



ANNUAL LINE PERFORMANCE REPORT

metrobus

FY 2020: July 2019 – June 2020

FY 2020 ANNUAL LINE PERFORMANCE REPORT

How This Document Will Be Used

In 2020, the Washington Metropolitan Area Transit Authority (WMATA) adopted the [Bus Service Guidelines](#) for the Metrobus system. The guidelines set clear expectations for Metrobus service and established a formal and consistent approach for evaluating Metrobus lines' performances, which are used when deciding 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, WMATA revised their Metrobus service classifications to include Bus Rapid Transit (BRT), Framework, Commuter, Coverage, and Gap Services and created three activity tiers based upon population and employment densities to accommodate the wide variety of environments in the DC region (further defined in the **Glossary**). Applying these service classifications and activity tiers to every line allows for a more reasonable direct comparison between similar services.

The Annual Line Performance Report (ALPR) was developed to improve service by applying the [Bus Service Guidelines](#) to the existing service and sharing the results with regional stakeholders and the public. By scoring each line on level of service, accessibility, performance, and its value to the larger network, this document provides a way to easily measure and compare the performance of each route.

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

The Performance Report Card: Measures line/route performance on key metrics against the criteria set forth in the Guidelines to *identify* where route changes are most necessary.

The Line Benefit Score: Assesses a line's relative contribution to the bus network based on ridership, demographics, and network value to *prioritize* the lines/routes that should be addressed during the planning process.¹

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

This edition of the ALPR is the result of applying the [Bus Service Guidelines](#) and targets to Metrobus service that was operating in October 2019, primarily using data from the period from July 2019-June 2020. In the report, readers can use the Line Benefit Scores and Performance Report Cards to compare the service and performance of Metrobus lines within the same service classification and activity tier across the region's jurisdictions.

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

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

How to Read This Document

About the Line

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

Line Benefit Score

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

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

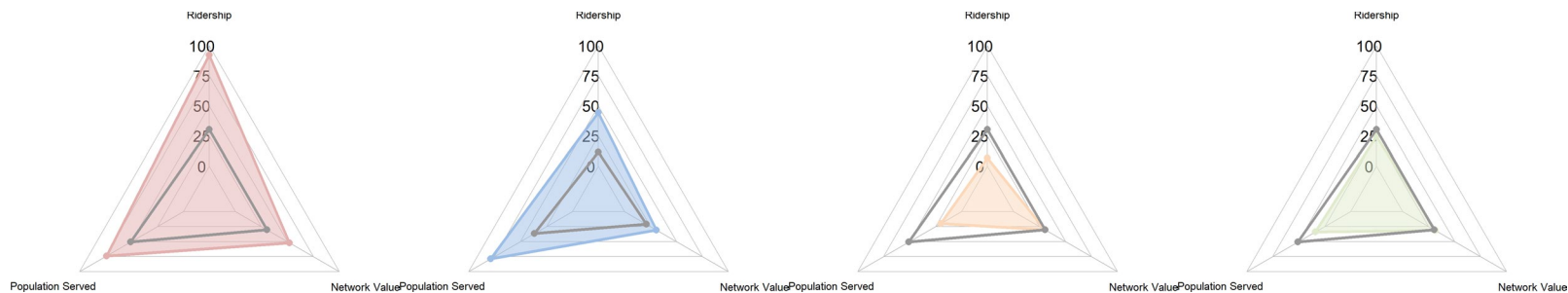
- **Ridership (red):** This metric focuses in on routes that are highly used by assessing total average weekday ridership, which measures the demand for the line.
- **Population Served (blue):** Each service type has its own function within the transit network. Therefore, each line will be measured against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

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

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

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

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

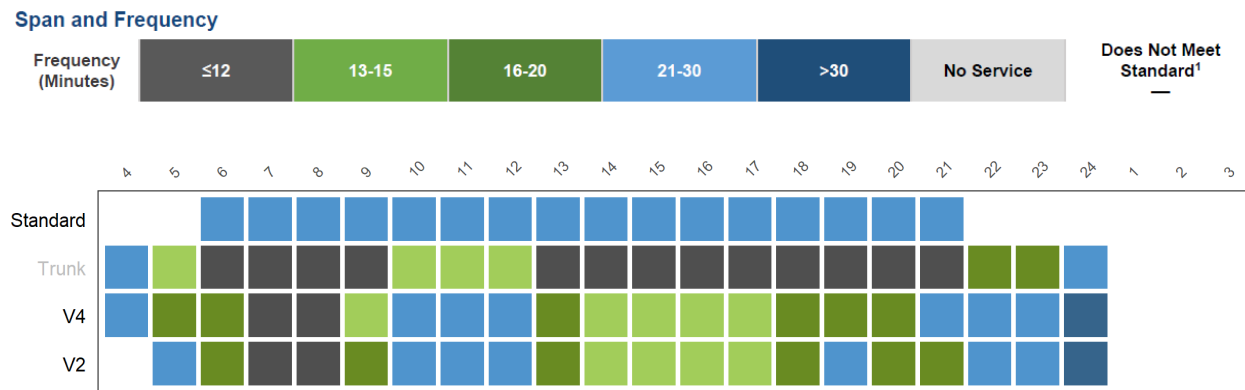


Span and Frequency Graphic

The span and frequency of service of each route is summarized by time of day for each line; an example of the graphic used is shown below (**Figure 2**). Frequency is calculated by averaging the frequency for each direction of a route. For lines with multiple routes, the "Trunk" line combines the span and frequency along the shared portions of the line. The top line of the graph, which shows hours of the

day, also depicts the line's span and frequency standards based on its class. Only the trunk span and frequency are compared against the established level of service standard for the classification.

Figure 2: Example Span and Frequency Graphic



Performance Report Card

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

Standards: The [Bus Service Guidelines](#) established service and performance standards for many metrics by classification and tier.

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

Grades

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

Lines and routes are graded on an A through E scale. Grades are assigned based on the variation of the line and/or route average for each metric compared to the established standard. While most grading metrics apply at both the line and route level, some metrics only apply at either the route or line level (**Table 1**). For each metric, lines and routes are assigned a score of 0 through 4, corresponding with letter

grades as follows: A=4; B=3; C=2; D=1; and E=0. Individual scores from all metrics are averaged at the line level, across weekday, Saturday, and Sunday, to produce an overall grade. **Table 2** and **Table 3** provide an overview of the targets for each metric in the Performance Report Card.

Table 1: Metrics by Level

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

Table 2: Service Availability Metric Targets

| Class | Tier | Span of Service | | | Weekday | | Saturday | | Sunday | | Stops per Mile |
|------------------|------|---|-----------------------|-----------------------|---------|----------|----------|----------|--------|----------|----------------|
| | | Weekday | Saturday | Sunday | Peak | Off-Peak | Peak | Off-peak | Peak | Off-Peak | |
| BRT | 1 | 5:30 a.m.– 12:00 a.m. | 6:00 a.m.– 12:00 a.m. | 6:00 a.m.– 10:00 p.m. | 10 | 15 | 15 | 15 | 15 | 15 | 2-3 |
| | 2 | 5:30 a.m.– 10:00 p.m. | 6:00 a.m.– 9:00 p.m. | 6:30 a.m.– 9:00 p.m. | 15 | 20 | 20 | 20 | 20 | 20 | 1-3 |
| | 3 | 5:30 a.m.– 10:00 p.m. | 6:00 a.m.– 9:00 p.m. | 6:30 a.m.– 9:00 p.m. | 30 | 30 | 30 | 30 | 30 | 30 | 1-3 |
| Framework | 1 | 6:00 a.m.–12:00 a.m. | 7:00 a.m.–12:00 a.m. | 7:00 a.m.–12:00 a.m. | 15 | 15 | 20 | 20 | 20 | 20 | 4-5 |
| | 2 | 6:00 a.m.–10:00 p.m. | 8:00 a.m.–9:00 p.m. | 8:00 a.m.–9:00 p.m. | 20 | 20 | 30 | 30 | 30 | 30 | 4-5 |
| | 3 | 6:00 a.m.–10:00 p.m. | 8:00 a.m.–9:00 p.m. | 8:00 a.m.–9:00 p.m. | 30 | 60 | 60 | 60 | 60 | 60 | 4-5 |
| Coverage | 1 | 6:00 a.m.–9:00 p.m. | 7:00 a.m.–9:00 p.m. | 7:00 a.m.–9:00 p.m. | 30 | 60 | 60 | 60 | 60 | 60 | 4-5 |
| | 2 | 6:00 a.m.–8:00 p.m. | 8:00 a.m.–8:00 p.m. | 8:00 a.m.–8:00 p.m. | 30 | 60 | 60 | 60 | 60 | 60 | 4-5 |
| | 3 | 6:00 a.m.–8:00 p.m. | 8:00 a.m.–8:00 p.m. | 8:00 a.m.–8:00 p.m. | 60 | 60 | 60 | 60 | 60 | 60 | 4-5 |
| Commuter | 1 | Minimum of one trip that arrives by 7:00 a.m., and one trip that leaves on or after 6:30 p.m. | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | 2 | | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | 3 | | --- | --- | --- | --- | --- | --- | --- | --- | --- |

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

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

Operational Analysis

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

Line Grade Summary Table

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

Table 4: Line Grade Summary Table

| Routes | Line | Classification | Tier | Grade | Line Benefit Score | Jurisdiction |
|------------|---------------------------------------|----------------|------|-------|--------------------|--------------|
| MW1 | Metroway Potomac Yard | BRT | 1 | D | 23 | VA |
| 16Y | Columbia Pike-Farragut Square | Commuter | 1 | B | 35 | VA |
| S1 | 16th Street-Potomac Park | Commuter | 1 | B | 30 | DC |
| G9 | Rhode Island Avenue Limited | Commuter | 1 | B | 30 | DC |
| H1 | Brookland-Potomac Park | Commuter | 1 | A | 25 | DC |
| X1, X3 | Benning Road | Commuter | 1 | A | 24 | DC |
| 5A | DC-Dulles | Commuter | 1 | D | 23 | VA |
| 21A, 21D | Landmark-Bren Mar Park-Pentagon | Commuter | 1 | A | 19 | VA |
| V1 | Benning Heights-M Street | Commuter | 1 | A | 16 | DC |
| 28F, 28G | Skyline City | Commuter | 1 | A | 14 | VA |
| A9 | Martin Luther King Jr. Avenue Limited | Commuter | 1 | A | 13 | DC |
| D1 | Glover Park-Franklin Square | Commuter | 1 | B | 10 | DC |
| 7W | Lincolnia-Pentagon | Commuter | 1 | B | 10 | VA |
| 37 | Wisconsin Avenue Limited | Commuter | 1 | A | 6 | DC |
| 7C, 7P | Park Center-Pentagon | Commuter | 1 | A | 3 | VA |
| 17B, 17M | Kings Park-North Springfield | Commuter | 2 | C | 28 | VA |
| 3Y | Lee Highway-Farragut Square | Commuter | 2 | B | 28 | VA |
| 8S, 8W, 8Z | Foxchase-Seminary Valley | Commuter | 2 | A | 23 | VA |
| 16L | Annandale-Skyline City-Pentagon | Commuter | 2 | B | 19 | VA |
| 29C, 29G | Annandale | Commuter | 2 | A | 15 | VA |
| 11Y | Mount Vernon Express | Commuter | 2 | B | 14 | VA |
| Z11 | Burtonsville-Greencastle Express | Commuter | 2 | A | 13 | MD |

| Routes | Line | Classification | Tier | Grade | Line Benefit Score | Jurisdiction |
|--------------------|-----------------------------------|----------------|------|-------|--------------------|--------------|
| D5 | MacArthur Blvd-Georgetown | Commuter | 2 | A | 10 | DC |
| 17G, 17H, 17K, 17L | Kings Park Express | Commuter | 3 | B | 40 | VA |
| 18G, 18H, 18J | Orange Hunt | Commuter | 3 | B | 31 | VA |
| 18P | Burke Centre | Commuter | 3 | B | 25 | VA |
| W14 | Bock Road | Commuter | 3 | A | 20 | MD |
| 87 | Laurel Express | Commuter | 3 | A | 19 | MD |
| 15K | Chain Bridge Road | Commuter | 3 | A | 19 | VA |
| Z7 | Laurel-Burtonsville Express | Commuter | 3 | A | 14 | MD |
| B30 | Greenbelt-BWI Airport Express | Commuter | 3 | D | 13 | MD |
| Z2 | Colesville-Ashton | Commuter | 3 | A | 12 | MD |
| B29 | Crofton-New Carrollton | Commuter | 3 | B | 12 | MD |
| 29W | Braeburn Drive - Pentagon Express | Commuter | 3 | B | 11 | VA |
| B21, B22 | Bowie State University | Commuter | 3 | B | 10 | MD |
| C11, C13 | Clinton | Commuter | 3 | A | 3 | MD |
| P6 | Anacostia-Eckington | Coverage | 1 | B | 39 | DC |
| W6, W8 | Garfield-Anacostia Loop | Coverage | 1 | B | 38 | DC |
| D8 | Hospital Center | Coverage | 1 | B | 30 | DC |
| G2 | P Street-Ledroit Park | Coverage | 1 | C | 25 | DC |
| D4 | Ivy City-Franklin Square | Coverage | 1 | B | 24 | DC |
| X8 | Maryland Avenue | Coverage | 1 | B | 22 | DC |
| D2 | Glover Park-Dupont Circle | Coverage | 1 | C | 14 | DC |
| A2, A6, A7, A8 | Anacostia-Congress Heights | Coverage | 2 | B | 72 | DC |
| W2, W3 | United Medical Center-Anacostia | Coverage | 2 | B | 46 | DC |
| V7, V8 | Benning Heights-Alabama Avenue | Coverage | 2 | A | 44 | DC |
| W1 | Shipley Terrace-Fort Drum | Coverage | 2 | B | 35 | DC |
| U5, U6 | Marshall Heights | Coverage | 2 | A | 34 | DC |
| U7 | Deanwood- Minnesota Ave. | Coverage | 2 | B | 28 | DC |
| F8 | Langley Park -Cheverly | Coverage | 2 | B | 27 | MD |

| Routes | Line | Classification | Tier | Grade | Line Benefit Score | Jurisdiction |
|--------------------|-----------------------------------|----------------|------|-------|--------------------|--------------|
| 4A, 4B | Pershing Drive-Arlington Blvd | Coverage | 2 | B | 26 | VA |
| 26A | Annandale-East Falls Church | Coverage | 2 | C | 19 | VA |
| R4 | Queens Chapel Road | Coverage | 2 | B | 18 | MD |
| 2B | Fair Oaks-Jermantown Road | Coverage | 2 | C | 16 | VA |
| 3T | Pimmit Hills | Coverage | 2 | C | 13 | VA |
| F14 | Sheriff Road-Capitol Heights | Coverage | 3 | B | 29 | MD |
| G12, G14 | Greenbelt-New Carrollton | Coverage | 3 | A | 29 | MD |
| A4, W5 | Anacostia-Fort Drum | Coverage | 3 | B | 28 | DC |
| L8 | Connecticut Avenue-Maryland | Coverage | 3 | A | 26 | MD |
| U4 | Sheriff Road-River Terrace | Coverage | 3 | A | 23 | DC |
| V14 | District Heights-Seat Pleasant | Coverage | 3 | B | 23 | MD |
| K12 | Forestville | Coverage | 3 | B | 23 | MD |
| NH1 | National Harbor-Southern Avenue | Coverage | 3 | A | 19 | MD |
| H6 | Brookland-Fort Lincoln | Coverage | 3 | A | 17 | DC |
| E2 | Ivy City - Fort Totten | Coverage | 3 | B | 17 | DC |
| P18, P19 | Oxon Hill-Fort Washington | Coverage | 3 | A | 17 | MD |
| 3A | Annandale Road | Coverage | 3 | B | 17 | VA |
| M6 | Fairfax Village | Coverage | 3 | A | 16 | DC |
| T2 | River Road | Coverage | 3 | B | 16 | MD |
| C21, C22, C26, C29 | Central Avenue | Coverage | 3 | B | 16 | MD |
| K2 | Takoma-Fort Totten | Coverage | 3 | B | 14 | DC |
| F12 | Ardwick Industrial Park Shuttle | Coverage | 3 | B | 14 | MD |
| J12 | Marlboro Pike | Coverage | 3 | B | 14 | MD |
| B24 | Bowie-Belair | Coverage | 3 | A | 13 | MD |
| H11, H12, H13 | Marlow Heights-Temple Hills | Coverage | 3 | B | 13 | MD |
| F13 | Cheverly-Washington Business Park | Coverage | 3 | A | 13 | MD |
| E6 | Chevy Chase | Coverage | 3 | B | 12 | DC |
| 89, 89M | Laurel | Coverage | 3 | A | 10 | MD |

| Routes | Line | Classification | Tier | Grade | Line Benefit Score | Jurisdiction |
|---------------|----------------------------------|----------------|------|-------|--------------------|--------------|
| B8, B9 | Fort Lincoln Shuttle | Coverage | 3 | B | 9 | DC |
| M4 | Nebraska Avenue | Coverage | 3 | B | 9 | DC |
| B27 | Bowie-New Carrollton | Coverage | 3 | B | 9 | MD |
| C12, C14 | Hillcrest Heights | Coverage | 3 | B | 8 | MD |
| S80, S91 | Springfield Circulator | Coverage | 3 | B | 8 | VA |
| C28 | Pointer Ridge | Coverage | 3 | B | 5 | MD |
| 90, 92 | U Street-Garfield | Framework | 1 | B | 76 | DC |
| 70 | Georgia Avenue-7th Street | Framework | 1 | B | 71 | DC |
| 52, 54 | 14th Street | Framework | 1 | B | 63 | DC |
| X2 | Benning Road-H Street | Framework | 1 | B | 62 | DC |
| 96, 97 | East Capitol Street-Cardozo | Framework | 1 | C | 57 | DC |
| S2, S4 | 16th Street | Framework | 1 | B | 50 | DC |
| 79 | Georgia Avenue Limited | Framework | 1 | B | 49 | DC |
| 30N, 30S | Friendship Heights - Southeast | Framework | 1 | C | 47 | DC |
| 32, 34, 36 | Pennsylvania Avenue | Framework | 1 | C | 46 | DC |
| 80 | North Capitol Street | Framework | 1 | C | 45 | DC |
| 16A, 16C, 16E | Columbia Pike | Framework | 1 | C | 45 | VA |
| 60, 64 | Fort Totten-Petworth | Framework | 1 | B | 42 | DC |
| H2, H3, H4 | Crosstown | Framework | 1 | B | 41 | DC |
| S9 | 16th Street Limited | Framework | 1 | C | 41 | DC |
| D6 | Sibley Hospital - Stadium Armory | Framework | 1 | C | 40 | DC |
| 62, 63 | Takoma-Petworth | Framework | 1 | C | 38 | DC |
| 42, 43 | Mount Pleasant | Framework | 1 | B | 38 | DC |
| L1, L2 | Connecticut Avenue | Framework | 1 | B | 37 | DC |
| G8 | Rhode Island Avenue | Framework | 1 | C | 37 | DC |
| H8, H9 | Park Road-Brookland | Framework | 1 | B | 34 | DC |
| 16G, 16H | Columbia Pike- Pentagon City | Framework | 1 | B | 32 | VA |
| 31, 33 | Wisconsin Avenue | Framework | 1 | B | 31 | DC |

| Routes | Line | Classification | Tier | Grade | Line Benefit Score | Jurisdiction |
|--------------------|---|----------------|------|-------|--------------------|--------------|
| 25B | Landmark-Ballston | Framework | 1 | D | 29 | VA |
| 7A, 7F, 7Y | Lincolnia-North Fairlington | Framework | 1 | C | 29 | VA |
| X9 | Benning Road-H St Limited | Framework | 1 | C | 28 | DC |
| 10B | Hunting Point-Ballston | Framework | 1 | D | 27 | VA |
| 59 | 14th Street Limited | Framework | 1 | C | 26 | DC |
| 10A, 10E, 10N | Alexandria-Pentagon | Framework | 1 | D | 26 | VA |
| 38B | Ballston-Farragut Square | Framework | 1 | C | 26 | VA |
| J4 | College Park-Bethesda Limited | Framework | 1 | D | 23 | MD |
| 39 | Pennsylvania Avenue Limited | Framework | 1 | C | 17 | DC |
| 74 | Convention Center- Southwest Waterfront | Framework | 1 | C | 15 | DC |
| NH2 | National Harbor-Alexandria | Framework | 1 | D | 7 | VA |
| C2, C4 | Greenbelt-Twinbrook | Framework | 2 | B | 63 | MD |
| B2 | Bladensburg Road-Anacostia | Framework | 2 | B | 53 | DC |
| V2, V4 | Capitol Heights - Minnesota Ave. | Framework | 2 | B | 49 | DC |
| W4 | Deanwood-Alabama Avenue | Framework | 2 | B | 47 | DC |
| K6 | New Hampshire Ave. - Maryland | Framework | 2 | B | 45 | MD |
| F4 | New Carrollton-Silver Spring | Framework | 2 | B | 44 | MD |
| 28A | Leesburg Pike | Framework | 2 | B | 43 | VA |
| Y2, Y7, Y8 | Georgia Avenue-Maryland | Framework | 2 | B | 41 | MD |
| Q1, Q2, Q4, Q5, Q6 | Veirs Mill Road | Framework | 2 | A | 41 | MD |
| E4 | Military Road-Crosstown | Framework | 2 | B | 40 | DC |
| J1, J2 | Bethesda-Silver Spring | Framework | 2 | B | 35 | MD |
| 23A, 23B, 23T | Mclean-Crystal City | Framework | 2 | C | 33 | VA |
| C8 | College Park-White Flint | Framework | 2 | C | 31 | MD |
| 1A, 1B | Wilson Blvd. -Vienna | Framework | 2 | B | 31 | VA |
| N2, N4, N6 | Massachusetts Avenue | Framework | 2 | B | 30 | DC |
| 2A | Washington Blvd. -Dunn Loring | Framework | 2 | B | 29 | VA |
| Z8 | Fairland | Framework | 2 | B | 27 | MD |

| Routes | Line | Classification | Tier | Grade | Line Benefit Score | Jurisdiction |
|--------------------|---------------------------------------|----------------|------|-------|--------------------|--------------|
| 29K, 29N | Alexandria-Fairfax | Framework | 2 | C | 27 | VA |
| 22A, 22C, 22F | Barcroft-South Fairlington | Framework | 2 | D | 27 | VA |
| Z6 | Calverton-Westfarm | Framework | 2 | B | 23 | MD |
| 1C | Fair Oaks-Fairfax Blvd. | Framework | 2 | D | 22 | VA |
| K9 | New Hampshire Ave. - Maryland Limited | Framework | 2 | B | 20 | MD |
| P12 | Eastover-Addison Road | Framework | 3 | B | 40 | MD |
| R1, R2 | Riggs Road | Framework | 3 | B | 38 | MD |
| D12, D13, D14 | Oxon Hill-Suitland | Framework | 3 | B | 36 | MD |
| 83, 86 | College Park | Framework | 3 | A | 33 | MD |
| T18 | Annapolis Road | Framework | 3 | B | 31 | MD |
| REX | Richmond Highway Express | Framework | 3 | B | 29 | VA |
| A12 | Martin Luther King Jr. Highway | Framework | 3 | B | 28 | MD |
| F6 | New Carrollton-Fort Totten | Framework | 3 | B | 25 | MD |
| T14 | Rhode Island Avenue - New Carrollton | Framework | 3 | B | 25 | MD |
| F1, F2 | Chillum Road | Framework | 3 | B | 24 | MD |
| V12 | District Heights-Suitland | Framework | 3 | B | 21 | MD |
| R12 | Kenilworth Avenue | Framework | 3 | B | 20 | MD |
| A31, A32, A33 | Minnesota Avenue -Anacostia | Gap | 1 | - | 16 | DC |
| S41 | Rhode Island Avenue- Carver Terrace | Gap | 1 | - | 12 | DC |
| 7M | Mark Center-Pentagon | Gap | 1 | - | 7 | VA |
| D31, D32, D33, D34 | 16th Street-Tenleytown | Gap | 2 | - | 22 | DC |
| W45, W47 | Mt. Pleasant - Tenleytown Line | Gap | 2 | - | 18 | DC |
| D51 | Congress Heights-Georgetown | Gap | 2 | - | 13 | DC |
| S35 | Fort Dupont Shuttle | Gap | 3 | - | 14 | DC |
| C27 | Central Avenue Supplemental Service | Gap | 3 | - | 6 | MD |

Glossary

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

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

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

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

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

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

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

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

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

Ridership: Total average weekday ridership measures the demand for the line/route.

Population Served: Since each service type has its own function within the transit network, they are evaluated based on access by different populations:

- General Population - BRT/Framework Services
- Transit-dependent - Coverage Services
- Commuters - Commuter Services

Network Value: The value of the route to the network acknowledges that each bus line/route does not stand alone; bus services comprise a critical element of the overall transit network. This component includes three subcomponents: transfers, unique access for people, and access to destinations.

On-Time Performance: 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: Measures cost effectiveness by dividing the total operating cost for the line/route by the number of passenger trips on it.

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

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

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

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

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

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

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

weekend-only needs, or other purposes that do not align with the more general service types.

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

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

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

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

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

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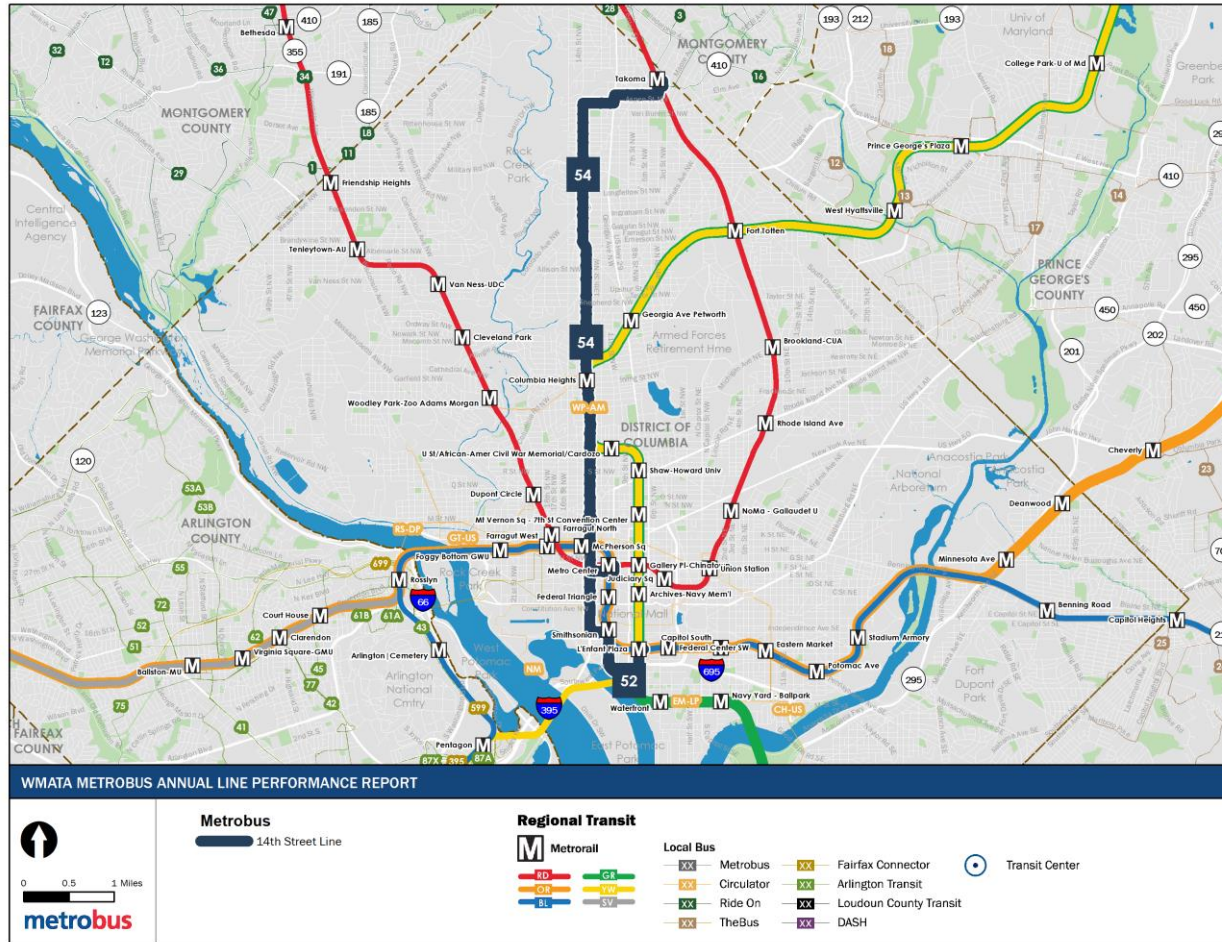
| | |
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| | |
|--|------|
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About the Line



Service Classification

Framework

Activity Tier

1

Overall Grade

| Line | Grade |
|------------------|-------|
| 14th Street Line | B |
| | |
| | |
| | |
| | |
| | |

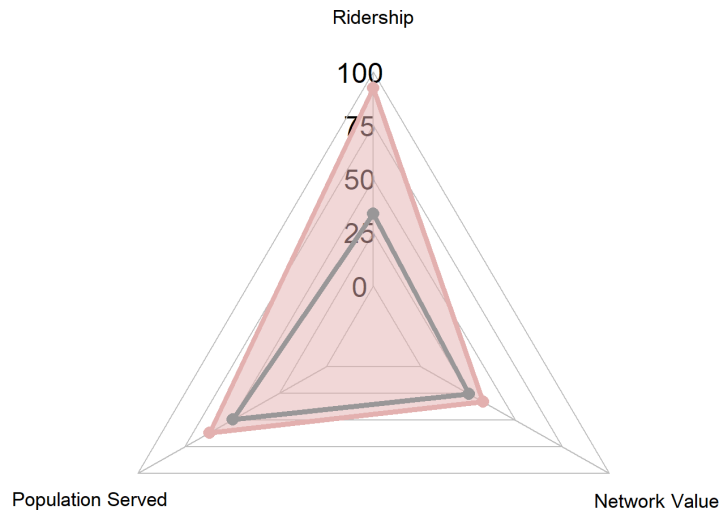
Legend

- Exceeds (Blue)
- Meets (Green)
- Approaches (Yellow)
- Below (Orange)
- Significantly Below (Red)

Line Benefit Score

63

Out of 100



Classification Average



Line Focus:

Population Served

Network Value

Ridership

Balanced




Line Score:

62




33

93





Operating Statistics

| | | |
|---|-------------------------------|---------------------|
|  | Annual Operating Costs | \$11,364,785 |
|  | Peak Vehicles | 21 |
|  | Vehicle Type(s) | 40 Foot |

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

| | | | |
|---|-----------------------------------|-------------------|---------------|
|  | Service Area Population | 106,993 | |
|  | People of Color Population | Service Area | 45,918 |
| | | % Riders Surveyed | 70% |
|  | Low Income Household | Service Area | 30,189 |
| | | % Riders Surveyed | 46% |

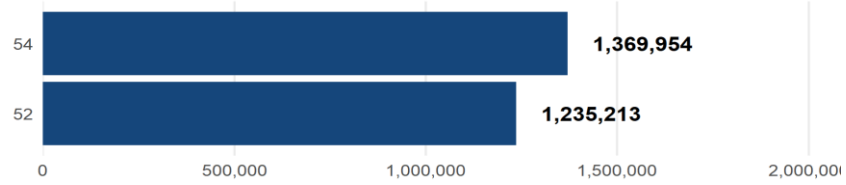
Facilities/Amenities

| | | |
|---|-------------------------------------|------------|
|  | Bus Stops | 126 |
|  | % Stops With Shelters | 34% |
|  | % Stops With Benches | 27% |
|  | % Stops With Real-Time Signs | 9% |



Ridership

Annual Ridership

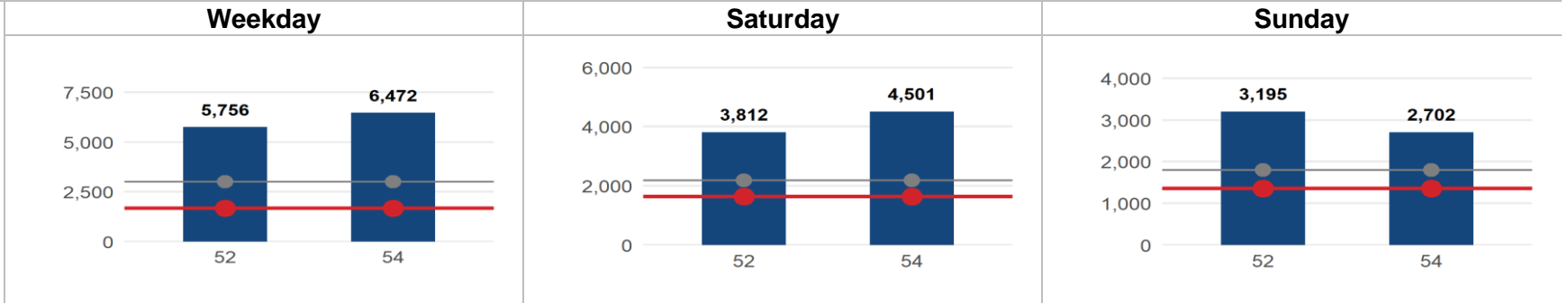


Top Transfer Locations

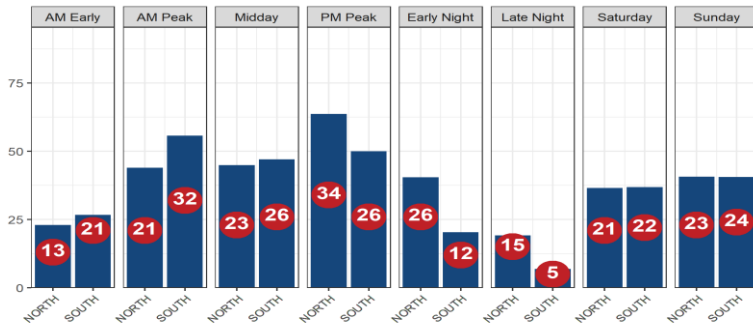
Columbia Heights, McPherson Square, Takoma

Average Daily Ridership

- Class/Tier Average
- System Average



Average Trip Ridership and Maximum Load by Time Period



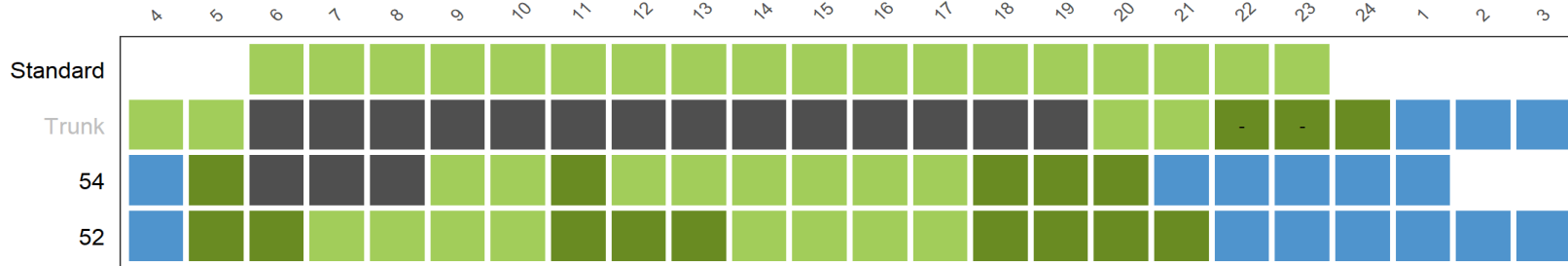
Vehicle Load Factor

| | | Direction: | |
|---------|--|------------|-------|
| | | NORTH | SOUTH |
| Weekday | Peak Maximum Target: 1.2 | 0.78 | 0.73 |
| | Off-Peak Maximum Target: 1.0 | 0.56 | 0.49 |
| | Saturday Maximum Target: 1.0 | 0.53 | 0.55 |
| | Sunday Maximum Target: 1.0 | 0.59 | 0.6 |

Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



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 AM - 3:49 AM | - | A | 4:00 AM - 3:24 AM | - | A | 4:00 AM - 2:51 AM | - | A |
| | Frequency of Service varies | Peak: 10.7 / Off-Peak: 10.6 | Peak: 17.4 / Off-Peak: 39 | B | 15.2 | 25.4 | B | 21.5 | 29.4 | C |
| Productivity | Passengers per Revenue Hour 30 | 42.1 | 33.6 | A | 38.7 | 27.3 | A | 42.8 | 27.1 | A |
| | Passengers per Revenue Mile 4 | 6.2 | 4.5 | A | 5.3 | 3.3 | A | 5.5 | 3.2 | A |
| Reliability | On-Time Performance 79% | 74% | 74% | C | 70% | 76% | D | 74% | 79% | C |
| | Crowding 5% | 9% | 4% | E | 10% | 3% | E | 10% | 1% | E |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.52 Peak: 0.75 | Off-Peak: 0.39 Peak: 0.54 | A | 0.54 | 0.36 | A | 0.6 | 0.35 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$2.84 | \$ 4.15 | A | \$3.08 | \$ 5.07 | A | \$2.79 | \$ 5.11 | A |
| | Cost Recovery 25% | 41% | 32% | A | 38% | 27% | A | 42% | 26% | A |

Route 52

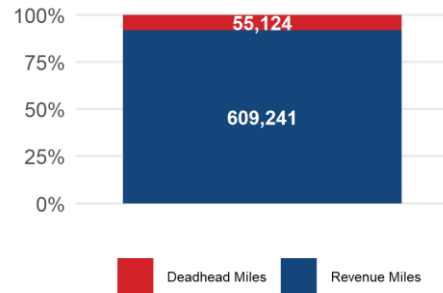
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 6.8 | | | 5 | | | E | | |
| | Circuitry 1.75 | 1.31 | | | 1.28 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 30 | 36.0 | 33.6 | A | 32.1 | 27.3 | B | 35.3 | 27.1 | A |
| | Passengers per Revenue Mile 4 | 5.5 | 4.5 | A | 4.4 | 3.3 | B | 4.5 | 3.2 | A |
| | Unique Segment Ridership 10% | 3% | 13% | E | 8% | 23% | C | 6% | 25% | D |
| Reliability | On-Time Performance 79% | 76% | 74% | C | 72% | 76% | D | 76% | 79% | C |
| | Crowding 5% | 7% | 4% | E | 5% | 3% | C | 5% | 2% | B |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.45 Peak: 0.69 | Off-Peak: 0.38 Peak: 0.54 | A | 0.45 | 0.36 | A | 0.51 | 0.35 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$3.31 | \$ 4.15 | A | \$3.72 | \$ 5.07 | A | \$3.38 | \$ 5.11 | A |
| | Cost Recovery 25% | 36% | 34% | A | 32% | 26% | A | 35% | 26% | A |

Route 54

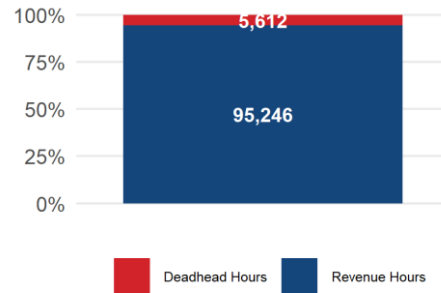
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 7.1 | | | 5 | | | E | | |
| | Circuitry 1.75 | 1.14 | | | 1.28 | | | 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 | 49.4 | 33.6 | A | 46.9 | 27.3 | A | 57.3 | 27.1 | A |
| | Passengers per Revenue Mile 4 | 7.0 | 4.5 | A | 6.4 | 3.3 | A | 7.6 | 3.2 | A |
| | Unique Segment Ridership 10% | 2% | 13% | E | 3% | 23% | E | 2% | 25% | E |
| Reliability | On-Time Performance 79% | 72% | 74% | D | 67% | 76% | E | 72% | 79% | D |
| | Crowding 5% | 10% | 4% | E | 14% | 3% | E | 17% | 2% | E |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.61 Peak: 0.82 | Off-Peak: 0.38 Peak: 0.54 | B | 0.66 | 0.36 | A | 0.76 | 0.35 | B |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$2.41 | \$ 4.15 | A | \$2.54 | \$ 5.07 | A | \$2.08 | \$ 5.11 | A |
| | Cost Recovery 25% | 48% | 34% | A | 46% | 26% | A | 56% | 26% | A |

Operational Analysis

Miles Allocation



Hours Allocation



Service Delivery (Monthly)

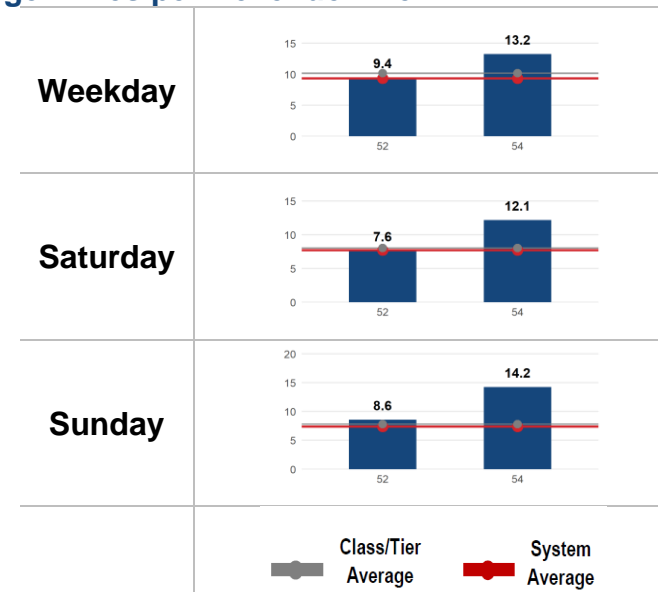
| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| 52 | 18.10 | 4,416 | 4,368 (98.9%) |
| 54 | 14.70 | 3,602 | 3,567 (99.0%) |
| | | | |
| | | | |

Service Change Summary

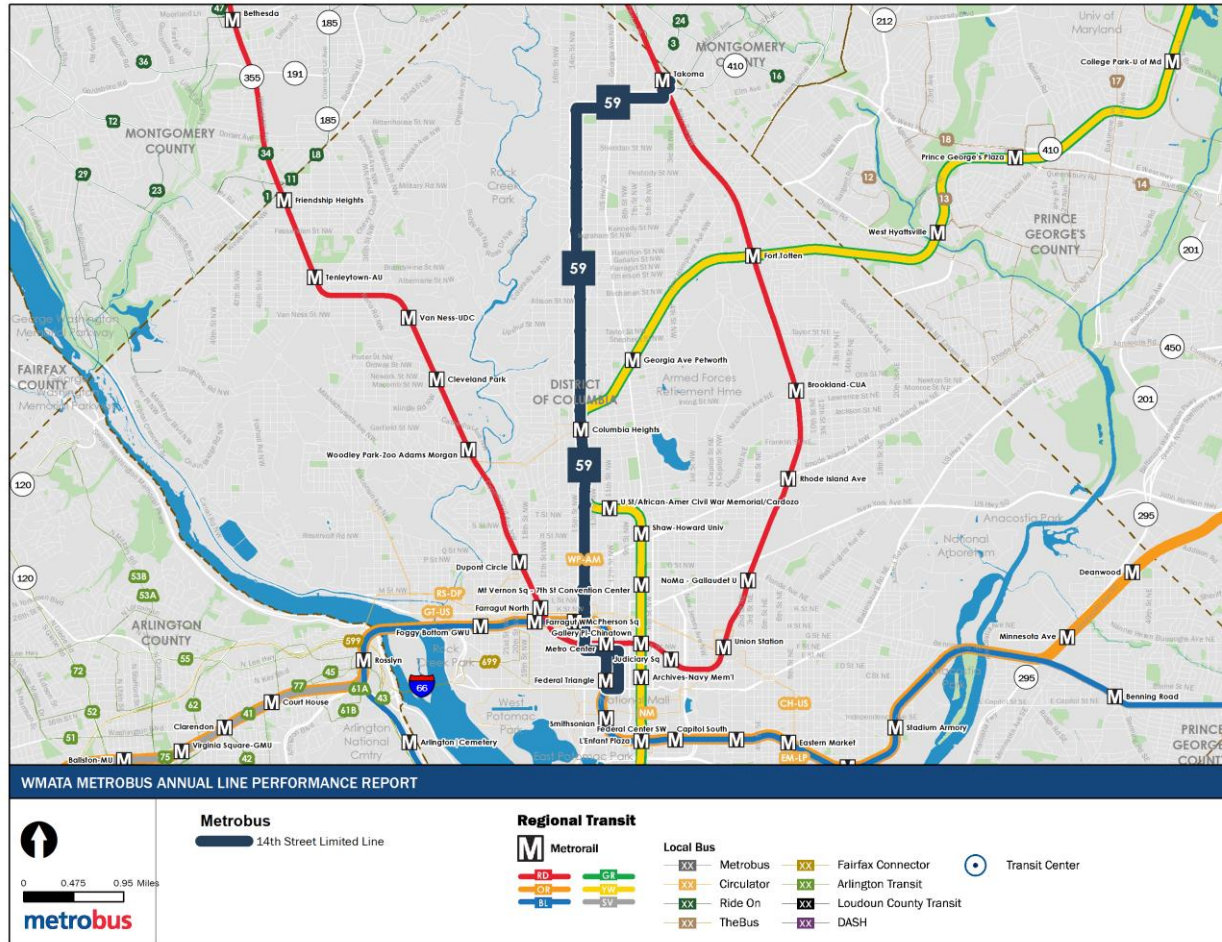
Route 52 - June 2020:
 Weekday: extend to 2 a.m.; Saturday: extend to 2 a.m.;
 Sunday: extend to 2 a.m.;

Route 54 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Framework

Activity Tier

1

Overall Grade

| Line | Overall Grade |
|---------------------------|---------------|
| 159 - 14th Street Limited | C |
| | |
| | |
| | |
| | |
| | |
| | |
| | |

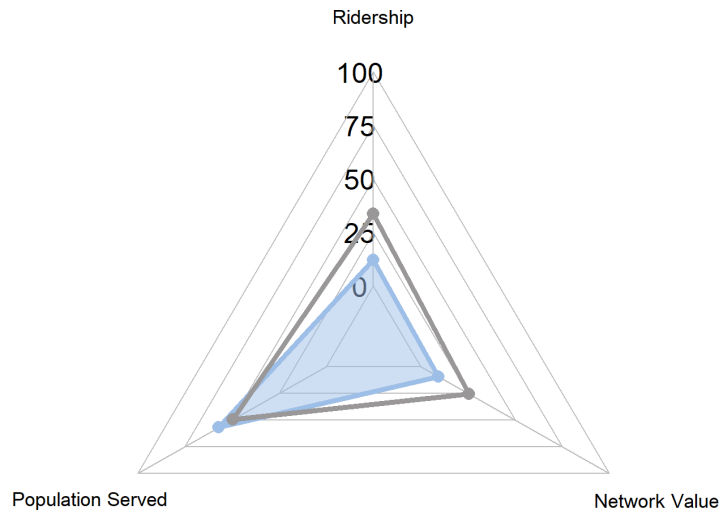
Legend

| | |
|---------------------|-------|
| Exceeds | Meets |
| Approaches | Below |
| Significantly Below | |

Line Benefit Score

26

Out of 100



Classification Average



Line Focus:

Population Served

Network Value

Ridership

Balanced

Line Score:

57

9

12

Operating Statistics

| | | |
|--|------------------------|-------------|
| | Annual Operating Costs | \$1,158,896 |
| | Peak Vehicles | 8 |
| | Vehicle Type(s) | 40 Foot |

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

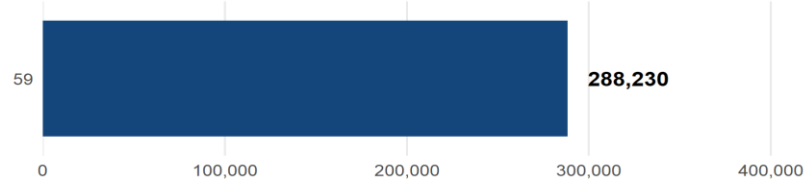
| | | | |
|--|----------------------------|-------------------|--------|
| | Service Area Population | 46,194 | |
| | People of Color Population | Service Area | 19,852 |
| | | % Riders Surveyed | 72% |
| | Low Income Household | Service Area | 13,568 |
| | | % Riders Surveyed | 38% |

Facilities/Amenities

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



Annual Ridership

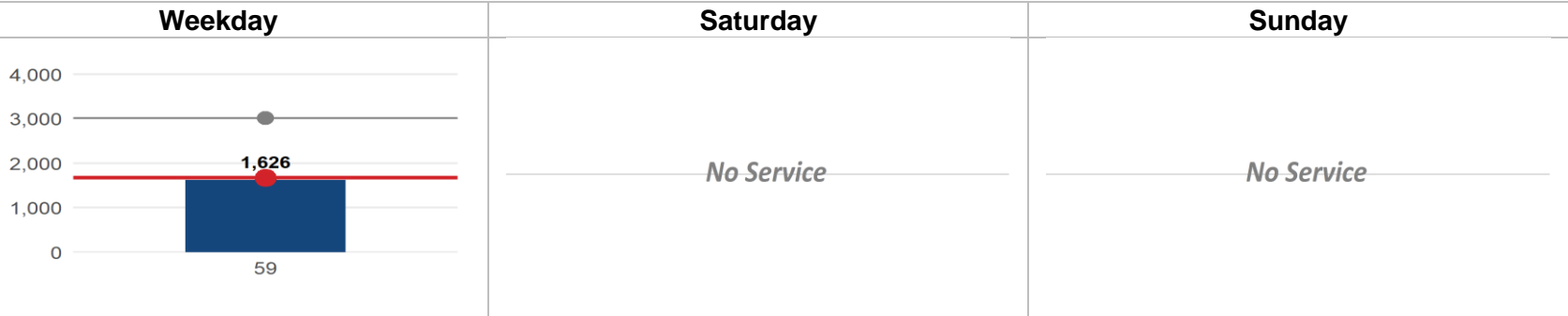


Top Transfer Locations

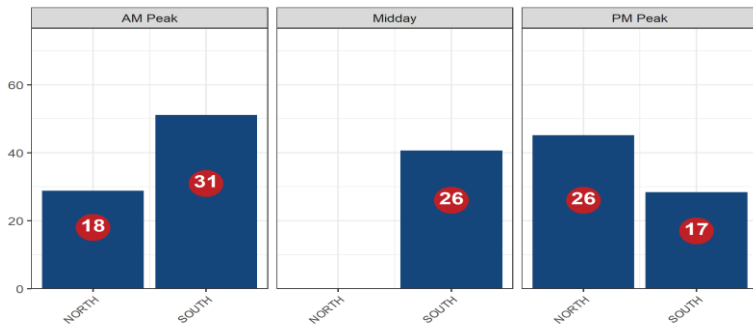
McPherson Square, Columbia Heights, Takoma

Average Daily Ridership

- Class/Tier Average
- System Average



Average Trip Ridership and Maximum Load by Time Period



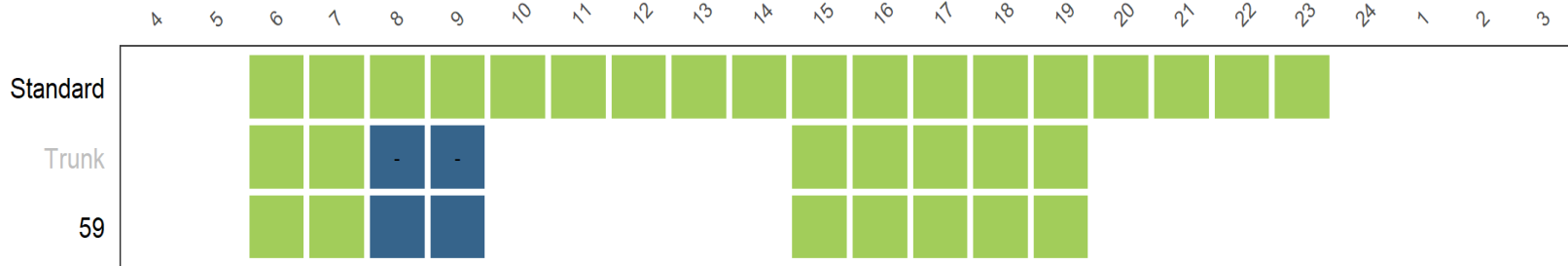
Vehicle Load Factor

| | | Direction: | SOUTH | NORTH |
|---------------------------------|---------------------------------|------------|-------|-------|
| Weekday | Peak Maximum Target: 1.2 | | 0.62 | 0.57 |
| | Off-Peak Maximum Target: 1.0 | | 0.65 | |
| Saturday Maximum Target: 1.0 | | | | |
| Sunday Maximum Target: 1.0 | | | | |

Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

C 14th Street Limited

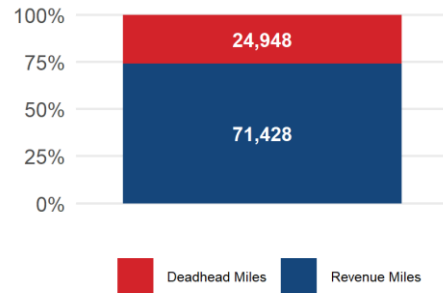
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|--------------------------------------|------------------------------|----------|-----------|-----------------|-------|-----------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 6:21 AM - 9:50 AM; 3:45 PM - 7:39 PM | - | E | - | - | - | - | - | - |
| | Frequency of Service varies | Peak: 22.4 / Off-Peak: 229.6 | Peak: 17.4 / Off-Peak: 39 | D | - | - | - | - | - | - |
| Productivity | Passengers per Revenue Hour 30 | 42.6 | 33.6 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 4 | 5.6 | 4.5 | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 62% | 74% | E | - | - | - | - | - | - |
| | Crowding 5% | 11% | 4% | E | - | - | - | - | - | - |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.65 Peak: 0.6 | Off-Peak: 0.39 Peak: 0.54 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$2.80 | \$ 4.15 | A | - | - | - | - | - | - |
| | Cost Recovery 25% | 47% | 32% | A | - | - | - | - | - | - |

Route 59

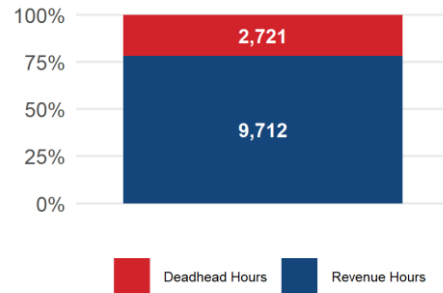
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|-----------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 2.5 | | | 5 | | | E | | |
| | Circuitry 1.75 | 1.09 | | | 1.28 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 30 | 42.6 | 33.6 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 4 | 5.6 | 4.5 | A | - | - | - | - | - | - |
| | Unique Segment Ridership 10% | 9% | 13% | C | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 62% | 74% | E | - | - | - | - | - | - |
| | Crowding 5% | 11% | 4% | E | - | - | - | - | - | - |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.65 Peak: 0.6 | Off-Peak: 0.38 Peak: 0.54 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$2.80 | \$ 4.15 | A | - | - | - | - | - | - |
| | Cost Recovery 25% | 47% | 34% | A | - | - | - | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



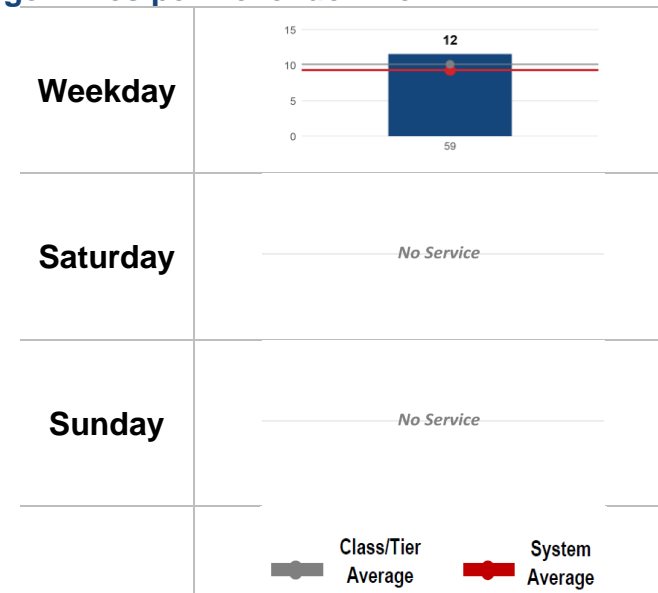
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| 59 | 14.60 | 902 | 896 (99.3%) |
| | | | |
| | | | |
| | | | |

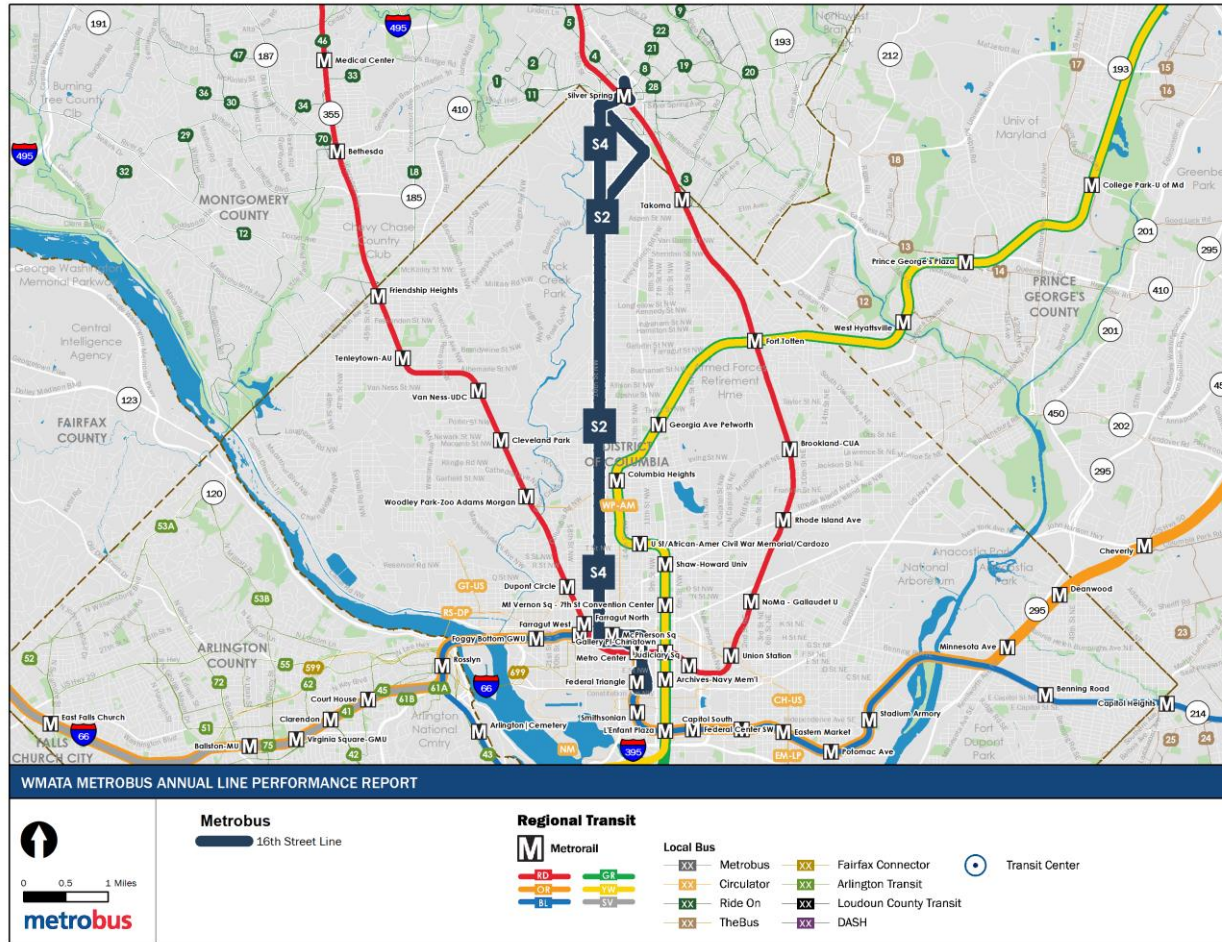
Service Change Summary

Route 59 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Framework

Activity Tier

1

Overall Grade

| Line | Grade |
|-------------------|-------|
| 108 - 16th Street | B |
| | |
| | |
| | |
| | |
| | |

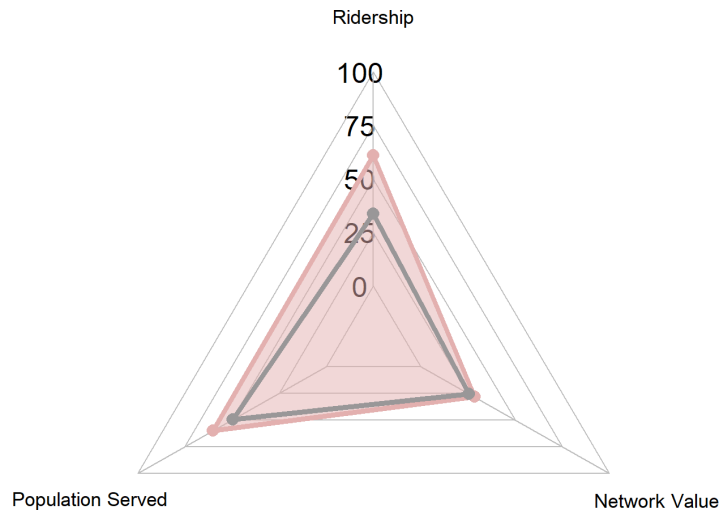
Legend

- Exceeds (Dark Blue)
- Meets (Green)
- Approaches (Yellow)
- Below (Orange)
- Significantly Below (Red)

Line Benefit Score

50

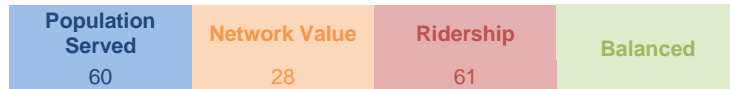
Out of 100



Classification Average






Line Focus:






Line Score:

Operating Statistics

| | | |
|---|-------------------------------|-------------------------|
|  | Annual Operating Costs | \$10,546,554 |
|  | Peak Vehicles | 17 |
|  | Vehicle Type(s) | 40 Foot, 60 Foot |

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

| | | | |
|---|-----------------------------------|-------------------|---------------|
|  | Service Area Population | 82,558 | |
|  | People of Color Population | Service Area | 32,565 |
| | | % Riders Surveyed | 61% |
|  | Low Income Household | Service Area | 20,037 |
| | | % Riders Surveyed | 31% |

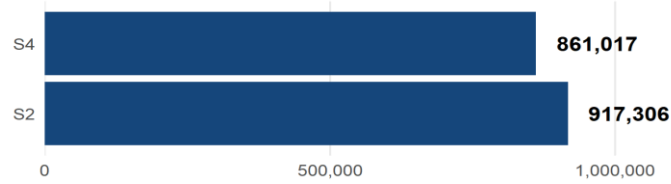
Facilities/Amenities

| | | |
|---|-------------------------------------|------------|
|  | Bus Stops | 132 |
|  | % Stops With Shelters | 27% |
|  | % Stops With Benches | 23% |
|  | % Stops With Real-Time Signs | 22% |



Ridership

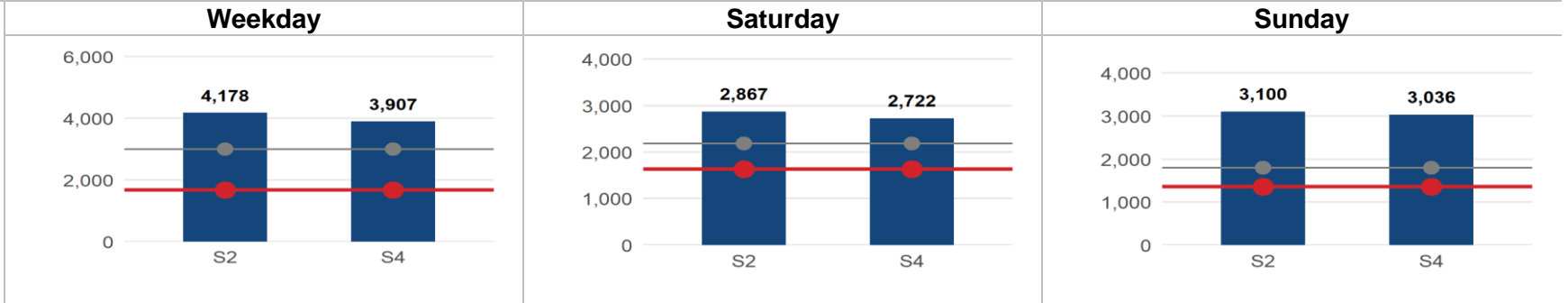
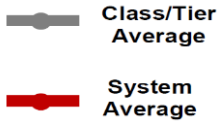
Annual Ridership



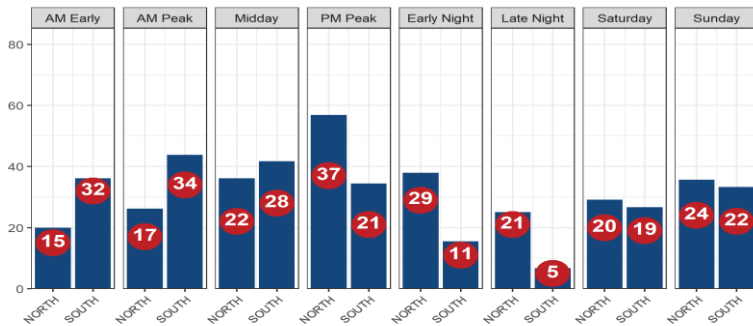
Top Transfer Locations

McPherson Square, Columbia Heights, Silver Spring

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period



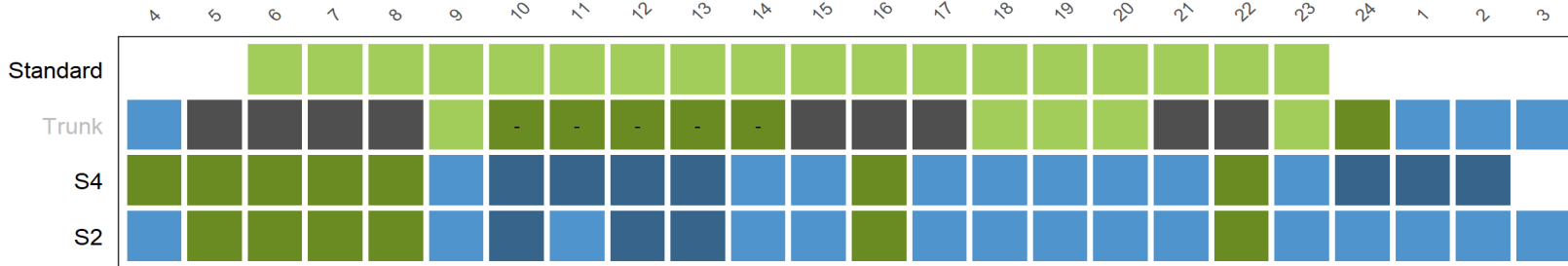
Vehicle Load Factor

| | | Direction: | |
|--|--|------------|-------|
| | | NORTH | SOUTH |
| Weekday | Peak Maximum Target: 1.2 | 0.59 | 0.63 |
| | Off-Peak Maximum Target: 1.0 | 0.52 | 0.43 |
| Saturday Maximum Target: 1.0 | | 0.48 | 0.45 |
| Sunday Maximum Target: 1.0 | | 0.6 | 0.56 |

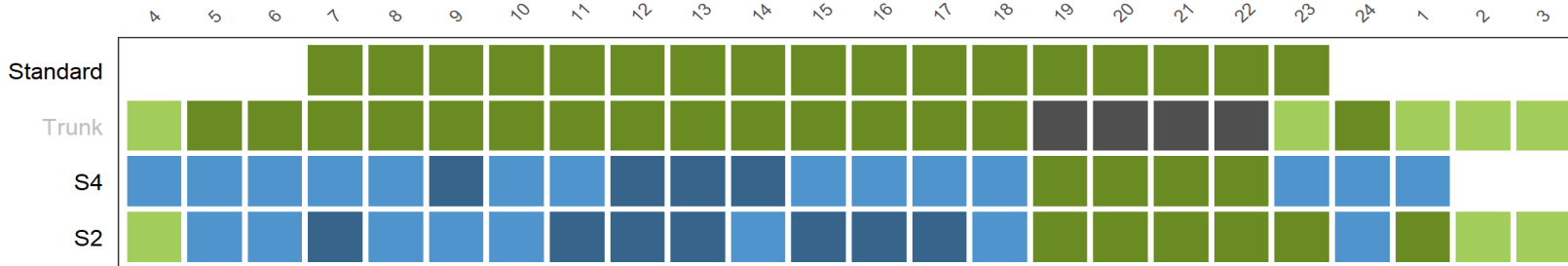
Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



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 | 4:09 AM - 4:15 AM | - | A | 4:14 AM - 4:05 AM | - | A | 4:33 AM - 3:26 AM | - | A |
| | Frequency of Service varies | Peak: 12.2 / Off-Peak: 17.0 | Peak: 17.4 / Off-Peak: 39 | B | 15.8 | 25.4 | B | 17.3 | 29.4 | B |
| Productivity | Passengers per Revenue Hour 30 | 35.2 | 33.6 | A | 30.6 | 27.3 | B | 37.7 | 27.1 | A |
| | Passengers per Revenue Mile 4 | 4.3 | 4.5 | B | 3.4 | 3.3 | D | 4.2 | 3.2 | B |
| Reliability | On-Time Performance 79% | 75% | 74% | C | 76% | 76% | C | 75% | 79% | C |
| | Crowding 5% | 13% | 4% | E | 11% | 3% | E | 9% | 1% | E |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.48 Peak: 0.61 | Off-Peak: 0.39 Peak: 0.54 | A | 0.47 | 0.36 | A | 0.58 | 0.35 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$3.39 | \$ 4.15 | A | \$3.90 | \$ 5.07 | A | \$3.16 | \$ 5.11 | A |
| | Cost Recovery 25% | 38% | 32% | A | 33% | 27% | A | 41% | 26% | A |

Route S2

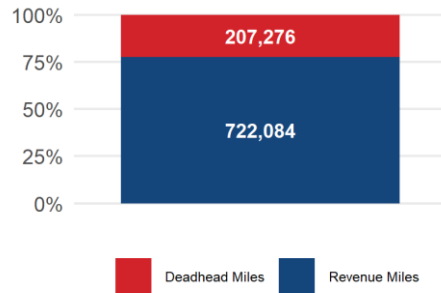
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 6.5 | | | 5 | | | E | | |
| Route Design | Circuitry 1.75 | 1.2 | | | 1.28 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 30 | 33.5 | 33.6 | A | 28.4 | 27.3 | C | 35.6 | 27.1 | A |
| | Passengers per Revenue Mile 4 | 4.1 | 4.5 | B | 3.1 | 3.3 | E | 4.0 | 3.2 | B |
| | Unique Segment Ridership 10% | 3% | 13% | E | 3% | 23% | E | 7% | 25% | D |
| Reliability | On-Time Performance 79% | 75% | 74% | C | 76% | 76% | C | 72% | 79% | D |
| | Crowding 5% | 11% | 4% | E | 9% | 3% | E | 8% | 2% | E |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.45 Peak: 0.57 | Off-Peak: 0.38 Peak: 0.54 | A | 0.44 | 0.36 | A | 0.57 | 0.35 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$3.56 | \$ 4.15 | A | \$4.20 | \$ 5.07 | A | \$3.35 | \$ 5.11 | A |
| | Cost Recovery 25% | 37% | 34% | A | 31% | 26% | A | 39% | 26% | A |

Route S4

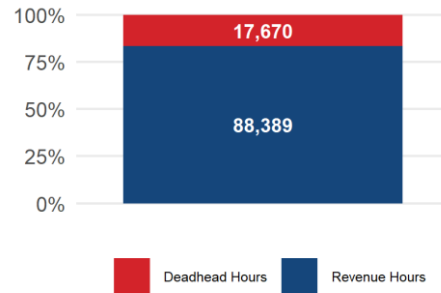
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 6.4 | | | 5 | | | E | | |
| Route Design | Circuitry 1.75 | 1.14 | | | 1.28 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 30 | 37.2 | 33.6 | A | 33.4 | 27.3 | A | 40.1 | 27.1 | A |
| | Passengers per Revenue Mile 4 | 4.6 | 4.5 | A | 3.7 | 3.3 | C | 4.4 | 3.2 | A |
| | Unique Segment Ridership 10% | 0% | 13% | E | 3% | 23% | E | 3% | 25% | E |
| Reliability | On-Time Performance 79% | 76% | 74% | C | 75% | 76% | C | 77% | 79% | C |
| | Crowding 5% | 14% | 4% | E | 12% | 3% | E | 10% | 2% | E |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.52 Peak: 0.66 | Off-Peak: 0.38 Peak: 0.54 | A | 0.49 | 0.36 | A | 0.6 | 0.35 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$3.21 | \$ 4.15 | A | \$3.57 | \$ 5.07 | A | \$2.98 | \$ 5.11 | A |
| | Cost Recovery 25% | 39% | 34% | A | 35% | 26% | A | 42% | 26% | A |

Operational Analysis

Miles Allocation



Hours Allocation



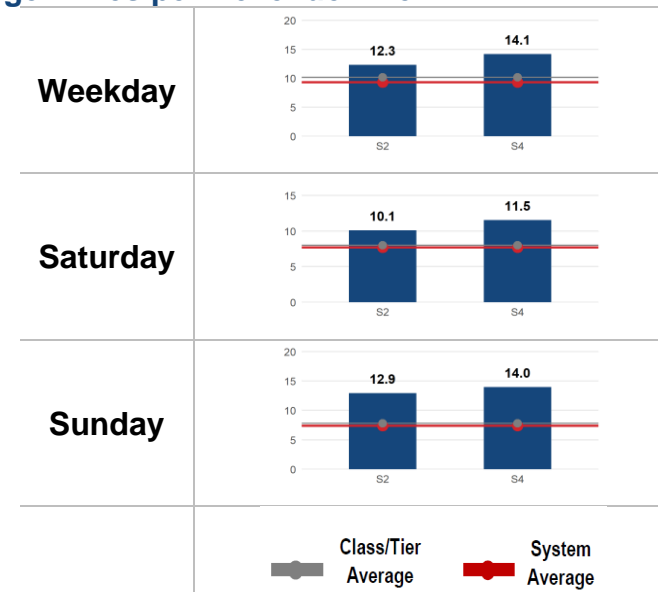
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| S2 | 17.60 | 3,751 | 3,720 (99.2%) |
| S4 | 16.80 | 3,092 | 3,068 (99.2%) |
| | | | |
| | | | |

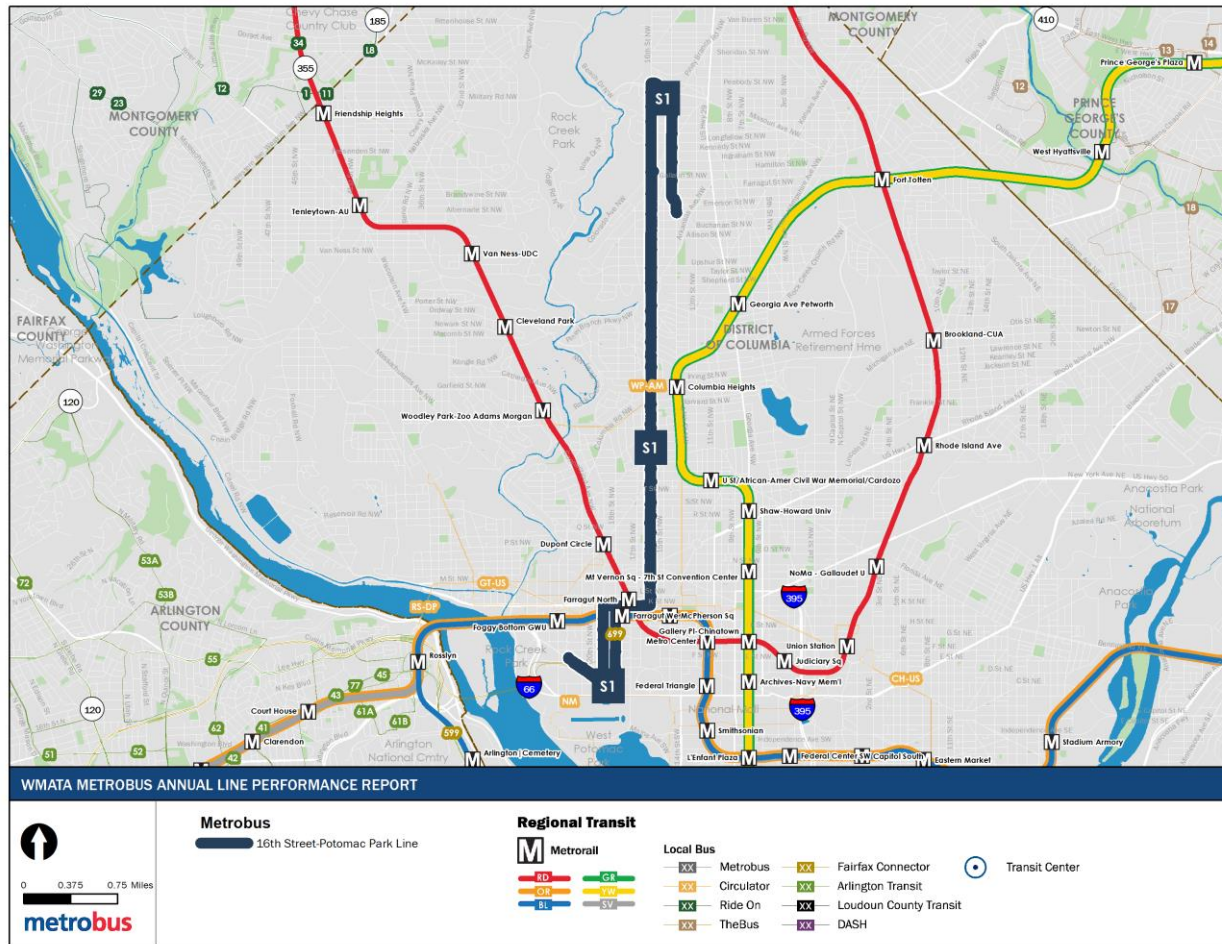
Service Change Summary

Route S2 - June 2020:
 Weekday: extend to 2 a.m.; Saturday: extend to 2 a.m.;
 Sunday: extend to 2 a.m.;
 NA

Passenger Miles per Revenue Mile



About the Line



Service Classification

Commuter

Activity Tier

1

Overall Grade

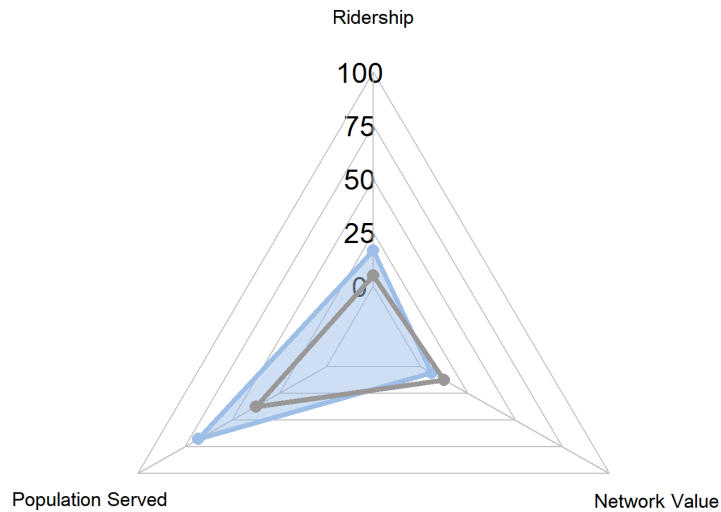
| Line | Grade |
|-------------------------------|-------|
| 16th Street-Potomac Park Line | B |
| | |
| | |
| | |
| | |
| | |



Line Benefit Score

30

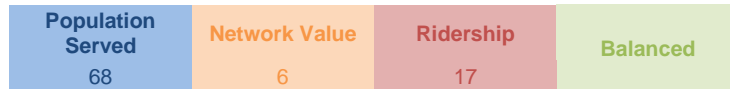
Out of 100



Classification Average

Line Focus:

Line Score:



Operating Statistics

| | | |
|--|-------------------------------|-------------------------|
| | Annual Operating Costs | \$1,062,879 |
| | Peak Vehicles | 15 |
| | Vehicle Type(s) | 40 Foot, 60 Foot |

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

| | | | |
|--|-----------------------------------|-------------------|---------------|
| | Service Area Population | 45,507 | |
| | People of Color Population | Service Area | 16,405 |
| | | % Riders Surveyed | 47% |
| | Low Income Household | Service Area | 10,940 |
| | | % Riders Surveyed | 20% |

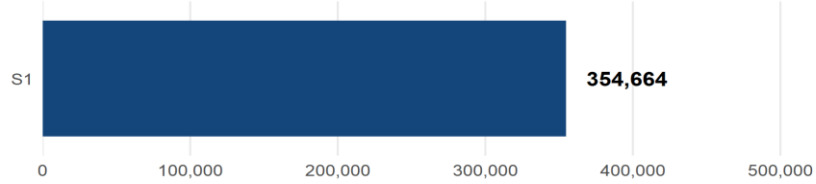
Facilities/Amenities

| | | |
|--|-------------------------------------|------------|
| | Bus Stops | 84 |
| | % Stops With Shelters | 31% |
| | % Stops With Benches | 30% |
| | % Stops With Real-Time Signs | 23% |



Ridership

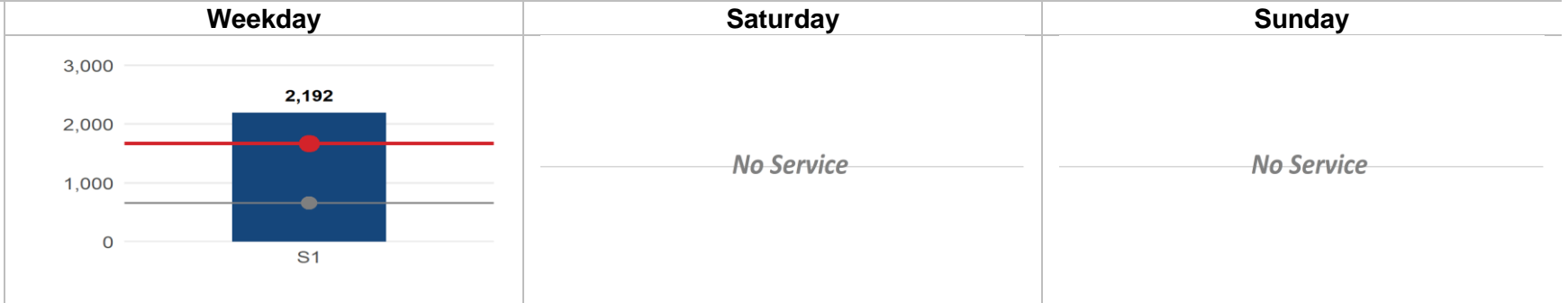
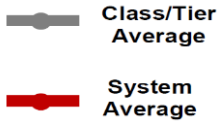
Annual Ridership



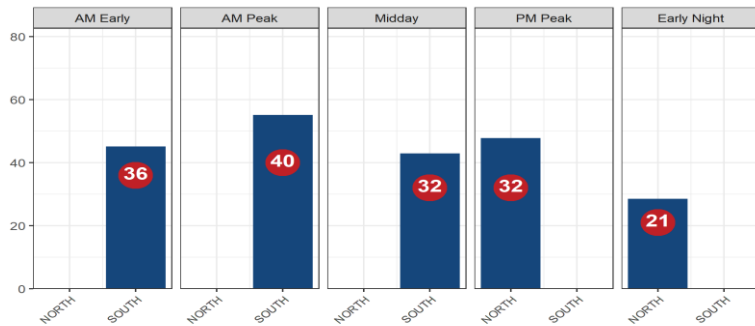
Top Transfer Locations

Farragut West, Farragut North, Columbia Heights

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

| | | Direction: | |
|---------------------------------|---------------------------------|------------|-------|
| | | NORTH | SOUTH |
| Weekday | Peak Maximum Target: 1 | 0.68 | 0.74 |
| | Off-Peak Maximum Target: 1.0 | 0.48 | 0.6 |
| Saturday Maximum Target: 1.0 | | | |
| Sunday Maximum Target: 1.0 | | | |

Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

B 16th Street-Potomac Park

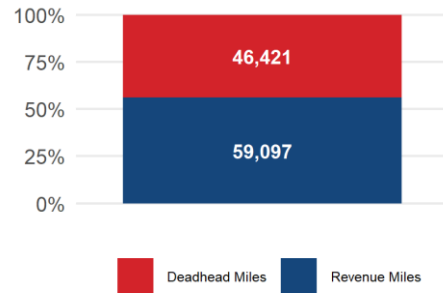
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|---------------------------------------|------------------------------|-------|-----------|-----------------|-------|-----------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 5:50 AM - 10:05 AM; 3:54 PM - 7:42 PM | - | A | - | - | - | - | - | - |
| | Frequency of Service varies | Peak: 11.6 / Off-Peak: 10.8 | Peak: 19.9 / Off-Peak: 69.8 | - | - | - | - | - | - | - |
| Productivity | Passengers per Revenue Hour N/A | 57.7 | 31.7 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1.5 | 8.5 | 3.5 | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 65% | 72% | E | - | - | - | - | - | - |
| | Crowding 5% | 21% | 4% | E | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.58 Peak: 0.71 | Off-Peak: 0.36 Peak: 0.51 | B | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$2.07 | \$ 4.57 | A | - | - | - | - | - | - |
| | Cost Recovery 25% | 82% | 47% | A | - | - | - | - | - | - |

Route S1

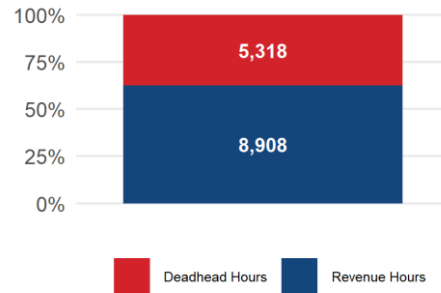
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile N/A | 6 | | | 3.2 | | | - | | |
| Route Design | Circuitry N/A | 1.58 | | | 1.3 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour N/A | 57.7 | 31.7 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1.5 | 8.5 | 3.5 | A | - | - | - | - | - | - |
| | Unique Segment Ridership 15% | 0% | 16% | E | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 65% | 72% | E | - | - | - | - | - | - |
| | Crowding 5% | 21% | 4% | E | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.58 Peak: 0.71 | Off-Peak: 0.34 Peak: 0.49 | B | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$2.07 | \$ 4.57 | A | - | - | - | - | - | - |
| | Cost Recovery 25% | 82% | 45% | A | - | - | - | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



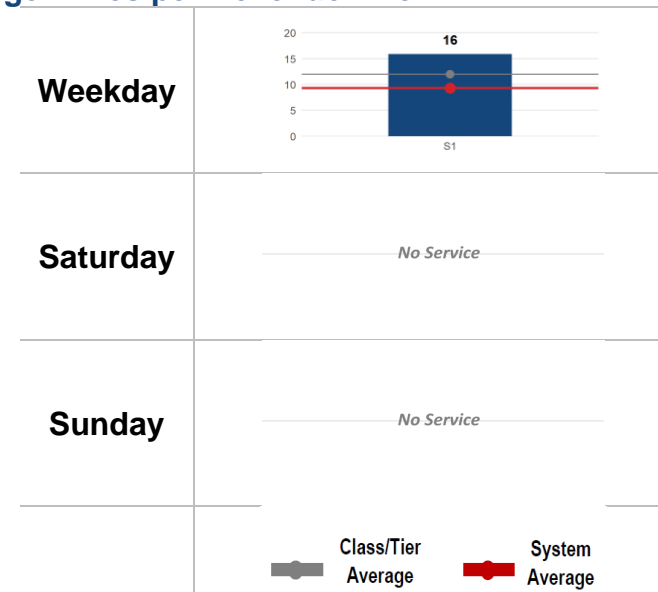
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| S1 | 14.10 | 878 | 875 (99.7%) |
| | | | |
| | | | |
| | | | |
| | | | |

