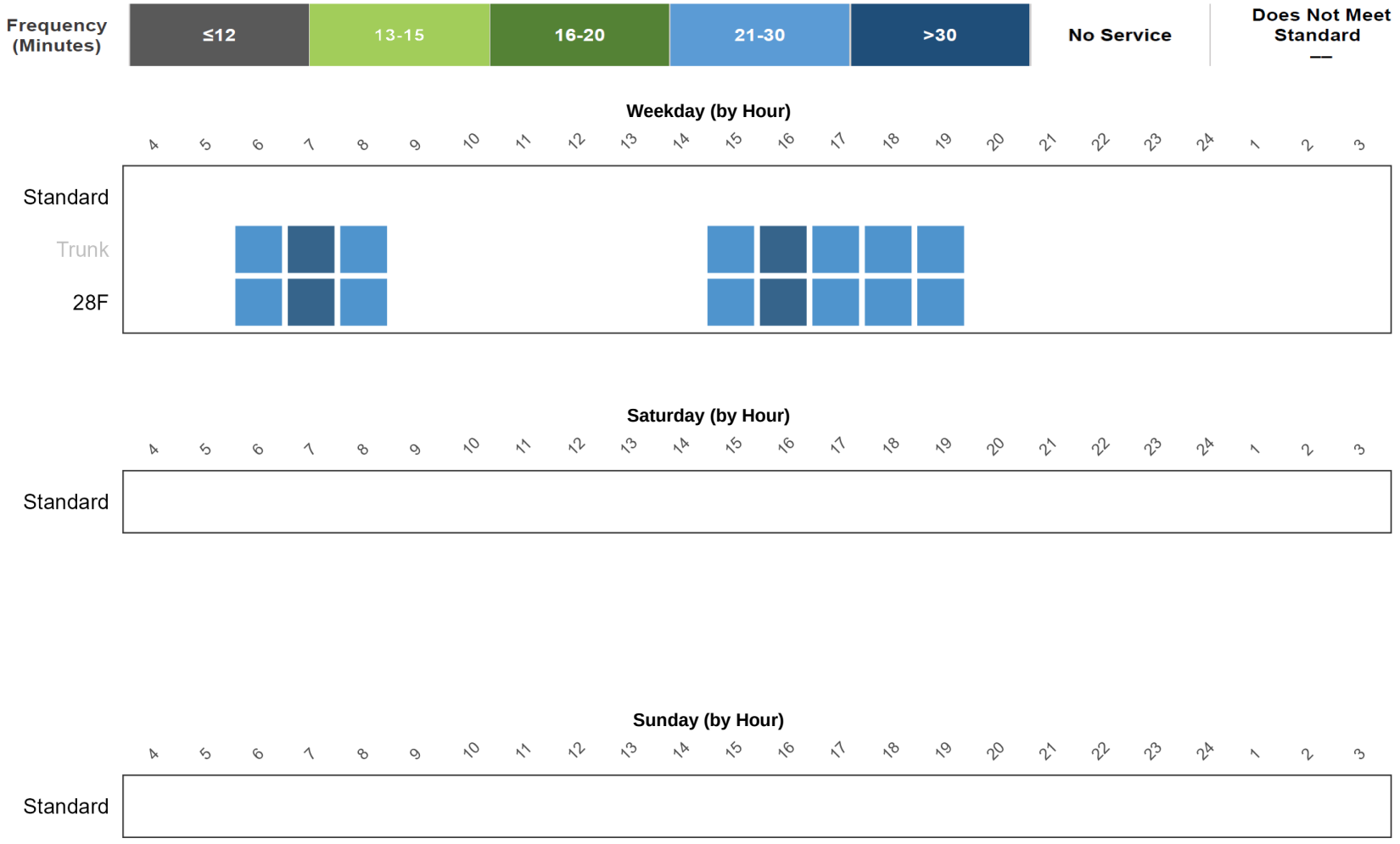
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	NORTH	SOUTH
Weekday	**Peak** Maximum Target: 1		
	Off-Peak Maximum Target: 1.0	0.06	0.05
	Saturday Maximum Target: 1.0		
	Sunday Maximum Target: 1.0		

Span and Frequency



Performance Report Card

C Skyline City

Measure | Standard		Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	6:39 AM - 8:56 AM; 3:55 PM - 7:12 PM	-	A	-	-	-	-	-	-
	Frequency of Service | varies	Peak: 30.0 / Off-Peak: NA	Peak: 26 / Off-Peak: 17	-	-	-	-	-	-	-
Productivity	**Passengers per Revenue Hour |** N/A	5.1	19.1	E	-	-	-	-	-	-
	Passengers per Revenue Mile | 1.5	0.5	2.3	E	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	84%	68%	B	-	-	-	-	-	-
	Crowding | 5%	0%	1%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Peak: 0.06	Peak: 0.27	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$25.46	$11.96	E	-	-	-	-	-	-
	Cost Recovery | 25%	5%	22%	E	-	-	-	-	-	-

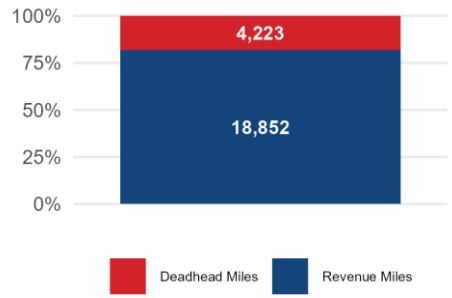
Route 28F

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** N/A	1.2	2.6	-
Route Design	**Circuity |** N/A	1.34	1.25	-

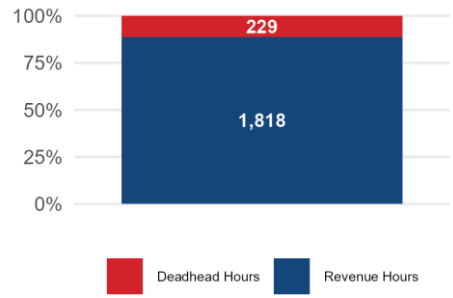
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** N/A	5.1	19.1	E	-	-	-	-	-	-
	Passengers per Revenue Mile | 1.5	0.5	2.3	E	-	-	-	-	-	-
	Unique Segment Ridership | 15%	16%	16%	B	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	84%	68%	A	-	-	-	-	-	-
	Crowding | 5%	0%	1%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Peak: 0.06	Peak: 0.27	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$25.46	$11.96	E	-	-	-	-	-	-
	Cost Recovery | 25%	5%	22%	E	-	-	-	-	-	-

Operational Analysis

Miles Allocation



Hours Allocation



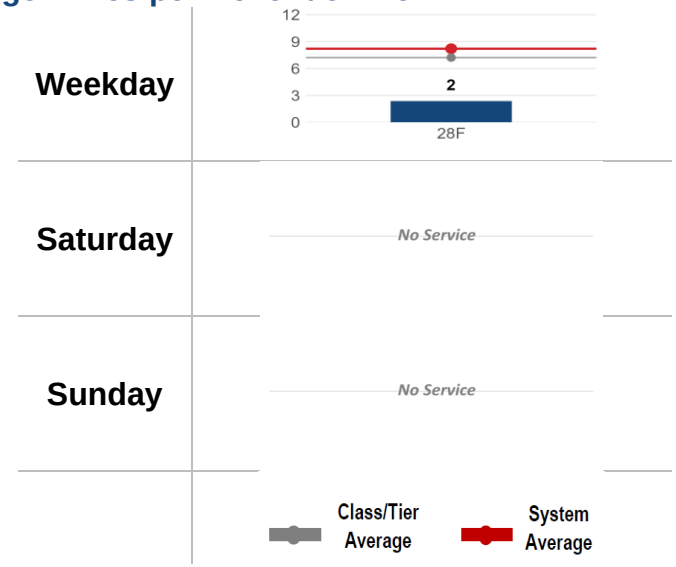
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
28F	12.20	2,988	2,923 (97.8%)

Service Change Summary

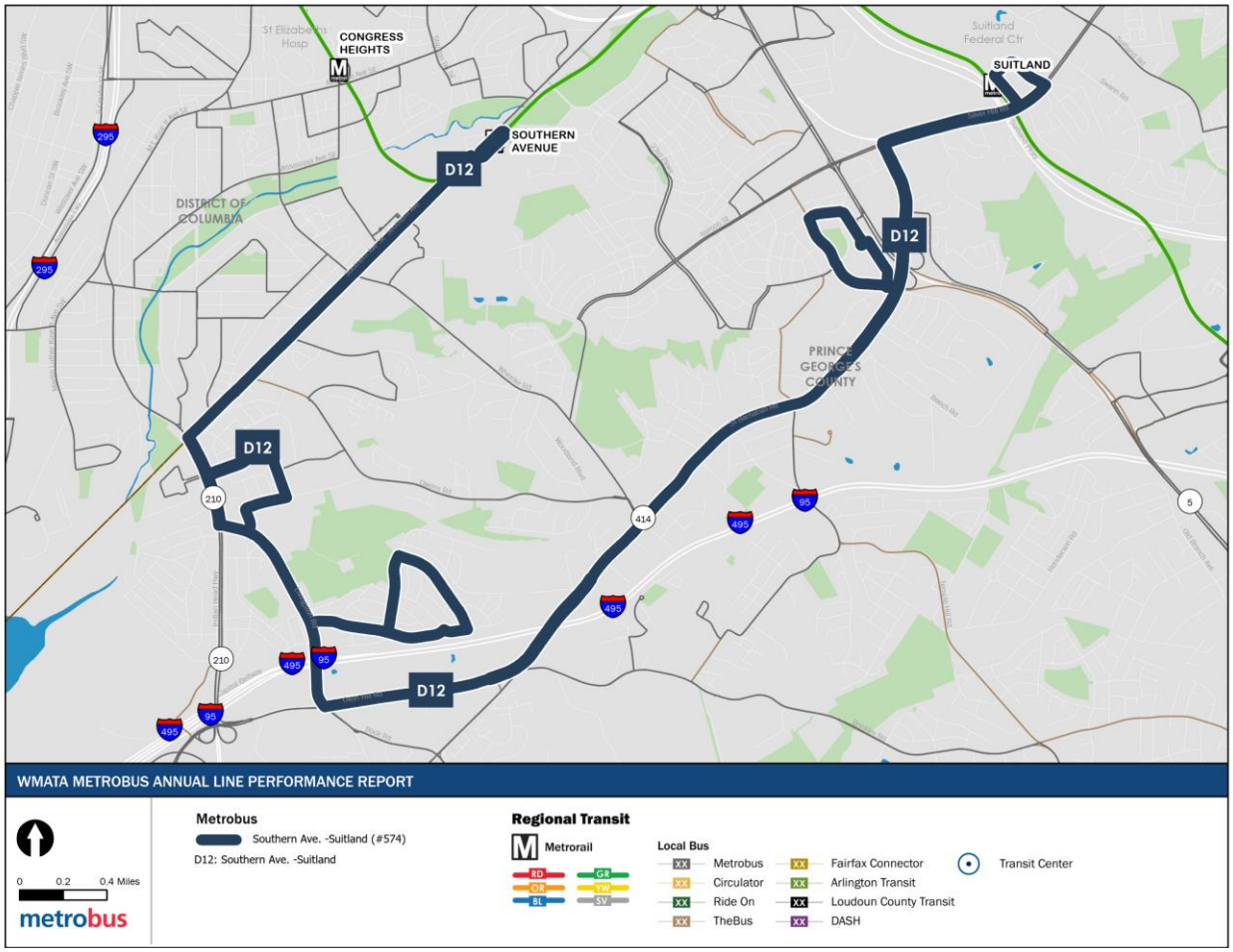
Jun 2023: No change
Sep 2023: No change
Dec 2023: No change

Passenger Miles per Revenue Mile



LINE: 574 - Southern Ave. -Suitland ROUTE(S): D12

About the Line



Service Classification

Framework

Activity Tier

3

Overall Grade

Line	A

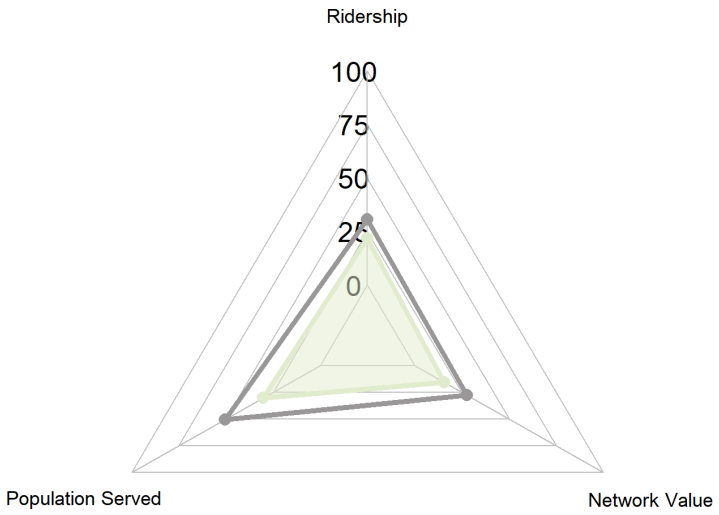
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

23

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	30	16	22	

Operating Statistics

Annual Operating Costs	$4,939,054
Peak Vehicles	5
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

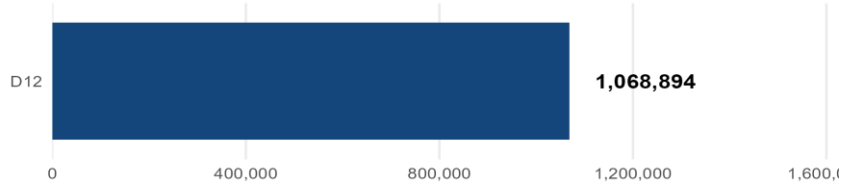
Service Area Population		31,581
People of Color Population	*Service Area*	27,004
	% Riders Surveyed	
Low Income Household	*Service Area*	10,934
	% Riders Surveyed	

Facilities/Amenities

Bus Stops	117
% Stops With Shelters	8%
% Stops With Benches	3%
% Stops With Real-Time Signs	1%

Ridership

Annual Ridership



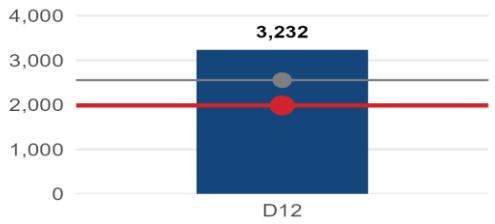
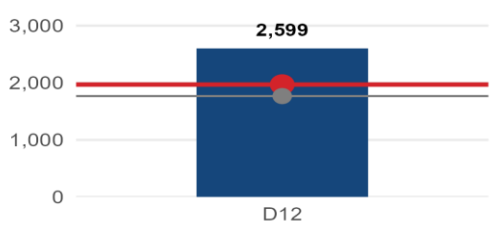
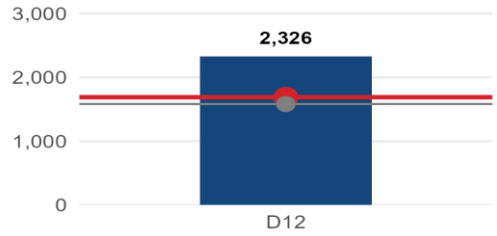
Top Transfer Locations

Southern Avenue, Suitland, Vienna

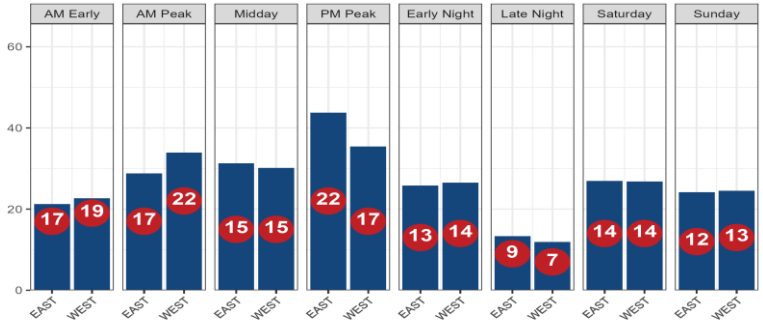
Average Daily Ridership

Class/Tier Average

System Average

Weekday	Saturday	Sunday
		

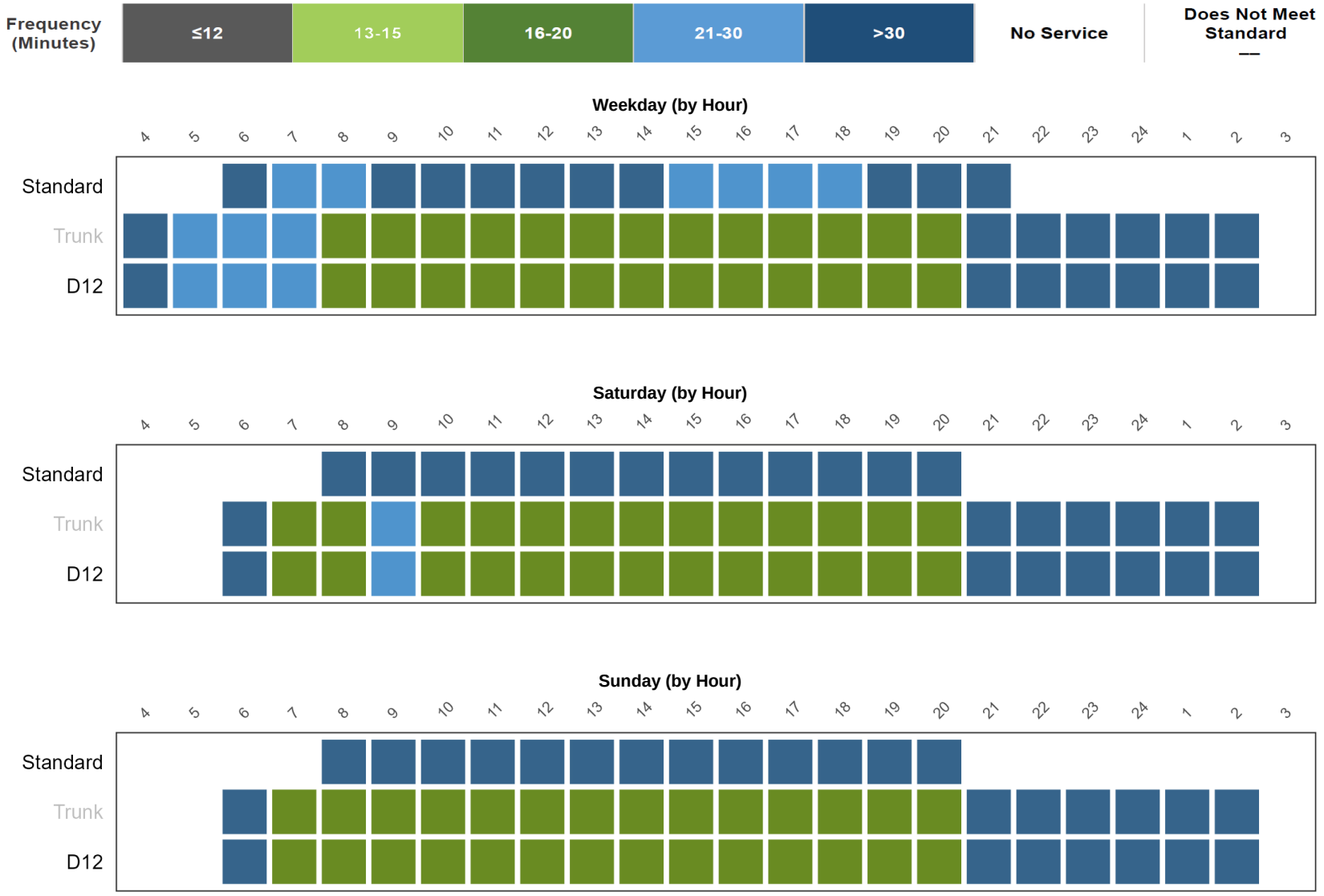
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	EAST	WEST
Weekday	**Peak** Maximum Target: 1	0.51	0.47
Weekday	**Off-Peak** Maximum Target: 1.0	0.35	0.36
	Saturday Maximum Target: 1.0	0.35	0.34
	Sunday Maximum Target: 1.0	0.31	0.34

