ANNUAL LINE PERFORMANCE REPORT

metrobus

FY 2020: June 2019 - March 2020

FY 2020 ANNUAL LINE PERFORMANCE REPORT

1. How This Document Will Be Used

In 2020, Metro adopted new service guidelines to be utilized across the Metrobus system. These guidelines seek to provide a strong framework to enable Metro staff to have a comprehensive understanding of the performance of Metrobus lines when making decisions for where to add, adjust or remove service as a part of the annual budget and State of Good Operations (SOGO) processes.

As a part of the new service guidelines, Metro also revised the type classifications of bus service (e.g. Bus Rapid Transit (BRT), Framework, Commuter, Coverage) and created tiers of those classifications (1 through 3) to accommodate the wide variety of environments that bus operates in this region. Having these type and tier classifications applied to every line allows for a more reasonable direct comparison between similar services.

To help support these guidelines, Metro has developed this Annual Line Performance Report document. The intention of this document is to both provide a tool for Metro staff to study and evaluate the performance of every line in the Metrobus system and to provide a summary of the Metrobus system's performance, line by line, against the guidelines to regional stakeholders and to the public. In conjunction with the classifications described above, each line is also given an overall grade. This grade is an average of the grades for any routes comprising the line and is based on comparing the routes' metrics to the guideline targets. These grades will allow Metro staff to identify lines that are not meeting targets and help prioritize areas for improvement.

This initial edition of the Annual Line Performance Report is the result of applying those guidelines and targets to Metrobus service that was operating in December 2019, using data from the period from July 2019-February 2020. Readers can see results for specific Metrobus lines as well as compare a line's service and performance against lines within the same types and density tiers across the region's jurisdictions.

WMATA plans to update this document annually and will continue to evaluate the processes, methodologies, and metrics used therein with the goal to increase their accuracy and utility over time.

2. Line Grade Summary Table (by Jurisdiction)

Routes	Name	Classification	Tier	Grade	Line Benefit Score	Jurisdiction	Page #
		District of Columbia					
30N,30S	Friendship Heights - Southeast	Framework	1	B	46	DC	277
31,33	Wisconsin Avenue	Framework	1	B	43	DC	285
32,34,36	Pennsylvania Avenue	Framework	1	B	52	DC	293
37	Wisconsin Avenue Limited	Commuter	1	B	29	DC	302
39	Pennsylvania Avenue Limited	Framework	1	C	19	DC	316
42,43	Mount Pleasant	Framework	1	B	48	DC	323
52,54	14th Street	Framework	1	B	82	DC	331
59	14th Street Limited	Framework	1	C	24	DC	339
60,64	Fort Totten-Petworth	Framework	1	B	42	DC	346
62,63	Takoma-Petworth	Framework	1	B	38	DC	354
70	Georgia Avenue-7th Street	Framework	1	B	86	DC	362
74	Convention Center- Southwest Waterfront	Framework	1	C	18	DC	369
79	Georgia Avenue Limited	Framework	1	B	53	DC	376
80	North Capitol Street	Framework	1	B	53	DC	383
90,92	U Street-Garfield	Framework	1	A	88	DC	413
96,97	East Capitol Street-Cardozo	Framework	1	B	51	DC	421
A2,6,7,8	Anacostia-Congress Heights	Coverage	2	A	62	DC	429
A4,W5	Anacostia-Fort Drum	Coverage	3	A	26	DC	439
A9	Martin Luther King Jr. Avenue Limited	Commuter	1	B	37	DC	447
A31,32,33	Minnesota Avenue -Anacostia	Gap	1	-	15	DC	461
B2	Bladensburg Road-Anacostia	Framework	2	A	57	DC	465
B8,9	Fort Lincoln Shuttle	Coverage	3	B	15	DC	472
D1	Glover Park-Franklin Square	Commuter	1	B	32	DC	569
D2	Glover Park-Dupont Circle	Coverage	1	B	25	DC	576
D4	Ivy City-Franklin Square	Coverage	1	B	56	DC	583

Routes	Name	Classification	Tier	Grade	Line Benefit Score	Jurisdiction	Page #
D5	MacArthur Blvd-Georgetown	Commuter	2	B	30	DC	590
D6	Sibley Hospital - Stadium Armory	Framework	1	C	41	DC	597
D8	Hospital Center	Coverage	1	B	39	DC	604
D31,32,33,34	16th Street-Tenleytown	Gap	2	-	41	DC	620
D51	Congress Heights-Georgetown	Gap	2	-	9	DC	624
E2	Ivy City - Fort Totten	Coverage	3	A	23	DC	628
E4	Military Road-Crosstown	Framework	2	A	38	DC	635
E6	Chevy Chase	Coverage	3	B	21	DC	642
G2	P Street-Ledroit Park	Coverage	1	B	52	DC	699
G8	Rhode Island Avenue	Framework	1	C	37	DC	706
G9	Rhode Island Avenue Limited	Commuter	1	C	43	DC	713
H1	Brookland-Potomac Park	Commuter	1	B	46	DC	728
H2,3,4	Crosstown	Framework	1	B	45	DC	735
H6	Brookland-Fort Lincoln	Coverage	3	A	20	DC	744
H8,9	Park Road-Brookland	Framework	1	B	33	DC	751
K2	Takoma-Fort Totten	Coverage	3	B	21	DC	790
L1,2	Connecticut Avenue	Framework	1	B	39	DC	818
M4	Nebraska Avenue	Coverage	3	B	16	DC	833
M6	Fairfax Village	Coverage	3	A	22	DC	840
N2,4,6	Massachusetts Avenue	Framework	2	B	32	DC	854
P6	Anacostia-Eckington	Coverage	1	B	63	DC	877
S1	16th Street-Potomac Park	Commuter	1	B	65	DC	939
S2,4	16th Street	Framework	1	B	61	DC	946
S9	16th Street Limited	Framework	1	B	49	DC	954
S35	Fort Dupont Shuttle	Gap	3	-	11	DC	961
S80,91	Rhode Island Avenue- Carver Terrace	Gap	1	-	13	DC	969
U4	Sheriff Road-River Terrace	Coverage	3	A	29	DC	998

Routes	Name	Classification	Tier	Grade	Line Benefit Score	Jurisdiction	Page #
U5,6	Marshall Heights	Coverage	2	A	33	DC	1005
U7	Deanwood- Minnesota Ave.	Coverage	2	B	32	DC	1013
V1	Benning Heights-M Street	Commuter	1	B	32	DC	1020
V2,4	Capitol Heights - Minnesota Ave.	Framework	2	A	59	DC	1027
V7,V8	Benning Heights-Alabama Avenue	Coverage	2	A	41	DC	1035
W1	Shipley Terrace-Fort Drum	Coverage	2	B	32	DC	1057
W2,3	United Medical Center-Anacostia	Coverage	2	B	42	DC	1064
W4	Deanwood-Alabama Avenue	Framework	2	B	51	DC	1072
W6,8	Garfield-Anacostia Loop	Coverage	1	B	36	DC	1079
W45,47	Mt. Pleasant - Tenleytown Line	Gap	2	-	22	DC	1094
X1,3	Benning Road	Commuter	1	B	50	DC	1098
X2	Benning Road-H Street	Framework	1	B	74	DC	1106
X8	Maryland Avenue	Coverage	1	B	30	DC	1113
X9	Benning Road-H St Limited	Framework	1	C	29	DC	1120
		Maryland					
83,86	College Park	Framework	3	A	33	MD	390
87	Laurel Express	Commuter	3	B	33	MD	398
89,89M	Laurel	Coverage	3	B	13	MD	405
A12	Martin Luther King Jr. Highway	Framework	3	A	26	MD	454
B21,22	Bowie State University	Commuter	3	B	22	MD	480
B24	Bowie-Belair	Coverage	3	B	19	MD	488
B27	Bowie-New Carrollton	Coverage	3	B	14	MD	495
B29	Crofton-New Carrollton	Commuter	3	B	26	MD	502
B30	Greenbelt-BWI Airport Express	Commuter	3	C	24	MD	509
C2,C4	Greenbelt-Twinbrook	Framework	2	B	62	MD	516
C8	College Park-White Flint	Framework	2	C	26	MD	524
C11,13	Clinton	Commuter	3	A	19	MD	531

Routes	Name	Classification	Tier	Grade	Line Benefit Score	Jurisdiction	Page #
C12,14	Hillcrest Heights	Coverage	3	A	12	MD	539
C27	Central Avenue	Coverage	3	A	17	MD	557
C28	Pointer Ridge	Coverage	3	B	19	MD	562
D12,13,14	Oxon Hill-Suitland	Framework	3	A	32	MD	611
F1,2	Chillum Road	Framework	3	B	17	MD	649
F4	New Carrollton-Silver Spring	Framework	2	B	45	MD	657
F6	New Carrollton-Fort Totten	Framework	3	B	23	MD	664
F8	Langley Park -Cheverly	Coverage	2	B	23	MD	671
F12	Ardwick Industrial Park Shuttle	Coverage	3	B	20	MD	678
F13	Cheverly-Washington Business Park	Coverage	3	B	20	MD	685
F14	Sheriff Road-Capitol Heights	Coverage	3	A	32	MD	692
G12,14	Greenbelt-New Carrollton	Coverage	3	A	27	MD	720
H11,12,13	Marlow Heights-Temple Hills	Coverage	3	A	12	MD	759
J1,2	Bethesda-Silver Spring	Framework	2	A	37	MD	768
J4	College Park-Bethesda Limited	Framework	1	D	17	MD	776
J12	Marlboro Pike	Coverage	3	A	18	MD	783
K6	New Hampshire Ave. - Maryland	Framework	2	B	41	MD	797
K9	New Hampshire Ave. - Maryland Limited	Framework	2	B	17	MD	804
K12	Forestville	Coverage	3	A	23	MD	811
L8	Connecticut Avenue-Maryland	Coverage	3	B	30	MD	826
NH1	National Harbor-Southern Avenue	Coverage	3	A	20	MD	863
NH2	National Harbor-Alexandria	Framework	1	C	10	MD	870
P12	Eastover-Addison Road	Framework	3	B	44	MD	884
P18,19	Oxon Hill-Fort Washington	Coverage	3	B	19	MD	891
Q1,2,4,5,6	Veirs Mill Road	Framework	2	A	43	MD	899
R1,2	Riggs Road	Framework	3	B	32	MD	910
R4	Queens Chapel Road	Coverage	2	A	22	MD	918

Routes	Name	Classification	Tier	Grade	Line Benefit Score	Jurisdiction	Page #
R12	Kenilworth Avenue	Framework	3	B	18	MD	925
T2	River Road	Coverage	3	B	21	MD	977
T14	Rhode Island Avenue - New Carrollton	Framework	3	B	21	MD	984
T18	Annapolis Road	Framework	3	A	31	MD	991
V12	District Heights-Suitland	Framework	3	A	19	MD	1043
V14	District Heights-Seat Pleasant	Coverage	3	A	27	MD	1050
W14	Bock Road	Commuter	3	A	31	MD	1087
Y2,7,8	Georgia Avenue-Maryland	Framework	2	B	46	MD	1127
Z2	Colesville-Ashton	Commuter	3	B	28	MD	1136
Z6	Calverton-Westfarm	Framework	2	B	23	MD	1143
Z7	Laurel-Burtonsville Express	Commuter	3	A	26	MD	1150
Z8	Fairland	Framework	2	B	24	MD	1157
Z11	Burtonsville-Greencastle Express	Commuter	2	B	28	MD	1164
		Virginia					
1A,B	Wilson Blvd. -Vienna	Framework	2	B	29	VA	1
1C	Fair Oaks-Fairfax Blvd.	Framework	2	C	16	VA	9
2A	Washington Blvd. -Dunn Loring	Framework	2	B	27	VA	16
2B	Fair Oaks-Jermantown Road	Coverage	2	C	25	VA	23
3A	Annandale Road	Coverage	3	B	24	VA	30
3T	Pimmit Hills	Coverage	2	C	25	VA	37
3Y	Lee Highway-Farragut Square	Commuter	2	B	47	VA	44
4A,B	Pershing Drive-Arlington Blvd	Coverage	2	B	39	VA	51
5A	DC-Dulles	Commuter	1	C	40	VA	59
7A,F,Y	Lincolnia-North Fairlington	Framework	1	B	30	VA	66
7C,P	Park Center-Pentagon	Commuter	1	B	14	VA	75
7M	Mark Center-Pentagon	Gap	1	-	80	VA	83
7W	Lincolnia-Pentagon	Commuter	1	B	29	VA	88

Routes	Name	Classification	Tier	Grade	Line Benefit Score	Jurisdiction	Page #
8S,W,Z	Foxchase-Seminary Valley	Commuter	2	A	46	VA	95
10A,E,N	Alexandria-Pentagon	Framework	1	C	25	VA	104
10B	Hunting Point-Ballston	Framework	1	C	25	VA	113
11Y	Mount Vernon Express	Commuter	2	C	38	VA	120
15K	Chain Bridge Road	Commuter	3	A	41	VA	127
16A,C,E	Columbia Pike	Framework	1	B	43	VA	134
16G,H	Columbia Pike- Pentagon City	Framework	1	B	35	VA	143
16L	Annandale-Skyline City-Pentagon	Commuter	2	B	28	VA	151
16Y	Columbia Pike-Farragut Square	Commuter	1	B	60	VA	158
17B,M	Kings Park-North Springfield	Commuter	2	C	31	VA	165
17G,H,K,L	Kings Park Express	Commuter	3	B	47	VA	173
18G,H,J	Orange Hunt	Commuter	3	B	39	VA	183
18P	Burke Centre	Commuter	3	B	31	VA	192
21A,D	Landmark-Bren Mar Park-Pentagon	Commuter	1	A	45	VA	199
22A,C,F	Barcroft-South Fairlington	Framework	2	C	24	VA	207
23A,B,T	Mclean-Crystal City	Framework	2	B	33	VA	216
25B	Landmark-Ballston	Framework	1	C	25	VA	225
26A	Annandale-East Falls Church	Coverage	2	C	21	VA	232
28A	Leesburg Pike	Framework	2	A	39	VA	239
28F,G	Skyline City	Commuter	1	B	34	VA	246
29C,G	Annandale	Commuter	2	B	29	VA	254
29K,N	Alexandria-Fairfax	Framework	2	B	22	VA	262
29W	Braeburn Drive - Pentagon Express	Commuter	3	B	23	VA	270
38B	Ballston-Farragut Square	Framework	1	B	31	VA	309
MW1	Metroway Potomac Yard	BRT	1	C	100	VA	847
REX (R99)	Richmond Highway Express	Framework	3	A	23	VA	932

3. How to Read This Document

About the Line

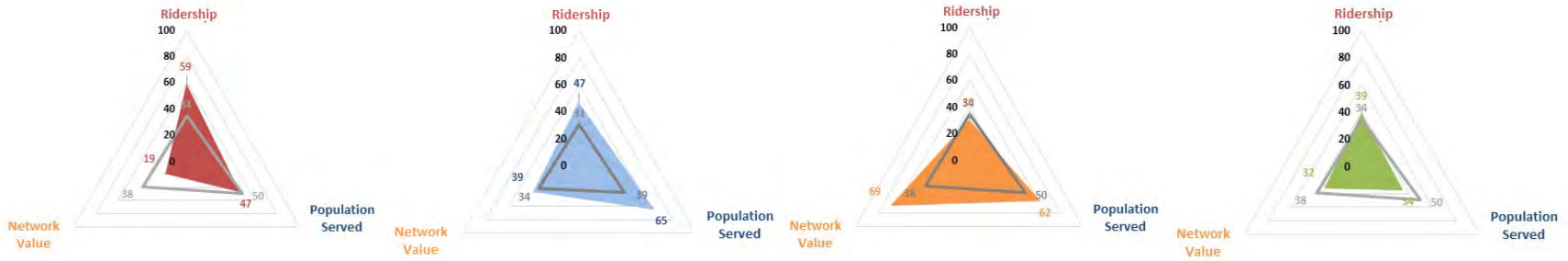
The purpose of this section is to deliver a detailed overview of the line. This section contains a line map and provides an overview of the service classification, activity tier, overall line grade, line benefit score, operating statistics, service area context, facilities/amenities and ridership trends.

Line Benefit Score

The Line Benefit Score attempts to capture each line's service and its contribution to the overall system through three metrics: Ridership, Population Served, and Network Value. Each graphic is colored based on the metric that the line is scored the highest in, or the route is considered "balanced", if the scores are within 15 points of each other (**Figure 1**). The components of each metric are outlined below.

- **Ridership:** Total average weekday ridership measures the demand for the line.
- **Population Served**: 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, and Gap Services):** Total population within a half mile of bus stops along the line.
  - **Transit Dependent (Coverage Services):** Low-income or zero-household households within a quarter mile of bus stops along the line.
  - **Commuters (Commuter Services):** Labor force within a quarter mile of origin bus stops during the AM Peak and within one mile of a Park & Ride served by the line.
- **Network Value:** The value of the line to the network acknowledges that each bus line doesn't 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.
  - **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, therefore the routes outside of DC will have artificially low transfer values. This data is based off of 2018 Trace Model data, which in the future will include other regional providers.
  - **Unique Access for People:** The percentage of ridership that occurs on unique segments of a line that are not served by other lines.
  - **Access to Destinations:** The number of jobs the line serves.

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



To determine the final line benefit score, each of the three components are weighted based on the class of the line and combined into one score.

Span and Frequency Graphic

Within this graphic, the span and frequency of service of each route is summarized by time of day. 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.

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 metrics defined in the ***2020 Metrobus Service Guidelines.*** Within each performance report card the following elements are defined:

- **Standards/Targets:** The ***2020 Metrobus Service Guidelines*** established standards and guidelines for many metrics by classification and tier. The line and route averages for each metric are compared to these standards and targets.
- **System Average:** The system average illustrates the Metrobus average across all lines, regardless of classification. This is primarily used for ridership metrics.
- **Class/Tier Average:** The classification average indicates the average for that metric for all the Metrobus lines that have the same classification (BRT, Framework, Coverage, Commuter, or Gap).

Grades

Lines and routes are graded on an A through E scale. Grades are assigned based on the variation of the line/route average for each metric compared to the established standard. While the majority of 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 are averaged at the line level, across weekday, Saturday and Sunday, to produce an overall grade. As a note, for coverage routes that don't operate on the weekend, the lowest grade it will be given for weekend metrics is a "C" based on the various circumstances that could be influencing that decision.

Table 1: Metrics by Level

Level	Availability	Route Design	Productivity	Reliability	Cost Effectiveness
Line	Span of Service, Frequency of Service	Branch Productivity, Parallel Corridors	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

Operational Analysis

This section provides a detailed analysis on revenue/deadhead miles, revenue/deadhead hour, service delivery (which includes both route roundtrip length and percentage of trips served), and passenger miles per revenue miles. The purpose of these metrics are to understand how efficiently service is being operated, in particular regarding garage assignment, run cutting, and route design, and how the route(s) perform overall in terms of usage.

4. Glossary

Branch Productivity: The number of boardings on the unique segments of a line, or unique branches of the route.

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 which lines/routes may not be safely and/or comfortably transporting riders due to overcrowding by evaluating the percentage of passenger time spent on vehicles that exceed crowding guidelines.

Deviations: When a route deviates from the main corridor in which it is operating to serve a specific area or point, it is considered a deviation.

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

Line: A grouping of routes that serves a specific corridor, or operates between similar origins and destinations.

On-Time Performance: For schedule-based service, refers to the percentage of trips that depart a certain timepoint relative to their scheduled departure time on-time. For headway-based service, refers to the percentage of trips that depart a certain timepoint relative to the scheduled service headway.

Operating Cost per Passenger Trip: Helps agencies compare the amount of funding needed to operate a certain line/route to the use of the service.

Parallel Corridors: When two bus routes run on nearby parallel corridors for significant distances, it can create duplicative service.

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.

Patterns: There are certain areas in the WMATA Transit Zone where a route may have multiple patterns that share the same common primary alignment (trunk), but branch off at the ends of the route to serve various destination or origin points.

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

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 unique segment of a route that is not served by another route.

Vehicle Load Factor: Evaluates which lines/routes may not be safely and/or comfortably transporting riders due to overcrowding.

LINE: 137 – WILSON BLVD. -VIENNA ROUTE(S): 1A,B

About the Line

Service Classification

Framework

Activity Tier

2

Overall Grade

Line	B

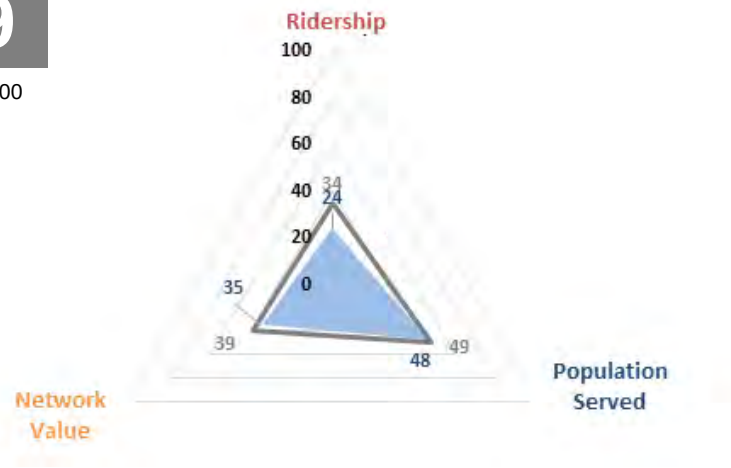
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

29

Out of 100



Classification Average:

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$5,020,247
Peak Vehicles	10
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

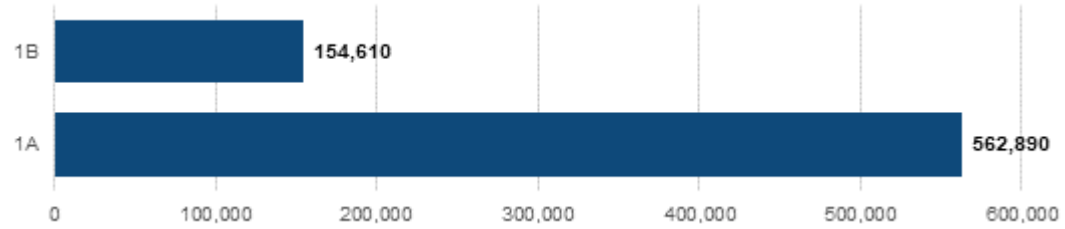
Service Area Population		57,224
Minority Population	*Service Area*	28,809
	Rider Survey	2,053 (78%)
Low-Income Households	*Service Area*	2,917
	Rider Survey	1,307 (52%)

Facilities/Amenities

Bus Stops	136
Bus Shelters	28
Benches	26
Real-Time Signs	0

Ridership

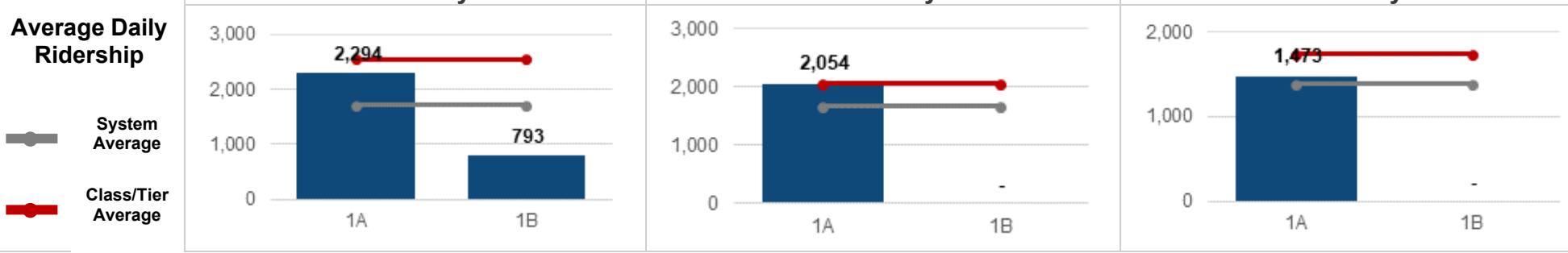
Annual Ridership



Top Transfer Locations

Ballston, Dunn Loring, Vienna

Average Daily Ridership



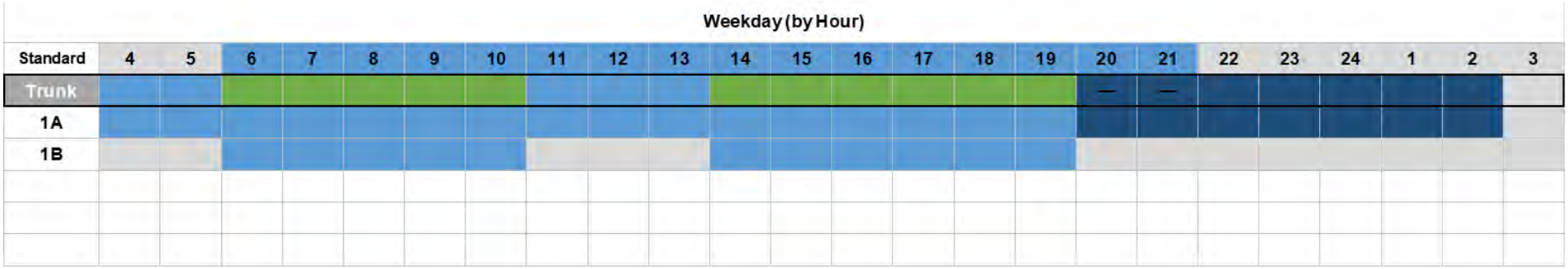
Average Trip Ridership and Maximum Load by Time Period

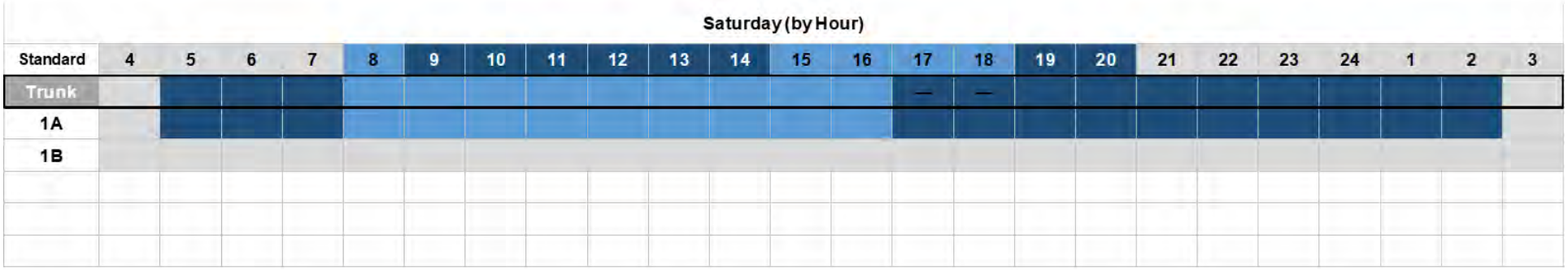
Vehicle Load Factor

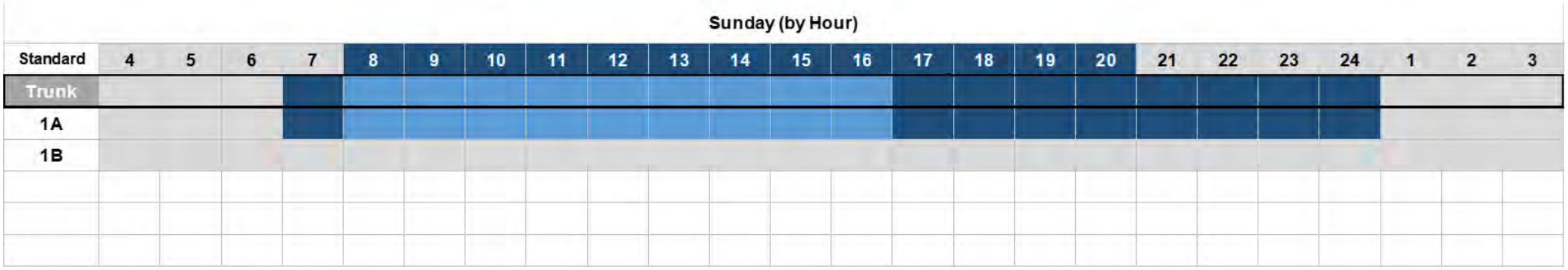
	Direction:	East	West
Weekday	**Peak** Maximum Target: 1.00	0.47	0.42
Weekday	**Off-Peak** Maximum Target: 1.00	0.40	0.36
	Saturday Maximum Target: 1.00	0.38	0.38
	Sunday Maximum Target: 1.00	0.37	0.37

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—







[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

B 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	4:44 a.m. - 2:04 a.m.	-	A	5:29 a.m. - 2:26 a.m.	-	A	7:34 a.m. - 12:26 a.m.	-	B
	Frequency of Service | varies	Peak: 13.5 / Off-Peak: 15.0	*Peak: 15.0 / Off-Peak: 21.8*	A	33.2	*28.5*	B	42.0	*32.0*	A
Productivity	**Passengers per Revenue Hour** | 20.0	23.2	*33.0*	A	23.0	*29.0*	A	22.6	*28.9*	A
	Passengers per Revenue Mile | 2.0	2.1	*3.7*	B	2.1	*3.0*	B	2.0	*2.9*	B
Reliability	**On-Time Performance** | 79%	88%	*76%*	A	86%	*78%*	A	89%	*80%*	A
	Crowding | 5.0%	0.0%	*2.1%*	A	0.0%	*1.0%*	A	0.0%	*0.8%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.47 Off-Peak: 0.40	*Peak: 0.52 Off-Peak: 0.40*	A	0.38	*0.38*	A	0.37	*0.37*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $5.00	$5.04	*$3.91*	C	$5.09	*$4.52*	C	$5.18	*$4.63*	C
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 1A

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	4.9	*5.6*	E
Route Design	**Circuity |** 1.75	1.42	*1.44*	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 |** 20.0	23.1	*32.2*	A	23.0	*28.3*	A	22.6	*28.3*	A
	Passengers per Revenue Mile | 2.0	2.1	*3.7*	B	2.1	*3.0*	B	2.0	*2.9*	B
	Unique Segment Ridership | 10%	4%	*17%*	E	2%	*19%*	E	2%	*19%*	E
Reliability	**On-Time Performance |** 79%	89%	*77%*	A	86%	*79%*	A	89%	*80%*	A
	Crowding | 5.0%	0.0%	*2.0%*	A	0.0%	*1.1%*	A	0.0%	*0.9%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.47 Off-Peak: 0.40	*Peak: 0.53 Off-Peak: 0.41*	A	0.40	*0.39*	A	0.30	*0.35*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$5.06	*$4.18*	C	$5.09	*$4.72*	C	$5.18	*$4.78*	C
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 1B

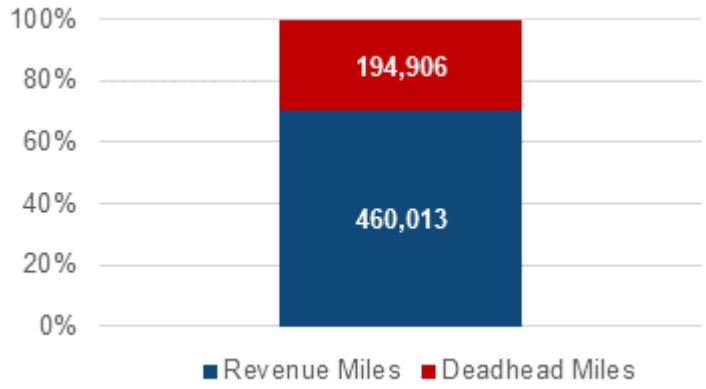
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	5.1	*5.6*	E
Route Design	**Circuity |** 1.75	1.30	*1.44*	A

	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 |** 20.0	23.4	*32.2*	A		*28.3*	-		*28.3*	-
	Passengers per Revenue Mile | 2.0	2.2	*3.7*	B		*3.0*	-		*2.9*	-
	Unique Segment Ridership | 10%	8%	*17%*	C		*19%*	-		*19%*	-
Reliability	**On-Time Performance |** 79%	83%	*77%*	B		*79%*	-		*80%*	-
	Crowding | 5.0%	0.1%	*2.0%*	A		*1.1%*	-		*0.9%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.40 Off-Peak: 0.30	*Peak: 0.53 Off-Peak: 0.41*	A		*0.39*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$4.99	*$4.18*	B		*$4.72*	-		*$4.78*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

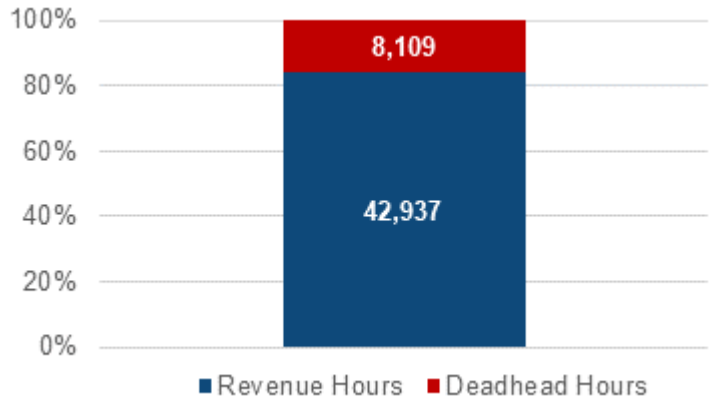
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



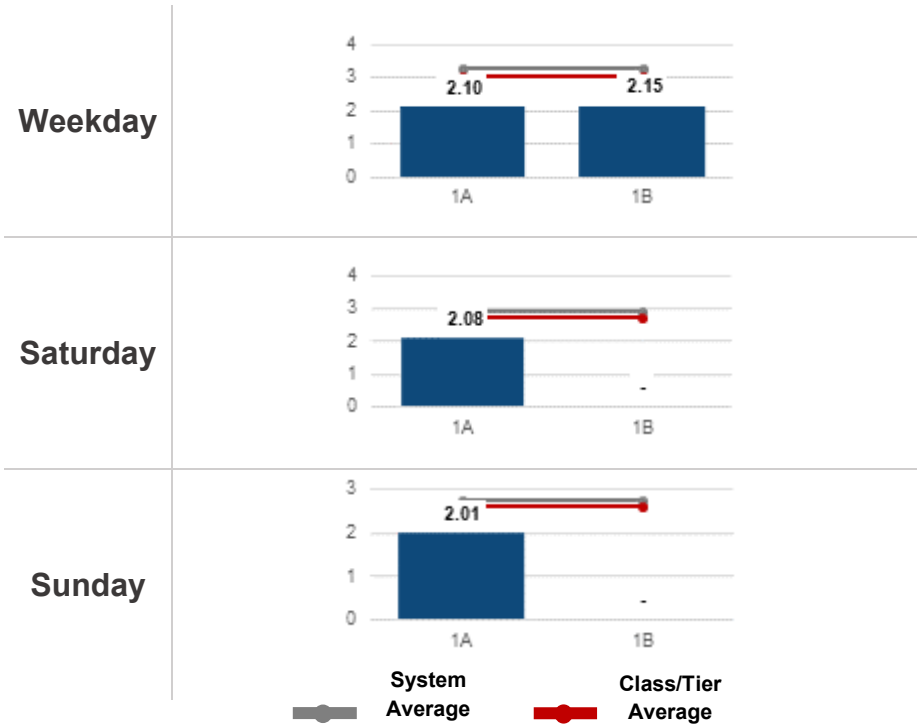
Hours Allocation



Service Delivery

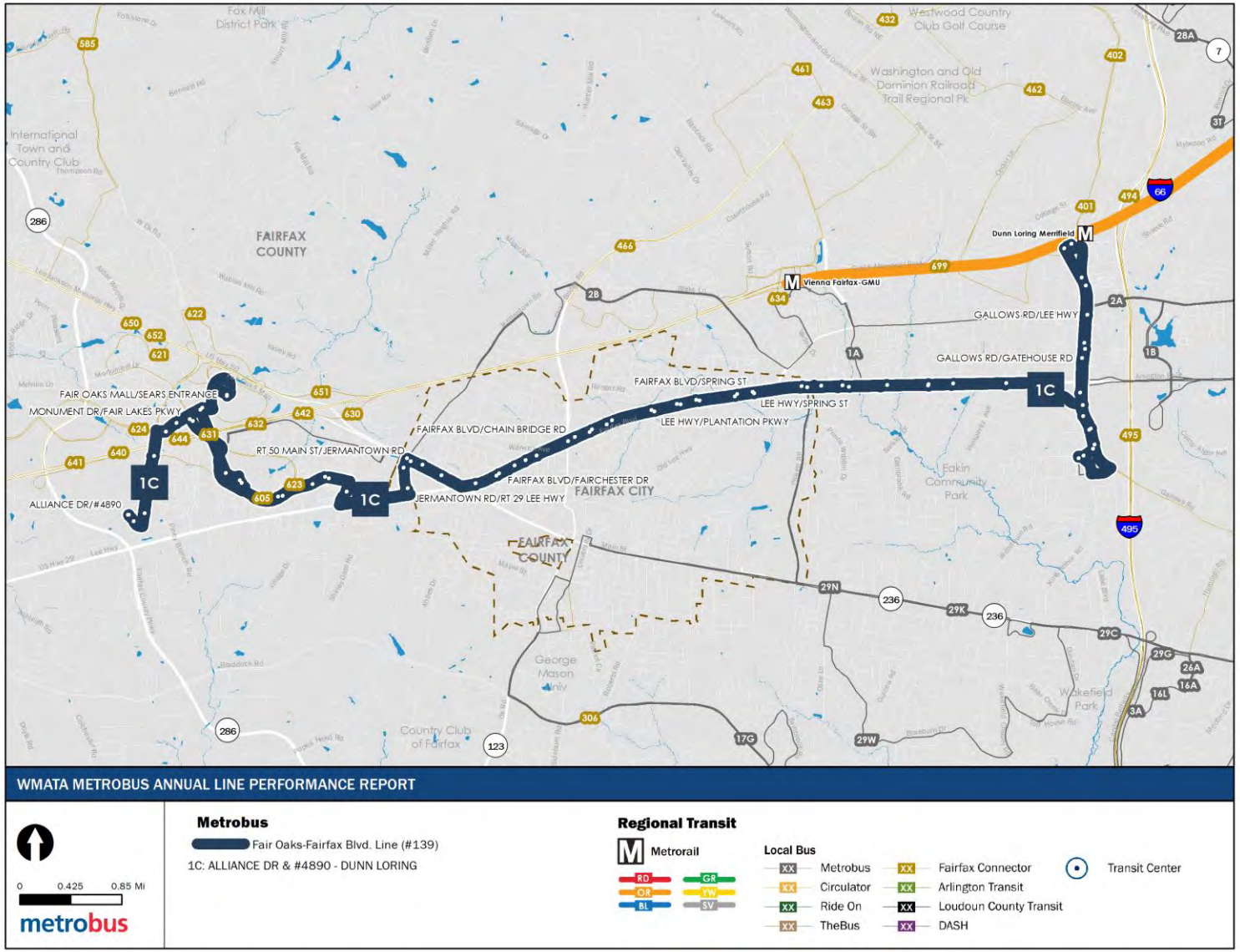
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
1A	27.4	12,455	11,401 (92%)
1B	20.4	4,368	4,006 (92%)

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	C

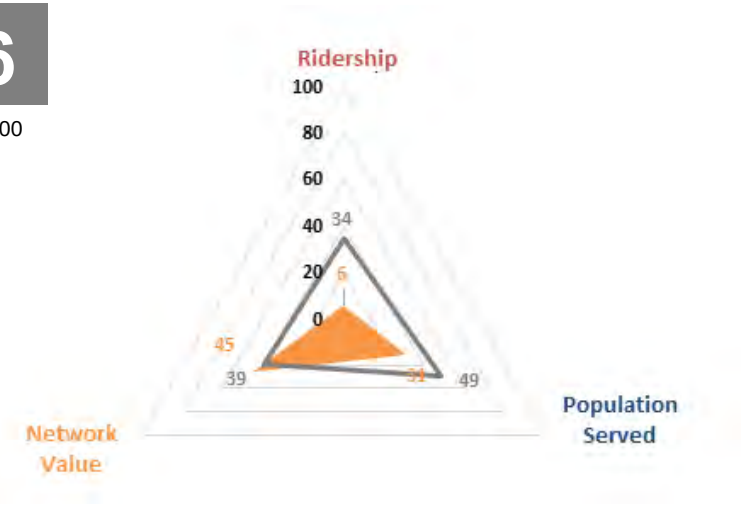
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

16

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$2,401,706
Peak Vehicles	4
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

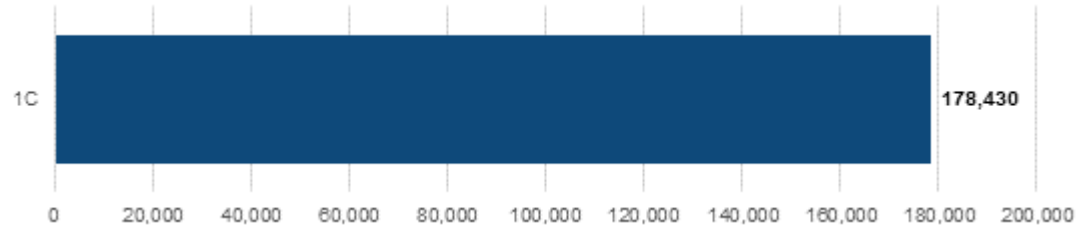
Service Area Population		36,514
Minority Population	*Service Area*	19,301
	Rider Survey	622 (84%)
Low-Income Households	*Service Area*	1,598
	Rider Survey	328 (46%)

Facilities/Amenities

Bus Stops	104
Bus Shelters	13
Benches	19
Real-Time Signs	0

Ridership

Annual Ridership



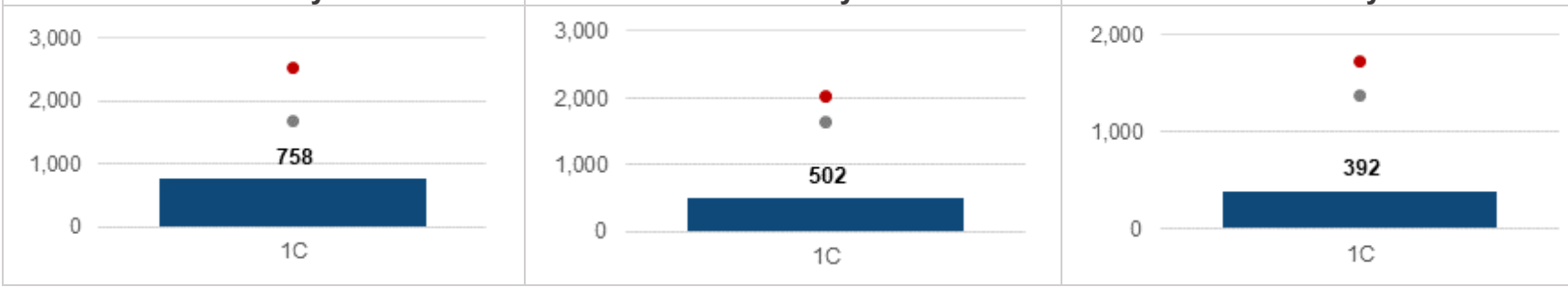
Top Transfer Locations

Dunn Loring

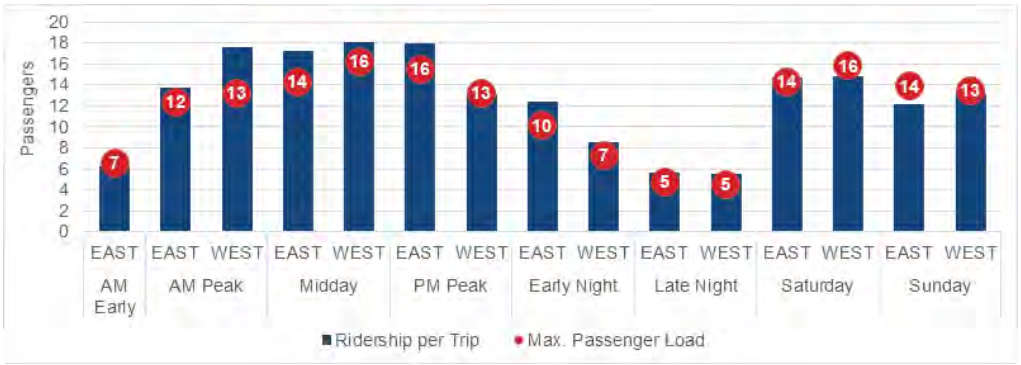
Average Daily Ridership

System Average

Class/Tier Average



Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	East	West
Weekday	**Peak** Maximum Target: 1.00	0.28	0.26
	Off-Peak Maximum Target: 1.00	0.22	0.24
	Saturday Maximum Target: 1.00	0.24	0.25
	Sunday Maximum Target: 1.00	0.21	0.22

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk			—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—						
1C																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk					—							—	—	—	—									
1C																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
1C																								

[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

C 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	4:00 a.m. - 12:26 a.m.	-	A	6:25 a.m. - 11:35 p.m.	-	A	7:20 a.m. - 11:09 p.m.	-	B
	Frequency of Service | varies	Peak: 32.1 / Off-Peak: 54.2	*Peak: 15.0 / Off-Peak: 21.8*	B	59.7	*28.5*	E	60.0	*32.0*	A
Productivity	**Passengers per Revenue Hour** | 20.0	11.8	*33.0*	E	14.0	*29.0*	E	11.8	*28.9*	E
	Passengers per Revenue Mile | 2.0	0.9	*3.7*	E	1.1	*3.0*	E	0.9	*2.9*	E
Reliability	**On-Time Performance** | 79%	83%	*76%*	B	87%	*78%*	A	86%	*80%*	A
	Crowding | 5.0%	0.0%	*2.1%*	A	0.0%	*1.0%*	A	0.0%	*0.8%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.28 Off-Peak: 0.22	*Peak: 0.52 Off-Peak: 0.40*	A	0.24	*0.38*	A	0.21	*0.37*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $5.00	$9.91	*$3.91*	E	$8.33	*$4.52*	E	$9.87	*$4.63*	E
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 1C

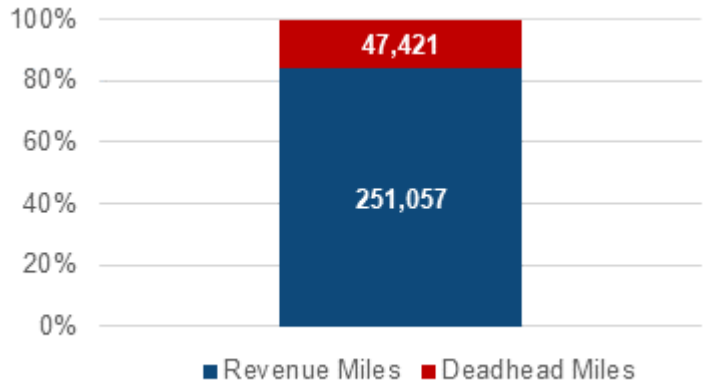
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	3.9	*5.6*	E
Route Design	**Circuity |** 1.75	1.66	*1.44*	B

	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 |** 20.0	11.8	*32.2*	E	14.0	*28.3*	E	11.8	*28.3*	E
	Passengers per Revenue Mile | 2.0	0.9	*3.7*	E	1.1	*3.0*	E	0.9	*2.9*	E
	Unique Segment Ridership | 10%	75%	*17%*	A	80%	*19%*	A	82%	*19%*	A
Reliability	**On-Time Performance |** 79%	83%	*77%*	B	87%	*79%*	A	86%	*80%*	A
	Crowding | 5.0%	0.0%	*2.0%*	A	0.0%	*1.1%*	A	0.0%	*0.9%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.27 Off-Peak: 0.20	*Peak: 0.53 Off-Peak: 0.41*	A	0.20	*0.39*	A	0.20	*0.35*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$9.91	*$4.18*	E	$8.33	*$4.72*	E	$9.87	*$4.78*	E
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

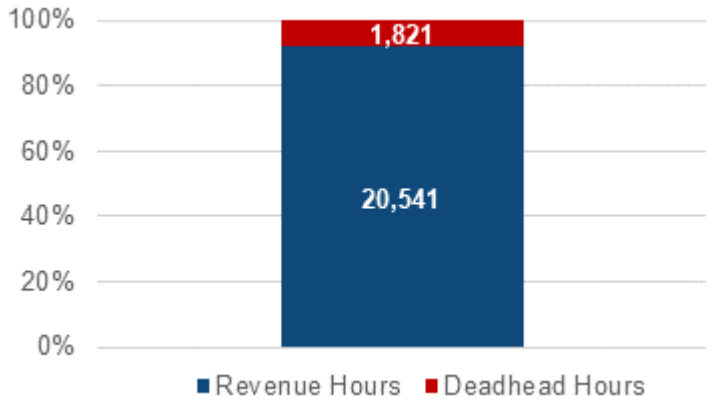
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



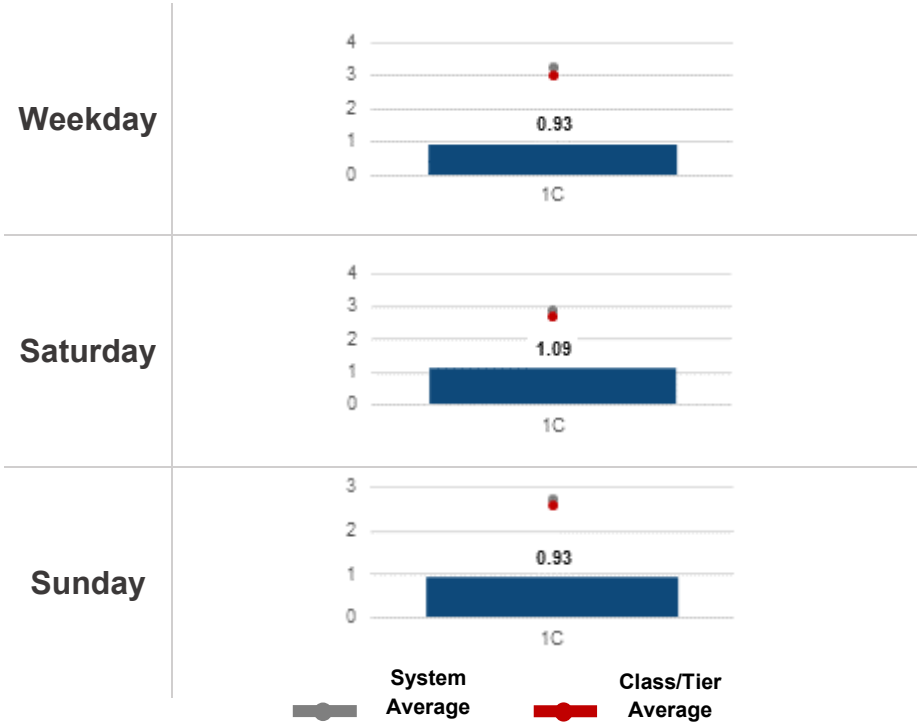
Hours Allocation



Service Delivery

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
1C	31.8	7,775	7,050 (91%)

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	B

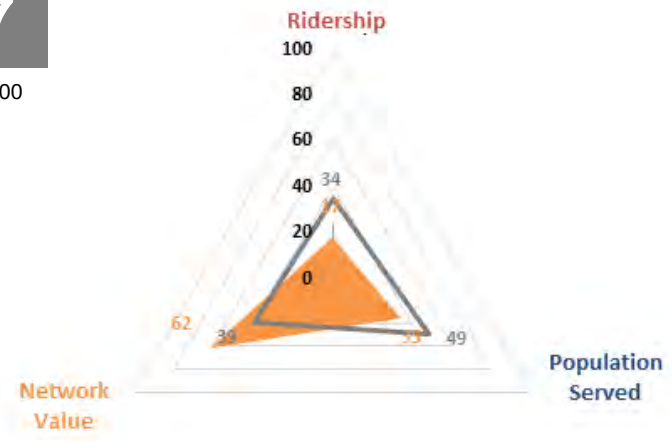
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

27

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$3,377,279
Peak Vehicles	9
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

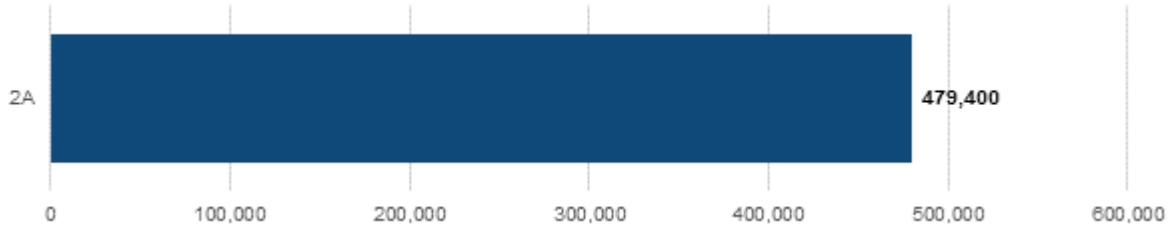
Service Area Population		35,255
Minority Population	*Service Area*	12,406
	Rider Survey	1,068 (57%)
Low-Income Households	*Service Area*	1,376
	Rider Survey	640 (37%)

Facilities/Amenities

Bus Stops	100
Bus Shelters	12
Benches	16
Real-Time Signs	0

Ridership

Annual Ridership



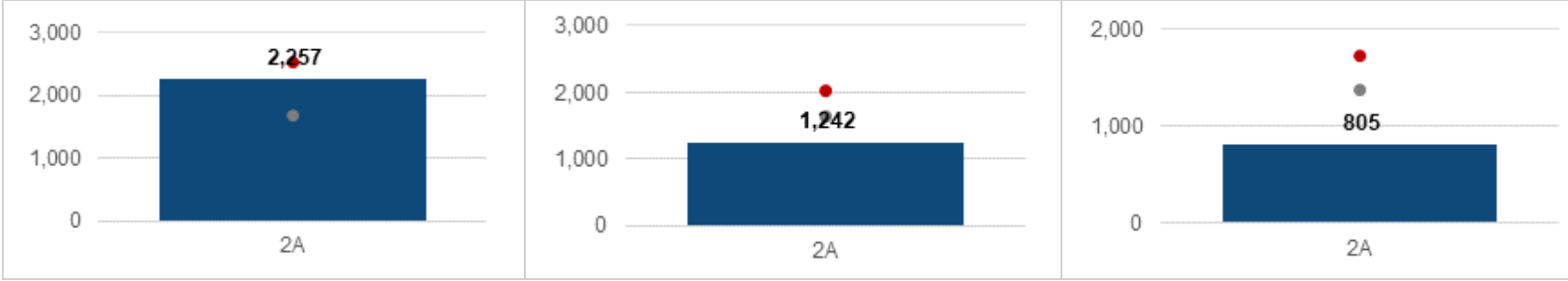
Top Transfer Locations

East Falls Church, Ballston, Dunn Loring

Average Daily Ridership

System Average

Class/Tier Average



Average Trip Ridership and Maximum Load by Time Period

Vehicle Load Factor

	Direction:	East	West
Weekday	**Peak** Maximum Target: 1.00	0.38	0.42
	Off-Peak Maximum Target: 1.00	0.27	0.27
	Saturday Maximum Target: 1.00	0.25	0.26
	Sunday Maximum Target: 1.00	0.26	0.26

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																	—	—						
2A																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk														—	—									
2A																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
2A																								

[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

B 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	4:45 a.m. - 1:41 a.m.	-	A	5:45 a.m. - 1:44 a.m.	-	A	5:45 a.m. - 12:58 a.m.	-	A
	Frequency of Service | varies	Peak: 16.1 / Off-Peak: 26.7	*Peak: 15.0 / Off-Peak: 21.8*	A	32.4	*28.5*	B	45.0	*32.0*	A
Productivity	**Passengers per Revenue Hour** | 20.0	25.3	*33.0*	A	21.6	*29.0*	B	20.4	*28.9*	B
	Passengers per Revenue Mile | 2.0	2.6	*3.7*	A	2.1	*3.0*	B	2.0	*2.9*	B
Reliability	**On-Time Performance** | 79%	90%	*76%*	A	92%	*78%*	A	93%	*80%*	A
	Crowding | 5.0%	0.0%	*2.1%*	A	0.0%	*1.0%*	A	0.0%	*0.8%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.38 Off-Peak: 0.27	*Peak: 0.52 Off-Peak: 0.40*	A	0.25	*0.38*	A	0.26	*0.37*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $5.00	$4.63	*$3.91*	B	$5.41	*$4.52*	C	$5.72	*$4.63*	D
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 2A

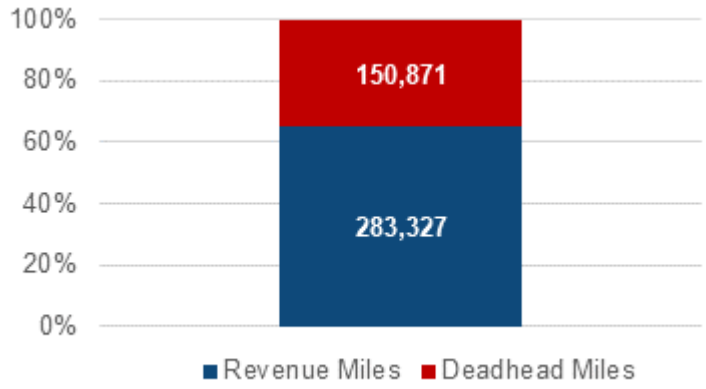
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	6.4	*5.6*	E
Route Design	**Circuity |** 1.75	1.18	*1.44*	A

	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 |** 20.0	25.3	*32.2*	A	21.6	*28.3*	B	20.4	*28.3*	B
	Passengers per Revenue Mile | 2.0	2.6	*3.7*	A	2.1	*3.0*	B	2.0	*2.9*	B
	Unique Segment Ridership | 10%	63%	*17%*	A	67%	*19%*	A	69%	*19%*	A
Reliability	**On-Time Performance |** 79%	90%	*77%*	A	92%	*79%*	A	93%	*80%*	A
	Crowding | 5.0%	0.0%	*2.0%*	A	0.0%	*1.1%*	A	0.0%	*0.9%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.40 Off-Peak: 0.30	*Peak: 0.53 Off-Peak: 0.41*	A	0.30	*0.39*	A	0.20	*0.35*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$4.63	*$4.18*	B	$5.41	*$4.72*	C	$5.72	*$4.78*	D
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

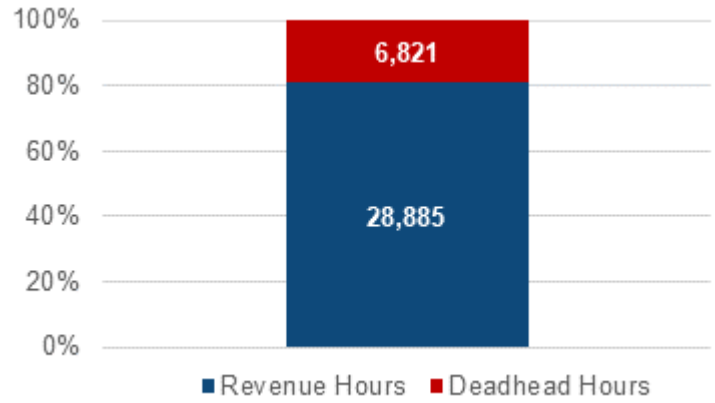
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



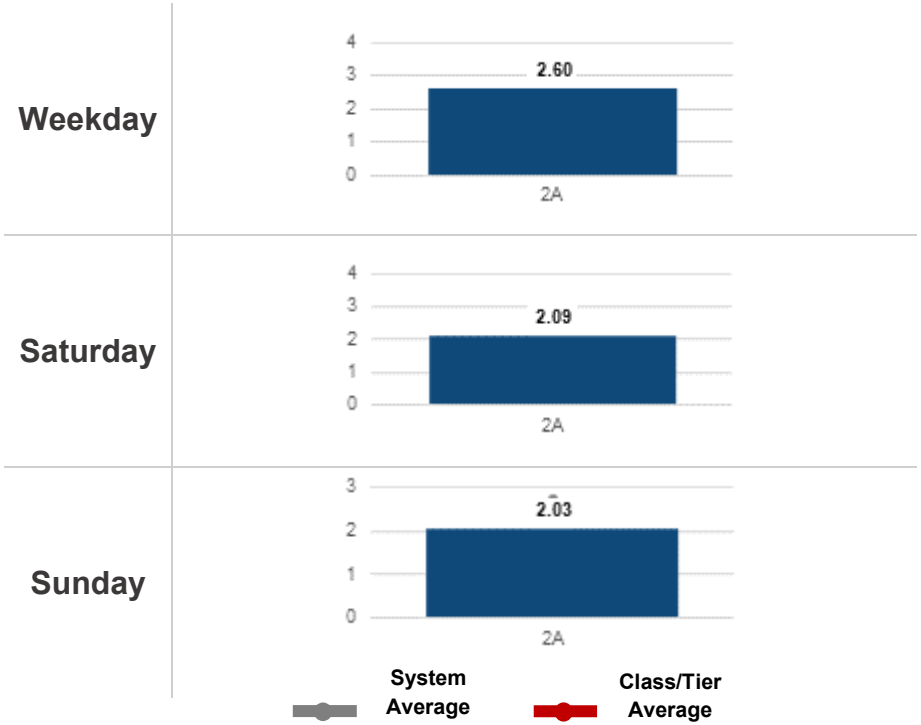
Hours Allocation



Service Delivery

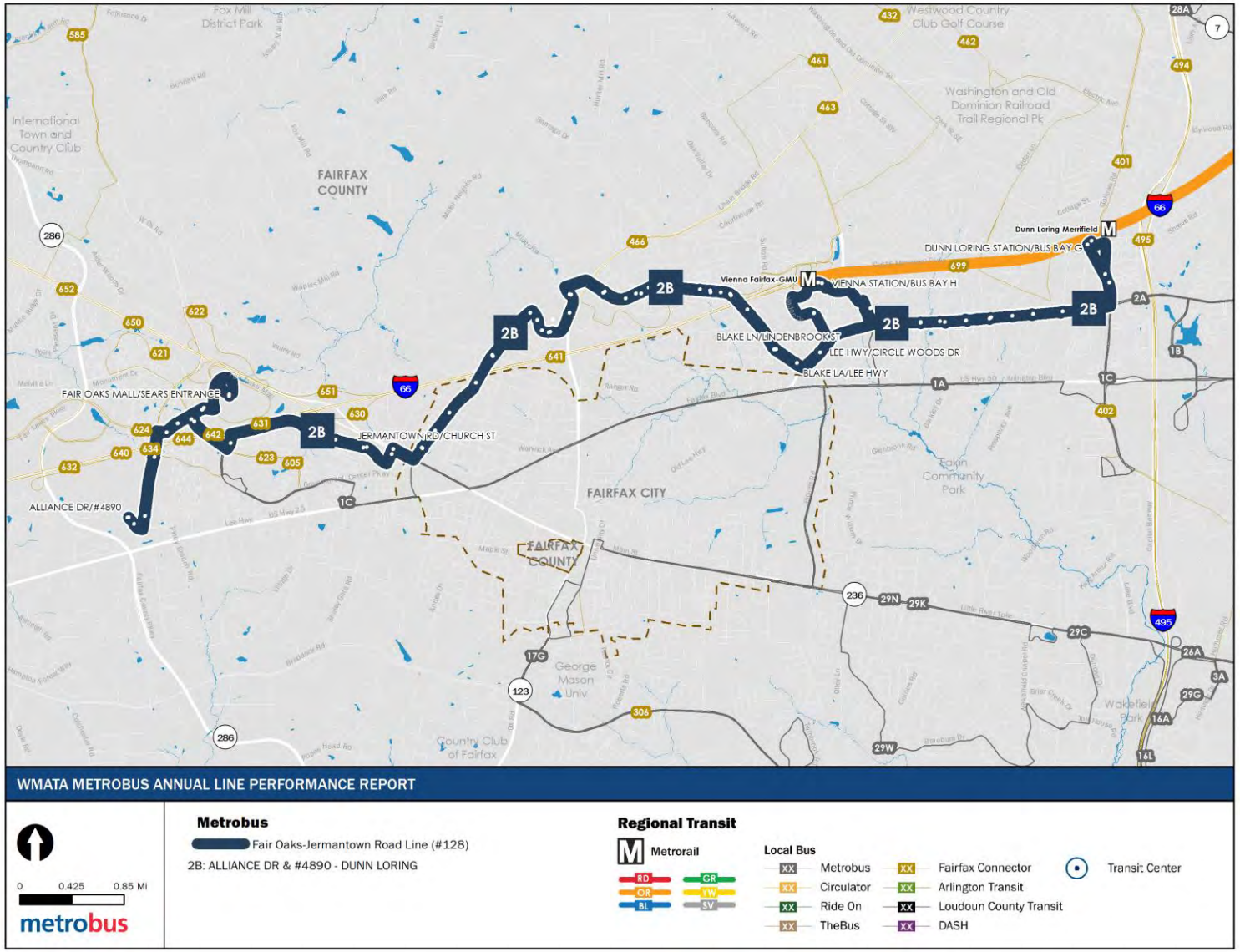
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
2A	16.6	15,382	14,058 (91%)

Passenger Miles per Revenue Mile



LINE: 128 – FAIR OAKS-JERMANTOWN ROAD ROUTE(S): 2B

About the Line



Service Classification

Coverage

Activity Tier

2

Overall Grade

Line	C

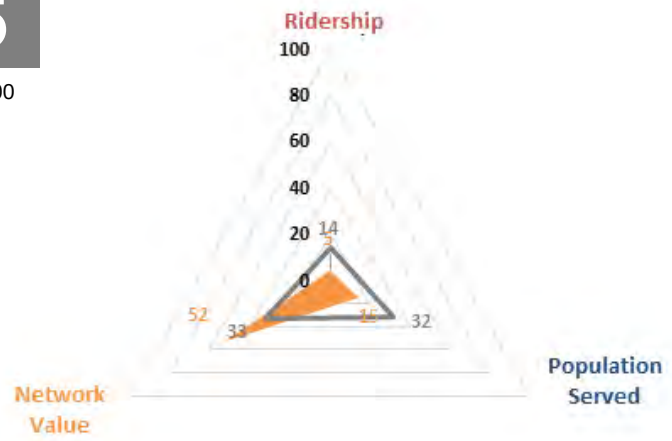
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

25

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$1,810,469
Peak Vehicles	5
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

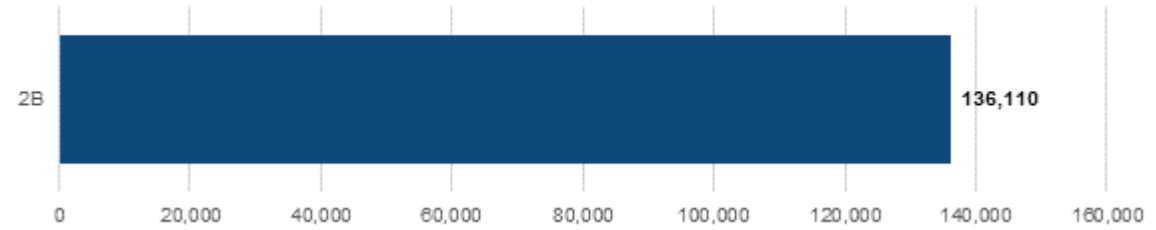
Service Area Population		41,992
Minority Population	*Service Area*	22,362
	Rider Survey	178 (31%)
Low-Income Households	*Service Area*	1,830
	Rider Survey	69 (12%)

Facilities/Amenities

Bus Stops	106
Bus Shelters	7
Benches	11
Real-Time Signs	0

Ridership

Annual Ridership



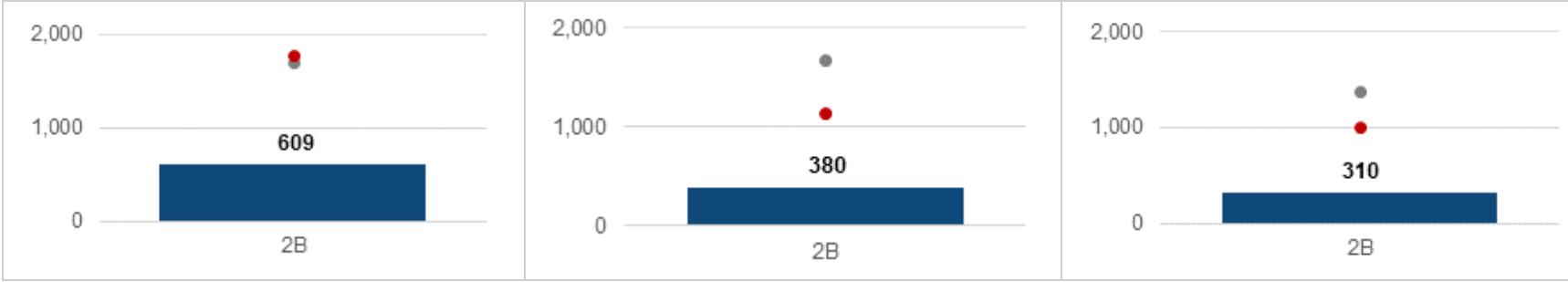
Top Transfer Locations

Vienna, Dunn Loring

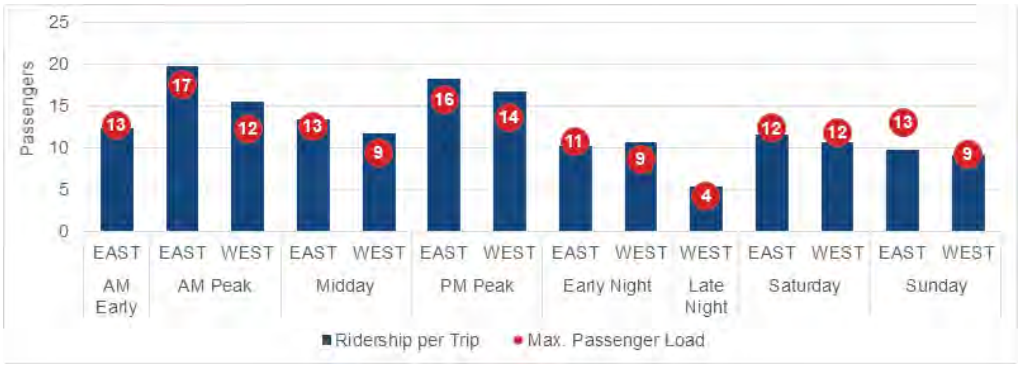
Average Daily Ridership

System Average

Class/Tier Average



Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	East	West
Weekday	**Peak** Maximum Target: 1.00	0.34	0.27
	Off-Peak Maximum Target: 1.00	0.22	0.20
	Saturday Maximum Target: 1.00	0.20	0.19
	Sunday Maximum Target: 1.00	0.18	0.17

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk			—	—	—							—	—	—	—									
2B																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
2B																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
2B																								

[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

C Fair Oaks-Jermantown 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	5:08 a.m. - 11:57 p.m.	-	A	6:20 a.m. - 11:35 p.m.	-	A	6:20 a.m. - 10:54 p.m.	-	A
	Frequency of Service | varies	Peak: 43.1 / Off-Peak: 54.7	*Peak: 20.6 / Off-Peak: 32.7*	C	60.0	*40.5*	A	60.0	*41.1*	A
Productivity	**Passengers per Revenue Hour** | 15.0	13.6	*28.8*	C	11.4	*27.4*	E	9.7	*26.0*	E
	Passengers per Revenue Mile | 2.0	1.0	*2.9*	E	0.9	*2.7*	E	0.8	*2.5*	E
Reliability	**On-Time Performance** | 79%	84%	*82%*	A	90%	*82%*	A	87%	*84%*	A
	Crowding | 5.0%	0.0%	*0.5%*	A	0.0%	*0.2%*	A	0.0%	*0.1%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.34 Off-Peak: 0.22	*Peak: 0.39 Off-Peak: 0.29*	A	0.20	*0.30*	A	0.18	*0.28*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $5.00	$8.62	*$4.67*	E	$10.25	*$5.07*	E	$12.06	*$5.13*	E
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 2B

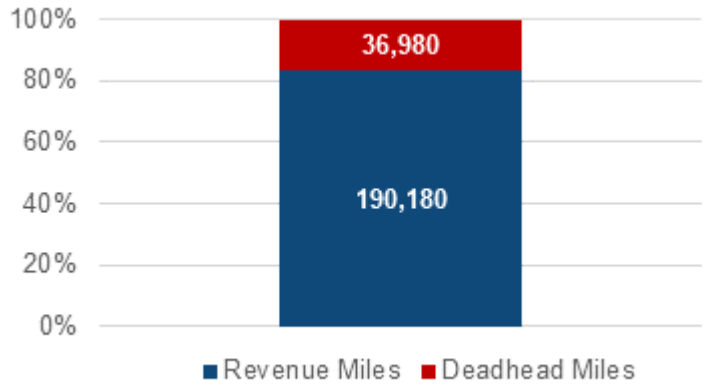
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	3.8	*6.1*	E
Route Design	**Circuity |** N/A	1.57	*2.00*	-

	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 |** 15.0	13.6	*29.7*	C	11.4	*29.3*	E	9.7	*27.9*	E
	Passengers per Revenue Mile | 2.0	1.0	*3.0*	E	0.9	*2.9*	E	0.8	*2.7*	E
	Unique Segment Ridership | 10%	87%	*31%*	A	87%	*33%*	A	87%	*32%*	A
Reliability	**On-Time Performance |** 79%	84%	*82%*	A	90%	*82%*	A	87%	*84%*	A
	Crowding | 5.0%	0.0%	*0.4%*	A	0.0%	*0.2%*	A	0.0%	*0.1%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.30 Off-Peak: 0.20	*Peak: 0.39 Off-Peak: 0.29*	A	0.20	*0.31*	A	0.20	*0.27*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$8.62	*$4.77*	E	$10.25	*$4.83*	E	$12.06	*$4.94*	E
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

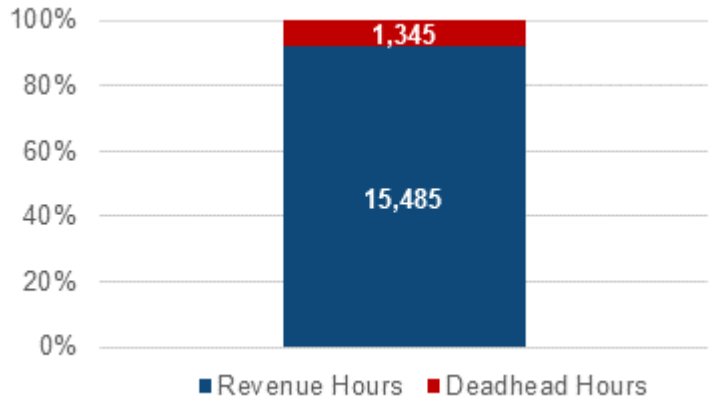
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



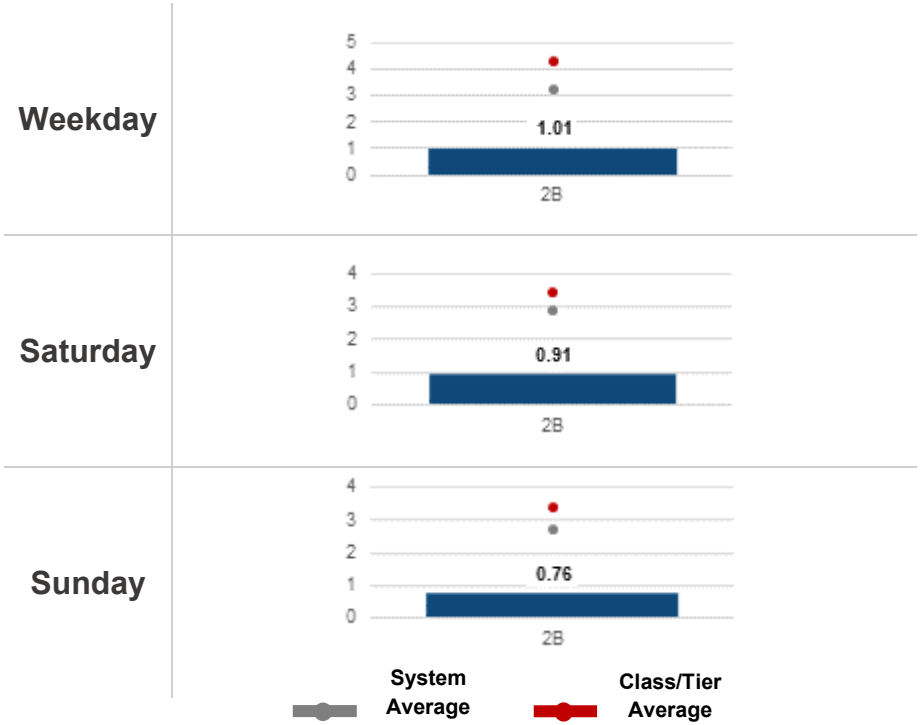
Hours Allocation



Service Delivery

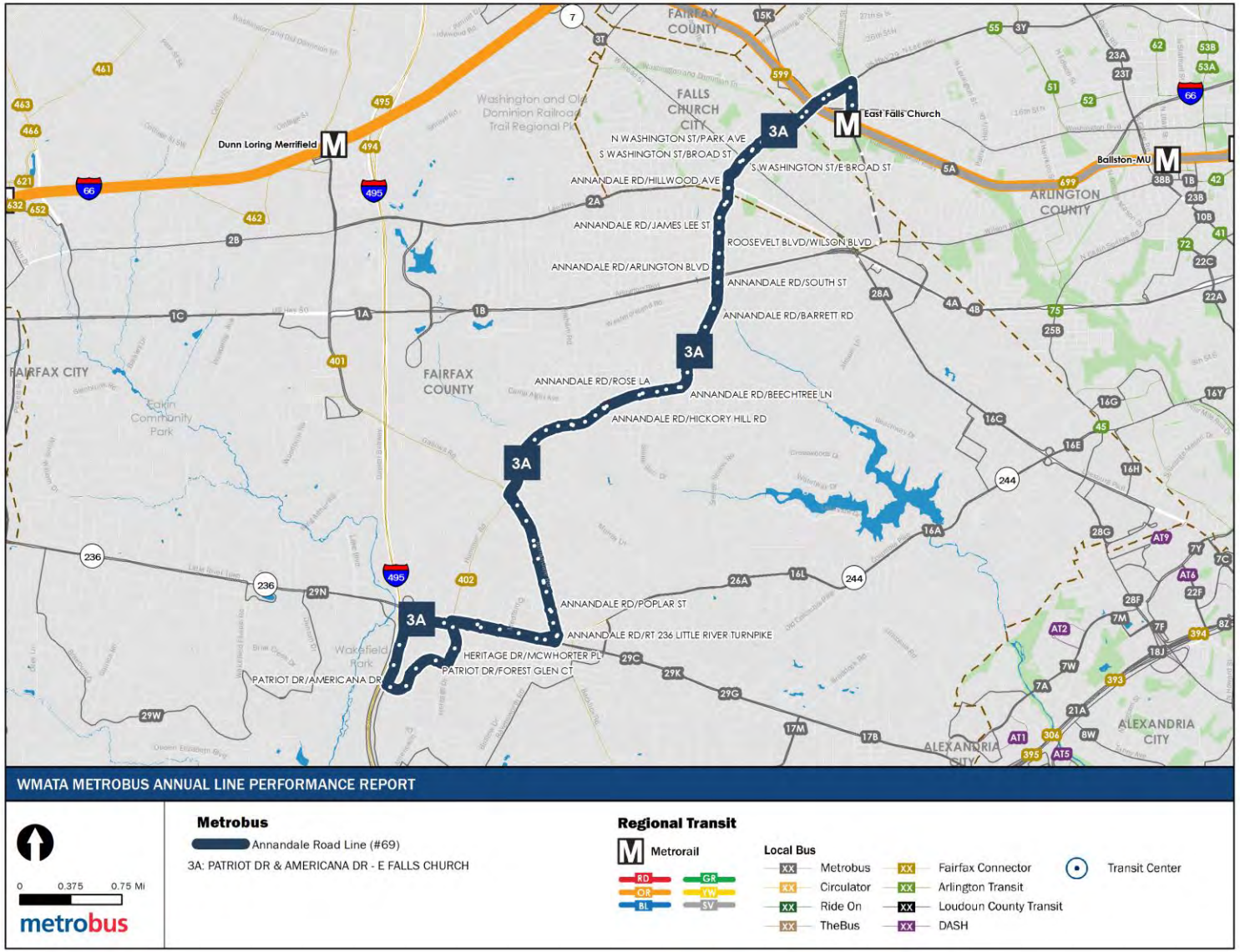
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
2B	29.3	6,705	6,073 (91%)

Passenger Miles per Revenue Mile



LINE: 69 – ANNANDALE ROAD ROUTE(S): 3A

About the Line



Service Classification

Coverage

Activity Tier

3

Overall Grade

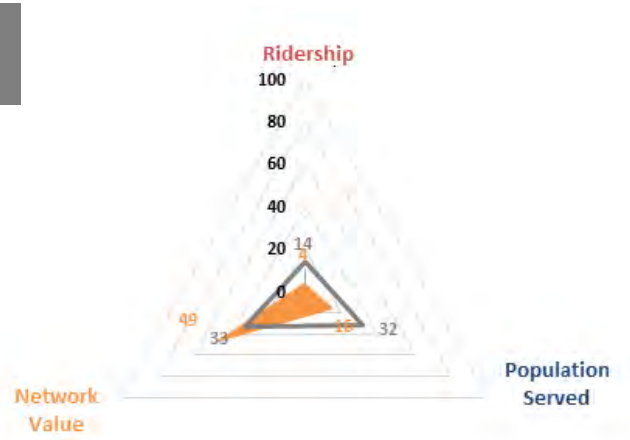
Line	B

Legend
Exceeds Meets
Approaches Below Significantly Below

Line Benefit Score

24

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$1,204,584
Peak Vehicles	4
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

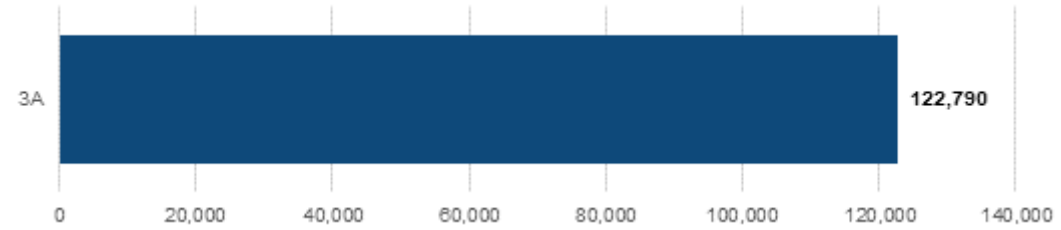
Service Area Population		33,076
Minority Population	*Service Area*	18,734
	Rider Survey	346 (75%)
Low-Income Households	*Service Area*	1,689
	Rider Survey	145 (33%)

Facilities/Amenities

Bus Stops	113
Bus Shelters	8
Benches	17
Real-Time Signs	0

Ridership

Annual Ridership



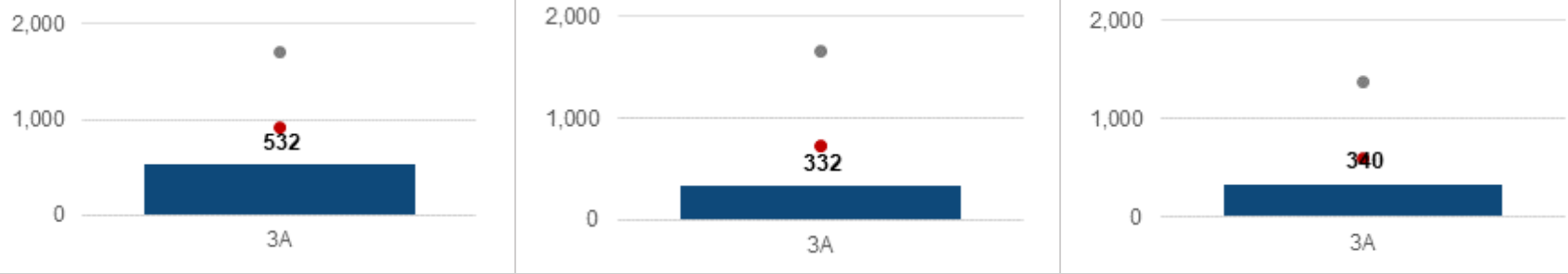
Top Transfer Locations

East Falls Church

Average Daily Ridership

System Average

Class/Tier Average



Average Trip Ridership and Maximum Load by Time Period

Vehicle Load Factor

	Direction:	East	West
Weekday	**Peak** Maximum Target: 1.00	0.33	0.31
	Off-Peak Maximum Target: 1.00	0.26	0.22
	Saturday Maximum Target: 1.00	0.21	0.19
	Sunday Maximum Target: 1.00	0.22	0.18

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
3A																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
3A																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
3A																								

[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

B Annandale 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 a.m. - 9:43 p.m.	-	A	6:57 a.m. - 8:35 p.m.	-	A	6:57 a.m. - 8:36 p.m.	-	A
	Frequency of Service | varies	Peak: 33.5 / Off-Peak: 60.0	*Peak: 20.6 / Off-Peak: 32.7*	A	60.0	*40.5*	A	60.0	*41.1*	A
Productivity	**Passengers per Revenue Hour** | 10.0	17.5	*28.8*	A	13.1	*27.4*	A	15.7	*26.0*	A
	Passengers per Revenue Mile | 1.0	1.6	*2.9*	A	1.3	*2.7*	A	1.4	*2.5*	A
Reliability	**On-Time Performance** | 79%	81%	*82%*	B	87%	*82%*	A	89%	*84%*	A
	Crowding | 5.0%	0.0%	*0.5%*	A	0.0%	*0.2%*	A	0.0%	*0.1%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.33 Off-Peak: 0.26	*Peak: 0.39 Off-Peak: 0.29*	A	0.21	*0.30*	A	0.22	*0.28*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $7.00	$6.67	*$4.67*	B	$8.95	*$5.07*	E	$7.46	*$5.13*	C
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 3A

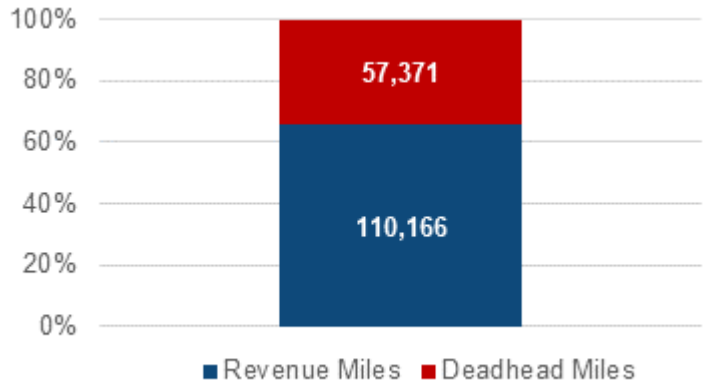
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	6.3	*6.1*	E
Route Design	**Circuity |** N/A	1.50	*2.00*	-

	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 |** 10.0	17.5	*29.7*	A	13.1	*29.3*	A	15.7	*27.9*	A
	Passengers per Revenue Mile | 1.0	1.6	*3.0*	A	1.3	*2.9*	A	1.4	*2.7*	A
	Unique Segment Ridership | 10%	47%	*31%*	A	43%	*33%*	A	38%	*32%*	A
Reliability	**On-Time Performance |** 79%	81%	*82%*	B	87%	*82%*	A	89%	*84%*	A
	Crowding | 5.0%	0.0%	*0.4%*	A	0.0%	*0.2%*	A	0.0%	*0.1%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.32 Off-Peak: 0.20	*Peak: 0.39 Off-Peak: 0.29*	A	0.20	*0.31*	A	0.20	*0.27*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$6.67	*$4.77*	B	$8.95	*$4.83*	E	$7.46	*$4.94*	C
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

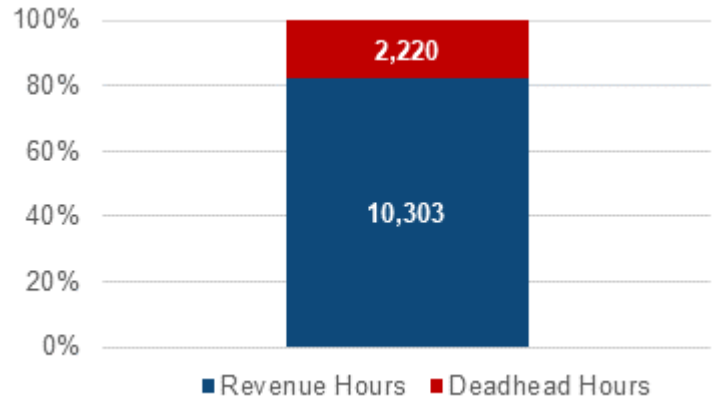
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



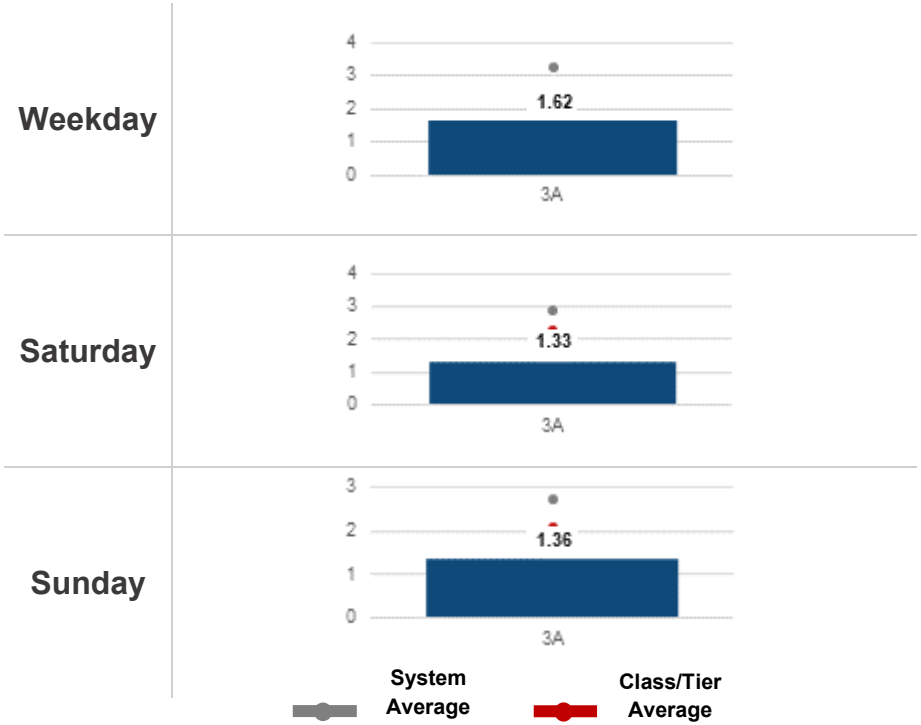
Hours Allocation



Service Delivery

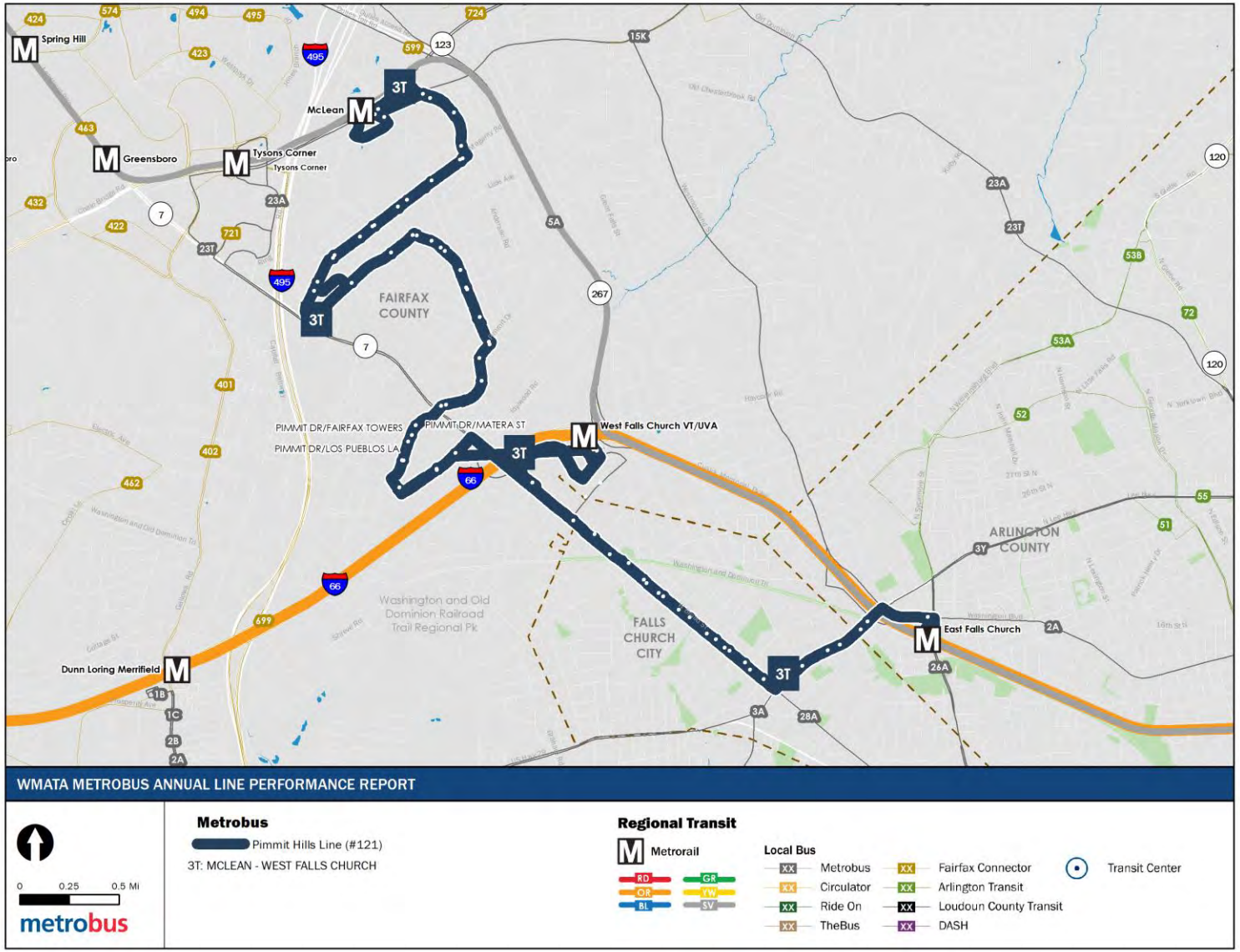
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
3A	19.4	6,247	5,734 (92%)

Passenger Miles per Revenue Mile



LINE: 121 – PIMMIT HILLS ROUTE(S): 3T

About the Line



Service Classification

Coverage

Activity Tier

2

Overall Grade

Line	C

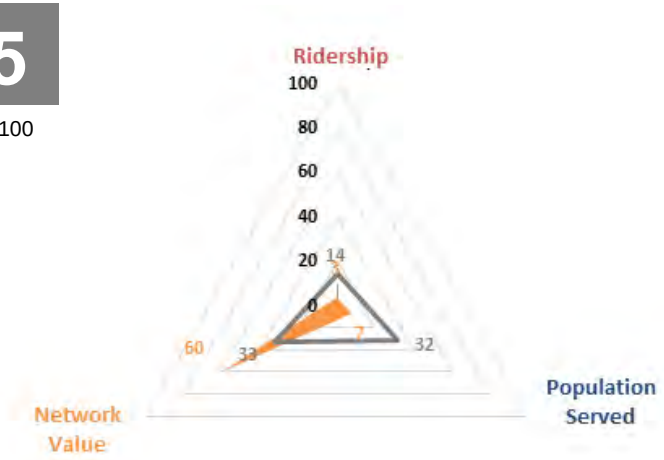
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

25

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$1,409,775
Peak Vehicles	5
Vehicle Type(s)	30 foot

Service Area Context (1/4 Mile)

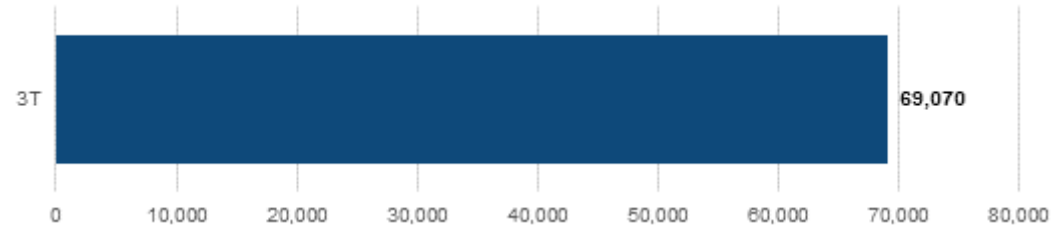
Service Area Population		27,857
Minority Population	*Service Area*	12,136
	Rider Survey	171 (73%)
Low-Income Households	*Service Area*	860
	Rider Survey	39 (18%)

Facilities/Amenities

Bus Stops	102
Bus Shelters	11
Benches	17
Real-Time Signs	1

Ridership

Annual Ridership



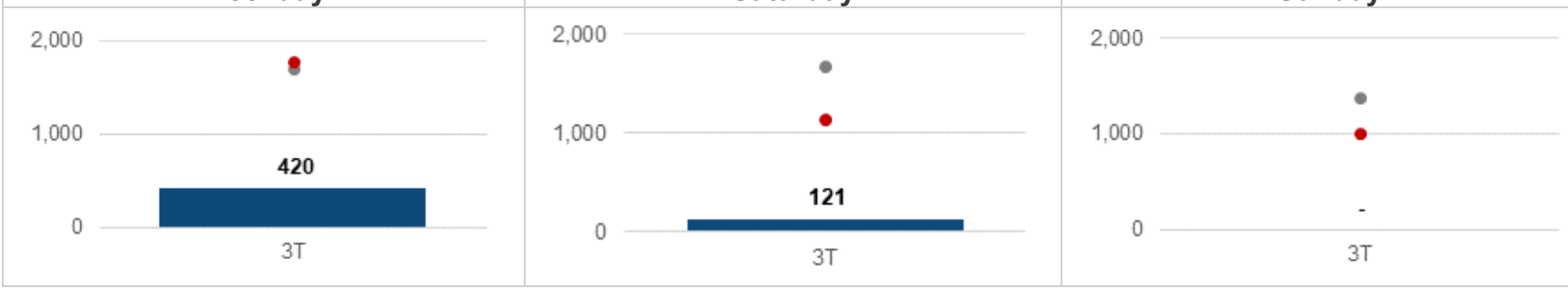
Top Transfer Locations

West Falls Church, East Falls Church, McLean

Average Daily Ridership

System Average

Class/Tier Average



Average Trip Ridership and Maximum Load by Time Period

Vehicle Load Factor

	Direction:	East	West
Weekday	**Peak** Maximum Target: 1.00	0.21	0.19
Weekday	**Off-Peak** Maximum Target: 1.00	0.13	0.11
	Saturday Maximum Target: 1.00	0.08	0.08
	Sunday Maximum Target: 1.00		

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk												—												
3T																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
3T																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk					—	—	—	—	—	—	—	—	—	—	—	—								
3T																								

[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

C Pimmit 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	5:35 a.m. - 10:58 p.m.	-	A	6:35 a.m. - 10:57 p.m.	-	A		-	C
	Frequency of Service | varies	Peak: 25.1 / Off-Peak: 56.9	*Peak: 20.6 / Off-Peak: 32.7*	A	60.0	*40.5*	B		*41.1*	-
Productivity	**Passengers per Revenue Hour** | 15.0	9.5	*28.8*	E	7.5	*27.4*	E		*26.0*	-
	Passengers per Revenue Mile | 2.0	0.9	*2.9*	E	0.6	*2.7*	E		*2.5*	-
Reliability	**On-Time Performance** | 79%	91%	*82%*	A	93%	*82%*	A		*84%*	-
	Crowding | 5.0%	0.0%	*0.5%*	A	0.0%	*0.2%*	A		*0.1%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.21 Off-Peak: 0.13	*Peak: 0.39 Off-Peak: 0.29*	A	0.08	*0.30*	A		*0.28*	-
Cost Effectiveness	**Operating Cost per Passenger Trip** | $5.00	$12.31	*$4.67*	E	$15.52	*$5.07*	E		*$5.13*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 3T

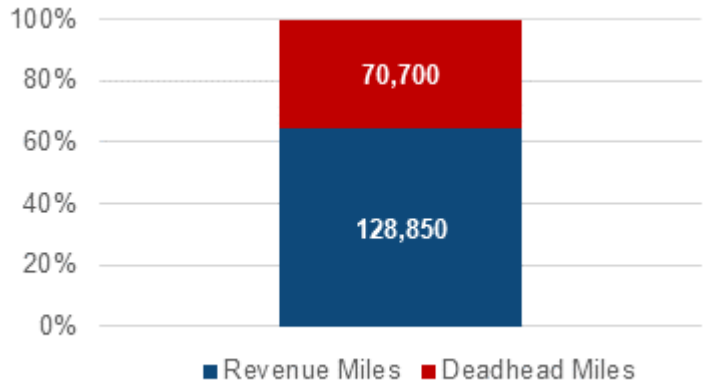
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	5.6	*6.1*	E
Route Design	**Circuity |** N/A	1.87	*2.00*	-

	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 |** 15.0	9.5	*29.7*	E	7.5	*29.3*	E		*27.9*	-
	Passengers per Revenue Mile | 2.0	0.9	*3.0*	E	0.6	*2.9*	E		*2.7*	-
	Unique Segment Ridership | 10%	67%	*31%*	A	93%	*33%*	A		*32%*	-
Reliability	**On-Time Performance |** 79%	91%	*82%*	A	93%	*82%*	A		*84%*	-
	Crowding | 5.0%	0.0%	*0.4%*	A	0.0%	*0.2%*	A		*0.1%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.20 Off-Peak: 0.10	*Peak: 0.39 Off-Peak: 0.29*	A	0.10	*0.31*	A		*0.27*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$12.31	*$4.77*	E	$15.52	*$4.83*	E		*$4.94*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

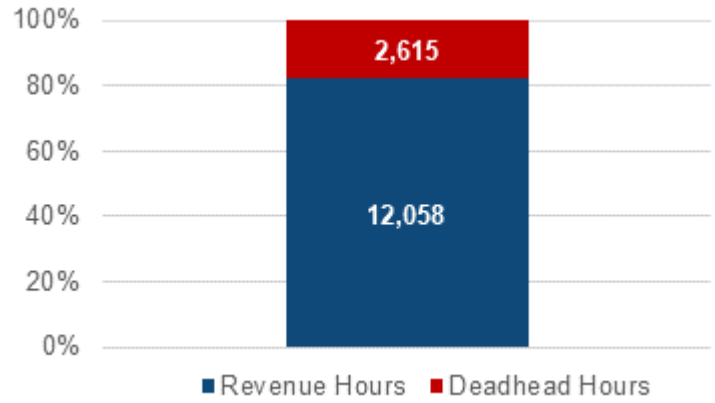
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



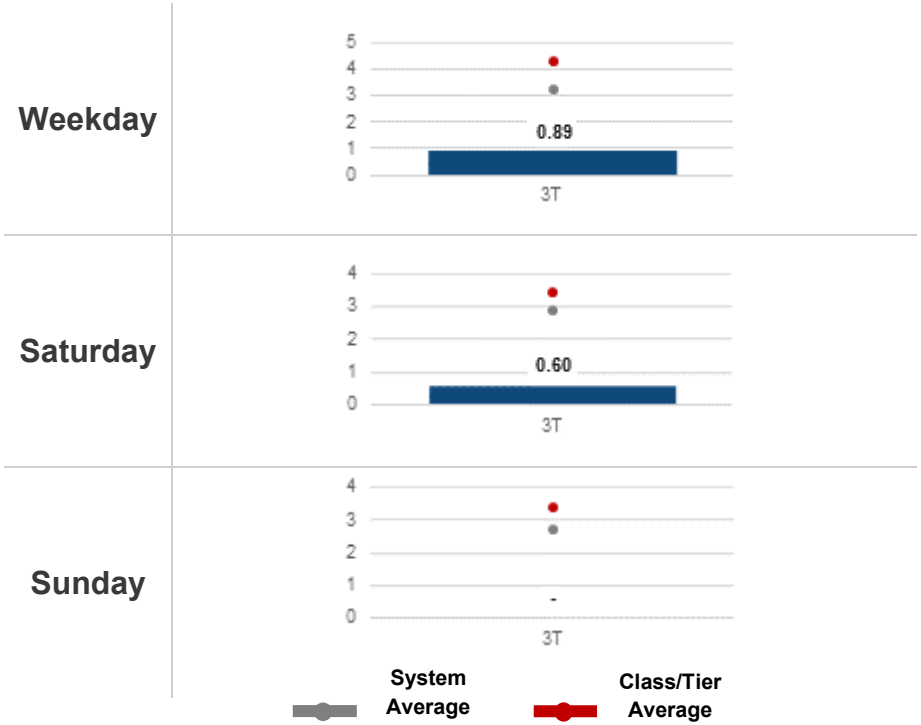
Hours Allocation



Service Delivery

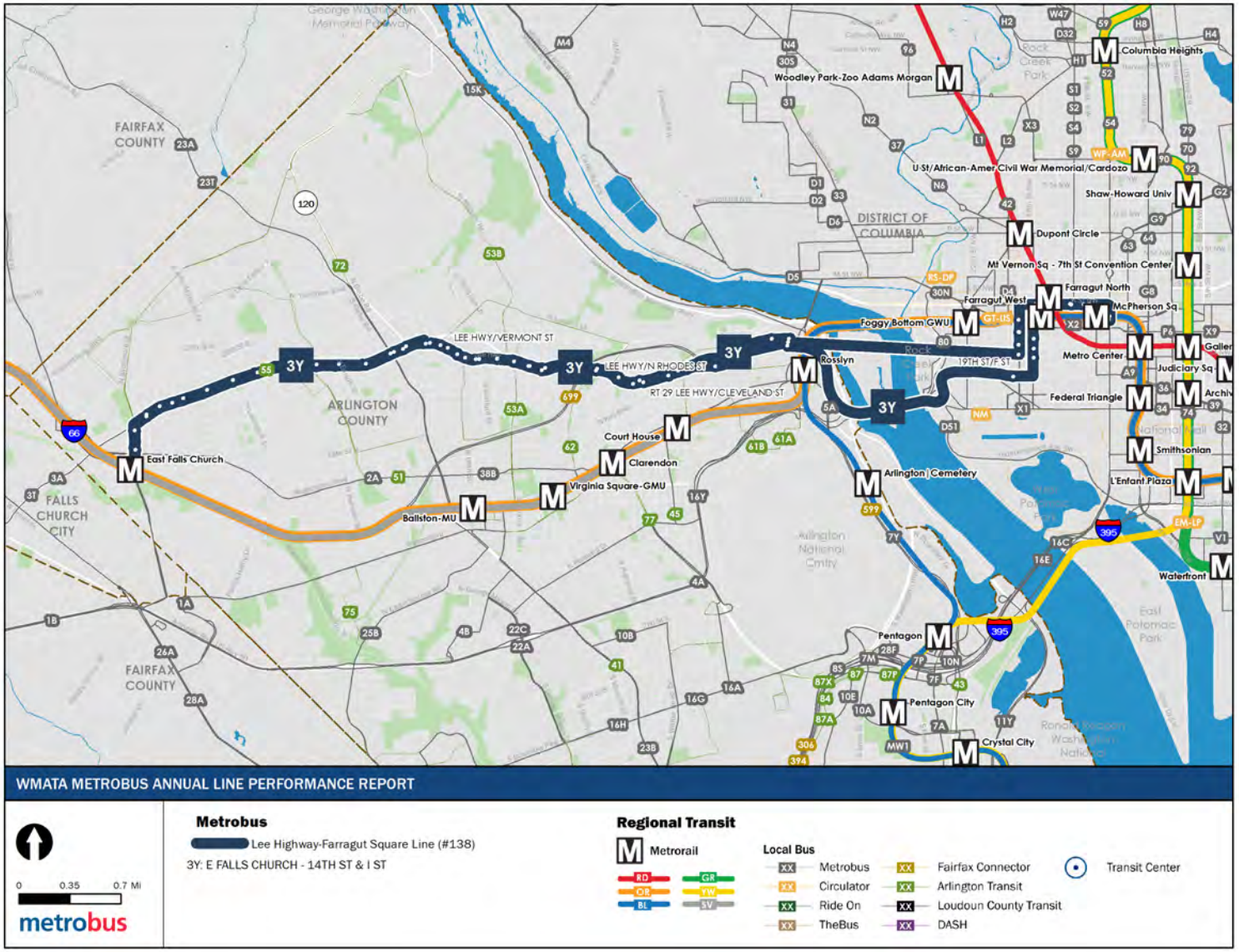
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
3T	19.9	7,580	6,883 (91%)

Passenger Miles per Revenue Mile



LINE: 138 – LEE HIGHWAY-FARRAGUT SQUARE ROUTE(S): 3Y

About the Line



Service Classification

Commuter

Activity Tier

2

Overall Grades

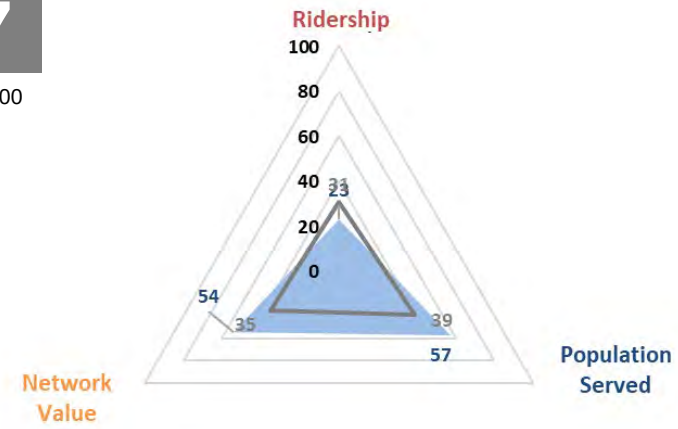
Line	B

Legend
Exceeds Meets
Approaches Below Significantly Below

Line Benefit Score

47

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$436,287
Peak Vehicles	5
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

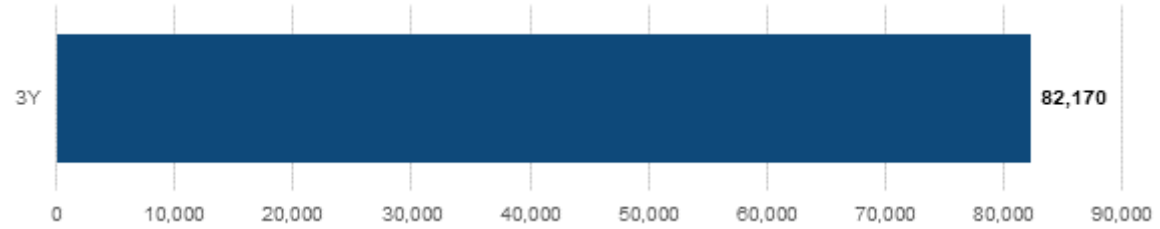
Service Area Population		41,147
Minority Population	*Service Area*	13,117
	Rider Survey	123 (39%)
Low-Income Households	*Service Area*	2,118
	Rider Survey	18 (6%)

Facilities/Amenities

Bus Stops	99
Bus Shelters	25
Benches	28
Real-Time Signs	1

Ridership

Annual Ridership



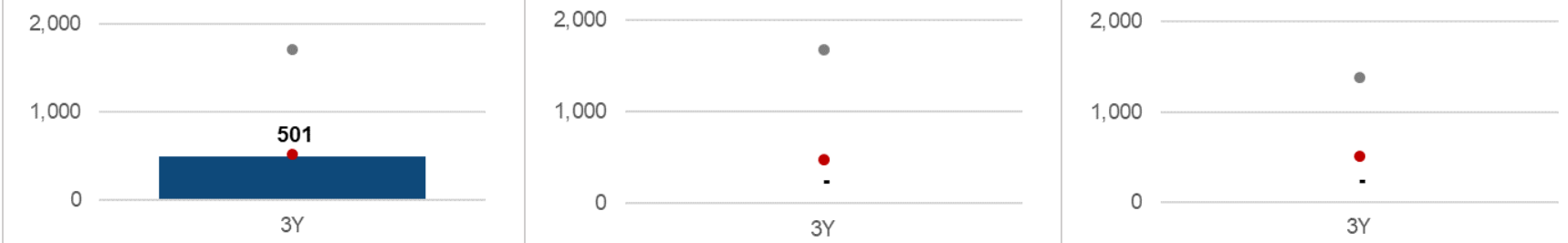
Top Transfer Locations

Farragut North, Rosslyn, East Falls Church

Average Daily Ridership

System Average

Class/Tier Average



Average Trip Ridership and Maximum Load by Time Period

Vehicle Load Factor

	Direction:	East	West
Weekday	**Peak** Maximum Target: 1.00	0.64	0.52
	Off-Peak Maximum Target: 1.00		0.23
	Saturday Maximum Target: 1.00		
	Sunday Maximum Target: 1.00		

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							--

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
3Y																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
3Y																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
3Y																								

[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

B Lee Highway-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	6:29 a.m. - 9:30 a.m.; 4:15 p.m. - 8:00 p.m.	-	B		-	-		-	-
	Frequency of Service | varies	Peak: 21.2 / Off-Peak:	*Peak: 21.1 / Off-Peak: 32.0*	-		*60.0*	-		*65.7*	-
Productivity	**Passengers per Trip |** 15.0	24.9	*21.6*	A		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.0	2.9	*2.3*	A		*0.4*	-		*0.5*	-
Reliability	**On-Time Performance |** 79%	74%	*76%*	D		*77%*	-		*81%*	-
	Crowding | 5.0%	5.4%	*3.1%*	C		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.64 Off-Peak:	*Peak: 0.48 Off-Peak: 0.39*	B		*0.30*	-		*0.37*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$4.81	*$5.12*	A		*$8.44*	-		*$7.72*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 3Y

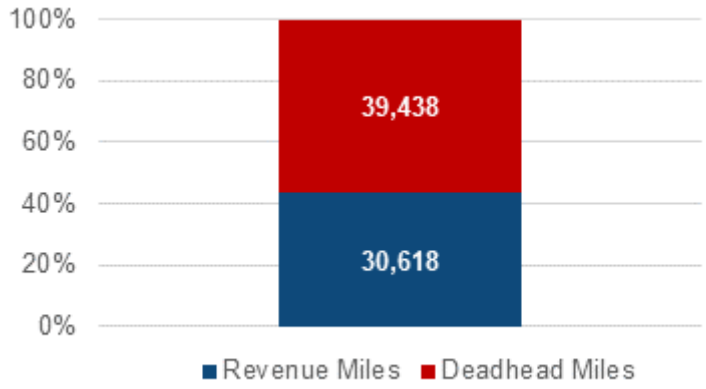
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** N/A	6.0	*3.2*	-
Route Design	**Circuity |** N/A	1.17	*1.39*	-

	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 Trip |** 15.0	24.9	*20.1*	A		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.0	2.9	*2.1*	A		*0.4*	-		*0.5*	-
	Unique Segment Ridership | 15%	62%	*27%*	A		*100%*	-		*100%*	-
Reliability	**On-Time Performance |** 79%	74%	*77%*	D		*77%*	-		*81%*	-
	Crowding | 5.0%	5.4%	*2.4%*	C		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.58 Off-Peak: 0.20	*Peak: 0.44 Off-Peak: 0.36*	B+		*0.31*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$4.81	*$5.62*	A		*$8.44*	-		*$7.72*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

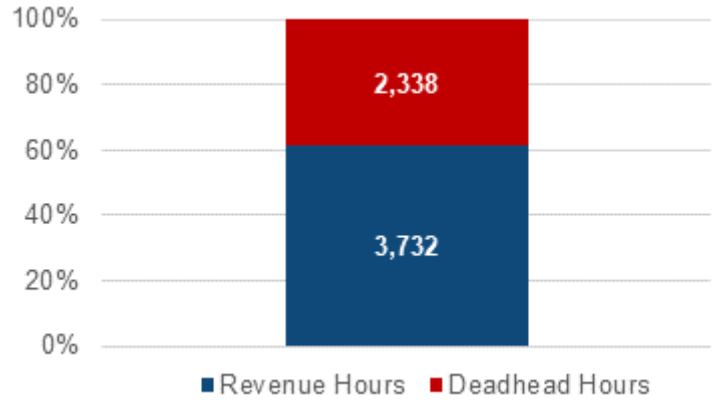
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



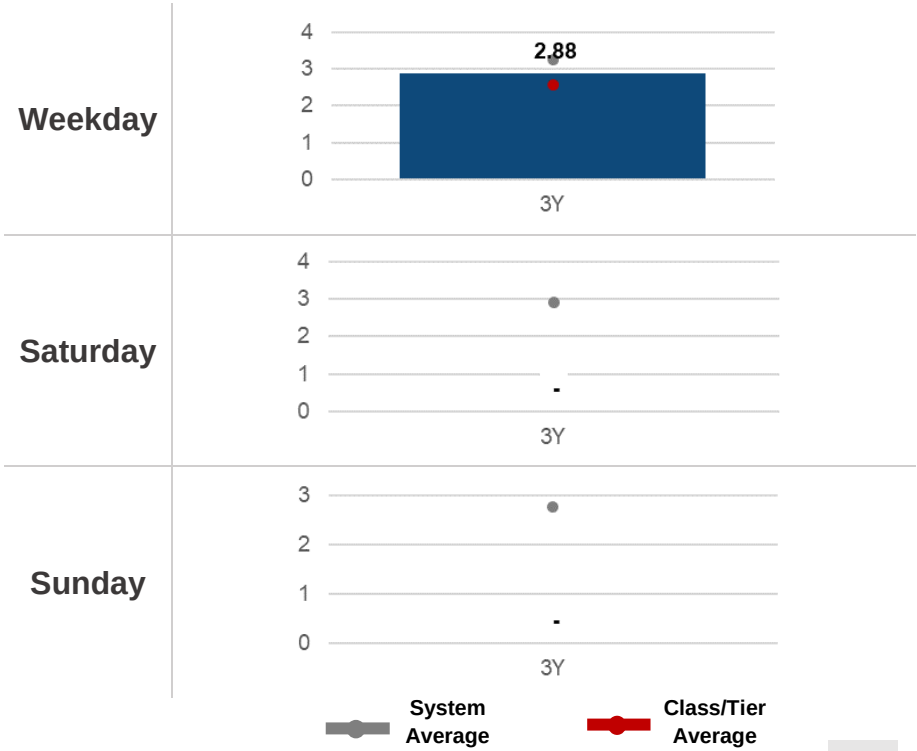
Hours Allocation



Service Delivery

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
3Y	17.0	2,412	2,261 (94%)

Passenger Miles per Revenue Mile



LINE: 94 – PERSHING DRIVE-ARLINGTON BLVD ROUTE(S): 4A,B

About the Line

Service Classification

Coverage

Activity Tier

2

Overall Grade

Line	B

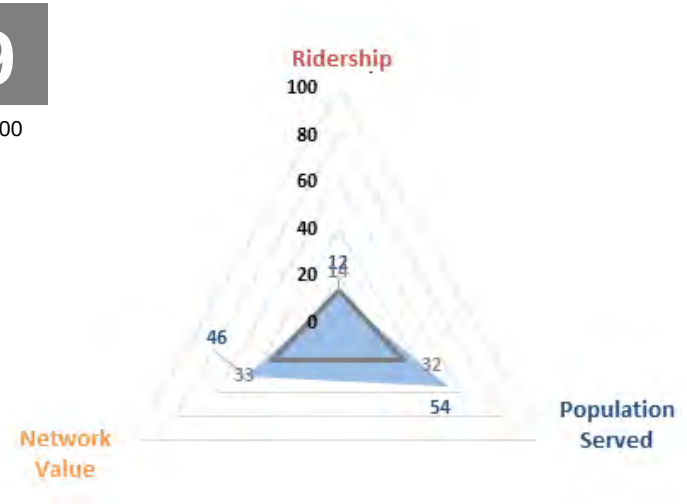
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

39

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$2,760,871
Peak Vehicles	7
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

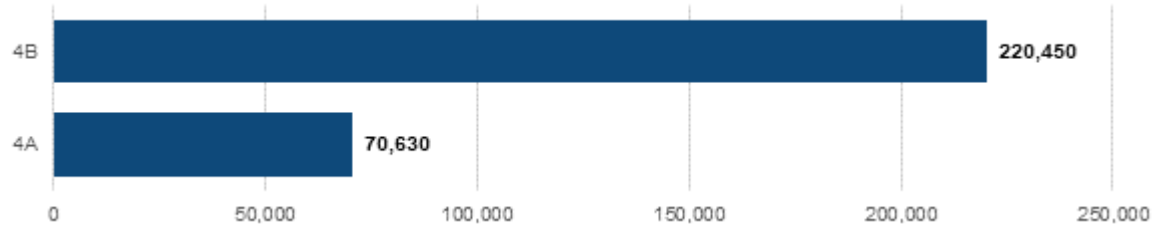
Service Area Population		56,695
Minority Population	*Service Area*	22,450
	Rider Survey	821 (72%)
Low-Income Households	*Service Area*	3,914
	Rider Survey	386 (36%)

Facilities/Amenities

Bus Stops	122
Bus Shelters	41
Benches	49
Real-Time Signs	0

Ridership

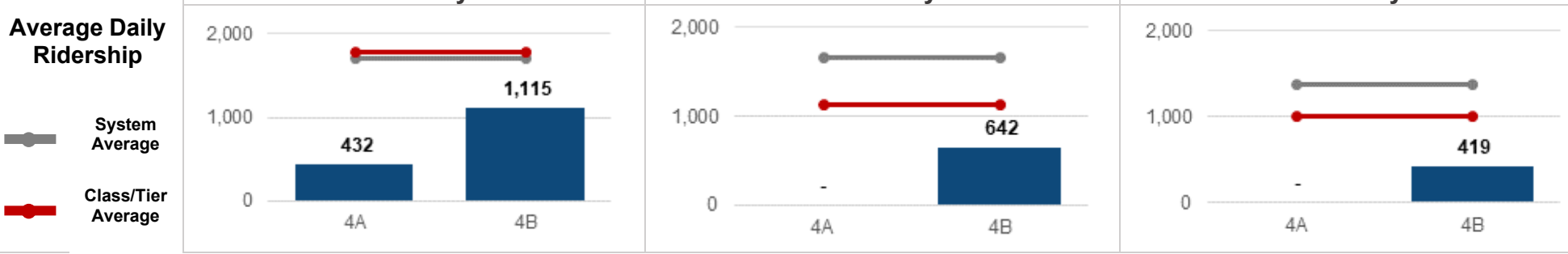
Annual Ridership



Top Transfer Locations

Rosslyn, Rosslyn East, Court House

Average Daily Ridership



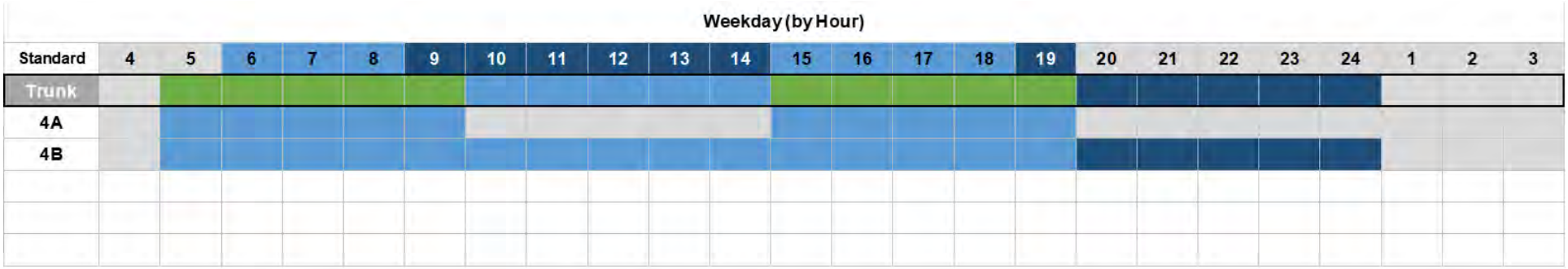
Average Trip Ridership and Maximum Load by Time Period

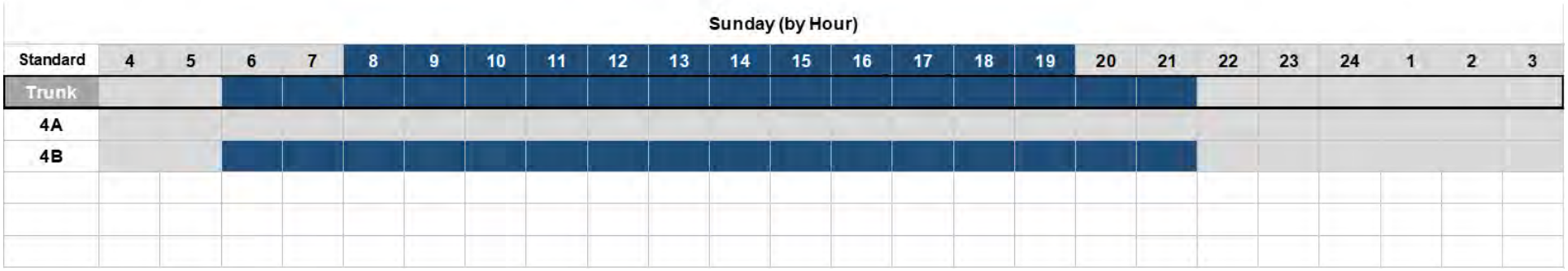
Vehicle Load Factor

	Direction:	East	West
Weekday	**Peak** Maximum Target: 1.00	0.38	0.32
Weekday	**Off-Peak** Maximum Target: 1.00	0.23	0.24
	Saturday Maximum Target: 1.00	0.28	0.26
	Sunday Maximum Target: 1.00	0.28	0.24

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—





[1] Span/frequency standards are only applicable at the line level.

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 a.m. - 12:44 a.m.	-	A	6:20 a.m. - 11:31 p.m.	-	A	6:35 a.m. - 9:44 p.m.	-	A
	Frequency of Service | varies	Peak: 15.0 / Off-Peak: 15.0	*Peak: 20.6 / Off-Peak: 32.7*	A	45.6	*40.5*	A	60.0	*41.1*	B
Productivity	**Passengers per Revenue Hour** | 15.0	19.0	*28.8*	A	19.7	*27.4*	A	22.5	*26.0*	A
	Passengers per Revenue Mile | 2.0	2.3	*2.9*	A	2.2	*2.7*	B	2.1	*2.5*	B
Reliability	**On-Time Performance** | 79%	92%	*82%*	A	93%	*82%*	A	91%	*84%*	A
	Crowding | 5.0%	0.0%	*0.5%*	A	0.0%	*0.2%*	A	0.0%	*0.1%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.38 Off-Peak: 0.23	*Peak: 0.39 Off-Peak: 0.29*	A	0.28	*0.30*	A	0.28	*0.28*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $5.00	$6.16	*$4.67*	E	$5.95	*$5.07*	D	$5.20	*$5.13*	C
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 4A

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	5.3	*6.1*	E
Route Design	**Circuity |** N/A	1.25	*2.00*	-

	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 |** 15.0	19.1	*29.7*	A		*29.3*	-		*27.9*	-
	Passengers per Revenue Mile | 2.0	2.2	*3.0*	A		*2.9*	-		*2.7*	-
	Unique Segment Ridership | 10%	45%	*31%*	A		*33%*	-		*32%*	-
Reliability	**On-Time Performance |** 79%	92%	*82%*	A		*82%*	-		*84%*	-
	Crowding | 5.0%	0.0%	*0.4%*	A		*0.2%*	-		*0.1%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.33 Off-Peak: 0.30	*Peak: 0.39 Off-Peak: 0.29*	A		*0.31*	-		*0.27*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$6.14	*$4.77*	E		*$4.83*	-		*$4.94*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 4B

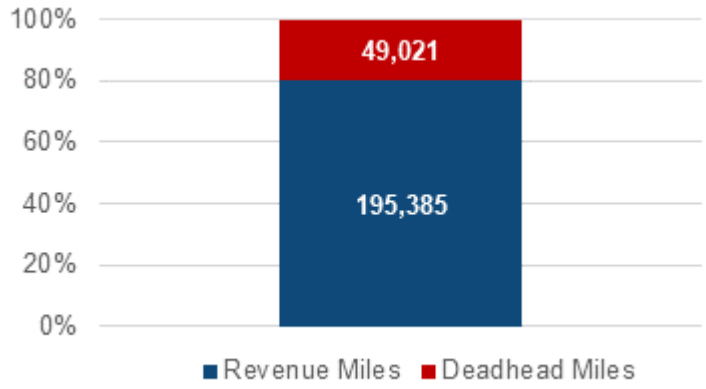
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	6.4	*6.1*	E
Route Design	**Circuity |** N/A	1.30	*2.00*	-

	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 |** 15.0	19.0	*29.7*	A	19.7	*29.3*	A	22.5	*27.9*	A
	Passengers per Revenue Mile | 2.0	2.3	*3.0*	A	2.2	*2.9*	B	2.1	*2.7*	B
	Unique Segment Ridership | 10%	50%	*31%*	A	43%	*33%*	A	40%	*32%*	A
Reliability	**On-Time Performance |** 79%	92%	*82%*	A	93%	*82%*	A	91%	*84%*	A
	Crowding | 5.0%	0.0%	*0.4%*	A	0.0%	*0.2%*	A	0.0%	*0.1%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.40 Off-Peak: 0.20	*Peak: 0.39 Off-Peak: 0.29*	A	0.30	*0.31*	A	0.20	*0.27*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$6.17	*$4.77*	E	$5.95	*$4.83*	D	$5.20	*$4.94*	C
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

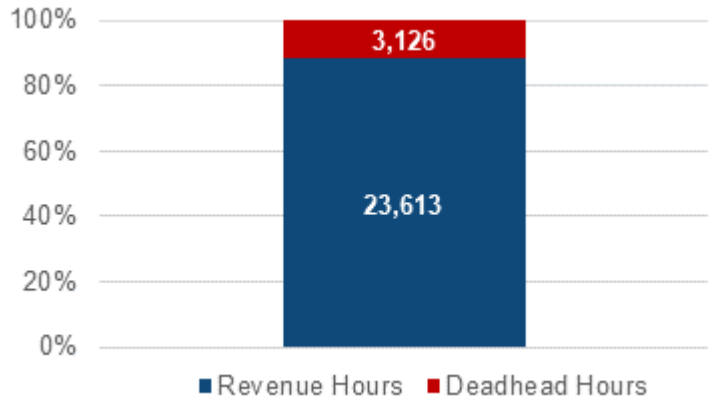
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



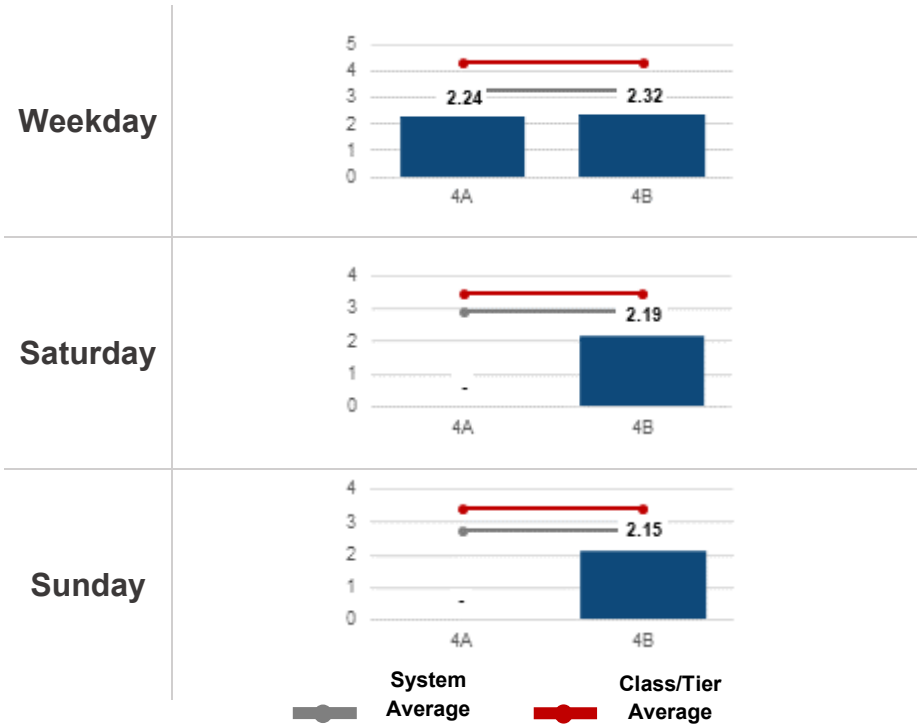
Hours Allocation



Service Delivery

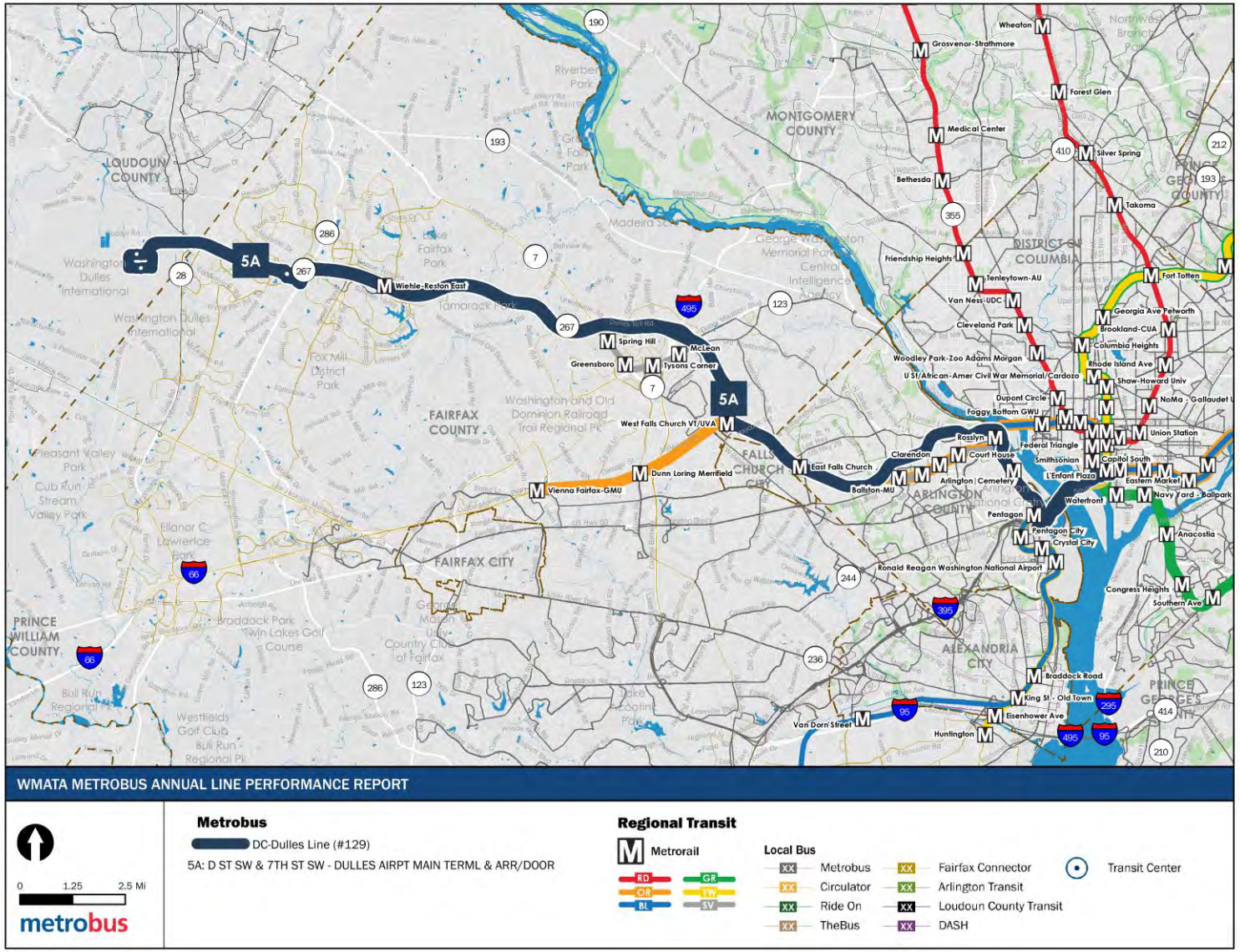
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
4A	13.9	3,384	3,278 (97%)
4B	13.9	10,298	9,909 (96%)

Passenger Miles per Revenue Mile



LINE: 129 – DC-DULLES ROUTE(S): 5A

About the Line



Service Classification

Commuter

Activity Tier

1

Overall Grade

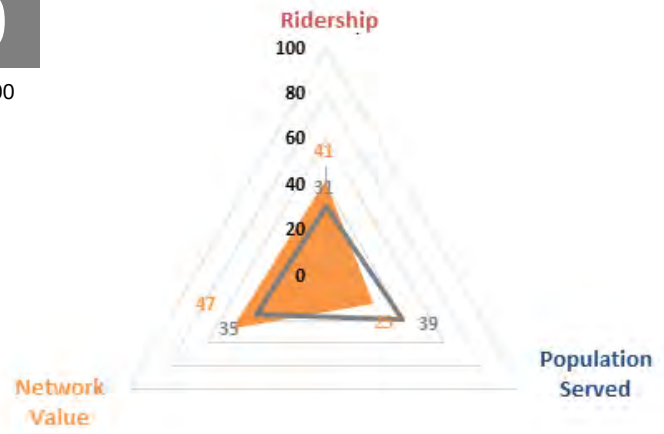
Line	C

Legend
Exceeds Meets
Approaches Below Significantly Below

Line Benefit Score

40

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$2,424,192
Peak Vehicles	5
Vehicle Type(s)	HB

Service Area Context (1/4 Mile)

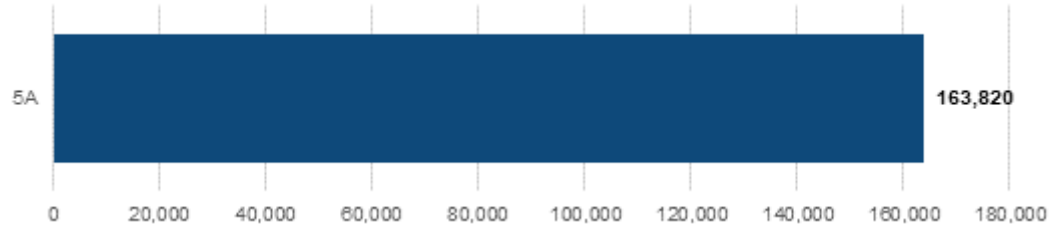
Service Area Population		62,170
Minority Population	*Service Area*	24,500
	Rider Survey	468 (68%)
Low-Income Households	*Service Area*	2,247
	Rider Survey	106 (16%)

Facilities/Amenities

Bus Stops	12
Bus Shelters	0
Benches	0
Real-Time Signs	0

Ridership

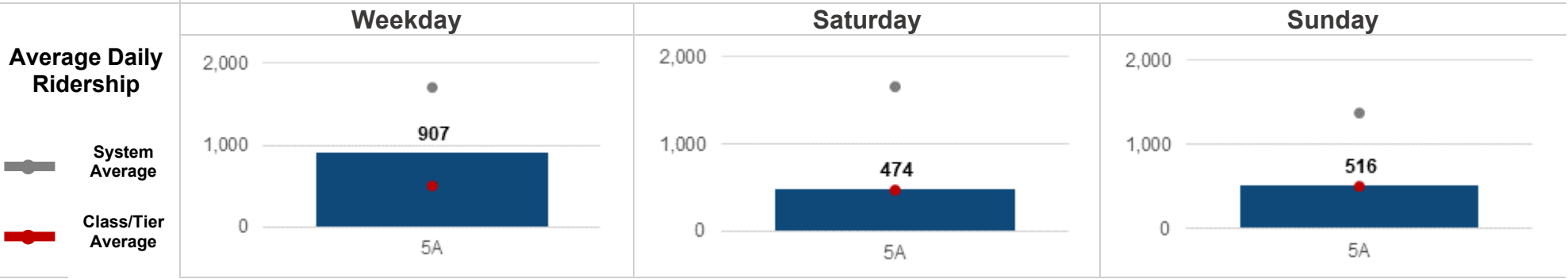
Annual Ridership



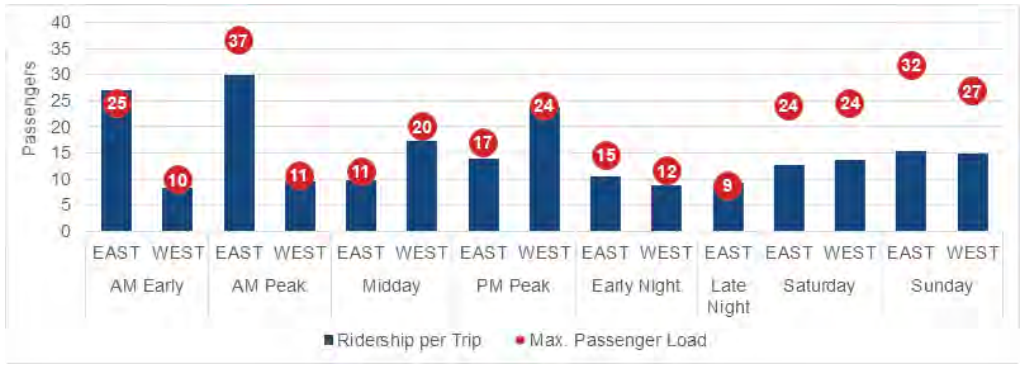
Top Transfer Locations

Rosslyn, Rosslyn East, L'Enfant Plaza

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	East	West
Weekday	**Peak** Maximum Target: 1.00	0.47	0.35
	Off-Peak Maximum Target: 1.00	0.26	0.30
	Saturday Maximum Target: 1.00	0.30	0.31
	Sunday Maximum Target: 1.00	0.37	0.35

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
5A																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
5A																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
5A																								

[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

C DC-Dulles

	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 a.m. - 12:17 a.m.	-	A	5:30 a.m. - 12:18 a.m.	-	A	5:30 a.m. - 12:10 a.m.	-	A
	Frequency of Service | varies	Peak: 33.0 / Off-Peak: 37.9	*Peak: 21.1 / Off-Peak: 32.0*	-	60.0	*60.0*	-	65.7	*65.7*	-
Productivity	**Passengers per Trip** | 20.0	15.1	*21.6*	E	13.2	*13.2*	E	15.2	*15.2*	E
	Passengers per Revenue Mile | 1.5	0.5	*2.3*	E	0.4	*0.4*	E	0.5	*0.5*	E
Reliability	**On-Time Performance** | 79%	75%	*76%*	C	77%	*77%*	C	81%	*81%*	B
	Crowding | 5.0%	1.0%	*3.1%*	A	0.0%	*0.0%*	A	2.0%	*1.7%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.47 Off-Peak: 0.26	*Peak: 0.48 Off-Peak: 0.39*	A	0.30	*0.30*	A	0.37	*0.37*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $7.00	$8.59	*$5.12*	E	$8.44	*$8.44*	E	$7.72	*$7.72*	D
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 5A

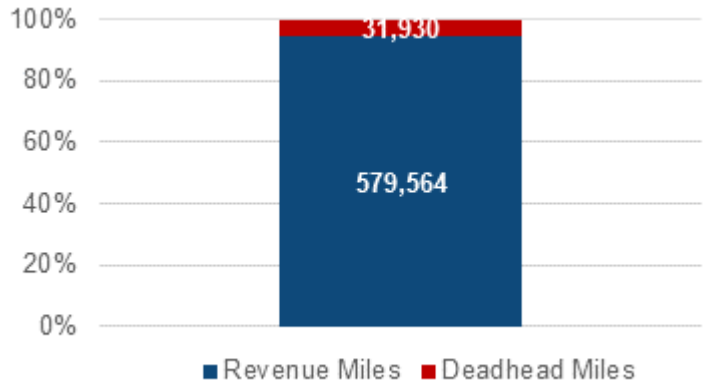
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** N/A	0.3	*3.2*	-
Route Design	**Circuity |** N/A	1.06	*1.39*	-

	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 Trip |** 20.0	15.1	*20.1*	E	13.2	*13.2*	E	15.2	*15.2*	E
	Passengers per Revenue Mile | 1.5	0.5	*2.1*	E	0.4	*0.4*	E	0.5	*0.5*	E
	Unique Segment Ridership | 15%	100%	*27%*	A	100%	*100%*	A	100%	*100%*	A
Reliability	**On-Time Performance |** 79%	75%	*77%*	C	77%	*77%*	C	81%	*81%*	B
	Crowding | 5.0%	1.0%	*2.4%*	A	0.0%	*0.0%*	A	1.7%	*1.7%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.41 Off-Peak: 0.30	*Peak: 0.44 Off-Peak: 0.36*	A	0.30	*0.31*	A	0.30	*0.35*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$8.59	*$5.62*	E	$8.44	*$8.44*	E	$7.72	*$7.72*	D
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

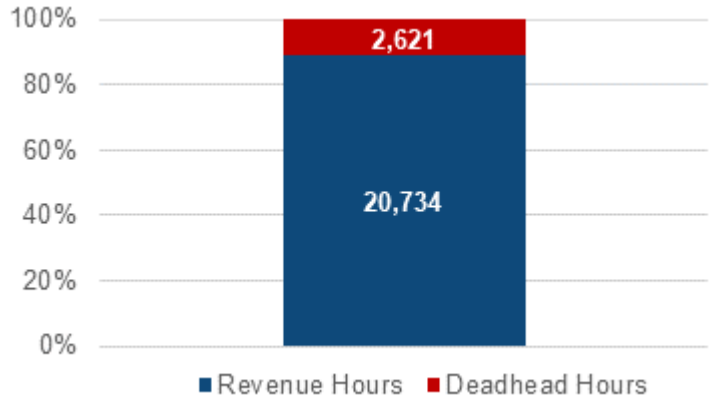
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



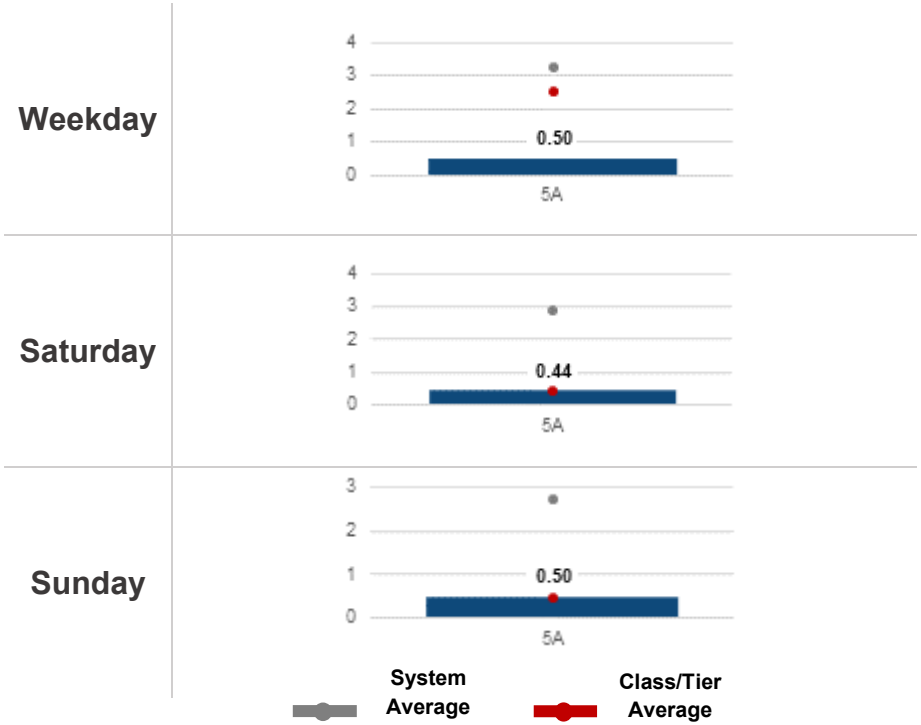
Hours Allocation



Service Delivery

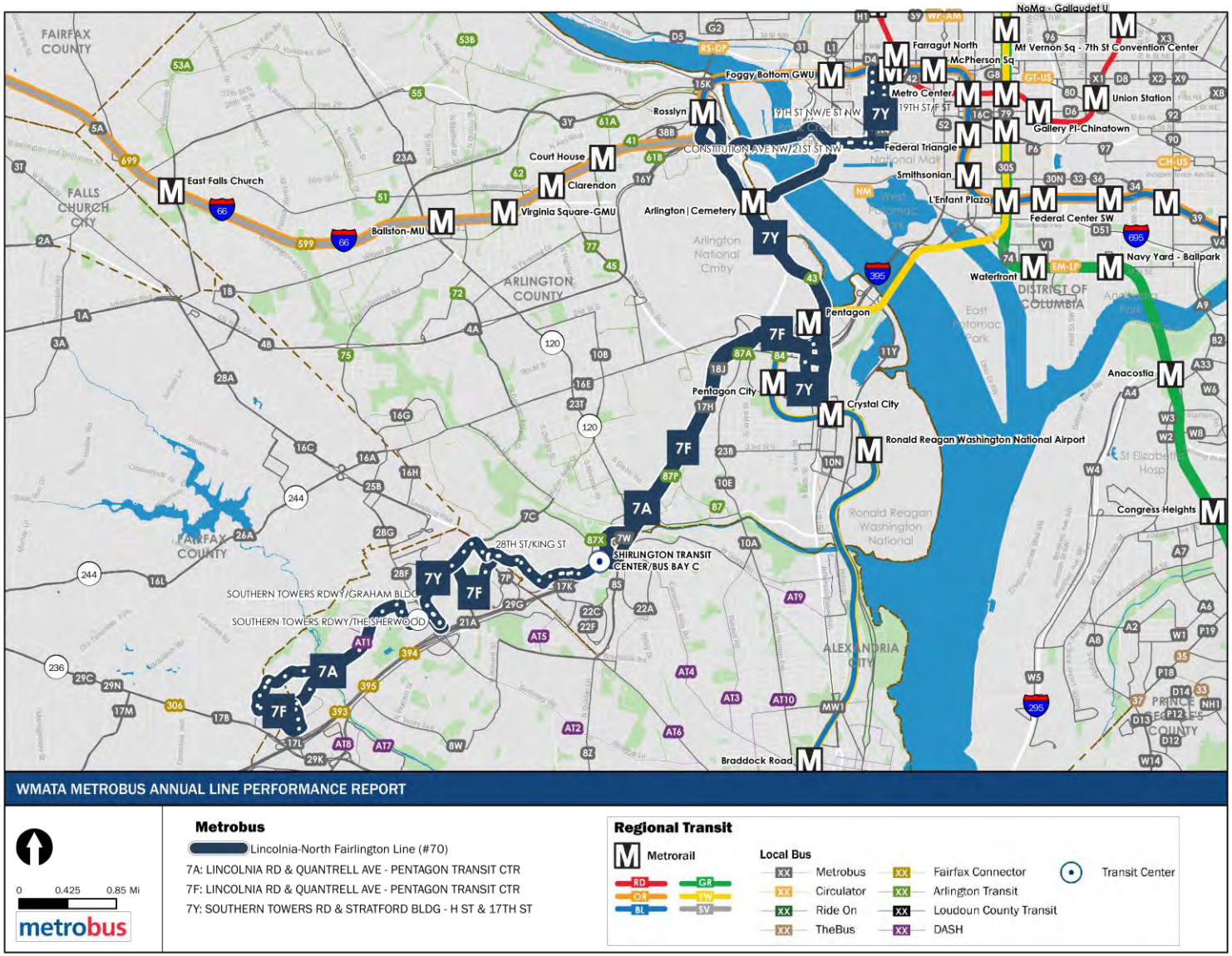
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
5A	60.9	8,578	8,258 (96%)

Passenger Miles per Revenue Mile



LINE: 70 – LINCOLNIA-NORTH FAIRLINGTON ROUTE(S): 7A,F,Y

About the Line



Service Classification

Framework

Activity Tier

1

Overall Grade

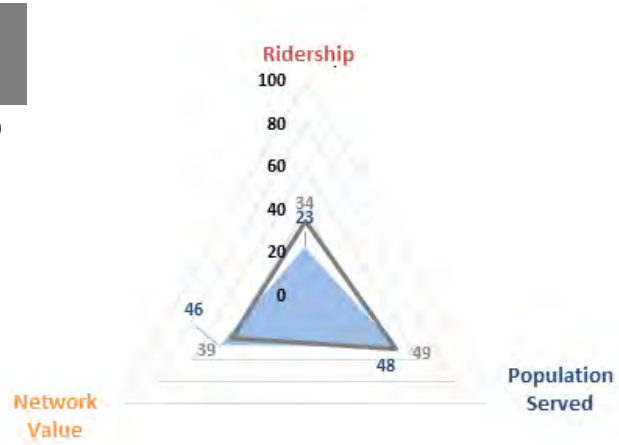
Line	B

Legend
Exceeds Meets
Approaches Below Significantly Below

Line Benefit Score

30

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$3,577,068
Peak Vehicles	19
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

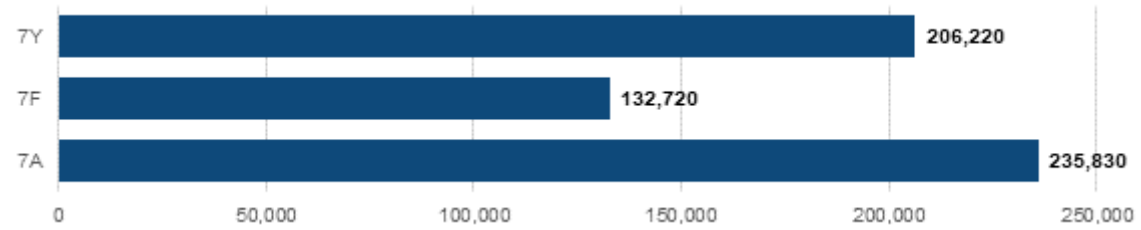
Service Area Population		77,399
Minority Population	*Service Area*	41,421
	Rider Survey	1,367 (62%)
Low-Income Households	*Service Area*	5,060
	Rider Survey	561 (26%)

Facilities/Amenities

Bus Stops	143
Bus Shelters	27
Benches	37
Real-Time Signs	7

Ridership

Annual Ridership



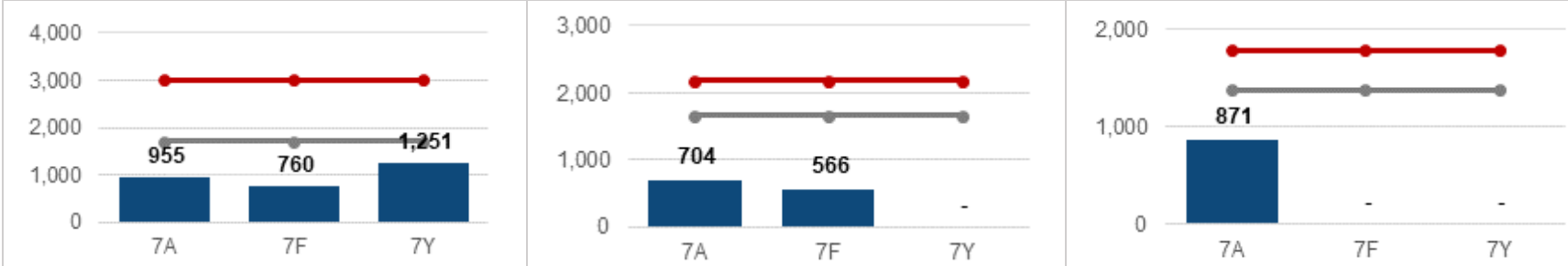
Top Transfer Locations

Pentagon, Pentagon City, Farragut West

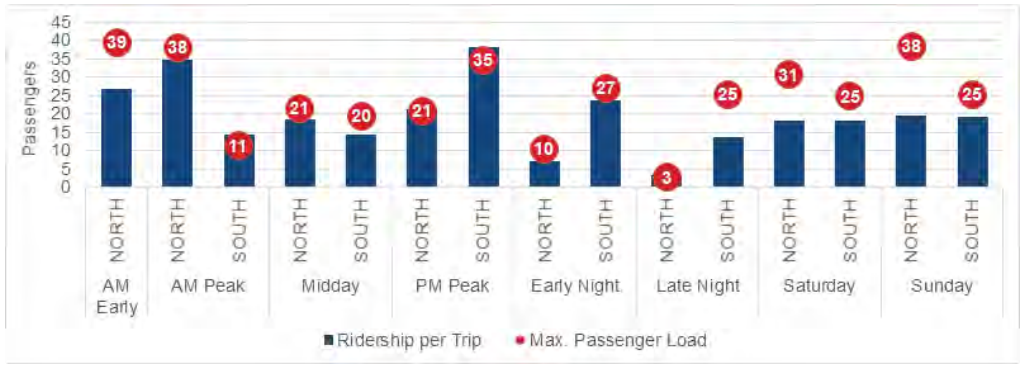
Average Daily Ridership

System Average

Class/Tier Average



Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.20	0.55	0.54
Weekday	**Off-Peak** Maximum Target: 1.00	0.31	0.31
	Saturday Maximum Target: 1.00	0.35	0.33
	Sunday Maximum Target: 1.00	0.37	0.36

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk												—								—				
7A																								
7F																								
7Y																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																				—				
7A																								
7F																								
7Y																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk				—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—				
7A																								
7F																								
7Y																								

[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

B Lincolnia-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	4:45 a.m. - 2:58 a.m.	-	A	6:12 a.m. - 2:36 a.m.	-	A	7:30 a.m. - 12:37 a.m.	-	B
	Frequency of Service | varies	Peak: 7.6 / Off-Peak: 20.6	*Peak: 15.0 / Off-Peak: 21.8*	A	29.4	*28.5*	A	45.0	*32.0*	D
Productivity	**Passengers per Revenue Hour** | 30.0	28.9	*33.0*	C	20.6	*29.0*	E	26.1	*28.9*	D
	Passengers per Revenue Mile | 4.0	2.4	*3.7*	E	1.9	*3.0*	E	2.1	*2.9*	E
Reliability	**On-Time Performance** | 79%	85%	*76%*	A	88%	*78%*	A	92%	*80%*	A
	Crowding | 5.0%	4.2%	*2.1%*	A	1.0%	*1.0%*	A	1.0%	*0.8%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.55 Off-Peak: 0.31	*Peak: 0.52 Off-Peak: 0.40*	B	0.35	*0.38*	A	0.37	*0.37*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $5.00	$4.05	*$3.91*	A	$5.67	*$4.52*	D	$4.47	*$4.63*	A
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 7A

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	3.9	*5.6*	E
Route Design	**Circuity |** 1.75	1.29	*1.44*	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 |** 30.0	26.0	*32.2*	D	21.5	*28.3*	E	26.1	*28.3*	D
	Passengers per Revenue Mile | 4.0	2.2	*3.7*	E	2.0	*3.0*	E	2.1	*2.9*	E
	Unique Segment Ridership | 10%	-	*17%*	-	-	*19%*	-	-	*19%*	-
Reliability	**On-Time Performance |** 79%	88%	*77%*	A	90%	*79%*	A	92%	*80%*	A
	Crowding | 5.0%	2.7%	*2.0%*	A	1.8%	*1.1%*	A	1.3%	*0.9%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.44 Off-Peak: 0.30	*Peak: 0.53 Off-Peak: 0.41*	A	0.30	*0.39*	A	0.40	*0.35*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$4.49	*$4.18*	A	$5.44	*$4.72*	C	$4.47	*$4.78*	A
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 7F

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	4.4	*5.6*	A
Route Design	**Circuity |** 1.75	1.50	*1.44*	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 |** 30.0	23.2	*32.2*	E	19.6	*28.3*	E		*28.3*	-
	Passengers per Revenue Mile | 4.0	2.1	*3.7*	E	1.8	*3.0*	E		*2.9*	-
	Unique Segment Ridership | 10%	3%	*17%*	E	4%	*19%*	E		*19%*	-
Reliability	**On-Time Performance |** 79%	89%	*77%*	A	87%	*79%*	A		*80%*	-
	Crowding | 5.0%	0.9%	*2.0%*	A	0.1%	*1.1%*	A		*0.9%*	-
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.40 Off-Peak: 0.30	*Peak: 0.53 Off-Peak: 0.41*	A	0.30	*0.39*	A		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$5.04	*$4.18*	C	$5.95	*$4.72*	D		*$4.78*	-
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 7Y

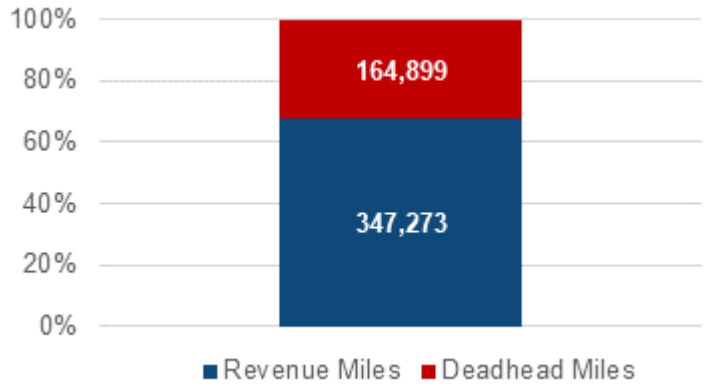
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	2.2	*5.6*	E
Route Design	**Circuity |** 1.75	1.50	*1.44*	A

	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 |** 30.0	37.5	*32.2*	A		*28.3*	-		*28.3*	-
	Passengers per Revenue Mile | 4.0	3.0	*3.7*	E		*3.0*	-		*2.9*	-
	Unique Segment Ridership | 10%	0%	*17%*	E		*19%*	-		*19%*	-
Reliability	**On-Time Performance |** 79%	77%	*77%*	C		*79%*	-		*80%*	-
	Crowding | 5.0%	6.3%	*2.0%*	E		*1.1%*	-		*0.9%*	-
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.60 Off-Peak: 0.20	*Peak: 0.53 Off-Peak: 0.41*	B+		*0.39*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$3.11	*$4.18*	A		*$4.72*	-		*$4.78*	-
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

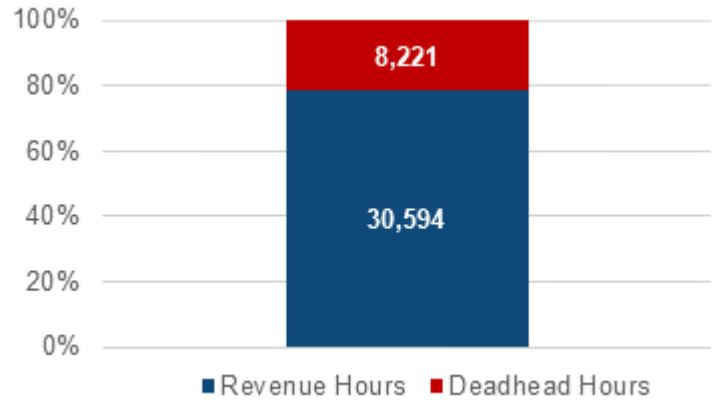
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



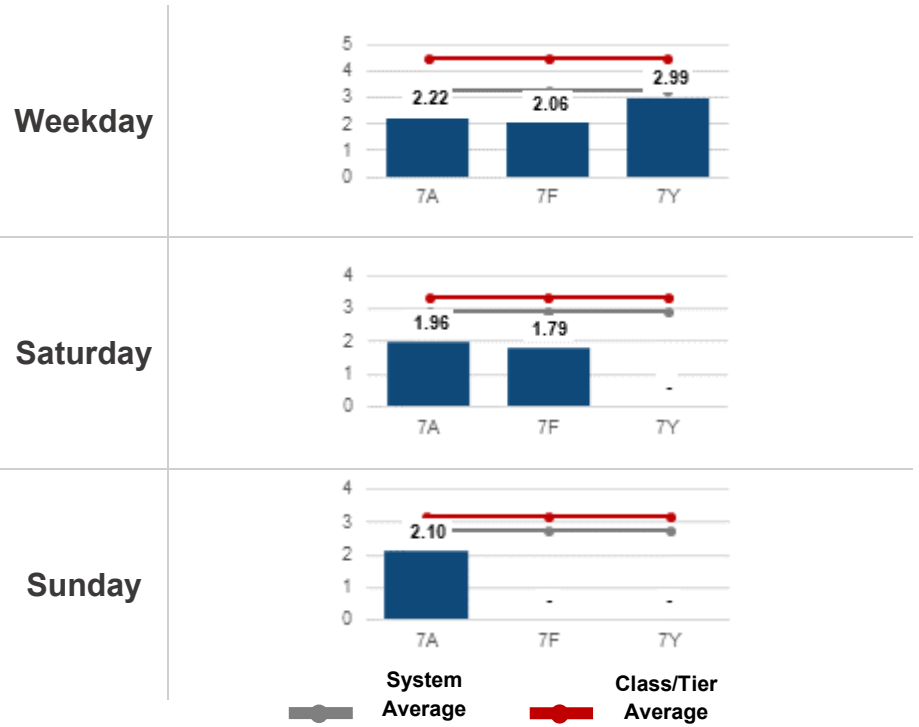
Hours Allocation



Service Delivery

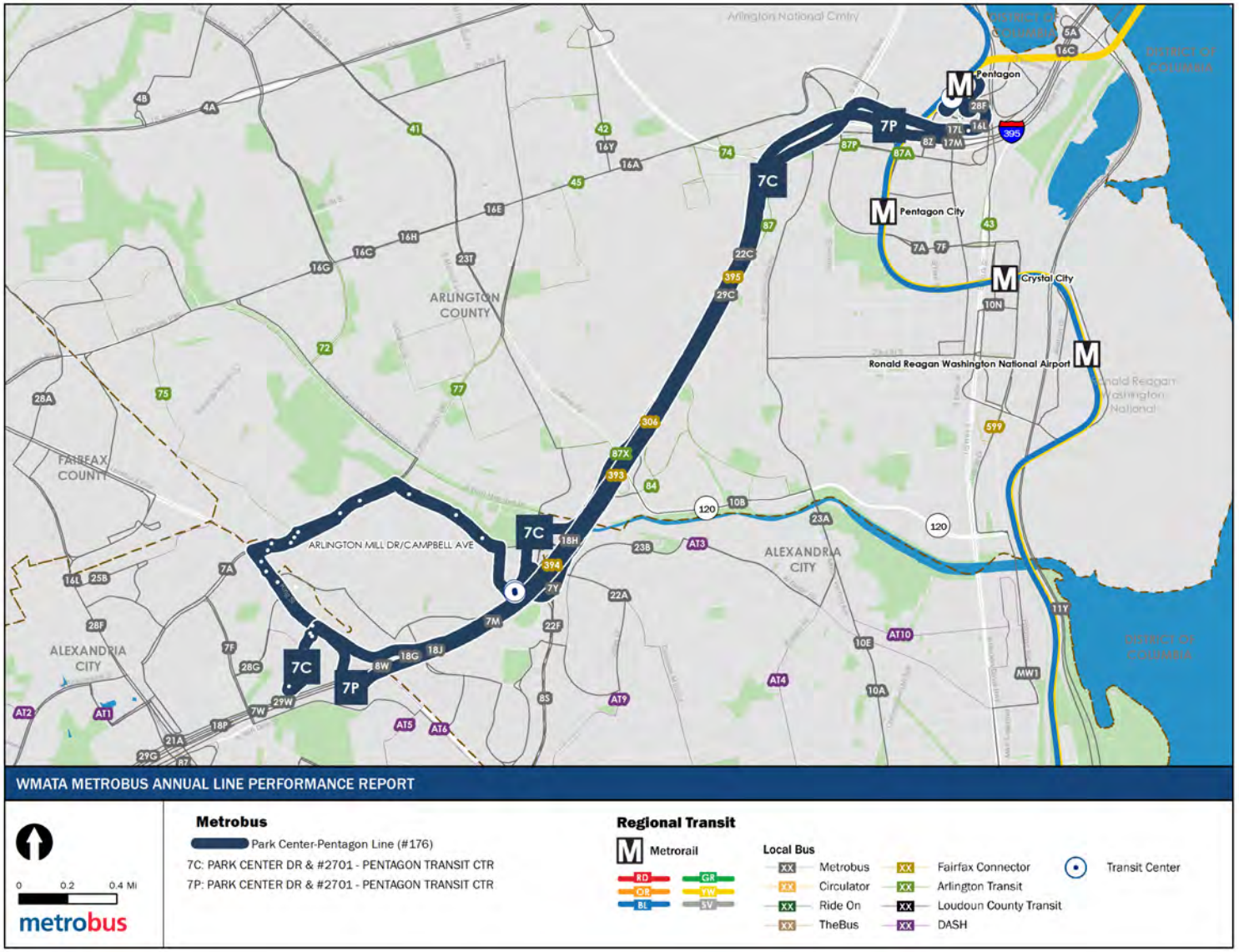
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
7A	18.4	8,025	7,221 (90%)
7F	20.8	5,236	4,552 (87%)
7Y	24.1	4,032	3,751 (93%)

Passenger Miles per Revenue Mile



LINE: 176 – PARK CENTER-PENTAGON ROUTE(S): 7C,P

About the Line



Service Classification

Commuter

Activity Tier

1

Overall Grades

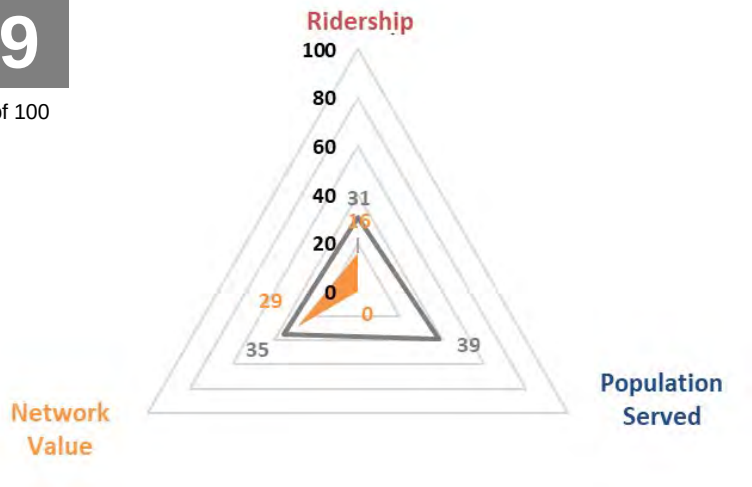
Line	B

Legend
Exceeds Meets
Approaches Below Significantly Below

Line Benefit Score

19

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$351,918
Peak Vehicles	2
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

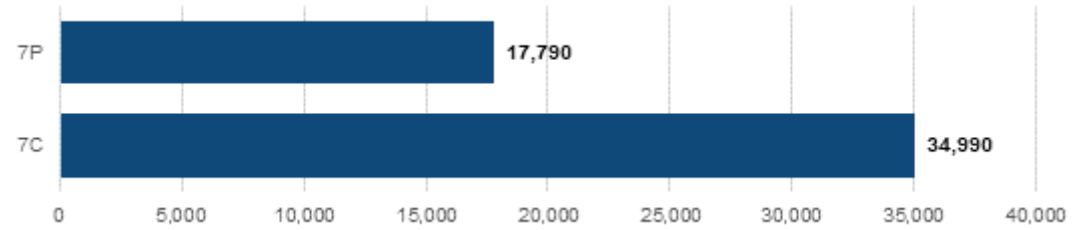
Service Area Population		33,401
Minority Population	*Service Area*	14,958
	Rider Survey	88 (33%)
Low-Income Households	*Service Area*	1,831
	Rider Survey	0 (0%)

Facilities/Amenities

Bus Stops	34
Bus Shelters	1
Benches	1
Real-Time Signs	4

Ridership

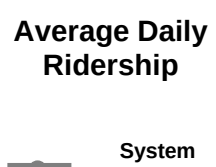
Annual Ridership

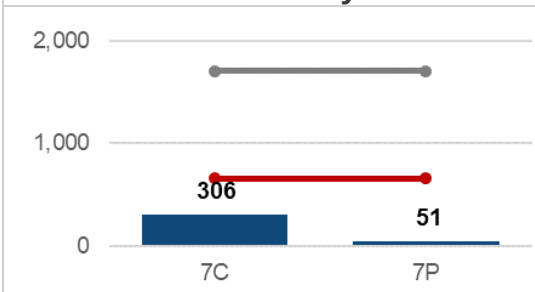


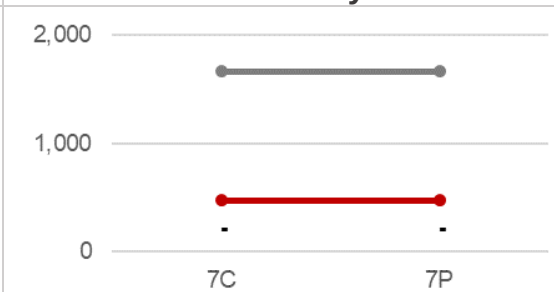
Top Transfer Locations

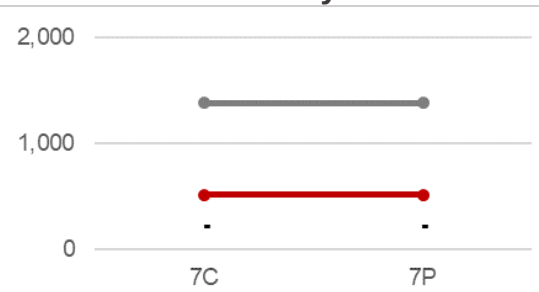
Pentagon

Average Daily Ridership









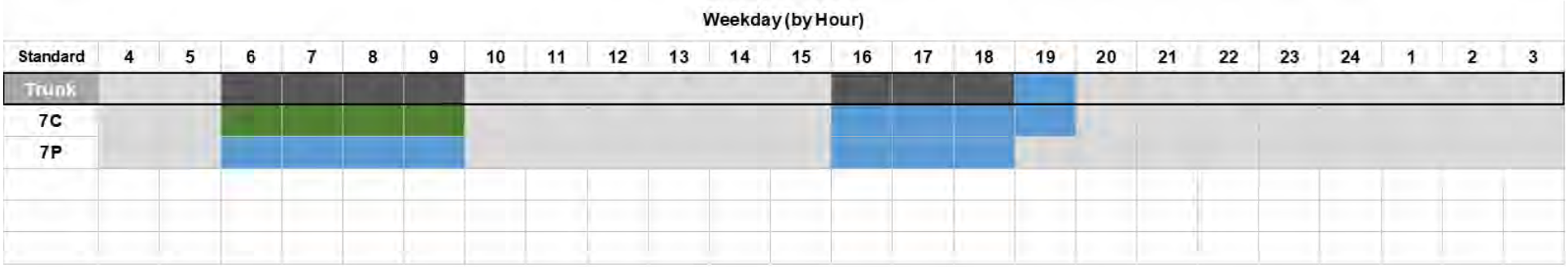
Average Trip Ridership and Maximum Load by Time Period

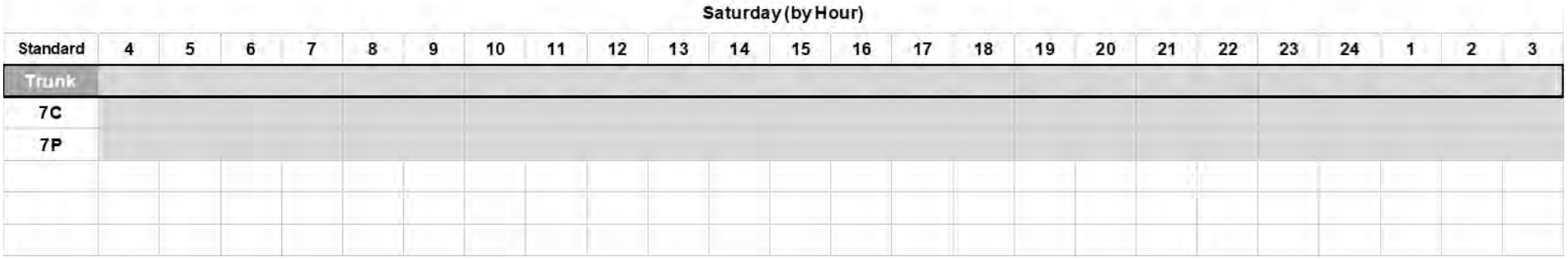
Vehicle Load Factor

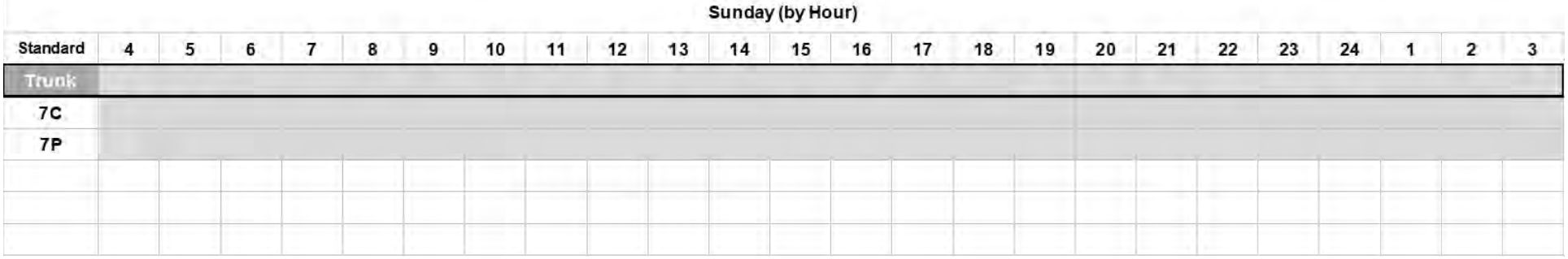
	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.00	0.31	0.20
	Off-Peak Maximum Target: 1.00		0.17
	Saturday Maximum Target: 1.00		
	Sunday Maximum Target: 1.00		

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							--







[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

B Park 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	6:05 a.m. - 9:08 a.m.; 4:10 p.m. - 7:27 p.m.	-	A		-	-		-	-
	Frequency of Service | varies	Peak: 11.1 / Off-Peak:	*Peak: 20.5 / Off-Peak: 32.0*	-		*60.0*	-		*65.7*	-
Productivity	**Passengers per Trip |** 20.0	11.1	*21.6*	E		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.5	2.1	*2.3*	A		*0.4*	-		*0.5*	-
Reliability	**On-Time Performance |** 79%	87%	*76%*	A		*77%*	-		*81%*	-
	Crowding | 5.0%	0.3%	*3.1%*	A		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.31 Off-Peak:	*Peak: 0.48 Off-Peak: 0.39*	A		*0.30*	-		*0.37*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$3.92	*$5.06*	A		*$8.44*	-		*$7.72*	-
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 7C

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** N/A	2.5	*3.2*	-
Route Design	**Circuity |** N/A	1.24	*1.39*	-

	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 Trip |** 20.0	18.0	*20.1*	C		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.5	3.1	*2.1*	A		*0.4*	-		*0.5*	-
	Unique Segment Ridership | 15%	0%	*27%*	E		*100%*	-		*100%*	-
Reliability	**On-Time Performance |** 79%	89%	*77%*	A		*77%*	-		*81%*	-
	Crowding | 5.0%	0.3%	*2.4%*	A		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.44 Off-Peak: 0.20	*Peak: 0.44 Off-Peak: 0.36*	A		*0.31*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$2.93	*$5.62*	A		*$8.44*	-		*$7.72*	-
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 7P

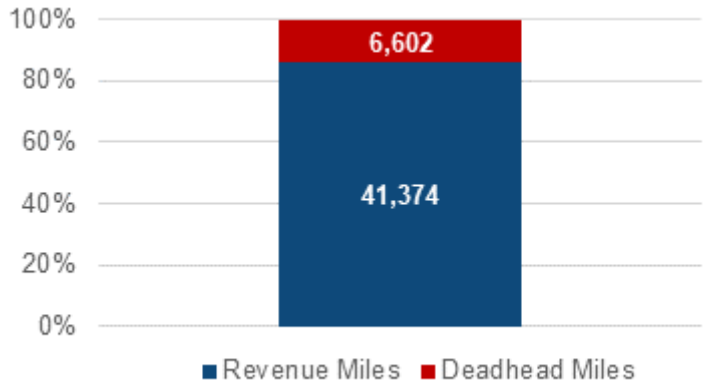
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** N/A	0.9	*3.2*	-
Route Design	**Circuity |** N/A	1.00	*1.39*	-

	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 Trip |** 20.0	3.4	*20.1*	E		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.5	0.7	*2.1*	E		*0.4*	-		*0.5*	-
	Unique Segment Ridership | 15%	-	*27%*	-		*100%*	-		*100%*	-
Reliability	**On-Time Performance |** 79%	83%	*77%*	B		*77%*	-		*81%*	-
	Crowding | 5.0%	0.0%	*2.4%*	A		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.10 Off-Peak:	*Peak: 0.44 Off-Peak: 0.36*	A		*0.31*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$9.72	*$5.62*	E		*$8.44*	-		*$7.72*	-
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

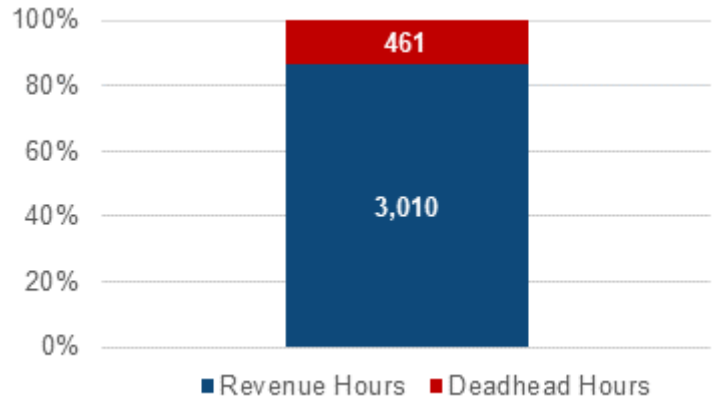
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



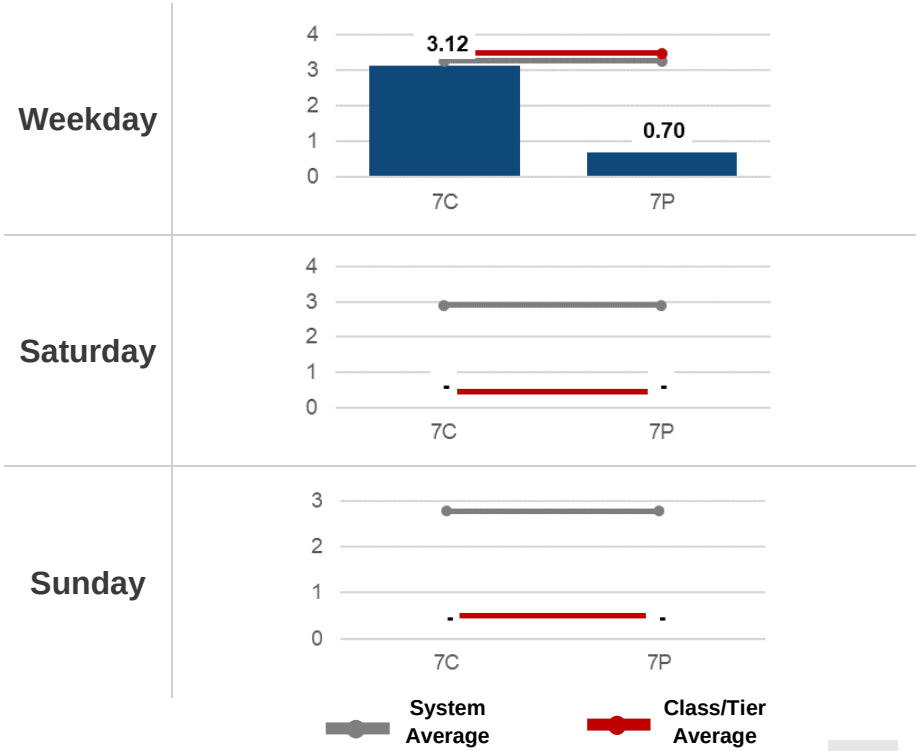
Hours Allocation



Service Delivery

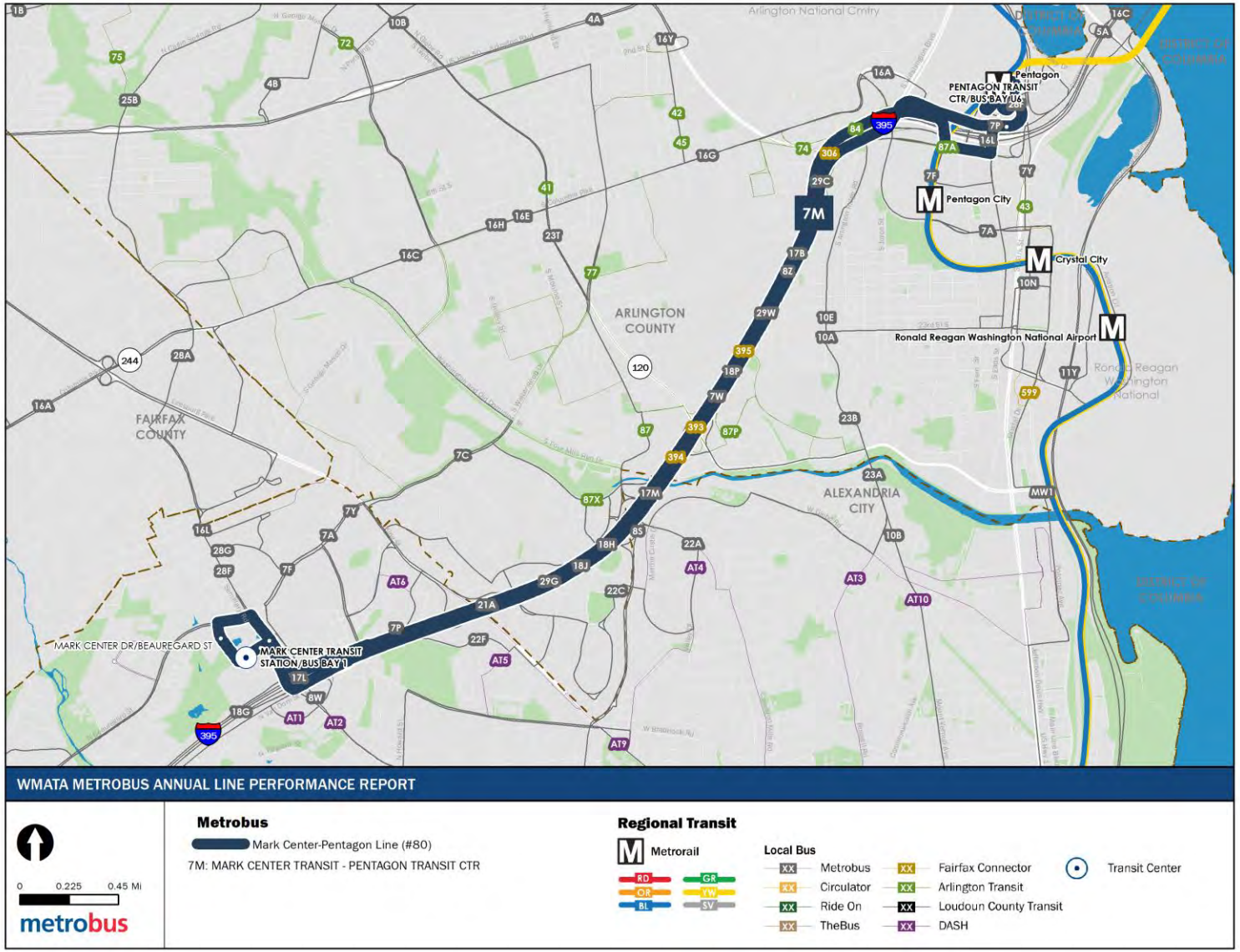
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
7C	12.0	1,972	1,900 (96%)
7P	9.9	1,740	1,547 (89%)

Passenger Miles per Revenue Mile



LINE: 80 – MARK CENTER-PENTAGON ROUTE(S): 7M

About the Line



Service Classification

Gap

Activity Tier

1

Overall Grade

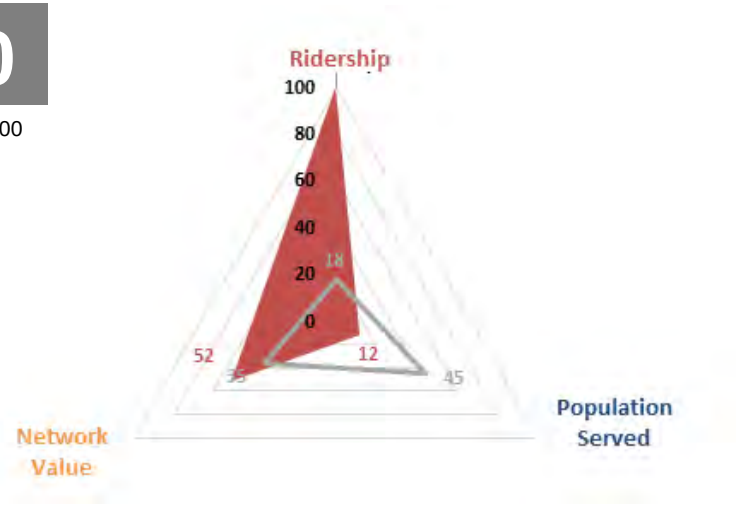
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

80

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$892,489
Peak Vehicles	3
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

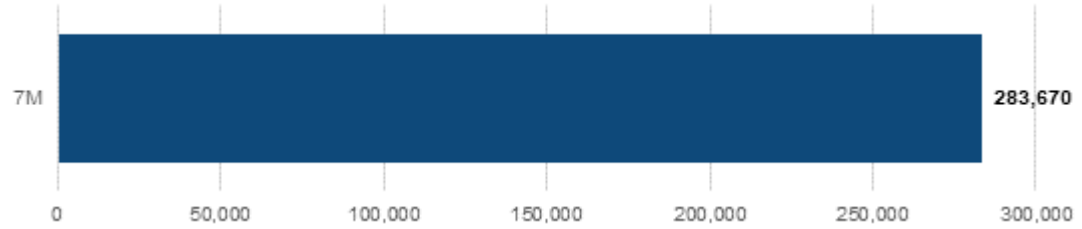
Service Area Population		36,703
Minority Population	*Service Area*	19,361
	Rider Survey	519 (39%)
Low-Income Households	*Service Area*	2,076
	Rider Survey	58 (4%)

Facilities/Amenities

Bus Stops	10
Bus Shelters	2
Benches	0
Real-Time Signs	2

Ridership

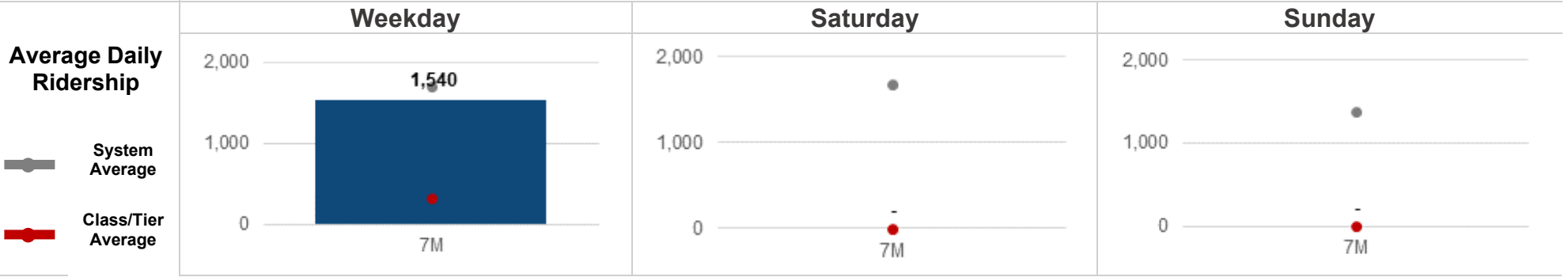
Annual Ridership



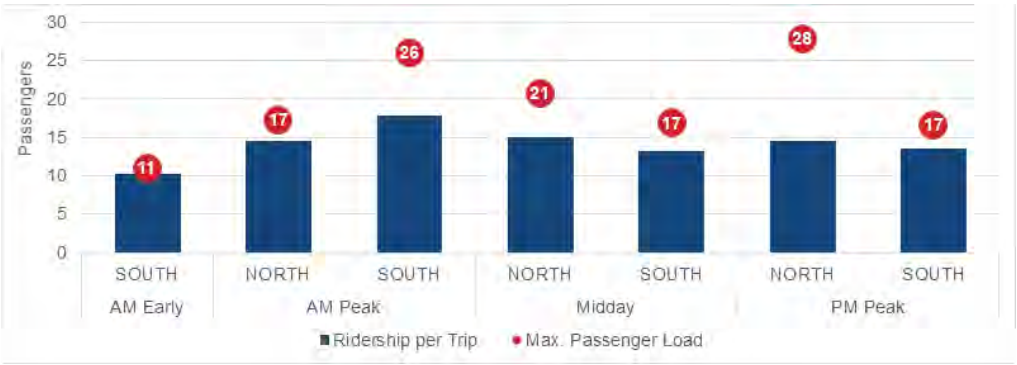
Top Transfer Locations

Pentagon

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	North	South
Weekday	**Peak** Maximum Target:	0.36	0.39
Weekday	**Off-Peak** Maximum Target:	0.37	0.31
	Saturday Maximum Target:		
	Sunday Maximum Target:		

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
7M																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
7M																								

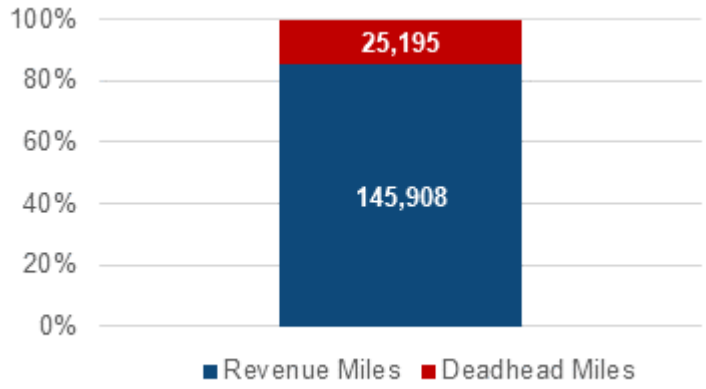
Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
7M																								

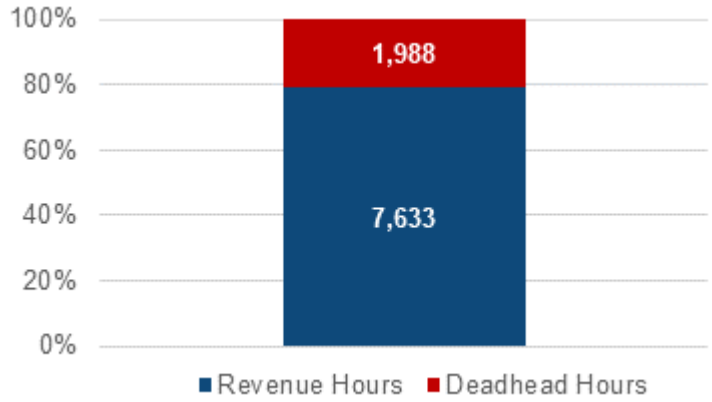
[1] Span/frequency standards are only applicable at the line level.

Operational Analysis

Miles Allocation



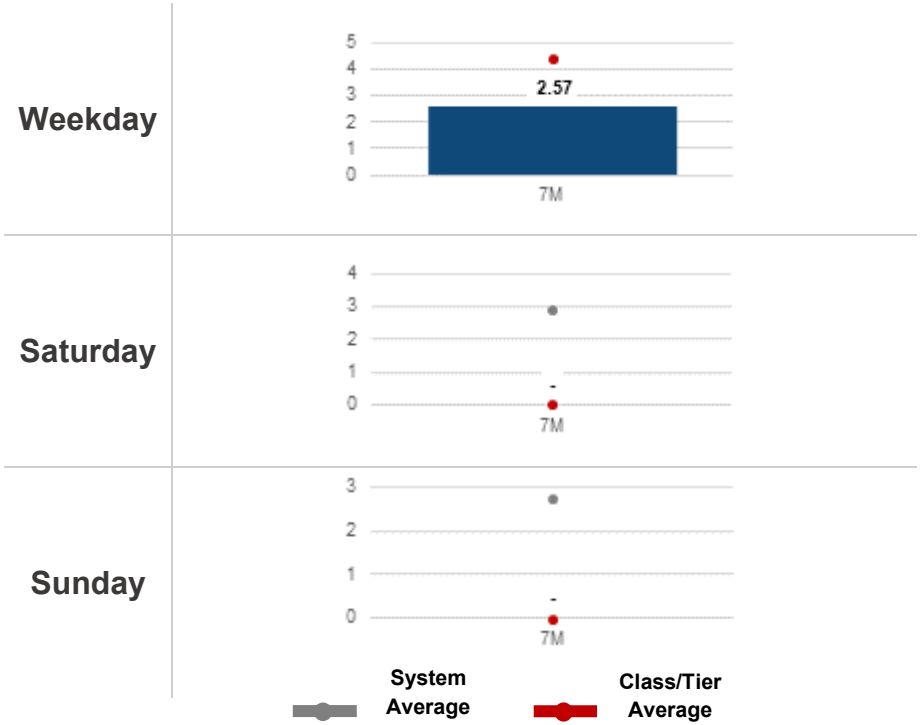
Hours Allocation



Service Delivery

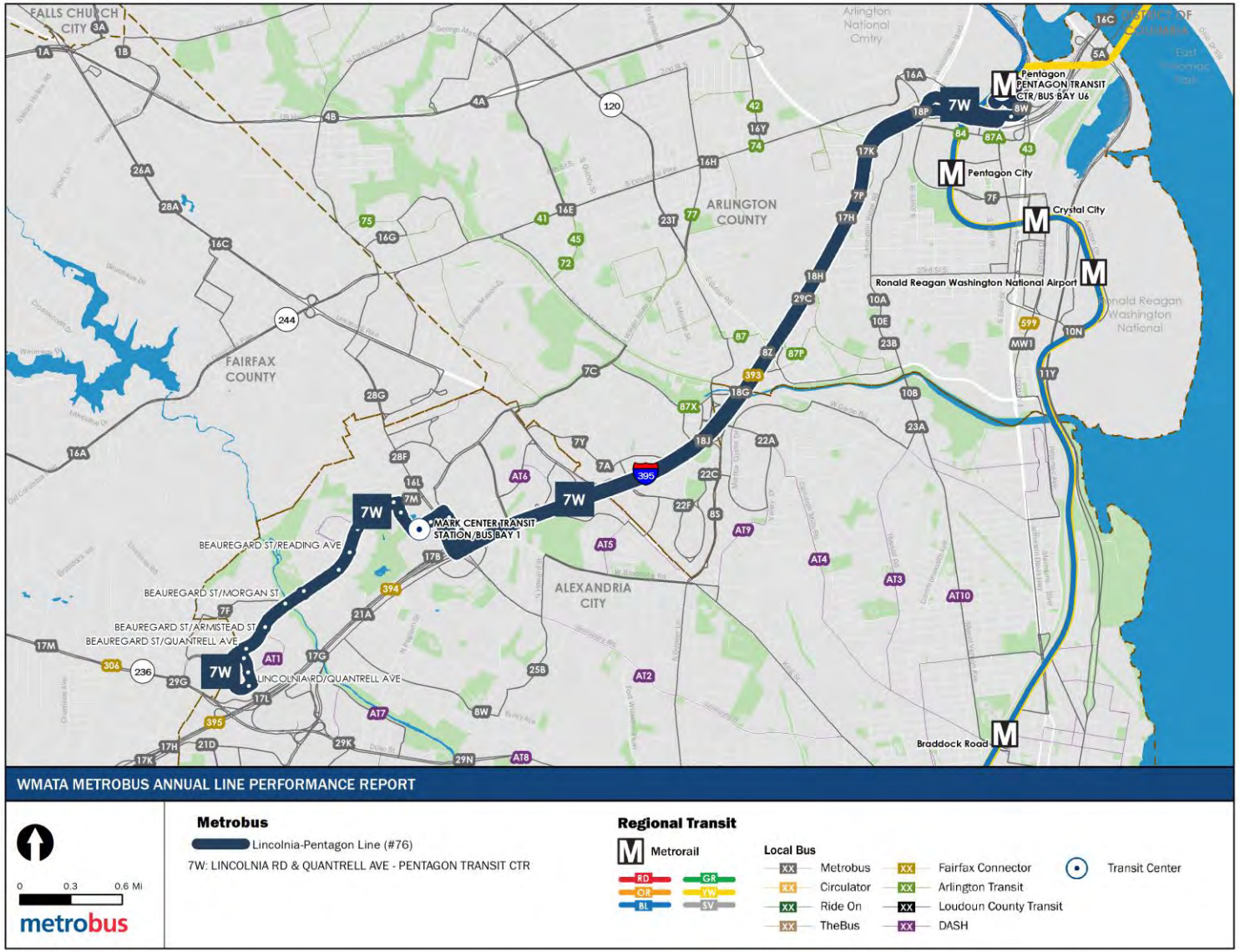
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
7M	11.6	12,096	11,316 (94%)

Passenger Miles per Revenue Mile



LINE: 76 – LINCOLNIA-PENTAGON ROUTE(S): 7W

About the Line



Service Classification

Commuter

Activity Tier

1

Overall Grade

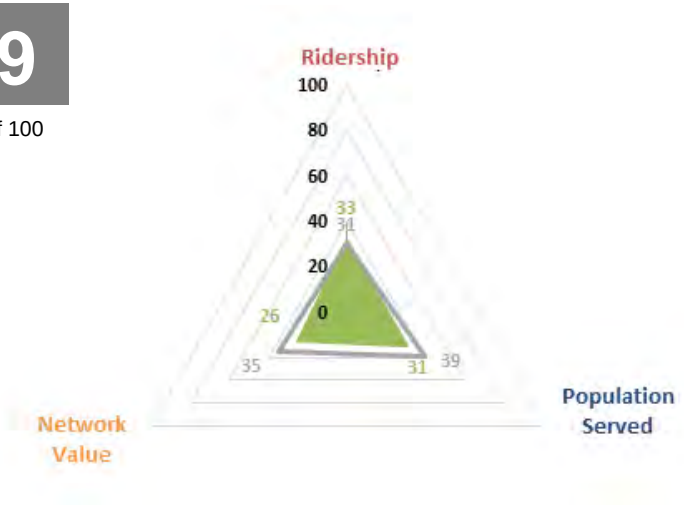
Line	B

Legend
Exceeds Meets
Approaches Below Significantly Below

Line Benefit Score

29

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$393,631
Peak Vehicles	0
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

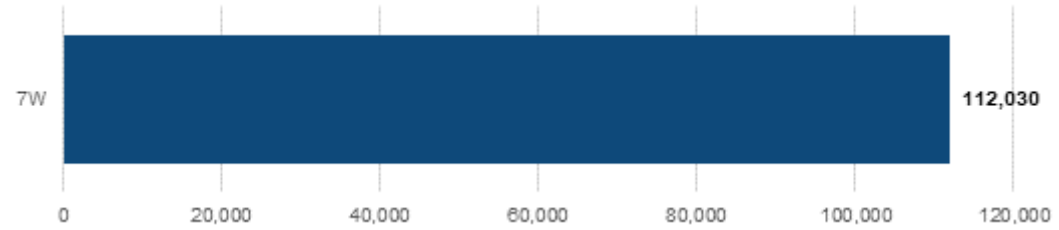
Service Area Population		47,602
Minority Population	*Service Area*	28,126
	Rider Survey	290 (73%)
Low-Income Households	*Service Area*	2,950
	Rider Survey	55 (15%)

Facilities/Amenities

Bus Stops	37
Bus Shelters	10
Benches	8
Real-Time Signs	2

Ridership

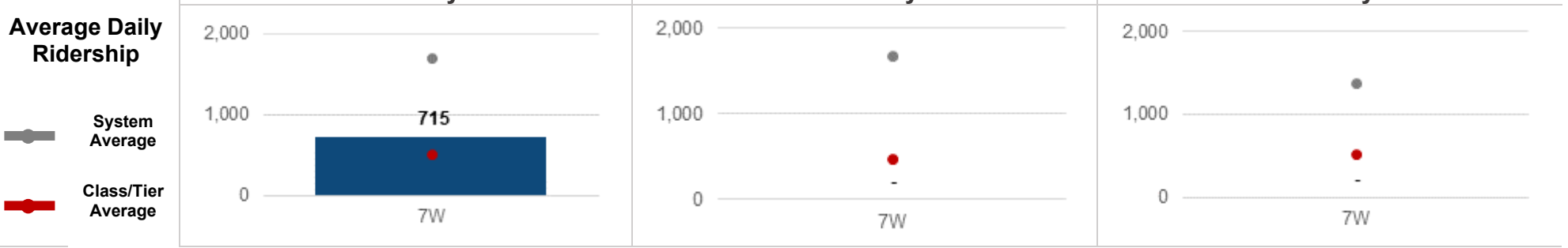
Annual Ridership



Top Transfer Locations

Pentagon

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period

Vehicle Load Factor

	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.00	0.83	0.67
	Off-Peak Maximum Target: 1.00		
	Saturday Maximum Target: 1.00		
	Sunday Maximum Target: 1.00		

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
7W																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
7W																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
7W																								

[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

B Lincolnia-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	6:10 a.m. - 8:57 a.m.; 4:00 p.m. - 7:15 p.m.	-	B		-	-		-	-
	Frequency of Service | varies	Peak: 15.5 / Off-Peak:	*Peak: 21.1 / Off-Peak: 32.0*	-		*60.0*	-		*65.7*	-
Productivity	**Passengers per Trip** | 20.0	33.5	*21.6*	A		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.5	4.3	*2.3*	A		*0.4*	-		*0.5*	-
Reliability	**On-Time Performance** | 79%	91%	*76%*	A		*77%*	-		*81%*	-
	Crowding | 5.0%	5.4%	*3.1%*	C		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.83 Off-Peak:	*Peak: 0.48 Off-Peak: 0.39*	C		*0.30*	-		*0.37*	-
Cost Effectiveness	**Operating Cost per Passenger Trip** | $7.00	$2.07	*$5.12*	A		*$8.44*	-		*$7.72*	-
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 7W

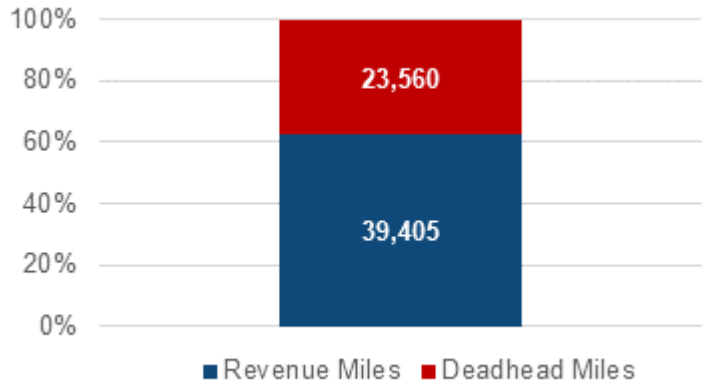
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** N/A	2.3	*3.2*	-
Route Design	**Circuity |** N/A	1.10	*1.39*	-

	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 Trip |** 20.0	33.5	*20.1*	A		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.5	4.3	*2.1*	A		*0.4*	-		*0.5*	-
	Unique Segment Ridership | 15%	-	*27%*	-		*100%*	-		*100%*	-
Reliability	**On-Time Performance |** 79%	91%	*77%*	A		*77%*	-		*81%*	-
	Crowding | 5.0%	5.4%	*2.4%*	C		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.75 Off-Peak:	*Peak: 0.44 Off-Peak: 0.36*	B		*0.31*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$2.07	*$5.62*	A		*$8.44*	-		*$7.72*	-
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

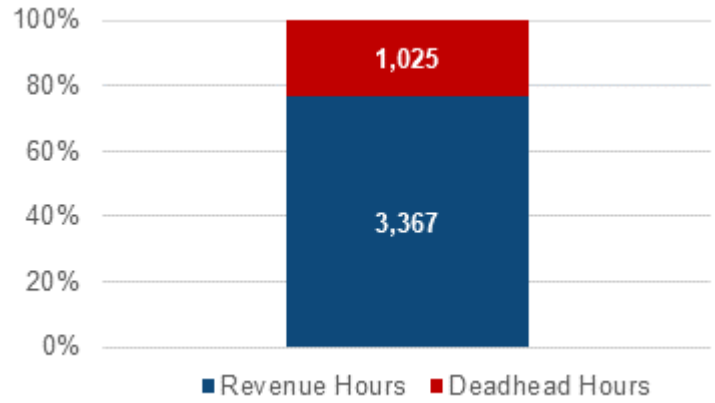
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



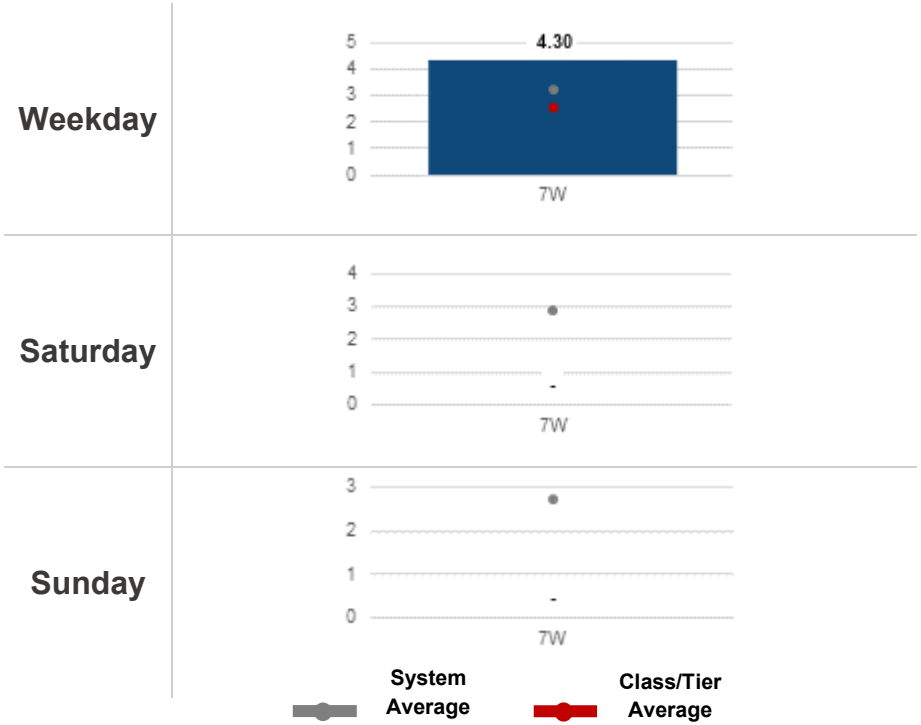
Hours Allocation



Service Delivery

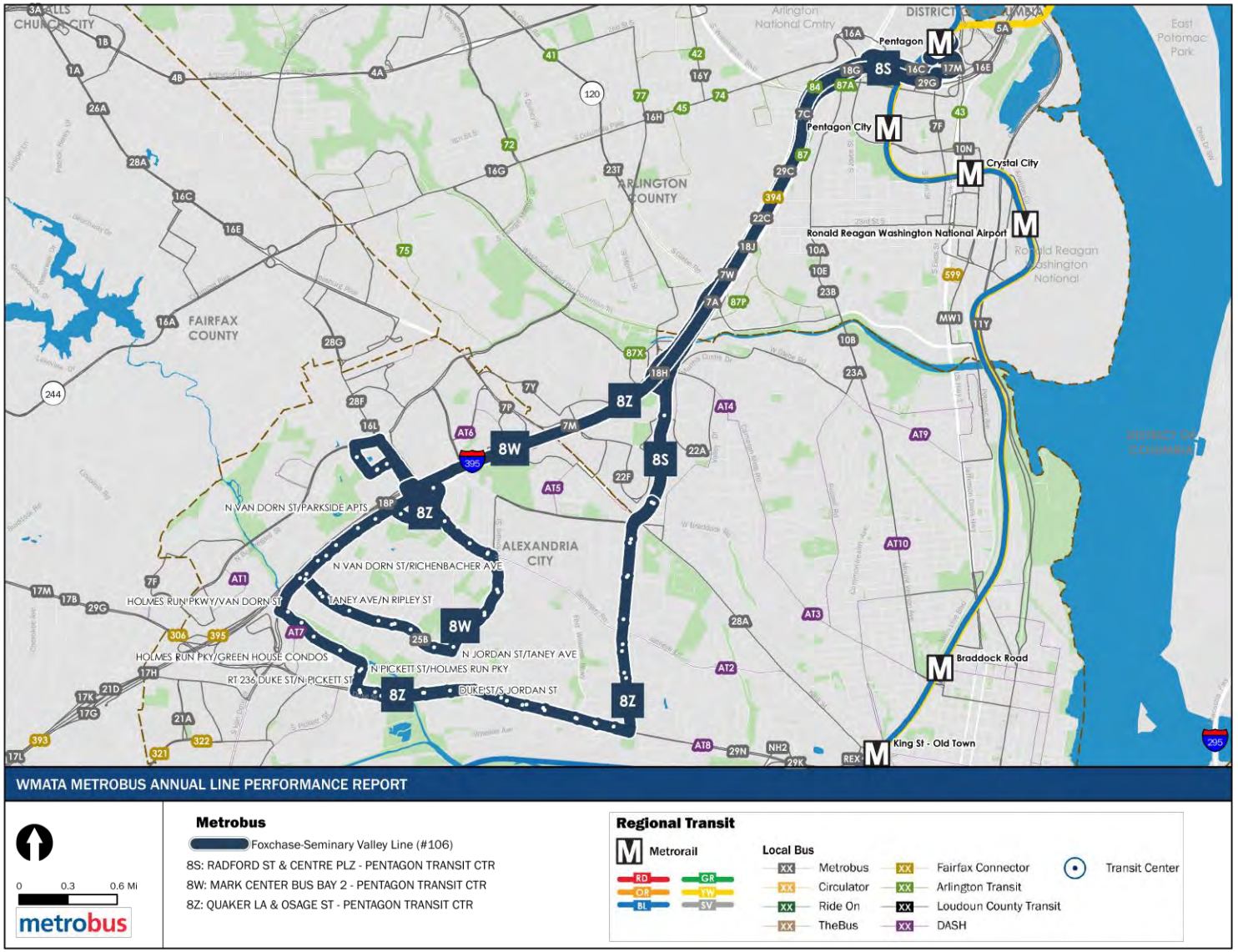
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
7W	16.1	2,464	2,083 (85%)

Passenger Miles per Revenue Mile



LINE: 106 – FOXCHASE-SEMINARY VALLEY ROUTE(S): 8S,W,Z

About the Line



Service Classification

Commuter

Activity Tier

2

Overall Grade

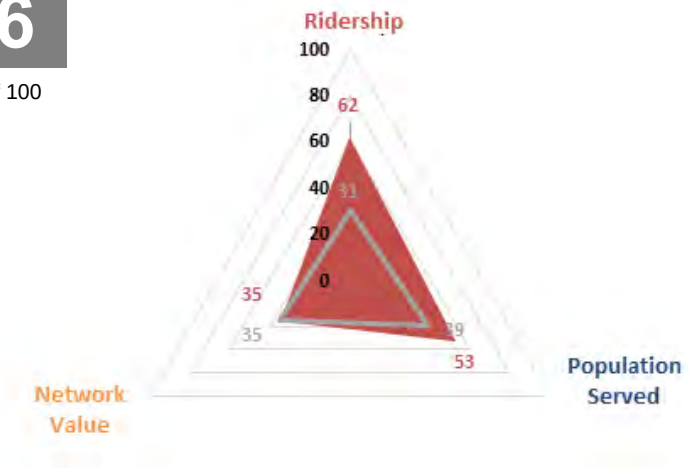
Line	A

Legend
Exceeds Meets
Approaches Below Significantly Below

Line Benefit Score

46

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$1,089,792
Peak Vehicles	10
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

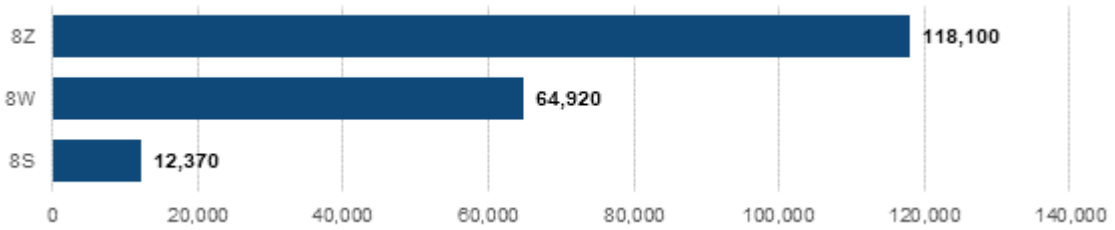
Service Area Population		67,729
Minority Population	*Service Area*	36,109
	Rider Survey	344 (50%)
Low-Income Households	*Service Area*	4,060
	Rider Survey	50 (8%)

Facilities/Amenities

Bus Stops	110
Bus Shelters	26
Benches	23
Real-Time Signs	3

Ridership

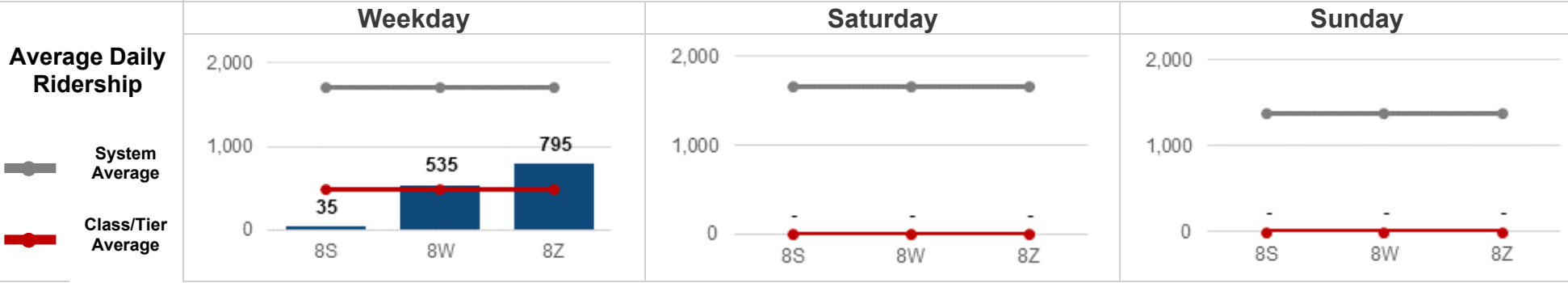
Annual Ridership



Top Transfer Locations

Pentagon

Average Daily Ridership



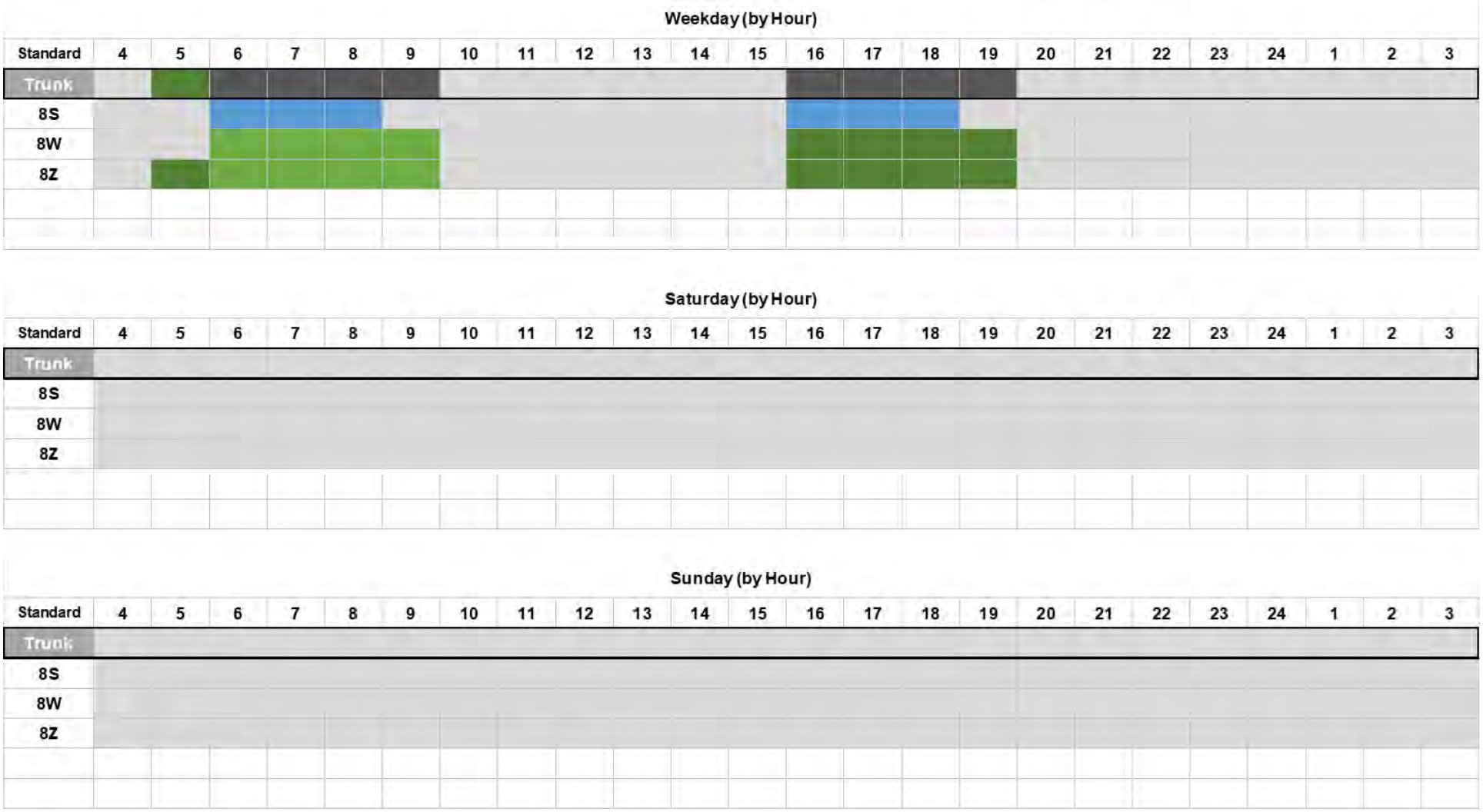
Average Trip Ridership and Maximum Load by Time Period

Vehicle Load Factor

	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.00	0.53	0.47
	Off-Peak Maximum Target: 1.00	0.30	0.18
	Saturday Maximum Target: 1.00		
	Sunday Maximum Target: 1.00		

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—



[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

A 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	5:35 a.m. - 9:20 a.m.; 3:40 p.m. - 8:50 p.m.	-	A		-	-		-	-
	Frequency of Service | varies	Peak: 6.0 / Off-Peak:	*Peak: 21.1 / Off-Peak: 32.0*	-		*60.0*	-		*65.7*	-
Productivity	**Passengers per Trip** | 15.0	19.8	*21.6*	A		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.0	2.2	*2.3*	A		*0.4*	-		*0.5*	-
Reliability	**On-Time Performance** | 79%	88%	*76%*	A		*77%*	-		*81%*	-
	Crowding | 5.0%	2.6%	*3.1%*	A		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.53 Off-Peak: 0.30	*Peak: 0.48 Off-Peak: 0.39*	B		*0.30*	-		*0.37*	-
Cost Effectiveness	**Operating Cost per Passenger Trip** | $7.00	$3.43	*$5.12*	A		*$8.44*	-		*$7.72*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 8S

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** N/A	0.9	*3.2*	-
Route Design	**Circuity |** N/A	1.00	*1.39*	-

	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 Trip |** 15.0	2.7	*20.1*	E		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.0	0.6	*2.1*	E		*0.4*	-		*0.5*	-
	Unique Segment Ridership | 15%	-	*27%*	-		*100%*	-		*100%*	-
Reliability	**On-Time Performance |** 79%	80%	*77%*	B		*77%*	-		*81%*	-
	Crowding | 5.0%	0.0%	*2.4%*	A		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.06 Off-Peak: 0.10	*Peak: 0.44 Off-Peak: 0.36*	A		*0.31*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$12.06	*$5.62*	E		*$8.44*	-		*$7.72*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 8W

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** N/A	2.7	*3.2*	-
Route Design	**Circuity |** N/A	1.70	*1.39*	-

	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 Trip |** 15.0	21.3	*20.1*	A		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.0	2.3	*2.1*	A		*0.4*	-		*0.5*	-
	Unique Segment Ridership | 15%	-	*27%*	-		*100%*	-		*100%*	-
Reliability	**On-Time Performance |** 79%	91%	*77%*	A		*77%*	-		*81%*	-
	Crowding | 5.0%	0.5%	*2.4%*	A		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.50 Off-Peak: 0.20	*Peak: 0.44 Off-Peak: 0.36*	B+		*0.31*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$3.33	*$5.62*	A		*$8.44*	-		*$7.72*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 8Z

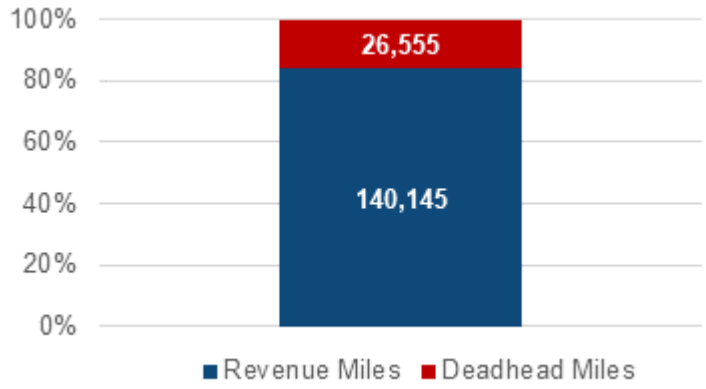
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** N/A	2.9	*3.2*	-
Route Design	**Circuity |** N/A	2.30	*1.39*	-

	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 Trip |** 15.0	25.8	*20.1*	A		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.0	2.4	*2.1*	A		*0.4*	-		*0.5*	-
	Unique Segment Ridership | 15%	29%	*27%*	A		*100%*	-		*100%*	-
Reliability	**On-Time Performance |** 79%	88%	*77%*	A		*77%*	-		*81%*	-
	Crowding | 5.0%	4.0%	*2.4%*	A		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.70 Off-Peak: 0.30	*Peak: 0.44 Off-Peak: 0.36*	B+		*0.31*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$3.14	*$5.62*	A		*$8.44*	-		*$7.72*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

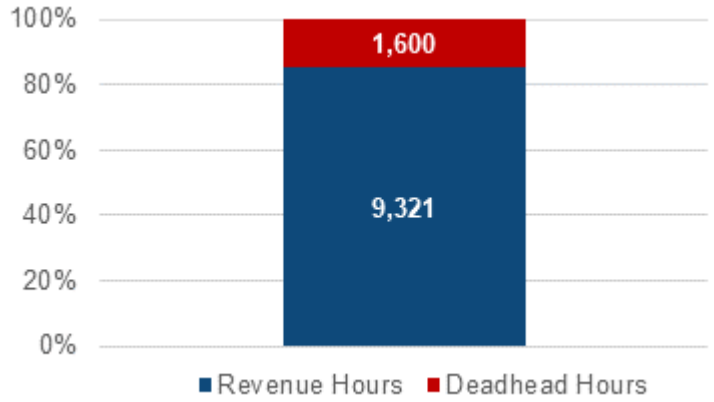
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



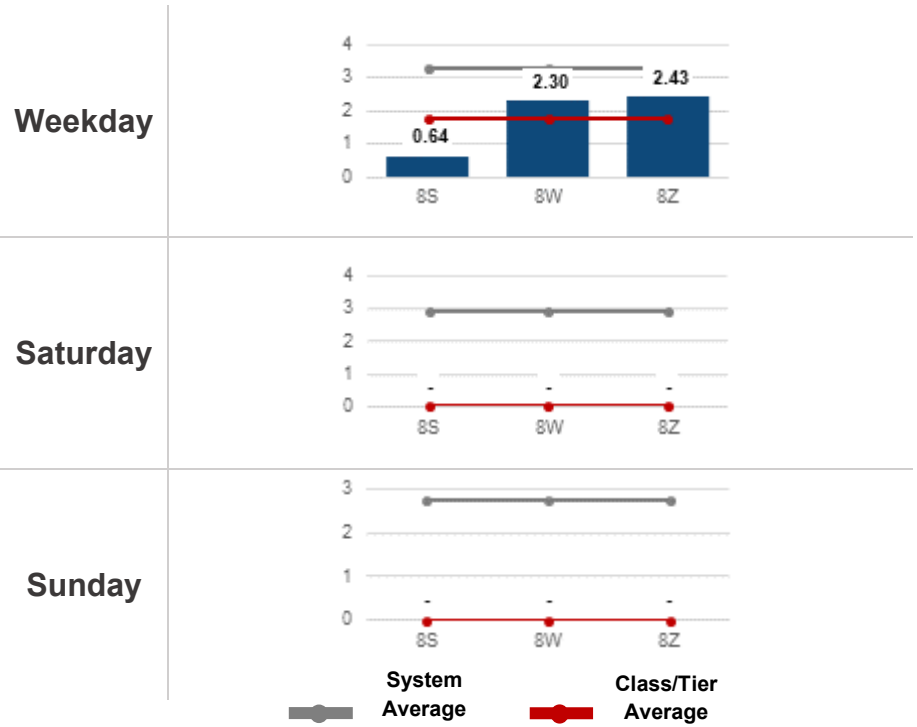
Hours Allocation



Service Delivery

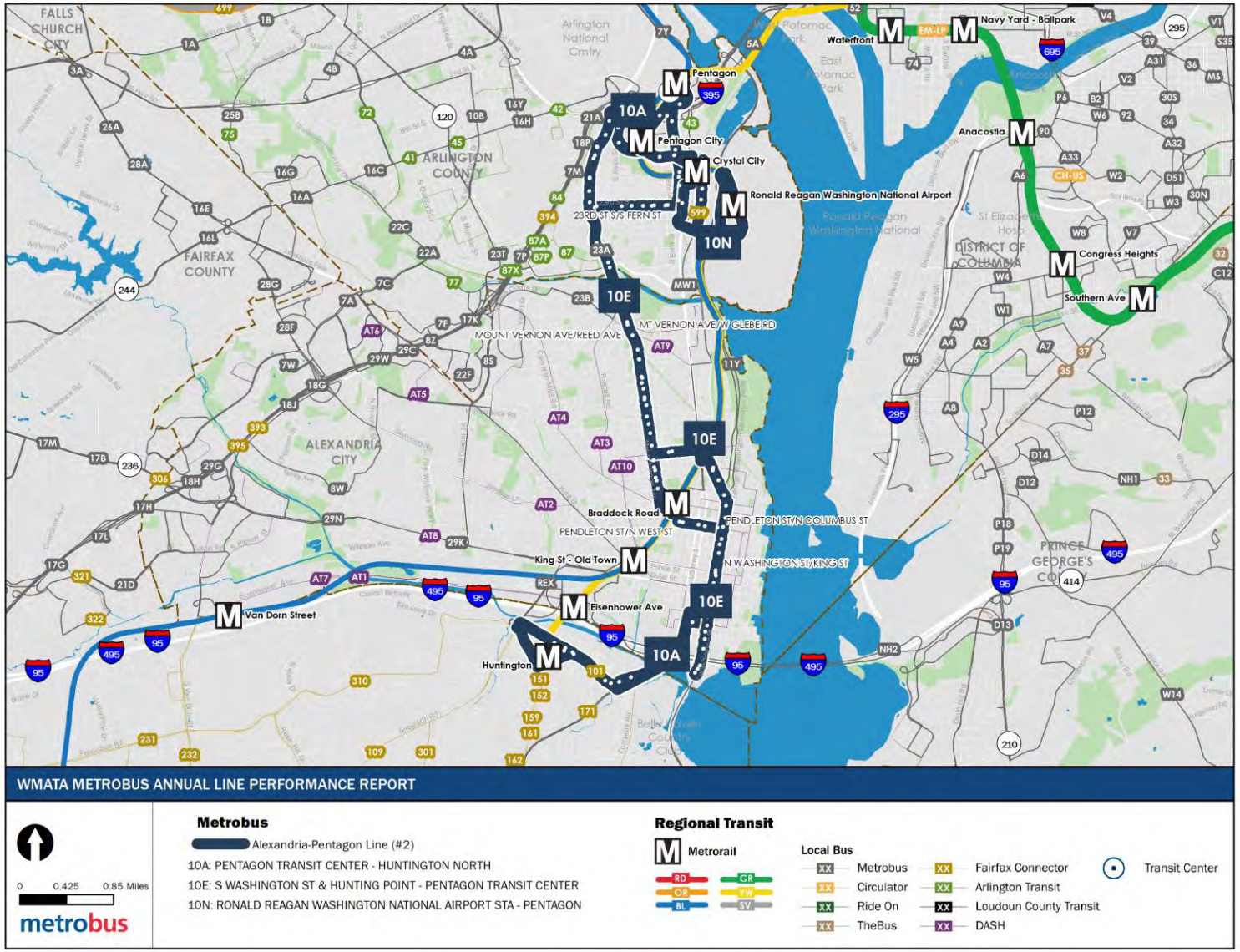
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
8S	8.6	1,232	1,095 (89%)
8W	19.4	2,912	2,753 (95%)
8Z	22.0	3,024	2,829 (94%)

Passenger Miles per Revenue Mile



LINE: 2 – ALEXANDRIA-PENTAGON ROUTE(S): 10A,E,N

About the Line



Service Classification

Framework

Activity Tier

1

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

Operating Statistics

Annual Operating Costs	$3,627,991
Peak Vehicles	15
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

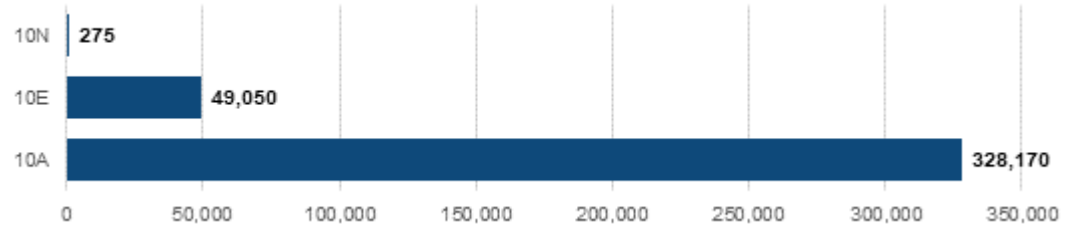
Service Area Population		65,906
Minority Population	*Service Area*	26,037
	Rider Survey	1,118 (63%)
Low-Income Households	*Service Area*	3,619
	Rider Survey	558 (33%)

Facilities/Amenities

Bus Stops	176
Bus Shelters	22
Benches	46
Real-Time Signs	3

Ridership

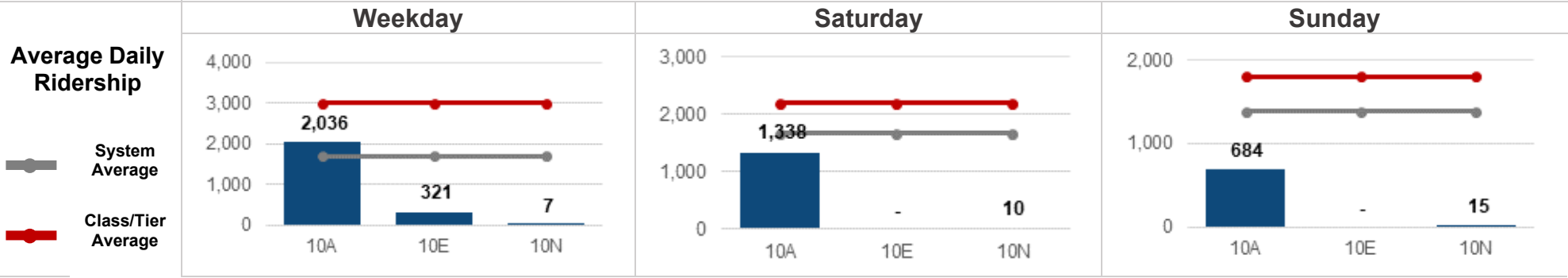
Annual Ridership



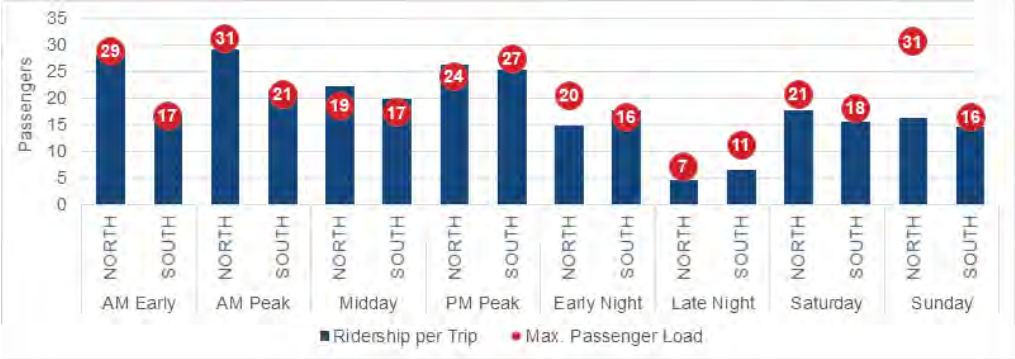
Top Transfer Locations

Braddock Road, Pentagon, Crystal City

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period

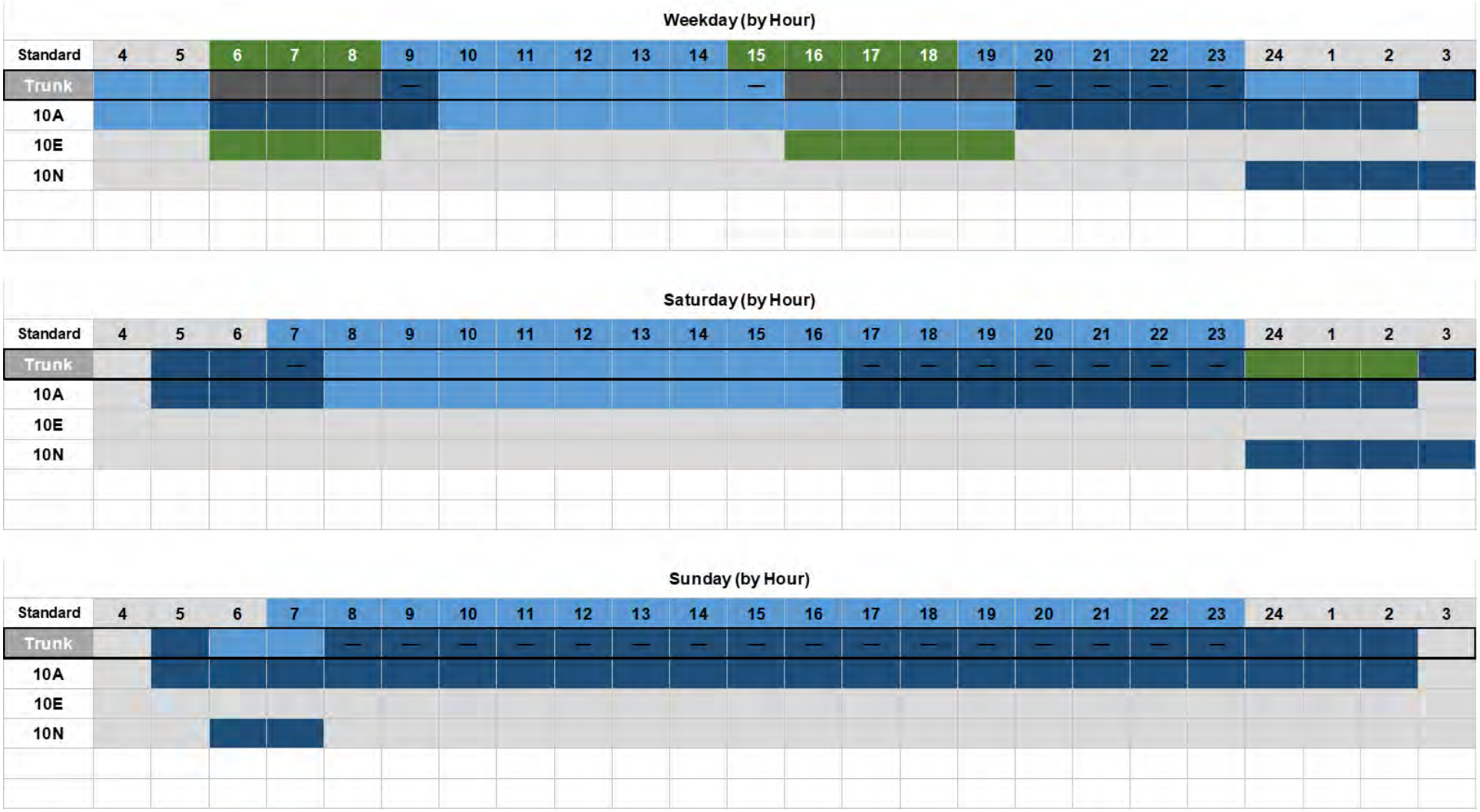


Vehicle Load Factor

	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.20	0.48	0.39
Weekday	**Off-Peak** Maximum Target: 1.00	0.31	0.25
	Saturday Maximum Target: 1.00	0.28	0.24
	Sunday Maximum Target: 1.00	0.28	0.23

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—



[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

C 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 a.m. - 3:07 a.m.	-	A	5:30 a.m. - 3:07 a.m.	-	A	5:25 a.m. - 2:15 a.m.	-	A
	Frequency of Service | varies	Peak: 12.0 / Off-Peak: 30.0	*Peak: 15.0 / Off-Peak: 21.8*	A	19.6	*28.5*	A	27.3	*32.0*	A
Productivity	**Passengers per Revenue Hour** | 30.0	20.1	*33.0*	E	16.7	*29.0*	E	12.9	*28.9*	E
	Passengers per Revenue Mile | 4.0	2.2	*3.7*	E	1.7	*3.0*	E	1.6	*2.9*	E
Reliability	**On-Time Performance** | 79%	82%	*76%*	B	80%	*78%*	B	85%	*80%*	A
	Crowding | 5.0%	0.1%	*2.1%*	A	0.0%	*1.0%*	A	0.0%	*0.8%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.48 Off-Peak: 0.31	*Peak: 0.52 Off-Peak: 0.40*	A	0.28	*0.38*	A	0.28	*0.37*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $5.00	$5.82	*$3.91*	D	$7.00	*$4.52*	E	$9.07	*$4.63*	E
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 10A

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	5.6	*5.6*	E
Route Design	**Circuity |** 1.75	1.41	*1.44*	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 |** 30.0	20.1	*32.2*	E	16.8	*28.3*	E	13.0	*28.3*	E
	Passengers per Revenue Mile | 4.0	2.2	*3.7*	E	1.7	*3.0*	E	1.6	*2.9*	E
	Unique Segment Ridership | 10%	34%	*17%*	A	31%	*19%*	A	35%	*19%*	A
Reliability	**On-Time Performance |** 79%	82%	*77%*	B	80%	*79%*	B	85%	*80%*	A
	Crowding | 5.0%	0.1%	*2.0%*	A	0.1%	*1.1%*	A	0.0%	*0.9%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.44 Off-Peak: 0.30	*Peak: 0.53 Off-Peak: 0.41*	A	0.30	*0.39*	A	0.20	*0.35*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$5.82	*$4.18*	D	$6.94	*$4.72*	E	$9.02	*$4.78*	E
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 10E

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	6.0	*5.6*	E
Route Design	**Circuity |** 1.75	1.30	*1.44*	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 |** 30.0	20.5	*32.2*	E		*28.3*	-		*28.3*	-
	Passengers per Revenue Mile | 4.0	2.5	*3.7*	E		*3.0*	-		*2.9*	-
	Unique Segment Ridership | 10%	15%	*17%*	A		*19%*	-		*19%*	-
Reliability	**On-Time Performance |** 79%	81%	*77%*	B		*79%*	-		*80%*	-
	Crowding | 5.0%	0.1%	*2.0%*	A		*1.1%*	-		*0.9%*	-
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.40 Off-Peak: 0.60	*Peak: 0.53 Off-Peak: 0.41*	B+		*0.39*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$5.70	*$4.18*	D		*$4.72*	-		*$4.78*	-
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 10N

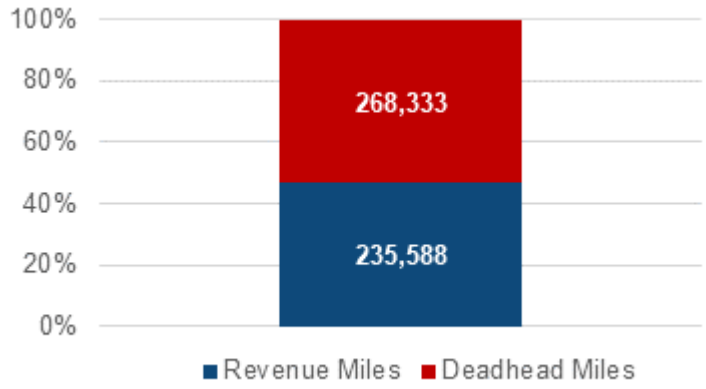
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	3.6	*5.6*	E
Route Design	**Circuity |** 1.75	1.20	*1.44*	A

	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 |** 30.0	6.1	*32.2*	E	7.6	*28.3*	E	10.2	*28.3*	E
	Passengers per Revenue Mile | 4.0	0.7	*3.7*	E	0.8	*3.0*	E	1.4	*2.9*	E
	Unique Segment Ridership | 10%	-	*17%*	-	-	*19%*	-	-	*19%*	-
Reliability	**On-Time Performance |** 79%	84%	*77%*	A	92%	*79%*	A	97%	*80%*	A
	Crowding | 5.0%	0.0%	*2.0%*	A	0.0%	*1.1%*	A	0.0%	*0.9%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: Off-Peak: 0.00	*Peak: 0.53 Off-Peak: 0.41*	A	0.00	*0.39*	A	0.10	*0.35*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$19.17	*$4.18*	E	$15.47	*$4.72*	E	$11.51	*$4.78*	E
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

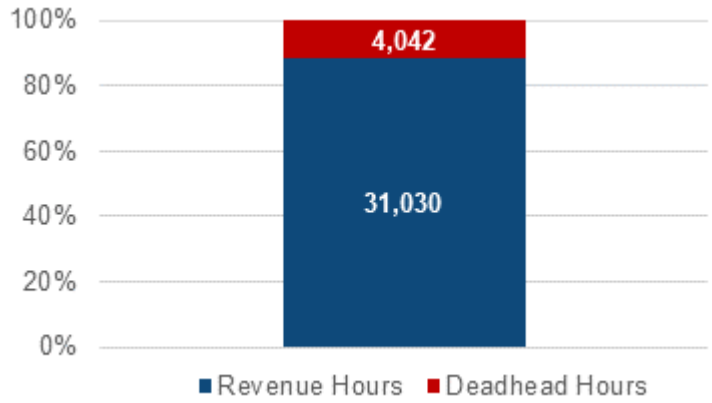
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



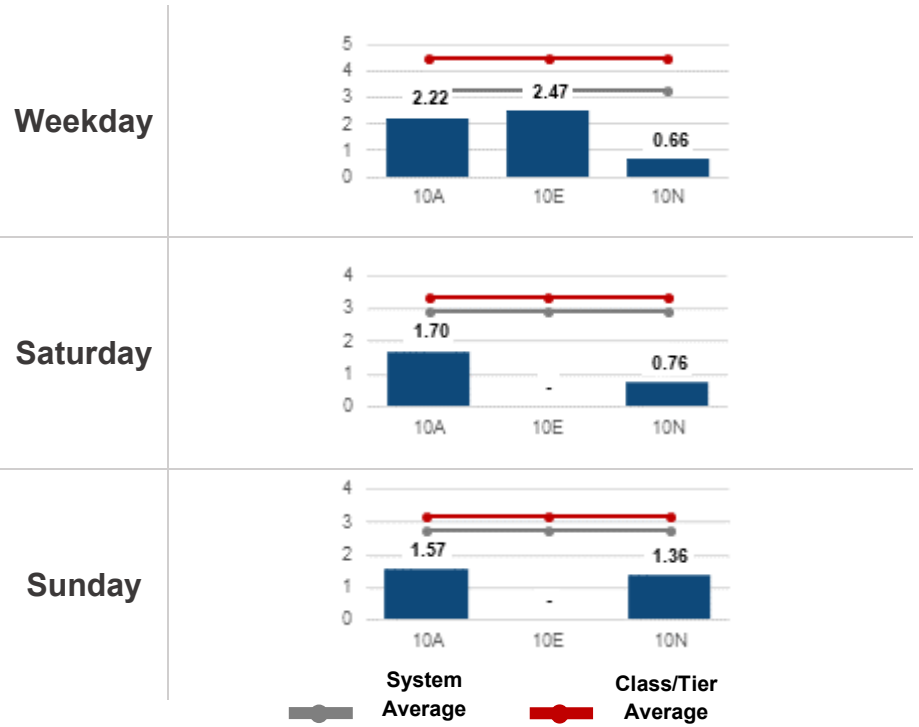
Hours Allocation



Service Delivery

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
10A	22.4	11,966	11,520 (96%)
10E	16.4	1,904	1,822 (96%)
10N	6.6	516	434 (84%)

Passenger Miles per Revenue Mile



LINE: 156 – HUNTING POINT-BALLSTON ROUTE(S): 10B

About the Line

Service Classification

Framework

Activity Tier

1

Overall Grade

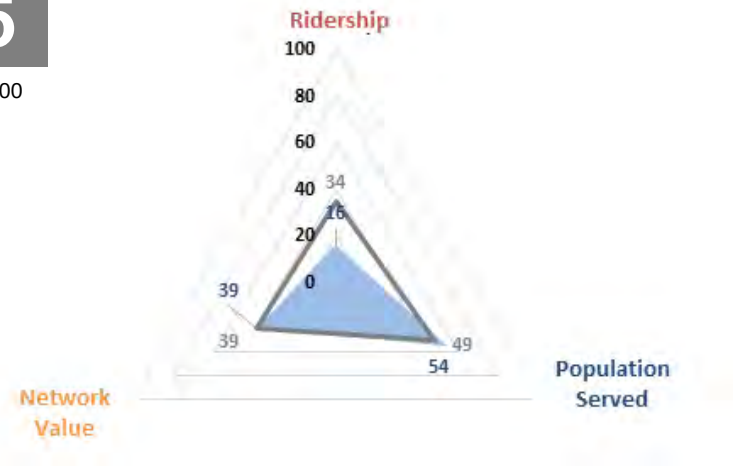
Line	C

Legend
Exceeds Meets
Approaches Below Significantly Below

Line Benefit Score

25

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$3,743,139
Peak Vehicles	5
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

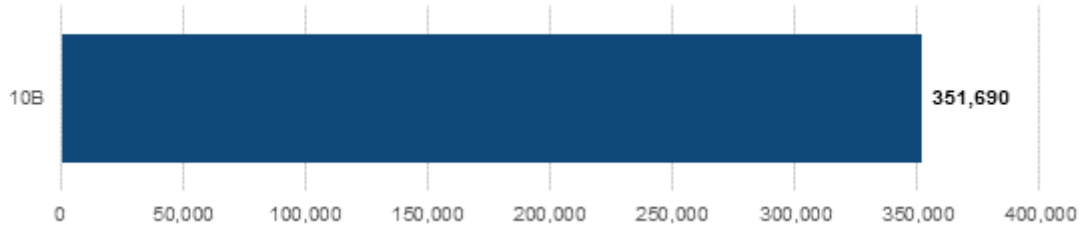
Service Area Population		69,405
Minority Population	*Service Area*	28,594
	Rider Survey	1,211 (75%)
Low-Income Households	*Service Area*	4,332
	Rider Survey	621 (41%)

Facilities/Amenities

Bus Stops	140
Bus Shelters	28
Benches	43
Real-Time Signs	2

Ridership

Annual Ridership



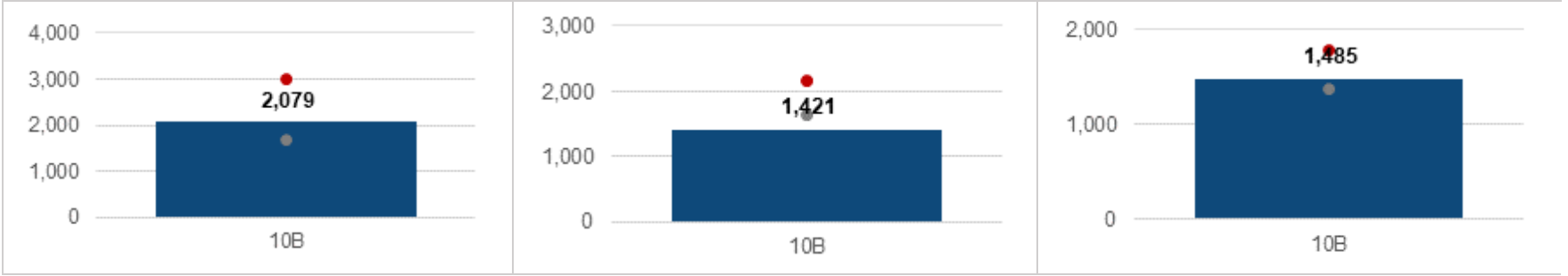
Top Transfer Locations

Braddock Road, Ballston

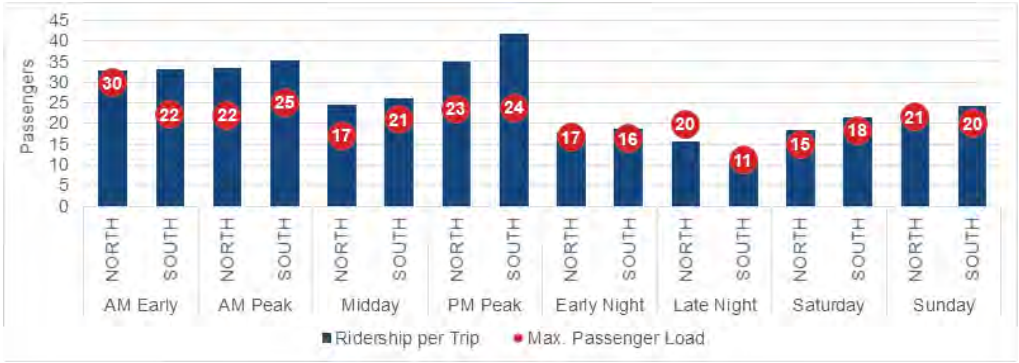
Average Daily Ridership

System Average

Class/Tier Average



Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.20	0.42	0.50
	Off-Peak Maximum Target: 1.00	0.31	0.29
	Saturday Maximum Target: 1.00	0.25	0.28
	Sunday Maximum Target: 1.00	0.29	0.32

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk			—	—	—							—	—	—	—		—	—	—	—				
10B																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk				—										—	—	—	—	—	—	—				
10B																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk				—										—	—	—	—	—	—	—				
10B																								

[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

C 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 a.m. - 1:33 a.m.	-	A	5:45 a.m. - 1:34 a.m.	-	A	5:45 a.m. - 11:38 p.m.	-	B
	Frequency of Service | varies	Peak: 30.0 / Off-Peak: 30.0	*Peak: 15.0 / Off-Peak: 21.8*	C	37.1	*28.5*	C	32.4	*32.0*	B
Productivity	**Passengers per Revenue Hour** | 30.0	23.1	*33.0*	E	18.0	*29.0*	E	19.1	*28.9*	E
	Passengers per Revenue Mile | 4.0	2.5	*3.7*	E	1.8	*3.0*	E	2.1	*2.9*	E
Reliability	**On-Time Performance** | 79%	83%	*76%*	B	84%	*78%*	B	84%	*80%*	A
	Crowding | 5.0%	0.2%	*2.1%*	A	0.0%	*1.0%*	A	0.0%	*0.8%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.42 Off-Peak: 0.31	*Peak: 0.52 Off-Peak: 0.40*	A	0.25	*0.38*	A	0.29	*0.37*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $5.00	$5.06	*$3.91*	C	$6.50	*$4.52*	E	$6.12	*$4.63*	E
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 10B

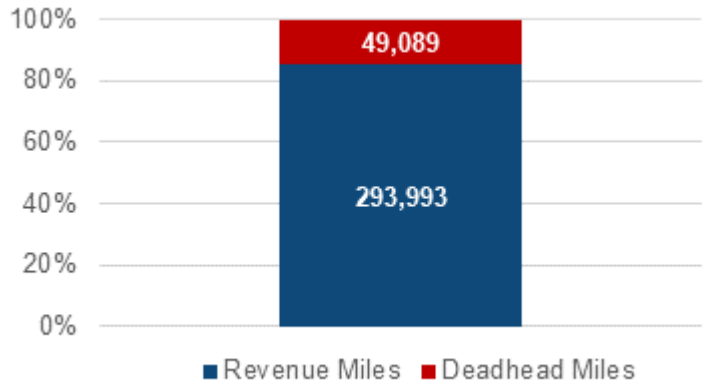
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	6.2	*5.6*	E
Route Design	**Circuity |** 1.75	1.50	*1.44*	A

	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 |** 30.0	23.1	*32.2*	E	18.0	*28.3*	E	19.1	*28.3*	E
	Passengers per Revenue Mile | 4.0	2.5	*3.7*	E	1.8	*3.0*	E	2.1	*2.9*	E
	Unique Segment Ridership | 10%	19%	*17%*	A	19%	*19%*	A	17%	*19%*	A
Reliability	**On-Time Performance |** 79%	83%	*77%*	B	84%	*79%*	B	84%	*80%*	A
	Crowding | 5.0%	0.2%	*2.0%*	A	0.0%	*1.1%*	A	0.0%	*0.9%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.46 Off-Peak: 0.30	*Peak: 0.53 Off-Peak: 0.41*	A	0.30	*0.39*	A	0.30	*0.35*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$5.06	*$4.18*	C	$6.50	*$4.72*	E	$6.12	*$4.78*	E
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

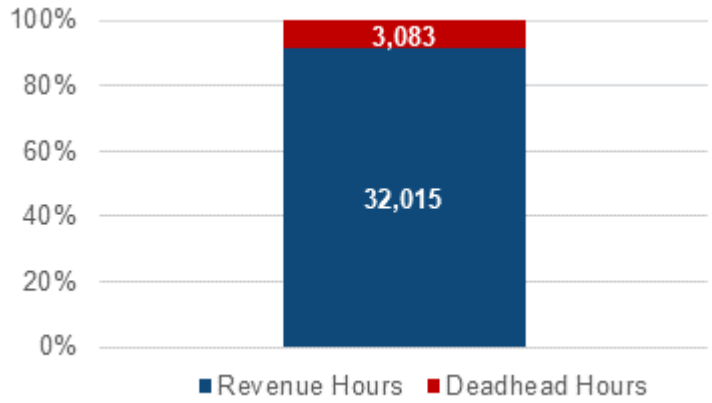
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



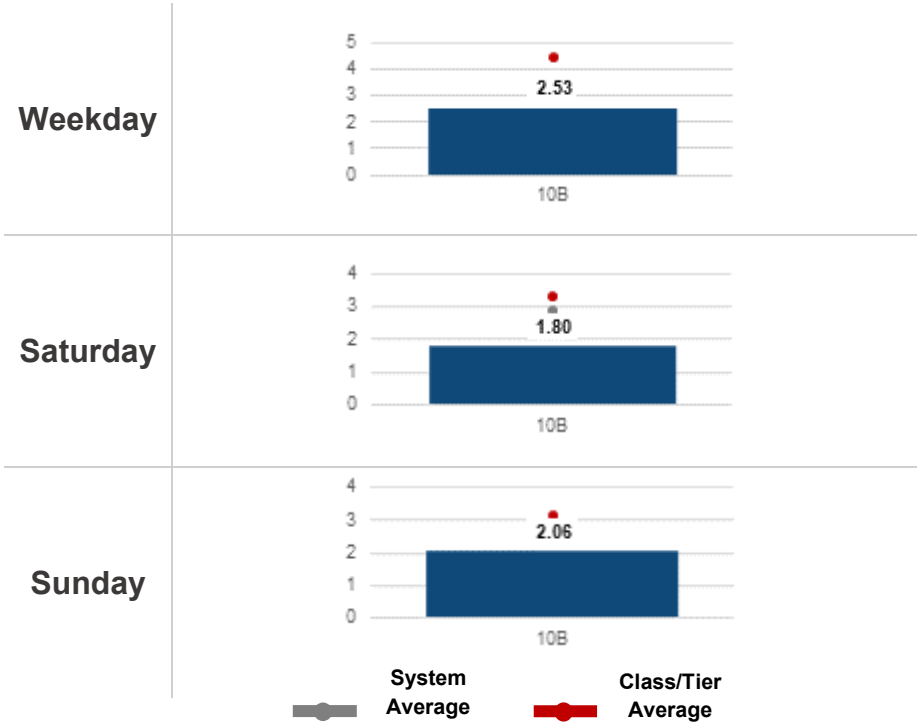
Hours Allocation



Service Delivery

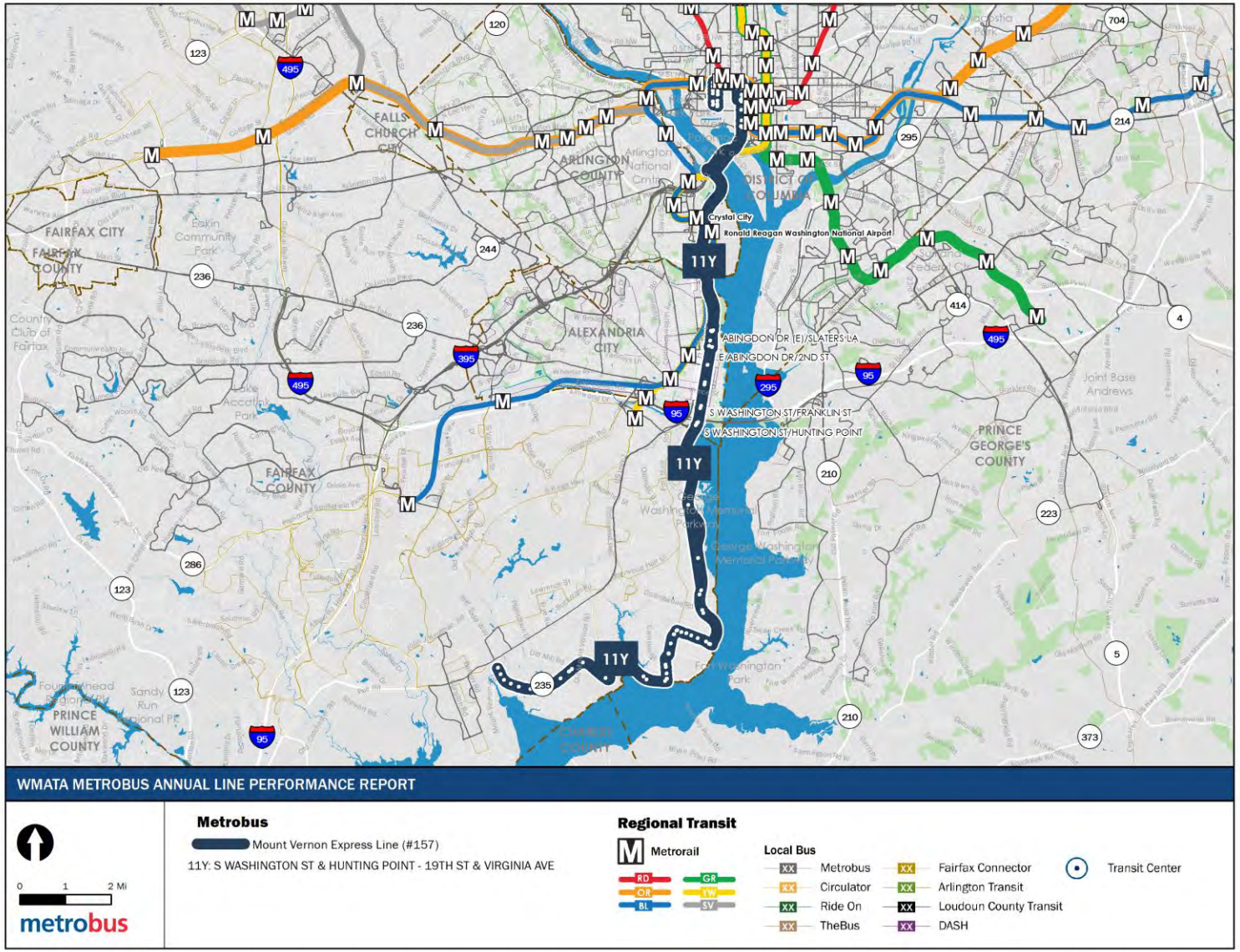
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
10B	23.9	11,876	11,445 (96%)

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

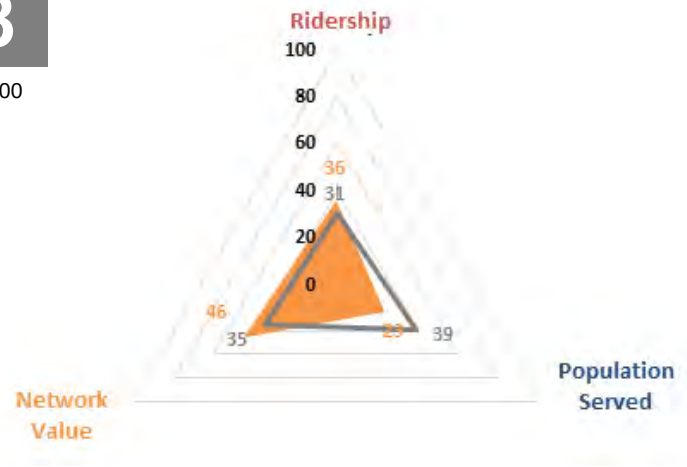
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

38

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$431,143
Peak Vehicles	12
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

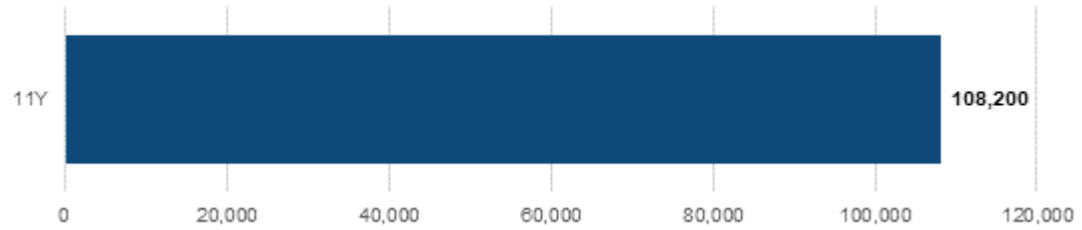
Service Area Population		37,554
Minority Population	*Service Area*	10,283
	Rider Survey	129 (33%)
Low-Income Households	*Service Area*	2,093
	Rider Survey	0 (0%)

Facilities/Amenities

Bus Stops	120
Bus Shelters	13
Benches	21
Real-Time Signs	4

Ridership

Annual Ridership



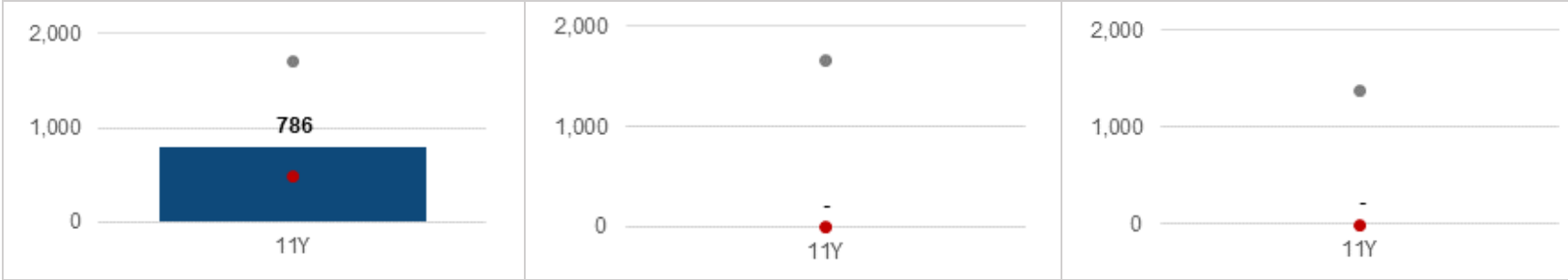
Top Transfer Locations

Metro Center, Smithsonian, Metro Center

Average Daily Ridership

System Average

Class/Tier Average



Average Trip Ridership and Maximum Load by Time Period

Vehicle Load Factor

	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.00	0.77	0.61
	Off-Peak Maximum Target: 1.00	0.09	0.07
	Saturday Maximum Target: 1.00		
	Sunday Maximum Target: 1.00		

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
11Y																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
11Y																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
11Y																								

[1] Span/frequency standards are only applicable at the line level.

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	6:31 a.m. - 9:03 a.m.; 4:10 p.m. - 7:24 p.m.	-	E		-	-		-	-
	Frequency of Service | varies	Peak: 19.3 / Off-Peak:	*Peak: 21.1 / Off-Peak: 32.0*	-		*60.0*	-		*65.7*	-
Productivity	**Passengers per Trip** | 15.0	28.5	*21.6*	A		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.0	1.7	*2.3*	A		*0.4*	-		*0.5*	-
Reliability	**On-Time Performance** | 79%	63%	*76%*	E		*77%*	-		*81%*	-
	Crowding | 5.0%	28.0%	*3.1%*	E		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.77 Off-Peak: 0.09	*Peak: 0.48 Off-Peak: 0.39*	C		*0.30*	-		*0.37*	-
Cost Effectiveness	**Operating Cost per Passenger Trip** | $7.00	$5.25	*$5.12*	A		*$8.44*	-		*$7.72*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 11Y

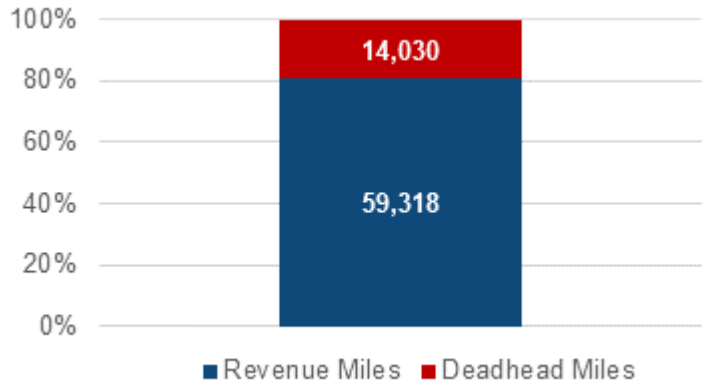
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** N/A	2.8	*3.2*	-
Route Design	**Circuity |** N/A	1.27	*1.39*	-

	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 Trip |** 15.0	28.5	*20.1*	A		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.0	1.7	*2.1*	A		*0.4*	-		*0.5*	-
	Unique Segment Ridership | 15%	42%	*27%*	A		*100%*	-		*100%*	-
Reliability	**On-Time Performance |** 79%	63%	*77%*	E		*77%*	-		*81%*	-
	Crowding | 5.0%	28.0%	*2.4%*	E		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.70 Off-Peak: 0.10	*Peak: 0.44 Off-Peak: 0.36*	B+		*0.31*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$5.25	*$5.62*	A		*$8.44*	-		*$7.72*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

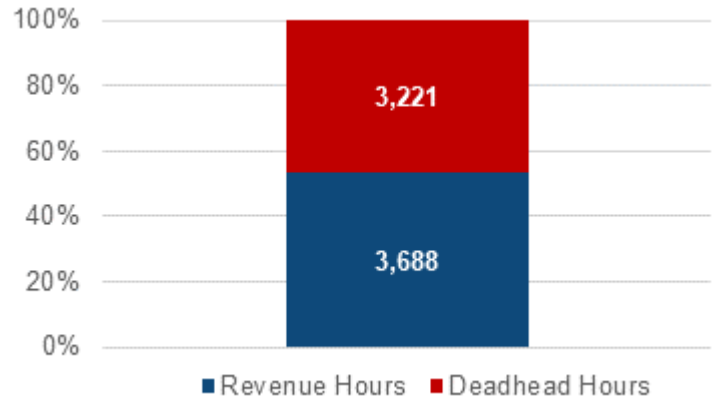
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



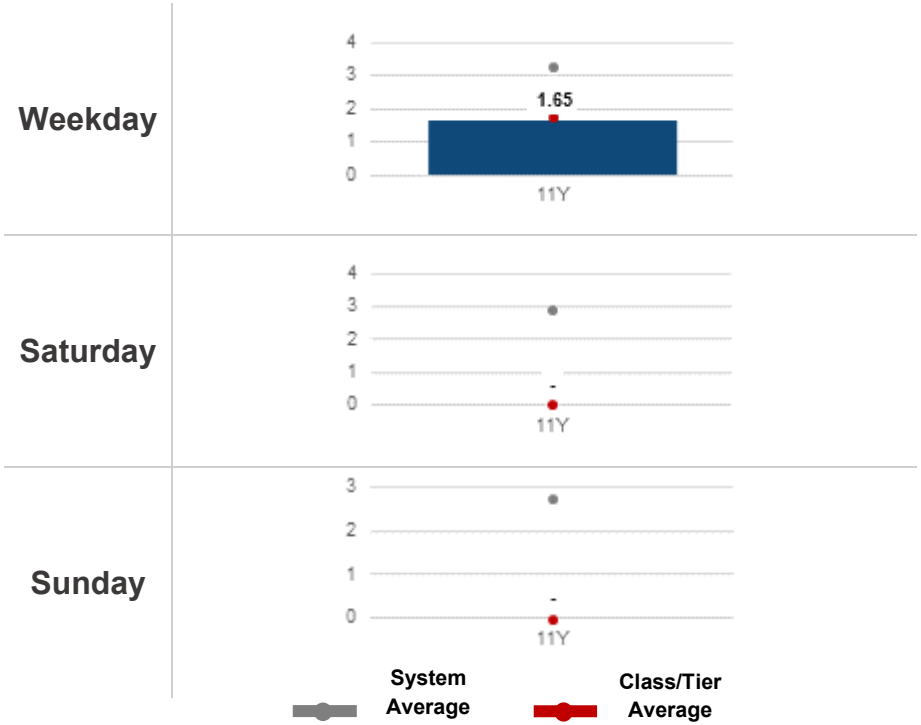
Hours Allocation



Service Delivery

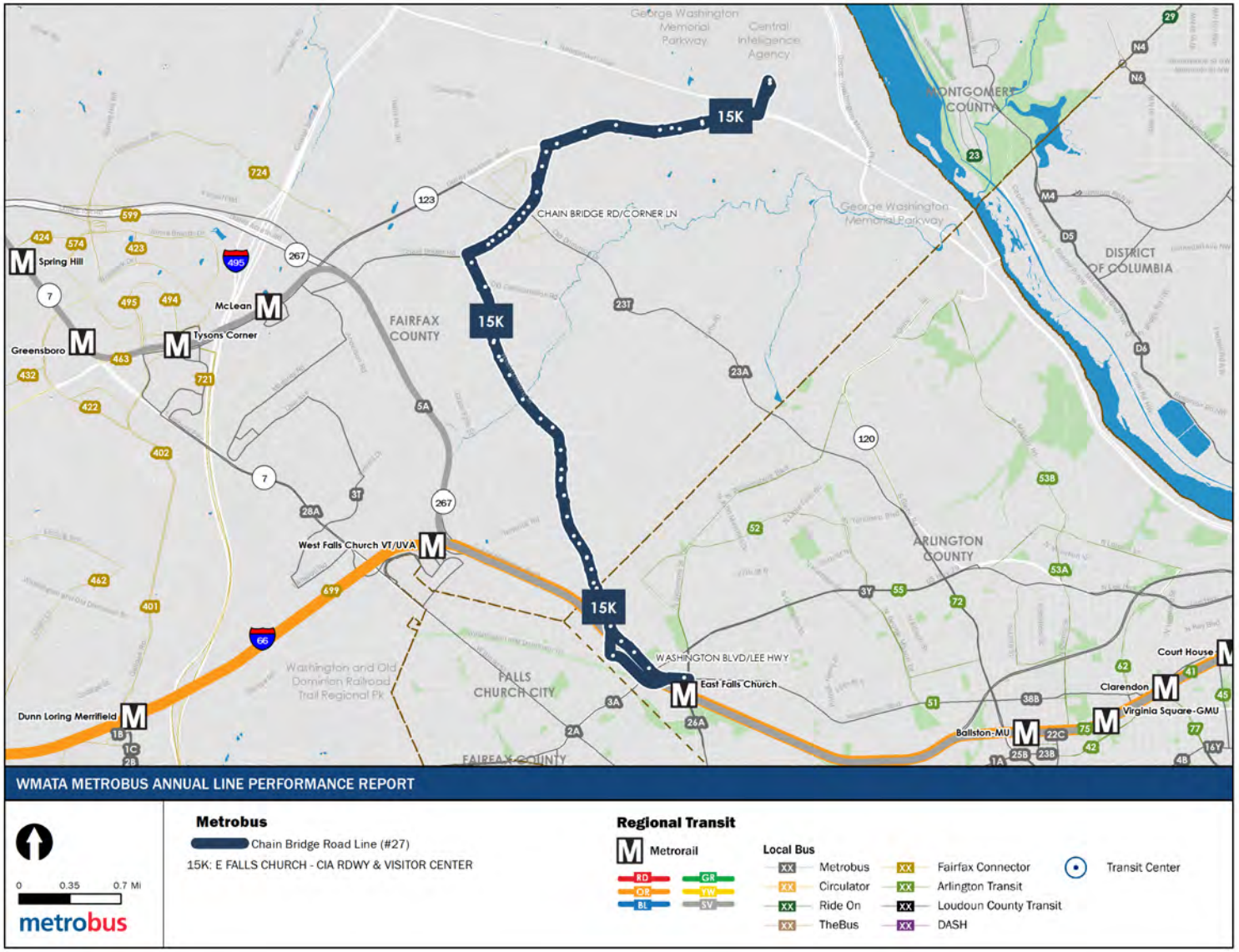
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
11Y	45.1	1,568	1,471 (94%)

Passenger Miles per Revenue Mile



LINE: 27 – CHAIN BRIDGE ROAD ROUTE(S): 15K

About the Line



Service Classification

Commuter

Activity Tier

3

Overall Grades

Line	A

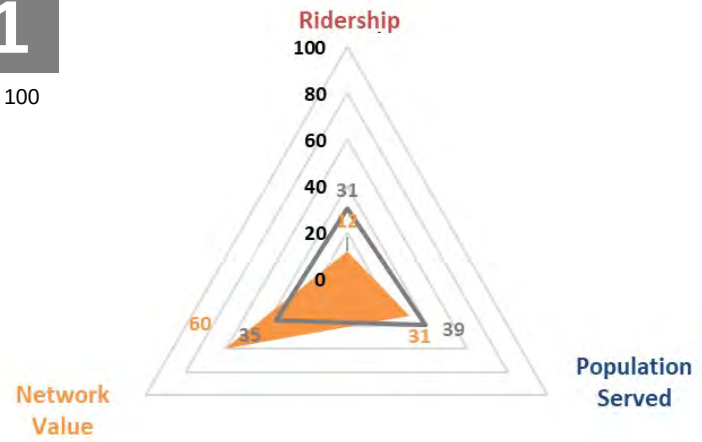
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

41

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$370,247
Peak Vehicles	2
Vehicle Type(s)	T

Service Area Context (1/4 Mile)

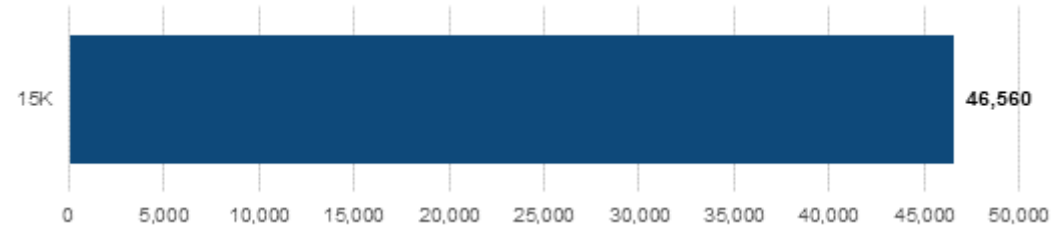
Service Area Population		22,445
Minority Population	*Service Area*	6,203
	Rider Survey	161 (78%)
Low-Income Households	*Service Area*	753
	Rider Survey	42 (24%)

Facilities/Amenities

Bus Stops	86
Bus Shelters	4
Benches	6
Real-Time Signs	1

Ridership

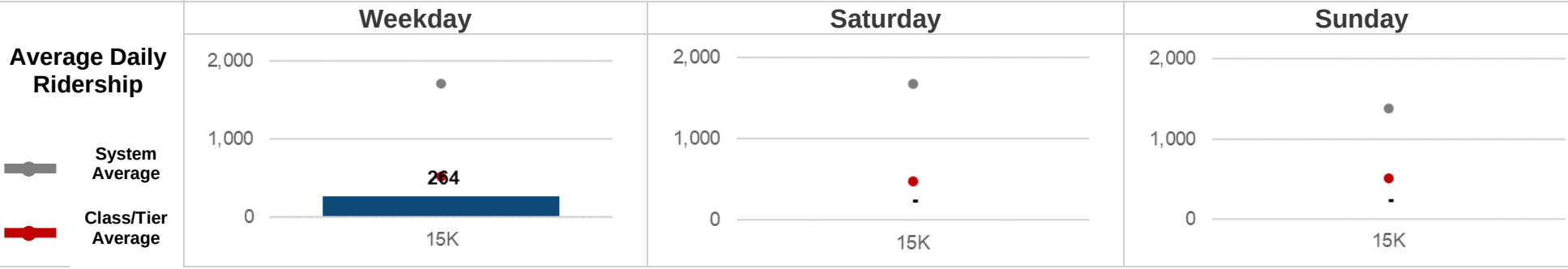
Annual Ridership



Top Transfer Locations

East Falls Church

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period

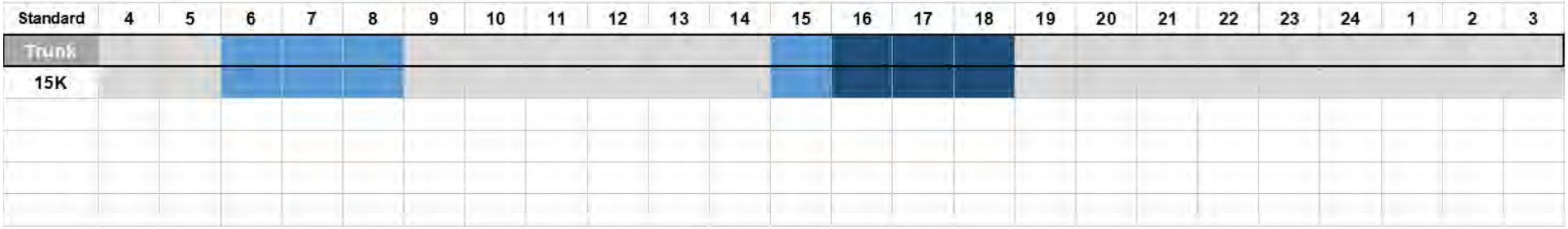
Vehicle Load Factor

	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.00	0.31	0.32
	Off-Peak Maximum Target: 1.00	0.15	0.40
	Saturday Maximum Target: 1.00		
	Sunday Maximum Target: 1.00		

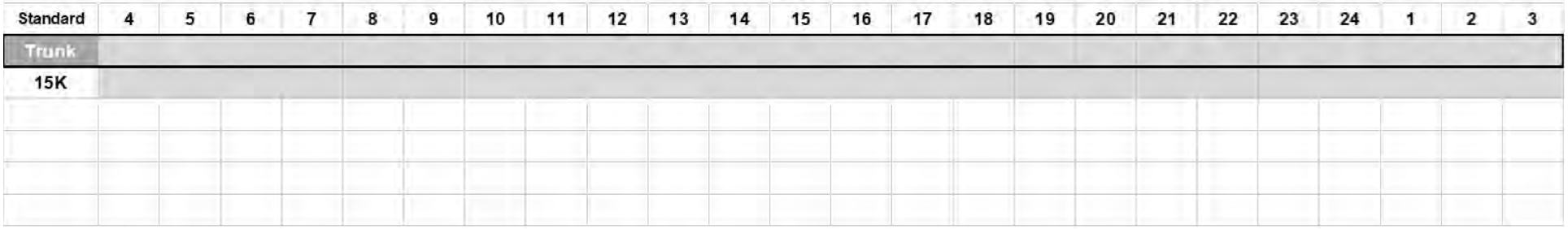
Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							--

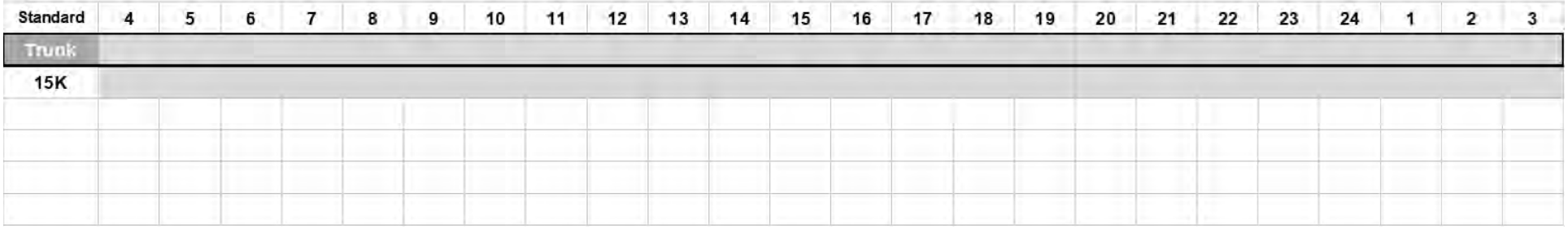
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

A Chain Bridge 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 a.m. - 8:49 a.m.; 3:15 p.m. - 6:56 p.m.	-	B		-	-		-	-
	Frequency of Service | varies	Peak: 31.6 / Off-Peak:	*Peak: 21.1 / Off-Peak: 32.0*	-		*60.0*	-		*65.7*	-
Productivity	**Passengers per Trip |** 10.0	10.6	*21.6*	B		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.0	1.6	*2.3*	A		*0.4*	-		*0.5*	-
Reliability	**On-Time Performance |** 79%	88%	*76%*	A		*77%*	-		*81%*	-
	Crowding | 5.0%	0.0%	*3.1%*	A		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.31 Off-Peak: 0.15	*Peak: 0.48 Off-Peak: 0.39*	A		*0.30*	-		*0.37*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$5.61	*$5.12*	A		*$8.44*	-		*$7.72*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 15K

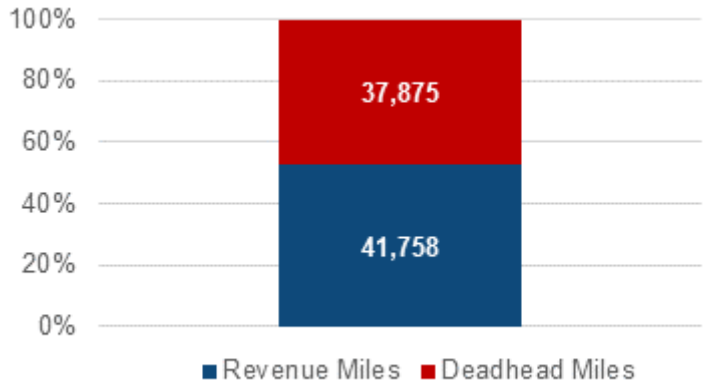
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** N/A	4.6	*3.2*	-
Route Design	**Circuity |** N/A	1.67	*1.39*	-

	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 Trip |** 10.0	10.6	*20.1*	B		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.0	1.6	*2.1*	A		*0.4*	-		*0.5*	-
	Unique Segment Ridership | 15%	68%	*27%*	A		*100%*	-		*100%*	-
Reliability	**On-Time Performance |** 79%	88%	*77%*	A		*77%*	-		*81%*	-
	Crowding | 5.0%	0.0%	*2.4%*	A		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.31 Off-Peak: 0.30	*Peak: 0.44 Off-Peak: 0.36*	A		*0.31*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$5.61	*$5.62*	A		*$8.44*	-		*$7.72*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

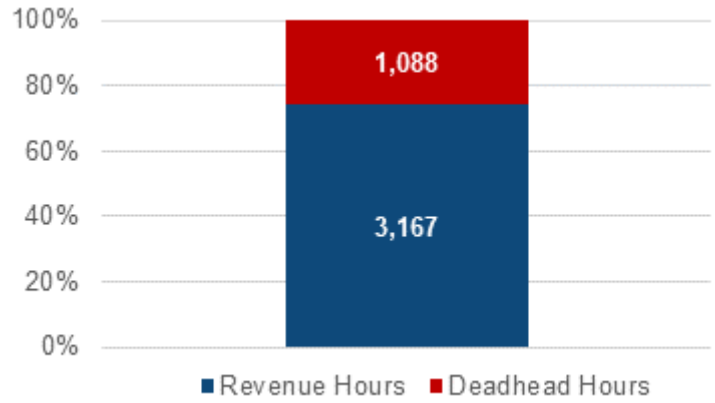
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



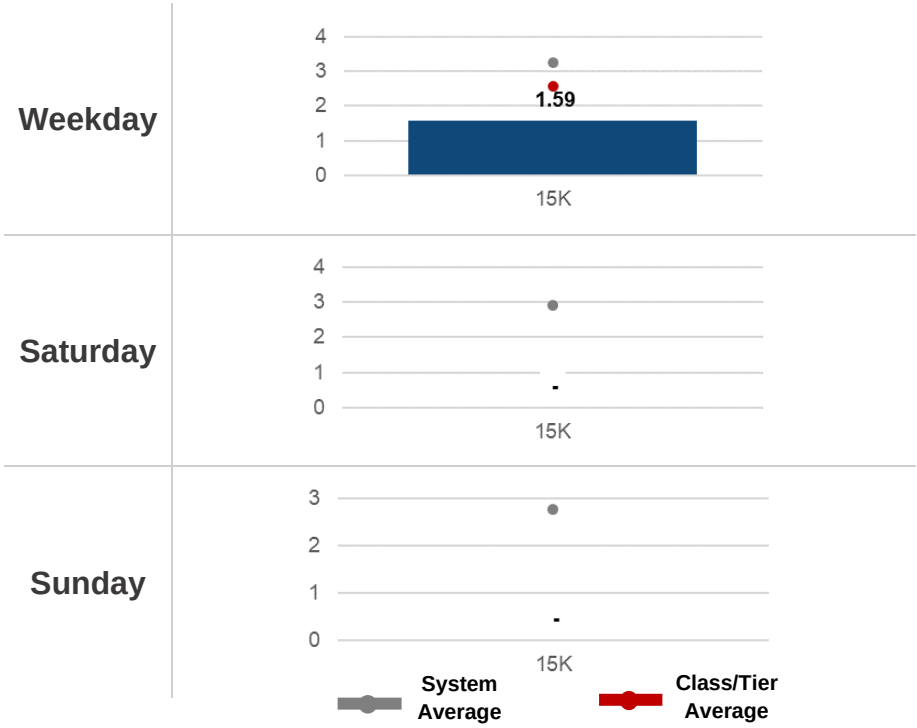
Hours Allocation



Service Delivery

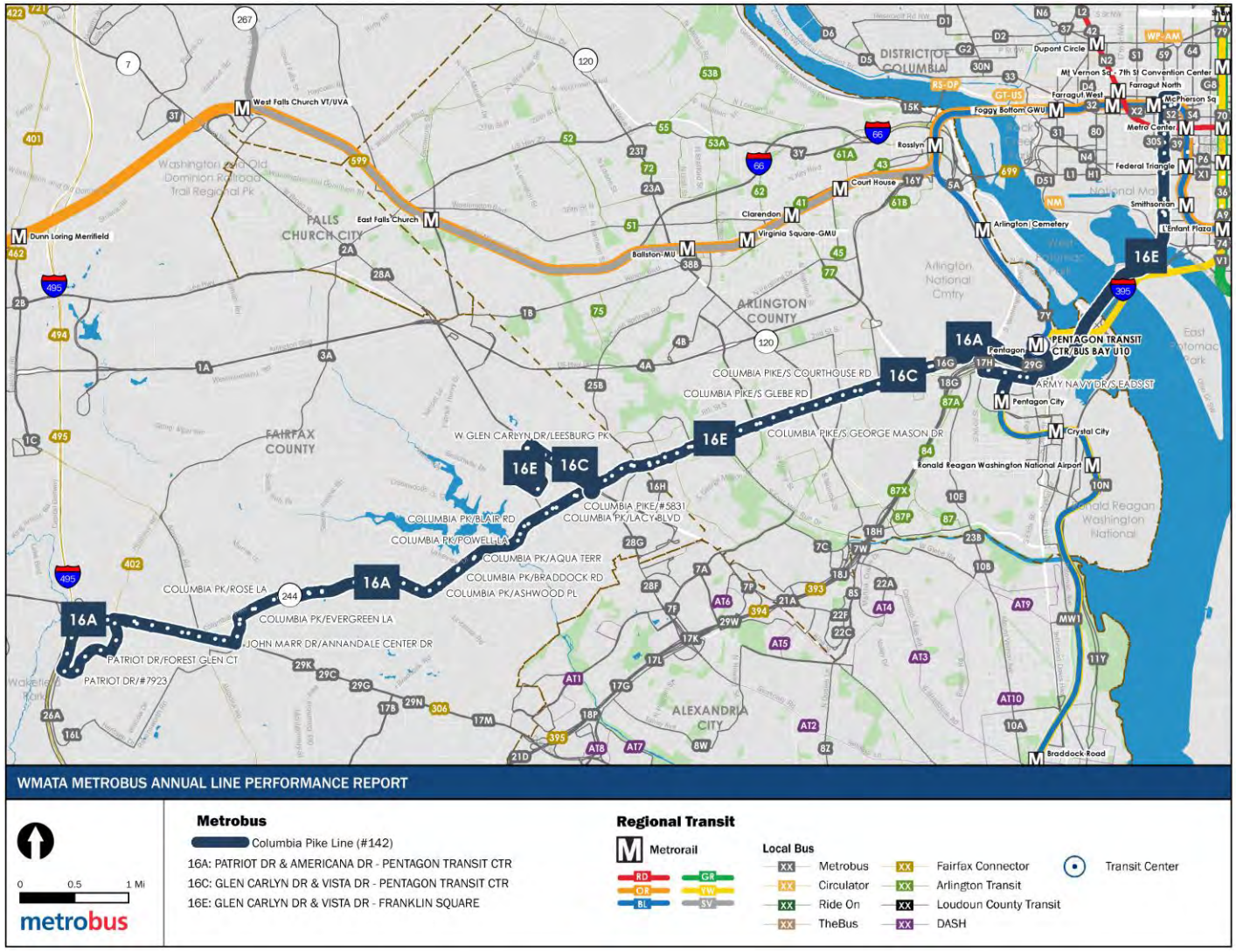
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
15K	20.3	2,800	2,517 (90%)

Passenger Miles per Revenue Mile



LINE: 142 – COLUMBIA PIKE ROUTE(S): 16A,C,E

About the Line



Service Classification

Framework

Activity Tier

1

Overall Grade

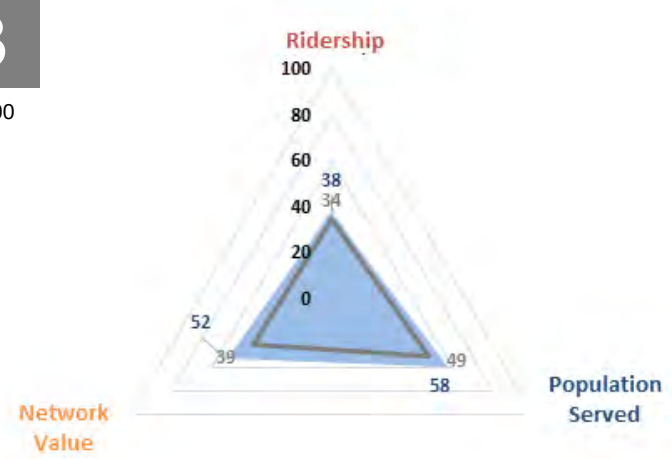
Line	B

Legend
Exceeds Meets
Approaches Below Significantly Below

Line Benefit Score

43

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$6,807,114
Peak Vehicles	17
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

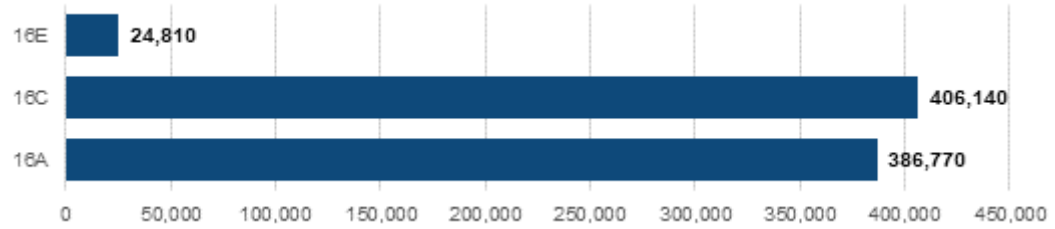
Service Area Population		72,578
Minority Population	*Service Area*	47,230
	Rider Survey	2,790 (82%)
Low-Income Households	*Service Area*	5,329
	Rider Survey	1,509 (50%)

Facilities/Amenities

Bus Stops	184
Bus Shelters	66
Benches	86
Real-Time Signs	10

Ridership

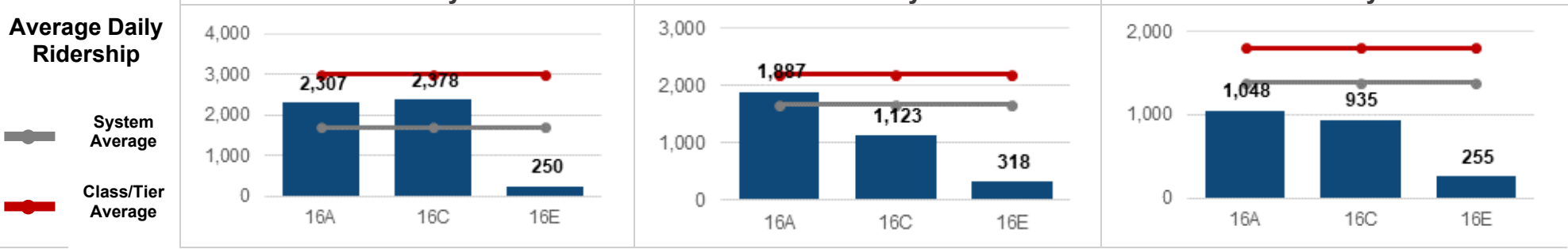
Annual Ridership



Top Transfer Locations

Pentagon, Smithsonian, Pentagon City

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period

Vehicle Load Factor

	Direction:	East	West
Weekday	**Peak** Maximum Target: 1.20	0.51	0.48
Weekday	**Off-Peak** Maximum Target: 1.00	0.33	0.31
	Saturday Maximum Target: 1.00	0.32	0.32
	Sunday Maximum Target: 1.00	0.34	0.31

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
16A																								
16C																								
16E																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
16A																								
16C																								
16E																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
16A																								
16C																								
16E																								

[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

B 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	4:27 a.m. - 3:49 a.m.	-	A	5:06 a.m. - 3:48 a.m.	-	A	6:00 a.m. - 1:18 a.m.	-	A
	Frequency of Service | varies	Peak: 10.3 / Off-Peak: 14.9	*Peak: 15.0 / Off-Peak: 21.8*	A	10.6	*28.5*	A	12.0	*32.0*	A
Productivity	**Passengers per Revenue Hour** | 30.0	26.5	*33.0*	D	23.8	*29.0*	E	24.3	*28.9*	D
	Passengers per Revenue Mile | 4.0	2.7	*3.7*	E	2.3	*3.0*	E	2.4	*2.9*	E
Reliability	**On-Time Performance** | 79%	87%	*76%*	A	87%	*78%*	A	89%	*80%*	A
	Crowding | 5.0%	0.8%	*2.1%*	A	0.0%	*1.0%*	A	0.0%	*0.8%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.51 Off-Peak: 0.33	*Peak: 0.52 Off-Peak: 0.40*	B	0.32	*0.38*	A	0.34	*0.37*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $5.00	$4.41	*$3.91*	A	$4.92	*$4.52*	B	$4.80	*$4.63*	B
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 16A

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	4.7	*5.6*	A
Route Design	**Circuity |** 1.75	1.22	*1.44*	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 |** 30.0	30.1	*32.2*	B	27.3	*28.3*	C	32.9	*28.3*	B
	Passengers per Revenue Mile | 4.0	2.9	*3.7*	E	2.5	*3.0*	E	2.8	*2.9*	E
	Unique Segment Ridership | 10%	-	*17%*	-	-	*19%*	-	-	*19%*	-
Reliability	**On-Time Performance |** 79%	90%	*77%*	A	88%	*79%*	A	88%	*80%*	A
	Crowding | 5.0%	0.3%	*2.0%*	A	0.0%	*1.1%*	A	0.3%	*0.9%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.56 Off-Peak: 0.40	*Peak: 0.53 Off-Peak: 0.41*	B+	0.40	*0.39*	A	0.30	*0.35*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$3.88	*$4.18*	A	$4.29	*$4.72*	A	$3.55	*$4.78*	A
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 16C

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	3.6	*5.6*	E
Route Design	**Circuity |** 1.75	1.50	*1.44*	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 |** 30.0	26.2	*32.2*	D	23.9	*28.3*	E	21.1	*28.3*	E
	Passengers per Revenue Mile | 4.0	2.9	*3.7*	E	2.8	*3.0*	E	2.5	*2.9*	E
	Unique Segment Ridership | 10%	2%	*17%*	E	-	*19%*	-	-	*19%*	-
Reliability	**On-Time Performance |** 79%	86%	*77%*	A	88%	*79%*	A	90%	*80%*	A
	Crowding | 5.0%	1.3%	*2.0%*	A	0.0%	*1.1%*	A	0.0%	*0.9%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.50 Off-Peak: 0.30	*Peak: 0.53 Off-Peak: 0.41*	A	0.30	*0.39*	A	0.30	*0.35*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$4.46	*$4.18*	A	$4.89	*$4.72*	B	$5.53	*$4.78*	D
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 16E

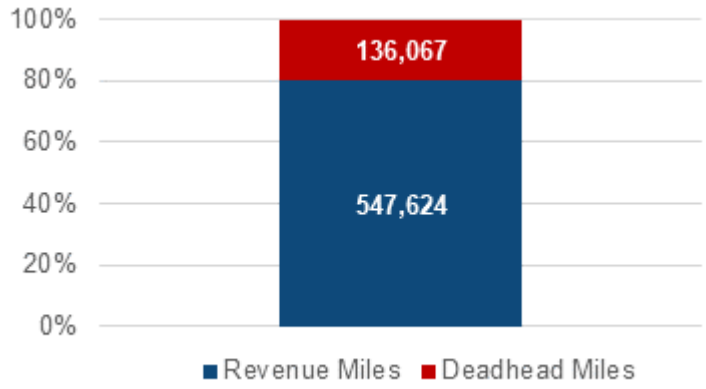
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	4.5	*5.6*	A
Route Design	**Circuity |** 1.75	1.70	*1.44*	B

	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 |** 30.0	13.4	*32.2*	E	13.4	*28.3*	E	16.0	*28.3*	E
	Passengers per Revenue Mile | 4.0	1.0	*3.7*	E	1.1	*3.0*	E	1.3	*2.9*	E
	Unique Segment Ridership | 10%	-	*17%*	-	-	*19%*	-	-	*19%*	-
Reliability	**On-Time Performance |** 79%	81%	*77%*	B	83%	*79%*	B	86%	*80%*	A
	Crowding | 5.0%	0.4%	*2.0%*	A	0.2%	*1.1%*	A	0.7%	*0.9%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: Off-Peak: 0.20	*Peak: 0.53 Off-Peak: 0.41*	A	0.20	*0.39*	A	0.20	*0.35*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$8.74	*$4.18*	E	$8.75	*$4.72*	E	$7.30	*$4.78*	E
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

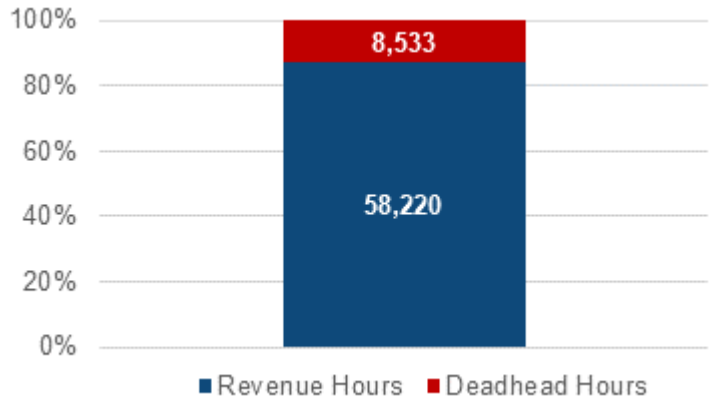
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



Hours Allocation

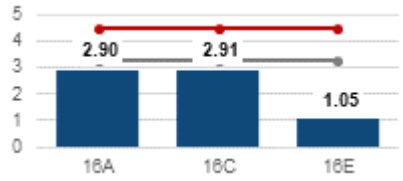


Service Delivery

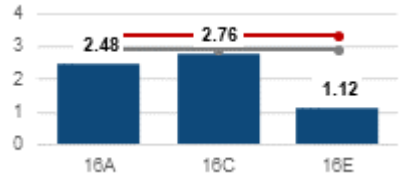
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
16A	23.7	10,706	10,474 (98%)
16C	23.2	14,445	13,987 (97%)
16E	24.0	2,261	2,194 (97%)

Passenger Miles per Revenue Mile

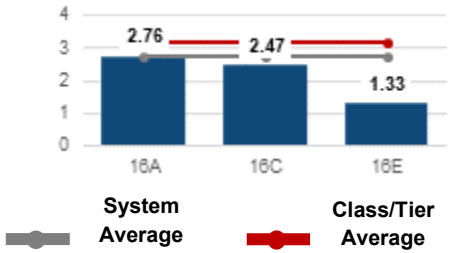
Weekday



Saturday

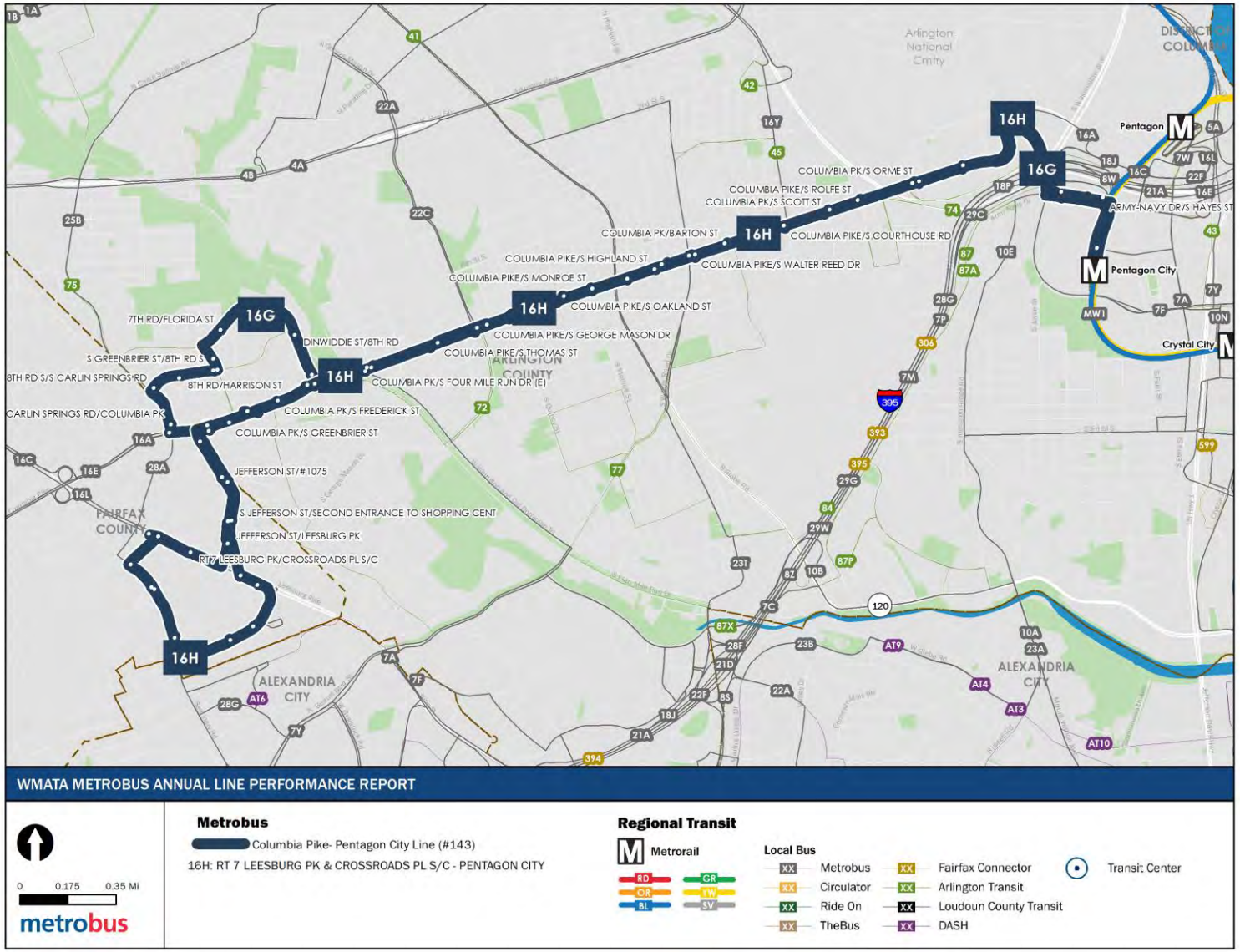


Sunday



LINE: 143 – COLUMBIA PIKE- PENTAGON CITY ROUTE(S): 16G,H

About the Line



Service Classification

Framework

Activity Tier

1

Overall Grade

Line	B

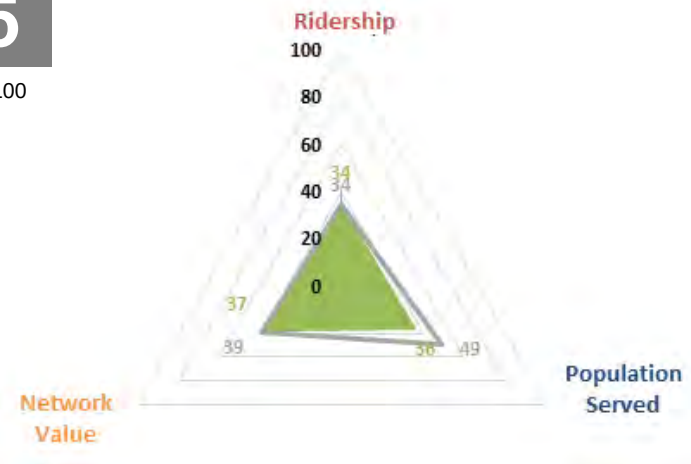
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

35

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$4,805,870
Peak Vehicles	12
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

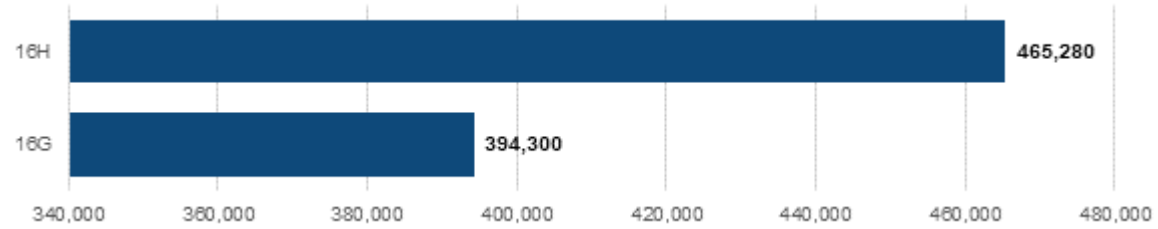
Service Area Population		50,674
Minority Population	*Service Area*	32,710
	Rider Survey	1,959 (61%)
Low-Income Households	*Service Area*	4,280
	Rider Survey	812 (27%)

Facilities/Amenities

Bus Stops	80
Bus Shelters	23
Benches	27
Real-Time Signs	1

Ridership

Annual Ridership



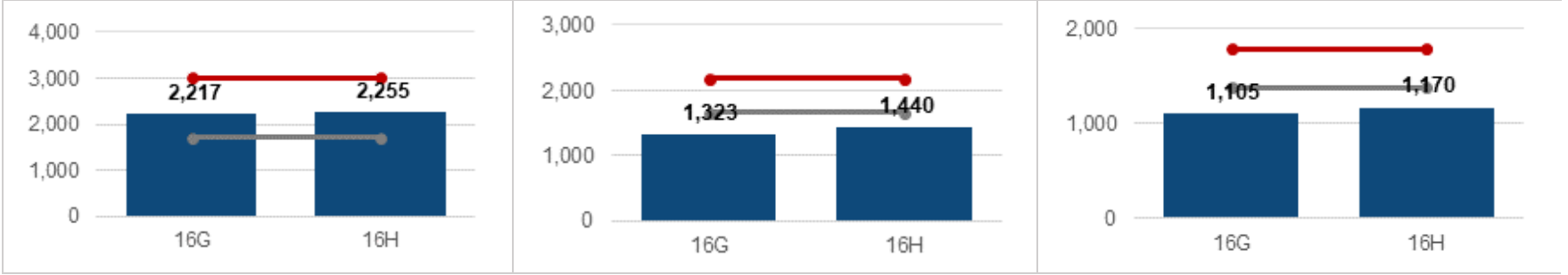
Top Transfer Locations

Pentagon City

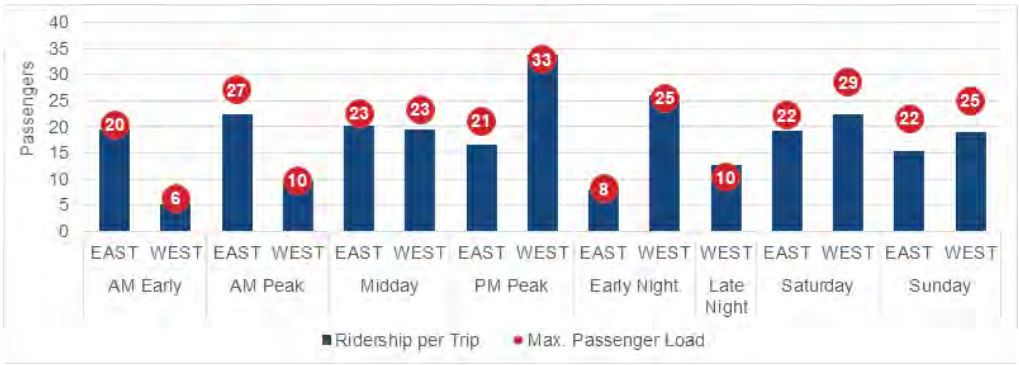
Average Daily Ridership

System Average

Class/Tier Average



Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

		Direction: East	West
Weekday	**Peak** Maximum Target: 1.20	0.36	0.39
	Off-Peak Maximum Target: 1.00	0.30	0.32
	Saturday Maximum Target: 1.00	0.34	0.36
	Sunday Maximum Target: 1.00	0.28	0.31

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																				—				
16G																								
16H																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
16G																								
16H																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
16G																								
16H																								

[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

B Columbia Pike- Pentagon 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	4:52 a.m. - 11:24 p.m.	-	B	5:36 a.m. - 11:21 p.m.	-	B	5:37 a.m. - 11:22 p.m.	-	B
	Frequency of Service | varies	Peak: 7.2 / Off-Peak: 11.8	*Peak: 15.0 / Off-Peak: 21.8*	A	14.9	*28.5*	A	14.9	*32.0*	A
Productivity	**Passengers per Revenue Hour** | 30.0	35.8	*33.0*	A	34.0	*29.0*	A	28.0	*28.9*	C
	Passengers per Revenue Mile | 4.0	4.0	*3.7*	B	4.2	*3.0*	B	3.4	*2.9*	D
Reliability	**On-Time Performance** | 79%	90%	*76%*	A	91%	*78%*	A	91%	*80%*	A
	Crowding | 5.0%	0.8%	*2.1%*	A	0.0%	*1.0%*	A	1.0%	*0.8%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.36 Off-Peak: 0.30	*Peak: 0.52 Off-Peak: 0.40*	A	0.34	*0.38*	A	0.28	*0.37*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $5.00	$3.26	*$3.91*	A	$3.44	*$4.52*	A	$4.18	*$4.63*	A
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 16G

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	6.2	*5.6*	E
Route Design	**Circuity |** 1.75	1.50	*1.44*	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 |** 30.0	34.2	*32.2*	A	31.0	*28.3*	B	25.8	*28.3*	D
	Passengers per Revenue Mile | 4.0	4.1	*3.7*	B	4.1	*3.0*	B	3.4	*2.9*	D
	Unique Segment Ridership | 10%	13%	*17%*	A	14%	*19%*	A	12%	*19%*	B
Reliability	**On-Time Performance |** 79%	93%	*77%*	A	94%	*79%*	A	93%	*80%*	A
	Crowding | 5.0%	0.9%	*2.0%*	A	0.5%	*1.1%*	A	0.7%	*0.9%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.35 Off-Peak: 0.30	*Peak: 0.53 Off-Peak: 0.41*	A	0.30	*0.39*	A	0.30	*0.35*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$3.42	*$4.18*	A	$3.78	*$4.72*	A	$4.54	*$4.78*	B
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 16H

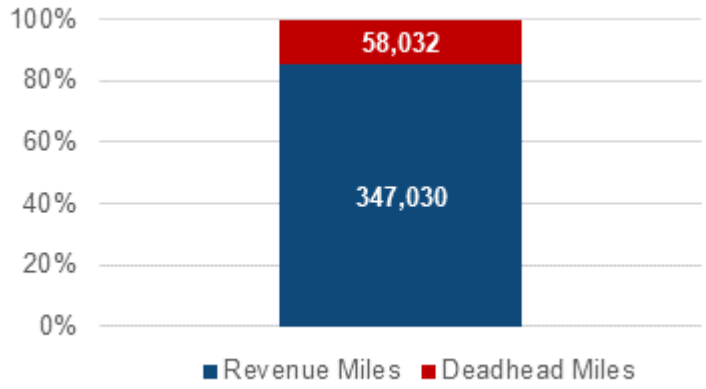
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	6.1	*5.6*	E
Route Design	**Circuity |** 1.75	1.30	*1.44*	A

	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 |** 30.0	37.6	*32.2*	A	37.4	*28.3*	A	30.5	*28.3*	B
	Passengers per Revenue Mile | 4.0	3.9	*3.7*	C	4.3	*3.0*	B	3.4	*2.9*	D
	Unique Segment Ridership | 10%	9%	*17%*	C	11%	*19%*	B	12%	*19%*	B
Reliability	**On-Time Performance |** 79%	87%	*77%*	A	88%	*79%*	A	88%	*80%*	A
	Crowding | 5.0%	0.7%	*2.0%*	A	0.5%	*1.1%*	A	0.4%	*0.9%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.40 Off-Peak: 0.30	*Peak: 0.53 Off-Peak: 0.41*	A	0.40	*0.39*	A	0.30	*0.35*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$3.11	*$4.18*	A	$3.13	*$4.72*	A	$3.83	*$4.78*	A
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

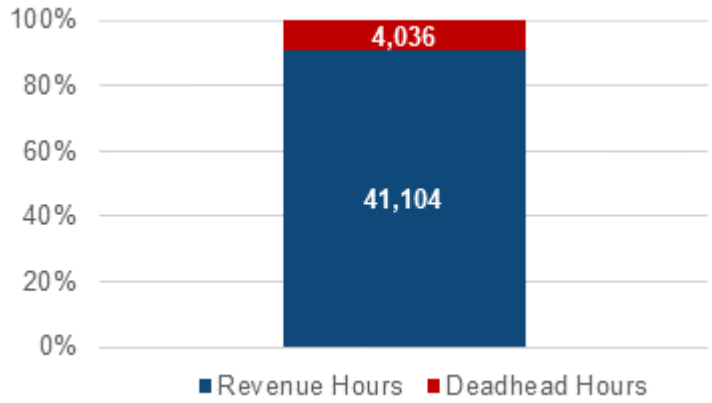
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



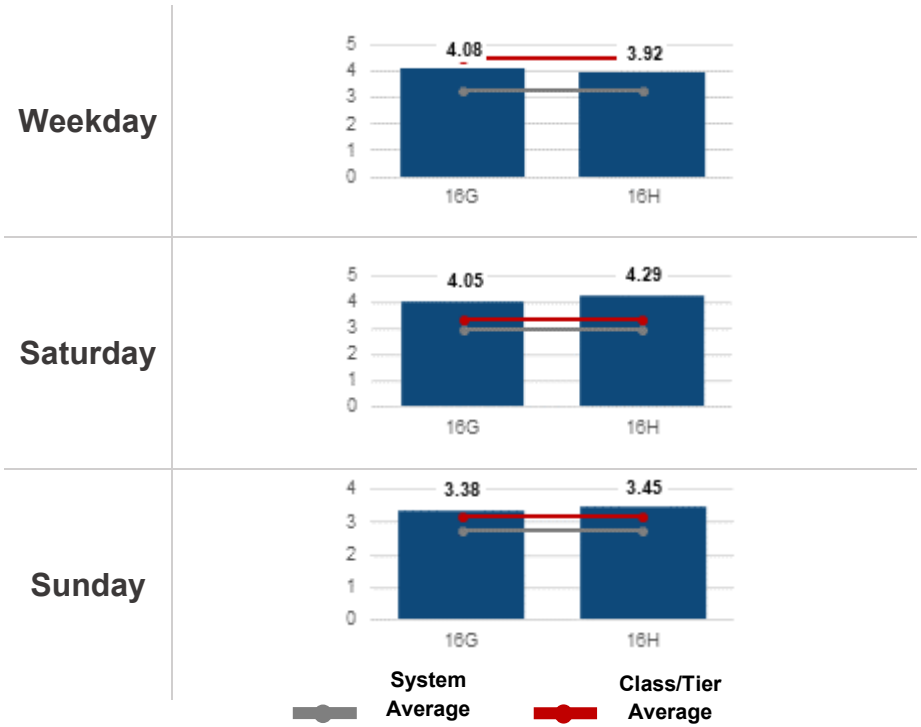
Hours Allocation



Service Delivery

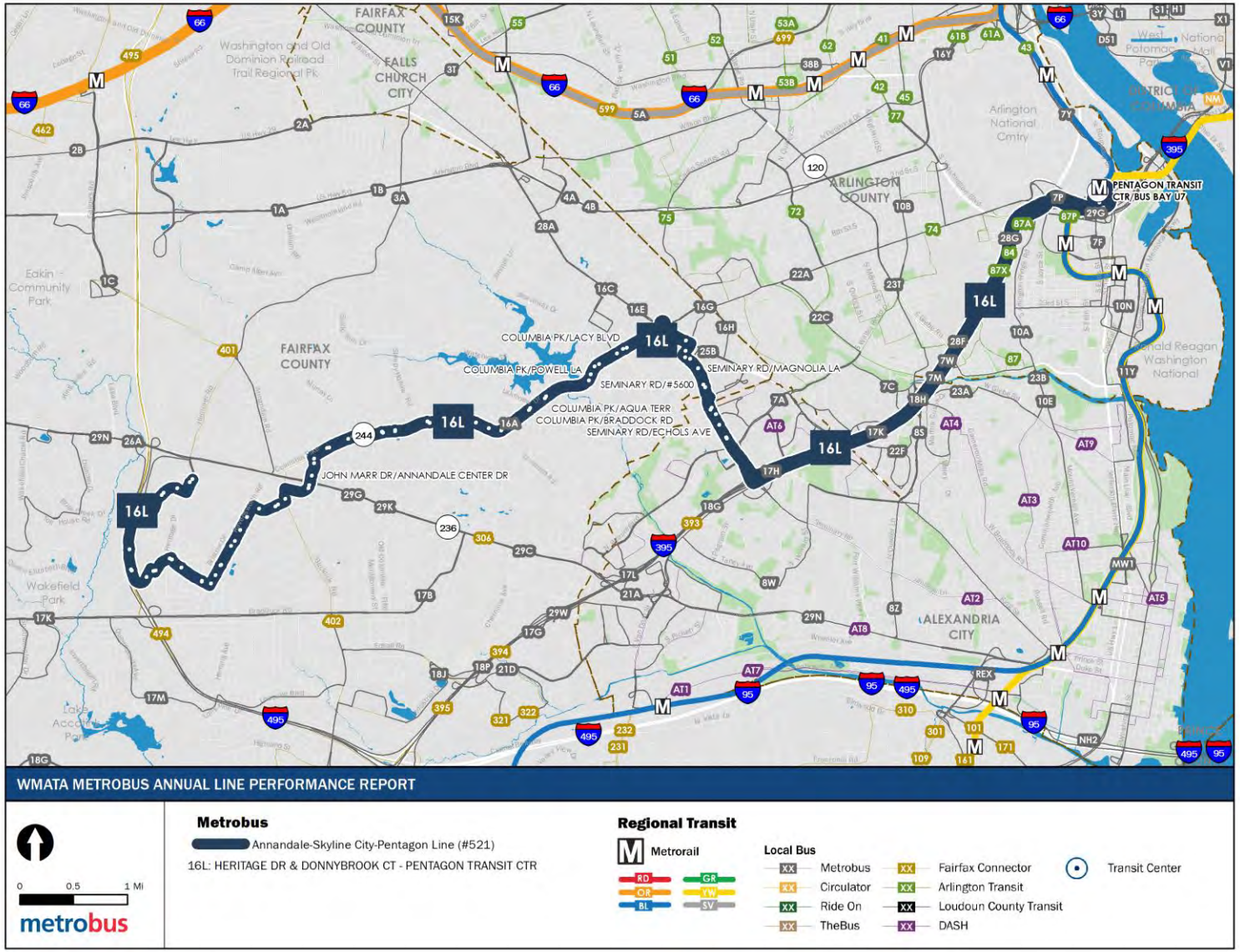
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
16G	10.1	17,539	16,987 (97%)
16H	12.0	14,993	14,515 (97%)

Passenger Miles per Revenue Mile



LINE: 521 – ANNANDALE-SKYLINE CITY-PENTAGON ROUTE(S): 16L

About the Line



Service Classification

Commuter

Activity Tier

2

Overall Grade

Line	B

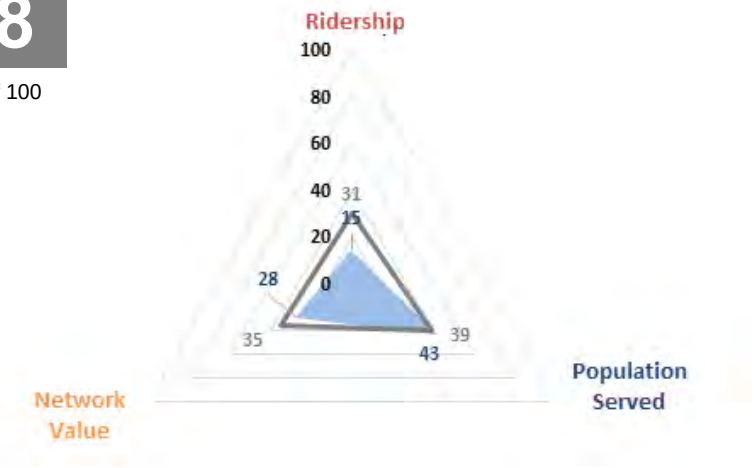
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

28

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$347,350
Peak Vehicles	3
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

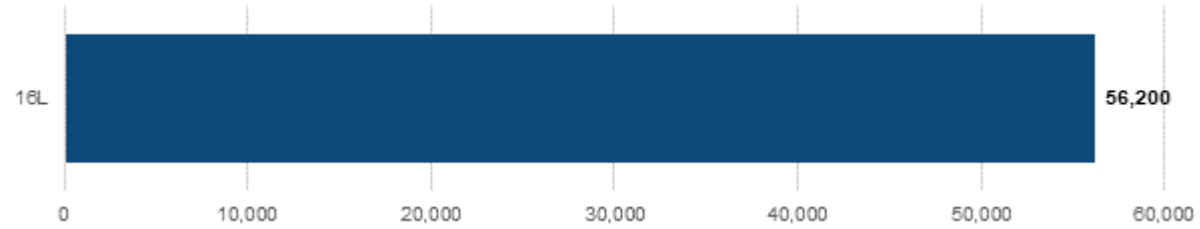
Service Area Population		69,656
Minority Population	*Service Area*	42,275
	Rider Survey	120 (56%)
Low-Income Households	*Service Area*	4,350
	Rider Survey	15 (7%)

Facilities/Amenities

Bus Stops	112
Bus Shelters	18
Benches	25
Real-Time Signs	1

Ridership

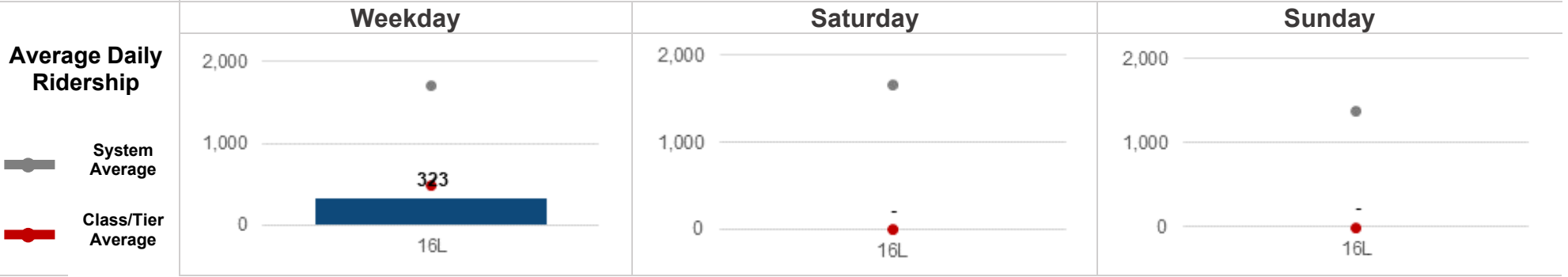
Annual Ridership



Top Transfer Locations

Pentagon

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period

Vehicle Load Factor

	Direction:	East	West
Weekday	**Peak** Maximum Target: 1.00	0.67	0.51
	Off-Peak Maximum Target: 1.00	0.70	
	Saturday Maximum Target: 1.00		
	Sunday Maximum Target: 1.00		

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
16L																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
16L																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
16L																								

[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

B Annandale-Skyline City-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	5:55 a.m. - 9:05 a.m.; 4:15 p.m. - 7:35 p.m.	-	B		-	-		-	-
	Frequency of Service | varies	Peak: 28.9 / Off-Peak:	*Peak: 21.1 / Off-Peak: 32.0*	-		*60.0*	-		*65.7*	-
Productivity	**Passengers per Trip** | 15.0	26.9	*21.6*	A		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.0	1.8	*2.3*	A		*0.4*	-		*0.5*	-
Reliability	**On-Time Performance** | 79%	82%	*76%*	B		*77%*	-		*81%*	-
	Crowding | 5.0%	1.1%	*3.1%*	A		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.67 Off-Peak: 0.70	*Peak: 0.48 Off-Peak: 0.39*	B		*0.30*	-		*0.37*	-
Cost Effectiveness	**Operating Cost per Passenger Trip** | $7.00	$4.24	*$5.12*	A		*$8.44*	-		*$7.72*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 16L

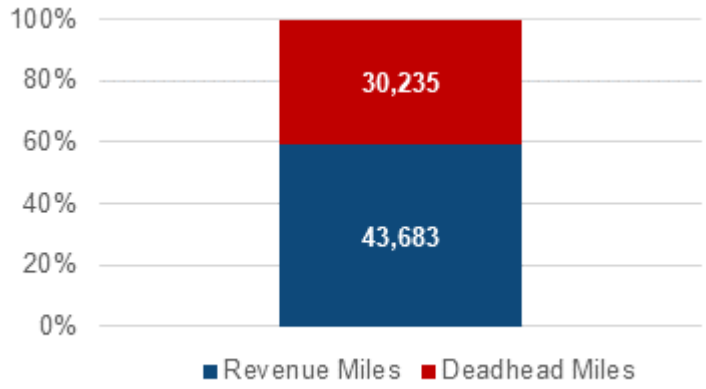
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** N/A	3.6	*3.2*	-
Route Design	**Circuity |** N/A	1.57	*1.39*	-

	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 Trip |** 15.0	26.9	*20.1*	A		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.0	1.8	*2.1*	A		*0.4*	-		*0.5*	-
	Unique Segment Ridership | 15%	1%	*27%*	E		*100%*	-		*100%*	-
Reliability	**On-Time Performance |** 79%	82%	*77%*	B		*77%*	-		*81%*	-
	Crowding | 5.0%	1.1%	*2.4%*	A		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.58 Off-Peak: 0.70	*Peak: 0.44 Off-Peak: 0.36*	B		*0.31*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$4.24	*$5.62*	A		*$8.44*	-		*$7.72*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

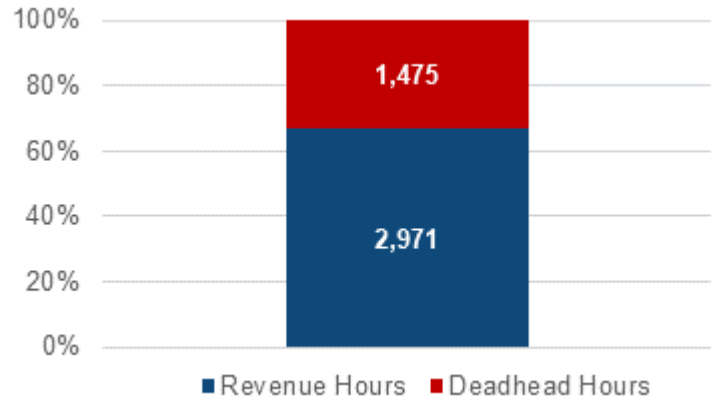
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



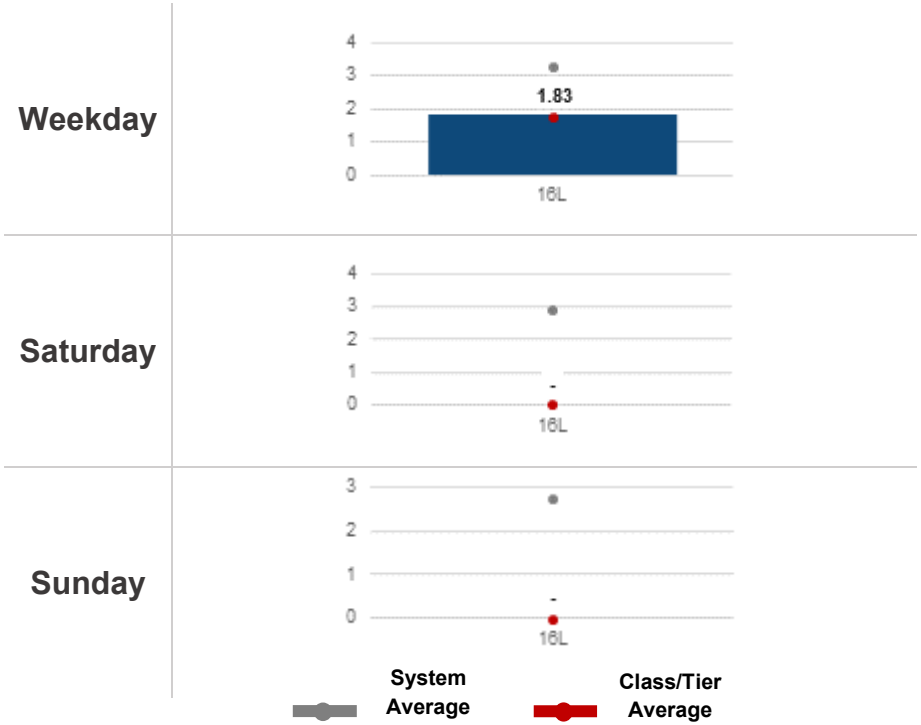
Hours Allocation



Service Delivery

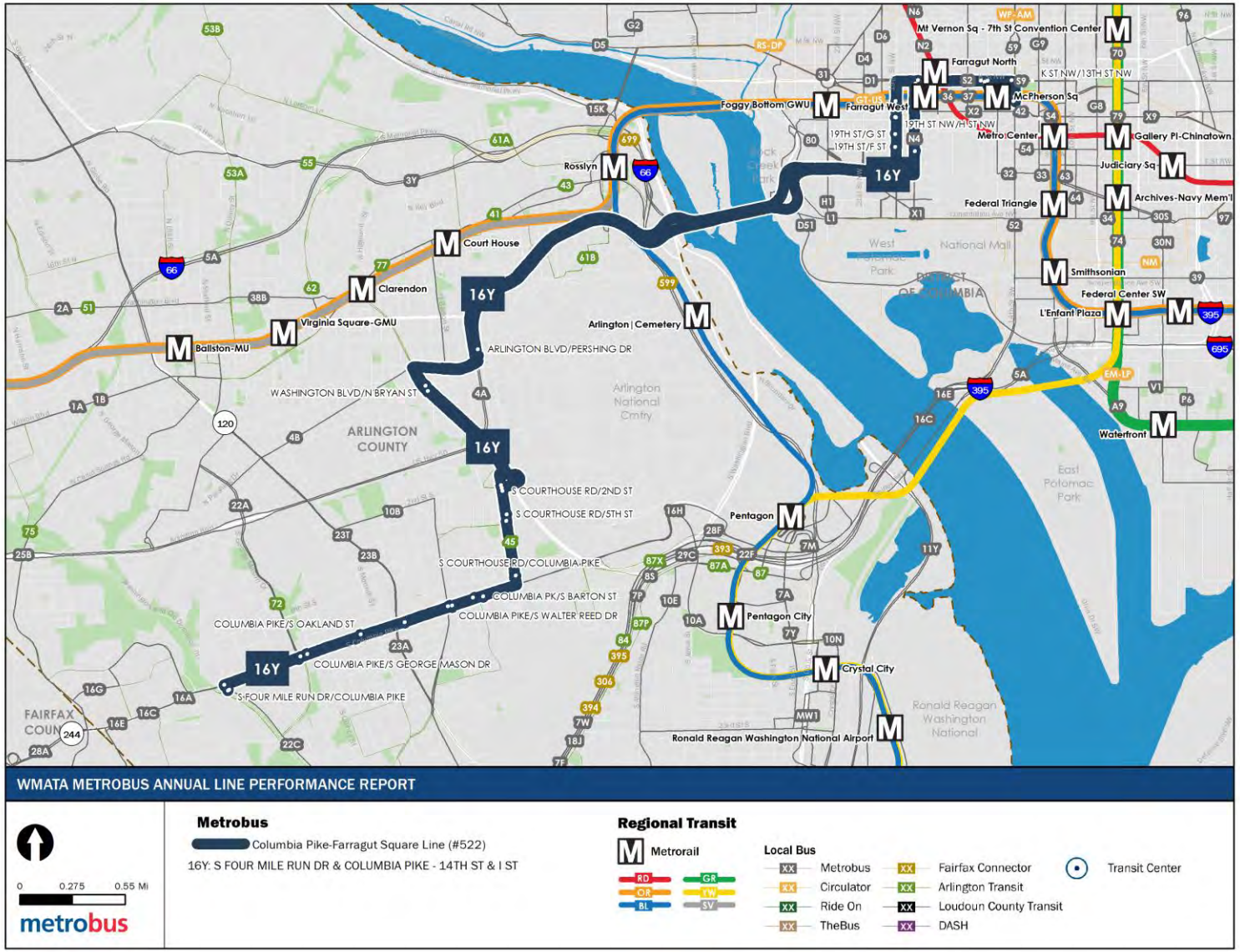
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
16L	30.8	1,344	1,228 (91%)

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

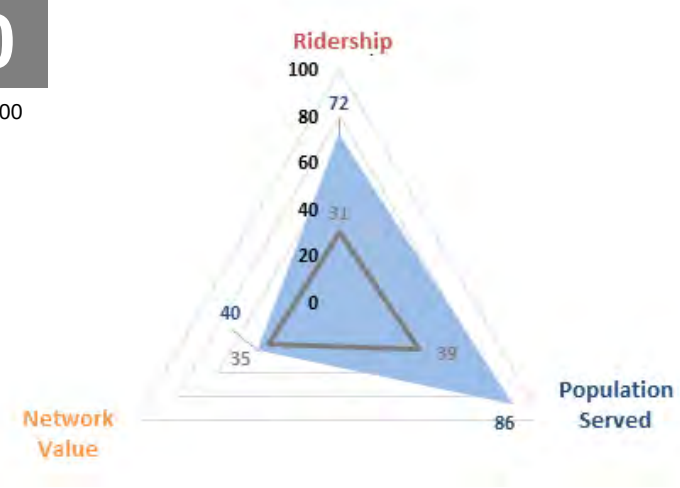
Line	B

Legend
Exceeds Meets
Approaches Below Significantly Below

Line Benefit Score

60

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$1,221,814
Peak Vehicles	14
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

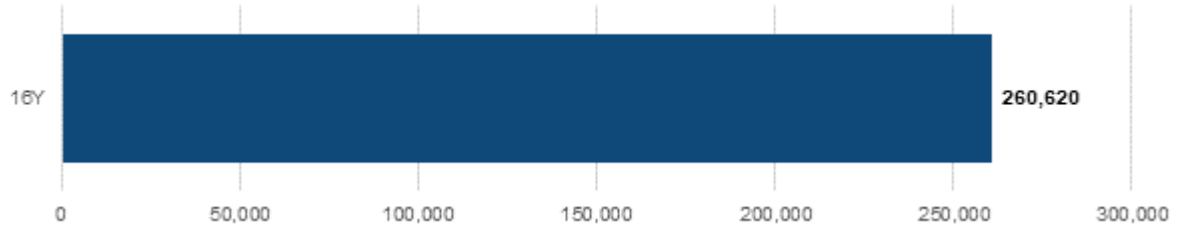
Service Area Population		52,930
Minority Population	*Service Area*	23,919
	Rider Survey	561 (46%)
Low-Income Households	*Service Area*	3,296
	Rider Survey	107 (10%)

Facilities/Amenities

Bus Stops	57
Bus Shelters	20
Benches	26
Real-Time Signs	2

Ridership

Annual Ridership



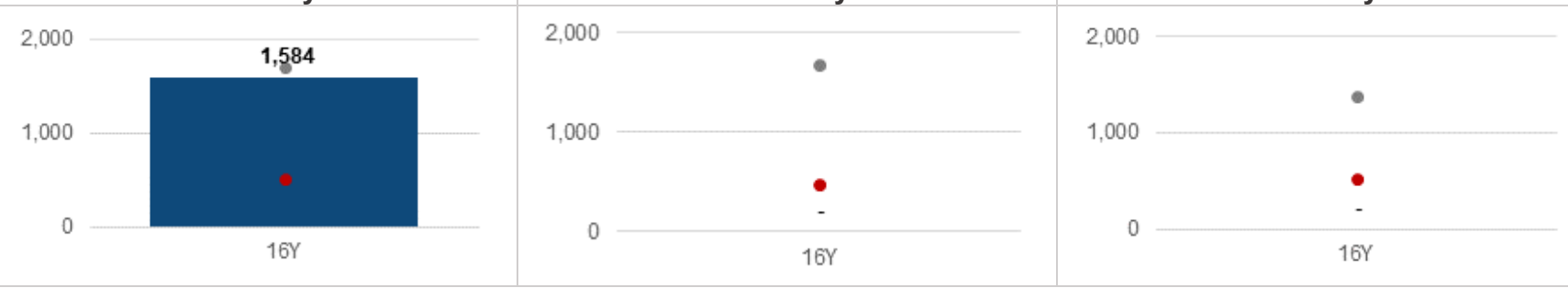
Top Transfer Locations

Farragut North, Farragut West, McPherson Square

Average Daily Ridership

System Average

Class/Tier Average



Average Trip Ridership and Maximum Load by Time Period

Vehicle Load Factor

	Direction:	East	West
Weekday	**Peak** Maximum Target: 1.00	0.74	0.74
	Off-Peak Maximum Target: 1.00	0.93	0.52
	Saturday Maximum Target: 1.00		
	Sunday Maximum Target: 1.00		

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
16Y																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
16Y																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
16Y																								

[1] Span/frequency standards are only applicable at the line level.