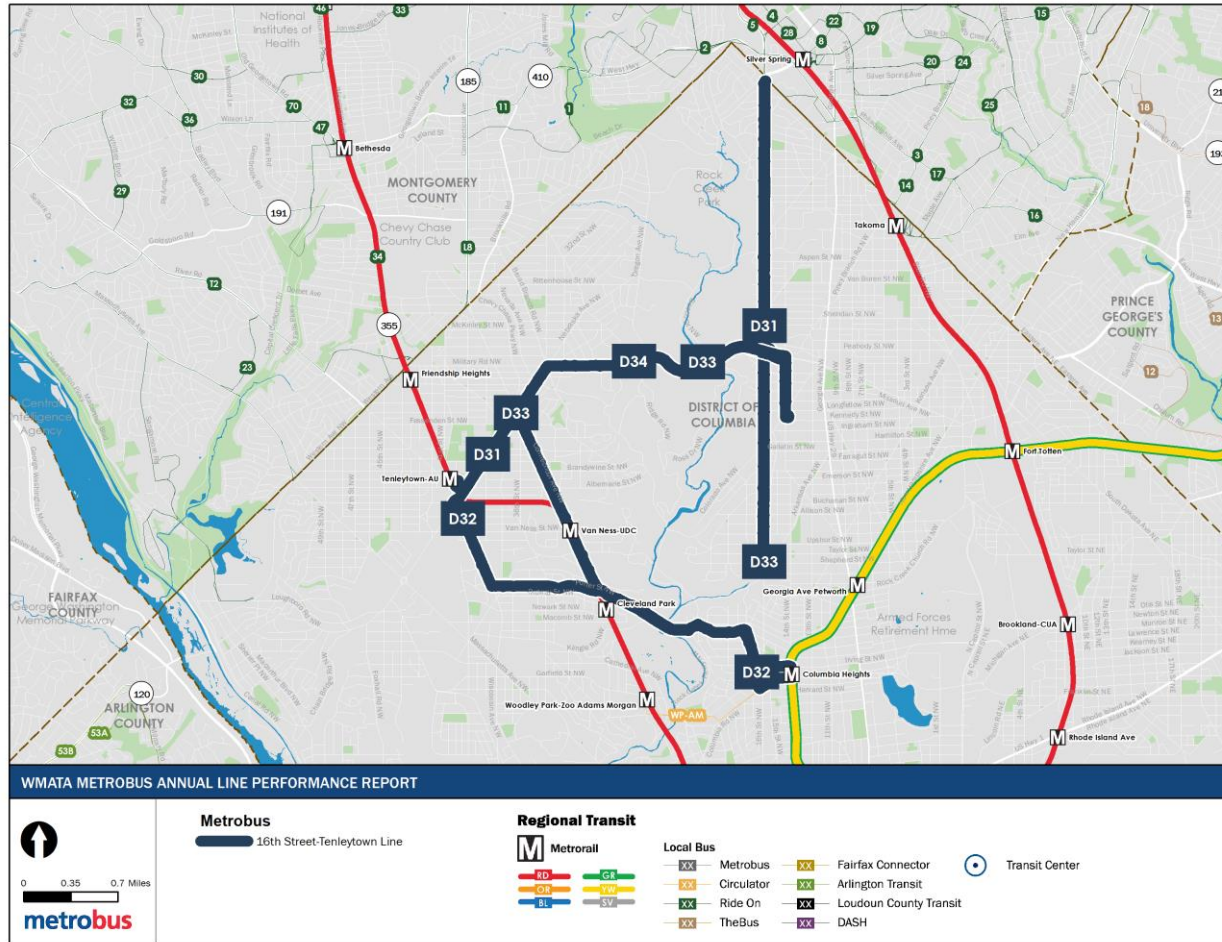
Service Change Summary

Route S1 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

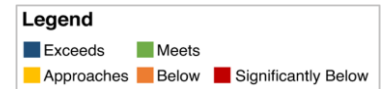
Gap

Activity Tier

2

Overall Grade

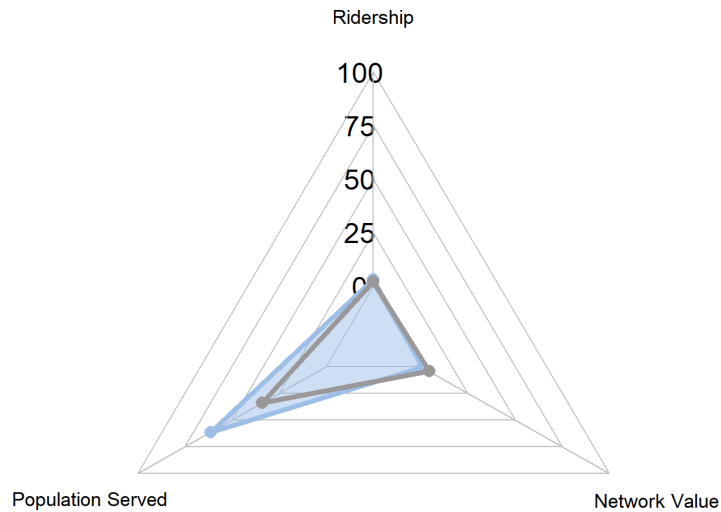
| Line | Overall Grade |
|------------------------|---------------|
| 16th Street-Tenleytown | - |
| | |
| | |
| | |
| | |
| | |
| | |



Line Benefit Score

22

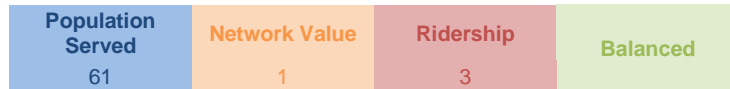
Out of 100



Classification Average

Line Focus:

Line Score:



Operating Statistics

| | | |
|--|-------------------------------|------------------|
| | Annual Operating Costs | \$124,506 |
| | Peak Vehicles | 8 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|-----------------------------------|-------------------|---------------|
| | Service Area Population | 90,018 | |
| | People of Color Population | Service Area | 31,451 |
| | | % Riders Surveyed | |
| | Low Income Household | Service Area | 19,468 |
| | | % Riders Surveyed | |

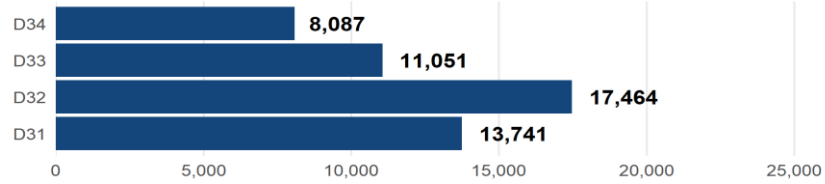
Facilities/Amenities

| | | |
|--|-------------------------------------|------------|
| | Bus Stops | 136 |
| | % Stops With Shelters | 21% |
| | % Stops With Benches | 19% |
| | % Stops With Real-Time Signs | 7% |



Ridership

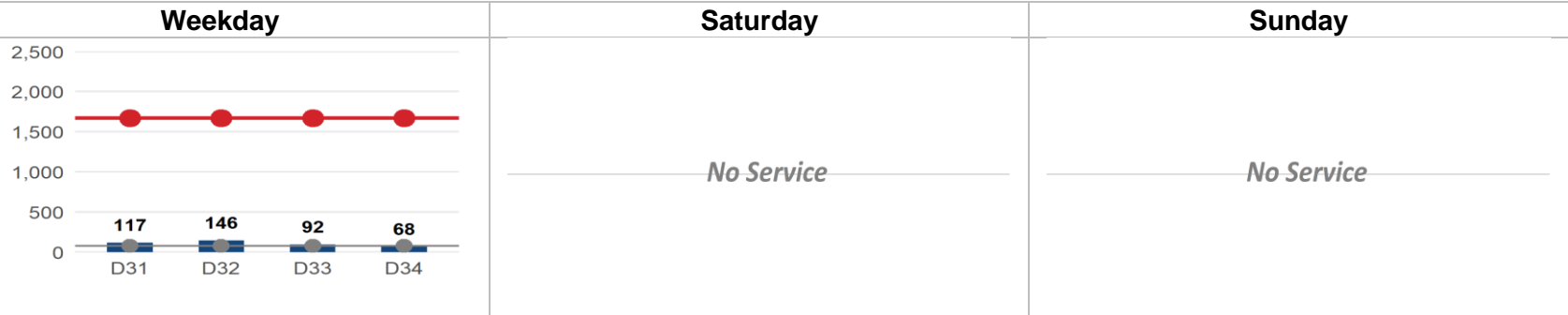
Annual Ridership



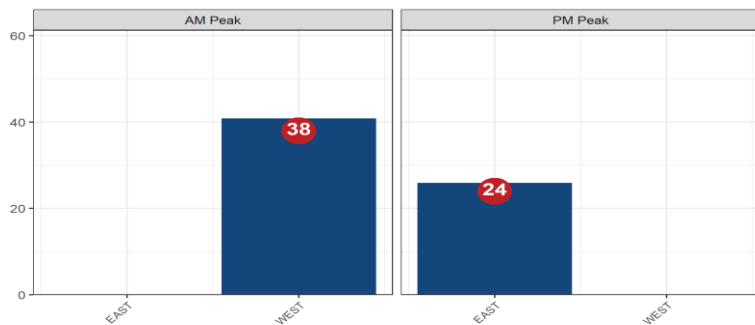
Top Transfer Locations

Cleveland Park, Tenleytown-AU, Columbia Heights

Average Daily Ridership



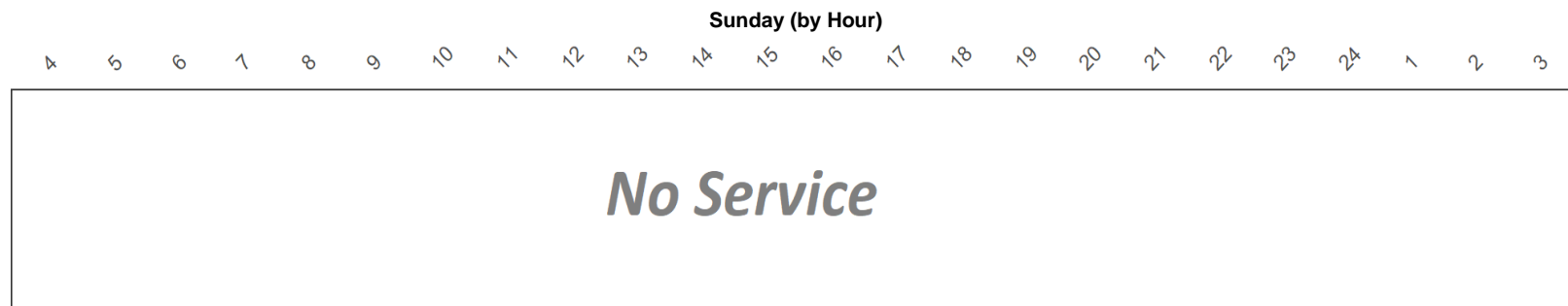
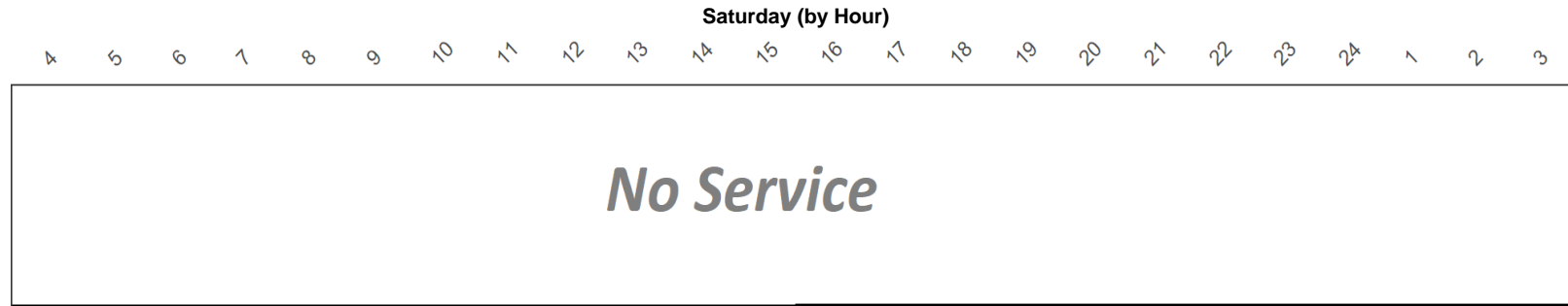
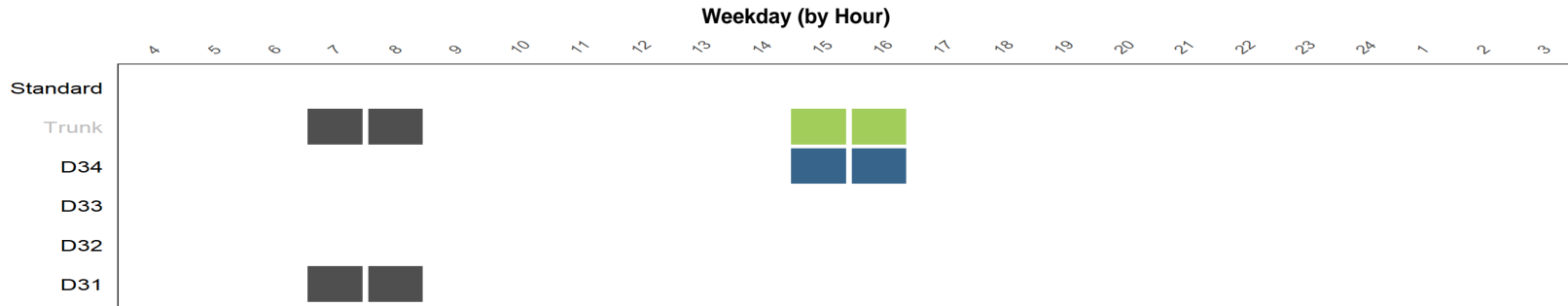
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

| | | Direction: | |
|--------------------------------|--------------------------------|------------|------|
| | | EAST | WEST |
| Weekday | Peak Maximum Target: NA | | |
| | Off-Peak Maximum Target: NA | 0.58 | 0.88 |
| Saturday Maximum Target: NA | | | |
| Sunday Maximum Target: NA | | | |

Span and Frequency



Performance Report Card

16th Street-Tenleytown

| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|--|--------------------------------------|--------------------------|-------|-----------|-----------------|-------|-----------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 7:26 AM - 8:26 AM; 3:35 PM - 4:55 PM | - | - | - | - | - | - | - | - |
| | Frequency of Service varies | Peak: 8.7 / Off-Peak: NA | Peak: 4.3 / Off-Peak: NA | - | - | - | - | - | - | - |
| Productivity | Passengers per Revenue Hour | 64.8 | 57.2 | - | - | - | - | - | - | - |
| | Passengers per Revenue Mile | 7.3 | 6.2 | - | - | - | - | - | - | - |
| Reliability | On-Time Performance | 55% | 55% | - | - | - | - | - | - | - |
| | Crowding | 23% | 8% | - | - | - | - | - | - | - |
| | Load Factor Peak: NA / Off-Peak: NA | - | - | - | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip | \$1.84 | \$ 3.37 | - | - | - | - | - | - | - |
| | Cost Recovery | 68% | 45% | - | - | - | - | - | - | - |

Route D31

| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|--|---------------|-----------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile | 5.7 | | | 5.4 | | | - | | |
| | Circuitry | 1.07 | | | 1.32 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour | 40.4 | 57.2 | - | - | - | - | - | - | - |
| | Passengers per Revenue Mile | 5.6 | 6.2 | - | - | - | - | - | - | - |
| | Unique Segment Ridership | 0% | 1% | - | - | - | - | - | - | - |
| Reliability | On-Time Performance | 39% | 55% | - | - | - | - | - | - | - |
| | Crowding | 44% | 13% | - | - | - | - | - | - | - |
| | Load Factor Peak: NA / Off-Peak: NA | - | - | - | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip | \$2.95 | \$ 3.37 | - | - | - | - | - | - | - |
| | Cost Recovery | 43% | 61% | - | - | - | - | - | - | - |

Route D32

| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|--|---------------|-----------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile | 5.9 | | | 5.4 | | | - | | |
| | Circuitry | 1.35 | | | 1.32 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour | 89.8 | 57.2 | - | - | - | - | - | - | - |
| | Passengers per Revenue Mile | 9.3 | 6.2 | - | - | - | - | - | - | - |
| | Unique Segment Ridership | 0% | 1% | - | - | - | - | - | - | - |
| Reliability | On-Time Performance | 51% | 55% | - | - | - | - | - | - | - |
| | Crowding | 31% | 13% | - | - | - | - | - | - | - |
| | Load Factor Peak: NA / Off-Peak: NA | - | - | - | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip | \$1.33 | \$ 3.37 | - | - | - | - | - | - | - |
| | Cost Recovery | 96% | 61% | - | - | - | - | - | - | - |

Route D33

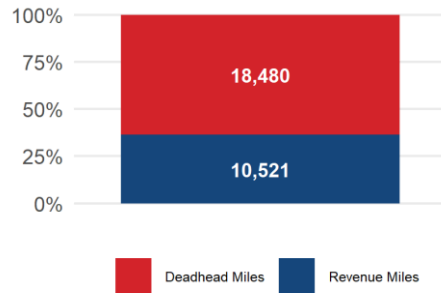
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|--|---------------|-----------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile | 5.7 | | | 5.4 | | | - | | |
| | Circuitry | 1.66 | | | 1.32 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour | 125 | 57.2 | - | - | - | - | - | - | - |
| | Passengers per Revenue Mile | 9.5 | 6.2 | - | - | - | - | - | - | - |
| | Unique Segment Ridership | 0% | 1% | - | - | - | - | - | - | - |
| Reliability | On-Time Performance | 74% | 55% | - | - | - | - | - | - | - |
| | Crowding | 9% | 13% | - | - | - | - | - | - | - |
| | Load Factor Peak: NA / Off-Peak: NA | - | - | - | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip | \$0.95 | \$ 3.37 | - | - | - | - | - | - | - |
| | Cost Recovery | 126% | 61% | - | - | - | - | - | - | - |

Route D34

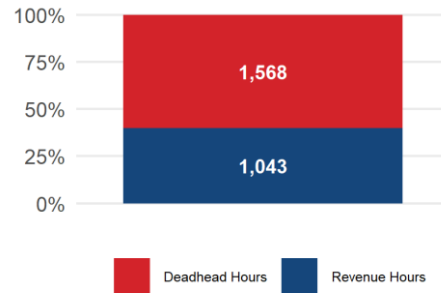
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|--|---------------|-----------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile | 5.6 | | | 5.4 | | | - | | |
| | Circuitry | 1.1 | | | 1.32 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour | 55 | 57.2 | - | - | - | - | - | - | - |
| | Passengers per Revenue Mile | 5.7 | 6.2 | - | - | - | - | - | - | - |
| | Unique Segment Ridership | 0% | 1% | - | - | - | - | - | - | - |
| Reliability | On-Time Performance | 64% | 55% | - | - | - | - | - | - | - |
| | Crowding | 10% | 13% | - | - | - | - | - | - | - |
| | Load Factor Peak: NA / Off-Peak: NA | - | - | - | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip | \$2.17 | \$ 3.37 | - | - | - | - | - | - | - |
| | Cost Recovery | 59% | 61% | - | - | - | - | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



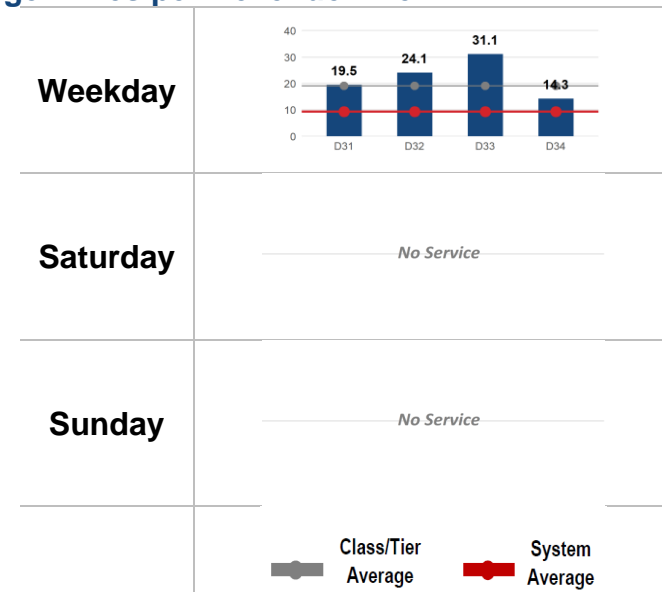
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| D31 | 10.00 | 84 | 83 (98.8%) |
| D32 | 8.50 | 84 | 84 (100.0%) |
| D33 | 9.40 | 42 | 42 (100.0%) |
| D34 | 7.30 | 63 | 63 (100.0%) |

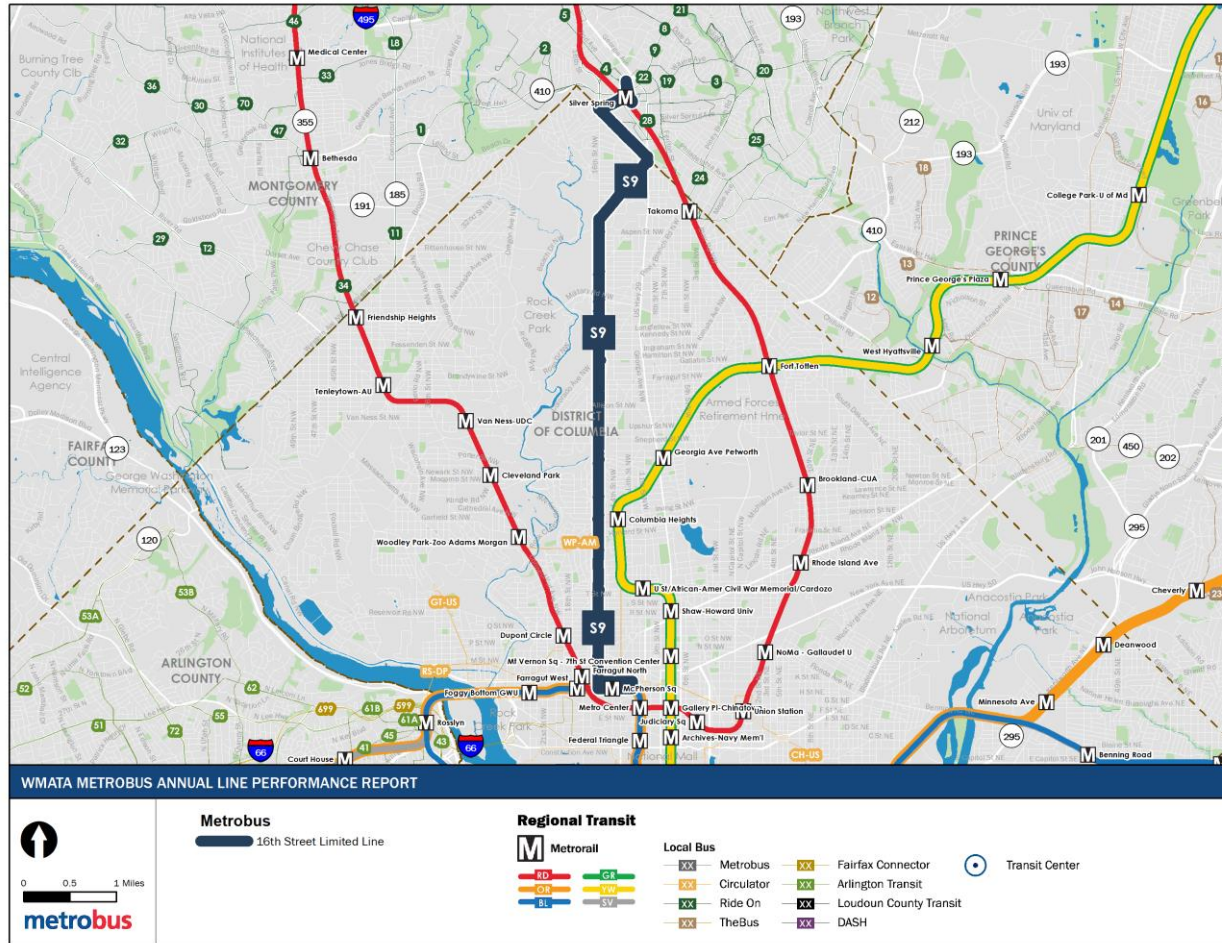
Service Change Summary

Route D31 - June 2020:
 Weekday: No change; Saturday: No change; Sunday: No change;
 Route D32 - June 2020:
 Weekday: No change; Saturday: No change; Sunday: No change;
 Route D33 - June 2020:
 Weekday: No change; Saturday: No change; Sunday: No change;
 Route D34 - June 2020:
 Weekday: No change; Saturday: No change; Sunday: No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Framework

Activity Tier

1

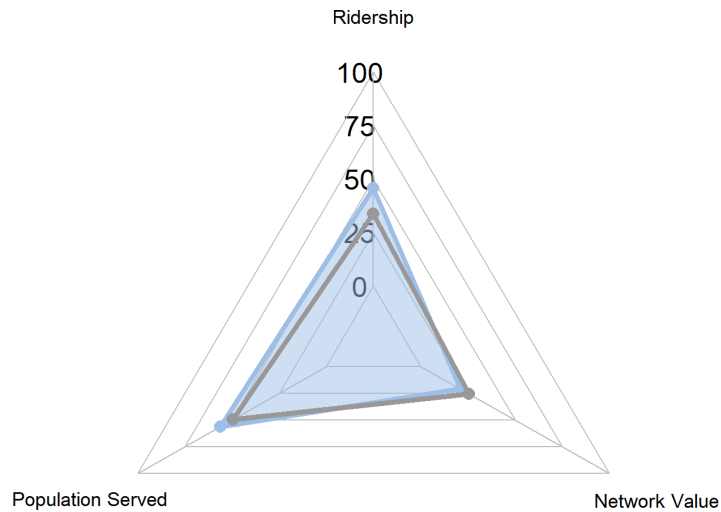
Overall Grade

| Line | Grade |
|---------------------------|-------|
| 112 - 16th Street Limited | C |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |

Line Benefit Score

41

Out of 100



Classification Average



Line Focus:

Population Served

Network Value

Ridership

Balanced

Line Score:

56

21

46

Operating Statistics

| | | |
|--|-------------------------------|--------------------|
| | Annual Operating Costs | \$5,157,607 |
| | Peak Vehicles | 20 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|-----------------------------------|-------------------|---------------|
| | Service Area Population | 35,572 | |
| | People of Color Population | Service Area | 13,644 |
| | | % Riders Surveyed | 60% |
| | Low Income Household | Service Area | 8,757 |
| | | % Riders Surveyed | 31% |

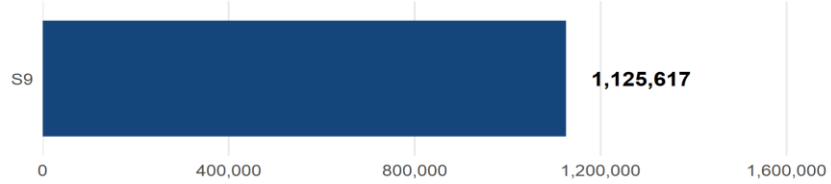
Facilities/Amenities

| | | |
|--|-------------------------------------|------------|
| | Bus Stops | 34 |
| | % Stops With Shelters | 50% |
| | % Stops With Benches | 44% |
| | % Stops With Real-Time Signs | 62% |



Ridership

Annual Ridership



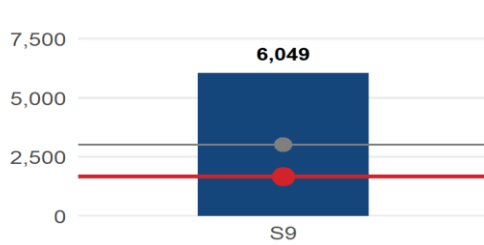
Top Transfer Locations

McPherson Square, Columbia Heights, Farragut West

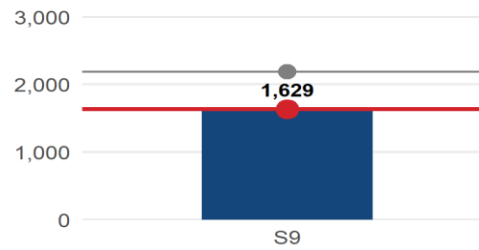
Average Daily Ridership

- Class/Tier Average
- System Average

Weekday



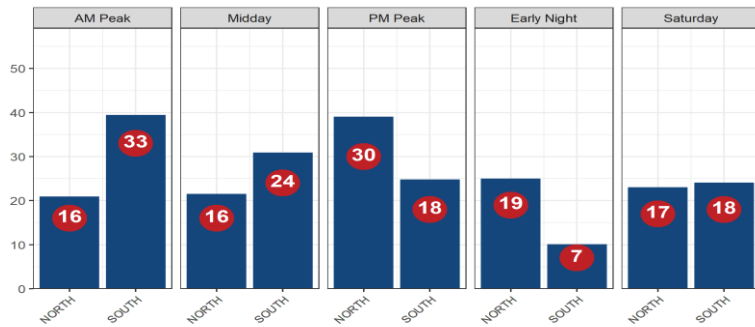
Saturday



Sunday

No Service

Average Trip Ridership and Maximum Load by Time Period



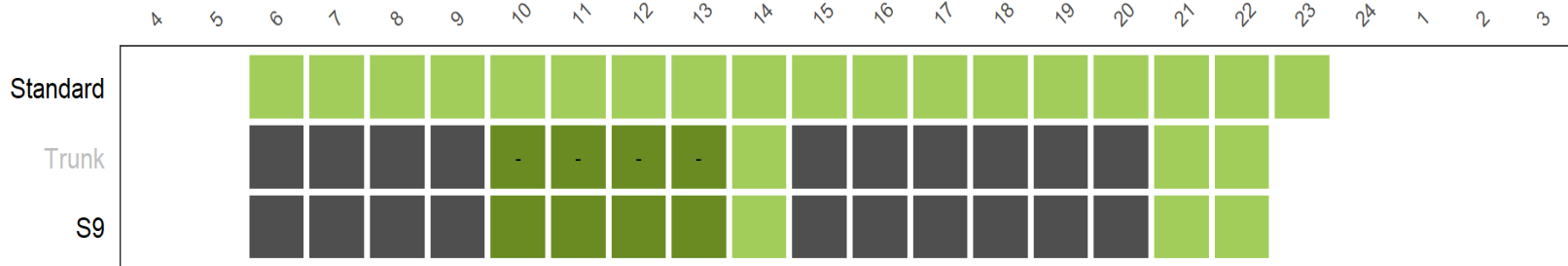
Vehicle Load Factor

| | | Direction: | NORTH | SOUTH |
|---------------------------------|---------------------------------|------------|-------|-------|
| Weekday | Peak Maximum Target: 1.2 | | 0.69 | 0.67 |
| | Off-Peak Maximum Target: 1.0 | | 0.44 | 0.5 |
| Saturday Maximum Target: 1.0 | | | 0.43 | 0.45 |
| Sunday Maximum Target: 1.0 | | | | |

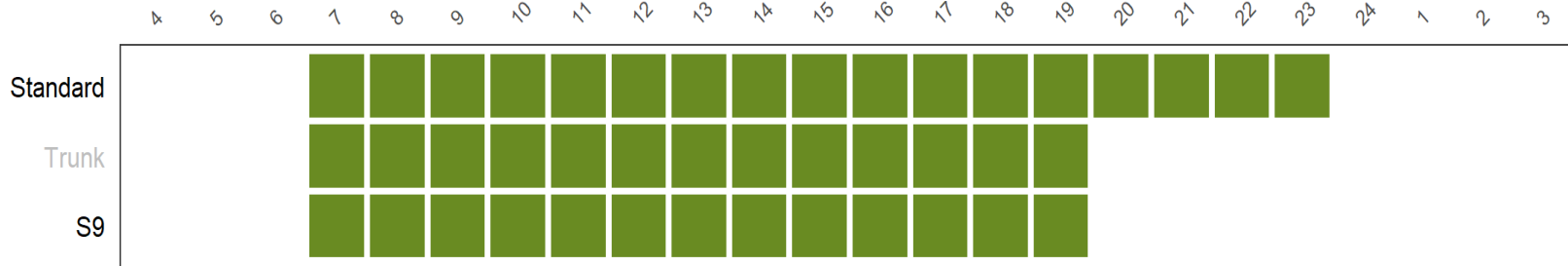
Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

C 16th Street Limited

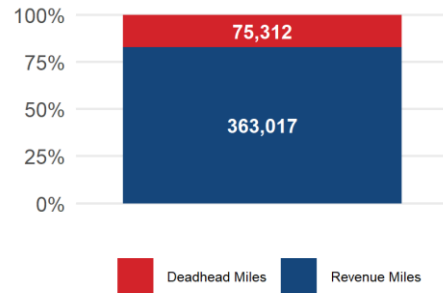
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|------------------------------|------------------------------|-------|-------------------|-----------------|-------|-----------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 6:26 AM - 10:09 PM | - | C | 7:40 AM - 7:46 PM | - | C | - | - | - |
| | Frequency of Service varies | Peak: 6.7 / Off-Peak: 15.2 | Peak: 17.4 / Off-Peak: 39 | A | 20.0 | 25.4 | B | - | - | - |
| Productivity | Passengers per Revenue Hour 30 | 39.1 | 33.6 | A | 30.1 | 27.3 | B | - | - | - |
| | Passengers per Revenue Mile 4 | 4.5 | 4.5 | A | 3.1 | 3.3 | E | - | - | - |
| Reliability | On-Time Performance 79% | 76% | 74% | C | 81% | 76% | B | - | - | - |
| | Crowding 5% | 15% | 4% | E | 5% | 3% | C | - | - | - |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.47 Peak: 0.68 | Off-Peak: 0.39 Peak: 0.54 | A | 0.44 | 0.36 | A | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$3.05 | \$ 4.15 | A | \$3.96 | \$ 5.07 | A | - | - | - |
| | Cost Recovery 25% | 47% | 32% | A | 36% | 27% | A | - | - | - |

Route S9

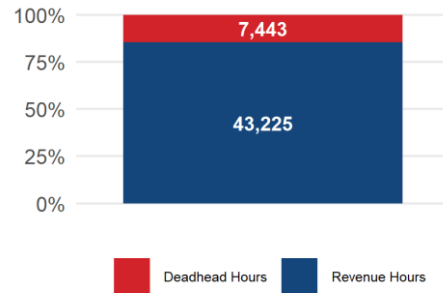
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 2.3 | | | 5 | | | E | | |
| Route Design | Circuitry 1.75 | 1.17 | | | 1.28 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 30 | 39.1 | 33.6 | A | 30.1 | 27.3 | B | - | - | - |
| | Passengers per Revenue Mile 4 | 4.5 | 4.5 | A | 3.1 | 3.3 | E | - | - | - |
| | Unique Segment Ridership 10% | 20% | 13% | A | 16% | 23% | A | - | - | - |
| Reliability | On-Time Performance 79% | 76% | 74% | C | 81% | 76% | B | - | - | - |
| | Crowding 5% | 15% | 4% | E | 5% | 3% | C | - | - | - |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.47 Peak: 0.68 | Off-Peak: 0.38 Peak: 0.54 | A | 0.44 | 0.36 | A | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$3.05 | \$ 4.15 | A | \$3.96 | \$ 5.07 | A | - | - | - |
| | Cost Recovery 25% | 47% | 34% | A | 36% | 26% | A | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



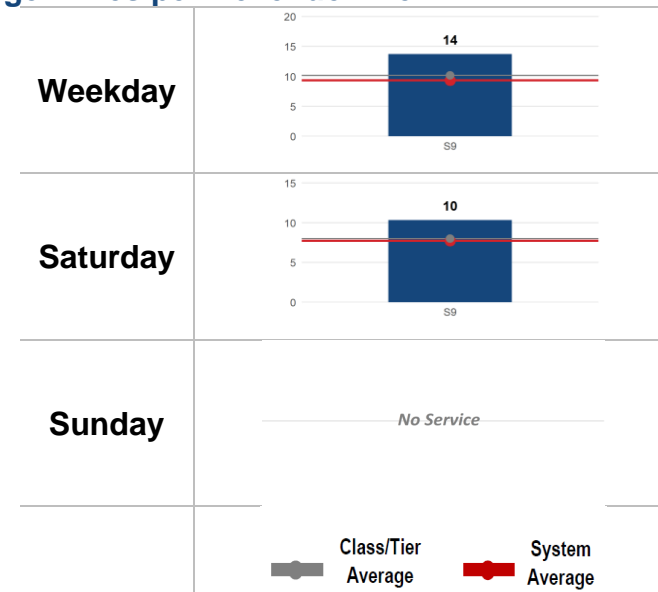
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| S9 | 15.60 | 4,854 | 4,833 (99.6%) |
| | | | |
| | | | |
| | | | |
| | | | |

Service Change Summary

Route S9 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Framework

Activity Tier

2

Overall Grade

| Line | Overall Grade |
|--------------------|---------------|
| Alexandria-Fairfax | C |
| | |
| | |
| | |
| | |
| | |
| | |

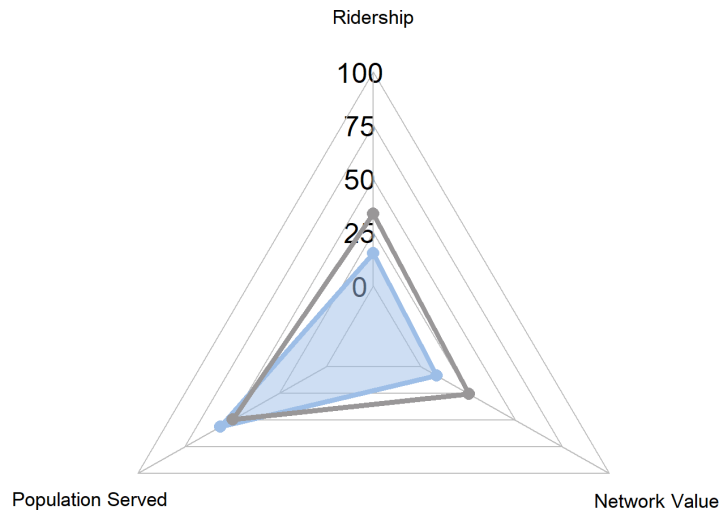
Legend

- Exceeds (Dark Blue)
- Meets (Green)
- Approaches (Yellow)
- Below (Orange)
- Significantly Below (Red)

Line Benefit Score

27

Out of 100



Classification Average



Line Focus:

Population Served

Network Value

Ridership

Balanced




Line Score:

56




8

15





Operating Statistics

| | | |
|---|-------------------------------|--------------------|
|  | Annual Operating Costs | \$3,653,467 |
|  | Peak Vehicles | 6 |
|  | Vehicle Type(s) | 40 Foot |

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

| | | | |
|---|-----------------------------------|-------------------|---------------|
|  | Service Area Population | 67,496 | |
|  | People of Color Population | Service Area | 27,355 |
| | | % Riders Surveyed | 78% |
|  | Low Income Household | Service Area | 16,496 |
| | | % Riders Surveyed | 63% |

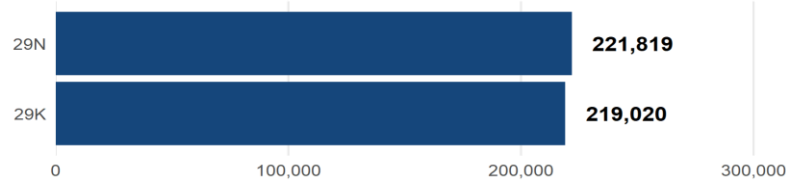
Facilities/Amenities

| | | |
|---|-------------------------------------|------------|
|  | Bus Stops | 137 |
|  | % Stops With Shelters | 34% |
|  | % Stops With Benches | 34% |
|  | % Stops With Real-Time Signs | 0% |



Ridership

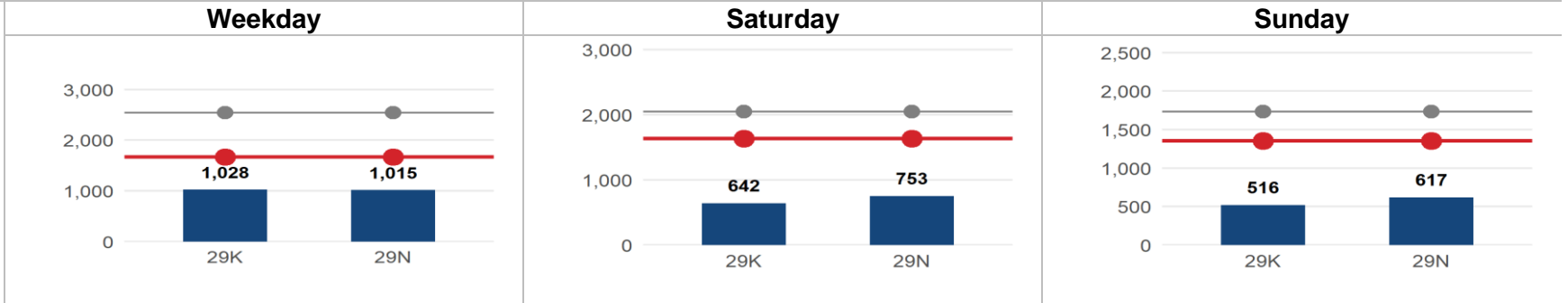
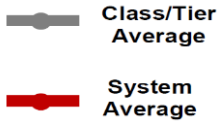
Annual Ridership



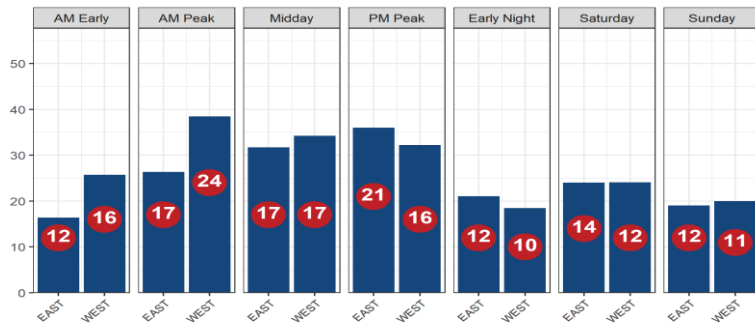
Top Transfer Locations

King Street, Vienna

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period



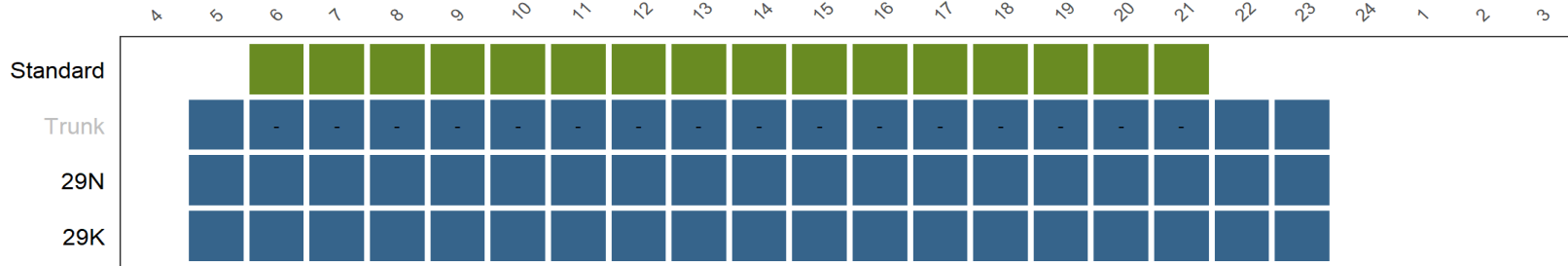
Vehicle Load Factor

| | | Direction: | |
|---------------------------------|---------------------------------|------------|------|
| | | EAST | WEST |
| Weekday | Peak Maximum Target: 1 | 0.49 | 0.49 |
| | Off-Peak Maximum Target: 1.0 | 0.38 | 0.37 |
| Saturday Maximum Target: 1.0 | | 0.36 | 0.31 |
| Sunday Maximum Target: 1.0 | | 0.3 | 0.27 |

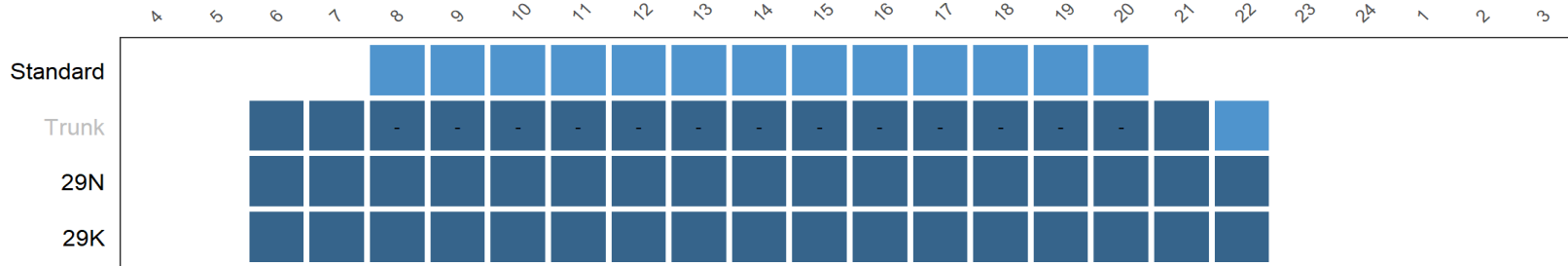
Span and Frequency



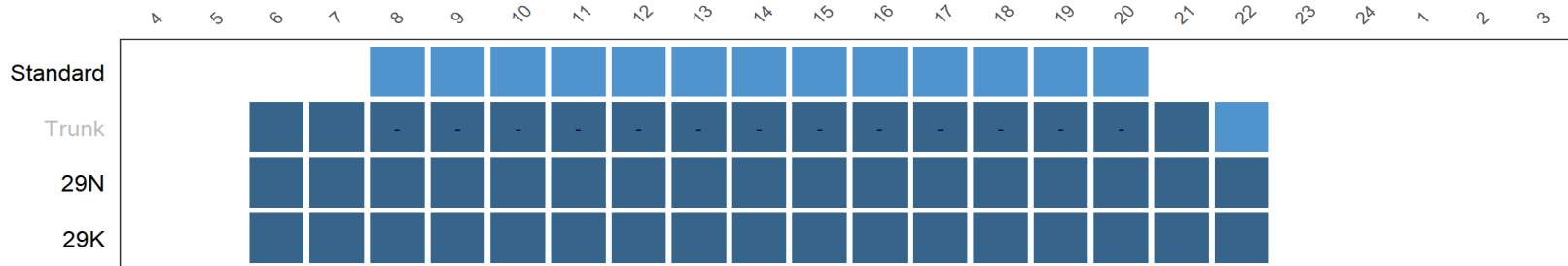
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

C Alexandria-Fairfax

| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|--------------------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 5:30 AM - 11:35 PM | - | A | 6:10 AM - 10:31 PM | - | A | 6:10 AM - 10:30 PM | - | A |
| | Frequency of Service varies | Peak: 38.8 / Off-Peak: 38.2 | Peak: 19.4 / Off-Peak: 34 | E | 38.5 | 29.8 | D | 38.5 | 33.8 | D |
| Productivity | Passengers per Revenue Hour 20 | 23.6 | 30.5 | A | 18.2 | 28.9 | C | 16.0 | 29.0 | E |
| | Passengers per Revenue Mile 2 | 1.8 | 3.0 | C | 1.5 | 2.7 | E | 1.2 | 2.6 | E |
| Reliability | On-Time Performance 79% | 75% | 73% | C | 81% | 76% | B | 85% | 79% | A |
| | Crowding 5% | 0% | 3% | A | 0% | 3% | A | 0% | 2% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.37 Peak: 0.49 | Off-Peak: 0.44 Peak: 0.52 | A | 0.34 | 0.41 | A | 0.29 | 0.4 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$5.06 | \$ 4.44 | C | \$6.57 | \$ 4.73 | E | \$7.48 | \$ 4.90 | E |
| | Cost Recovery 20% | 29% | 31% | A | 22% | 27% | B | 19% | 27% | C |

Route 29K

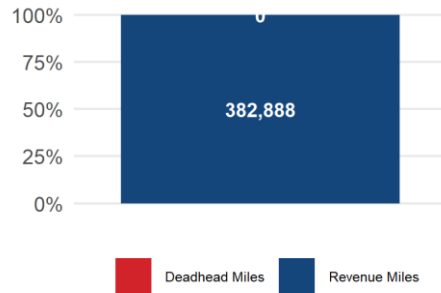
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|-----------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 3.4 | | | 4.5 | | | E | | |
| | Circuitry 1.75 | 1.19 | | | 1.47 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 20 | 23.1 | 30.5 | A | 17.3 | 28.9 | D | 15.1 | 29.0 | E |
| | Passengers per Revenue Mile 2 | 1.8 | 3.0 | C | 1.4 | 2.7 | E | 1.1 | 2.6 | E |
| | Unique Segment Ridership 10% | 12% | 16% | B | 16% | 35% | A | 17% | 46% | A |
| Reliability | On-Time Performance 79% | 77% | 73% | C | 75% | 76% | C | 89% | 79% | A |
| | Crowding 5% | 0% | 2% | A | 0% | 3% | A | 0% | 1% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.38 Peak: 0.5 | Off-Peak: 0.42 Peak: 0.52 | A | 0.33 | 0.42 | A | 0.29 | 0.4 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$5.17 | \$ 4.44 | C | \$6.89 | \$ 4.73 | E | \$7.92 | \$ 4.90 | E |
| | Cost Recovery 20% | 28% | 30% | A | 21% | 26% | B | 18% | 27% | C |

Route 29N

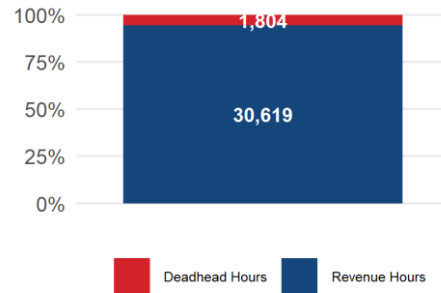
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 2.9 | | | 4.5 | | | E | | |
| | Circuitry 1.75 | 1.28 | | | 1.47 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 20 | 24.1 | 30.5 | A | 19.0 | 28.9 | C | 16.8 | 29.0 | D |
| | Passengers per Revenue Mile 2 | 1.9 | 3.0 | C | 1.5 | 2.7 | E | 1.2 | 2.6 | E |
| | Unique Segment Ridership 10% | 10% | 16% | C | 10% | 35% | C | 9% | 46% | C |
| Reliability | On-Time Performance 79% | 73% | 73% | D | 87% | 76% | A | 81% | 79% | B |
| | Crowding 5% | 0% | 2% | A | 0% | 3% | A | 0% | 1% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.36 Peak: 0.49 | Off-Peak: 0.42 Peak: 0.52 | A | 0.34 | 0.42 | A | 0.29 | 0.4 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$4.94 | \$ 4.44 | B | \$6.28 | \$ 4.73 | E | \$7.10 | \$ 4.90 | E |
| | Cost Recovery 20% | 29% | 30% | A | 23% | 26% | A | 20% | 27% | B |

Operational Analysis

Miles Allocation



Hours Allocation



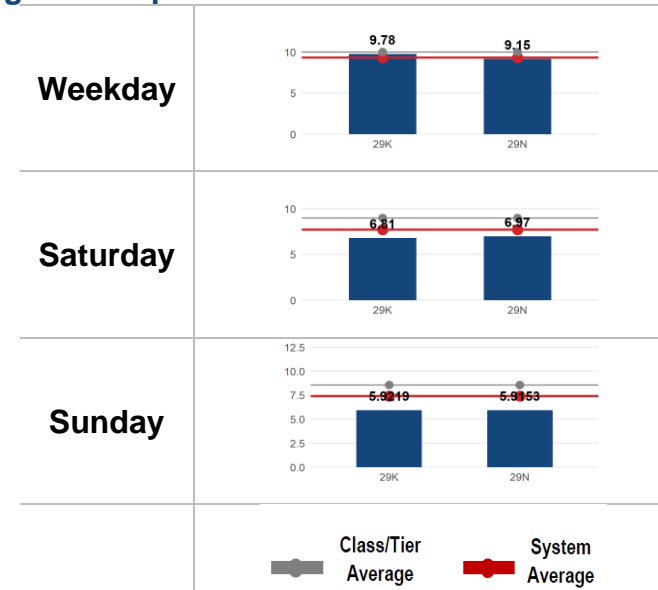
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| 29K | 34.80 | 1,022 | 1,005 (98.3%) |
| 29N | 35.40 | 996 | 975 (97.9%) |
| | | | |
| | | | |

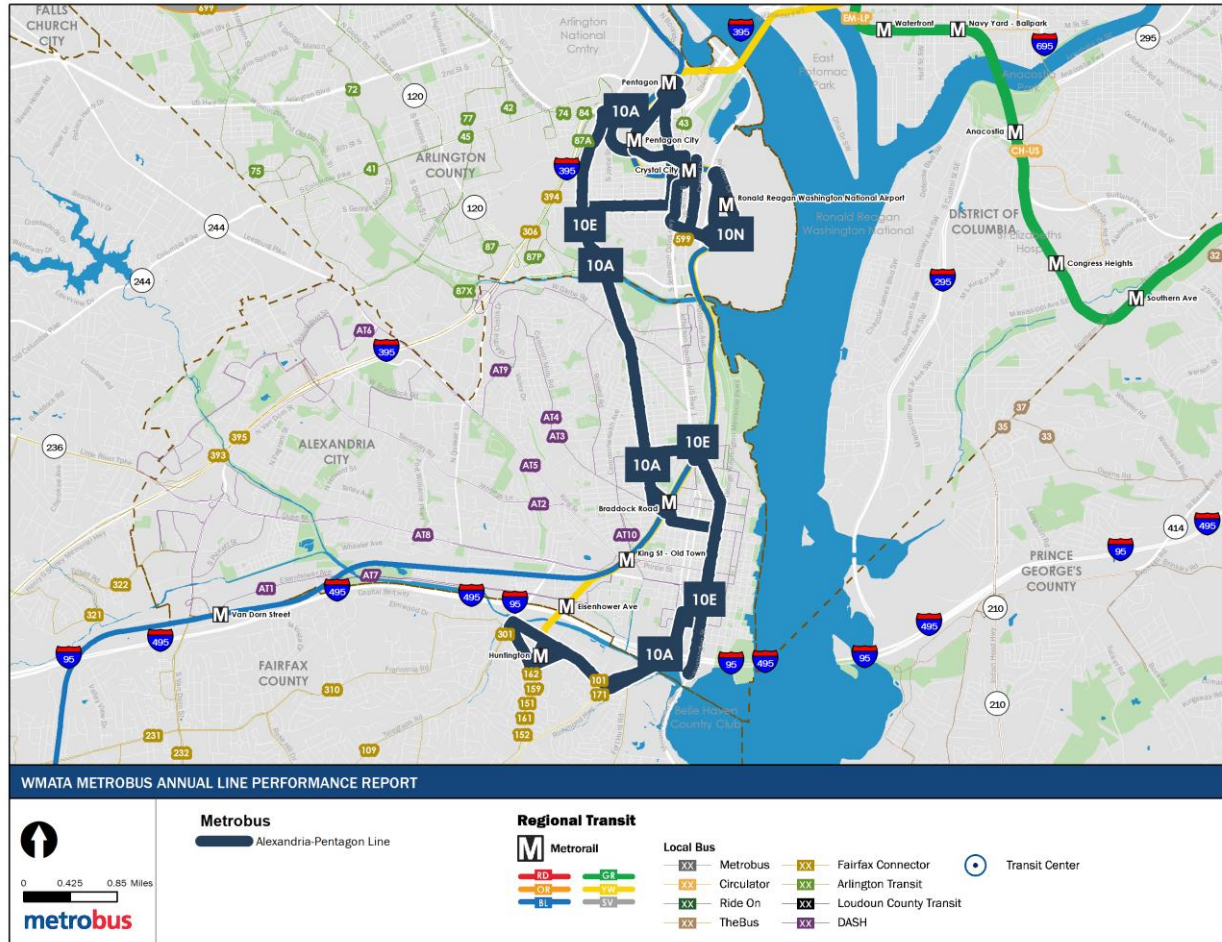
Service Change Summary

Route 29K - June 2020:
 Weekday: No change; Saturday: No change; Sunday: No change;
 Route 29N - June 2020:
 Weekday: No change; Saturday: No change; Sunday: No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Framework

Activity Tier

1

Overall Grade

| Line | Overall Grade |
|---------------------|---------------|
| Alexandria-Pentagon | D |
| | |
| | |
| | |
| | |
| | |

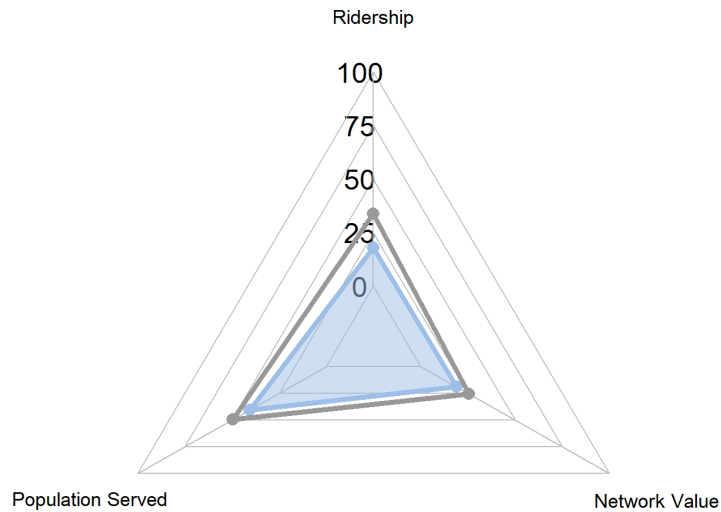
Legend

- Exceeds (Dark Blue)
- Meets (Green)
- Approaches (Yellow)
- Below (Orange)
- Significantly Below (Red)

Line Benefit Score

26

Out of 100



Classification Average

Line Focus:

Line Score:



Operating Statistics

| | | |
|--|------------------------|------------------|
| | Annual Operating Costs | \$3,702,462 |
| | Peak Vehicles | 9 |
| | Vehicle Type(s) | 30 Foot, 40 Foot |

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

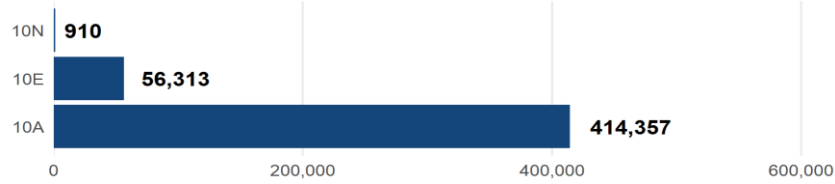
| | | | |
|--|----------------------------|-------------------|--------|
| | Service Area Population | 68,840 | |
| | People of Color Population | Service Area | 16,542 |
| | | % Riders Surveyed | 62% |
| | Low Income Household | Service Area | 8,734 |
| | | % Riders Surveyed | 34% |

Facilities/Amenities

| | | |
|--|------------------------------|-----|
| | Bus Stops | 154 |
| | % Stops With Shelters | 14% |
| | % Stops With Benches | 25% |
| | % Stops With Real-Time Signs | 4% |



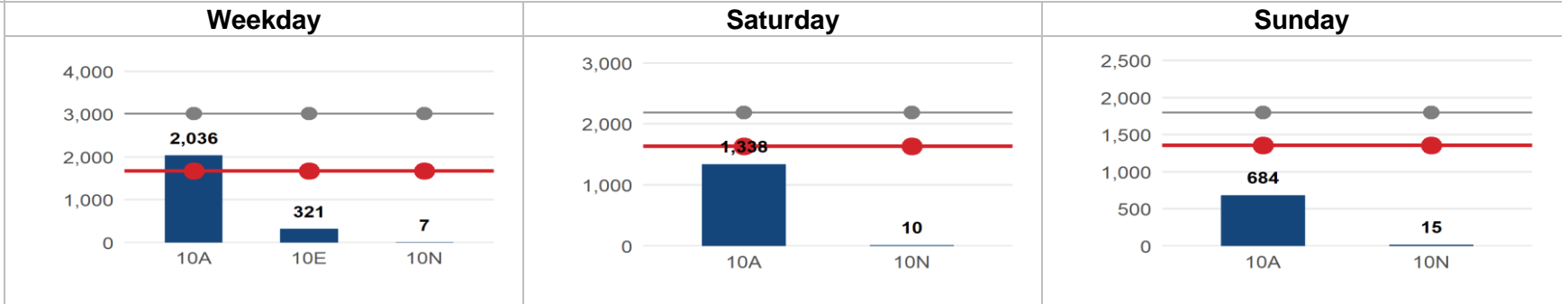
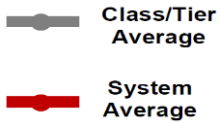
Annual Ridership



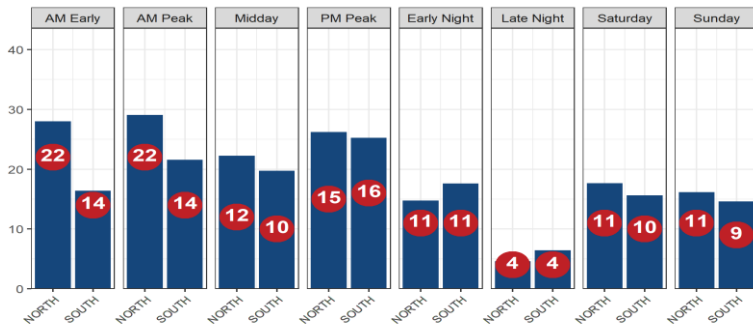
Top Transfer Locations

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: 1.2 | 0.48 | 0.39 |
| | Off-Peak Maximum Target: 1.0 | 0.31 | 0.25 |
| Saturday Maximum Target: 1.0 | | 0.28 | 0.24 |
| Sunday Maximum Target: 1.0 | | 0.28 | 0.23 |

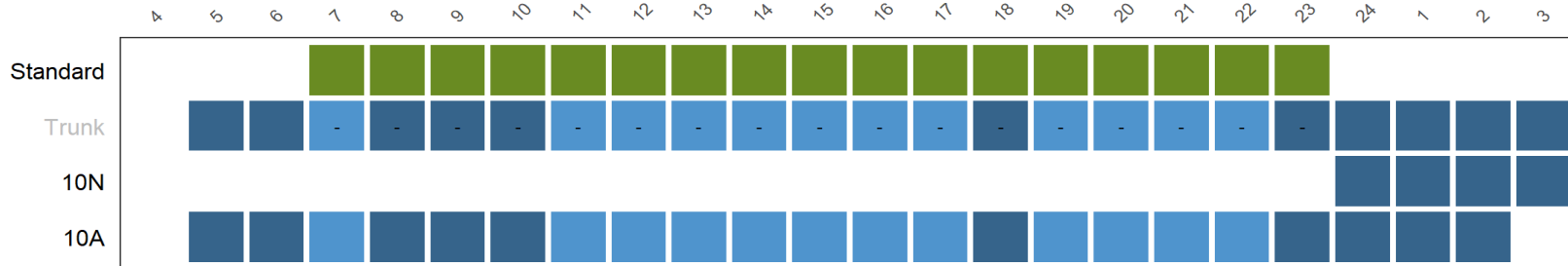
Span and Frequency



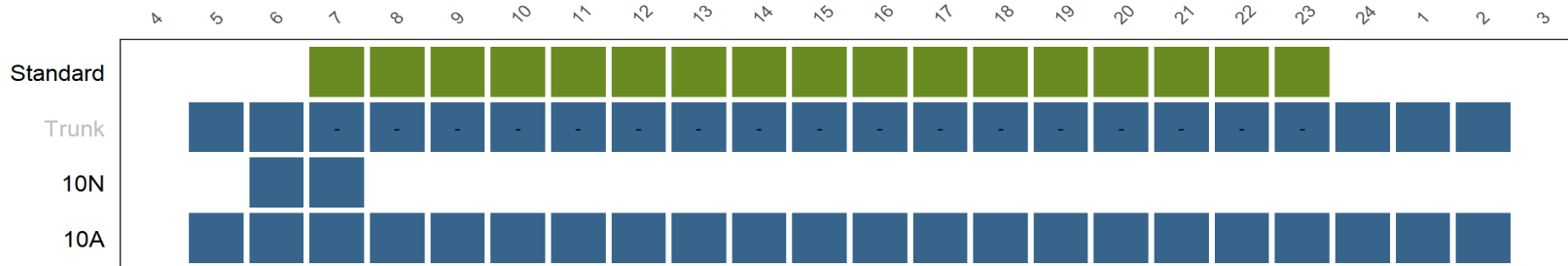
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

D Alexandria-Pentagon

| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|------------------------------|------------------------------|-------|-------------------|-----------------|-------|-------------------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 4:25 AM - 1:51 AM | - | A | 5:30 AM - 3:07 AM | - | A | 5:25 AM - 2:15 AM | - | A |
| | Frequency of Service varies | Peak: 23.8 / Off-Peak: 30.2 | Peak: 17.4 / Off-Peak: 39 | D | 31.0 | 25.4 | E | 59.9 | 29.4 | E |
| Productivity | Passengers per Revenue Hour 30 | 20.1 | 33.6 | E | 16.7 | 27.3 | E | 12.9 | 27.1 | E |
| | Passengers per Revenue Mile 4 | 2.2 | 4.5 | E | 1.7 | 3.3 | E | 1.6 | 3.2 | E |
| Reliability | On-Time Performance 79% | 83% | 74% | B | 82% | 76% | B | 80% | 79% | B |
| | Crowding 5% | 0% | 4% | A | 0% | 3% | A | 0% | 1% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.28 Peak: 0.43 | Off-Peak: 0.39 Peak: 0.54 | A | 0.26 | 0.36 | A | 0.25 | 0.35 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$5.94 | \$ 4.15 | D | \$7.14 | \$ 5.07 | E | \$9.26 | \$ 5.11 | E |
| | Cost Recovery 25% | 25% | 32% | C | 21% | 27% | D | 16% | 26% | E |

Route 10A

| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 5 | | | 5 | | | A | | |
| Route Design | Circuitry 1.75 | 1.4 | | | 1.28 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 30 | 20.1 | 33.6 | E | 16.8 | 27.3 | E | 13.0 | 27.1 | E |
| | Passengers per Revenue Mile 4 | 2.2 | 4.5 | E | 1.7 | 3.3 | E | 1.6 | 3.2 | E |
| | Unique Segment Ridership 10% | 34% | 13% | A | 33% | 23% | A | 36% | 25% | A |
| Reliability | On-Time Performance 79% | 83% | 74% | B | 81% | 76% | B | 79% | 79% | B |
| | Crowding 5% | 0% | 4% | A | 0% | 3% | A | 0% | 2% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.29 Peak: 0.44 | Off-Peak: 0.38 Peak: 0.54 | A | 0.27 | 0.36 | A | 0.27 | 0.35 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$5.93 | \$ 4.15 | D | \$7.08 | \$ 5.07 | E | \$9.21 | \$ 5.11 | E |
| | Cost Recovery 25% | 24% | 34% | C | 20% | 26% | D | 16% | 26% | E |

Route 10E

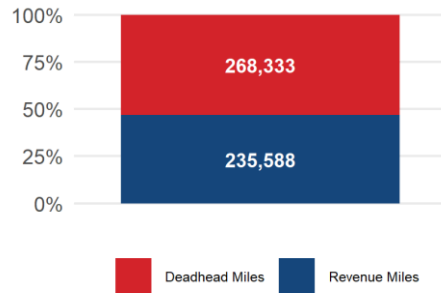
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 5.1 | | | 5 | | | E | | |
| Route Design | Circuitry 1.75 | 1.32 | | | 1.28 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 30 | 20.5 | 33.6 | E | - | - | - | - | - | - |
| | Passengers per Revenue Mile 4 | 2.5 | 4.5 | E | - | - | - | - | - | - |
| | Unique Segment Ridership 10% | 13% | 13% | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 80% | 74% | B | - | - | - | - | - | - |
| | Crowding 5% | 0% | 4% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.56 Peak: 0.41 | Off-Peak: 0.38 Peak: 0.54 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$5.81 | \$ 4.15 | D | - | - | - | - | - | - |
| | Cost Recovery 25% | 30% | 34% | A | - | - | - | - | - | - |

Route 10N

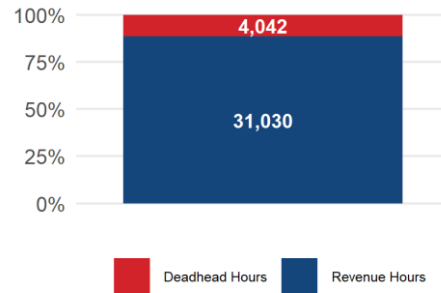
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|----------------|-----------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 2 | | | 5 | | | E | | |
| | Circuitry 1.75 | 1.18 | | | 1.28 | | | 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 | 6.1 | 33.6 | E | 7.6 | 27.3 | E | 10.2 | 27.1 | E |
| | Passengers per Revenue Mile 4 | 0.7 | 4.5 | E | 0.8 | 3.3 | E | 1.4 | 3.2 | E |
| | Unique Segment Ridership 10% | 0% | 13% | E | 0% | 23% | E | 0% | 25% | E |
| Reliability | On-Time Performance 79% | 75% | 74% | C | 98% | 76% | A | 98% | 79% | A |
| | Crowding 5% | 0% | 4% | A | 0% | 3% | A | 0% | 2% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.03 | Off-Peak: 0.38 | A | 0.03 | 0.36 | A | 0.1 | 0.35 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$19.56 | \$ 4.15 | E | \$15.79 | \$ 5.07 | E | \$11.75 | \$ 5.11 | E |
| | Cost Recovery 25% | 5% | 34% | E | 6% | 26% | E | 8% | 26% | E |

Operational Analysis

Miles Allocation



Hours Allocation



Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| 10A | 21.30 | 2,251 | 2,250 (100.0%) |
| 10E | 17.00 | 374 | 374 (100.0%) |
| 10N | 7.40 | 88 | 88 (100.0%) |

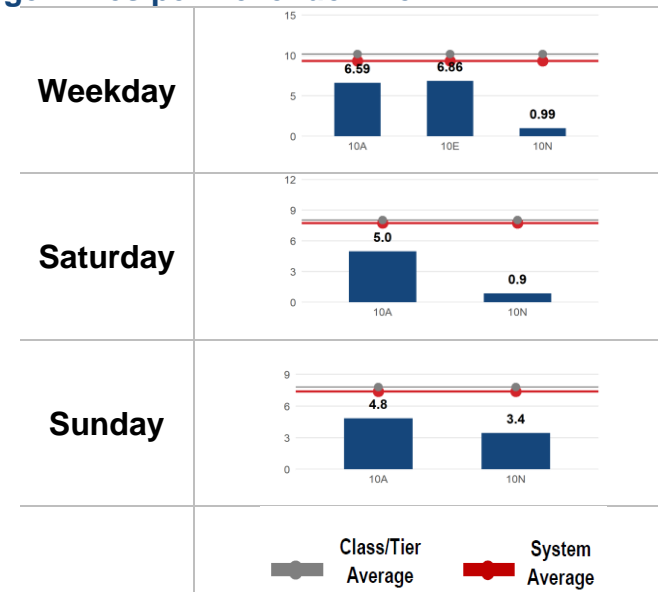
Service Change Summary

Route 10A - June 2020:
 Weekday: Extend span to 2 a.m.; Saturday: Extend span to 2 a.m.; Sunday: Extend span to 2 a.m.;

Route 10E - June 2020:
 Weekday: No change; Saturday: No change; Sunday: No change;

Route 10N - June 2020:
 Weekday: No change; Saturday: No change; Sunday: No change;

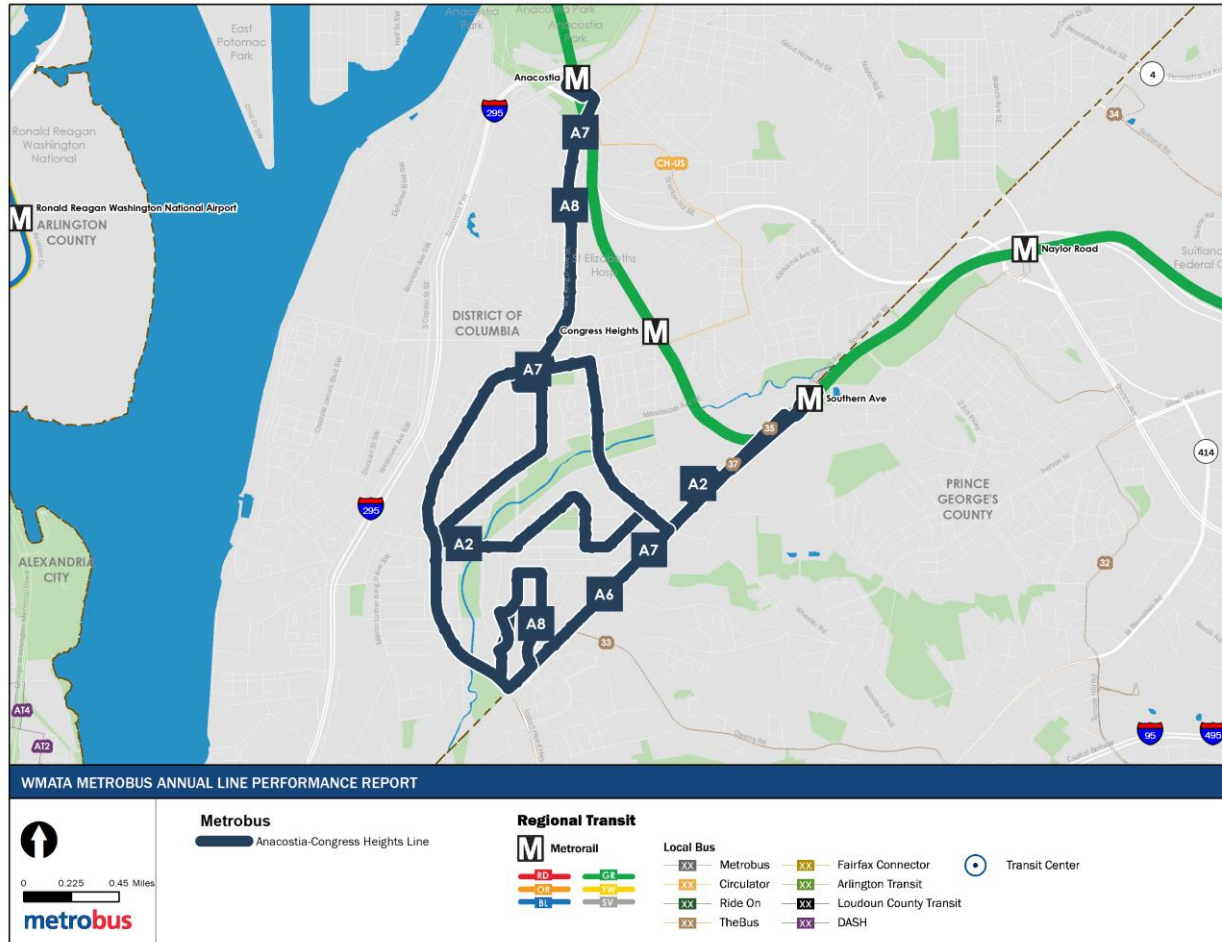
Passenger Miles per Revenue Mile



LINE: 581 - Anacostia-Congress Heights

ROUTE(S): A2, A6, A7, A8

About the Line



Service Classification

Coverage

Activity Tier

2

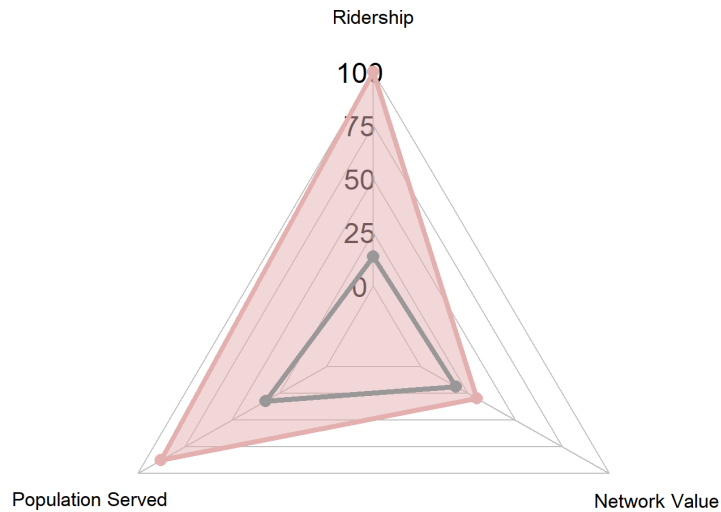
Overall Grade

| | |
|------|----------|
| Line | B |
| | |
| | |
| | |
| | |
| | |
| | |

Line Benefit Score

72

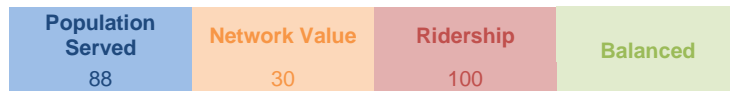
Out of 100



Classification Average

Line Focus:

Line Score:



Operating Statistics

| | | |
|--|------------------------|-------------|
| | Annual Operating Costs | \$8,239,054 |
| | Peak Vehicles | 24 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|----------------------------|-------------------|--------|
| | Service Area Population | 98,693 | |
| | People of Color Population | Service Area | 93,425 |
| | | % Riders Surveyed | 99% |
| | Low Income Household | Service Area | 54,455 |
| | | % Riders Surveyed | 78% |

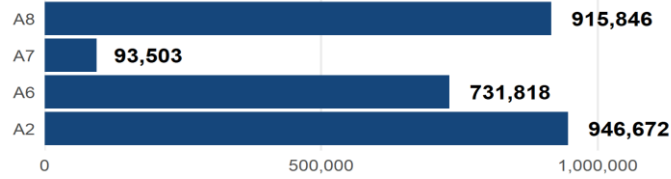
Facilities/Amenities

| | | |
|--|------------------------------|-----|
| | Bus Stops | 147 |
| | % Stops With Shelters | 16% |
| | % Stops With Benches | 12% |
| | % Stops With Real-Time Signs | 5% |



Ridership

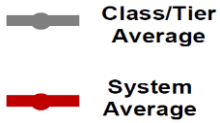
Annual Ridership



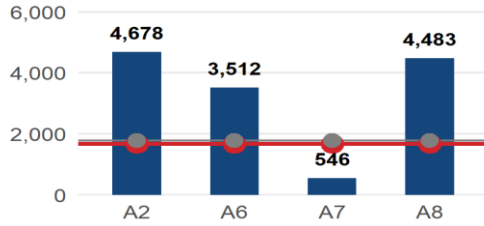
Top Transfer Locations

Anacostia, Southern Avenue

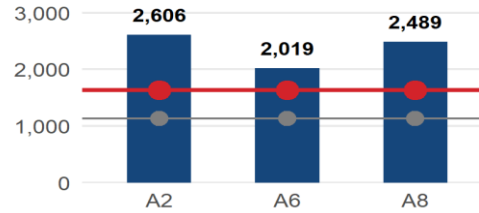
Average Daily Ridership



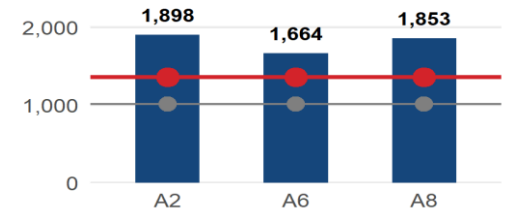
Weekday



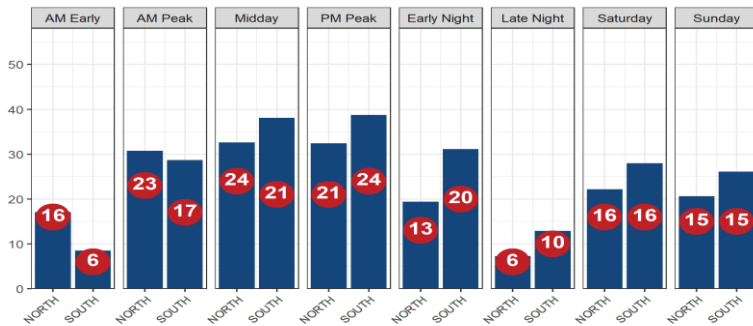
Saturday



Sunday



Average Trip Ridership and Maximum Load by Time Period



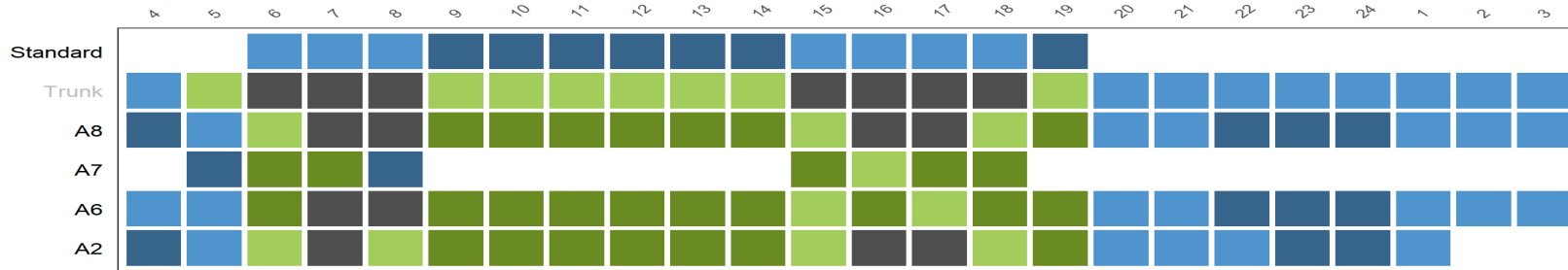
Vehicle Load Factor

| | | Direction: | |
|---------------------------------|---------------------------------|------------|-------|
| | | NORTH | SOUTH |
| Weekday | Peak Maximum Target: 1 | 0.57 | 0.54 |
| | Off-Peak Maximum Target: 1.0 | 0.46 | 0.46 |
| Saturday Maximum Target: 1.0 | | 0.41 | 0.42 |
| Sunday Maximum Target: 1.0 | | 0.38 | 0.39 |

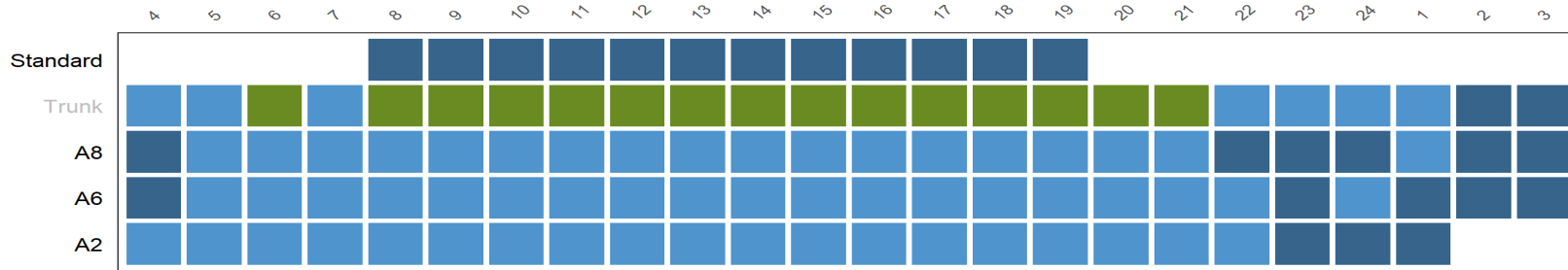
Span and Frequency



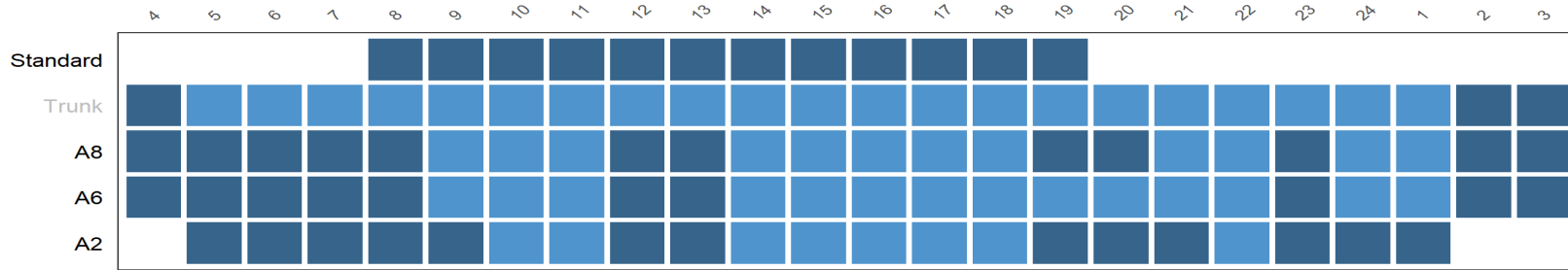
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

B 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 AM - 3:58 AM | - | A | 3:54 AM - 3:56 AM | - | A | 4:01 AM - 3:52 AM | - | A |
| | Frequency of Service varies | Peak: 9.5 / Off-Peak: 14.7 | Peak: 25.4 / Off-Peak: 40.5 | A | 19.8 | 42.7 | A | 23.8 | 42.4 | A |
| Productivity | Passengers per Revenue Hour 15 | 60.4 | 37.3 | A | 53.5 | 33.6 | A | 51.1 | 33.8 | A |
| | Passengers per Revenue Mile 2 | 6.6 | 4.3 | A | 5.4 | 3.5 | A | 5.1 | 3.4 | A |
| Reliability | On-Time Performance 79% | 76% | 78% | C | 83% | 82% | B | 85% | 83% | A |
| | Crowding 5% | 7% | 2% | E | 5% | 1% | B | 1% | 0% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.46 Peak: 0.56 | Off-Peak: 0.3 Peak: 0.42 | A | 0.41 | 0.27 | A | 0.39 | 0.26 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$1.97 | \$ 4.26 | A | \$2.23 | \$ 5.02 | A | \$2.33 | \$ 4.55 | A |
| | Cost Recovery 20% | 28% | 23% | A | 25% | 21% | A | 24% | 20% | A |

Route A2

| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|-----------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 7.2 | | | 6.1 | | | E | | |
| | Circuitry N/A | 2.2 | | | 2.48 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | 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 | 57.4 | 37.3 | A | 49.4 | 33.6 | A | 46.2 | 33.8 | A |
| | Passengers per Revenue Mile 2 | 6.1 | 4.3 | A | 4.9 | 3.5 | A | 4.5 | 3.4 | A |
| | Unique Segment Ridership 10% | 32% | 29% | A | 75% | 46% | A | 73% | 51% | A |
| Reliability | On-Time Performance 79% | 79% | 78% | B | 86% | 82% | A | 87% | 83% | A |
| | Crowding 5% | 6% | 3% | E | 4% | 1% | A | 2% | 0% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.5 Peak: 0.64 | Off-Peak: 0.33 Peak: 0.44 | A | 0.45 | 0.3 | A | 0.42 | 0.28 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$2.08 | \$ 4.26 | A | \$2.42 | \$ 5.02 | A | \$2.58 | \$ 4.55 | A |
| | Cost Recovery 20% | 28% | 24% | A | 24% | 21% | A | 23% | 21% | A |

Route A6

| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 7 | | | 6.1 | | | E | | |
| Route Design | Circuitry N/A | 1.73 | | | 2.48 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | 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 | 55.6 | 37.3 | A | 47.7 | 33.6 | A | 47.4 | 33.8 | A |
| | Passengers per Revenue Mile 2 | 6.1 | 4.3 | A | 5.1 | 3.5 | A | 5.1 | 3.4 | A |
| | Unique Segment Ridership 10% | 0% | 29% | E | 31% | 46% | A | 32% | 51% | A |
| Reliability | On-Time Performance 79% | 74% | 78% | D | 80% | 82% | B | 81% | 83% | B |
| | Crowding 5% | 7% | 3% | E | 1% | 1% | A | 2% | 0% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.39 Peak: 0.48 | Off-Peak: 0.33 Peak: 0.44 | A | 0.36 | 0.3 | A | 0.36 | 0.28 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$2.15 | \$ 4.26 | A | \$2.50 | \$ 5.02 | A | \$2.52 | \$ 4.55 | A |
| | Cost Recovery 20% | 25% | 24% | A | 22% | 21% | B | 22% | 21% | B |

Route A7

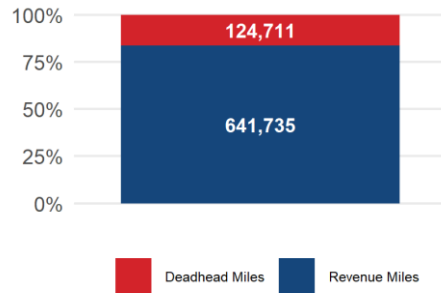
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 7.3 | | | 6.1 | | | E | | |
| Route Design | Circuitry N/A | 1.32 | | | 2.48 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | 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 | 52.9 | 37.3 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 2 | 7.1 | 4.3 | A | - | - | - | - | - | - |
| | Unique Segment Ridership 10% | 0% | 29% | E | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 82% | 78% | B | - | - | - | - | - | - |
| | Crowding 5% | 5% | 3% | B | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.22 Peak: 0.52 | Off-Peak: 0.33 Peak: 0.44 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$2.25 | \$ 4.26 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 29% | 24% | A | - | - | - | - | - | - |