Span and Frequency



Performance Report Card

A Southern Ave. -Suitland

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	4:30 AM - 2:39 AM	-	A	6:00 AM - 2:36 AM	-	A	6:00 AM - 2:46 AM	-	A
	Frequency of Service | varies	Peak: 19.0 / Off-Peak: 20.0	Peak: 21.2 / Off-Peak: 33.4	A	24.0	39.2	A	24.0	37.9	A
Productivity	**Passengers per Revenue Hour |** 15	31.1	29.3	A	27.1	24.1	A	25.7	23.7	A
	Passengers per Revenue Mile | 1	2.4	2.5	A	2.1	2.0	A	1.9	2.0	A
Reliability	**On-Time Performance |** 79%	73%	75%	D	74%	77%	C	72%	79%	D
	Crowding | 5%	1%	2%	A	1%	1%	A	0%	0%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.36 Peak: 0.49	Off-Peak: 0.34 Peak: 0.44	A	0.34	0.33	A	0.32	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$4.18	$ 4.96	A	$4.80	$ 5.95	A	$5.06	$ 6.09	A
	Cost Recovery | 20%	7%	11%	E	6%	9%	E	6%	9%	E

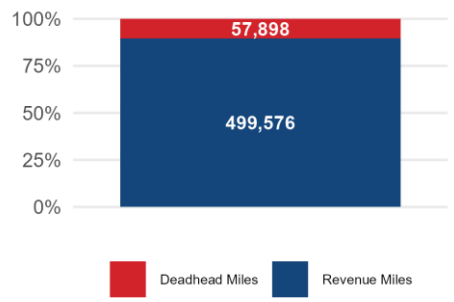
Route D12

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	5.5	4.5	E
Route Design	**Circuity |** 1.75	3.47	2.09	E

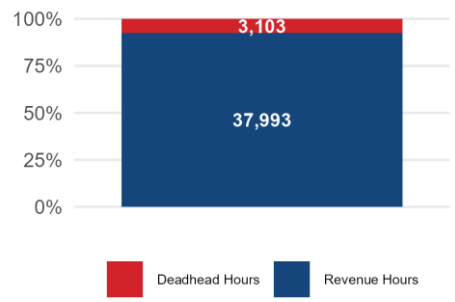
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 15	31.1	29.3	A	27.1	24.1	A	25.7	23.7	A
	Passengers per Revenue Mile | 1	2.4	2.5	A	2.1	2.0	A	1.9	2.0	A
	Unique Segment Ridership | 10%	43%	45%	A	39%	57%	A	38%	61%	A
Reliability	**On-Time Performance |** 79%	73%	75%	D	74%	77%	C	72%	79%	D
	Crowding | 5%	1%	2%	A	1%	1%	A	0%	0%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.36 Peak: 0.49	Off-Peak: 0.35 Peak: 0.45	A	0.34	0.34	A	0.32	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$4.18	$ 4.96	A	$4.80	$ 5.95	A	$5.06	$ 6.09	A
	Cost Recovery | 20%	7%	12%	E	6%	10%	E	6%	9%	E

Operational Analysis

Miles Allocation



Hours Allocation



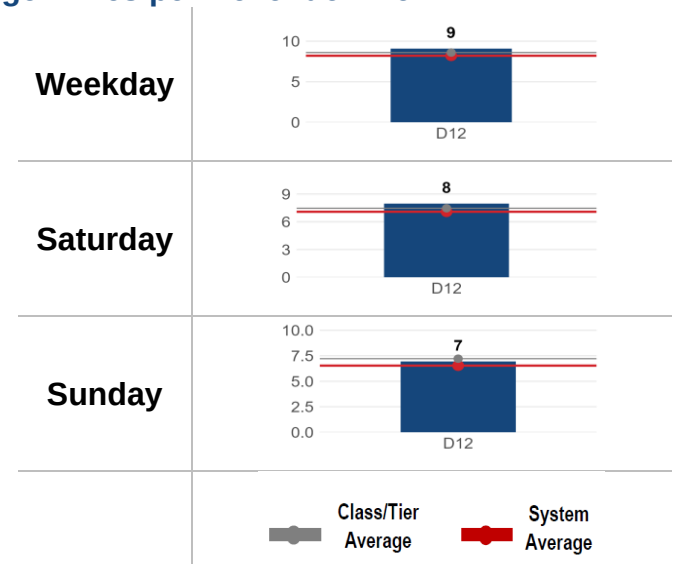
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
D12	25.90	38,020	37,095 (97.6%)

Service Change Summary

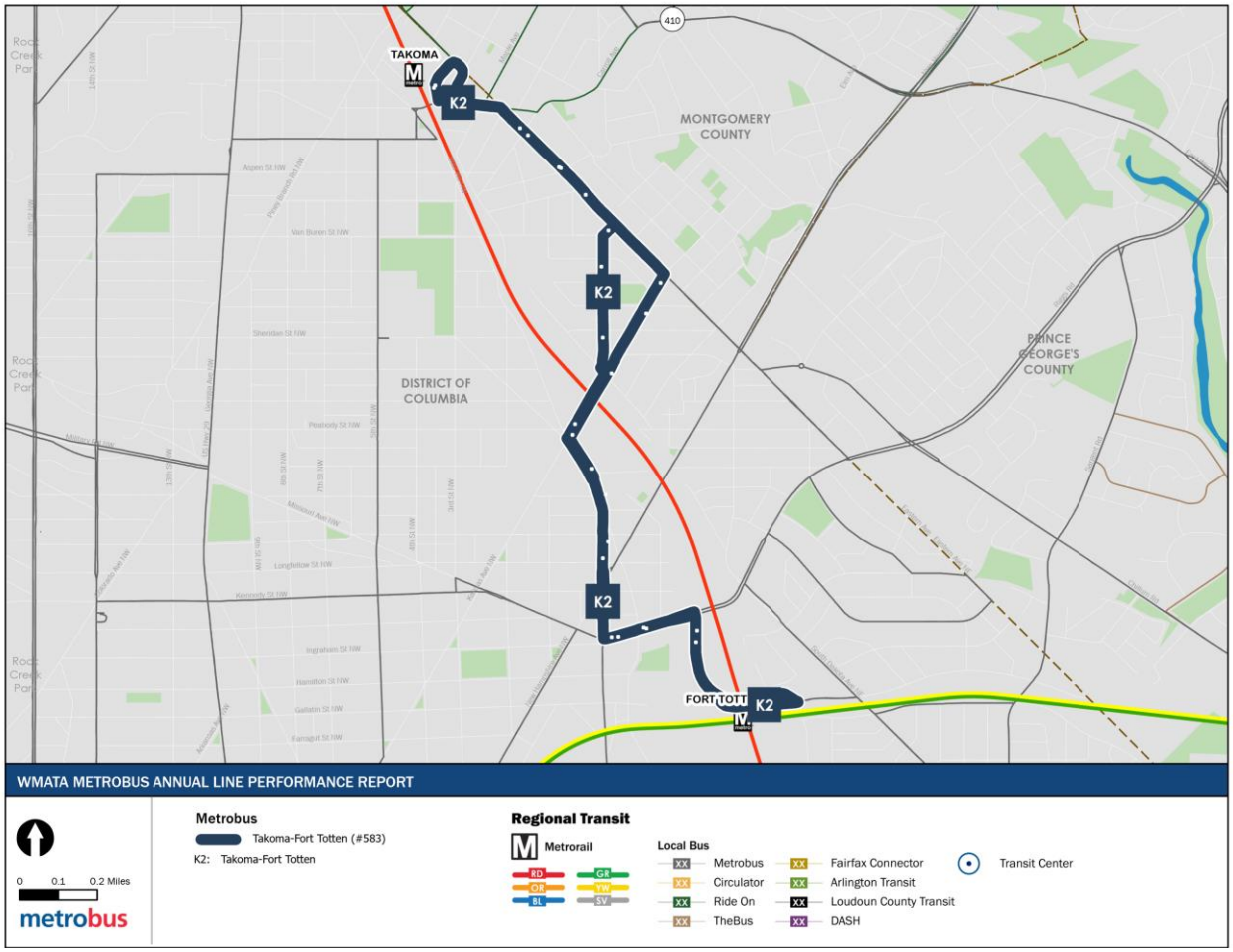
Jun 2023: No change
Sep 2023: No change
Dec 2023: Change route to operate along Deal Drive and Audrey Lane to improve operational safety. Buses will no longer operate along Glassmanor Drive and Irvington Street.

Passenger Miles per Revenue Mile



LINE: 583 - Takoma-Fort Totten ROUTE(S): K2

About the Line



Service Classification

Coverage

Activity Tier

3

Overall Grade

Line	B

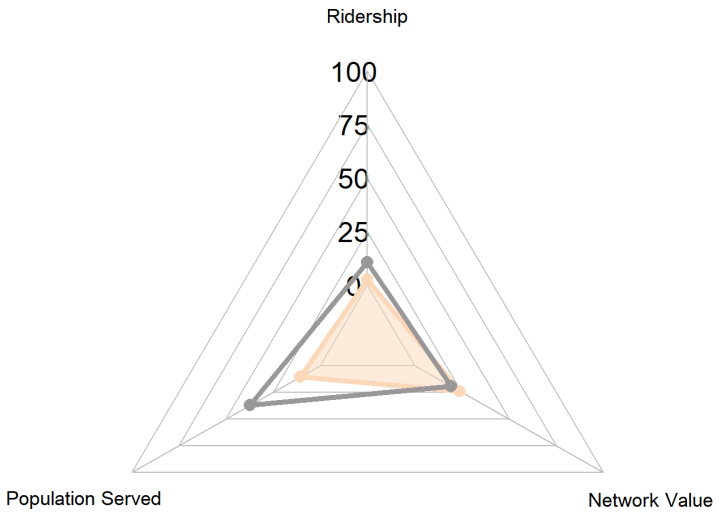
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

12

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	11	24	3	

Operating Statistics

Annual Operating Costs	$453,504
Peak Vehicles	3
Vehicle Type(s)	40 Foot

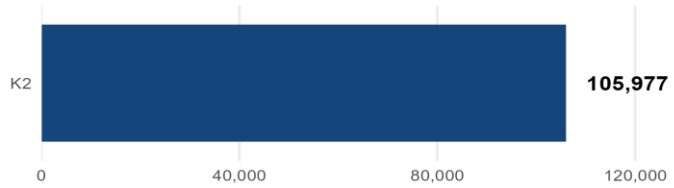
Service Area Context (1/4 Mile, Survey Weekday Only)

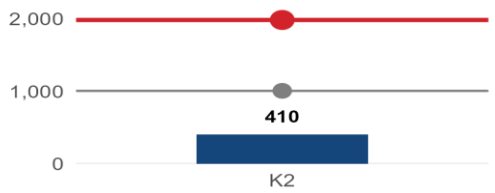
Service Area Population	12,405	
People of Color Population	*Service Area*	8,084
	% Riders Surveyed	74%
Low Income Household	*Service Area*	1,940
	% Riders Surveyed	44%

Facilities/Amenities

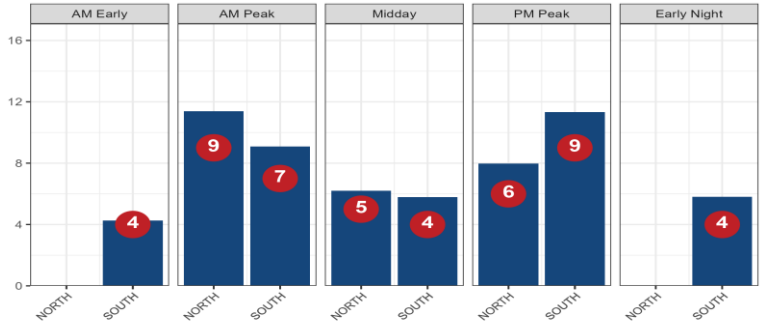
Bus Stops	30
% Stops With Shelters	13%
% Stops With Benches	3%
% Stops With Real-Time Signs	10%

Ridership

Annual Ridership	
Top Transfer Locations	**Takoma, Fort Totten**

Average Daily Ridership	**Weekday**	**Saturday**	**Sunday**
		*No Service*	*No Service*

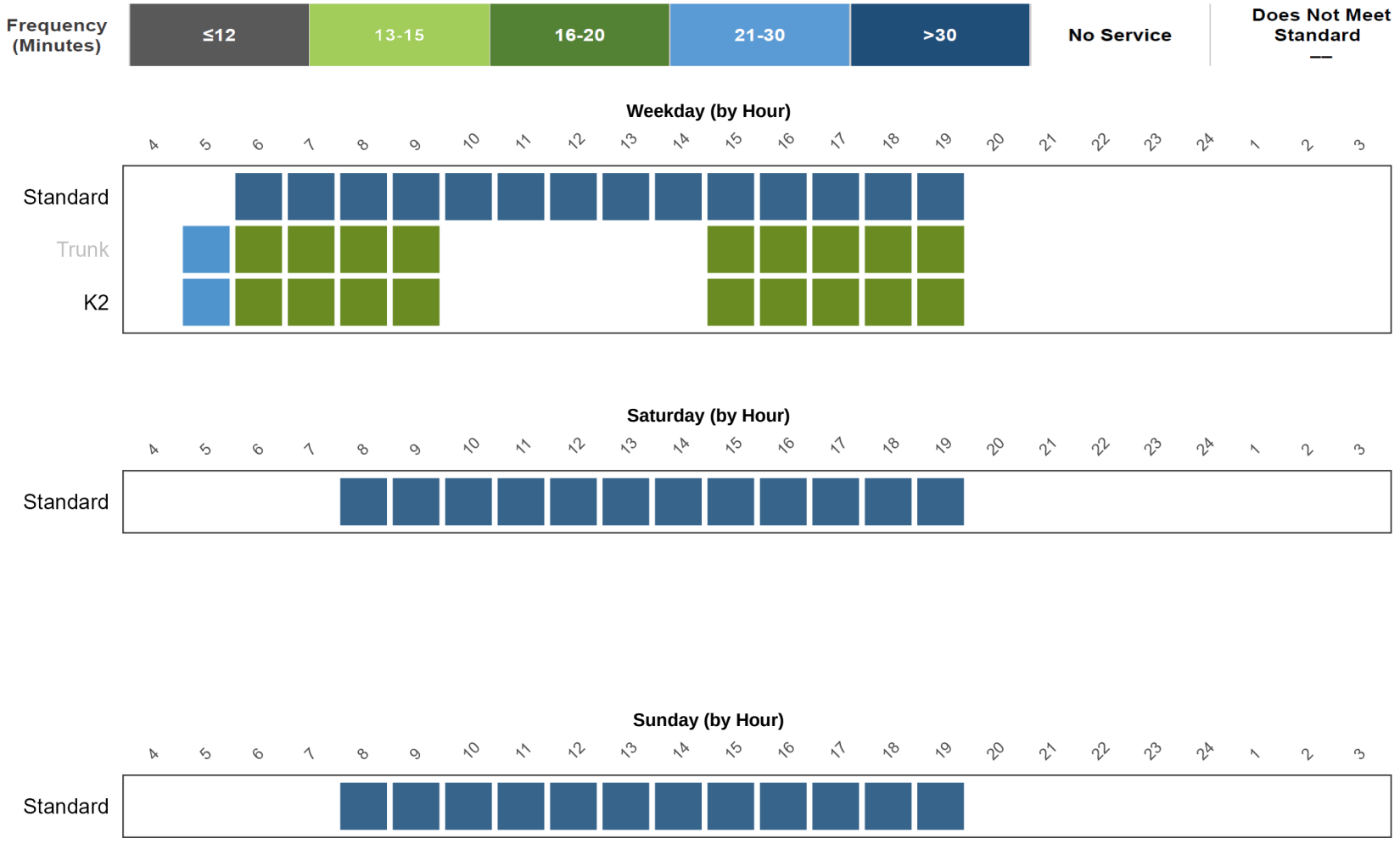
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	**NORTH**	**SOUTH**
Weekday	**Peak** **Maximum Target: 1**	0.18	0.2
	Off-Peak **Maximum Target: 1.0**	0.12	0.1
	Saturday **Maximum Target: 1.0**		
	Sunday **Maximum Target: 1.0**		

Span and Frequency



Performance Report Card

B Takoma-Fort Totten

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	5:58 AM - 9:24 AM; 3:19 PM - 7:16 PM	-	D	-	-	-	-	-	-
	Frequency of Service | varies	Peak: 20.0 / Off-Peak: 18.0	Peak: 26 / Off-Peak: 38.8	A	-	-	-	-	-	-
Productivity	**Passengers per Revenue Hour |** 10	28.6	22.8	A	-	-	-	-	-	-
	Passengers per Revenue Mile | 1	3.6	1.9	A	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	73%	80%	D	-	-	-	-	-	-
	Crowding | 5%	8%	1%	E	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.11 Peak: 0.19	Off-Peak: 0.25 Peak: 0.32	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$4.55	$ 6.33	A	-	-	-	-	-	-
	Cost Recovery | 20%	28%	10%	A	-	-	-	-	-	-

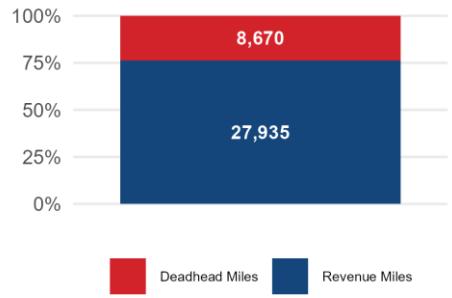
Route K2

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	6.5	4.8	E
Route Design	**Circuity |** N/A	1.09	1.78	-

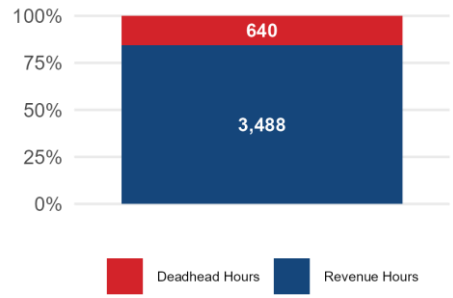
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 10	28.6	22.8	A	-	-	-	-	-	-
	Passengers per Revenue Mile | 1	3.6	1.9	A	-	-	-	-	-	-
	Unique Segment Ridership | 10%	70%	47%	A	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	73%	80%	D	-	-	-	-	-	-
	Crowding | 5%	8%	1%	E	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.11 Peak: 0.19	Off-Peak: 0.25 Peak: 0.31	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7	$4.55	$ 6.33	A	-	-	-	-	-	-
	Cost Recovery | 20%	28%	10%	A	-	-	-	-	-	-

Operational Analysis

Miles Allocation



Hours Allocation



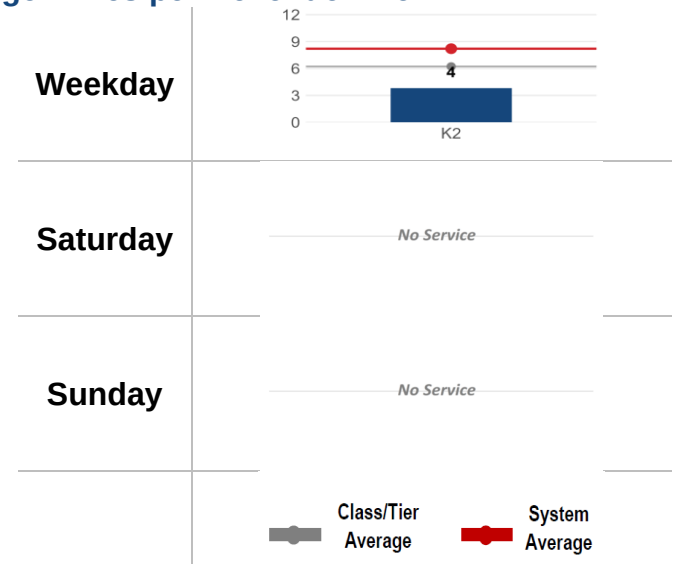
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
K2	4.90	10,707	10,308 (96.3%)