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	5:55 a.m. - 9:47 a.m.; 3:30 p.m. - 7:52 p.m.	-	A		-	-		-	-
	Frequency of Service | varies	Peak: 8.3 / Off-Peak: 10.0	*Peak: 21.1 / Off-Peak: 32.0*	-		*60.0*	-		*65.7*	-
Productivity	**Passengers per Trip** | 20.0	32.3	*21.6*	A		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.5	4.3	*2.3*	A		*0.4*	-		*0.5*	-
Reliability	**On-Time Performance** | 79%	77%	*76%*	C		*77%*	-		*81%*	-
	Crowding | 5.0%	11.9%	*3.1%*	E		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.74 Off-Peak: 0.93	*Peak: 0.48 Off-Peak: 0.39*	B		*0.30*	-		*0.37*	-
Cost Effectiveness	**Operating Cost per Passenger Trip** | $7.00	$3.04	*$5.12*	A		*$8.44*	-		*$7.72*	-
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 16Y

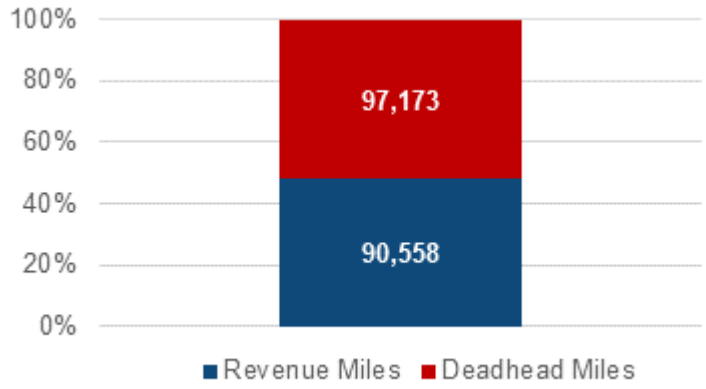
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** N/A	3.7	*3.2*	-
Route Design	**Circuity |** N/A	1.26	*1.39*	-

	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 Trip |** 20.0	32.3	*20.1*	A		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.5	4.3	*2.1*	A		*0.4*	-		*0.5*	-
	Unique Segment Ridership | 15%	20%	*27%*	A		*100%*	-		*100%*	-
Reliability	**On-Time Performance |** 79%	77%	*77%*	C		*77%*	-		*81%*	-
	Crowding | 5.0%	11.9%	*2.4%*	E		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.74 Off-Peak: 0.70	*Peak: 0.44 Off-Peak: 0.36*	B		*0.31*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$3.04	*$5.62*	A		*$8.44*	-		*$7.72*	-
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

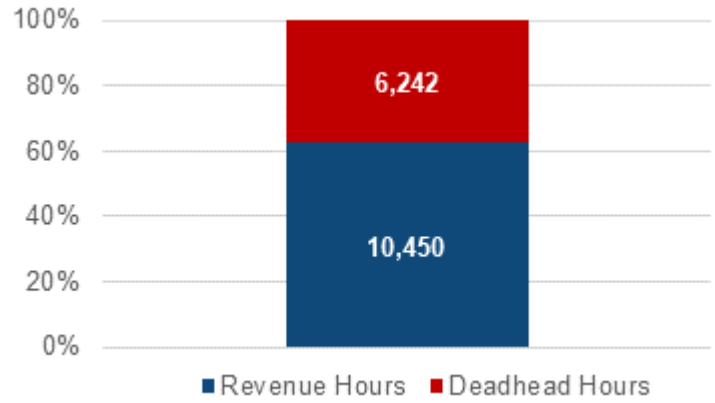
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



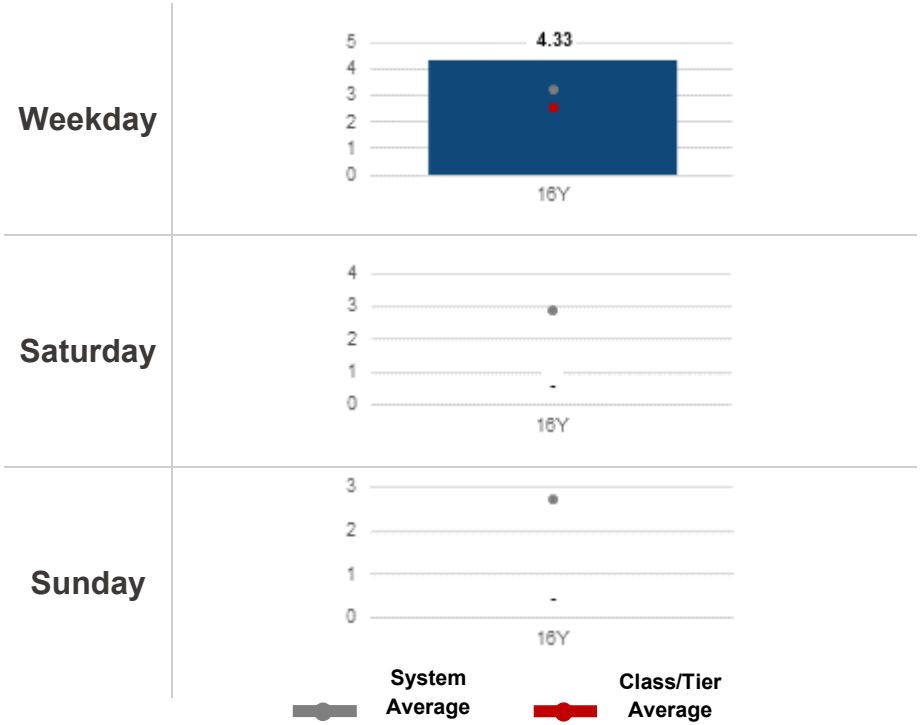
Hours Allocation



Service Delivery

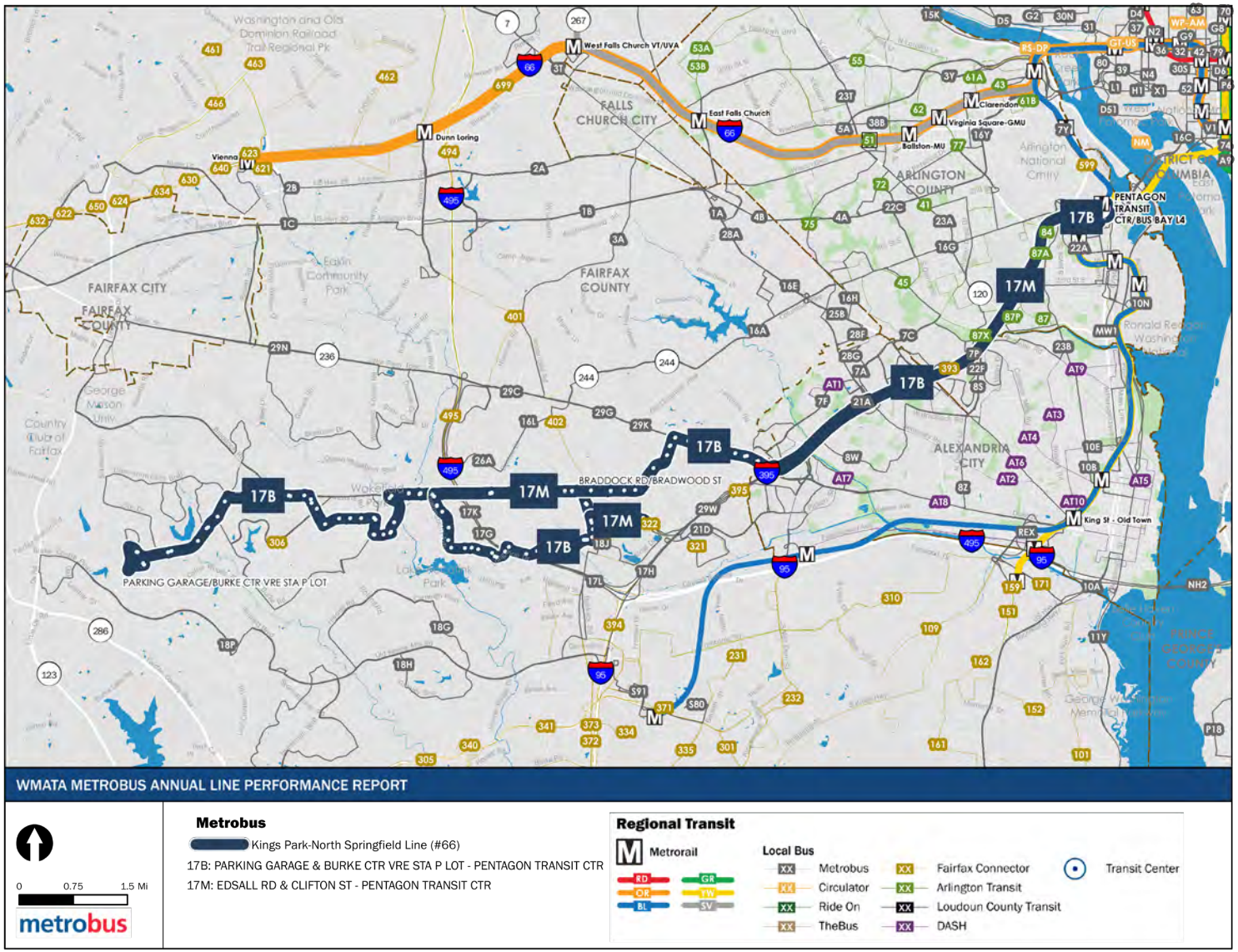
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
16Y	15.7	5,600	4,997 (89%)

Passenger Miles per Revenue Mile



LINE: 66 – KINGS PARK-NORTH SPRINGFIELD ROUTE(S): 17B,M

About the Line



Service Classification

Commuter

Activity Tier

2

Overall Grades

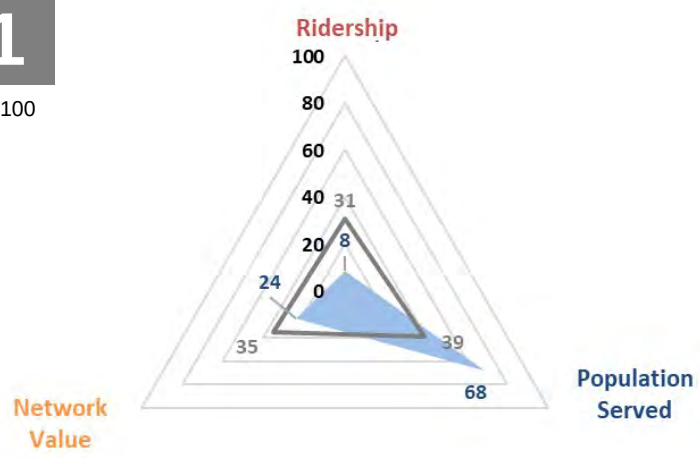
Line	C

Legend
Exceeds Meets
Approaches Below Significantly Below

Line Benefit Score

31

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$383,665
Peak Vehicles	0
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

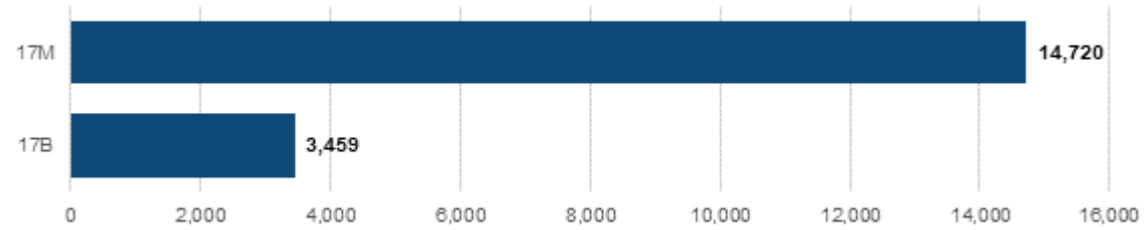
Service Area Population		80,267
Minority Population	*Service Area*	45,880
	Rider Survey	94 (69%)
Low-Income Households	*Service Area*	3,547
	Rider Survey	17 (13%)

Facilities/Amenities

Bus Stops	161
Bus Shelters	11
Benches	11
Real-Time Signs	1

Ridership

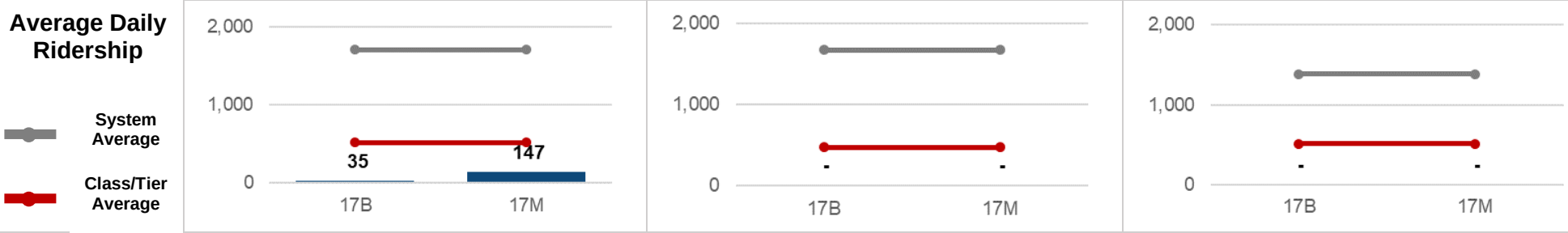
Annual Ridership



Top Transfer Locations

Pentagon

Average Daily Ridership



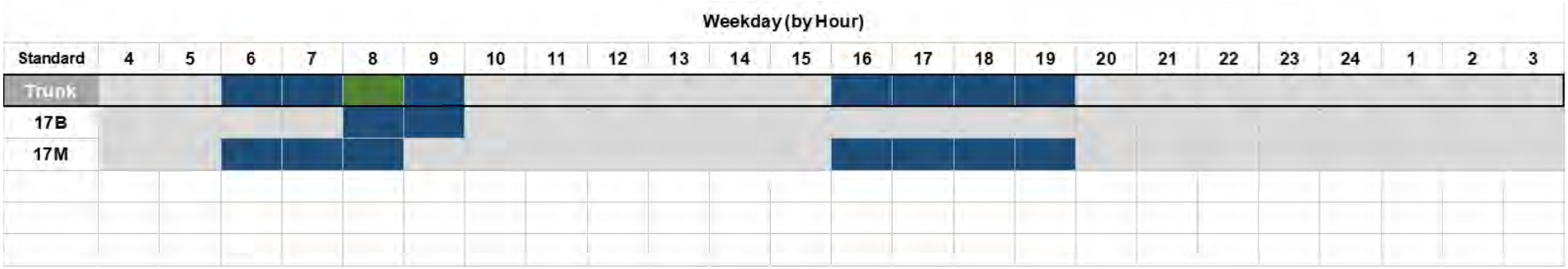
Average Trip Ridership and Maximum Load by Time Period

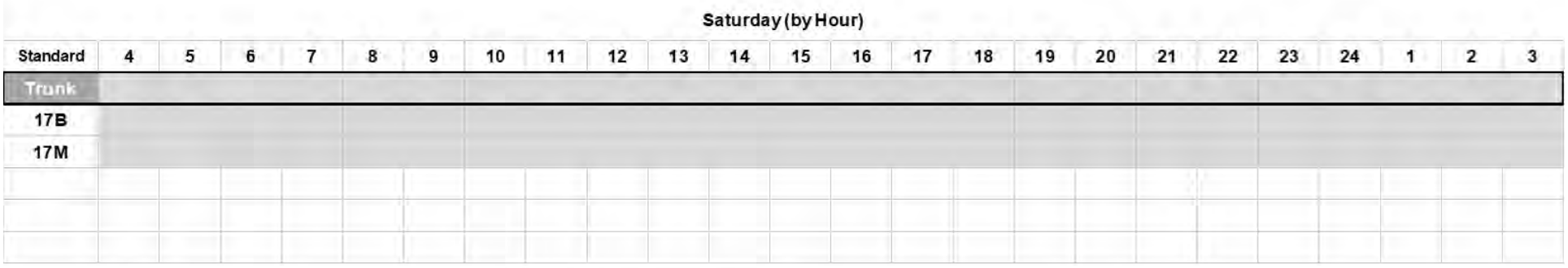
Vehicle Load Factor

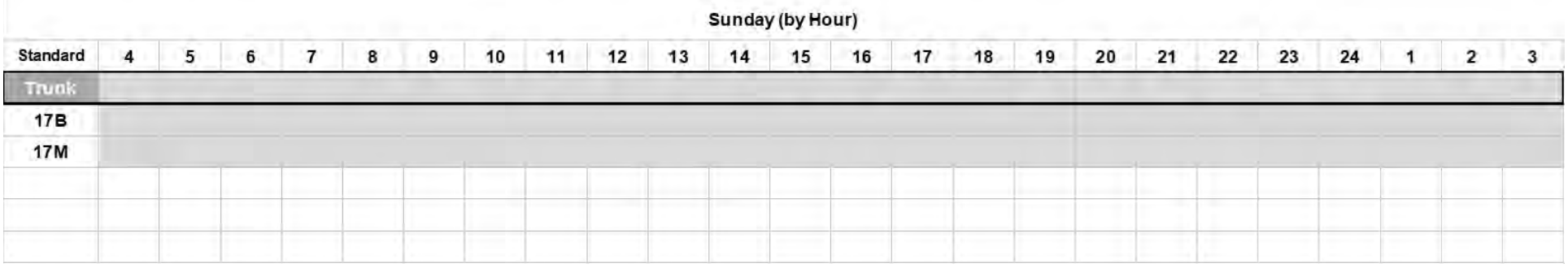
	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.00	0.31	0.26
	Off-Peak Maximum Target: 1.00	0.31	0.17
	Saturday Maximum Target: 1.00		
	Sunday Maximum Target: 1.00		

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							--







[1] Span/frequency standards are only applicable at the line level.

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 a.m. - 10:00 a.m.; 3:40 p.m. - 8:08 p.m.	-	A		-	-		-	-
	Frequency of Service | varies	Peak: 31.4 / Off-Peak: 50.0	*Peak: 21.1 / Off-Peak: 32.0*	-		*60.0*	-		*65.7*	-
Productivity	**Passengers per Trip |** 15.0	12.1	*21.6*	D		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.0	0.7	*2.3*	E		*0.4*	-		*0.5*	-
Reliability	**On-Time Performance |** 79%	58%	*76%*	E		*77%*	-		*81%*	-
	Crowding | 5.0%	0.0%	*3.1%*	A		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.31 Off-Peak: 0.31	*Peak: 0.48 Off-Peak: 0.39*	A		*0.30*	-		*0.37*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$7.93	*$5.12*	D		*$8.44*	-		*$7.72*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 17B

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** N/A	3.3	*3.2*	-
Route Design	**Circuity |** N/A	1.30	*1.39*	-

	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 Trip |** 15.0	8.8	*20.1*	E		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.0	0.4	*2.1*	E		*0.4*	-		*0.5*	-
	Unique Segment Ridership | 15%	1%	*27%*	E		*100%*	-		*100%*	-
Reliability	**On-Time Performance |** 79%	52%	*77%*	E		*77%*	-		*81%*	-
	Crowding | 5.0%	0.0%	*2.4%*	A		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.21 Off-Peak: 0.20	*Peak: 0.44 Off-Peak: 0.36*	A		*0.31*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$11.83	*$5.62*	E		*$8.44*	-		*$7.72*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 17M

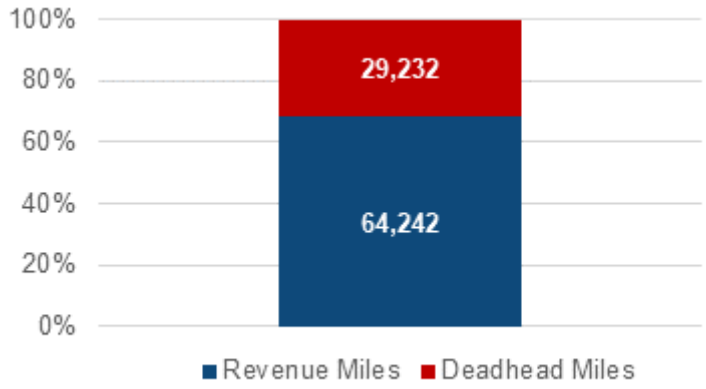
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** N/A	3.0	*3.2*	-
Route Design	**Circuity |** N/A	2.00	*1.39*	-

	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 Trip |** 15.0	13.3	*20.1*	D		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.0	0.8	*2.1*	D		*0.4*	-		*0.5*	-
	Unique Segment Ridership | 15%	22%	*27%*	A		*100%*	-		*100%*	-
Reliability	**On-Time Performance |** 79%	60%	*77%*	E		*77%*	-		*81%*	-
	Crowding | 5.0%	0.0%	*2.4%*	A		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.30 Off-Peak: 0.40	*Peak: 0.44 Off-Peak: 0.36*	A		*0.31*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$6.97	*$5.62*	B		*$8.44*	-		*$7.72*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

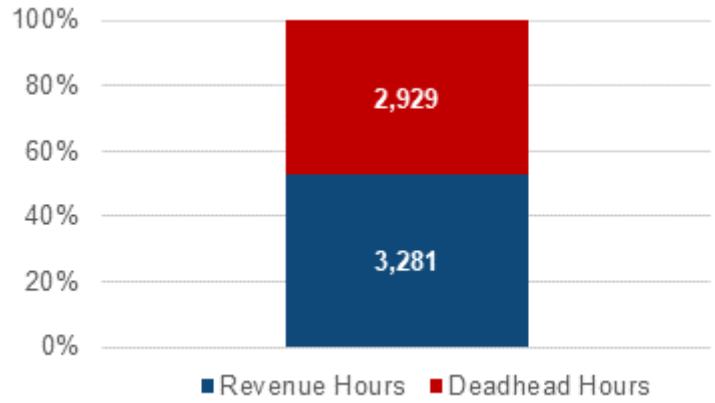
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



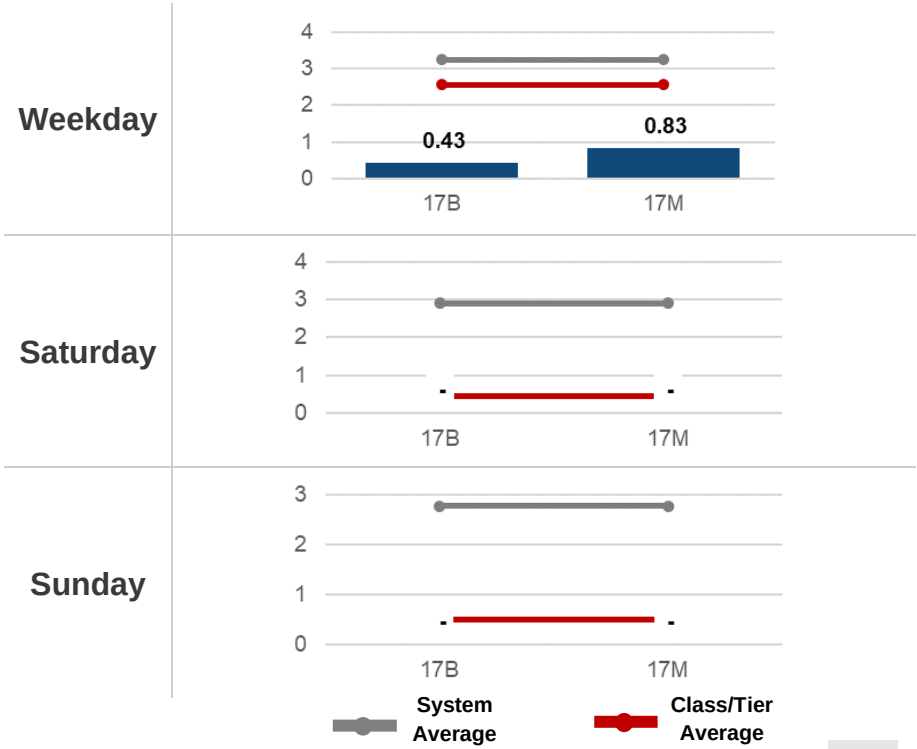
Hours Allocation



Service Delivery

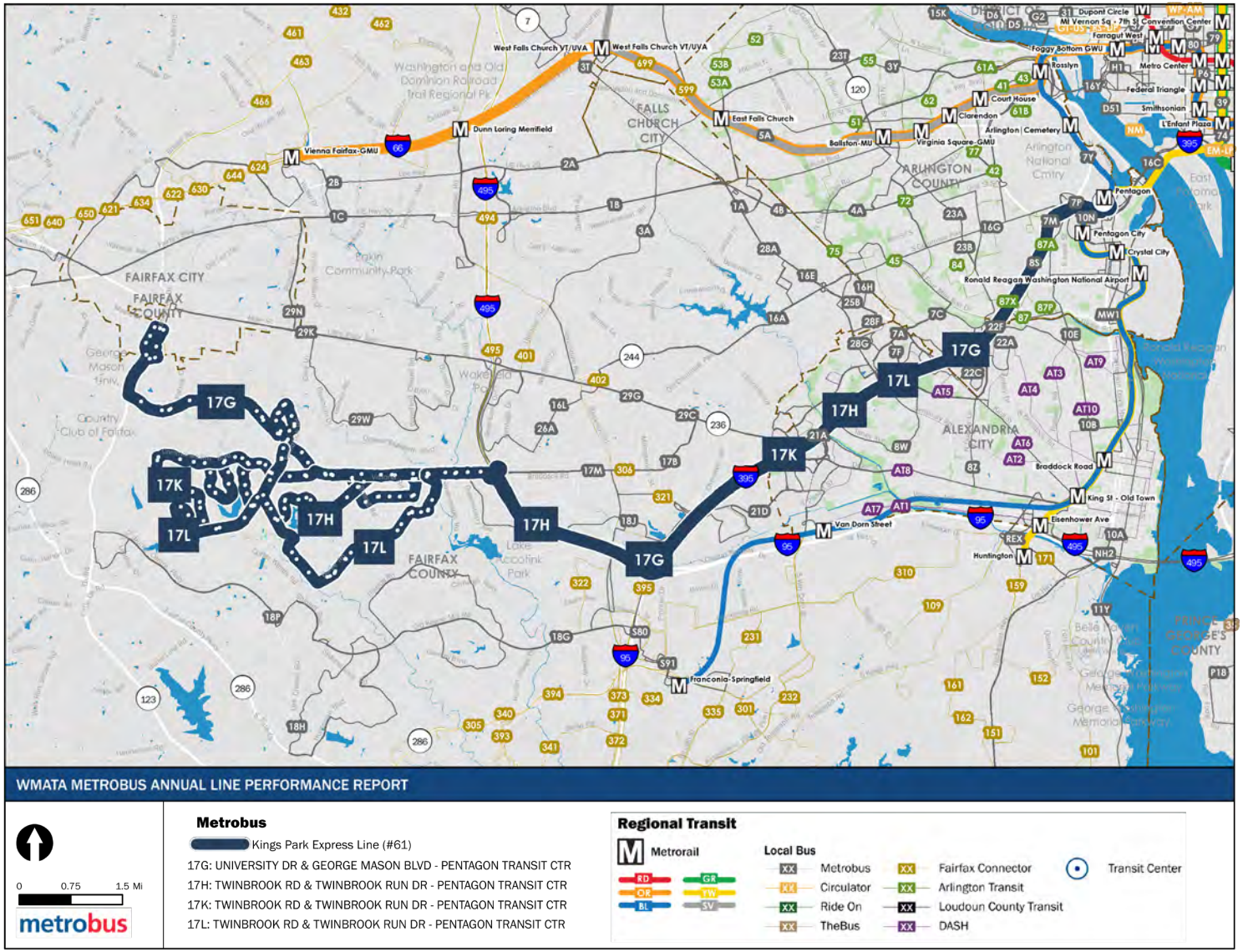
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
17B	41.8	464	190 (41%)
17M	33.4	1,276	507 (40%)

Passenger Miles per Revenue Mile



LINE: 61 – KINGS PARK EXPRESS ROUTE(S): 17G,H,K,L

About the Line



Service Classification

Commuter

Activity Tier

3

Overall Grades

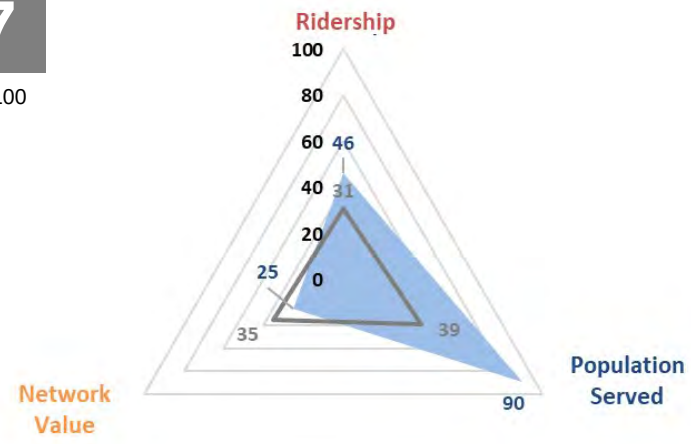
Line	B

Legend
Exceeds Meets
Approaches Below Significantly Below

Line Benefit Score

47

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$1,585,026
Peak Vehicles	23
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

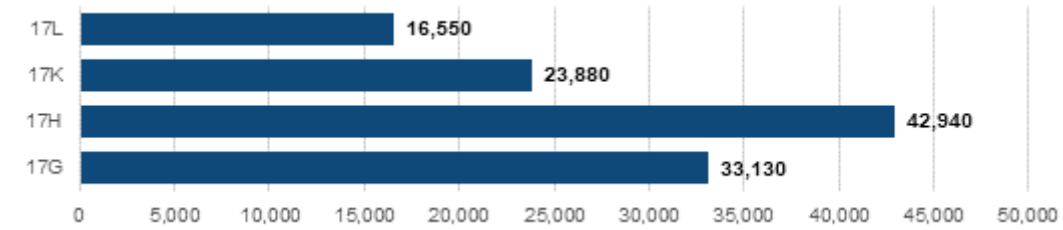
Service Area Population		110,675
Minority Population	*Service Area*	59,796
	Rider Survey	416 (45%)
Low-Income Households	*Service Area*	4,229
	Rider Survey	49 (5%)

Facilities/Amenities

Bus Stops	243
Bus Shelters	12
Benches	15
Real-Time Signs	1

Ridership

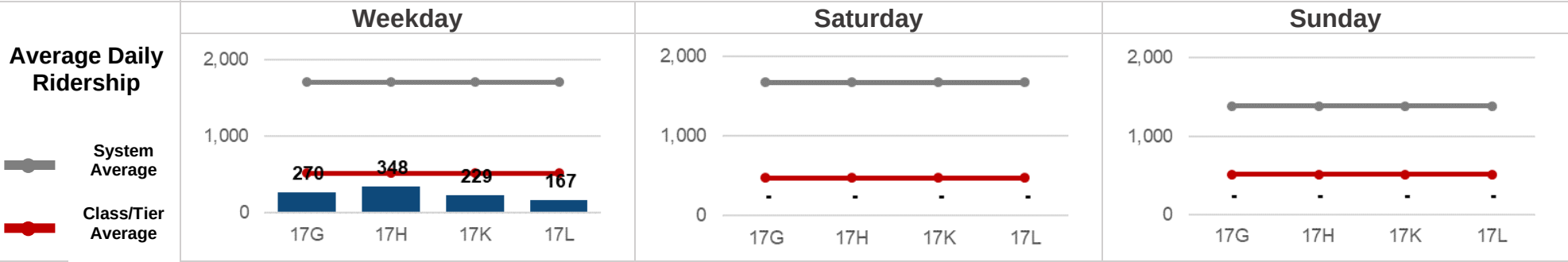
Annual Ridership



Top Transfer Locations

Pentagon

Average Daily Ridership



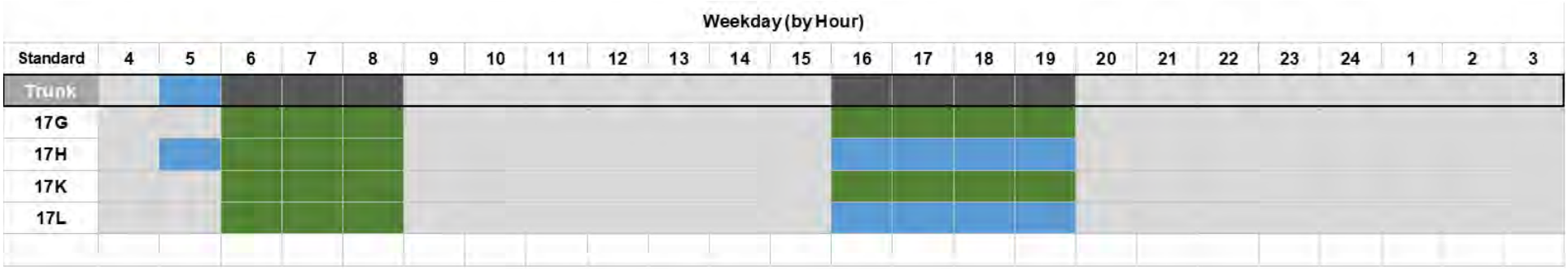
Average Trip Ridership and Maximum Load by Time Period

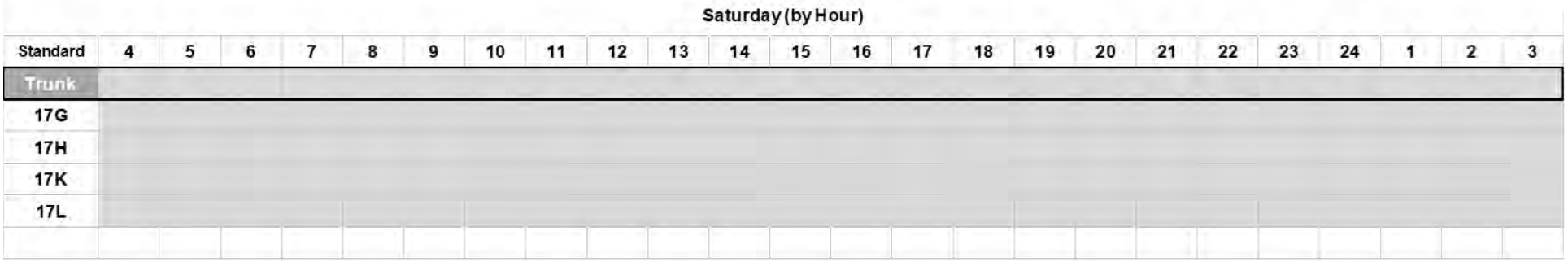
Vehicle Load Factor

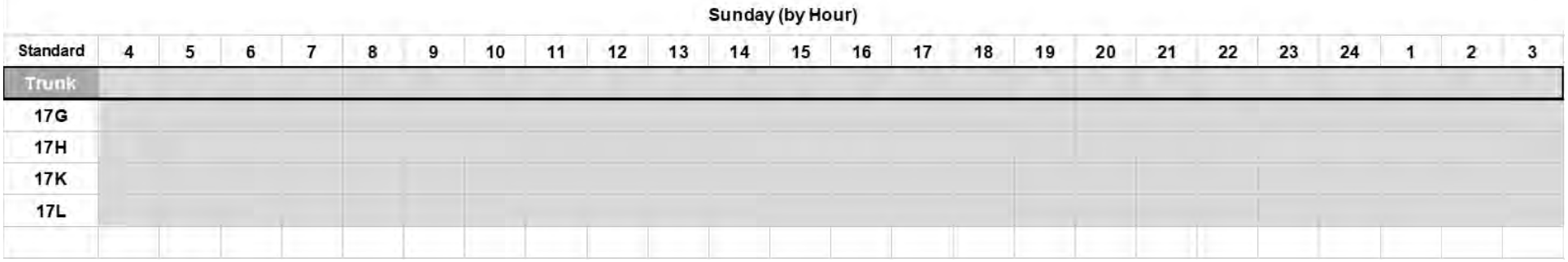
	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.00	0.50	0.37
	Off-Peak Maximum Target: 1.00	0.75	
	Saturday Maximum Target: 1.00		
	Sunday Maximum Target: 1.00		

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							--







[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

B 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	5:23 a.m. - 8:58 a.m.; 3:55 p.m. - 7:42 p.m.	-	B		-	-		-	-
	Frequency of Service | varies	Peak: 5.2 / Off-Peak:	*Peak: 21.1 / Off-Peak: 32.0*	-		*60.0*	-		*65.7*	-
Productivity	**Passengers per Trip |** 10.0	17.8	*21.6*	A		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.0	0.8	*2.3*	D		*0.4*	-		*0.5*	-
Reliability	**On-Time Performance |** 79%	79%	*76%*	C		*77%*	-		*81%*	-
	Crowding | 5.0%	0.9%	*3.1%*	A		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.50 Off-Peak: 0.75	*Peak: 0.48 Off-Peak: 0.39*	A		*0.30*	-		*0.37*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$6.42	*$5.12*	B		*$8.44*	-		*$7.72*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 17G

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** N/A	2.0	*3.2*	-
Route Design	**Circuity |** N/A	1.34	*1.39*	-

	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 Trip |** 10.0	16.9	*20.1*	A		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.0	0.8	*2.1*	E		*0.4*	-		*0.5*	-
	Unique Segment Ridership | 15%	23%	*27%*	A		*100%*	-		*100%*	-
Reliability	**On-Time Performance |** 79%	77%	*77%*	C		*77%*	-		*81%*	-
	Crowding | 5.0%	0.8%	*2.4%*	A		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.39 Off-Peak: 0.80	*Peak: 0.44 Off-Peak: 0.36*	B		*0.31*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$6.87	*$5.62*	B		*$8.44*	-		*$7.72*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 17H

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** N/A	2.1	*3.2*	-
Route Design	**Circuity |** N/A	1.40	*1.39*	-

	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 Trip |** 10.0	20.4	*20.1*	A		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.0	1.0	*2.1*	C		*0.4*	-		*0.5*	-
	Unique Segment Ridership | 15%	43%	*27%*	A		*100%*	-		*100%*	-
Reliability	**On-Time Performance |** 79%	82%	*77%*	B		*77%*	-		*81%*	-
	Crowding | 5.0%	1.6%	*2.4%*	A		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.50 Off-Peak: 0.80	*Peak: 0.44 Off-Peak: 0.36*	B		*0.31*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$5.54	*$5.62*	A		*$8.44*	-		*$7.72*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 17K

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** N/A	1.6	*3.2*	-
Route Design	**Circuity |** N/A	1.40	*1.39*	-

	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 Trip |** 10.0	17.6	*20.1*	A		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.0	0.8	*2.1*	D		*0.4*	-		*0.5*	-
	Unique Segment Ridership | 15%	15%	*27%*	B		*100%*	-		*100%*	-
Reliability	**On-Time Performance |** 79%	76%	*77%*	C		*77%*	-		*81%*	-
	Crowding | 5.0%	0.4%	*2.4%*	A		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.40 Off-Peak:	*Peak: 0.44 Off-Peak: 0.36*	A		*0.31*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$6.19	*$5.62*	A		*$8.44*	-		*$7.72*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 17L

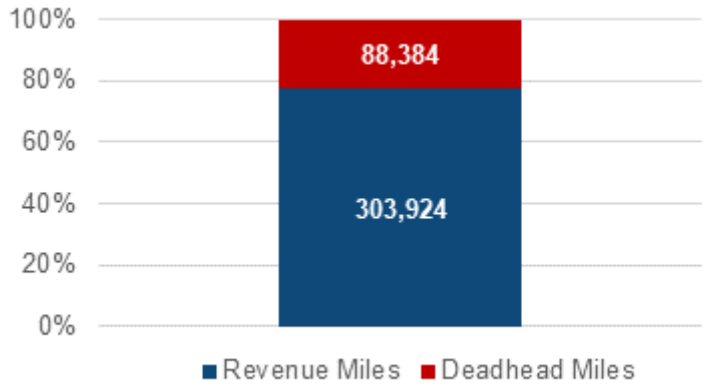
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** N/A	2.1	*3.2*	-
Route Design	**Circuity |** N/A	1.70	*1.39*	-

	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 Trip |** 10.0	15.2	*20.1*	A		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.0	0.6	*2.1*	E		*0.4*	-		*0.5*	-
	Unique Segment Ridership | 15%	30%	*27%*	A		*100%*	-		*100%*	-
Reliability	**On-Time Performance |** 79%	79%	*77%*	B		*77%*	-		*81%*	-
	Crowding | 5%	0.4%	*2.4%*	A		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.0	Peak: 0.30 Off-Peak: 0.60	*Peak: 0.44 Off-Peak: 0.36*	B+		*0.31*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$7.83	*$5.62*	D		*$8.44*	-		*$7.72*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

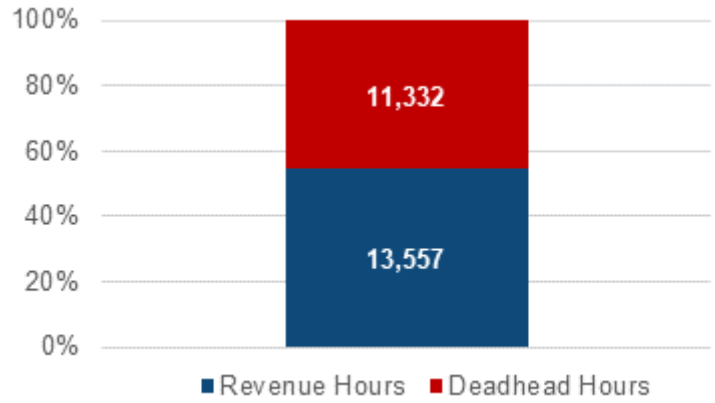
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



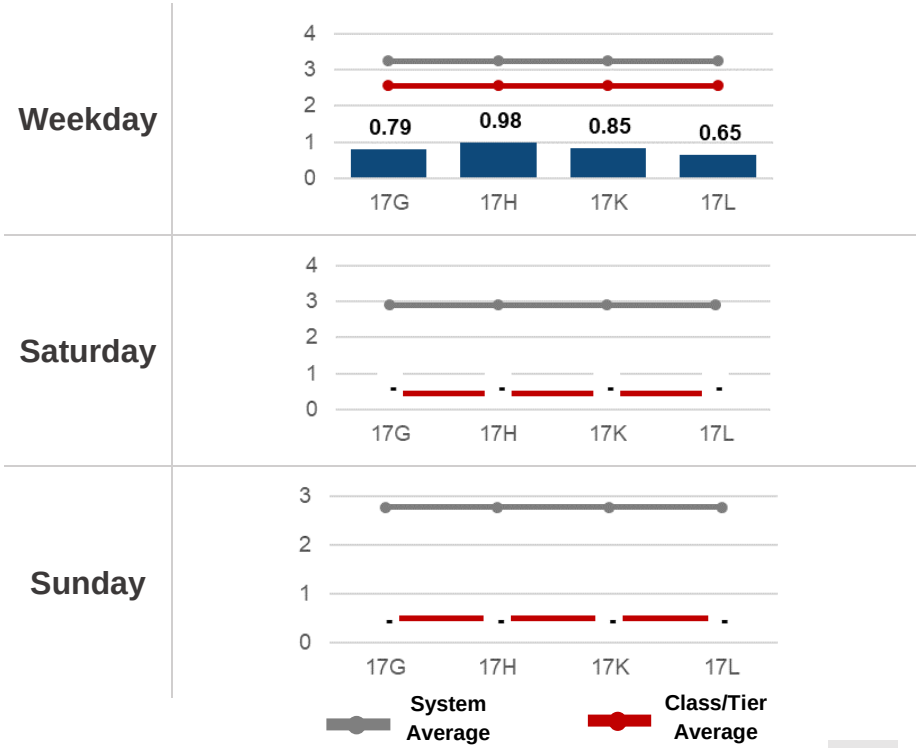
Hours Allocation



Service Delivery

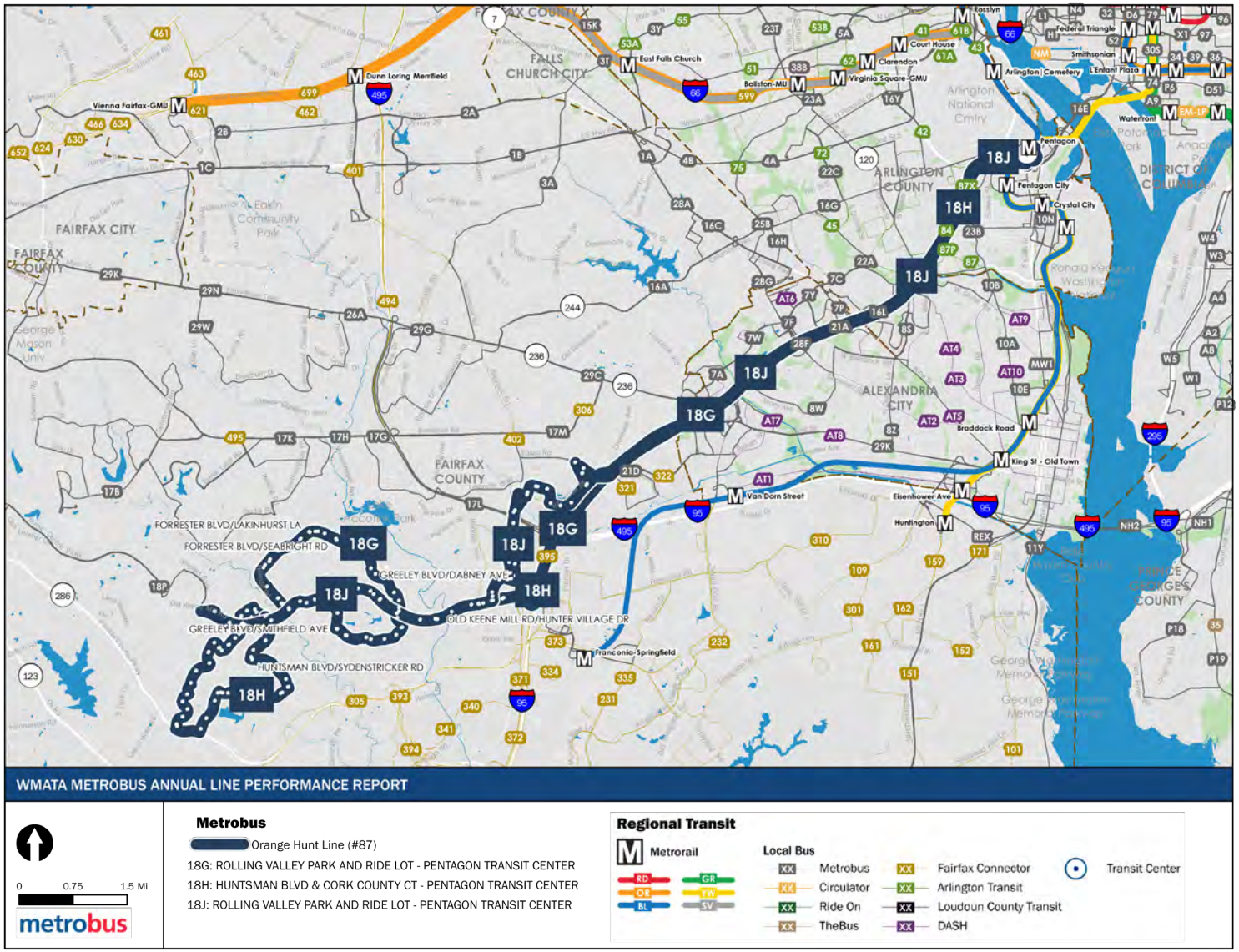
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
17G	43.8	1,856	748 (40%)
17H	42.9	1,904	753 (40%)
17K	42.6	1,456	562 (39%)
17L	47.9	1,232	471 (38%)

Passenger Miles per Revenue Mile



LINE: 87 – ORANGE HUNT ROUTE(S): 18G,H,J

About the Line



Service Classification

Commuter

Activity Tier

3

Overall Grades

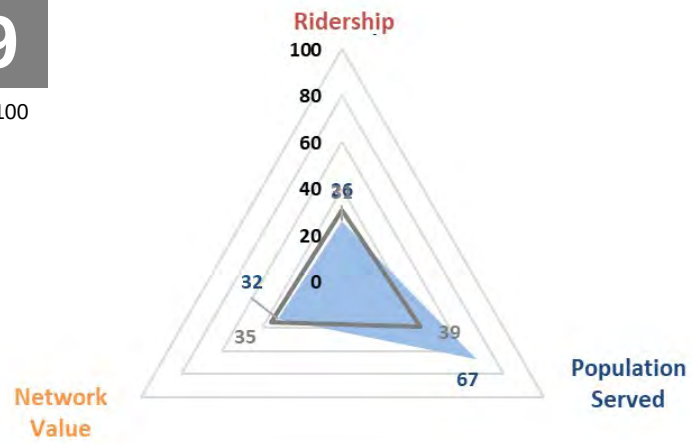
Line	B

Legend
Exceeds Meets
Approaches Below Significantly Below

Line Benefit Score

39

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$766,313
Peak Vehicles	9
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

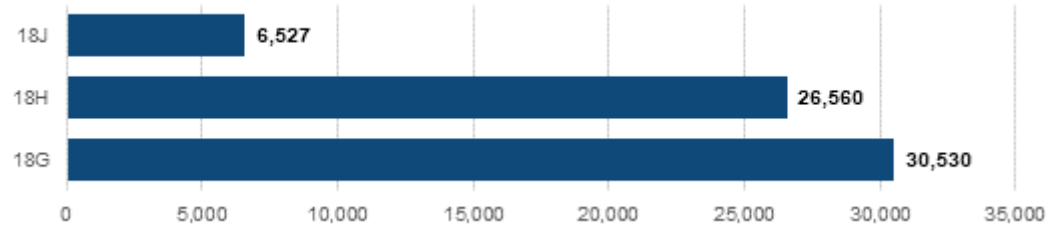
Service Area Population		96,553
Minority Population	*Service Area*	54,578
	Rider Survey	175 (37%)
Low-Income Households	*Service Area*	4,137
	Rider Survey	17 (4%)

Facilities/Amenities

Bus Stops	240
Bus Shelters	14
Benches	20
Real-Time Signs	1

Ridership

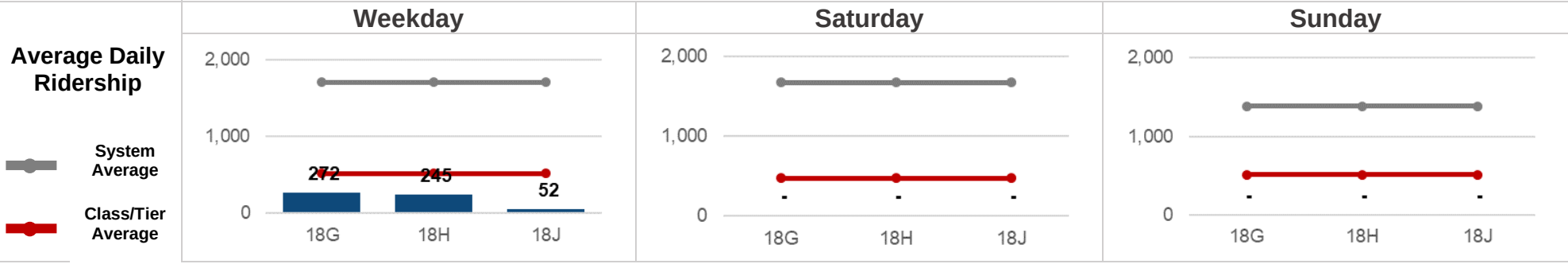
Annual Ridership



Top Transfer Locations

Pentagon

Average Daily Ridership



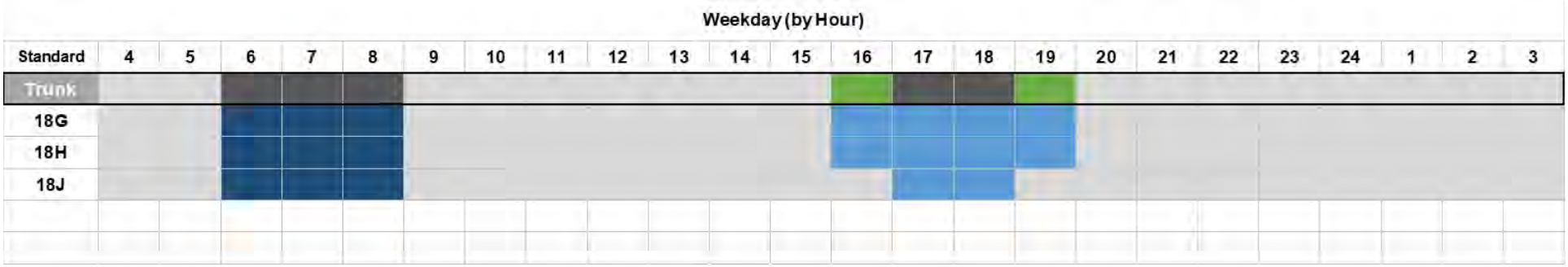
Average Trip Ridership and Maximum Load by Time Period

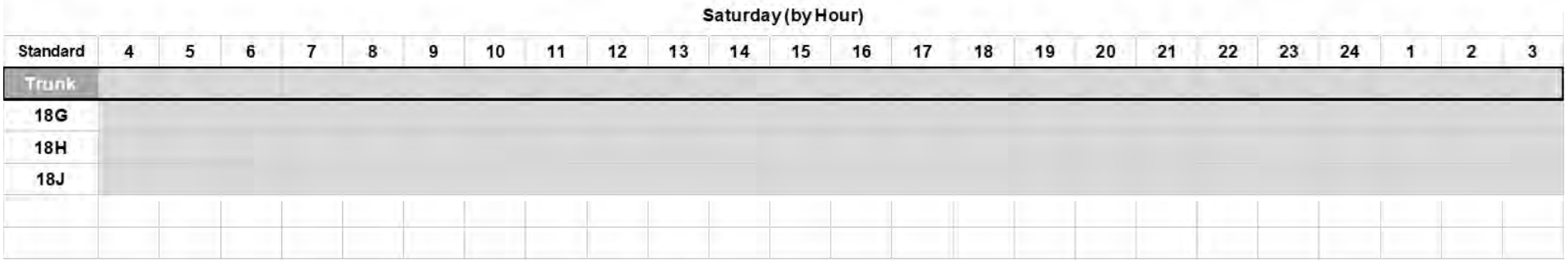
Vehicle Load Factor

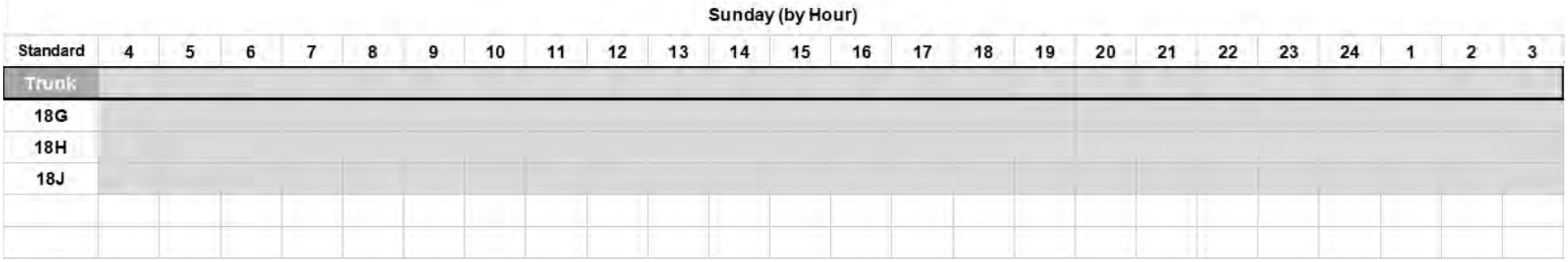
	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.00	0.51	0.40
	Off-Peak Maximum Target: 1.00	0.65	
	Saturday Maximum Target: 1.00		
	Sunday Maximum Target: 1.00		

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							--







[1] Span/frequency standards are only applicable at the line level.

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	5:38 a.m. - 8:50 a.m.; 4:00 p.m. - 7:46 p.m.	-	B		-	-		-	-
	Frequency of Service | varies	Peak: 10.0 / Off-Peak:	*Peak: 21.1 / Off-Peak: 32.0*	-		*60.0*	-		*65.7*	-
Productivity	**Passengers per Trip |** 10.0	18.8	*21.6*	A		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.0	1.0	*2.3*	B		*0.4*	-		*0.5*	-
Reliability	**On-Time Performance |** 79%	76%	*76%*	C		*77%*	-		*81%*	-
	Crowding | 5.0%	4.3%	*3.1%*	A		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.51 Off-Peak: 0.65	*Peak: 0.48 Off-Peak: 0.39*	B		*0.30*	-		*0.37*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$5.26	*$5.12*	A		*$8.44*	-		*$7.72*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 18G

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** N/A	2.2	*3.2*	-
Route Design	**Circuity |** N/A	1.20	*1.39*	-

	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 Trip |** 10.0	23.7	*20.1*	A		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.0	1.4	*2.1*	A		*0.4*	-		*0.5*	-
	Unique Segment Ridership | 15%	54%	*27%*	A		*100%*	-		*100%*	-
Reliability	**On-Time Performance |** 79%	80%	*77%*	B		*77%*	-		*81%*	-
	Crowding | 5.0%	5.5%	*2.4%*	D		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.57 Off-Peak: 0.60	*Peak: 0.44 Off-Peak: 0.36*	B		*0.31*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$3.77	*$5.62*	A		*$8.44*	-		*$7.72*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 18H

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** N/A	2.8	*3.2*	-
Route Design	**Circuity |** N/A	1.50	*1.39*	-

	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 Trip |** 10.0	20.4	*20.1*	A		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.0	1.0	*2.1*	C		*0.4*	-		*0.5*	-
	Unique Segment Ridership | 15%	46%	*27%*	A		*100%*	-		*100%*	-
Reliability	**On-Time Performance |** 79%	70%	*77%*	D		*77%*	-		*81%*	-
	Crowding | 5.0%	3.2%	*2.4%*	A		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.50 Off-Peak: 0.70	*Peak: 0.44 Off-Peak: 0.36*	B+		*0.31*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$5.56	*$5.62*	A		*$8.44*	-		*$7.72*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 18J

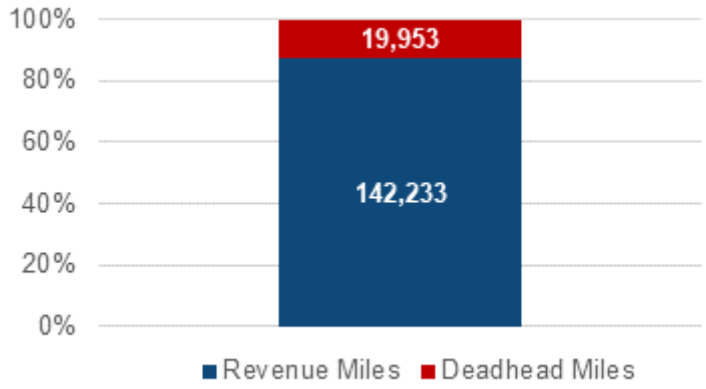
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** N/A	2.4	*3.2*	-
Route Design	**Circuity |** N/A	1.20	*1.39*	-

	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 Trip |** 10.0	7.6	*20.1*	E		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.0	0.5	*2.1*	E		*0.4*	-		*0.5*	-
	Unique Segment Ridership | 15%	58%	*27%*	A		*100%*	-		*100%*	-
Reliability	**On-Time Performance |** 79%	81%	*77%*	B		*77%*	-		*81%*	-
	Crowding | 5.0%	0.0%	*2.4%*	A		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.20 Off-Peak:	*Peak: 0.44 Off-Peak: 0.36*	A		*0.31*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$11.76	*$5.62*	E		*$8.44*	-		*$7.72*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

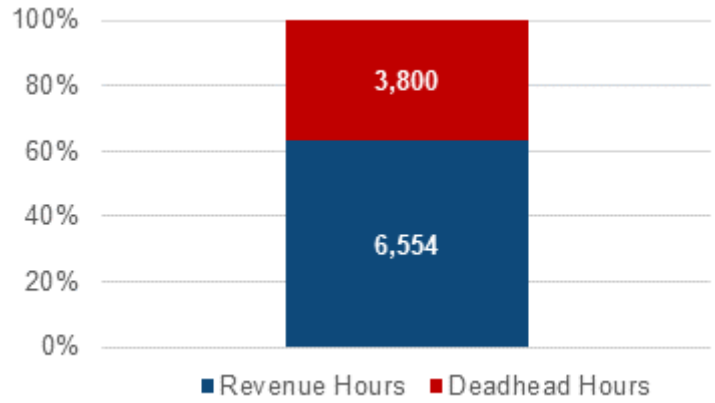
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



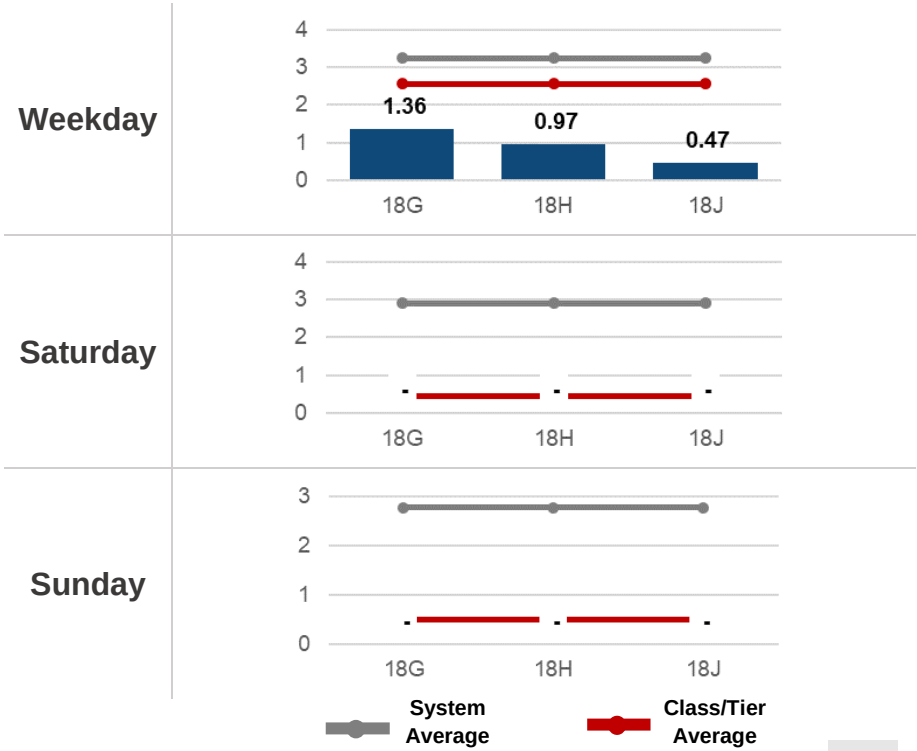
Hours Allocation



Service Delivery

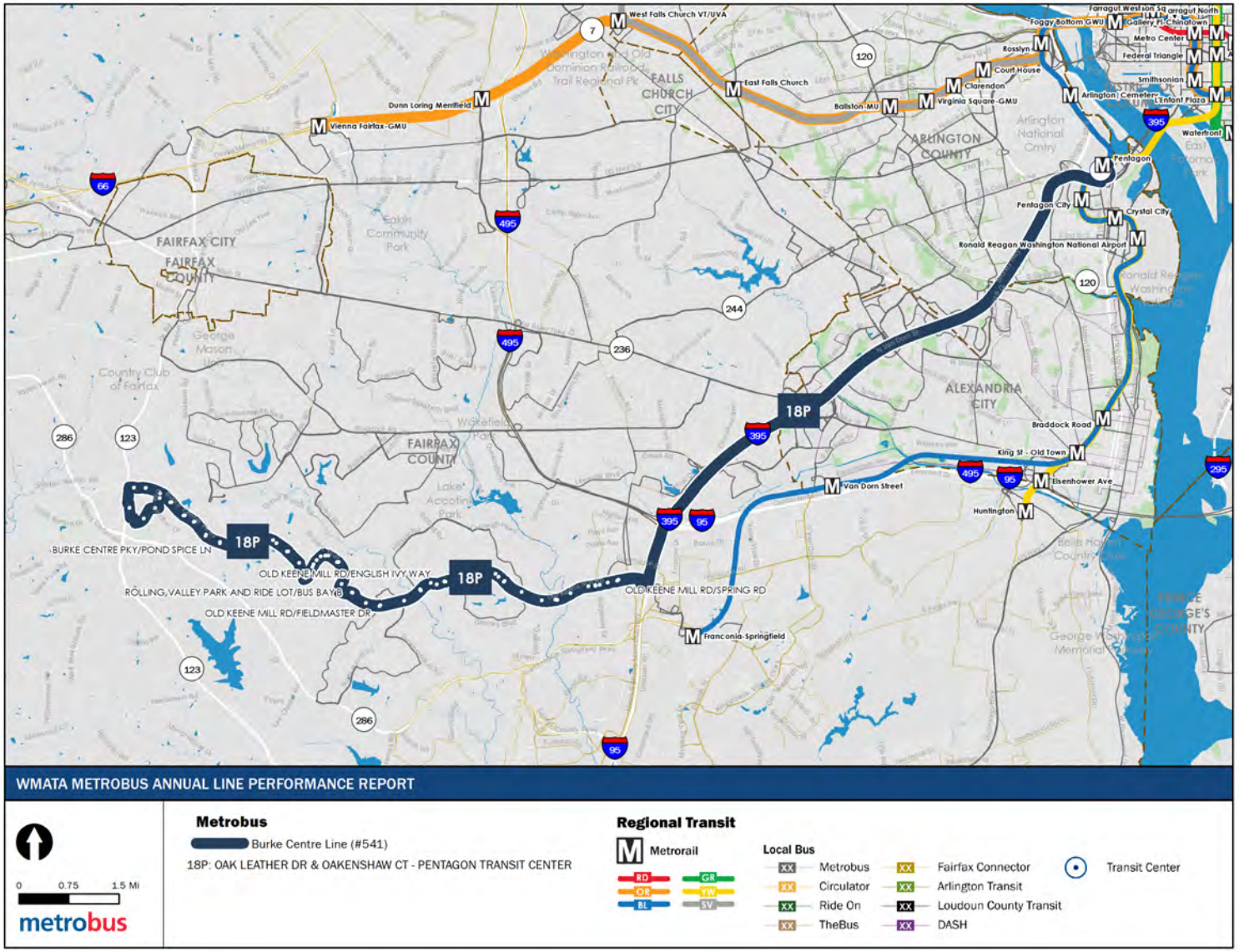
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
18G	36.3	1,344	540 (40%)
18H	43.5	1,344	537 (40%)
18J	34.6	723	293 (41%)

Passenger Miles per Revenue Mile



LINE: 541 – BURKE CENTRE ROUTE(S): 18P

About the Line



Service Classification

Commuter

Activity Tier

3

Overall Grades

Line	B

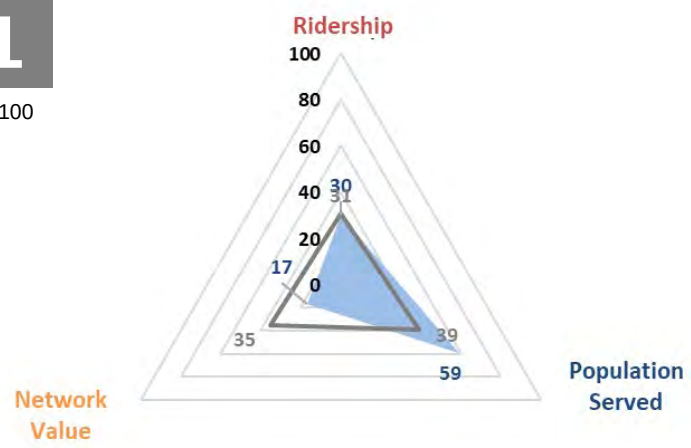
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

31

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$676,550
Peak Vehicles	7
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

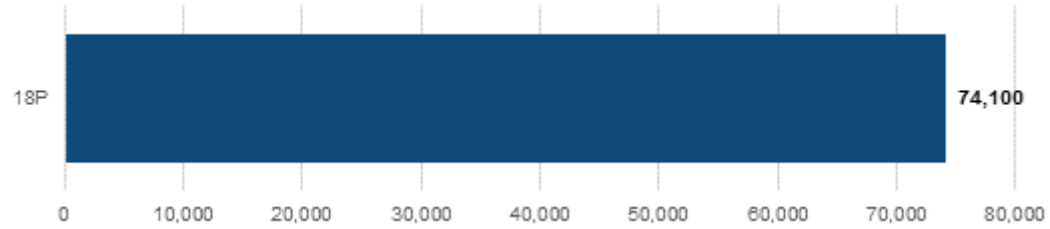
Service Area Population		83,378
Minority Population	*Service Area*	47,660
	Rider Survey	264 (44%)
Low-Income Households	*Service Area*	3,909
	Rider Survey	24 (4%)

Facilities/Amenities

Bus Stops	101
Bus Shelters	12
Benches	9
Real-Time Signs	1

Ridership

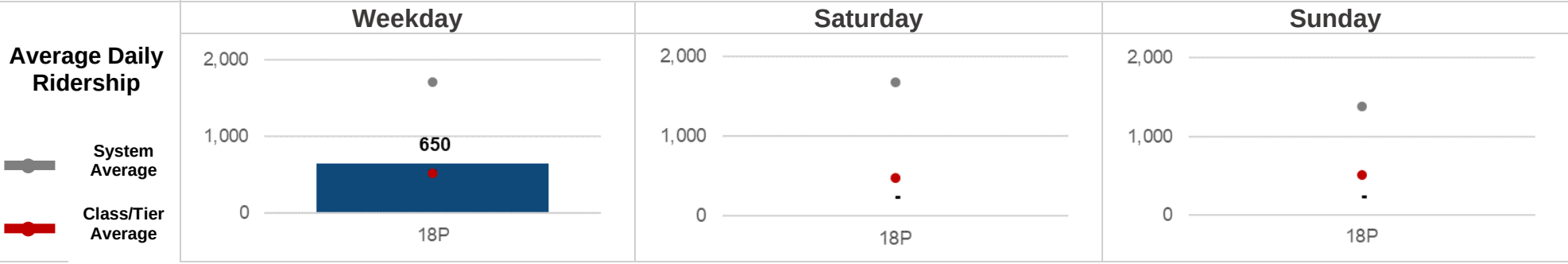
Annual Ridership



Top Transfer Locations

Pentagon

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period

Vehicle Load Factor

	Direction:	East	West
Weekday	**Peak** Maximum Target: 1.00	0.64	0.68
	Off-Peak Maximum Target: 1.00	0.73	0.48
	Saturday Maximum Target: 1.00		
	Sunday Maximum Target: 1.00		

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							––

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
18P																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
18P																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
18P																								

[1] Span/frequency standards are only applicable at the line level.

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 a.m. - 9:05 a.m.; 3:20 p.m. - 8:05 p.m.	-	A		-	-		-	-
	Frequency of Service | varies	Peak: 17.4 / Off-Peak:	*Peak: 21.1 / Off-Peak: 32.0*	-		*60.0*	-		*65.7*	-
Productivity	**Passengers per Trip |** 10.0	27.3	*21.6*	A		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.0	1.3	*2.3*	A		*0.4*	-		*0.5*	-
Reliability	**On-Time Performance |** 79%	68%	*76%*	E		*77%*	-		*81%*	-
	Crowding | 5.0%	15.1%	*3.1%*	E		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.64 Off-Peak: 0.73	*Peak: 0.48 Off-Peak: 0.39*	B		*0.30*	-		*0.37*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$3.83	*$5.12*	A		*$8.44*	-		*$7.72*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 18P

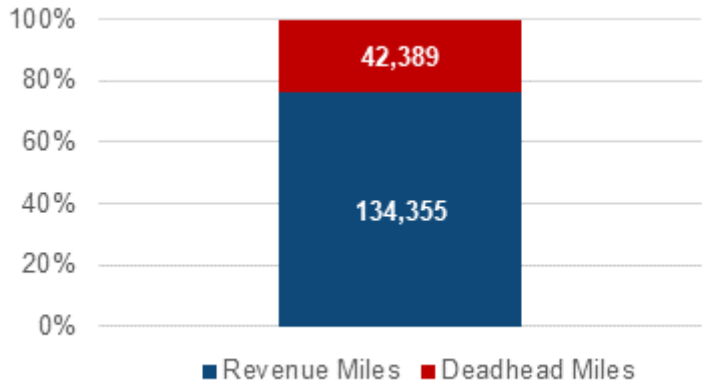
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** N/A	2.3	*3.2*	-
Route Design	**Circuity |** N/A	1.18	*1.39*	-

	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 Trip |** 10.0	27.3	*20.1*	A		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.0	1.3	*2.1*	A		*0.4*	-		*0.5*	-
	Unique Segment Ridership | 15%	17%	*27%*	B		*100%*	-		*100%*	-
Reliability	**On-Time Performance |** 79%	68%	*77%*	E		*77%*	-		*81%*	-
	Crowding | 5.0%	15.1%	*2.4%*	E		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.66 Off-Peak: 0.70	*Peak: 0.44 Off-Peak: 0.36*	B		*0.31*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$3.83	*$5.62*	A		*$8.44*	-		*$7.72*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

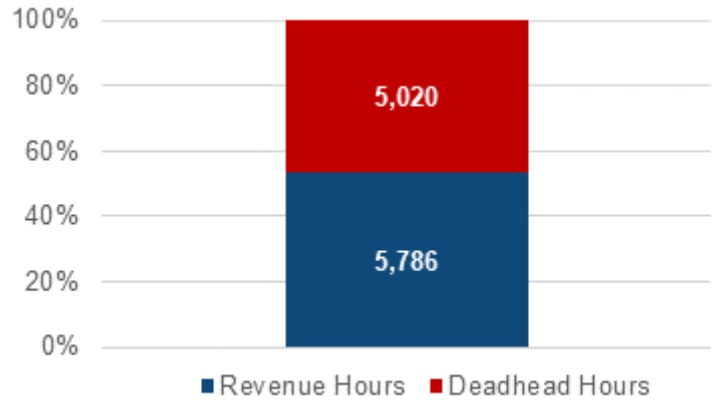
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



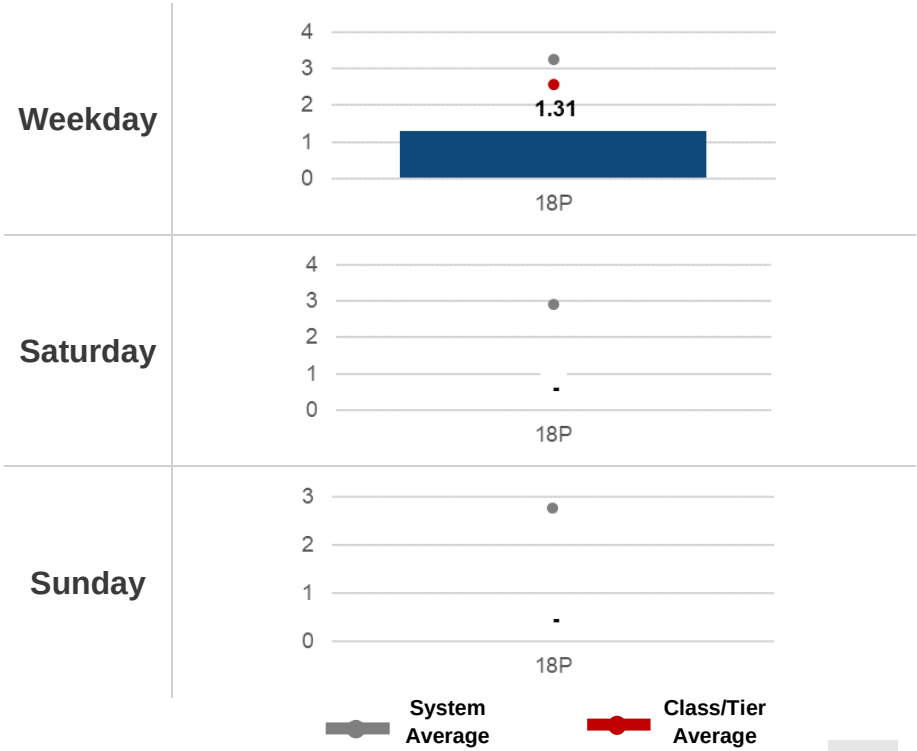
Hours Allocation



Service Delivery

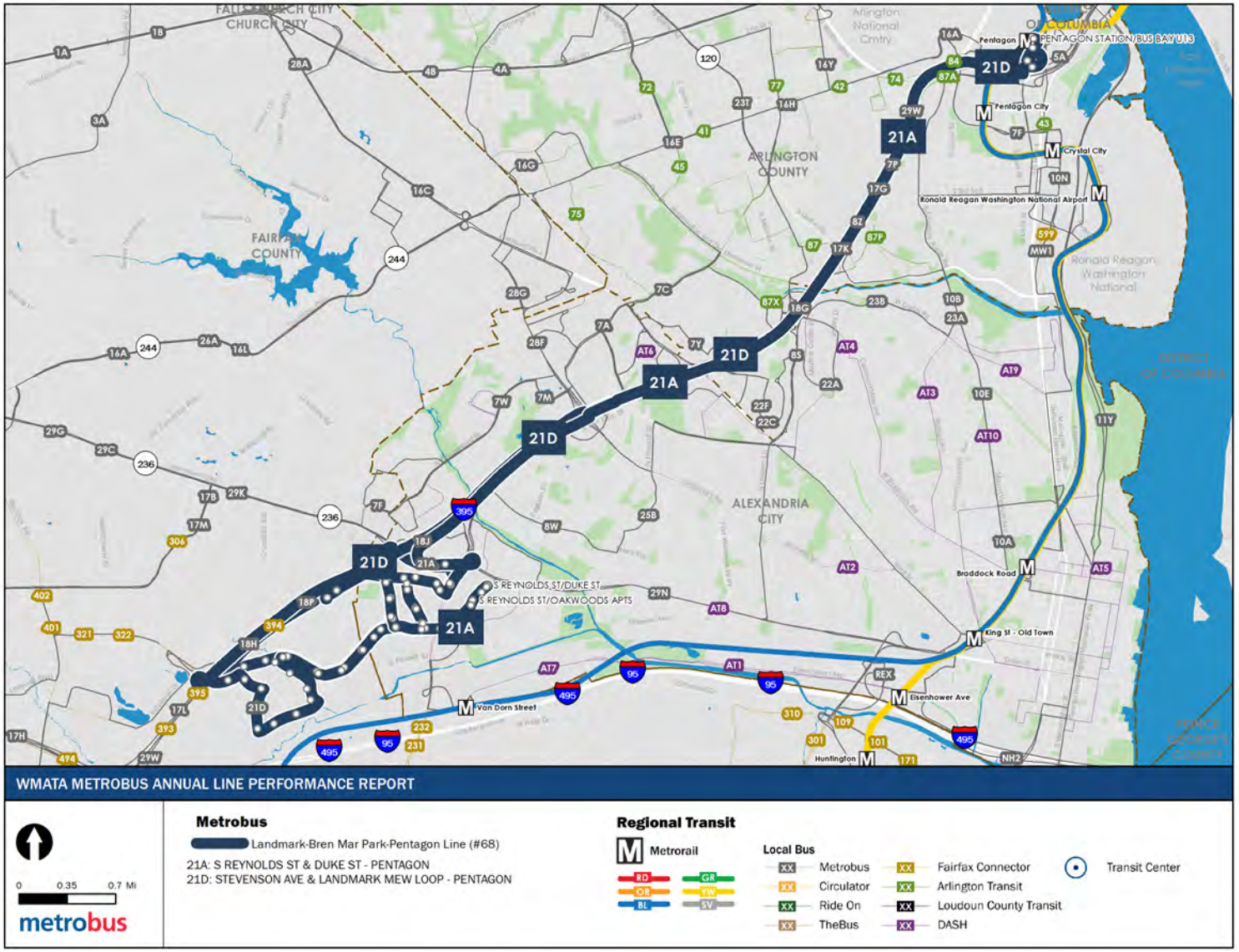
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
18P	44.1	2,821	1,127 (40%)

Passenger Miles per Revenue Mile



LINE: 68 – LANDMARK-BREN MAR PARK-PENTAGON ROUTE(S): 21A,D

About the Line



Service Classification

Commuter

Activity Tier

1

Overall Grades

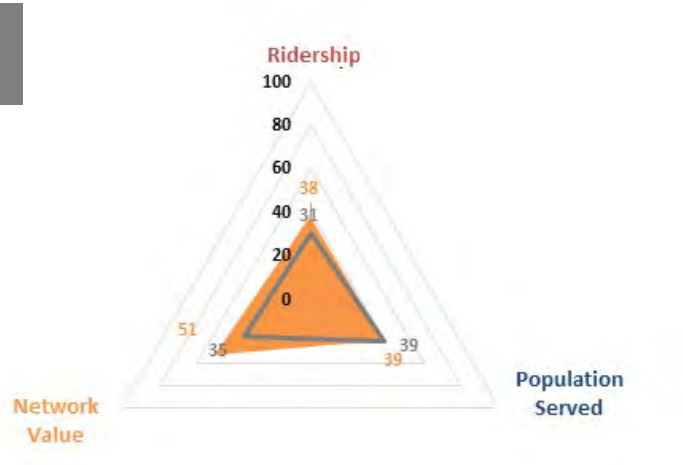
Line	A

Legend
Exceeds Meets
Approaches Below Significantly Below

Line Benefit Score

45

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$686,905
Peak Vehicles	6
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

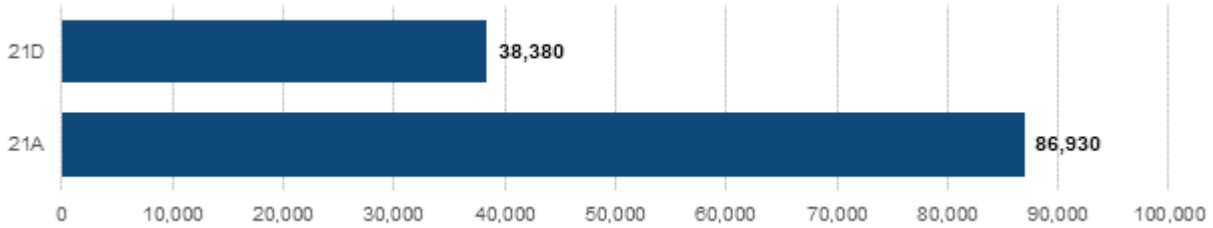
Service Area Population		84,758
Minority Population	*Service Area*	52,116
	Rider Survey	210 (51%)
Low-Income Households	*Service Area*	5,220
	Rider Survey	88 (22%)

Facilities/Amenities

Bus Stops	71
Bus Shelters	8
Benches	5
Real-Time Signs	1

Ridership

Annual Ridership



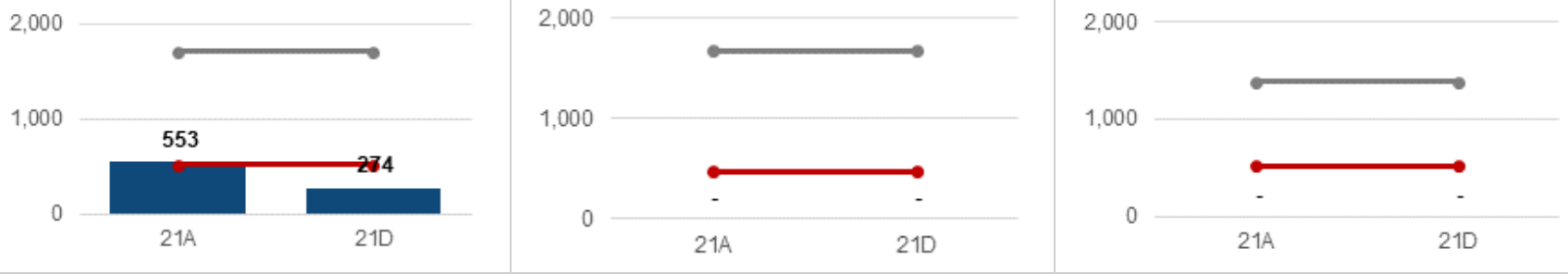
Top Transfer Locations

Pentagon

Average Daily Ridership

System Average

Class/Tier Average



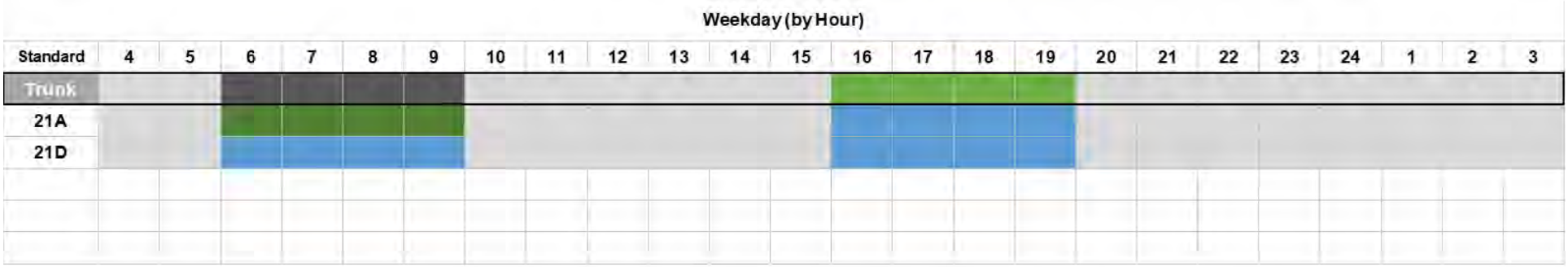
Average Trip Ridership and Maximum Load by Time Period

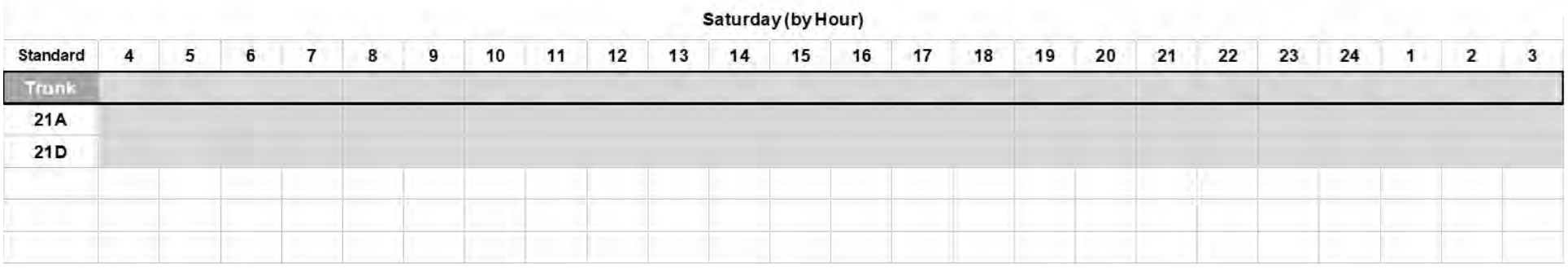
Vehicle Load Factor

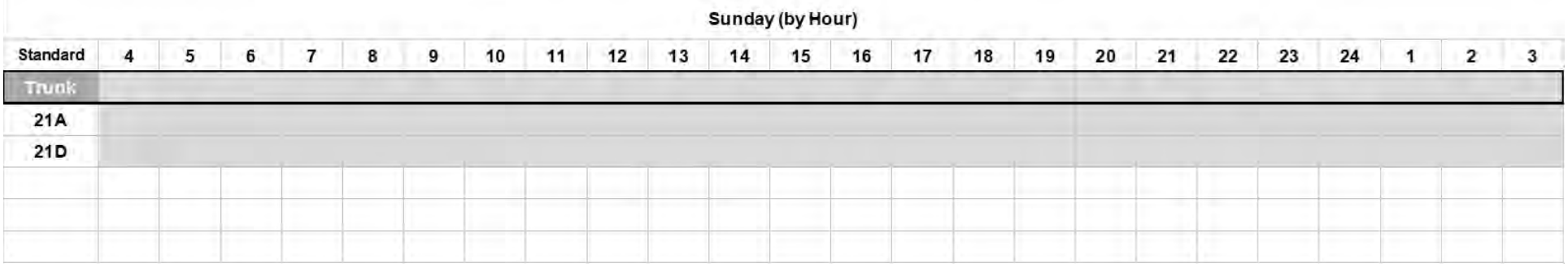
	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.00	0.58	0.52
	Off-Peak Maximum Target: 1.00	0.19	0.16
	Saturday Maximum Target: 1.00		
	Sunday Maximum Target: 1.00		

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							--







[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

A Landmark-Bren Mar Park-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	5:35 a.m. - 9:05 a.m.; 4:00 p.m. - 7:47 p.m.	-	A		-	-		-	-
	Frequency of Service | varies	Peak: 11.4 / Off-Peak:	*Peak: 21.1 / Off-Peak: 32.0*	-		*60.0*	-		*65.7*	-
Productivity	**Passengers per Trip |** 20.0	20.4	*21.6*	B		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.5	2.0	*2.3*	A		*0.4*	-		*0.5*	-
Reliability	**On-Time Performance |** 79%	89%	*76%*	A		*77%*	-		*81%*	-
	Crowding | 5.0%	0.8%	*3.1%*	A		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.58 Off-Peak: 0.19	*Peak: 0.48 Off-Peak: 0.39*	B		*0.30*	-		*0.37*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$3.79	*$5.12*	A		*$8.44*	-		*$7.72*	-
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 21A

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** N/A	1.8	*3.2*	-
Route Design	**Circuity |** N/A	1.34	*1.39*	-

	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 Trip |** 20.0	20.3	*20.1*	B		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.5	2.2	*2.1*	A		*0.4*	-		*0.5*	-
	Unique Segment Ridership | 15%	52%	*27%*	A		*100%*	-		*100%*	-
Reliability	**On-Time Performance |** 79%	89%	*77%*	A		*77%*	-		*81%*	-
	Crowding | 5.0%	1.2%	*2.4%*	A		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.57 Off-Peak: 0.20	*Peak: 0.44 Off-Peak: 0.36*	B+		*0.31*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$3.86	*$5.62*	A		*$8.44*	-		*$7.72*	-
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 21D

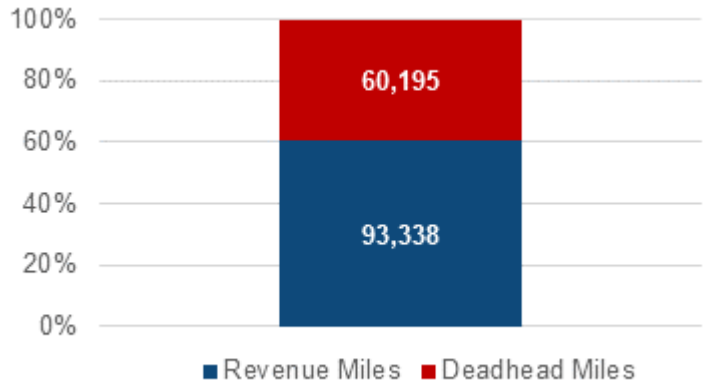
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** N/A	1.9	*3.2*	-
Route Design	**Circuity |** N/A	1.60	*1.39*	-

	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 Trip |** 20.0	20.9	*20.1*	B		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.5	1.6	*2.1*	B		*0.4*	-		*0.5*	-
	Unique Segment Ridership | 15%	52%	*27%*	A		*100%*	-		*100%*	-
Reliability	**On-Time Performance |** 79%	88%	*77%*	A		*77%*	-		*81%*	-
	Crowding | 5.0%	0.0%	*2.4%*	A		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.50 Off-Peak: 0.30	*Peak: 0.44 Off-Peak: 0.36*	B+		*0.31*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$3.70	*$5.62*	A		*$8.44*	-		*$7.72*	-
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

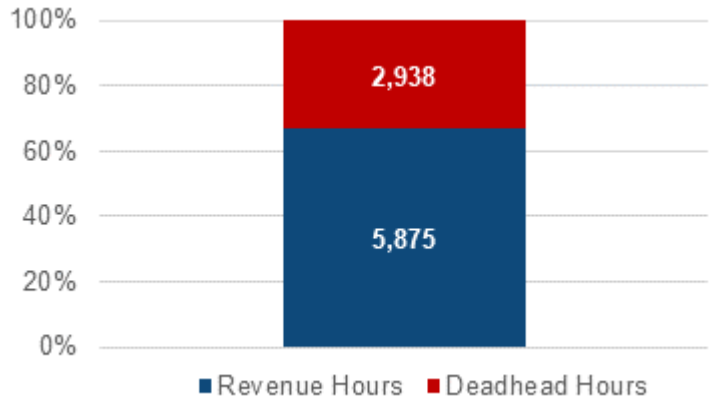
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



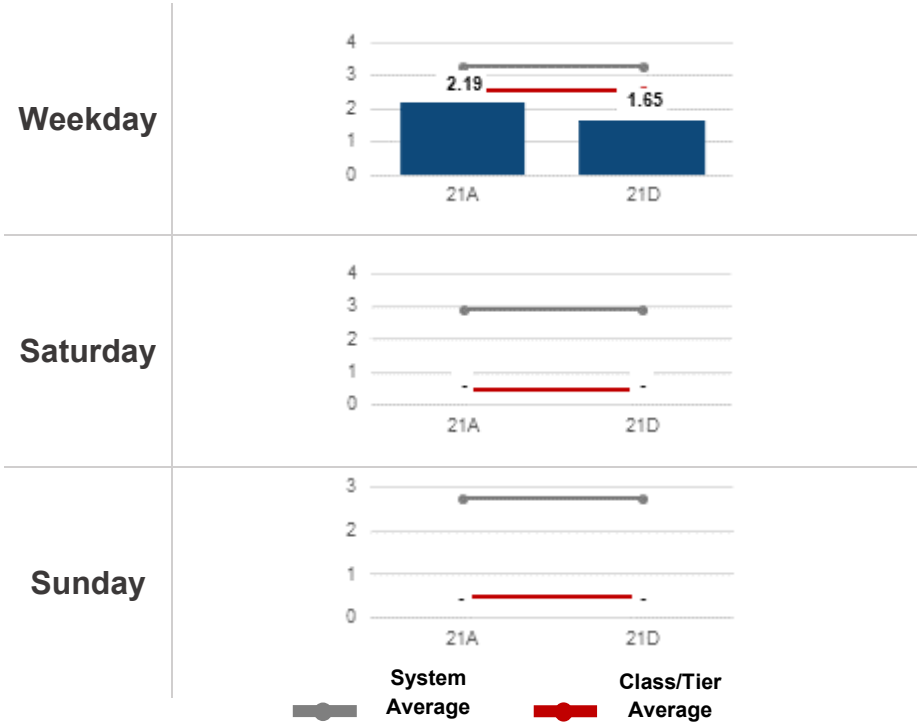
Hours Allocation



Service Delivery

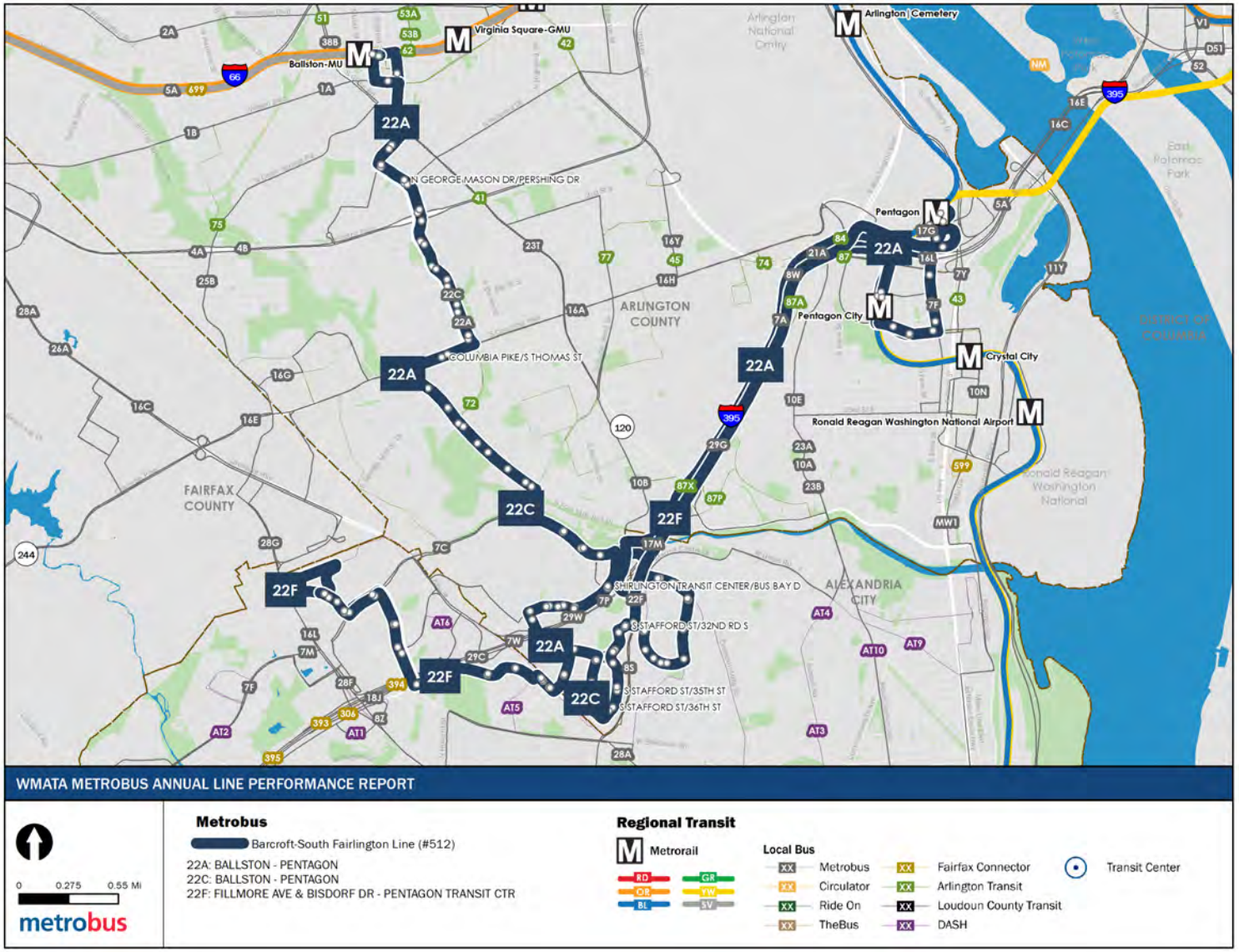
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
21A	16.5	2,464	2,330 (95%)
21D	25.8	1,324	1,255 (95%)

Passenger Miles per Revenue Mile



LINE: 512 – BARCROFT-SOUTH FAIRLINGTON ROUTE(S): 22A,C,F

About the Line



Service Classification

Framework

Activity Tier

2

Overall Grades

Line	C

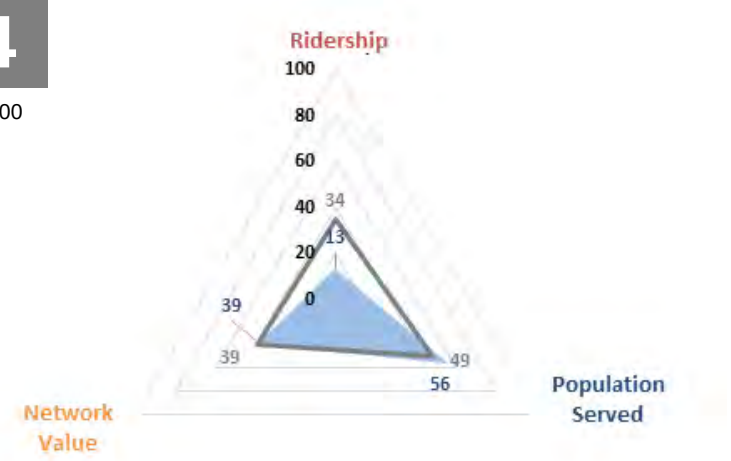
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

24

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$3,000,715
Peak Vehicles	10
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

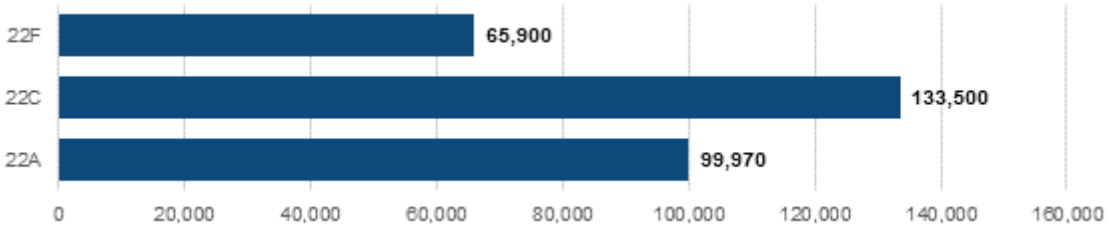
Service Area Population		85,415
Minority Population	*Service Area*	40,290
	Rider Survey	818 (57%)
Low-Income Households	*Service Area*	5,571
	Rider Survey	322 (23%)

Facilities/Amenities

Bus Stops	147
Bus Shelters	27
Benches	24
Real-Time Signs	4

Ridership

Annual Ridership



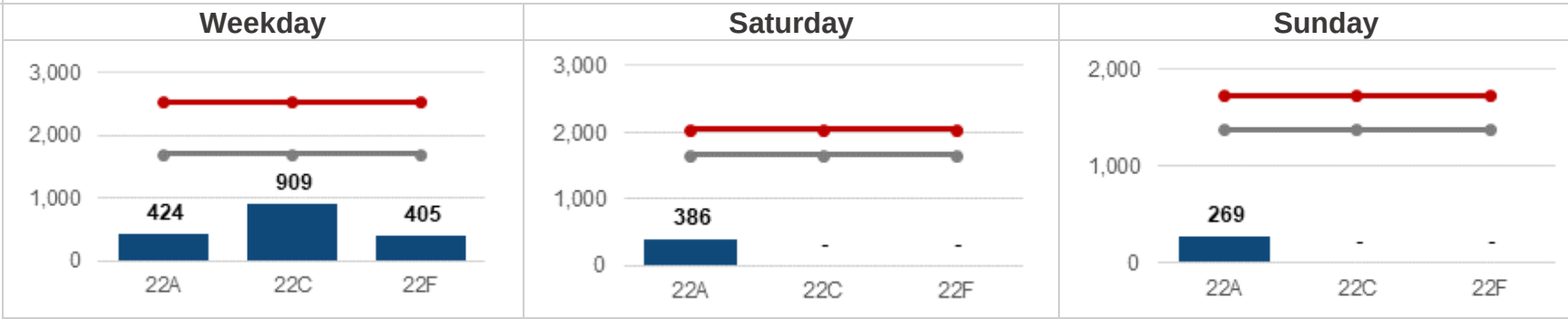
Top Transfer Locations

Pentagon, Ballston, Pentagon City

Average Daily Ridership

System Average

Class/Tier Average



Average Trip Ridership and Maximum Load by Time Period

Vehicle Load Factor

	Direction:	East	West
Weekday	**Peak** Maximum Target: 1.00	0.39	0.37
	Off-Peak Maximum Target: 1.00	0.20	0.17
	Saturday Maximum Target: 1.00	0.18	0.18
	Sunday Maximum Target: 1.00	0.15	0.16

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							--

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																	—	—						
22A																								
22C																								
22F																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk					—							—	—	—	—									
22A																								
22C																								
22F																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
22A																								
22C																								
22F																								

[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

C 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	5:30 a.m. - 10:49 p.m.	-	A	6:30 a.m. - 10:19 p.m.	-	A	7:30 a.m. - 9:16 p.m.	-	B
	Frequency of Service | varies	Peak: 7.3 / Off-Peak: 9.7	*Peak: 15.0 / Off-Peak: 21.8*	A	60.0	*28.5*	-	60.0	*32.0*	B
Productivity	**Passengers per Revenue Hour |** 20.0	19.4	*33.0*	C	12.7	*29.0*	E	10.0	*28.9*	E
	Passengers per Revenue Mile | 2.0	1.7	*3.7*	D	1.0	*3.0*	E	0.8	*2.9*	E
Reliability	**On-Time Performance |** 79%	87%	*76%*	A	88%	*78%*	A	90%	*80%*	A
	Crowding | 5.0%	0.3%	*2.1%*	A	0.0%	*1.0%*	A	0.0%	*0.8%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.39 Off-Peak: 0.20	*Peak: 0.52 Off-Peak: 0.40*	A	0.18	*0.38*	A	0.15	*0.37*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$6.04	*$3.91*	E	$9.23	*$4.52*	E	$11.70	*$4.63*	E
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 22A

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	4.8	*5.6*	A
Route Design	**Circuity |** 1.75	2.72	*1.44*	-

	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 |** 20.0	13.1	*32.2*	E	12.7	*28.3*	E	10.0	*28.3*	E
	Passengers per Revenue Mile | 2.0	1.0	*3.7*	E	1.0	*3.0*	E	0.8	*2.9*	E
	Unique Segment Ridership | 10%	4%	*17%*	E	4%	*19%*	E	3%	*19%*	E
Reliability	**On-Time Performance |** 79%	87%	*77%*	A	88%	*79%*	A	90%	*80%*	A
	Crowding | 5.0%	0.2%	*2.0%*	A	0.0%	*1.1%*	A	0.0%	*0.9%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.34 Off-Peak: 0.20	*Peak: 0.53 Off-Peak: 0.41*	A	0.20	*0.39*	A	0.10	*0.35*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$8.90	*$4.18*	E	$9.23	*$4.72*	E	$11.70	*$4.78*	E
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 22C

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	4.3	*5.6*	A
Route Design	**Circuity |** 1.75	2.60	*1.44*	-

	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 |** 20.0	23.7	*32.2*	A		*28.3*	-		*28.3*	-
	Passengers per Revenue Mile | 2.0	2.0	*3.7*	B		*3.0*	-		*2.9*	-
	Unique Segment Ridership | 10%	-	*17%*	-		*19%*	-		*19%*	-
Reliability	**On-Time Performance |** 79%	87%	*77%*	A		*79%*	-		*80%*	-
	Crowding | 5.0%	0.2%	*2.0%*	A		*1.1%*	-		*0.9%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.40 Off-Peak: 0.20	*Peak: 0.53 Off-Peak: 0.41*	A		*0.39*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$4.93	*$4.18*	B		*$4.72*	-		*$4.78*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 22F

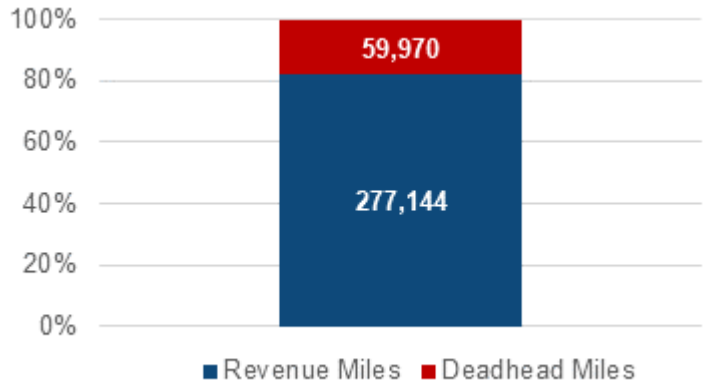
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	3.3	*5.6*	E
Route Design	**Circuity |** 1.75	1.50	*1.44*	-

	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 |** 20.0	21.1	*32.2*	B		*28.3*	-		*28.3*	-
	Passengers per Revenue Mile | 2.0	2.3	*3.7*	A		*3.0*	-		*2.9*	-
	Unique Segment Ridership | 10%	23%	*17%*	A		*19%*	-		*19%*	-
Reliability	**On-Time Performance |** 79%	91%	*77%*	A		*79%*	-		*80%*	-
	Crowding | 5.0%	0.8%	*2.0%*	A		*1.1%*	-		*0.9%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.40 Off-Peak: 0.20	*Peak: 0.53 Off-Peak: 0.41*	A		*0.39*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$5.54	*$4.18*	D		*$4.72*	-		*$4.78*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

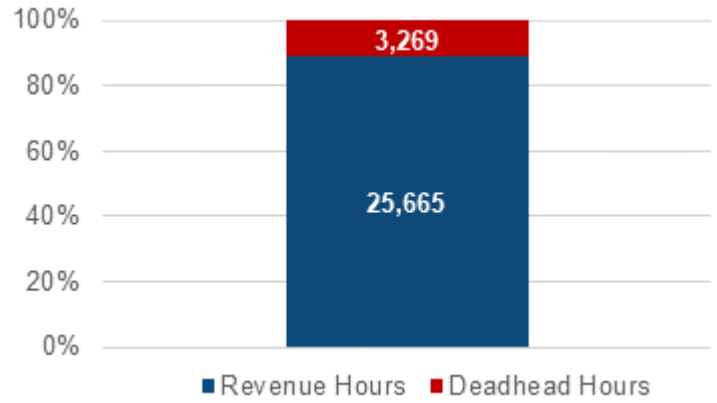
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



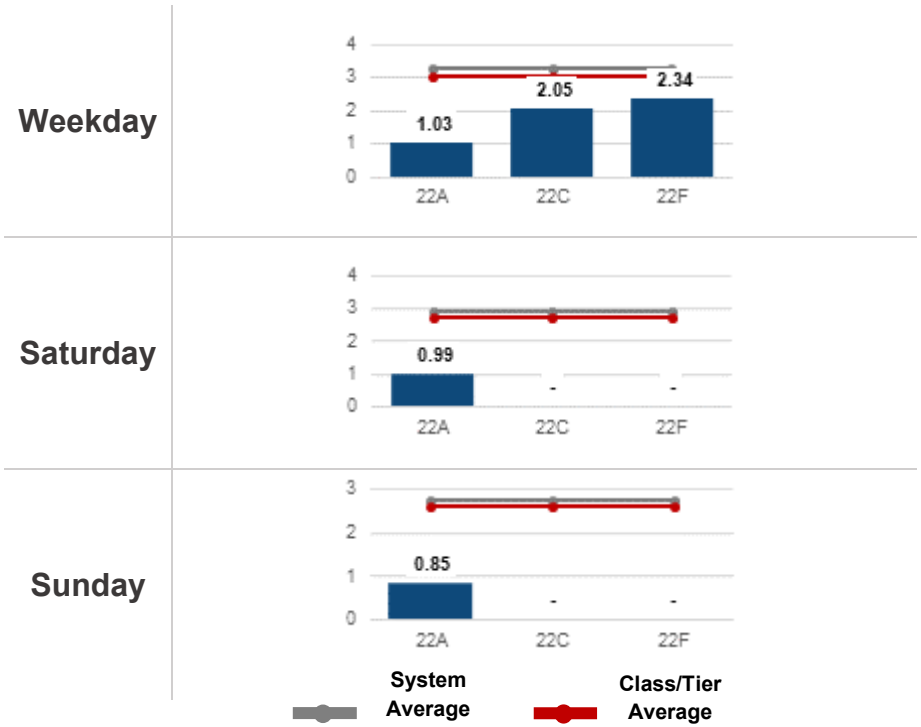
Hours Allocation



Service Delivery

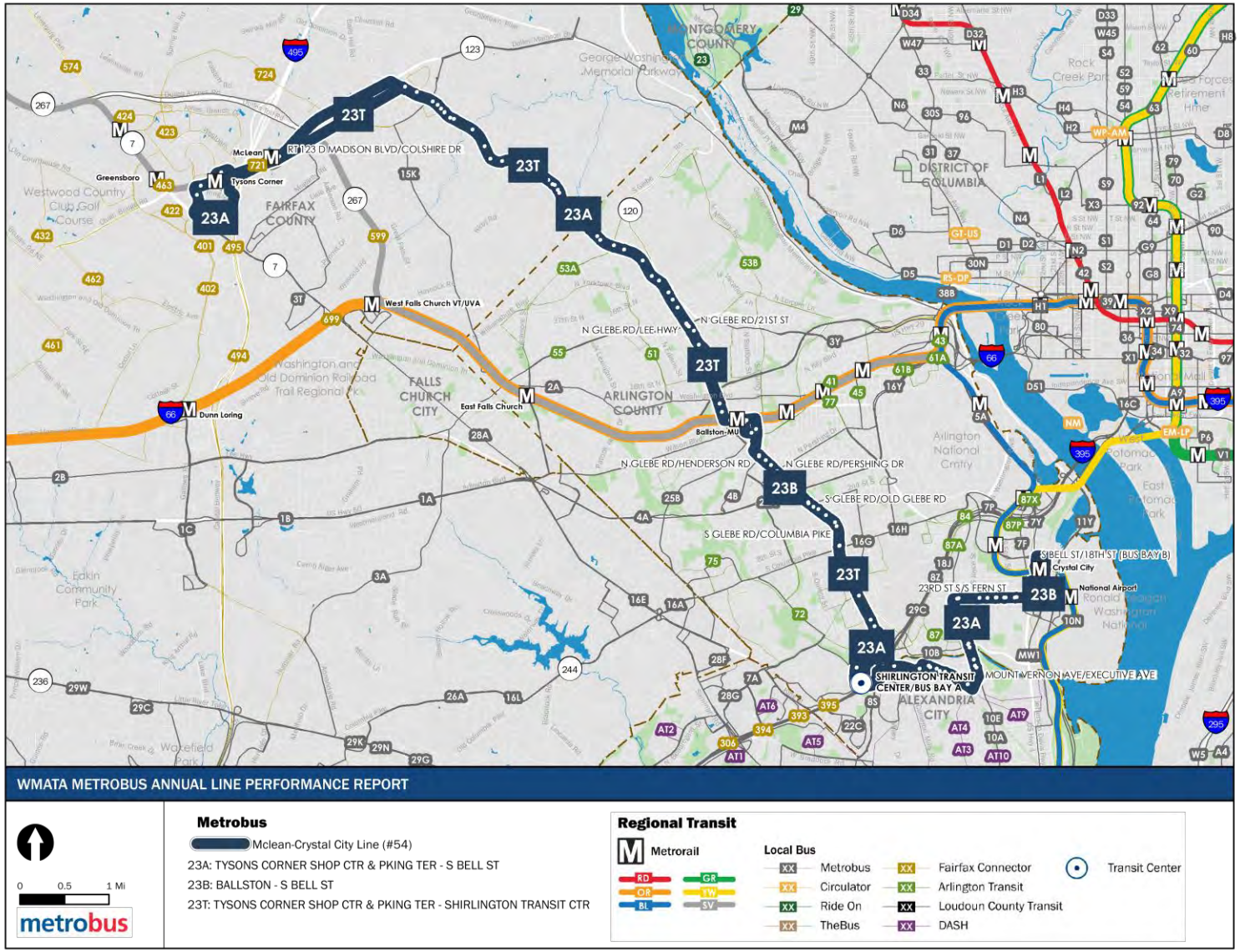
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
22A	25.1	5,466	5,217 (95%)
22C	22.2	4,816	4,615 (96%)
22F	14.5	2,800	2,674 (96%)

Passenger Miles per Revenue Mile



LINE: 54 – MCLEAN-CRYSTAL CITY ROUTE(S): 23A,B,T

About the Line



Service Classification

Framework

Activity Tier

2

Overall Grade

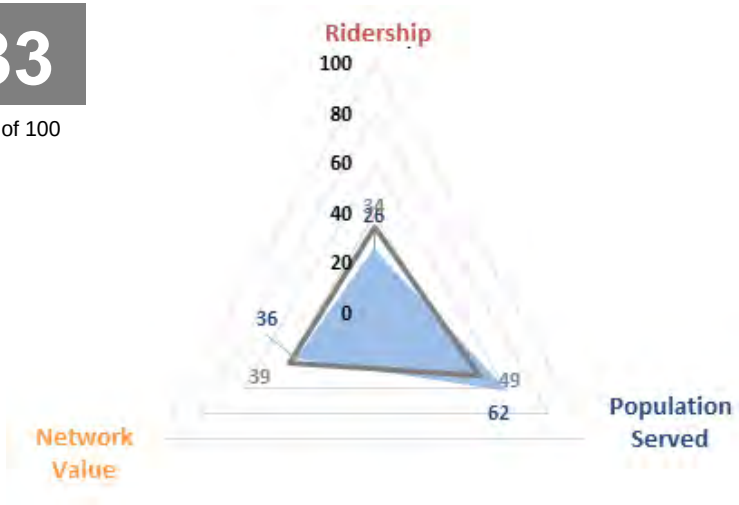
Line	B

Legend
Exceeds Meets
Approaches Below Significantly Below

Line Benefit Score

33

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$5,799,064
Peak Vehicles	12
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

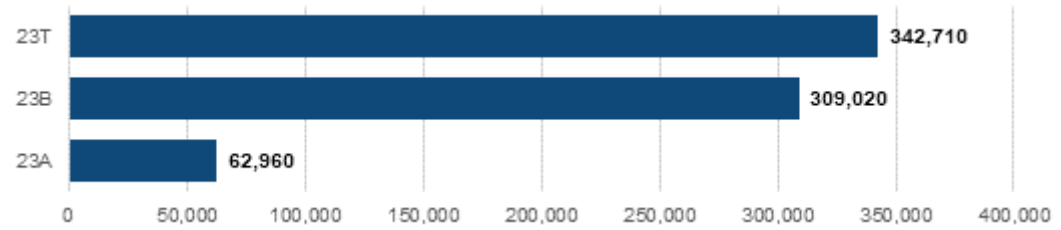
Service Area Population		76,507
Minority Population	*Service Area*	30,879
	Rider Survey	1,548 (66%)
Low-Income Households	*Service Area*	4,263
	Rider Survey	975 (44%)

Facilities/Amenities

Bus Stops	172
Bus Shelters	31
Benches	45
Real-Time Signs	3

Ridership

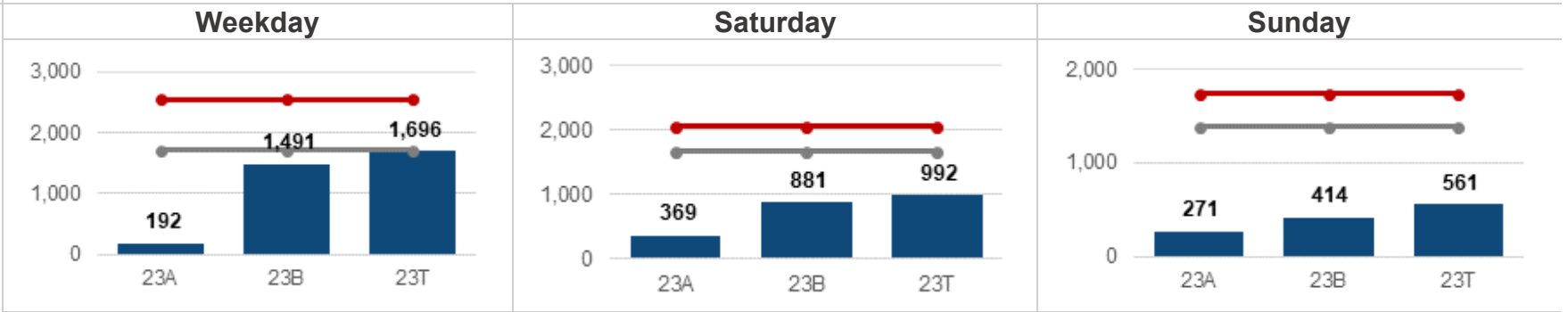
Annual Ridership



Top Transfer Locations

Ballston, Crystal City, McLean

Average Daily Ridership



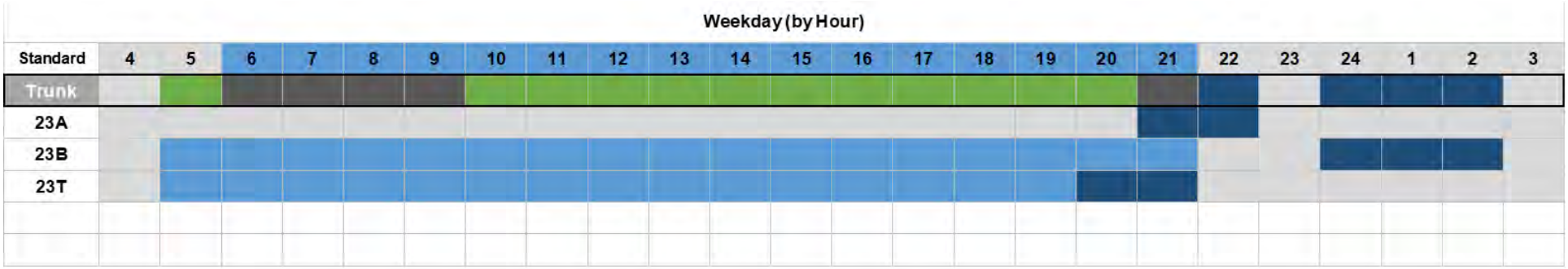
Average Trip Ridership and Maximum Load by Time Period

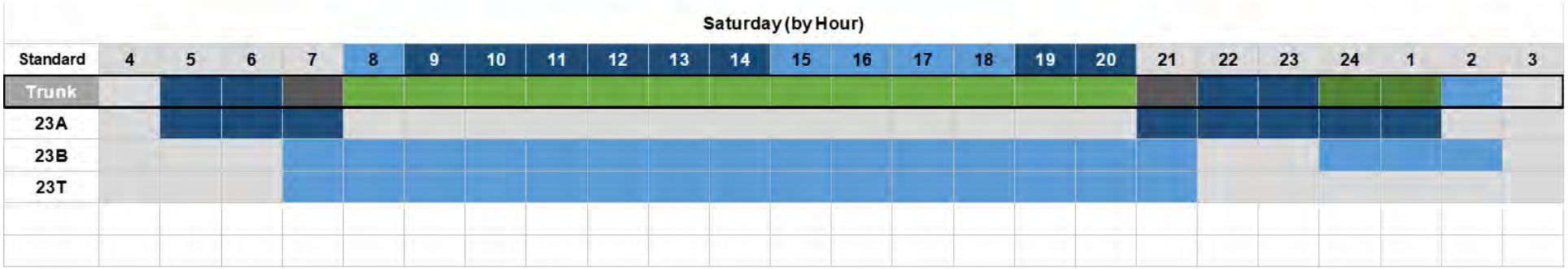
Vehicle Load Factor

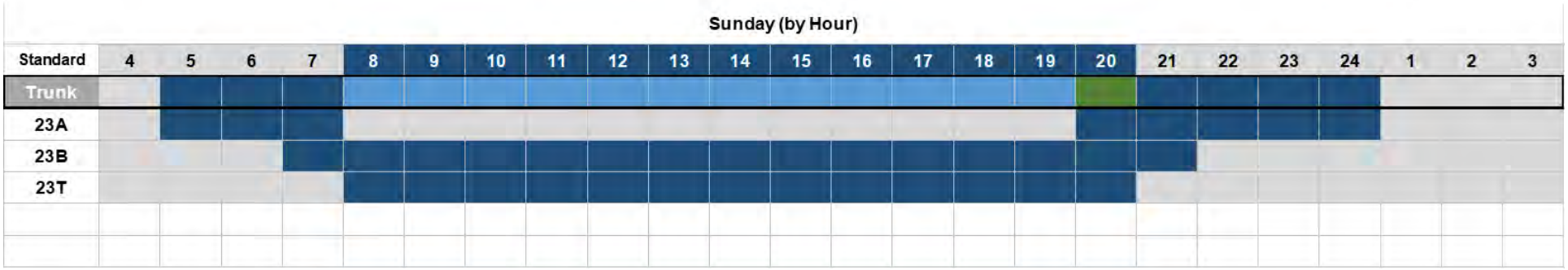
	Direction:	East	West
Weekday	**Peak** Maximum Target: 1.00	0.41	0.40
	Off-Peak Maximum Target: 1.00	0.27	0.27
	Saturday Maximum Target: 1.00	0.26	0.27
	Sunday Maximum Target: 1.00	0.27	0.31

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—







[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

B 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 a.m. - 2:30 a.m.	-	A	5:45 a.m. - 2:01 a.m.	-	A	5:45 a.m. - 12:57 a.m.	-	A
	Frequency of Service | varies	Peak: 12.7 / Off-Peak: 14.7	*Peak: 15.0 / Off-Peak: 21.8*	A	11.5	*28.5*	A	20.0	*32.0*	A
Productivity	**Passengers per Revenue Hour** | 20.0	22.0	*33.0*	B	17.8	*29.0*	D	19.8	*28.9*	C
	Passengers per Revenue Mile | 2.0	2.0	*3.7*	B	1.6	*3.0*	E	1.6	*2.9*	D
Reliability	**On-Time Performance** | 79%	80%	*76%*	B	83%	*78%*	B	86%	*80%*	A
	Crowding | 5.0%	0.1%	*2.1%*	A	0.0%	*1.0%*	A	0.0%	*0.8%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.41 Off-Peak: 0.27	*Peak: 0.52 Off-Peak: 0.40*	A	0.26	*0.38*	A	0.27	*0.37*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $5.00	$5.33	*$3.91*	C	$6.58	*$4.52*	E	$5.91	*$4.63*	D
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 23A

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	4.8	*5.6*	A
Route Design	**Circuity |** 1.75	1.58	*1.44*	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 |** 20.0	20.9	*32.2*	B	19.5	*28.3*	C	17.4	*28.3*	D
	Passengers per Revenue Mile | 2.0	1.3	*3.7*	E	1.5	*3.0*	E	1.3	*2.9*	E
	Unique Segment Ridership | 10%	-	*17%*	-	-	*19%*	-	-	*19%*	-
Reliability	**On-Time Performance |** 79%	78%	*77%*	C	70%	*79%*	D	79%	*80%*	B
	Crowding | 5.0%	0.8%	*2.0%*	A	0.6%	*1.1%*	A	0.1%	*0.9%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.00 Off-Peak: 0.40	*Peak: 0.53 Off-Peak: 0.41*	A	0.40	*0.39*	A	0.30	*0.35*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$5.60	*$4.18*	D	$5.99	*$4.72*	D	$6.72	*$4.78*	E
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 23B

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	5.4	*5.6*	E
Route Design	**Circuity |** 1.75	1.80	*1.44*	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 |** 20.0	21.9	*32.2*	B	18.6	*28.3*	C	17.2	*28.3*	D
	Passengers per Revenue Mile | 2.0	2.4	*3.7*	A	1.8	*3.0*	C	1.8	*2.9*	C
	Unique Segment Ridership | 10%	-	*17%*	-	-	*19%*	-	-	*19%*	-
Reliability	**On-Time Performance |** 79%	83%	*77%*	B	85%	*79%*	A	89%	*80%*	A
	Crowding | 5.0%	0.0%	*2.0%*	A	0.0%	*1.1%*	A	0.0%	*0.9%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.40 Off-Peak: 0.20	*Peak: 0.53 Off-Peak: 0.41*	A	0.20	*0.39*	A	0.10	*0.35*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$5.34	*$4.18*	C	$6.29	*$4.72*	E	$6.80	*$4.78*	E
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 23T

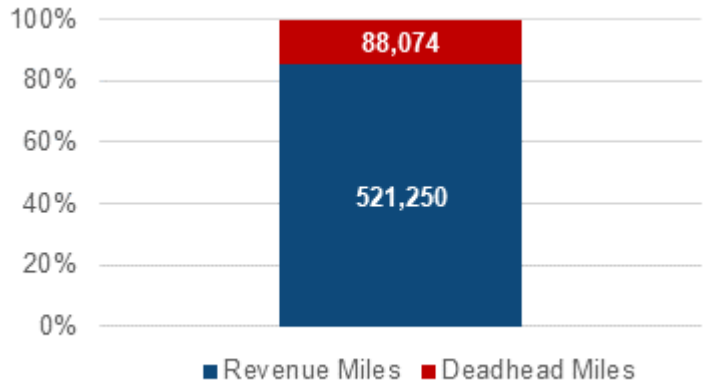
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	4.7	*5.6*	A
Route Design	**Circuity |** 1.75	1.50	*1.44*	A

	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 |** 20.0	22.1	*32.2*	A	16.6	*28.3*	D	24.0	*28.3*	A
	Passengers per Revenue Mile | 2.0	1.9	*3.7*	C	1.4	*3.0*	E	1.8	*2.9*	D
	Unique Segment Ridership | 10%	-	*17%*	-	-	*19%*	-	-	*19%*	-
Reliability	**On-Time Performance |** 79%	78%	*77%*	C	87%	*79%*	A	89%	*80%*	A
	Crowding | 5.0%	0.1%	*2.0%*	A	0.5%	*1.1%*	A	0.0%	*0.9%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.40 Off-Peak: 0.30	*Peak: 0.53 Off-Peak: 0.41*	A	0.30	*0.39*	A	0.20	*0.35*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$5.29	*$4.18*	C	$7.06	*$4.72*	E	$4.86	*$4.78*	B
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

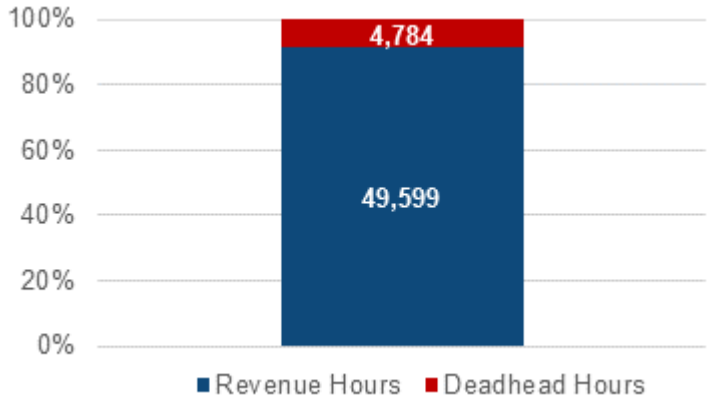
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



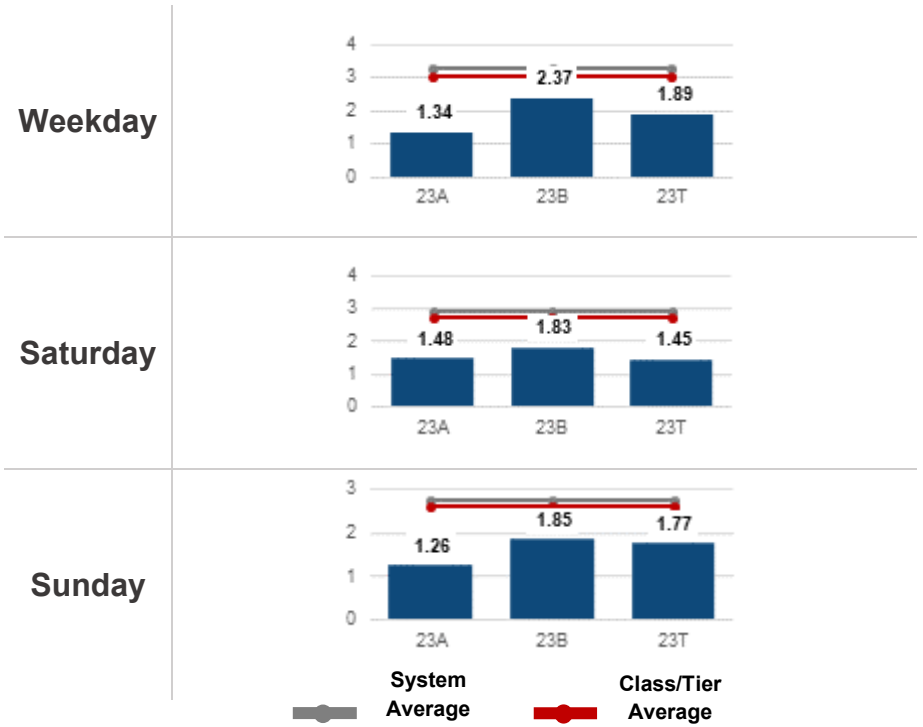
Hours Allocation



Service Delivery

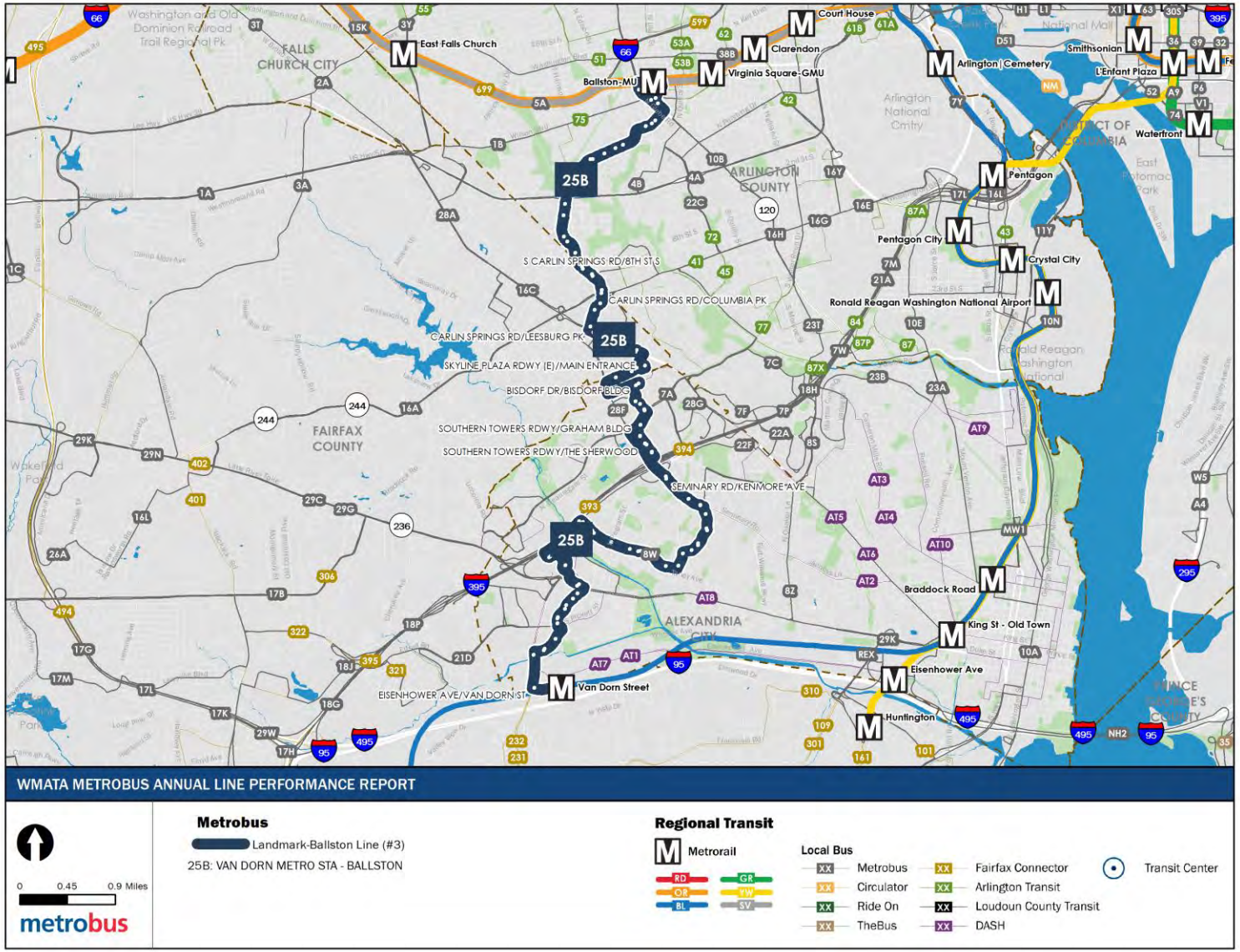
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
23A	37.1	1,588	1,346 (85%)
23B	18.0	10,218	9,374 (92%)
23T	27.4	9,672	8,355 (86%)

Passenger Miles per Revenue Mile



LINE: 3 – LANDMARK-BALLSTON ROUTE(S): 25B

About the Line



Service Classification

Framework

Activity Tier

1

Overall Grade

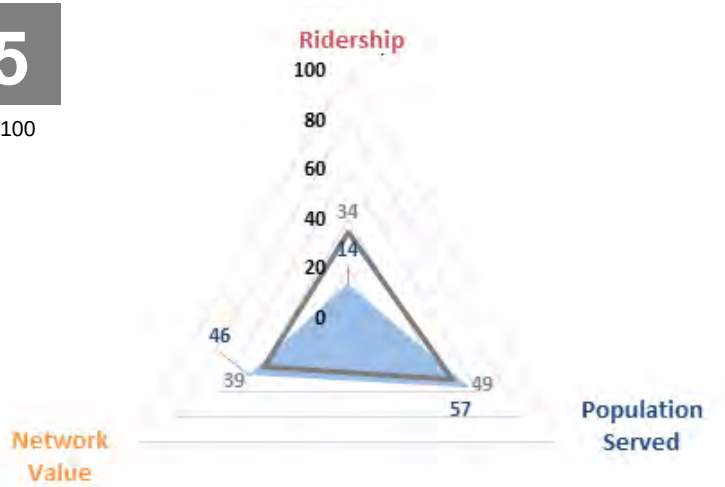
Line	C

Legend
Exceeds Meets
Approaches Below Significantly Below

Line Benefit Score

25

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$3,015,967
Peak Vehicles	9
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

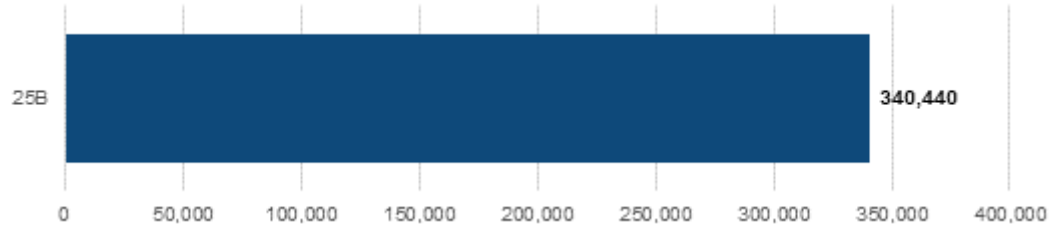
Service Area Population		74,956
Minority Population	*Service Area*	44,113
	Rider Survey	1,028 (71%)
Low-Income Households	*Service Area*	5,379
	Rider Survey	656 (49%)

Facilities/Amenities

Bus Stops	136
Bus Shelters	20
Benches	28
Real-Time Signs	0

Ridership

Annual Ridership



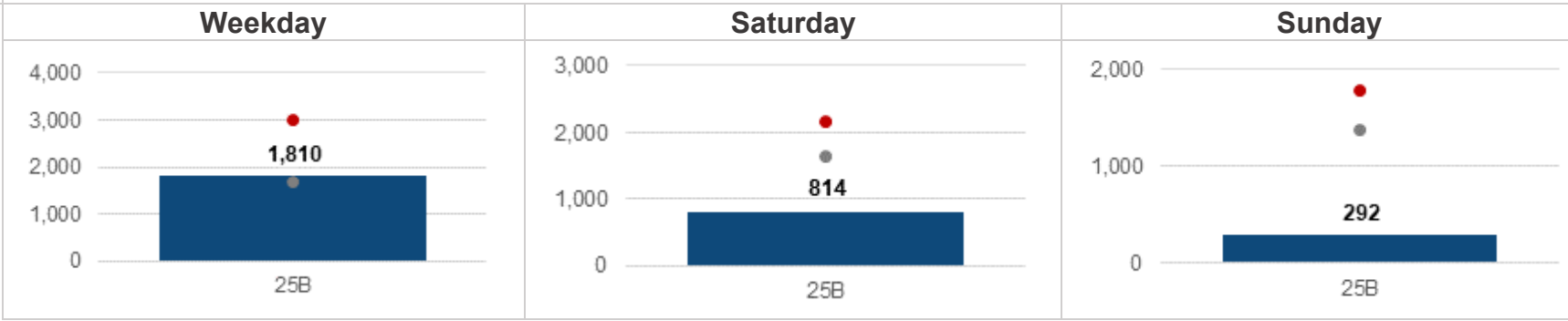
Top Transfer Locations

Ballston, Van Dorn Street

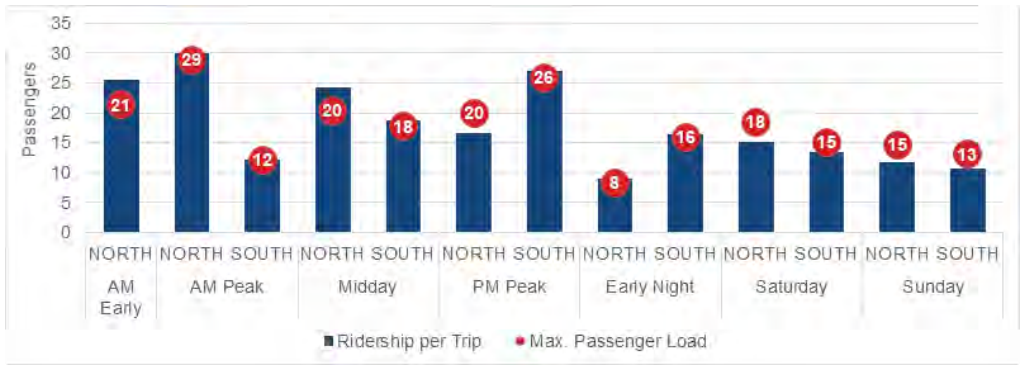
Average Daily Ridership

System Average

Class/Tier Average



Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.20	0.38	0.35
Weekday	**Off-Peak** Maximum Target: 1.00	0.32	0.29
	Saturday Maximum Target: 1.00	0.25	0.22
	Sunday Maximum Target: 1.00	0.23	0.21

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk												—					—	—	—	—				
25B																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk				—										—	—	—	—	—	—	—				
25B																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk				—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—				
25B																								

[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

C Landmark-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	5:48 a.m. - 11:09 p.m.	-	B	6:10 a.m. - 9:44 p.m.	-	B	7:38 a.m. - 8:35 p.m.	-	B
	Frequency of Service | varies	Peak: 17.1 / Off-Peak: 29.5	*Peak: 15.0 / Off-Peak: 21.8*	A	33.9	*28.5*	B	60.0	*32.0*	-
Productivity	**Passengers per Revenue Hour** | 30.0	20.8	*33.0*	E	15.7	*29.0*	E	21.6	*28.9*	E
	Passengers per Revenue Mile | 4.0	2.2	*3.7*	E	1.6	*3.0*	E	1.9	*2.9*	E
Reliability	**On-Time Performance** | 79%	83%	*76%*	B	83%	*78%*	B	93%	*80%*	A
	Crowding | 5.0%	0.1%	*2.1%*	A	0.0%	*1.0%*	A	0.0%	*0.8%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.38 Off-Peak: 0.32	*Peak: 0.52 Off-Peak: 0.40*	A	0.25	*0.38*	A	0.23	*0.37*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $5.00	$5.61	*$3.91*	D	$7.45	*$4.52*	E	$5.41	*$4.63*	C
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 25B

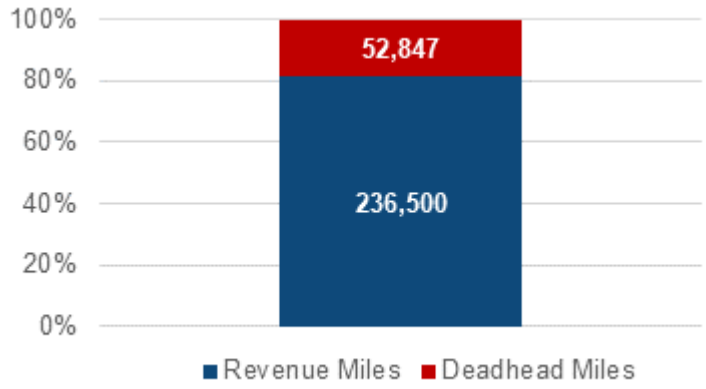
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	5.8	*5.6*	E
Route Design	**Circuity |** 1.75	1.47	*1.44*	A

	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 |** 30.0	20.8	*32.2*	E	15.7	*28.3*	E	21.6	*28.3*	E
	Passengers per Revenue Mile | 4.0	2.2	*3.7*	E	1.6	*3.0*	E	1.9	*2.9*	E
	Unique Segment Ridership | 10%	31%	*17%*	A	27%	*19%*	A	26%	*19%*	A
Reliability	**On-Time Performance |** 79%	83%	*77%*	B	83%	*79%*	B	93%	*80%*	A
	Crowding | 5.0%	0.1%	*2.0%*	A	0.0%	*1.1%*	A	0.0%	*0.9%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.36 Off-Peak: 0.30	*Peak: 0.53 Off-Peak: 0.41*	A	0.20	*0.39*	A	0.10	*0.35*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$5.61	*$4.18*	D	$7.45	*$4.72*	E	$5.41	*$4.78*	C
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

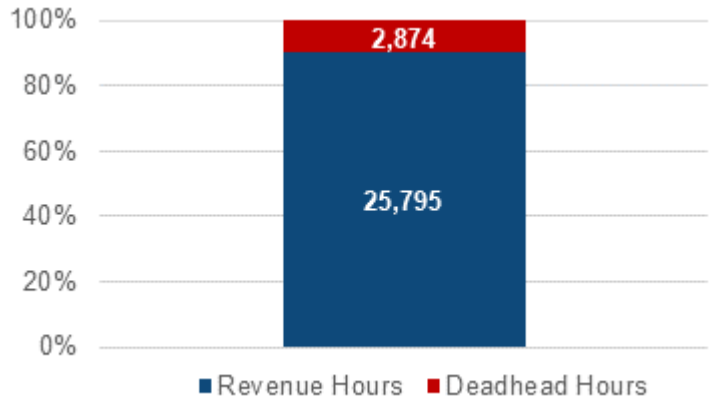
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



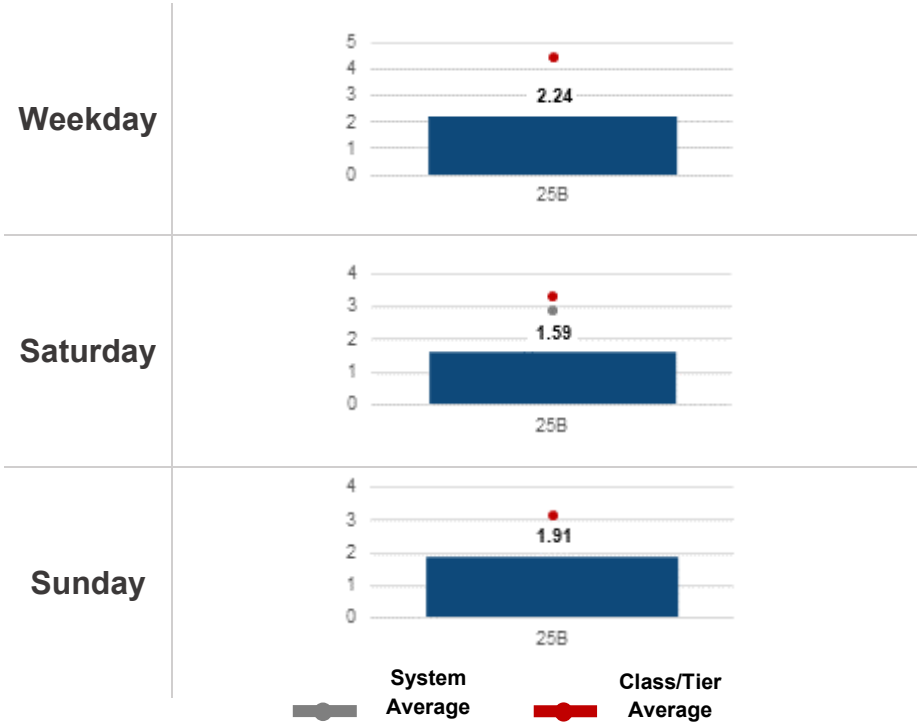
Hours Allocation



Service Delivery

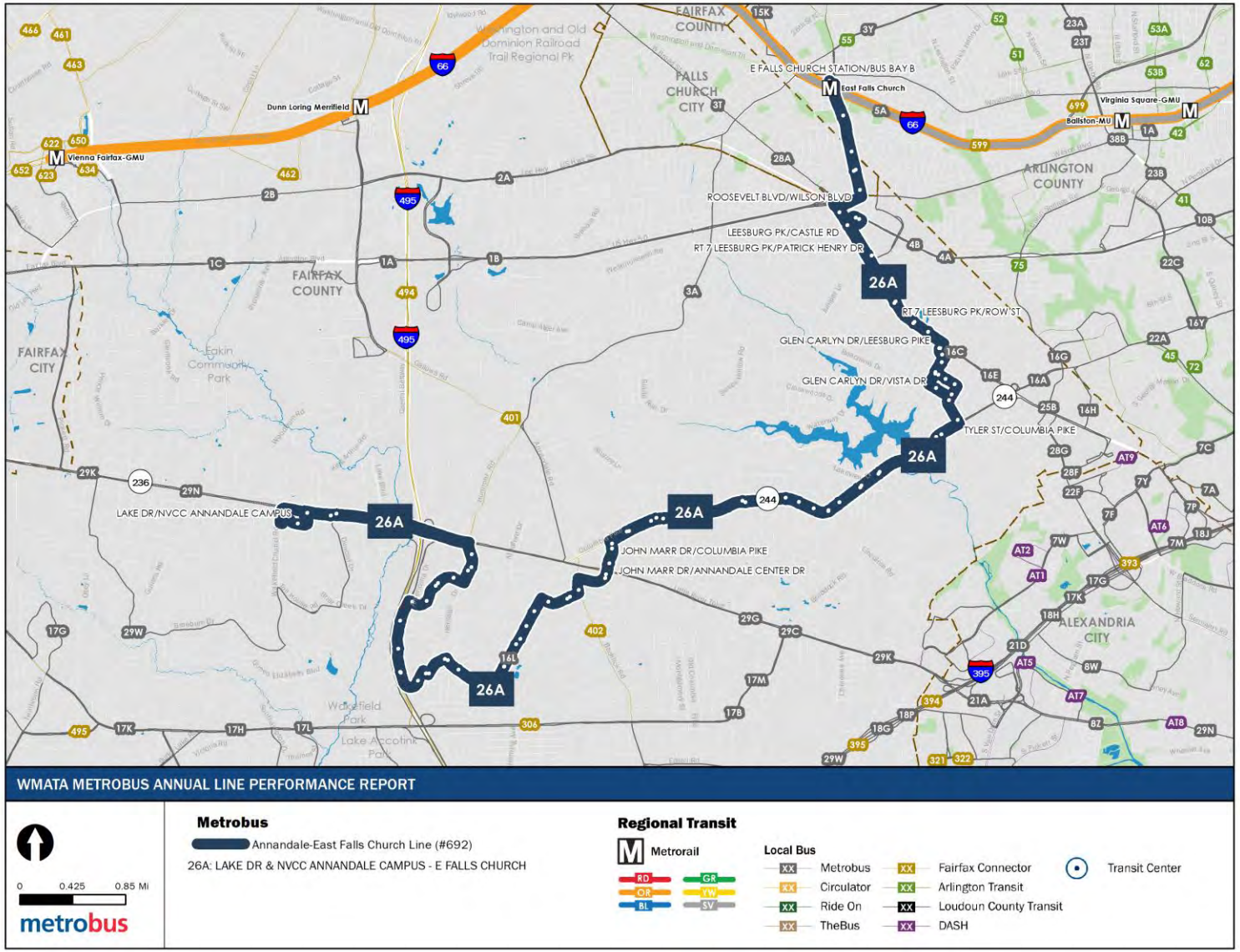
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
25B	25.9	12,214	11,599 (95%)

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

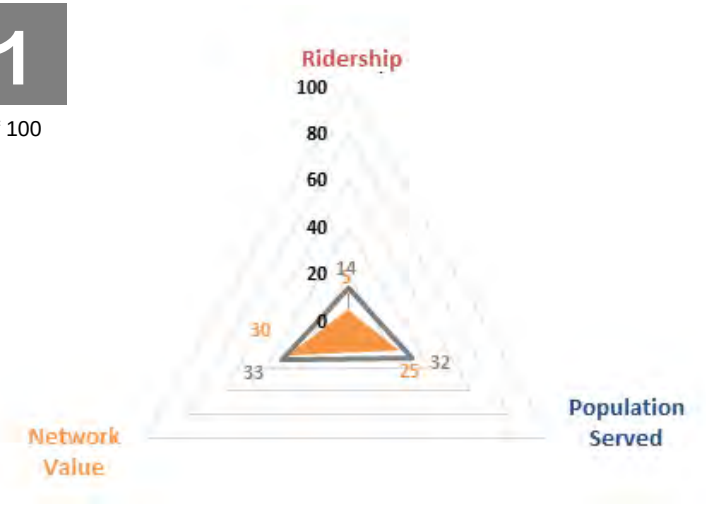
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

21

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$1,193,558
Peak Vehicles	5
Vehicle Type(s)	T

Service Area Context (1/4 Mile)

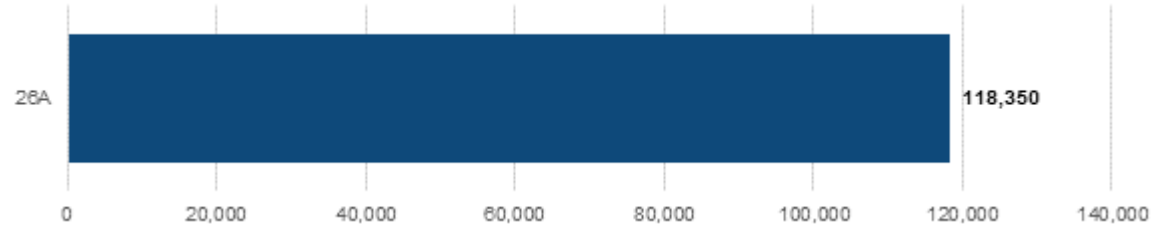
Service Area Population		43,587
Minority Population	*Service Area*	28,172
	Rider Survey	332 (68%)
Low-Income Households	*Service Area*	2,841
	Rider Survey	229 (53%)

Facilities/Amenities

Bus Stops	136
Bus Shelters	20
Benches	22
Real-Time Signs	0

Ridership

Annual Ridership



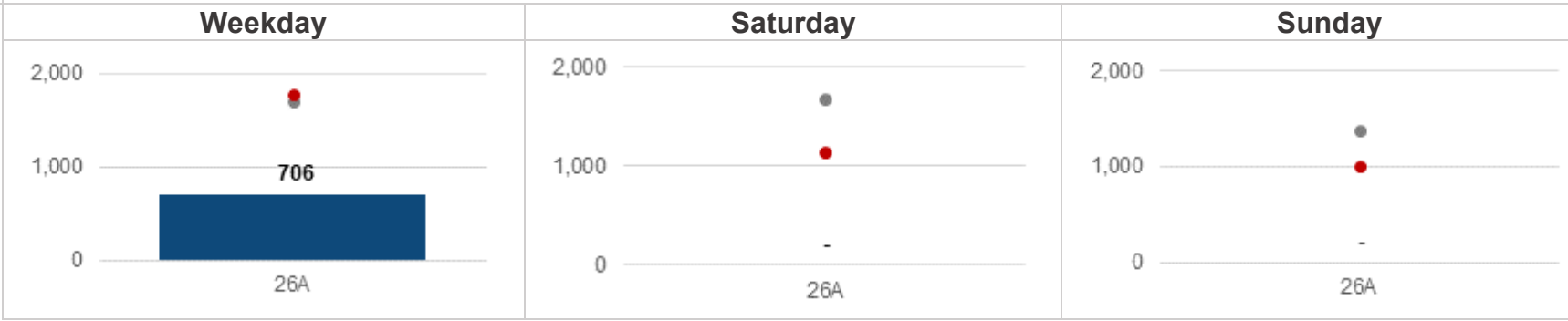
Top Transfer Locations

East Falls Church

Average Daily Ridership

System Average

Class/Tier Average



Average Trip Ridership and Maximum Load by Time Period

Vehicle Load Factor

	Direction:	East	West
Weekday	**Peak** Maximum Target: 1.00	0.40	0.39
	Off-Peak Maximum Target: 1.00	0.43	0.30
	Saturday Maximum Target: 1.00		
	Sunday Maximum Target: 1.00		

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk			—	—	—							—	—	—	—									
26A																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk					—	—	—	—	—	—	—	—	—	—	—	—								
26A																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk					—	—	—	—	—	—	—	—	—	—	—	—								
26A																								

[1] Span/frequency standards are only applicable at the line level.

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 a.m. - 7:48 p.m.	-	B		-	C		-	C
	Frequency of Service | varies	Peak: 34.7 / Off-Peak: 57.5	*Peak: 20.6 / Off-Peak: 32.7*	B		*40.5*	-		*41.1*	-
Productivity	**Passengers per Revenue Hour** | 15.0	17.7	*28.8*	A		*27.4*	-		*26.0*	-
	Passengers per Revenue Mile | 2.0	1.4	*2.9*	E		*2.7*	-		*2.5*	-
Reliability	**On-Time Performance** | 79%	83%	*82%*	B		*82%*	-		*84%*	-
	Crowding | 5.0%	0.1%	*0.5%*	A		*0.2%*	-		*0.1%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.40 Off-Peak: 0.43	*Peak: 0.39 Off-Peak: 0.29*	A		*0.30*	-		*0.28*	-
Cost Effectiveness	**Operating Cost per Passenger Trip** | $5.00	$6.61	*$4.67*	E		*$5.07*	-		*$5.13*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 26A

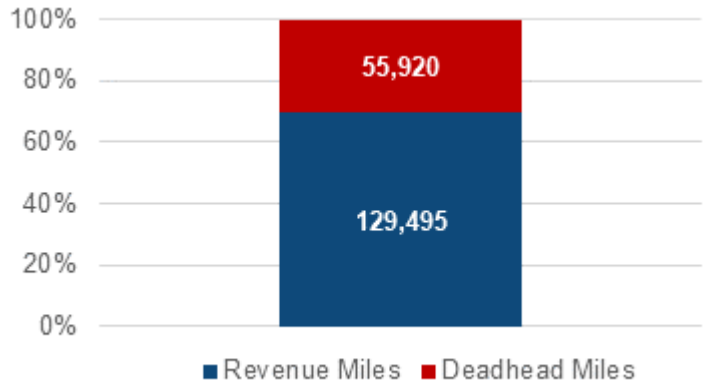
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	5.4	*6.1*	E
Route Design	**Circuity |** N/A	2.12	*2.00*	-

	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 |** 15.0	17.7	*29.7*	A		*29.3*	-		*27.9*	-
	Passengers per Revenue Mile | 2.0	1.4	*3.0*	E		*2.9*	-		*2.7*	-
	Unique Segment Ridership | 10%	7%	*31%*	D		*33%*	-		*32%*	-
Reliability	**On-Time Performance |** 79%	83%	*82%*	B		*82%*	-		*84%*	-
	Crowding | 5.0%	0.1%	*0.4%*	A		*0.2%*	-		*0.1%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.40 Off-Peak: 0.40	*Peak: 0.39 Off-Peak: 0.29*	A		*0.31*	-		*0.27*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$6.61	*$4.77*	E		*$4.83*	-		*$4.94*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

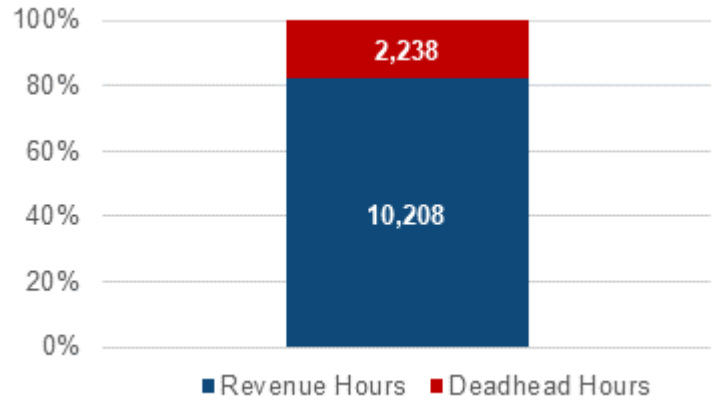
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



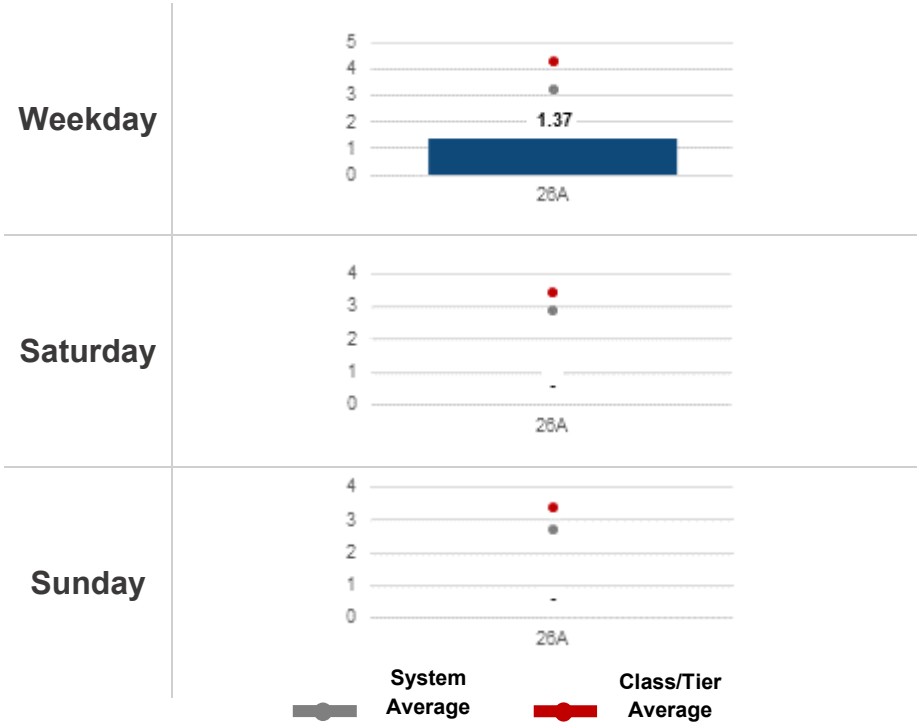
Hours Allocation



Service Delivery

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
26A	27.5	4,480	4,044 (90%)

Passenger Miles per Revenue Mile



LINE: 5 – LEESBURG PIKE ROUTE(S): 28A

About the Line

Service Classification

Framework

Activity Tier

2

Overall Grade

Line	A

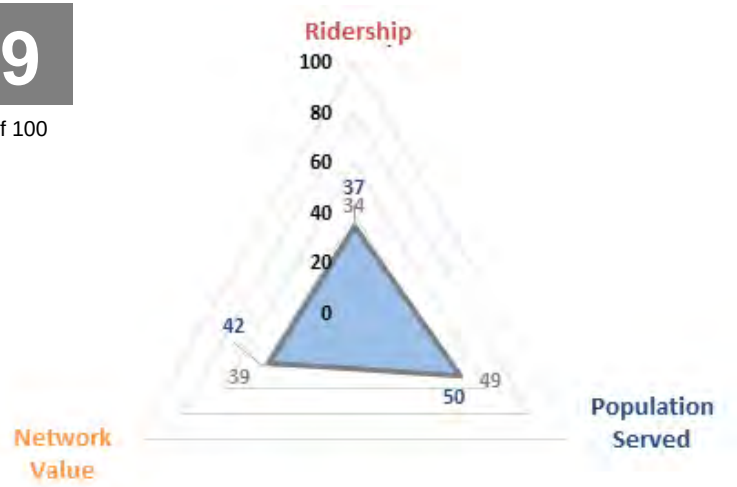
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

39

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$6,687,670
Peak Vehicles	14
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

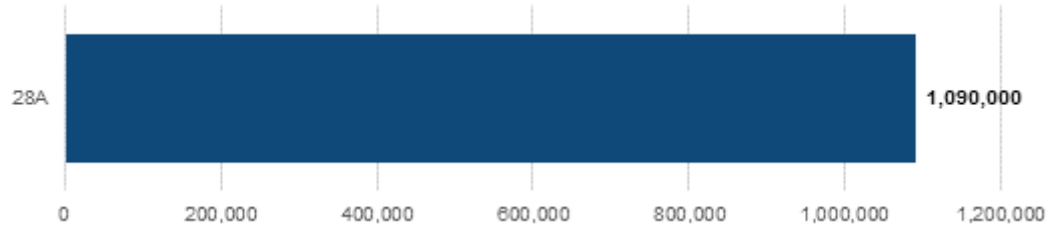
Service Area Population		63,159
Minority Population	*Service Area*	33,149
	Rider Survey	2,930 (83%)
Low-Income Households	*Service Area*	3,465
	Rider Survey	1,753 (55%)

Facilities/Amenities

Bus Stops	146
Bus Shelters	32
Benches	63
Real-Time Signs	1

Ridership

Annual Ridership



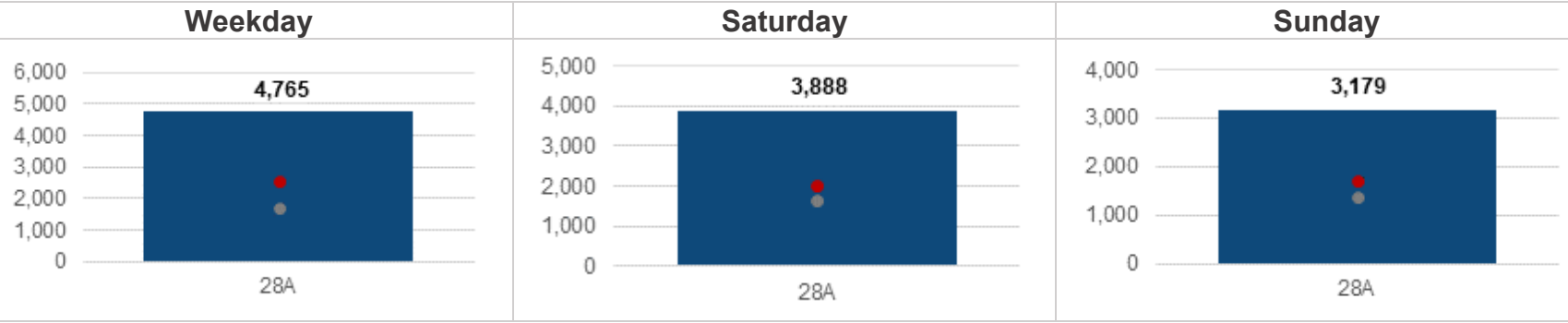
Top Transfer Locations

West Falls Church, Tysons Corner, King Street

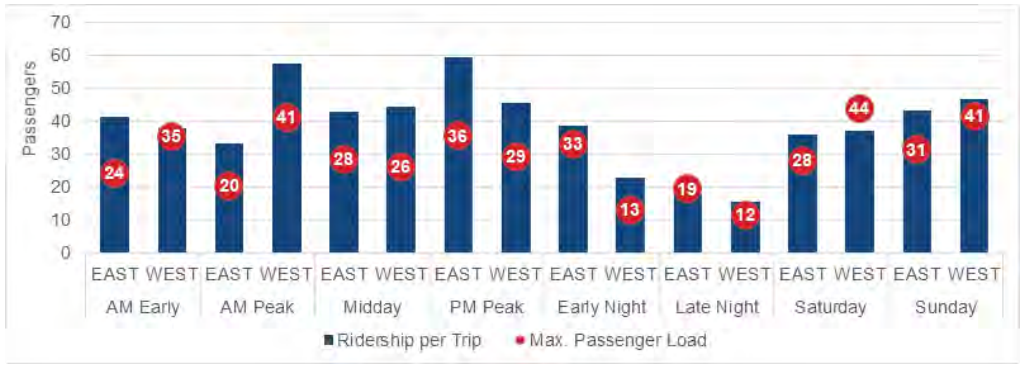
Average Daily Ridership

System Average

Class/Tier Average



Average Trip Ridership and Maximum Load by Time Period

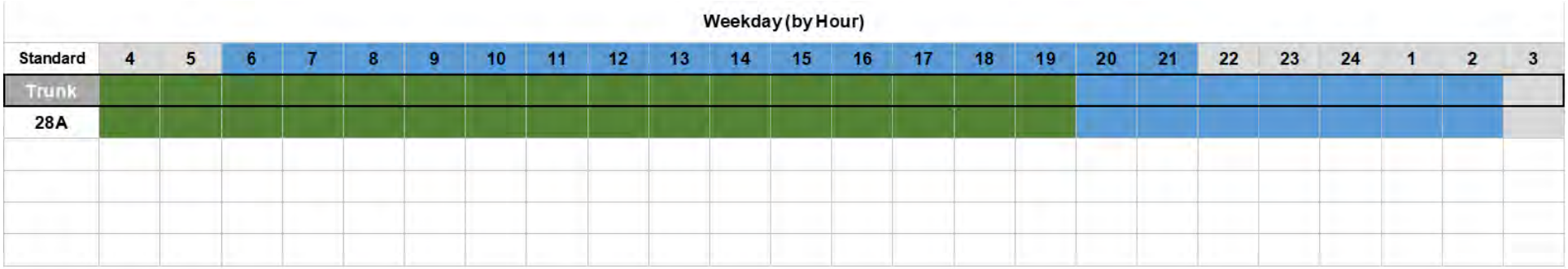


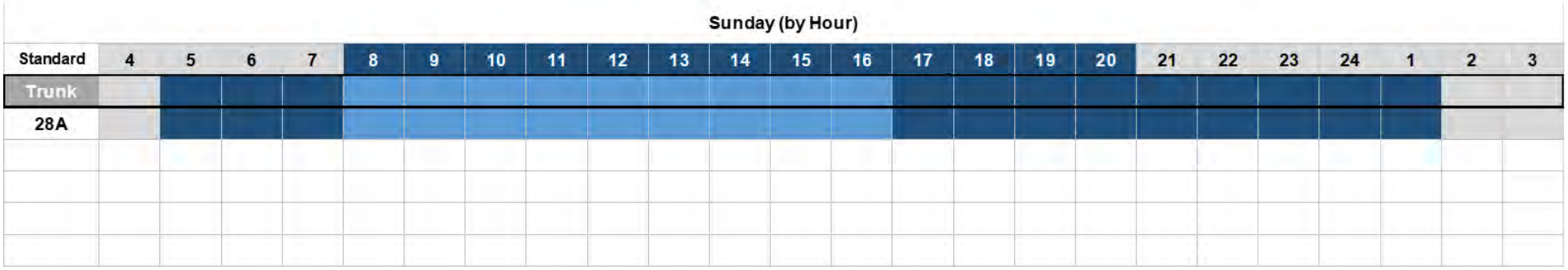
Vehicle Load Factor

	Direction:	East	West
Weekday	**Peak** Maximum Target: 1.00	0.54	0.58
Weekday	**Off-Peak** Maximum Target: 1.00	0.45	0.42
	Saturday Maximum Target: 1.00	0.43	0.44
	Sunday Maximum Target: 1.00	0.51	0.55

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—





[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

A 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 a.m. - 2:12 a.m.	-	A	5:50 a.m. - 2:32 a.m.	-	A	5:50 a.m. - 1:35 a.m.	-	A
	Frequency of Service | varies	Peak: 20.1 / Off-Peak: 20.0	*Peak: 15.0 / Off-Peak: 21.8*	A	22.7	*28.5*	A	32.2	*32.0*	A
Productivity	**Passengers per Revenue Hour** | 20.0	27.6	*33.0*	A	26.2	*29.0*	A	34.1	*28.9*	A
	Passengers per Revenue Mile | 2.0	2.5	*3.7*	A	2.2	*3.0*	B	2.7	*2.9*	A
Reliability	**On-Time Performance** | 79%	81%	*76%*	B	81%	*78%*	B	82%	*80%*	B
	Crowding | 5.0%	0.4%	*2.1%*	A	1.0%	*1.0%*	A	2.0%	*0.8%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.54 Off-Peak: 0.45	*Peak: 0.52 Off-Peak: 0.40*	B	0.43	*0.38*	A	0.51	*0.37*	B
Cost Effectiveness	**Operating Cost per Passenger Trip** | $5.00	$4.23	*$3.91*	A	$4.46	*$4.52*	A	$3.43	*$4.63*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 28A

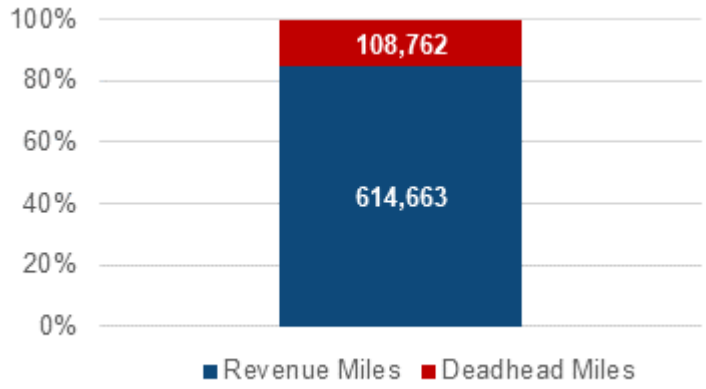
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	4.6	*5.6*	A
Route Design	**Circuity |** 1.75	1.40	*1.44*	A

	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 |** 20.0	27.6	*32.2*	A	26.2	*28.3*	A	34.1	*28.3*	A
	Passengers per Revenue Mile | 2.0	2.5	*3.7*	A	2.2	*3.0*	B	2.7	*2.9*	A
	Unique Segment Ridership | 10%	37%	*17%*	A	33%	*19%*	A	33%	*19%*	A
Reliability	**On-Time Performance |** 79%	81%	*77%*	B	81%	*79%*	B	82%	*80%*	B
	Crowding | 5.0%	0.4%	*2.0%*	A	1.1%	*1.1%*	A	1.6%	*0.9%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.56 Off-Peak: 0.40	*Peak: 0.53 Off-Peak: 0.41*	B+	0.40	*0.39*	A	0.40	*0.35*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$4.23	*$4.18*	A	$4.46	*$4.72*	A	$3.43	*$4.78*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

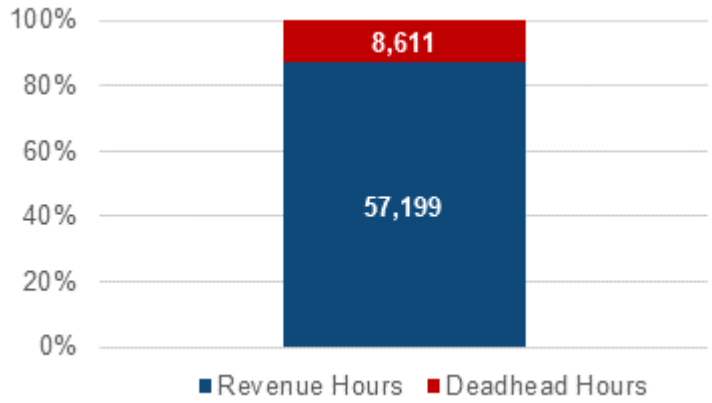
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



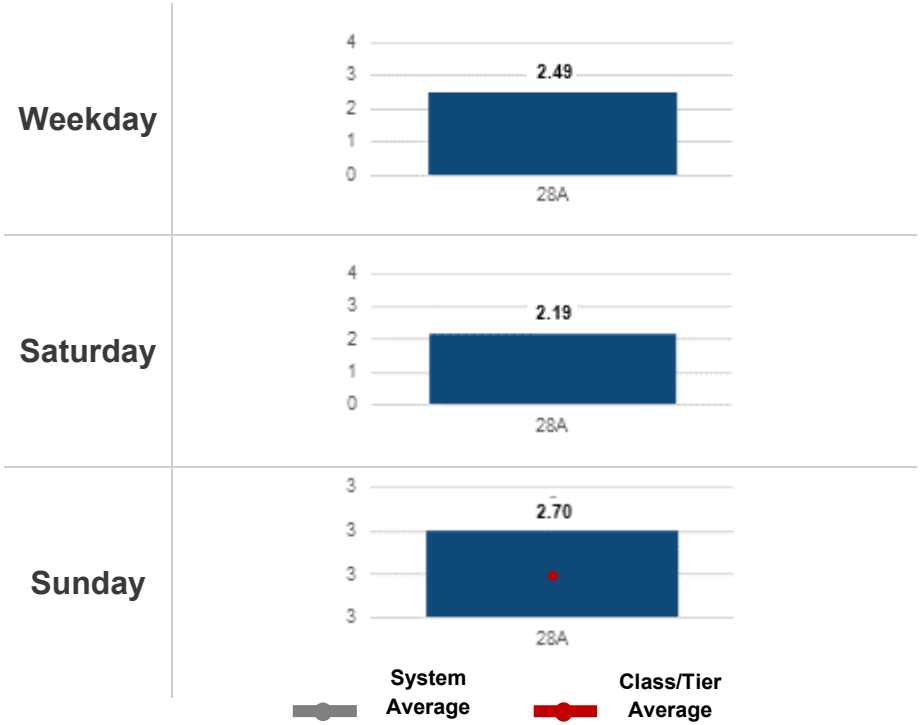
Hours Allocation



Service Delivery

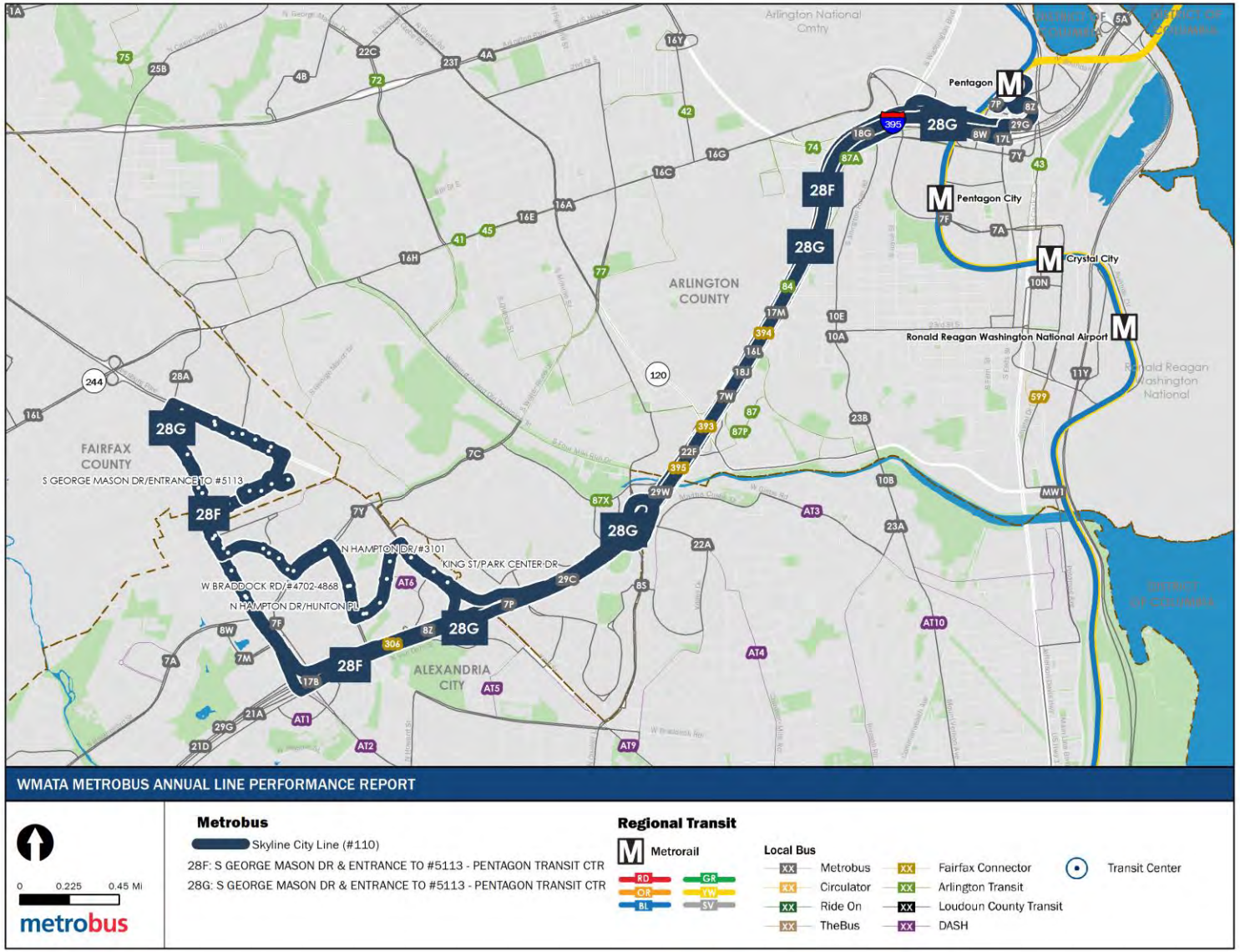
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
28A	34.9	17,587	17,006 (97%)

Passenger Miles per Revenue Mile



LINE: 110 – SKYLINE CITY ROUTE(S): 28F,G

About the Line



Service Classification

Commuter

Activity Tier

1

Overall Grade

Line	B

Legend

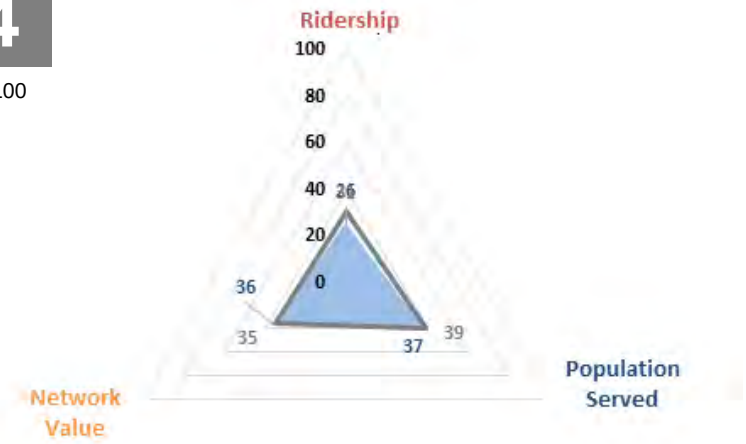
Exceeds Meets

Approaches Below Significantly Below

Line Benefit Score

34

Out of 100



Classification Average:

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$598,408
Peak Vehicles	3
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

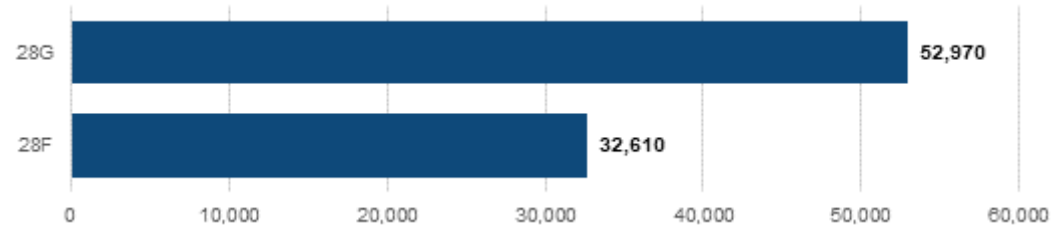
Service Area Population		53,359
Minority Population	*Service Area*	28,932
	Rider Survey	283 (72%)
Low-Income Households	*Service Area*	3,585
	Rider Survey	9 (2%)

Facilities/Amenities

Bus Stops	62
Bus Shelters	15
Benches	23
Real-Time Signs	2

Ridership

Annual Ridership



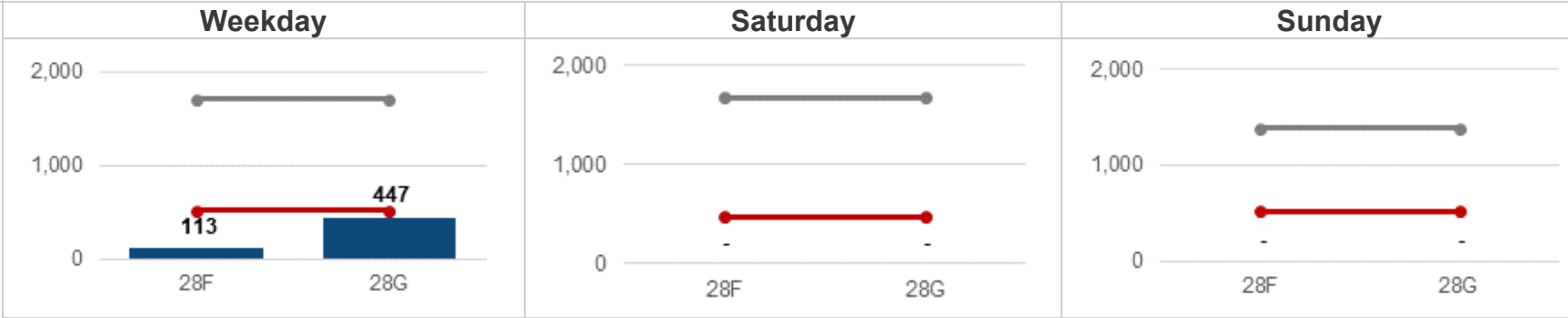
Top Transfer Locations

Pentagon

Average Daily Ridership

System Average

Class/Tier Average



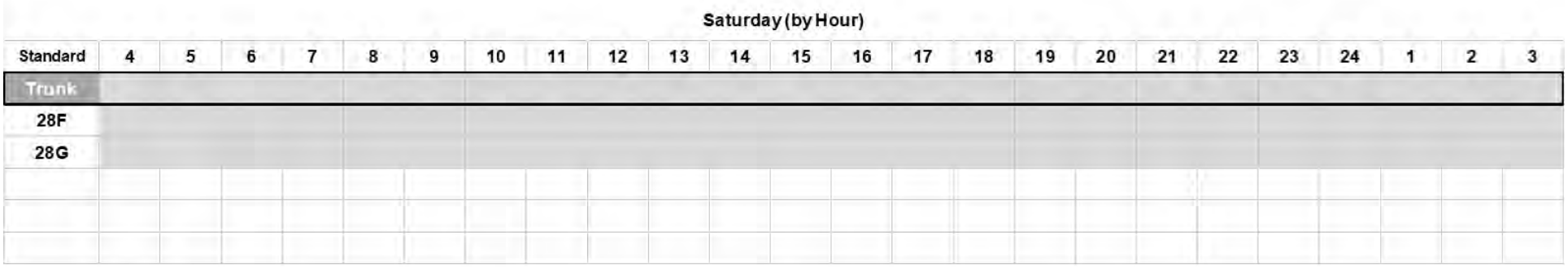
Average Trip Ridership and Maximum Load by Time Period

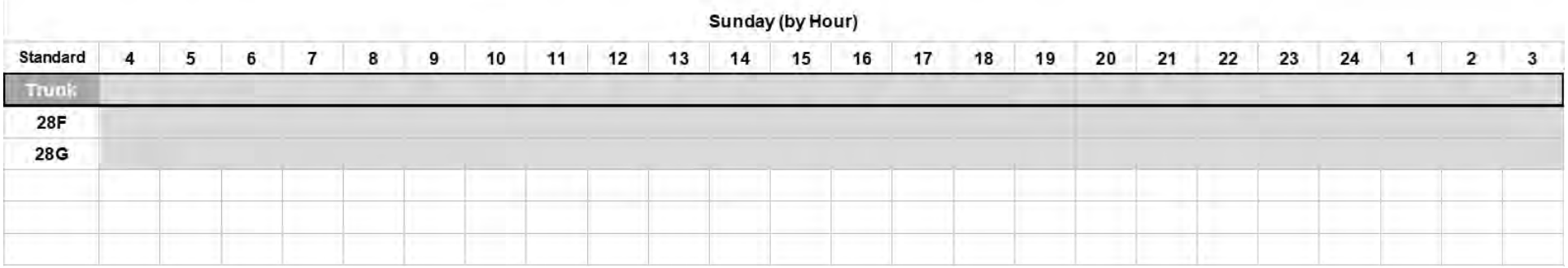
Vehicle Load Factor

	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.00	0.34	0.35
Weekday	**Off-Peak** Maximum Target: 1.00	0.34	0.21
	Saturday Maximum Target: 1.00		
	Sunday Maximum Target: 1.00		

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—





[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

B 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	5:40 a.m. - 9:19 a.m.; 2:45 p.m. - 7:31 p.m.	-	A		-	-		-	-
	Frequency of Service | varies	Peak: 10.9 / Off-Peak:	*Peak: 21.1 / Off-Peak: 32.0*	-		*60.0*	-		*65.7*	-
Productivity	**Passengers per Trip** | 20.0	14.0	*21.6*	E		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.5	1.9	*2.3*	A		*0.4*	-		*0.5*	-
Reliability	**On-Time Performance** | 79%	88%	*76%*	A		*77%*	-		*81%*	-
	Crowding | 5.0%	0.6%	*3.1%*	A		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.34 Off-Peak: 0.34	*Peak: 0.48 Off-Peak: 0.39*	A		*0.30*	-		*0.37*	-
Cost Effectiveness	**Operating Cost per Passenger Trip** | $7.00	$4.20	*$5.12*	A		*$8.44*	-		*$7.72*	-
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 28F

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** N/A	1.2	*3.2*	-
Route Design	**Circuity |** N/A	1.27	*1.39*	-

	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 Trip |** 20.0	6.0	*20.1*	E		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.5	1.0	*2.1*	E		*0.4*	-		*0.5*	-
	Unique Segment Ridership | 15%	-	*27%*	-		*100%*	-		*100%*	-
Reliability	**On-Time Performance |** 79%	88%	*77%*	A		*77%*	-		*81%*	-
	Crowding | 5.0%	0.0%	*2.4%*	A		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.14 Off-Peak: 0.20	*Peak: 0.44 Off-Peak: 0.36*	A		*0.31*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$7.92	*$5.62*	D		*$8.44*	-		*$7.72*	-
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 28G

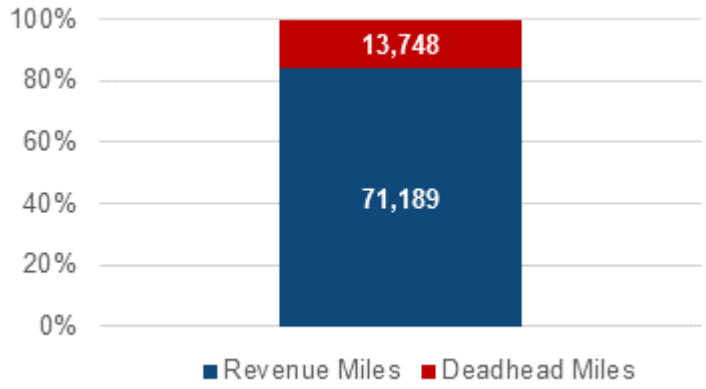
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** N/A	2.9	*3.2*	-
Route Design	**Circuity |** N/A	1.60	*1.39*	-

	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 Trip |** 20.0	21.3	*20.1*	B		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.5	2.6	*2.1*	A		*0.4*	-		*0.5*	-
	Unique Segment Ridership | 15%	19%	*27%*	A		*100%*	-		*100%*	-
Reliability	**On-Time Performance |** 79%	87%	*77%*	A		*77%*	-		*81%*	-
	Crowding | 5.0%	0.8%	*2.4%*	A		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.50 Off-Peak: 0.40	*Peak: 0.44 Off-Peak: 0.36*	B+		*0.31*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$3.26	*$5.62*	A		*$8.44*	-		*$7.72*	-
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

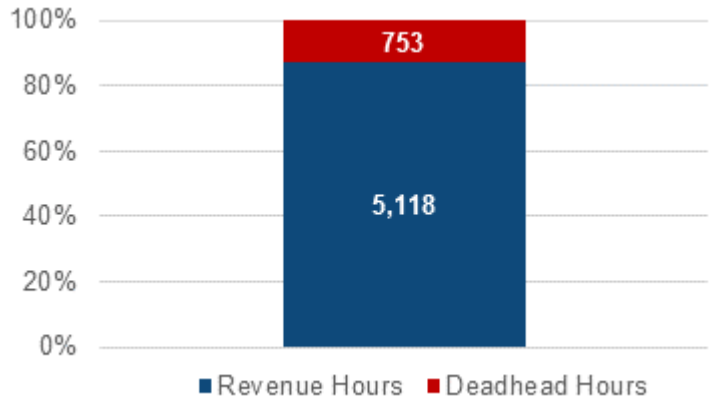
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



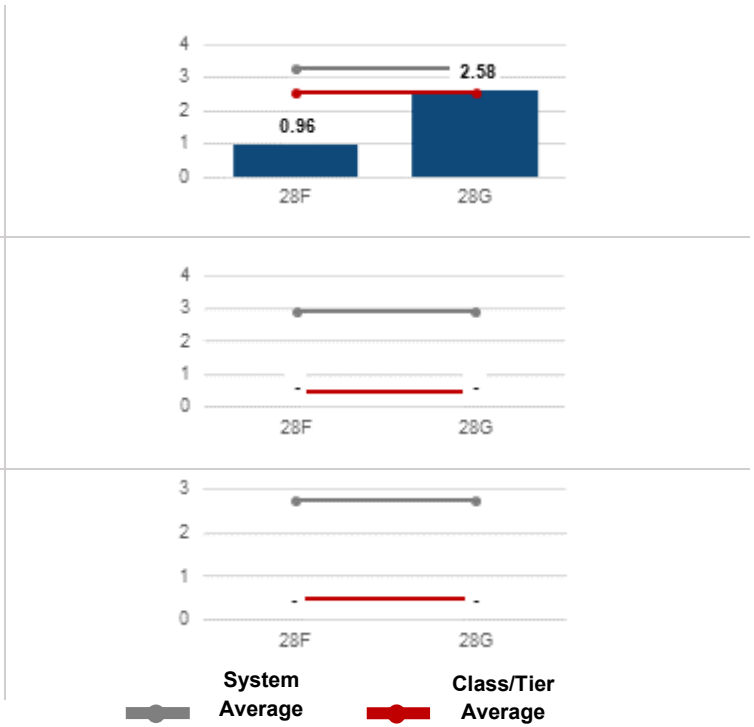
Hours Allocation



Service Delivery

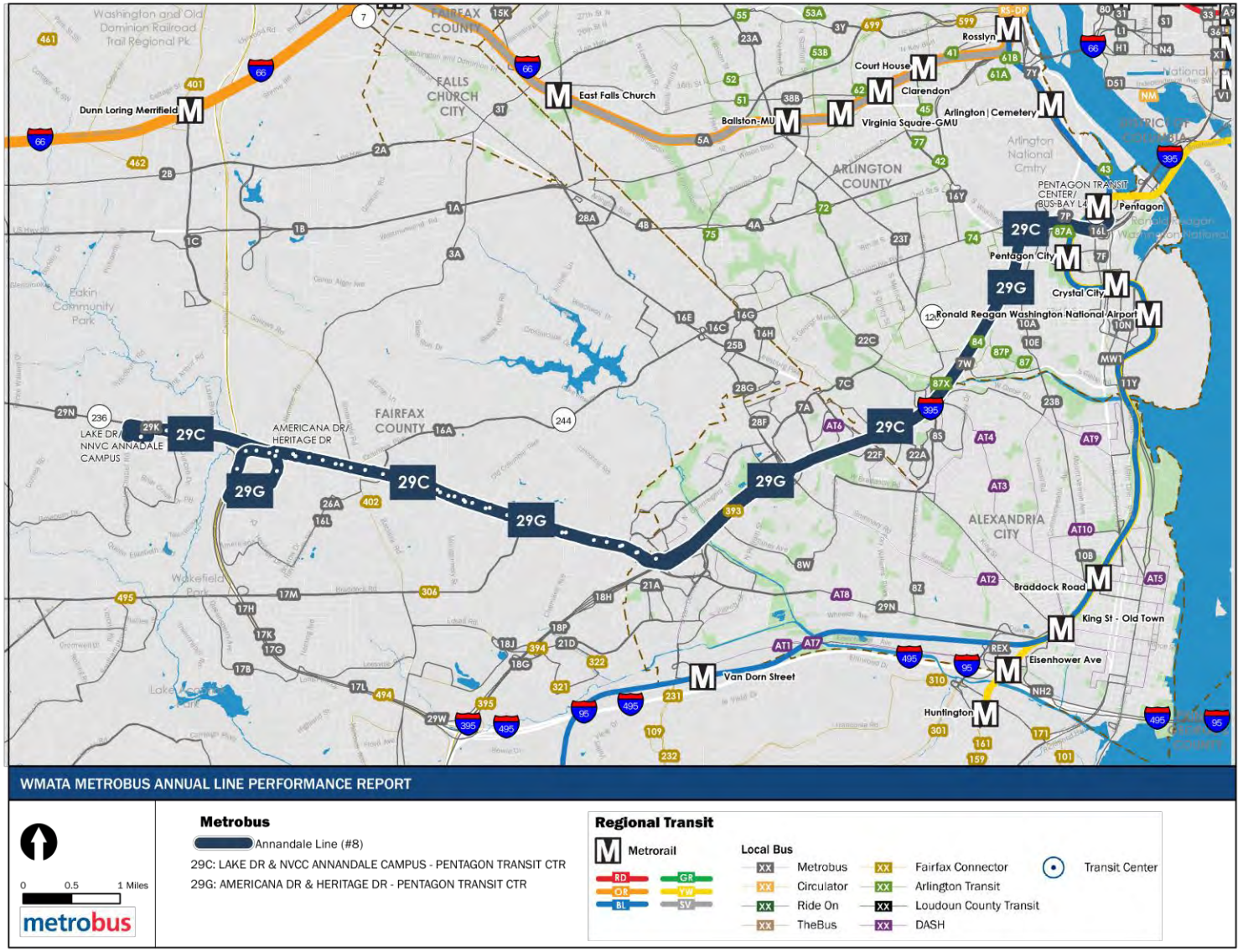
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
28F	13.0	2,204	2,096 (95%)
28G	17.1	2,436	2,331 (96%)

Passenger Miles per Revenue Mile



LINE: 8 – ANNANDALE ROUTE(S): 29C,G

About the Line



Service Classification

Commuter

Activity Tier

2

Overall Grade

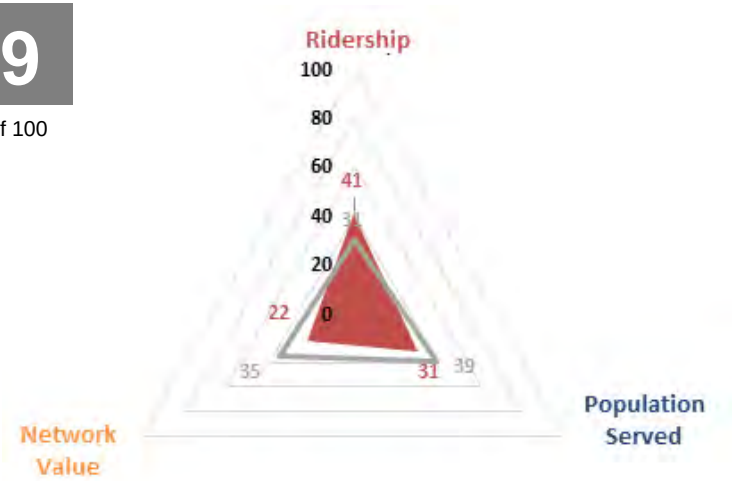
Line	B

Legend
Exceeds Meets
Approaches Below Significantly Below

Line Benefit Score

29

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$1,019,909
Peak Vehicles	6
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

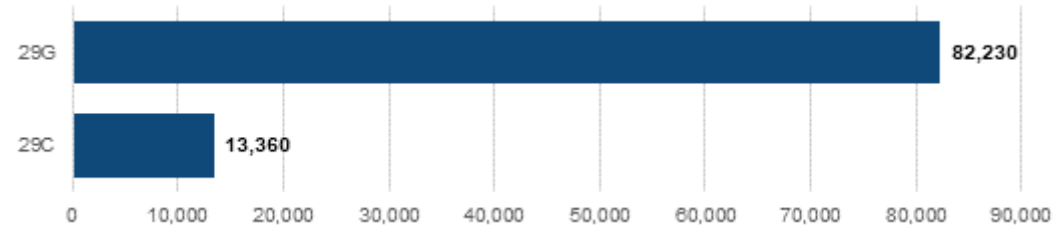
Service Area Population		69,235
Minority Population	*Service Area*	44,300
	Rider Survey	355 (56%)
Low-Income Households	*Service Area*	4,067
	Rider Survey	84 (15%)

Facilities/Amenities

Bus Stops	73
Bus Shelters	19
Benches	22
Real-Time Signs	1

Ridership

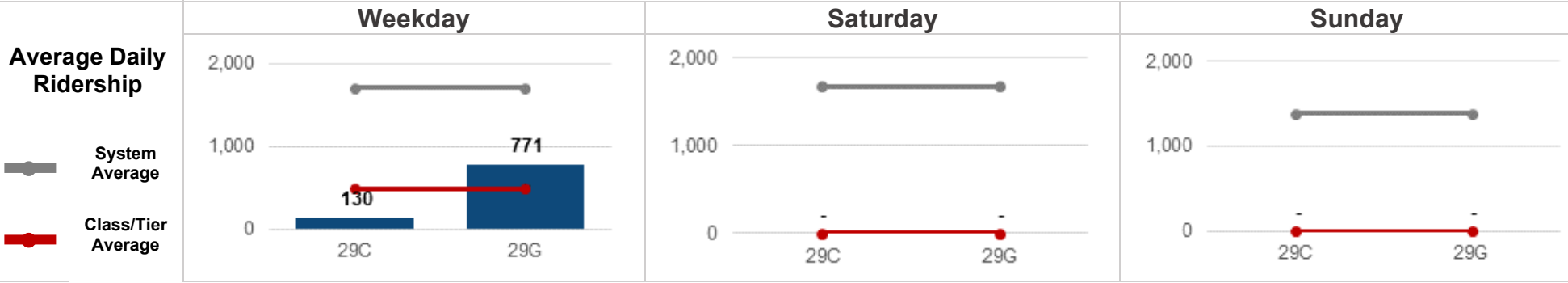
Annual Ridership



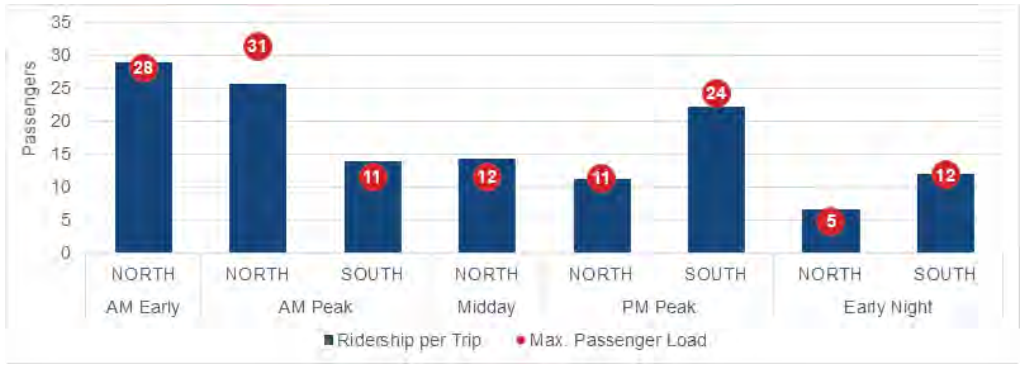
Top Transfer Locations

Pentagon

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period

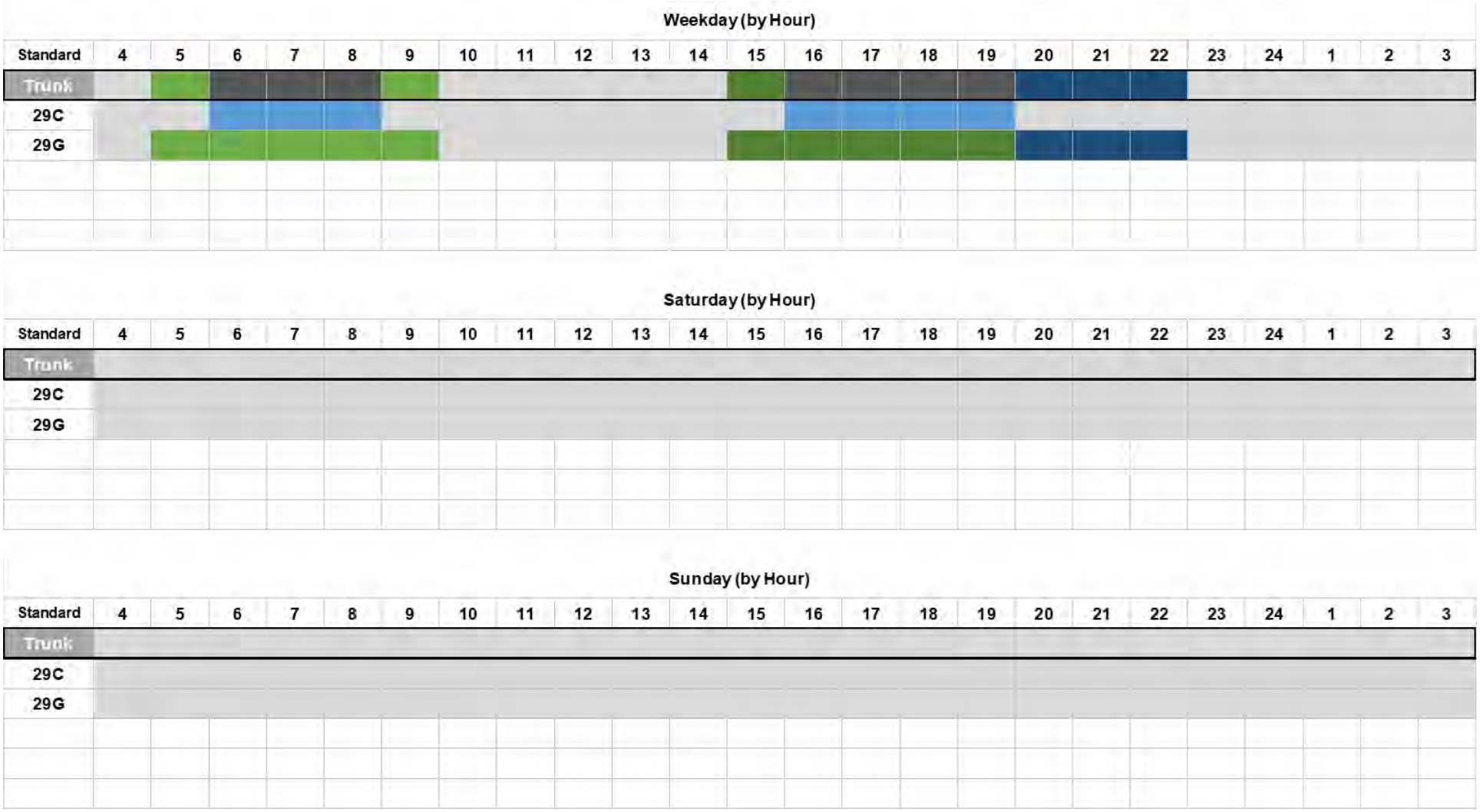


Vehicle Load Factor

	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.00	0.46	0.40
Weekday	**Off-Peak** Maximum Target: 1.00	0.43	0.23
	Saturday Maximum Target: 1.00		
	Sunday Maximum Target: 1.00		

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—



[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

B 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 a.m. - 9:32 a.m.; 3:05 p.m. - 10:21 p.m.	-	A		-	-		-	-
	Frequency of Service | varies	Peak: 10.2 / Off-Peak: 15.0	*Peak: 21.1 / Off-Peak: 32.0*	-		*60.0*	-		*65.7*	-
Productivity	**Passengers per Trip** | 15.0	19.6	*21.6*	A		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.0	1.6	*2.3*	A		*0.4*	-		*0.5*	-
Reliability	**On-Time Performance** | 79%	70%	*76%*	D		*77%*	-		*81%*	-
	Crowding | 5.0%	1.2%	*3.1%*	A		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.46 Off-Peak: 0.43	*Peak: 0.48 Off-Peak: 0.39*	A		*0.30*	-		*0.37*	-
Cost Effectiveness	**Operating Cost per Passenger Trip** | $7.00	$4.39	*$5.12*	A		*$8.44*	-		*$7.72*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 29C

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** N/A	2.2	*3.2*	-
Route Design	**Circuity |** N/A	1.25	*1.39*	-

	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 Trip |** 15.0	11.8	*20.1*	E		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.0	0.9	*2.1*	C		*0.4*	-		*0.5*	-
	Unique Segment Ridership | 15%	-	*27%*	-		*100%*	-		*100%*	-
Reliability	**On-Time Performance |** 79%	76%	*77%*	C		*77%*	-		*81%*	-
	Crowding | 5.0%	0.0%	*2.4%*	A		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.24 Off-Peak: 0.10	*Peak: 0.44 Off-Peak: 0.36*	A		*0.31*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$5.95	*$5.62*	A		*$8.44*	-		*$7.72*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 29G

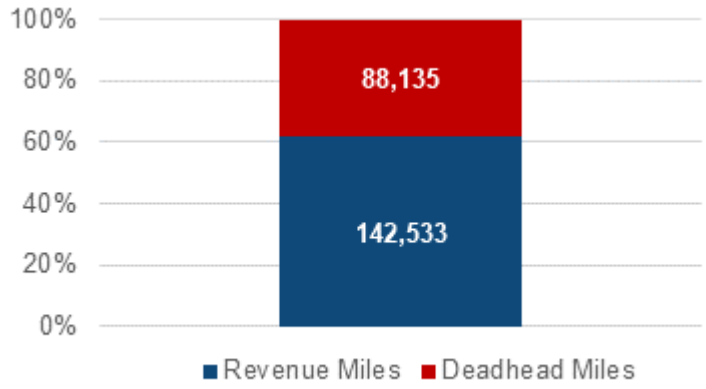
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** N/A	2.5	*3.2*	-
Route Design	**Circuity |** N/A	1.40	*1.39*	-

	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 Trip |** 15.0	22.0	*20.1*	A		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.0	1.8	*2.1*	A		*0.4*	-		*0.5*	-
	Unique Segment Ridership | 15%	-	*27%*	-		*100%*	-		*100%*	-
Reliability	**On-Time Performance |** 79%	68%	*77%*	E		*77%*	-		*81%*	-
	Crowding | 5.0%	1.3%	*2.4%*	A		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.50 Off-Peak: 0.30	*Peak: 0.44 Off-Peak: 0.36*	A		*0.31*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$4.13	*$5.62*	A		*$8.44*	-		*$7.72*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

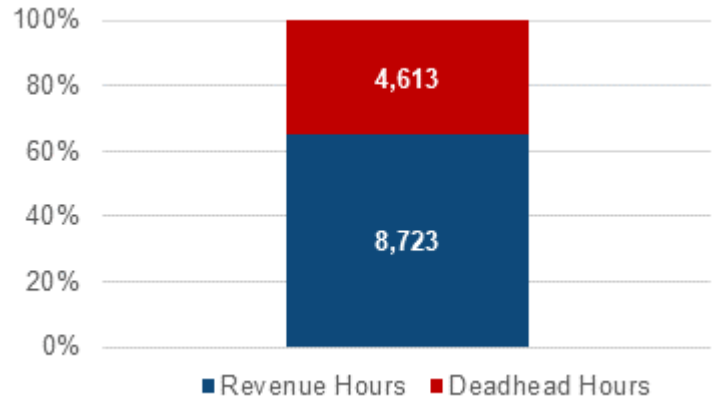
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



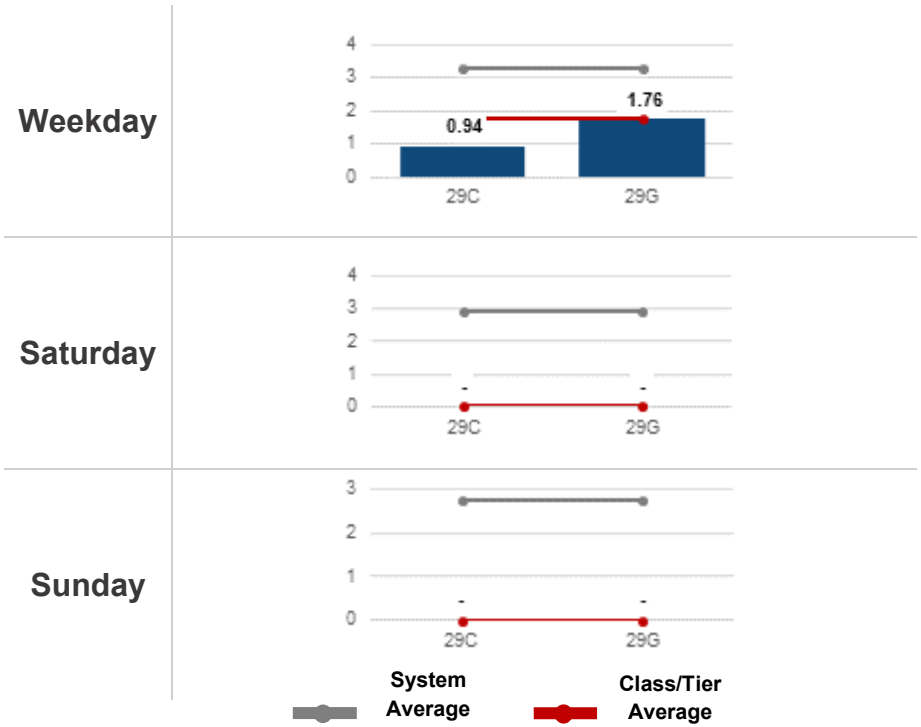
Hours Allocation



Service Delivery

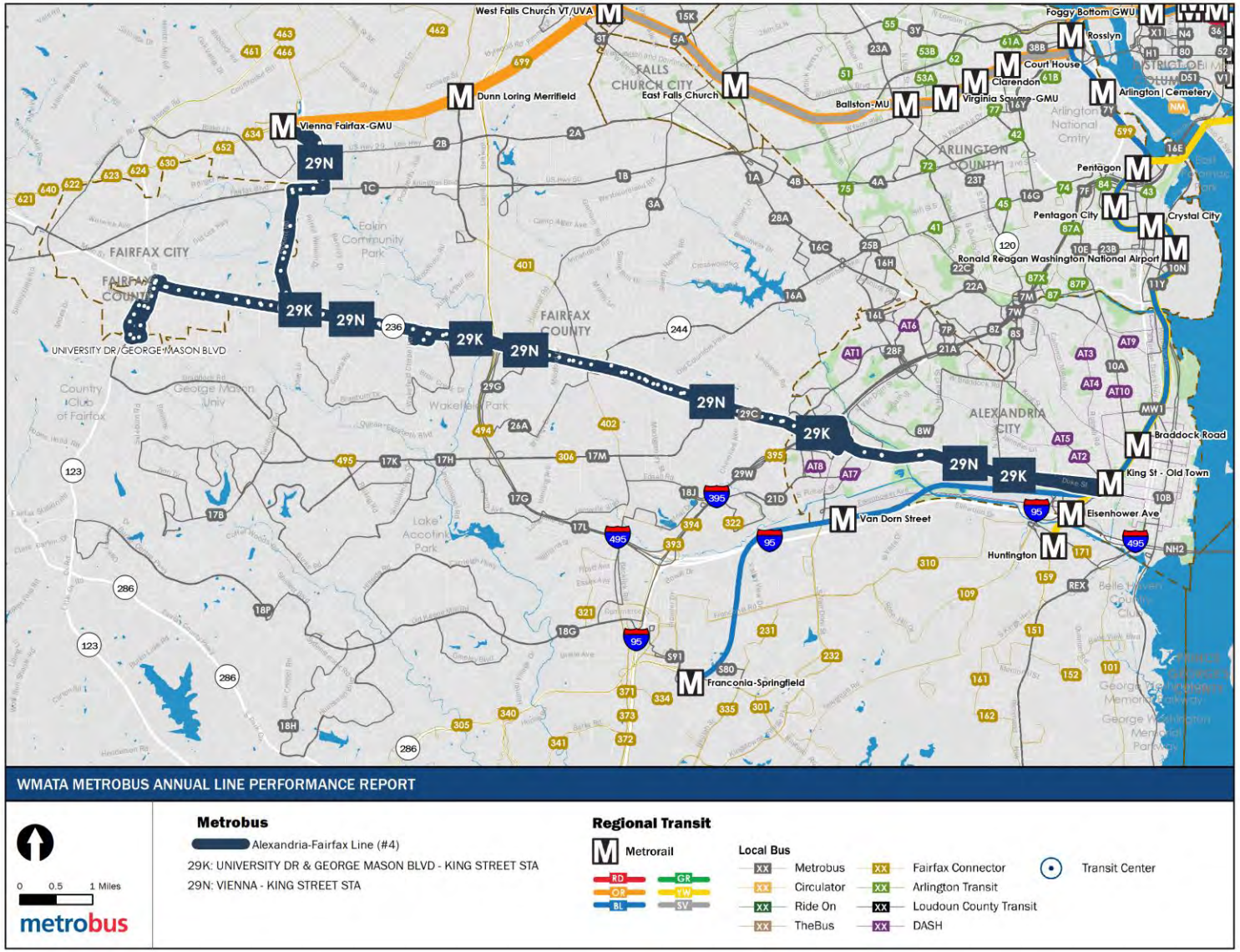
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
29C	26.3	1,232	482 (39%)
29G	26.1	4,060	1,706 (42%)

Passenger Miles per Revenue Mile



LINE: 4 – ALEXANDRIA-FAIRFAX ROUTE(S): 29K,N

About the Line



Service Classification

Framework

Activity Tier

2

Overall Grade

Line	B

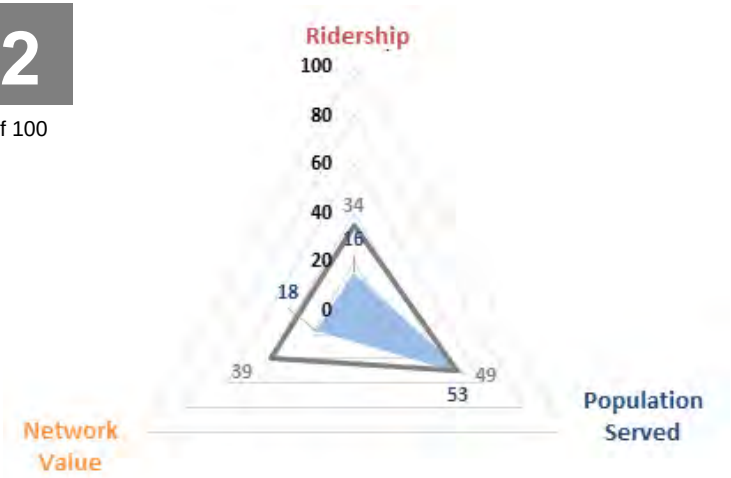
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

22

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$3,579,981
Peak Vehicles	6
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

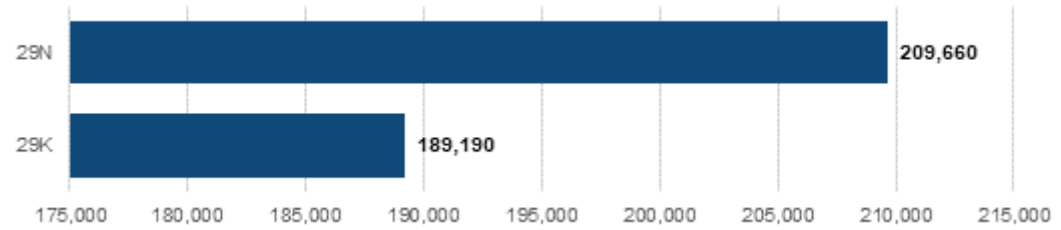
Service Area Population		70,956
Minority Population	*Service Area*	41,704
	Rider Survey	1,385 (78%)
Low-Income Households	*Service Area*	4,296
	Rider Survey	867 (54%)

Facilities/Amenities

Bus Stops	151
Bus Shelters	45
Benches	49
Real-Time Signs	0

Ridership

Annual Ridership



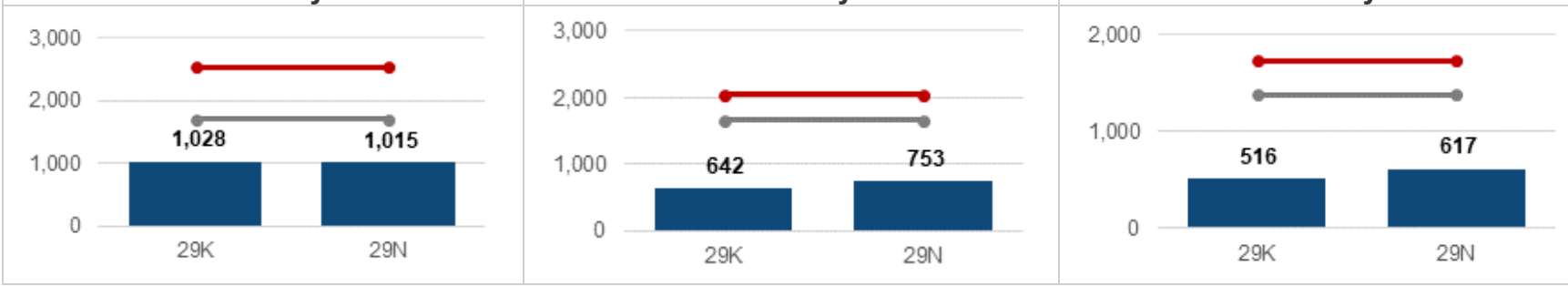
Top Transfer Locations

King Street, Vienna

Average Daily Ridership

System Average

Class/Tier Average



Average Trip Ridership and Maximum Load by Time Period

Vehicle Load Factor

	Direction:	East	West
Weekday	**Peak** Maximum Target: 1.00	0.49	0.49
	Off-Peak Maximum Target: 1.00	0.38	0.37
	Saturday Maximum Target: 1.00	0.36	0.31
	Sunday Maximum Target: 1.00	0.30	0.27

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk							—	—	—	—	—	—												
29K																								
29N																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
29K																								
29N																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
29K																								
29N																								

[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

B 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	5:30 a.m. - 11:35 p.m.	-	A	6:10 a.m. - 10:31 p.m.	-	A	6:10 a.m. - 10:30 p.m.	-	A
	Frequency of Service | varies	Peak: 30.1 / Off-Peak: 29.8	*Peak: 15.0 / Off-Peak: 21.8*	B	30.3	*28.5*	B	30.5	*32.0*	A
Productivity	**Passengers per Revenue Hour** | 20.0	23.6	*33.0*	A	18.2	*29.0*	C	16.0	*28.9*	E
	Passengers per Revenue Mile | 2.0	1.8	*3.7*	C	1.5	*3.0*	E	1.2	*2.9*	E
Reliability	**On-Time Performance** | 79%	75%	*76%*	C	83%	*78%*	B	87%	*80%*	A
	Crowding | 5.0%	0.0%	*2.1%*	A	0.0%	*1.0%*	A	0.0%	*0.8%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.49 Off-Peak: 0.38	*Peak: 0.52 Off-Peak: 0.40*	A	0.36	*0.38*	A	0.30	*0.37*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $5.00	$4.95	*$3.91*	B	$6.43	*$4.52*	E	$7.33	*$4.63*	E
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 29K

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	4.1	*5.6*	A
Route Design	**Circuity |** 1.75	1.16	*1.44*	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 |** 20.0	23.1	*32.2*	A	17.3	*28.3*	D	15.1	*28.3*	E
	Passengers per Revenue Mile | 2.0	1.8	*3.7*	C	1.4	*3.0*	E	1.1	*2.9*	E
	Unique Segment Ridership | 10%	14%	*17%*	A	11%	*19%*	B	11%	*19%*	B
Reliability	**On-Time Performance |** 79%	78%	*77%*	C	80%	*79%*	B	88%	*80%*	A
	Crowding | 5.0%	0.1%	*2.0%*	A	0.0%	*1.1%*	A	0.0%	*0.9%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.50 Off-Peak: 0.40	*Peak: 0.53 Off-Peak: 0.41*	A	0.30	*0.39*	A	0.30	*0.35*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$5.06	*$4.18*	C	$6.76	*$4.72*	E	$7.77	*$4.78*	E
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 29N

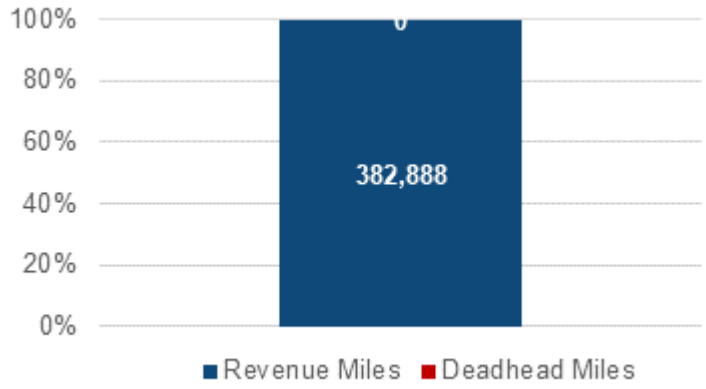
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	3.6	*5.6*	E
Route Design	**Circuity |** 1.75	1.30	*1.44*	A

	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 |** 20.0	24.1	*32.2*	A	19.0	*28.3*	C	16.8	*28.3*	D
	Passengers per Revenue Mile | 2.0	1.9	*3.7*	C	1.5	*3.0*	E	1.2	*2.9*	E
	Unique Segment Ridership | 10%	11%	*17%*	B	11%	*19%*	B	10%	*19%*	B
Reliability	**On-Time Performance |** 79%	72%	*77%*	D	86%	*79%*	A	86%	*80%*	A
	Crowding | 5.0%	0.0%	*2.0%*	A	0.1%	*1.1%*	A	0.0%	*0.9%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.50 Off-Peak: 0.40	*Peak: 0.53 Off-Peak: 0.41*	A	0.30	*0.39*	A	0.30	*0.35*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$4.84	*$4.18*	B	$6.15	*$4.72*	E	$6.96	*$4.78*	E
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

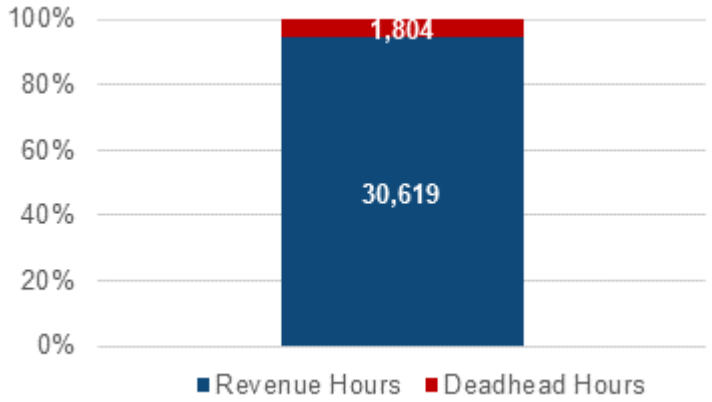
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



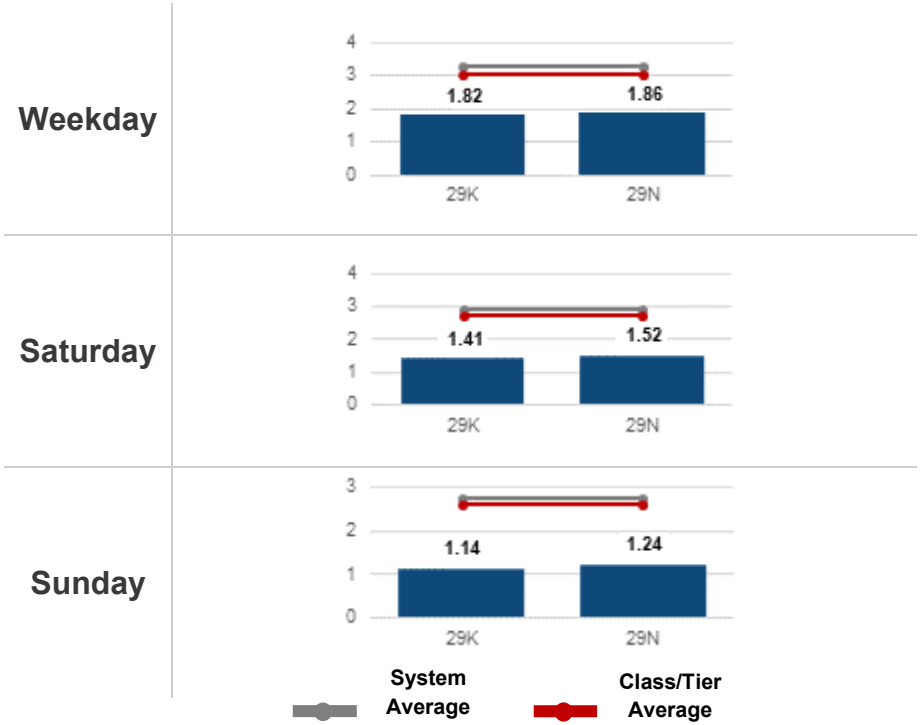
Hours Allocation



Service Delivery

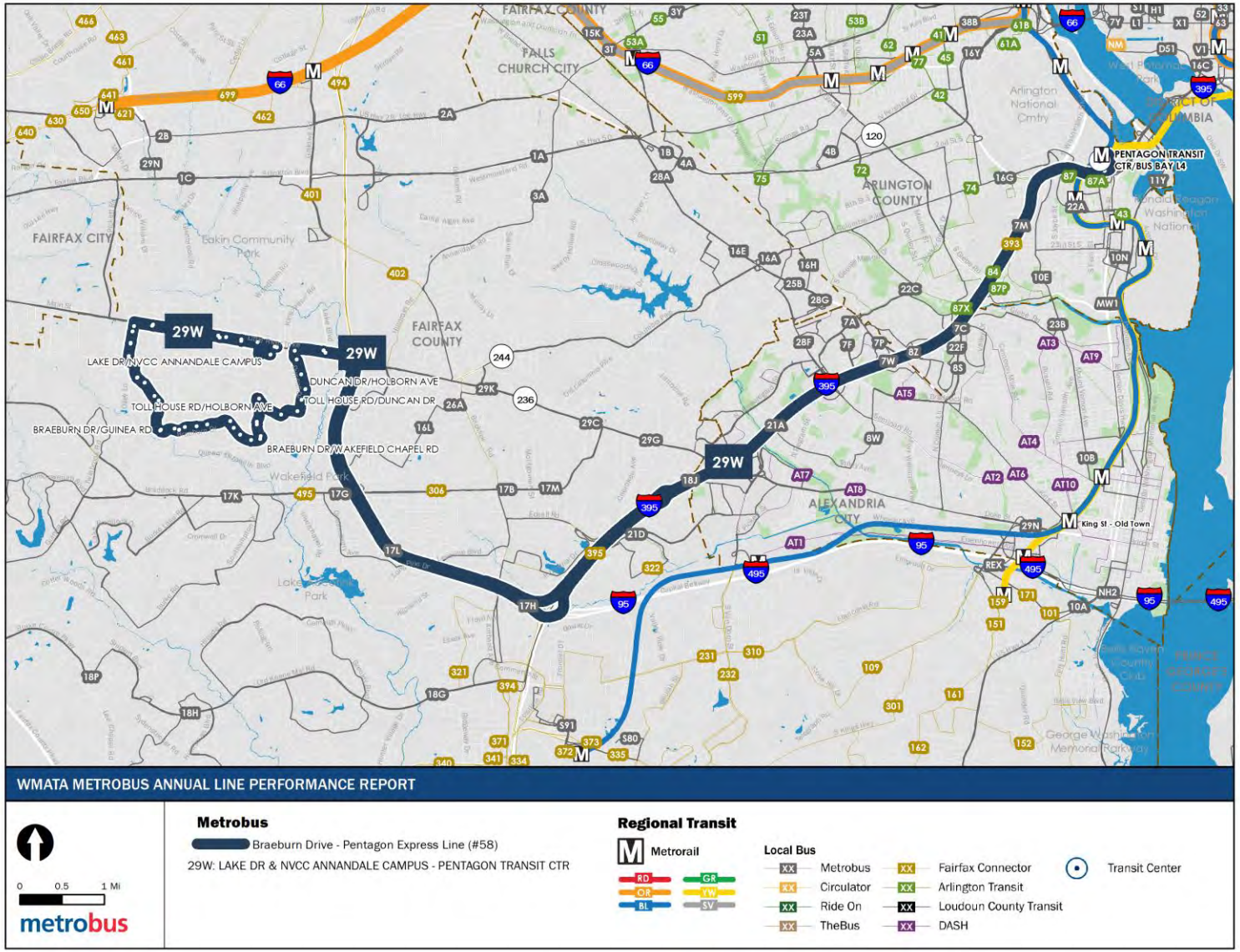
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
29K	33.6	5,404	1,955 (36%)
29N	34.2	5,286	1,849 (35%)

Passenger Miles per Revenue Mile



LINE: 58 – BRAEBURN DRIVE - PENTAGON EXPRESS ROUTE(S): 29W

About the Line



Service Classification

Commuter

Activity Tier

3

Overall Grade

Line	B

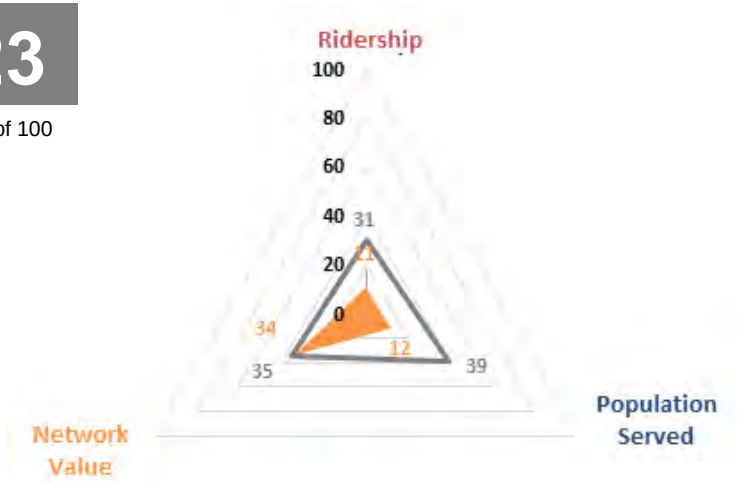
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

23

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$377,067
Peak Vehicles	3
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

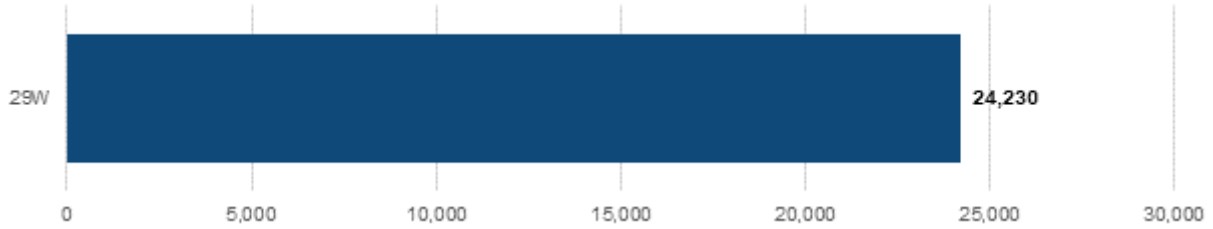
Service Area Population		80,654
Minority Population	*Service Area*	48,436
	Rider Survey	45 (22%)
Low-Income Households	*Service Area*	4,192
	Rider Survey	0 (0%)

Facilities/Amenities

Bus Stops	88
Bus Shelters	2
Benches	3
Real-Time Signs	1

Ridership

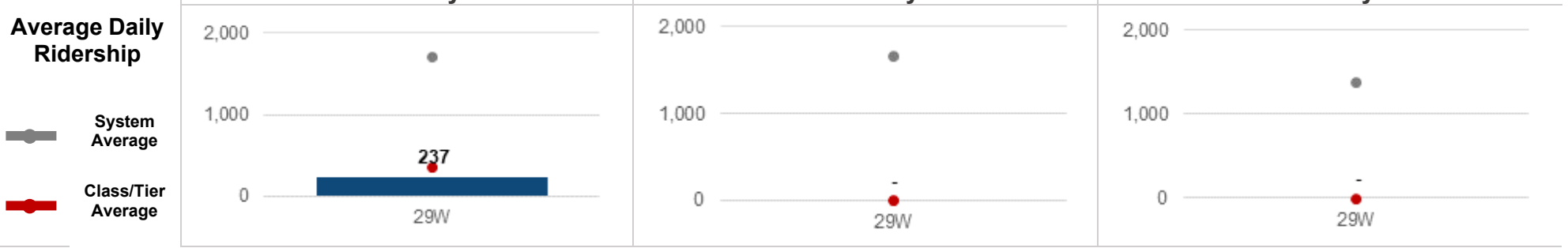
Annual Ridership



Top Transfer Locations

Pentagon

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period

Vehicle Load Factor

	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.00	0.40	0.35
Weekday	**Off-Peak** Maximum Target: 1.00	0.71	0.10
	Saturday Maximum Target: 1.00		
	Sunday Maximum Target: 1.00		

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
29W																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
29W																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
29W																								

[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

B Braeburn Drive - Pentagon 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	5:50 a.m. - 9:28 a.m.; 3:35 p.m. - 8:18 p.m.	-	A		-	-		-	-
	Frequency of Service | varies	Peak: 30.0 / Off-Peak:	*Peak: 21.1 / Off-Peak: 32.0*	-		*60.0*	-		*65.7*	-
Productivity	**Passengers per Trip** | 10.0	14.8	*21.6*	A		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.0	0.7	*2.3*	E		*0.4*	-		*0.5*	-
Reliability	**On-Time Performance** | 79%	71%	*76%*	D		*77%*	-		*81%*	-
	Crowding | 5.0%	0.6%	*3.1%*	A		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.40 Off-Peak: 0.71	*Peak: 0.48 Off-Peak: 0.39*	A		*0.30*	-		*0.37*	-
Cost Effectiveness	**Operating Cost per Passenger Trip** | $7.00	$6.49	*$5.12*	B		*$8.44*	-		*$7.72*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 29W

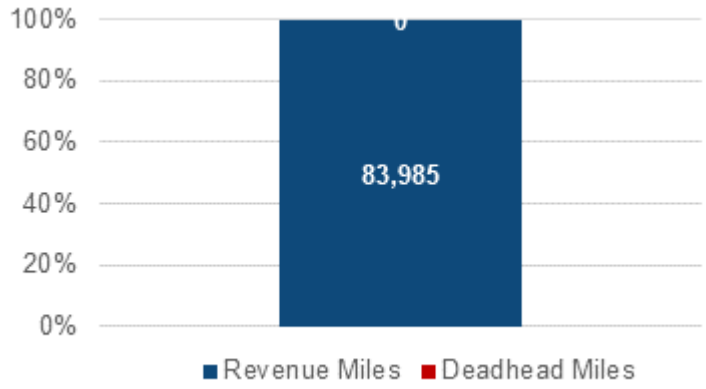
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** N/A	1.9	*3.2*	-
Route Design	**Circuity |** N/A	1.62	*1.39*	-

	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 Trip |** 10.0	14.8	*20.1*	A		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.0	0.7	*2.1*	E		*0.4*	-		*0.5*	-
	Unique Segment Ridership | 15%	61%	*27%*	A		*100%*	-		*100%*	-
Reliability	**On-Time Performance |** 79%	71%	*77%*	D		*77%*	-		*81%*	-
	Crowding | 5.0%	0.6%	*2.4%*	A		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.37 Off-Peak: 0.30	*Peak: 0.44 Off-Peak: 0.36*	A		*0.31*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$6.49	*$5.62*	B		*$8.44*	-		*$7.72*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

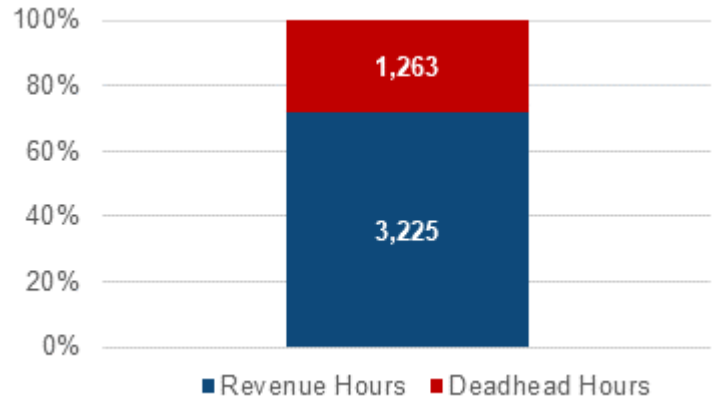
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



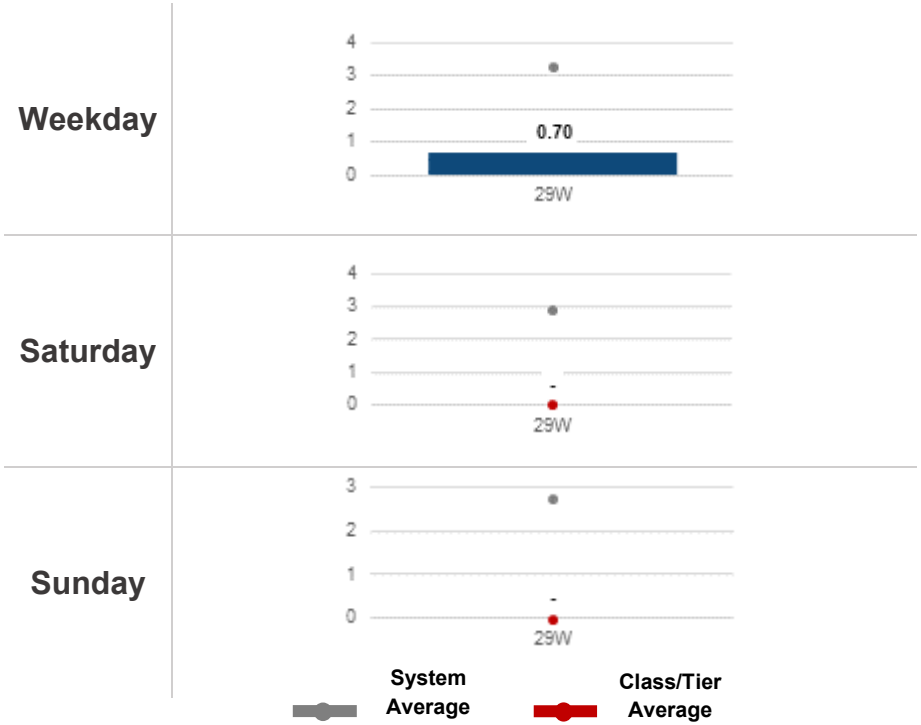
Hours Allocation



Service Delivery

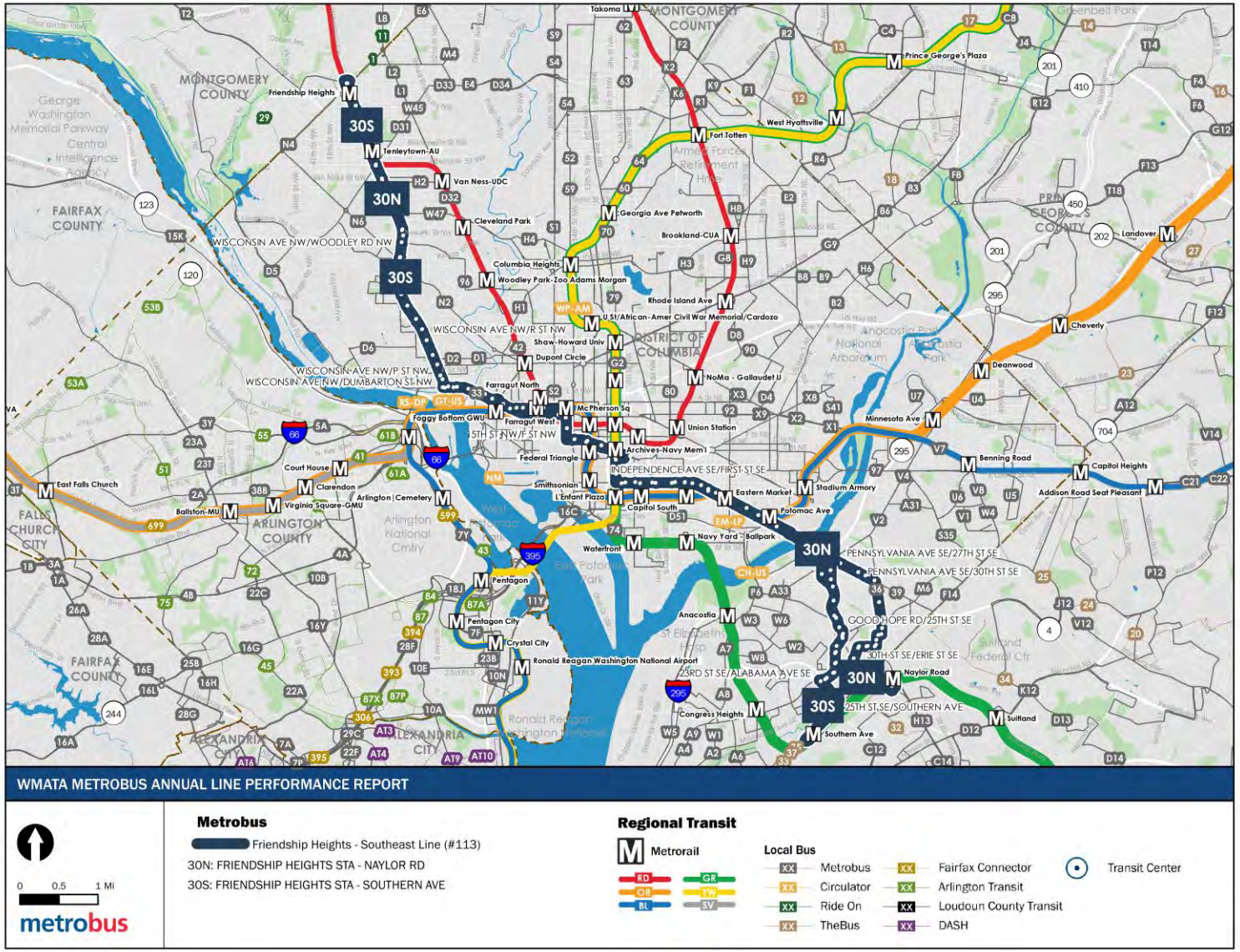
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
29W	43.4	1,792	711 (40%)

Passenger Miles per Revenue Mile



LINE: 113 – FRIENDSHIP HEIGHTS - SOUTHEAST ROUTE(S): 30N, 30S

About the Line



Service Classification

Framework

Activity Tier

1

Overall Grade

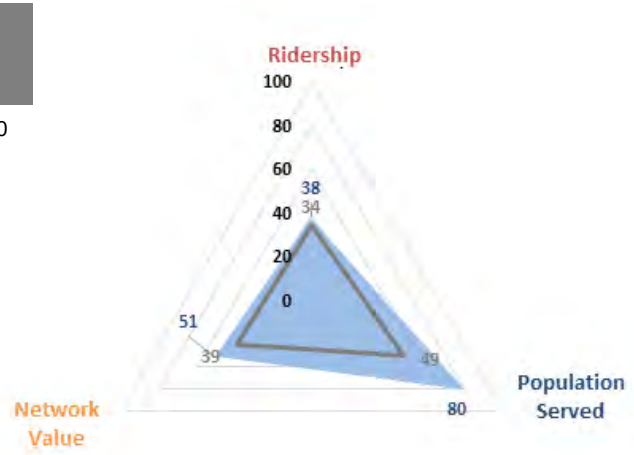
Line	B

Legend
Exceeds Meets
Approaches Below Significantly Below

Line Benefit Score

46

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$6,246,747
Peak Vehicles	10
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

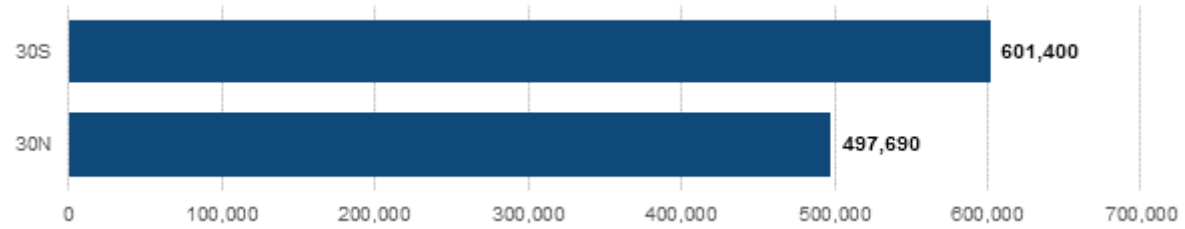
Service Area Population		89,327
Minority Population	*Service Area*	49,867
	Rider Survey	2,705 (69%)
Low-Income Households	*Service Area*	9,224
	Rider Survey	1,474 (40%)

Facilities/Amenities

Bus Stops	201
Bus Shelters	51
Benches	59
Real-Time Signs	30

Ridership

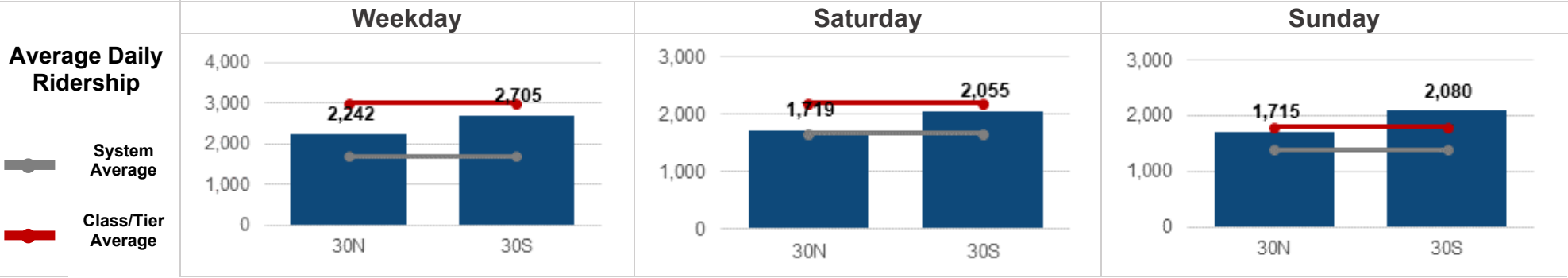
Annual Ridership



Top Transfer Locations

Foggy Bottom, Potomac Avenue, Tenleytown-AU

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period

Vehicle Load Factor

	Direction:	East	West
Weekday	**Peak** Maximum Target: 1.20	0.77	0.83
Weekday	**Off-Peak** Maximum Target: 1.00	0.50	0.52
	Saturday Maximum Target: 1.00	0.46	0.52
	Sunday Maximum Target: 1.00	0.48	0.50

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk			—	—	—							—	—	—	—	—	—	—	—	—				
30N																								
30S																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk				—										—	—	—	—	—	—	—				
30N																								
30S																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
30N																								
30S																								

[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

B Friendship Heights - Southeast

	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	4:03 a.m. - 3:47 a.m.	-	A	4:11 a.m. - 4:05 a.m.	-	A	4:11 a.m. - 3:28 a.m.	-	A
	Frequency of Service | varies	Peak: 28.7 / Off-Peak: 30.5	*Peak: 15.0 / Off-Peak: 21.8*	C	31.9	*28.5*	B	31.8	*32.0*	B
Productivity	**Passengers per Revenue Hour** | 30.0	34.0	*33.0*	A	28.5	*29.0*	C	28.8	*28.9*	C
	Passengers per Revenue Mile | 4.0	3.9	*3.7*	C	3.1	*3.0*	E	3.1	*2.9*	E
Reliability	**On-Time Performance** | 79%	69%	*76%*	E	69%	*78%*	D	75%	*80%*	C
	Crowding | 5.0%	5.2%	*2.1%*	C	4.0%	*1.0%*	A	3.0%	*0.8%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.77 Off-Peak: 0.50	*Peak: 0.52 Off-Peak: 0.40*	C	0.46	*0.38*	A	0.48	*0.37*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $5.00	$3.44	*$3.91*	A	$4.10	*$4.52*	A	$4.06	*$4.63*	A
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 30N

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	5.7	*5.6*	E
Route Design	**Circuity |** 1.75	1.20	*1.44*	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 |** 30.0	31.0	*32.2*	B	26.1	*28.3*	D	26.4	*28.3*	D
	Passengers per Revenue Mile | 4.0	3.5	*3.7*	D	2.9	*3.0*	E	2.8	*2.9*	E
	Unique Segment Ridership | 10%	-	*17%*	-	-	*19%*	-	-	*19%*	-
Reliability	**On-Time Performance |** 79%	68%	*77%*	E	72%	*79%*	D	76%	*80%*	C
	Crowding | 5.0%	4.5%	*2.0%*	A	4.4%	*1.1%*	A	2.3%	*0.9%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.75 Off-Peak: 0.50	*Peak: 0.53 Off-Peak: 0.41*	B	0.50	*0.39*	A	0.50	*0.35*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$3.78	*$4.18*	A	$4.49	*$4.72*	A	$4.43	*$4.78*	A
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 30S

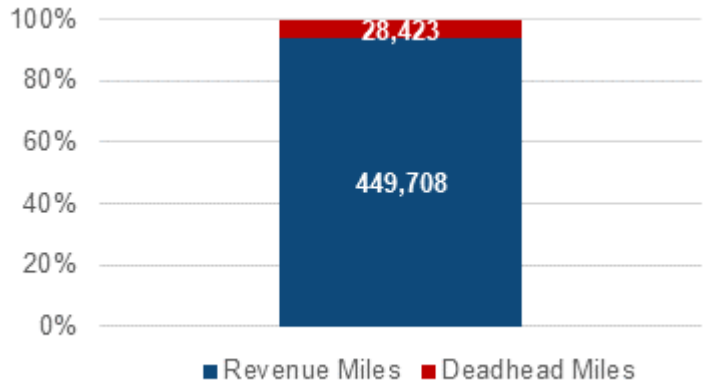
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	5.8	*5.6*	E
Route Design	**Circuity |** 1.75	1.20	*1.44*	A

	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 |** 30.0	37.0	*32.2*	A	31.0	*28.3*	B	31.1	*28.3*	B
	Passengers per Revenue Mile | 4.0	4.2	*3.7*	B	3.4	*3.0*	D	3.3	*2.9*	D
	Unique Segment Ridership | 10%	-	*17%*	-	-	*19%*	-	-	*19%*	-
Reliability	**On-Time Performance |** 79%	69%	*77%*	D	66%	*79%*	E	74%	*80%*	D
	Crowding | 5.0%	5.9%	*2.0%*	D	3.3%	*1.1%*	A	3.4%	*0.9%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.90 Off-Peak: 0.60	*Peak: 0.53 Off-Peak: 0.41*	C+	0.50	*0.39*	B	0.50	*0.35*	B
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$3.16	*$4.18*	A	$3.77	*$4.72*	A	$3.76	*$4.78*	A
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

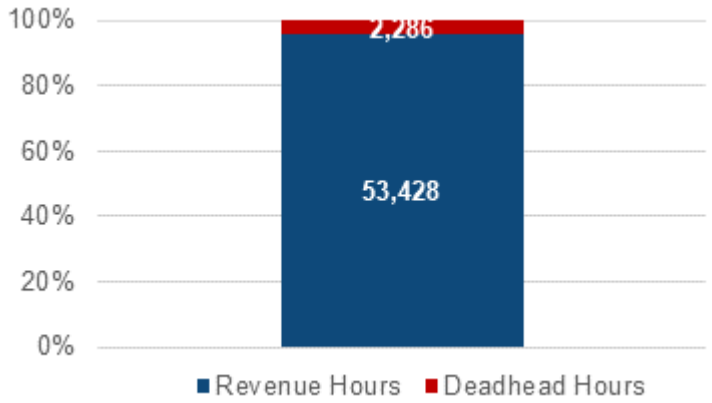
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



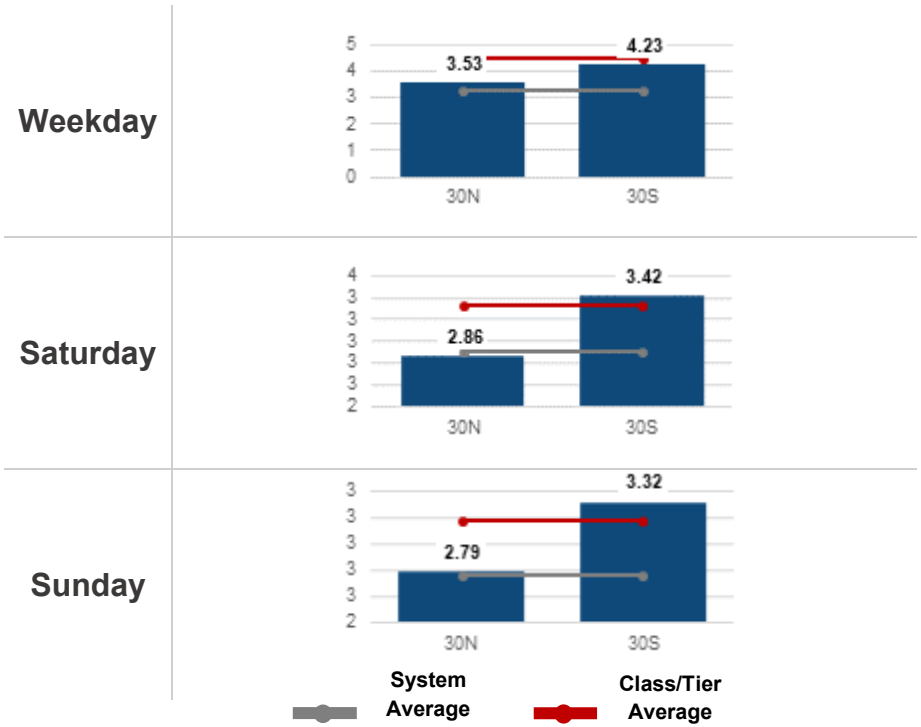
Hours Allocation



Service Delivery

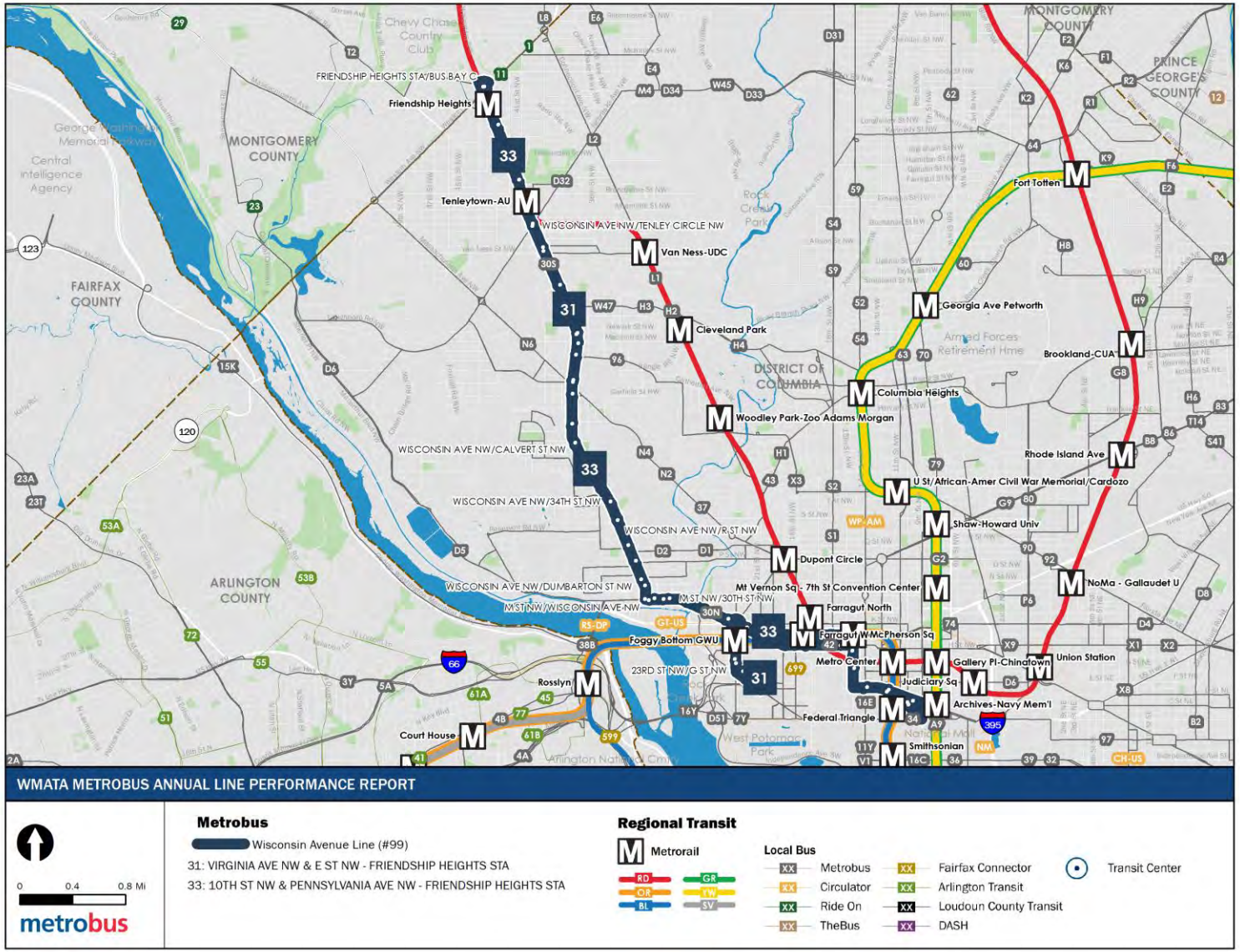
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
30N	29.2	7,561	6,187 (82%)
30S	29.3	7,565	6,155 (81%)

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

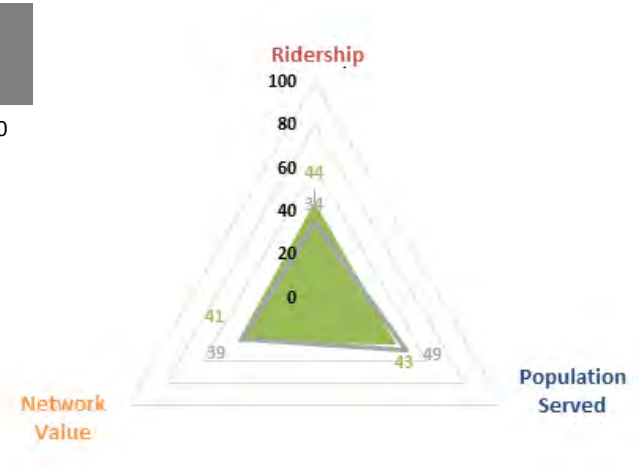
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

43

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$6,352,636
Peak Vehicles	17
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

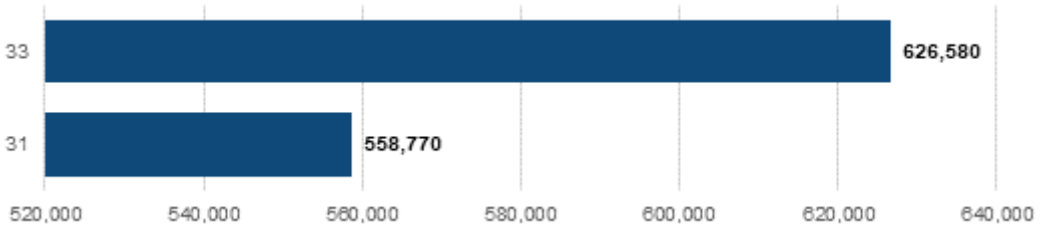
Service Area Population		44,571
Minority Population	*Service Area*	13,144
	Rider Survey	2,419 (50%)
Low-Income Households	*Service Area*	3,265
	Rider Survey	1,010 (22%)

Facilities/Amenities

Bus Stops	98
Bus Shelters	27
Benches	33
Real-Time Signs	20

Ridership

Annual Ridership



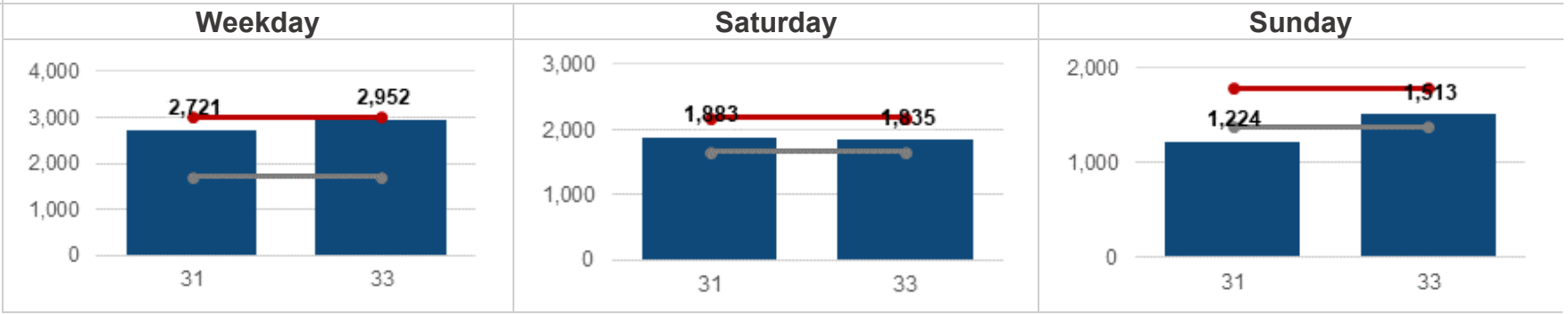
Top Transfer Locations

Foggy Bottom, Tenleytown-AU, Friendship Heights

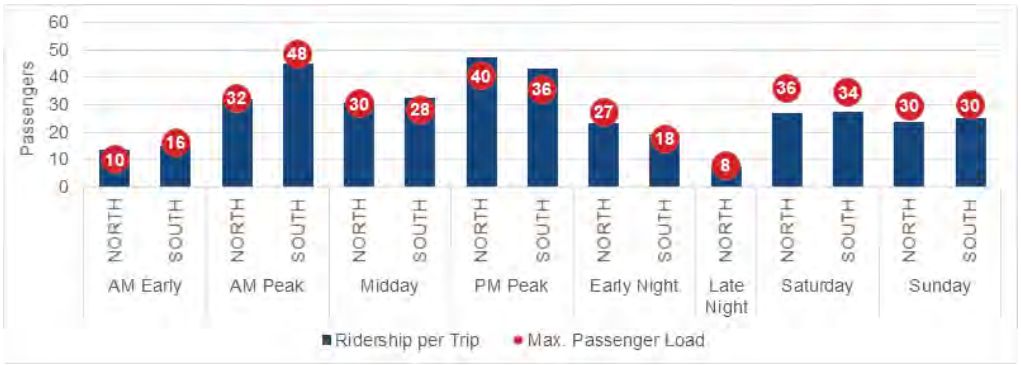
Average Daily Ridership

System Average

Class/Tier Average



Average Trip Ridership and Maximum Load by Time Period

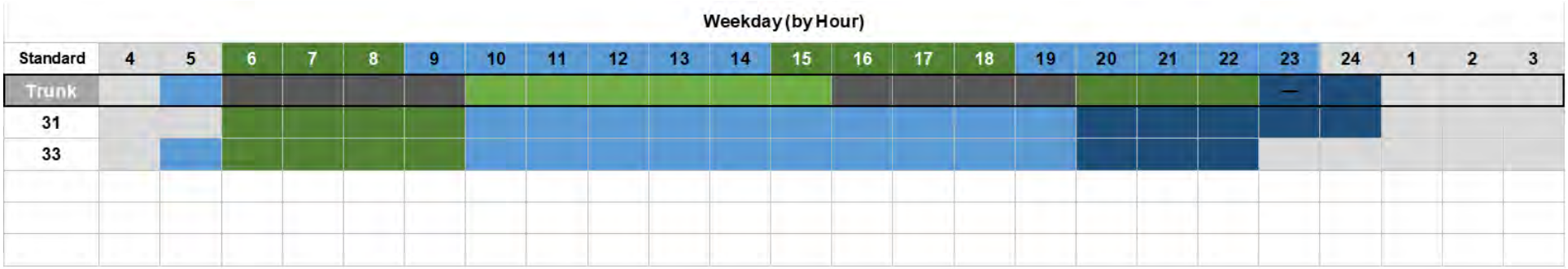


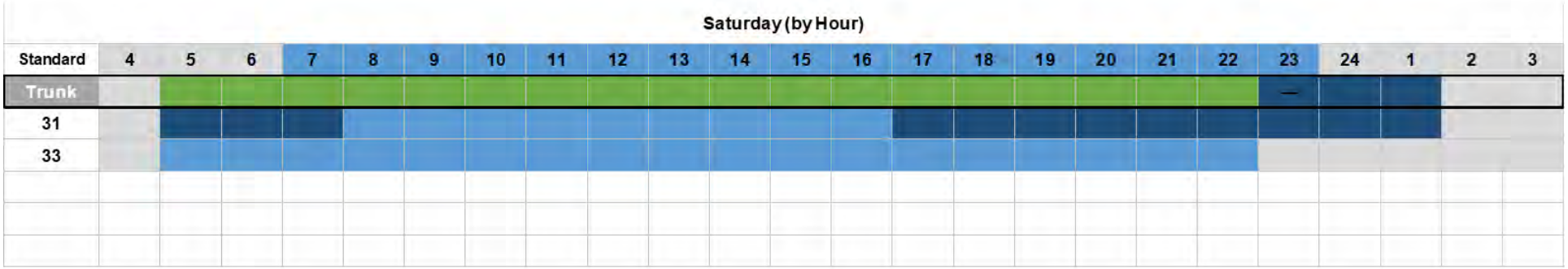
Vehicle Load Factor

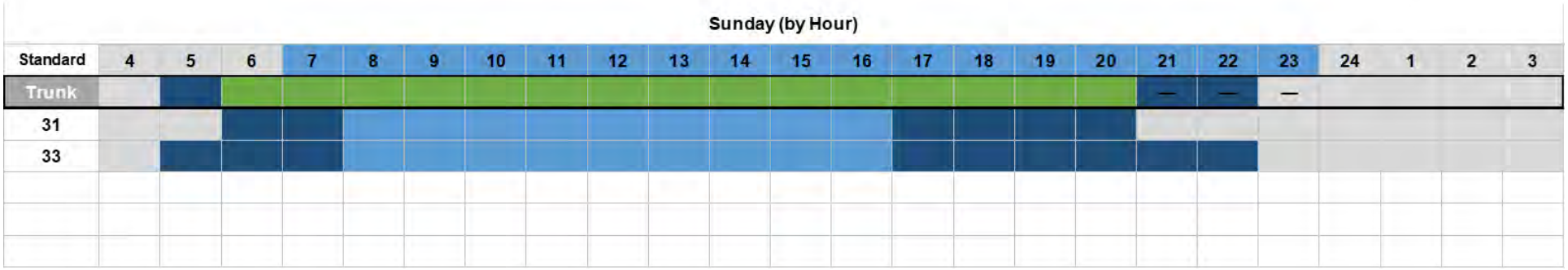
	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.20	0.68	0.71
Weekday	**Off-Peak** Maximum Target: 1.00	0.42	0.43
	Saturday Maximum Target: 1.00	0.43	0.44
	Sunday Maximum Target: 1.00	0.39	0.40

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—







[1] Span/frequency standards are only applicable at the line level.