Route A8

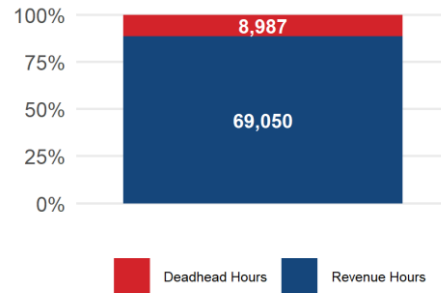
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 6.3 | | | 6.1 | | | E | | |
| Route Design | Circuity N/A | 1.64 | | | 2.48 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | 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 | 70.4 | 37.3 | A | 66.0 | 33.6 | A | 62.4 | 33.8 | A |
| | Passengers per Revenue Mile 2 | 7.5 | 4.3 | A | 6.4 | 3.5 | A | 5.8 | 3.4 | A |
| | Unique Segment Ridership 10% | 36% | 29% | A | 44% | 46% | A | 45% | 51% | A |
| Reliability | On-Time Performance 79% | 74% | 78% | C | 83% | 82% | B | 87% | 83% | A |
| | Crowding 5% | 10% | 3% | E | 8% | 1% | E | 0% | 0% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.48 Peak: 0.55 | Off-Peak: 0.33 Peak: 0.44 | A | 0.43 | 0.3 | A | 0.37 | 0.28 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$1.69 | \$ 4.26 | A | \$1.81 | \$ 5.02 | A | \$1.91 | \$ 4.55 | A |
| | Cost Recovery 20% | 31% | 24% | A | 29% | 21% | A | 28% | 21% | A |

Operational Analysis

Miles Allocation



Hours Allocation



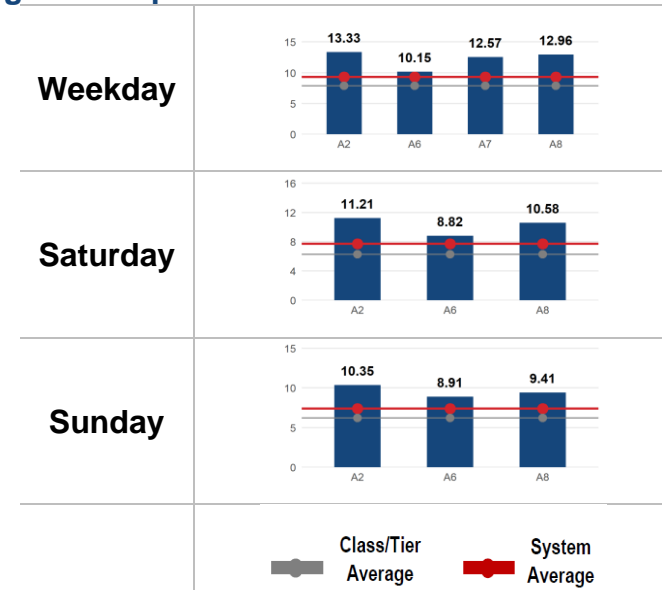
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| A2 | 11.40 | 3,831 | 3,804 (99.3%) |
| A6 | 10.20 | 3,764 | 3,736 (99.3%) |
| A7 | 8.00 | 472 | 469 (99.4%) |
| A8 | 9.70 | 4,047 | 4,025 (99.5%) |

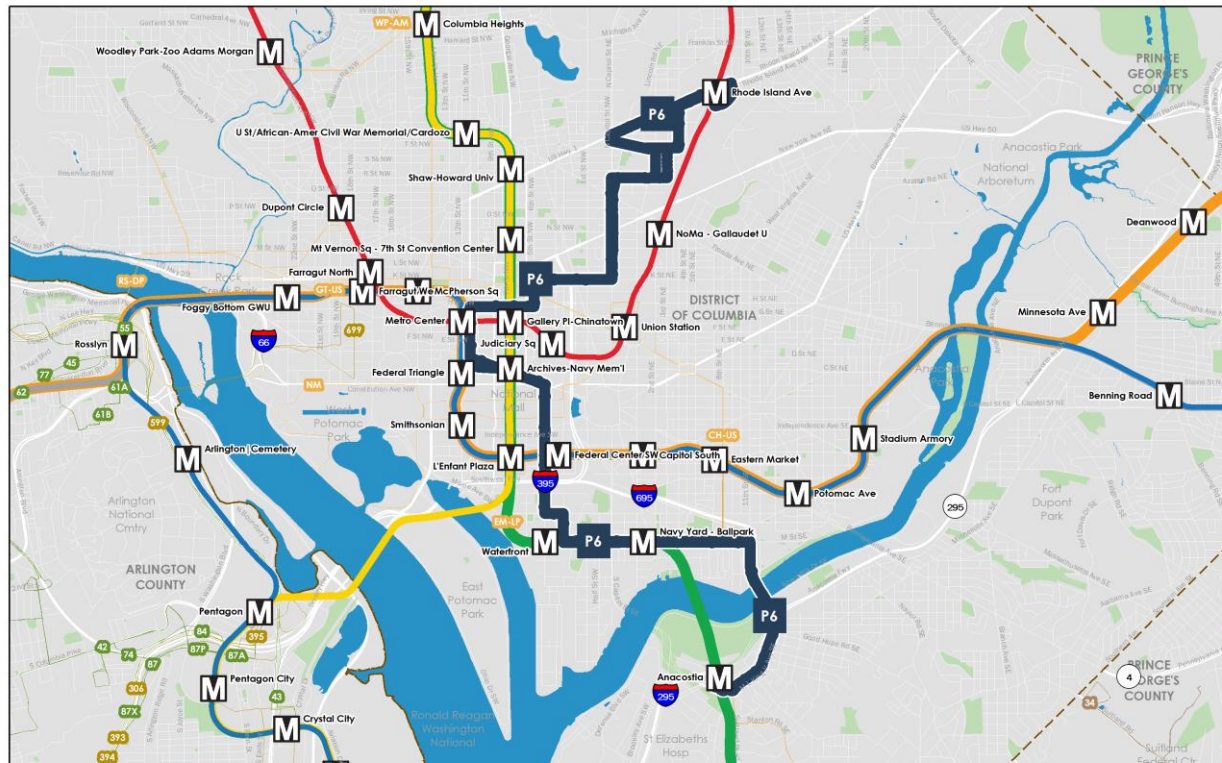
Service Change Summary

Route A2 - June 2020:
 Weekday: separate line (Anac-Wash. Highlands);
 Saturday: separate line (Anac-Wash. Highlands);
 Sunday: separate line (Anac-Wash. Highlands);
 Route A6 - June 2020:
 Weekday: separate line (Anac-Livingston); 2 a.m.;
 Saturday: separate line (Anac-Livingston); 2 a.m.;
 Sunday: separate line (Anac-Livingston); 2 a.m.;
 Route A7 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;
 Route A8 - June 2020:
 Weekday: separate line (Anac-Livingston); 2 a.m.;
 Saturday: separate line (Anac-Livingston); 2 a.m.;
 Sunday: separate line (Anac-Livingston); 2 a.m.;

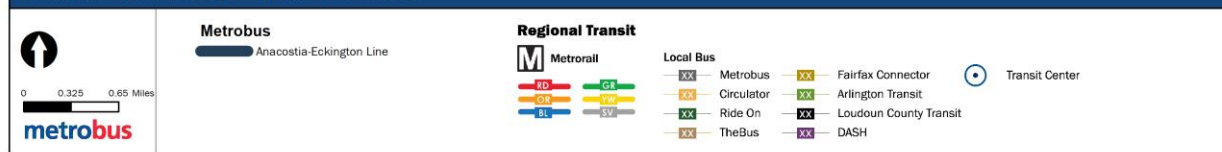
Passenger Miles per Revenue Mile



About the Line



WMATA METROBUS ANNUAL LINE PERFORMANCE REPORT



Service Classification

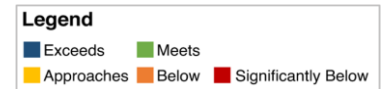
Coverage

Activity Tier

1

Overall Grade

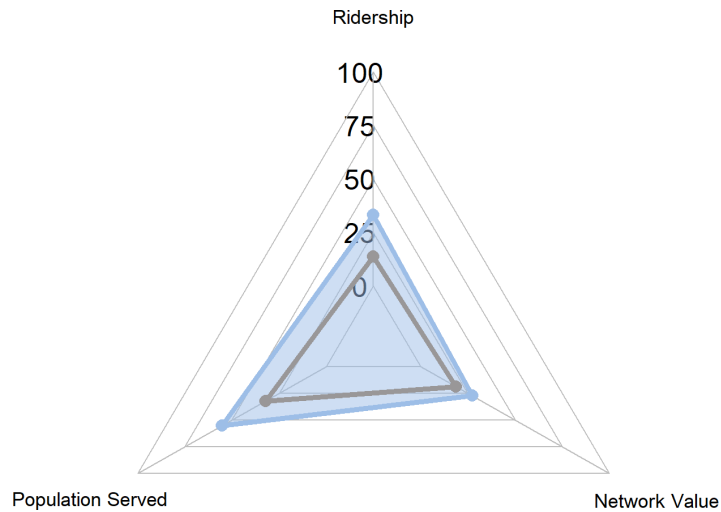
| Line | Overall Grade |
|---------------------|---------------|
| Anacostia-Eckington | B |
| | |
| | |
| | |
| | |
| | |
| | |



Line Benefit Score

39

Out of 100



Classification Average



Line Focus:

Population Served

Network Value

Ridership

Balanced

Line Score:

55

27

33

Operating Statistics

| | | |
|--|-------------------------------|--------------------|
| | Annual Operating Costs | \$5,720,483 |
| | Peak Vehicles | 12 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|-----------------------------------|-------------------|---------------|
| | Service Area Population | 34,754 | |
| | People of Color Population | Service Area | 19,773 |
| | | % Riders Surveyed | 96% |
| | Low Income Household | Service Area | 10,153 |
| | | % Riders Surveyed | 71% |

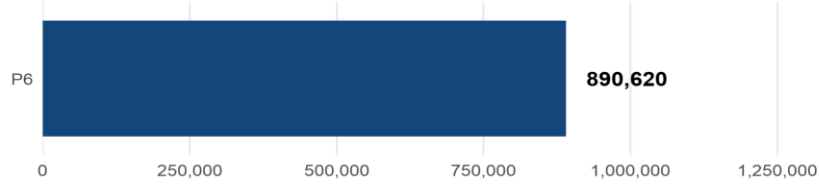
Facilities/Amenities

| | | |
|--|-------------------------------------|------------|
| | Bus Stops | 102 |
| | % Stops With Shelters | 27% |
| | % Stops With Benches | 25% |
| | % Stops With Real-Time Signs | 7% |



Ridership

Annual Ridership



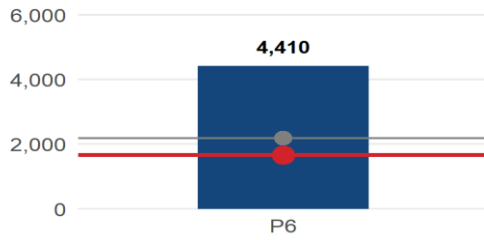
Top Transfer Locations

Rhode Island Avenue, Gallery Place-Chinatown, Anacostia

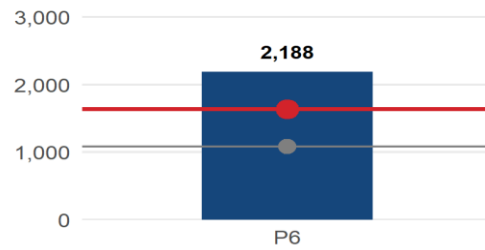
Average Daily Ridership

- Class/Tier Average
- System Average

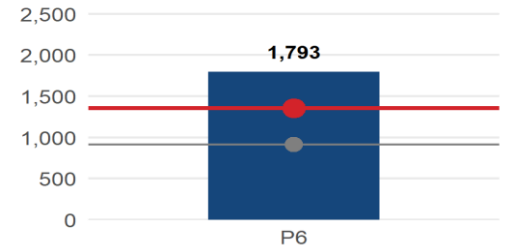
Weekday



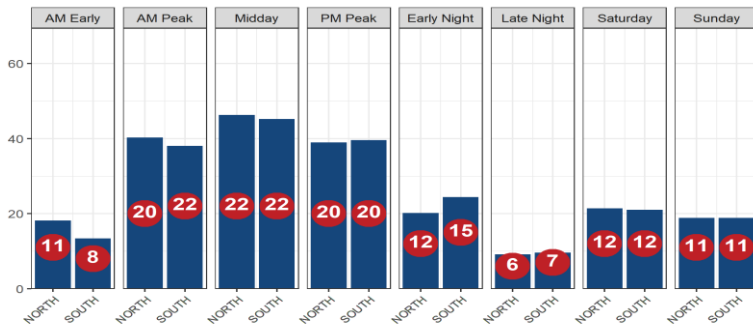
Saturday



Sunday



Average Trip Ridership and Maximum Load by Time Period



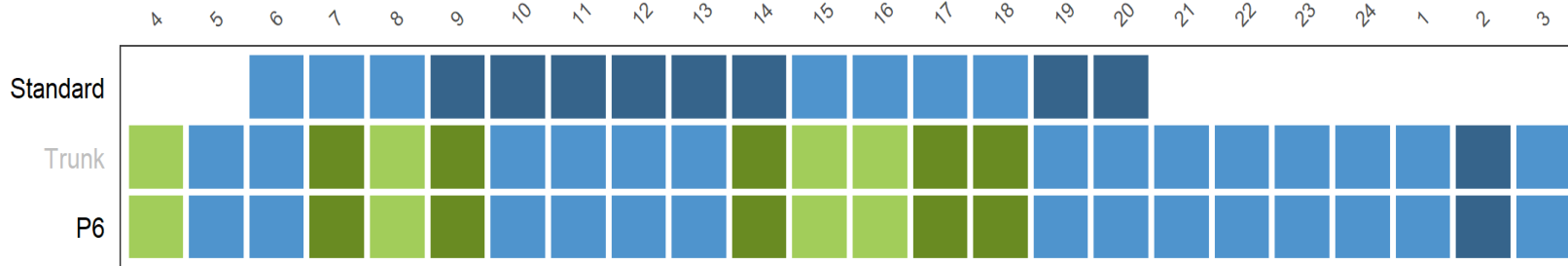
Vehicle Load Factor

| | | Direction: | |
|---------------------------------|---------------------------------|------------|-------|
| | | NORTH | SOUTH |
| Weekday | Peak Maximum Target: 1.2 | 0.51 | 0.53 |
| | Off-Peak Maximum Target: 1.0 | 0.38 | 0.38 |
| Saturday Maximum Target: 1.0 | | 0.3 | 0.3 |
| Sunday Maximum Target: 1.0 | | 0.29 | 0.29 |

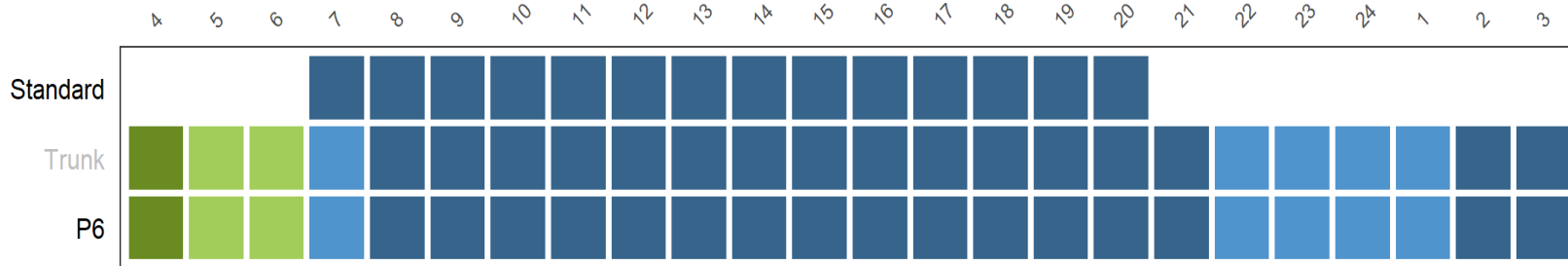
Span and Frequency



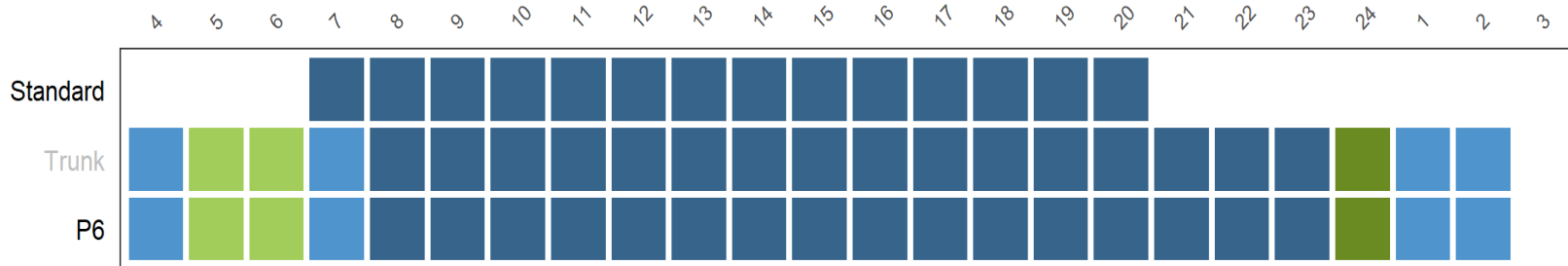
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

B Anacostia-Eckington

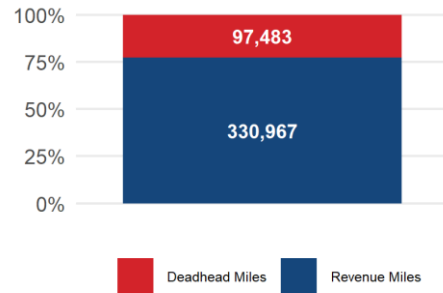
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|------------------------------|-----------------------------|-------|-------------------|-----------------|-------|-------------------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 4:10 AM - 3:35 AM | - | A | 4:08 AM - 3:12 AM | - | A | 4:20 AM - 2:39 AM | - | A |
| | Frequency of Service varies | Peak: 17.2 / Off-Peak: 21.3 | Peak: 17.1 / Off-Peak: 26.8 | A | 29.5 | 30.0 | A | 31.0 | 30.4 | A |
| Productivity | Passengers per Revenue Hour 20 | 29.5 | 32.7 | A | 22.8 | 25.1 | A | 21.1 | 23.1 | B |
| | Passengers per Revenue Mile 4 | 4.3 | 4.4 | B | 2.9 | 3.1 | E | 2.7 | 2.8 | E |
| Reliability | On-Time Performance 79% | 74% | 75% | C | 78% | 81% | C | 76% | 82% | C |
| | Crowding 5% | 2% | 4% | A | 0% | 0% | A | 0% | 0% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.38 Peak: 0.52 | Off-Peak: 0.3 Peak: 0.47 | A | 0.3 | 0.27 | A | 0.29 | 0.26 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$4.04 | \$ 3.75 | A | \$5.23 | \$ 4.99 | C | \$5.65 | \$ 5.30 | D |
| | Cost Recovery 25% | 18% | 27% | E | 14% | 20% | E | 13% | 18% | E |

Route P6

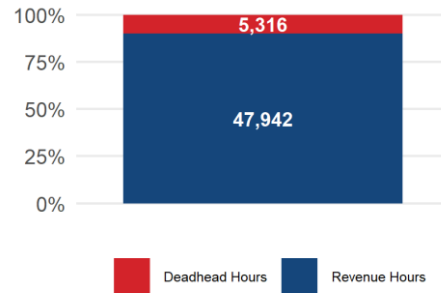
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 6.2 | | | 6.7 | | | E | | |
| Route Design | Circuity N/A | 1.66 | | | Inf | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 20 | 29.5 | 32.7 | A | 22.8 | 25.1 | A | 21.1 | 23.1 | B |
| | Passengers per Revenue Mile 4 | 4.3 | 4.4 | B | 2.9 | 3.1 | E | 2.7 | 2.8 | E |
| | Unique Segment Ridership 10% | 31% | 36% | A | 43% | 44% | A | 47% | 43% | A |
| Reliability | On-Time Performance 79% | 74% | 75% | C | 78% | 81% | C | 76% | 82% | C |
| | Crowding 5% | 2% | 4% | A | 0% | 1% | A | 0% | 1% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.38 Peak: 0.52 | Off-Peak: 0.32 Peak: 0.49 | A | 0.3 | 0.29 | A | 0.29 | 0.27 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$4.04 | \$ 3.75 | A | \$5.23 | \$ 4.99 | C | \$5.65 | \$ 5.30 | D |
| | Cost Recovery 25% | 18% | 25% | E | 14% | 19% | E | 13% | 18% | E |

Operational Analysis

Miles Allocation



Hours Allocation



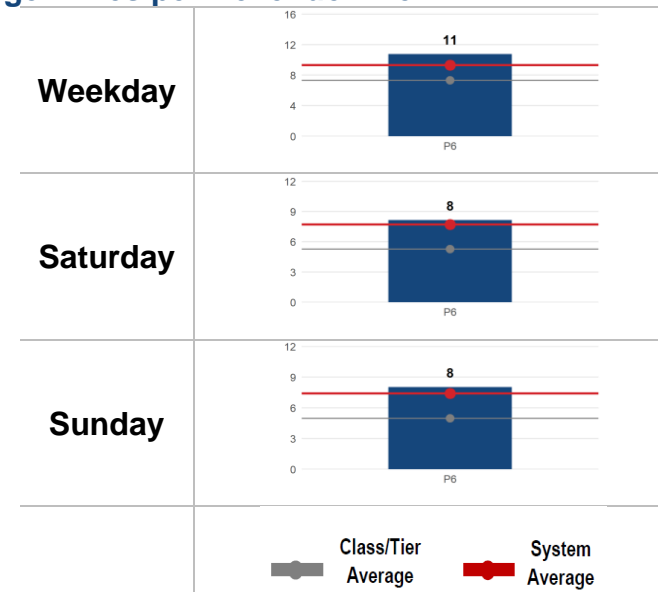
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| P6 | 17.00 | 3,903 | 3,858 (98.8%) |
| | | | |
| | | | |
| | | | |

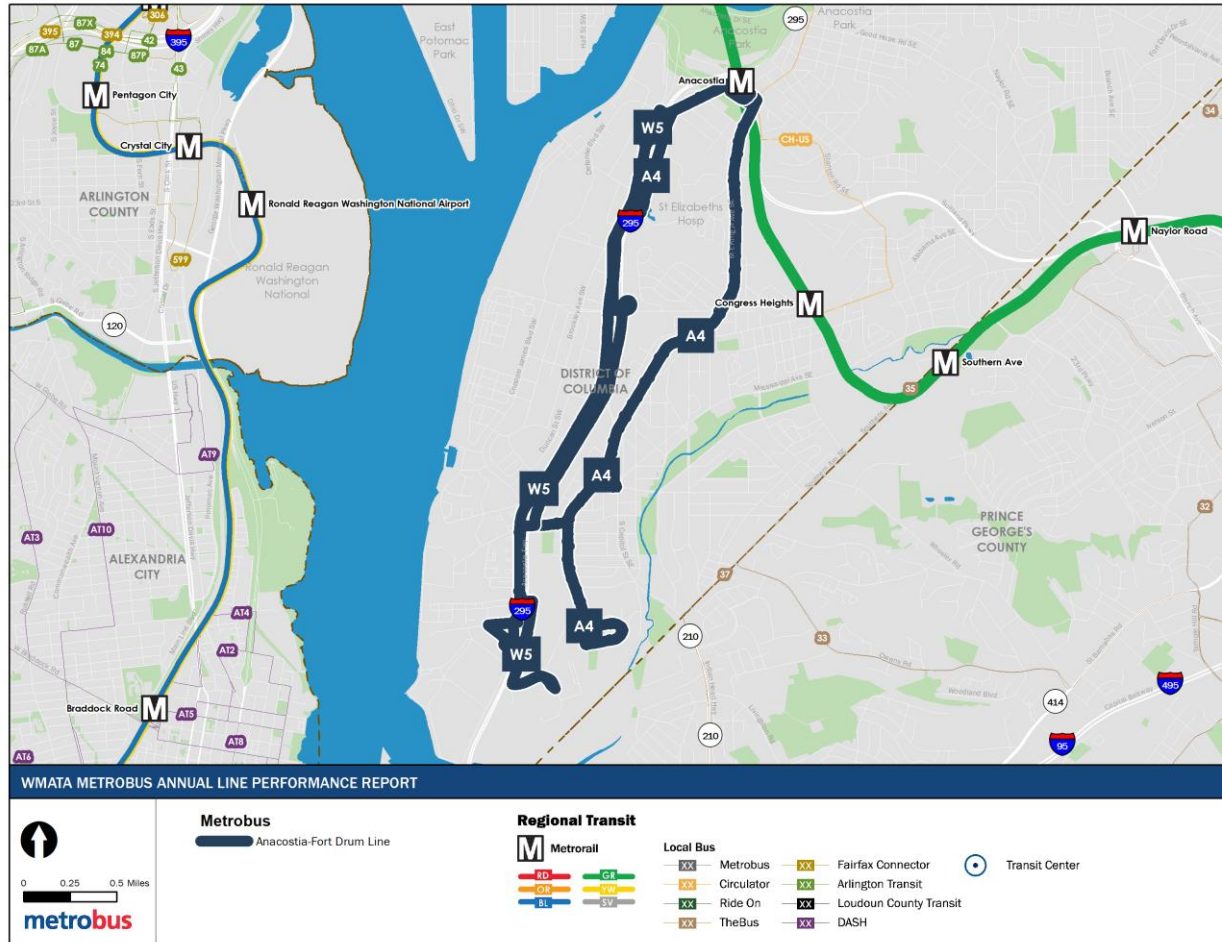
Service Change Summary

Route P6 - June 2020:
 Weekday: 2 a.m. (Anac.-Archives); Saturday: 2 a.m. (Anac.-Archives); Sunday: 2 a.m. (Anac.-Archives);

Passenger Miles per Revenue Mile



About the Line



Service Classification

Coverage

Activity Tier

3

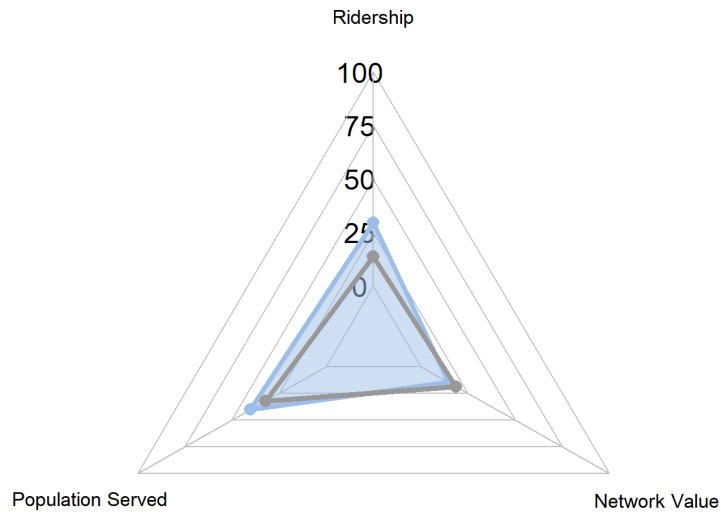
Overall Grade

| | |
|------|----------|
| Line | B |
| | |
| | |
| | |
| | |
| | |

Line Benefit Score

28

Out of 100



Classification Average



Line Focus:



Line Score:

Operating Statistics

| | | |
|--|-------------------------------|--------------------|
| | Annual Operating Costs | \$3,604,952 |
| | Peak Vehicles | 9 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|-----------------------------------|-------------------|---------------|
| | Service Area Population | 20,558 | |
| | People of Color Population | Service Area | 19,352 |
| | | % Riders Surveyed | 83% |
| | Low Income Household | Service Area | 11,093 |
| | | % Riders Surveyed | 50% |

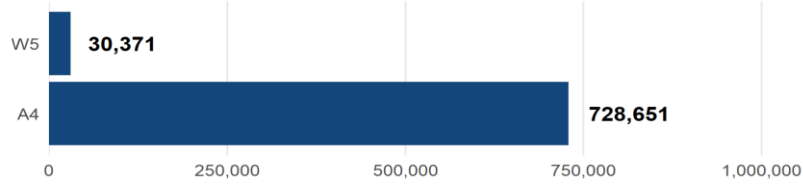
Facilities/Amenities

| | | |
|--|-------------------------------------|------------|
| | Bus Stops | 79 |
| | % Stops With Shelters | 20% |
| | % Stops With Benches | 11% |
| | % Stops With Real-Time Signs | 8% |



Ridership

Annual Ridership



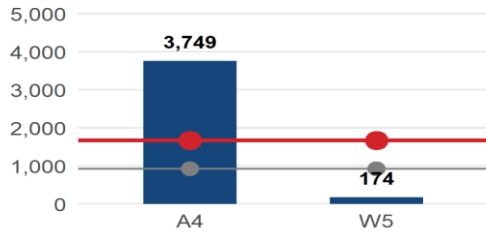
Top Transfer Locations

Anacostia

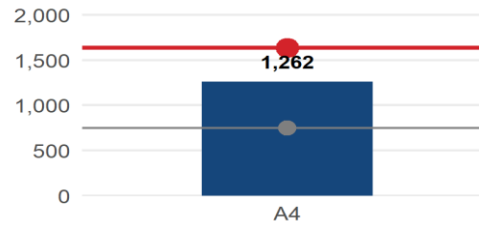
Average Daily Ridership

- Class/Tier Average
- System Average

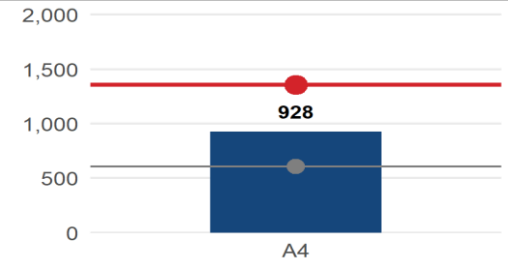
Weekday



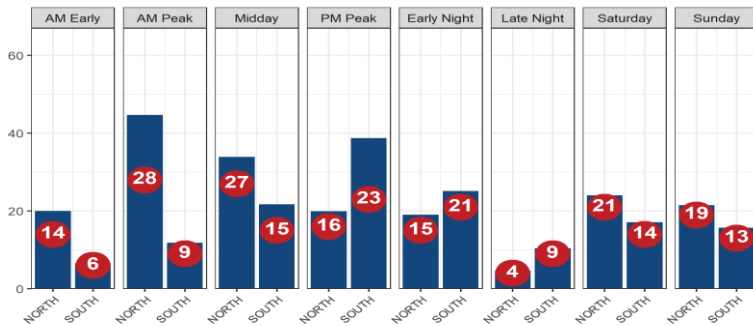
Saturday



Sunday



Average Trip Ridership and Maximum Load by Time Period



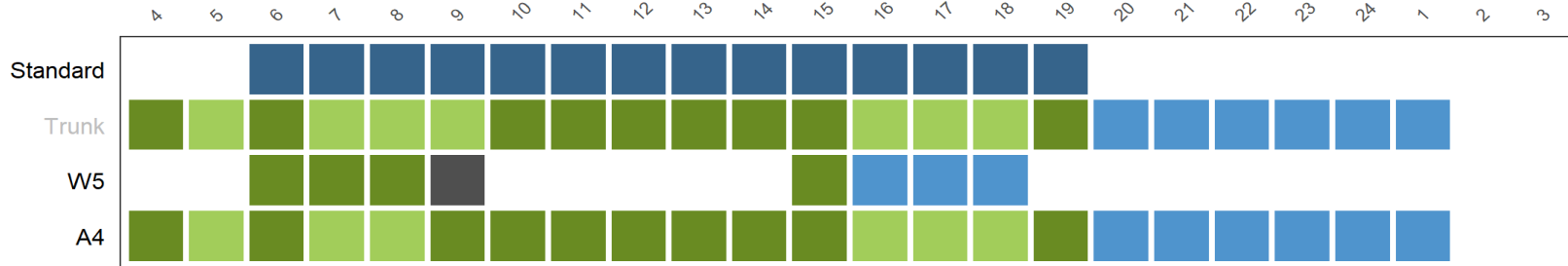
Vehicle Load Factor

| | | Direction: | |
|---------------------------------|---------------------------------|------------|-------|
| | | NORTH | SOUTH |
| Weekday | Peak Maximum Target: 1 | 0.56 | 0.43 |
| | Off-Peak Maximum Target: 1.0 | 0.53 | 0.37 |
| Saturday Maximum Target: 1.0 | | 0.53 | 0.35 |
| Sunday Maximum Target: 1.0 | | 0.47 | 0.33 |

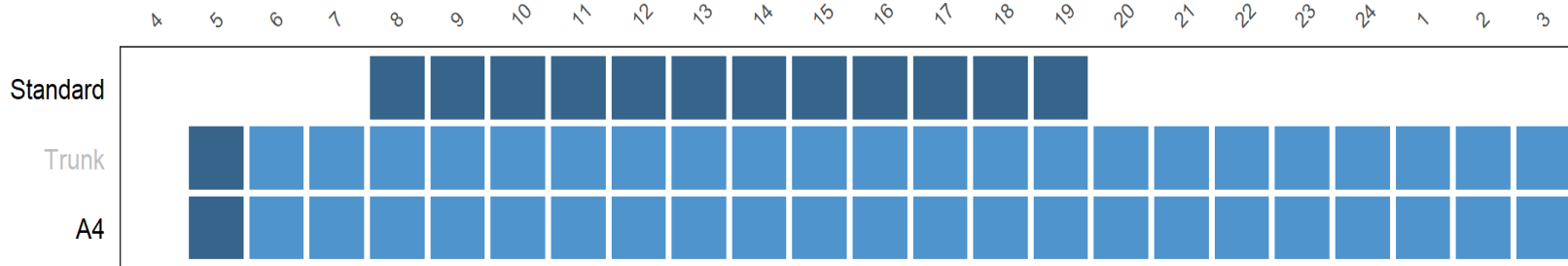
Span and Frequency



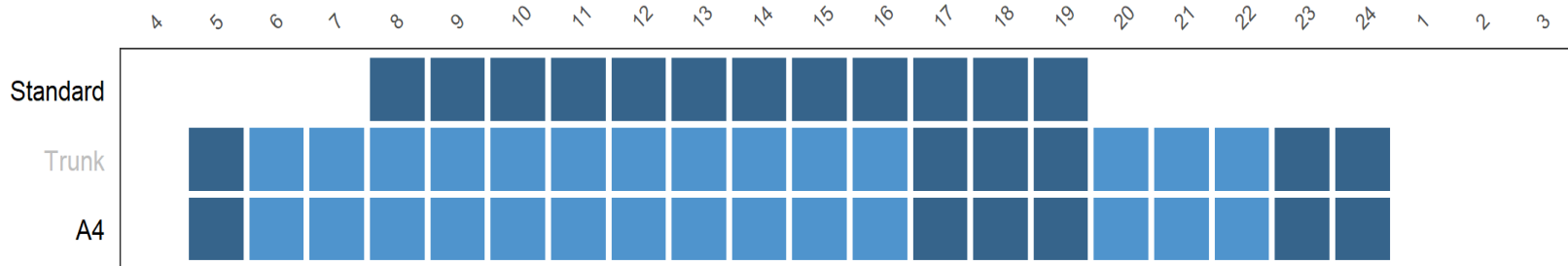
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

B 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 AM - 1:23 AM | - | A | 5:35 AM - 3:15 AM | - | A | 5:30 AM - 12:51 AM | - | A |
| | Frequency of Service varies | Peak: 15.2 / Off-Peak: 18.8 | Peak: 28.1 / Off-Peak: 61.2 | A | 26.1 | 48.0 | A | 30.1 | 49.5 | A |
| Productivity | Passengers per Revenue Hour 10 | 39.5 | 25.4 | A | 38.3 | 27.6 | A | 37.1 | 25.5 | A |
| | Passengers per Revenue Mile 1 | 4.1 | 2.2 | A | 3.3 | 2.3 | A | 2.9 | 2.1 | A |
| Reliability | On-Time Performance 79% | 80% | 81% | B | 83% | 80% | B | 87% | 85% | A |
| | Crowding 5% | 10% | 1% | E | 5% | 1% | C | 2% | 1% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.44 Peak: 0.49 | Off-Peak: 0.27 Peak: 0.35 | A | 0.4 | 0.31 | A | 0.37 | 0.28 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$3.02 | \$ 5.33 | A | \$3.12 | \$ 4.81 | A | \$3.21 | \$ 5.31 | A |
| | Cost Recovery 20% | 21% | 23% | B | 20% | 20% | C | 19% | 19% | C |

Route A4

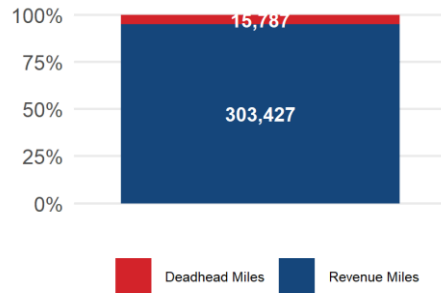
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 5.9 | | | 4.9 | | | E | | |
| Route Design | Circuitry N/A | 2.49 | | | 12.83 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | 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 | 43.0 | 25.4 | A | 38.3 | 27.6 | A | 37.1 | 25.5 | A |
| | Passengers per Revenue Mile 1 | 4.4 | 2.2 | A | 3.3 | 2.3 | A | 2.9 | 2.1 | A |
| | Unique Segment Ridership 10% | 1% | 33% | E | 65% | 56% | A | 67% | 58% | A |
| Reliability | On-Time Performance 79% | 80% | 81% | B | 83% | 80% | B | 87% | 85% | A |
| | Crowding 5% | 10% | 1% | E | 5% | 1% | C | 2% | 1% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.44 Peak: 0.57 | Off-Peak: 0.27 Peak: 0.35 | A | 0.4 | 0.32 | A | 0.37 | 0.28 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$2.78 | \$ 5.33 | A | \$3.12 | \$ 4.81 | A | \$3.21 | \$ 5.31 | A |
| | Cost Recovery 20% | 22% | 22% | B | 19% | 20% | C | 19% | 18% | C |

Route W5

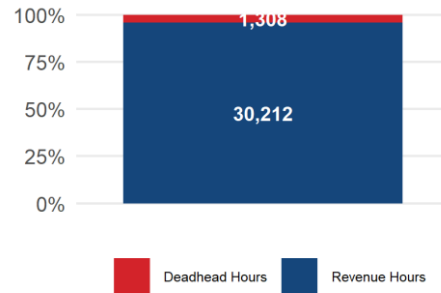
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|---------------|-----------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 2.1 | | | 4.9 | | | E | | |
| Route Design | Circuitry N/A | 1.99 | | | 12.83 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 10 | 14.5 | 25.4 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 1.5 | 2.2 | A | - | - | - | - | - | - |
| | Unique Segment Ridership 10% | 0% | 33% | E | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 80% | 81% | B | - | - | - | - | - | - |
| | Crowding 5% | 0% | 1% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Peak: 0.22 | Peak: 0.35 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$8.20 | \$ 5.33 | D | - | - | - | - | - | - |
| | Cost Recovery 20% | 12% | 22% | E | - | - | - | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



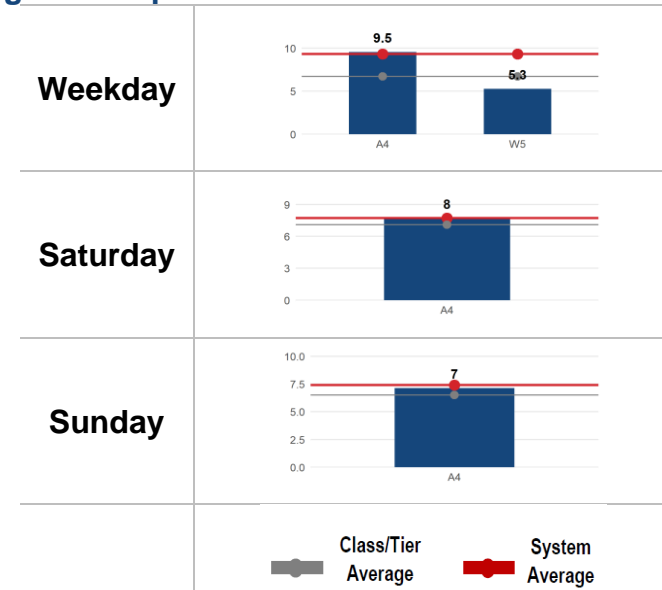
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| A4 | 15.20 | 3,760 | 3,729 (99.2%) |
| W5 | 12.10 | 396 | 394 (99.5%) |
| | | | |
| | | | |

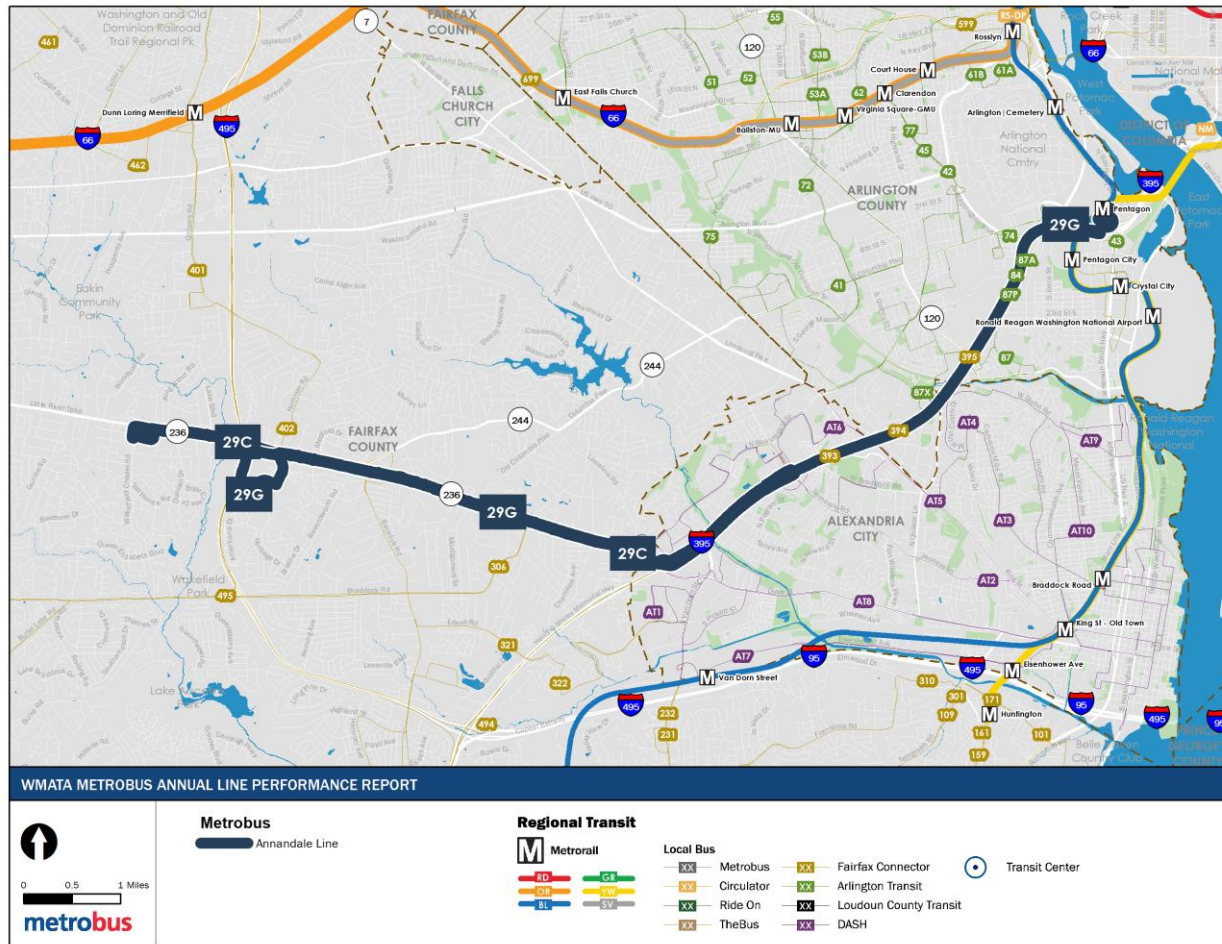
Service Change Summary

Route A4 - June 2020:
 Weekday: separate line (Anac-Fort Drum); Saturday:
 separate line (Anac-Fort Drum); Sunday: separate line
 (Anac-Fort Drum);
 Route W5 - June 2020:
 Weekday: separate line (Anac-Blue Plains); Saturday:
 No change; Sunday: No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Commuter

Activity Tier

2

Overall Grade

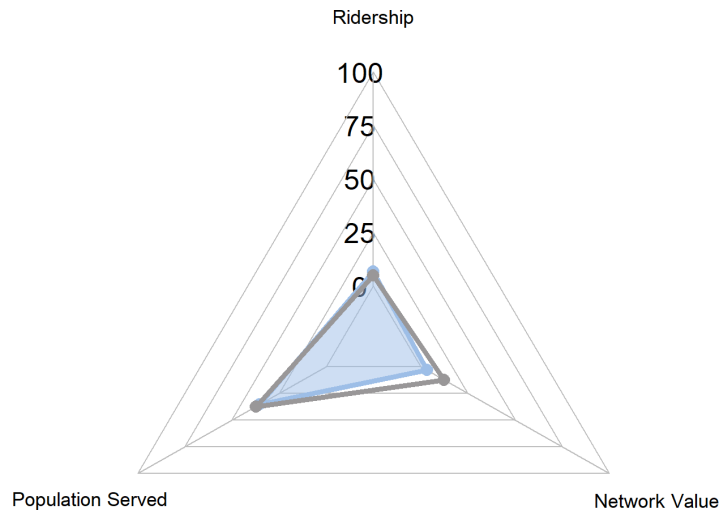
| Line | Grade |
|----------------|-------|
| Annandale Line | A |
| | |
| | |
| | |
| | |
| | |



Line Benefit Score

15

Out of 100



Classification Average

Line Focus:

Line Score:



Operating Statistics

| | | |
|--|------------------------|-------------|
| | Annual Operating Costs | \$1,040,844 |
| | Peak Vehicles | 6 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|----------------------------|-------------------|--------|
| | Service Area Population | 38,712 | |
| | People of Color Population | Service Area | 16,264 |
| | | % Riders Surveyed | 56% |
| | Low Income Household | Service Area | 11,783 |
| | | % Riders Surveyed | 17% |

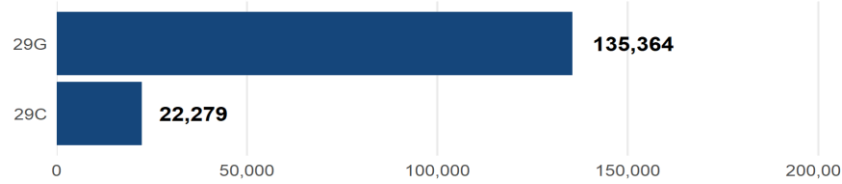
Facilities/Amenities

| | | |
|--|------------------------------|-----|
| | Bus Stops | 62 |
| | % Stops With Shelters | 34% |
| | % Stops With Benches | 37% |
| | % Stops With Real-Time Signs | 2% |



Ridership

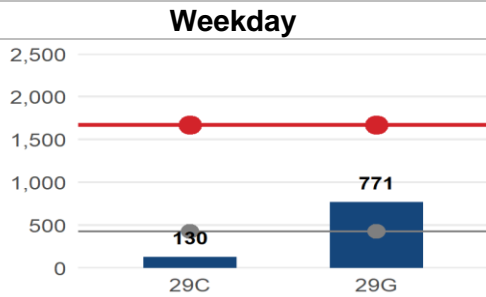
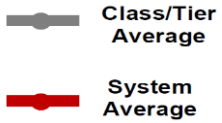
Annual Ridership



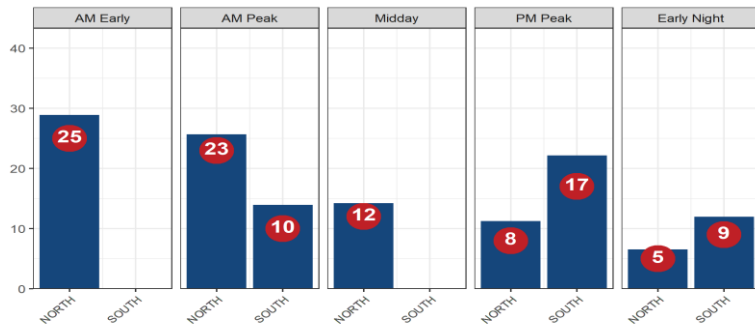
Top Transfer Locations

Pentagon

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period



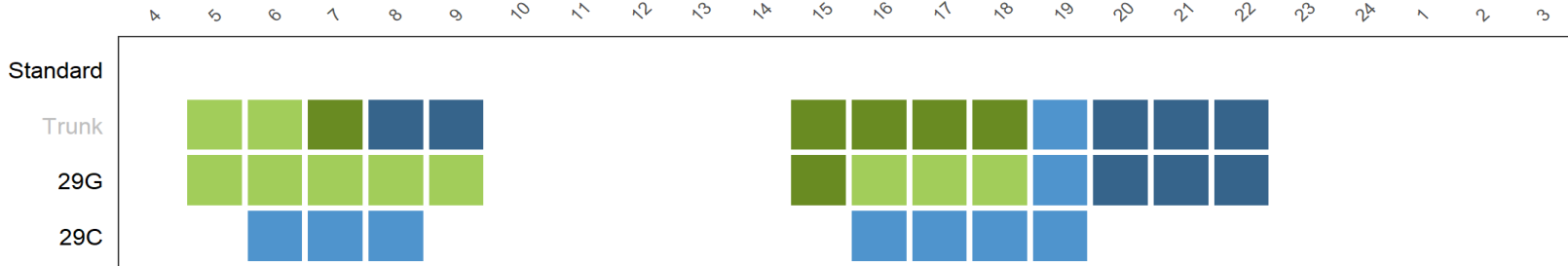
Vehicle Load Factor

| | | Direction: | NORTH | SOUTH |
|---------------------------------|---------------------------------|------------|-------|-------|
| Weekday | Peak Maximum Target: 1 | | 0.46 | 0.4 |
| | Off-Peak Maximum Target: 1.0 | | 0.43 | 0.23 |
| Saturday Maximum Target: 1.0 | | | | |
| Sunday Maximum Target: 1.0 | | | | |

Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

A Annandale

| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|---------------------------------------|------------------------------|-------|-----------|-----------------|-------|-----------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 5:30 AM - 9:32 AM; 3:05 PM - 10:21 PM | - | A | - | - | - | - | - | - |
| | Frequency of Service varies | Peak: 27.2 / Off-Peak: 344.9 | Peak: 25.4 / Off-Peak: 102 | - | - | - | - | - | - | - |
| Productivity | Passengers per Revenue Hour N/A | 26.6 | 22.9 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 1.6 | 1.7 | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 64% | 71% | E | - | - | - | - | - | - |
| | Crowding 5% | 1% | 6% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.32 Peak: 0.43 | Off-Peak: 0.34 Peak: 0.51 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$4.48 | \$ 6.15 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 37% | 42% | A | - | - | - | - | - | - |

Route 29C

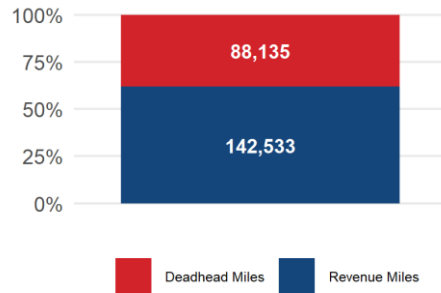
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|-----------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile N/A | 1.9 | | | 2.9 | | | - | | |
| Route Design | Circuitry N/A | 1.23 | | | 1.48 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour N/A | 19.6 | 22.9 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 0.9 | 1.7 | C | - | - | - | - | - | - |
| | Unique Segment Ridership 15% | 0% | 18% | E | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 73% | 71% | D | - | - | - | - | - | - |
| | Crowding 5% | 0% | 4% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.12 Peak: 0.24 | Off-Peak: 0.3 Peak: 0.45 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$6.08 | \$ 6.15 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 27% | 39% | A | - | - | - | - | - | - |

Route 29G

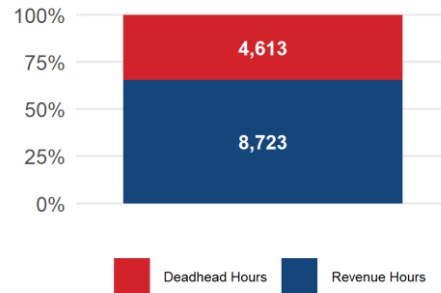
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|-----------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile N/A | 2.5 | | | 2.9 | | | - | | |
| Route Design | Circuitry N/A | 1.38 | | | 1.48 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour N/A | 28.3 | 22.9 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 1.8 | 1.7 | A | - | - | - | - | - | - |
| | Unique Segment Ridership 15% | 0% | 18% | E | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 62% | 71% | E | - | - | - | - | - | - |
| | Crowding 5% | 1% | 4% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.34 Peak: 0.49 | Off-Peak: 0.3 Peak: 0.45 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$4.22 | \$ 6.15 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 39% | 39% | A | - | - | - | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



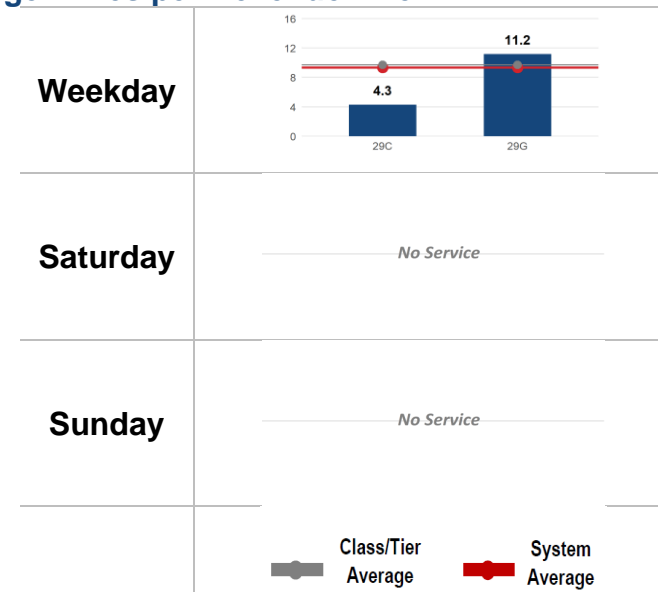
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| 29C | 27.30 | 242 | 219 (90.5%) |
| 29G | 26.80 | 805 | 766 (95.2%) |
| | | | |
| | | | |

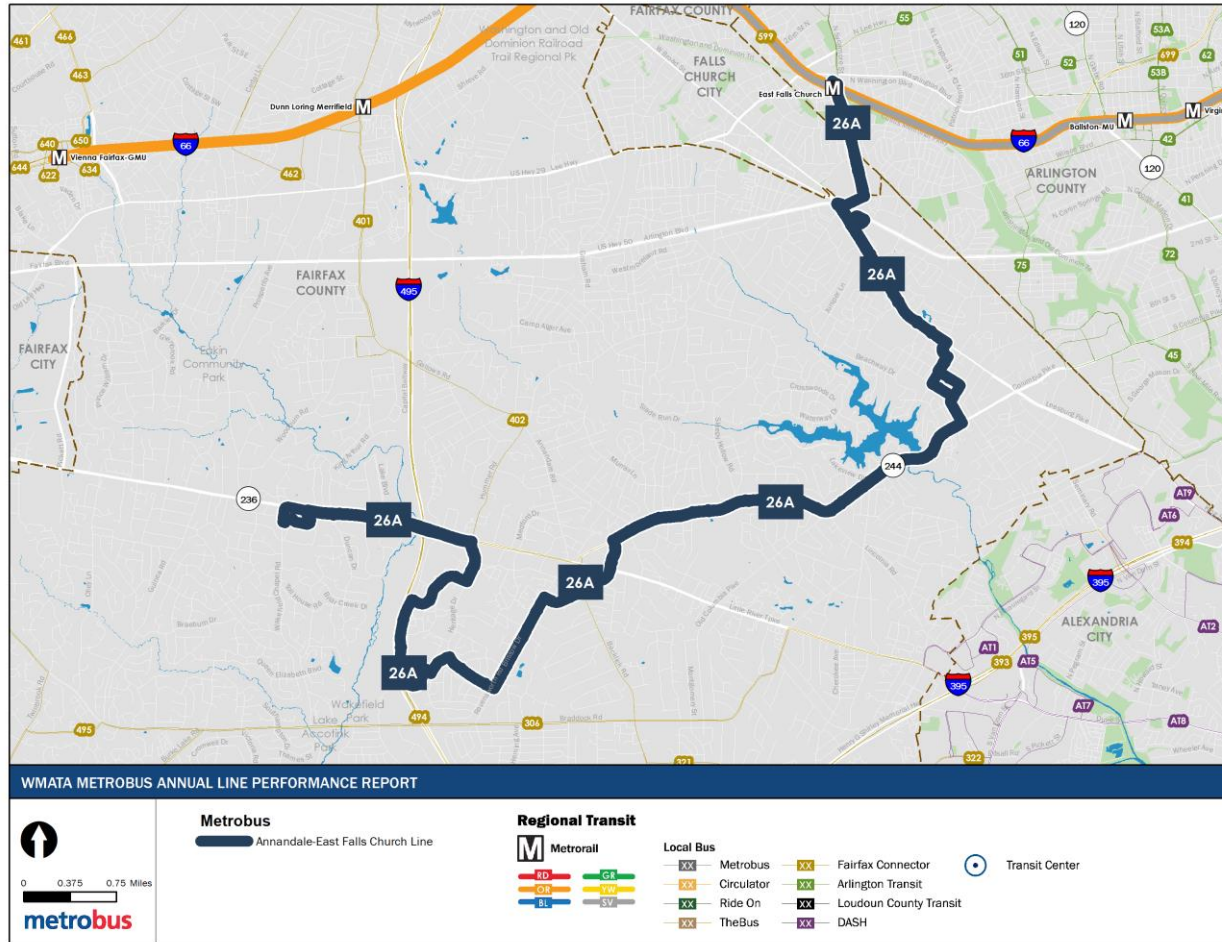
Service Change Summary

Route 29C - June 2020:
 Weekday: No change; Saturday: No change; Sunday: No change;
 Route 29G - June 2020:
 Weekday: No change; Saturday: No change; Sunday: No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Coverage

Activity Tier

2

Overall Grade

| Line | Grade |
|------|-------|
| Line | C |
| | |
| | |
| | |
| | |
| | |
| | |

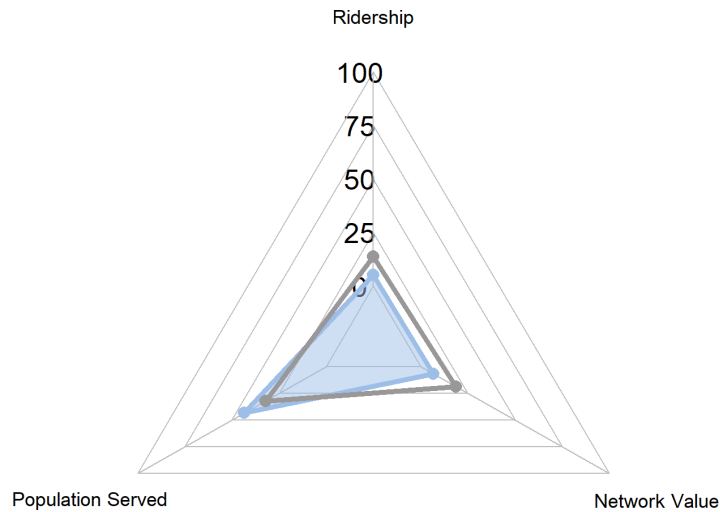
Legend

- Exceeds
- Meets
- Approaches
- Below
- Significantly Below

Line Benefit Score

19

Out of 100



Classification Average



Line Focus:

Population Served

Network Value

Ridership

Balanced

Line Score:

44

7

5

Operating Statistics

| | | |
|--|-------------------------------|--------------------|
| | Annual Operating Costs | \$1,218,058 |
| | Peak Vehicles | 6 |
| | Vehicle Type(s) | 35 Foot |

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

| | | | |
|--|-----------------------------------|-------------------|---------------|
| | Service Area Population | 42,893 | |
| | People of Color Population | Service Area | 12,464 |
| | | % Riders Surveyed | 68% |
| | Low Income Household | Service Area | 12,345 |
| | | % Riders Surveyed | 59% |

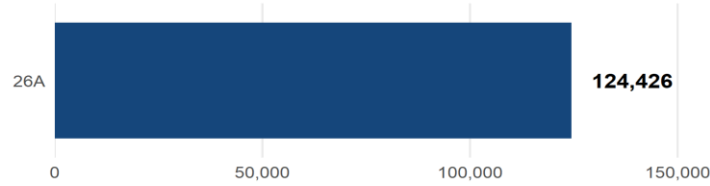
Facilities/Amenities

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



Ridership

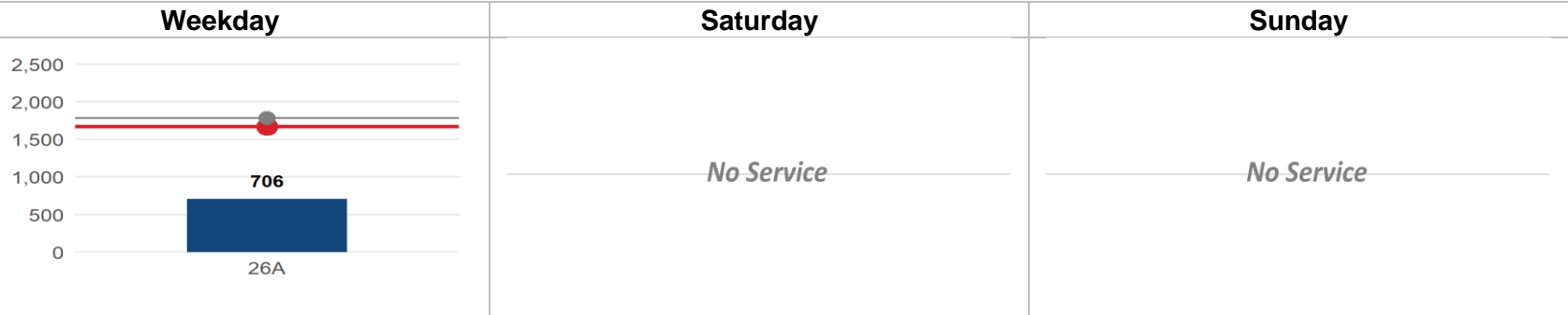
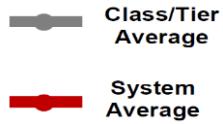
Annual Ridership



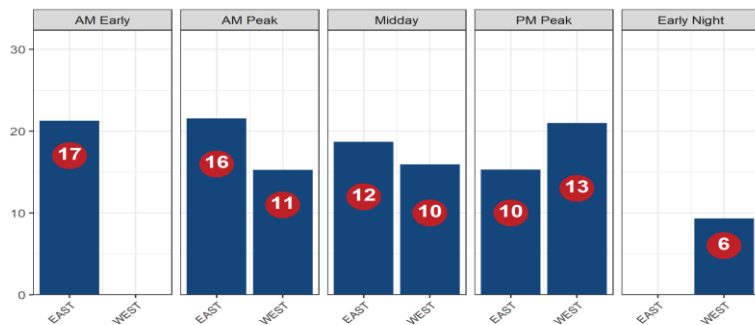
Top Transfer Locations

East Falls Church

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

| | | Direction: | |
|---------------------------------|---------------------------------|------------|------|
| | | EAST | WEST |
| Weekday | Peak Maximum Target: 1 | 0.4 | 0.39 |
| | Off-Peak Maximum Target: 1.0 | 0.43 | 0.3 |
| Saturday Maximum Target: 1.0 | | | |
| Sunday Maximum Target: 1.0 | | | |

Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

C Annandale-East Falls Church

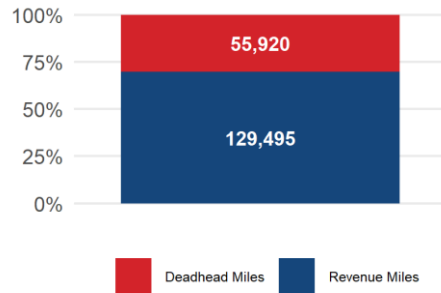
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|-----------------------------|-----------------------------|-------|-----------|-----------------|-------|-----------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 5:28 AM - 7:48 PM | - | A | - | - | - | - | - | - |
| | Frequency of Service varies | Peak: 33.7 / Off-Peak: 59.4 | Peak: 25.4 / Off-Peak: 40.5 | C | - | - | - | - | - | - |
| Productivity | Passengers per Revenue Hour 15 | 17.7 | 37.3 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 2 | 1.4 | 4.3 | E | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 78% | 78% | C | - | - | - | - | - | - |
| | Crowding 5% | 0% | 2% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.37 Peak: 0.4 | Off-Peak: 0.3 Peak: 0.42 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$6.74 | \$ 4.26 | E | - | - | - | - | - | - |
| | Cost Recovery 20% | 22% | 23% | B | - | - | - | - | - | - |

Route 26A

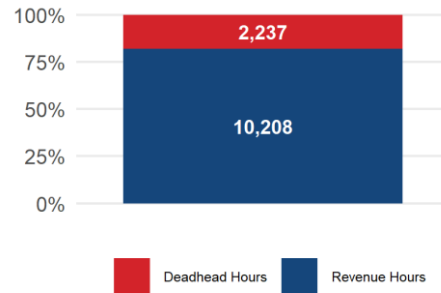
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|-----------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 4.3 | | | 6.1 | | | A | | |
| | Circuitry N/A | 2.11 | | | 2.48 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | 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 | 17.7 | 37.3 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 2 | 1.4 | 4.3 | E | - | - | - | - | - | - |
| | Unique Segment Ridership 10% | 12% | 29% | B | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 78% | 78% | C | - | - | - | - | - | - |
| | Crowding 5% | 0% | 3% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.37 Peak: 0.4 | Off-Peak: 0.33 Peak: 0.44 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$6.74 | \$ 4.26 | E | - | - | - | - | - | - |
| | Cost Recovery 20% | 22% | 24% | B | - | - | - | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



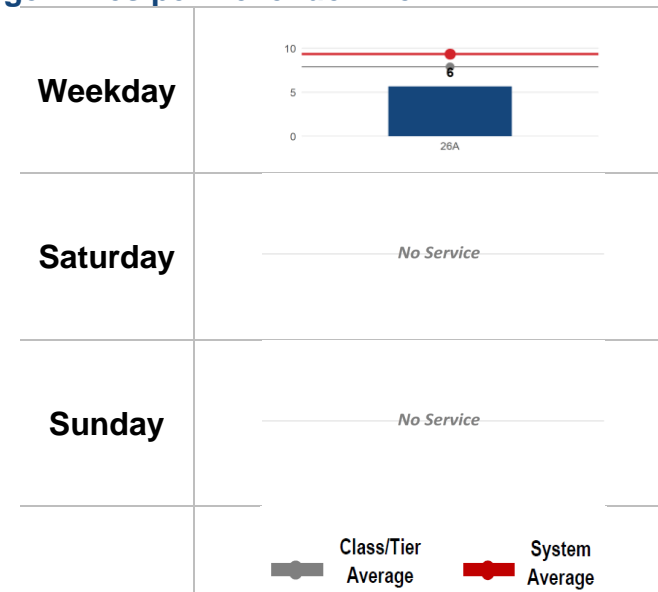
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| 26A | 30.40 | 880 | 876 (99.5%) |
| | | | |
| | | | |
| | | | |

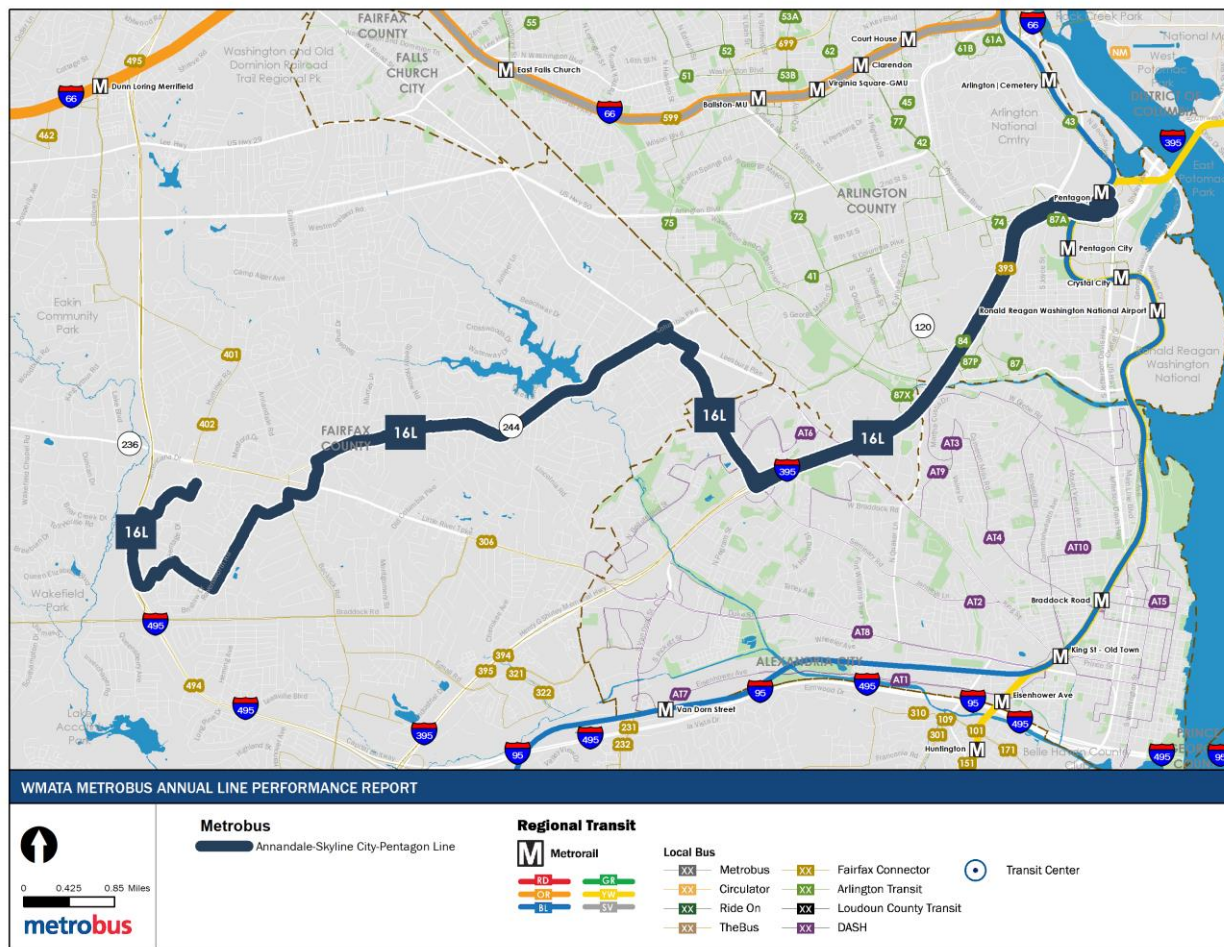
Service Change Summary

Route 26A - June 2020:
 Weekday: Restore service; Saturday: No change;
 Sunday: No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Commuter

Activity Tier

2

Overall Grade

| Line | Grade |
|------|-------|
| 16L | B |
| | |
| | |
| | |
| | |
| | |
| | |

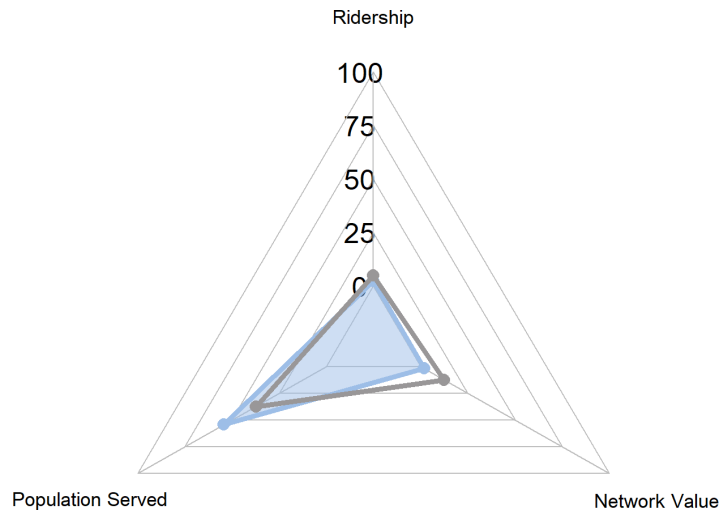
Legend

- Exceeds
- Meets
- Approaches
- Below
- Significantly Below

Line Benefit Score

19

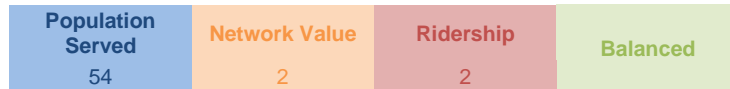
Out of 100



Classification Average



Line Focus:



Line Score:

Operating Statistics

| | | |
|--|-------------------------------|------------------|
| | Annual Operating Costs | \$354,480 |
| | Peak Vehicles | 3 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|-----------------------------------|-------------------|---------------|
| | Service Area Population | 36,842 | |
| | People of Color Population | Service Area | 13,568 |
| | | % Riders Surveyed | 56% |
| | Low Income Household | Service Area | 10,796 |
| | | % Riders Surveyed | 14% |

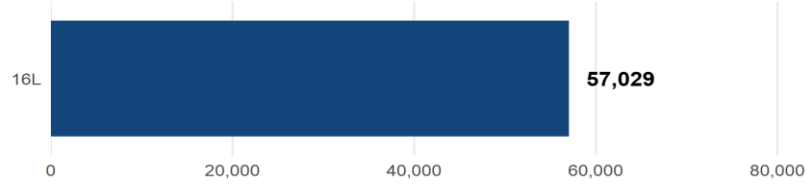
Facilities/Amenities

| | | |
|--|-------------------------------------|------------|
| | Bus Stops | 104 |
| | % Stops With Shelters | 20% |
| | % Stops With Benches | 20% |
| | % Stops With Real-Time Signs | 1% |



Ridership

Annual Ridership

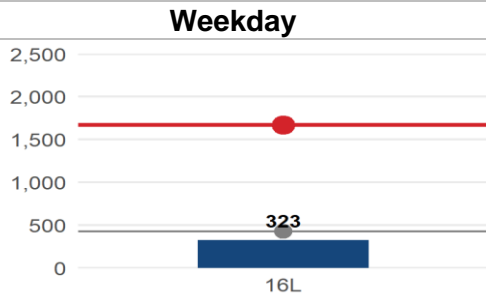


Top Transfer Locations

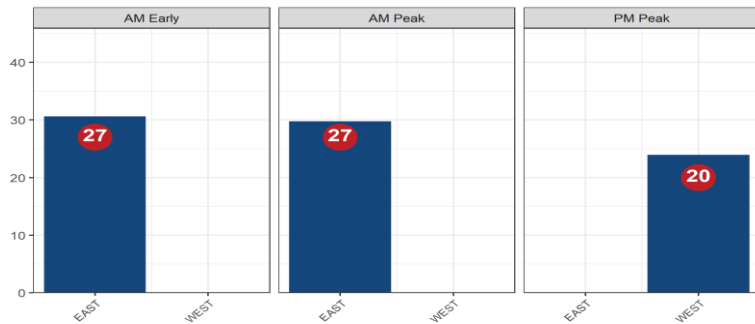
Pentagon

Average Daily Ridership

- Class/Tier Average
- System Average



Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

| | | Direction: | |
|---------------------------------|---------------------------------|------------|------|
| | | EAST | WEST |
| Weekday | Peak Maximum Target: 1 | 0.67 | 0.51 |
| | Off-Peak Maximum Target: 1.0 | 0.7 | - |
| Saturday Maximum Target: 1.0 | | - | - |
| Sunday Maximum Target: 1.0 | | - | - |

Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

B Annandale-Skyline City-Pentagon

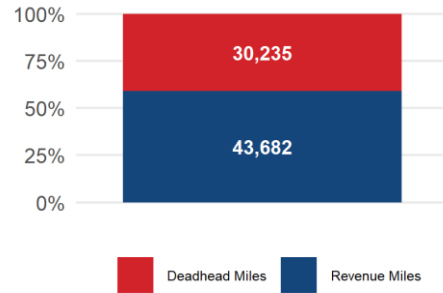
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|--------------------------------------|------------------------------|-------|-----------|-----------------|-------|-----------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 5:55 AM - 9:05 AM; 4:15 PM - 7:35 PM | - | A | - | - | - | - | - | - |
| | Frequency of Service varies | Peak: 29.0 / Off-Peak: NA | Peak: 25.4 / Off-Peak: 102 | - | - | - | - | - | - | - |
| Productivity | Passengers per Revenue Hour N/A | 27.6 | 22.9 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 1.8 | 1.7 | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 78% | 71% | C | - | - | - | - | - | - |
| | Crowding 5% | 0% | 6% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.7 Peak: 0.58 | Off-Peak: 0.34 Peak: 0.51 | B | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$4.33 | \$ 6.15 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 39% | 42% | A | - | - | - | - | - | - |

Route 16L

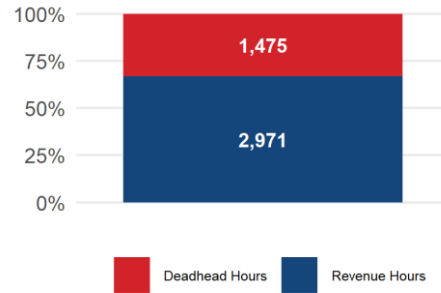
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|-----------------------------|-----------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile N/A | 3.3 | | | 2.9 | | | - | | |
| Route Design | Circuitry N/A | 1.56 | | | 1.48 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour N/A | 27.6 | 22.9 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 1.8 | 1.7 | A | - | - | - | - | - | - |
| | Unique Segment Ridership 15% | 0% | 18% | E | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 78% | 71% | C | - | - | - | - | - | - |
| | Crowding 5% | 0% | 4% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.7 Peak: 0.58 | Off-Peak: 0.3 Peak: 0.45 | B | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$4.33 | \$ 6.15 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 39% | 39% | A | - | - | - | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



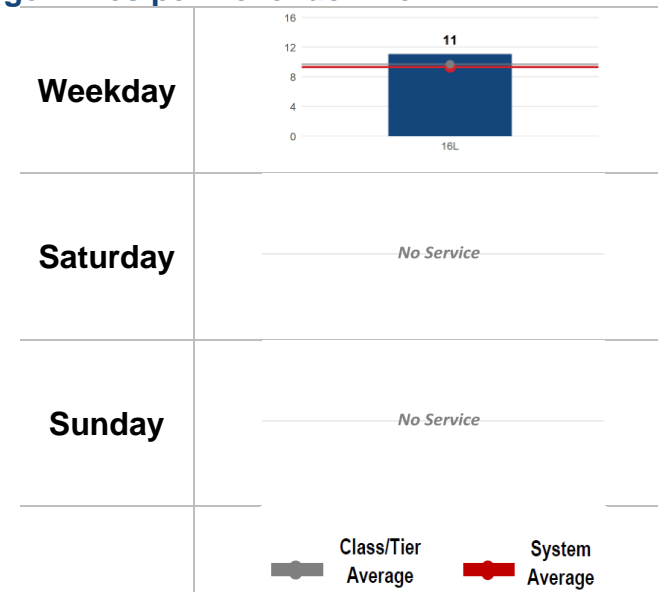
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| 16L | 32.30 | 264 | 263 (99.6%) |
| | | | |
| | | | |
| | | | |
| | | | |

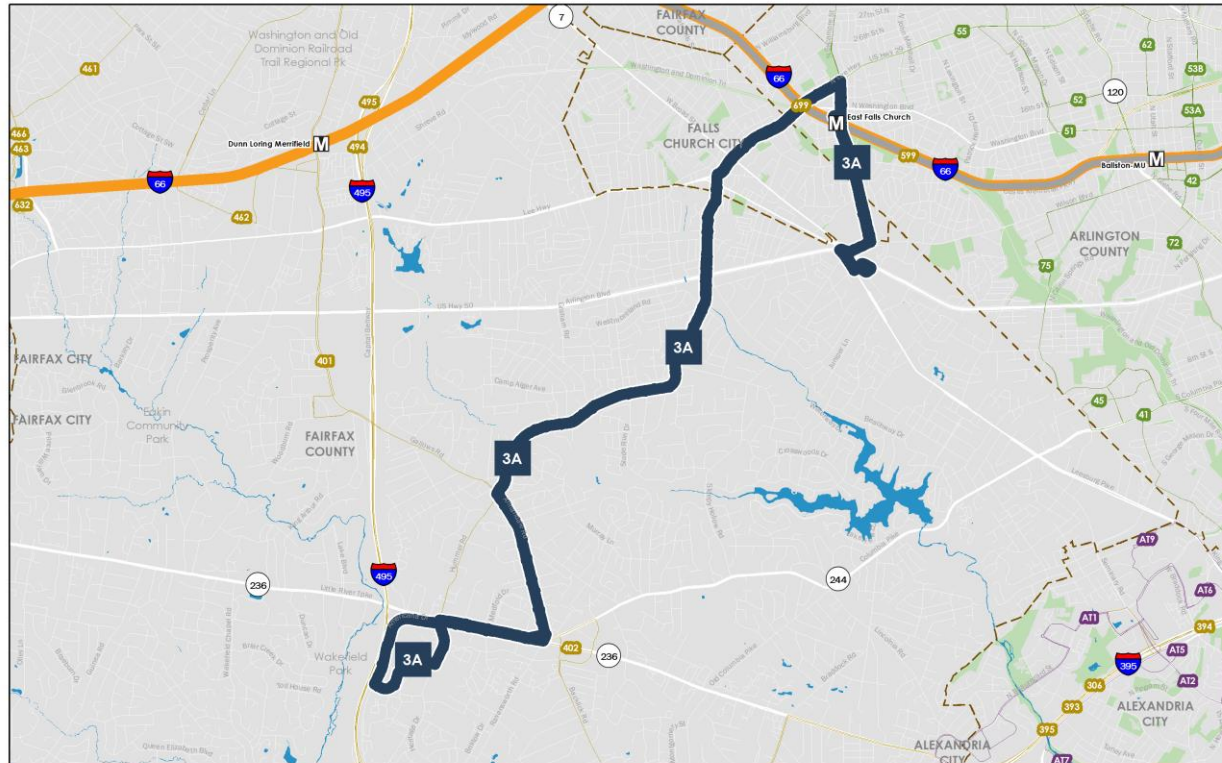
Service Change Summary

Route 16L - June 2020:
 Weekday: No change; Saturday: No change; Sunday: No change;

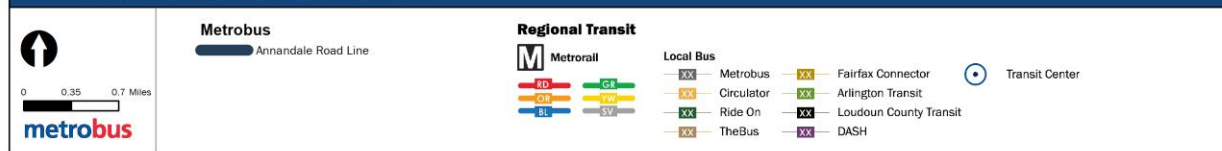
Passenger Miles per Revenue Mile



About the Line



WMATA METROBUS ANNUAL LINE PERFORMANCE REPORT



Service Classification

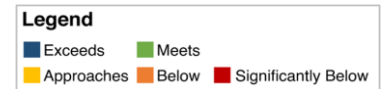
Coverage

Activity Tier

3

Overall Grade

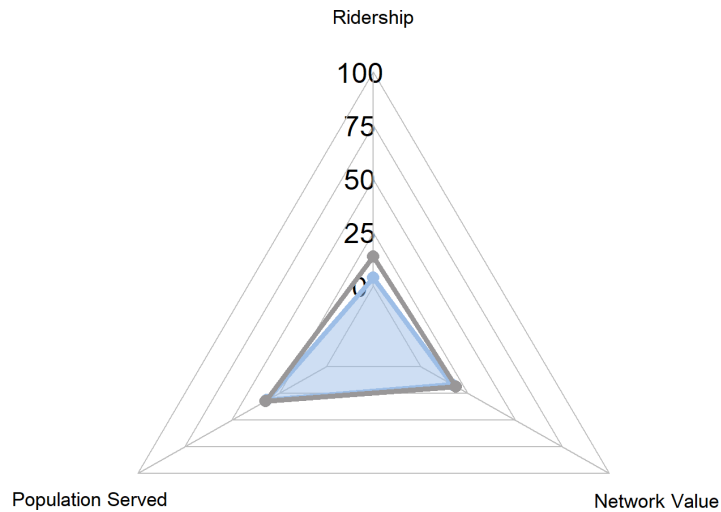
| Line | Overall Grade |
|---------------------|---------------|
| Annandale Road Line | B |
| | |
| | |
| | |
| | |
| | |



Line Benefit Score

17

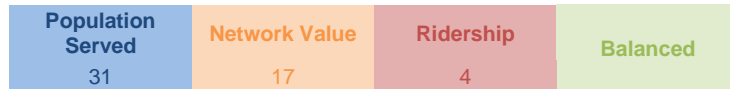
Out of 100



Classification Average



Line Focus:



Line Score:

Operating Statistics

| | | |
|--|------------------------|------------------|
| | Annual Operating Costs | \$1,229,310 |
| | Peak Vehicles | 4 |
| | Vehicle Type(s) | 35 Foot, 40 Foot |

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

| | | | |
|--|----------------------------|-------------------|--------|
| | Service Area Population | 35,936 | |
| | People of Color Population | Service Area | 10,021 |
| | | % Riders Surveyed | 75% |
| | Low Income Household | Service Area | 9,093 |
| | | % Riders Surveyed | 43% |

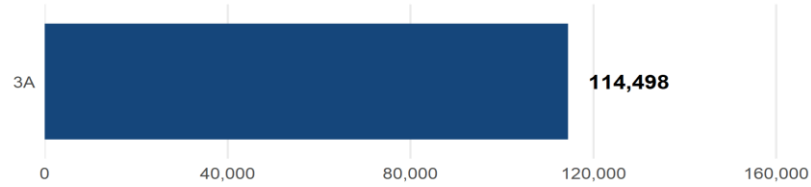
Facilities/Amenities

| | | |
|--|------------------------------|-----|
| | Bus Stops | 106 |
| | % Stops With Shelters | 8% |
| | % Stops With Benches | 11% |
| | % Stops With Real-Time Signs | 0% |