Service Change Summary

Jun 2023: No change
Sep 2023: No change
Dec 2023: No change

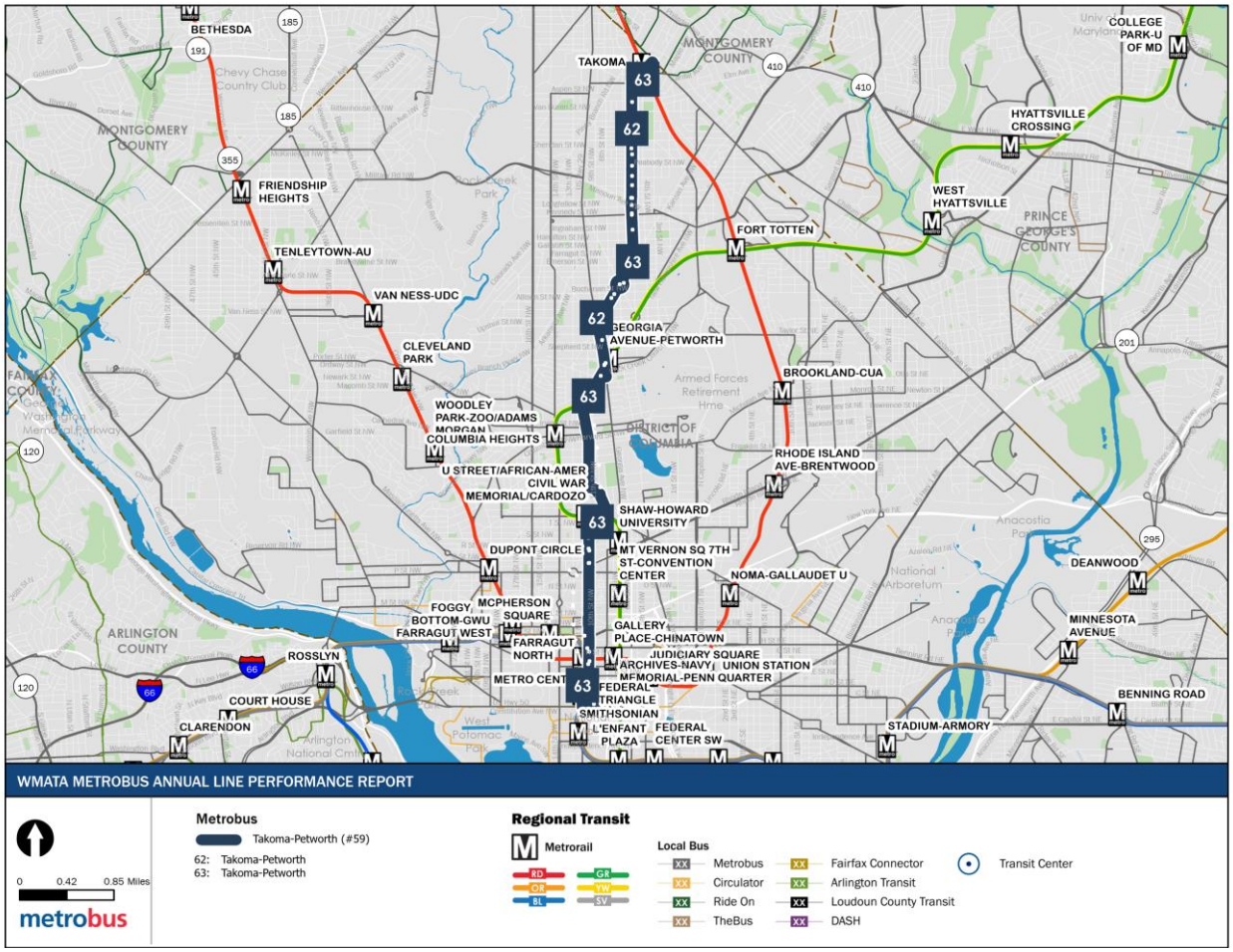
Passenger Miles per Revenue Mile



LINE: 59 - Takoma-Petworth

ROUTE(S): 62, 63

About the Line



Service Classification

Framework

Activity Tier

1

Overall Grade

Line	C

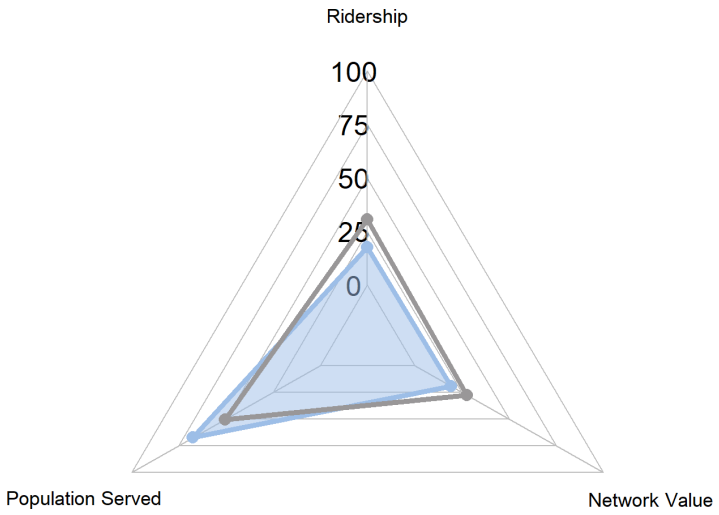
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

35

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	67	19	18	

Operating Statistics

Annual Operating Costs	$2,919,384
Peak Vehicles	0
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

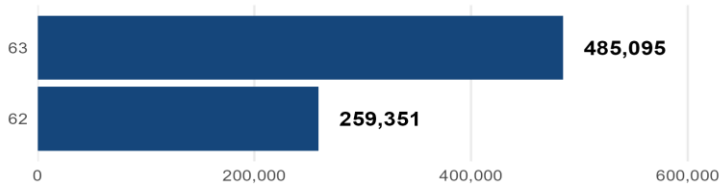
Service Area Population		71,397
People of Color Population	*Service Area*	31,131
	% Riders Surveyed	70%
Low Income Household	*Service Area*	13,712
	% Riders Surveyed	34%

Facilities/Amenities

Bus Stops	93
% Stops With Shelters	14%
% Stops With Benches	12%
% Stops With Real-Time Signs	3%

Ridership

Annual Ridership



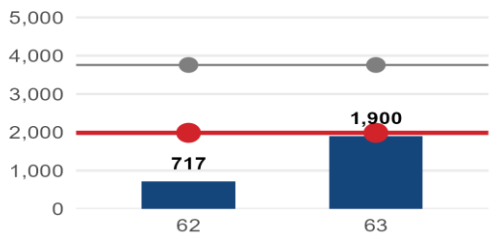
Top Transfer Locations

Georgia Avenue-Petworth, Takoma, Metro Center

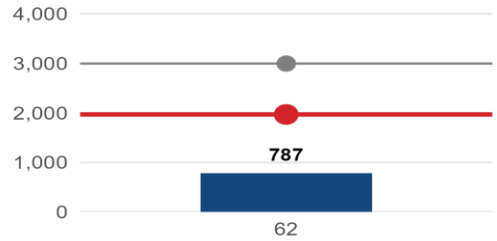
Average Daily Ridership



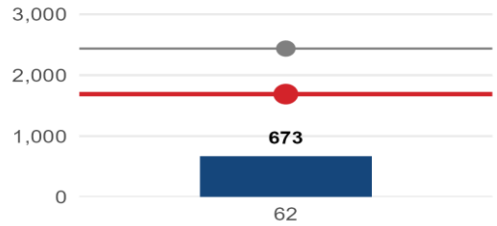
Weekday



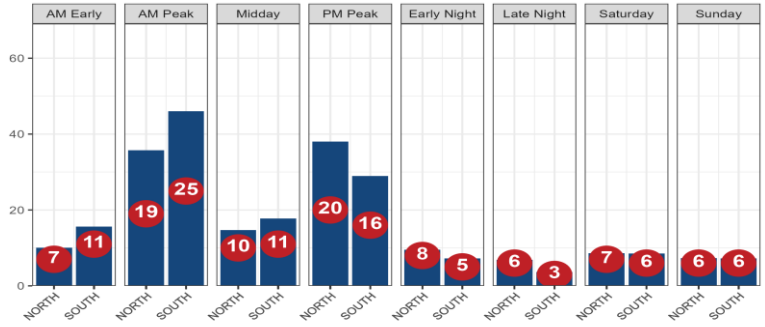
Saturday



Sunday



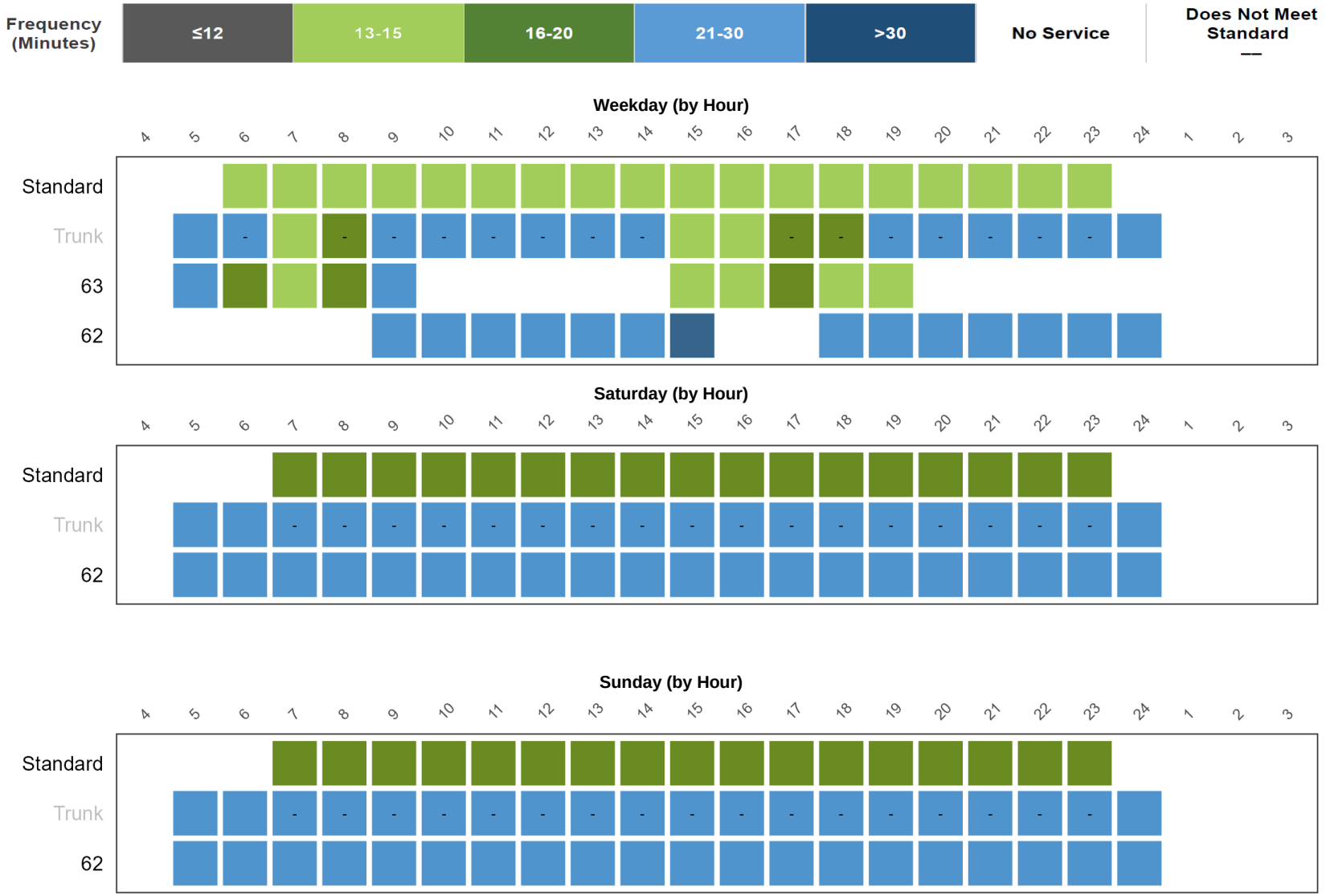
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	NORTH	SOUTH
Weekday	**Peak** Maximum Target: 1.2	0.49	0.48
Weekday	**Off-Peak** Maximum Target: 1.0	0.21	0.21
	Saturday Maximum Target: 1.0	0.16	0.16
	Sunday Maximum Target: 1.0	0.14	0.14

Span and Frequency



Performance Report Card

C Takoma-Petworth

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	5:09 AM - 12:18 AM	-	A	5:30 AM - 12:10 AM	-	A	5:30 AM - 12:10 AM	-	A
	Frequency of Service | varies	Peak: 16.0 / Off-Peak: 23.0	Peak: 14.7 / Off-Peak: 18.6	C	24.0	20.8	C	24.0	24.0	C
Productivity	**Passengers per Revenue Hour |** 30	35.3	32.8	A	21.9	27.8	E	18.5	26.1	E
	Passengers per Revenue Mile | 4	4.8	4.4	A	2.7	3.5	E	2.3	3.1	E
Reliability	**On-Time Performance |** 79%	70%	74%	D	77%	74%	C	87%	76%	A
	Crowding | 5%	3%	3%	A	0%	1%	A	0%	2%	A
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.21 Peak: 0.49	Off-Peak: 0.35 Peak: 0.48	A	0.16	0.35	A	0.14	0.32	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$3.68	$ 4.48	A	$5.95	$ 5.27	C	$7.03	$ 5.68	E
	Cost Recovery | 25%	30%	23%	A	19%	20%	D	16%	19%	E

Route 62

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	7.5	5.5	E
Route Design	**Circuity |** 1.75	1.05	1.23	A

	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 30	31.3	32.8	B	21.9	27.8	E	18.5	26.1	E
	Passengers per Revenue Mile | 4	3.9	4.4	C	2.7	3.5	E	2.3	3.1	E
	Unique Segment Ridership | 10%	1%	22%	E	65%	34%	A	65%	34%	A
Reliability	**On-Time Performance |** 79%	76%	74%	C	77%	74%	C	87%	76%	A
	Crowding | 5%	1%	3%	A	0%	1%	A	0%	2%	A
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.2 Peak: 0.44	Off-Peak: 0.36 Peak: 0.5	A	0.16	0.36	A	0.14	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$4.15	$ 4.48	A	$5.95	$ 5.27	C	$7.03	$ 5.68	E
	Cost Recovery | 25%	20%	24%	D	14%	20%	E	12%	19%	E

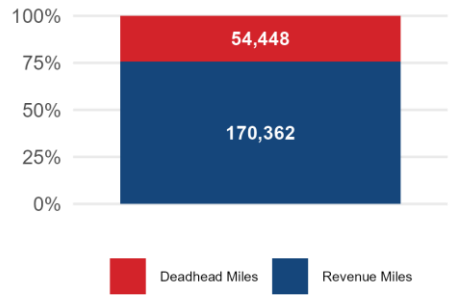
Route 63

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	7.1	5.5	E
Route Design	**Circuity |** 1.75	1	1.23	A

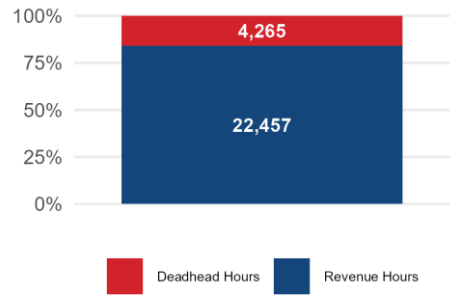
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 30	37.1	32.8	A	-	-	-	-	-	-
	Passengers per Revenue Mile | 4	5.2	4.4	A	-	-	-	-	-	-
	Unique Segment Ridership | 10%	0%	22%	E	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	66%	74%	E	-	-	-	-	-	-
	Crowding | 5%	3%	3%	A	-	-	-	-	-	-
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.3 Peak: 0.49	Off-Peak: 0.36 Peak: 0.5	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$3.50	$ 4.48	A	-	-	-	-	-	-
	Cost Recovery | 25%	35%	24%	A	-	-	-	-	-	-

Operational Analysis

Miles Allocation



Hours Allocation



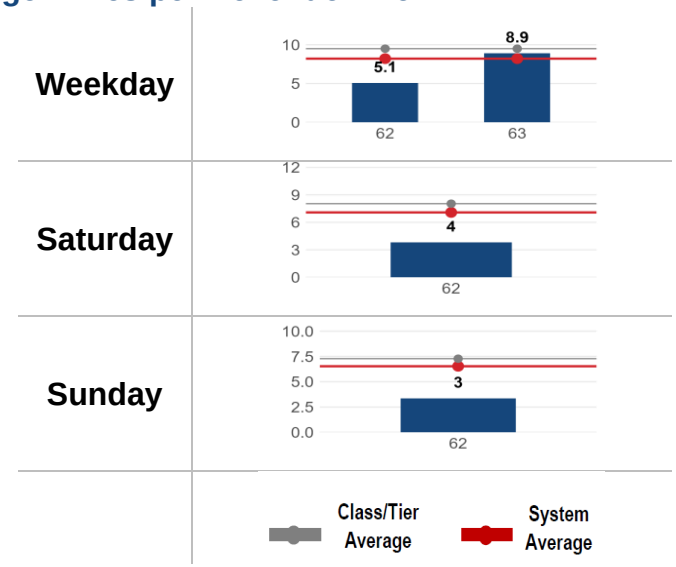
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
62	6.30	25,005	24,611 (98.4%)
63	13.20	13,197	12,874 (97.6%)

Service Change Summary

Jun 2023: No change
Sep 2023: No change
Dec 2023: No change

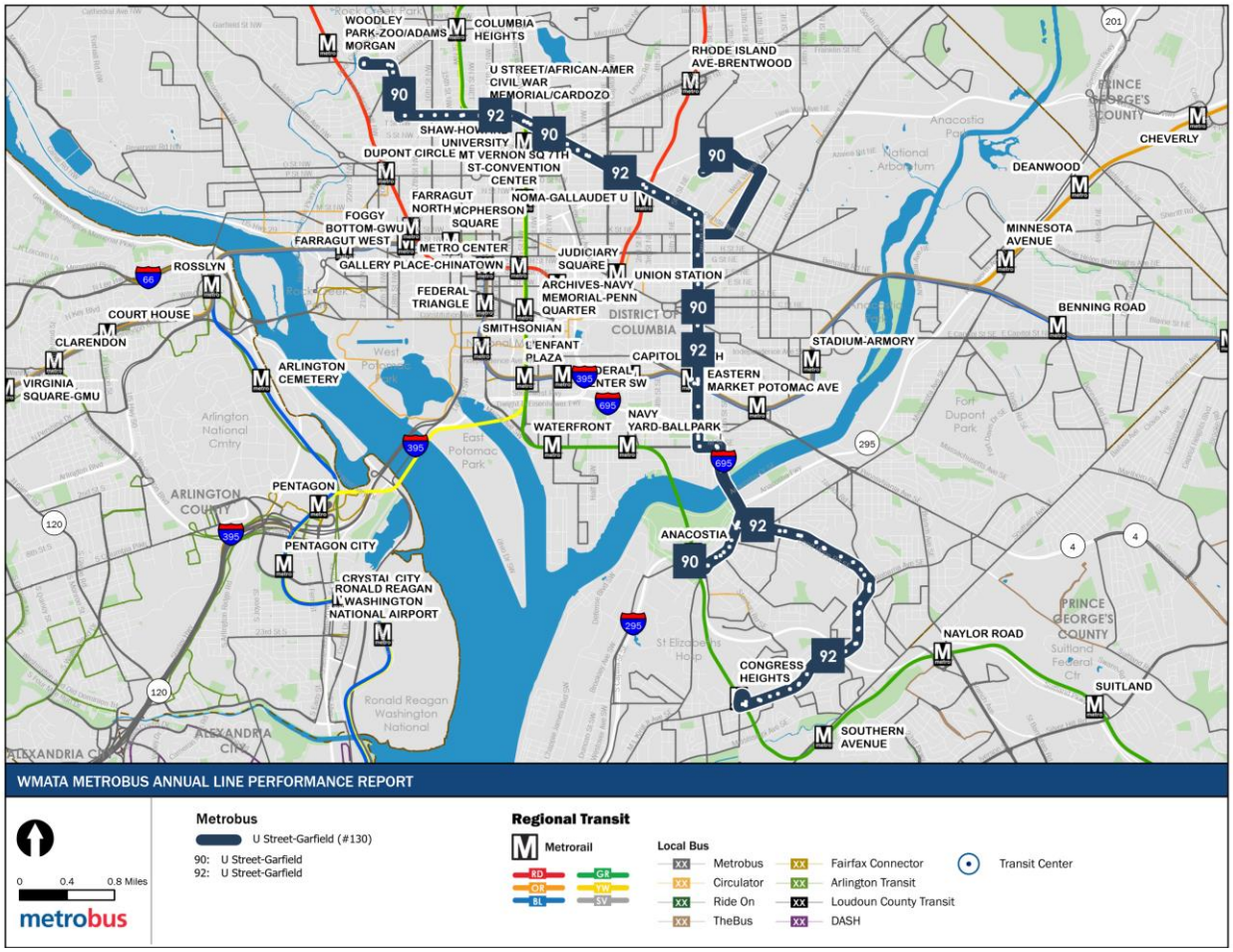
Passenger Miles per Revenue Mile



LINE: 130 - U Street-Garfield

ROUTE(S): 90, 92

About the Line



Service Classification

Framework

Activity Tier

1

Overall Grade

Line	B

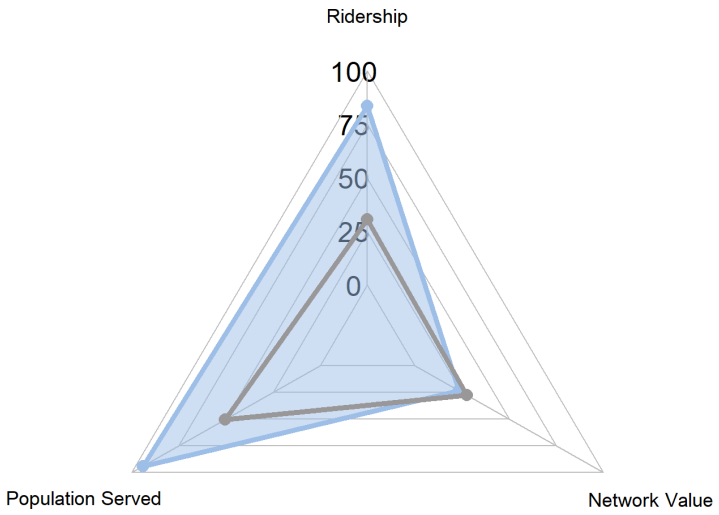
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