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	5:05 a.m. - 12:18 a.m.	-	A	5:43 a.m. - 1:09 a.m.	-	A	5:26 a.m. - 10:17 p.m.	-	B
	Frequency of Service | varies	Peak: 10.1 / Off-Peak: 14.3	*Peak: 15.0 / Off-Peak: 21.8*	A	15.2	*28.5*	A	15.2	*32.0*	A
Productivity	**Passengers per Revenue Hour** | 30.0	35.2	*33.0*	A	27.0	*29.0*	C	25.2	*28.9*	D
	Passengers per Revenue Mile | 4.0	5.3	*3.7*	A	4.1	*3.0*	B	3.6	*2.9*	C
Reliability	**On-Time Performance** | 79%	76%	*76%*	C	78%	*78%*	C	80%	*80%*	B
	Crowding | 5.0%	6.9%	*2.1%*	E	3.0%	*1.0%*	A	1.0%	*0.8%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.68 Off-Peak: 0.42	*Peak: 0.52 Off-Peak: 0.40*	B	0.43	*0.38*	A	0.39	*0.37*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $5.00	$3.32	*$3.91*	A	$4.33	*$4.52*	A	$4.64	*$4.63*	B
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 31

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	6.5	*5.6*	E
Route Design	**Circuity |** 1.75	1.06	*1.44*	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 |** 30.0	37.2	*32.2*	A	28.9	*28.3*	C	27.9	*28.3*	C
	Passengers per Revenue Mile | 4.0	5.6	*3.7*	A	4.3	*3.0*	B	3.9	*2.9*	C
	Unique Segment Ridership | 10%	-	*17%*	-	-	*19%*	-	-	*19%*	-
Reliability	**On-Time Performance |** 79%	80%	*77%*	B	80%	*79%*	B	81%	*80%*	B
	Crowding | 5.0%	5.4%	*2.0%*	C	3.1%	*1.1%*	A	1.0%	*0.9%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.70 Off-Peak: 0.40	*Peak: 0.53 Off-Peak: 0.41*	B+	0.40	*0.39*	A	0.30	*0.35*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$3.14	*$4.18*	A	$4.04	*$4.72*	A	$4.20	*$4.78*	A
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 33

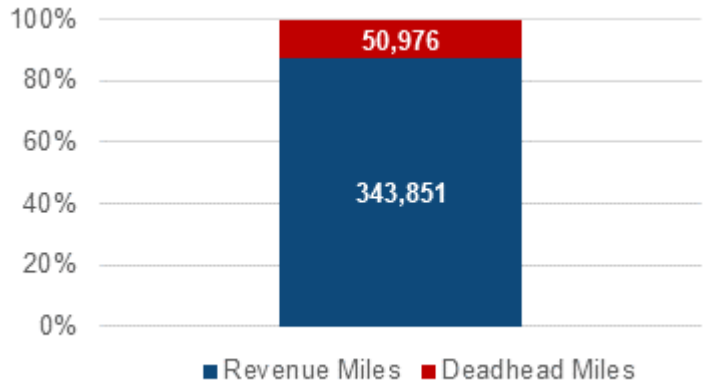
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	6.1	*5.6*	E
Route Design	**Circuity |** 1.75	1.20	*1.44*	A

	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 |** 30.0	33.5	*32.2*	A	25.3	*28.3*	D	23.4	*28.3*	E
	Passengers per Revenue Mile | 4.0	5.0	*3.7*	A	3.9	*3.0*	C	3.4	*2.9*	D
	Unique Segment Ridership | 10%	-	*17%*	-	-	*19%*	-	-	*19%*	-
Reliability	**On-Time Performance |** 79%	73%	*77%*	D	77%	*79%*	C	80%	*80%*	B
	Crowding | 5.0%	8.2%	*2.0%*	E	3.6%	*1.1%*	A	1.7%	*0.9%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.70 Off-Peak: 0.50	*Peak: 0.53 Off-Peak: 0.41*	B+	0.50	*0.39*	A	0.40	*0.35*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$3.49	*$4.18*	A	$4.62	*$4.72*	B	$5.00	*$4.78*	C
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

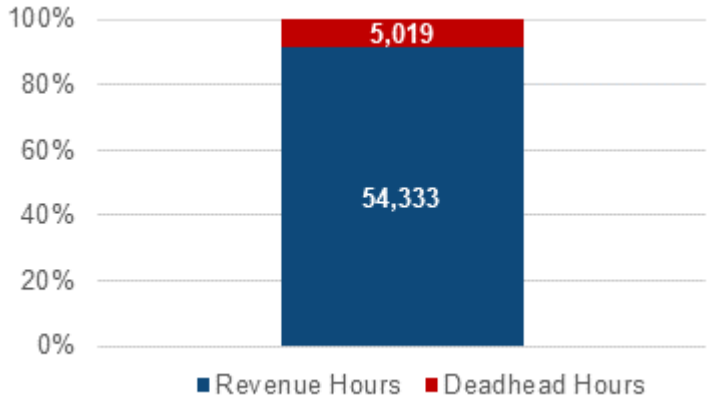
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



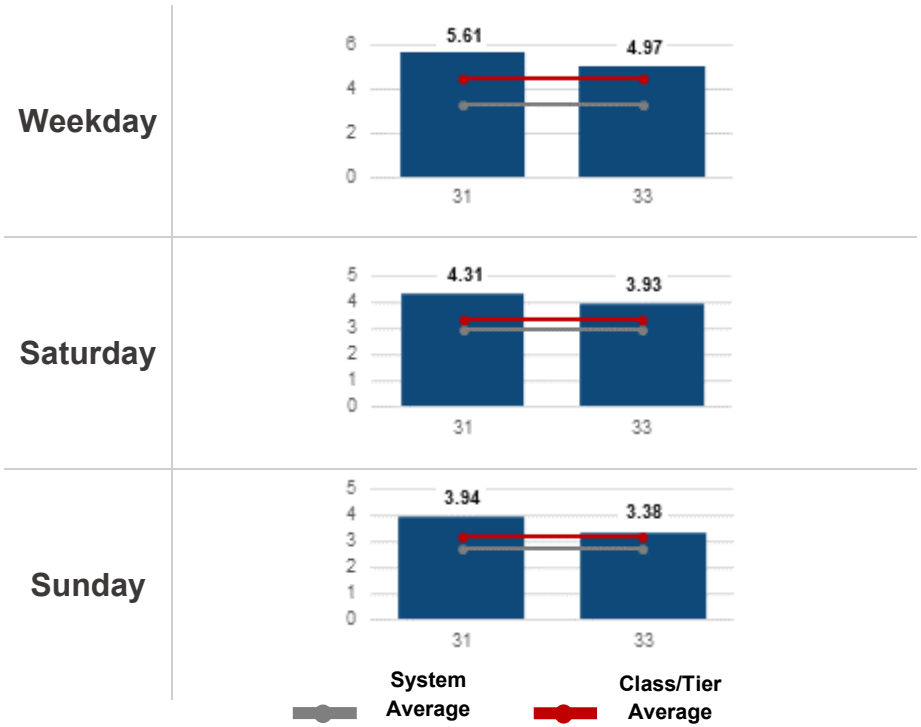
Hours Allocation



Service Delivery

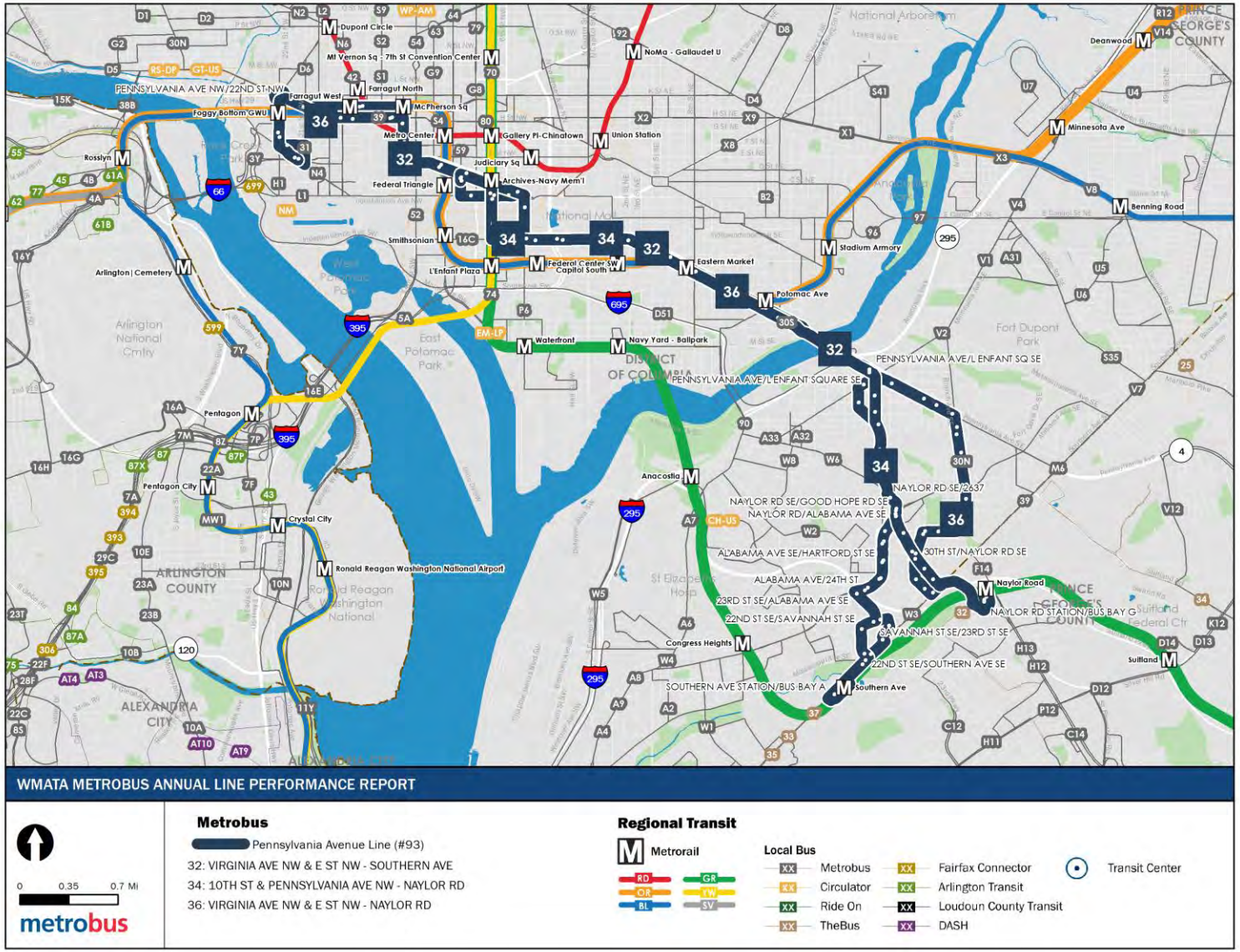
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
31	12.4	12,385	8,992 (73%)
33	15.2	12,477	8,886 (71%)

Passenger Miles per Revenue Mile



LINE: 93 – PENNSYLVANIA AVENUE ROUTE(S): 32,34,36

About the Line



Service Classification

Framework

Activity Tier

1

Overall Grade

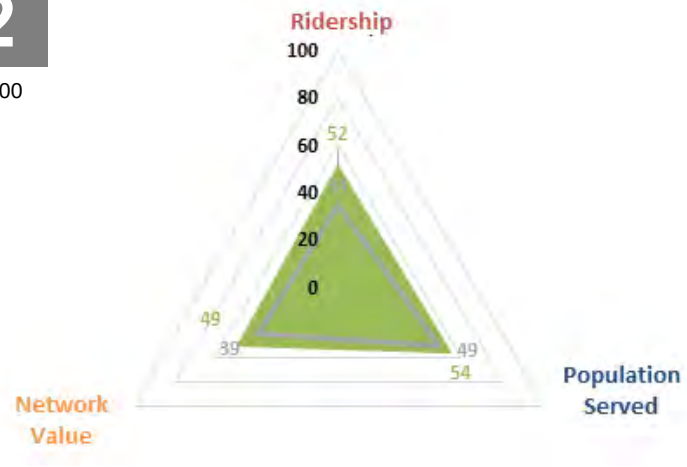
Line	B

Legend
Exceeds Meets
Approaches Below Significantly Below

Line Benefit Score

52

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$8,223,416
Peak Vehicles	22
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

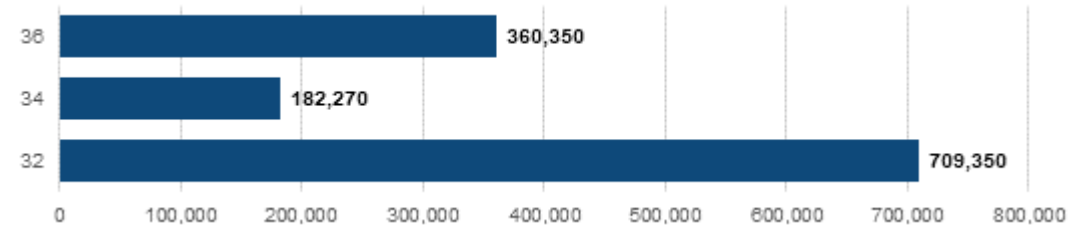
Service Area Population		66,214
Minority Population	*Service Area*	43,816
	Rider Survey	4,807 (88%)
Low-Income Households	*Service Area*	7,685
	Rider Survey	2,562 (49%)

Facilities/Amenities

Bus Stops	152
Bus Shelters	42
Benches	46
Real-Time Signs	24

Ridership

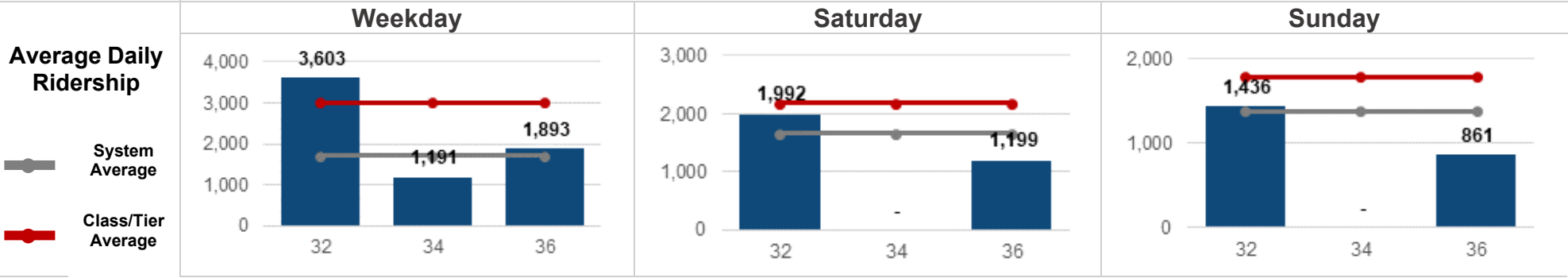
Annual Ridership



Top Transfer Locations

Potomac Avenue, Foggy Bottom, Southern Avenue

Average Daily Ridership



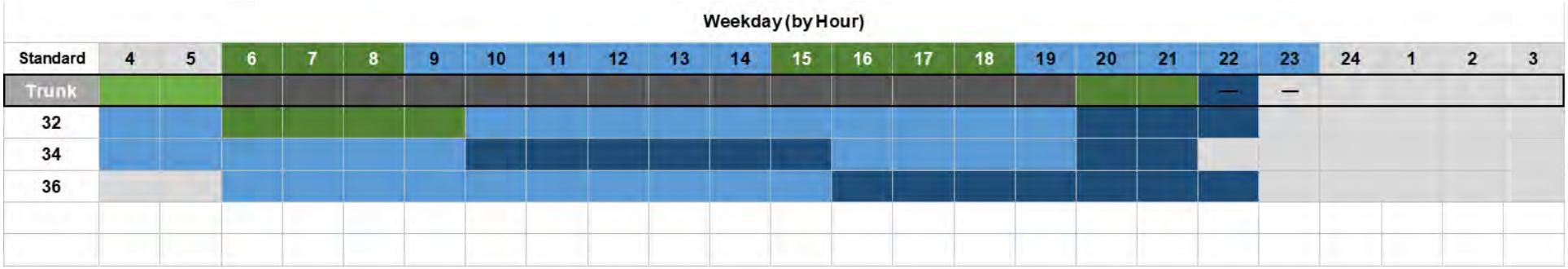
Average Trip Ridership and Maximum Load by Time Period

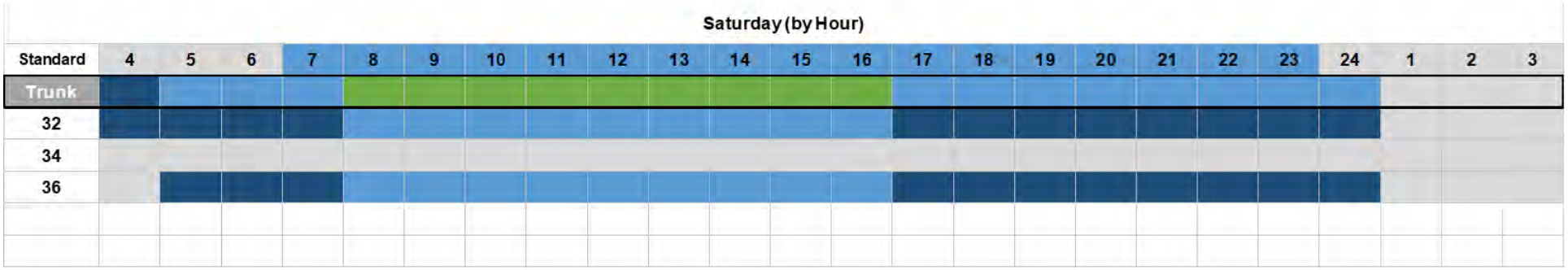
Vehicle Load Factor

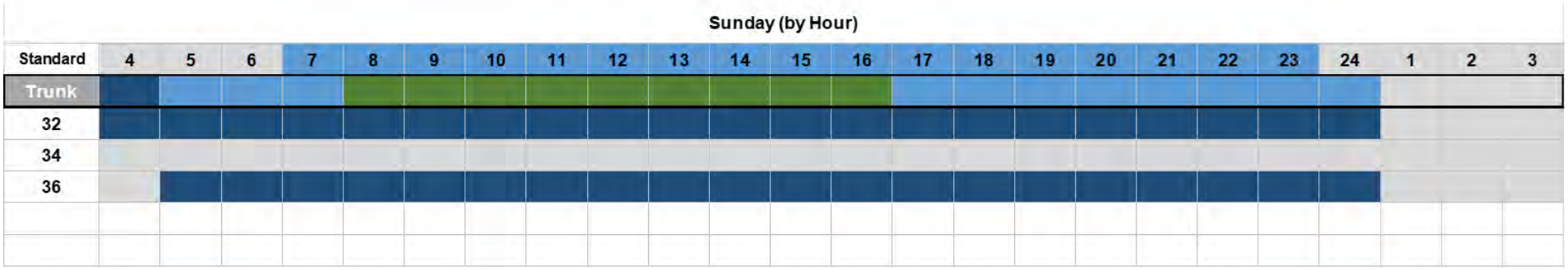
	Direction:	East	West
Weekday	**Peak** Maximum Target: 1.20	0.51	0.50
	Off-Peak Maximum Target: 1.00	0.40	0.41
	Saturday Maximum Target: 1.00	0.36	0.37
	Sunday Maximum Target: 1.00	0.34	0.32

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—







[1] Span/frequency standards are only applicable at the line level.

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	4:23 a.m. - 12:19 a.m.	-	A	4:51 a.m. - 12:42 a.m.	-	A	4:51 a.m. - 12:37 a.m.	-	A
	Frequency of Service | varies	Peak: 8.0 / Off-Peak: 10.6	*Peak: 15.0 / Off-Peak: 21.8*	A	22.9	*28.5*	A	25.8	*32.0*	A
Productivity	**Passengers per Revenue Hour** | 30.0	30.0	*33.0*	B	23.9	*29.0*	E	22.7	*28.9*	E
	Passengers per Revenue Mile | 4.0	3.8	*3.7*	C	2.8	*3.0*	E	2.5	*2.9*	E
Reliability	**On-Time Performance** | 79%	73%	*76%*	D	74%	*78%*	D	75%	*80%*	C
	Crowding | 5.0%	1.4%	*2.1%*	A	0.0%	*1.0%*	A	0.0%	*0.8%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.51 Off-Peak: 0.40	*Peak: 0.52 Off-Peak: 0.40*	B	0.36	*0.38*	A	0.34	*0.37*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $5.00	$3.90	*$3.91*	A	$4.90	*$4.52*	B	$5.16	*$4.63*	C
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 32

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	5.5	*5.6*	E
Route Design	**Circuity |** 1.75	1.42	*1.44*	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 |** 30.0	35.1	*32.2*	A	28.3	*28.3*	C	27.6	*28.3*	C
	Passengers per Revenue Mile | 4.0	4.6	*3.7*	A	3.4	*3.0*	D	3.0	*2.9*	E
	Unique Segment Ridership | 10%	-	*17%*	-	-	*19%*	-	-	*19%*	-
Reliability	**On-Time Performance |** 79%	71%	*77%*	D	74%	*79%*	D	75%	*80%*	C
	Crowding | 5.0%	2.0%	*2.0%*	A	0.2%	*1.1%*	A	0.1%	*0.9%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.62 Off-Peak: 0.50	*Peak: 0.53 Off-Peak: 0.41*	B	0.40	*0.39*	A	0.40	*0.35*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$3.33	*$4.18*	A	$4.12	*$4.72*	A	$4.23	*$4.78*	A
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 34

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	5.2	*5.6*	E
Route Design	**Circuity |** 1.75	1.10	*1.44*	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 |** 30.0	28.8	*32.2*	C		*28.3*	-		*28.3*	-
	Passengers per Revenue Mile | 4.0	3.4	*3.7*	D		*3.0*	-		*2.9*	-
	Unique Segment Ridership | 10%	-	*17%*	-		*19%*	-		*19%*	-
Reliability	**On-Time Performance |** 79%	77%	*77%*	C		*79%*	-		*80%*	-
	Crowding | 5.0%	0.2%	*2.0%*	A		*1.1%*	-		*0.9%*	-
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.40 Off-Peak: 0.30	*Peak: 0.53 Off-Peak: 0.41*	A		*0.39*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$4.06	*$4.18*	A		*$4.72*	-		*$4.78*	-
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 36

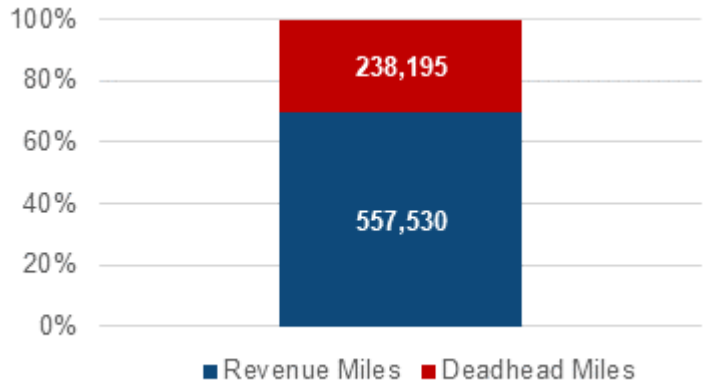
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	5.4	*5.6*	E
Route Design	**Circuity |** 1.75	1.40	*1.44*	A

	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 |** 30.0	24.0	*32.2*	E	18.9	*28.3*	E	17.4	*28.3*	E
	Passengers per Revenue Mile | 4.0	3.2	*3.7*	E	2.2	*3.0*	E	1.9	*2.9*	E
	Unique Segment Ridership | 10%	-	*17%*	-	-	*19%*	-	-	*19%*	-
Reliability	**On-Time Performance |** 79%	73%	*77%*	D	74%	*79%*	C	76%	*80%*	C
	Crowding | 5.0%	0.9%	*2.0%*	A	0.3%	*1.1%*	A	0.0%	*0.9%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.50 Off-Peak: 0.40	*Peak: 0.53 Off-Peak: 0.41*	A	0.30	*0.39*	A	0.30	*0.35*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$4.87	*$4.18*	B	$6.19	*$4.72*	E	$6.72	*$4.78*	E
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

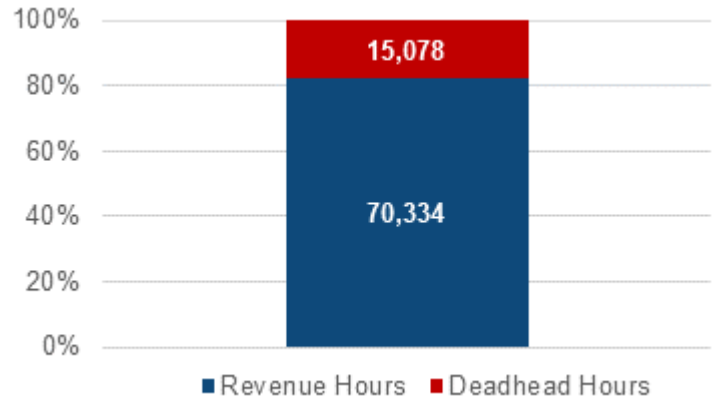
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



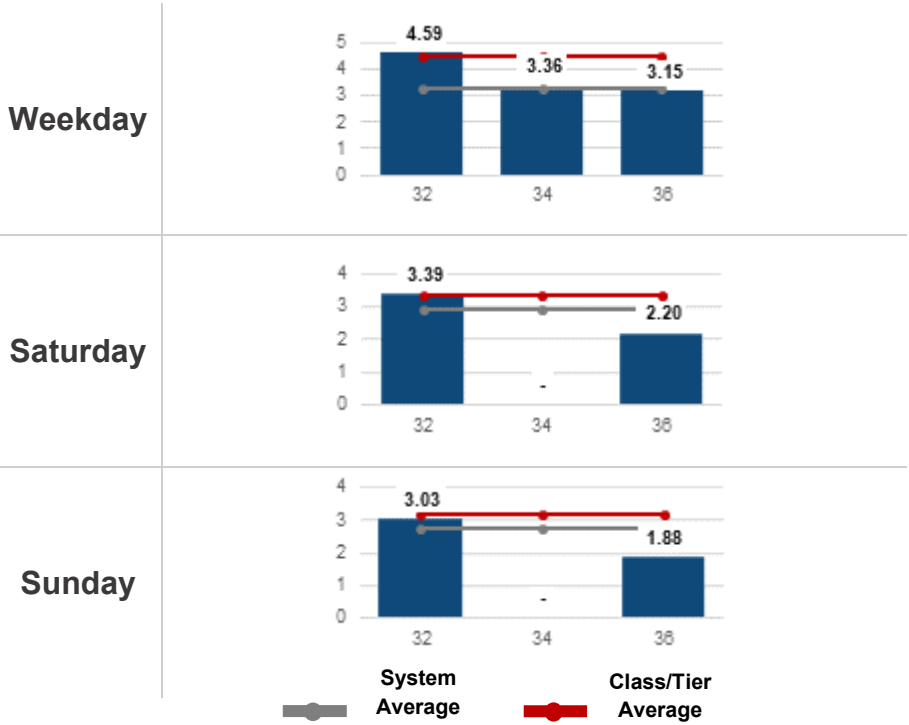
Hours Allocation



Service Delivery

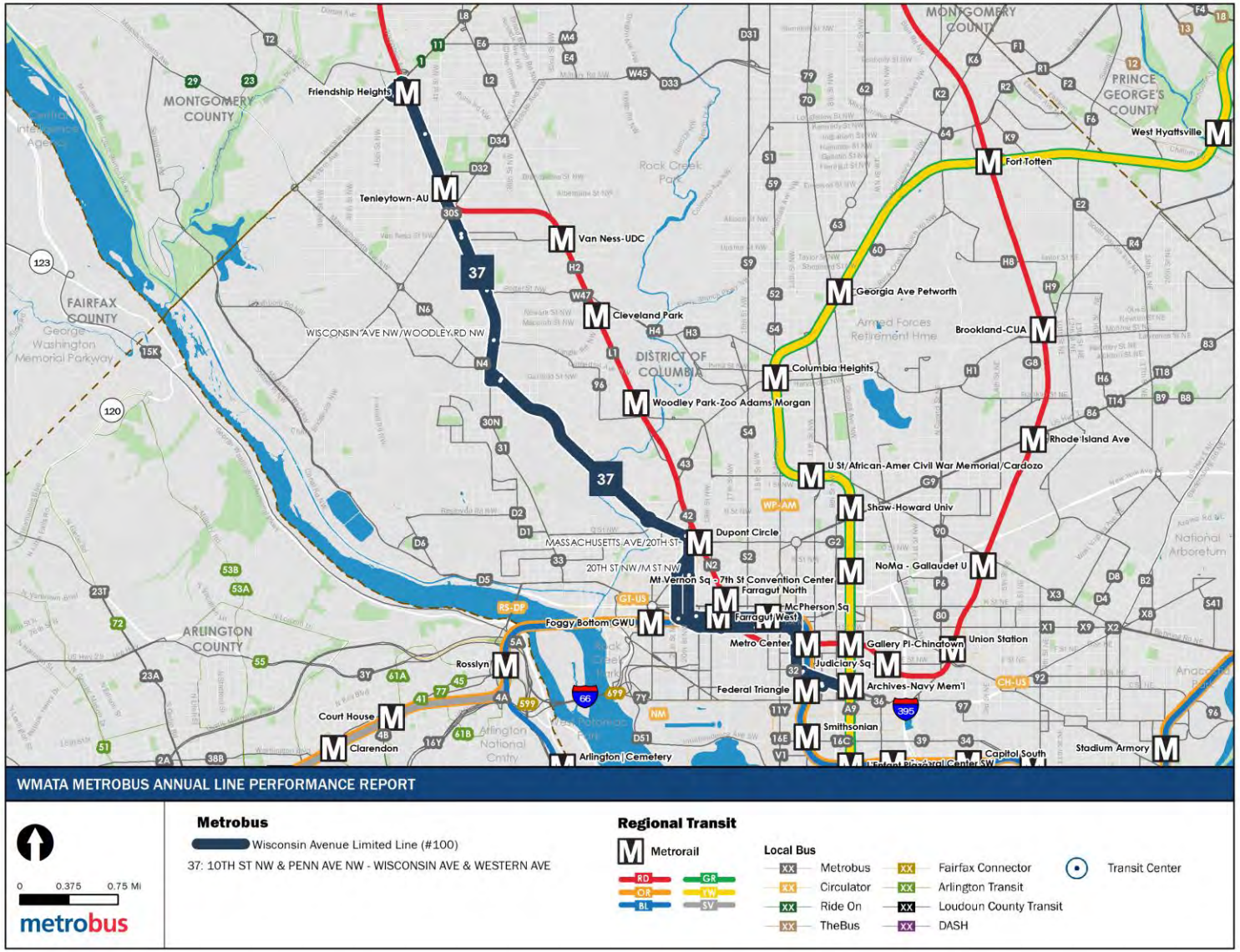
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
32	22.5	12,730	10,493 (82%)
34	13.1	6,110	5,266 (86%)
36	19.5	10,098	8,092 (80%)

Passenger Miles per Revenue Mile



LINE: 100 – WISCONSIN AVENUE LIMITED ROUTE(S): 37

About the Line



Service Classification

Commuter

Activity Tier

1

Overall Grade

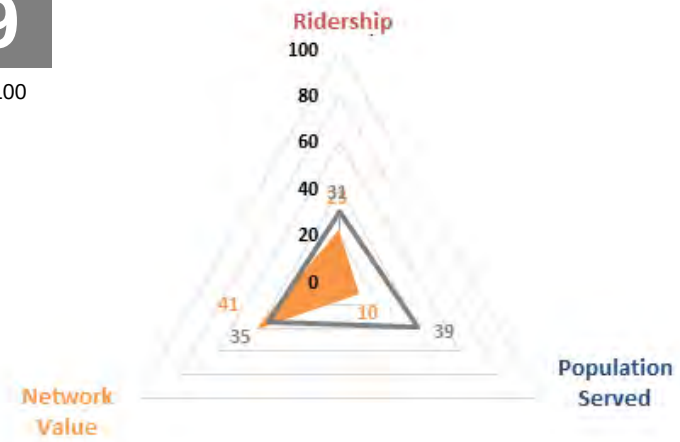
Line	B

Legend
Exceeds Meets
Approaches Below Significantly Below

Line Benefit Score

29

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$590,933
Peak Vehicles	6
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

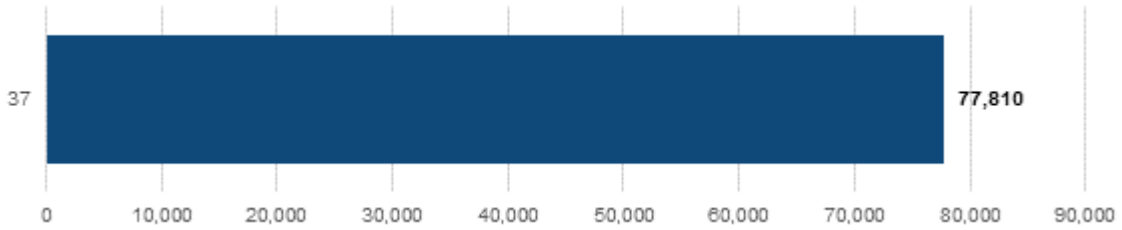
Service Area Population		37,040
Minority Population	*Service Area*	10,968
	Rider Survey	99 (32%)
Low-Income Households	*Service Area*	2,807
	Rider Survey	36 (12%)

Facilities/Amenities

Bus Stops	38
Bus Shelters	12
Benches	12
Real-Time Signs	9

Ridership

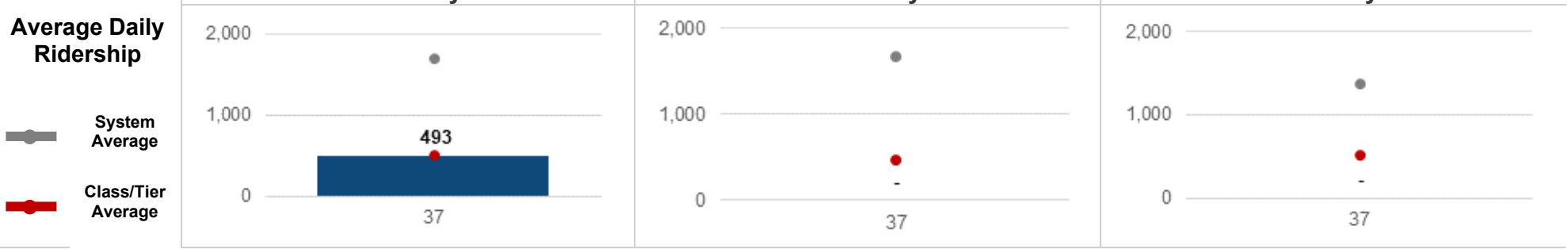
Annual Ridership



Top Transfer Locations

Dupont Circle, Tenleytown-AU, Farragut West

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period

Vehicle Load Factor

	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.00	0.52	0.52
Weekday	**Off-Peak** Maximum Target: 1.00	0.29	0.34
	Saturday Maximum Target: 1.00		
	Sunday Maximum Target: 1.00		

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
37																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
37																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
37																								

[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

B Wisconsin 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	6:45 a.m. - 10:03 a.m.; 4:00 p.m. - 7:47 p.m.	-	B		-	-		-	-
	Frequency of Service | varies	Peak: 16.6 / Off-Peak: 18.0	*Peak: 21.1 / Off-Peak: 32.0*	-		*60.0*	-		*65.7*	-
Productivity	**Passengers per Trip** | 20.0	22.4	*21.6*	A		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.5	3.3	*2.3*	A		*0.4*	-		*0.5*	-
Reliability	**On-Time Performance** | 79%	73%	*76%*	D		*77%*	-		*81%*	-
	Crowding | 5.0%	2.3%	*3.1%*	A		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.52 Off-Peak: 0.29	*Peak: 0.48 Off-Peak: 0.39*	B		*0.30*	-		*0.37*	-
Cost Effectiveness	**Operating Cost per Passenger Trip** | $7.00	$4.79	*$5.12*	A		*$8.44*	-		*$7.72*	-
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 37

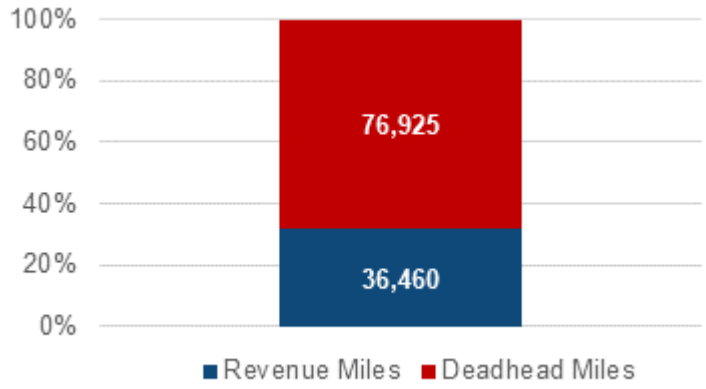
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** N/A	2.8	*3.2*	-
Route Design	**Circuity |** N/A	1.06	*1.39*	-

	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 Trip |** 20.0	22.4	*20.1*	A		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.5	3.3	*2.1*	A		*0.4*	-		*0.5*	-
	Unique Segment Ridership | 15%	3%	*27%*	E		*100%*	-		*100%*	-
Reliability	**On-Time Performance |** 79%	73%	*77%*	D		*77%*	-		*81%*	-
	Crowding | 5.0%	2.3%	*2.4%*	A		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.52 Off-Peak: 0.30	*Peak: 0.44 Off-Peak: 0.36*	B+		*0.31*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$4.79	*$5.62*	A		*$8.44*	-		*$7.72*	-
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

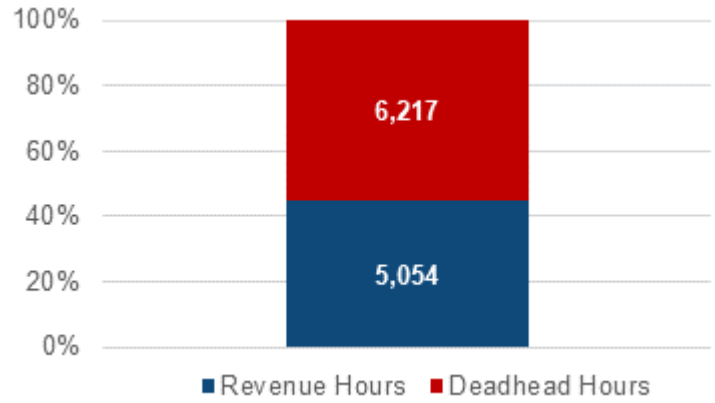
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



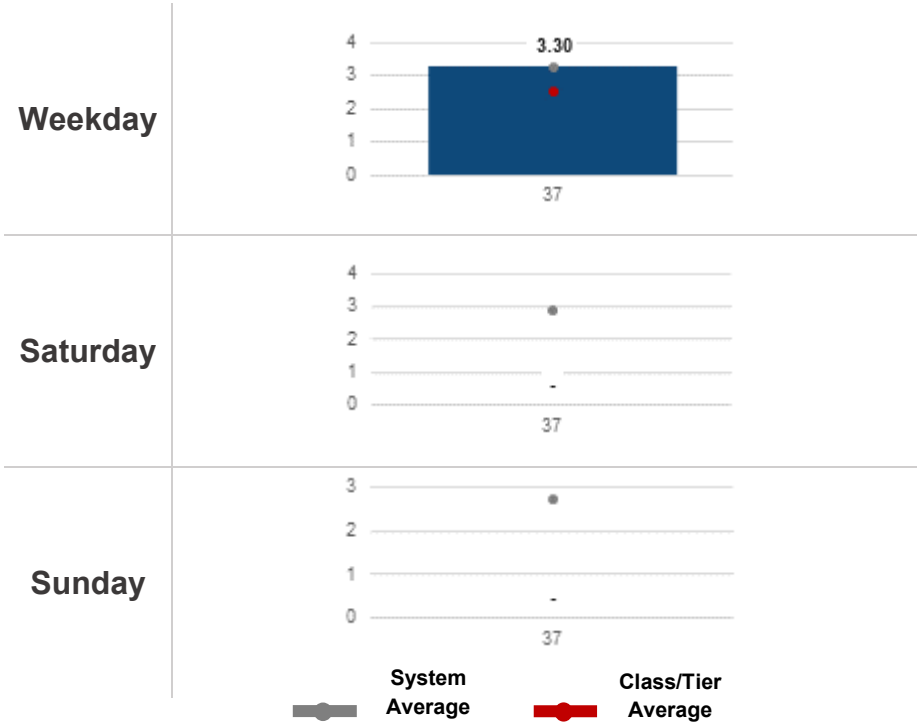
Hours Allocation



Service Delivery

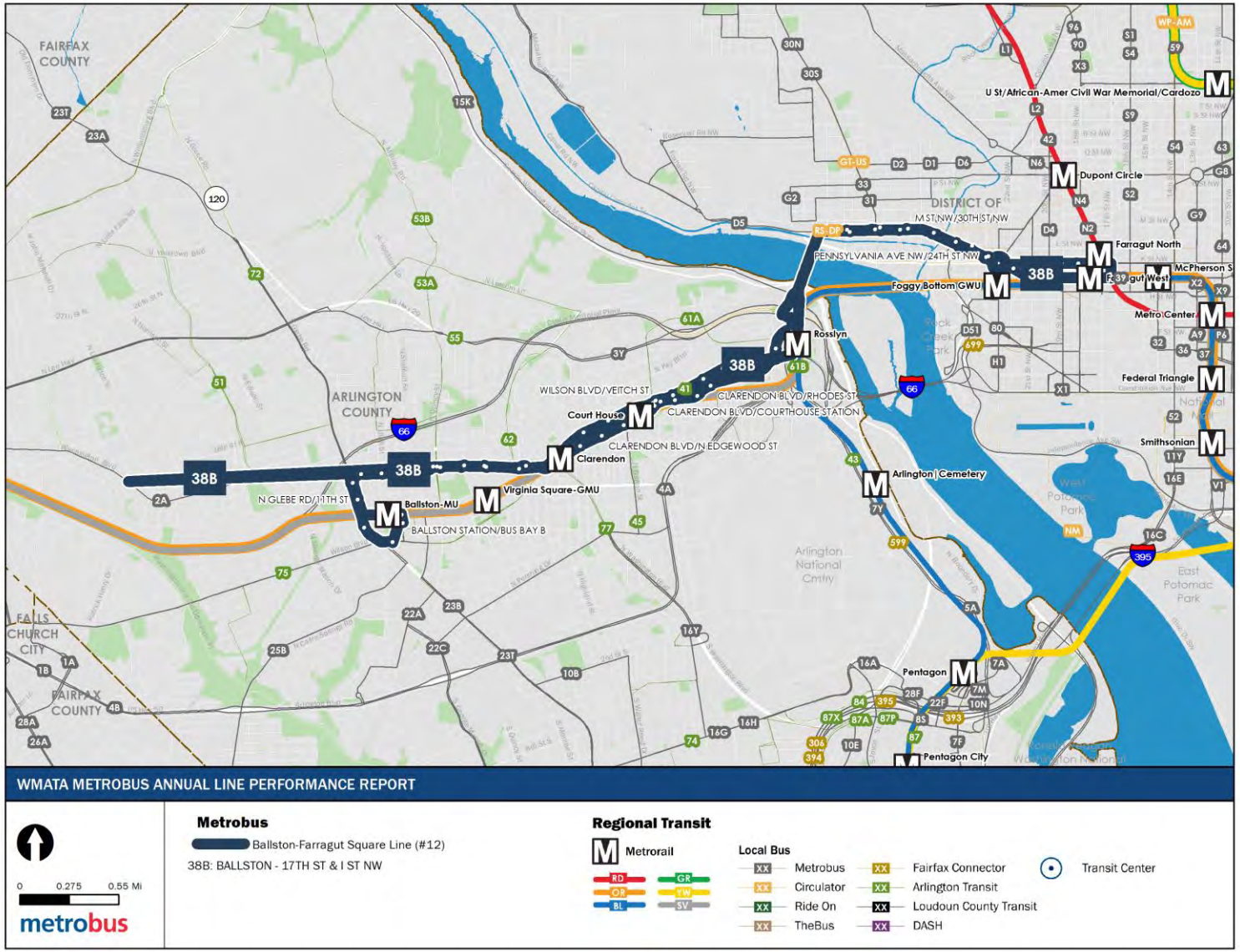
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
37	14.0	2,464	2,023 (82%)

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	B

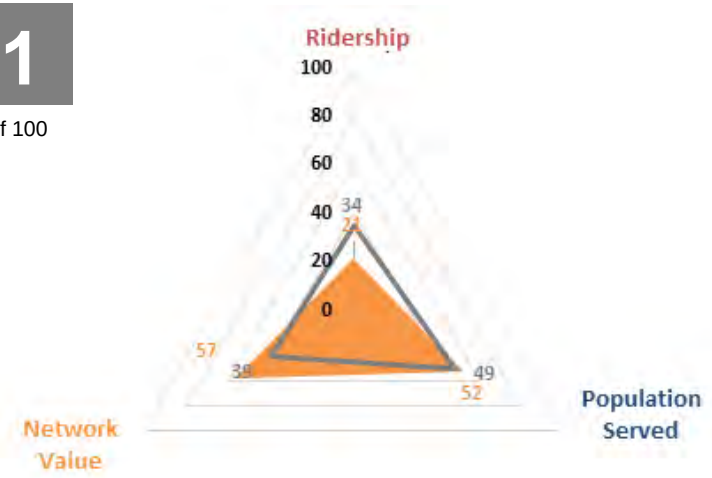
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

31

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$4,050,335
Peak Vehicles	10
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

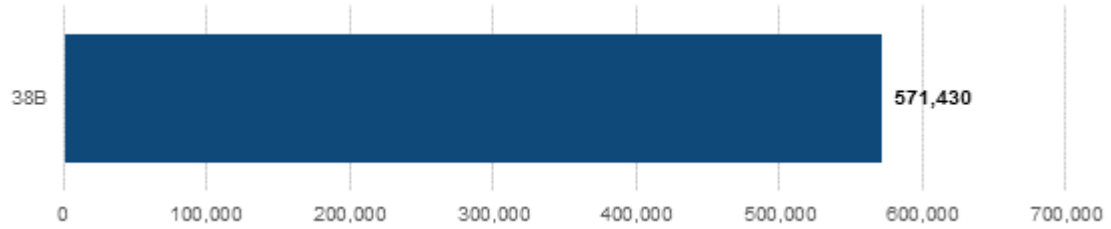
Service Area Population		59,204
Minority Population	*Service Area*	18,483
	Rider Survey	1,498 (61%)
Low-Income Households	*Service Area*	3,324
	Rider Survey	654 (29%)

Facilities/Amenities

Bus Stops	82
Bus Shelters	20
Benches	22
Real-Time Signs	1

Ridership

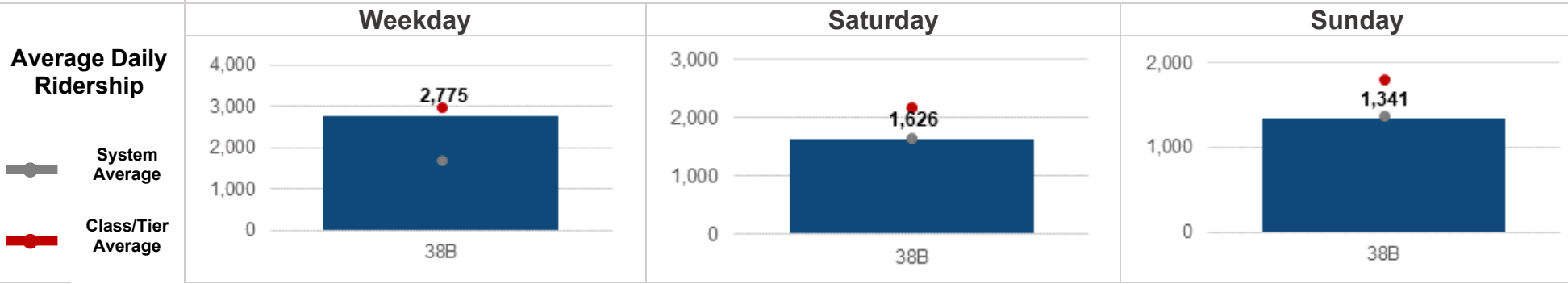
Annual Ridership



Top Transfer Locations

Rosslyn, Farragut North, Rosslyn East

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period

Vehicle Load Factor

	Direction:	East	West
Weekday	**Peak** Maximum Target: 1.20	0.46	0.45
	Off-Peak Maximum Target: 1.00	0.28	0.29
	Saturday Maximum Target: 1.00	0.33	0.31
	Sunday Maximum Target: 1.00	0.30	0.31

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
38B																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
38B																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
38B																								

[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

B 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	5:20 a.m. - 2:47 a.m.	-	A	5:30 a.m. - 2:48 a.m.	-	A	5:30 a.m. - 12:54 a.m.	-	A
	Frequency of Service | varies	Peak: 14.8 / Off-Peak: 19.6	*Peak: 15.0 / Off-Peak: 21.8*	A	30.0	*28.5*	A	30.0	*32.0*	A
Productivity	**Passengers per Revenue Hour** | 30.0	24.3	*33.0*	D	22.8	*29.0*	E	22.0	*28.9*	E
	Passengers per Revenue Mile | 4.0	3.6	*3.7*	C	3.2	*3.0*	D	2.9	*2.9*	E
Reliability	**On-Time Performance** | 79%	88%	*76%*	A	82%	*78%*	B	87%	*80%*	A
	Crowding | 5.0%	0.7%	*2.1%*	A	0.0%	*1.0%*	A	0.0%	*0.8%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.46 Off-Peak: 0.28	*Peak: 0.52 Off-Peak: 0.40*	A	0.33	*0.38*	A	0.30	*0.37*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $5.00	$4.81	*$3.91*	B	$5.14	*$4.52*	C	$5.32	*$4.63*	C
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 38B

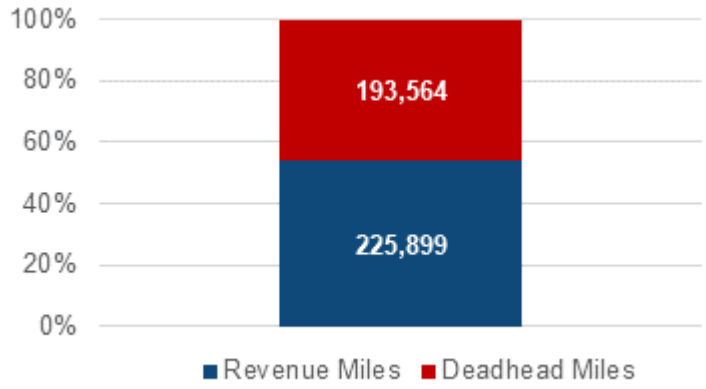
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	7.2	*5.6*	E
Route Design	**Circuity |** 1.75	1.54	*1.44*	A

	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 |** 30.0	24.3	*32.2*	D	22.8	*28.3*	E	22.0	*28.3*	E
	Passengers per Revenue Mile | 4.0	3.6	*3.7*	C	3.2	*3.0*	D	2.9	*2.9*	E
	Unique Segment Ridership | 10%	23%	*17%*	A	26%	*19%*	A	25%	*19%*	A
Reliability	**On-Time Performance |** 79%	88%	*77%*	A	82%	*79%*	B	87%	*80%*	A
	Crowding | 5.0%	0.7%	*2.0%*	A	0.2%	*1.1%*	A	0.0%	*0.9%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.46 Off-Peak: 0.30	*Peak: 0.53 Off-Peak: 0.41*	A	0.30	*0.39*	A	0.30	*0.35*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$4.81	*$4.18*	B	$5.14	*$4.72*	C	$5.32	*$4.78*	C
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

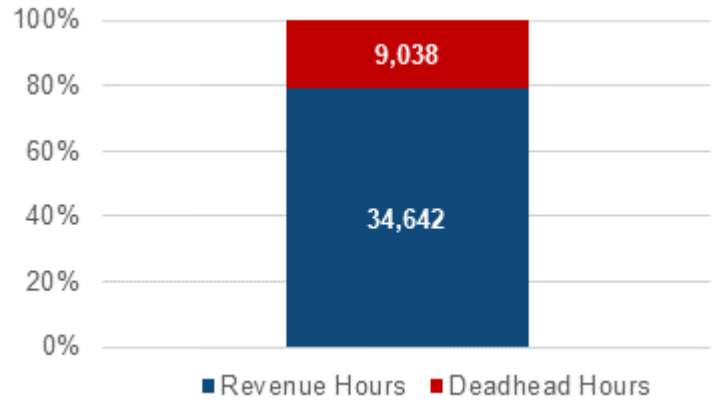
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



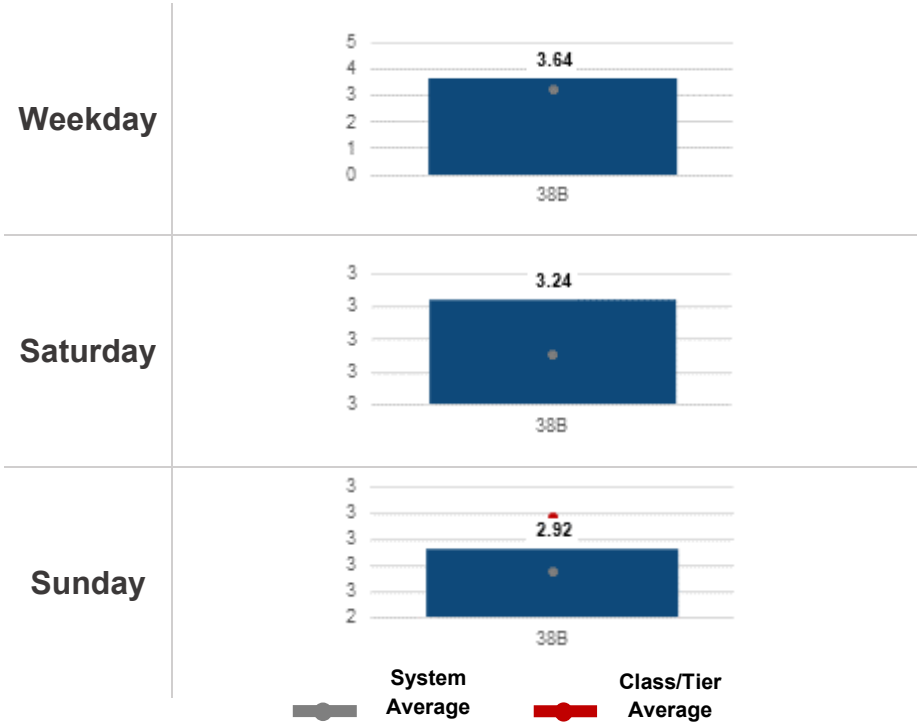
Hours Allocation



Service Delivery

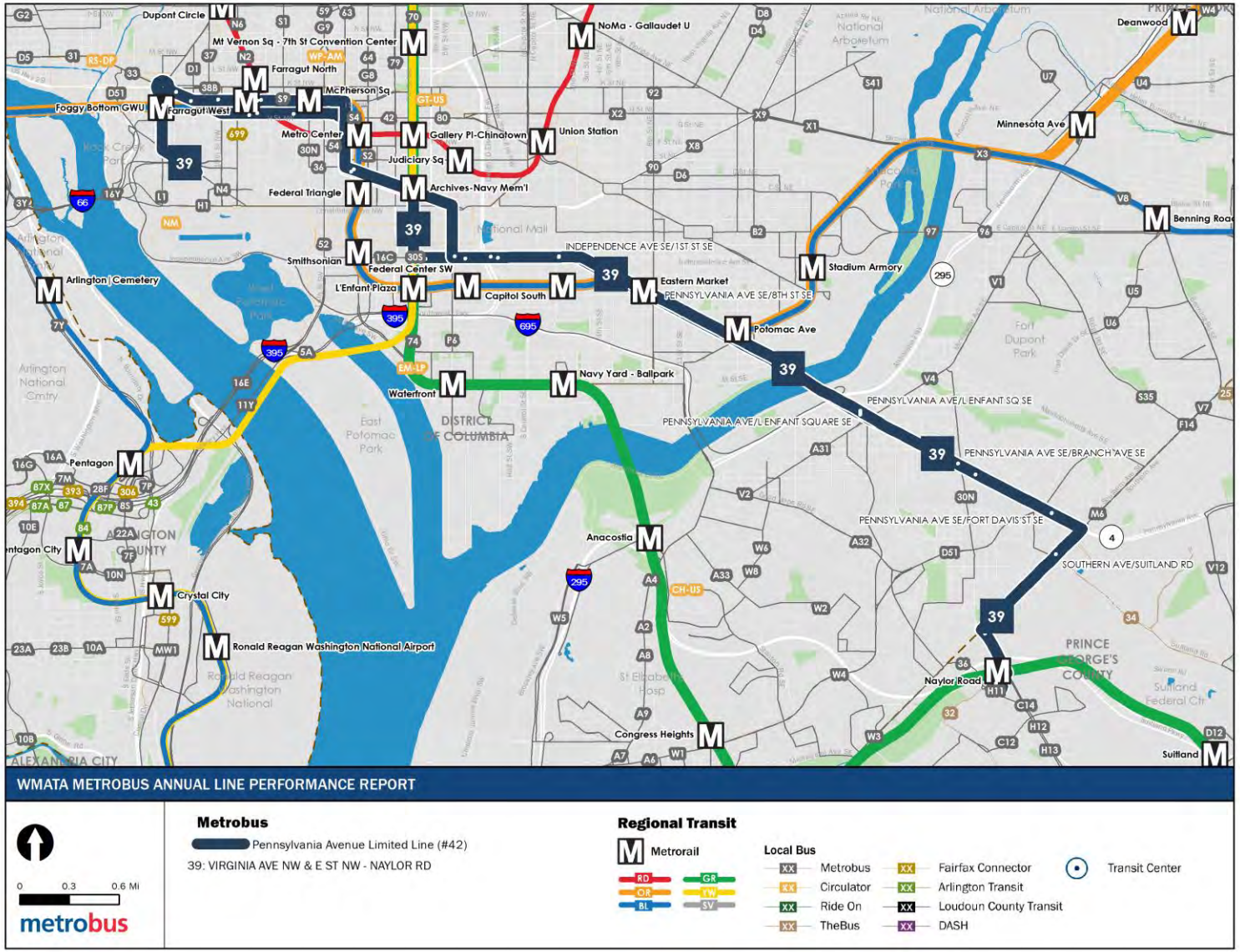
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
38B	15.8	17,905	16,705 (93%)

Passenger Miles per Revenue Mile



LINE: 42 – PENNSYLVANIA AVENUE LIMITED ROUTE(S): 39

About the Line



Service Classification

Framework

Activity Tier

1

Overall Grade

Line	C

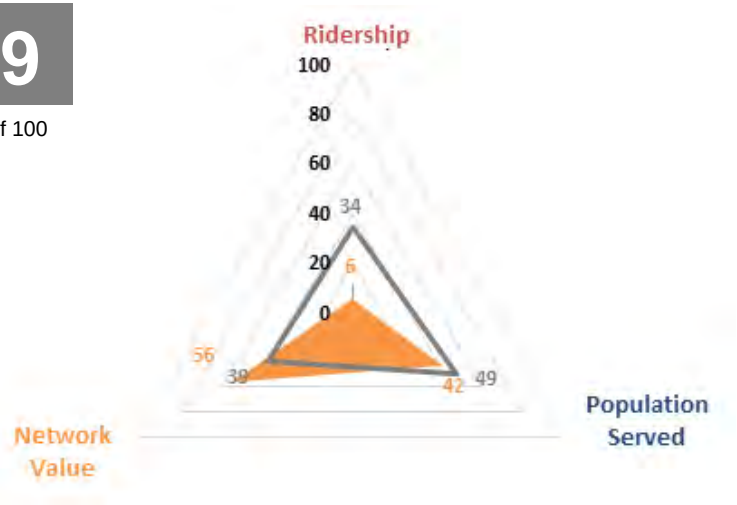
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

19

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$778,980
Peak Vehicles	6
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

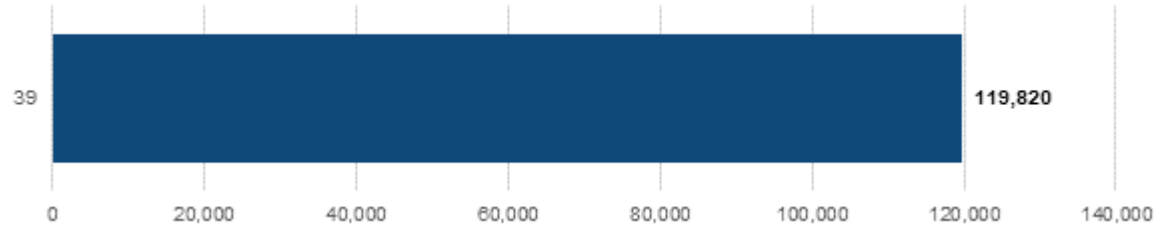
Service Area Population		48,165
Minority Population	*Service Area*	26,246
	Rider Survey	411 (74%)
Low-Income Households	*Service Area*	4,702
	Rider Survey	58 (11%)

Facilities/Amenities

Bus Stops	50
Bus Shelters	19
Benches	23
Real-Time Signs	14

Ridership

Annual Ridership



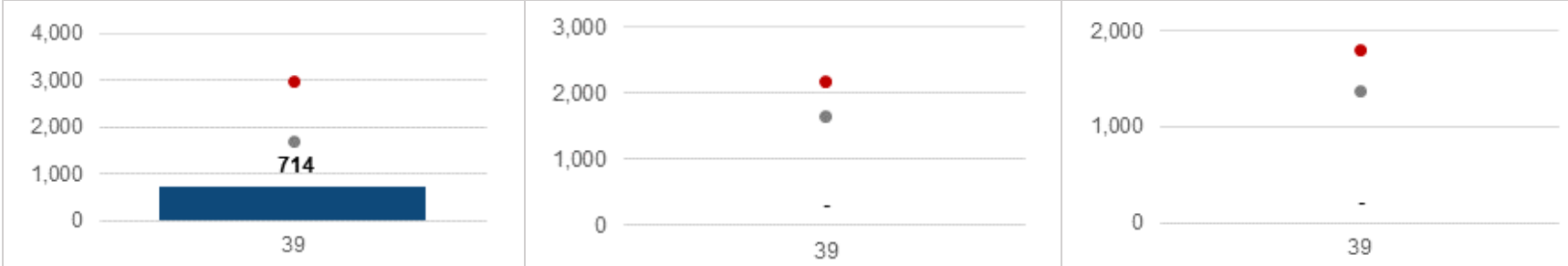
Top Transfer Locations

Potomac Avenue, Foggy Bottom, Archives-Navy Memorial

Average Daily Ridership

System Average

Class/Tier Average



Average Trip Ridership and Maximum Load by Time Period

Vehicle Load Factor

	Direction:	East	West
Weekday	**Peak** Maximum Target: 1.20	0.52	0.57
	Off-Peak Maximum Target: 1.00		0.32
	Saturday Maximum Target: 1.00		
	Sunday Maximum Target: 1.00		

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Standard																								
Trunk								—	—	—	—						—	—	—	—				
39																								

Saturday (by Hour)

	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Standard																								
Trunk				—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—				
39																								

Sunday (by Hour)

	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Standard																								
Trunk				—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—				
39																								

[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

C Pennsylvania 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	6:00 a.m. - 10:09 a.m.; 3:30 p.m. - 7:37 p.m.	-	E		-	E		-	E
	Frequency of Service | varies	Peak: 16.9 / Off-Peak: 28.0	*Peak: 15.0 / Off-Peak: 21.8*	A		*28.5*	-		*32.0*	-
Productivity	**Passengers per Revenue Hour** | 30.0	26.4	*33.0*	D		*29.0*	-		*28.9*	-
	Passengers per Revenue Mile | 4.0	3.5	*3.7*	D		*3.0*	-		*2.9*	-
Reliability	**On-Time Performance** | 79%	62%	*76%*	E		*78%*	-		*80%*	-
	Crowding | 5.0%	0.6%	*2.1%*	A		*1.0%*	-		*0.8%*	-
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.52 Off-Peak:	*Peak: 0.52 Off-Peak: 0.40*	B		*0.38*	-		*0.37*	-
Cost Effectiveness	**Operating Cost per Passenger Trip** | $5.00	$4.42	*$3.91*	A		*$4.52*	-		*$4.63*	-
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 39

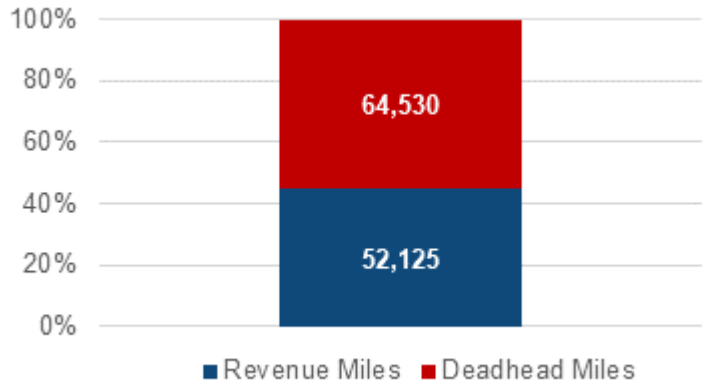
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	2.7	*5.6*	E
Route Design	**Circuity |** 1.75	1.32	*1.44*	A

	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 |** 30.0	26.4	*32.2*	D		*28.3*	-		*28.3*	-
	Passengers per Revenue Mile | 4.0	3.5	*3.7*	D		*3.0*	-		*2.9*	-
	Unique Segment Ridership | 10%	-	*17%*	-		*19%*	-		*19%*	-
Reliability	**On-Time Performance |** 79%	62%	*77%*	E		*79%*	-		*80%*	-
	Crowding | 5.0%	0.6%	*2.0%*	A		*1.1%*	-		*0.9%*	-
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.54 Off-Peak: 0.30	*Peak: 0.53 Off-Peak: 0.41*	B+		*0.39*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$4.42	*$4.18*	A		*$4.72*	-		*$4.78*	-
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

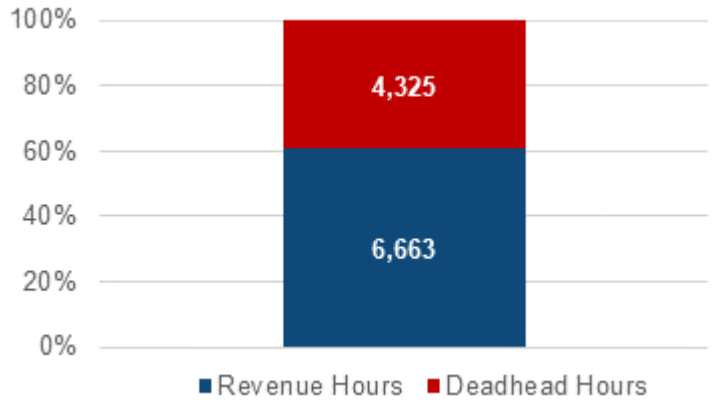
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



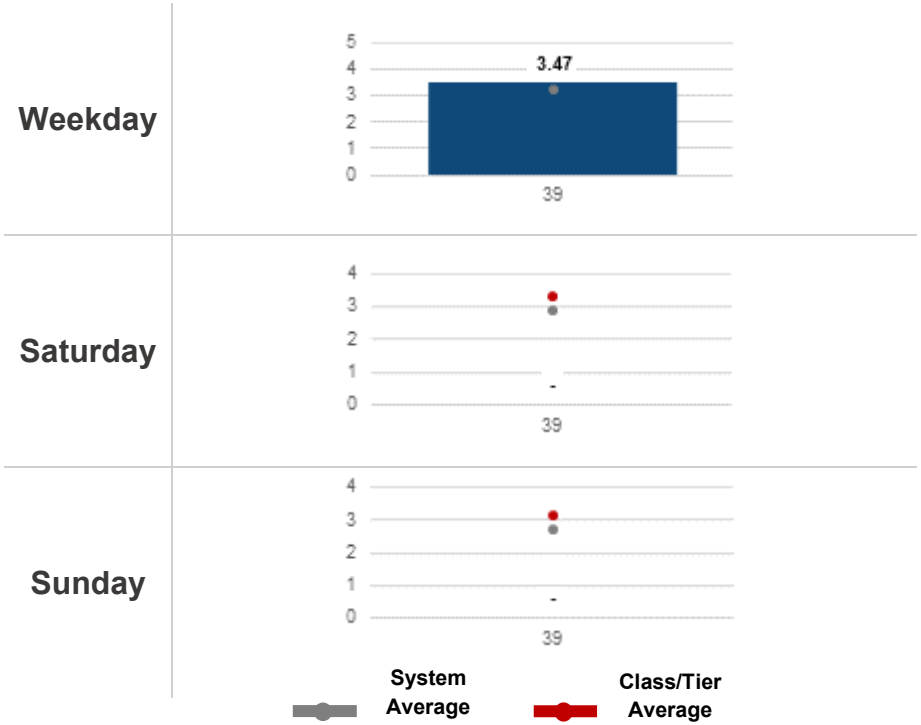
Hours Allocation



Service Delivery

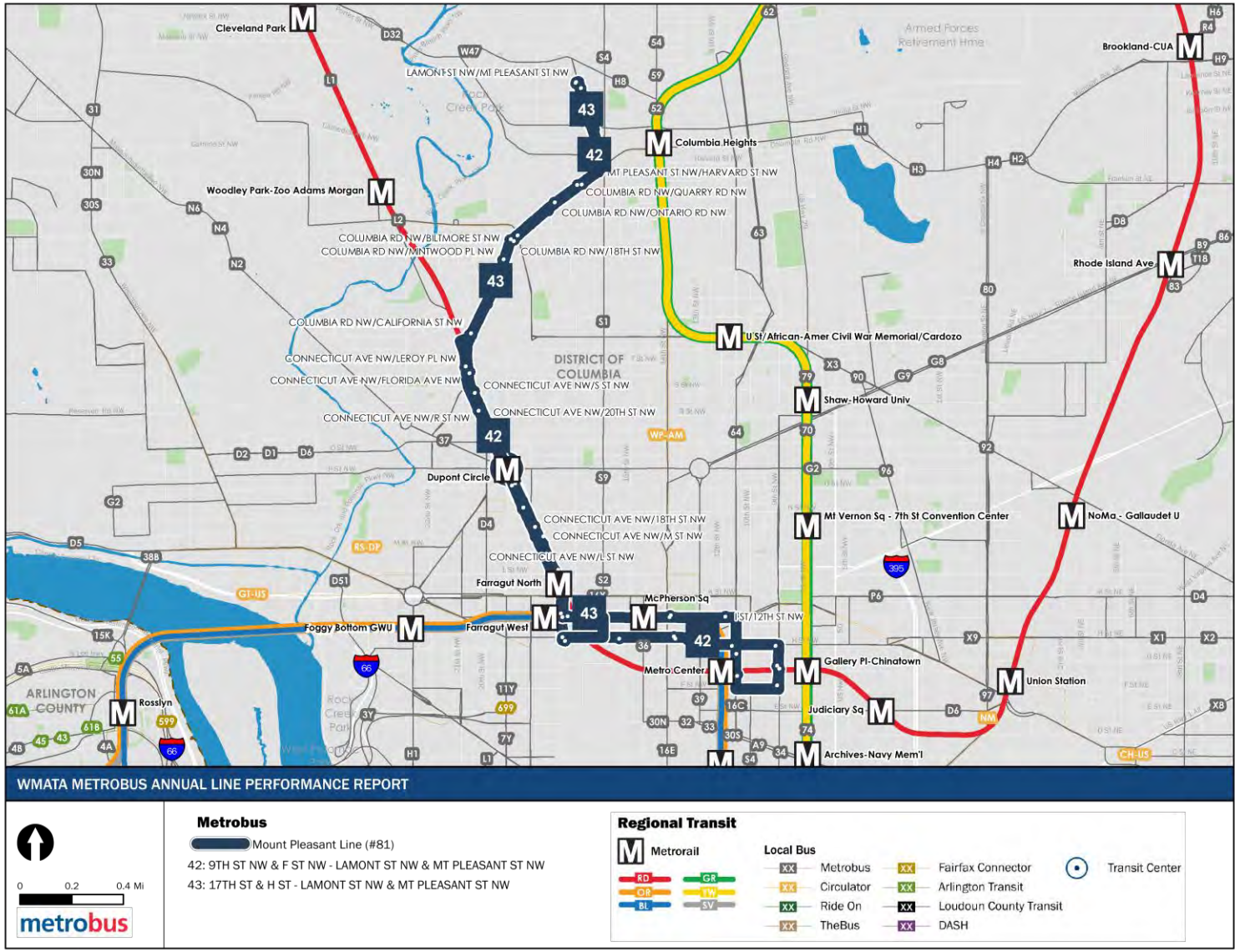
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
39	18.3	2,688	2,494 (93%)

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

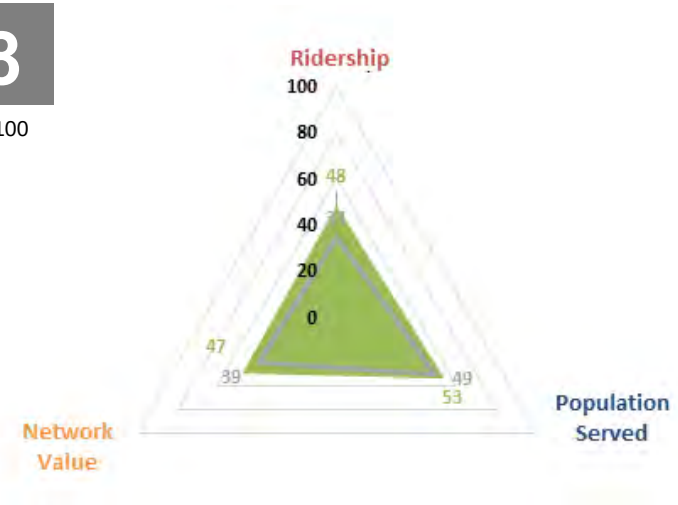
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

48

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$6,240,215
Peak Vehicles	17
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

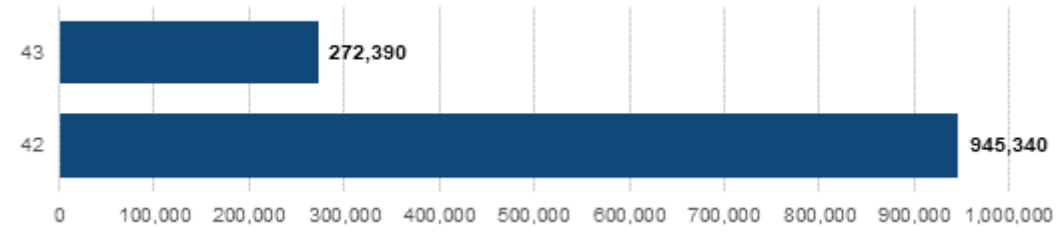
Service Area Population		48,159
Minority Population	*Service Area*	19,640
	Rider Survey	2,543 (51%)
Low-Income Households	*Service Area*	4,126
	Rider Survey	940 (20%)

Facilities/Amenities

Bus Stops	57
Bus Shelters	31
Benches	40
Real-Time Signs	11

Ridership

Annual Ridership



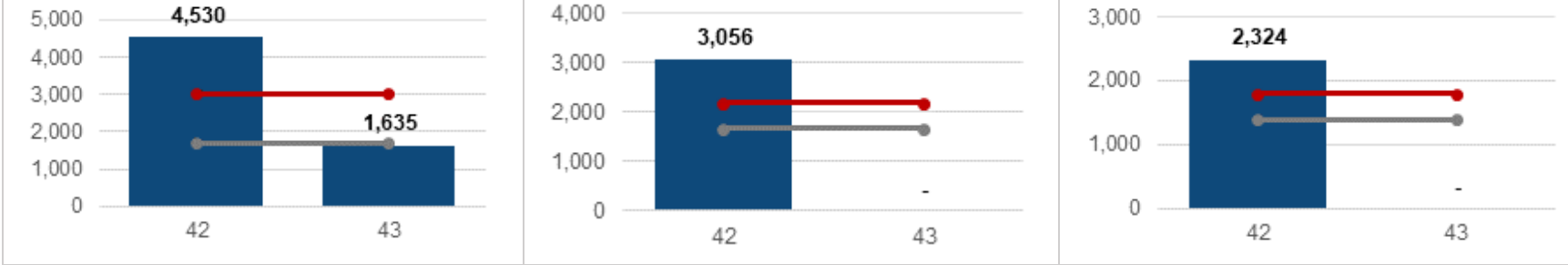
Top Transfer Locations

Farragut West, Dupont Circle, Columbia Heights

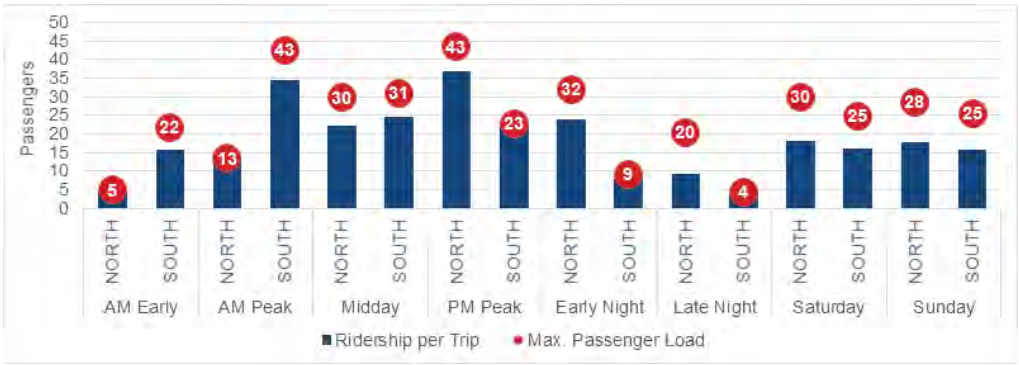
Average Daily Ridership

System Average

Class/Tier Average



Average Trip Ridership and Maximum Load by Time Period

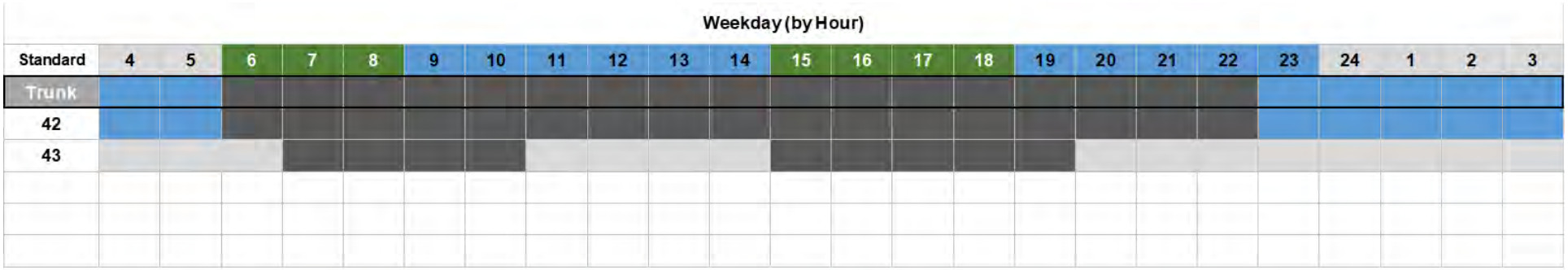


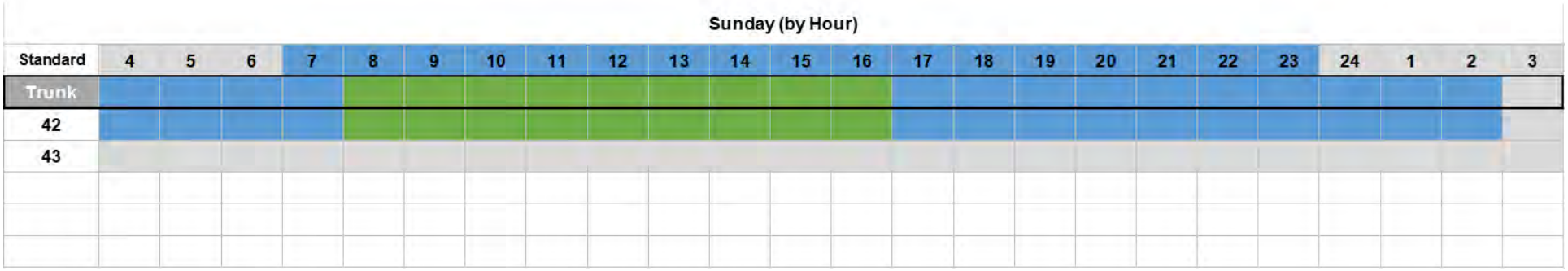
Vehicle Load Factor

	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.20	0.64	0.60
Weekday	**Off-Peak** Maximum Target: 1.00	0.40	0.32
	Saturday Maximum Target: 1.00	0.36	0.30
	Sunday Maximum Target: 1.00	0.35	0.30

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—





[1] Span/frequency standards are only applicable at the line level.

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	4:20 a.m. - 3:44 a.m.	-	A	4:30 a.m. - 3:49 a.m.	-	A	4:30 a.m. - 2:27 a.m.	-	A
	Frequency of Service | varies	Peak: 4.5 / Off-Peak: 4.6	*Peak: 15.0 / Off-Peak: 21.8*	A	21.6	*28.5*	A	21.4	*32.0*	A
Productivity	**Passengers per Revenue Hour** | 30.0	37.1	*33.0*	A	27.5	*29.0*	C	29.6	*28.9*	C
	Passengers per Revenue Mile | 4.0	6.6	*3.7*	A	4.5	*3.0*	A	4.4	*2.9*	A
Reliability	**On-Time Performance** | 79%	80%	*76%*	B	83%	*78%*	B	80%	*80%*	B
	Crowding | 5.0%	11.1%	*2.1%*	E	1.0%	*1.0%*	A	0.0%	*0.8%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.64 Off-Peak: 0.40	*Peak: 0.52 Off-Peak: 0.40*	B	0.36	*0.38*	A	0.35	*0.37*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $5.00	$3.15	*$3.91*	A	$4.25	*$4.52*	A	$3.95	*$4.63*	A
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 42

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	7.6	*5.6*	E
Route Design	**Circuity |** 1.75	1.38	*1.44*	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 |** 30.0	32.2	*32.2*	B	27.5	*28.3*	C	29.6	*28.3*	C
	Passengers per Revenue Mile | 4.0	5.7	*3.7*	A	4.5	*3.0*	A	4.4	*2.9*	A
	Unique Segment Ridership | 10%	14%	*17%*	A	16%	*19%*	A	16%	*19%*	A
Reliability	**On-Time Performance |** 79%	80%	*77%*	B	83%	*79%*	B	80%	*80%*	B
	Crowding | 5.0%	6.9%	*2.0%*	E	0.5%	*1.1%*	A	0.4%	*0.9%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.55 Off-Peak: 0.30	*Peak: 0.53 Off-Peak: 0.41*	B+	0.30	*0.39*	A	0.30	*0.35*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$3.63	*$4.18*	A	$4.25	*$4.72*	A	$3.95	*$4.78*	A
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 43

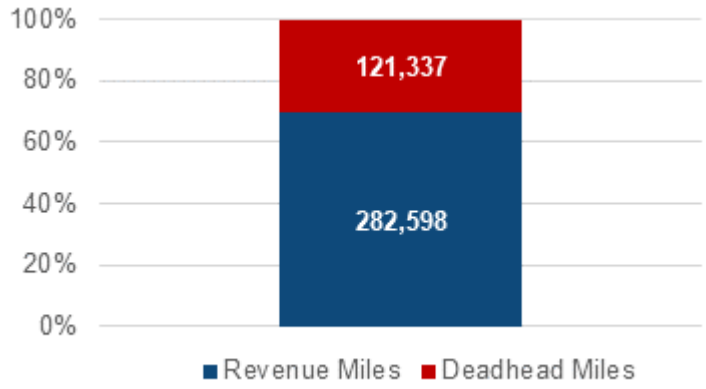
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	6.7	*5.6*	E
Route Design	**Circuity |** 1.75	1.10	*1.44*	A

	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 |** 30.0	64.0	*32.2*	A		*28.3*	-		*28.3*	-
	Passengers per Revenue Mile | 4.0	12.5	*3.7*	A		*3.0*	-		*2.9*	-
	Unique Segment Ridership | 10%	-	*17%*	-		*19%*	-		*19%*	-
Reliability	**On-Time Performance |** 79%	81%	*77%*	B		*79%*	-		*80%*	-
	Crowding | 5.0%	19.4%	*2.0%*	E		*1.1%*	-		*0.9%*	-
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.70 Off-Peak: 0.60	*Peak: 0.53 Off-Peak: 0.41*	B		*0.39*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$1.83	*$4.18*	A		*$4.72*	-		*$4.78*	-
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

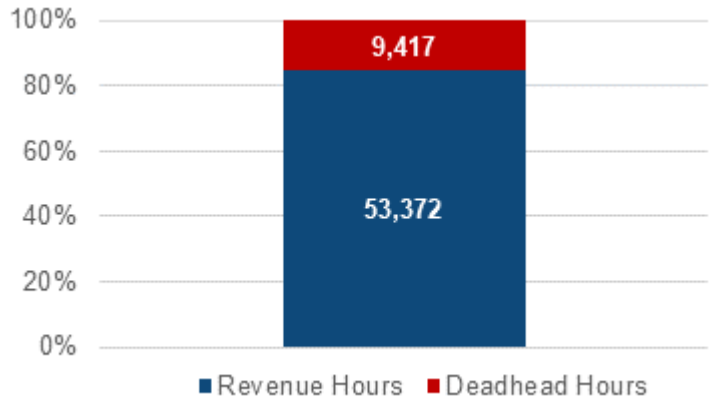
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



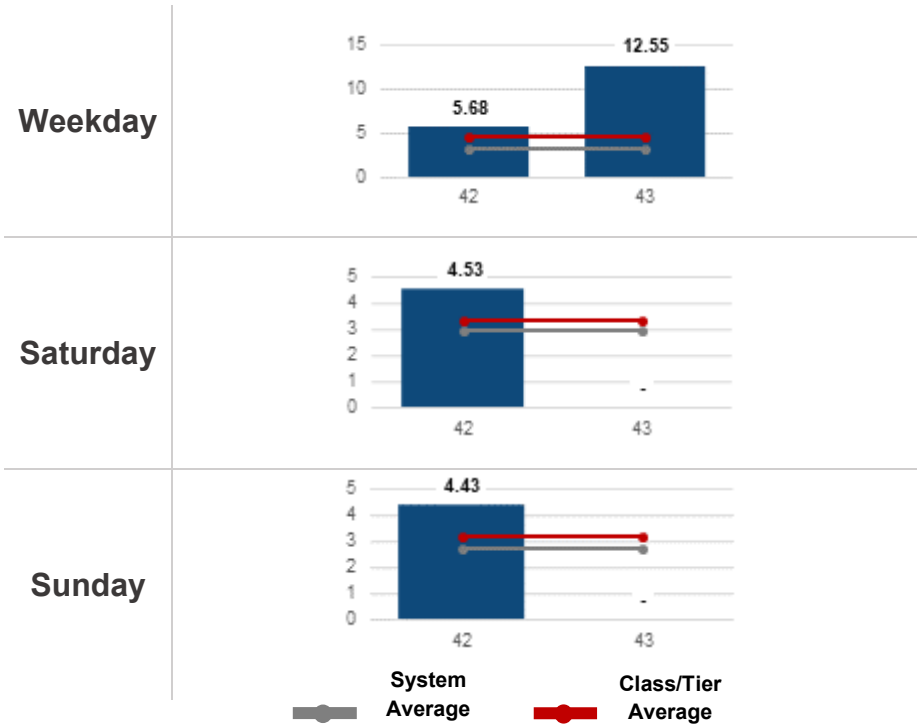
Hours Allocation



Service Delivery

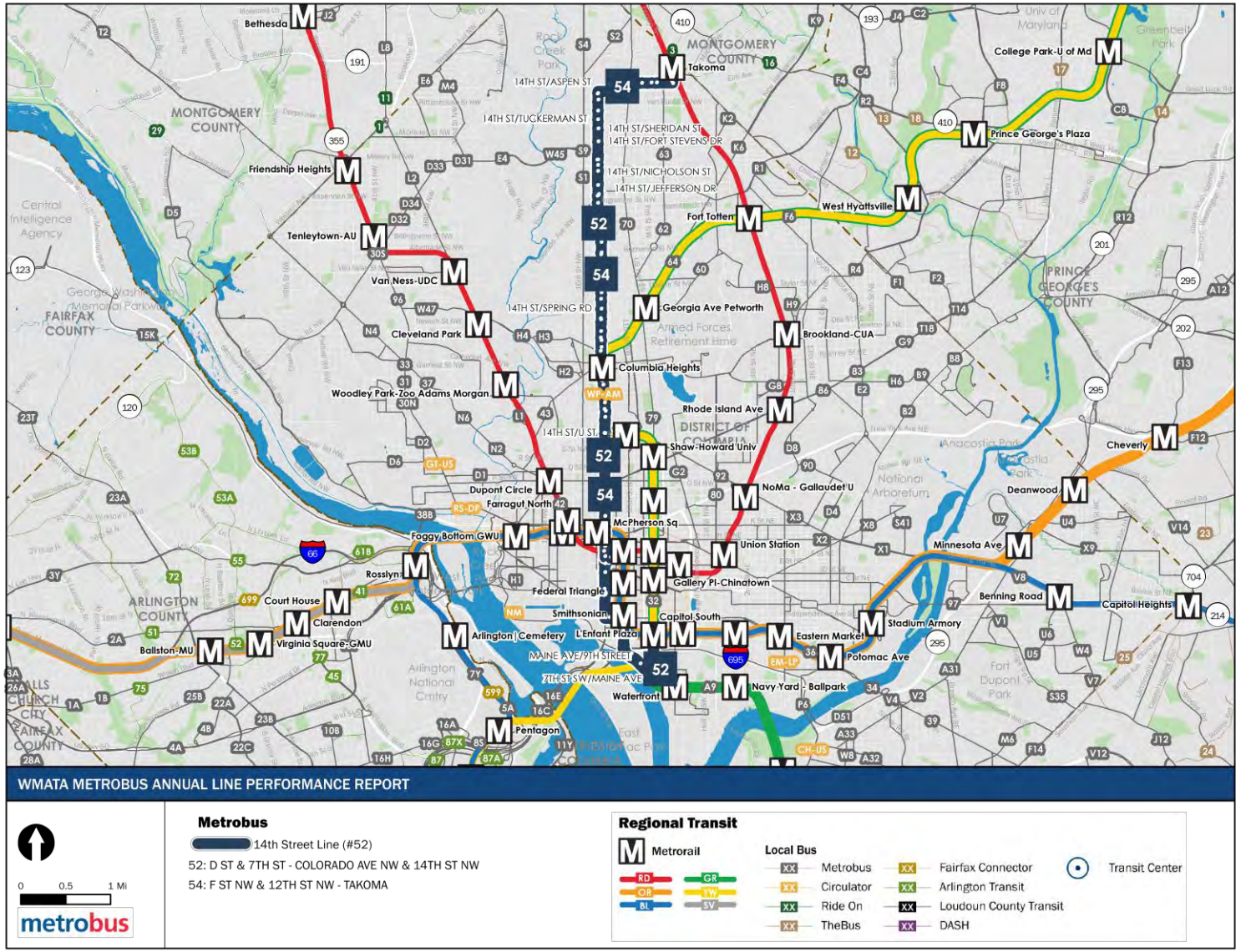
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
42	7.9	32,144	23,070 (72%)
43	5.7	5,596	4,754 (85%)

Passenger Miles per Revenue Mile



LINE: 52 – 14TH STREET ROUTE(S): 52,54

About the Line



Service Classification

Framework

Activity Tier

1

Overall Grade

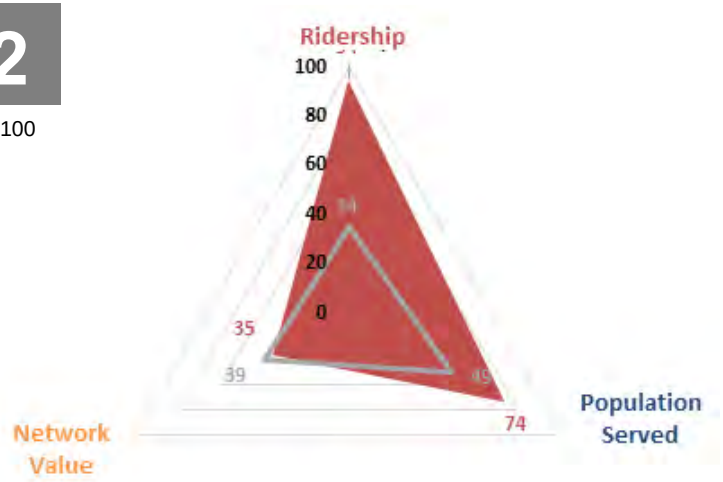
Line	B

Legend
Exceeds Meets
Approaches Below Significantly Below

Line Benefit Score

82

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$11,136,193
Peak Vehicles	21
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

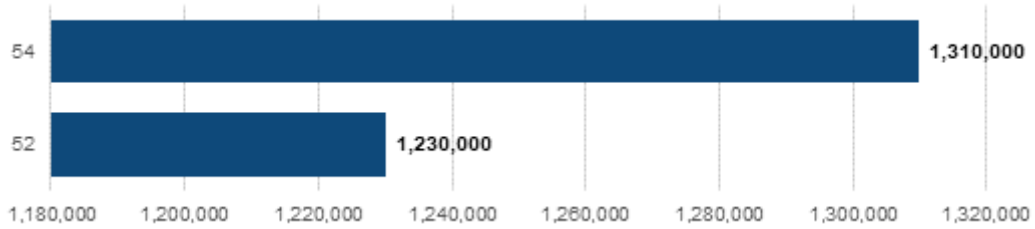
Service Area Population		85,246
Minority Population	*Service Area*	53,578
	Rider Survey	6,933 (71%)
Low-Income Households	*Service Area*	8,076
	Rider Survey	3,712 (41%)

Facilities/Amenities

Bus Stops	138
Bus Shelters	41
Benches	33
Real-Time Signs	11

Ridership

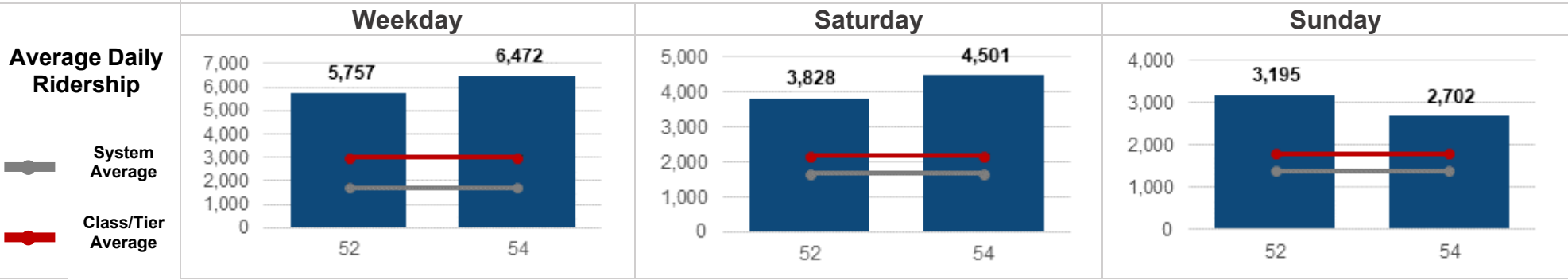
Annual Ridership



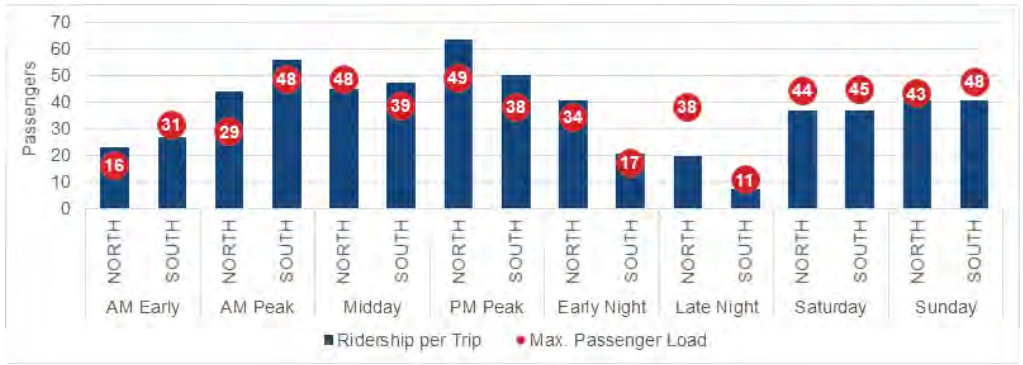
Top Transfer Locations

Columbia Heights, McPherson Square, Takoma

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period

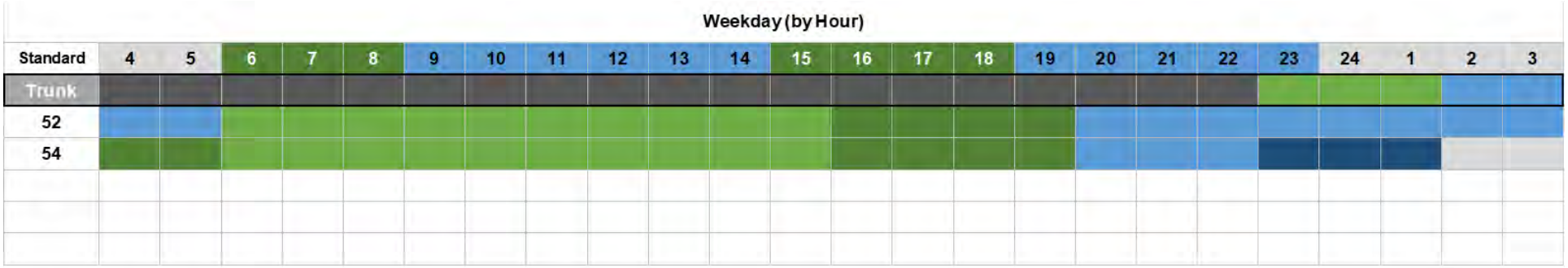


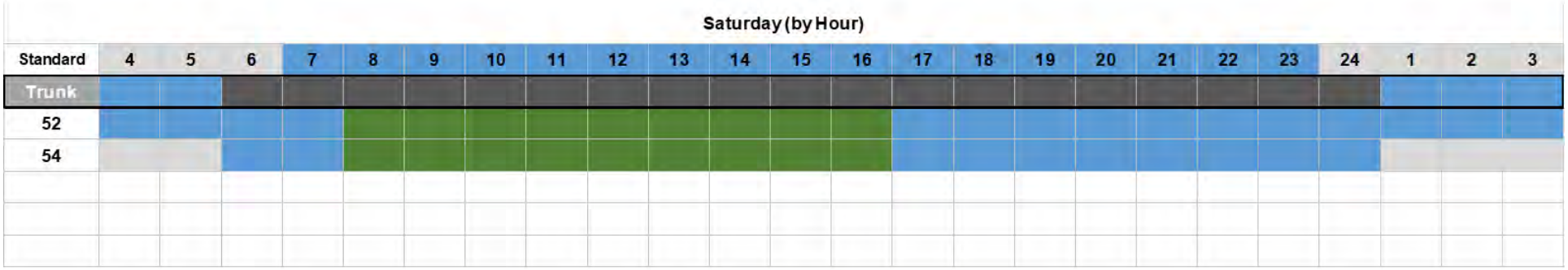
Vehicle Load Factor

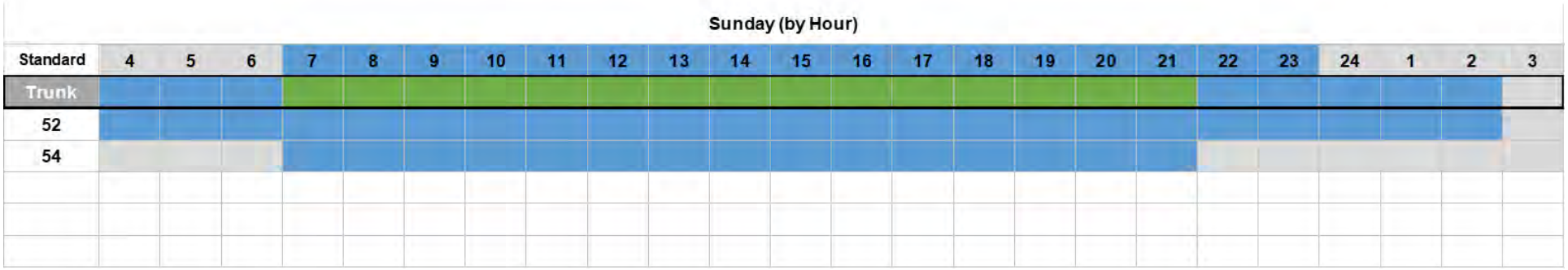
	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.20	0.78	0.73
	Off-Peak Maximum Target: 1.00	0.56	0.49
	Saturday Maximum Target: 1.00	0.53	0.55
	Sunday Maximum Target: 1.00	0.59	0.60

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—







[1] Span/frequency standards are only applicable at the line level.

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	4:00 a.m. - 3:49 a.m.	-	A	4:00 a.m. - 3:24 a.m.	-	A	4:00 a.m. - 2:51 a.m.	-	A
	Frequency of Service | varies	Peak: 6.9 / Off-Peak: 7.8	*Peak: 15.0 / Off-Peak: 21.8*	A	10.7	*28.5*	A	14.4	*32.0*	A
Productivity	**Passengers per Revenue Hour** | 30.0	42.0	*33.0*	A	38.7	*29.0*	A	42.8	*28.9*	A
	Passengers per Revenue Mile | 4.0	6.2	*3.7*	A	5.3	*3.0*	A	5.5	*2.9*	A
Reliability	**On-Time Performance** | 79%	76%	*76%*	C	73%	*78%*	D	74%	*80%*	C
	Crowding | 5.0%	6.6%	*2.1%*	E	5.0%	*1.0%*	B	7.0%	*0.8%*	E
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.78 Off-Peak: 0.56	*Peak: 0.52 Off-Peak: 0.40*	C	0.53	*0.38*	B	0.59	*0.37*	B
Cost Effectiveness	**Operating Cost per Passenger Trip** | $5.00	$2.78	*$3.91*	A	$3.02	*$4.52*	A	$2.73	*$4.63*	A
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 52

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	7.3	*5.6*	E
Route Design	**Circuity |** 1.75	1.37	*1.44*	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 |** 30.0	36.0	*32.2*	A	32.1	*28.3*	B	35.3	*28.3*	A
	Passengers per Revenue Mile | 4.0	5.4	*3.7*	A	4.4	*3.0*	B	4.5	*2.9*	A
	Unique Segment Ridership | 10%	3%	*17%*	E	4%	*19%*	E	4%	*19%*	E
Reliability	**On-Time Performance |** 79%	78%	*77%*	C	75%	*79%*	C	77%	*80%*	C
	Crowding | 5.0%	5.3%	*2.0%*	C	2.1%	*1.1%*	A	3.9%	*0.9%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.69 Off-Peak: 0.50	*Peak: 0.53 Off-Peak: 0.41*	B+	0.50	*0.39*	A	0.40	*0.35*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$3.25	*$4.18*	A	$3.65	*$4.72*	A	$3.31	*$4.78*	A
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 54

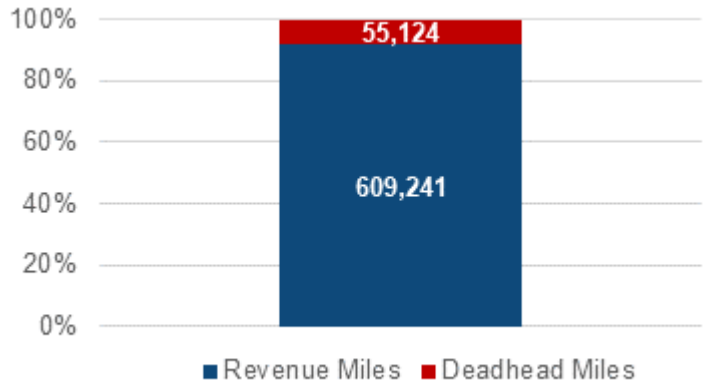
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	8.0	*5.6*	E
Route Design	**Circuity |** 1.75	1.20	*1.44*	A

	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 |** 30.0	49.4	*32.2*	A	46.9	*28.3*	A	57.3	*28.3*	A
	Passengers per Revenue Mile | 4.0	7.0	*3.7*	A	6.4	*3.0*	A	7.6	*2.9*	A
	Unique Segment Ridership | 10%	2%	*17%*	E	1%	*19%*	E	1%	*19%*	E
Reliability	**On-Time Performance |** 79%	73%	*77%*	D	72%	*79%*	D	70%	*80%*	D
	Crowding | 5.0%	7.6%	*2.0%*	E	7.1%	*1.1%*	E	10.2%	*0.9%*	E
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.80 Off-Peak: 0.60	*Peak: 0.53 Off-Peak: 0.41*	C+	0.70	*0.39*	B	0.50	*0.35*	B
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$2.36	*$4.18*	A	$2.49	*$4.72*	A	$2.04	*$4.78*	A
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

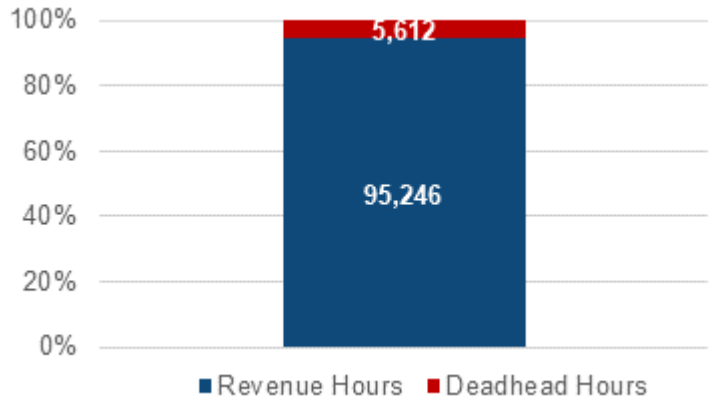
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



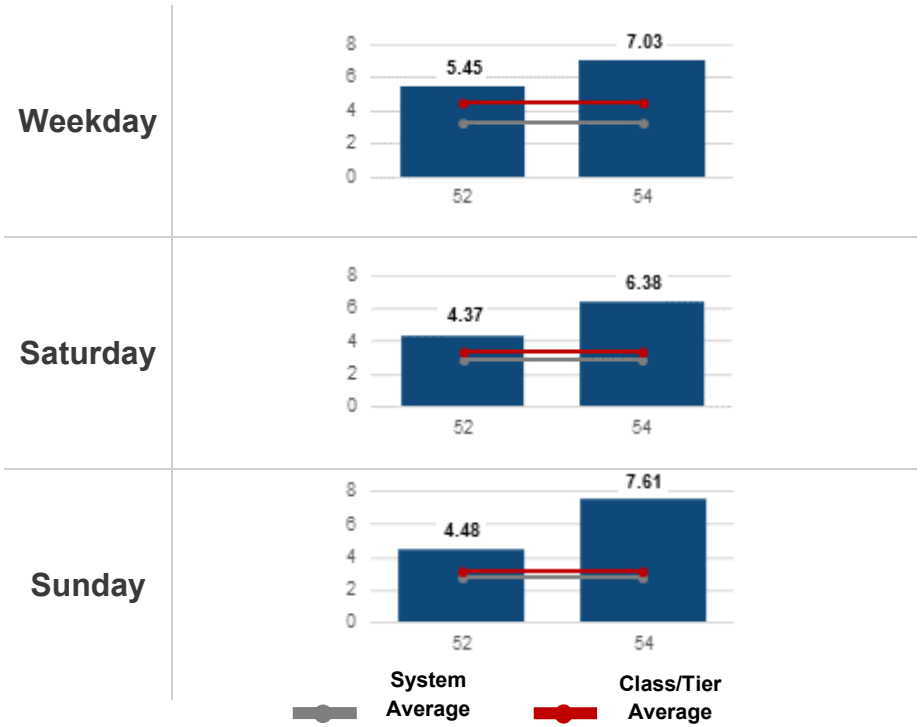
Hours Allocation



Service Delivery

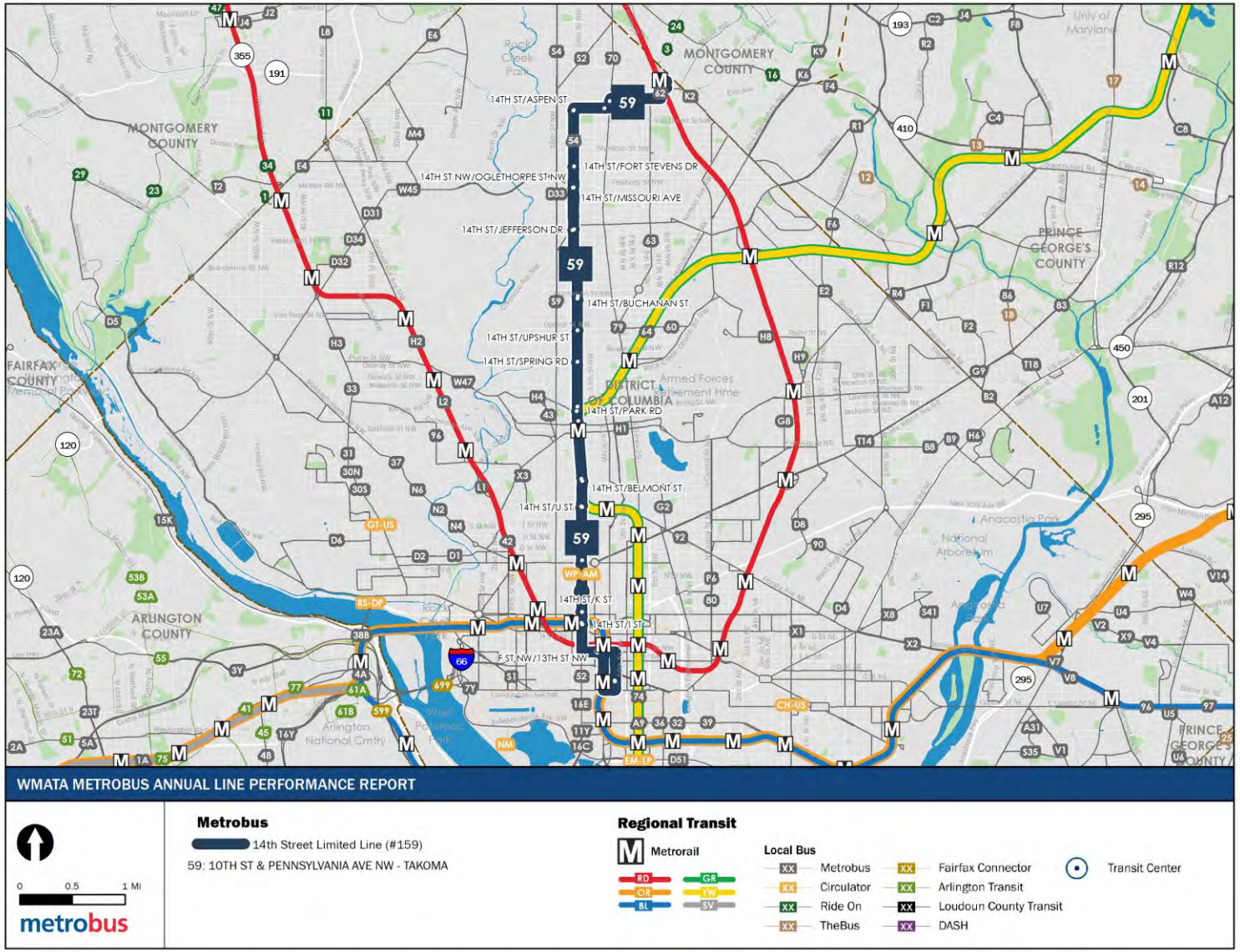
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
52	18.7	23,257	16,731 (72%)
54	14.7	18,798	13,351 (71%)

Passenger Miles per Revenue Mile



LINE: 159 – 14TH STREET LIMITED ROUTE(S): 59

About the Line



Service Classification

Framework

Activity Tier

1

Overall Grade

Line	C

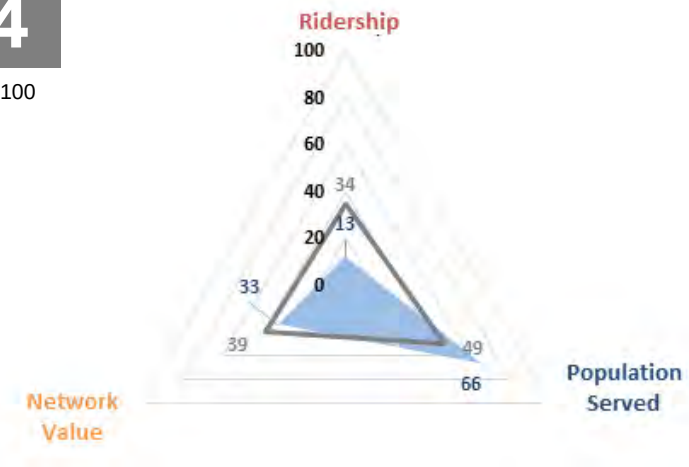
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

24

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$1,135,586
Peak Vehicles	8
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

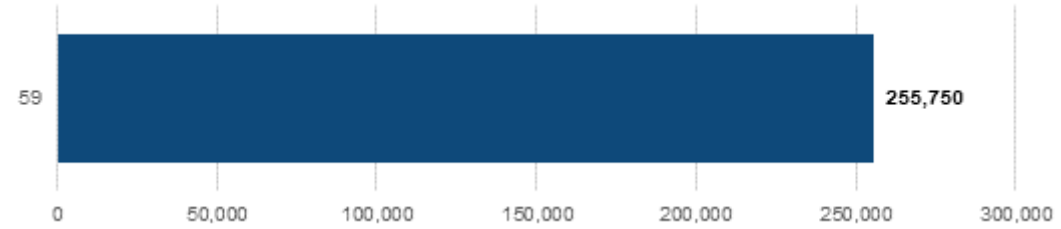
Service Area Population		81,916
Minority Population	*Service Area*	52,146
	Rider Survey	889 (72%)
Low-Income Households	*Service Area*	7,958
	Rider Survey	256 (23%)

Facilities/Amenities

Bus Stops	43
Bus Shelters	16
Benches	14
Real-Time Signs	8

Ridership

Annual Ridership



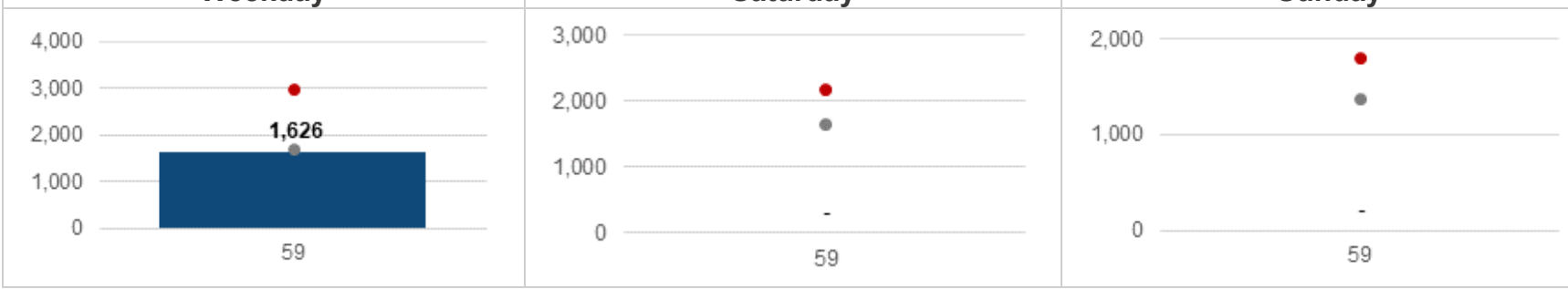
Top Transfer Locations

McPherson Square, Columbia Heights, Takoma

Average Daily Ridership

System Average

Class/Tier Average



Average Trip Ridership and Maximum Load by Time Period

Vehicle Load Factor

	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.20	0.57	0.62
	Off-Peak Maximum Target: 1.00		0.65
	Saturday Maximum Target: 1.00		
	Sunday Maximum Target: 1.00		

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Standard																								
Trunk							—	—	—	—	—	—					—	—	—	—				
59																								

Saturday (by Hour)

	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Standard																								
Trunk				—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—				
59																								

Sunday (by Hour)

	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Standard																								
Trunk				—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—				
59																								

[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

C 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 a.m. - 9:50 a.m.; 3:45 p.m. - 7:39 p.m.	-	E		-	E		-	E
	Frequency of Service | varies	Peak: 14.9 / Off-Peak: 15.0	*Peak: 15.0 / Off-Peak: 21.8*	A		*28.5*	-		*32.0*	-
Productivity	**Passengers per Revenue Hour** | 30.0	42.6	*33.0*	A		*29.0*	-		*28.9*	-
	Passengers per Revenue Mile | 4.0	5.6	*3.7*	A		*3.0*	-		*2.9*	-
Reliability	**On-Time Performance** | 79%	69%	*76%*	D		*78%*	-		*80%*	-
	Crowding | 5.0%	6.8%	*2.1%*	E		*1.0%*	-		*0.8%*	-
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.57 Off-Peak:	*Peak: 0.52 Off-Peak: 0.40*	B		*0.38*	-		*0.37*	-
Cost Effectiveness	**Operating Cost per Passenger Trip** | $5.00	$2.75	*$3.91*	A		*$4.52*	-		*$4.63*	-
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 59

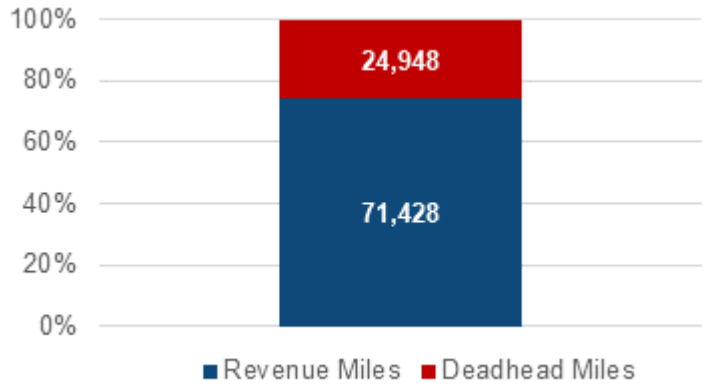
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	3.1	*5.6*	E
Route Design	**Circuity |** 1.75	1.14	*1.44*	A

	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 |** 30.0	42.6	*32.2*	A		*28.3*	-		*28.3*	-
	Passengers per Revenue Mile | 4.0	5.6	*3.7*	A		*3.0*	-		*2.9*	-
	Unique Segment Ridership | 10%	4%	*17%*	E		*19%*	-		*19%*	-
Reliability	**On-Time Performance |** 79%	69%	*77%*	D		*79%*	-		*80%*	-
	Crowding | 5.0%	6.8%	*2.0%*	E		*1.1%*	-		*0.9%*	-
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.60 Off-Peak: 0.60	*Peak: 0.53 Off-Peak: 0.41*	B		*0.39*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$2.75	*$4.18*	A		*$4.72*	-		*$4.78*	-
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

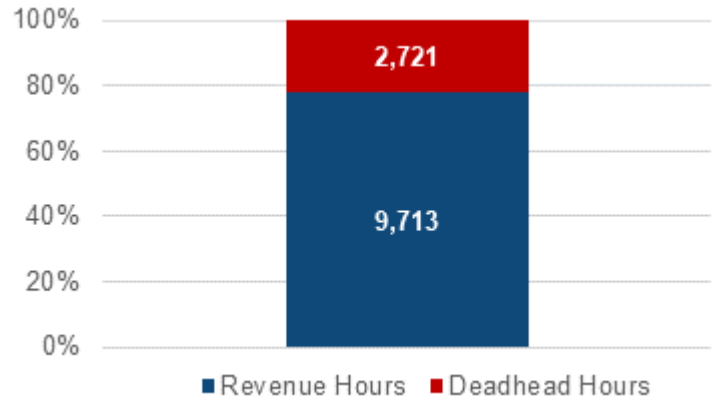
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



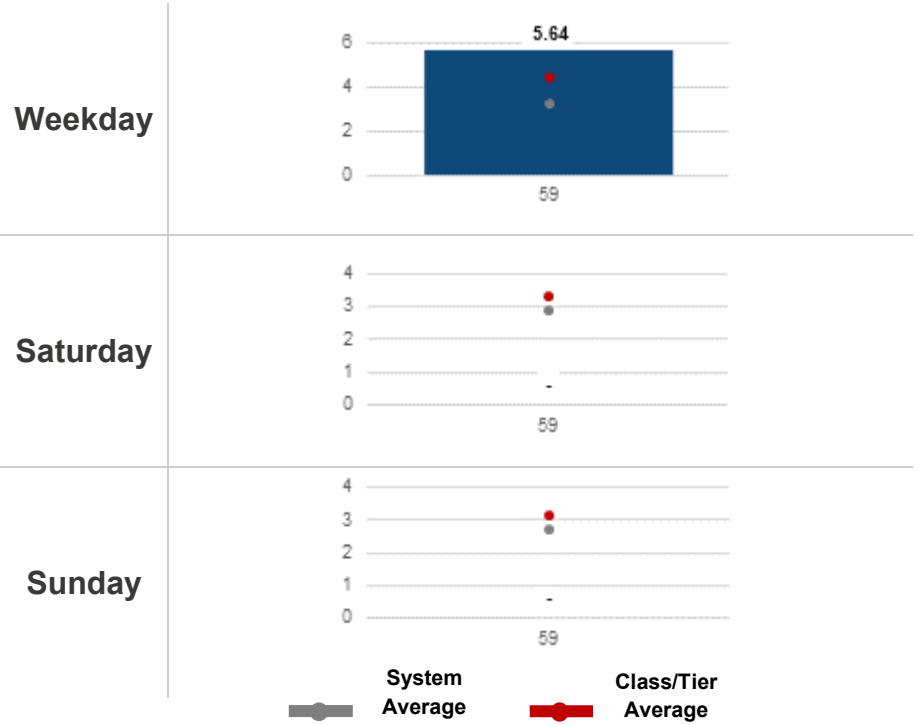
Hours Allocation



Service Delivery

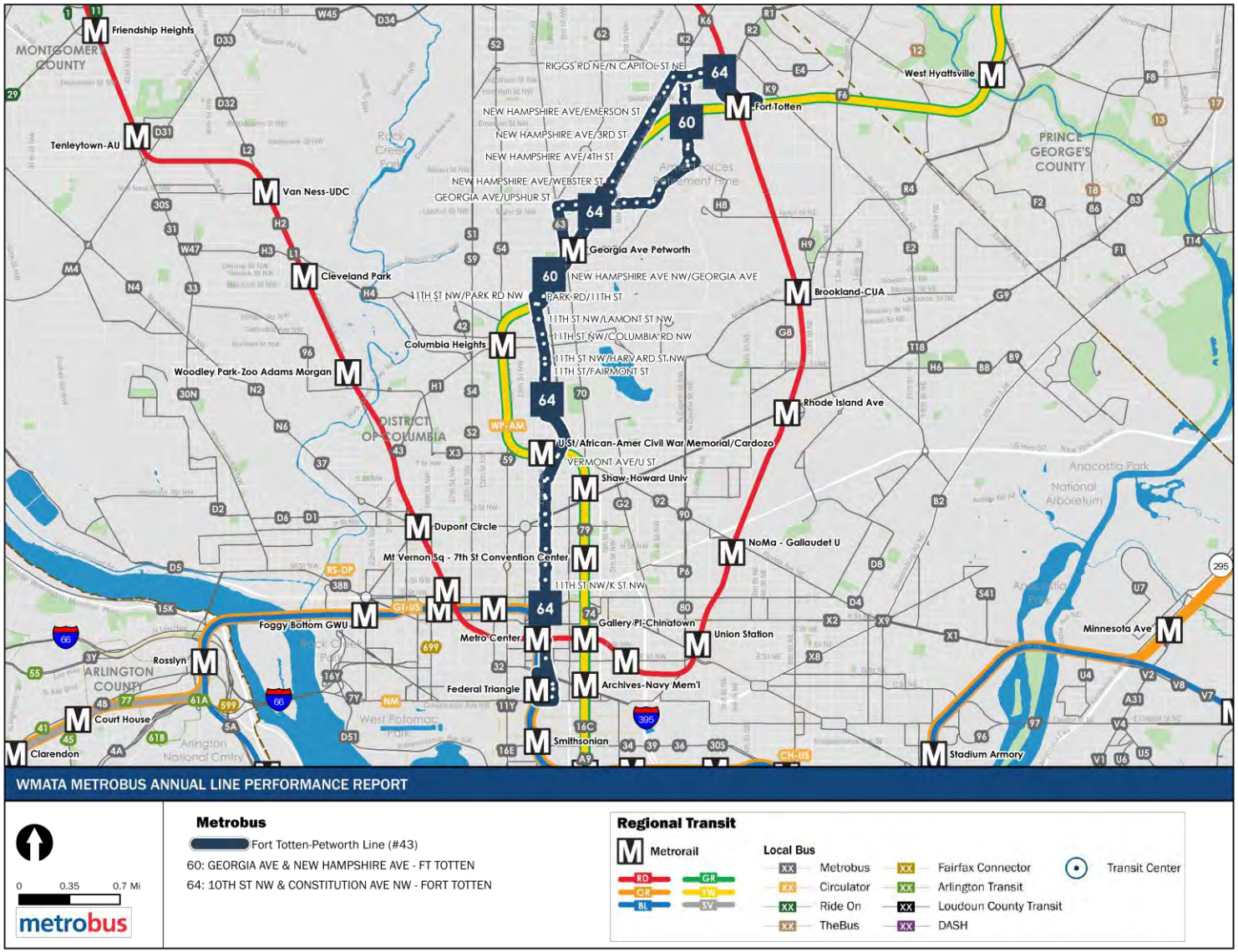
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
59	14.6	4,592	3,173 (69%)

Passenger Miles per Revenue Mile



LINE: 43 – FORT TOTTEN-PETWORTH ROUTE(S): 60,64

About the Line



Service Classification

Framework

Activity Tier

1

Overall Grade

Line	B

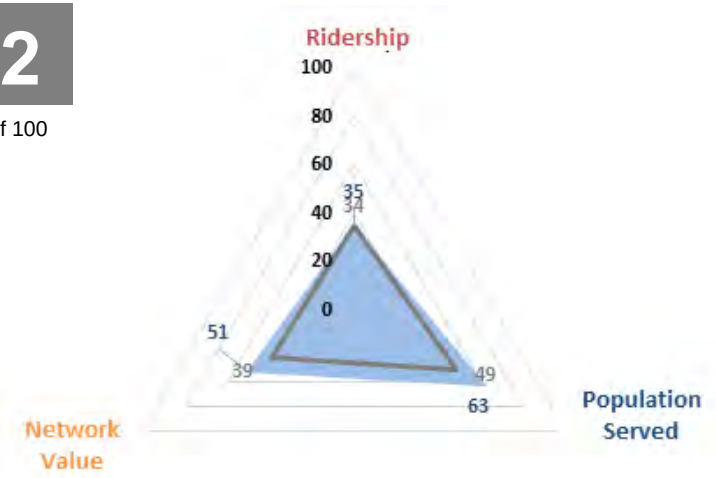
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

42

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$4,693,851
Peak Vehicles	13
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

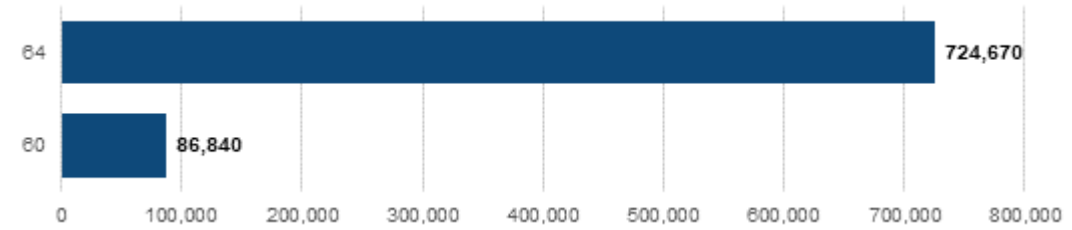
Service Area Population		68,809
Minority Population	*Service Area*	45,365
	Rider Survey	3,019 (82%)
Low-Income Households	*Service Area*	5,339
	Rider Survey	1,557 (47%)

Facilities/Amenities

Bus Stops	117
Bus Shelters	14
Benches	16
Real-Time Signs	5

Ridership

Annual Ridership



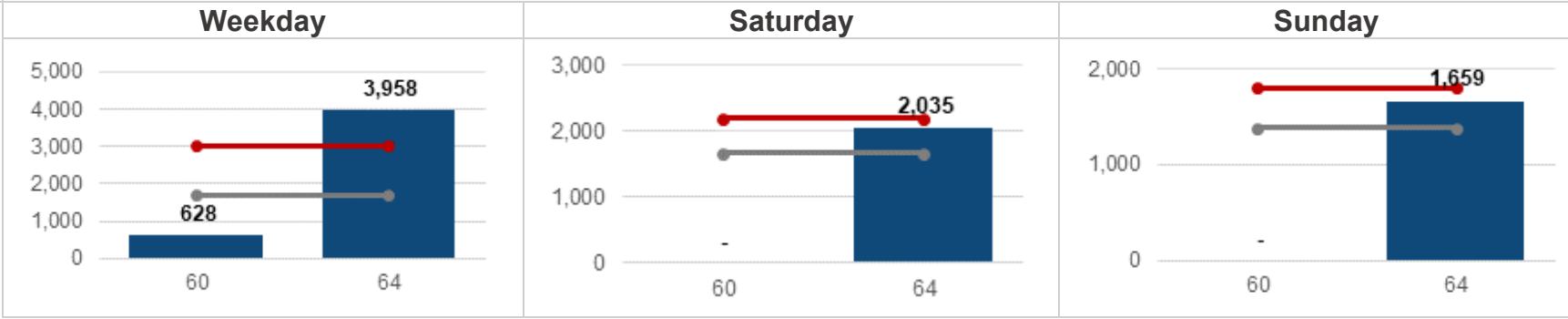
Top Transfer Locations

Fort Totten, Georgia Avenue-Petworth, Metro Center

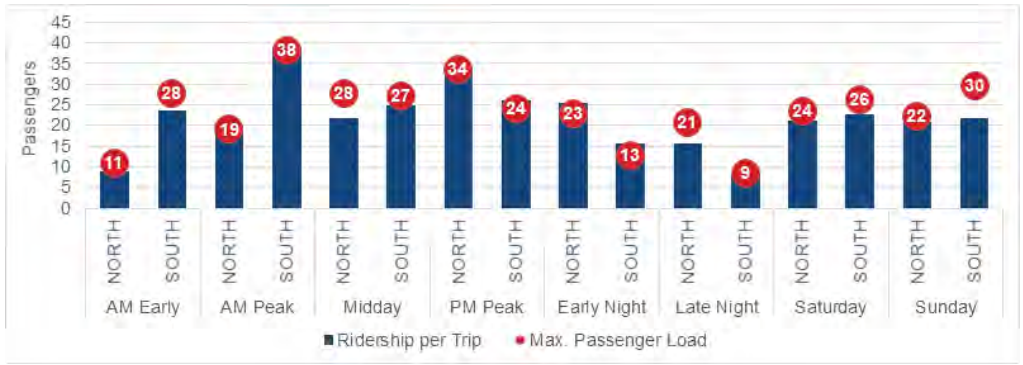
Average Daily Ridership

System Average

Class/Tier Average



Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.20	0.43	0.47
Weekday	**Off-Peak** Maximum Target: 1.00	0.33	0.32
	Saturday Maximum Target: 1.00	0.33	0.35
	Sunday Maximum Target: 1.00	0.33	0.35

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
60																								
64																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
60																								
64																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk				—										—	—	—	—	—	—	—				
60																								
64																								

[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

B 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	5:00 a.m. - 2:15 a.m.	-	A	5:00 a.m. - 2:17 a.m.	-	A	5:00 a.m. - 1:30 a.m.	-	A
	Frequency of Service | varies	Peak: 9.6 / Off-Peak: 14.2	*Peak: 15.0 / Off-Peak: 21.8*	A	27.3	*28.5*	A	30.5	*32.0*	B
Productivity	**Passengers per Revenue Hour** | 30.0	35.2	*33.0*	A	29.4	*29.0*	C	29.3	*28.9*	C
	Passengers per Revenue Mile | 4.0	5.2	*3.7*	A	3.8	*3.0*	C	3.7	*2.9*	C
Reliability	**On-Time Performance** | 79%	80%	*76%*	B	81%	*78%*	B	81%	*80%*	B
	Crowding | 5.0%	2.4%	*2.1%*	A	0.0%	*1.0%*	A	0.0%	*0.8%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.43 Off-Peak: 0.33	*Peak: 0.52 Off-Peak: 0.40*	A	0.33	*0.38*	A	0.33	*0.37*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $5.00	$3.32	*$3.91*	A	$3.98	*$4.52*	A	$3.99	*$4.63*	A
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 60

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	7.4	*5.6*	E
Route Design	**Circuity |** 1.75	1.17	*1.44*	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 |** 30.0	27.4	*32.2*	C		*28.3*	-		*28.3*	-
	Passengers per Revenue Mile | 4.0	4.3	*3.7*	B		*3.0*	-		*2.9*	-
	Unique Segment Ridership | 10%	37%	*17%*	A		*19%*	-		*19%*	-
Reliability	**On-Time Performance |** 79%	89%	*77%*	A		*79%*	-		*80%*	-
	Crowding | 5.0%	0.1%	*2.0%*	A		*1.1%*	-		*0.9%*	-
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.27 Off-Peak: 0.20	*Peak: 0.53 Off-Peak: 0.41*	A		*0.39*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$4.26	*$4.18*	A		*$4.72*	-		*$4.78*	-
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 64

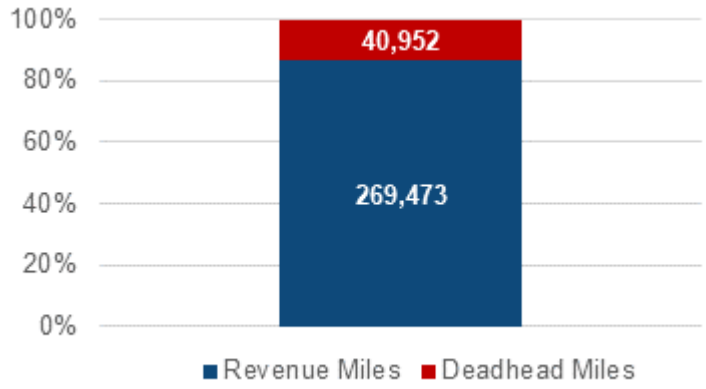
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	7.4	*5.6*	E
Route Design	**Circuity |** 1.75	1.10	*1.44*	A

	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 |** 30.0	36.9	*32.2*	A	29.4	*28.3*	C	29.3	*28.3*	C
	Passengers per Revenue Mile | 4.0	5.4	*3.7*	A	3.8	*3.0*	C	3.7	*2.9*	C
	Unique Segment Ridership | 10%	48%	*17%*	A	46%	*19%*	A	45%	*19%*	A
Reliability	**On-Time Performance |** 79%	78%	*77%*	C	81%	*79%*	B	81%	*80%*	B
	Crowding | 5.0%	2.5%	*2.0%*	A	0.1%	*1.1%*	A	0.0%	*0.9%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.60 Off-Peak: 0.40	*Peak: 0.53 Off-Peak: 0.41*	B+	0.30	*0.39*	A	0.30	*0.35*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$3.17	*$4.18*	A	$3.98	*$4.72*	A	$3.99	*$4.78*	A
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

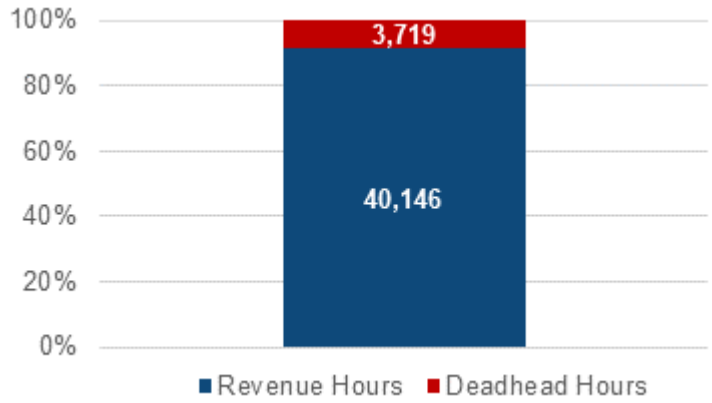
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



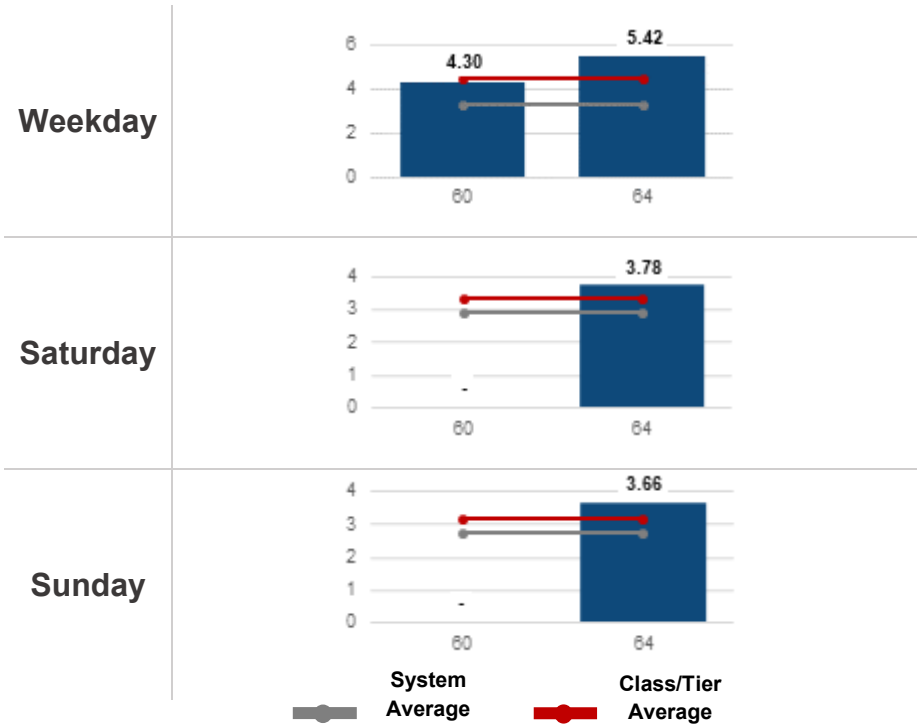
Hours Allocation



Service Delivery

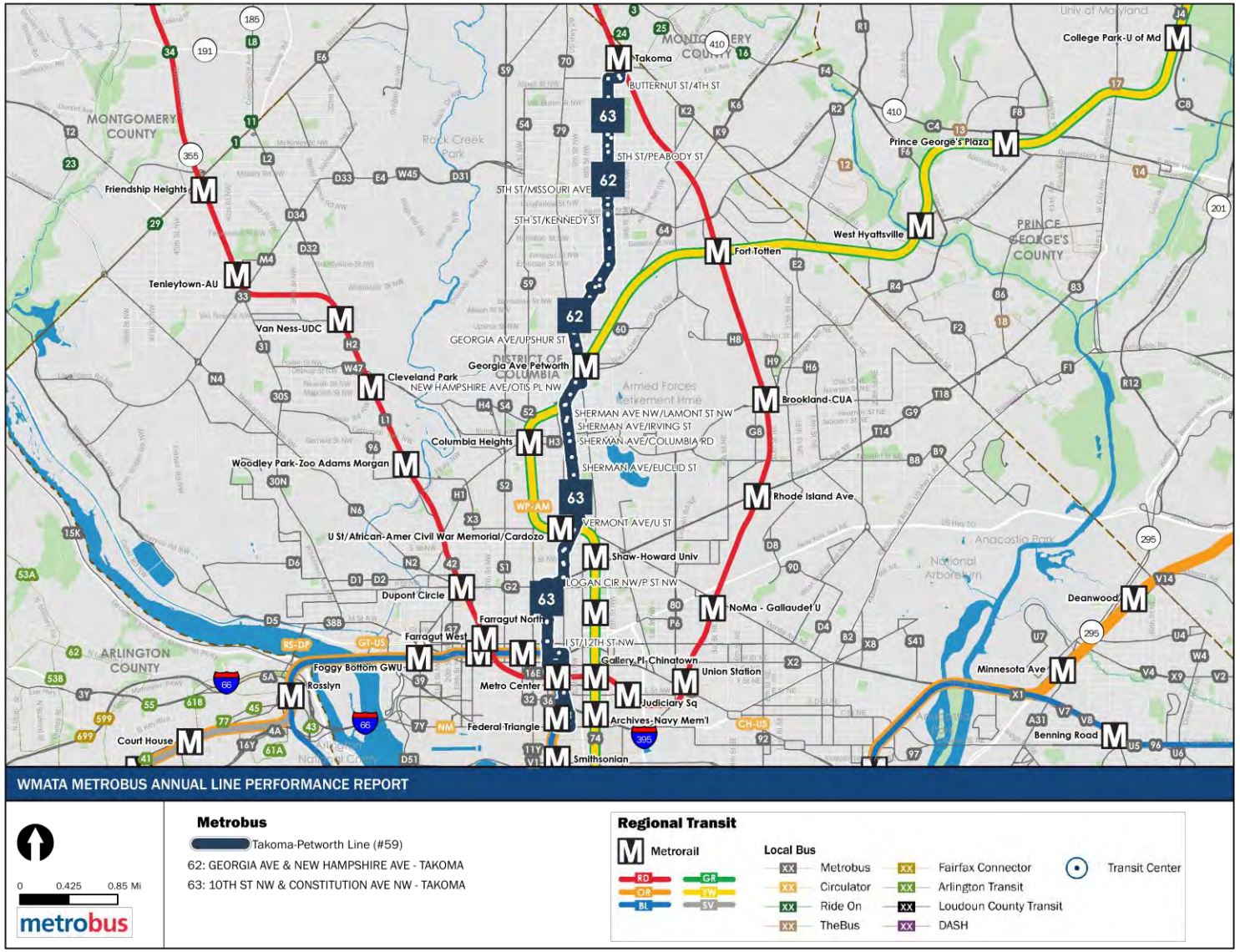
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
60	6.0	5,824	5,357 (92%)
64	12.5	18,806	17,073 (91%)

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	B

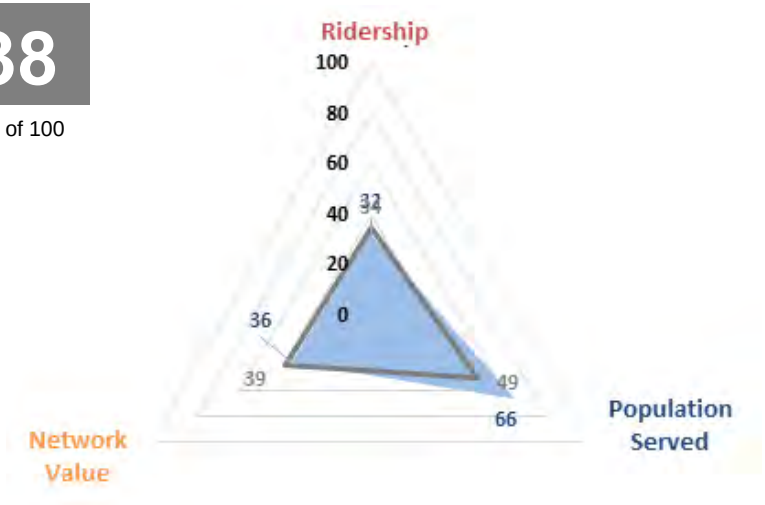
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

38

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$3,322,849
Peak Vehicles	12
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

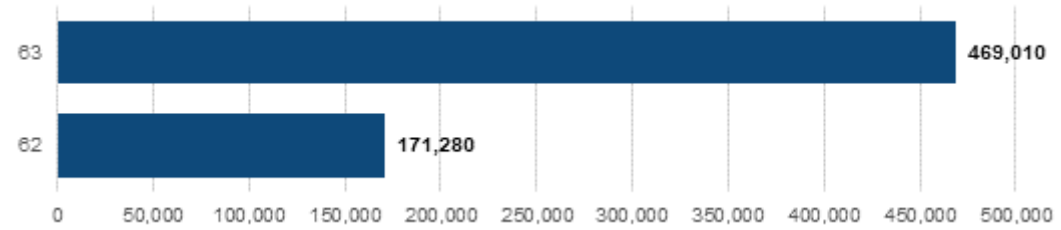
Service Area Population		68,491
Minority Population	*Service Area*	43,914
	Rider Survey	2,089 (71%)
Low-Income Households	*Service Area*	4,956
	Rider Survey	853 (32%)

Facilities/Amenities

Bus Stops	96
Bus Shelters	11
Benches	14
Real-Time Signs	1

Ridership

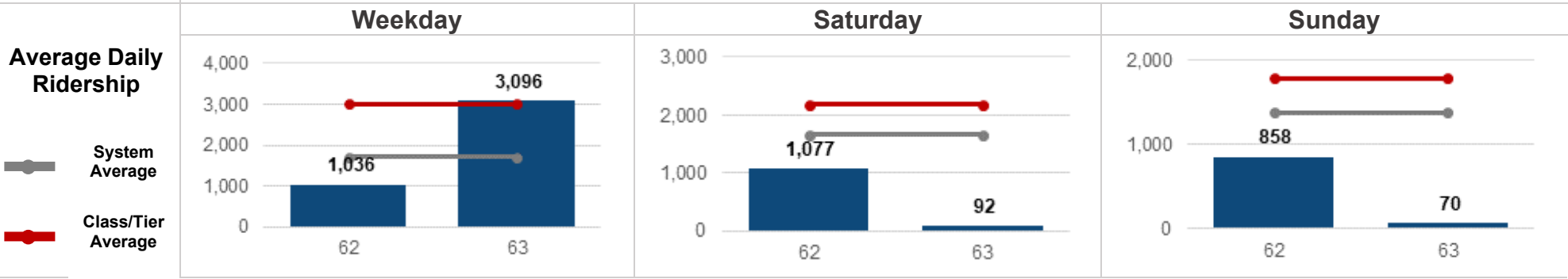
Annual Ridership



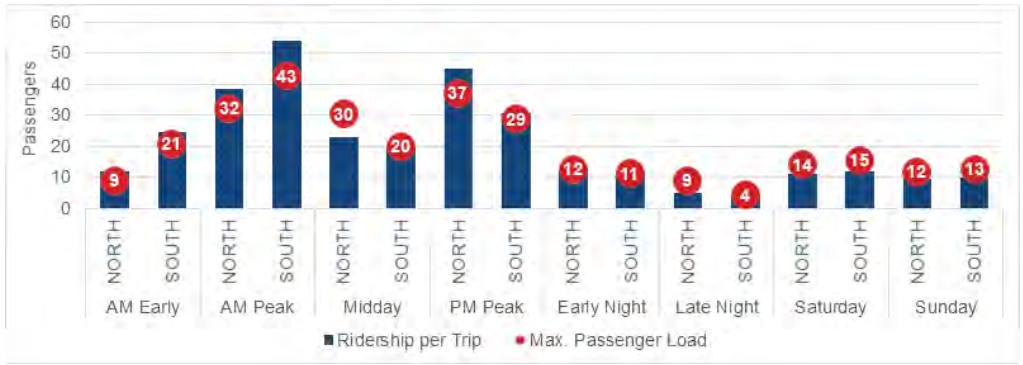
Top Transfer Locations

Georgia Avenue-Petworth, Takoma, McPherson Square

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period

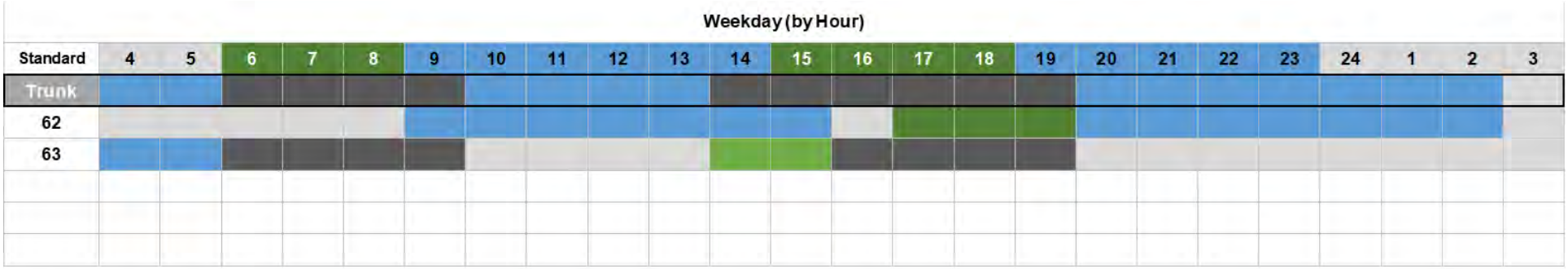


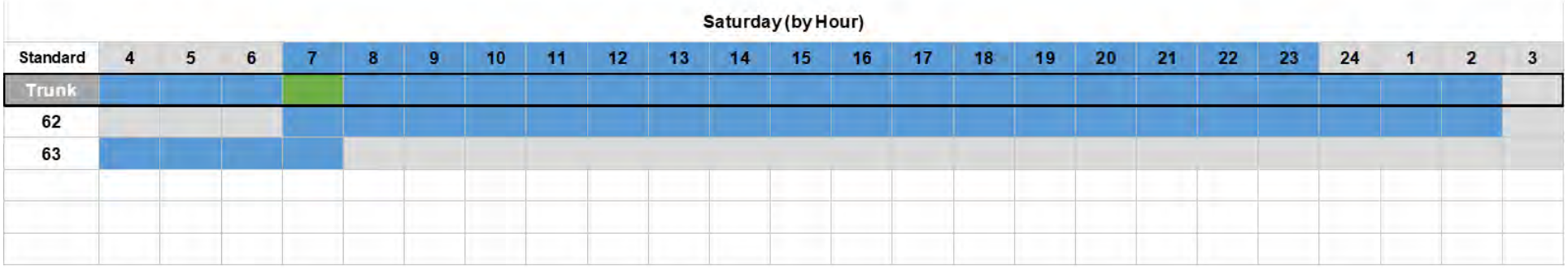
Vehicle Load Factor

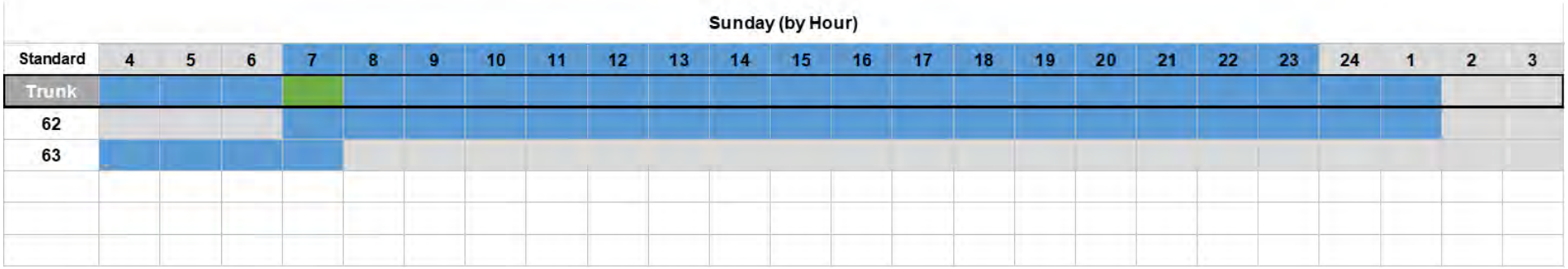
	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.20	0.59	0.60
	Off-Peak Maximum Target: 1.00	0.24	0.25
	Saturday Maximum Target: 1.00	0.19	0.22
	Sunday Maximum Target: 1.00	0.17	0.18

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—







[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

B 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	4:30 a.m. - 2:28 a.m.	-	A	4:45 a.m. - 2:30 a.m.	-	A	4:45 a.m. - 1:04 a.m.	-	A
	Frequency of Service | varies	Peak: 10.0 / Off-Peak: 8.0	*Peak: 15.0 / Off-Peak: 21.8*	A	13.4	*28.5*	A	13.4	*32.0*	A
Productivity	**Passengers per Revenue Hour** | 30.0	42.8	*33.0*	A	26.9	*29.0*	D	22.8	*28.9*	E
	Passengers per Revenue Mile | 4.0	5.7	*3.7*	A	3.3	*3.0*	D	2.8	*2.9*	E
Reliability	**On-Time Performance** | 79%	77%	*76%*	C	87%	*78%*	A	87%	*80%*	A
	Crowding | 5.0%	4.8%	*2.1%*	B	0.0%	*1.0%*	A	0.0%	*0.8%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.59 Off-Peak: 0.24	*Peak: 0.52 Off-Peak: 0.40*	B	0.19	*0.38*	A	0.17	*0.37*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $5.00	$2.73	*$3.91*	A	$4.34	*$4.52*	A	$5.12	*$4.63*	C
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 62

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	8.1	*5.6*	E
Route Design	**Circuity |** 1.75	1.11	*1.44*	-

	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 |** 30.0	35.5	*32.2*	A	29.1	*28.3*	C	25.1	*28.3*	D
	Passengers per Revenue Mile | 4.0	4.5	*3.7*	A	3.7	*3.0*	C	3.1	*2.9*	E
	Unique Segment Ridership | 10%	1%	*17%*	E	-	*19%*	-	-	*19%*	-
Reliability	**On-Time Performance |** 79%	85%	*77%*	A	87%	*79%*	A	87%	*80%*	A
	Crowding | 5.0%	0.2%	*2.0%*	A	0.0%	*1.1%*	A	0.0%	*0.9%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.41 Off-Peak: 0.20	*Peak: 0.53 Off-Peak: 0.41*	A	0.20	*0.39*	A	0.20	*0.35*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$3.30	*$4.18*	A	$4.02	*$4.72*	A	$4.67	*$4.78*	B
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 63

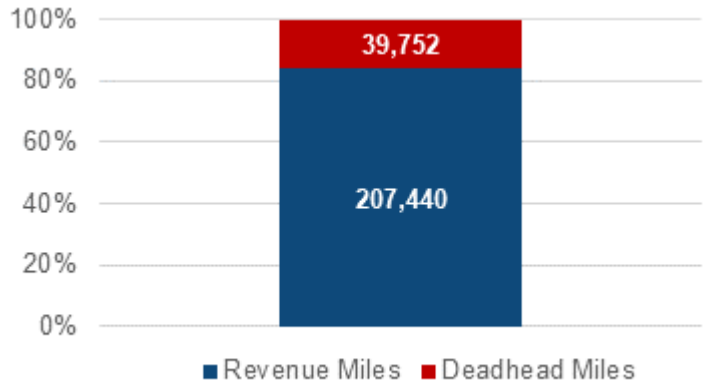
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	7.0	*5.6*	E
Route Design	**Circuity |** 1.75	1.10	*1.44*	-

	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 |** 30.0	46.1	*32.2*	A	14.4	*28.3*	E	11.0	*28.3*	E
	Passengers per Revenue Mile | 4.0	6.3	*3.7*	A	1.5	*3.0*	E	1.2	*2.9*	E
	Unique Segment Ridership | 10%	19%	*17%*	A	20%	*19%*	A	17%	*19%*	A
Reliability	**On-Time Performance |** 79%	72%	*77%*	D	88%	*79%*	A	83%	*80%*	B
	Crowding | 5.0%	5.4%	*2.0%*	C	0.0%	*1.1%*	A	0.0%	*0.9%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.60 Off-Peak: 0.40	*Peak: 0.53 Off-Peak: 0.41*	B+	0.20	*0.39*	A	0.20	*0.35*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$2.54	*$4.18*	A	$8.10	*$4.72*	E	$10.68	*$4.78*	E
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

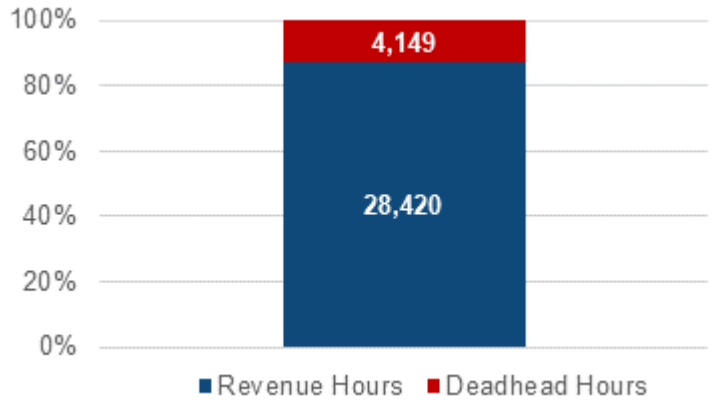
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



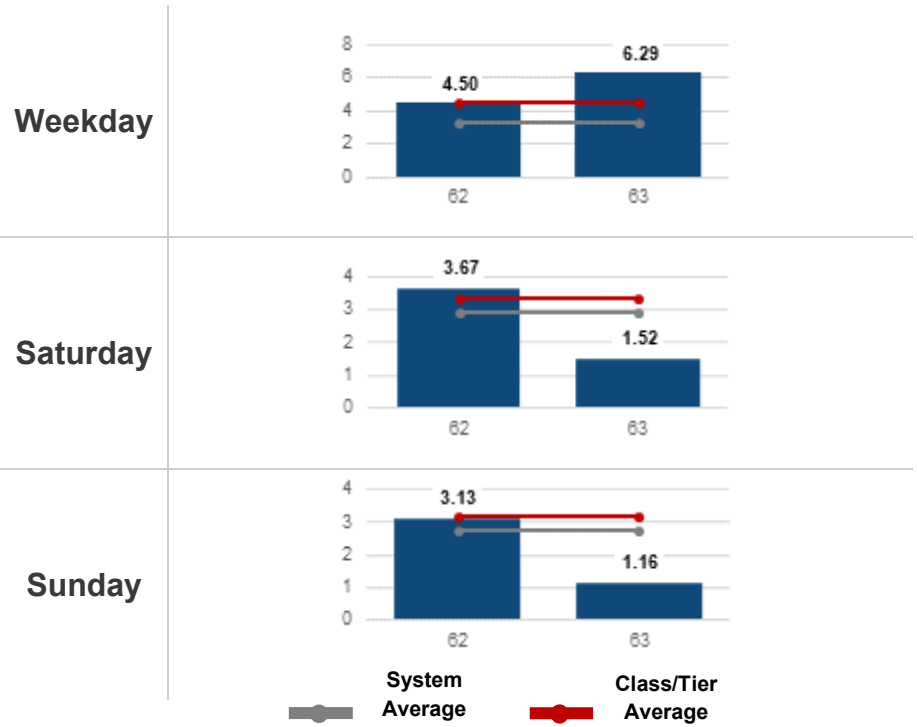
Hours Allocation



Service Delivery

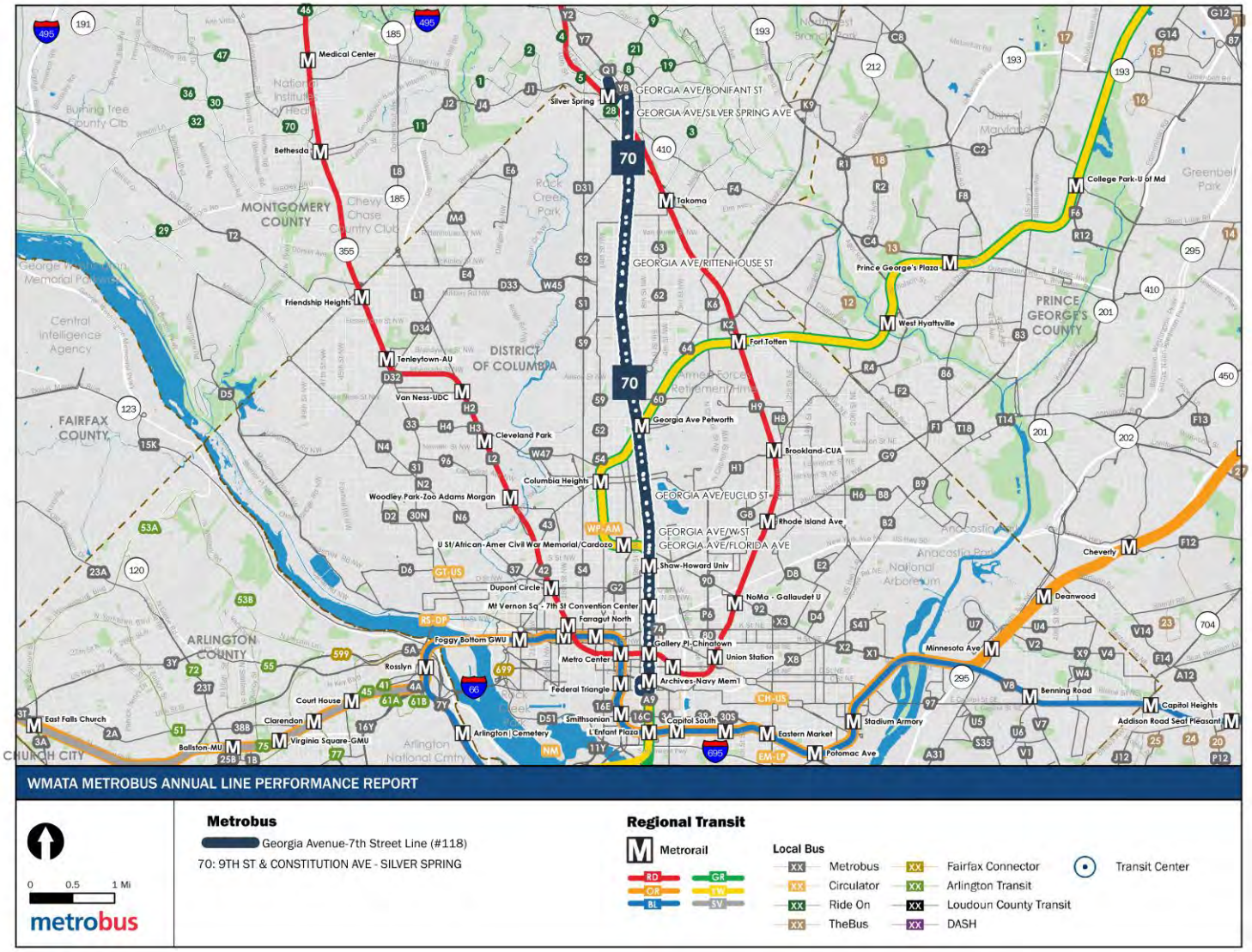
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
62	6.4	12,510	11,284 (90%)
63	14.0	8,581	7,960 (93%)

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

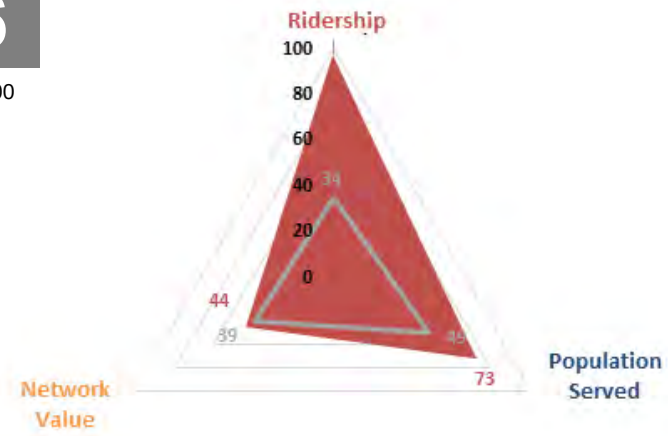
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

86

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$9,414,985
Peak Vehicles	14
Vehicle Type(s)	60 foot

Service Area Context (1/4 Mile)

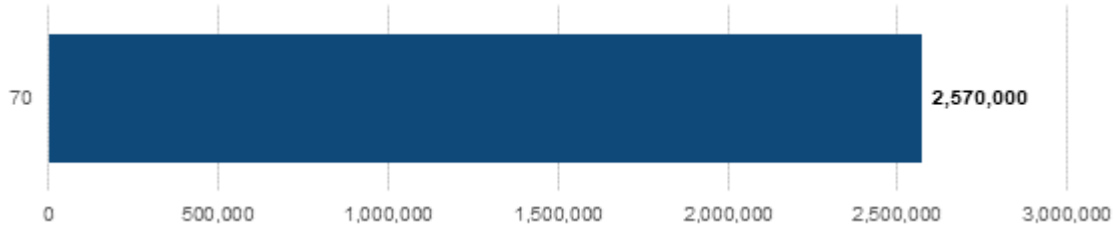
Service Area Population		78,046
Minority Population	*Service Area*	55,006
	Rider Survey	8,351 (90%)
Low-Income Households	*Service Area*	6,960
	Rider Survey	4,660 (54%)

Facilities/Amenities

Bus Stops	112
Bus Shelters	36
Benches	37
Real-Time Signs	20

Ridership

Annual Ridership



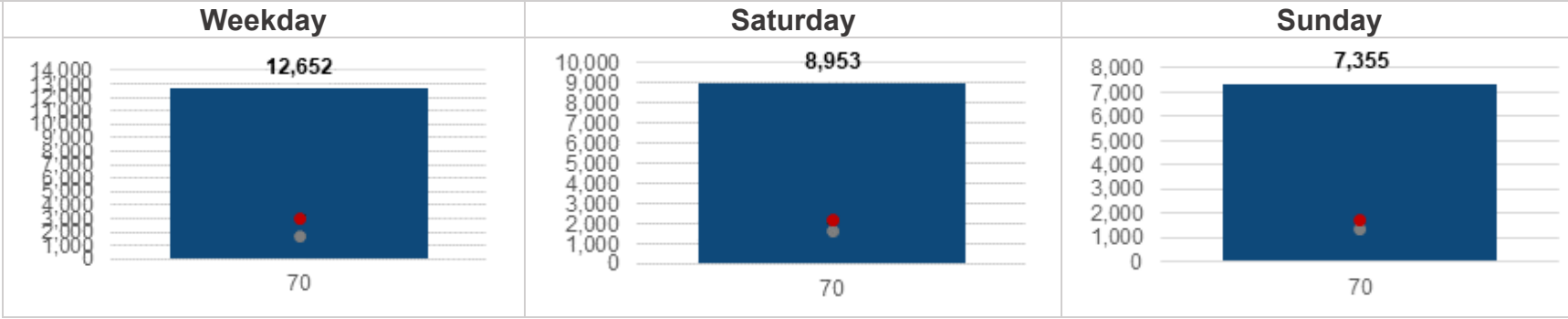
Top Transfer Locations

Georgia Avenue-Petworth, Silver Spring, Shaw-Howard University

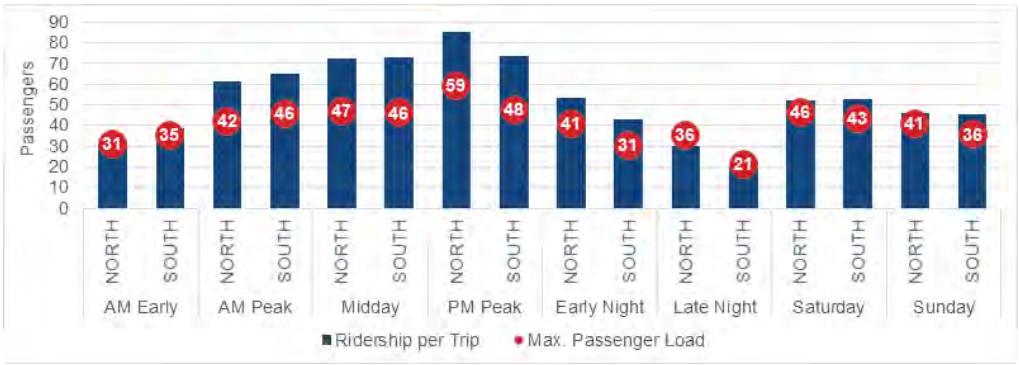
Average Daily Ridership

System Average

Class/Tier Average



Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.20	0.59	0.56
Weekday	**Off-Peak** Maximum Target: 1.00	0.51	0.47
	Saturday Maximum Target: 1.00	0.63	0.59
	Sunday Maximum Target: 1.00	0.64	0.58

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
70																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
70																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
70																								

[1] Span/frequency standards are only applicable at the line level.

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	4:00 a.m. - 3:47 a.m.	-	A
	Frequency of Service | varies	Peak: 11.8 / Off-Peak: 12.0	*Peak: 15.0 / Off-Peak: 21.8*	A	18.0	*28.5*	A	21.7	*32.0*	A
Productivity	**Passengers per Revenue Hour** | 30.0	52.2	*33.0*	A	50.3	*29.0*	A	46.6	*28.9*	A
	Passengers per Revenue Mile | 4.0	7.7	*3.7*	A	6.8	*3.0*	A	5.9	*2.9*	A
Reliability	**On-Time Performance** | 79%	52%	*76%*	E	53%	*78%*	E	58%	*80%*	E
	Crowding | 5.0%	6.1%	*2.1%*	E	5.0%	*1.0%*	B	4.0%	*0.8%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.59 Off-Peak: 0.51	*Peak: 0.52 Off-Peak: 0.40*	B	0.63	*0.38*	B	0.64	*0.37*	B
Cost Effectiveness	**Operating Cost per Passenger Trip** | $5.00	$2.24	*$3.91*	A	$2.32	*$4.52*	A	$2.51	*$4.63*	A
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 70

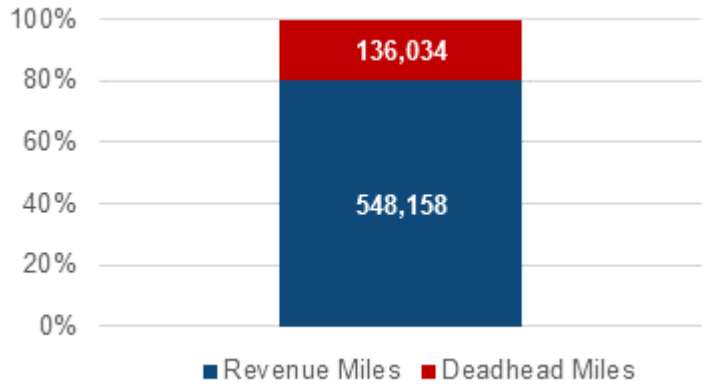
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	7.3	*5.6*	E
Route Design	**Circuity |** 1.75	1.08	*1.44*	A

	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 |** 30.0	52.2	*32.2*	A	50.3	*28.3*	A	46.6	*28.3*	A
	Passengers per Revenue Mile | 4.0	7.7	*3.7*	A	6.8	*3.0*	A	5.9	*2.9*	A
	Unique Segment Ridership | 10%	46%	*17%*	A	46%	*19%*	A	45%	*19%*	A
Reliability	**On-Time Performance |** 79%	0%	*77%*	-		*79%*	-		*80%*	-
	Crowding | 5.0%	6.1%	*2.0%*	E	4.6%	*1.1%*	B	3.6%	*0.9%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.58 Off-Peak: 0.50	*Peak: 0.53 Off-Peak: 0.41*	B+	0.60	*0.39*	B	0.60	*0.35*	B
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$2.24	*$4.18*	A	$2.32	*$4.72*	A	$2.51	*$4.78*	A
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

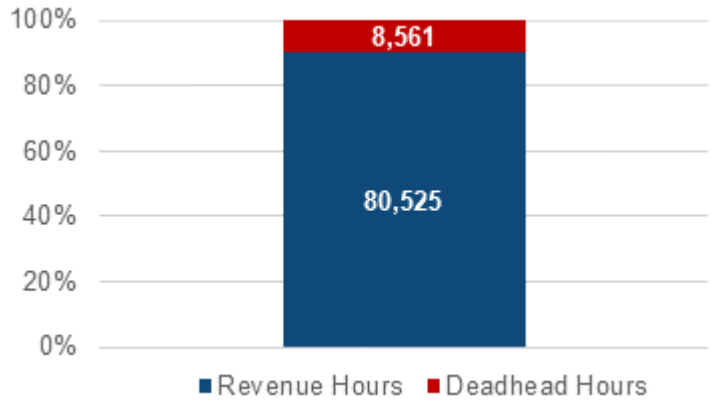
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



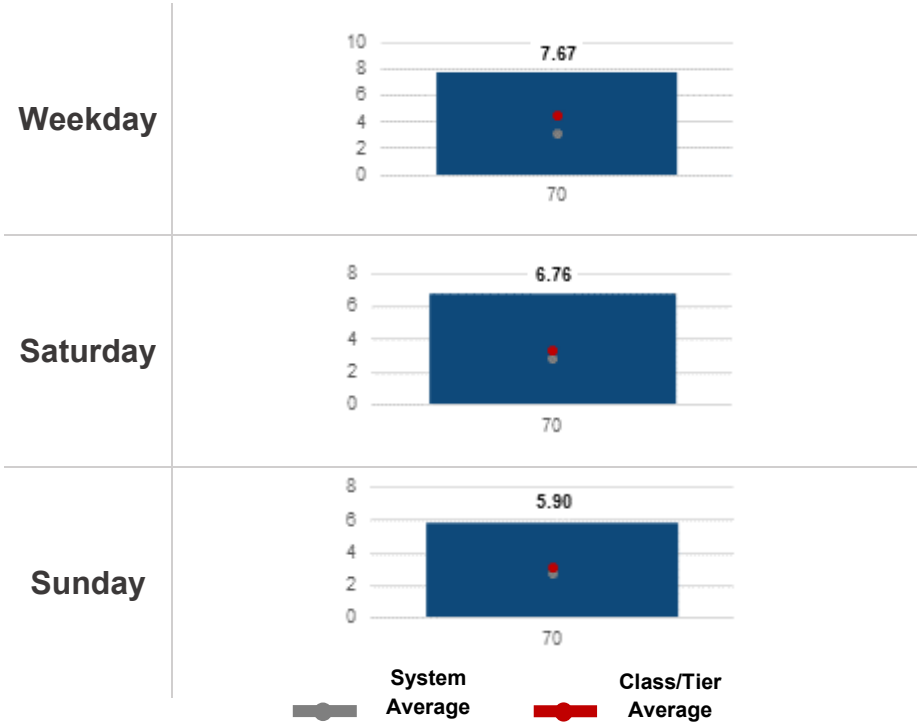
Hours Allocation



Service Delivery

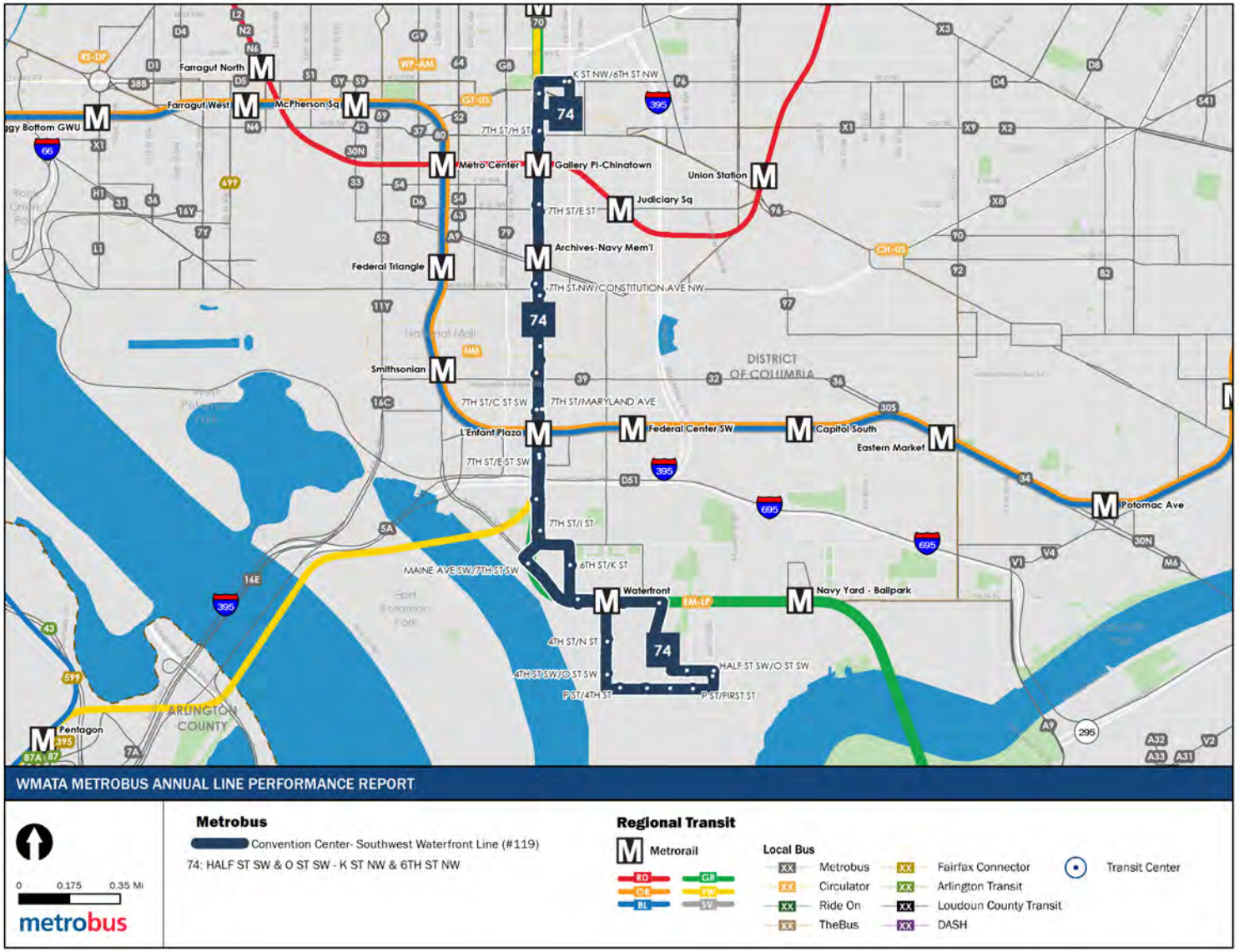
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
70	17.0	32,875	24,779 (75%)

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	C

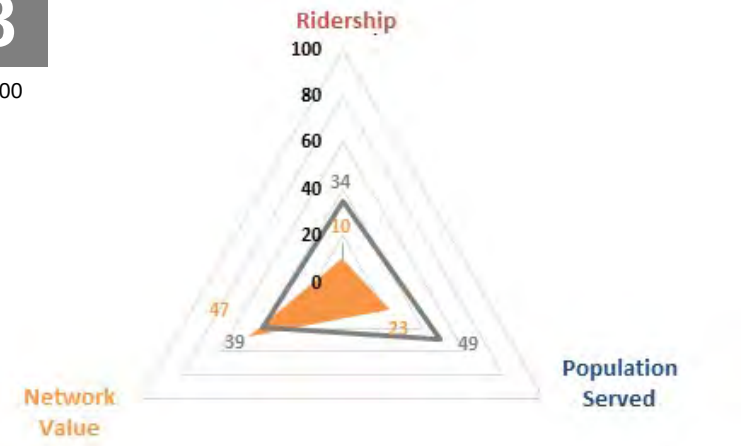
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

18

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$2,023,782
Peak Vehicles	4
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

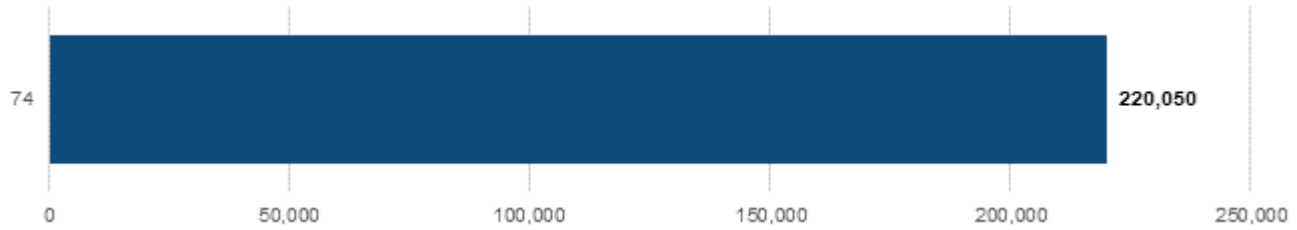
Service Area Population		17,233
Minority Population	*Service Area*	9,281
	Rider Survey	659 (75%)
Low-Income Households	*Service Area*	2,013
	Rider Survey	375 (45%)

Facilities/Amenities

Bus Stops	43
Bus Shelters	14
Benches	12
Real-Time Signs	7

Ridership

Annual Ridership



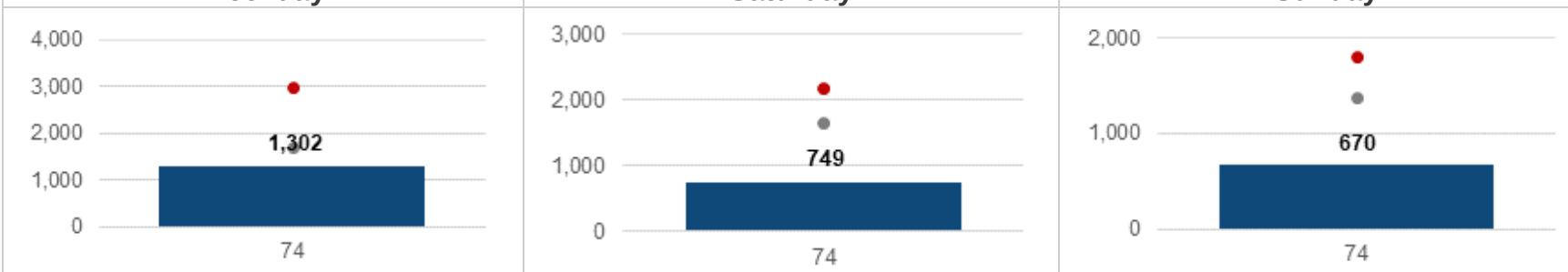
Top Transfer Locations

L'Enfant Plaza, Waterfront, Gallery Place-Chinatown

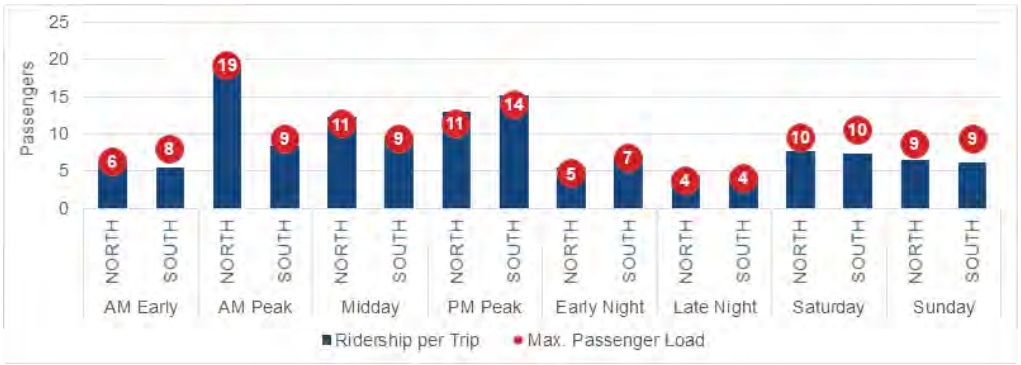
Average Daily Ridership

System Average

Class/Tier Average



Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.20	0.24	0.21
	Off-Peak Maximum Target: 1.00	0.15	0.15
	Saturday Maximum Target: 1.00	0.15	0.16
	Sunday Maximum Target: 1.00	0.13	0.13

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							--

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
74																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
74																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
74																								

[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

C 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	4:45 a.m. - 12:14 a.m.	-	A	4:50 a.m. - 12:21 a.m.	-	A	4:50 a.m. - 12:15 a.m.	-	A
	Frequency of Service | varies	Peak: 16.3 / Off-Peak: 19.7	*Peak: 15.0 / Off-Peak: 21.8*	A	26.1	*28.5*	A	21.3	*32.0*	A
Productivity	**Passengers per Revenue Hour |** 30.0	23.8	*33.0*	E	21.0	*29.0*	E	18.3	*28.9*	E
	Passengers per Revenue Mile | 4.0	3.7	*3.7*	C	2.6	*3.0*	E	2.2	*2.9*	E
Reliability	**On-Time Performance |** 79%	81%	*76%*	B	77%	*78%*	C	83%	*80%*	B
	Crowding | 5.0%	0.0%	*2.1%*	A	0.0%	*1.0%*	A	0.0%	*0.8%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.24 Off-Peak: 0.15	*Peak: 0.52 Off-Peak: 0.40*	A	0.15	*0.38*	A	0.13	*0.37*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$4.91	*$3.91*	B	$5.58	*$4.52*	D	$6.40	*$4.63*	E
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 74

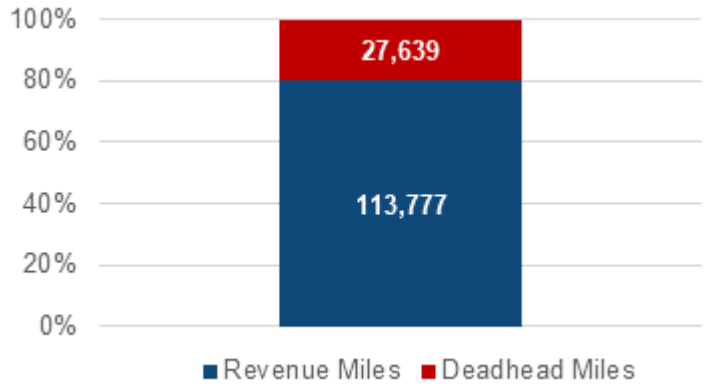
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	7.6	*5.6*	E
Route Design	**Circuity |** 1.75	1.15	*1.44*	-

	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 |** 30.0	23.8	*32.2*	E	21.0	*28.3*	E	18.3	*28.3*	E
	Passengers per Revenue Mile | 4.0	3.7	*3.7*	C	2.6	*3.0*	E	2.2	*2.9*	E
	Unique Segment Ridership | 10%	41%	*17%*	A	43%	*19%*	A	42%	*19%*	A
Reliability	**On-Time Performance |** 79%	81%	*77%*	B	77%	*79%*	C	83%	*80%*	B
	Crowding | 5.0%	0.0%	*2.0%*	A	0.0%	*1.1%*	A	0.0%	*0.9%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.22 Off-Peak: 0.20	*Peak: 0.53 Off-Peak: 0.41*	A	0.20	*0.39*	A	0.10	*0.35*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$4.91	*$4.18*	B	$5.58	*$4.72*	D	$6.40	*$4.78*	E
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

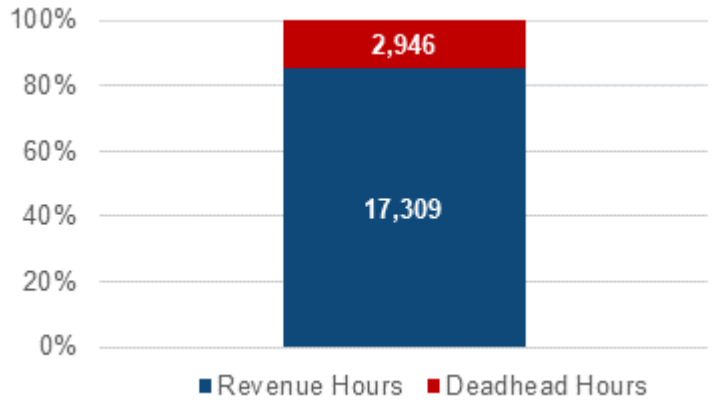
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



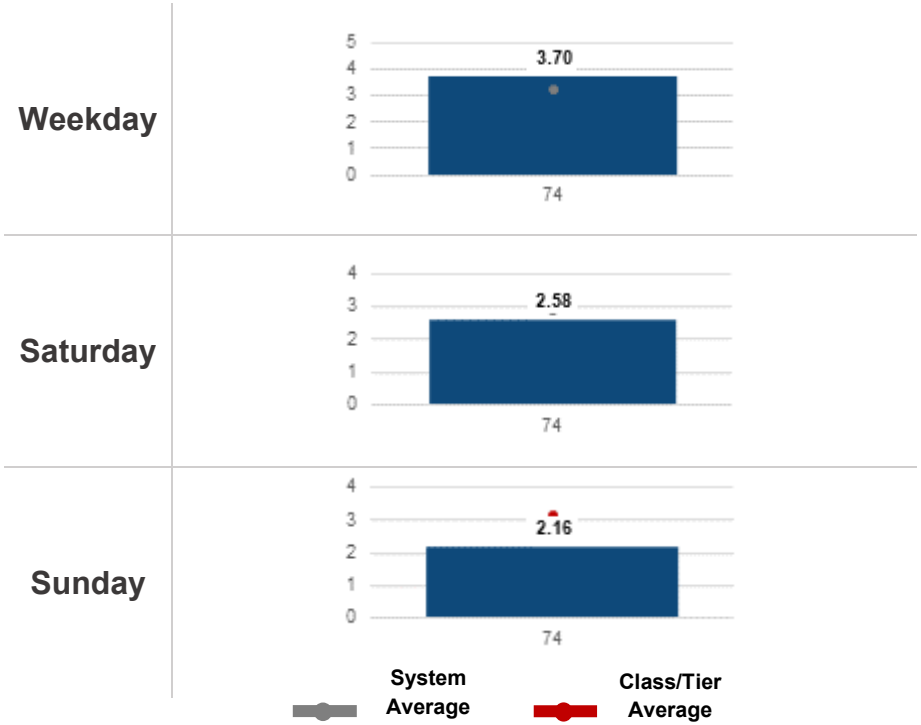
Hours Allocation



Service Delivery

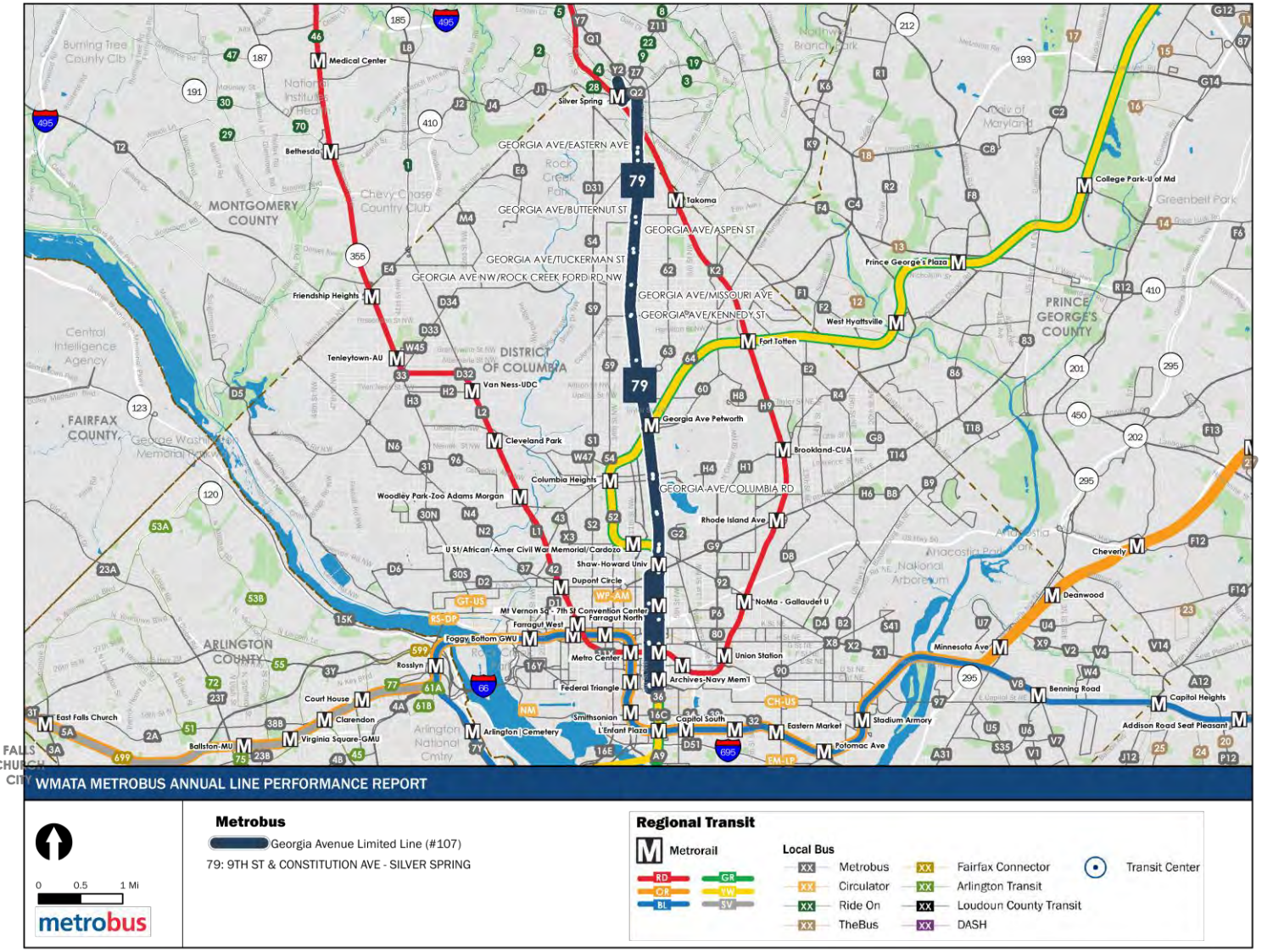
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
74	6.1	18,946	14,918 (79%)

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

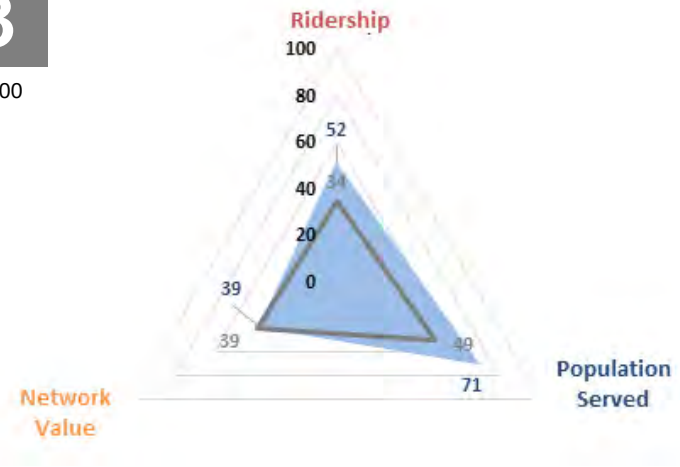
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

53

Out of 100



Classification Average: △

Line Focus:

Population Served	Network Value	Ridership	Balanced

Operating Statistics

Annual Operating Costs	$5,714,227
Peak Vehicles	17
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

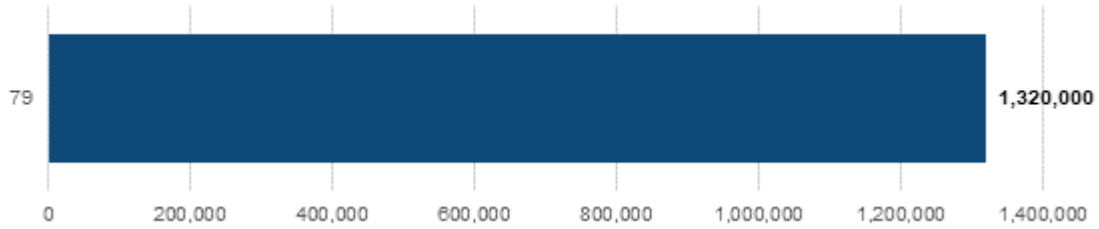
Service Area Population		79,259
Minority Population	*Service Area*	55,600
	Rider Survey	4,271 (87%)
Low-Income Households	*Service Area*	7,176
	Rider Survey	2,379 (50%)

Facilities/Amenities

Bus Stops	42
Bus Shelters	11
Benches	11
Real-Time Signs	12

Ridership

Annual Ridership



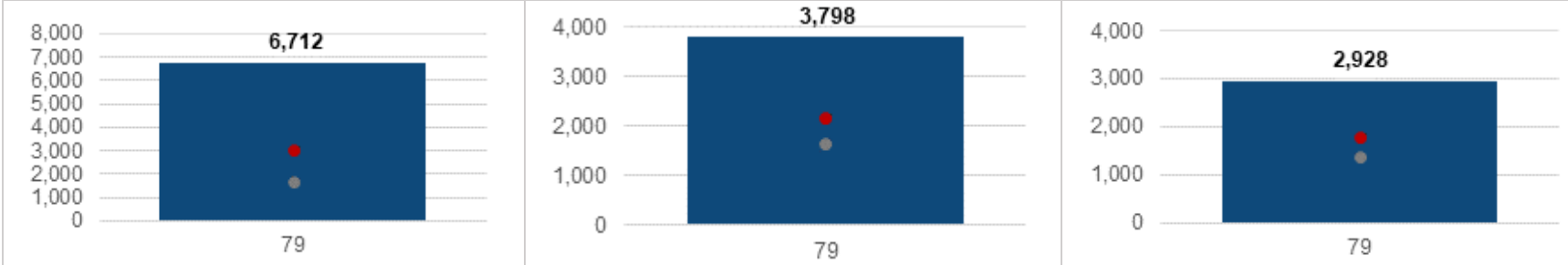
Top Transfer Locations

Georgia Avenue-Petworth, Silver Spring, Shaw-Howard University

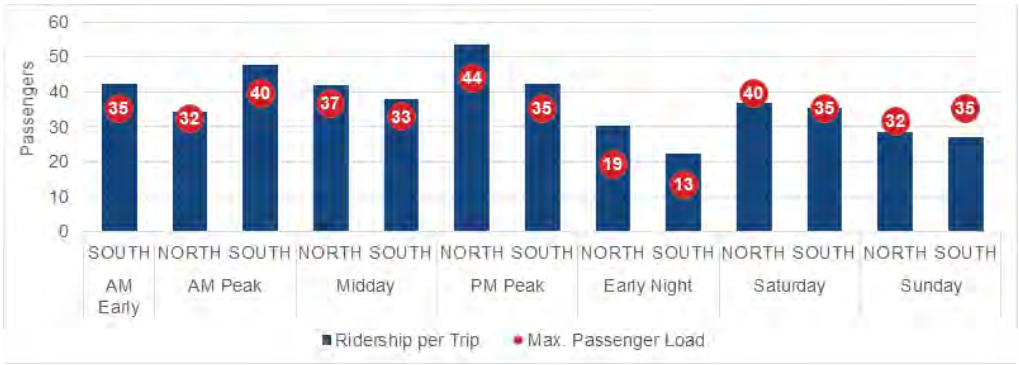
Average Daily Ridership

System Average

Class/Tier Average



Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.20	0.73	0.74
	Off-Peak Maximum Target: 1.00	0.63	0.60
	Saturday Maximum Target: 1.00	0.57	0.57
	Sunday Maximum Target: 1.00	0.47	0.46

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																	—	—	—	—				
79																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																	—	—	—	—				
79																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																	—	—	—	—				
79																								

[1] Span/frequency standards are only applicable at the line level.

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	5:55 a.m. - 7:49 p.m.	-	D	6:03 a.m. - 7:52 p.m.	-	B	6:03 a.m. - 7:45 p.m.	-	B
	Frequency of Service | varies	Peak: 9.1 / Off-Peak: 11.8	*Peak: 15.0 / Off-Peak: 21.8*	A	15.0	*28.5*	A	15.0	*32.0*	A
Productivity	**Passengers per Revenue Hour** | 30.0	44.1	*33.0*	A	40.4	*29.0*	A	33.6	*28.9*	A
	Passengers per Revenue Mile | 4.0	5.6	*3.7*	A	4.7	*3.0*	A	3.7	*2.9*	C
Reliability	**On-Time Performance** | 79%	68%	*76%*	E	64%	*78%*	E	67%	*80%*	E
	Crowding | 5.0%	4.8%	*2.1%*	B	4.0%	*1.0%*	A	2.0%	*0.8%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.73 Off-Peak: 0.63	*Peak: 0.52 Off-Peak: 0.40*	B	0.57	*0.38*	B	0.47	*0.37*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $5.00	$2.65	*$3.91*	A	$2.89	*$4.52*	A	$3.48	*$4.63*	A
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 79

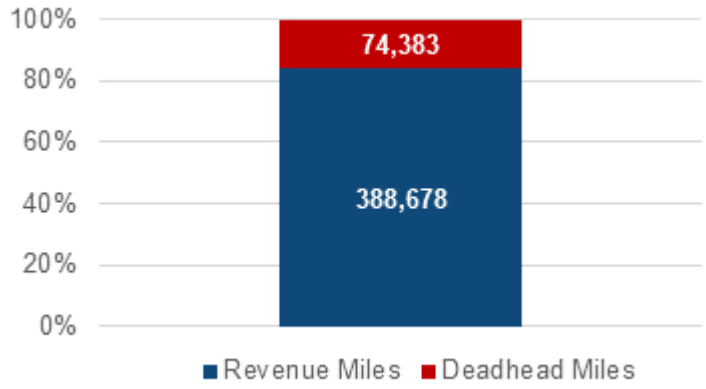
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	2.9	*5.6*	E
Route Design	**Circuity |** 1.75	1.04	*1.44*	A

	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 |** 30.0	44.1	*32.2*	A	40.4	*28.3*	A	33.6	*28.3*	A
	Passengers per Revenue Mile | 4.0	5.6	*3.7*	A	4.7	*3.0*	A	3.7	*2.9*	C
	Unique Segment Ridership | 10%	5%	*17%*	D	6%	*19%*	D	5%	*19%*	D
Reliability	**On-Time Performance |** 79%	0%	*77%*	-		*79%*	-		*80%*	-
	Crowding | 5.0%	4.8%	*2.0%*	B	4.2%	*1.1%*	A	1.7%	*0.9%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.73 Off-Peak: 0.60	*Peak: 0.53 Off-Peak: 0.41*	B	0.60	*0.39*	B	0.50	*0.35*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$2.65	*$4.18*	A	$2.89	*$4.72*	A	$3.48	*$4.78*	A
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

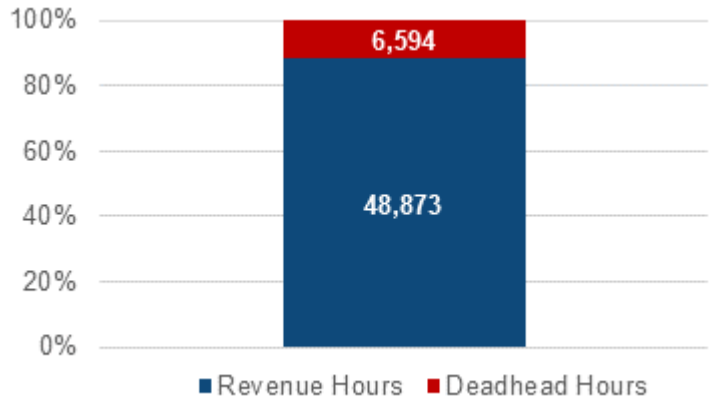
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



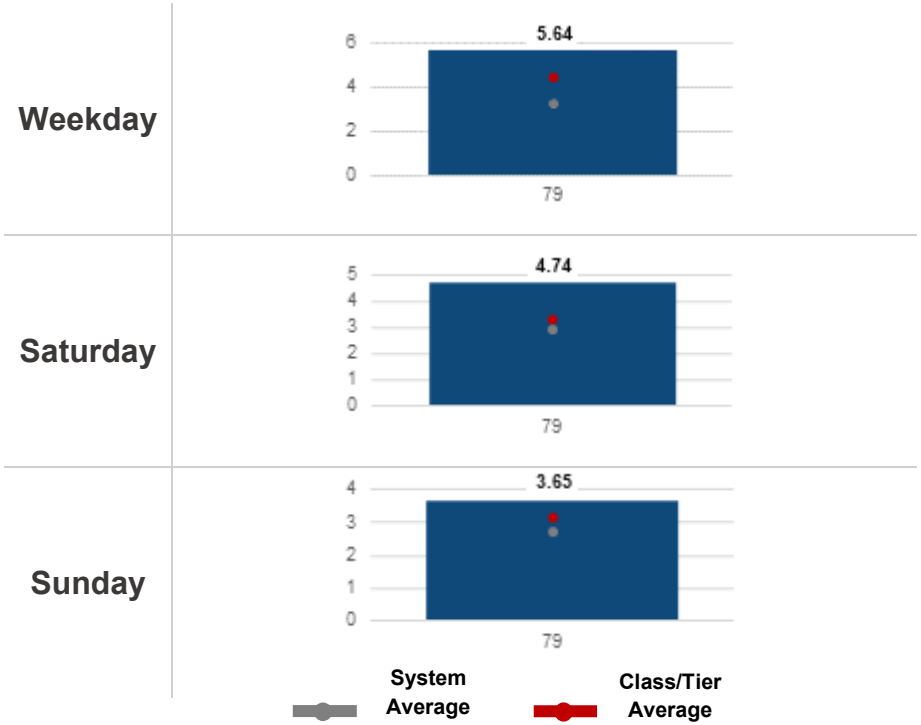
Hours Allocation



Service Delivery

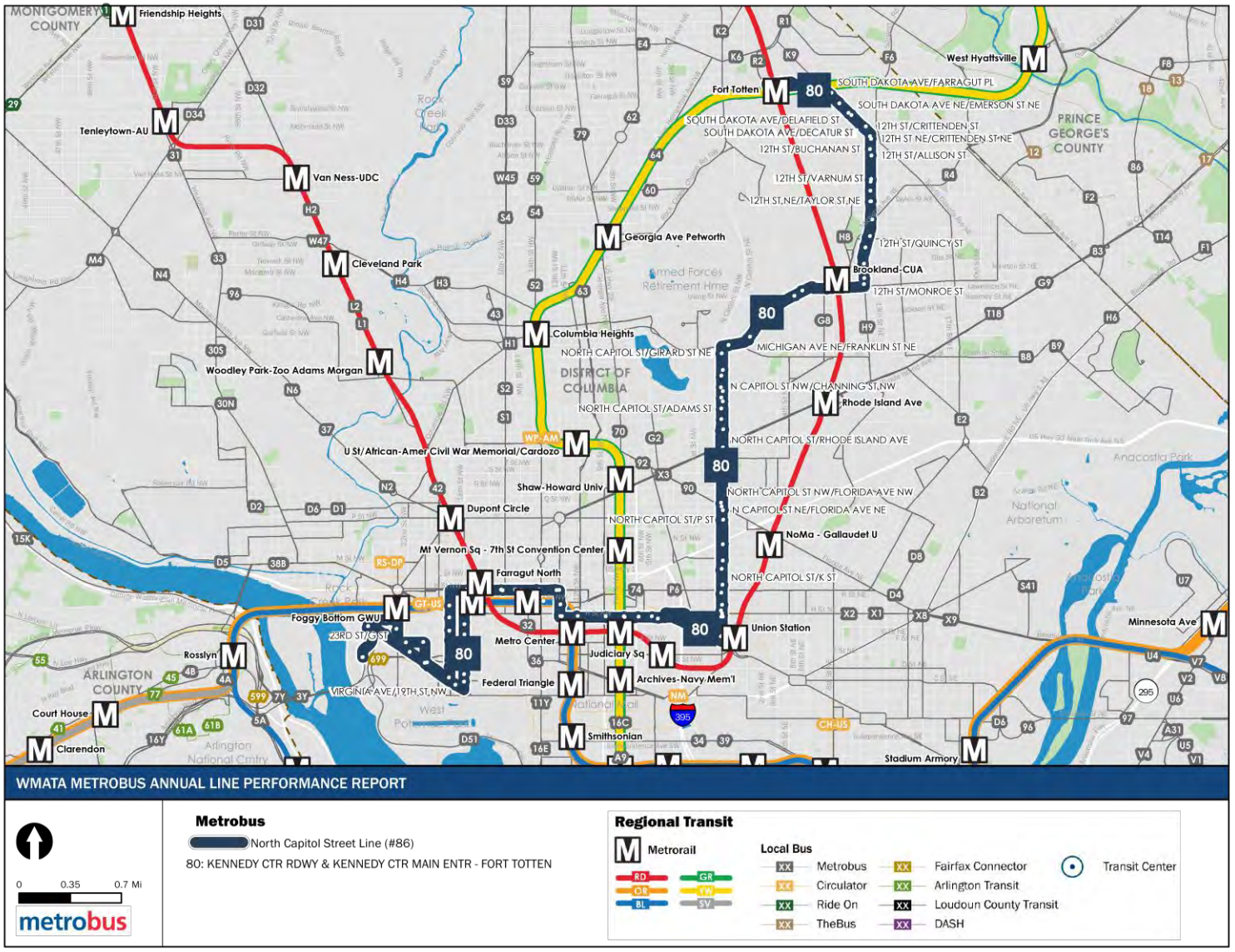
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
79	16.2	23,037	19,351 (84%)

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	B

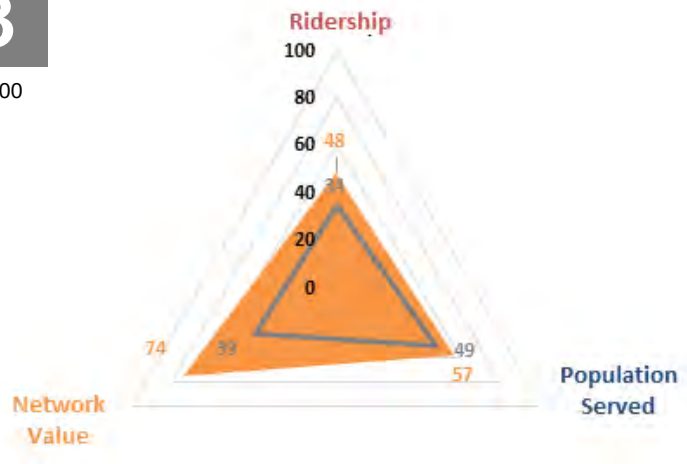
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

53

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$7,067,196
Peak Vehicles	18
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

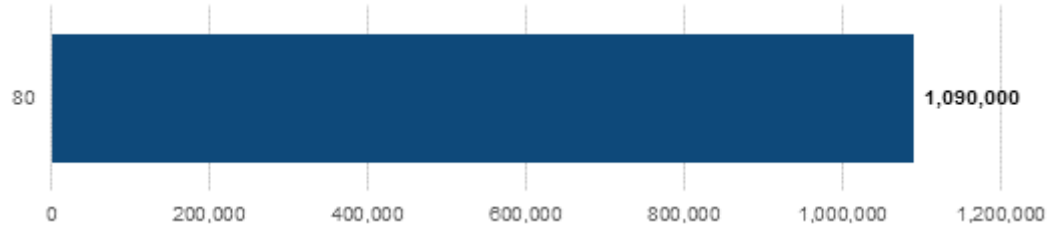
Service Area Population		58,690
Minority Population	*Service Area*	32,795
	Rider Survey	3,929 (84%)
Low-Income Households	*Service Area*	5,325
	Rider Survey	1,910 (43%)

Facilities/Amenities

Bus Stops	144
Bus Shelters	36
Benches	37
Real-Time Signs	12

Ridership

Annual Ridership



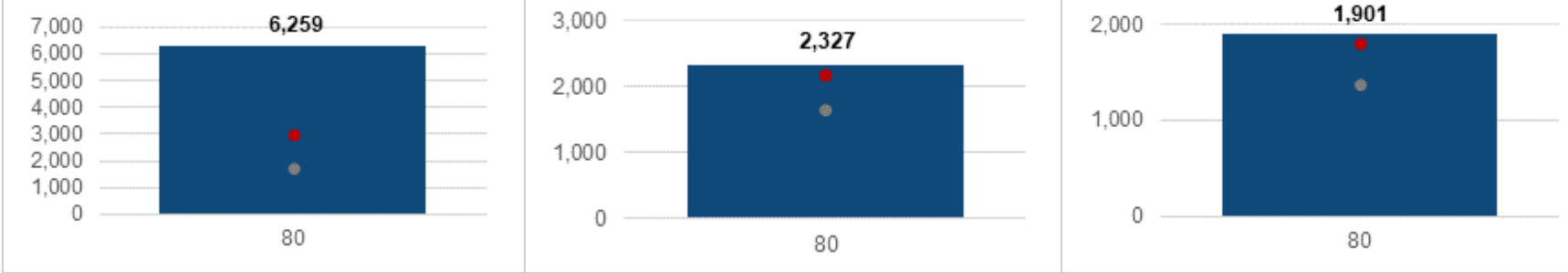
Top Transfer Locations

Brookland, Fort Totten, Farragut North

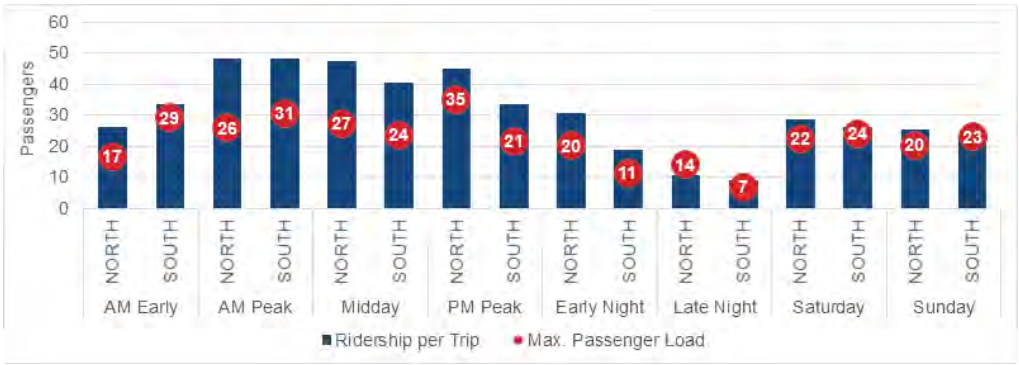
Average Daily Ridership

System Average

Class/Tier Average



Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.20	0.52	0.47
Weekday	**Off-Peak** Maximum Target: 1.00	0.42	0.39
	Saturday Maximum Target: 1.00	0.35	0.33
	Sunday Maximum Target: 1.00	0.33	0.30

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																	—	—	—	—				
80																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk				—										—	—	—	—	—	—	—				
80																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk				—										—	—	—	—	—	—	—				
80																								

[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

B 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	4:29 a.m. - 2:40 a.m.	-	A	4:40 a.m. - 2:45 a.m.	-	A	4:54 a.m. - 1:12 a.m.	-	A
	Frequency of Service | varies	Peak: 11.0 / Off-Peak: 15.2	*Peak: 15.0 / Off-Peak: 21.8*	A	29.7	*28.5*	A	29.7	*32.0*	A
Productivity	**Passengers per Revenue Hour** | 30.0	31.2	*33.0*	B	24.0	*29.0*	E	22.3	*28.9*	E
	Passengers per Revenue Mile | 4.0	4.5	*3.7*	A	2.9	*3.0*	E	2.6	*2.9*	E
Reliability	**On-Time Performance** | 79%	71%	*76%*	D	72%	*78%*	D	75%	*80%*	C
	Crowding | 5.0%	0.5%	*2.1%*	A	0.0%	*1.0%*	A	0.0%	*0.8%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.52 Off-Peak: 0.42	*Peak: 0.52 Off-Peak: 0.40*	B	0.35	*0.38*	A	0.33	*0.37*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $5.00	$3.75	*$3.91*	A	$4.88	*$4.52*	B	$5.25	*$4.63*	C
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 80

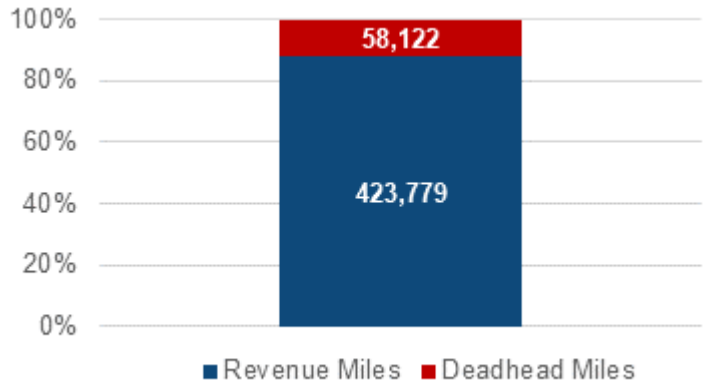
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	7.4	*5.6*	E
Route Design	**Circuity |** 1.75	1.51	*1.44*	A

	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 |** 30.0	31.2	*32.2*	B	24.0	*28.3*	E	22.3	*28.3*	E
	Passengers per Revenue Mile | 4.0	4.5	*3.7*	A	2.9	*3.0*	E	2.6	*2.9*	E
	Unique Segment Ridership | 10%	42%	*17%*	A	41%	*19%*	A	42%	*19%*	A
Reliability	**On-Time Performance |** 79%	71%	*77%*	D	72%	*79%*	D	75%	*80%*	C
	Crowding | 5.0%	0.5%	*2.0%*	A	0.0%	*1.1%*	A	0.1%	*0.9%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.49 Off-Peak: 0.40	*Peak: 0.53 Off-Peak: 0.41*	A	0.30	*0.39*	A	0.30	*0.35*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$3.75	*$4.18*	A	$4.88	*$4.72*	B	$5.25	*$4.78*	C
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

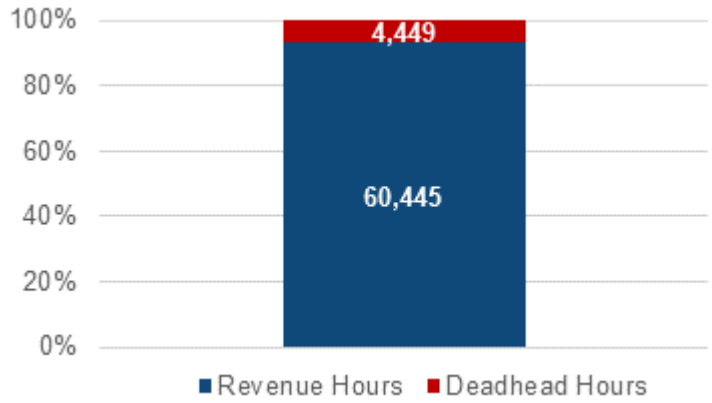
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



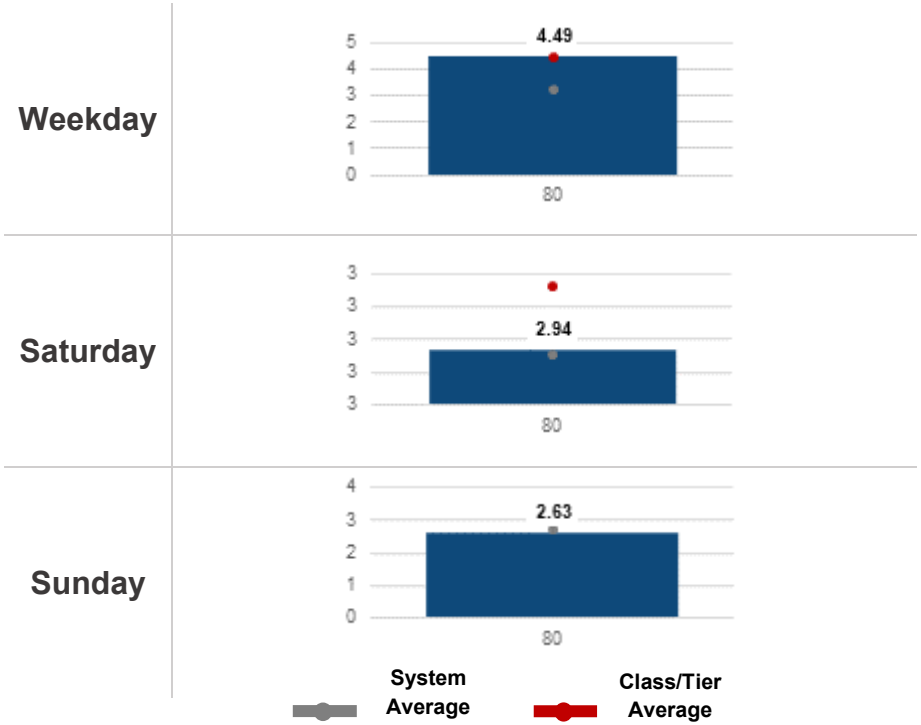
Hours Allocation



Service Delivery

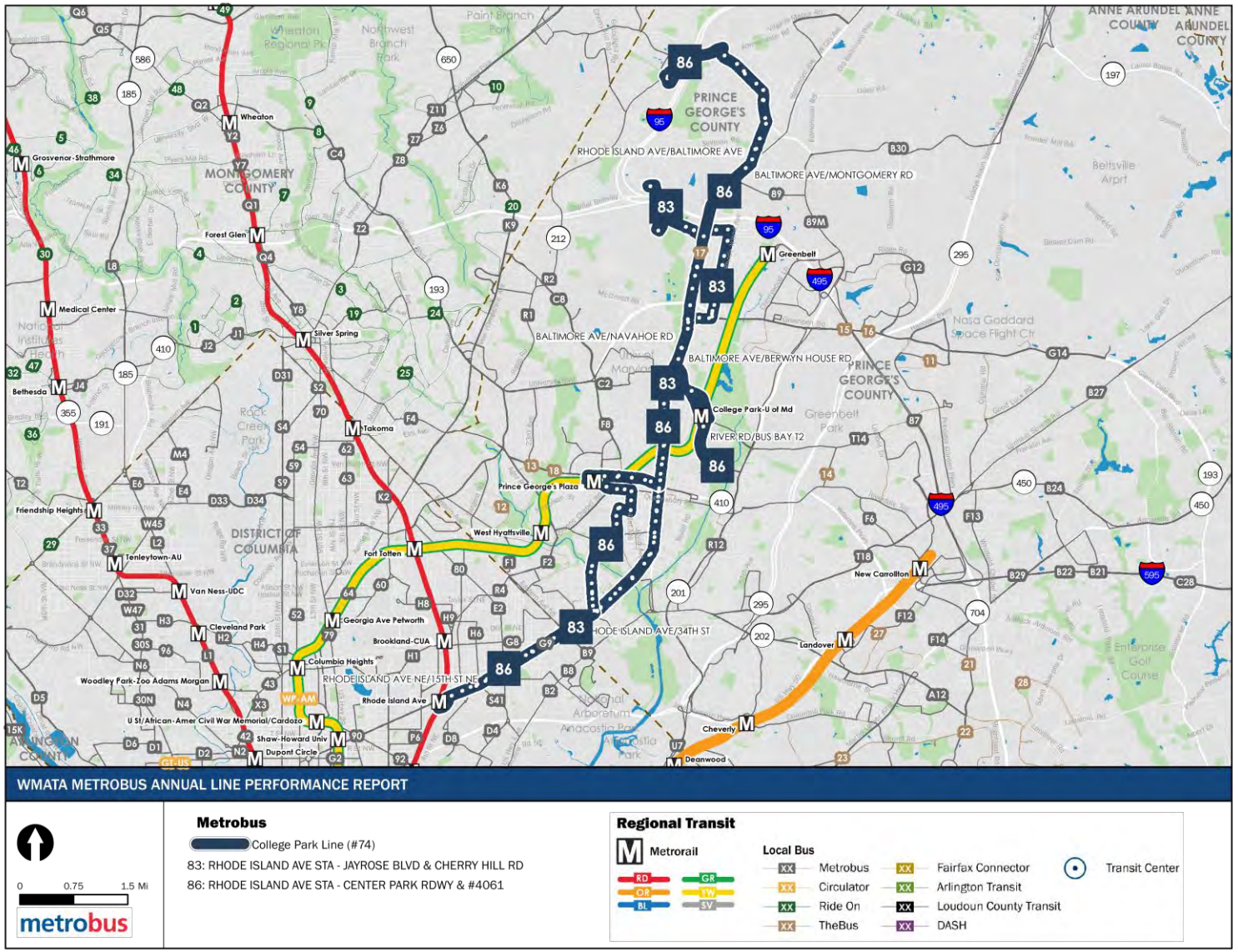
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
80	19.9	22,330	19,827 (89%)

Passenger Miles per Revenue Mile



LINE: 74 – COLLEGE PARK ROUTE(S): 83,86

About the Line



Service Classification

Framework

Activity Tier

3

Overall Grade

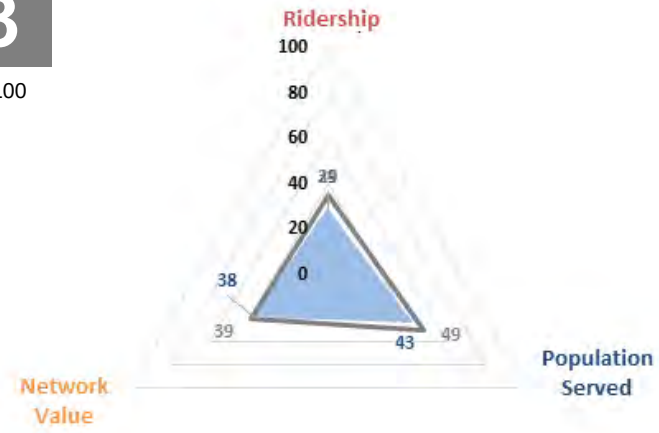
Line	A

Legend
Exceeds Meets
Approaches Below Significantly Below

Line Benefit Score

33

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$5,279,967
Peak Vehicles	13
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

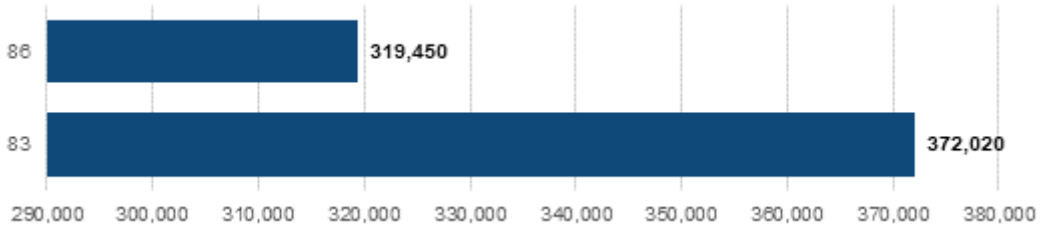
Service Area Population		53,485
Minority Population	*Service Area*	36,587
	Rider Survey	2,049 (84%)
Low-Income Households	*Service Area*	4,296
	Rider Survey	1,096 (48%)

Facilities/Amenities

Bus Stops	222
Bus Shelters	40
Benches	47
Real-Time Signs	1

Ridership

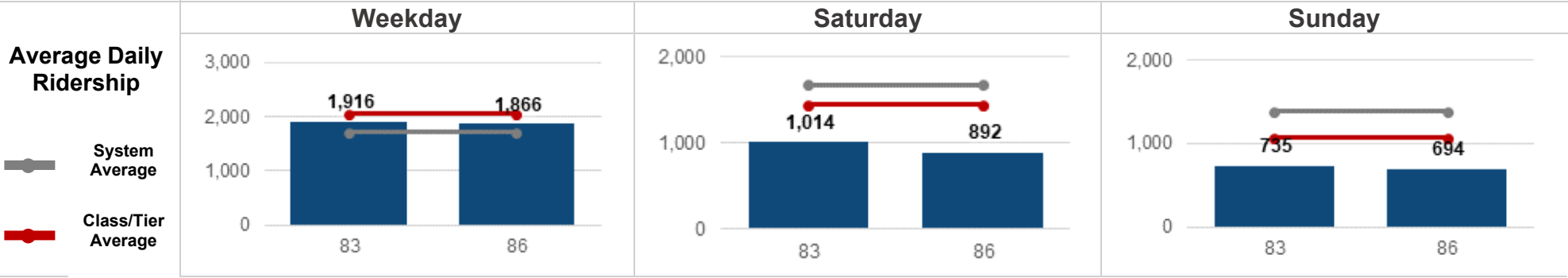
Annual Ridership



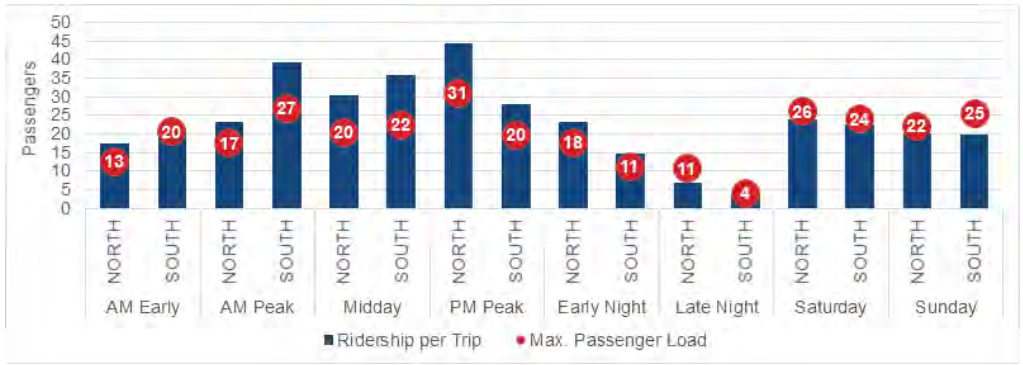
Top Transfer Locations

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

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period

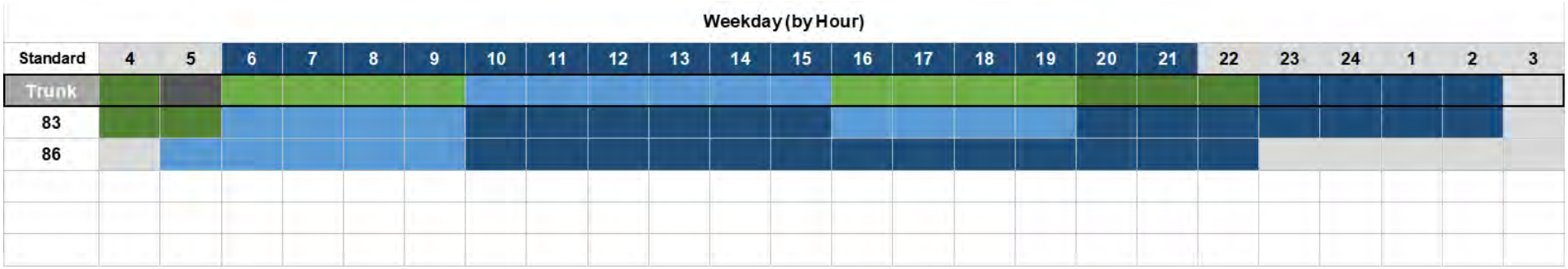


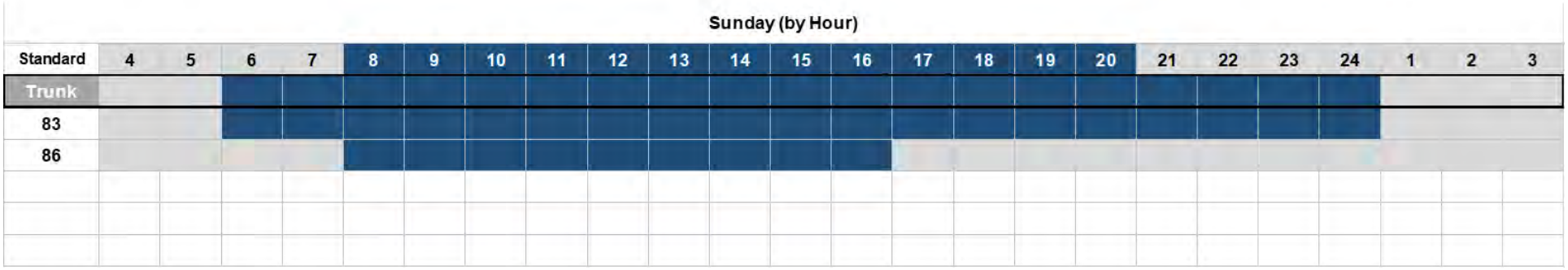
Vehicle Load Factor

	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.00	0.46	0.43
Weekday	**Off-Peak** Maximum Target: 1.00	0.30	0.30
	Saturday Maximum Target: 1.00	0.31	0.30
	Sunday Maximum Target: 1.00	0.29	0.28

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—





[1] Span/frequency standards are only applicable at the line level.

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 a.m. - 2:26 a.m.	-	A	5:35 a.m. - 2:25 a.m.	-	A	6:35 a.m. - 12:30 a.m.	-	A
	Frequency of Service | varies	Peak: 14.4 / Off-Peak: 22.2	*Peak: 15.0 / Off-Peak: 21.8*	A	25.5	*28.5*	A	25.0	*32.0*	A
Productivity	**Passengers per Revenue Hour** | 15.0	24.2	*33.0*	A	26.0	*29.0*	A	24.9	*28.9*	A
	Passengers per Revenue Mile | 1.0	2.0	*3.7*	A	2.1	*3.0*	A	2.0	*2.9*	A
Reliability	**On-Time Performance** | 79%	77%	*76%*	C	78%	*78%*	C	81%	*80%*	B
	Crowding | 5.0%	0.1%	*2.1%*	A	1.0%	*1.0%*	A	1.0%	*0.8%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.46 Off-Peak: 0.30	*Peak: 0.52 Off-Peak: 0.40*	A	0.31	*0.38*	A	0.29	*0.37*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $7.00	$4.84	*$3.91*	A	$4.49	*$4.52*	A	$4.69	*$4.63*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 83

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	5.0	*5.6*	A
Route Design	**Circuity |** 1.75	1.31	*1.44*	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 |** 15.0	24.0	*32.2*	A	24.3	*28.3*	A	23.8	*28.3*	A
	Passengers per Revenue Mile | 1.0	1.9	*3.7*	A	2.0	*3.0*	A	2.1	*2.9*	A
	Unique Segment Ridership | 10%	25%	*17%*	A	25%	*19%*	A	19%	*19%*	A
Reliability	**On-Time Performance |** 79%	78%	*77%*	C	82%	*79%*	B	86%	*80%*	A
	Crowding | 5.0%	0.2%	*2.0%*	A	1.2%	*1.1%*	A	1.8%	*0.9%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.43 Off-Peak: 0.30	*Peak: 0.53 Off-Peak: 0.41*	A	0.30	*0.39*	A	0.20	*0.35*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$4.88	*$4.18*	A	$4.81	*$4.72*	A	$4.92	*$4.78*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 86

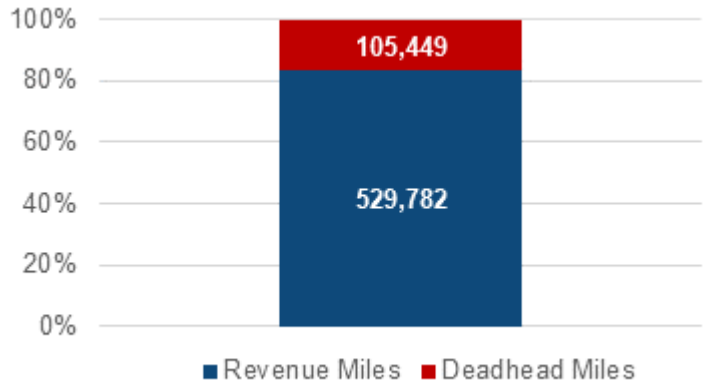
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	4.9	*5.6*	A
Route Design	**Circuity |** 1.75	1.60	*1.44*	B

	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 |** 15.0	24.3	*32.2*	A	28.3	*28.3*	A	26.3	*28.3*	A
	Passengers per Revenue Mile | 1.0	2.0	*3.7*	A	2.2	*3.0*	A	1.9	*2.9*	A
	Unique Segment Ridership | 10%	50%	*17%*	A	49%	*19%*	A	46%	*19%*	A
Reliability	**On-Time Performance |** 79%	76%	*77%*	C	72%	*79%*	D	76%	*80%*	C
	Crowding | 5.0%	0.1%	*2.0%*	A	0.1%	*1.1%*	A	0.3%	*0.9%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.50 Off-Peak: 0.40	*Peak: 0.53 Off-Peak: 0.41*	A	0.40	*0.39*	A	0.40	*0.35*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$4.80	*$4.18*	A	$4.13	*$4.72*	A	$4.45	*$4.78*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

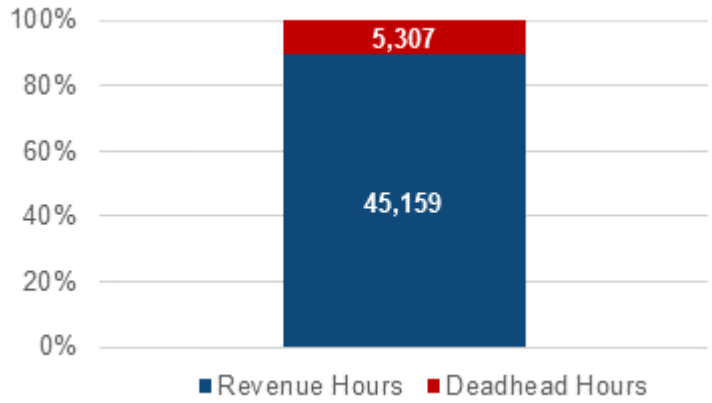
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



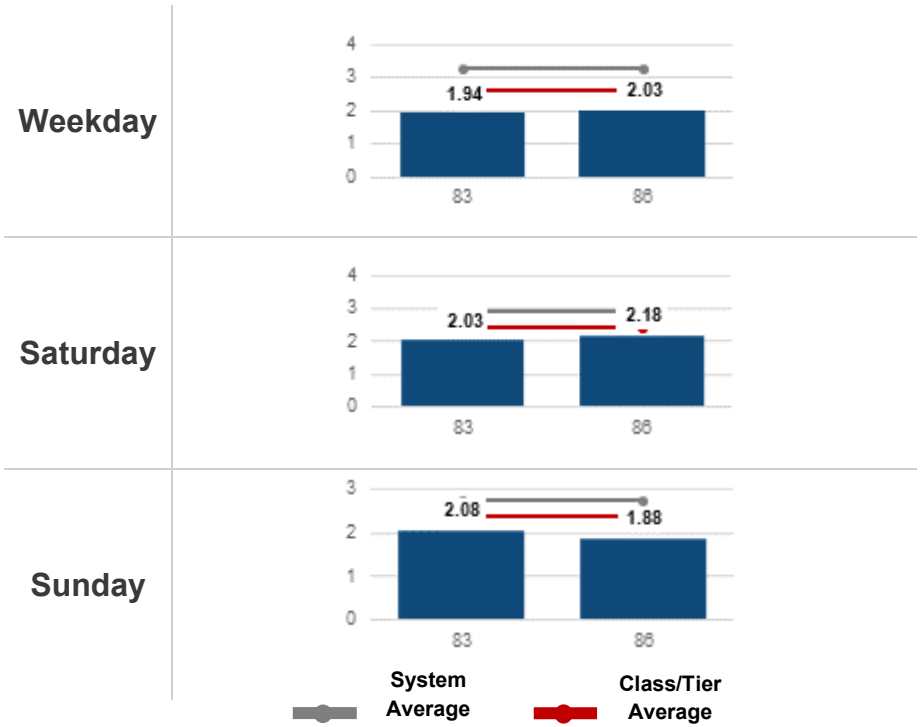
Hours Allocation



Service Delivery

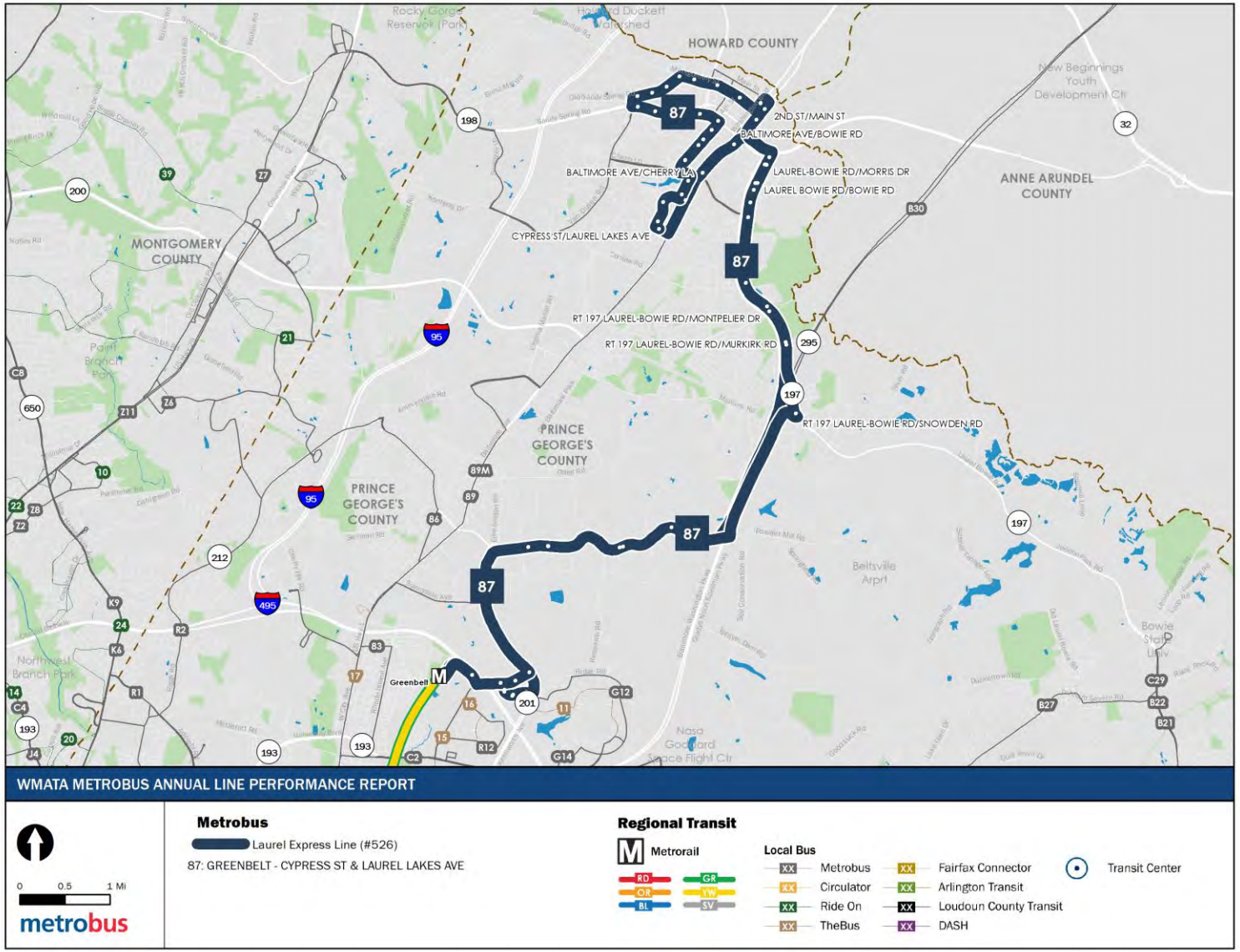
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
83	32.3	11,510	10,133 (88%)
86	40.4	7,054	6,151 (87%)

Passenger Miles per Revenue Mile



LINE: 526 – LAUREL EXPRESS ROUTE(S): 87

About the Line



Service Classification

Commuter

Activity Tier

3

Overall Grade

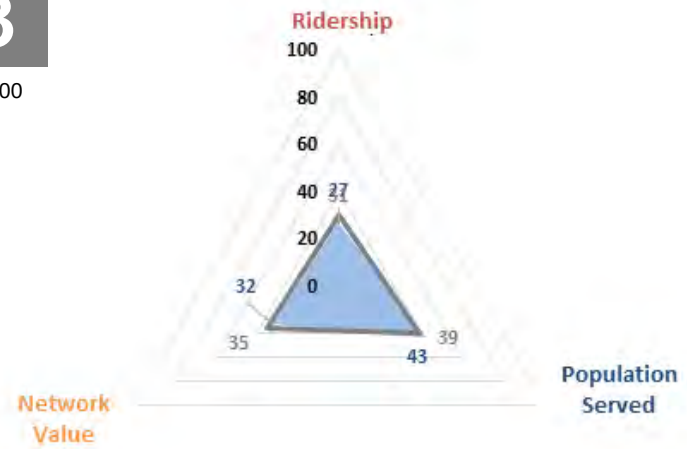
Line	B

Legend
Exceeds Meets
Approaches Below Significantly Below

Line Benefit Score

33

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$840,822
Peak Vehicles	4
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

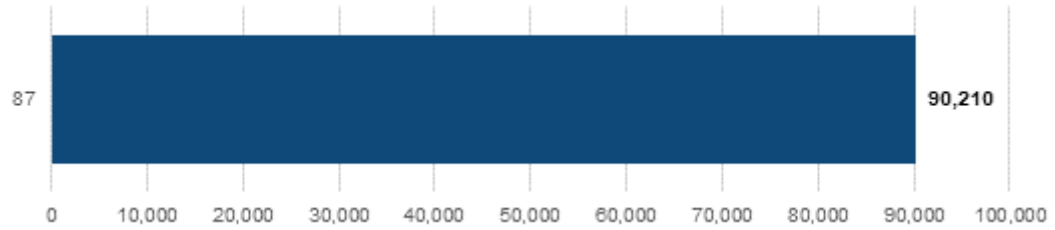
Service Area Population		40,738
Minority Population	*Service Area*	33,228
	Rider Survey	389 (91%)
Low-Income Households	*Service Area*	2,440
	Rider Survey	158 (38%)

Facilities/Amenities

Bus Stops	86
Bus Shelters	12
Benches	10
Real-Time Signs	0

Ridership

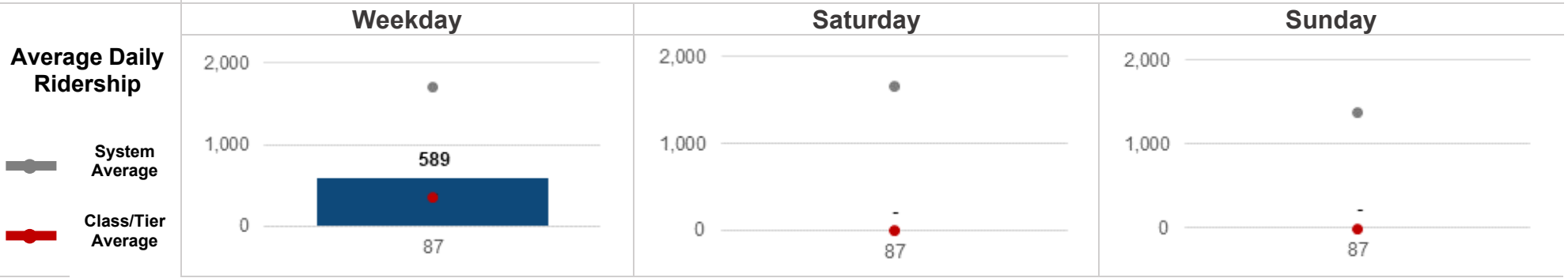
Annual Ridership



Top Transfer Locations

Greenbelt, New Carrollton

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period

Vehicle Load Factor

	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.00	0.39	0.35
Weekday	**Off-Peak** Maximum Target: 1.00	0.30	0.48
	Saturday Maximum Target: 1.00		
	Sunday Maximum Target: 1.00		

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
87																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
87																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
87																								

[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

B Laurel 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	4:46 a.m. - 9:17 a.m.; 3:10 p.m. - 7:47 p.m.	-	A		-	-		-	-
	Frequency of Service | varies	Peak: 26.4 / Off-Peak:	*Peak: 21.1 / Off-Peak: 32.0*	-		*60.0*	-		*65.7*	-
Productivity	**Passengers per Trip** | 10.0	17.8	*21.6*	A		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.0	1.1	*2.3*	A		*0.4*	-		*0.5*	-
Reliability	**On-Time Performance** | 79%	73%	*76%*	D		*77%*	-		*81%*	-
	Crowding | 5.0%	0.0%	*3.1%*	A		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.39 Off-Peak: 0.30	*Peak: 0.48 Off-Peak: 0.39*	A		*0.30*	-		*0.37*	-
Cost Effectiveness	**Operating Cost per Passenger Trip** | $7.00	$5.61	*$5.12*	A		*$8.44*	-		*$7.72*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 87

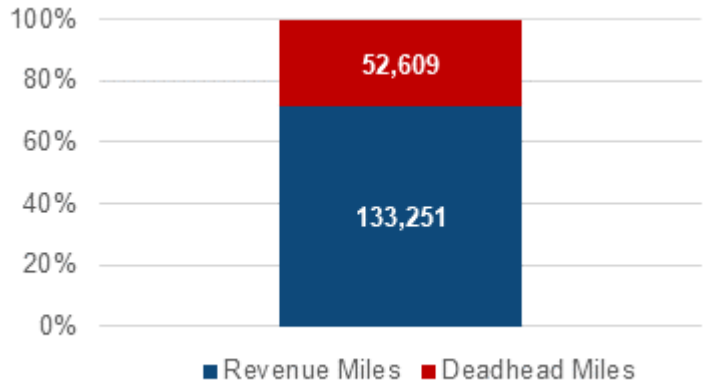
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** N/A	2.3	*3.2*	-
Route Design	**Circuity |** N/A	1.78	*1.39*	-

	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 Trip |** 10.0	17.8	*20.1*	A		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.0	1.1	*2.1*	A		*0.4*	-		*0.5*	-
	Unique Segment Ridership | 15%	41%	*27%*	A		*100%*	-		*100%*	-
Reliability	**On-Time Performance |** 79%	73%	*77%*	D		*77%*	-		*81%*	-
	Crowding | 5.0%	0.0%	*2.4%*	A		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.37 Off-Peak: 0.40	*Peak: 0.44 Off-Peak: 0.36*	A		*0.31*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$5.61	*$5.62*	A		*$8.44*	-		*$7.72*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

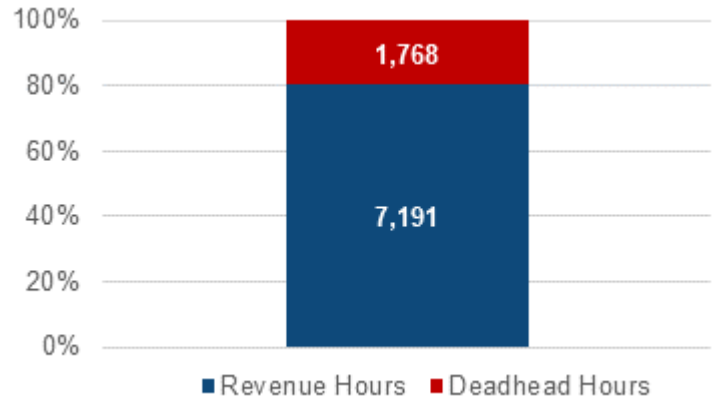
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



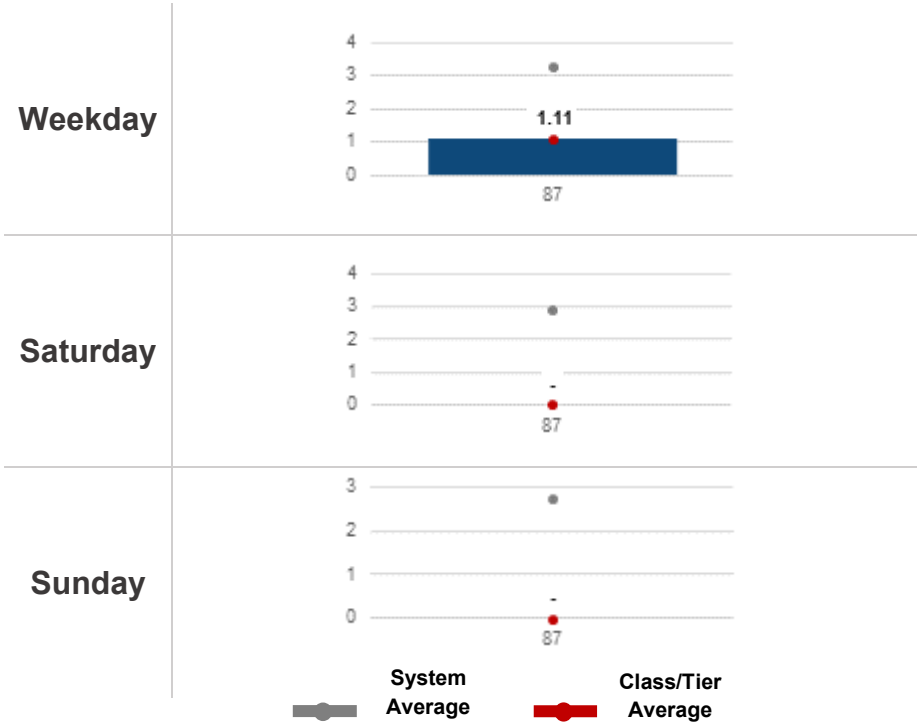
Hours Allocation



Service Delivery

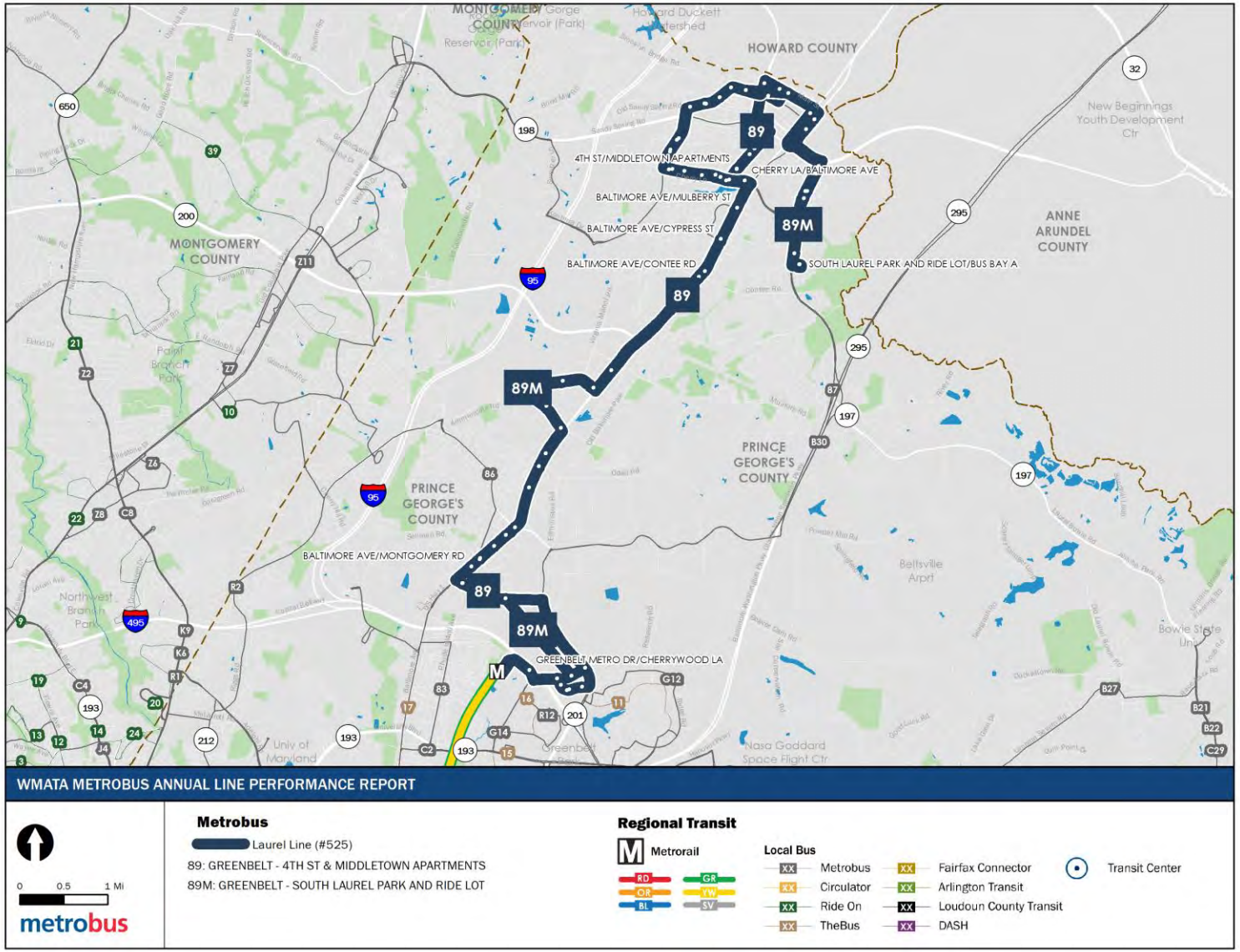
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
87	49.1	3,828	3,293 (86%)

Passenger Miles per Revenue Mile



LINE: 525 – LAUREL ROUTE(S): 89,89M

About the Line



Service Classification

Coverage

Activity Tier

3

Overall Grade

Line	B

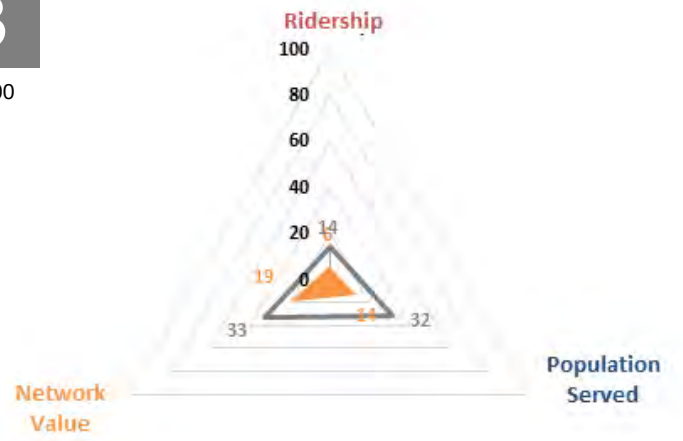
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

13

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$1,064,401
Peak Vehicles	3
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

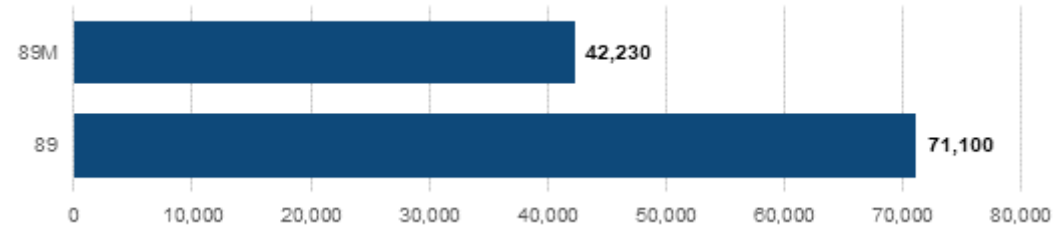
Service Area Population		30,215
Minority Population	*Service Area*	23,376
	Rider Survey	679 (91%)
Low-Income Households	*Service Area*	1,856
	Rider Survey	282 (40%)

Facilities/Amenities

Bus Stops	106
Bus Shelters	13
Benches	12
Real-Time Signs	0

Ridership

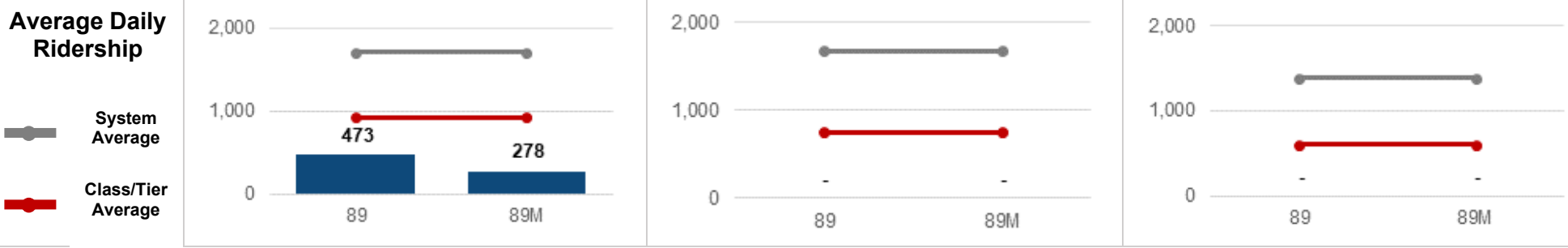
Annual Ridership



Top Transfer Locations

Greenbelt

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period

Vehicle Load Factor

	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.00	0.39	0.34
Weekday	**Off-Peak** Maximum Target: 1.00	0.40	0.33
	Saturday Maximum Target: 1.00		
	Sunday Maximum Target: 1.00		

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk			■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■					
89			■	■	■	■							■	■	■	■	■	■	■					
89M							■	■	■	■	■	■												

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk					—	—	—	—	—	—	—	—	—	—	—	—								
89																								
89M																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk					—	—	—	—	—	—	—	—	—	—	—	—								
89																								
89M																								

[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

B 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	5:45 a.m. - 11:26 p.m.	-	A		-	C		-	C
	Frequency of Service | varies	Peak: 32.3 / Off-Peak: 23.8	*Peak: 20.6 / Off-Peak: 32.7*	A		*40.5*	-		*41.1*	-
Productivity	**Passengers per Revenue Hour** | 10.0	21.0	*28.8*	A		*27.4*	-		*26.0*	-
	Passengers per Revenue Mile | 1.0	1.3	*2.9*	A		*2.7*	-		*2.5*	-
Reliability	**On-Time Performance** | 79%	83%	*82%*	B		*82%*	-		*84%*	-
	Crowding | 5.0%	0.0%	*0.5%*	A		*0.2%*	-		*0.1%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.39 Off-Peak: 0.40	*Peak: 0.39 Off-Peak: 0.29*	A		*0.30*	-		*0.28*	-
Cost Effectiveness	**Operating Cost per Passenger Trip** | $7.00	$5.56	*$4.67*	A		*$5.07*	-		*$5.13*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 89

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	3.1	*6.1*	E
Route Design	**Circuity |** N/A	1.51	*2.00*	-

	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 |** 10.0	19.0	*29.7*	A		*29.3*	-		*27.9*	-
	Passengers per Revenue Mile | 1.0	1.3	*3.0*	A		*2.9*	-		*2.7*	-
	Unique Segment Ridership | 10%	-	*31%*	-		*33%*	-		*32%*	-
Reliability	**On-Time Performance |** 79%	83%	*82%*	B		*82%*	-		*84%*	-
	Crowding | 5.0%	0.0%	*0.4%*	A		*0.2%*	-		*0.1%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.36 Off-Peak: 0.30	*Peak: 0.39 Off-Peak: 0.29*	A		*0.31*	-		*0.27*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$6.14	*$4.77*	A		*$4.83*	-		*$4.94*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 89M

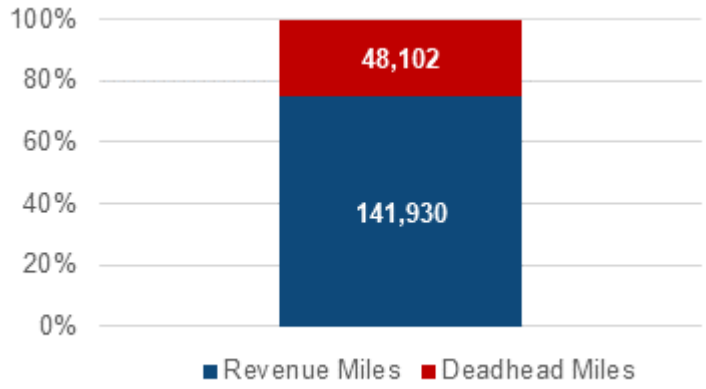
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	3.2	*6.1*	E
Route Design	**Circuity |** N/A	2.00	*2.00*	-

	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 |** 10.0	25.7	*29.7*	A		*29.3*	-		*27.9*	-
	Passengers per Revenue Mile | 1.0	1.5	*3.0*	A		*2.9*	-		*2.7*	-
	Unique Segment Ridership | 10%	3%	*31%*	E		*33%*	-		*32%*	-
Reliability	**On-Time Performance |** 79%	82%	*82%*	B		*82%*	-		*84%*	-
	Crowding | 5.0%	0.0%	*0.4%*	A		*0.2%*	-		*0.1%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.50 Off-Peak: 0.50	*Peak: 0.39 Off-Peak: 0.29*	A		*0.31*	-		*0.27*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$4.56	*$4.77*	A		*$4.83*	-		*$4.94*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

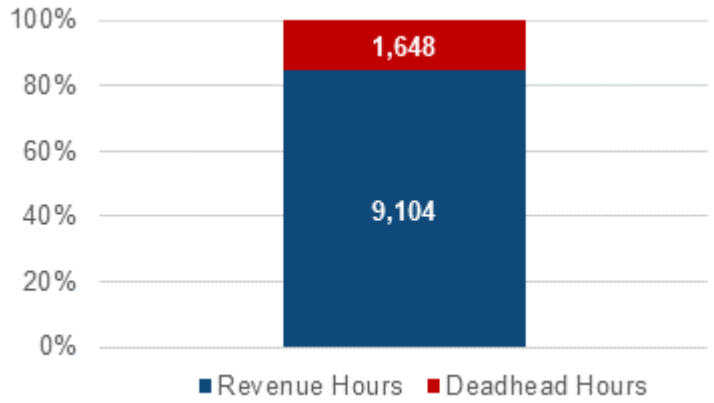
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



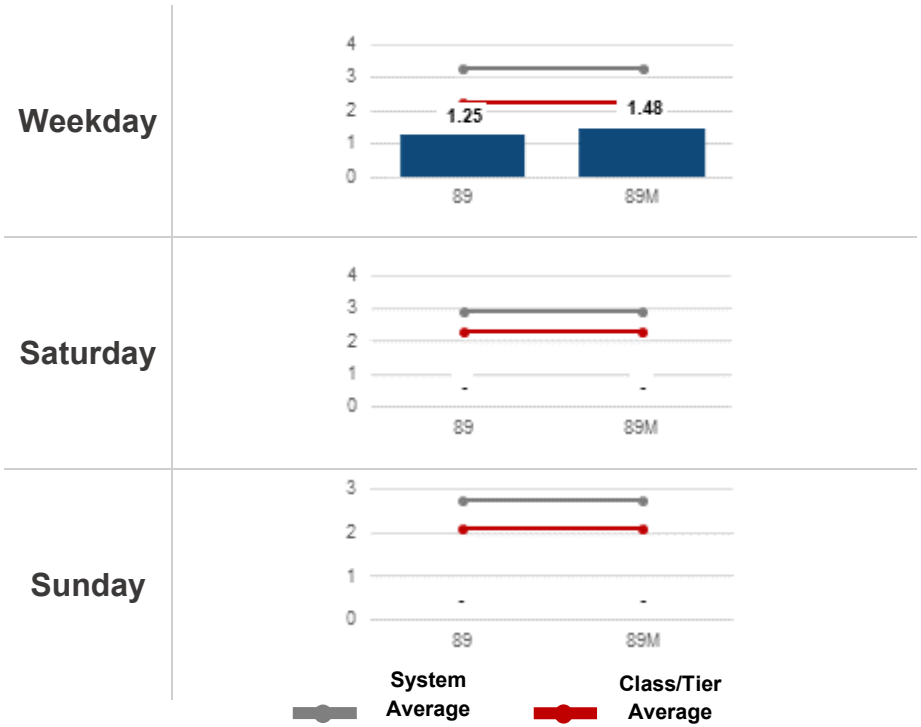
Hours Allocation



Service Delivery

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
89	30.3	3,480	3,001 (86%)
89M	33.3	1,392	1,280 (92%)

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	A

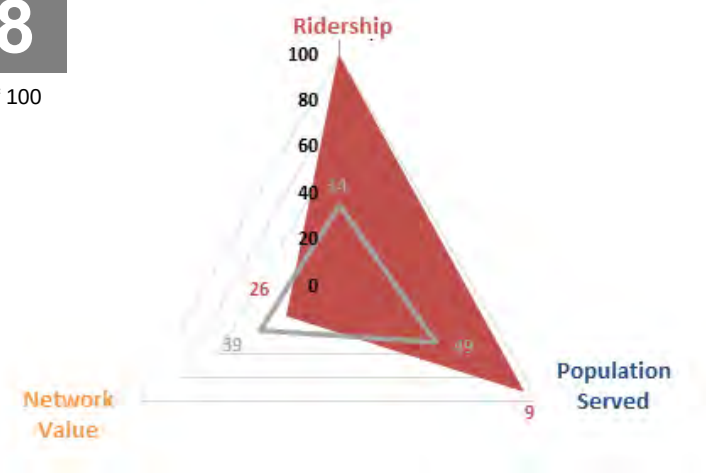
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

88

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$12,931,561
Peak Vehicles	31
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

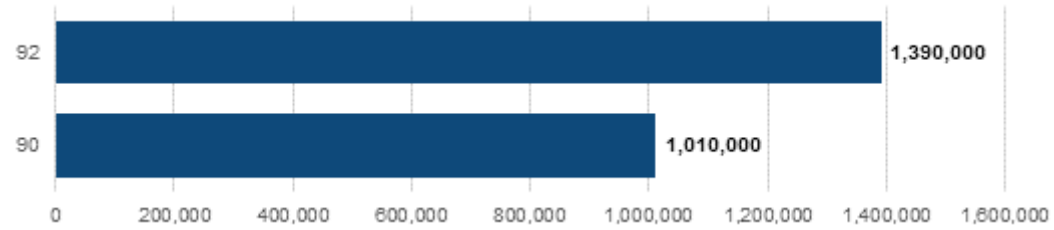
Service Area Population		96,241
Minority Population	*Service Area*	53,520
	Rider Survey	9,054 (89%)
Low-Income Households	*Service Area*	9,037
	Rider Survey	5,548 (60%)

Facilities/Amenities

Bus Stops	161
Bus Shelters	38
Benches	45
Real-Time Signs	10

Ridership

Annual Ridership

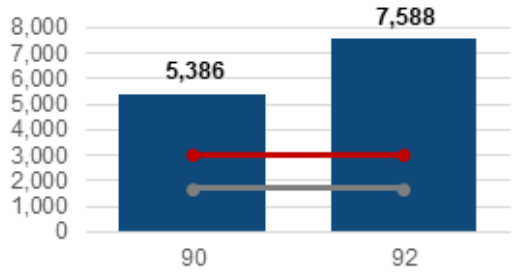


Top Transfer Locations

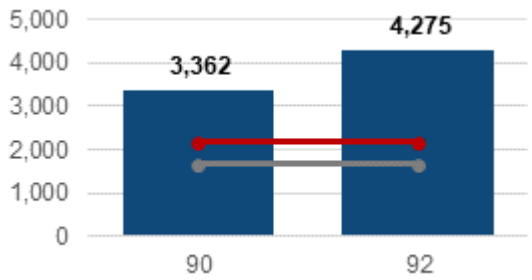
Eastern Market, Congress Heights, U Street-Cardozo

Average Daily Ridership

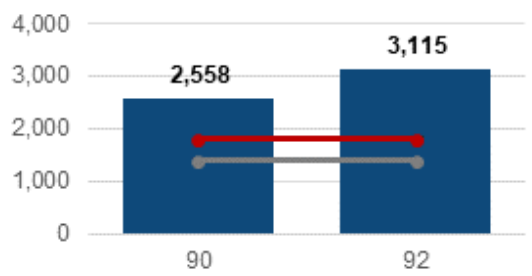
Weekday



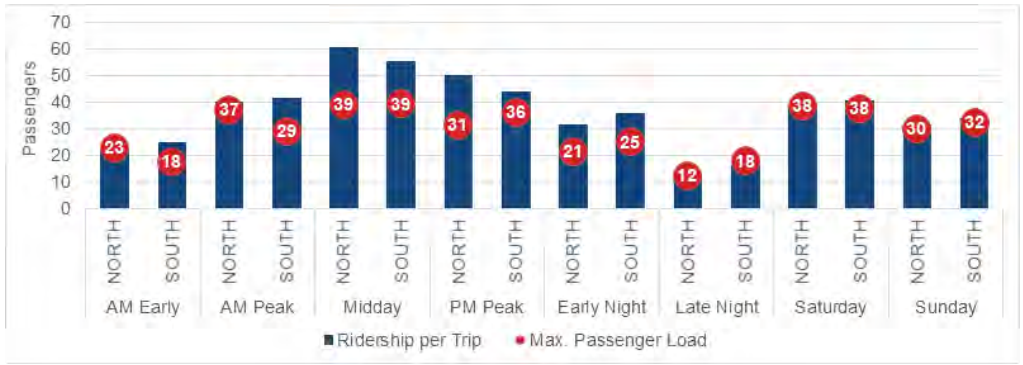
Saturday



Sunday



Average Trip Ridership and Maximum Load by Time Period

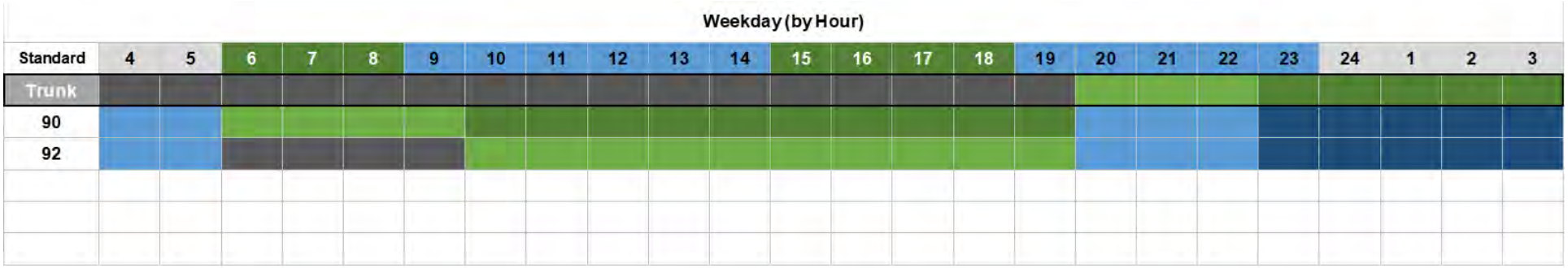


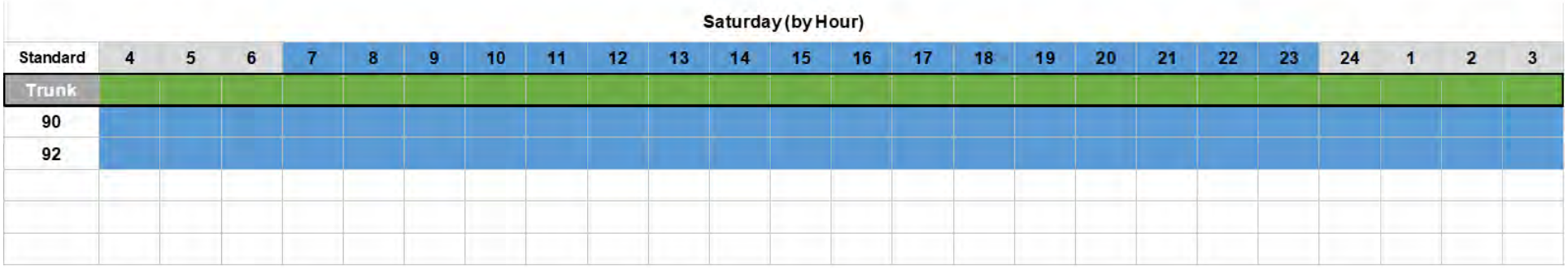
Vehicle Load Factor

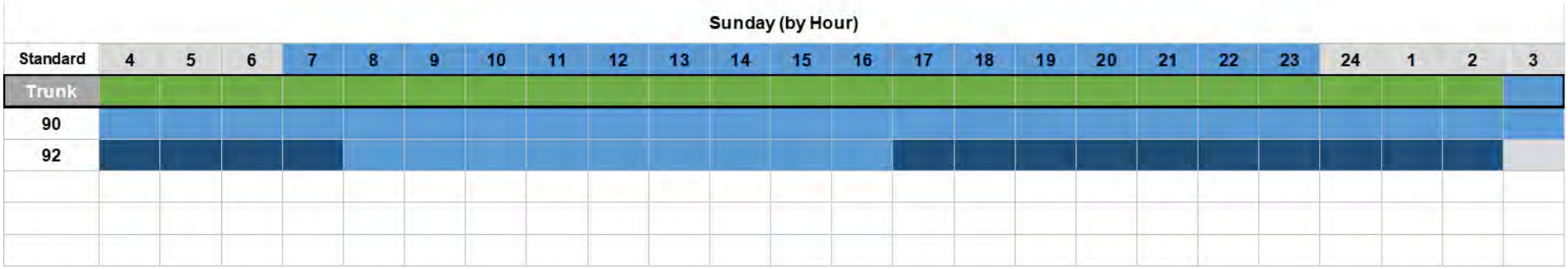
	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.20	0.56	0.56
Weekday	**Off-Peak** Maximum Target: 1.00	0.50	0.54
	Saturday Maximum Target: 1.00	0.47	0.52
	Sunday Maximum Target: 1.00	0.41	0.47

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—







[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

A 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: 5.8 / Off-Peak: 8.9	*Peak: 15.0 / Off-Peak: 21.8*	A	15.6	*28.5*	A	16.0	*32.0*	A
Productivity	**Passengers per Revenue Hour** | 30.0	37.8	*33.0*	A	34.7	*29.0*	A	32.0	*28.9*	B
	Passengers per Revenue Mile | 4.0	5.8	*3.7*	A	5.3	*3.0*	A	4.4	*2.9*	B
Reliability	**On-Time Performance** | 79%	64%	*76%*	E		*78%*	-		*80%*	-
	Crowding | 5.0%	0.8%	*2.1%*	A	1.0%	*1.0%*	A	0.0%	*0.8%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.56 Off-Peak: 0.50	*Peak: 0.52 Off-Peak: 0.40*	B	0.47	*0.38*	A	0.41	*0.37*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $5.00	$3.10	*$3.91*	A	$3.37	*$4.52*	A	$3.66	*$4.63*	A
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 90

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	6.8	*5.6*	E
Route Design	**Circuity |** 1.75	1.12	*1.44*	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 |** 30.0	32.8	*32.2*	B	28.7	*28.3*	C	27.6	*28.3*	C
	Passengers per Revenue Mile | 4.0	5.5	*3.7*	A	4.7	*3.0*	A	3.9	*2.9*	C
	Unique Segment Ridership | 10%	5%	*17%*	E	5%	*19%*	E	5%	*19%*	E
Reliability	**On-Time Performance |** 79%	0%	*77%*	-		*79%*	-		*80%*	-
	Crowding | 5.0%	0.5%	*2.0%*	A	0.8%	*1.1%*	A	0.1%	*0.9%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.56 Off-Peak: 0.50	*Peak: 0.53 Off-Peak: 0.41*	B+	0.50	*0.39*	A	0.40	*0.35*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$3.57	*$4.18*	A	$4.07	*$4.72*	A	$4.23	*$4.78*	A
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 92

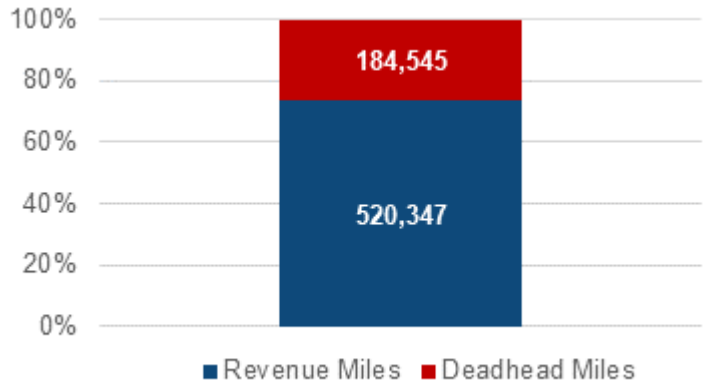
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	7.9	*5.6*	E
Route Design	**Circuity |** 1.75	1.30	*1.44*	A

	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 |** 30.0	42.4	*32.2*	A	41.5	*28.3*	A	36.7	*28.3*	A
	Passengers per Revenue Mile | 4.0	6.1	*3.7*	A	5.8	*3.0*	A	4.8	*2.9*	A
	Unique Segment Ridership | 10%	14%	*17%*	A	13%	*19%*	A	13%	*19%*	A
Reliability	**On-Time Performance |** 79%		*77%*	-		*79%*	-		*80%*	-
	Crowding | 5.0%	1.1%	*2.0%*	A	1.2%	*1.1%*	A	0.3%	*0.9%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.60 Off-Peak: 0.60	*Peak: 0.53 Off-Peak: 0.41*	B	0.50	*0.39*	B	0.50	*0.35*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$2.76	*$4.18*	A	$2.82	*$4.72*	A	$3.18	*$4.78*	A
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

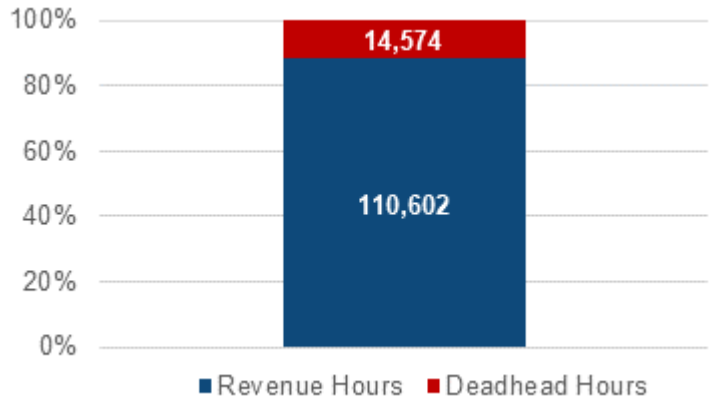
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



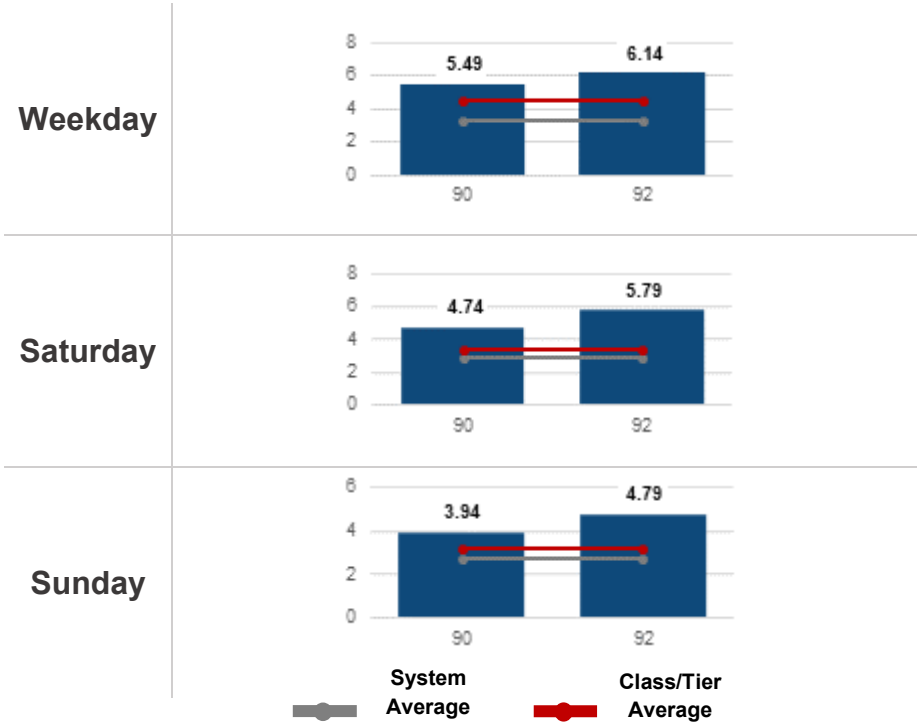
Hours Allocation



Service Delivery

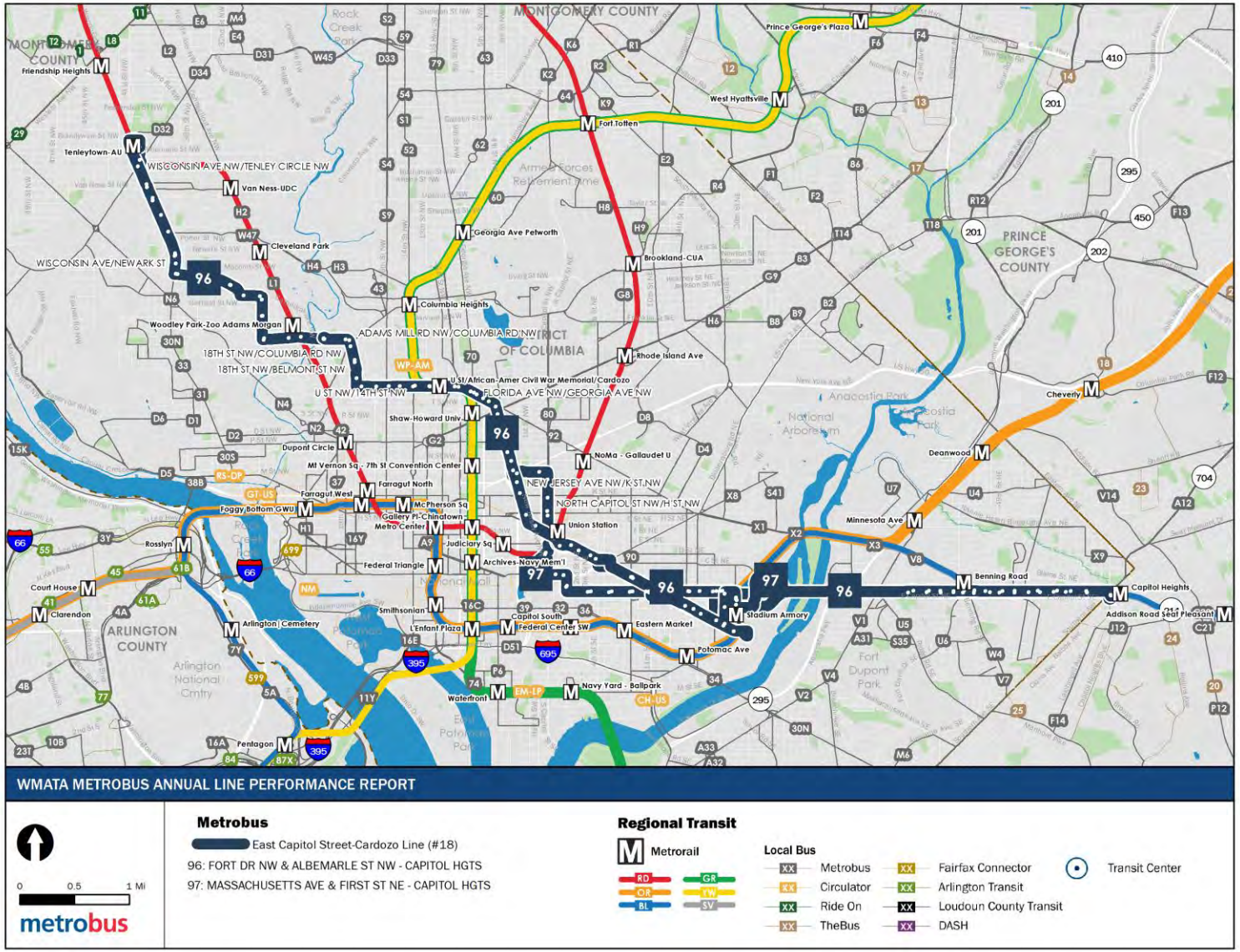
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
90	15.1	21,102	15,518 (74%)
92	17.6	23,511	18,097 (77%)

Passenger Miles per Revenue Mile



LINE: 18 – EAST CAPITOL STREET-CARDOZO ROUTE(S): 96,97

About the Line



Service Classification

Framework

Activity Tier

1

Overall Grade

Line	B

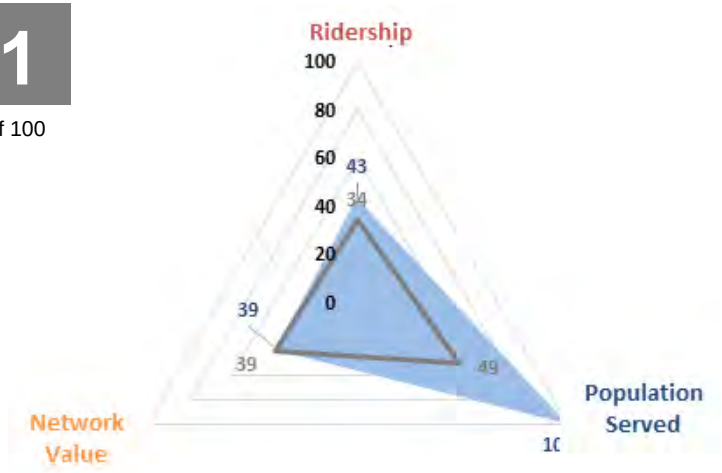
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

51

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$6,481,511
Peak Vehicles	18
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

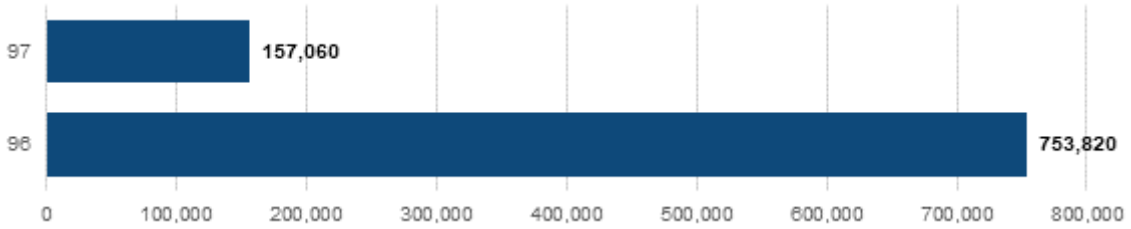
Service Area Population		113,602
Minority Population	*Service Area*	55,772
	Rider Survey	2,635 (68%)
Low-Income Households	*Service Area*	8,809
	Rider Survey	1,578 (42%)

Facilities/Amenities

Bus Stops	176
Bus Shelters	41
Benches	36
Real-Time Signs	9

Ridership

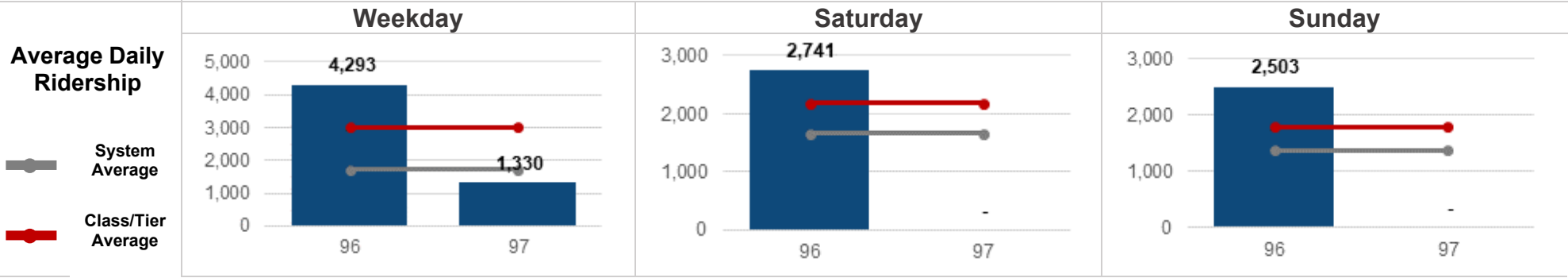
Annual Ridership



Top Transfer Locations

U Street-Cardozo, Union Station, Benning Road

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period

Vehicle Load Factor

	Direction:	East	West
Weekday	**Peak** Maximum Target: 1.20	0.45	0.47
Weekday	**Off-Peak** Maximum Target: 1.00	0.37	0.35
	Saturday Maximum Target: 1.00	0.37	0.36
	Sunday Maximum Target: 1.00	0.37	0.35

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																	—	—	—	—				
96																								
97																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk				—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—				
96																								
97																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk				—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—				
96																								
97																								

[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

B 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	4:45 a.m. - 4:07 a.m.	-	A	4:55 a.m. - 3:34 a.m.	-	A	5:00 a.m. - 1:30 a.m.	-	A
	Frequency of Service | varies	Peak: 8.0 / Off-Peak: 7.9	*Peak: 15.0 / Off-Peak: 21.8*	A	32.3	*28.5*	B	31.9	*32.0*	B
Productivity	**Passengers per Revenue Hour** | 30.0	30.3	*33.0*	B	25.9	*29.0*	D	26.2	*28.9*	D
	Passengers per Revenue Mile | 4.0	3.5	*3.7*	D	2.8	*3.0*	E	2.5	*2.9*	E
Reliability	**On-Time Performance** | 79%	69%	*76%*	D	65%	*78%*	E	73%	*80%*	D
	Crowding | 5.0%	0.1%	*2.1%*	A	0.0%	*1.0%*	A	0.0%	*0.8%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.45 Off-Peak: 0.37	*Peak: 0.52 Off-Peak: 0.40*	A	0.37	*0.38*	A	0.37	*0.37*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $5.00	$3.86	*$3.91*	A	$4.52	*$4.52*	B	$4.46	*$4.63*	A
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 96

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	5.8	*5.6*	E
Route Design	**Circuity |** 1.75	1.24	*1.44*	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 |** 30.0	28.3	*32.2*	C	25.9	*28.3*	D	26.2	*28.3*	D
	Passengers per Revenue Mile | 4.0	3.4	*3.7*	D	2.8	*3.0*	E	2.5	*2.9*	E
	Unique Segment Ridership | 10%	20%	*17%*	A	15%	*19%*	A	17%	*19%*	A
Reliability	**On-Time Performance |** 79%	68%	*77%*	E	65%	*79%*	E	73%	*80%*	D
	Crowding | 5.0%	0.1%	*2.0%*	A	0.2%	*1.1%*	A	0.0%	*0.9%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.52 Off-Peak: 0.40	*Peak: 0.53 Off-Peak: 0.41*	B+	0.40	*0.39*	A	0.40	*0.35*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$4.13	*$4.18*	A	$4.52	*$4.72*	B	$4.46	*$4.78*	A
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route 97

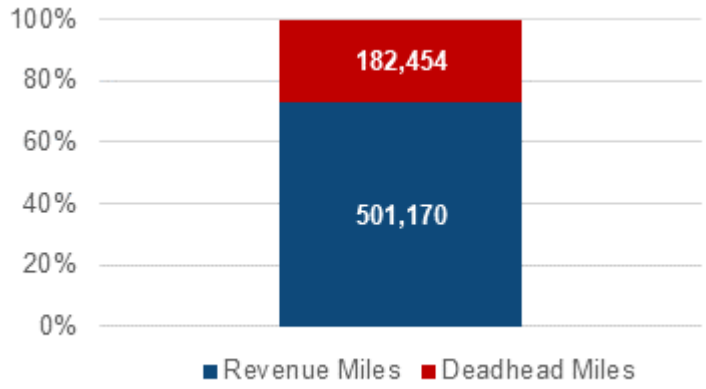
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	4.8	*5.6*	A
Route Design	**Circuity |** 1.75	1.30	*1.44*	A

	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 |** 30.0	39.3	*32.2*	A		*28.3*	-		*28.3*	-
	Passengers per Revenue Mile | 4.0	3.8	*3.7*	C		*3.0*	-		*2.9*	-
	Unique Segment Ridership | 10%	11%	*17%*	B		*19%*	-		*19%*	-
Reliability	**On-Time Performance |** 79%	72%	*77%*	D		*79%*	-		*80%*	-
	Crowding | 5.0%	0.3%	*2.0%*	A		*1.1%*	-		*0.9%*	-
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.40 Off-Peak: 0.30	*Peak: 0.53 Off-Peak: 0.41*	A		*0.39*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$2.98	*$4.18*	A		*$4.72*	-		*$4.78*	-
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

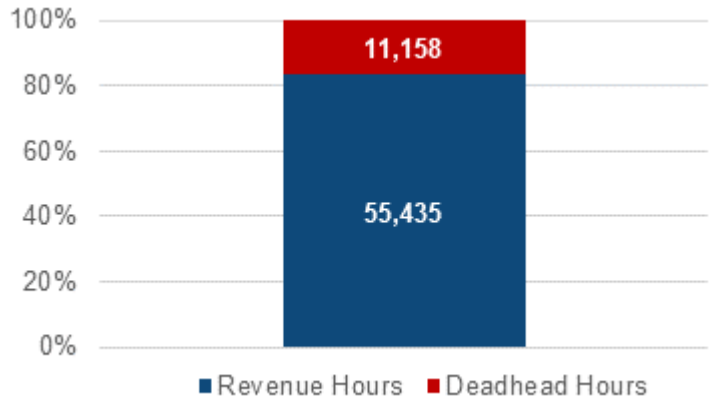
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



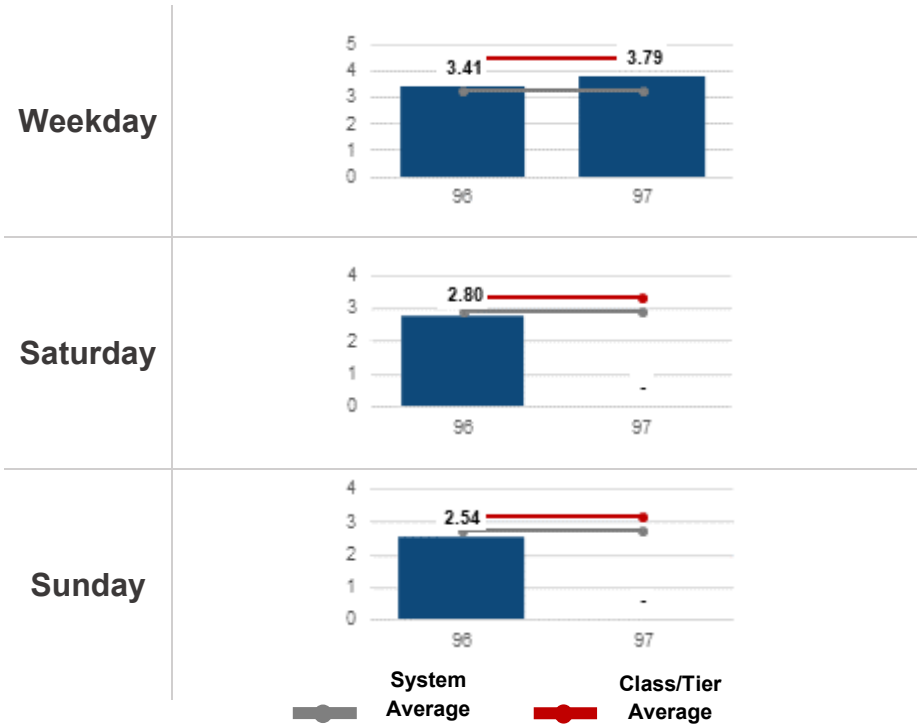
Hours Allocation



Service Delivery

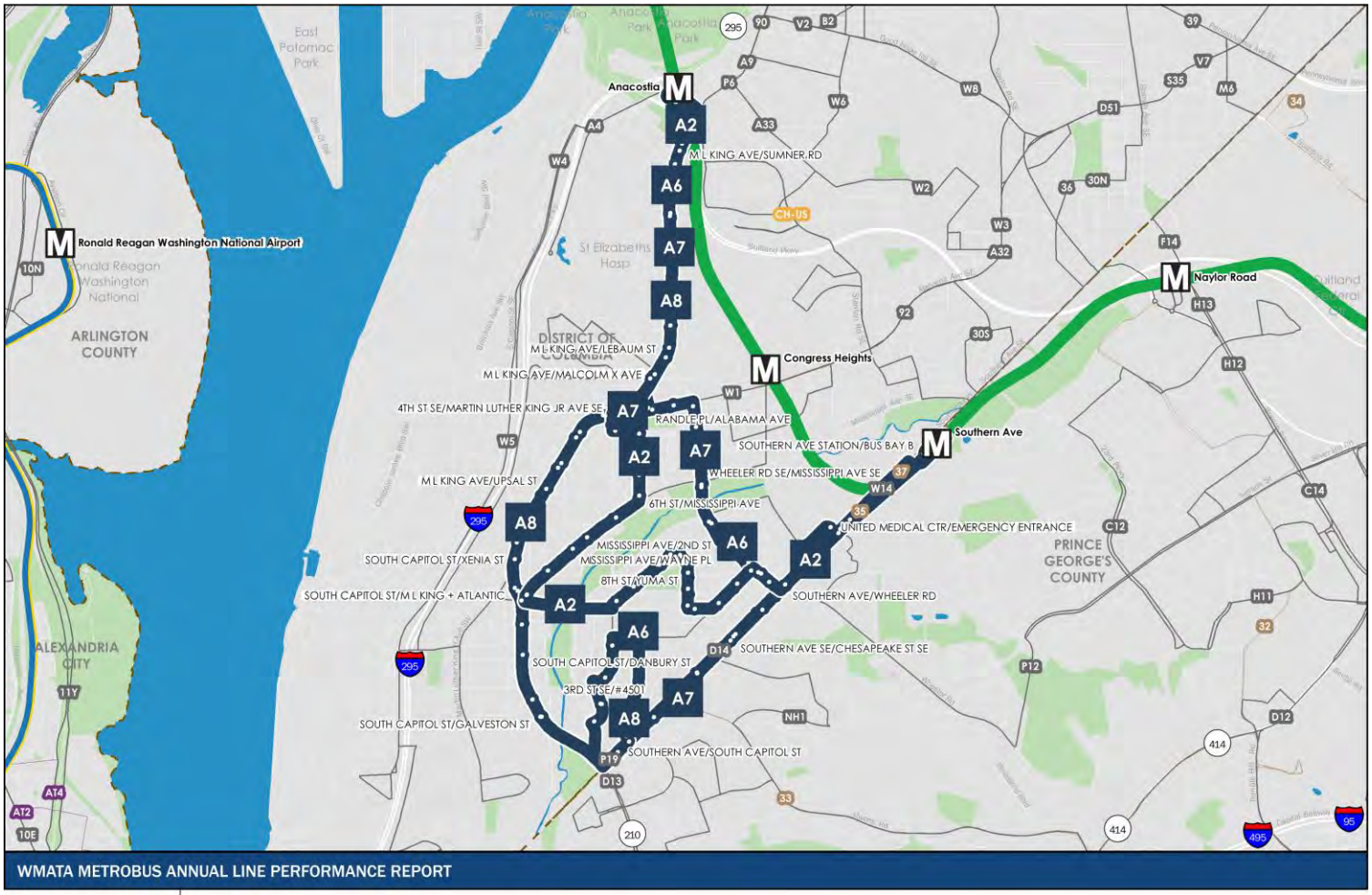
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
96	27.5	15,534	14,516 (93%)
97	13.7	6,030	5,470 (91%)

Passenger Miles per Revenue Mile



LINE: 581 – ANACOSTIA-CONGRESS HEIGHTS ROUTE(S): A2,6,7,8

About the Line



WMATA METROBUS ANNUAL LINE PERFORMANCE REPORT

0 0.225 0.45 Mi

metrobus

Metrobus

Anacostia-Congress Heights Line (#581)

A2: SOUTHERN AVE - ANACOSTIA
A6: 3RD ST SE - ANACOSTIA
A7: SOUTHERN AVE & SOUTH CAPITOL ST - ANACOSTIA
A8: 3RD ST SE & #4501 - ANACOSTIA

Regional Transit

Metrorail: RD, OR, BL, GR, YW, SV

Local Bus: Metrobus, Circulator, Ride On, TheBus, Fairfax Connector, Arlington Transit, Loudoun County Transit, DASH

Transit Center

Service Classification

Coverage

Activity Tier

2

Overall Grade

Line	A

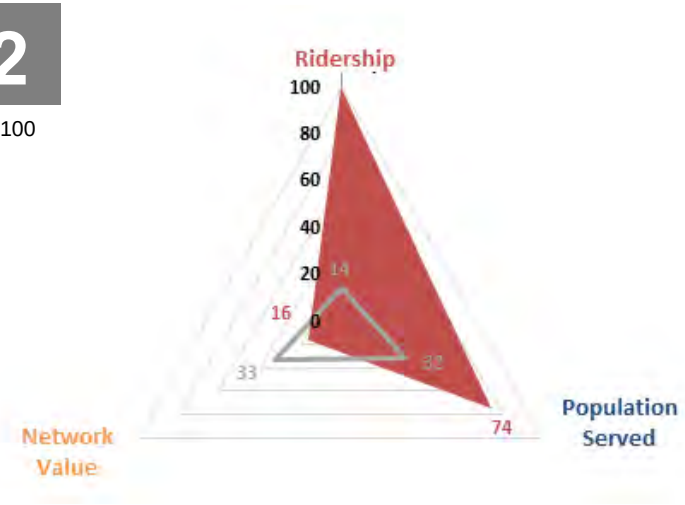
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

62

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$8,073,334
Peak Vehicles	24
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

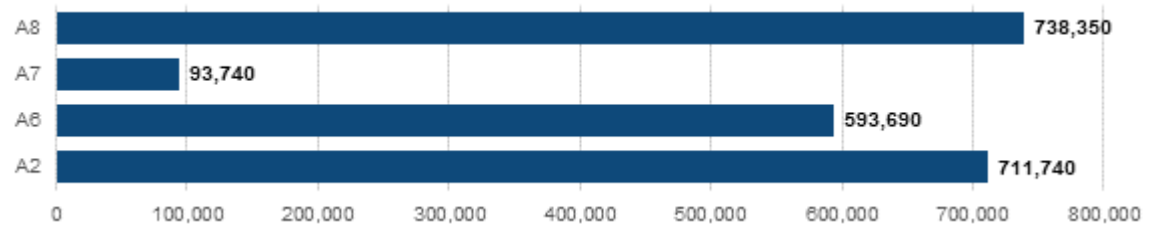
Service Area Population		39,791
Minority Population	*Service Area*	39,214
	Rider Survey	9,134 (99%)
Low-Income Households	*Service Area*	6,408
	Rider Survey	6,063 (70%)

Facilities/Amenities

Bus Stops	159
Bus Shelters	24
Benches	22
Real-Time Signs	7

Ridership

Annual Ridership



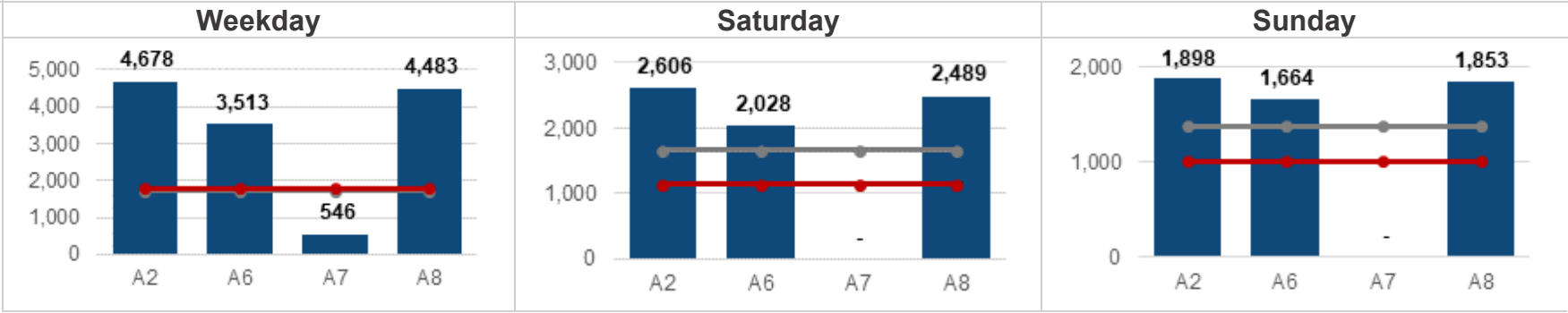
Top Transfer Locations

Anacostia, Southern Avenue

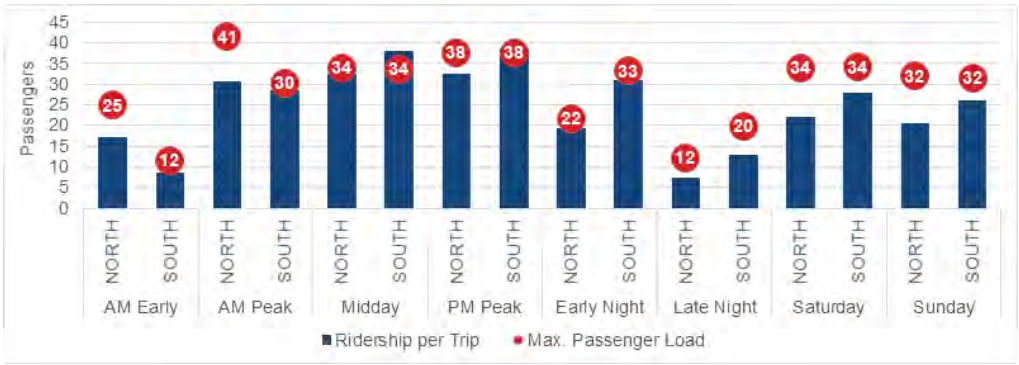
Average Daily Ridership

System Average

Class/Tier Average



Average Trip Ridership and Maximum Load by Time Period

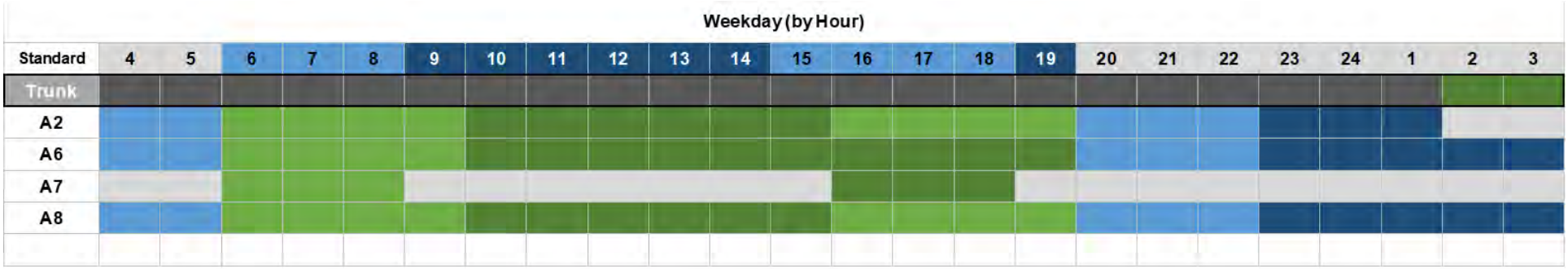


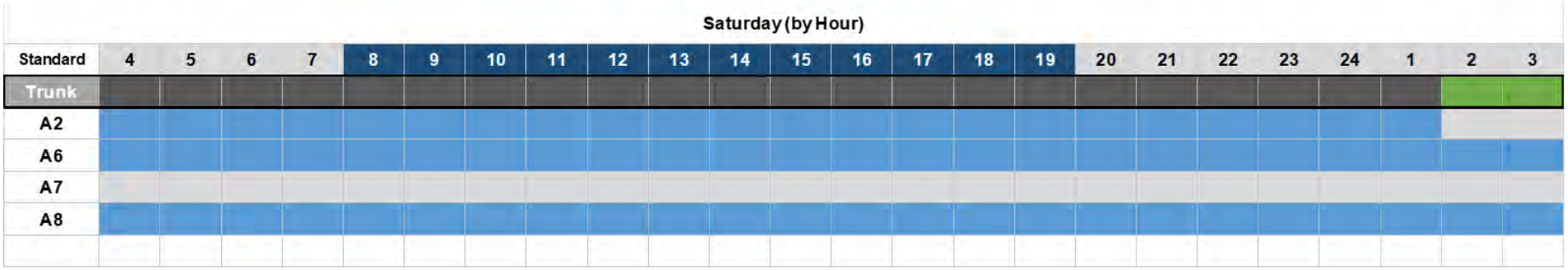
Vehicle Load Factor

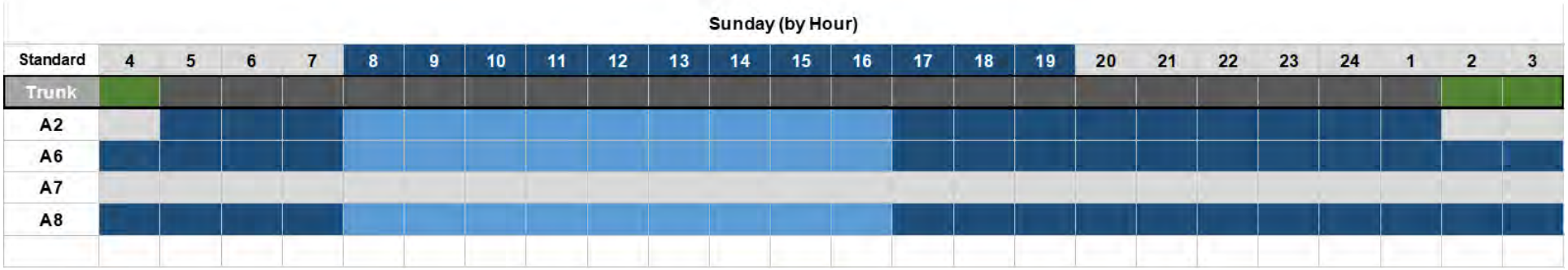
	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.00	0.57	0.54
Weekday	**Off-Peak** Maximum Target: 1.00	0.46	0.46
	Saturday Maximum Target: 1.00	0.41	0.42
	Sunday Maximum Target: 1.00	0.38	0.39

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—







[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

A Anacostia-Congress 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	4:01 a.m. - 3:58 a.m.	-	A	24 Hours	-	A	4:01 a.m. - 3:52 a.m.	-	A
	Frequency of Service | varies	Peak: 3.5 / Off-Peak: 6.5	*Peak: 20.6 / Off-Peak: 32.7*	A	9.8	*40.5*	A	11.2	*41.1*	A
Productivity	**Passengers per Revenue Hour** | 15.0	60.4	*28.8*	A	53.5	*27.4*	A	51.1	*26.0*	A
	Passengers per Revenue Mile | 2.0	6.6	*2.9*	A	5.4	*2.7*	A	5.1	*2.5*	A
Reliability	**On-Time Performance** | 79%	79%	*82%*	B	83%	*82%*	B	85%	*84%*	A
	Crowding | 5.0%	0.2%	*0.5%*	A	0.0%	*0.2%*	A	0.0%	*0.1%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.57 Off-Peak: 0.46	*Peak: 0.39 Off-Peak: 0.29*	B	0.41	*0.30*	A	0.38	*0.28*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $5.00	$1.93	*$4.67*	A	$2.19	*$5.07*	A	$2.29	*$5.13*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route A2

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	8.2	*6.1*	E
Route Design	**Circuity |** N/A	1.97	*2.00*	-

	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 |** 15.0	57.4	*29.7*	A	49.4	*29.3*	A	46.2	*27.9*	A
	Passengers per Revenue Mile | 2.0	6.1	*3.0*	A	4.9	*2.9*	A	4.5	*2.7*	A
	Unique Segment Ridership | 10%	33%	*31%*	A	33%	*33%*	A	33%	*32%*	A
Reliability	**On-Time Performance |** 79%	82%	*82%*	B	87%	*82%*	A	86%	*84%*	A
	Crowding | 5.0%	0.2%	*0.4%*	A	0.1%	*0.2%*	A	0.0%	*0.1%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.64 Off-Peak: 0.50	*Peak: 0.39 Off-Peak: 0.29*	B+	0.50	*0.31*	A	0.40	*0.27*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$2.04	*$4.77*	A	$2.37	*$4.83*	A	$2.53	*$4.94*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route A6

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	8.5	*6.1*	E
Route Design	**Circuity |** N/A	1.60	*2.00*	-

	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 |** 15.0	55.6	*29.7*	A	47.7	*29.3*	A	47.4	*27.9*	A
	Passengers per Revenue Mile | 2.0	6.1	*3.0*	A	5.1	*2.9*	A	5.1	*2.7*	A
	Unique Segment Ridership | 10%	-	*31%*	-	-	*33%*	-	-	*32%*	-
Reliability	**On-Time Performance |** 79%	77%	*82%*	C	82%	*82%*	B	83%	*84%*	B
	Crowding | 5.0%	0.2%	*0.4%*	A	0.0%	*0.2%*	A	0.0%	*0.1%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.50 Off-Peak: 0.40	*Peak: 0.39 Off-Peak: 0.29*	A	0.40	*0.31*	A	0.30	*0.27*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$2.10	*$4.77*	A	$2.45	*$4.83*	A	$2.47	*$4.94*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route A7

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	8.8	*6.1*	E
Route Design	**Circuity |** N/A	1.20	*2.00*	-

	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 |** 15.0	52.9	*29.7*	A		*29.3*	-		*27.9*	-
	Passengers per Revenue Mile | 2.0	7.1	*3.0*	A		*2.9*	-		*2.7*	-
	Unique Segment Ridership | 10%	-	*31%*	-		*33%*	-		*32%*	-
Reliability	**On-Time Performance |** 79%	82%	*82%*	B		*82%*	-		*84%*	-
	Crowding | 5.0%	0.0%	*0.4%*	A		*0.2%*	-		*0.1%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.50 Off-Peak: 0.20	*Peak: 0.39 Off-Peak: 0.29*	B+		*0.31*	-		*0.27*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$2.21	*$4.77*	A		*$4.83*	-		*$4.94*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route A8

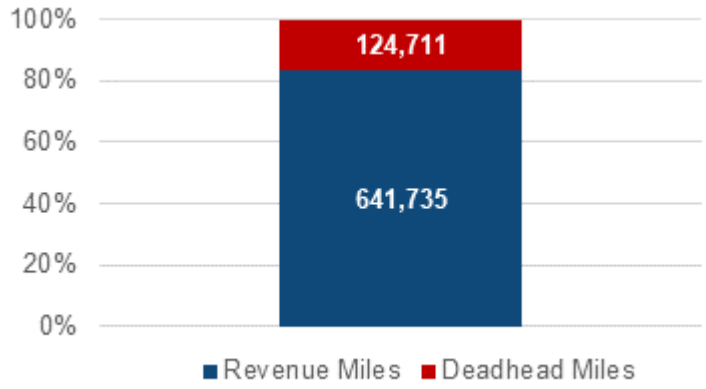
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	7.5	*6.1*	E
Route Design	**Circuity |** N/A	1.40	*2.00*	-

	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 |** 15.0	70.4	*29.7*	A	66.0	*29.3*	A	62.4	*27.9*	A
	Passengers per Revenue Mile | 2.0	7.5	*3.0*	A	6.4	*2.9*	A	5.8	*2.7*	A
	Unique Segment Ridership | 10%	25%	*31%*	A	20%	*33%*	A	22%	*32%*	A
Reliability	**On-Time Performance |** 79%	78%	*82%*	C	80%	*82%*	B	86%	*84%*	A
	Crowding | 5%	0.4%	*0.4%*	A	0.2%	*0.2%*	A	0.0%	*0.1%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.0	Peak: 0.60 Off-Peak: 0.50	*Peak: 0.39 Off-Peak: 0.29*	B+	0.40	*0.31*	A	0.30	*0.27*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$1.66	*$4.77*	A	$1.77	*$4.83*	A	$1.87	*$4.94*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

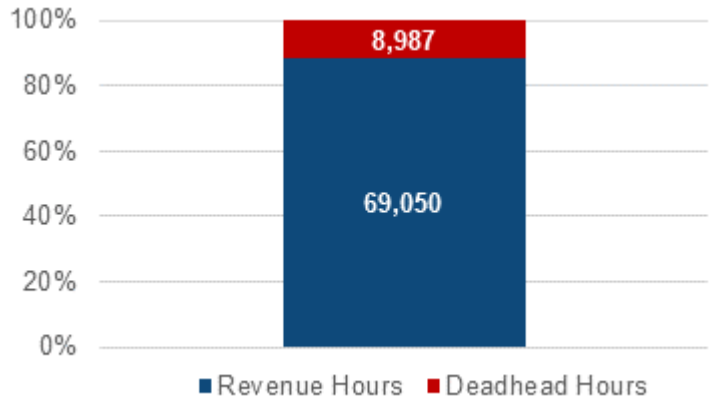
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



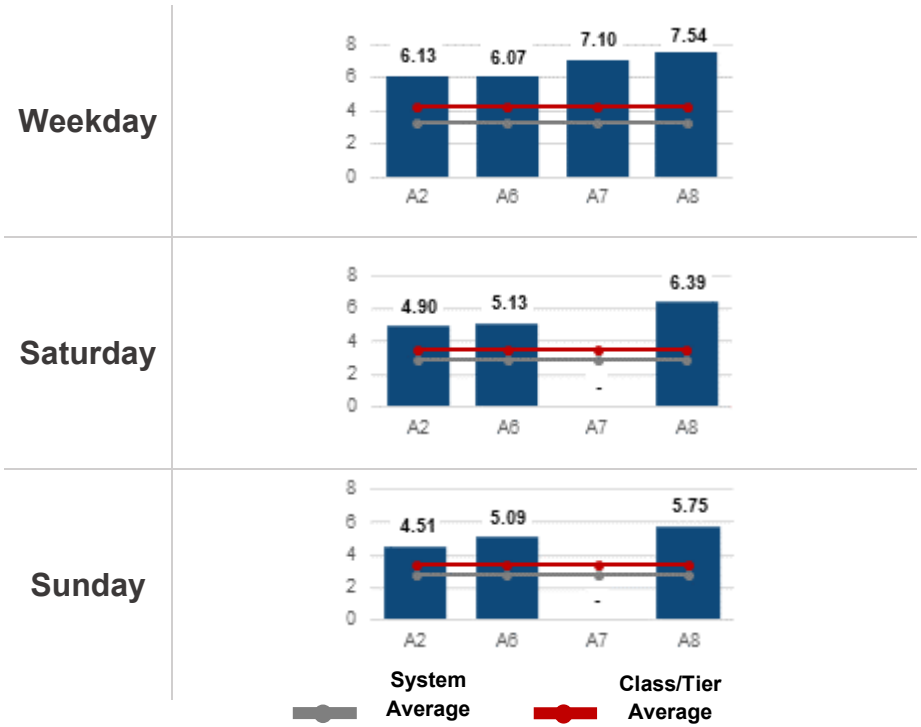
Hours Allocation



Service Delivery

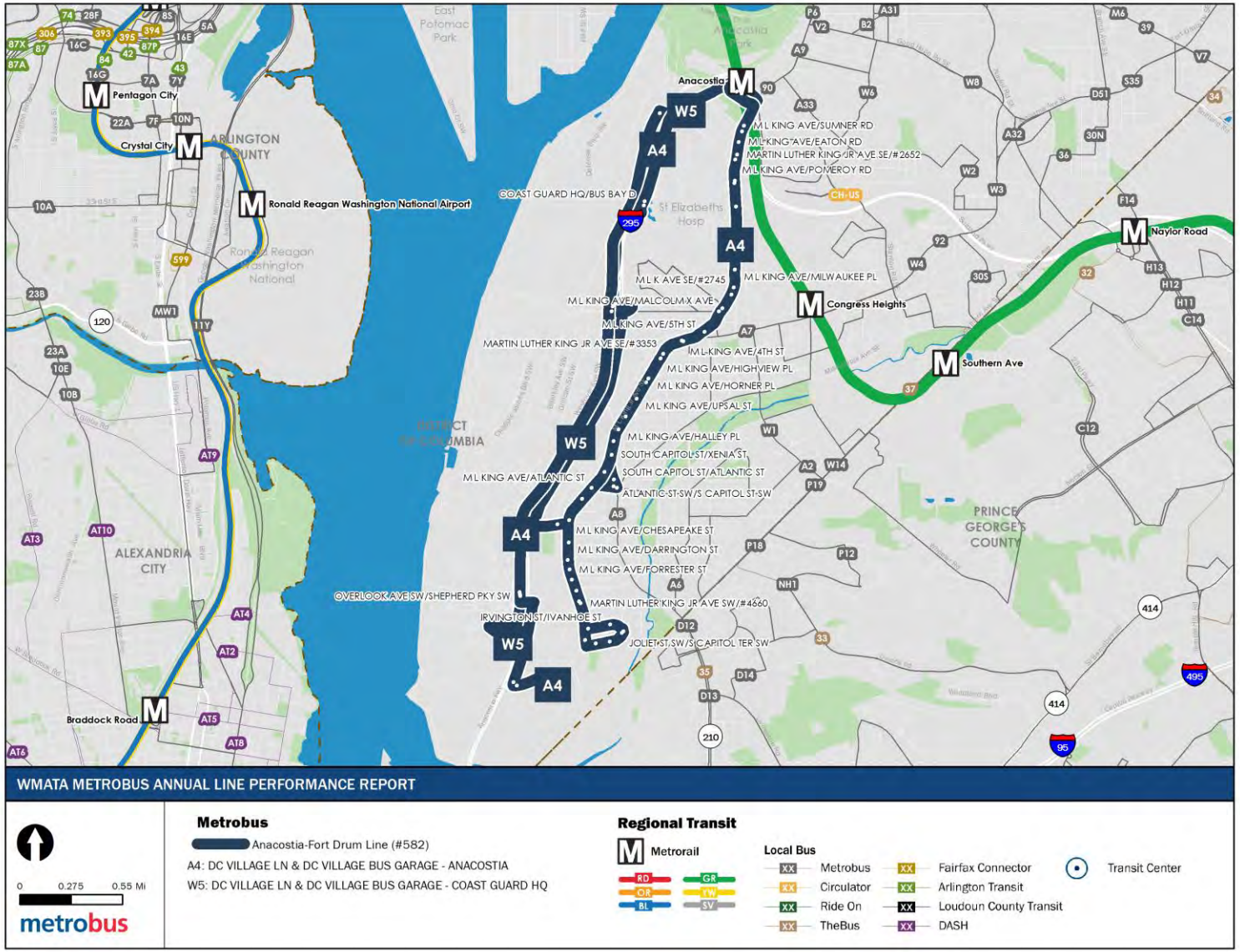
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
A2	11.9	20,086	14,402 (72%)
A6	10.4	19,802	14,400 (73%)
A7	8.2	2,364	1,881 (80%)
A8	9.9	21,241	15,367 (72%)

Passenger Miles per Revenue Mile



LINE: 582 – ANACOSTIA-FORT DRUM ROUTE(S): A4,W5

About the Line



Service Classification

Coverage

Activity Tier

3

Overall Grade

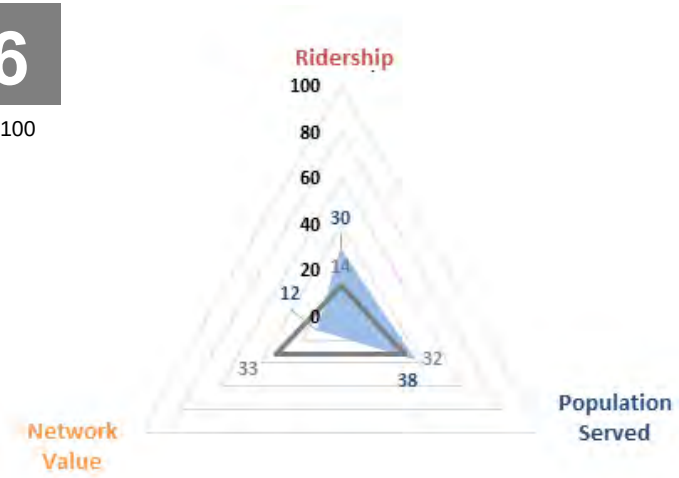
Line	A

Legend
Exceeds Meets
Approaches Below Significantly Below

Line Benefit Score

26

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$3,532,442
Peak Vehicles	9
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

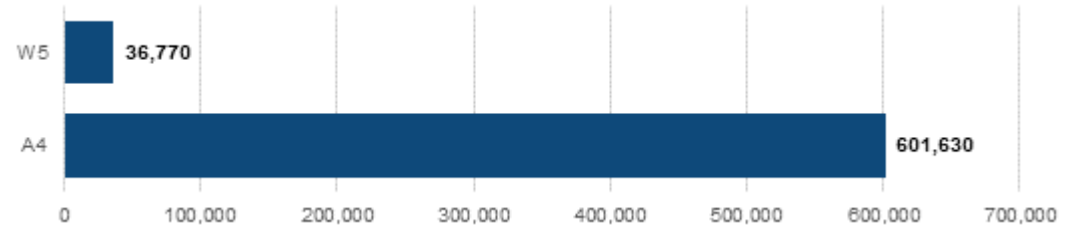
Service Area Population		22,265
Minority Population	*Service Area*	20,772
	Rider Survey	2,459 (83%)
Low-Income Households	*Service Area*	3,198
	Rider Survey	1,279 (46%)

Facilities/Amenities

Bus Stops	91
Bus Shelters	16
Benches	10
Real-Time Signs	6

Ridership

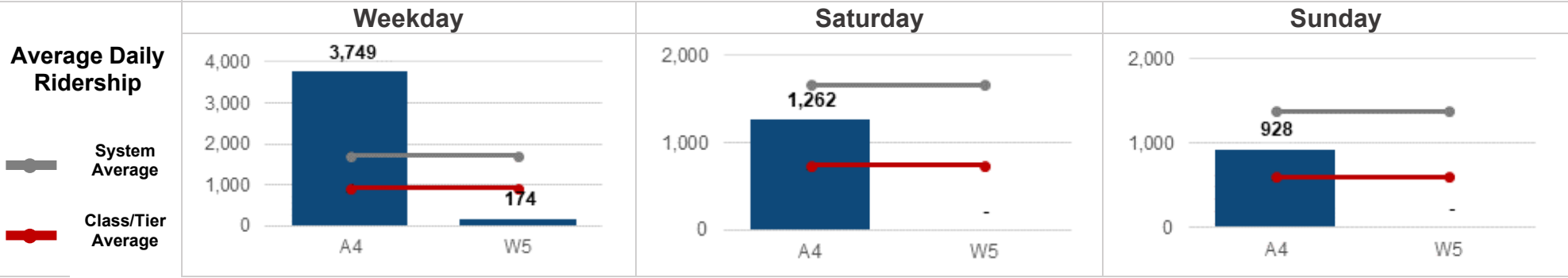
Annual Ridership



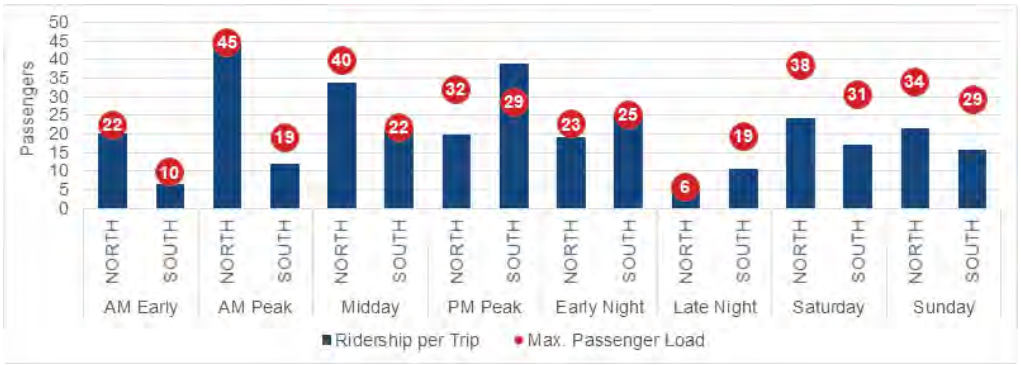
Top Transfer Locations

Anacostia

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period

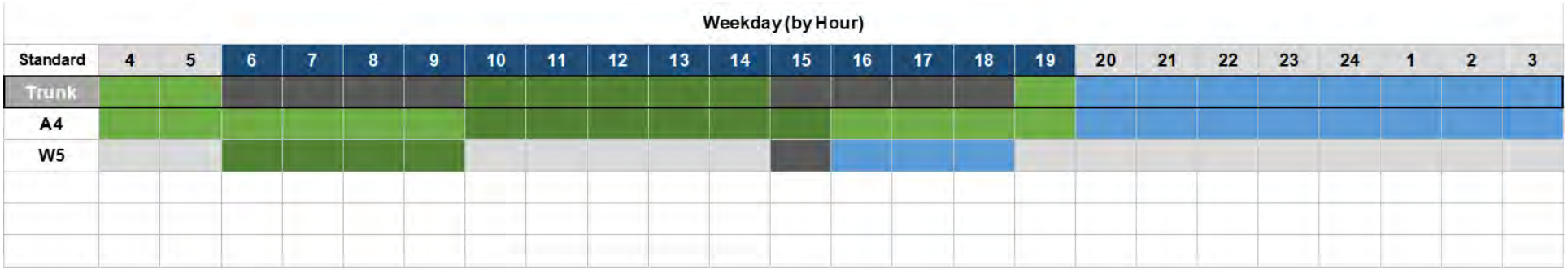


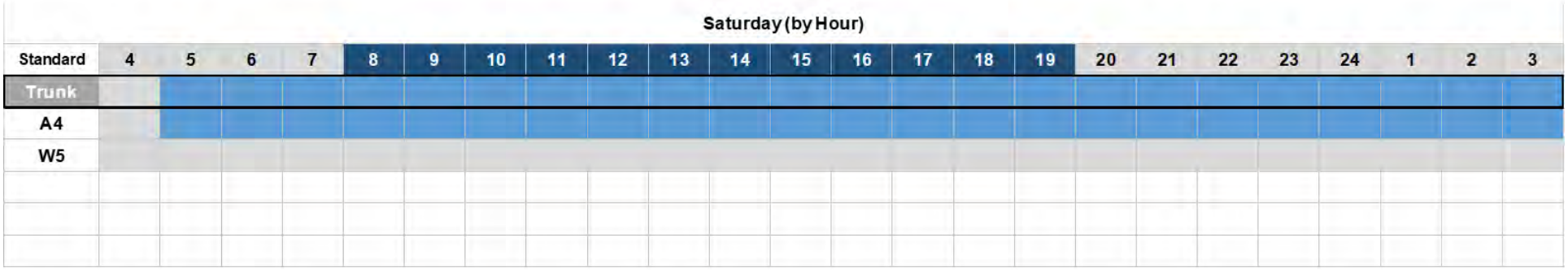
Vehicle Load Factor

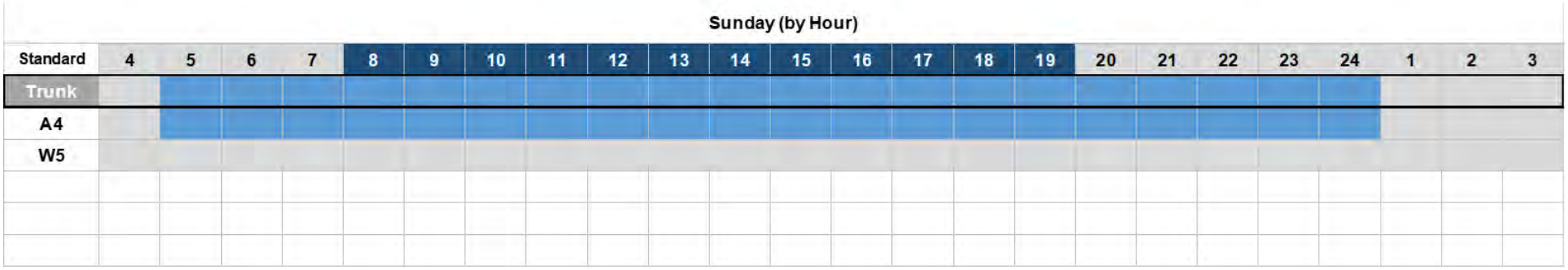
	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.00	0.56	0.43
Weekday	**Off-Peak** Maximum Target: 1.00	0.53	0.37
	Saturday Maximum Target: 1.00	0.53	0.35
	Sunday Maximum Target: 1.00	0.47	0.33

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—







[1] Span/frequency standards are only applicable at the line level.