Ridership

Annual Ridership



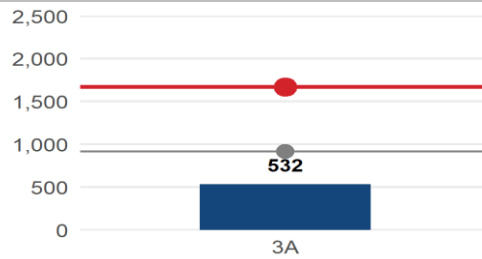
Top Transfer Locations

East Falls Church

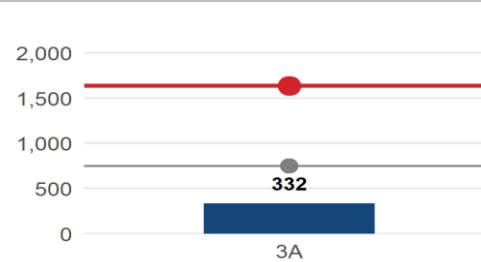
Average Daily Ridership



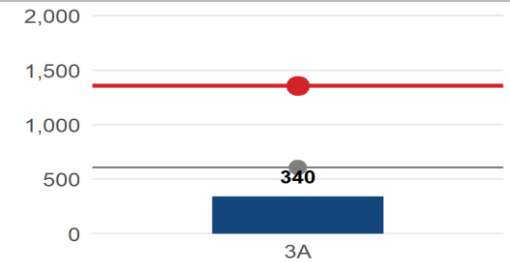
Weekday



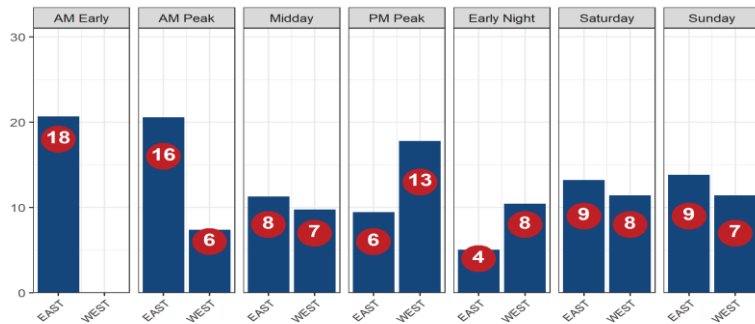
Saturday



Sunday



Average Trip Ridership and Maximum Load by Time Period



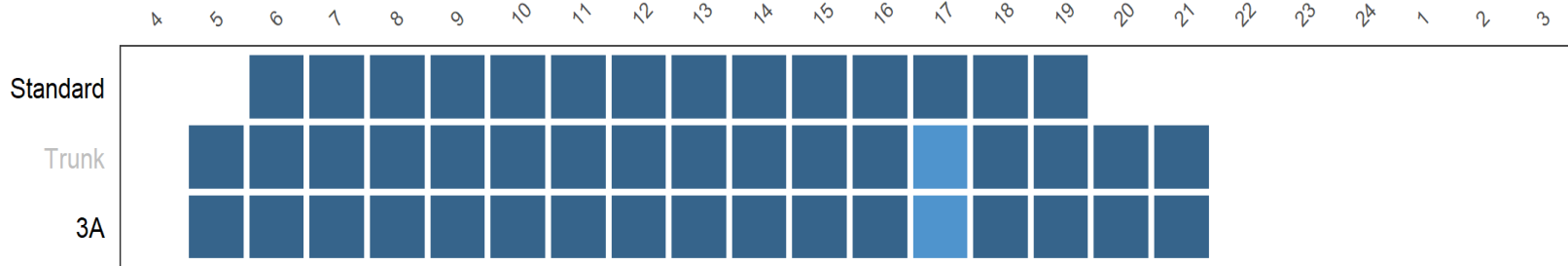
Vehicle Load Factor

| | | Direction: | |
|-------------------------------|---------------------------------|------------|------|
| | | EAST | WEST |
| Weekday | Peak Maximum Target: 1 | 0.33 | 0.31 |
| | Off-Peak Maximum Target: 1.0 | 0.26 | 0.22 |
| | Saturday Maximum Target: 1.0 | 0.21 | 0.19 |
| Sunday Maximum Target: 1.0 | | 0.22 | 0.18 |

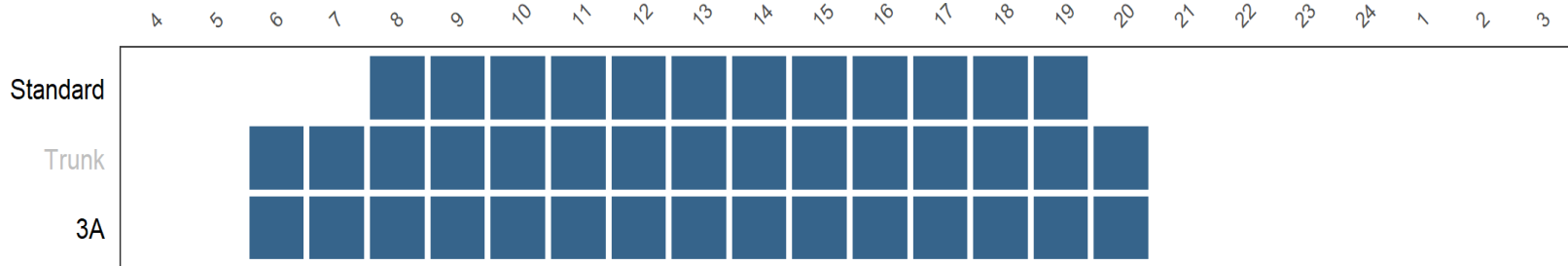
Span and Frequency



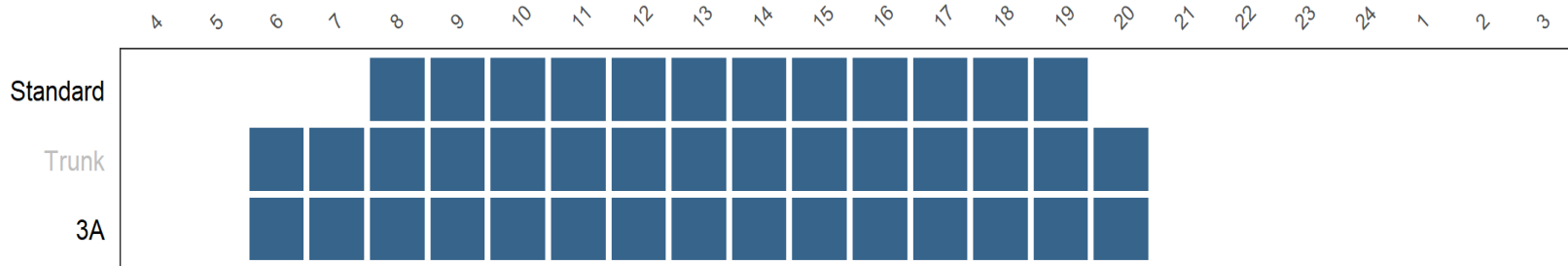
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

B Annandale Road

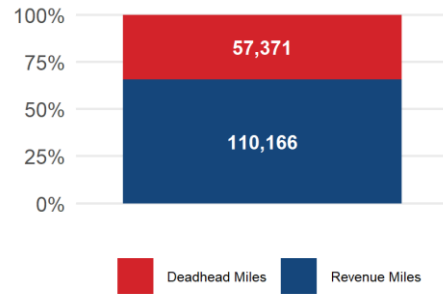
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|------------------------------|------------------------------|-------|-------------------|-----------------|-------|-------------------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 5:40 AM - 9:43 PM | - | A | 6:57 AM - 8:35 PM | - | A | 6:57 AM - 8:36 PM | - | A |
| | Frequency of Service varies | Peak: 34.4 / Off-Peak: 60.2 | Peak: 28.1 / Off-Peak: 61.2 | A | 60.1 | 48.0 | C | 60.1 | 49.5 | C |
| Productivity | Passengers per Revenue Hour 10 | 17.5 | 25.4 | A | 13.1 | 27.6 | A | 15.7 | 25.5 | A |
| | Passengers per Revenue Mile 1 | 1.6 | 2.2 | A | 1.3 | 2.3 | A | 1.4 | 2.1 | A |
| Reliability | On-Time Performance 79% | 77% | 81% | C | 86% | 80% | A | 84% | 85% | B |
| | Crowding 5% | 0% | 1% | A | 0% | 1% | A | 0% | 1% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.24 Peak: 0.32 | Off-Peak: 0.27 Peak: 0.35 | A | 0.2 | 0.31 | A | 0.2 | 0.28 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$6.81 | \$ 5.33 | B | \$9.13 | \$ 4.81 | E | \$7.62 | \$ 5.31 | C |
| | Cost Recovery 20% | 20% | 23% | B | 15% | 20% | D | 18% | 19% | C |

Route 3A

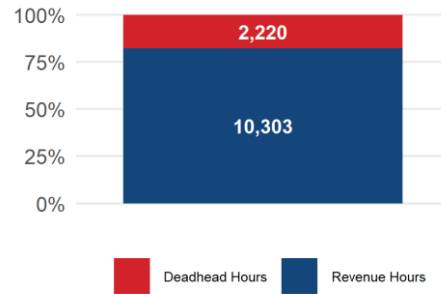
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 5.4 | | | 4.9 | | | E | | |
| Route Design | Circuitry N/A | 1.73 | | | 12.83 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 10 | 17.5 | 25.4 | A | 13.1 | 27.6 | A | 15.7 | 25.5 | A |
| | Passengers per Revenue Mile 1 | 1.6 | 2.2 | A | 1.3 | 2.3 | A | 1.4 | 2.1 | A |
| | Unique Segment Ridership 10% | 41% | 33% | A | 44% | 56% | A | 38% | 58% | A |
| Reliability | On-Time Performance 79% | 77% | 81% | C | 86% | 80% | A | 84% | 85% | B |
| | Crowding 5% | 0% | 1% | A | 0% | 1% | A | 0% | 1% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.24 Peak: 0.32 | Off-Peak: 0.27 Peak: 0.35 | A | 0.2 | 0.32 | A | 0.2 | 0.28 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$6.81 | \$ 5.33 | B | \$9.13 | \$ 4.81 | E | \$7.62 | \$ 5.31 | C |
| | Cost Recovery 20% | 20% | 22% | B | 15% | 20% | D | 18% | 18% | C |

Operational Analysis

Miles Allocation



Hours Allocation



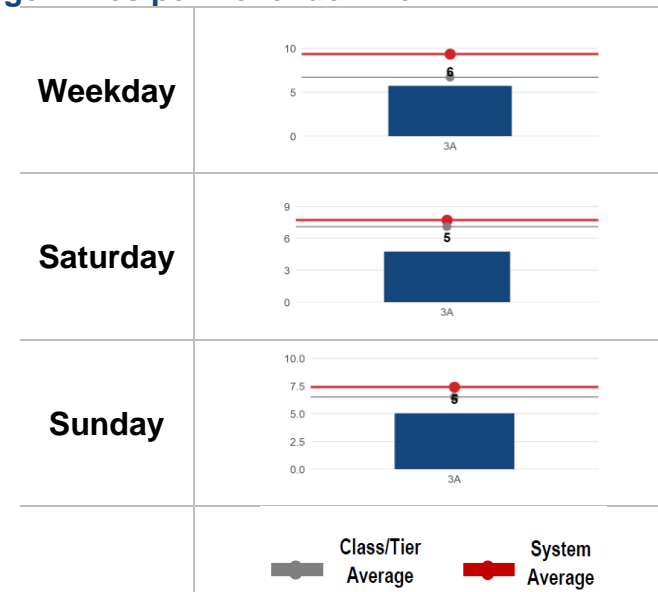
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| 3A | 20.00 | 1,189 | 1,187 (99.8%) |
| | | | |
| | | | |
| | | | |

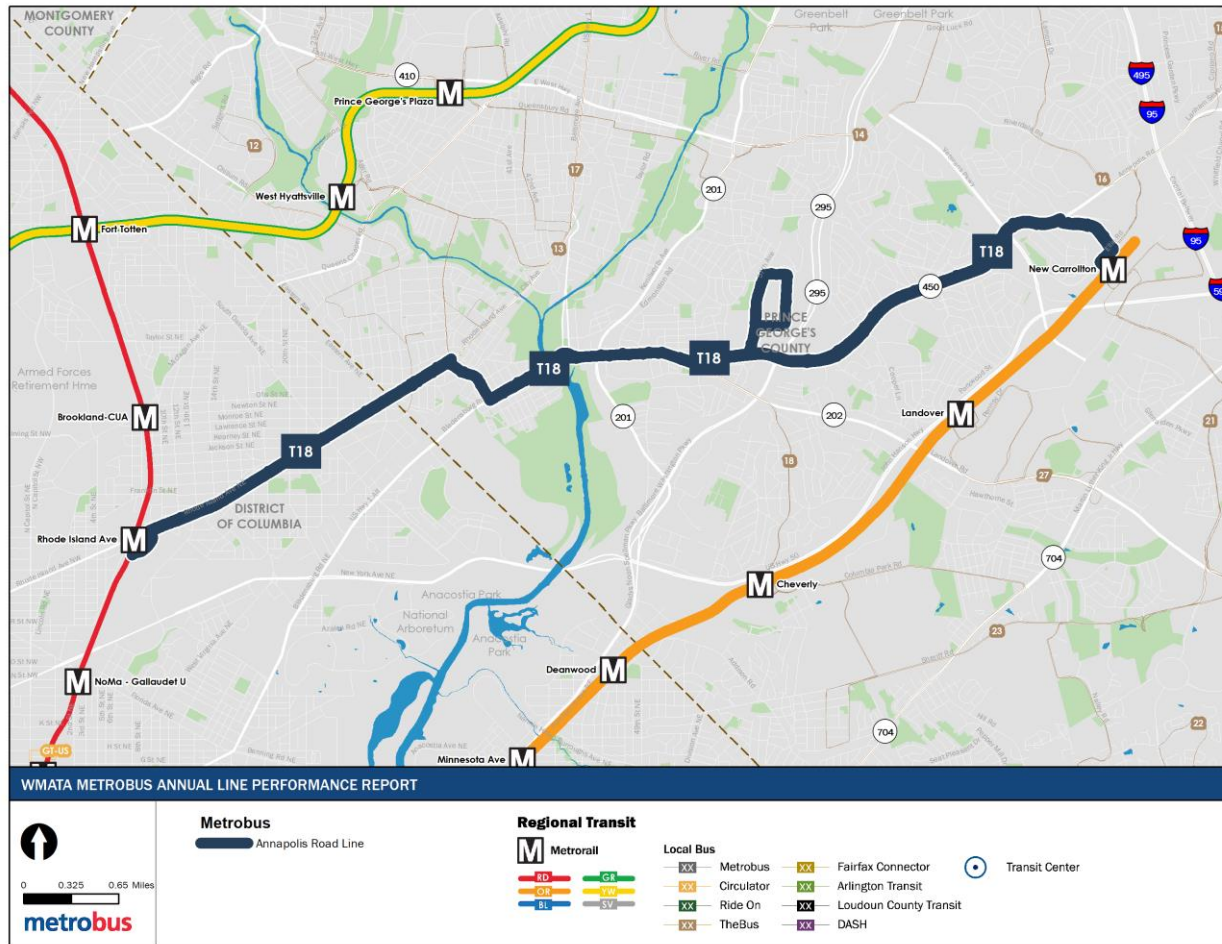
Service Change Summary

Route 3A - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Framework

Activity Tier

3

Overall Grade

| Line | Grade |
|---------------------|-------|
| Annapolis Road Line | B |
| | |
| | |
| | |
| | |
| | |
| | |

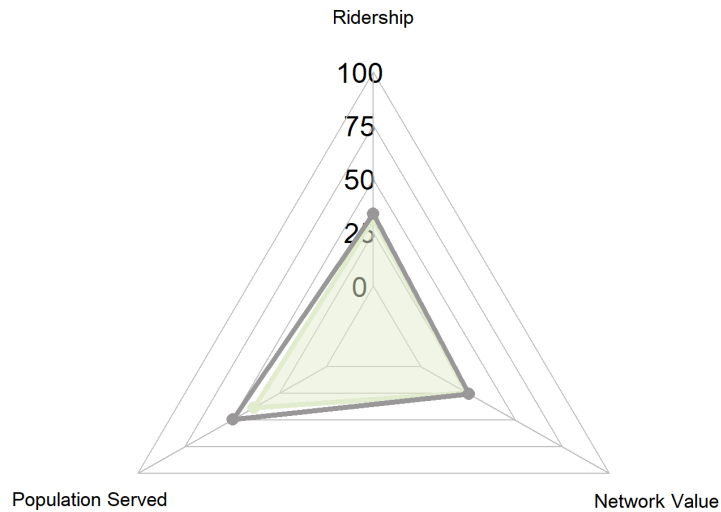
Legend

■ Exceeds ■ Meets
■ Approaches ■ Significantly Below

Line Benefit Score

31

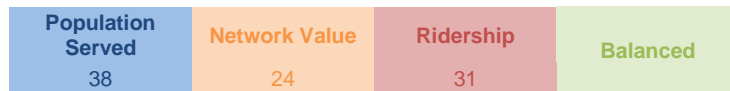
Out of 100



Classification Average

Line Focus:

Line Score:



Operating Statistics

| | | |
|--|-------------------------------|--------------------|
| | Annual Operating Costs | \$3,089,833 |
| | Peak Vehicles | 9 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|-----------------------------------|-------------------|---------------|
| | Service Area Population | 29,066 | |
| | People of Color Population | Service Area | 17,477 |
| | | % Riders Surveyed | 96% |
| | Low Income Household | Service Area | 9,435 |
| | | % Riders Surveyed | 78% |

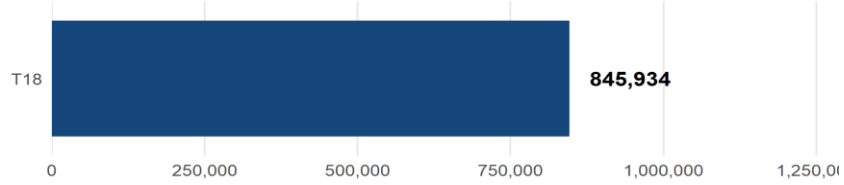
Facilities/Amenities

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



Ridership

Annual Ridership



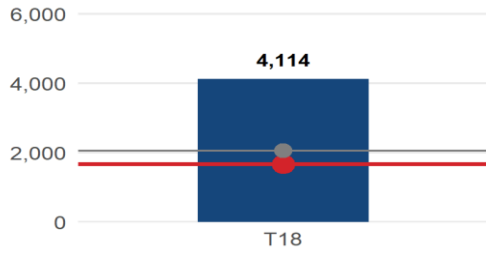
Top Transfer Locations

Rhode Island Avenue, New Carrollton

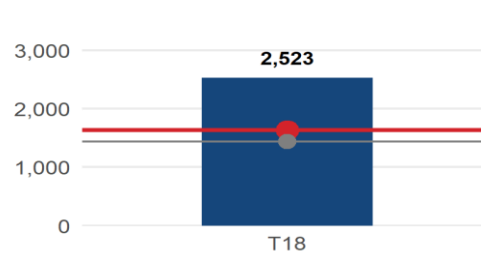
Average Daily Ridership

- Class/Tier Average
- System Average

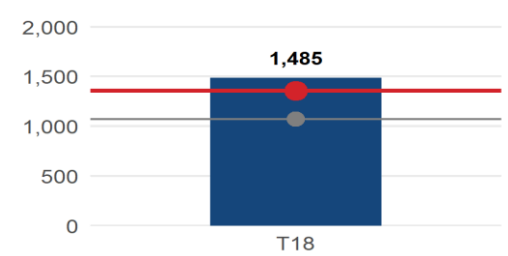
Weekday



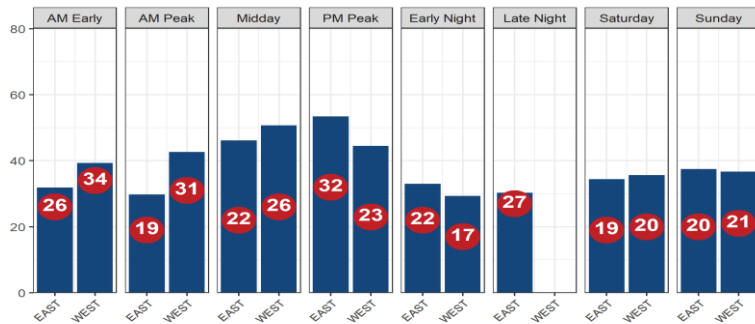
Saturday



Sunday



Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

| | | Direction: | |
|---------------------------------|---------------------------------|------------|------|
| | | EAST | WEST |
| Weekday | Peak Maximum Target: 1 | 0.65 | 0.67 |
| | Off-Peak Maximum Target: 1.0 | 0.57 | 0.63 |
| Saturday Maximum Target: 1.0 | | 0.47 | 0.5 |
| Sunday Maximum Target: 1.0 | | 0.5 | 0.53 |

Span and Frequency



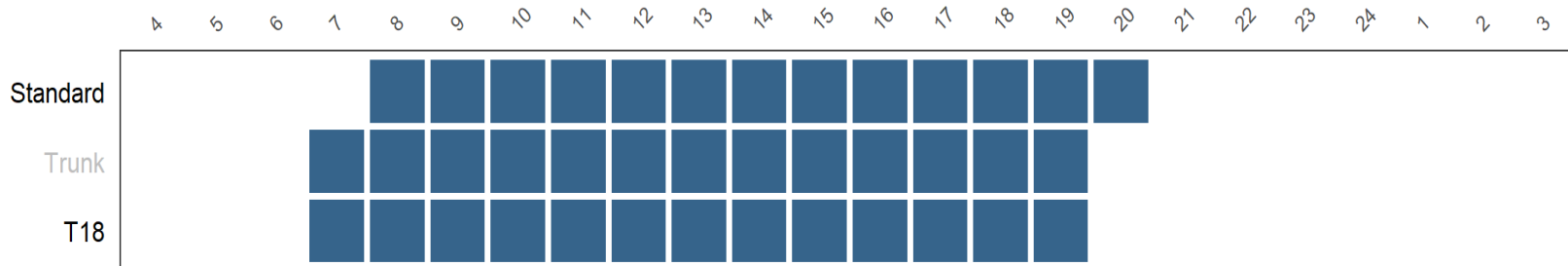
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

B Annapolis Road

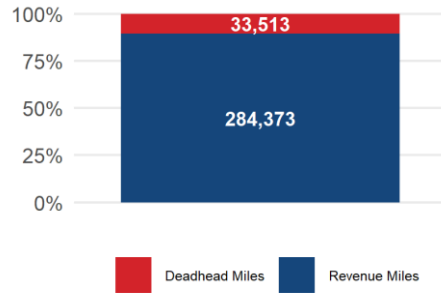
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|-----------------------------|----------------------------|-------|--------------------|-----------------|-------|-------------------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 5:00 AM - 11:53 PM | - | A | 6:30 AM - 10:35 PM | - | A | 7:15 AM - 7:53 PM | - | B |
| | Frequency of Service varies | Peak: 17.4 / Off-Peak: 25.9 | Peak: 24 / Off-Peak: 39.5 | A | 25.0 | 47.7 | A | 35.0 | 52.9 | A |
| Productivity | Passengers per Revenue Hour 15 | 48.8 | 31.5 | A | 43.6 | 30.1 | A | 44.8 | 30.5 | A |
| | Passengers per Revenue Mile 1 | 4.5 | 2.6 | A | 3.7 | 2.4 | A | 3.9 | 2.4 | A |
| Reliability | On-Time Performance 79% | 77% | 74% | C | 81% | 76% | B | 90% | 78% | A |
| | Crowding 5% | 3% | 2% | A | 0% | 1% | A | 0% | 0% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.6 Peak: 0.66 | Off-Peak: 0.4 Peak: 0.5 | A | 0.48 | 0.4 | A | 0.52 | 0.4 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$2.44 | \$ 4.23 | A | \$2.73 | \$ 4.22 | A | \$2.66 | \$ 4.08 | A |
| | Cost Recovery 20% | 41% | 27% | A | 36% | 26% | A | 37% | 26% | A |

Route T18

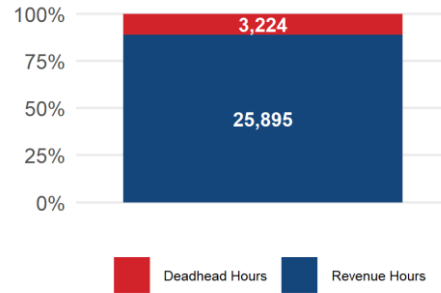
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|-----------------------------|-----------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 4.8 | | | 4.6 | | | A | | |
| | Circuitry 1.75 | 1.27 | | | 2.47 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 15 | 48.8 | 31.5 | A | 43.6 | 30.1 | A | 44.8 | 30.5 | A |
| | Passengers per Revenue Mile 1 | 4.5 | 2.6 | A | 3.7 | 2.4 | A | 3.9 | 2.4 | A |
| | Unique Segment Ridership 10% | 31% | 32% | A | 45% | 56% | A | 46% | 56% | A |
| Reliability | On-Time Performance 79% | 77% | 74% | C | 81% | 76% | B | 90% | 78% | A |
| | Crowding 5% | 3% | 2% | A | 0% | 1% | A | 0% | 0% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.6 Peak: 0.66 | Off-Peak: 0.44 Peak: 0.5 | A | 0.48 | 0.4 | A | 0.52 | 0.4 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$2.44 | \$ 4.23 | A | \$2.73 | \$ 4.22 | A | \$2.66 | \$ 4.08 | A |
| | Cost Recovery 20% | 41% | 28% | A | 36% | 25% | A | 37% | 25% | A |

Operational Analysis

Miles Allocation



Hours Allocation



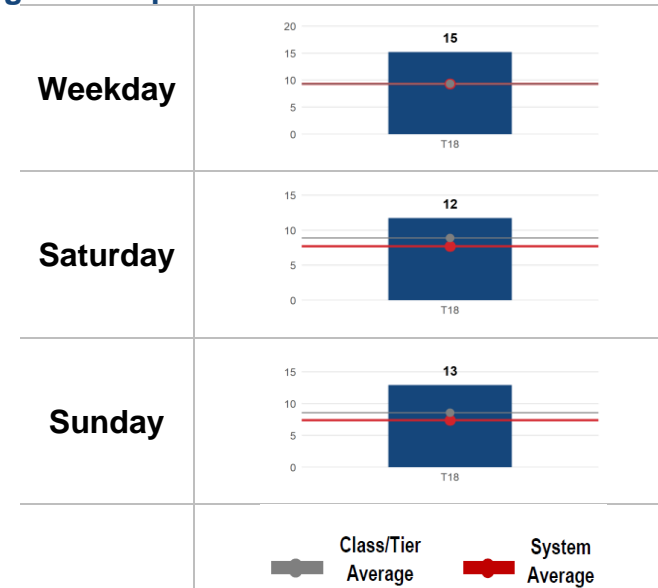
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| T18 | 20.00 | 2,613 | 2,604 (99.7%) |
| | | | |
| | | | |
| | | | |

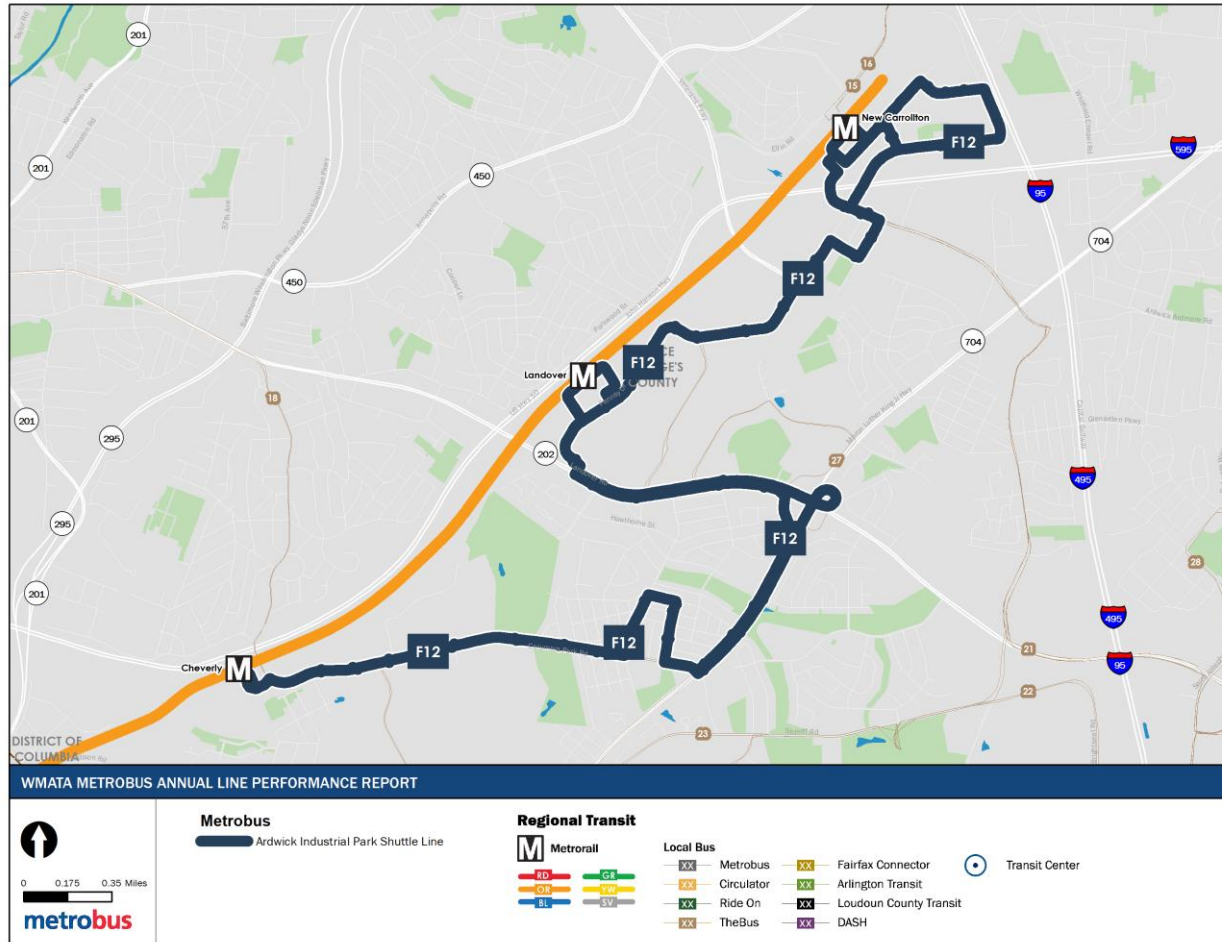
Service Change Summary

Route T18 - June 2020:
 Weekday: 2 a.m.; Saturday: 2 a.m.; Sunday: 2 a.m.;

Passenger Miles per Revenue Mile



About the Line



Service Classification

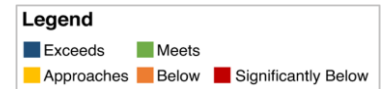
Coverage

Activity Tier

3

Overall Grade

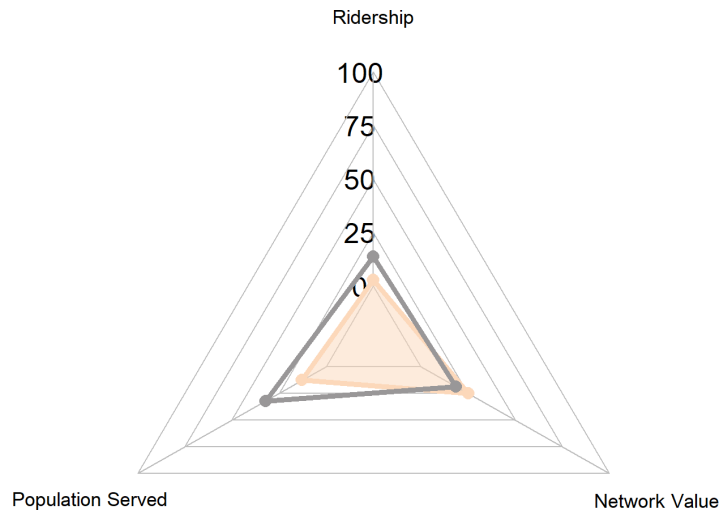
| Line | Grade |
|------|-------|
| | B |
| | |
| | |
| | |
| | |
| | |



Line Benefit Score

14

Out of 100



Classification Average



Line Focus:

Population Served

Network Value

Ridership

Balanced

Line Score:

13

25

3

Operating Statistics

| | | |
|--|------------------------|-----------|
| | Annual Operating Costs | \$738,599 |
| | Peak Vehicles | 5 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|----------------------------|-------------------|-------|
| | Service Area Population | 10,461 | |
| | People of Color Population | Service Area | 8,078 |
| | | % Riders Surveyed | 98% |
| | Low Income Household | Service Area | 3,593 |
| | | % Riders Surveyed | 79% |

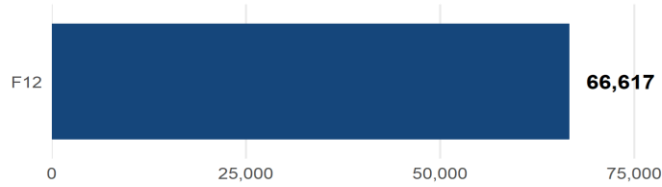
Facilities/Amenities

| | | |
|--|------------------------------|-----|
| | Bus Stops | 70 |
| | % Stops With Shelters | 49% |
| | % Stops With Benches | 9% |
| | % Stops With Real-Time Signs | 0% |



Ridership

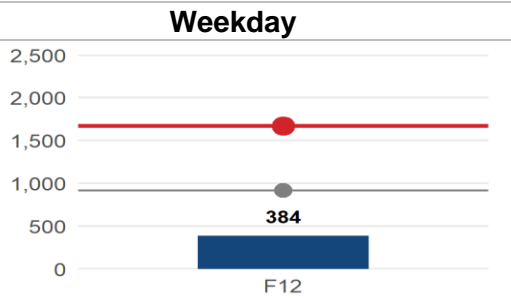
Annual Ridership



Top Transfer Locations

Landover, Cheverly, New Carrollton

Average Daily Ridership



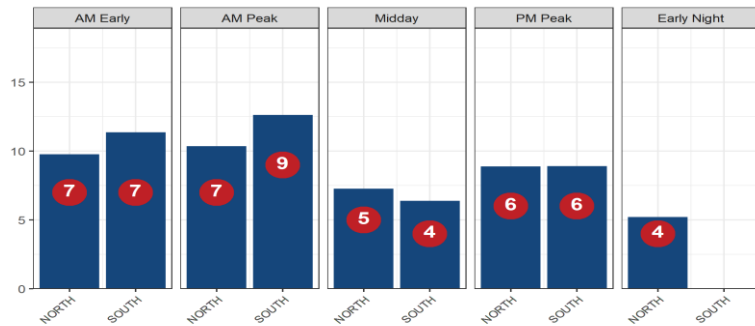
Saturday

No Service

Sunday

No Service

Average Trip Ridership and Maximum Load by Time Period



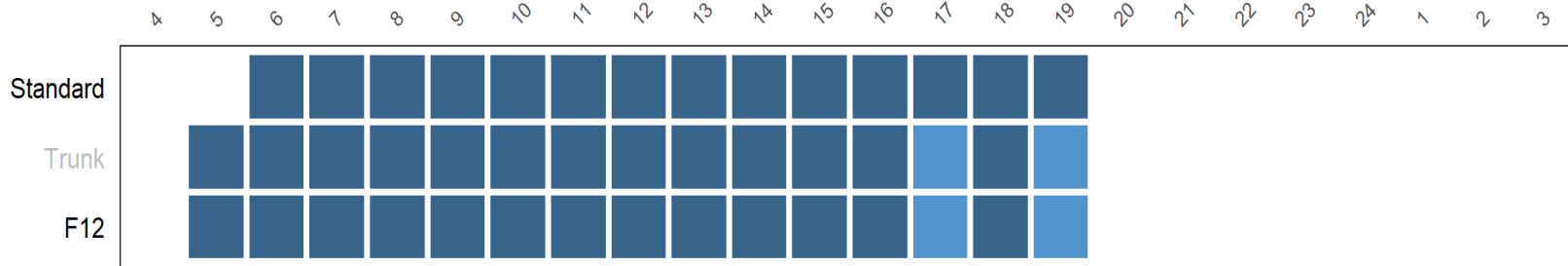
Vehicle Load Factor

| | | Direction: | NORTH | SOUTH |
|---------------------------------|---------------------------------|------------|-------|-------|
| Weekday | Peak Maximum Target: 1 | | 0.15 | 0.19 |
| | Off-Peak Maximum Target: 1.0 | | 0.11 | 0.12 |
| Saturday Maximum Target: 1.0 | | | | |
| Sunday Maximum Target: 1.0 | | | | |

Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

B Ardwick Industrial Park Shuttle

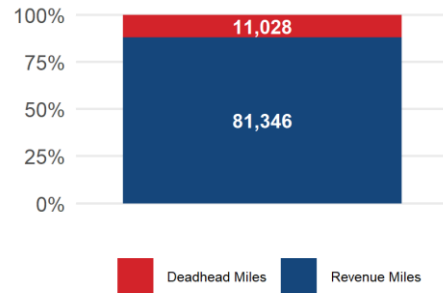
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|------------------------------|------------------------------|-------|-----------|-----------------|-------|-----------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 5:40 AM - 7:39 PM | - | B | - | - | - | - | - | - |
| | Frequency of Service varies | Peak: 33.6 / Off-Peak: 55.0 | Peak: 28.1 / Off-Peak: 61.2 | A | - | - | - | - | - | - |
| Productivity | Passengers per Revenue Hour 10 | 16.4 | 25.4 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 1.2 | 2.2 | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 86% | 81% | A | - | - | - | - | - | - |
| | Crowding 5% | 0% | 1% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.11 Peak: 0.17 | Off-Peak: 0.27 Peak: 0.35 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$7.28 | \$ 5.33 | C | - | - | - | - | - | - |
| | Cost Recovery 20% | 15% | 23% | D | - | - | - | - | - | - |

Route F12

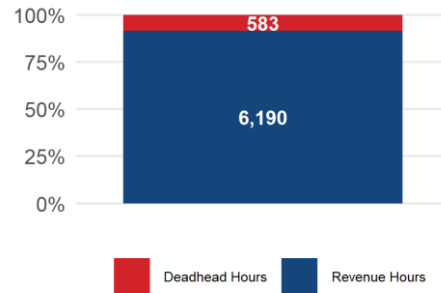
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 4.1 | | | 4.9 | | | A | | |
| Route Design | Circuitry N/A | 2.04 | | | 12.83 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 10 | 16.4 | 25.4 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 1.2 | 2.2 | A | - | - | - | - | - | - |
| | Unique Segment Ridership 10% | 72% | 33% | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 86% | 81% | A | - | - | - | - | - | - |
| | Crowding 5% | 0% | 1% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.11 Peak: 0.17 | Off-Peak: 0.27 Peak: 0.35 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$7.28 | \$ 5.33 | C | - | - | - | - | - | - |
| | Cost Recovery 20% | 15% | 22% | D | - | - | - | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



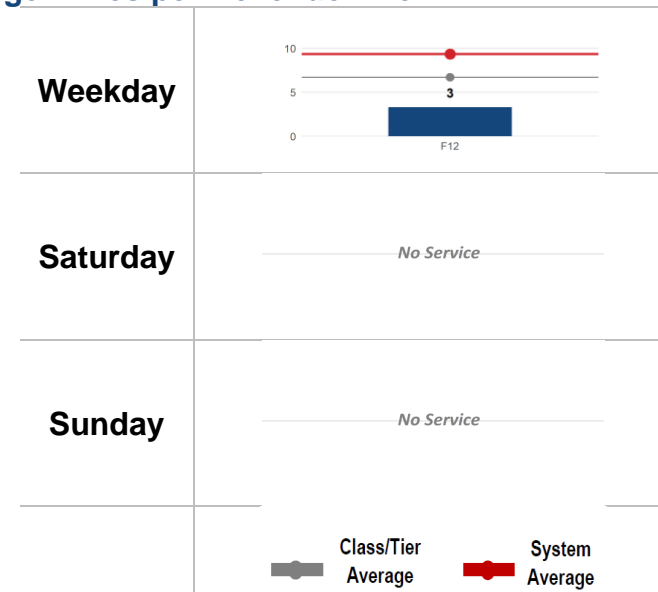
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| F12 | 18.00 | 920 | 917 (99.7%) |
| | | | |
| | | | |
| | | | |
| | | | |

Service Change Summary

Route F12 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Framework

Activity Tier

1

Overall Grade

| | |
|------|---|
| Line | C |
| | |
| | |
| | |
| | |
| | |
| | |

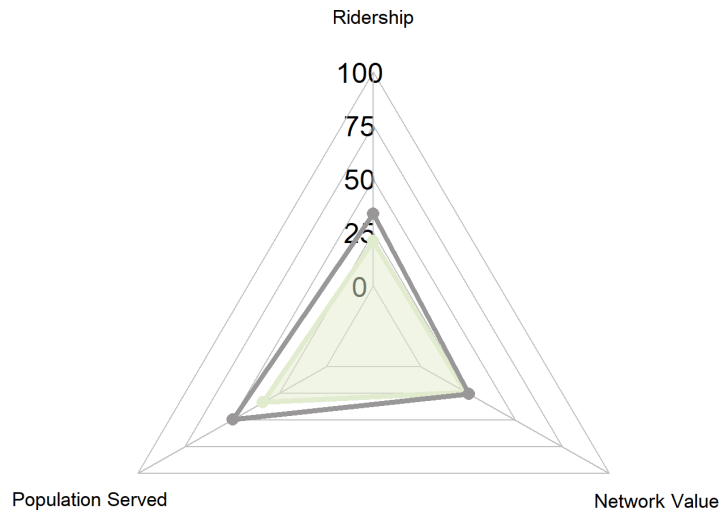
Legend

Exceeds Meets
 Approaches Below Significantly Below

Line Benefit Score

26

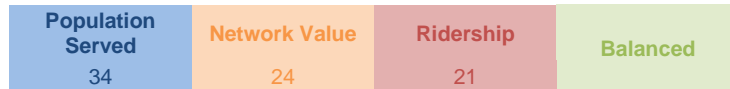
Out of 100



Classification Average



Line Focus:



Line Score:

Operating Statistics

| | | |
|--|------------------------|-------------|
| | Annual Operating Costs | \$4,133,475 |
| | Peak Vehicles | 10 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|----------------------------|-------------------|-------|
| | Service Area Population | 27,489 | |
| | People of Color Population | Service Area | 6,022 |
| | | % Riders Surveyed | 59% |
| | Low Income Household | Service Area | 3,719 |
| | | % Riders Surveyed | 34% |

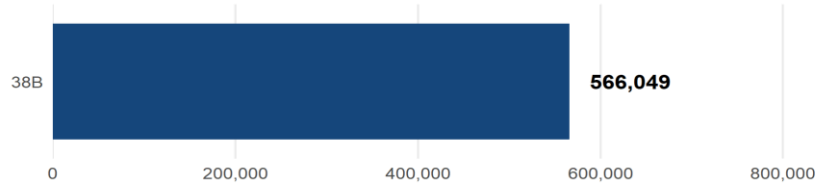
Facilities/Amenities

| | | |
|--|------------------------------|-----|
| | Bus Stops | 70 |
| | % Stops With Shelters | 34% |
| | % Stops With Benches | 34% |
| | % Stops With Real-Time Signs | 3% |



Ridership

Annual Ridership



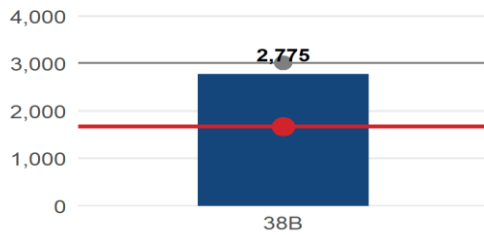
Top Transfer Locations

Farragut North, Rosslyn, Rosslyn East

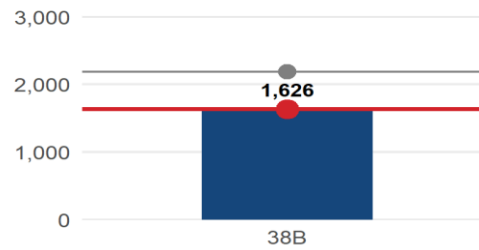
Average Daily Ridership

- Class/Tier Average
- System Average

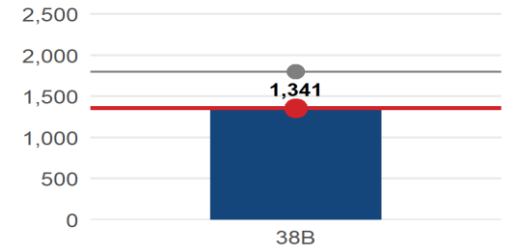
Weekday



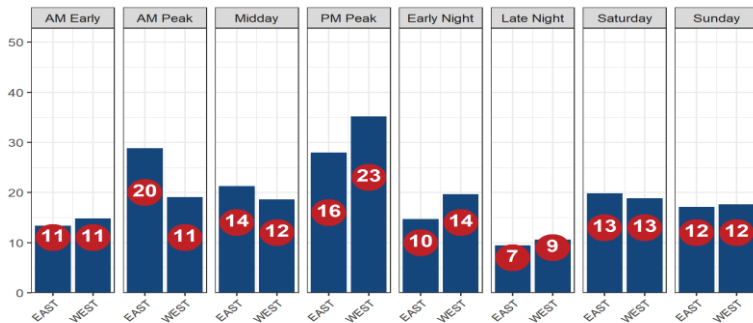
Saturday



Sunday



Average Trip Ridership and Maximum Load by Time Period



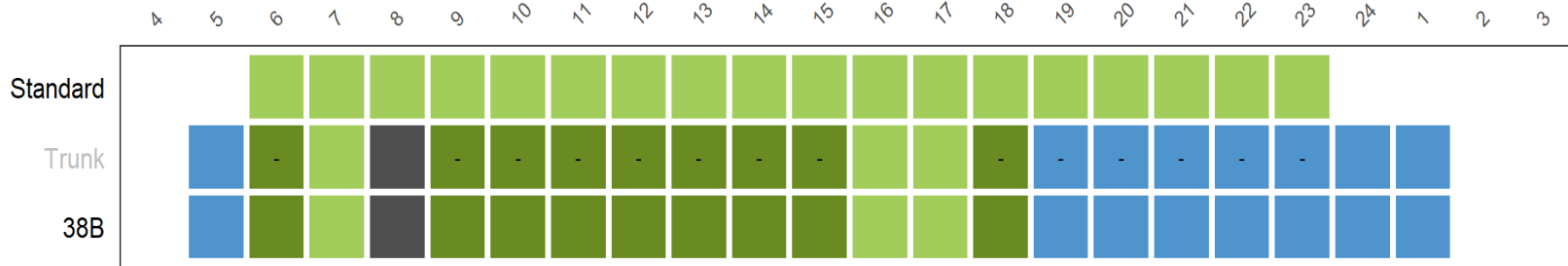
Vehicle Load Factor

| | | <i>Direction:</i> | |
|--|--|-------------------|------|
| | | EAST | WEST |
| Weekday | Peak Maximum Target: 1.2 | 0.46 | 0.45 |
| | Off-Peak Maximum Target: 1.0 | 0.28 | 0.29 |
| Saturday Maximum Target: 1.0 | | 0.33 | 0.31 |
| Sunday Maximum Target: 1.0 | | 0.3 | 0.31 |

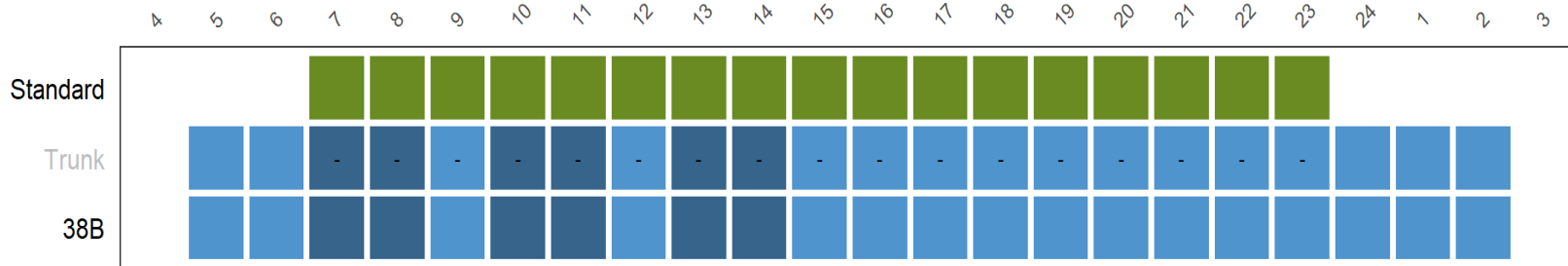
Span and Frequency



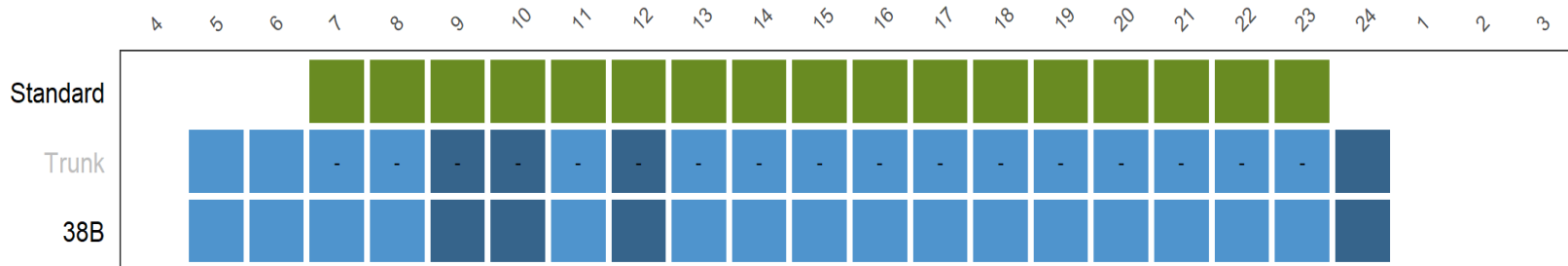
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

C Ballston-Farragut Square

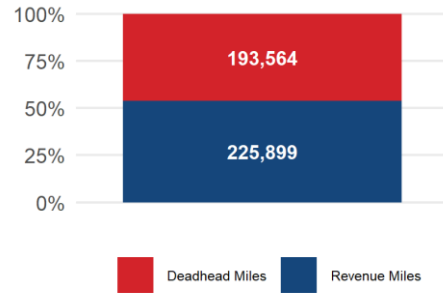
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|------------------------------|------------------------------|-------|-------------------|-----------------|-------|--------------------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 5:20 AM - 1:47 AM | - | A | 5:30 AM - 2:48 AM | - | A | 5:30 AM - 12:54 AM | - | A |
| | Frequency of Service varies | Peak: 15.6 / Off-Peak: 19.3 | Peak: 17.4 / Off-Peak: 39 | C | 30.0 | 25.4 | D | 30.1 | 29.4 | E |
| Productivity | Passengers per Revenue Hour 30 | 24.3 | 33.6 | D | 22.8 | 27.3 | E | 22.0 | 27.1 | E |
| | Passengers per Revenue Mile 4 | 3.6 | 4.5 | C | 3.2 | 3.3 | D | 2.9 | 3.2 | E |
| Reliability | On-Time Performance 79% | 84% | 74% | A | 83% | 76% | B | 84% | 79% | B |
| | Crowding 5% | 4% | 4% | A | 1% | 3% | A | 0% | 1% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.29 Peak: 0.46 | Off-Peak: 0.39 Peak: 0.54 | A | 0.32 | 0.36 | A | 0.31 | 0.35 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$4.91 | \$ 4.15 | B | \$5.24 | \$ 5.07 | C | \$5.43 | \$ 5.11 | C |
| | Cost Recovery 25% | 26% | 32% | B | 24% | 27% | C | 23% | 26% | C |

Route 38B

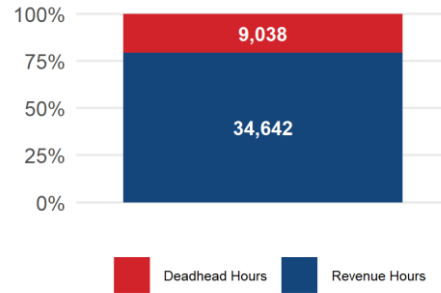
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 4.4 | | | 5 | | | A | | |
| | Circuitry 1.75 | 1.7 | | | 1.28 | | | 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 | 24.3 | 33.6 | D | 22.8 | 27.3 | E | 22.0 | 27.1 | E |
| | Passengers per Revenue Mile 4 | 3.6 | 4.5 | C | 3.2 | 3.3 | D | 2.9 | 3.2 | E |
| | Unique Segment Ridership 10% | 20% | 13% | A | 34% | 23% | A | 32% | 25% | A |
| Reliability | On-Time Performance 79% | 84% | 74% | A | 83% | 76% | B | 84% | 79% | B |
| | Crowding 5% | 4% | 4% | A | 1% | 3% | A | 0% | 2% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.29 Peak: 0.46 | Off-Peak: 0.38 Peak: 0.54 | A | 0.32 | 0.36 | A | 0.31 | 0.35 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$4.91 | \$ 4.15 | B | \$5.24 | \$ 5.07 | C | \$5.43 | \$ 5.11 | C |
| | Cost Recovery 25% | 26% | 34% | B | 24% | 26% | C | 23% | 26% | C |

Operational Analysis

Miles Allocation



Hours Allocation



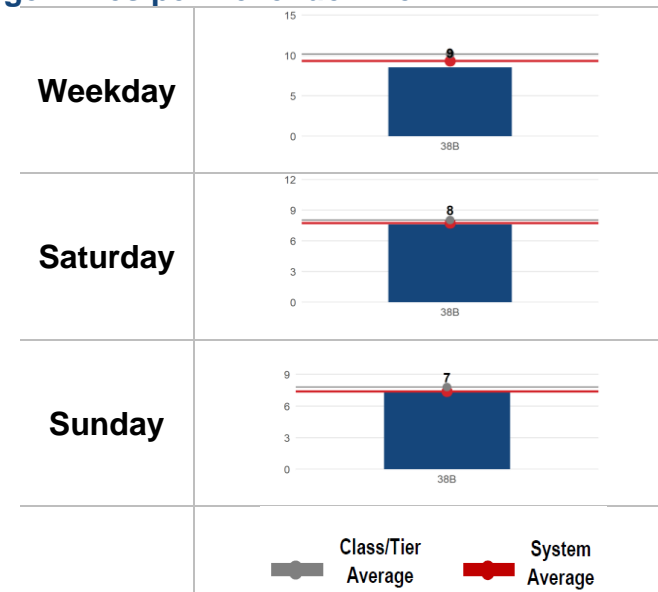
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| 38B | 16.60 | 3,430 | 3,417 (99.6%) |
| | | | |
| | | | |
| | | | |

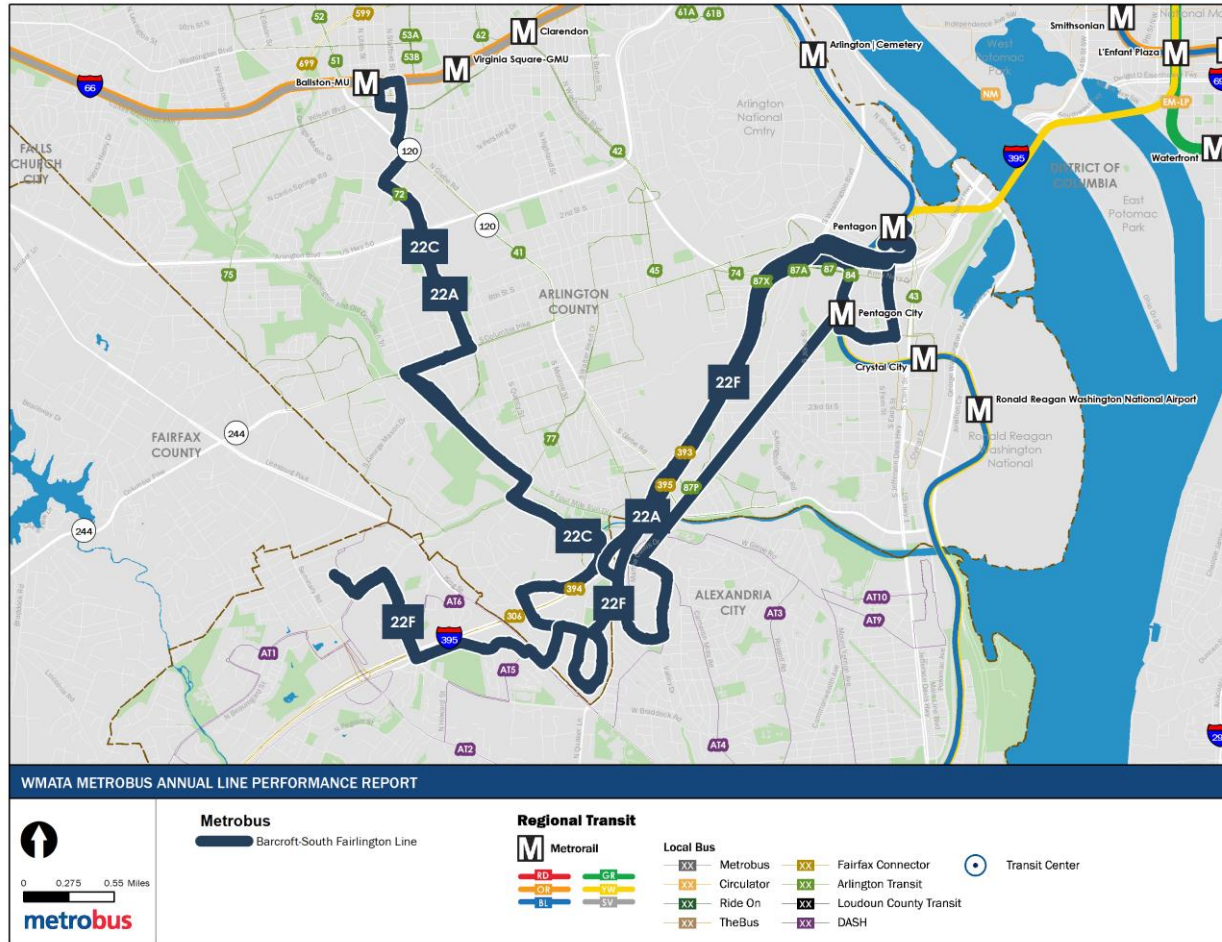
Service Change Summary

Route 38B - June 2020:
 Weekday: Extend span to 2 a.m.; Saturday: Extend span to 2 a.m.; Sunday: Extend span to 2 a.m.;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Framework

Activity Tier

2

Overall Grade

| Line | Overall Grade |
|------|---------------|
| Line | D |
| | |
| | |
| | |
| | |
| | |

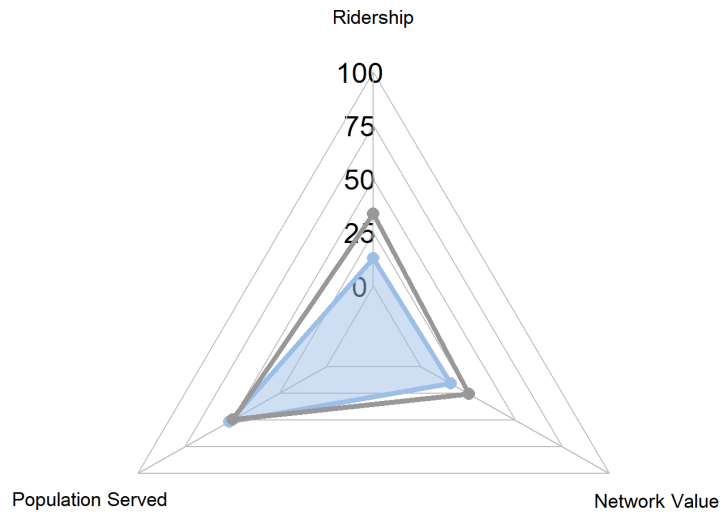
Legend

- Exceeds (Blue)
- Meets (Green)
- Approaches (Yellow)
- Below (Orange)
- Significantly Below (Red)

Line Benefit Score

27

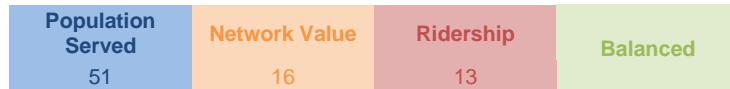
Out of 100



Classification Average



Line Focus:



Line Score:

Operating Statistics

| | | |
|--|-------------------------------|--------------------|
| | Annual Operating Costs | \$3,062,310 |
| | Peak Vehicles | 10 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|-----------------------------------|-------------------|---------------|
| | Service Area Population | 76,359 | |
| | People of Color Population | Service Area | 19,950 |
| | | % Riders Surveyed | 57% |
| | Low Income Household | Service Area | 15,787 |
| | | % Riders Surveyed | 27% |

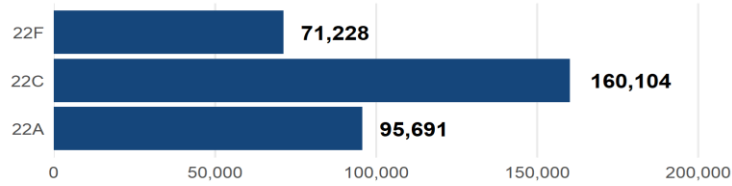
Facilities/Amenities

| | | |
|--|-------------------------------------|------------|
| | Bus Stops | 132 |
| | % Stops With Shelters | 21% |
| | % Stops With Benches | 16% |
| | % Stops With Real-Time Signs | 3% |



Ridership

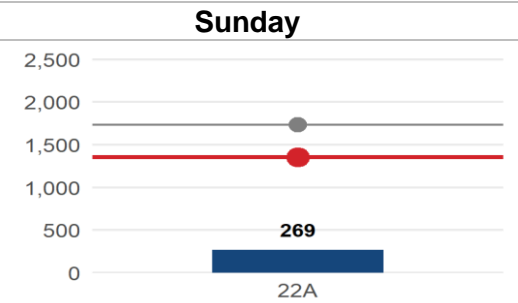
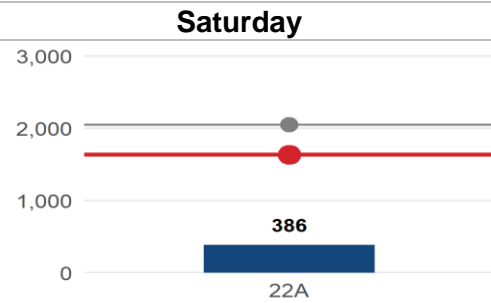
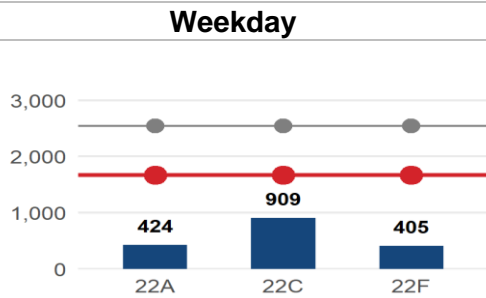
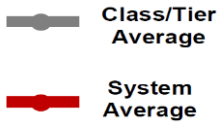
Annual Ridership



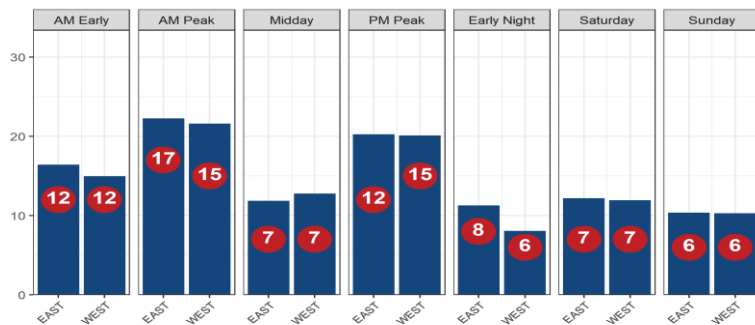
Top Transfer Locations

Pentagon, Ballston, Pentagon City

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period



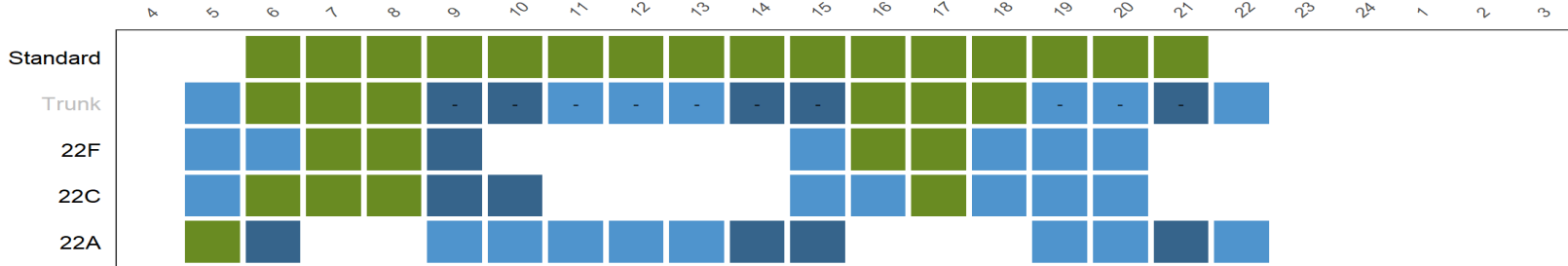
Vehicle Load Factor

| | | Direction: | |
|---------------------------------|---------------------------------|------------|------|
| | | EAST | WEST |
| Weekday | Peak Maximum Target: 1 | 0.39 | 0.37 |
| | Off-Peak Maximum Target: 1.0 | 0.2 | 0.17 |
| Saturday Maximum Target: 1.0 | | 0.18 | 0.18 |
| Sunday Maximum Target: 1.0 | | 0.15 | 0.16 |

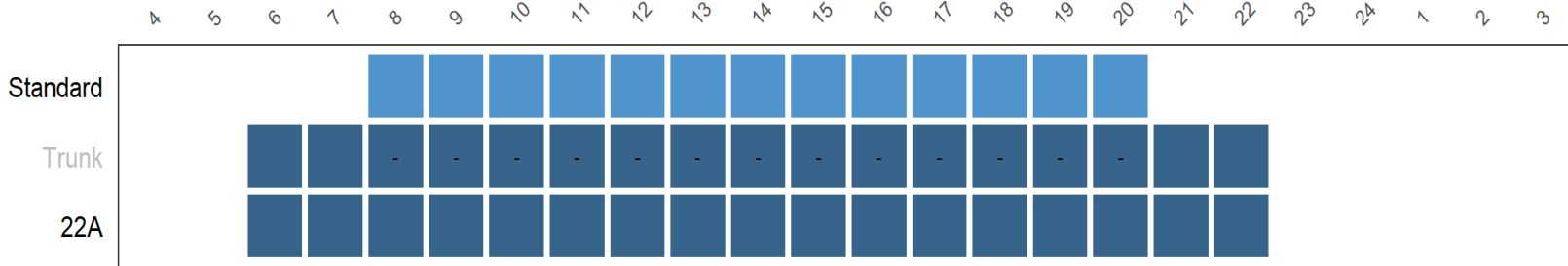
Span and Frequency



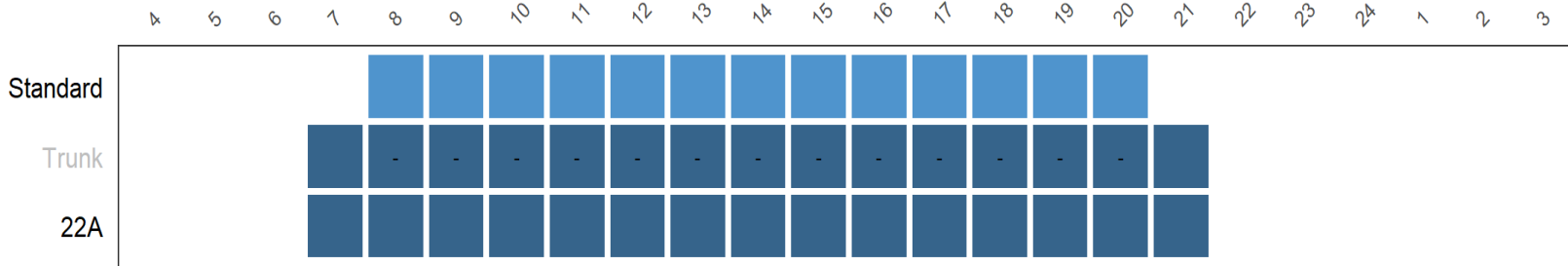
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

D Barcroft-South Fairlington

| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|-------------------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 5:30 AM - 10:49 PM | - | A | 6:30 AM - 10:19 PM | - | A | 7:30 AM - 9:16 PM | - | A |
| | Frequency of Service varies | Peak: 21.9 / Off-Peak: 30.1 | Peak: 19.4 / Off-Peak: 34 | C | 60.0 | 29.8 | E | 60.0 | 33.8 | E |
| Productivity | Passengers per Revenue Hour 20 | 19.4 | 30.5 | C | 12.7 | 28.9 | E | 10.0 | 29.0 | E |
| | Passengers per Revenue Mile 2 | 1.7 | 3.0 | D | 1.0 | 2.7 | E | 0.8 | 2.6 | E |
| Reliability | On-Time Performance 79% | 88% | 73% | A | 90% | 76% | A | 92% | 79% | A |
| | Crowding 5% | 0% | 3% | A | 0% | 3% | A | 0% | 2% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.18 Peak: 0.38 | Off-Peak: 0.44 Peak: 0.52 | A | 0.18 | 0.41 | A | 0.15 | 0.4 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$6.16 | \$ 4.44 | E | \$9.42 | \$ 4.73 | E | \$11.94 | \$ 4.90 | E |
| | Cost Recovery 20% | 25% | 31% | A | 16% | 27% | D | 13% | 27% | E |

Route 22A

| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 3.8 | | | 4.5 | | | E | | |
| | Circuitry 1.75 | 3.11 | | | 1.47 | | | E | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 20 | 13.1 | 30.5 | E | 12.7 | 28.9 | E | 10.0 | 29.0 | E |
| | Passengers per Revenue Mile 2 | 1.0 | 3.0 | E | 1.0 | 2.7 | E | 0.8 | 2.6 | E |
| | Unique Segment Ridership 10% | 3% | 16% | E | 67% | 35% | A | 64% | 46% | A |
| Reliability | On-Time Performance 79% | 89% | 73% | A | 90% | 76% | A | 92% | 79% | A |
| | Crowding 5% | 0% | 2% | A | 0% | 3% | A | 0% | 1% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.18 Peak: 0.34 | Off-Peak: 0.42 Peak: 0.52 | A | 0.18 | 0.42 | A | 0.15 | 0.4 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$9.09 | \$ 4.44 | E | \$9.42 | \$ 4.73 | E | \$11.94 | \$ 4.90 | E |
| | Cost Recovery 20% | 14% | 30% | D | 14% | 26% | E | 11% | 27% | E |

Route 22C

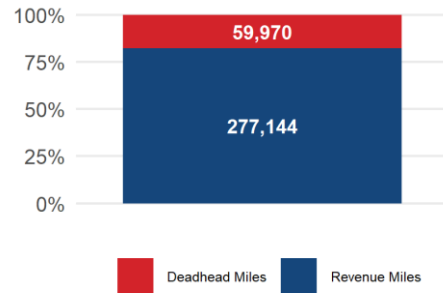
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 3.5 | | | 4.5 | | | E | | |
| | Circuitry 1.75 | 2.62 | | | 1.47 | | | E | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 20 | 23.7 | 30.5 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 2 | 2 | 3 | B | - | - | - | - | - | - |
| | Unique Segment Ridership 10% | 0% | 16% | E | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 85% | 73% | A | - | - | - | - | - | - |
| | Crowding 5% | 0% | 2% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.21 Peak: 0.35 | Off-Peak: 0.42 Peak: 0.52 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$5.03 | \$ 4.44 | C | - | - | - | - | - | - |
| | Cost Recovery 20% | 30% | 30% | A | - | - | - | - | - | - |

Route 22F

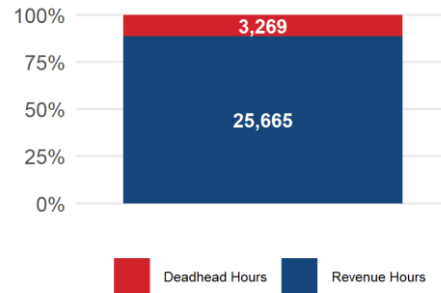
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|-----------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 2.9 | | | 4.5 | | | E | | |
| | Circuitry 1.75 | 1.51 | | | 1.47 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 20 | 21.1 | 30.5 | B | - | - | - | - | - | - |
| | Passengers per Revenue Mile 2 | 2.3 | 3 | A | - | - | - | - | - | - |
| | Unique Segment Ridership 10% | 23% | 16% | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 92% | 73% | A | - | - | - | - | - | - |
| | Crowding 5% | 1% | 2% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.2 Peak: 0.43 | Off-Peak: 0.42 Peak: 0.52 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$5.65 | \$ 4.44 | D | - | - | - | - | - | - |
| | Cost Recovery 20% | 32% | 30% | A | - | - | - | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



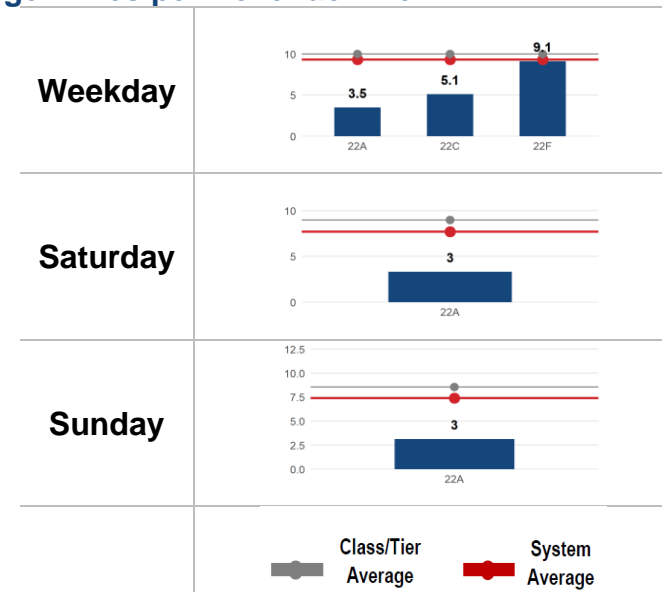
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| 22A | 28.50 | 1,034 | 1,029 (99.5%) |
| 22C | 24.00 | 946 | 945 (99.9%) |
| 22F | 16.20 | 550 | 550 (100.0%) |

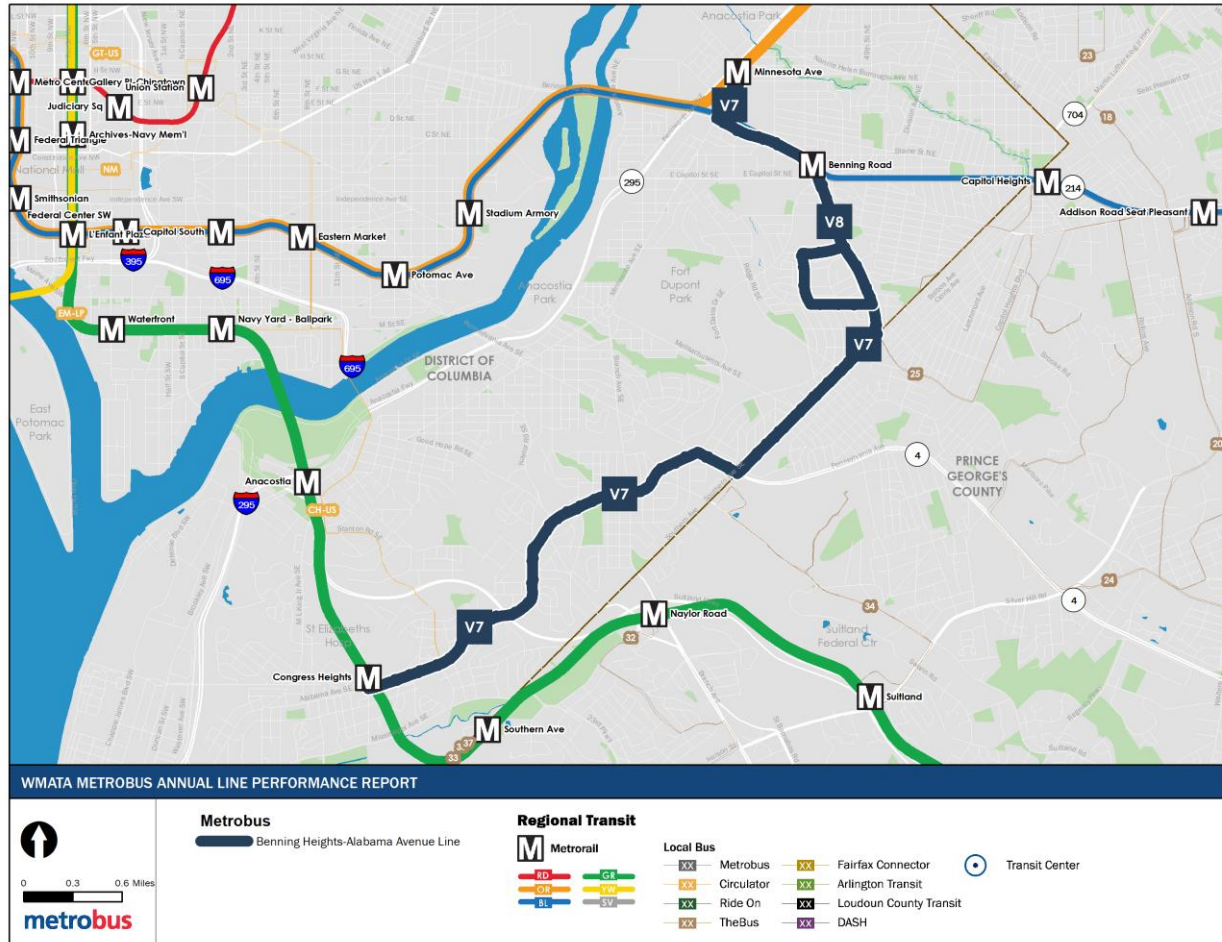
Service Change Summary

Route 22A - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;
 Route 22C - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;
 Route 22F - June 2020:
 Weekday: Extend to Skyline City; Saturday: No change;
 Sunday: No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Coverage

Activity Tier

2

Overall Grade

| | |
|------|---|
| Line | A |
| | |
| | |
| | |
| | |
| | |
| | |

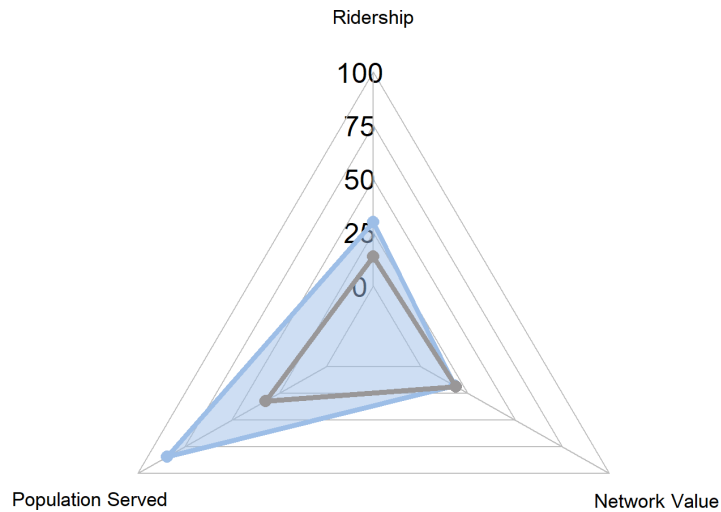
Legend

- Exceeds (Dark Blue)
- Meets (Green)
- Approaches (Yellow)
- Below (Orange)
- Significantly Below (Red)

Line Benefit Score

44

Out of 100



Classification Average



Line Focus:

Population Served

Network Value

Ridership

Balanced




Line Score:

84




18

30





Operating Statistics

| | | |
|---|-------------------------------|--------------------|
|  | Annual Operating Costs | \$2,773,126 |
|  | Peak Vehicles | 8 |
|  | Vehicle Type(s) | 40 Foot |

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

| | | | |
|---|-----------------------------------|-------------------|---------------|
|  | Service Area Population | 55,464 | |
|  | People of Color Population | Service Area | 52,295 |
| | | % Riders Surveyed | 99% |
|  | Low Income Household | Service Area | 26,543 |
| | | % Riders Surveyed | 79% |

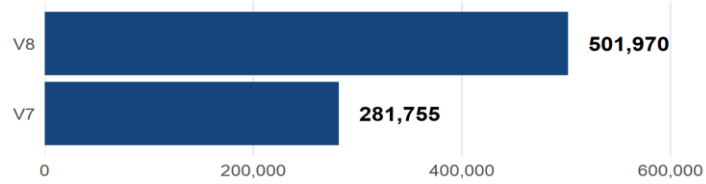
Facilities/Amenities

| | | |
|---|-------------------------------------|------------|
|  | Bus Stops | 108 |
|  | % Stops With Shelters | 23% |
|  | % Stops With Benches | 20% |
|  | % Stops With Real-Time Signs | 6% |



Ridership

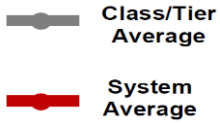
Annual Ridership



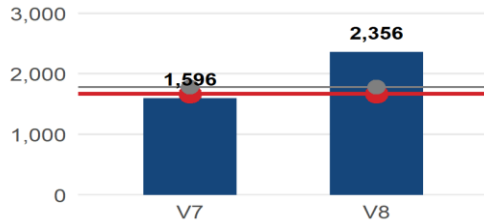
Top Transfer Locations

Benning Road, Minnesota Avenue, Congress Heights

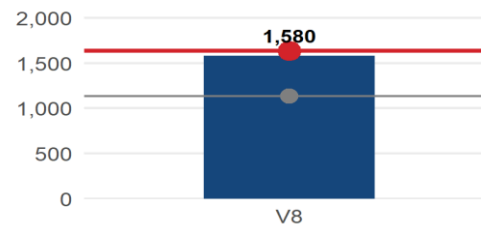
Average Daily Ridership



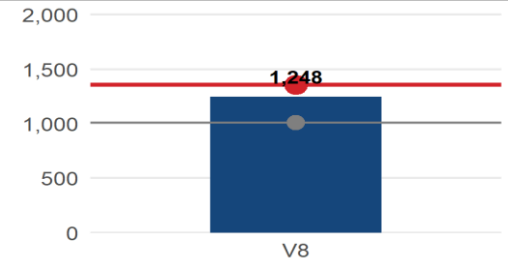
Weekday



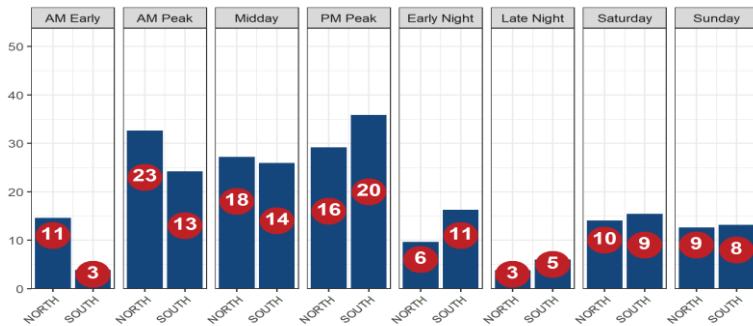
Saturday



Sunday



Average Trip Ridership and Maximum Load by Time Period



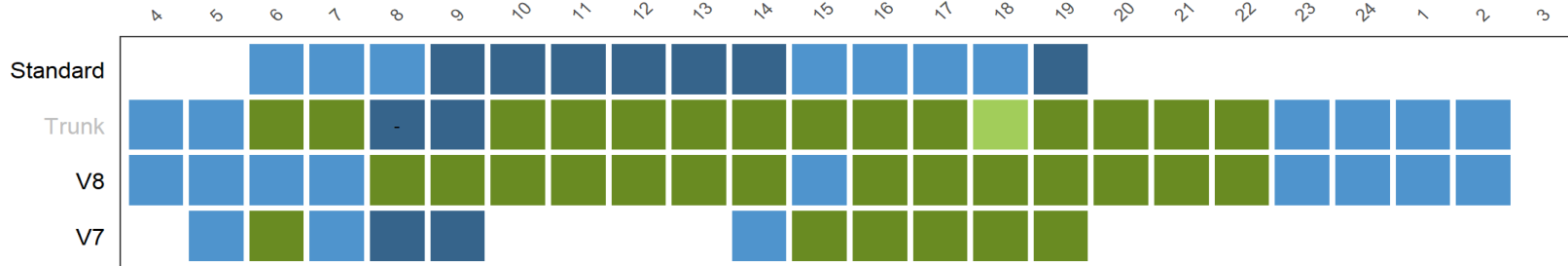
Vehicle Load Factor

| | | Direction: | |
|---------------------------------|---------------------------------|------------|-------|
| | | NORTH | SOUTH |
| Weekday | Peak Maximum Target: 1 | 0.48 | 0.43 |
| | Off-Peak Maximum Target: 1.0 | 0.26 | 0.26 |
| Saturday Maximum Target: 1.0 | | 0.24 | 0.23 |
| Sunday Maximum Target: 1.0 | | 0.22 | 0.21 |

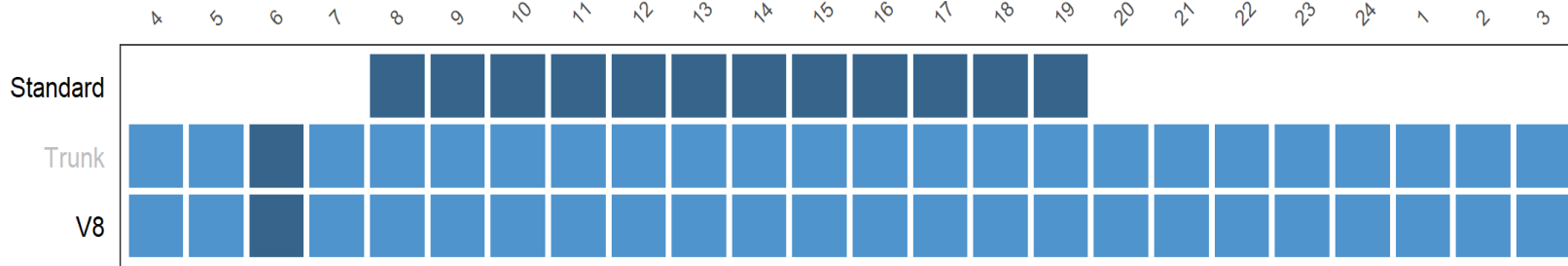
Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

A Benning Heights-Alabama Avenue

| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|------------------------------|-----------------------------|-------|-------------------|-----------------|-------|-------------------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 4:30 AM - 2:29 AM | - | A | 4:40 AM - 3:51 AM | - | A | 4:40 AM - 1:21 AM | - | A |
| | Frequency of Service varies | Peak: 24.5 / Off-Peak: 37.4 | Peak: 25.4 / Off-Peak: 40.5 | A | 26.0 | 42.7 | A | 25.6 | 42.4 | A |
| Productivity | Passengers per Revenue Hour 15 | 50.4 | 37.3 | A | 54.7 | 33.6 | A | 46.9 | 33.8 | A |
| | Passengers per Revenue Mile 2 | 7.1 | 4.3 | A | 6.7 | 3.5 | A | 5.9 | 3.4 | A |
| Reliability | On-Time Performance 79% | 82% | 78% | B | 88% | 82% | A | 90% | 83% | A |
| | Crowding 5% | 3% | 2% | A | 0% | 1% | A | 0% | 0% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.26 Peak: 0.46 | Off-Peak: 0.3 Peak: 0.42 | A | 0.24 | 0.27 | A | 0.21 | 0.26 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$2.37 | \$ 4.26 | A | \$2.18 | \$ 5.02 | A | \$2.54 | \$ 4.55 | A |
| | Cost Recovery 20% | 28% | 23% | A | 31% | 21% | A | 26% | 20% | A |

Route V7

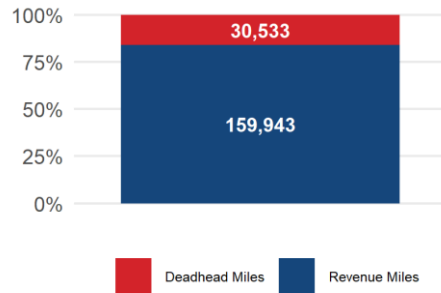
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 7.7 | | | 6.1 | | | E | | |
| Route Design | Circuitry N/A | 1.32 | | | 2.48 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 15 | 43.4 | 37.3 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 2 | 6 | 4.3 | A | - | - | - | - | - | - |
| | Unique Segment Ridership 10% | 11% | 29% | B | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 76% | 78% | C | - | - | - | - | - | - |
| | Crowding 5% | 4% | 3% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.45 Peak: 0.54 | Off-Peak: 0.33 Peak: 0.44 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$2.75 | \$ 4.26 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 27% | 24% | A | - | - | - | - | - | - |

Route V8

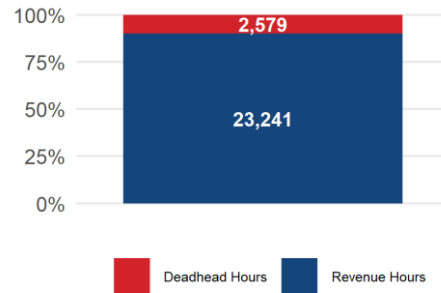
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 7 | | | 6.1 | | | E | | |
| Route Design | Circuitry N/A | 1.12 | | | 2.48 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | 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 | 56.7 | 37.3 | A | 54.7 | 33.6 | A | 46.9 | 33.8 | A |
| | Passengers per Revenue Mile 2 | 8.2 | 4.3 | A | 6.7 | 3.5 | A | 5.9 | 3.4 | A |
| | Unique Segment Ridership 10% | 23% | 29% | A | 62% | 46% | A | 61% | 51% | A |
| Reliability | On-Time Performance 79% | 87% | 78% | A | 88% | 82% | A | 90% | 83% | A |
| | Crowding 5% | 1% | 3% | A | 0% | 1% | A | 0% | 0% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.25 Peak: 0.38 | Off-Peak: 0.33 Peak: 0.44 | A | 0.24 | 0.3 | A | 0.21 | 0.28 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$2.11 | \$ 4.26 | A | \$2.18 | \$ 5.02 | A | \$2.54 | \$ 4.55 | A |
| | Cost Recovery 20% | 30% | 24% | A | 29% | 21% | A | 25% | 21% | A |