67

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	94	23	84	

Operating Statistics

Annual Operating Costs	$13,576,992
Peak Vehicles	31
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

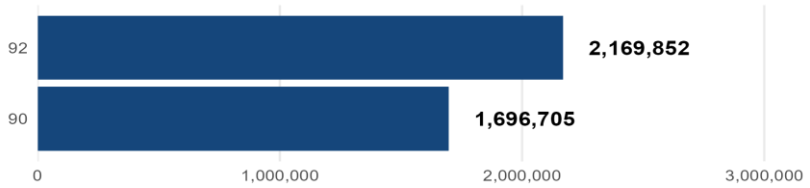
Service Area Population		102,343
People of Color Population	*Service Area*	50,948
	% Riders Surveyed	89%
Low Income Household	*Service Area*	24,141
	% Riders Surveyed	68%

Facilities/Amenities

Bus Stops	132
% Stops With Shelters	27%
% Stops With Benches	26%
% Stops With Real-Time Signs	8%

Ridership

Annual Ridership



Top Transfer Locations

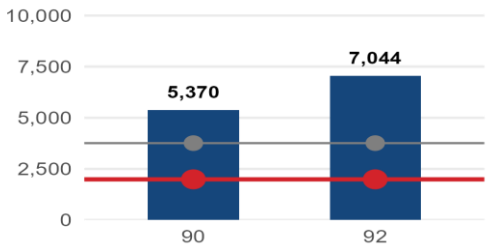
Eastern Market, U Street-Cardozo, New York Ave. W

Average Daily Ridership

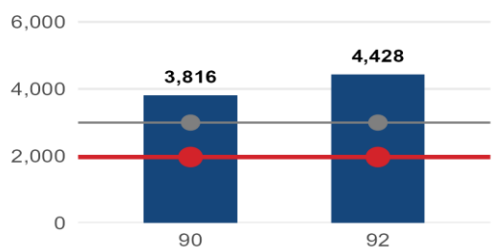
Class/Tier Average

System Average

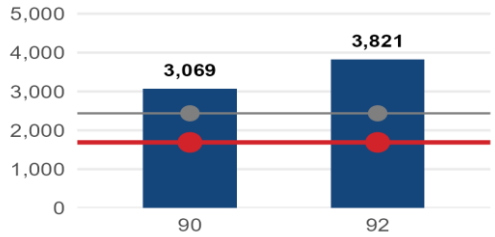
Weekday



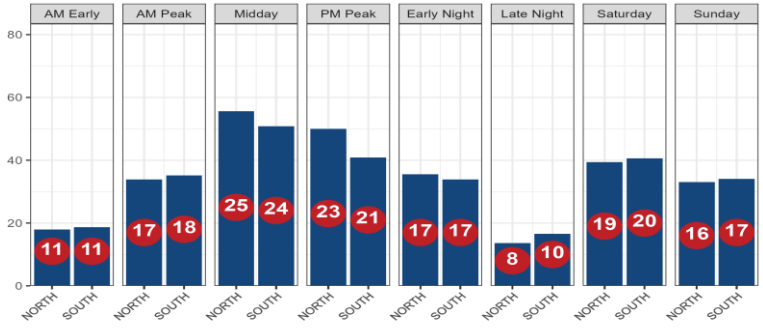
Saturday



Sunday



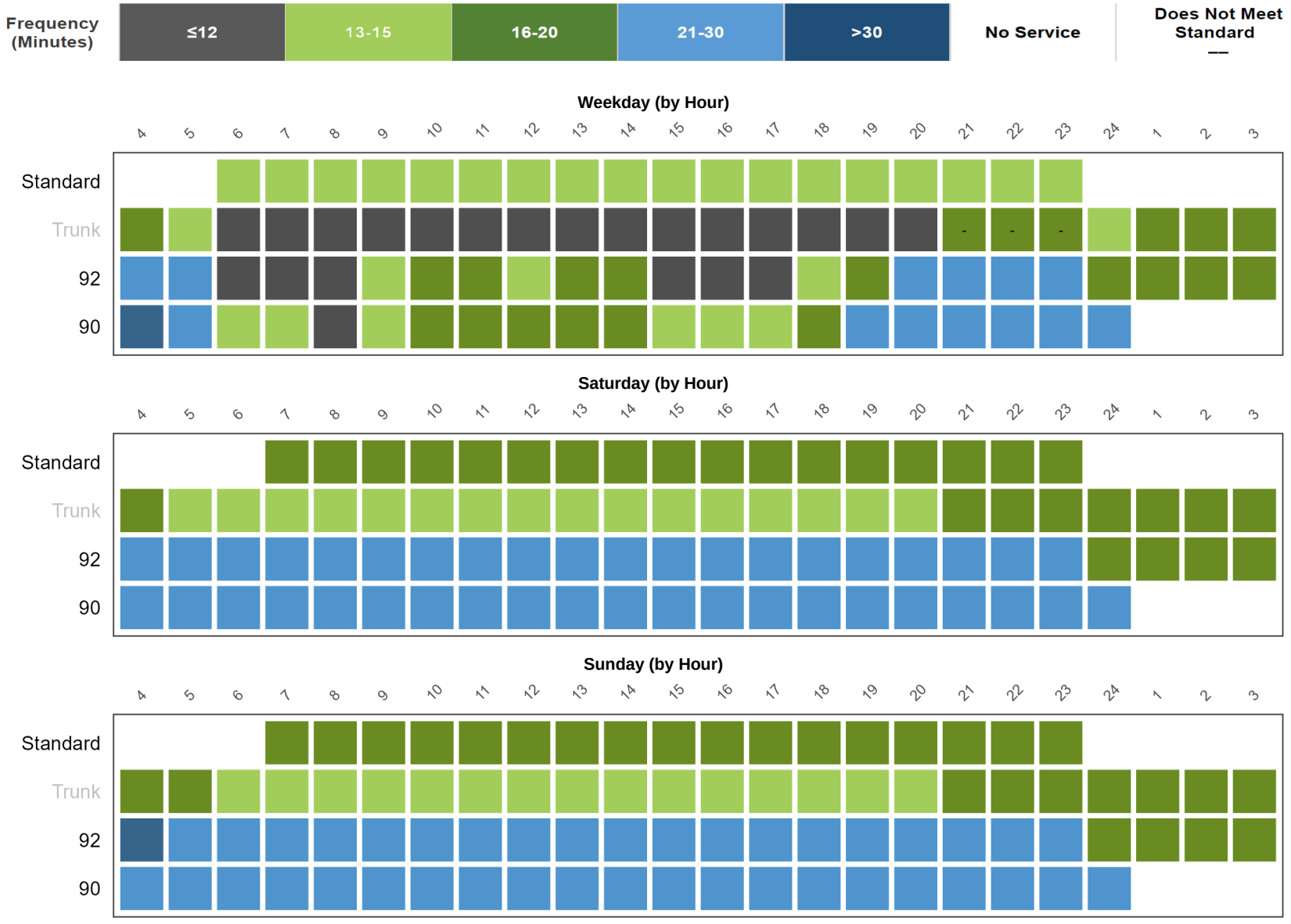
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	NORTH	SOUTH
Weekday	**Peak** Maximum Target: 1.2	0.5	0.49
	Off-Peak Maximum Target: 1.0	0.47	0.48
	Saturday Maximum Target: 1.0	0.47	0.51
	Sunday Maximum Target: 1.0	0.4	0.44

Span and Frequency



Performance Report Card

B U Street-Garfield

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	24 hours	-	A	24 hours	-	A	24 hours	-	A
	Frequency of Service | varies	Peak: 7.0 / Off-Peak: 9.0	Peak: 14.7 / Off-Peak: 18.6	A	14.0	20.8	A	15.0	24.0	A
Productivity	**Passengers per Revenue Hour |** 30	36.8	32.8	A	37.3	27.8	A	33.2	26.1	A
	Passengers per Revenue Mile | 4	5.3	4.4	A	5.1	3.5	A	4.3	3.1	B
Reliability	**On-Time Performance |** 79%	62%	74%	E	66%	74%	E	69%	76%	E
	Crowding | 5%	3%	3%	A	2%	1%	A	0%	2%	A
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.47 Peak: 0.49	Off-Peak: 0.35 Peak: 0.48	A	0.49	0.35	A	0.42	0.32	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$3.53	$ 4.48	A	$3.49	$ 5.27	A	$3.91	$ 5.68	A
	Cost Recovery | 25%	14%	23%	E	14%	20%	E	13%	19%	E

Route 90

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	5.9	5.5	E
Route Design	**Circuity |** 1.75	1.11	1.23	A

	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 30	37.0	32.8	A	38.2	27.8	A	32.2	26.1	B
	Passengers per Revenue Mile | 4	5.8	4.4	A	5.8	3.5	A	4.7	3.1	A
	Unique Segment Ridership | 10%	10%	22%	B	8%	34%	C	9%	34%	C
Reliability	**On-Time Performance |** 79%	62%	74%	E	66%	74%	E	71%	76%	D
	Crowding | 5%	3%	3%	A	3%	1%	A	1%	2%	A
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.51 Peak: 0.53	Off-Peak: 0.36 Peak: 0.5	A	0.55	0.36	A	0.45	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$3.51	$ 4.48	A	$3.40	$ 5.27	A	$4.04	$ 5.68	A
	Cost Recovery | 25%	16%	24%	E	16%	20%	E	14%	19%	E

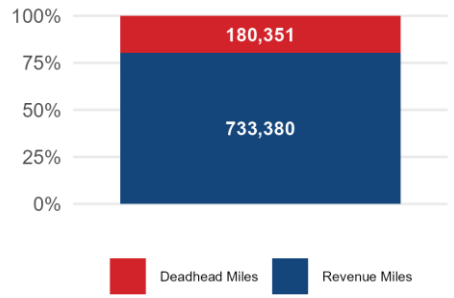
Route 92

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	6.5	5.5	E
Route Design	**Circuity |** 1.75	1.16	1.23	A

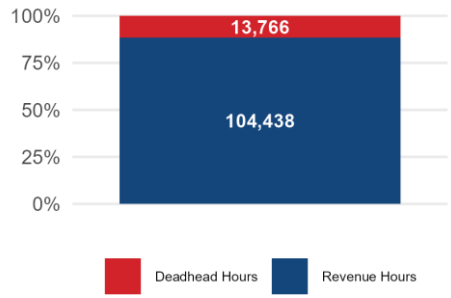
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 30	36.6	32.8	A	36.5	27.8	A	34.1	26.1	A
	Passengers per Revenue Mile | 4	4.9	4.4	A	4.6	3.5	A	4.0	3.1	B
	Unique Segment Ridership | 10%	13%	22%	A	11%	34%	B	11%	34%	B
Reliability	**On-Time Performance |** 79%	62%	74%	E	65%	74%	E	67%	76%	E
	Crowding | 5%	2%	3%	A	0%	1%	A	0%	2%	A
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.44 Peak: 0.47	Off-Peak: 0.36 Peak: 0.5	A	0.44	0.36	A	0.39	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$3.55	$ 4.48	A	$3.56	$ 5.27	A	$3.81	$ 5.68	A
	Cost Recovery | 25%	13%	24%	E	13%	20%	E	12%	19%	E

Operational Analysis

Miles Allocation



Hours Allocation



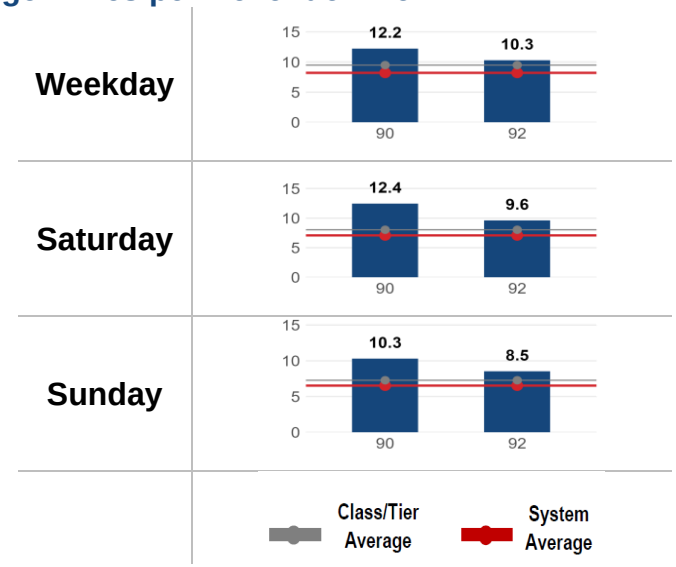
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
90	14.30	43,109	42,140 (97.8%)
92	19.40	58,074	54,359 (93.6%)

Service Change Summary

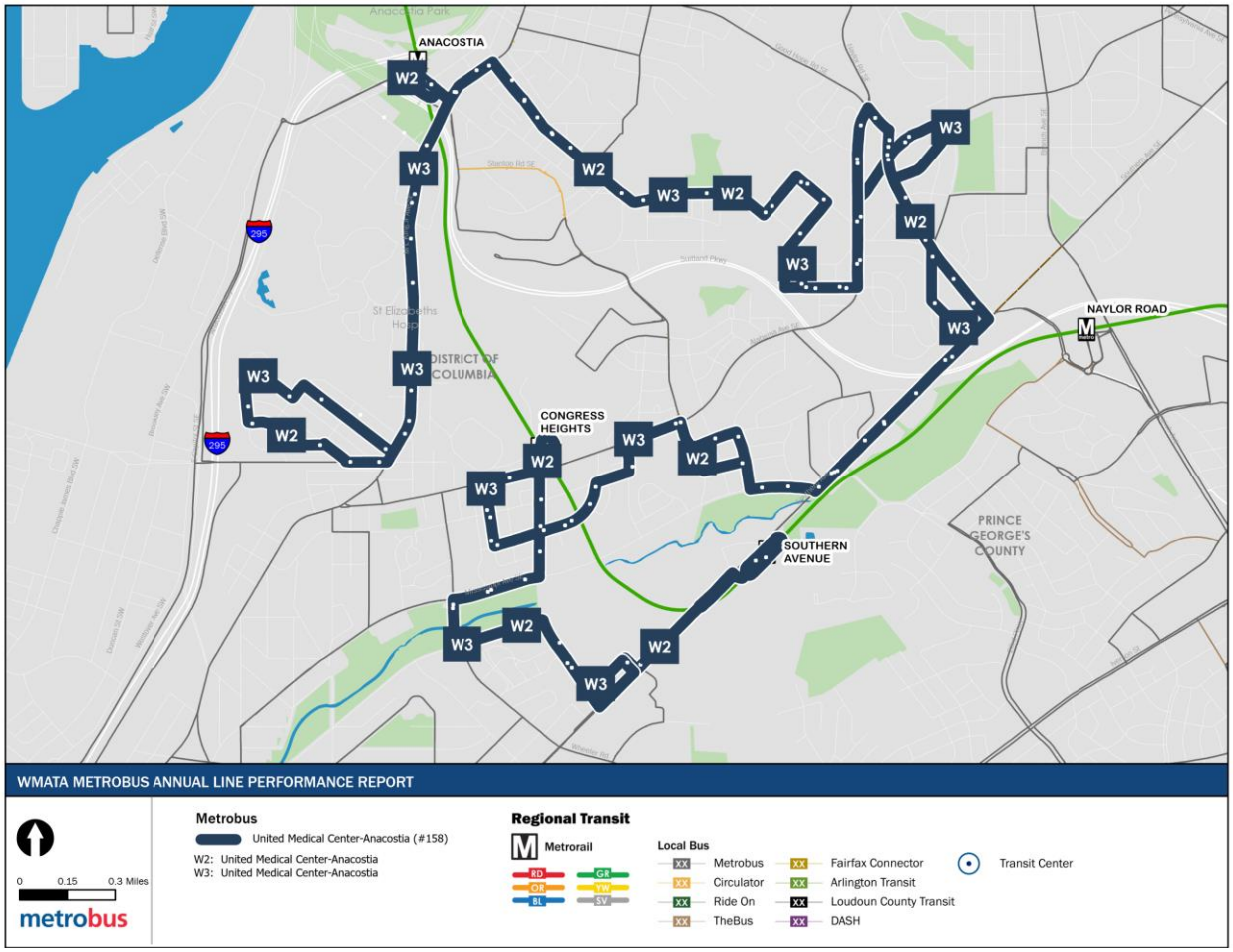
Jun 2023: Change the afternoon Public School Open (PSO) 90 trips to depart from KIPP DC College Prep at 3:30 PM and 3:40 PM.
Sep 2023: No change
Dec 2023: Add 92 route to 24/7 network; 20 minute service or better, 7 days a week

Passenger Miles per Revenue Mile



LINE: 158 - United Medical Center-Anacostia ROUTE(S): W2, W3

About the Line



Service Classification

Coverage

Activity Tier

2

Overall Grade

Line	B

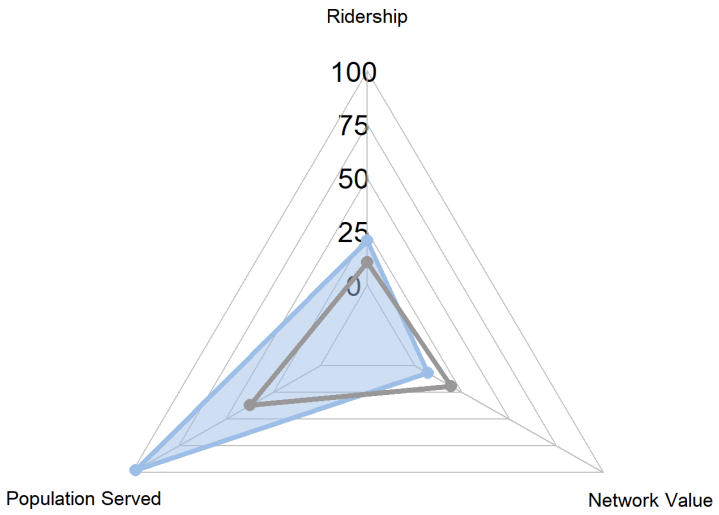
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

42

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	98	7	21	

Operating Statistics

Annual Operating Costs	$5,212,271
Peak Vehicles	8
Vehicle Type(s)	30 Foot, 35 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

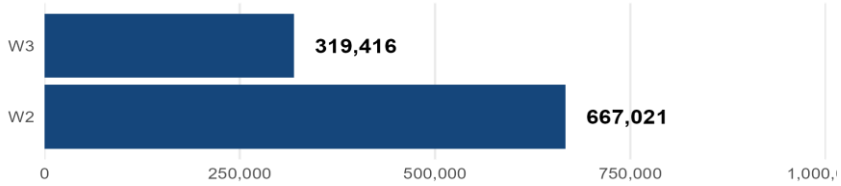
Service Area Population		48,904
People of Color Population	*Service Area*	46,803
	% Riders Surveyed	99%
Low Income Household	*Service Area*	24,286
	% Riders Surveyed	78%

Facilities/Amenities

Bus Stops	159
% Stops With Shelters	13%
% Stops With Benches	9%
% Stops With Real-Time Signs	2%

Ridership

Annual Ridership



Top Transfer Locations

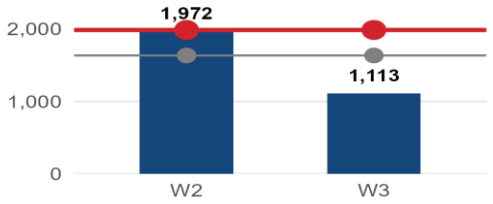
Anacostia, Congress Heights, Southern Avenue