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	4:45 a.m. - 3:15 a.m.	-	A	5:35 a.m. - 3:15 a.m.	-	A	5:30 a.m. - 12:51 a.m.	-	A
	Frequency of Service | varies	Peak: 8.1 / Off-Peak: 19.2	*Peak: 20.6 / Off-Peak: 32.7*	A	28.8	*40.5*	A	34.9	*41.1*	A
Productivity	**Passengers per Revenue Hour** | 10.0	39.5	*28.8*	A	38.3	*27.4*	A	37.1	*26.0*	A
	Passengers per Revenue Mile | 1.0	4.1	*2.9*	A	3.3	*2.7*	A	2.9	*2.5*	A
Reliability	**On-Time Performance** | 79%	81%	*82%*	B	83%	*82%*	B	86%	*84%*	A
	Crowding | 5.0%	1.3%	*0.5%*	A	2.0%	*0.2%*	A	1.0%	*0.1%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.56 Off-Peak: 0.53	*Peak: 0.39 Off-Peak: 0.29*	B	0.53	*0.30*	B	0.47	*0.28*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $7.00	$2.96	*$4.67*	A	$3.06	*$5.07*	A	$3.15	*$5.13*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route A4

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	6.6	*6.1*	E
Route Design	**Circuity |** N/A	1.50	*2.00*	-

	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 |** 10.0	43.0	*29.7*	A	38.3	*29.3*	A	37.1	*27.9*	A
	Passengers per Revenue Mile | 1.0	4.4	*3.0*	A	3.3	*2.9*	A	2.9	*2.7*	A
	Unique Segment Ridership | 10%	2%	*31%*	E	4%	*33%*	E	3%	*32%*	E
Reliability	**On-Time Performance |** 79%	80%	*82%*	B	83%	*82%*	B	86%	*84%*	A
	Crowding | 5.0%	1.5%	*0.4%*	A	1.6%	*0.2%*	A	0.8%	*0.1%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.57 Off-Peak: 0.40	*Peak: 0.39 Off-Peak: 0.29*	B+	0.40	*0.31*	A	0.40	*0.27*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$2.72	*$4.77*	A	$3.06	*$4.83*	A	$3.15	*$4.94*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route W5

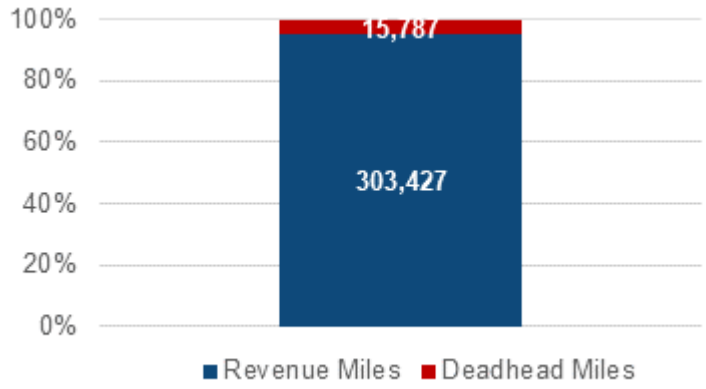
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	2.5	*6.1*	E
Route Design	**Circuity |** N/A	1.50	*2.00*	-

	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 |** 10.0	14.5	*29.7*	A		*29.3*	-		*27.9*	-
	Passengers per Revenue Mile | 1.0	1.5	*3.0*	A		*2.9*	-		*2.7*	-
	Unique Segment Ridership | 10%	0%	*31%*	E		*33%*	-		*32%*	-
Reliability	**On-Time Performance |** 79%	83%	*82%*	B		*82%*	-		*84%*	-
	Crowding | 5.0%	0.0%	*0.4%*	A		*0.2%*	-		*0.1%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.20 Off-Peak:	*Peak: 0.39 Off-Peak: 0.29*	A		*0.31*	-		*0.27*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$8.04	*$4.77*	D		*$4.83*	-		*$4.94*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

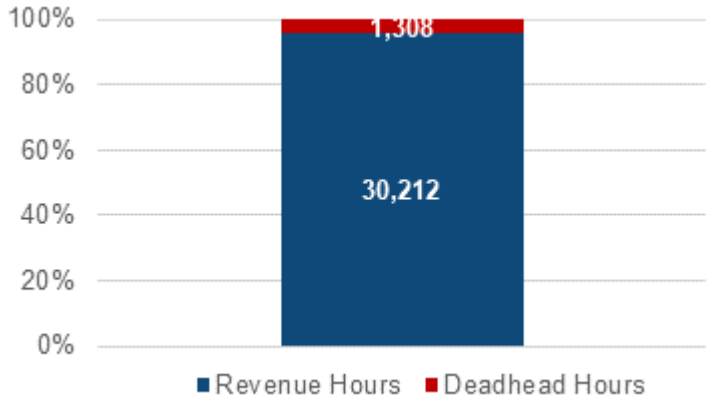
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



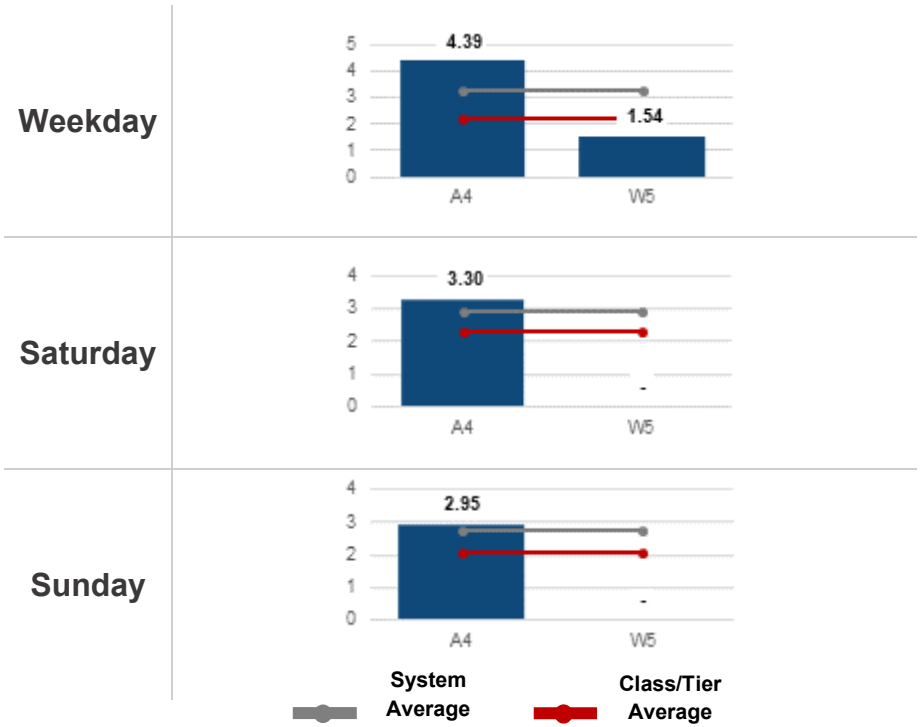
Hours Allocation



Service Delivery

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
A4	15.7	19,748	14,786 (75%)
W5	13.1	2,016	1,539 (76%)

Passenger Miles per Revenue Mile



LINE: 111 – MARTIN LUTHER KING JR. AVENUE LIMITED ROUTE(S): A9

About the Line

Service Classification

Commuter

Activity Tier

1

Overall Grade

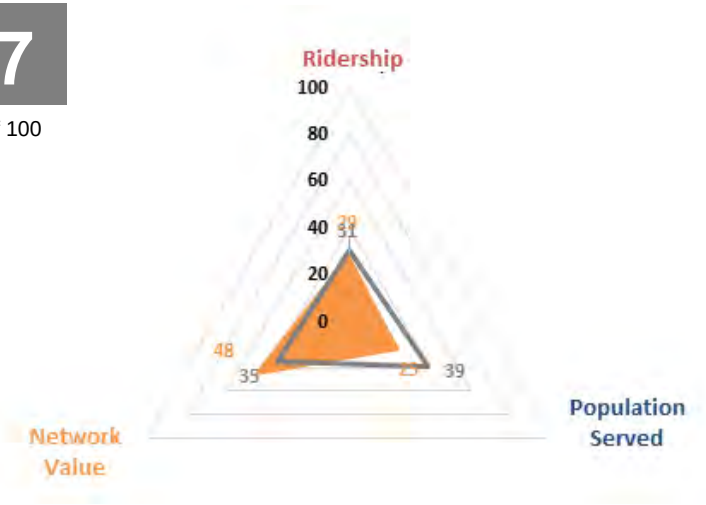
Line	B

Legend
Exceeds Meets
Approaches Below Significantly Below

Line Benefit Score

37

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$794,569
Peak Vehicles	6
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

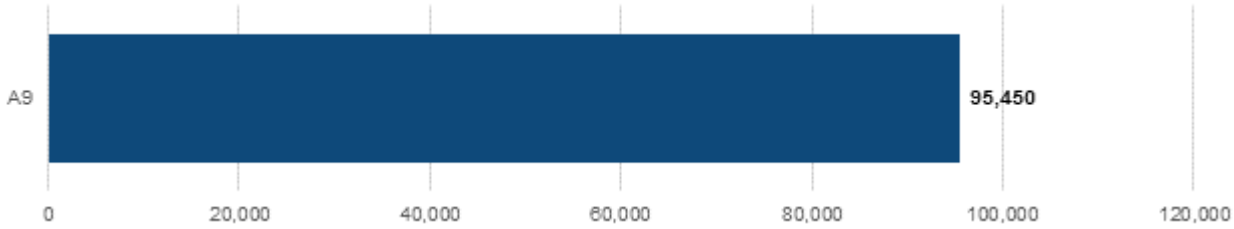
Service Area Population		46,716
Minority Population	*Service Area*	35,870
	Rider Survey	380 (87%)
Low-Income Households	*Service Area*	6,444
	Rider Survey	100 (25%)

Facilities/Amenities

Bus Stops	44
Bus Shelters	13
Benches	14
Real-Time Signs	3

Ridership

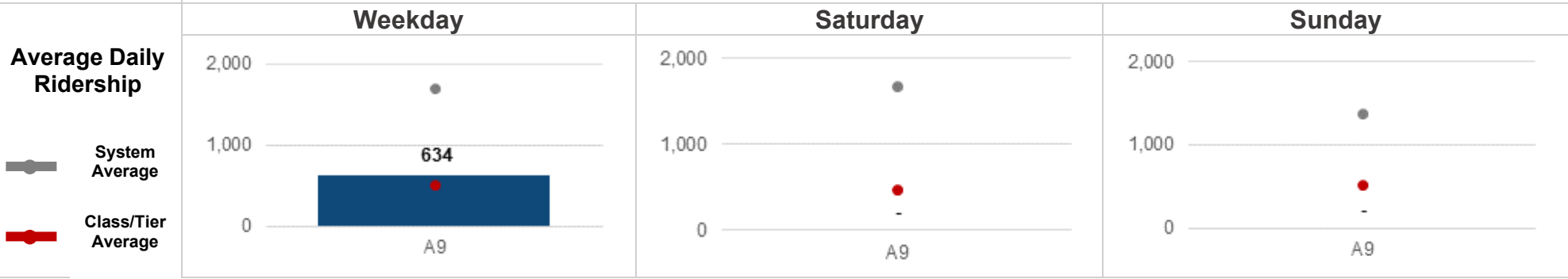
Annual Ridership



Top Transfer Locations

Anacostia, L'Enfant Plaza, Metro Center

Average Daily Ridership



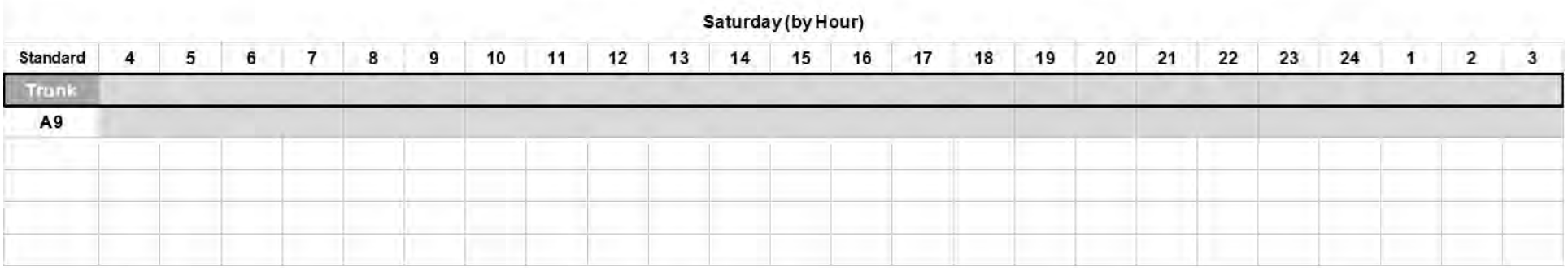
Average Trip Ridership and Maximum Load by Time Period

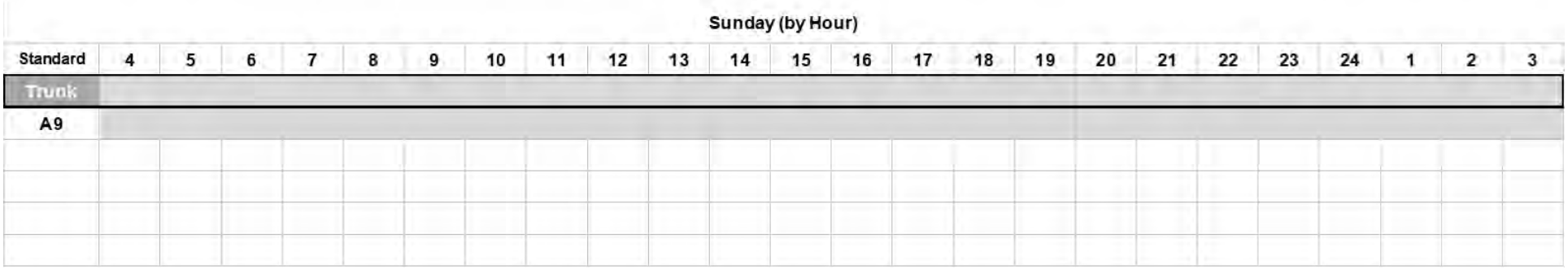
Vehicle Load Factor

	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.00	0.53	0.37
	Off-Peak Maximum Target: 1.00	0.50	
	Saturday Maximum Target: 1.00		
	Sunday Maximum Target: 1.00		

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—





[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

B Martin Luther King Jr. 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	5:50 a.m. - 9:45 a.m.; 3:30 p.m. - 7:40 p.m.	-	B		-	-		-	-
	Frequency of Service | varies	Peak: 16.9 / Off-Peak:	*Peak: 21.1 / Off-Peak: 32.0*	-		*60.0*	-		*65.7*	-
Productivity	**Passengers per Trip** | 20.0	25.4	*21.6*	A		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.5	2.7	*2.3*	A		*0.4*	-		*0.5*	-
Reliability	**On-Time Performance** | 79%	70%	*76%*	D		*77%*	-		*81%*	-
	Crowding | 5.0%	0.3%	*3.1%*	A		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.53 Off-Peak: 0.50	*Peak: 0.48 Off-Peak: 0.39*	B		*0.30*	-		*0.37*	-
Cost Effectiveness	**Operating Cost per Passenger Trip** | $7.00	$5.01	*$5.12*	A		*$8.44*	-		*$7.72*	-
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route A9

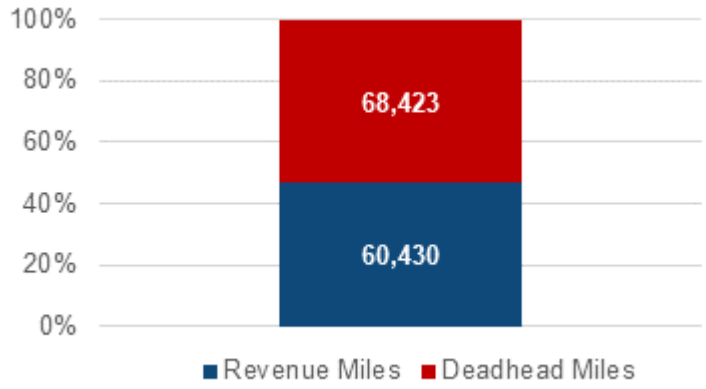
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** N/A	2.5	*3.2*	-
Route Design	**Circuity |** N/A	1.37	*1.39*	-

	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 Trip |** 20.0	25.4	*20.1*	A		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.5	2.7	*2.1*	A		*0.4*	-		*0.5*	-
	Unique Segment Ridership | 15%	3%	*27%*	E		*100%*	-		*100%*	-
Reliability	**On-Time Performance |** 79%	70%	*77%*	D		*77%*	-		*81%*	-
	Crowding | 5.0%	0.3%	*2.4%*	A		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.45 Off-Peak: 0.50	*Peak: 0.44 Off-Peak: 0.36*	B+		*0.31*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$5.01	*$5.62*	A		*$8.44*	-		*$7.72*	-
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

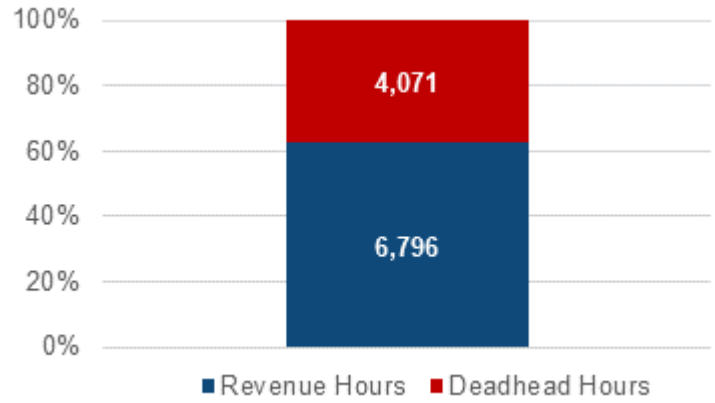
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



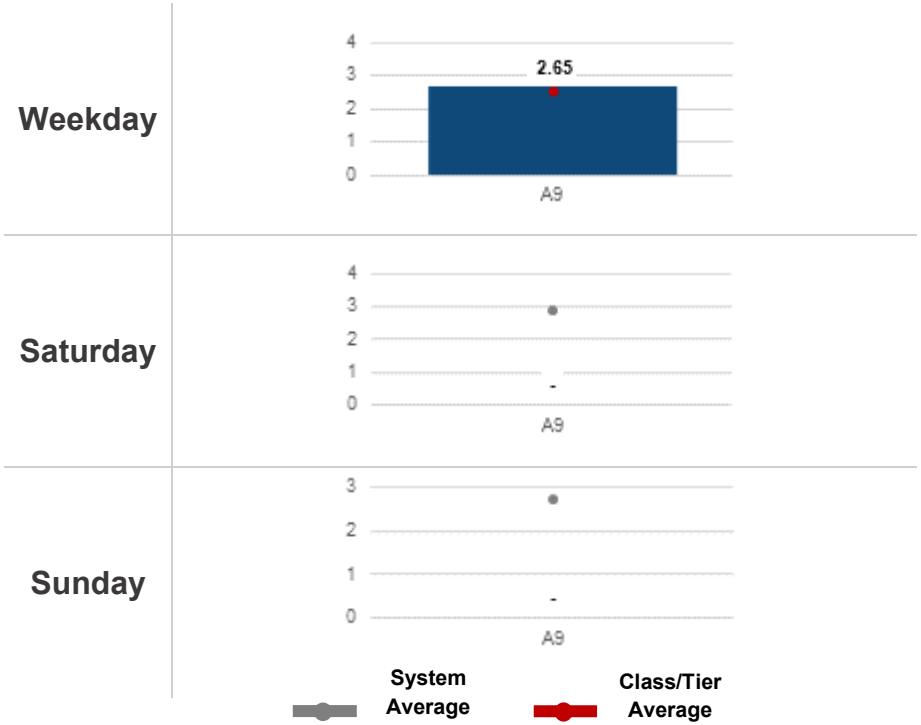
Hours Allocation



Service Delivery

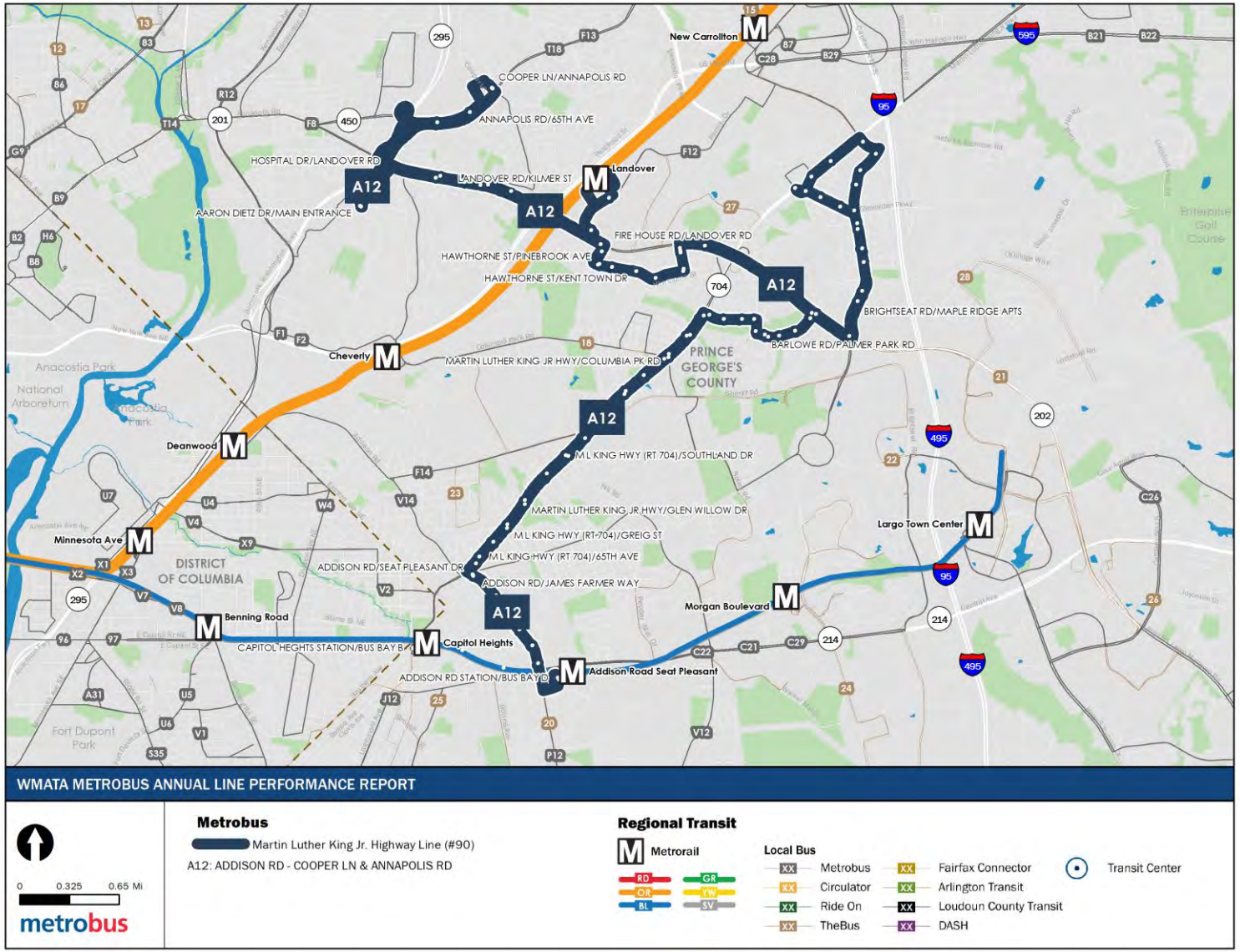
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
A9	19.8	2,800	2,464 (88%)

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	A

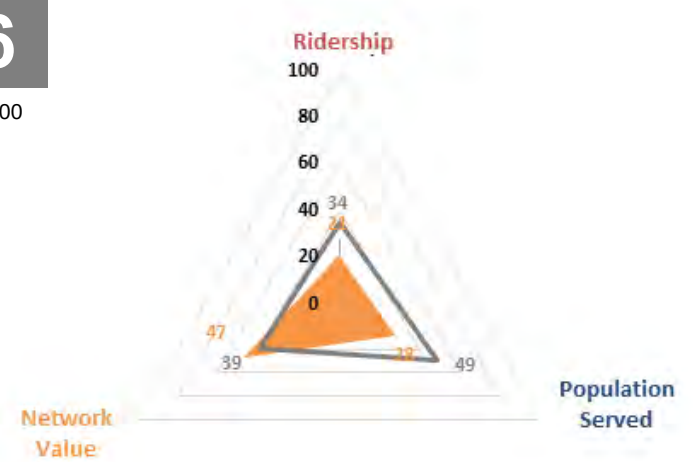
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

26

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$3,734,384
Peak Vehicles	8
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

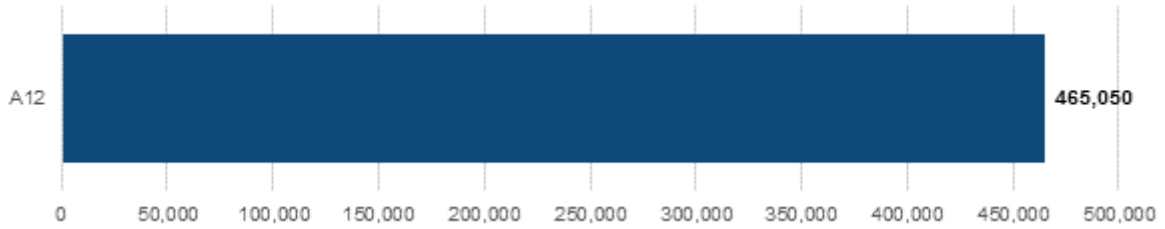
Service Area Population		35,228
Minority Population	*Service Area*	33,894
	Rider Survey	1,627 (96%)
Low-Income Households	*Service Area*	2,914
	Rider Survey	861 (56%)

Facilities/Amenities

Bus Stops	138
Bus Shelters	44
Benches	16
Real-Time Signs	3

Ridership

Annual Ridership



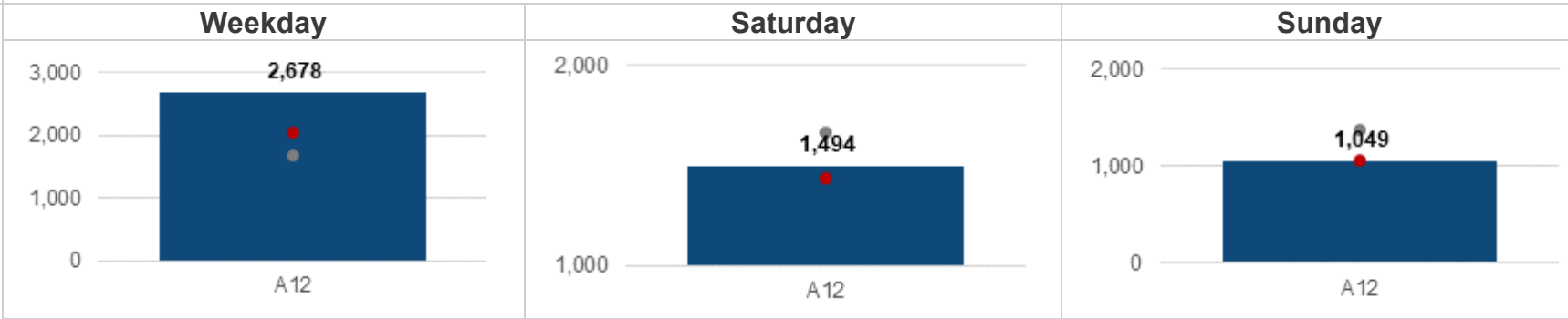
Top Transfer Locations

Landover, Addison Road, Capitol Heights

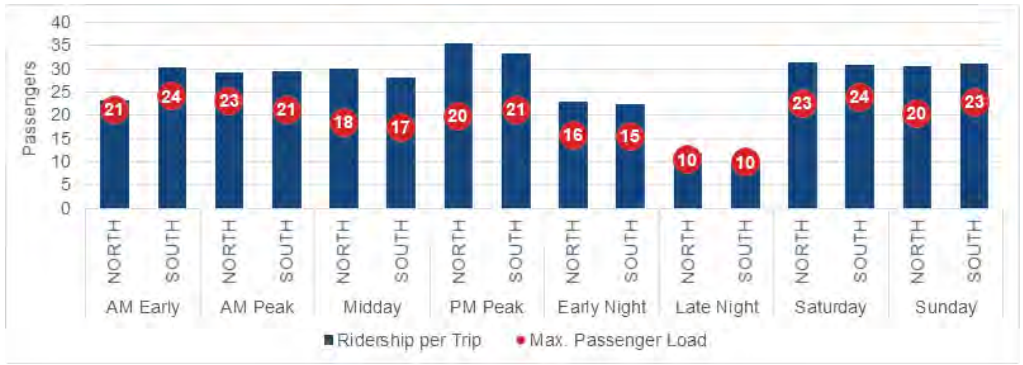
Average Daily Ridership

System Average

Class/Tier Average



Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.00	0.44	0.42
Weekday	**Off-Peak** Maximum Target: 1.00	0.35	0.35
	Saturday Maximum Target: 1.00	0.44	0.43
	Sunday Maximum Target: 1.00	0.40	0.39

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
A12																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
A12																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk														—	—	—	—							
A12																								

[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

A 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 a.m. - 1:22 a.m.	-	A	5:40 a.m. - 12:03 a.m.	-	A	5:55 a.m. - 12:06 a.m.	-	A
	Frequency of Service | varies	Peak: 21.0 / Off-Peak: 27.3	*Peak: 15.0 / Off-Peak: 21.8*	A	46.8	*28.5*	A	61.1	*32.0*	B
Productivity	**Passengers per Revenue Hour** | 15.0	25.2	*33.0*	A	26.8	*29.0*	A	30.2	*28.9*	A
	Passengers per Revenue Mile | 1.0	1.9	*3.7*	A	2.1	*3.0*	A	1.9	*2.9*	A
Reliability	**On-Time Performance** | 79%	80%	*76%*	B	87%	*78%*	A	79%	*80%*	B
	Crowding | 5.0%	0.0%	*2.1%*	A	0.0%	*1.0%*	A	0.0%	*0.8%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.44 Off-Peak: 0.35	*Peak: 0.52 Off-Peak: 0.40*	A	0.44	*0.38*	A	0.40	*0.37*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $7.00	$4.63	*$3.91*	A	$4.37	*$4.52*	A	$3.87	*$4.63*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route A12

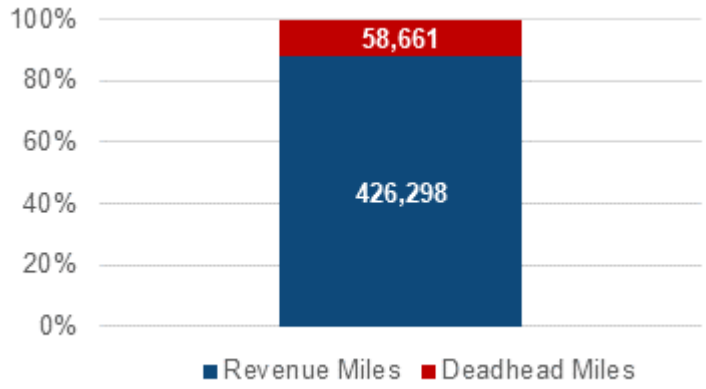
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	5.4	*5.6*	E
Route Design	**Circuity |** 1.75	2.59	*1.44*	E

	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 |** 15.0	25.2	*32.2*	A	26.8	*28.3*	A	30.2	*28.3*	A
	Passengers per Revenue Mile | 1.0	1.9	*3.7*	A	2.1	*3.0*	A	1.9	*2.9*	A
	Unique Segment Ridership | 10%	77%	*17%*	A	75%	*19%*	A	73%	*19%*	A
Reliability	**On-Time Performance |** 79%	80%	*77%*	B	87%	*79%*	A	79%	*80%*	B
	Crowding | 5.0%	0.0%	*2.0%*	A	0.1%	*1.1%*	A	0.0%	*0.9%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.43 Off-Peak: 0.30	*Peak: 0.53 Off-Peak: 0.41*	A	0.40	*0.39*	A	0.30	*0.35*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$4.63	*$4.18*	A	$4.37	*$4.72*	A	$3.87	*$4.78*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

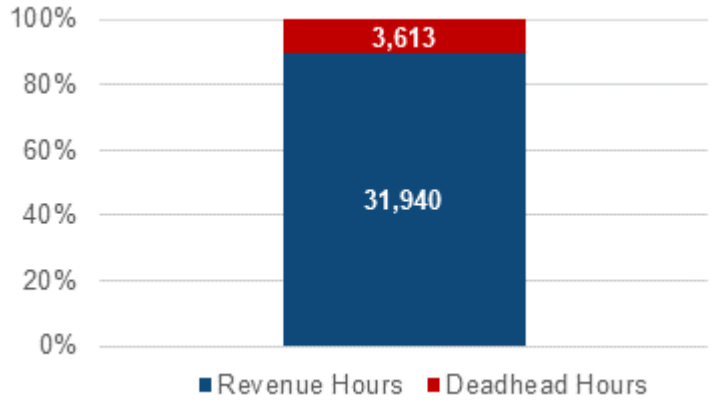
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



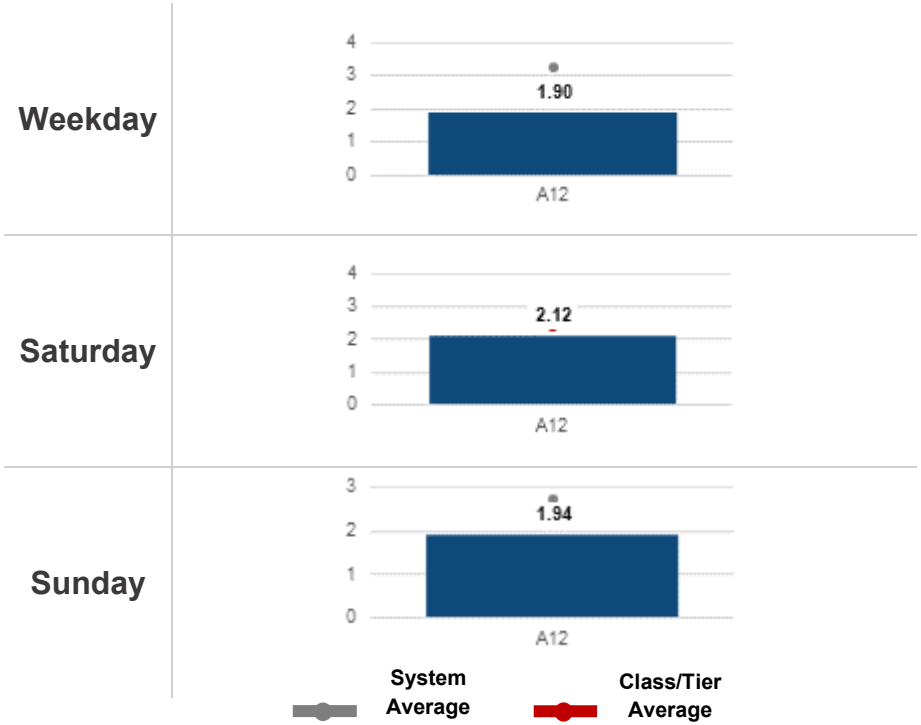
Hours Allocation



Service Delivery

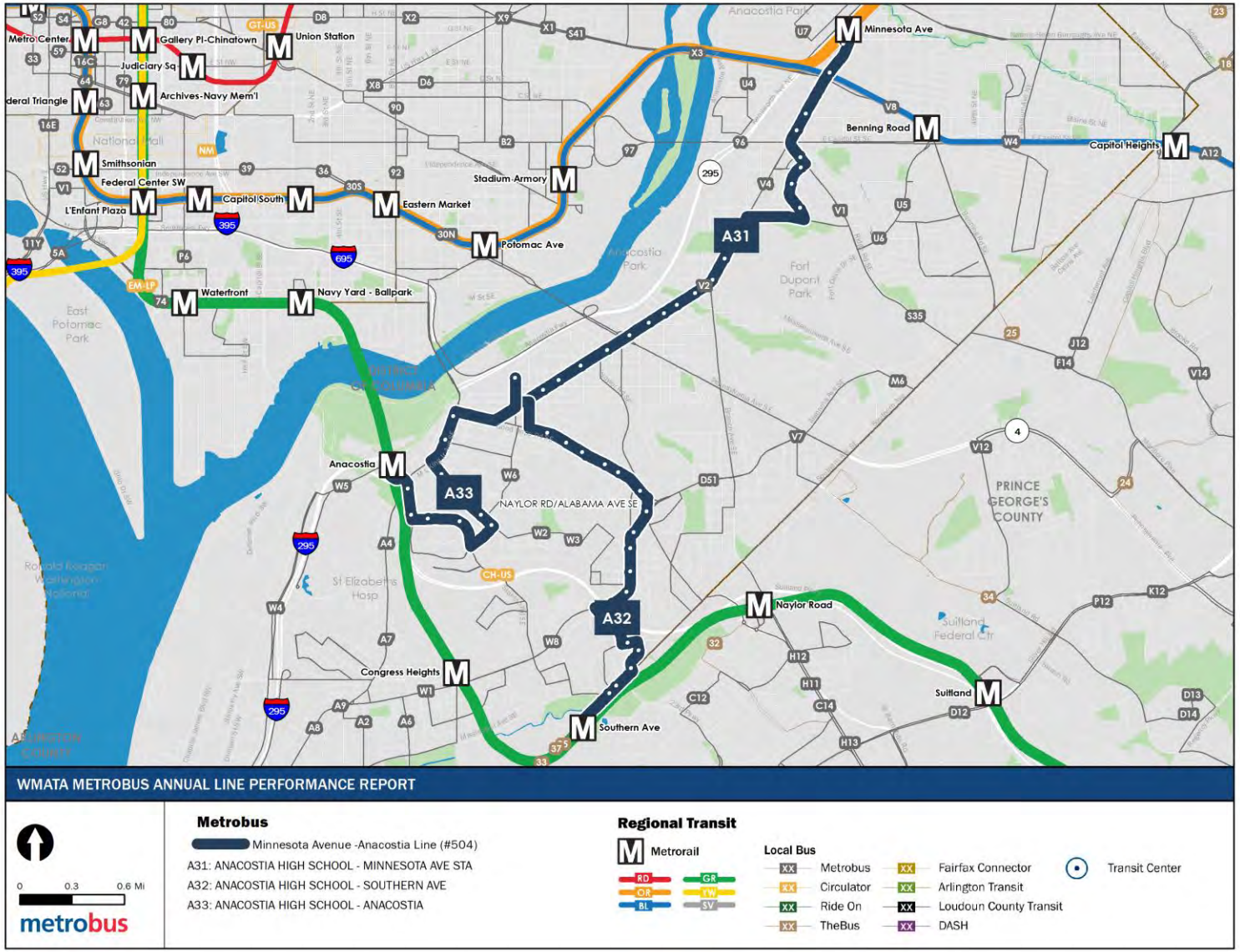
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
A12	34.8	13,074	11,590 (89%)

Passenger Miles per Revenue Mile



LINE: 504 – MINNESOTA AVENUE -ANACOSTIA ROUTE(S): A31,32,33

About the Line



Service Classification

Gap

Activity Tier

1

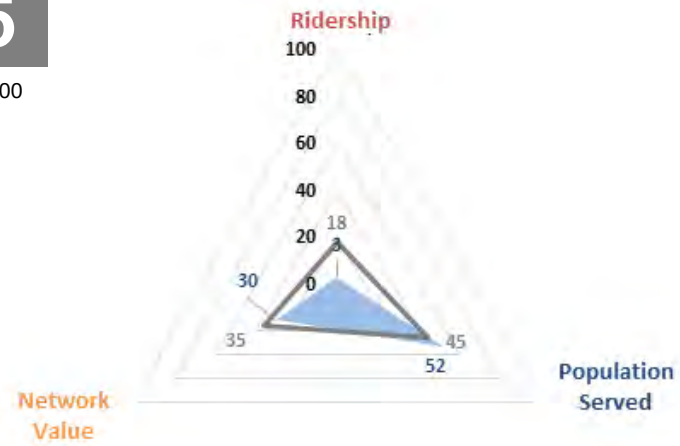
Overall Grade

Legend
Exceeds Meets
Approaches Below Significantly Below

Line Benefit Score

15

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$19,506
Peak Vehicles	0
Vehicle Type(s)	

Service Area Context (1/4 Mile)

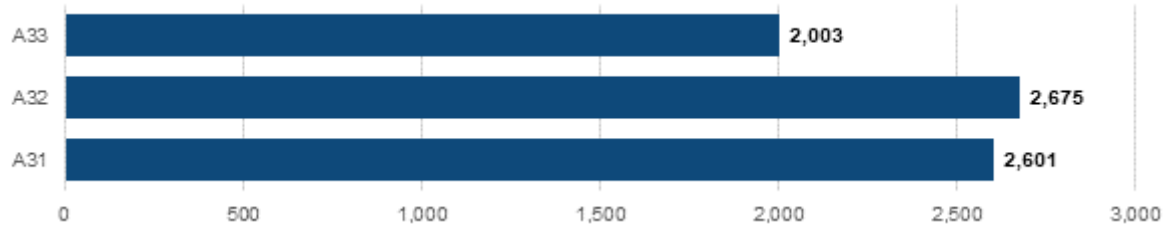
Service Area Population		52,851
Minority Population	*Service Area*	51,616
	Rider Survey	
Low-Income Households	*Service Area*	9,470
	Rider Survey	

Facilities/Amenities

Bus Stops	58
Bus Shelters	7
Benches	8
Real-Time Signs	3

Ridership

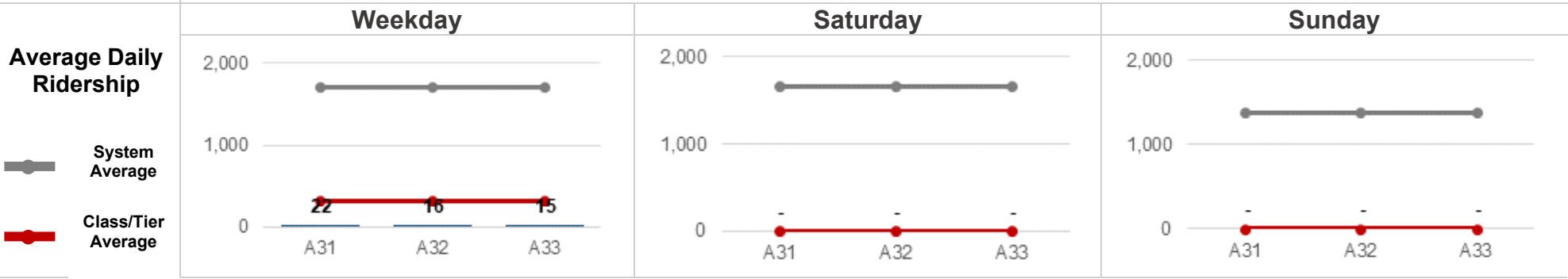
Annual Ridership



Top Transfer Locations

Southern Avenue, Minnesota Avenue, Anacostia

Average Daily Ridership



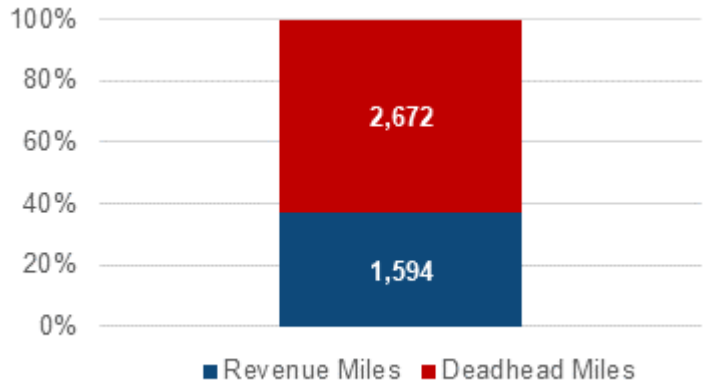
Average Trip Ridership and Maximum Load by Time Period

Vehicle Load Factor

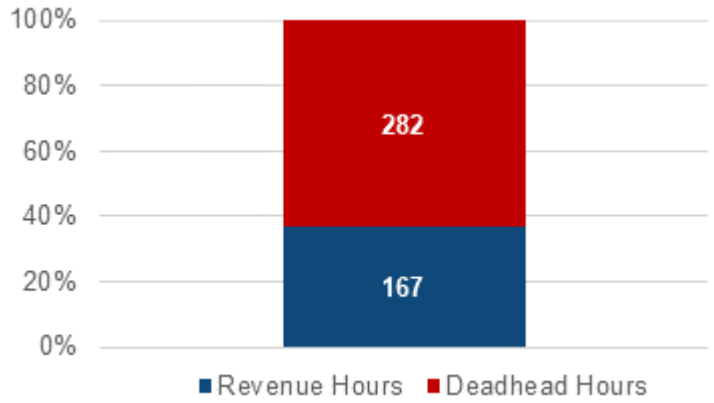
	Direction:	North	South
Weekday	**Peak** Maximum Target:	0.37	0.34
	Off-Peak Maximum Target:		
	Saturday Maximum Target:		
	Sunday Maximum Target:		

Operational Analysis

Miles Allocation



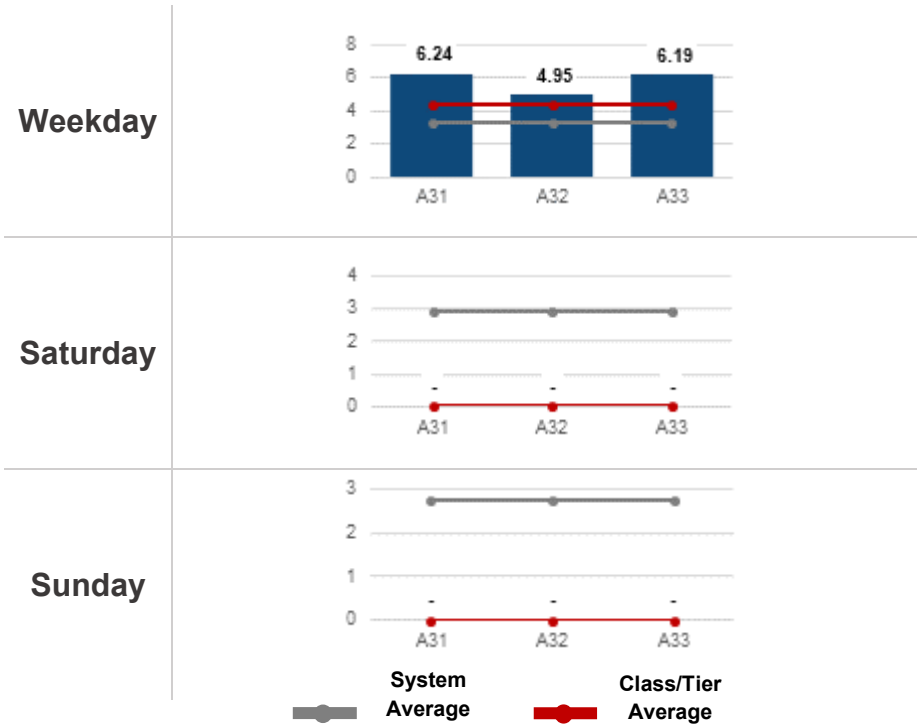
Hours Allocation



Service Delivery

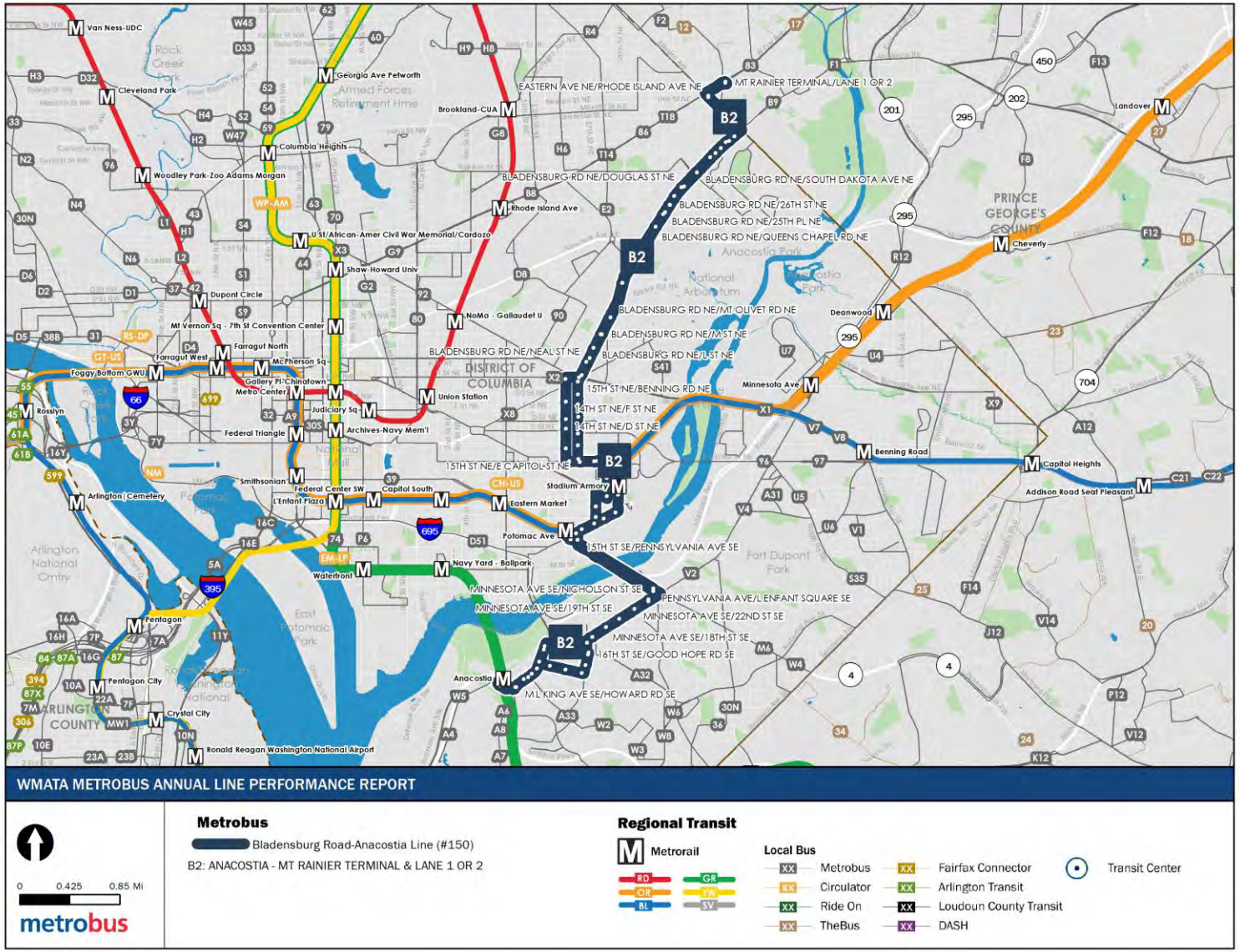
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
A31	3.6	94	75 (80%)
A32	3.2	94	81 (86%)
A33	2.4	94	79 (84%)

Passenger Miles per Revenue Mile



LINE: 150 – BLADENSBURG ROAD-ANACOSTIA ROUTE(S): B2

About the Line



Service Classification

Framework

Activity Tier

2

Overall Grade

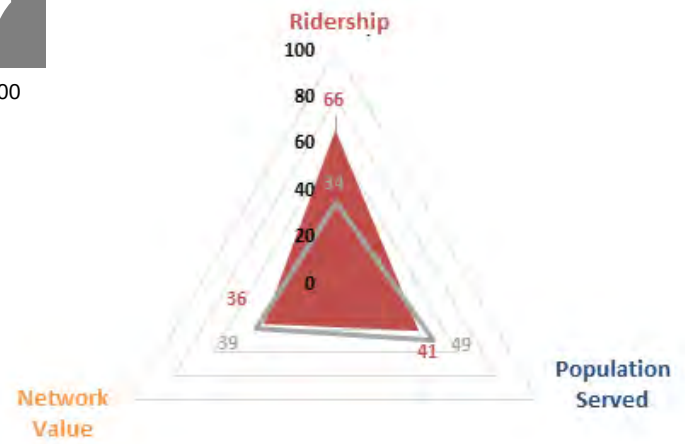
Line	A

Legend
Exceeds Meets
Approaches Below Significantly Below

Line Benefit Score

57

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$6,545,926
Peak Vehicles	17
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

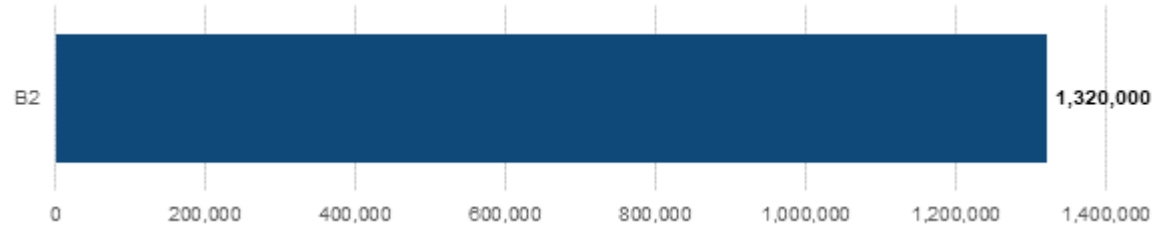
Service Area Population		45,609
Minority Population	*Service Area*	33,607
	Rider Survey	5,090 (96%)
Low-Income Households	*Service Area*	5,591
	Rider Survey	3,154 (63%)

Facilities/Amenities

Bus Stops	117
Bus Shelters	22
Benches	22
Real-Time Signs	3

Ridership

Annual Ridership



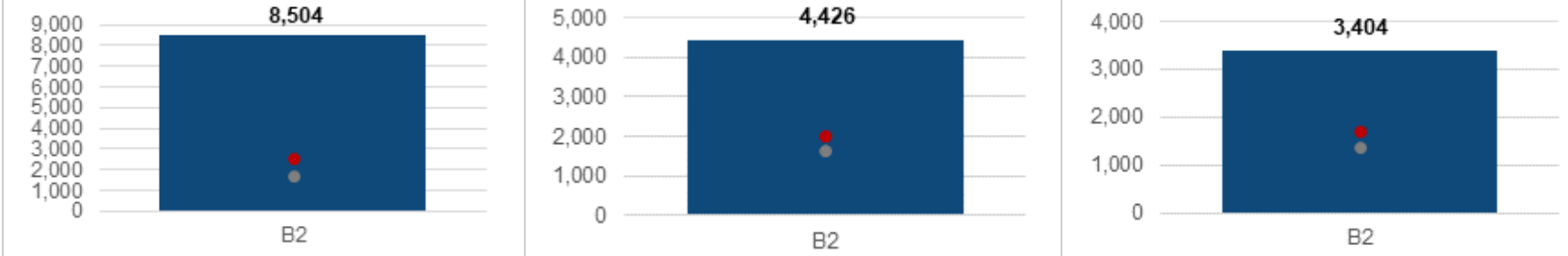
Top Transfer Locations

Potomac Avenue, Anacostia, Stadium-Armory

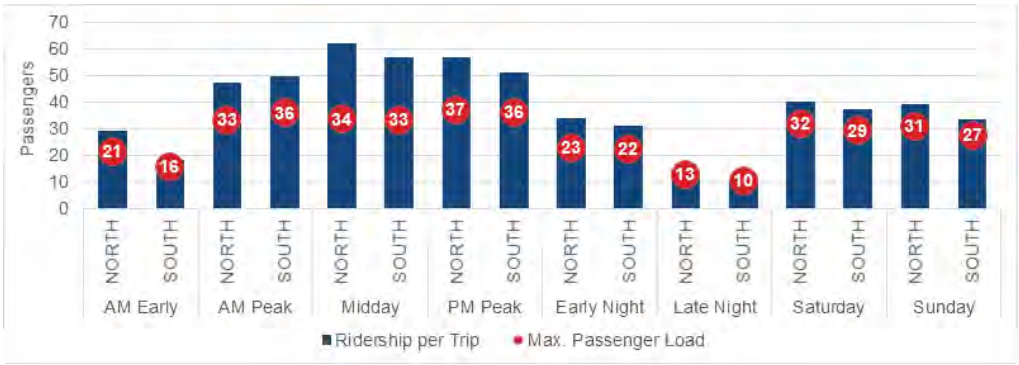
Average Daily Ridership

System Average

Class/Tier Average



Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.00	0.62	0.63
Weekday	**Off-Peak** Maximum Target: 1.00	0.50	0.46
	Saturday Maximum Target: 1.00	0.47	0.46
	Sunday Maximum Target: 1.00	0.47	0.43

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
B2																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
B2																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
B2																								

[1] Span/frequency standards are only applicable at the line level.

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	4:25 a.m. - 3:14 a.m.	-	A	4:27 a.m. - 2:35 a.m.	-	A	5:16 a.m. - 1:28 a.m.	-	A
	Frequency of Service | varies	Peak: 9.4 / Off-Peak: 15.1	*Peak: 15.0 / Off-Peak: 21.8*	A	23.8	*28.5*	A	26.4	*32.0*	A
Productivity	**Passengers per Revenue Hour** | 20.0	45.9	*33.0*	A	42.9	*29.0*	A	46.7	*28.9*	A
	Passengers per Revenue Mile | 2.0	5.9	*3.7*	A	4.8	*3.0*	A	4.5	*2.9*	A
Reliability	**On-Time Performance** | 79%	75%	*76%*	C	81%	*78%*	B	71%	*80%*	D
	Crowding | 5.0%	0.3%	*2.1%*	A	0.0%	*1.0%*	A	0.0%	*0.8%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.62 Off-Peak: 0.50	*Peak: 0.52 Off-Peak: 0.40*	B	0.47	*0.38*	A	0.47	*0.37*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $5.00	$2.55	*$3.91*	A	$2.73	*$4.52*	A	$2.50	*$4.63*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route B2

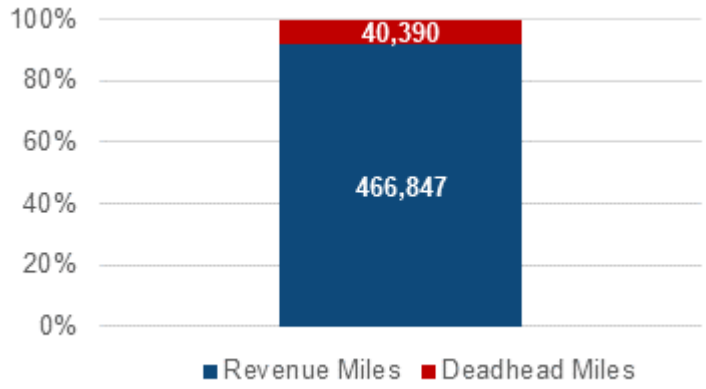
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	7.2	*5.6*	E
Route Design	**Circuity |** 1.75	1.38	*1.44*	A

	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 |** 20.0	45.9	*32.2*	A	42.9	*28.3*	A	46.7	*28.3*	A
	Passengers per Revenue Mile | 2.0	5.9	*3.7*	A	4.8	*3.0*	A	4.5	*2.9*	A
	Unique Segment Ridership | 10%	51%	*17%*	A	54%	*19%*	A	51%	*19%*	A
Reliability	**On-Time Performance |** 79%	75%	*77%*	C	81%	*79%*	B	71%	*80%*	D
	Crowding | 5.0%	0.3%	*2.0%*	A	0.0%	*1.1%*	A	0.1%	*0.9%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.63 Off-Peak: 0.50	*Peak: 0.53 Off-Peak: 0.41*	B+	0.50	*0.39*	A	0.40	*0.35*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$2.55	*$4.18*	A	$2.73	*$4.72*	A	$2.50	*$4.78*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

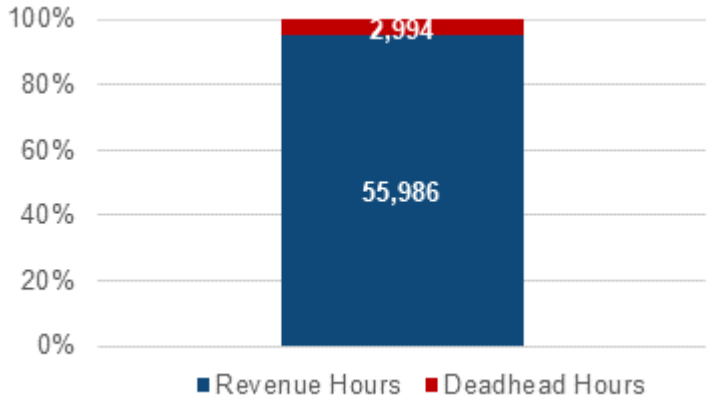
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



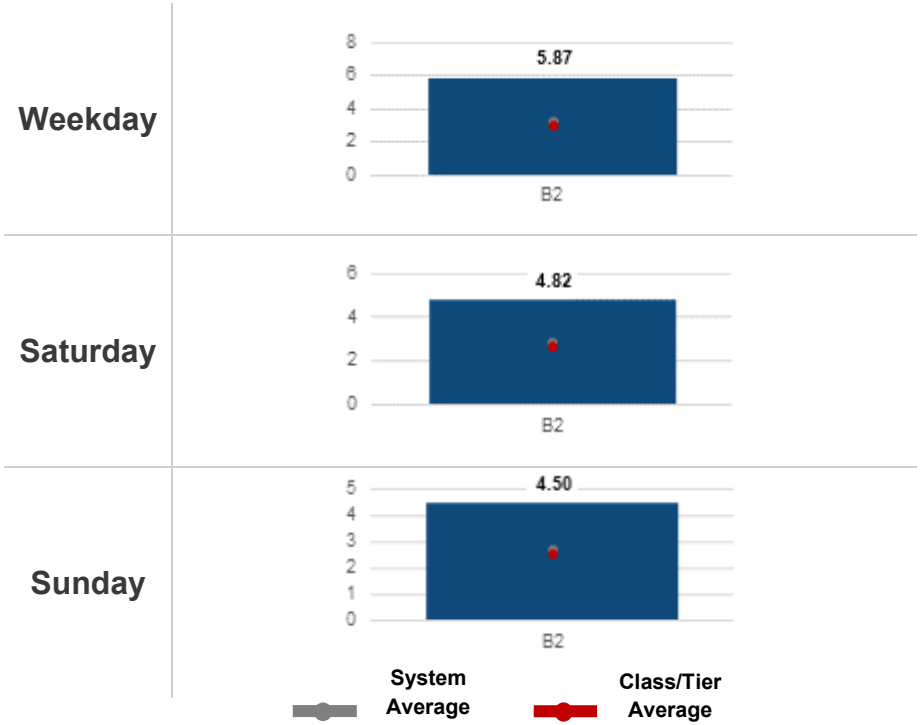
Hours Allocation



Service Delivery

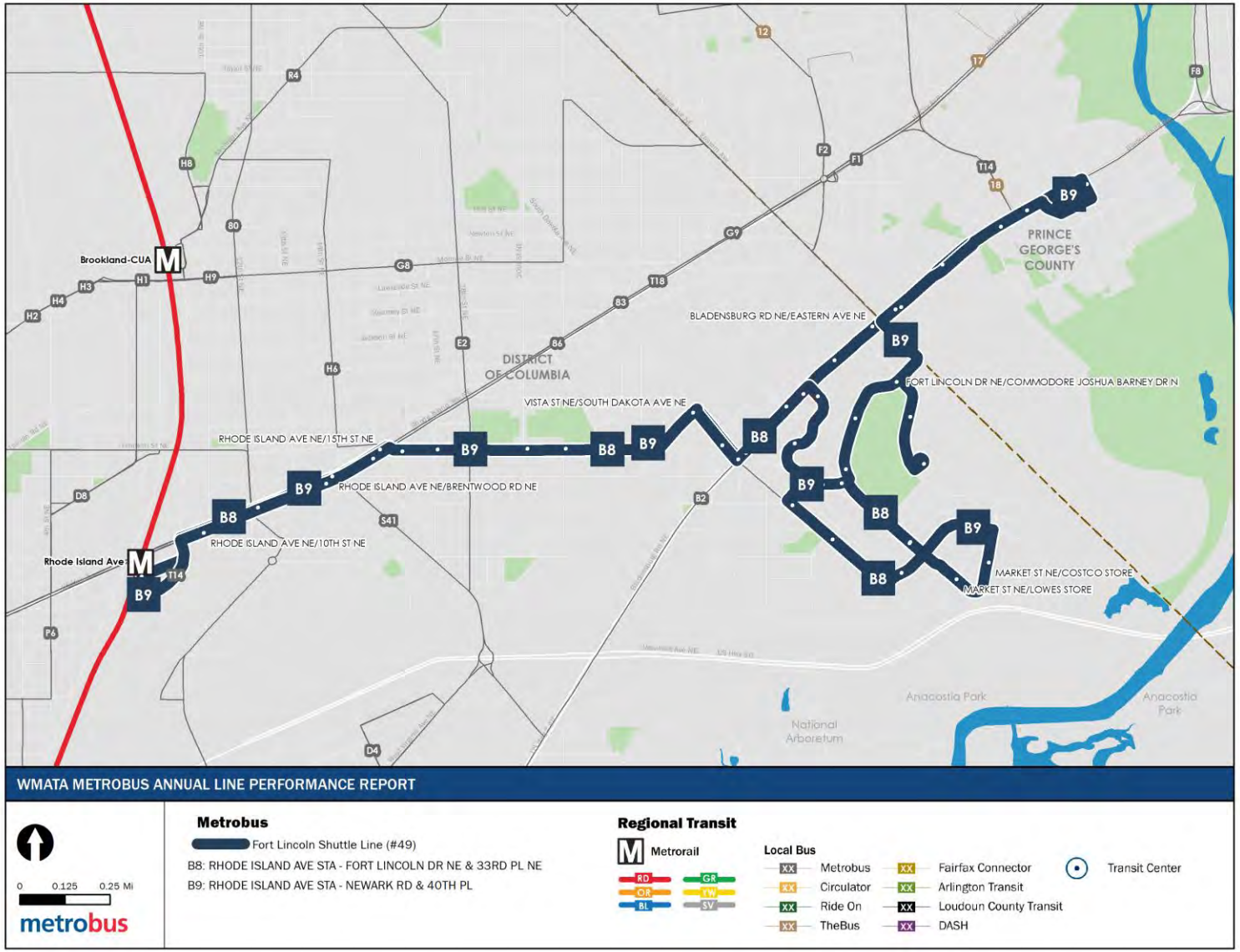
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
B2	17.0	25,702	21,210 (83%)

Passenger Miles per Revenue Mile



LINE: 49 – FORT LINCOLN SHUTTLE ROUTE(S): B8,9

About the Line



Service Classification

Coverage

Activity Tier

3

Overall Grade

Line	B

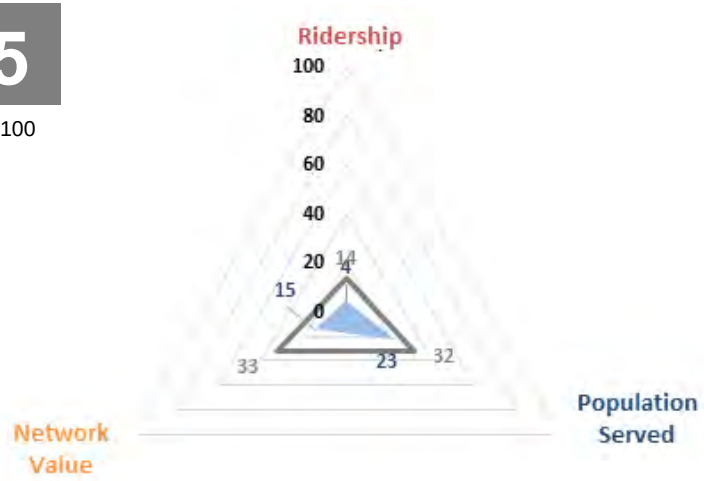
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

15

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$610,907
Peak Vehicles	3
Vehicle Type(s)	30 foot

Service Area Context (1/4 Mile)

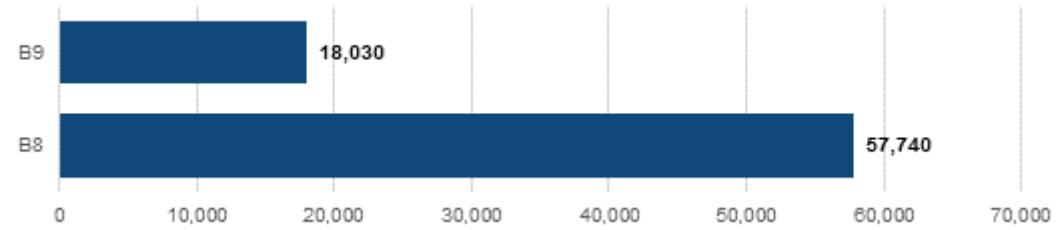
Service Area Population		14,367
Minority Population	*Service Area*	12,915
	Rider Survey	419 (81%)
Low-Income Households	*Service Area*	2,236
	Rider Survey	252 (50%)

Facilities/Amenities

Bus Stops	64
Bus Shelters	9
Benches	9
Real-Time Signs	2

Ridership

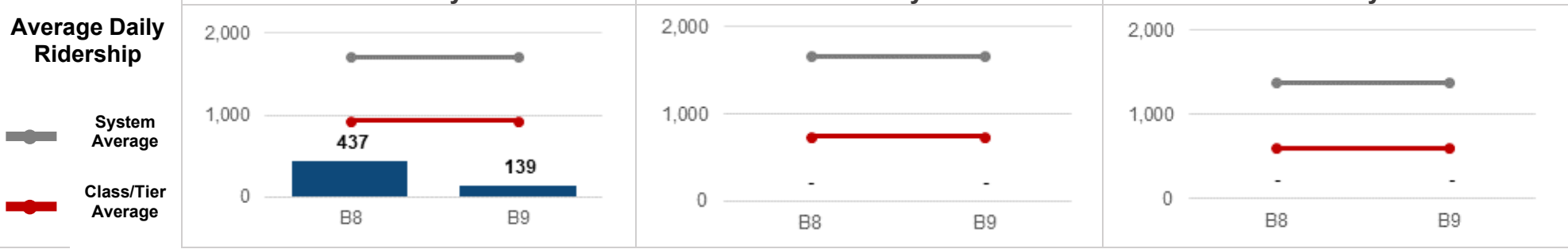
Annual Ridership



Top Transfer Locations

Rhode Island Avenue

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period

Vehicle Load Factor

	Direction:	East	West
Weekday	**Peak** Maximum Target: 1.00	0.28	0.38
	Off-Peak Maximum Target: 1.00	0.16	0.22
	Saturday Maximum Target: 1.00		
	Sunday Maximum Target: 1.00		

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk							—	—	—	—	—	—												
B8																								
B9																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk					—	—	—	—	—	—	—	—	—	—	—	—								
B8																								
B9																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk					—	—	—	—	—	—	—	—	—	—	—	—								
B8																								
B9																								

[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

B Fort Lincoln 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	5:50 a.m. - 7:38 p.m.	-	B		-	C		-	C
	Frequency of Service | varies	Peak: 17.9 / Off-Peak: 70.0	*Peak: 20.6 / Off-Peak: 32.7*	A		*40.5*	-		*41.1*	-
Productivity	**Passengers per Revenue Hour** | 10.0	28.4	*28.8*	A		*27.4*	-		*26.0*	-
	Passengers per Revenue Mile | 1.0	2.7	*2.9*	A		*2.7*	-		*2.5*	-
Reliability	**On-Time Performance** | 79%	67%	*82%*	E		*82%*	-		*84%*	-
	Crowding | 5.0%	0.1%	*0.5%*	A		*0.2%*	-		*0.1%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.28 Off-Peak: 0.16	*Peak: 0.39 Off-Peak: 0.29*	A		*0.30*	-		*0.28*	-
Cost Effectiveness	**Operating Cost per Passenger Trip** | $7.00	$4.12	*$4.67*	A		*$5.07*	-		*$5.13*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route B8

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	7.3	*6.1*	E
Route Design	**Circuity |** N/A	1.64	*2.00*	-

	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 |** 10.0	31.8	*29.7*	A		*29.3*	-		*27.9*	-
	Passengers per Revenue Mile | 1.0	3.1	*3.0*	A		*2.9*	-		*2.7*	-
	Unique Segment Ridership | 10%	-	*31%*	-		*33%*	-		*32%*	-
Reliability	**On-Time Performance |** 79%	71%	*82%*	D		*82%*	-		*84%*	-
	Crowding | 5.0%	0.1%	*0.4%*	A		*0.2%*	-		*0.1%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.33 Off-Peak: 0.10	*Peak: 0.39 Off-Peak: 0.29*	A		*0.31*	-		*0.27*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$3.67	*$4.77*	A		*$4.83*	-		*$4.94*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route B9

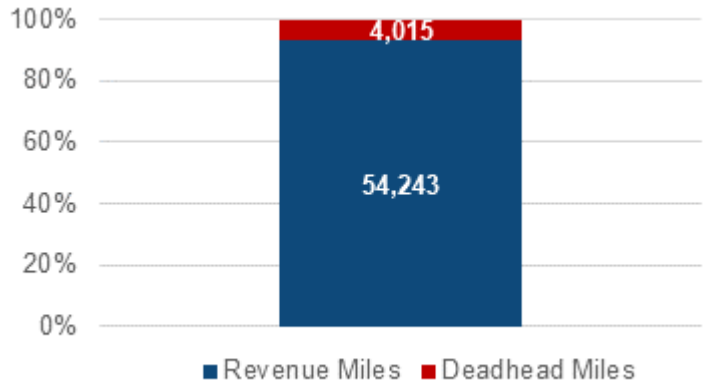
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	7.0	*6.1*	E
Route Design	**Circuity |** N/A	2.10	*2.00*	-

	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 |** 10.0	21.0	*29.7*	A		*29.3*	-		*27.9*	-
	Passengers per Revenue Mile | 1.0	1.8	*3.0*	A		*2.9*	-		*2.7*	-
	Unique Segment Ridership | 10%	3%	*31%*	E		*33%*	-		*32%*	-
Reliability	**On-Time Performance |** 79%	58%	*82%*	E		*82%*	-		*84%*	-
	Crowding | 5.0%	0.0%	*0.4%*	A		*0.2%*	-		*0.1%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.30 Off-Peak: 0.20	*Peak: 0.39 Off-Peak: 0.29*	A		*0.31*	-		*0.27*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$5.57	*$4.77*	A		*$4.83*	-		*$4.94*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

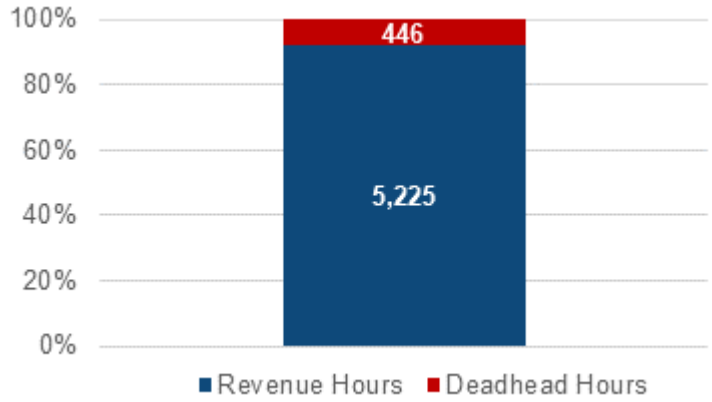
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



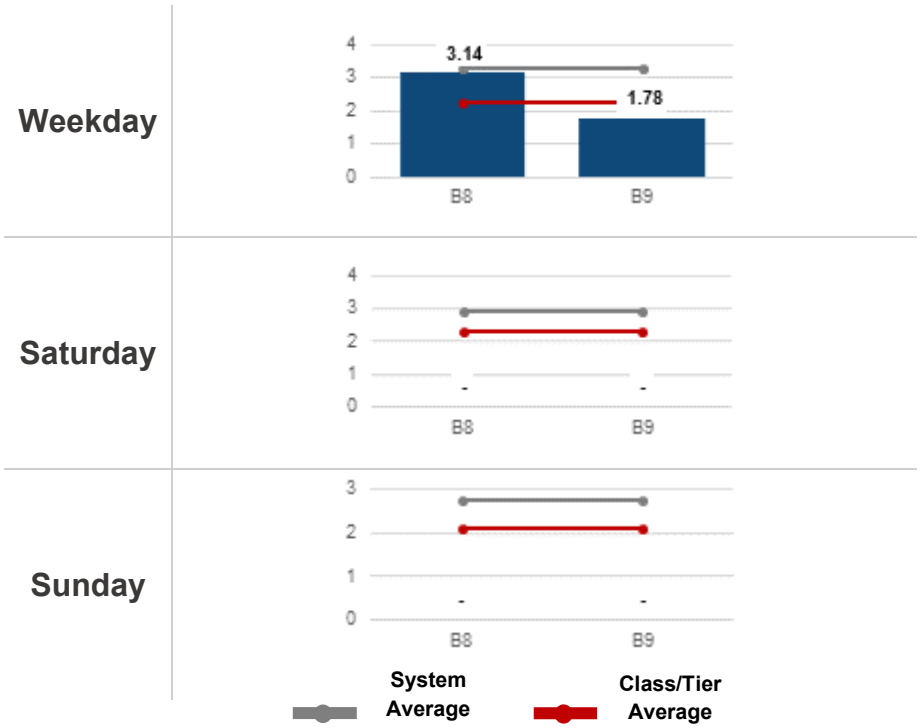
Hours Allocation



Service Delivery

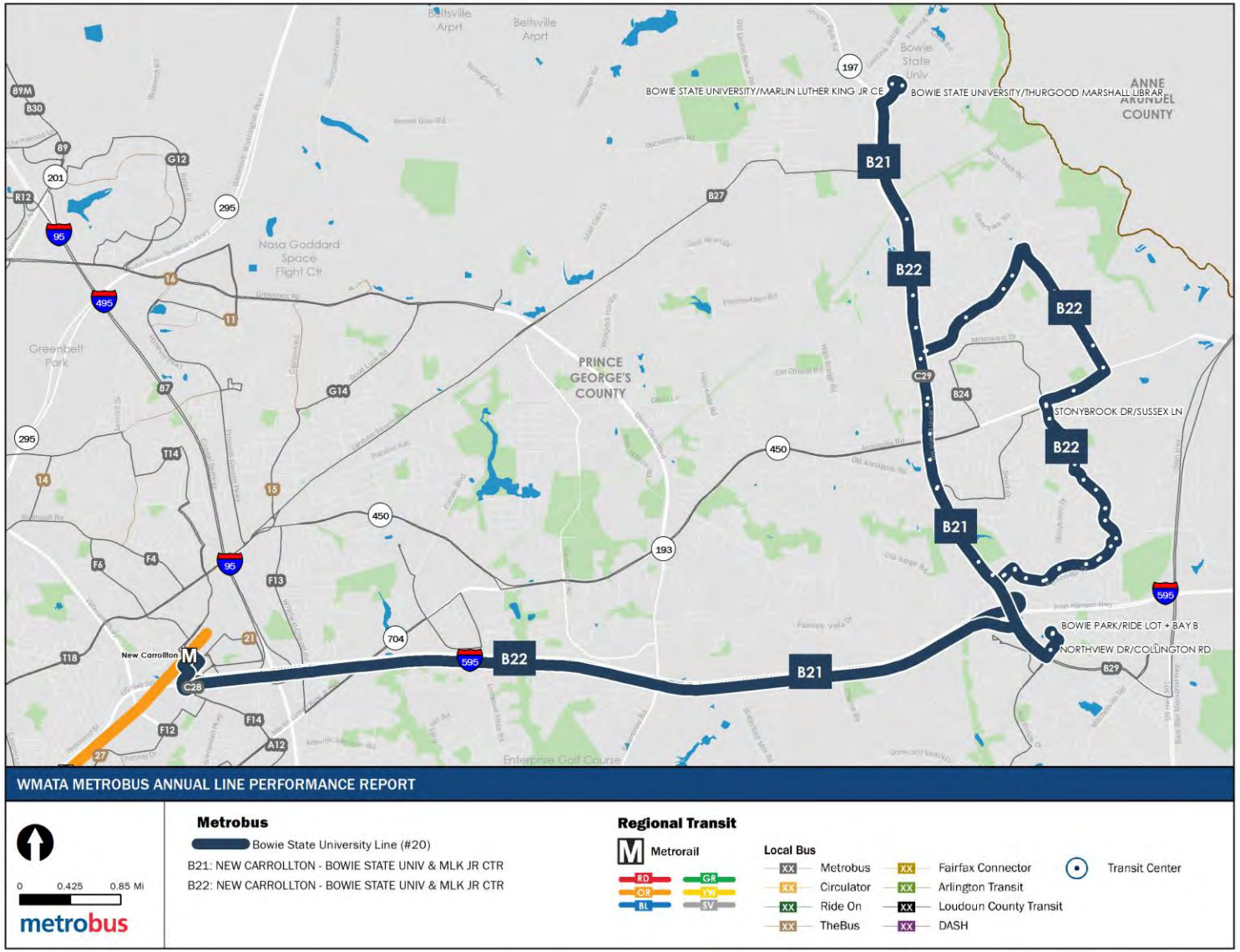
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
B8	8.1	4,592	3,972 (86%)
B9	13.7	1,344	1,177 (88%)

Passenger Miles per Revenue Mile



LINE: 20 – BOWIE STATE UNIVERSITY ROUTE(S): B21,22

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

Operating Statistics

Annual Operating Costs	$793,957
Peak Vehicles	3
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

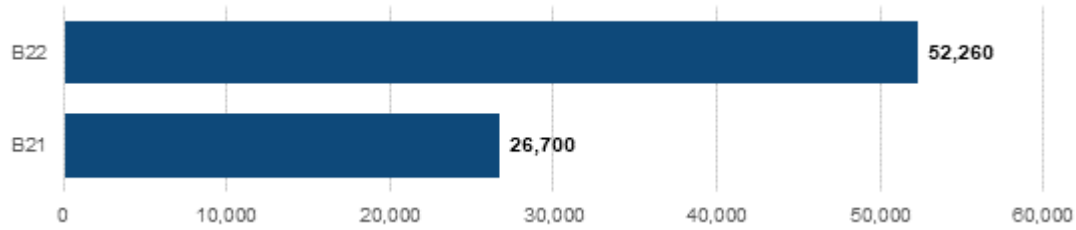
Service Area Population		22,494
Minority Population	*Service Area*	14,749
	Rider Survey	616 (85%)
Low-Income Households	*Service Area*	617
	Rider Survey	168 (24%)

Facilities/Amenities

Bus Stops	95
Bus Shelters	13
Benches	5
Real-Time Signs	0

Ridership

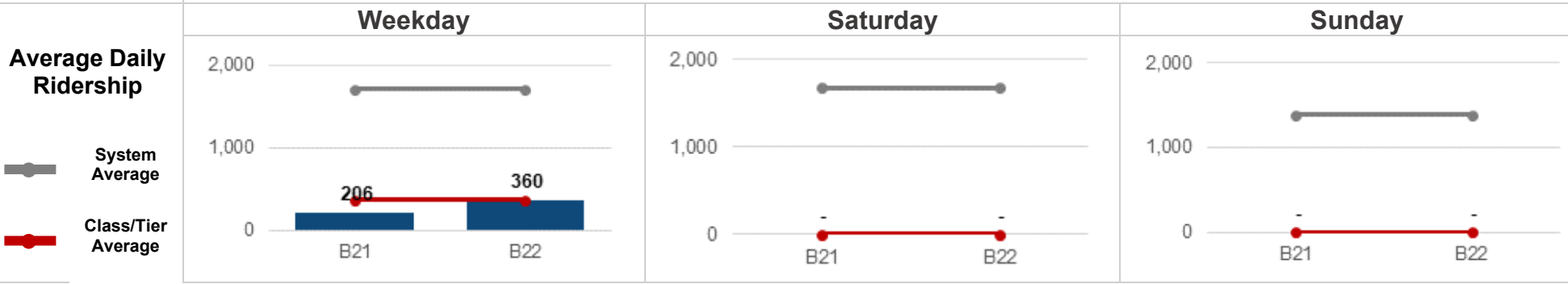
Annual Ridership



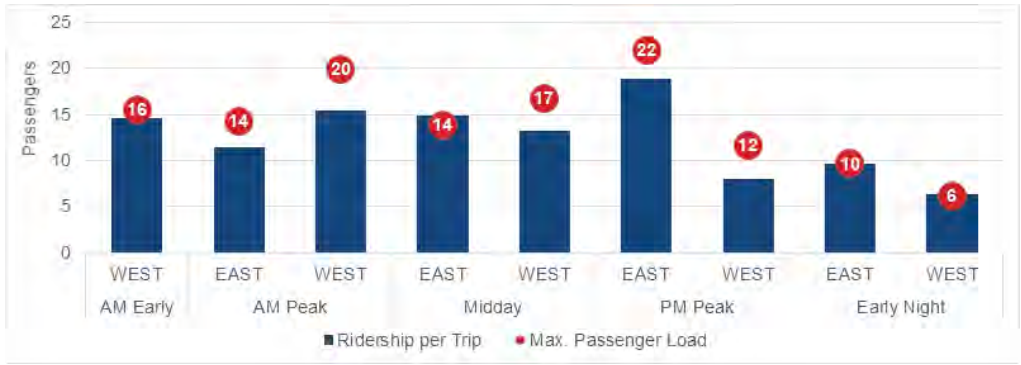
Top Transfer Locations

New Carrollton

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period

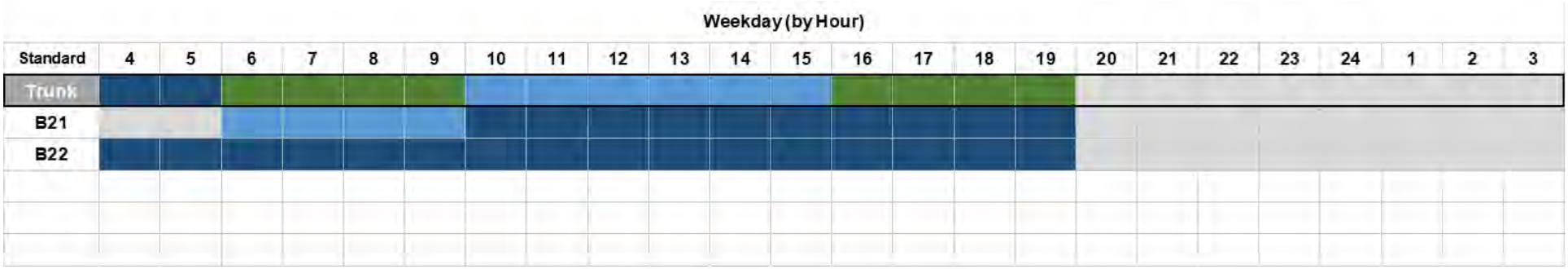


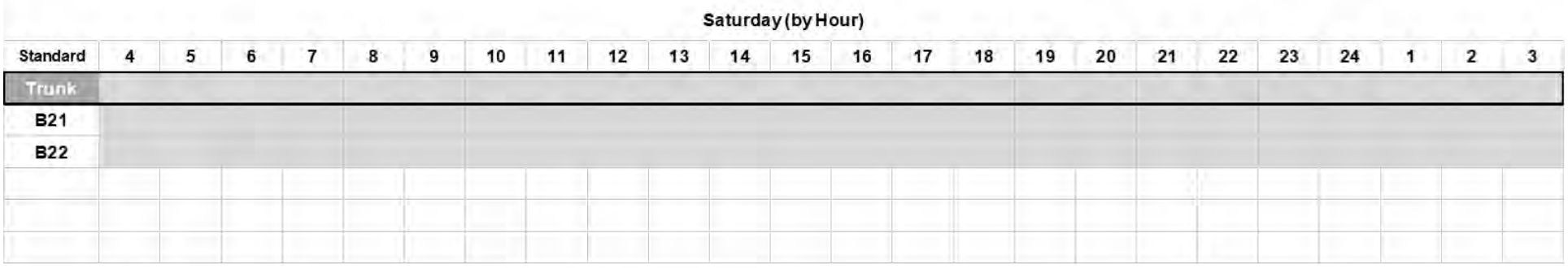
Vehicle Load Factor

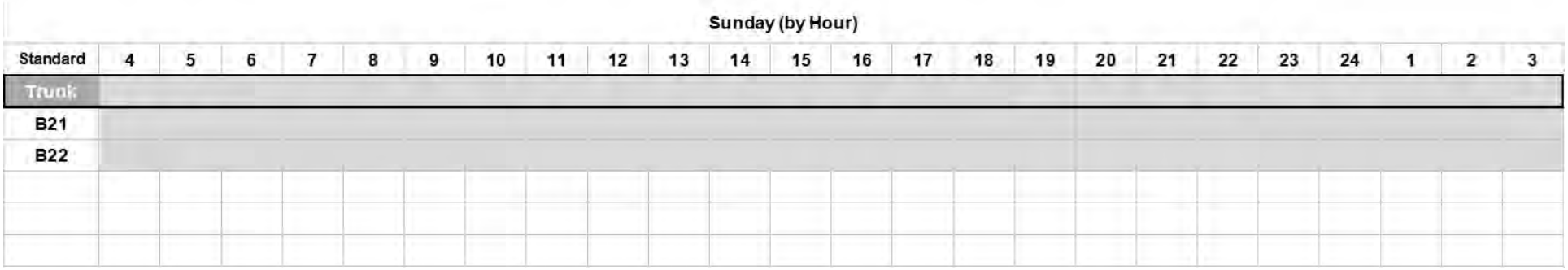
	Direction:	East	West
Weekday	**Peak** Maximum Target: 1.00	0.34	0.25
	Off-Peak Maximum Target: 1.00	0.26	0.27
	Saturday Maximum Target: 1.00		
	Sunday Maximum Target: 1.00		

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—







[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

B 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 a.m. - 8:54 p.m.	-	A		-	-		-	-
	Frequency of Service | varies	Peak: 16.3 / Off-Peak: 29.3	*Peak: 21.1 / Off-Peak: 32.0*	-		*60.0*	-		*65.7*	-
Productivity	**Passengers per Trip** | 10.0	13.2	*21.6*	A		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.0	0.8	*2.3*	D		*0.4*	-		*0.5*	-
Reliability	**On-Time Performance** | 79%	90%	*76%*	A		*77%*	-		*81%*	-
	Crowding | 5.0%	0.1%	*3.1%*	A		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.34 Off-Peak: 0.26	*Peak: 0.48 Off-Peak: 0.39*	A		*0.30*	-		*0.37*	-
Cost Effectiveness	**Operating Cost per Passenger Trip** | $7.00	$5.53	*$5.12*	A		*$8.44*	-		*$7.72*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds Meets Approaches Below Significantly Below

Route B21

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** N/A	2.1	*3.2*	-
Route Design	**Circuity |** N/A	1.46	*1.39*	-

	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 Trip |** 10.0	10.8	*20.1*	B		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.0	0.8	*2.1*	E		*0.4*	-		*0.5*	-
	Unique Segment Ridership | 15%	-	*27%*	-		*100%*	-		*100%*	-
Reliability	**On-Time Performance |** 79%	92%	*77%*	A		*77%*	-		*81%*	-
	Crowding | 5.0%	0.0%	*2.4%*	A		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.21 Off-Peak: 0.30	*Peak: 0.44 Off-Peak: 0.36*	A		*0.31*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$5.46	*$5.62*	A		*$8.44*	-		*$7.72*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route B22

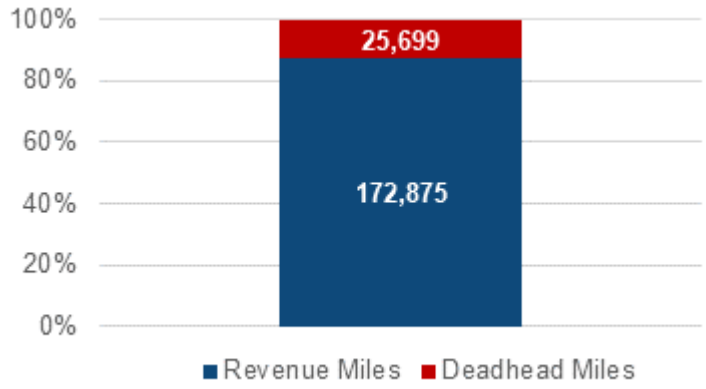
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** N/A	2.9	*3.2*	-
Route Design	**Circuity |** N/A	1.90	*1.39*	-

	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 Trip |** 10.0	15.0	*20.1*	A		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.0	0.9	*2.1*	D		*0.4*	-		*0.5*	-
	Unique Segment Ridership | 15%	26%	*27%*	A		*100%*	-		*100%*	-
Reliability	**On-Time Performance |** 79%	88%	*77%*	A		*77%*	-		*81%*	-
	Crowding | 5.0%	0.2%	*2.4%*	A		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.40 Off-Peak: 0.30	*Peak: 0.44 Off-Peak: 0.36*	A		*0.31*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$5.56	*$5.62*	A		*$8.44*	-		*$7.72*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

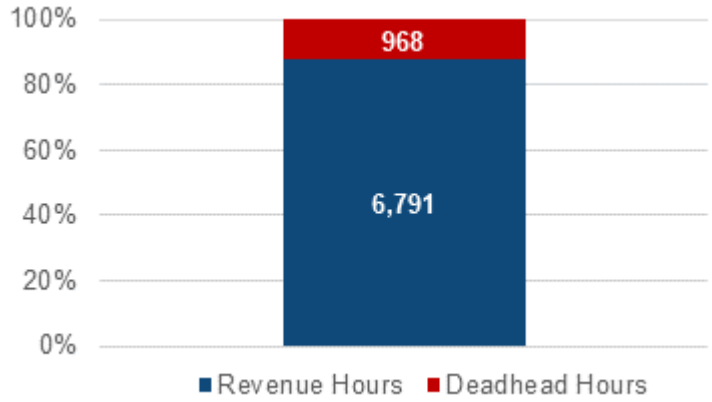
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



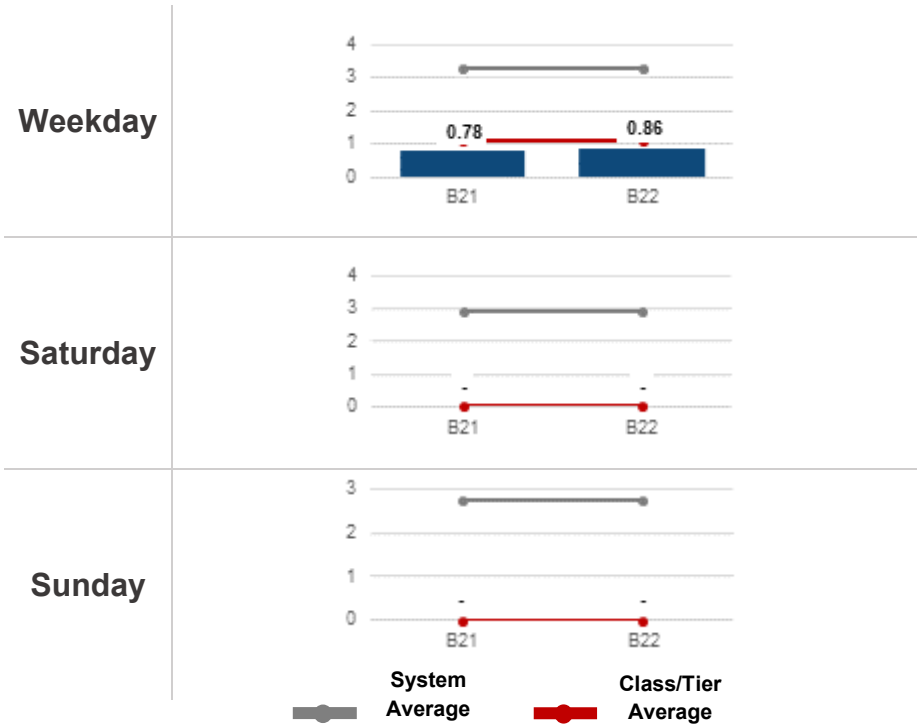
Hours Allocation



Service Delivery

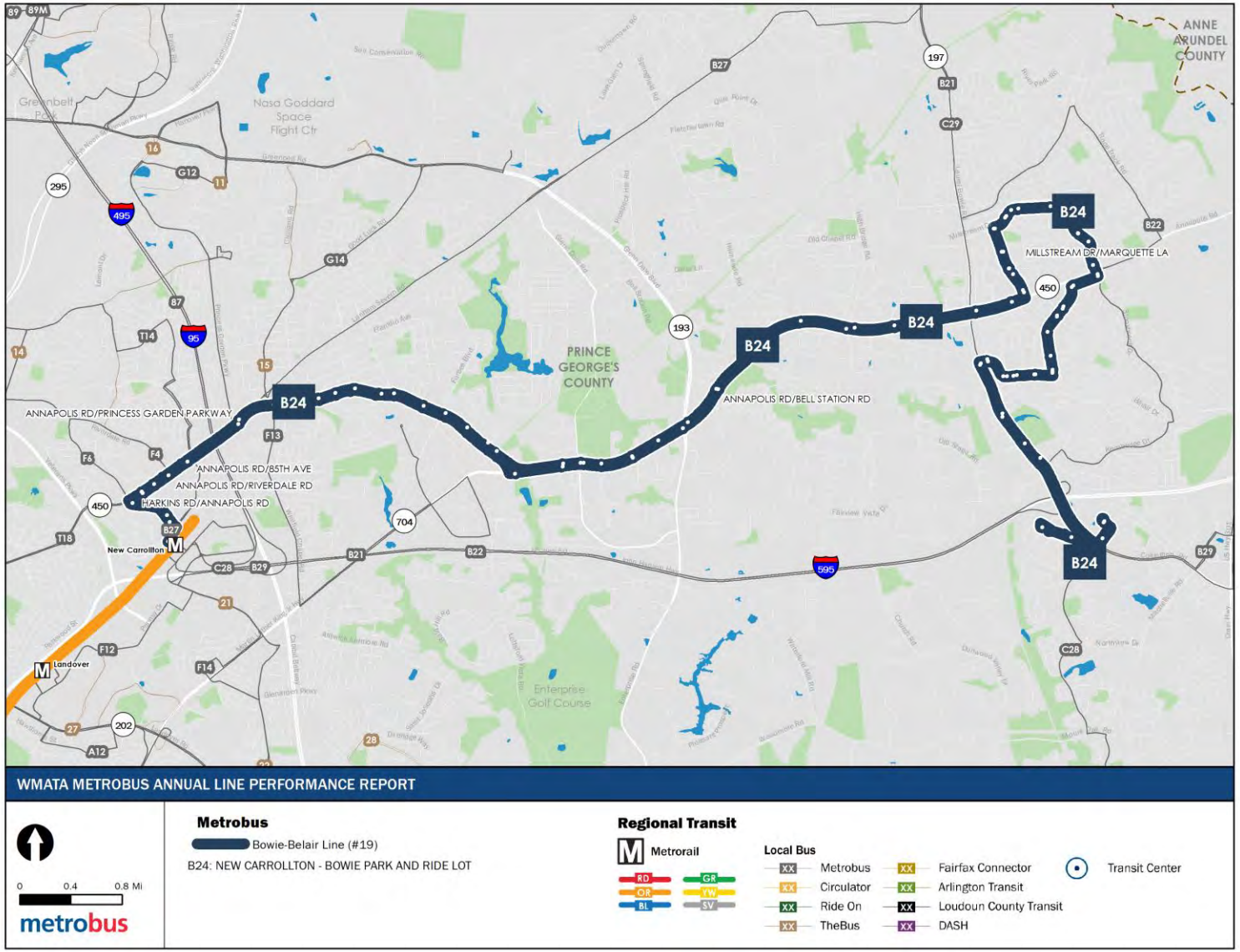
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
B21	27.5	2,204	1,811 (82%)
B22	35.2	2,784	2,288 (82%)

Passenger Miles per Revenue Mile



LINE: 19 – BOWIE-BELAIR ROUTE(S): B24

About the Line



Service Classification

Coverage

Activity Tier

3

Overall Grade

Line	B

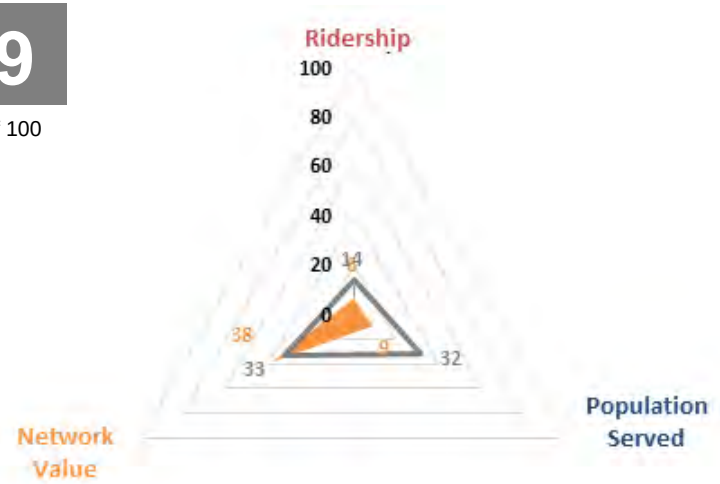
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

19

Out of 100



Classification Average:

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$1,168,187
Peak Vehicles	4
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

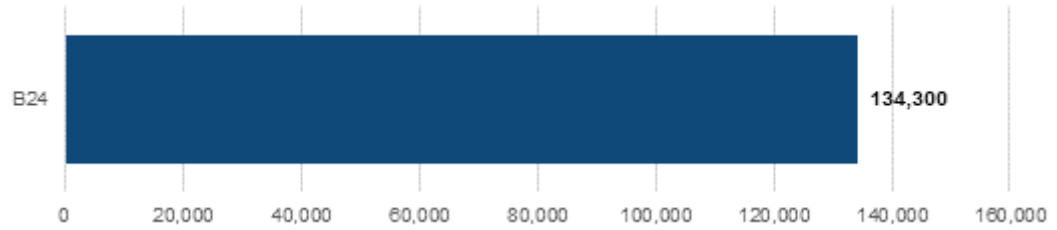
Service Area Population		24,591
Minority Population	*Service Area*	18,187
	Rider Survey	593 (99%)
Low-Income Households	*Service Area*	979
	Rider Survey	288 (49%)

Facilities/Amenities

Bus Stops	142
Bus Shelters	18
Benches	9
Real-Time Signs	1

Ridership

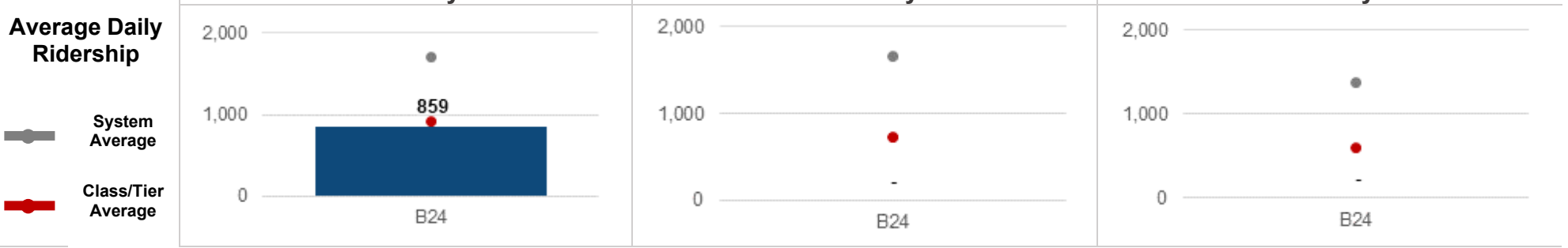
Annual Ridership



Top Transfer Locations

New Carrollton

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period

Vehicle Load Factor

	Direction:	East	West
Weekday	**Peak** Maximum Target: 1.00	0.42	0.41
	Off-Peak Maximum Target: 1.00	0.39	0.37
	Saturday Maximum Target: 1.00		
	Sunday Maximum Target: 1.00		

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
B24																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk					—	—	—	—	—	—	—	—	—	—	—	—								
B24																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk					—	—	—	—	—	—	—	—	—	—	—	—								
B24																								

[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

B 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 a.m. - 8:40 p.m.	-	A		-	C		-	C
	Frequency of Service | varies	Peak: 38.9 / Off-Peak: 51.2	*Peak: 20.6 / Off-Peak: 32.7*	A		*40.5*	-		*41.1*	-
Productivity	**Passengers per Revenue Hour** | 10.0	22.5	*28.8*	A		*27.4*	-		*26.0*	-
	Passengers per Revenue Mile | 1.0	1.4	*2.9*	A		*2.7*	-		*2.5*	-
Reliability	**On-Time Performance** | 79%	83%	*82%*	B		*82%*	-		*84%*	-
	Crowding | 5.0%	0.0%	*0.5%*	A		*0.2%*	-		*0.1%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.42 Off-Peak: 0.39	*Peak: 0.39 Off-Peak: 0.29*	A		*0.30*	-		*0.28*	-
Cost Effectiveness	**Operating Cost per Passenger Trip** | $7.00	$5.19	*$4.67*	A		*$5.07*	-		*$5.13*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route B24

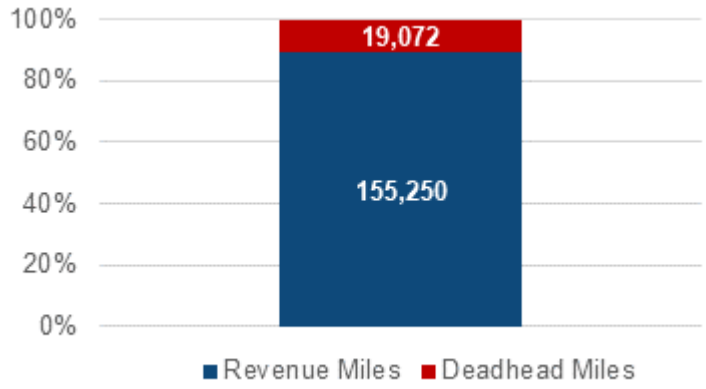
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	4.8	*6.1*	A
Route Design	**Circuity |** N/A	1.50	*2.00*	-

	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 |** 10.0	22.5	*29.7*	A		*29.3*	-		*27.9*	-
	Passengers per Revenue Mile | 1.0	1.4	*3.0*	A		*2.9*	-		*2.7*	-
	Unique Segment Ridership | 10%	52%	*31%*	A		*33%*	-		*32%*	-
Reliability	**On-Time Performance |** 79%	83%	*82%*	B		*82%*	-		*84%*	-
	Crowding | 5.0%	0.0%	*0.4%*	A		*0.2%*	-		*0.1%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.42 Off-Peak: 0.40	*Peak: 0.39 Off-Peak: 0.29*	A		*0.31*	-		*0.27*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$5.19	*$4.77*	A		*$4.83*	-		*$4.94*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

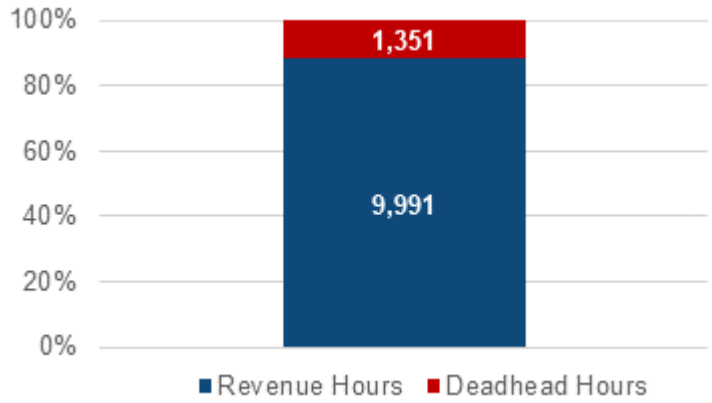
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



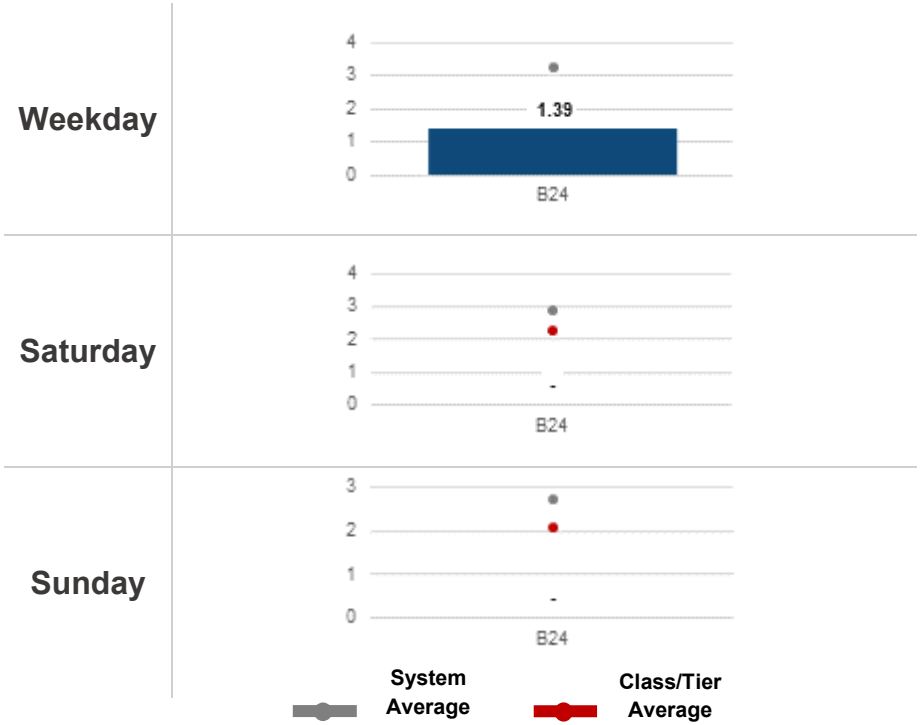
Hours Allocation



Service Delivery

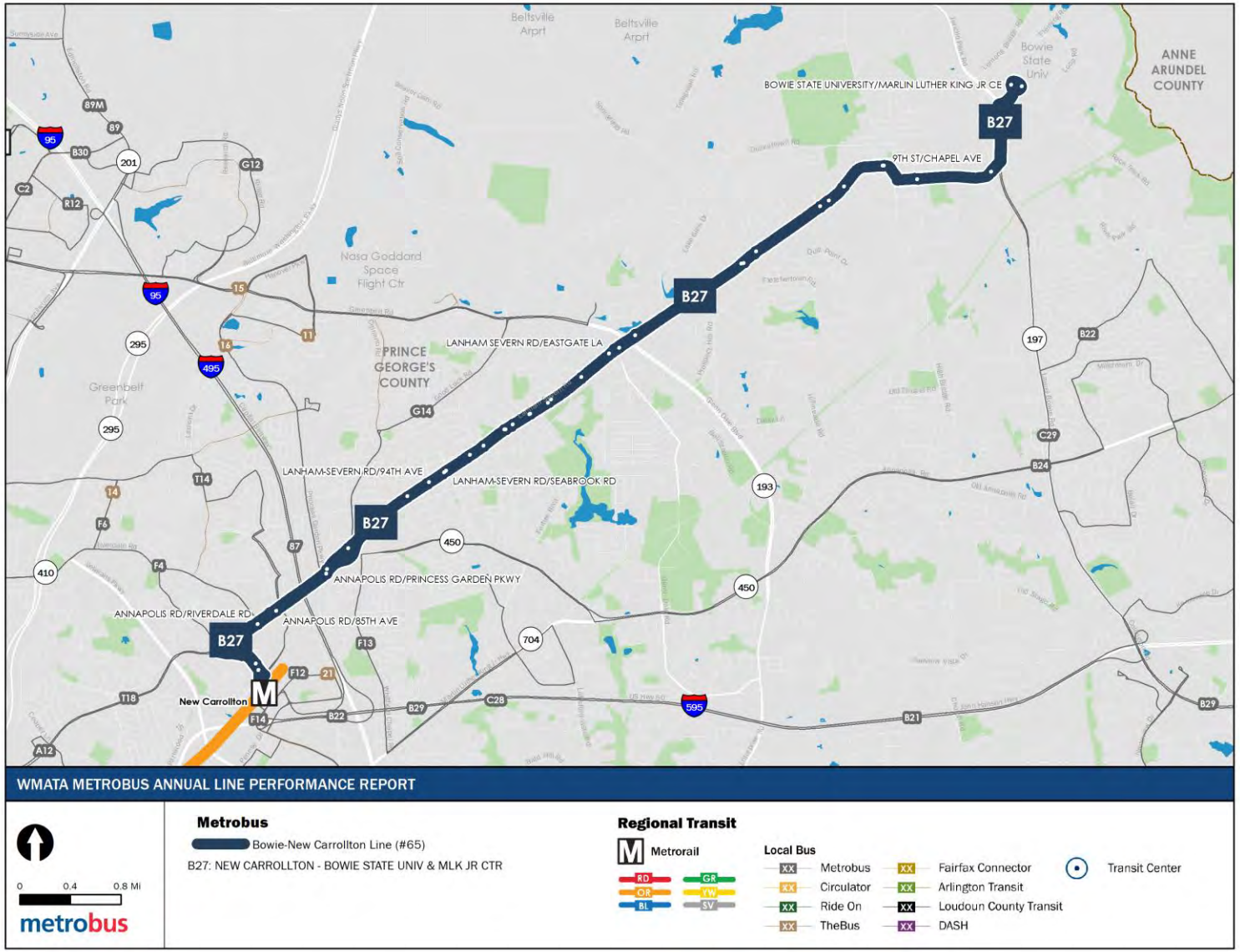
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
B24	31.5	4,872	4,187 (86%)

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

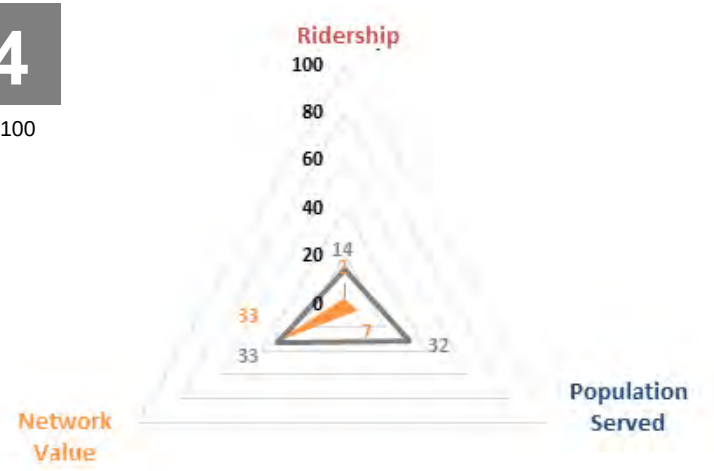
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

14

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$382,426
Peak Vehicles	2
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

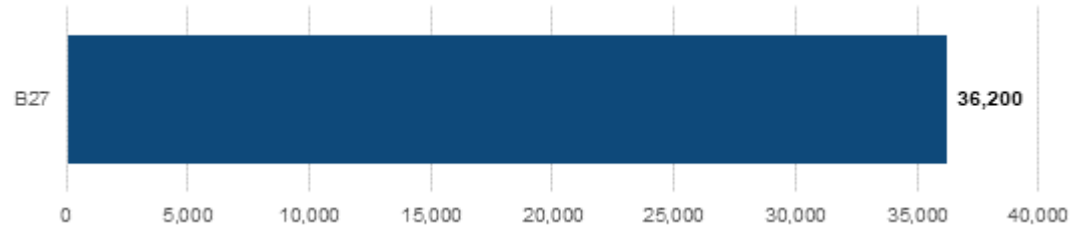
Service Area Population		15,389
Minority Population	*Service Area*	13,782
	Rider Survey	165 (89%)
Low-Income Households	*Service Area*	670
	Rider Survey	63 (36%)

Facilities/Amenities

Bus Stops	68
Bus Shelters	6
Benches	3
Real-Time Signs	1

Ridership

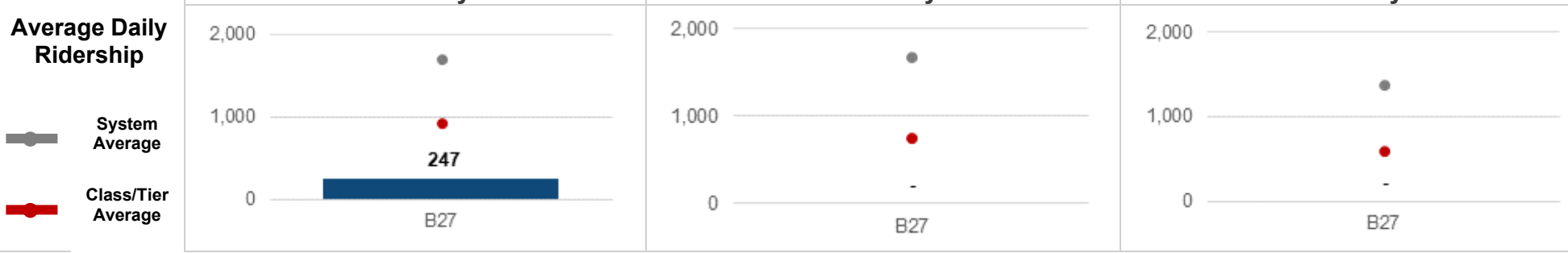
Annual Ridership



Top Transfer Locations

New Carrollton

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period

Vehicle Load Factor

	Direction:	East	West
Weekday	**Peak** Maximum Target: 1.00	0.21	0.23
Weekday	**Off-Peak** Maximum Target: 1.00	0.17	0.11
	Saturday Maximum Target: 1.00		
	Sunday Maximum Target: 1.00		

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk						—	—	—	—	—	—	—												
B27																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk					—	—	—	—	—	—	—	—	—	—	—	—								
B27																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk					—	—	—	—	—	—	—	—	—	—	—	—								
B27																								

[1] Span/frequency standards are only applicable at the line level.

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 a.m. - 8:19 a.m.; 3:10 p.m. - 9:55 p.m.	-	D		-	C		-	C
	Frequency of Service | varies	Peak: 32.8 / Off-Peak:	*Peak: 20.6 / Off-Peak: 32.7*	A		*40.5*	-		*41.1*	-
Productivity	**Passengers per Revenue Hour** | 10.0	19.6	*28.8*	A		*27.4*	-		*26.0*	-
	Passengers per Revenue Mile | 1.0	1.0	*2.9*	B		*2.7*	-		*2.5*	-
Reliability	**On-Time Performance** | 79%	91%	*82%*	A		*82%*	-		*84%*	-
	Crowding | 5.0%	0.0%	*0.5%*	A		*0.2%*	-		*0.1%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.21 Off-Peak: 0.17	*Peak: 0.39 Off-Peak: 0.29*	A		*0.30*	-		*0.28*	-
Cost Effectiveness	**Operating Cost per Passenger Trip** | $7.00	$5.96	*$4.67*	A		*$5.07*	-		*$5.13*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route B27

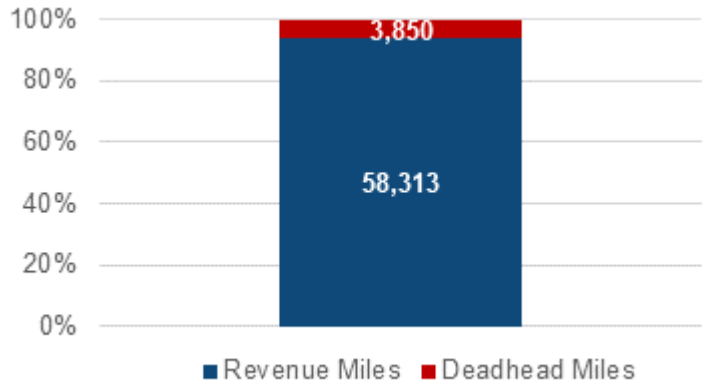
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	3.9	*6.1*	E
Route Design	**Circuity |** N/A	1.09	*2.00*	-

	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 |** 10.0	19.6	*29.7*	A		*29.3*	-		*27.9*	-
	Passengers per Revenue Mile | 1.0	1.0	*3.0*	B		*2.9*	-		*2.7*	-
	Unique Segment Ridership | 10%	39%	*31%*	A		*33%*	-		*32%*	-
Reliability	**On-Time Performance |** 79%	91%	*82%*	A		*82%*	-		*84%*	-
	Crowding | 5.0%	0.0%	*0.4%*	A		*0.2%*	-		*0.1%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.22 Off-Peak: 0.10	*Peak: 0.39 Off-Peak: 0.29*	A		*0.31*	-		*0.27*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$5.96	*$4.77*	A		*$4.83*	-		*$4.94*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

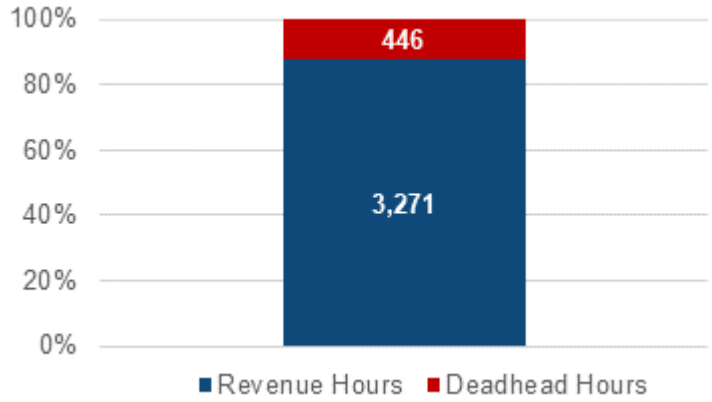
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



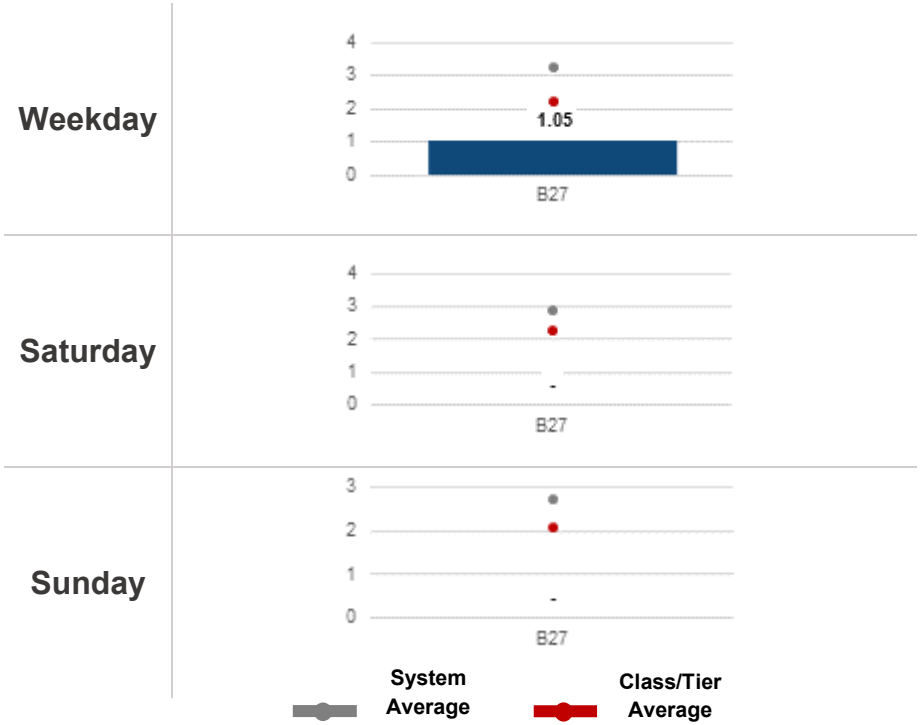
Hours Allocation



Service Delivery

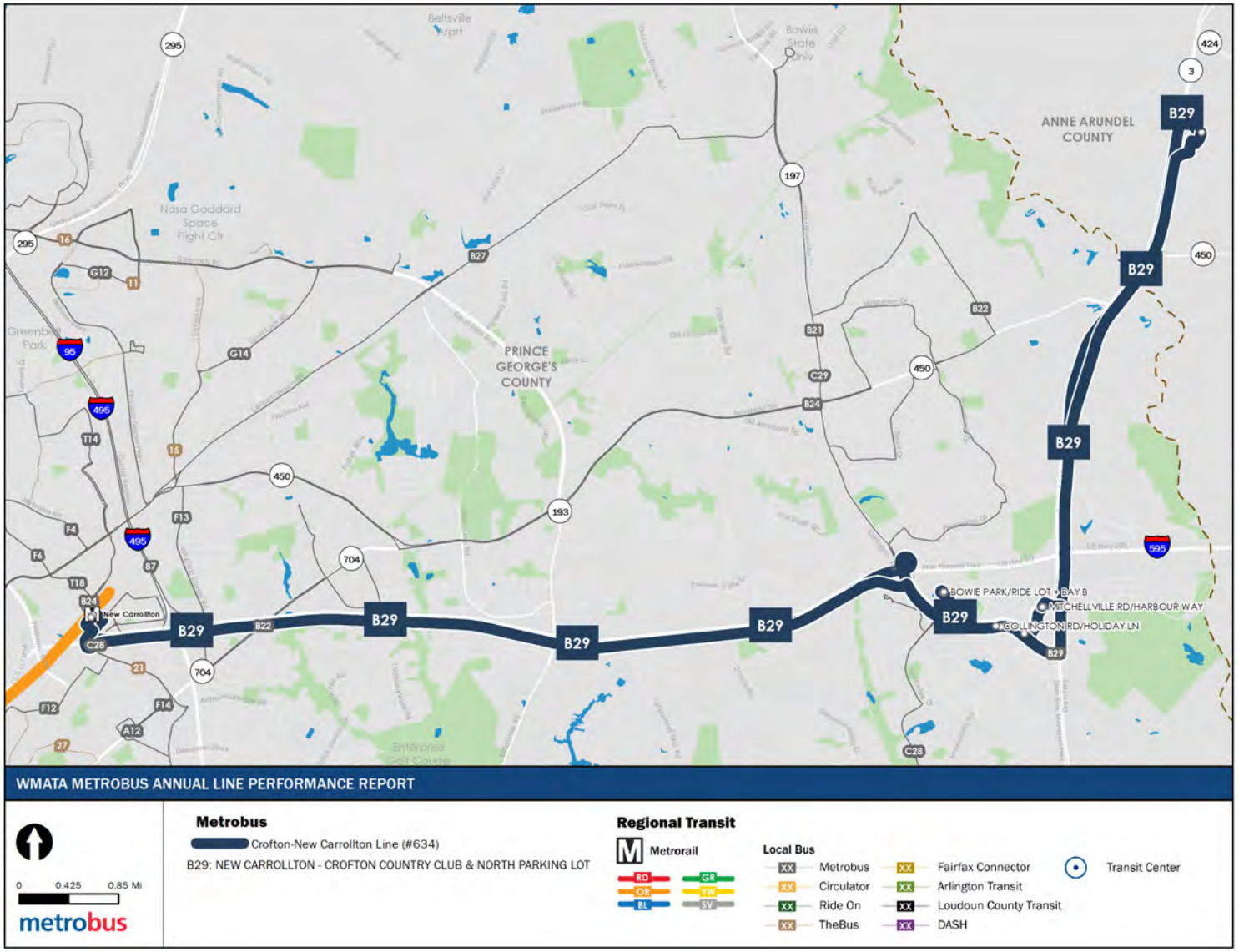
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
B27	18.8	2,912	2,535 (87%)

Passenger Miles per Revenue Mile



LINE: 634 – CROFTON-NEW CARROLLTON ROUTE(S): B29

About the Line



Service Classification

Commuter

Activity Tier

3

Overall Grades

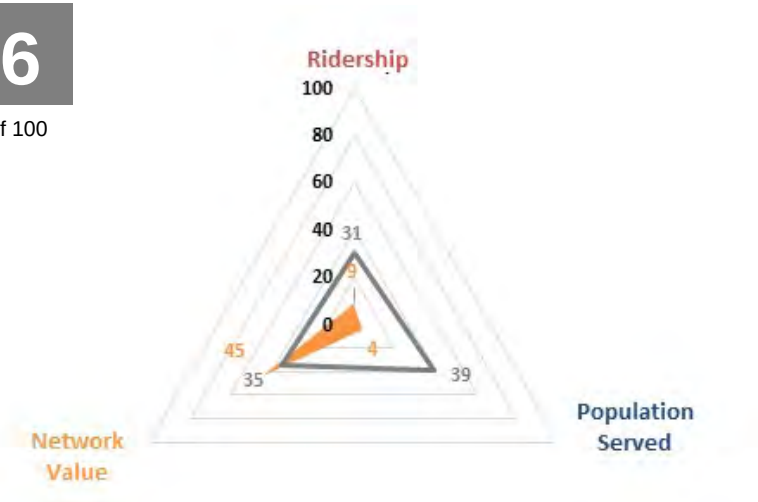
Line	B

Legend
Exceeds Meets
Approaches Below Significantly Below

Line Benefit Score

26

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$298,146
Peak Vehicles	2
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

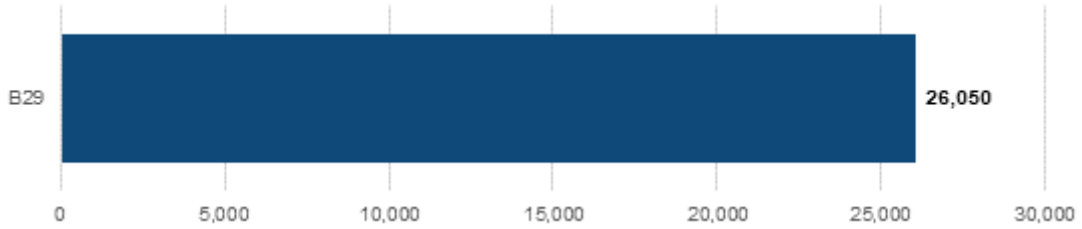
Service Area Population		14,907
Minority Population	*Service Area*	11,148
	Rider Survey	121 (90%)
Low-Income Households	*Service Area*	444
	Rider Survey	14 (12%)

Facilities/Amenities

Bus Stops	18
Bus Shelters	11
Benches	7
Real-Time Signs	0

Ridership

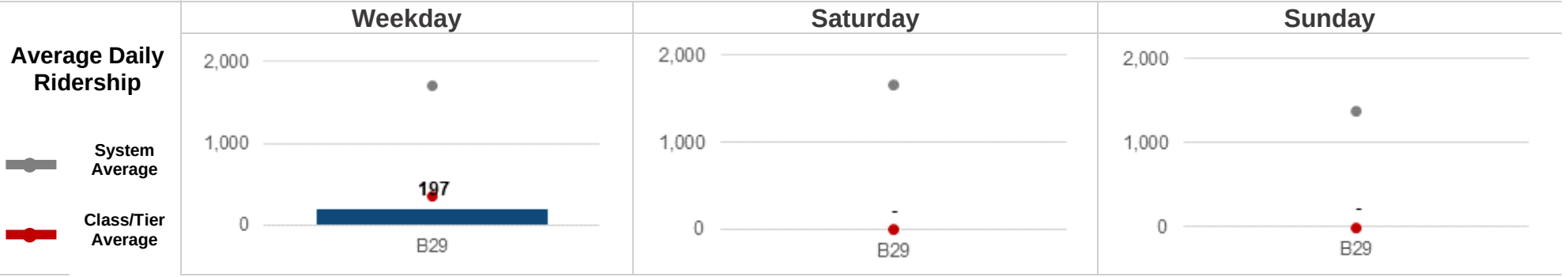
Annual Ridership



Top Transfer Locations

New Carrollton

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period

Vehicle Load Factor

	Direction:	East	West
Weekday	**Peak** Maximum Target: 1.00	0.29	0.30
	Off-Peak Maximum Target: 1.00	0.14	0.07
	Saturday Maximum Target: 1.00		
	Sunday Maximum Target: 1.00		

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							--

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
B29																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
B29																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
B29																								

[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

B Crofton-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	6:00 a.m. - 8:12 a.m.; 4:15 p.m. - 10:18 p.m.	-	A		-	-		-	-
	Frequency of Service | varies	Peak: 34.4 / Off-Peak:	*Peak: 21.1 / Off-Peak: 32.0*	-		*60.0*	-		*65.7*	-
Productivity	**Passengers per Trip |** 10.0	9.9	*21.6*	C		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.0	0.8	*2.3*	E		*0.4*	-		*0.5*	-
Reliability	**On-Time Performance |** 79%	87%	*76%*	A		*77%*	-		*81%*	-
	Crowding | 5.0%	0.1%	*3.1%*	A		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.29 Off-Peak: 0.14	*Peak: 0.48 Off-Peak: 0.39*	A		*0.30*	-		*0.37*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$6.05	*$5.12*	A		*$8.44*	-		*$7.72*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route B29

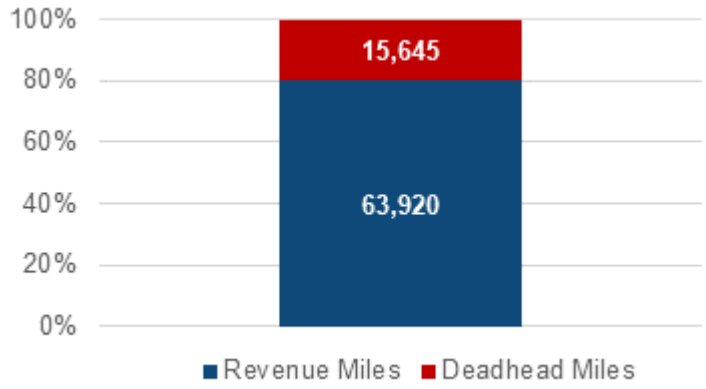
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** N/A	0.8	*3.2*	-
Route Design	**Circuity |** N/A	1.14	*1.39*	-

	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 Trip |** 10.0	9.9	*20.1*	C		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.0	0.8	*2.1*	E		*0.4*	-		*0.5*	-
	Unique Segment Ridership | 15%	76%	*27%*	A		*100%*	-		*100%*	-
Reliability	**On-Time Performance |** 79%	87%	*77%*	A		*77%*	-		*81%*	-
	Crowding | 5.0%	0.1%	*2.4%*	A		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.29 Off-Peak: 0.10	*Peak: 0.44 Off-Peak: 0.36*	A		*0.31*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$6.05	*$5.62*	A		*$8.44*	-		*$7.72*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

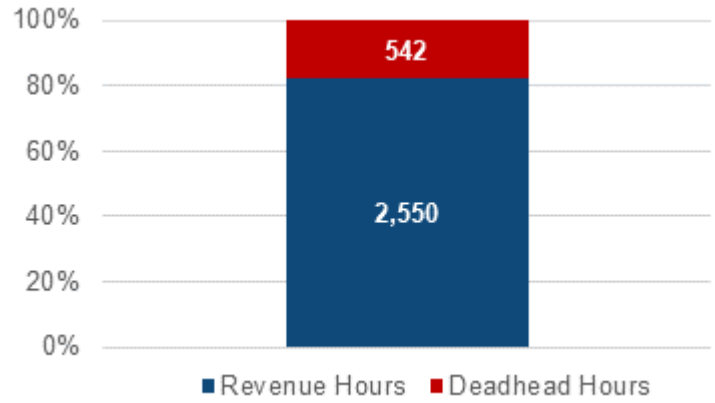
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



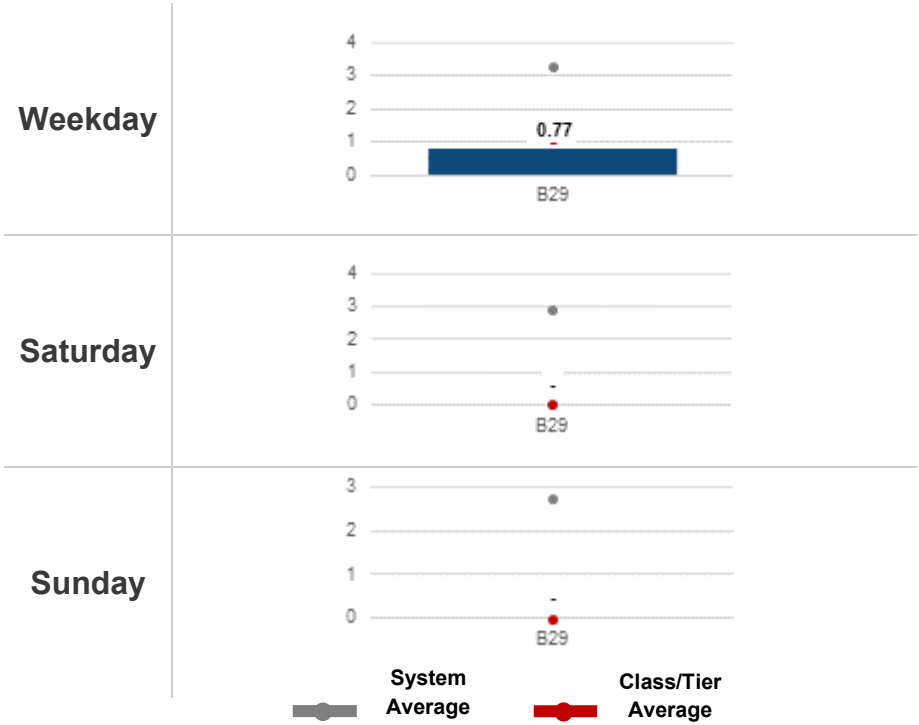
Hours Allocation



Service Delivery

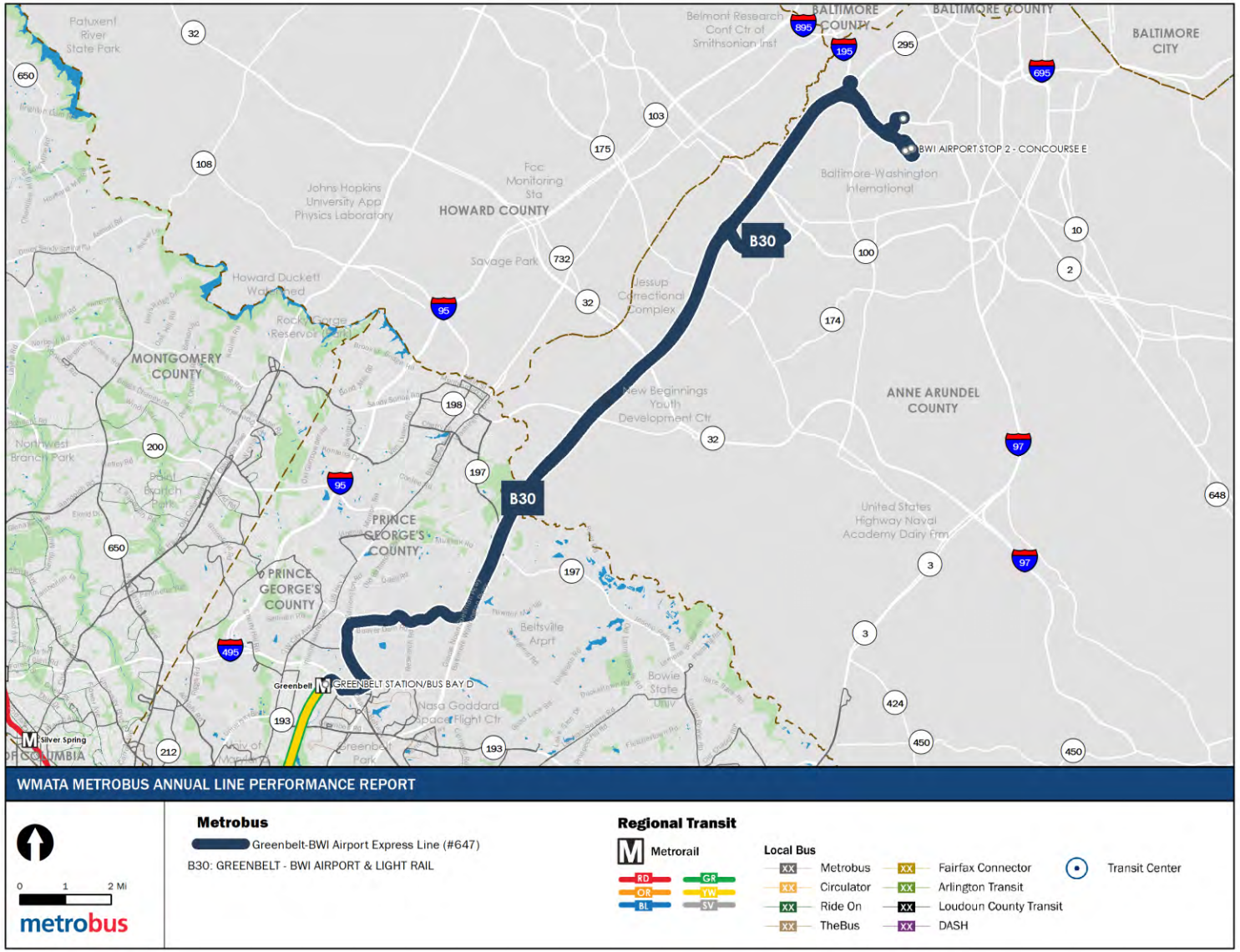
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
B29	28.3	2,240	1,640 (73%)

Passenger Miles per Revenue Mile



LINE: 647 – GREENBELT-BWI AIRPORT EXPRESS ROUTE(S): B30

About the Line



Service Classification

Commuter

Activity Tier

3

Overall Grade

Line	C

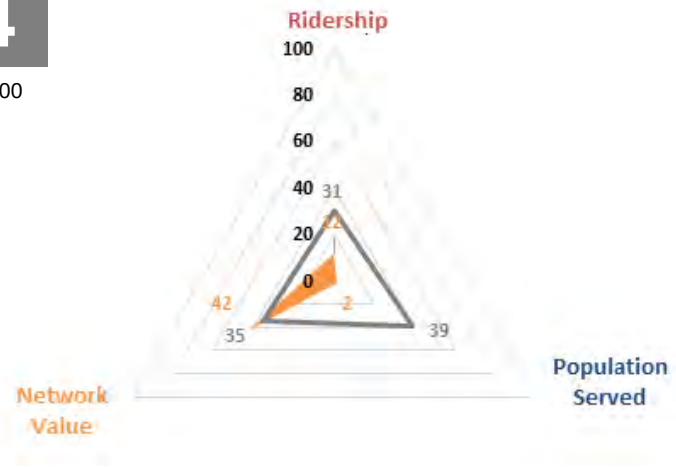
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

24

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$890,759
Peak Vehicles	2
Vehicle Type(s)	HB

Service Area Context (1/4 Mile)

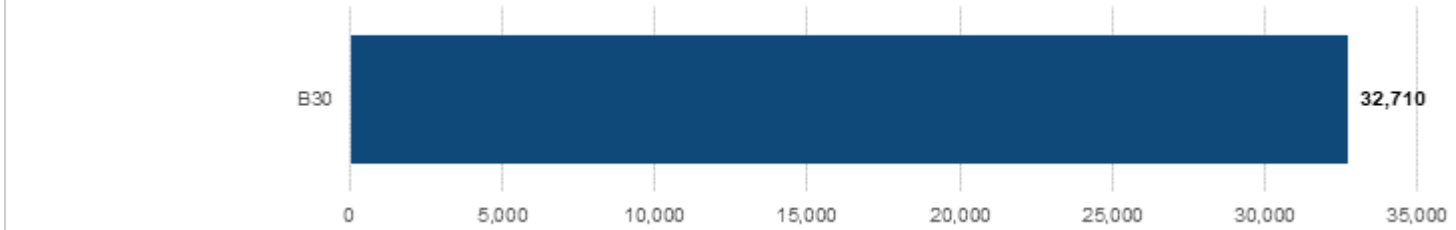
Service Area Population		15,278
Minority Population	*Service Area*	9,738
	Rider Survey	73 (44%)
Low-Income Households	*Service Area*	549
	Rider Survey	39 (27%)

Facilities/Amenities

Bus Stops	12
Bus Shelters	1
Benches	2
Real-Time Signs	0

Ridership

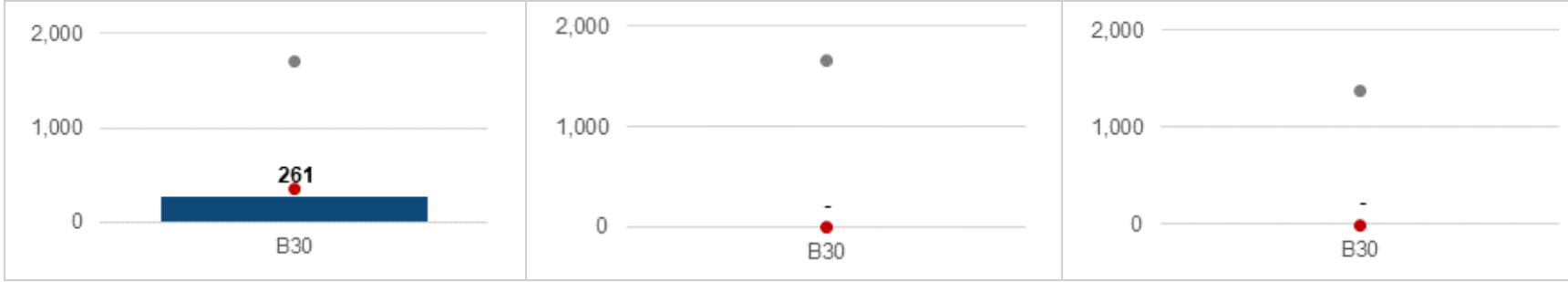
Annual Ridership



Top Transfer Locations

Greenbelt

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period

Vehicle Load Factor

	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.00	0.20	0.23
	Off-Peak Maximum Target: 1.00	0.20	0.21
	Saturday Maximum Target: 1.00		
	Sunday Maximum Target: 1.00		

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
B30																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
B30																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
B30																								

[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

C Greenbelt-BWI Airport 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	6:00 a.m. - 10:45 p.m.	-	A		-	-		-	-
	Frequency of Service | varies	Peak: 70.6 / Off-Peak: 70.0	*Peak: 21.1 / Off-Peak: 32.0*	-		*60.0*	-		*65.7*	-
Productivity	**Passengers per Trip** | 10.0	9.3	*21.6*	C		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.0	0.3	*2.3*	E		*0.4*	-		*0.5*	-
Reliability	**On-Time Performance** | 79%	70%	*76%*	D		*77%*	-		*81%*	-
	Crowding | 5.0%	0.0%	*3.1%*	A		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.20 Off-Peak: 0.20	*Peak: 0.48 Off-Peak: 0.39*	A		*0.30*	-		*0.37*	-
Cost Effectiveness	**Operating Cost per Passenger Trip** | $7.00	$13.26	*$5.12*	E		*$8.44*	-		*$7.72*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route B30

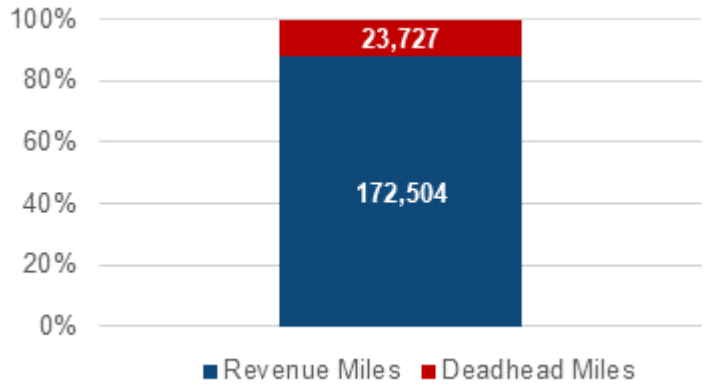
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** N/A	0.3	*3.2*	-
Route Design	**Circuity |** N/A	1.34	*1.39*	-

	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 Trip |** 10.0	9.3	*20.1*	C		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.0	0.3	*2.1*	E		*0.4*	-		*0.5*	-
	Unique Segment Ridership | 15%	100%	*27%*	A		*100%*	-		*100%*	-
Reliability	**On-Time Performance |** 79%	70%	*77%*	D		*77%*	-		*81%*	-
	Crowding | 5.0%	0.0%	*2.4%*	A		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.21 Off-Peak: 0.20	*Peak: 0.44 Off-Peak: 0.36*	A		*0.31*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$13.26	*$5.62*	E		*$8.44*	-		*$7.72*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

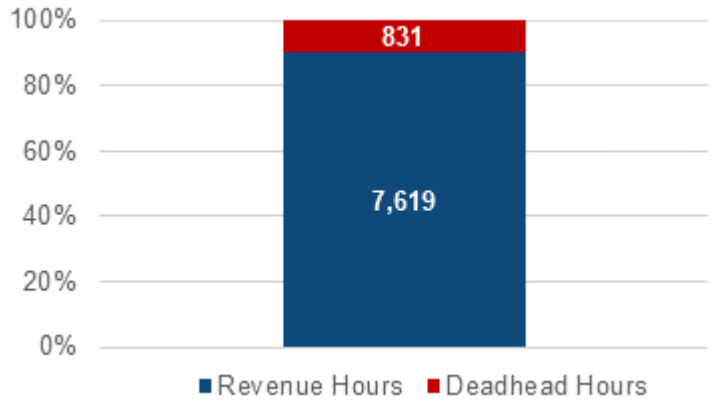
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



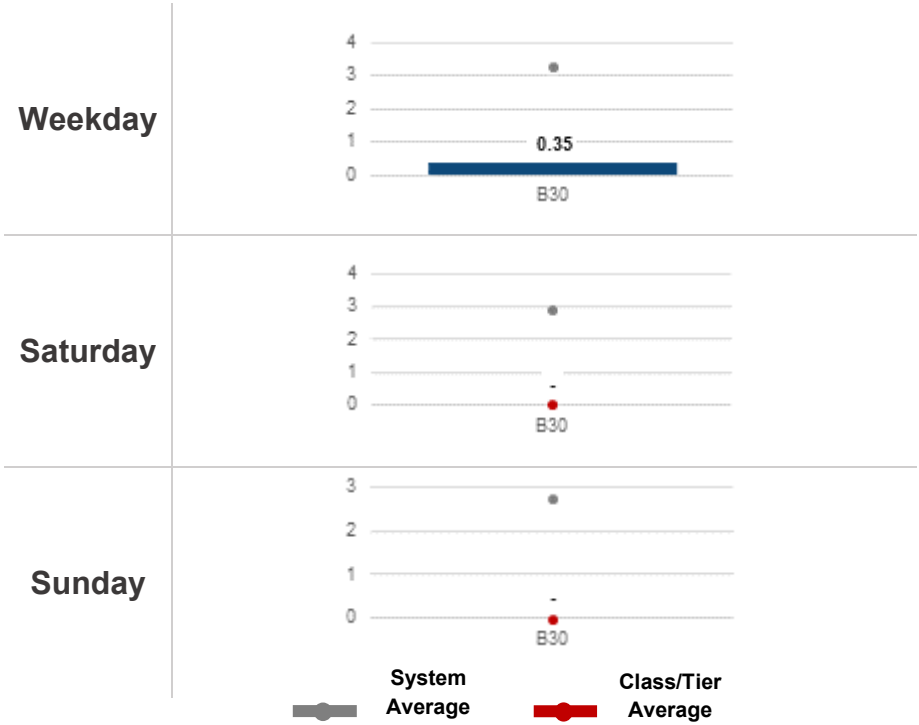
Hours Allocation



Service Delivery

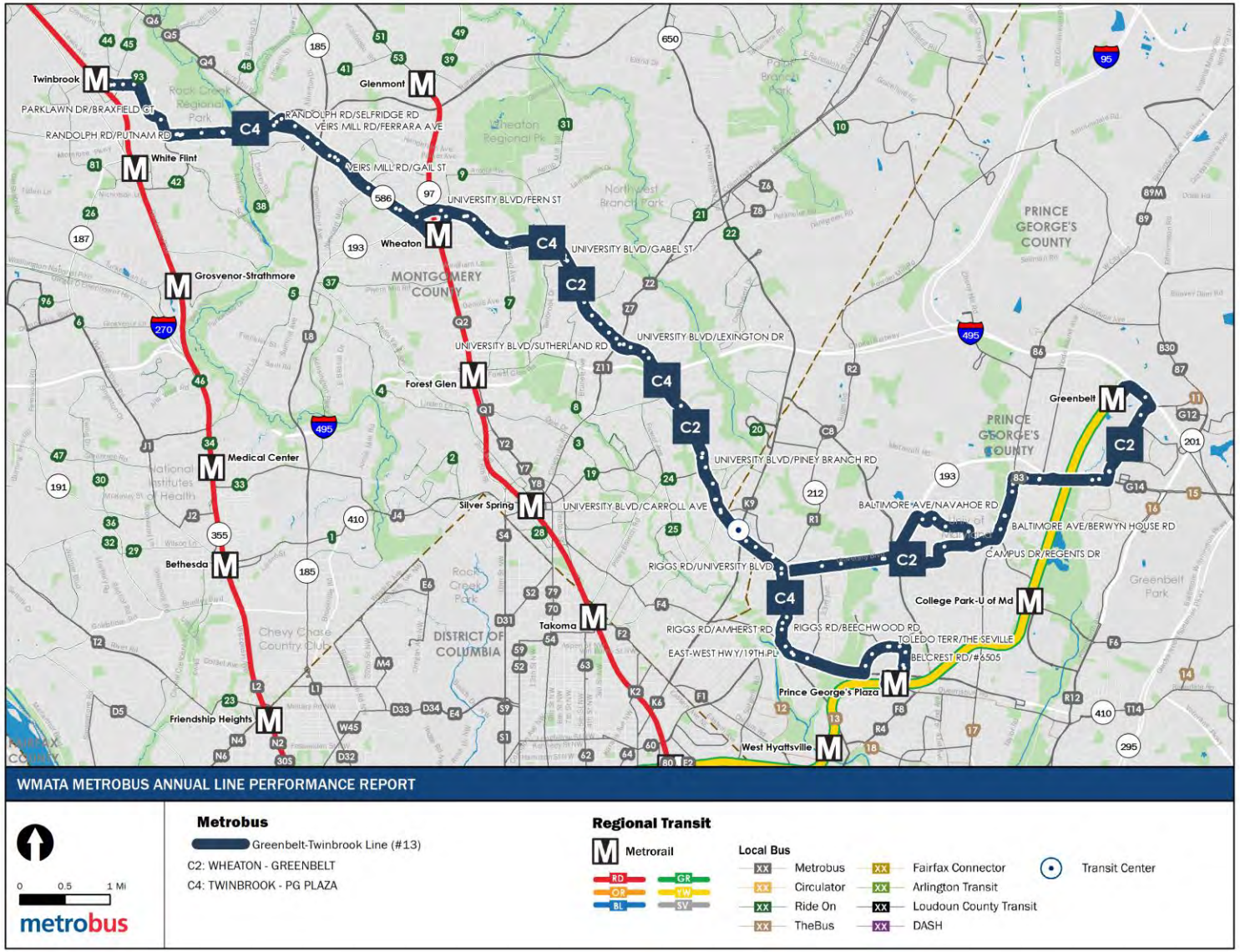
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
B30	54.3	3,248	2,988 (92%)

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

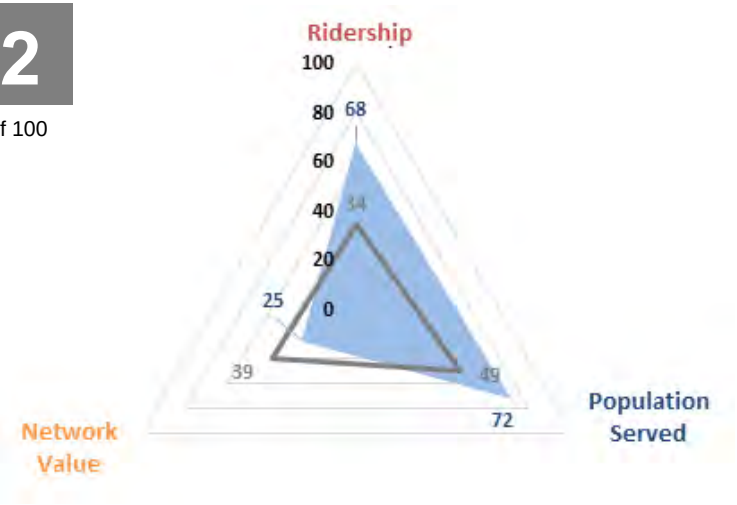
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

62

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$9,903,377
Peak Vehicles	22
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

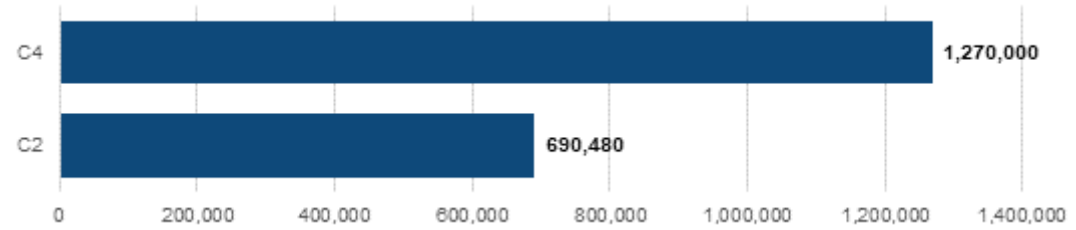
Service Area Population		82,526
Minority Population	*Service Area*	63,047
	Rider Survey	6,122 (89%)
Low-Income Households	*Service Area*	4,583
	Rider Survey	3,416 (56%)

Facilities/Amenities

Bus Stops	197
Bus Shelters	48
Benches	60
Real-Time Signs	7

Ridership

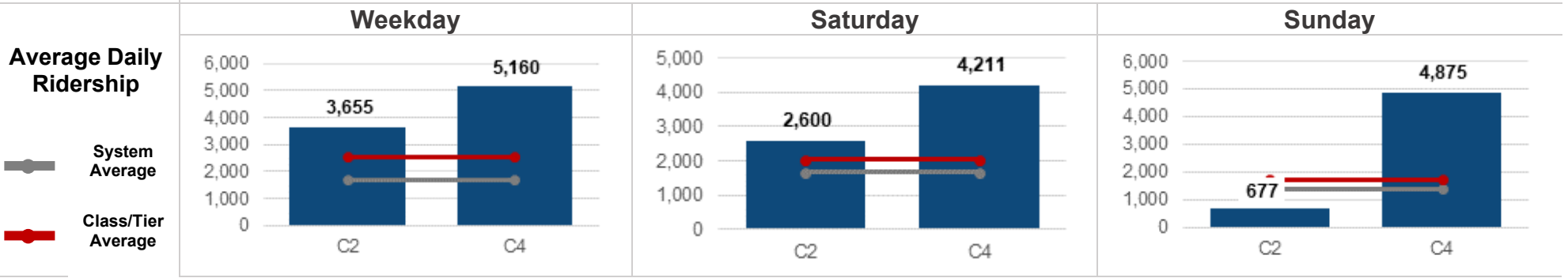
Annual Ridership



Top Transfer Locations

Wheaton, Twinbrook, Prince George's Plaza

Average Daily Ridership



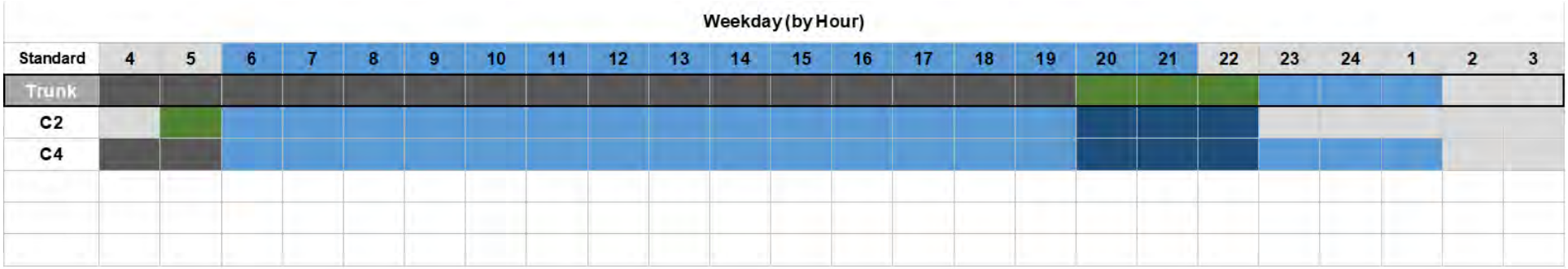
Average Trip Ridership and Maximum Load by Time Period

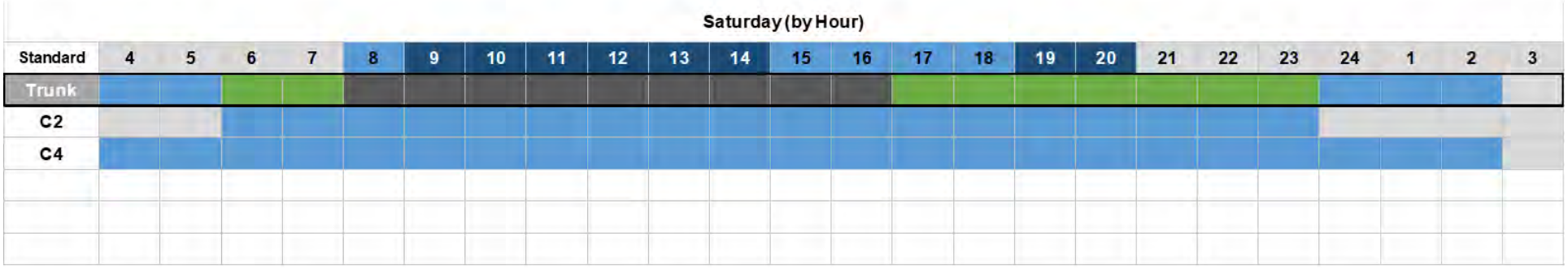
Vehicle Load Factor

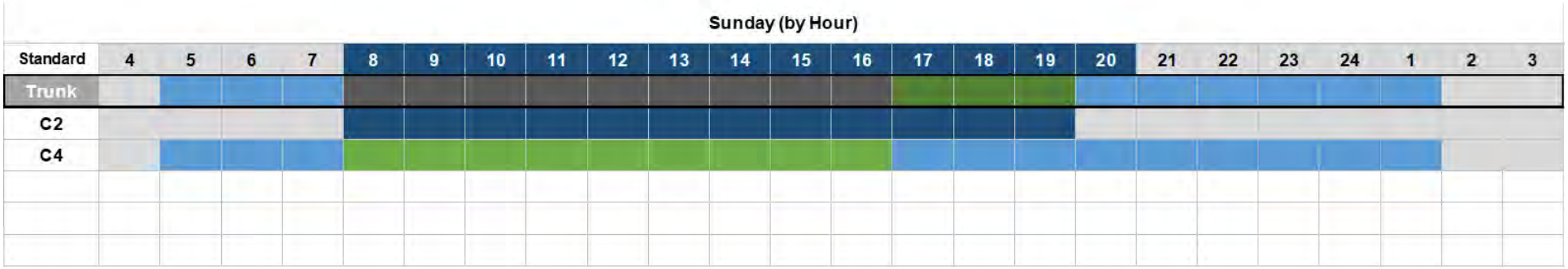
	Direction:	East	West
Weekday	**Peak** Maximum Target: 1.00	0.62	0.62
	Off-Peak Maximum Target: 1.00	0.53	0.47
	Saturday Maximum Target: 1.00	0.53	0.49
	Sunday Maximum Target: 1.00	0.46	0.46

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—







[1] Span/frequency standards are only applicable at the line level.

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	4:20 a.m. - 1:50 a.m.	-	A	4:50 a.m. - 2:13 a.m.	-	A	5:26 a.m. - 1:59 a.m.	-	A
	Frequency of Service | varies	Peak: 9.9 / Off-Peak: 13.6	*Peak: 15.0 / Off-Peak: 21.8*	A	13.4	*28.5*	A	15.0	*32.0*	A
Productivity	**Passengers per Revenue Hour** | 20.0	35.5	*33.0*	A	33.9	*29.0*	A	29.7	*28.9*	A
	Passengers per Revenue Mile | 2.0	3.3	*3.7*	A	3.0	*3.0*	A	2.7	*2.9*	A
Reliability	**On-Time Performance** | 79%	65%	*76%*	E	65%	*78%*	E	74%	*80%*	D
	Crowding | 5.0%	2.1%	*2.1%*	A	3.0%	*1.0%*	A	1.0%	*0.8%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.62 Off-Peak: 0.53	*Peak: 0.52 Off-Peak: 0.40*	B	0.53	*0.38*	B	0.46	*0.37*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $5.00	$3.30	*$3.91*	A	$3.45	*$4.52*	A	$3.94	*$4.63*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route C2

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	4.8	*5.6*	A
Route Design	**Circuity |** 1.75	1.18	*1.44*	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 |** 20.0	35.6	*32.2*	A	31.5	*28.3*	A	31.6	*28.3*	A
	Passengers per Revenue Mile | 2.0	3.4	*3.7*	A	2.9	*3.0*	A	3.5	*2.9*	A
	Unique Segment Ridership | 10%	7%	*17%*	D	7%	*19%*	D	15%	*19%*	A
Reliability	**On-Time Performance |** 79%	66%	*77%*	E	60%	*79%*	E	67%	*80%*	E
	Crowding | 5.0%	1.0%	*2.0%*	A	0.7%	*1.1%*	A	2.2%	*0.9%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.58 Off-Peak: 0.50	*Peak: 0.53 Off-Peak: 0.41*	B	0.50	*0.39*	A	0.20	*0.35*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$3.28	*$4.18*	A	$3.71	*$4.72*	A	$3.70	*$4.78*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route C4

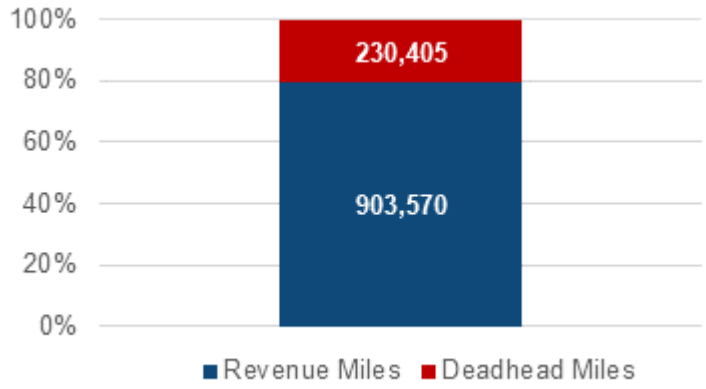
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	5.3	*5.6*	E
Route Design	**Circuity |** 1.75	1.20	*1.44*	A

	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 |** 20.0	35.4	*32.2*	A	35.6	*28.3*	A	29.5	*28.3*	A
	Passengers per Revenue Mile | 2.0	3.3	*3.7*	A	3.1	*3.0*	A	2.7	*2.9*	A
	Unique Segment Ridership | 10%	11%	*17%*	B	10%	*19%*	C	9%	*19%*	C
Reliability	**On-Time Performance |** 79%	64%	*77%*	E	69%	*79%*	D	75%	*80%*	C
	Crowding | 5.0%	2.9%	*2.0%*	A	3.5%	*1.1%*	A	0.9%	*0.9%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.70 Off-Peak: 0.50	*Peak: 0.53 Off-Peak: 0.41*	B+	0.50	*0.39*	B	0.50	*0.35*	B
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$3.30	*$4.18*	A	$3.29	*$4.72*	A	$3.97	*$4.78*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

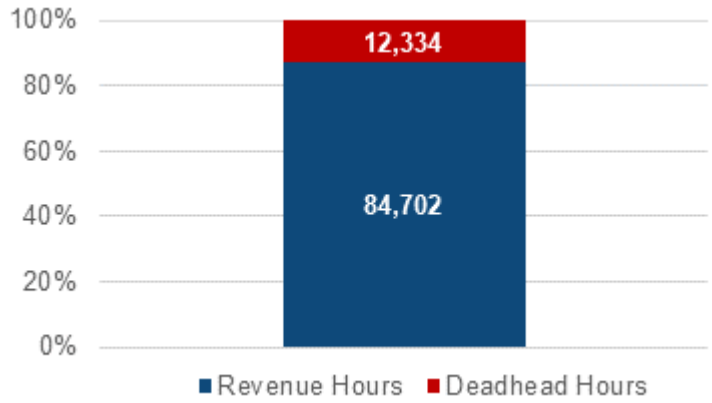
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



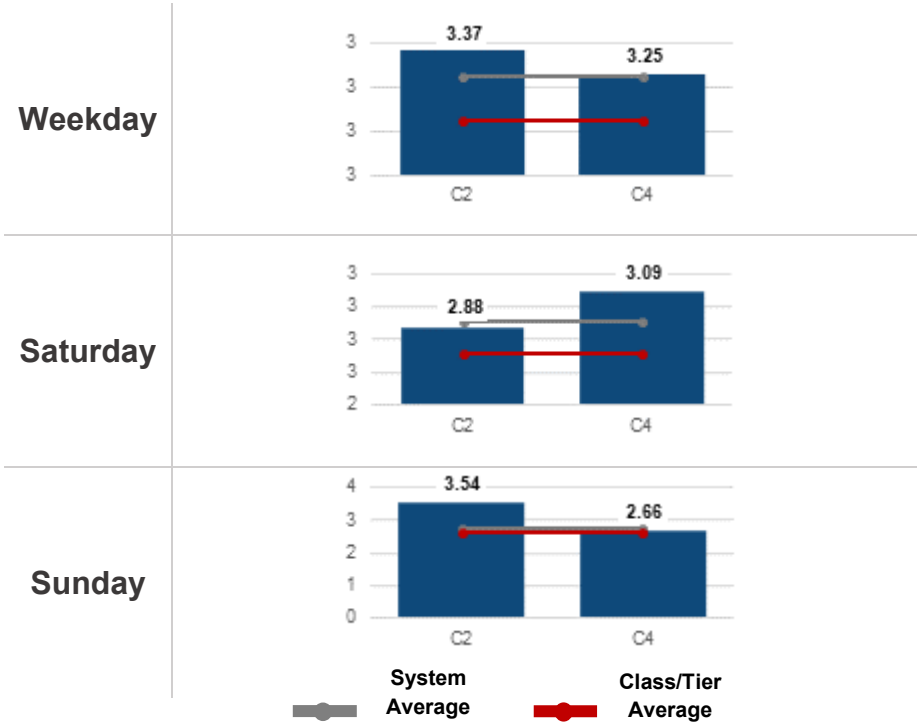
Hours Allocation



Service Delivery

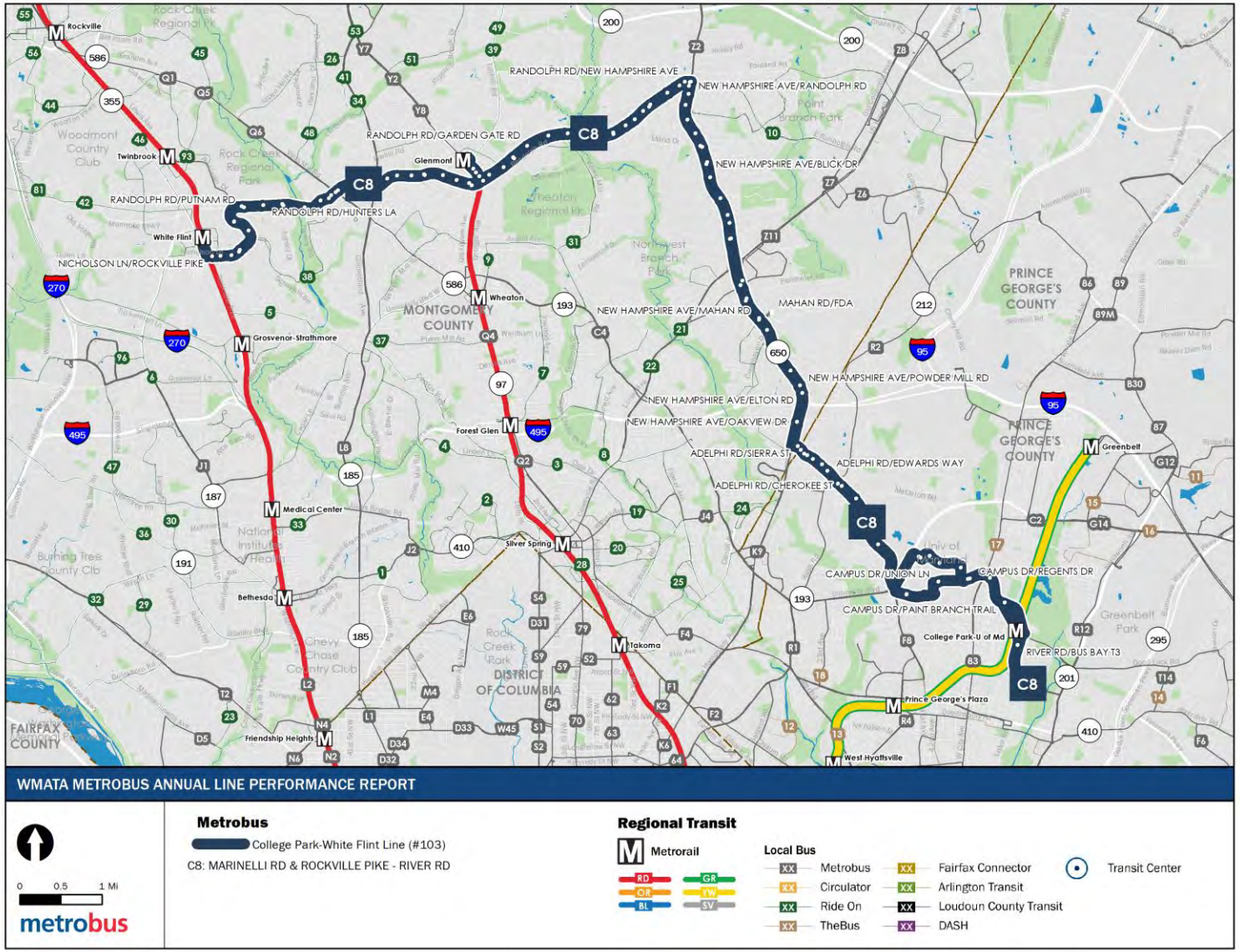
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
C2	30.5	12,444	10,226 (82%)
C4	30.7	17,961	14,885 (83%)

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

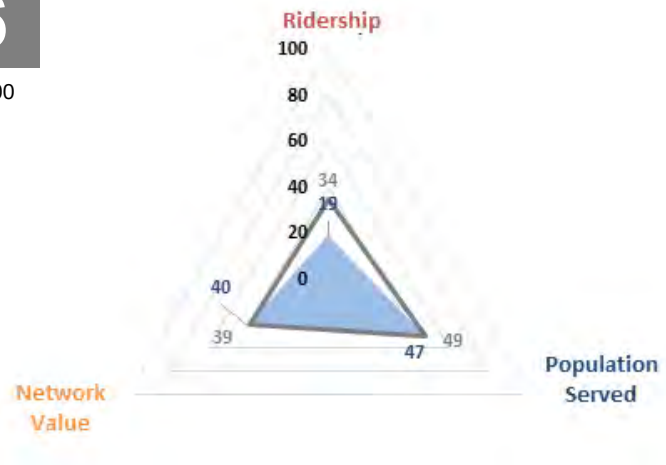
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

26

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$3,135,331
Peak Vehicles	8
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

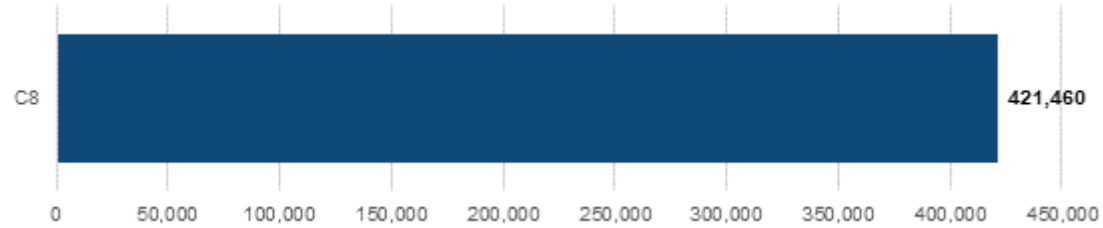
Service Area Population		57,837
Minority Population	*Service Area*	41,351
	Rider Survey	1,598 (84%)
Low-Income Households	*Service Area*	2,768
	Rider Survey	917 (50%)

Facilities/Amenities

Bus Stops	168
Bus Shelters	29
Benches	53
Real-Time Signs	3

Ridership

Annual Ridership



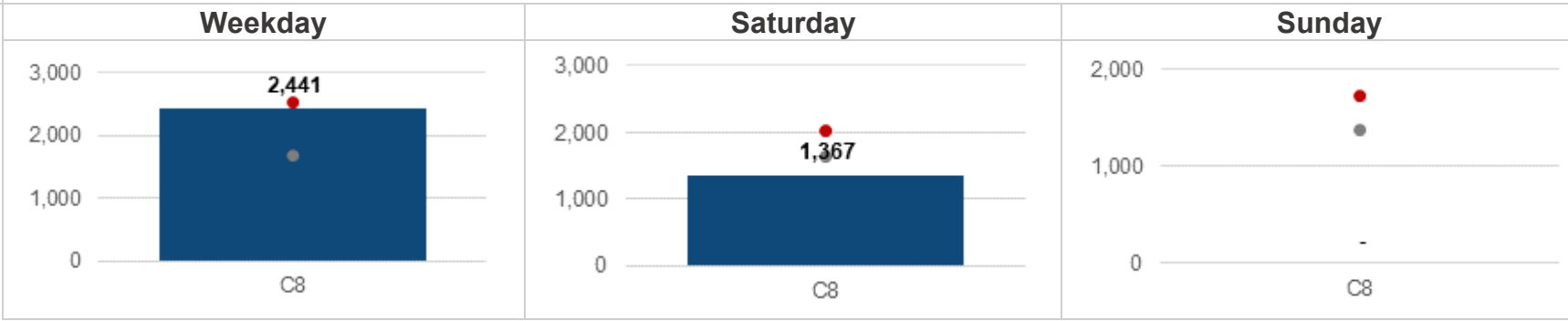
Top Transfer Locations

White Flint, Glenmont, College Park-U of MD

Average Daily Ridership

System Average

Class/Tier Average



Average Trip Ridership and Maximum Load by Time Period

Vehicle Load Factor

	Direction:	East	West
Weekday	**Peak** Maximum Target: 1.00	0.45	0.46
	Off-Peak Maximum Target: 1.00	0.38	0.41
	Saturday Maximum Target: 1.00	0.26	0.28
	Sunday Maximum Target: 1.00		

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk			—	—	—	—							—	—	—	—								
C8																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
C8																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk					—	—	—	—	—	—	—	—	—	—	—	—	—							
C8																								

[1] Span/frequency standards are only applicable at the line level.

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	4:59 a.m. - 10:14 p.m.	-	A	5:50 a.m. - 10:15 p.m.	-	A		-	E
	Frequency of Service | varies	Peak: 30.6 / Off-Peak: 29.6	*Peak: 15.0 / Off-Peak: 21.8*	B	29.0	*28.5*	A		*32.0*	-
Productivity	**Passengers per Revenue Hour** | 20.0	26.7	*33.0*	A	17.7	*29.0*	D		*28.9*	-
	Passengers per Revenue Mile | 2.0	2.0	*3.7*	C	1.2	*3.0*	E		*2.9*	-
Reliability	**On-Time Performance** | 79%	72%	*76%*	D	73%	*78%*	D		*80%*	-
	Crowding | 5.0%	0.1%	*2.1%*	A	0.0%	*1.0%*	A		*0.8%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.45 Off-Peak: 0.38	*Peak: 0.52 Off-Peak: 0.40*	A	0.26	*0.38*	A		*0.37*	-
Cost Effectiveness	**Operating Cost per Passenger Trip** | $5.00	$4.38	*$3.91*	A	$6.59	*$4.52*	E		*$4.63*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route C8

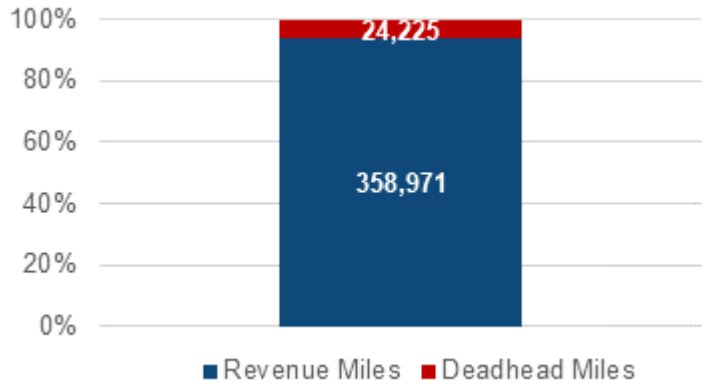
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	4.5	*5.6*	A
Route Design	**Circuity |** 1.75	1.36	*1.44*	A

	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 |** 20.0	26.7	*32.2*	A	17.7	*28.3*	D		*28.3*	-
	Passengers per Revenue Mile | 2.0	2.0	*3.7*	C	1.2	*3.0*	E		*2.9*	-
	Unique Segment Ridership | 10%	54%	*17%*	A	52%	*19%*	A		*19%*	-
Reliability	**On-Time Performance |** 79%	72%	*77%*	D	73%	*79%*	D		*80%*	-
	Crowding | 5.0%	0.1%	*2.0%*	A	0.4%	*1.1%*	A		*0.9%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.45 Off-Peak: 0.40	*Peak: 0.53 Off-Peak: 0.41*	A	0.30	*0.39*	A		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$4.38	*$4.18*	A	$6.59	*$4.72*	E		*$4.78*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

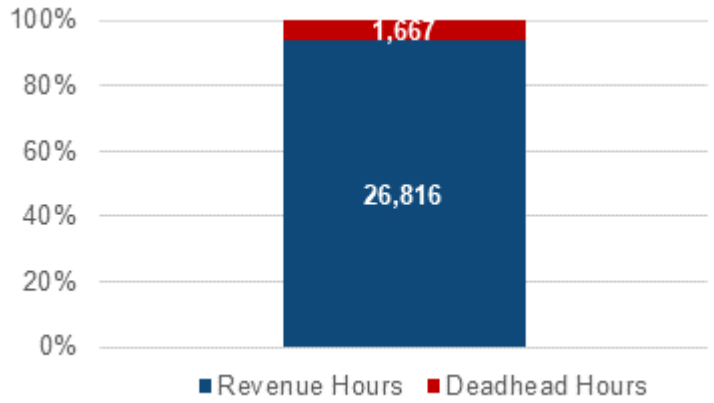
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



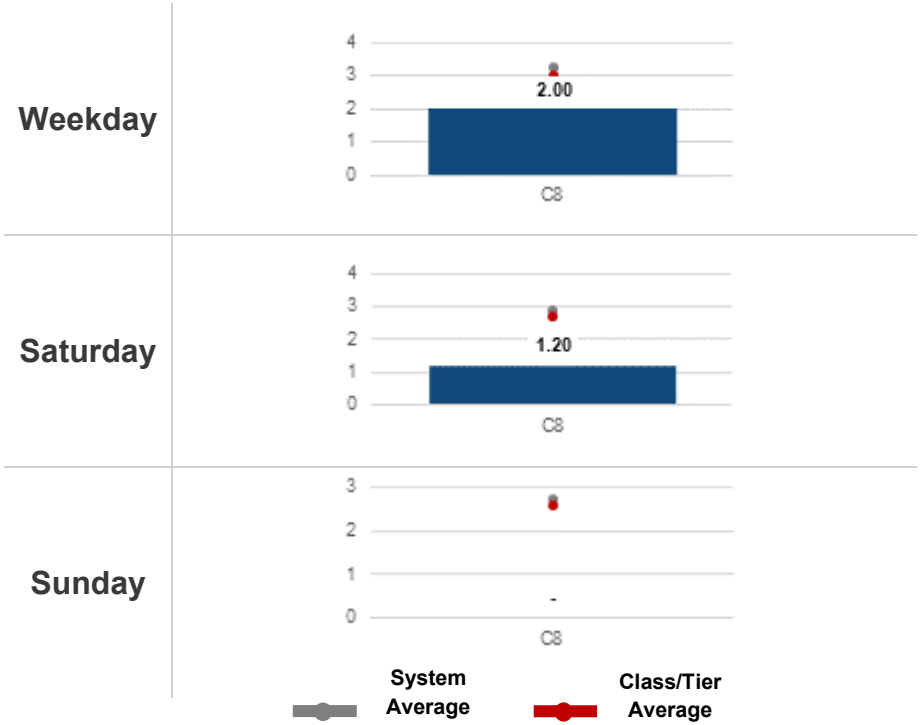
Hours Allocation



Service Delivery

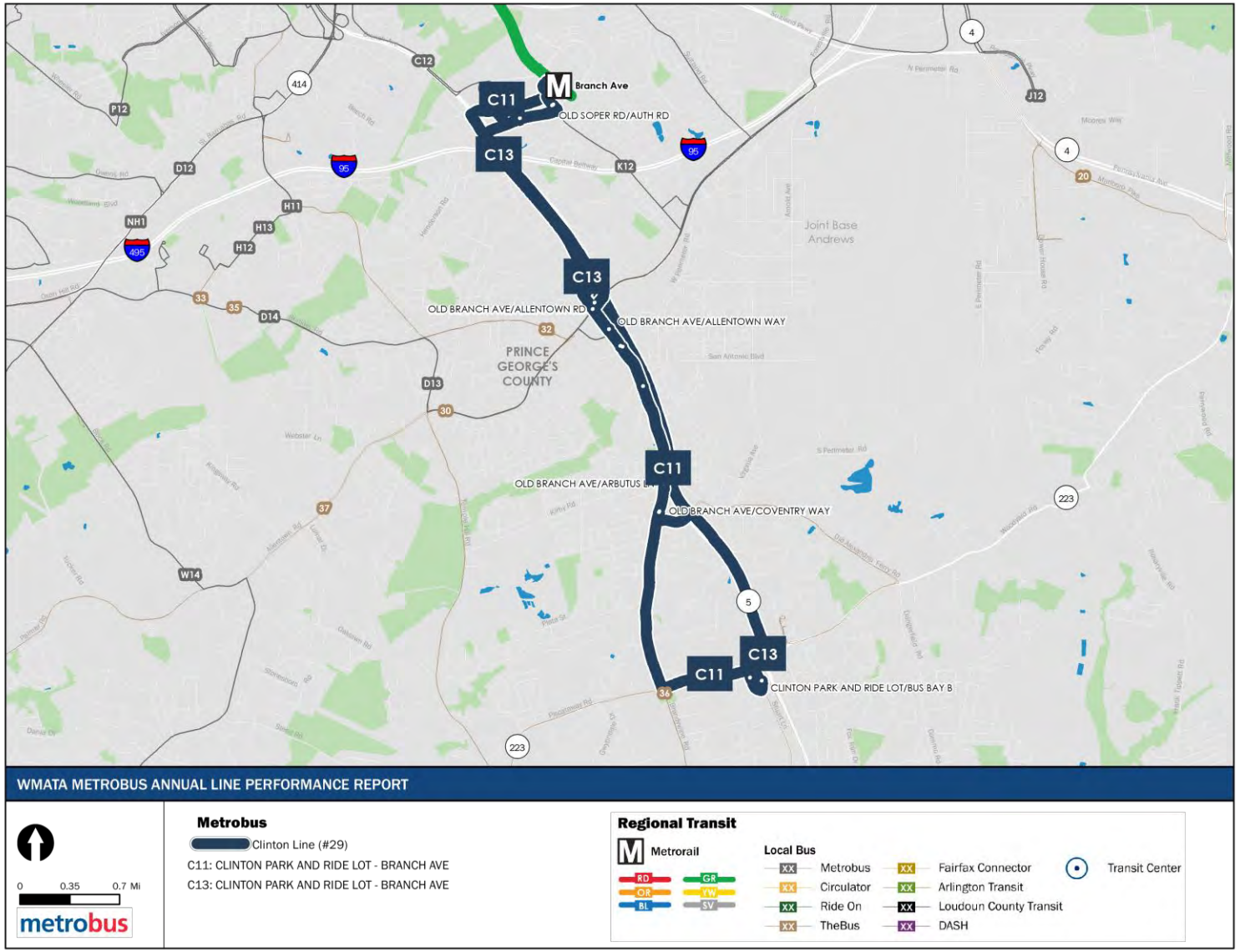
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
C8	41.0	8,792	7,334 (83%)

Passenger Miles per Revenue Mile



LINE: 29 – CLINTON ROUTE(S): C11,13

About the Line



Service Classification

Commuter

Activity Tier

3

Overall Grade

Line	A

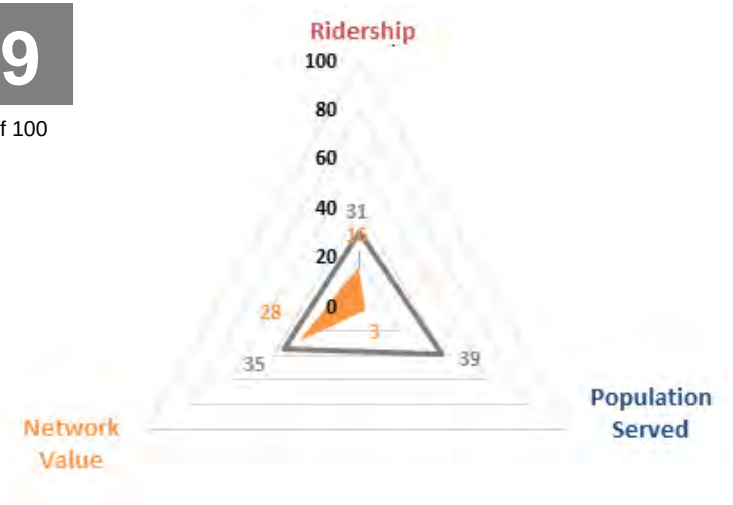
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

19

Out of 100



Classification Average:

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$322,992
Peak Vehicles	2
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

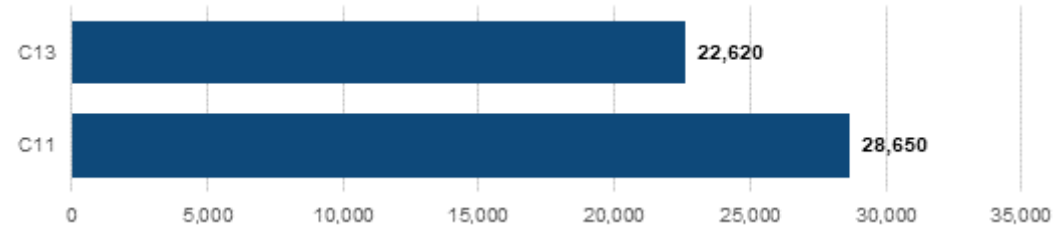
Service Area Population		7,918
Minority Population	*Service Area*	6,841
	Rider Survey	200 (92%)
Low-Income Households	*Service Area*	287
	Rider Survey	55 (26%)

Facilities/Amenities

Bus Stops	23
Bus Shelters	4
Benches	3
Real-Time Signs	0

Ridership

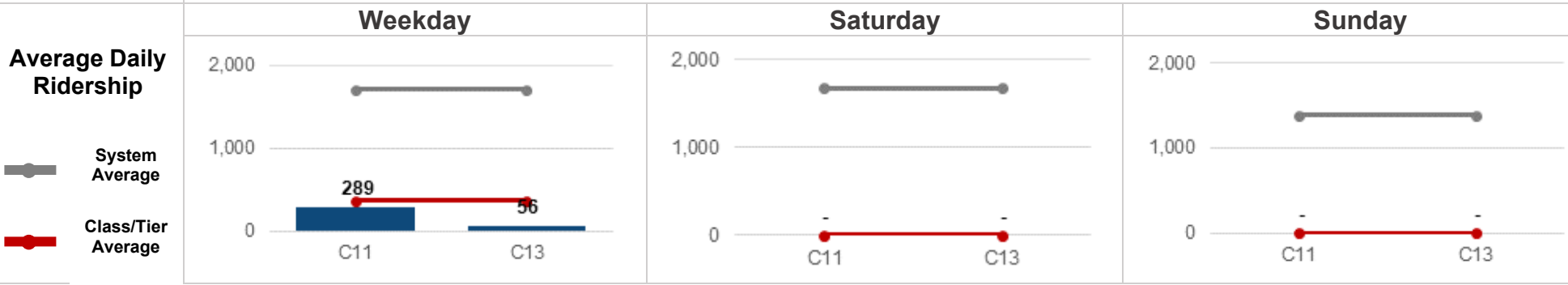
Annual Ridership



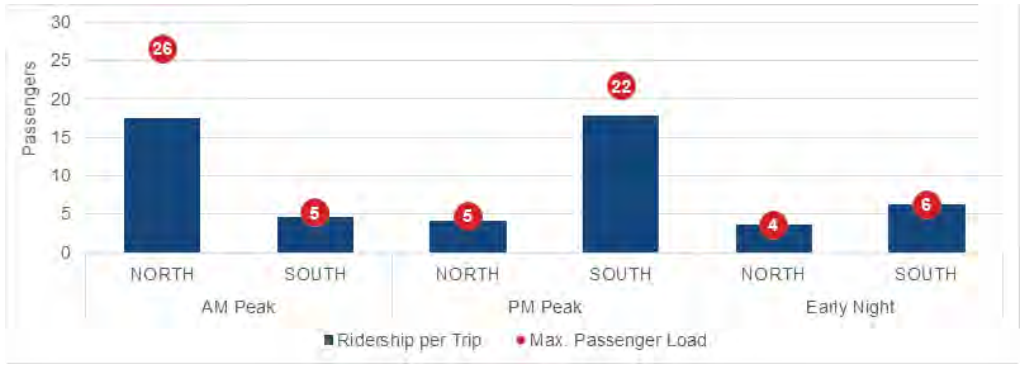
Top Transfer Locations

Branch Avenue

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.00	0.29	0.30
Weekday	**Off-Peak** Maximum Target: 1.00	0.09	0.16
	Saturday Maximum Target: 1.00		
	Sunday Maximum Target: 1.00		

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
C11																								
C13																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
C11																								
C13																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
C11																								
C13																								

[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

A 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 a.m. - 8:49 a.m.; 4:15 p.m. - 7:42 p.m.	-	A		-	-		-	-
	Frequency of Service | varies	Peak: 11.4 / Off-Peak:	*Peak: 21.1 / Off-Peak: 32.0*	-		*60.0*	-		*65.7*	-
Productivity	**Passengers per Trip** | 10.0	11.5	*21.6*	A		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.0	2.0	*2.3*	A		*0.4*	-		*0.5*	-
Reliability	**On-Time Performance** | 79%	85%	*76%*	A		*77%*	-		*81%*	-
	Crowding | 5.0%	0.0%	*3.1%*	A		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.29 Off-Peak: 0.09	*Peak: 0.48 Off-Peak: 0.39*	A		*0.30*	-		*0.37*	-
Cost Effectiveness	**Operating Cost per Passenger Trip** | $7.00	$3.72	*$5.12*	A		*$8.44*	-		*$7.72*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route C11

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** N/A	1.0	*3.2*	-
Route Design	**Circuity |** N/A	1.05	*1.39*	-

	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 Trip |** 10.0	17.0	*20.1*	A		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.0	3.0	*2.1*	A		*0.4*	-		*0.5*	-
	Unique Segment Ridership | 15%	-	*27%*	-		*100%*	-		*100%*	-
Reliability	**On-Time Performance |** 79%	76%	*77%*	C		*77%*	-		*81%*	-
	Crowding | 5.0%	0.0%	*2.4%*	A		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.44 Off-Peak: 0.20	*Peak: 0.44 Off-Peak: 0.36*	A		*0.31*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$2.44	*$5.62*	A		*$8.44*	-		*$7.72*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route C13

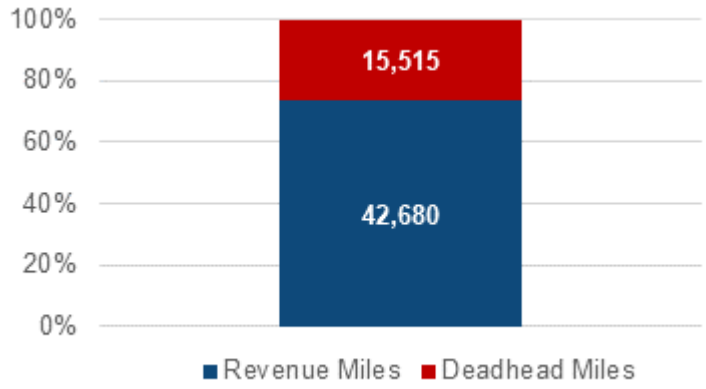
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** N/A	2.1	*3.2*	-
Route Design	**Circuity |** N/A	1.10	*1.39*	-

	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 Trip |** 10.0	4.3	*20.1*	E		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.0	0.7	*2.1*	E		*0.4*	-		*0.5*	-
	Unique Segment Ridership | 15%	32%	*27%*	A		*100%*	-		*100%*	-
Reliability	**On-Time Performance |** 79%	90%	*77%*	A		*77%*	-		*81%*	-
	Crowding | 5.0%	0.0%	*2.4%*	A		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.10 Off-Peak: 0.10	*Peak: 0.44 Off-Peak: 0.36*	A		*0.31*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$10.32	*$5.62*	E		*$8.44*	-		*$7.72*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

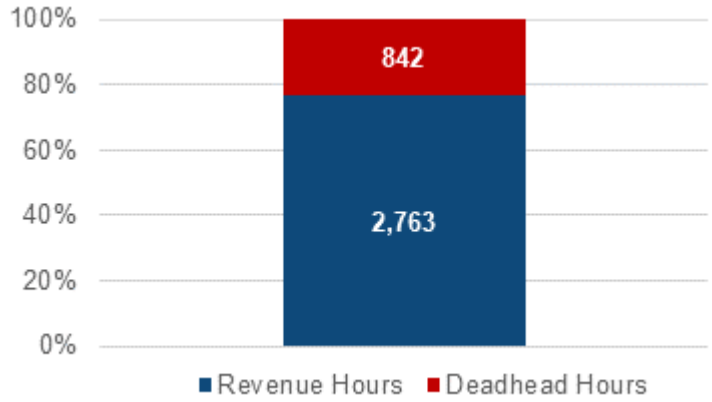
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



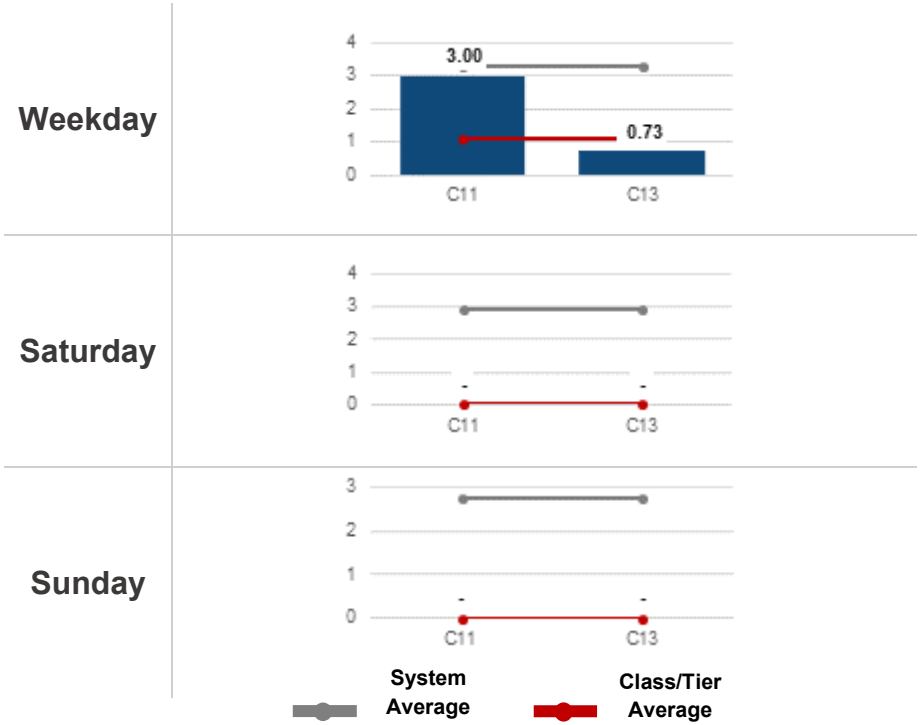
Hours Allocation



Service Delivery

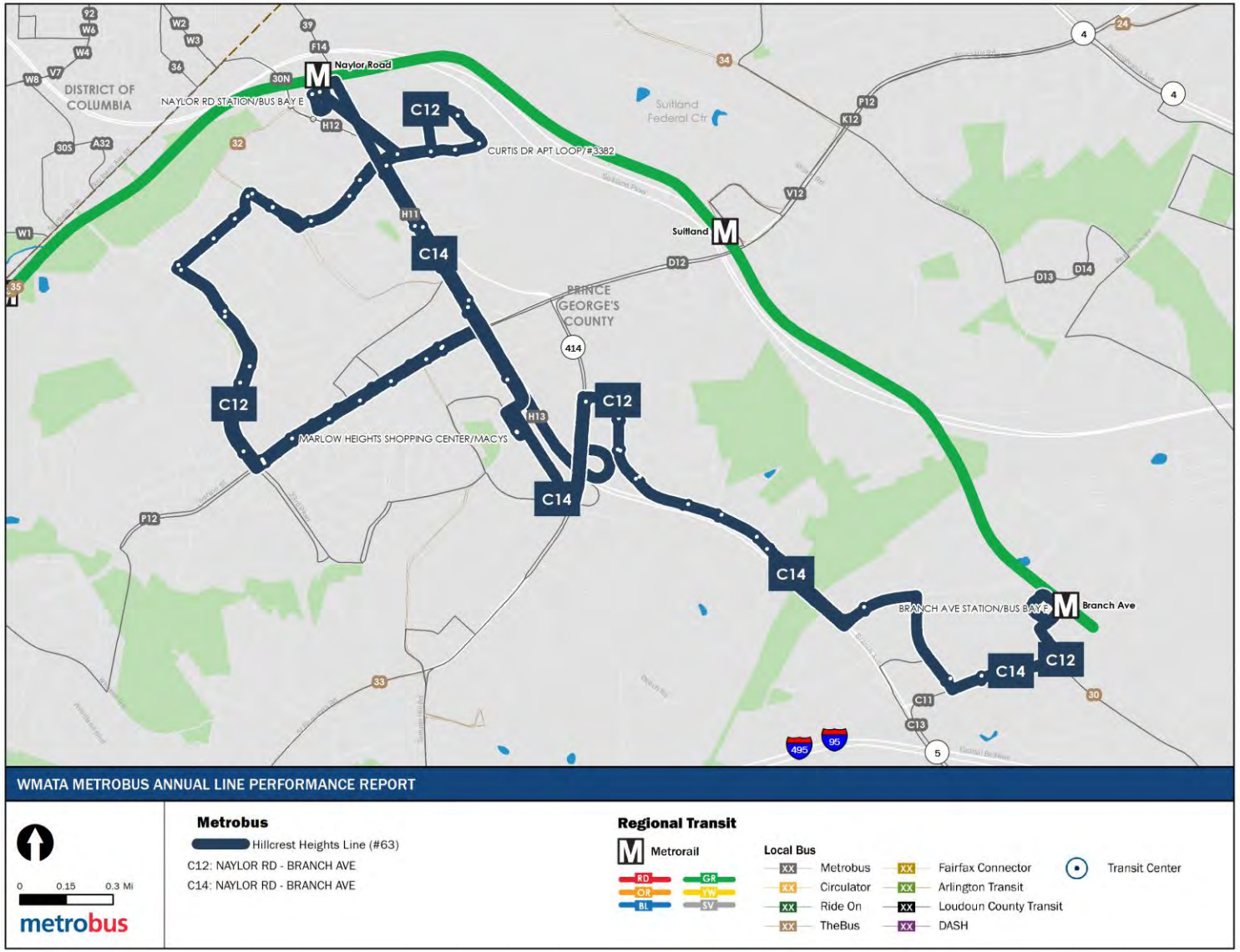
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
C11	11.4	1,904	1,700 (89%)
C13	12.3	1,456	1,307 (90%)

Passenger Miles per Revenue Mile



LINE: 63 – HILLCREST HEIGHTS ROUTE(S): C12,14

About the Line



Service Classification

Coverage

Activity Tier

3

Overall Grade

Line	A

Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

12

Out of 100

Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$1,065,213
Peak Vehicles	3
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

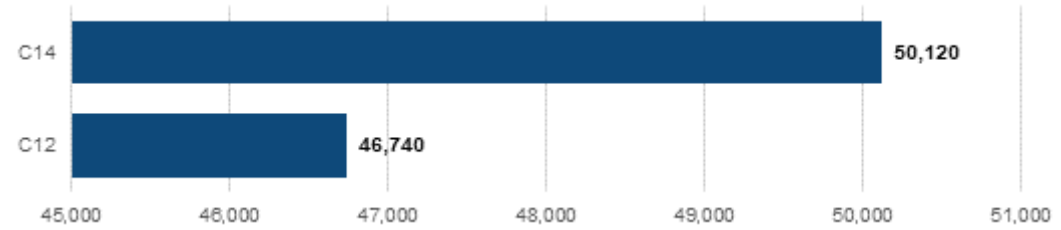
Service Area Population		16,676
Minority Population	*Service Area*	16,117
	Rider Survey	457 (100%)
Low-Income Households	*Service Area*	1,280
	Rider Survey	167 (41%)

Facilities/Amenities

Bus Stops	87
Bus Shelters	18
Benches	5
Real-Time Signs	2

Ridership

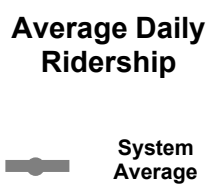
Annual Ridership

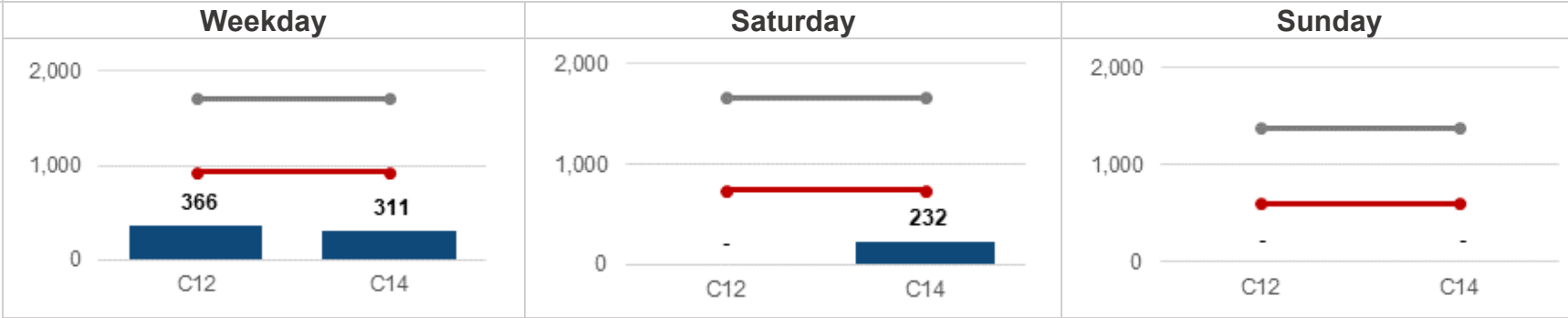


Top Transfer Locations

Naylor Road, Branch Avenue

Average Daily Ridership





Average Trip Ridership and Maximum Load by Time Period

Vehicle Load Factor

	Direction:	East	West
Weekday	**Peak** Maximum Target: 1.00	0.29	0.27
Weekday	**Off-Peak** Maximum Target: 1.00	0.19	0.18
	Saturday Maximum Target: 1.00	0.24	0.18
	Sunday Maximum Target: 1.00		

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
C12																								
C14																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk					—																			
C12																								
C14																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk					—	—	—	—	—	—	—	—	—	—	—	—								
C12																								
C14																								

[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

A 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 a.m. - 9:14 p.m.	-	A	9:15 a.m. - 7:42 p.m.	-	B		-	C
	Frequency of Service | varies	Peak: 13.5 / Off-Peak: 18.1	*Peak: 20.6 / Off-Peak: 32.7*	A	60.0	*40.5*	A		*41.1*	-
Productivity	**Passengers per Revenue Hour** | 10.0	20.0	*28.8*	A	22.5	*27.4*	A		*26.0*	-
	Passengers per Revenue Mile | 1.0	1.9	*2.9*	A	2.0	*2.7*	A		*2.5*	-
Reliability	**On-Time Performance** | 79%	87%	*82%*	A	84%	*82%*	B		*84%*	-
	Crowding | 5.0%	0.0%	*0.5%*	A	0.0%	*0.2%*	A		*0.1%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.29 Off-Peak: 0.19	*Peak: 0.39 Off-Peak: 0.29*	A	0.24	*0.30*	A		*0.28*	-
Cost Effectiveness	**Operating Cost per Passenger Trip** | $7.00	$5.86	*$4.67*	A	$5.20	*$5.07*	A		*$5.13*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route C12

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	5.9	*6.1*	E
Route Design	**Circuity |** N/A	2.18	*2.00*	-

	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 |** 10.0	23.1	*29.7*	A		*29.3*	-		*27.9*	-
	Passengers per Revenue Mile | 1.0	2.2	*3.0*	A		*2.9*	-		*2.7*	-
	Unique Segment Ridership | 10%	12%	*31%*	B		*33%*	-		*32%*	-
Reliability	**On-Time Performance |** 79%	87%	*82%*	A		*82%*	-		*84%*	-
	Crowding | 5.0%	0.0%	*0.4%*	A		*0.2%*	-		*0.1%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.40 Off-Peak: 0.20	*Peak: 0.39 Off-Peak: 0.29*	A		*0.31*	-		*0.27*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$5.07	*$4.77*	A		*$4.83*	-		*$4.94*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route C14

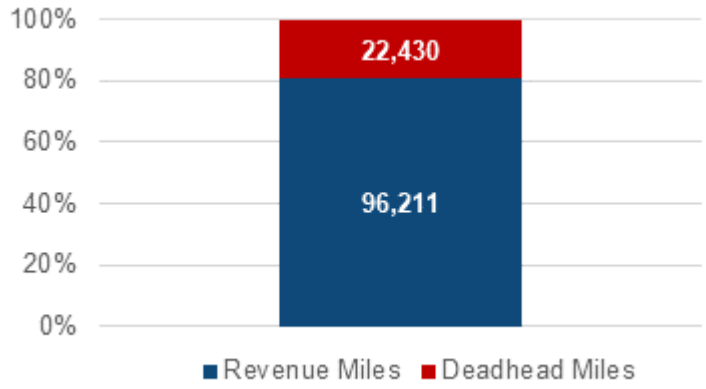
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	5.5	*6.1*	E
Route Design	**Circuity |** N/A	1.70	*2.00*	-

	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 |** 10.0	17.2	*29.7*	A	22.5	*29.3*	A		*27.9*	-
	Passengers per Revenue Mile | 1.0	1.6	*3.0*	A	2.0	*2.9*	A		*2.7*	-
	Unique Segment Ridership | 10%	-	*31%*	-	-	*33%*	-		*32%*	-
Reliability	**On-Time Performance |** 79%	87%	*82%*	A	84%	*82%*	B		*84%*	-
	Crowding | 5.0%	0.0%	*0.4%*	A	0.0%	*0.2%*	A		*0.1%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.20 Off-Peak: 0.20	*Peak: 0.39 Off-Peak: 0.29*	A	0.20	*0.31*	A		*0.27*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$6.78	*$4.77*	B	$5.20	*$4.83*	A		*$4.94*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

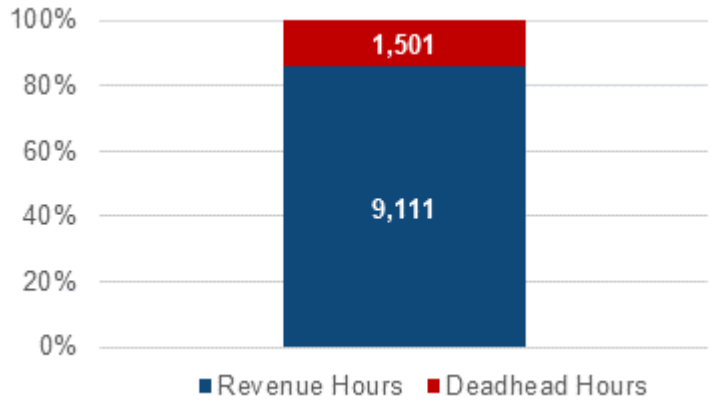
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



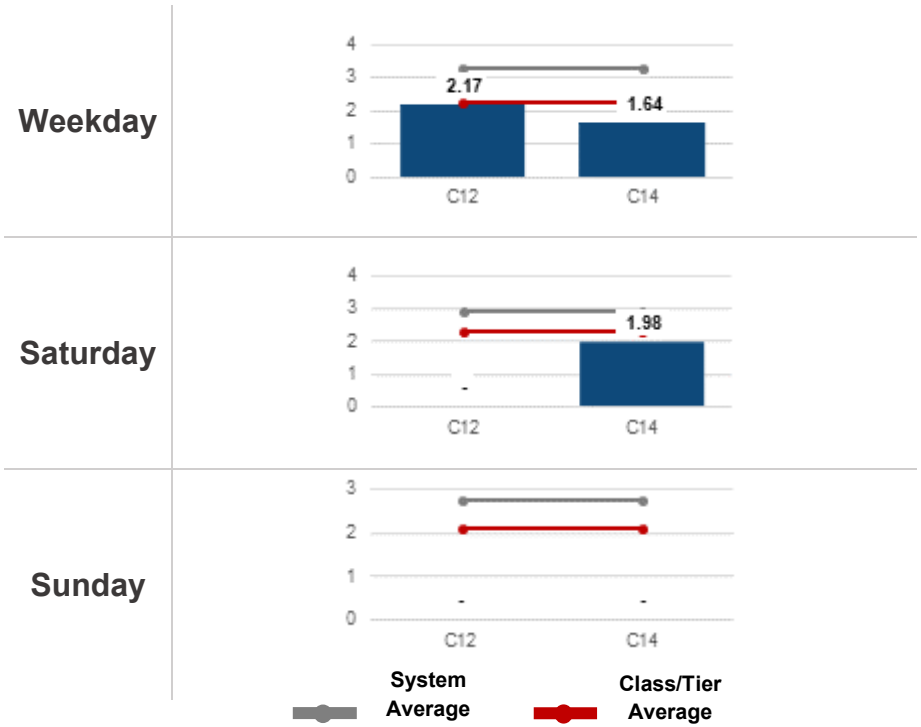
Hours Allocation



Service Delivery

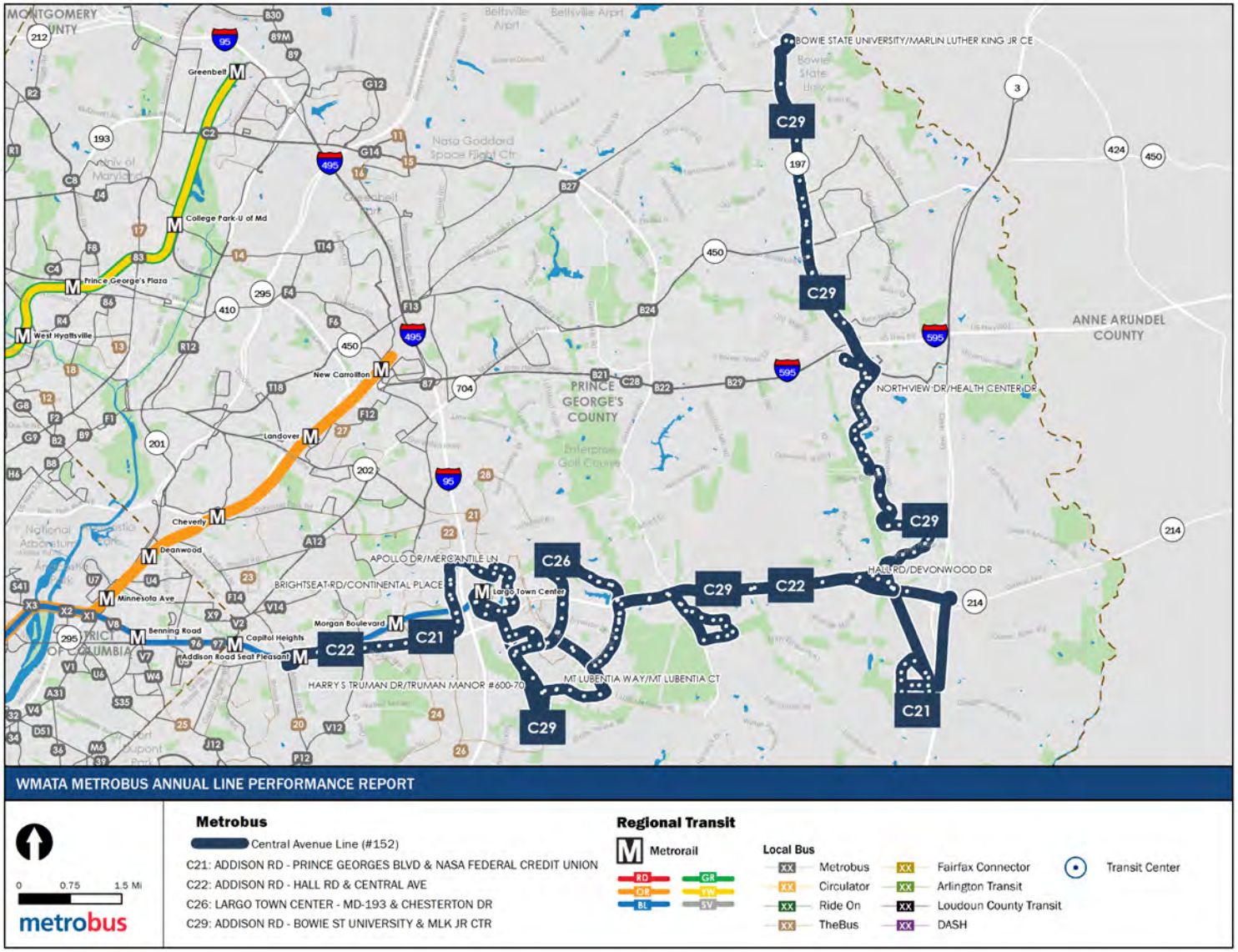
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
C12	15.7	2,576	2,218 (86%)
C14	12.0	4,396	3,750 (85%)

Passenger Miles per Revenue Mile



LINE: 152 – CENTRAL AVENUE ROUTE(S): C21,22,26,29

About the Line



Service Classification

Coverage

Activity Tier

3

Overall Grades

Line	A

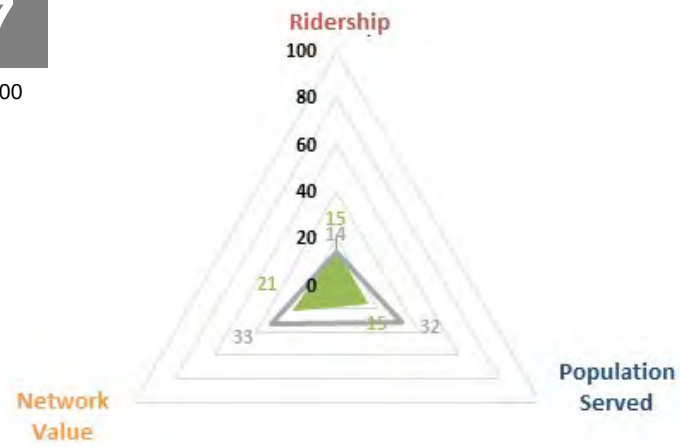
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

17

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$2,882,285
Peak Vehicles	7
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

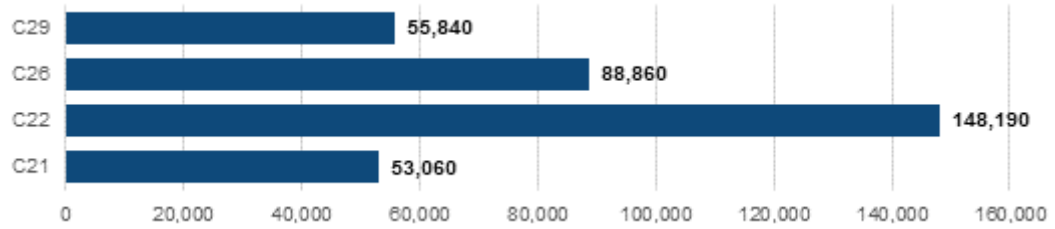
Service Area Population		46,211
Minority Population	*Service Area*	39,427
	Rider Survey	1,295 (100%)
Low-Income Households	*Service Area*	1,783
	Rider Survey	539 (44%)

Facilities/Amenities

Bus Stops	310
Bus Shelters	127
Benches	43
Real-Time Signs	1

Ridership

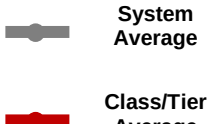
Annual Ridership

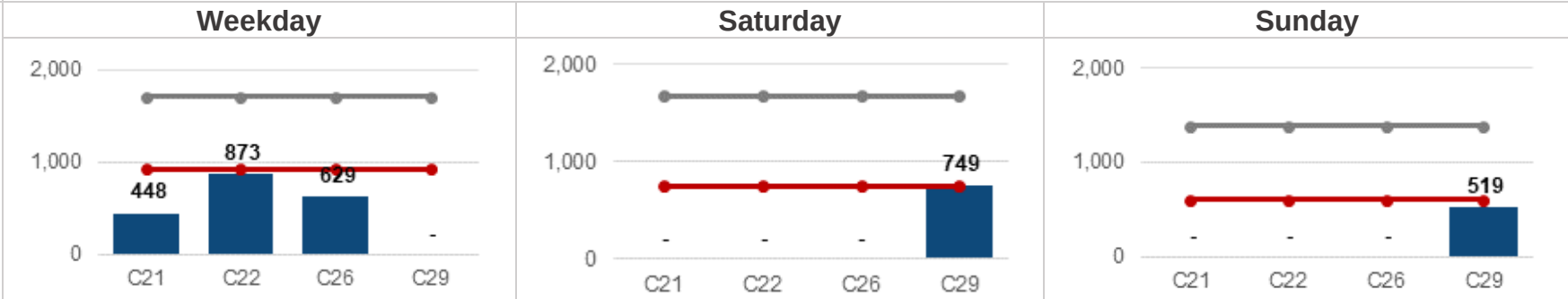


Top Transfer Locations

Largo Town Center, Addison Road

Average Daily Ridership





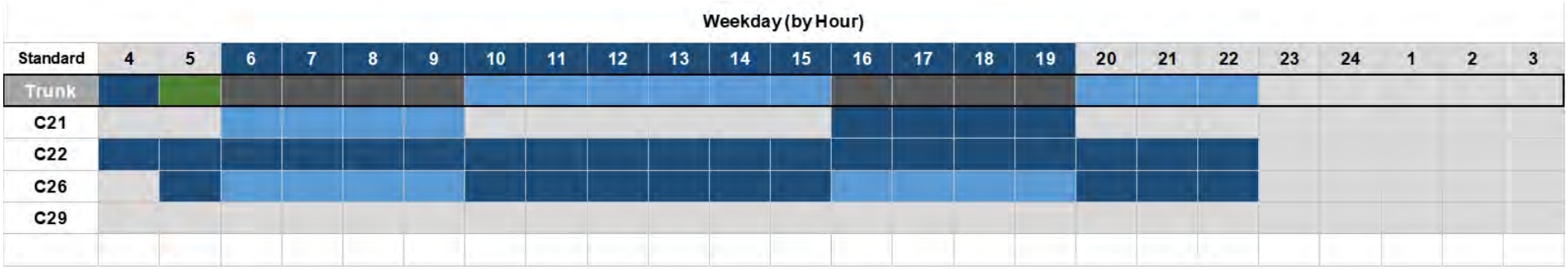
Average Trip Ridership and Maximum Load by Time Period

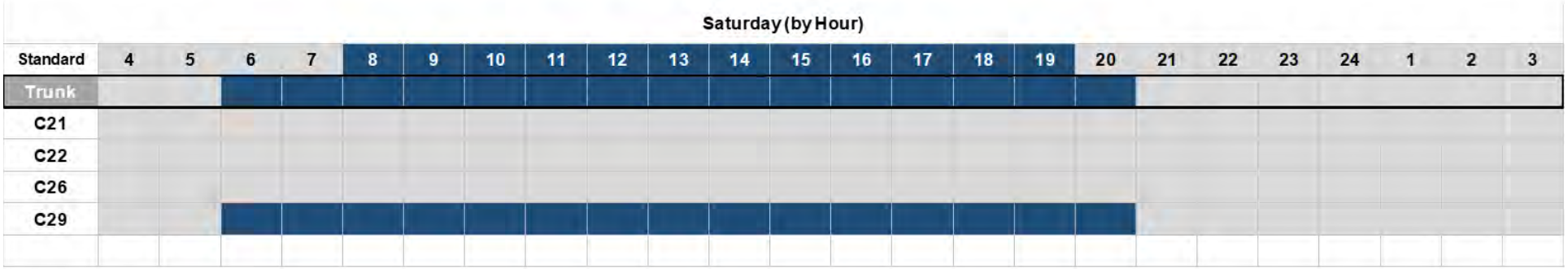
Vehicle Load Factor

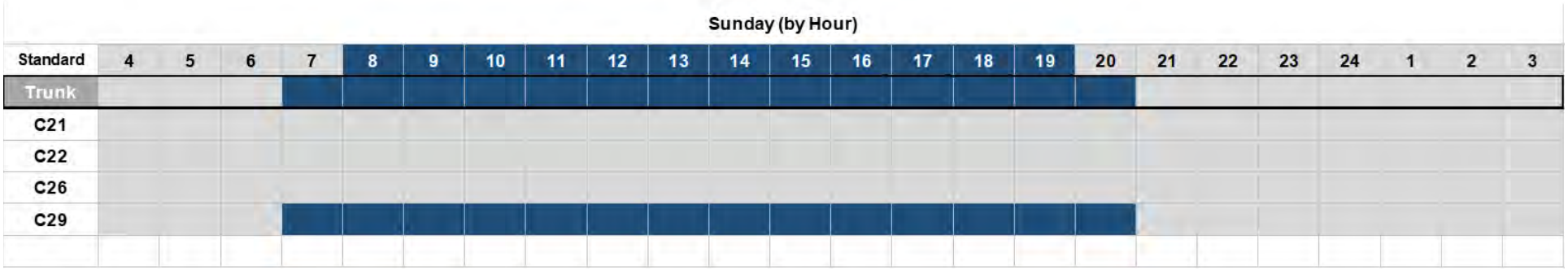
	Direction:	East	West
Weekday	**Peak** Maximum Target: 1.00	0.36	0.35
	Off-Peak Maximum Target: 1.00	0.27	0.32
	Saturday Maximum Target: 1.00	0.45	0.44
	Sunday Maximum Target: 1.00	0.37	0.34

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							--







[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

A 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	4:46 a.m. - 11:06 p.m.	-	A	6:43 a.m. - 8:53 p.m.	-	A	7:30 a.m. - 8:28 p.m.	-	B
	Frequency of Service | varies	Peak: 10.0 / Off-Peak: 13.7	*Peak: 20.6 / Off-Peak: 32.7*	A	57.0	*40.5*	A	58.9	*41.1*	A
Productivity	**Passengers per Revenue Hour |** 10.0	24.0	*28.8*	A	18.1	*27.4*	A	18.0	*26.0*	A
	Passengers per Revenue Mile | 1.0	1.5	*2.9*	A	1.0	*2.7*	C	1.1	*2.5*	B
Reliability	**On-Time Performance |** 79%	89%	*82%*	A	80%	*82%*	B	86%	*84%*	A
	Crowding | 5.0%	0.1%	*0.5%*	A	1.0%	*0.2%*	A	2.0%	*0.1%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.36 Off-Peak: 0.27	*Peak: 0.39 Off-Peak: 0.29*	A	0.45	*0.30*	A	0.37	*0.28*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$4.87	*$4.67*	A	$6.47	*$5.07*	B	$6.51	*$5.13*	B
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route C21

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	4.1	*6.1*	A
Route Design	**Circuity |** N/A	1.78	*2.00*	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 |** 10.0	25.6	*29.7*	A		*29.3*	-		*27.9*	-
	Passengers per Revenue Mile | 1.0	1.4	*3.0*	A		*2.9*	-		*2.7*	-
	Unique Segment Ridership | 10%	5%	*31%*	E		*33%*	-		*32%*	-
Reliability	**On-Time Performance |** 79%	88%	*82%*	A		*82%*	-		*84%*	-
	Crowding | 5.0%	0.1%	*0.4%*	A		*0.2%*	-		*0.1%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.41 Off-Peak: 0.30	*Peak: 0.39 Off-Peak: 0.29*	A		*0.31*	-		*0.27*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$4.57	*$4.77*	A		*$4.83*	-		*$4.94*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route C22

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	4.0	*6.1*	A
Route Design	**Circuity |** N/A	1.70	*2.00*	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 |** 10.0	23.6	*29.7*	A		*29.3*	-		*27.9*	-
	Passengers per Revenue Mile | 1.0	1.4	*3.0*	A		*2.9*	-		*2.7*	-
	Unique Segment Ridership | 10%	-	*31%*	-		*33%*	-		*32%*	-
Reliability	**On-Time Performance |** 79%	85%	*82%*	A		*82%*	-		*84%*	-
	Crowding | 5.0%	0.1%	*0.4%*	A		*0.2%*	-		*0.1%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.40 Off-Peak: 0.40	*Peak: 0.39 Off-Peak: 0.29*	A		*0.31*	-		*0.27*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$4.96	*$4.77*	A		*$4.83*	-		*$4.94*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route C26

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	5.9	*6.1*	E
Route Design	**Circuity |** N/A	1.60	*2.00*	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 |** 10.0	23.7	*29.7*	A		*29.3*	-		*27.9*	-
	Passengers per Revenue Mile | 1.0	1.8	*3.0*	A		*2.9*	-		*2.7*	-
	Unique Segment Ridership | 10%	16%	*31%*	A		*33%*	-		*32%*	-
Reliability	**On-Time Performance |** 79%	93%	*82%*	A		*82%*	-		*84%*	-
	Crowding | 5.0%	0.0%	*0.4%*	A		*0.2%*	-		*0.1%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.30 Off-Peak: 0.20	*Peak: 0.39 Off-Peak: 0.29*	A		*0.31*	-		*0.27*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$4.94	*$4.77*	A		*$4.83*	-		*$4.94*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route C29

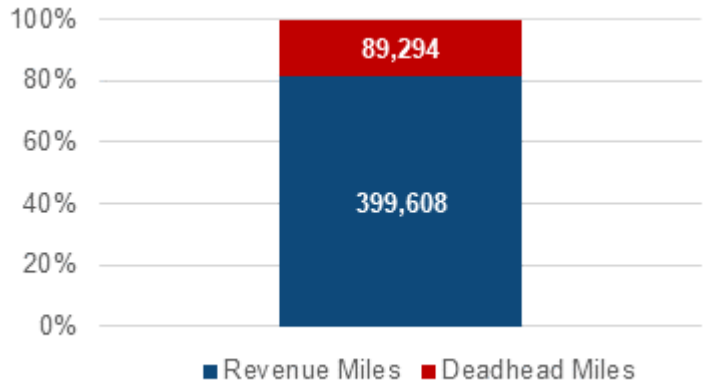
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	4.5	*6.1*	A
Route Design	**Circuity |** N/A	2.10	*2.00*	E

	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 |** 10.0		*29.7*	-	18.1	*29.3*	A	18.0	*27.9*	A
	Passengers per Revenue Mile | 1.0		*3.0*	-	1.0	*2.9*	C	1.1	*2.7*	B
	Unique Segment Ridership | 10%		*31%*	-	-	*33%*	-	-	*32%*	-
Reliability	**On-Time Performance |** 79%		*82%*	-	80%	*82%*	B	86%	*84%*	A
	Crowding | 5%		*0.4%*	-	0.7%	*0.2%*	A	1.5%	*0.1%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.0	Peak: Off-Peak:	*Peak: 0.39* *Off-Peak: 0.29*	-	0.40	*0.31*	A	0.30	*0.27*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00		*$4.77*	-	$6.47	*$4.83*	B	$6.51	*$4.94*	B
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

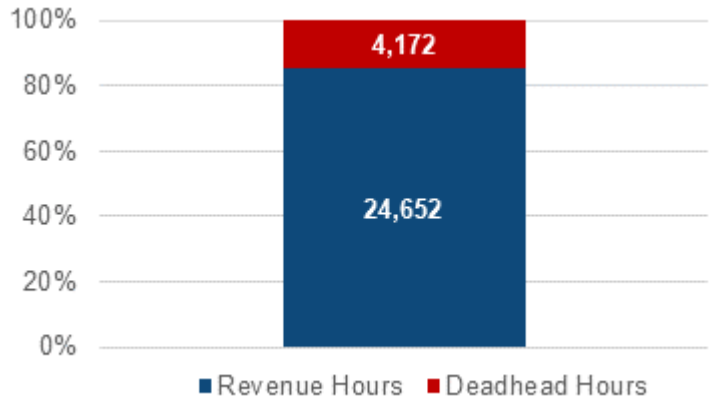
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



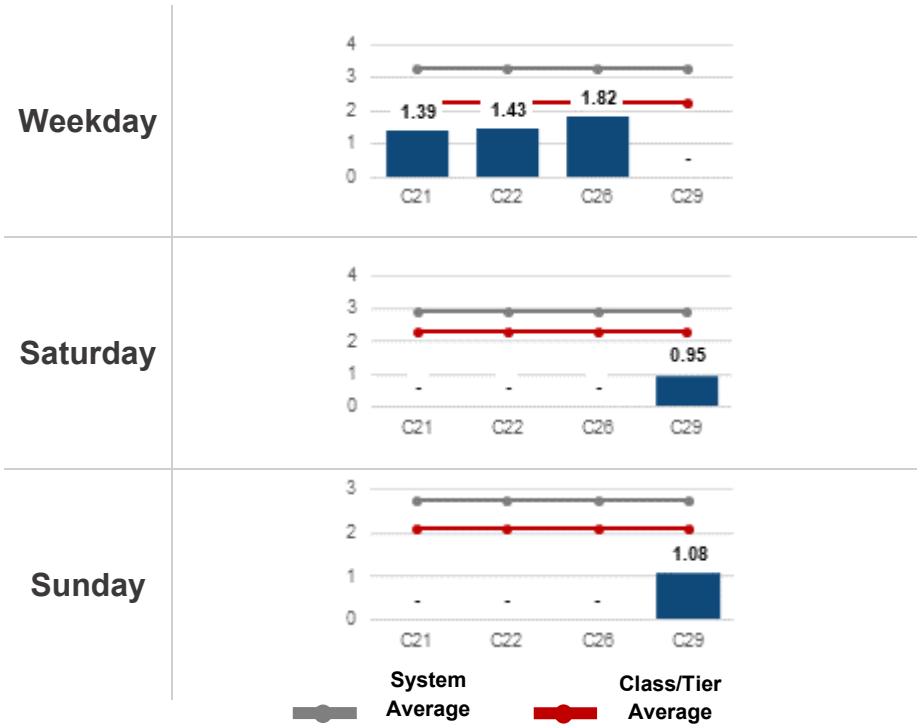
Hours Allocation



Service Delivery

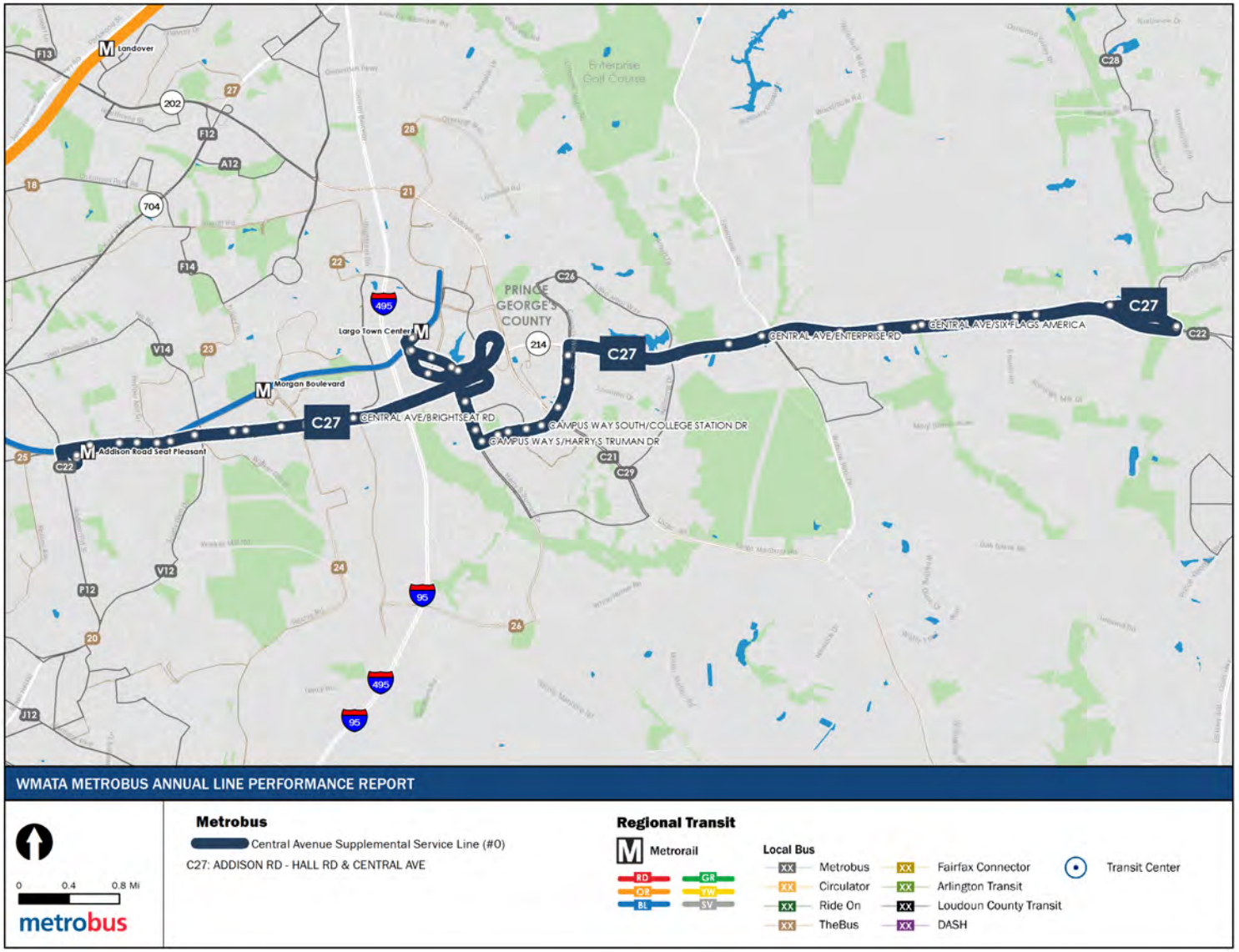
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
C21	41.1	2,128	1,905 (90%)
C22	39.7	4,032	3,535 (88%)
C26	16.0	5,824	5,139 (88%)
C29	65.2	1,446	1,332 (92%)

Passenger Miles per Revenue Mile



LINE: 0 – CENTRAL AVENUE SUPPLEMENTAL SERVICE ROUTE(S): C27

About the Line



Service Classification

Gap

Activity Tier

3

Overall Grades

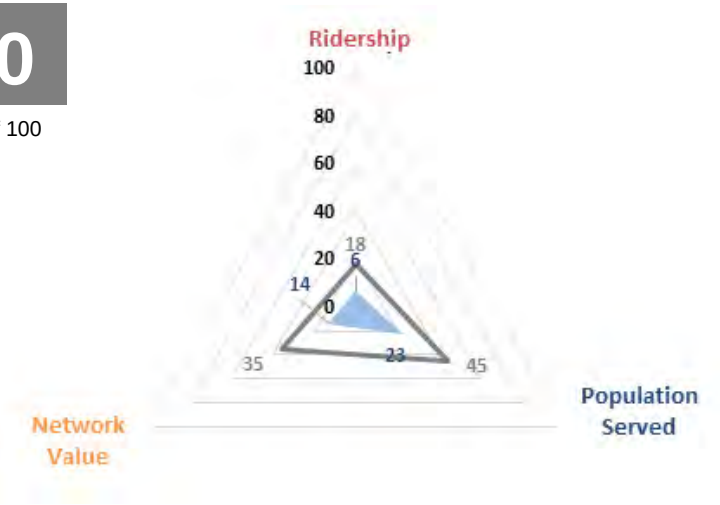
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

10

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$0
Peak Vehicles	0
Vehicle Type(s)	

Service Area Context (1/4 Mile)

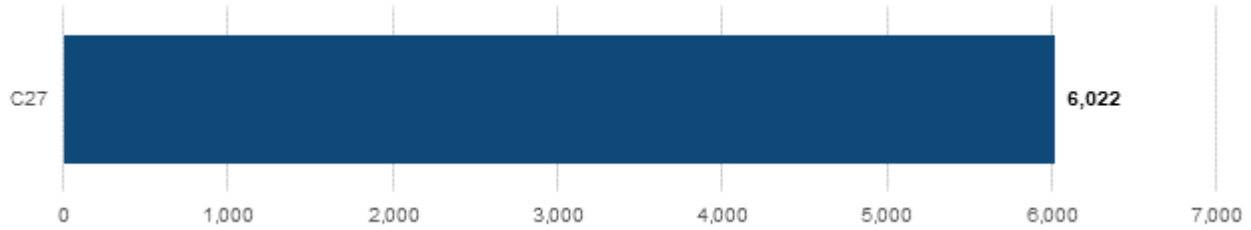
Service Area Population		17,697
Minority Population	*Service Area*	16,943
	Rider Survey	
Low-Income Households	*Service Area*	894
	Rider Survey	

Facilities/Amenities

Bus Stops	81
Bus Shelters	39
Benches	19
Real-Time Signs	1

Ridership

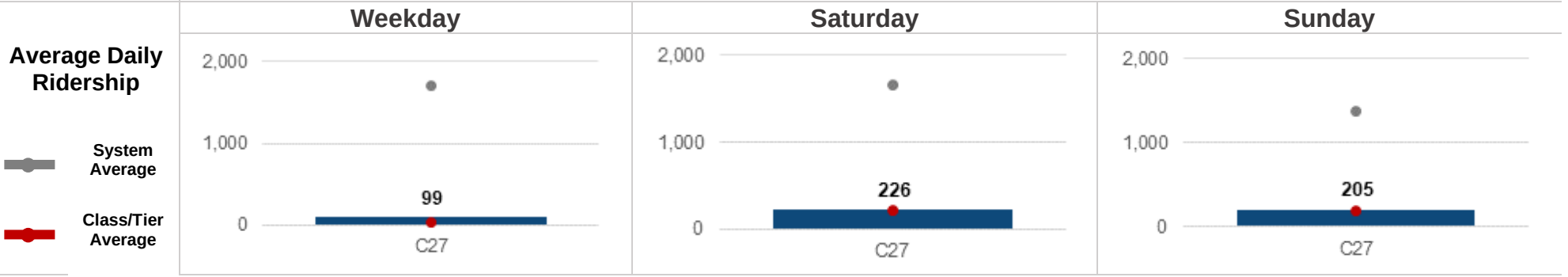
Annual Ridership



Top Transfer Locations

0

Average Daily Ridership



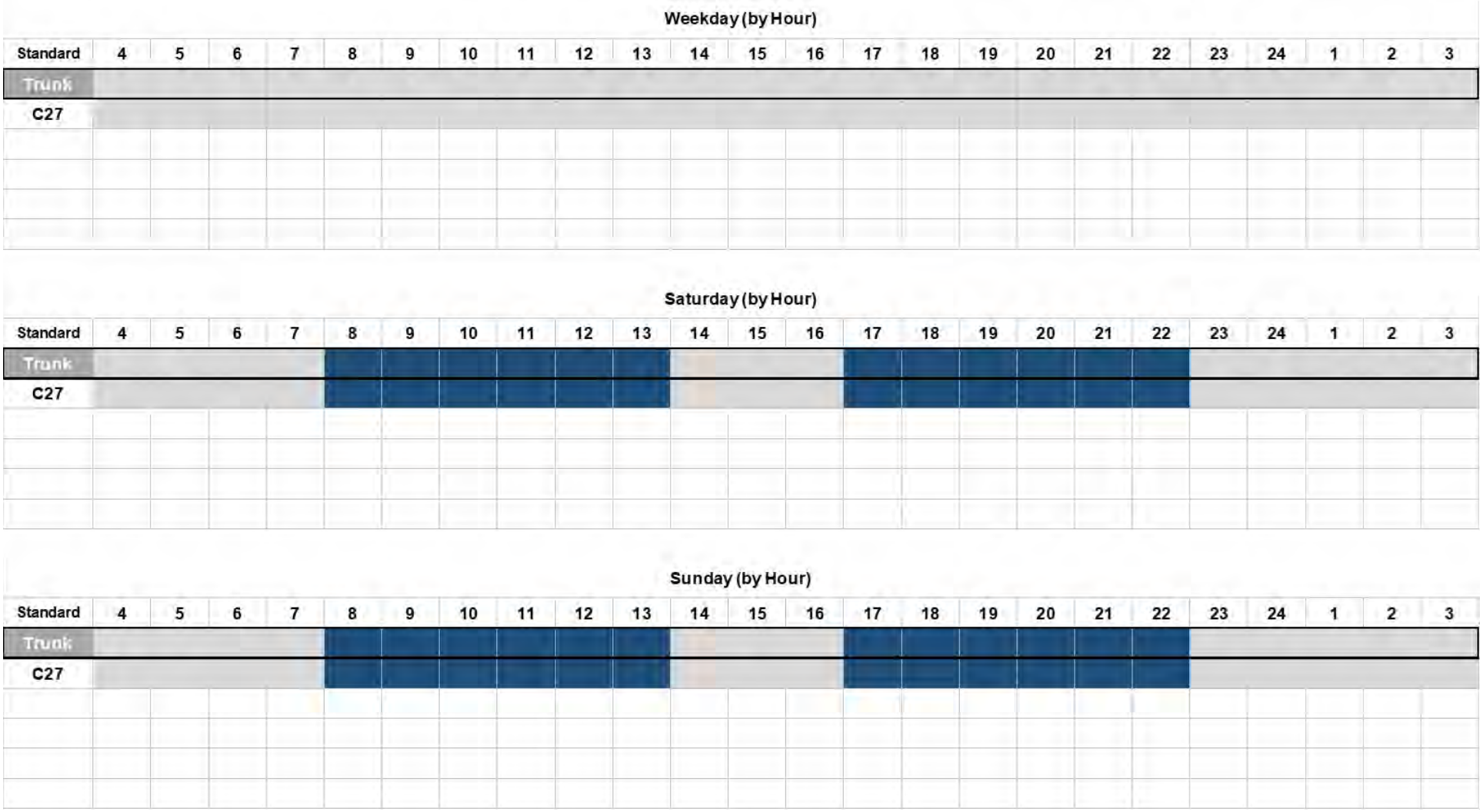
Average Trip Ridership and Maximum Load by Time Period

Vehicle Load Factor

	Direction:	East	West
Weekday	**Peak** Maximum Target:	0.00	0.00
	Off-Peak Maximum Target:		0.55
	Saturday Maximum Target:	0.42	0.37
	Sunday Maximum Target:	0.38	0.38

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							--



[1] Span/frequency standards are only applicable at the line level.

Operational Analysis

Miles Allocation

N/A

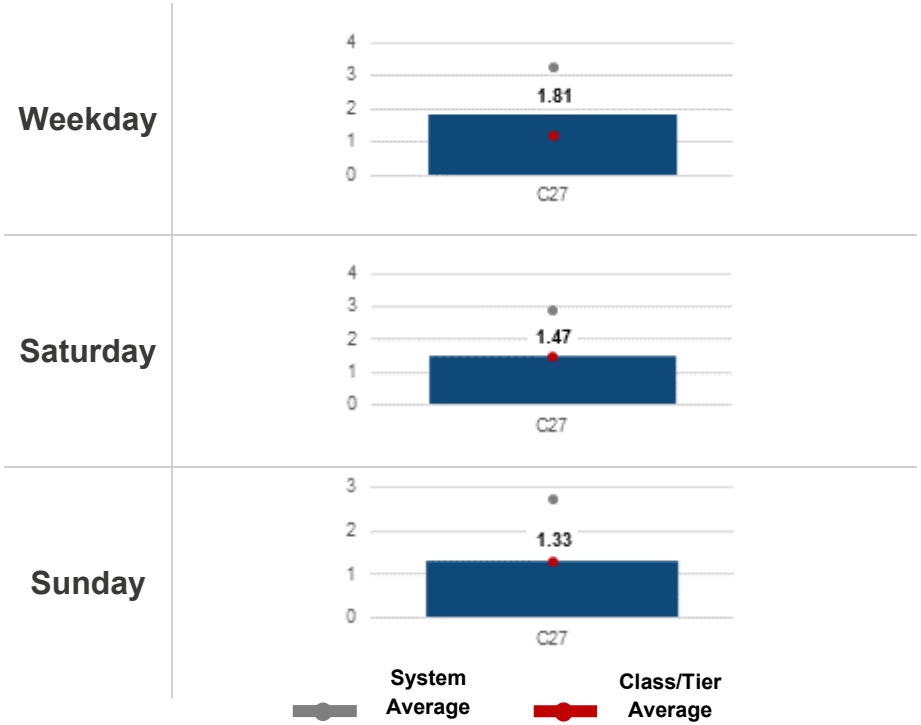
Hours Allocation

N/A

Service Delivery

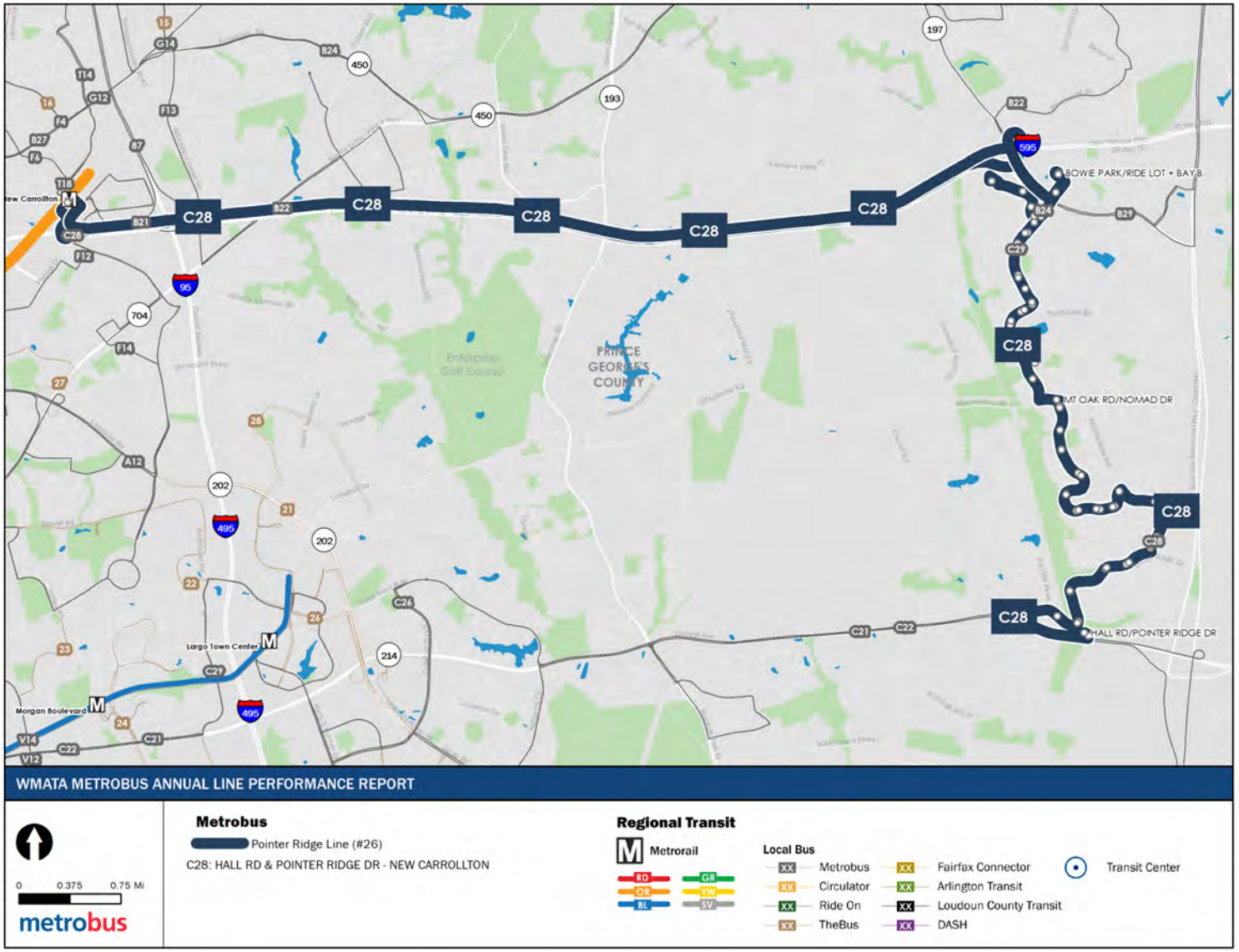
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
C27	25.7	N/A	N/A

Passenger Miles per Revenue Mile



LINE: 26 – POINTER RIDGE ROUTE(S): C28

About the Line



Service Classification

Coverage

Activity Tier

3

Overall Grades

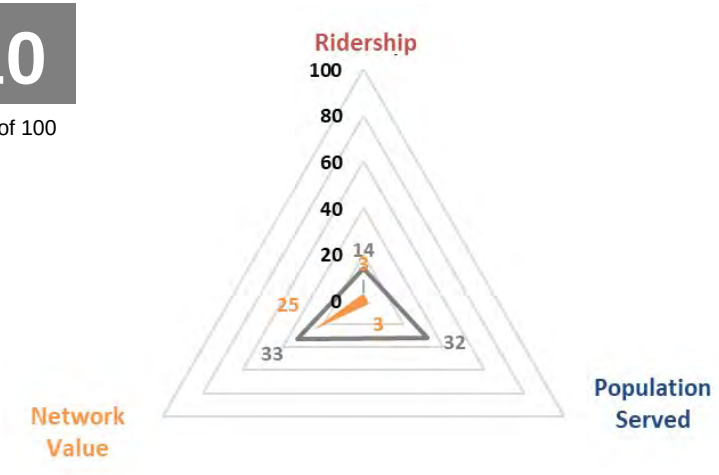
Line	B

Legend
Exceeds Meets
Approaches Below Significantly Below

Line Benefit Score

10

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$609,559
Peak Vehicles	3
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

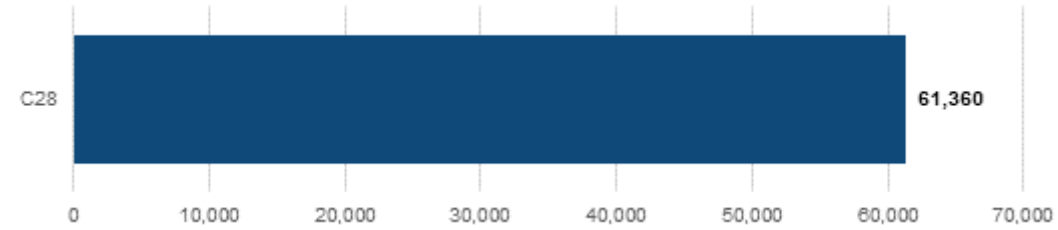
Service Area Population		18,353
Minority Population	*Service Area*	14,802
	Rider Survey	274 (90%)
Low-Income Households	*Service Area*	477
	Rider Survey	38 (13%)

Facilities/Amenities

Bus Stops	76
Bus Shelters	14
Benches	8
Real-Time Signs	0

Ridership

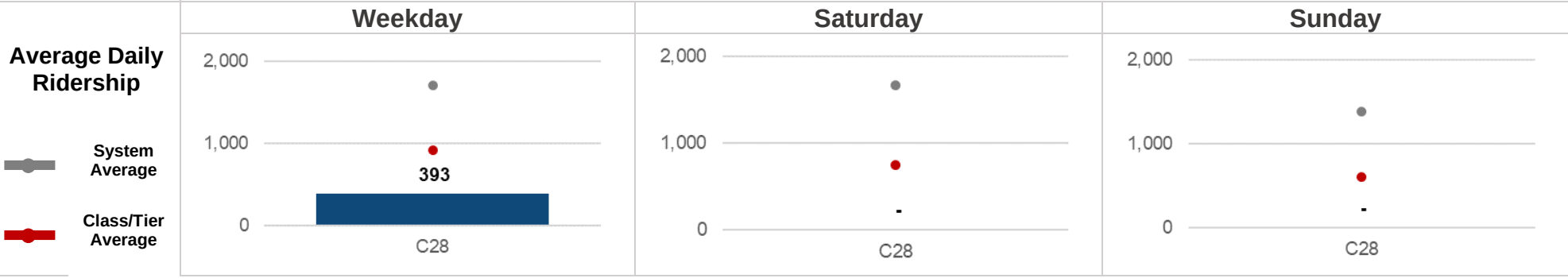
Annual Ridership



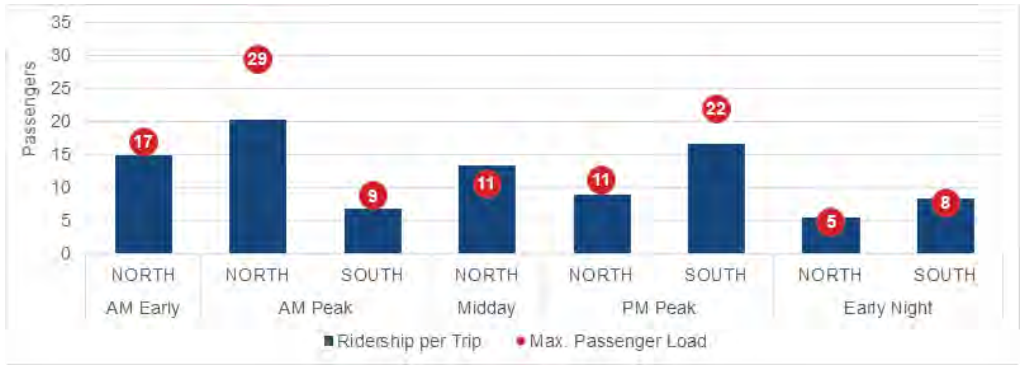
Top Transfer Locations

New Carrollton

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.00	0.30	0.27
	Off-Peak Maximum Target: 1.00	0.28	0.19
	Saturday Maximum Target: 1.00		
	Sunday Maximum Target: 1.00		

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							--

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk									—	—	—													
C28																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk					—	—	—	—	—	—	—	—	—	—	—	—								
C28																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk					—	—	—	—	—	—	—	—	—	—	—	—								
C28																								

[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

B Pointer Ridge

	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	5:11 a.m. - 11:21 a.m.; 3:06 p.m. - 7:56 p.m.	-	C		-	C		-	C
	Frequency of Service | varies	Peak: 32.1 / Off-Peak:	*Peak: 21.0 / Off-Peak: 32.7*	A		*40.5*	-		*41.1*	-
Productivity	**Passengers per Revenue Hour |** 10.0	19.2	*28.8*	A		*27.4*	-		*26.0*	-
	Passengers per Revenue Mile | 1.0	0.8	*2.9*	D		*2.7*	-		*2.5*	-
Reliability	**On-Time Performance |** 79%	91%	*82%*	A		*82%*	-		*84%*	-
	Crowding | 5.0%	0.0%	*0.5%*	A		*0.2%*	-		*0.1%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.30 Off-Peak: 0.28	*Peak: 0.39 Off-Peak: 0.29*	A		*0.30*	-		*0.28*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$6.10	*$4.67*	A		*$5.07*	-		*$5.13*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route C28

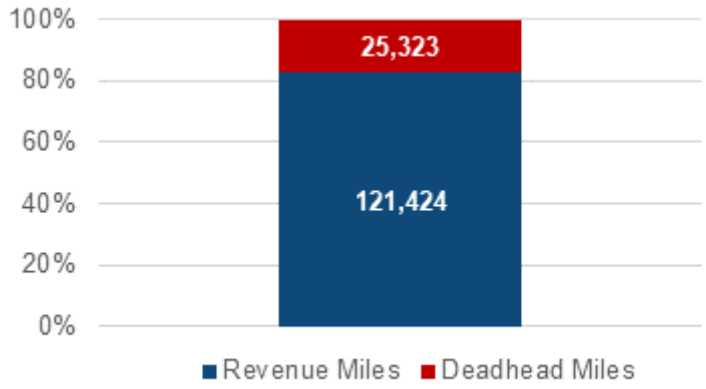
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	3.6	*6.1*	E
Route Design	**Circuity |** N/A	1.60	*2.00*	-

	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 |** 10.0	19.2	*29.7*	A		*29.3*	-		*27.9*	-
	Passengers per Revenue Mile | 1.0	0.8	*3.0*	D		*2.9*	-		*2.7*	-
	Unique Segment Ridership | 10%	0%	*31%*	E		*33%*	-		*32%*	-
Reliability	**On-Time Performance |** 79%	91%	*82%*	A		*82%*	-		*84%*	-
	Crowding | 5.0%	0.0%	*0.4%*	A		*0.2%*	-		*0.1%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.29 Off-Peak: 0.30	*Peak: 0.39 Off-Peak: 0.29*	A		*0.31*	-		*0.27*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$6.10	*$4.77*	A		*$4.83*	-		*$4.94*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

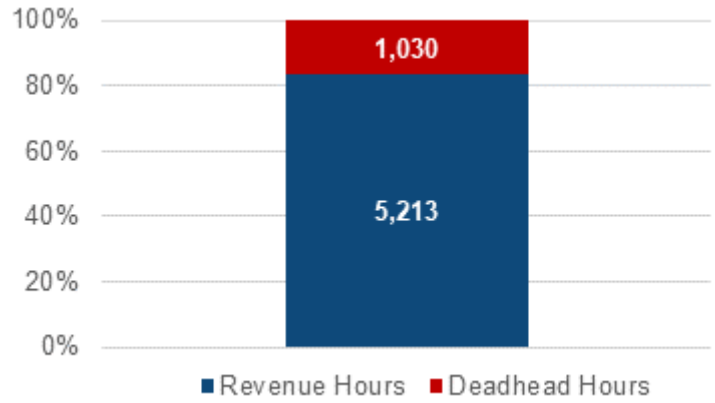
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



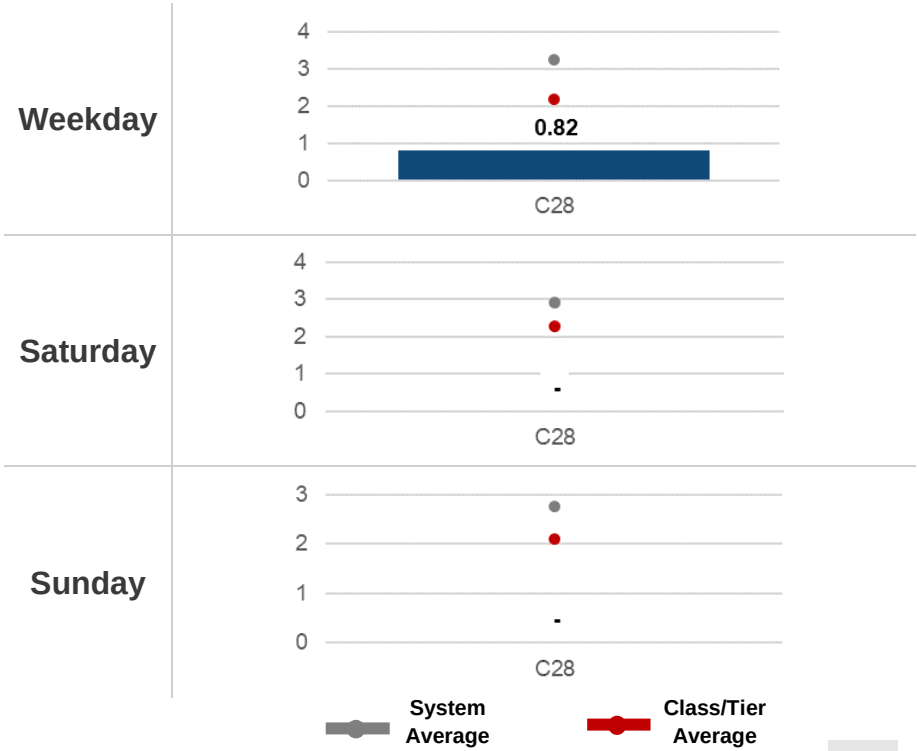
Hours Allocation



Service Delivery

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
C28	31.3	3,592	3,167 (88%)

Passenger Miles per Revenue Mile



LINE: 22 – GLOVER PARK-FRANKLIN SQUARE ROUTE(S): D1

About the Line

Service Classification

Commuter

Activity Tier

1

Overall Grade

Line	B

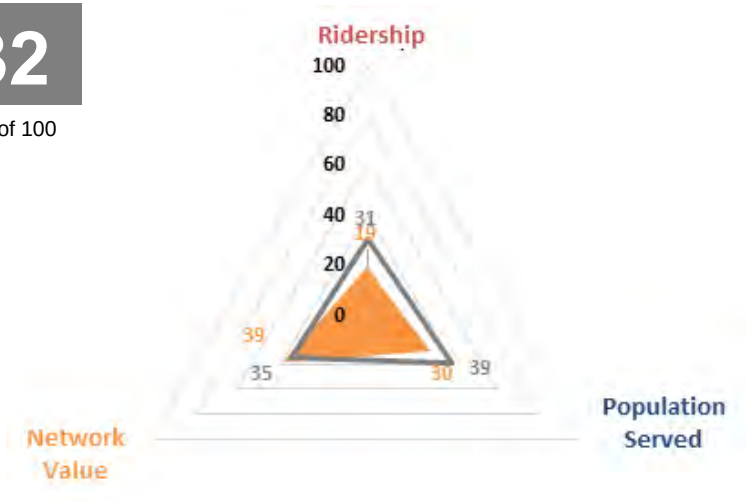
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

32

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$446,888
Peak Vehicles	4
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

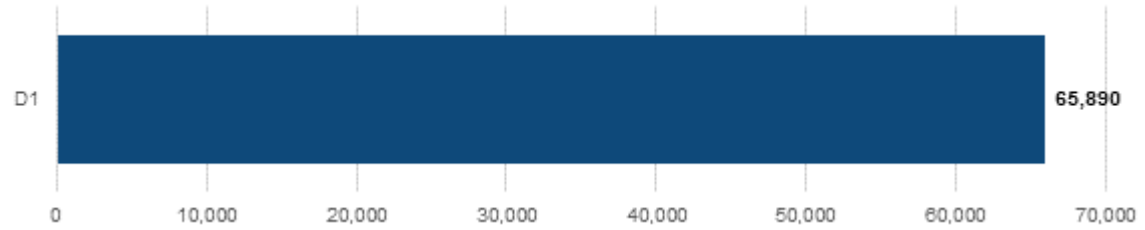
Service Area Population		36,647
Minority Population	*Service Area*	10,612
	Rider Survey	89 (33%)
Low-Income Households	*Service Area*	2,998
	Rider Survey	13 (5%)

Facilities/Amenities

Bus Stops	78
Bus Shelters	21
Benches	18
Real-Time Signs	2

Ridership

Annual Ridership



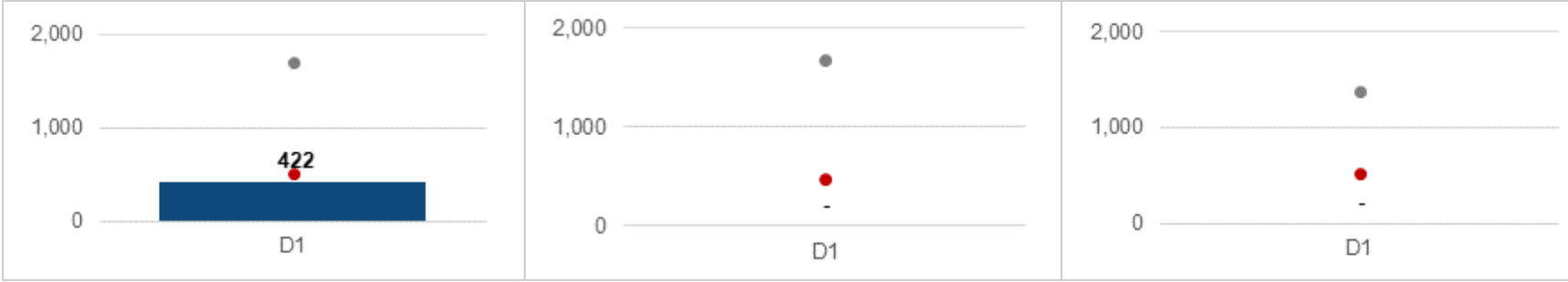
Top Transfer Locations

Dupont Circle, Farragut West, Farragut North

Average Daily Ridership

System Average

Class/Tier Average



Average Trip Ridership and Maximum Load by Time Period

Vehicle Load Factor

	Direction:	East	West
Weekday	**Peak** Maximum Target: 1.00	0.56	0.47
	Off-Peak Maximum Target: 1.00		
	Saturday Maximum Target: 1.00		
	Sunday Maximum Target: 1.00		

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
D1																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
D1																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
D1																								

[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

B Glover Park-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	7:10 a.m. - 9:42 a.m.; 4:40 p.m. - 7:18 p.m.	-	E		-	-		-	-
	Frequency of Service | varies	Peak: 19.3 / Off-Peak:	*Peak: 21.1 / Off-Peak: 32.0*	-		*60.0*	-		*65.7*	-
Productivity	**Passengers per Trip** | 20.0	24.8	*21.6*	A		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.5	4.7	*2.3*	A		*0.4*	-		*0.5*	-
Reliability	**On-Time Performance** | 79%	75%	*76%*	C		*77%*	-		*81%*	-
	Crowding | 5.0%	5.0%	*3.1%*	B		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.56 Off-Peak:	*Peak: 0.48 Off-Peak: 0.39*	B		*0.30*	-		*0.37*	-
Cost Effectiveness	**Operating Cost per Passenger Trip** | $7.00	$3.94	*$5.12*	A		*$8.44*	-		*$7.72*	-
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route D1

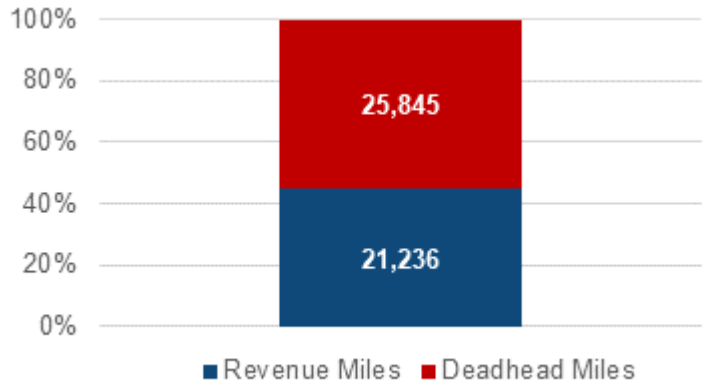
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** N/A	8.4	*3.2*	-
Route Design	**Circuity |** N/A	1.60	*1.39*	-

	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 Trip |** 20.0	24.8	*20.1*	A		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.5	4.7	*2.1*	A		*0.4*	-		*0.5*	-
	Unique Segment Ridership | 15%	1%	*27%*	E		*100%*	-		*100%*	-
Reliability	**On-Time Performance |** 79%	75%	*77%*	C		*77%*	-		*81%*	-
	Crowding | 5.0%	5.0%	*2.4%*	B		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.54 Off-Peak:	*Peak: 0.44 Off-Peak: 0.36*	B		*0.31*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$3.94	*$5.62*	A		*$8.44*	-		*$7.72*	-
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

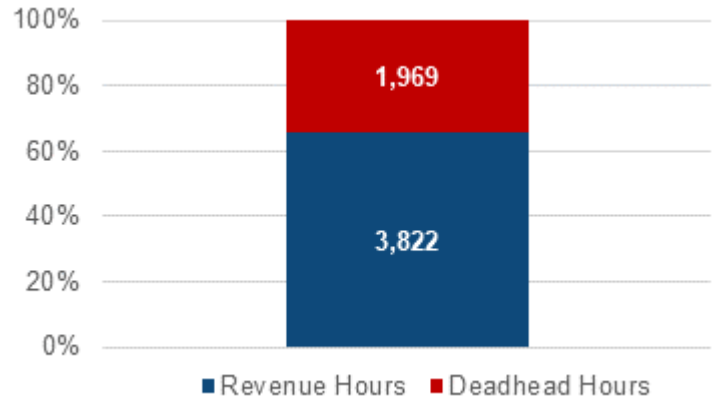
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



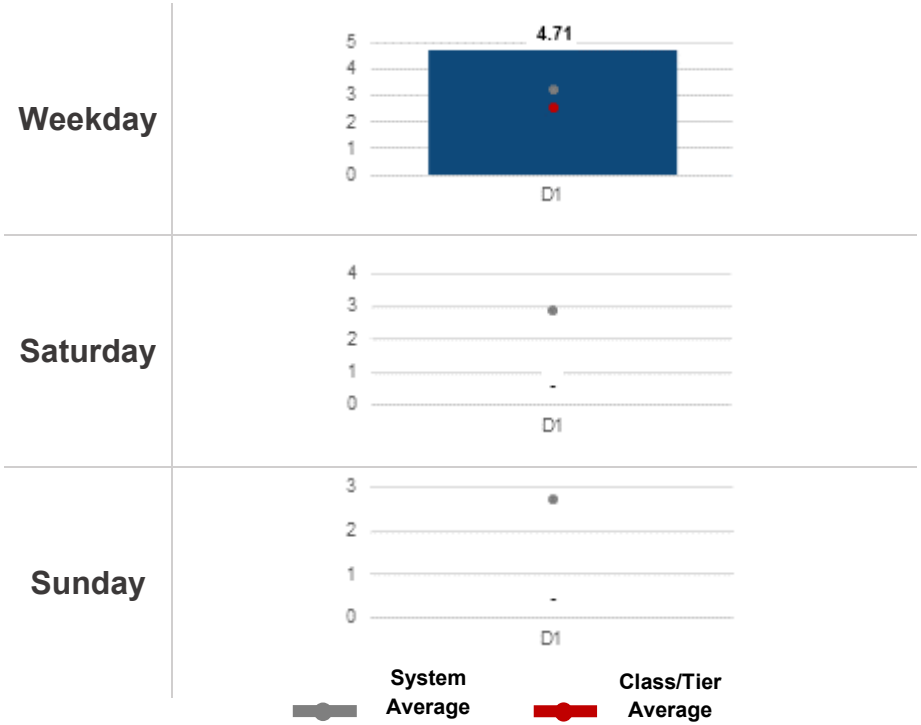
Hours Allocation



Service Delivery

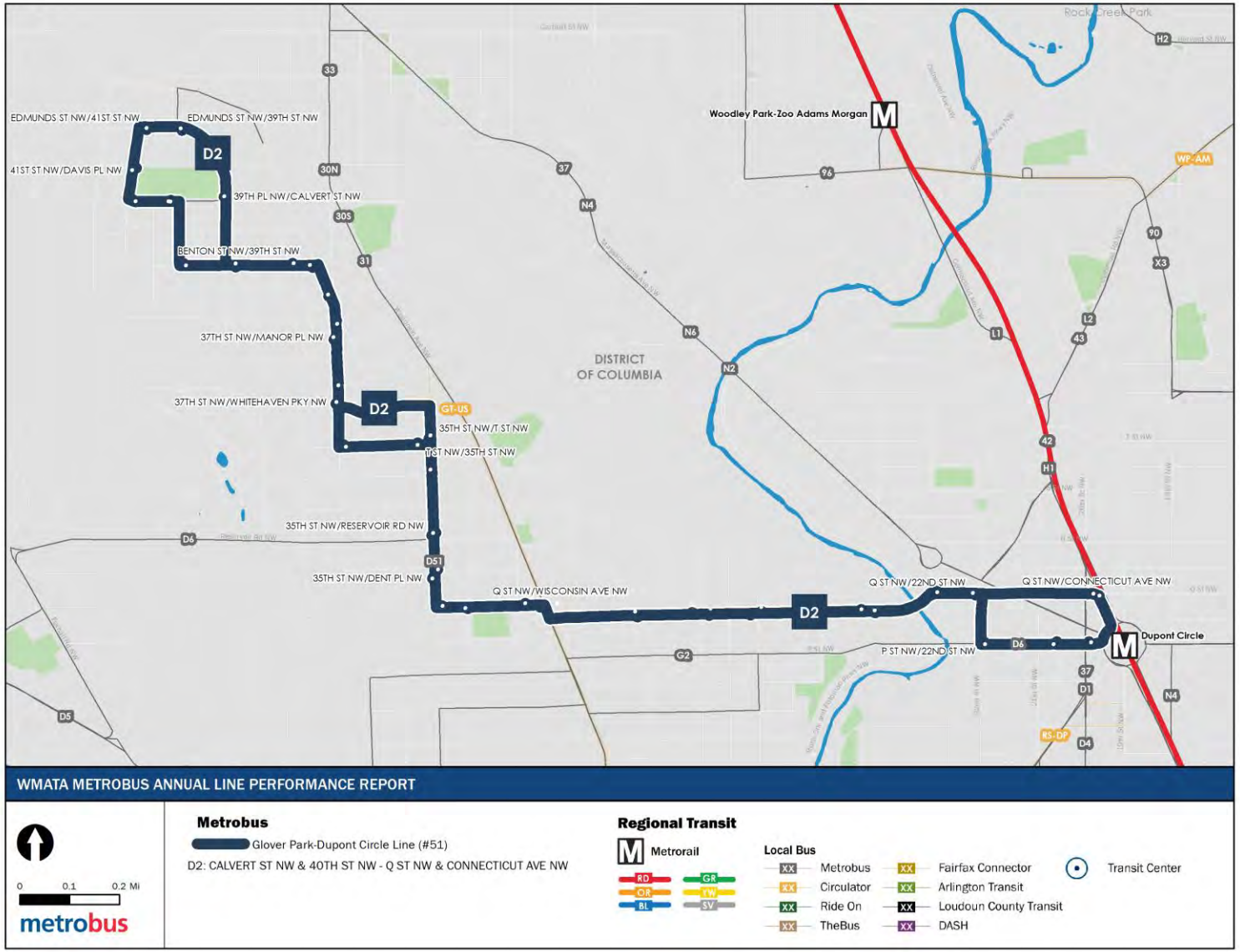
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
D1	10.7	1,928	1,612 (84%)

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

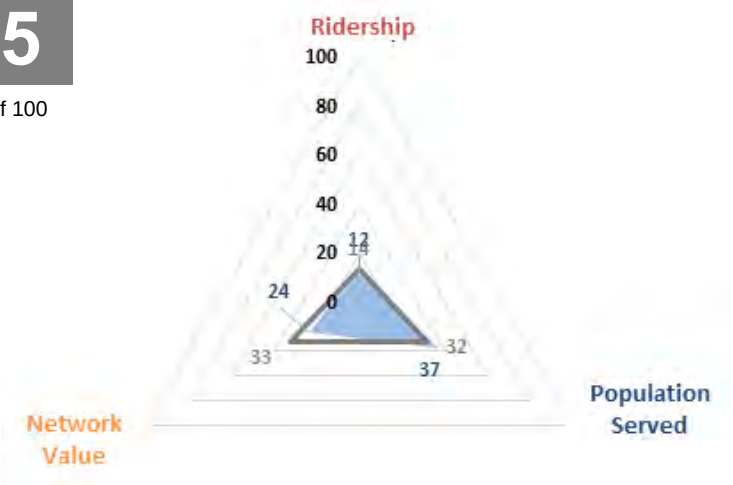
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

25

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$1,955,518
Peak Vehicles	5
Vehicle Type(s)	30 foot

Service Area Context (1/4 Mile)

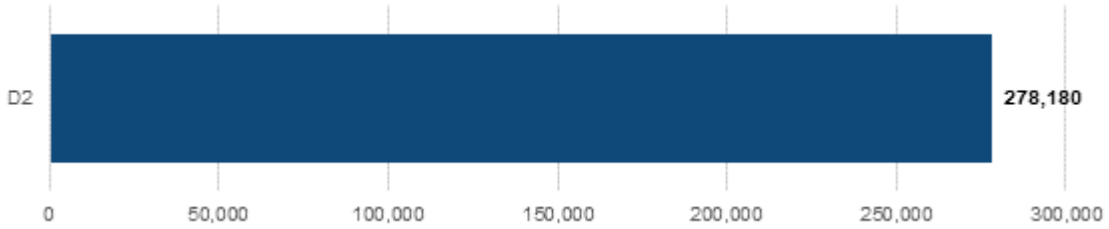
Service Area Population		26,950
Minority Population	*Service Area*	6,794
	Rider Survey	464 (38%)
Low-Income Households	*Service Area*	1,902
	Rider Survey	177 (16%)

Facilities/Amenities

Bus Stops	49
Bus Shelters	9
Benches	6
Real-Time Signs	0

Ridership

Annual Ridership



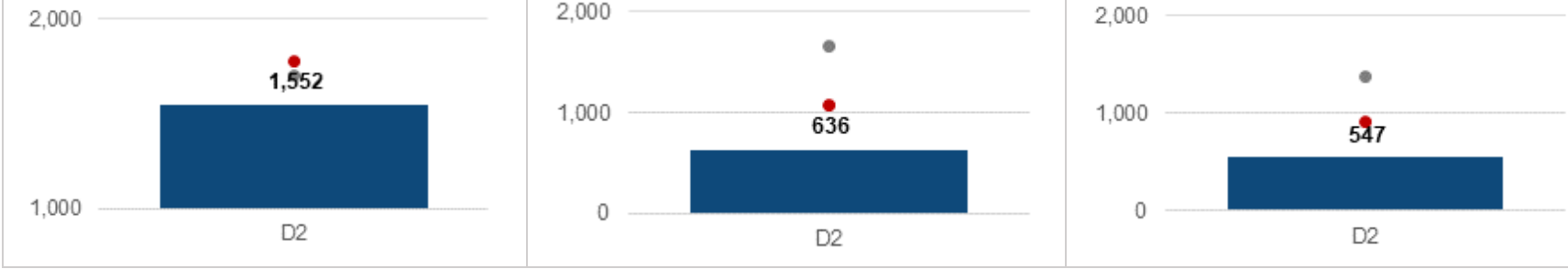
Top Transfer Locations

Dupont Circle

Average Daily Ridership

System Average

Class/Tier Average



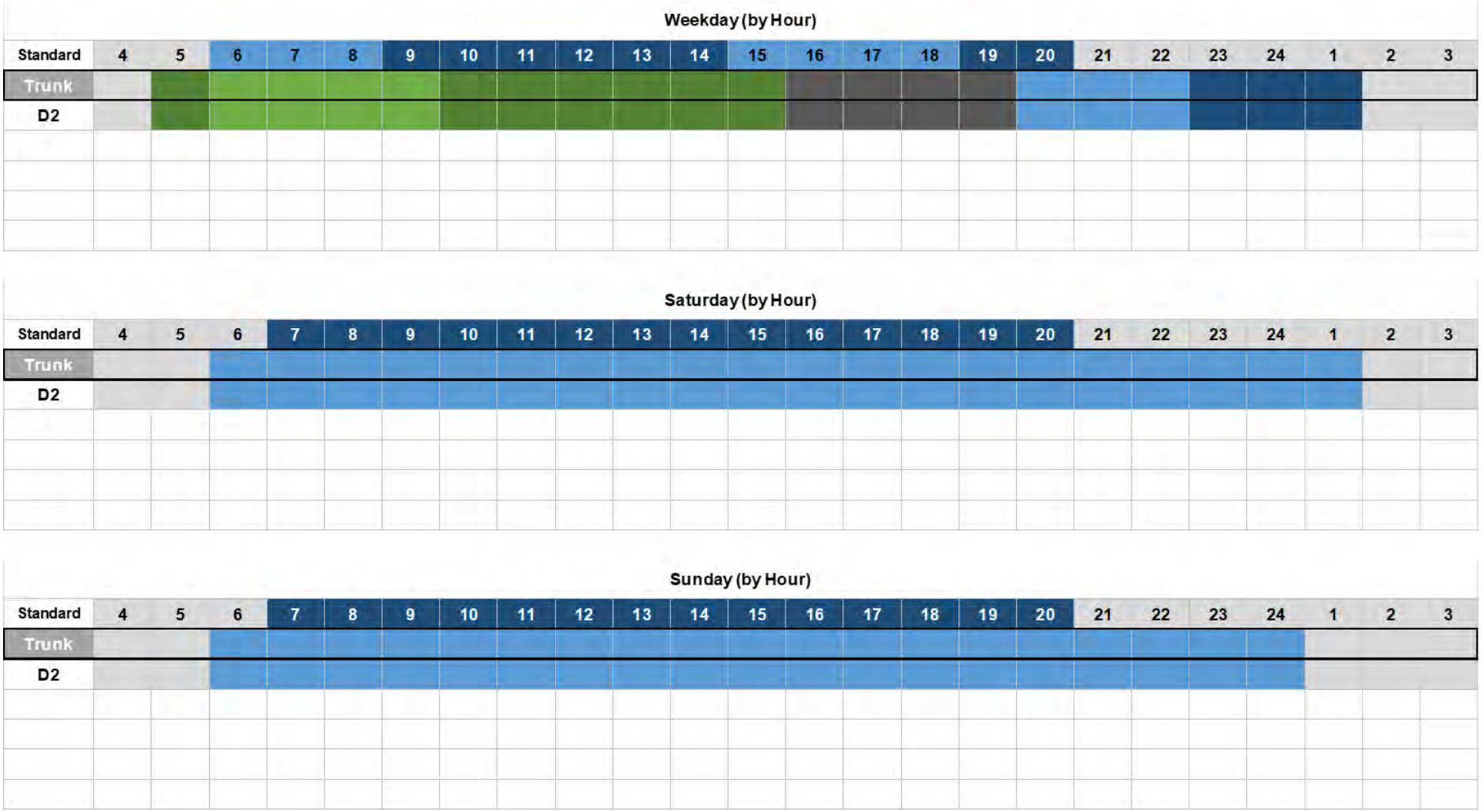
Average Trip Ridership and Maximum Load by Time Period

Vehicle Load Factor

	Direction:	East	West
Weekday	**Peak** Maximum Target: 1.20	0.43	0.49
Weekday	**Off-Peak** Maximum Target: 1.00	0.22	0.25
	Saturday Maximum Target: 1.00	0.19	0.18
	Sunday Maximum Target: 1.00	0.16	0.19

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—



[1] Span/frequency standards are only applicable at the line level.

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	5:34 a.m. - 1:43 a.m.	-	A	6:33 a.m. - 1:55 a.m.	-	A	6:47 a.m. - 12:21 a.m.	-	A
	Frequency of Service | varies	Peak: 12.4 / Off-Peak: 19.7	*Peak: 20.6 / Off-Peak: 32.7*	A	25.0	*40.5*	A	28.0	*41.1*	A
Productivity	**Passengers per Revenue Hour** | 20.0	30.2	*28.8*	A	19.3	*27.4*	C	18.8	*26.0*	C
	Passengers per Revenue Mile | 4.0	3.6	*2.9*	C	2.1	*2.7*	E	2.0	*2.5*	E
Reliability	**On-Time Performance** | 79%	80%	*82%*	B	81%	*82%*	B	79%	*84%*	C
	Crowding | 5.0%	6.1%	*0.5%*	E	0.0%	*0.2%*	A	0.0%	*0.1%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.43 Off-Peak: 0.22	*Peak: 0.39 Off-Peak: 0.29*	A	0.19	*0.30*	A	0.16	*0.28*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $5.00	$3.88	*$4.67*	A	$6.06	*$5.07*	E	$6.22	*$5.13*	E
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route D2

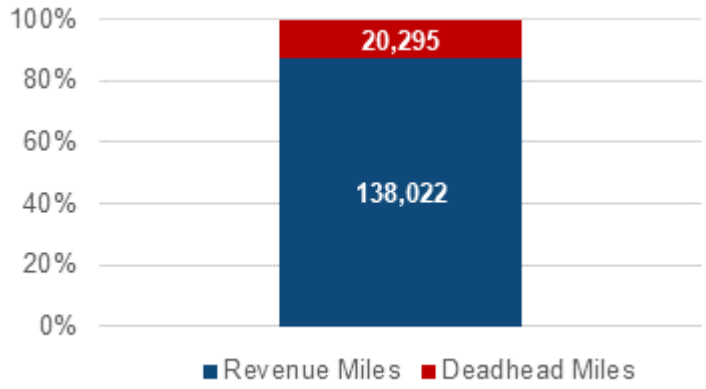
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	8.2	*6.1*	E
Route Design	**Circuity |** N/A	1.47	*2.00*	-

	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 |** 20.0	30.2	*29.7*	A	19.3	*29.3*	C	18.8	*27.9*	C
	Passengers per Revenue Mile | 4.0	3.6	*3.0*	C	2.1	*2.9*	E	2.0	*2.7*	E
	Unique Segment Ridership | 10%	14%	*31%*	A	9%	*33%*	C	9%	*32%*	C
Reliability	**On-Time Performance |** 79%	80%	*82%*	B	81%	*82%*	B	79%	*84%*	C
	Crowding | 5.0%	6.1%	*0.4%*	E	0.0%	*0.2%*	A	0.0%	*0.1%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.46 Off-Peak: 0.20	*Peak: 0.39 Off-Peak: 0.29*	A	0.20	*0.31*	A	0.20	*0.27*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$3.88	*$4.77*	A	$6.06	*$4.83*	E	$6.22	*$4.94*	E
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

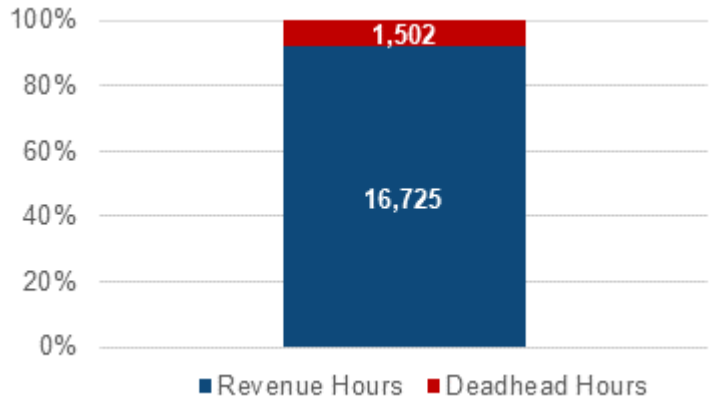
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



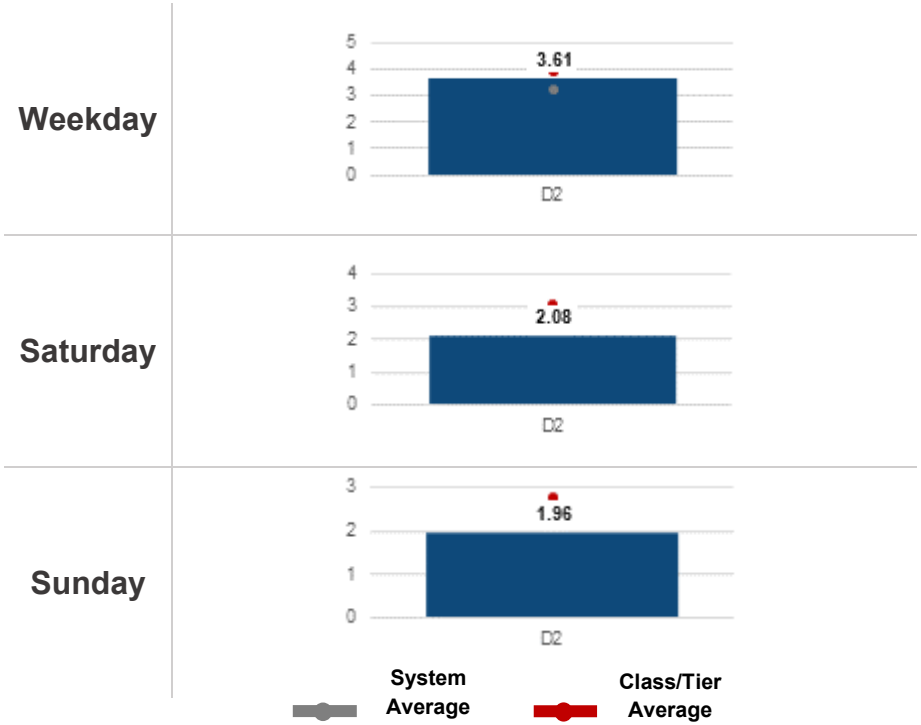
Hours Allocation



Service Delivery

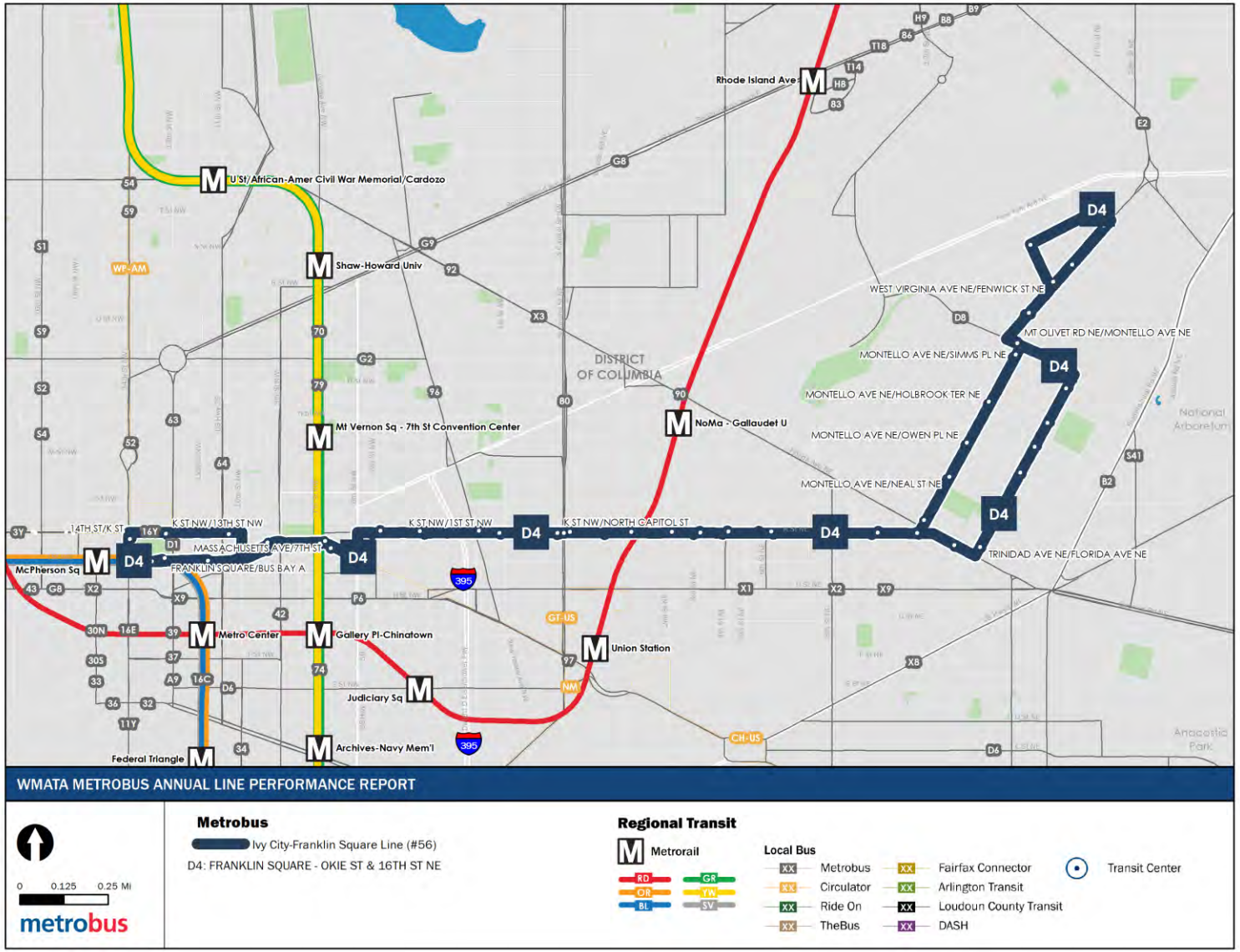
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
D2	6.9	20,467	15,601 (76%)

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

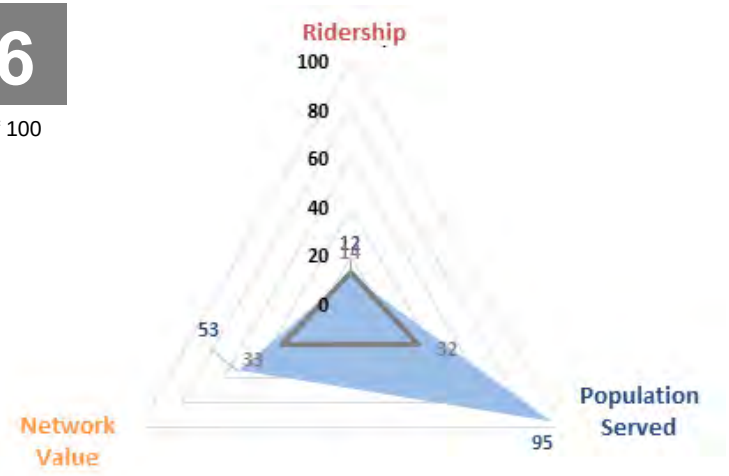
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

56

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$2,166,744
Peak Vehicles	6
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

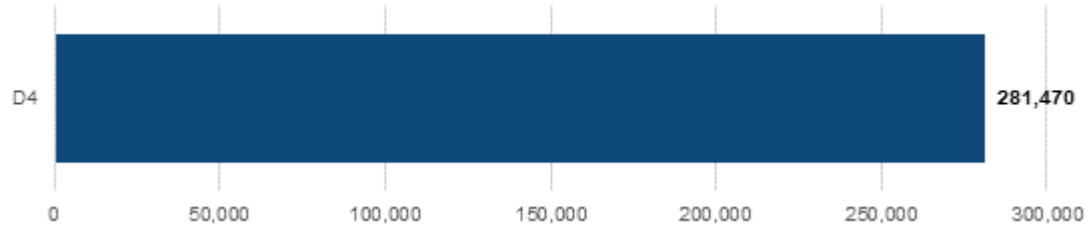
Service Area Population		47,337
Minority Population	*Service Area*	24,417
	Rider Survey	949 (82%)
Low-Income Households	*Service Area*	5,255
	Rider Survey	452 (41%)

Facilities/Amenities

Bus Stops	86
Bus Shelters	23
Benches	18
Real-Time Signs	3

Ridership

Annual Ridership



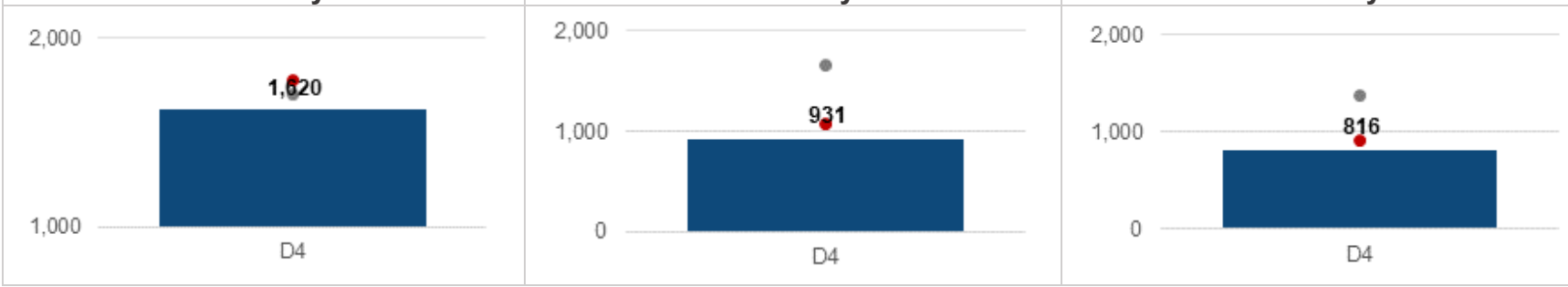
Top Transfer Locations

McPherson Square, Gallery Place-Chinatown, New York Ave

Average Daily Ridership

System Average

Class/Tier Average



Average Trip Ridership and Maximum Load by Time Period

Vehicle Load Factor

	Direction:	East	West
Weekday	**Peak** Maximum Target: 1.20	0.42	0.44
Weekday	**Off-Peak** Maximum Target: 1.00	0.23	0.25
	Saturday Maximum Target: 1.00	0.24	0.23
	Sunday Maximum Target: 1.00	0.22	0.21

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk												—												
D4																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
D4																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
D4																								

[1] Span/frequency standards are only applicable at the line level.