Operational Analysis

Miles Allocation



Hours Allocation



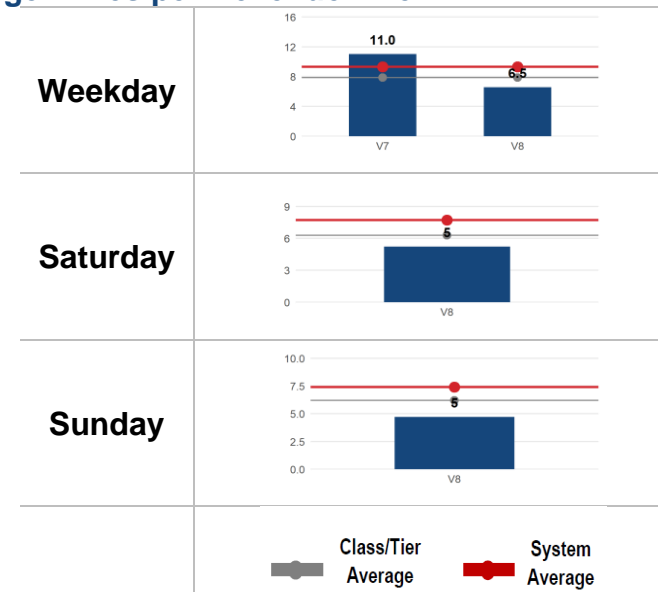
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| V7 | 13.00 | 924 | 907 (98.2%) |
| V8 | 4.30 | 3,666 | 3,652 (99.6%) |
| | | | |
| | | | |

Service Change Summary

Route V7 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;
 Route V8 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Commuter

Activity Tier

1

Overall Grade

| Line | Grade |
|------|-------|
| Line | A |
| | |
| | |
| | |
| | |
| | |
| | |

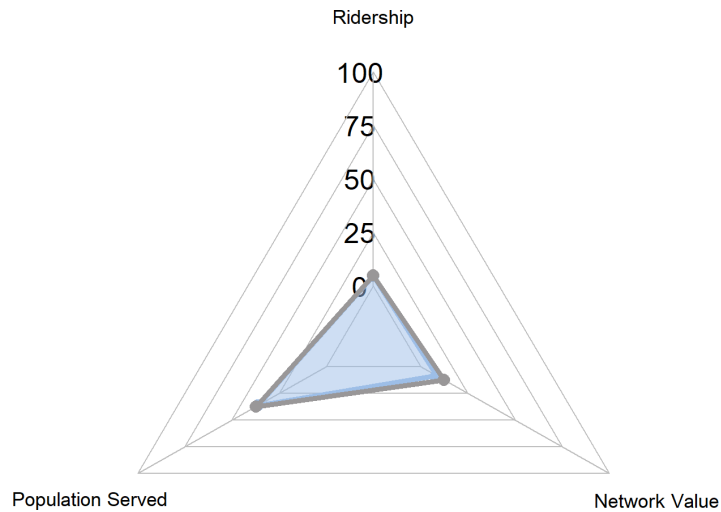
Legend

- Exceeds (Dark Blue)
- Meets (Green)
- Approaches (Yellow)
- Below (Orange)
- Significantly Below (Red)

Line Benefit Score

16

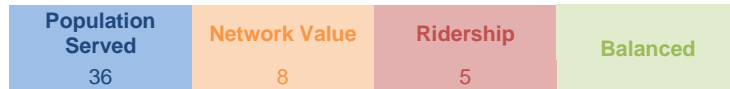
Out of 100



Classification Average



Line Focus:



Line Score:

Operating Statistics

| | | |
|--|-------------------------------|------------------|
| | Annual Operating Costs | \$653,774 |
| | Peak Vehicles | 4 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|-----------------------------------|-------------------|---------------|
| | Service Area Population | 32,917 | |
| | People of Color Population | Service Area | 25,832 |
| | | % Riders Surveyed | 93% |
| | Low Income Household | Service Area | 15,480 |
| | | % Riders Surveyed | 29% |

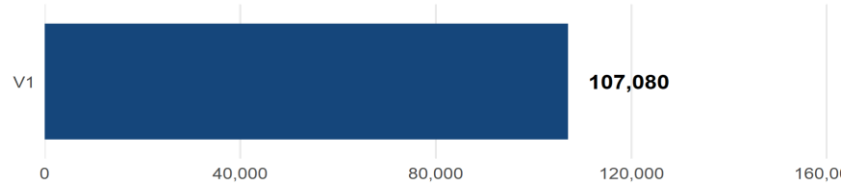
Facilities/Amenities

| | | |
|--|-------------------------------------|------------|
| | Bus Stops | 102 |
| | % Stops With Shelters | 18% |
| | % Stops With Benches | 16% |
| | % Stops With Real-Time Signs | 2% |



Ridership

Annual Ridership

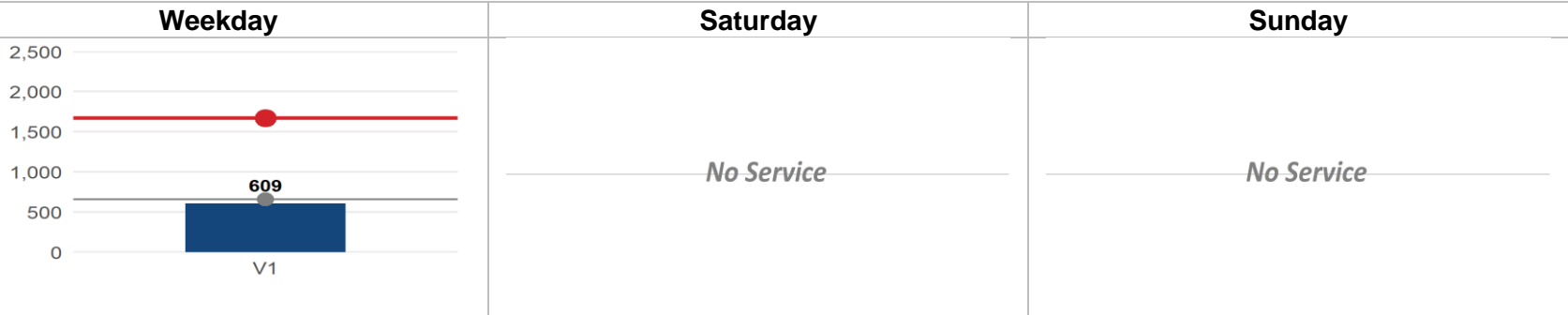


Top Transfer Locations

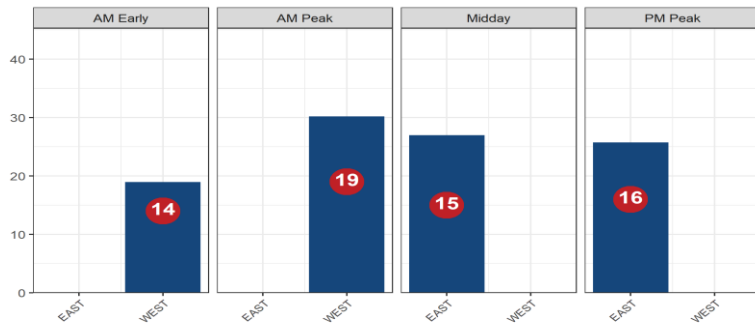
Potomac Avenue, Navy Yard, L'Enfant Plaza

Average Daily Ridership

- Class/Tier Average
- System Average



Average Trip Ridership and Maximum Load by Time Period



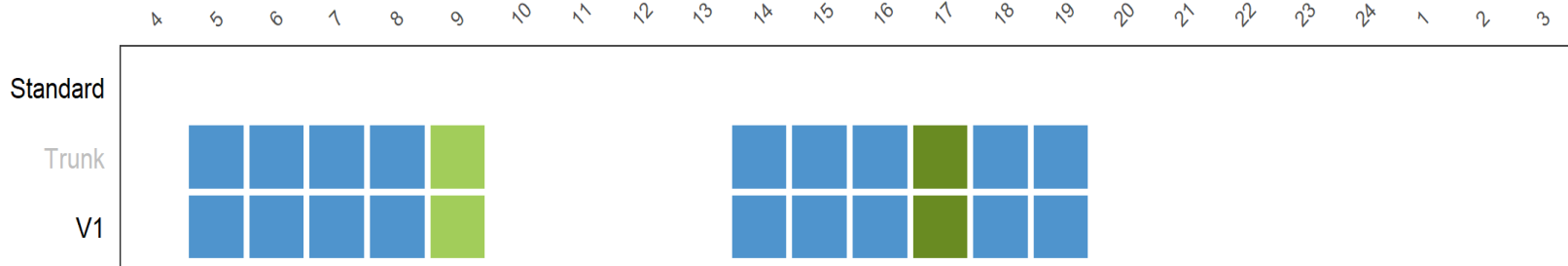
Vehicle Load Factor

| | | Direction: | EAST | WEST |
|---------------------------------|---------------------------------|------------|------|------|
| Weekday | Peak Maximum Target: 1 | | 0.42 | 0.49 |
| | Off-Peak Maximum Target: 1.0 | | 0.38 | 0.36 |
| Saturday Maximum Target: 1.0 | | | | |
| Sunday Maximum Target: 1.0 | | | | |

Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

A Benning Heights-M Street

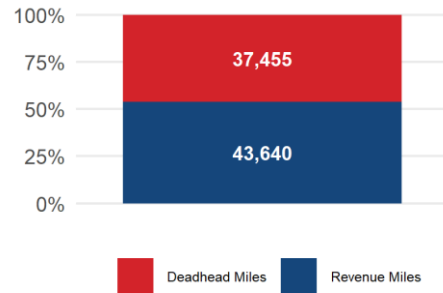
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|--------------------------------------|------------------------------|-------|-----------|-----------------|-------|-----------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 5:04 AM - 9:33 AM; 2:55 PM - 7:44 PM | - | A | - | - | - | - | - | - |
| | Frequency of Service varies | Peak: 21.9 / Off-Peak: 16.9 | Peak: 19.9 / Off-Peak: 69.8 | - | - | - | - | - | - | - |
| Productivity | Passengers per Revenue Hour N/A | 27.8 | 31.7 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1.5 | 3.4 | 3.5 | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 79% | 72% | C | - | - | - | - | - | - |
| | Crowding 5% | 1% | 4% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.37 Peak: 0.45 | Off-Peak: 0.36 Peak: 0.51 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$4.29 | \$ 4.57 | A | - | - | - | - | - | - |
| | Cost Recovery 25% | 26% | 47% | B | - | - | - | - | - | - |

Route V1

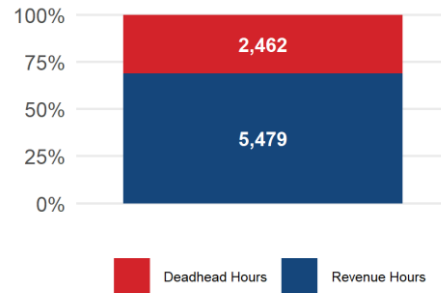
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile N/A | 6.5 | | | 3.2 | | | - | | |
| | Circuity N/A | 1.3 | | | 1.3 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour N/A | 27.8 | 31.7 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1.5 | 3.4 | 3.5 | A | - | - | - | - | - | - |
| | Unique Segment Ridership 15% | 15% | 16% | C | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 79% | 72% | C | - | - | - | - | - | - |
| | Crowding 5% | 1% | 4% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.37 Peak: 0.45 | Off-Peak: 0.34 Peak: 0.49 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$4.29 | \$ 4.57 | A | - | - | - | - | - | - |
| | Cost Recovery 25% | 26% | 45% | B | - | - | - | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



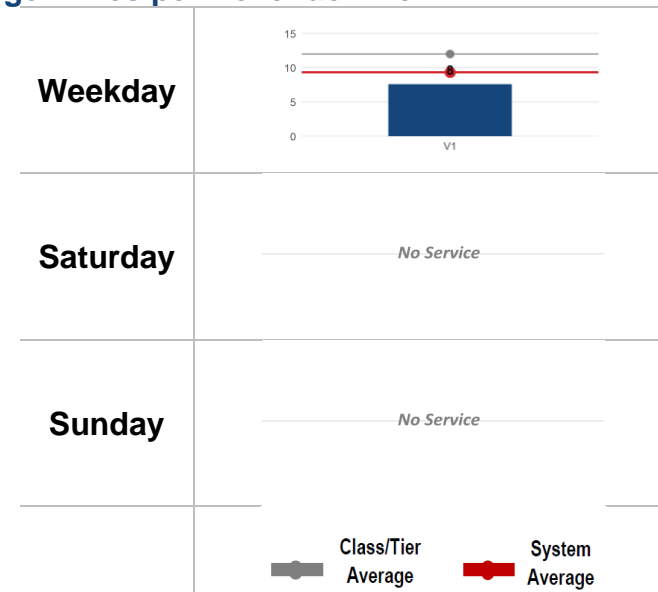
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| V1 | 15.90 | 506 | 506 (100.0%) |
| | | | |
| | | | |
| | | | |
| | | | |

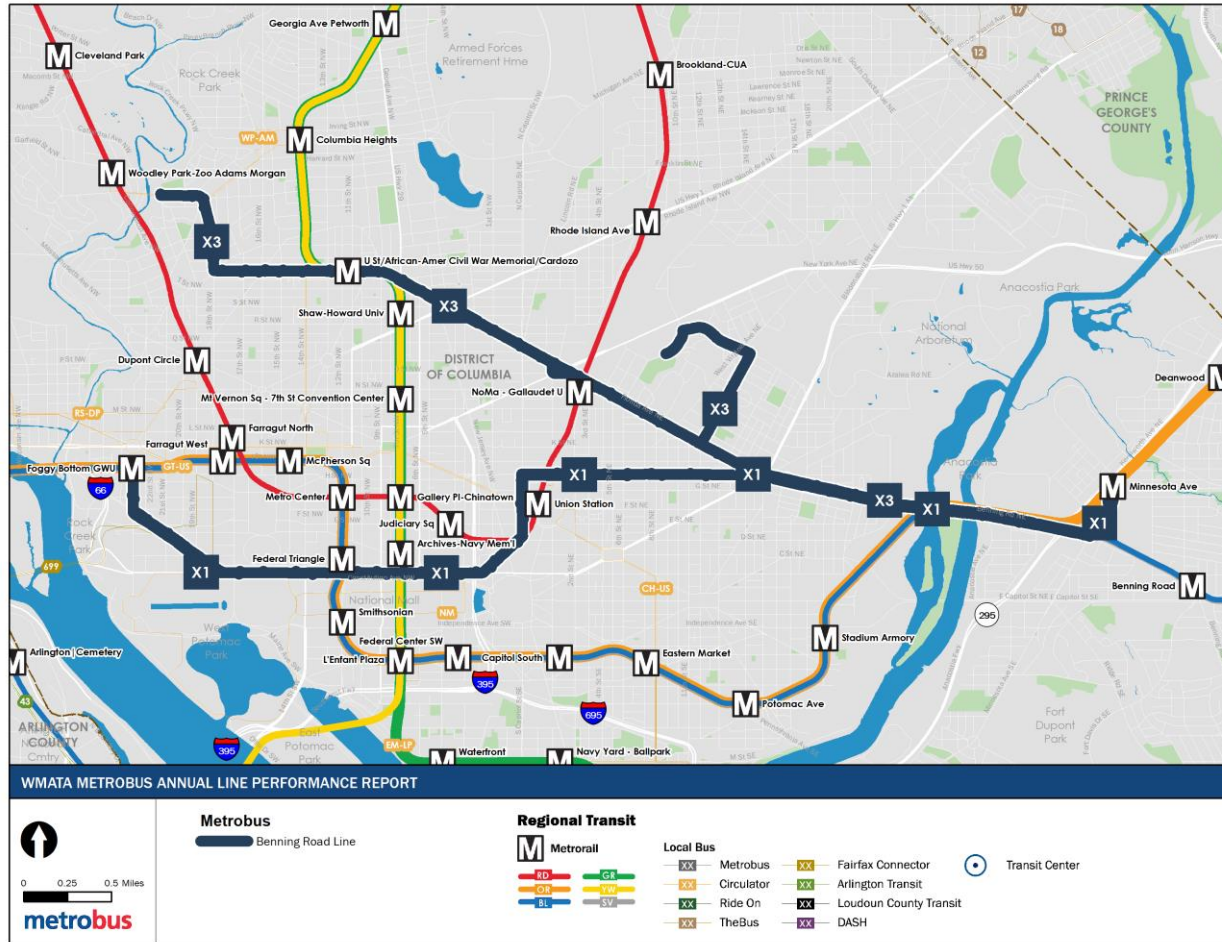
Service Change Summary

Route V1 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Commuter

Activity Tier

1

Overall Grade

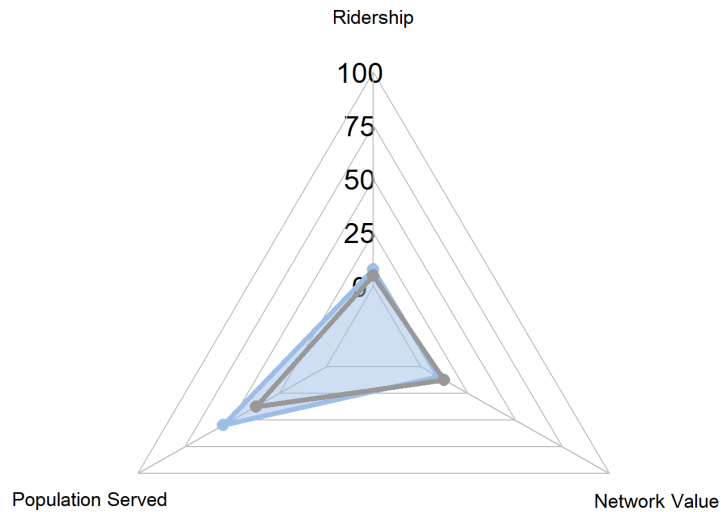
| Line | Overall Grade |
|--------------------|---------------|
| 151 - Benning Road | A |



Line Benefit Score

24

Out of 100



Classification Average



Line Focus:

Population Served

Network Value

Ridership

Balanced

Line Score:

54

9

8

Operating Statistics

| | | |
|--|------------------------|-----------|
| | Annual Operating Costs | \$754,894 |
| | Peak Vehicles | 8 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|----------------------------|-------------------|--------|
| | Service Area Population | 76,627 | |
| | People of Color Population | Service Area | 40,095 |
| | | % Riders Surveyed | 82% |
| | Low Income Household | Service Area | 18,388 |
| | | % Riders Surveyed | 42% |

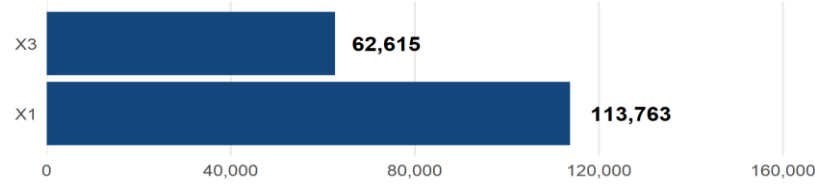
Facilities/Amenities

| | | |
|--|------------------------------|-----|
| | Bus Stops | 121 |
| | % Stops With Shelters | 25% |
| | % Stops With Benches | 27% |
| | % Stops With Real-Time Signs | 16% |



Ridership

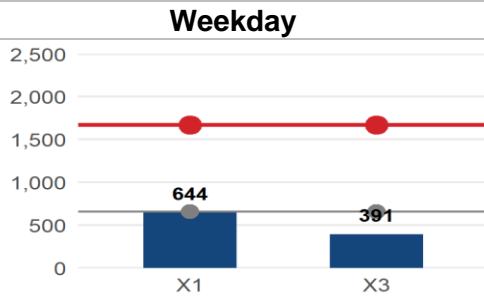
Annual Ridership



Top Transfer Locations

Union Station, U Street-Cardozo, Archives-Navy Memorial

Average Daily Ridership



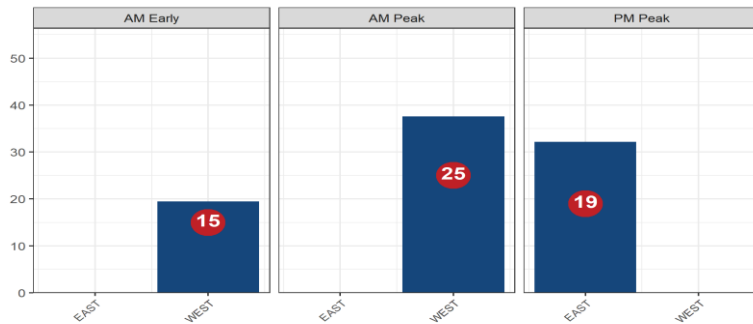
Saturday

No Service

Sunday

No Service

Average Trip Ridership and Maximum Load by Time Period



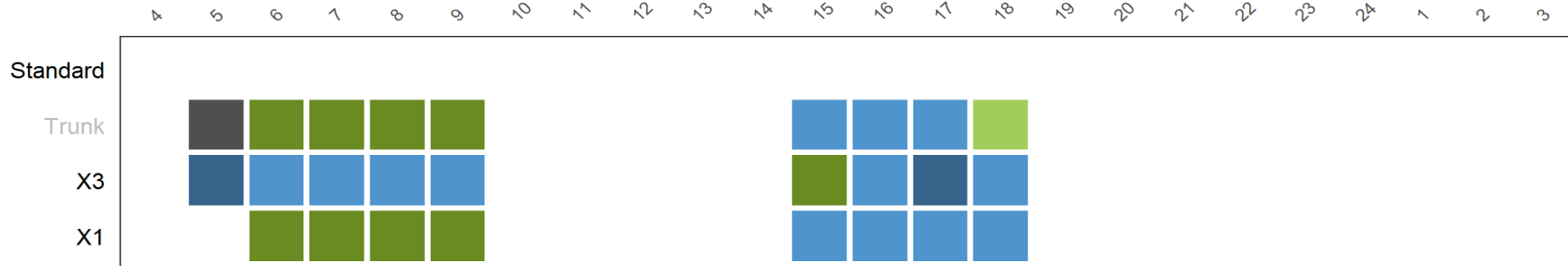
Vehicle Load Factor

| | | Direction: | WEST | EAST |
|---------------------------------|---------------------------------|------------|------|------|
| Weekday | Peak Maximum Target: 1 | | 0.63 | 0.49 |
| | Off-Peak Maximum Target: 1.0 | | 0.37 | |
| Saturday Maximum Target: 1.0 | | | | |
| Sunday Maximum Target: 1.0 | | | | |

Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

A 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 AM - 9:21 AM; 3:39 PM - 6:49 PM | - | A | - | - | - | - | - | - |
| | Frequency of Service varies | Peak: 20.3 / Off-Peak: 16.0 | Peak: 19.9 / Off-Peak: 69.8 | - | - | - | - | - | - | - |
| Productivity | Passengers per Revenue Hour N/A | 39 | 31.7 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1.5 | 5.4 | 3.5 | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 65% | 72% | E | - | - | - | - | - | - |
| | Crowding 5% | 2% | 4% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.37 Peak: 0.56 | Off-Peak: 0.36 Peak: 0.51 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$3.06 | \$ 4.57 | A | - | - | - | - | - | - |
| | Cost Recovery 25% | 42% | 47% | A | - | - | - | - | - | - |

Route X1

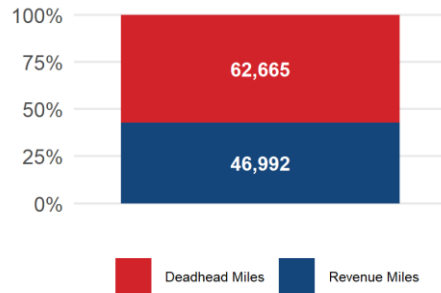
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|---------------|-----------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile N/A | 3.6 | | | 3.2 | | | - | | |
| Route Design | Circuitry N/A | 1.57 | | | 1.3 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour N/A | 45.1 | 31.7 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1.5 | 5.9 | 3.5 | A | - | - | - | - | - | - |
| | Unique Segment Ridership 15% | 11% | 16% | D | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 69% | 72% | E | - | - | - | - | - | - |
| | Crowding 5% | 2% | 4% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Peak: 0.62 | Peak: 0.49 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$2.64 | \$ 4.57 | A | - | - | - | - | - | - |
| | Cost Recovery 25% | 54% | 45% | A | - | - | - | - | - | - |

Route X3

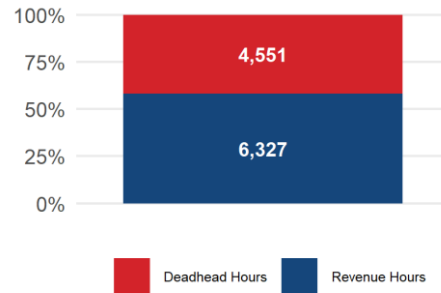
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile N/A | 5.8 | | | 3.2 | | | - | | |
| Route Design | Circuitry N/A | 1.04 | | | 1.3 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour N/A | 31.9 | 31.7 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1.5 | 4.7 | 3.5 | A | - | - | - | - | - | - |
| | Unique Segment Ridership 15% | 5% | 16% | E | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 60% | 72% | E | - | - | - | - | - | - |
| | Crowding 5% | 2% | 4% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.37 Peak: 0.48 | Off-Peak: 0.34 Peak: 0.49 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$3.74 | \$ 4.57 | A | - | - | - | - | - | - |
| | Cost Recovery 25% | 27% | 45% | B | - | - | - | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



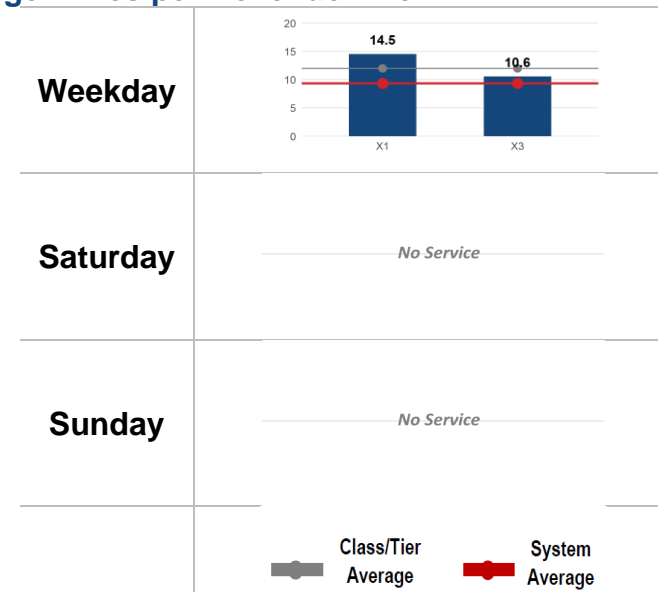
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| X1 | 18.60 | 374 | 372 (99.5%) |
| X3 | 13.00 | 285 | 283 (99.3%) |
| | | | |
| | | | |

Service Change Summary

Route X1 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;
 Route X3 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Framework

Activity Tier

1

Overall Grade

| Line | Overall Grade |
|------|---------------|
| Line | C |
| | |
| | |
| | |
| | |
| | |
| | |

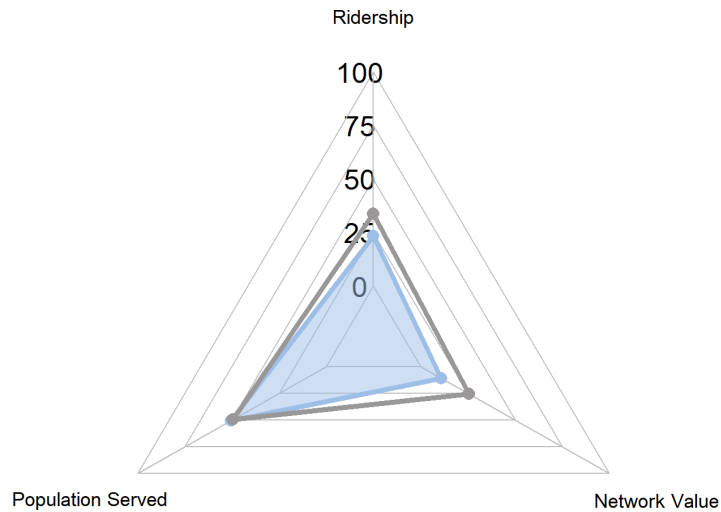
Legend

- Exceeds (Blue)
- Meets (Green)
- Approaches (Yellow)
- Below (Orange)
- Significantly Below (Red)

Line Benefit Score

28

Out of 100



Classification Average



Line Focus:

Population Served

Network Value

Ridership

Balanced




Line Score:

50




11

23





Operating Statistics

| | | |
|---|-------------------------------|--------------------|
|  | Annual Operating Costs | \$2,123,399 |
|  | Peak Vehicles | 7 |
|  | Vehicle Type(s) | 40 Foot |

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

| | | | |
|---|-----------------------------------|-------------------|---------------|
|  | Service Area Population | 34,910 | |
|  | People of Color Population | Service Area | 24,417 |
| | | % Riders Surveyed | 93% |
|  | Low Income Household | Service Area | 12,165 |
| | | % Riders Surveyed | 66% |

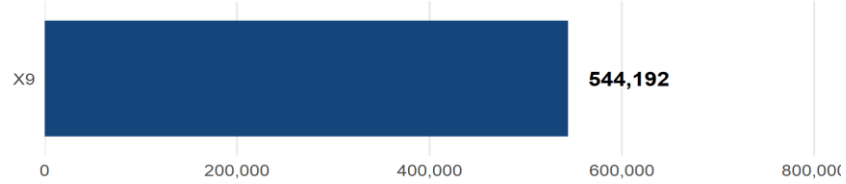
Facilities/Amenities

| | | |
|---|-------------------------------------|------------|
|  | Bus Stops | 34 |
|  | % Stops With Shelters | 47% |
|  | % Stops With Benches | 35% |
|  | % Stops With Real-Time Signs | 41% |



Ridership

Annual Ridership

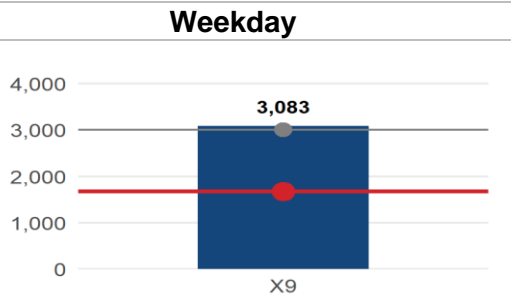


Top Transfer Locations

Gallery Place-Chinatown, Union Station, Minnesota Avenue

Average Daily Ridership

- Class/Tier Average
- System Average



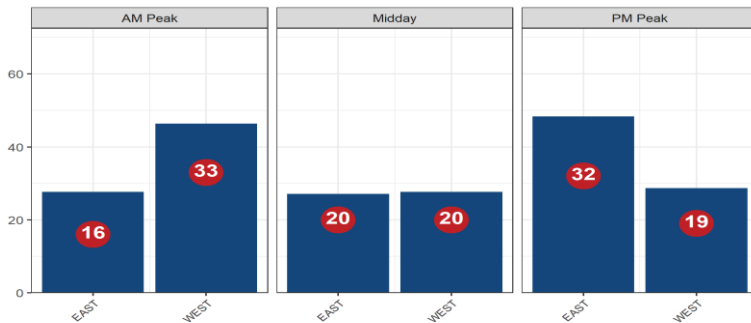
Saturday

No Service

Sunday

No Service

Average Trip Ridership and Maximum Load by Time Period



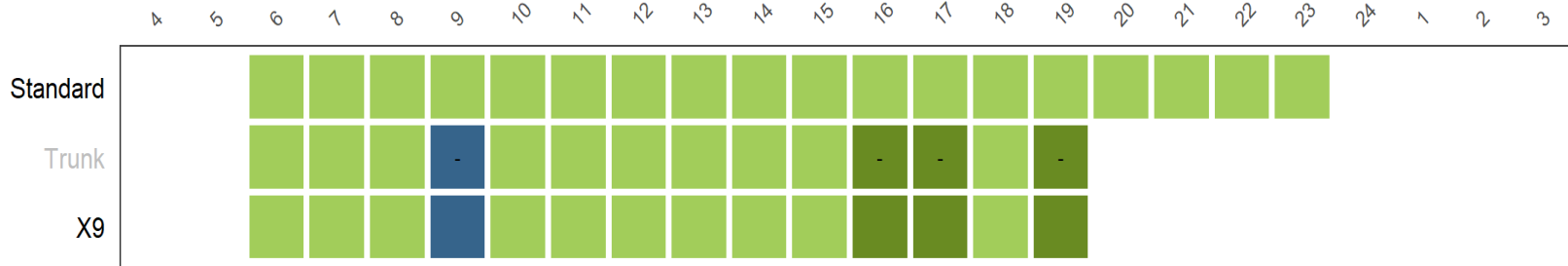
Vehicle Load Factor

| | | Direction: | |
|--|--|------------|------|
| | | EAST | WEST |
| Weekday | Peak Maximum Target: 1.2 | 0.66 | 0.62 |
| | Off-Peak Maximum Target: 1.0 | 0.49 | 0.5 |
| Saturday Maximum Target: 1.0 | | | |
| Sunday Maximum Target: 1.0 | | | |

Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

C Benning Road-H St Limited

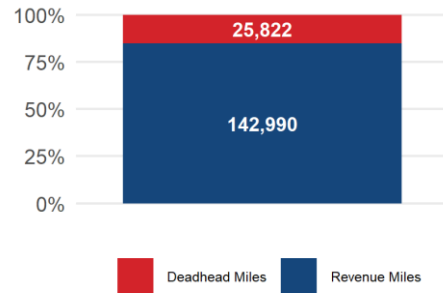
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|------------------------------|------------------------------|-------|-----------|-----------------|-------|-----------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 6:15 AM - 7:24 PM | - | C | - | - | - | - | - | - |
| | Frequency of Service varies | Peak: 15.8 / Off-Peak: 23.7 | Peak: 17.4 / Off-Peak: 39 | C | - | - | - | - | - | - |
| Productivity | Passengers per Revenue Hour 30 | 44.2 | 33.6 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 4 | 5.4 | 4.5 | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 75% | 74% | C | - | - | - | - | - | - |
| | Crowding 5% | 9% | 4% | E | - | - | - | - | - | - |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.49 Peak: 0.64 | Off-Peak: 0.39 Peak: 0.54 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$2.70 | \$ 4.15 | A | - | - | - | - | - | - |
| | Cost Recovery 25% | 30% | 32% | A | - | - | - | - | - | - |

Route X9

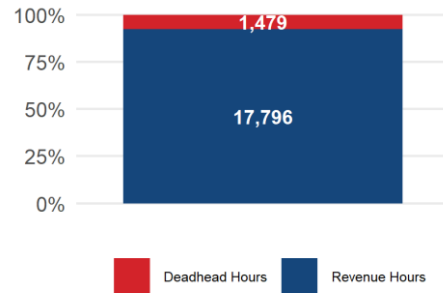
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 2.3 | | | 5 | | | E | | |
| Route Design | Circuitry 1.75 | 1.11 | | | 1.28 | | | 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 | 44.2 | 33.6 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 4 | 5.4 | 4.5 | A | - | - | - | - | - | - |
| | Unique Segment Ridership 10% | 0% | 13% | E | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 75% | 74% | C | - | - | - | - | - | - |
| | Crowding 5% | 9% | 4% | E | - | - | - | - | - | - |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.49 Peak: 0.64 | Off-Peak: 0.38 Peak: 0.54 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$2.70 | \$ 4.15 | A | - | - | - | - | - | - |
| | Cost Recovery 25% | 30% | 34% | A | - | - | - | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



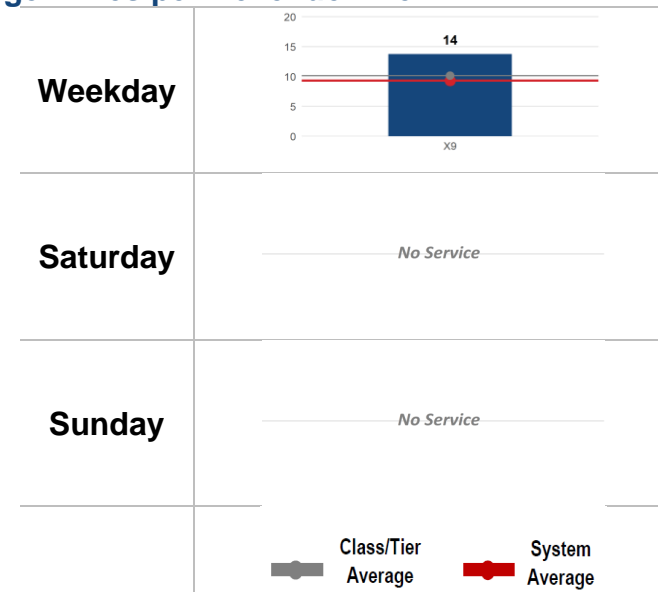
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| X9 | 15.30 | 2,090 | 2,077 (99.4%) |
| | | | |
| | | | |
| | | | |
| | | | |

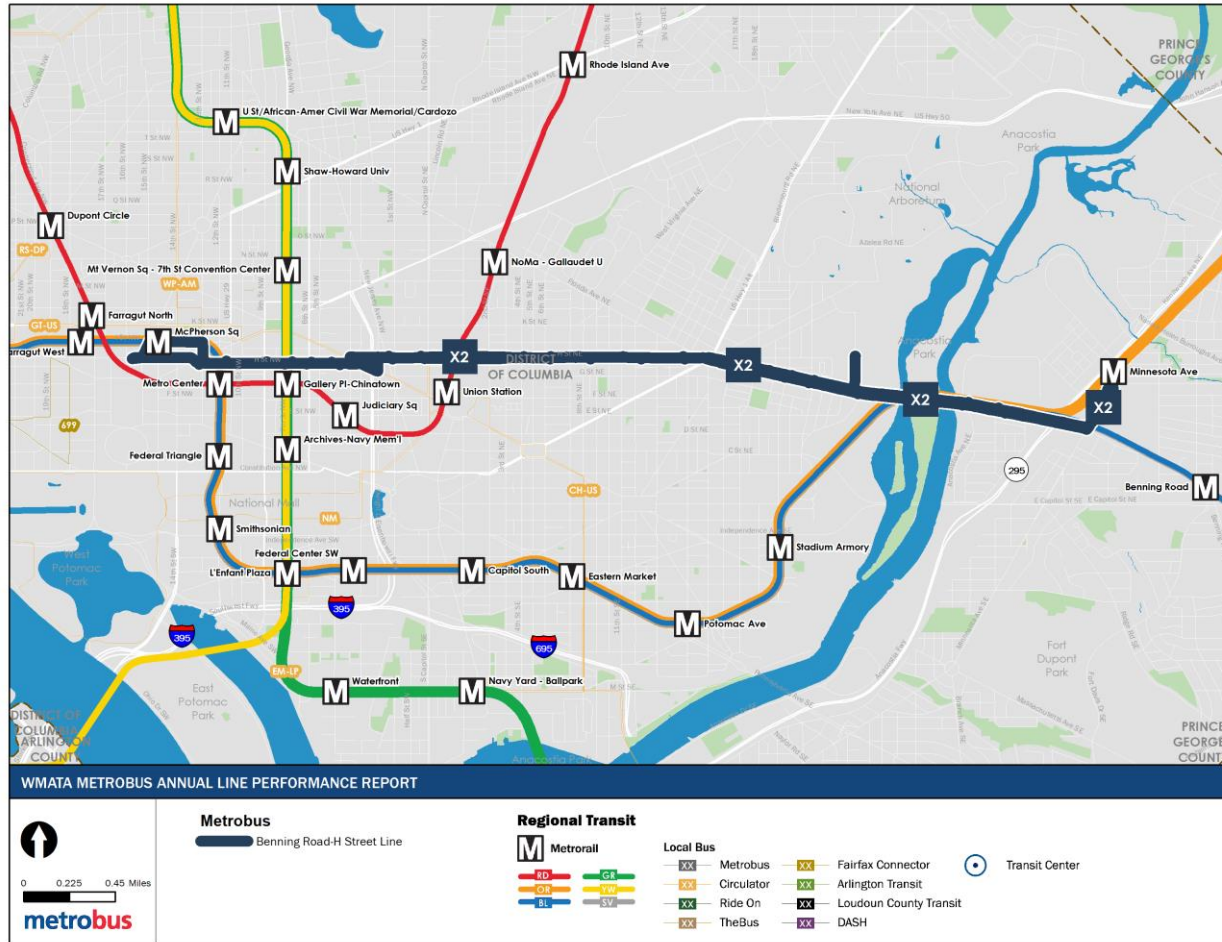
Service Change Summary

Route X9 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Framework

Activity Tier

1

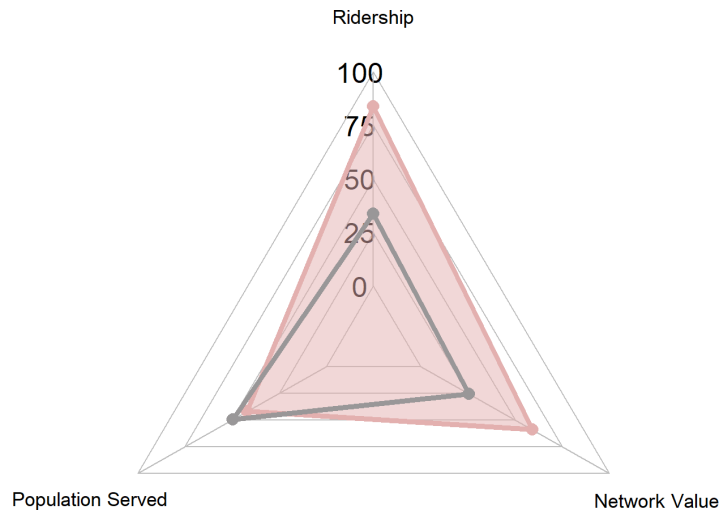
Overall Grade

| | |
|------|---|
| Line | B |
| | |
| | |
| | |
| | |
| | |

Line Benefit Score

62

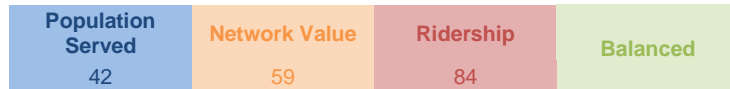
Out of 100



Classification Average



Line Focus:



Line Score:

Operating Statistics

| | | |
|--|-------------------------------|-------------------------|
| | Annual Operating Costs | \$7,359,037 |
| | Peak Vehicles | 12 |
| | Vehicle Type(s) | 40 Foot, 60 Foot |

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

| | | | |
|--|-----------------------------------|-------------------|---------------|
| | Service Area Population | 30,957 | |
| | People of Color Population | Service Area | 17,784 |
| | | % Riders Surveyed | 84% |
| | Low Income Household | Service Area | 8,903 |
| | | % Riders Surveyed | 62% |

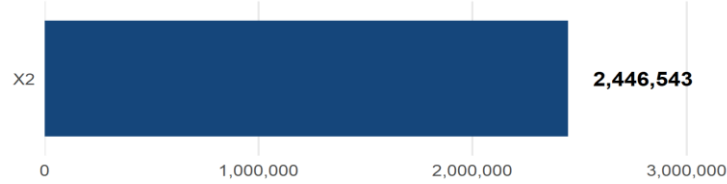
Facilities/Amenities

| | | |
|--|-------------------------------------|------------|
| | Bus Stops | 51 |
| | % Stops With Shelters | 51% |
| | % Stops With Benches | 45% |
| | % Stops With Real-Time Signs | 37% |



Ridership

Annual Ridership



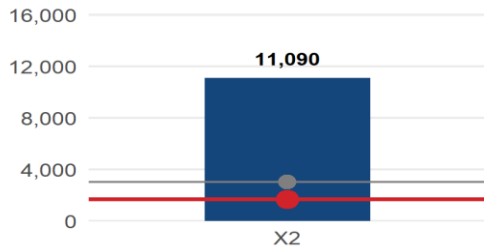
Top Transfer Locations

Gallery Place-Chinatown, Union Station, Minnesota Avenue

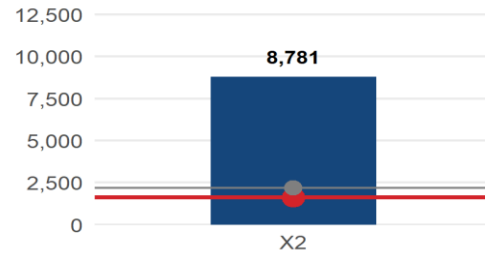
Average Daily Ridership

- Class/Tier Average
- System Average

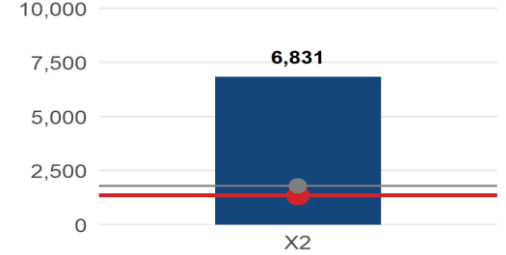
Weekday



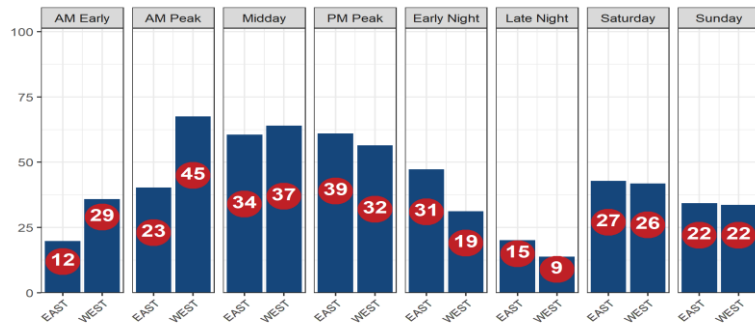
Saturday



Sunday



Average Trip Ridership and Maximum Load by Time Period



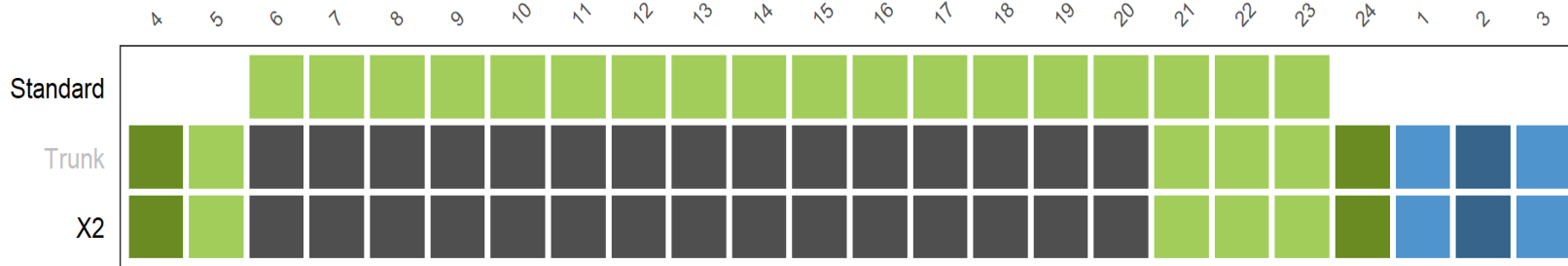
Vehicle Load Factor

| | | Direction: | |
|---------------------------------|---------------------------------|------------|------|
| | | EAST | WEST |
| Weekday | Peak Maximum Target: 1.2 | 0.56 | 0.63 |
| | Off-Peak Maximum Target: 1.0 | 0.49 | 0.47 |
| Saturday Maximum Target: 1.0 | | 0.52 | 0.51 |
| Sunday Maximum Target: 1.0 | | 0.45 | 0.45 |

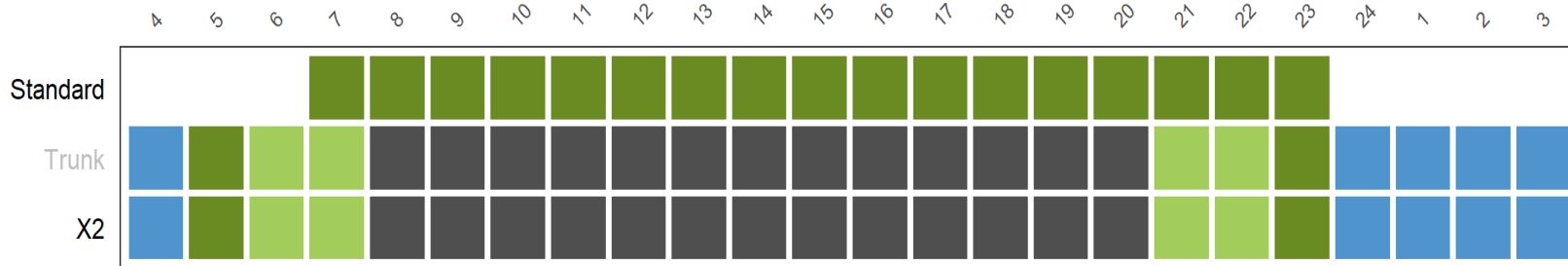
Span and Frequency



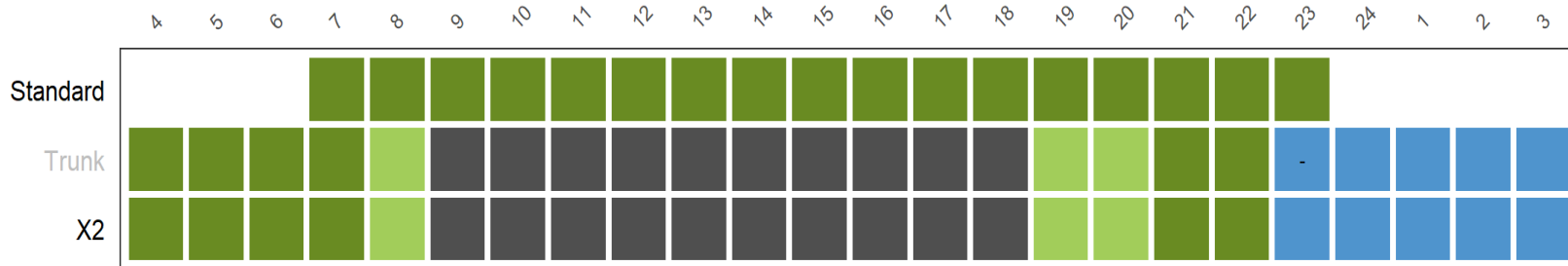
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

B Benning Road-H Street

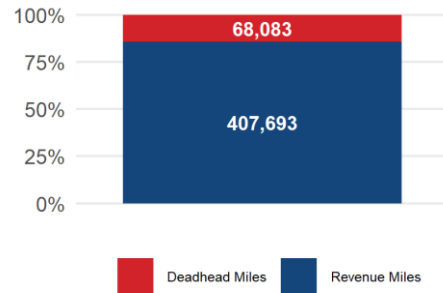
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|-----------------------------|------------------------------|-------|-------------------|-----------------|-------|-------------------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 4:00 AM - 3:56 AM | - | A | 4:08 AM - 4:20 AM | - | A | 4:10 AM - 3:59 AM | - | A |
| | Frequency of Service varies | Peak: 10.1 / Off-Peak: 11.7 | Peak: 17.4 / Off-Peak: 39 | B | 13.7 | 25.4 | A | 14.0 | 29.4 | A |
| Productivity | Passengers per Revenue Hour 30 | 60.6 | 33.6 | A | 60.9 | 27.3 | A | 54.2 | 27.1 | A |
| | Passengers per Revenue Mile 4 | 9.5 | 4.5 | A | 8.1 | 3.3 | A | 6.5 | 3.2 | A |
| Reliability | On-Time Performance 79% | 72% | 74% | D | 74% | 76% | D | 73% | 79% | D |
| | Crowding 5% | 6% | 4% | D | 6% | 3% | D | 1% | 1% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.48 Peak: 0.6 | Off-Peak: 0.39 Peak: 0.54 | A | 0.52 | 0.36 | A | 0.45 | 0.35 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$1.97 | \$ 4.15 | A | \$1.96 | \$ 5.07 | A | \$2.20 | \$ 5.11 | A |
| | Cost Recovery 25% | 36% | 32% | A | 36% | 27% | A | 32% | 26% | A |

Route X2

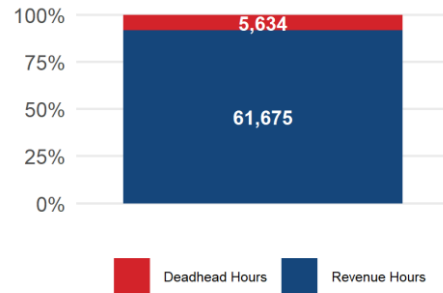
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|-----------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 5.3 | | | 5 | | | E | | |
| Route Design | Circuitry 1.75 | 1.02 | | | 1.28 | | | 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 | 60.6 | 33.6 | A | 60.9 | 27.3 | A | 54.2 | 27.1 | A |
| | Passengers per Revenue Mile 4 | 9.5 | 4.5 | A | 8.1 | 3.3 | A | 6.5 | 3.2 | A |
| | Unique Segment Ridership 10% | 33% | 13% | A | 90% | 23% | A | 90% | 25% | A |
| Reliability | On-Time Performance 79% | 72% | 74% | D | 74% | 76% | D | 73% | 79% | D |
| | Crowding 5% | 6% | 4% | D | 6% | 3% | D | 1% | 2% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.48 Peak: 0.6 | Off-Peak: 0.38 Peak: 0.54 | A | 0.52 | 0.36 | A | 0.45 | 0.35 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$1.97 | \$ 4.15 | A | \$1.96 | \$ 5.07 | A | \$2.20 | \$ 5.11 | A |
| | Cost Recovery 25% | 36% | 34% | A | 36% | 26% | A | 32% | 26% | A |

Operational Analysis

Miles Allocation



Hours Allocation



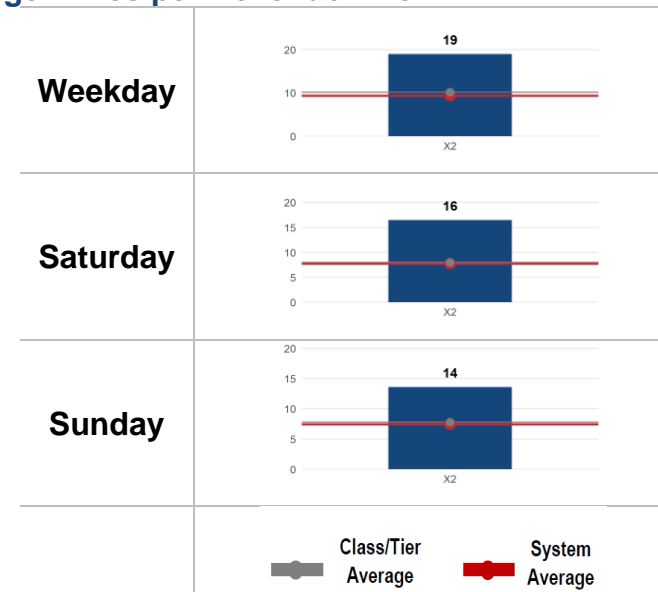
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| X2 | 10.30 | 6,855 | 6,771 (98.8%) |
| | | | |
| | | | |
| | | | |

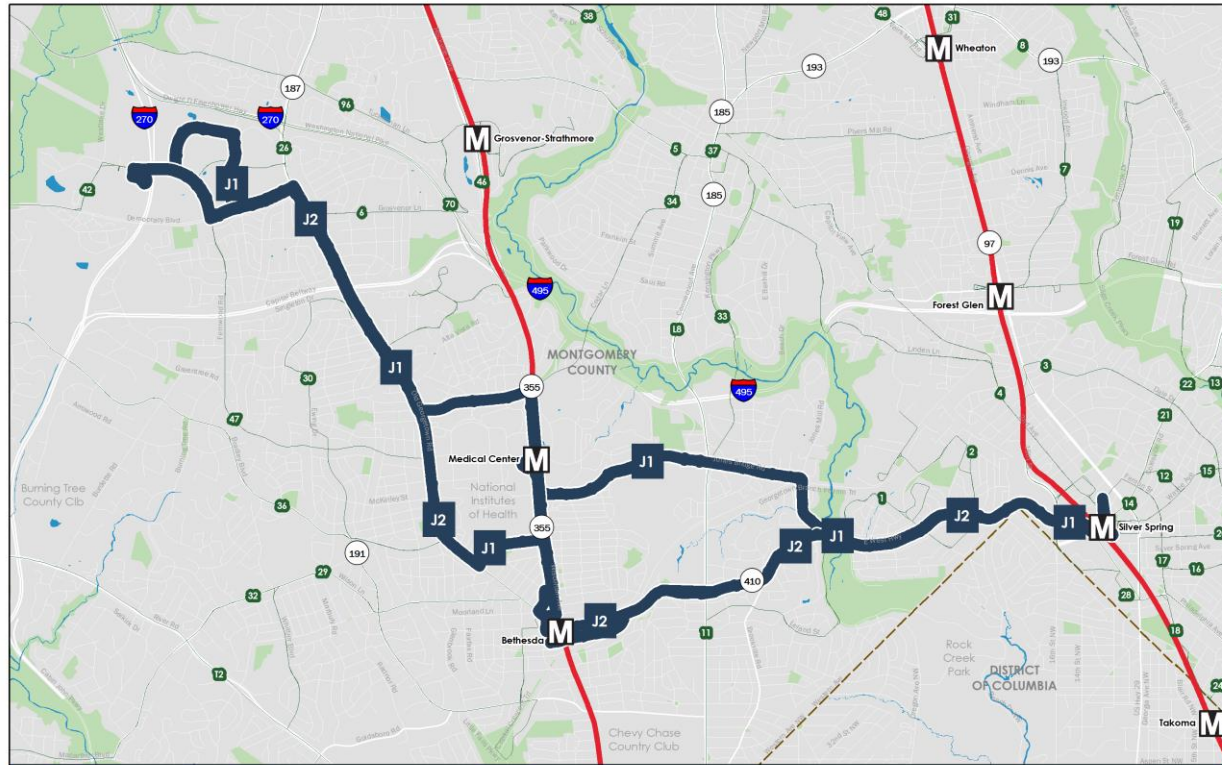
Service Change Summary

Route X2 - June 2020:
 Weekday: 2 a.m.; Saturday: 2 a.m.; Sunday: 2 a.m.;

Passenger Miles per Revenue Mile



About the Line



WMATA METROBUS ANNUAL LINE PERFORMANCE REPORT

metrobus

Metrobus

Bethesda-Silver Spring Line

Regional Transit

| | | |
|-----------------------|----------------------|----------------------------------|
| M Metrorail | Local Bus | Fairfax Connector |
| RD Red Line | XX Metrobus | XX Fairfax Connector |
| OR Orange Line | XX Circulator | XX Arlington Transit |
| BL Blue Line | XX Ride On | XX Loudoun County Transit |
| SV Silver Line | XX TheBus | XX DASH |

Transit Center

Service Classification

Framework

Activity Tier

2

Overall Grade

| Line | Grade |
|------------------------|-------|
| Bethesda-Silver Spring | B |
| | |
| | |
| | |
| | |
| | |

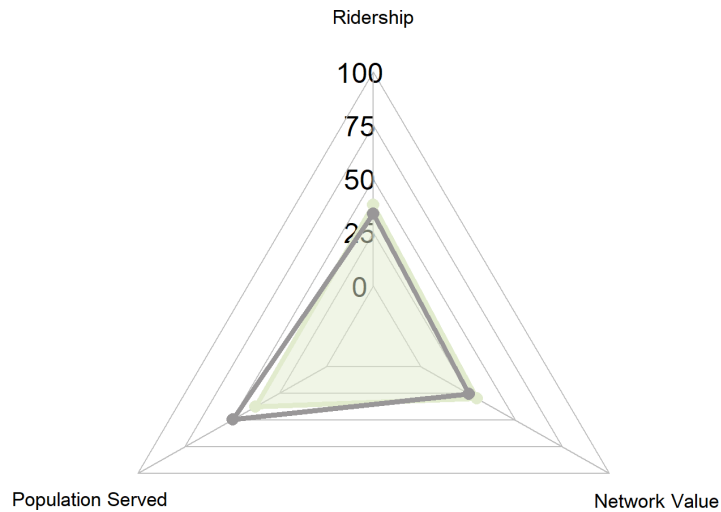
Legend

| | |
|---|---|
| Exceeds | Meets |
| Approaches | Below |
| Significantly Below | |

Line Benefit Score

35

Out of 100



Classification Average



Line Focus:

Population Served

Network Value

Ridership

Balanced




Line Score:

37




30

38





Operating Statistics

| | | |
|---|-------------------------------|--------------------|
|  | Annual Operating Costs | \$6,108,669 |
|  | Peak Vehicles | 17 |
|  | Vehicle Type(s) | 40 Foot |

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

| | | | |
|---|-----------------------------------|-------------------|---------------|
|  | Service Area Population | 54,982 | |
|  | People of Color Population | Service Area | 13,164 |
| | | % Riders Surveyed | 73% |
|  | Low Income Household | Service Area | 7,285 |
| | | % Riders Surveyed | 43% |

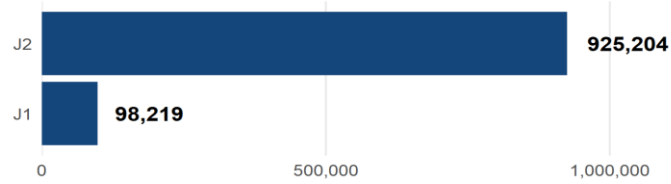
Facilities/Amenities

| | | |
|---|-------------------------------------|------------|
|  | Bus Stops | 145 |
|  | % Stops With Shelters | 28% |
|  | % Stops With Benches | 36% |
|  | % Stops With Real-Time Signs | 6% |



Ridership

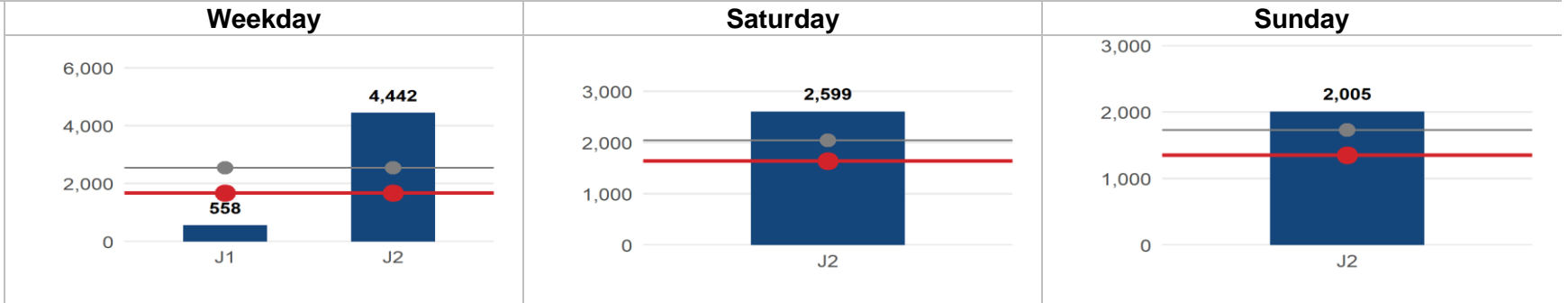
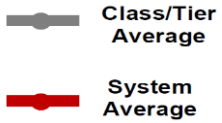
Annual Ridership



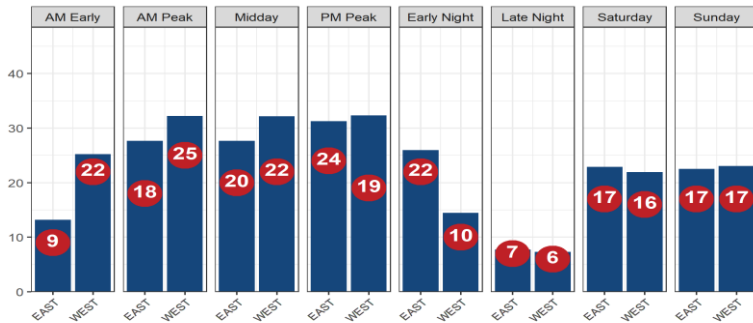
Top Transfer Locations

Silver Spring, Bethesda, Medical Center

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period



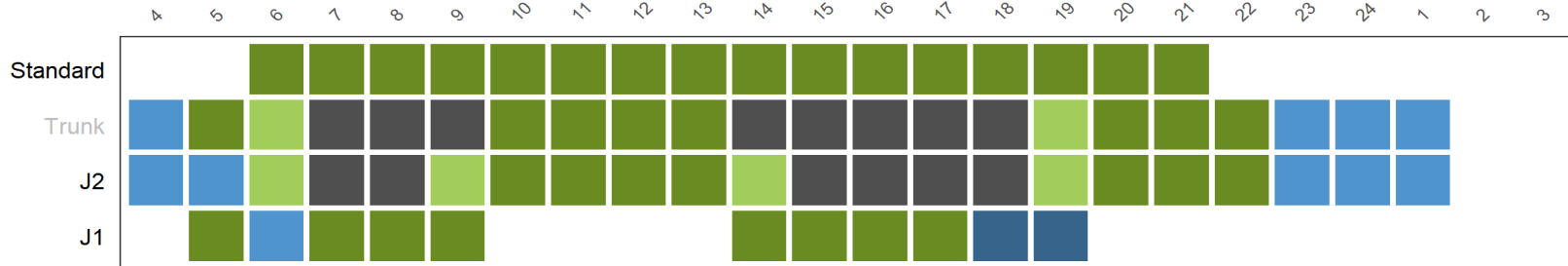
Vehicle Load Factor

| | | <i>Direction:</i> | |
|--|--|-------------------|------|
| | | EAST | WEST |
| Weekday | Peak Maximum Target: 1 | 0.55 | 0.56 |
| | Off-Peak Maximum Target: 1.0 | 0.46 | 0.41 |
| Saturday Maximum Target: 1.0 | | 0.43 | 0.39 |
| Sunday Maximum Target: 1.0 | | 0.44 | 0.42 |

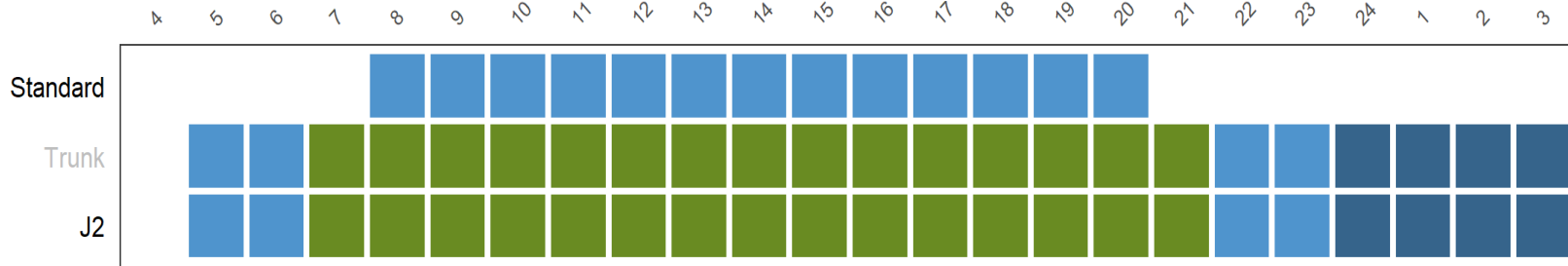
Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

B Bethesda-Silver Spring

| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|------------------------------|------------------------------|-------|-------------------|-----------------|-------|--------------------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 4:45 AM - 1:21 AM | - | A | 5:05 AM - 3:18 AM | - | A | 5:08 AM - 12:57 AM | - | A |
| | Frequency of Service varies | Peak: 11.3 / Off-Peak: 15.9 | Peak: 19.4 / Off-Peak: 34 | A | 21.8 | 29.8 | A | 26.1 | 33.8 | B |
| Productivity | Passengers per Revenue Hour 20 | 29.9 | 30.5 | A | 27.5 | 28.9 | A | 29.0 | 29.0 | A |
| | Passengers per Revenue Mile 2 | 2.8 | 3.0 | A | 2.3 | 2.7 | A | 2.4 | 2.6 | A |
| Reliability | On-Time Performance 79% | 73% | 73% | D | 77% | 76% | C | 76% | 79% | C |
| | Crowding 5% | 4% | 3% | A | 3% | 3% | A | 1% | 2% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.44 Peak: 0.55 | Off-Peak: 0.44 Peak: 0.52 | A | 0.41 | 0.41 | A | 0.43 | 0.4 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$3.99 | \$ 4.44 | A | \$4.34 | \$ 4.73 | A | \$4.11 | \$ 4.90 | A |
| | Cost Recovery 20% | 32% | 31% | A | 29% | 27% | A | 31% | 27% | A |

Route J1

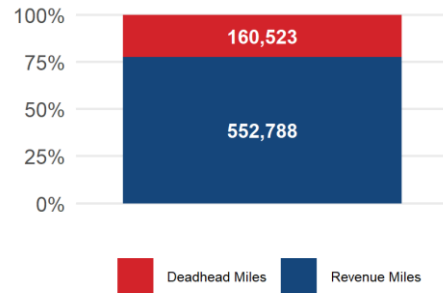
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|-----------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 5.3 | | | 4.5 | | | E | | |
| | Circuitry 1.75 | 1.2 | | | 1.47 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 20 | 27.5 | 30.5 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 2 | 2.5 | 3 | A | - | - | - | - | - | - |
| | Unique Segment Ridership 10% | 22% | 16% | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 67% | 73% | E | - | - | - | - | - | - |
| | Crowding 5% | 0% | 2% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.45 Peak: 0.5 | Off-Peak: 0.42 Peak: 0.52 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$4.34 | \$ 4.44 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 31% | 30% | A | - | - | - | - | - | - |

Route J2

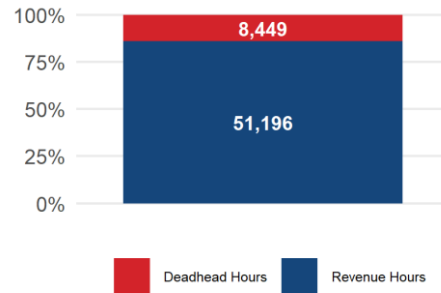
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 4.9 | | | 4.5 | | | A | | |
| | Circuitry 1.75 | 1.32 | | | 1.47 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 20 | 30.2 | 30.5 | A | 27.5 | 28.9 | A | 29.0 | 29.0 | A |
| | Passengers per Revenue Mile 2 | 2.8 | 3.0 | A | 2.3 | 2.7 | A | 2.4 | 2.6 | A |
| | Unique Segment Ridership 10% | 15% | 16% | A | 96% | 35% | A | 100% | 46% | A |
| Reliability | On-Time Performance 79% | 74% | 73% | C | 77% | 76% | C | 76% | 79% | C |
| | Crowding 5% | 4% | 2% | A | 3% | 3% | A | 1% | 1% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.44 Peak: 0.57 | Off-Peak: 0.42 Peak: 0.52 | A | 0.41 | 0.42 | A | 0.43 | 0.4 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$3.95 | \$ 4.44 | A | \$4.34 | \$ 4.73 | A | \$4.11 | \$ 4.90 | A |
| | Cost Recovery 20% | 32% | 30% | A | 29% | 26% | A | 31% | 27% | A |

Operational Analysis

Miles Allocation



Hours Allocation



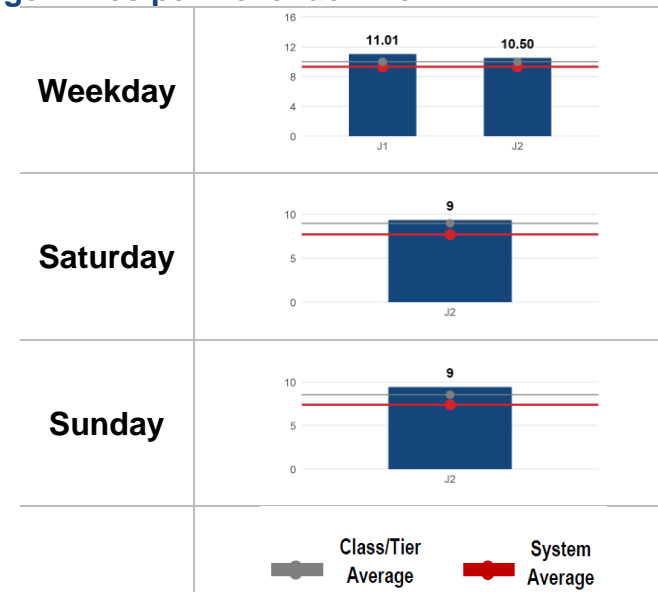
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| J1 | 20.10 | 527 | 524 (99.4%) |
| J2 | 22.10 | 4,376 | 4,354 (99.5%) |
| | | | |
| | | | |

Service Change Summary

Route J1 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;
 Route J2 - June 2020:
 Weekday: 2 a.m.; Saturday: 2 a.m.; Sunday: 2 a.m.;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Framework

Activity Tier

2

Overall Grade

| Line | Grade |
|------|-------|
| B | B |
| | |
| | |
| | |
| | |
| | |
| | |
| | |

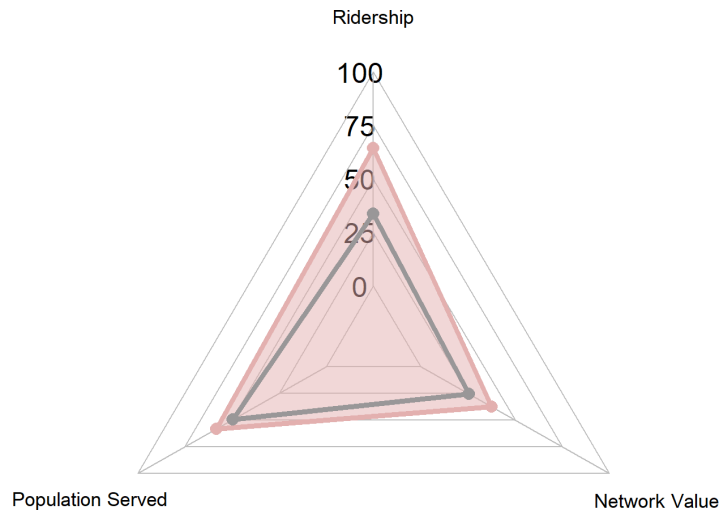
Legend

- Exceeds
- Meets
- Approaches
- Below
- Significantly Below

Line Benefit Score

53

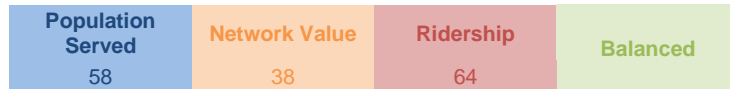
Out of 100



Classification Average



Line Focus:



Line Score:

Operating Statistics

| | | |
|--|-------------------------------|--------------------|
| | Annual Operating Costs | \$6,680,293 |
| | Peak Vehicles | 17 |
| | Vehicle Type(s) | 40 Foot |

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

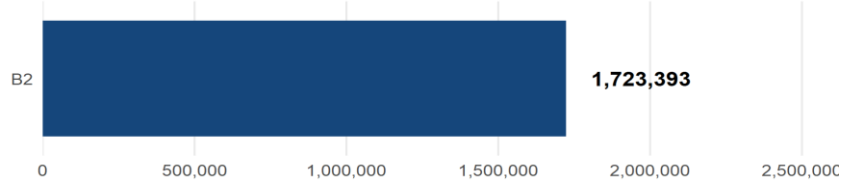
| | | | |
|--|-----------------------------------|-------------------|---------------|
| | Service Area Population | 48,891 | |
| | People of Color Population | Service Area | 31,815 |
| | | % Riders Surveyed | 96% |
| | Low Income Household | Service Area | 15,755 |
| | | % Riders Surveyed | 72% |

Facilities/Amenities

| | | |
|--|-------------------------------------|------------|
| | Bus Stops | 103 |
| | % Stops With Shelters | 21% |
| | % Stops With Benches | 19% |
| | % Stops With Real-Time Signs | 3% |



Annual Ridership



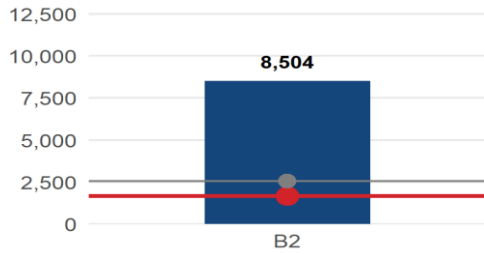
Top Transfer Locations

Potomac Avenue, Anacostia, Stadium-Armory

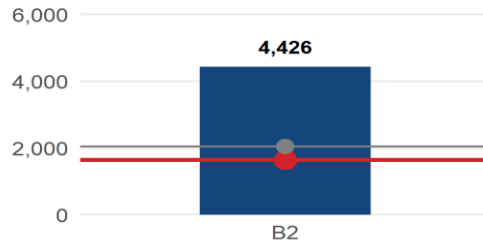
Average Daily Ridership

- Class/Tier Average
- System Average

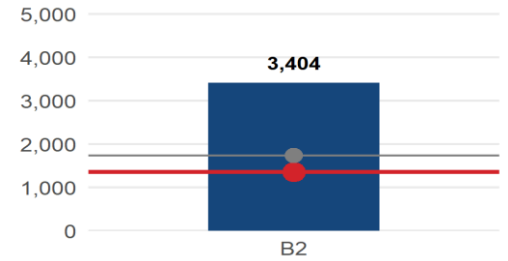
Weekday



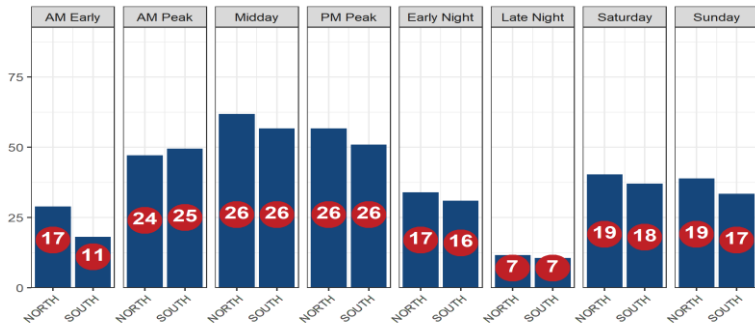
Saturday



Sunday



Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

| | | Direction: | |
|---------------------------------|---------------------------------|------------|-------|
| | | NORTH | SOUTH |
| Weekday | Peak Maximum Target: 1 | 0.62 | 0.63 |
| | Off-Peak Maximum Target: 1.0 | 0.5 | 0.46 |
| Saturday Maximum Target: 1.0 | | 0.47 | 0.46 |
| Sunday Maximum Target: 1.0 | | 0.47 | 0.43 |

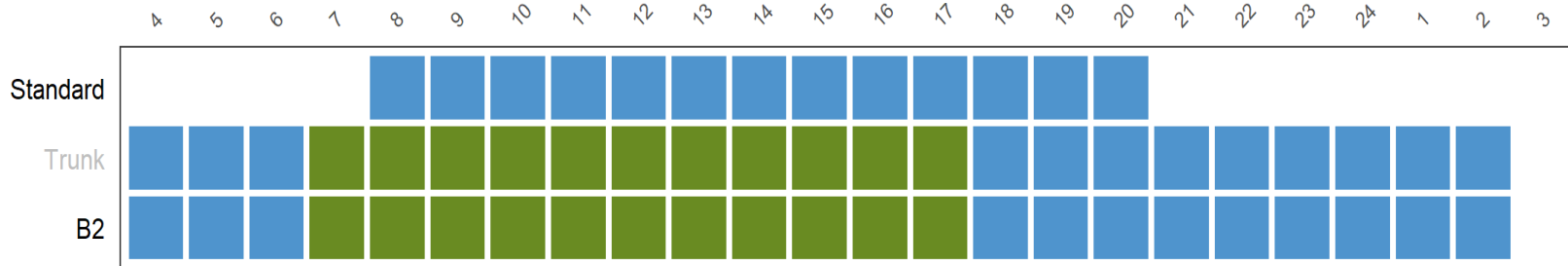
Span and Frequency



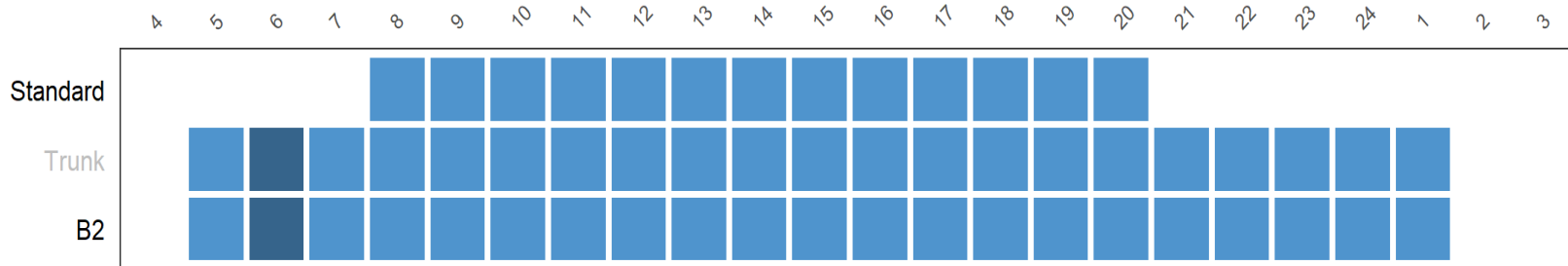
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

B Bladensburg Road-Anacostia

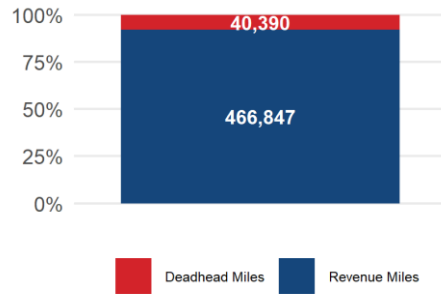
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|------------------------------|------------------------------|-------|-------------------|-----------------|-------|-------------------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 4:25 AM - 1:44 AM | - | A | 4:27 AM - 2:35 AM | - | A | 5:16 AM - 1:28 AM | - | A |
| | Frequency of Service varies | Peak: 10.5 / Off-Peak: 14.9 | Peak: 19.4 / Off-Peak: 34 | A | 22.5 | 29.8 | A | 25.6 | 33.8 | B |
| Productivity | Passengers per Revenue Hour 20 | 45.9 | 30.5 | A | 42.9 | 28.9 | A | 46.7 | 29.0 | A |
| | Passengers per Revenue Mile 2 | 5.9 | 3.0 | A | 4.8 | 2.7 | A | 4.5 | 2.6 | A |
| Reliability | On-Time Performance 79% | 73% | 73% | D | 82% | 76% | B | 76% | 79% | C |
| | Crowding 5% | 5% | 3% | B | 1% | 3% | A | 0% | 2% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.48 Peak: 0.63 | Off-Peak: 0.44 Peak: 0.52 | A | 0.47 | 0.41 | A | 0.45 | 0.4 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$2.60 | \$ 4.44 | A | \$2.78 | \$ 4.73 | A | \$2.55 | \$ 4.90 | A |
| | Cost Recovery 20% | 24% | 31% | A | 22% | 27% | A | 24% | 27% | A |

Route B2

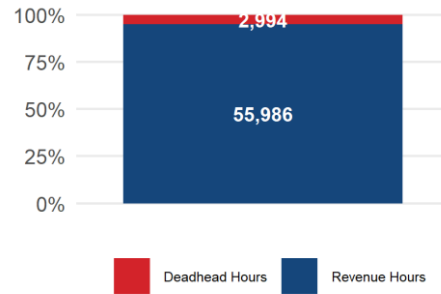
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 5.9 | | | 4.5 | | | E | | |
| Route Design | Circuitry 1.75 | 1.37 | | | 1.47 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 20 | 45.9 | 30.5 | A | 42.9 | 28.9 | A | 46.7 | 29.0 | A |
| | Passengers per Revenue Mile 2 | 5.9 | 3.0 | A | 4.8 | 2.7 | A | 4.5 | 2.6 | A |
| | Unique Segment Ridership 10% | 55% | 16% | A | 63% | 35% | A | 73% | 46% | A |
| Reliability | On-Time Performance 79% | 73% | 73% | D | 82% | 76% | B | 76% | 79% | C |
| | Crowding 5% | 5% | 2% | B | 1% | 3% | A | 0% | 1% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.48 Peak: 0.63 | Off-Peak: 0.42 Peak: 0.52 | A | 0.47 | 0.42 | A | 0.45 | 0.4 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$2.60 | \$ 4.44 | A | \$2.78 | \$ 4.73 | A | \$2.55 | \$ 4.90 | A |
| | Cost Recovery 20% | 24% | 30% | A | 22% | 26% | A | 24% | 27% | A |

Operational Analysis

Miles Allocation



Hours Allocation



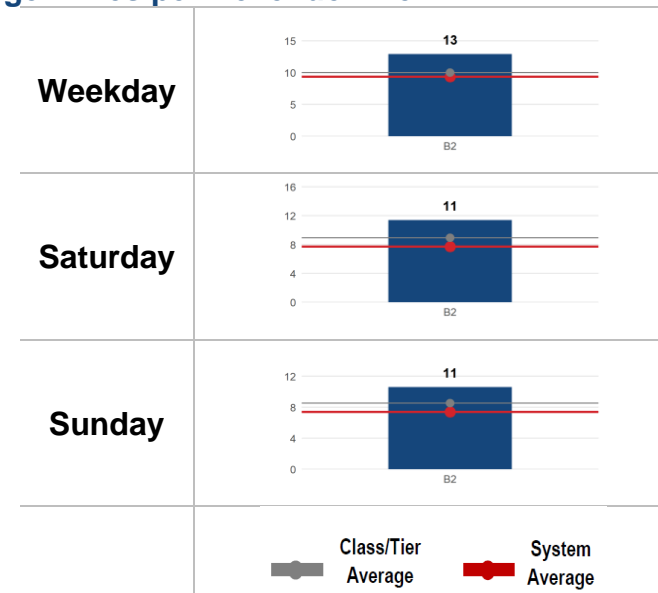
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| B2 | 17.90 | 4,907 | 4,852 (98.9%) |
| | | | |
| | | | |
| | | | |