Average Daily Ridership

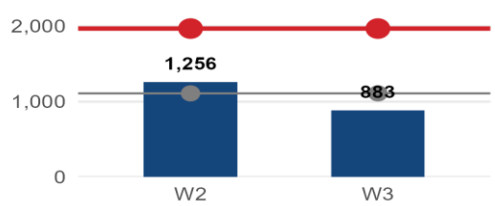
Class/Tier Average

System Average

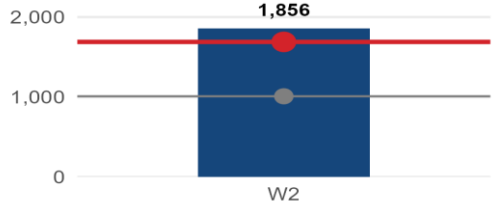
Weekday



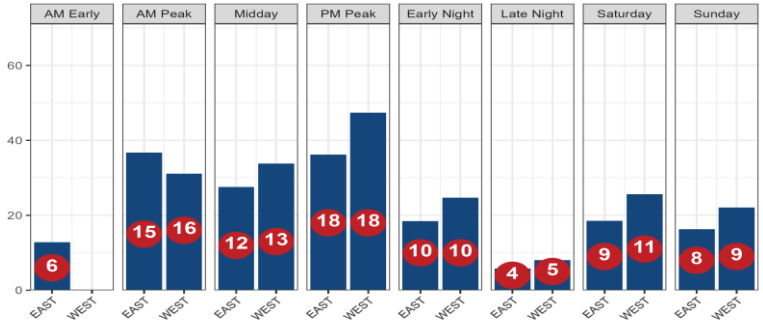
Saturday



Sunday



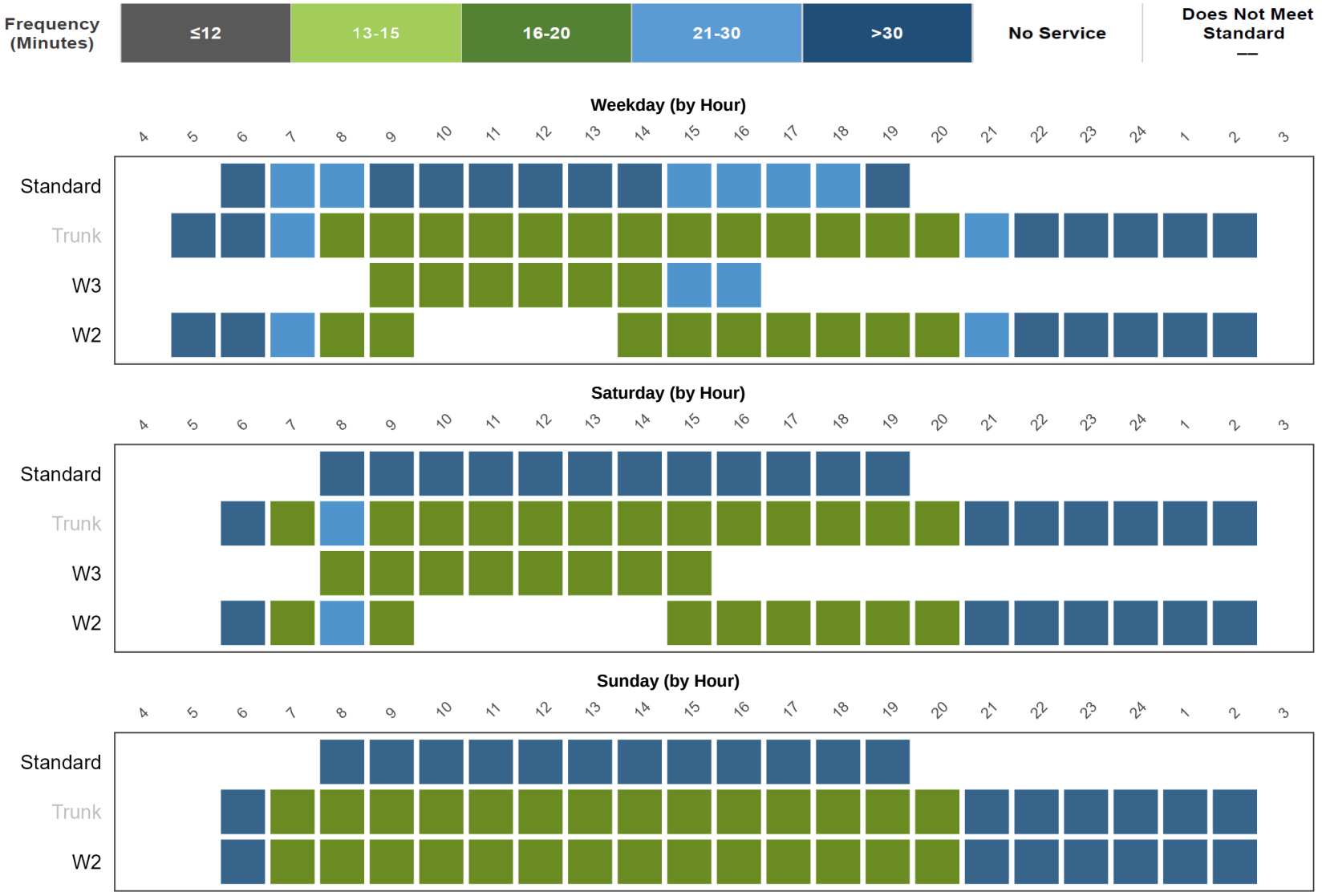
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	EAST	WEST
Weekday	**Peak** Maximum Target: 1	0.61	0.62
	Off-Peak Maximum Target: 1.0	0.37	0.39
	Saturday Maximum Target: 1.0	0.33	0.38
	Sunday Maximum Target: 1.0	0.3	0.34

Span and Frequency



Performance Report Card

B United Medical Center-Anacostia

Measure | Standard		Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	5:48 AM - 2:12 AM	-	A	6:10 AM - 2:07 AM	-	A	6:10 AM - 2:10 AM	-	A
	Frequency of Service | varies	Peak: 20.0 / Off-Peak: 19.0	Peak: 22.2 / Off-Peak: 32.8	A	22.0	36.2	A	22.0	37.8	A
Productivity	**Passengers per Revenue Hour |** 15	26.5	32.3	A	22.0	28.3	A	20.1	26.7	A
	Passengers per Revenue Mile | 2	2.9	3.8	A	2.2	3.1	B	1.9	2.8	C
Reliability	**On-Time Performance |** 79%	74%	80%	C	69%	80%	E	74%	80%	C
	Crowding | 5%	12%	2%	E	3%	0%	A	0%	0%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.38 Peak: 0.61	Off-Peak: 0.29 Peak: 0.37	A	0.36	0.27	A	0.32	0.25	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$4.90	$ 4.75	A	$5.91	$ 5.33	C	$6.47	$ 5.76	D
	Cost Recovery | 20%	8%	14%	E	6%	12%	E	6%	11%	E

Route W2

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	6.9	6.2	E
Route Design	**Circuity |** N/A	5.57	2.37	-

	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 15	27.0	32.3	A	22.0	28.3	A	20.1	26.7	A
	Passengers per Revenue Mile | 2	3.0	3.8	A	2.1	3.1	B	1.9	2.8	C
	Unique Segment Ridership | 10%	0%	25%	E	0%	42%	E	55%	51%	A
Reliability	**On-Time Performance |** 79%	75%	80%	C	67%	80%	E	74%	80%	C
	Crowding | 5%	11%	3%	E	4%	1%	A	0%	0%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.3 Peak: 0.61	Off-Peak: 0.3 Peak: 0.39	A	0.34	0.28	A	0.32	0.25	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$4.81	$ 4.75	A	$5.90	$ 5.33	C	$6.47	$ 5.76	D
	Cost Recovery | 20%	8%	14%	E	7%	12%	E	6%	11%	E

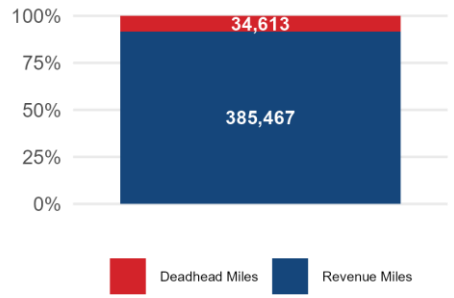
Route W3

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	6.9	6.2	E
Route Design	**Circuity |** N/A	5.48	2.37	-

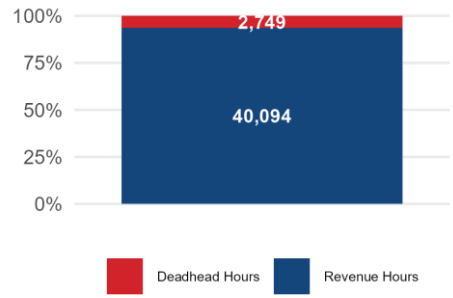
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 15	25.6	32.3	A	21.9	28.3	A	-	-	-
	Passengers per Revenue Mile | 2	2.8	3.8	A	2.3	3.1	A	-	-	-
	Unique Segment Ridership | 10%	0%	25%	E	0%	42%	E	-	-	-
Reliability	**On-Time Performance |** 79%	73%	80%	D	71%	80%	D	-	-	-
	Crowding | 5%	13%	3%	E	3%	1%	A	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.44 Peak: 0.67	Off-Peak: 0.3 Peak: 0.39	B	0.39	0.28	A	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$5.07	$ 4.75	B	$5.93	$ 5.33	C	-	-	-
	Cost Recovery | 20%	7%	14%	E	6%	12%	E	-	-	-

Operational Analysis

Miles Allocation



Hours Allocation



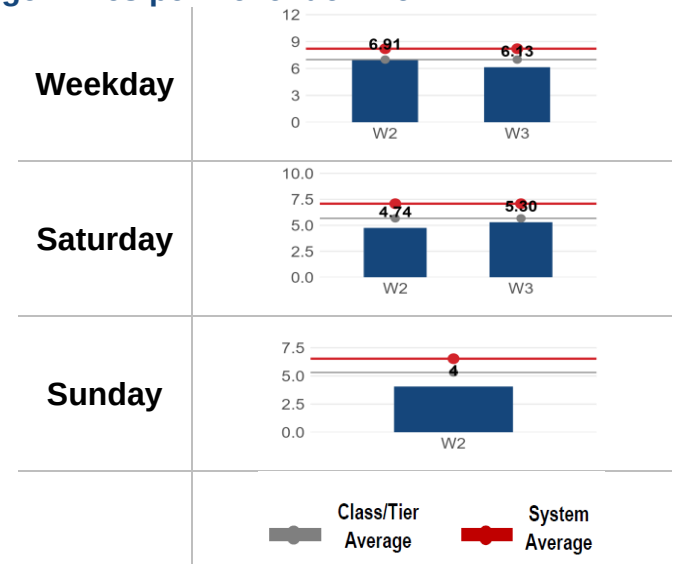
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
W2	26.00	26,412	25,735 (97.4%)
W3	25.50	11,052	10,824 (97.9%)

Service Change Summary

Jun 2023: No change
Sep 2023: No change
Dec 2023: No change

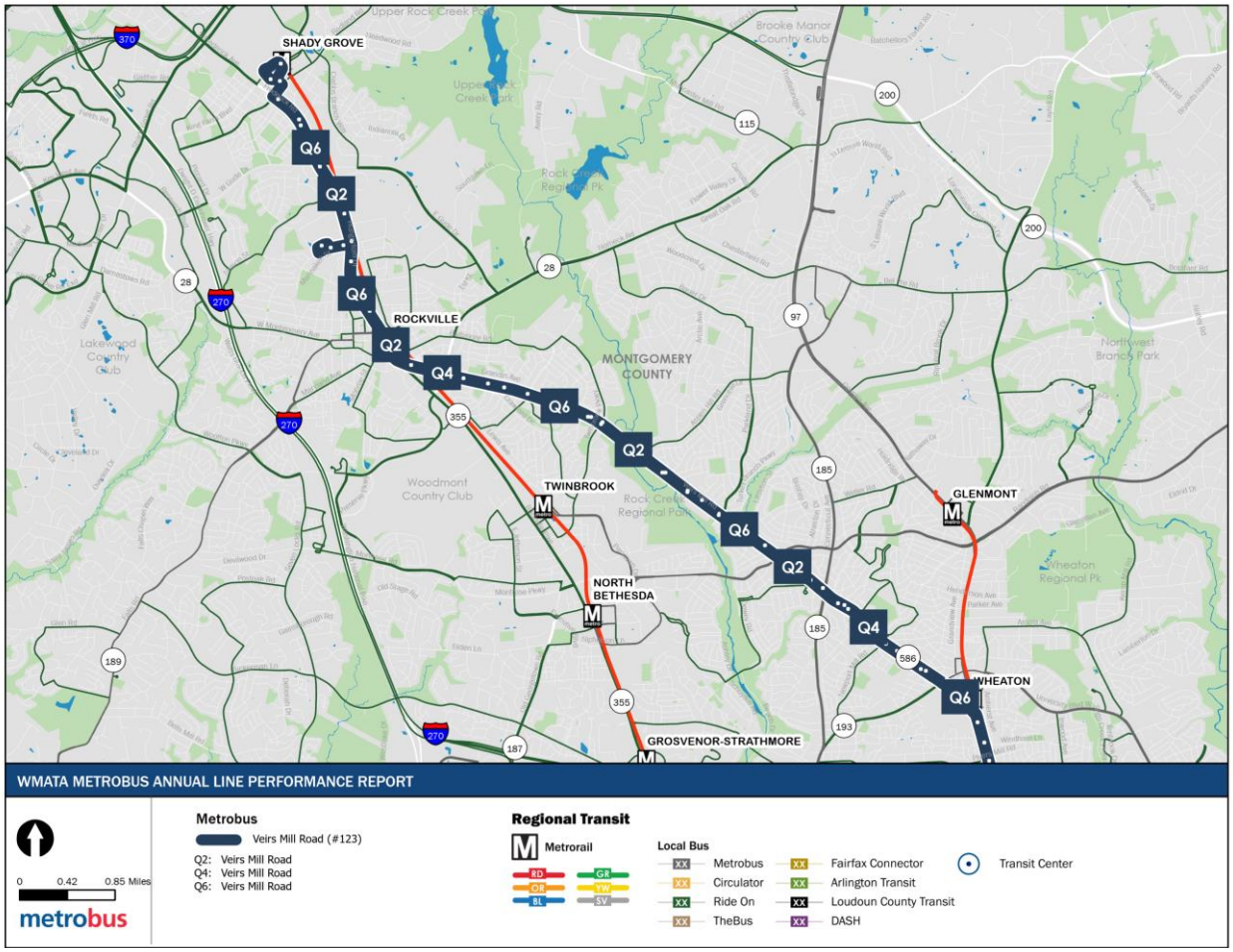
Passenger Miles per Revenue Mile



LINE: 123 - Veirs Mill Road

ROUTE(S): Q2, Q4, Q6

About the Line



Service Classification

Framework

Activity Tier

2

Overall Grade

Line	A

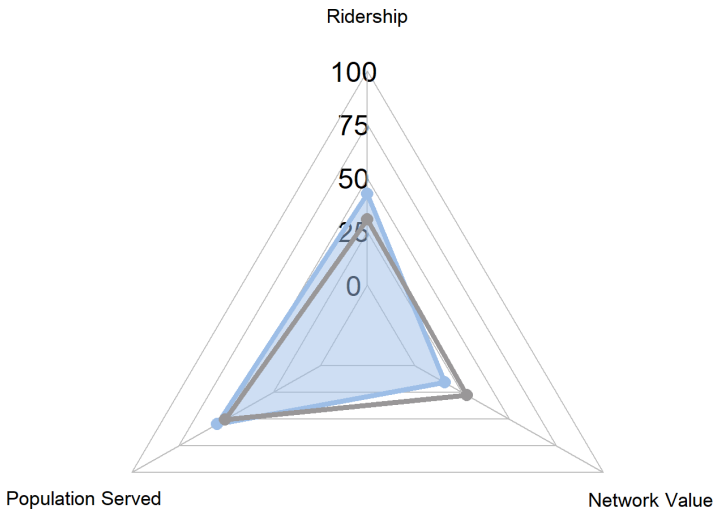
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

38

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	55	16	43	

Operating Statistics

Annual Operating Costs	$7,845,064
Peak Vehicles	14
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

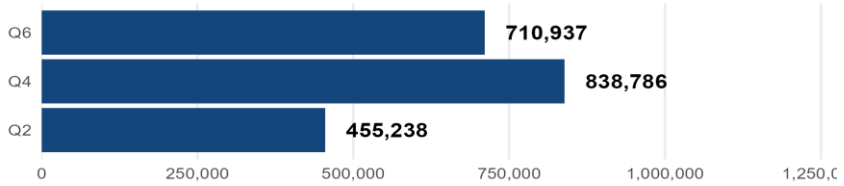
Service Area Population	58,370	
People of Color Population	*Service Area*	22,578
	% Riders Surveyed	92%
Low Income Household	*Service Area*	11,671
	% Riders Surveyed	68%

Facilities/Amenities

Bus Stops	139
% Stops With Shelters	42%
% Stops With Benches	48%
% Stops With Real-Time Signs	8%