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 a.m. - 1:04 a.m.	-	A	4:44 a.m. - 1:05 a.m.	-	A	5:18 a.m. - 1:07 a.m.	-	A
	Frequency of Service | varies	Peak: 20.0 / Off-Peak: 34.5	*Peak: 20.6 / Off-Peak: 32.7*	A	30.0	*40.5*	A	30.0	*41.1*	A
Productivity	**Passengers per Revenue Hour** | 20.0	29.1	*28.8*	A	24.1	*27.4*	A	22.3	*26.0*	A
	Passengers per Revenue Mile | 4.0	4.5	*2.9*	A	3.1	*2.7*	E	2.8	*2.5*	E
Reliability	**On-Time Performance** | 79%	77%	*82%*	C	84%	*82%*	B	86%	*84%*	A
	Crowding | 5.0%	3.3%	*0.5%*	A	0.0%	*0.2%*	A	0.0%	*0.1%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.42 Off-Peak: 0.23	*Peak: 0.39 Off-Peak: 0.29*	A	0.24	*0.30*	A	0.22	*0.28*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $5.00	$4.02	*$4.67*	A	$4.84	*$5.07*	B	$5.24	*$5.13*	C
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route D4

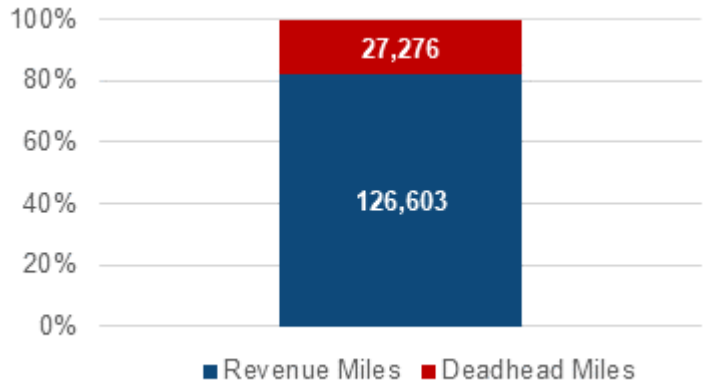
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	8.5	*6.1*	E
Route Design	**Circuity |** N/A	1.27	*2.00*	-

	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 |** 20.0	29.1	*29.7*	A	24.1	*29.3*	A	22.3	*27.9*	A
	Passengers per Revenue Mile | 4.0	4.5	*3.0*	A	3.1	*2.9*	E	2.8	*2.7*	E
	Unique Segment Ridership | 10%	19%	*31%*	A	19%	*33%*	A	19%	*32%*	A
Reliability	**On-Time Performance |** 79%	77%	*82%*	C	84%	*82%*	B	86%	*84%*	A
	Crowding | 5.0%	3.3%	*0.4%*	A	0.0%	*0.2%*	A	0.0%	*0.1%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.43 Off-Peak: 0.20	*Peak: 0.39 Off-Peak: 0.29*	A	0.20	*0.31*	A	0.20	*0.27*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$4.02	*$4.77*	A	$4.84	*$4.83*	B	$5.24	*$4.94*	C
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

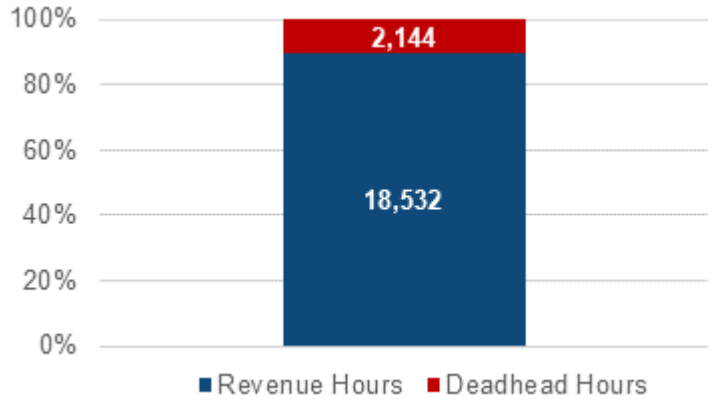
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



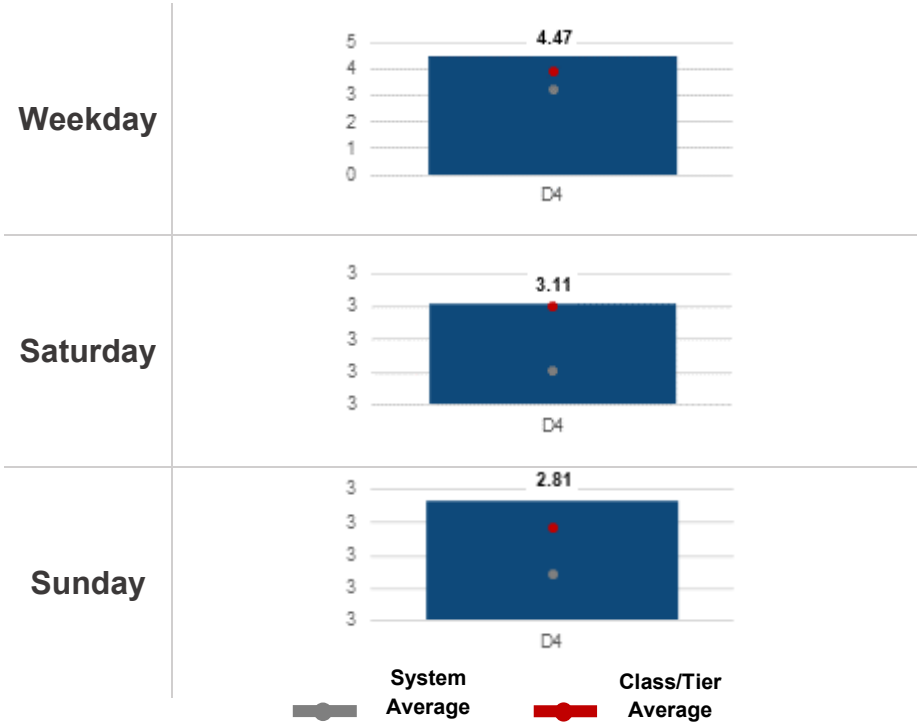
Hours Allocation



Service Delivery

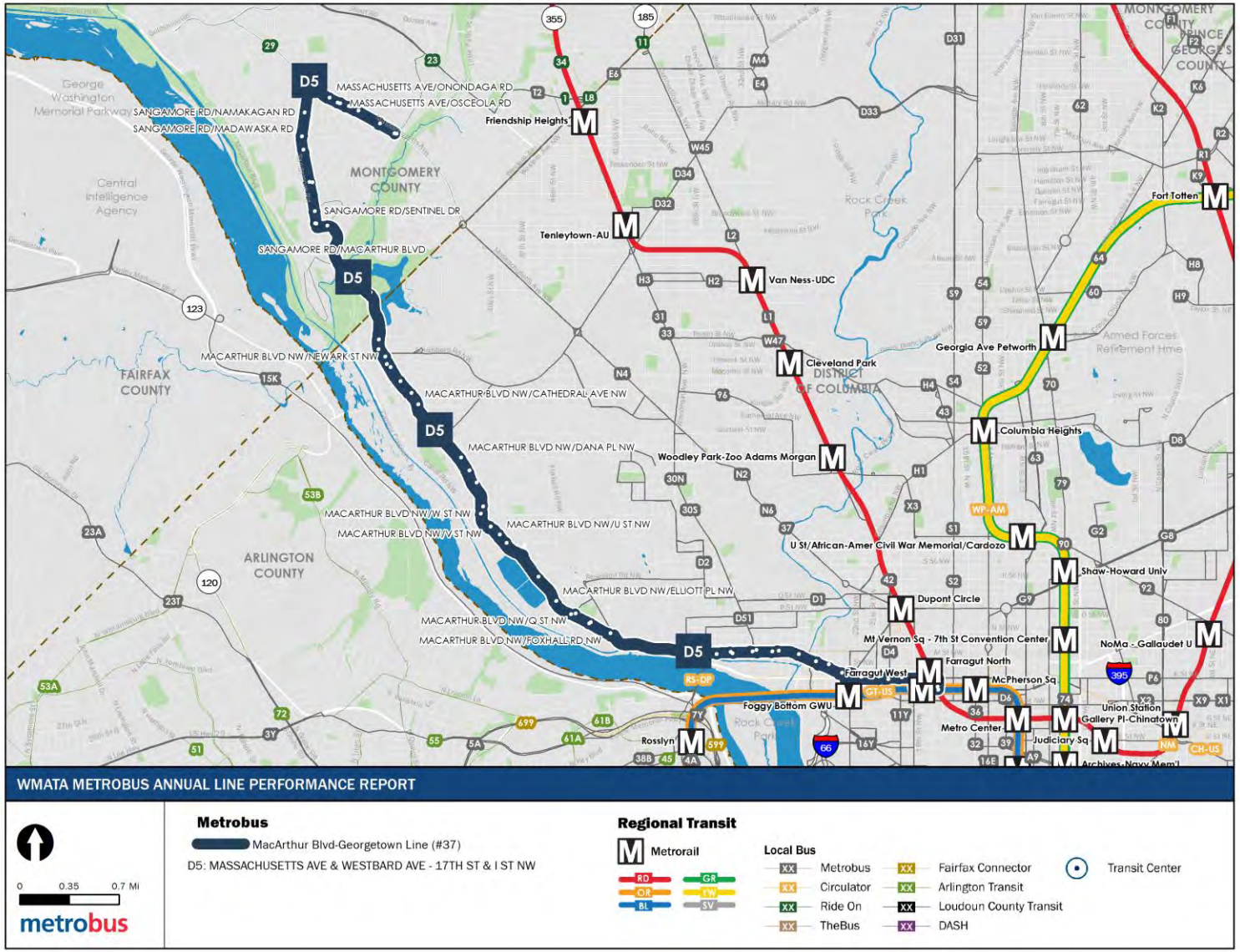
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
D4	11.0	14,646	13,267 (91%)

Passenger Miles per Revenue Mile



LINE: 37 – MACARTHUR BLVD-GEORGETOWN ROUTE(S): D5

About the Line



Service Classification

Commuter

Activity Tier

2

Overall Grade

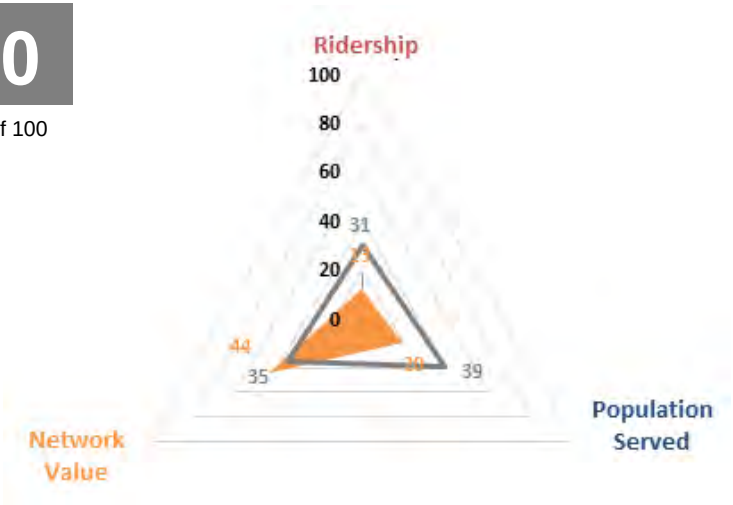
Line	B

Legend
Exceeds Meets
Approaches Below Significantly Below

Line Benefit Score

30

Out of 100



Classification Average:

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$339,555
Peak Vehicles	4
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

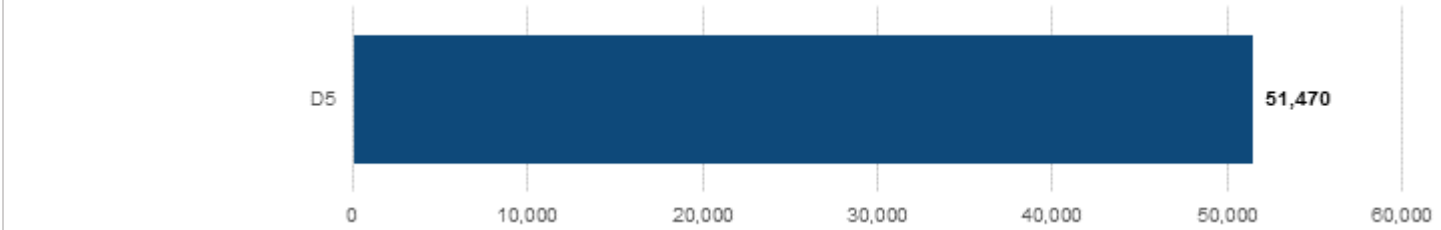
Service Area Population		28,710
Minority Population	*Service Area*	8,474
	Rider Survey	55 (23%)
Low-Income Households	*Service Area*	1,828
	Rider Survey	7 (3%)

Facilities/Amenities

Bus Stops	108
Bus Shelters	19
Benches	27
Real-Time Signs	1

Ridership

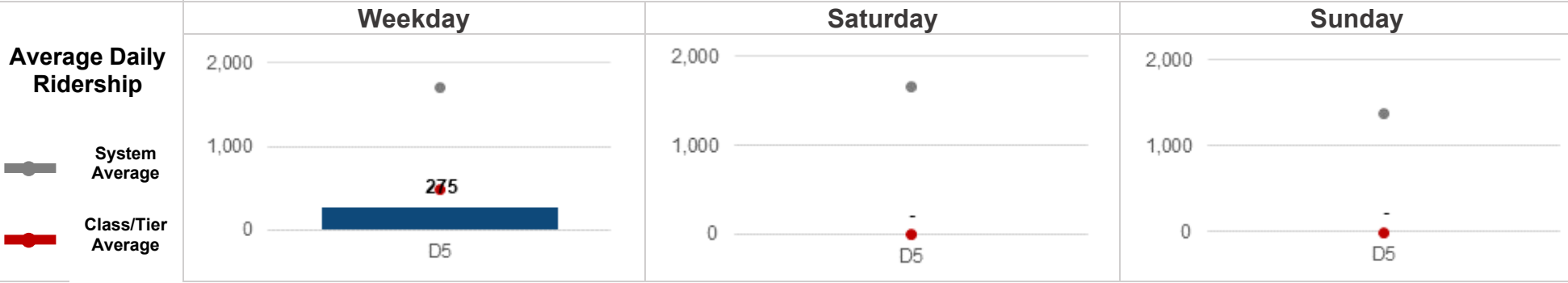
Annual Ridership



Top Transfer Locations

Foggy Bottom, Farragut North, Farragut West

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period

Vehicle Load Factor

	Direction:	East	West
Weekday	**Peak** Maximum Target: 1.00	0.59	0.40
	Off-Peak Maximum Target: 1.00		
	Saturday Maximum Target: 1.00		
	Sunday Maximum Target: 1.00		

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
D5																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
D5																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
D5																								

[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

B MacArthur Blvd-Georgetown

	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	6:52 a.m. - 9:28 a.m.; 4:27 p.m. - 7:38 p.m.	-	E		-	-		-	-
	Frequency of Service | varies	Peak: 23.5 / Off-Peak:	*Peak: 21.1 / Off-Peak: 32.0*	-		*60.0*	-		*65.7*	-
Productivity	**Passengers per Trip** | 15.0	21.1	*21.6*	A		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.0	2.6	*2.3*	A		*0.4*	-		*0.5*	-
Reliability	**On-Time Performance** | 79%	76%	*76%*	C		*77%*	-		*81%*	-
	Crowding | 5.0%	0.1%	*3.1%*	A		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.59 Off-Peak:	*Peak: 0.48 Off-Peak: 0.39*	B		*0.30*	-		*0.37*	-
Cost Effectiveness	**Operating Cost per Passenger Trip** | $7.00	$5.22	*$5.12*	A		*$8.44*	-		*$7.72*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route D5

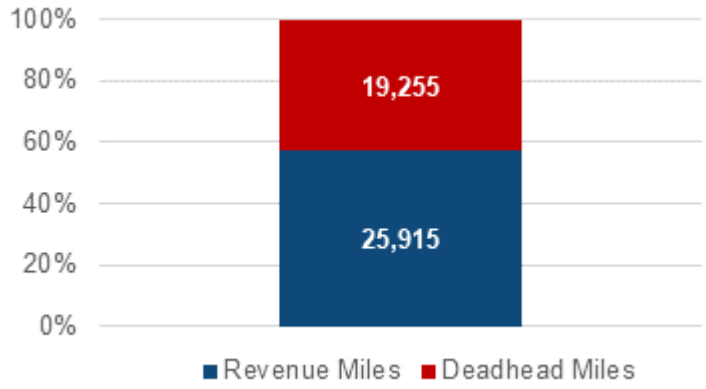
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** N/A	6.5	*3.2*	-
Route Design	**Circuity |** N/A	1.40	*1.39*	-

	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 Trip |** 15.0	21.1	*20.1*	A		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.0	2.6	*2.1*	A		*0.4*	-		*0.5*	-
	Unique Segment Ridership | 15%	39%	*27%*	A		*100%*	-		*100%*	-
Reliability	**On-Time Performance |** 79%	76%	*77%*	C		*77%*	-		*81%*	-
	Crowding | 5.0%	0.1%	*2.4%*	A		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.51 Off-Peak:	*Peak: 0.44 Off-Peak: 0.36*	B		*0.31*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$5.22	*$5.62*	A		*$8.44*	-		*$7.72*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

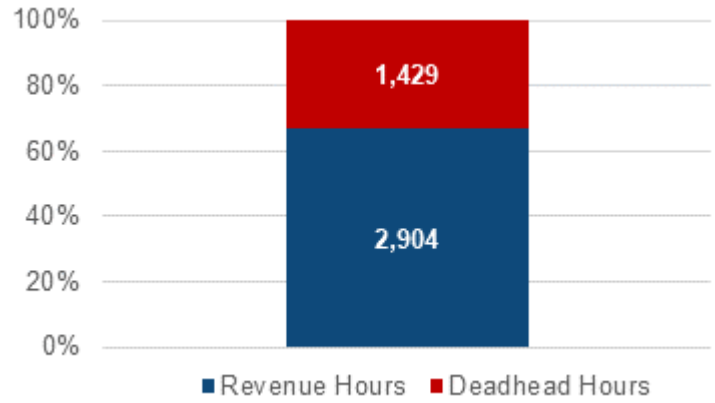
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



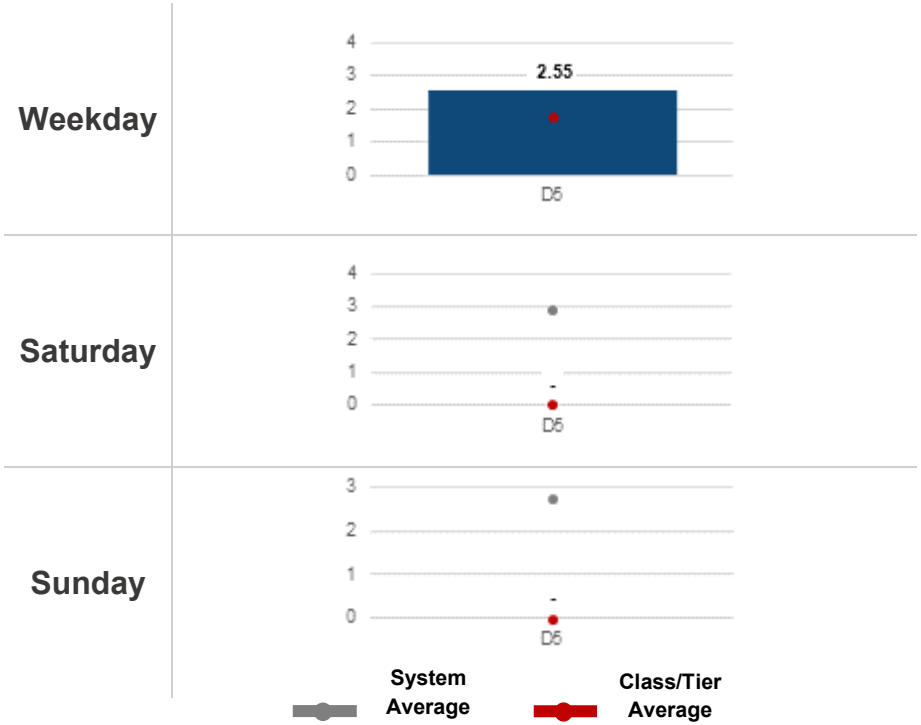
Hours Allocation



Service Delivery

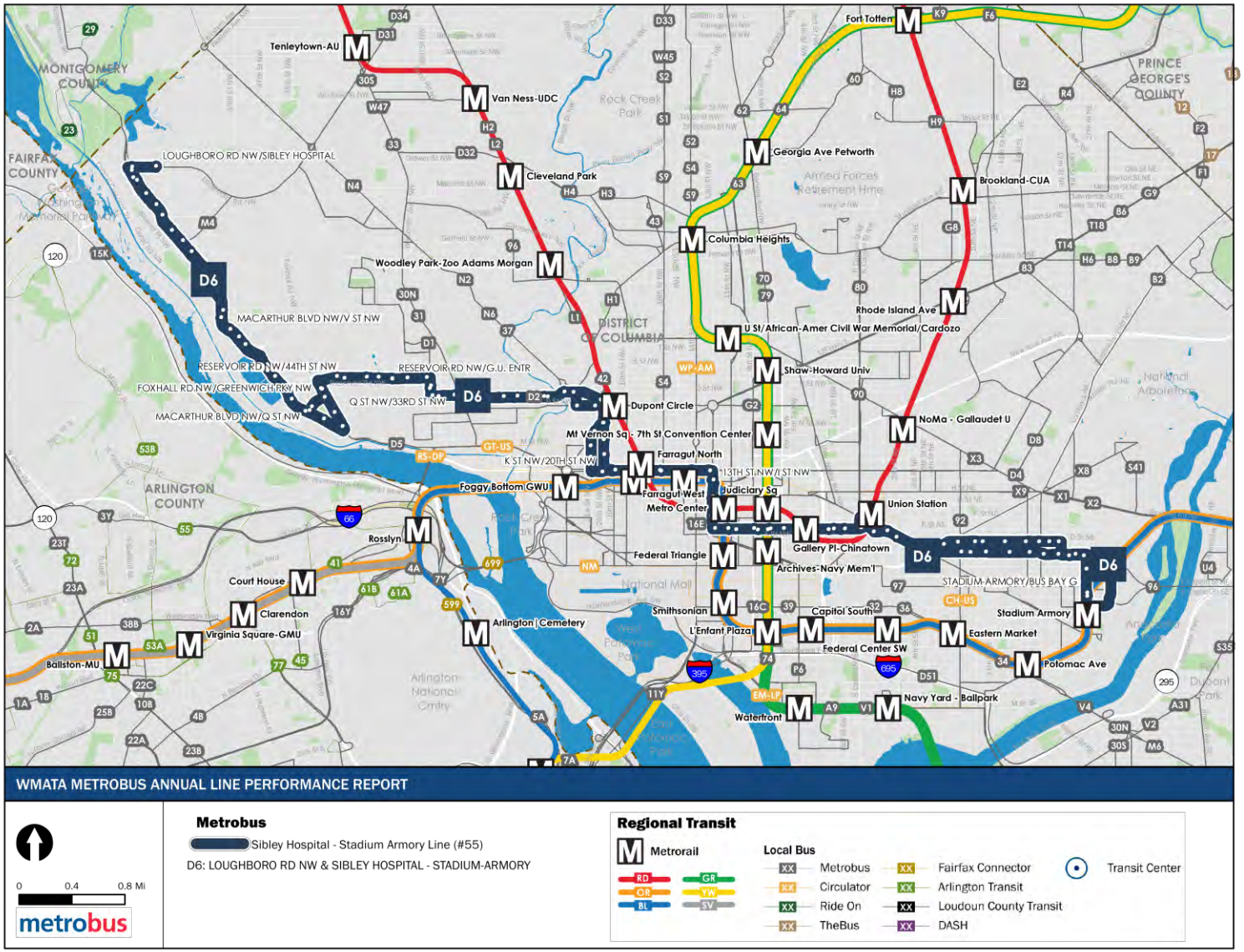
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
D5	17.3	1,500	1,183 (79%)

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	C

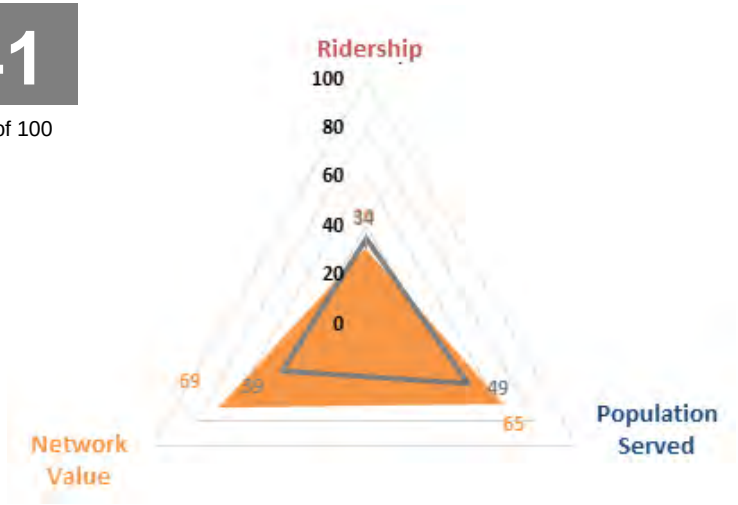
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

41

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$5,739,798
Peak Vehicles	18
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

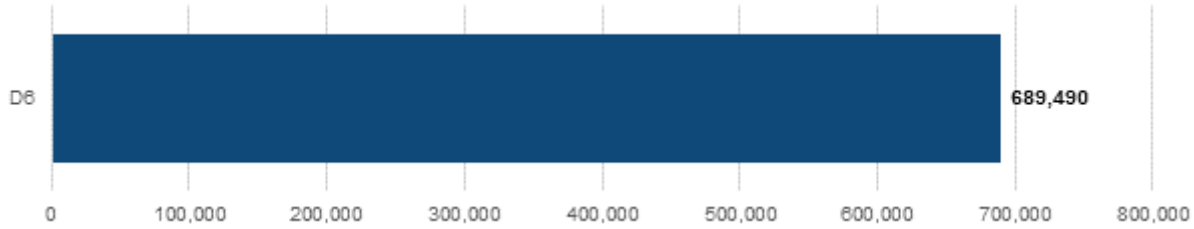
Service Area Population		63,952
Minority Population	*Service Area*	23,732
	Rider Survey	1,634 (57%)
Low-Income Households	*Service Area*	4,294
	Rider Survey	615 (23%)

Facilities/Amenities

Bus Stops	177
Bus Shelters	40
Benches	43
Real-Time Signs	5

Ridership

Annual Ridership



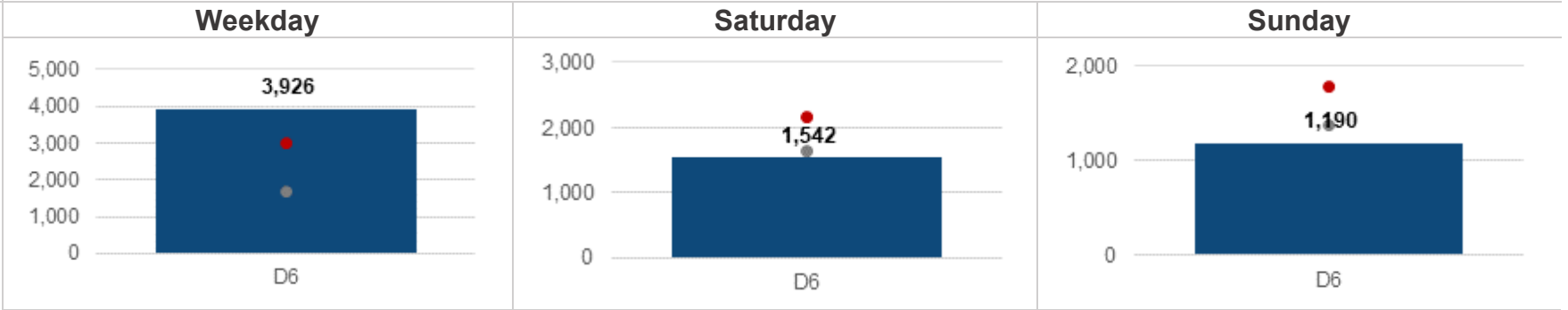
Top Transfer Locations

Dupont Circle, Union Station, Stadium-Armory,

Average Daily Ridership

System Average

Class/Tier Average



Average Trip Ridership and Maximum Load by Time Period

Vehicle Load Factor

	Direction:	East	West
Weekday	**Peak** Maximum Target: 1.20	0.55	0.52
Weekday	**Off-Peak** Maximum Target: 1.00	0.33	0.37
	Saturday Maximum Target: 1.00	0.29	0.26
	Sunday Maximum Target: 1.00	0.28	0.27

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk												—					—	—	—	—				
D6																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk				—										—	—	—	—	—	—	—				
D6																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk				—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—				
D6																								

[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

C 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 a.m. - 2:42 a.m.	-	A	4:45 a.m. - 2:14 a.m.	-	A	5:15 a.m. - 1:19 a.m.	-	A
	Frequency of Service | varies	Peak: 12.4 / Off-Peak: 27.7	*Peak: 15.0 / Off-Peak: 21.8*	A	31.6	*28.5*	B	37.3	*32.0*	C
Productivity	**Passengers per Revenue Hour** | 30.0	24.9	*33.0*	D	16.9	*29.0*	E	17.0	*28.9*	E
	Passengers per Revenue Mile | 4.0	3.2	*3.7*	E	1.7	*3.0*	E	1.7	*2.9*	E
Reliability	**On-Time Performance** | 79%	66%	*76%*	E	67%	*78%*	E	73%	*80%*	D
	Crowding | 5.0%	2.1%	*2.1%*	A	0.0%	*1.0%*	A	0.0%	*0.8%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.55 Off-Peak: 0.33	*Peak: 0.52 Off-Peak: 0.40*	B	0.29	*0.38*	A	0.28	*0.37*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $5.00	$4.70	*$3.91*	B	$6.90	*$4.52*	E	$6.88	*$4.63*	E
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route D6

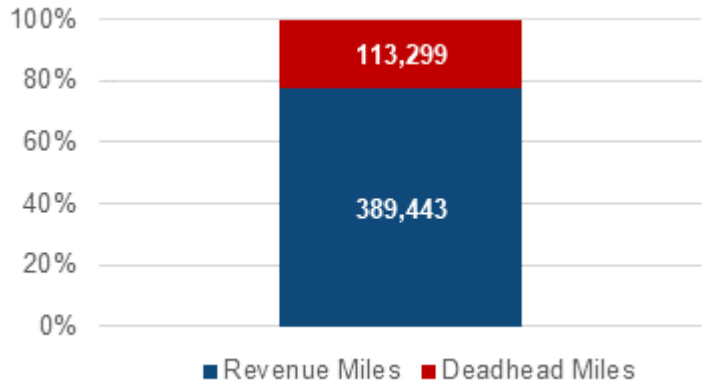
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	7.5	*5.6*	E
Route Design	**Circuity |** 1.75	1.30	*1.44*	A

	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 |** 30.0	24.9	*32.2*	D	16.9	*28.3*	E	17.0	*28.3*	E
	Passengers per Revenue Mile | 4.0	3.2	*3.7*	E	1.7	*3.0*	E	1.7	*2.9*	E
	Unique Segment Ridership | 10%	45%	*17%*	A	41%	*19%*	A	41%	*19%*	A
Reliability	**On-Time Performance |** 79%	66%	*77%*	E	67%	*79%*	E	73%	*80%*	D
	Crowding | 5.0%	2.1%	*2.0%*	A	0.0%	*1.1%*	A	0.0%	*0.9%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.54 Off-Peak: 0.40	*Peak: 0.53 Off-Peak: 0.41*	B+	0.30	*0.39*	A	0.20	*0.35*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$4.70	*$4.18*	B	$6.90	*$4.72*	E	$6.88	*$4.78*	E
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

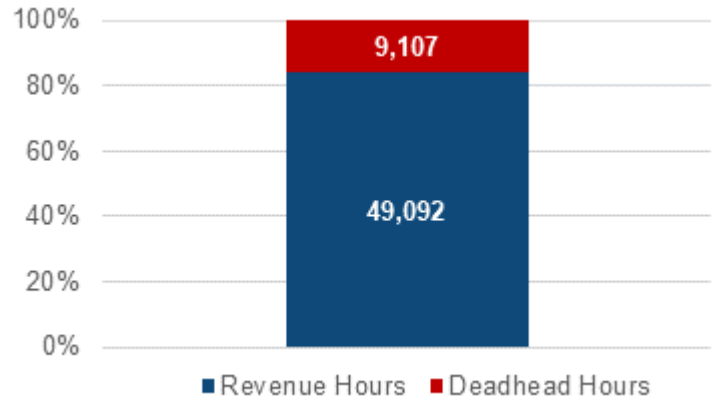
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



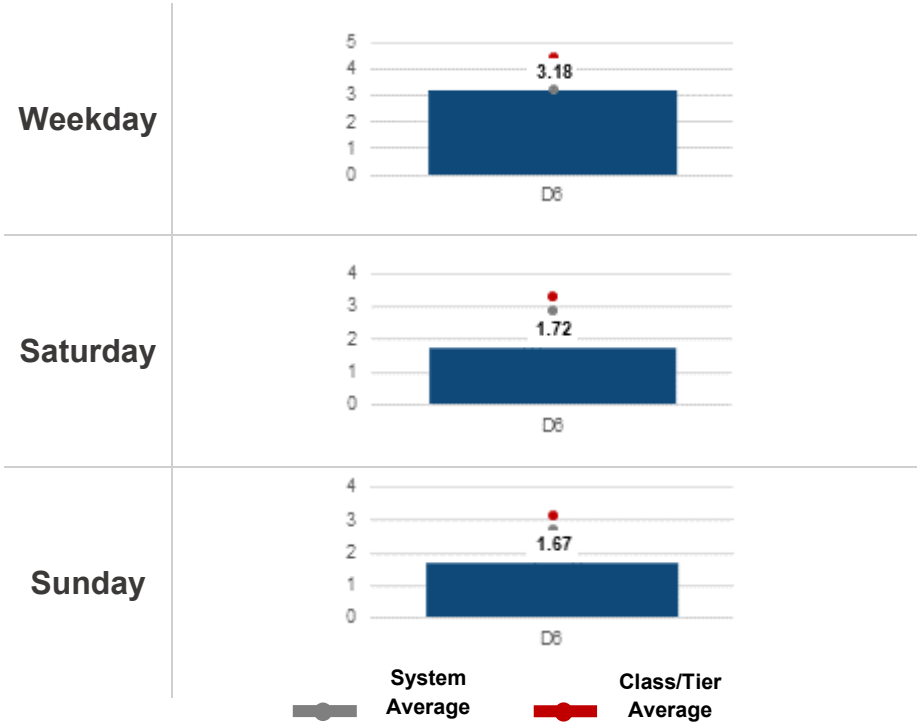
Hours Allocation



Service Delivery

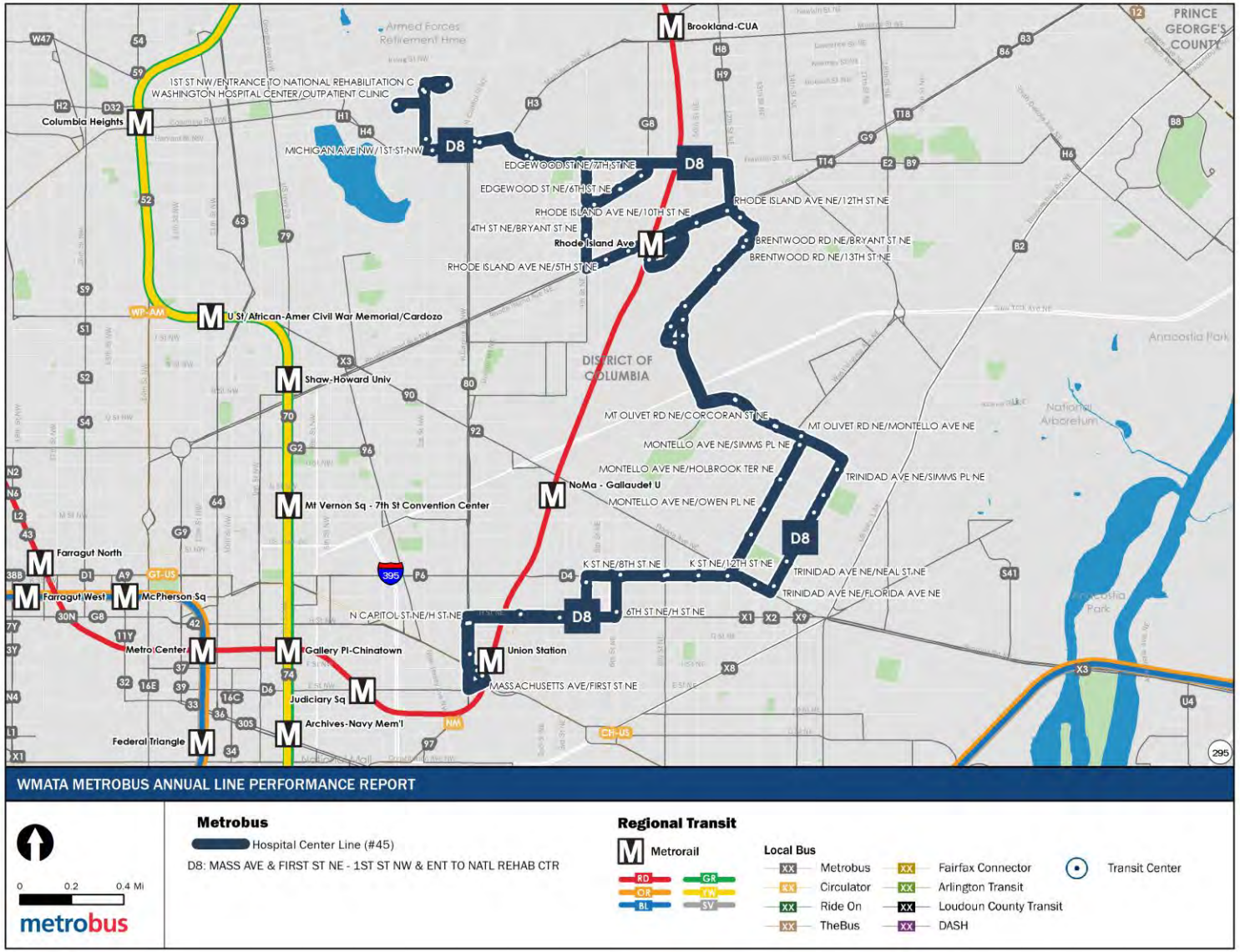
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
D6	23.7	17,878	15,745 (88%)

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

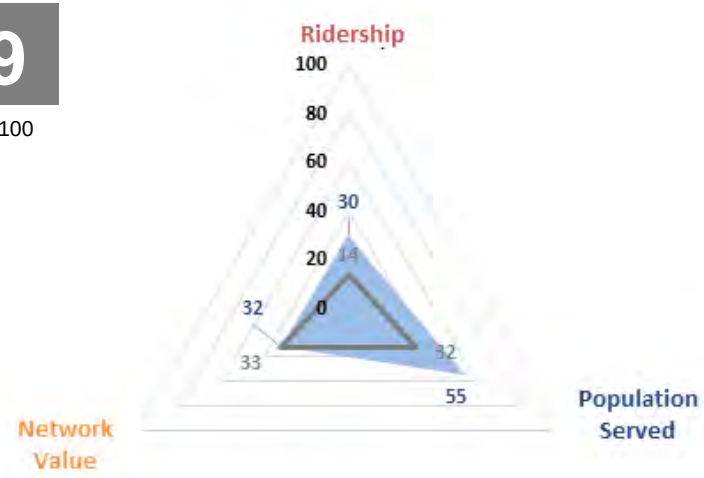
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

39

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$4,368,088
Peak Vehicles	12
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

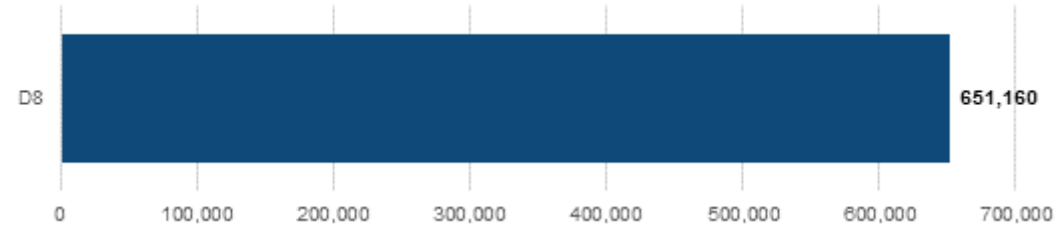
Service Area Population		35,262
Minority Population	*Service Area*	22,423
	Rider Survey	2,300 (92%)
Low-Income Households	*Service Area*	3,825
	Rider Survey	1,491 (63%)

Facilities/Amenities

Bus Stops	74
Bus Shelters	11
Benches	9
Real-Time Signs	2

Ridership

Annual Ridership



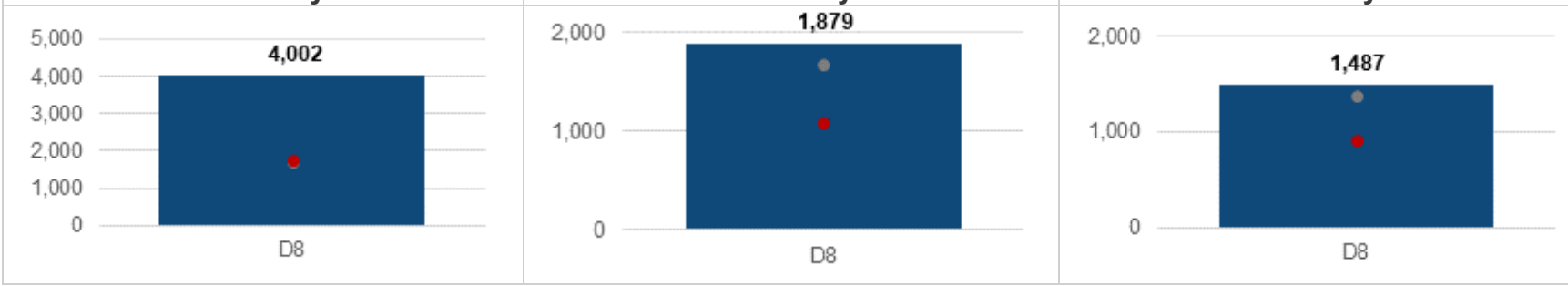
Top Transfer Locations

Rhode Island Avenue, Union Station

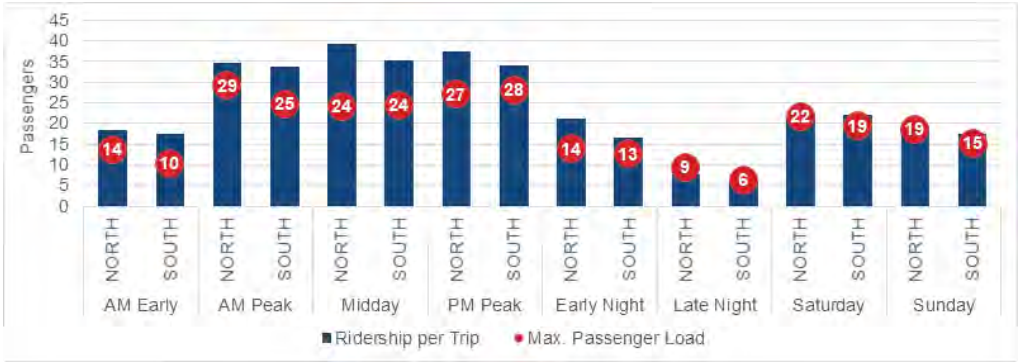
Average Daily Ridership

System Average

Class/Tier Average



Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.20	0.49	0.46
	Off-Peak Maximum Target: 1.00	0.35	0.34
	Saturday Maximum Target: 1.00	0.31	0.32
	Sunday Maximum Target: 1.00	0.28	0.26

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
D8																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
D8																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
D8																								

[1] Span/frequency standards are only applicable at the line level.

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	5:10 a.m. - 2:40 a.m.	-	A	6:00 a.m. - 1:10 a.m.	-	A	6:15 a.m. - 1:05 a.m.	-	A
	Frequency of Service | varies	Peak: 15.0 / Off-Peak: 18.1	*Peak: 20.6 / Off-Peak: 32.7*	A	27.5	*40.5*	A	28.1	*41.1*	A
Productivity	**Passengers per Revenue Hour** | 20.0	32.1	*28.8*	A	27.1	*27.4*	A	23.9	*26.0*	A
	Passengers per Revenue Mile | 4.0	4.5	*2.9*	A	3.3	*2.7*	D	2.7	*2.5*	E
Reliability	**On-Time Performance** | 79%	74%	*82%*	D	77%	*82%*	C	79%	*84%*	C
	Crowding | 5.0%	0.3%	*0.5%*	A	0.0%	*0.2%*	A	0.0%	*0.1%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.49 Off-Peak: 0.35	*Peak: 0.39 Off-Peak: 0.29*	A	0.31	*0.30*	A	0.28	*0.28*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $5.00	$3.64	*$4.67*	A	$4.31	*$5.07*	A	$4.88	*$5.13*	B
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route D8

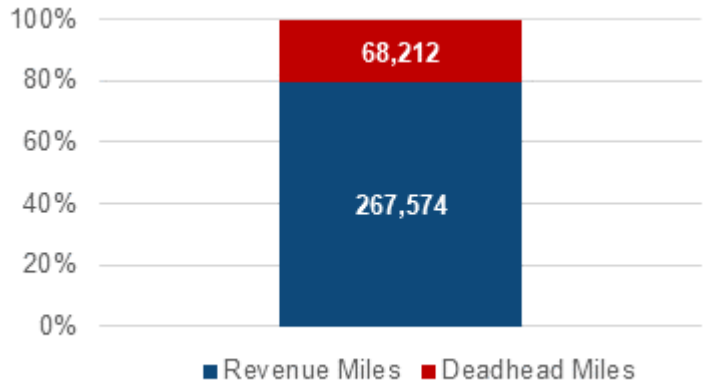
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	6.1	*6.1*	E
Route Design	**Circuity |** N/A	2.42	*2.00*	-

	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 |** 20.0	32.1	*29.7*	A	27.1	*29.3*	A	23.9	*27.9*	A
	Passengers per Revenue Mile | 4.0	4.5	*3.0*	A	3.3	*2.9*	D	2.7	*2.7*	E
	Unique Segment Ridership | 10%	23%	*31%*	A	24%	*33%*	A	24%	*32%*	A
Reliability	**On-Time Performance |** 79%	74%	*82%*	D	77%	*82%*	C	79%	*84%*	C
	Crowding | 5.0%	0.3%	*0.4%*	A	0.1%	*0.2%*	A	0.0%	*0.1%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.48 Off-Peak: 0.30	*Peak: 0.39 Off-Peak: 0.29*	A	0.30	*0.31*	A	0.30	*0.27*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$3.64	*$4.77*	A	$4.31	*$4.83*	A	$4.88	*$4.94*	B
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

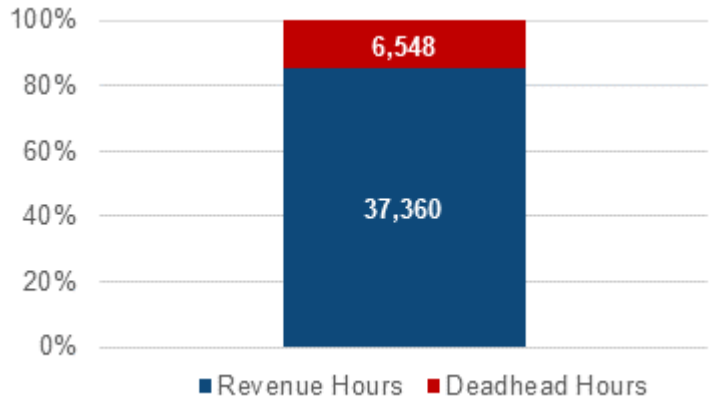
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



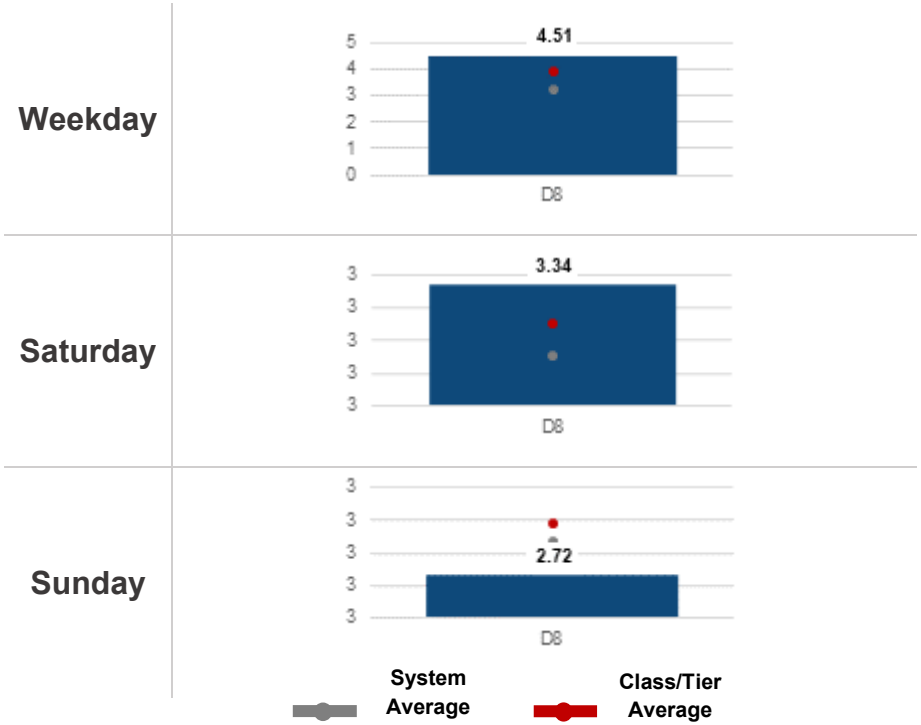
Hours Allocation



Service Delivery

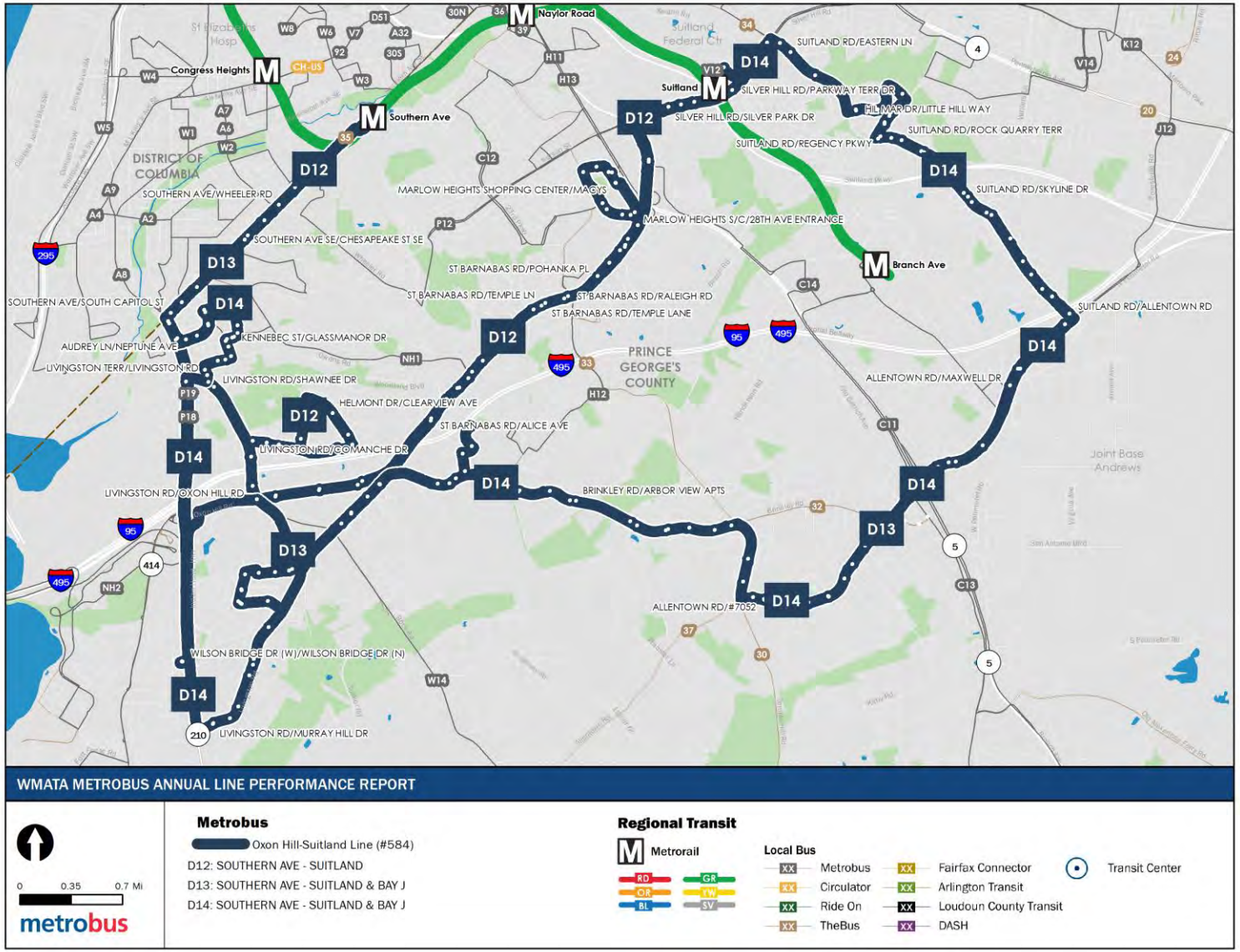
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
D8	14.0	18,463	16,913 (92%)

Passenger Miles per Revenue Mile



LINE: 584 – OXON HILL-SUITLAND ROUTE(S): D12,13,14

About the Line



Service Classification

Framework

Activity Tier

3

Overall Grade

Line	A

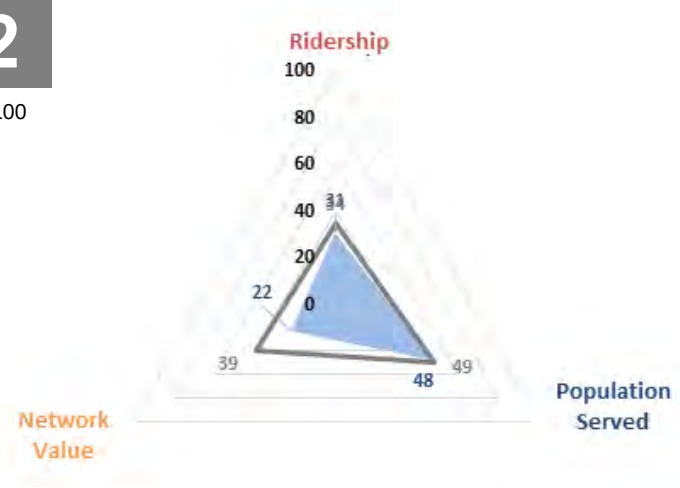
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

32

Out of 100



Classification Average:

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$5,502,912
Peak Vehicles	16
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

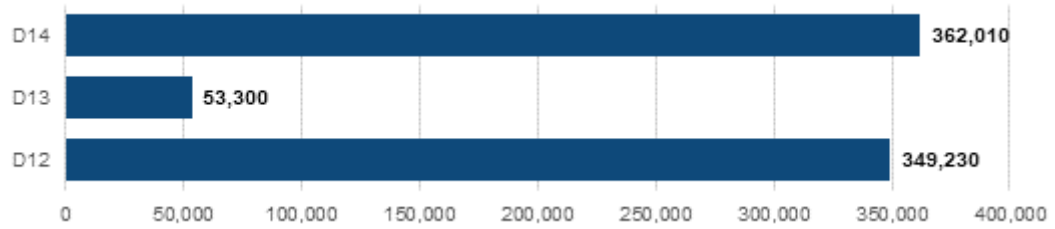
Service Area Population		60,637
Minority Population	*Service Area*	58,246
	Rider Survey	2,711 (98%)
Low-Income Households	*Service Area*	5,186
	Rider Survey	1,559 (62%)

Facilities/Amenities

Bus Stops	299
Bus Shelters	21
Benches	9
Real-Time Signs	2

Ridership

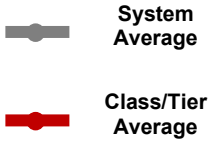
Annual Ridership



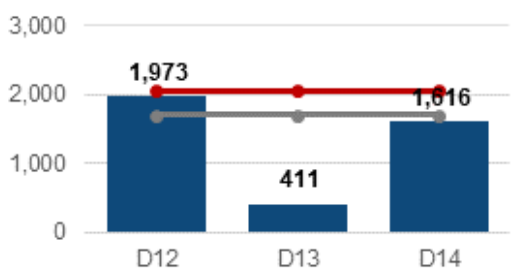
Top Transfer Locations

Southern Avenue, Suitland

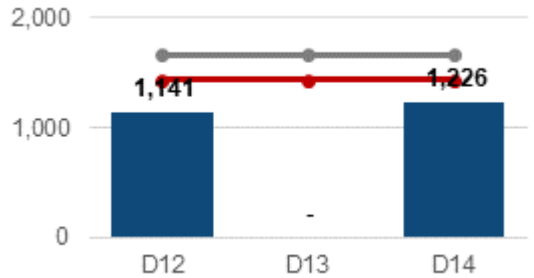
Average Daily Ridership



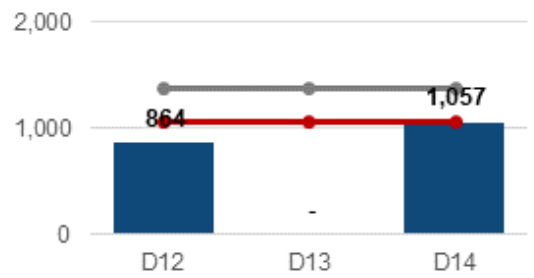
Weekday



Saturday



Sunday



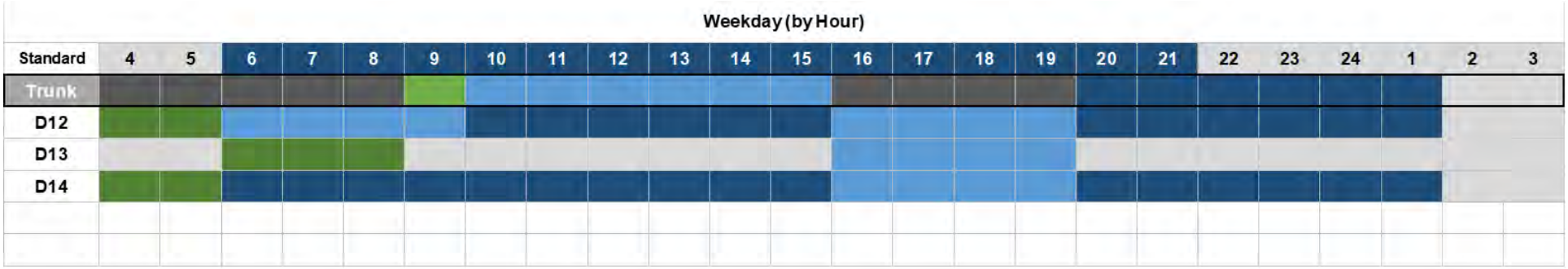
Average Trip Ridership and Maximum Load by Time Period

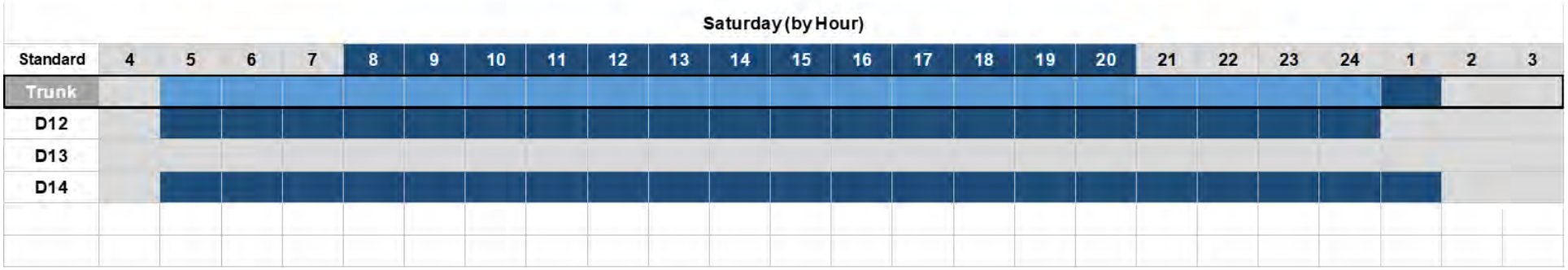
Vehicle Load Factor

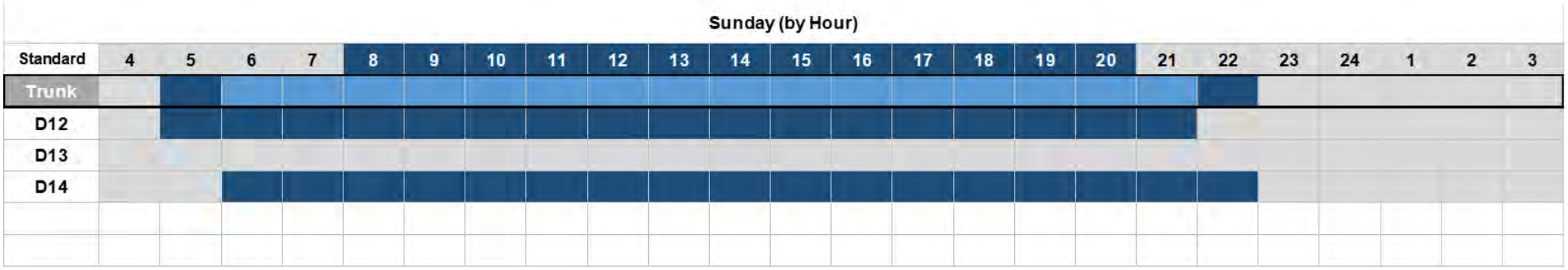
	Direction:	East	West
Weekday	**Peak** Maximum Target: 1.00	0.48	0.50
	Off-Peak Maximum Target: 1.00	0.43	0.50
	Saturday Maximum Target: 1.00	0.44	0.52
	Sunday Maximum Target: 1.00	0.44	0.49

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—







[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

A 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	4:10 a.m. - 1:46 a.m.	-	A	5:51 a.m. - 1:04 a.m.	-	A	5:51 a.m. - 10:36 p.m.	-	A
	Frequency of Service | varies	Peak: 8.7 / Off-Peak: 28.3	*Peak: 15.0 / Off-Peak: 21.8*	A	30.0	*28.5*	A	29.9	*32.0*	A
Productivity	**Passengers per Revenue Hour** | 15.0	27.5	*33.0*	A	23.7	*29.0*	A	27.2	*28.9*	A
	Passengers per Revenue Mile | 1.0	2.1	*3.7*	A	2.0	*3.0*	A	2.0	*2.9*	A
Reliability	**On-Time Performance** | 79%	76%	*76%*	C	77%	*78%*	C	75%	*80%*	C
	Crowding | 5.0%	0.1%	*2.1%*	A	0.0%	*1.0%*	A	0.0%	*0.8%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.48 Off-Peak: 0.43	*Peak: 0.52 Off-Peak: 0.40*	A	0.44	*0.38*	A	0.44	*0.37*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $7.00	$4.25	*$3.91*	A	$4.93	*$4.52*	A	$4.29	*$4.63*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route D12

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	6.4	*5.6*	E
Route Design	**Circuity |** 1.75	3.54	*1.44*	-

	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 |** 15.0	31.0	*32.2*	A	26.4	*28.3*	A	28.8	*28.3*	A
	Passengers per Revenue Mile | 1.0	2.6	*3.7*	A	2.6	*3.0*	A	2.3	*2.9*	A
	Unique Segment Ridership | 10%	24%	*17%*	A	22%	*19%*	A	21%	*19%*	A
Reliability	**On-Time Performance |** 79%	78%	*77%*	C	79%	*79%*	C	76%	*80%*	C
	Crowding | 5.0%	0.1%	*2.0%*	A	0.0%	*1.1%*	A	0.0%	*0.9%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.51 Off-Peak: 0.40	*Peak: 0.53 Off-Peak: 0.41*	B+	0.40	*0.39*	A	0.40	*0.35*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$3.77	*$4.18*	A	$4.43	*$4.72*	A	$4.06	*$4.78*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route D13

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	5.1	*5.6*	E
Route Design	**Circuity |** 1.75	4.30	*1.44*	-

	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 |** 15.0	21.0	*32.2*	A		*28.3*	-		*28.3*	-
	Passengers per Revenue Mile | 1.0	1.5	*3.7*	A		*3.0*	-		*2.9*	-
	Unique Segment Ridership | 10%	-	*17%*	-		*19%*	-		*19%*	-
Reliability	**On-Time Performance |** 79%	70%	*77%*	D		*79%*	-		*80%*	-
	Crowding | 5.0%	0.0%	*2.0%*	A		*1.1%*	-		*0.9%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.40 Off-Peak: 0.60	*Peak: 0.53 Off-Peak: 0.41*	B+		*0.39*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$5.56	*$4.18*	A		*$4.72*	-		*$4.78*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route D14

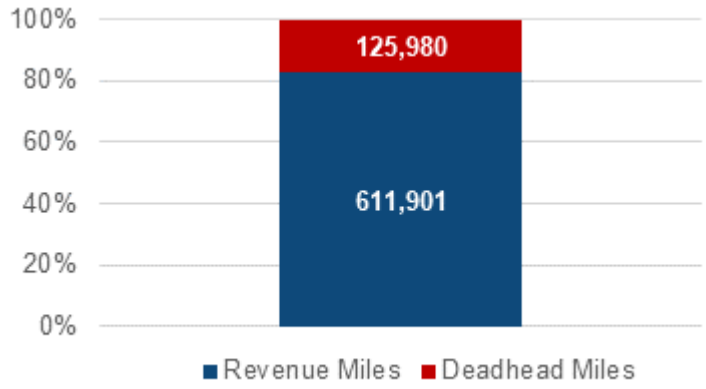
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	5.3	*5.6*	E
Route Design	**Circuity |** 1.75	3.60	*1.44*	-

	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 |** 15.0	25.9	*32.2*	A	21.6	*28.3*	A	26.1	*28.3*	A
	Passengers per Revenue Mile | 1.0	1.8	*3.7*	A	1.7	*3.0*	A	1.8	*2.9*	A
	Unique Segment Ridership | 10%	0%	*17%*	E	-	*19%*	-	-	*19%*	-
Reliability	**On-Time Performance |** 79%	75%	*77%*	C	76%	*79%*	C	73%	*80%*	D
	Crowding | 5.0%	0.2%	*2.0%*	A	0.0%	*1.1%*	A	0.0%	*0.9%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.50 Off-Peak: 0.50	*Peak: 0.53 Off-Peak: 0.41*	B+	0.50	*0.39*	B	0.50	*0.35*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$4.51	*$4.18*	A	$5.40	*$4.72*	A	$4.48	*$4.78*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

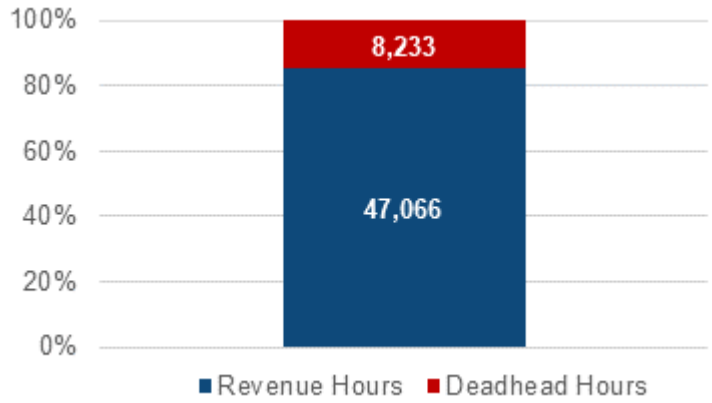
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



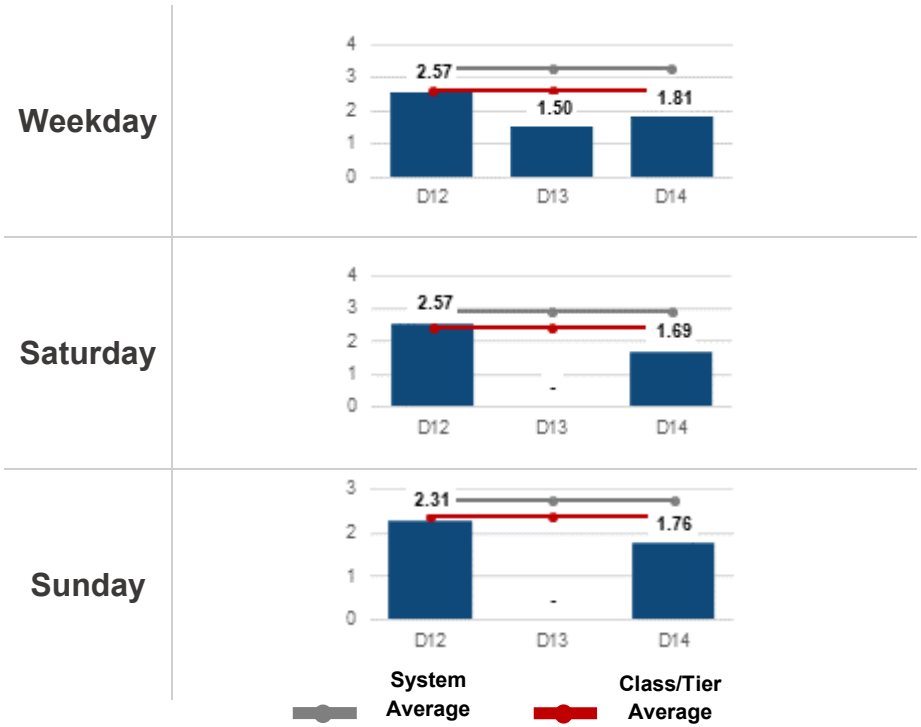
Hours Allocation



Service Delivery

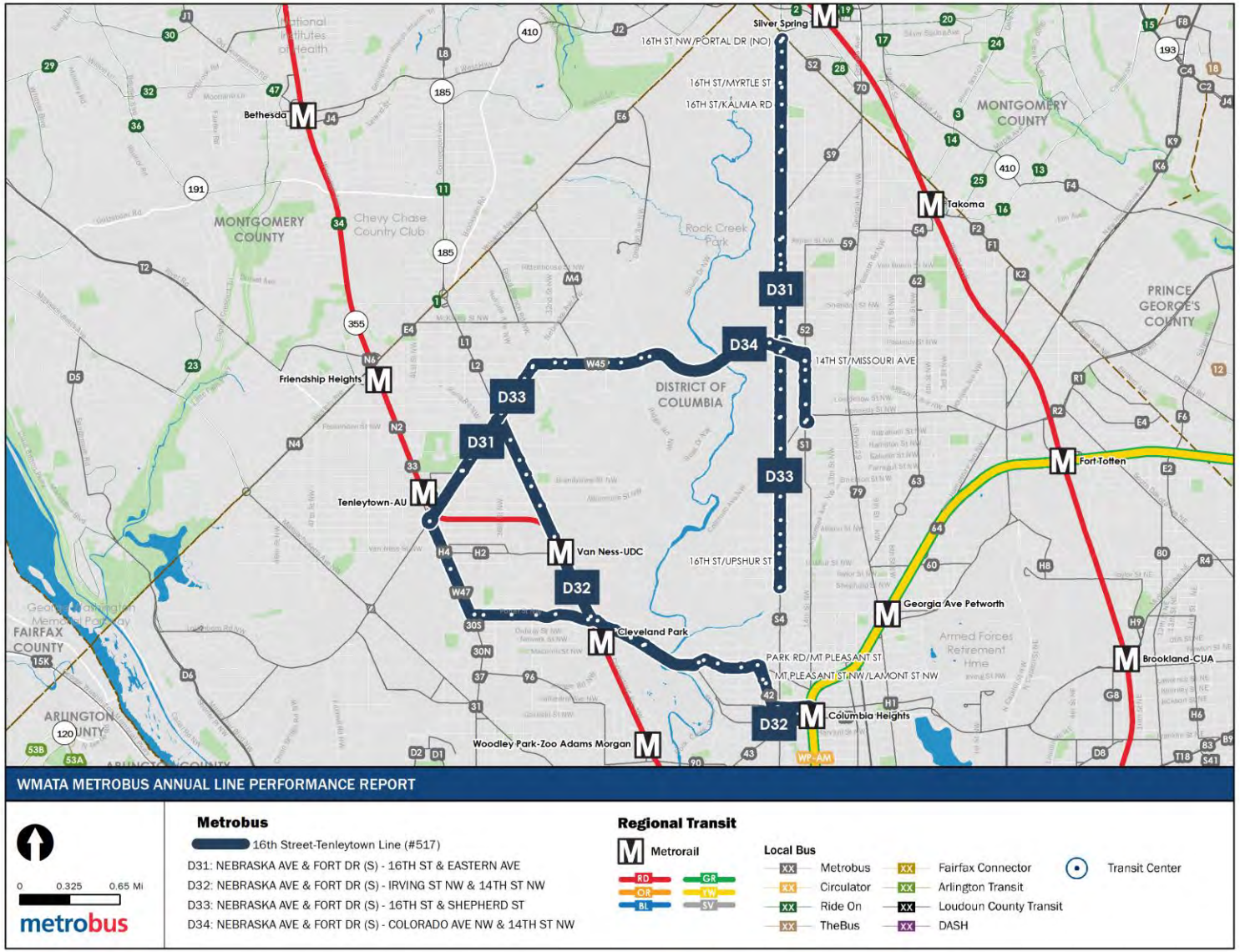
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
D12	27.4	8,653	7,256 (84%)
D13	41.8	1,562	1,333 (85%)
D14	44.5	7,400	6,186 (84%)

Passenger Miles per Revenue Mile



LINE: 517 – 16TH STREET-TENLEYTOWN ROUTE(S): D31,32,33,34

About the Line



Service Classification

Gap

Activity Tier

2

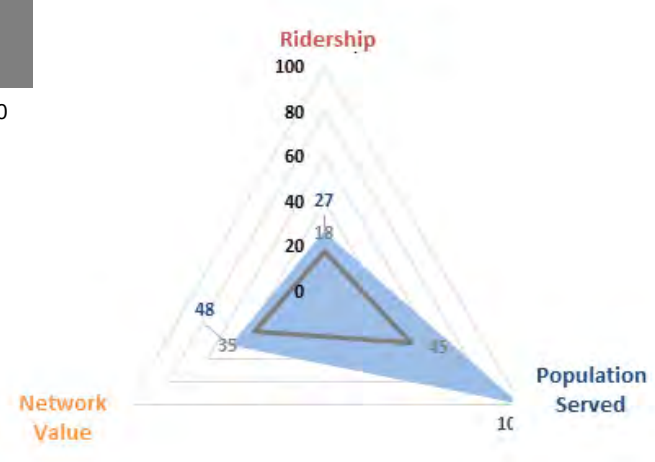
Overall Grade

Legend
Exceeds Meets
Approaches Below Significantly Below

Line Benefit Score

41

Out of 100



Classification Average: △

Line Focus: **Population Served** | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$122,002
Peak Vehicles	8
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

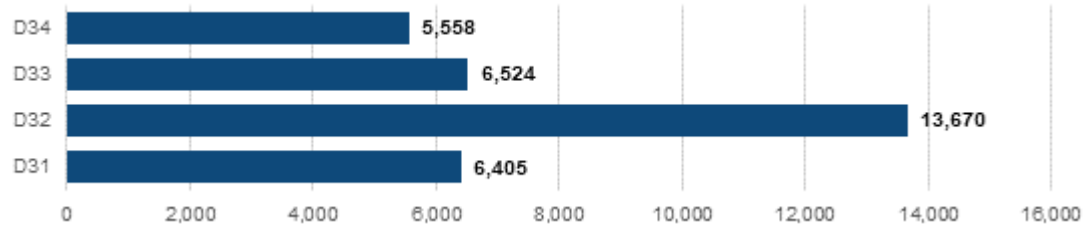
Service Area Population		74,927
Minority Population	*Service Area*	42,632
	Rider Survey	
Low-Income Households	*Service Area*	6,472
	Rider Survey	

Facilities/Amenities

Bus Stops	143
Bus Shelters	28
Benches	27
Real-Time Signs	9

Ridership

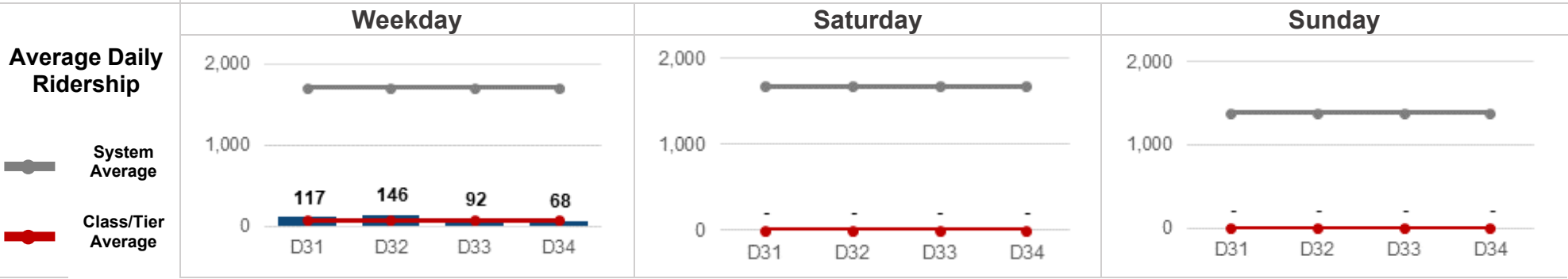
Annual Ridership



Top Transfer Locations

Cleveland Park, Tenleytown-AU, Columbia Heights

Average Daily Ridership



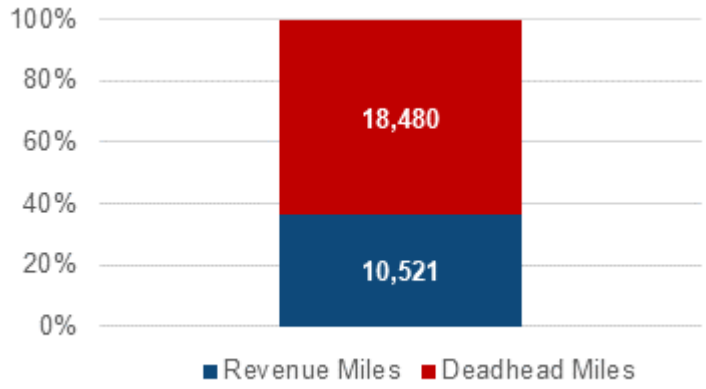
Average Trip Ridership and Maximum Load by Time Period

Vehicle Load Factor

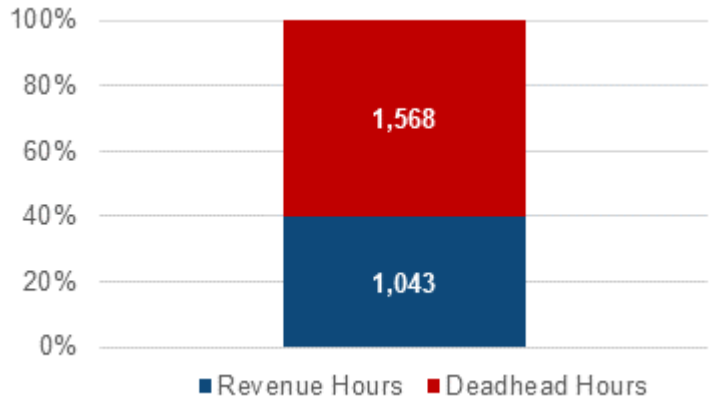
	Direction:	East	West
Weekday	**Peak** Maximum Target:	0.58	0.88
	Off-Peak Maximum Target:		
	Saturday Maximum Target:		
	Sunday Maximum Target:		

Operational Analysis

Miles Allocation



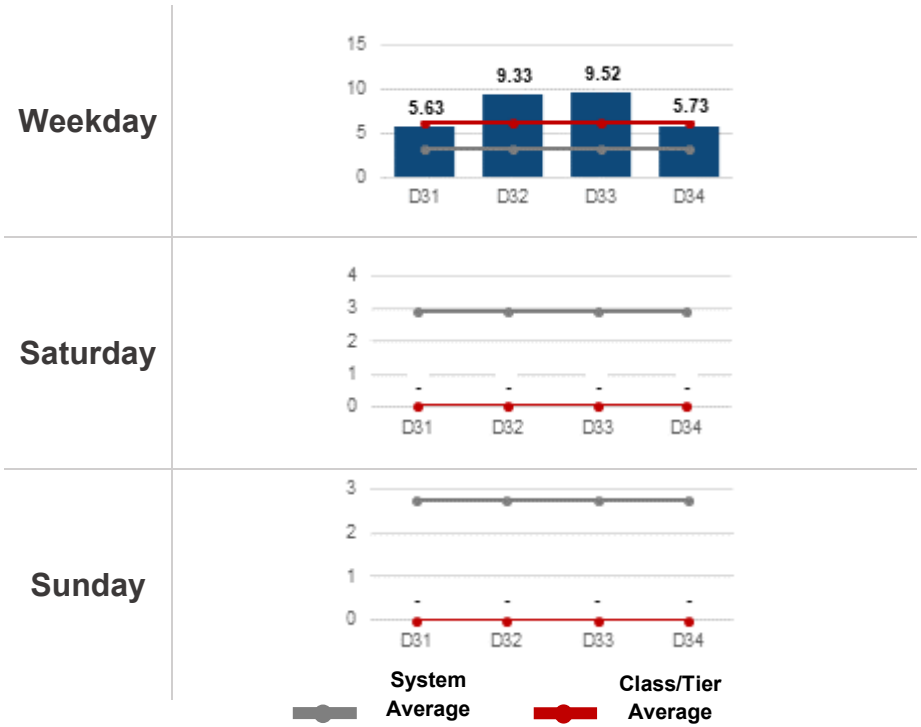
Hours Allocation



Service Delivery

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
D31	10.9	376	217 (58%)
D32	8.8	376	257 (68%)
D33	10.1	188	112 (60%)
D34	8.1	282	152 (54%)

Passenger Miles per Revenue Mile



LINE: 549 – CONGRESS HEIGHTS-GEORGETOWN ROUTE(S): D51

About the Line

Service Classification

Gap

Activity Tier

2

Overall Grade

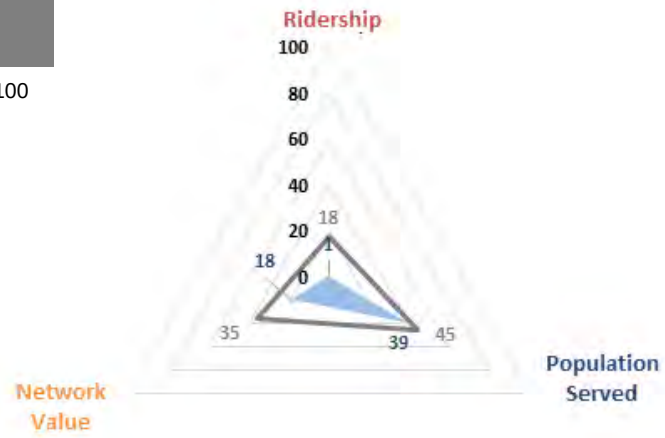
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

9

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$18,442
Peak Vehicles	0
Vehicle Type(s)	

Service Area Context (1/4 Mile)

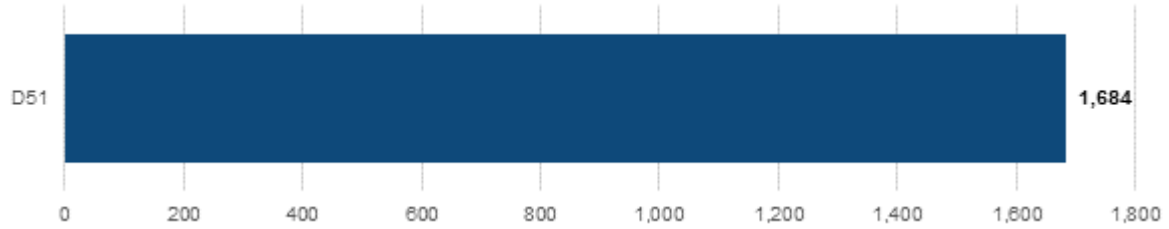
Service Area Population		61,417
Minority Population	*Service Area*	40,055
	Rider Survey	
Low-Income Households	*Service Area*	6,851
	Rider Survey	

Facilities/Amenities

Bus Stops	34
Bus Shelters	11
Benches	11
Real-Time Signs	2

Ridership

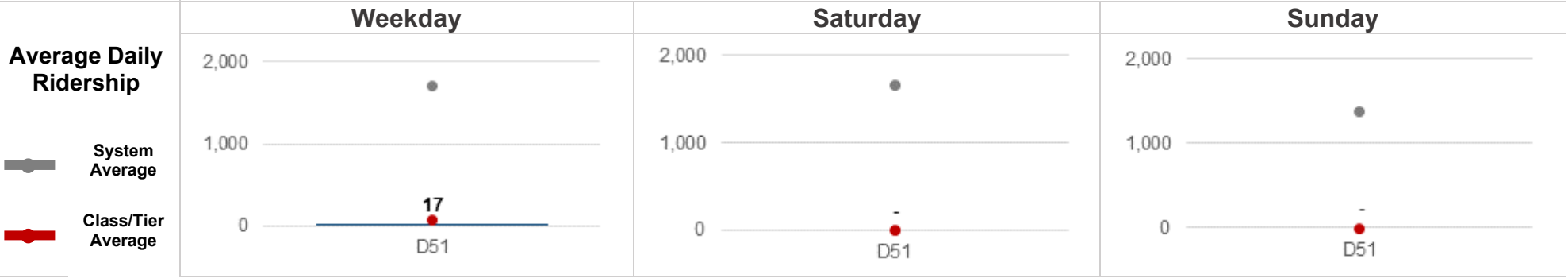
Annual Ridership



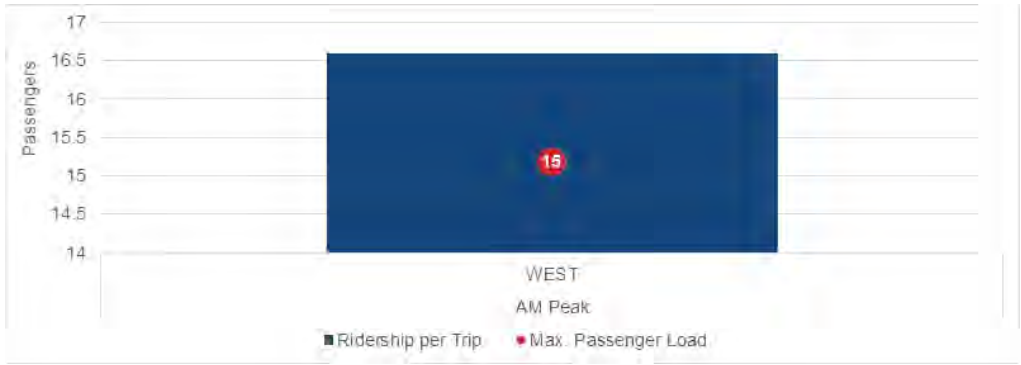
Top Transfer Locations

0

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period

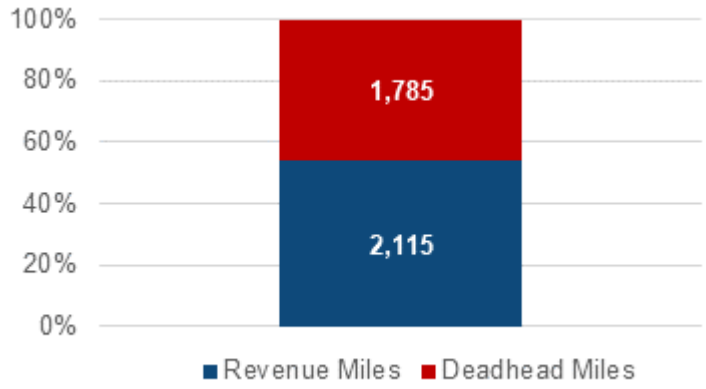


Vehicle Load Factor

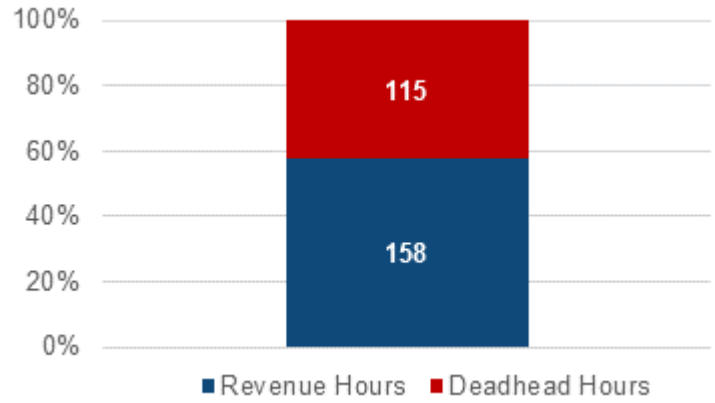
		Direction: **West**	
Weekday	**Peak** Maximum Target:	0.39	0.00
	Off-Peak Maximum Target:		
	Saturday Maximum Target:		
	Sunday Maximum Target:		

Operational Analysis

Miles Allocation



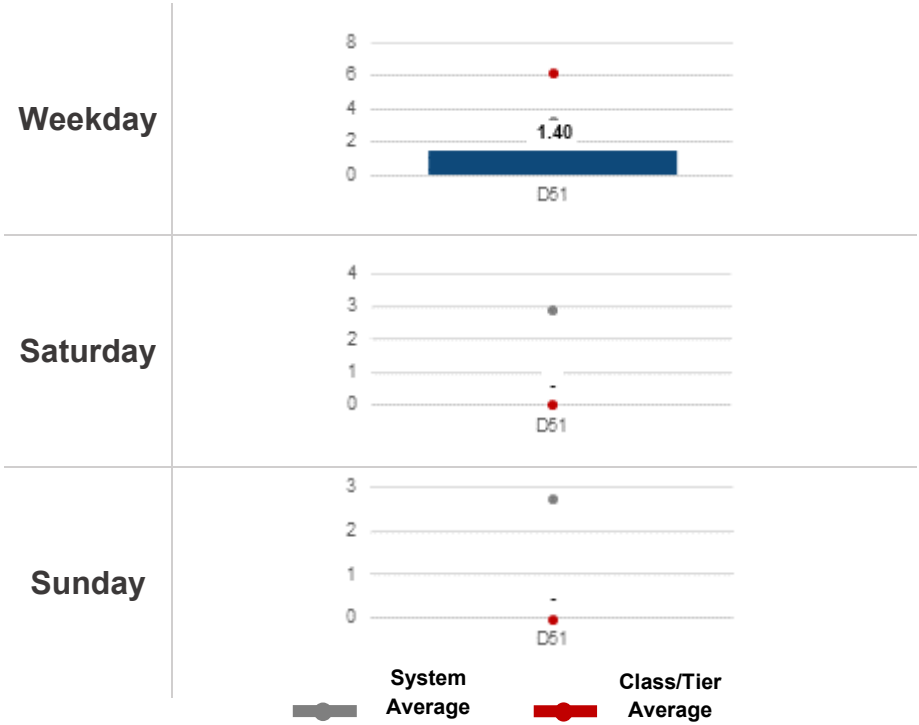
Hours Allocation



Service Delivery

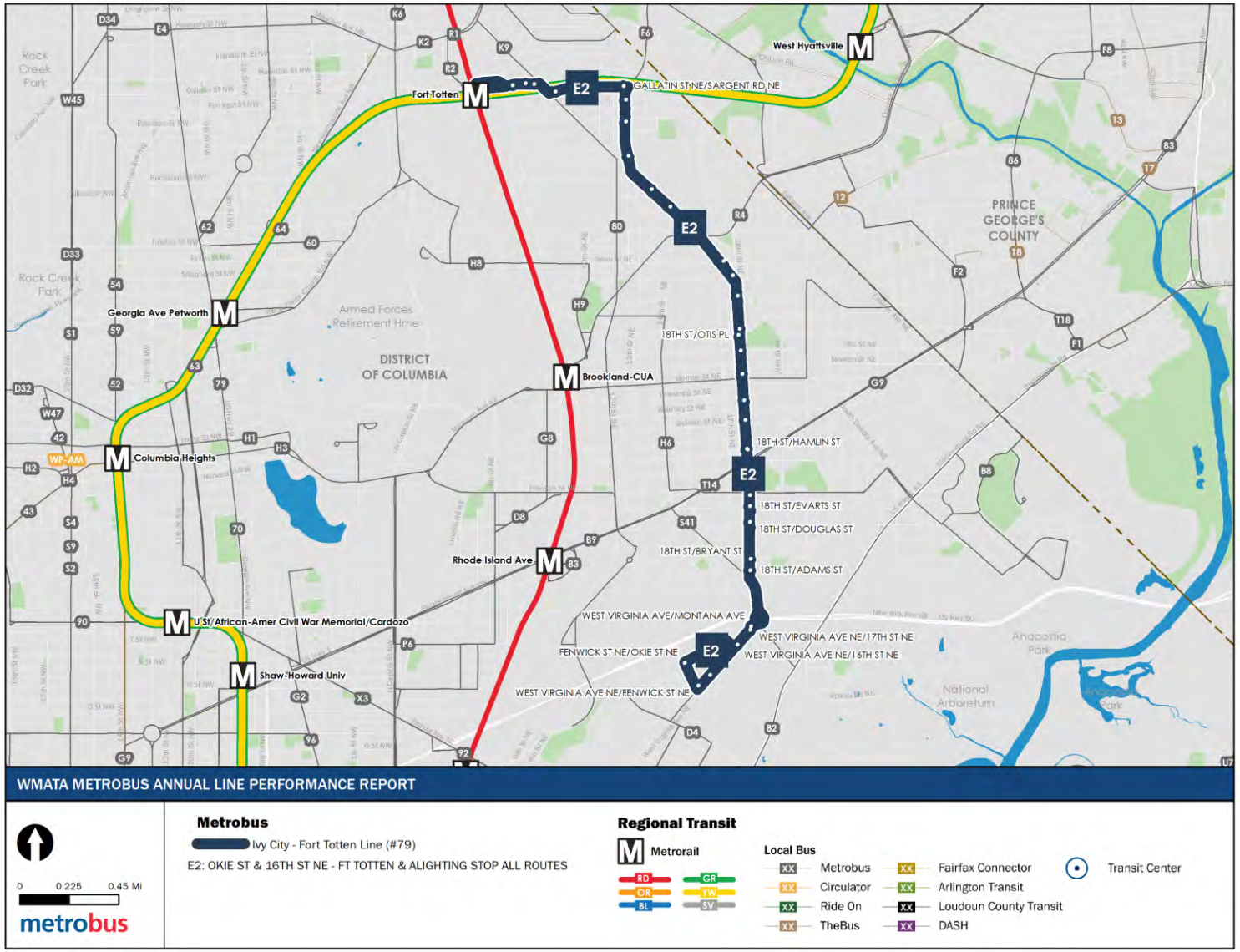
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
D51	12.1	94	71 (76%)

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	A

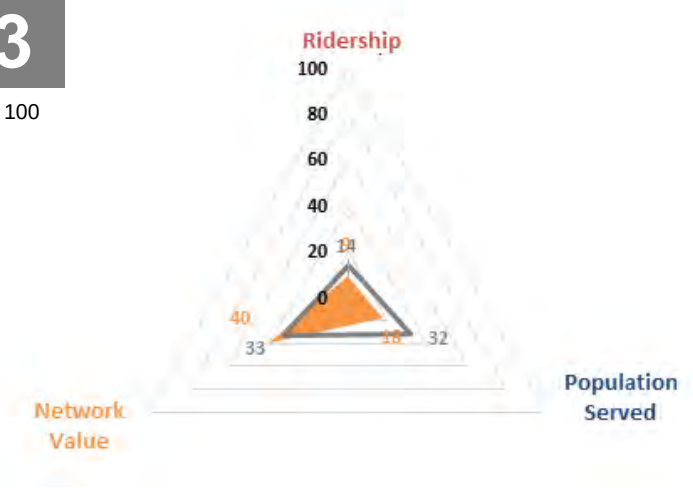
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

23

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$1,556,640
Peak Vehicles	3
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

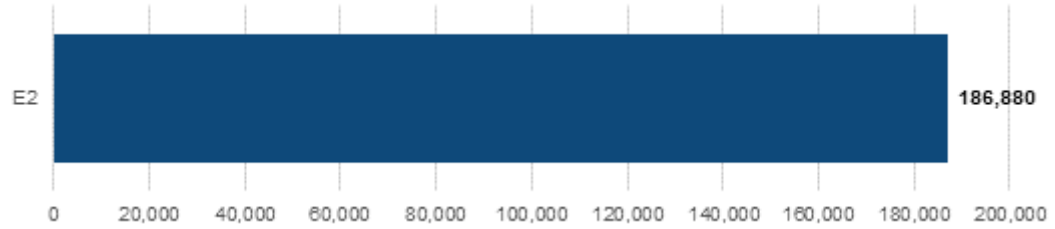
Service Area Population		16,554
Minority Population	*Service Area*	14,640
	Rider Survey	653 (84%)
Low-Income Households	*Service Area*	1,575
	Rider Survey	182 (27%)

Facilities/Amenities

Bus Stops	60
Bus Shelters	2
Benches	1
Real-Time Signs	0

Ridership

Annual Ridership



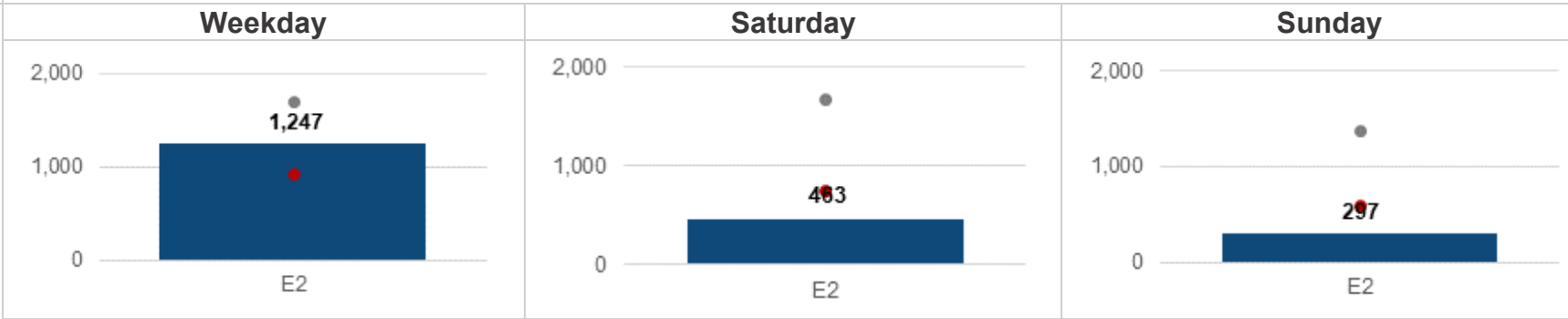
Top Transfer Locations

Fort Totten

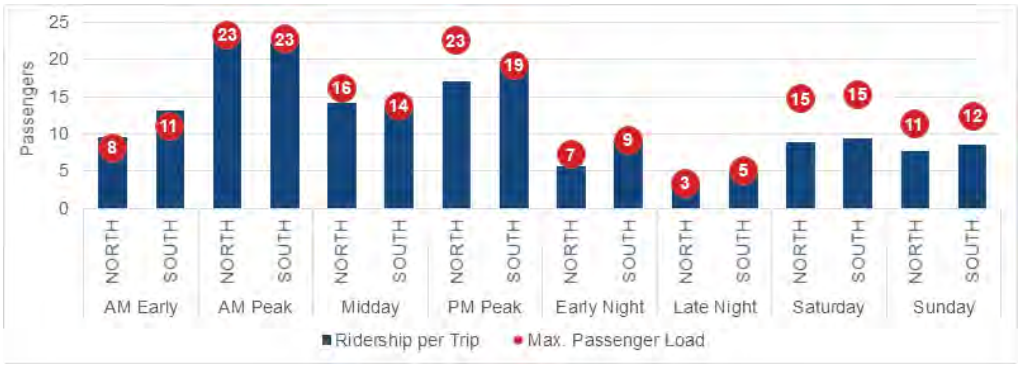
Average Daily Ridership

System Average

Class/Tier Average



Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.00	0.39	0.39
	Off-Peak Maximum Target: 1.00	0.20	0.22
	Saturday Maximum Target: 1.00	0.20	0.19
	Sunday Maximum Target: 1.00	0.17	0.17

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
E2																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
E2																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
E2																								

[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

A 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 a.m. - 12:47 a.m.	-	A	5:40 a.m. - 1:15 a.m.	-	A	6:05 a.m. - 12:50 a.m.	-	A
	Frequency of Service | varies	Peak: 22.7 / Off-Peak: 29.8	*Peak: 20.6 / Off-Peak: 32.7*	A	47.2	*40.5*	A	60.0	*41.1*	A
Productivity	**Passengers per Revenue Hour** | 10.0	28.7	*28.8*	A	18.8	*27.4*	A	14.1	*26.0*	A
	Passengers per Revenue Mile | 1.0	3.5	*2.9*	A	2.2	*2.7*	A	2.0	*2.5*	A
Reliability	**On-Time Performance** | 79%	87%	*82%*	A	87%	*82%*	A	93%	*84%*	A
	Crowding | 5.0%	0.0%	*0.5%*	A	0.0%	*0.2%*	A	0.0%	*0.1%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.39 Off-Peak: 0.20	*Peak: 0.39 Off-Peak: 0.29*	A	0.20	*0.30*	A	0.17	*0.28*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $7.00	$4.07	*$4.67*	A	$6.23	*$5.07*	A	$8.27	*$5.13*	D
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route E2

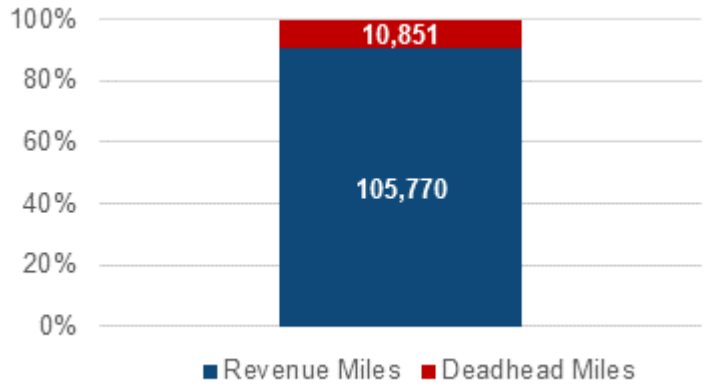
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	7.5	*6.1*	E
Route Design	**Circuity |** N/A	1.11	*2.00*	-

	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 |** 10.0	28.7	*29.7*	A	18.8	*29.3*	A	14.1	*27.9*	A
	Passengers per Revenue Mile | 1.0	3.5	*3.0*	A	2.2	*2.9*	A	2.0	*2.7*	A
	Unique Segment Ridership | 10%	53%	*31%*	A	59%	*33%*	A	57%	*32%*	A
Reliability	**On-Time Performance |** 79%	87%	*82%*	A	87%	*82%*	A	93%	*84%*	A
	Crowding | 5.0%	0.0%	*0.4%*	A	0.0%	*0.2%*	A	0.0%	*0.1%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.39 Off-Peak: 0.20	*Peak: 0.39 Off-Peak: 0.29*	A	0.20	*0.31*	A	0.20	*0.27*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$4.07	*$4.77*	A	$6.23	*$4.83*	A	$8.27	*$4.94*	D
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

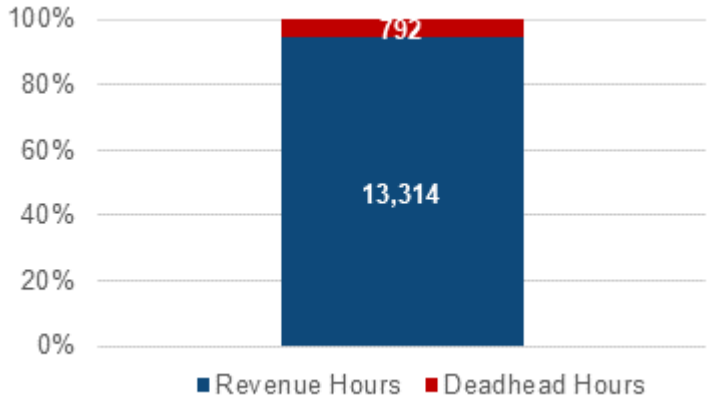
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



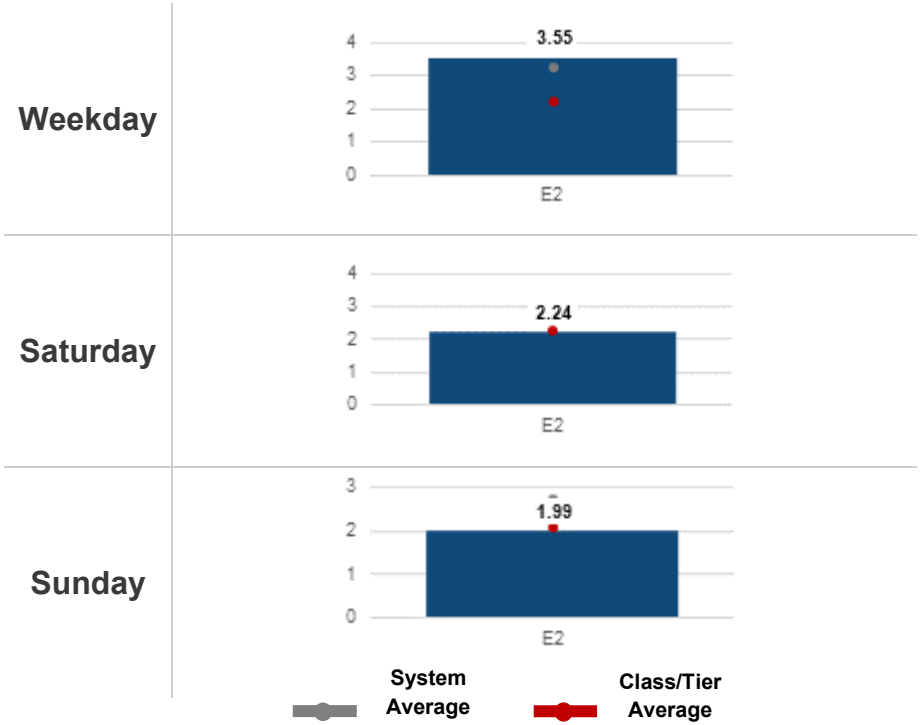
Hours Allocation



Service Delivery

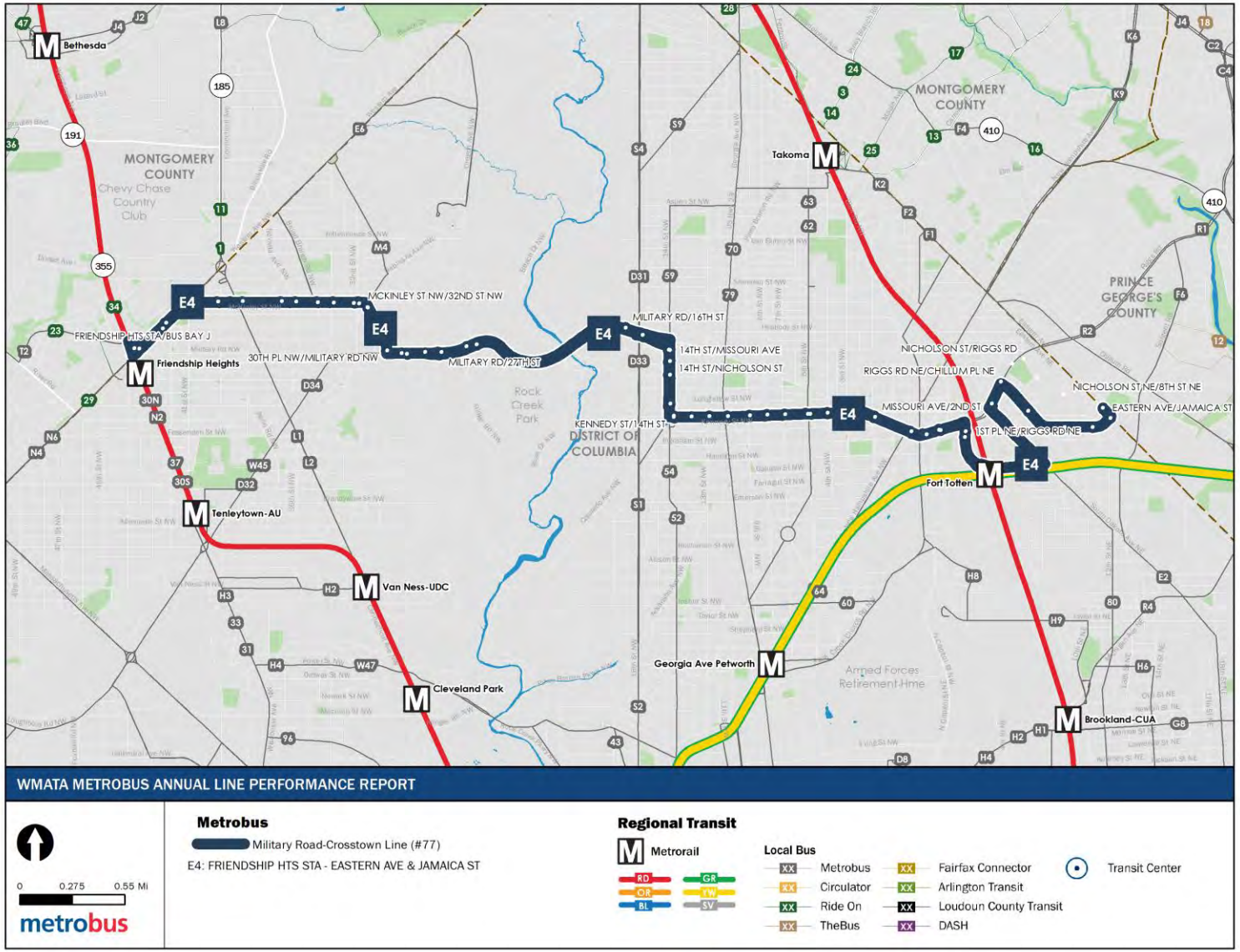
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
E2	8.3	12,038	10,096 (84%)

Passenger Miles per Revenue Mile



LINE: 77 – MILITARY ROAD-CROSSTOWN ROUTE(S): E4

About the Line



Service Classification

Framework

Activity Tier

2

Overall Grade

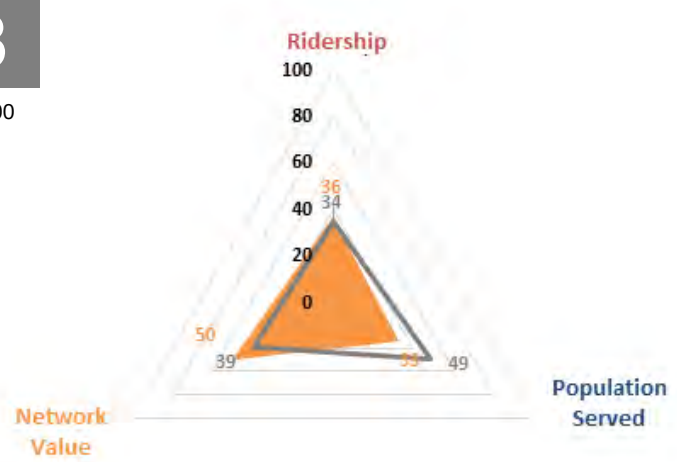
Line	A

Legend
Exceeds Meets
Approaches Below Significantly Below

Line Benefit Score

38

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$4,208,491
Peak Vehicles	12
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

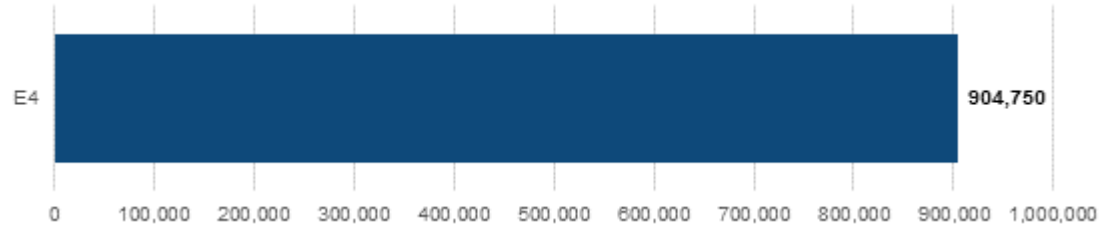
Service Area Population		41,919
Minority Population	*Service Area*	30,477
	Rider Survey	2,967 (82%)
Low-Income Households	*Service Area*	3,390
	Rider Survey	1,318 (39%)

Facilities/Amenities

Bus Stops	95
Bus Shelters	14
Benches	15
Real-Time Signs	3

Ridership

Annual Ridership



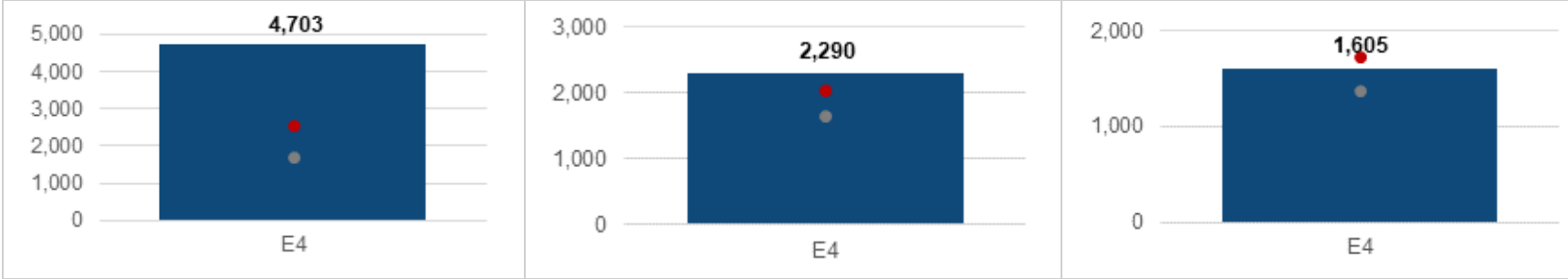
Top Transfer Locations

Fort Totten, Friendship Heights

Average Daily Ridership

System Average

Class/Tier Average



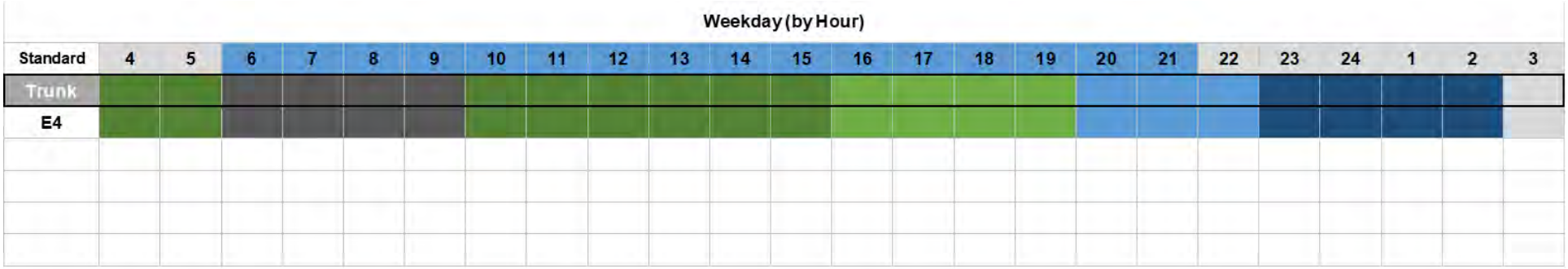
Average Trip Ridership and Maximum Load by Time Period

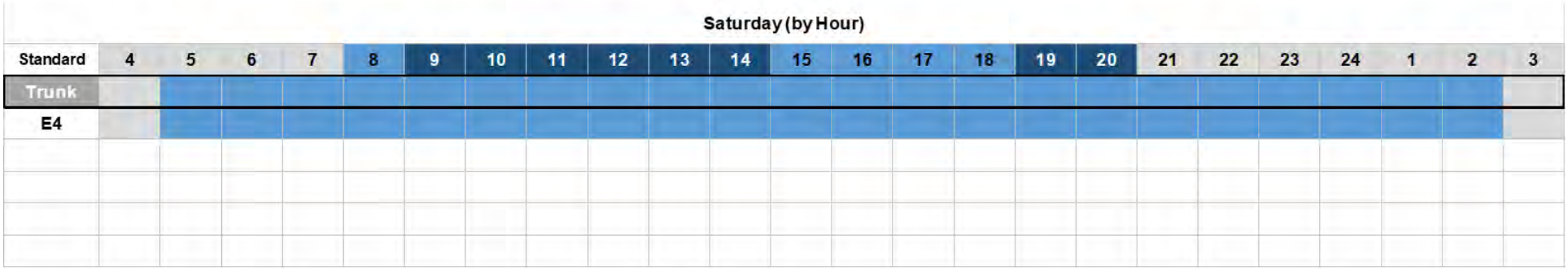
Vehicle Load Factor

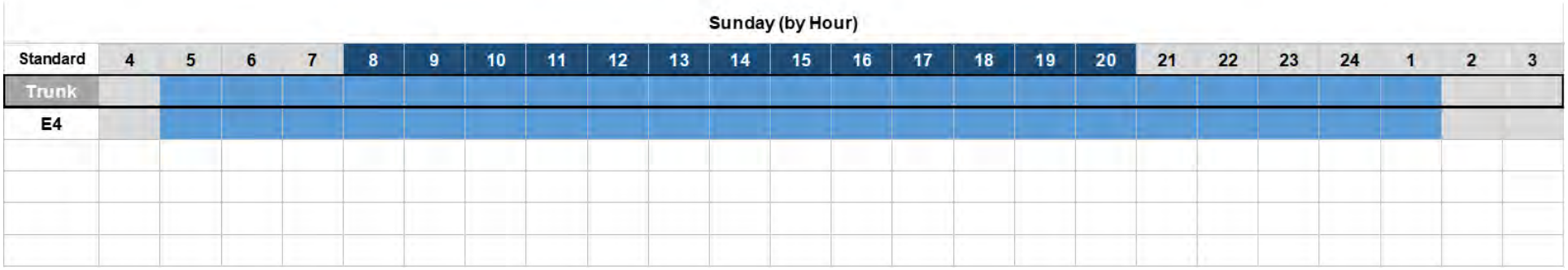
	Direction:	East	West
Weekday	**Peak** Maximum Target: 1.00	0.56	0.54
	Off-Peak Maximum Target: 1.00	0.40	0.40
	Saturday Maximum Target: 1.00	0.34	0.36
	Sunday Maximum Target: 1.00	0.32	0.34

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—







[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

A 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	4:52 a.m. - 2:08 a.m.	-	A	5:12 a.m. - 2:23 a.m.	-	A	5:20 a.m. - 1:21 a.m.	-	A
	Frequency of Service | varies	Peak: 12.0 / Off-Peak: 17.4	*Peak: 15.0 / Off-Peak: 21.8*	A	25.1	*28.5*	A	30.4	*32.0*	A
Productivity	**Passengers per Revenue Hour** | 20.0	41.0	*33.0*	A	32.9	*29.0*	A	32.3	*28.9*	A
	Passengers per Revenue Mile | 2.0	4.9	*3.7*	A	3.7	*3.0*	A	3.3	*2.9*	A
Reliability	**On-Time Performance** | 79%	78%	*76%*	C	85%	*78%*	A	85%	*80%*	A
	Crowding | 5.0%	0.9%	*2.1%*	A	0.0%	*1.0%*	A	0.0%	*0.8%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.56 Off-Peak: 0.40	*Peak: 0.52 Off-Peak: 0.40*	B	0.34	*0.38*	A	0.32	*0.37*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $5.00	$2.85	*$3.91*	A	$3.55	*$4.52*	A	$3.62	*$4.63*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route E4

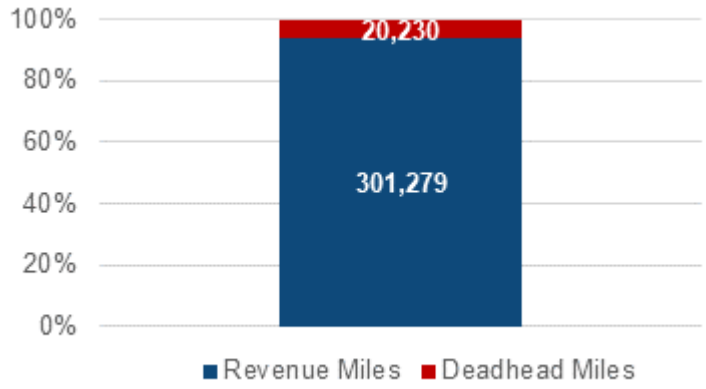
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	6.8	*5.6*	E
Route Design	**Circuity |** 1.75	1.22	*1.44*	A

	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 |** 20.0	41.0	*32.2*	A	32.9	*28.3*	A	32.3	*28.3*	A
	Passengers per Revenue Mile | 2.0	4.9	*3.7*	A	3.7	*3.0*	A	3.3	*2.9*	A
	Unique Segment Ridership | 10%	54%	*17%*	A	52%	*19%*	A	54%	*19%*	A
Reliability	**On-Time Performance |** 79%	78%	*77%*	C	85%	*79%*	A	85%	*80%*	A
	Crowding | 5.0%	0.9%	*2.0%*	A	0.4%	*1.1%*	A	0.0%	*0.9%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.55 Off-Peak: 0.40	*Peak: 0.53 Off-Peak: 0.41*	B+	0.40	*0.39*	A	0.30	*0.35*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$2.85	*$4.18*	A	$3.55	*$4.72*	A	$3.62	*$4.78*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

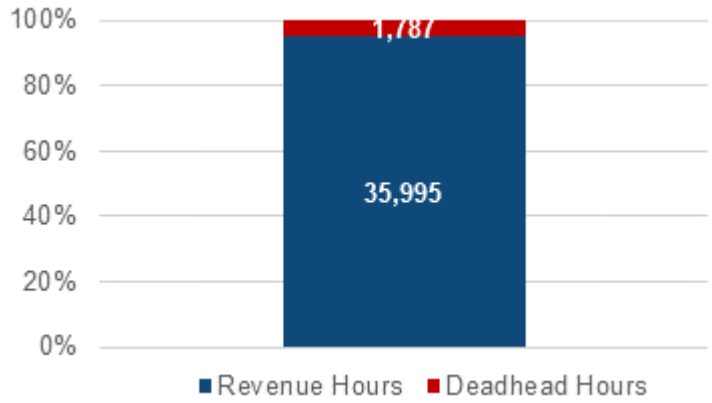
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



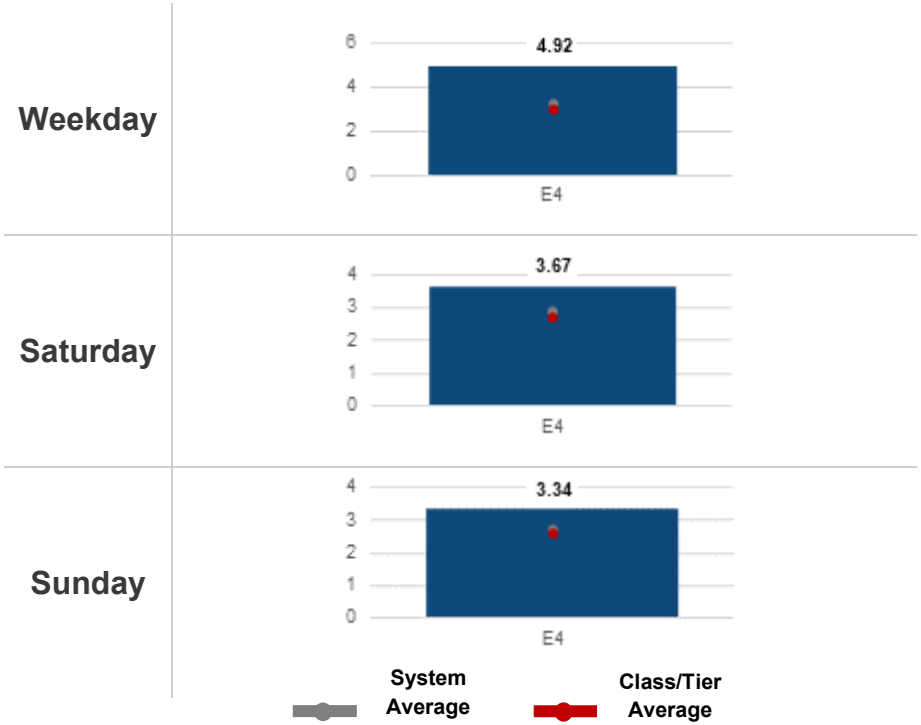
Hours Allocation



Service Delivery

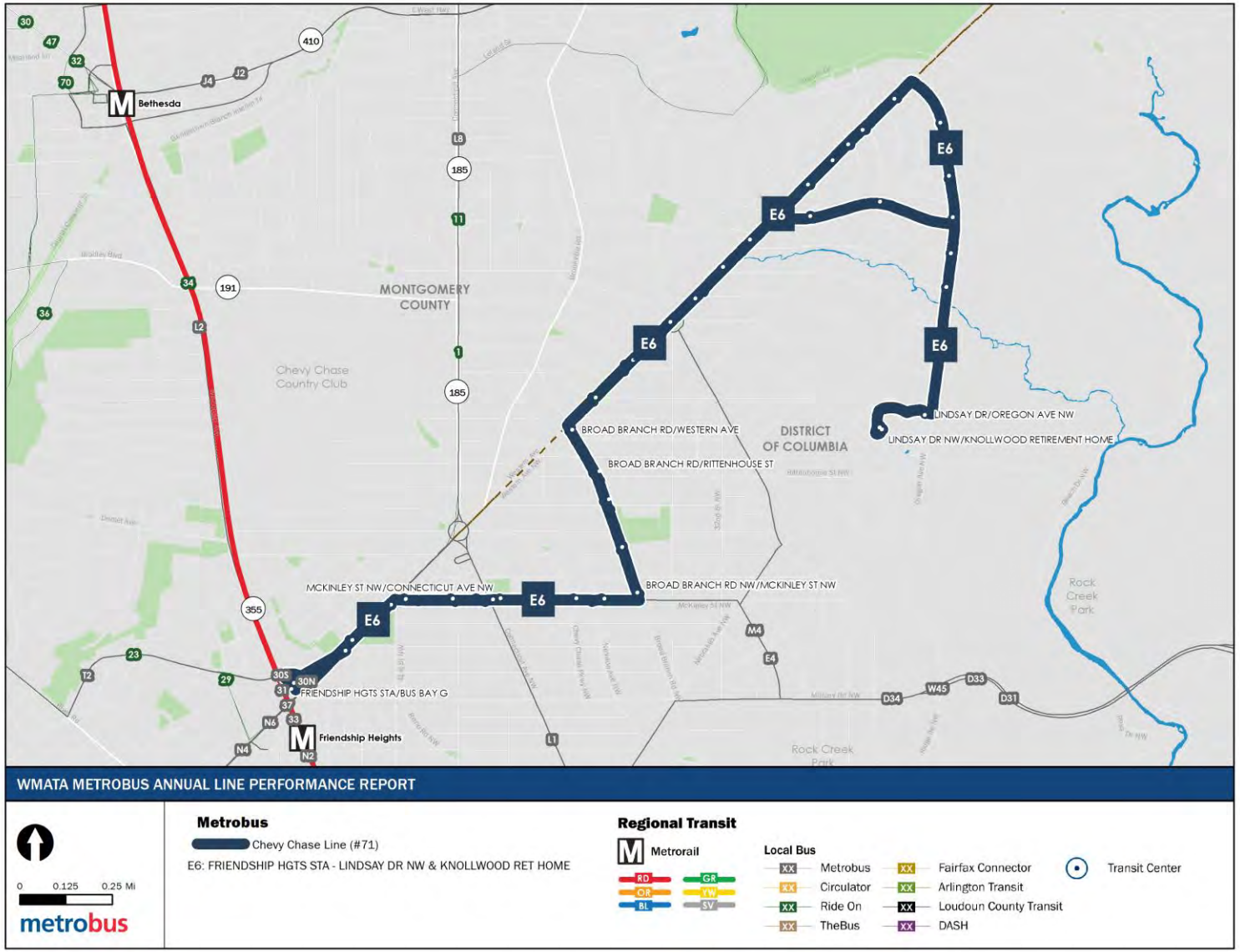
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
E4	15.2	21,527	14,368 (67%)

Passenger Miles per Revenue Mile



LINE: 71 – CHEVY CHASE ROUTE(S): E6

About the Line



Service Classification

Coverage

Activity Tier

3

Overall Grade

Line	B

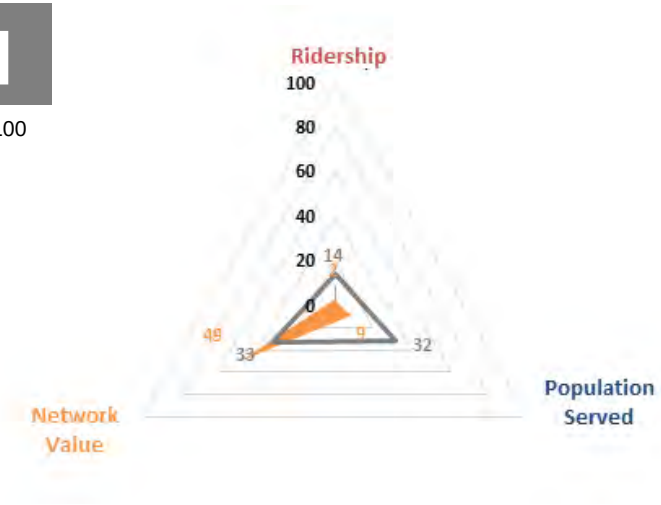
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

21

Out of 100



Classification Average: △

Line Focus:

Population Served	Network Value	Ridership	Balanced

Operating Statistics

Annual Operating Costs	$674,239
Peak Vehicles	2
Vehicle Type(s)	30 foot

Service Area Context (1/4 Mile)

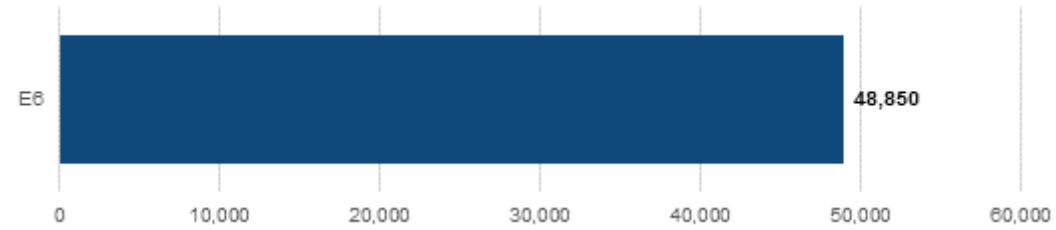
Service Area Population		14,746
Minority Population	*Service Area*	3,231
	Rider Survey	110 (63%)
Low-Income Households	*Service Area*	487
	Rider Survey	35 (24%)

Facilities/Amenities

Bus Stops	55
Bus Shelters	1
Benches	3
Real-Time Signs	0

Ridership

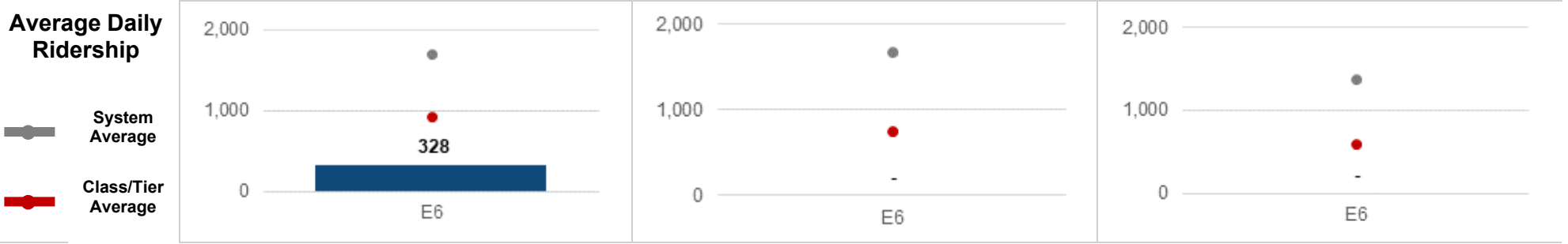
Annual Ridership



Top Transfer Locations

Friendship Heights

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period

Vehicle Load Factor

	Direction:	East	West
Weekday	**Peak** Maximum Target: 1.00	0.22	0.25
	Off-Peak Maximum Target: 1.00	0.15	0.14
	Saturday Maximum Target: 1.00		
	Sunday Maximum Target: 1.00		

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
E6																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk					—	—	—	—	—	—	—	—	—	—	—	—								
E6																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk					—	—	—	—	—	—	—	—	—	—	—	—								
E6																								

[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

B Chevy Chase

	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 a.m. - 9:42 p.m.	-	A		-	C		-	C
	Frequency of Service | varies	Peak: 28.1 / Off-Peak: 40.9	*Peak: 20.6 / Off-Peak: 32.7*	A		*40.5*	-		*41.1*	-
Productivity	**Passengers per Revenue Hour** | 10.0	14.2	*28.8*	A		*27.4*	-		*26.0*	-
	Passengers per Revenue Mile | 1.0	1.5	*2.9*	A		*2.7*	-		*2.5*	-
Reliability	**On-Time Performance** | 79%	92%	*82%*	A		*82%*	-		*84%*	-
	Crowding | 5.0%	0.0%	*0.5%*	A		*0.2%*	-		*0.1%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.22 Off-Peak: 0.15	*Peak: 0.39 Off-Peak: 0.29*	A		*0.30*	-		*0.28*	-
Cost Effectiveness	**Operating Cost per Passenger Trip** | $7.00	$8.23	*$4.67*	D		*$5.07*	-		*$5.13*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route E6

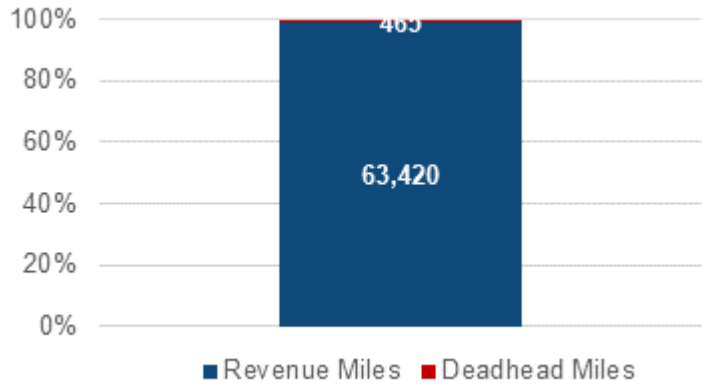
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	7.3	*6.1*	E
Route Design	**Circuity |** N/A	1.68	*2.00*	-

	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 |** 10.0	14.2	*29.7*	A		*29.3*	-		*27.9*	-
	Passengers per Revenue Mile | 1.0	1.5	*3.0*	A		*2.9*	-		*2.7*	-
	Unique Segment Ridership | 10%	73%	*31%*	A		*33%*	-		*32%*	-
Reliability	**On-Time Performance |** 79%	92%	*82%*	A		*82%*	-		*84%*	-
	Crowding | 5.0%	0.0%	*0.4%*	A		*0.2%*	-		*0.1%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.23 Off-Peak: 0.10	*Peak: 0.39 Off-Peak: 0.29*	A		*0.31*	-		*0.27*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$8.23	*$4.77*	D		*$4.83*	-		*$4.94*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

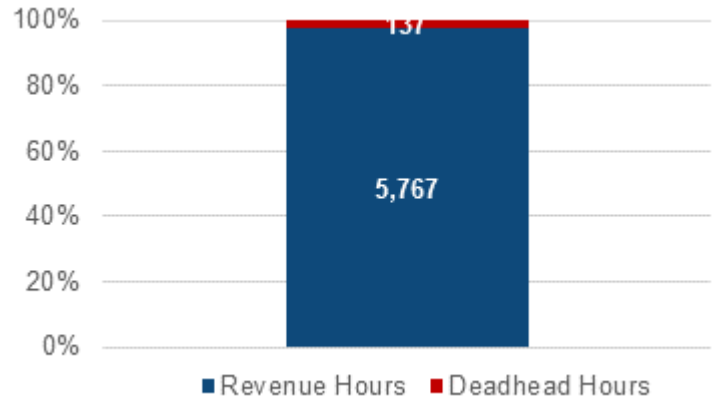
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



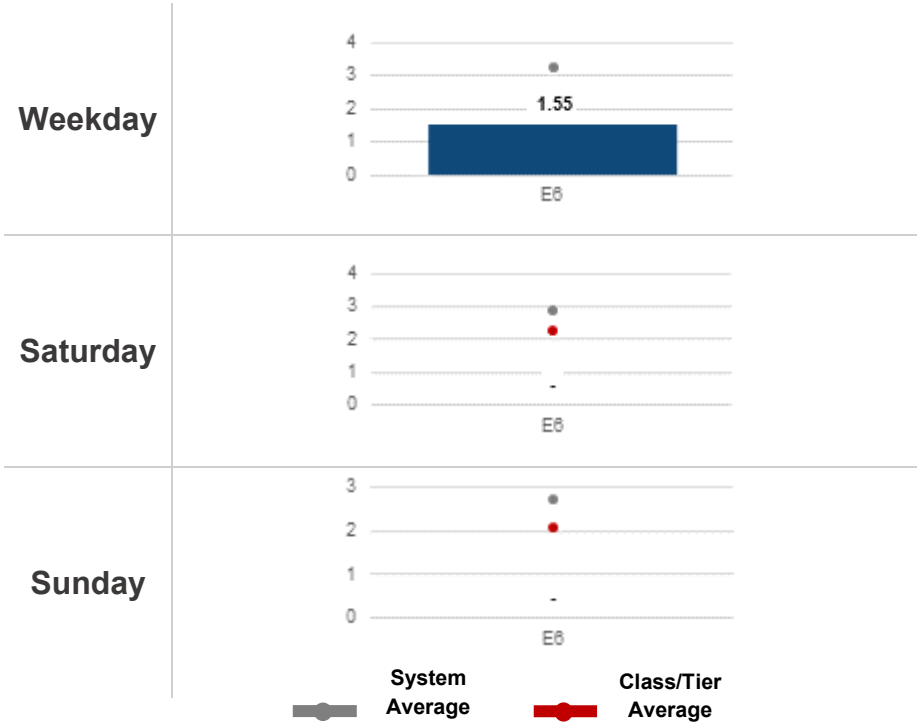
Hours Allocation



Service Delivery

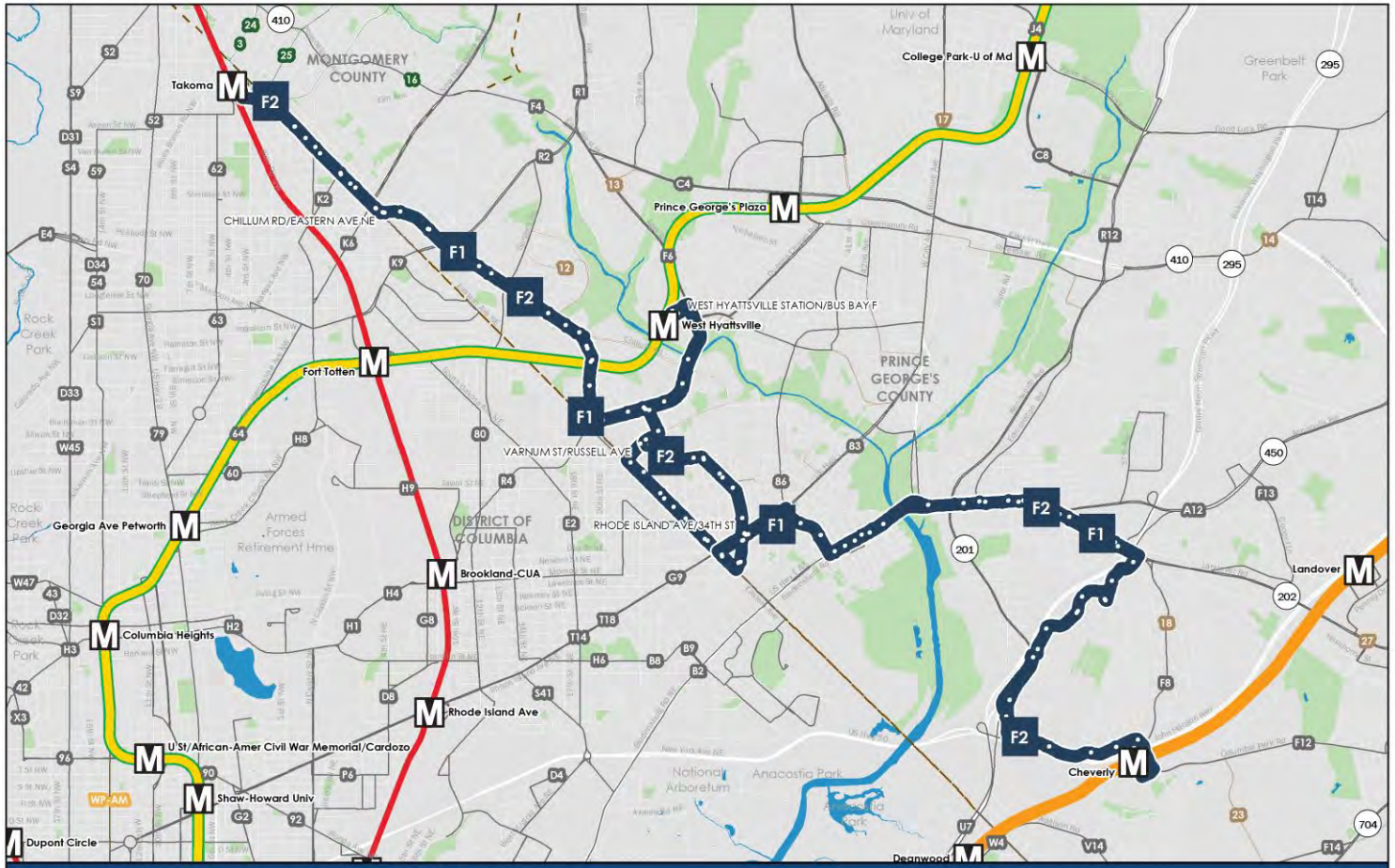
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
E6	8.2	6,496	4,788 (74%)

Passenger Miles per Revenue Mile



LINE: 28 – CHILLUM ROAD ROUTE(S): F1,2

About the Line



Service Classification

Framework

Activity Tier

3

Overall Grade

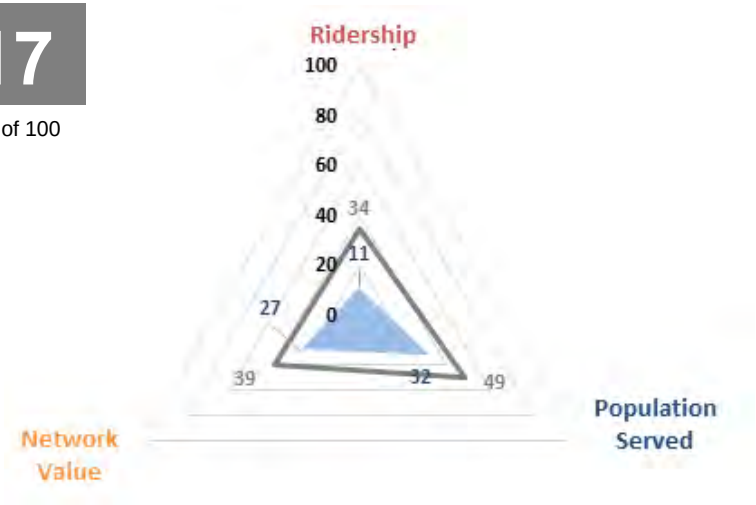
Line	B

Legend
Exceeds Meets
Approaches Below Significantly Below

Line Benefit Score

17

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$2,066,124
Peak Vehicles	6
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

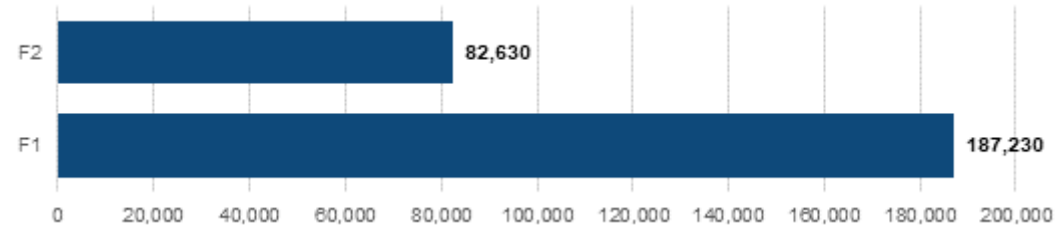
Service Area Population		40,958
Minority Population	*Service Area*	34,879
	Rider Survey	1,030 (87%)
Low-Income Households	*Service Area*	2,668
	Rider Survey	484 (45%)

Facilities/Amenities

Bus Stops	168
Bus Shelters	45
Benches	24
Real-Time Signs	1

Ridership

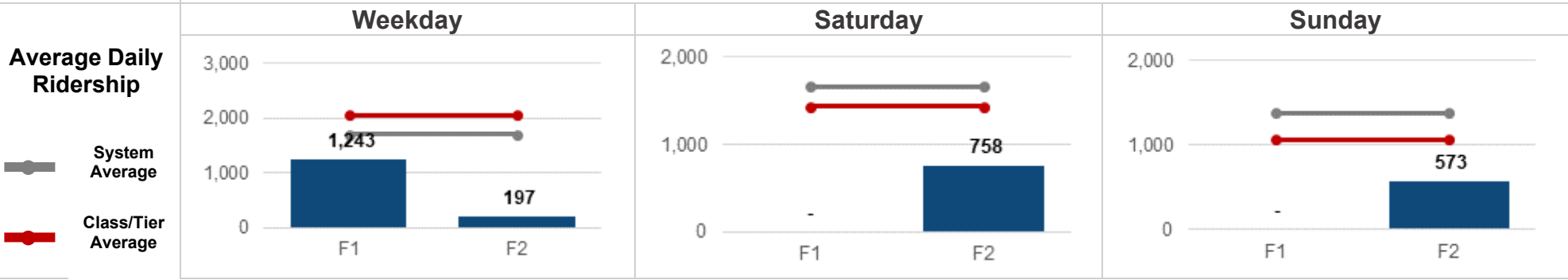
Annual Ridership



Top Transfer Locations

West Hyattsville, Takoma, Cheverly

Average Daily Ridership



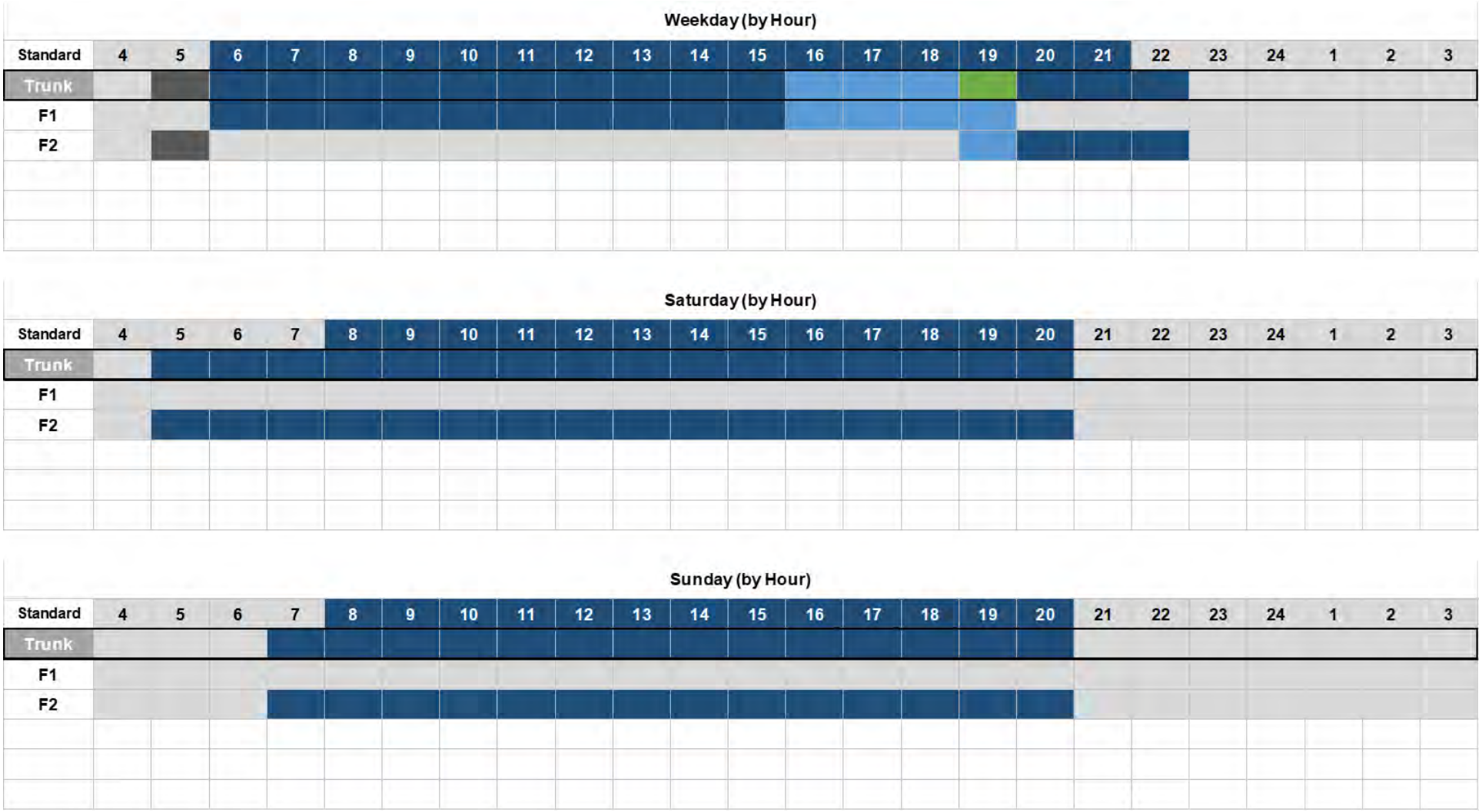
Average Trip Ridership and Maximum Load by Time Period

Vehicle Load Factor

	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.00	0.41	0.36
Weekday	**Off-Peak** Maximum Target: 1.00	0.32	0.29
	Saturday Maximum Target: 1.00	0.35	0.29
	Sunday Maximum Target: 1.00	0.31	0.29

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—



[1] Span/frequency standards are only applicable at the line level.

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	5:25 a.m. - 10:31 p.m.	-	A	5:32 a.m. - 8:24 p.m.	-	B	7:31 a.m. - 8:20 p.m.	-	B
	Frequency of Service | varies	Peak: 30.4 / Off-Peak: 60.0	*Peak: 15.0 / Off-Peak: 21.8*	A	58.5	*28.5*	A	59.4	*32.0*	A
Productivity	**Passengers per Revenue Hour** | 15.0	24.6	*33.0*	A	25.6	*29.0*	A	24.4	*28.9*	A
	Passengers per Revenue Mile | 1.0	2.2	*3.7*	A	2.0	*3.0*	A	1.8	*2.9*	A
Reliability	**On-Time Performance** | 79%	75%	*76%*	C	71%	*78%*	D	80%	*80%*	B
	Crowding | 5.0%	0.0%	*2.1%*	A	0.0%	*1.0%*	A	0.0%	*0.8%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.41 Off-Peak: 0.32	*Peak: 0.52 Off-Peak: 0.40*	A	0.35	*0.38*	A	0.31	*0.37*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $7.00	$4.74	*$3.91*	A	$4.56	*$4.52*	A	$4.79	*$4.63*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route F1

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	6.3	*5.6*	E
Route Design	**Circuity |** 1.75	1.56	*1.44*	-

	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 |** 15.0	25.9	*32.2*	A		*28.3*	-		*28.3*	-
	Passengers per Revenue Mile | 1.0	2.4	*3.7*	A		*3.0*	-		*2.9*	-
	Unique Segment Ridership | 10%	3%	*17%*	E		*19%*	-		*19%*	-
Reliability	**On-Time Performance |** 79%	73%	*77%*	D		*79%*	-		*80%*	-
	Crowding | 5.0%	0.0%	*2.0%*	A		*1.1%*	-		*0.9%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.39 Off-Peak: 0.40	*Peak: 0.53 Off-Peak: 0.41*	A		*0.39*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$4.51	*$4.18*	A		*$4.72*	-		*$4.78*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route F2

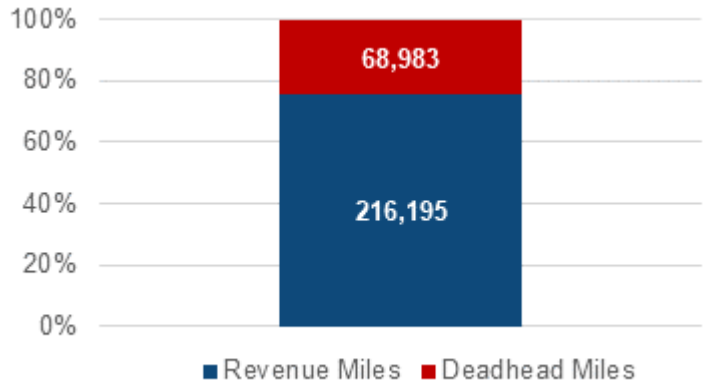
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	6.4	*5.6*	E
Route Design	**Circuity |** 1.75	1.60	*1.44*	-

	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 |** 15.0	18.7	*32.2*	A	25.6	*28.3*	A	24.4	*28.3*	A
	Passengers per Revenue Mile | 1.0	1.4	*3.7*	A	2.0	*3.0*	A	1.8	*2.9*	A
	Unique Segment Ridership | 10%	6%	*17%*	D	5%	*19%*	D	5%	*19%*	E
Reliability	**On-Time Performance |** 79%	83%	*77%*	B	71%	*79%*	D	80%	*80%*	B
	Crowding | 5.0%	0.0%	*2.0%*	A	0.0%	*1.1%*	A	0.0%	*0.9%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: Off-Peak: 0.20	*Peak: 0.53 Off-Peak: 0.41*	A	0.30	*0.39*	A	0.30	*0.35*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$6.25	*$4.18*	A	$4.56	*$4.72*	A	$4.79	*$4.78*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

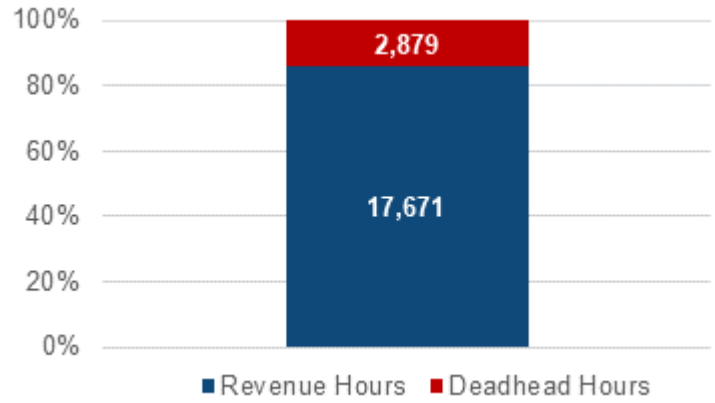
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



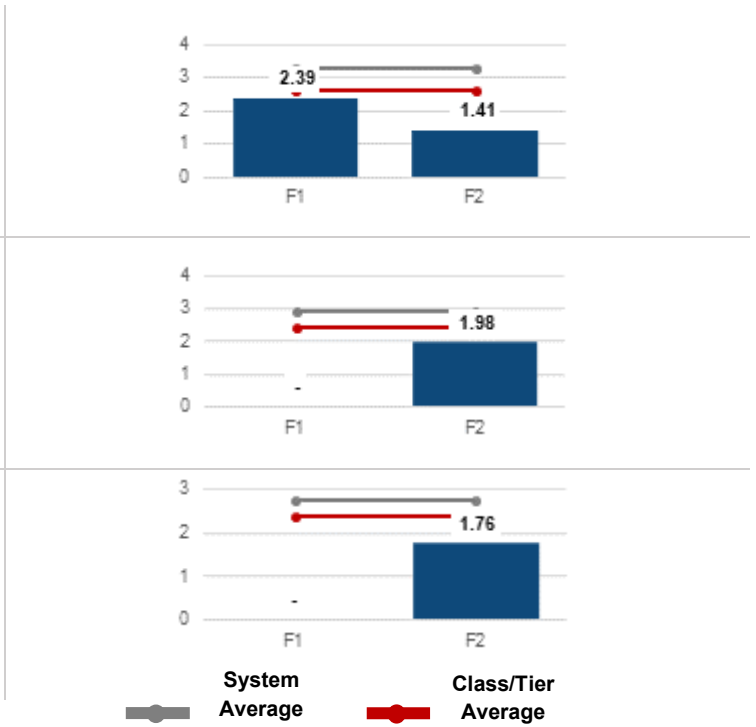
Hours Allocation



Service Delivery

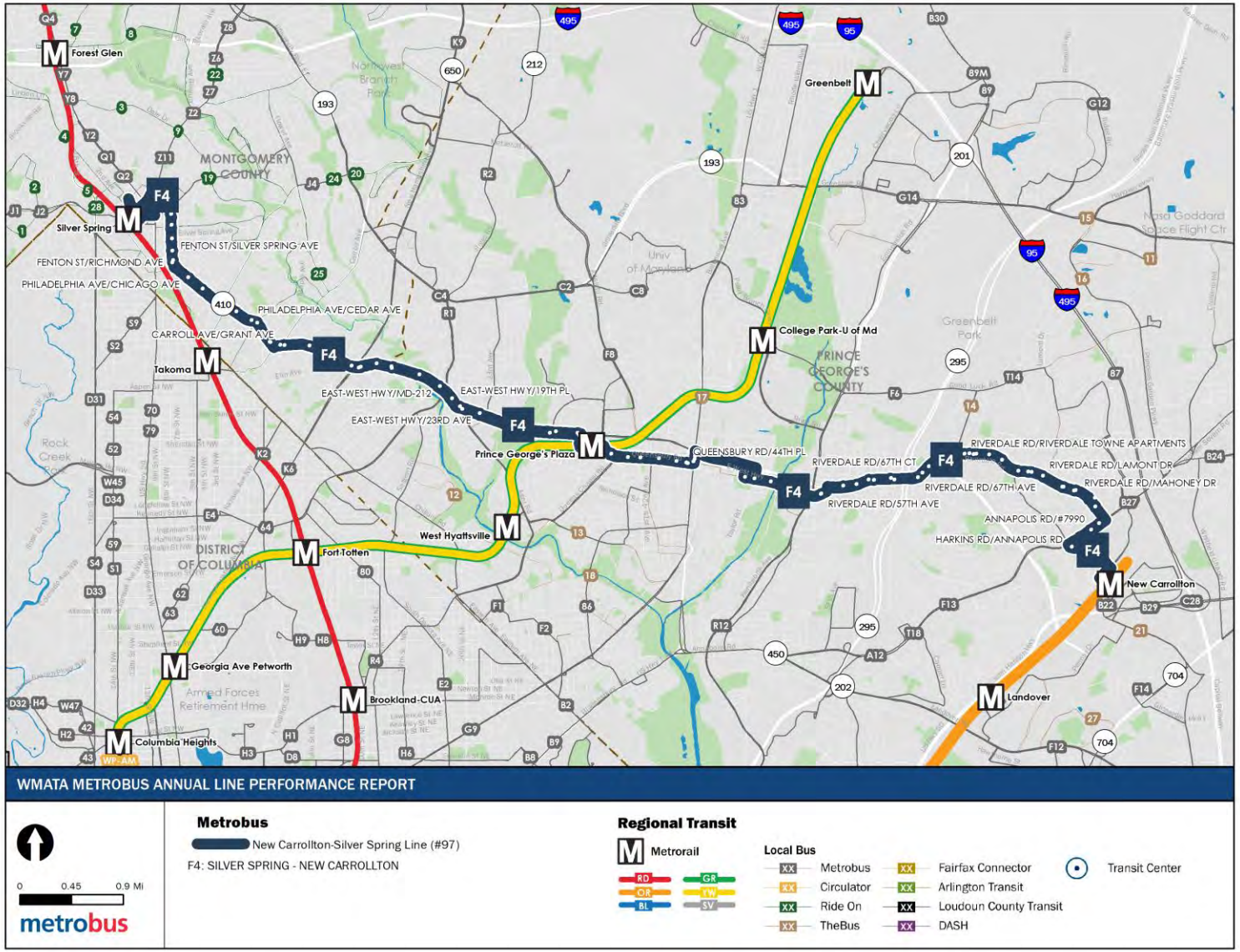
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
F1	26.8	4,592	4,022 (88%)
F2	27.6	2,419	2,095 (87%)

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

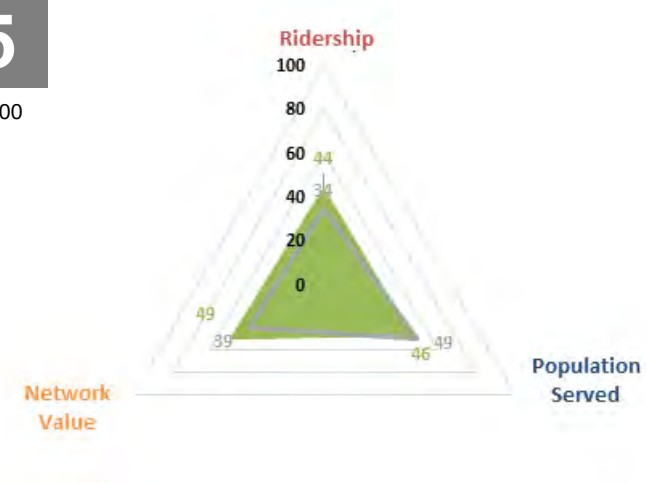
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

45

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$5,365,287
Peak Vehicles	15
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

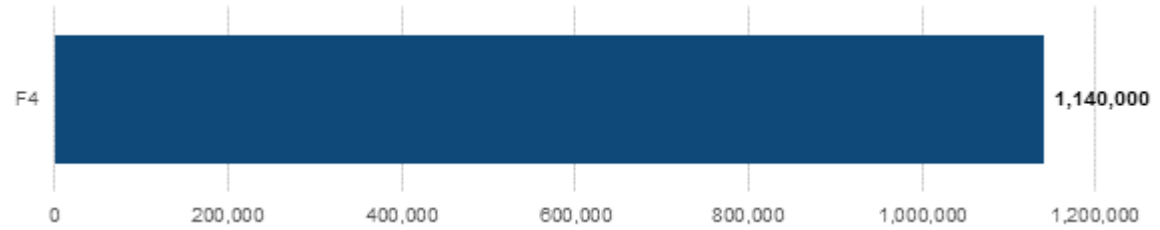
Service Area Population		51,874
Minority Population	*Service Area*	39,315
	Rider Survey	3,984 (94%)
Low-Income Households	*Service Area*	3,618
	Rider Survey	2,336 (60%)

Facilities/Amenities

Bus Stops	142
Bus Shelters	23
Benches	30
Real-Time Signs	4

Ridership

Annual Ridership



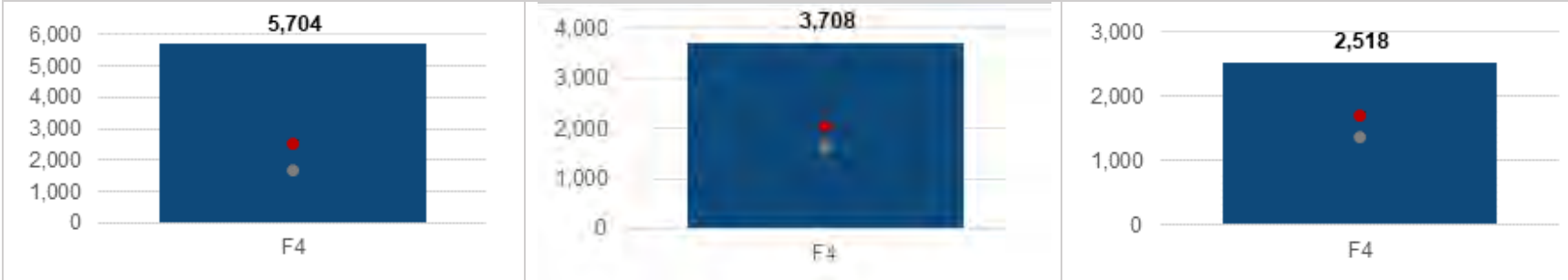
Top Transfer Locations

Prince George's Plaza, New Carrollton, Silver Spring

Average Daily Ridership

System Average

Class/Tier Average



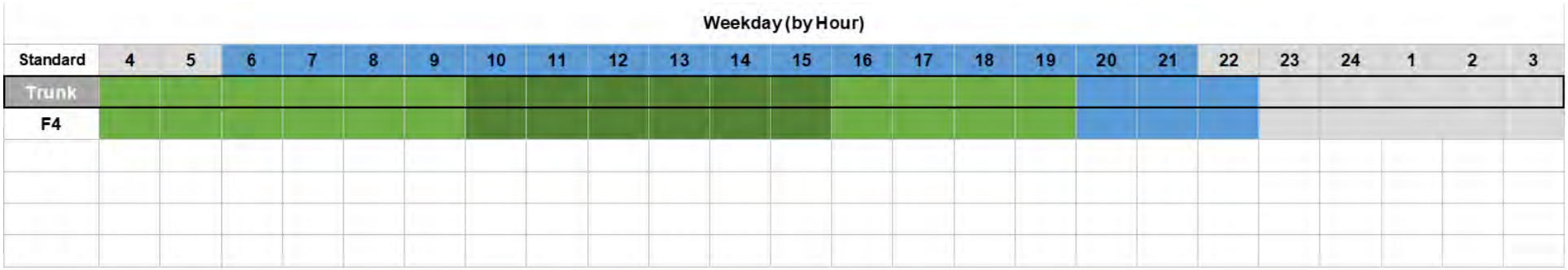
Average Trip Ridership and Maximum Load by Time Period

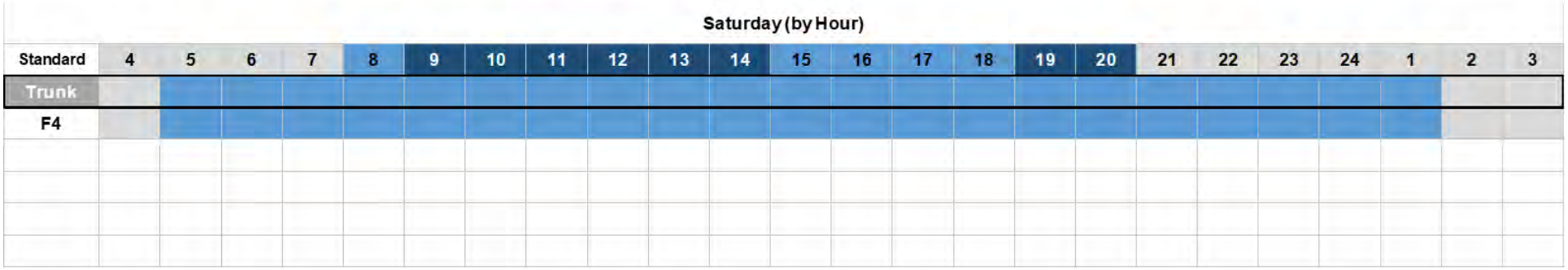
Vehicle Load Factor

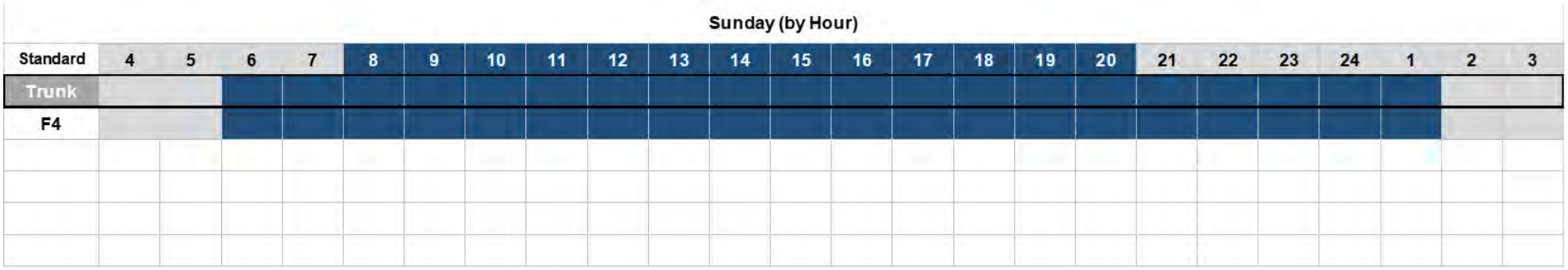
	Direction:	East	West
Weekday	**Peak** Maximum Target: 1.00	0.67	0.62
Weekday	**Off-Peak** Maximum Target: 1.00	0.57	0.62
	Saturday Maximum Target: 1.00	0.55	0.55
	Sunday Maximum Target: 1.00	0.55	0.57

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—







[1] Span/frequency standards are only applicable at the line level.

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	4:51 a.m. - 11:03 p.m.	-	A	5:00 a.m. - 1:28 a.m.	-	A	6:00 a.m. - 1:22 a.m.	-	A
	Frequency of Service | varies	Peak: 13.8 / Off-Peak: 18.4	*Peak: 15.0 / Off-Peak: 21.8*	A	31.5	*28.5*	B	39.5	*32.0*	A
Productivity	**Passengers per Revenue Hour** | 20.0	39.9	*33.0*	A	36.9	*29.0*	A	38.1	*28.9*	A
	Passengers per Revenue Mile | 2.0	4.0	*3.7*	A	3.5	*3.0*	A	3.4	*2.9*	A
Reliability	**On-Time Performance** | 79%	73%	*76%*	D	78%	*78%*	C	83%	*80%*	B
	Crowding | 5.0%	1.7%	*2.1%*	A	2.0%	*1.0%*	A	2.0%	*0.8%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.67 Off-Peak: 0.57	*Peak: 0.52 Off-Peak: 0.40*	B	0.55	*0.38*	B	0.55	*0.37*	B
Cost Effectiveness	**Operating Cost per Passenger Trip** | $5.00	$2.93	*$3.91*	A	$3.17	*$4.52*	A	$3.07	*$4.63*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route F4

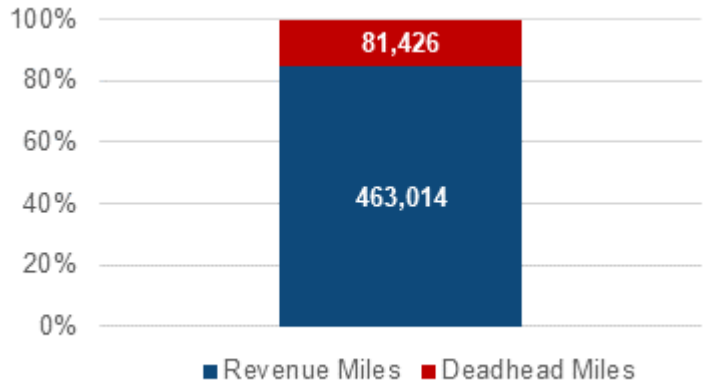
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	6.1	*5.6*	E
Route Design	**Circuity |** 1.75	1.31	*1.44*	A

	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 |** 20.0	39.9	*32.2*	A	36.9	*28.3*	A	38.1	*28.3*	A
	Passengers per Revenue Mile | 2.0	4.0	*3.7*	A	3.5	*3.0*	A	3.4	*2.9*	A
	Unique Segment Ridership | 10%	60%	*17%*	A	58%	*19%*	A	55%	*19%*	A
Reliability	**On-Time Performance |** 79%	73%	*77%*	D	78%	*79%*	C	83%	*80%*	B
	Crowding | 5.0%	1.7%	*2.0%*	A	1.8%	*1.1%*	A	2.4%	*0.9%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.65 Off-Peak: 0.60	*Peak: 0.53 Off-Peak: 0.41*	B	0.60	*0.39*	B	0.50	*0.35*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$2.93	*$4.18*	A	$3.17	*$4.72*	A	$3.07	*$4.78*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

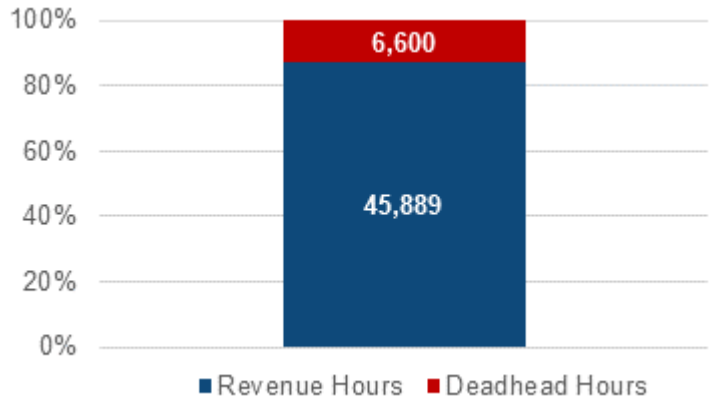
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



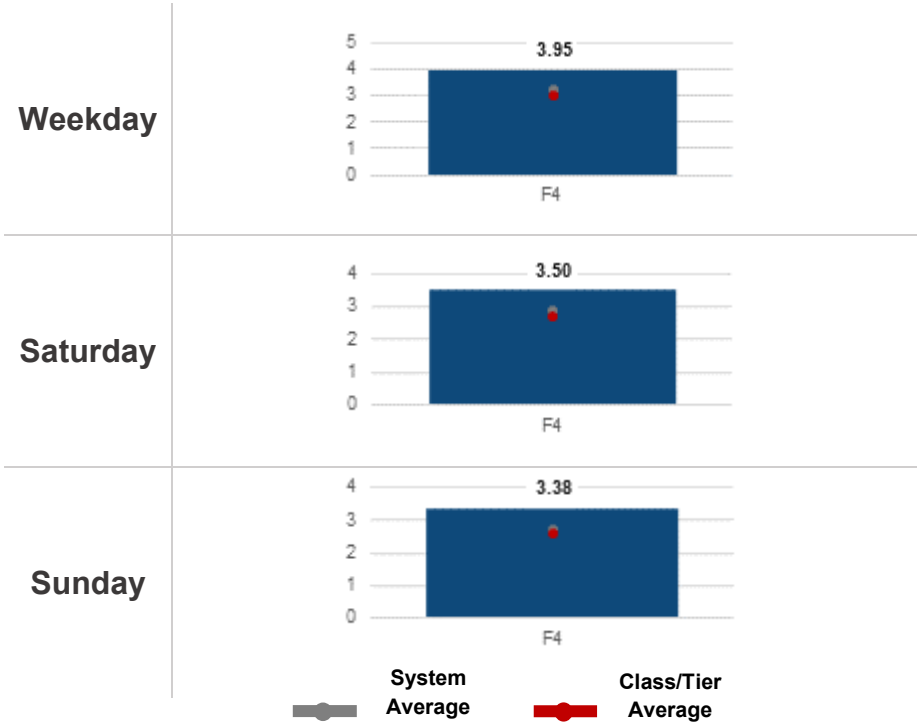
Hours Allocation



Service Delivery

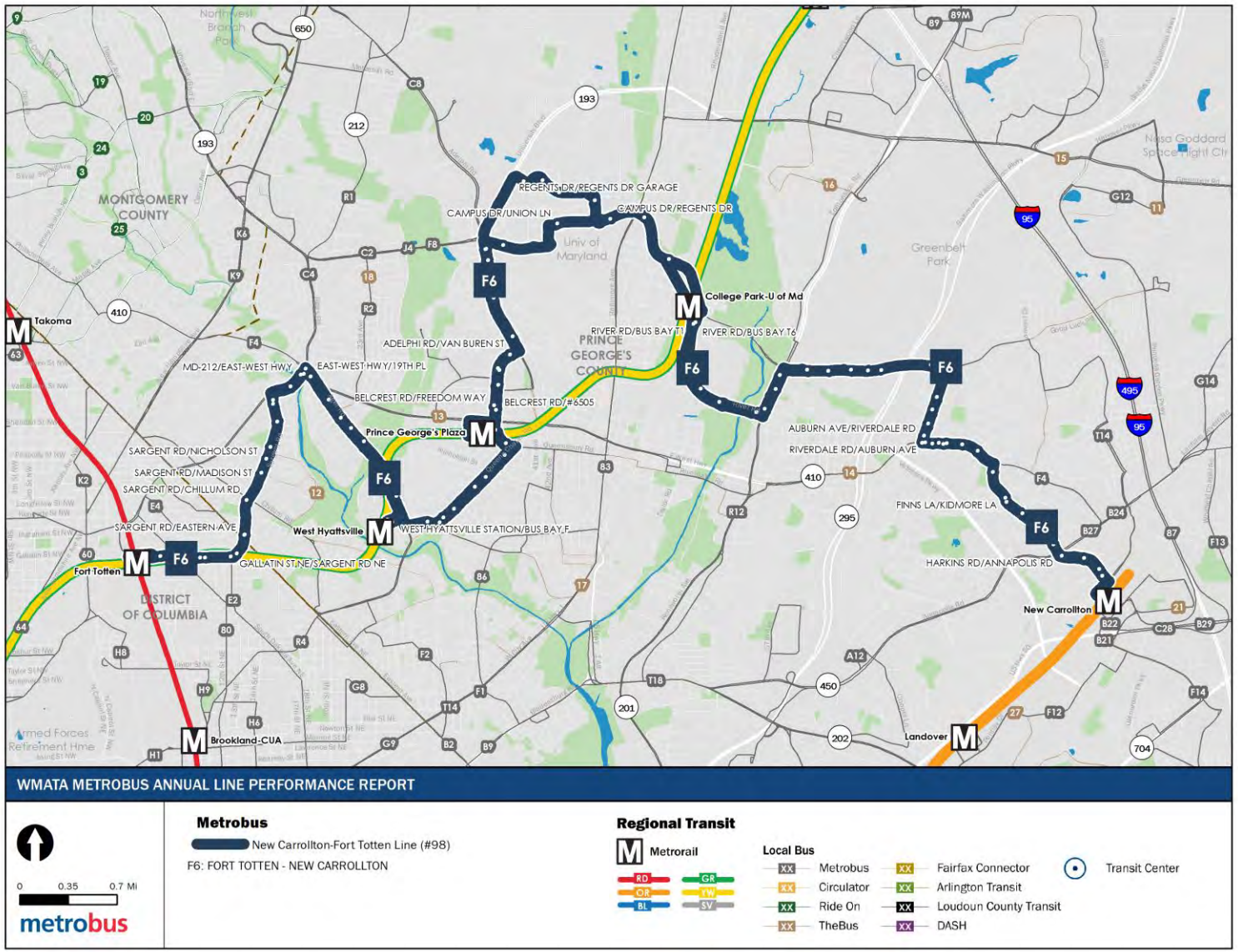
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
F4	25.4	18,015	15,697 (87%)

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

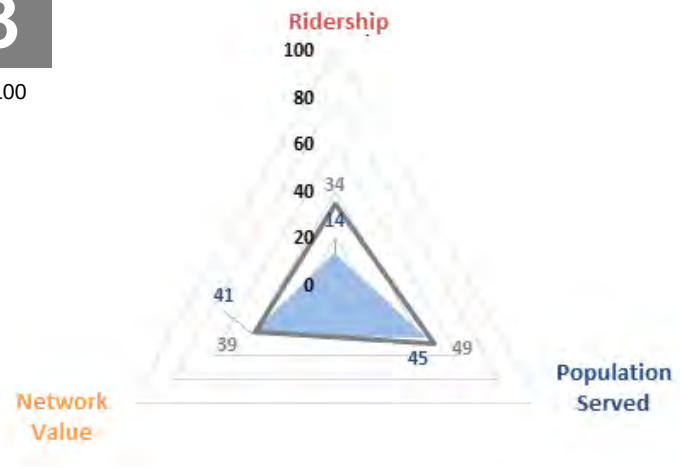
Line	B

Legend
Exceeds Meets
Approaches Below Significantly Below

Line Benefit Score

23

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$1,860,150
Peak Vehicles	7
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

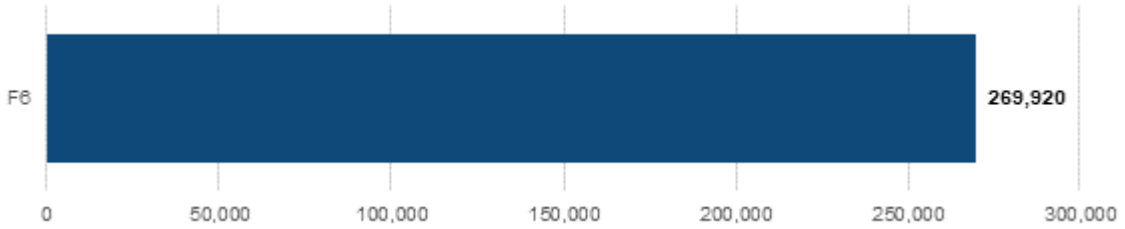
Service Area Population		48,862
Minority Population	*Service Area*	39,023
	Rider Survey	1,159 (92%)
Low-Income Households	*Service Area*	2,581
	Rider Survey	560 (50%)

Facilities/Amenities

Bus Stops	160
Bus Shelters	23
Benches	17
Real-Time Signs	2

Ridership

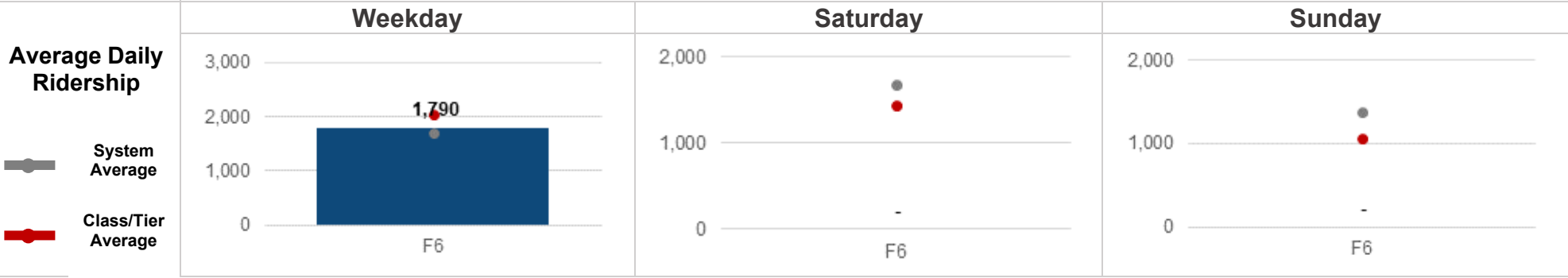
Annual Ridership



Top Transfer Locations

Fort Totten, West Hyattsville, 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: 1.00	0.44	0.49
	Off-Peak Maximum Target: 1.00	0.36	0.37
	Saturday Maximum Target: 1.00		
	Sunday Maximum Target: 1.00		

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																	—	—						
F6																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk					—	—	—	—	—	—	—	—	—	—	—	—	—							
F6																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk					—	—	—	—	—	—	—	—	—	—	—	—	—							
F6																								

[1] Span/frequency standards are only applicable at the line level.

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	5:14 a.m. - 10:31 p.m.	-	A		-	E		-	E
	Frequency of Service | varies	Peak: 27.9 / Off-Peak: 50.2	*Peak: 15.0 / Off-Peak: 21.8*	A		*28.5*	-		*32.0*	-
Productivity	**Passengers per Revenue Hour** | 15.0	28.2	*33.0*	A		*29.0*	-		*28.9*	-
	Passengers per Revenue Mile | 1.0	2.2	*3.7*	A		*3.0*	-		*2.9*	-
Reliability	**On-Time Performance** | 79%	80%	*76%*	B		*78%*	-		*80%*	-
	Crowding | 5.0%	0.2%	*2.1%*	A		*1.0%*	-		*0.8%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.44 Off-Peak: 0.36	*Peak: 0.52 Off-Peak: 0.40*	A		*0.38*	-		*0.37*	-
Cost Effectiveness	**Operating Cost per Passenger Trip** | $7.00	$4.15	*$3.91*	A		*$4.52*	-		*$4.63*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route F6

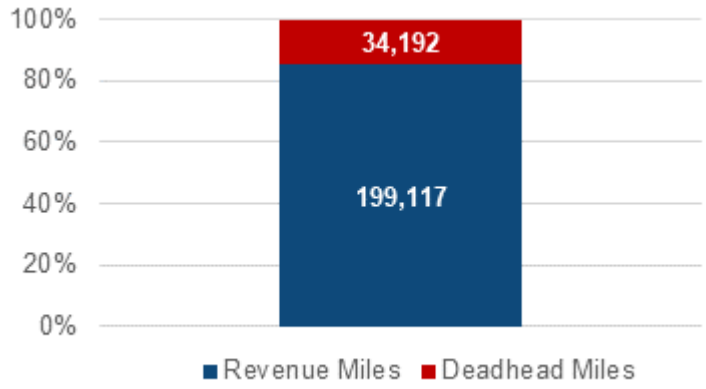
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	5.3	*5.6*	E
Route Design	**Circuity |** 1.75	1.80	*1.44*	-

	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 |** 15.0	28.2	*32.2*	A		*28.3*	-		*28.3*	-
	Passengers per Revenue Mile | 1.0	2.2	*3.7*	A		*3.0*	-		*2.9*	-
	Unique Segment Ridership | 10%	28%	*17%*	A		*19%*	-		*19%*	-
Reliability	**On-Time Performance |** 79%	80%	*77%*	B		*79%*	-		*80%*	-
	Crowding | 5.0%	0.2%	*2.0%*	A		*1.1%*	-		*0.9%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.47 Off-Peak: 0.40	*Peak: 0.53 Off-Peak: 0.41*	A		*0.39*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$4.15	*$4.18*	A		*$4.72*	-		*$4.78*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

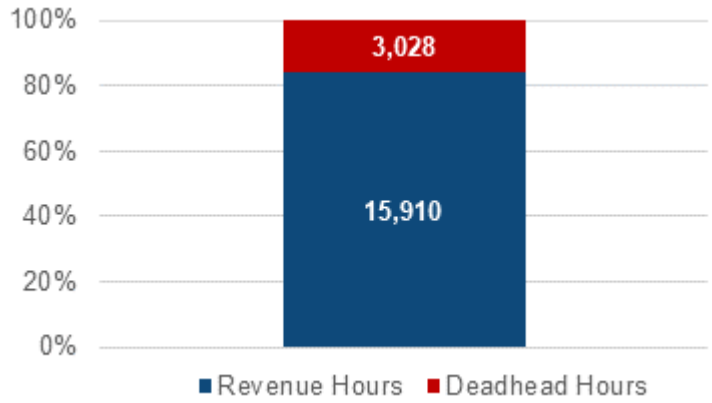
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



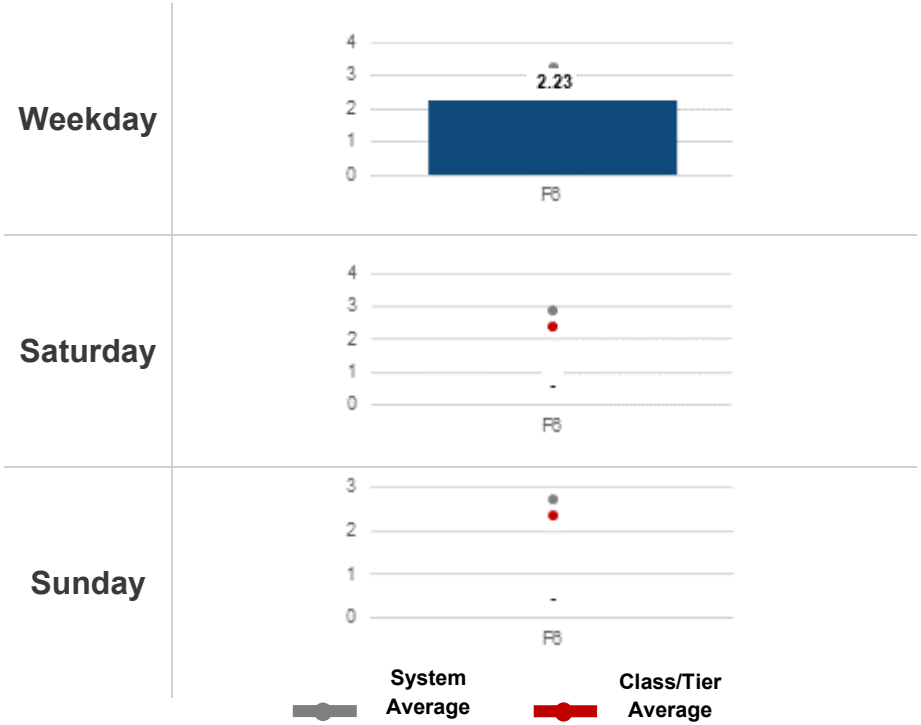
Hours Allocation



Service Delivery

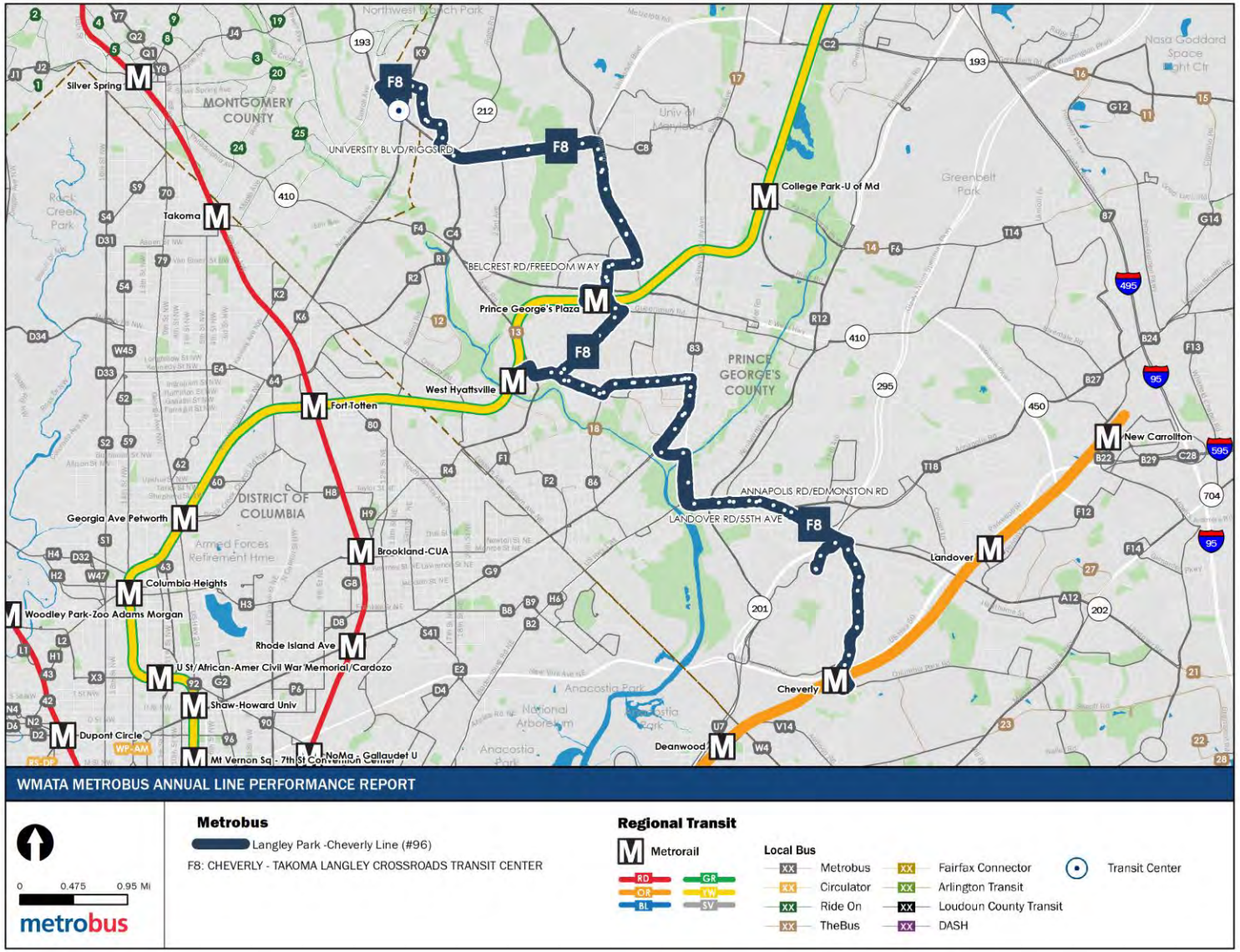
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
F6	31.8	6,254	5,356 (86%)

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

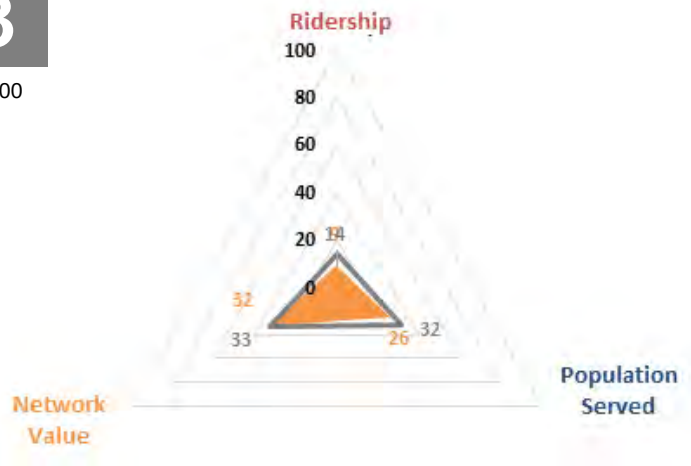
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

23

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$1,774,623
Peak Vehicles	5
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

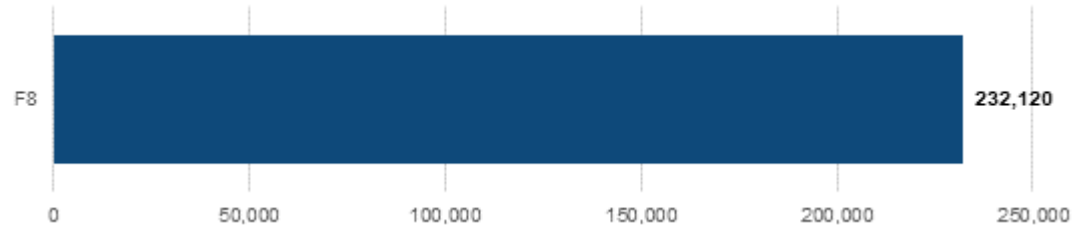
Service Area Population		47,544
Minority Population	*Service Area*	40,753
	Rider Survey	652 (84%)
Low-Income Households	*Service Area*	2,474
	Rider Survey	306 (41%)

Facilities/Amenities

Bus Stops	145
Bus Shelters	18
Benches	11
Real-Time Signs	1

Ridership

Annual Ridership



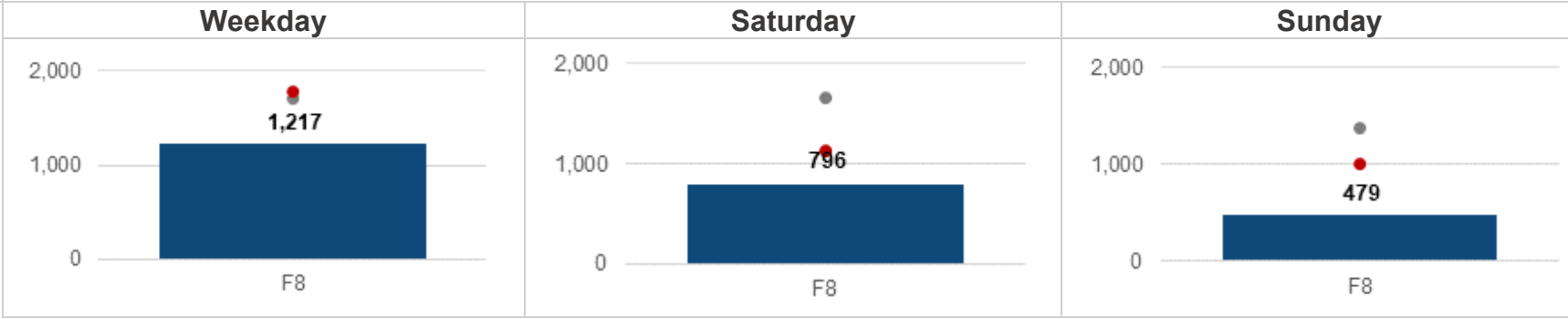
Top Transfer Locations

West Hyattsville, Prince George's Plaza, Cheverly

Average Daily Ridership

System Average

Class/Tier Average



Average Trip Ridership and Maximum Load by Time Period

Vehicle Load Factor

	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.00	0.37	0.42
	Off-Peak Maximum Target: 1.00	0.39	0.34
	Saturday Maximum Target: 1.00	0.38	0.37
	Sunday Maximum Target: 1.00	0.34	0.35

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk			—	—	—							—	—	—	—									
F8																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk					—	—	—	—	—	—	—	—	—											
F8																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk					—	—	—	—	—	—	—	—	—	—	—	—								
F8																								

[1] Span/frequency standards are only applicable at the line level.

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	5:35 a.m. - 8:41 p.m.	-	A	5:42 a.m. - 9:22 p.m.	-	A	8:53 a.m. - 7:51 p.m.	-	B
	Frequency of Service | varies	Peak: 34.7 / Off-Peak: 49.5	*Peak: 20.6 / Off-Peak: 32.7*	B	62.4	*40.5*	B	60.9	*41.1*	B
Productivity	**Passengers per Revenue Hour** | 15.0	25.1	*28.8*	A	24.9	*27.4*	A	24.6	*26.0*	A
	Passengers per Revenue Mile | 2.0	2.1	*2.9*	B	2.0	*2.7*	B	1.8	*2.5*	C
Reliability	**On-Time Performance** | 79%	62%	*82%*	E	52%	*82%*	E	54%	*84%*	E
	Crowding | 5.0%	0.0%	*0.5%*	A	0.0%	*0.2%*	A	0.0%	*0.1%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.37 Off-Peak: 0.39	*Peak: 0.39 Off-Peak: 0.29*	A	0.38	*0.30*	A	0.34	*0.28*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $5.00	$4.67	*$4.67*	B	$4.70	*$5.07*	B	$4.75	*$5.13*	B
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route F8

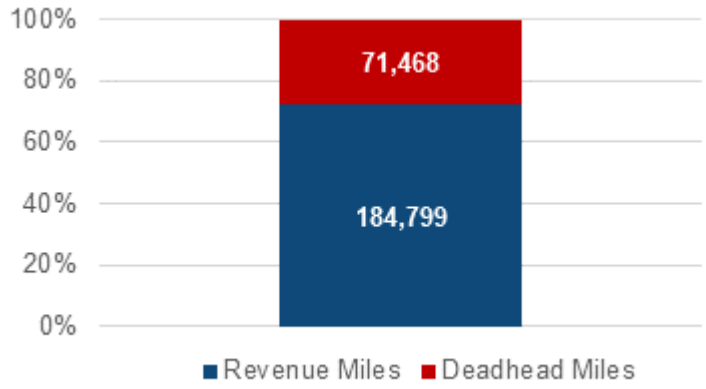
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	6.1	*6.1*	E
Route Design	**Circuity |** N/A	1.69	*2.00*	-

	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 |** 15.0	25.1	*29.7*	A	24.9	*29.3*	A	24.6	*27.9*	A
	Passengers per Revenue Mile | 2.0	2.1	*3.0*	B	2.0	*2.9*	B	1.8	*2.7*	C
	Unique Segment Ridership | 10%	33%	*31%*	A	29%	*33%*	A	27%	*32%*	A
Reliability	**On-Time Performance |** 79%	62%	*82%*	E	52%	*82%*	E	54%	*84%*	E
	Crowding | 5.0%	0.0%	*0.4%*	A	0.1%	*0.2%*	A	0.0%	*0.1%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.39 Off-Peak: 0.40	*Peak: 0.39 Off-Peak: 0.29*	A	0.40	*0.31*	A	0.30	*0.27*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$4.67	*$4.77*	B	$4.70	*$4.83*	B	$4.75	*$4.94*	B
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

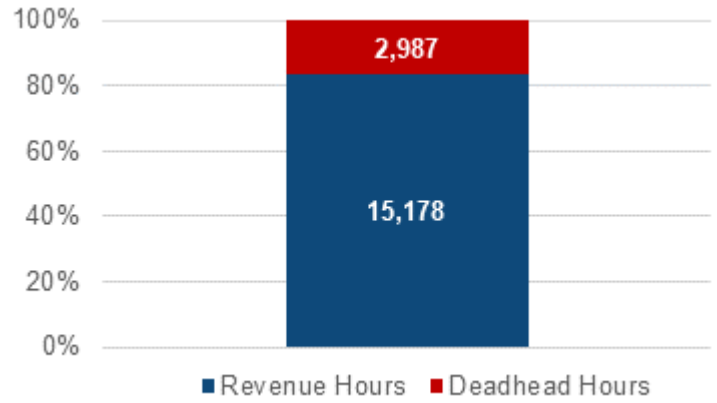
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



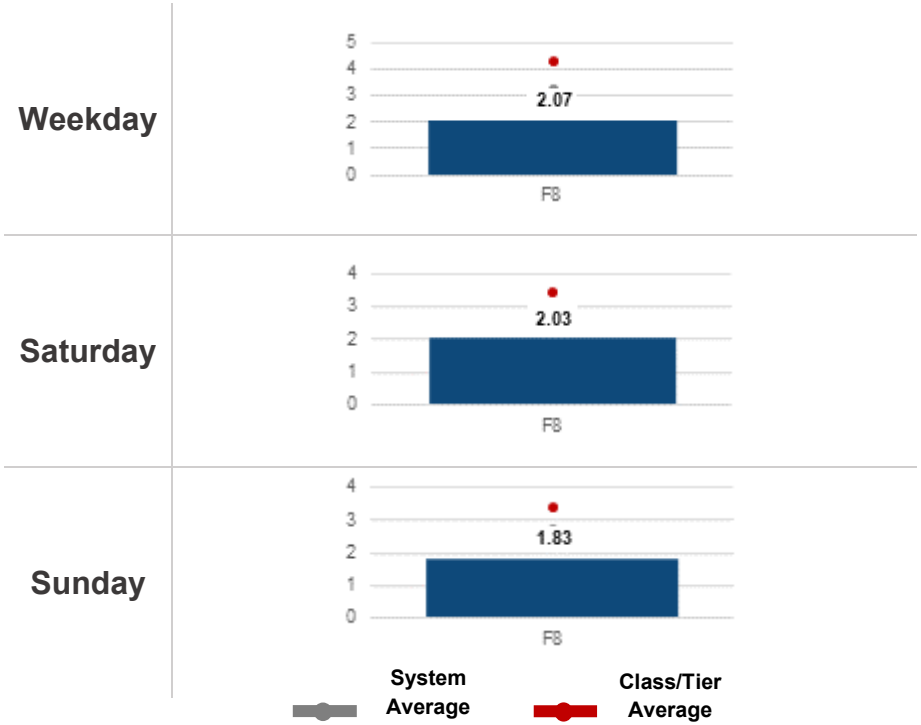
Hours Allocation



Service Delivery

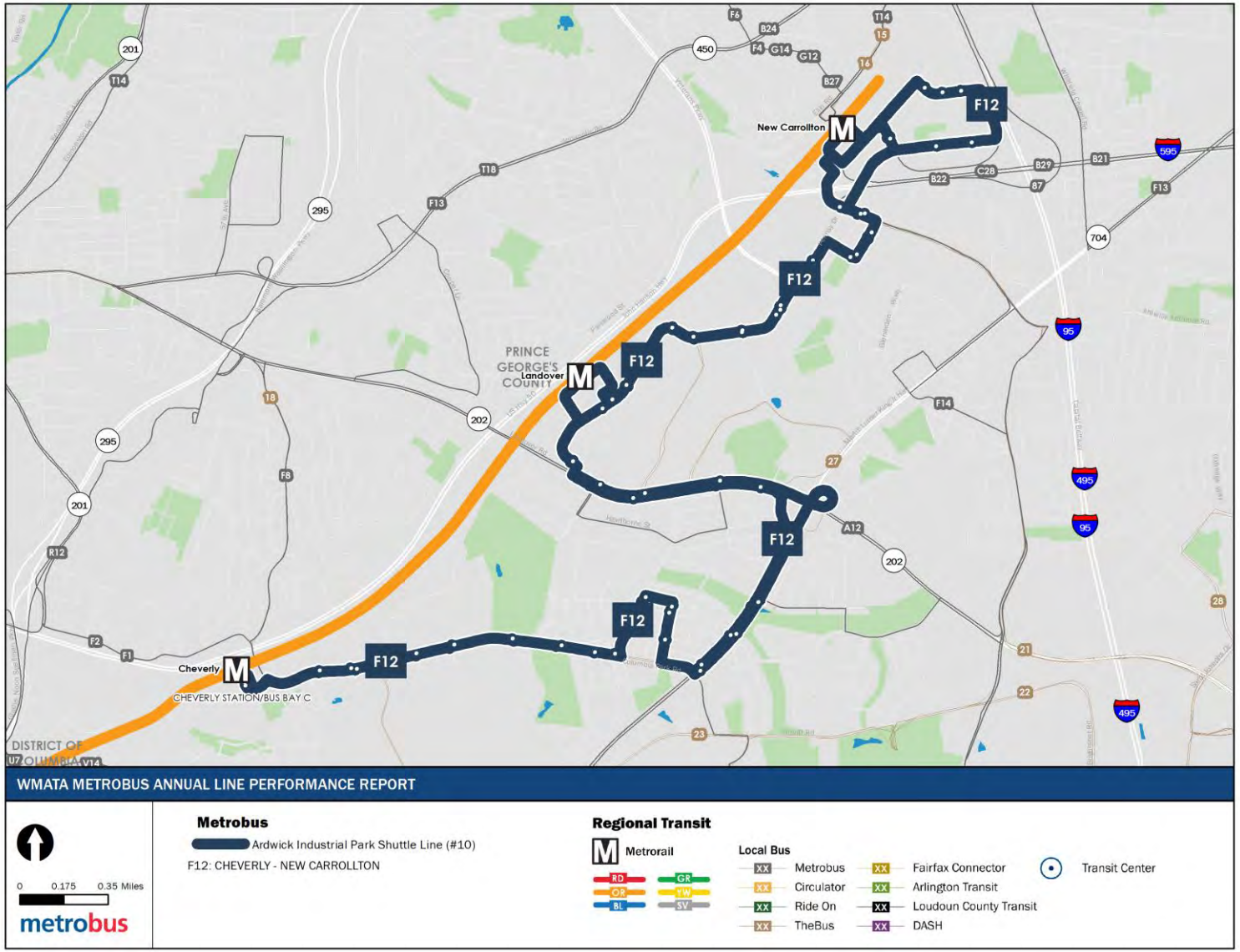
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
F8	28.0	6,380	5,655 (89%)

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

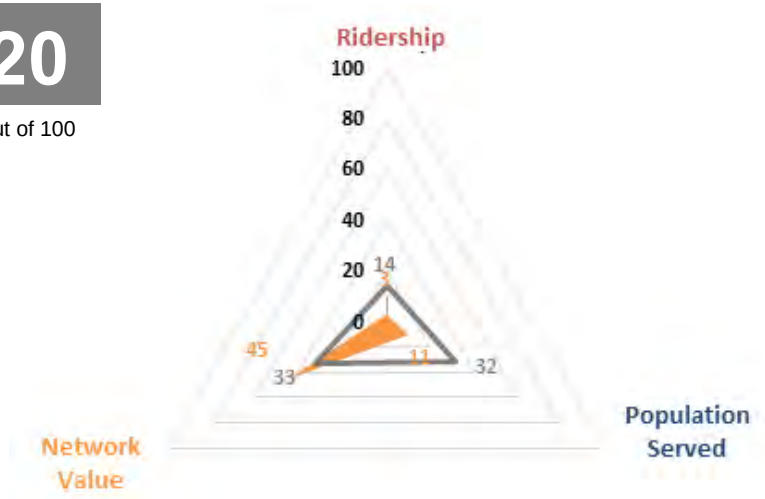
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

20

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$723,743
Peak Vehicles	5
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

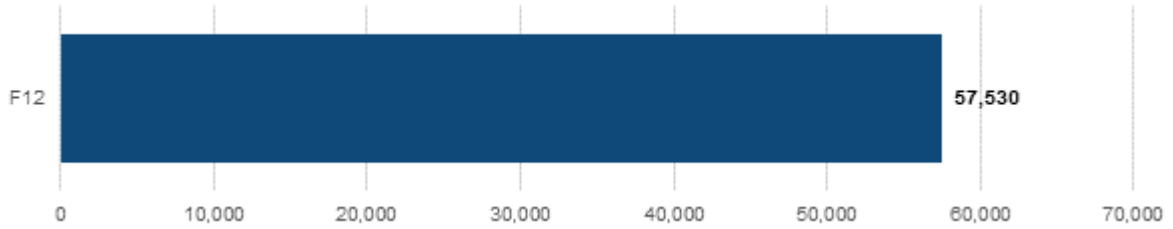
Service Area Population		14,109
Minority Population	*Service Area*	13,720
	Rider Survey	324 (99%)
Low-Income Households	*Service Area*	1,175
	Rider Survey	198 (65%)

Facilities/Amenities

Bus Stops	77
Bus Shelters	33
Benches	4
Real-Time Signs	0

Ridership

Annual Ridership



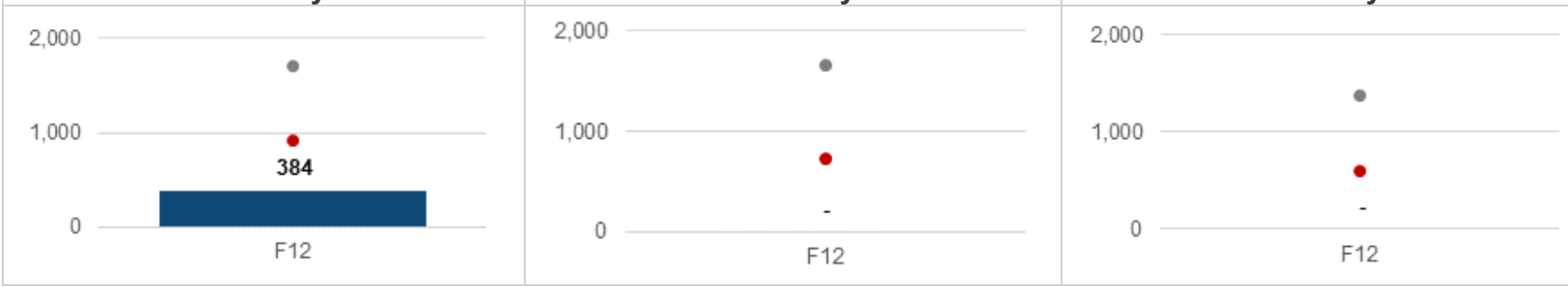
Top Transfer Locations

Landover, Cheverly, New Carrollton

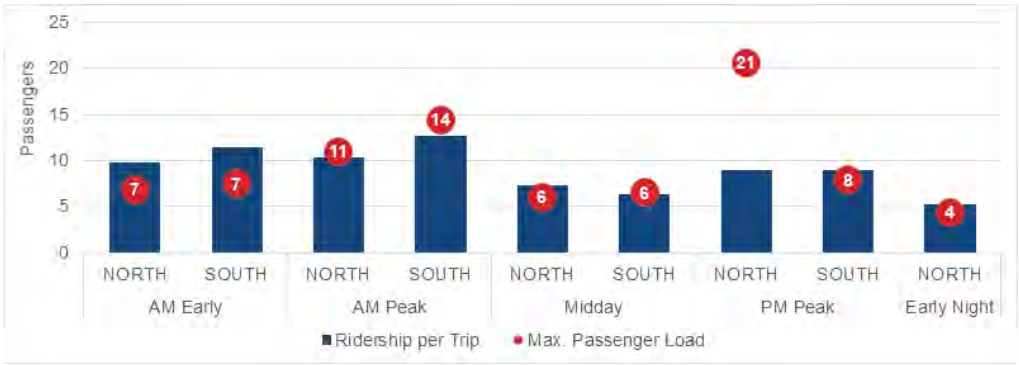
Average Daily Ridership

System Average

Class/Tier Average



Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.00	0.15	0.19
Weekday	**Off-Peak** Maximum Target: 1.00	0.11	0.12
	Saturday Maximum Target: 1.00		
	Sunday Maximum Target: 1.00		

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
F12																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk					—	—	—	—	—	—	—	—	—	—	—	—								
F12																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk					—	—	—	—	—	—	—	—	—	—	—	—								
F12																								

[1] Span/frequency standards are only applicable at the line level.

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 a.m. - 7:39 p.m.	-	B		-	C		-	C
	Frequency of Service | varies	Peak: 35.6 / Off-Peak: 54.3	*Peak: 20.6 / Off-Peak: 32.7*	A		*40.5*	-		*41.1*	-
Productivity	**Passengers per Revenue Hour** | 10.0	16.4	*28.8*	A		*27.4*	-		*26.0*	-
	Passengers per Revenue Mile | 1.0	1.2	*2.9*	A		*2.7*	-		*2.5*	-
Reliability	**On-Time Performance** | 79%	86%	*82%*	A		*82%*	-		*84%*	-
	Crowding | 5.0%	0.0%	*0.5%*	A		*0.2%*	-		*0.1%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.15 Off-Peak: 0.11	*Peak: 0.39 Off-Peak: 0.29*	A		*0.30*	-		*0.28*	-
Cost Effectiveness	**Operating Cost per Passenger Trip** | $7.00	$7.13	*$4.67*	C		*$5.07*	-		*$5.13*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route F12

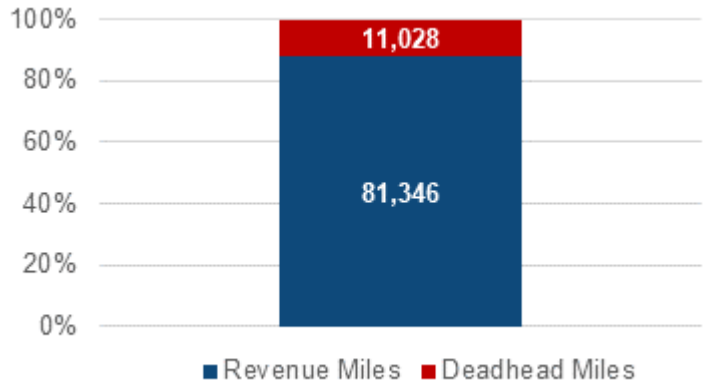
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	5.1	*6.1*	E
Route Design	**Circuity |** N/A	2.03	*2.00*	-

	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 |** 10.0	16.4	*29.7*	A		*29.3*	-		*27.9*	-
	Passengers per Revenue Mile | 1.0	1.2	*3.0*	A		*2.9*	-		*2.7*	-
	Unique Segment Ridership | 10%	76%	*31%*	A		*33%*	-		*32%*	-
Reliability	**On-Time Performance |** 79%	86%	*82%*	A		*82%*	-		*84%*	-
	Crowding | 5.0%	0.0%	*0.4%*	A		*0.2%*	-		*0.1%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.17 Off-Peak: 0.10	*Peak: 0.39 Off-Peak: 0.29*	A		*0.31*	-		*0.27*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$7.13	*$4.77*	C		*$4.83*	-		*$4.94*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

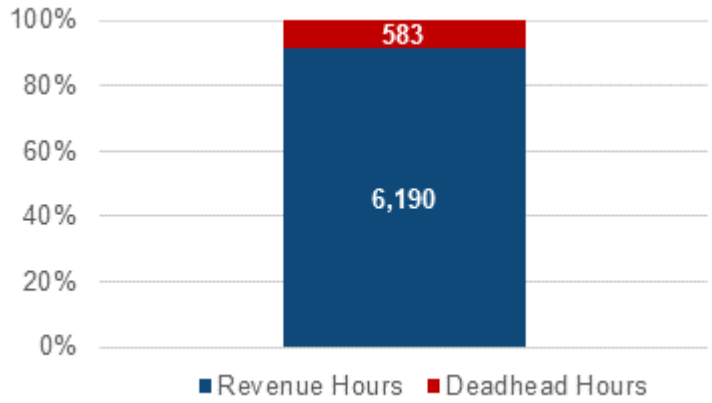
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



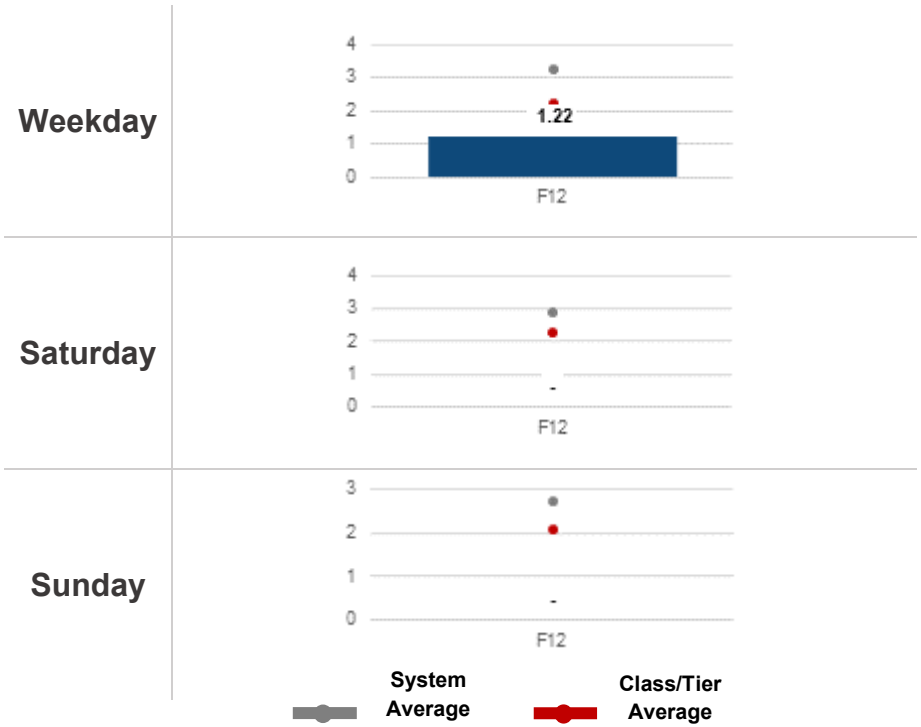
Hours Allocation



Service Delivery

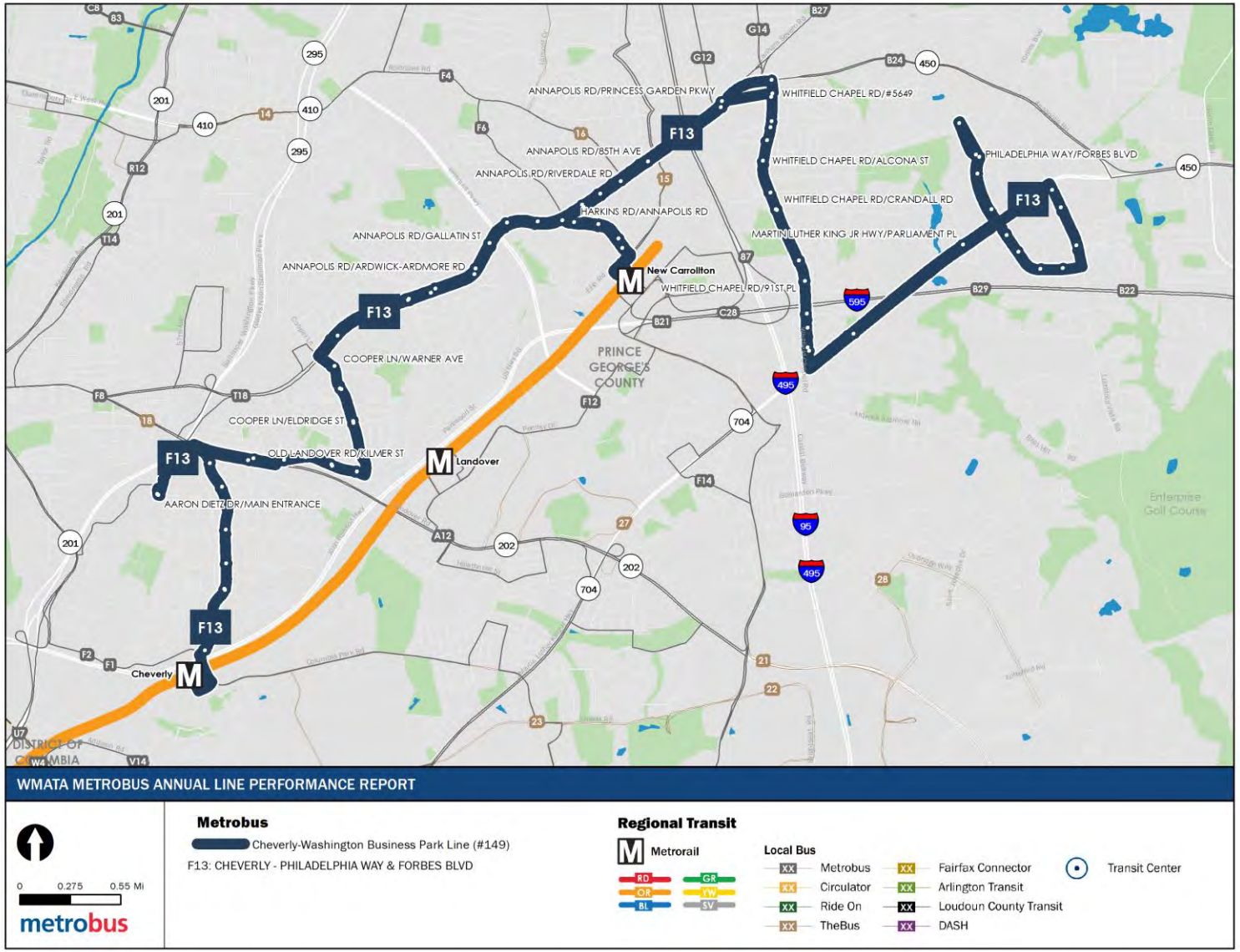
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
F12	17.4	5,900	4,051 (69%)

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	B

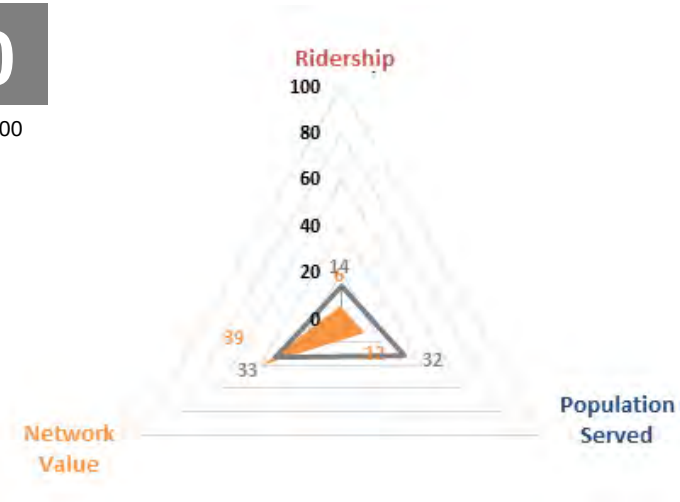
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

20

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$1,011,678
Peak Vehicles	2
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

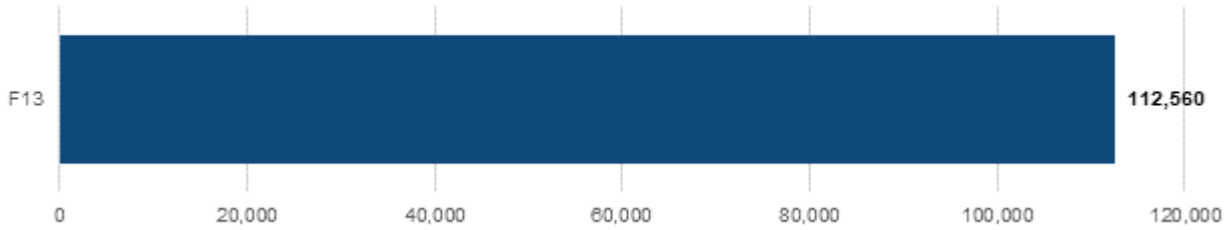
Service Area Population		27,655
Minority Population	*Service Area*	24,876
	Rider Survey	552 (100%)
Low-Income Households	*Service Area*	1,266
	Rider Survey	236 (52%)

Facilities/Amenities

Bus Stops	125
Bus Shelters	23
Benches	13
Real-Time Signs	1

Ridership

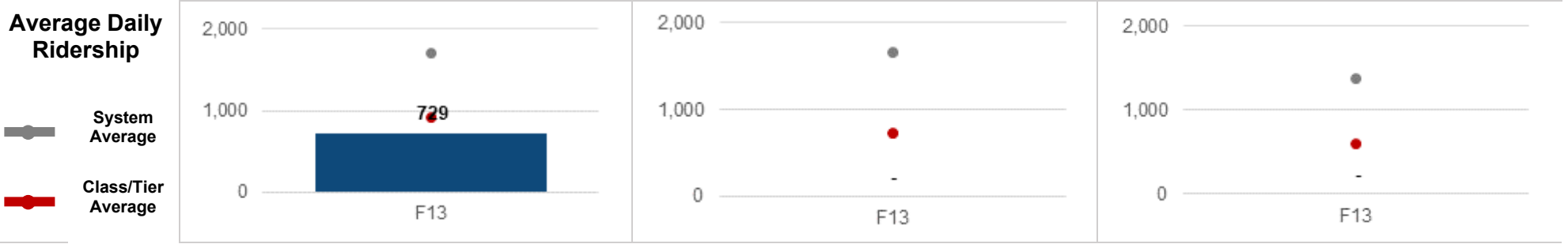
Annual Ridership



Top Transfer Locations

New Carrollton, Cheverly

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period

Vehicle Load Factor

	Direction:	East	West
Weekday	**Peak** Maximum Target: 1.00	0.28	0.28
	Off-Peak Maximum Target: 1.00	0.24	0.25
	Saturday Maximum Target: 1.00		
	Sunday Maximum Target: 1.00		

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
F13																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk					—	—	—	—	—	—	—	—	—	—	—	—								
F13																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk					—	—	—	—	—	—	—	—	—	—	—	—								
F13																								

[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

B 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 a.m. - 8:18 p.m.	-	A		-	C		-	C
	Frequency of Service | varies	Peak: 36.2 / Off-Peak: 57.2	*Peak: 20.6 / Off-Peak: 32.7*	A		*40.5*	-		*41.1*	-
Productivity	**Passengers per Revenue Hour |** 10.0	22.6	*28.8*	A		*27.4*	-		*26.0*	-
	Passengers per Revenue Mile | 1.0	1.7	*2.9*	A		*2.7*	-		*2.5*	-
Reliability	**On-Time Performance |** 79%	78%	*82%*	C		*82%*	-		*84%*	-
	Crowding | 5.0%	0.0%	*0.5%*	A		*0.2%*	-		*0.1%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.28 Off-Peak: 0.24	*Peak: 0.39 Off-Peak: 0.29*	A		*0.30*	-		*0.28*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$5.18	*$4.67*	A		*$5.07*	-		*$5.13*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route F13

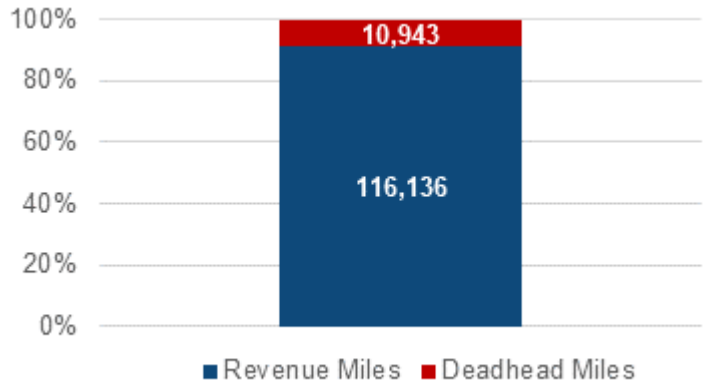
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	5.5	*6.1*	E
Route Design	**Circuity |** N/A	2.26	*2.00*	-

	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 |** 10.0	22.6	*29.7*	A		*29.3*	-		*27.9*	-
	Passengers per Revenue Mile | 1.0	1.7	*3.0*	A		*2.9*	-		*2.7*	-
	Unique Segment Ridership | 10%	42%	*31%*	A		*33%*	-		*32%*	-
Reliability	**On-Time Performance |** 79%	78%	*82%*	C		*82%*	-		*84%*	-
	Crowding | 5.0%	0.0%	*0.4%*	A		*0.2%*	-		*0.1%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.28 Off-Peak: 0.20	*Peak: 0.39 Off-Peak: 0.29*	A		*0.31*	-		*0.27*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$5.18	*$4.77*	A		*$4.83*	-		*$4.94*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

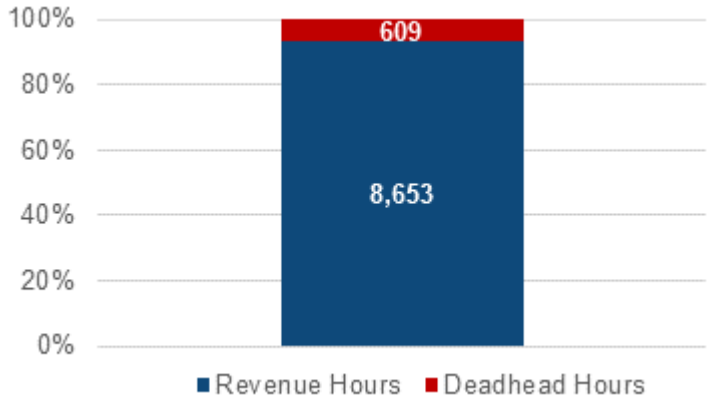
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



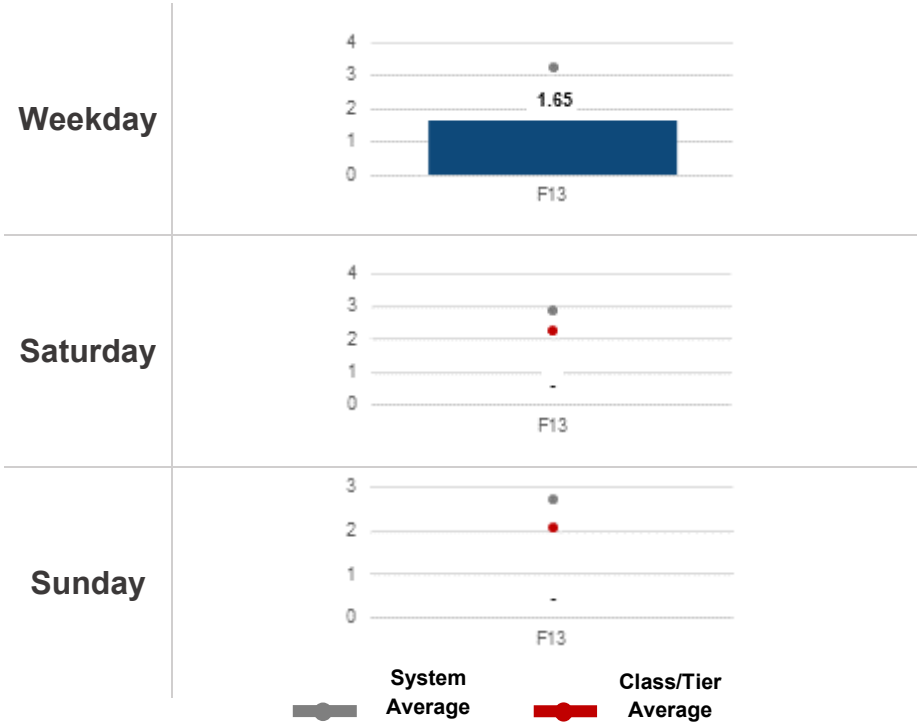
Hours Allocation



Service Delivery

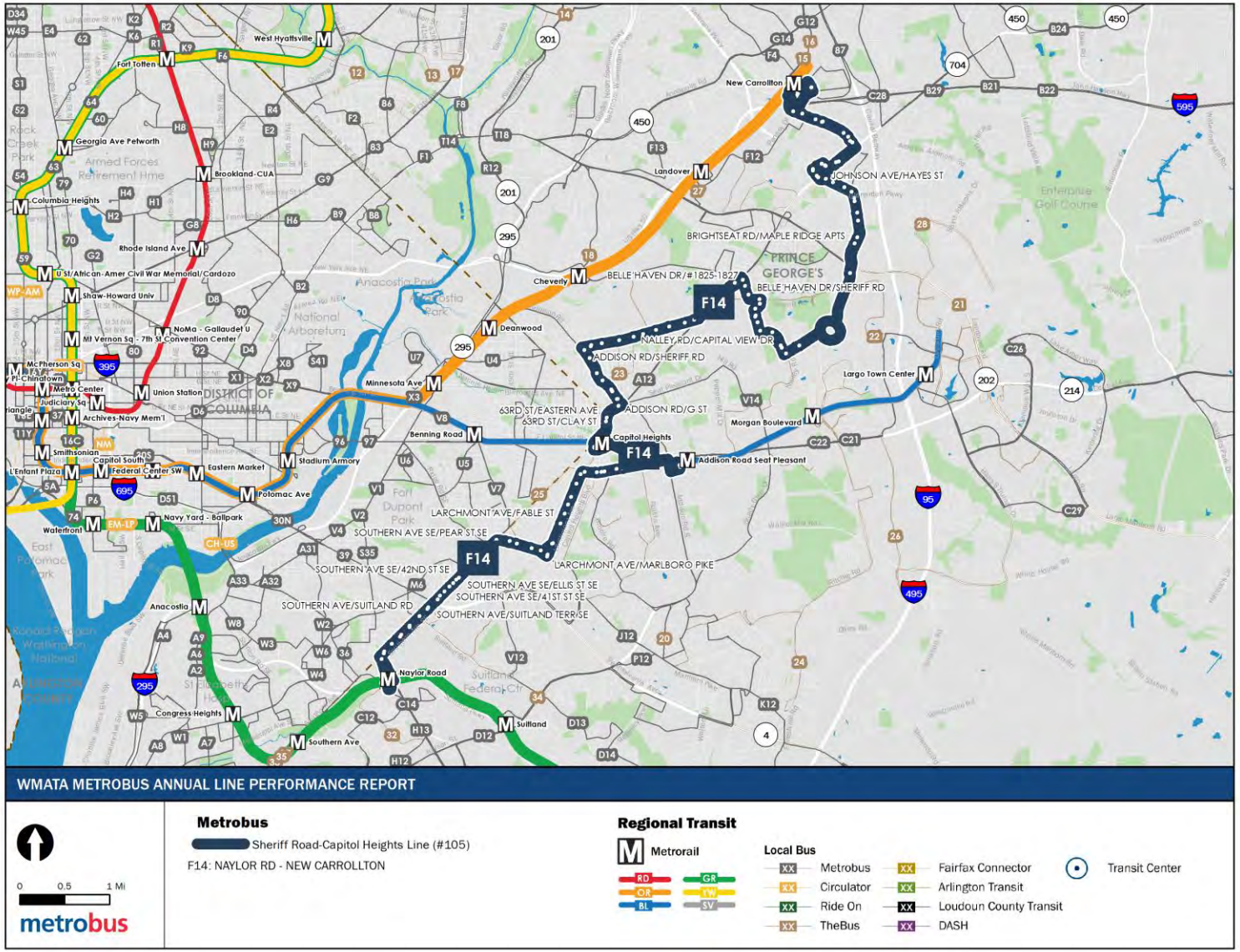
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
F13	26.4	4,408	3,876 (88%)

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	A

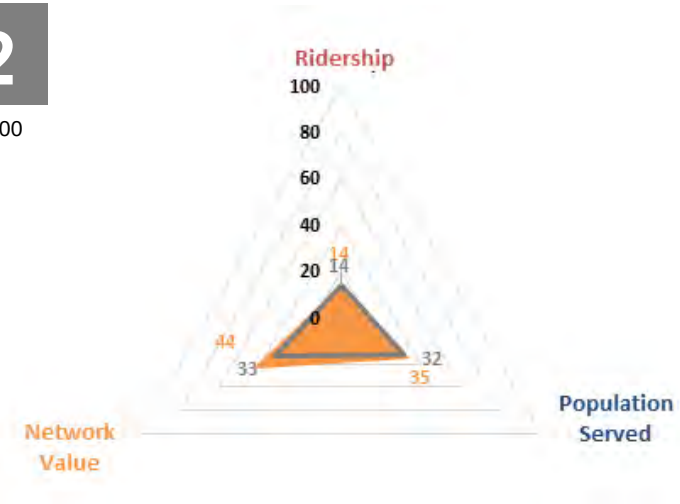
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

32

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$2,206,522
Peak Vehicles	6
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

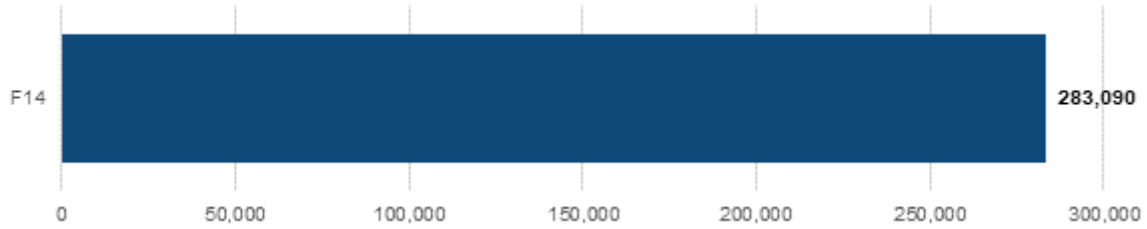
Service Area Population		39,667
Minority Population	*Service Area*	38,716
	Rider Survey	1,495 (99%)
Low-Income Households	*Service Area*	3,655
	Rider Survey	750 (52%)

Facilities/Amenities

Bus Stops	188
Bus Shelters	36
Benches	19
Real-Time Signs	1

Ridership

Annual Ridership



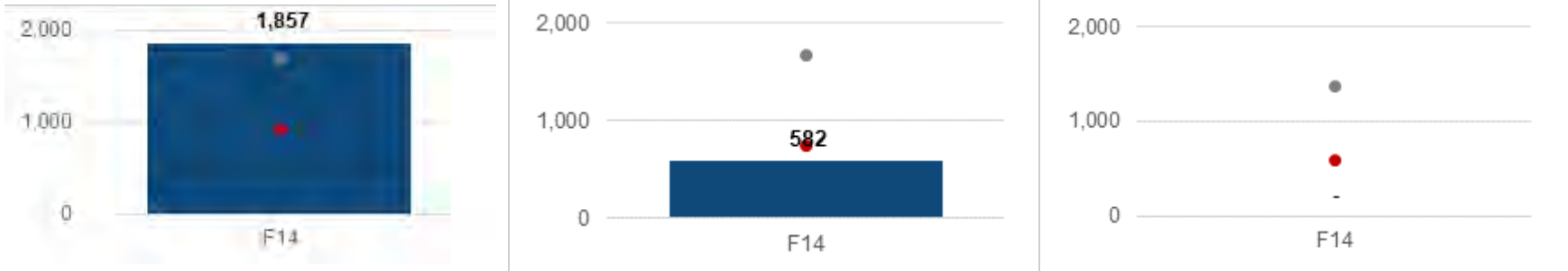
Top Transfer Locations

Naylor Road, Capitol Heights, New Carrollton

Average Daily Ridership

System Average

Class/Tier Average



Average Trip Ridership and Maximum Load by Time Period

Vehicle Load Factor

	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.00	0.46	0.50
	Off-Peak Maximum Target: 1.00	0.37	0.36
	Saturday Maximum Target: 1.00	0.31	0.32
	Sunday Maximum Target: 1.00		

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
F14																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk					—																			
F14																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk					—	—	—	—	—	—	—	—	—	—	—	—								
F14																								

[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

A 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 a.m. - 9:48 p.m.	-	A	9:30 a.m. - 7:19 p.m.	-	B		-	C
	Frequency of Service | varies	Peak: 32.8 / Off-Peak: 46.7	*Peak: 20.6 / Off-Peak: 32.7*	A	50.0	*40.5*	A		*41.1*	-
Productivity	**Passengers per Revenue Hour** | 10.0	27.2	*28.8*	A	21.5	*27.4*	A		*26.0*	-
	Passengers per Revenue Mile | 1.0	2.1	*2.9*	A	1.6	*2.7*	A		*2.5*	-
Reliability	**On-Time Performance** | 79%	88%	*82%*	A	84%	*82%*	B		*84%*	-
	Crowding | 5.0%	0.1%	*0.5%*	A	0.0%	*0.2%*	A		*0.1%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.46 Off-Peak: 0.37	*Peak: 0.39 Off-Peak: 0.29*	A	0.31	*0.30*	A		*0.28*	-
Cost Effectiveness	**Operating Cost per Passenger Trip** | $7.00	$4.30	*$4.67*	A	$5.45	*$5.07*	A		*$5.13*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route F14

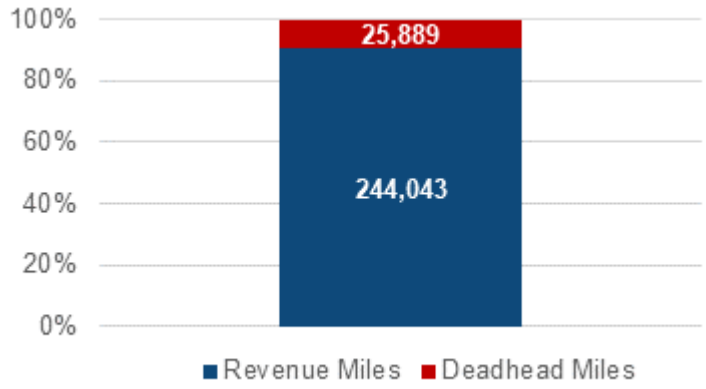
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	6.1	*6.1*	E
Route Design	**Circuity |** N/A	1.86	*2.00*	-

	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 |** 10.0	27.2	*29.7*	A	21.5	*29.3*	A		*27.9*	-
	Passengers per Revenue Mile | 1.0	2.1	*3.0*	A	1.6	*2.9*	A		*2.7*	-
	Unique Segment Ridership | 10%	60%	*31%*	A	58%	*33%*	A		*32%*	-
Reliability	**On-Time Performance |** 79%	88%	*82%*	A	84%	*82%*	B		*84%*	-
	Crowding | 5.0%	0.1%	*0.4%*	A	0.0%	*0.2%*	A		*0.1%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.48 Off-Peak: 0.40	*Peak: 0.39 Off-Peak: 0.29*	A	0.30	*0.31*	A		*0.27*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$4.30	*$4.77*	A	$5.45	*$4.83*	A		*$4.94*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

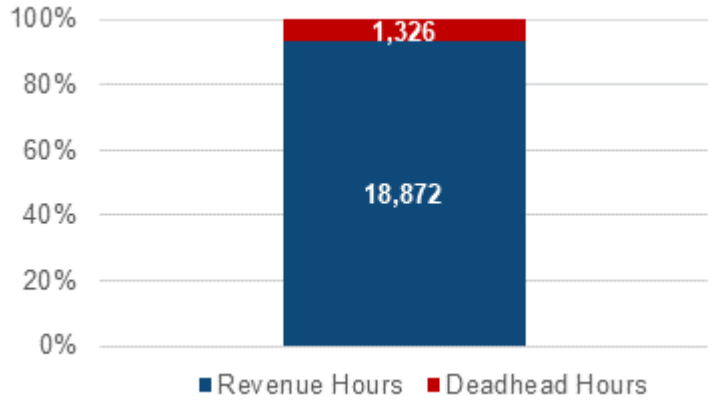
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



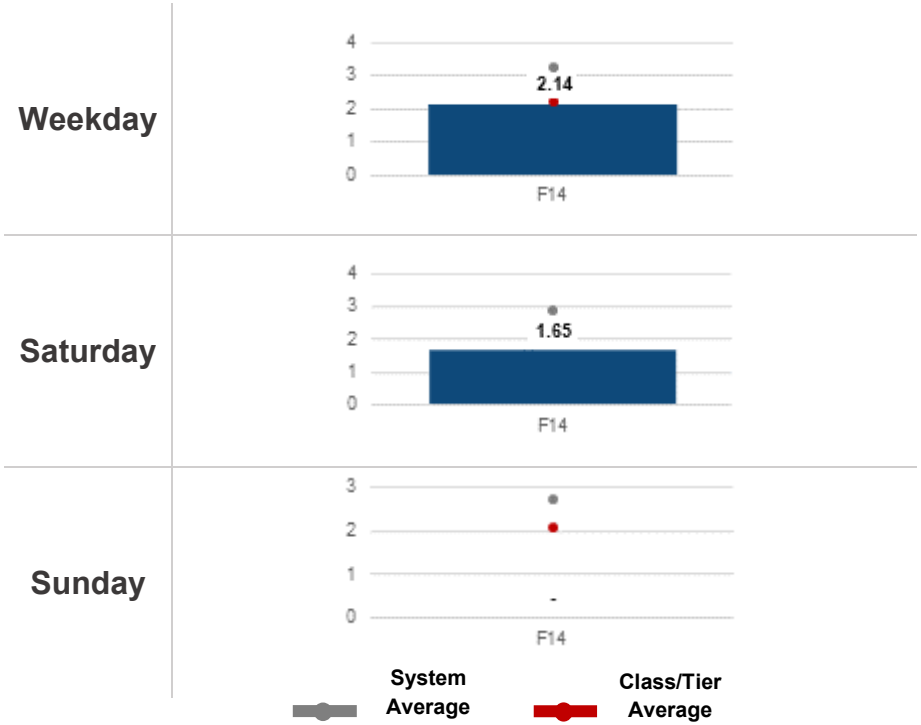
Hours Allocation



Service Delivery

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
F14	34.7	6,848	6,212 (91%)

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

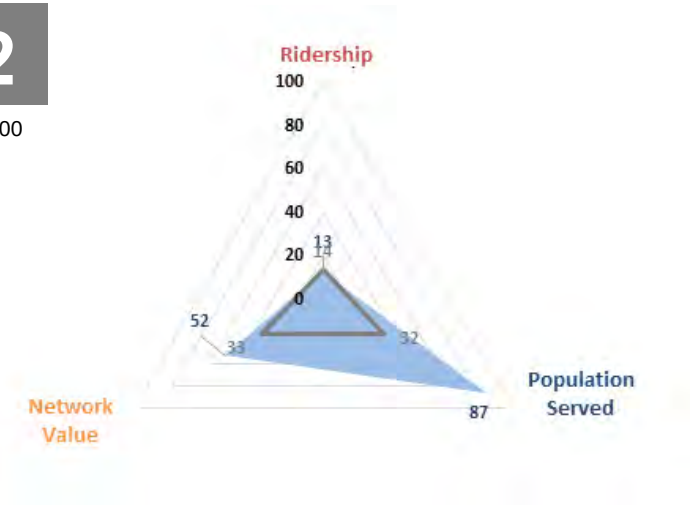
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

52

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$2,738,894
Peak Vehicles	8
Vehicle Type(s)	30 foot

Service Area Context (1/4 Mile)

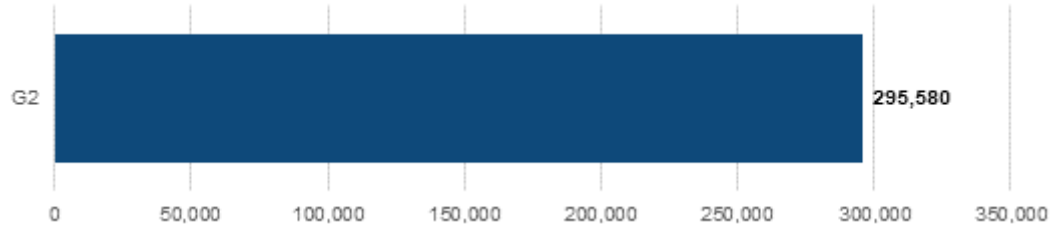
Service Area Population		49,731
Minority Population	*Service Area*	21,212
	Rider Survey	893 (74%)
Low-Income Households	*Service Area*	3,921
	Rider Survey	275 (23%)

Facilities/Amenities

Bus Stops	65
Bus Shelters	13
Benches	11
Real-Time Signs	0

Ridership

Annual Ridership



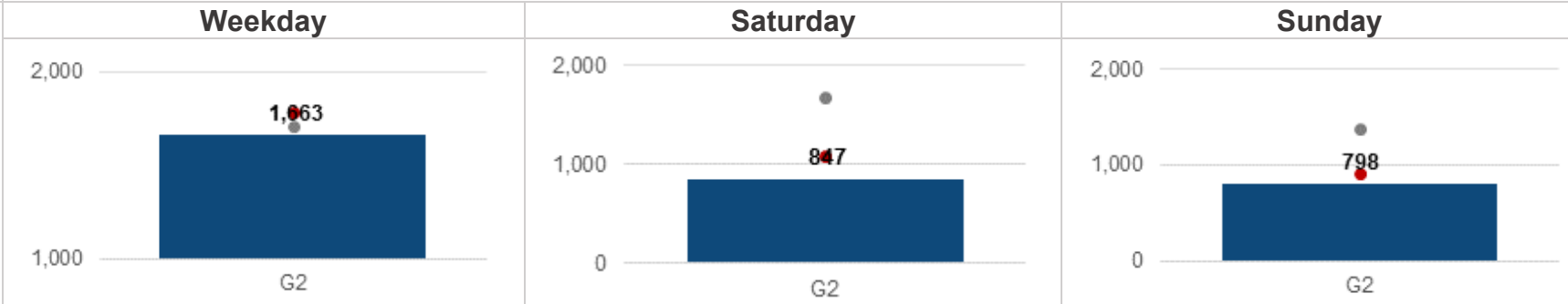
Top Transfer Locations

Dupont Circle, Shaw-Howard University, Mt Vernon Square-UDC

Average Daily Ridership

System Average

Class/Tier Average



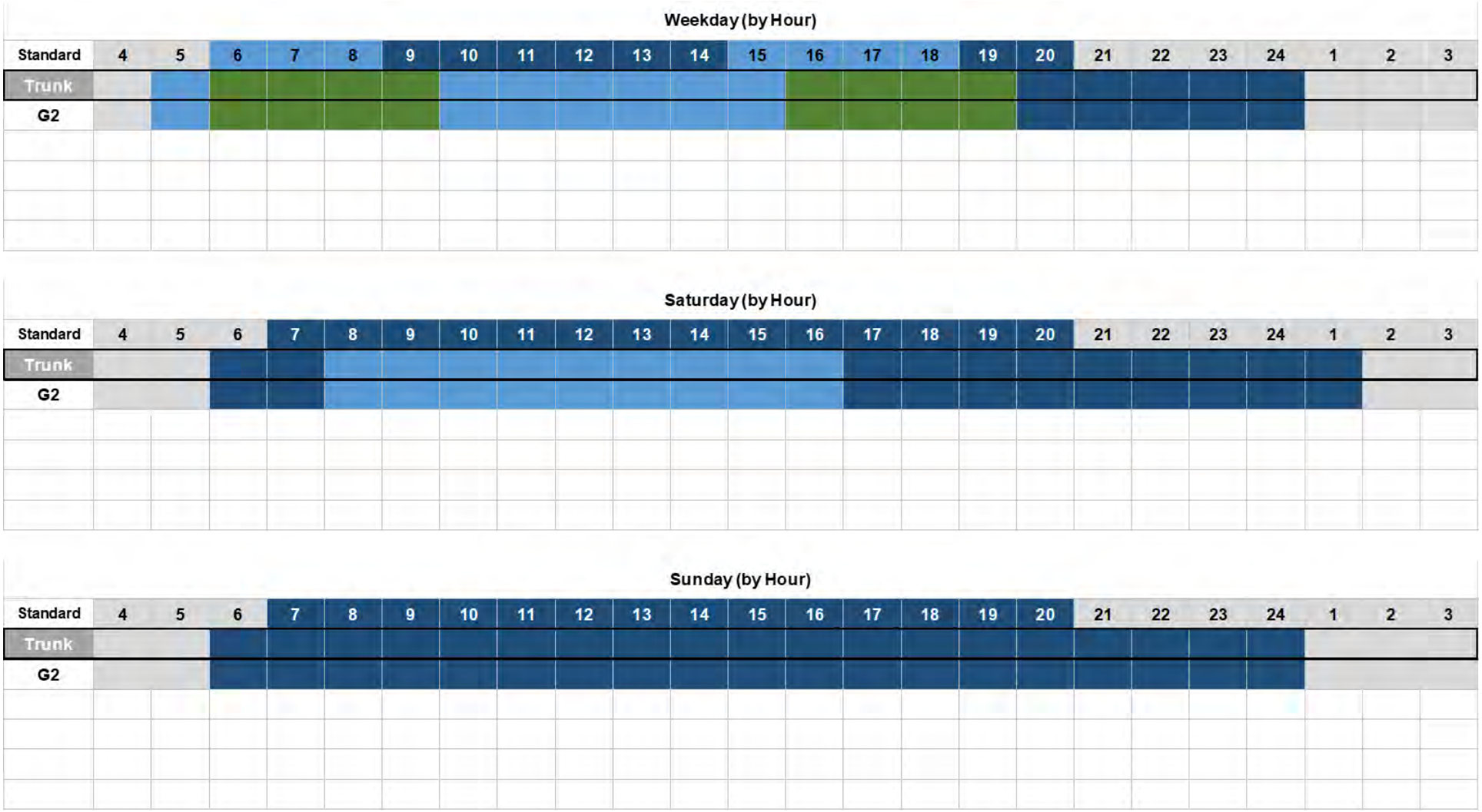
Average Trip Ridership and Maximum Load by Time Period

Vehicle Load Factor

	Direction:	East	West
Weekday	**Peak** Maximum Target: 1.20	0.51	0.53
Weekday	**Off-Peak** Maximum Target: 1.00	0.30	0.30
	Saturday Maximum Target: 1.00	0.30	0.30
	Sunday Maximum Target: 1.00	0.31	0.31

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—



[1] Span/frequency standards are only applicable at the line level.

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	5:10 a.m. - 12:50 a.m.	-	A	6:05 a.m. - 1:25 a.m.	-	A	6:30 a.m. - 12:49 a.m.	-	A
	Frequency of Service | varies	Peak: 17.8 / Off-Peak: 28.6	*Peak: 20.6 / Off-Peak: 32.7*	A	30.7	*40.5*	A	32.1	*41.1*	A
Productivity	**Passengers per Revenue Hour** | 20.0	23.8	*28.8*	A	16.2	*27.4*	D	18.3	*26.0*	C
	Passengers per Revenue Mile | 4.0	4.1	*2.9*	B	2.7	*2.7*	E	2.7	*2.5*	E
Reliability	**On-Time Performance** | 79%	81%	*82%*	B	83%	*82%*	B	84%	*84%*	B
	Crowding | 5.0%	4.7%	*0.5%*	B	0.0%	*0.2%*	A	0.0%	*0.1%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.51 Off-Peak: 0.30	*Peak: 0.39 Off-Peak: 0.29*	B	0.30	*0.30*	A	0.31	*0.28*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $5.00	$4.91	*$4.67*	B	$7.21	*$5.07*	E	$6.40	*$5.13*	E
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route G2

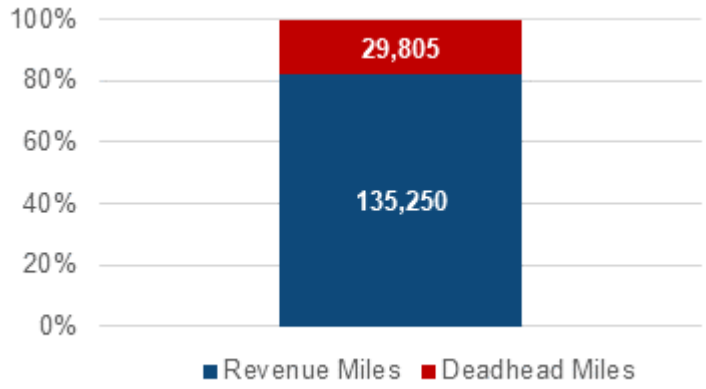
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	7.8	*6.1*	E
Route Design	**Circuity |** N/A	1.15	*2.00*	-

	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 |** 20.0	23.8	*29.7*	A	16.2	*29.3*	D	18.3	*27.9*	C
	Passengers per Revenue Mile | 4.0	4.1	*3.0*	B	2.7	*2.9*	E	2.7	*2.7*	E
	Unique Segment Ridership | 10%	81%	*31%*	A	83%	*33%*	A	82%	*32%*	A
Reliability	**On-Time Performance |** 79%	81%	*82%*	B	83%	*82%*	B	84%	*84%*	B
	Crowding | 5.0%	4.7%	*0.4%*	B	0.1%	*0.2%*	A	0.0%	*0.1%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.52 Off-Peak: 0.30	*Peak: 0.39 Off-Peak: 0.29*	B+	0.30	*0.31*	A	0.30	*0.27*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$4.91	*$4.77*	B	$7.21	*$4.83*	E	$6.40	*$4.94*	E
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

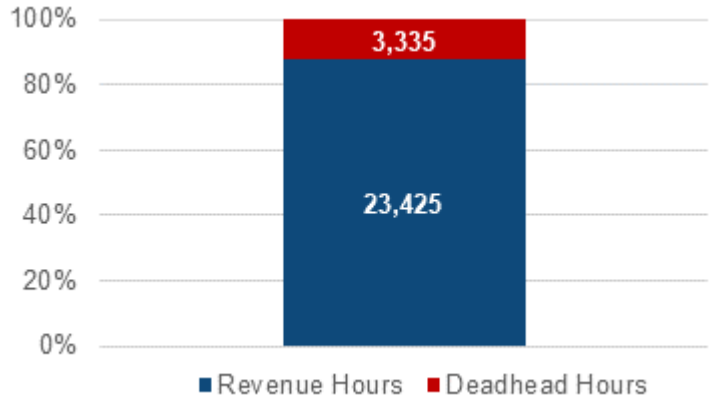
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



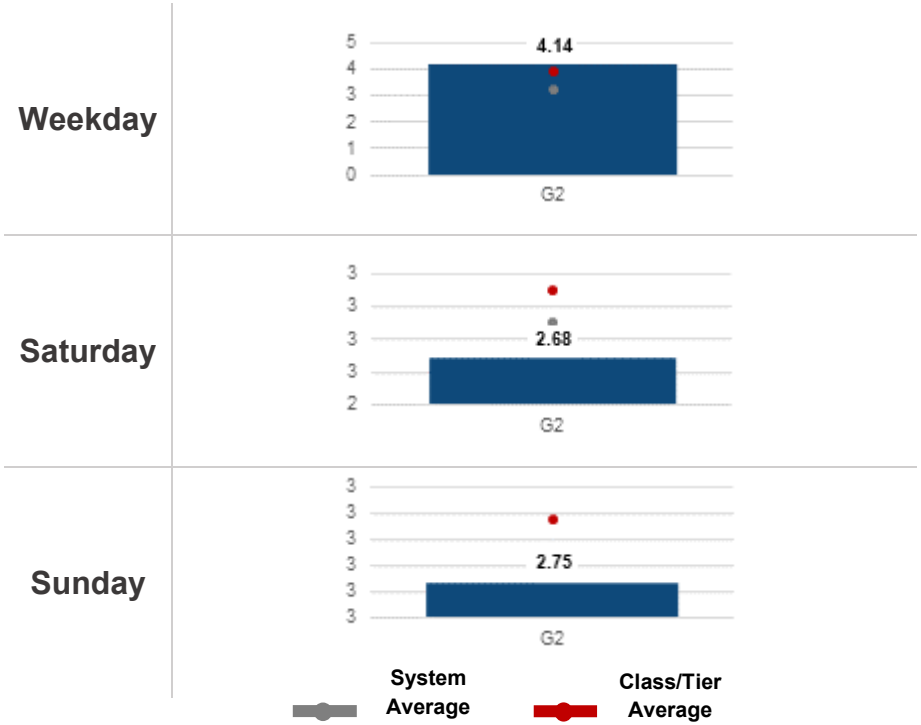
Hours Allocation



Service Delivery

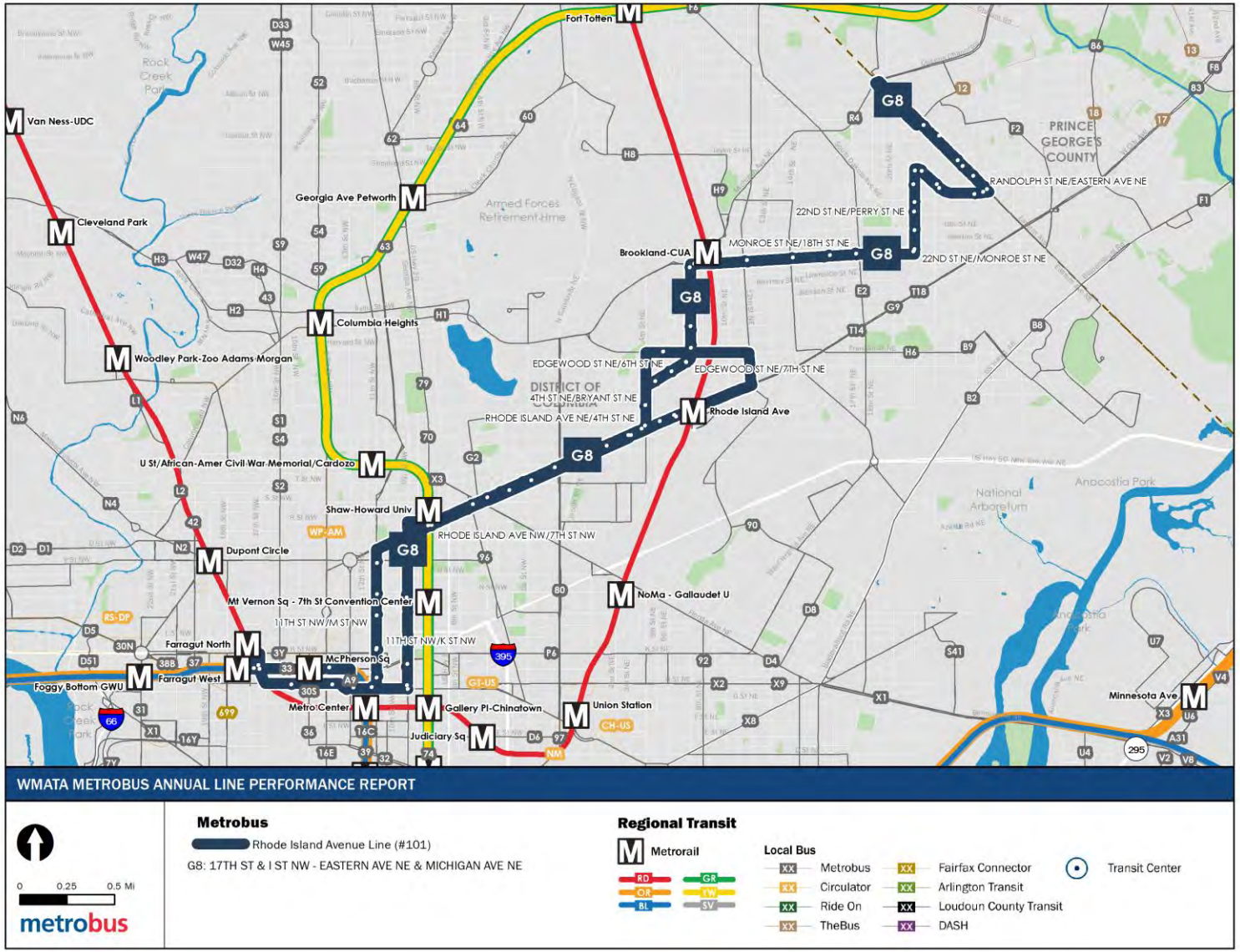
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
G2	9.1	14,412	11,169 (77%)

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

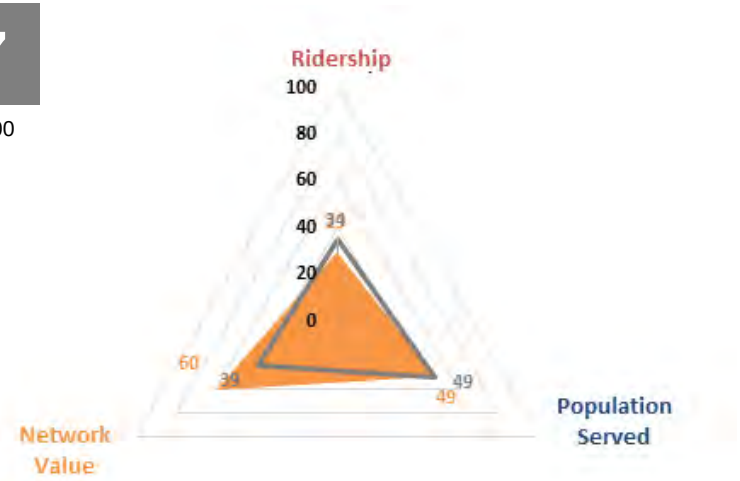
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

37

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$4,560,354
Peak Vehicles	15
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

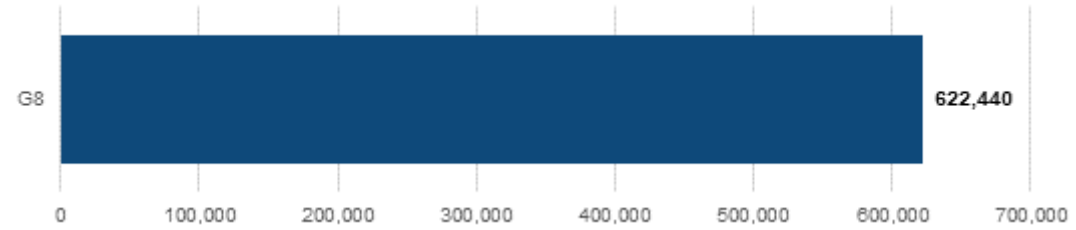
Service Area Population		52,657
Minority Population	*Service Area*	33,580
	Rider Survey	1,693 (73%)
Low-Income Households	*Service Area*	4,879
	Rider Survey	857 (38%)

Facilities/Amenities

Bus Stops	107
Bus Shelters	11
Benches	11
Real-Time Signs	6

Ridership

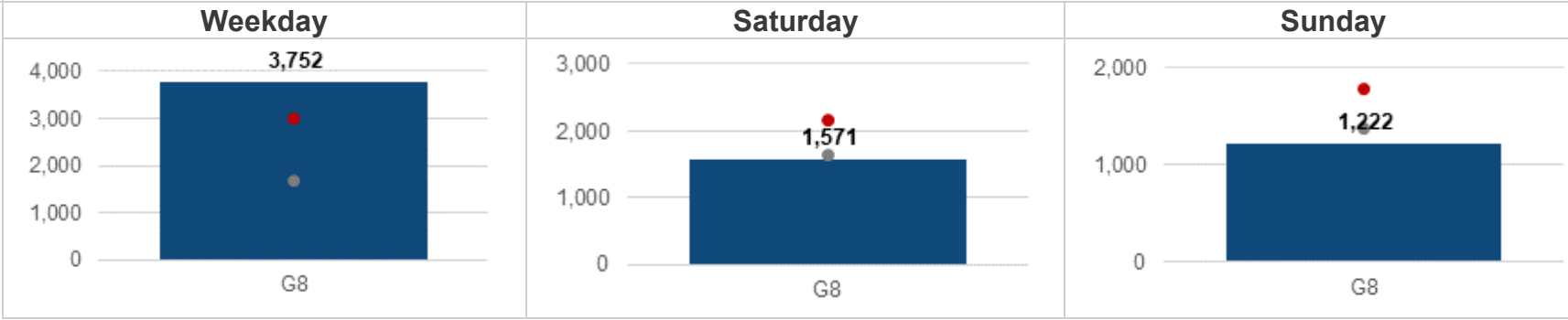
Annual Ridership



Top Transfer Locations

Brookland, Shaw-Howard University, McPherson Square

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period

Vehicle Load Factor

	Direction:	East	West
Weekday	**Peak** Maximum Target: 1.20	0.43	0.55
	Off-Peak Maximum Target: 1.00	0.32	0.31
	Saturday Maximum Target: 1.00	0.26	0.31
	Sunday Maximum Target: 1.00	0.26	0.30

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk												—												
G8																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
G8																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk				—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—				
G8																								

[1] Span/frequency standards are only applicable at the line level.

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 a.m. - 2:28 a.m.	-	A	5:15 a.m. - 2:29 a.m.	-	A	5:00 a.m. - 12:53 a.m.	-	A
	Frequency of Service | varies	Peak: 12.4 / Off-Peak: 27.9	*Peak: 15.0 / Off-Peak: 21.8*	A	30.6	*28.5*	B	38.0	*32.0*	C
Productivity	**Passengers per Revenue Hour** | 30.0	29.0	*33.0*	C	21.1	*29.0*	E	20.1	*28.9*	E
	Passengers per Revenue Mile | 4.0	3.7	*3.7*	C	2.4	*3.0*	E	2.2	*2.9*	E
Reliability	**On-Time Performance** | 79%	76%	*76%*	C	75%	*78%*	C	79%	*80%*	C
	Crowding | 5.0%	2.2%	*2.1%*	A	0.0%	*1.0%*	A	0.0%	*0.8%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.43 Off-Peak: 0.32	*Peak: 0.52 Off-Peak: 0.40*	A	0.26	*0.38*	A	0.26	*0.37*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $5.00	$4.04	*$3.91*	A	$5.54	*$4.52*	D	$5.82	*$4.63*	D
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route G8

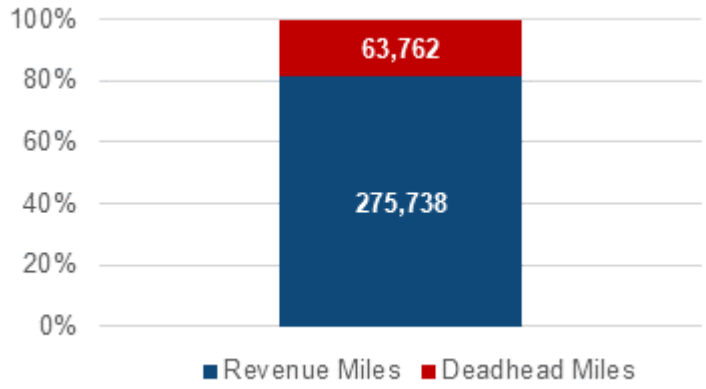
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	6.2	*5.6*	E
Route Design	**Circuity |** 1.75	1.46	*1.44*	A

	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 |** 30.0	29.0	*32.2*	C	21.1	*28.3*	E	20.1	*28.3*	E
	Passengers per Revenue Mile | 4.0	3.7	*3.7*	C	2.4	*3.0*	E	2.2	*2.9*	E
	Unique Segment Ridership | 10%	60%	*17%*	A	53%	*19%*	A	52%	*19%*	A
Reliability	**On-Time Performance |** 79%	76%	*77%*	C	75%	*79%*	C	79%	*80%*	C
	Crowding | 5.0%	2.2%	*2.0%*	A	0.1%	*1.1%*	A	0.0%	*0.9%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.50 Off-Peak: 0.30	*Peak: 0.53 Off-Peak: 0.41*	A	0.30	*0.39*	A	0.30	*0.35*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$4.04	*$4.18*	A	$5.54	*$4.72*	D	$5.82	*$4.78*	D
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

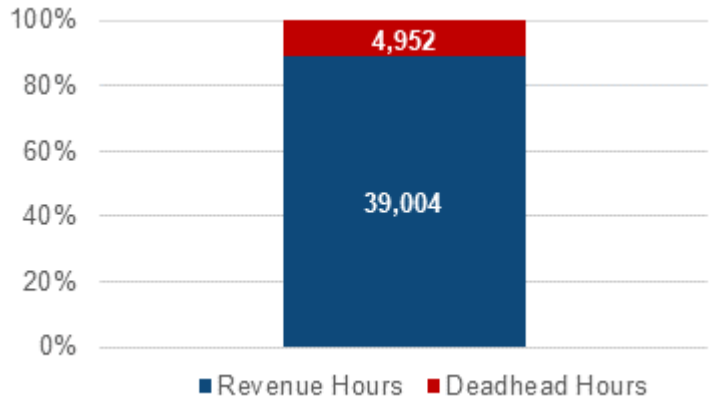
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



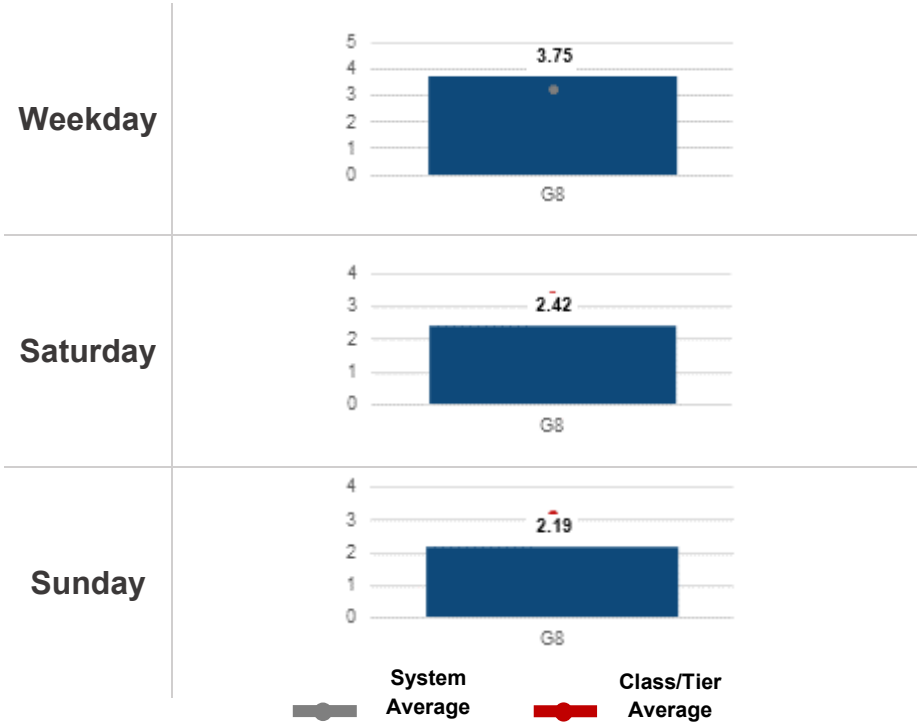
Hours Allocation



Service Delivery

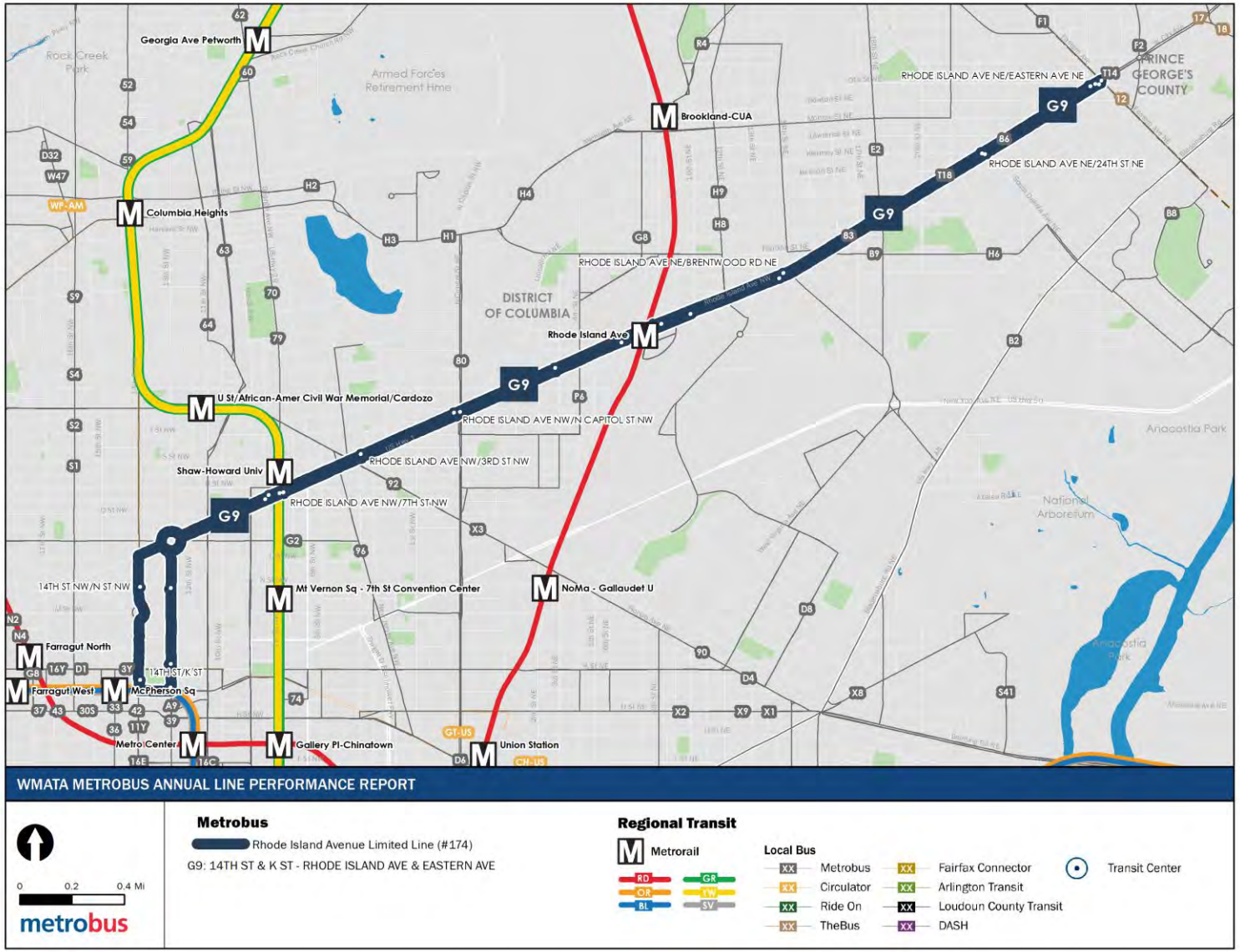
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
G8	18.4	17,768	16,282 (92%)

Passenger Miles per Revenue Mile



LINE: 174 – RHODE ISLAND AVENUE LIMITED ROUTE(S): G9

About the Line



Service Classification

Commuter

Activity Tier

1

Overall Grade

Line	C

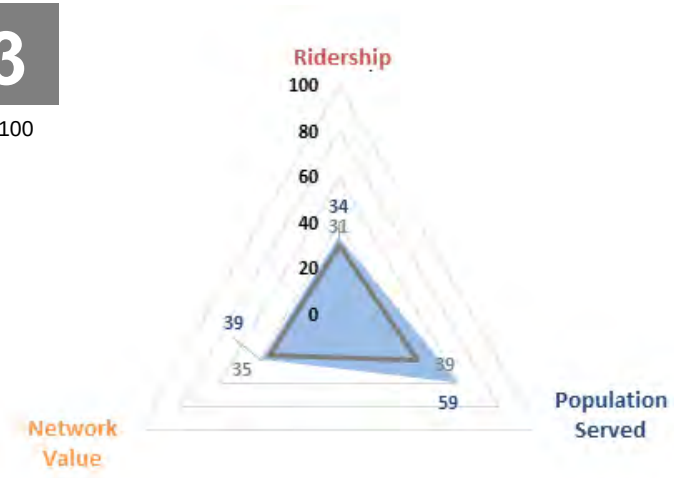
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

43

Out of 100



Classification Average:

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$1,063,485
Peak Vehicles	6
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

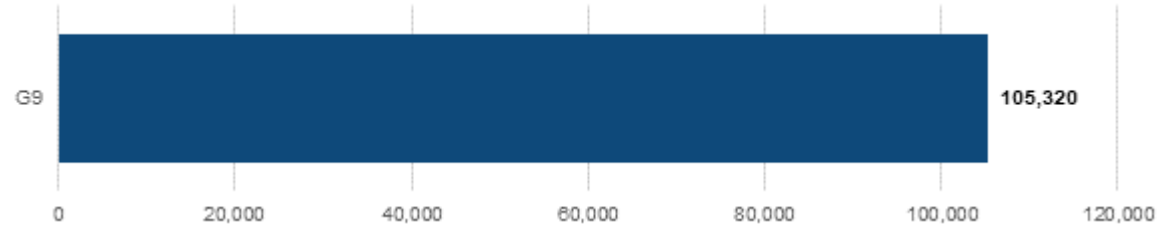
Service Area Population		44,967
Minority Population	*Service Area*	27,987
	Rider Survey	330 (60%)
Low-Income Households	*Service Area*	4,510
	Rider Survey	161 (31%)

Facilities/Amenities

Bus Stops	41
Bus Shelters	6
Benches	5
Real-Time Signs	1

Ridership

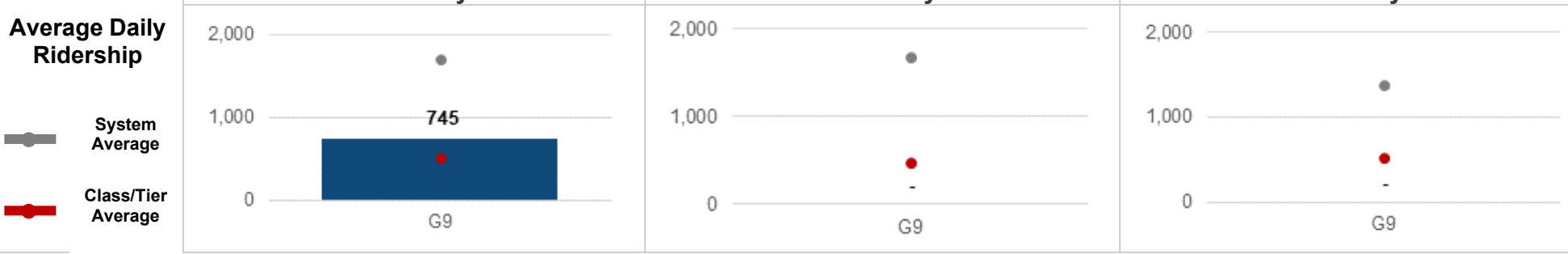
Annual Ridership



Top Transfer Locations

Rhode Island Avenue, Shaw-Howard University, McPherson Square

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period

Vehicle Load Factor

	Direction:	East	West
Weekday	**Peak** Maximum Target: 1.00	0.22	0.25
Weekday	**Off-Peak** Maximum Target: 1.00	0.16	0.21
	Saturday Maximum Target: 1.00		
	Sunday Maximum Target: 1.00		

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
G9																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
G9																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
G9																								

[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

C Rhode Island 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	6:00 a.m. - 9:50 a.m.; 3:00 p.m. - 7:33 p.m.	-	-		-	-		-	-
	Frequency of Service | varies	Peak: 13.7 / Off-Peak: 16.0	*Peak: 21.1 / Off-Peak: 32.0*	-		*60.0*	-		*65.7*	-
Productivity	**Passengers per Trip** | 20.0	11.4	*21.6*	E		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.5	2.5	*2.3*	A		*0.4*	-		*0.5*	-
Reliability	**On-Time Performance** | 79%	68%	*76%*	E		*77%*	-		*81%*	-
	Crowding | 5.0%	0.5%	*3.1%*	A		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.22 Off-Peak: 0.16	*Peak: 0.48 Off-Peak: 0.39*	A		*0.30*	-		*0.37*	-
Cost Effectiveness	**Operating Cost per Passenger Trip** | $7.00	$6.30	*$5.12*	A		*$8.44*	-		*$7.72*	-
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route G9

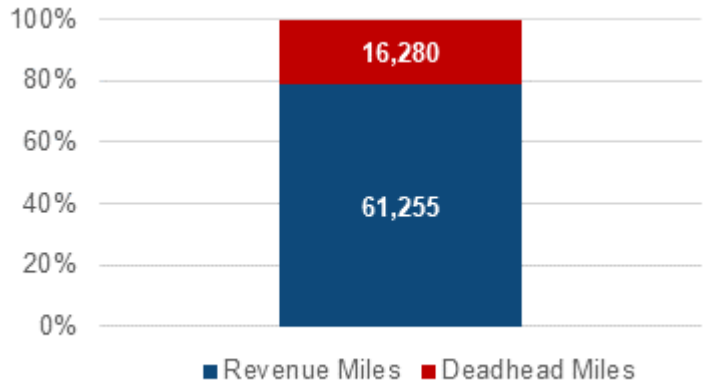
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** N/A	3.1	*3.2*	E
Route Design	**Circuity |** N/A	1.03	*1.39*	A

	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 Trip |** 20.0	11.4	*20.1*	-		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.5	2.5	*2.1*	A		*0.4*	-		*0.5*	-
	Unique Segment Ridership | 15%	17%	*27%*	B		*100%*	-		*100%*	-
Reliability	**On-Time Performance |** 79%	68%	*77%*	E		*77%*	-		*81%*	-
	Crowding | 5.0%	0.5%	*2.4%*	A		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.23 Off-Peak: 0.20	*Peak: 0.44 Off-Peak: 0.36*	A		*0.31*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$6.30	*$5.62*	A		*$8.44*	-		*$7.72*	-
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

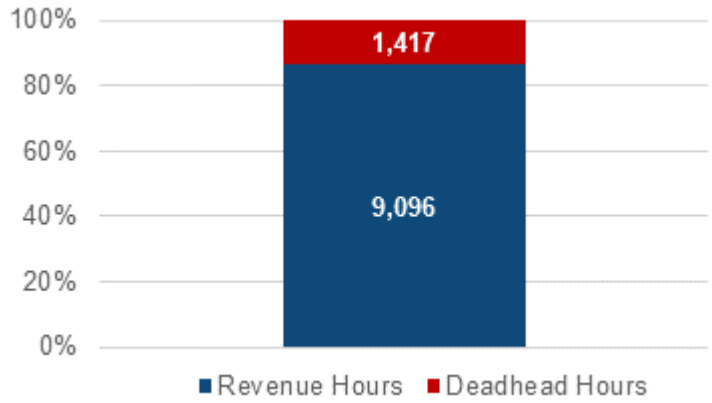
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



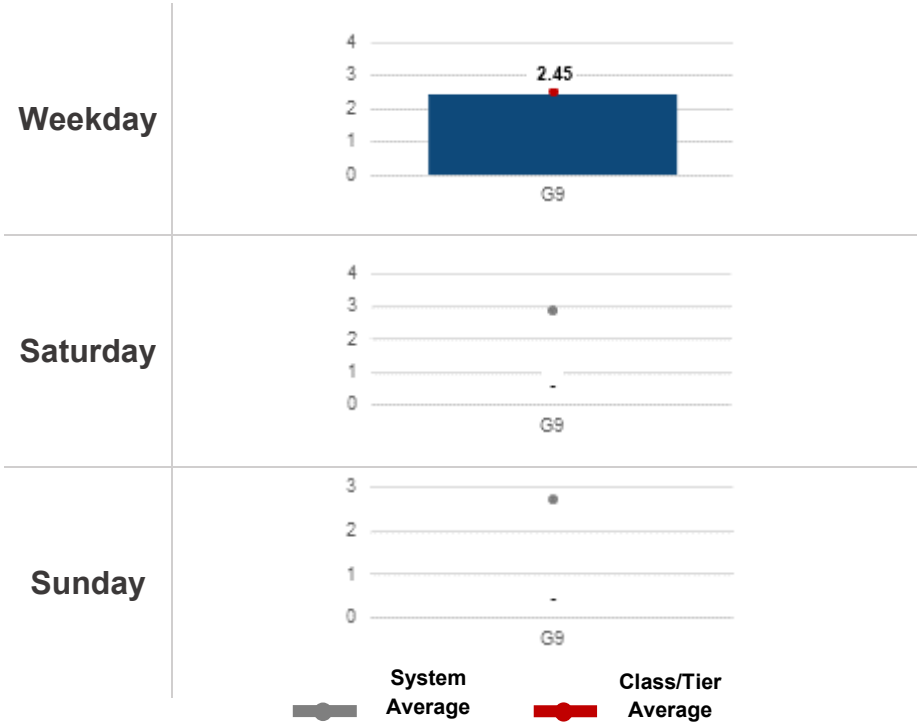
Hours Allocation



Service Delivery

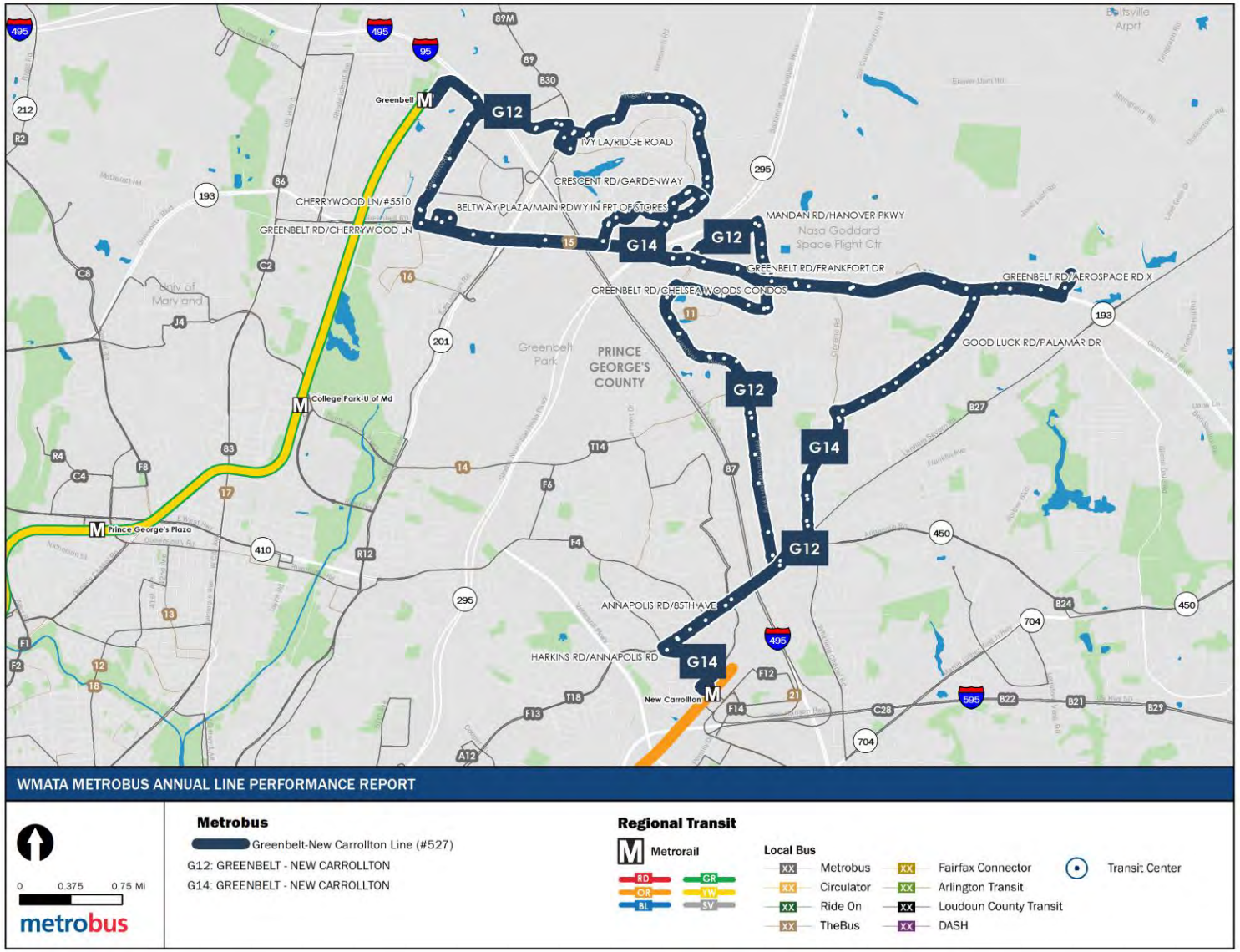
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
G9	10.5	5,712	4,727 (83%)

Passenger Miles per Revenue Mile



LINE: 527 – GREENBELT-NEW CARROLLTON ROUTE(S): G12,14

About the Line



Service Classification

Coverage

Activity Tier

3

Overall Grade

Line	A

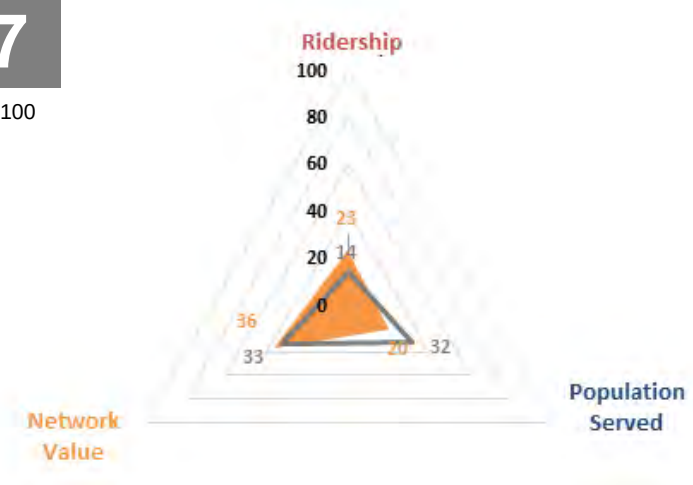
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

27

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$3,927,353
Peak Vehicles	12
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

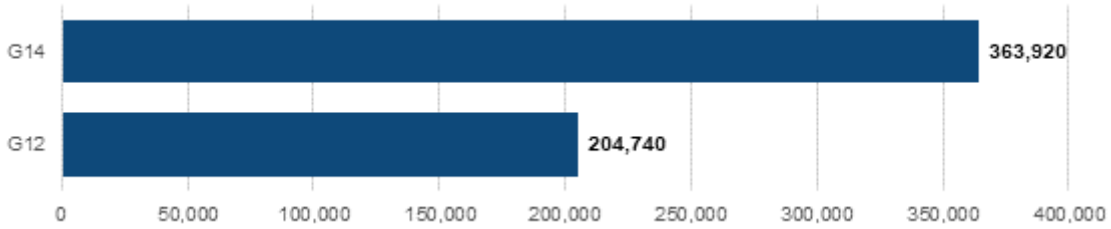
Service Area Population		41,282
Minority Population	*Service Area*	34,422
	Rider Survey	1,940 (92%)
Low-Income Households	*Service Area*	2,058
	Rider Survey	728 (36%)

Facilities/Amenities

Bus Stops	216
Bus Shelters	42
Benches	43
Real-Time Signs	1

Ridership

Annual Ridership

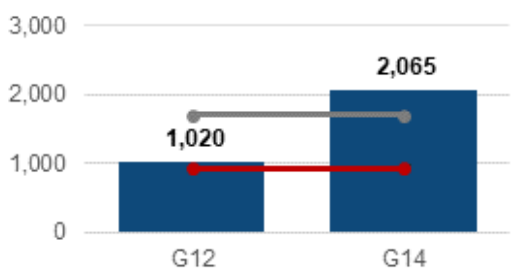


Top Transfer Locations

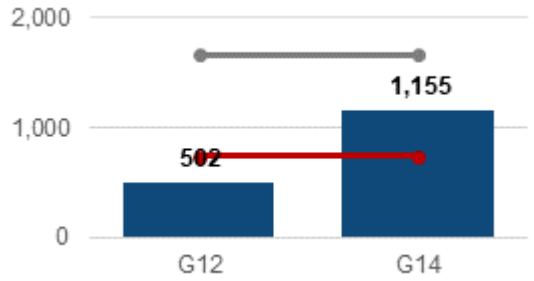
Greenbelt, New Carrollton

Average Daily Ridership

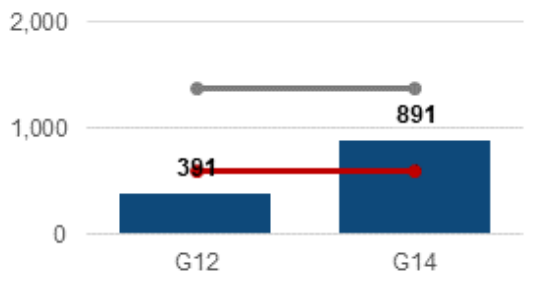
Weekday



Saturday



Sunday



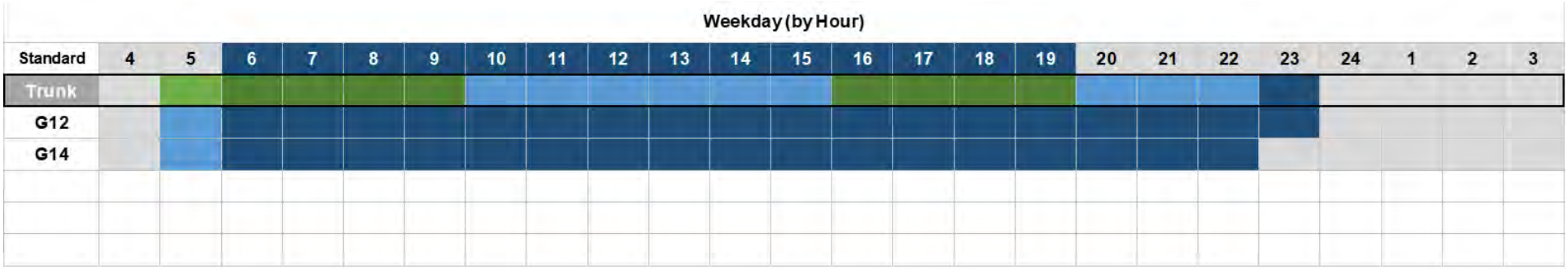
Average Trip Ridership and Maximum Load by Time Period

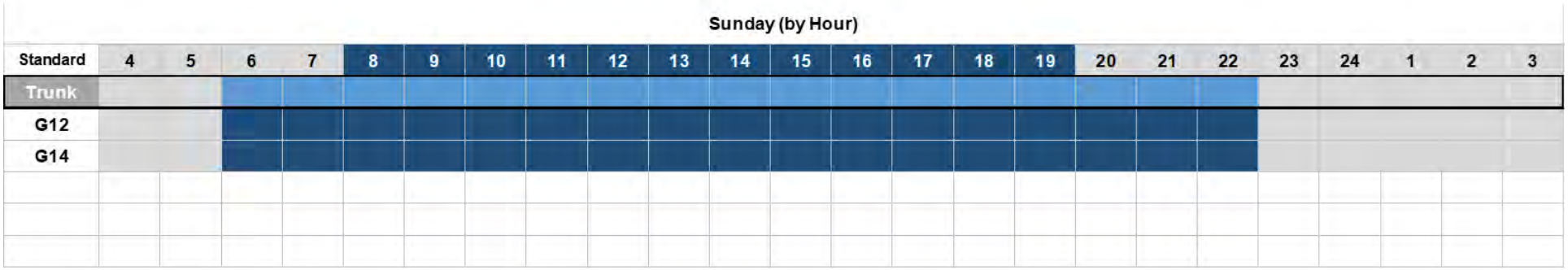
Vehicle Load Factor

	Direction:	East	West
Weekday	**Peak** Maximum Target: 1.00	0.48	0.48
	Off-Peak Maximum Target: 1.00	0.41	0.42
	Saturday Maximum Target: 1.00	0.37	0.38
	Sunday Maximum Target: 1.00	0.29	0.29

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—





[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

A 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	5:00 a.m. - 11:48 p.m.	-	A	6:30 a.m. - 10:47 p.m.	-	A	6:30 a.m. - 10:47 p.m.	-	A
	Frequency of Service | varies	Peak: 15.0 / Off-Peak: 25.4	*Peak: 20.6 / Off-Peak: 32.7*	A	30.0	*40.5*	A	30.0	*41.1*	A
Productivity	**Passengers per Revenue Hour** | 10.0	29.5	*28.8*	A	27.2	*27.4*	A	20.8	*26.0*	A
	Passengers per Revenue Mile | 1.0	2.3	*2.9*	A	2.0	*2.7*	A	1.6	*2.5*	A
Reliability	**On-Time Performance** | 79%	83%	*82%*	B	84%	*82%*	B	86%	*84%*	A
	Crowding | 5.0%	0.1%	*0.5%*	A	0.0%	*0.2%*	A	0.0%	*0.1%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.48 Off-Peak: 0.41	*Peak: 0.39 Off-Peak: 0.29*	A	0.37	*0.30*	A	0.29	*0.28*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $7.00	$3.97	*$4.67*	A	$4.30	*$5.07*	A	$5.63	*$5.13*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route G12

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	5.7	*6.1*	E
Route Design	**Circuity |** N/A	1.60	*2.00*	-

	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 |** 10.0	19.5	*29.7*	A	17.0	*29.3*	A	12.9	*27.9*	A
	Passengers per Revenue Mile | 1.0	1.6	*3.0*	A	1.3	*2.9*	A	1.0	*2.7*	B
	Unique Segment Ridership | 10%	55%	*31%*	A	48%	*33%*	A	47%	*32%*	A
Reliability	**On-Time Performance |** 79%	84%	*82%*	A	86%	*82%*	A	89%	*84%*	A
	Crowding | 5.0%	0.0%	*0.4%*	A	0.0%	*0.2%*	A	0.0%	*0.1%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.36 Off-Peak: 0.30	*Peak: 0.39 Off-Peak: 0.29*	A	0.20	*0.31*	A	0.20	*0.27*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$5.99	*$4.77*	A	$6.88	*$4.83*	B	$9.06	*$4.94*	E
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route G14

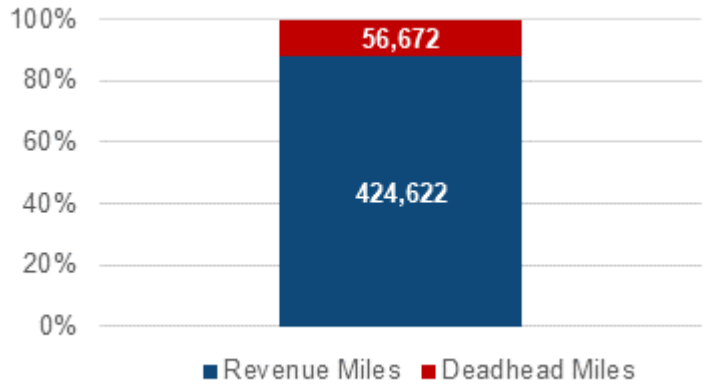
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	5.0	*6.1*	A
Route Design	**Circuity |** N/A	1.80	*2.00*	-

	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 |** 10.0	39.4	*29.7*	A	36.7	*29.3*	A	28.4	*27.9*	A
	Passengers per Revenue Mile | 1.0	3.0	*3.0*	A	2.6	*2.9*	A	2.0	*2.7*	A
	Unique Segment Ridership | 10%	40%	*31%*	A	34%	*33%*	A	31%	*32%*	A
Reliability	**On-Time Performance |** 79%	81%	*82%*	B	81%	*82%*	B	84%	*84%*	B
	Crowding | 5.0%	0.1%	*0.4%*	A	0.2%	*0.2%*	A	0.1%	*0.1%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.60 Off-Peak: 0.50	*Peak: 0.39 Off-Peak: 0.29*	B	0.50	*0.31*	B	0.40	*0.27*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$2.97	*$4.77*	A	$3.18	*$4.83*	A	$4.12	*$4.94*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

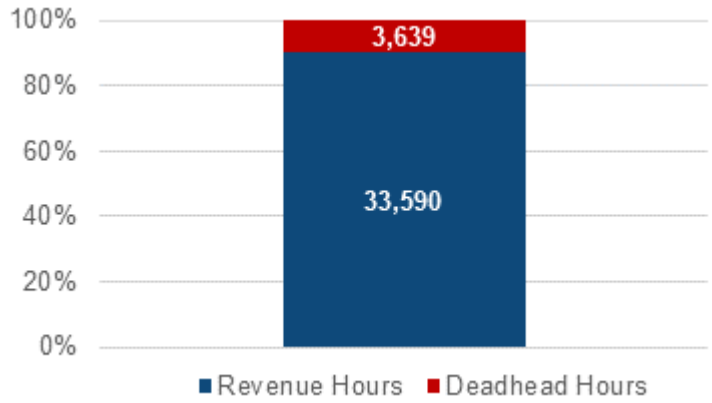
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



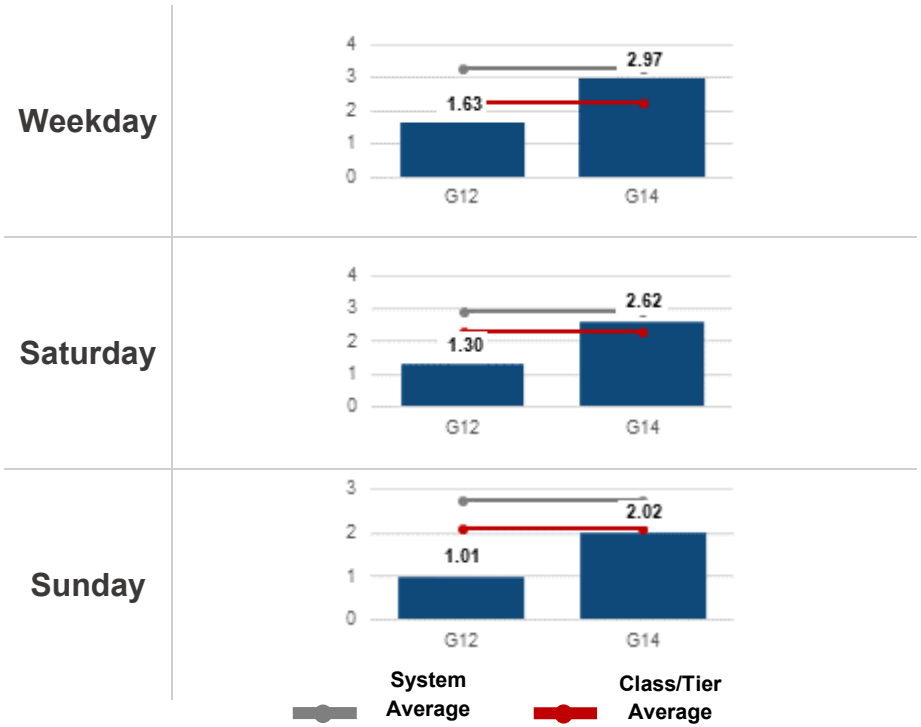
Hours Allocation



Service Delivery

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
G12	25.8	7,684	6,857 (89%)
G14	29.0	7,688	6,887 (90%)

Passenger Miles per Revenue Mile



LINE: 62 – BROOKLAND-POTOMAC PARK ROUTE(S): H1

About the Line

Service Classification

Commuter

Activity Tier

1

Overall Grade

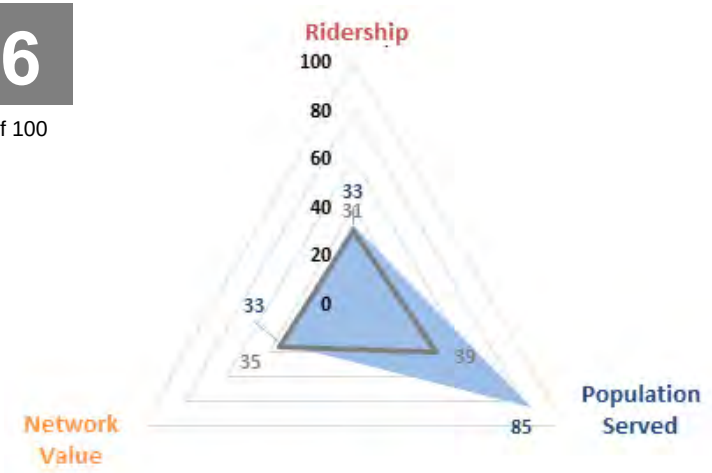
Line	B

Legend
Exceeds Meets
Approaches Below Significantly Below

Line Benefit Score

46

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$483,585
Peak Vehicles	5
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

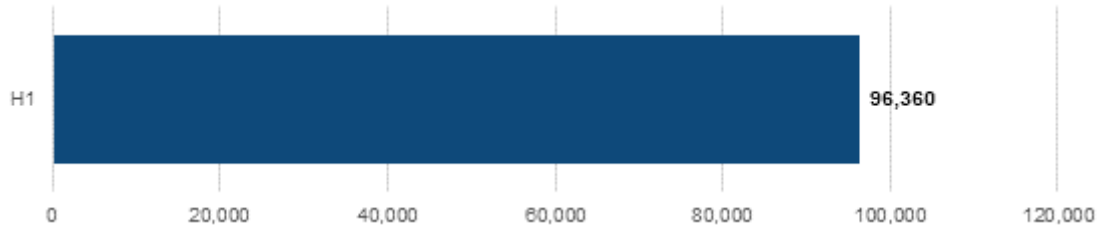
Service Area Population		69,765
Minority Population	*Service Area*	32,363
	Rider Survey	106 (25%)
Low-Income Households	*Service Area*	5,838
	Rider Survey	65 (15%)

Facilities/Amenities

Bus Stops	91
Bus Shelters	24
Benches	30
Real-Time Signs	5

Ridership

Annual Ridership



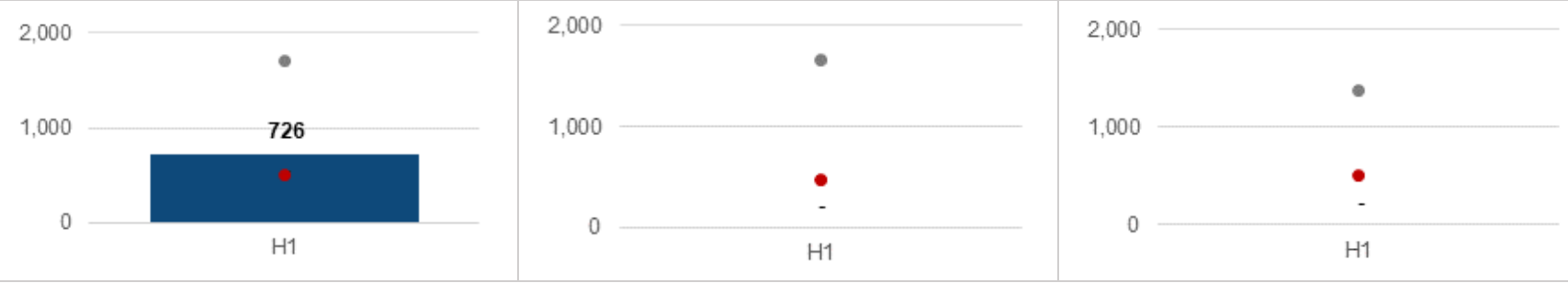
Top Transfer Locations

Foggy Bottom, Columbia Heights, Dupont Circle

Average Daily Ridership

System Average

Class/Tier Average



Average Trip Ridership and Maximum Load by Time Period

Vehicle Load Factor

	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.00	0.60	0.67
	Off-Peak Maximum Target: 1.00		
	Saturday Maximum Target: 1.00		
	Sunday Maximum Target: 1.00		

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
H1																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
H1																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
H1																								

[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

B Brookland-Potomac 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	6:25 a.m. - 9:56 a.m.; 4:10 p.m. - 7:04 p.m.	-	E		-	-		-	-
	Frequency of Service | varies	Peak: 17.5 / Off-Peak:	*Peak: 21.1 / Off-Peak: 32.0*	-		*60.0*	-		*65.7*	-
Productivity	**Passengers per Trip** | 20.0	42.7	*21.6*	A		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.5	6.6	*2.3*	A		*0.4*	-		*0.5*	-
Reliability	**On-Time Performance** | 79%	58%	*76%*	E		*77%*	-		*81%*	-
	Crowding | 5.0%	3.0%	*3.1%*	A		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.60 Off-Peak:	*Peak: 0.48 Off-Peak: 0.39*	B		*0.30*	-		*0.37*	-
Cost Effectiveness	**Operating Cost per Passenger Trip** | $7.00	$2.95	*$5.12*	A		*$8.44*	-		*$7.72*	-
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route H1

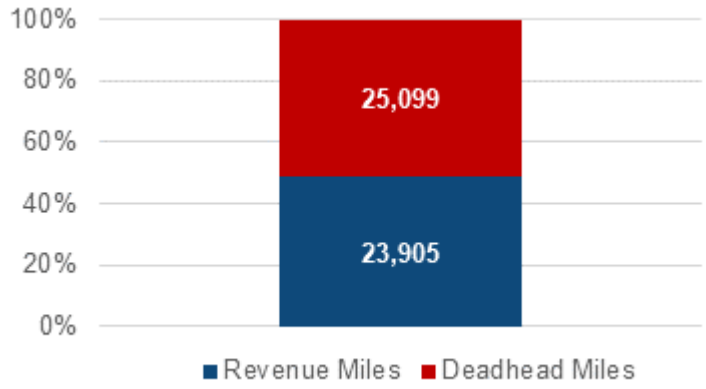
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** N/A	7.2	*3.2*	-
Route Design	**Circuity |** N/A	1.36	*1.39*	-

	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 Trip |** 20.0	42.7	*20.1*	A		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.5	6.6	*2.1*	A		*0.4*	-		*0.5*	-
	Unique Segment Ridership | 15%	-	*27%*	-		*100%*	-		*100%*	-
Reliability	**On-Time Performance |** 79%	58%	*77%*	E		*77%*	-		*81%*	-
	Crowding | 5.0%	3.0%	*2.4%*	A		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.64 Off-Peak:	*Peak: 0.44 Off-Peak: 0.36*	B		*0.31*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$2.95	*$5.62*	A		*$8.44*	-		*$7.72*	-
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

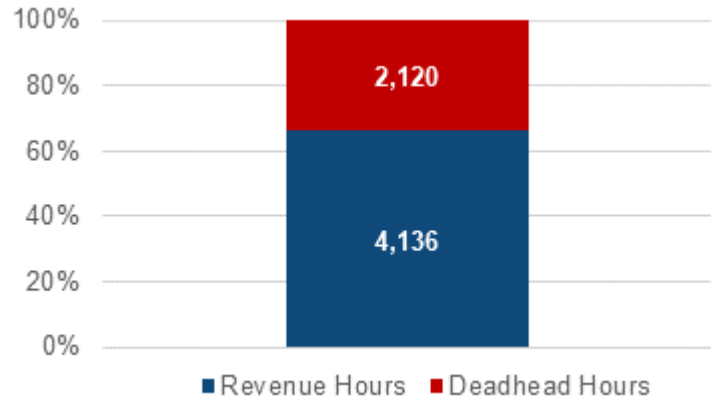
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



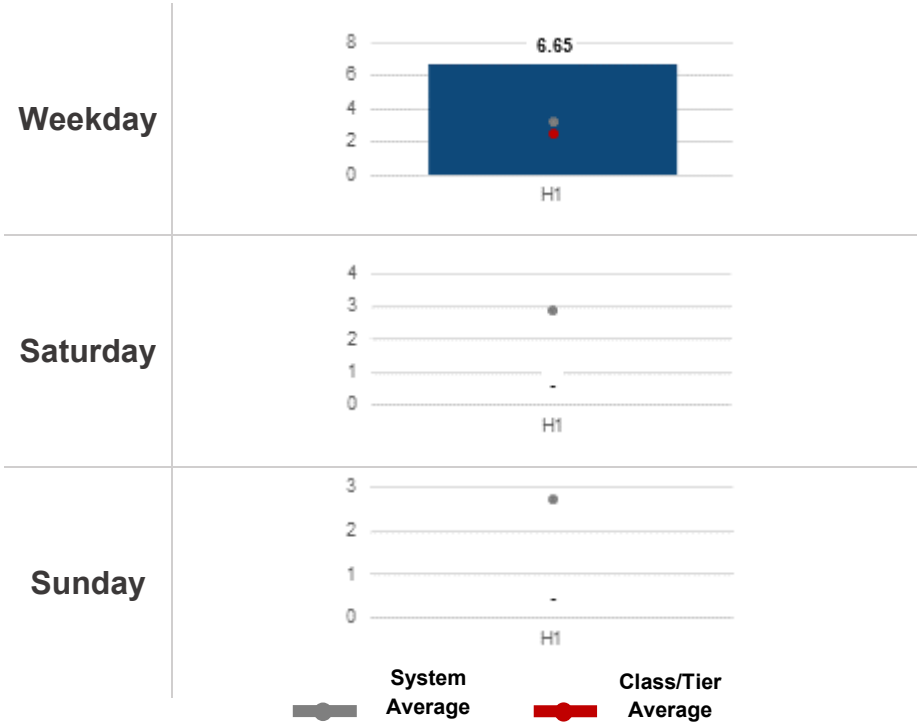
Hours Allocation



Service Delivery

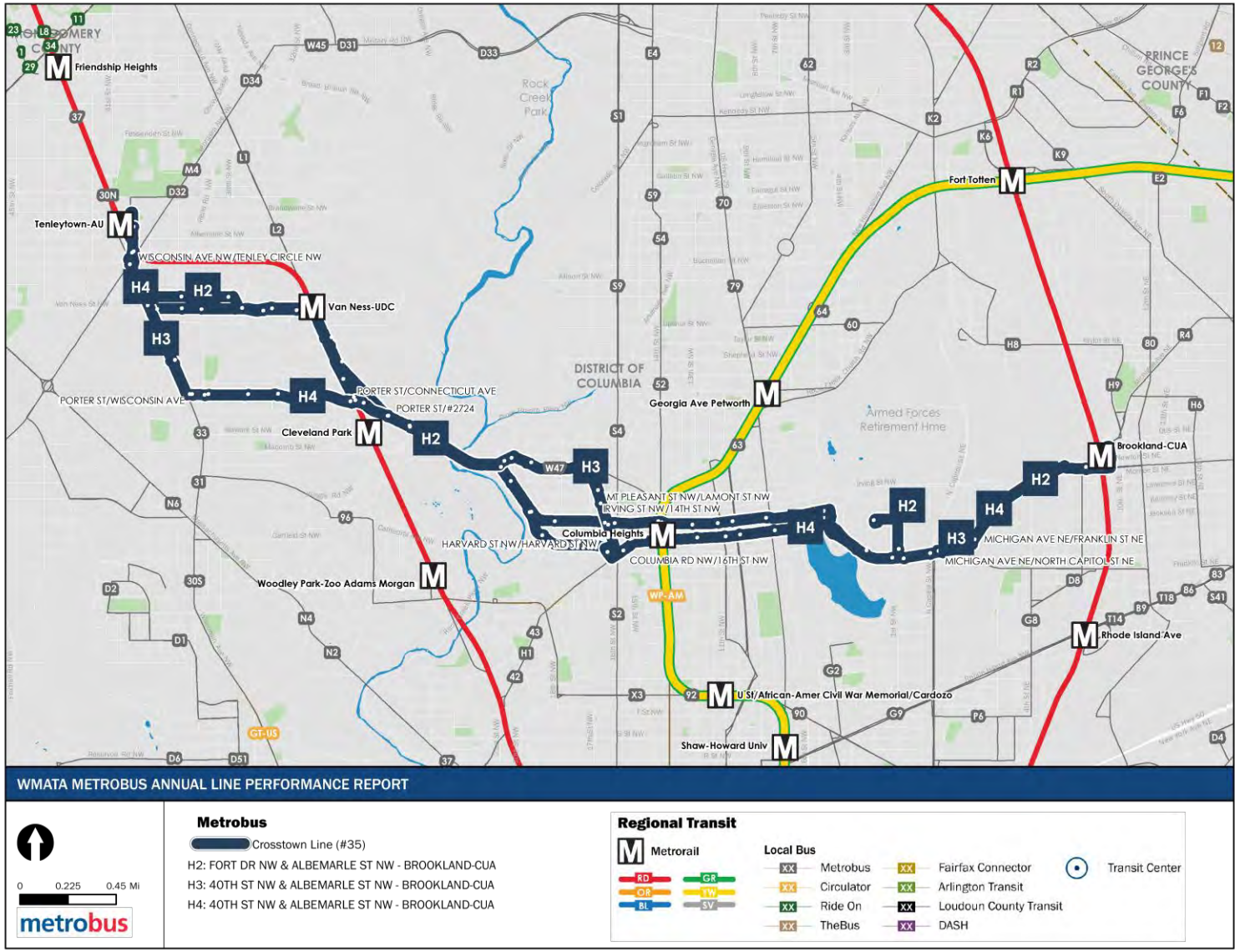
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
H1	13.8	1,680	1,486 (88%)

Passenger Miles per Revenue Mile



LINE: 35 – CROSSTOWN ROUTE(S): H2,3,4

About the Line



Service Classification

Framework

Activity Tier

1

Overall Grade

Line	B

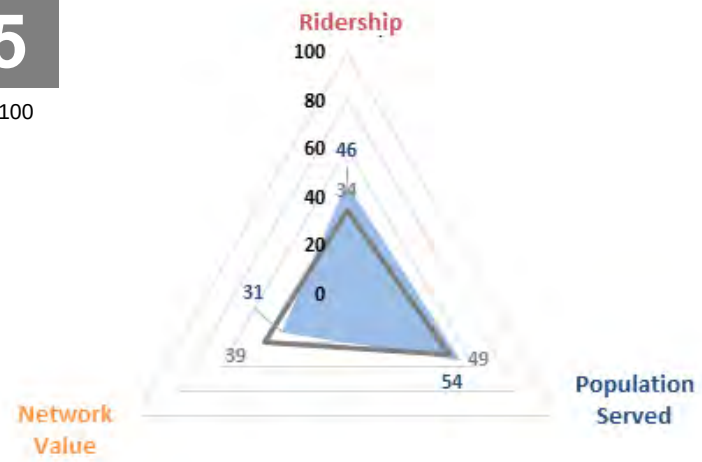
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

45

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$5,900,093
Peak Vehicles	17
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

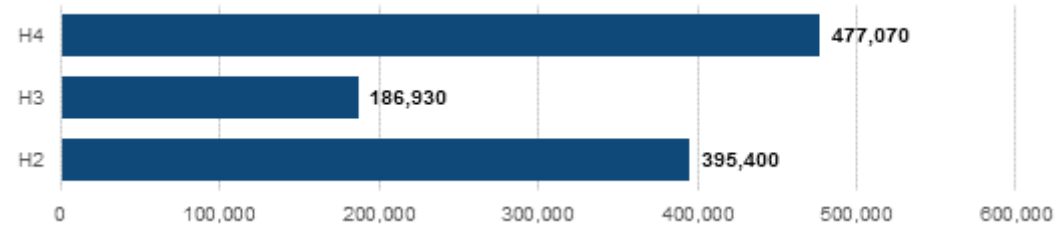
Service Area Population		61,081
Minority Population	*Service Area*	31,044
	Rider Survey	2,857 (65%)
Low-Income Households	*Service Area*	4,857
	Rider Survey	1,479 (37%)

Facilities/Amenities

Bus Stops	115
Bus Shelters	25
Benches	18
Real-Time Signs	7

Ridership

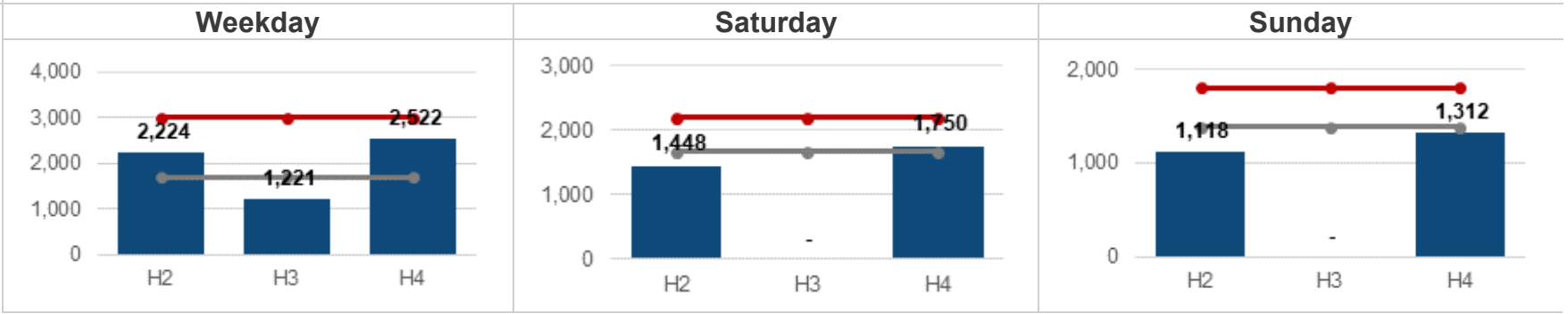
Annual Ridership



Top Transfer Locations

Cleveland Park, Brookland, Columbia Heights

Average Daily Ridership



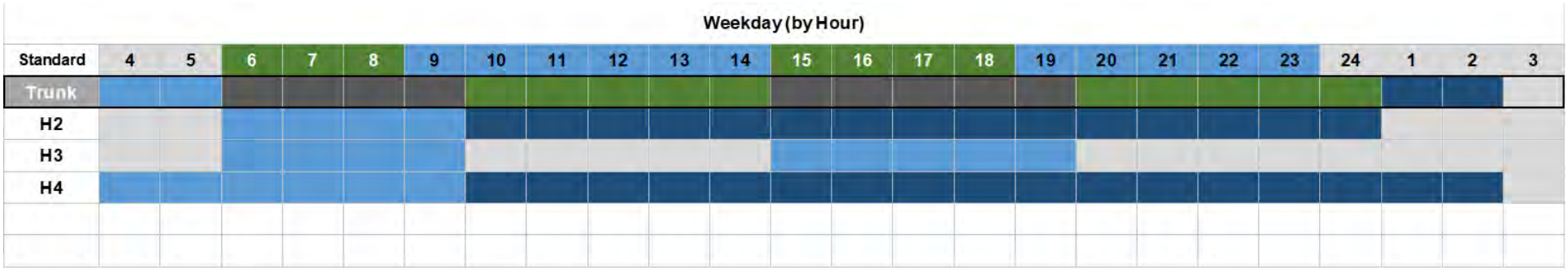
Average Trip Ridership and Maximum Load by Time Period

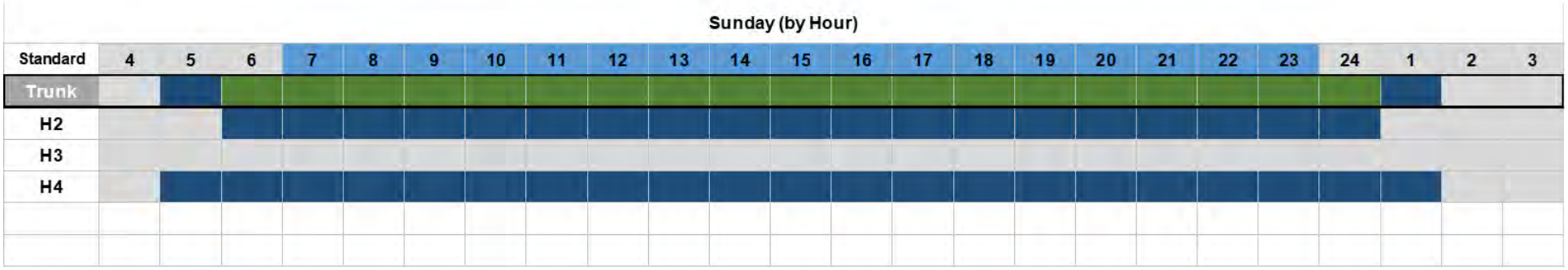
Vehicle Load Factor

	Direction:	East	West
Weekday	**Peak** Maximum Target: 1.20	0.54	0.55
	Off-Peak Maximum Target: 1.00	0.38	0.35
	Saturday Maximum Target: 1.00	0.32	0.30
	Sunday Maximum Target: 1.00	0.30	0.30

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—





[1] Span/frequency standards are only applicable at the line level.