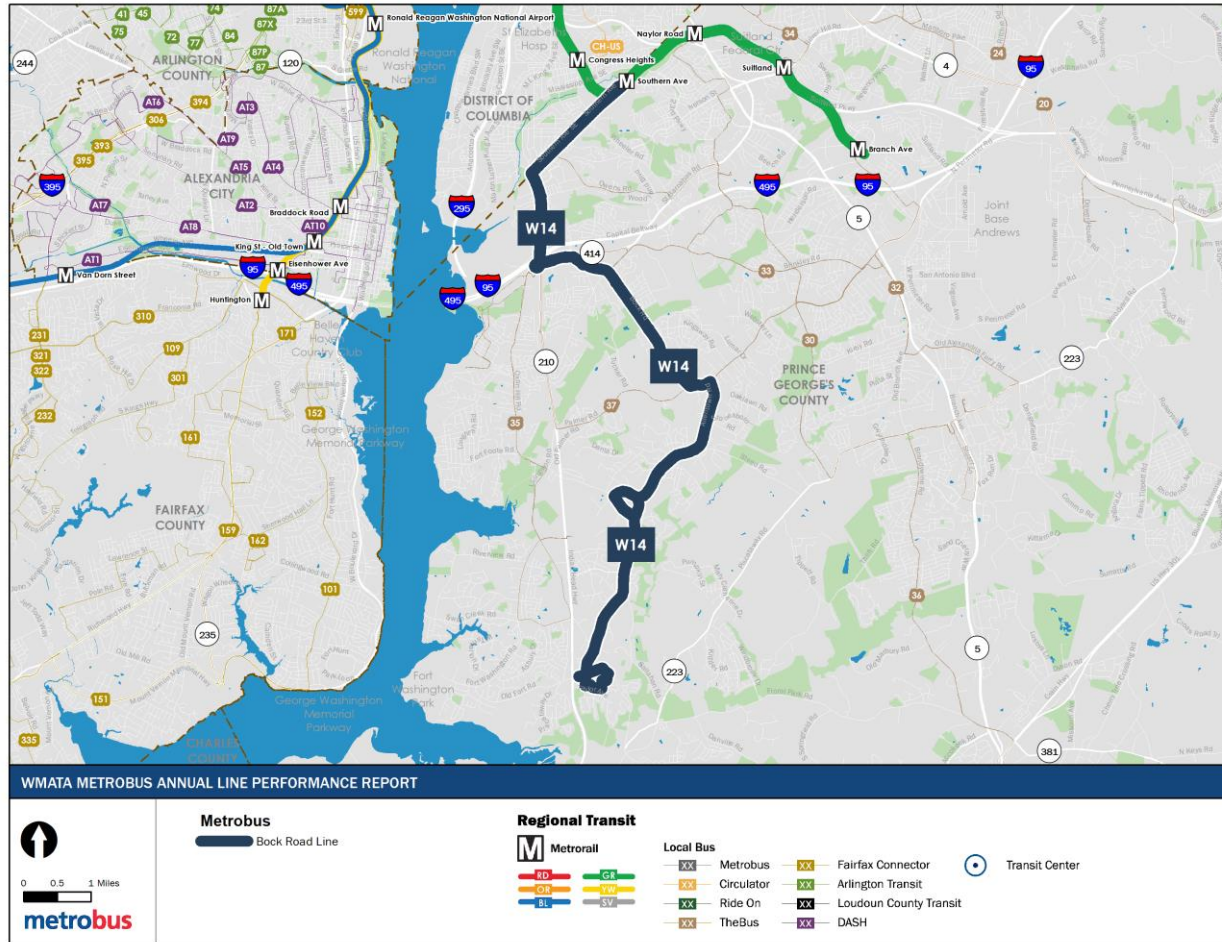
Service Change Summary

Route B2 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Commuter

Activity Tier

3

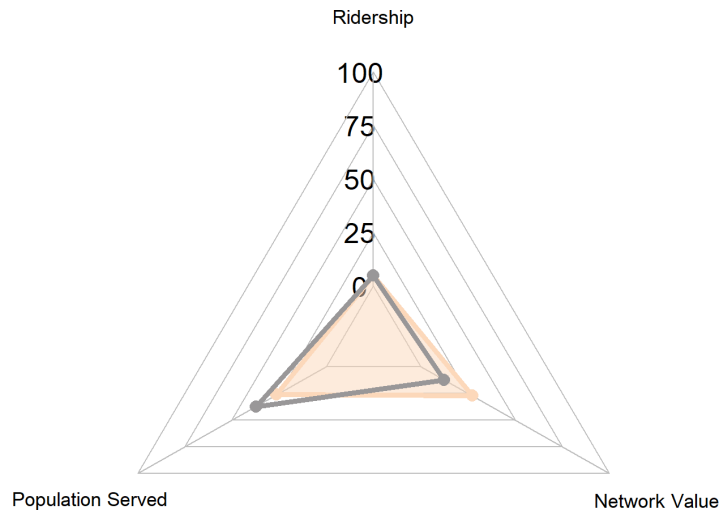
Overall Grade

| Line | Grade |
|----------------|-------|
| Bock Road Line | A |
| | |
| | |
| | |
| | |
| | |

Line Benefit Score

20

Out of 100



Classification Average

Line Focus:

Line Score:



Operating Statistics

| | | |
|--|------------------------|-----------|
| | Annual Operating Costs | \$979,987 |
| | Peak Vehicles | 6 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|----------------------------|-------------------|--------|
| | Service Area Population | 21,659 | |
| | People of Color Population | Service Area | 18,608 |
| | | % Riders Surveyed | 100% |
| | Low Income Household | Service Area | 7,693 |
| | | % Riders Surveyed | 36% |

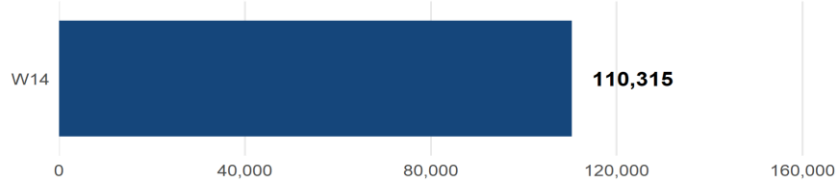
Facilities/Amenities

| | | |
|--|------------------------------|-----|
| | Bus Stops | 133 |
| | % Stops With Shelters | 5% |
| | % Stops With Benches | 2% |
| | % Stops With Real-Time Signs | 1% |



Ridership

Annual Ridership

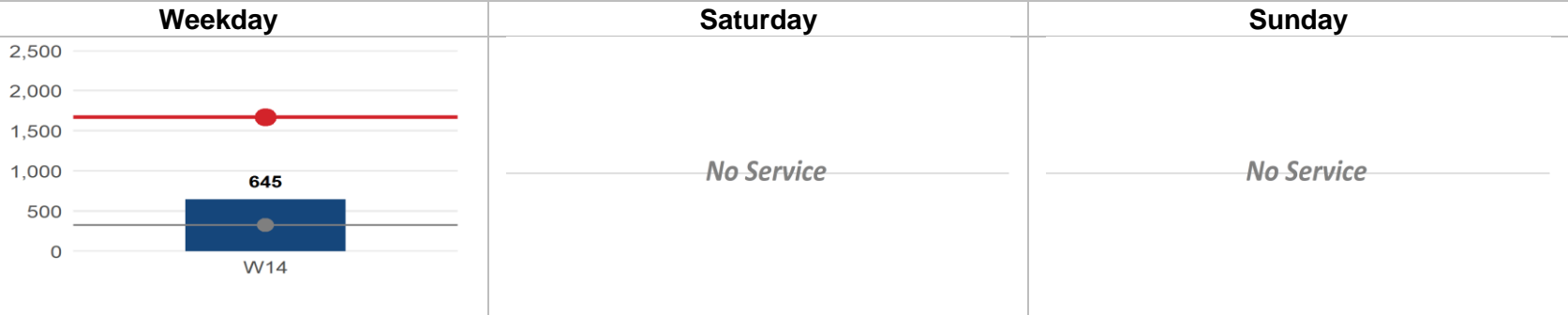


Top Transfer Locations

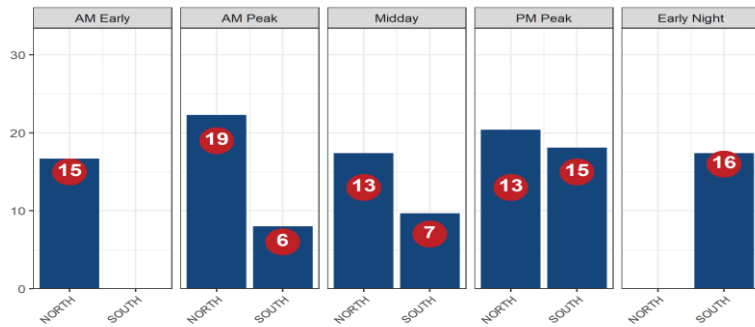
Southern Avenue

Average Daily Ridership

- Class/Tier Average
- System Average



Average Trip Ridership and Maximum Load by Time Period



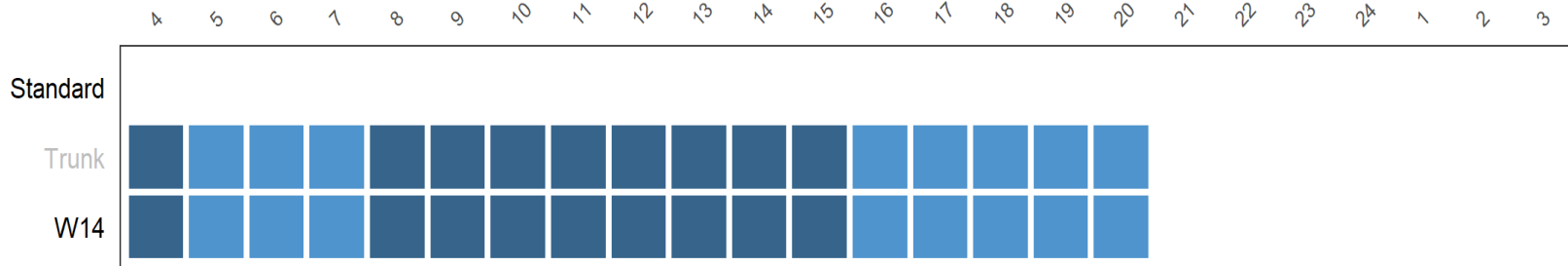
Vehicle Load Factor

| | | Direction: | NORTH | SOUTH |
|---------------------------------|---------------------------------|------------|-------|-------|
| Weekday | Peak Maximum Target: 1 | | 0.42 | 0.36 |
| | Off-Peak Maximum Target: 1.0 | | 0.35 | 0.21 |
| Saturday Maximum Target: 1.0 | | | | |
| Sunday Maximum Target: 1.0 | | | | |

Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

A Bock Road

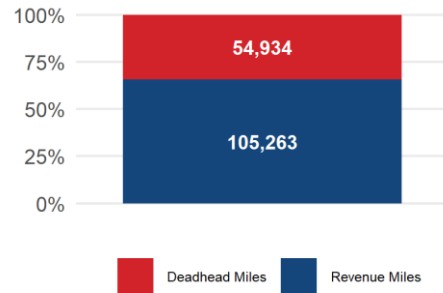
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|-----------------------------|------------------------------|-------|-----------|-----------------|-------|-----------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 4:31 AM - 8:01 PM | - | A | - | - | - | - | - | - |
| | Frequency of Service varies | Peak: 31.4 / Off-Peak: 60.6 | Peak: 50.7 / Off-Peak: 119.1 | - | - | - | - | - | - | - |
| Productivity | Passengers per Revenue Hour N/A | 19.6 | 20.8 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 1.5 | 1.1 | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 80% | 73% | B | - | - | - | - | - | - |
| | Crowding 5% | 0% | 3% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.3 Peak: 0.39 | Off-Peak: 0.38 Peak: 0.38 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$6.09 | \$ 6.58 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 19% | 40% | C | - | - | - | - | - | - |

Route W14

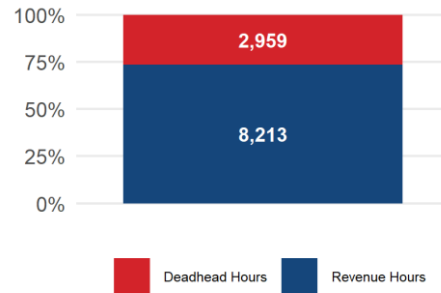
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|-----------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile N/A | 4.5 | | | 2.1 | | | - | | |
| Route Design | Circuitry N/A | 1.57 | | | 1.5 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour N/A | 19.6 | 20.8 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 1.5 | 1.1 | A | - | - | - | - | - | - |
| | Unique Segment Ridership 15% | 79% | 35% | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 80% | 73% | B | - | - | - | - | - | - |
| | Crowding 5% | 0% | 2% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.3 Peak: 0.39 | Off-Peak: 0.42 Peak: 0.37 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$6.09 | \$ 6.58 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 19% | 44% | C | - | - | - | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



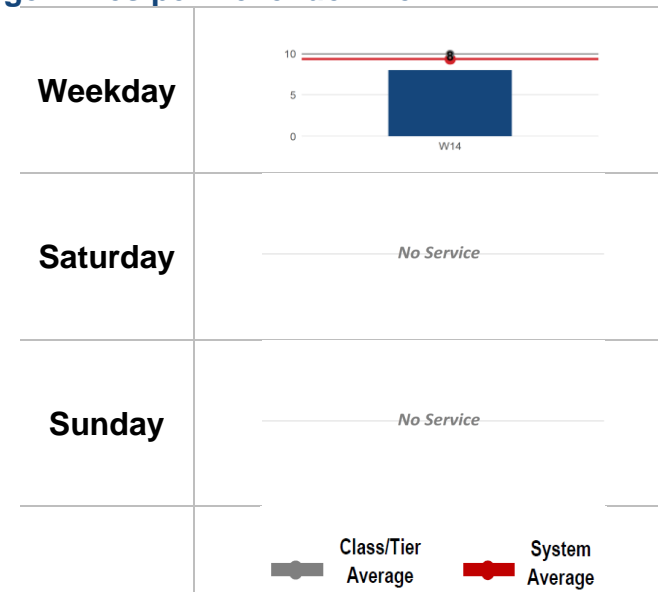
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| W14 | 30.10 | 851 | 849 (99.8%) |
| | | | |
| | | | |
| | | | |

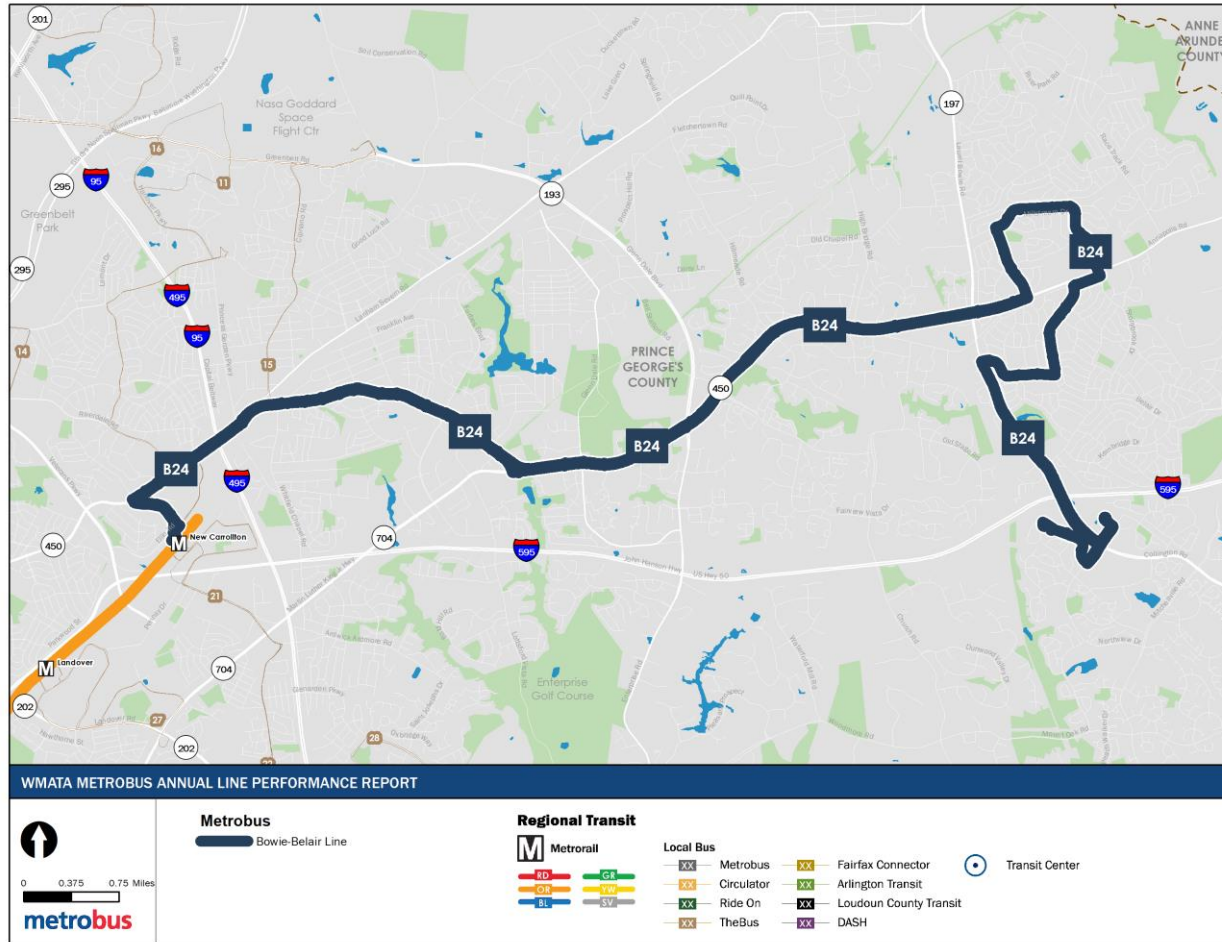
Service Change Summary

Route W14 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Coverage

Activity Tier

3

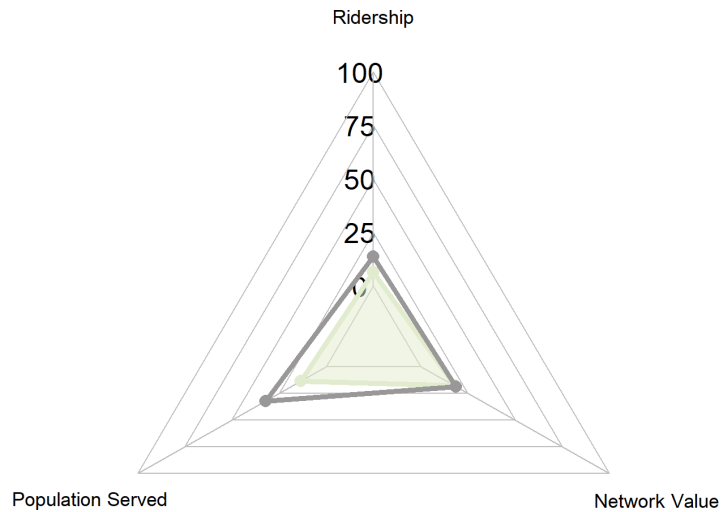
Overall Grade

| Line | Overall Grade |
|--------------|---------------|
| Bowie-Belair | A |
| | |
| | |
| | |
| | |
| | |

Line Benefit Score

13

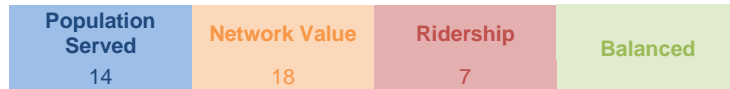
Out of 100



Classification Average



Line Focus:



Line Score:

Operating Statistics

| | | |
|--|-------------------------------|--------------------|
| | Annual Operating Costs | \$1,192,166 |
| | Peak Vehicles | 4 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|-----------------------------------|-------------------|---------------|
| | Service Area Population | 25,252 | |
| | People of Color Population | Service Area | 15,828 |
| | | % Riders Surveyed | 99% |
| | Low Income Household | Service Area | 3,633 |
| | | % Riders Surveyed | 57% |

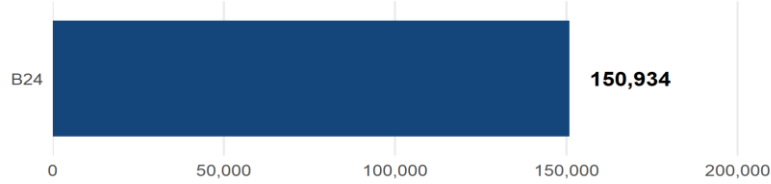
Facilities/Amenities

| | | |
|--|-------------------------------------|------------|
| | Bus Stops | 132 |
| | % Stops With Shelters | 14% |
| | % Stops With Benches | 14% |
| | % Stops With Real-Time Signs | 0% |



Ridership

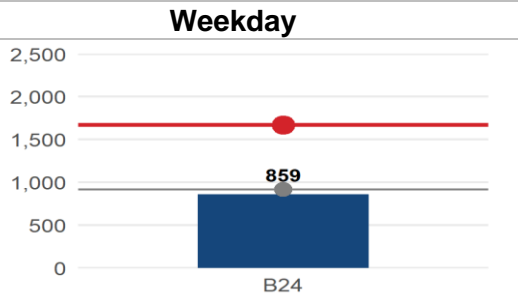
Annual Ridership



Top Transfer Locations

New Carrollton

Average Daily Ridership



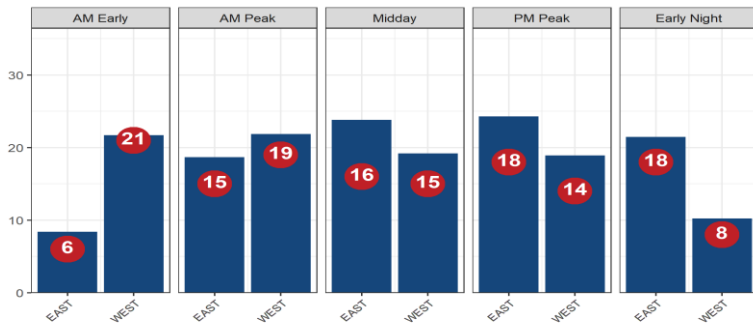
Saturday

No Service

Sunday

No Service

Average Trip Ridership and Maximum Load by Time Period



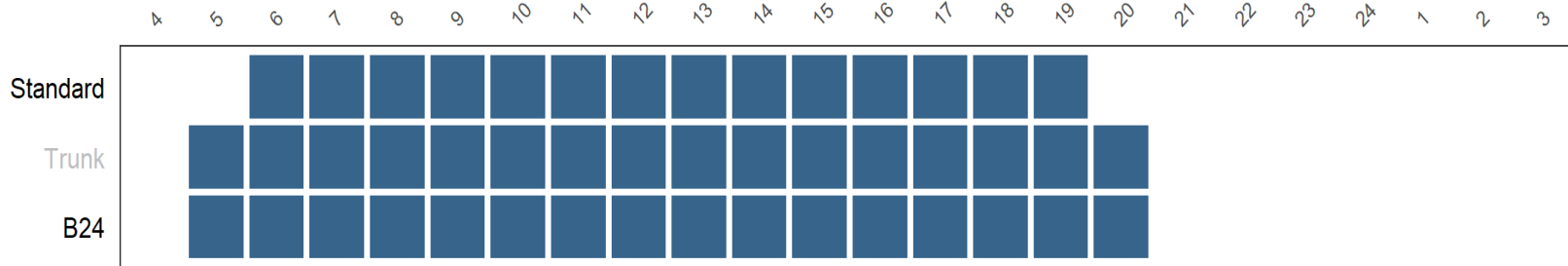
Vehicle Load Factor

| | | Direction: | EAST | WEST |
|---------------------------------|---------------------------------|------------|------|------|
| Weekday | Peak Maximum Target: 1 | | 0.42 | 0.41 |
| | Off-Peak Maximum Target: 1.0 | | 0.39 | 0.37 |
| Saturday Maximum Target: 1.0 | | | | |
| Sunday Maximum Target: 1.0 | | | | |

Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

A Bowie-Belair

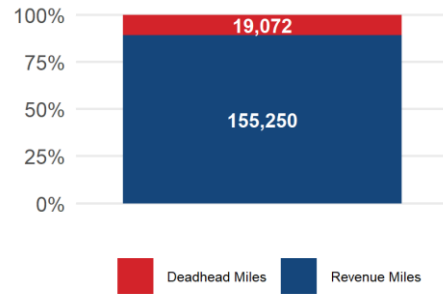
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|------------------------------|------------------------------|-------|-----------|-----------------|-------|-----------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 5:00 AM - 8:40 PM | - | A | - | - | - | - | - | - |
| | Frequency of Service varies | Peak: 37.2 / Off-Peak: 54.6 | Peak: 28.1 / Off-Peak: 61.2 | A | - | - | - | - | - | - |
| Productivity | Passengers per Revenue Hour 10 | 22.5 | 25.4 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 1.4 | 2.2 | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 85% | 81% | A | - | - | - | - | - | - |
| | Crowding 5% | 0% | 1% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.38 Peak: 0.42 | Off-Peak: 0.27 Peak: 0.35 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$5.29 | \$ 5.33 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 22% | 23% | B | - | - | - | - | - | - |

Route B24

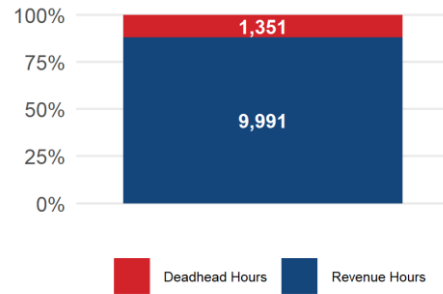
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 4.3 | | | 4.9 | | | A | | |
| Route Design | Circuitry N/A | 1.52 | | | 12.83 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 10 | 22.5 | 25.4 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 1.4 | 2.2 | A | - | - | - | - | - | - |
| | Unique Segment Ridership 10% | 46% | 33% | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 85% | 81% | A | - | - | - | - | - | - |
| | Crowding 5% | 0% | 1% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.38 Peak: 0.42 | Off-Peak: 0.27 Peak: 0.35 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$5.29 | \$ 5.33 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 22% | 22% | B | - | - | - | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



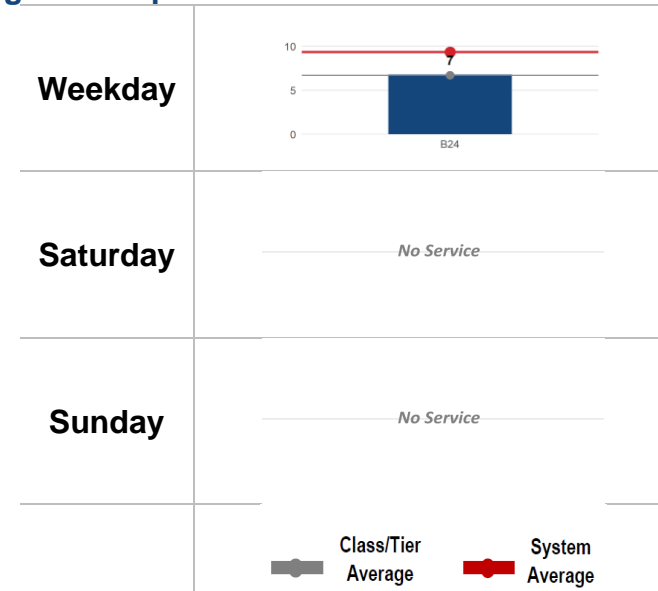
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| B24 | 31.20 | 966 | 963 (99.7%) |
| | | | |
| | | | |
| | | | |
| | | | |

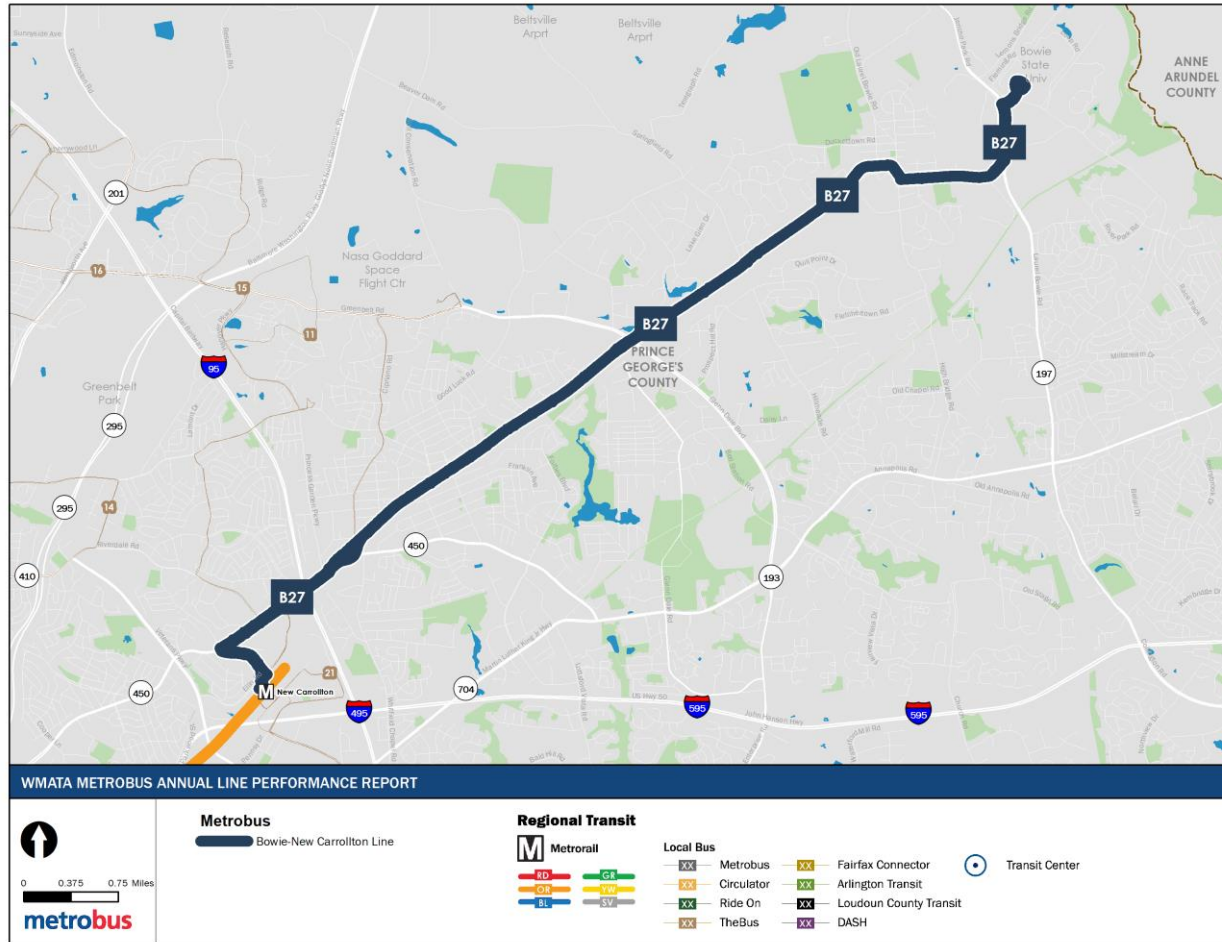
Service Change Summary

Route B24 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Coverage

Activity Tier

3

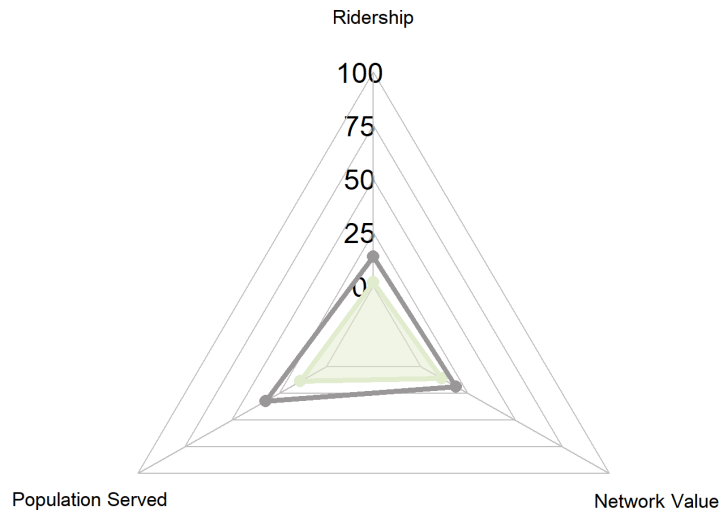
Overall Grade

| Line | Grade |
|------|-------|
| B27 | B |
| | |
| | |
| | |
| | |
| | |

Line Benefit Score

9

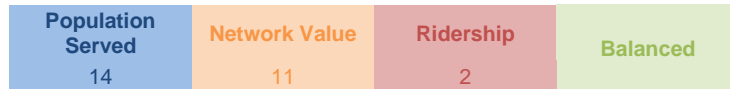
Out of 100



Classification Average



Line Focus:



Line Score:

Operating Statistics

| | | |
|--|-------------------------------|------------------|
| | Annual Operating Costs | \$390,276 |
| | Peak Vehicles | 2 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|-----------------------------------|-------------------|--------------|
| | Service Area Population | 13,803 | |
| | People of Color Population | Service Area | 9,649 |
| | | % Riders Surveyed | 89% |
| | Low Income Household | Service Area | 3,816 |
| | | % Riders Surveyed | 46% |

Facilities/Amenities

| | | |
|--|-------------------------------------|------------|
| | Bus Stops | 64 |
| | % Stops With Shelters | 9% |
| | % Stops With Benches | 17% |
| | % Stops With Real-Time Signs | 0% |



Ridership

Annual Ridership

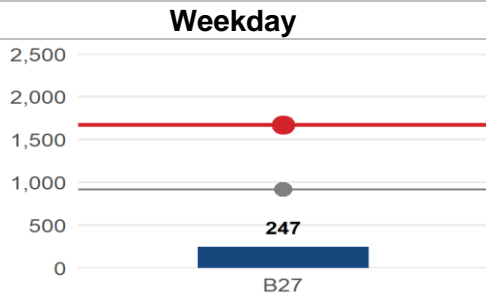


Top Transfer Locations

New Carrollton

Average Daily Ridership

- Class/Tier Average
- System Average



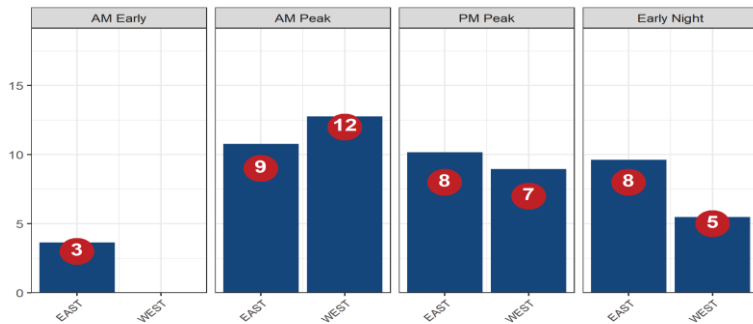
Saturday

No Service

Sunday

No Service

Average Trip Ridership and Maximum Load by Time Period



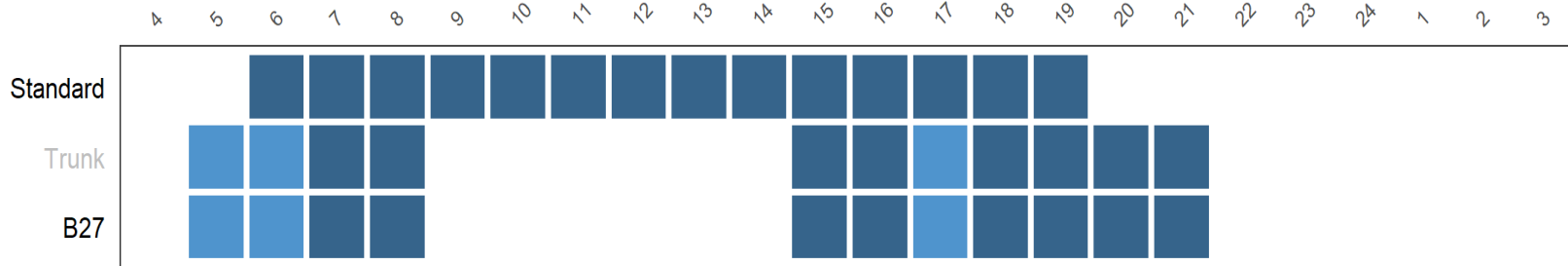
Vehicle Load Factor

| | | Direction: | EAST | WEST |
|---------------------------------|---------------------------------|------------|------|------|
| Weekday | Peak Maximum Target: 1 | | 0.21 | 0.23 |
| | Off-Peak Maximum Target: 1.0 | | 0.17 | 0.11 |
| Saturday Maximum Target: 1.0 | | | | |
| Sunday Maximum Target: 1.0 | | | | |

Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

B Bowie-New Carrollton

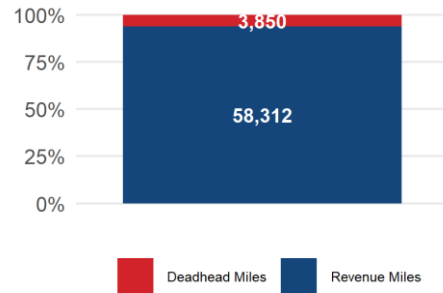
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|--------------------------------------|------------------------------|-------|-----------|-----------------|-------|-----------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 5:58 AM - 8:19 AM; 3:10 PM - 9:55 PM | - | C | - | - | - | - | - | - |
| | Frequency of Service varies | Peak: 89.9 / Off-Peak: NA | Peak: 28.1 / Off-Peak: 61.2 | E | - | - | - | - | - | - |
| Productivity | Passengers per Revenue Hour 10 | 19.6 | 25.4 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 1 | 2.2 | B | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 93% | 81% | A | - | - | - | - | - | - |
| | Crowding 5% | 0% | 1% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.15 Peak: 0.22 | Off-Peak: 0.27 Peak: 0.35 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$6.08 | \$ 5.33 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 21% | 23% | B | - | - | - | - | - | - |

Route B27

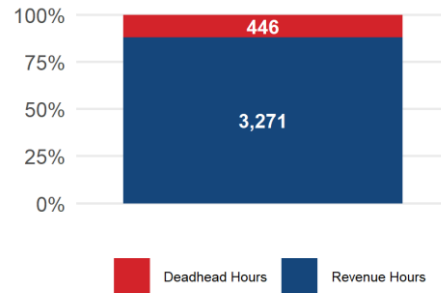
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 3.6 | | | 4.9 | | | E | | |
| | Circuitry N/A | 1.09 | | | 12.83 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 10 | 19.6 | 25.4 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 1 | 2.2 | B | - | - | - | - | - | - |
| | Unique Segment Ridership 10% | 31% | 33% | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 93% | 81% | A | - | - | - | - | - | - |
| | Crowding 5% | 0% | 1% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.15 Peak: 0.22 | Off-Peak: 0.27 Peak: 0.35 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$6.08 | \$ 5.33 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 21% | 22% | B | - | - | - | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



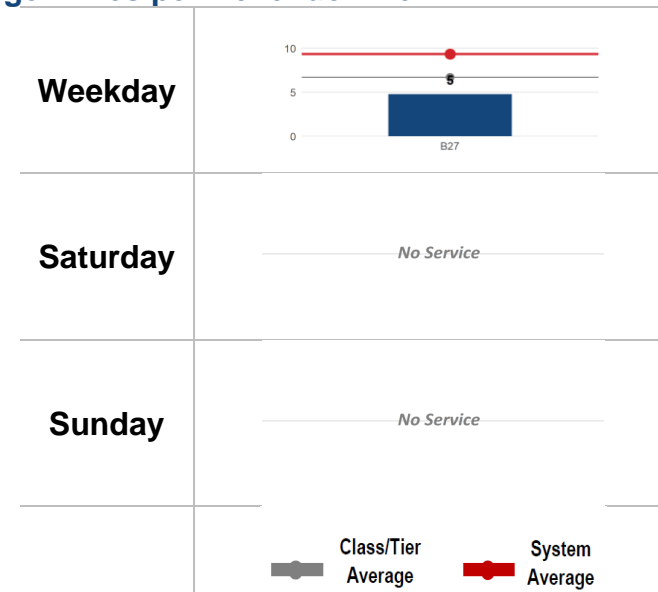
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| B27 | 18.60 | 572 | 569 (99.5%) |
| | | | |
| | | | |
| | | | |

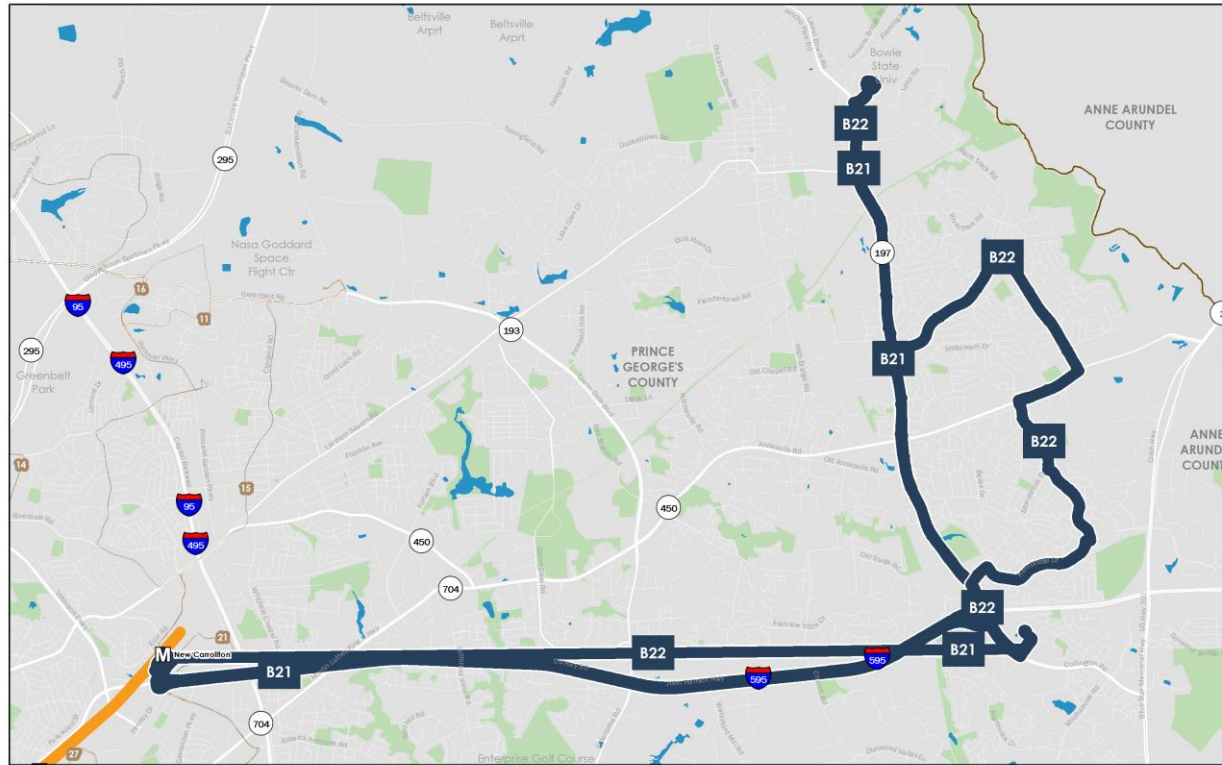
Service Change Summary

Route B27 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

Passenger Miles per Revenue Mile



About the Line



WMATA METROBUS ANNUAL LINE PERFORMANCE REPORT

metrobus

Metrobus

Bowie State University Line

Regional Transit

| | | | |
|-------------|------------|------------------------|------------------------|
| Metrolink | Local Bus | Fairfax Connector | Transit Center |
| Metrorail | Metrobus | Arlington Transit | Loudoun County Transit |
| Orange Line | Circulator | Loudoun County Transit | DASH |
| Blue Line | Ride On | TheBus | |

Service Classification

Commuter

Activity Tier

3

Overall Grade

| Line | Grade |
|------------------------|-------|
| Bowie State University | B |
| | |
| | |
| | |
| | |
| | |

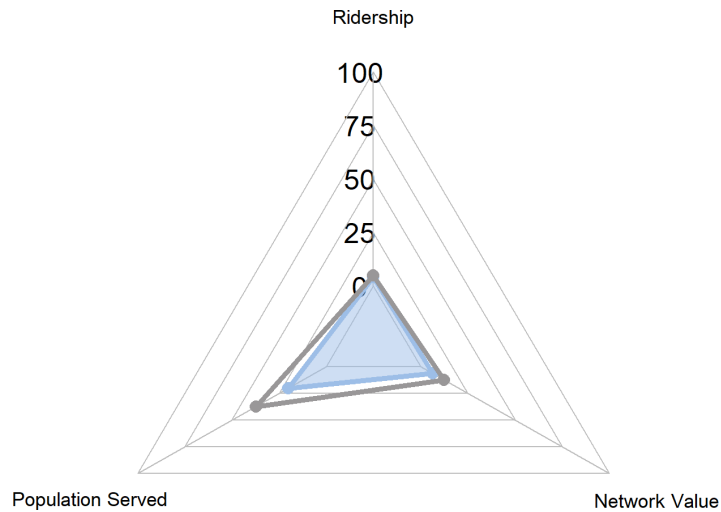
Legend

| | |
|---------------------|-------|
| Exceeds | Meets |
| Approaches | Below |
| Significantly Below | |

Line Benefit Score

10

Out of 100



Classification Average



Line Focus:

Population Served

Network Value

Ridership

Balanced

Line Score:

20

6

4

Operating Statistics

| | | |
|--|-------------------------------|------------------|
| | Annual Operating Costs | \$810,254 |
| | Peak Vehicles | 3 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|-----------------------------------|-------------------|--------------|
| | Service Area Population | 19,014 | |
| | People of Color Population | Service Area | 9,071 |
| | | % Riders Surveyed | 85% |
| | Low Income Household | Service Area | 1,959 |
| | | % Riders Surveyed | 29% |

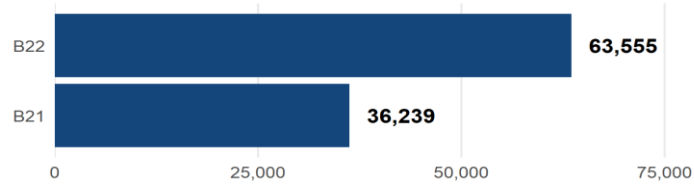
Facilities/Amenities

| | | |
|--|-------------------------------------|------------|
| | Bus Stops | 88 |
| | % Stops With Shelters | 15% |
| | % Stops With Benches | 11% |
| | % Stops With Real-Time Signs | 0% |



Ridership

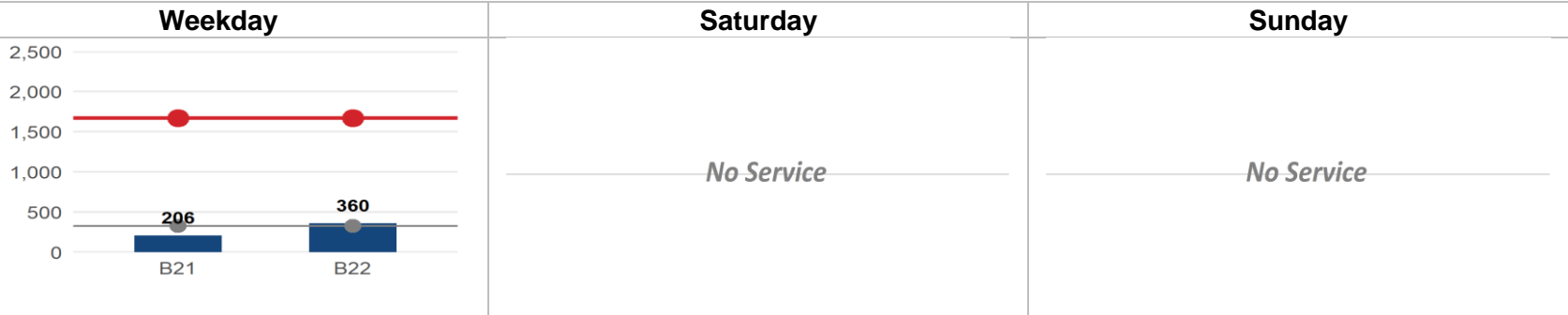
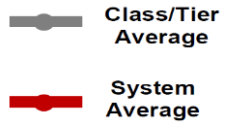
Annual Ridership



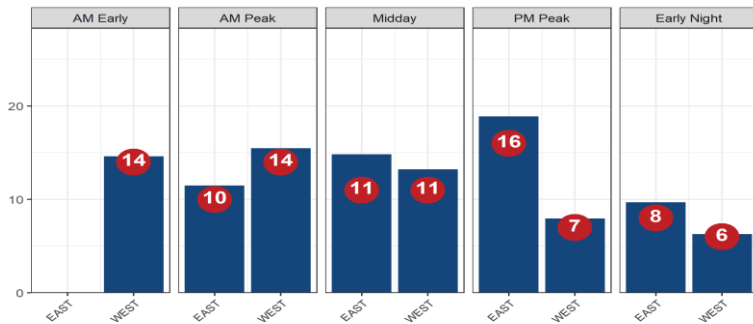
Top Transfer Locations

New Carrollton

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period



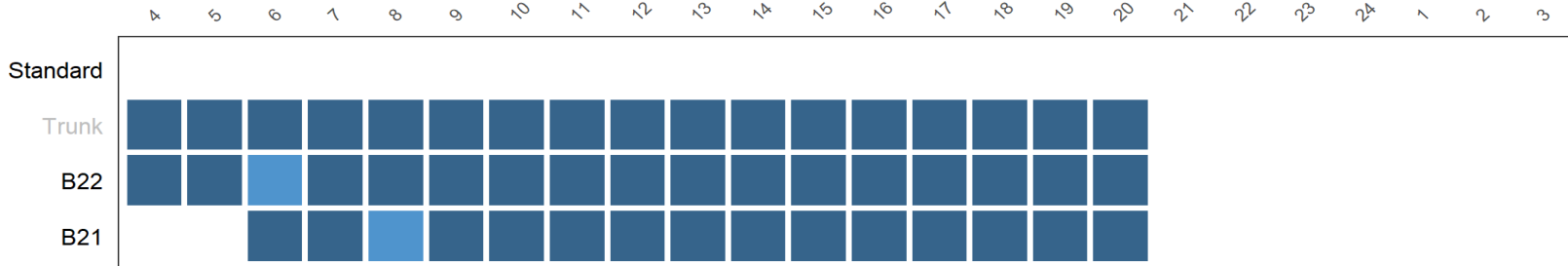
Vehicle Load Factor

| | | Direction: | |
|---------------------------------|---------------------------------|------------|------|
| | | EAST | WEST |
| Weekday | Peak Maximum Target: 1 | 0.34 | 0.25 |
| | Off-Peak Maximum Target: 1.0 | 0.26 | 0.27 |
| Saturday Maximum Target: 1.0 | | | |
| Sunday Maximum Target: 1.0 | | | |

Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



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 AM - 8:54 PM | - | A | - | - | - | - | - | - |
| | Frequency of Service varies | Peak: 32.4 / Off-Peak: 60.7 | Peak: 50.7 / Off-Peak: 119.1 | - | - | - | - | - | - | - |
| Productivity | Passengers per Revenue Hour N/A | 21.2 | 20.8 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 0.8 | 1.1 | D | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 87% | 73% | A | - | - | - | - | - | - |
| | Crowding 5% | 0% | 3% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.26 Peak: 0.29 | Off-Peak: 0.38 Peak: 0.38 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$5.64 | \$ 6.58 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 25% | 40% | A | - | - | - | - | - | - |

Route B21

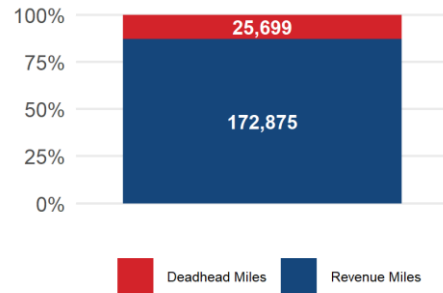
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile N/A | 1.4 | | | 2.1 | | | - | | |
| Route Design | Circuitry N/A | 1.46 | | | 1.5 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour N/A | 21.4 | 20.8 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 0.8 | 1.1 | E | - | - | - | - | - | - |
| | Unique Segment Ridership 15% | 7% | 35% | E | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 88% | 73% | A | - | - | - | - | - | - |
| | Crowding 5% | 0% | 2% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.28 Peak: 0.21 | Off-Peak: 0.42 Peak: 0.37 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$5.57 | \$ 6.58 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 23% | 44% | A | - | - | - | - | - | - |

Route B22

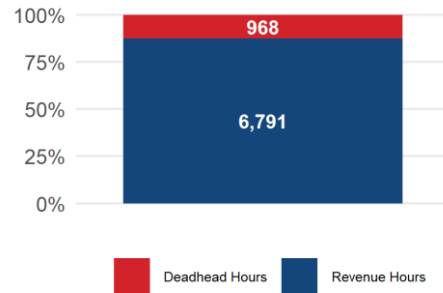
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile N/A | 2.1 | | | 2.1 | | | - | | |
| | Circuity N/A | 1.82 | | | 1.5 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour N/A | 21 | 20.8 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 0.9 | 1.1 | D | - | - | - | - | - | - |
| | Unique Segment Ridership 15% | 18% | 35% | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 86% | 73% | A | - | - | - | - | - | - |
| | Crowding 5% | 0% | 2% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.26 Peak: 0.38 | Off-Peak: 0.42 Peak: 0.37 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$5.67 | \$ 6.58 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 26% | 44% | A | - | - | - | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



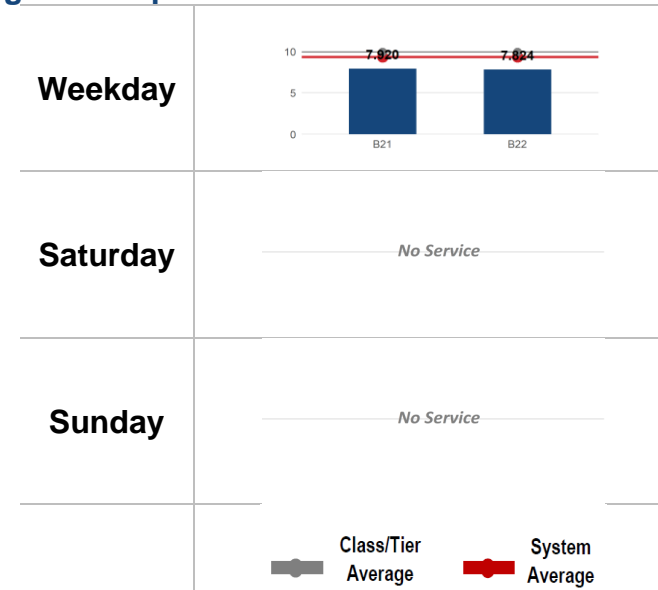
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| B21 | 28.70 | 437 | 435 (99.5%) |
| B22 | 35.80 | 552 | 552 (100.0%) |
| | | | |
| | | | |

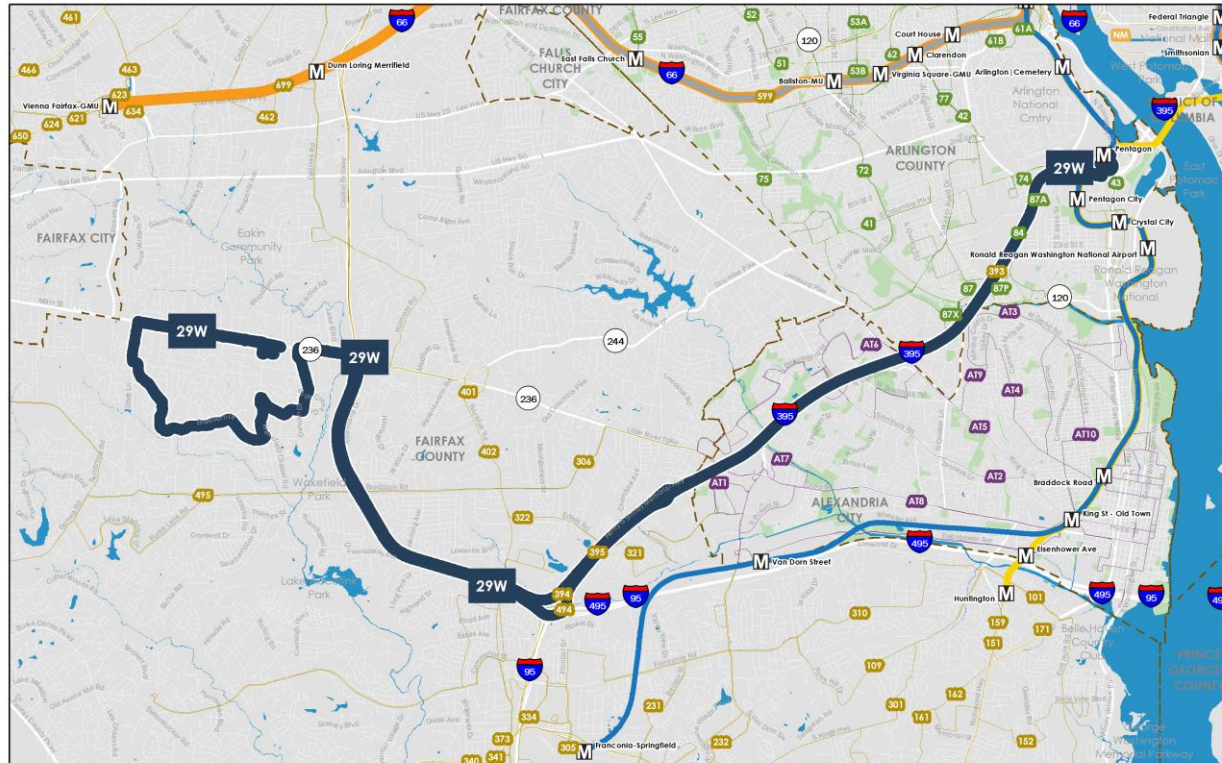
Service Change Summary

Route B21 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;
 Route B22 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

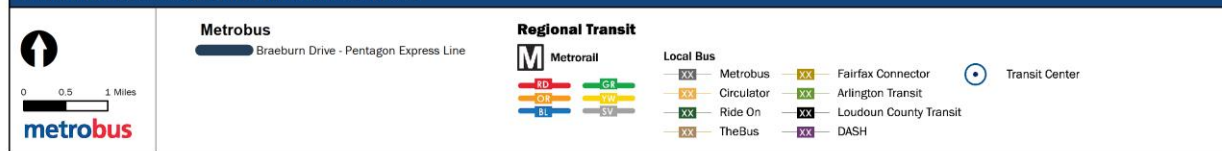
Passenger Miles per Revenue Mile



About the Line



WMATA METROBUS ANNUAL LINE PERFORMANCE REPORT



Service Classification

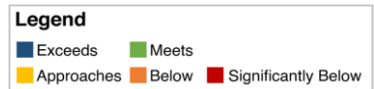
Commuter

Activity Tier

3

Overall Grade

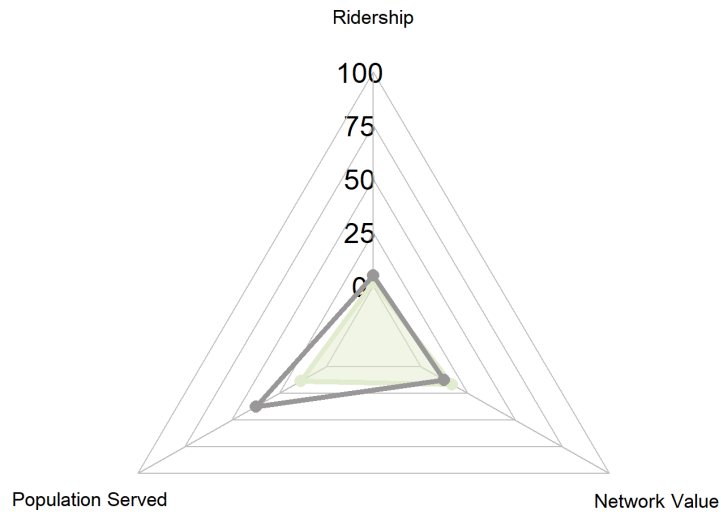
| | |
|------|---|
| Line | B |
| | |
| | |
| | |
| | |
| | |



Line Benefit Score

11

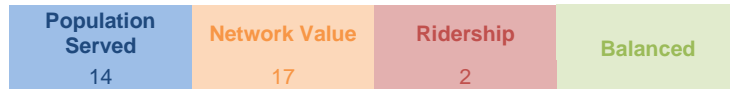
Out of 100



Classification Average

Line Focus:

Line Score:



Operating Statistics

| | | |
|--|-------------------------------|------------------|
| | Annual Operating Costs | \$384,807 |
| | Peak Vehicles | 3 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|-----------------------------------|-------------------|--------------|
| | Service Area Population | 10,268 | |
| | People of Color Population | Service Area | 2,658 |
| | | % Riders Surveyed | 22% |
| | Low Income Household | Service Area | 1,023 |
| | | % Riders Surveyed | |

Facilities/Amenities

| | | |
|--|-------------------------------------|-----------|
| | Bus Stops | 81 |
| | % Stops With Shelters | 2% |
| | % Stops With Benches | 2% |
| | % Stops With Real-Time Signs | 1% |



Ridership

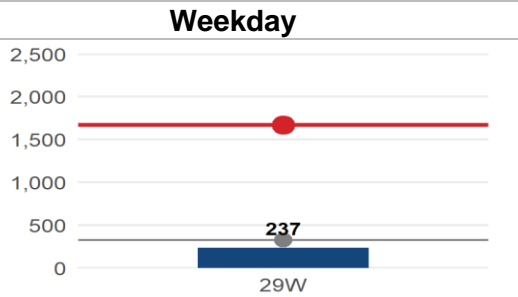
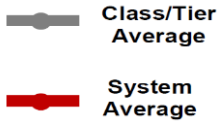
Annual Ridership



Top Transfer Locations

Pentagon

Average Daily Ridership



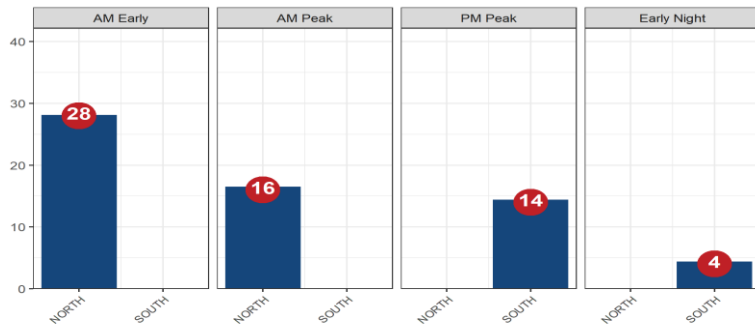
Saturday

No Service

Sunday

No Service

Average Trip Ridership and Maximum Load by Time Period



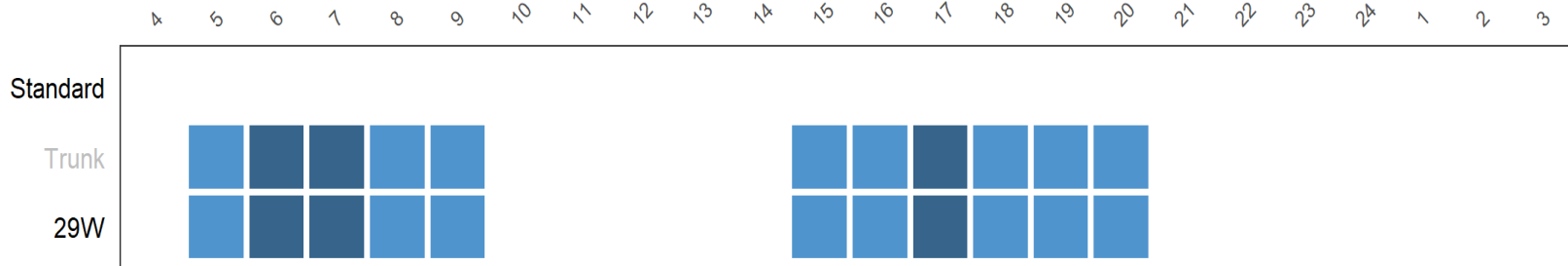
Vehicle Load Factor

| | | Direction: | |
|---------------------------------|---------------------------------|------------|-------|
| | | NORTH | SOUTH |
| Weekday | Peak Maximum Target: 1 | 0.4 | 0.35 |
| | Off-Peak Maximum Target: 1.0 | 0.71 | 0.1 |
| Saturday Maximum Target: 1.0 | | | |
| Sunday Maximum Target: 1.0 | | | |

Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

B Braeburn Drive - Pentagon Express

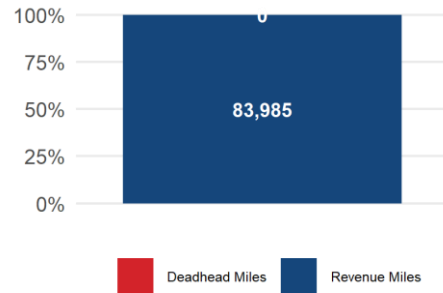
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|--------------------------------------|------------------------------|-------|-----------|-----------------|-------|-----------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 5:50 AM - 9:28 AM; 3:35 PM - 8:18 PM | - | A | - | - | - | - | - | - |
| | Frequency of Service varies | Peak: 30.5 / Off-Peak: 28.0 | Peak: 50.7 / Off-Peak: 119.1 | - | - | - | - | - | - | - |
| Productivity | Passengers per Revenue Hour N/A | 18 | 20.8 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 0.7 | 1.1 | E | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 66% | 73% | E | - | - | - | - | - | - |
| | Crowding 5% | 2% | 3% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.31 Peak: 0.37 | Off-Peak: 0.38 Peak: 0.38 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$6.63 | \$ 6.58 | B | - | - | - | - | - | - |
| | Cost Recovery 20% | 56% | 40% | A | - | - | - | - | - | - |

Route 29W

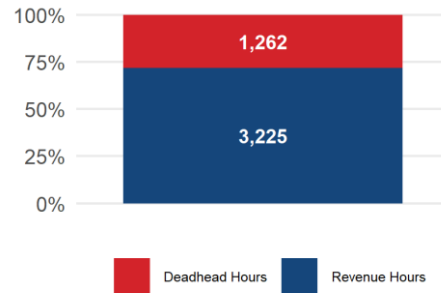
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile N/A | 2.3 | | | 2.1 | | | - | | |
| | Circuitry N/A | 1.62 | | | 1.5 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour N/A | 18 | 20.8 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 0.7 | 1.1 | E | - | - | - | - | - | - |
| | Unique Segment Ridership 15% | 48% | 35% | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 66% | 73% | E | - | - | - | - | - | - |
| | Crowding 5% | 2% | 2% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.31 Peak: 0.37 | Off-Peak: 0.42 Peak: 0.37 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$6.63 | \$ 6.58 | B | - | - | - | - | - | - |
| | Cost Recovery 20% | 56% | 44% | A | - | - | - | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



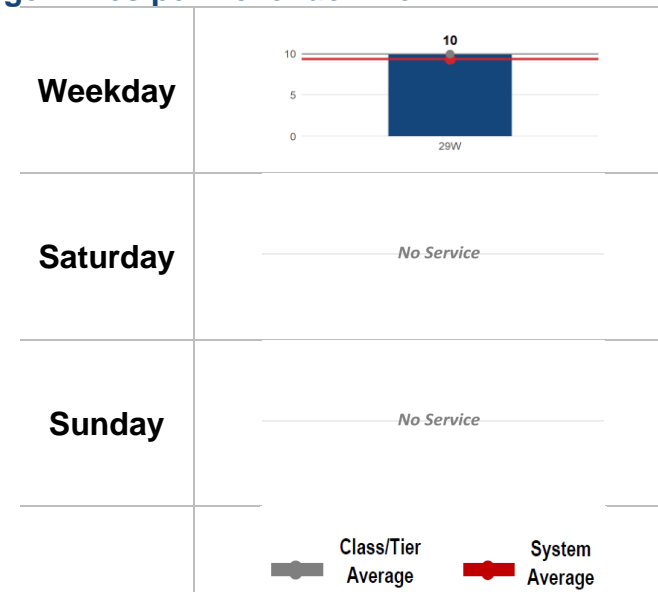
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| 29W | 35.70 | 352 | 349 (99.1%) |
| | | | |
| | | | |
| | | | |
| | | | |

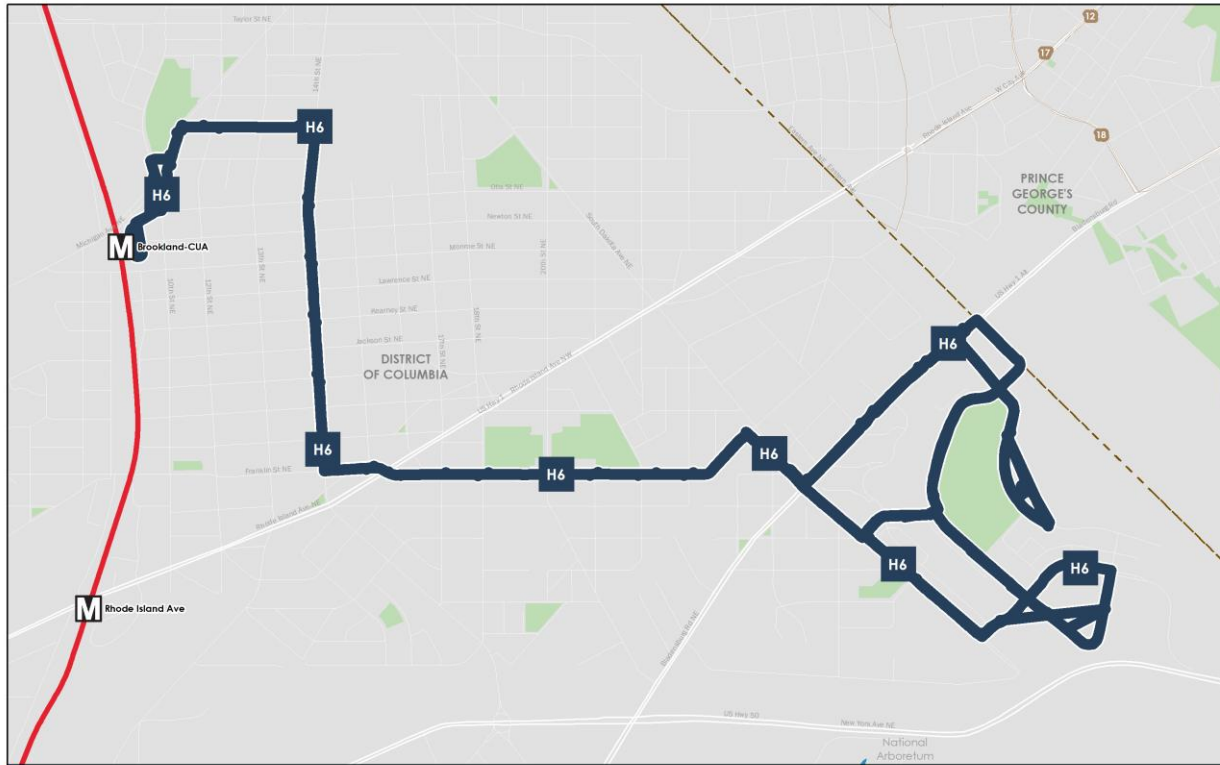
Service Change Summary

Route 29W - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

Passenger Miles per Revenue Mile



About the Line



WMATA METROBUS ANNUAL LINE PERFORMANCE REPORT

Metrobus

Brookland-Fort Lincoln Line

Regional Transit

| | | |
|----------|------------|------------------------|
| Metroall | Local Bus | Fairfax Connector |
| RD | Metrolink | Arlington Transit |
| ORR | Circulator | Loudoun County Transit |
| BL | Ride On | DASH |
| SV | TheBus | |

Transit Center

Service Classification

Coverage

Activity Tier

3

Overall Grade

| Line | Grade |
|------|-------|
| Line | A |
| | |
| | |
| | |
| | |
| | |

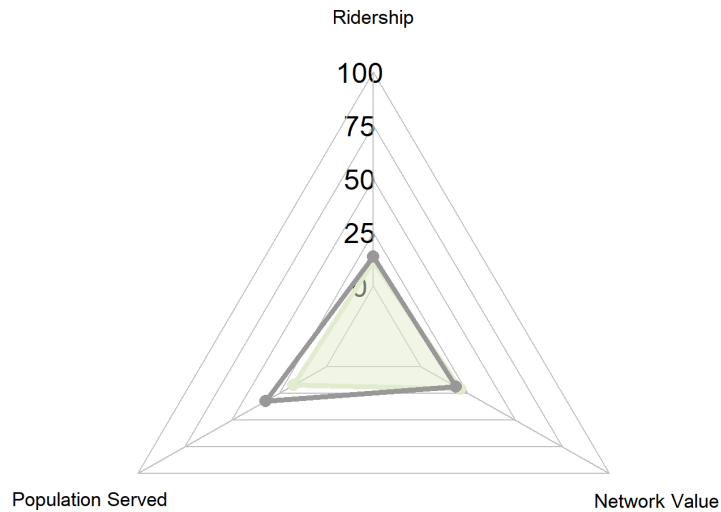
Legend

| | |
|---------------------|-------|
| Exceeds | Meets |
| Approaches | Below |
| Significantly Below | |

Line Benefit Score

17

Out of 100



Classification Average



Line Focus:

Population Served

Network Value

Ridership

Balanced

Line Score:

18

21

11

Operating Statistics

| | | |
|--|-------------------------------|--------------------|
| | Annual Operating Costs | \$2,302,888 |
| | Peak Vehicles | 4 |
| | Vehicle Type(s) | 30 Foot |

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

| | | | |
|--|-----------------------------------|-------------------|---------------|
| | Service Area Population | 16,110 | |
| | People of Color Population | Service Area | 10,135 |
| | | % Riders Surveyed | 95% |
| | Low Income Household | Service Area | 3,956 |
| | | % Riders Surveyed | 51% |

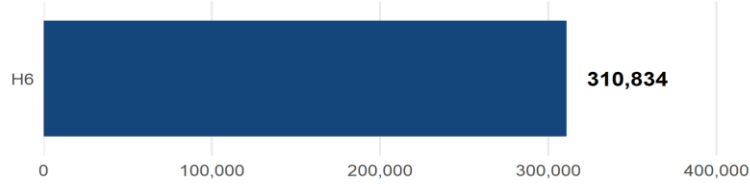
Facilities/Amenities

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



Ridership

Annual Ridership



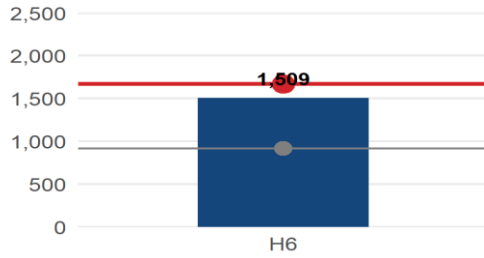
Top Transfer Locations

Brookland

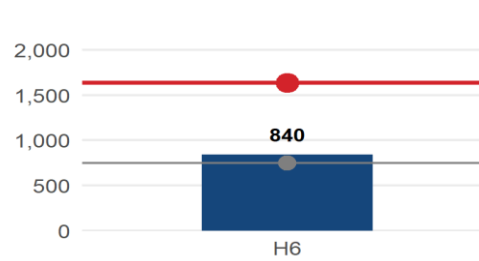
Average Daily Ridership

- Class/Tier Average
- System Average

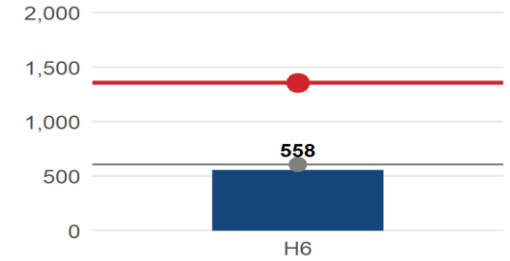
Weekday



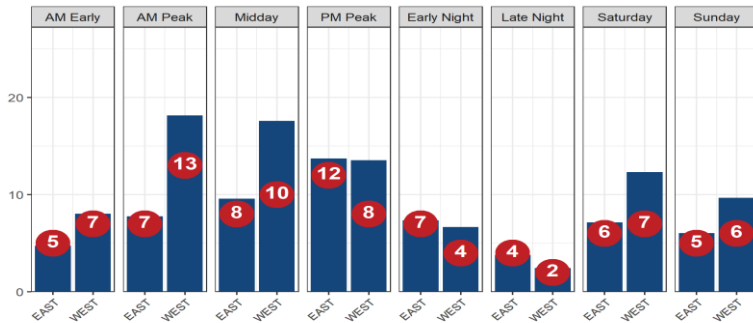
Saturday



Sunday



Average Trip Ridership and Maximum Load by Time Period



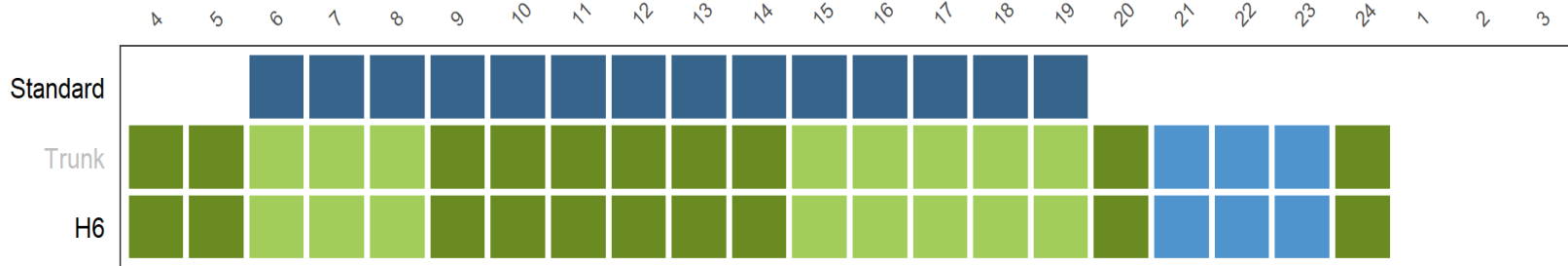
Vehicle Load Factor

| | | Direction: | |
|---------------------------------|---------------------------------|------------|------|
| | | EAST | WEST |
| Weekday | Peak Maximum Target: 1 | 0.33 | 0.34 |
| | Off-Peak Maximum Target: 1.0 | 0.24 | 0.25 |
| Saturday Maximum Target: 1.0 | | 0.17 | 0.19 |
| Sunday Maximum Target: 1.0 | | 0.14 | 0.17 |

Span and Frequency



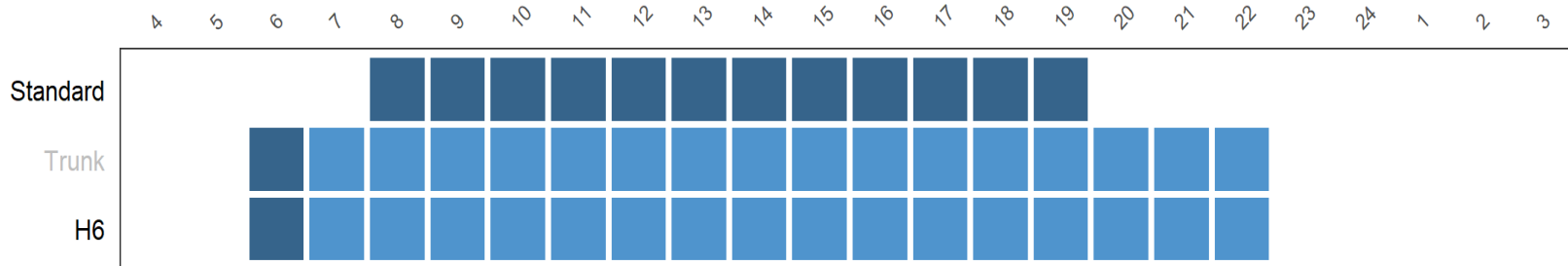
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

A Brookland-Fort Lincoln

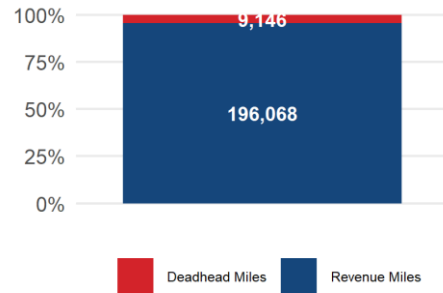
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|--------------------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 4:31 AM - 12:33 AM | - | A | 4:56 AM - 12:39 AM | - | A | 6:26 AM - 10:58 PM | - | A |
| | Frequency of Service varies | Peak: 14.6 / Off-Peak: 17.1 | Peak: 28.1 / Off-Peak: 61.2 | A | 24.8 | 48.0 | A | 25.2 | 49.5 | A |
| Productivity | Passengers per Revenue Hour 10 | 24.9 | 25.4 | A | 23.6 | 27.6 | A | 19.1 | 25.5 | A |
| | Passengers per Revenue Mile 1 | 2.5 | 2.2 | A | 2.1 | 2.3 | A | 1.7 | 2.1 | A |
| Reliability | On-Time Performance 79% | 70% | 81% | D | 76% | 80% | C | 83% | 85% | B |
| | Crowding 5% | 0% | 1% | A | 0% | 1% | A | 0% | 1% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.25 Peak: 0.34 | Off-Peak: 0.27 Peak: 0.35 | A | 0.18 | 0.31 | A | 0.15 | 0.28 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$4.80 | \$ 5.33 | A | \$5.06 | \$ 4.81 | A | \$6.26 | \$ 5.31 | A |
| | Cost Recovery 20% | 19% | 23% | C | 18% | 20% | D | 14% | 19% | E |

Route H6

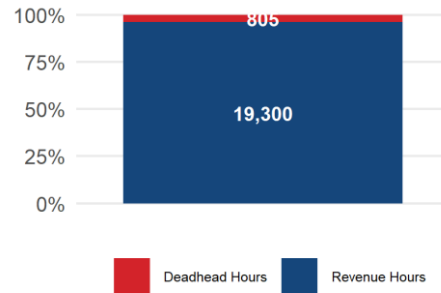
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 6.3 | | | 4.9 | | | E | | |
| Route Design | Circuitry N/A | 2.7 | | | 12.83 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 10 | 24.9 | 25.4 | A | 23.6 | 27.6 | A | 19.1 | 25.5 | A |
| | Passengers per Revenue Mile 1 | 2.5 | 2.2 | A | 2.1 | 2.3 | A | 1.7 | 2.1 | A |
| | Unique Segment Ridership 10% | 19% | 33% | A | 79% | 56% | A | 77% | 58% | A |
| Reliability | On-Time Performance 79% | 70% | 81% | D | 76% | 80% | C | 83% | 85% | B |
| | Crowding 5% | 0% | 1% | A | 0% | 1% | A | 0% | 1% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.25 Peak: 0.34 | Off-Peak: 0.27 Peak: 0.35 | A | 0.18 | 0.32 | A | 0.15 | 0.28 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$4.80 | \$ 5.33 | A | \$5.06 | \$ 4.81 | A | \$6.26 | \$ 5.31 | A |
| | Cost Recovery 20% | 19% | 22% | C | 18% | 20% | D | 14% | 18% | E |

Operational Analysis

Miles Allocation



Hours Allocation



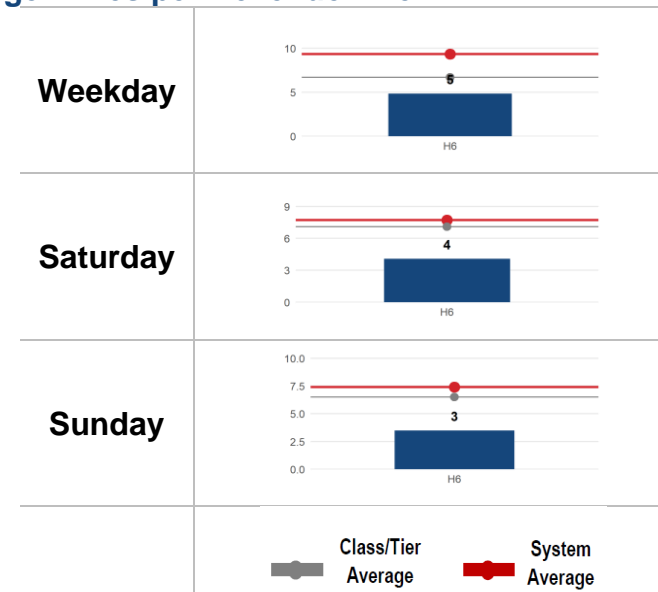
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| H6 | 9.60 | 3,672 | 3,662 (99.7%) |
| | | | |
| | | | |
| | | | |

Service Change Summary

Route H6 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Commuter

Activity Tier

1

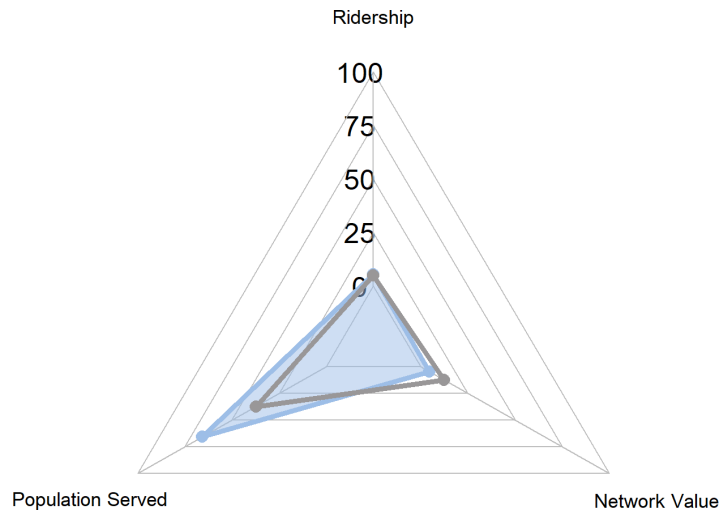
Overall Grade

| | |
|------|---|
| Line | A |
| | |
| | |
| | |
| | |
| | |
| | |

Line Benefit Score

25

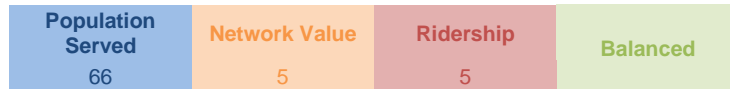
Out of 100



Classification Average



Line Focus:



Line Score:

Operating Statistics

| | | |
|--|-------------------------------|------------------|
| | Annual Operating Costs | \$493,511 |
| | Peak Vehicles | 5 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|-----------------------------------|-------------------|---------------|
| | Service Area Population | 45,770 | |
| | People of Color Population | Service Area | 14,888 |
| | | % Riders Surveyed | 25% |
| | Low Income Household | Service Area | 8,953 |
| | | % Riders Surveyed | 19% |

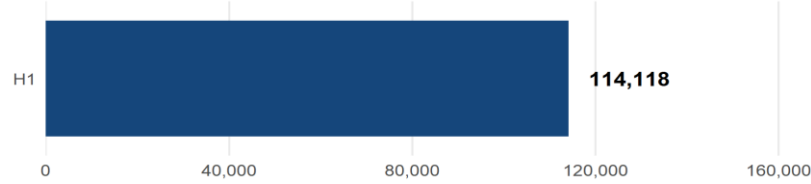
Facilities/Amenities

| | | |
|--|-------------------------------------|------------|
| | Bus Stops | 78 |
| | % Stops With Shelters | 32% |
| | % Stops With Benches | 35% |
| | % Stops With Real-Time Signs | 8% |



Ridership

Annual Ridership

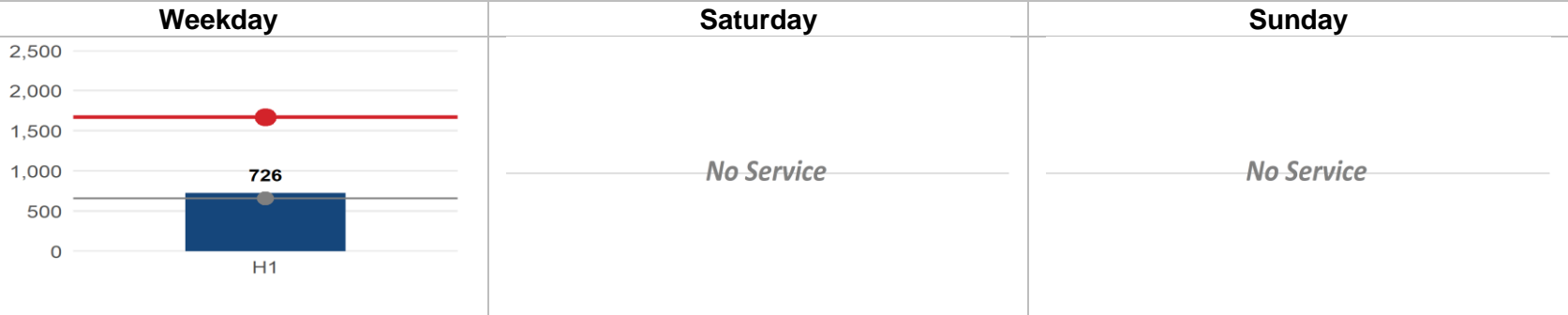


Top Transfer Locations

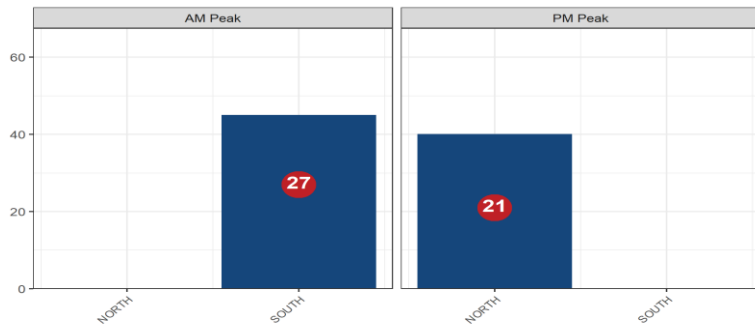
Foggy Bottom, Dupont Circle, Columbia Heights

Average Daily Ridership

- Class/Tier Average
- System Average



Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

| | | Direction: | NORTH | SOUTH |
|---------------------------------|---------------------------------|------------|-------|-------|
| Weekday | Peak Maximum Target: 1 | | | |
| | Off-Peak Maximum Target: 1.0 | | 0.6 | 0.67 |
| Saturday Maximum Target: 1.0 | | | | |
| Sunday Maximum Target: 1.0 | | | | |

Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

A Brookland-Potomac Park

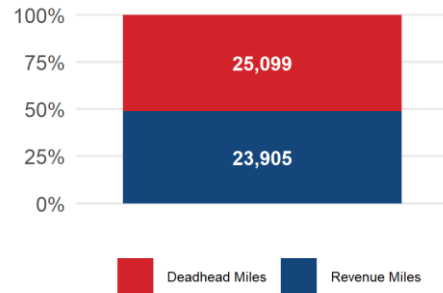
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|--------------------------------------|-----------------------------|-------|-----------|-----------------|-------|-----------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 6:25 AM - 9:56 AM; 4:10 PM - 7:04 PM | - | A | - | - | - | - | - | - |
| | Frequency of Service varies | Peak: 21.5 / Off-Peak: 16.0 | Peak: 19.9 / Off-Peak: 69.8 | - | - | - | - | - | - | - |
| Productivity | Passengers per Revenue Hour N/A | 39.7 | 31.7 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1.5 | 6.6 | 3.5 | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 58% | 72% | E | - | - | - | - | - | - |
| | Crowding 5% | 2% | 4% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Peak: 0.64 | Peak: 0.51 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$3.01 | \$ 4.57 | A | - | - | - | - | - | - |
| | Cost Recovery 25% | 50% | 47% | A | - | - | - | - | - | - |

Route H1

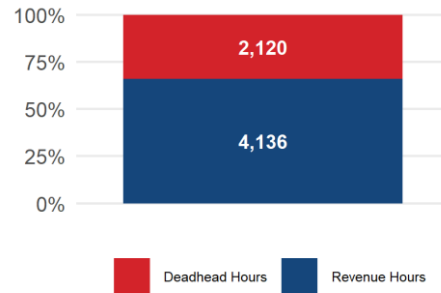
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|---------------|-----------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile N/A | 6.3 | | | 3.2 | | | - | | |
| Route Design | Circuitry N/A | 1.37 | | | 1.3 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour N/A | 39.7 | 31.7 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1.5 | 6.6 | 3.5 | A | - | - | - | - | - | - |
| | Unique Segment Ridership 15% | 0% | 16% | E | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 58% | 72% | E | - | - | - | - | - | - |
| | Crowding 5% | 2% | 4% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Peak: 0.64 | Peak: 0.49 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$3.01 | \$ 4.57 | A | - | - | - | - | - | - |
| | Cost Recovery 25% | 50% | 45% | A | - | - | - | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



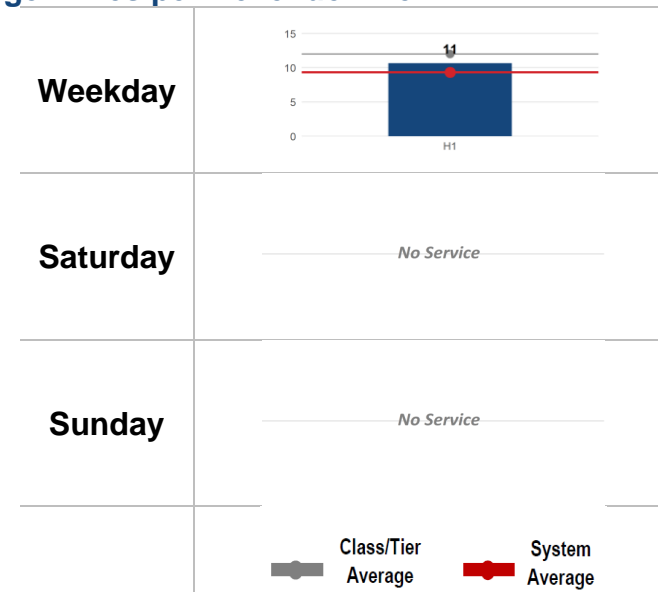
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| H1 | 12.50 | 330 | 330 (100.0%) |
| | | | |
| | | | |
| | | | |
| | | | |

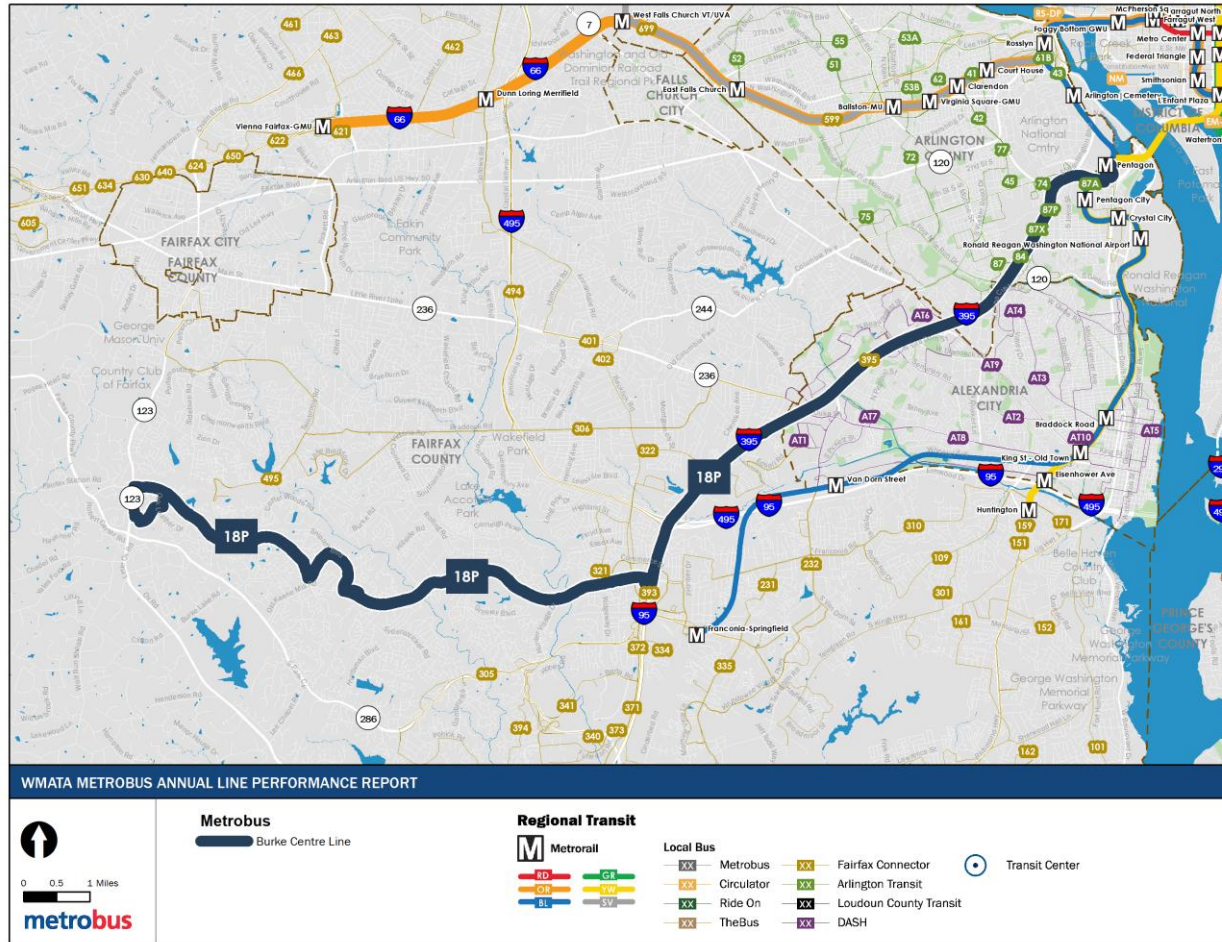
Service Change Summary

Route H1 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

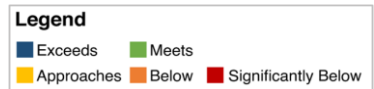
Commuter

Activity Tier

3

Overall Grade

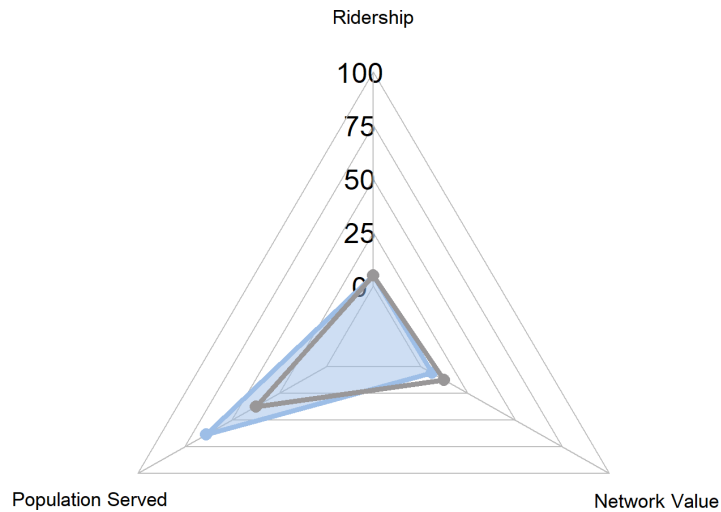
| | |
|------|---|
| Line | B |
| | |
| | |
| | |
| | |
| | |



Line Benefit Score

25

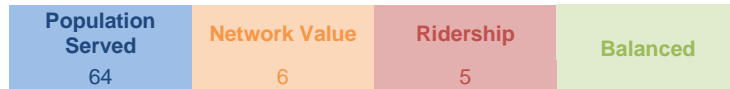
Out of 100



Classification Average

Line Focus:

Line Score:



Operating Statistics

| | | |
|--|------------------------|-----------|
| | Annual Operating Costs | \$690,437 |
| | Peak Vehicles | 7 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|----------------------------|-------------------|-------|
| | Service Area Population | 22,301 | |
| | People of Color Population | Service Area | 6,852 |
| | | % Riders Surveyed | 44% |
| | Low Income Household | Service Area | 2,817 |
| | | % Riders Surveyed | 5% |

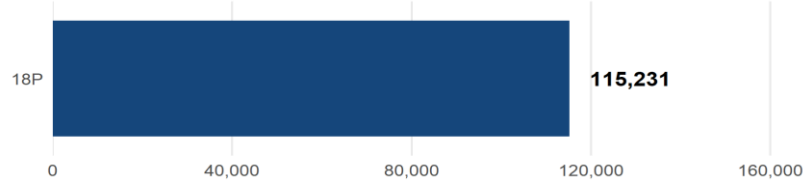
Facilities/Amenities

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



Ridership

Annual Ridership



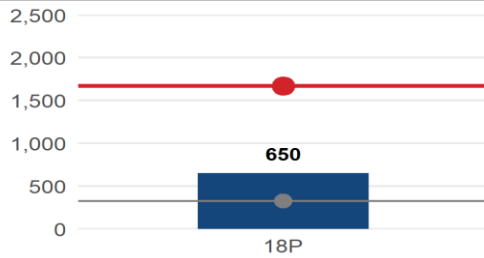
Top Transfer Locations

Pentagon

Average Daily Ridership



Weekday



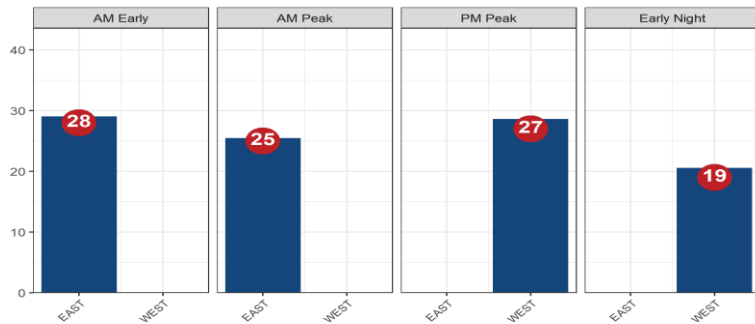
Saturday

No Service

Sunday

No Service

Average Trip Ridership and Maximum Load by Time Period



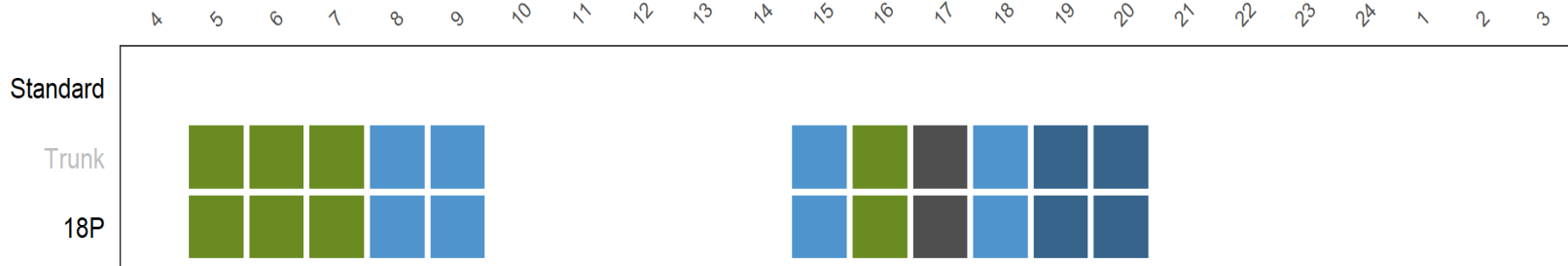
Vehicle Load Factor

| | | Direction: | |
|---------------------------------|---------------------------------|------------|------|
| | | EAST | WEST |
| Weekday | Peak Maximum Target: 1 | 0.64 | 0.68 |
| | Off-Peak Maximum Target: 1.0 | 0.73 | 0.48 |
| Saturday Maximum Target: 1.0 | | | |
| Sunday Maximum Target: 1.0 | | | |

Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

B Burke Centre

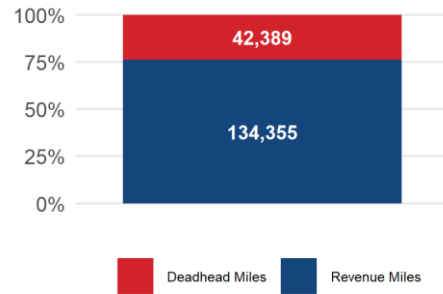
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|--------------------------------------|------------------------------|-------|-----------|-----------------|-------|-----------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 5:07 AM - 9:05 AM; 3:20 PM - 8:05 PM | - | A | - | - | - | - | - | - |
| | Frequency of Service varies | Peak: 18.8 / Off-Peak: NA | Peak: 50.7 / Off-Peak: 119.1 | - | - | - | - | - | - | - |
| Productivity | Passengers per Revenue Hour N/A | 30.5 | 20.8 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 1.3 | 1.1 | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 61% | 73% | E | - | - | - | - | - | - |
| | Crowding 5% | 20% | 3% | E | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.66 Peak: 0.66 | Off-Peak: 0.38 Peak: 0.38 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$3.91 | \$ 6.58 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 100% | 40% | A | - | - | - | - | - | - |

Route 18P

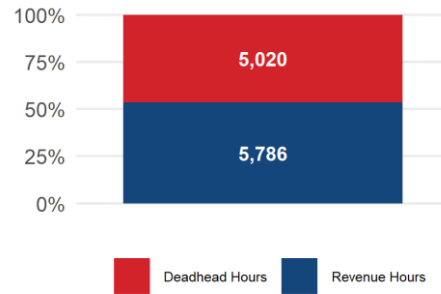
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile N/A | 2.2 | | | 2.1 | | | - | | |
| Route Design | Circuitry N/A | 1.29 | | | 1.5 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour N/A | 30.5 | 20.8 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 1.3 | 1.1 | A | - | - | - | - | - | - |
| | Unique Segment Ridership 15% | 14% | 35% | C | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 61% | 73% | E | - | - | - | - | - | - |
| | Crowding 5% | 20% | 2% | E | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.66 Peak: 0.66 | Off-Peak: 0.42 Peak: 0.37 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$3.91 | \$ 6.58 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 100% | 44% | A | - | - | - | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



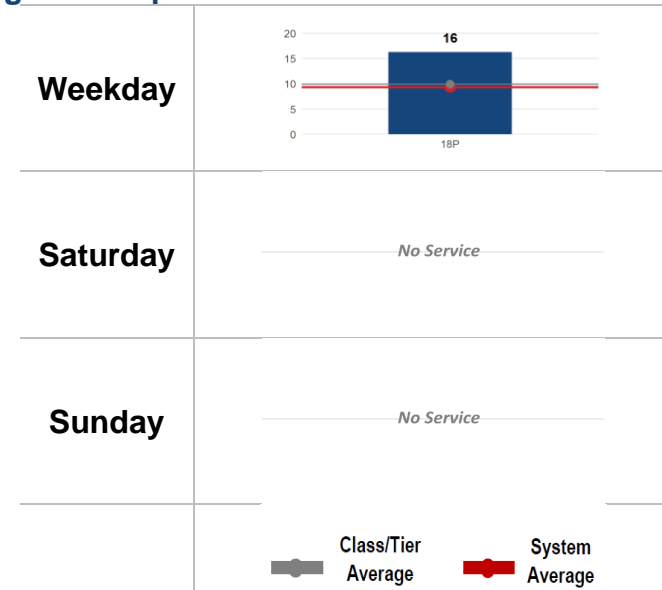
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| 18P | 44.60 | 595 | 540 (90.8%) |
| | | | |
| | | | |
| | | | |

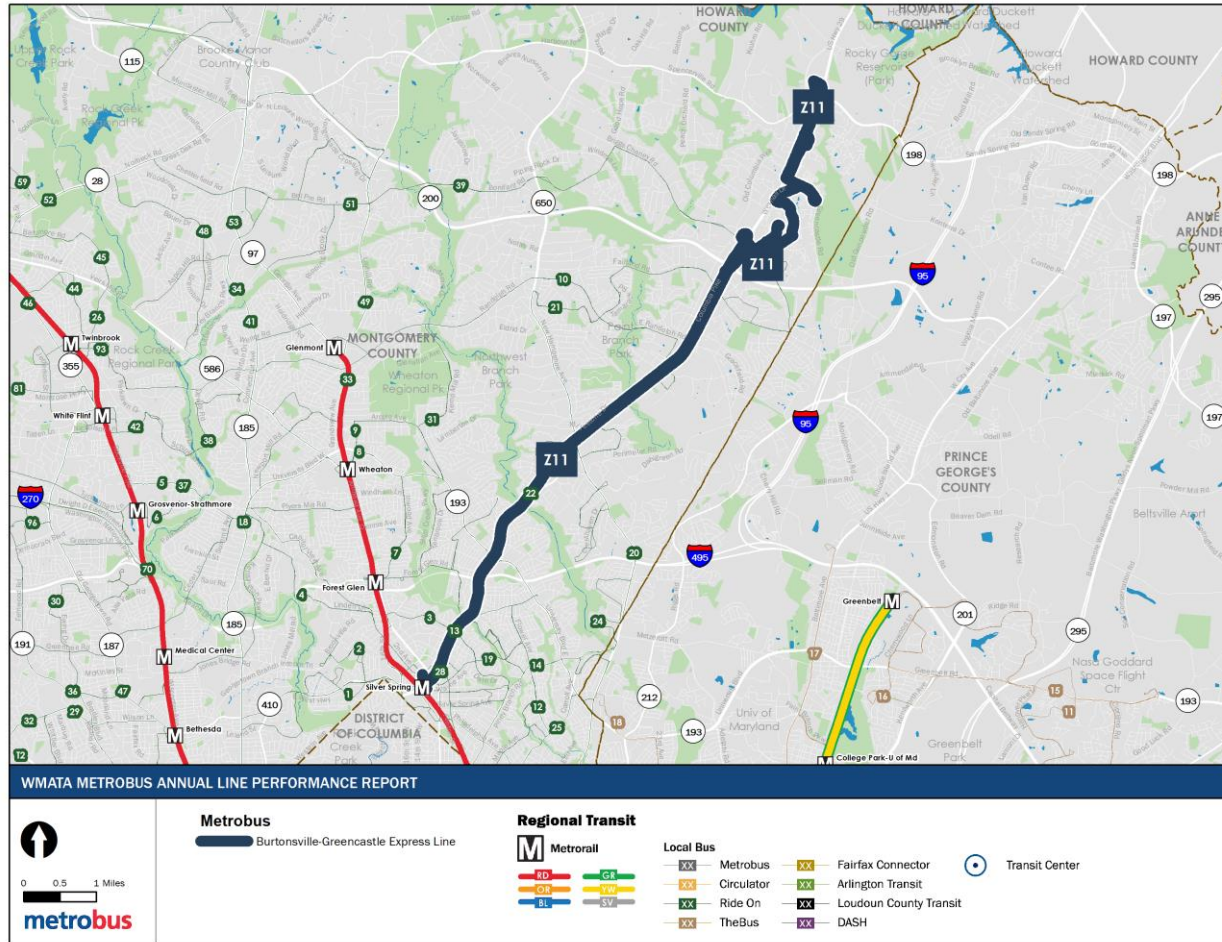
Service Change Summary

Route 18P - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Commuter

Activity Tier

2

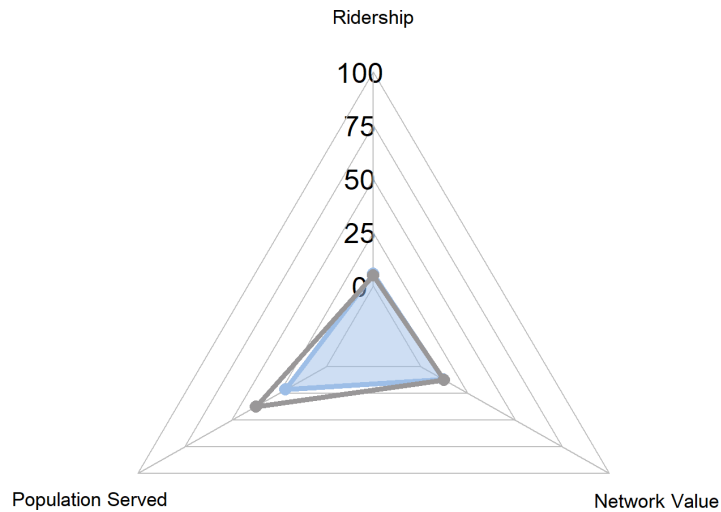
Overall Grade

| | |
|------|----------|
| Line | A |
| | |
| | |
| | |
| | |
| | |
| | |

Line Benefit Score

13

Out of 100



Classification Average



Line Focus:

Population Served

Network Value

Ridership

Balanced

Line Score:

22

12

6

Operating Statistics

| | | |
|--|-------------------------------|--------------------|
| | Annual Operating Costs | \$1,097,489 |
| | Peak Vehicles | 4 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|-----------------------------------|-------------------|---------------|
| | Service Area Population | 16,103 | |
| | People of Color Population | Service Area | 10,841 |
| | | % Riders Surveyed | 97% |
| | Low Income Household | Service Area | 4,470 |
| | | % Riders Surveyed | 78% |

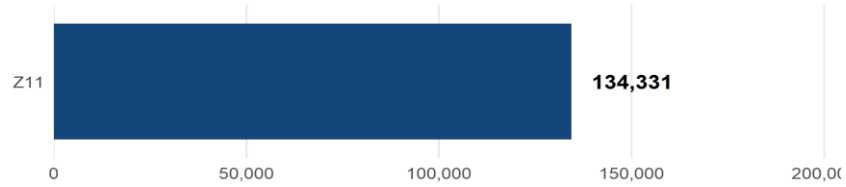
Facilities/Amenities

| | | |
|--|-------------------------------------|------------|
| | Bus Stops | 51 |
| | % Stops With Shelters | 24% |
| | % Stops With Benches | 24% |
| | % Stops With Real-Time Signs | 2% |



Ridership

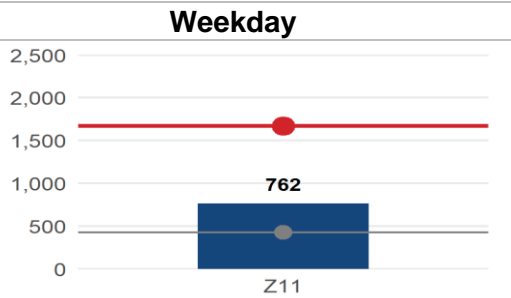
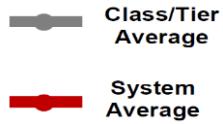
Annual Ridership



Top Transfer Locations

Silver Spring

Average Daily Ridership



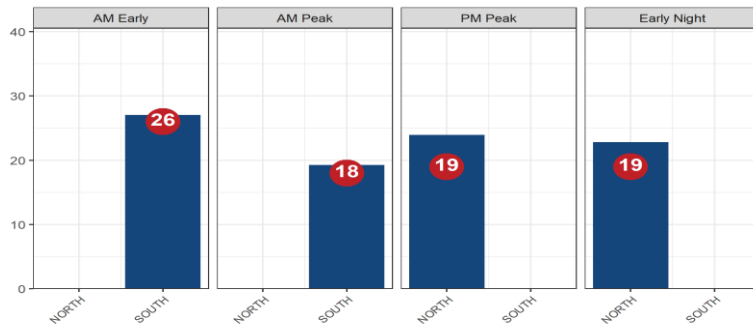
Saturday

No Service

Sunday

No Service

Average Trip Ridership and Maximum Load by Time Period



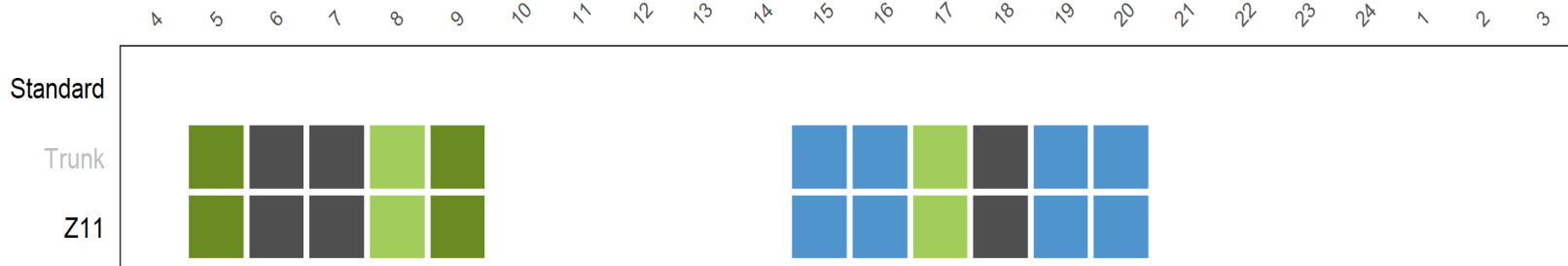
Vehicle Load Factor

| | | Direction: | |
|---------------------------------|---------------------------------|------------|-------|
| | | NORTH | SOUTH |
| Weekday | Peak Maximum Target: 1 | 0.48 | 0.45 |
| | Off-Peak Maximum Target: 1.0 | 0.47 | 0.64 |
| Saturday Maximum Target: 1.0 | | | |
| Sunday Maximum Target: 1.0 | | | |

Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

A Burtonsville-Greencastle Express

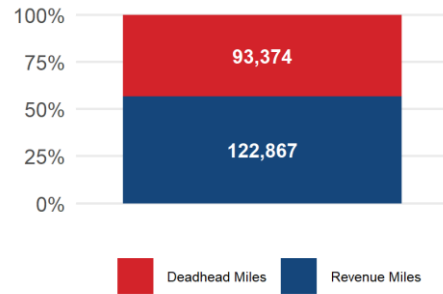
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|--------------------------------------|------------------------------|-------|-----------|-----------------|-------|-----------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 5:09 AM - 9:27 AM; 3:36 PM - 8:21 PM | - | A | - | - | - | - | - | - |
| | Frequency of Service varies | Peak: 12.7 / Off-Peak: 20.0 | Peak: 25.4 / Off-Peak: 102 | - | - | - | - | - | - | - |
| Productivity | Passengers per Revenue Hour N/A | 22 | 22.9 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 1.6 | 1.7 | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 65% | 71% | E | - | - | - | - | - | - |
| | Crowding 5% | 0% | 6% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.57 Peak: 0.46 | Off-Peak: 0.34 Peak: 0.51 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$5.43 | \$ 6.15 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 25% | 42% | A | - | - | - | - | - | - |

Route Z11

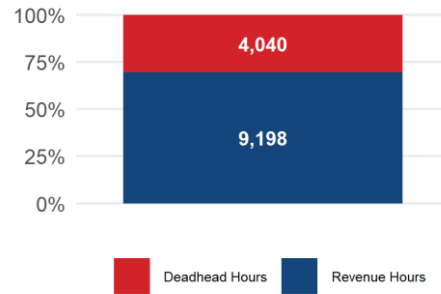
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|-----------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile N/A | 2.4 | | | 2.9 | | | - | | |
| Route Design | Circuitry N/A | 1.38 | | | 1.48 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour N/A | 22 | 22.9 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 1.6 | 1.7 | A | - | - | - | - | - | - |
| | Unique Segment Ridership 15% | 28% | 18% | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 65% | 71% | E | - | - | - | - | - | - |
| | Crowding 5% | 0% | 4% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.57 Peak: 0.46 | Off-Peak: 0.3 Peak: 0.45 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$5.43 | \$ 6.15 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 25% | 39% | A | - | - | - | - | - | - |

Operational Analysis

Miles Allocation



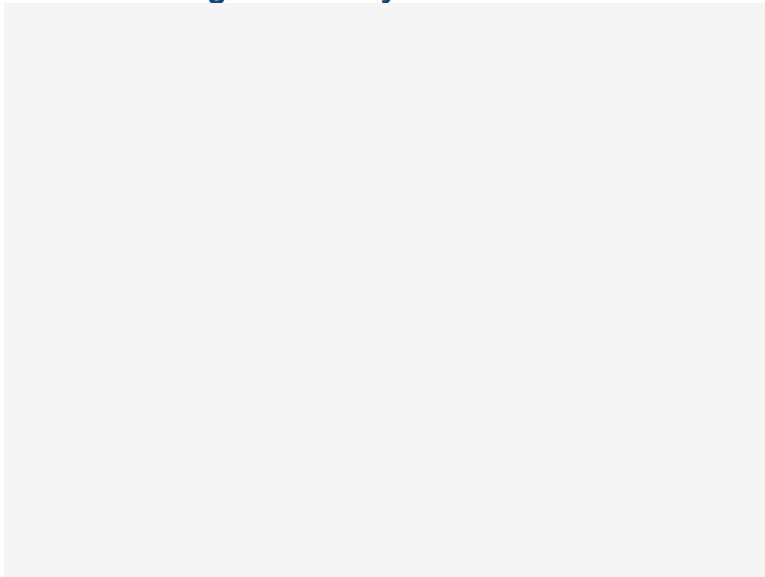
Hours Allocation



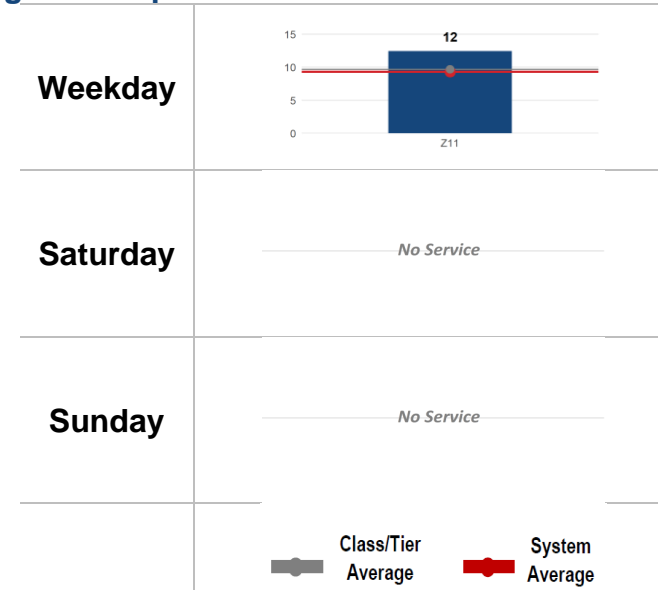
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| Z11 | 28.70 | 805 | 804 (99.9%) |
| | | | |
| | | | |
| | | | |

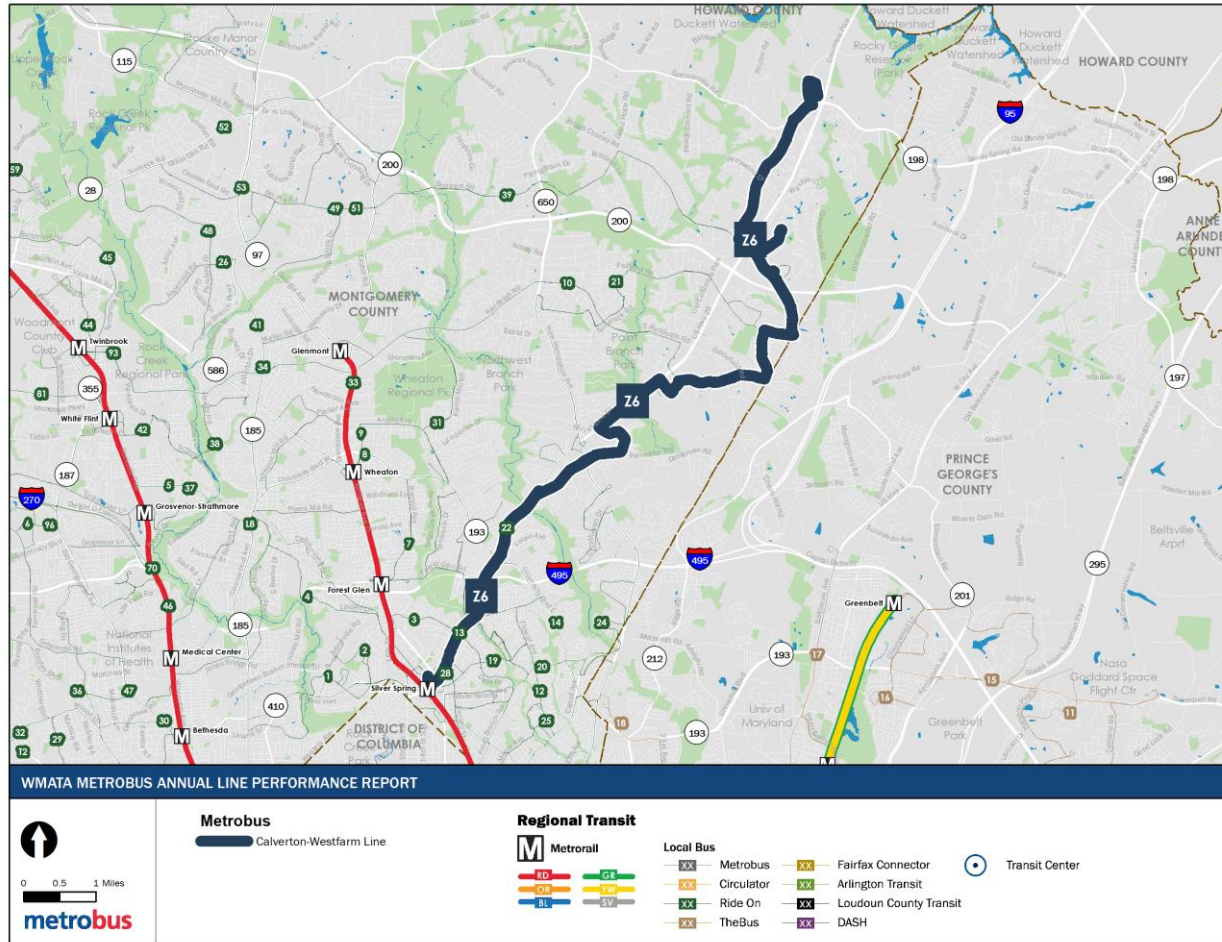
Service Change Summary



Passenger Miles per Revenue Mile



About the Line



Service Classification

Framework

Activity Tier

2

Overall Grade

| Line | Grade |
|------|-------|
| Line | B |
| | |
| | |
| | |
| | |
| | |
| | |

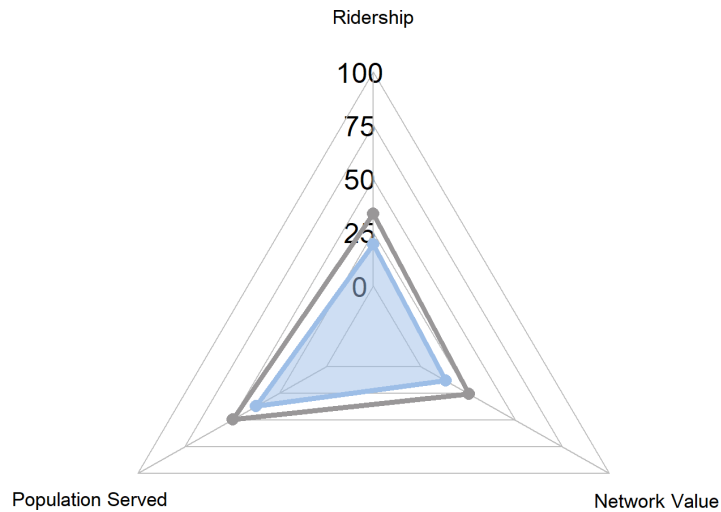
Legend

| | |
|-----------------------|---------|
| ■ Exceeds | ■ Meets |
| ■ Approaches | ■ Below |
| ■ Significantly Below | |

Line Benefit Score

23

Out of 100



Classification Average

Line Focus:

Line Score:



Operating Statistics

| | | |
|--|------------------------|-------------|
| | Annual Operating Costs | \$2,740,454 |
| | Peak Vehicles | 0 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|----------------------------|-------------------|--------|
| | Service Area Population | 29,839 | |
| | People of Color Population | Service Area | 17,571 |
| | | % Riders Surveyed | 91% |
| | Low Income Household | Service Area | 8,092 |
| | | % Riders Surveyed | 64% |

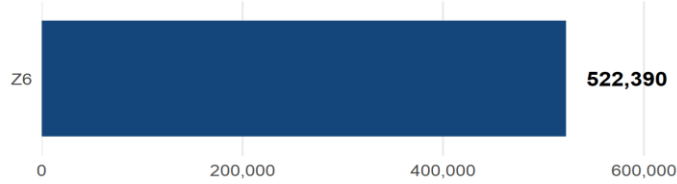
Facilities/Amenities

| | | |
|--|------------------------------|-----|
| | Bus Stops | 139 |
| | % Stops With Shelters | 19% |
| | % Stops With Benches | 25% |
| | % Stops With Real-Time Signs | 1% |



Ridership

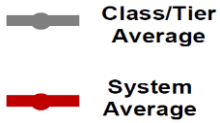
Annual Ridership



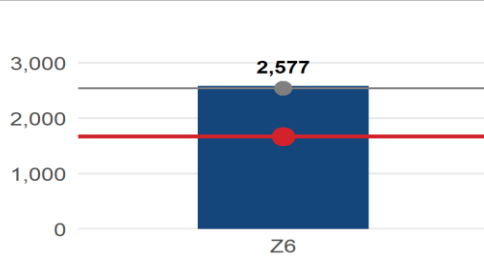
Top Transfer Locations

Silver Spring

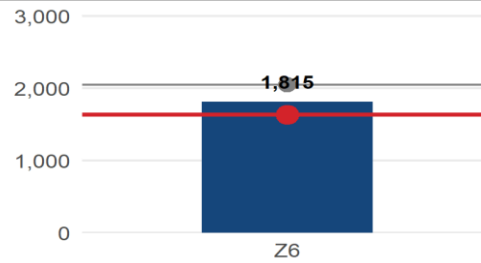
Average Daily Ridership



Weekday



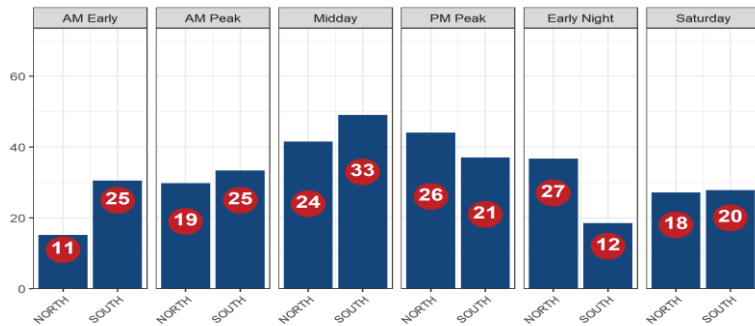
Saturday



Sunday

No Service

Average Trip Ridership and Maximum Load by Time Period



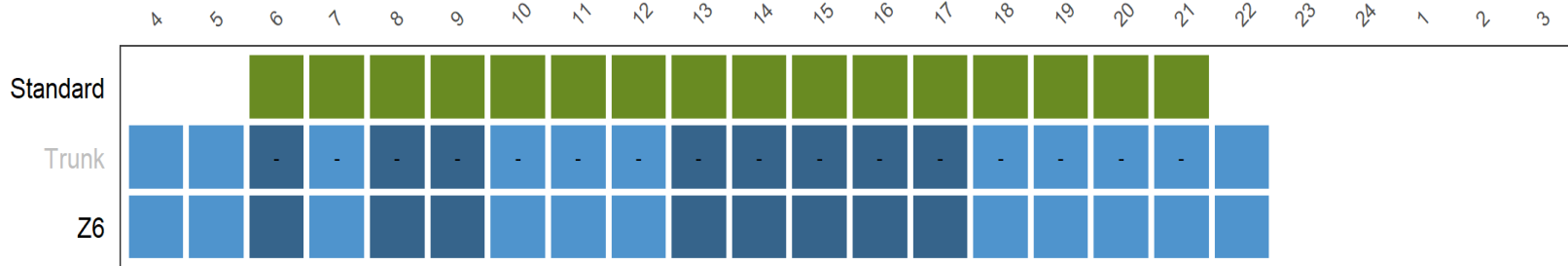
Vehicle Load Factor

| | | Direction: | NORTH | SOUTH |
|---------------------------------|---------------------------------|------------|-------|-------|
| Weekday | Peak Maximum Target: 1 | | 0.58 | 0.58 |
| | Off-Peak Maximum Target: 1.0 | | 0.62 | 0.64 |
| Saturday Maximum Target: 1.0 | | | 0.44 | 0.5 |
| Sunday Maximum Target: 1.0 | | | | |

Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

B Calverton-Westfarm

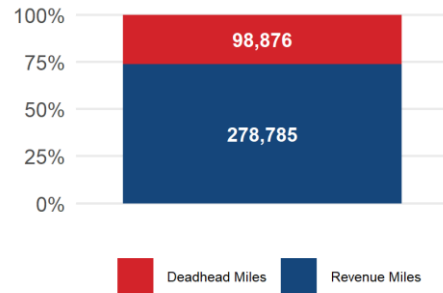
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|-----------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 4:55 AM - 10:48 PM | - | A | 5:45 AM - 10:40 PM | - | A | - | - | - |
| | Frequency of Service varies | Peak: 31.7 / Off-Peak: 30.3 | Peak: 19.4 / Off-Peak: 34 | E | 30.1 | 29.8 | C | - | - | - |
| Productivity | Passengers per Revenue Hour 20 | 34.8 | 30.5 | A | 30.6 | 28.9 | A | - | - | - |
| | Passengers per Revenue Mile 2 | 2.7 | 3.0 | A | 2.5 | 2.7 | A | - | - | - |
| Reliability | On-Time Performance 79% | 61% | 73% | E | 71% | 76% | D | - | - | - |
| | Crowding 5% | 7% | 3% | E | 4% | 3% | A | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.63 Peak: 0.58 | Off-Peak: 0.44 Peak: 0.52 | A | 0.47 | 0.41 | A | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$3.43 | \$ 4.44 | A | \$3.90 | \$ 4.73 | A | - | - | - |
| | Cost Recovery 20% | 32% | 31% | A | 28% | 27% | A | - | - | - |

Route Z6

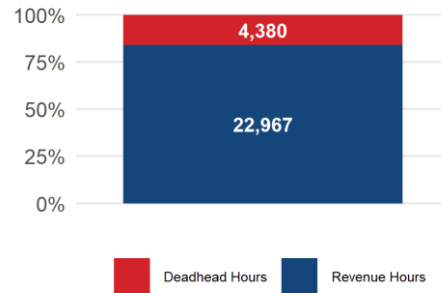
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 4.9 | | | 4.5 | | | A | | |
| | Circuitry 1.75 | 1.48 | | | 1.47 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 20 | 34.8 | 30.5 | A | 30.6 | 28.9 | A | - | - | - |
| | Passengers per Revenue Mile 2 | 2.7 | 3.0 | A | 2.5 | 2.7 | A | - | - | - |
| | Unique Segment Ridership 10% | 16% | 16% | A | 27% | 35% | A | - | - | - |
| Reliability | On-Time Performance 79% | 61% | 73% | E | 71% | 76% | D | - | - | - |
| | Crowding 5% | 7% | 2% | E | 4% | 3% | A | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.63 Peak: 0.58 | Off-Peak: 0.42 Peak: 0.52 | A | 0.47 | 0.42 | A | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$3.43 | \$ 4.44 | A | \$3.90 | \$ 4.73 | A | - | - | - |
| | Cost Recovery 20% | 32% | 30% | A | 28% | 26% | A | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



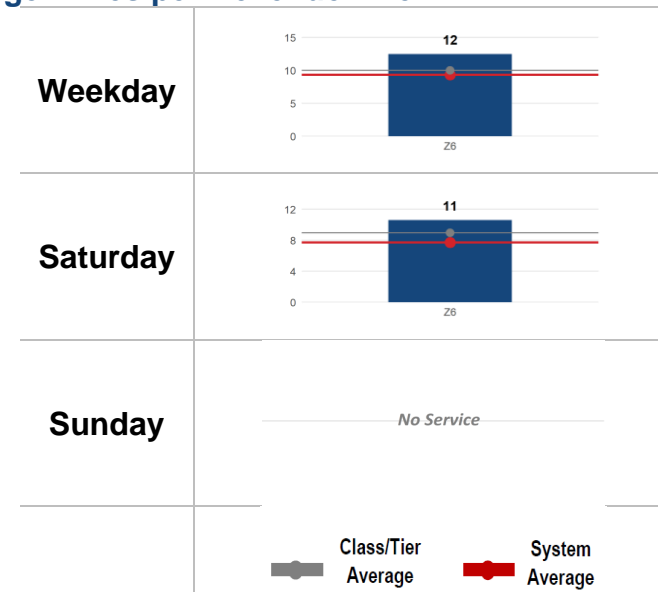
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| Z6 | 30.40 | 1,848 | 1,840 (99.6%) |
| | | | |
| | | | |
| | | | |
| | | | |

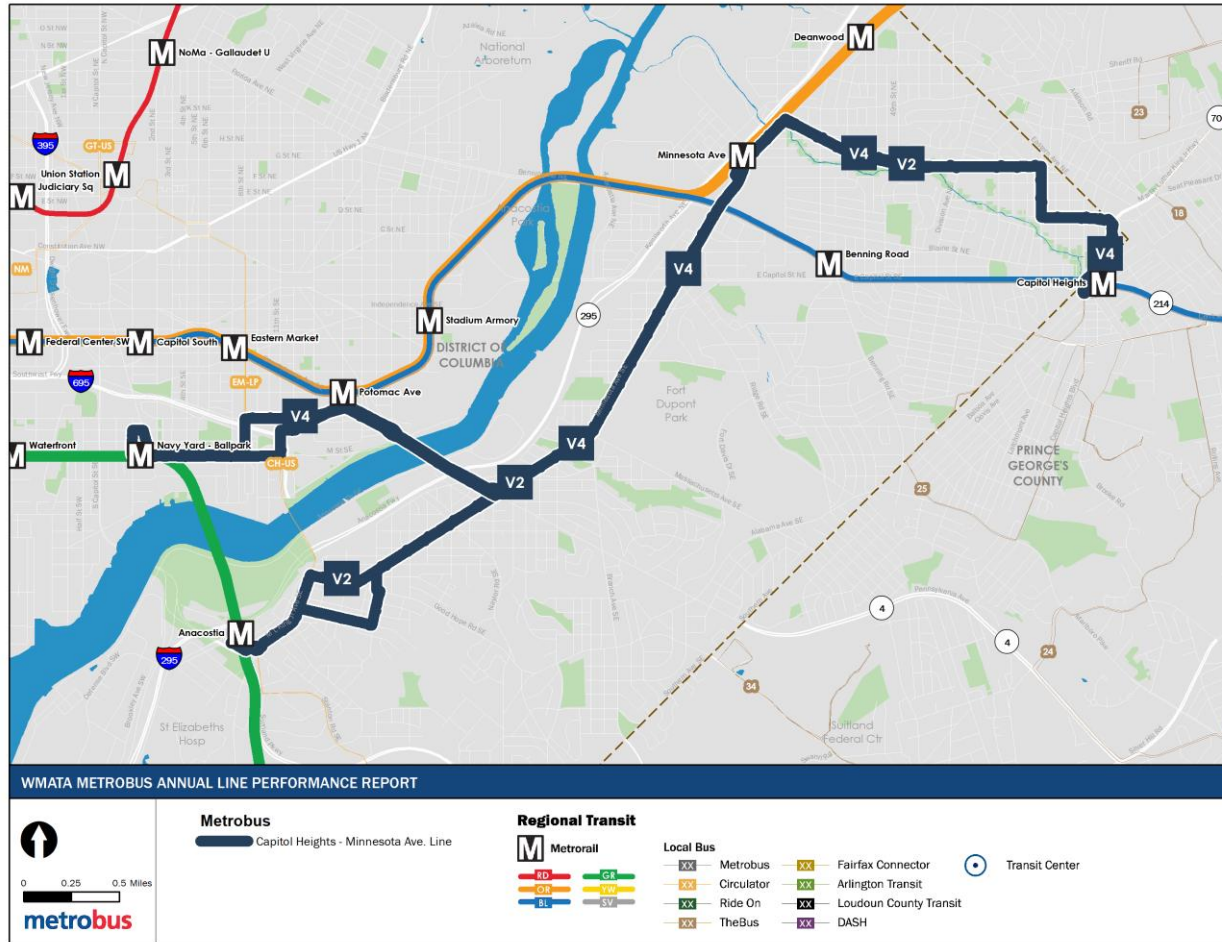
Service Change Summary

Route Z6 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Framework

Activity Tier

2

Overall Grade

| Line | Overall Grade |
|---------------------------------------|---------------|
| Capitol Heights - Minnesota Ave. Line | B |
| | |
| | |
| | |
| | |
| | |

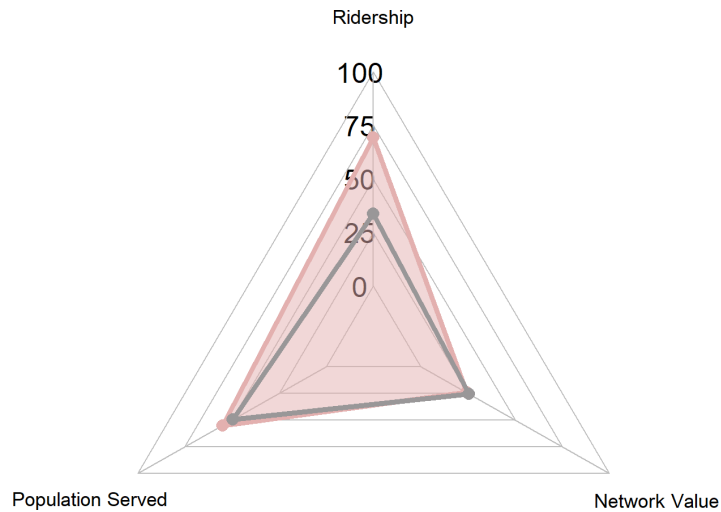
Legend

■ Exceeds ■ Meets
■ Approaches ■ Below ■ Significantly Below

Line Benefit Score

49

Out of 100



Classification Average



Line Focus:

Population Served

Network Value

Ridership

Balanced




Line Score:

55




24

69





Operating Statistics

| | | |
|---|-------------------------------|--------------------|
|  | Annual Operating Costs | \$6,198,921 |
|  | Peak Vehicles | 19 |
|  | Vehicle Type(s) | 40 Foot |

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

| | | | |
|---|-----------------------------------|-------------------|---------------|
|  | Service Area Population | 73,179 | |
|  | People of Color Population | Service Area | 65,040 |
| | | % Riders Surveyed | 99% |
|  | Low Income Household | Service Area | 35,083 |
| | | % Riders Surveyed | 76% |

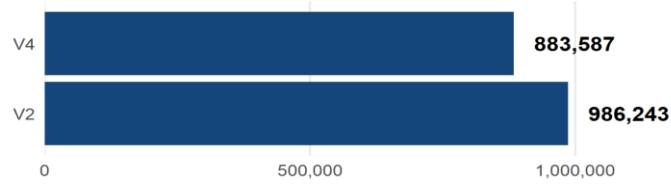
Facilities/Amenities

| | | |
|---|-------------------------------------|------------|
|  | Bus Stops | 114 |
|  | % Stops With Shelters | 18% |
|  | % Stops With Benches | 17% |
|  | % Stops With Real-Time Signs | 6% |



Ridership

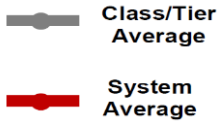
Annual Ridership



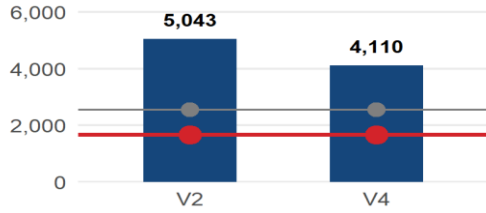
Top Transfer Locations

Minnesota Avenue, Capitol Heights, Anacostia

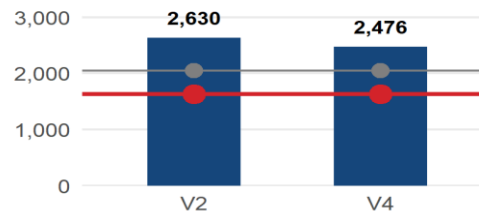
Average Daily Ridership



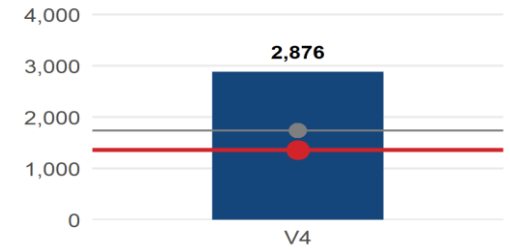
Weekday



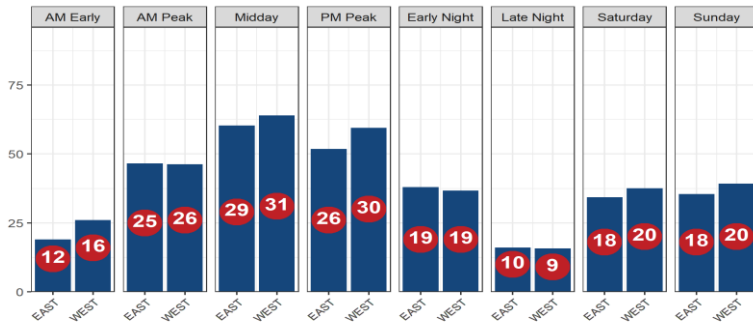
Saturday



Sunday



Average Trip Ridership and Maximum Load by Time Period



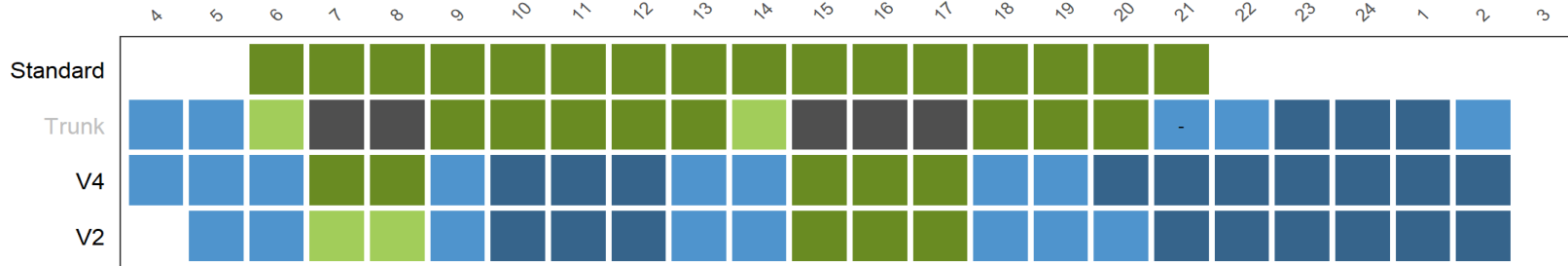
Vehicle Load Factor

| | | Direction: | |
|---------------------------------|---------------------------------|------------|------|
| | | EAST | WEST |
| Weekday | Peak Maximum Target: 1 | 0.65 | 0.69 |
| | Off-Peak Maximum Target: 1.0 | 0.54 | 0.58 |
| Saturday Maximum Target: 1.0 | | 0.45 | 0.5 |
| Sunday Maximum Target: 1.0 | | 0.46 | 0.52 |

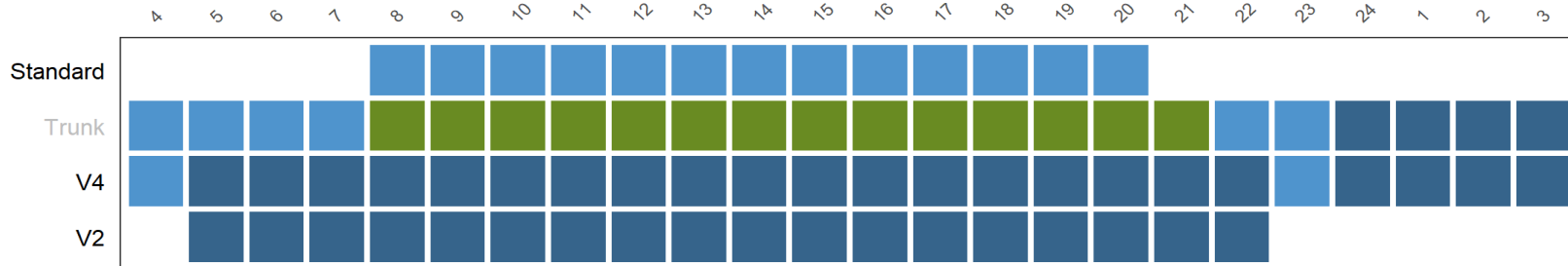
Span and Frequency



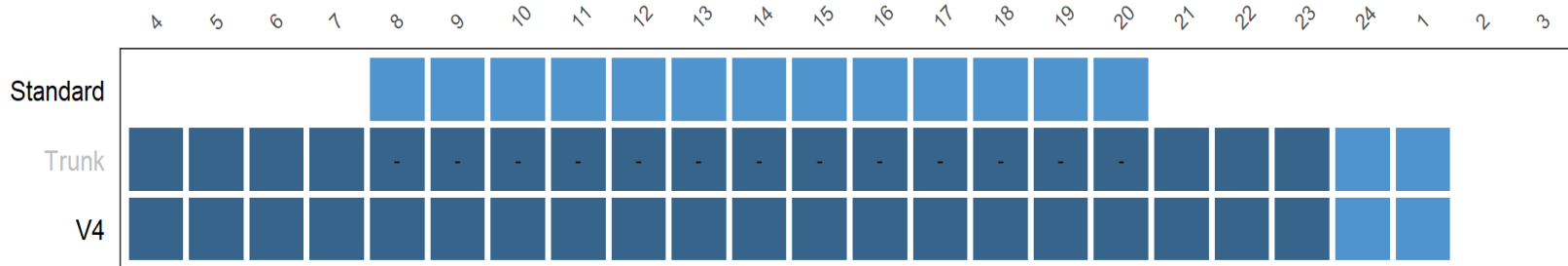
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

B Capitol Heights - Minnesota Ave.

| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|------------------------------|------------------------------|-------|-------------------|-----------------|-------|-------------------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 4:10 AM - 2:59 AM | - | A | 4:30 AM - 3:02 AM | - | A | 4:30 AM - 1:30 AM | - | A |
| | Frequency of Service varies | Peak: 11.7 / Off-Peak: 18.1 | Peak: 19.4 / Off-Peak: 34 | A | 22.1 | 29.8 | A | 31.9 | 33.8 | C |
| Productivity | Passengers per Revenue Hour 20 | 52.1 | 30.5 | A | 41.1 | 28.9 | A | 49.2 | 29.0 | A |
| | Passengers per Revenue Mile 2 | 6.6 | 3.0 | A | 5.0 | 2.7 | A | 5.0 | 2.6 | A |
| Reliability | On-Time Performance 79% | 77% | 73% | C | 83% | 76% | B | 74% | 79% | C |
| | Crowding 5% | 9% | 3% | E | 3% | 3% | A | 5% | 2% | B |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.56 Peak: 0.67 | Off-Peak: 0.44 Peak: 0.52 | B | 0.47 | 0.41 | A | 0.49 | 0.4 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$2.29 | \$ 4.44 | A | \$2.90 | \$ 4.73 | A | \$2.43 | \$ 4.90 | A |
| | Cost Recovery 20% | 27% | 31% | A | 21% | 27% | B | 25% | 27% | A |

Route V2

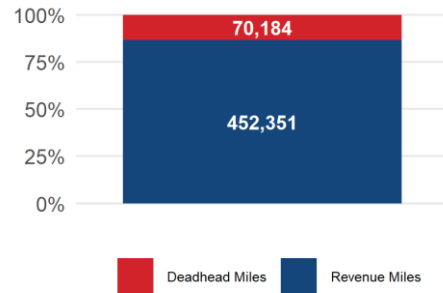
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 6.7 | | | 4.5 | | | E | | |
| | Circuitry 1.75 | 1.26 | | | 1.47 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 20 | 58.5 | 30.5 | A | 47.1 | 28.9 | A | - | - | - |
| | Passengers per Revenue Mile 2 | 7.7 | 3.0 | A | 6.0 | 2.7 | A | - | - | - |
| | Unique Segment Ridership 10% | 0% | 16% | E | 0% | 35% | E | - | - | - |
| Reliability | On-Time Performance 79% | 77% | 73% | C | 83% | 76% | B | - | - | - |
| | Crowding 5% | 12% | 2% | E | 5% | 3% | B | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.65 Peak: 0.76 | Off-Peak: 0.42 Peak: 0.52 | B | 0.55 | 0.42 | A | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$2.04 | \$ 4.44 | A | \$2.53 | \$ 4.73 | A | - | - | - |
| | Cost Recovery 20% | 30% | 30% | A | 24% | 26% | A | - | - | - |

Route V4

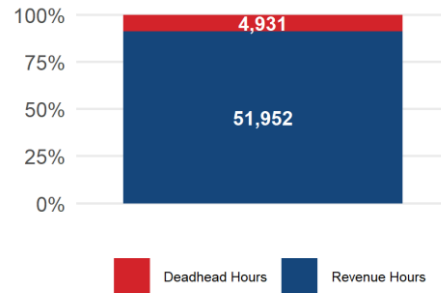
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 5.7 | | | 4.5 | | | E | | |
| | Circuitry 1.75 | 1.29 | | | 1.47 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 20 | 45.9 | 30.5 | A | 36.2 | 28.9 | A | 49.2 | 29.0 | A |
| | Passengers per Revenue Mile 2 | 5.6 | 3.0 | A | 4.2 | 2.7 | A | 5.0 | 2.6 | A |
| | Unique Segment Ridership 10% | 1% | 16% | E | 9% | 35% | C | 86% | 46% | A |
| Reliability | On-Time Performance 79% | 76% | 73% | C | 82% | 76% | B | 74% | 79% | C |
| | Crowding 5% | 4% | 2% | A | 1% | 3% | A | 5% | 1% | B |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.48 Peak: 0.58 | Off-Peak: 0.42 Peak: 0.52 | A | 0.41 | 0.42 | A | 0.49 | 0.4 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$2.60 | \$ 4.44 | A | \$3.29 | \$ 4.73 | A | \$2.43 | \$ 4.90 | A |
| | Cost Recovery 20% | 24% | 30% | A | 19% | 26% | C | 26% | 27% | A |

Operational Analysis

Miles Allocation



Hours Allocation



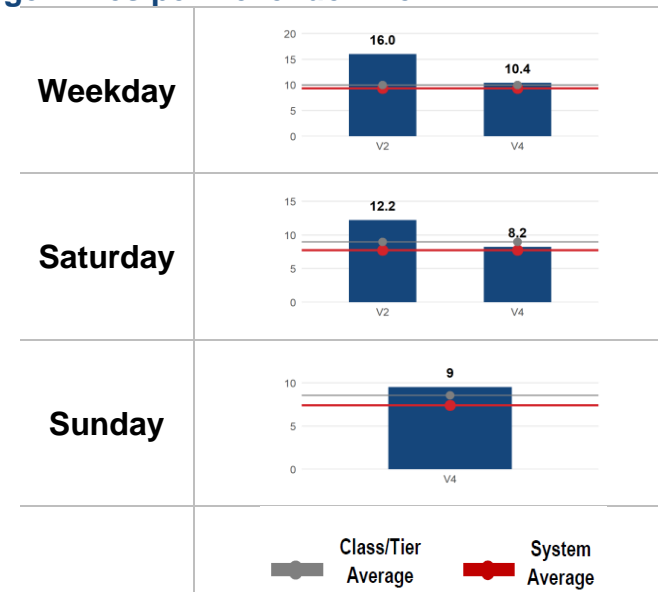
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| V2 | 14.40 | 2,400 | 2,374 (98.9%) |
| V4 | 15.30 | 2,895 | 2,877 (99.4%) |
| | | | |
| | | | |

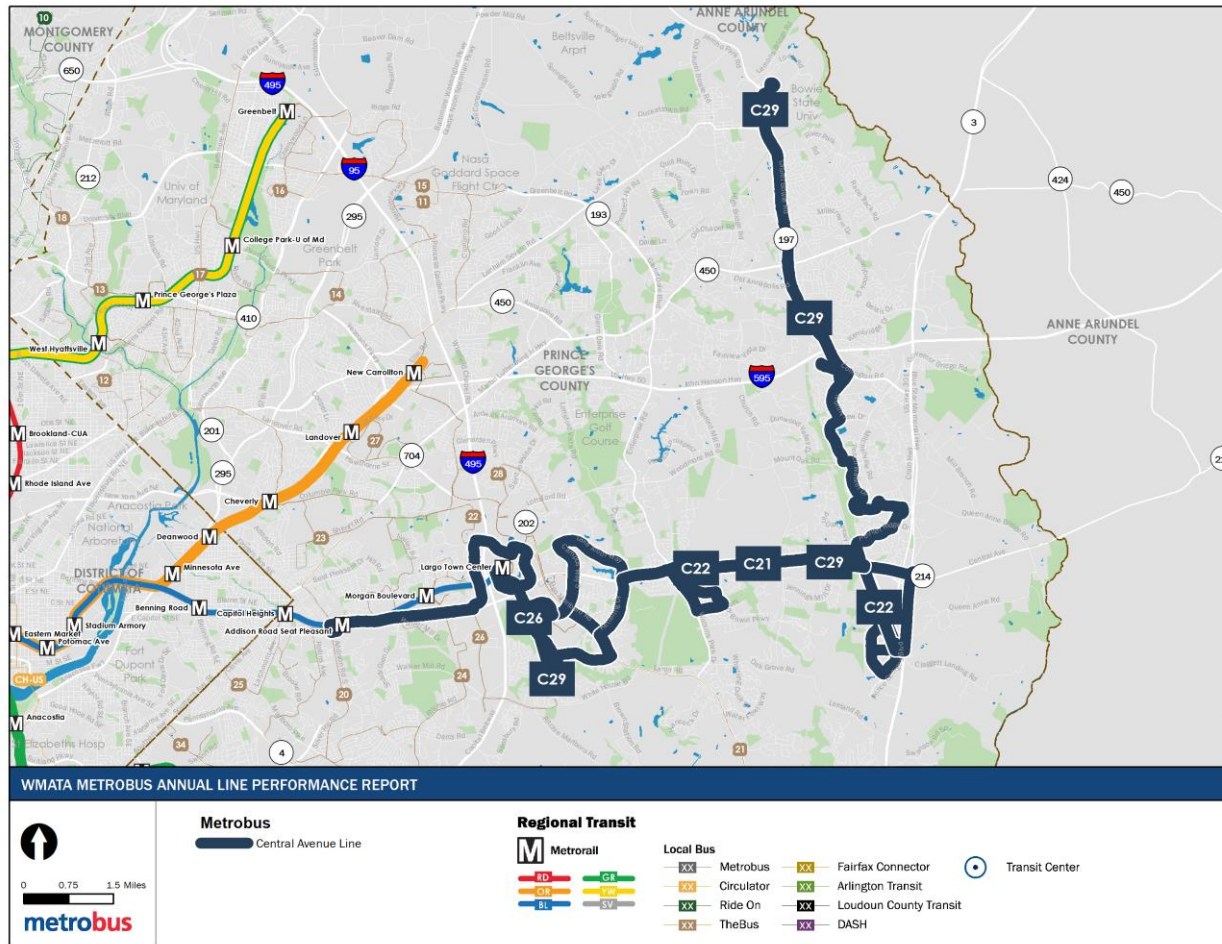
Service Change Summary

Route V2 - June 2020:
 Weekday: 2 a.m.; Saturday: 2 a.m.; Sunday: 12 midnight-2 a.m. only;
 Route V4 - June 2020:
 Weekday: relocate Navy Yard terminal; Saturday: relocate Navy Yard terminal; Sunday: relocate Navy Yard terminal;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Coverage

Activity Tier

3

Overall Grade

| Line | Grade |
|---------------------------|-------|
| Line 152 - Central Avenue | B |
| | |
| | |
| | |
| | |
| | |
| | |

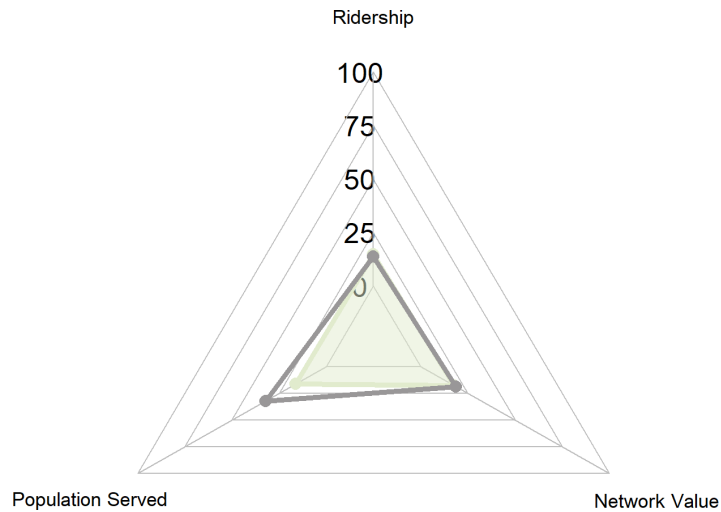
Legend

- Exceeds
- Meets
- Approaches
- Below
- Significantly Below

Line Benefit Score

16

Out of 100



Classification Average



Line Focus:

Population Served

Network Value

Ridership

Balanced

Line Score:

16

18

15

Operating Statistics

| | | |
|--|-------------------------------|--------------------|
| | Annual Operating Costs | \$2,941,449 |
| | Peak Vehicles | 7 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|-----------------------------------|-------------------|---------------|
| | Service Area Population | 73,543 | |
| | People of Color Population | Service Area | 63,572 |
| | | % Riders Surveyed | 100% |
| | Low Income Household | Service Area | 9,870 |
| | | % Riders Surveyed | 49% |

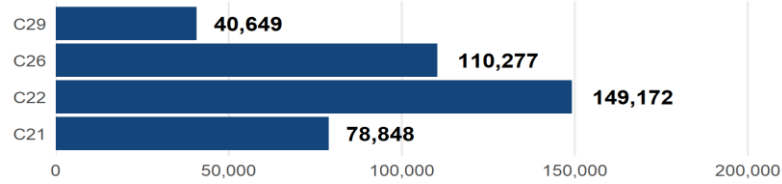
Facilities/Amenities

| | | |
|--|-------------------------------------|------------|
| | Bus Stops | 289 |
| | % Stops With Shelters | 45% |
| | % Stops With Benches | 17% |
| | % Stops With Real-Time Signs | 0% |



Ridership

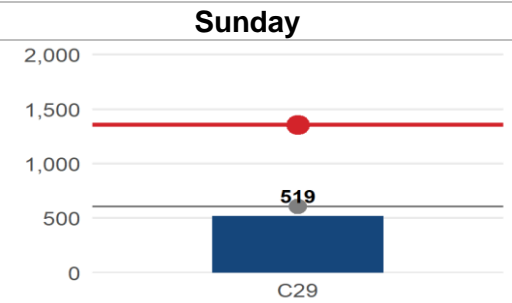
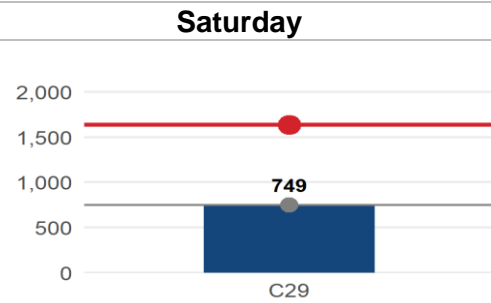
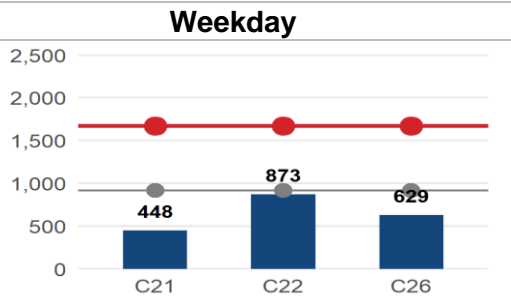
Annual Ridership



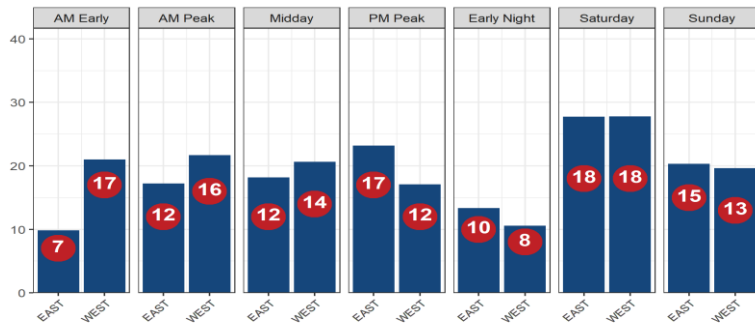
Top Transfer Locations

Largo Town Center, Addison Road

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period



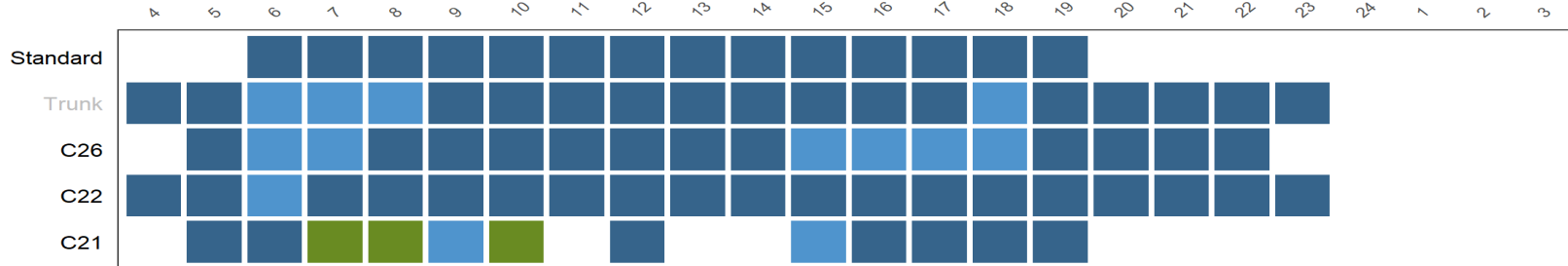
Vehicle Load Factor

| | | Direction: | |
|---------------------------------|---------------------------------|------------|------|
| | | EAST | WEST |
| Weekday | Peak Maximum Target: 1 | 0.36 | 0.35 |
| | Off-Peak Maximum Target: 1.0 | 0.27 | 0.32 |
| Saturday Maximum Target: 1.0 | | 0.45 | 0.44 |
| Sunday Maximum Target: 1.0 | | 0.37 | 0.34 |

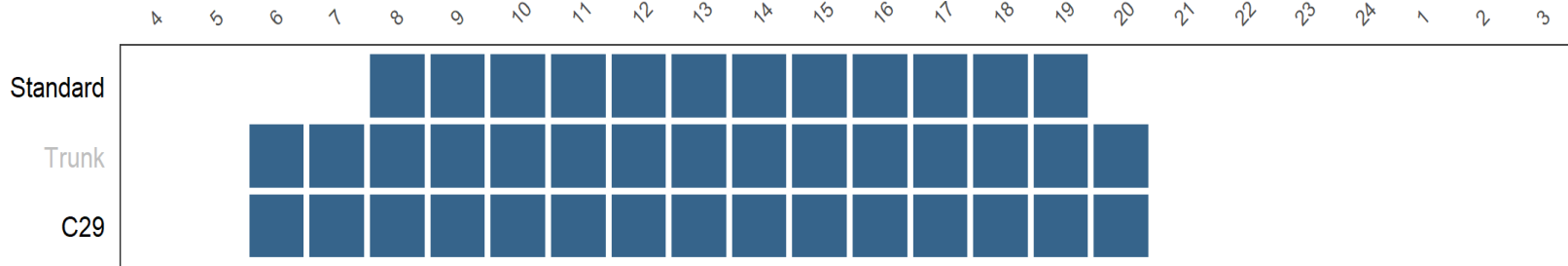
Span and Frequency



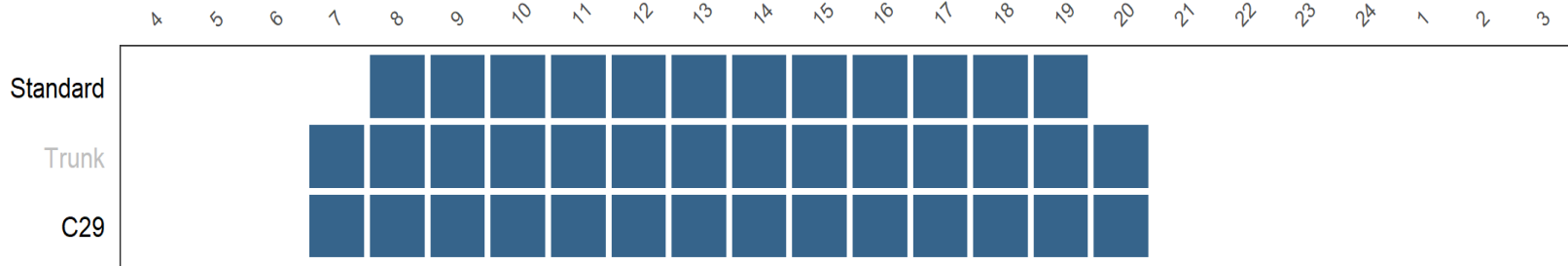
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

B Central Avenue

| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|-----------------------------|------------------------------|-------|-------------------|-----------------|-------|-------------------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 4:46 AM - 11:06 PM | - | A | 6:43 AM - 8:53 PM | - | A | 7:30 AM - 8:28 PM | - | A |
| | Frequency of Service varies | Peak: 29.1 / Off-Peak: 47.5 | Peak: 28.1 / Off-Peak: 61.2 | A | 60.0 | 48.0 | B | 60.1 | 49.5 | C |
| Productivity | Passengers per Revenue Hour 10 | 24.0 | 25.4 | A | 18.1 | 27.6 | A | 18.0 | 25.5 | A |
| | Passengers per Revenue Mile 1 | 1.5 | 2.2 | A | 1.0 | 2.3 | C | 1.1 | 2.1 | B |
| Reliability | On-Time Performance 79% | 88% | 81% | A | 75% | 80% | C | 84% | 85% | B |
| | Crowding 5% | 0% | 1% | A | 4% | 1% | A | 5% | 1% | B |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.3 Peak: 0.35 | Off-Peak: 0.27 Peak: 0.35 | A | 0.45 | 0.31 | A | 0.35 | 0.28 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$4.97 | \$ 5.33 | A | \$6.60 | \$ 4.81 | B | \$6.64 | \$ 5.31 | B |
| | Cost Recovery 20% | 20% | 23% | B | 15% | 20% | D | 15% | 19% | D |

Route C21

| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 3.7 | | | 4.9 | | | E | | |
| Route Design | Circuitry N/A | 1.82 | | | 12.83 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 10 | 25.6 | 25.4 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 1.4 | 2.2 | A | - | - | - | - | - | - |
| | Unique Segment Ridership 10% | 7% | 33% | D | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 86% | 81% | A | - | - | - | - | - | - |
| | Crowding 5% | 0% | 1% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.33 Peak: 0.41 | Off-Peak: 0.27 Peak: 0.35 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$4.66 | \$ 5.33 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 20% | 22% | C | - | - | - | - | - | - |

Route C22

| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 3.8 | | | 4.9 | | | E | | |
| Route Design | Circuitry N/A | 1.61 | | | 12.83 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 10 | 23.6 | 25.4 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 1.4 | 2.2 | A | - | - | - | - | - | - |
| | Unique Segment Ridership 10% | 5% | 33% | D | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 84% | 81% | B | - | - | - | - | - | - |
| | Crowding 5% | 0% | 1% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.38 Peak: 0.43 | Off-Peak: 0.27 Peak: 0.35 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$5.06 | \$ 5.33 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 19% | 22% | C | - | - | - | - | - | - |

Route C26

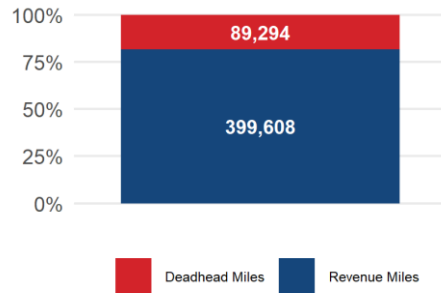
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 5.3 | | | 4.9 | | | E | | |
| Route Design | Circuitry N/A | 1.81 | | | 12.83 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 10 | 23.7 | 25.4 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 1.8 | 2.2 | A | - | - | - | - | - | - |
| | Unique Segment Ridership 10% | 61% | 33% | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 94% | 81% | A | - | - | - | - | - | - |
| | Crowding 5% | 0% | 1% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.22 Peak: 0.28 | Off-Peak: 0.27 Peak: 0.35 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$5.04 | \$ 5.33 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 25% | 22% | A | - | - | - | - | - | - |

Route C29

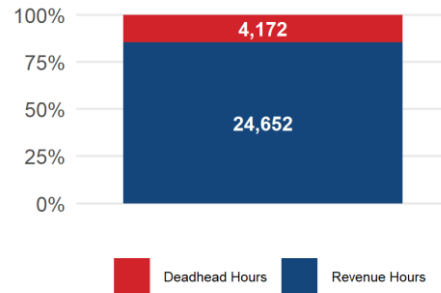
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|---------------|-----------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 4.3 | | | 4.9 | | | A | | |
| Route Design | Circuitry N/A | 2.12 | | | 12.83 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 10 | - | - | - | 18.1 | 27.6 | A | 18.0 | 25.5 | A |
| | Passengers per Revenue Mile 1 | - | - | - | 1.0 | 2.3 | C | 1.1 | 2.1 | B |
| | Unique Segment Ridership 10% | - | - | - | 55% | 56% | A | 47% | 58% | A |
| Reliability | On-Time Performance 79% | 69% | 81% | E | 75% | 80% | C | 84% | 85% | B |
| | Crowding 5% | - | - | - | 4% | 1% | A | 5% | 1% | B |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | - | - | - | 0.45 | 0.32 | A | 0.35 | 0.28 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | - | - | - | \$6.60 | \$ 4.81 | B | \$6.64 | \$ 5.31 | B |
| | Cost Recovery 20% | - | - | - | 12% | 20% | E | 11% | 18% | E |

Operational Analysis

Miles Allocation



Hours Allocation



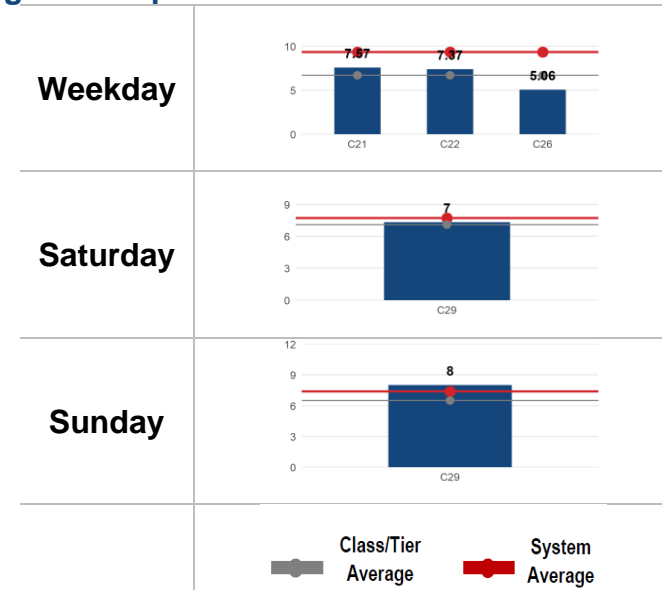
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| C21 | 40.90 | 418 | 418 (100.0%) |
| C22 | 36.20 | 792 | 791 (99.9%) |
| C26 | 15.70 | 1,144 | 1,143 (99.9%) |
| C29 | 60.40 | 249 | 245 (98.4%) |

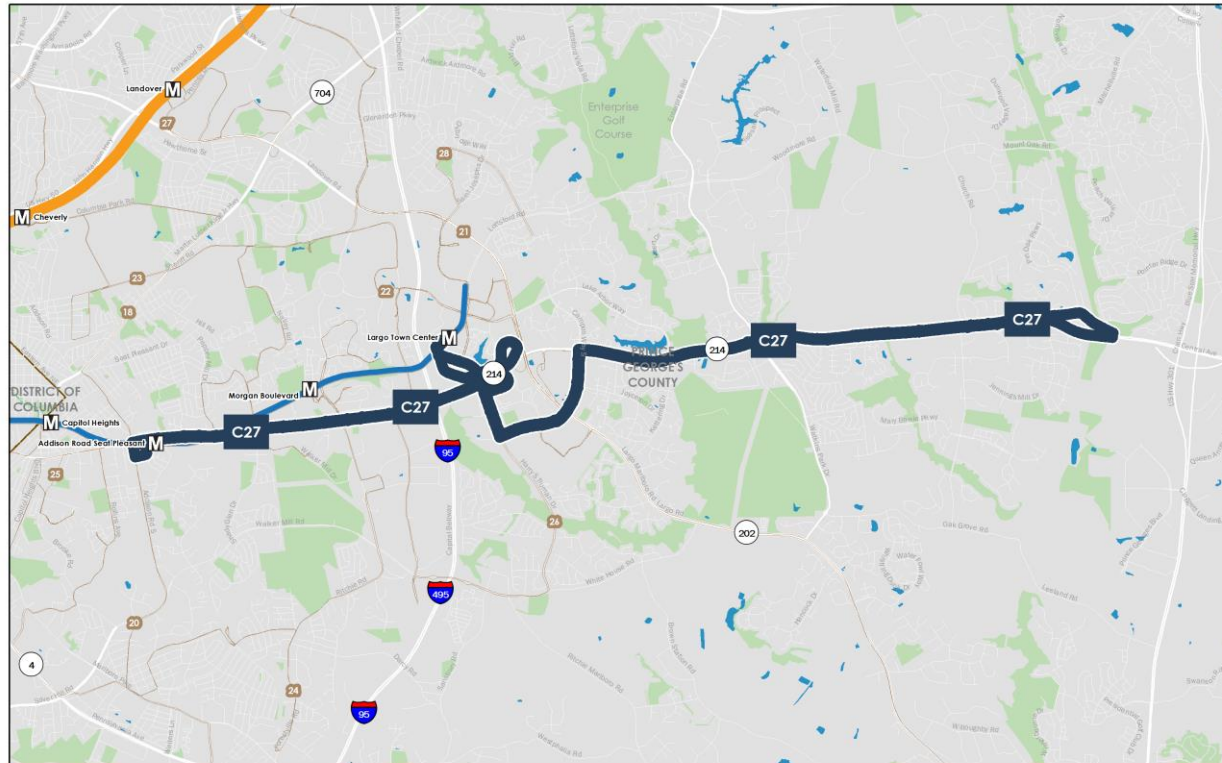
Service Change Summary

Route C21 - June 2020:
 Weekday: No change; Saturday: No change; Sunday: No change;
 Route C22 - June 2020:
 Weekday: No change; Saturday: No change; Sunday: No change;
 Route C26 - June 2020:
 Weekday: extend; Saturday: No change; Sunday: No change;
 Route C29 - June 2020:
 Weekday: No change; Saturday: extension; Sunday: No change;