Ridership

Annual Ridership



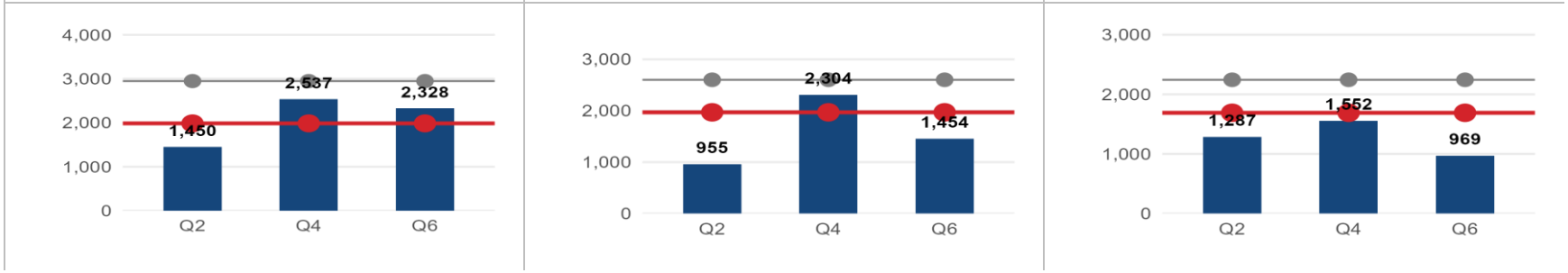
Top Transfer Locations

Wheaton, Rockville, Silver Spring

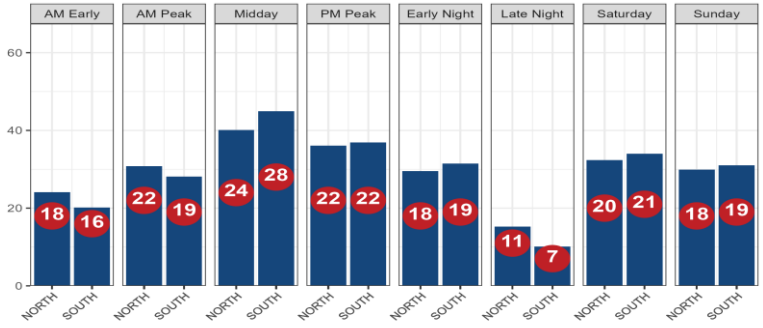
Average Daily Ridership

Class/Tier Average

System Average



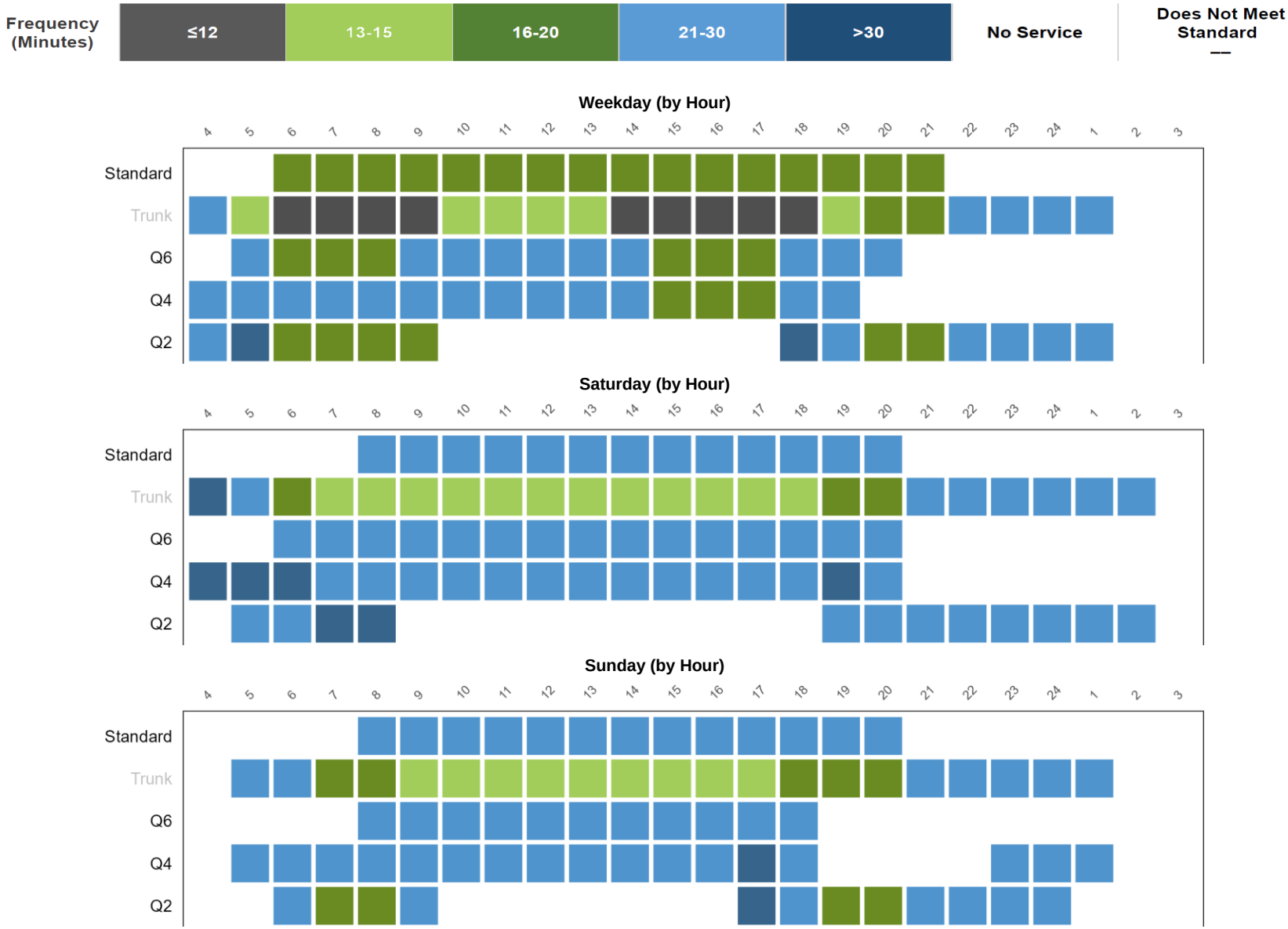
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	NORTH	SOUTH
Weekday	**Peak** Maximum Target: 1	0.54	0.52
Weekday	**Off-Peak** Maximum Target: 1.0	0.49	0.55
	Saturday Maximum Target: 1.0	0.49	0.52
	Sunday Maximum Target: 1.0	0.45	0.47

Span and Frequency



Performance Report Card

A Veirs Mill Road

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	4:15 AM - 1:20 AM	-	A	4:45 AM - 2:24 AM	-	A	5:50 AM - 1:14 AM	-	A
	Frequency of Service | varies	Peak: 9.0 / Off-Peak: 13.0	Peak: 15.6 / Off-Peak: 20	A	17.0	24.4	A	17.0	24.1	A
Productivity	**Passengers per Revenue Hour |** 20	34.3	28.6	A	33.3	27.1	A	31.3	24.8	A
	Passengers per Revenue Mile | 2	3.0	2.8	A	3.0	2.5	A	2.7	2.3	A
Reliability	**On-Time Performance |** 79%	78%	76%	C	82%	78%	B	83%	80%	B
	Crowding | 5%	0%	2%	A	1%	1%	A	1%	1%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.52 Peak: 0.53	Off-Peak: 0.38 Peak: 0.48	A	0.51	0.37	A	0.46	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$3.79	$ 5.38	A	$3.91	$ 5.53	A	$4.16	$ 6.29	A
	Cost Recovery | 20%	22%	19%	B	21%	17%	B	20%	15%	C

Route Q2

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	4.3	4.5	A
Route Design	**Circuity |** 1.75	1.32	1.47	A

	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 20	28.4	28.6	A	23.6	27.1	A	28.1	24.8	A
	Passengers per Revenue Mile | 2	2.1	2.8	B	1.8	2.5	C	2.1	2.3	B
	Unique Segment Ridership | 10%	0%	20%	E	0%	36%	E	0%	39%	E
Reliability	**On-Time Performance |** 79%	79%	76%	B	82%	78%	B	-	-	-
	Crowding | 5%	0%	2%	A	2%	1%	A	0%	1%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.38 Peak: 0.57	Off-Peak: 0.39 Peak: 0.48	A	0.4	0.39	A	0.43	0.35	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$4.58	$ 5.38	A	$5.50	$ 5.53	B	$4.63	$ 6.29	A
	Cost Recovery | 20%	17%	19%	D	14%	17%	E	17%	16%	D

Route Q4

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	4.2	4.5	A
Route Design	**Circuity |** 1.75	1.3	1.47	A

	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 20	42.1	28.6	A	42.6	27.1	A	36.9	24.8	A
	Passengers per Revenue Mile | 2	4.0	2.8	A	4.0	2.5	A	3.4	2.3	A
	Unique Segment Ridership | 10%	0%	20%	E	0%	36%	E	0%	39%	E
Reliability	**On-Time Performance |** 79%	75%	76%	C	79%	78%	B	83%	80%	B
	Crowding | 5%	1%	2%	A	1%	1%	A	1%	1%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.63 Peak: 0.58	Off-Peak: 0.39 Peak: 0.48	A	0.59	0.39	A	0.5	0.35	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$3.09	$ 5.38	A	$3.05	$ 5.53	A	$3.52	$ 6.29	A
	Cost Recovery | 20%	27%	19%	A	27%	17%	A	24%	16%	A

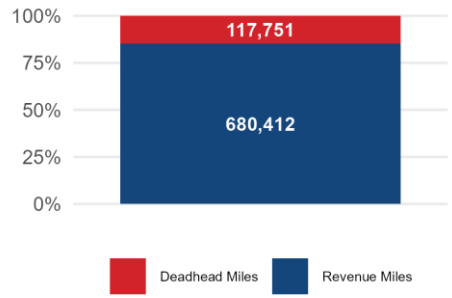
Route Q6

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	4.1	4.5	A
Route Design	**Circuity |** 1.75	1.36	1.47	A

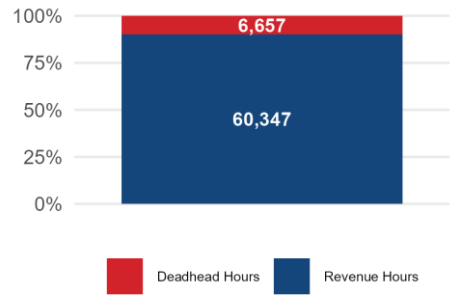
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 20	31.9	28.6	A	30.8	27.1	A	28.5	24.8	A
	Passengers per Revenue Mile | 2	3	2.8	A	3	2.5	A	3	2.3	A
	Unique Segment Ridership | 10%	0%	20%	E	0%	36%	E	0%	39%	E
Reliability	**On-Time Performance |** 79%	80%	76%	B	84%	78%	A	-	-	-
	Crowding | 5%	4%	2%	A	1%	1%	A	2%	1%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.57 Peak: 0.48	Off-Peak: 0.39 Peak: 0.48	A	0.5	0.39	A	0.46	0.35	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$4.07	$ 5.38	A	$4.22	$ 5.53	A	$4.56	$ 6.29	A
	Cost Recovery | 20%	20%	19%	B	20%	17%	C	18%	16%	C

Operational Analysis

Miles Allocation



Hours Allocation



Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
Q2	33.90	16,378	16,184 (98.8%)
Q4	26.00	21,092	20,808 (98.7%)
Q6	25.20	23,465	23,189 (98.8%)

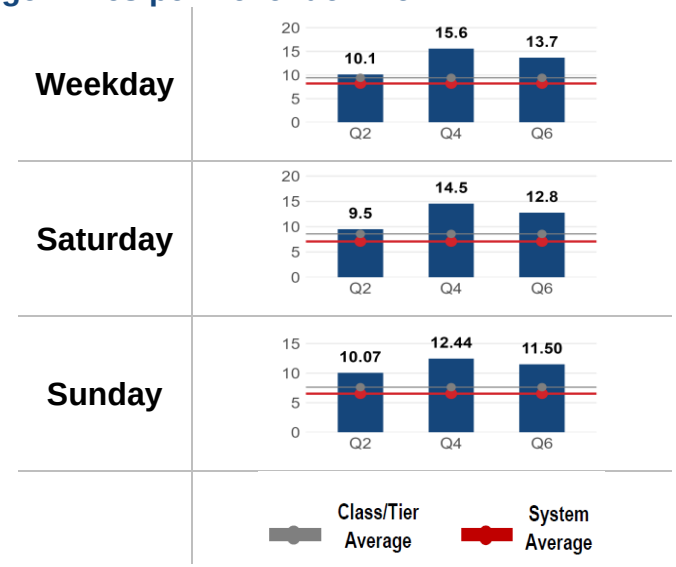
Service Change Summary

Jun 2023: Eliminate Q1 route designation; have Q2 absorb Q1 trips; Q2 headsigns programmed to show whether a trip pattern serves Montgomery College; Eliminate Q5 route designation; have Q6 absorb Q5 trips; Q6 headsigns programmed to show whether a trip pattern serves Montgomery College

Sep 2023: No change

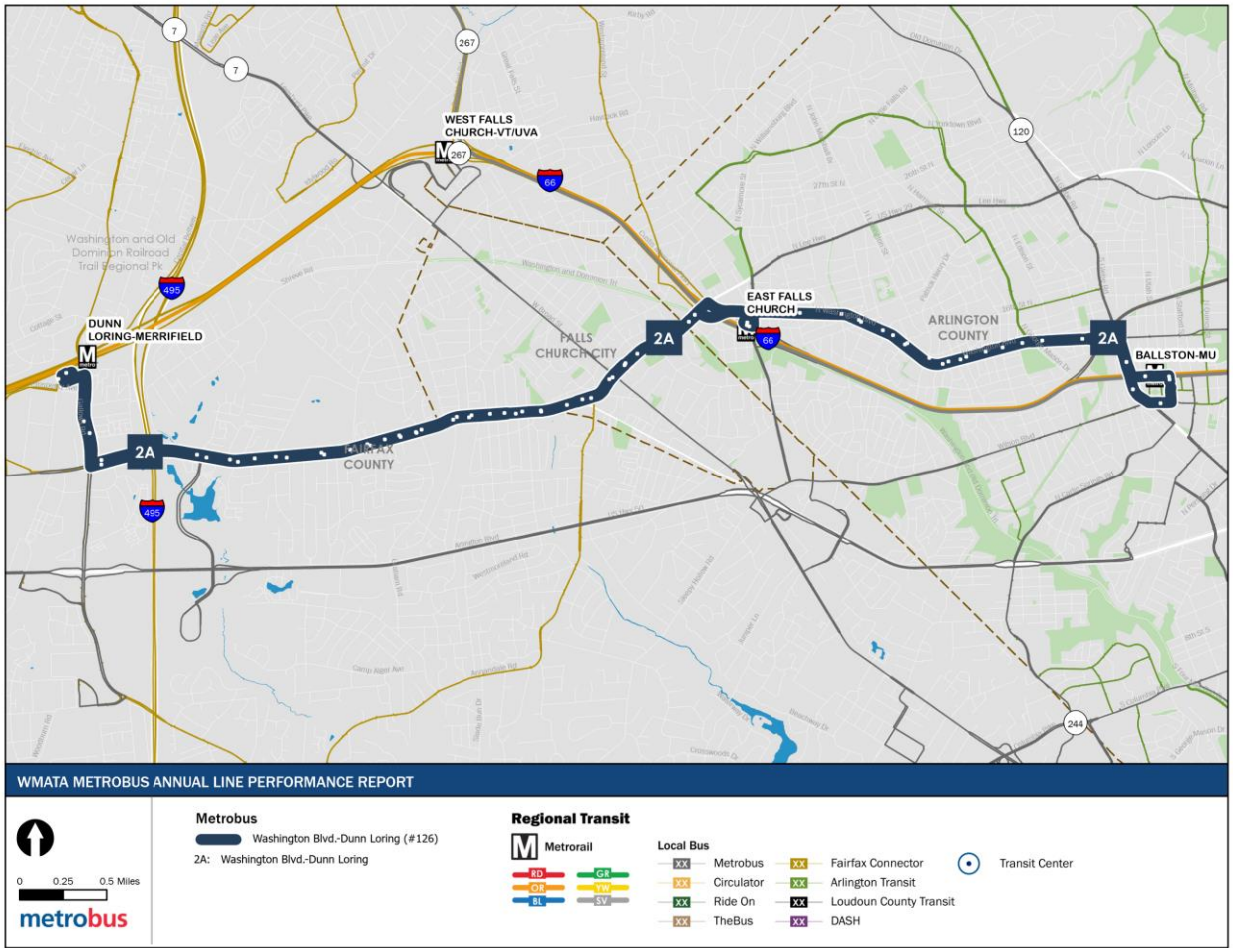
Dec 2023: No change

Passenger Miles per Revenue Mile



LINE: 126 - Washington Blvd.-Dunn Loring ROUTE(S): 2A

About the Line



Service Classification

Framework

Activity Tier

2

Overall Grade

Line	C

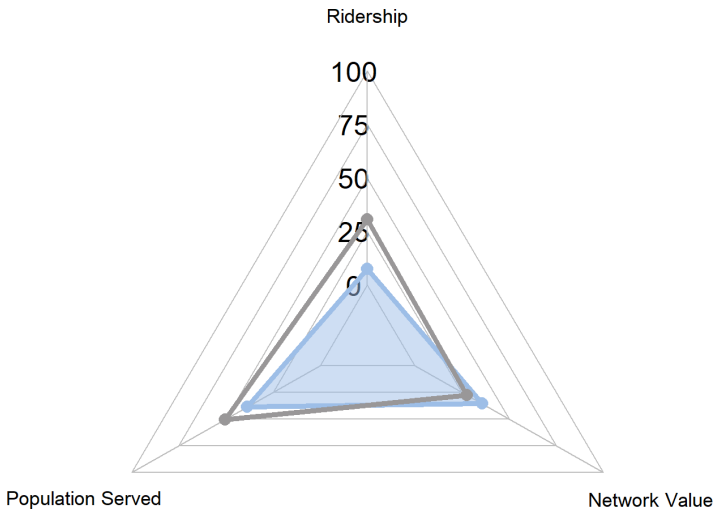
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

27

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	39	36	8	

Operating Statistics

Annual Operating Costs	$2,045,948
Peak Vehicles	7
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

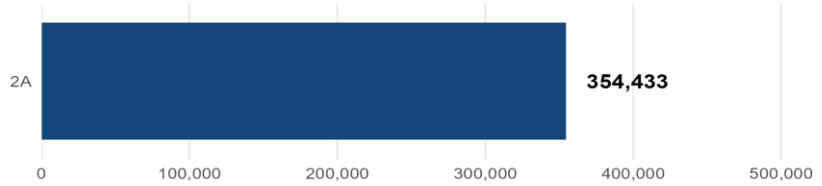
Service Area Population		39,762
People of Color Population	*Service Area*	10,060
	% Riders Surveyed	57%
Low Income Household	*Service Area*	5,212
	% Riders Surveyed	43%

Facilities/Amenities

Bus Stops	92
% Stops With Shelters	14%
% Stops With Benches	14%
% Stops With Real-Time Signs	0%

Ridership

Annual Ridership



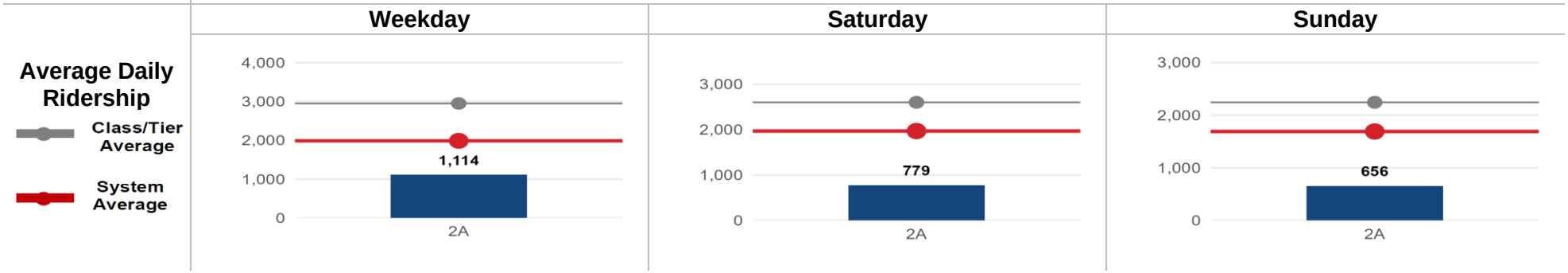
Top Transfer Locations

East Falls Church, Ballston, Dunn Loring

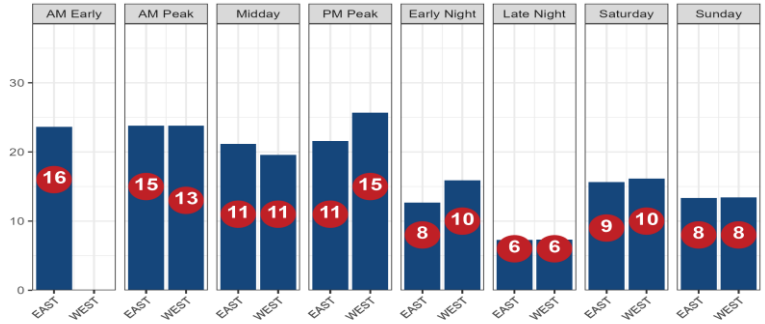
Average Daily Ridership

Class/Tier Average

System Average



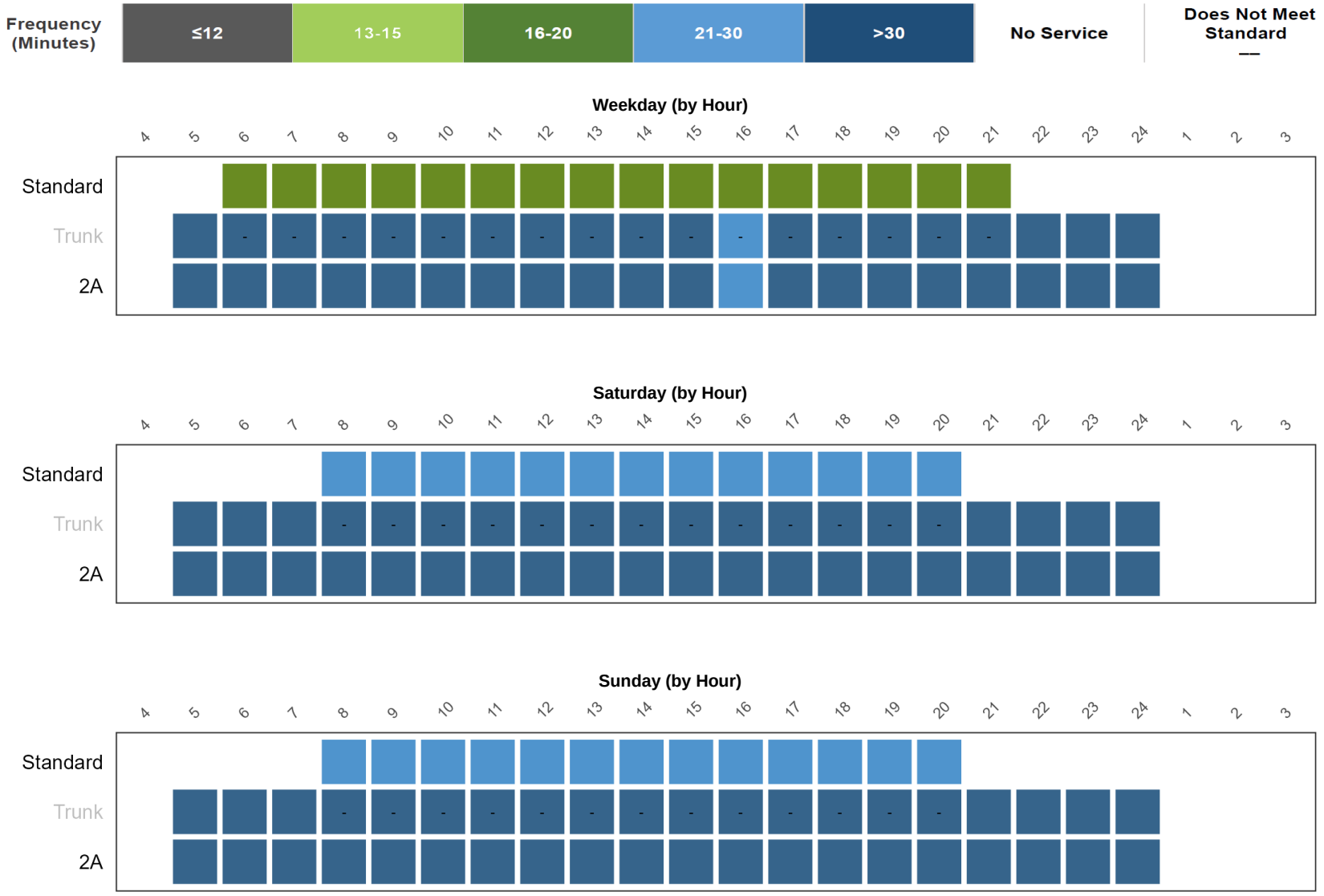
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	EAST	WEST
Weekday	**Peak** Maximum Target: 1	0.31	0.35
Weekday	**Off-Peak** Maximum Target: 1.0	0.25	0.24
	Saturday Maximum Target: 1.0	0.24	0.25
	Sunday Maximum Target: 1.0	0.21	0.21