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	4:40 a.m. - 2:34 a.m.	-	A	4:50 a.m. - 2:40 a.m.	-	A	5:00 a.m. - 1:55 a.m.	-	A
	Frequency of Service | varies	Peak: 8.5 / Off-Peak: 15.9	*Peak: 15.0 / Off-Peak: 21.8*	A	16.7	*28.5*	A	19.6	*32.0*	A
Productivity	**Passengers per Revenue Hour** | 30.0	38.0	*33.0*	A	28.3	*29.0*	C	28.5	*28.9*	C
	Passengers per Revenue Mile | 4.0	4.9	*3.7*	A	3.2	*3.0*	D	3.1	*2.9*	E
Reliability	**On-Time Performance** | 79%	72%	*76%*	D	79%	*78%*	B	80%	*80%*	B
	Crowding | 5.0%	1.3%	*2.1%*	A	0.0%	*1.0%*	A	0.0%	*0.8%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.54 Off-Peak: 0.38	*Peak: 0.52 Off-Peak: 0.40*	B	0.32	*0.38*	A	0.30	*0.37*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $5.00	$3.08	*$3.91*	A	$4.13	*$4.52*	A	$4.10	*$4.63*	A
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route H2

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	6.6	*5.6*	E
Route Design	**Circuity |** 1.75	1.33	*1.44*	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 |** 30.0	36.9	*32.2*	A	27.5	*28.3*	C	27.4	*28.3*	C
	Passengers per Revenue Mile | 4.0	4.7	*3.7*	A	3.2	*3.0*	E	3.0	*2.9*	E
	Unique Segment Ridership | 10%	8%	*17%*	C	8%	*19%*	D	7%	*19%*	D
Reliability	**On-Time Performance |** 79%	73%	*77%*	D	78%	*79%*	C	82%	*80%*	B
	Crowding | 5.0%	0.2%	*2.0%*	A	0.1%	*1.1%*	A	0.0%	*0.9%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.48 Off-Peak: 0.40	*Peak: 0.53 Off-Peak: 0.41*	A	0.30	*0.39*	A	0.30	*0.35*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$3.17	*$4.18*	A	$4.25	*$4.72*	A	$4.27	*$4.78*	A
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route H3

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	6.8	*5.6*	E
Route Design	**Circuity |** 1.75	1.20	*1.44*	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 |** 30.0	40.9	*32.2*	A		*28.3*	-		*28.3*	-
	Passengers per Revenue Mile | 4.0	6.4	*3.7*	A		*3.0*	-		*2.9*	-
	Unique Segment Ridership | 10%	-	*17%*	-		*19%*	-		*19%*	-
Reliability	**On-Time Performance |** 79%	69%	*77%*	D		*79%*	-		*80%*	-
	Crowding | 5.0%	3.4%	*2.0%*	A		*1.1%*	-		*0.9%*	-
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.60 Off-Peak: 0.40	*Peak: 0.53 Off-Peak: 0.41*	B+		*0.39*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$2.86	*$4.18*	A		*$4.72*	-		*$4.78*	-
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route H4

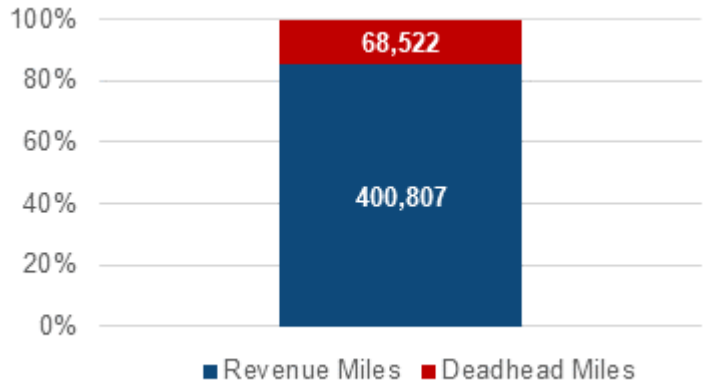
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	6.7	*5.6*	E
Route Design	**Circuity |** 1.75	1.30	*1.44*	A

	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 |** 30.0	37.7	*32.2*	A	29.0	*28.3*	C	29.5	*28.3*	C
	Passengers per Revenue Mile | 4.0	4.6	*3.7*	A	3.3	*3.0*	D	3.1	*2.9*	E
	Unique Segment Ridership | 10%	-	*17%*	-	-	*19%*	-	-	*19%*	-
Reliability	**On-Time Performance |** 79%	72%	*77%*	D	80%	*79%*	B	79%	*80%*	B
	Crowding | 5.0%	1.1%	*2.0%*	A	0.1%	*1.1%*	A	0.0%	*0.9%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.60 Off-Peak: 0.30	*Peak: 0.53 Off-Peak: 0.41*	B+	0.30	*0.39*	A	0.30	*0.35*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$3.10	*$4.18*	A	$4.03	*$4.72*	A	$3.96	*$4.78*	A
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

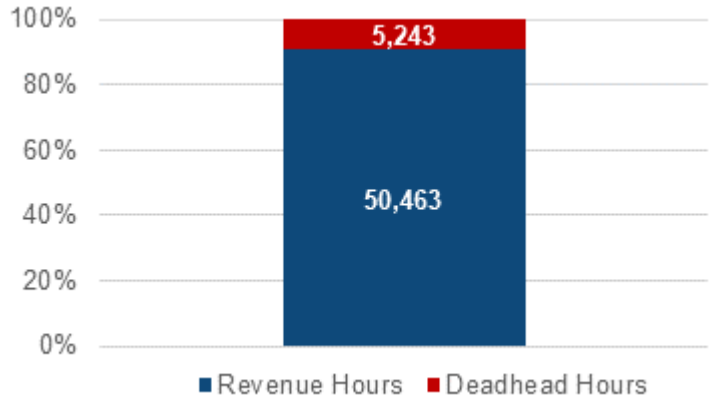
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



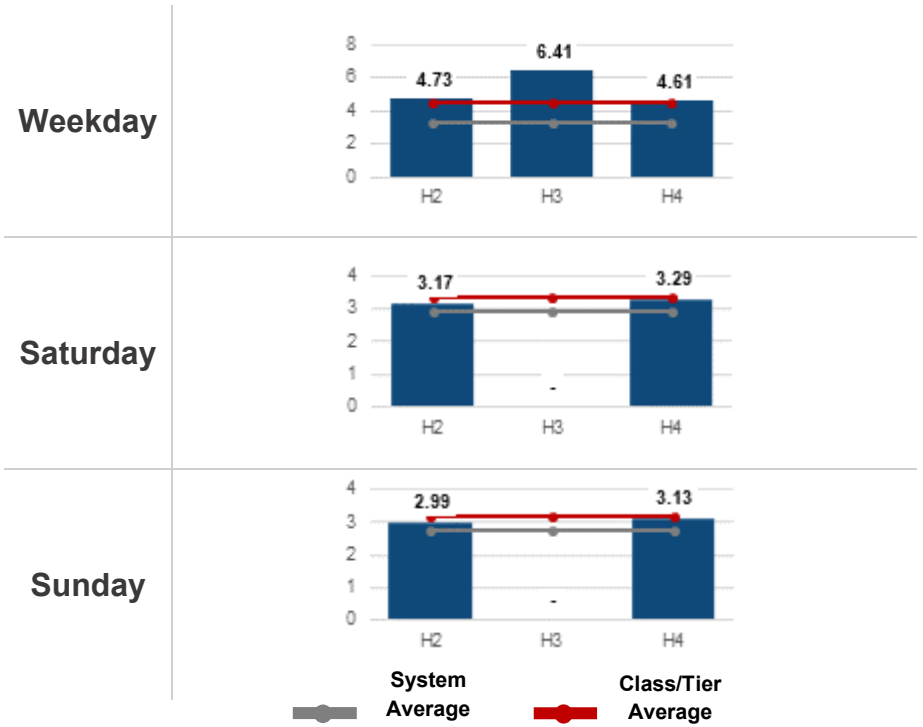
Hours Allocation



Service Delivery

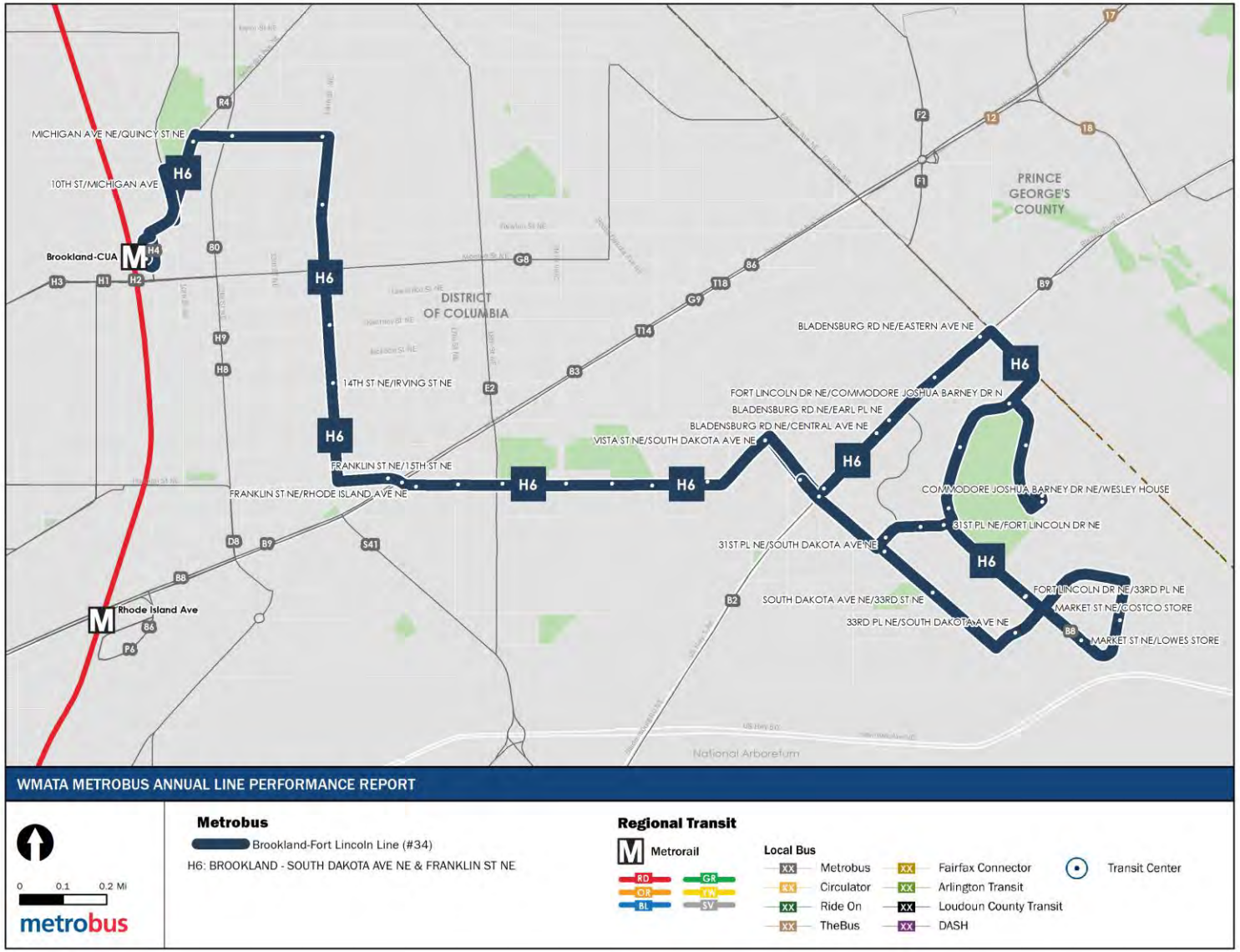
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
H2	15.0	10,702	9,815 (92%)
H3	13.0	3,620	3,351 (93%)
H4	15.1	12,238	11,166 (91%)

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

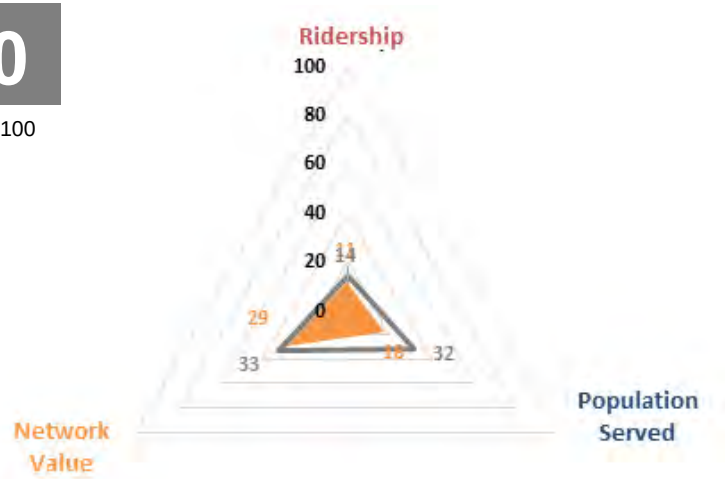
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

20

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$2,256,568
Peak Vehicles	4
Vehicle Type(s)	30 foot

Service Area Context (1/4 Mile)

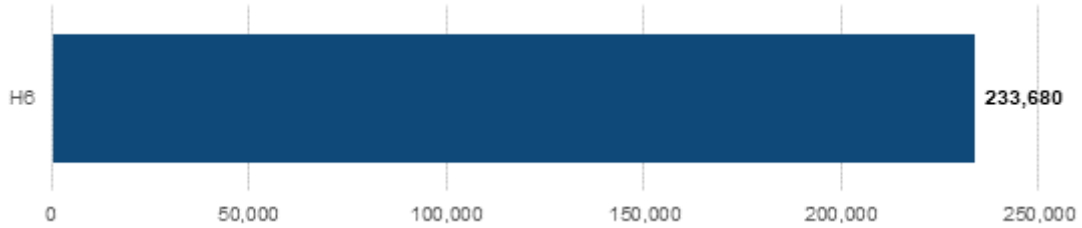
Service Area Population		14,947
Minority Population	*Service Area*	11,634
	Rider Survey	887 (95%)
Low-Income Households	*Service Area*	1,675
	Rider Survey	352 (42%)

Facilities/Amenities

Bus Stops	63
Bus Shelters	8
Benches	8
Real-Time Signs	0

Ridership

Annual Ridership



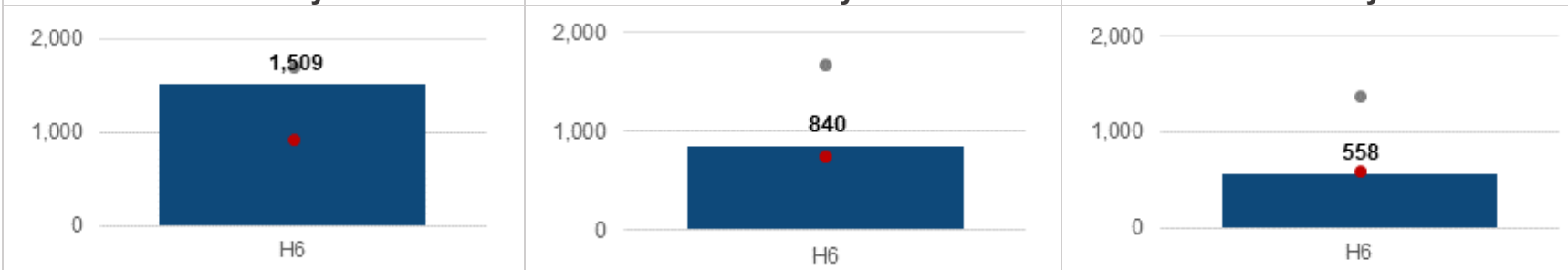
Top Transfer Locations

Brookland

Average Daily Ridership

System Average

Class/Tier Average



Average Trip Ridership and Maximum Load by Time Period

Vehicle Load Factor

	Direction:	East	West
Weekday	**Peak** Maximum Target: 1.00	0.33	0.34
	Off-Peak Maximum Target: 1.00	0.24	0.25
	Saturday Maximum Target: 1.00	0.17	0.19
	Sunday Maximum Target: 1.00	0.14	0.17

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
H6																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
H6																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
H6																								

[1] Span/frequency standards are only applicable at the line level.

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	4:31 a.m. - 12:33 a.m.	-	A	4:56 a.m. - 12:39 a.m.	-	A	6:26 a.m. - 10:58 p.m.	-	A
	Frequency of Service | varies	Peak: 15.3 / Off-Peak: 18.0	*Peak: 20.6 / Off-Peak: 32.7*	A	29.2	*40.5*	A	27.5	*41.1*	A
Productivity	**Passengers per Revenue Hour** | 10.0	24.9	*28.8*	A	23.6	*27.4*	A	19.1	*26.0*	A
	Passengers per Revenue Mile | 1.0	2.5	*2.9*	A	2.1	*2.7*	A	1.7	*2.5*	A
Reliability	**On-Time Performance** | 79%	72%	*82%*	D	78%	*82%*	C	83%	*84%*	B
	Crowding | 5.0%	0.0%	*0.5%*	A	0.0%	*0.2%*	A	0.0%	*0.1%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.33 Off-Peak: 0.24	*Peak: 0.39 Off-Peak: 0.29*	A	0.17	*0.30*	A	0.14	*0.28*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $7.00	$4.70	*$4.67*	A	$4.96	*$5.07*	A	$6.13	*$5.13*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route H6

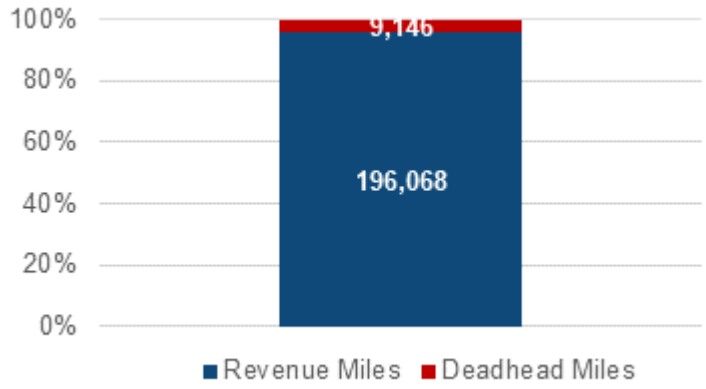
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	7.3	*6.1*	E
Route Design	**Circuity |** N/A	3.74	*2.00*	-

	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 |** 10.0	24.9	*29.7*	A	23.6	*29.3*	A	19.1	*27.9*	A
	Passengers per Revenue Mile | 1.0	2.5	*3.0*	A	2.1	*2.9*	A	1.7	*2.7*	A
	Unique Segment Ridership | 10%	20%	*31%*	A	16%	*33%*	A	17%	*32%*	A
Reliability	**On-Time Performance |** 79%	72%	*82%*	D	78%	*82%*	C	83%	*84%*	B
	Crowding | 5.0%	0.0%	*0.4%*	A	0.0%	*0.2%*	A	0.0%	*0.1%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.34 Off-Peak: 0.20	*Peak: 0.39 Off-Peak: 0.29*	A	0.20	*0.31*	A	0.10	*0.27*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$4.70	*$4.77*	A	$4.96	*$4.83*	A	$6.13	*$4.94*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

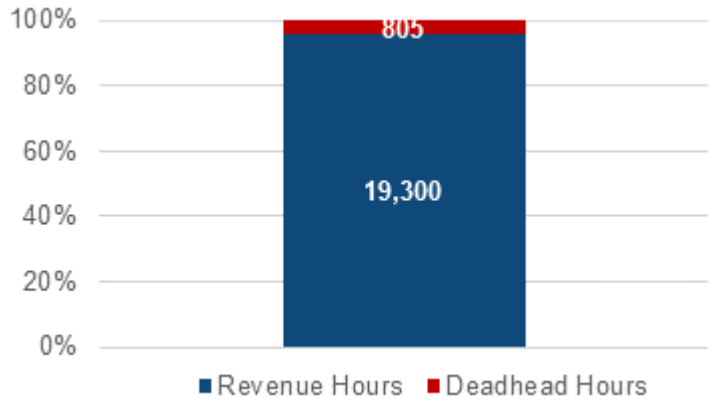
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



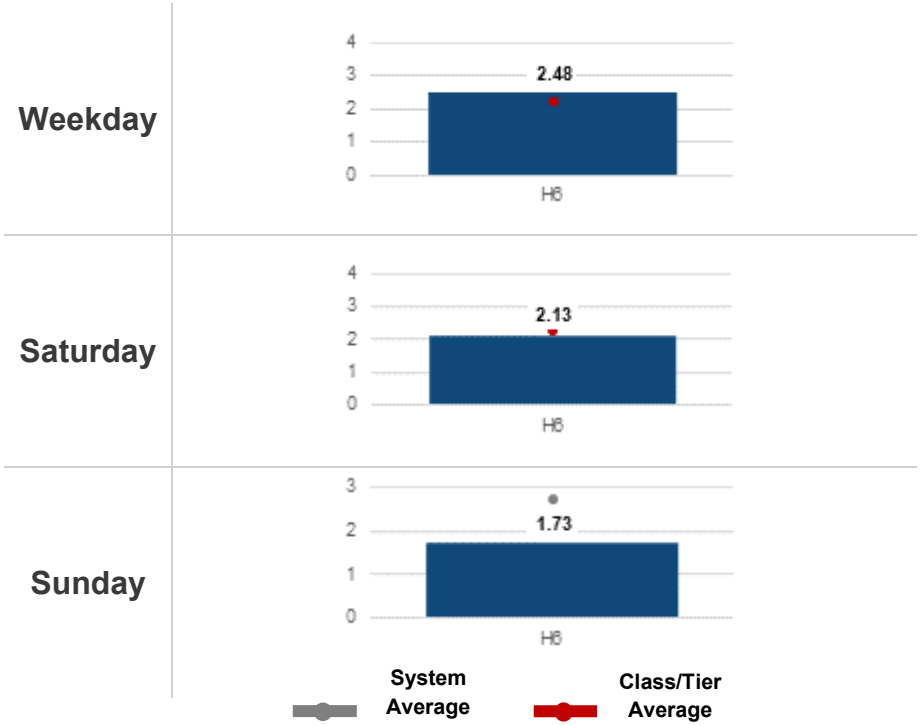
Hours Allocation



Service Delivery

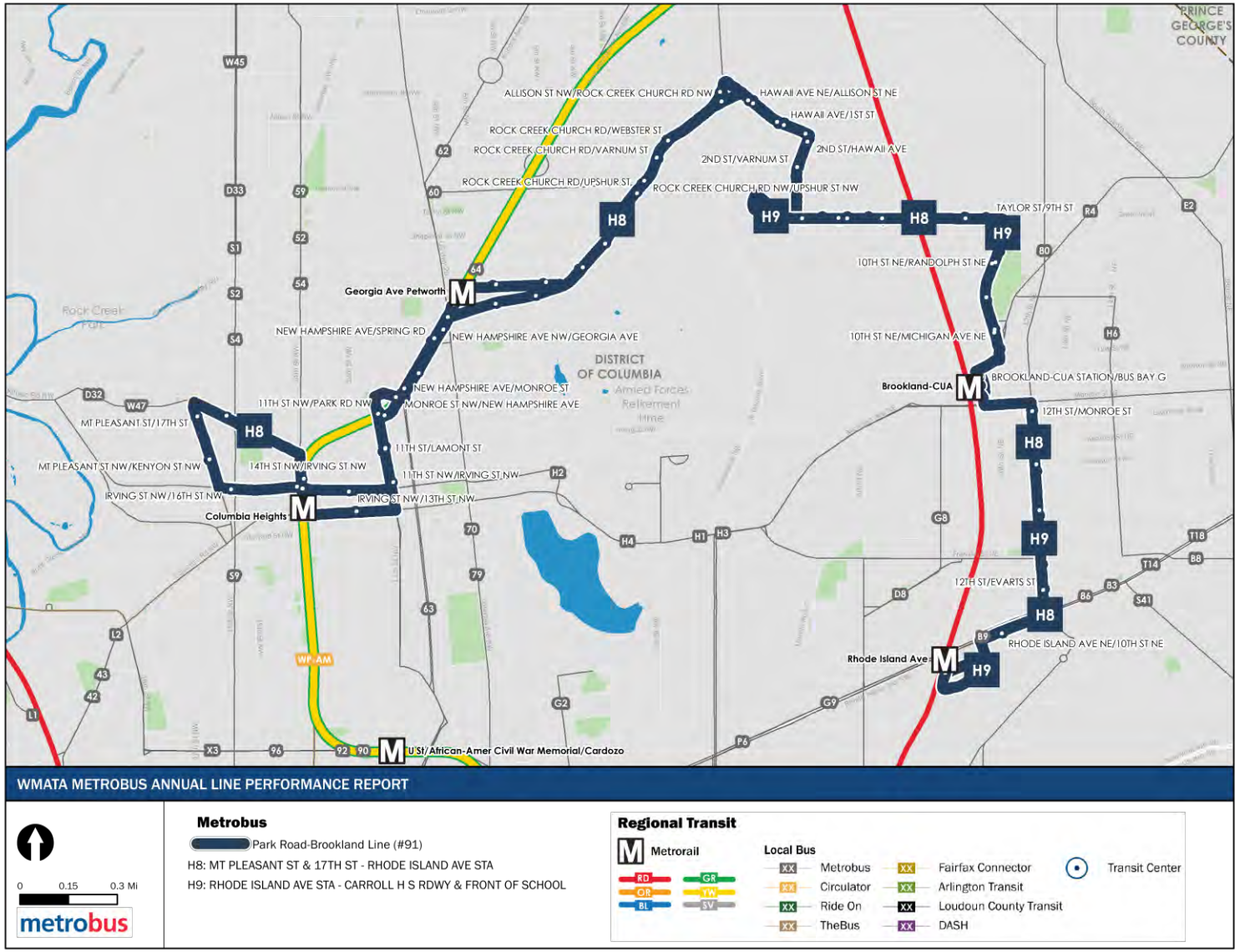
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
H6	13.7	19,266	16,636 (86%)

Passenger Miles per Revenue Mile



LINE: 91 – PARK ROAD-BROOKLAND ROUTE(S): H8,9

About the Line



WMATA METROBUS ANNUAL LINE PERFORMANCE REPORT

Metrobus

Park Road-Brookland Line (#91)

H8: MT PLEASANT ST & 17TH ST - RHODE ISLAND AVE STA

H9: RHODE ISLAND AVE STA - CARROLL H S RDWY & FRONT OF SCHOOL

0 0.15 0.3 Mi

metrobus

Regional Transit

Metrorail: RD, GR, OR, YW, BL, SV

Local Bus: Metrobus, Circulator, Ride On, TheBus, Fairfax Connector, Arlington Transit, Loudoun County Transit, DASH

Transit Center

Service Classification

Framework

Activity Tier

1

Overall Grade

Line	B

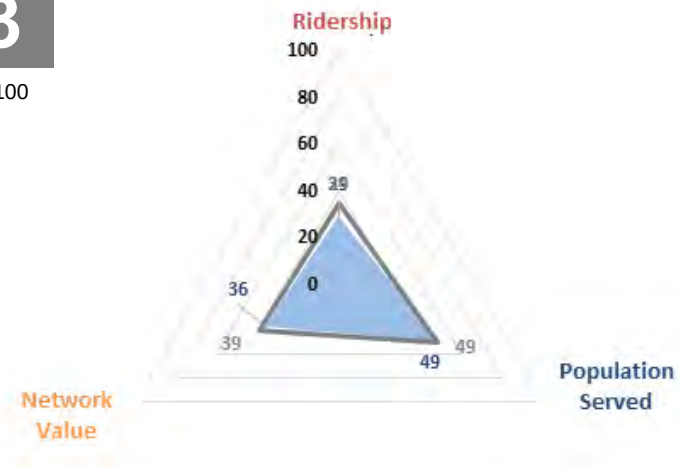
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

33

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$3,521,851
Peak Vehicles	8
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

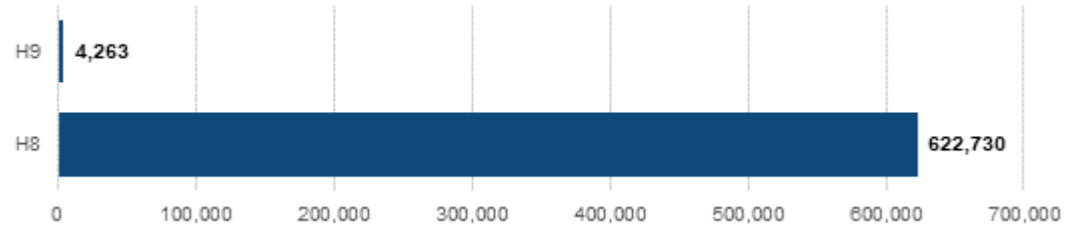
Service Area Population		56,656
Minority Population	*Service Area*	37,832
	Rider Survey	2,157 (90%)
Low-Income Households	*Service Area*	5,271
	Rider Survey	1,172 (52%)

Facilities/Amenities

Bus Stops	84
Bus Shelters	9
Benches	5
Real-Time Signs	5

Ridership

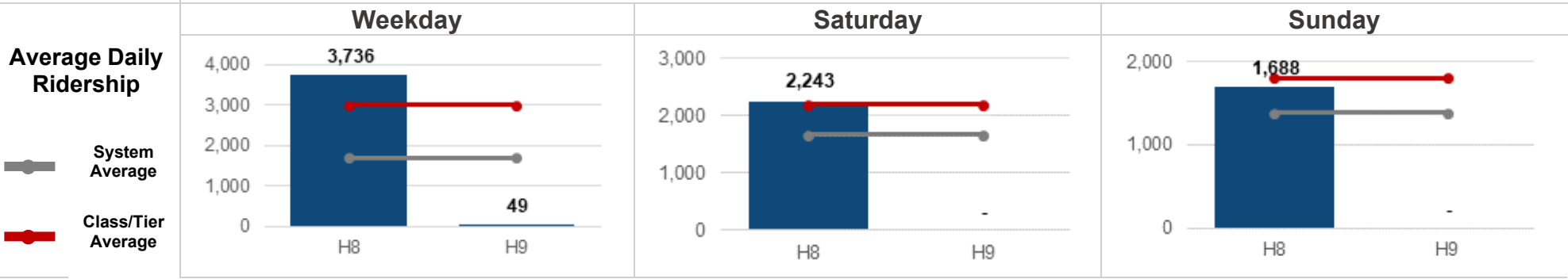
Annual Ridership



Top Transfer Locations

Brookland, Georgia Avenue-Petworth, Columbia Heights

Average Daily Ridership



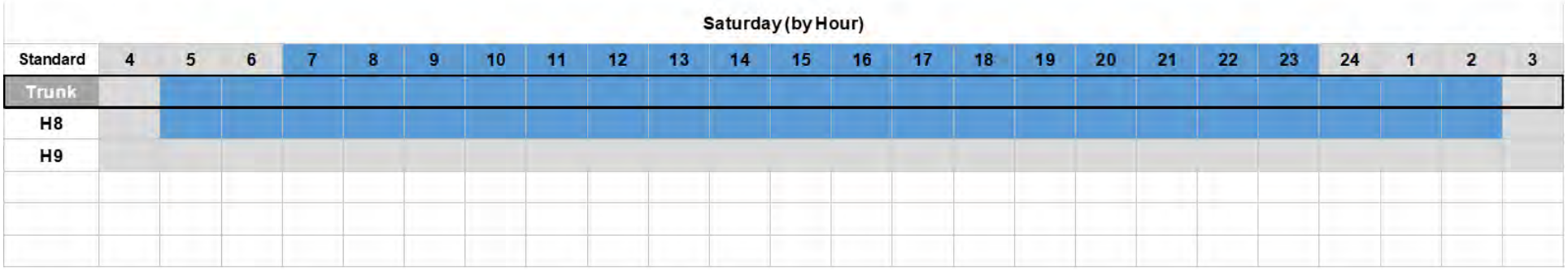
Average Trip Ridership and Maximum Load by Time Period

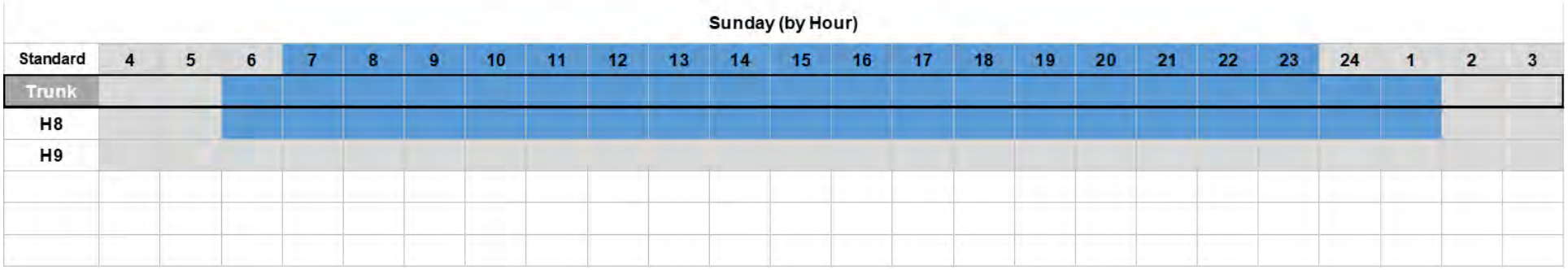
Vehicle Load Factor

	Direction:	East	West
Weekday	**Peak** Maximum Target: 1.20	0.54	0.54
Weekday	**Off-Peak** Maximum Target: 1.00	0.42	0.36
	Saturday Maximum Target: 1.00	0.37	0.36
	Sunday Maximum Target: 1.00	0.33	0.31

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—





[1] Span/frequency standards are only applicable at the line level.

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 a.m. - 1:51 a.m.	-	A	5:45 a.m. - 2:00 a.m.	-	A	6:00 a.m. - 1:24 a.m.	-	A
	Frequency of Service | varies	Peak: 10.3 / Off-Peak: 23.7	*Peak: 15.0 / Off-Peak: 21.8*	A	26.6	*28.5*	A	29.1	*32.0*	A
Productivity	**Passengers per Revenue Hour** | 30.0	40.7	*33.0*	A	32.2	*29.0*	B	28.1	*28.9*	C
	Passengers per Revenue Mile | 4.0	5.4	*3.7*	A	4.1	*3.0*	B	3.5	*2.9*	D
Reliability	**On-Time Performance** | 79%	72%	*76%*	D	77%	*78%*	C	78%	*80%*	C
	Crowding | 5.0%	0.7%	*2.1%*	A	0.0%	*1.0%*	A	0.0%	*0.8%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.54 Off-Peak: 0.42	*Peak: 0.52 Off-Peak: 0.40*	B	0.37	*0.38*	A	0.33	*0.37*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $5.00	$2.87	*$3.91*	A	$3.63	*$4.52*	A	$4.16	*$4.63*	A
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route H8

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	7.2	*5.6*	E
Route Design	**Circuity |** 1.75	1.78	*1.44*	-

	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 |** 30.0	40.7	*32.2*	A	32.2	*28.3*	B	28.1	*28.3*	C
	Passengers per Revenue Mile | 4.0	5.4	*3.7*	A	4.1	*3.0*	B	3.5	*2.9*	D
	Unique Segment Ridership | 10%	29%	*17%*	A	26%	*19%*	A	26%	*19%*	A
Reliability	**On-Time Performance |** 79%	72%	*77%*	D	77%	*79%*	C	78%	*80%*	C
	Crowding | 5.0%	0.7%	*2.0%*	A	0.1%	*1.1%*	A	0.2%	*0.9%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.54 Off-Peak: 0.40	*Peak: 0.53 Off-Peak: 0.41*	B+	0.40	*0.39*	A	0.30	*0.35*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$2.87	*$4.18*	A	$3.63	*$4.72*	A	$4.16	*$4.78*	A
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route H9

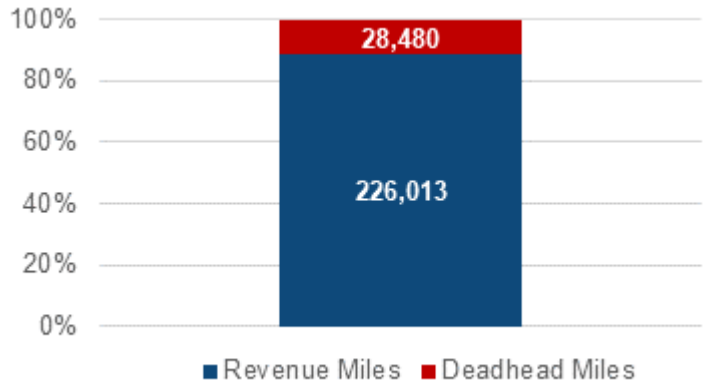
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	7.8	*5.6*	E
Route Design	**Circuity |** 1.75	1.10	*1.44*	-

	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 |** 30.0	42.4	*32.2*	A		*28.3*	-		*28.3*	-
	Passengers per Revenue Mile | 4.0	8.6	*3.7*	A		*3.0*	-		*2.9*	-
	Unique Segment Ridership | 10%	-	*17%*	-		*19%*	-		*19%*	-
Reliability	**On-Time Performance |** 79%	87%	*77%*	A		*79%*	-		*80%*	-
	Crowding | 5.0%	0.0%	*2.0%*	A		*1.1%*	-		*0.9%*	-
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.60 Off-Peak:	*Peak: 0.53 Off-Peak: 0.41*	B		*0.39*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$2.75	*$4.18*	A		*$4.72*	-		*$4.78*	-
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

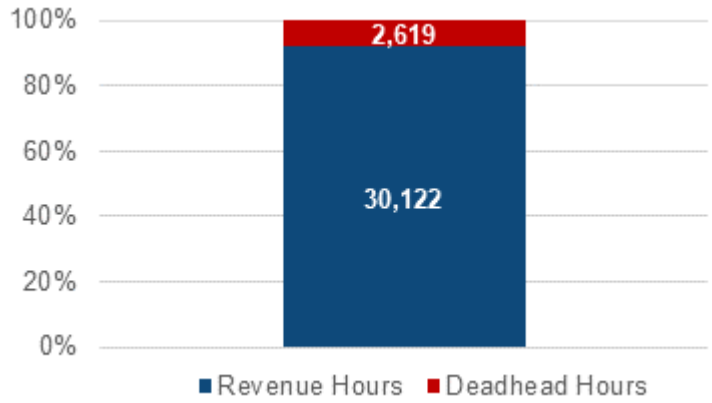
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



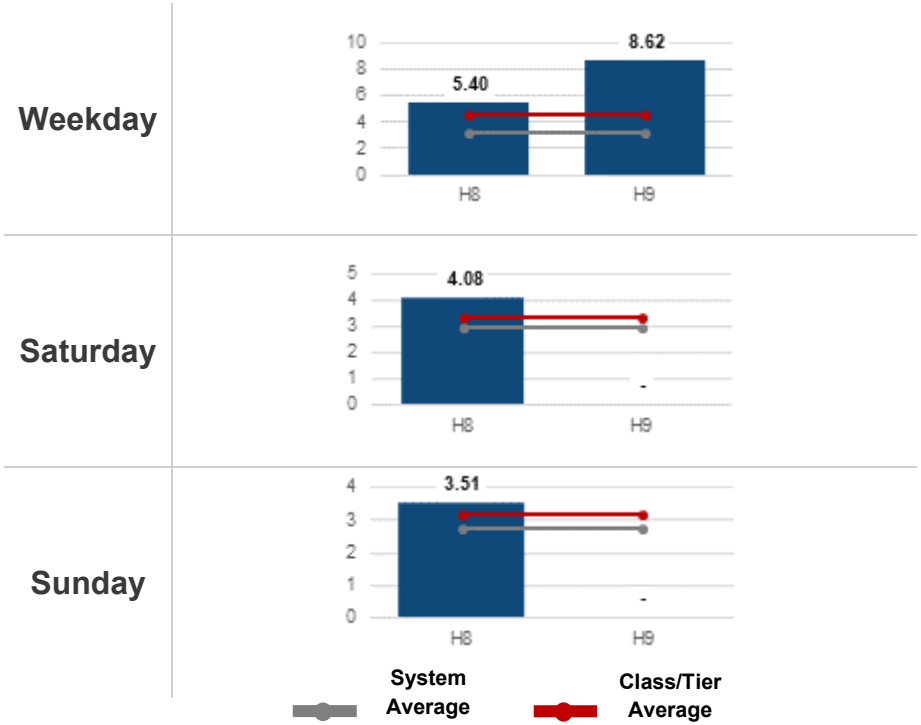
Hours Allocation



Service Delivery

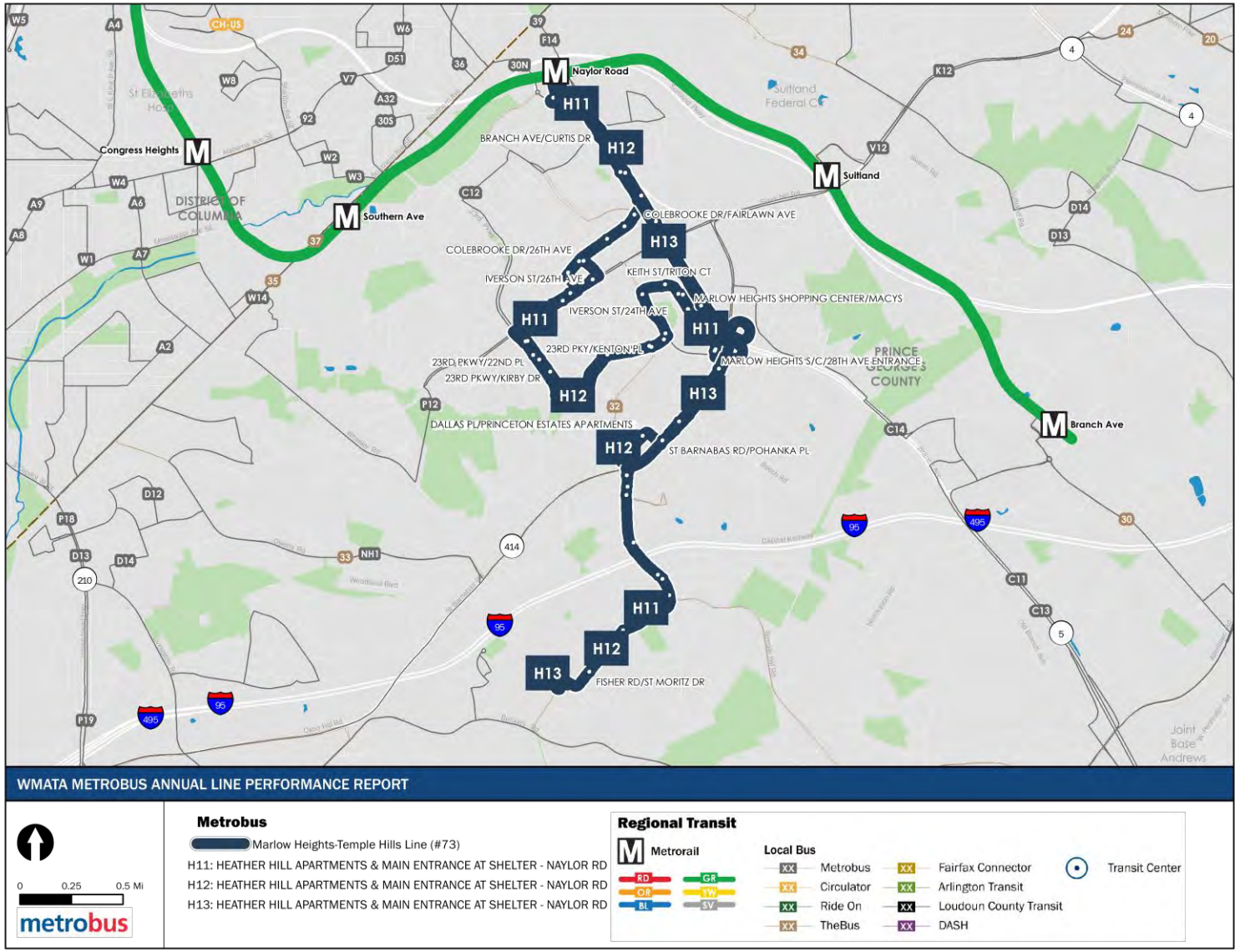
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
H8	12.6	17,688	16,222 (92%)
H9	3.1	188	171 (91%)

Passenger Miles per Revenue Mile



LINE: 73 – MARLOW HEIGHTS-TEMPLE HILLS ROUTE(S): H11,12,13

About the Line



Service Classification

Coverage

Activity Tier

3

Overall Grade

Line	A

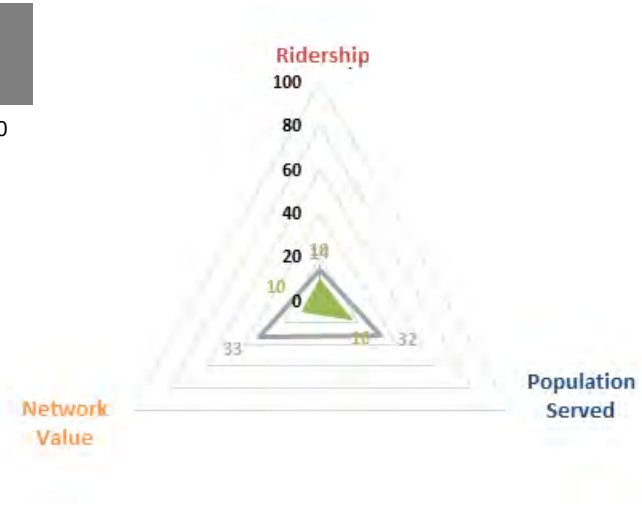
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

12

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$1,593,614
Peak Vehicles	4
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

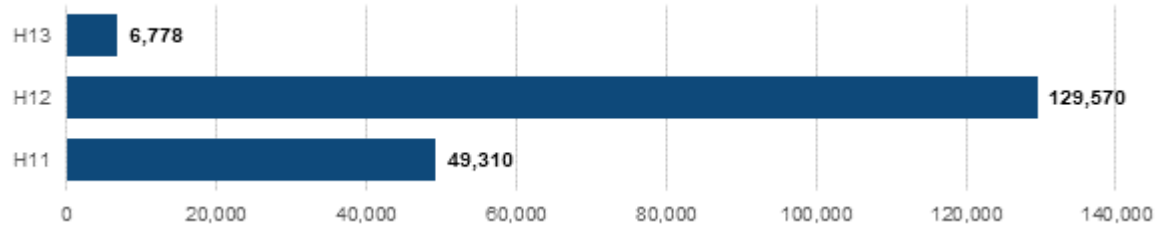
Service Area Population		16,883
Minority Population	*Service Area*	16,508
	Rider Survey	839 (99%)
Low-Income Households	*Service Area*	1,415
	Rider Survey	262 (33%)

Facilities/Amenities

Bus Stops	94
Bus Shelters	9
Benches	6
Real-Time Signs	1

Ridership

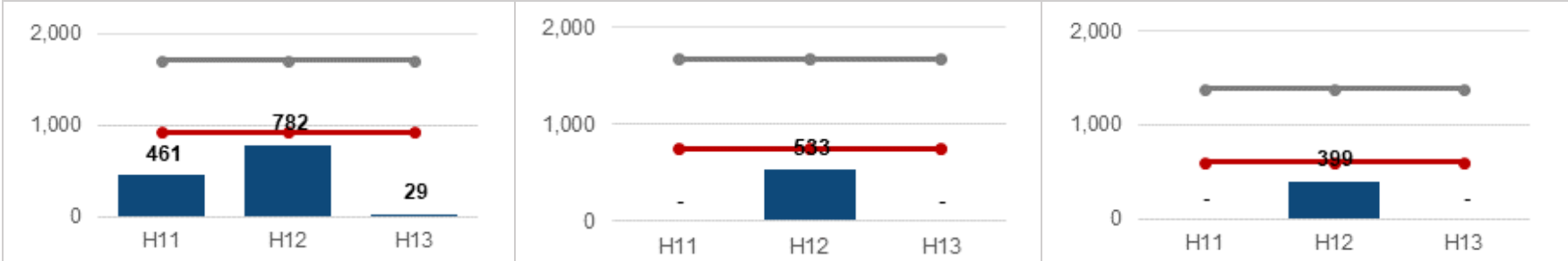
Annual Ridership



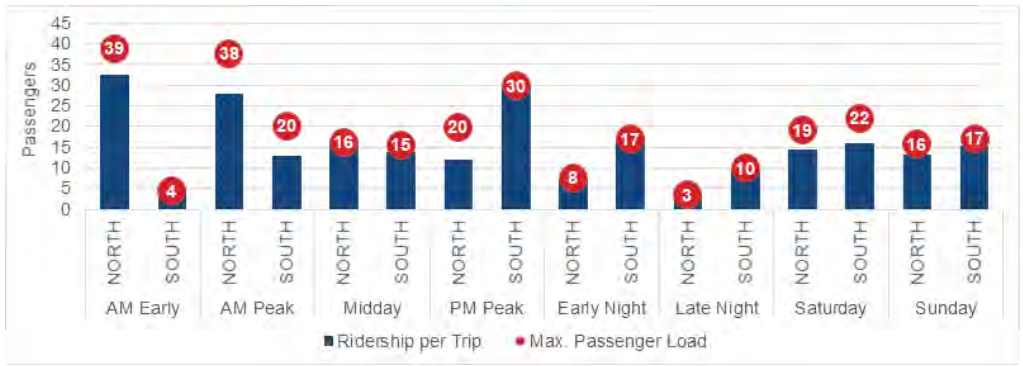
Top Transfer Locations

Naylor Road

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period

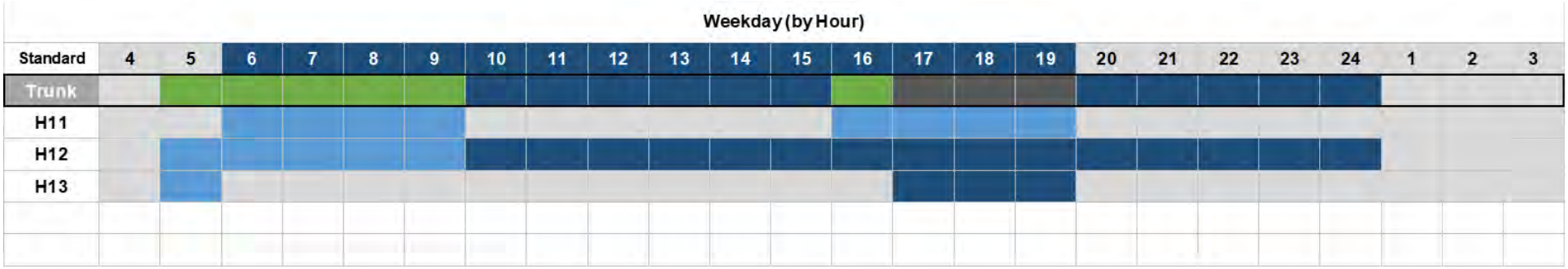


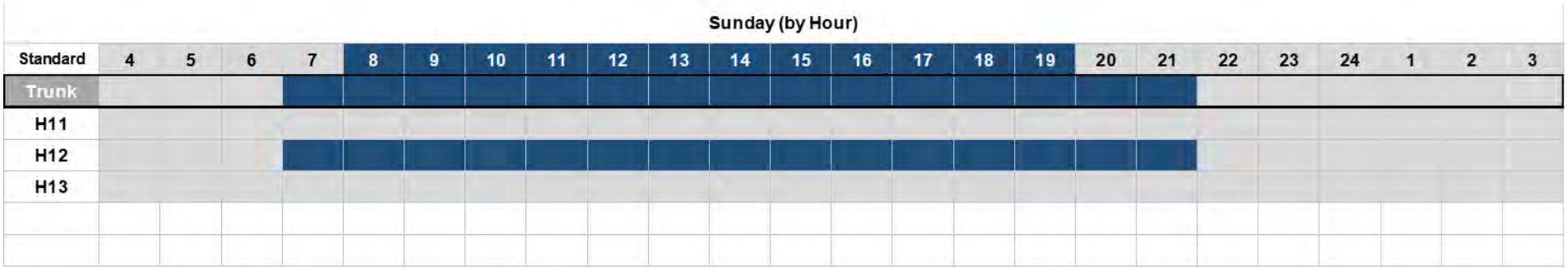
Vehicle Load Factor

	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.00	0.41	0.45
Weekday	**Off-Peak** Maximum Target: 1.00	0.31	0.26
	Saturday Maximum Target: 1.00	0.30	0.30
	Sunday Maximum Target: 1.00	0.27	0.27

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—





[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

A 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	5:00 a.m. - 12:42 a.m.	-	A	6:19 a.m. - 11:47 p.m.	-	A	7:50 a.m. - 9:48 p.m.	-	B
	Frequency of Service | varies	Peak: 10.2 / Off-Peak: 15.0	*Peak: 20.6 / Off-Peak: 32.7*	A	58.5	*40.5*	A	60.0	*41.1*	A
Productivity	**Passengers per Revenue Hour** | 10.0	27.1	*28.8*	A	29.7	*27.4*	A	28.0	*26.0*	A
	Passengers per Revenue Mile | 1.0	2.6	*2.9*	A	2.4	*2.7*	A	2.2	*2.5*	A
Reliability	**On-Time Performance** | 79%	89%	*82%*	A	76%	*82%*	C	90%	*84%*	A
	Crowding | 5.0%	0.5%	*0.5%*	A	0.0%	*0.2%*	A	0.0%	*0.1%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.41 Off-Peak: 0.31	*Peak: 0.39 Off-Peak: 0.29*	A	0.30	*0.30*	A	0.27	*0.28*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $7.00	$4.32	*$4.67*	A	$3.94	*$5.07*	A	$4.17	*$5.13*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route H11

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	7.0	*6.1*	E
Route Design	**Circuity |** N/A	1.66	*2.00*	-

	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 |** 10.0	42.7	*29.7*	A		*29.3*	-		*27.9*	-
	Passengers per Revenue Mile | 1.0	4.1	*3.0*	A		*2.9*	-		*2.7*	-
	Unique Segment Ridership | 10%	3%	*31%*	E		*33%*	-		*32%*	-
Reliability	**On-Time Performance |** 79%	88%	*82%*	A		*82%*	-		*84%*	-
	Crowding | 5.0%	1.1%	*0.4%*	A		*0.2%*	-		*0.1%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.63 Off-Peak: 0.30	*Peak: 0.39 Off-Peak: 0.29*	B+		*0.31*	-		*0.27*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$2.74	*$4.77*	A		*$4.83*	-		*$4.94*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route H12

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	7.0	*6.1*	E
Route Design	**Circuity |** N/A	1.50	*2.00*	-

	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 |** 10.0	23.8	*29.7*	A	29.7	*29.3*	A	28.0	*27.9*	A
	Passengers per Revenue Mile | 1.0	2.2	*3.0*	A	2.4	*2.9*	A	2.2	*2.7*	A
	Unique Segment Ridership | 10%	-	*31%*	-	-	*33%*	-	-	*32%*	-
Reliability	**On-Time Performance |** 79%	90%	*82%*	A	76%	*82%*	C	90%	*84%*	A
	Crowding | 5.0%	0.0%	*0.4%*	A	0.0%	*0.2%*	A	0.0%	*0.1%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.30 Off-Peak: 0.30	*Peak: 0.39 Off-Peak: 0.29*	A	0.30	*0.31*	A	0.30	*0.27*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$4.91	*$4.77*	A	$3.94	*$4.83*	A	$4.17	*$4.94*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route H13

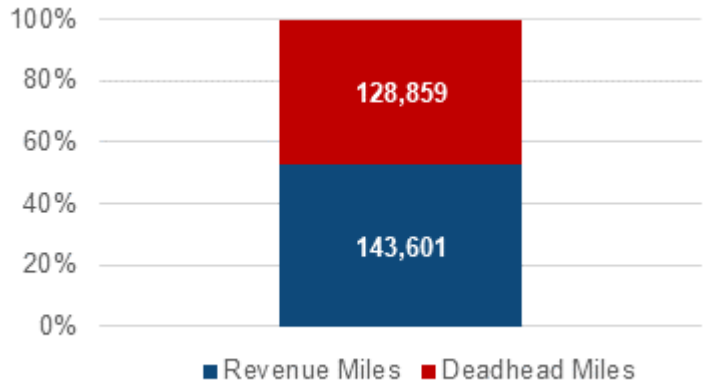
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	5.1	*6.1*	E
Route Design	**Circuity |** N/A	1.10	*2.00*	-

	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 |** 10.0	8.7	*29.7*	D		*29.3*	-		*27.9*	-
	Passengers per Revenue Mile | 1.0	1.1	*3.0*	A		*2.9*	-		*2.7*	-
	Unique Segment Ridership | 10%	-	*31%*	-		*33%*	-		*32%*	-
Reliability	**On-Time Performance |** 79%	93%	*82%*	A		*82%*	-		*84%*	-
	Crowding | 5.0%	0.0%	*0.4%*	A		*0.2%*	-		*0.1%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.10 Off-Peak: 0.10	*Peak: 0.39 Off-Peak: 0.29*	A		*0.31*	-		*0.27*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$13.49	*$4.77*	E		*$4.83*	-		*$4.94*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

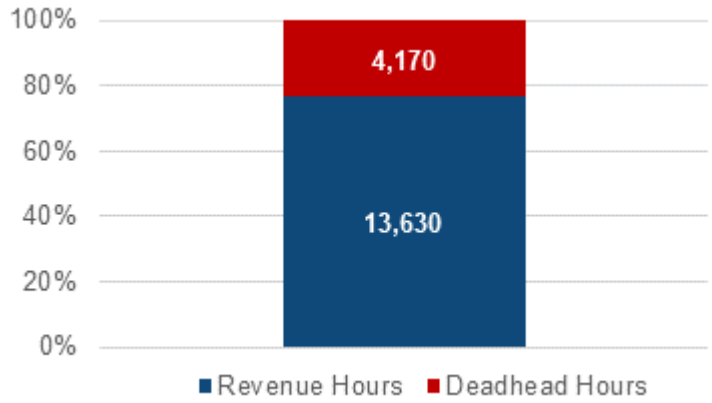
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



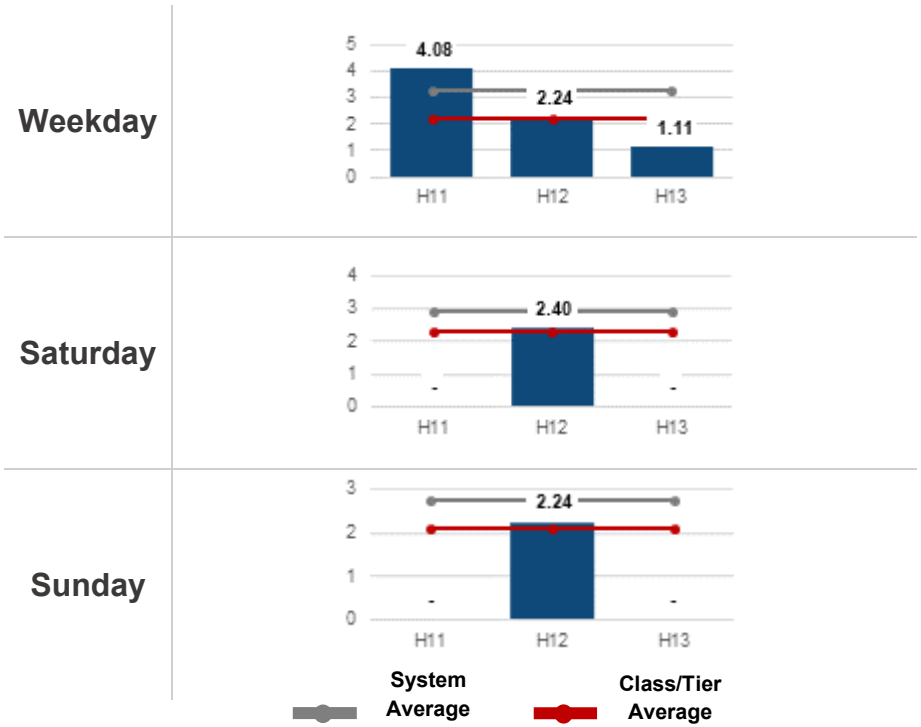
Hours Allocation



Service Delivery

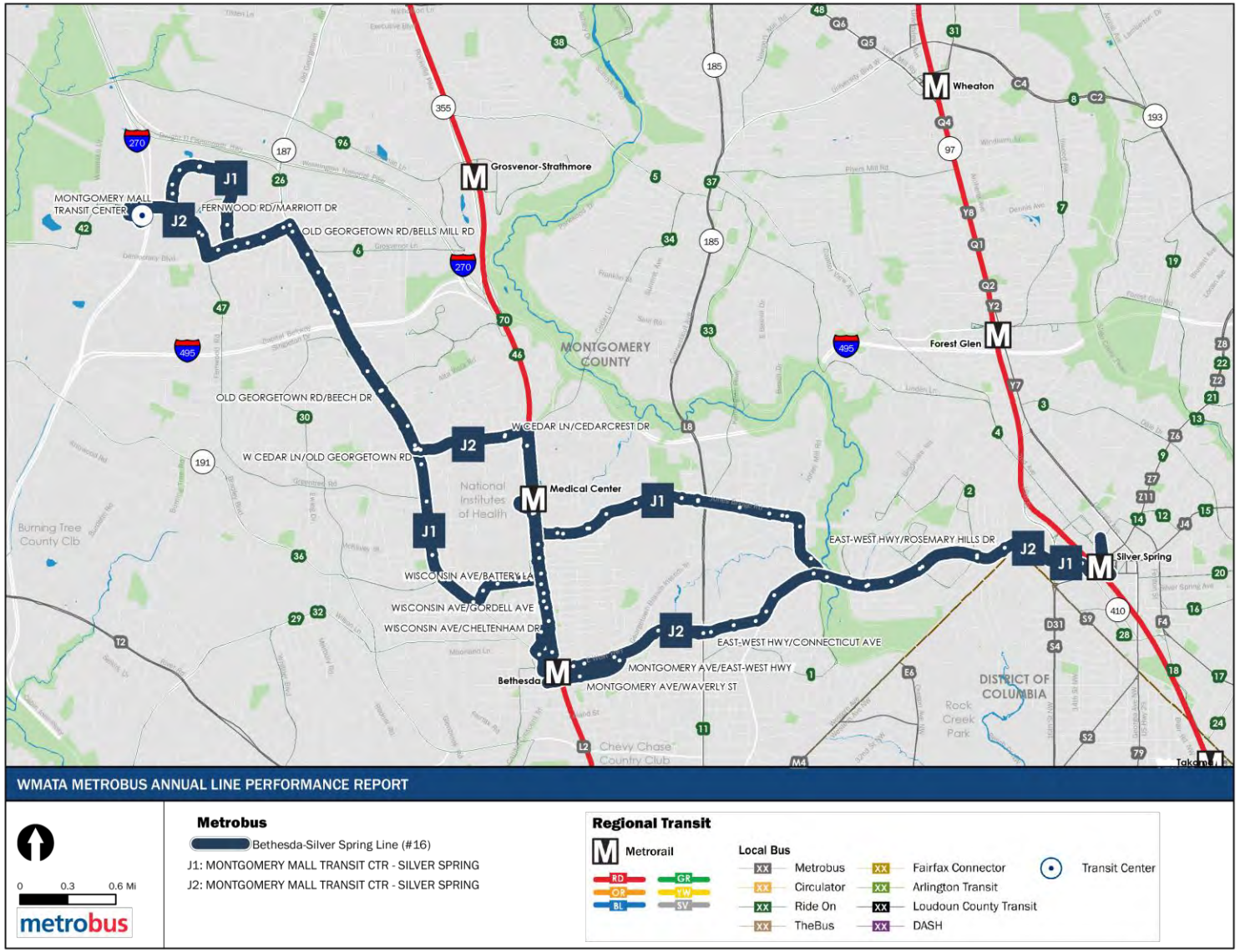
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
H11	14.0	1,904	1,682 (88%)
H12	13.2	7,860	6,843 (87%)
H13	8.8	684	602 (88%)

Passenger Miles per Revenue Mile



LINE: 16 – BETHESDA-SILVER SPRING ROUTE(S): J1,2

About the Line



Service Classification

Framework

Activity Tier

2

Overall Grade

Line	A

Legend
Exceeds Meets
Approaches Below Significantly Below

Line Benefit Score

37

Out of 100

Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$5,985,799
Peak Vehicles	17
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

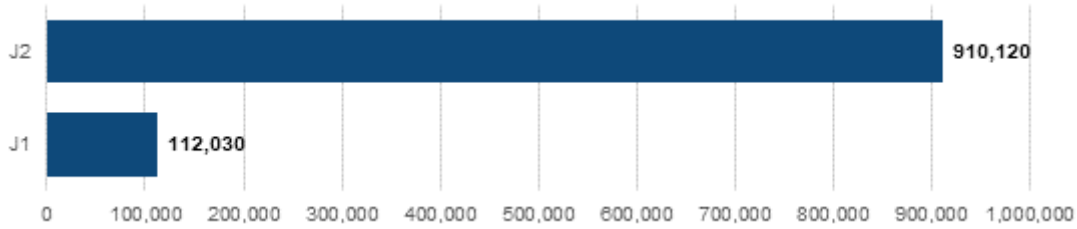
Service Area Population		43,462
Minority Population	*Service Area*	18,092
	Rider Survey	2,984 (73%)
Low-Income Households	*Service Area*	3,140
	Rider Survey	1,340 (35%)

Facilities/Amenities

Bus Stops	161
Bus Shelters	37
Benches	53
Real-Time Signs	7

Ridership

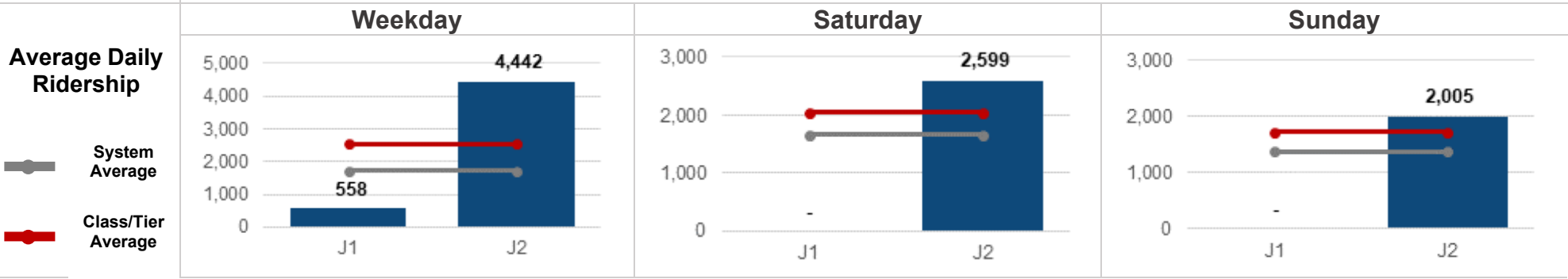
Annual Ridership



Top Transfer Locations

Silver Spring, Bethesda, Medical Center

Average Daily Ridership



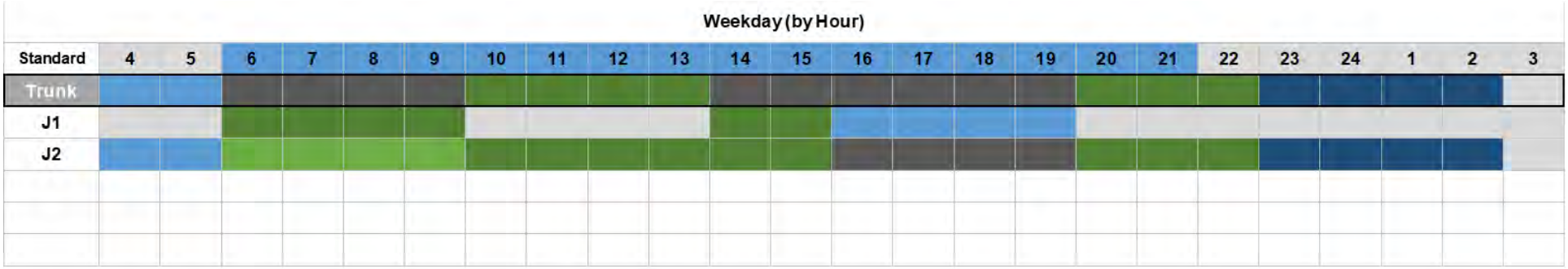
Average Trip Ridership and Maximum Load by Time Period

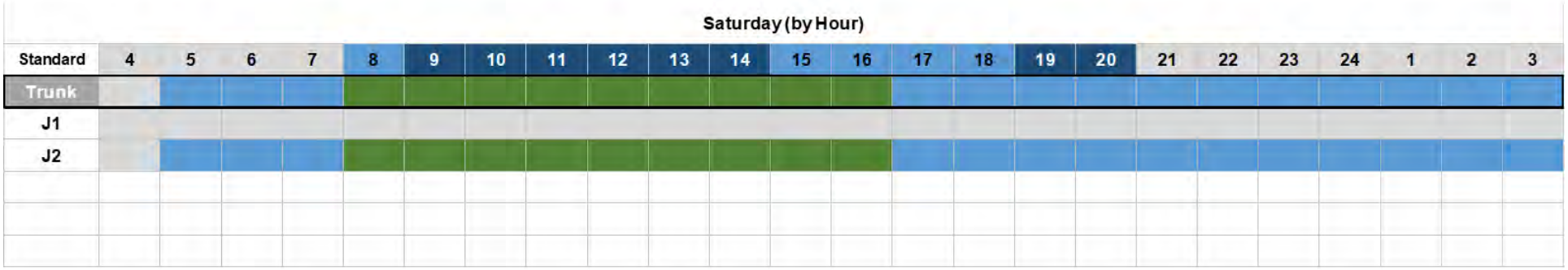
Vehicle Load Factor

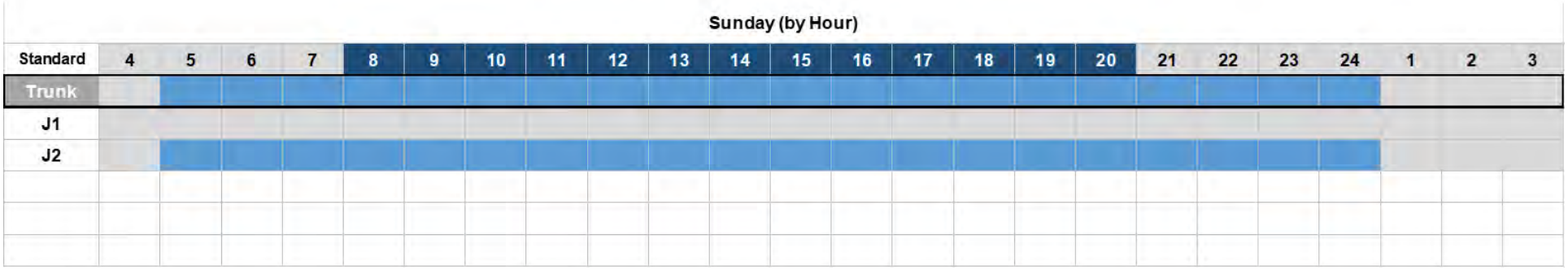
	Direction:	East	West
Weekday	**Peak** Maximum Target: 1.00	0.55	0.56
Weekday	**Off-Peak** Maximum Target: 1.00	0.46	0.41
	Saturday Maximum Target: 1.00	0.43	0.39
	Sunday Maximum Target: 1.00	0.44	0.42

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—







[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

A 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 a.m. - 2:56 a.m.	-	A	5:05 a.m. - 3:18 a.m.	-	A	5:08 a.m. - 12:57 a.m.	-	A
	Frequency of Service | varies	Peak: 7.6 / Off-Peak: 9.2	*Peak: 15.0 / Off-Peak: 21.8*	A	24.8	*28.5*	A	27.2	*32.0*	A
Productivity	**Passengers per Revenue Hour** | 20.0	29.9	*33.0*	A	27.5	*29.0*	A	29.0	*28.9*	A
	Passengers per Revenue Mile | 2.0	2.8	*3.7*	A	2.3	*3.0*	A	2.4	*2.9*	A
Reliability	**On-Time Performance** | 79%	73%	*76%*	D	78%	*78%*	C	76%	*80%*	C
	Crowding | 5.0%	1.8%	*2.1%*	A	2.0%	*1.0%*	A	2.0%	*0.8%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.55 Off-Peak: 0.46	*Peak: 0.52 Off-Peak: 0.40*	B	0.43	*0.38*	A	0.44	*0.37*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $5.00	$3.91	*$3.91*	A	$4.25	*$4.52*	A	$4.03	*$4.63*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route J1

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	5.9	*5.6*	E
Route Design	**Circuity |** 1.75	1.19	*1.44*	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 |** 20.0	27.5	*32.2*	A		*28.3*	-		*28.3*	-
	Passengers per Revenue Mile | 2.0	2.5	*3.7*	A		*3.0*	-		*2.9*	-
	Unique Segment Ridership | 10%	26%	*17%*	A		*19%*	-		*19%*	-
Reliability	**On-Time Performance |** 79%	67%	*77%*	E		*79%*	-		*80%*	-
	Crowding | 5.0%	0.1%	*2.0%*	A		*1.1%*	-		*0.9%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.50 Off-Peak: 0.40	*Peak: 0.53 Off-Peak: 0.41*	B+		*0.39*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$4.26	*$4.18*	A		*$4.72*	-		*$4.78*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route J2

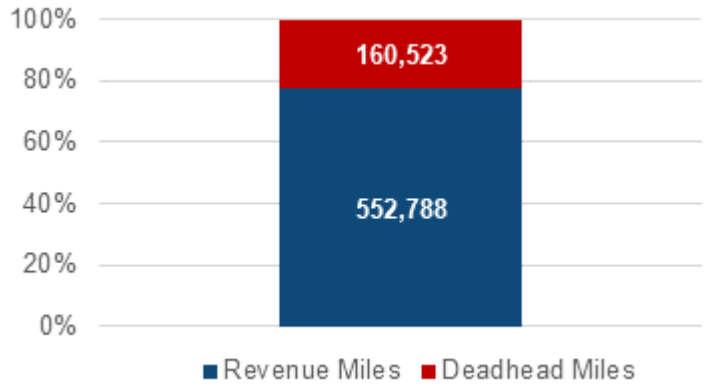
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	5.7	*5.6*	E
Route Design	**Circuity |** 1.75	1.30	*1.44*	A

	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 |** 20.0	30.2	*32.2*	A	27.5	*28.3*	A	29.0	*28.3*	A
	Passengers per Revenue Mile | 2.0	2.8	*3.7*	A	2.3	*3.0*	A	2.4	*2.9*	A
	Unique Segment Ridership | 10%	17%	*17%*	A	13%	*19%*	A	14%	*19%*	A
Reliability	**On-Time Performance |** 79%	73%	*77%*	D	78%	*79%*	C	76%	*80%*	C
	Crowding | 5.0%	2.1%	*2.0%*	A	2.2%	*1.1%*	A	2.2%	*0.9%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.60 Off-Peak: 0.40	*Peak: 0.53 Off-Peak: 0.41*	B+	0.40	*0.39*	A	0.40	*0.35*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$3.87	*$4.18*	A	$4.25	*$4.72*	A	$4.03	*$4.78*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

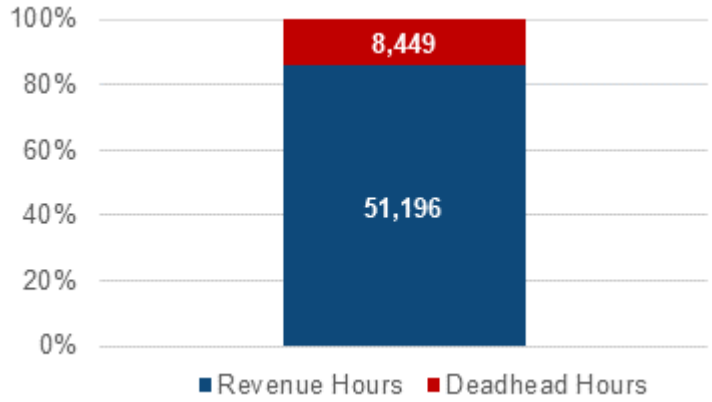
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



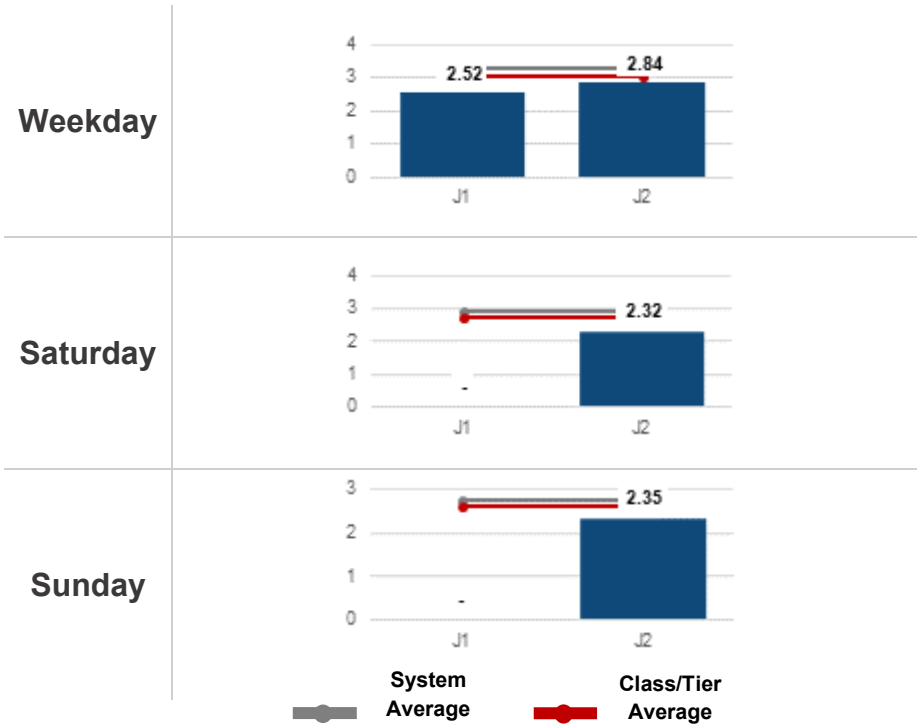
Hours Allocation



Service Delivery

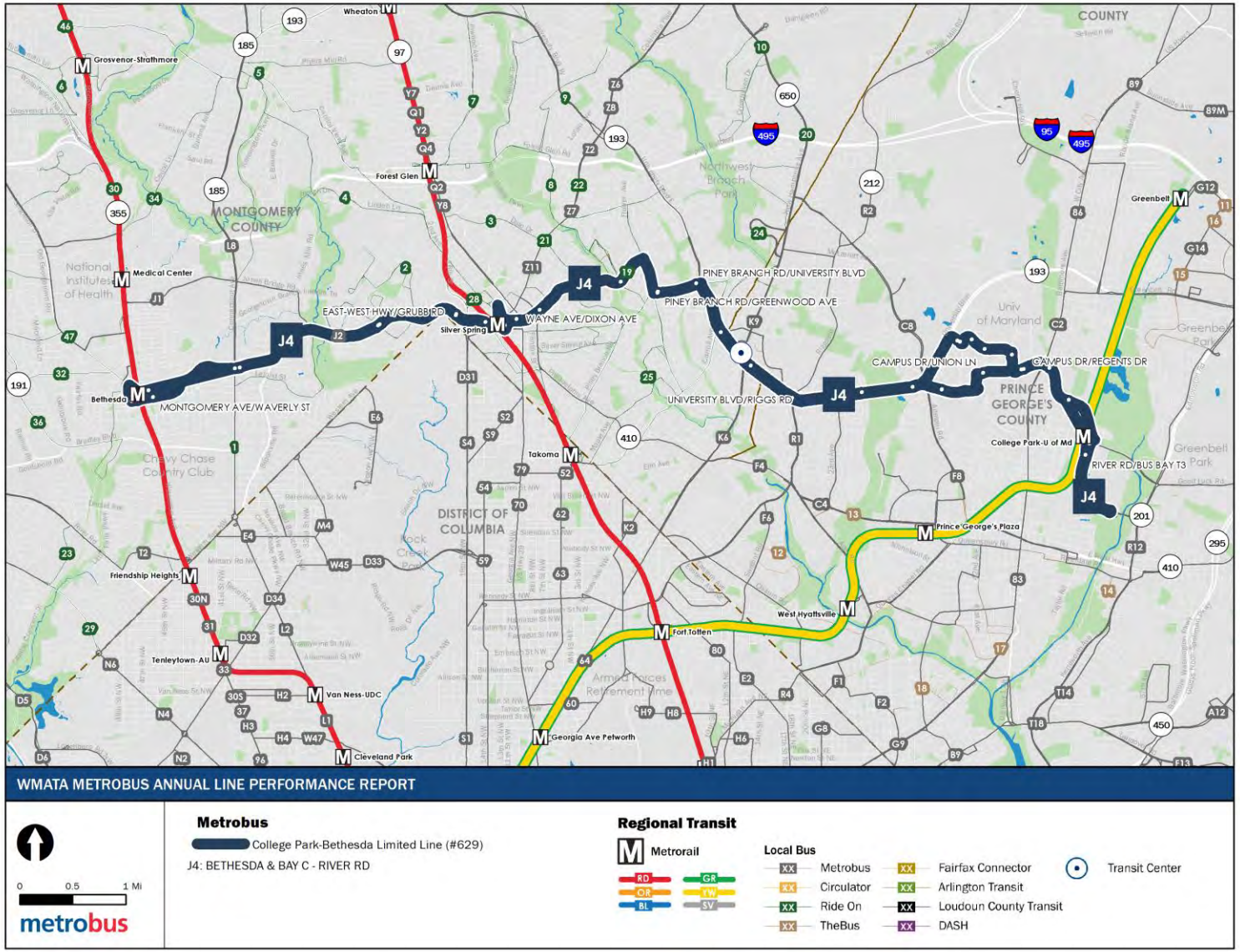
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
J1	21.0	2,660	2,168 (82%)
J2	22.1	22,992	18,413 (80%)

Passenger Miles per Revenue Mile



LINE: 629 – COLLEGE PARK-BETHESDA LIMITED ROUTE(S): J4

About the Line



Service Classification

Framework

Activity Tier

1

Overall Grade

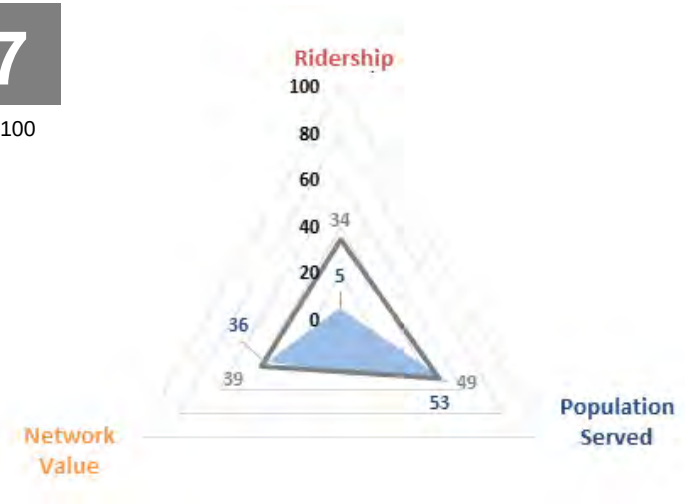
Line	D

Legend
Exceeds Meets
Approaches Below Significantly Below

Line Benefit Score

17

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$1,065,434
Peak Vehicles	7
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

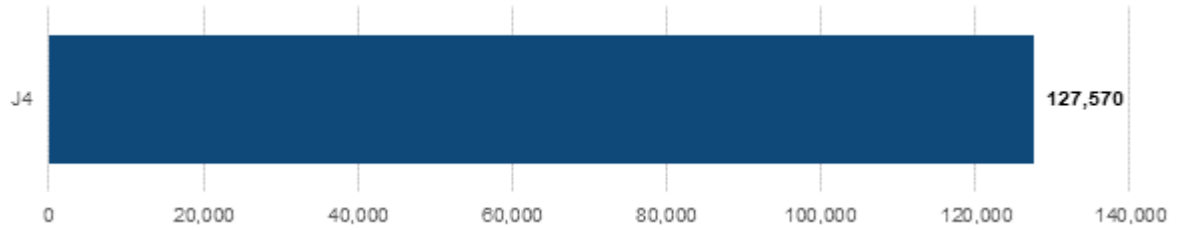
Service Area Population		67,913
Minority Population	*Service Area*	43,560
	Rider Survey	495 (84%)
Low-Income Households	*Service Area*	4,572
	Rider Survey	210 (38%)

Facilities/Amenities

Bus Stops	60
Bus Shelters	16
Benches	19
Real-Time Signs	7

Ridership

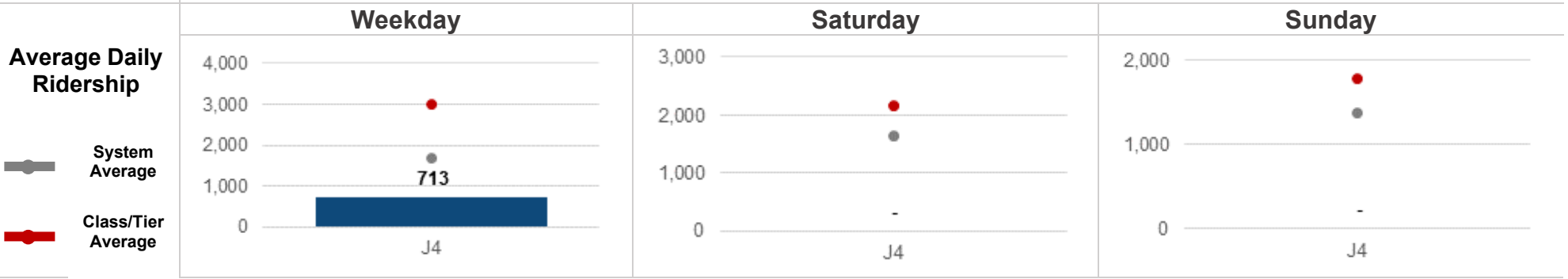
Annual Ridership



Top Transfer Locations

Silver Spring, Bethesda, 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: 1.20	0.41	0.40
	Off-Peak Maximum Target: 1.00		0.56
	Saturday Maximum Target: 1.00		
	Sunday Maximum Target: 1.00		

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk			—	—	—		—	—	—	—	—		—	—	—		—	—	—	—				
J4																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk				—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—				
J4																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk				—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—				
J4																								

[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

D College Park-Bethesda 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	5:20 a.m. - 9:28 a.m.; 3:24 p.m. - 7:44 p.m.	-	E		-	E		-	E
	Frequency of Service | varies	Peak: 23.3 / Off-Peak:	*Peak: 15.0 / Off-Peak: 21.8*	B		*28.5*	-		*32.0*	-
Productivity	**Passengers per Revenue Hour** | 30.0	20.3	*33.0*	E		*29.0*	-		*28.9*	-
	Passengers per Revenue Mile | 4.0	1.9	*3.7*	E		*3.0*	-		*2.9*	-
Reliability	**On-Time Performance** | 79%	63%	*76%*	E		*78%*	-		*80%*	-
	Crowding | 5.0%	0.5%	*2.1%*	A		*1.0%*	-		*0.8%*	-
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.41 Off-Peak:	*Peak: 0.52 Off-Peak: 0.40*	A		*0.38*	-		*0.37*	-
Cost Effectiveness	**Operating Cost per Passenger Trip** | $5.00	$5.75	*$3.91*	D		*$4.52*	-		*$4.63*	-
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route J4

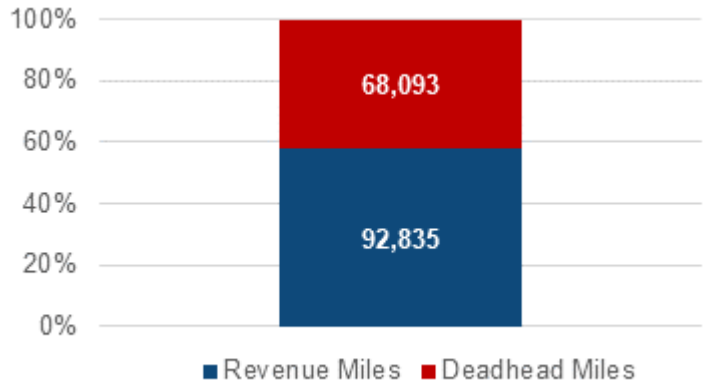
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	2.4	*5.6*	E
Route Design	**Circuity |** 1.75	1.19	*1.44*	A

	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 |** 30.0	20.3	*32.2*	E		*28.3*	-		*28.3*	-
	Passengers per Revenue Mile | 4.0	1.9	*3.7*	E		*3.0*	-		*2.9*	-
	Unique Segment Ridership | 10%	20%	*17%*	A		*19%*	-		*19%*	-
Reliability	**On-Time Performance |** 79%	63%	*77%*	E		*79%*	-		*80%*	-
	Crowding | 5.0%	0.5%	*2.0%*	A		*1.1%*	-		*0.9%*	-
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.40 Off-Peak: 0.60	*Peak: 0.53 Off-Peak: 0.41*	B+		*0.39*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$5.75	*$4.18*	D		*$4.72*	-		*$4.78*	-
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

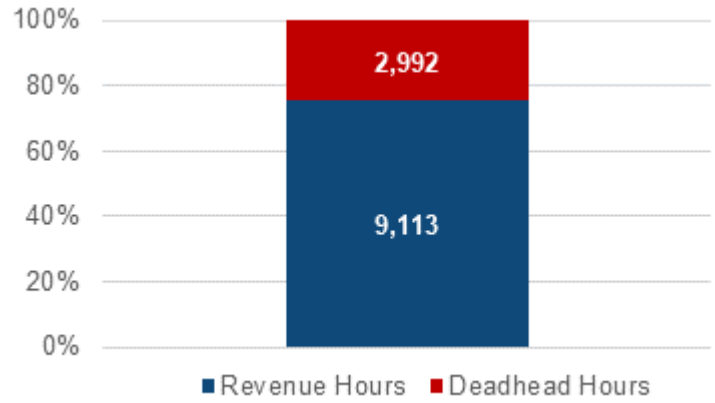
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



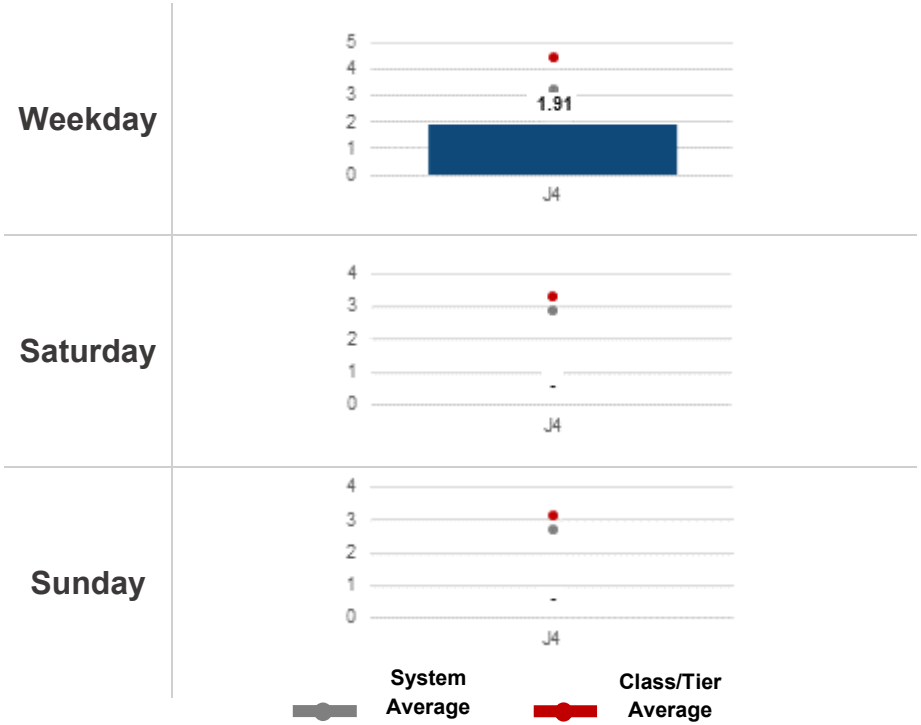
Hours Allocation



Service Delivery

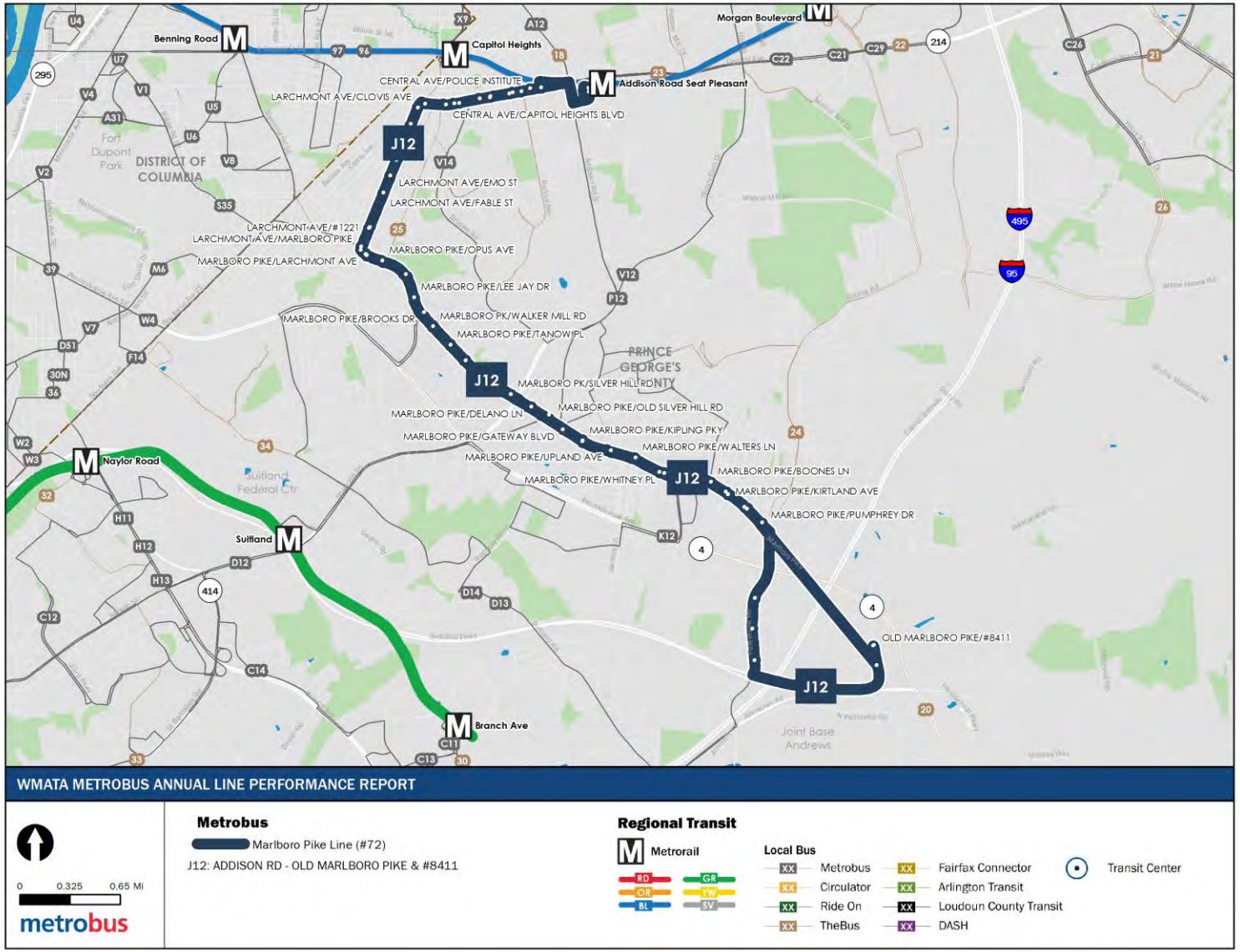
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
J4	27.3	3,472	2,954 (85%)

Passenger Miles per Revenue Mile



LINE: 72 – MARLBORO PIKE ROUTE(S): J12

About the Line



Service Classification

Coverage

Activity Tier

3

Overall Grade

Line	A

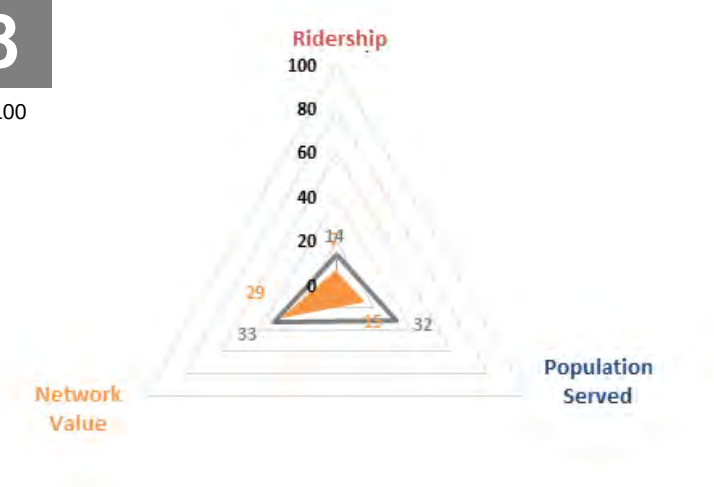
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

18

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$1,263,260
Peak Vehicles	3
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

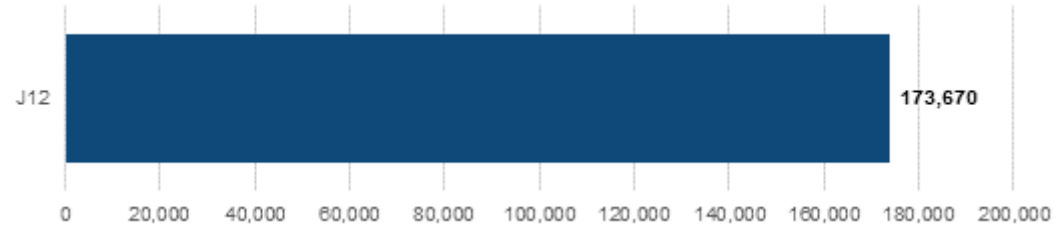
Service Area Population		19,165
Minority Population	*Service Area*	18,566
	Rider Survey	562 (98%)
Low-Income Households	*Service Area*	1,414
	Rider Survey	329 (59%)

Facilities/Amenities

Bus Stops	85
Bus Shelters	7
Benches	8
Real-Time Signs	1

Ridership

Annual Ridership



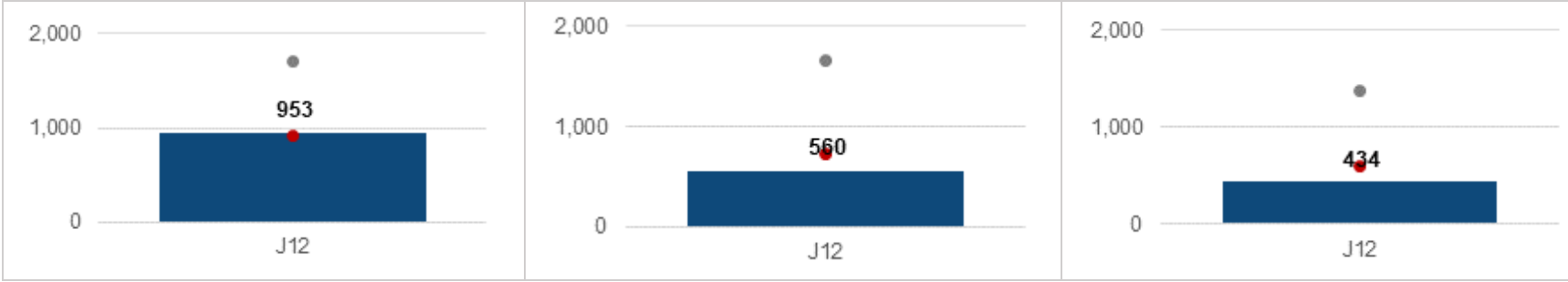
Top Transfer Locations

Addison Road

Average Daily Ridership

System Average

Class/Tier Average



Average Trip Ridership and Maximum Load by Time Period

Vehicle Load Factor

	Direction:	East	West
Weekday	**Peak** Maximum Target: 1.00	0.33	0.41
Weekday	**Off-Peak** Maximum Target: 1.00	0.29	0.32
	Saturday Maximum Target: 1.00	0.34	0.36
	Sunday Maximum Target: 1.00	0.25	0.28

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk							—	—	—	—	—	—												
J12																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk					—	—	—	—	—	—	—	—	—	—	—	—								
J12																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk					—	—	—	—	—	—	—	—	—	—	—	—								
J12																								

[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

A 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 a.m. - 12:56 a.m.	-	A	6:15 a.m. - 12:46 a.m.	-	A	6:15 a.m. - 12:46 a.m.	-	A
	Frequency of Service | varies	Peak: 30.6 / Off-Peak: 58.3	*Peak: 20.6 / Off-Peak: 32.7*	A	70.0	*40.5*	C	70.0	*41.1*	C
Productivity	**Passengers per Revenue Hour** | 10.0	27.7	*28.8*	A	31.2	*27.4*	A	24.0	*26.0*	A
	Passengers per Revenue Mile | 1.0	2.1	*2.9*	A	2.4	*2.7*	A	1.8	*2.5*	A
Reliability	**On-Time Performance** | 79%	88%	*82%*	A	86%	*82%*	A	87%	*84%*	A
	Crowding | 5.0%	0.0%	*0.5%*	A	0.0%	*0.2%*	A	0.0%	*0.1%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.33 Off-Peak: 0.29	*Peak: 0.39 Off-Peak: 0.29*	A	0.34	*0.30*	A	0.25	*0.28*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $7.00	$4.22	*$4.67*	A	$3.74	*$5.07*	A	$4.87	*$5.13*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route J12

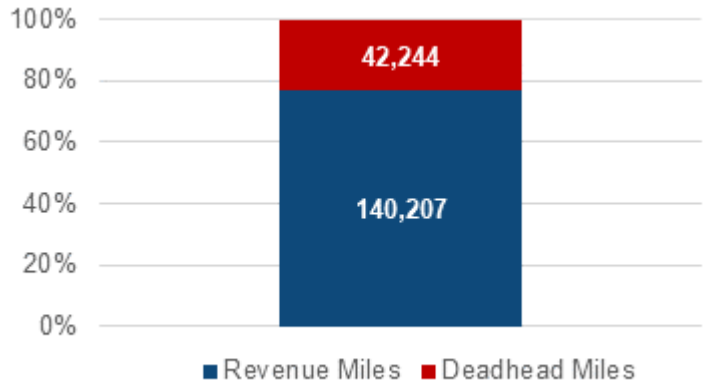
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	5.3	*6.1*	E
Route Design	**Circuity |** N/A	1.65	*2.00*	-

	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 |** 10.0	27.7	*29.7*	A	31.2	*29.3*	A	24.0	*27.9*	A
	Passengers per Revenue Mile | 1.0	2.1	*3.0*	A	2.4	*2.9*	A	1.8	*2.7*	A
	Unique Segment Ridership | 10%	36%	*31%*	A	35%	*33%*	A	33%	*32%*	A
Reliability	**On-Time Performance |** 79%	88%	*82%*	A	86%	*82%*	A	87%	*84%*	A
	Crowding | 5.0%	0.0%	*0.4%*	A	0.0%	*0.2%*	A	0.0%	*0.1%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.37 Off-Peak: 0.30	*Peak: 0.39 Off-Peak: 0.29*	A	0.30	*0.31*	A	0.30	*0.27*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$4.22	*$4.77*	A	$3.74	*$4.83*	A	$4.87	*$4.94*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

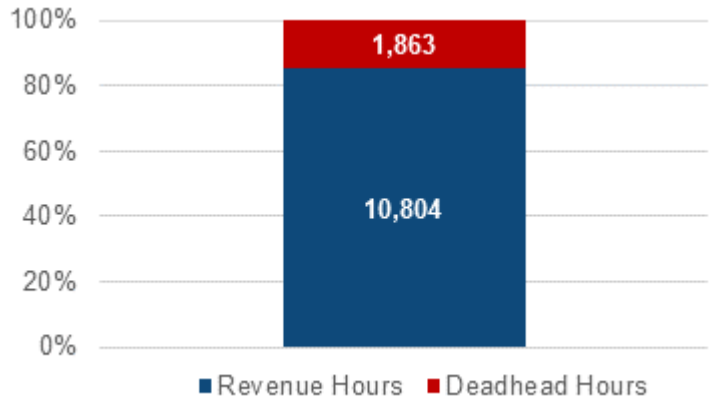
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



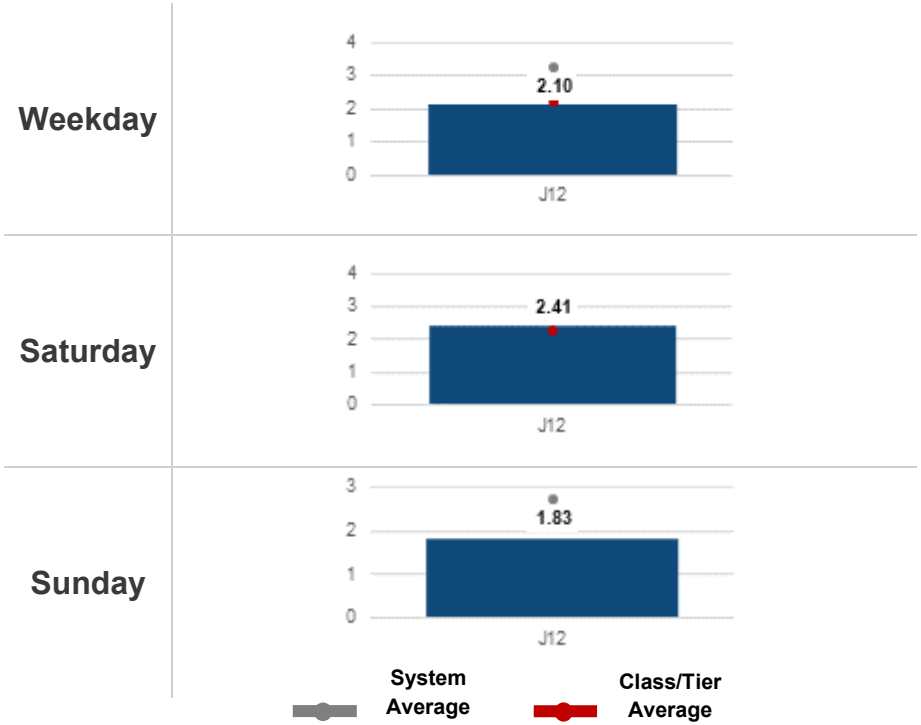
Hours Allocation



Service Delivery

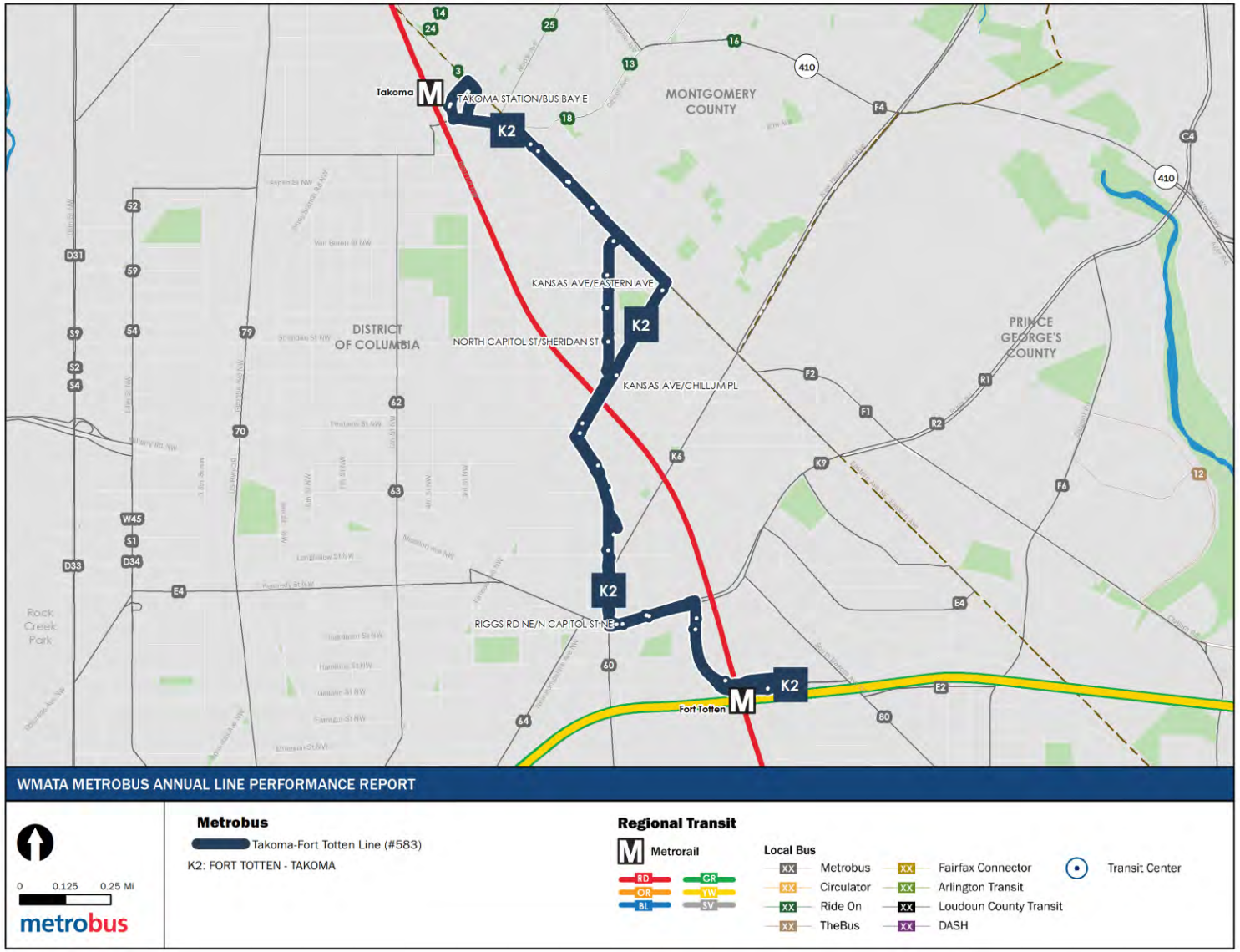
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
J12	17.5	8,140	7,024 (86%)

Passenger Miles per Revenue Mile



LINE: 583 – TAKOMA-FORT TOTTEN ROUTE(S): K2

About the Line



Service Classification

Coverage

Activity Tier

3

Overall Grade

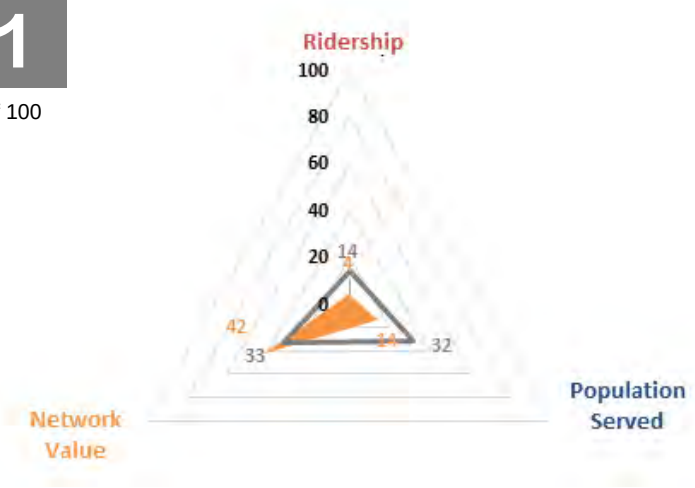
Line	B

Legend
Exceeds Meets
Approaches Below Significantly Below

Line Benefit Score

21

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$432,760
Peak Vehicles	3
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

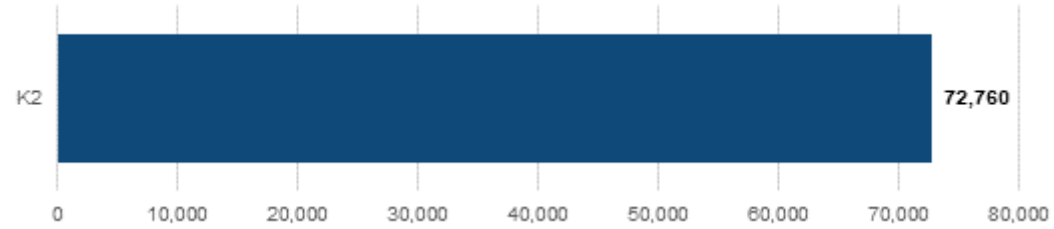
Service Area Population		12,822
Minority Population	*Service Area*	9,623
	Rider Survey	244 (74%)
Low-Income Households	*Service Area*	1,202
	Rider Survey	70 (28%)

Facilities/Amenities

Bus Stops	35
Bus Shelters	3
Benches	2
Real-Time Signs	2

Ridership

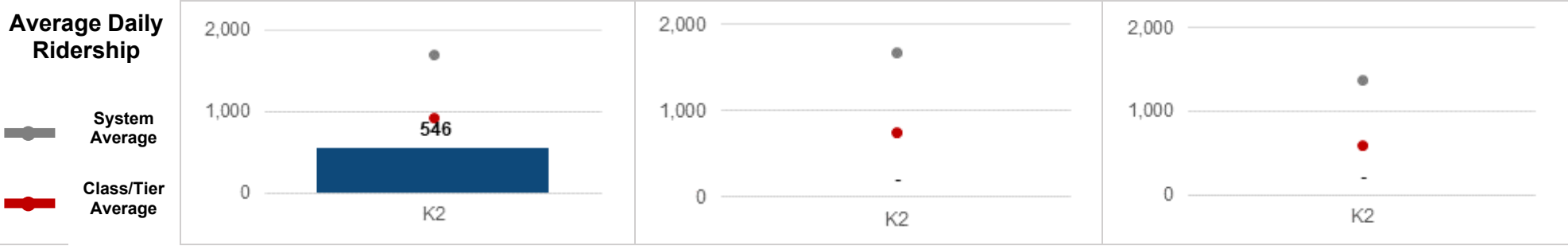
Annual Ridership



Top Transfer Locations

Fort Totten, Takoma

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period

Vehicle Load Factor

	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.00	0.25	0.25
Weekday	**Off-Peak** Maximum Target: 1.00	0.12	0.16
	Saturday Maximum Target: 1.00		
	Sunday Maximum Target: 1.00		

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk							—	—	—	—	—													
K2																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk					—	—	—	—	—	—	—	—	—	—	—	—								
K2																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk					—	—	—	—	—	—	—	—	—	—	—	—								
K2																								

[1] Span/frequency standards are only applicable at the line level.

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 a.m. - 9:24 a.m.; 3:19 p.m. - 7:16 p.m.	-	D		-	C		-	C
	Frequency of Service | varies	Peak: 19.9 / Off-Peak: 22.0	*Peak: 20.6 / Off-Peak: 32.7*	A		*40.5*	-		*41.1*	-
Productivity	**Passengers per Revenue Hour** | 10.0	37.4	*28.8*	A		*27.4*	-		*26.0*	-
	Passengers per Revenue Mile | 1.0	4.8	*2.9*	A		*2.7*	-		*2.5*	-
Reliability	**On-Time Performance** | 79%	84%	*82%*	B		*82%*	-		*84%*	-
	Crowding | 5.0%	1.1%	*0.5%*	A		*0.2%*	-		*0.1%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.25 Off-Peak: 0.12	*Peak: 0.39 Off-Peak: 0.29*	A		*0.30*	-		*0.28*	-
Cost Effectiveness	**Operating Cost per Passenger Trip** | $7.00	$3.13	*$4.67*	A		*$5.07*	-		*$5.13*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route K2

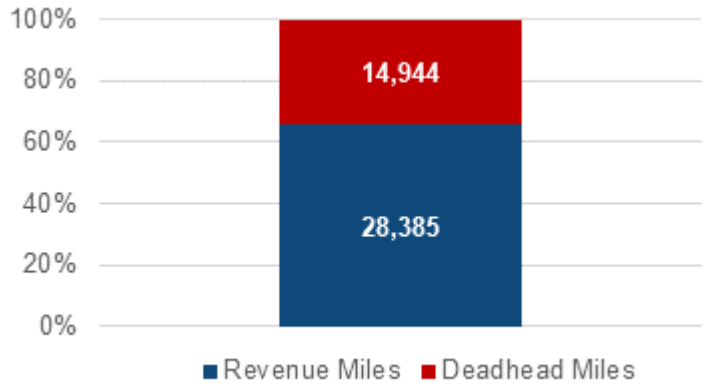
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	7.1	*6.1*	E
Route Design	**Circuity |** N/A	1.12	*2.00*	-

	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 |** 10.0	37.4	*29.7*	A		*29.3*	-		*27.9*	-
	Passengers per Revenue Mile | 1.0	4.8	*3.0*	A		*2.9*	-		*2.7*	-
	Unique Segment Ridership | 10%	75%	*31%*	A		*33%*	-		*32%*	-
Reliability	**On-Time Performance |** 79%	84%	*82%*	B		*82%*	-		*84%*	-
	Crowding | 5.0%	1.1%	*0.4%*	A		*0.2%*	-		*0.1%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.25 Off-Peak: 0.20	*Peak: 0.39 Off-Peak: 0.29*	A		*0.31*	-		*0.27*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$3.13	*$4.77*	A		*$4.83*	-		*$4.94*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

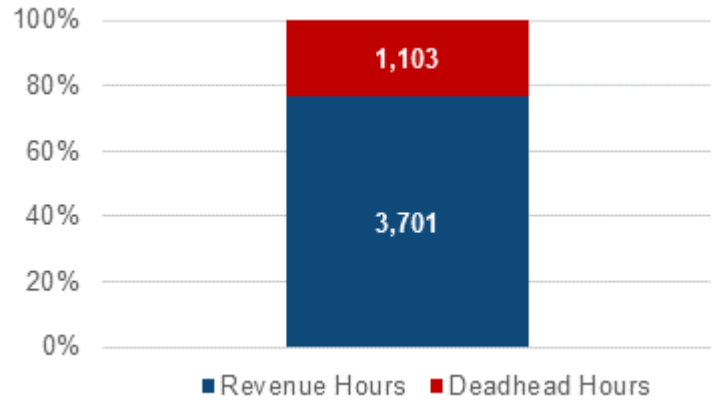
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



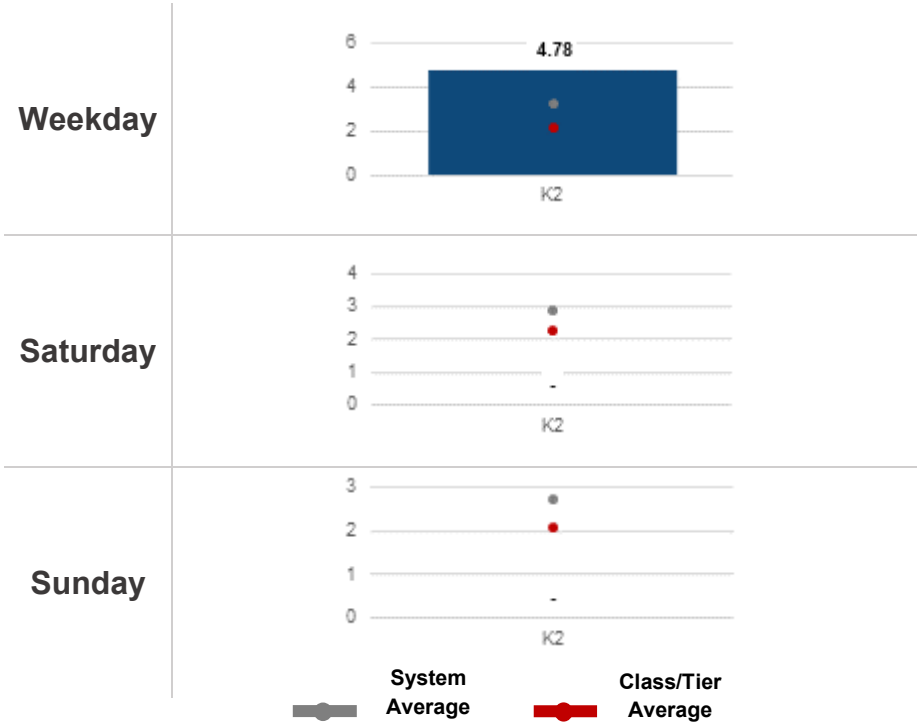
Hours Allocation



Service Delivery

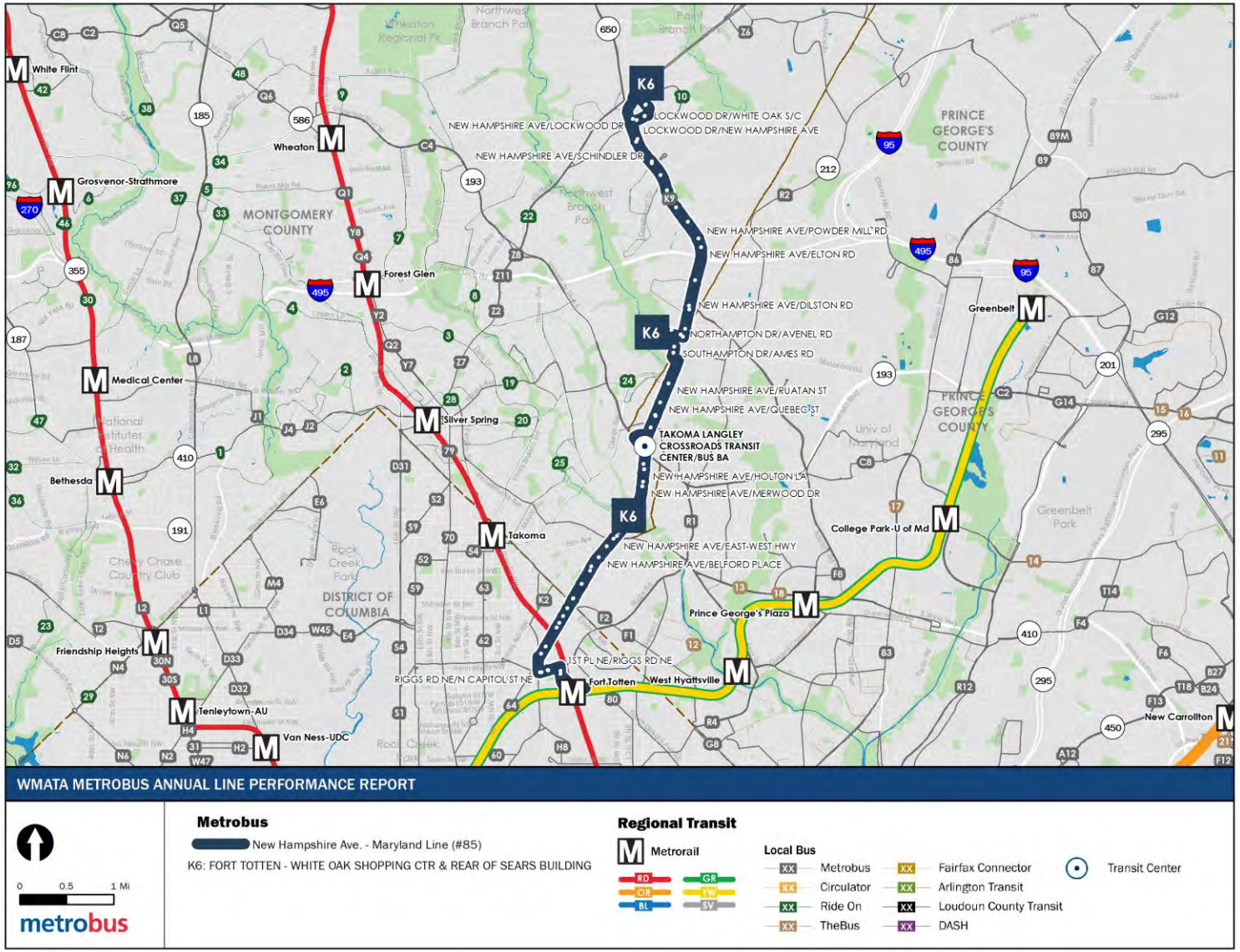
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
K2	5.6	4,942	4,378 (89%)

Passenger Miles per Revenue Mile



LINE: 85 – NEW HAMPSHIRE AVE. - MARYLAND ROUTE(S): K6

About the Line



Service Classification

Framework

Activity Tier

2

Overall Grade

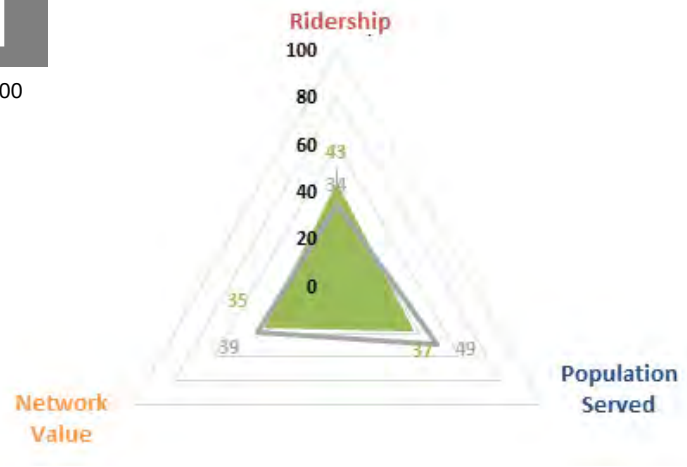
Line	B

Legend
Exceeds Meets
Approaches Below Significantly Below

Line Benefit Score

41

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$4,644,228
Peak Vehicles	9
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

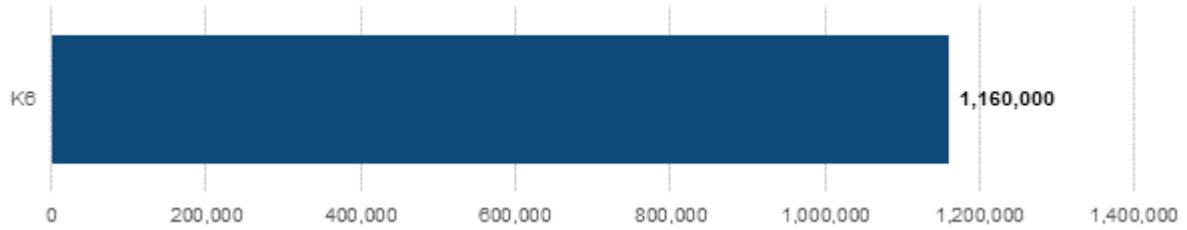
Service Area Population		51,575
Minority Population	*Service Area*	46,472
	Rider Survey	3,751 (95%)
Low-Income Households	*Service Area*	3,139
	Rider Survey	2,009 (57%)

Facilities/Amenities

Bus Stops	105
Bus Shelters	29
Benches	51
Real-Time Signs	6

Ridership

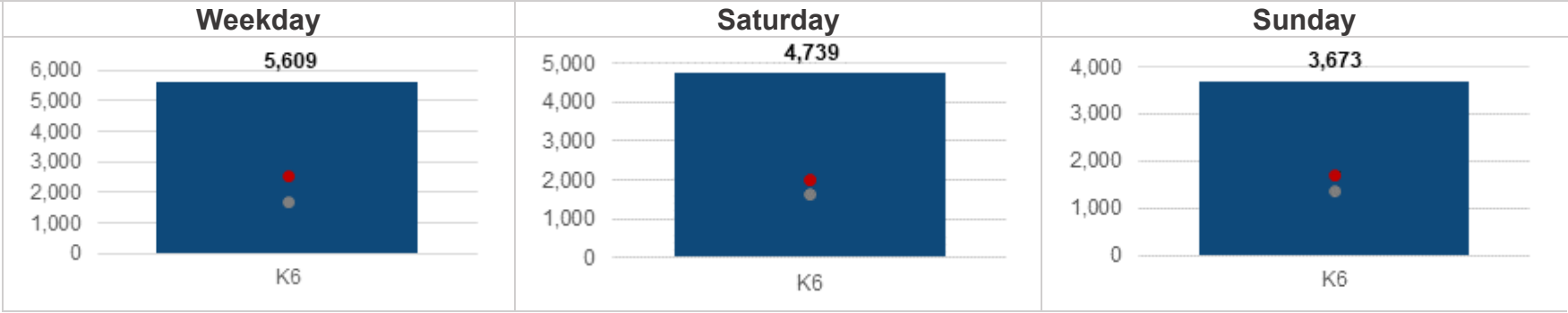
Annual Ridership



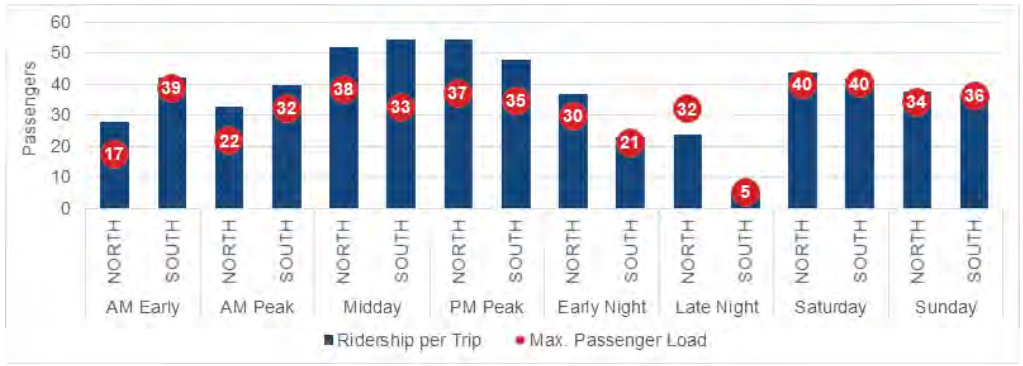
Top Transfer Locations

Fort Totten

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.00	0.65	0.62
Weekday	**Off-Peak** Maximum Target: 1.00	0.57	0.55
	Saturday Maximum Target: 1.00	0.59	0.59
	Sunday Maximum Target: 1.00	0.52	0.54

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
K6																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
K6																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
K6																								

[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

B New Hampshire Ave. - 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	4:54 a.m. - 1:49 a.m.	-	A	5:29 a.m. - 1:39 a.m.	-	A	5:33 a.m. - 12:55 a.m.	-	A
	Frequency of Service | varies	Peak: 15.8 / Off-Peak: 19.9	*Peak: 15.0 / Off-Peak: 21.8*	A	22.4	*28.5*	A	25.2	*32.0*	A
Productivity	**Passengers per Revenue Hour** | 20.0	46.8	*33.0*	A	49.7	*29.0*	A	46.7	*28.9*	A
	Passengers per Revenue Mile | 2.0	4.8	*3.7*	A	4.9	*3.0*	A	4.3	*2.9*	A
Reliability	**On-Time Performance** | 79%	71%	*76%*	D	74%	*78%*	D	74%	*80%*	C
	Crowding | 5.0%	2.1%	*2.1%*	A	5.0%	*1.0%*	C	3.0%	*0.8%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.65 Off-Peak: 0.57	*Peak: 0.52 Off-Peak: 0.40*	B	0.59	*0.38*	B	0.52	*0.37*	B
Cost Effectiveness	**Operating Cost per Passenger Trip** | $5.00	$2.50	*$3.91*	A	$2.35	*$4.52*	A	$2.50	*$4.63*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route K6

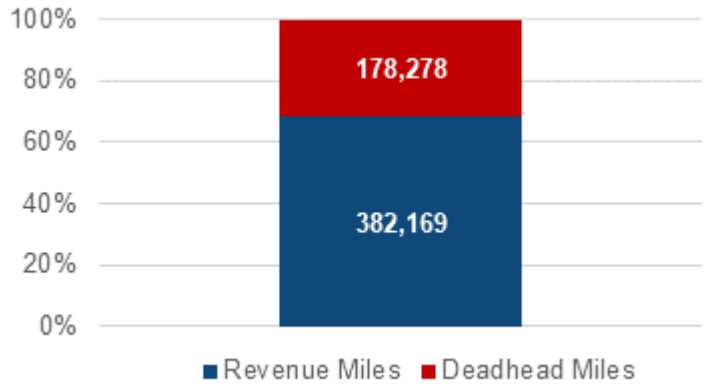
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	6.2	*5.6*	E
Route Design	**Circuity |** 1.75	1.28	*1.44*	A

	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 |** 20.0	46.8	*32.2*	A	49.7	*28.3*	A	46.7	*28.3*	A
	Passengers per Revenue Mile | 2.0	4.8	*3.7*	A	4.9	*3.0*	A	4.3	*2.9*	A
	Unique Segment Ridership | 10%	36%	*17%*	A	37%	*19%*	A	36%	*19%*	A
Reliability	**On-Time Performance |** 79%	71%	*77%*	D	74%	*79%*	D	74%	*80%*	C
	Crowding | 5.0%	2.1%	*2.0%*	A	5.1%	*1.1%*	C	2.5%	*0.9%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.64 Off-Peak: 0.60	*Peak: 0.53 Off-Peak: 0.41*	B	0.60	*0.39*	B	0.50	*0.35*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$2.50	*$4.18*	A	$2.35	*$4.72*	A	$2.50	*$4.78*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

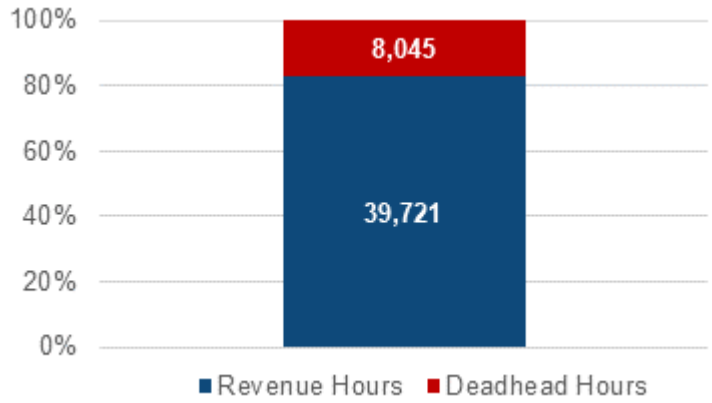
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



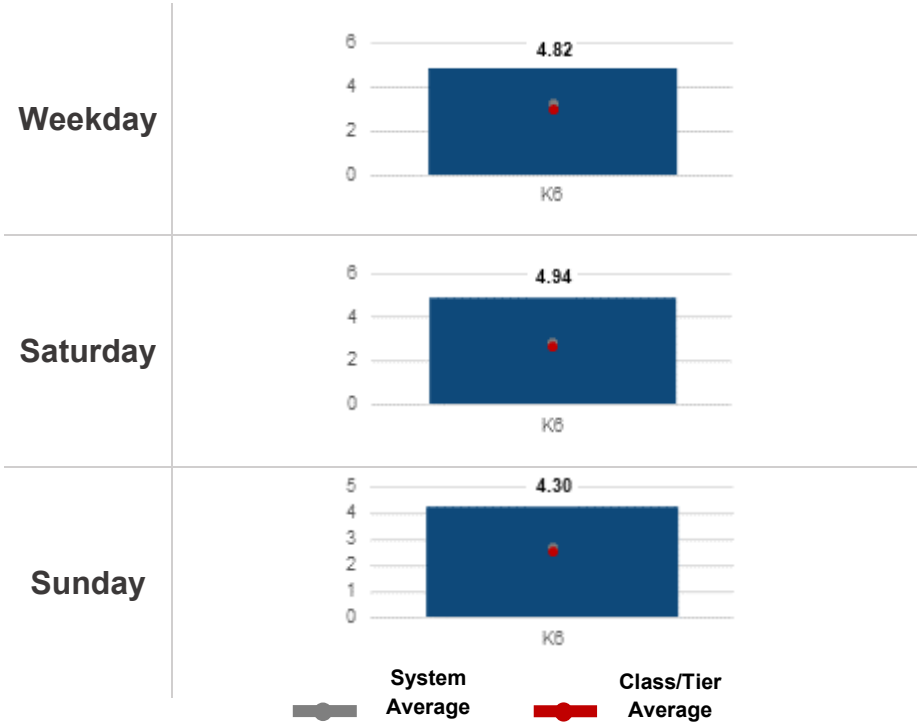
Hours Allocation



Service Delivery

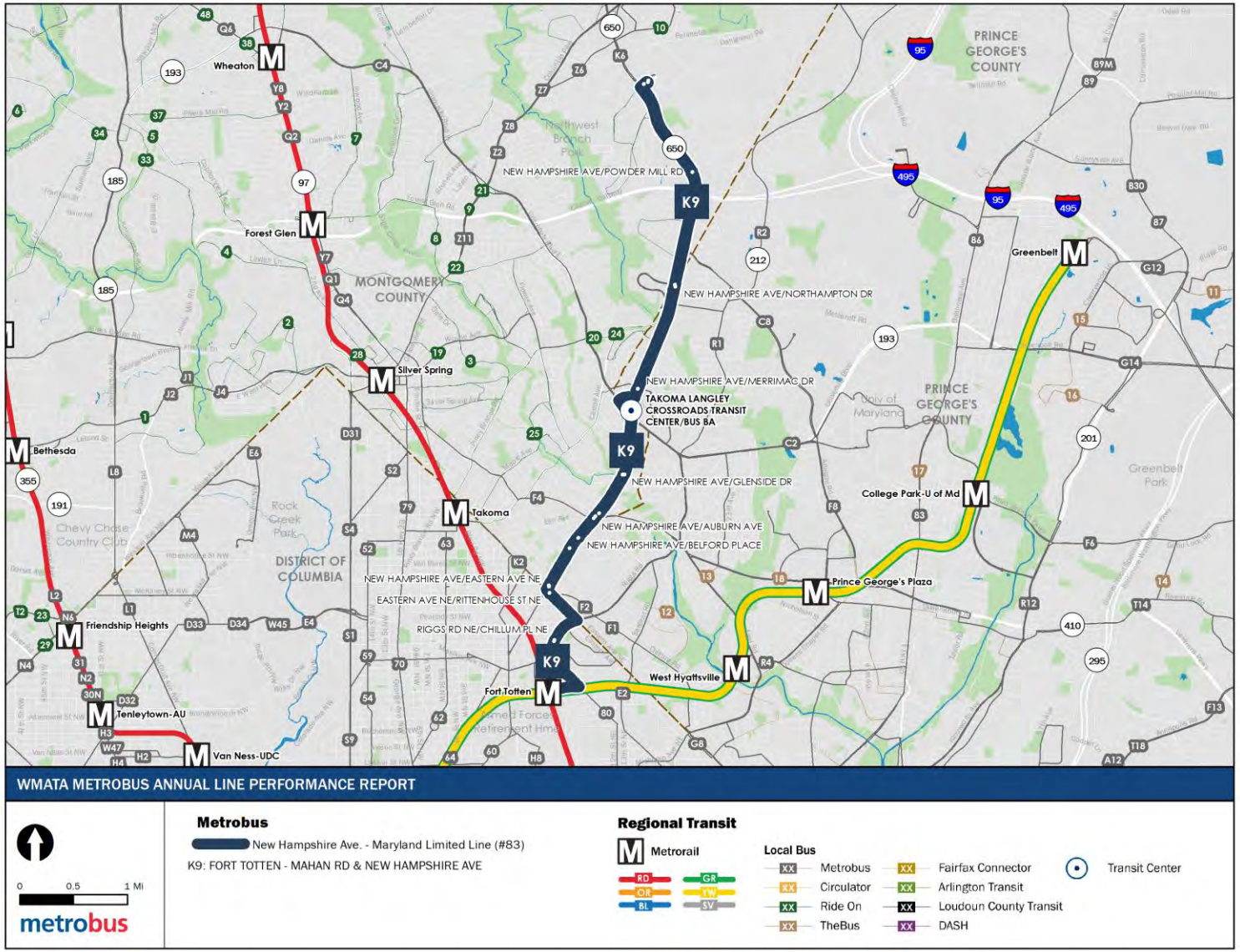
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
K6	18.5	20,127	18,132 (90%)

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

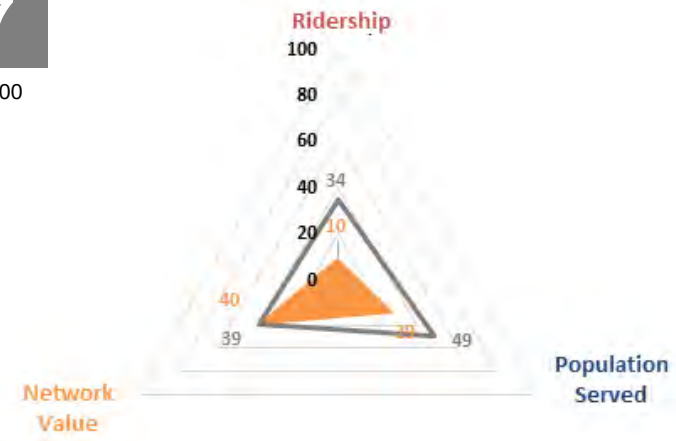
Line	B

Legend
Exceeds Meets
Approaches Below Significantly Below

Line Benefit Score

17

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$1,143,244
Peak Vehicles	6
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

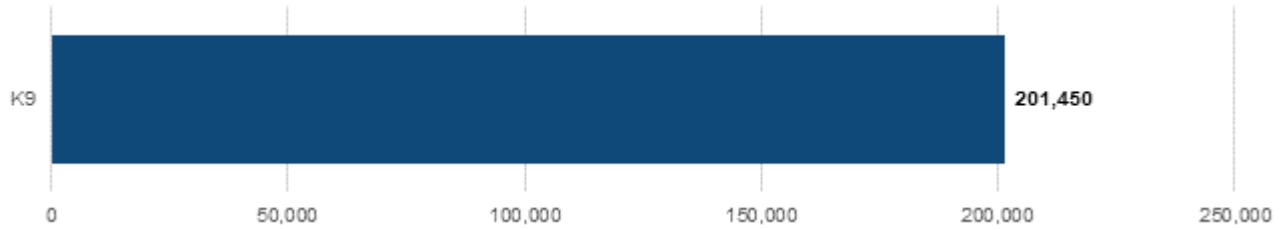
Service Area Population		44,306
Minority Population	*Service Area*	40,289
	Rider Survey	585 (66%)
Low-Income Households	*Service Area*	2,536
	Rider Survey	341 (40%)

Facilities/Amenities

Bus Stops	32
Bus Shelters	8
Benches	11
Real-Time Signs	3

Ridership

Annual Ridership



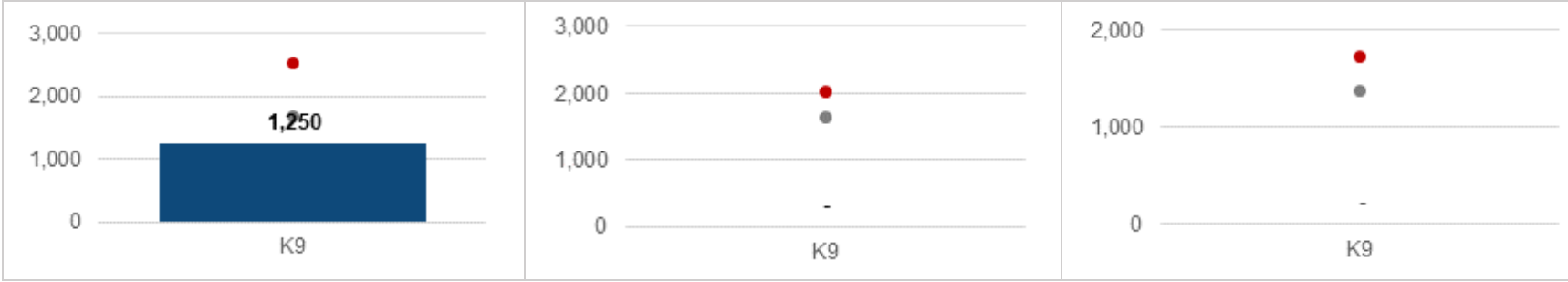
Top Transfer Locations

Fort Totten

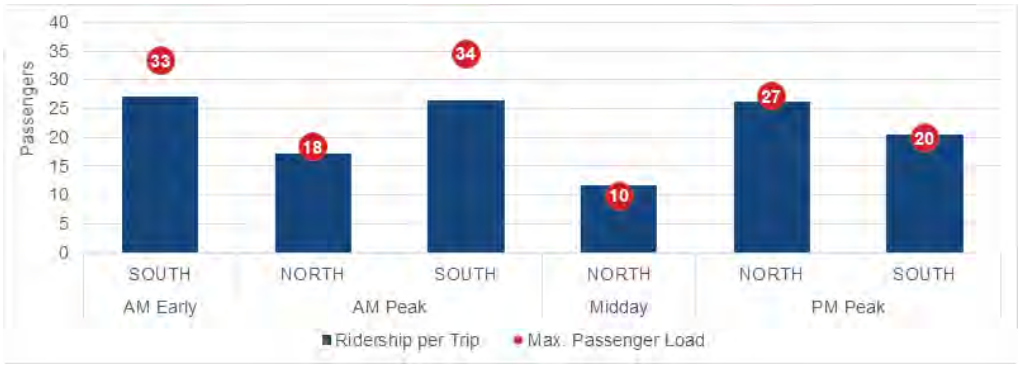
Average Daily Ridership

System Average

Class/Tier Average



Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.00	0.42	0.48
Weekday	**Off-Peak** Maximum Target: 1.00	0.25	0.63
	Saturday Maximum Target: 1.00		
	Sunday Maximum Target: 1.00		

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Standard																								
Trunk							—	—	—	—	—						—	—						
K9																								

Saturday (by Hour)

	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Standard																								
Trunk					—	—	—	—	—	—	—	—	—	—	—	—	—							
K9																								

Sunday (by Hour)

	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Standard																								
Trunk					—	—	—	—	—	—	—	—	—	—	—	—	—							
K9																								

[1] Span/frequency standards are only applicable at the line level.

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 a.m. - 9:32 a.m.; 3:20 p.m. - 7:22 p.m.	-	E		-	E		-	E
	Frequency of Service | varies	Peak: 15.2 / Off-Peak: 15.0	*Peak: 15.0 / Off-Peak: 21.8*	A		*28.5*	-		*32.0*	-
Productivity	**Passengers per Revenue Hour** | 20.0	32.5	*33.0*	A		*29.0*	-		*28.9*	-
	Passengers per Revenue Mile | 2.0	3.3	*3.7*	A		*3.0*	-		*2.9*	-
Reliability	**On-Time Performance** | 79%	79%	*76%*	B		*78%*	-		*80%*	-
	Crowding | 5.0%	0.8%	*2.1%*	A		*1.0%*	-		*0.8%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.42 Off-Peak: 0.25	*Peak: 0.52 Off-Peak: 0.40*	A		*0.38*	-		*0.37*	-
Cost Effectiveness	**Operating Cost per Passenger Trip** | $5.00	$3.60	*$3.91*	A		*$4.52*	-		*$4.63*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route K9

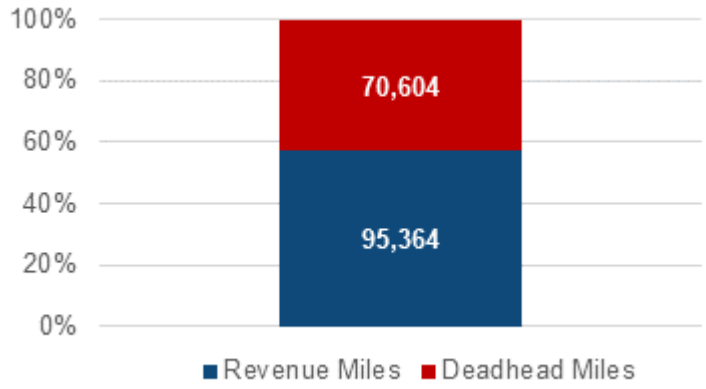
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	2.4	*5.6*	E
Route Design	**Circuity |** 1.75	1.03	*1.44*	A

	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 |** 20.0	32.5	*32.2*	A		*28.3*	-		*28.3*	-
	Passengers per Revenue Mile | 2.0	3.3	*3.7*	A		*3.0*	-		*2.9*	-
	Unique Segment Ridership | 10%	16%	*17%*	A		*19%*	-		*19%*	-
Reliability	**On-Time Performance |** 79%	79%	*77%*	B		*79%*	-		*80%*	-
	Crowding | 5.0%	0.8%	*2.0%*	A		*1.1%*	-		*0.9%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.45 Off-Peak: 0.60	*Peak: 0.53 Off-Peak: 0.41*	B+		*0.39*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$3.60	*$4.18*	A		*$4.72*	-		*$4.78*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

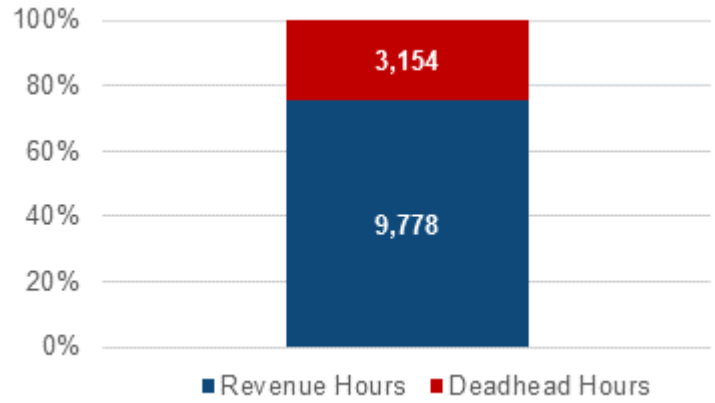
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



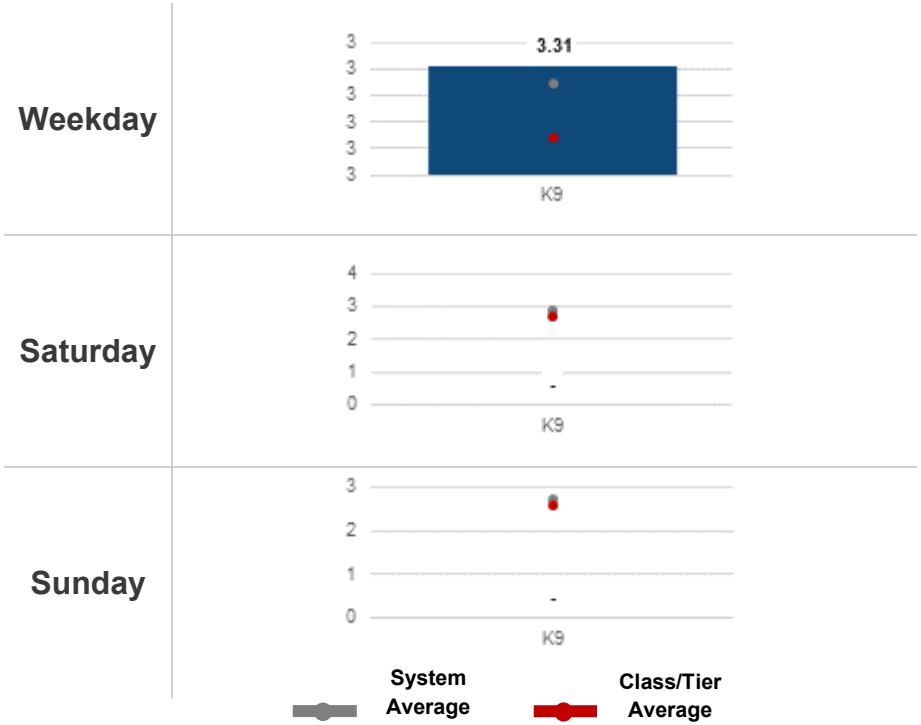
Hours Allocation



Service Delivery

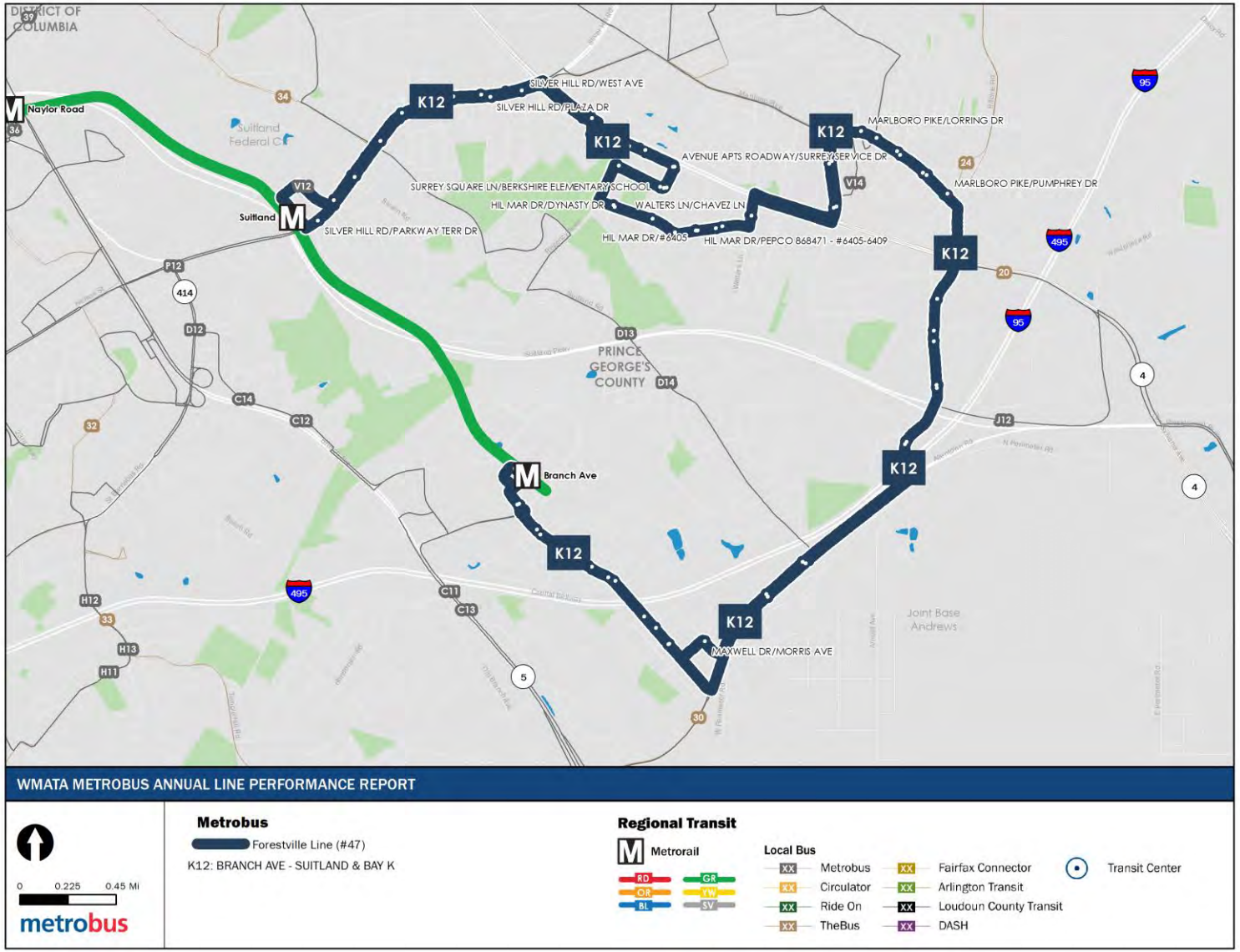
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
K9	14.7	6,380	5,418 (85%)

Passenger Miles per Revenue Mile



LINE: 47 – FORESTVILLE ROUTE(S): K12

About the Line



Service Classification

Coverage

Activity Tier

3

Overall Grade

Line	A

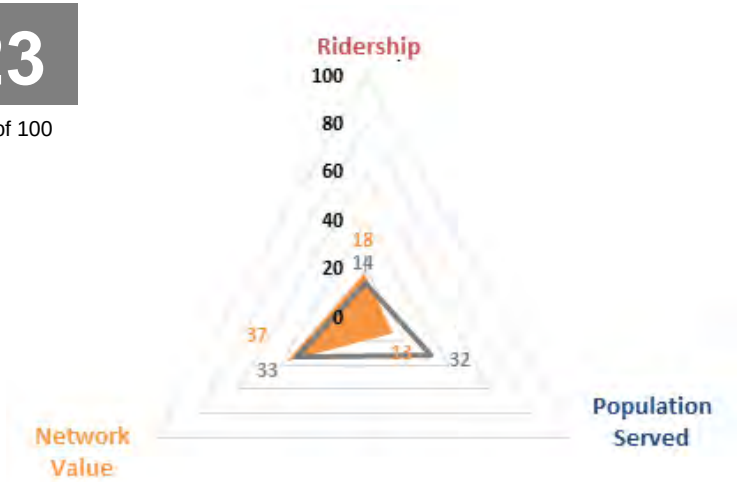
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

23

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$1,914,448
Peak Vehicles	5
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

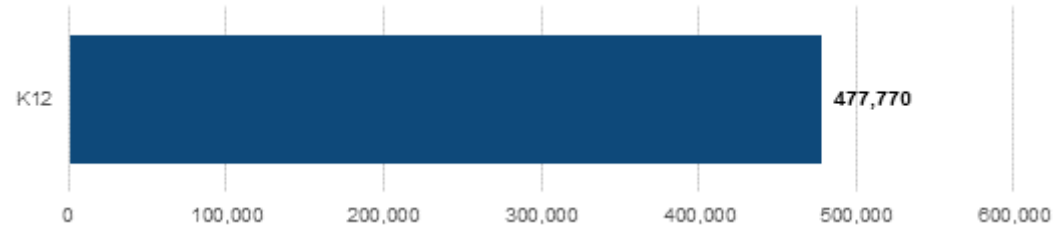
Service Area Population		20,136
Minority Population	*Service Area*	18,998
	Rider Survey	1,625 (99%)
Low-Income Households	*Service Area*	1,327
	Rider Survey	836 (54%)

Facilities/Amenities

Bus Stops	98
Bus Shelters	10
Benches	9
Real-Time Signs	1

Ridership

Annual Ridership



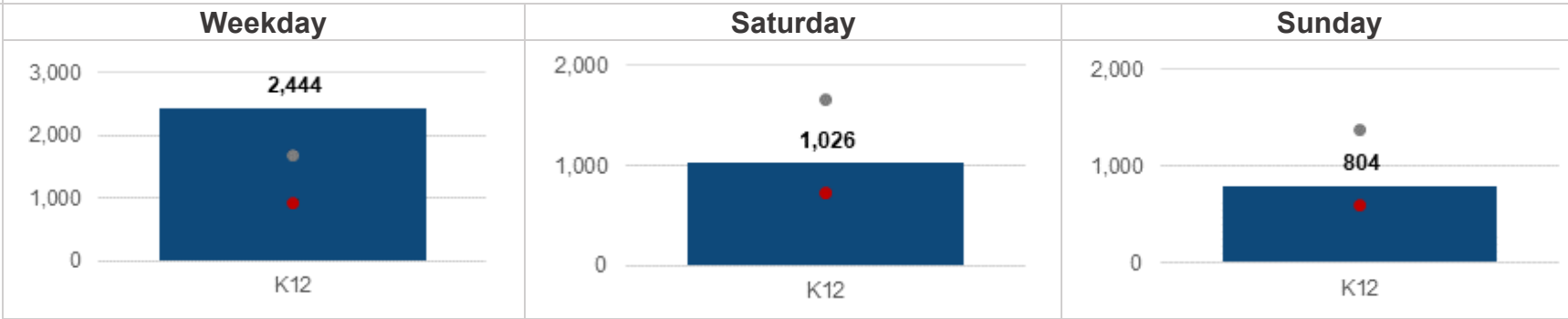
Top Transfer Locations

Suitland, Branch Avenue

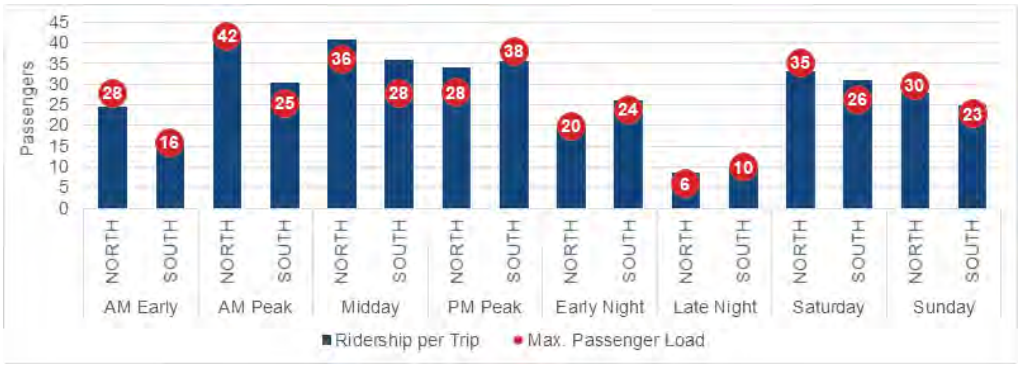
Average Daily Ridership

System Average

Class/Tier Average



Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.00	0.71	0.60
Weekday	**Off-Peak** Maximum Target: 1.00	0.56	0.45
	Saturday Maximum Target: 1.00	0.63	0.48
	Sunday Maximum Target: 1.00	0.54	0.39

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
K12																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
K12																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
K12																								

[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

A 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 a.m. - 12:27 a.m.	-	A	5:50 a.m. - 10:43 p.m.	-	A	6:50 a.m. - 10:35 p.m.	-	A
	Frequency of Service | varies	Peak: 22.1 / Off-Peak: 44.7	*Peak: 20.6 / Off-Peak: 32.7*	A	60.0	*40.5*	A	60.0	*41.1*	A
Productivity	**Passengers per Revenue Hour** | 10.0	45.5	*28.8*	A	37.2	*27.4*	A	32.9	*26.0*	A
	Passengers per Revenue Mile | 1.0	3.7	*2.9*	A	3.3	*2.7*	A	2.7	*2.5*	A
Reliability	**On-Time Performance** | 79%	82%	*82%*	B	87%	*82%*	A	85%	*84%*	A
	Crowding | 5.0%	1.4%	*0.5%*	A	1.0%	*0.2%*	A	0.0%	*0.1%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.71 Off-Peak: 0.56	*Peak: 0.39 Off-Peak: 0.29*	B	0.63	*0.30*	B	0.54	*0.28*	B
Cost Effectiveness	**Operating Cost per Passenger Trip** | $7.00	$2.57	*$4.67*	A	$3.14	*$5.07*	A	$3.55	*$5.13*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route K12

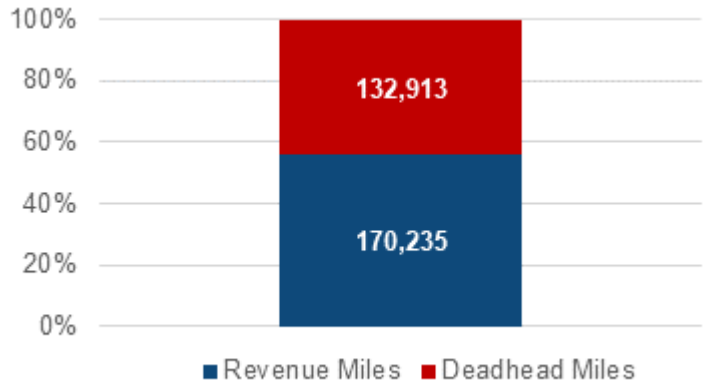
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	5.1	*6.1*	E
Route Design	**Circuity |** N/A	2.15	*2.00*	-

	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 |** 10.0	45.5	*29.7*	A	37.2	*29.3*	A	32.9	*27.9*	A
	Passengers per Revenue Mile | 1.0	3.7	*3.0*	A	3.3	*2.9*	A	2.7	*2.7*	A
	Unique Segment Ridership | 10%	67%	*31%*	A	60%	*33%*	A	61%	*32%*	A
Reliability	**On-Time Performance |** 79%	82%	*82%*	B	87%	*82%*	A	85%	*84%*	A
	Crowding | 5.0%	1.4%	*0.4%*	A	0.7%	*0.2%*	A	0.0%	*0.1%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.65 Off-Peak: 0.50	*Peak: 0.39 Off-Peak: 0.29*	B	0.60	*0.31*	B	0.50	*0.27*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$2.57	*$4.77*	A	$3.14	*$4.83*	A	$3.55	*$4.94*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

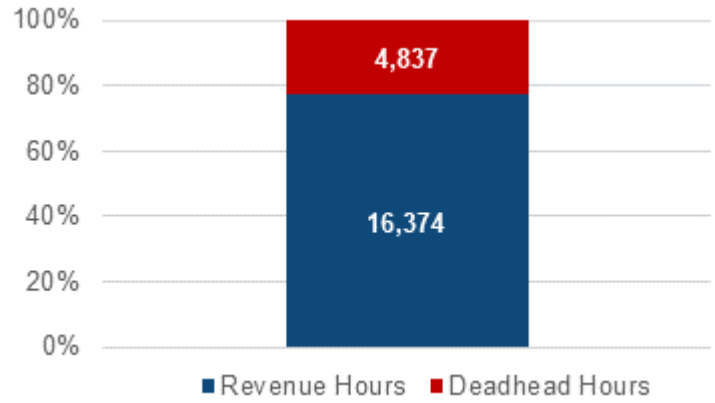
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



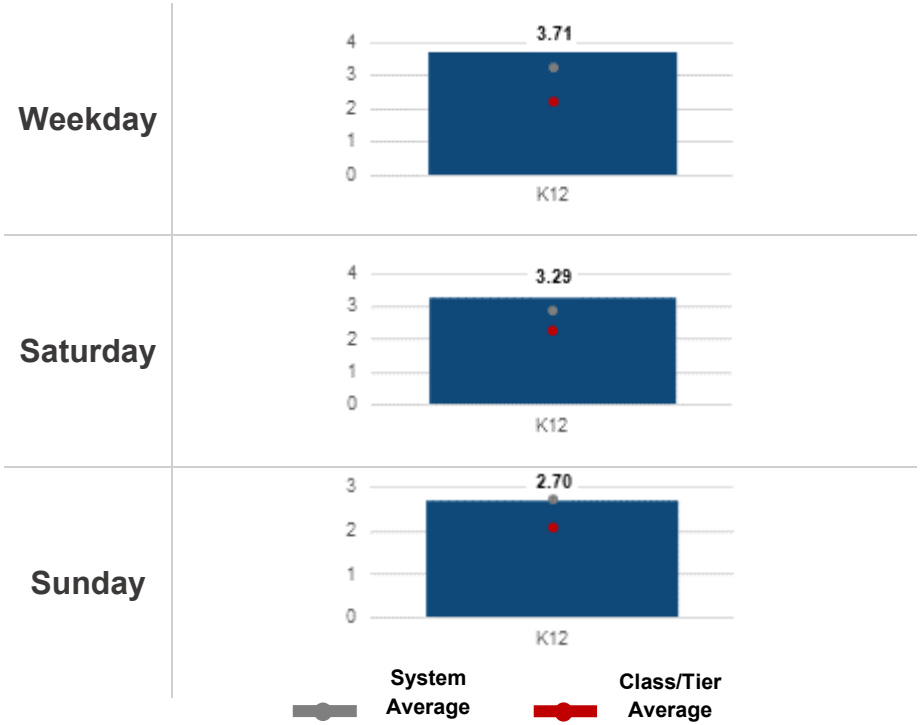
Hours Allocation



Service Delivery

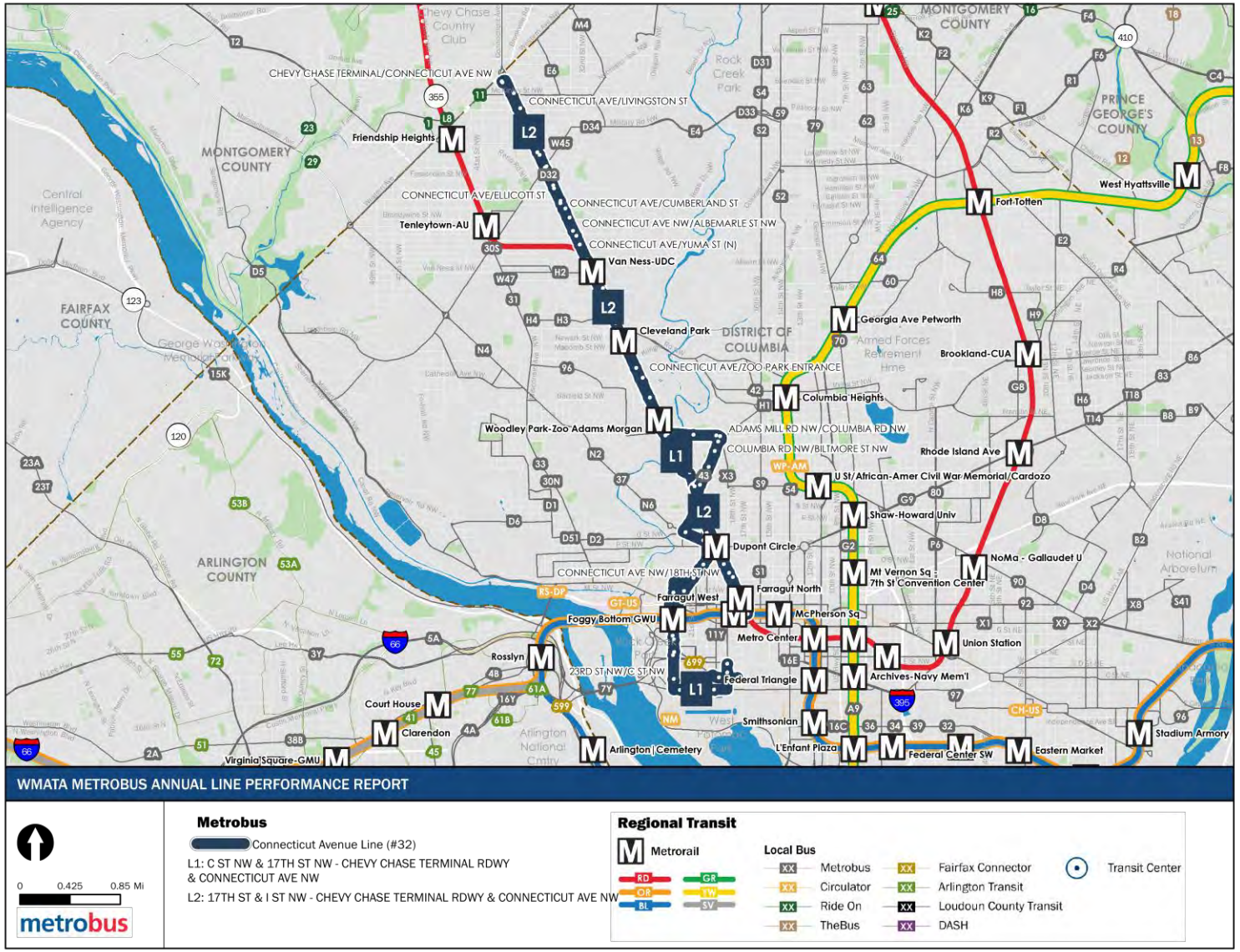
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
K12	20.5	10,327	8,783 (85%)

Passenger Miles per Revenue Mile



LINE: 32 – CONNECTICUT AVENUE ROUTE(S): L1,2

About the Line



Service Classification

Framework

Activity Tier

1

Overall Grade

Line	B

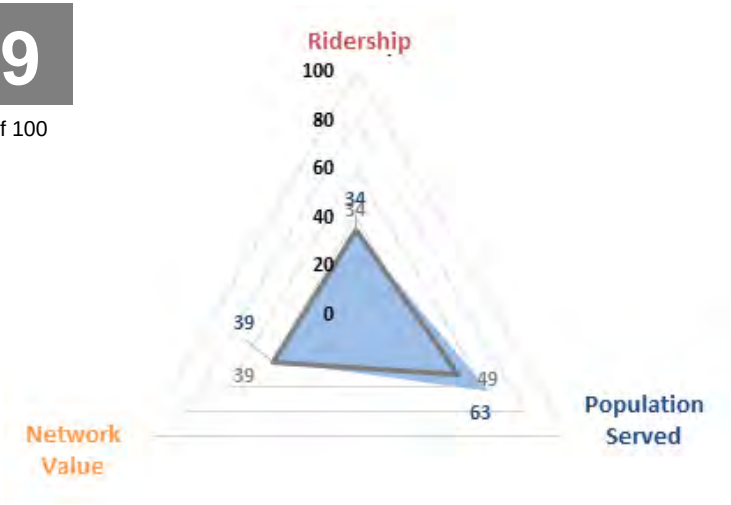
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

39

Out of 100



Classification Average:

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$4,242,150
Peak Vehicles	14
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

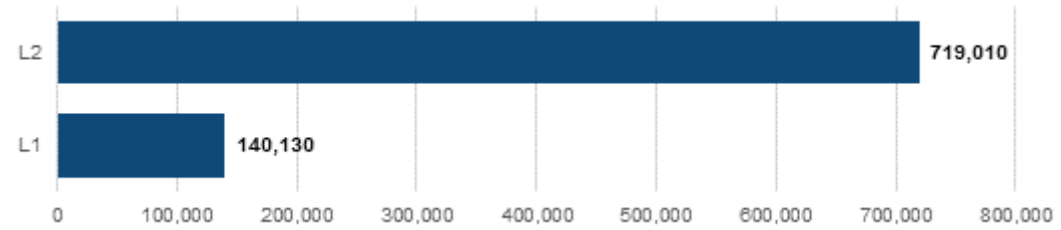
Service Area Population		75,025
Minority Population	*Service Area*	21,091
	Rider Survey	1,713 (51%)
Low-Income Households	*Service Area*	5,211
	Rider Survey	574 (18%)

Facilities/Amenities

Bus Stops	158
Bus Shelters	62
Benches	72
Real-Time Signs	9

Ridership

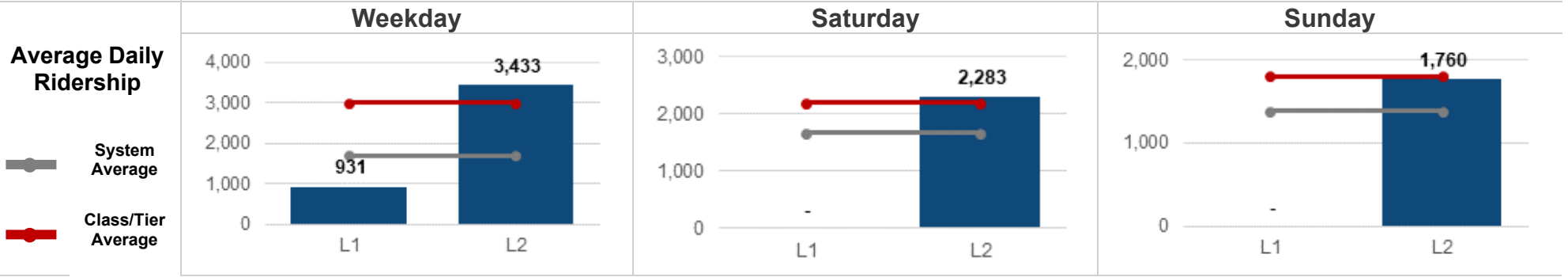
Annual Ridership



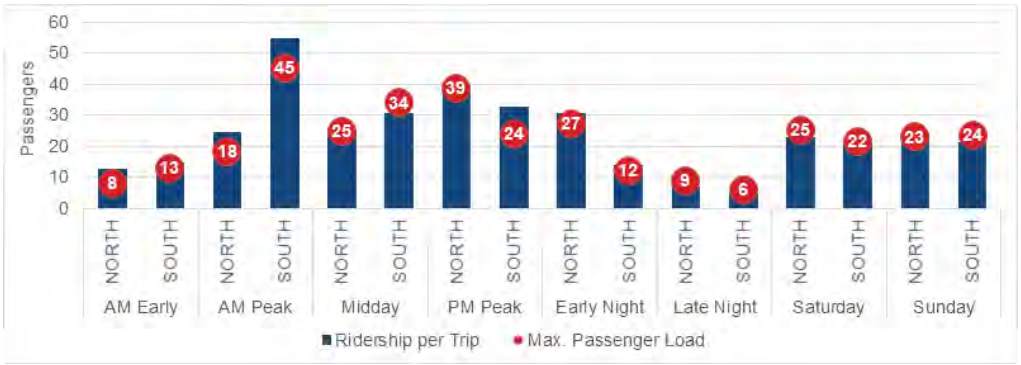
Top Transfer Locations

Van Ness-UDC, Farragut West, Foggy Bottom

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period

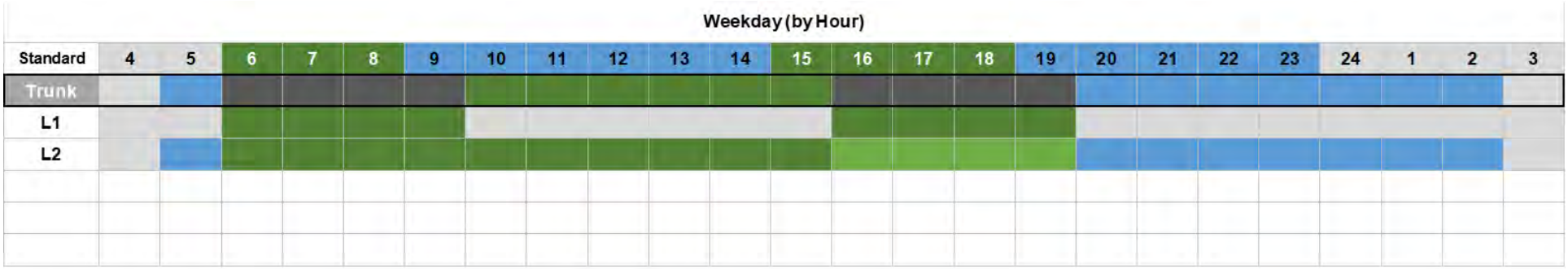


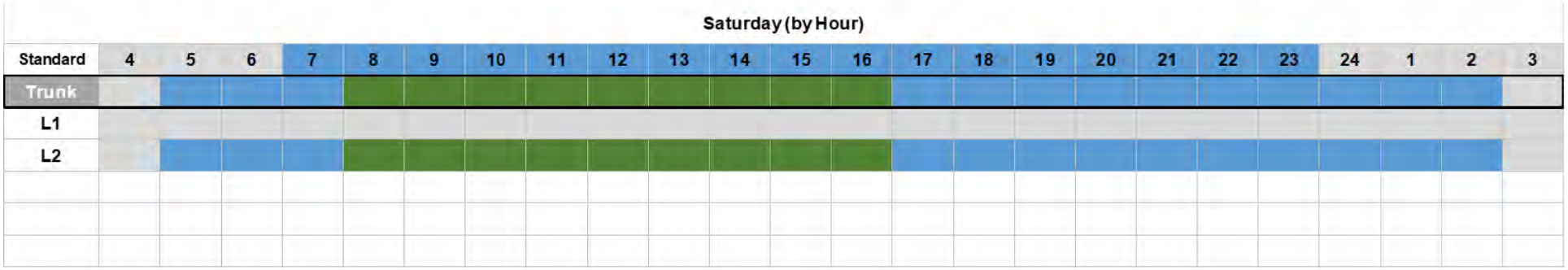
Vehicle Load Factor

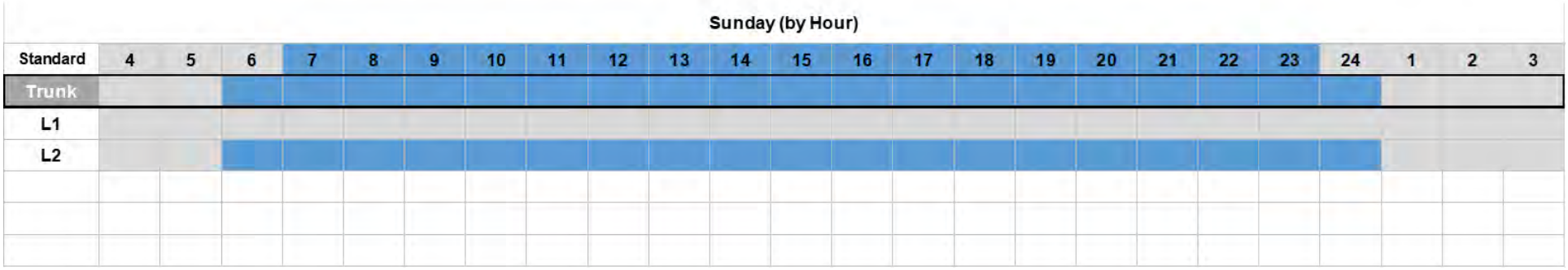
	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.20	0.58	0.67
Weekday	**Off-Peak** Maximum Target: 1.00	0.34	0.30
	Saturday Maximum Target: 1.00	0.36	0.35
	Sunday Maximum Target: 1.00	0.35	0.34

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—







[1] Span/frequency standards are only applicable at the line level.

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 a.m. - 2:40 a.m.	-	A	5:42 a.m. - 2:47 a.m.	-	A	6:00 a.m. - 12:56 a.m.	-	A
	Frequency of Service | varies	Peak: 8.6 / Off-Peak: 19.6	*Peak: 15.0 / Off-Peak: 21.8*	A	25.8	*28.5*	A	28.2	*32.0*	A
Productivity	**Passengers per Revenue Hour** | 30.0	37.2	*33.0*	A	29.2	*29.0*	C	27.6	*28.9*	C
	Passengers per Revenue Mile | 4.0	5.4	*3.7*	A	4.0	*3.0*	C	3.9	*2.9*	C
Reliability	**On-Time Performance** | 79%	78%	*76%*	C	81%	*78%*	B	82%	*80%*	B
	Crowding | 5.0%	3.7%	*2.1%*	A	0.0%	*1.0%*	A	0.0%	*0.8%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.58 Off-Peak: 0.34	*Peak: 0.52 Off-Peak: 0.40*	B	0.36	*0.38*	A	0.35	*0.37*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $5.00	$3.15	*$3.91*	A	$4.00	*$4.52*	A	$4.24	*$4.63*	A
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route L1

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	7.9	*5.6*	E
Route Design	**Circuity |** 1.75	1.23	*1.44*	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 |** 30.0	51.8	*32.2*	A		*28.3*	-		*28.3*	-
	Passengers per Revenue Mile | 4.0	7.9	*3.7*	A		*3.0*	-		*2.9*	-
	Unique Segment Ridership | 10%	4%	*17%*	E		*19%*	-		*19%*	-
Reliability	**On-Time Performance |** 79%	70%	*77%*	D		*79%*	-		*80%*	-
	Crowding | 5.0%	5.1%	*2.0%*	C		*1.1%*	-		*0.9%*	-
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.74 Off-Peak:	*Peak: 0.53 Off-Peak: 0.41*	B		*0.39*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$2.26	*$4.18*	A		*$4.72*	-		*$4.78*	-
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route L2

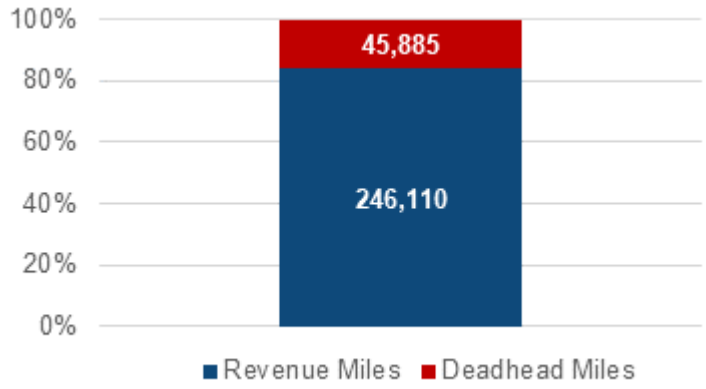
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	7.1	*5.6*	E
Route Design	**Circuity |** 1.75	1.20	*1.44*	A

	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 |** 30.0	34.5	*32.2*	A	29.2	*28.3*	C	27.6	*28.3*	C
	Passengers per Revenue Mile | 4.0	5.0	*3.7*	A	4.0	*3.0*	C	3.9	*2.9*	C
	Unique Segment Ridership | 10%	1%	*17%*	E	1%	*19%*	E	1%	*19%*	E
Reliability	**On-Time Performance |** 79%	80%	*77%*	B	81%	*79%*	B	82%	*80%*	B
	Crowding | 5.0%	3.2%	*2.0%*	A	0.0%	*1.1%*	A	0.0%	*0.9%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.60 Off-Peak: 0.30	*Peak: 0.53 Off-Peak: 0.41*	B+	0.40	*0.39*	A	0.30	*0.35*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$3.39	*$4.18*	A	$4.00	*$4.72*	A	$4.24	*$4.78*	A
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

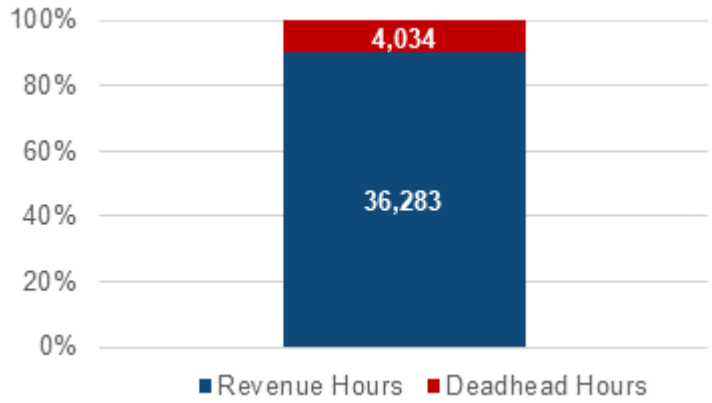
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



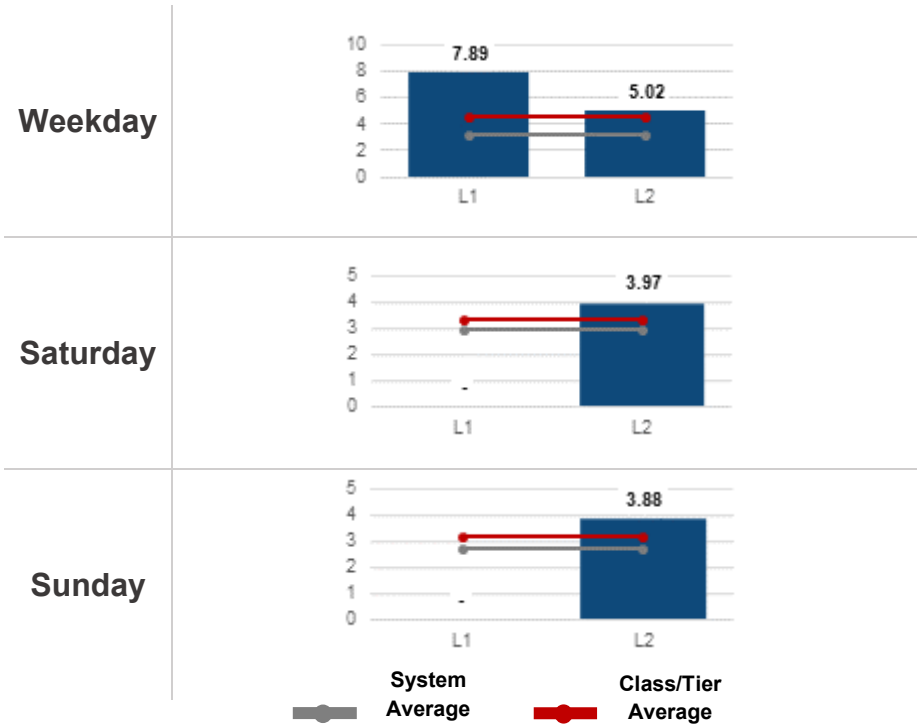
Hours Allocation



Service Delivery

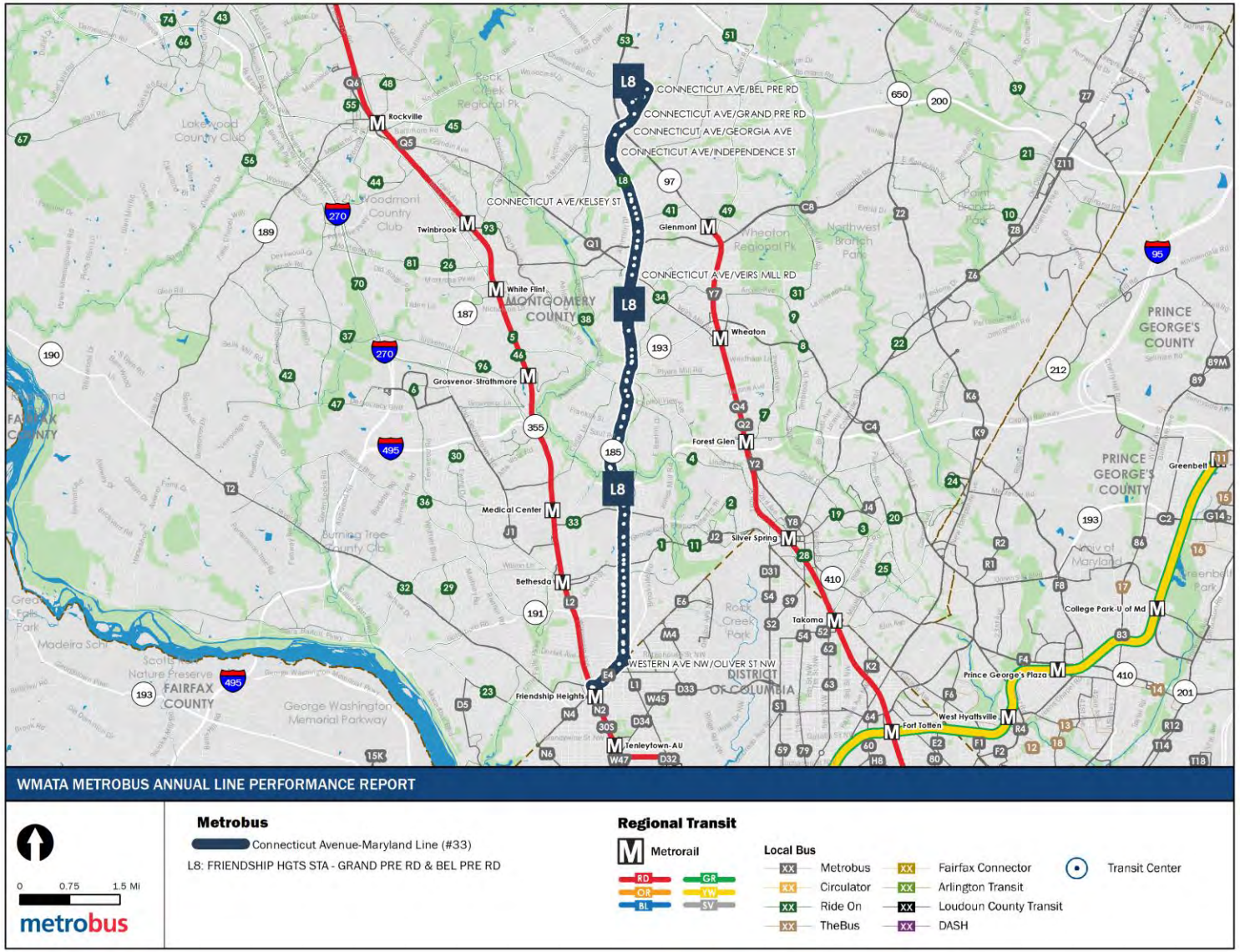
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
L1	14.3	2,016	1,408 (70%)
L2	17.7	18,169	12,384 (68%)

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	B

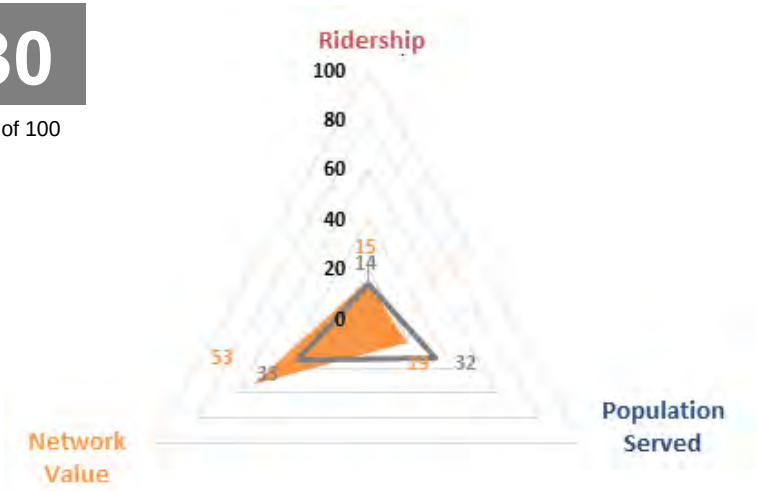
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

30

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$2,146,164
Peak Vehicles	9
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

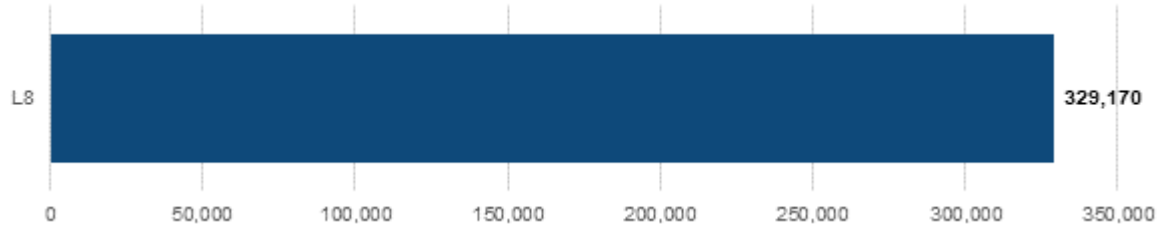
Service Area Population		38,305
Minority Population	*Service Area*	22,058
	Rider Survey	1,145 (77%)
Low-Income Households	*Service Area*	1,571
	Rider Survey	611 (46%)

Facilities/Amenities

Bus Stops	130
Bus Shelters	22
Benches	31
Real-Time Signs	1

Ridership

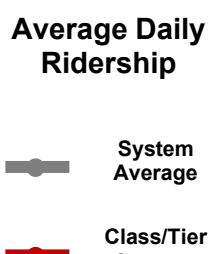
Annual Ridership

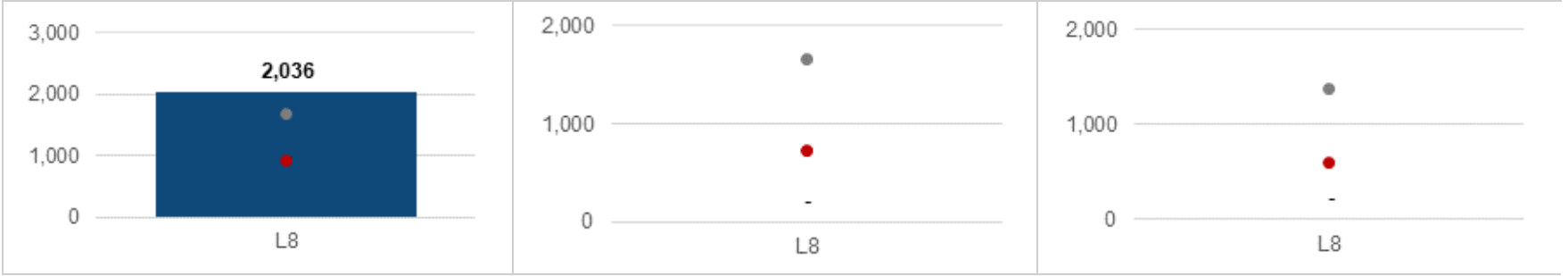


Top Transfer Locations

Friendship Heights

Average Daily Ridership





Average Trip Ridership and Maximum Load by Time Period

Vehicle Load Factor

	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.00	0.38	0.42
	Off-Peak Maximum Target: 1.00	0.31	0.36
	Saturday Maximum Target: 1.00		
	Sunday Maximum Target: 1.00		

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
L8																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk					—	—	—	—	—	—	—	—	—	—	—	—								
L8																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk					—	—	—	—	—	—	—	—	—	—	—	—								
L8																								

[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

B 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	4:52 a.m. - 11:38 p.m.	-	A		-	C		-	C
	Frequency of Service | varies	Peak: 19.1 / Off-Peak: 29.8	*Peak: 20.6 / Off-Peak: 32.7*	A		*40.5*	-		*41.1*	-
Productivity	**Passengers per Revenue Hour** | 10.0	28.0	*28.8*	A		*27.4*	-		*26.0*	-
	Passengers per Revenue Mile | 1.0	2.2	*2.9*	A		*2.7*	-		*2.5*	-
Reliability	**On-Time Performance** | 79%	75%	*82%*	C		*82%*	-		*84%*	-
	Crowding | 5.0%	0.4%	*0.5%*	A		*0.2%*	-		*0.1%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.38 Off-Peak: 0.31	*Peak: 0.39 Off-Peak: 0.29*	A		*0.30*	-		*0.28*	-
Cost Effectiveness	**Operating Cost per Passenger Trip** | $7.00	$4.18	*$4.67*	A		*$5.07*	-		*$5.13*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route L8

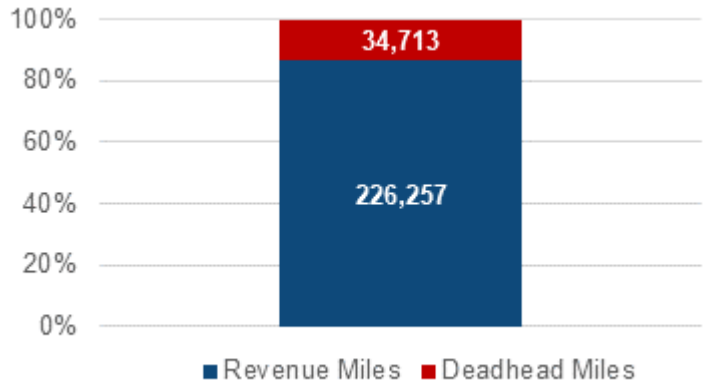
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	6.5	*6.1*	E
Route Design	**Circuity |** N/A	1.16	*2.00*	A

	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 |** 10.0	28.0	*29.7*	A		*29.3*	-		*27.9*	-
	Passengers per Revenue Mile | 1.0	2.2	*3.0*	A		*2.9*	-		*2.7*	-
	Unique Segment Ridership | 10%	87%	*31%*	A		*33%*	-		*32%*	-
Reliability	**On-Time Performance |** 79%	75%	*82%*	C		*82%*	-		*84%*	-
	Crowding | 5.0%	0.4%	*0.4%*	A		*0.2%*	-		*0.1%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.40 Off-Peak: 0.30	*Peak: 0.39 Off-Peak: 0.29*	A		*0.31*	-		*0.27*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$4.18	*$4.77*	A		*$4.83*	-		*$4.94*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

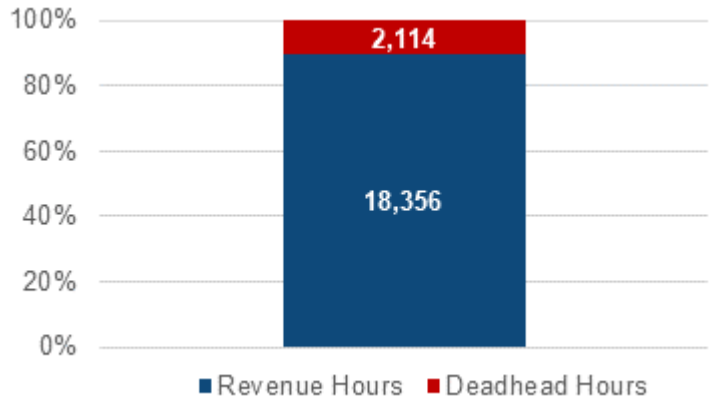
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



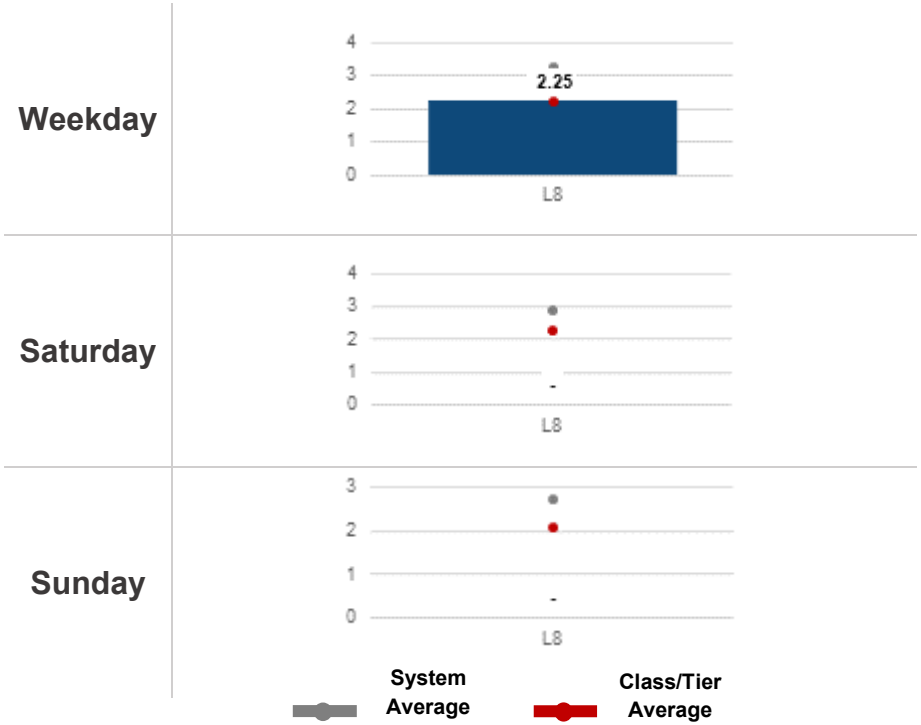
Hours Allocation



Service Delivery

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
L8	21.4	10,352	7,788 (75%)

Passenger Miles per Revenue Mile



LINE: 84 – NEBRASKA AVENUE ROUTE(S): M4

About the Line

Service Classification

Coverage

Activity Tier

3

Overall Grade

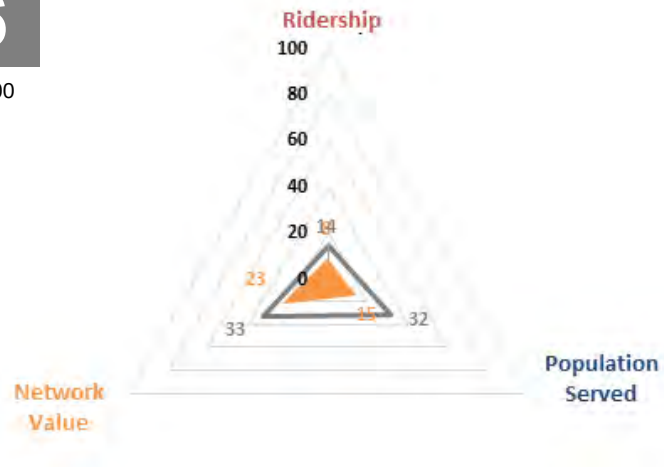
Line	B

Legend
Exceeds Meets
Approaches Below Significantly Below

Line Benefit Score

16

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$1,149,195
Peak Vehicles	5
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

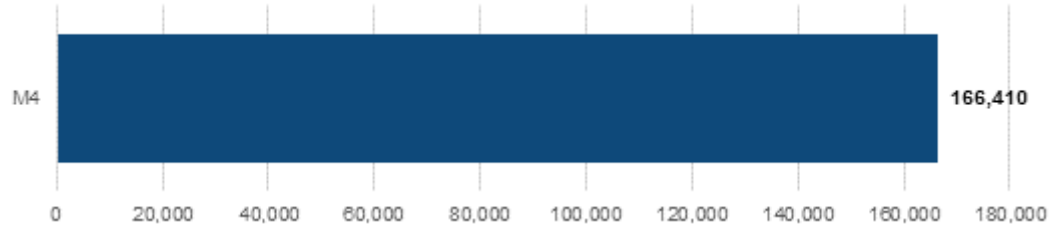
Service Area Population		20,537
Minority Population	*Service Area*	5,994
	Rider Survey	401 (49%)
Low-Income Households	*Service Area*	956
	Rider Survey	291 (37%)

Facilities/Amenities

Bus Stops	90
Bus Shelters	8
Benches	5
Real-Time Signs	1

Ridership

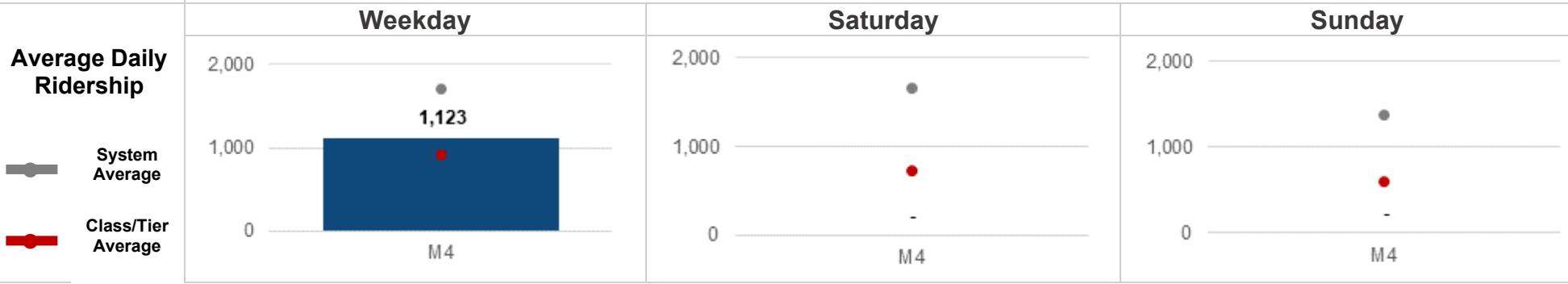
Annual Ridership



Top Transfer Locations

Tenleytown-AU

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period

Vehicle Load Factor

	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.00	0.21	0.34
Weekday	**Off-Peak** Maximum Target: 1.00	0.12	0.16
	Saturday Maximum Target: 1.00		
	Sunday Maximum Target: 1.00		

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
M4																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk					—	—	—	—	—	—	—	—	—	—	—	—								
M4																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk					—	—	—	—	—	—	—	—	—	—	—	—								
M4																								

[1] Span/frequency standards are only applicable at the line level.

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	5:56 a.m. - 9:33 p.m.	-	A		-	C		-	C
	Frequency of Service | varies	Peak: 12.2 / Off-Peak: 19.7	*Peak: 20.6 / Off-Peak: 32.7*	A		*40.5*	-		*41.1*	-
Productivity	**Passengers per Revenue Hour** | 10.0	28.1	*28.8*	A		*27.4*	-		*26.0*	-
	Passengers per Revenue Mile | 1.0	2.7	*2.9*	A		*2.7*	-		*2.5*	-
Reliability	**On-Time Performance** | 79%	80%	*82%*	B		*82%*	-		*84%*	-
	Crowding | 5.0%	0.7%	*0.5%*	A		*0.2%*	-		*0.1%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.21 Off-Peak: 0.12	*Peak: 0.39 Off-Peak: 0.29*	A		*0.30*	-		*0.28*	-
Cost Effectiveness	**Operating Cost per Passenger Trip** | $7.00	$4.16	*$4.67*	A		*$5.07*	-		*$5.13*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route M4

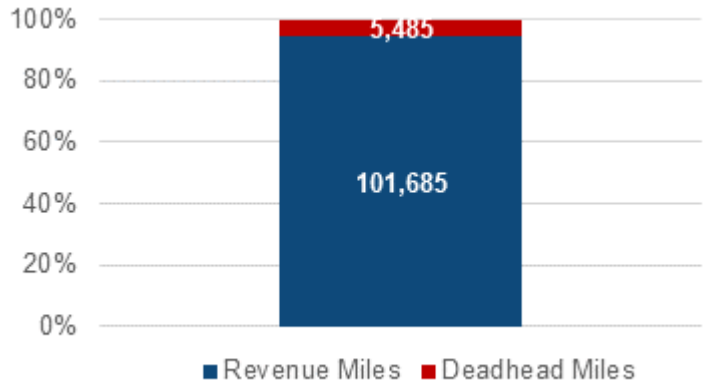
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	8.5	*6.1*	E
Route Design	**Circuity |** N/A	1.29	*2.00*	-

	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 |** 10.0	28.1	*29.7*	A		*29.3*	-		*27.9*	-
	Passengers per Revenue Mile | 1.0	2.7	*3.0*	A		*2.9*	-		*2.7*	-
	Unique Segment Ridership | 10%	19%	*31%*	A		*33%*	-		*32%*	-
Reliability	**On-Time Performance |** 79%	80%	*82%*	B		*82%*	-		*84%*	-
	Crowding | 5.0%	0.7%	*0.4%*	A		*0.2%*	-		*0.1%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.26 Off-Peak: 0.10	*Peak: 0.39 Off-Peak: 0.29*	A		*0.31*	-		*0.27*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$4.16	*$4.77*	A		*$4.83*	-		*$4.94*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

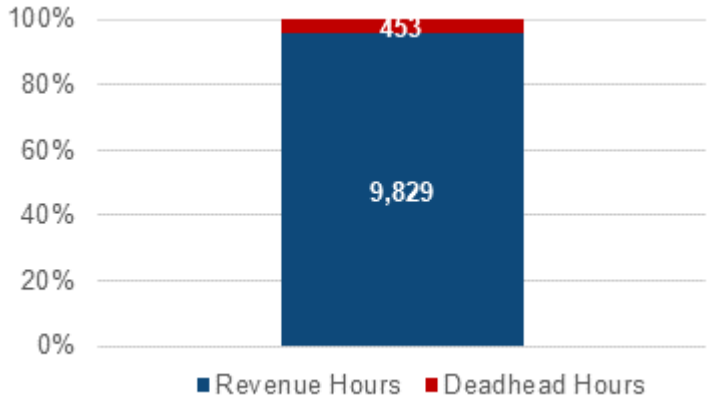
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



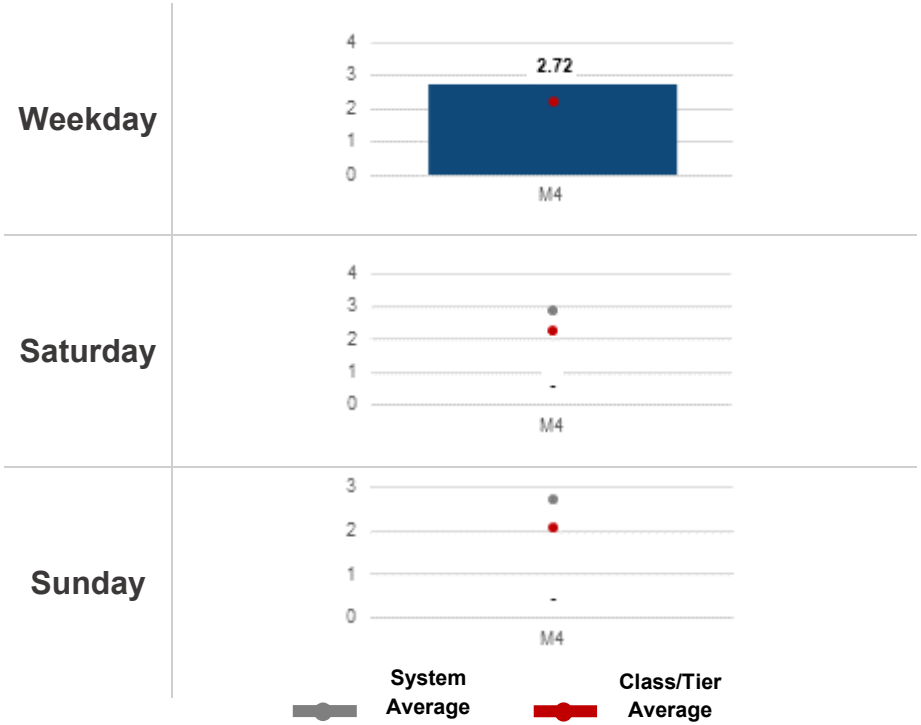
Hours Allocation



Service Delivery

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
M4	8.8	13,174	9,448 (72%)

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

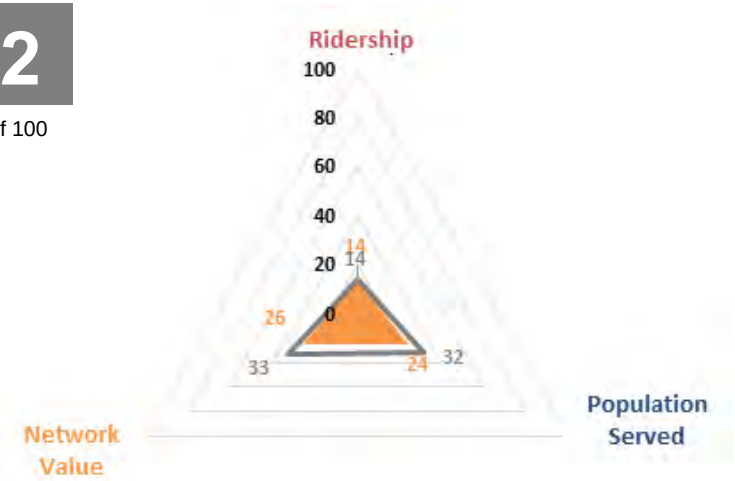
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

22

Out of 100



Classification Average: △

Line Focus:

Population Served	Network Value	Ridership	Balanced

Operating Statistics

Annual Operating Costs	$1,532,730
Peak Vehicles	5
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

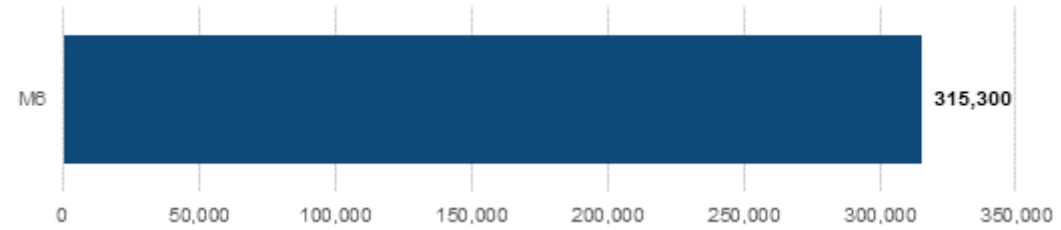
Service Area Population		18,333
Minority Population	*Service Area*	15,719
	Rider Survey	1,064 (95%)
Low-Income Households	*Service Area*	2,254
	Rider Survey	493 (46%)

Facilities/Amenities

Bus Stops	35
Bus Shelters	6
Benches	5
Real-Time Signs	2

Ridership

Annual Ridership



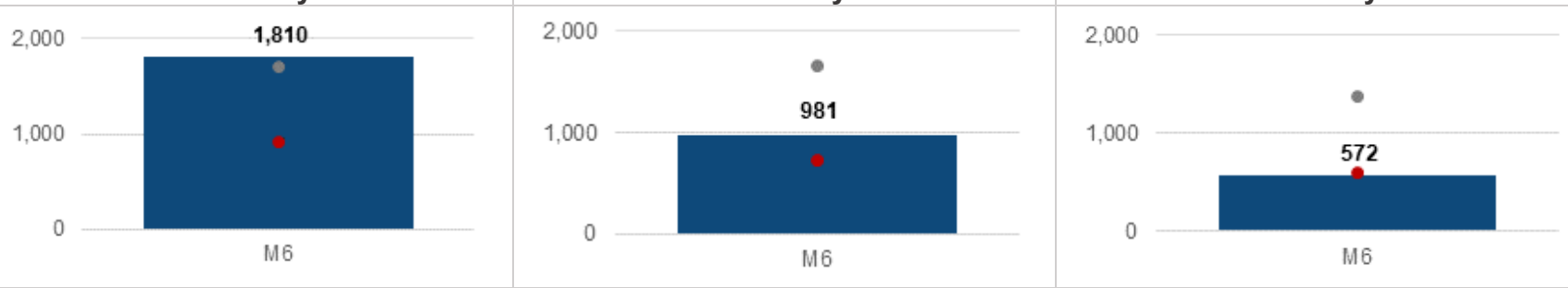
Top Transfer Locations

Potomac Avenue

Average Daily Ridership

System Average

Class/Tier Average



Average Trip Ridership and Maximum Load by Time Period

Vehicle Load Factor

	Direction:	East	West
Weekday	**Peak** Maximum Target: 1.00	0.33	0.32
	Off-Peak Maximum Target: 1.00	0.24	0.27
	Saturday Maximum Target: 1.00	0.18	0.24
	Sunday Maximum Target: 1.00	0.19	0.26

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
M6																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
M6																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
M6																								

[1] Span/frequency standards are only applicable at the line level.

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	5:00 a.m. - 1:17 a.m.	-	A	5:30 a.m. - 1:17 a.m.	-	A	6:30 a.m. - 12:47 a.m.	-	A
	Frequency of Service | varies	Peak: 15.3 / Off-Peak: 20.0	*Peak: 20.6 / Off-Peak: 32.7*	A	26.6	*40.5*	A	41.4	*41.1*	A
Productivity	**Passengers per Revenue Hour** | 10.0	44.0	*28.8*	A	34.1	*27.4*	A	39.4	*26.0*	A
	Passengers per Revenue Mile | 1.0	4.6	*2.9*	A	3.3	*2.7*	A	3.6	*2.5*	A
Reliability	**On-Time Performance** | 79%	82%	*82%*	B	87%	*82%*	A	91%	*84%*	A
	Crowding | 5.0%	0.2%	*0.5%*	A	0.0%	*0.2%*	A	0.0%	*0.1%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.33 Off-Peak: 0.24	*Peak: 0.39 Off-Peak: 0.29*	A	0.18	*0.30*	A	0.19	*0.28*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $7.00	$2.66	*$4.67*	A	$3.43	*$5.07*	A	$2.97	*$5.13*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route M6

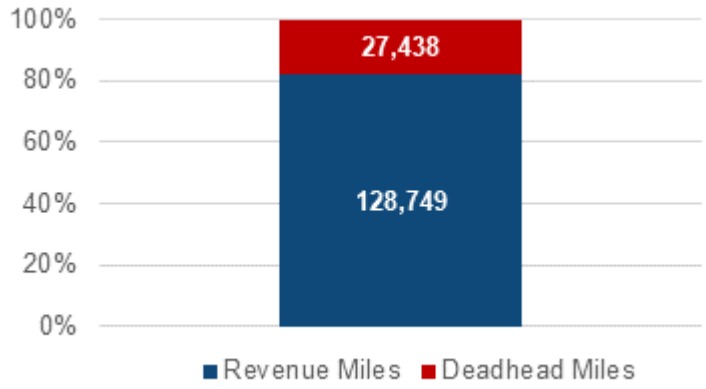
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	5.6	*6.1*	E
Route Design	**Circuity |** N/A	1.81	*2.00*	-

	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 |** 10.0	44.0	*29.7*	A	34.1	*29.3*	A	39.4	*27.9*	A
	Passengers per Revenue Mile | 1.0	4.6	*3.0*	A	3.3	*2.9*	A	3.6	*2.7*	A
	Unique Segment Ridership | 10%	22%	*31%*	A	17%	*33%*	A	17%	*32%*	A
Reliability	**On-Time Performance |** 79%	82%	*82%*	B	87%	*82%*	A	91%	*84%*	A
	Crowding | 5.0%	0.2%	*0.4%*	A	0.0%	*0.2%*	A	0.0%	*0.1%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.33 Off-Peak: 0.30	*Peak: 0.39 Off-Peak: 0.29*	A	0.20	*0.31*	A	0.20	*0.27*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$2.66	*$4.77*	A	$3.43	*$4.83*	A	$2.97	*$4.94*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

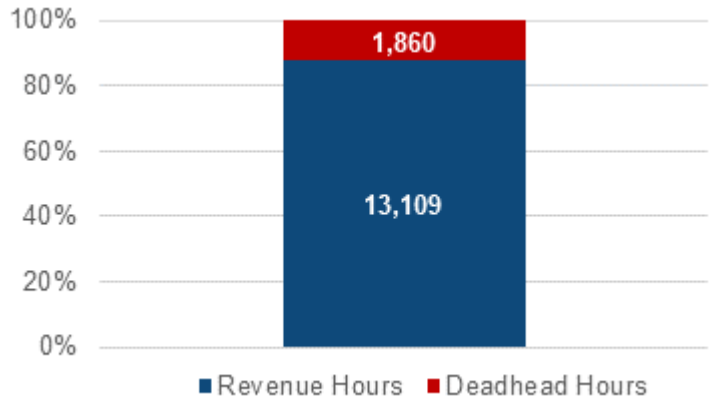
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



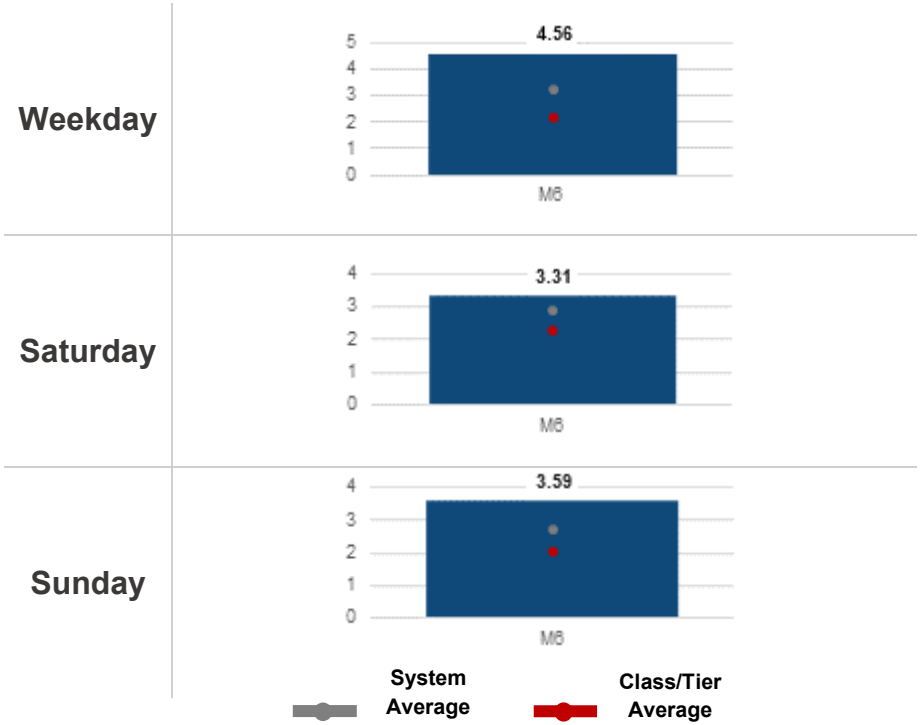
Hours Allocation



Service Delivery

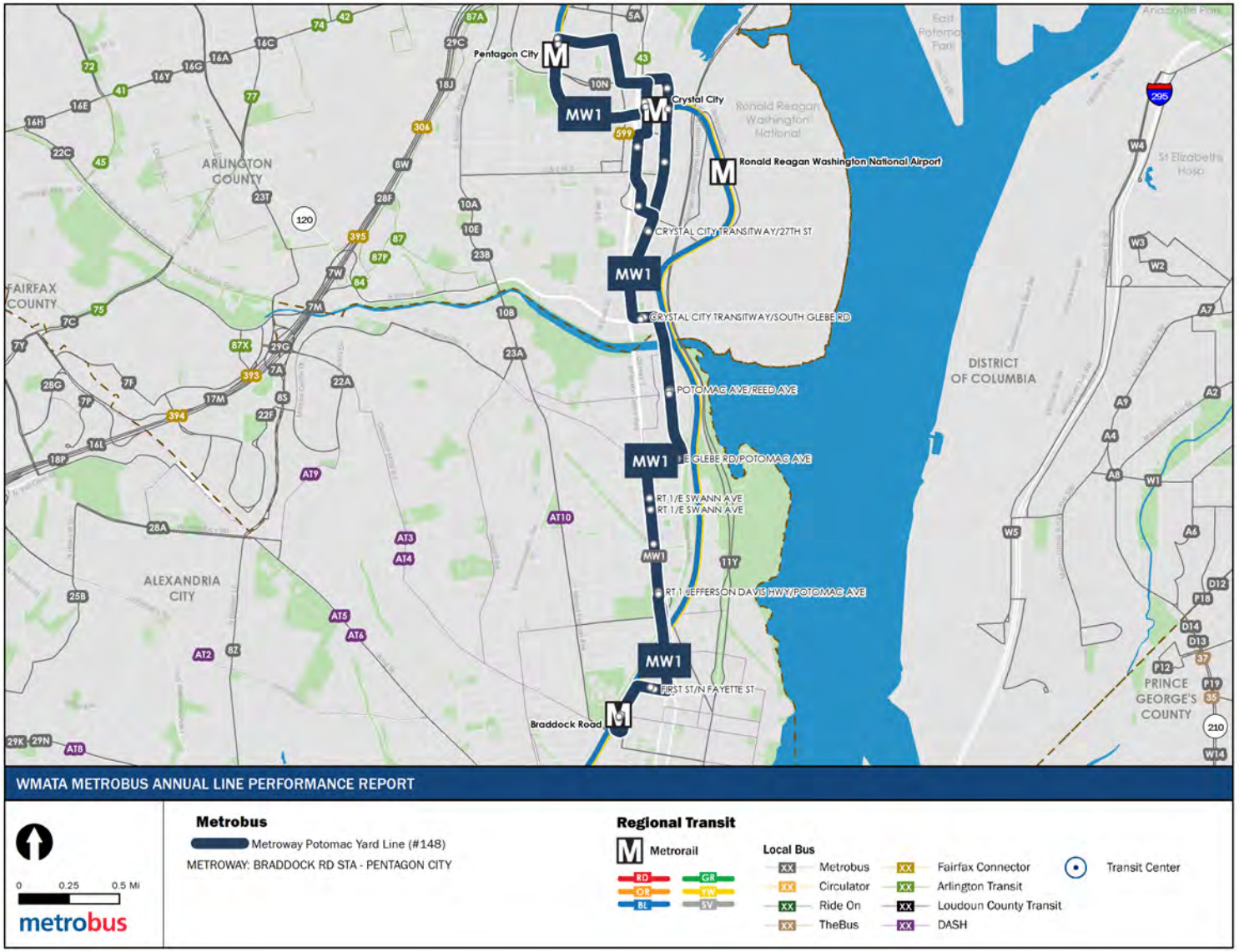
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
M6	6.7	18,574	14,969 (81%)

Passenger Miles per Revenue Mile



LINE: 148 – METROWAY POTOMAC YARD ROUTE(S): MW1

About the Line



Service Classification

BRT

Activity Tier

1

Overall Grades

Line	C

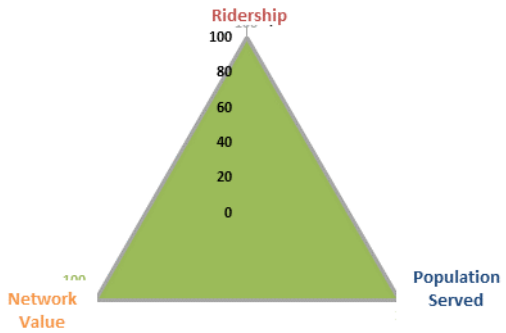
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

100

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$3,709,135
Peak Vehicles	8
Vehicle Type(s)	MWAY

Service Area Context (1/4 Mile)

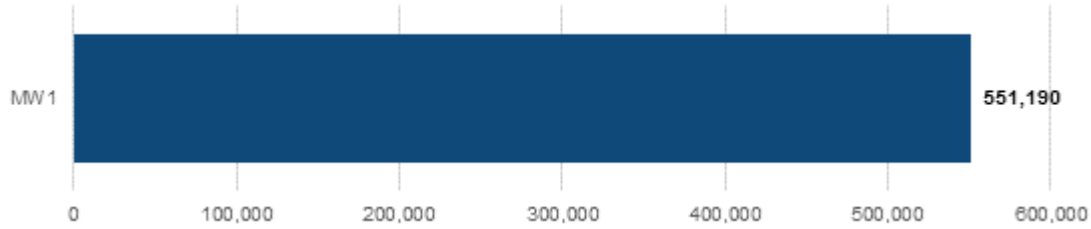
Service Area Population		28,633
Minority Population	*Service Area*	11,380
	Rider Survey	1,117 (55%)
Low-Income Households	*Service Area*	1,527
	Rider Survey	348 (18%)

Facilities/Amenities

Bus Stops	35
Bus Shelters	3
Benches	1
Real-Time Signs	13

Ridership

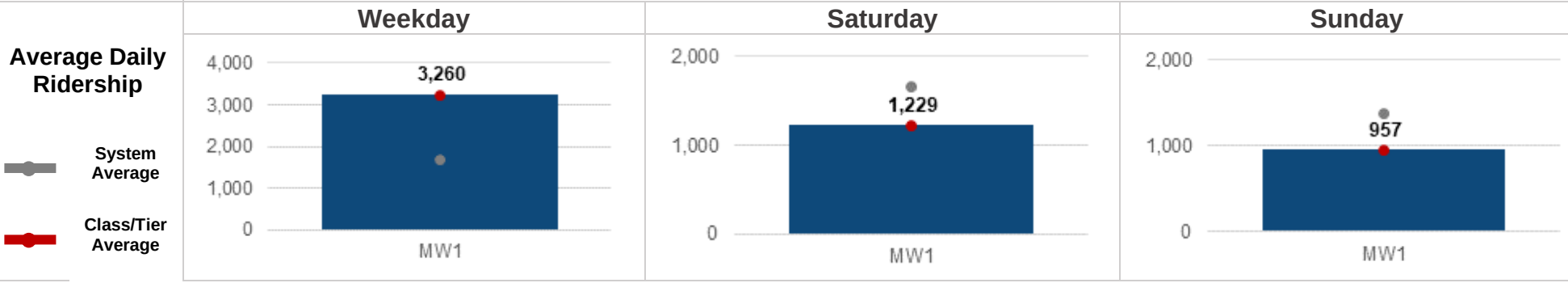
Annual Ridership



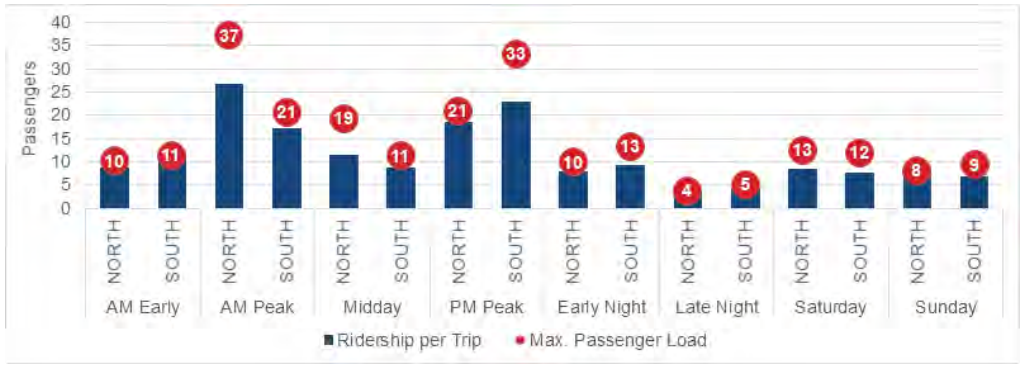
Top Transfer Locations

Crystal City, Braddock Road, Pentagon City

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period

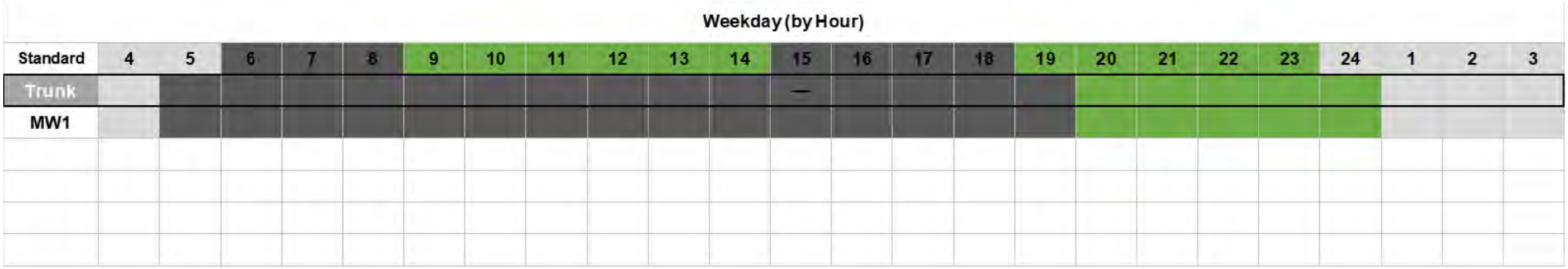


Vehicle Load Factor

	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.20	0.45	0.42
	Off-Peak Maximum Target: 1.00	0.17	0.18
	Saturday Maximum Target: 1.00	0.16	0.15
	Sunday Maximum Target: 1.00	0.13	0.13

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							--



[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

C 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 a.m. - 12:24 a.m.	-	A	6:30 a.m. - 12:26 a.m.	-	B	7:30 a.m. - 10:25 p.m.	-	B
	Frequency of Service | varies	Peak: 8.0 / Off-Peak: 11.7	*Peak: 8.0 / Off-Peak: 11.7*	A	20.1	*20.1*	B	20.4	*20.4*	B
Productivity	**Passengers per Revenue Hour |** 35.0	29.6	*29.6*	D	15.8	*15.8*	E	13.2	*13.2*	E
	Passengers per Revenue Mile | 5.0	3.2	*3.2*	E	1.7	*1.7*	E	1.4	*1.4*	E
Reliability	**On-Time Performance |** 79%	79%	*79%*	C		*0%*	-		*0%*	-
	Crowding | 5.0%	2.3%	*2.3%*	A	0.0%	*0.0%*	A	0.0%	*0.0%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.45 Off-Peak: 0.17	*Peak: 0.45 Off-Peak: 0.17*	A	0.16	*0.16*	A	0.13	*0.13*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $3.50	$3.96	*$3.96*	D	$7.38	*$7.38*	E	$8.83	*$8.83*	E
	Cost Recovery | 30%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route MW1

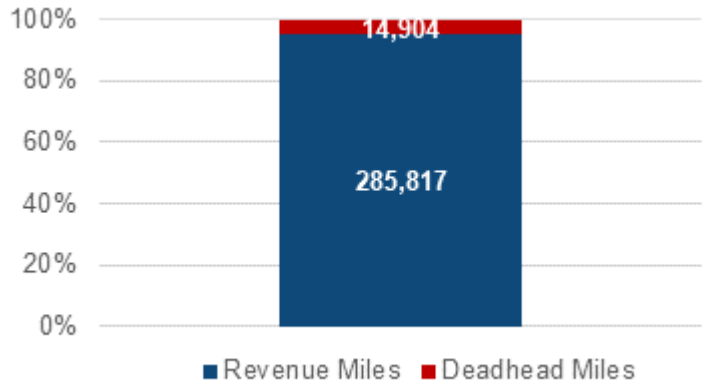
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 2–3	3.8	*3.8*	E
Route Design	**Circuity |** 1.75	1.27	*1.27*	A

	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 |** 35.0	29.6	*29.6*	D	15.8	*15.8*	E	13.2	*13.2*	E
	Passengers per Revenue Mile | 5.0	3.2	*3.2*	E	1.7	*1.7*	E	1.4	*1.4*	E
	Unique Segment Ridership | 25%	87%	*87%*	A	79%	*79%*	A	79%	*79%*	A
Reliability	**On-Time Performance |** 79%	79%	*79%*	C		*0%*	-		*0%*	-
	Crowding | 5.0%	2.3%	*2.3%*	A	0.0%	*0.0%*	A	0.0%	*0.0%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.43 Off-Peak: 0.20	*Peak: 0.43 Off-Peak: 0.18*	A	0.20	*0.16*	A	0.10	*0.15*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $3.50	$3.96	*$3.96*	D	$7.38	*$7.38*	E	$8.83	*$8.83*	E
	Cost Recovery | 30%	**Data Unavailable for FY2020**								

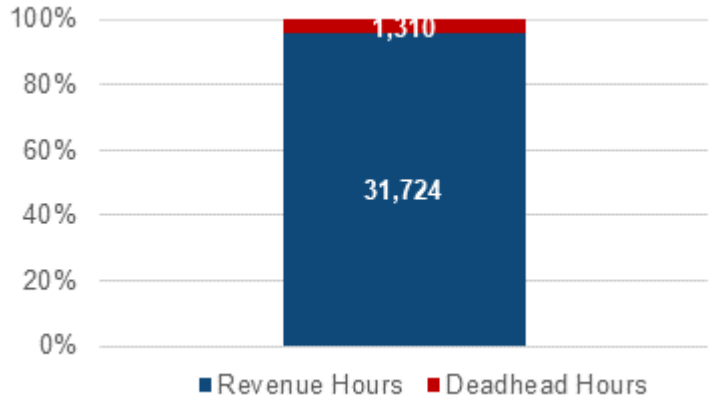
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



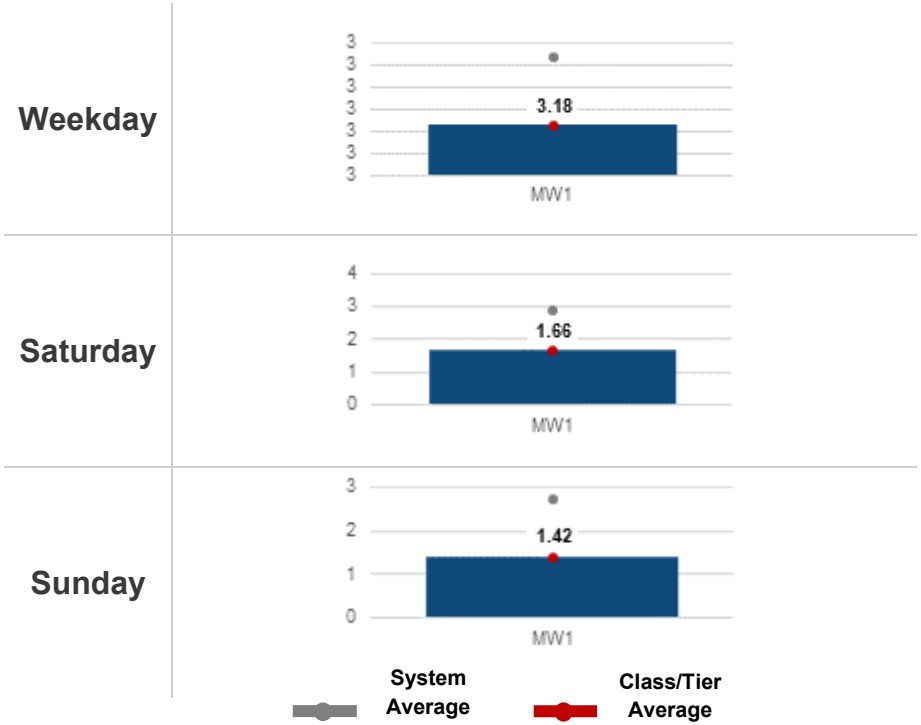
Hours Allocation



Service Delivery

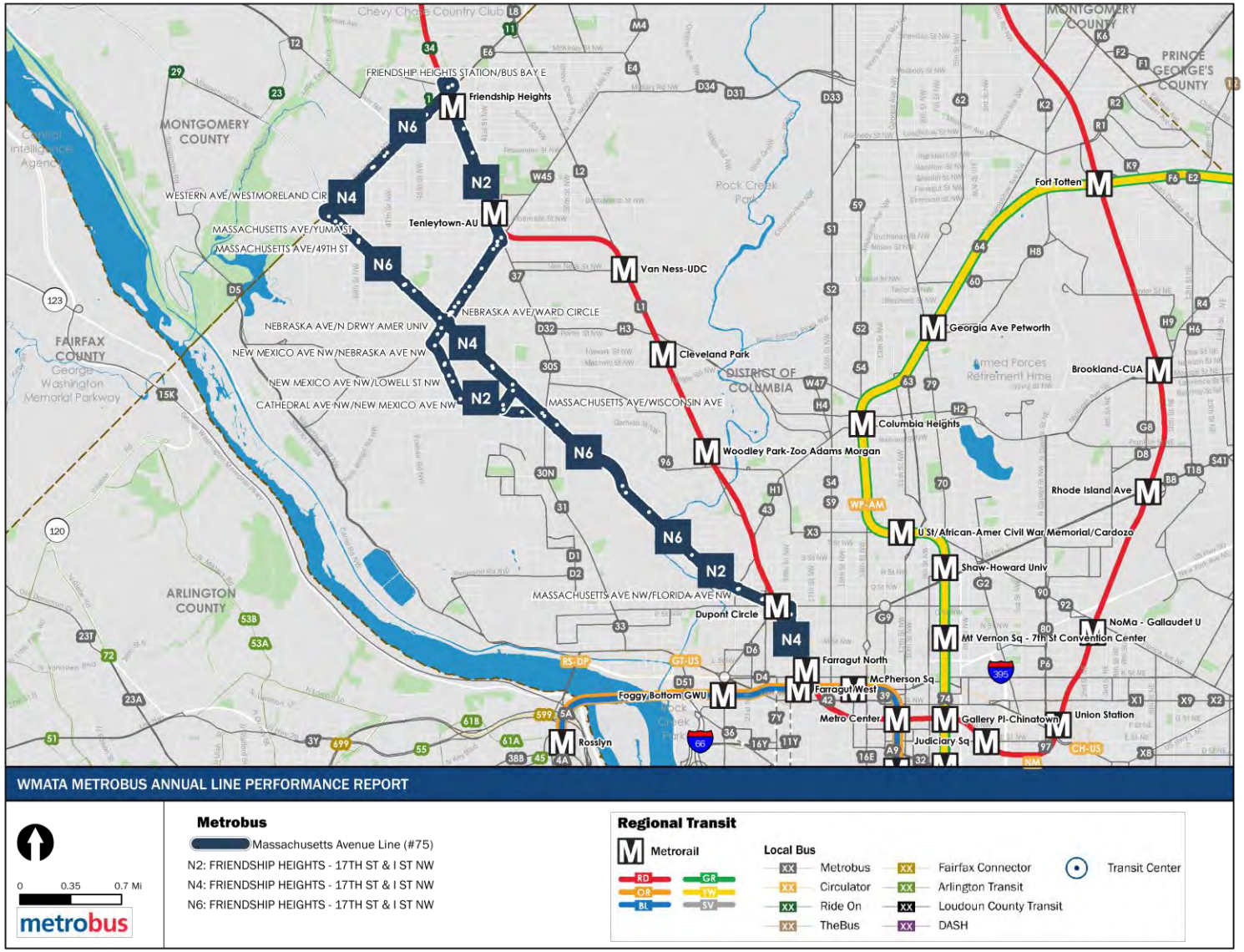
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
MW1	9.2	29,273	26,755 (91%)

Passenger Miles per Revenue Mile



LINE: 75 – MASSACHUSETTS AVENUE ROUTE(S): N2,4,6

About the Line



Service Classification

Framework

Activity Tier

2

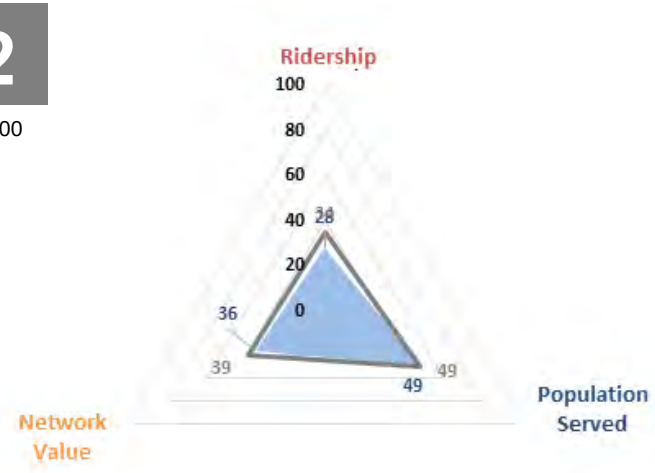
Overall Grade

Line	B

Line Benefit Score

32

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$4,247,441
Peak Vehicles	14
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

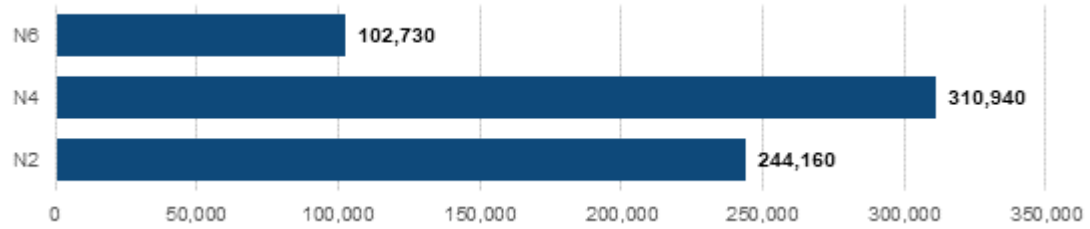
Service Area Population		50,342
Minority Population	*Service Area*	14,514
	Rider Survey	1,341 (49%)
Low-Income Households	*Service Area*	3,504
	Rider Survey	906 (35%)

Facilities/Amenities

Bus Stops	148
Bus Shelters	43
Benches	53
Real-Time Signs	8

Ridership

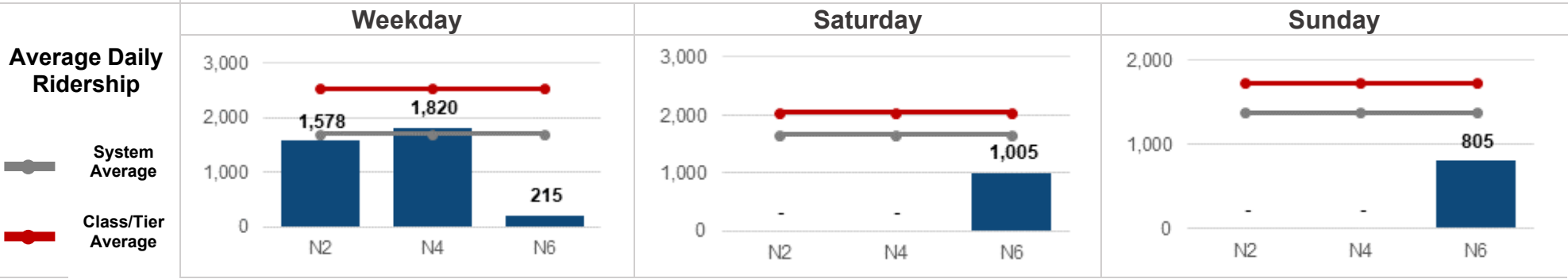
Annual Ridership



Top Transfer Locations

Farragut West, Dupont Circle, Tenleytown-AU

Average Daily Ridership



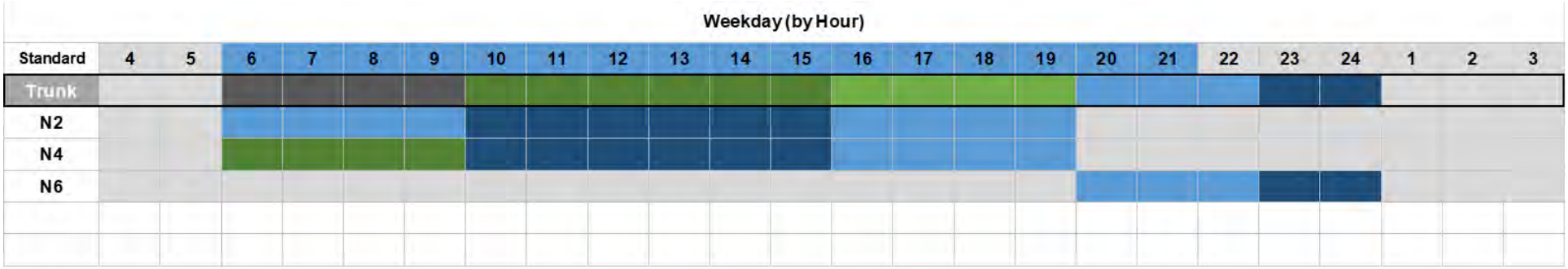
Average Trip Ridership and Maximum Load by Time Period

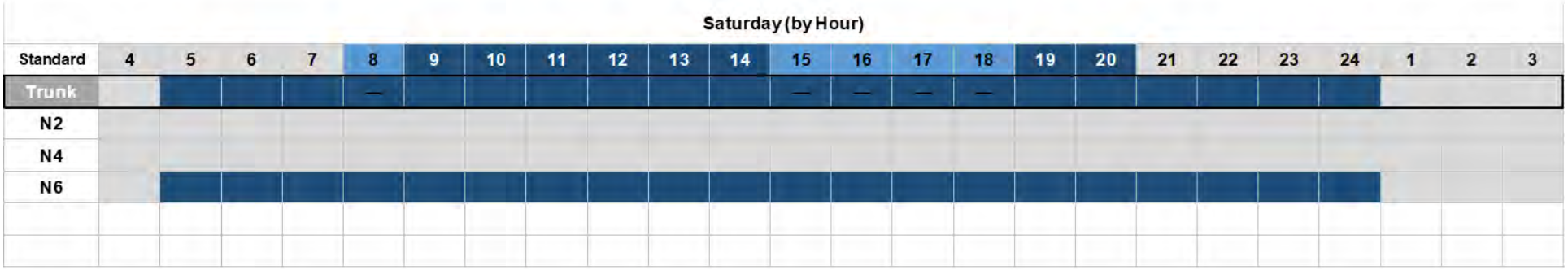
Vehicle Load Factor

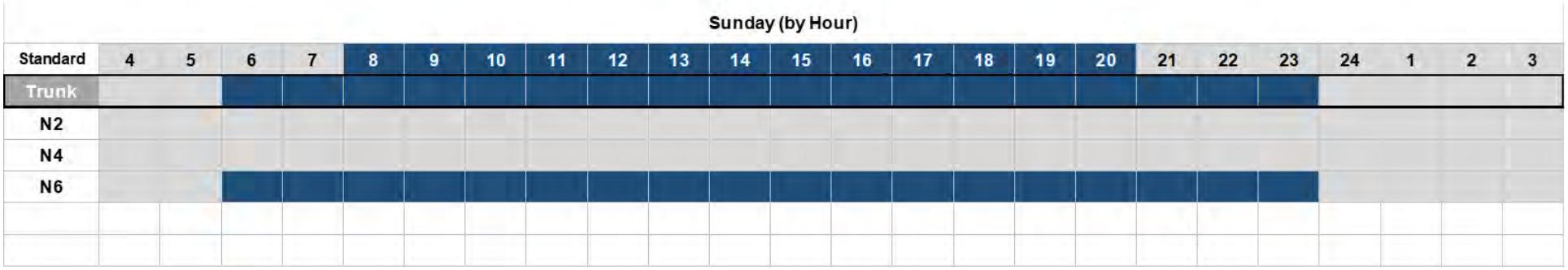
	Direction:	East	West
Weekday	**Peak** Maximum Target: 1.00	0.51	0.53
Weekday	**Off-Peak** Maximum Target: 1.00	0.28	0.32
	Saturday Maximum Target: 1.00	0.28	0.27
	Sunday Maximum Target: 1.00	0.26	0.26

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—







[1] Span/frequency standards are only applicable at the line level.

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	5:35 a.m. - 12:51 a.m.	-	A	5:33 a.m. - 12:52 a.m.	-	A	6:15 a.m. - 11:22 p.m.	-	A
	Frequency of Service | varies	Peak: 11.9 / Off-Peak: 16.7	*Peak: 15.0 / Off-Peak: 21.8*	A	40.6	*28.5*	C	41.3	*32.0*	A
Productivity	**Passengers per Revenue Hour** | 20.0	29.4	*33.0*	A	21.7	*29.0*	B	20.4	*28.9*	B
	Passengers per Revenue Mile | 2.0	3.8	*3.7*	A	2.2	*3.0*	B	2.1	*2.9*	B
Reliability	**On-Time Performance** | 79%	76%	*76%*	C	72%	*78%*	D	72%	*80%*	D
	Crowding | 5.0%	3.5%	*2.1%*	A	0.0%	*1.0%*	A	0.0%	*0.8%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.51 Off-Peak: 0.28	*Peak: 0.52 Off-Peak: 0.40*	B	0.28	*0.38*	A	0.26	*0.37*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $5.00	$3.98	*$3.91*	A	$5.39	*$4.52*	C	$5.72	*$4.63*	D
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route N2

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	7.1	*5.6*	E
Route Design	**Circuity |** 1.75	1.17	*1.44*	-

	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 |** 20.0	31.7	*32.2*	A		*28.3*	-		*28.3*	-
	Passengers per Revenue Mile | 2.0	4.4	*3.7*	A		*3.0*	-		*2.9*	-
	Unique Segment Ridership | 10%	22%	*17%*	A		*19%*	-		*19%*	-
Reliability	**On-Time Performance |** 79%	76%	*77%*	C		*79%*	-		*80%*	-
	Crowding | 5.0%	2.6%	*2.0%*	A		*1.1%*	-		*0.9%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.53 Off-Peak: 0.30	*Peak: 0.53 Off-Peak: 0.41*	B+		*0.39*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$3.68	*$4.18*	A		*$4.72*	-		*$4.78*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route N4

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	7.1	*5.6*	E
Route Design	**Circuity |** 1.75	1.20	*1.44*	-

	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 |** 20.0	31.5	*32.2*	A		*28.3*	-		*28.3*	-
	Passengers per Revenue Mile | 2.0	4.1	*3.7*	A		*3.0*	-		*2.9*	-
	Unique Segment Ridership | 10%	-	*17%*	-		*19%*	-		*19%*	-
Reliability	**On-Time Performance |** 79%	74%	*77%*	C		*79%*	-		*80%*	-
	Crowding | 5.0%	4.4%	*2.0%*	A		*1.1%*	-		*0.9%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.50 Off-Peak: 0.30	*Peak: 0.53 Off-Peak: 0.41*	B+		*0.39*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$3.72	*$4.18*	A		*$4.72*	-		*$4.78*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route N6

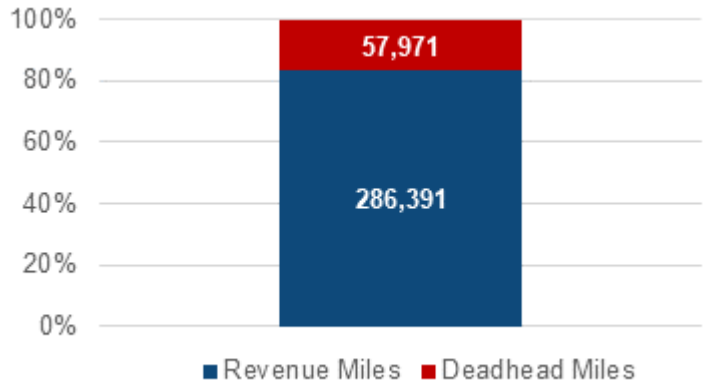
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	6.8	*5.6*	E
Route Design	**Circuity |** 1.75	1.50	*1.44*	-

	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 |** 20.0	13.9	*32.2*	E	21.7	*28.3*	B	20.4	*28.3*	B
	Passengers per Revenue Mile | 2.0	1.3	*3.7*	E	2.2	*3.0*	B	2.1	*2.9*	B
	Unique Segment Ridership | 10%	-	*17%*	-	-	*19%*	-	-	*19%*	-
Reliability	**On-Time Performance |** 79%	81%	*77%*	B	72%	*79%*	D	72%	*80%*	D
	Crowding | 5.0%	0.0%	*2.0%*	A	0.4%	*1.1%*	A	0.0%	*0.9%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: Off-Peak: 0.20	*Peak: 0.53 Off-Peak: 0.41*	A	0.30	*0.39*	A	0.20	*0.35*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$8.42	*$4.18*	E	$5.39	*$4.72*	C	$5.72	*$4.78*	D
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

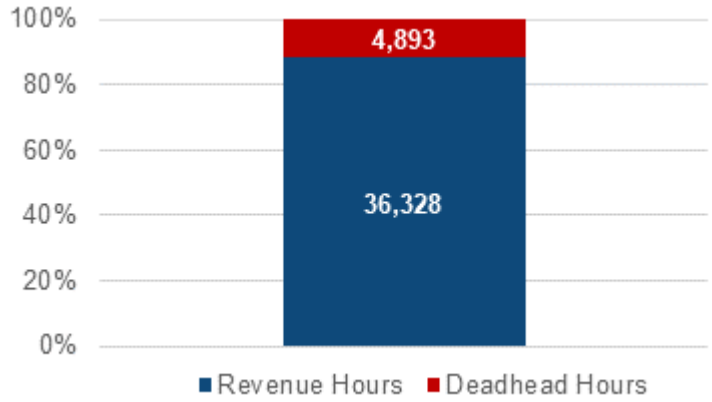
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



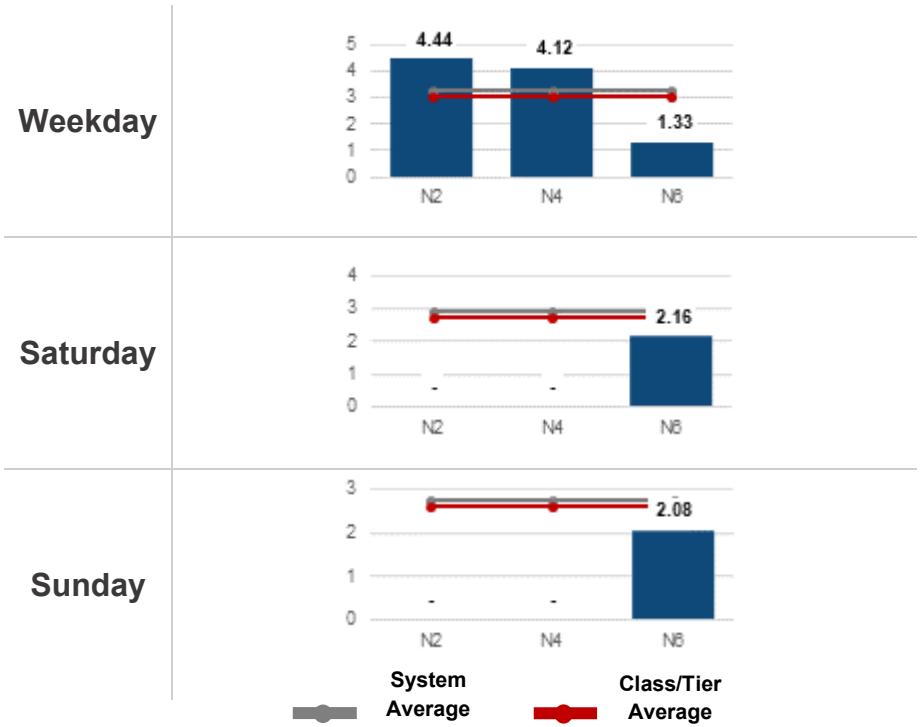
Hours Allocation



Service Delivery

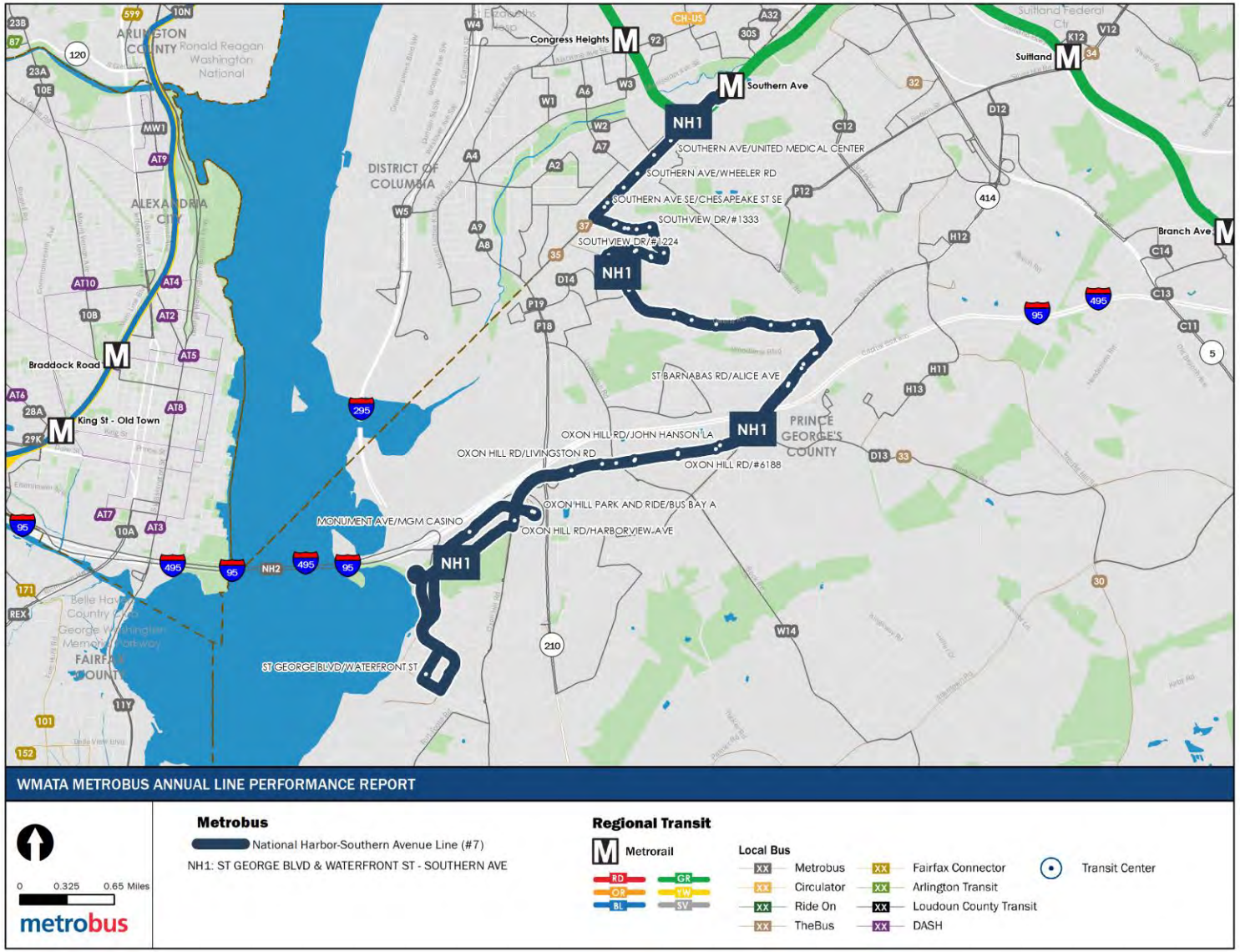
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
N2	13.1	6,496	4,647 (72%)
N4	15.9	7,728	5,594 (72%)
N6	17.3	5,110	3,326 (65%)

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	A

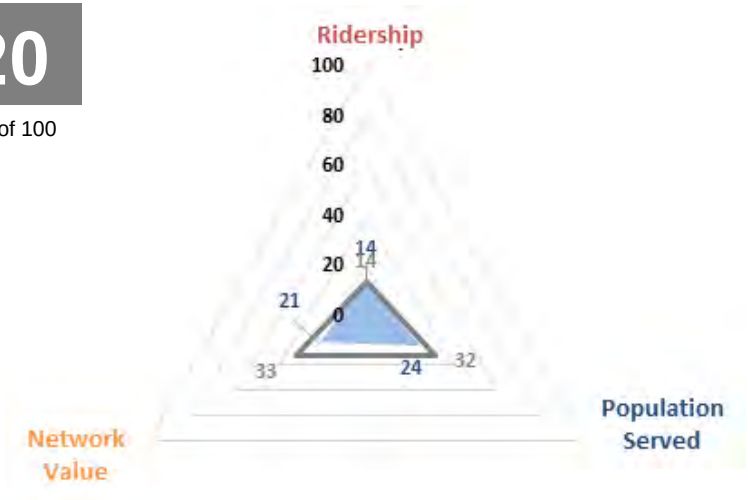
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

20

Out of 100



Classification Average:

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$1,791,678
Peak Vehicles	3
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

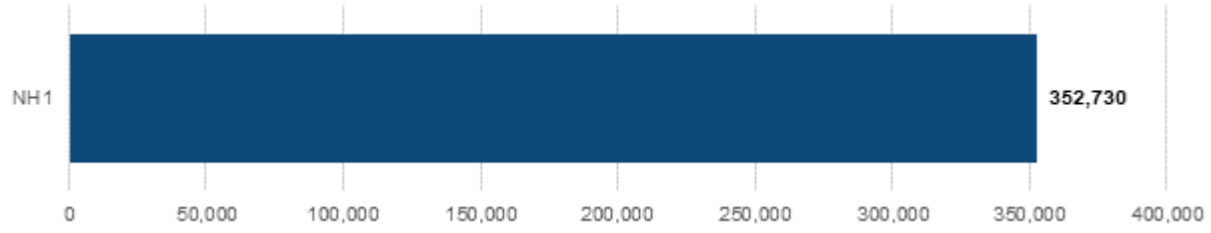
Service Area Population		24,061
Minority Population	*Service Area*	23,198
	Rider Survey	1,215 (98%)
Low-Income Households	*Service Area*	2,466
	Rider Survey	543 (48%)

Facilities/Amenities

Bus Stops	73
Bus Shelters	8
Benches	5
Real-Time Signs	1

Ridership

Annual Ridership



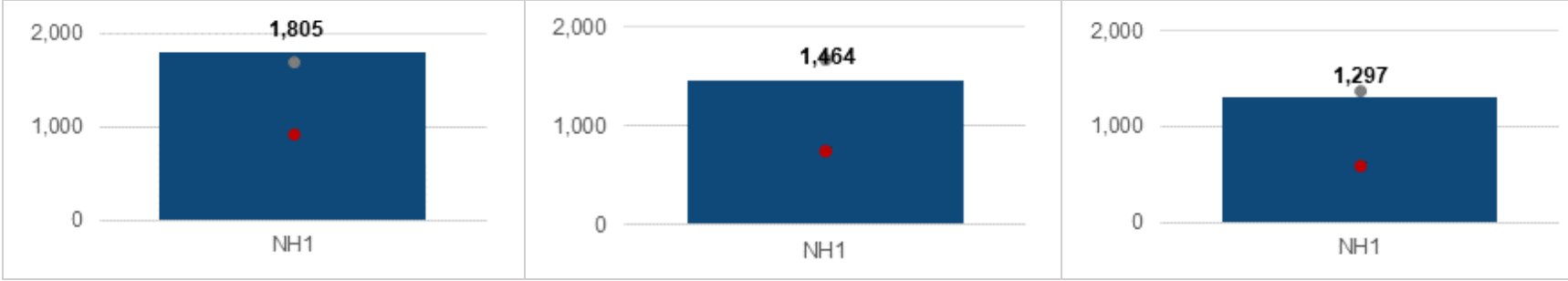
Top Transfer Locations

Southern Avenue

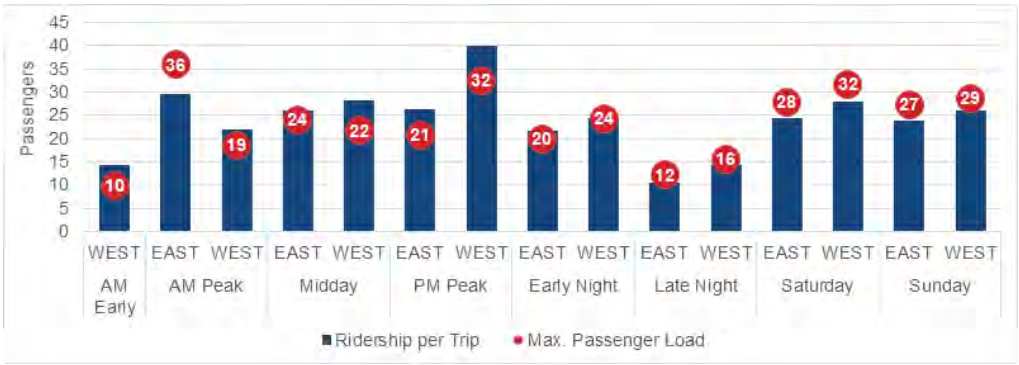
Average Daily Ridership

System Average

Class/Tier Average



Average Trip Ridership and Maximum Load by Time Period

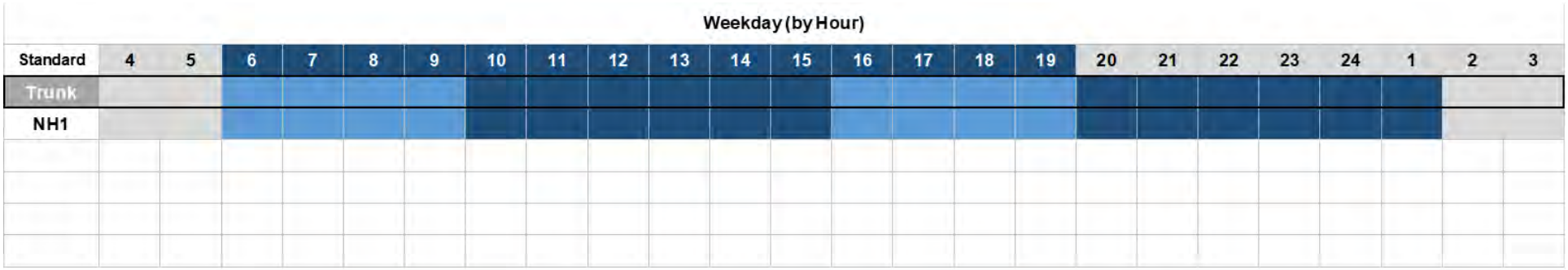


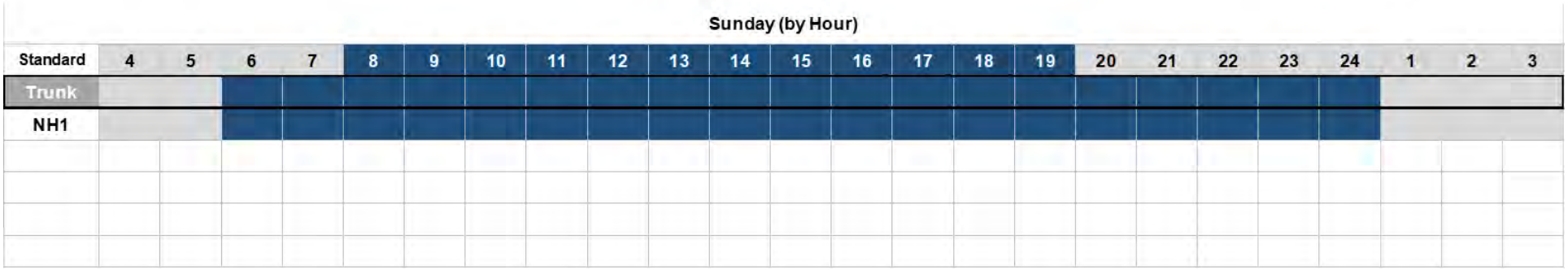
Vehicle Load Factor

	Direction:	East	West
Weekday	**Peak** Maximum Target: 1.00	0.53	0.56
	Off-Peak Maximum Target: 1.00	0.41	0.43
	Saturday Maximum Target: 1.00	0.47	0.50
	Sunday Maximum Target: 1.00	0.47	0.48

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—





[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

A 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 a.m. - 1:22 a.m.	-	A	6:15 a.m. - 1:20 a.m.	-	A	6:15 a.m. - 12:25 a.m.	-	A
	Frequency of Service | varies	Peak: 30.0 / Off-Peak: 36.0	*Peak: 20.6 / Off-Peak: 32.7*	A	40.0	*40.5*	A	42.5	*41.1*	A
Productivity	**Passengers per Revenue Hour** | 10.0	38.2	*28.8*	A	40.6	*27.4*	A	38.1	*26.0*	A
	Passengers per Revenue Mile | 1.0	2.8	*2.9*	A	2.9	*2.7*	A	2.7	*2.5*	A
Reliability	**On-Time Performance** | 79%	79%	*82%*	B	72%	*82%*	D	76%	*84%*	C
	Crowding | 5.0%	0.6%	*0.5%*	A	1.0%	*0.2%*	A	1.0%	*0.1%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.53 Off-Peak: 0.41	*Peak: 0.39 Off-Peak: 0.29*	B	0.47	*0.30*	A	0.47	*0.28*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $7.00	$3.06	*$4.67*	A	$2.88	*$5.07*	A	$3.07	*$5.13*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route NH1

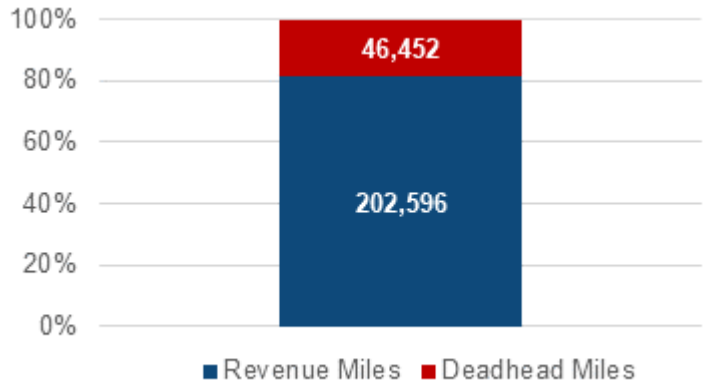
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	4.4	*6.1*	A
Route Design	**Circuity |** N/A	1.84	*2.00*	C

	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 |** 10.0	38.2	*29.7*	A	40.6	*29.3*	A	38.1	*27.9*	A
	Passengers per Revenue Mile | 1.0	2.8	*3.0*	A	2.9	*2.9*	A	2.7	*2.7*	A
	Unique Segment Ridership | 10%	23%	*31%*	A	21%	*33%*	A	20%	*32%*	A
Reliability	**On-Time Performance |** 79%	79%	*82%*	B	72%	*82%*	D	76%	*84%*	C
	Crowding | 5.0%	0.6%	*0.4%*	A	1.5%	*0.2%*	A	0.9%	*0.1%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.54 Off-Peak: 0.40	*Peak: 0.39 Off-Peak: 0.29*	B+	0.50	*0.31*	A	0.50	*0.27*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$3.06	*$4.77*	A	$2.88	*$4.83*	A	$3.07	*$4.94*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

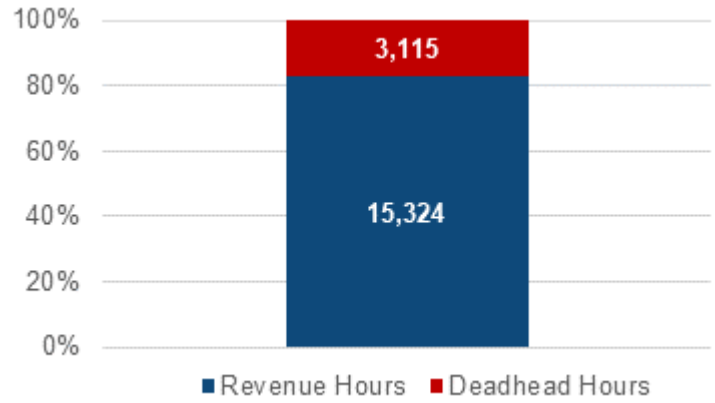
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



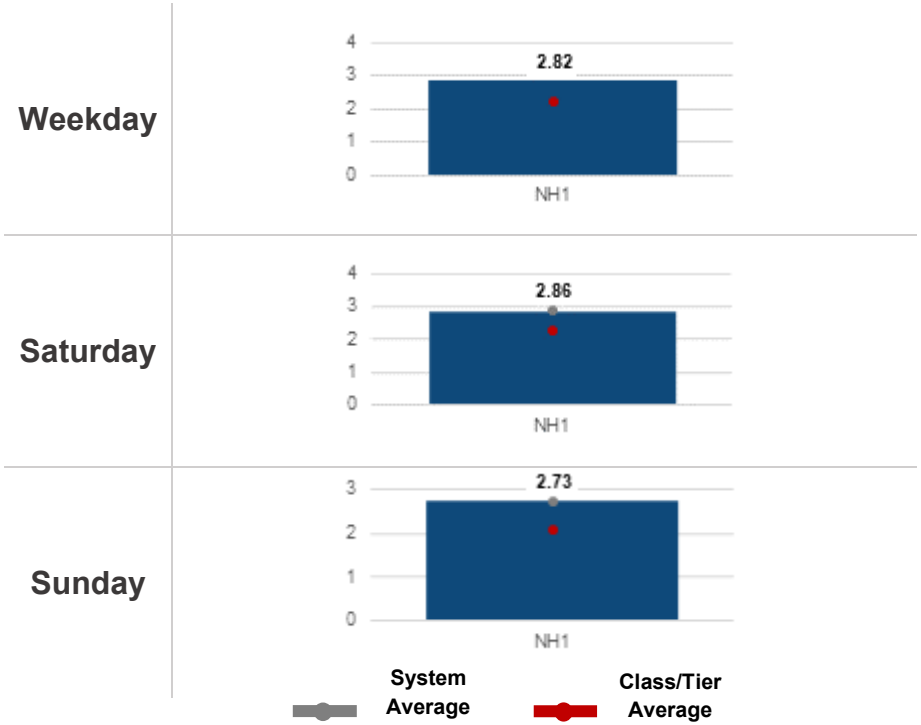
Hours Allocation



Service Delivery

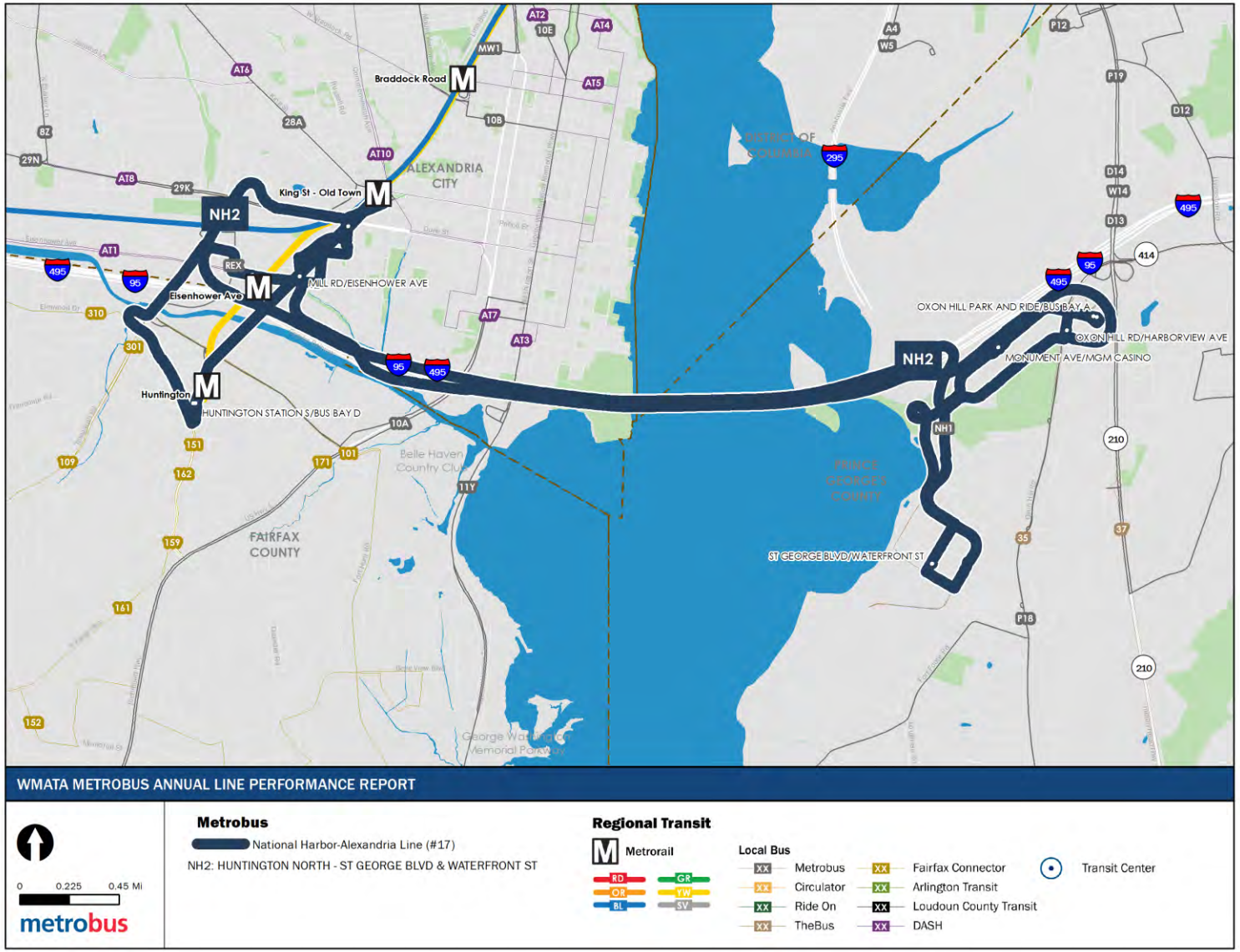
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
NH1	19.4	10,220	8,237 (81%)

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

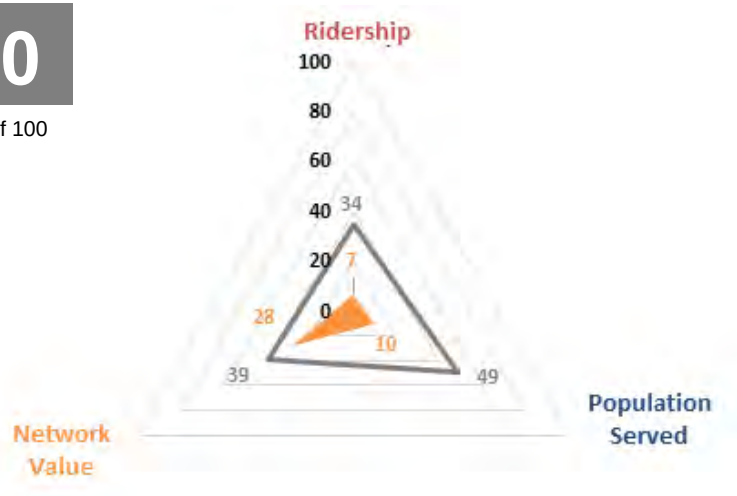
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

10

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$2,572,673
Peak Vehicles	3
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

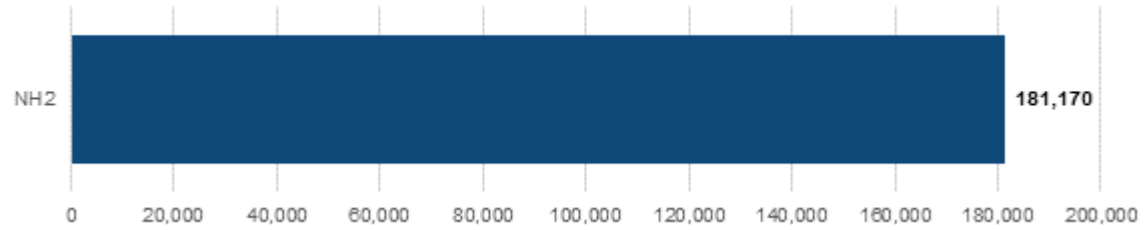
Service Area Population		19,823
Minority Population	*Service Area*	7,928
	Rider Survey	676 (85%)
Low-Income Households	*Service Area*	722
	Rider Survey	268 (35%)

Facilities/Amenities

Bus Stops	14
Bus Shelters	1
Benches	1
Real-Time Signs	0

Ridership

Annual Ridership



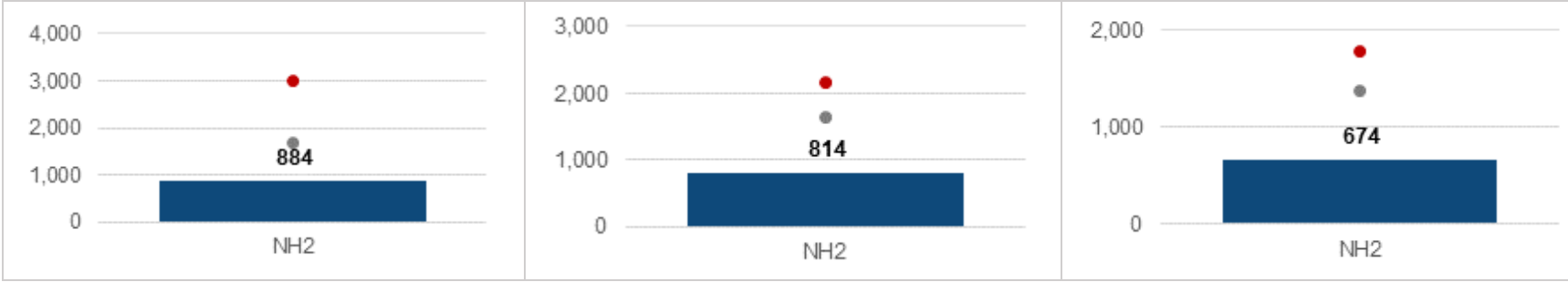
Top Transfer Locations

King Street, Eisenhower Avenue, Huntington

Average Daily Ridership

System Average

Class/Tier Average



Average Trip Ridership and Maximum Load by Time Period

Vehicle Load Factor

	Direction:	East	West
Weekday	**Peak** Maximum Target: 1.20	0.33	0.31
	Off-Peak Maximum Target: 1.00	0.18	0.18
	Saturday Maximum Target: 1.00	0.21	0.21
	Sunday Maximum Target: 1.00	0.17	0.18

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk			—	—	—							—	—	—	—									
NH2																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
NH2																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
NH2																								

[1] Span/frequency standards are only applicable at the line level.

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 a.m. - 2:22 a.m.	-	A	5:05 a.m. - 2:22 a.m.	-	A	5:05 a.m. - 1:22 a.m.	-	A
	Frequency of Service | varies	Peak: 30.0 / Off-Peak: 30.0	*Peak: 15.0 / Off-Peak: 21.8*	C	30.0	*28.5*	B	30.0	*32.0*	B
Productivity	**Passengers per Revenue Hour** | 30.0	15.1	*33.0*	E	14.0	*29.0*	E	12.2	*28.9*	E
	Passengers per Revenue Mile | 4.0	1.1	*3.7*	E	1.0	*3.0*	E	0.9	*2.9*	E
Reliability	**On-Time Performance** | 79%	86%	*76%*	A	87%	*78%*	A	91%	*80%*	A
	Crowding | 5.0%	0.4%	*2.1%*	A	0.0%	*1.0%*	A	0.0%	*0.8%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.33 Off-Peak: 0.18	*Peak: 0.52 Off-Peak: 0.40*	A	0.21	*0.38*	A	0.17	*0.37*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $5.00	$7.74	*$3.91*	E	$8.37	*$4.52*	E	$9.59	*$4.63*	E
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route NH2

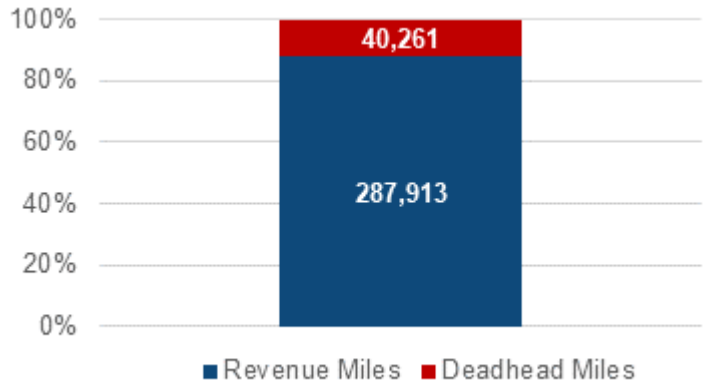
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	1.0	*5.6*	E
Route Design	**Circuity |** 1.75	1.17	*1.44*	A

	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 |** 30.0	15.1	*32.2*	E	14.0	*28.3*	E	12.2	*28.3*	E
	Passengers per Revenue Mile | 4.0	1.1	*3.7*	E	1.0	*3.0*	E	0.9	*2.9*	E
	Unique Segment Ridership | 10%	-	*17%*	-	-	*19%*	-	-	*19%*	-
Reliability	**On-Time Performance |** 79%	86%	*77%*	A	87%	*79%*	A	91%	*80%*	A
	Crowding | 5.0%	0.4%	*2.0%*	A	0.0%	*1.1%*	A	0.0%	*0.9%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.32 Off-Peak: 0.20	*Peak: 0.53 Off-Peak: 0.41*	A	0.20	*0.39*	A	0.20	*0.35*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$7.74	*$4.18*	E	$8.37	*$4.72*	E	$9.59	*$4.78*	E
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

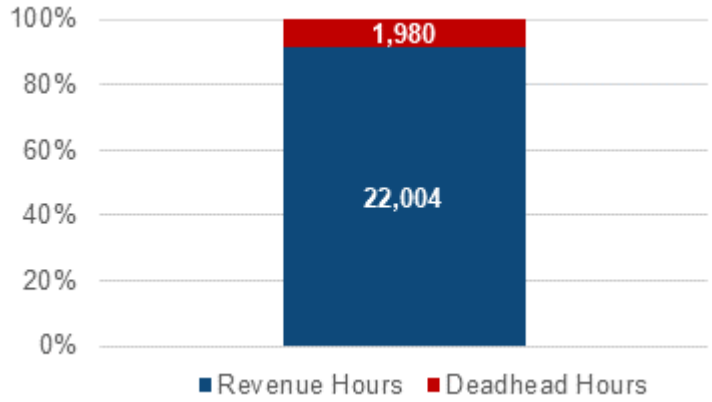
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



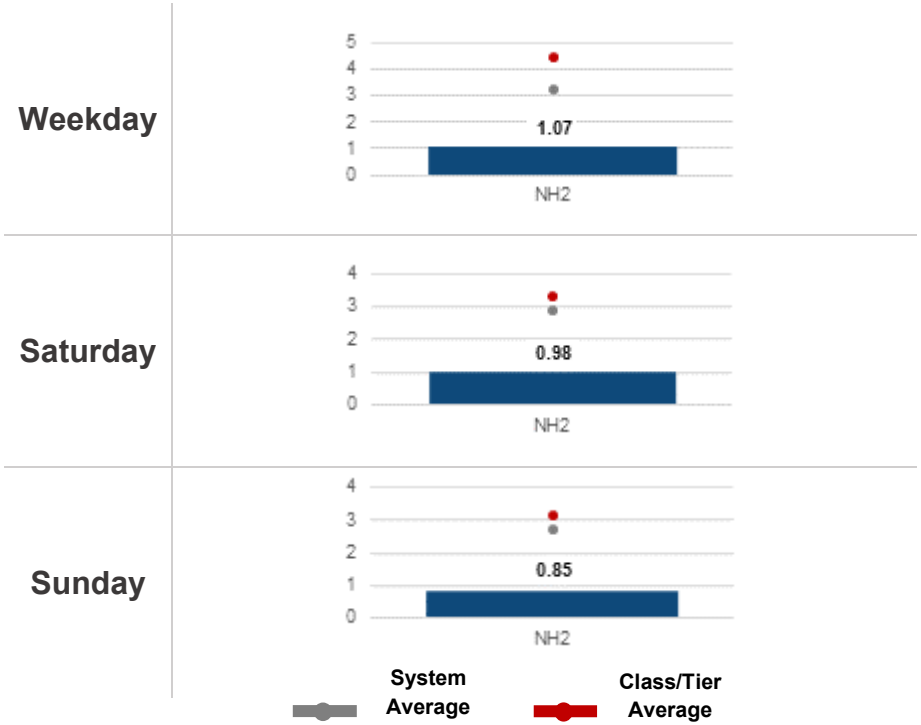
Hours Allocation



Service Delivery

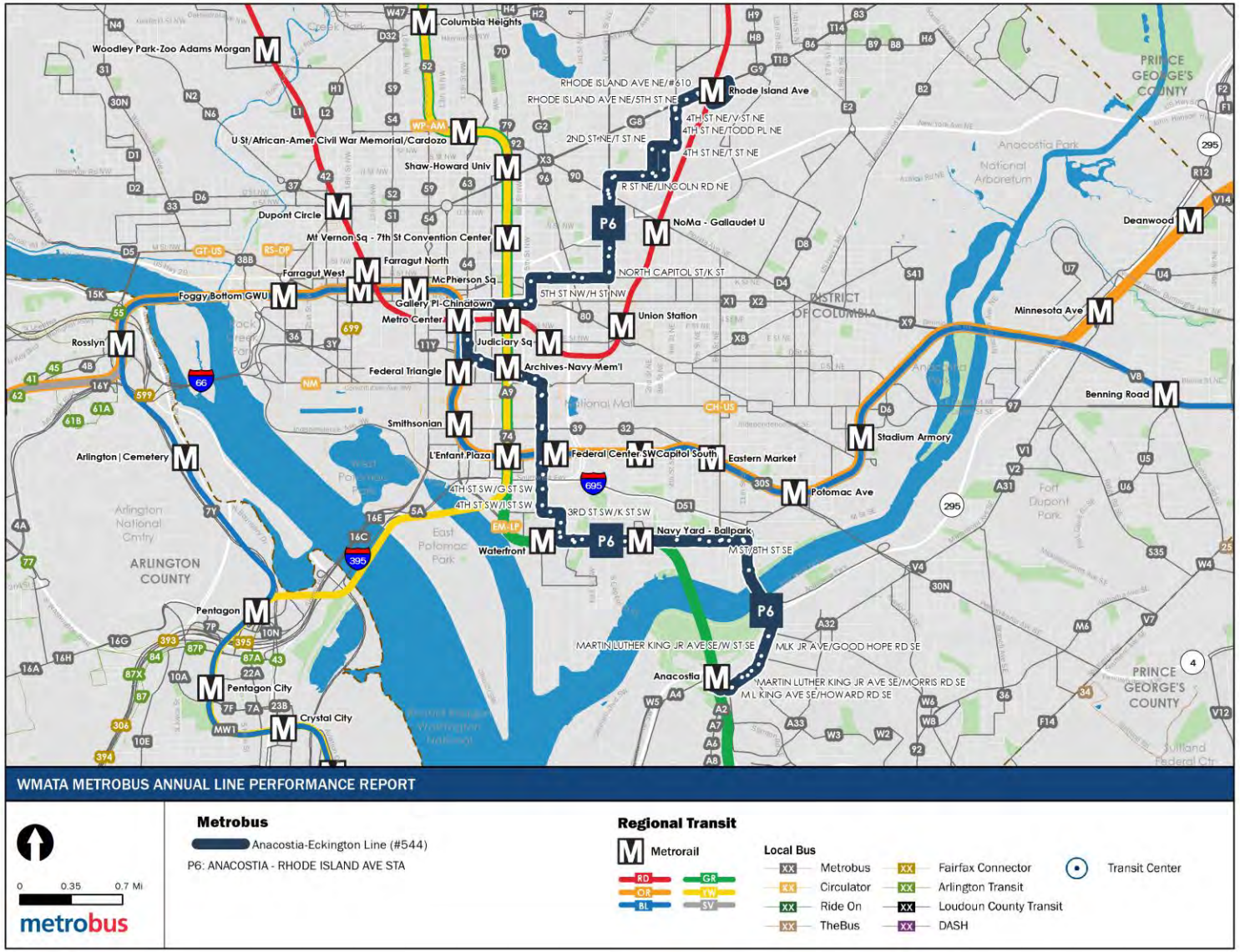
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
NH2	19.5	13,430	10,801 (80%)

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

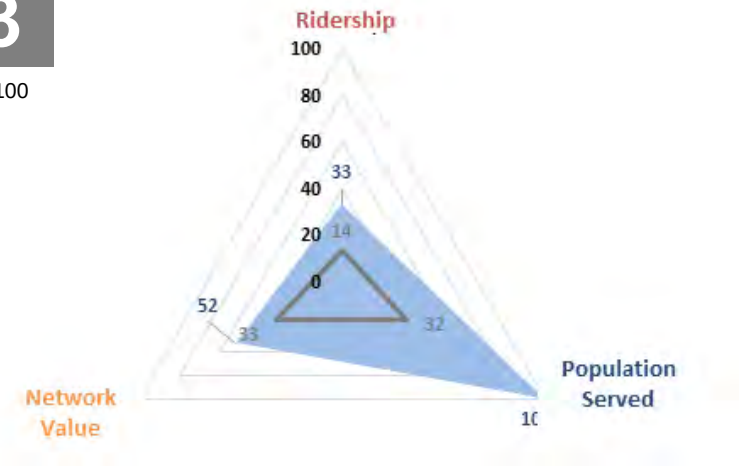
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

63

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$5,605,422
Peak Vehicles	12
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

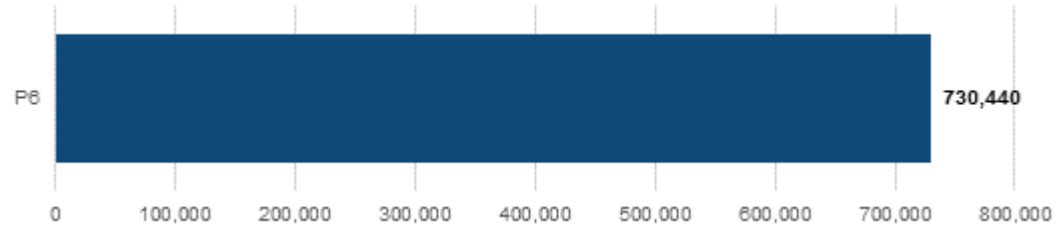
Service Area Population		50,868
Minority Population	*Service Area*	31,163
	Rider Survey	3,102 (96%)
Low-Income Households	*Service Area*	6,151
	Rider Survey	1,832 (61%)

Facilities/Amenities

Bus Stops	117
Bus Shelters	22
Benches	24
Real-Time Signs	3

Ridership

Annual Ridership



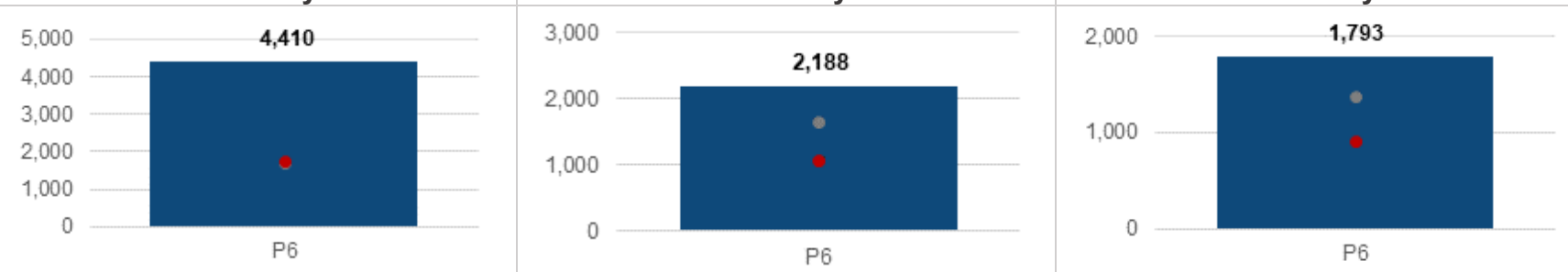
Top Transfer Locations

Rhode Island Avenue, Gallery Place-Chinatown, Anacostia

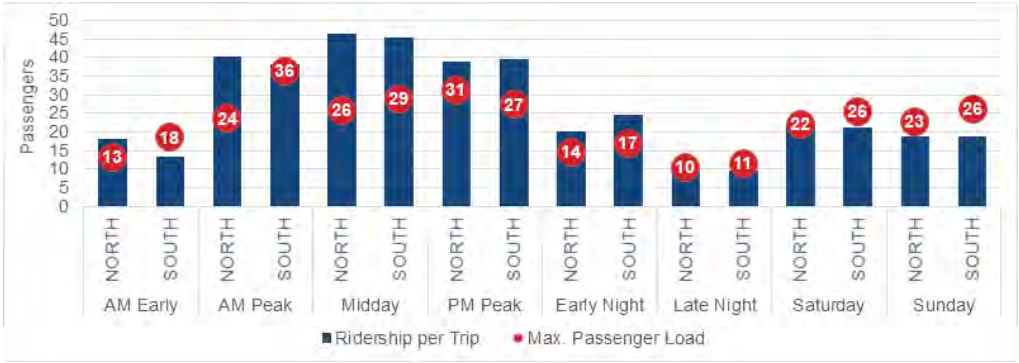
Average Daily Ridership

System Average

Class/Tier Average



Average Trip Ridership and Maximum Load by Time Period

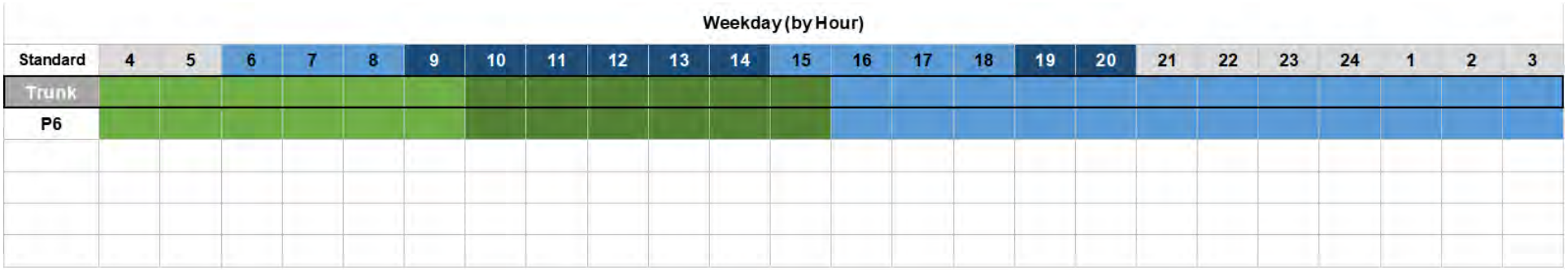


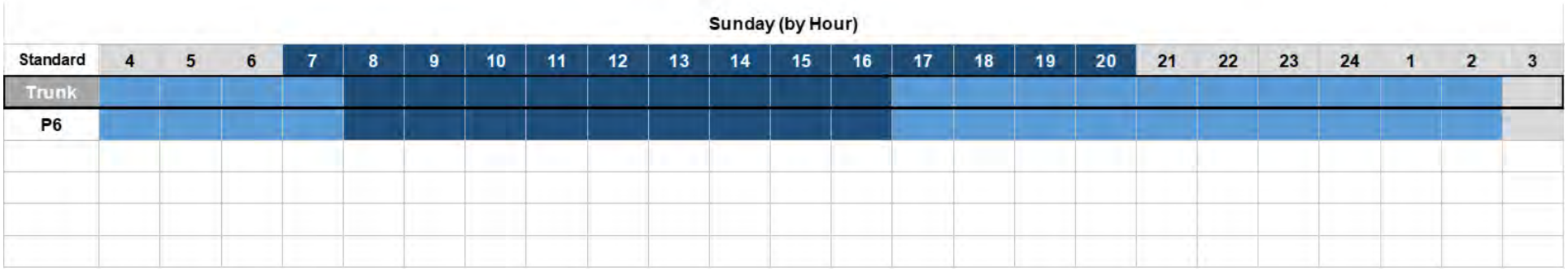
Vehicle Load Factor

	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.20	0.51	0.53
	Off-Peak Maximum Target: 1.00	0.38	0.38
	Saturday Maximum Target: 1.00	0.30	0.30
	Sunday Maximum Target: 1.00	0.29	0.29

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—





[1] Span/frequency standards are only applicable at the line level.

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	4:10 a.m. - 3:35 a.m.	-	A	4:08 a.m. - 3:12 a.m.	-	A	4:20 a.m. - 2:39 a.m.	-	A
	Frequency of Service | varies	Peak: 15.1 / Off-Peak: 21.3	*Peak: 20.6 / Off-Peak: 32.7*	A	28.7	*40.5*	A	28.0	*41.1*	A
Productivity	**Passengers per Revenue Hour** | 20.0	29.5	*28.8*	A	22.8	*27.4*	A	21.1	*26.0*	B
	Passengers per Revenue Mile | 4.0	4.3	*2.9*	B	2.9	*2.7*	E	2.7	*2.5*	E
Reliability	**On-Time Performance** | 79%	75%	*82%*	C	79%	*82%*	B	82%	*84%*	B
	Crowding | 5.0%	0.1%	*0.5%*	A	0.0%	*0.2%*	A	0.0%	*0.1%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.51 Off-Peak: 0.38	*Peak: 0.39 Off-Peak: 0.29*	B	0.30	*0.30*	A	0.29	*0.28*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $5.00	$3.96	*$4.67*	A	$5.13	*$5.07*	C	$5.54	*$5.13*	D
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route P6

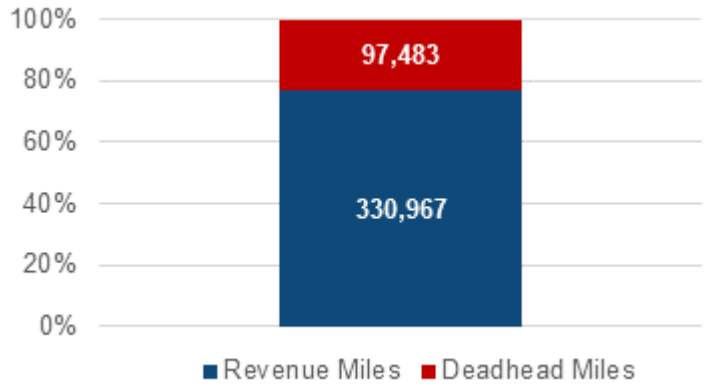
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	6.6	*6.1*	E
Route Design	**Circuity |** N/A	1.55	*2.00*	-

	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 |** 20.0	29.5	*29.7*	A	22.8	*29.3*	A	21.1	*27.9*	B
	Passengers per Revenue Mile | 4.0	4.3	*3.0*	B	2.9	*2.9*	E	2.7	*2.7*	E
	Unique Segment Ridership | 10%	27%	*31%*	A	26%	*33%*	A	27%	*32%*	A
Reliability	**On-Time Performance |** 79%	75%	*82%*	C	79%	*82%*	B	82%	*84%*	B
	Crowding | 5.0%	0.1%	*0.4%*	A	0.0%	*0.2%*	A	0.0%	*0.1%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.52 Off-Peak: 0.40	*Peak: 0.39 Off-Peak: 0.29*	B+	0.30	*0.31*	A	0.30	*0.27*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$3.96	*$4.77*	A	$5.13	*$4.83*	C	$5.54	*$4.94*	D
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

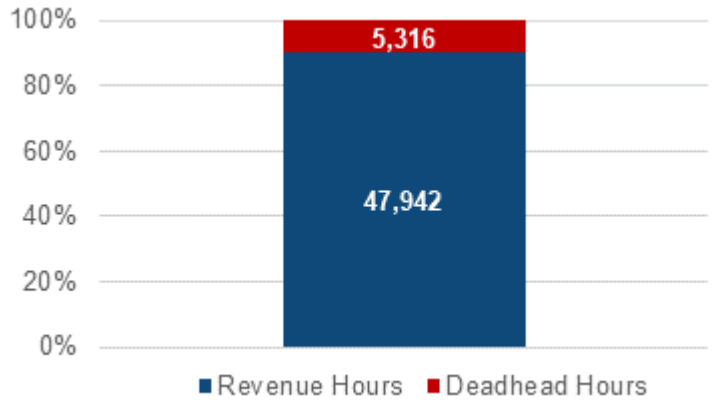
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



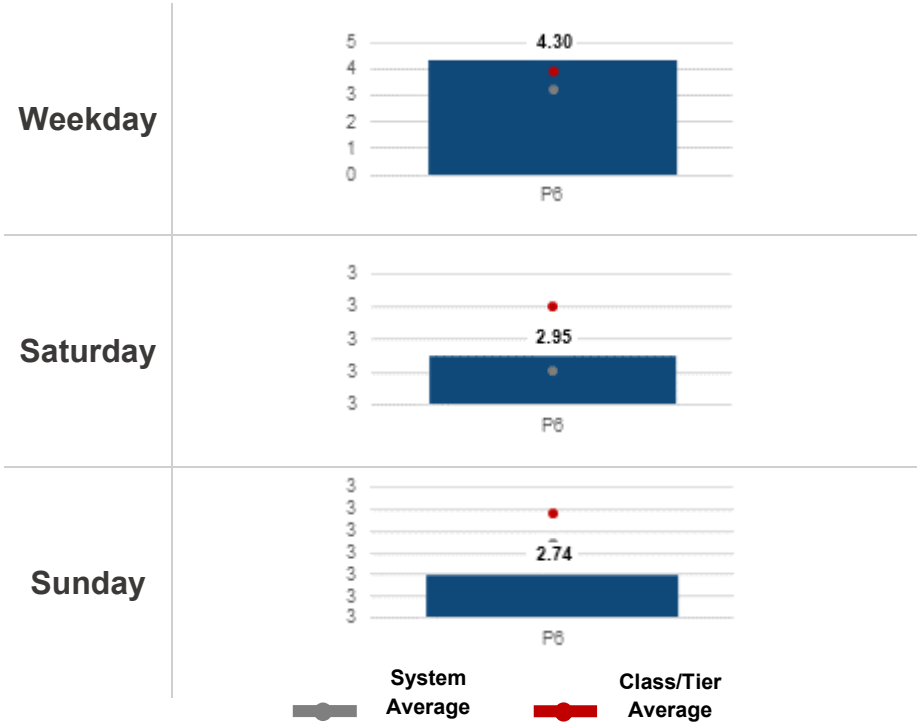
Hours Allocation



Service Delivery

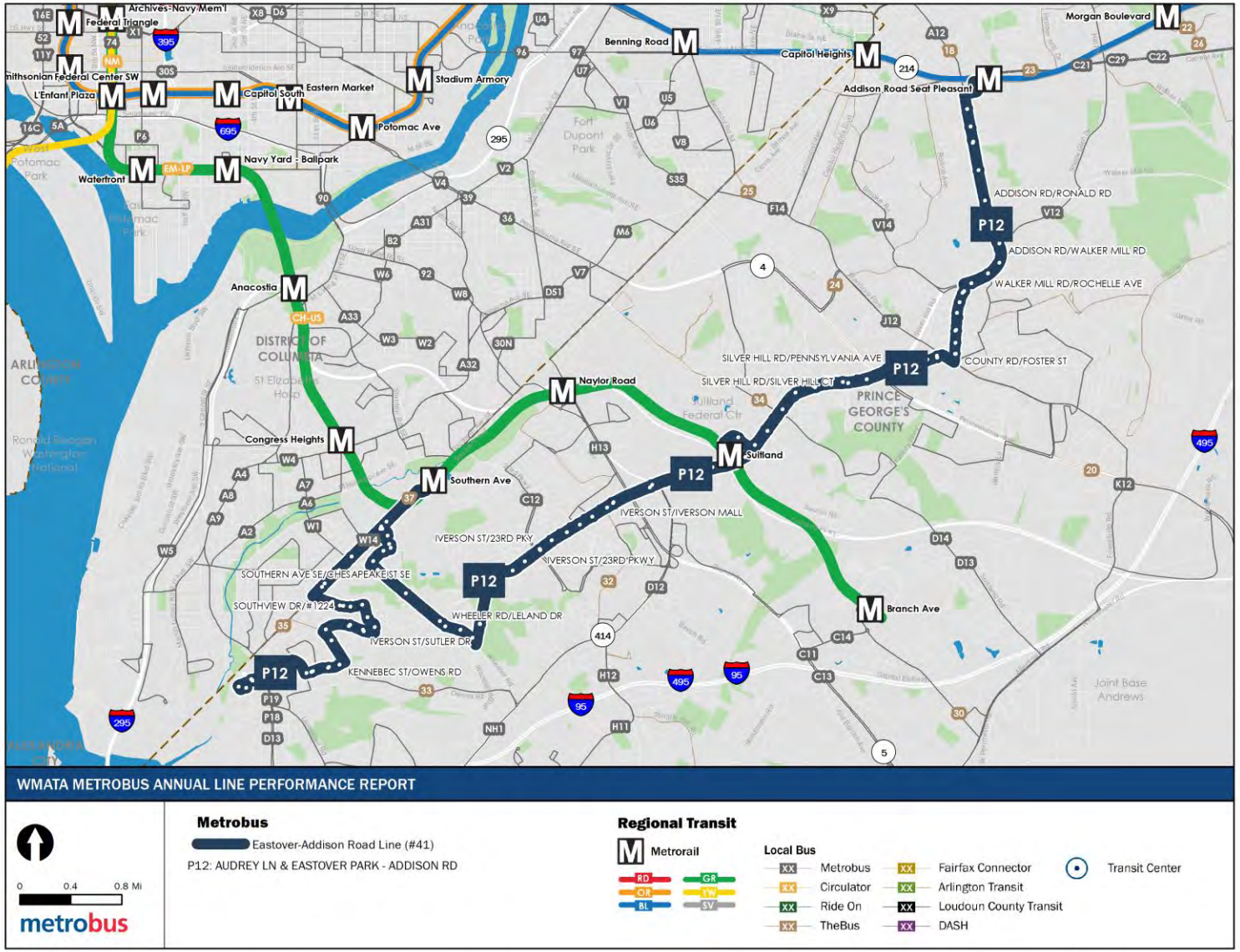
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
P6	17.9	20,495	14,607 (71%)

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	B

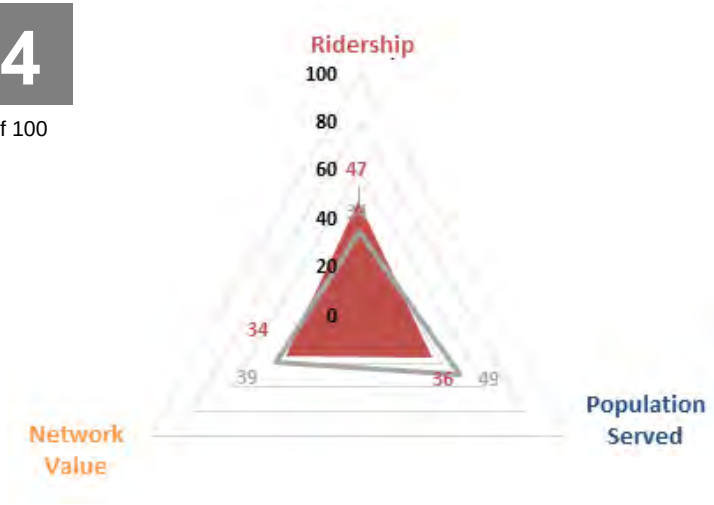
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

44

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$4,955,707
Peak Vehicles	9
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

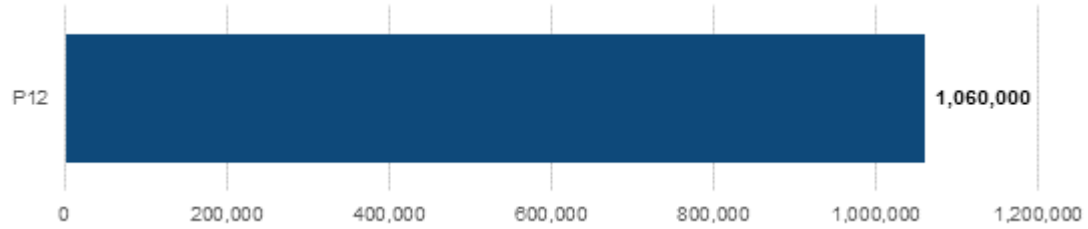
Service Area Population		40,982
Minority Population	*Service Area*	40,083
	Rider Survey	3,998 (99%)
Low-Income Households	*Service Area*	4,170
	Rider Survey	2,121 (56%)

Facilities/Amenities

Bus Stops	165
Bus Shelters	11
Benches	14
Real-Time Signs	7

Ridership

Annual Ridership



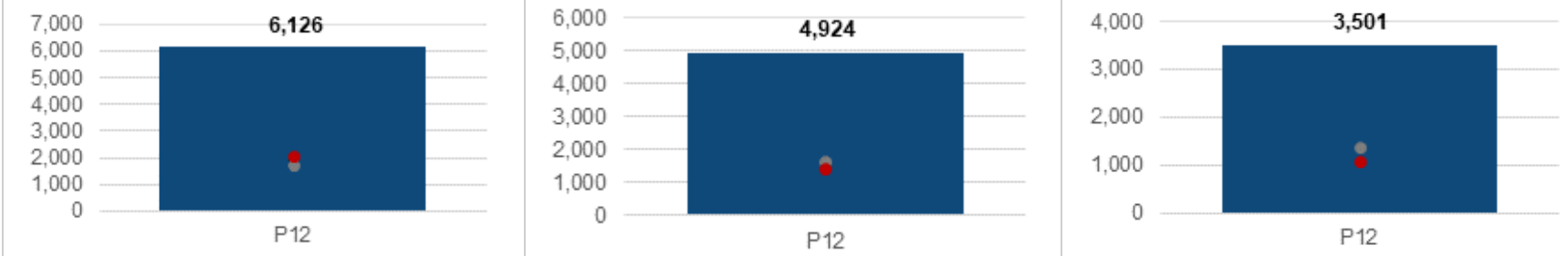
Top Transfer Locations

Southern Avenue, Suitland, Addison Road

Average Daily Ridership

System Average

Class/Tier Average



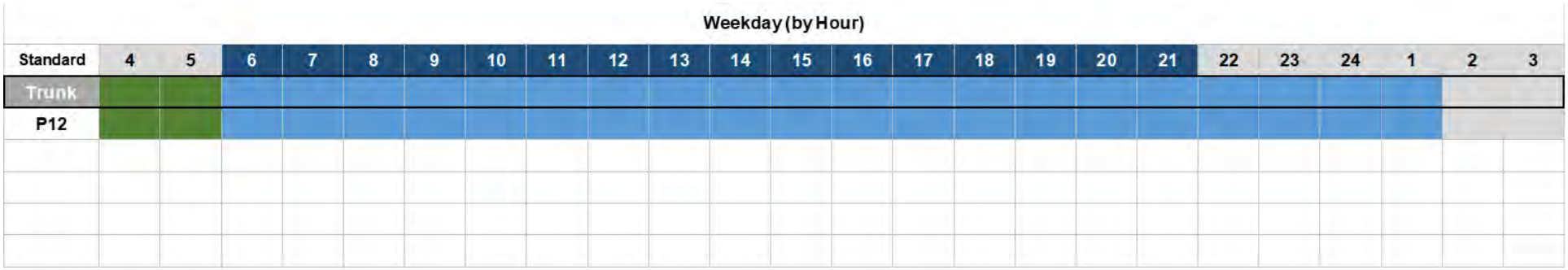
Average Trip Ridership and Maximum Load by Time Period

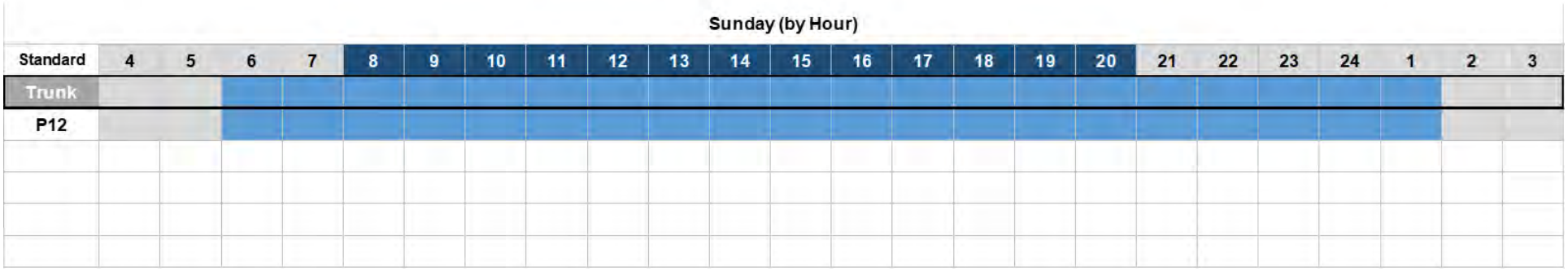
Vehicle Load Factor

	Direction:	East	West
Weekday	**Peak** Maximum Target: 1.00	0.71	0.71
Weekday	**Off-Peak** Maximum Target: 1.00	0.54	0.55
	Saturday Maximum Target: 1.00	0.51	0.51
	Sunday Maximum Target: 1.00	0.47	0.50

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—





[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

B 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	4:44 a.m. - 1:58 a.m.	-	A	6:30 a.m. - 1:51 a.m.	-	A	6:30 a.m. - 1:27 a.m.	-	A
	Frequency of Service | varies	Peak: 20.1 / Off-Peak: 24.8	*Peak: 15.0 / Off-Peak: 21.8*	A	24.7	*28.5*	A	29.6	*32.0*	A
Productivity	**Passengers per Revenue Hour** | 15.0	48.7	*33.0*	A	44.2	*29.0*	A	41.8	*28.9*	A
	Passengers per Revenue Mile | 1.0	4.3	*3.7*	A	3.7	*3.0*	A	3.5	*2.9*	A
Reliability	**On-Time Performance** | 79%	74%	*76%*	C	76%	*78%*	C	77%	*80%*	C
	Crowding | 5.0%	0.5%	*2.1%*	A	0.0%	*1.0%*	A	0.0%	*0.8%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.71 Off-Peak: 0.54	*Peak: 0.52 Off-Peak: 0.40*	B	0.51	*0.38*	B	0.47	*0.37*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $7.00	$2.40	*$3.91*	A	$2.64	*$4.52*	A	$2.80	*$4.63*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route P12

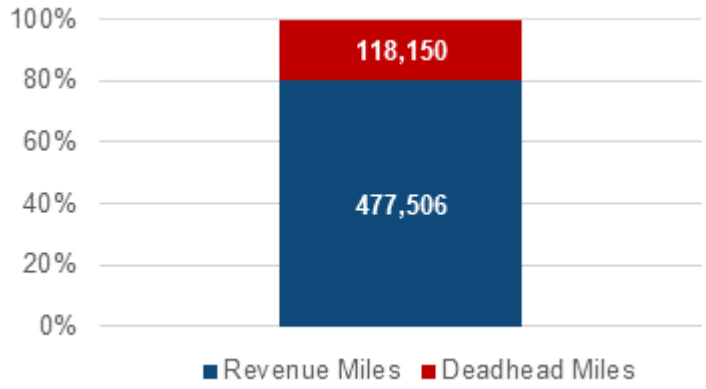
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	6.2	*5.6*	E
Route Design	**Circuity |** 1.75	2.56	*1.44*	E

	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 |** 15.0	48.7	*32.2*	A	44.2	*28.3*	A	41.8	*28.3*	A
	Passengers per Revenue Mile | 1.0	4.3	*3.7*	A	3.7	*3.0*	A	3.5	*2.9*	A
	Unique Segment Ridership | 10%	50%	*17%*	A	49%	*19%*	A	50%	*19%*	A
Reliability	**On-Time Performance |** 79%	74%	*77%*	C	76%	*79%*	C	77%	*80%*	C
	Crowding | 5.0%	0.5%	*2.0%*	A	0.0%	*1.1%*	A	0.1%	*0.9%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.71 Off-Peak: 0.50	*Peak: 0.53 Off-Peak: 0.41*	B	0.50	*0.39*	B	0.40	*0.35*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$2.40	*$4.18*	A	$2.64	*$4.72*	A	$2.80	*$4.78*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

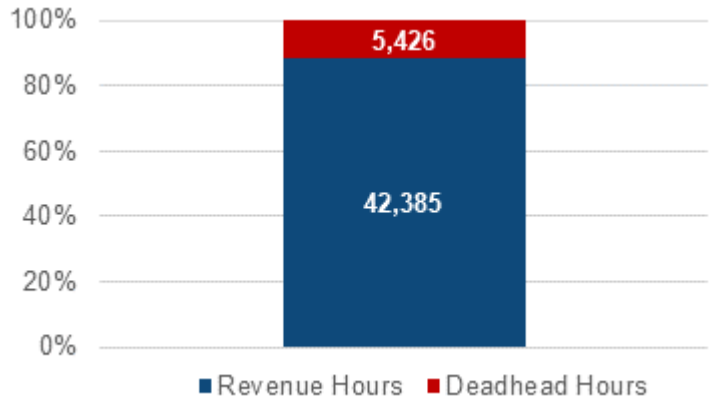
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



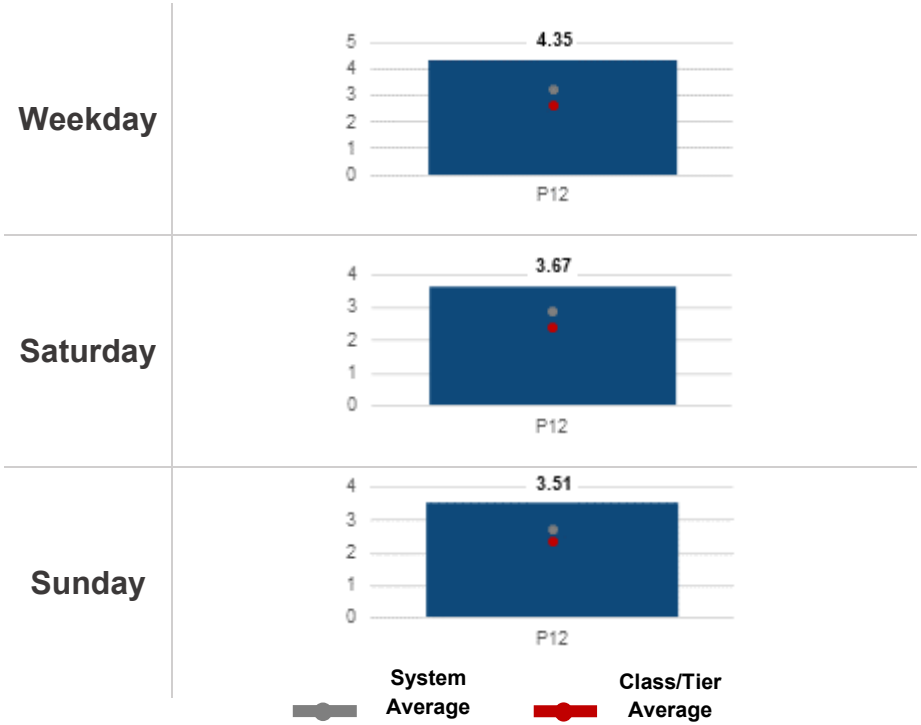
Hours Allocation



Service Delivery

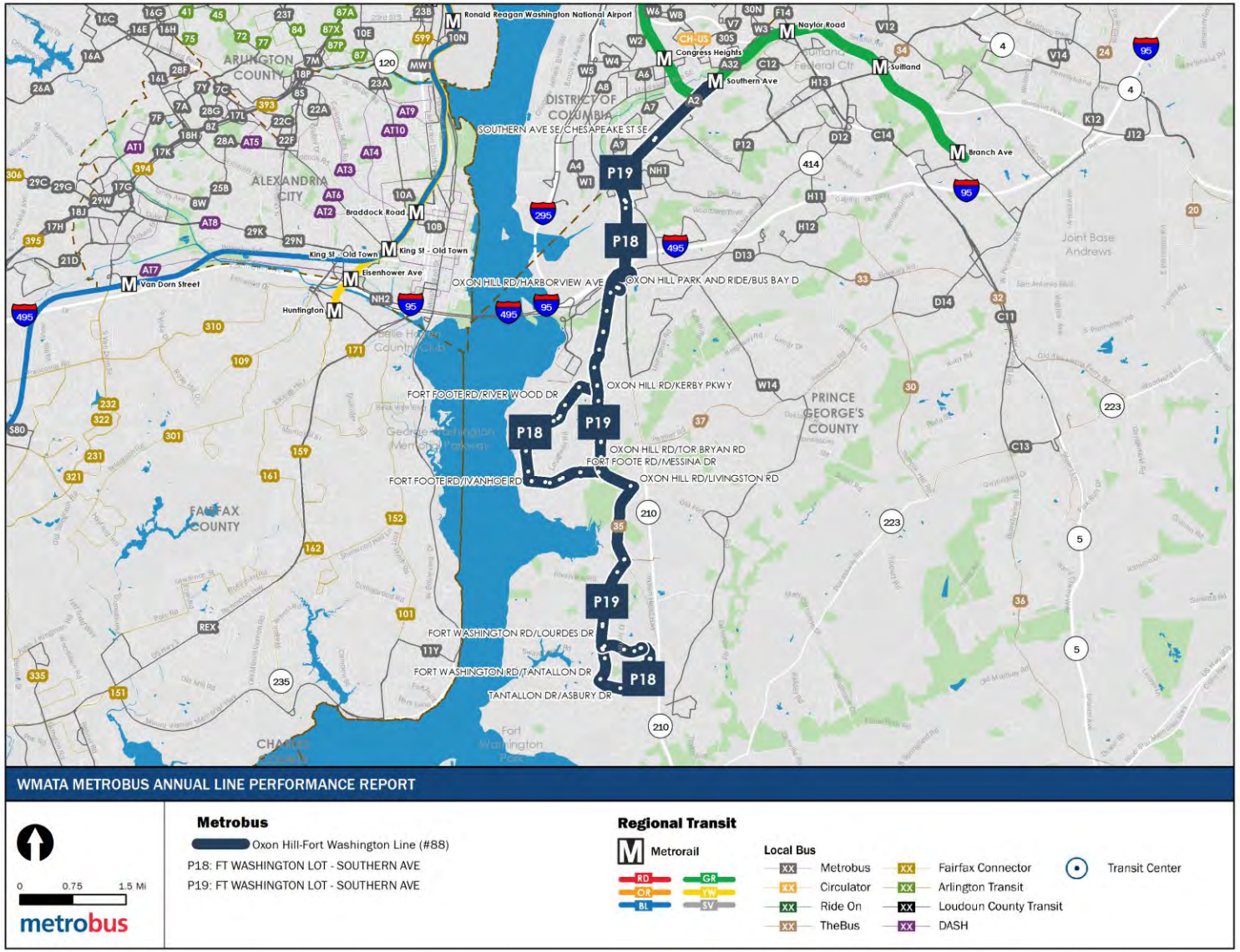
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
P12	29.3	15,706	13,915 (89%)

Passenger Miles per Revenue Mile



LINE: 88 – OXON HILL-FORT WASHINGTON ROUTE(S): P18,19

About the Line



Service Classification

Coverage

Activity Tier

3

Overall Grade

Line	B

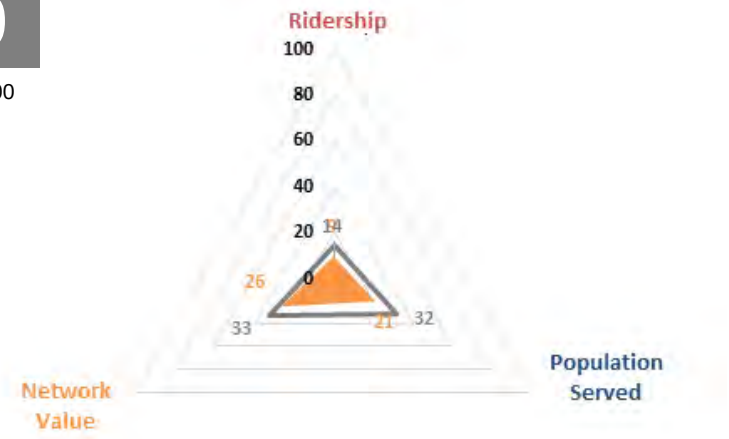
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

19

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$1,828,722
Peak Vehicles	8
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

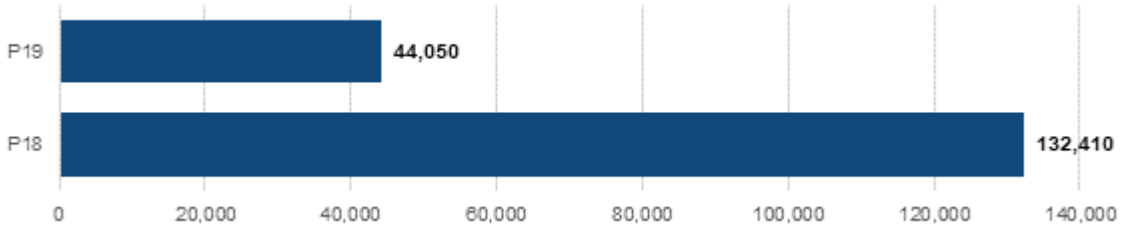
Service Area Population		29,305
Minority Population	*Service Area*	27,987
	Rider Survey	838 (97%)
Low-Income Households	*Service Area*	2,688
	Rider Survey	268 (34%)

Facilities/Amenities

Bus Stops	103
Bus Shelters	6
Benches	3
Real-Time Signs	1

Ridership

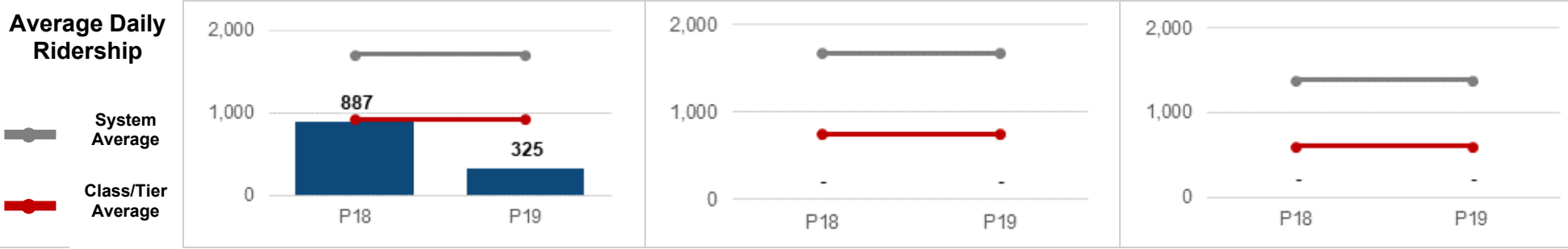
Annual Ridership



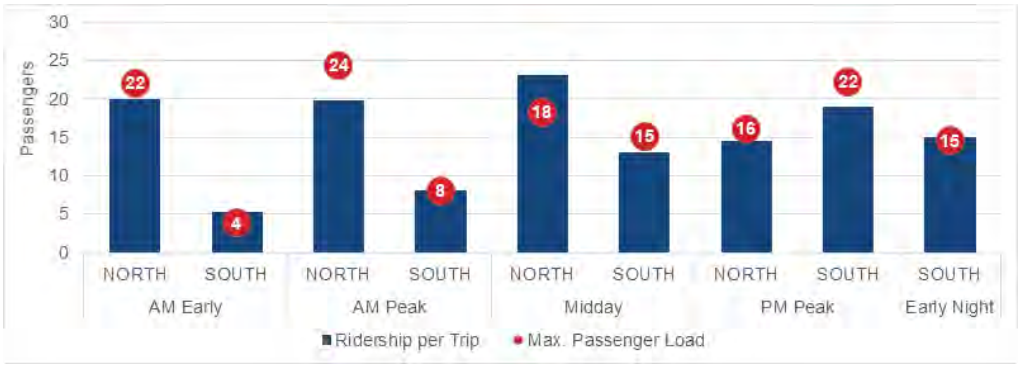
Top Transfer Locations

Southern Avenue

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.00	0.38	0.34
	Off-Peak Maximum Target: 1.00	0.43	0.24
	Saturday Maximum Target: 1.00		
	Sunday Maximum Target: 1.00		

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
P18																								
P19																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk					—	—	—	—	—	—	—	—	—	—	—	—								
P18																								
P19																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk					—	—	—	—	—	—	—	—	—	—	—	—								
P18																								
P19																								

[1] Span/frequency standards are only applicable at the line level.

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 a.m. - 8:14 p.m.	-	A		-	C		-	C
	Frequency of Service | varies	Peak: 11.3 / Off-Peak: 55.9	*Peak: 20.6 / Off-Peak: 32.7*	A		*40.5*	-		*41.1*	-
Productivity	**Passengers per Revenue Hour** | 10.0	19.5	*28.8*	A		*27.4*	-		*26.0*	-
	Passengers per Revenue Mile | 1.0	1.4	*2.9*	A		*2.7*	-		*2.5*	-
Reliability	**On-Time Performance** | 79%	80%	*82%*	B		*82%*	-		*84%*	-
	Crowding | 5.0%	0.0%	*0.5%*	A		*0.2%*	-		*0.1%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.38 Off-Peak: 0.43	*Peak: 0.39 Off-Peak: 0.29*	A		*0.30*	-		*0.28*	-
Cost Effectiveness	**Operating Cost per Passenger Trip** | $7.00	$6.01	*$4.67*	A		*$5.07*	-		*$5.13*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route P18

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	3.4	*6.1*	E
Route Design	**Circuity |** N/A	1.63	*2.00*	-

	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 |** 10.0	18.7	*29.7*	A		*29.3*	-		*27.9*	-
	Passengers per Revenue Mile | 1.0	1.2	*3.0*	A		*2.9*	-		*2.7*	-
	Unique Segment Ridership | 10%	32%	*31%*	A		*33%*	-		*32%*	-
Reliability	**On-Time Performance |** 79%	81%	*82%*	B		*82%*	-		*84%*	-
	Crowding | 5.0%	0.1%	*0.4%*	A		*0.2%*	-		*0.1%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.34 Off-Peak: 0.30	*Peak: 0.39 Off-Peak: 0.29*	A		*0.31*	-		*0.27*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$6.25	*$4.77*	A		*$4.83*	-		*$4.94*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route P19

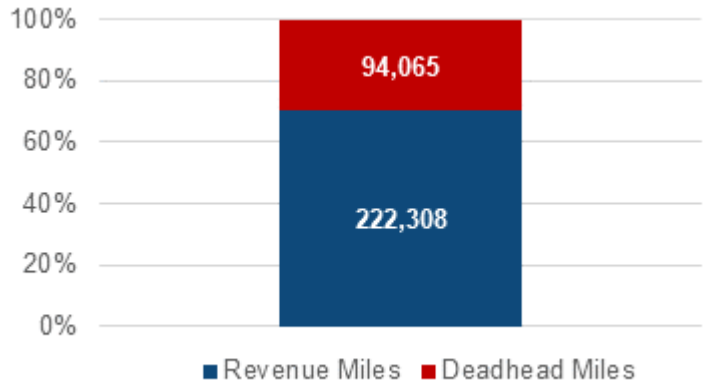
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	3.2	*6.1*	E
Route Design	**Circuity |** N/A	1.30	*2.00*	-

	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 |** 10.0	22.0	*29.7*	A		*29.3*	-		*27.9*	-
	Passengers per Revenue Mile | 1.0	1.8	*3.0*	A		*2.9*	-		*2.7*	-
	Unique Segment Ridership | 10%	26%	*31%*	A		*33%*	-		*32%*	-
Reliability	**On-Time Performance |** 79%	76%	*82%*	C		*82%*	-		*84%*	-
	Crowding | 5.0%	0.0%	*0.4%*	A		*0.2%*	-		*0.1%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.40 Off-Peak: 0.40	*Peak: 0.39 Off-Peak: 0.29*	A		*0.31*	-		*0.27*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$5.33	*$4.77*	A		*$4.83*	-		*$4.94*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

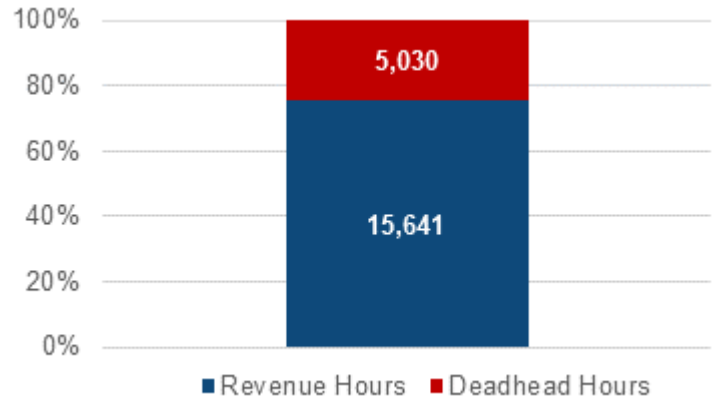
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



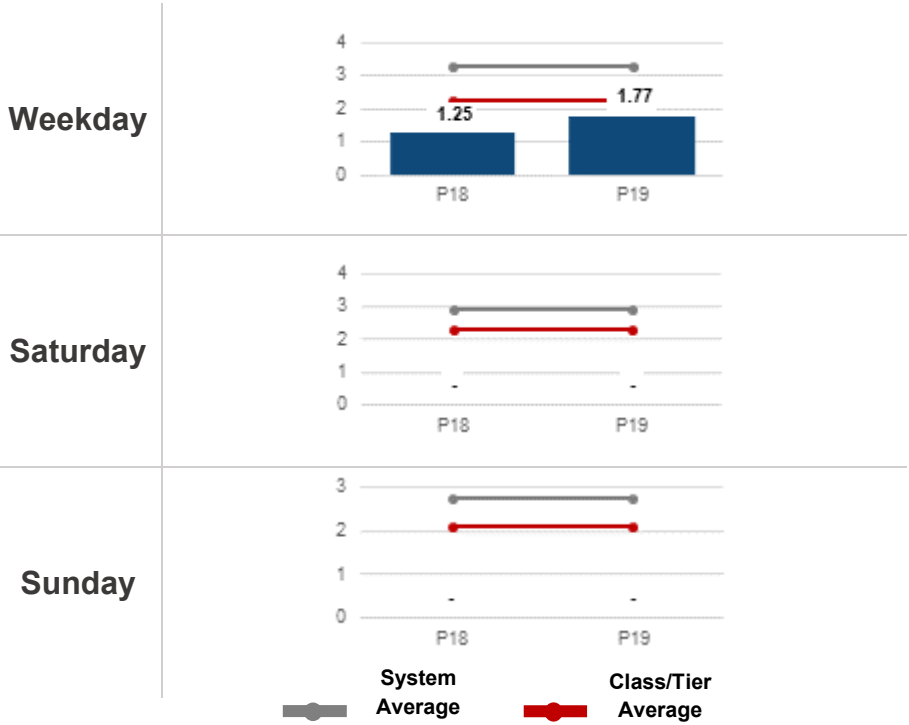
Hours Allocation



Service Delivery

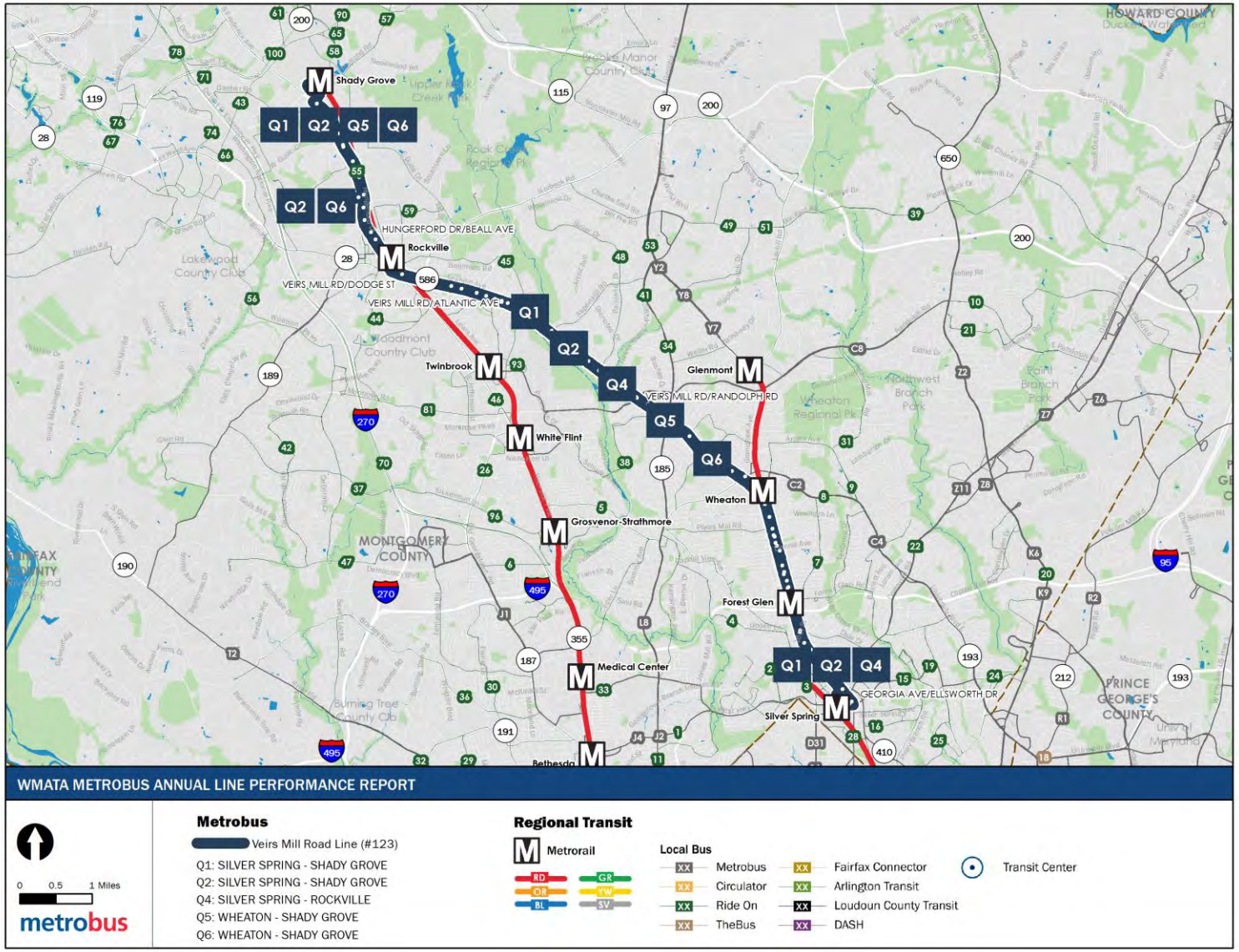
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
P18	28.1	5,916	4,718 (80%)
P19	21.3	2,088	1,726 (83%)

Passenger Miles per Revenue Mile



LINE: 123 – VEIRS MILL ROAD ROUTE(S): Q1,2,4,5,6

About the Line



Service Classification

Framework

Activity Tier

2

Overall Grade

Line	A

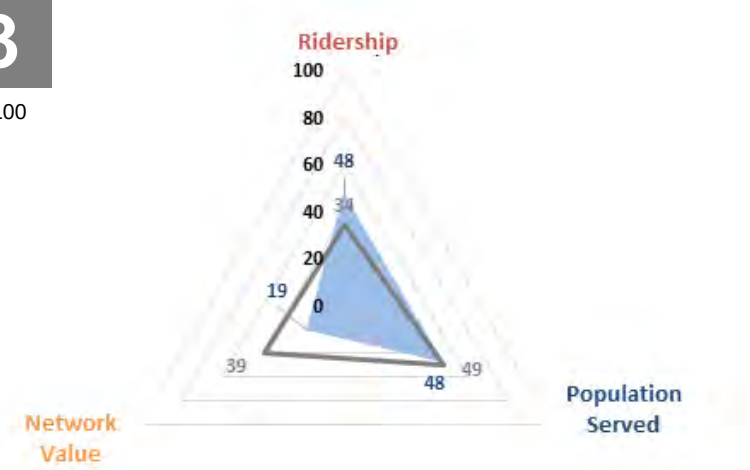
Legend

Exceeds Meets Approaches Below Significantly Below

Line Benefit Score

43

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$7,151,252
Peak Vehicles	15
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

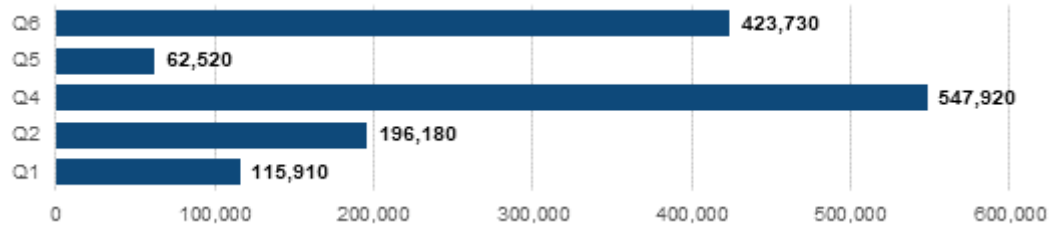
Service Area Population		54,381
Minority Population	*Service Area*	35,403
	Rider Survey	4,645 (92%)
Low-Income Households	*Service Area*	3,624
	Rider Survey	2,706 (58%)

Facilities/Amenities

Bus Stops	150
Bus Shelters	59
Benches	71
Real-Time Signs	11

Ridership

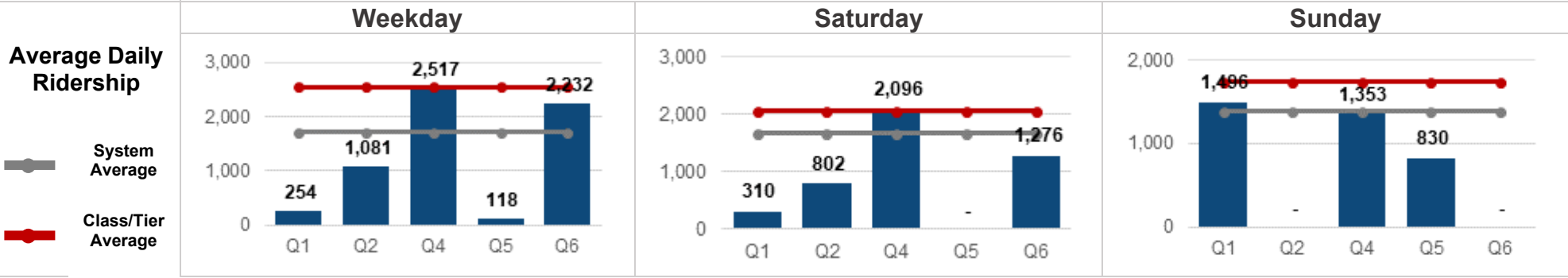
Annual Ridership



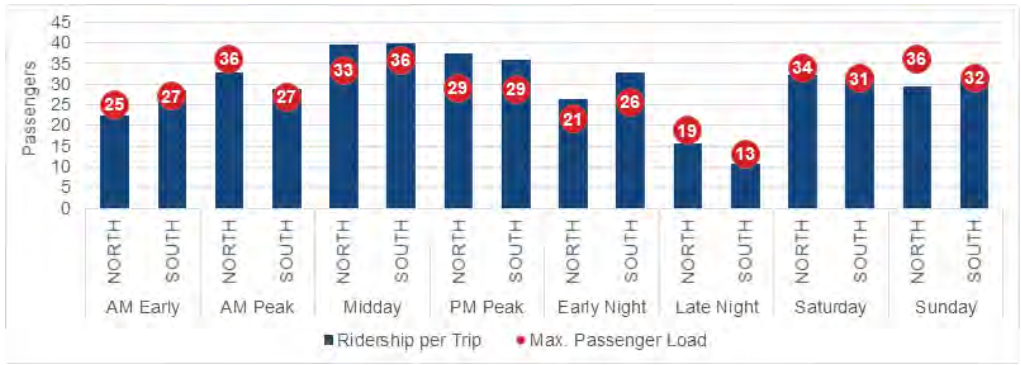
Top Transfer Locations

Wheaton, Rockville, Silver Spring

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period

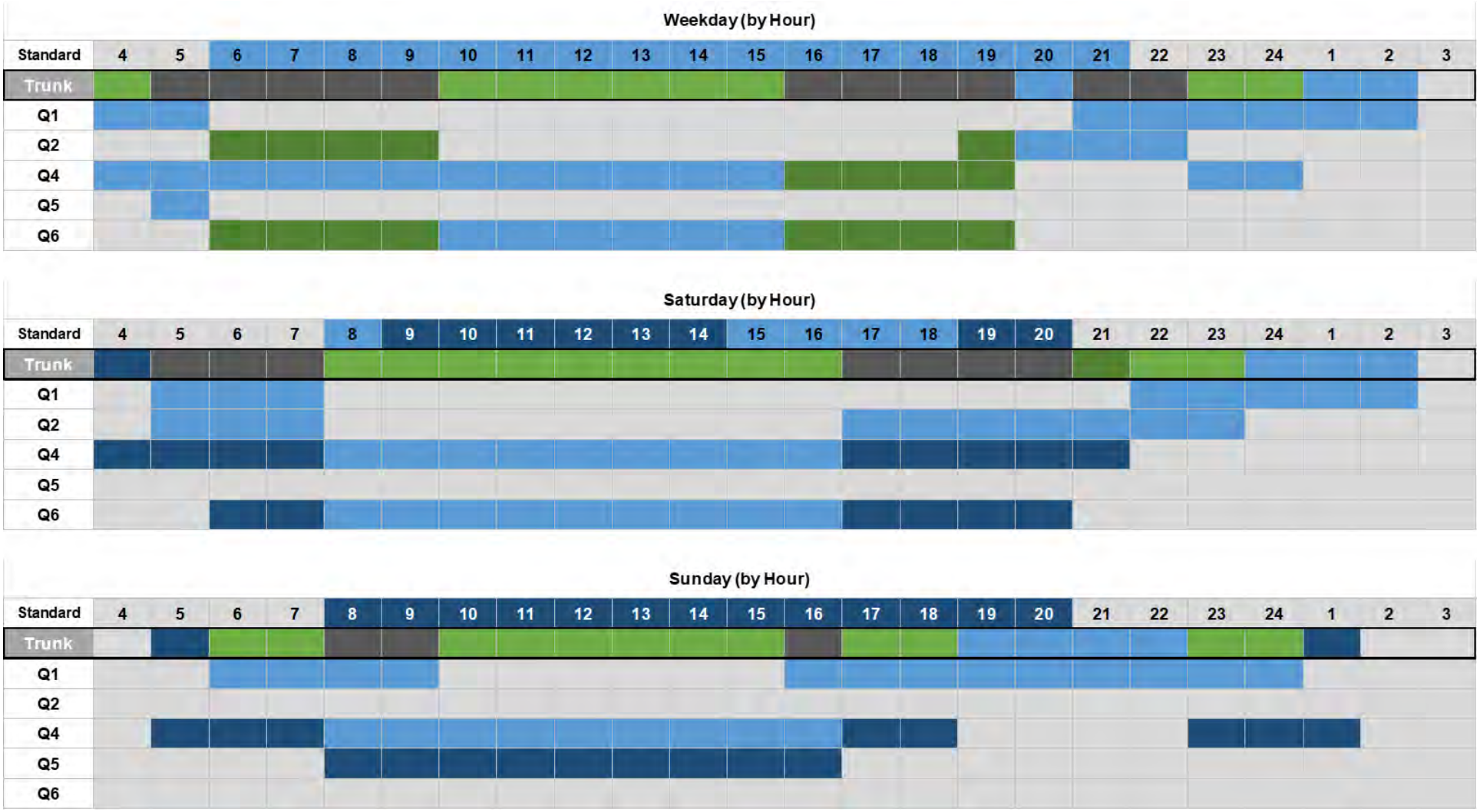


Vehicle Load Factor

	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.00	0.56	0.52
Weekday	**Off-Peak** Maximum Target: 1.00	0.47	0.53
	Saturday Maximum Target: 1.00	0.48	0.50
	Sunday Maximum Target: 1.00	0.45	0.48

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—



[1] Span/frequency standards are only applicable at the line level.

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 a.m. - 2:29 a.m.	-	A	4:45 a.m. - 2:34 a.m.	-	A	5:49 a.m. - 1:20 a.m.	-	A
	Frequency of Service | varies	Peak: 7.3 / Off-Peak: 8.2	*Peak: 15.0 / Off-Peak: 21.8*	A	7.2	*28.5*	A	9.9	*32.0*	A
Productivity	**Passengers per Revenue Hour** | 20.0	33.6	*33.0*	A	32.3	*29.0*	A	32.1	*28.9*	A
	Passengers per Revenue Mile | 2.0	3.0	*3.7*	A	2.9	*3.0*	A	2.7	*2.9*	A
Reliability	**On-Time Performance** | 79%	77%	*76%*	C	76%	*78%*	C	74%	*80%*	D
	Crowding | 5.0%	1.1%	*2.1%*	A	1.0%	*1.0%*	A	0.0%	*0.8%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.56 Off-Peak: 0.47	*Peak: 0.52 Off-Peak: 0.40*	B	0.48	*0.38*	A	0.45	*0.37*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $5.00	$3.48	*$3.91*	A	$3.62	*$4.52*	A	$3.64	*$4.63*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route Q1

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	5.5	*5.6*	E
Route Design	**Circuity |** 1.75	1.24	*1.44*	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 |** 20.0	17.7	*32.2*	D	19.2	*28.3*	C	31.5	*28.3*	A
	Passengers per Revenue Mile | 2.0	1.2	*3.7*	E	1.5	*3.0*	E	2.4	*2.9*	A
	Unique Segment Ridership | 10%	-	*17%*	-	-	*19%*	-	-	*19%*	-
Reliability	**On-Time Performance |** 79%	79%	*77%*	B	75%	*79%*	C	70%	*80%*	D
	Crowding | 5.0%	0.1%	*2.0%*	A	0.0%	*1.1%*	A	0.5%	*0.9%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.00 Off-Peak: 0.30	*Peak: 0.53 Off-Peak: 0.41*	A	0.30	*0.39*	A	0.50	*0.35*	B
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$6.62	*$4.18*	E	$6.10	*$4.72*	E	$3.71	*$4.78*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route Q2

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	5.6	*5.6*	E
Route Design	**Circuity |** 1.75	1.30	*1.44*	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 |** 20.0	31.0	*32.2*	A	27.7	*28.3*	A		*28.3*	-
	Passengers per Revenue Mile | 2.0	2.6	*3.7*	A	2.5	*3.0*	A		*2.9*	-
	Unique Segment Ridership | 10%	-	*17%*	-	-	*19%*	-		*19%*	-
Reliability	**On-Time Performance |** 79%	76%	*77%*	C	80%	*79%*	B		*80%*	-
	Crowding | 5.0%	1.1%	*2.0%*	A	1.1%	*1.1%*	A		*0.9%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.60 Off-Peak: 0.50	*Peak: 0.53 Off-Peak: 0.41*	B+	0.50	*0.39*	B		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$3.77	*$4.18*	A	$4.22	*$4.72*	A		*$4.78*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route Q4

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	5.8	*5.6*	E
Route Design	**Circuity |** 1.75	1.30	*1.44*	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 |** 20.0	41.1	*32.2*	A	43.1	*28.3*	A	38.0	*28.3*	A
	Passengers per Revenue Mile | 2.0	3.9	*3.7*	A	3.9	*3.0*	A	3.4	*2.9*	A
	Unique Segment Ridership | 10%	-	*17%*	-	-	*19%*	-	-	*19%*	-
Reliability	**On-Time Performance |** 79%	73%	*77%*	D	71%	*79%*	D	75%	*80%*	C
	Crowding | 5.0%	0.4%	*2.0%*	A	1.9%	*1.1%*	A	0.2%	*0.9%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.60 Off-Peak: 0.60	*Peak: 0.53 Off-Peak: 0.41*	B	0.50	*0.39*	B	0.40	*0.35*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$2.85	*$4.18*	A	$2.71	*$4.72*	A	$3.08	*$4.78*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route Q5

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	5.3	*5.6*	E
Route Design	**Circuity |** 1.75	1.20	*1.44*	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 |** 20.0	22.6	*32.2*	A		*28.3*	-	26.5	*28.3*	A
	Passengers per Revenue Mile | 2.0	2.2	*3.7*	A		*3.0*	-	2.6	*2.9*	A
	Unique Segment Ridership | 10%	-	*17%*	-		*19%*	-	-	*19%*	-
Reliability	**On-Time Performance |** 79%	90%	*77%*	A		*79%*	-	78%	*80%*	C
	Crowding | 5%	0.4%	*2.0%*	A		*1.1%*	-	0.2%	*0.9%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.0	Peak: 0.70 Off-Peak: 0.40	*Peak: 0.53 Off-Peak: 0.41*	B+		*0.39*	-	0.40	*0.35*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$5.18	*$4.18*	C		*$4.72*	-	$4.42	*$4.78*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route Q6

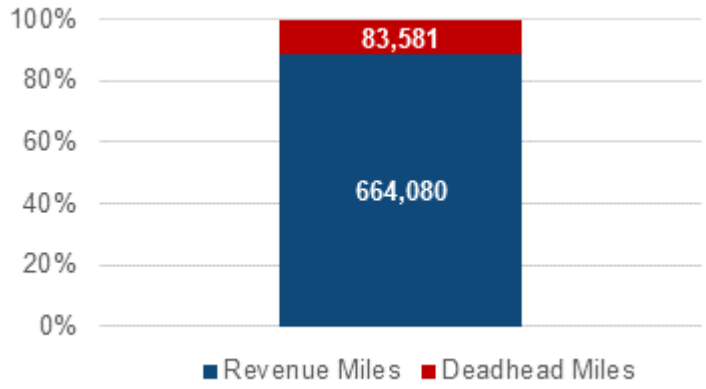
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	5.4	*5.6*	E
Route Design	**Circuity |** 1.75	1.30	*1.44*	A

	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 |** 20.0	32.4	*32.2*	A	28.4	*28.3*	A		*28.3*	-
	Passengers per Revenue Mile | 2.0	3.1	*3.7*	A	2.7	*3.0*	A		*2.9*	-
	Unique Segment Ridership | 10%	-	*17%*	-	-	*19%*	-		*19%*	-
Reliability	**On-Time Performance |** 79%	81%	*77%*	B	81%	*79%*	B		*80%*	-
	Crowding | 5%	2.0%	*2.0%*	A	0.3%	*1.1%*	A		*0.9%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.0	Peak: 0.50 Off-Peak: 0.60	*Peak: 0.53 Off-Peak: 0.41*	B	0.50	*0.39*	A		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$3.61	*$4.18*	A	$4.11	*$4.72*	A		*$4.78*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

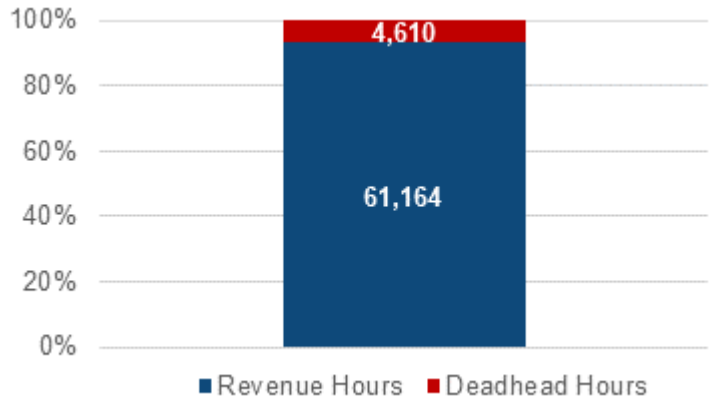
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



Hours Allocation

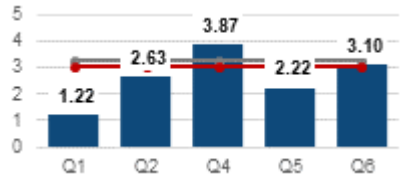


Service Delivery

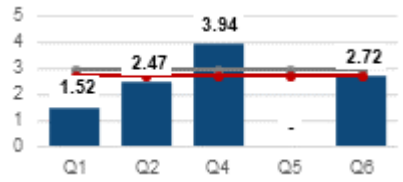
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
Q1	28.7	2,828	2,297 (81%)
Q2	30.2	4,256	3,347 (79%)
Q4	22.4	9,540	7,745 (81%)
Q5	20.1	1,522	1,266 (83%)
Q6	21.7	9,424	7,396 (78%)

Passenger Miles per Revenue Mile

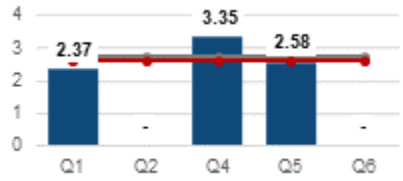
Weekday



Saturday



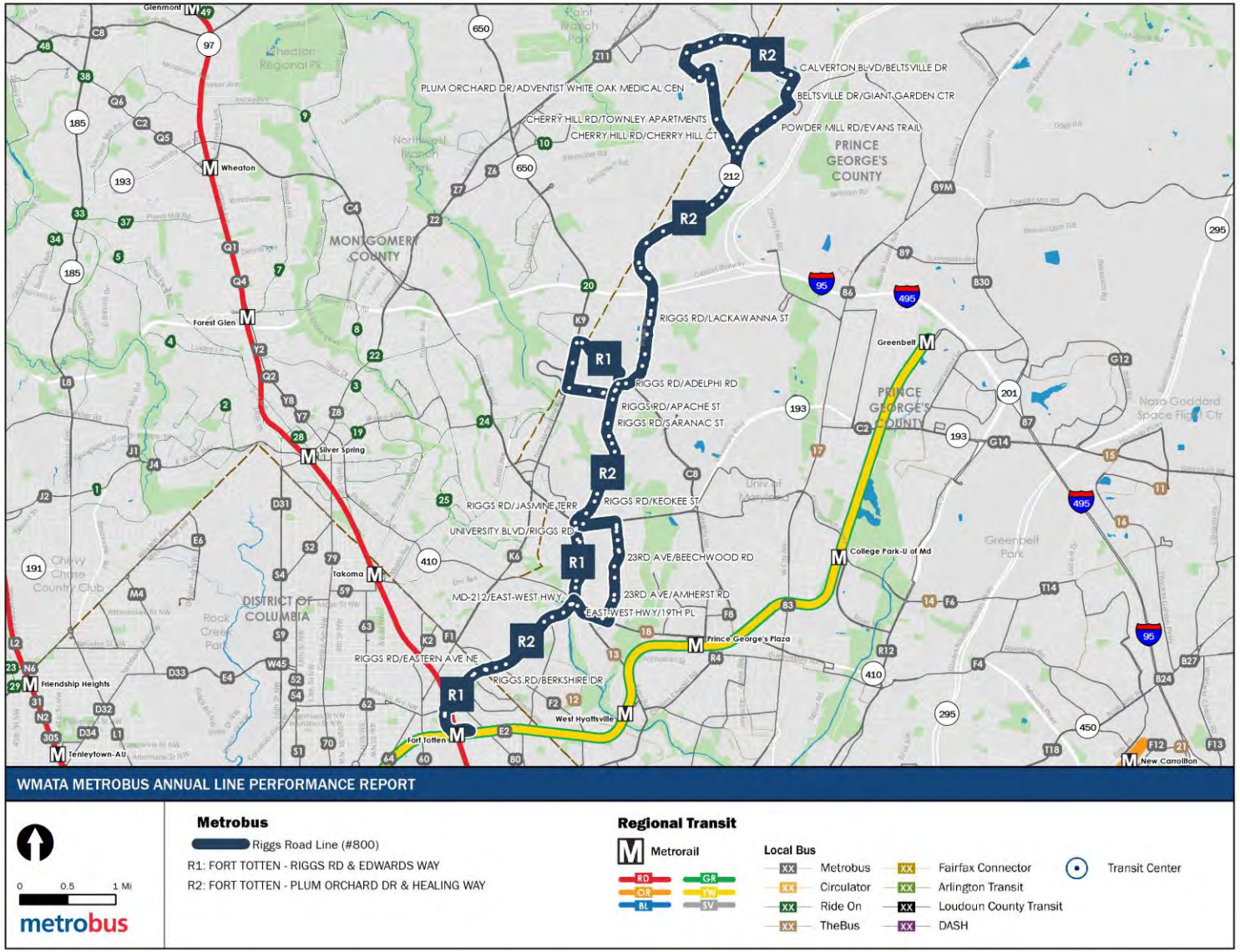
Sunday



System Average — Class/Tier Average

LINE: 800 – RIGGS ROAD ROUTE(S): R1,2

About the Line



Service Classification

Framework

Activity Tier

3

Overall Grade

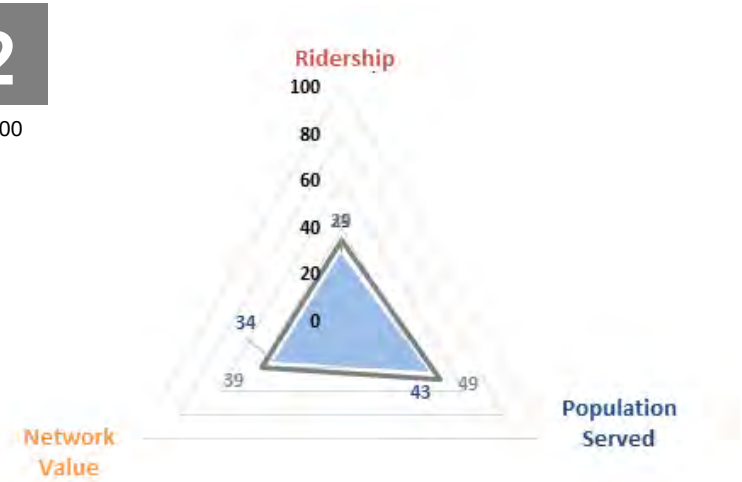
Line	B

Legend
Exceeds Meets
Approaches Below Significantly Below

Line Benefit Score

32

Out of 100



Classification Average:

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$2,690,668
Peak Vehicles	8
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

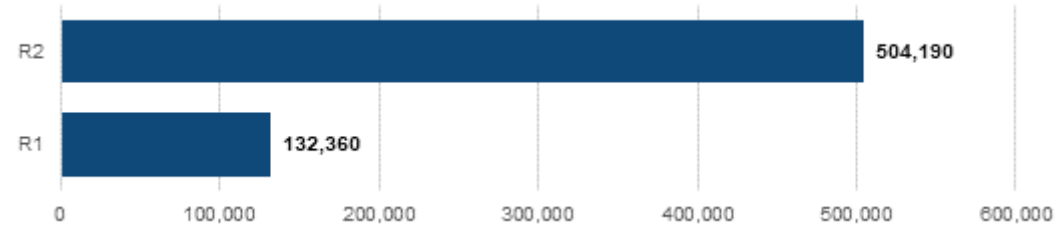
Service Area Population		54,686
Minority Population	*Service Area*	49,537
	Rider Survey	2,428 (93%)
Low-Income Households	*Service Area*	3,252
	Rider Survey	1,225 (49%)

Facilities/Amenities

Bus Stops	155
Bus Shelters	7
Benches	8
Real-Time Signs	1

Ridership

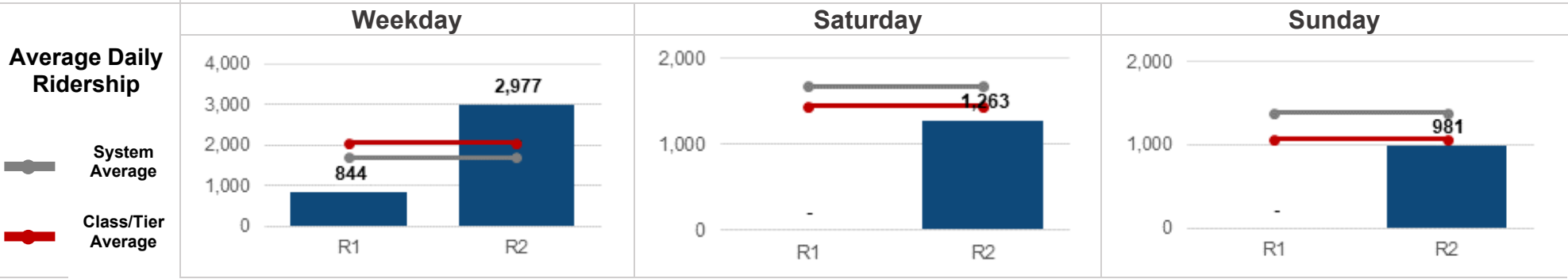
Annual Ridership



Top Transfer Locations

Fort Totten, Friendship Heights, Rockville

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period

Vehicle Load Factor

	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.00	0.68	0.55
Weekday	**Off-Peak** Maximum Target: 1.00	0.41	0.51
	Saturday Maximum Target: 1.00	0.47	0.48
	Sunday Maximum Target: 1.00	0.47	0.42

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

[1] Span/frequency standards are only applicable at the line level.

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	4:35 a.m. - 11:30 p.m.	-	A	5:50 a.m. - 9:41 p.m.	-	B	7:00 a.m. - 9:31 p.m.	-	B
	Frequency of Service | varies	Peak: 10.6 / Off-Peak: 33.8	*Peak: 15.0 / Off-Peak: 21.8*	A	57.7	*28.5*	A	60.1	*32.0*	B
Productivity	**Passengers per Revenue Hour** | 15.0	47.8	*33.0*	A	42.4	*29.0*	A	38.4	*28.9*	A
	Passengers per Revenue Mile | 1.0	3.9	*3.7*	A	3.7	*3.0*	A	3.2	*2.9*	A
Reliability	**On-Time Performance** | 79%	61%	*76%*	E	68%	*78%*	E	77%	*80%*	C
	Crowding | 5.0%	3.4%	*2.1%*	A	2.0%	*1.0%*	A	2.0%	*0.8%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.68 Off-Peak: 0.41	*Peak: 0.52 Off-Peak: 0.40*	B	0.47	*0.38*	A	0.47	*0.37*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $7.00	$2.45	*$3.91*	A	$2.76	*$4.52*	A	$3.04	*$4.63*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route R1

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	6.8	*5.6*	E
Route Design	**Circuity |** 1.75	1.46	*1.44*	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 |** 15.0	59.5	*32.2*	A		*28.3*	-		*28.3*	-
	Passengers per Revenue Mile | 1.0	6.0	*3.7*	A		*3.0*	-		*2.9*	-
	Unique Segment Ridership | 10%	9%	*17%*	C		*19%*	-		*19%*	-
Reliability	**On-Time Performance |** 79%	68%	*77%*	E		*79%*	-		*80%*	-
	Crowding | 5.0%	7.3%	*2.0%*	E		*1.1%*	-		*0.9%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.69 Off-Peak: 1.00	*Peak: 0.53 Off-Peak: 0.41*	C		*0.39*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$1.96	*$4.18*	A		*$4.72*	-		*$4.78*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route R2

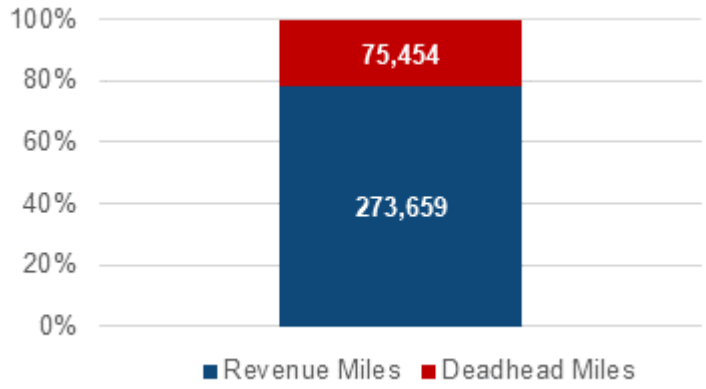
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	5.9	*5.6*	E
Route Design	**Circuity |** 1.75	1.30	*1.44*	A

	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 |** 15.0	45.2	*32.2*	A	42.4	*28.3*	A	38.4	*28.3*	A
	Passengers per Revenue Mile | 1.0	3.6	*3.7*	A	3.7	*3.0*	A	3.2	*2.9*	A
	Unique Segment Ridership | 10%	42%	*17%*	A	38%	*19%*	A	38%	*19%*	A
Reliability	**On-Time Performance |** 79%	60%	*77%*	E	68%	*79%*	E	77%	*80%*	C
	Crowding | 5.0%	2.2%	*2.0%*	A	2.5%	*1.1%*	A	1.6%	*0.9%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.60 Off-Peak: 0.40	*Peak: 0.53 Off-Peak: 0.41*	B+	0.50	*0.39*	A	0.40	*0.35*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$2.58	*$4.18*	A	$2.76	*$4.72*	A	$3.04	*$4.78*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

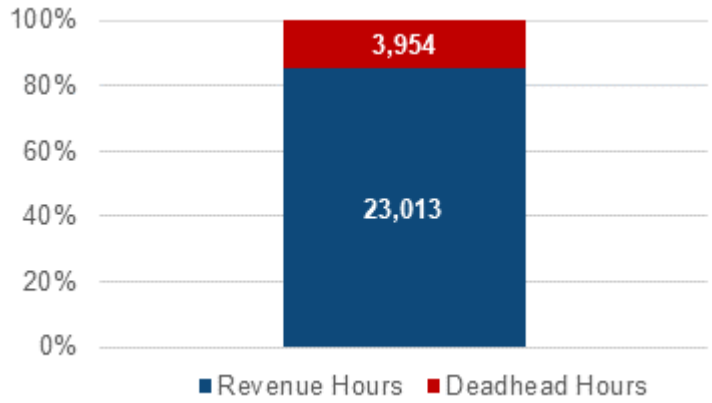
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



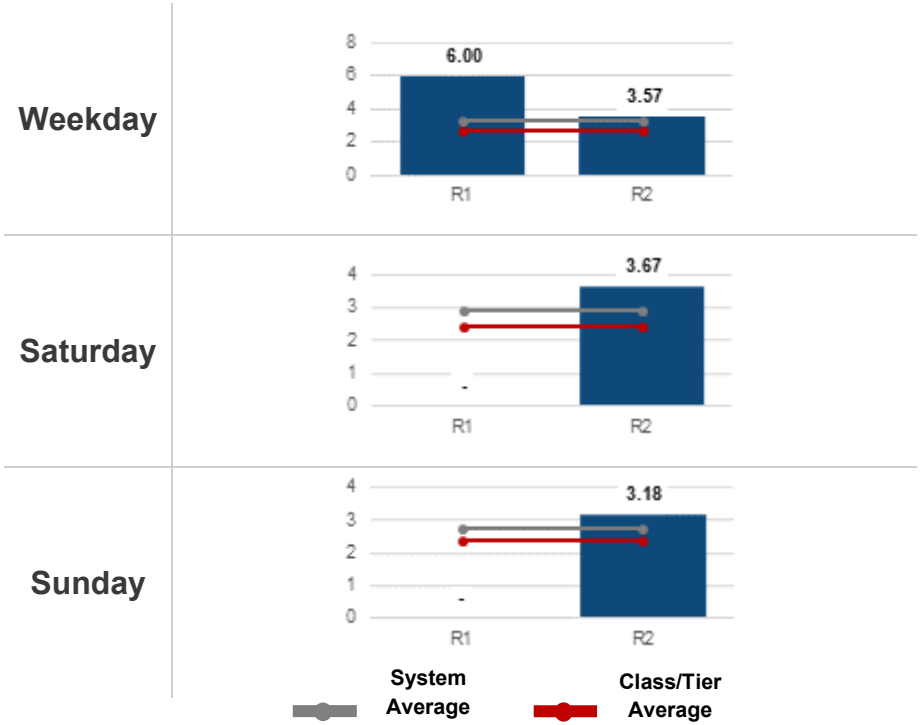
Hours Allocation



Service Delivery

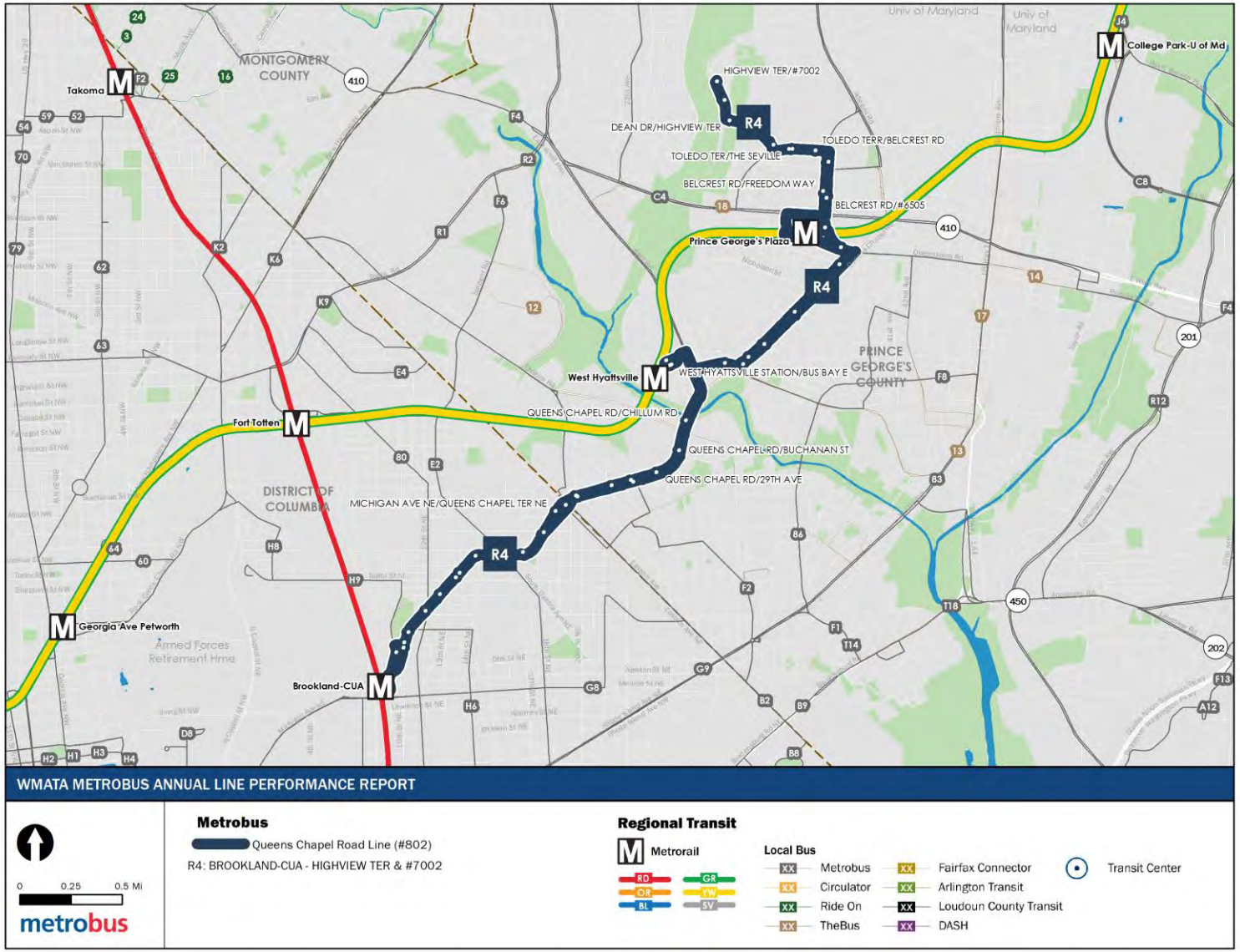
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
R1	13.7	2,352	2,046 (87%)
R2	23.4	10,202	9,292 (91%)

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	A

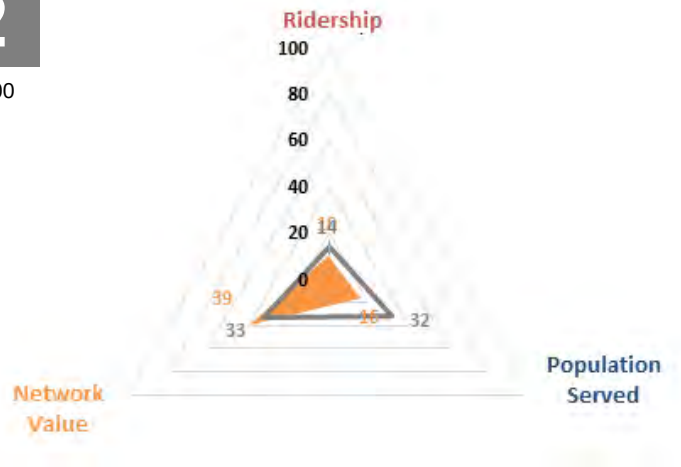
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

22

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$1,325,770
Peak Vehicles	4
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

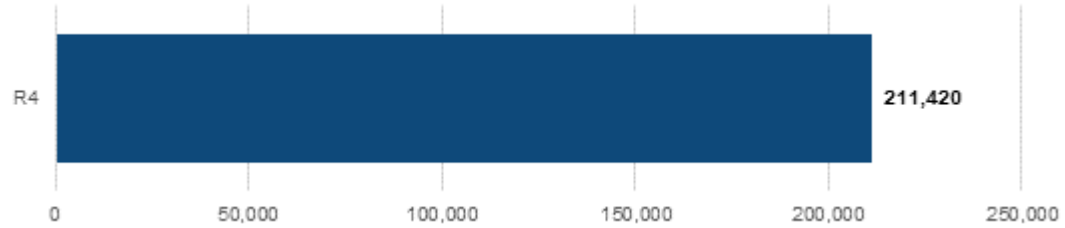
Service Area Population		23,712
Minority Population	*Service Area*	19,958
	Rider Survey	839 (94%)
Low-Income Households	*Service Area*	1,400
	Rider Survey	357 (41%)

Facilities/Amenities

Bus Stops	72
Bus Shelters	16
Benches	10
Real-Time Signs	1

Ridership

Annual Ridership



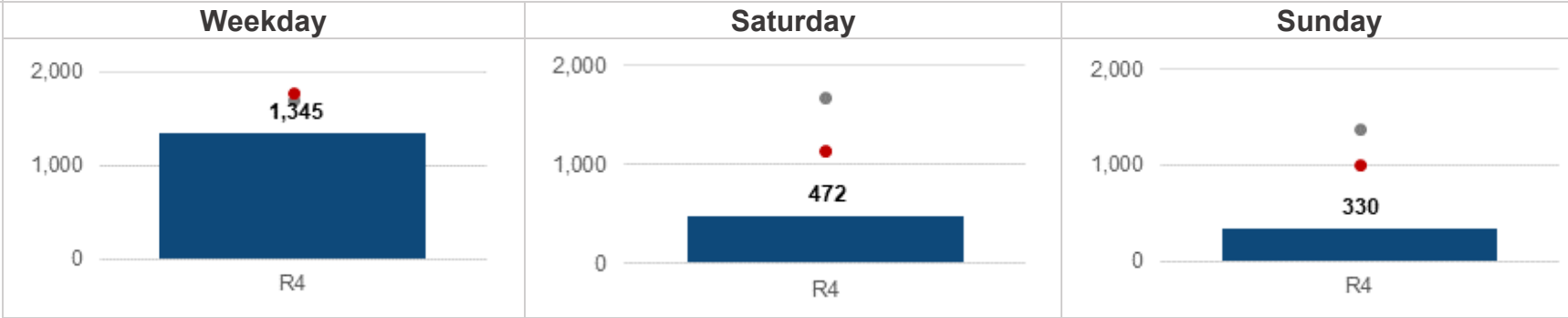
Top Transfer Locations

Brookland, Prince George's Plaza, West Hyattsville

Average Daily Ridership

System Average

Class/Tier Average



Average Trip Ridership and Maximum Load by Time Period

Vehicle Load Factor

	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.00	0.35	0.37
Weekday	**Off-Peak** Maximum Target: 1.00	0.24	0.26
	Saturday Maximum Target: 1.00	0.29	0.30
	Sunday Maximum Target: 1.00	0.20	0.22

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk												—												
R4																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk					—	—	—	—	—	—	—	—	—	—	—	—								
R4																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk					—	—	—	—	—	—	—	—	—	—	—	—								
R4																								

[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

A 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 a.m. - 11:22 p.m.	-	A	6:31 a.m. - 9:08 p.m.	-	A	8:30 a.m. - 9:03 p.m.	-	B
	Frequency of Service | varies	Peak: 24.3 / Off-Peak: 57.5	*Peak: 20.6 / Off-Peak: 32.7*	A	66.6	*40.5*	B	62.9	*41.1*	B
Productivity	**Passengers per Revenue Hour** | 15.0	34.9	*28.8*	A	33.0	*27.4*	A	27.2	*26.0*	A
	Passengers per Revenue Mile | 2.0	3.7	*2.9*	A	3.1	*2.7*	A	2.4	*2.5*	A
Reliability	**On-Time Performance** | 79%	80%	*82%*	B	79%	*82%*	B	78%	*84%*	C
	Crowding | 5.0%	0.0%	*0.5%*	A	0.0%	*0.2%*	A	0.0%	*0.1%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.35 Off-Peak: 0.24	*Peak: 0.39 Off-Peak: 0.29*	A	0.29	*0.30*	A	0.20	*0.28*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $5.00	$3.35	*$4.67*	A	$3.55	*$5.07*	A	$4.30	*$5.13*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route R4

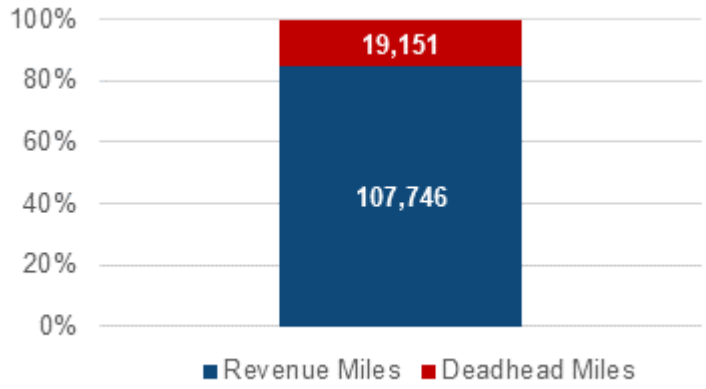
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	6.9	*6.1*	E
Route Design	**Circuity |** N/A	1.30	*2.00*	-

	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 |** 15.0	34.9	*29.7*	A	33.0	*29.3*	A	27.2	*27.9*	A
	Passengers per Revenue Mile | 2.0	3.7	*3.0*	A	3.1	*2.9*	A	2.4	*2.7*	A
	Unique Segment Ridership | 10%	37%	*31%*	A	28%	*33%*	A	32%	*32%*	A
Reliability	**On-Time Performance |** 79%	80%	*82%*	B	79%	*82%*	B	78%	*84%*	C
	Crowding | 5.0%	0.0%	*0.4%*	A	0.0%	*0.2%*	A	0.0%	*0.1%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.36 Off-Peak: 0.20	*Peak: 0.39 Off-Peak: 0.29*	A	0.30	*0.31*	A	0.20	*0.27*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$3.35	*$4.77*	A	$3.55	*$4.83*	A	$4.30	*$4.94*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

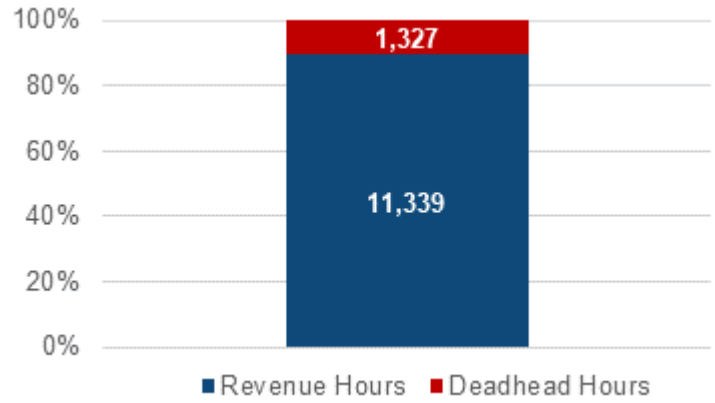
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



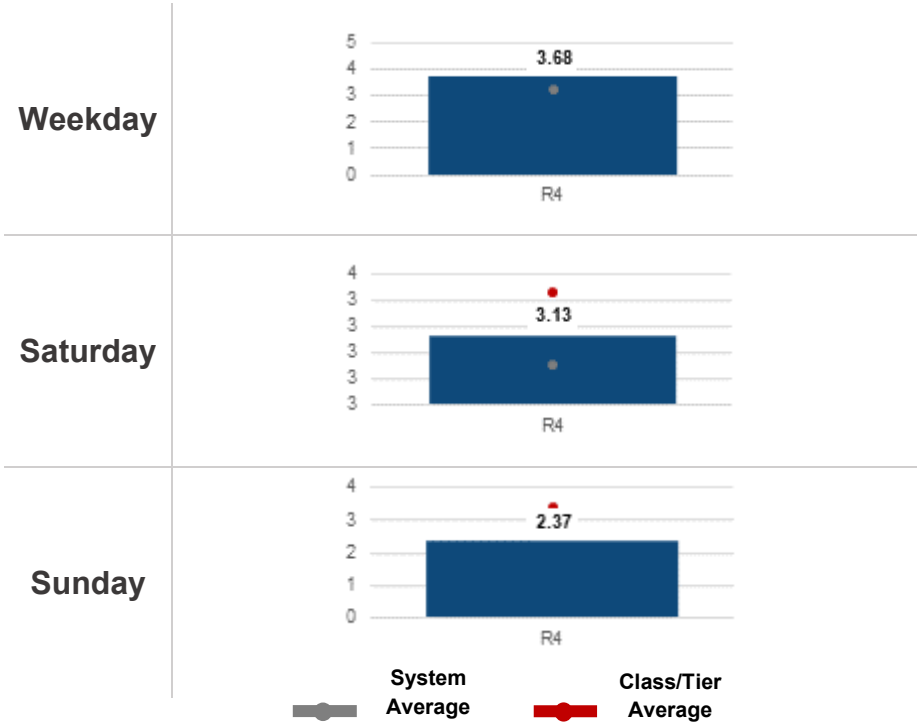
Hours Allocation



Service Delivery

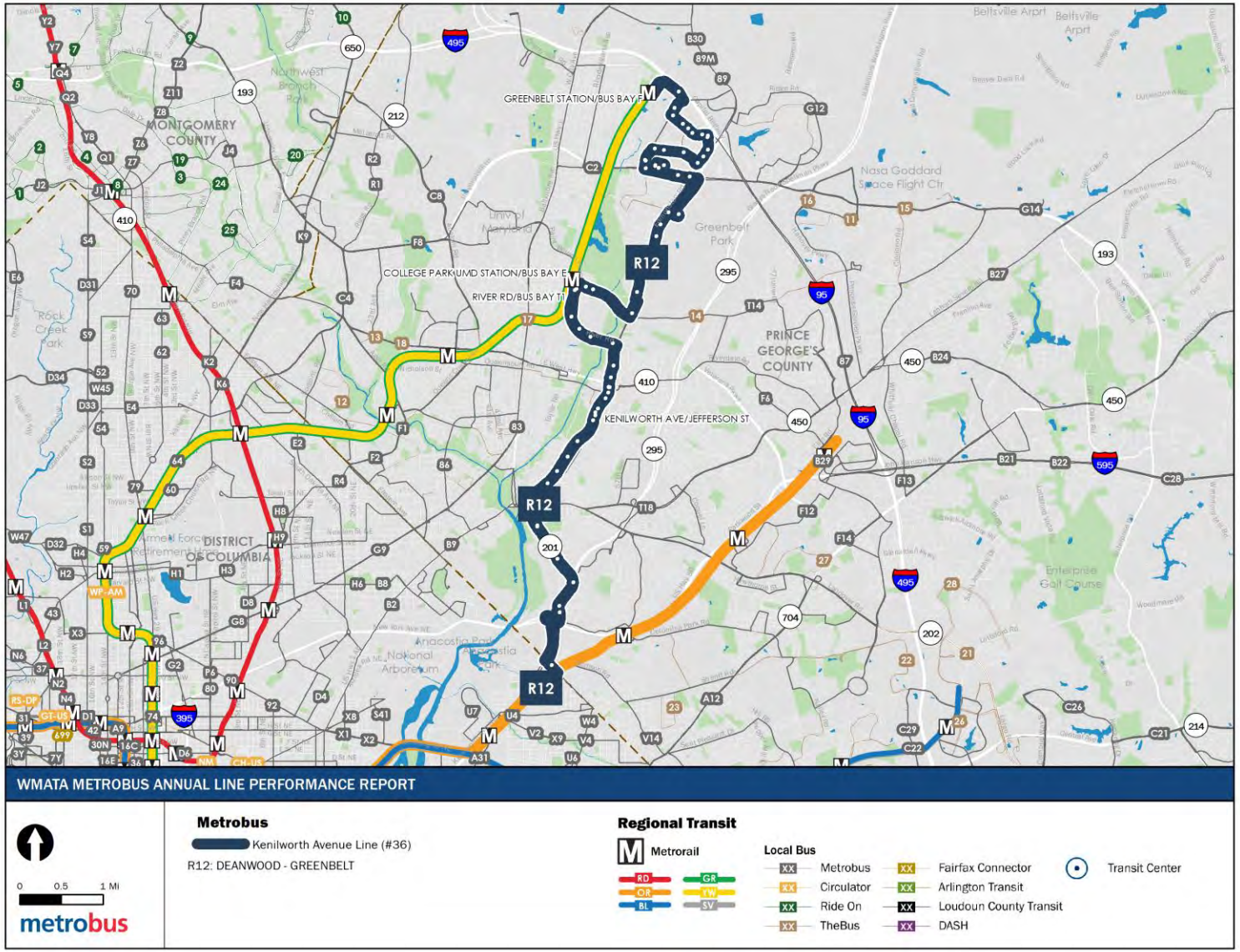
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
R4	12.5	8,436	7,750 (92%)

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

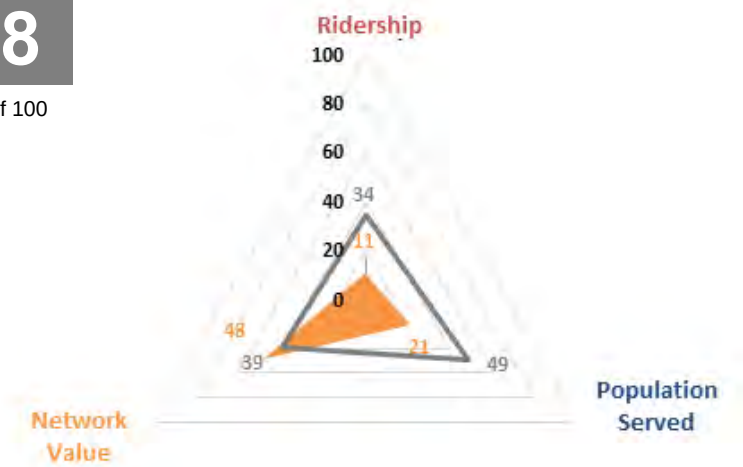
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

18

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$1,743,753
Peak Vehicles	6
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

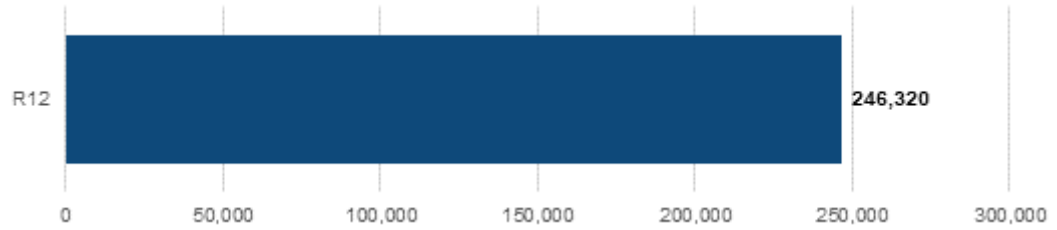
Service Area Population		28,009
Minority Population	*Service Area*	24,275
	Rider Survey	885 (89%)
Low-Income Households	*Service Area*	1,612
	Rider Survey	334 (39%)

Facilities/Amenities

Bus Stops	118
Bus Shelters	11
Benches	13
Real-Time Signs	0

Ridership

Annual Ridership



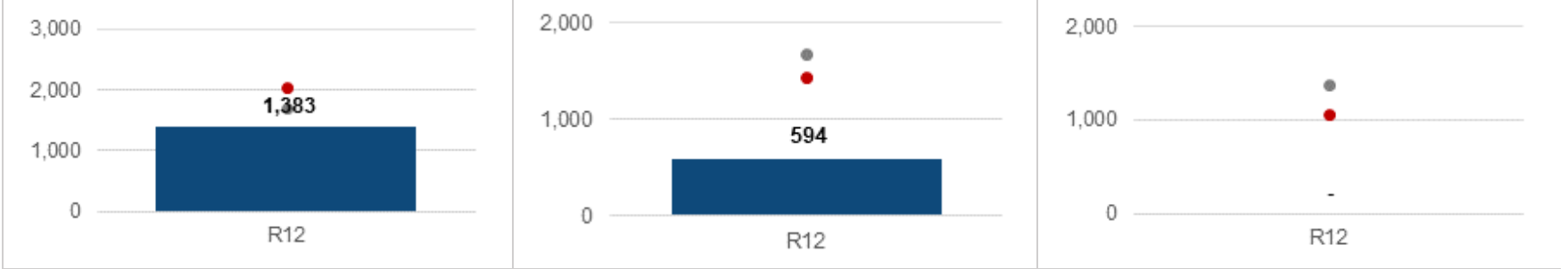
Top Transfer Locations

Greenbelt, College Park-U of MD, Deanwood

Average Daily Ridership

System Average

Class/Tier Average



Average Trip Ridership and Maximum Load by Time Period

Vehicle Load Factor

	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.00	0.36	0.39
Weekday	**Off-Peak** Maximum Target: 1.00	0.33	0.29
	Saturday Maximum Target: 1.00	0.27	0.27
	Sunday Maximum Target: 1.00		

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
R12																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
R12																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk					—	—	—	—	—	—	—	—	—	—	—	—	—							
R12																								

[1] Span/frequency standards are only applicable at the line level.

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 a.m. - 10:00 p.m.	-	A	8:00 a.m. - 10:43 p.m.	-	B		-	E
	Frequency of Service | varies	Peak: 30.3 / Off-Peak: 46.6	*Peak: 15.0 / Off-Peak: 21.8*	A	60.0	*28.5*	B		*32.0*	-
Productivity	**Passengers per Revenue Hour** | 15.0	25.6	*33.0*	A	22.1	*29.0*	A		*28.9*	-
	Passengers per Revenue Mile | 1.0	2.0	*3.7*	A	1.6	*3.0*	A		*2.9*	-
Reliability	**On-Time Performance** | 79%	83%	*76%*	B	84%	*78%*	A		*80%*	-
	Crowding | 5.0%	0.0%	*2.1%*	A	0.0%	*1.0%*	A		*0.8%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.36 Off-Peak: 0.33	*Peak: 0.52 Off-Peak: 0.40*	A	0.27	*0.38*	A		*0.37*	-
Cost Effectiveness	**Operating Cost per Passenger Trip** | $7.00	$4.57	*$3.91*	A	$5.30	*$4.52*	A		*$4.63*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route R12

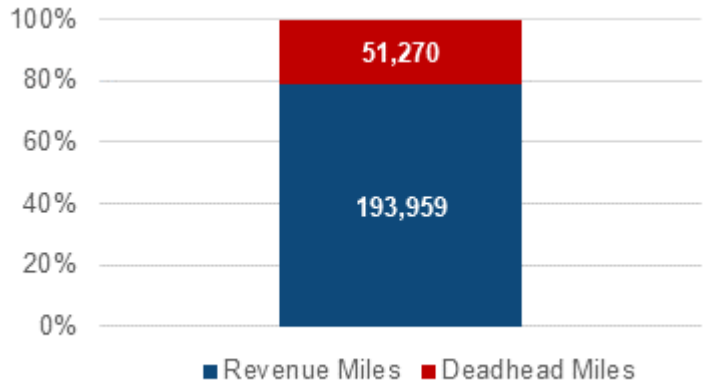
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	4.8	*5.6*	A
Route Design	**Circuity |** 1.75	1.43	*1.44*	A

	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 |** 15.0	25.6	*32.2*	A	22.1	*28.3*	A		*28.3*	-
	Passengers per Revenue Mile | 1.0	2.0	*3.7*	A	1.6	*3.0*	A		*2.9*	-
	Unique Segment Ridership | 10%	52%	*17%*	A	47%	*19%*	A		*19%*	-
Reliability	**On-Time Performance |** 79%	83%	*77%*	B	84%	*79%*	A		*80%*	-
	Crowding | 5.0%	0.0%	*2.0%*	A	0.0%	*1.1%*	A		*0.9%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.38 Off-Peak: 0.30	*Peak: 0.53 Off-Peak: 0.41*	A	0.30	*0.39*	A		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$4.57	*$4.18*	A	$5.30	*$4.72*	A		*$4.78*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

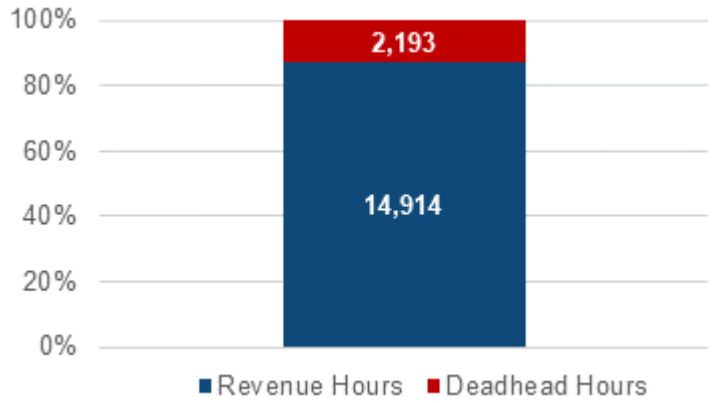
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



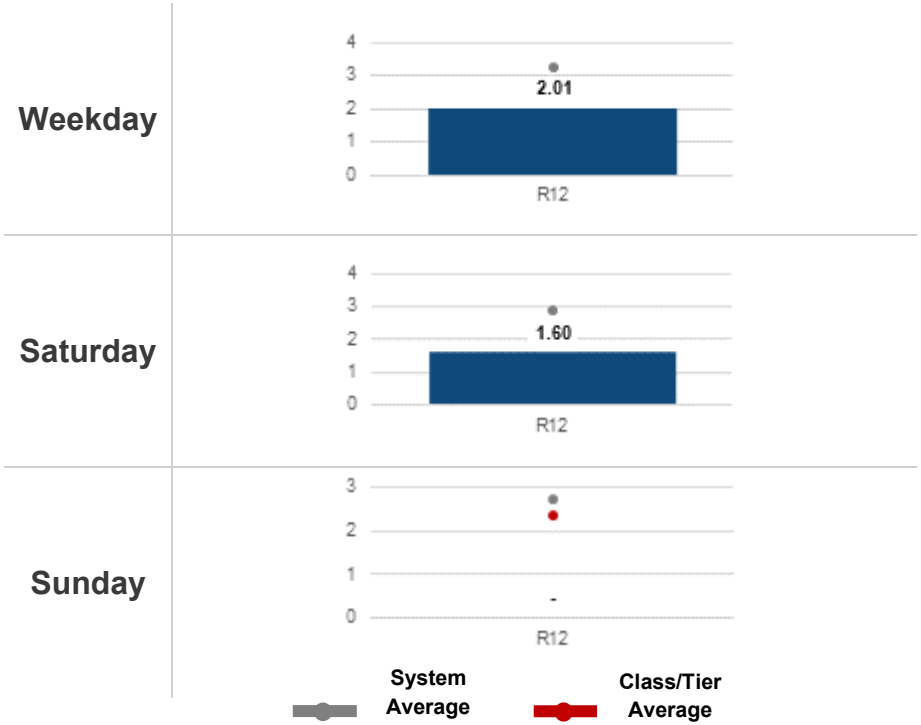
Hours Allocation



Service Delivery

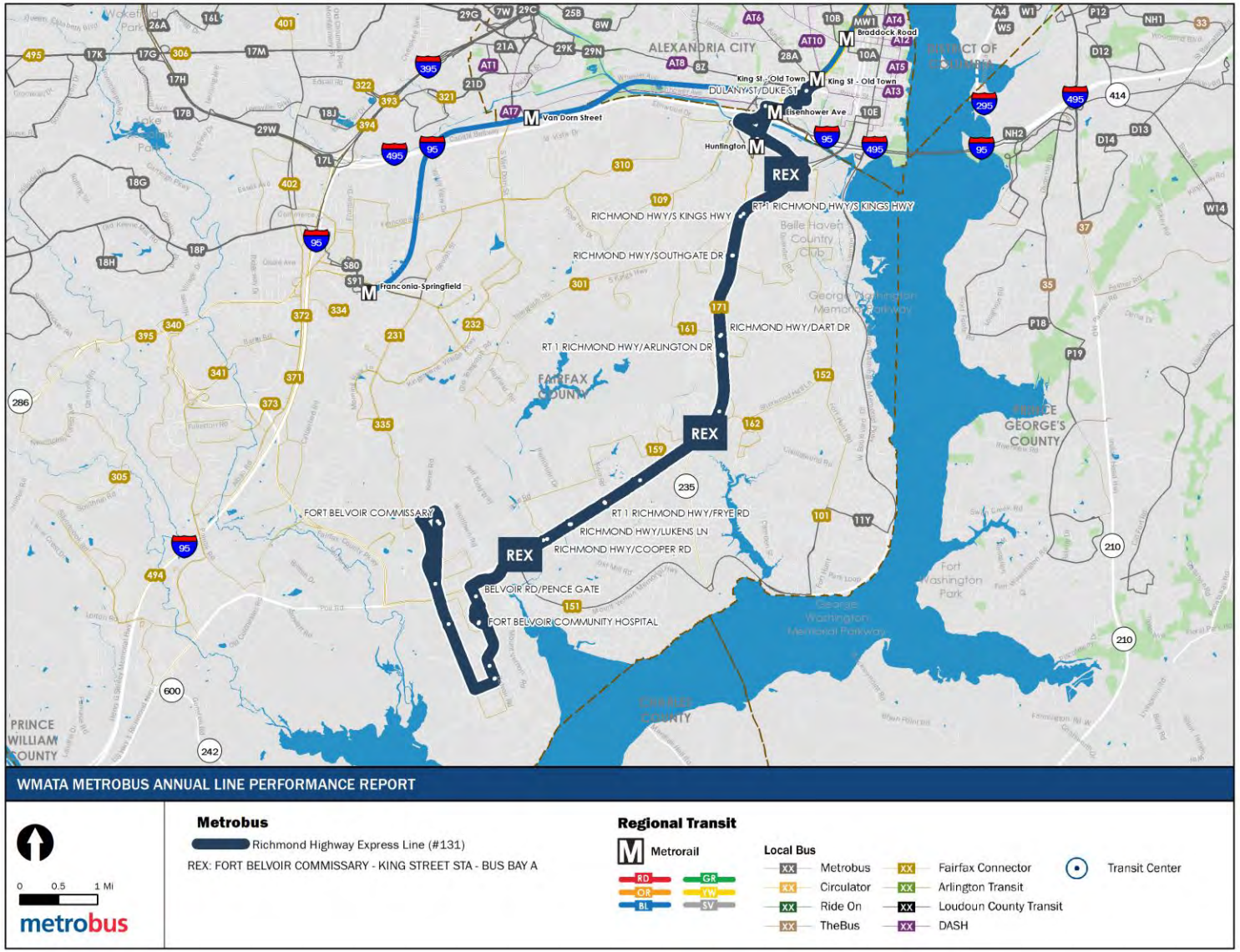
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
R12	27.0	6,888	6,055 (88%)

Passenger Miles per Revenue Mile



LINE: 131 – RICHMOND HIGHWAY EXPRESS ROUTE(S): REX (R99)

About the Line



Service Classification

Framework

Activity Tier

3

Overall Grade

Line	A

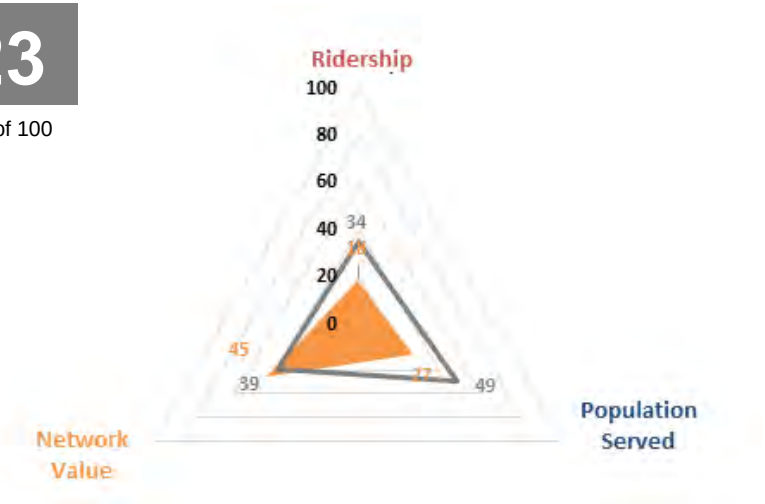
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

23

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$4,308,042
Peak Vehicles	10
Vehicle Type(s)	REX

Service Area Context (1/4 Mile)

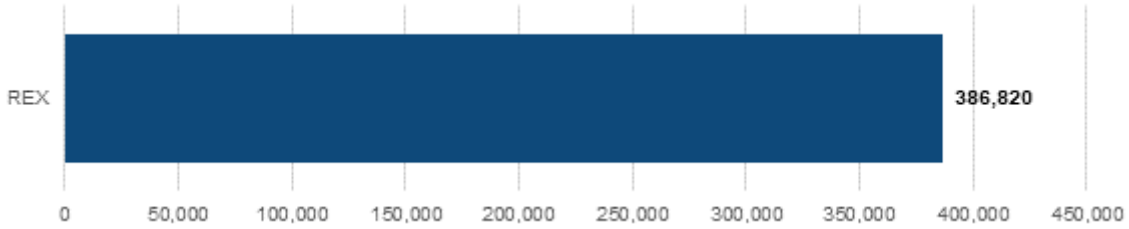
Service Area Population		44,385
Minority Population	*Service Area*	27,548
	Rider Survey	1,615 (86%)
Low-Income Households	*Service Area*	2,634
	Rider Survey	946 (53%)

Facilities/Amenities

Bus Stops	51
Bus Shelters	15
Benches	23
Real-Time Signs	0

Ridership

Annual Ridership



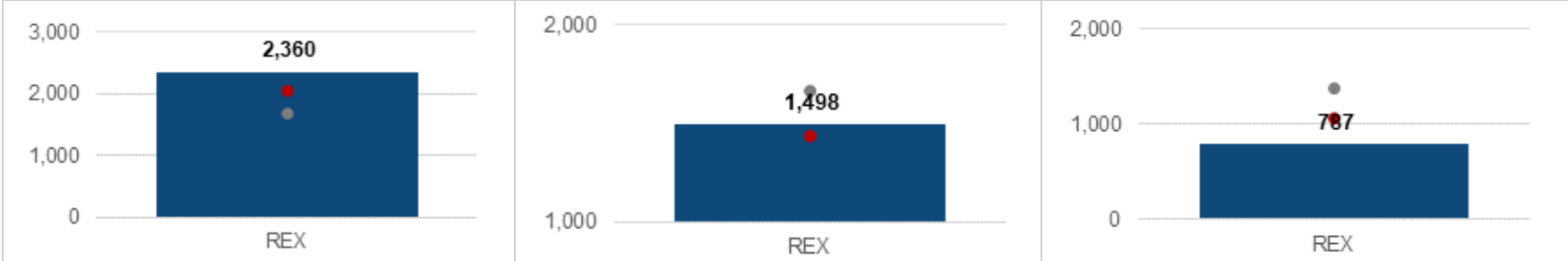
Top Transfer Locations

King Street, Huntington, Eisenhower Avenue

Average Daily Ridership

System Average

Class/Tier Average



Average Trip Ridership and Maximum Load by Time Period

Vehicle Load Factor

	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.00	0.42	0.42
Weekday	**Off-Peak** Maximum Target: 1.00	0.41	0.37
	Saturday Maximum Target: 1.00	0.40	0.34
	Sunday Maximum Target: 1.00	0.46	0.39

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
REX																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
REX																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk														—	—	—	—							
REX																								

[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

A 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	5:00 a.m. - 11:39 p.m.	-	A	5:00 a.m. - 10:56 p.m.	-	A	5:00 a.m. - 9:57 p.m.	-	B
	Frequency of Service | varies	Peak: 15.4 / Off-Peak: 25.7	*Peak: 15.0 / Off-Peak: 21.8*	A	30.1	*28.5*	A	60.4	*32.0*	B
Productivity	**Passengers per Revenue Hour** | 15.0	19.2	*33.0*	A	22.0	*29.0*	A	24.4	*28.9*	A
	Passengers per Revenue Mile | 1.0	1.4	*3.7*	A	1.5	*3.0*	A	1.6	*2.9*	A
Reliability	**On-Time Performance** | 79%	81%	*76%*	B	77%	*78%*	C	78%	*80%*	C
	Crowding | 5.0%	0.1%	*2.1%*	A	0.0%	*1.0%*	A	1.0%	*0.8%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.42 Off-Peak: 0.41	*Peak: 0.52 Off-Peak: 0.40*	A	0.40	*0.38*	A	0.46	*0.37*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $7.00	$6.08	*$3.91*	A	$5.31	*$4.52*	A	$4.79	*$4.63*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route REX

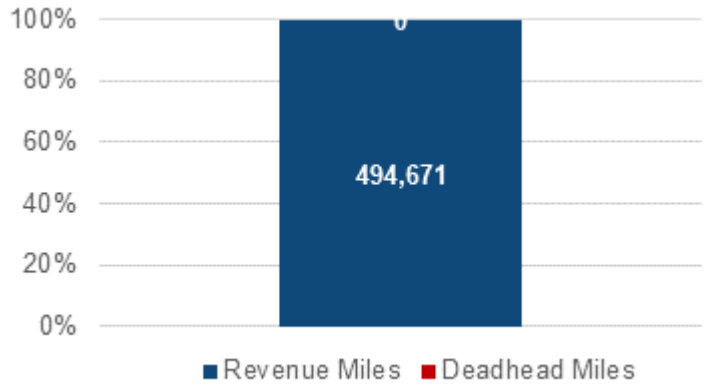
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	1.5	*5.6*	E
Route Design	**Circuity |** 1.75	1.40	*1.44*	A

	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 |** 15.0	19.2	*32.2*	A	22.0	*28.3*	A	24.4	*28.3*	A
	Passengers per Revenue Mile | 1.0	1.4	*3.7*	A	1.5	*3.0*	A	1.6	*2.9*	A
	Unique Segment Ridership | 10%	84%	*17%*	A	88%	*19%*	A	85%	*19%*	A
Reliability	**On-Time Performance |** 79%	81%	*77%*	B	77%	*79%*	C	78%	*80%*	C
	Crowding | 5.0%	0.1%	*2.0%*	A	0.4%	*1.1%*	A	0.6%	*0.9%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.42 Off-Peak: 0.40	*Peak: 0.53 Off-Peak: 0.41*	A	0.40	*0.39*	A	0.30	*0.35*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$6.08	*$4.18*	A	$5.31	*$4.72*	A	$4.79	*$4.78*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

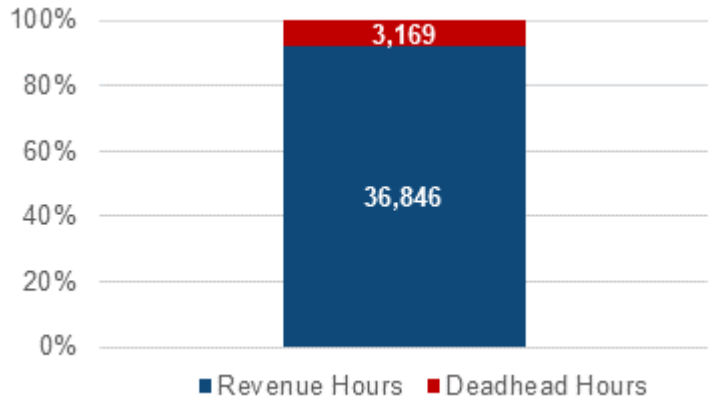
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



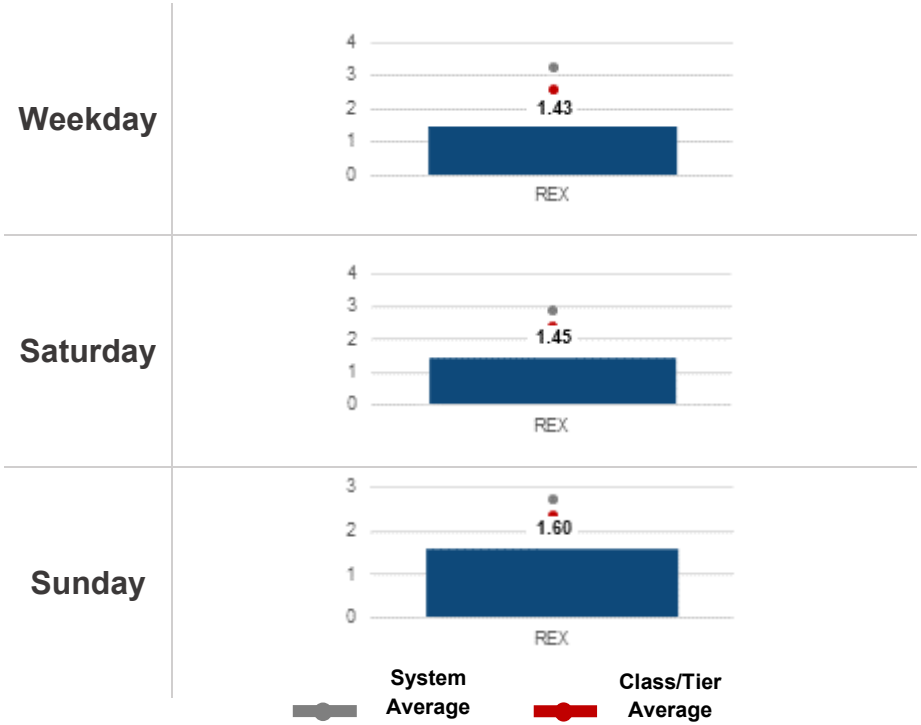
Hours Allocation



Service Delivery

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
REX	30.3	14,829	6,717 (45%)

Passenger Miles per Revenue Mile



LINE: 109 – 16TH STREET-POTOMAC PARK ROUTE(S): S1

About the Line

Service Classification

Commuter

Activity Tier

1

Overall Grade

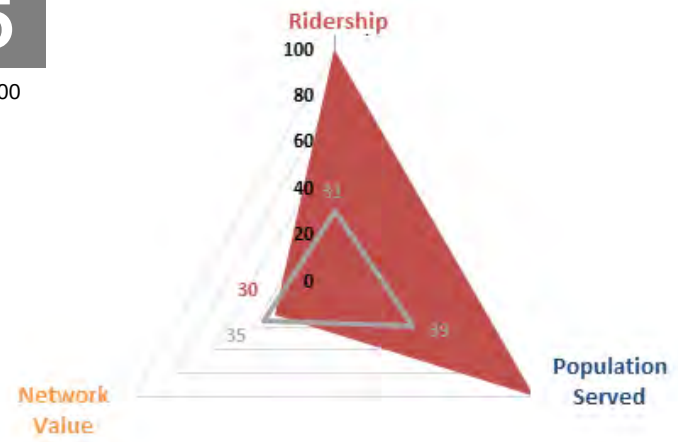
Line	B

Legend
Exceeds Meets
Approaches Below Significantly Below

Line Benefit Score

65

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$1,041,500
Peak Vehicles	15
Vehicle Type(s)	60 foot

Service Area Context (1/4 Mile)

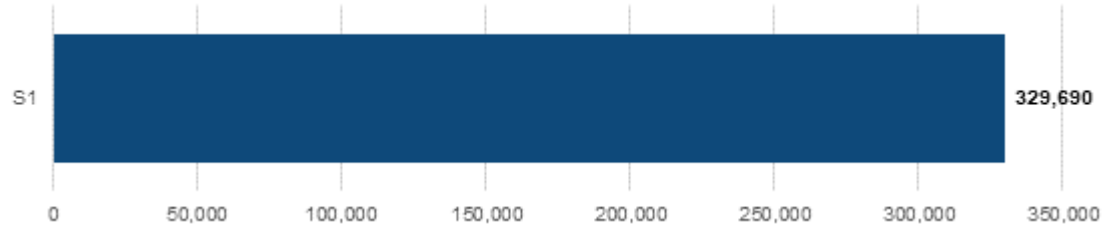
Service Area Population		78,026
Minority Population	*Service Area*	43,535
	Rider Survey	660 (47%)
Low-Income Households	*Service Area*	7,090
	Rider Survey	154 (11%)

Facilities/Amenities

Bus Stops	94
Bus Shelters	24
Benches	27
Real-Time Signs	19

Ridership

Annual Ridership



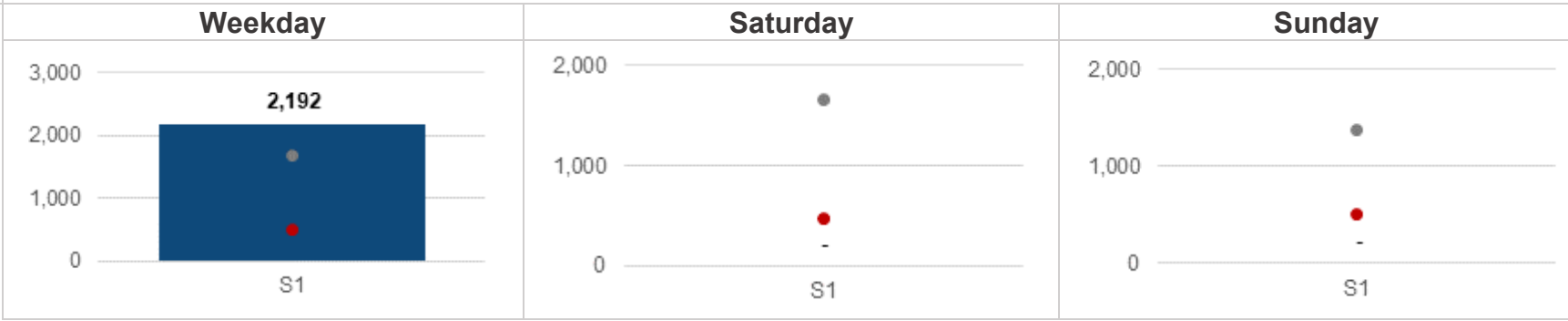
Top Transfer Locations

Farragut North, Farragut West, Columbia Heights

Average Daily Ridership

System Average

Class/Tier Average



Average Trip Ridership and Maximum Load by Time Period

Vehicle Load Factor

	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.00	0.68	0.74
Weekday	**Off-Peak** Maximum Target: 1.00	0.48	0.60
	Saturday Maximum Target: 1.00		
	Sunday Maximum Target: 1.00		

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
S1																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
S1																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
S1																								

[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

B 16th Street-Potomac 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	5:50 a.m. - 10:05 a.m.; 3:54 p.m. - 7:42 p.m.	-	A		-	-		-	-
	Frequency of Service | varies	Peak: 9.4 / Off-Peak: 15.0	*Peak: 21.1 / Off-Peak: 32.0*	-		*60.0*	-		*65.7*	-
Productivity	**Passengers per Trip** | 20.0	51.0	*21.6*	A		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.5	8.5	*2.3*	A		*0.4*	-		*0.5*	-
Reliability	**On-Time Performance** | 79%	67%	*76%*	E		*77%*	-		*81%*	-
	Crowding | 5.0%	14.8%	*3.1%*	E		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.68 Off-Peak: 0.48	*Peak: 0.48 Off-Peak: 0.39*	B		*0.30*	-		*0.37*	-
Cost Effectiveness	**Operating Cost per Passenger Trip** | $7.00	$2.03	*$5.12*	A		*$8.44*	-		*$7.72*	-
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route S1

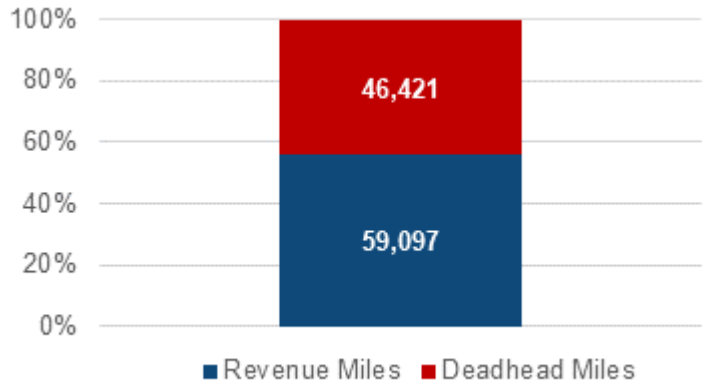
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** N/A	8.1	*3.2*	-
Route Design	**Circuity |** N/A	1.49	*1.39*	-

	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 Trip |** 20.0	51.0	*20.1*	A		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.5	8.5	*2.1*	A		*0.4*	-		*0.5*	-
	Unique Segment Ridership | 15%	-	*27%*	-		*100%*	-		*100%*	-
Reliability	**On-Time Performance |** 79%	67%	*77%*	E		*77%*	-		*81%*	-
	Crowding | 5.0%	14.8%	*2.4%*	E		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.71 Off-Peak: 0.60	*Peak: 0.44 Off-Peak: 0.36*	B		*0.31*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$2.03	*$5.62*	A		*$8.44*	-		*$7.72*	-
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

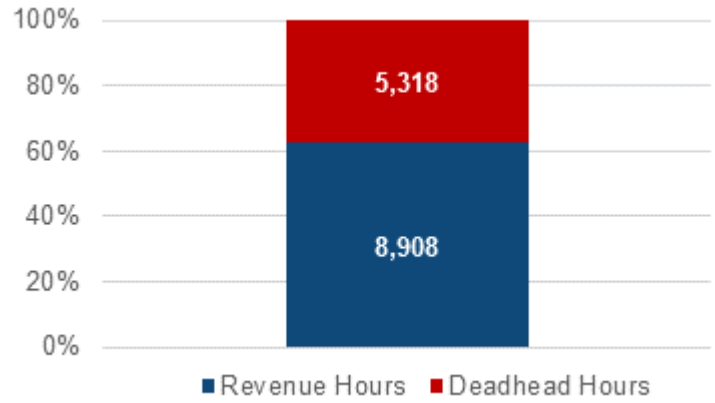
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



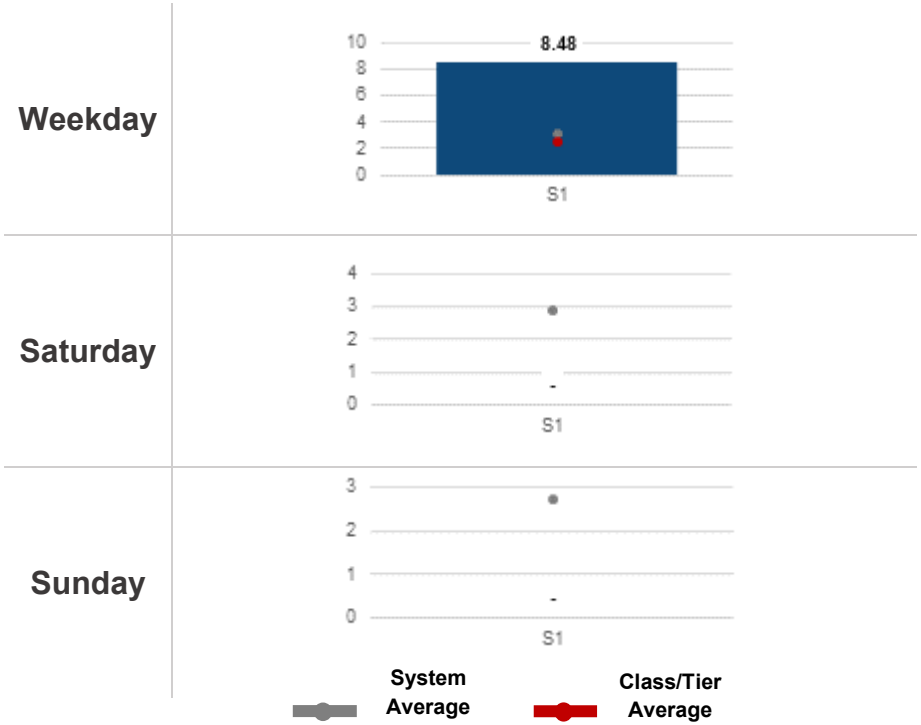
Hours Allocation



Service Delivery

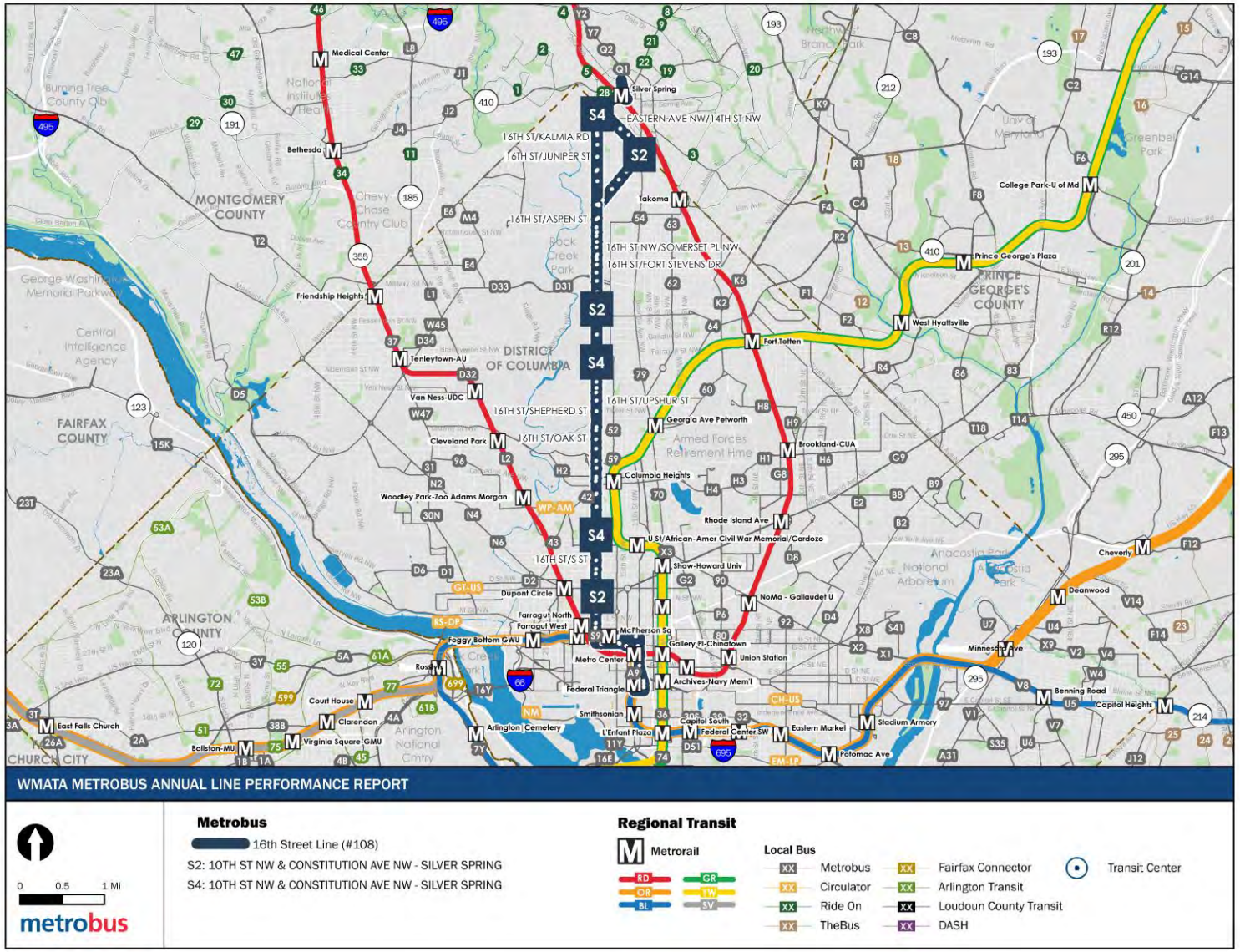
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
S1	12.5	4,448	3,002 (67%)

Passenger Miles per Revenue Mile



LINE: 108 – 16TH STREET ROUTE(S): S2,4

About the Line



Service Classification

Framework

Activity Tier

1

Overall Grade

Line	B

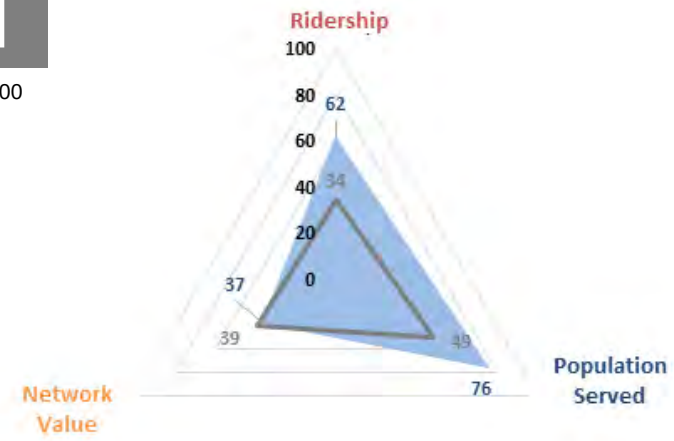
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

61

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$10,334,420
Peak Vehicles	17
Vehicle Type(s)	60 foot

Service Area Context (1/4 Mile)

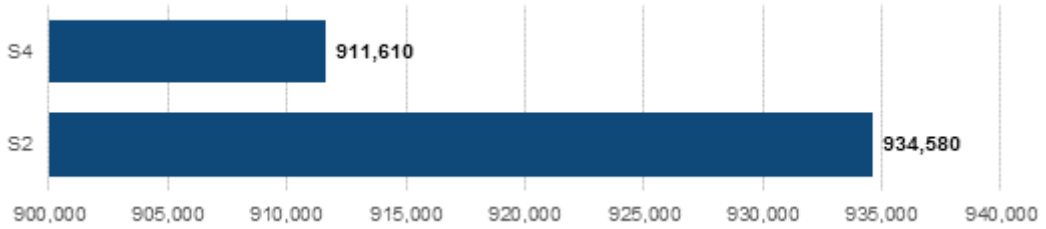
Service Area Population		89,433
Minority Population	*Service Area*	51,539
	Rider Survey	4,077 (62%)
Low-Income Households	*Service Area*	8,518
	Rider Survey	1,447 (23%)

Facilities/Amenities

Bus Stops	145
Bus Shelters	33
Benches	29
Real-Time Signs	29

Ridership

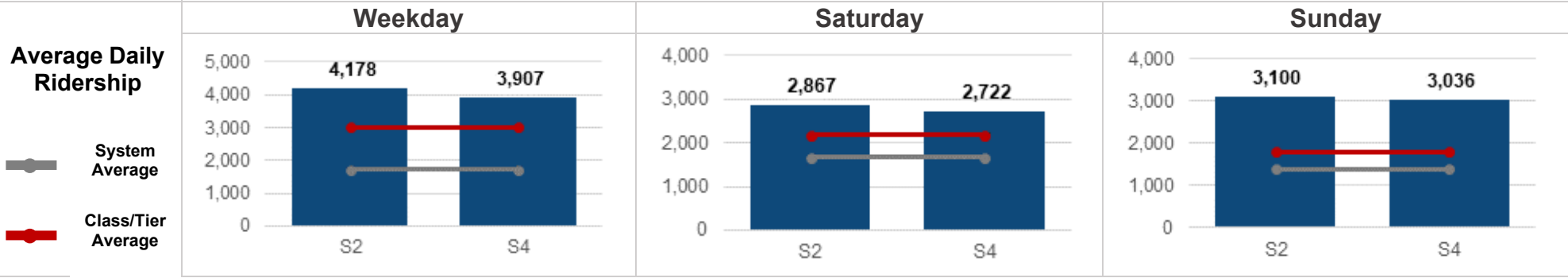
Annual Ridership



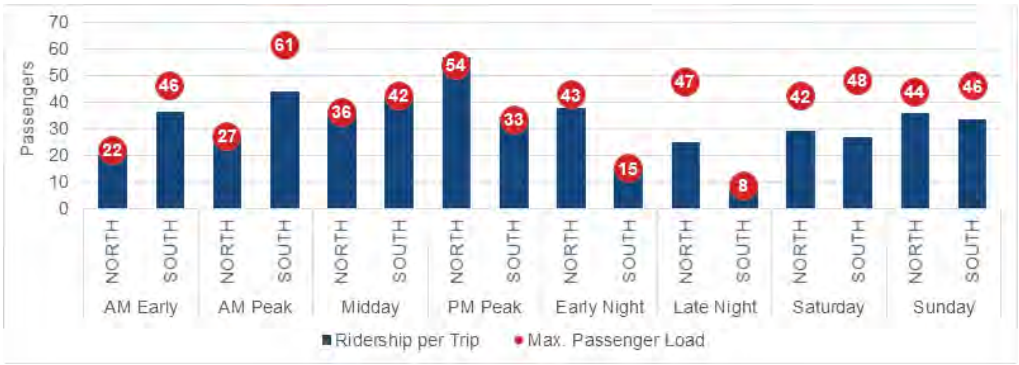
Top Transfer Locations

McPherson Square, Columbia Heights, Silver Spring

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period

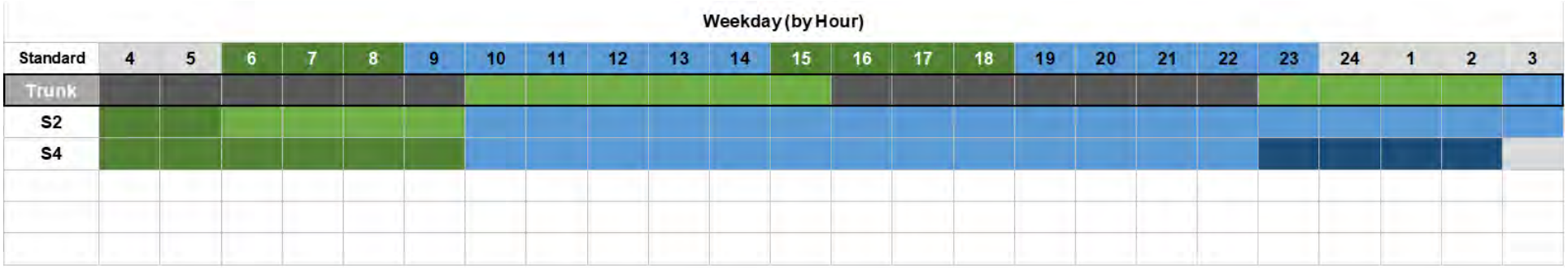


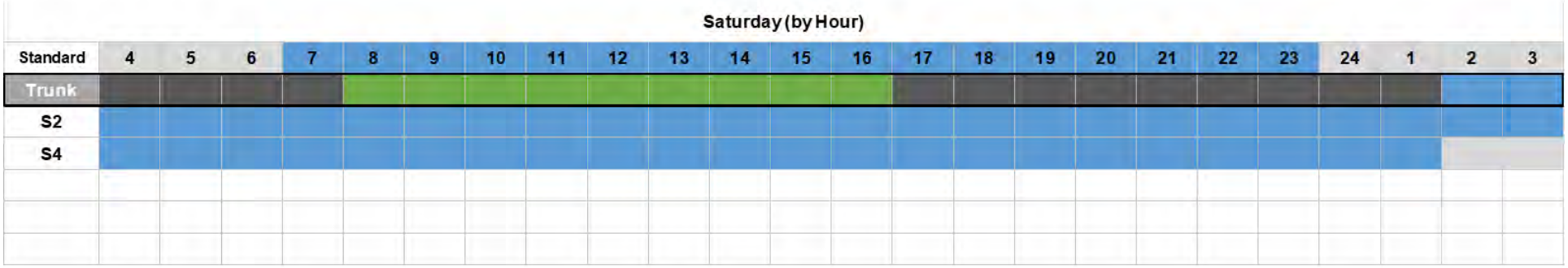
Vehicle Load Factor

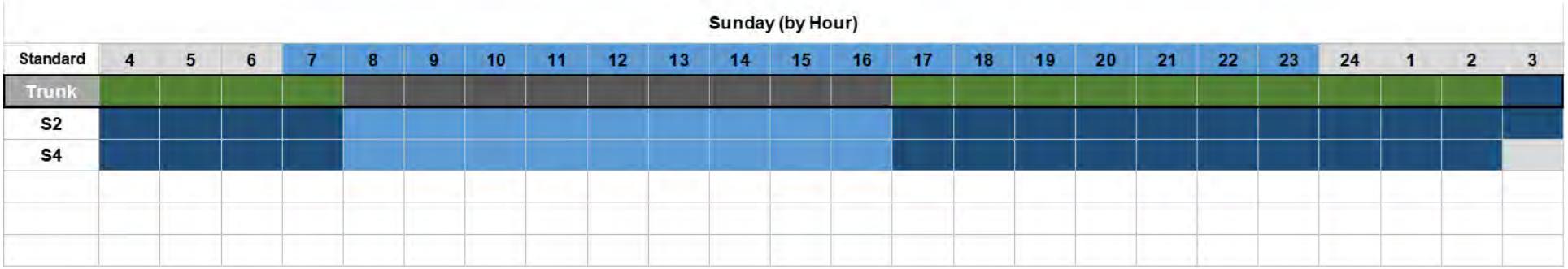
	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.20	0.59	0.63
	Off-Peak Maximum Target: 1.00	0.52	0.43
	Saturday Maximum Target: 1.00	0.48	0.45
	Sunday Maximum Target: 1.00	0.60	0.56

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—







[1] Span/frequency standards are only applicable at the line level.

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	4:14 a.m. - 4:05 a.m.	-	A	4:33 a.m. - 3:26 a.m.	-	A
	Frequency of Service | varies	Peak: 9.2 / Off-Peak: 14.0	*Peak: 15.0 / Off-Peak: 21.8*	A	14.3	*28.5*	A	15.4	*32.0*	A
Productivity	**Passengers per Revenue Hour** | 30.0	35.2	*33.0*	A	30.6	*29.0*	B	37.7	*28.9*	A
	Passengers per Revenue Mile | 4.0	4.3	*3.7*	B	3.4	*3.0*	D	4.2	*2.9*	B
Reliability	**On-Time Performance** | 79%	74%	*76%*	D	75%	*78%*	C	74%	*80%*	C
	Crowding | 5.0%	10.9%	*2.1%*	E	6.0%	*1.0%*	D	7.0%	*0.8%*	E
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.59 Off-Peak: 0.52	*Peak: 0.52 Off-Peak: 0.40*	B	0.48	*0.38*	A	0.60	*0.37*	B
Cost Effectiveness	**Operating Cost per Passenger Trip** | $5.00	$3.32	*$3.91*	A	$3.82	*$4.52*	A	$3.10	*$4.63*	A
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route S2

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	7.5	*5.6*	E
Route Design	**Circuity |** 1.75	1.27	*1.44*	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 |** 30.0	33.5	*32.2*	A	28.4	*28.3*	C	35.6	*28.3*	A
	Passengers per Revenue Mile | 4.0	4.1	*3.7*	B	3.1	*3.0*	E	4.0	*2.9*	B
	Unique Segment Ridership | 10%	3%	*17%*	E	3%	*19%*	E	3%	*19%*	E
Reliability	**On-Time Performance |** 79%	73%	*77%*	D	74%	*79%*	C	73%	*80%*	D
	Crowding | 5.0%	10.0%	*2.0%*	E	5.0%	*1.1%*	B	7.0%	*0.9%*	E
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.57 Off-Peak: 0.40	*Peak: 0.53 Off-Peak: 0.41*	B+	0.40	*0.39*	A	0.50	*0.35*	B
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$3.49	*$4.18*	A	$4.12	*$4.72*	A	$3.28	*$4.78*	A
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route S4

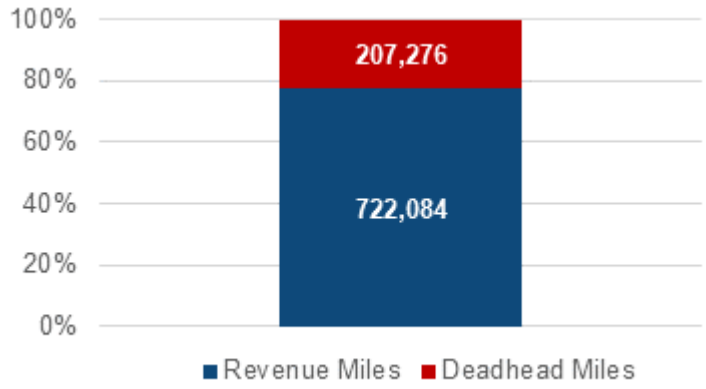
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	7.3	*5.6*	E
Route Design	**Circuity |** 1.75	1.20	*1.44*	A

	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 |** 30.0	37.2	*32.2*	A	33.4	*28.3*	A	40.1	*28.3*	A
	Passengers per Revenue Mile | 4.0	4.6	*3.7*	A	3.7	*3.0*	C	4.4	*2.9*	A
	Unique Segment Ridership | 10%	0%	*17%*	E	0%	*19%*	E	0%	*19%*	E
Reliability	**On-Time Performance |** 79%	74%	*77%*	C	75%	*79%*	C	75%	*80%*	C
	Crowding | 5.0%	11.8%	*2.0%*	E	6.9%	*1.1%*	E	8.0%	*0.9%*	E
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.70 Off-Peak: 0.50	*Peak: 0.53 Off-Peak: 0.41*	B	0.50	*0.39*	A	0.60	*0.35*	B
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$3.14	*$4.18*	A	$3.50	*$4.72*	A	$2.92	*$4.78*	A
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

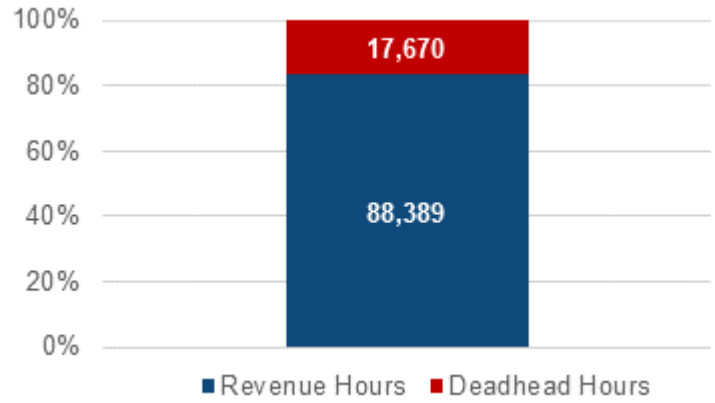
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



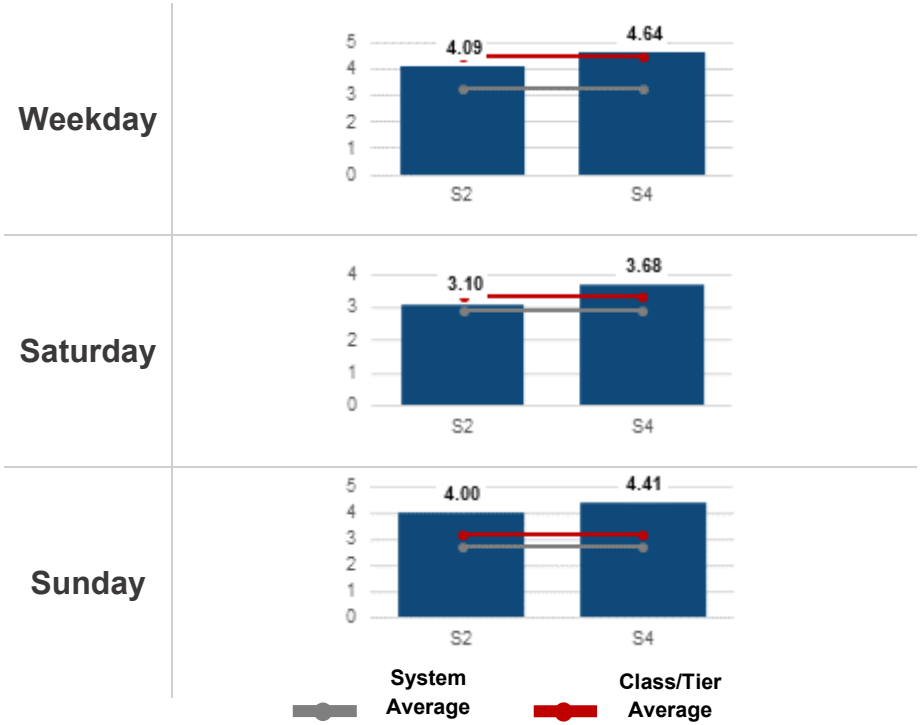
Hours Allocation



Service Delivery

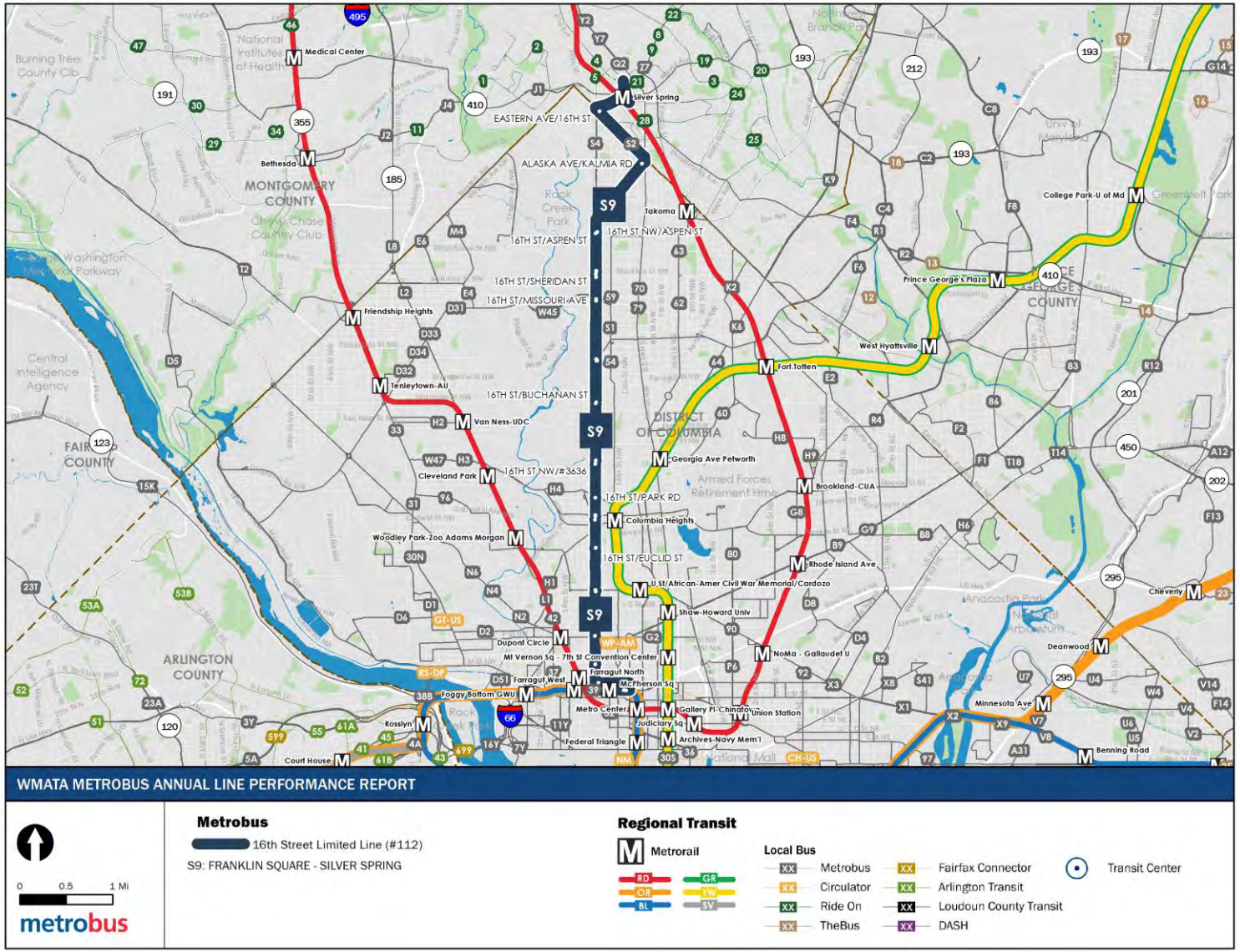
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
S2	18.5	19,800	14,701 (74%)
S4	17.5	16,374	12,540 (77%)

Passenger Miles per Revenue Mile



LINE: 112 – 16TH STREET LIMITED ROUTE(S): S9

About the Line



Service Classification

Framework

Activity Tier

1

Overall Grade

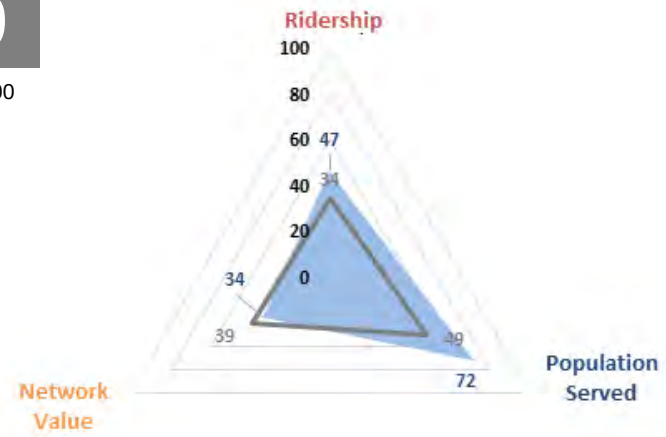
Line	B

Legend
Exceeds Meets
Approaches Below Significantly Below

Line Benefit Score

49

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$5,053,867
Peak Vehicles	20
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

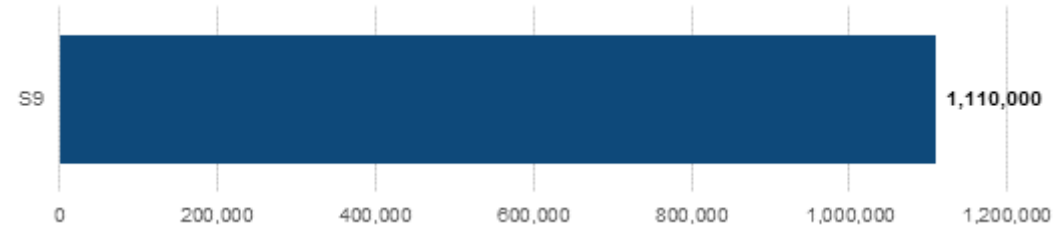
Service Area Population		88,054
Minority Population	*Service Area*	50,868
	Rider Survey	2,880 (60%)
Low-Income Households	*Service Area*	8,627
	Rider Survey	1,046 (23%)

Facilities/Amenities

Bus Stops	44
Bus Shelters	17
Benches	15
Real-Time Signs	21

Ridership

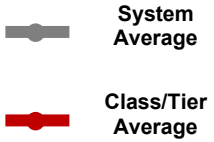
Annual Ridership

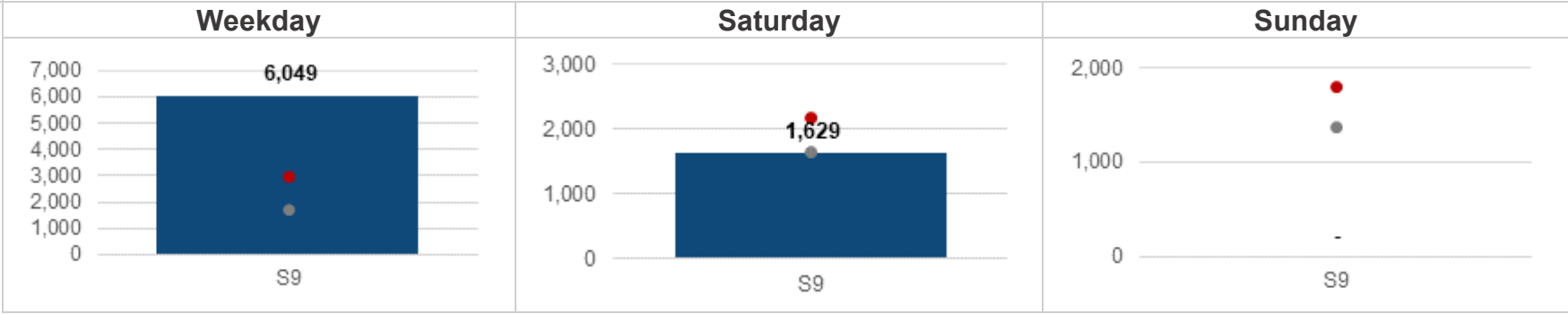


Top Transfer Locations

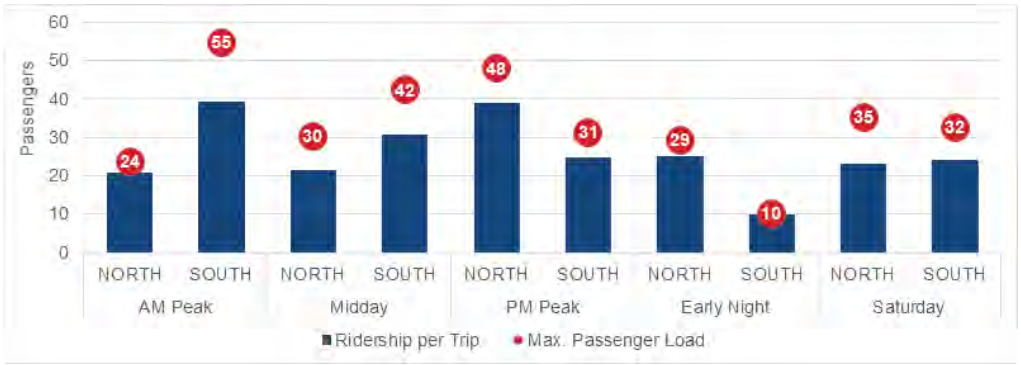
McPherson Square, Columbia Heights, Farragut West

Average Daily Ridership





Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.20	0.69	0.67
	Off-Peak Maximum Target: 1.00	0.44	0.50
	Saturday Maximum Target: 1.00	0.43	0.45
	Sunday Maximum Target: 1.00		

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																				—				
S9																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																	—	—	—	—				
S9																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk				—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—				
S9																								

[1] Span/frequency standards are only applicable at the line level.

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	6:26 a.m. - 10:09 p.m.	-	B	7:40 a.m. - 7:46 p.m.	-	C		-	E
	Frequency of Service | varies	Peak: 5.8 / Off-Peak: 15.2	*Peak: 15.0 / Off-Peak: 21.8*	A	20.0	*28.5*	A		*32.0*	-
Productivity	**Passengers per Revenue Hour** | 30.0	39.1	*33.0*	A	30.1	*29.0*	B		*28.9*	-
	Passengers per Revenue Mile | 4.0	4.5	*3.7*	A	3.1	*3.0*	E		*2.9*	-
Reliability	**On-Time Performance** | 79%	75%	*76%*	C	81%	*78%*	B		*80%*	-
	Crowding | 5.0%	12.5%	*2.1%*	E	2.0%	*1.0%*	A		*0.8%*	-
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.69 Off-Peak: 0.44	*Peak: 0.52 Off-Peak: 0.40*	B	0.43	*0.38*	A		*0.37*	-
Cost Effectiveness	**Operating Cost per Passenger Trip** | $5.00	$2.99	*$3.91*	A	$3.88	*$4.52*	A		*$4.63*	-
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route S9

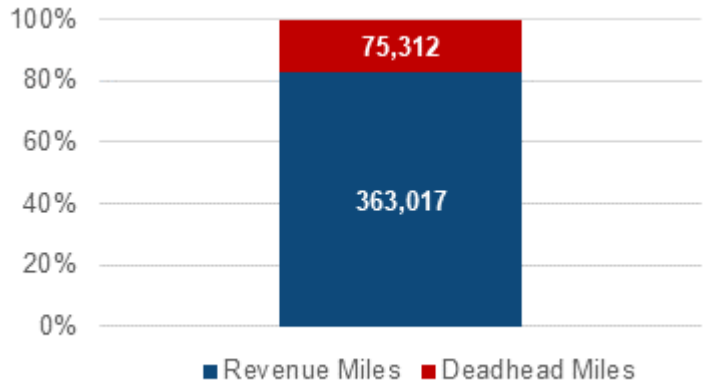
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	3.0	*5.6*	E
Route Design	**Circuity |** 1.75	1.14	*1.44*	A

	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 |** 30.0	39.1	*32.2*	A	30.1	*28.3*	B		*28.3*	-
	Passengers per Revenue Mile | 4.0	4.5	*3.7*	A	3.1	*3.0*	E		*2.9*	-
	Unique Segment Ridership | 10%	12%	*17%*	B	9%	*19%*	C		*19%*	-
Reliability	**On-Time Performance |** 79%	75%	*77%*	C	81%	*79%*	B		*80%*	-
	Crowding | 5.0%	12.5%	*2.0%*	E	1.6%	*1.1%*	A		*0.9%*	-
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.68 Off-Peak: 0.50	*Peak: 0.53 Off-Peak: 0.41*	B+	0.40	*0.39*	A		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$2.99	*$4.18*	A	$3.88	*$4.72*	A		*$4.78*	-
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

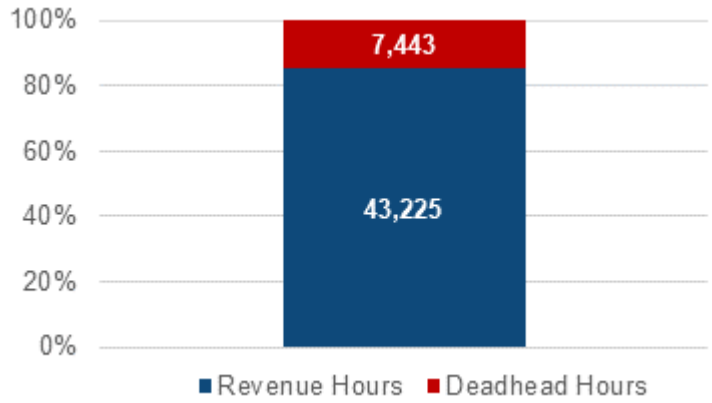
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



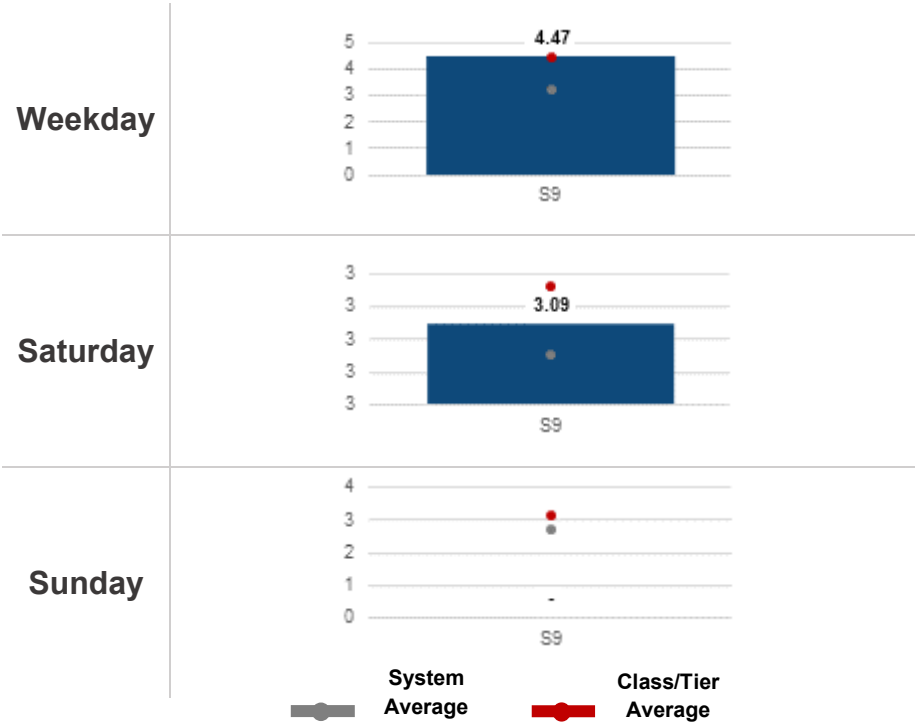
Hours Allocation



Service Delivery

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
S9	16.0	24,744	20,646 (83%)

Passenger Miles per Revenue Mile



LINE: 539 – FORT DUPONT SHUTTLE ROUTE(S): S35

About the Line

Service Classification

Gap

Activity Tier

3

Overall Grade

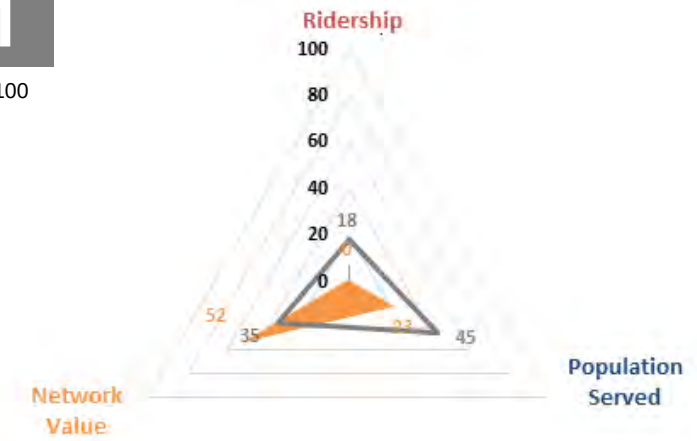
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

11

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$18,442
Peak Vehicles	0
Vehicle Type(s)	

Service Area Context (1/4 Mile)

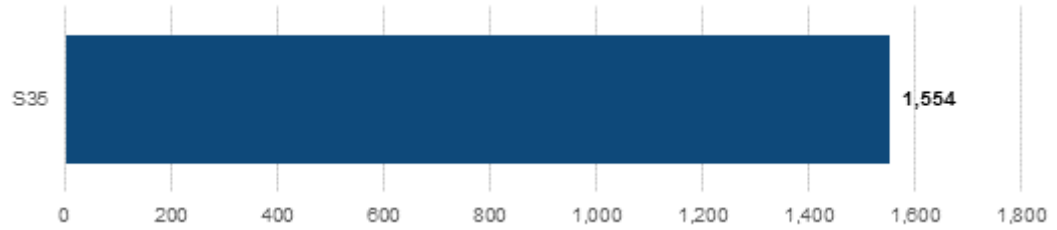
Service Area Population		18,809
Minority Population	*Service Area*	18,473
	Rider Survey	
Low-Income Households	*Service Area*	2,524
	Rider Survey	

Facilities/Amenities

Bus Stops	33
Bus Shelters	0
Benches	0
Real-Time Signs	0

Ridership

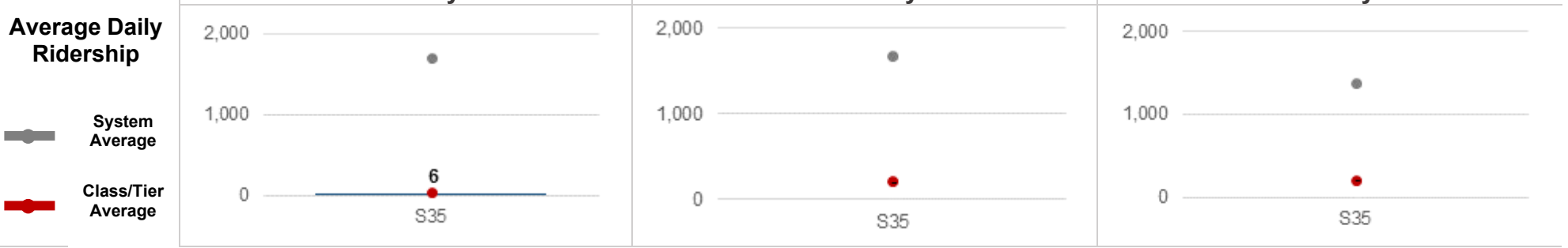
Annual Ridership



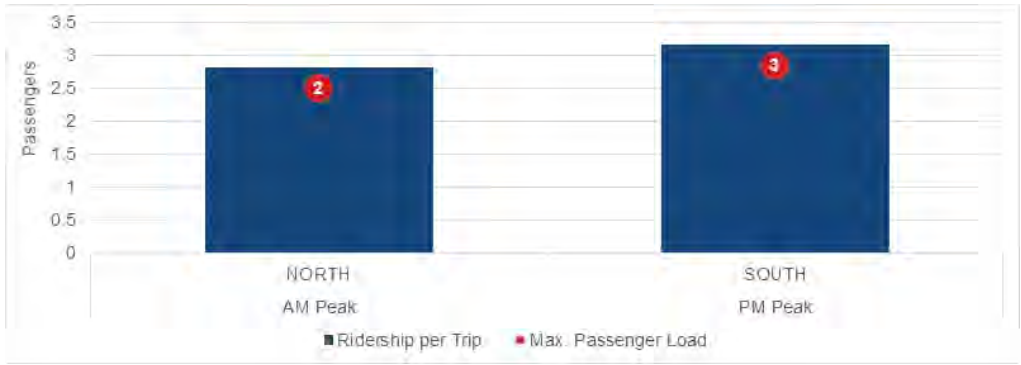
Top Transfer Locations

0

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period

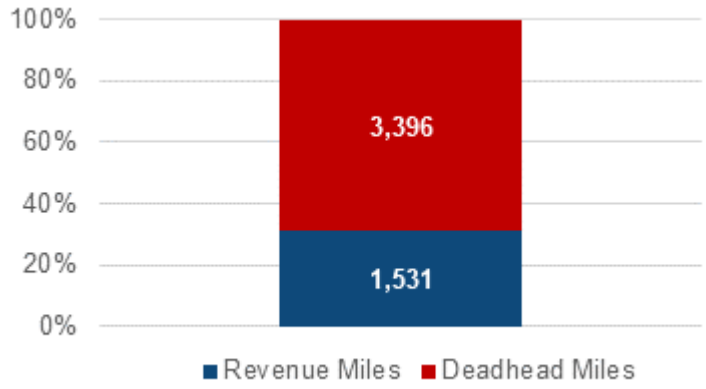


Vehicle Load Factor

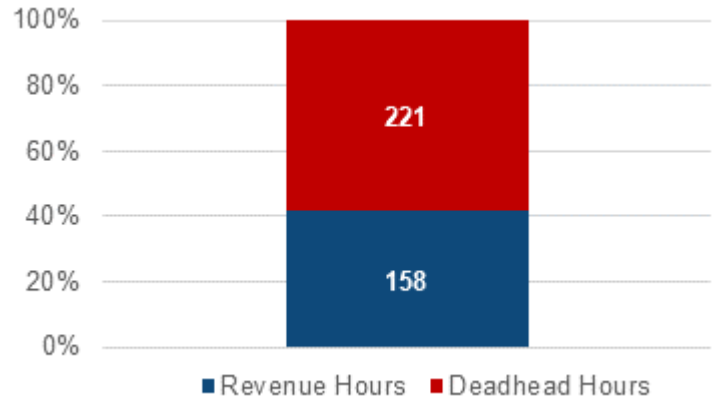
	Direction:	North	South
Weekday	**Peak** Maximum Target:	0.06	0.07
	Off-Peak Maximum Target:		
	Saturday Maximum Target:		
	Sunday Maximum Target:		

Operational Analysis

Miles Allocation



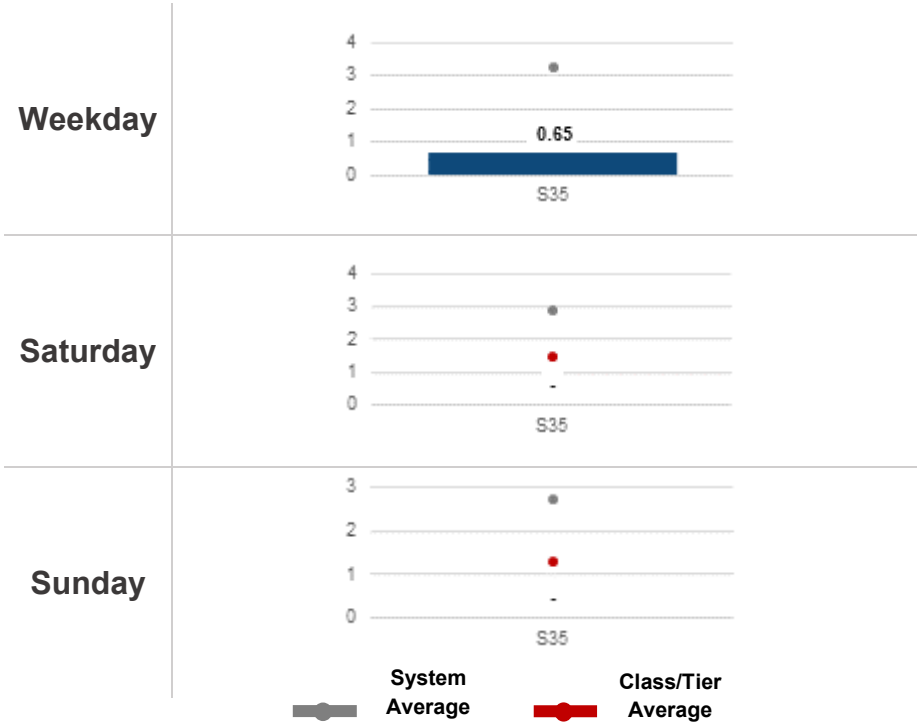
Hours Allocation



Service Delivery

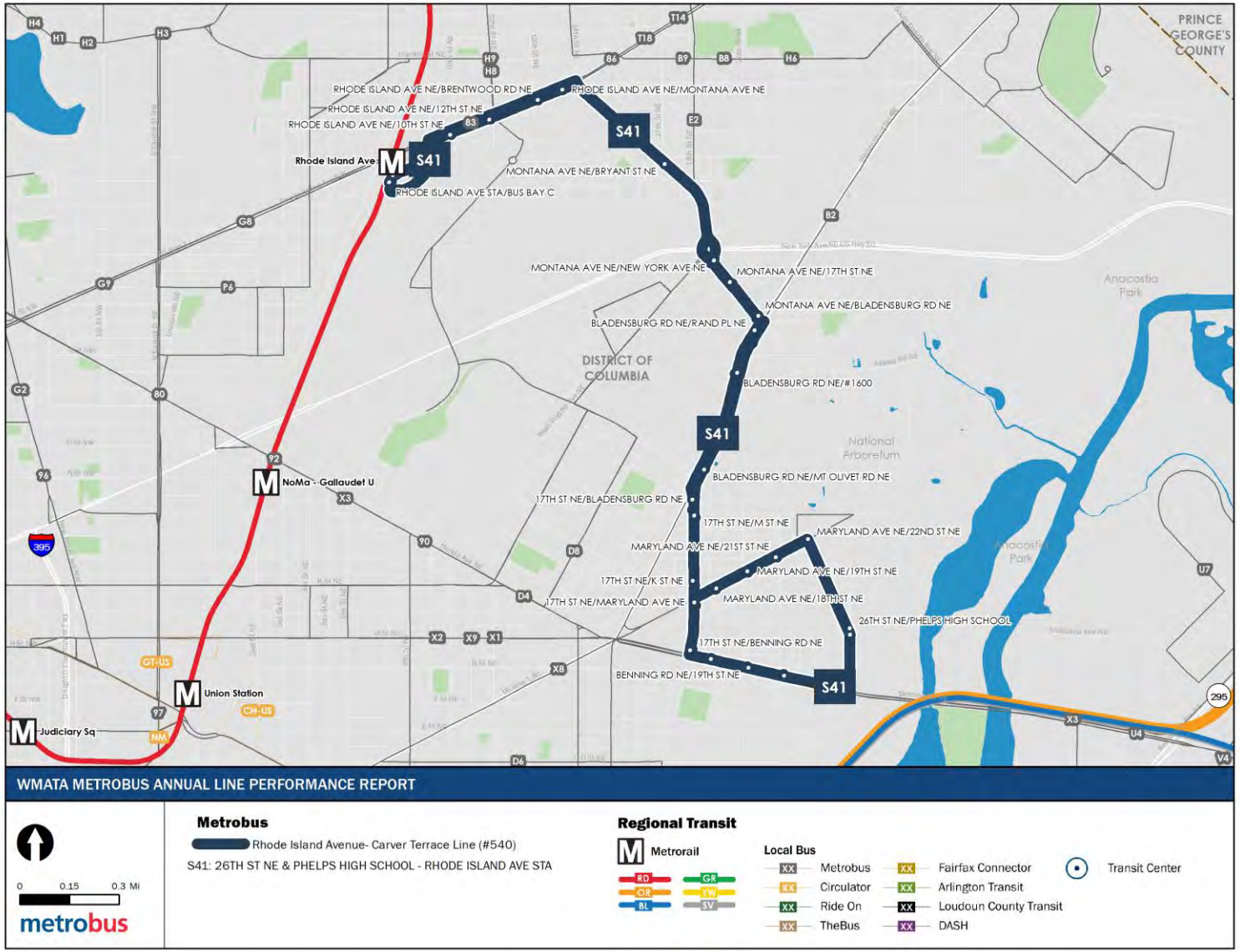
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
S35	8.9	188	148 (79%)

Passenger Miles per Revenue Mile



LINE: 540 – RHODE ISLAND AVENUE- CARVER TERRACE ROUTE(S): S41

About the Line



Service Classification

Gap

Activity Tier

1

Overall Grade

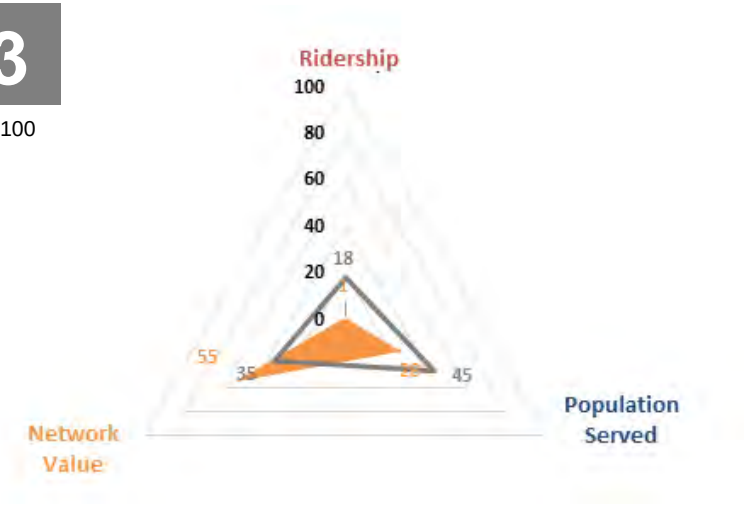
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

13

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$12,413
Peak Vehicles	0
Vehicle Type(s)	

Service Area Context (1/4 Mile)

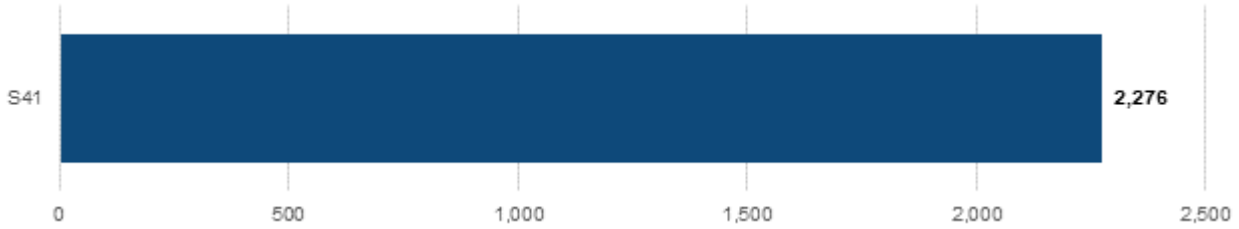
Service Area Population		20,462
Minority Population	*Service Area*	17,745
	Rider Survey	
Low-Income Households	*Service Area*	3,225
	Rider Survey	

Facilities/Amenities

Bus Stops	32
Bus Shelters	2
Benches	2
Real-Time Signs	2

Ridership

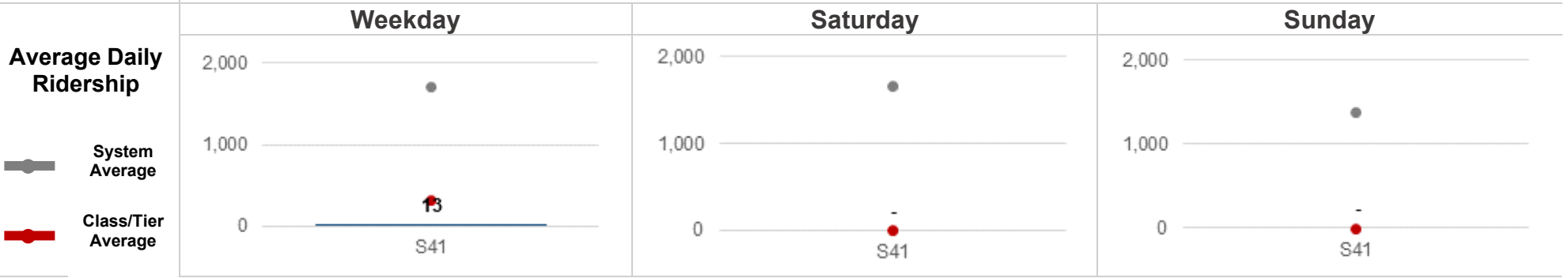
Annual Ridership



Top Transfer Locations

0

Average Daily Ridership



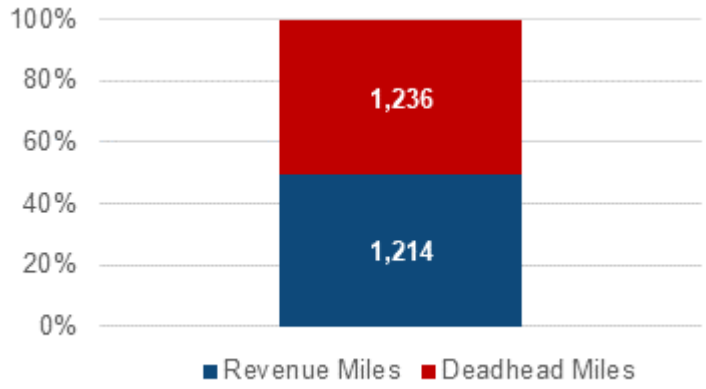
Average Trip Ridership and Maximum Load by Time Period

Vehicle Load Factor

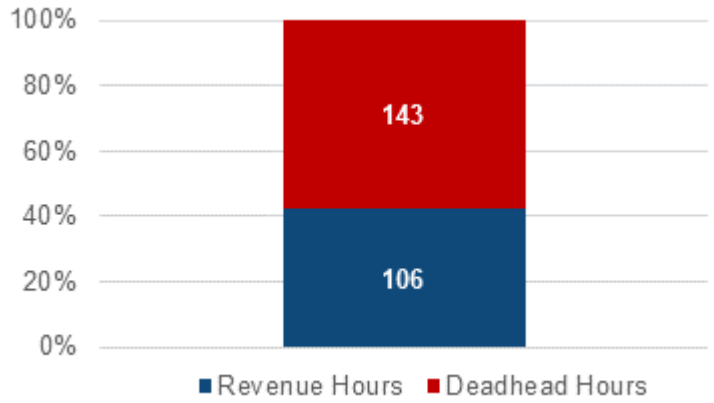
	Direction:	North	South
Weekday	**Peak** Maximum Target:	0.18	0.12
	Off-Peak Maximum Target:		
	Saturday Maximum Target:		
	Sunday Maximum Target:		

Operational Analysis

Miles Allocation



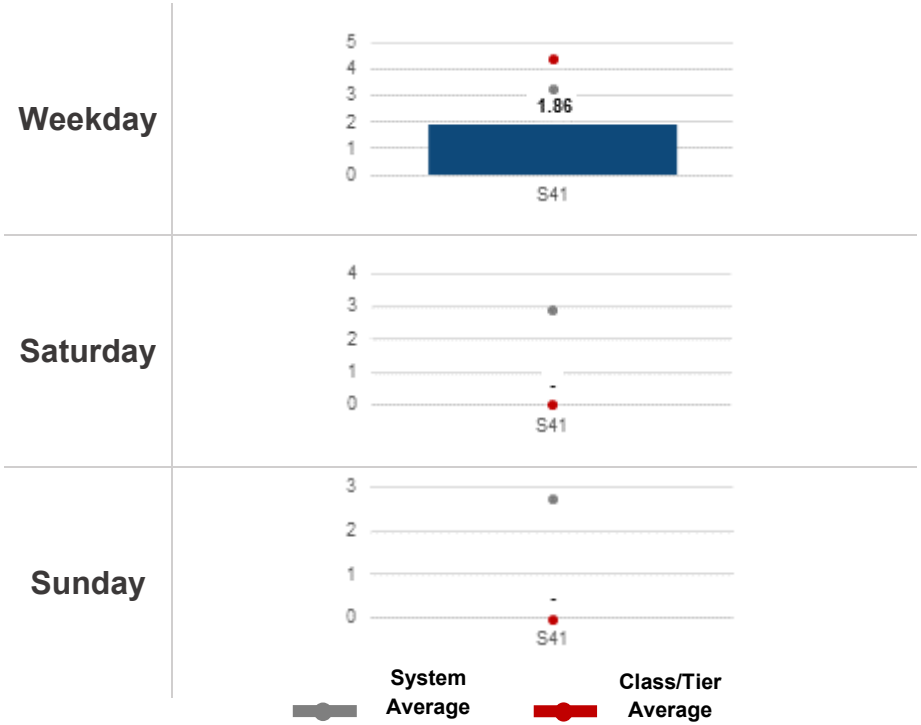
Hours Allocation



Service Delivery

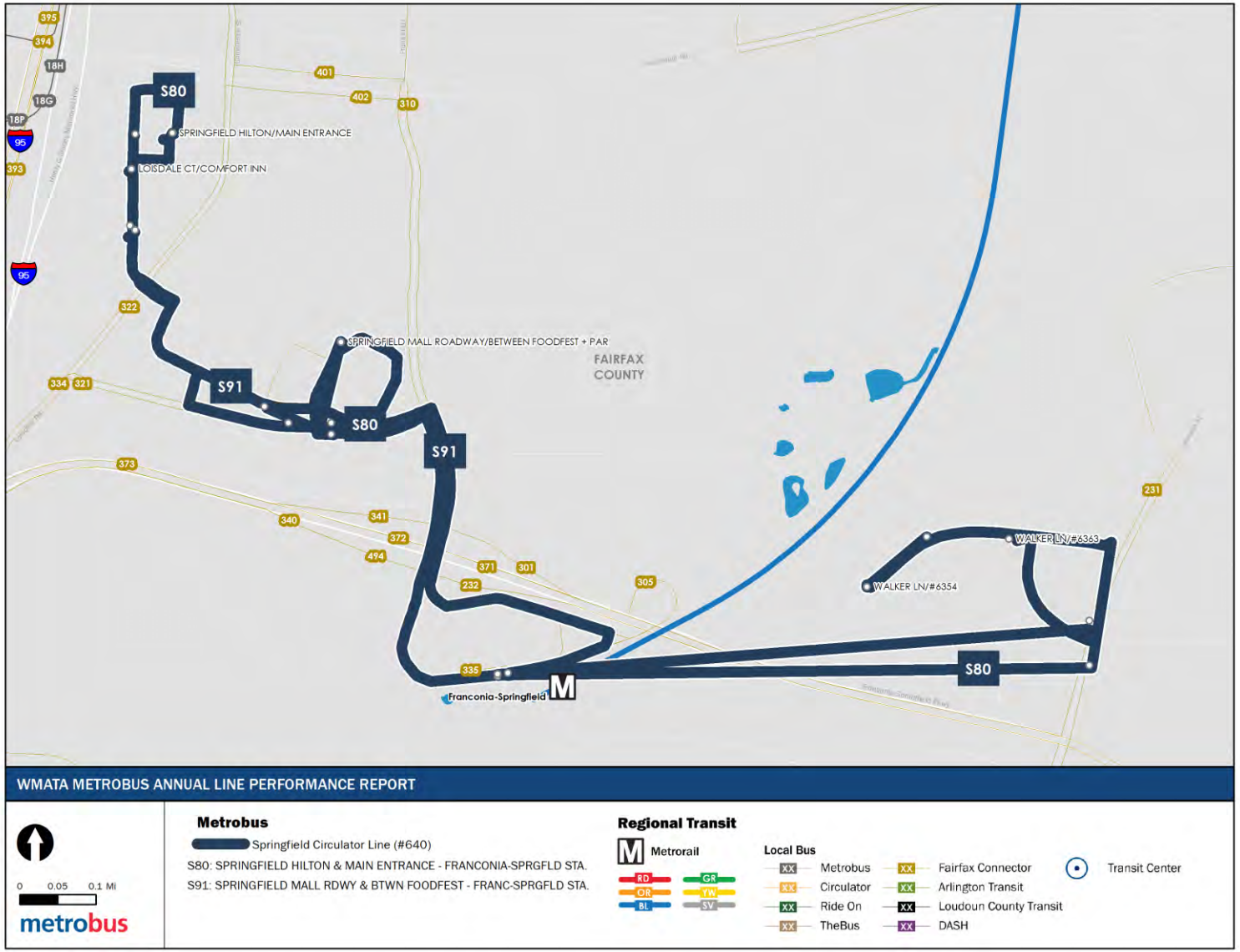
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
S41	6.9	188	153 (81%)

Passenger Miles per Revenue Mile



LINE: 640 – SPRINGFIELD CIRCULATOR ROUTE(S): S80,91

About the Line



Service Classification

Coverage

Activity Tier

3

Overall Grade

Line	B

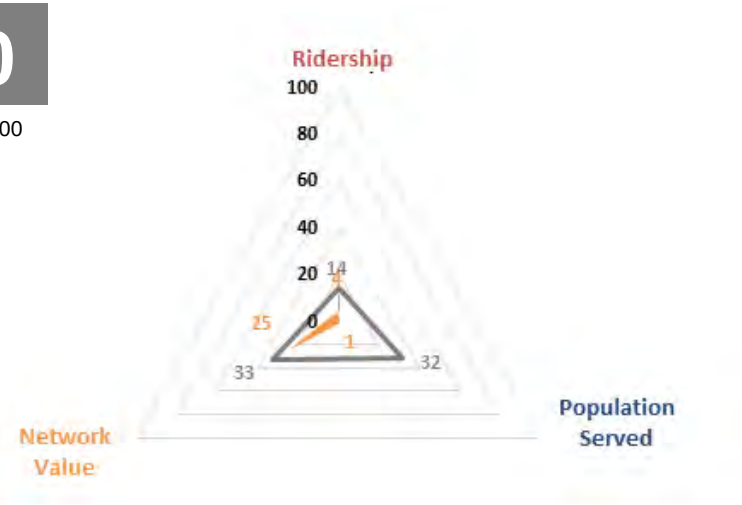
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

10

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$1,318,558
Peak Vehicles	4
Vehicle Type(s)	TAGS

Service Area Context (1/4 Mile)

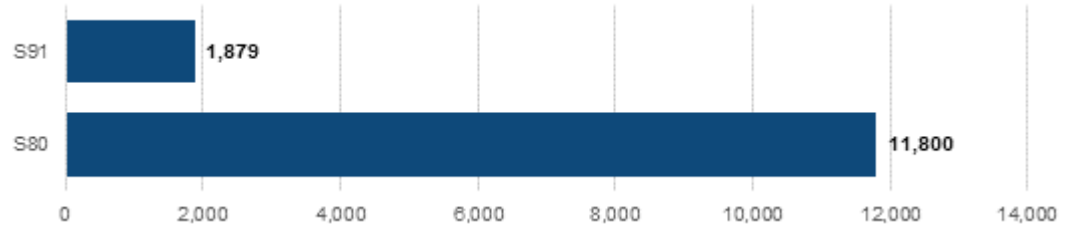
Service Area Population		4,349
Minority Population	*Service Area*	2,515
	Rider Survey	1,708 (61%)
Low-Income Households	*Service Area*	142
	Rider Survey	624 (24%)

Facilities/Amenities

Bus Stops	21
Bus Shelters	6
Benches	10
Real-Time Signs	2

Ridership

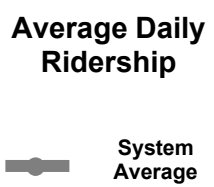
Annual Ridership

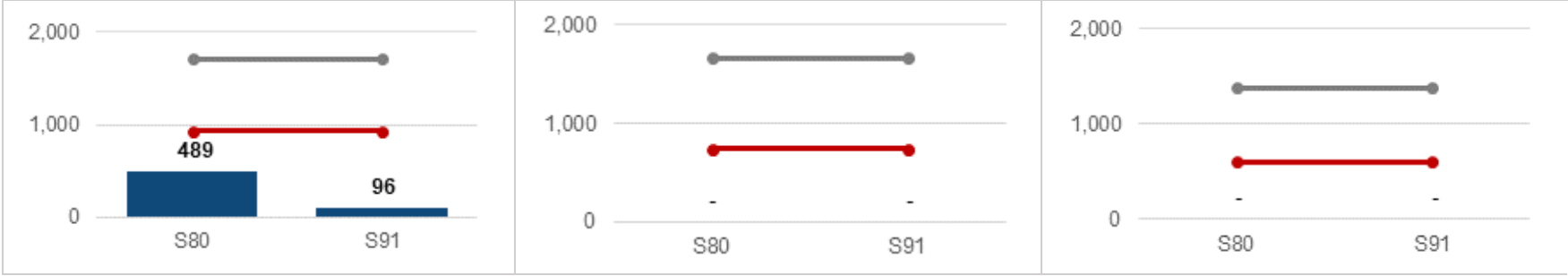


Top Transfer Locations

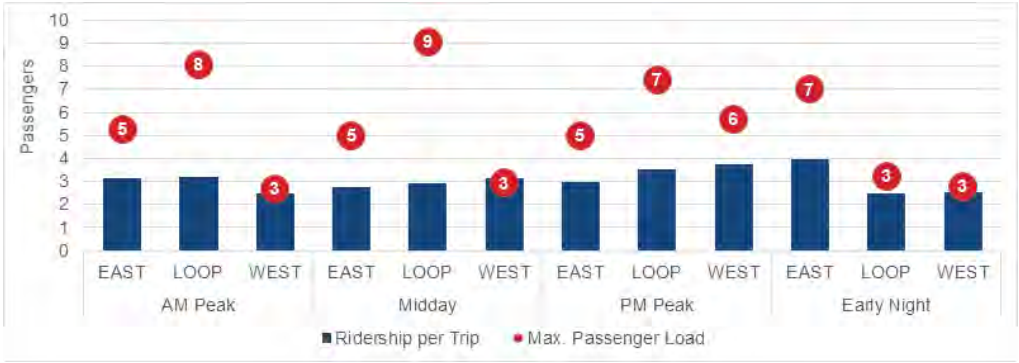
Franconia-Springfield

Average Daily Ridership





Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	East	Loop
Weekday	**Peak** Maximum Target: 1.00	0.10	0.11
	Off-Peak Maximum Target: 1.00	0.09	0.09
	Saturday Maximum Target: 1.00		
	Sunday Maximum Target: 1.00		

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
S80																								
S91																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk					—	—	—	—	—	—	—	—	—	—	—	—								
S80																								
S91																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk					—	—	—	—	—	—	—	—	—	—	—	—								
S80																								
S91																								

[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

B Springfield Circulator

	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	6:02 a.m. - 7:51 p.m.	-	B		-	C		-	C
	Frequency of Service | varies	Peak: 3.3 / Off-Peak: 3.0	*Peak: 20.6 / Off-Peak: 32.7*	A		*40.5*	-		*41.1*	-
Productivity	**Passengers per Revenue Hour** | 10.0	14.2	*28.8*	A		*27.4*	-		*26.0*	-
	Passengers per Revenue Mile | 1.0	1.4	*2.9*	A		*2.7*	-		*2.5*	-
Reliability	**On-Time Performance** | 79%	82%	*82%*	B		*82%*	-		*84%*	-
	Crowding | 5.0%	0.0%	*0.5%*	A		*0.2%*	-		*0.1%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.10 Off-Peak: 0.09	*Peak: 0.39 Off-Peak: 0.29*	A		*0.30*	-		*0.28*	-
Cost Effectiveness	**Operating Cost per Passenger Trip** | $7.00	$8.25	*$4.67*	D		*$5.07*	-		*$5.13*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route S80

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	2.9	*6.1*	E
Route Design	**Circuity |** N/A	3.90	*2.00*	-

	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 |** 10.0	13.5	*29.7*	A		*29.3*	-		*27.9*	-
	Passengers per Revenue Mile | 1.0	1.2	*3.0*	A		*2.9*	-		*2.7*	-
	Unique Segment Ridership | 10%	64%	*31%*	A		*33%*	-		*32%*	-
Reliability	**On-Time Performance |** 79%	79%	*82%*	B		*82%*	-		*84%*	-
	Crowding | 5.0%	0.0%	*0.4%*	A		*0.2%*	-		*0.1%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.11 Off-Peak: 0.10	*Peak: 0.39 Off-Peak: 0.29*	A		*0.31*	-		*0.27*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$8.69	*$4.77*	E		*$4.83*	-		*$4.94*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route S91

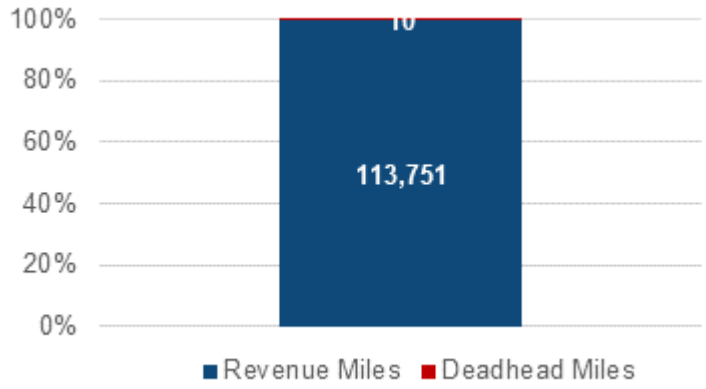
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	4.2	*6.1*	A
Route Design	**Circuity |** N/A	1.30	*2.00*	-

	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 |** 10.0	19.3	*29.7*	A		*29.3*	-		*27.9*	-
	Passengers per Revenue Mile | 1.0	2.3	*3.0*	A		*2.9*	-		*2.7*	-
	Unique Segment Ridership | 10%	-	*31%*	-		*33%*	-		*32%*	-
Reliability	**On-Time Performance |** 79%	91%	*82%*	A		*82%*	-		*84%*	-
	Crowding | 5.0%	0.0%	*0.4%*	A		*0.2%*	-		*0.1%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.10 Off-Peak: 0.10	*Peak: 0.39 Off-Peak: 0.29*	A		*0.31*	-		*0.27*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$6.07	*$4.77*	A		*$4.83*	-		*$4.94*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

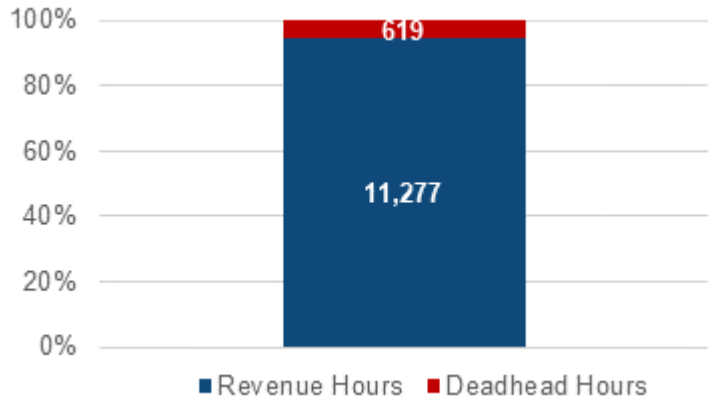
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



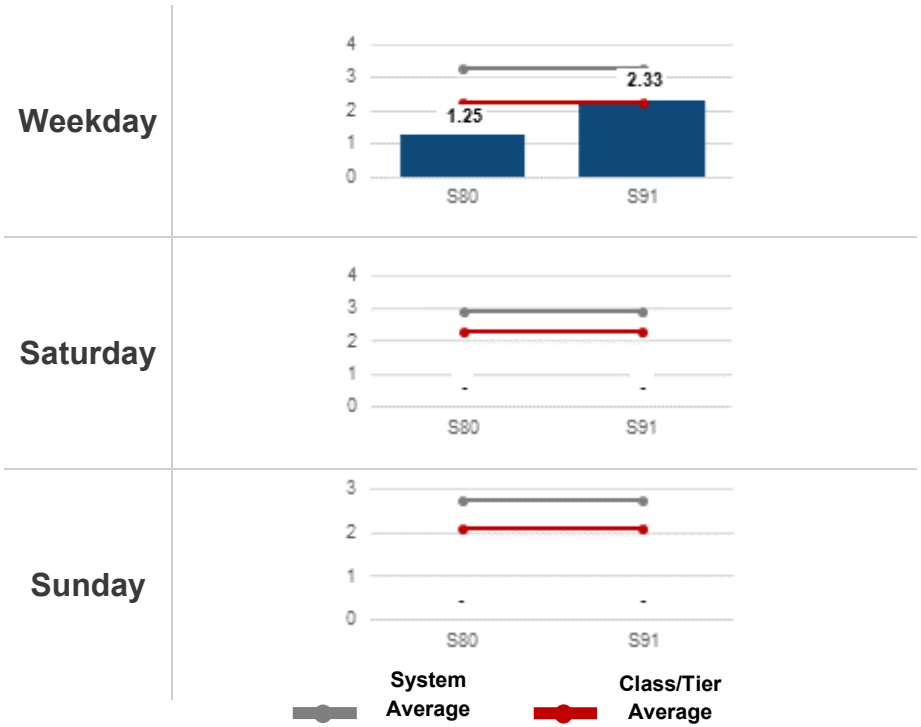
Hours Allocation



Service Delivery

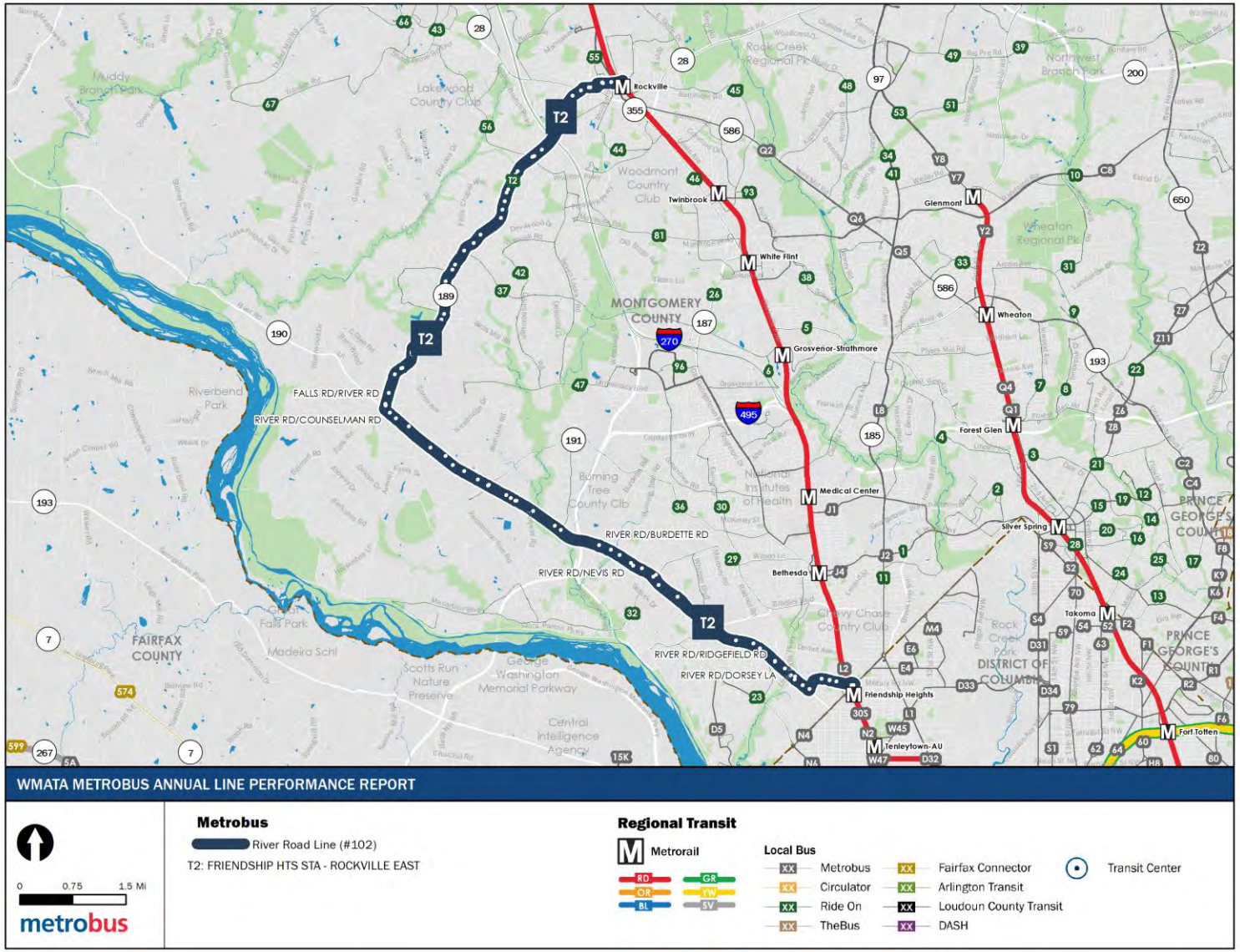
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
S80	2.6	18,444	2,145 (12%)
S91	1.4	4,480	1,575 (35%)

Passenger Miles per Revenue Mile



LINE: 102 – RIVER ROAD ROUTE(S): T2

About the Line



Service Classification

Coverage

Activity Tier

3

Overall Grade

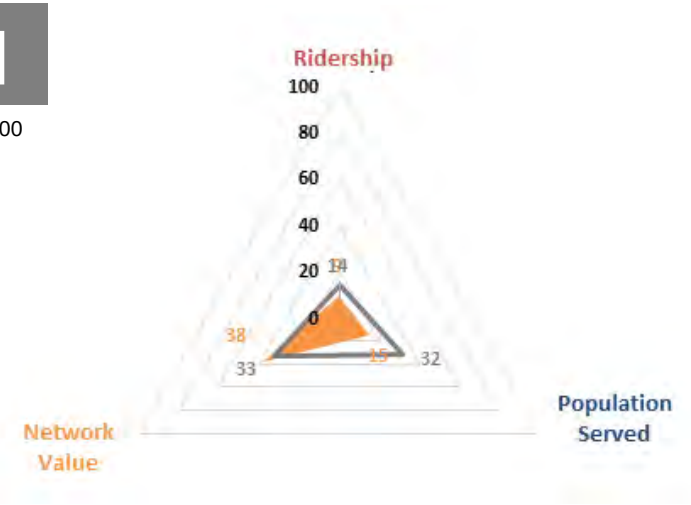
Line	B

Legend
Exceeds Meets
Approaches Below Significantly Below

Line Benefit Score

21

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$1,842,581
Peak Vehicles	4
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

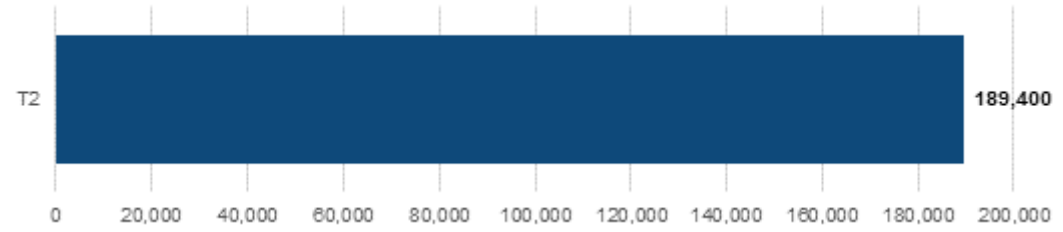
Service Area Population		27,850
Minority Population	*Service Area*	8,578
	Rider Survey	654 (71%)
Low-Income Households	*Service Area*	1,044
	Rider Survey	370 (44%)

Facilities/Amenities

Bus Stops	140
Bus Shelters	14
Benches	67
Real-Time Signs	1

Ridership

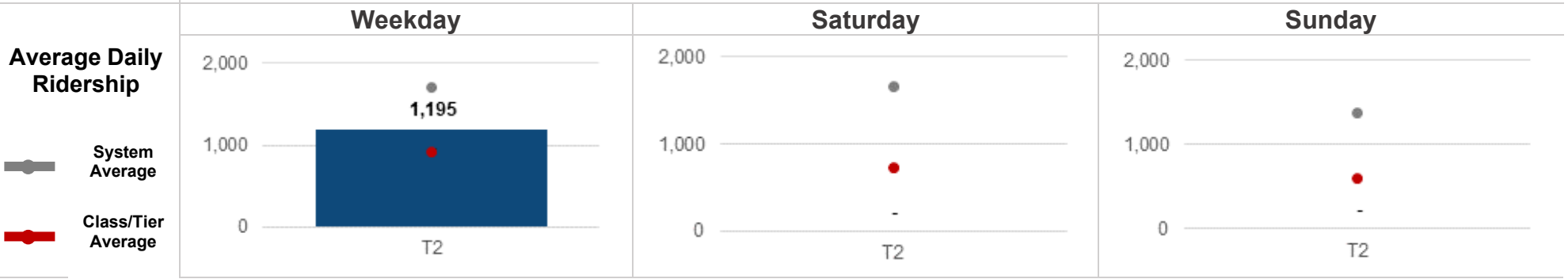
Annual Ridership



Top Transfer Locations

Friendship Heights, Rockville, Naylor Road

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period

Vehicle Load Factor

	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.00	0.42	0.39
Weekday	**Off-Peak** Maximum Target: 1.00	0.20	0.21
	Saturday Maximum Target: 1.00		
	Sunday Maximum Target: 1.00		

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
T2																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk					—	—	—	—	—	—	—	—	—	—	—	—								
T2																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk					—	—	—	—	—	—	—	—	—	—	—	—								
T2																								

[1] Span/frequency standards are only applicable at the line level.

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 a.m. - 11:21 p.m.	-	A		-	C		-	C
	Frequency of Service | varies	Peak: 30.2 / Off-Peak: 30.0	*Peak: 20.6 / Off-Peak: 32.7*	A		*40.5*	-		*41.1*	-
Productivity	**Passengers per Revenue Hour** | 10.0	18.4	*28.8*	A		*27.4*	-		*26.0*	-
	Passengers per Revenue Mile | 1.0	1.2	*2.9*	A		*2.7*	-		*2.5*	-
Reliability	**On-Time Performance** | 79%	81%	*82%*	B		*82%*	-		*84%*	-
	Crowding | 5.0%	0.0%	*0.5%*	A		*0.2%*	-		*0.1%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.42 Off-Peak: 0.20	*Peak: 0.39 Off-Peak: 0.29*	A		*0.30*	-		*0.28*	-
Cost Effectiveness	**Operating Cost per Passenger Trip** | $7.00	$6.37	*$4.67*	B		*$5.07*	-		*$5.13*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route T2

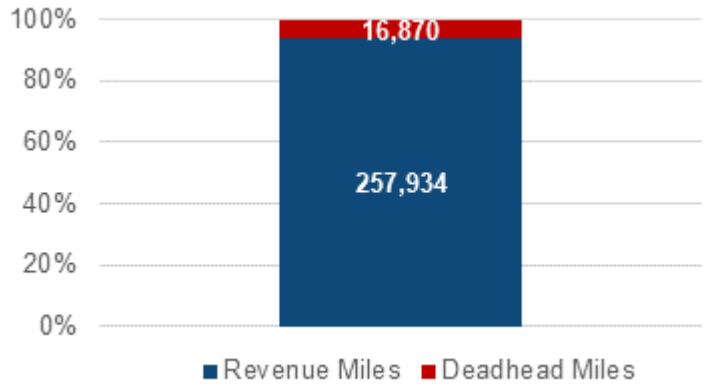
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	4.8	*6.1*	A
Route Design	**Circuity |** N/A	1.71	*2.00*	-

	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 |** 10.0	18.4	*29.7*	A		*29.3*	-		*27.9*	-
	Passengers per Revenue Mile | 1.0	1.2	*3.0*	A		*2.9*	-		*2.7*	-
	Unique Segment Ridership | 10%	84%	*31%*	A		*33%*	-		*32%*	-
Reliability	**On-Time Performance |** 79%	81%	*82%*	B		*82%*	-		*84%*	-
	Crowding | 5.0%	0.0%	*0.4%*	A		*0.2%*	-		*0.1%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.41 Off-Peak: 0.20	*Peak: 0.39 Off-Peak: 0.29*	A		*0.31*	-		*0.27*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$6.37	*$4.77*	B		*$4.83*	-		*$4.94*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

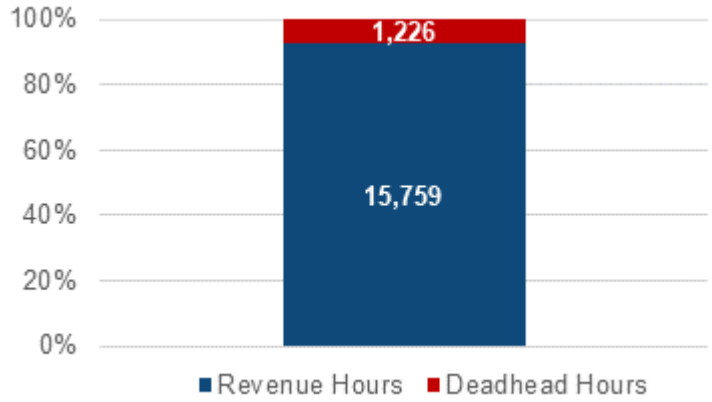
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



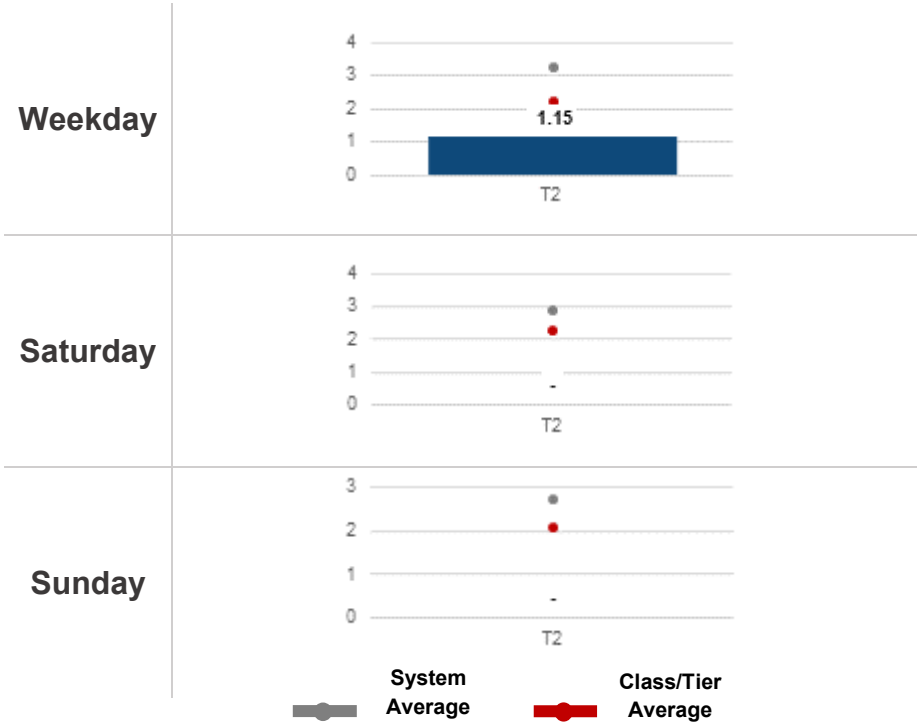
Hours Allocation



Service Delivery

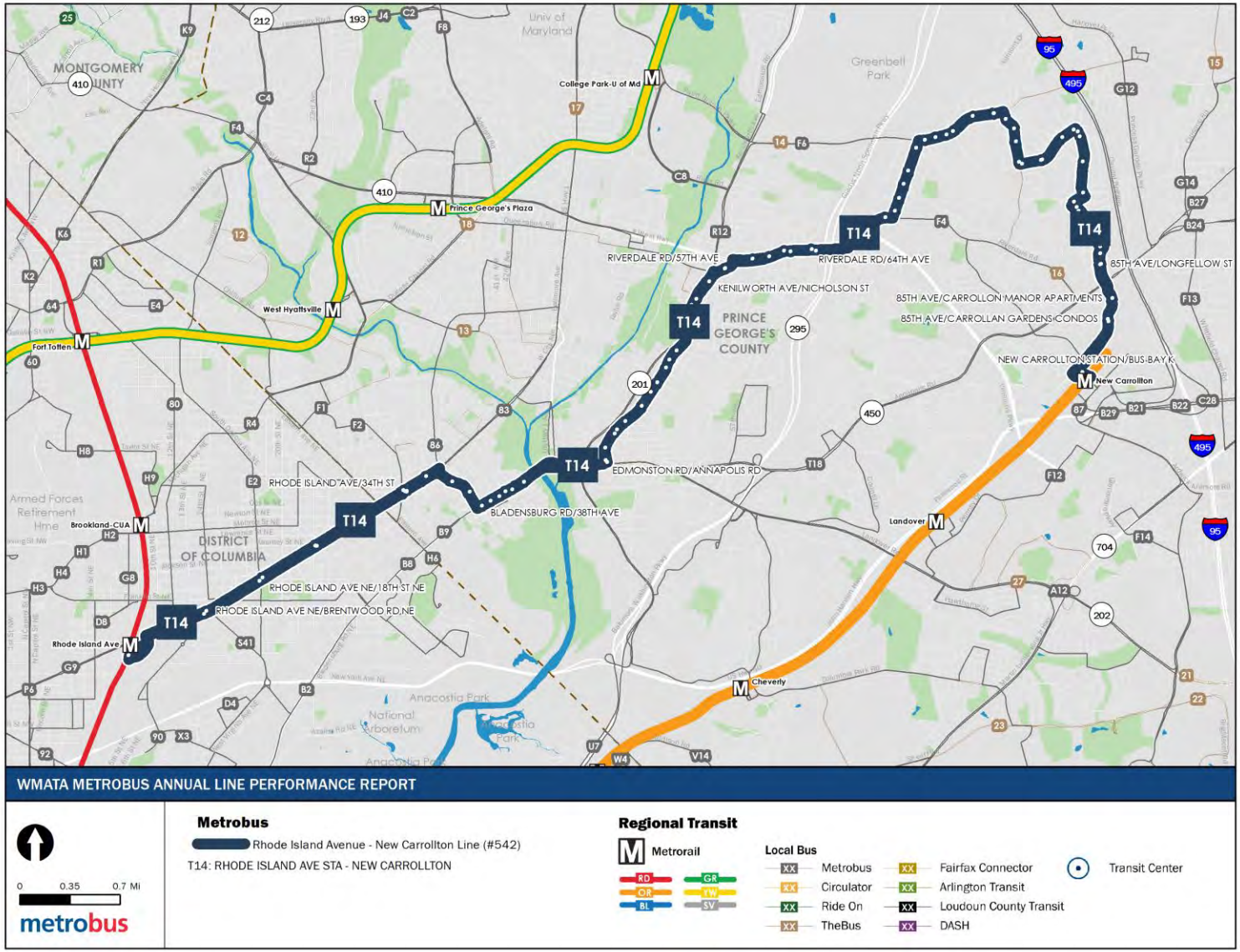
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
T2	30.6	8,048	3,970 (49%)

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

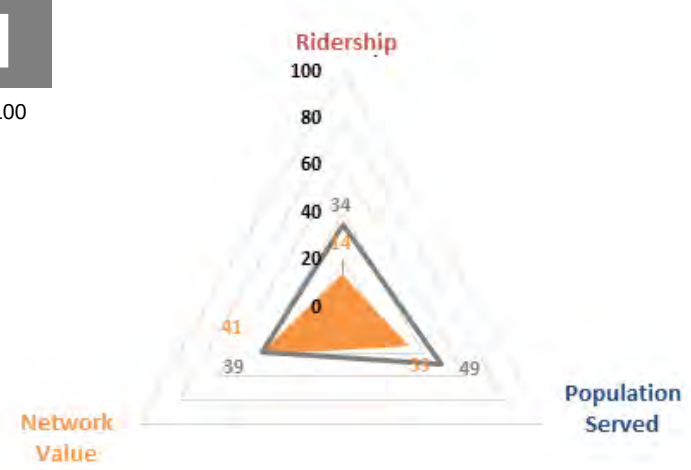
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

21

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$1,855,976
Peak Vehicles	5
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

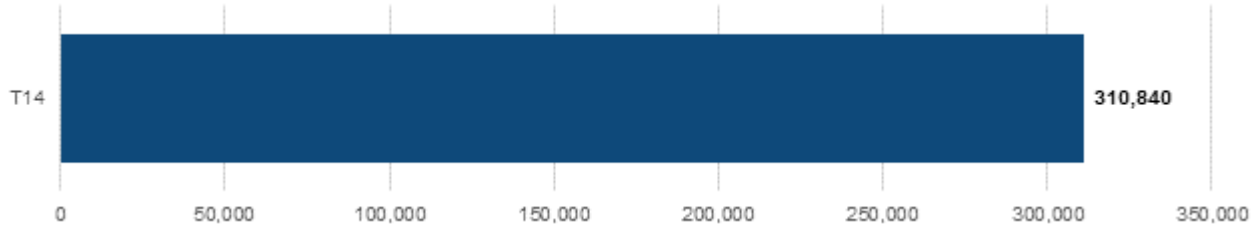
Service Area Population		39,514
Minority Population	*Service Area*	35,732
	Rider Survey	1,044 (89%)
Low-Income Households	*Service Area*	2,867
	Rider Survey	483 (44%)

Facilities/Amenities

Bus Stops	133
Bus Shelters	15
Benches	11
Real-Time Signs	4

Ridership

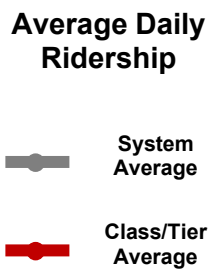
Annual Ridership

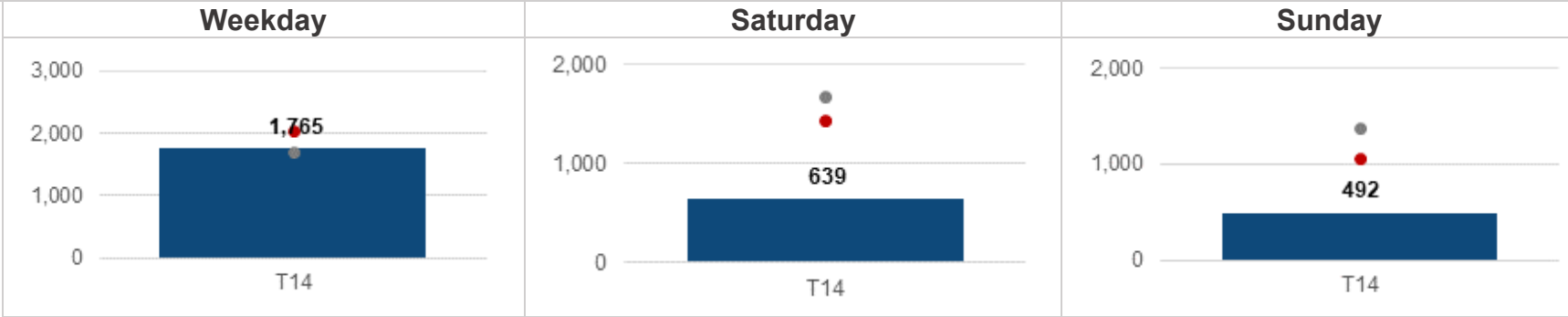


Top Transfer Locations

Rhode Island Avenue, New Carrollton

Average Daily Ridership





Average Trip Ridership and Maximum Load by Time Period

Vehicle Load Factor

	Direction:	East	West
Weekday	**Peak** Maximum Target: 1.00	0.51	0.51
	Off-Peak Maximum Target: 1.00	0.38	0.42
	Saturday Maximum Target: 1.00	0.37	0.39
	Sunday Maximum Target: 1.00	0.34	0.36

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
T14																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk														—	—	—	—							
T14																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk					—	—	—	—	—	—	—	—	—	—	—	—	—							
T14																								

[1] Span/frequency standards are only applicable at the line level.

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 a.m. - 10:28 p.m.	-	A	8:00 a.m. - 6:55 p.m.	-	C	8:05 a.m. - 6:41 p.m.	-	C
	Frequency of Service | varies	Peak: 24.9 / Off-Peak: 53.6	*Peak: 15.0 / Off-Peak: 21.8*	A	60.2	*28.5*	B	63.9	*32.0*	B
Productivity	**Passengers per Revenue Hour** | 15.0	32.4	*33.0*	A	32.1	*29.0*	A	28.3	*28.9*	A
	Passengers per Revenue Mile | 1.0	2.8	*3.7*	A	2.6	*3.0*	A	2.3	*2.9*	A
Reliability	**On-Time Performance** | 79%	76%	*76%*	C	71%	*78%*	D	72%	*80%*	D
	Crowding | 5.0%	0.2%	*2.1%*	A	0.0%	*1.0%*	A	0.0%	*0.8%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.51 Off-Peak: 0.38	*Peak: 0.52 Off-Peak: 0.40*	B	0.37	*0.38*	A	0.34	*0.37*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $7.00	$3.60	*$3.91*	A	$3.64	*$4.52*	A	$4.13	*$4.63*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route T14

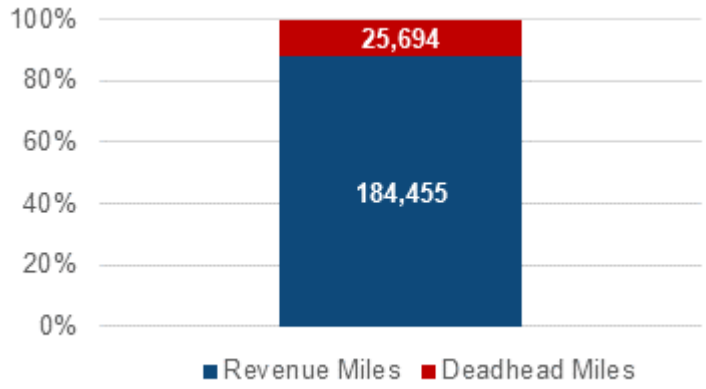
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	6.0	*5.6*	E
Route Design	**Circuity |** 1.75	1.49	*1.44*	-

	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 |** 15.0	32.4	*32.2*	A	32.1	*28.3*	A	28.3	*28.3*	A
	Passengers per Revenue Mile | 1.0	2.8	*3.7*	A	2.6	*3.0*	A	2.3	*2.9*	A
	Unique Segment Ridership | 10%	39%	*17%*	A	38%	*19%*	A	33%	*19%*	A
Reliability	**On-Time Performance |** 79%	76%	*77%*	C	71%	*79%*	D	72%	*80%*	D
	Crowding | 5.0%	0.2%	*2.0%*	A	0.0%	*1.1%*	A	0.0%	*0.9%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.51 Off-Peak: 0.40	*Peak: 0.53 Off-Peak: 0.41*	B+	0.40	*0.39*	A	0.30	*0.35*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$3.60	*$4.18*	A	$3.64	*$4.72*	A	$4.13	*$4.78*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

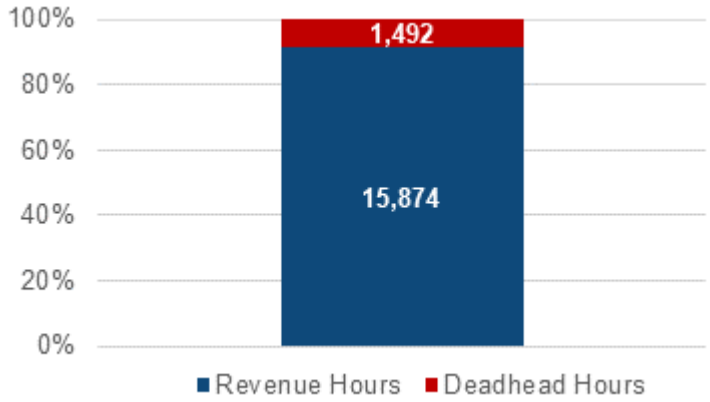
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



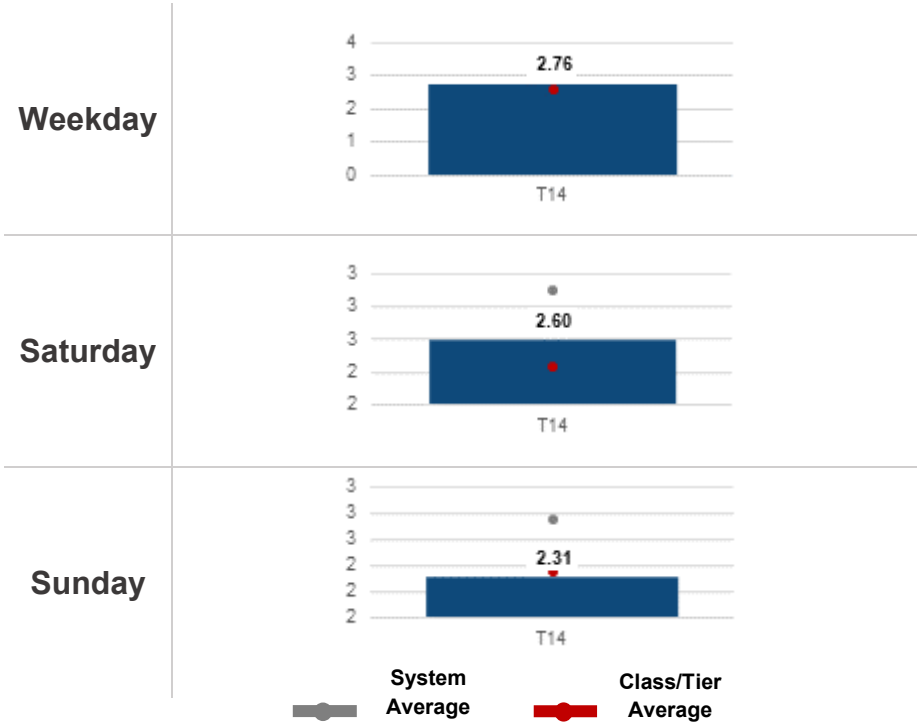
Hours Allocation



Service Delivery

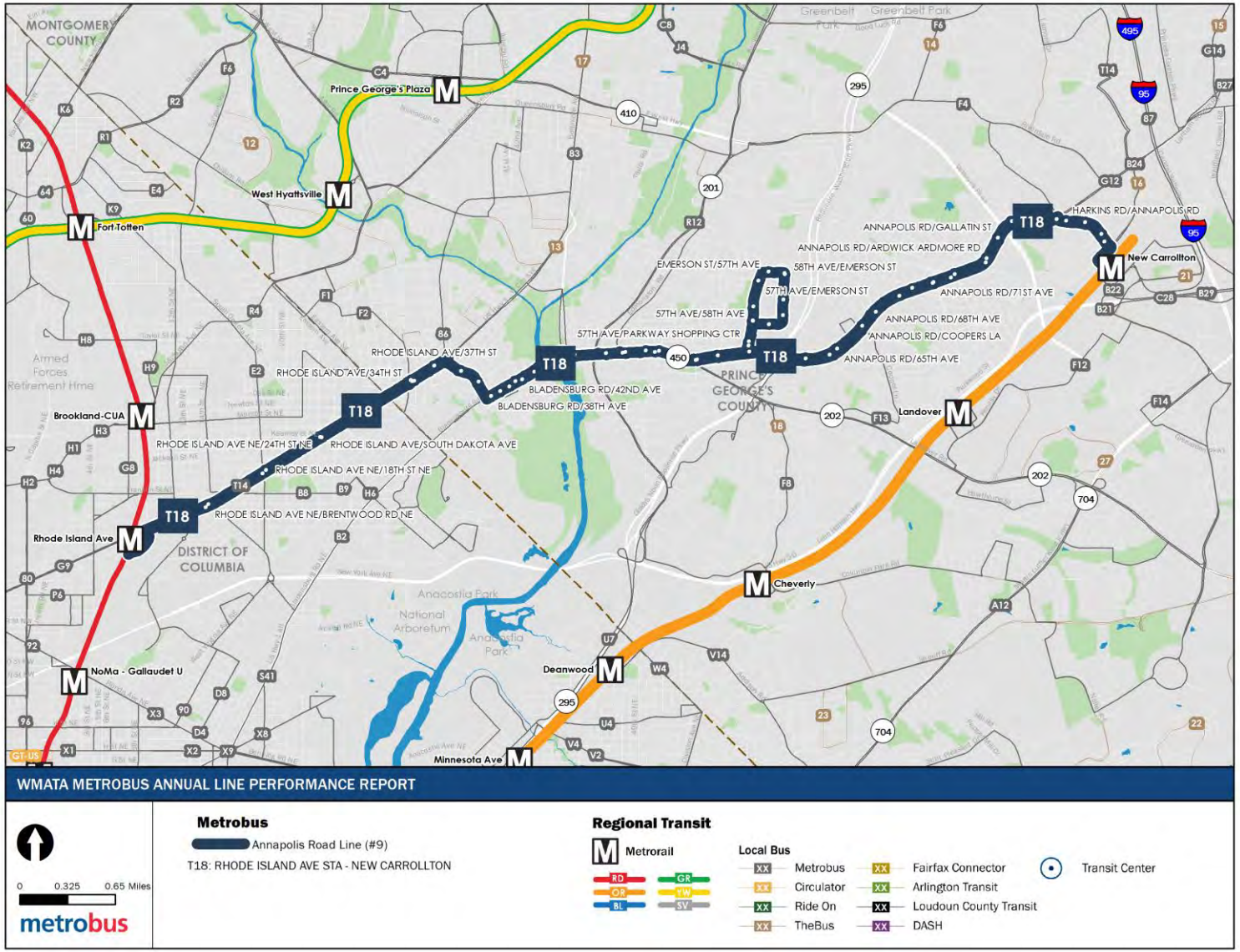
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
T14	23.8	7,751	7,035 (91%)

Passenger Miles per Revenue Mile



LINE: 9 – ANNAPOLIS ROAD ROUTE(S): T18

About the Line



Service Classification

Framework

Activity Tier

3

Overall Grade

Line	A

Legend
Exceeds Meets
Approaches Below Significantly Below

Line Benefit Score

31

Out of 100

Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$3,027,684
Peak Vehicles	9
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

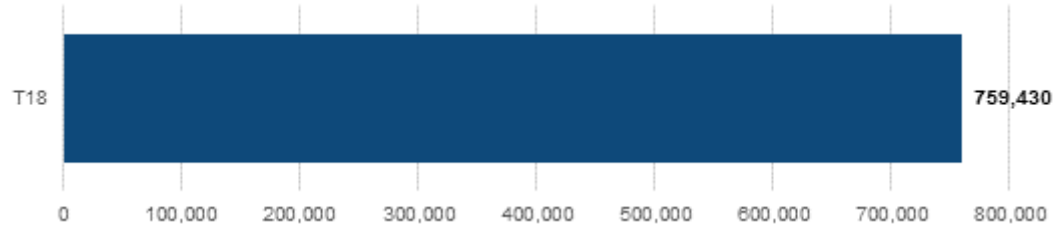
Service Area Population		32,751
Minority Population	*Service Area*	29,798
	Rider Survey	2,871 (96%)
Low-Income Households	*Service Area*	3,021
	Rider Survey	1,820 (63%)

Facilities/Amenities

Bus Stops	93
Bus Shelters	25
Benches	17
Real-Time Signs	2

Ridership

Annual Ridership



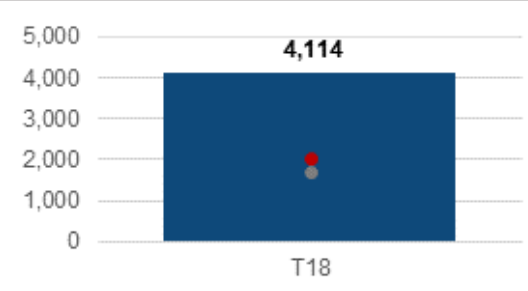
Top Transfer Locations

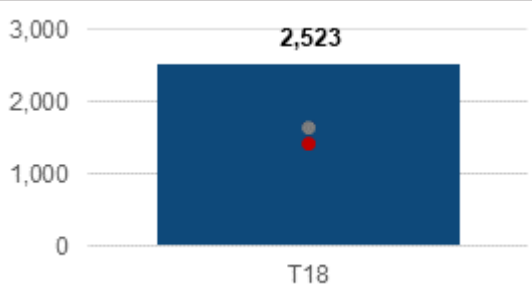
Rhode Island Avenue, New Carrollton

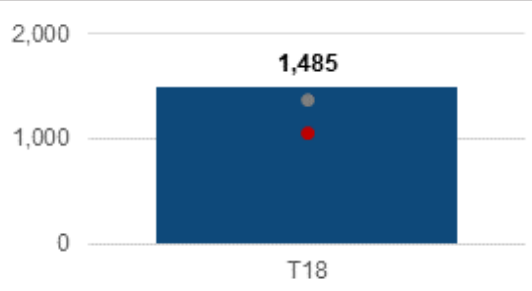
Average Daily Ridership

System Average

Class/Tier Average







Average Trip Ridership and Maximum Load by Time Period

Vehicle Load Factor

	Direction:	East	West
Weekday	**Peak** Maximum Target: 1.00	0.65	0.67
Weekday	**Off-Peak** Maximum Target: 1.00	0.57	0.63
	Saturday Maximum Target: 1.00	0.47	0.50
	Sunday Maximum Target: 1.00	0.50	0.53

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
T18																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
T18																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																	—							
T18																								

[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

A 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 a.m. - 11:53 p.m.	-	A	6:30 a.m. - 10:35 p.m.	-	A	7:15 a.m. - 7:53 p.m.	-	B
	Frequency of Service | varies	Peak: 16.6 / Off-Peak: 25.7	*Peak: 15.0 / Off-Peak: 21.8*	A	25.0	*28.5*	A	35.0	*32.0*	A
Productivity	**Passengers per Revenue Hour** | 15.0	48.8	*33.0*	A	43.6	*29.0*	A	44.8	*28.9*	A
	Passengers per Revenue Mile | 1.0	4.5	*3.7*	A	3.7	*3.0*	A	3.9	*2.9*	A
Reliability	**On-Time Performance** | 79%	81%	*76%*	B	80%	*78%*	B	86%	*80%*	A
	Crowding | 5.0%	1.3%	*2.1%*	A	0.0%	*1.0%*	A	0.0%	*0.8%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.65 Off-Peak: 0.57	*Peak: 0.52 Off-Peak: 0.40*	B	0.47	*0.38*	A	0.50	*0.37*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $7.00	$2.39	*$3.91*	A	$2.68	*$4.52*	A	$2.61	*$4.63*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route T18

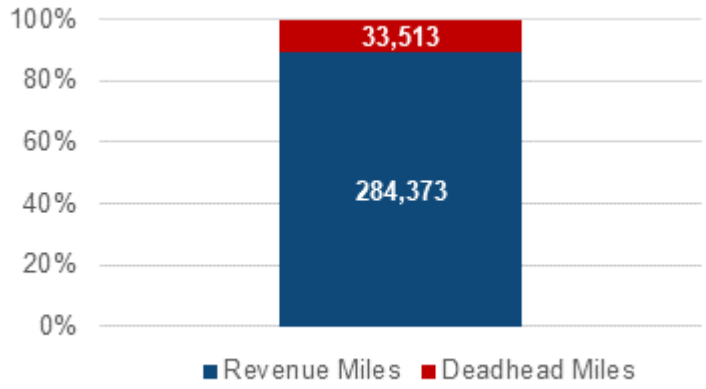
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	5.4	*5.6*	E
Route Design	**Circuity |** 1.75	1.25	*1.44*	A

	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 |** 15.0	48.8	*32.2*	A	43.6	*28.3*	A	44.8	*28.3*	A
	Passengers per Revenue Mile | 1.0	4.5	*3.7*	A	3.7	*3.0*	A	3.9	*2.9*	A
	Unique Segment Ridership | 10%	25%	*17%*	A	23%	*19%*	A	24%	*19%*	A
Reliability	**On-Time Performance |** 79%	81%	*77%*	B	80%	*79%*	B	86%	*80%*	A
	Crowding | 5.0%	1.3%	*2.0%*	A	0.1%	*1.1%*	A	0.2%	*0.9%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.66 Off-Peak: 0.60	*Peak: 0.53 Off-Peak: 0.41*	B	0.50	*0.39*	A	0.40	*0.35*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$2.39	*$4.18*	A	$2.68	*$4.72*	A	$2.61	*$4.78*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

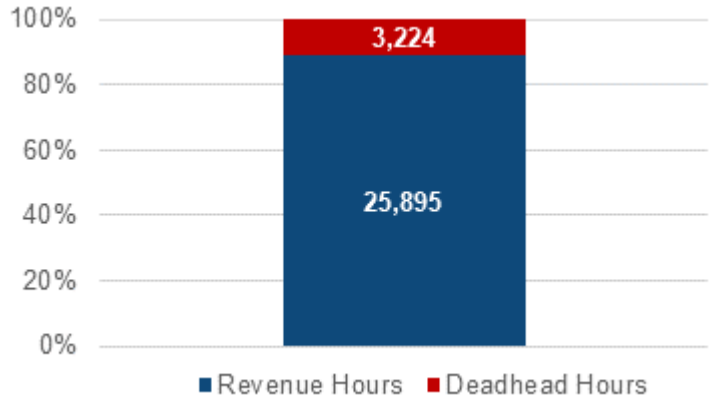
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



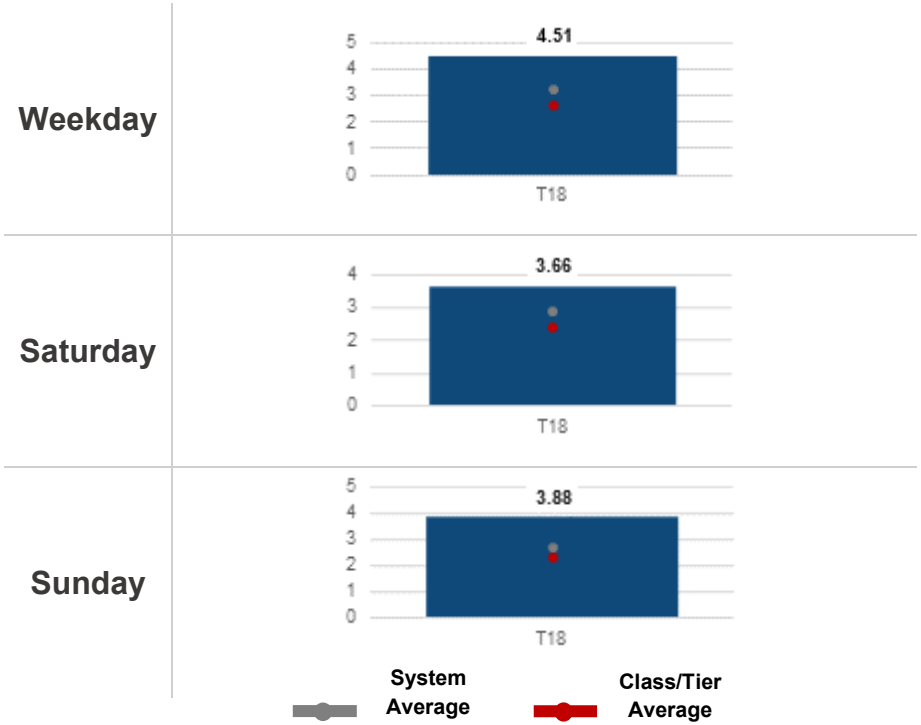
Hours Allocation



Service Delivery

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
T18	20.1	13,654	11,448 (84%)

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

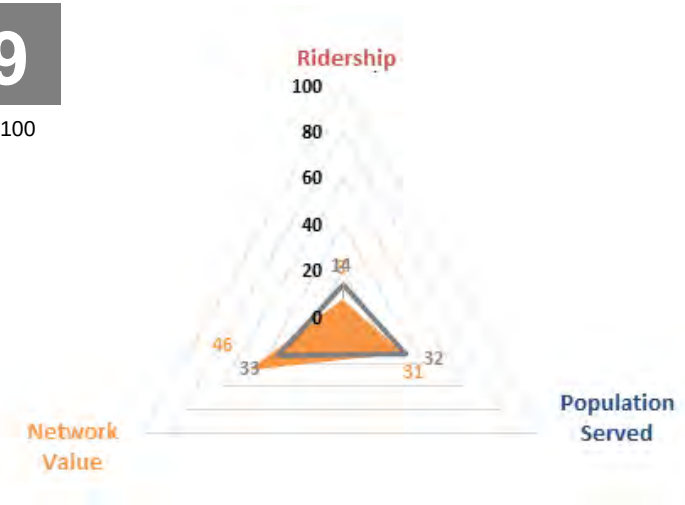
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

29

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$1,242,178
Peak Vehicles	3
Vehicle Type(s)	30 foot

Service Area Context (1/4 Mile)

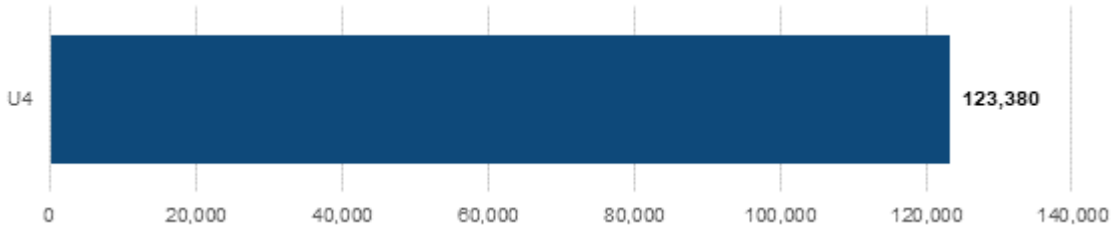
Service Area Population		15,645
Minority Population	*Service Area*	15,429
	Rider Survey	547 (100%)
Low-Income Households	*Service Area*	2,567
	Rider Survey	308 (62%)

Facilities/Amenities

Bus Stops	43
Bus Shelters	9
Benches	5
Real-Time Signs	1

Ridership

Annual Ridership



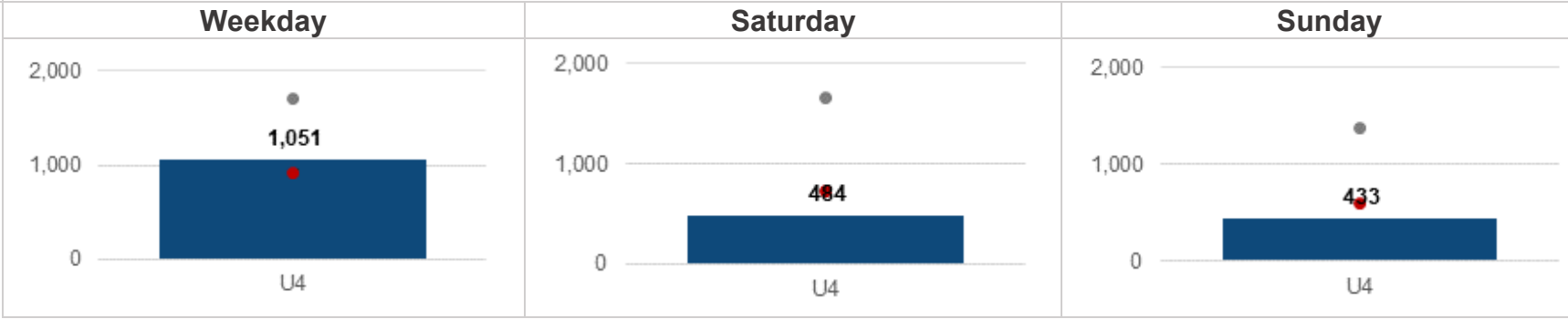
Top Transfer Locations

Minnesota Avenue

Average Daily Ridership

System Average

Class/Tier Average



Average Trip Ridership and Maximum Load by Time Period

Vehicle Load Factor

		Direction: East	West
Weekday	**Peak** Maximum Target: 1.00	0.18	0.20
Weekday	**Off-Peak** Maximum Target: 1.00	0.14	0.15
	Saturday Maximum Target: 1.00	0.13	0.12
	Sunday Maximum Target: 1.00	0.11	0.10

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
U4																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
U4																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
U4																								

[1] Span/frequency standards are only applicable at the line level.

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 a.m. - 1:56 a.m.	-	A	6:00 a.m. - 11:26 p.m.	-	A	6:30 a.m. - 11:25 p.m.	-	A
	Frequency of Service | varies	Peak: 9.1 / Off-Peak: 20.4	*Peak: 20.6 / Off-Peak: 32.7*	A	20.7	*40.5*	A	20.3	*41.1*	A
Productivity	**Passengers per Revenue Hour** | 10.0	29.7	*28.8*	A	29.3	*27.4*	A	26.6	*26.0*	A
	Passengers per Revenue Mile | 1.0	2.9	*2.9*	A	2.5	*2.7*	A	2.2	*2.5*	A
Reliability	**On-Time Performance** | 79%	84%	*82%*	A	71%	*82%*	D	74%	*84%*	C
	Crowding | 5.0%	0.0%	*0.5%*	A	0.0%	*0.2%*	A	0.0%	*0.1%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.18 Off-Peak: 0.14	*Peak: 0.39 Off-Peak: 0.29*	A	0.13	*0.30*	A	0.11	*0.28*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $7.00	$3.93	*$4.67*	A	$4.00	*$5.07*	A	$4.40	*$5.13*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route U4

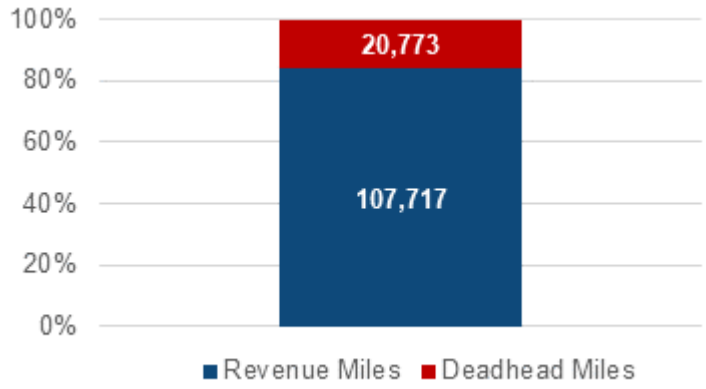
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	7.6	*6.1*	E
Route Design	**Circuity |** N/A	1.08	*2.00*	-

	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 |** 10.0	29.7	*29.7*	A	29.3	*29.3*	A	26.6	*27.9*	A
	Passengers per Revenue Mile | 1.0	2.9	*3.0*	A	2.5	*2.9*	A	2.2	*2.7*	A
	Unique Segment Ridership | 10%	93%	*31%*	A	88%	*33%*	A	89%	*32%*	A
Reliability	**On-Time Performance |** 79%	84%	*82%*	A	71%	*82%*	D	74%	*84%*	C
	Crowding | 5.0%	0.0%	*0.4%*	A	0.0%	*0.2%*	A	0.0%	*0.1%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.19 Off-Peak: 0.10	*Peak: 0.39 Off-Peak: 0.29*	A	0.10	*0.31*	A	0.10	*0.27*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$3.93	*$4.77*	A	$4.00	*$4.83*	A	$4.40	*$4.94*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

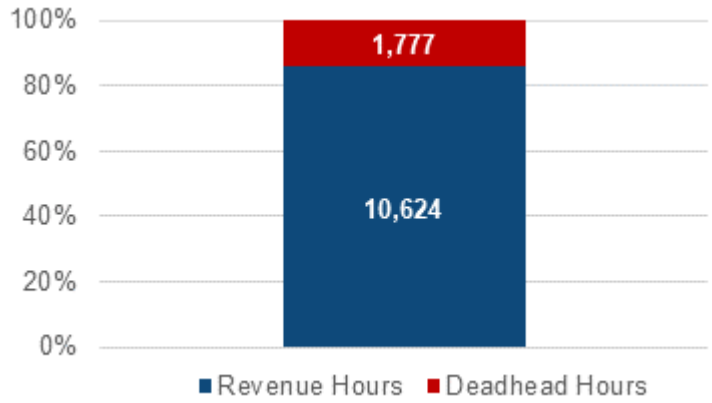
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



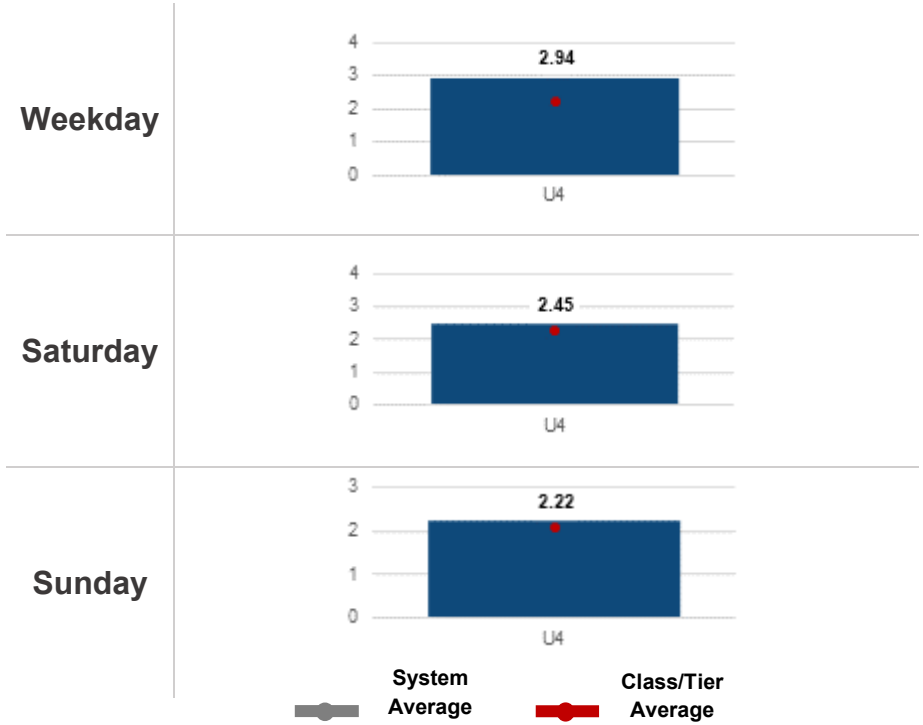
Hours Allocation



Service Delivery

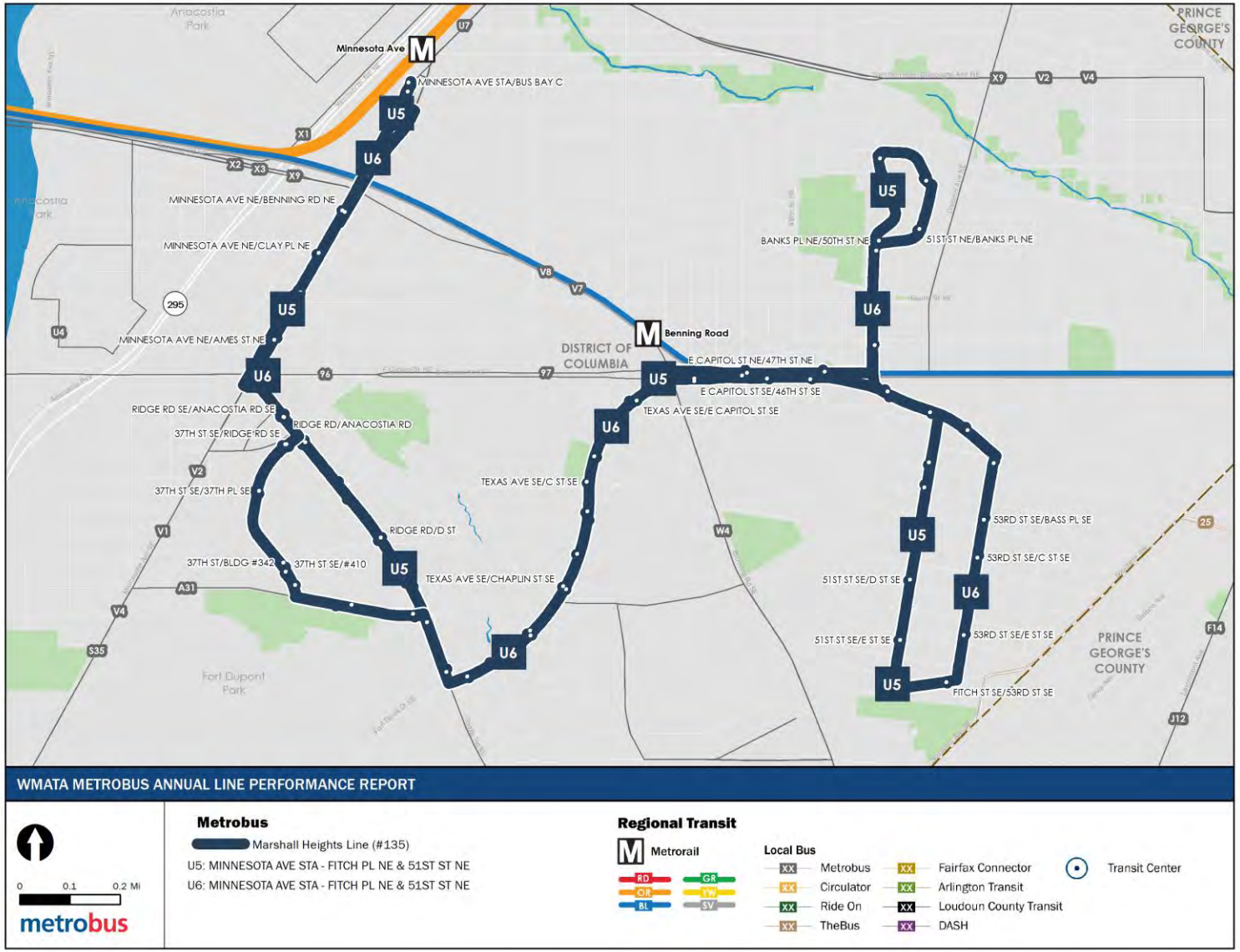
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
U4	3.1	25,682	16,969 (66%)

Passenger Miles per Revenue Mile



LINE: 135 – MARSHALL HEIGHTS ROUTE(S): U5,6

About the Line



Service Classification

Coverage

Activity Tier

2

Overall Grade

Line	A

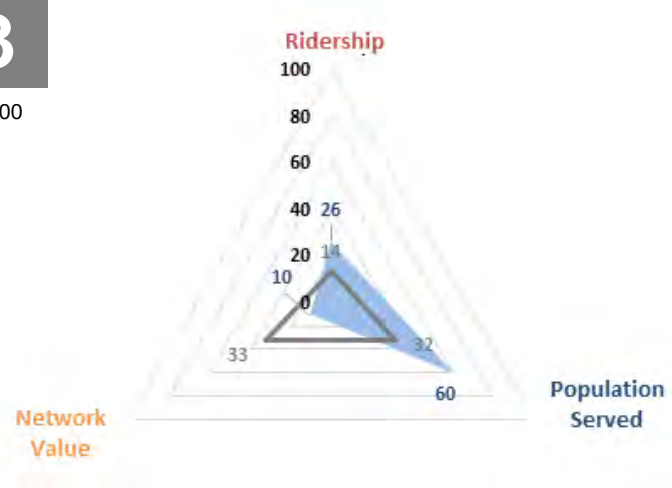
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

33

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$2,804,258
Peak Vehicles	8
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

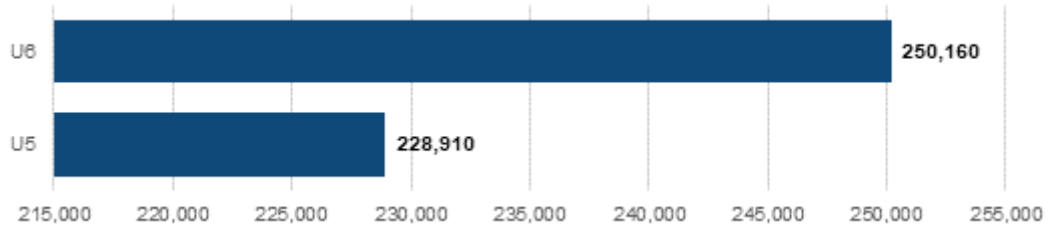
Service Area Population		31,567
Minority Population	*Service Area*	31,267
	Rider Survey	1,731 (100%)
Low-Income Households	*Service Area*	4,974
	Rider Survey	1,072 (63%)

Facilities/Amenities

Bus Stops	85
Bus Shelters	7
Benches	6
Real-Time Signs	2

Ridership

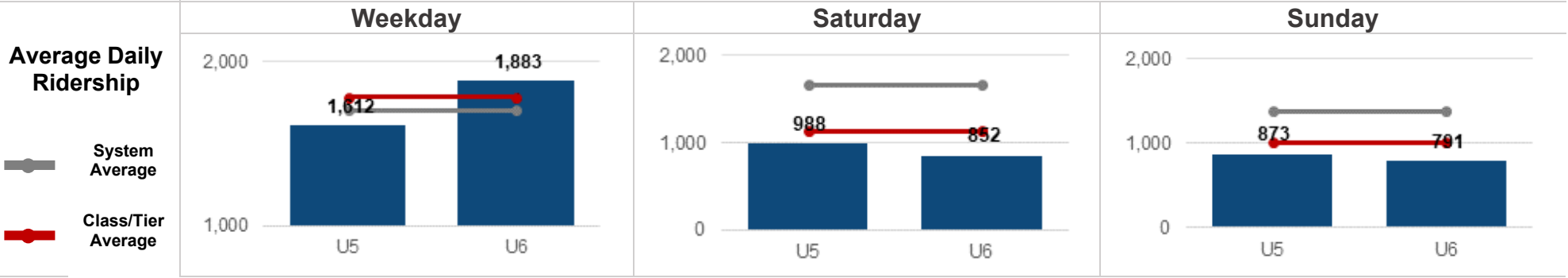
Annual Ridership



Top Transfer Locations

Minnesota Avenue, Benning Road

Average Daily Ridership



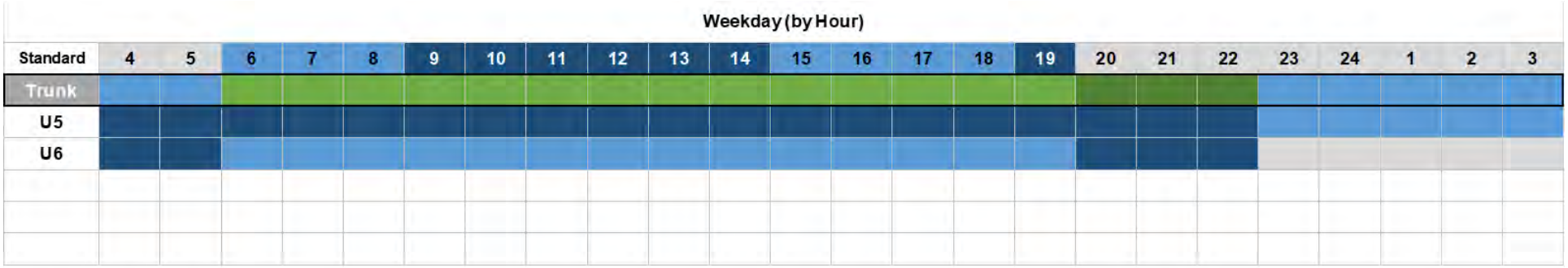
Average Trip Ridership and Maximum Load by Time Period

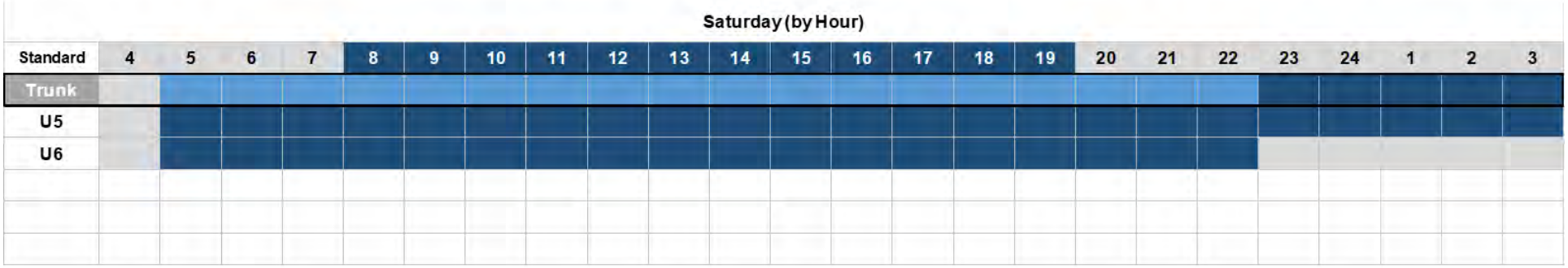
Vehicle Load Factor

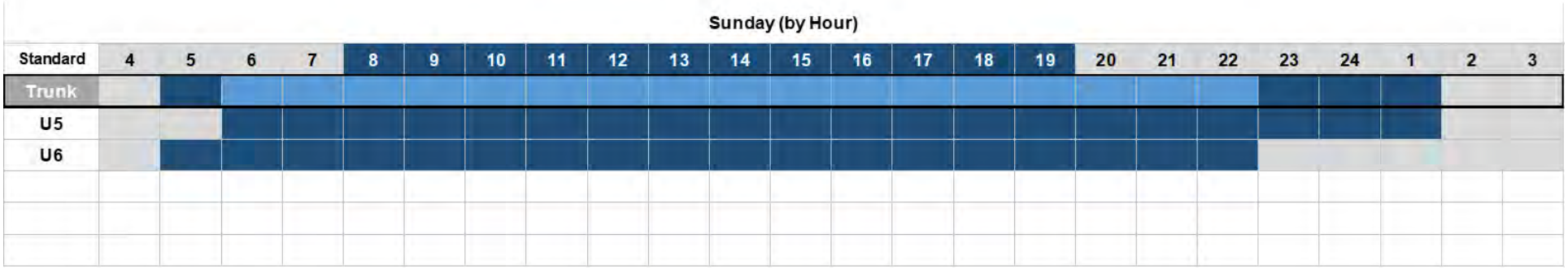
	Direction:	East	West
Weekday	**Peak** Maximum Target: 1.00	0.50	0.28
Weekday	**Off-Peak** Maximum Target: 1.00	0.35	0.19
	Saturday Maximum Target: 1.00	0.32	0.19
	Sunday Maximum Target: 1.00	0.31	0.18

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—







[1] Span/frequency standards are only applicable at the line level.