Span and Frequency



Performance Report Card

C Washington Blvd.-Dunn Loring

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	5:45 AM - 12:16 AM	-	A	5:45 AM - 12:16 AM	-	A	5:45 AM - 12:16 AM	-	A
	Frequency of Service | varies	Peak: 32.0 / Off-Peak: 44.0	Peak: 15.6 / Off-Peak: 20	E	44.0	24.4	E	44.0	24.1	E
Productivity	**Passengers per Revenue Hour |** 20	24.8	28.6	A	20.1	27.1	B	16.8	24.8	D
	Passengers per Revenue Mile | 2	2.5	2.8	A	2.0	2.5	C	1.7	2.3	D
Reliability	**On-Time Performance |** 79%	86%	76%	A	89%	78%	A	88%	80%	A
	Crowding | 5%	0%	2%	A	0%	1%	A	0%	1%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.25 Peak: 0.33	Off-Peak: 0.38 Peak: 0.48	A	0.24	0.37	A	0.21	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$5.24	$ 5.38	B	$6.46	$ 5.53	D	$7.75	$ 6.29	E
	Cost Recovery | 20%	22%	19%	A	18%	17%	C	15%	15%	D

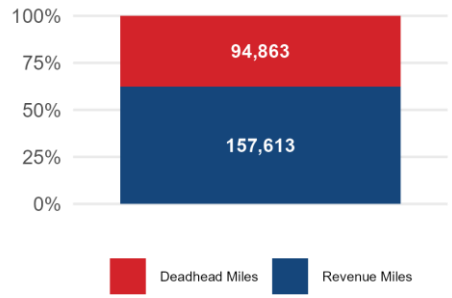
Route 2A

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	3.7	4.5	E
Route Design	**Circuity |** 1.75	1.31	1.47	A

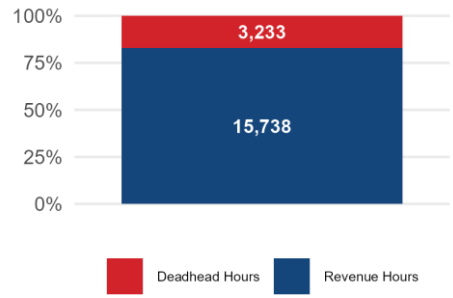
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 20	24.8	28.6	A	20.1	27.1	B	16.8	24.8	D
	Passengers per Revenue Mile | 2	2.5	2.8	A	2.0	2.5	C	1.7	2.3	D
	Unique Segment Ridership | 10%	73%	20%	A	88%	36%	A	88%	39%	A
Reliability	**On-Time Performance |** 79%	86%	76%	A	89%	78%	A	88%	80%	A
	Crowding | 5%	0%	2%	A	0%	1%	A	0%	1%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.25 Peak: 0.33	Off-Peak: 0.39 Peak: 0.48	A	0.24	0.39	A	0.21	0.35	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$5.24	$ 5.38	B	$6.46	$ 5.53	D	$7.75	$ 6.29	E
	Cost Recovery | 20%	22%	19%	A	18%	17%	C	15%	16%	D

Operational Analysis

Miles Allocation



Hours Allocation



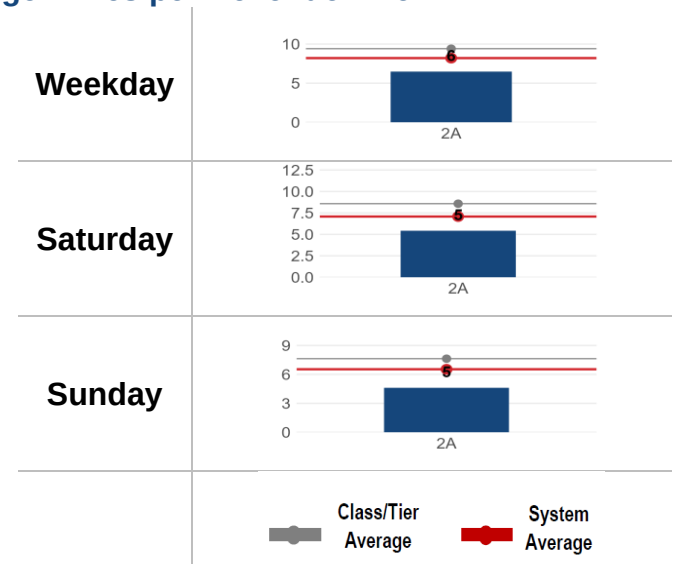
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
2A	24.90	19,677	19,557 (99.4%)

Service Change Summary

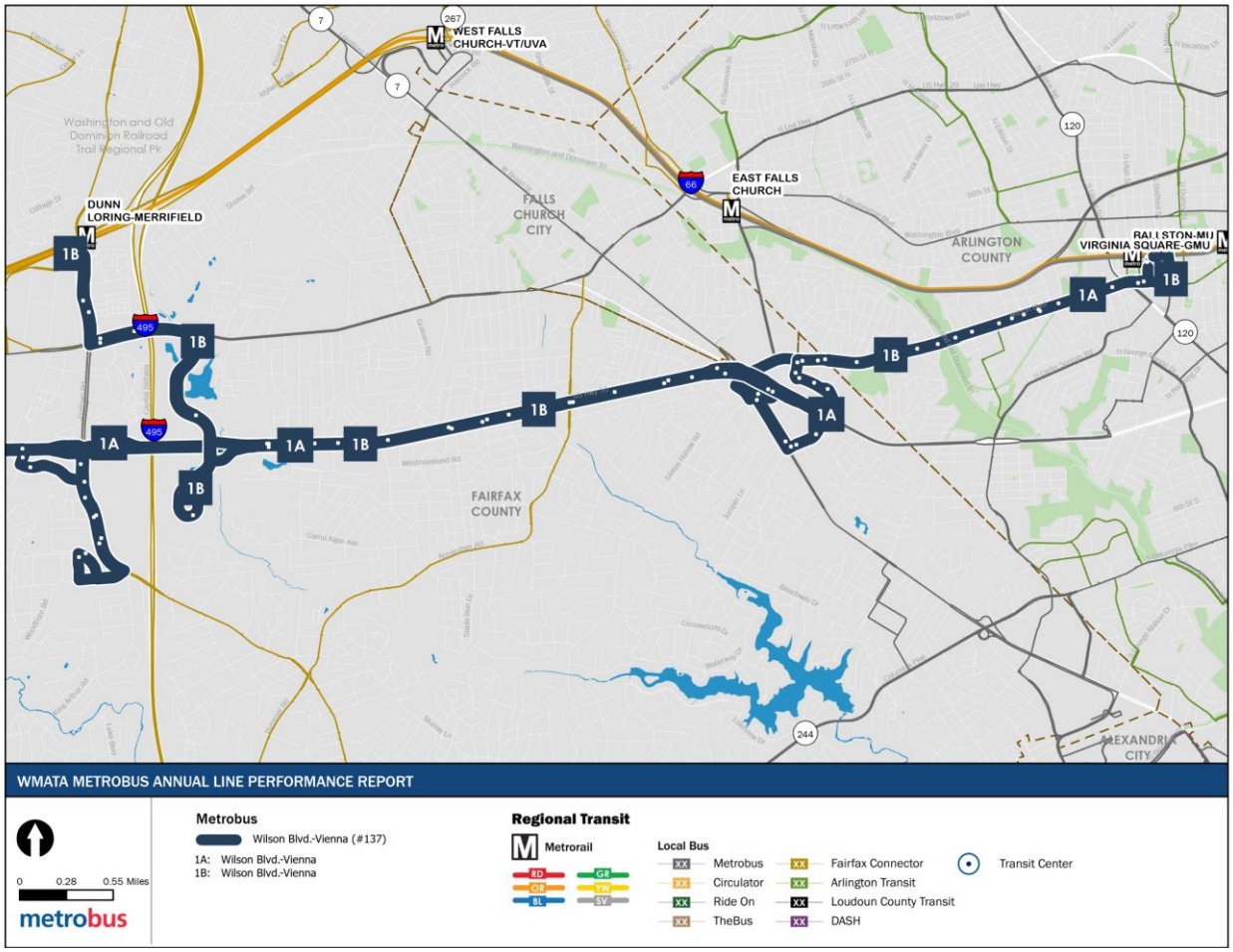
Jun 2023: No change
Sep 2023: No change
Dec 2023: No change

Passenger Miles per Revenue Mile



LINE: 137 - Wilson Blvd.-Vienna ROUTE(S): 1A, 1B

About the Line



Service Classification

Framework

Activity Tier

2

Overall Grade

Line	C

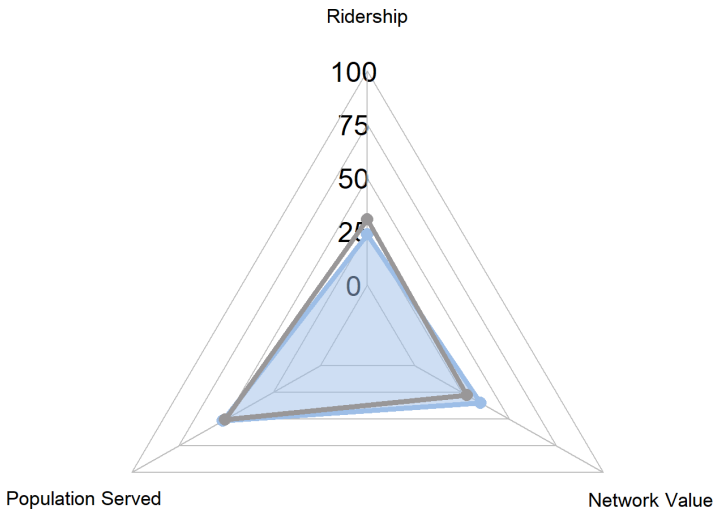
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

37

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	51	35	24	

Operating Statistics

Annual Operating Costs	$7,286,038
Peak Vehicles	15
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

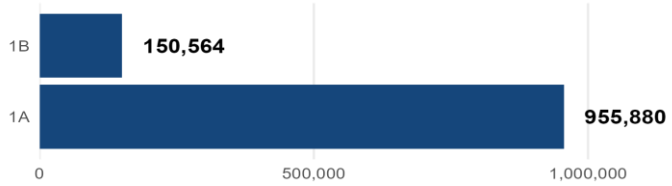
Service Area Population		62,572
People of Color Population	*Service Area*	18,053
	% Riders Surveyed	78%
Low Income Household	*Service Area*	14,412
	% Riders Surveyed	60%

Facilities/Amenities

Bus Stops	126
% Stops With Shelters	25%
% Stops With Benches	21%
% Stops With Real-Time Signs	0%

Ridership

Annual Ridership



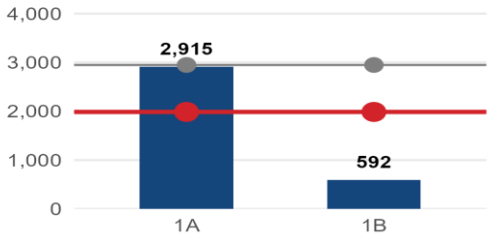
Top Transfer Locations

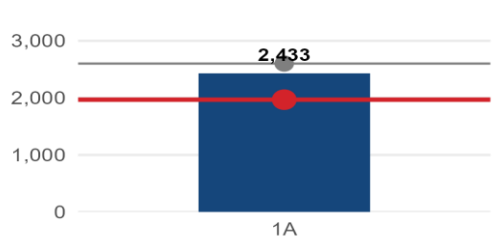
Ballston, Vienna, Dunn Loring

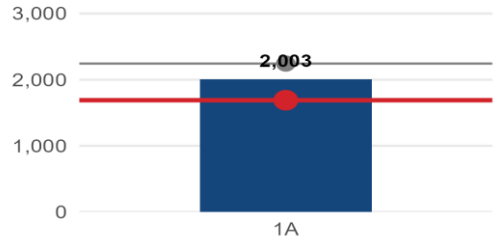
Average Daily Ridership

Class/Tier Average

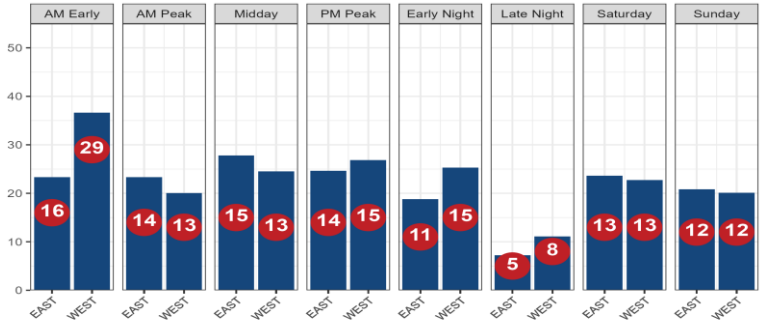
System Average







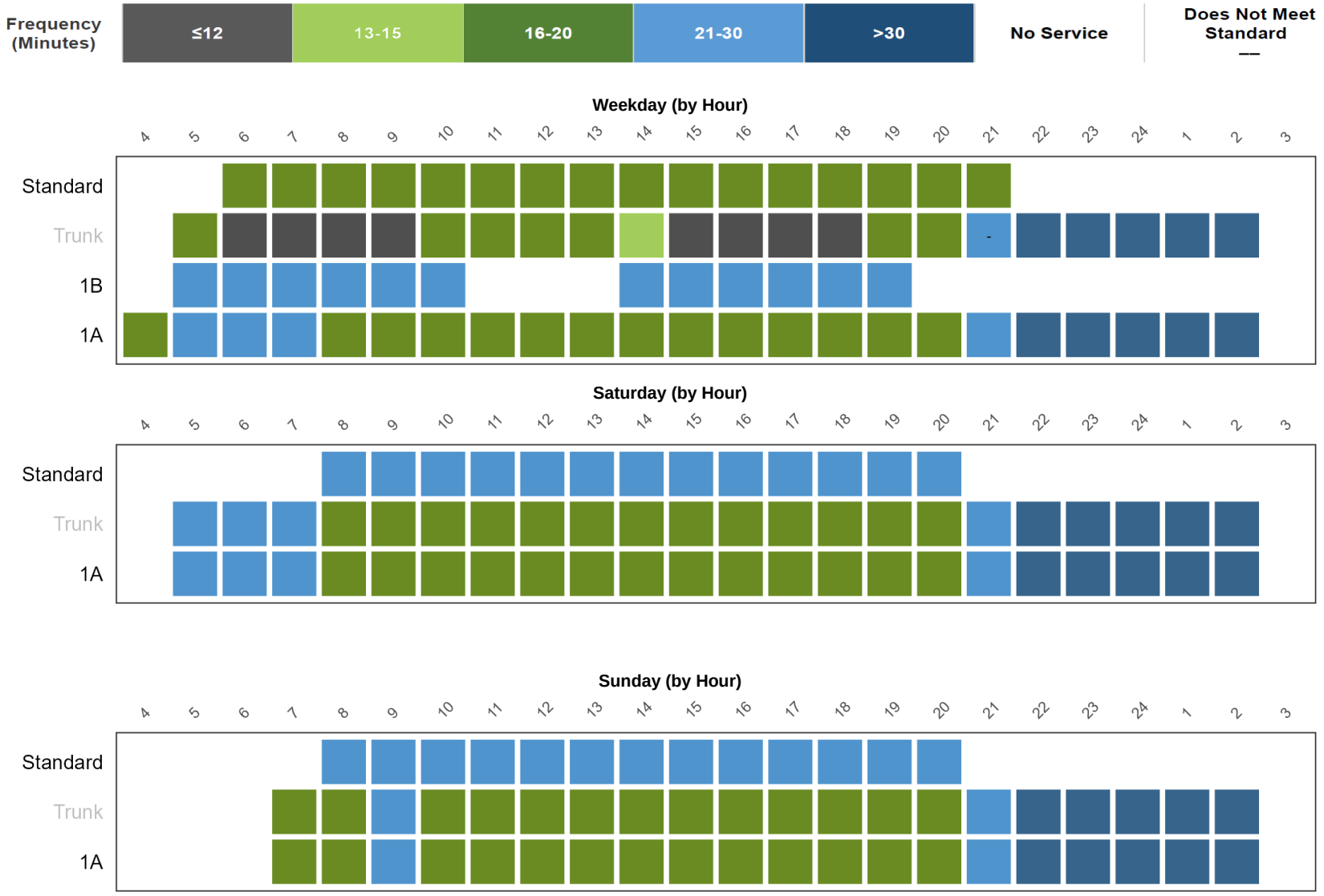
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	EAST	WEST
Weekday	**Peak** Maximum Target: 1	0.35	0.36
	Off-Peak Maximum Target: 1.0	0.33	0.32
	Saturday Maximum Target: 1.0	0.33	0.32
	Sunday Maximum Target: 1.0	0.3	0.29

Span and Frequency



Performance Report Card

C Wilson Blvd.-Vienna

	Measure | Standard	Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	4:54 AM - 2:51 AM	-	A	5:29 AM - 2:51 AM	-	A	7:00 AM - 2:26 AM	-	A
	Frequency of Service | varies	Peak: 11.0 / Off-Peak: 16.0	Peak: 15.6 / Off-Peak: 20	A	23.0	24.4	A	23.0	24.1	A
Productivity	**Passengers per Revenue Hour |** 20	20.7	28.6	B	19.0	27.1	C	18.2	24.8	C
	Passengers per Revenue Mile | 2	1.9	2.8	C	1.7	2.5	D	1.5	2.3	E
Reliability	**On-Time Performance |** 79%	80%	76%	B	84%	78%	B	84%	80%	B
	Crowding | 5%	0%	2%	A	0%	1%	A	0%	1%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.33 Peak: 0.35	Off-Peak: 0.38 Peak: 0.48	A	0.32	0.37	A	0.29	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$6.27	$ 5.38	D	$6.83	$ 5.53	E	$7.15	$ 6.29	E
	Cost Recovery | 20%	18%	19%	C	17%	17%	D	16%	15%	D

Route 1A

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	4.1	4.5	A
Route Design	**Circuity |** 1.75	1.55	1.47	A

	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 20	21.9	28.6	B	19.0	27.1	C	18.2	24.8	C
	Passengers per Revenue Mile | 2	2.0	2.8	C	1.7	2.5	D	1.5	2.3	E
	Unique Segment Ridership | 10%	7%	20%	D	70%	36%	A	70%	39%	A
Reliability	**On-Time Performance |** 79%	79%	76%	B	84%	78%	A	84%	80%	A
	Crowding | 5%	0%	2%	A	0%	1%	A	0%	1%	A
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.34 Peak: 0.43	Off-Peak: 0.39 Peak: 0.48	A	0.32	0.39	A	0.29	0.35	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$5.93	$ 5.38	C	$6.83	$ 5.53	E	$7.15	$ 6.29	E
	Cost Recovery | 20%	19%	19%	C	17%	17%	D	16%	16%	D