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	4:18 a.m. - 3:01 a.m.	-	A	5:06 a.m. - 3:09 a.m.	-	A	5:36 a.m. - 1:41 a.m.	-	A
	Frequency of Service | varies	Peak: 14.3 / Off-Peak: 18.0	*Peak: 20.6 / Off-Peak: 32.7*	A	23.6	*40.5*	A	22.5	*41.1*	A
Productivity	**Passengers per Revenue Hour** | 15.0	45.0	*28.8*	A	39.3	*27.4*	A	38.6	*26.0*	A
	Passengers per Revenue Mile | 2.0	5.6	*2.9*	A	4.3	*2.7*	A	4.1	*2.5*	A
Reliability	**On-Time Performance** | 79%	77%	*82%*	C	82%	*82%*	B	84%	*84%*	A
	Crowding | 5.0%	0.0%	*0.5%*	A	0.0%	*0.2%*	A	0.0%	*0.1%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.50 Off-Peak: 0.35	*Peak: 0.39 Off-Peak: 0.29*	B	0.32	*0.30*	A	0.31	*0.28*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $5.00	$2.60	*$4.67*	A	$2.97	*$5.07*	A	$3.03	*$5.13*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route U5

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	8.6	*6.1*	E
Route Design	**Circuity |** N/A	3.32	*2.00*	-

	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 |** 15.0	37.2	*29.7*	A	35.6	*29.3*	A	36.2	*27.9*	A
	Passengers per Revenue Mile | 2.0	4.8	*3.0*	A	3.9	*2.9*	A	3.8	*2.7*	A
	Unique Segment Ridership | 10%	-	*31%*	-	-	*33%*	-	-	*32%*	-
Reliability	**On-Time Performance |** 79%	78%	*82%*	C	82%	*82%*	B	86%	*84%*	A
	Crowding | 5.0%	0.0%	*0.4%*	A	0.0%	*0.2%*	A	0.0%	*0.1%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.37 Off-Peak: 0.20	*Peak: 0.39 Off-Peak: 0.29*	A	0.20	*0.31*	A	0.20	*0.27*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$3.14	*$4.77*	A	$3.28	*$4.83*	A	$3.23	*$4.94*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route U6

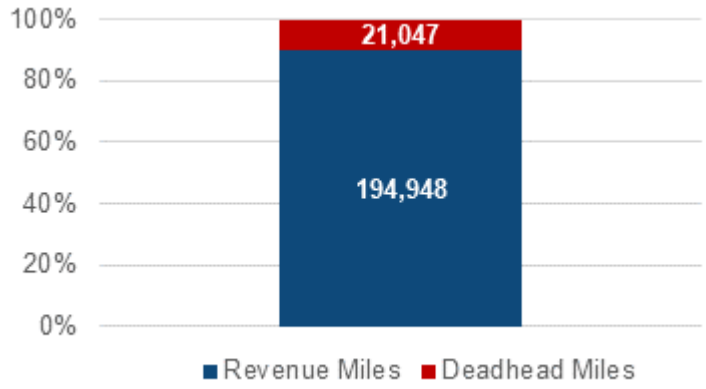
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	8.8	*6.1*	E
Route Design	**Circuity |** N/A	2.90	*2.00*	-

	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 |** 15.0	54.8	*29.7*	A	44.7	*29.3*	A	41.6	*27.9*	A
	Passengers per Revenue Mile | 2.0	6.7	*3.0*	A	4.9	*2.9*	A	4.4	*2.7*	A
	Unique Segment Ridership | 10%	8%	*31%*	C	5%	*33%*	D	4%	*32%*	E
Reliability	**On-Time Performance |** 79%	77%	*82%*	C	81%	*82%*	B	82%	*84%*	B
	Crowding | 5.0%	0.0%	*0.4%*	A	0.0%	*0.2%*	A	0.0%	*0.1%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.40 Off-Peak: 0.30	*Peak: 0.39 Off-Peak: 0.29*	A	0.30	*0.31*	A	0.30	*0.27*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$2.13	*$4.77*	A	$2.61	*$4.83*	A	$2.81	*$4.94*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

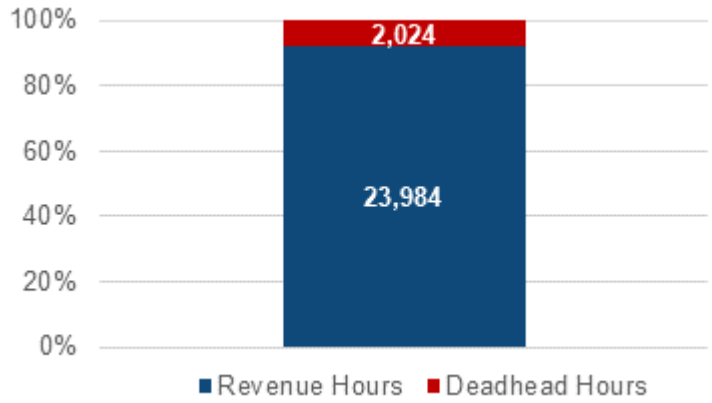
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



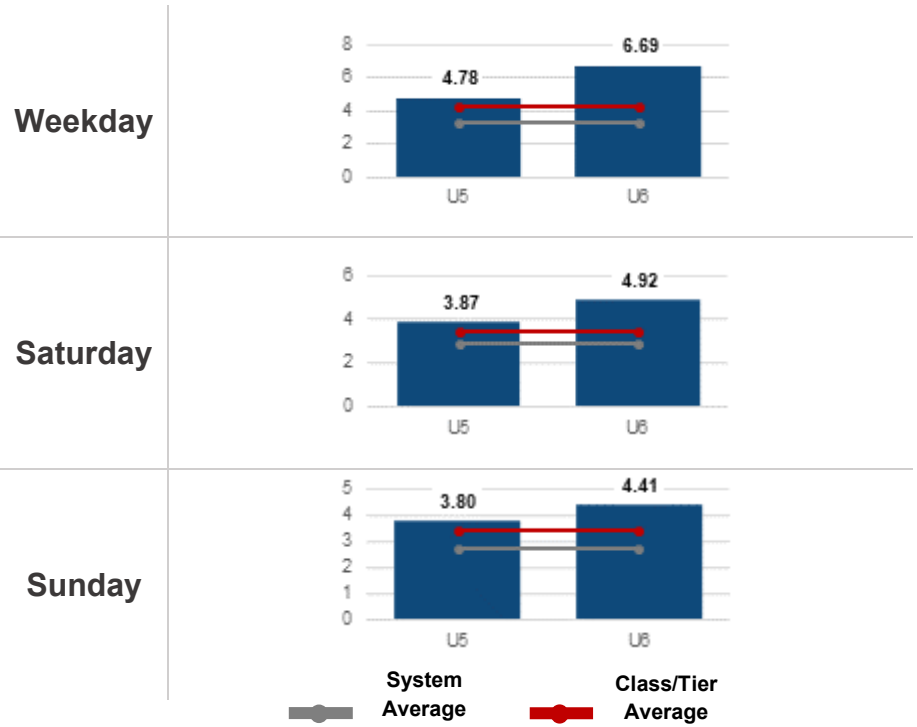
Hours Allocation



Service Delivery

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
U5	8.8	11,776	10,155 (86%)
U6	9.2	9,922	8,329 (84%)

Passenger Miles per Revenue Mile



LINE: 134 – DEANWOOD- MINNESOTA AVE. ROUTE(S): U7

About the Line

Service Classification

Coverage

Activity Tier

2

Overall Grade

Line	B

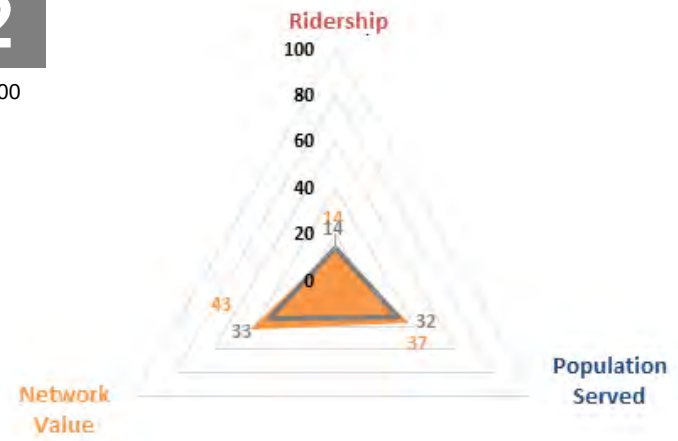
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

32

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$2,318,266
Peak Vehicles	3
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

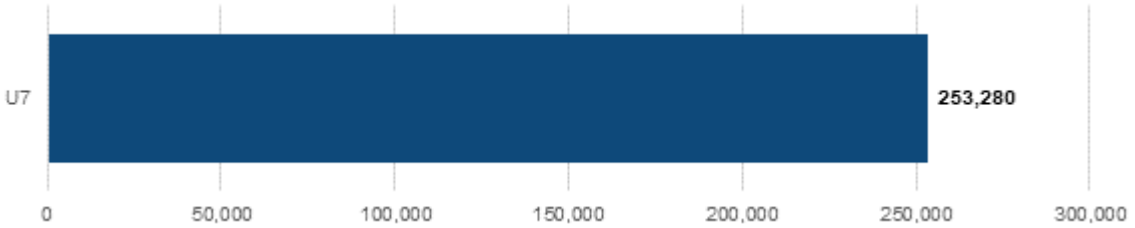
Service Area Population		14,966
Minority Population	*Service Area*	14,784
	Rider Survey	841 (100%)
Low-Income Households	*Service Area*	2,838
	Rider Survey	558 (75%)

Facilities/Amenities

Bus Stops	52
Bus Shelters	3
Benches	3
Real-Time Signs	1

Ridership

Annual Ridership



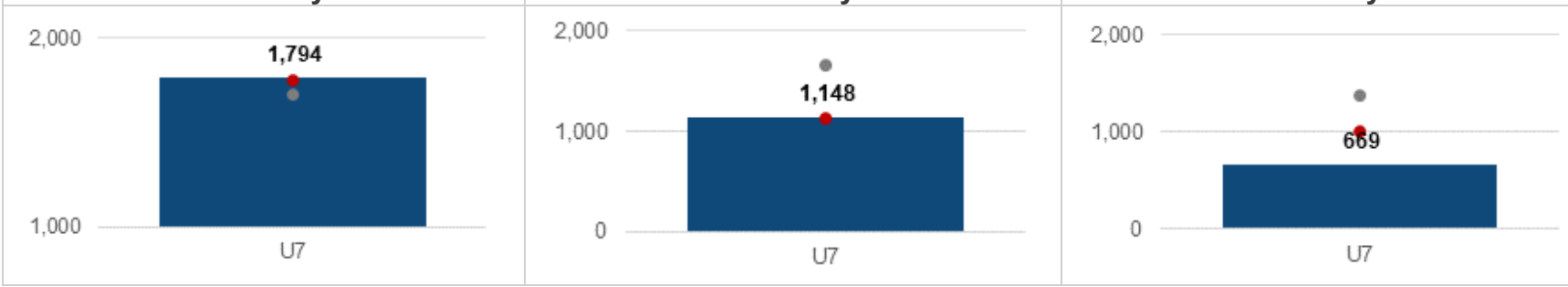
Top Transfer Locations

Minnesota Avenue, Deanwood

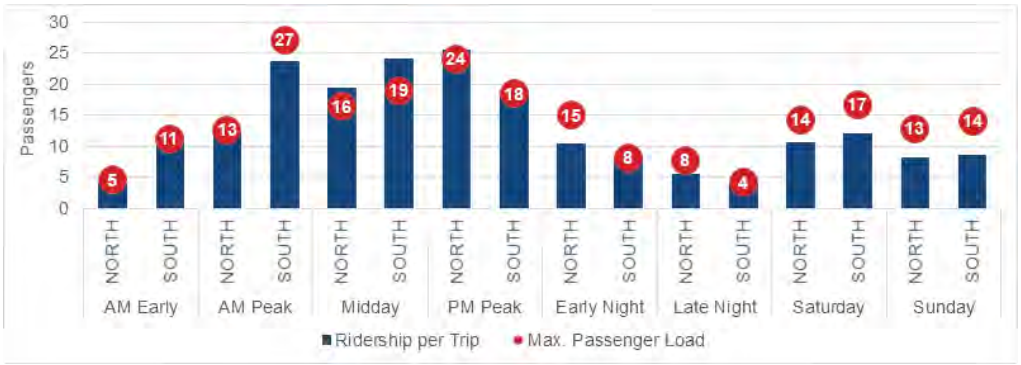
Average Daily Ridership

System Average

Class/Tier Average



Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.00	0.38	0.40
Weekday	**Off-Peak** Maximum Target: 1.00	0.23	0.24
	Saturday Maximum Target: 1.00	0.20	0.21
	Sunday Maximum Target: 1.00	0.18	0.19

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
U7																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
U7																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
U7																								

[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

B Deanwood- 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	4:30 a.m. - 2:13 a.m.	-	A	5:00 a.m. - 2:13 a.m.	-	A	5:00 a.m. - 1:15 a.m.	-	A
	Frequency of Service | varies	Peak: 21.1 / Off-Peak: 23.7	*Peak: 20.6 / Off-Peak: 32.7*	A	26.0	*40.5*	A	30.0	*41.1*	A
Productivity	**Passengers per Revenue Hour** | 15.0	30.5	*28.8*	A	21.9	*27.4*	A	17.4	*26.0*	A
	Passengers per Revenue Mile | 2.0	3.7	*2.9*	A	2.5	*2.7*	A	2.1	*2.5*	B
Reliability	**On-Time Performance** | 79%	82%	*82%*	B	82%	*82%*	B	85%	*84%*	A
	Crowding | 5.0%	0.0%	*0.5%*	A	0.0%	*0.2%*	A	0.0%	*0.1%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.38 Off-Peak: 0.23	*Peak: 0.39 Off-Peak: 0.29*	A	0.20	*0.30*	A	0.18	*0.28*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $5.00	$3.83	*$4.67*	A	$5.35	*$5.07*	C	$6.72	*$5.13*	E
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route U7

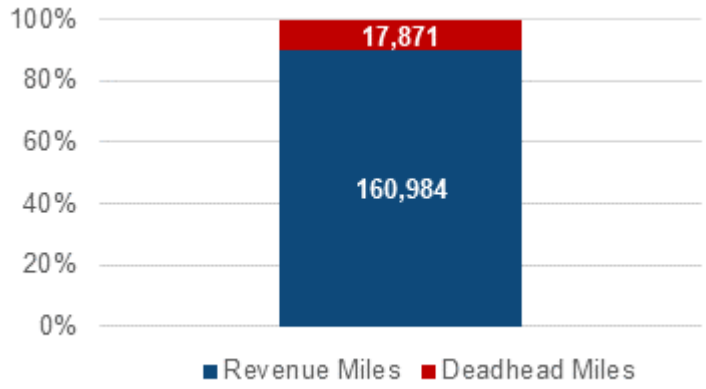
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	7.2	*6.1*	E
Route Design	**Circuity |** N/A	2.90	*2.00*	-

	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 |** 15.0	30.5	*29.7*	A	21.9	*29.3*	A	17.4	*27.9*	A
	Passengers per Revenue Mile | 2.0	3.7	*3.0*	A	2.5	*2.9*	A	2.1	*2.7*	B
	Unique Segment Ridership | 10%	80%	*31%*	A	66%	*33%*	A	82%	*32%*	A
Reliability	**On-Time Performance |** 79%	82%	*82%*	B	82%	*82%*	B	85%	*84%*	A
	Crowding | 5.0%	0.0%	*0.4%*	A	0.0%	*0.2%*	A	0.0%	*0.1%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.39 Off-Peak: 0.20	*Peak: 0.39 Off-Peak: 0.29*	A	0.20	*0.31*	A	0.20	*0.27*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$3.83	*$4.77*	A	$5.35	*$4.83*	C	$6.72	*$4.94*	E
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

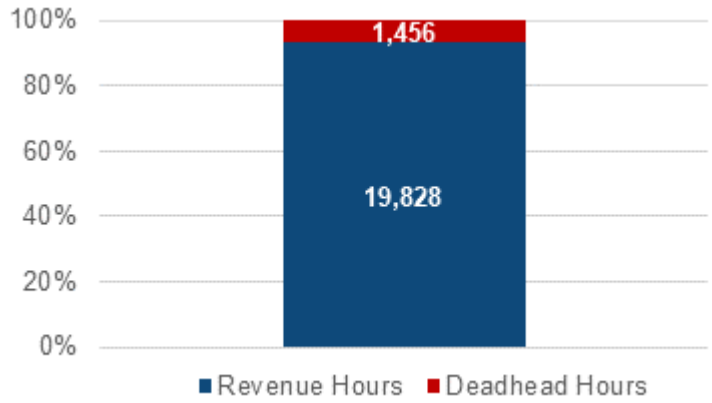
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



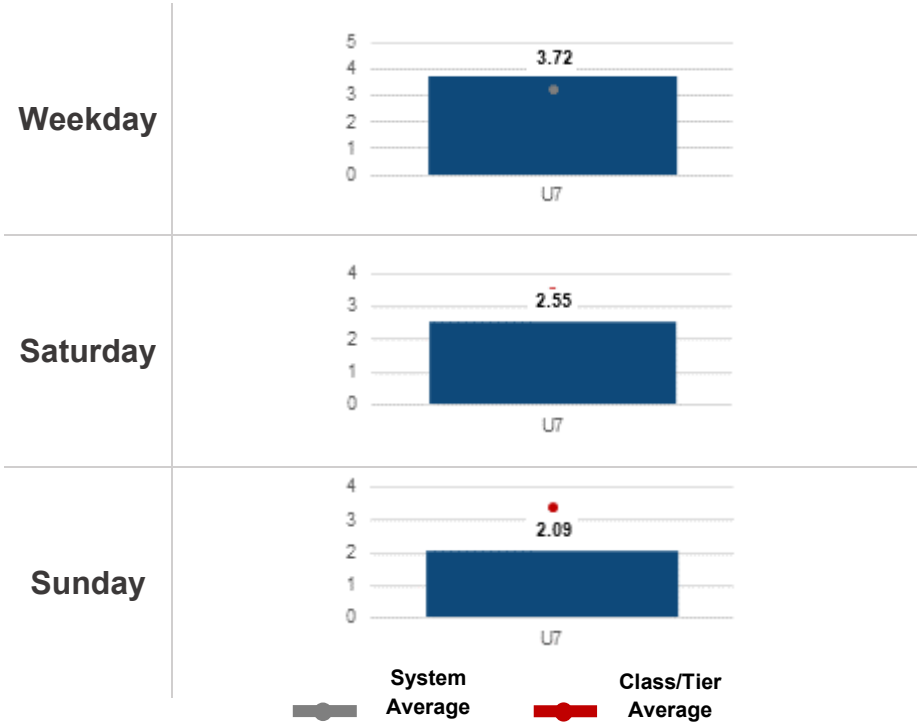
Hours Allocation



Service Delivery

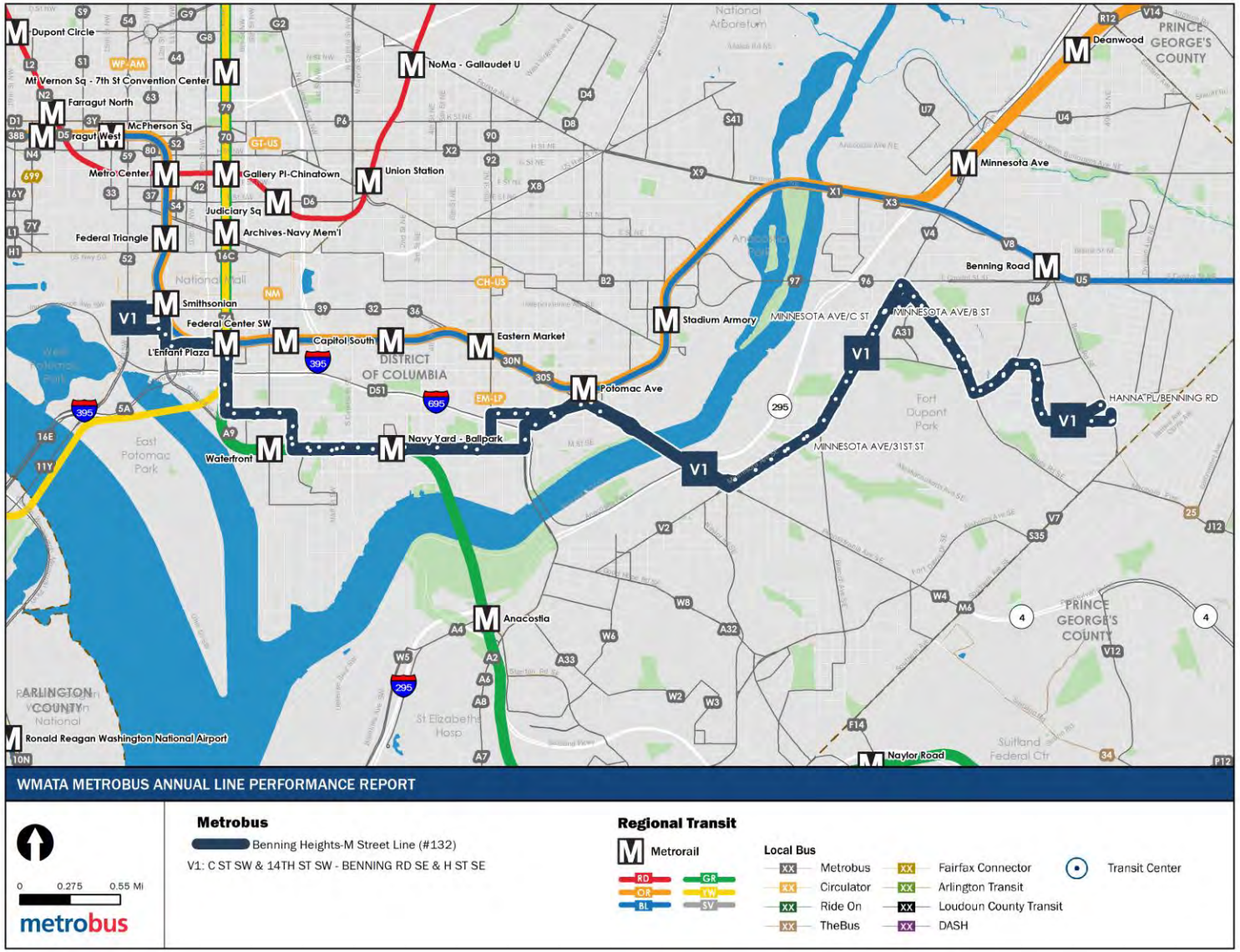
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
U7	11.0	17,202	15,582 (91%)

Passenger Miles per Revenue Mile



LINE: 132 – BENNING HEIGHTS-M STREET ROUTE(S): V1

About the Line



Service Classification

Commuter

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

Operating Statistics

Annual Operating Costs	$640,624
Peak Vehicles	4
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

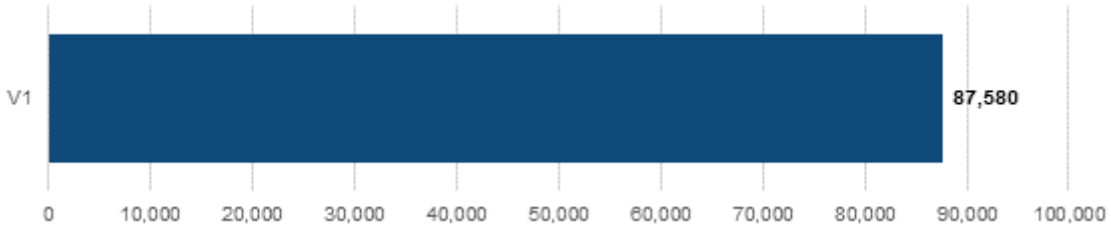
Service Area Population		44,450
Minority Population	*Service Area*	34,079
	Rider Survey	388 (93%)
Low-Income Households	*Service Area*	5,807
	Rider Survey	50 (14%)

Facilities/Amenities

Bus Stops	110
Bus Shelters	16
Benches	15
Real-Time Signs	2

Ridership

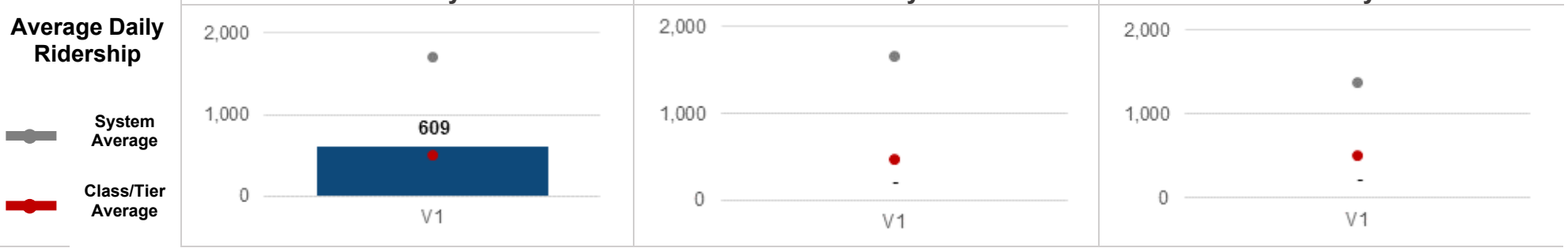
Annual Ridership



Top Transfer Locations

Potomac Avenue, Navy Yard, L'Enfant Plaza

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period

Vehicle Load Factor

	Direction:	East	West
Weekday	**Peak** Maximum Target: 1.00	0.42	0.49
Weekday	**Off-Peak** Maximum Target: 1.00	0.38	0.36
	Saturday Maximum Target: 1.00		
	Sunday Maximum Target: 1.00		

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
V1																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
V1																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
V1																								

[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

B Benning Heights-M 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	5:04 a.m. - 9:33 a.m.; 2:55 p.m. - 7:44 p.m.	-	B		-	-		-	-
	Frequency of Service | varies	Peak: 21.7 / Off-Peak:	*Peak: 21.1 / Off-Peak: 32.0*	-		*60.0*	-		*65.7*	-
Productivity	**Passengers per Trip** | 20.0	26.5	*21.6*	A		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.5	3.4	*2.3*	A		*0.4*	-		*0.5*	-
Reliability	**On-Time Performance** | 79%	76%	*76%*	C		*77%*	-		*81%*	-
	Crowding | 5.0%	0.6%	*3.1%*	A		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.42 Off-Peak: 0.38	*Peak: 0.48 Off-Peak: 0.39*	A		*0.30*	-		*0.37*	-
Cost Effectiveness	**Operating Cost per Passenger Trip** | $7.00	$4.21	*$5.12*	A		*$8.44*	-		*$7.72*	-
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route V1

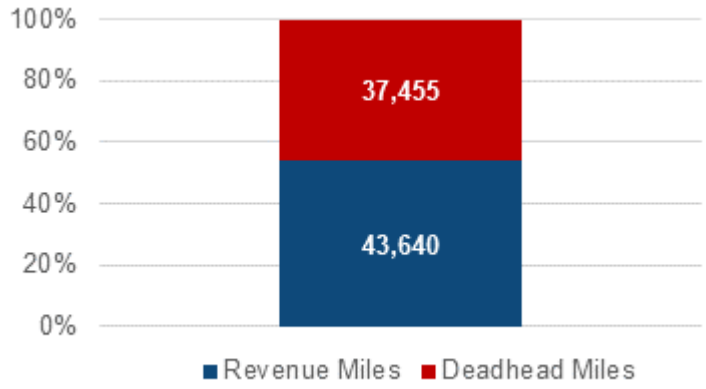
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** N/A	7.1	*3.2*	-
Route Design	**Circuity |** N/A	1.32	*1.39*	-

	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 Trip |** 20.0	26.5	*20.1*	A		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.5	3.4	*2.1*	A		*0.4*	-		*0.5*	-
	Unique Segment Ridership | 15%	14%	*27%*	C		*100%*	-		*100%*	-
Reliability	**On-Time Performance |** 79%	76%	*77%*	C		*77%*	-		*81%*	-
	Crowding | 5.0%	0.6%	*2.4%*	A		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.45 Off-Peak: 0.40	*Peak: 0.44 Off-Peak: 0.36*	A		*0.31*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$4.21	*$5.62*	A		*$8.44*	-		*$7.72*	-
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

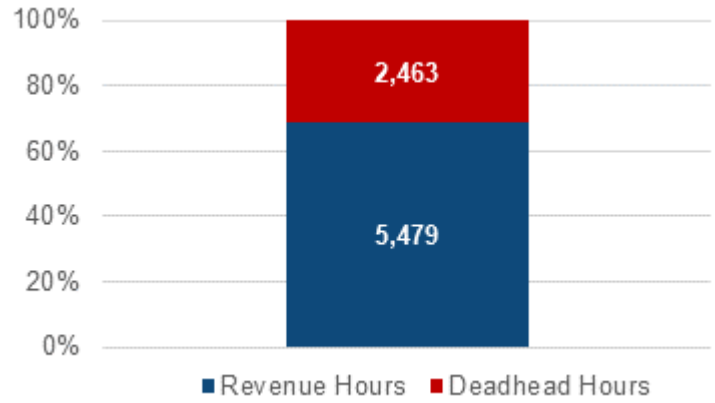
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



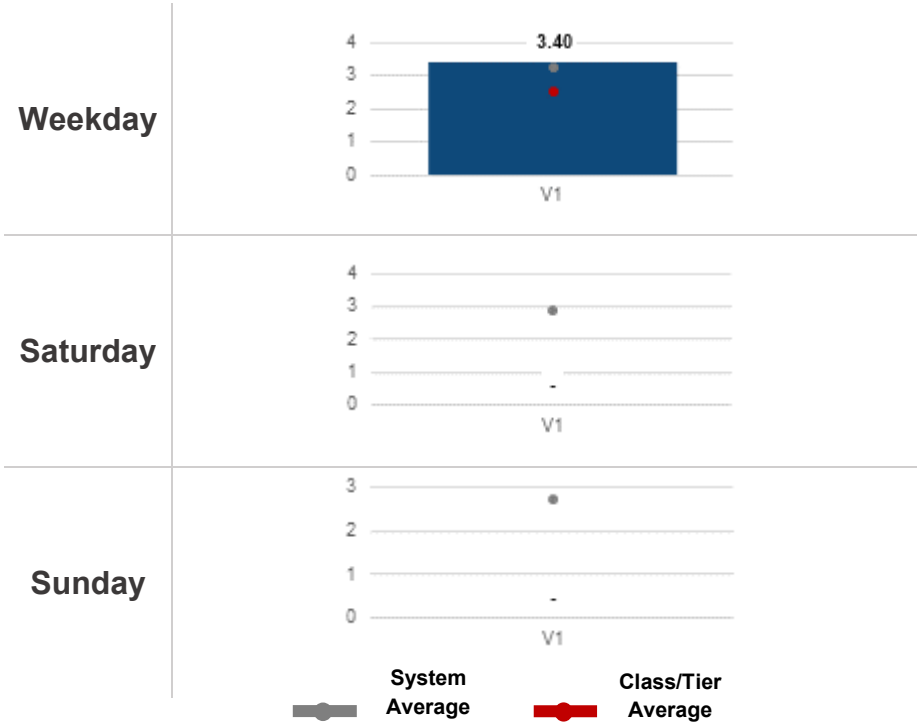
Hours Allocation



Service Delivery

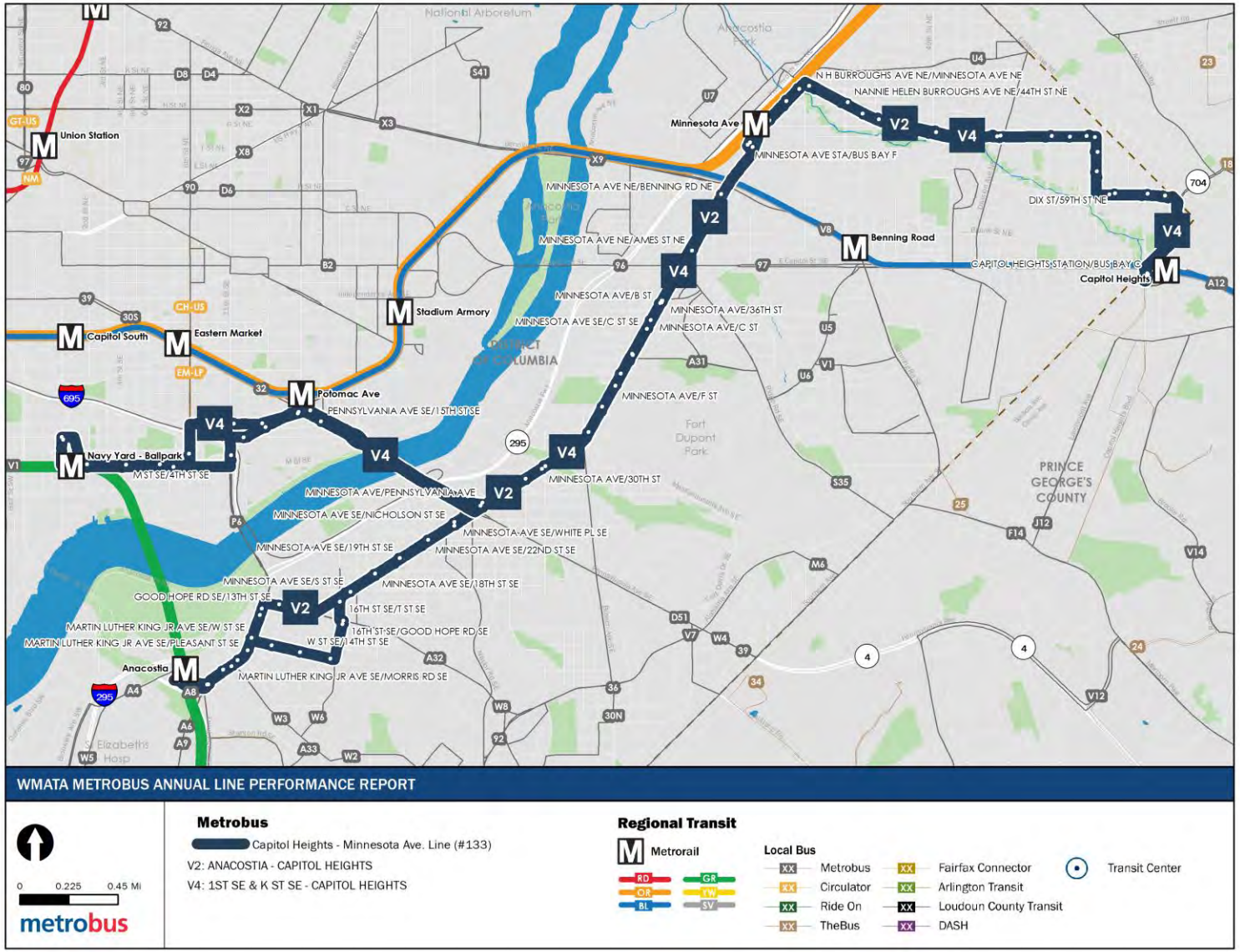
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
V1	16.6	2,576	2,397 (93%)

Passenger Miles per Revenue Mile



LINE: 133 – CAPITOL HEIGHTS - MINNESOTA AVE. ROUTE(S): V2,4

About the Line



Service Classification

Framework

Activity Tier

2

Overall Grade

Line	A

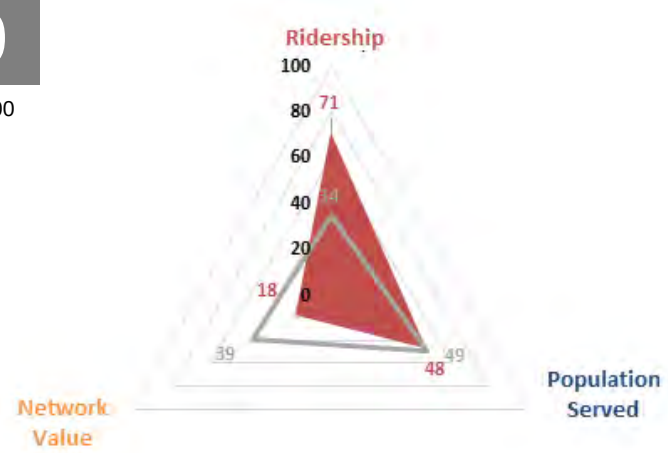
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

59

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$6,074,236
Peak Vehicles	19
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

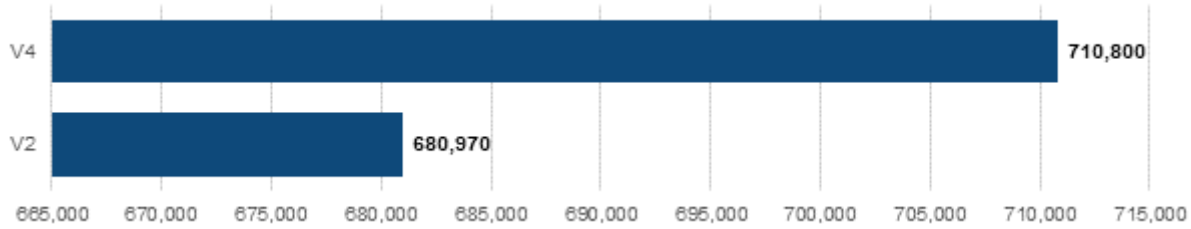
Service Area Population		52,857
Minority Population	*Service Area*	44,398
	Rider Survey	5,695 (99%)
Low-Income Households	*Service Area*	7,740
	Rider Survey	3,505 (65%)

Facilities/Amenities

Bus Stops	126
Bus Shelters	18
Benches	19
Real-Time Signs	7

Ridership

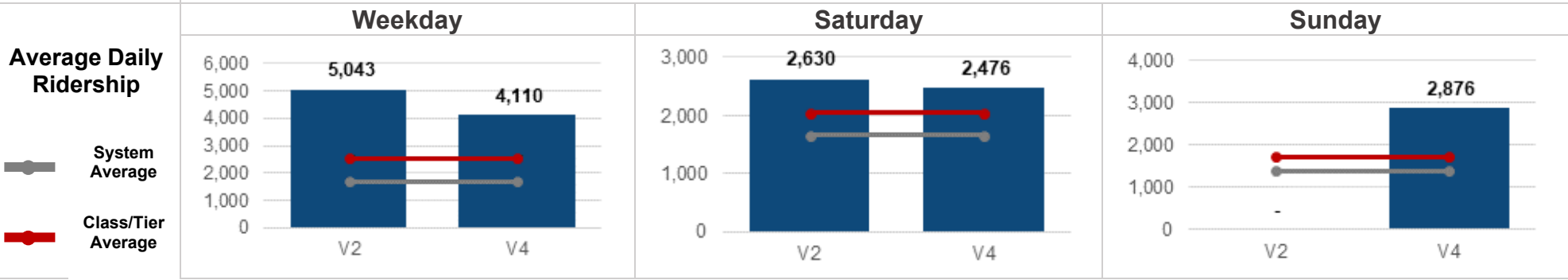
Annual Ridership



Top Transfer Locations

Minnesota Avenue, Capitol Heights, Anacostia

Average Daily Ridership



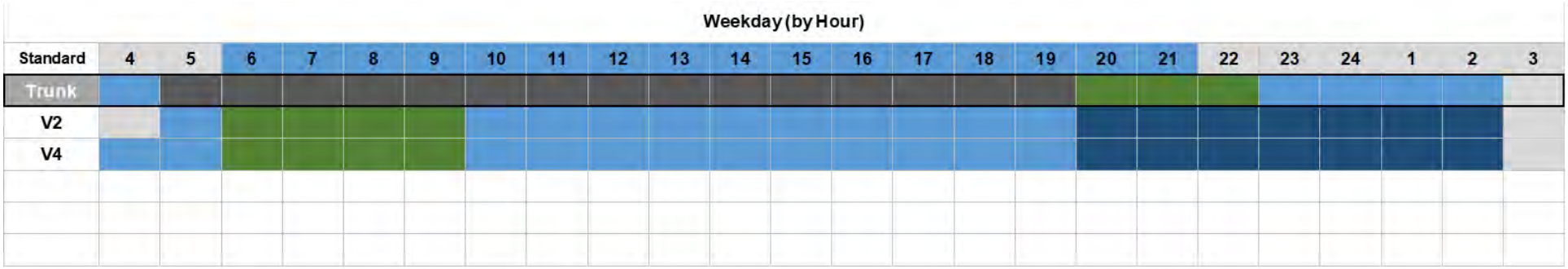
Average Trip Ridership and Maximum Load by Time Period

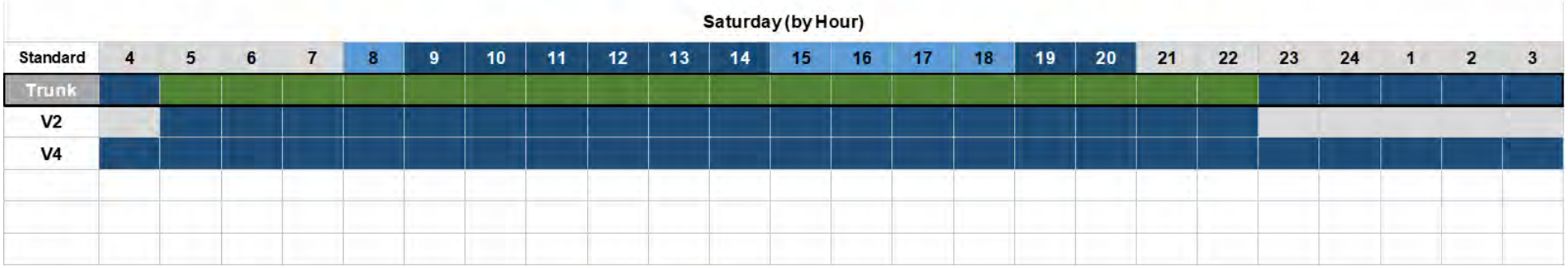
Vehicle Load Factor

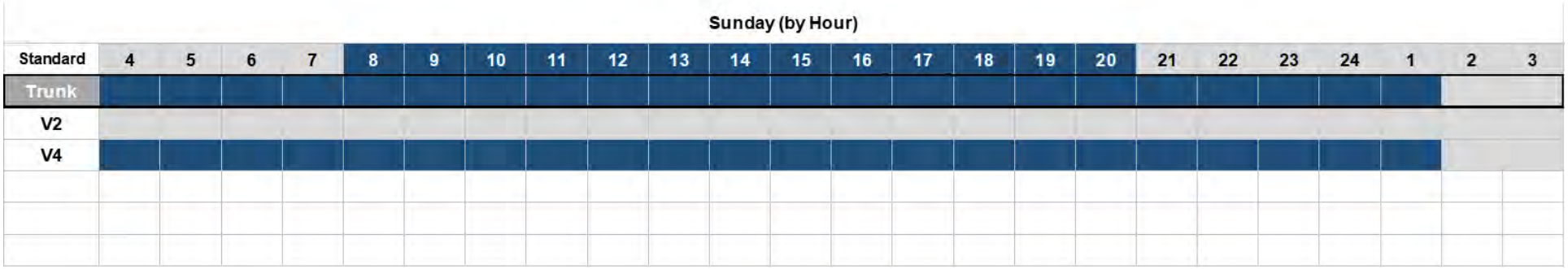
	Direction:	East	West
Weekday	**Peak** Maximum Target: 1.00	0.65	0.69
Weekday	**Off-Peak** Maximum Target: 1.00	0.54	0.58
	Saturday Maximum Target: 1.00	0.45	0.50
	Sunday Maximum Target: 1.00	0.46	0.52

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—







[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

A 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	4:10 a.m. - 2:59 a.m.	-	A	4:30 a.m. - 3:02 a.m.	-	A	4:30 a.m. - 1:30 a.m.	-	A
	Frequency of Service | varies	Peak: 9.1 / Off-Peak: 14.2	*Peak: 15.0 / Off-Peak: 21.8*	A	16.2	*28.5*	A	31.6	*32.0*	A
Productivity	**Passengers per Revenue Hour** | 20.0	52.1	*33.0*	A	41.1	*29.0*	A	49.2	*28.9*	A
	Passengers per Revenue Mile | 2.0	6.6	*3.7*	A	5.0	*3.0*	A	5.0	*2.9*	A
Reliability	**On-Time Performance** | 79%	77%	*76%*	C	81%	*78%*	B	76%	*80%*	C
	Crowding | 5.0%	0.9%	*2.1%*	A	0.0%	*1.0%*	A	0.0%	*0.8%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.65 Off-Peak: 0.54	*Peak: 0.52 Off-Peak: 0.40*	B	0.45	*0.38*	A	0.46	*0.37*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $5.00	$2.25	*$3.91*	A	$2.84	*$4.52*	A	$2.38	*$4.63*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route V2

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	7.5	*5.6*	E
Route Design	**Circuity |** 1.75	1.28	*1.44*	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 |** 20.0	58.5	*32.2*	A	47.1	*28.3*	A		*28.3*	-
	Passengers per Revenue Mile | 2.0	7.7	*3.7*	A	6.0	*3.0*	A		*2.9*	-
	Unique Segment Ridership | 10%	6%	*17%*	D	5%	*19%*	E		*19%*	-
Reliability	**On-Time Performance |** 79%	78%	*77%*	C	81%	*79%*	B		*80%*	-
	Crowding | 5.0%	1.3%	*2.0%*	A	0.0%	*1.1%*	A		*0.9%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.76 Off-Peak: 0.60	*Peak: 0.53 Off-Peak: 0.41*	C+	0.60	*0.39*	B		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$2.00	*$4.18*	A	$2.48	*$4.72*	A		*$4.78*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route V4

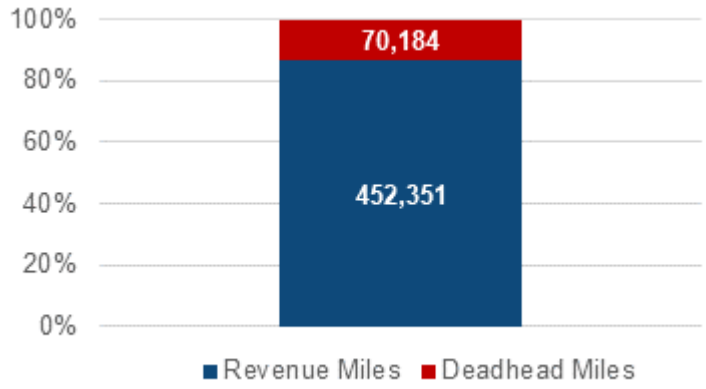
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	6.5	*5.6*	E
Route Design	**Circuity |** 1.75	1.30	*1.44*	A

	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 |** 20.0	45.9	*32.2*	A	36.2	*28.3*	A	49.2	*28.3*	A
	Passengers per Revenue Mile | 2.0	5.6	*3.7*	A	4.2	*3.0*	A	5.0	*2.9*	A
	Unique Segment Ridership | 10%	1%	*17%*	E	1%	*19%*	E	1%	*19%*	E
Reliability	**On-Time Performance |** 79%	76%	*77%*	C	81%	*79%*	B	76%	*80%*	C
	Crowding | 5.0%	0.4%	*2.0%*	A	0.1%	*1.1%*	A	0.2%	*0.9%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.60 Off-Peak: 0.50	*Peak: 0.53 Off-Peak: 0.41*	B+	0.40	*0.39*	A	0.50	*0.35*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$2.55	*$4.18*	A	$3.23	*$4.72*	A	$2.38	*$4.78*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

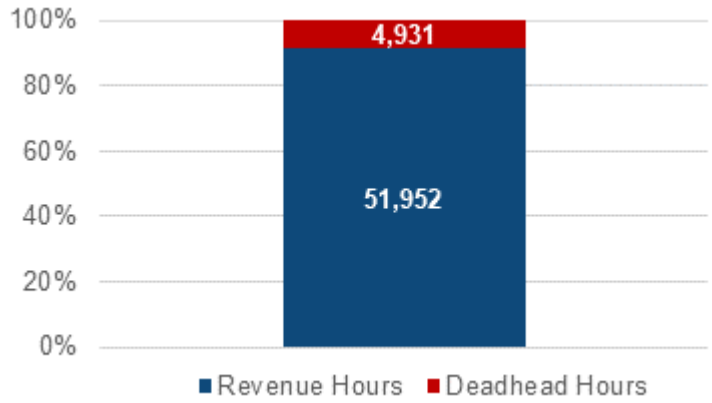
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



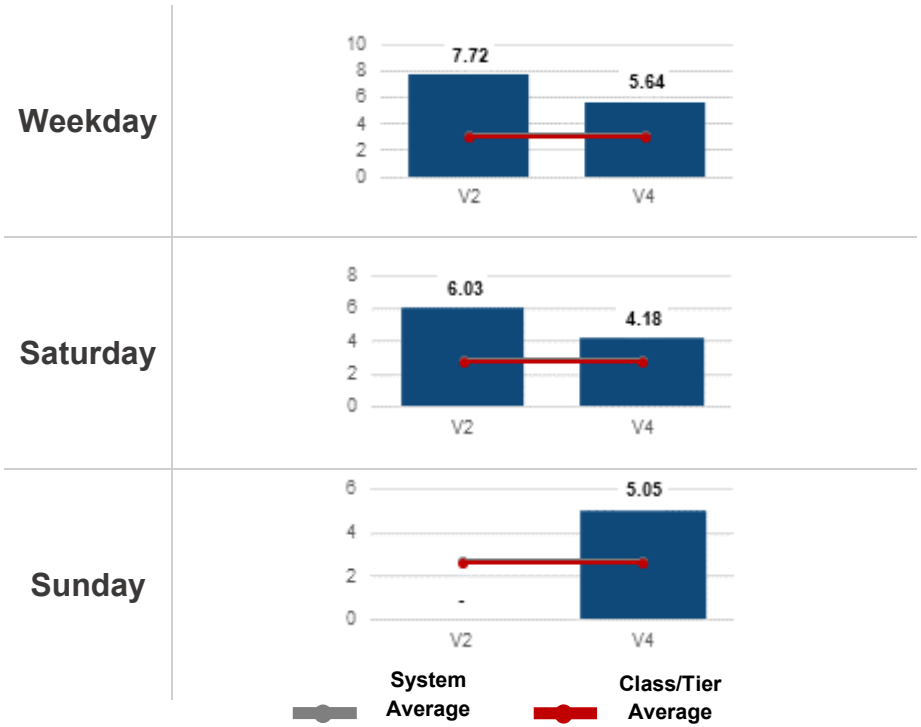
Hours Allocation



Service Delivery

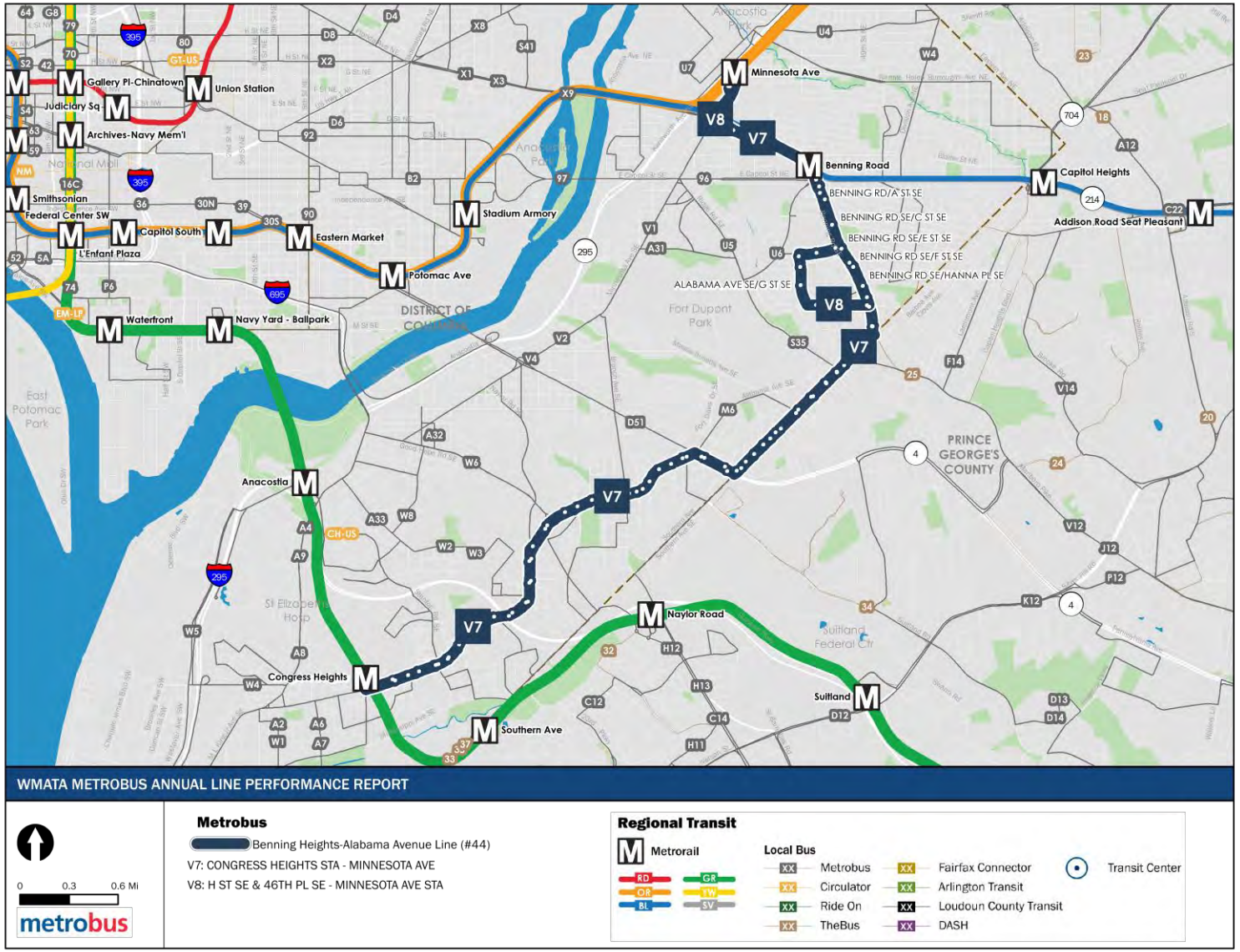
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
V2	14.8	12,376	10,959 (89%)
V4	15.7	15,306	13,417 (88%)

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

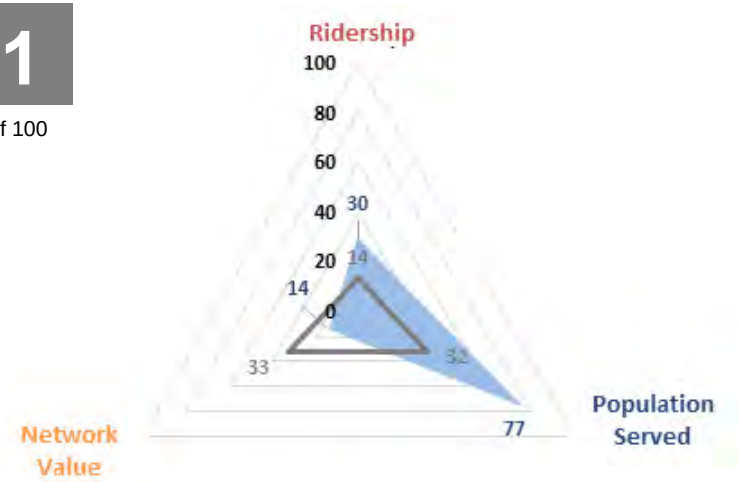
Line	A

Legend
Exceeds Meets
Approaches Below Significantly Below

Line Benefit Score

41

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$2,717,347
Peak Vehicles	8
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

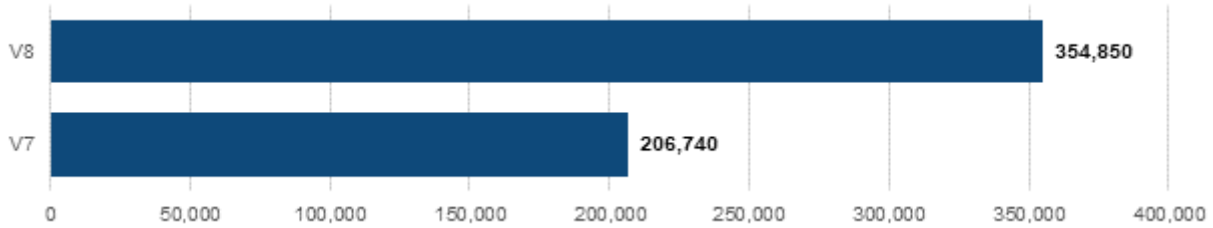
Service Area Population		44,116
Minority Population	*Service Area*	43,326
	Rider Survey	2,352 (99%)
Low-Income Households	*Service Area*	6,558
	Rider Survey	1,561 (69%)

Facilities/Amenities

Bus Stops	118
Bus Shelters	23
Benches	21
Real-Time Signs	5

Ridership

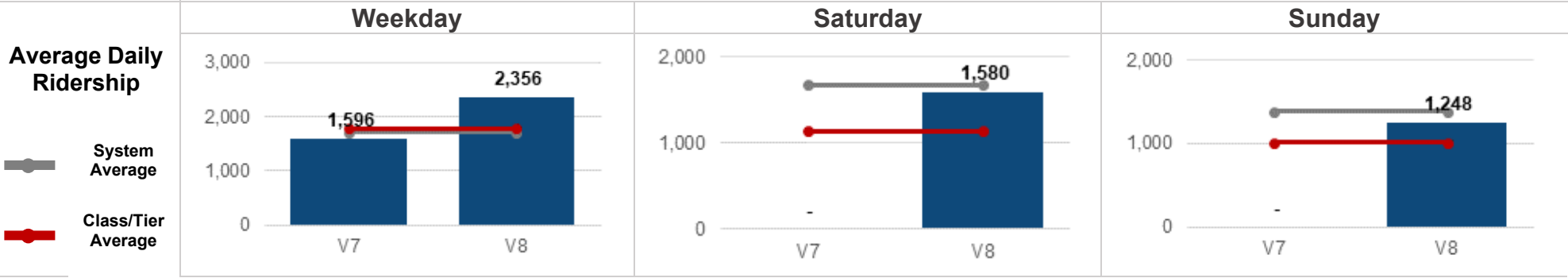
Annual Ridership



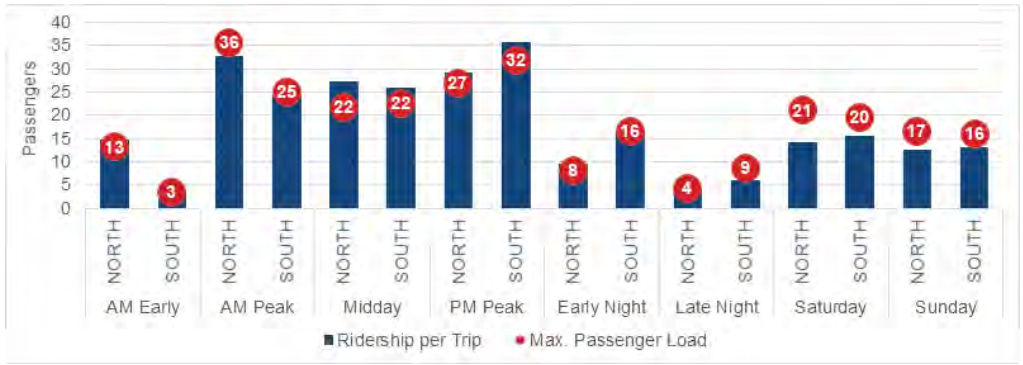
Top Transfer Locations

Benning Road, Minnesota Avenue, Congress Heights

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period

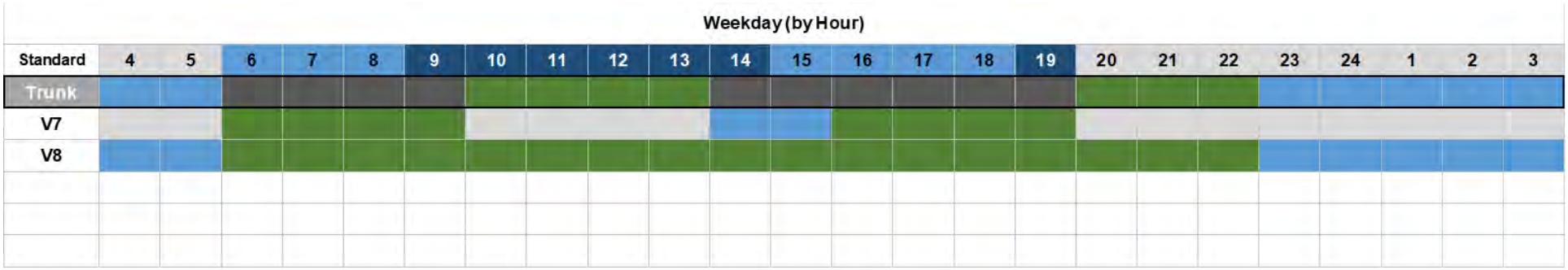


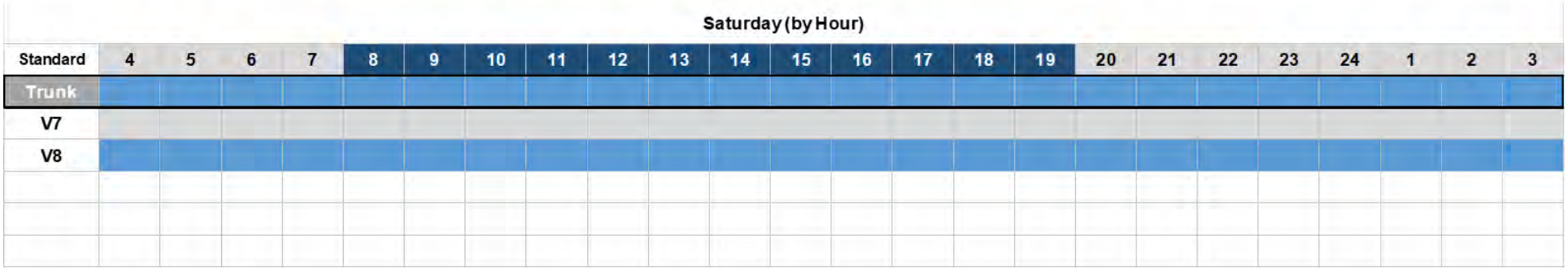
Vehicle Load Factor

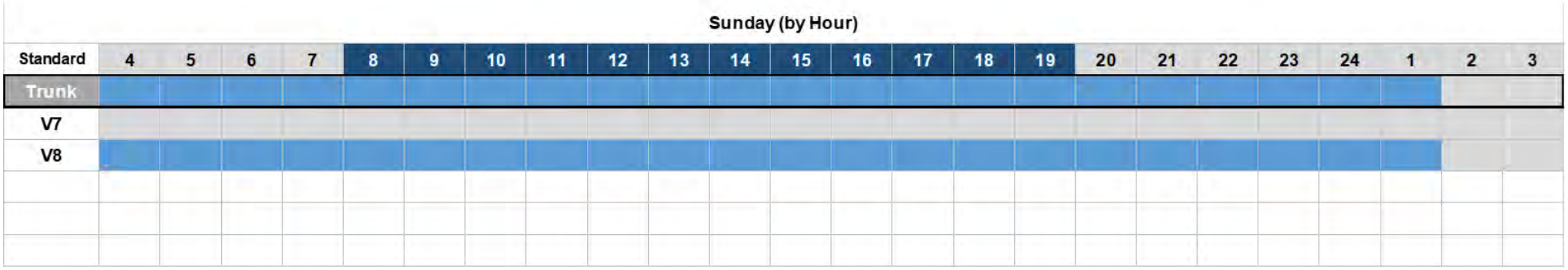
	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.00	0.48	0.43
Weekday	**Off-Peak** Maximum Target: 1.00	0.26	0.26
	Saturday Maximum Target: 1.00	0.24	0.23
	Sunday Maximum Target: 1.00	0.22	0.21

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—







[1] Span/frequency standards are only applicable at the line level.

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 a.m. - 3:50 a.m.	-	A	4:40 a.m. - 3:51 a.m.	-	A	4:40 a.m. - 1:21 a.m.	-	A
	Frequency of Service | varies	Peak: 10.1 / Off-Peak: 10.0	*Peak: 20.6 / Off-Peak: 32.7*	A	29.4	*40.5*	A	27.2	*41.1*	A
Productivity	**Passengers per Revenue Hour** | 15.0	50.4	*28.8*	A	54.7	*27.4*	A	46.9	*26.0*	A
	Passengers per Revenue Mile | 2.0	7.1	*2.9*	A	6.7	*2.7*	A	5.9	*2.5*	A
Reliability	**On-Time Performance** | 79%	81%	*82%*	B	87%	*82%*	A	91%	*84%*	A
	Crowding | 5.0%	0.3%	*0.5%*	A	0.0%	*0.2%*	A	0.0%	*0.1%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.48 Off-Peak: 0.26	*Peak: 0.39 Off-Peak: 0.29*	A	0.24	*0.30*	A	0.22	*0.28*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $5.00	$2.32	*$4.67*	A	$2.14	*$5.07*	A	$2.49	*$5.13*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route V7

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	8.3	*6.1*	E
Route Design	**Circuity |** N/A	1.37	*2.00*	-

	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 |** 15.0	43.4	*29.7*	A		*29.3*	-		*27.9*	-
	Passengers per Revenue Mile | 2.0	6.0	*3.0*	A		*2.9*	-		*2.7*	-
	Unique Segment Ridership | 10%	6%	*31%*	D		*33%*	-		*32%*	-
Reliability	**On-Time Performance |** 79%	77%	*82%*	C		*82%*	-		*84%*	-
	Crowding | 5.0%	0.5%	*0.4%*	A		*0.2%*	-		*0.1%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.54 Off-Peak: 0.50	*Peak: 0.39 Off-Peak: 0.29*	B+		*0.31*	-		*0.27*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$2.70	*$4.77*	A		*$4.83*	-		*$4.94*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route V8

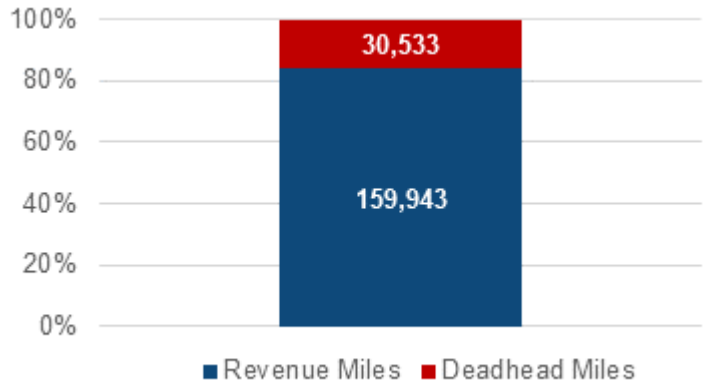
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	7.4	*6.1*	E
Route Design	**Circuity |** N/A	1.10	*2.00*	-

	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 |** 15.0	56.7	*29.7*	A	54.7	*29.3*	A	46.9	*27.9*	A
	Passengers per Revenue Mile | 2.0	8.2	*3.0*	A	6.7	*2.9*	A	5.9	*2.7*	A
	Unique Segment Ridership | 10%	14%	*31%*	A	15%	*33%*	A	15%	*32%*	A
Reliability	**On-Time Performance |** 79%	85%	*82%*	A	87%	*82%*	A	91%	*84%*	A
	Crowding | 5.0%	0.0%	*0.4%*	A	0.0%	*0.2%*	A	0.0%	*0.1%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.40 Off-Peak: 0.30	*Peak: 0.39 Off-Peak: 0.29*	A	0.20	*0.31*	A	0.20	*0.27*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$2.06	*$4.77*	A	$2.14	*$4.83*	A	$2.49	*$4.94*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

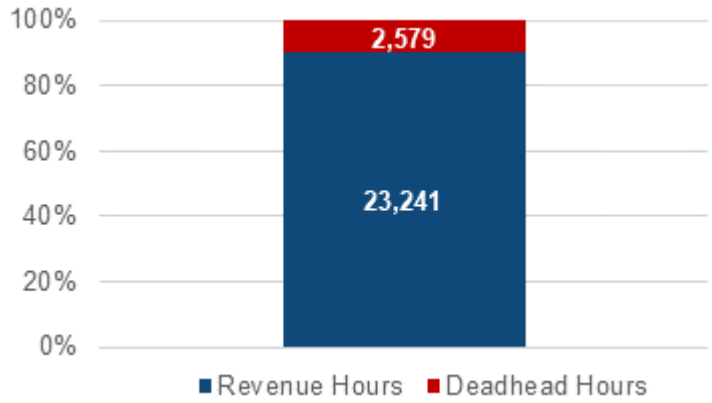
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



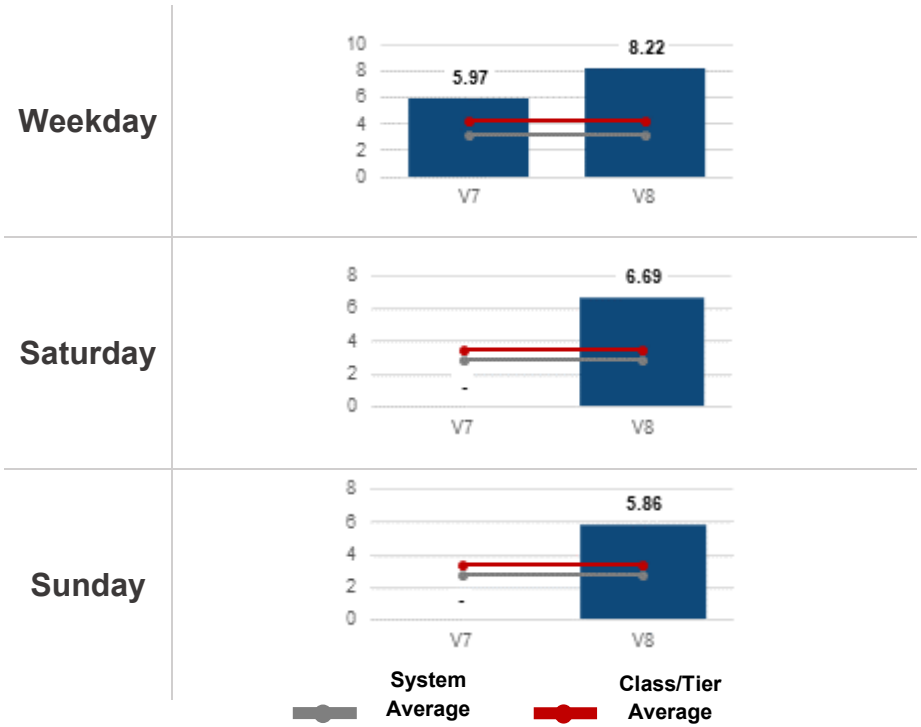
Hours Allocation



Service Delivery

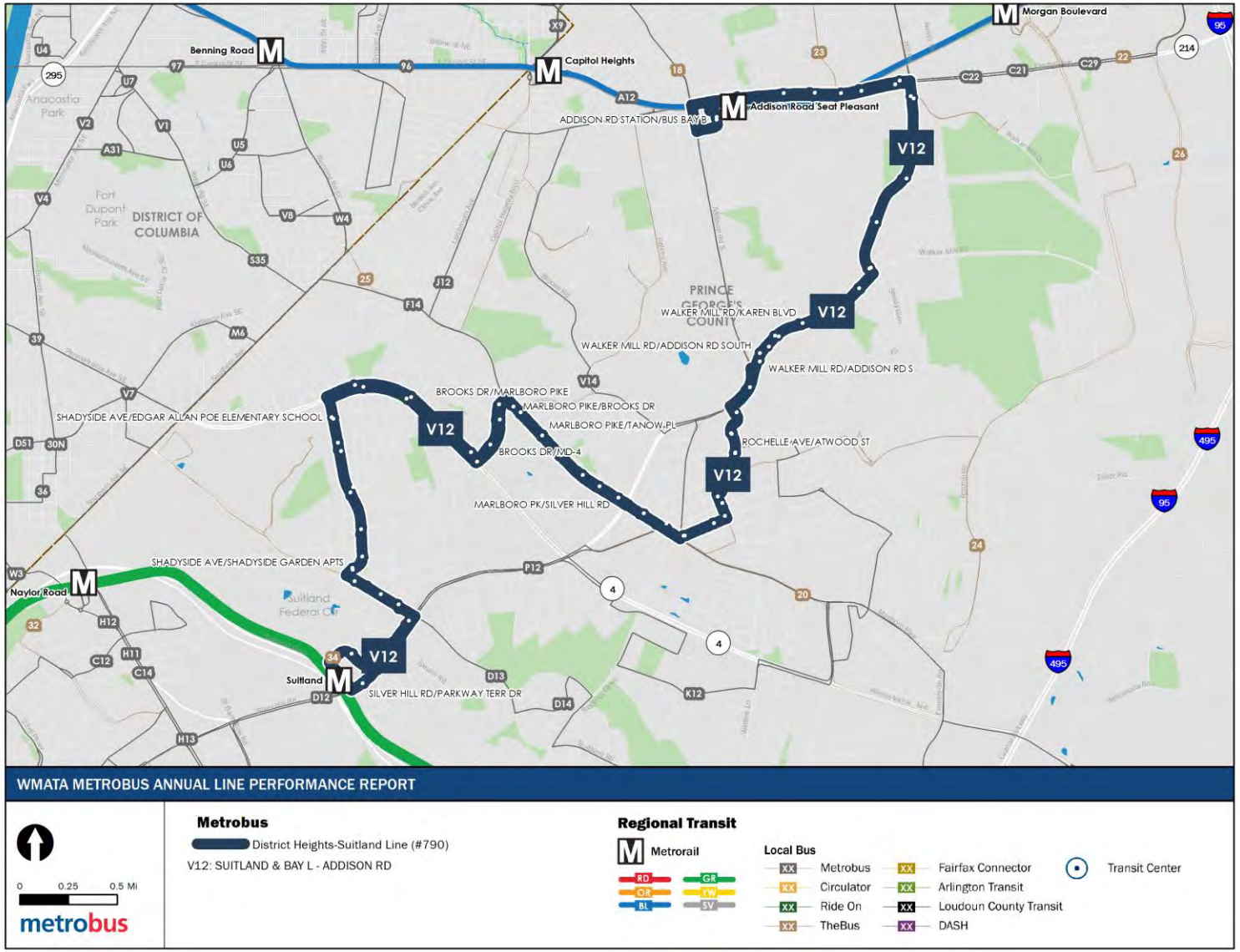
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
V7	13.7	4,704	4,040 (86%)
V8	4.6	19,409	16,659 (86%)

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	A

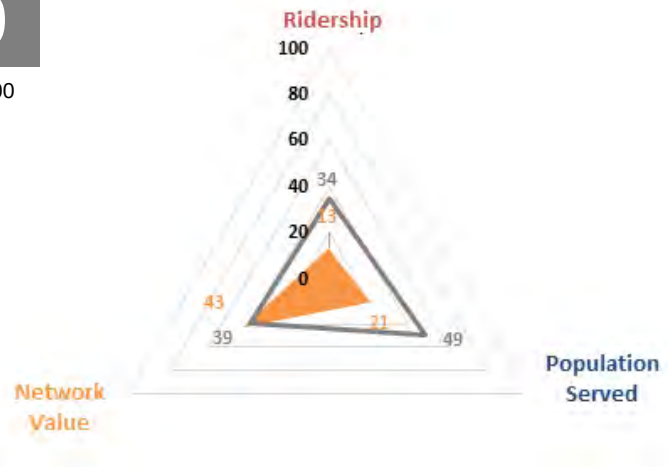
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

19

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$1,881,818
Peak Vehicles	4
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

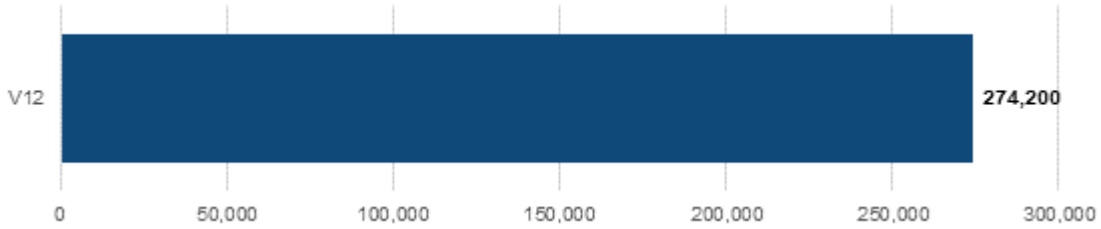
Service Area Population		22,218
Minority Population	*Service Area*	21,639
	Rider Survey	1,007 (86%)
Low-Income Households	*Service Area*	1,880
	Rider Survey	458 (41%)

Facilities/Amenities

Bus Stops	110
Bus Shelters	9
Benches	10
Real-Time Signs	3

Ridership

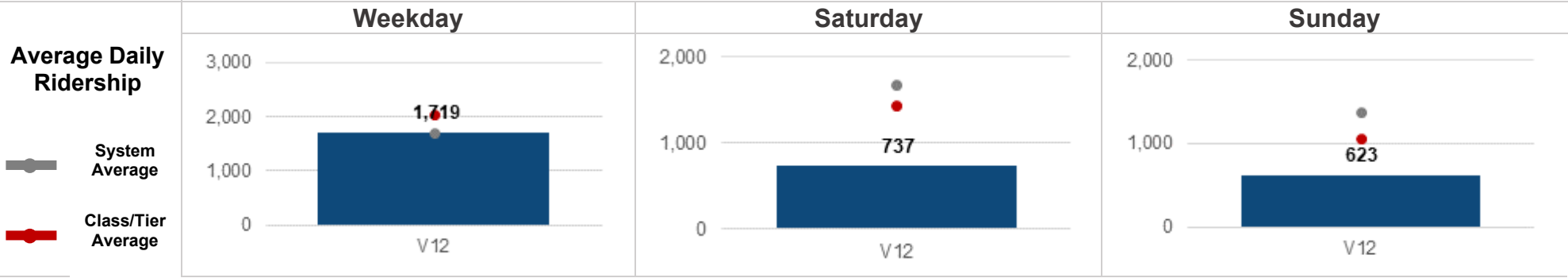
Annual Ridership



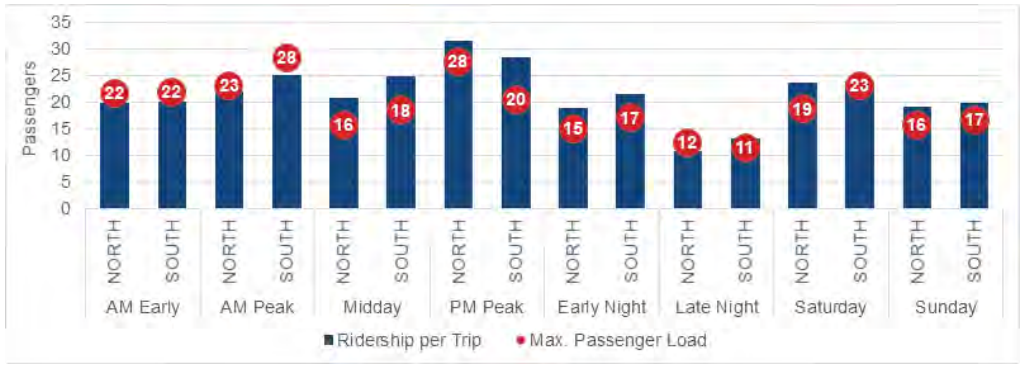
Top Transfer Locations

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: 1.00	0.49	0.48
Weekday	**Off-Peak** Maximum Target: 1.00	0.32	0.38
	Saturday Maximum Target: 1.00	0.36	0.39
	Sunday Maximum Target: 1.00	0.30	0.32

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
V12																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk														—	—	—	—							
V12																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk														—	—	—	—							
V12																								

[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

A 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 a.m. - 12:54 a.m.	-	A	6:20 a.m. - 10:19 p.m.	-	A	6:20 a.m. - 10:15 p.m.	-	A
	Frequency of Service | varies	Peak: 26.2 / Off-Peak: 37.9	*Peak: 15.0 / Off-Peak: 21.8*	A	62.1	*28.5*	B	61.6	*32.0*	B
Productivity	**Passengers per Revenue Hour** | 15.0	31.0	*33.0*	A	31.8	*29.0*	A	29.0	*28.9*	A
	Passengers per Revenue Mile | 1.0	2.5	*3.7*	A	2.5	*3.0*	A	2.1	*2.9*	A
Reliability	**On-Time Performance** | 79%	85%	*76%*	A	91%	*78%*	A	93%	*80%*	A
	Crowding | 5.0%	0.0%	*2.1%*	A	0.0%	*1.0%*	A	0.0%	*0.8%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.49 Off-Peak: 0.32	*Peak: 0.52 Off-Peak: 0.40*	A	0.36	*0.38*	A	0.30	*0.37*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $7.00	$3.77	*$3.91*	A	$3.67	*$4.52*	A	$4.03	*$4.63*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route V12

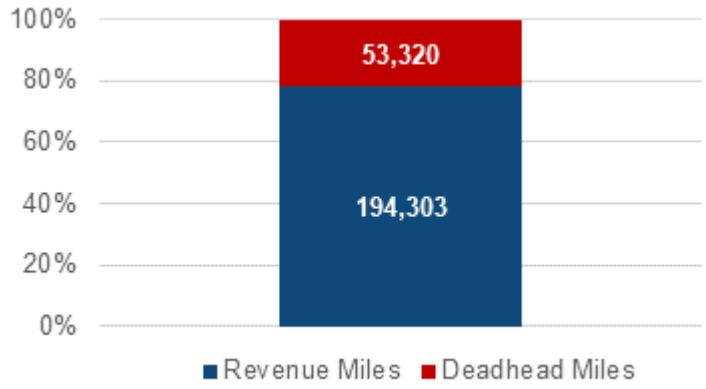
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	6.0	*5.6*	E
Route Design	**Circuity |** 1.75	2.03	*1.44*	-

	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 |** 15.0	31.0	*32.2*	A	31.8	*28.3*	A	29.0	*28.3*	A
	Passengers per Revenue Mile | 1.0	2.5	*3.7*	A	2.5	*3.0*	A	2.1	*2.9*	A
	Unique Segment Ridership | 10%	67%	*17%*	A	65%	*19%*	A	62%	*19%*	A
Reliability	**On-Time Performance |** 79%	85%	*77%*	A	91%	*79%*	A	93%	*80%*	A
	Crowding | 5.0%	0.0%	*2.0%*	A	0.0%	*1.1%*	A	0.0%	*0.9%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.49 Off-Peak: 0.40	*Peak: 0.53 Off-Peak: 0.41*	A	0.40	*0.39*	A	0.30	*0.35*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$3.77	*$4.18*	A	$3.67	*$4.72*	A	$4.03	*$4.78*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

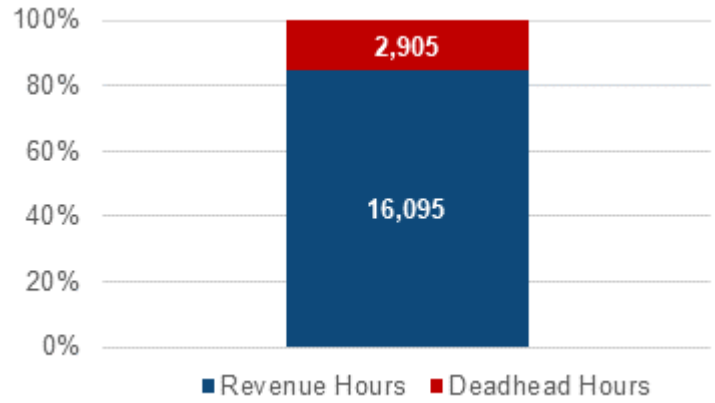
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



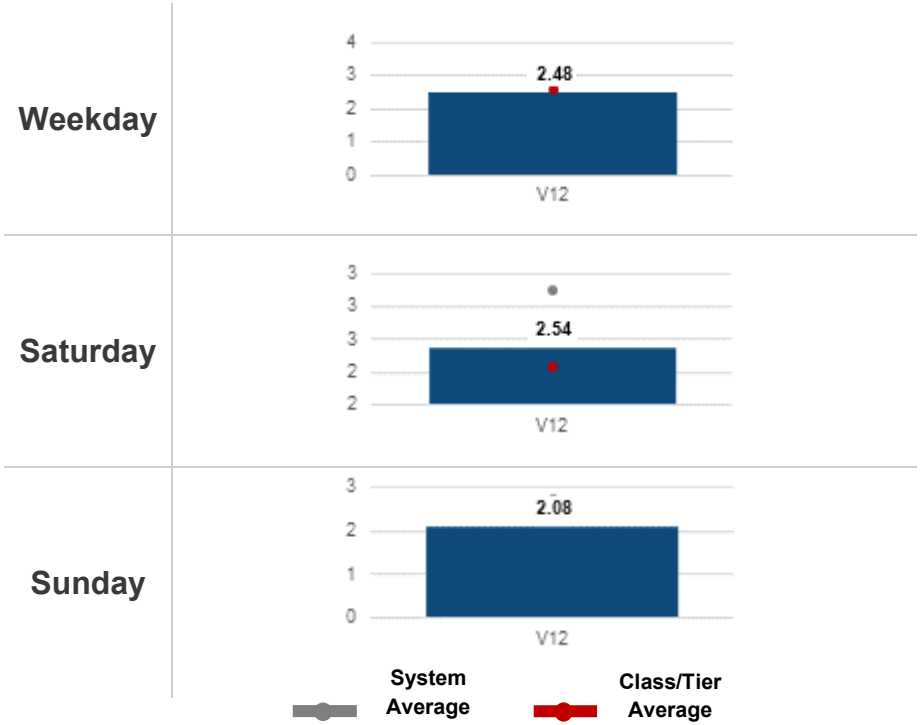
Hours Allocation



Service Delivery

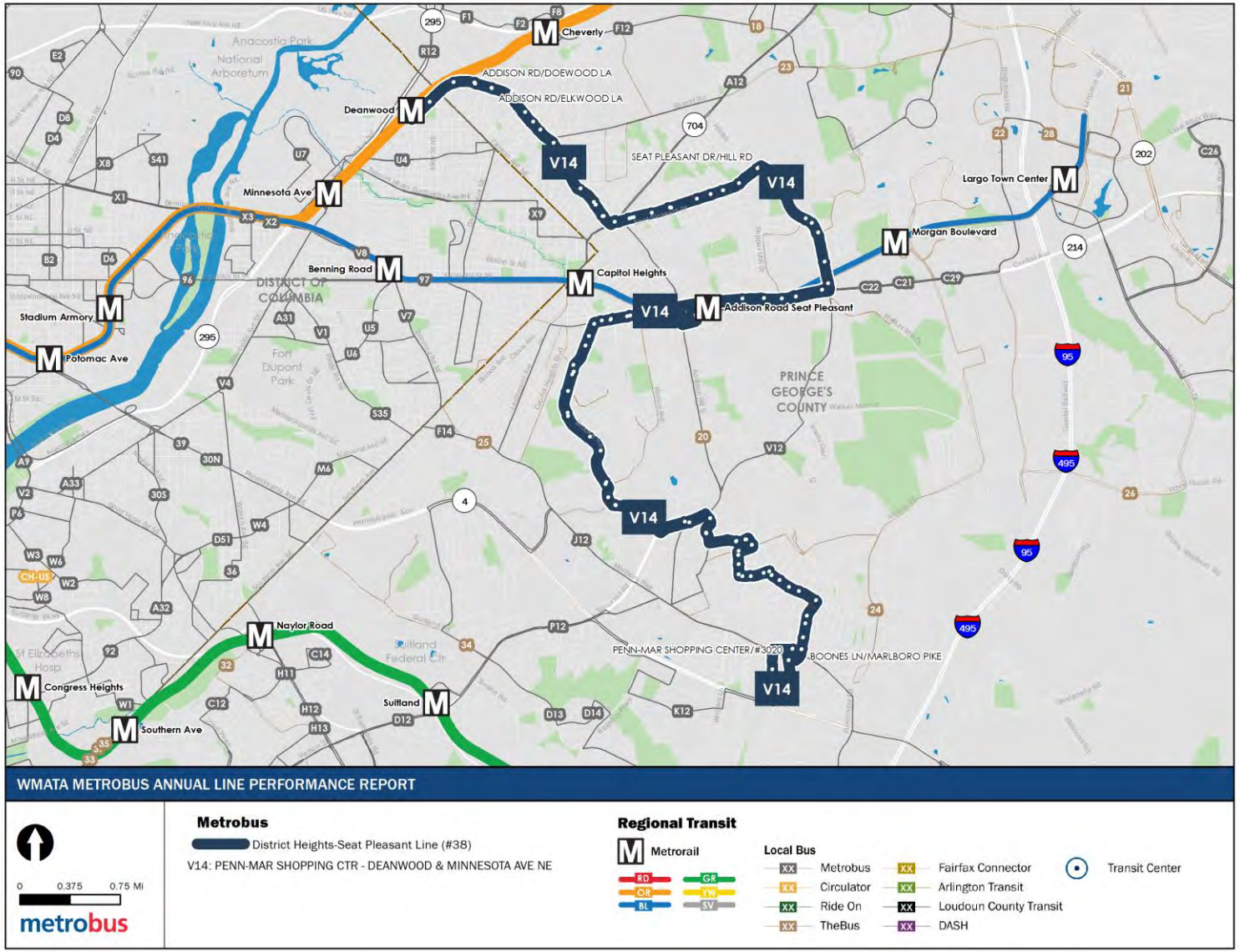
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
V12	18.8	9,980	8,713 (87%)

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	A

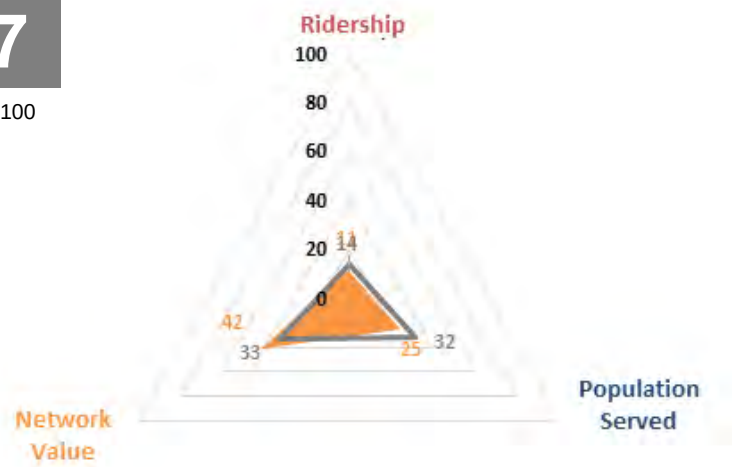
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

27

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$1,792,736
Peak Vehicles	7
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

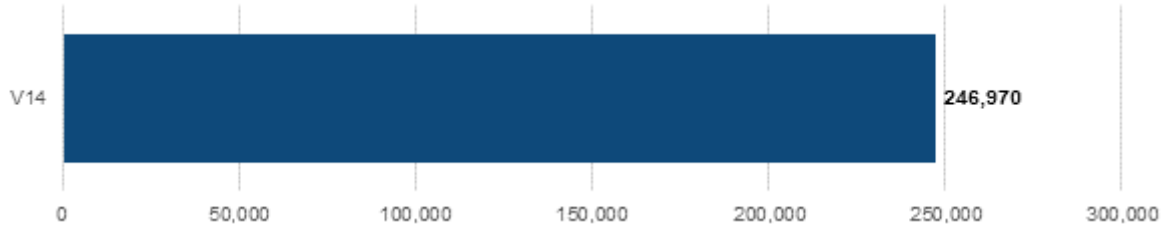
Service Area Population		31,056
Minority Population	*Service Area*	30,415
	Rider Survey	880 (97%)
Low-Income Households	*Service Area*	2,597
	Rider Survey	433 (50%)

Facilities/Amenities

Bus Stops	153
Bus Shelters	21
Benches	10
Real-Time Signs	2

Ridership

Annual Ridership



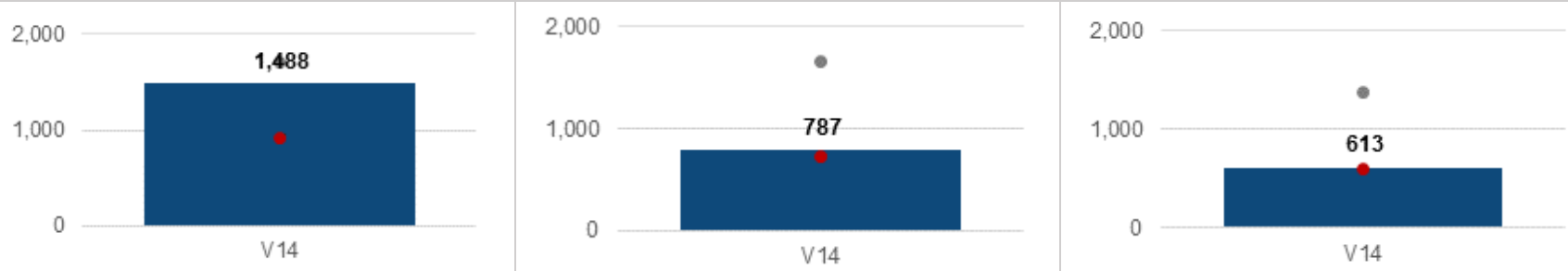
Top Transfer Locations

Addison Road, Deanwood

Average Daily Ridership

System Average

Class/Tier Average



Average Trip Ridership and Maximum Load by Time Period

Vehicle Load Factor

	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.00	0.37	0.36
	Off-Peak Maximum Target: 1.00	0.32	0.31
	Saturday Maximum Target: 1.00	0.37	0.36
	Sunday Maximum Target: 1.00	0.30	0.29

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
V14																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
V14																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
V14																								

[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

A 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 a.m. - 10:24 p.m.	-	A	7:05 a.m. - 9:23 p.m.	-	B	7:05 a.m. - 9:23 p.m.	-	B
	Frequency of Service | varies	Peak: 25.2 / Off-Peak: 51.8	*Peak: 20.6 / Off-Peak: 32.7*	A	59.9	*40.5*	A	59.9	*41.1*	A
Productivity	**Passengers per Revenue Hour** | 10.0	30.6	*28.8*	A	29.3	*27.4*	A	22.9	*26.0*	A
	Passengers per Revenue Mile | 1.0	2.1	*2.9*	A	2.3	*2.7*	A	1.8	*2.5*	A
Reliability	**On-Time Performance** | 79%	83%	*82%*	B	77%	*82%*	C	85%	*84%*	A
	Crowding | 5.0%	0.0%	*0.5%*	A	0.0%	*0.2%*	A	0.0%	*0.1%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.37 Off-Peak: 0.32	*Peak: 0.39 Off-Peak: 0.29*	A	0.37	*0.30*	A	0.30	*0.28*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $7.00	$3.82	*$4.67*	A	$3.99	*$5.07*	A	$5.11	*$5.13*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route V14

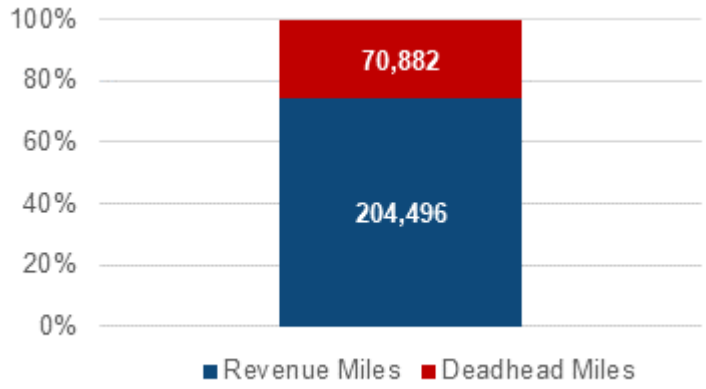
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	6.4	*6.1*	E
Route Design	**Circuity |** N/A	1.92	*2.00*	-

	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 |** 10.0	30.6	*29.7*	A	29.3	*29.3*	A	22.9	*27.9*	A
	Passengers per Revenue Mile | 1.0	2.1	*3.0*	A	2.3	*2.9*	A	1.8	*2.7*	A
	Unique Segment Ridership | 10%	65%	*31%*	A	65%	*33%*	A	64%	*32%*	A
Reliability	**On-Time Performance |** 79%	83%	*82%*	B	77%	*82%*	C	85%	*84%*	A
	Crowding | 5.0%	0.0%	*0.4%*	A	0.0%	*0.2%*	A	0.0%	*0.1%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.37 Off-Peak: 0.30	*Peak: 0.39 Off-Peak: 0.29*	A	0.40	*0.31*	A	0.30	*0.27*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$3.82	*$4.77*	A	$3.99	*$4.83*	A	$5.11	*$4.94*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

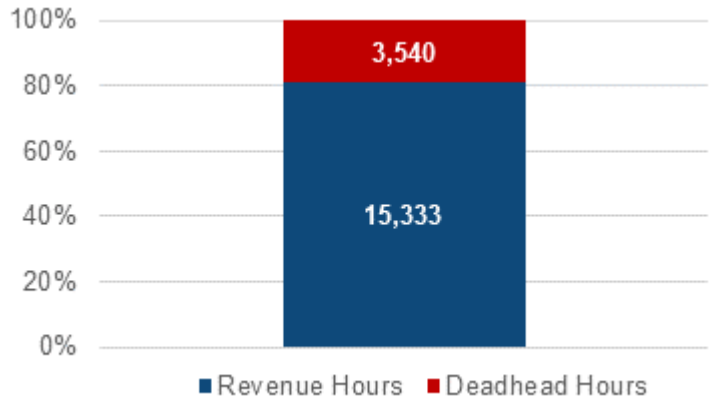
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



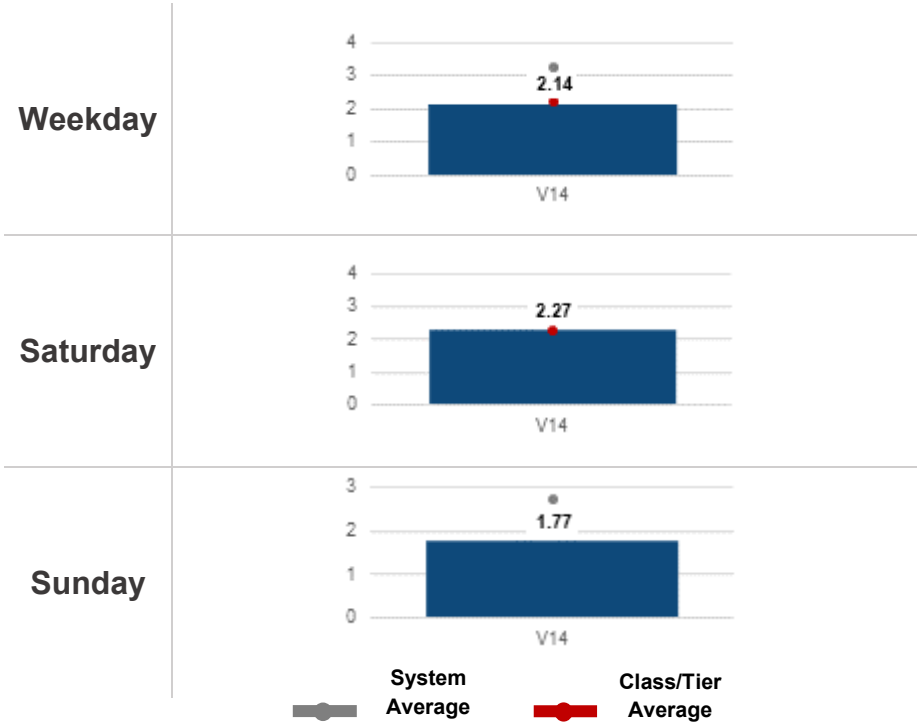
Hours Allocation



Service Delivery

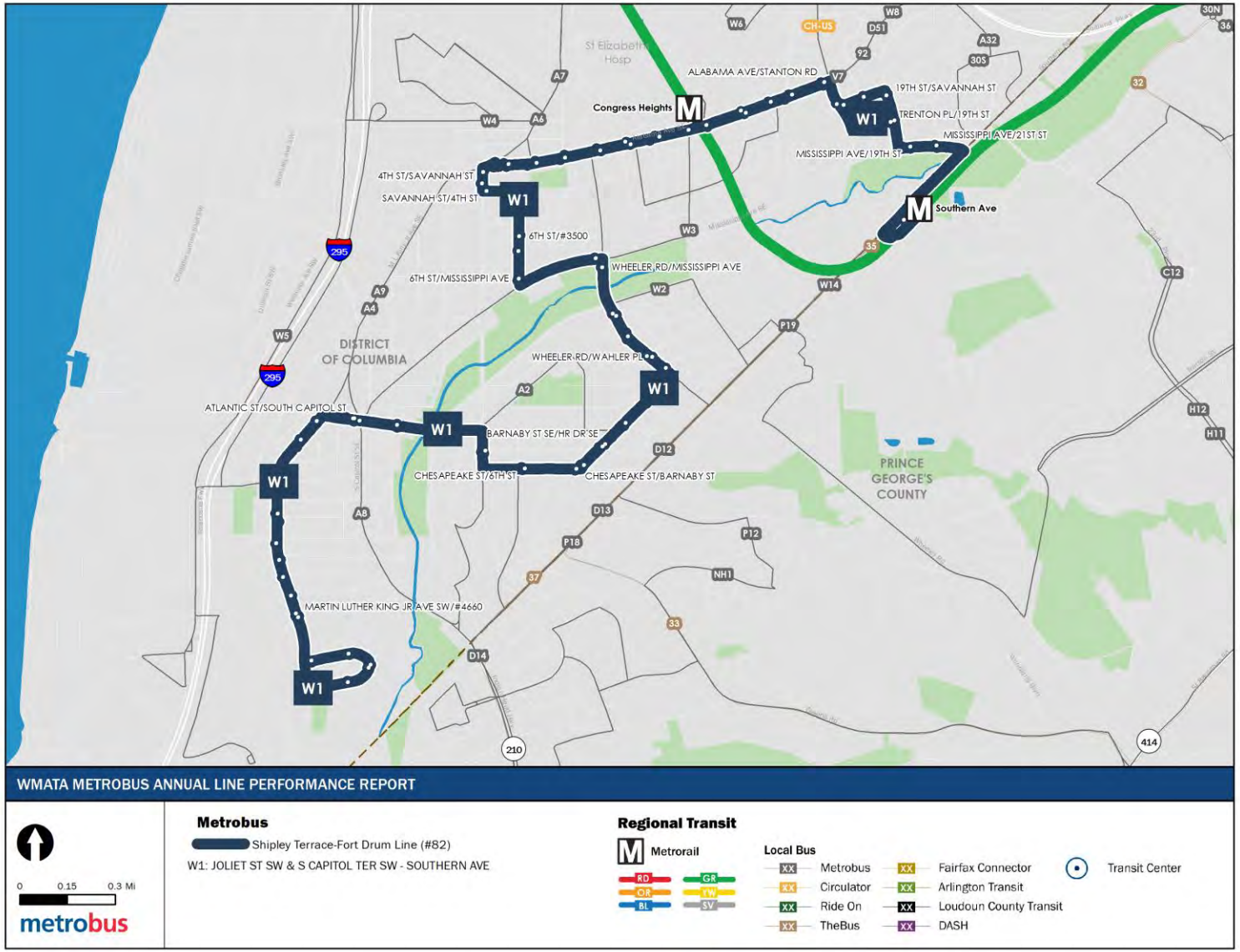
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
V14	24.9	8,313	7,344 (88%)

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

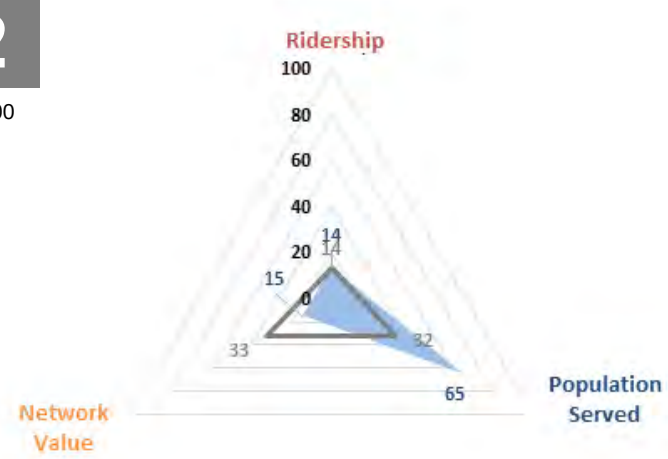
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

32

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$1,252,268
Peak Vehicles	5
Vehicle Type(s)	30 foot

Service Area Context (1/4 Mile)

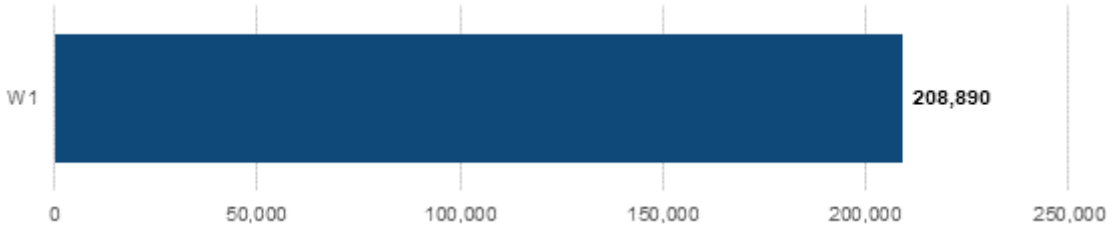
Service Area Population		36,934
Minority Population	*Service Area*	36,380
	Rider Survey	1,062 (96%)
Low-Income Households	*Service Area*	5,594
	Rider Survey	597 (58%)

Facilities/Amenities

Bus Stops	97
Bus Shelters	5
Benches	4
Real-Time Signs	1

Ridership

Annual Ridership



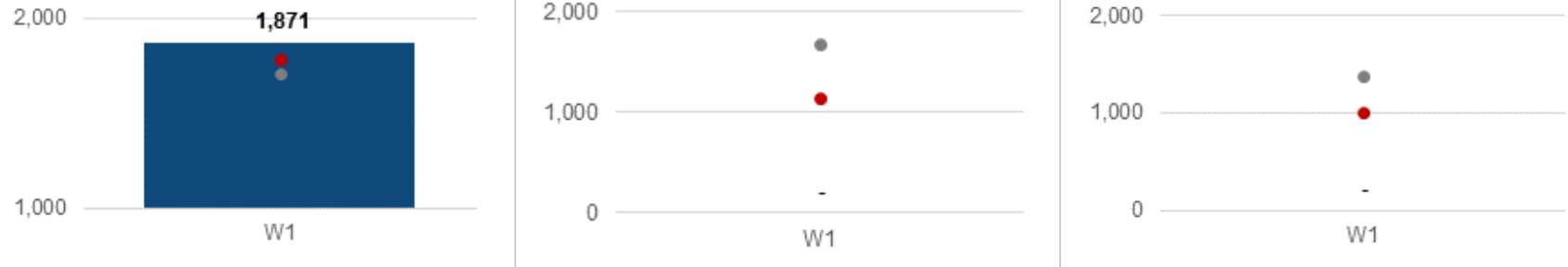
Top Transfer Locations

Congress Heights, Southern Avenue

Average Daily Ridership

System Average

Class/Tier Average



Average Trip Ridership and Maximum Load by Time Period

Vehicle Load Factor

	Direction:	East	West
Weekday	**Peak** Maximum Target: 1.00	0.60	0.63
	Off-Peak Maximum Target: 1.00	0.47	0.44
	Saturday Maximum Target: 1.00		
	Sunday Maximum Target: 1.00		

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk												—												
W1																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk					—	—	—	—	—	—	—	—	—	—	—	—								
W1																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk					—	—	—	—	—	—	—	—	—	—	—	—								
W1																								

[1] Span/frequency standards are only applicable at the line level.

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 a.m. - 8:49 p.m.	-	A		-	C		-	C
	Frequency of Service | varies	Peak: 19.3 / Off-Peak: 34.5	*Peak: 20.6 / Off-Peak: 32.7*	A		*40.5*	-		*41.1*	-
Productivity	**Passengers per Revenue Hour** | 15.0	43.3	*28.8*	A		*27.4*	-		*26.0*	-
	Passengers per Revenue Mile | 2.0	4.5	*2.9*	A		*2.7*	-		*2.5*	-
Reliability	**On-Time Performance** | 79%	78%	*82%*	C		*82%*	-		*84%*	-
	Crowding | 5.0%	0.9%	*0.5%*	A		*0.2%*	-		*0.1%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.60 Off-Peak: 0.47	*Peak: 0.39 Off-Peak: 0.29*	B		*0.30*	-		*0.28*	-
Cost Effectiveness	**Operating Cost per Passenger Trip** | $5.00	$2.70	*$4.67*	A		*$5.07*	-		*$5.13*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route W1

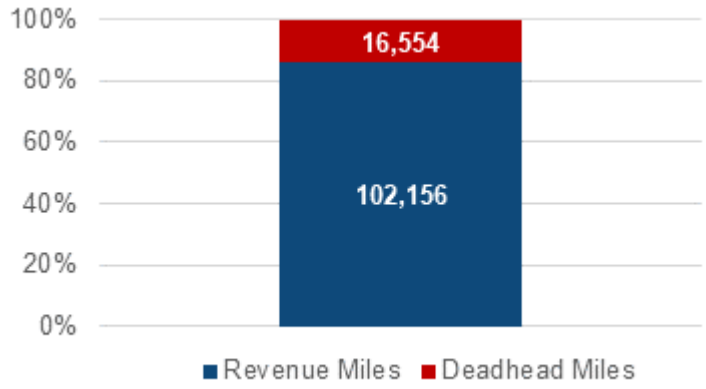
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	8.4	*6.1*	E
Route Design	**Circuity |** N/A	2.58	*2.00*	-

	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 |** 15.0	43.3	*29.7*	A		*29.3*	-		*27.9*	-
	Passengers per Revenue Mile | 2.0	4.5	*3.0*	A		*2.9*	-		*2.7*	-
	Unique Segment Ridership | 10%	16%	*31%*	A		*33%*	-		*32%*	-
Reliability	**On-Time Performance |** 79%	78%	*82%*	C		*82%*	-		*84%*	-
	Crowding | 5.0%	0.9%	*0.4%*	A		*0.2%*	-		*0.1%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.62 Off-Peak: 0.50	*Peak: 0.39 Off-Peak: 0.29*	B+		*0.31*	-		*0.27*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$2.70	*$4.77*	A		*$4.83*	-		*$4.94*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

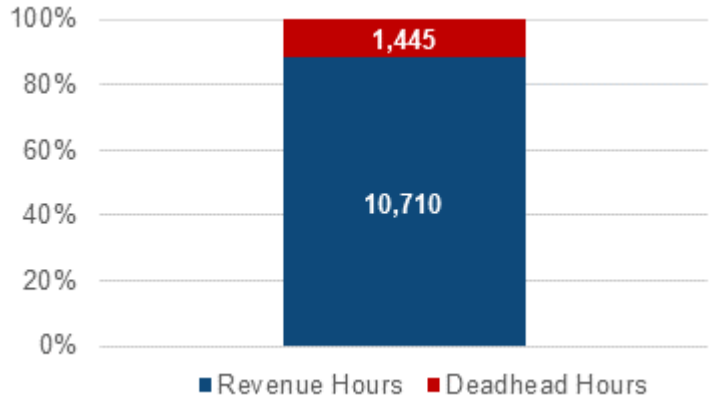
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



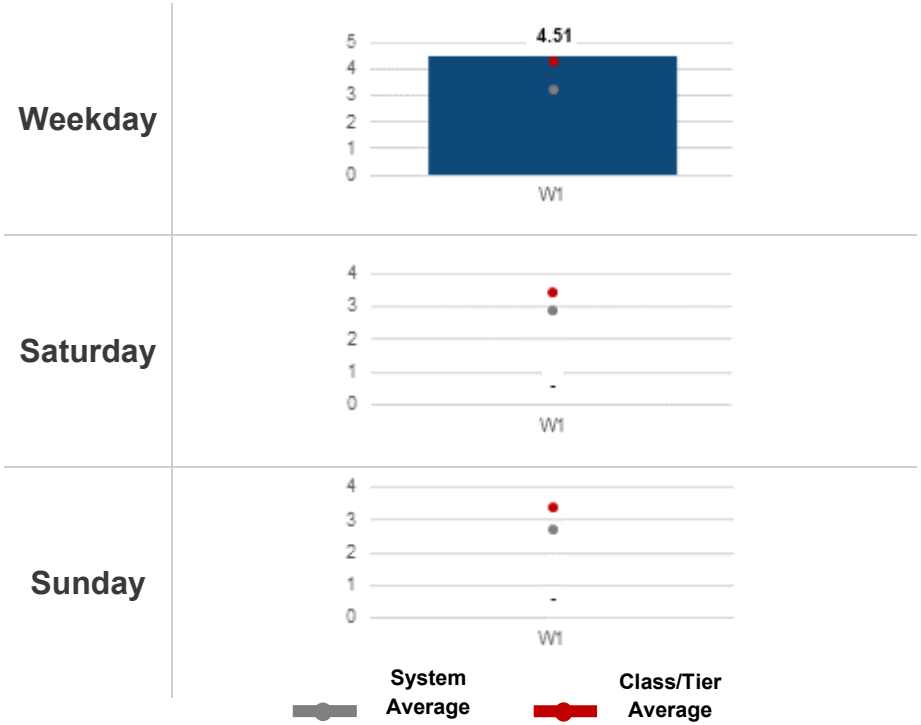
Hours Allocation



Service Delivery

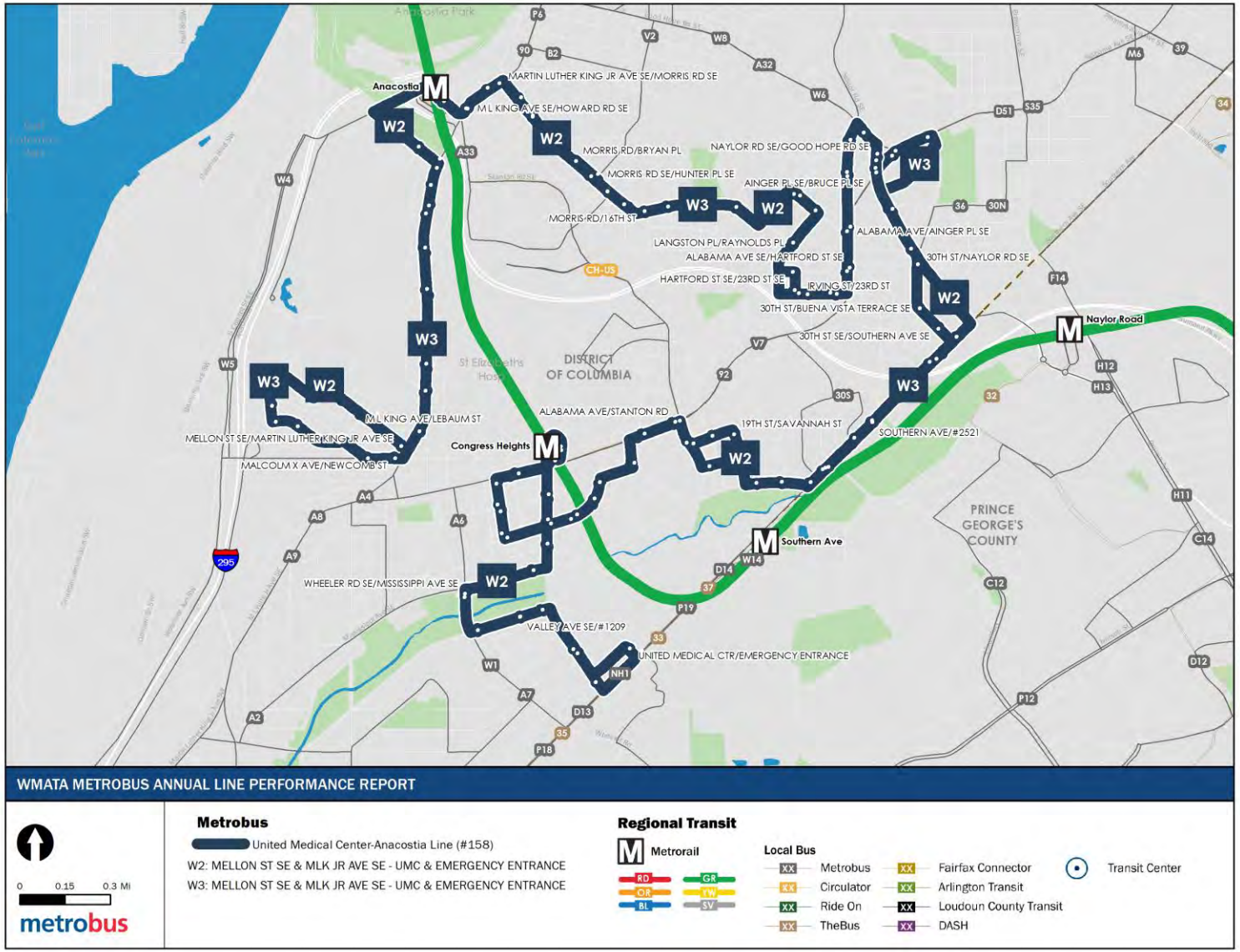
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
W1	12.7	7,692	6,253 (81%)

Passenger Miles per Revenue Mile



LINE: 158 – UNITED MEDICAL CENTER-ANACOSTIA ROUTE(S): W2,3

About the Line



Service Classification

Coverage

Activity Tier

2

Overall Grade

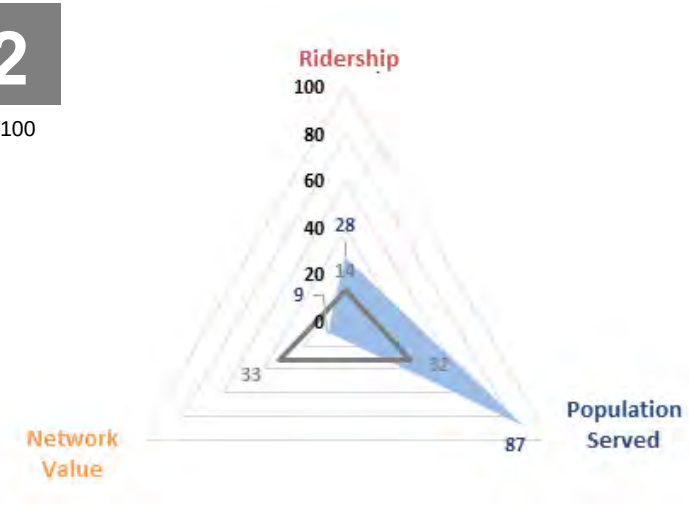
Line	B

Legend
Exceeds Meets
Approaches Below Significantly Below

Line Benefit Score

42

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$4,090,924
Peak Vehicles	10
Vehicle Type(s)	30 foot

Service Area Context (1/4 Mile)

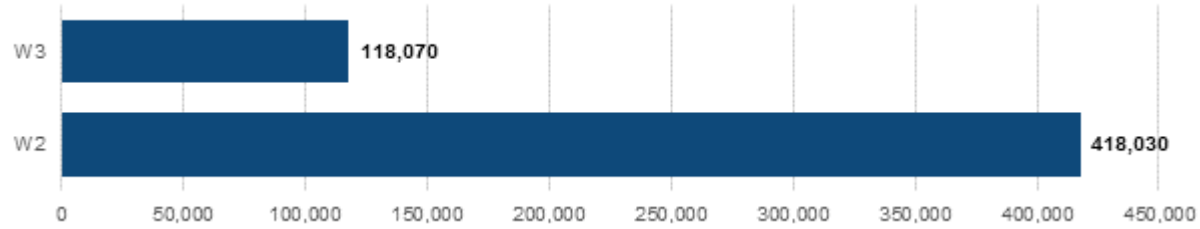
Service Area Population		46,355
Minority Population	*Service Area*	45,193
	Rider Survey	2,179 (99%)
Low-Income Households	*Service Area*	7,585
	Rider Survey	1,403 (69%)

Facilities/Amenities

Bus Stops	177
Bus Shelters	20
Benches	17
Real-Time Signs	2

Ridership

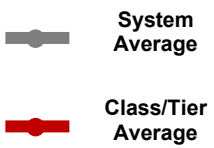
Annual Ridership

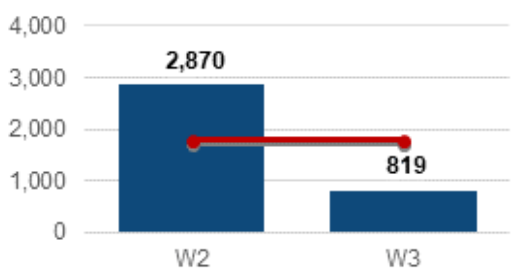


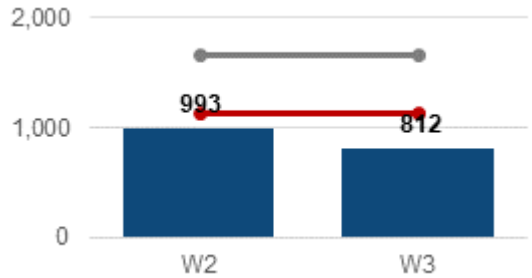
Top Transfer Locations

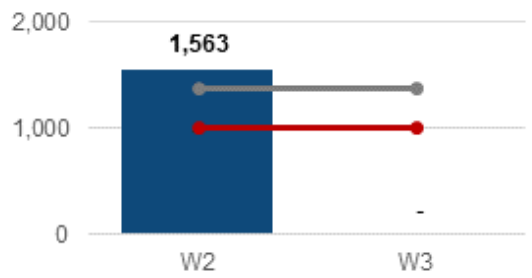
Anacostia, Congress Heights, Southern Avenue

Average Daily Ridership









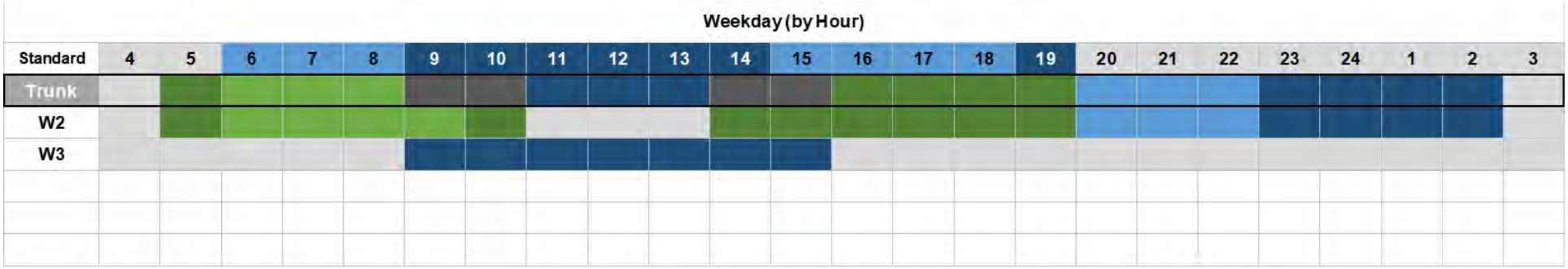
Average Trip Ridership and Maximum Load by Time Period

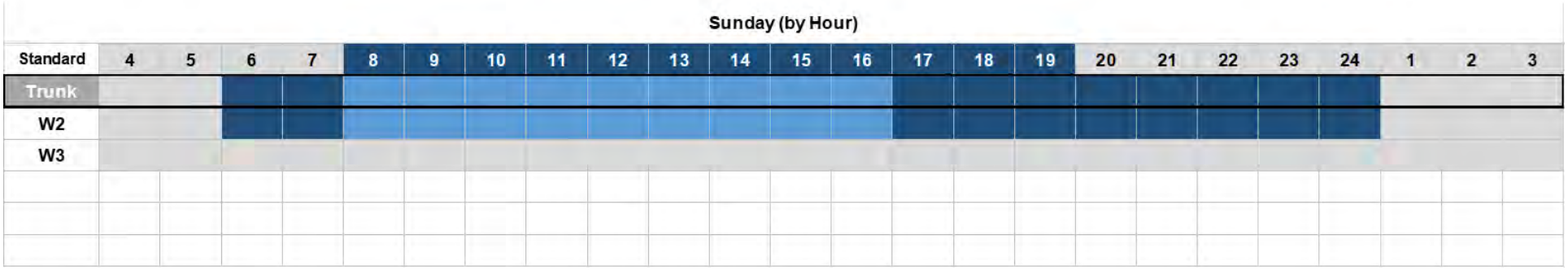
Vehicle Load Factor

	Direction:	East	West
Weekday	**Peak** Maximum Target: 1.00	0.62	0.61
Weekday	**Off-Peak** Maximum Target: 1.00	0.42	0.42
	Saturday Maximum Target: 1.00	0.38	0.40
	Sunday Maximum Target: 1.00	0.35	0.36

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—





[1] Span/frequency standards are only applicable at the line level.

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	5:30 a.m. - 2:49 a.m.	-	A	5:55 a.m. - 2:15 a.m.	-	A	6:20 a.m. - 12:56 a.m.	-	A
	Frequency of Service | varies	Peak: 14.3 / Off-Peak: 13.1	*Peak: 20.6 / Off-Peak: 32.7*	A	17.3	*40.5*	A	31.7	*41.1*	A
Productivity	**Passengers per Revenue Hour** | 15.0	33.4	*28.8*	A	25.8	*27.4*	A	23.2	*26.0*	A
	Passengers per Revenue Mile | 2.0	3.5	*2.9*	A	2.4	*2.7*	A	2.3	*2.5*	A
Reliability	**On-Time Performance** | 79%	76%	*82%*	C	77%	*82%*	C	80%	*84%*	B
	Crowding | 5.0%	1.8%	*0.5%*	A	0.0%	*0.2%*	A	0.0%	*0.1%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.62 Off-Peak: 0.42	*Peak: 0.39 Off-Peak: 0.29*	B	0.38	*0.30*	A	0.35	*0.28*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $5.00	$3.50	*$4.67*	A	$4.54	*$5.07*	B	$5.05	*$5.13*	C
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route W2

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	8.3	*6.1*	E
Route Design	**Circuity |** N/A	4.67	*2.00*	-

	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 |** 15.0	32.8	*29.7*	A	22.2	*29.3*	A	23.2	*27.9*	A
	Passengers per Revenue Mile | 2.0	3.5	*3.0*	A	2.1	*2.9*	B	2.3	*2.7*	A
	Unique Segment Ridership | 10%	-	*31%*	-	-	*33%*	-	-	*32%*	-
Reliability	**On-Time Performance |** 79%	75%	*82%*	C	77%	*82%*	C	80%	*84%*	B
	Crowding | 5.0%	2.2%	*0.4%*	A	0.1%	*0.2%*	A	0.0%	*0.1%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.62 Off-Peak: 0.30	*Peak: 0.39 Off-Peak: 0.29*	B+	0.30	*0.31*	A	0.40	*0.27*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$3.56	*$4.77*	A	$5.27	*$4.83*	C	$5.05	*$4.94*	C
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route W3

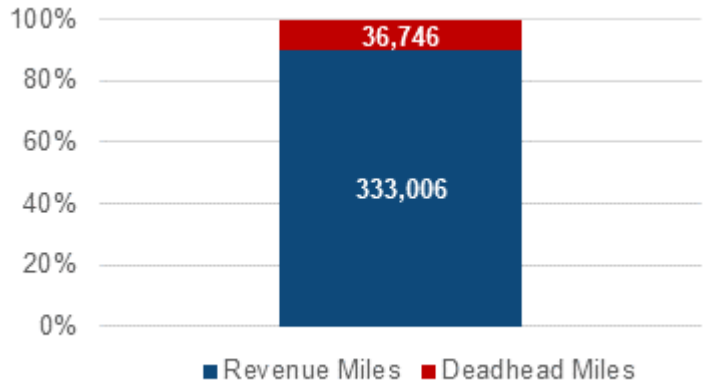
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	8.2	*6.1*	E
Route Design	**Circuity |** N/A	7.00	*2.00*	-

	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 |** 15.0	35.6	*29.7*	A	32.0	*29.3*	A		*27.9*	-
	Passengers per Revenue Mile | 2.0	3.7	*3.0*	A	3.1	*2.9*	A		*2.7*	-
	Unique Segment Ridership | 10%	0%	*31%*	E	0%	*33%*	E		*32%*	-
Reliability	**On-Time Performance |** 79%	79%	*82%*	C	76%	*82%*	C		*84%*	-
	Crowding | 5.0%	0.7%	*0.4%*	A	0.0%	*0.2%*	A		*0.1%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: Off-Peak: 0.50	*Peak: 0.39 Off-Peak: 0.29*	B	0.50	*0.31*	A		*0.27*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$3.28	*$4.77*	A	$3.65	*$4.83*	A		*$4.94*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

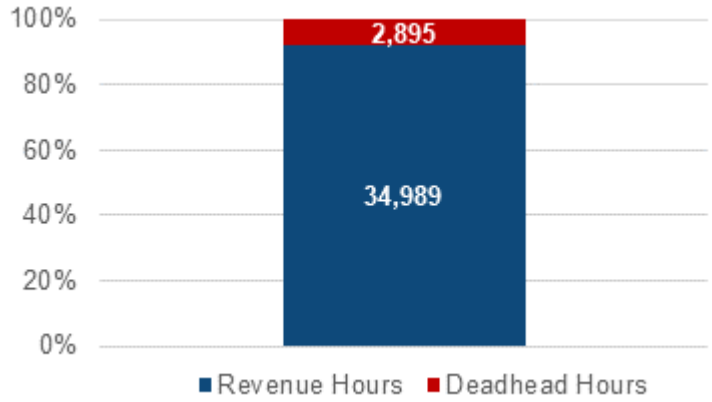
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



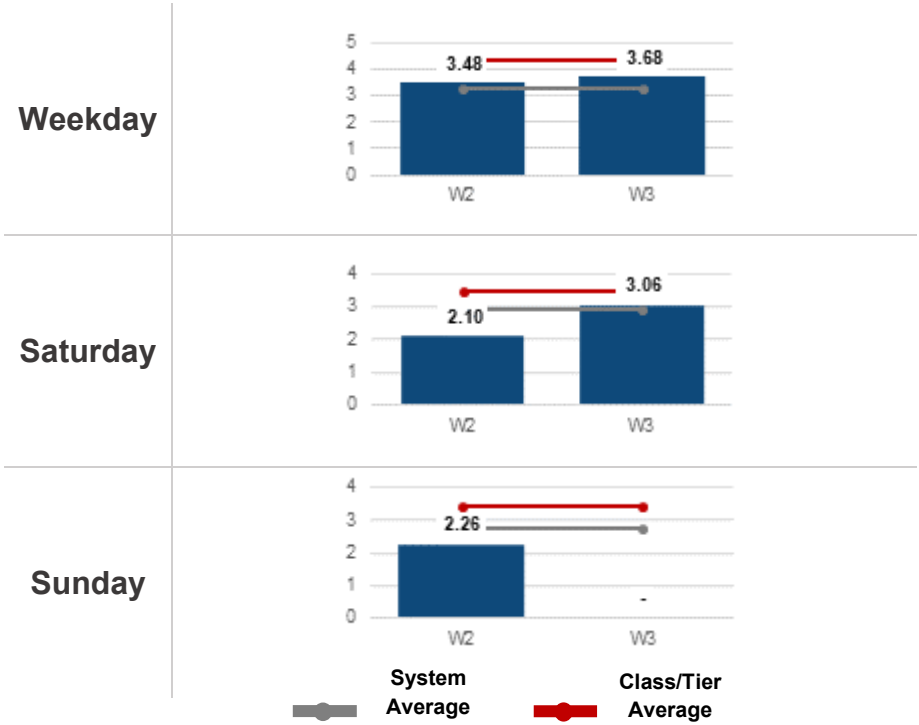
Hours Allocation



Service Delivery

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
W2	25.5	12,724	9,576 (75%)
W3	23.9	3,052	2,272 (74%)

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	B

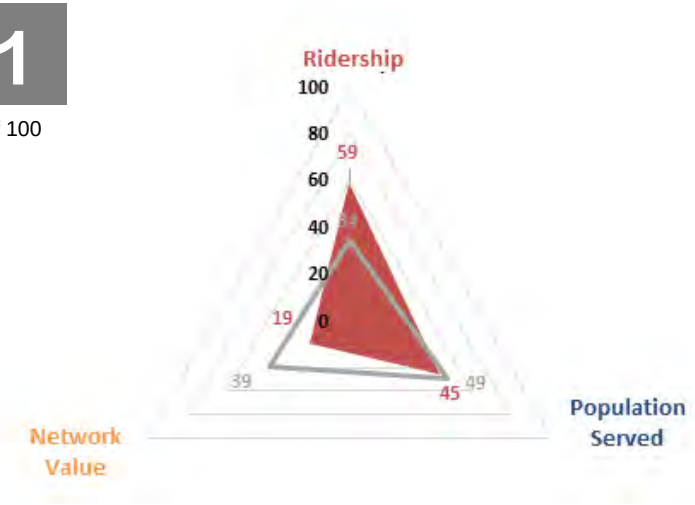
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

51

Out of 100



Classification Average:

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$6,120,781
Peak Vehicles	16
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

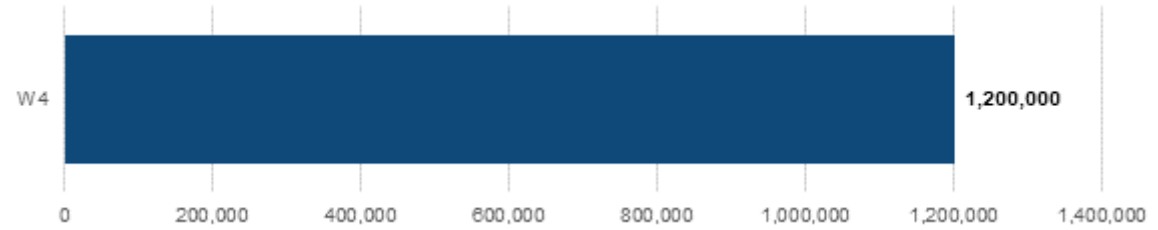
Service Area Population		55,473
Minority Population	*Service Area*	53,927
	Rider Survey	4,806 (98%)
Low-Income Households	*Service Area*	7,819
	Rider Survey	3,362 (70%)

Facilities/Amenities

Bus Stops	153
Bus Shelters	25
Benches	25
Real-Time Signs	7

Ridership

Annual Ridership



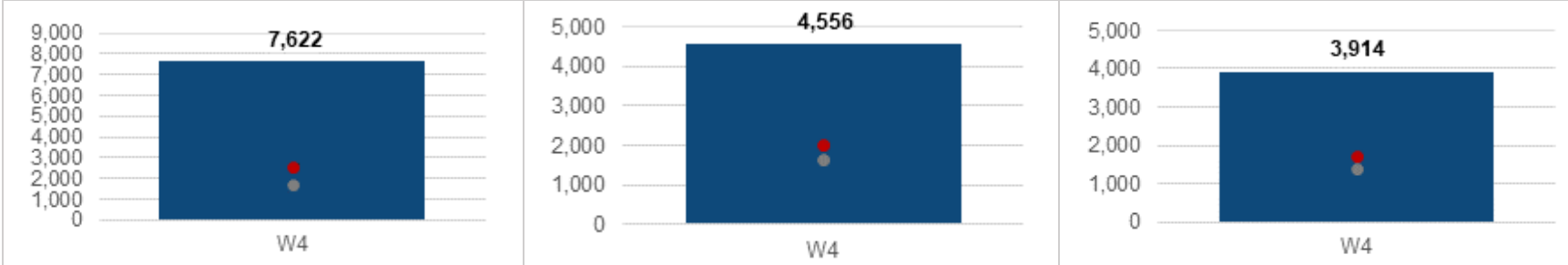
Top Transfer Locations

Benning Road, Congress Heights, Deanwood

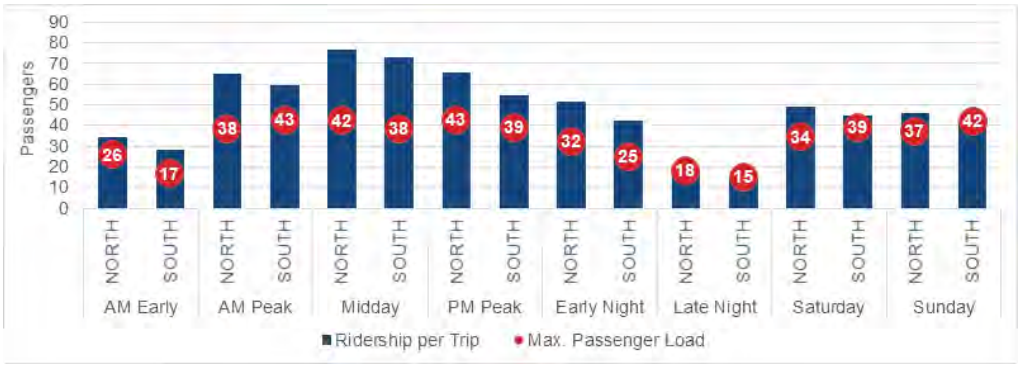
Average Daily Ridership

System Average

Class/Tier Average



Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.00	0.64	0.58
Weekday	**Off-Peak** Maximum Target: 1.00	0.63	0.55
	Saturday Maximum Target: 1.00	0.57	0.54
	Sunday Maximum Target: 1.00	0.56	0.56

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
W4																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
W4																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
W4																								

[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

B 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	4:57 a.m. - 3:07 a.m.	-	A	6:00 a.m. - 3:11 a.m.	-	A	6:00 a.m. - 1:45 a.m.	-	A
	Frequency of Service | varies	Peak: 12.2 / Off-Peak: 23.7	*Peak: 15.0 / Off-Peak: 21.8*	A	26.4	*28.5*	A	34.1	*32.0*	A
Productivity	**Passengers per Revenue Hour** | 20.0	47.9	*33.0*	A	42.9	*29.0*	A	44.9	*28.9*	A
	Passengers per Revenue Mile | 2.0	5.2	*3.7*	A	4.3	*3.0*	A	4.1	*2.9*	A
Reliability	**On-Time Performance** | 79%	75%	*76%*	C	77%	*78%*	C	73%	*80%*	D
	Crowding | 5.0%	0.5%	*2.1%*	A	1.0%	*1.0%*	A	0.0%	*0.8%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.64 Off-Peak: 0.63	*Peak: 0.52 Off-Peak: 0.40*	B	0.57	*0.38*	B	0.56	*0.37*	B
Cost Effectiveness	**Operating Cost per Passenger Trip** | $5.00	$2.44	*$3.91*	A	$2.72	*$4.52*	A	$2.61	*$4.63*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route W4

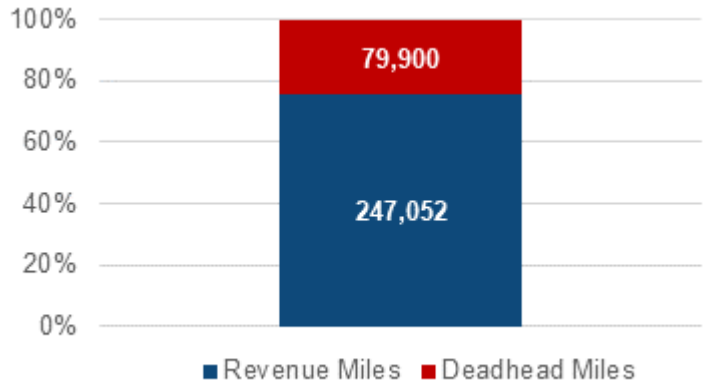
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	7.1	*5.6*	E
Route Design	**Circuity |** 1.75	1.96	*1.44*	D

	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 |** 20.0	47.9	*32.2*	A	42.9	*28.3*	A	44.9	*28.3*	A
	Passengers per Revenue Mile | 2.0	5.2	*3.7*	A	4.3	*3.0*	A	4.1	*2.9*	A
	Unique Segment Ridership | 10%	23%	*17%*	A	21%	*19%*	A	21%	*19%*	A
Reliability	**On-Time Performance |** 79%	75%	*77%*	C	77%	*79%*	C	73%	*80%*	D
	Crowding | 5.0%	0.5%	*2.0%*	A	0.5%	*1.1%*	A	0.0%	*0.9%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.61 Off-Peak: 0.60	*Peak: 0.53 Off-Peak: 0.41*	B	0.60	*0.39*	B	0.60	*0.35*	B
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$2.44	*$4.18*	A	$2.72	*$4.72*	A	$2.61	*$4.78*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

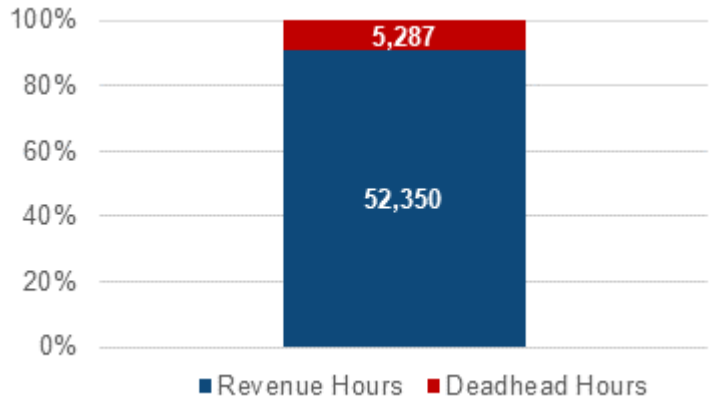
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



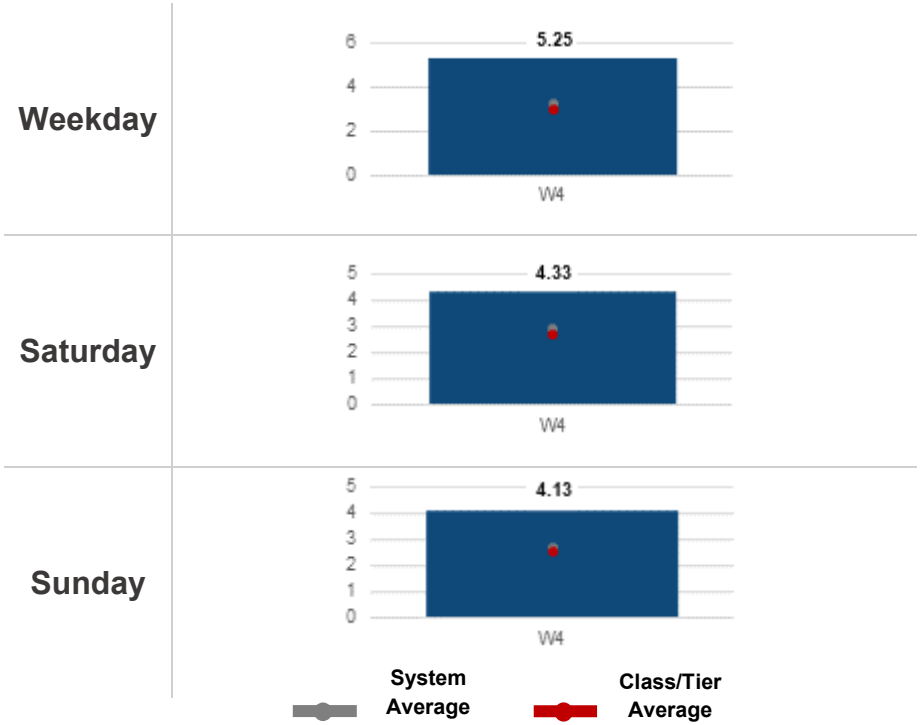
Hours Allocation



Service Delivery

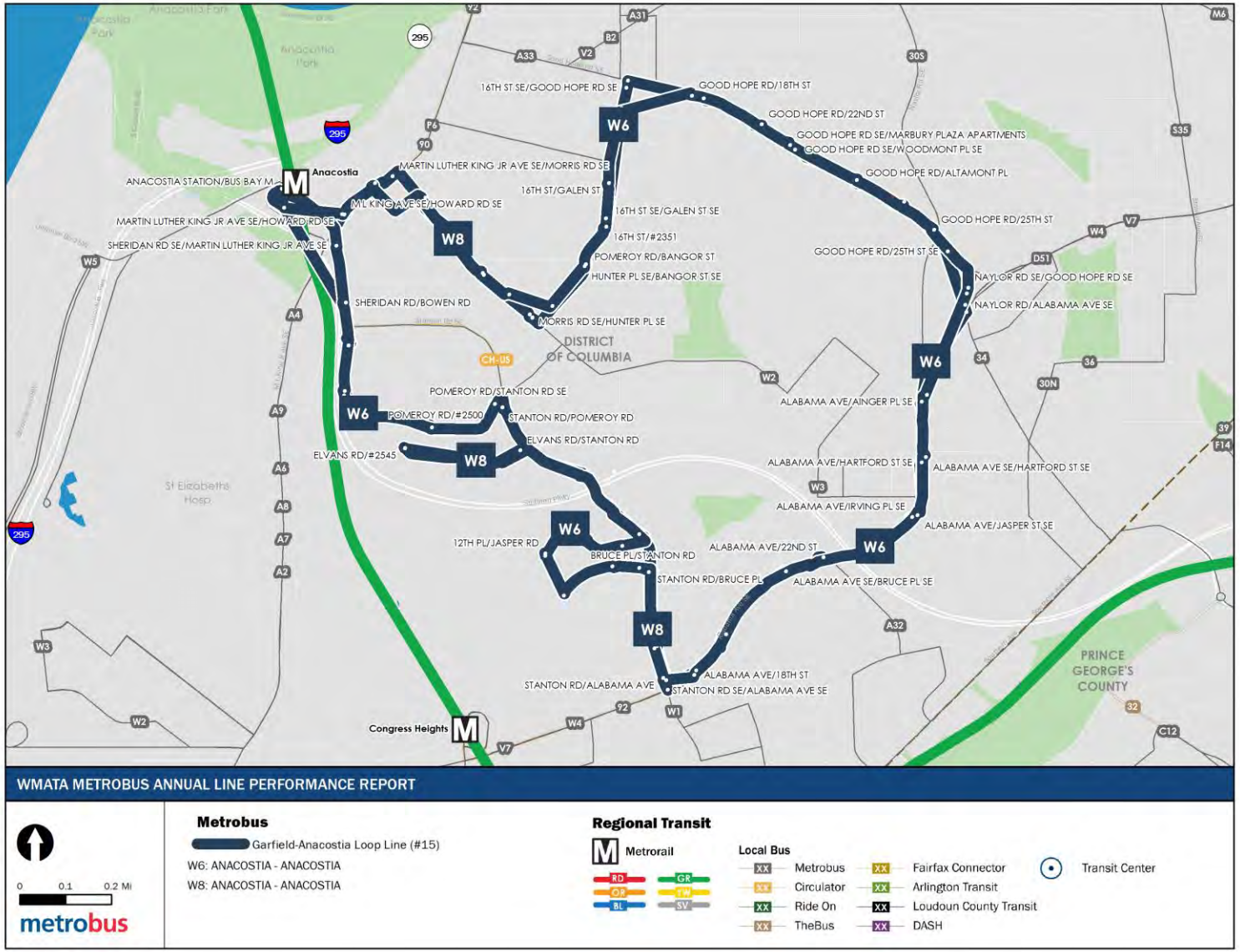
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
W4	23.1	20,523	17,287 (84%)

Passenger Miles per Revenue Mile



LINE: 15 – GARFIELD-ANACOSTIA LOOP ROUTE(S): W6,8

About the Line



Service Classification

Coverage

Activity Tier

1

Overall Grade

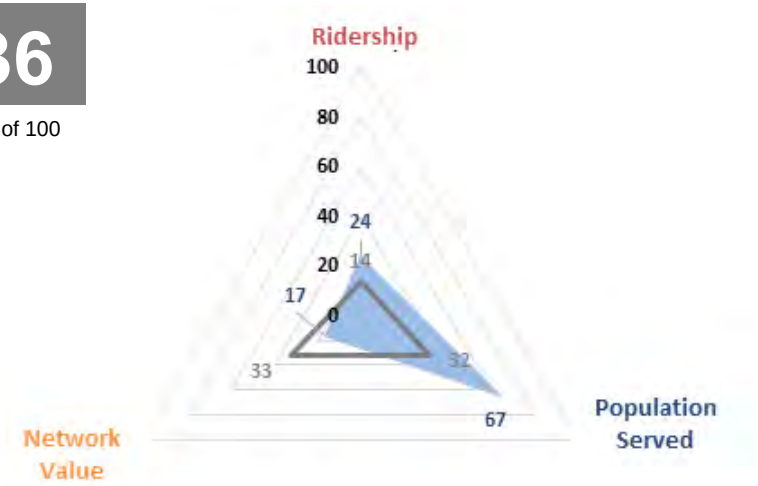
Line	B

Legend
Exceeds Meets
Approaches Below Significantly Below

Line Benefit Score

36

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$3,054,724
Peak Vehicles	8
Vehicle Type(s)	30 foot

Service Area Context (1/4 Mile)

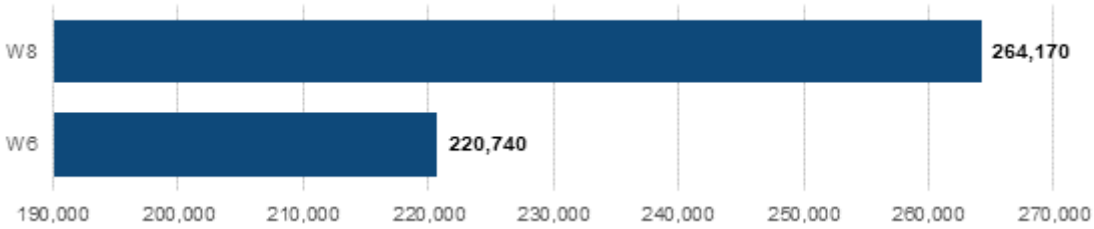
Service Area Population		33,149
Minority Population	*Service Area*	32,328
	Rider Survey	1,782 (98%)
Low-Income Households	*Service Area*	5,933
	Rider Survey	1,230 (70%)

Facilities/Amenities

Bus Stops	101
Bus Shelters	15
Benches	14
Real-Time Signs	5

Ridership

Annual Ridership



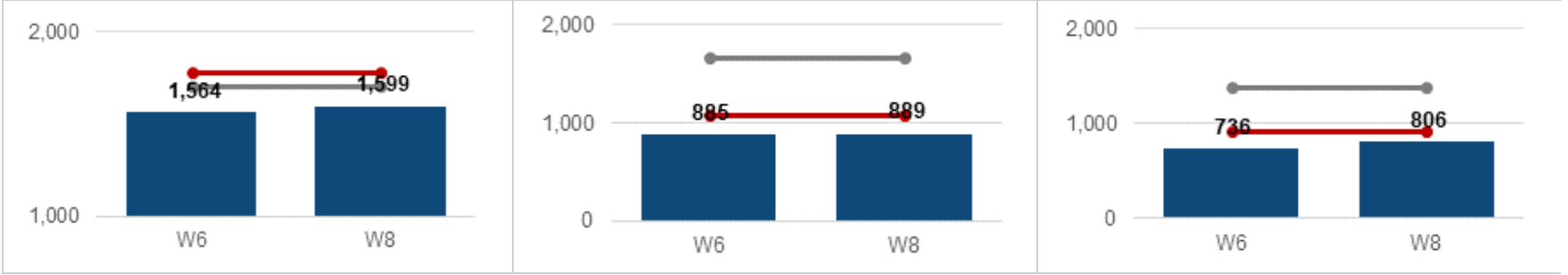
Top Transfer Locations

Anacostia

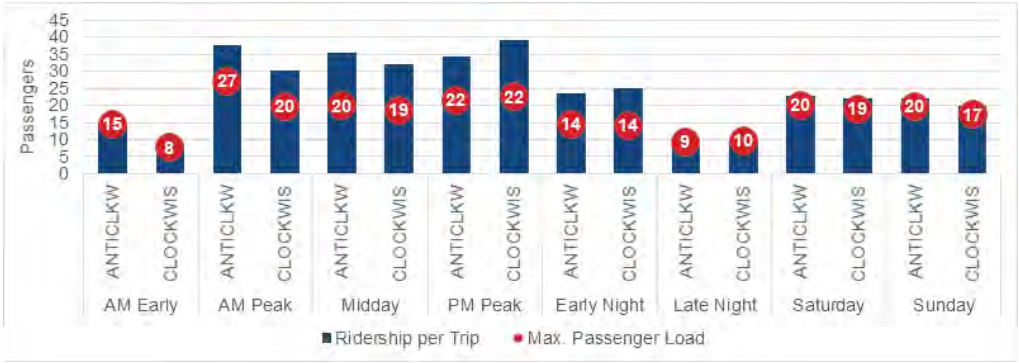
Average Daily Ridership

System Average

Class/Tier Average



Average Trip Ridership and Maximum Load by Time Period

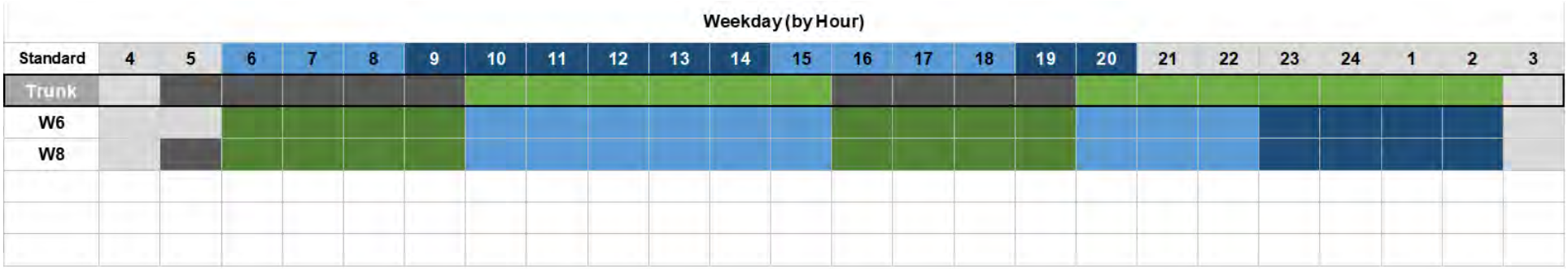


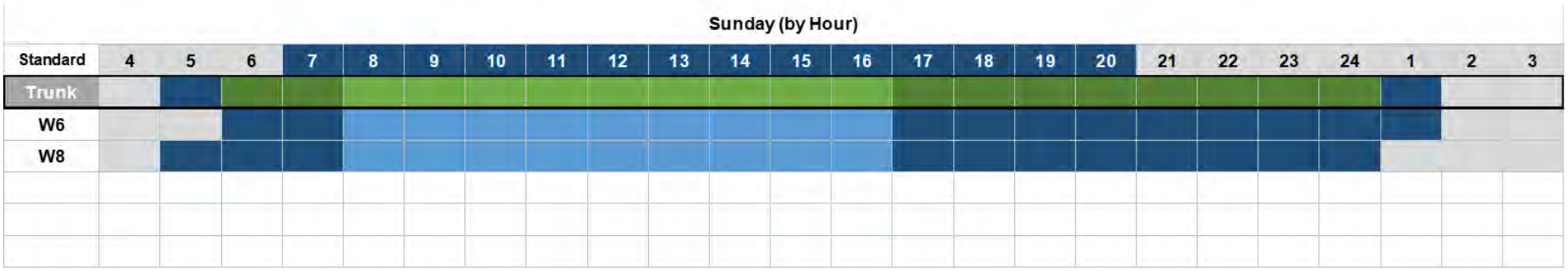
Vehicle Load Factor

	Direction:	Anticlkw	Clockwis
Weekday	**Peak** Maximum Target: 1.20	0.64	0.61
	Off-Peak Maximum Target: 1.00	0.44	0.40
	Saturday Maximum Target: 1.00	0.41	0.39
	Sunday Maximum Target: 1.00	0.41	0.37

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—





[1] Span/frequency standards are only applicable at the line level.

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 a.m. - 2:47 a.m.	-	A	6:00 a.m. - 2:41 a.m.	-	A	5:58 a.m. - 1:01 a.m.	-	A
	Frequency of Service | varies	Peak: 8.1 / Off-Peak: 14.7	*Peak: 20.6 / Off-Peak: 32.7*	A	15.7	*40.5*	A	15.5	*41.1*	A
Productivity	**Passengers per Revenue Hour** | 20.0	38.5	*28.8*	A	31.2	*27.4*	A	29.1	*26.0*	A
	Passengers per Revenue Mile | 4.0	4.4	*2.9*	A	3.4	*2.7*	D	3.2	*2.5*	D
Reliability	**On-Time Performance** | 79%	77%	*82%*	C	85%	*82%*	A	85%	*84%*	A
	Crowding | 5.0%	0.2%	*0.5%*	A	0.0%	*0.2%*	A	0.0%	*0.1%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.64 Off-Peak: 0.44	*Peak: 0.39 Off-Peak: 0.29*	B	0.41	*0.30*	A	0.41	*0.28*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $5.00	$3.04	*$4.67*	A	$3.74	*$5.07*	A	$4.02	*$5.13*	A
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route W6

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	8.8	*6.1*	E
Route Design	**Circuity |** N/A	9.81	*2.00*	-

	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 |** 20.0	37.8	*29.7*	A	30.8	*29.3*	A	27.3	*27.9*	A
	Passengers per Revenue Mile | 4.0	4.3	*3.0*	B	3.3	*2.9*	D	3.0	*2.7*	E
	Unique Segment Ridership | 10%	26%	*31%*	A	23%	*33%*	A	24%	*32%*	A
Reliability	**On-Time Performance |** 79%	77%	*82%*	C	86%	*82%*	A	84%	*84%*	A
	Crowding | 5.0%	0.2%	*0.4%*	A	0.0%	*0.2%*	A	0.0%	*0.1%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.61 Off-Peak: 0.40	*Peak: 0.39 Off-Peak: 0.29*	B+	0.40	*0.31*	A	0.40	*0.27*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$3.10	*$4.77*	A	$3.80	*$4.83*	A	$4.29	*$4.94*	A
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route W8

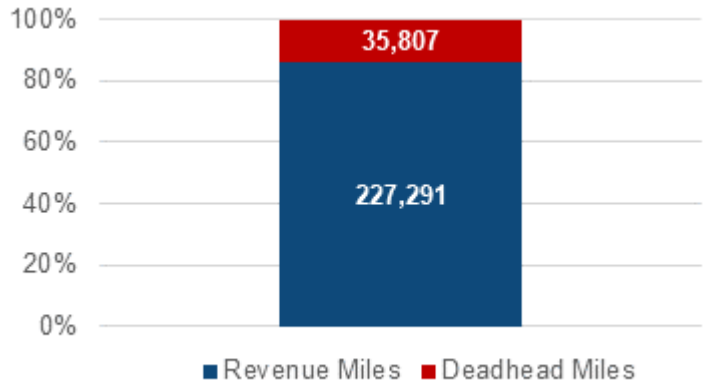
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	8.9	*6.1*	E
Route Design	**Circuity |** N/A	4.40	*2.00*	-

	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 |** 20.0	39.3	*29.7*	A	31.7	*29.3*	A	31.0	*27.9*	A
	Passengers per Revenue Mile | 4.0	4.5	*3.0*	A	3.5	*2.9*	D	3.4	*2.7*	D
	Unique Segment Ridership | 10%	30%	*31%*	A	25%	*33%*	A	22%	*32%*	A
Reliability	**On-Time Performance |** 79%	77%	*82%*	C	85%	*82%*	A	85%	*84%*	A
	Crowding | 5.0%	0.2%	*0.4%*	A	0.3%	*0.2%*	A	0.0%	*0.1%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.60 Off-Peak: 0.40	*Peak: 0.39 Off-Peak: 0.29*	B+	0.40	*0.31*	A	0.40	*0.27*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$2.98	*$4.77*	A	$3.69	*$4.83*	A	$3.77	*$4.94*	A
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

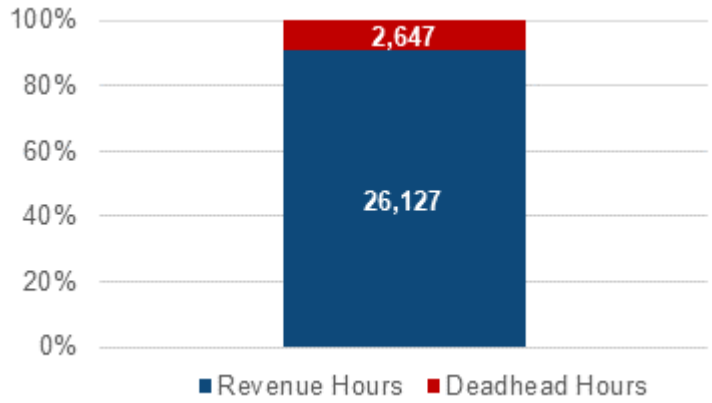
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



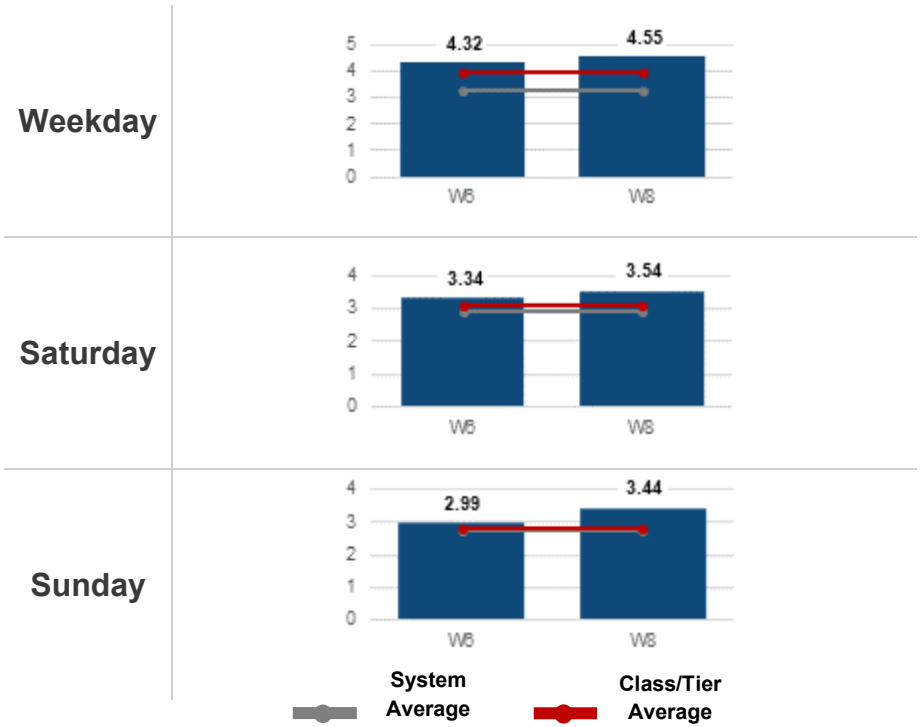
Hours Allocation



Service Delivery

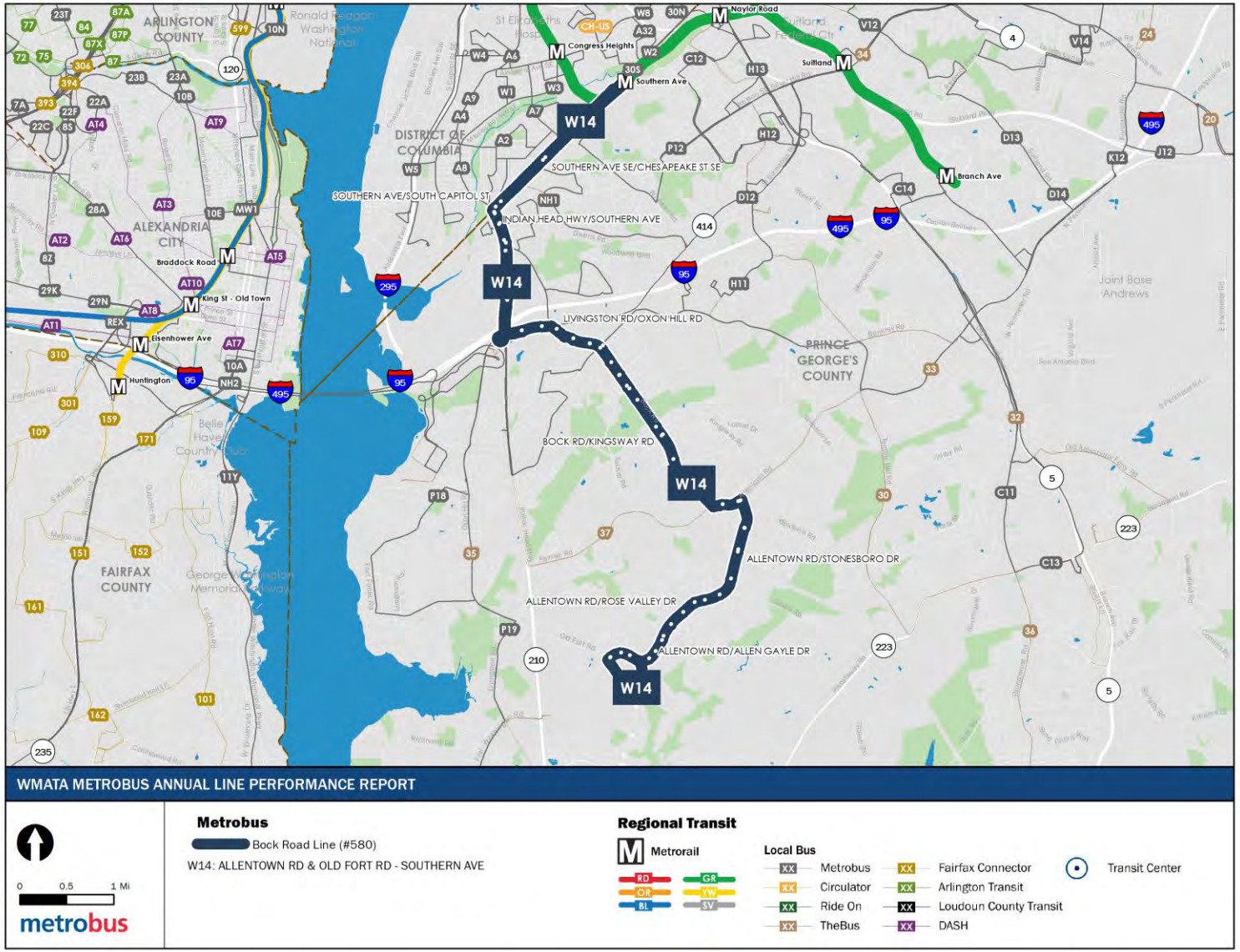
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
W6	6.8	7,717	5,461 (71%)
W8	6.5	7,829	5,391 (69%)

Passenger Miles per Revenue Mile



LINE: 580 – BOCK ROAD ROUTE(S): W14

About the Line



Service Classification

Commuter

Activity Tier

3

Overall Grade

Line	A

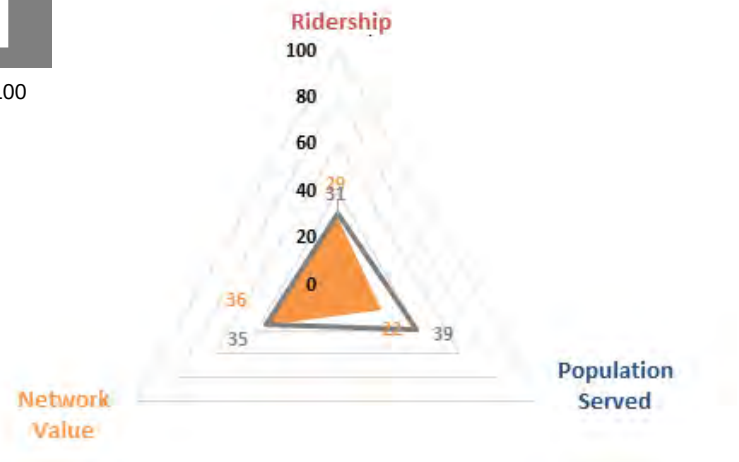
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

31

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$960,276
Peak Vehicles	6
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

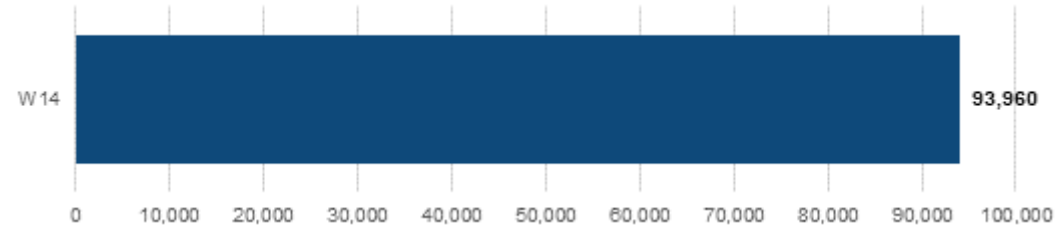
Service Area Population		27,129
Minority Population	*Service Area*	26,206
	Rider Survey	457 (100%)
Low-Income Households	*Service Area*	2,624
	Rider Survey	125 (29%)

Facilities/Amenities

Bus Stops	140
Bus Shelters	7
Benches	3
Real-Time Signs	1

Ridership

Annual Ridership



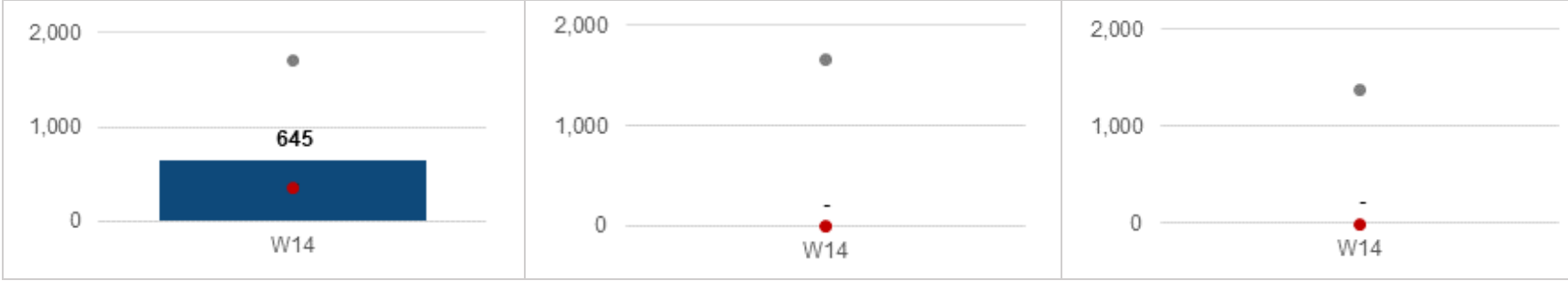
Top Transfer Locations

Southern Avenue

Average Daily Ridership

System Average

Class/Tier Average



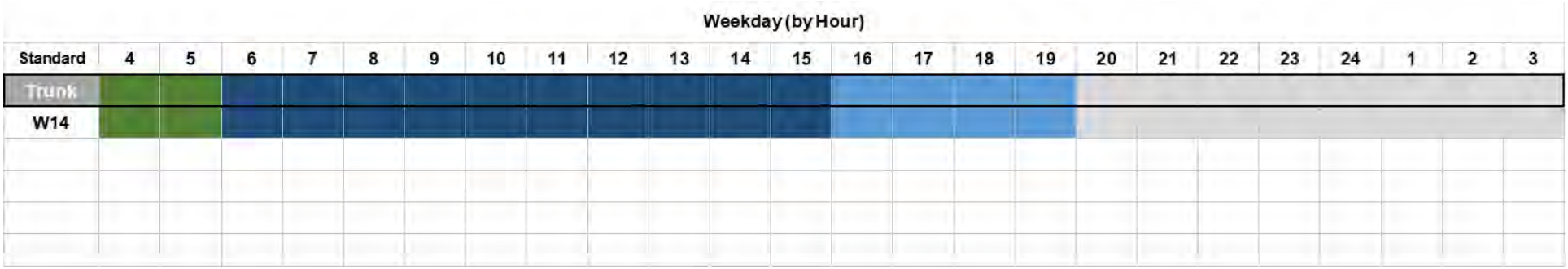
Average Trip Ridership and Maximum Load by Time Period

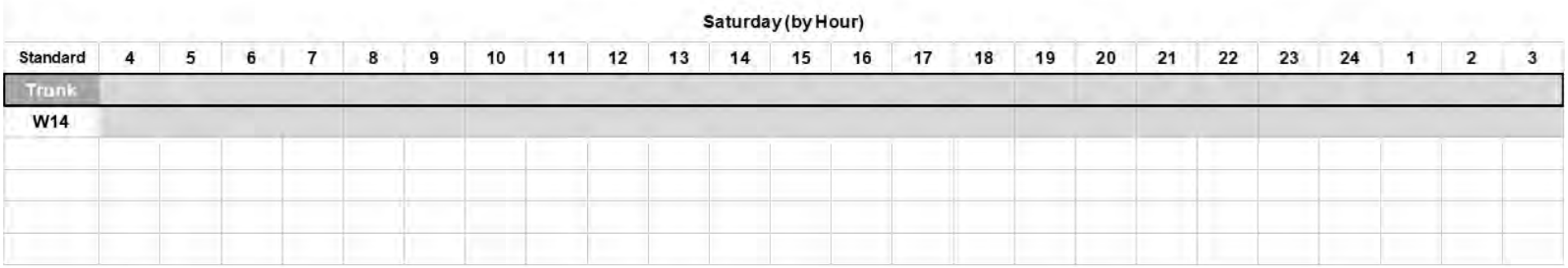
Vehicle Load Factor

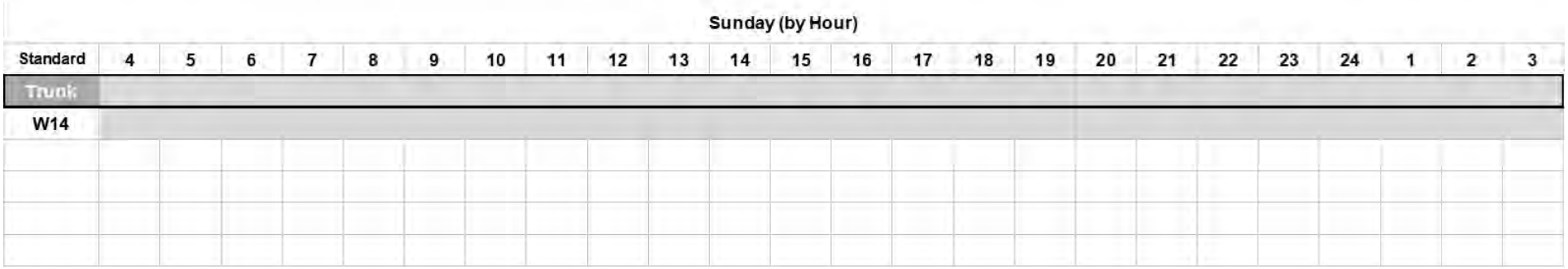
	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.00	0.42	0.36
	Off-Peak Maximum Target: 1.00	0.35	0.21
	Saturday Maximum Target: 1.00		
	Sunday Maximum Target: 1.00		

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—







[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

A 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	4:31 a.m. - 8:01 p.m.	-	A		-	-		-	-
	Frequency of Service | varies	Peak: 25.1 / Off-Peak: 61.3	*Peak: 21.1 / Off-Peak: 32.0*	-		*60.0*	-		*65.7*	-
Productivity	**Passengers per Trip** | 10.0	17.0	*21.6*	A		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.0	1.5	*2.3*	A		*0.4*	-		*0.5*	-
Reliability	**On-Time Performance** | 79%	81%	*76%*	B		*77%*	-		*81%*	-
	Crowding | 5.0%	0.0%	*3.1%*	A		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.42 Off-Peak: 0.35	*Peak: 0.48 Off-Peak: 0.39*	A		*0.30*	-		*0.37*	-
Cost Effectiveness	**Operating Cost per Passenger Trip** | $7.00	$5.97	*$5.12*	A		*$8.44*	-		*$7.72*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route W14

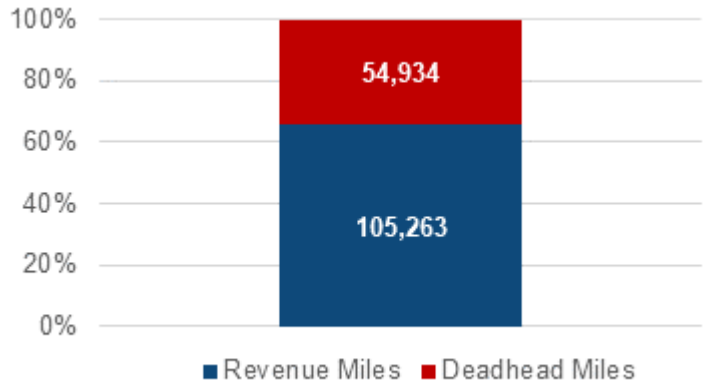
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** N/A	5.0	*3.2*	-
Route Design	**Circuity |** N/A	1.48	*1.39*	-

	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 Trip |** 10.0	17.0	*20.1*	A		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.0	1.5	*2.1*	A		*0.4*	-		*0.5*	-
	Unique Segment Ridership | 15%	76%	*27%*	A		*100%*	-		*100%*	-
Reliability	**On-Time Performance |** 79%	81%	*77%*	B		*77%*	-		*81%*	-
	Crowding | 5.0%	0.0%	*2.4%*	A		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.39 Off-Peak: 0.30	*Peak: 0.44 Off-Peak: 0.36*	A		*0.31*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$5.97	*$5.62*	A		*$8.44*	-		*$7.72*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

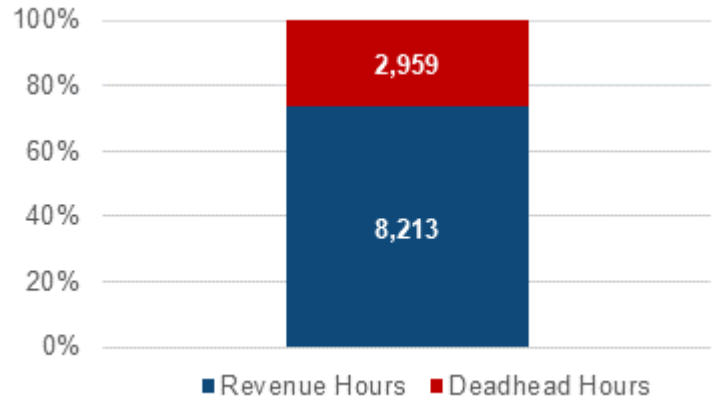
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



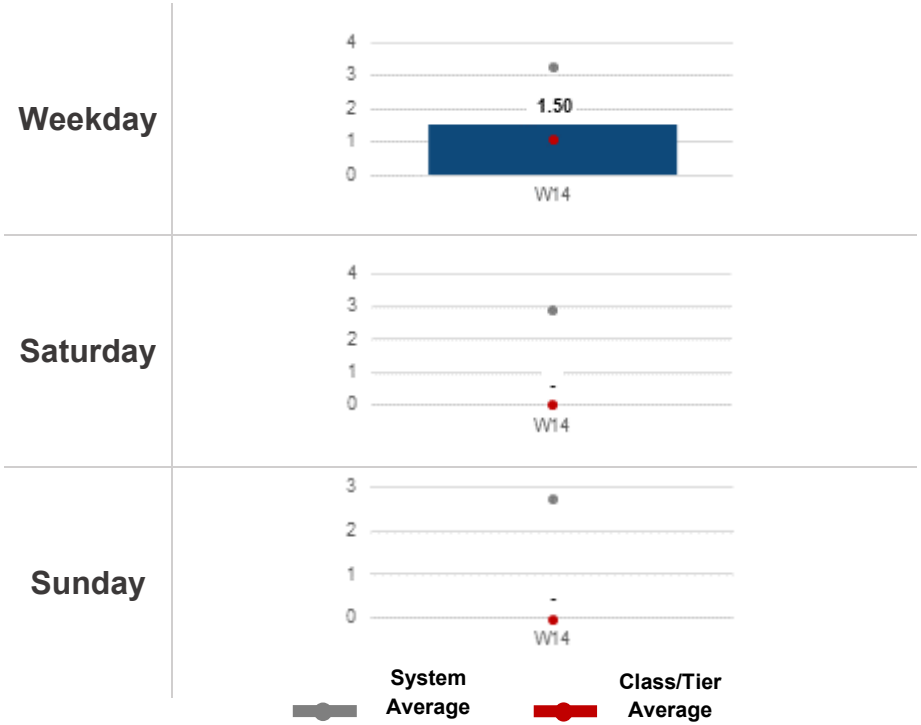
Hours Allocation



Service Delivery

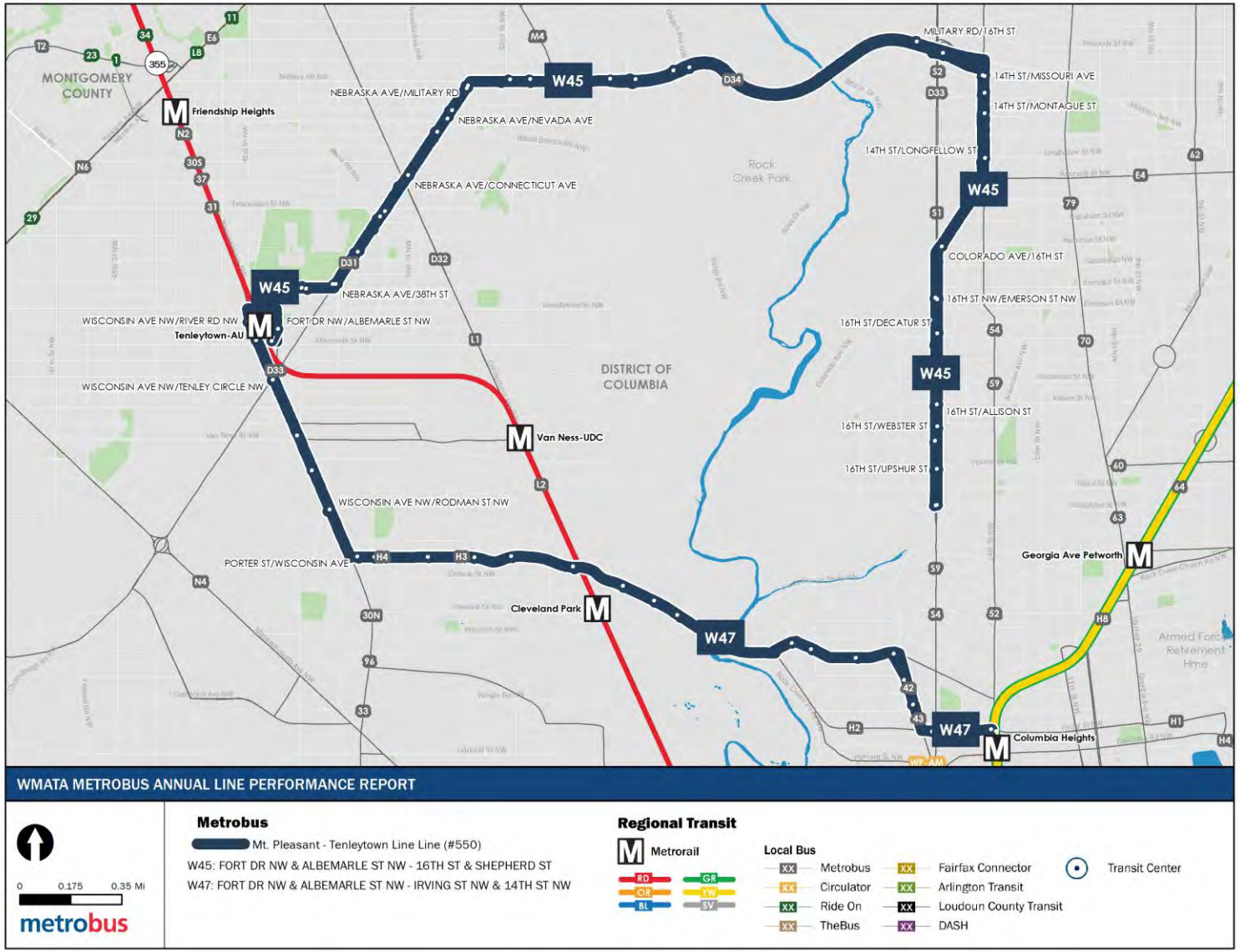
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
W14	29.2	4,292	3,412 (79%)

Passenger Miles per Revenue Mile



LINE: 550 – MT. PLEASANT - TENLEYTOWN LINE ROUTE(S): W45,47

About the Line



Service Classification

Gap

Activity Tier

2

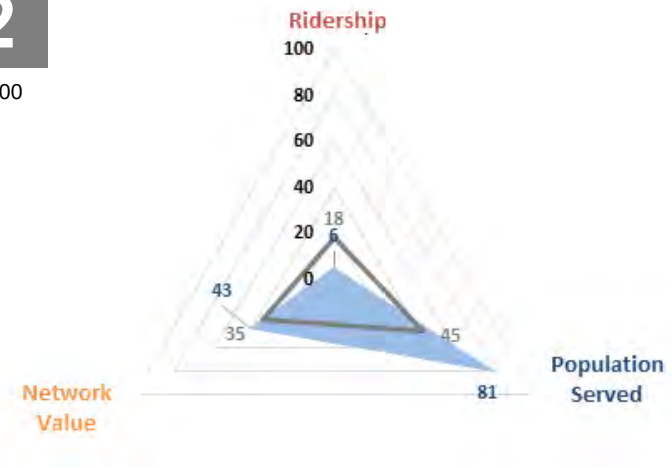
Overall Grade

Legend
Exceeds Meets
Approaches Below Significantly Below

Line Benefit Score

22

Out of 100



Classification Average: △

Line Focus: **Population Served** | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$25,181
Peak Vehicles	0
Vehicle Type(s)	

Service Area Context (1/4 Mile)

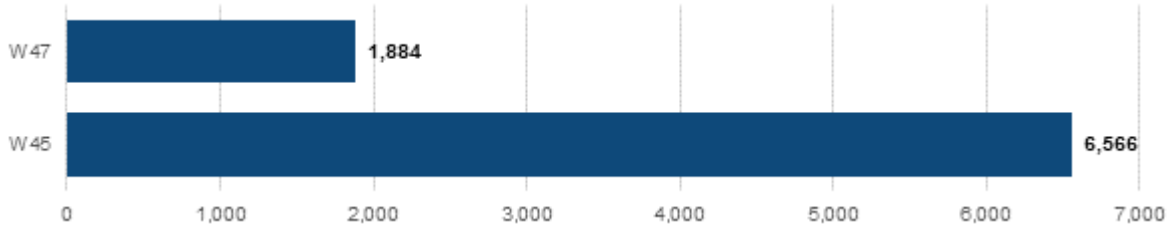
Service Area Population		62,526
Minority Population	*Service Area*	33,886
	Rider Survey	
Low-Income Households	*Service Area*	5,096
	Rider Survey	

Facilities/Amenities

Bus Stops	83
Bus Shelters	11
Benches	9
Real-Time Signs	5

Ridership

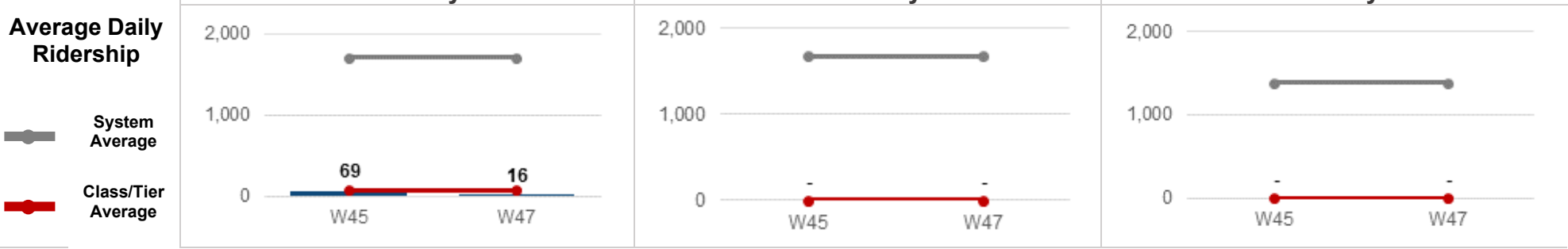
Annual Ridership



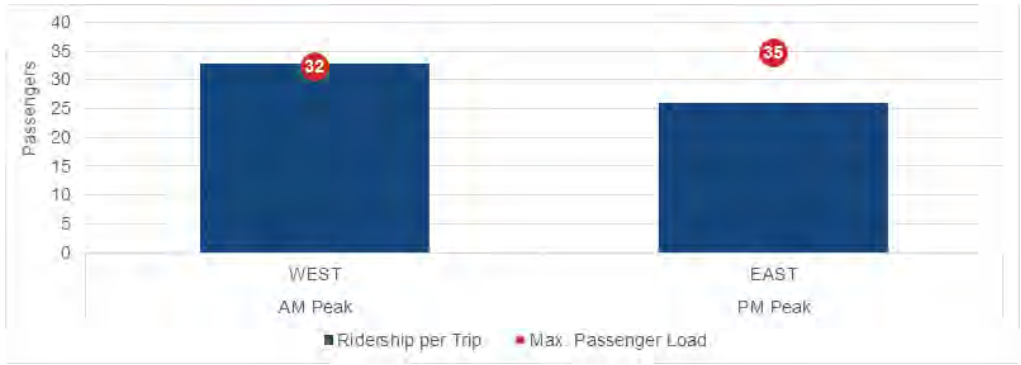
Top Transfer Locations

Columbia Heights, Tenleytown-AU, Cleveland Park

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period

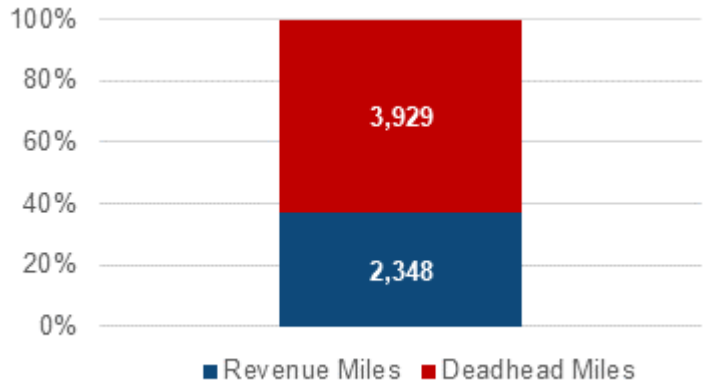


Vehicle Load Factor

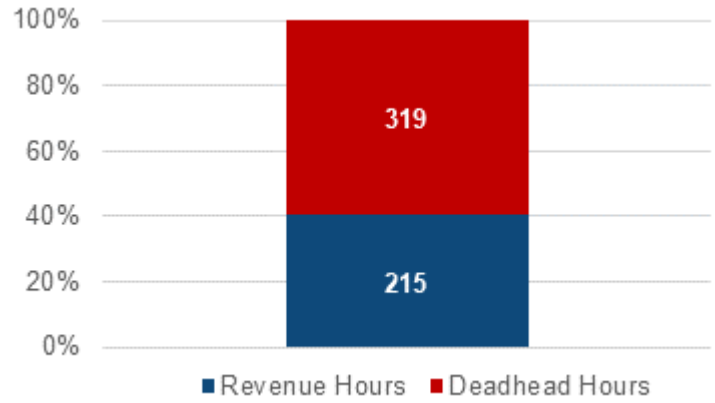
	Direction:	East	West
Weekday	**Peak** Maximum Target:	0.49	0.66
	Off-Peak Maximum Target:		
	Saturday Maximum Target:		
	Sunday Maximum Target:		

Operational Analysis

Miles Allocation



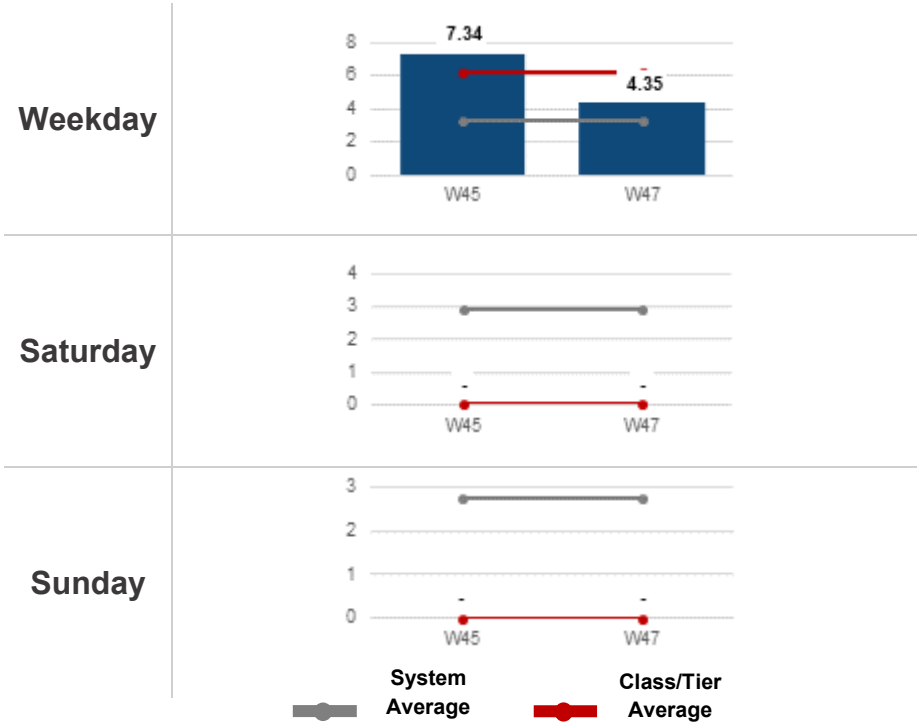
Hours Allocation



Service Delivery

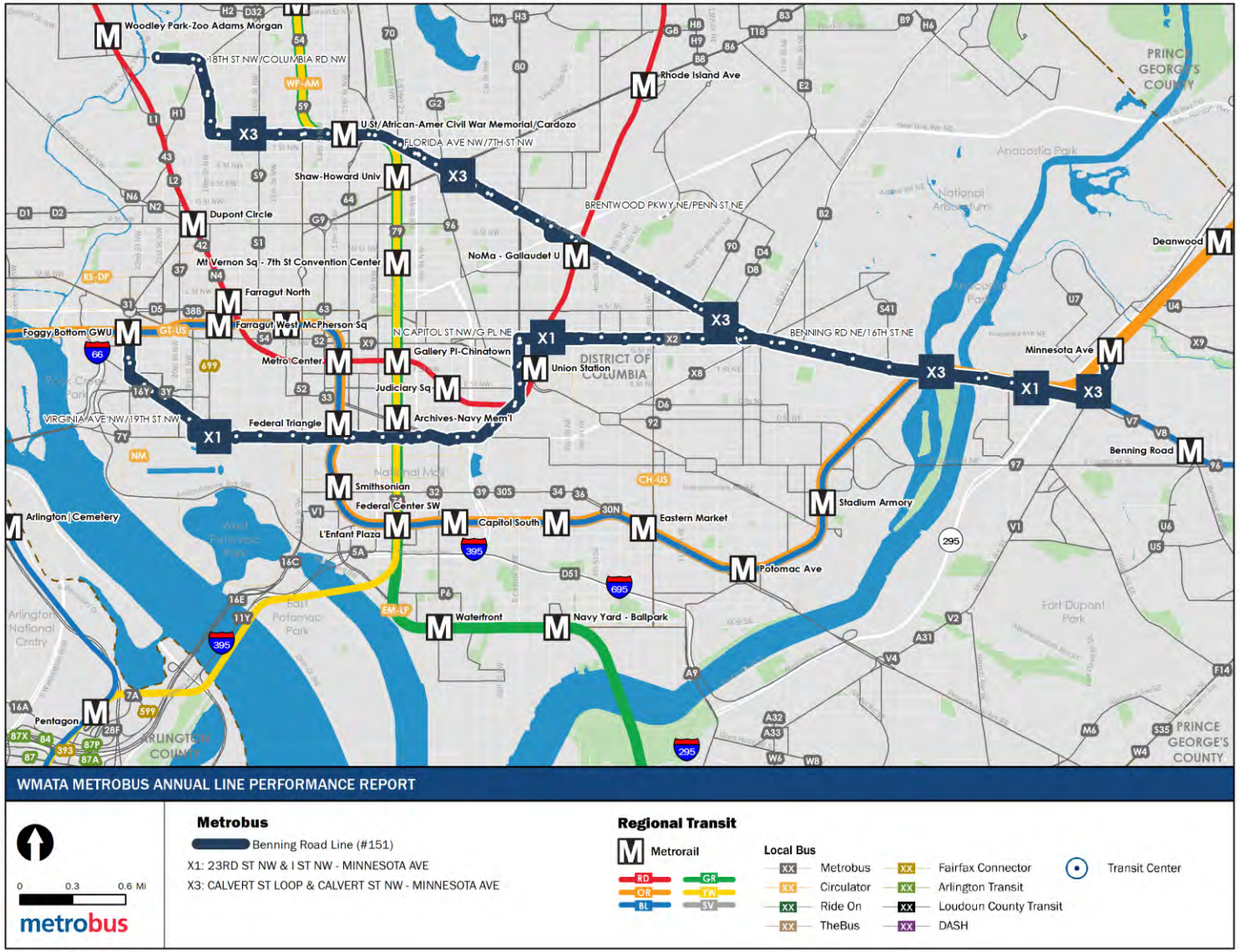
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
W45	10.2	188	147 (78%)
W47	4.1	94	80 (85%)

Passenger Miles per Revenue Mile



LINE: 151 – BENNING ROAD ROUTE(S): X1,3

About the Line



Service Classification

Commuter

Activity Tier

1

Overall Grade

Line	B

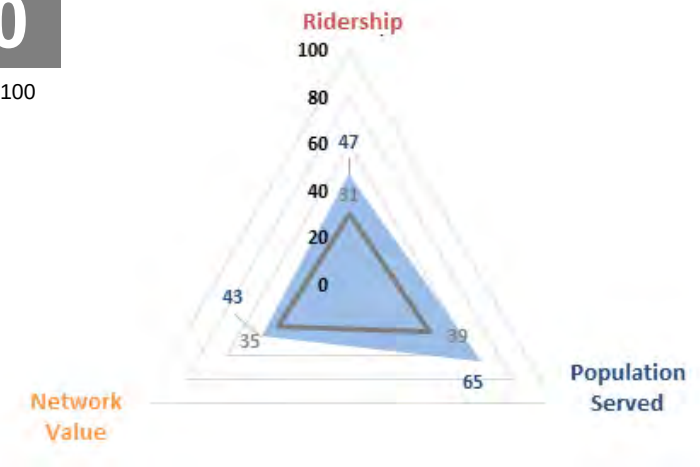
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

50

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$739,710
Peak Vehicles	8
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

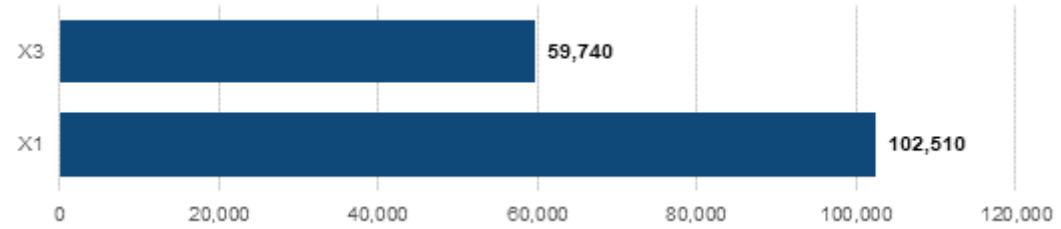
Service Area Population		91,525
Minority Population	*Service Area*	45,610
	Rider Survey	674 (82%)
Low-Income Households	*Service Area*	7,818
	Rider Survey	246 (30%)

Facilities/Amenities

Bus Stops	136
Bus Shelters	29
Benches	37
Real-Time Signs	18

Ridership

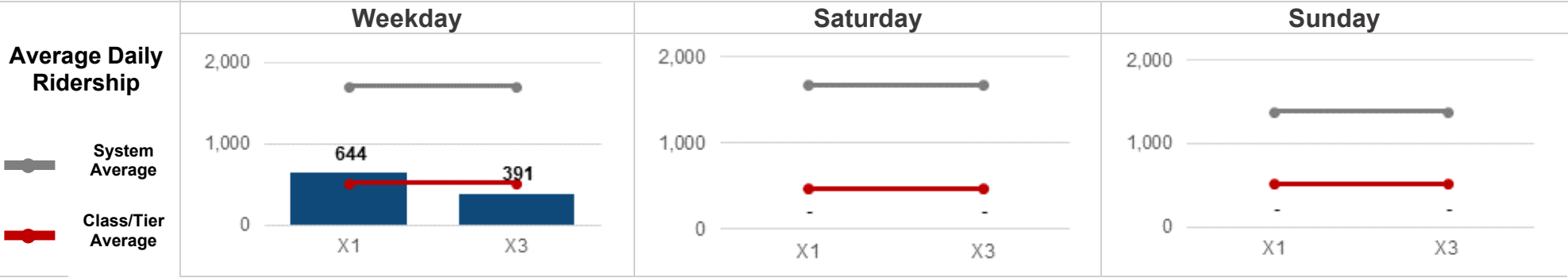
Annual Ridership



Top Transfer Locations

Union Station, U Street-Cardozo, 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: 1.00	0.49	0.63
	Off-Peak Maximum Target: 1.00		0.37
	Saturday Maximum Target: 1.00		
	Sunday Maximum Target: 1.00		

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
X1																								
X3																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
X1																								
X3																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
X1																								
X3																								

[1] Span/frequency standards are only applicable at the line level.

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	5:56 a.m. - 9:21 a.m.; 3:39 p.m. - 6:49 p.m.	-	B		-	-		-	-
	Frequency of Service | varies	Peak: 10.6 / Off-Peak:	*Peak: 21.1 / Off-Peak: 32.0*	-		*60.0*	-		*65.7*	-
Productivity	**Passengers per Trip** | 20.0	34.4	*21.6*	A		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.5	5.4	*2.3*	A		*0.4*	-		*0.5*	-
Reliability	**On-Time Performance** | 79%	69%	*76%*	D		*77%*	-		*81%*	-
	Crowding | 5.0%	3.0%	*3.1%*	A		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.49 Off-Peak:	*Peak: 0.48 Off-Peak: 0.39*	A		*0.30*	-		*0.37*	-
Cost Effectiveness	**Operating Cost per Passenger Trip** | $7.00	$3.00	*$5.12*	A		*$8.44*	-		*$7.72*	-
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route X1

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** N/A	5.5	*3.2*	-
Route Design	**Circuity |** N/A	1.25	*1.39*	-

	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 Trip |** 20.0	39.3	*20.1*	A		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.5	5.9	*2.1*	A		*0.4*	-		*0.5*	-
	Unique Segment Ridership | 15%	12%	*27%*	D		*100%*	-		*100%*	-
Reliability	**On-Time Performance |** 79%	72%	*77%*	D		*77%*	-		*81%*	-
	Crowding | 5.0%	4.0%	*2.4%*	A		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.62 Off-Peak:	*Peak: 0.44 Off-Peak: 0.36*	B		*0.31*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$2.59	*$5.62*	A		*$8.44*	-		*$7.72*	-
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route X3

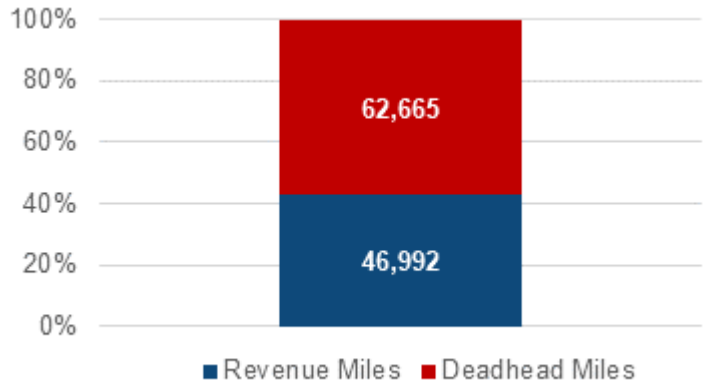
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** N/A	6.1	*3.2*	-
Route Design	**Circuity |** N/A	1.00	*1.39*	-

	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 Trip |** 20.0	28.6	*20.1*	A		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.5	4.7	*2.1*	A		*0.4*	-		*0.5*	-
	Unique Segment Ridership | 15%	5%	*27%*	E		*100%*	-		*100%*	-
Reliability	**On-Time Performance |** 79%	65%	*77%*	E		*77%*	-		*81%*	-
	Crowding | 5.0%	0.3%	*2.4%*	A		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.50 Off-Peak: 0.40	*Peak: 0.44 Off-Peak: 0.36*	A		*0.31*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$3.67	*$5.62*	A		*$8.44*	-		*$7.72*	-
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

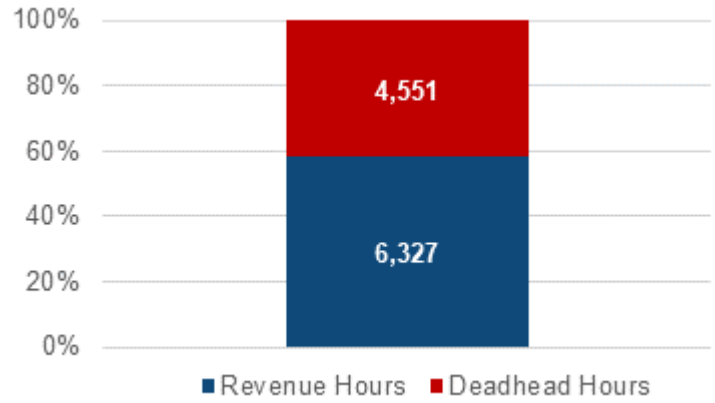
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



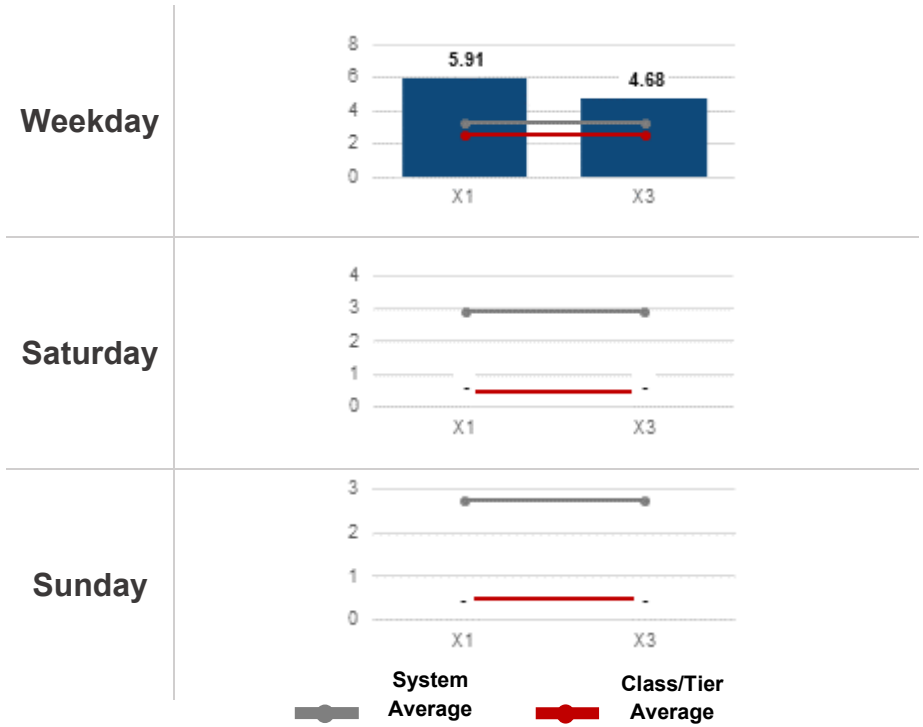
Hours Allocation



Service Delivery

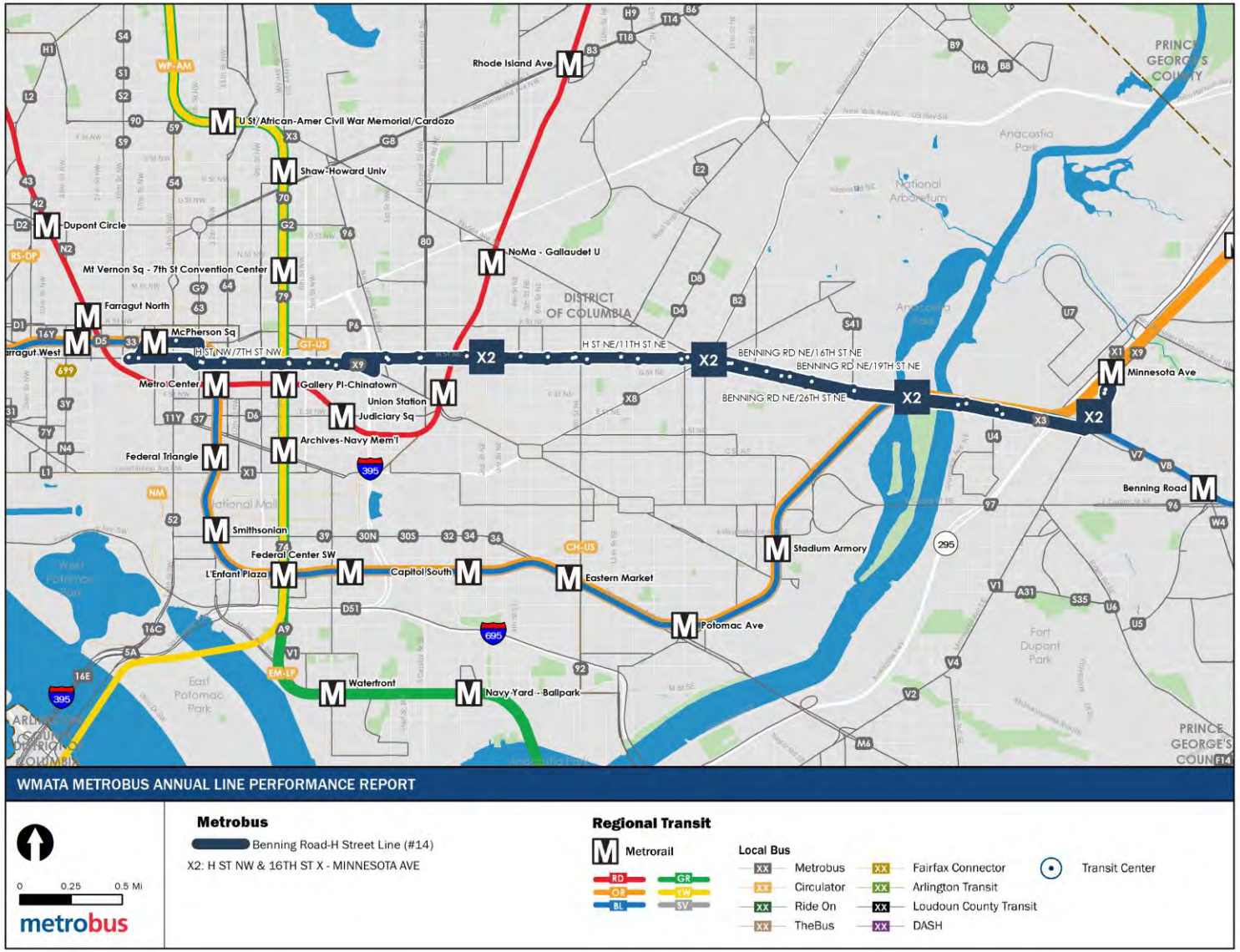
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
X1	14.2	1,904	1,664 (87%)
X3	13.7	1,438	1,213 (84%)

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	B

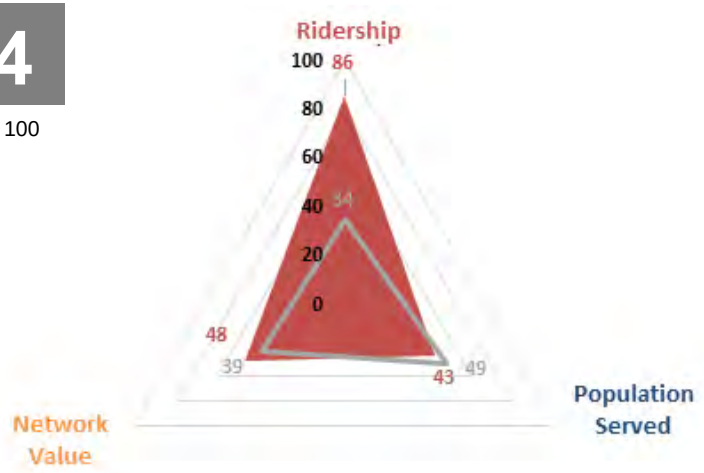
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

74

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$7,211,018
Peak Vehicles	12
Vehicle Type(s)	60 foot

Service Area Context (1/4 Mile)

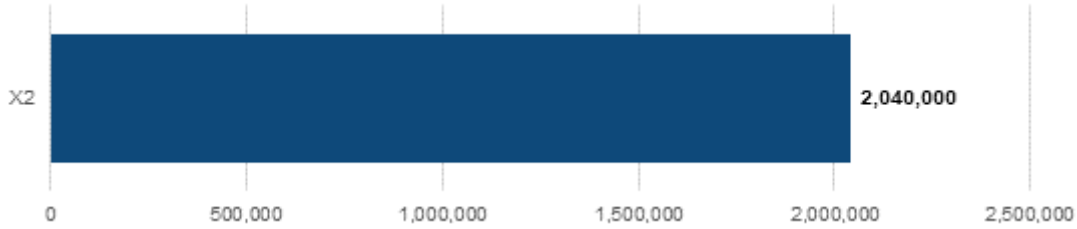
Service Area Population		39,631
Minority Population	*Service Area*	24,128
	Rider Survey	6,186 (84%)
Low-Income Households	*Service Area*	4,478
	Rider Survey	3,997 (56%)

Facilities/Amenities

Bus Stops	60
Bus Shelters	20
Benches	19
Real-Time Signs	16

Ridership

Annual Ridership



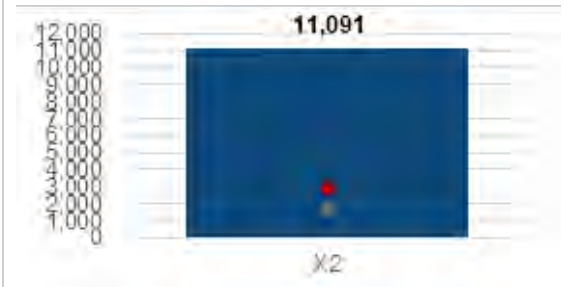
Top Transfer Locations

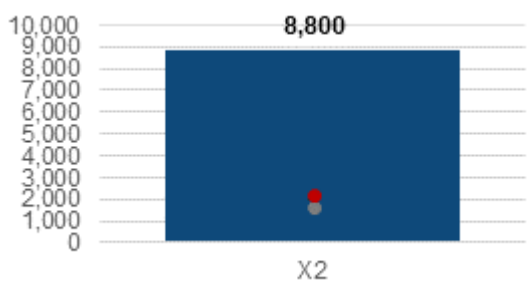
Gallery Place-Chinatown, Minnesota Avenue, Union Station

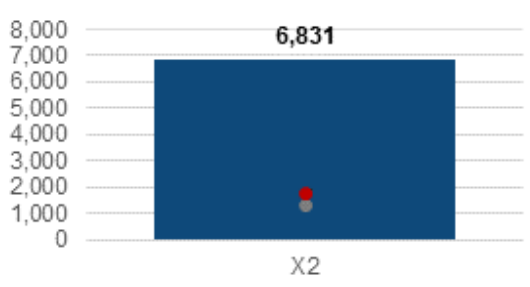
Average Daily Ridership

System Average

Class/Tier Average







Average Trip Ridership and Maximum Load by Time Period

Vehicle Load Factor

	Direction:	East	West
Weekday	**Peak** Maximum Target: 1.20	0.56	0.63
	Off-Peak Maximum Target: 1.00	0.49	0.47
	Saturday Maximum Target: 1.00	0.52	0.51
	Sunday Maximum Target: 1.00	0.45	0.45

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
X2																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
X2																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
X2																								

[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

B 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	4:00 a.m. - 3:56 a.m.	-	A	24 Hours	-	A	4:10 a.m. - 3:59 a.m.	-	A
	Frequency of Service | varies	Peak: 9.6 / Off-Peak: 11.7	*Peak: 15.0 / Off-Peak: 21.8*	A	15.4	*28.5*	A	17.3	*32.0*	A
Productivity	**Passengers per Revenue Hour** | 30.0	60.6	*33.0*	A	60.9	*29.0*	A	54.2	*28.9*	A
	Passengers per Revenue Mile | 4.0	9.4	*3.7*	A	8.1	*3.0*	A	6.5	*2.9*	A
Reliability	**On-Time Performance** | 79%	66%	*76%*	E	68%	*78%*	E	61%	*80%*	E
	Crowding | 5.0%	3.0%	*2.1%*	A	2.0%	*1.0%*	A	1.0%	*0.8%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.56 Off-Peak: 0.49	*Peak: 0.52 Off-Peak: 0.40*	B	0.52	*0.38*	B	0.45	*0.37*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $5.00	$1.93	*$3.91*	A	$1.92	*$4.52*	A	$2.16	*$4.63*	A
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route X2

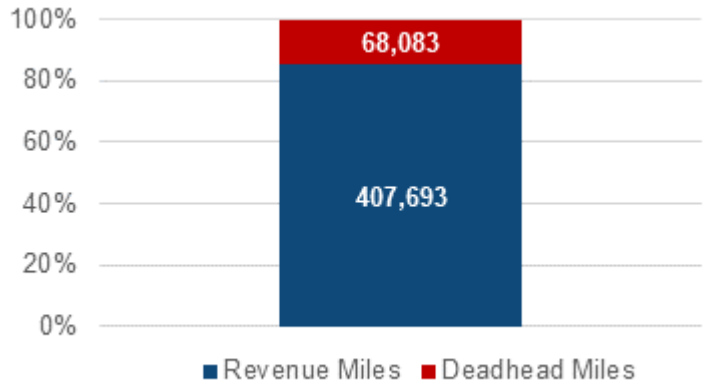
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	5.7	*5.6*	E
Route Design	**Circuity |** 1.75	1.07	*1.44*	A

	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 |** 30.0	60.6	*32.2*	A	60.9	*28.3*	A	54.2	*28.3*	A
	Passengers per Revenue Mile | 4.0	9.4	*3.7*	A	8.1	*3.0*	A	6.5	*2.9*	A
	Unique Segment Ridership | 10%	23%	*17%*	A	23%	*19%*	A	23%	*19%*	A
Reliability	**On-Time Performance |** 79%	66%	*77%*	E	68%	*79%*	E	61%	*80%*	E
	Crowding | 5.0%	3.0%	*2.0%*	A	1.9%	*1.1%*	A	1.4%	*0.9%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.60 Off-Peak: 0.50	*Peak: 0.53 Off-Peak: 0.41*	B+	0.50	*0.39*	B	0.40	*0.35*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$1.93	*$4.18*	A	$1.92	*$4.72*	A	$2.16	*$4.78*	A
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

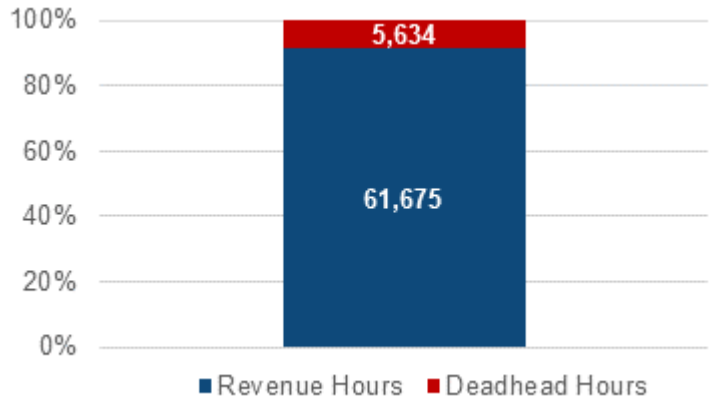
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



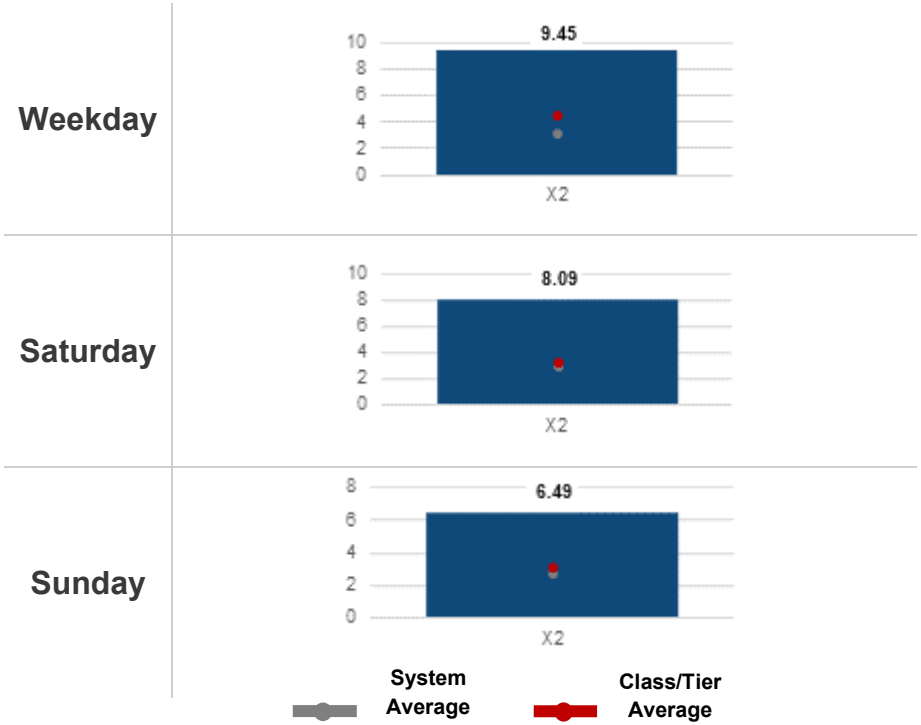
Hours Allocation



Service Delivery

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
X2	11.0	36,295	32,602 (90%)

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

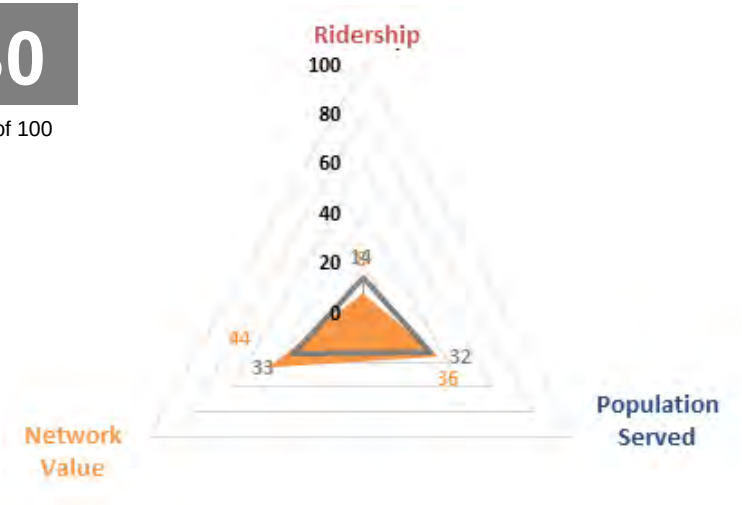
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

30

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$966,278
Peak Vehicles	3
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

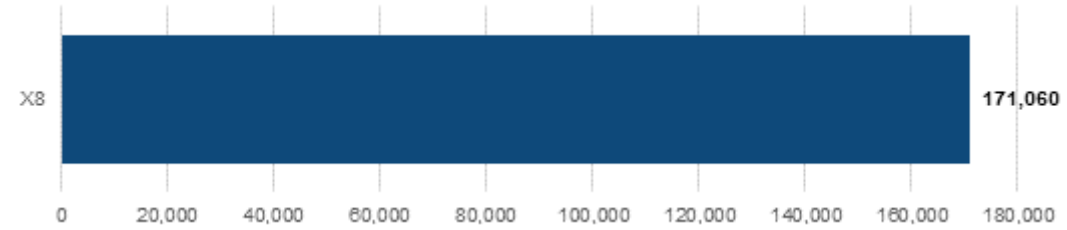
Service Area Population		25,741
Minority Population	*Service Area*	13,188
	Rider Survey	492 (75%)
Low-Income Households	*Service Area*	2,433
	Rider Survey	145 (24%)

Facilities/Amenities

Bus Stops	36
Bus Shelters	3
Benches	7
Real-Time Signs	0

Ridership

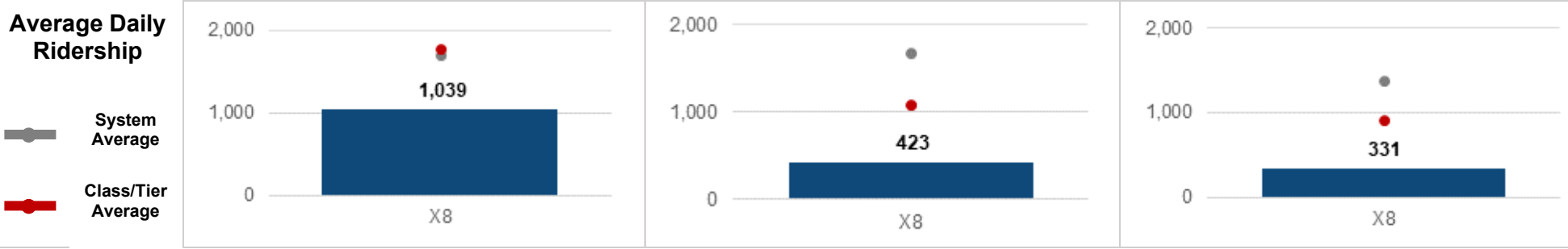
Annual Ridership



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: 1.20	0.27	0.28
Weekday	**Off-Peak** Maximum Target: 1.00	0.21	0.17
	Saturday Maximum Target: 1.00	0.18	0.17
	Sunday Maximum Target: 1.00	0.15	0.13

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk												—												
X8																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
X8																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
X8																								

[1] Span/frequency standards are only applicable at the line level.

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 a.m. - 10:38 p.m.	-	A	6:40 a.m. - 9:54 p.m.	-	A	6:40 a.m. - 9:53 p.m.	-	A
	Frequency of Service | varies	Peak: 19.1 / Off-Peak: 35.2	*Peak: 20.6 / Off-Peak: 32.7*	A	39.7	*40.5*	A	39.7	*41.1*	A
Productivity	**Passengers per Revenue Hour** | 20.0	40.0	*28.8*	A	28.7	*27.4*	A	22.4	*26.0*	A
	Passengers per Revenue Mile | 4.0	5.6	*2.9*	A	3.8	*2.7*	C	3.0	*2.5*	E
Reliability	**On-Time Performance** | 79%	83%	*82%*	B	90%	*82%*	A	93%	*84%*	A
	Crowding | 5.0%	0.1%	*0.5%*	A	0.0%	*0.2%*	A	0.0%	*0.1%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.27 Off-Peak: 0.21	*Peak: 0.39 Off-Peak: 0.29*	A	0.18	*0.30*	A	0.15	*0.28*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $5.00	$2.92	*$4.67*	A	$4.08	*$5.07*	A	$5.21	*$5.13*	C
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route X8

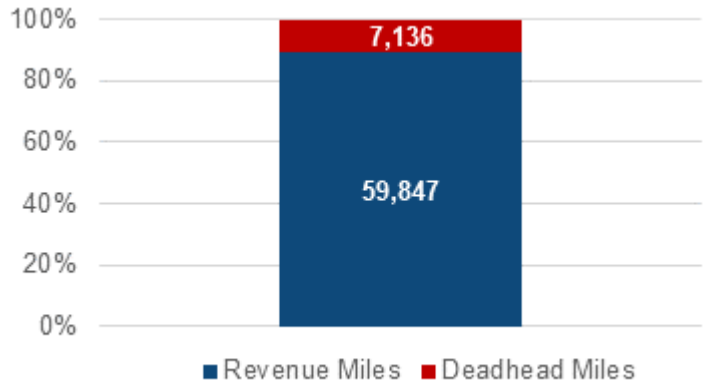
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	7.5	*6.1*	E
Route Design	**Circuity |** N/A	1.14	*2.00*	-

	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 |** 20.0	40.0	*29.7*	A	28.7	*29.3*	A	22.4	*27.9*	A
	Passengers per Revenue Mile | 4.0	5.6	*3.0*	A	3.8	*2.9*	C	3.0	*2.7*	E
	Unique Segment Ridership | 10%	63%	*31%*	A	66%	*33%*	A	63%	*32%*	A
Reliability	**On-Time Performance |** 79%	83%	*82%*	B	90%	*82%*	A	93%	*84%*	A
	Crowding | 5.0%	0.1%	*0.4%*	A	0.0%	*0.2%*	A	0.0%	*0.1%*	A
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.28 Off-Peak: 0.20	*Peak: 0.39 Off-Peak: 0.29*	A	0.20	*0.31*	A	0.10	*0.27*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$2.92	*$4.77*	A	$4.08	*$4.83*	A	$5.21	*$4.94*	C
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

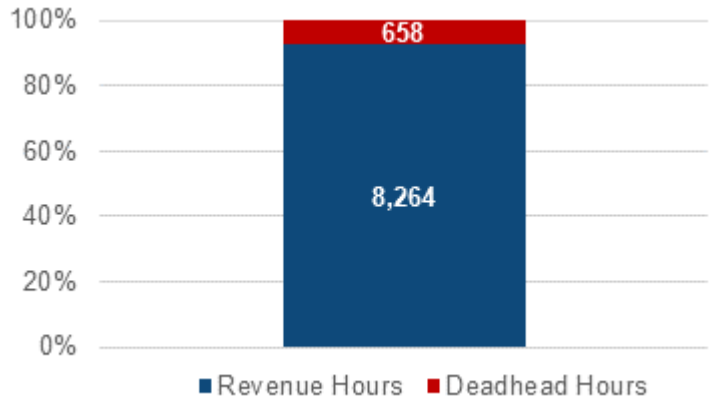
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



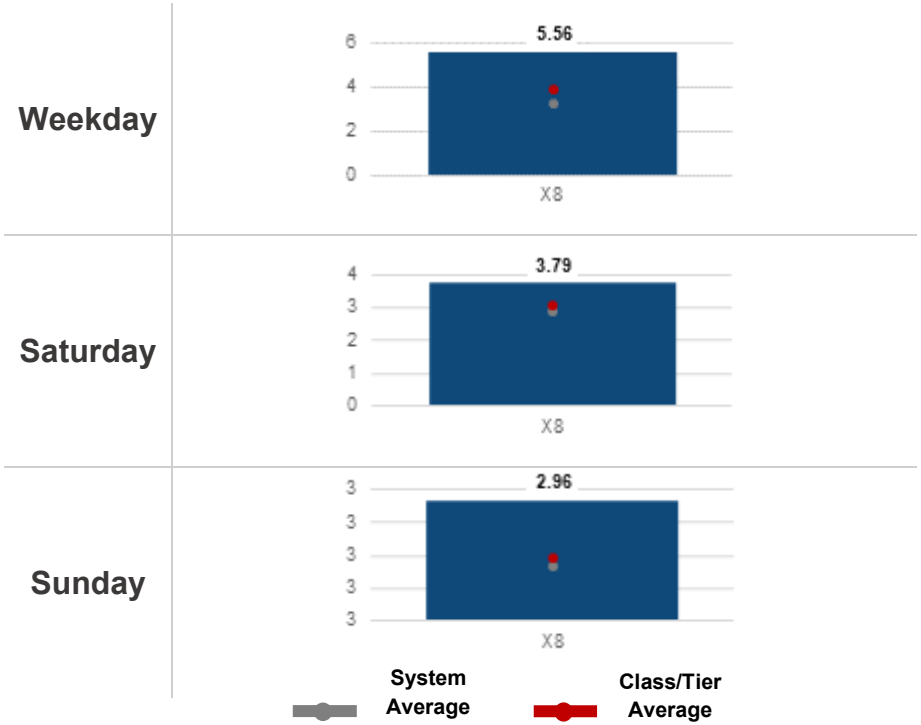
Hours Allocation



Service Delivery

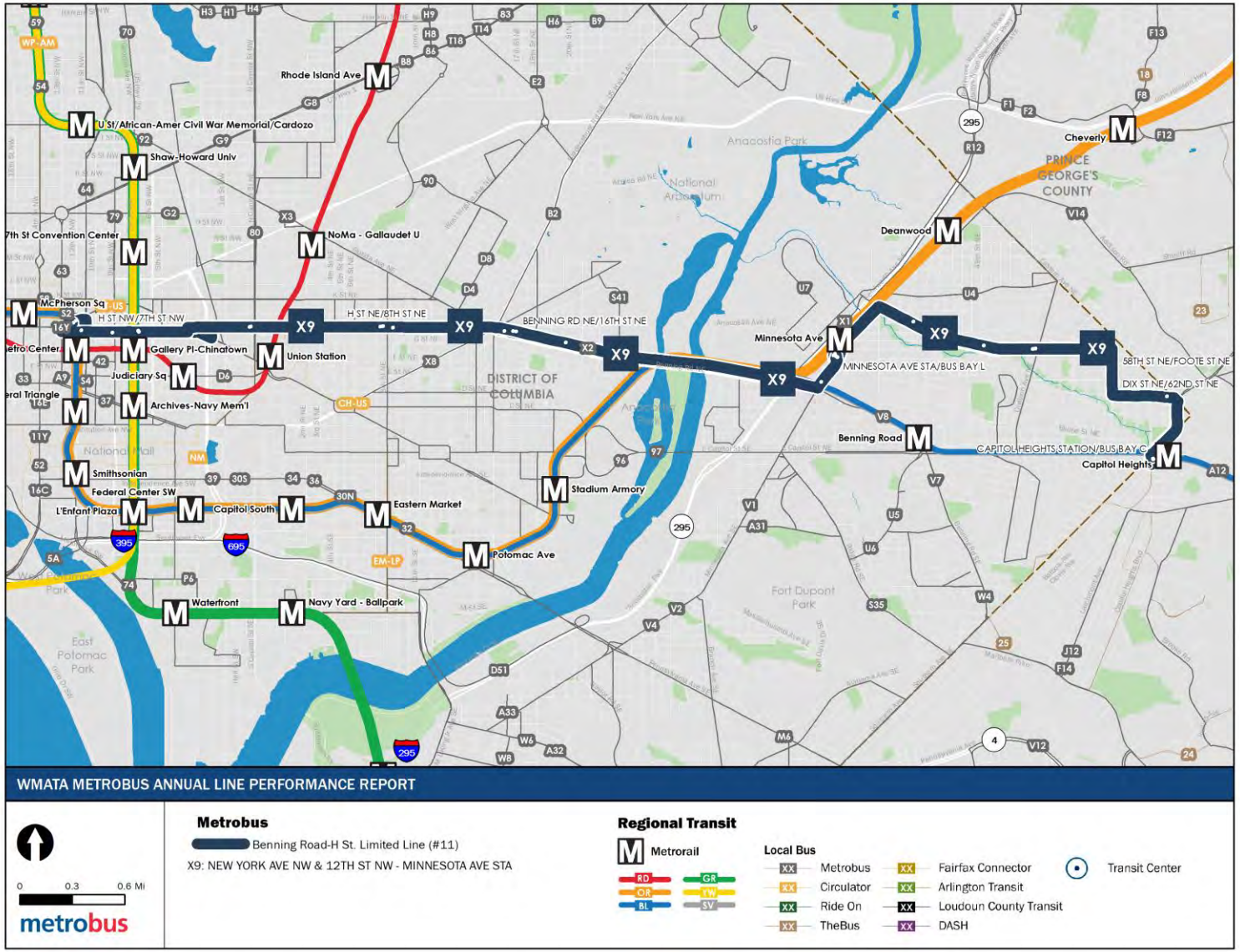
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
X8	5.4	11,126	9,927 (89%)

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

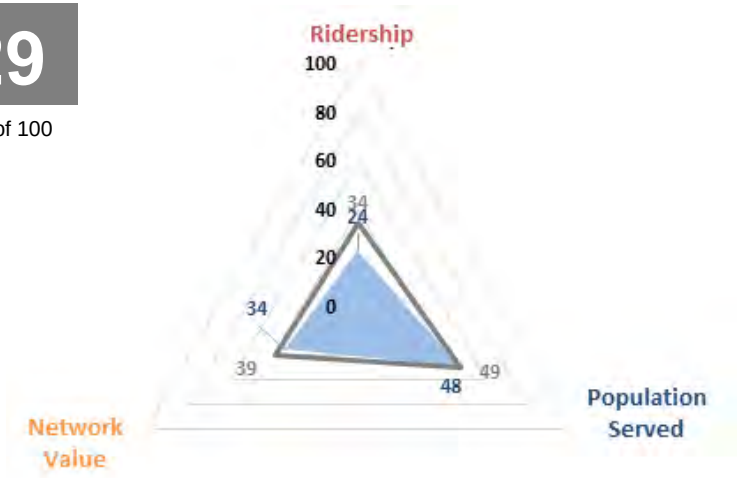
Line	C

Legend
Exceeds Meets
Approaches Below Significantly Below

Line Benefit Score

29

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$2,080,689
Peak Vehicles	7
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

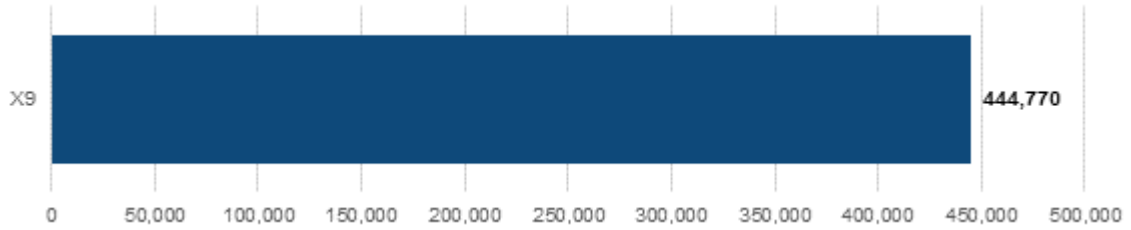
Service Area Population		50,815
Minority Population	*Service Area*	36,089
	Rider Survey	2,148 (93%)
Low-Income Households	*Service Area*	6,181
	Rider Survey	1,273 (56%)

Facilities/Amenities

Bus Stops	42
Bus Shelters	13
Benches	10
Real-Time Signs	11

Ridership

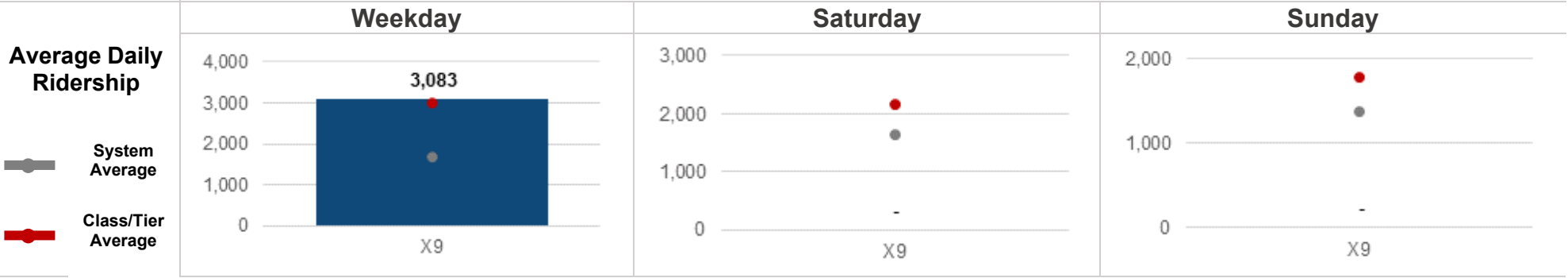
Annual Ridership



Top Transfer Locations

Gallery Place-Chinatown, Minnesota Avenue, Union Station

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period

Vehicle Load Factor

	Direction:	East	West
Weekday	**Peak** Maximum Target: 1.20	0.66	0.62
Weekday	**Off-Peak** Maximum Target: 1.00	0.49	0.50
	Saturday Maximum Target: 1.00		
	Sunday Maximum Target: 1.00		

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																	—	—	—	—				
X9																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk				—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—				
X9																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk				—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—				
X9																								

[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

C 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 a.m. - 7:24 p.m.	-	D		-	E		-	E
	Frequency of Service | varies	Peak: 15.3 / Off-Peak: 15.7	*Peak: 15.0 / Off-Peak: 21.8*	A		*28.5*	-		*32.0*	-
Productivity	**Passengers per Revenue Hour** | 30.0	44.2	*33.0*	A		*29.0*	-		*28.9*	-
	Passengers per Revenue Mile | 4.0	5.4	*3.7*	A		*3.0*	-		*2.9*	-
Reliability	**On-Time Performance** | 79%	78%	*76%*	C		*78%*	-		*80%*	-
	Crowding | 5.0%	5.1%	*2.1%*	C		*1.0%*	-		*0.8%*	-
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.66 Off-Peak: 0.49	*Peak: 0.52 Off-Peak: 0.40*	B		*0.38*	-		*0.37*	-
Cost Effectiveness	**Operating Cost per Passenger Trip** | $5.00	$2.65	*$3.91*	A		*$4.52*	-		*$4.63*	-
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route X9

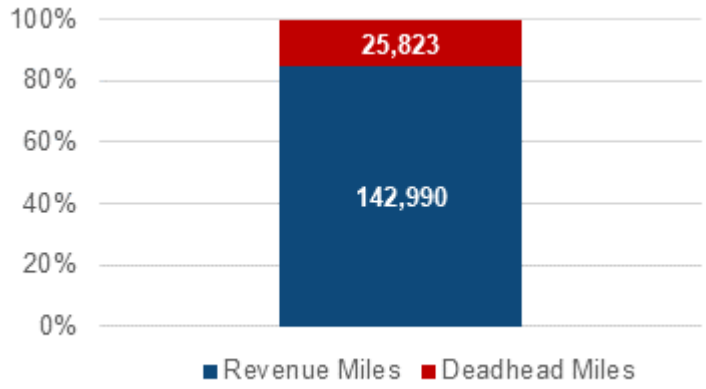
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	2.9	*5.6*	E
Route Design	**Circuity |** 1.75	1.07	*1.44*	A

	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 |** 30.0	44.2	*32.2*	A		*28.3*	-		*28.3*	-
	Passengers per Revenue Mile | 4.0	5.4	*3.7*	A		*3.0*	-		*2.9*	-
	Unique Segment Ridership | 10%	-	*17%*	-		*19%*	-		*19%*	-
Reliability	**On-Time Performance |** 79%	78%	*77%*	C		*79%*	-		*80%*	-
	Crowding | 5.0%	5.1%	*2.0%*	C		*1.1%*	-		*0.9%*	-
	Load Factor | Peak: 1.20 / Off-Peak: 1.00	Peak: 0.64 Off-Peak: 0.50	*Peak: 0.53 Off-Peak: 0.41*	B+		*0.39*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$2.65	*$4.18*	A		*$4.72*	-		*$4.78*	-
	Cost Recovery | 25%	**Data Unavailable for FY2020**								

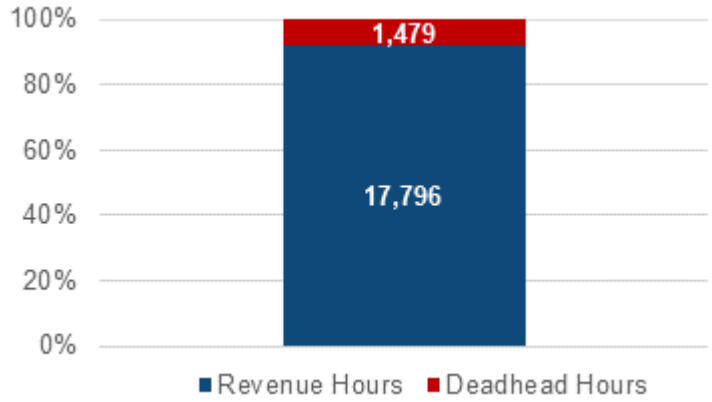
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



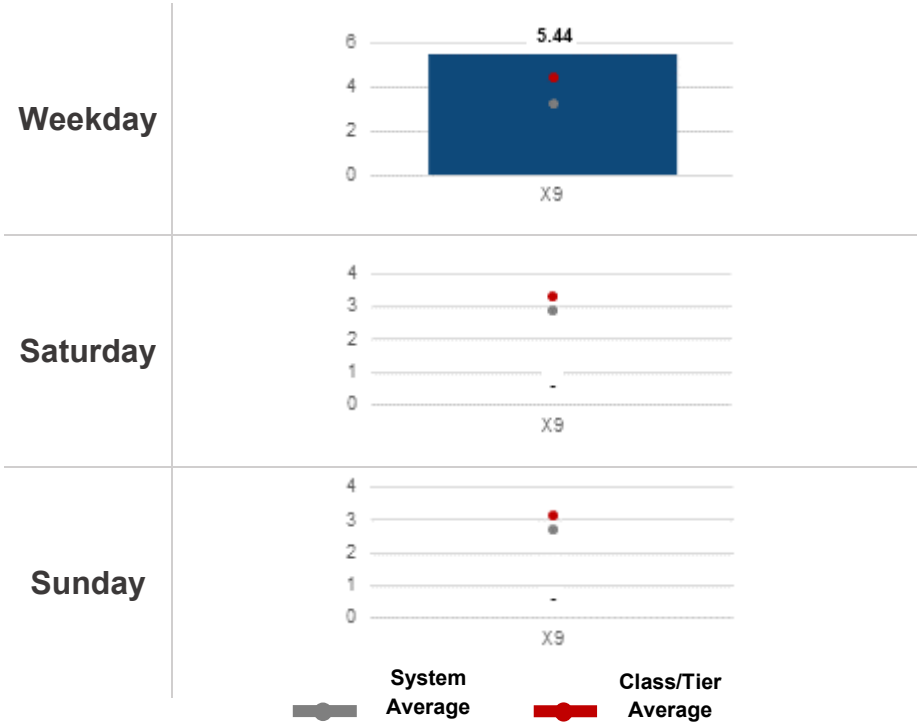
Hours Allocation



Service Delivery

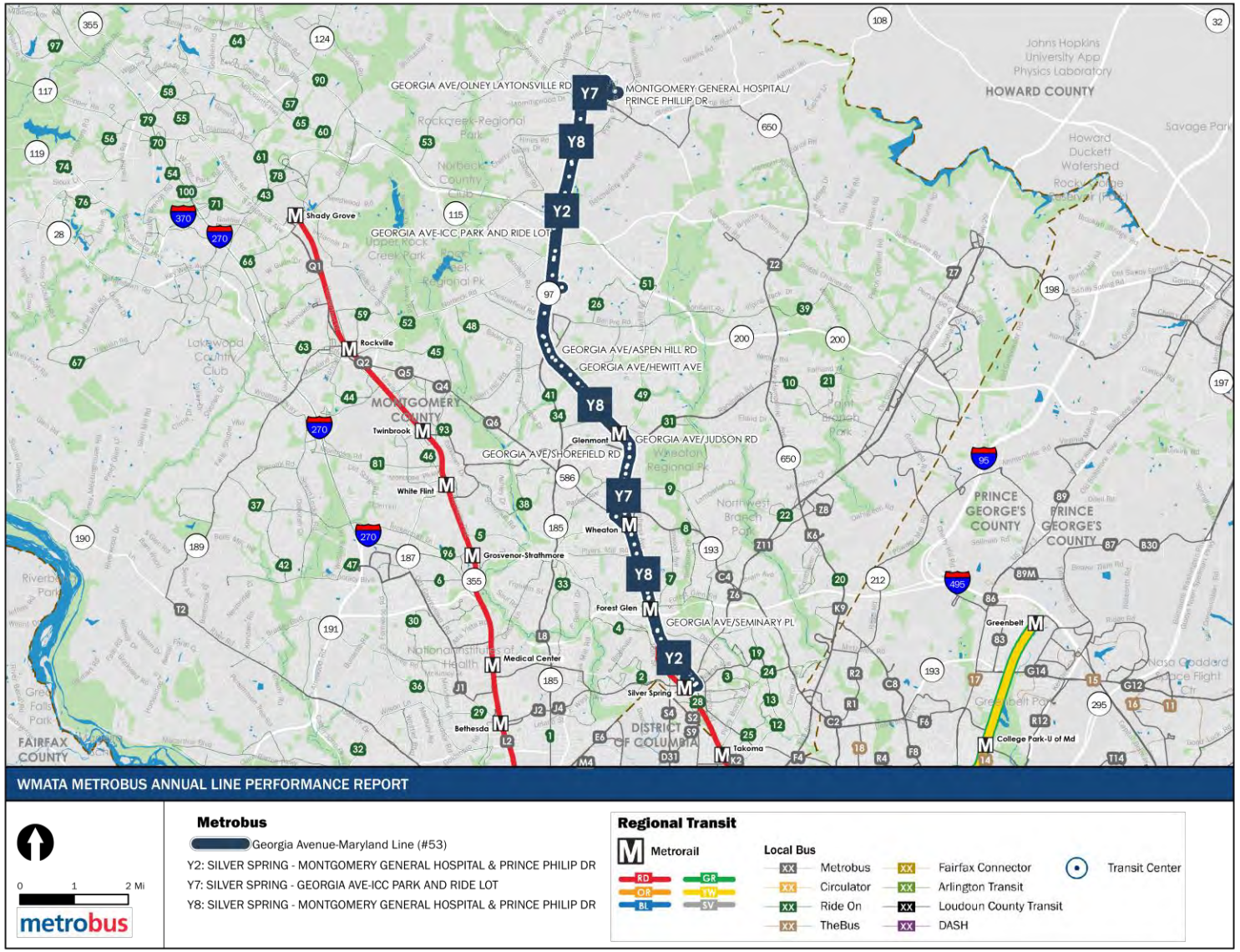
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
X9	15.6	10,640	8,989 (84%)

Passenger Miles per Revenue Mile



LINE: 53 – GEORGIA AVENUE-MARYLAND ROUTE(S): Y2,7,8

About the Line



Service Classification

Framework

Activity Tier

2

Overall Grade

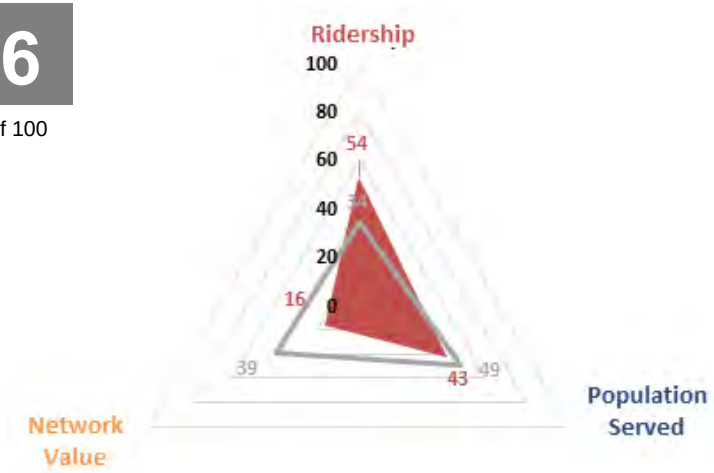
Line	B

Legend
Exceeds
Meets
Approaches
Below
Significantly Below

Line Benefit Score

46

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$7,679,576
Peak Vehicles	15
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

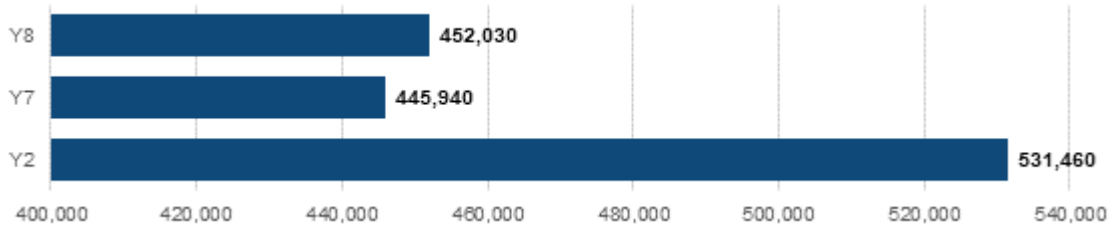
Service Area Population		50,606
Minority Population	*Service Area*	32,743
	Rider Survey	4,361 (88%)
Low-Income Households	*Service Area*	3,538
	Rider Survey	2,281 (52%)

Facilities/Amenities

Bus Stops	155
Bus Shelters	39
Benches	49
Real-Time Signs	7

Ridership

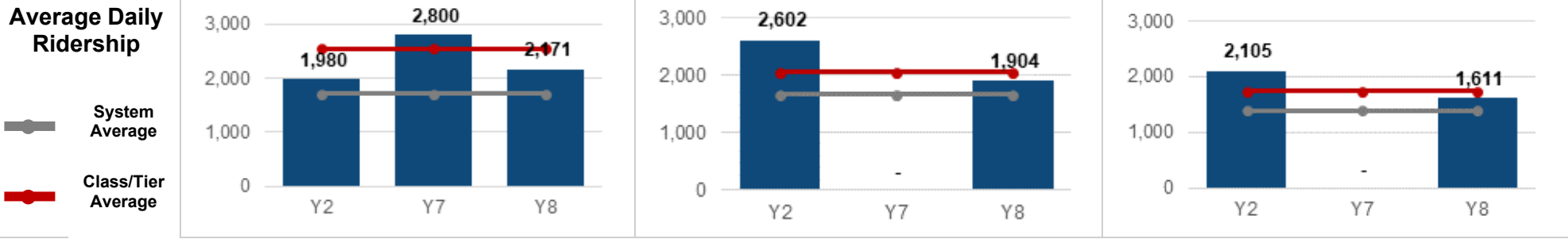
Annual Ridership



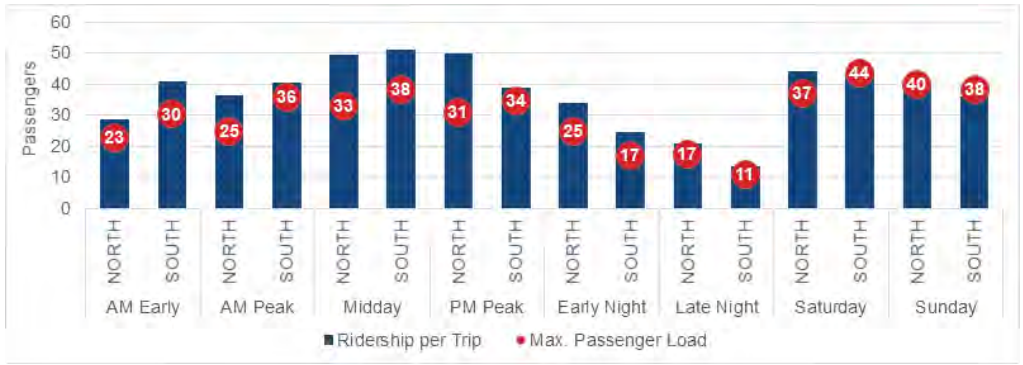
Top Transfer Locations

Glenmont, Wheaton, Silver Spring

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period

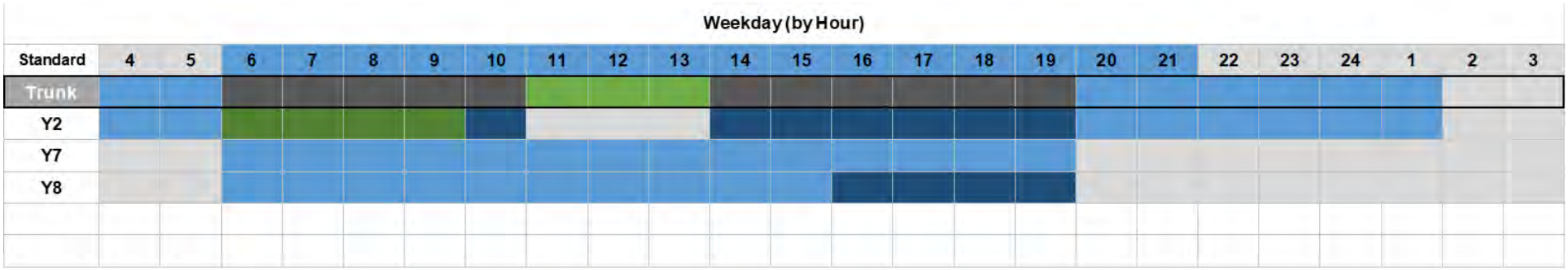


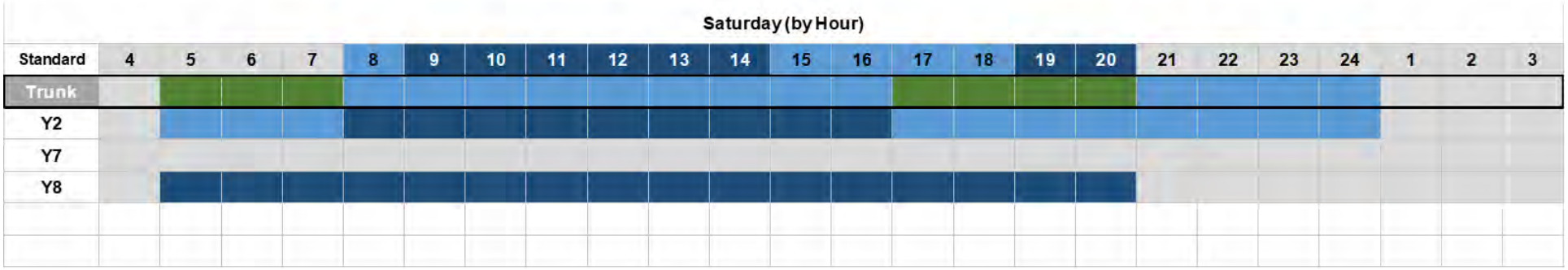
Vehicle Load Factor

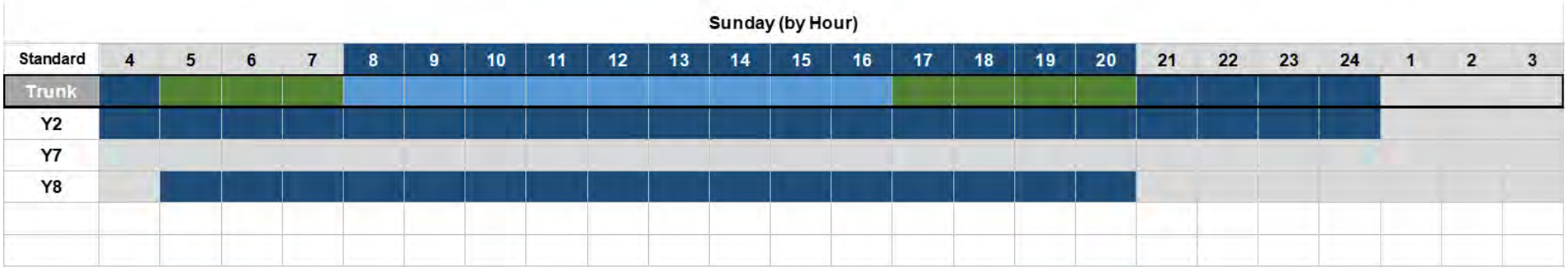
	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.00	0.54	0.53
Weekday	**Off-Peak** Maximum Target: 1.00	0.52	0.56
	Saturday Maximum Target: 1.00	0.56	0.60
	Sunday Maximum Target: 1.00	0.51	0.53

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—







[1] Span/frequency standards are only applicable at the line level.

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	4:18 a.m. - 1:12 a.m.	-	A	5:00 a.m. - 12:57 a.m.	-	A	4:56 a.m. - 12:44 a.m.	-	A
	Frequency of Service | varies	Peak: 8.9 / Off-Peak: 8.4	*Peak: 15.0 / Off-Peak: 21.8*	A	19.0	*28.5*	A	19.1	*32.0*	A
Productivity	**Passengers per Revenue Hour** | 20.0	35.2	*33.0*	A	37.7	*29.0*	A	33.1	*28.9*	A
	Passengers per Revenue Mile | 2.0	3.3	*3.7*	A	3.1	*3.0*	A	2.7	*2.9*	A
Reliability	**On-Time Performance** | 79%	72%	*76%*	D	65%	*78%*	E	75%	*80%*	C
	Crowding | 5.0%	0.8%	*2.1%*	A	5.0%	*1.0%*	C	2.0%	*0.8%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.54 Off-Peak: 0.52	*Peak: 0.52 Off-Peak: 0.40*	B	0.56	*0.38*	B	0.51	*0.37*	B
Cost Effectiveness	**Operating Cost per Passenger Trip** | $5.00	$3.33	*$3.91*	A	$3.10	*$4.52*	A	$3.54	*$4.63*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route Y2

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	5.5	*5.6*	E
Route Design	**Circuity |** 1.75	1.10	*1.44*	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 |** 20.0	32.3	*32.2*	A	37.2	*28.3*	A	32.6	*28.3*	A
	Passengers per Revenue Mile | 2.0	2.6	*3.7*	A	2.9	*3.0*	A	2.5	*2.9*	A
	Unique Segment Ridership | 10%	-	*17%*	-	-	*19%*	-	-	*19%*	-
Reliability	**On-Time Performance |** 79%	72%	*77%*	D	66%	*79%*	E	76%	*80%*	C
	Crowding | 5.0%	0.5%	*2.0%*	A	4.4%	*1.1%*	A	1.8%	*0.9%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.58 Off-Peak: 0.40	*Peak: 0.53 Off-Peak: 0.41*	B+	0.50	*0.39*	B	0.50	*0.35*	A
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$3.62	*$4.18*	A	$3.15	*$4.72*	A	$3.59	*$4.78*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route Y7

	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	6.0	*5.6*	E
Route Design	**Circuity |** 1.75	1.20	*1.44*	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 |** 20.0	36.2	*32.2*	A		*28.3*	-		*28.3*	-
	Passengers per Revenue Mile | 2.0	3.9	*3.7*	A		*3.0*	-		*2.9*	-
	Unique Segment Ridership | 10%	1%	*17%*	E		*19%*	-		*19%*	-
Reliability	**On-Time Performance |** 79%	74%	*77%*	D		*79%*	-		*80%*	-
	Crowding | 5.0%	0.9%	*2.0%*	A		*1.1%*	-		*0.9%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.50 Off-Peak: 0.60	*Peak: 0.53 Off-Peak: 0.41*	B		*0.39*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$3.23	*$4.18*	A		*$4.72*	-		*$4.78*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route Y8

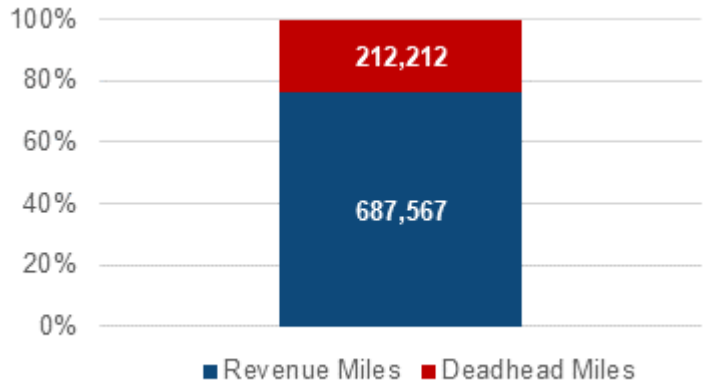
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	5.5	*5.6*	E
Route Design	**Circuity |** 1.75	1.20	*1.44*	A

	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 |** 20.0	36.7	*32.2*	A	38.5	*28.3*	A	33.7	*28.3*	A
	Passengers per Revenue Mile | 2.0	3.5	*3.7*	A	3.4	*3.0*	A	3.0	*2.9*	A
	Unique Segment Ridership | 10%	-	*17%*	-	-	*19%*	-	-	*19%*	-
Reliability	**On-Time Performance |** 79%	71%	*77%*	D	64%	*79%*	E	73%	*80%*	D
	Crowding | 5.0%	0.8%	*2.0%*	A	6.4%	*1.1%*	E	1.5%	*0.9%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.50 Off-Peak: 0.60	*Peak: 0.53 Off-Peak: 0.41*	B	0.60	*0.39*	B	0.60	*0.35*	B
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$3.19	*$4.18*	A	$3.04	*$4.72*	A	$3.47	*$4.78*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

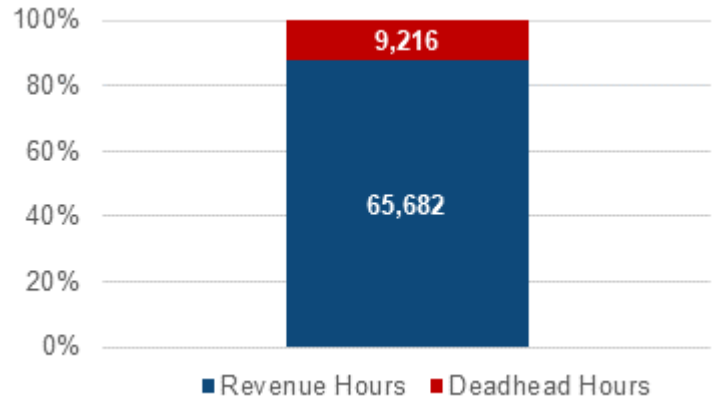
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



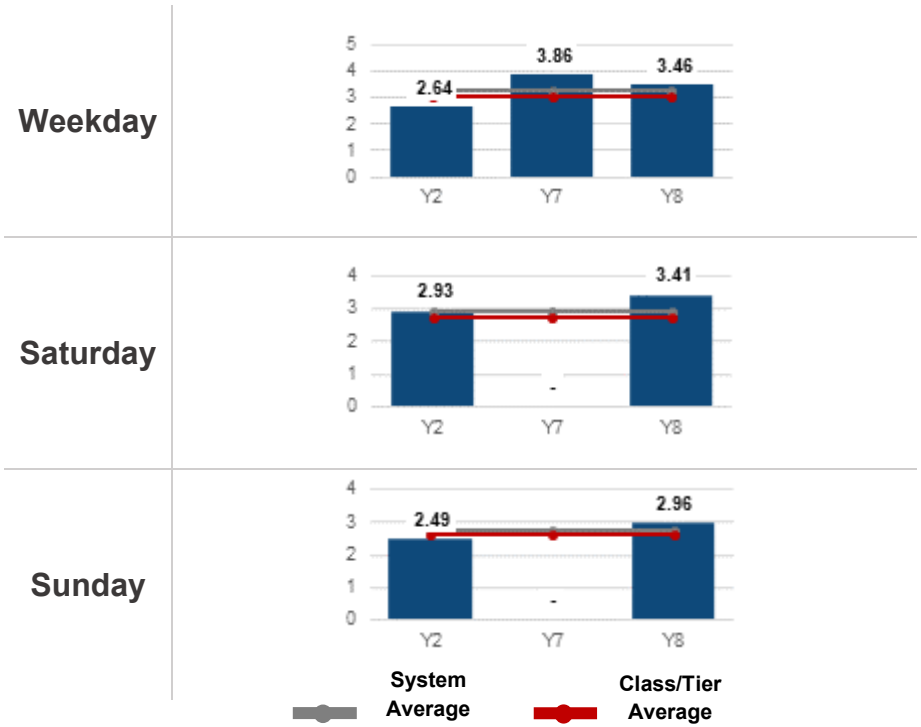
Hours Allocation



Service Delivery

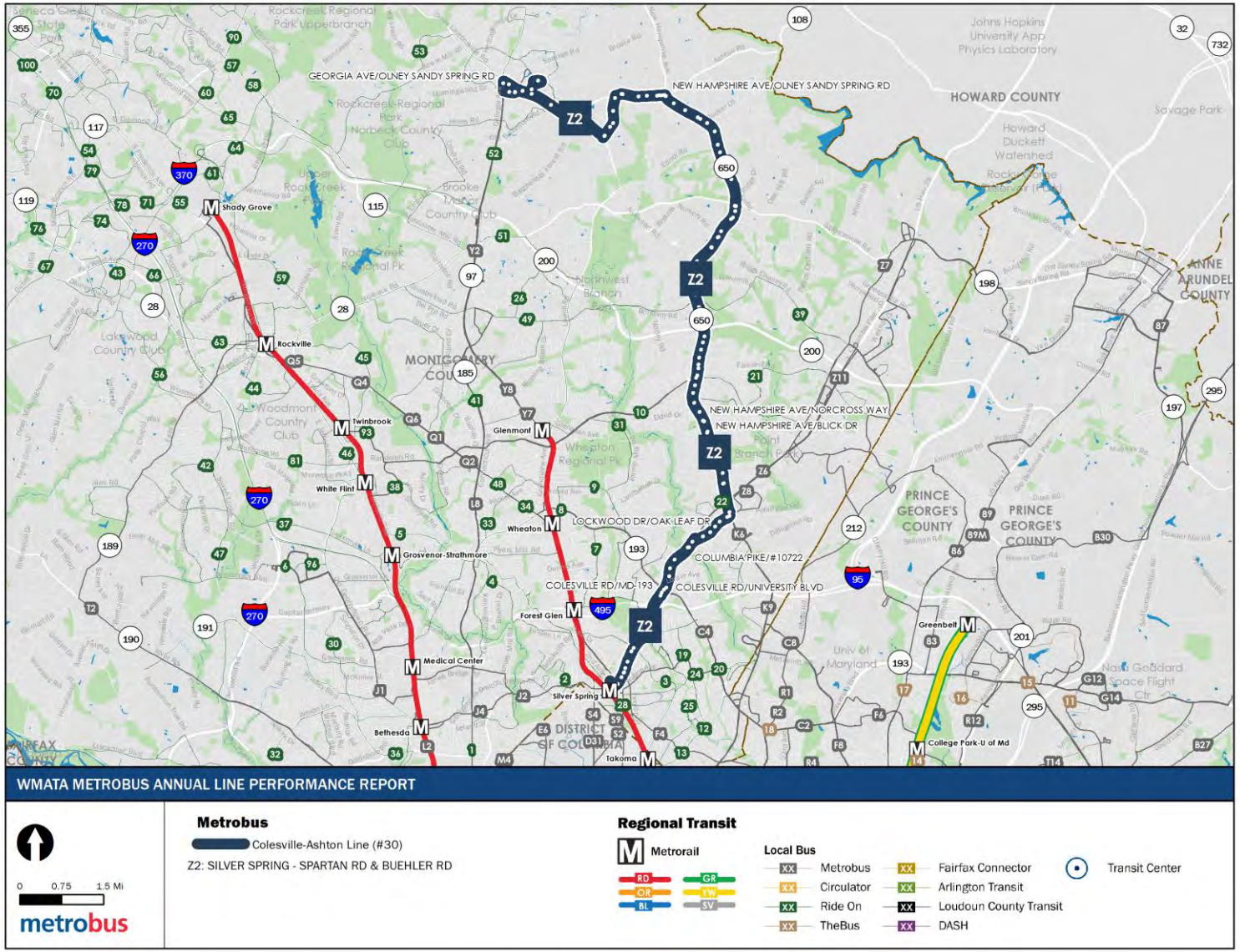
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
Y2	30.0	9,365	7,612 (81%)
Y7	23.2	7,728	6,158 (80%)
Y8	30.9	6,970	5,674 (81%)

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

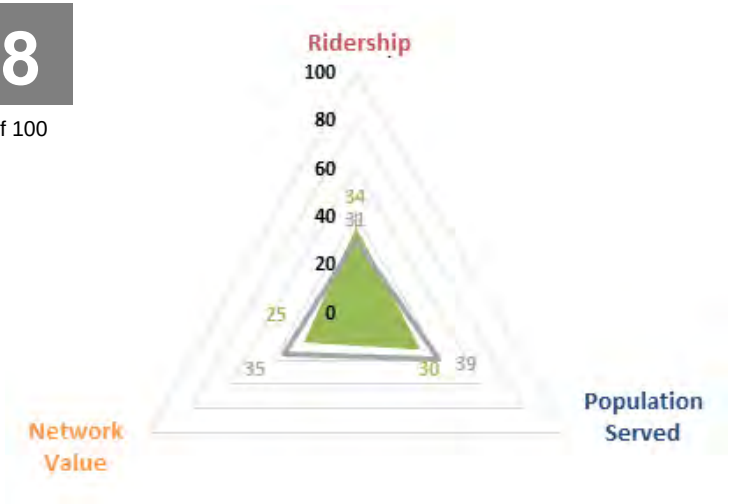
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

28

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$1,056,177
Peak Vehicles	0
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

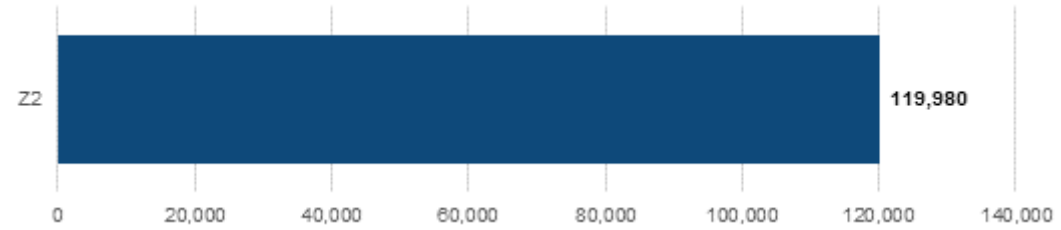
Service Area Population		33,706
Minority Population	*Service Area*	19,819
	Rider Survey	480 (85%)
Low-Income Households	*Service Area*	2,303
	Rider Survey	220 (42%)

Facilities/Amenities

Bus Stops	179
Bus Shelters	16
Benches	43
Real-Time Signs	1

Ridership

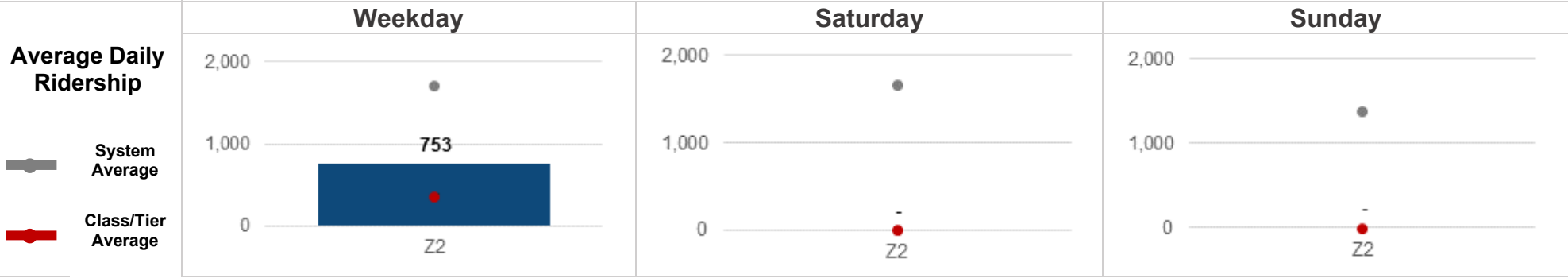
Annual Ridership



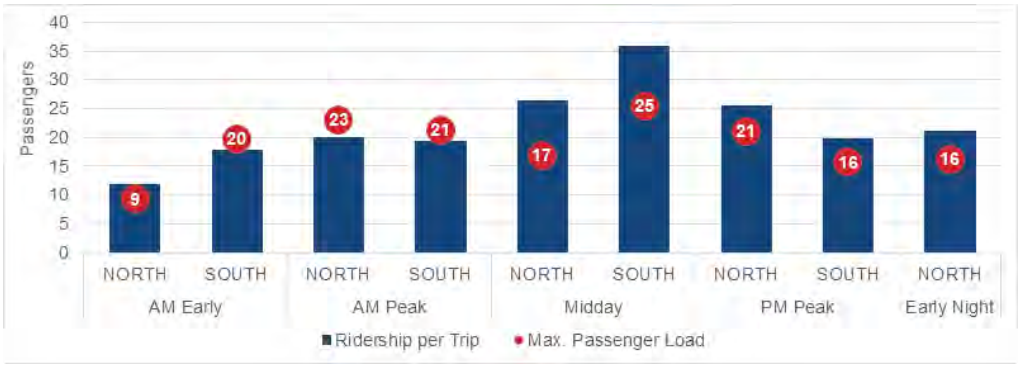
Top Transfer Locations

Silver Spring

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.00	0.41	0.34
Weekday	**Off-Peak** Maximum Target: 1.00	0.37	0.48
	Saturday Maximum Target: 1.00		
	Sunday Maximum Target: 1.00		

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
Z2																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
Z2																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
Z2																								

[1] Span/frequency standards are only applicable at the line level.

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	5:26 a.m. - 9:41 a.m.; 2:01 p.m. - 8:06 p.m.	-	-		-	-		-	-
	Frequency of Service | varies	Peak: 30.7 / Off-Peak: 30.0	*Peak: 21.1 / Off-Peak: 32.0*	-		*60.0*	-		*65.7*	-
Productivity	**Passengers per Trip** | 10.0	22.1	*21.6*	A		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.0	1.3	*2.3*	A		*0.4*	-		*0.5*	-
Reliability	**On-Time Performance** | 79%	70%	*76%*	D		*77%*	-		*81%*	-
	Crowding | 5.0%	0.0%	*3.1%*	A		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.41 Off-Peak: 0.37	*Peak: 0.48 Off-Peak: 0.39*	A		*0.30*	-		*0.37*	-
Cost Effectiveness	**Operating Cost per Passenger Trip** | $7.00	$5.65	*$5.12*	A		*$8.44*	-		*$7.72*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route Z2

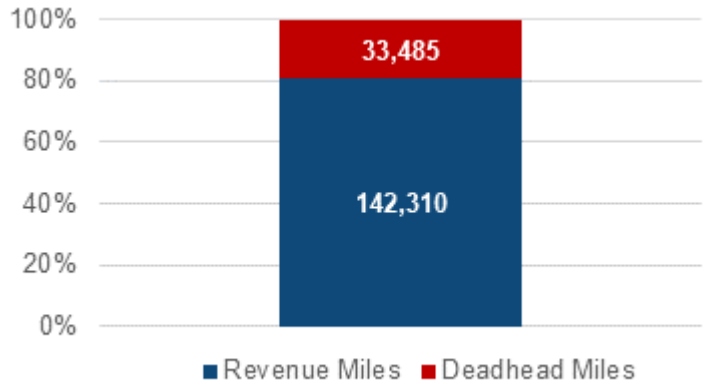
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** N/A	4.9	*3.2*	E
Route Design	**Circuity |** N/A	1.50	*1.39*	-

	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 Trip |** 10.0	22.1	*20.1*	-		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.0	1.3	*2.1*	A		*0.4*	-		*0.5*	-
	Unique Segment Ridership | 15%	21%	*27%*	A		*100%*	-		*100%*	-
Reliability	**On-Time Performance |** 79%	70%	*77%*	D		*77%*	-		*81%*	-
	Crowding | 5.0%	0.0%	*2.4%*	A		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.38 Off-Peak: 0.40	*Peak: 0.44 Off-Peak: 0.36*	A		*0.31*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$5.65	*$5.62*	A		*$8.44*	-		*$7.72*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

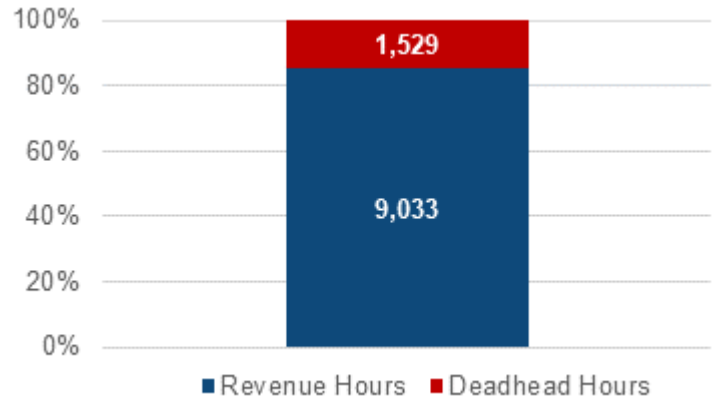
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



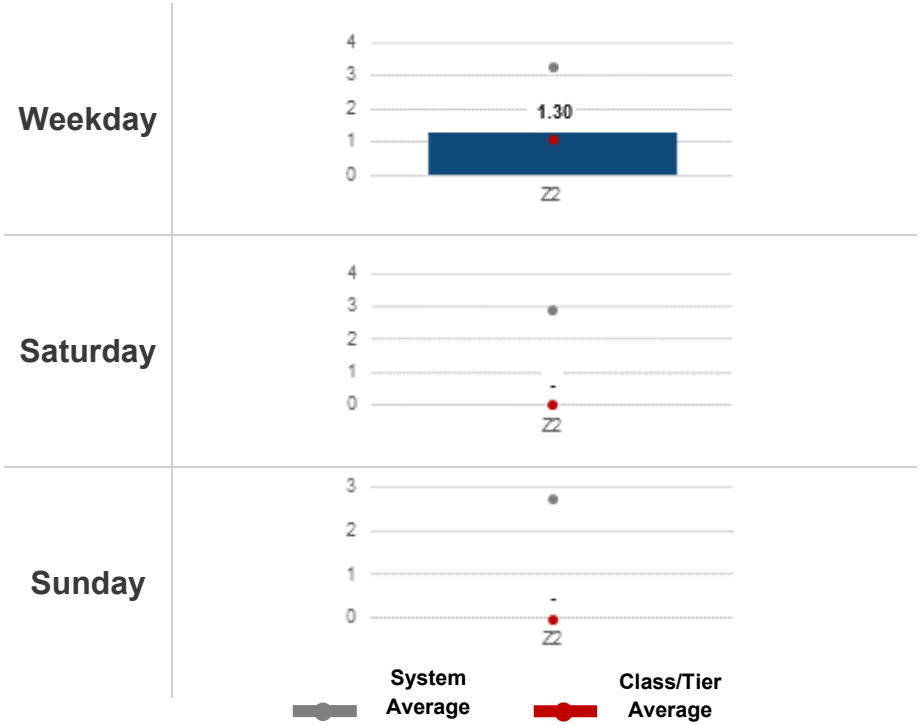
Hours Allocation



Service Delivery

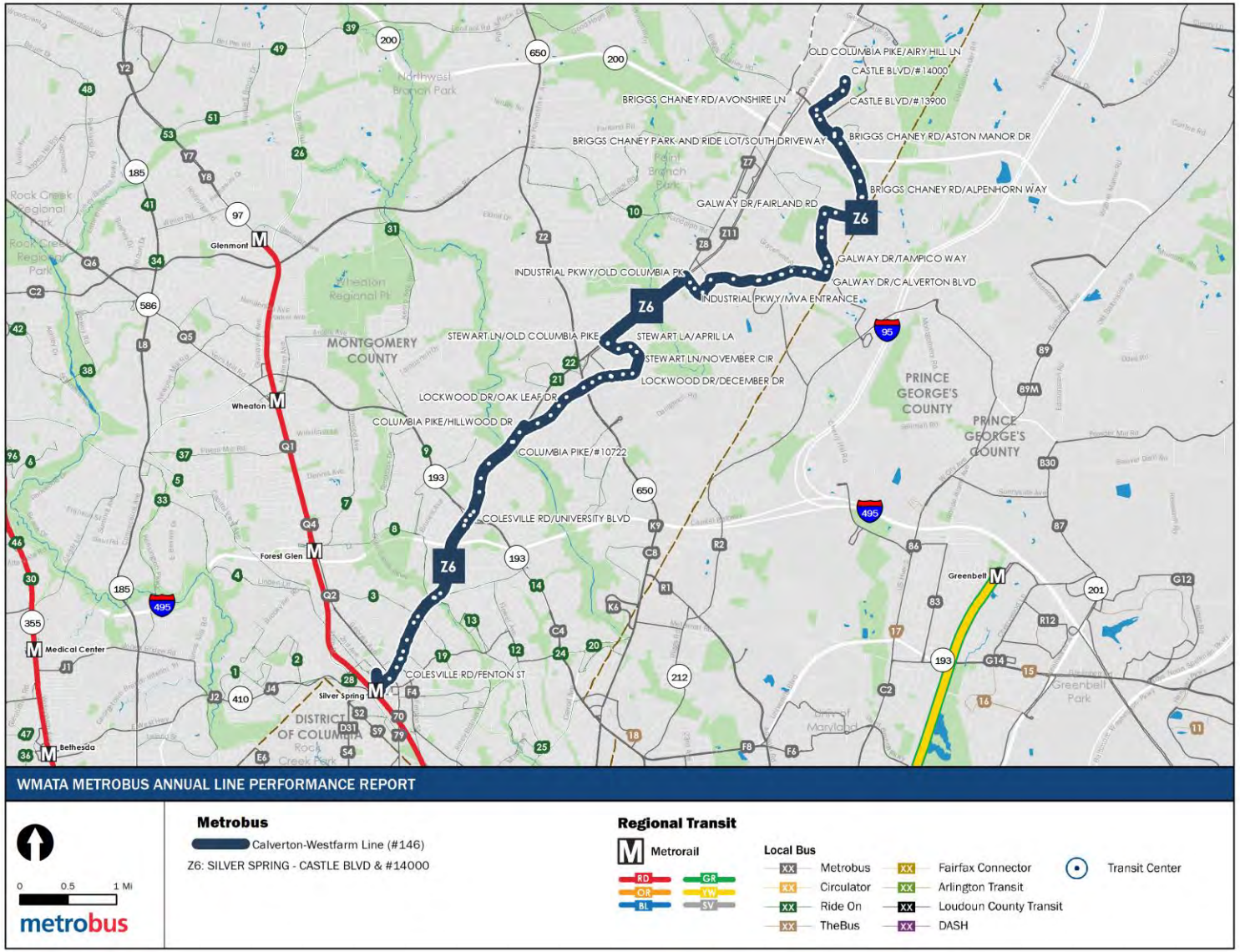
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
Z2	41.8	3,808	3,157 (83%)

Passenger Miles per Revenue Mile



LINE: 146 – CALVERTON-WESTFARM ROUTE(S): Z6

About the Line



Service Classification

Framework

Activity Tier

2

Overall Grade

Line	B

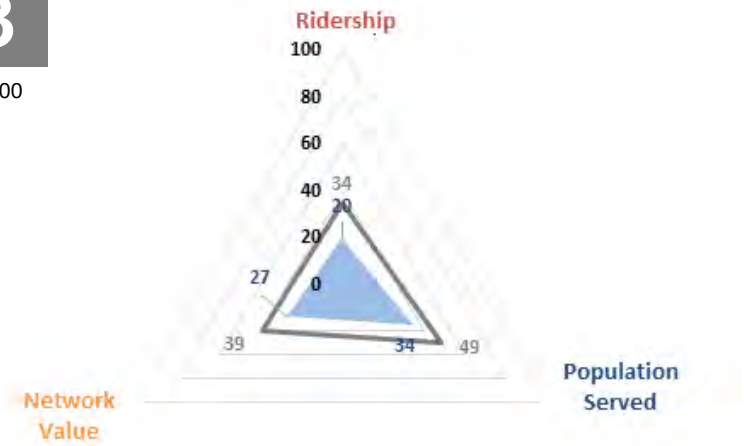
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

23

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$2,685,333
Peak Vehicles	0
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

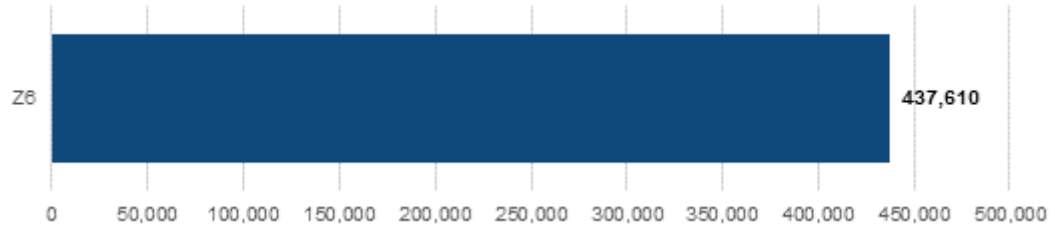
Service Area Population		47,854
Minority Population	*Service Area*	34,740
	Rider Survey	1,891 (91%)
Low-Income Households	*Service Area*	3,615
	Rider Survey	1,087 (55%)

Facilities/Amenities

Bus Stops	151
Bus Shelters	26
Benches	39
Real-Time Signs	2

Ridership

Annual Ridership



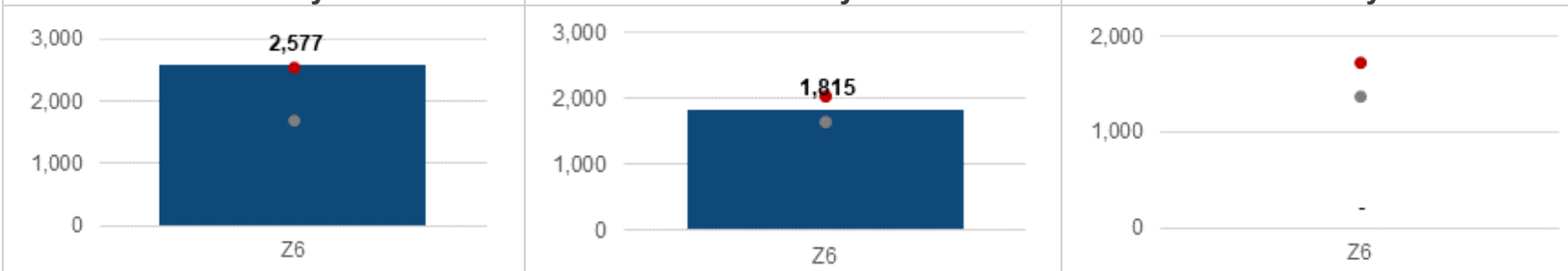
Top Transfer Locations

Silver Spring

Average Daily Ridership

System Average

Class/Tier Average



Average Trip Ridership and Maximum Load by Time Period

Vehicle Load Factor

	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.00	0.58	0.58
	Off-Peak Maximum Target: 1.00	0.62	0.64
	Saturday Maximum Target: 1.00	0.44	0.50
	Sunday Maximum Target: 1.00		

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
Z6																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
Z6																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk					—	—	—	—	—	—	—	—	—	—	—	—	—							
Z6																								

[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

B Calverton-Westfarm

	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 a.m. - 10:48 p.m.	-	A	5:45 a.m. - 10:40 p.m.	-	A		-	E
	Frequency of Service | varies	Peak: 29.6 / Off-Peak: 29.7	*Peak: 15.0 / Off-Peak: 21.8*	A	30.0	*28.5*	B		*32.0*	-
Productivity	**Passengers per Revenue Hour** | 20.0	34.8	*33.0*	A	30.6	*29.0*	A		*28.9*	-
	Passengers per Revenue Mile | 2.0	2.7	*3.7*	A	2.5	*3.0*	A		*2.9*	-
Reliability	**On-Time Performance** | 79%	67%	*76%*	E	72%	*78%*	D		*80%*	-
	Crowding | 5.0%	3.1%	*2.1%*	A	2.0%	*1.0%*	A		*0.8%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.58 Off-Peak: 0.62	*Peak: 0.52 Off-Peak: 0.40*	B	0.44	*0.38*	A		*0.37*	-
Cost Effectiveness	**Operating Cost per Passenger Trip** | $5.00	$3.36	*$3.91*	A	$3.82	*$4.52*	A		*$4.63*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route Z6

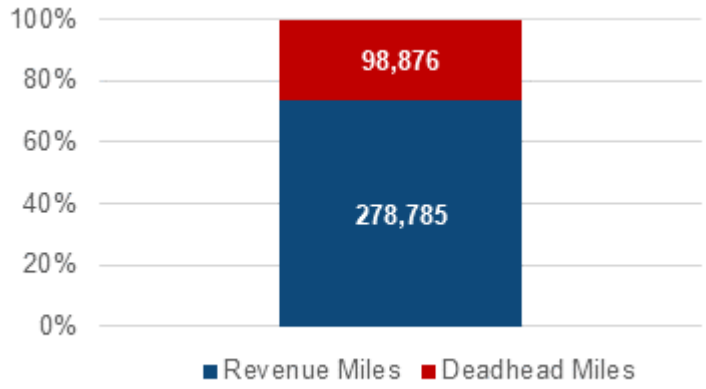
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	5.4	*5.6*	E
Route Design	**Circuity |** 1.75	1.40	*1.44*	A

	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 |** 20.0	34.8	*32.2*	A	30.6	*28.3*	A		*28.3*	-
	Passengers per Revenue Mile | 2.0	2.7	*3.7*	A	2.5	*3.0*	A		*2.9*	-
	Unique Segment Ridership | 10%	19%	*17%*	A	17%	*19%*	A		*19%*	-
Reliability	**On-Time Performance |** 79%	67%	*77%*	E	72%	*79%*	D		*80%*	-
	Crowding | 5.0%	3.1%	*2.0%*	A	1.5%	*1.1%*	A		*0.9%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.58 Off-Peak: 0.60	*Peak: 0.53 Off-Peak: 0.41*	B	0.50	*0.39*	A		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$3.36	*$4.18*	A	$3.82	*$4.72*	A		*$4.78*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

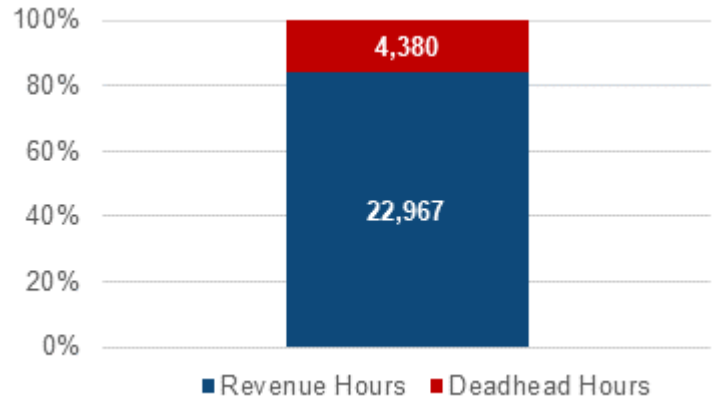
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



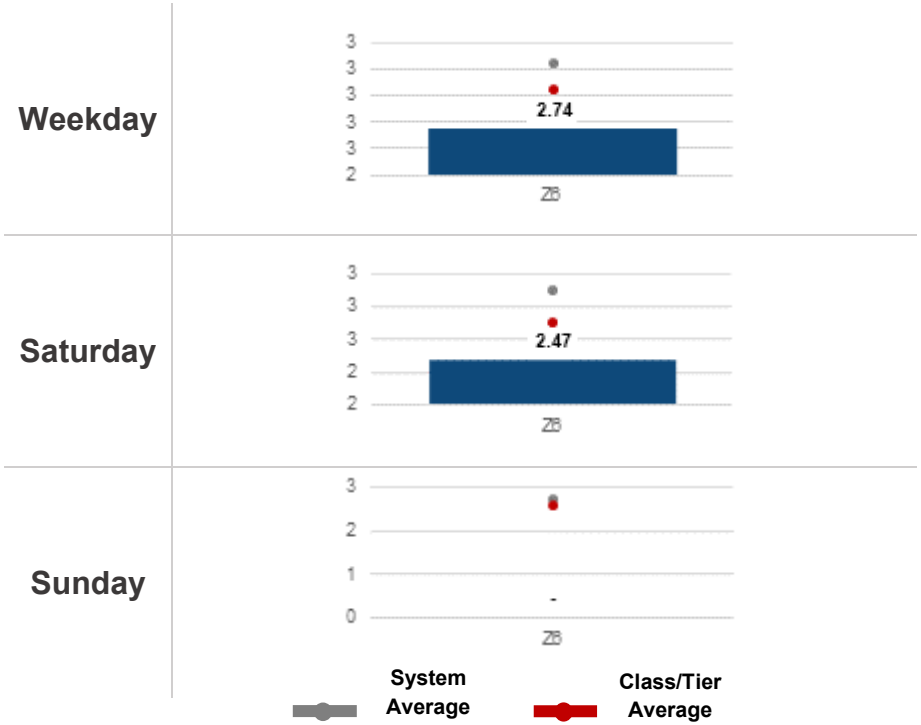
Hours Allocation



Service Delivery

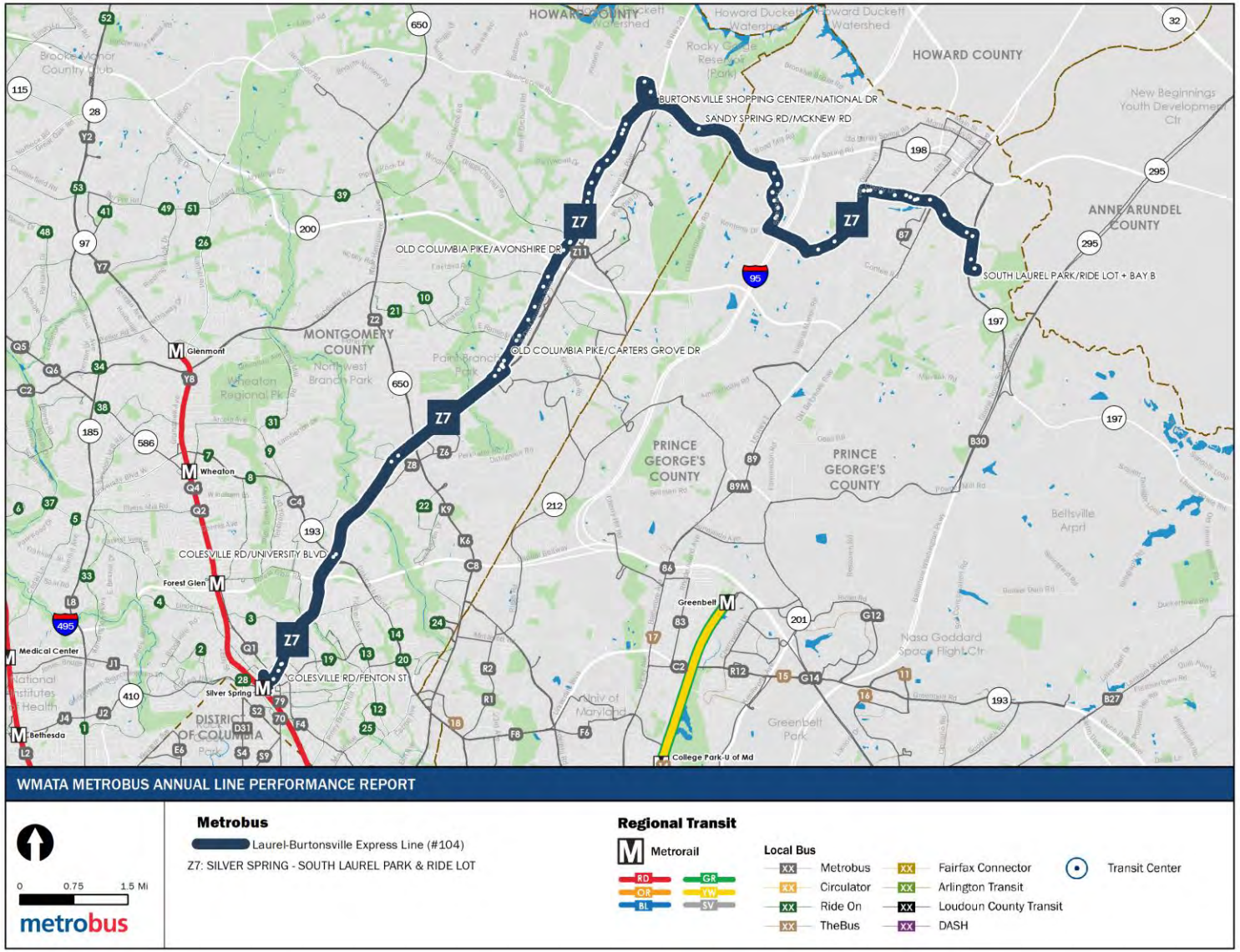
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
Z6	31.5	9,576	7,763 (81%)

Passenger Miles per Revenue Mile



LINE: 104 – LAUREL-BURTONSVILLE EXPRESS ROUTE(S): Z7

About the Line



Service Classification

Commuter

Activity Tier

3

Overall Grade

Line	A

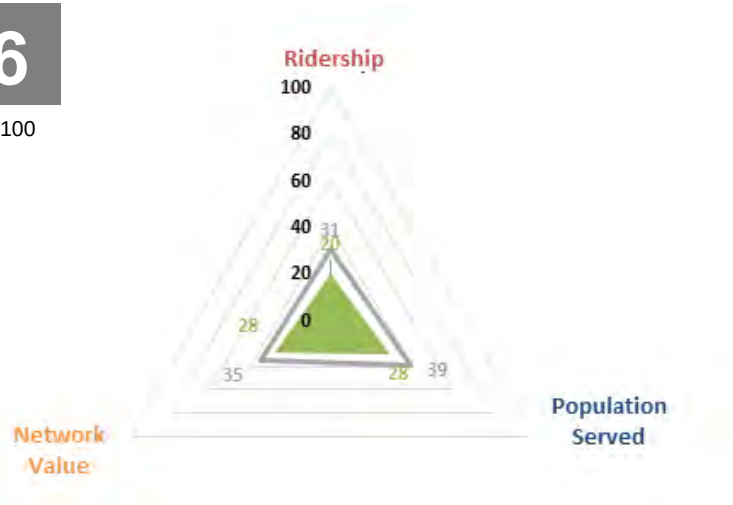
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

26

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$596,000
Peak Vehicles	0
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

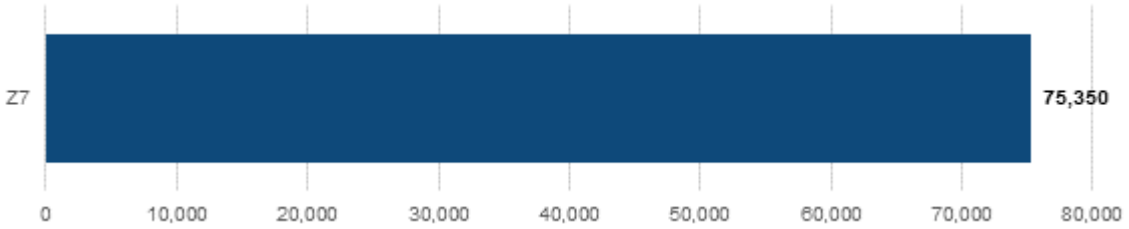
Service Area Population		48,070
Minority Population	*Service Area*	34,790
	Rider Survey	281 (86%)
Low-Income Households	*Service Area*	3,256
	Rider Survey	117 (36%)

Facilities/Amenities

Bus Stops	106
Bus Shelters	20
Benches	20
Real-Time Signs	1

Ridership

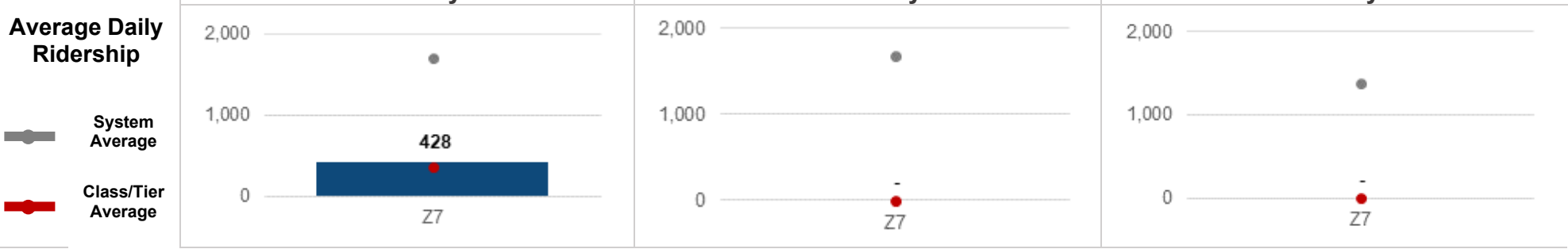
Annual Ridership



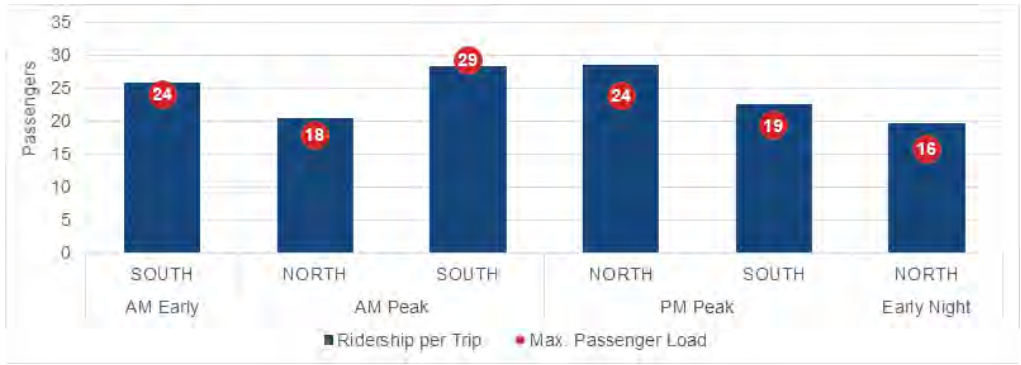
Top Transfer Locations

Silver Spring

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.00	0.49	0.50
	Off-Peak Maximum Target: 1.00	0.39	0.55
	Saturday Maximum Target: 1.00		
	Sunday Maximum Target: 1.00		

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
Z7																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
Z7																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
Z7																								

[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

A Laurel-Burtonsville 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 a.m. - 8:58 a.m.; 3:22 p.m. - 8:25 p.m.	-	A		-	-		-	-
	Frequency of Service | varies	Peak: 38.6 / Off-Peak:	*Peak: 21.1 / Off-Peak: 32.0*	-		*60.0*	-		*65.7*	-
Productivity	**Passengers per Trip** | 10.0	25.7	*21.6*	A		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.0	1.4	*2.3*	A		*0.4*	-		*0.5*	-
Reliability	**On-Time Performance** | 79%	77%	*76%*	C		*77%*	-		*81%*	-
	Crowding | 5.0%	0.2%	*3.1%*	A		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.49 Off-Peak: 0.39	*Peak: 0.48 Off-Peak: 0.39*	A		*0.30*	-		*0.37*	-
Cost Effectiveness	**Operating Cost per Passenger Trip** | $7.00	$5.22	*$5.12*	A		*$8.44*	-		*$7.72*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route Z7

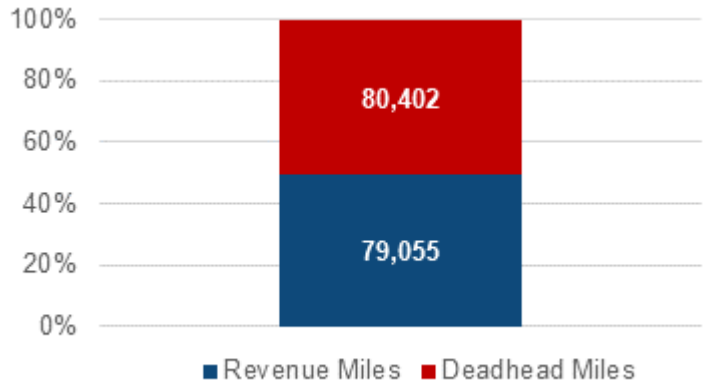
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** N/A	2.9	*3.2*	-
Route Design	**Circuity |** N/A	1.37	*1.39*	-

	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 Trip |** 10.0	25.7	*20.1*	A		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.0	1.4	*2.1*	A		*0.4*	-		*0.5*	-
	Unique Segment Ridership | 15%	27%	*27%*	A		*100%*	-		*100%*	-
Reliability	**On-Time Performance |** 79%	77%	*77%*	C		*77%*	-		*81%*	-
	Crowding | 5.0%	0.2%	*2.4%*	A		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.50 Off-Peak: 0.50	*Peak: 0.44 Off-Peak: 0.36*	A		*0.31*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$5.22	*$5.62*	A		*$8.44*	-		*$7.72*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

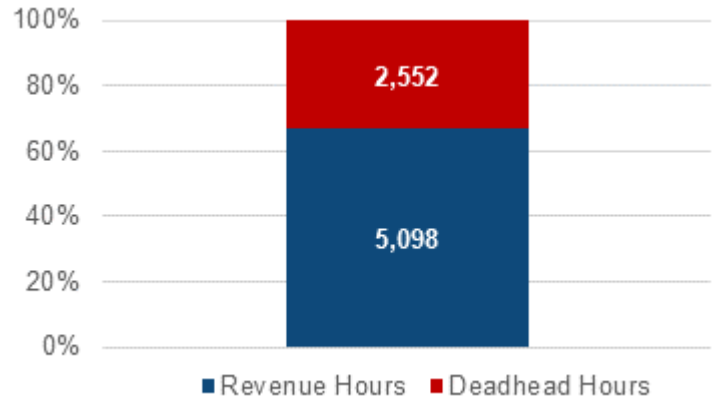
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



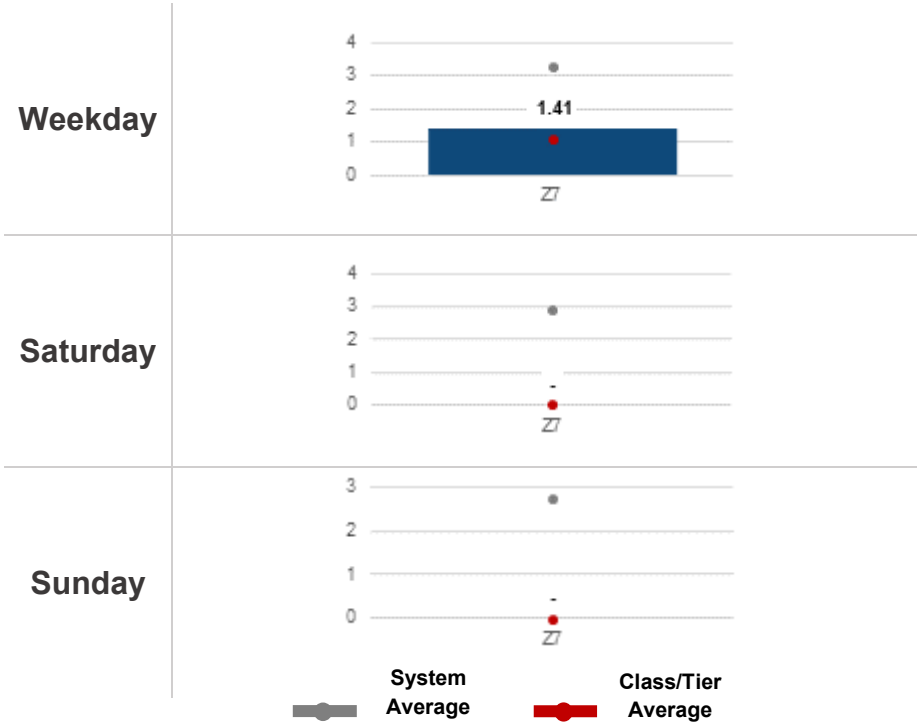
Hours Allocation



Service Delivery

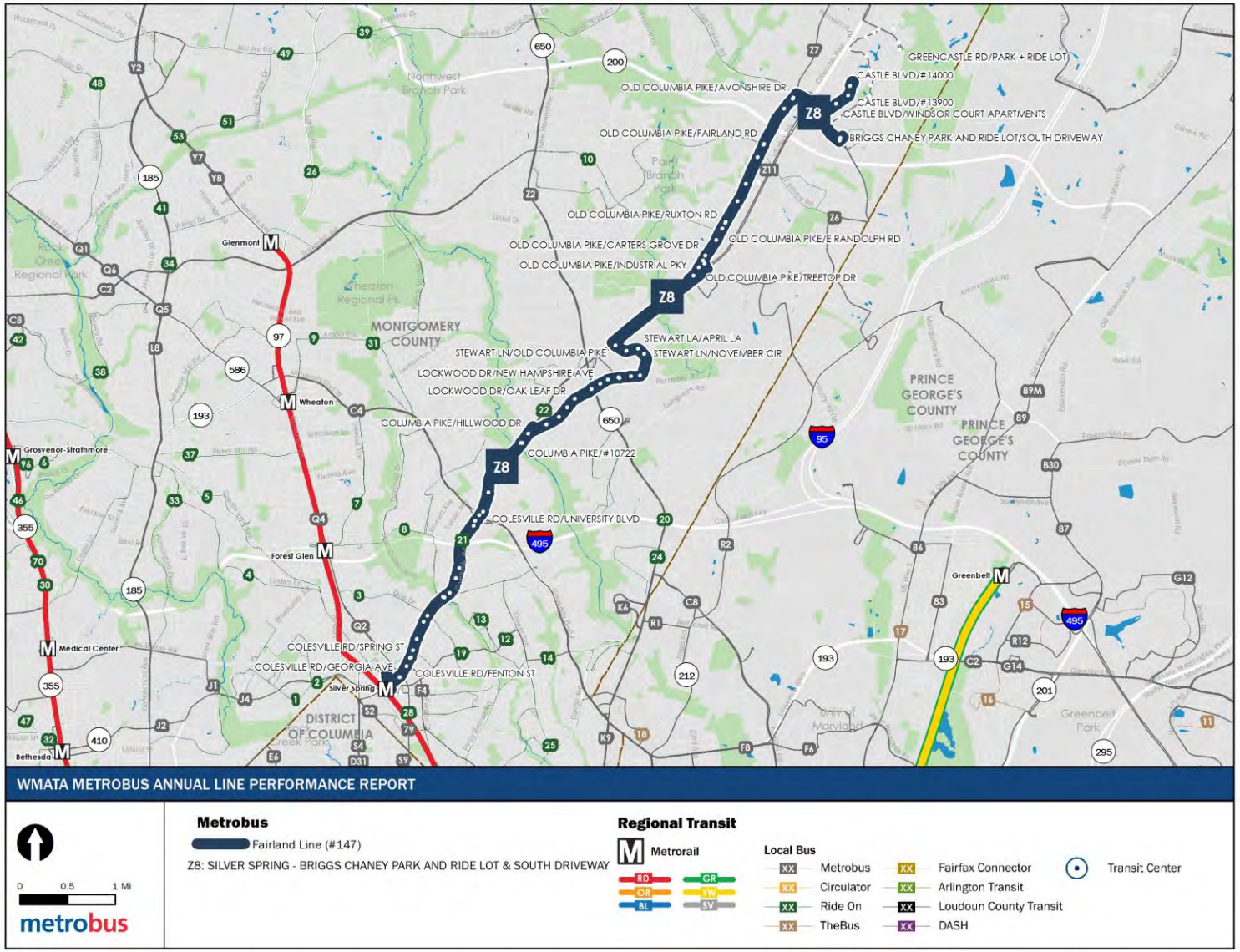
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
Z7	38.4	1,972	1,584 (80%)

Passenger Miles per Revenue Mile



LINE: 147 – FAIRLAND ROUTE(S): Z8

About the Line



Service Classification

Framework

Activity Tier

2

Overall Grade

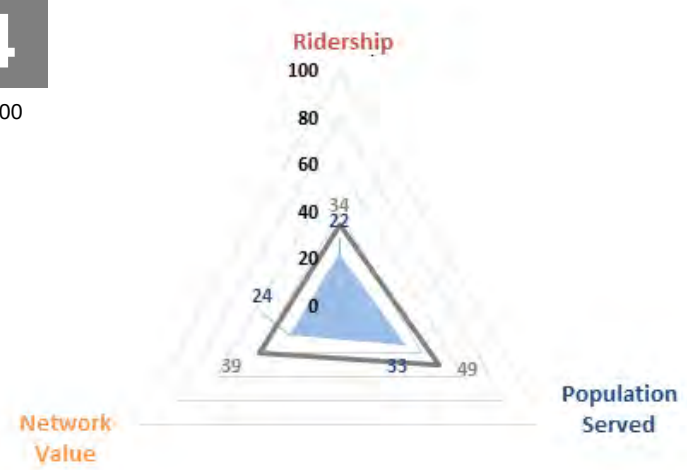
Line	B

Legend
Exceeds Meets
Approaches Below Significantly Below

Line Benefit Score

24

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$3,631,601
Peak Vehicles	26
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

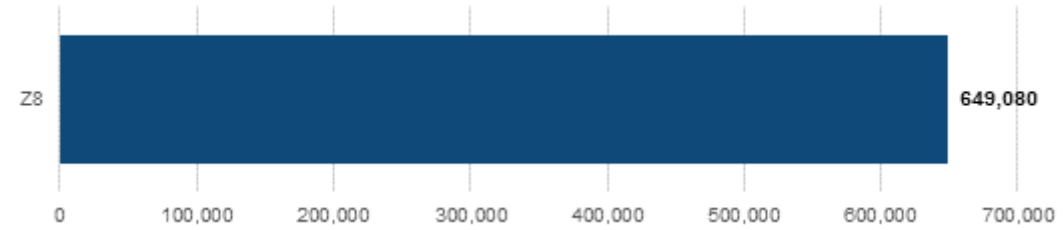
Service Area Population		46,386
Minority Population	*Service Area*	34,609
	Rider Survey	1,934 (94%)
Low-Income Households	*Service Area*	3,399
	Rider Survey	1,055 (53%)

Facilities/Amenities

Bus Stops	138
Bus Shelters	30
Benches	42
Real-Time Signs	2

Ridership

Annual Ridership



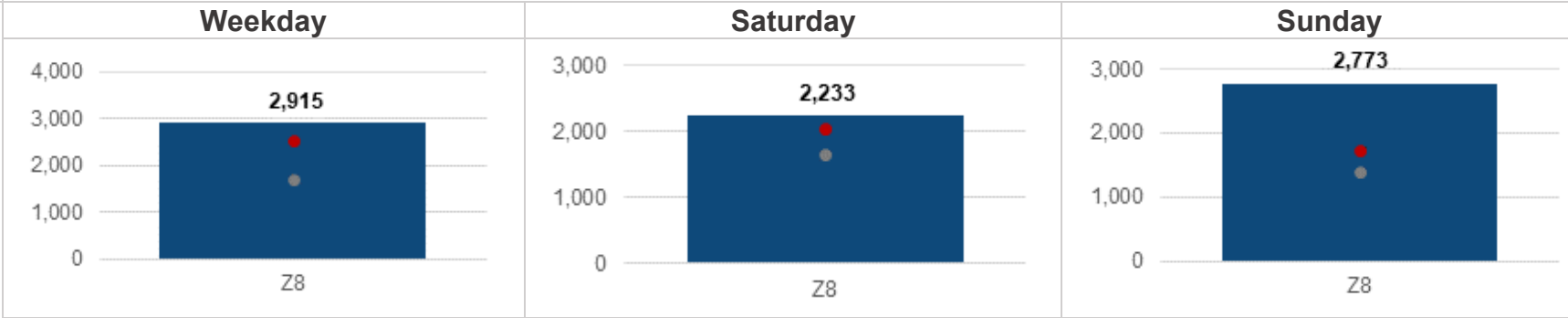
Top Transfer Locations

Silver Spring

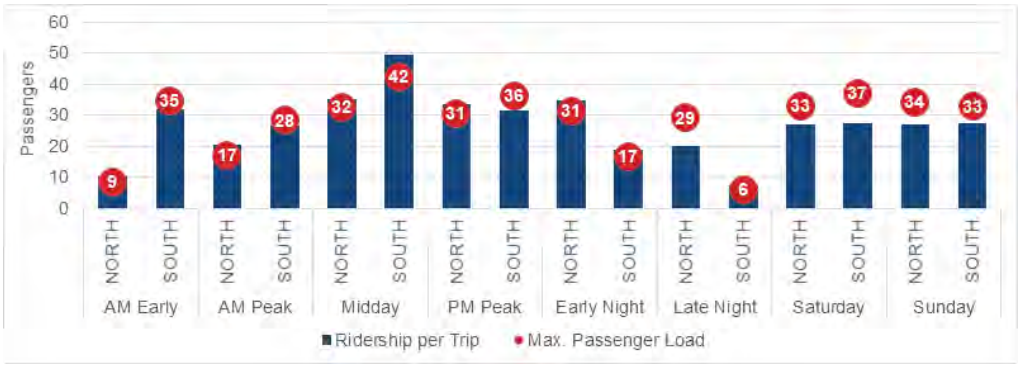
Average Daily Ridership

System Average

Class/Tier Average



Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.00	0.51	0.52
	Off-Peak Maximum Target: 1.00	0.53	0.62
	Saturday Maximum Target: 1.00	0.46	0.51
	Sunday Maximum Target: 1.00	0.48	0.53

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
Z8																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
Z8																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
Z8																								

[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

B 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	4:50 a.m. - 2:18 a.m.	-	A	5:05 a.m. - 2:15 a.m.	-	A	5:33 a.m. - 1:06 a.m.	-	A
	Frequency of Service | varies	Peak: 20.8 / Off-Peak: 30.4	*Peak: 15.0 / Off-Peak: 21.8*	A	30.0	*28.5*	B	22.6	*32.0*	A
Productivity	**Passengers per Revenue Hour** | 20.0	32.7	*33.0*	A	32.1	*29.0*	A	34.9	*28.9*	A
	Passengers per Revenue Mile | 2.0	2.8	*3.7*	A	2.6	*3.0*	A	2.7	*2.9*	A
Reliability	**On-Time Performance** | 79%	69%	*76%*	D	71%	*78%*	D	74%	*80%*	D
	Crowding | 5.0%	3.8%	*2.1%*	A	3.0%	*1.0%*	A	3.0%	*0.8%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.51 Off-Peak: 0.53	*Peak: 0.52 Off-Peak: 0.40*	B	0.46	*0.38*	A	0.48	*0.37*	A
Cost Effectiveness	**Operating Cost per Passenger Trip** | $5.00	$3.58	*$3.91*	A	$3.64	*$4.52*	A	$3.35	*$4.63*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route Z8

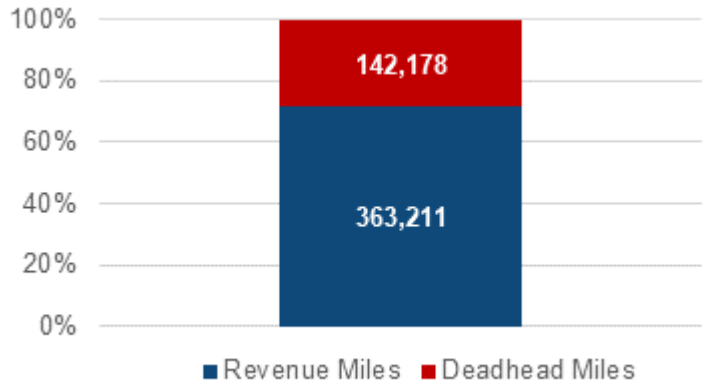
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** 4–5	5.7	*5.6*	E
Route Design	**Circuity |** 1.75	1.27	*1.44*	A

	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 |** 20.0	32.7	*32.2*	A	32.1	*28.3*	A	34.9	*28.3*	A
	Passengers per Revenue Mile | 2.0	2.8	*3.7*	A	2.6	*3.0*	A	2.7	*2.9*	A
	Unique Segment Ridership | 10%	11%	*17%*	B	8%	*19%*	C	11%	*19%*	B
Reliability	**On-Time Performance |** 79%	69%	*77%*	D	71%	*79%*	D	74%	*80%*	D
	Crowding | 5.0%	3.8%	*2.0%*	A	2.8%	*1.1%*	A	2.9%	*0.9%*	A
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.51 Off-Peak: 0.60	*Peak: 0.53 Off-Peak: 0.41*	B	0.50	*0.39*	A	0.50	*0.35*	B
Cost Effectiveness	**Operating Cost per Passenger Trip |** $5.00	$3.58	*$4.18*	A	$3.64	*$4.72*	A	$3.35	*$4.78*	A
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

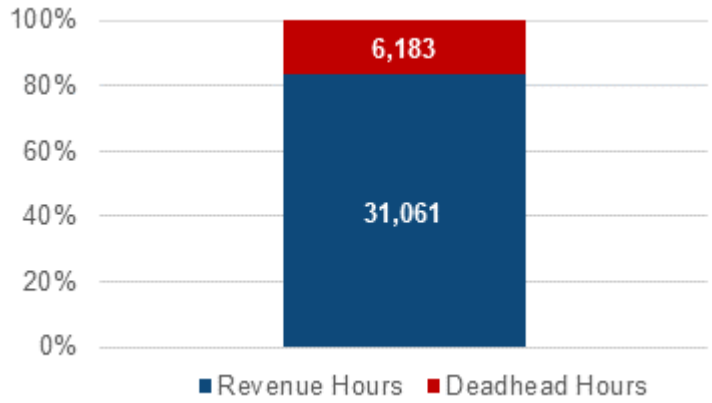
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



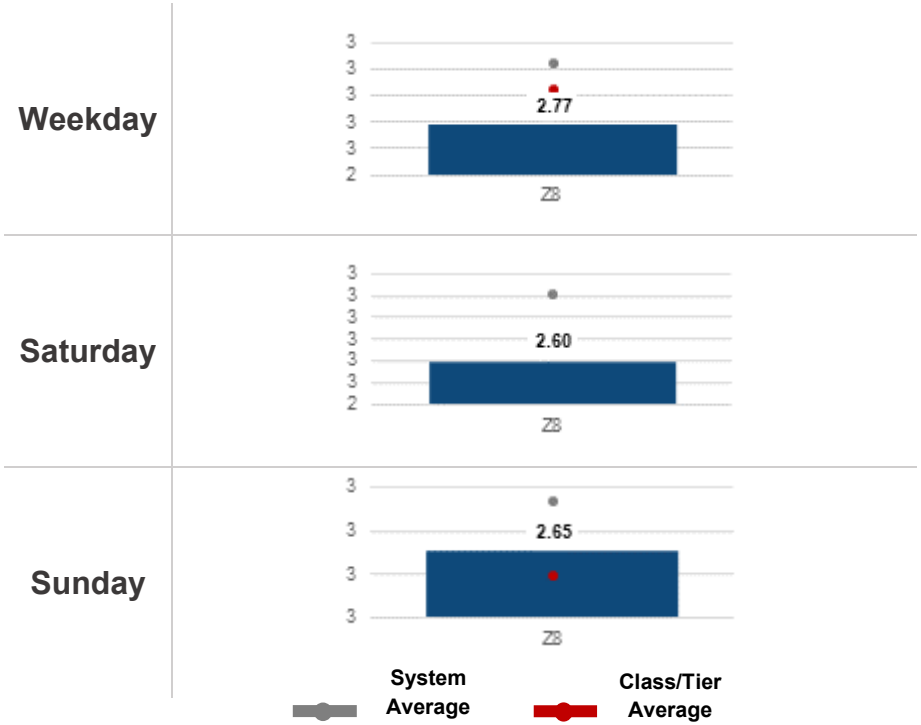
Hours Allocation



Service Delivery

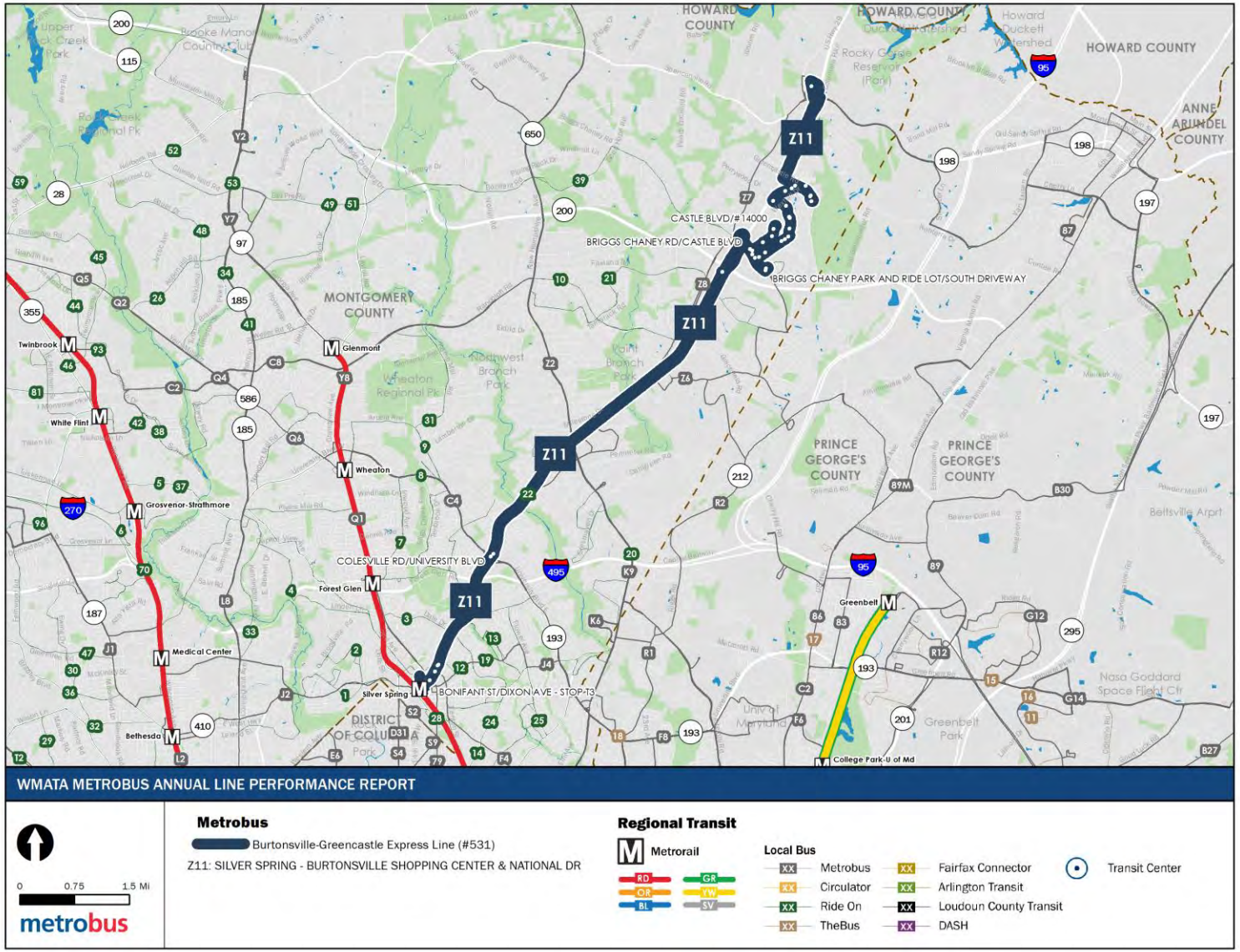
Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
Z8	29.9	15,198	12,270 (81%)

Passenger Miles per Revenue Mile



LINE: 531 – BURTONSVILLE-GREENCASTLE EXPRESS ROUTE(S): Z11

About the Line



Service Classification

Commuter

Activity Tier

2

Overall Grade

Line	B

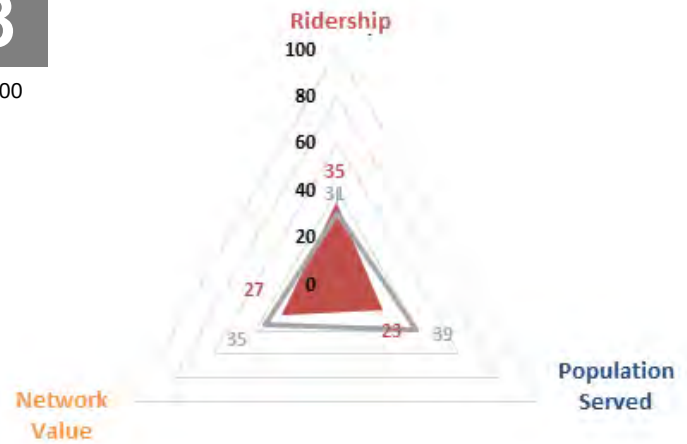
Legend

Exceeds | Meets | Approaches | Below | Significantly Below

Line Benefit Score

28

Out of 100



Classification Average: △

Line Focus: Population Served | Network Value | Ridership | Balanced

Operating Statistics

Annual Operating Costs	$1,075,415
Peak Vehicles	4
Vehicle Type(s)	40 foot

Service Area Context (1/4 Mile)

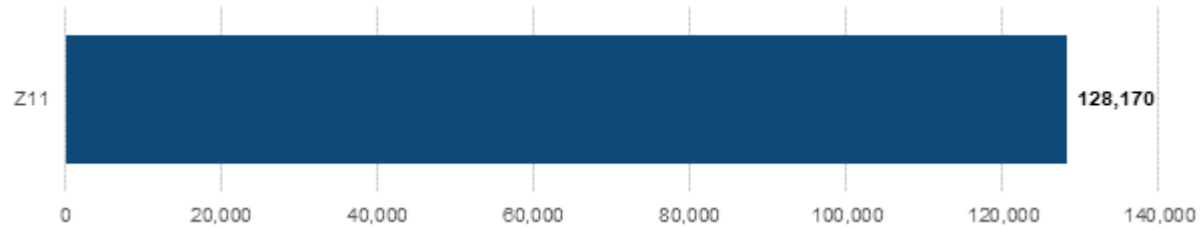
Service Area Population		45,347
Minority Population	*Service Area*	33,253
	Rider Survey	627 (97%)
Low-Income Households	*Service Area*	3,223
	Rider Survey	434 (68%)

Facilities/Amenities

Bus Stops	61
Bus Shelters	12
Benches	12
Real-Time Signs	1

Ridership

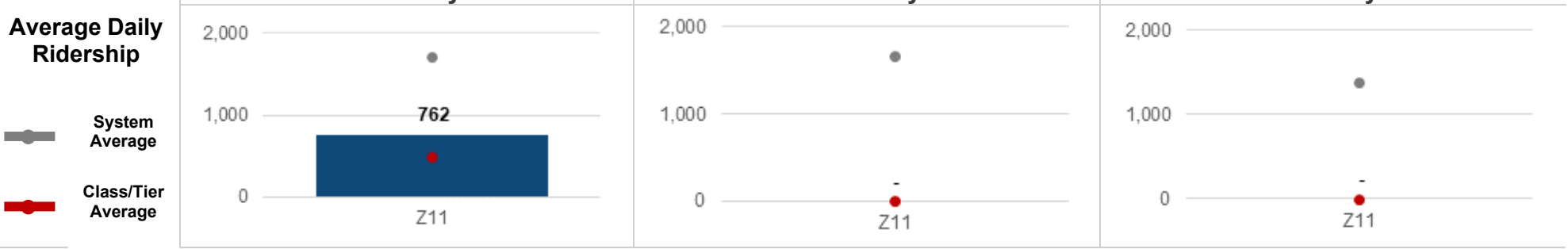
Annual Ridership



Top Transfer Locations

Silver Spring

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period

Vehicle Load Factor

	Direction:	North	South
Weekday	**Peak** Maximum Target: 1.00	0.48	0.45
Weekday	**Off-Peak** Maximum Target: 1.00	0.47	0.64
	Saturday Maximum Target: 1.00		
	Sunday Maximum Target: 1.00		

Span and Frequency

Frequency (Minutes)	≤12	13-15	16-20	21-30	>30	No Service	Does Not Meet Standard[1]
							—

Weekday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
Z11																								

Saturday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
Z11																								

Sunday (by Hour)

Standard	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	1	2	3
Trunk																								
Z11																								

[1] Span/frequency standards are only applicable at the line level.

Performance Report Card

B Burtonsville-Greencastle 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	5:09 a.m. - 9:27 a.m.; 3:36 p.m. - 8:21 p.m.	-	A		-	-		-	-
	Frequency of Service | varies	Peak: 12.6 / Off-Peak:	*Peak: 21.1 / Off-Peak: 32.0*	-		*60.0*	-		*65.7*	-
Productivity	**Passengers per Trip** | 15.0	22.0	*21.6*	A		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.0	1.6	*2.3*	A		*0.4*	-		*0.5*	-
Reliability	**On-Time Performance** | 79%	70%	*76%*	D		*77%*	-		*81%*	-
	Crowding | 5.0%	0.3%	*3.1%*	A		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.48 Off-Peak: 0.47	*Peak: 0.48 Off-Peak: 0.39*	A		*0.30*	-		*0.37*	-
Cost Effectiveness	**Operating Cost per Passenger Trip** | $7.00	$5.32	*$5.12*	A		*$8.44*	-		*$7.72*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

Legend Exceeds | Meets | Approaches | Below | Significantly Below

Route Z11

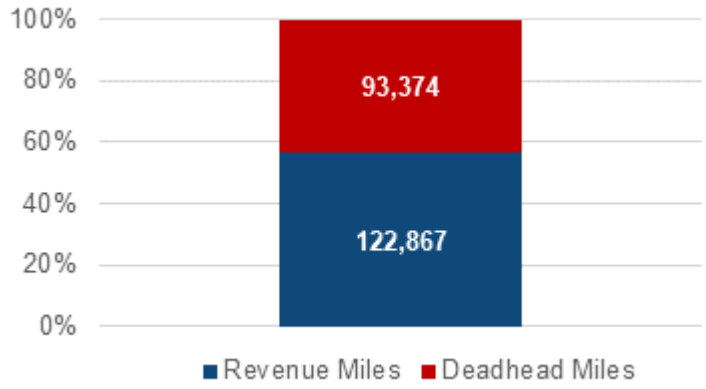
	Measure | Standard	Route Average	Class Tier Average	Grade
Availability	**Number of Stops per Mile |** N/A	2.4	*3.2*	-
Route Design	**Circuity |** N/A	1.40	*1.39*	-

	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 Trip |** 15.0	22.0	*20.1*	A		*13.2*	-		*15.2*	-
	Passengers per Revenue Mile | 1.0	1.6	*2.1*	A		*0.4*	-		*0.5*	-
	Unique Segment Ridership | 15%	28%	*27%*	A		*100%*	-		*100%*	-
Reliability	**On-Time Performance |** 79%	70%	*77%*	D		*77%*	-		*81%*	-
	Crowding | 5.0%	0.3%	*2.4%*	A		*0.0%*	-		*1.7%*	-
	Load Factor | Peak: 1.00 / Off-Peak: 1.00	Peak: 0.46 Off-Peak: 0.60	*Peak: 0.44 Off-Peak: 0.36*	B+		*0.31*	-		*0.35*	-
Cost Effectiveness	**Operating Cost per Passenger Trip |** $7.00	$5.32	*$5.62*	A		*$8.44*	-		*$7.72*	-
	Cost Recovery | 20%	**Data Unavailable for FY2020**								

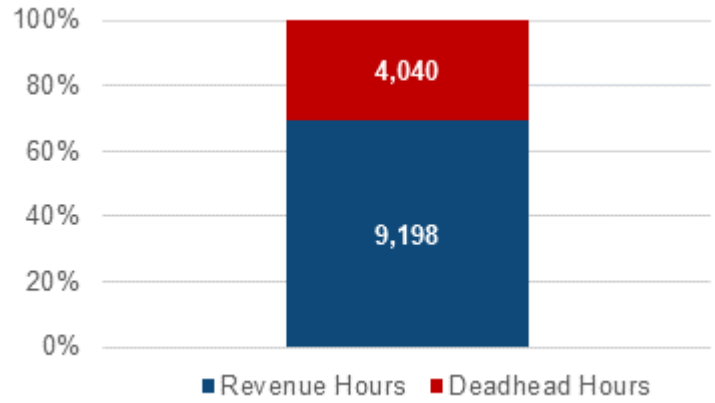
Legend Exceeds | Meets | Approaches | Below | Significantly Below

Operational Analysis

Miles Allocation



Hours Allocation



Service Delivery

Route	Length (miles)	Trips Scheduled	Trips Delivered (Percentage)
Z11	30.0	4,060	3,298 (81%)

Passenger Miles per Revenue Mile