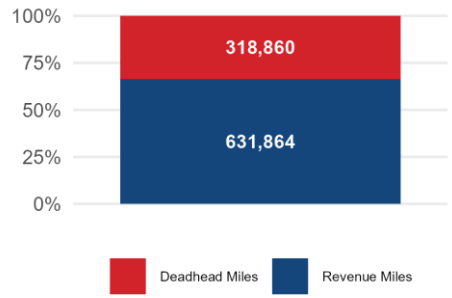
Route 1B

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	3.2	4.5	E
Route Design	**Circuity |** 1.75	1.51	1.47	A

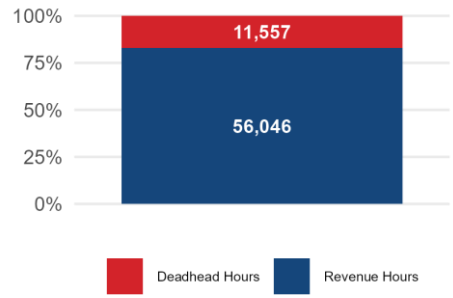
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 20	16.3	28.6	D	-	-	-	-	-	-
	Passengers per Revenue Mile | 2	1.5	2.8	E	-	-	-	-	-	-
	Unique Segment Ridership | 10%	12%	20%	B	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	82%	76%	B	-	-	-	-	-	-
	Crowding | 5%	0%	2%	A	-	-	-	-	-	-
	Load Factor | Peak: 1 / Off-Peak: 1.0	Off-Peak: 0.21 Peak: 0.26	Off-Peak: 0.39 Peak: 0.48	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$7.95	$ 5.38	E	-	-	-	-	-	-
	Cost Recovery | 20%	15%	19%	D	-	-	-	-	-	-

Operational Analysis

Miles Allocation



Hours Allocation



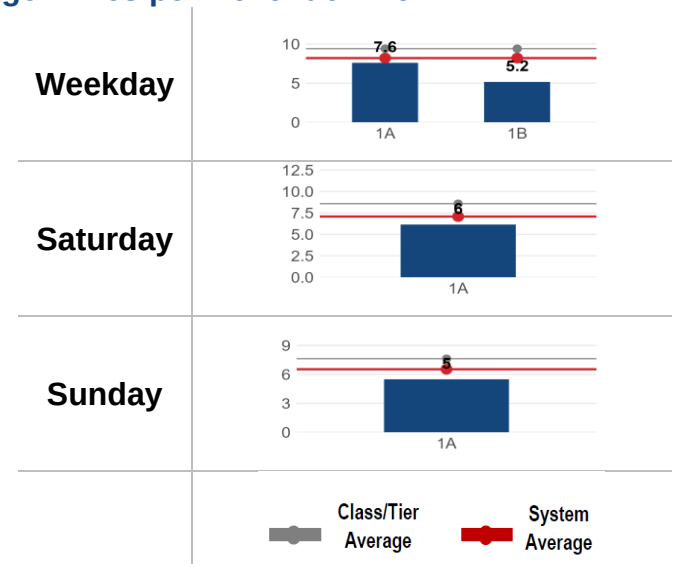
Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
1A	28.90	39,262	38,924 (99.1%)
1B	28.90	10,110	10,011 (99.0%)

Service Change Summary

Jun 2023: No change
Sep 2023: No change
Dec 2023: No change

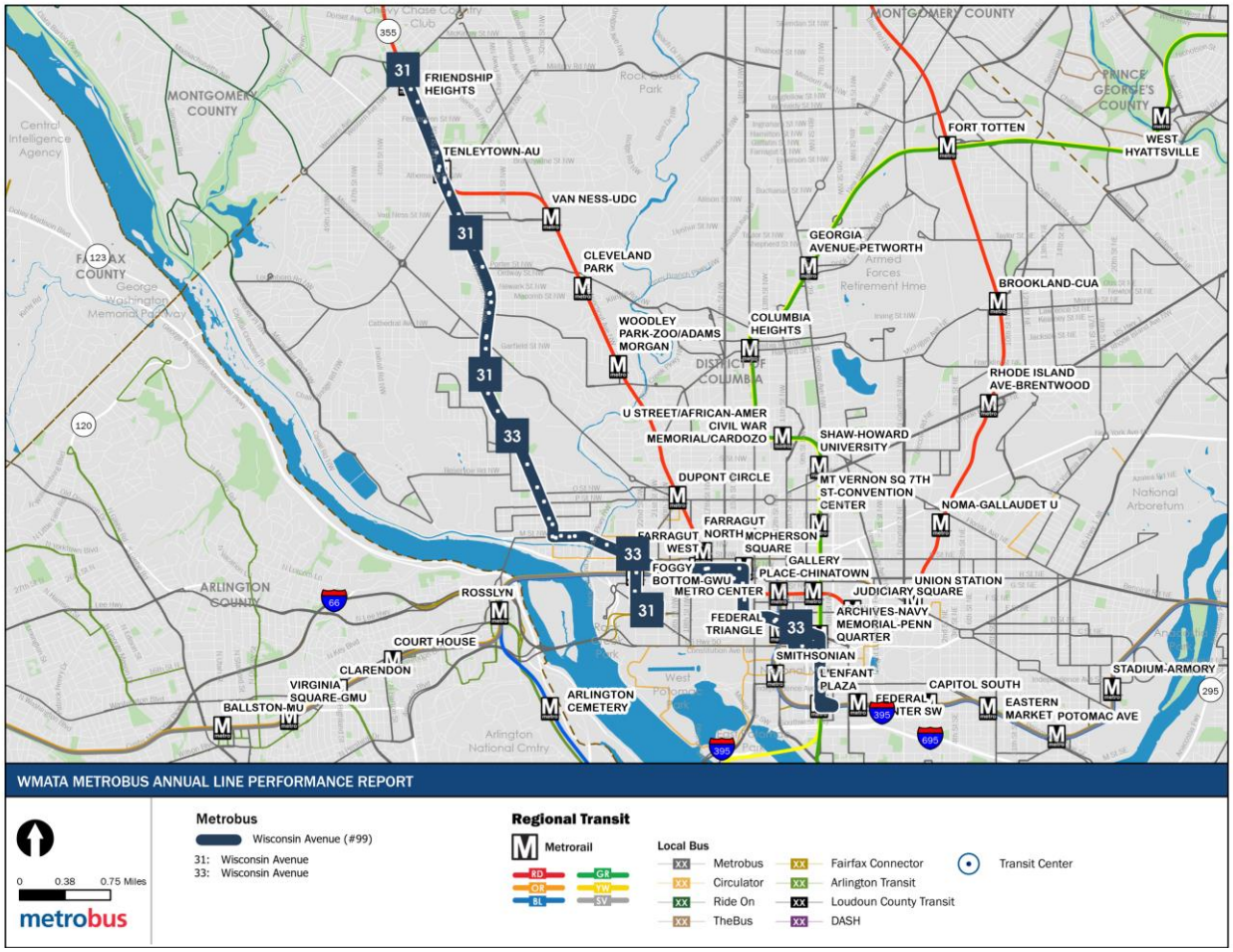
Passenger Miles per Revenue Mile



LINE: 99 - Wisconsin Avenue

ROUTE(S): 31, 33

About the Line



Service Classification

Framework

Activity Tier

1

Overall Grade

Line	B

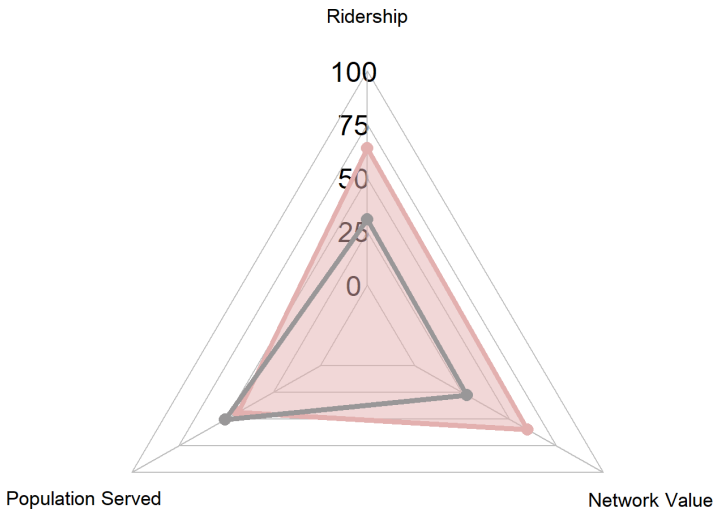
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

56

Out of 100



Classification Average

Line Focus:	Population Served	Network Value	Ridership	Balanced
Line Score:	44	60	64	

Operating Statistics

Annual Operating Costs	$10,673,452
Peak Vehicles	22
Vehicle Type(s)	40 Foot

Service Area Context (1/4 Mile, Survey Weekday Only)

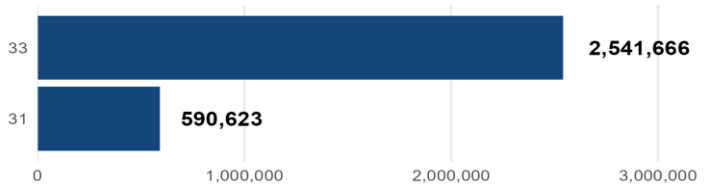
Service Area Population	44,289	
People of Color Population	*Service Area*	8,951
	% Riders Surveyed	50%
Low Income Household	*Service Area*	7,051
	% Riders Surveyed	26%

Facilities/Amenities

Bus Stops	94
% Stops With Shelters	45%
% Stops With Benches	41%
% Stops With Real-Time Signs	28%

Ridership

Annual Ridership



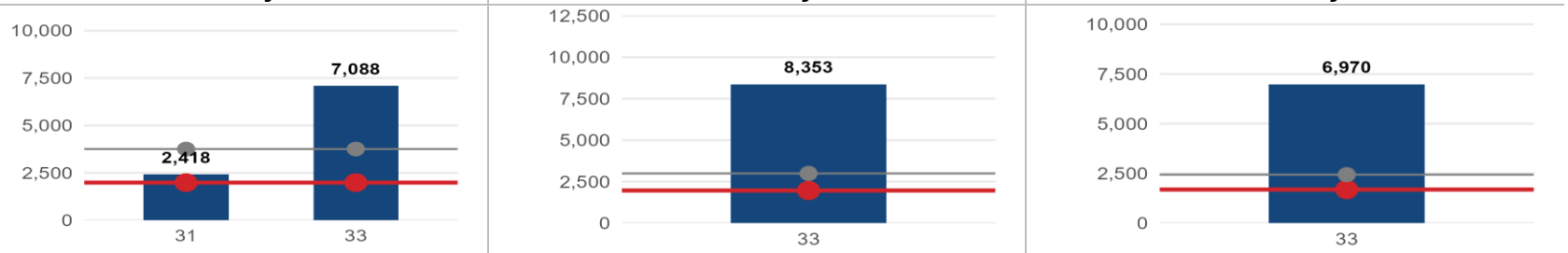
Top Transfer Locations

Foggy Bottom, Tenleytown-AU, Farragut North

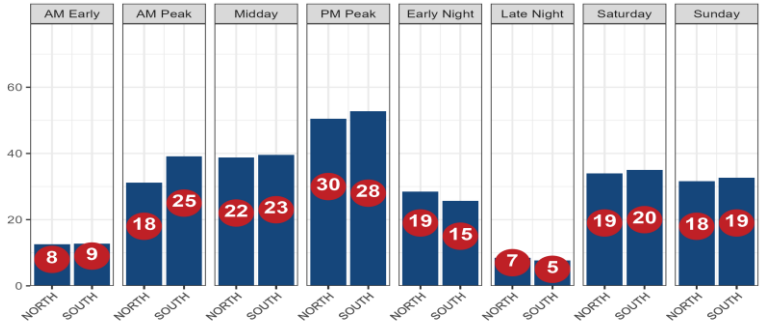
Average Daily Ridership

Class/Tier Average

System Average



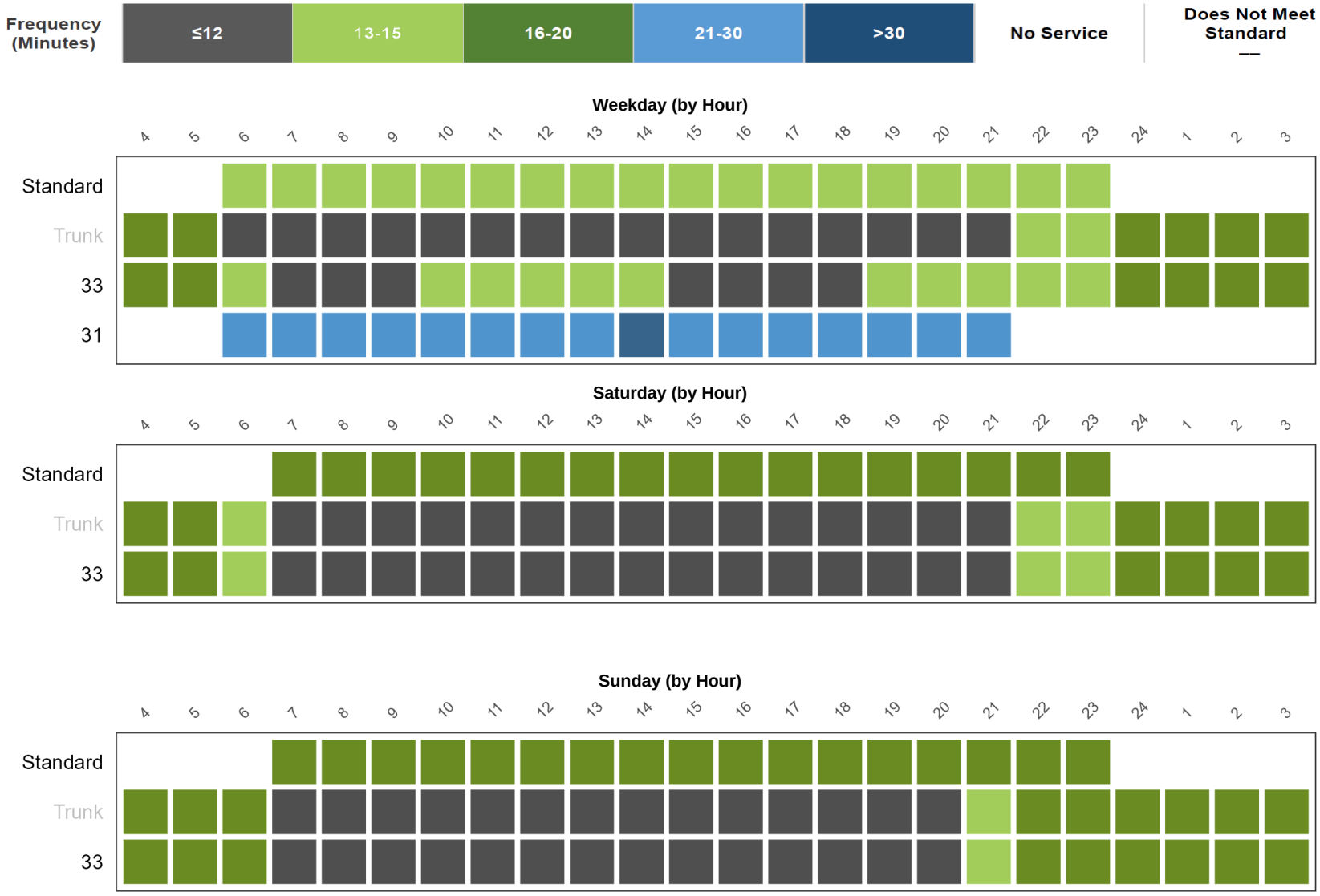
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	NORTH	SOUTH
Weekday	**Peak** Maximum Target: 1.2	0.66	0.66
Weekday	**Off-Peak** Maximum Target: 1.0	0.44	0.42
	Saturday Maximum Target: 1.0	0.48	0.51
	Sunday Maximum Target: 1.0	0.46	0.47

Span and Frequency



Performance Report Card

B Wisconsin Avenue

Measure | Standard		Weekday			Saturday			Sunday		
		Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade	Line Avg.	Class/Tier Avg.	Grade
Availability	**Span of Service |** varies	24 hours	-	A	24 hours	-	A	24 hours	-	A
	Frequency of Service | varies	Peak: 7.0 / Off-Peak: 9.0	Peak: 14.7 / Off-Peak: 18.6	A	11.0	20.8	A	12.0	24.0	A
Productivity	**Passengers per Revenue Hour |** 30	36.5	32.8	A	35.0	27.8	A	35.4	26.1	A
	Passengers per Revenue Mile | 4	5.2	4.4	A	4.7	3.5	A	4.4	3.1	B
Reliability	**On-Time Performance |** 79%	73%	74%	D	69%	74%	E	69%	76%	E
	Crowding | 5%	6%	3%	E	5%	1%	C	13%	2%	E
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.43 Peak: 0.66	Off-Peak: 0.35 Peak: 0.48	A	0.49	0.35	A	0.46	0.32	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$3.57	$ 4.48	A	$3.71	$ 5.27	A	$3.67	$ 5.68	A
	Cost Recovery | 25%	37%	23%	A	36%	20%	A	36%	19%	A

Route 31

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	4.6	5.5	A
Route Design	**Circuity |** 1.75	1.31	1.23	A

	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 30	38.3	32.8	A	-	-	-	-	-	-
	Passengers per Revenue Mile | 4	5.9	4.4	A	-	-	-	-	-	-
	Unique Segment Ridership | 10%	0%	22%	E	-	-	-	-	-	-
Reliability	**On-Time Performance |** 79%	76%	74%	C	-	-	-	-	-	-
	Crowding | 5%	4%	3%	A	-	-	-	-	-	-
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.45 Peak: 0.58	Off-Peak: 0.36 Peak: 0.5	A	-	-	-	-	-	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$3.40	$ 4.48	A	-	-	-	-	-	-
	Cost Recovery | 25%	43%	24%	A	-	-	-	-	-	-

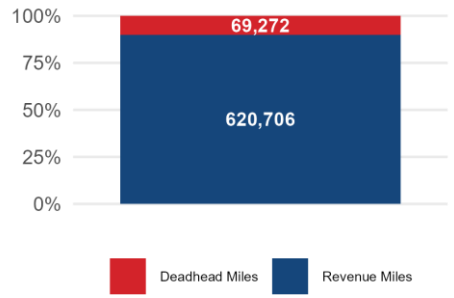
Route 33

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4-5	5.1	5.5	E
Route Design	**Circuity |** 1.75	1.21	1.23	A

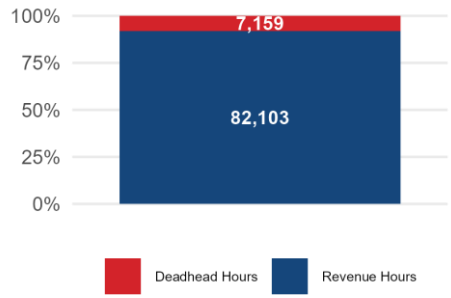
	Measure | Standard	Weekday			Saturday			Sunday		
		Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade	Route Avg.	Class/Tier Avg.	Grade
Productivity	**Passengers per Revenue Hour |** 30	35.9	32.8	A	35.0	27.8	A	35.4	26.1	A
	Passengers per Revenue Mile | 4	5.0	4.4	A	4.7	3.5	A	4.4	3.1	B
	Unique Segment Ridership | 10%	2%	22%	E	52%	34%	A	53%	34%	A
Reliability	**On-Time Performance |** 79%	72%	74%	D	69%	74%	D	69%	76%	D
	Crowding | 5%	7%	3%	E	5%	1%	C	13%	2%	E
	Load Factor | Peak: 1.2 / Off-Peak: 1.0	Off-Peak: 0.42 Peak: 0.69	Off-Peak: 0.36 Peak: 0.5	A	0.49	0.36	A	0.46	0.33	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5	$3.62	$ 4.48	A	$3.71	$ 5.27	A	$3.67	$ 5.68	A
	Cost Recovery | 25%	36%	24%	A	35%	20%	A	35%	19%	A

Operational Analysis

Miles Allocation



Hours Allocation



Service Delivery (Monthly)

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
31	15.30	17,181	16,994 (98.9%)
33	17.50	74,952	72,300 (96.5%)

Service Change Summary

Jun 2023: Implement additional weekday peak period trips & Saturday afternoon trips on 33; Adjust running times (7 days for 33; weekday only for 31)
Sep 2023: No change
Dec 2023: Add 33 route to 24/7 network; 20 minute service or better, 7 days a week

Passenger Miles per Revenue Mile