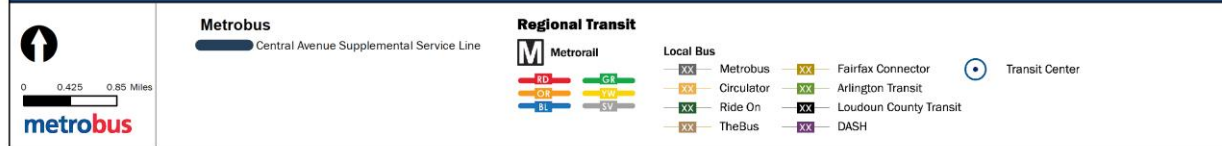
Passenger Miles per Revenue Mile



About the Line



WMATA METROBUS ANNUAL LINE PERFORMANCE REPORT



Service Classification

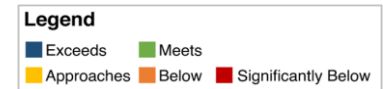
Gap

Activity Tier

3

Overall Grade

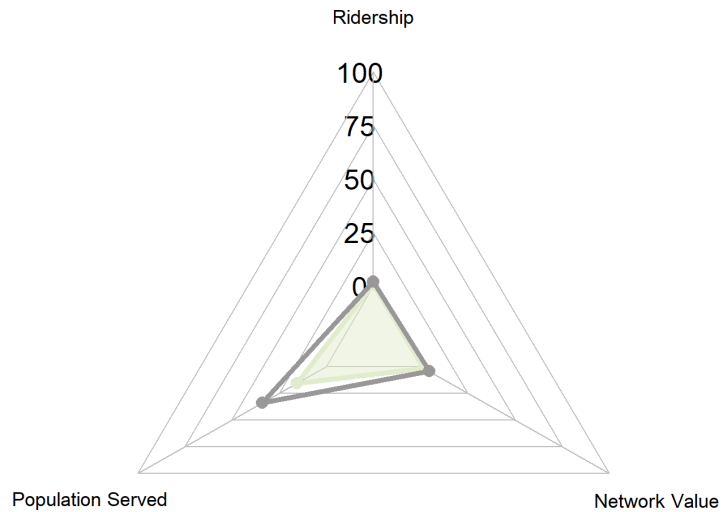
| Line | Overall Grade |
|------|---------------|
| C27 | - |
| | |
| | |
| | |
| | |
| | |



Line Benefit Score

6

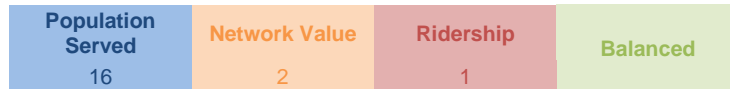
Out of 100



Classification Average



Line Focus:



Line Score:

Operating Statistics

| | | |
|--|------------------------|--|
| | Annual Operating Costs | |
| | Peak Vehicles | |
| | Vehicle Type(s) | |

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

| | | | |
|--|----------------------------|-------------------|--------|
| | Service Area Population | 12,139 | |
| | People of Color Population | Service Area | 11,140 |
| | | % Riders Surveyed | |
| | Low Income Household | Service Area | 1,850 |
| | | % Riders Surveyed | |

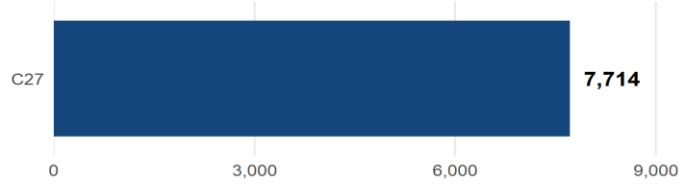
Facilities/Amenities

| | | |
|--|------------------------------|-----|
| | Bus Stops | 76 |
| | % Stops With Shelters | 53% |
| | % Stops With Benches | 26% |
| | % Stops With Real-Time Signs | 1% |



Ridership

Annual Ridership



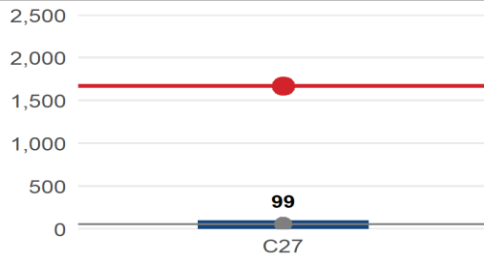
Top Transfer Locations

NA

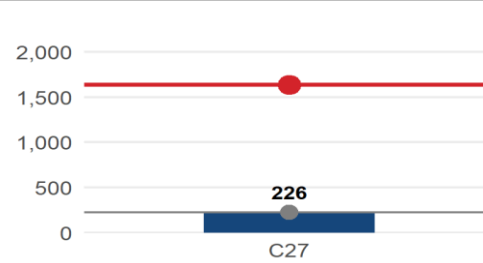
Average Daily Ridership

- Class/Tier Average
- System Average

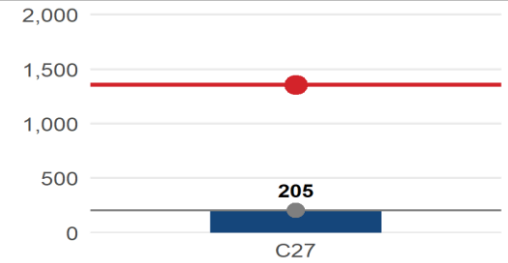
Weekday



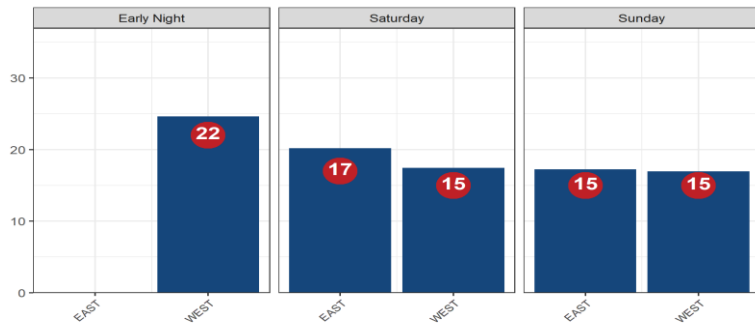
Saturday



Sunday



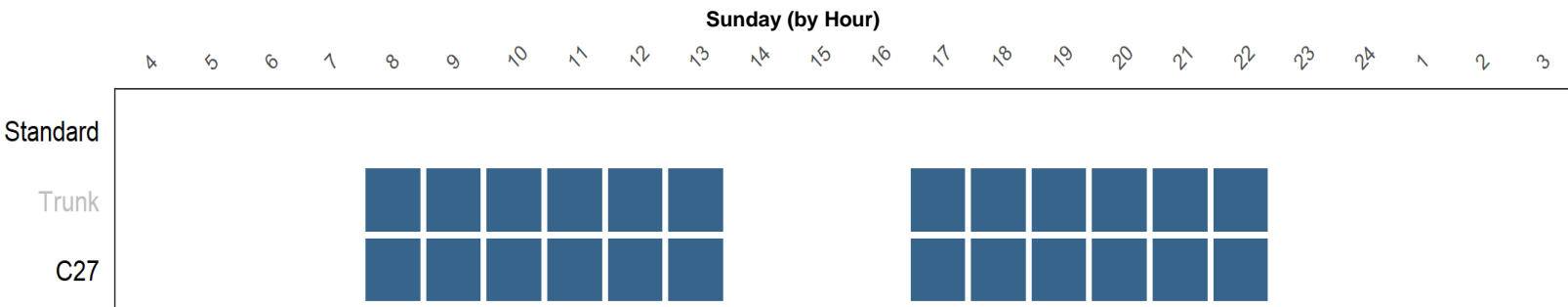
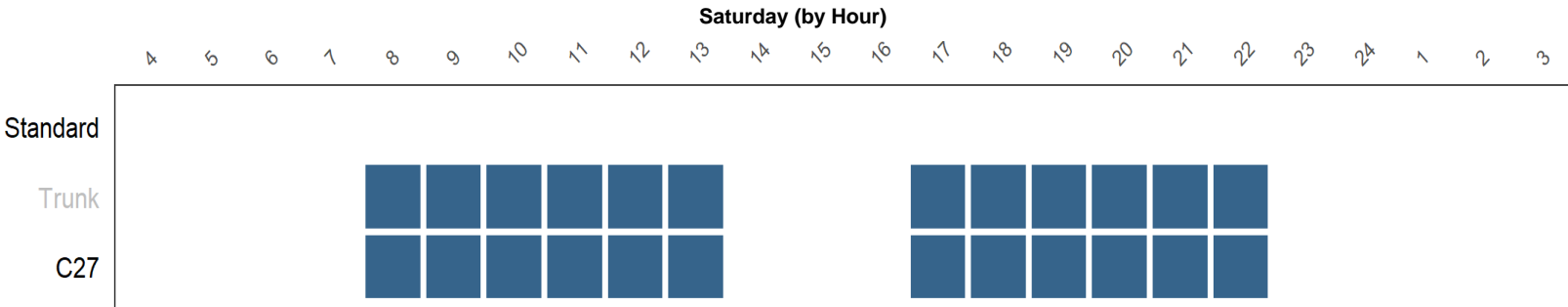
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

| | | Direction: | EAST | WEST |
|--------------------------------|--------------------------------|------------|------|------|
| Weekday | Peak Maximum Target: NA | | 0.42 | 0.37 |
| | Off-Peak Maximum Target: NA | | | 0.55 |
| Saturday Maximum Target: NA | | | 0.38 | 0.38 |
| Sunday Maximum Target: NA | | | | |

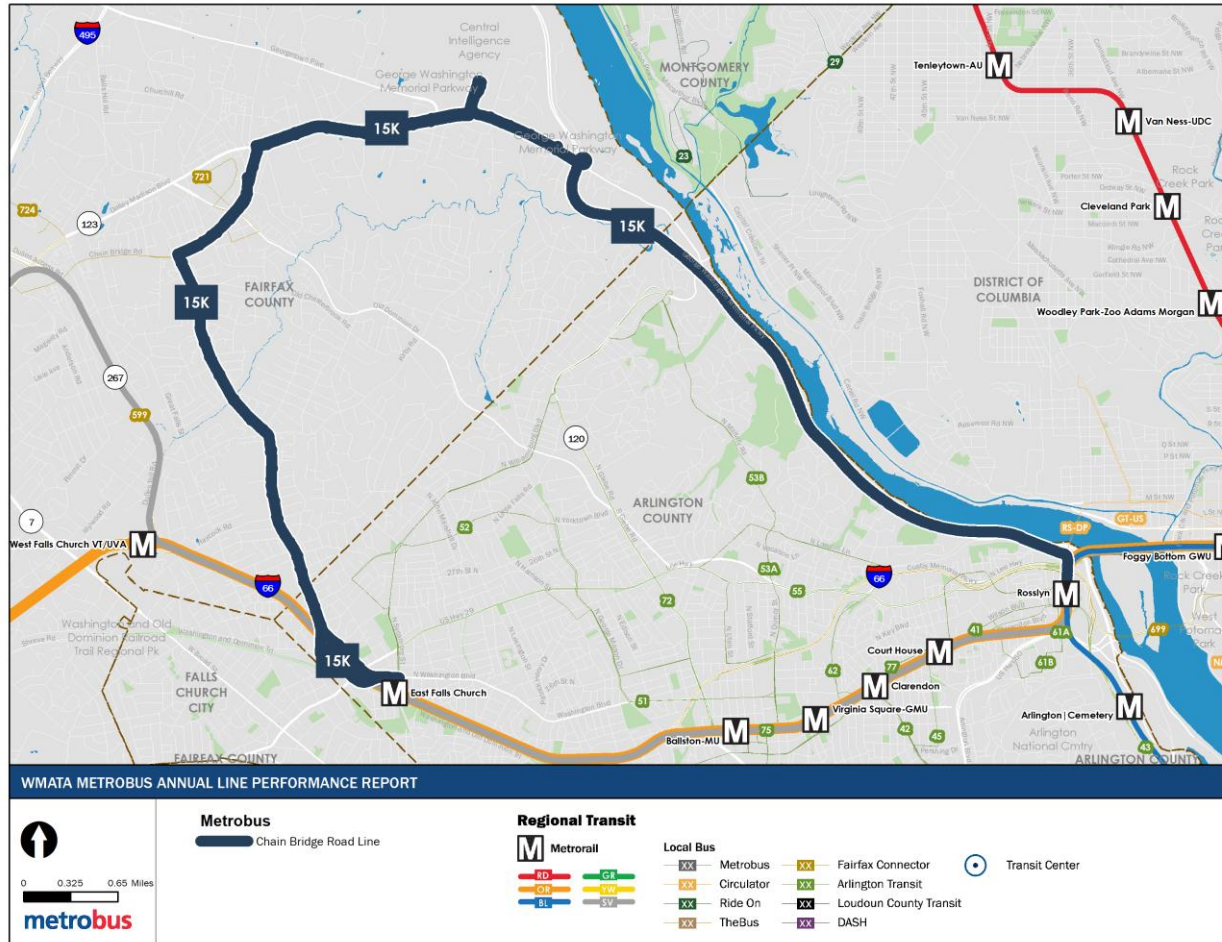
Span and Frequency



LINE: 27 - Chain Bridge Road

ROUTE(S): 15K

About the Line



Service Classification

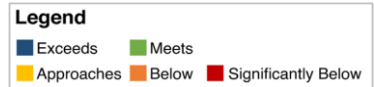
Commuter

Activity Tier

3

Overall Grade

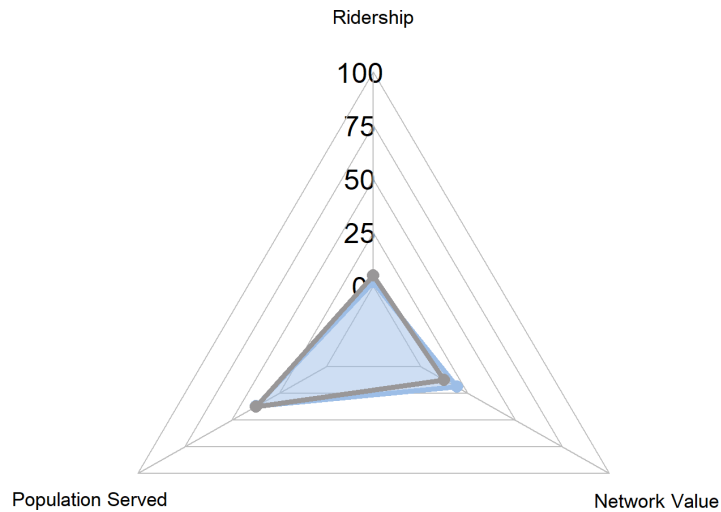
| Line | Grade |
|------------------------|-------|
| Chain Bridge Road Line | A |
| | |
| | |
| | |
| | |
| | |



Line Benefit Score

19

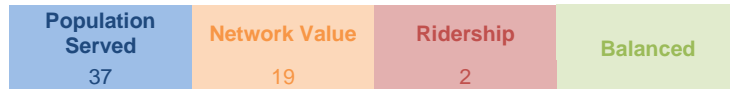
Out of 100



Classification Average



Line Focus:



Line Score:

Operating Statistics

| | | |
|--|-------------------------------|------------------|
| | Annual Operating Costs | \$377,847 |
| | Peak Vehicles | 2 |
| | Vehicle Type(s) | 35 Foot |

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

| | | | |
|--|-----------------------------------|-------------------|--------------|
| | Service Area Population | 15,057 | |
| | People of Color Population | Service Area | 3,262 |
| | | % Riders Surveyed | 78% |
| | Low Income Household | Service Area | 887 |
| | | % Riders Surveyed | 31% |

Facilities/Amenities

| | | |
|--|-------------------------------------|-----------|
| | Bus Stops | 80 |
| | % Stops With Shelters | 1% |
| | % Stops With Benches | 0% |
| | % Stops With Real-Time Signs | 0% |



Ridership

Annual Ridership

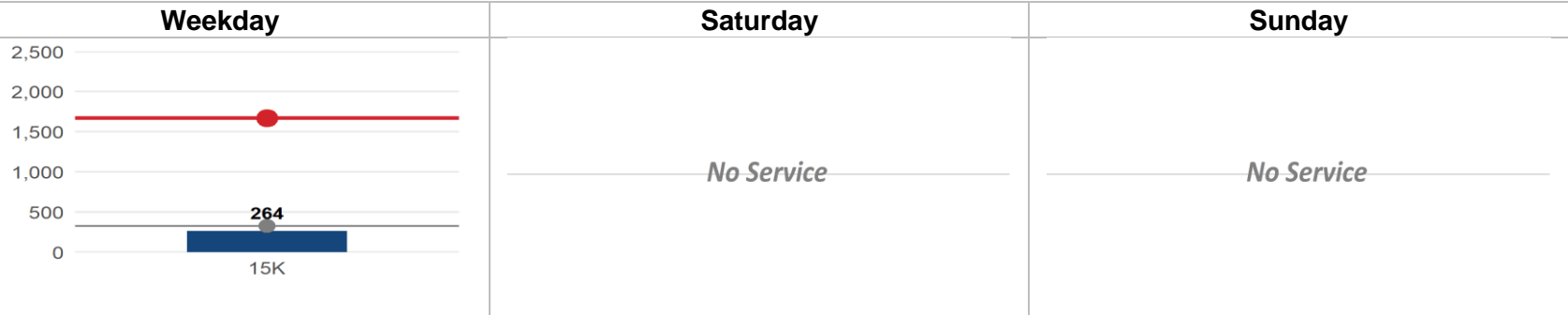


Top Transfer Locations

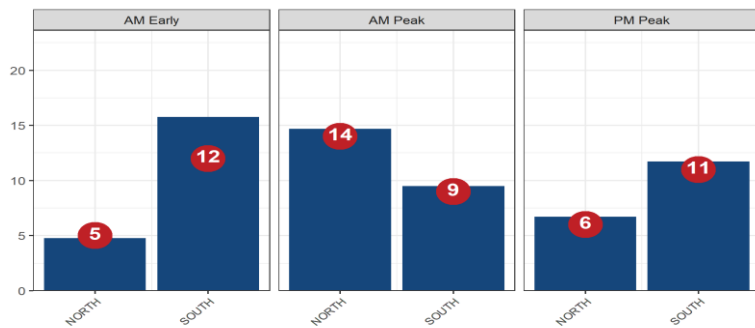
East Falls Church

Average Daily Ridership

- Class/Tier Average
- System Average



Average Trip Ridership and Maximum Load by Time Period



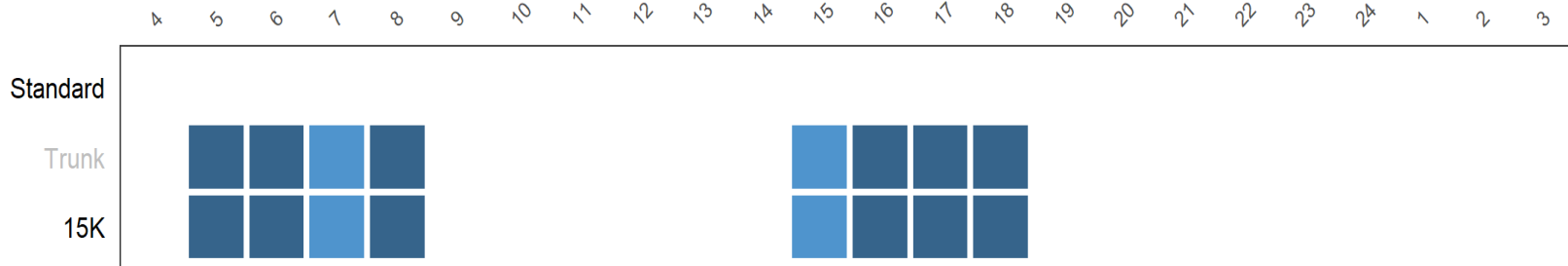
Vehicle Load Factor

| | | Direction: | NORTH | SOUTH |
|---------------------------------|---------------------------------|------------|-------|-------|
| Weekday | Peak Maximum Target: 1 | | 0.31 | 0.32 |
| | Off-Peak Maximum Target: 1.0 | | 0.15 | 0.4 |
| Saturday Maximum Target: 1.0 | | | | |
| Sunday Maximum Target: 1.0 | | | | |

Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

A Chain Bridge Road

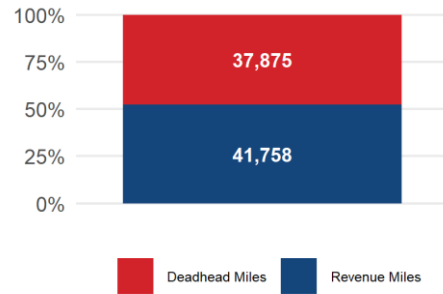
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|--------------------------------------|------------------------------|-------|-----------|-----------------|-------|-----------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 5:40 AM - 8:49 AM; 3:15 PM - 6:56 PM | - | A | - | - | - | - | - | - |
| | Frequency of Service varies | Peak: 66.1 / Off-Peak: NA | Peak: 50.7 / Off-Peak: 119.1 | - | - | - | - | - | - | - |
| Productivity | Passengers per Revenue Hour N/A | 20.8 | 20.8 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 1.6 | 1.1 | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 85% | 73% | A | - | - | - | - | - | - |
| | Crowding 5% | 0% | 3% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.27 Peak: 0.31 | Off-Peak: 0.38 Peak: 0.38 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$5.72 | \$ 6.58 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 26% | 40% | A | - | - | - | - | - | - |

Route 15K

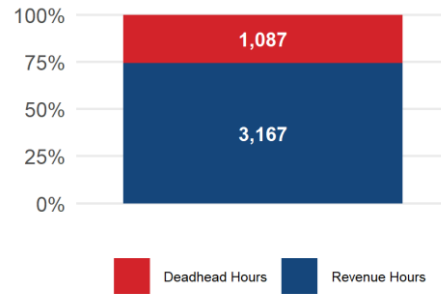
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile N/A | 4 | | | 2.1 | | | - | | |
| Route Design | Circuity N/A | 1.88 | | | 1.5 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour N/A | 20.8 | 20.8 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 1.6 | 1.1 | A | - | - | - | - | - | - |
| | Unique Segment Ridership 15% | 51% | 35% | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 85% | 73% | A | - | - | - | - | - | - |
| | Crowding 5% | 0% | 2% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.27 Peak: 0.31 | Off-Peak: 0.42 Peak: 0.37 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$5.72 | \$ 6.58 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 26% | 44% | A | - | - | - | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



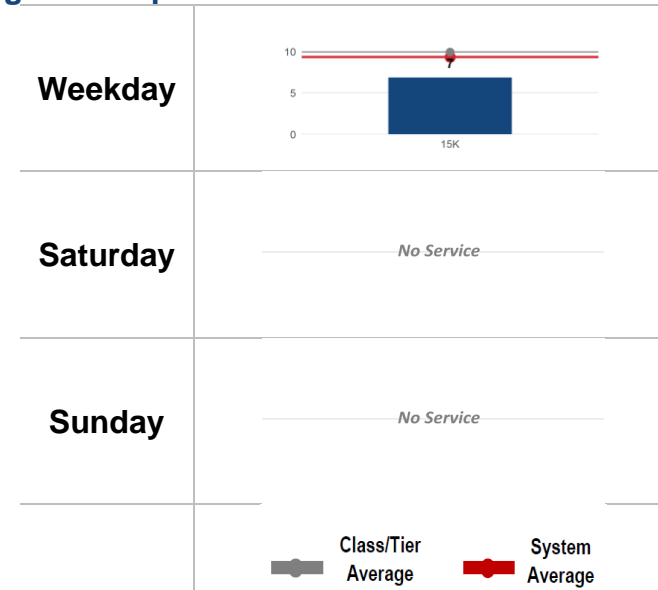
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| 15K | 20.70 | 550 | 550 (100.0%) |
| | | | |
| | | | |
| | | | |

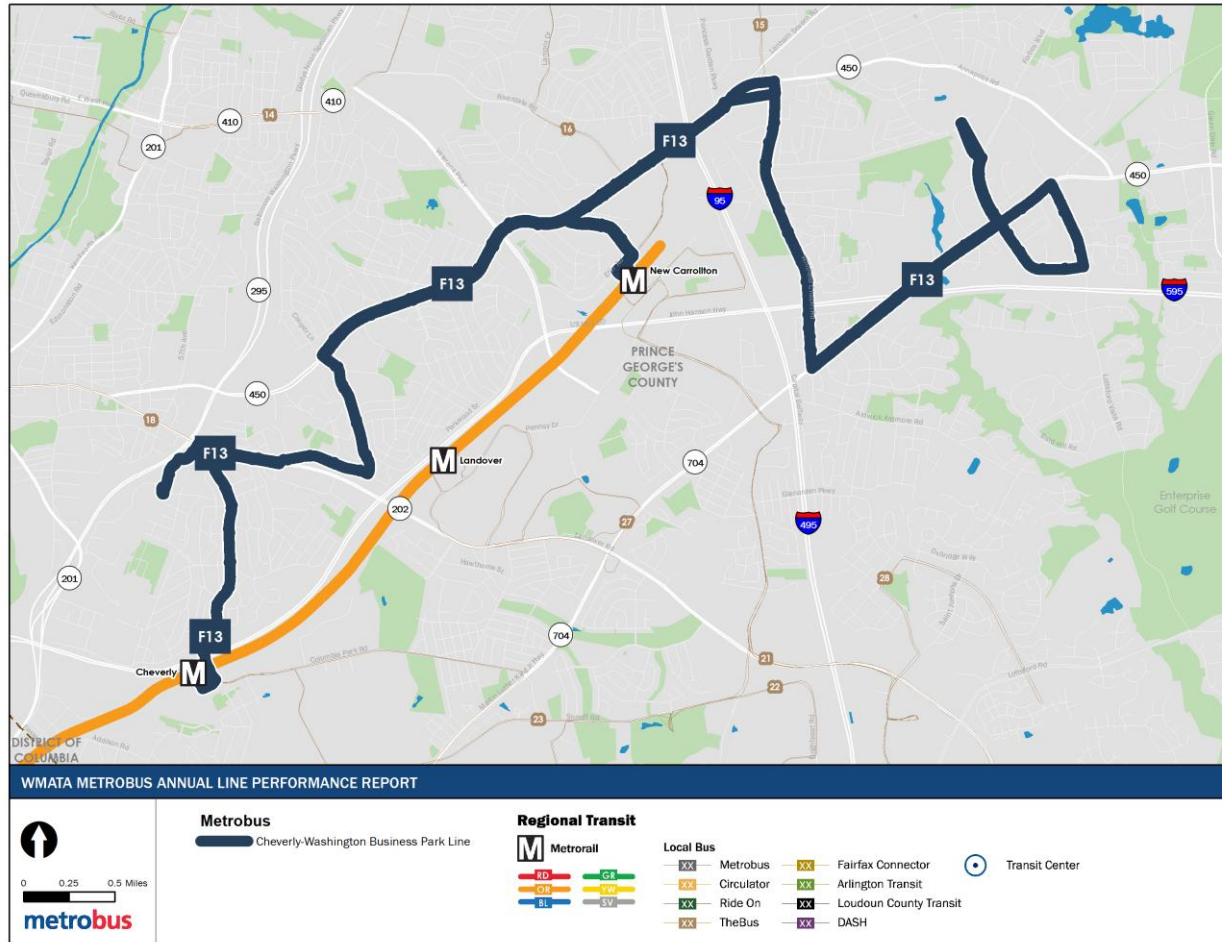
Service Change Summary

Route 15K - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Coverage

Activity Tier

3

Overall Grade

| Line | Grade |
|------|-------|
| F13 | A |
| | |
| | |
| | |
| | |
| | |
| | |

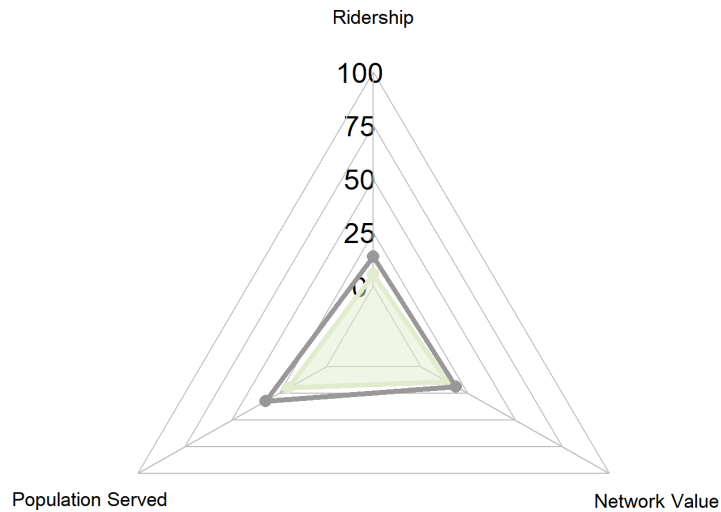
Legend

- Exceeds
- Meets
- Approaches
- Below
- Significantly Below

Line Benefit Score

13

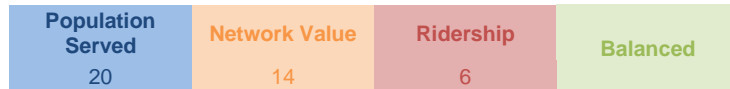
Out of 100



Classification Average



Line Focus:



Line Score:

Operating Statistics

| | | |
|--|-------------------------------|--------------------|
| | Annual Operating Costs | \$1,032,444 |
| | Peak Vehicles | 2 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|-----------------------------------|-------------------|---------------|
| | Service Area Population | 22,151 | |
| | People of Color Population | Service Area | 13,351 |
| | | % Riders Surveyed | 100% |
| | Low Income Household | Service Area | 5,532 |
| | | % Riders Surveyed | 70% |

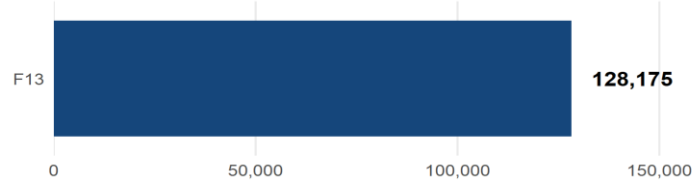
Facilities/Amenities

| | | |
|--|-------------------------------------|------------|
| | Bus Stops | 116 |
| | % Stops With Shelters | 20% |
| | % Stops With Benches | 19% |
| | % Stops With Real-Time Signs | 0% |



Ridership

Annual Ridership



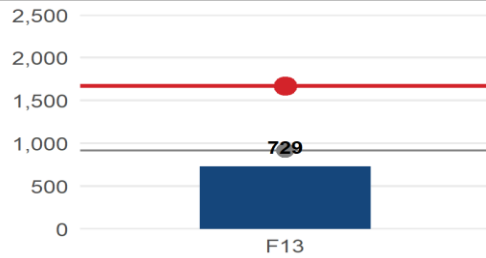
Top Transfer Locations

New Carrollton, Cheverly

Average Daily Ridership



Weekday



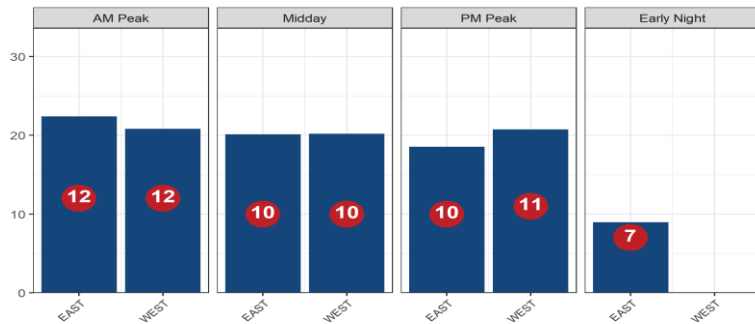
Saturday

No Service

Sunday

No Service

Average Trip Ridership and Maximum Load by Time Period



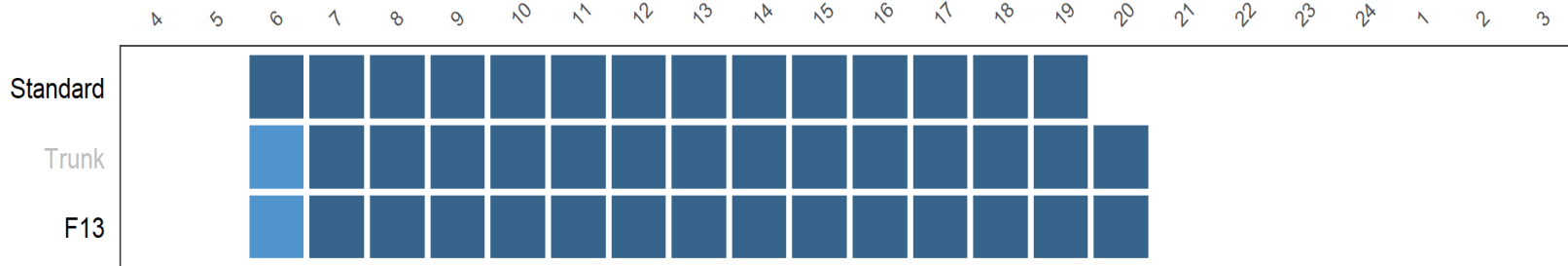
Vehicle Load Factor

| | | Direction: | |
|---------------------------------|---------------------------------|------------|------|
| | | EAST | WEST |
| Weekday | Peak Maximum Target: 1 | 0.28 | 0.28 |
| | Off-Peak Maximum Target: 1.0 | 0.24 | 0.25 |
| Saturday Maximum Target: 1.0 | | | |
| Sunday Maximum Target: 1.0 | | | |

Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

A Cheverly-Washington Business Park

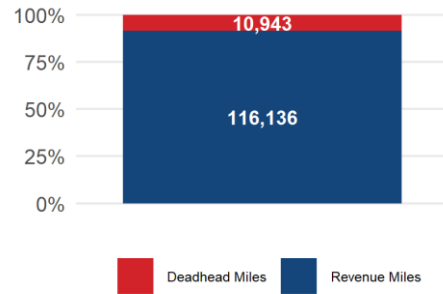
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|------------------------------|------------------------------|-------|-----------|-----------------|-------|-----------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 6:00 AM - 8:18 PM | - | A | - | - | - | - | - | - |
| | Frequency of Service varies | Peak: 33.4 / Off-Peak: 57.2 | Peak: 28.1 / Off-Peak: 61.2 | A | - | - | - | - | - | - |
| Productivity | Passengers per Revenue Hour 10 | 22.6 | 25.4 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 1.7 | 2.2 | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 77% | 81% | C | - | - | - | - | - | - |
| | Crowding 5% | 0% | 1% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.24 Peak: 0.28 | Off-Peak: 0.27 Peak: 0.35 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$5.28 | \$ 5.33 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 23% | 23% | A | - | - | - | - | - | - |

Route F13

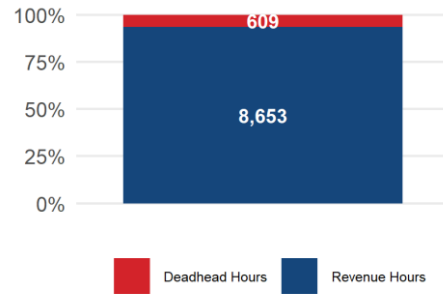
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 3.8 | | | 4.9 | | | E | | |
| Route Design | Circuitry N/A | 2.83 | | | 12.83 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 10 | 22.6 | 25.4 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 1.7 | 2.2 | A | - | - | - | - | - | - |
| | Unique Segment Ridership 10% | 34% | 33% | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 77% | 81% | C | - | - | - | - | - | - |
| | Crowding 5% | 0% | 1% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.24 Peak: 0.28 | Off-Peak: 0.27 Peak: 0.35 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$5.28 | \$ 5.33 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 23% | 22% | A | - | - | - | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



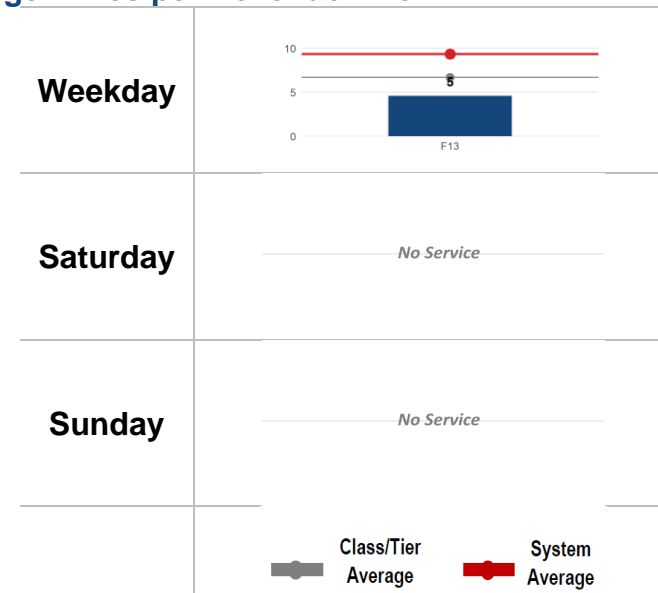
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| F13 | 33.70 | 874 | 870 (99.5%) |
| | | | |
| | | | |
| | | | |
| | | | |

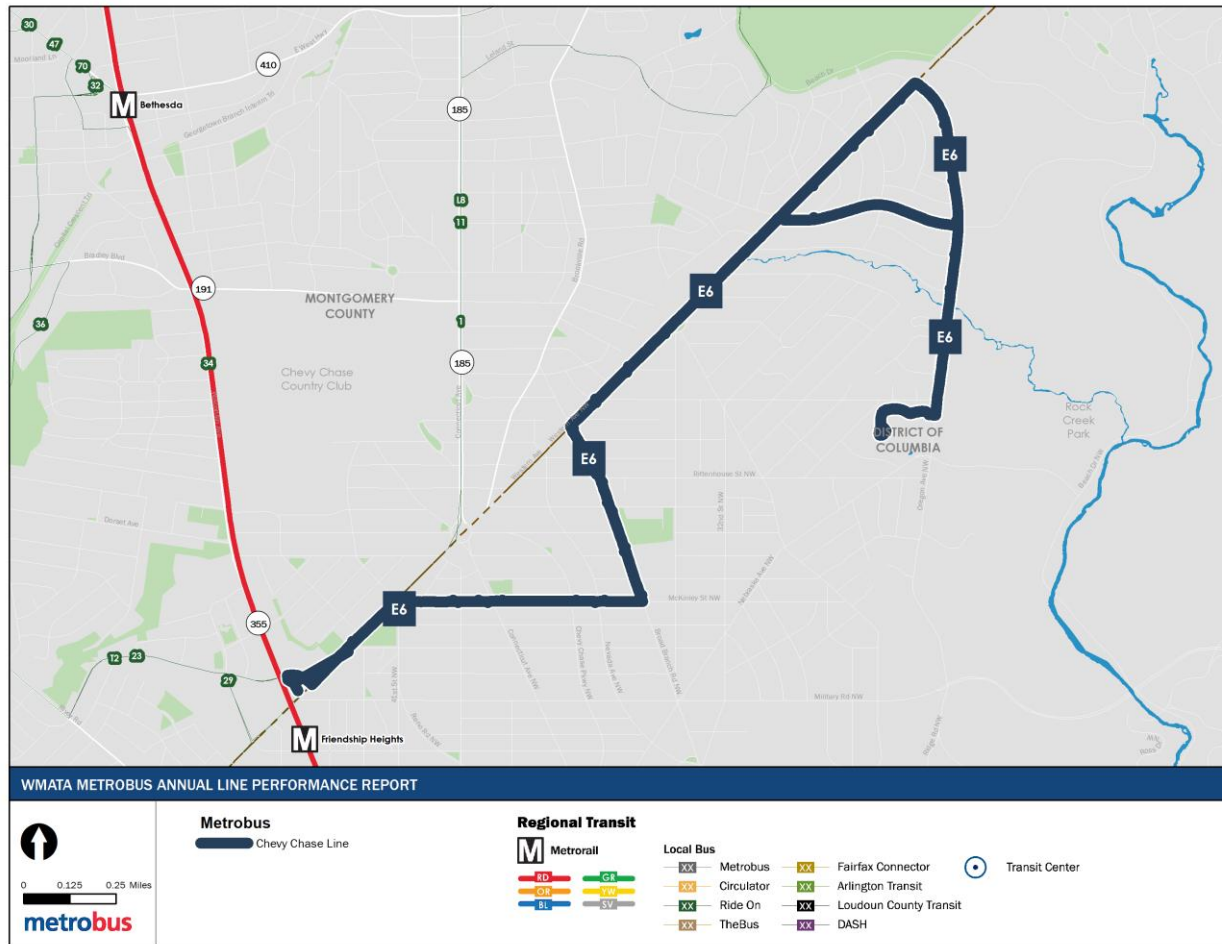
Service Change Summary

Route F13 - June 2020:
 Weekday: No change; Saturday: No change; Sunday: No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Coverage

Activity Tier

3

Overall Grade

| Line | Grade |
|------|-------|
| | B |
| | |
| | |
| | |
| | |
| | |

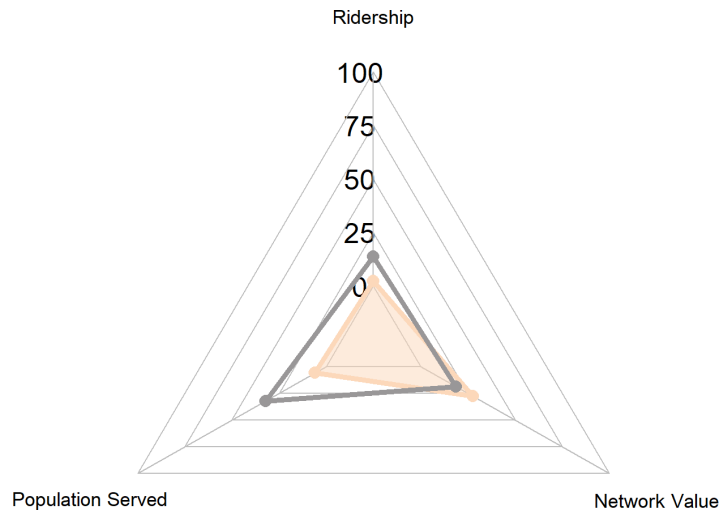
Legend

■ Exceeds ■ Meets
■ Approaches ■ Below ■ Significantly Below

Line Benefit Score

12

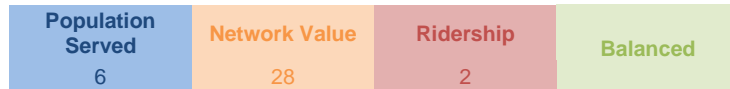
Out of 100



Classification Average

Line Focus:

Line Score:



Operating Statistics

| | | |
|--|------------------------|-----------|
| | Annual Operating Costs | \$688,079 |
| | Peak Vehicles | 2 |
| | Vehicle Type(s) | 30 Foot |

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

| | | | |
|--|----------------------------|-------------------|-------|
| | Service Area Population | 14,748 | |
| | People of Color Population | Service Area | 2,035 |
| | | % Riders Surveyed | 63% |
| | Low Income Household | Service Area | 965 |
| | | % Riders Surveyed | 46% |

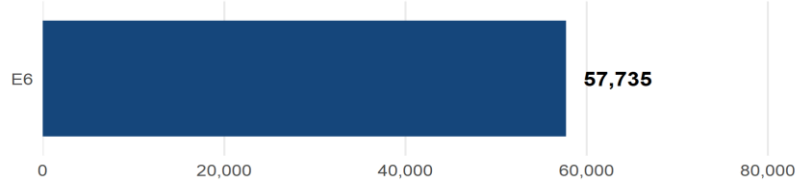
Facilities/Amenities

| | | |
|--|------------------------------|----|
| | Bus Stops | 51 |
| | % Stops With Shelters | 4% |
| | % Stops With Benches | 8% |
| | % Stops With Real-Time Signs | 0% |



Ridership

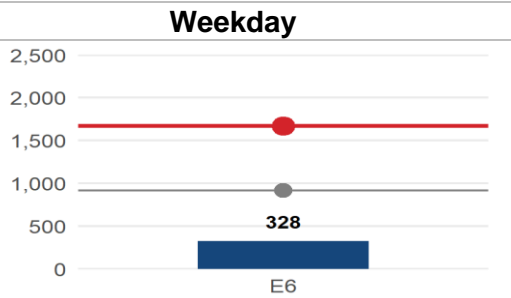
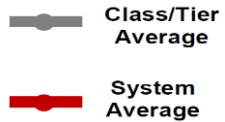
Annual Ridership



Top Transfer Locations

Friendship Heights

Average Daily Ridership



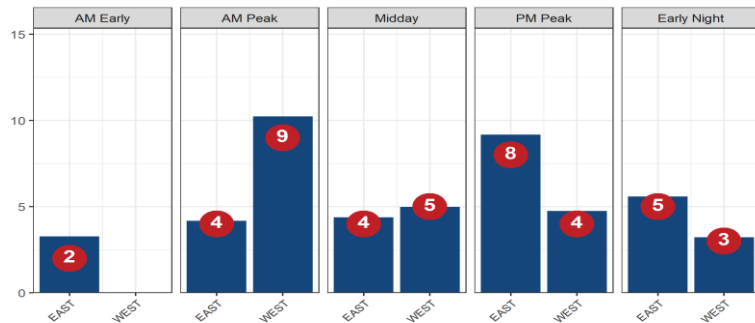
Saturday

No Service

Sunday

No Service

Average Trip Ridership and Maximum Load by Time Period



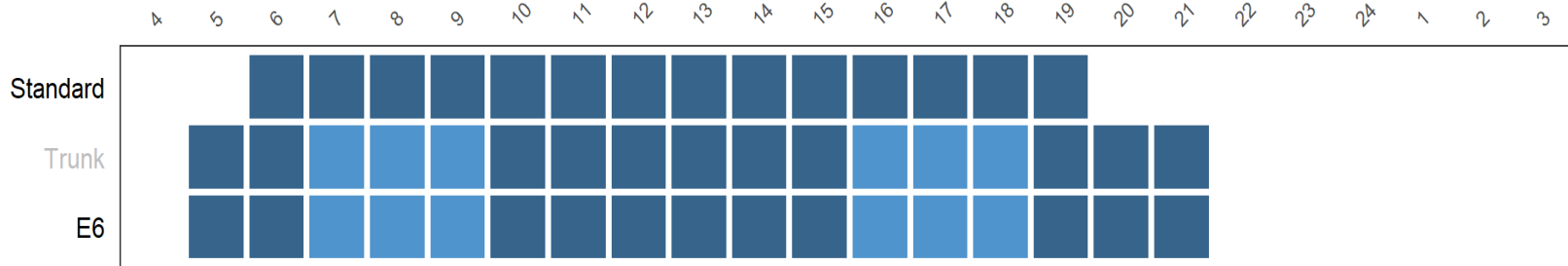
Vehicle Load Factor

| | | Direction: | |
|---------------------------------|---------------------------------|------------|------|
| | | EAST | WEST |
| Weekday | Peak Maximum Target: 1 | 0.22 | 0.25 |
| | Off-Peak Maximum Target: 1.0 | 0.15 | 0.14 |
| Saturday Maximum Target: 1.0 | | | |
| Sunday Maximum Target: 1.0 | | | |

Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

B Chevy Chase

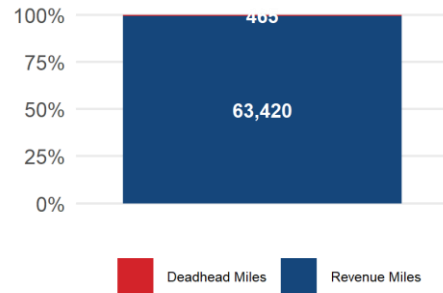
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|------------------------------|------------------------------|-------|-----------|-----------------|-------|-----------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 5:36 AM - 9:42 PM | - | A | - | - | - | - | - | - |
| | Frequency of Service varies | Peak: 26.0 / Off-Peak: 43.1 | Peak: 28.1 / Off-Peak: 61.2 | A | - | - | - | - | - | - |
| Productivity | Passengers per Revenue Hour 10 | 14.2 | 25.4 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 1.5 | 2.2 | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 92% | 81% | A | - | - | - | - | - | - |
| | Crowding 5% | 0% | 1% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.14 Peak: 0.23 | Off-Peak: 0.27 Peak: 0.35 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$8.40 | \$ 5.33 | D | - | - | - | - | - | - |
| | Cost Recovery 20% | 16% | 23% | D | - | - | - | - | - | - |

Route E6

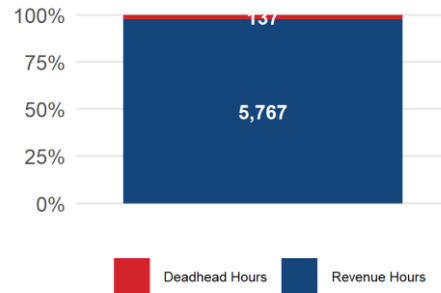
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 6.8 | | | 4.9 | | | E | | |
| Route Design | Circuitry N/A | 1.86 | | | 12.83 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 10 | 14.2 | 25.4 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 1.5 | 2.2 | A | - | - | - | - | - | - |
| | Unique Segment Ridership 10% | 79% | 33% | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 92% | 81% | A | - | - | - | - | - | - |
| | Crowding 5% | 0% | 1% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.14 Peak: 0.23 | Off-Peak: 0.27 Peak: 0.35 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$8.40 | \$ 5.33 | D | - | - | - | - | - | - |
| | Cost Recovery 20% | 16% | 22% | D | - | - | - | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



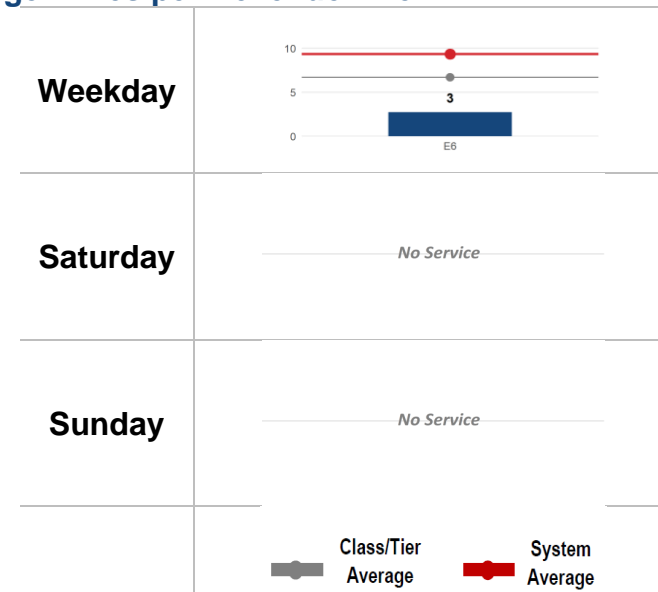
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| E6 | 7.70 | 1,276 | 1,272 (99.7%) |
| | | | |
| | | | |
| | | | |
| | | | |

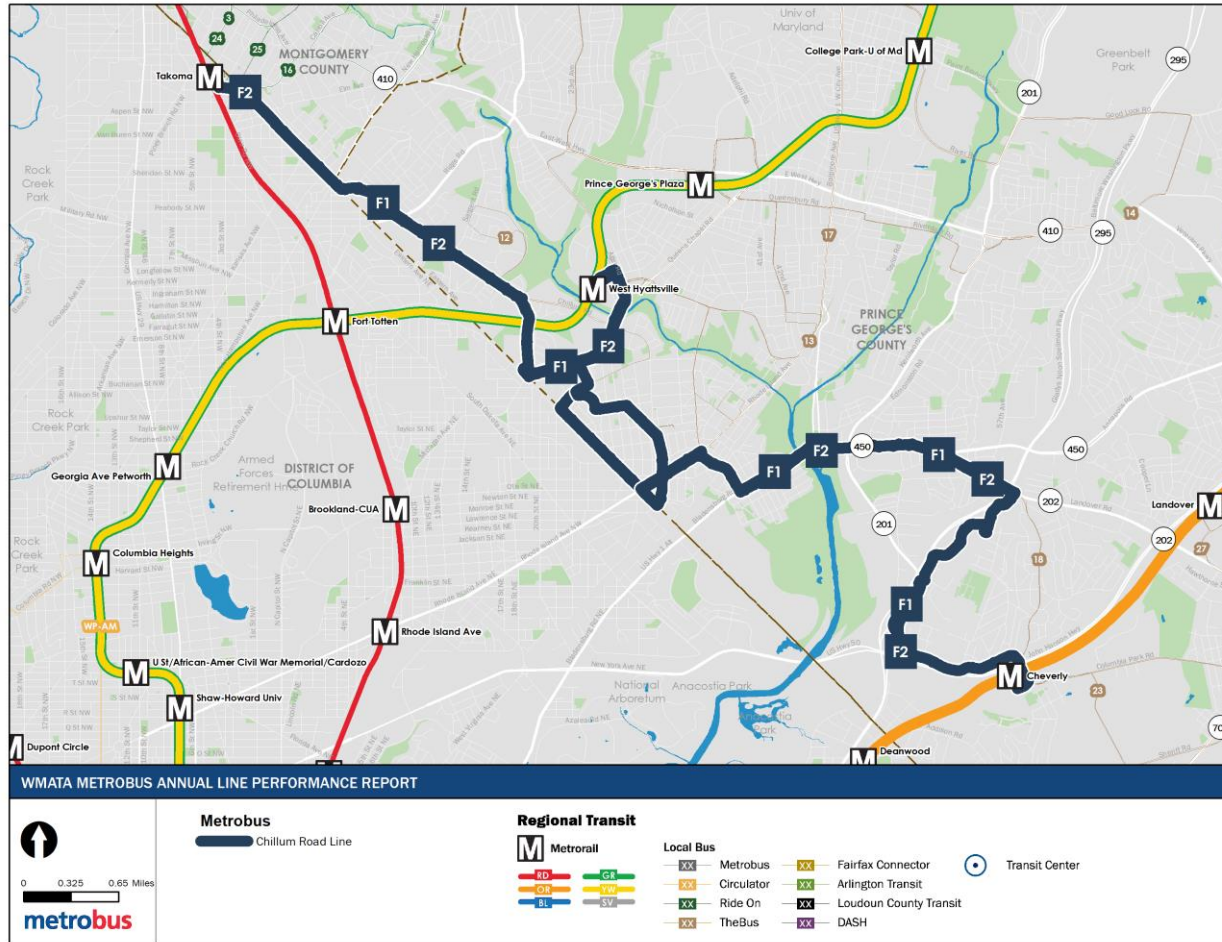
Service Change Summary

Route E6 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Framework

Activity Tier

3

Overall Grade

| Line | Overall Grade |
|------------------------|---------------|
| Line 28 - Chillum Road | B |
| | |
| | |
| | |
| | |
| | |
| | |

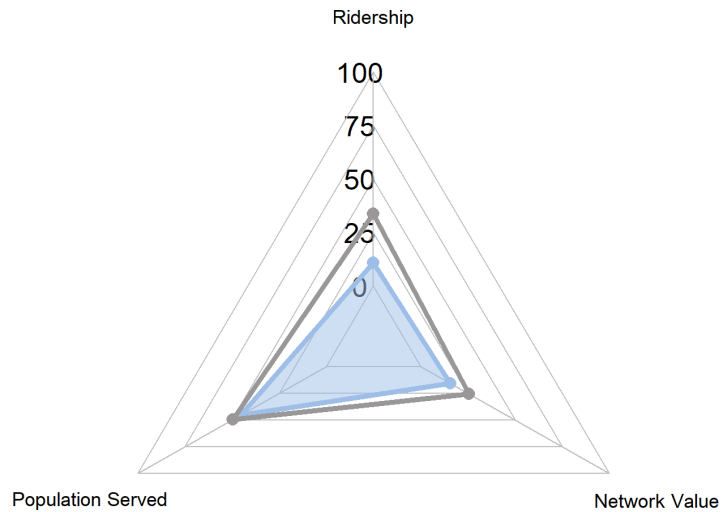
Legend

- Exceeds (Dark Blue)
- Meets (Green)
- Approaches (Yellow)
- Below (Orange)
- Significantly Below (Red)

Line Benefit Score

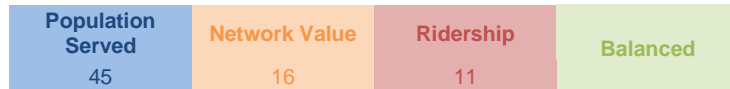
24

Out of 100



Classification Average

Line Focus:



Line Score:

Operating Statistics

| | | |
|--|-------------------------------|--------------------|
| | Annual Operating Costs | \$2,108,536 |
| | Peak Vehicles | 6 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|-----------------------------------|-------------------|---------------|
| | Service Area Population | 74,827 | |
| | People of Color Population | Service Area | 37,644 |
| | | % Riders Surveyed | 87% |
| | Low Income Household | Service Area | 20,240 |
| | | % Riders Surveyed | 56% |

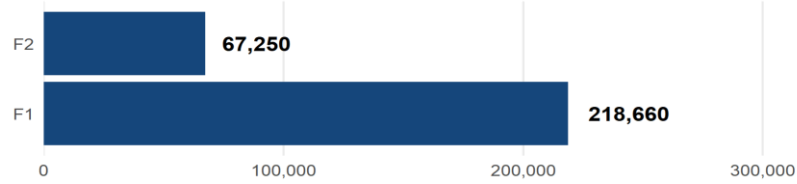
Facilities/Amenities

| | | |
|--|-------------------------------------|------------|
| | Bus Stops | 156 |
| | % Stops With Shelters | 30% |
| | % Stops With Benches | 16% |
| | % Stops With Real-Time Signs | 0% |



Ridership

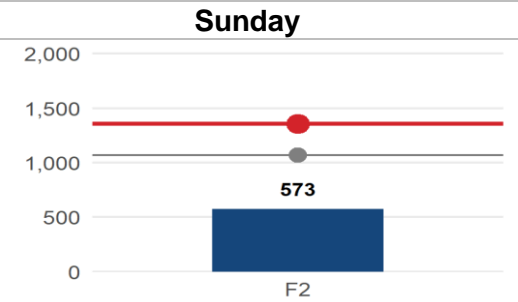
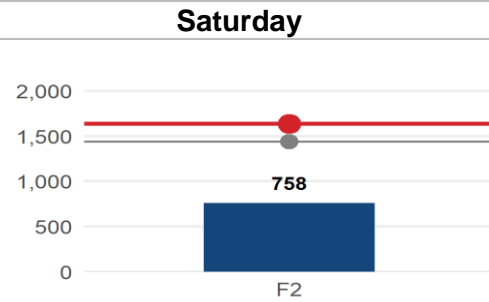
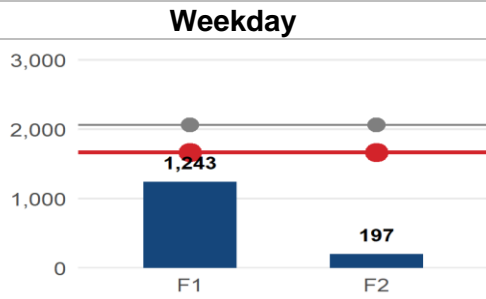
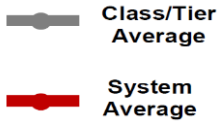
Annual Ridership



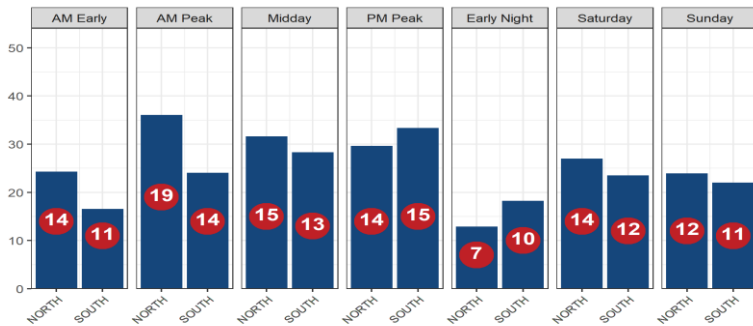
Top Transfer Locations

West Hyattsville, Takoma, Cheverly

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

| | | <i>Direction:</i> | |
|--------------------------------------|--|-------------------|-------|
| | | NORTH | SOUTH |
| Weekday | Peak Maximum Target: 1 | 0.41 | 0.36 |
| | Off-Peak Maximum Target: 1.0 | 0.32 | 0.29 |
| | Saturday Maximum Target: 1.0 | 0.35 | 0.29 |
| Sunday Maximum Target: 1.0 | | 0.31 | 0.29 |

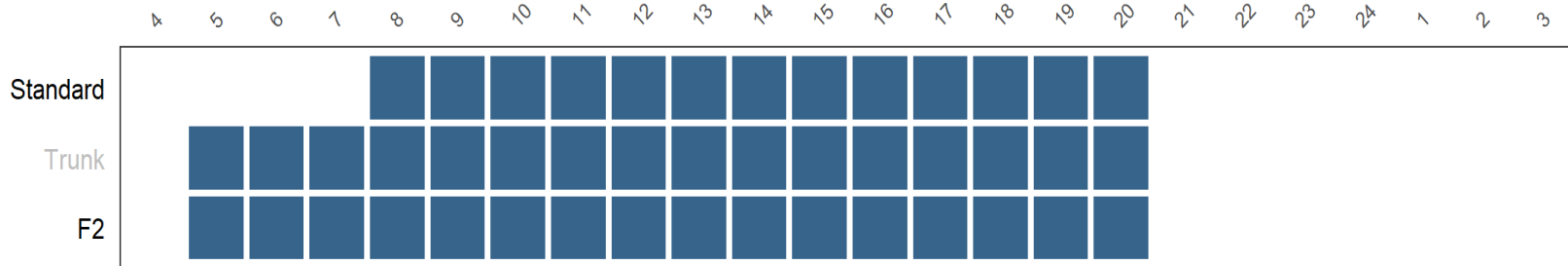
Span and Frequency



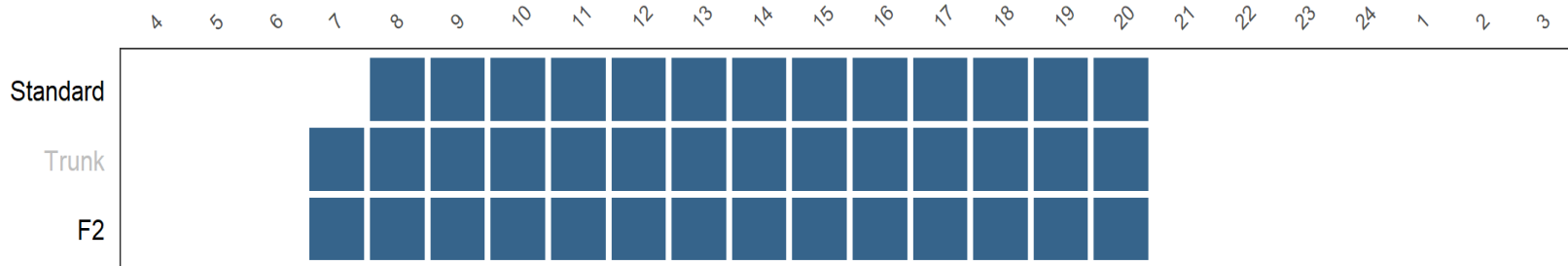
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



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 AM - 10:31 PM | - | A | 5:32 AM - 8:24 PM | - | A | 7:31 AM - 8:20 PM | - | B |
| | Frequency of Service varies | Peak: 31.3 / Off-Peak: 58.3 | Peak: 24 / Off-Peak: 39.5 | C | 60.1 | 47.7 | C | 60.1 | 52.9 | C |
| Productivity | Passengers per Revenue Hour 15 | 24.6 | 31.5 | A | 25.6 | 30.1 | A | 24.4 | 30.5 | A |
| | Passengers per Revenue Mile 1 | 2.2 | 2.6 | A | 2.0 | 2.4 | A | 1.8 | 2.4 | A |
| Reliability | On-Time Performance 79% | 65% | 74% | E | 63% | 76% | E | 69% | 78% | E |
| | Crowding 5% | 0% | 2% | A | 0% | 1% | A | 0% | 0% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.3 Peak: 0.39 | Off-Peak: 0.4 Peak: 0.5 | A | 0.32 | 0.4 | A | 0.3 | 0.4 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$4.84 | \$ 4.23 | A | \$4.66 | \$ 4.22 | A | \$4.89 | \$ 4.08 | A |
| | Cost Recovery 20% | 23% | 27% | A | 23% | 26% | A | 22% | 26% | A |

Route F1

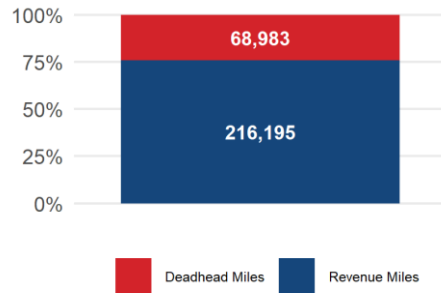
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|-----------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 4.9 | | | 4.6 | | | A | | |
| Route Design | Circuitry 1.75 | 1.72 | | | 2.47 | | | B | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 15 | 25.9 | 31.5 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 2.4 | 2.6 | A | - | - | - | - | - | - |
| | Unique Segment Ridership 10% | 2% | 32% | E | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 63% | 74% | E | - | - | - | - | - | - |
| | Crowding 5% | 0% | 2% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.35 Peak: 0.39 | Off-Peak: 0.44 Peak: 0.5 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$4.60 | \$ 4.23 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 24% | 28% | A | - | - | - | - | - | - |

Route F2

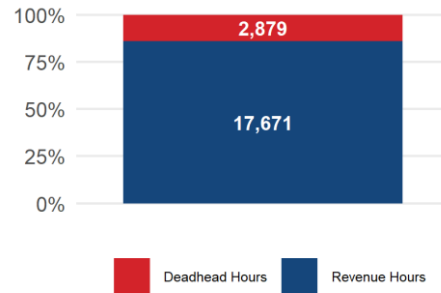
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|----------------|-----------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 4.9 | | | 4.6 | | | A | | |
| Route Design | Circuitry 1.75 | 1.76 | | | 2.47 | | | C | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 15 | 18.7 | 31.5 | A | 25.6 | 30.1 | A | 24.4 | 30.5 | A |
| | Passengers per Revenue Mile 1 | 1.4 | 2.6 | A | 2.0 | 2.4 | A | 1.8 | 2.4 | A |
| | Unique Segment Ridership 10% | 4% | 32% | E | 62% | 56% | A | 61% | 56% | A |
| Reliability | On-Time Performance 79% | 73% | 74% | D | 63% | 76% | E | 69% | 78% | E |
| | Crowding 5% | 0% | 2% | A | 0% | 1% | A | 0% | 0% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.24 | Off-Peak: 0.44 | A | 0.32 | 0.4 | A | 0.3 | 0.4 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$6.38 | \$ 4.23 | B | \$4.66 | \$ 4.22 | A | \$4.89 | \$ 4.08 | A |
| | Cost Recovery 20% | 17% | 28% | D | 23% | 25% | A | 22% | 25% | B |

Operational Analysis

Miles Allocation



Hours Allocation



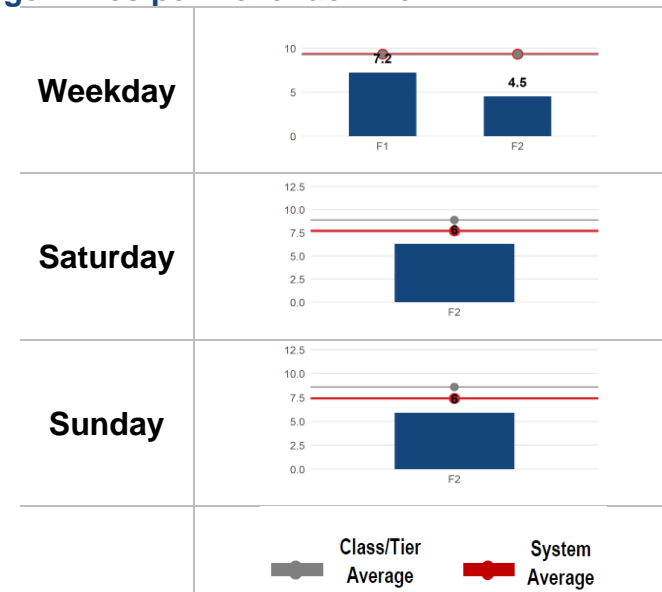
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| F1 | 30.30 | 902 | 899 (99.7%) |
| F2 | 31.00 | 514 | 514 (100.0%) |
| | | | |
| | | | |

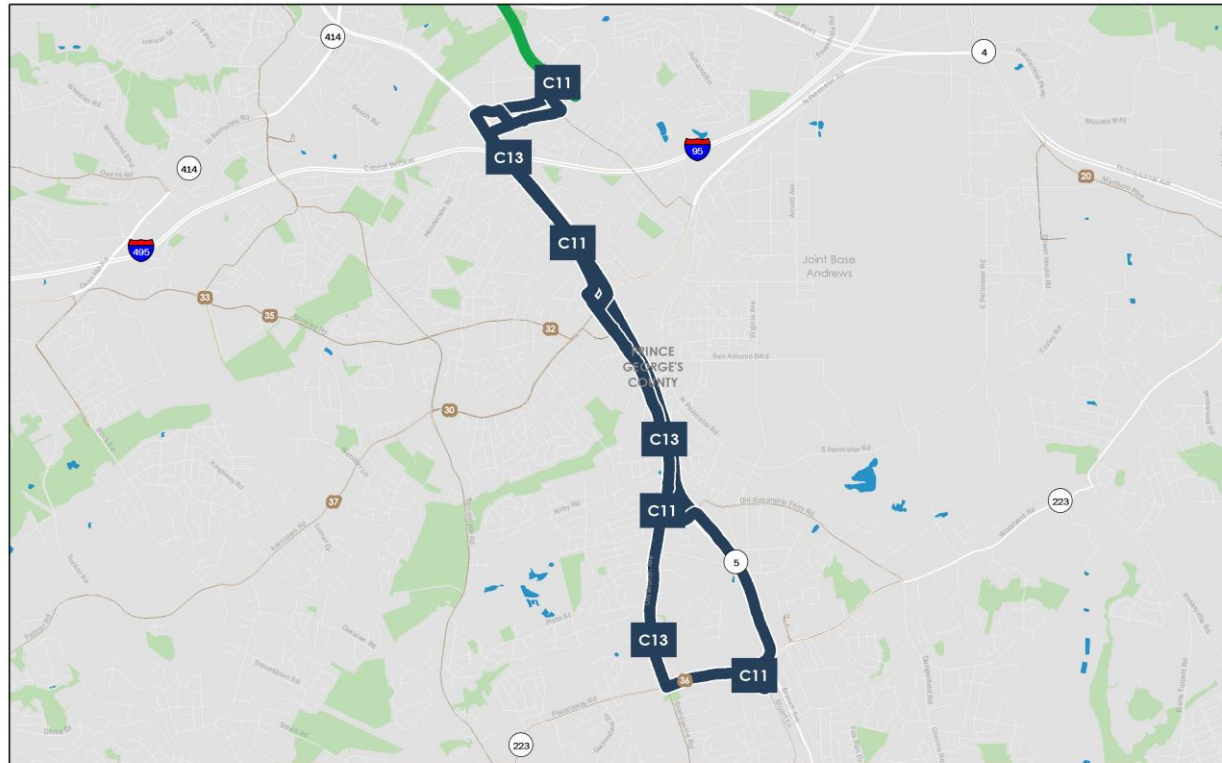
Service Change Summary

Route F1 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;
 Route F2 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

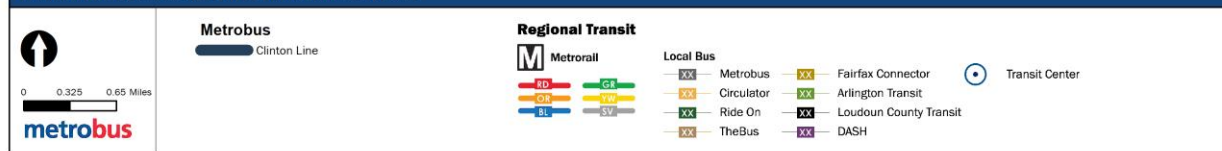
Passenger Miles per Revenue Mile



About the Line



WMATA METROBUS ANNUAL LINE PERFORMANCE REPORT



Service Classification

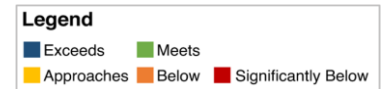
Commuter

Activity Tier

3

Overall Grade

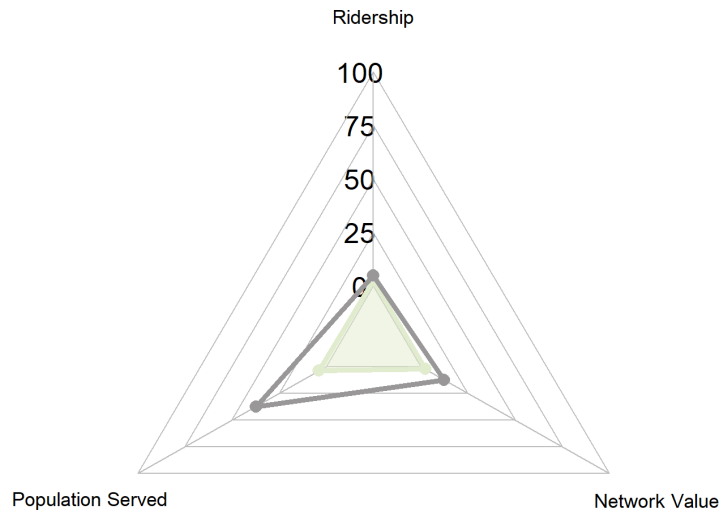
| | |
|------|---|
| Line | A |
| | |
| | |
| | |
| | |
| | |



Line Benefit Score

3

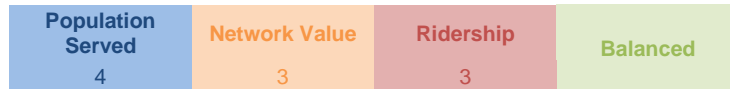
Out of 100



Classification Average



Line Focus:



Line Score:

Operating Statistics

| | | |
|--|------------------------|-----------|
| | Annual Operating Costs | \$329,622 |
| | Peak Vehicles | 2 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|----------------------------|-------------------|-------|
| | Service Area Population | 6,038 | |
| | People of Color Population | Service Area | 4,874 |
| | | % Riders Surveyed | 92% |
| | Low Income Household | Service Area | 663 |
| | | % Riders Surveyed | 37% |

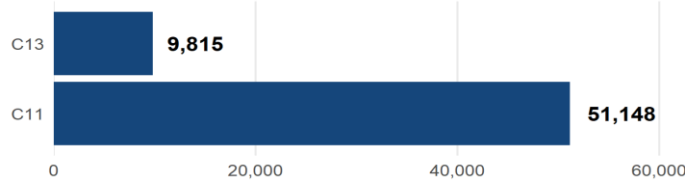
Facilities/Amenities

| | | |
|--|------------------------------|-----|
| | Bus Stops | 19 |
| | % Stops With Shelters | 21% |
| | % Stops With Benches | 16% |
| | % Stops With Real-Time Signs | 0% |



Ridership

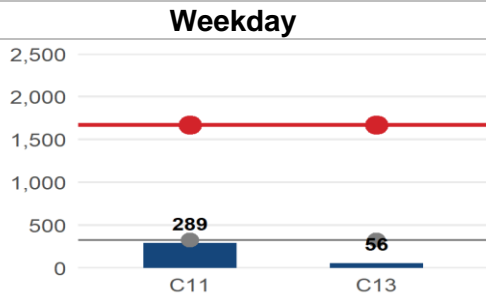
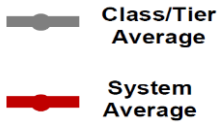
Annual Ridership



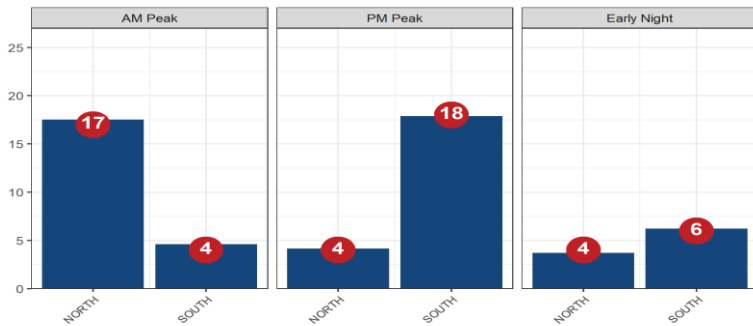
Top Transfer Locations

Branch Avenue

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period



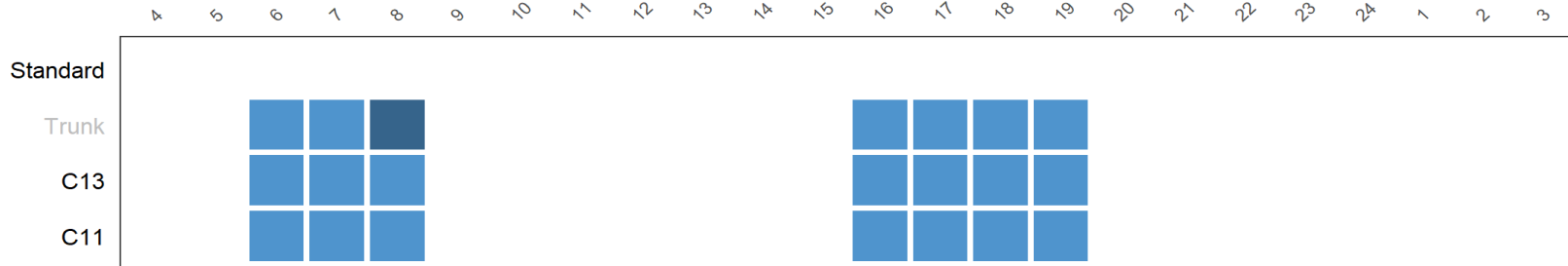
Vehicle Load Factor

| | | Direction: | |
|---------------------------------|---------------------------------|------------|-------|
| | | NORTH | SOUTH |
| Weekday | Peak Maximum Target: 1 | 0.29 | 0.3 |
| | Off-Peak Maximum Target: 1.0 | 0.09 | 0.16 |
| Saturday Maximum Target: 1.0 | | | |
| Sunday Maximum Target: 1.0 | | | |

Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



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 AM - 8:49 AM; 4:15 PM - 7:42 PM | - | A | - | - | - | - | - | - |
| | Frequency of Service varies | Peak: 44.1 / Off-Peak: NA | Peak: 50.7 / Off-Peak: 119.1 | - | - | - | - | - | - | - |
| Productivity | Passengers per Revenue Hour N/A | 31.4 | 20.8 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 2 | 1.1 | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 82% | 73% | B | - | - | - | - | - | - |
| | Crowding 5% | 0% | 3% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.12 Peak: 0.3 | Off-Peak: 0.38 Peak: 0.38 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$3.80 | \$ 6.58 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 39% | 40% | A | - | - | - | - | - | - |

Route C11

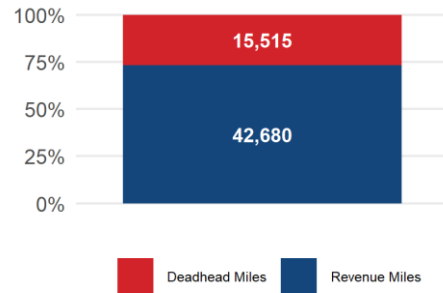
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile N/A | 0.6 | | | 2.1 | | | - | | |
| Route Design | Circuitry N/A | 1.03 | | | 1.5 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour N/A | 47.8 | 20.8 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 3 | 1.1 | A | - | - | - | - | - | - |
| | Unique Segment Ridership 15% | 0% | 35% | E | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 72% | 73% | D | - | - | - | - | - | - |
| | Crowding 5% | 0% | 2% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.16 Peak: 0.44 | Off-Peak: 0.42 Peak: 0.37 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$2.49 | \$ 6.58 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 59% | 44% | A | - | - | - | - | - | - |

Route C13

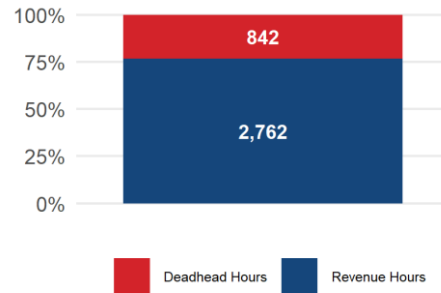
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|-----------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile N/A | 1.8 | | | 2.1 | | | - | | |
| Route Design | Circuitry N/A | 1.09 | | | 1.5 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour N/A | 11.3 | 20.8 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 0.7 | 1.1 | E | - | - | - | - | - | - |
| | Unique Segment Ridership 15% | 20% | 35% | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 88% | 73% | A | - | - | - | - | - | - |
| | Crowding 5% | 0% | 2% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.09 Peak: 0.1 | Off-Peak: 0.42 Peak: 0.37 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$10.53 | \$ 6.58 | E | - | - | - | - | - | - |
| | Cost Recovery 20% | 14% | 44% | E | - | - | - | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



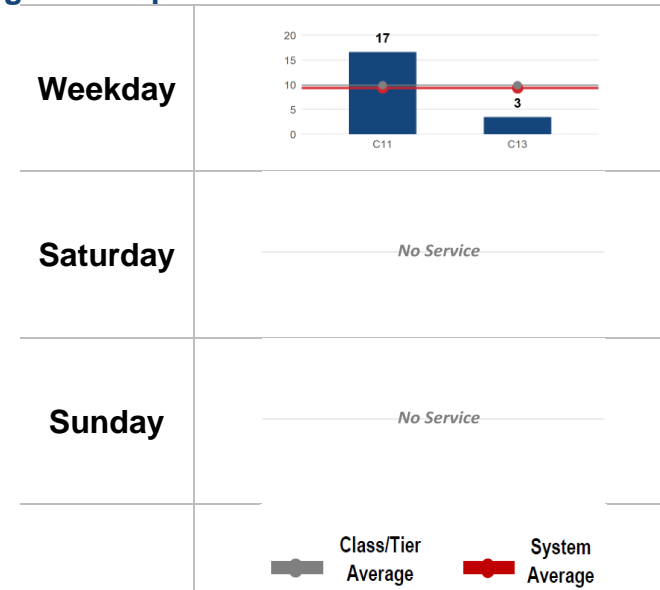
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| C11 | 11.00 | 374 | 374 (100.0%) |
| C13 | 11.60 | 286 | 286 (100.0%) |
| | | | |
| | | | |

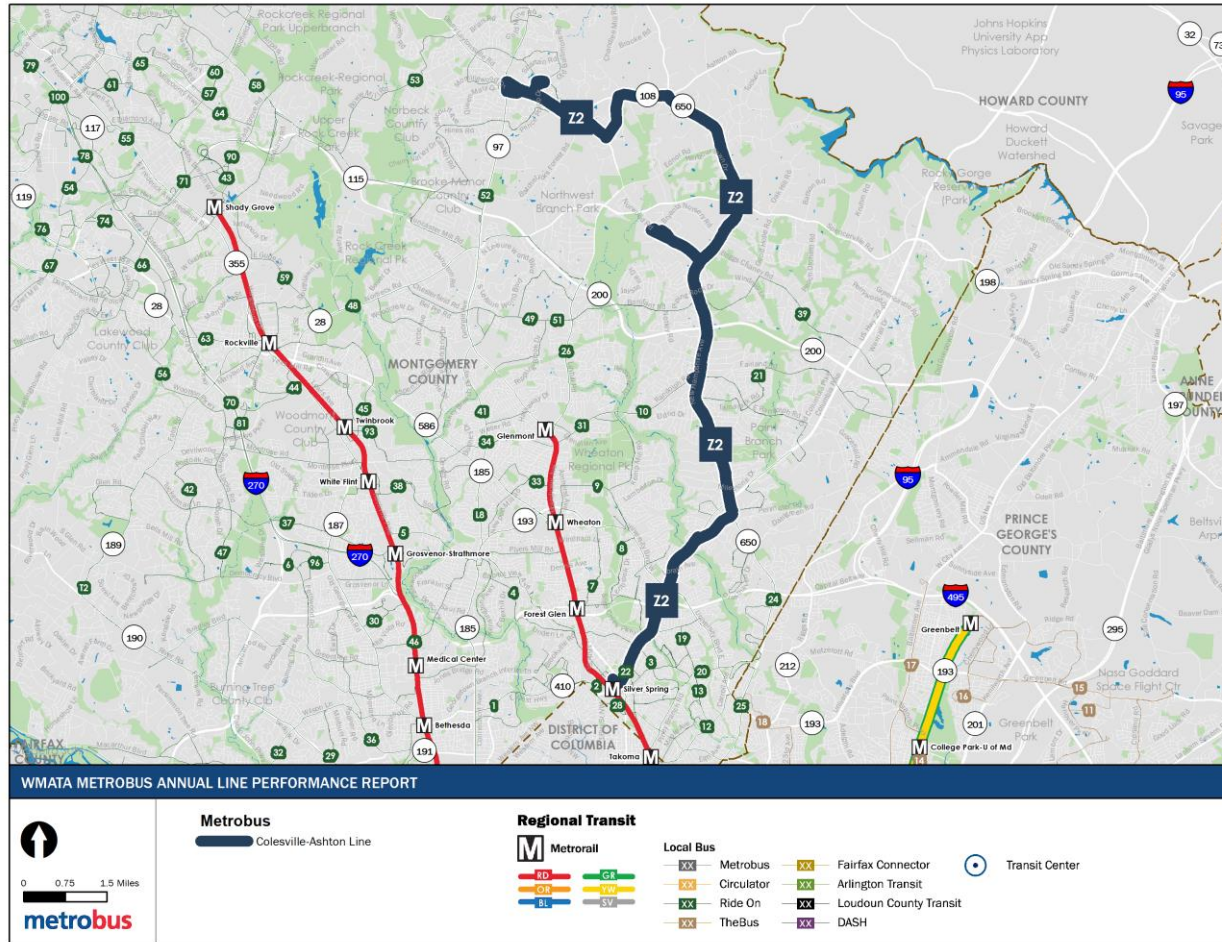
Service Change Summary

Route C11 - June 2020:
 Weekday: No change; Saturday: No change; Sunday: No change;
 Route C13 - June 2020:
 Weekday: No change; Saturday: No change; Sunday: No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Commuter

Activity Tier

3

Overall Grade

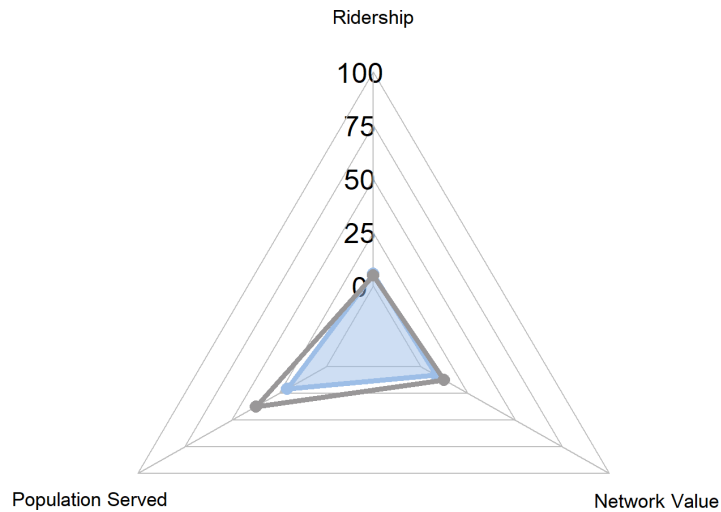
| Line | Overall Grade |
|-----------------------------|---------------|
| Line 30 - Colesville-Ashton | A |
| | |
| | |
| | |
| | |
| | |
| | |



Line Benefit Score

12

Out of 100



Classification Average



Line Focus:

Population Served

Network Value

Ridership

Balanced

Line Score:

21

8

6

Operating Statistics

| | | |
|--|------------------------|-------------|
| | Annual Operating Costs | \$1,077,857 |
| | Peak Vehicles | 0 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|----------------------------|-------------------|--------|
| | Service Area Population | 23,955 | |
| | People of Color Population | Service Area | 10,588 |
| | | % Riders Surveyed | 85% |
| | Low Income Household | Service Area | 4,043 |
| | | % Riders Surveyed | 55% |

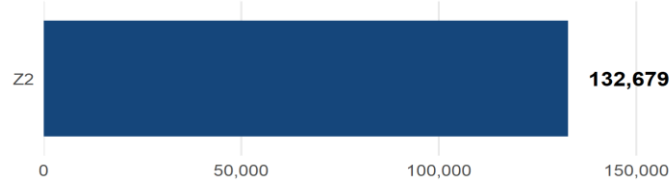
Facilities/Amenities

| | | |
|--|------------------------------|-----|
| | Bus Stops | 165 |
| | % Stops With Shelters | 10% |
| | % Stops With Benches | 18% |
| | % Stops With Real-Time Signs | 1% |



Ridership

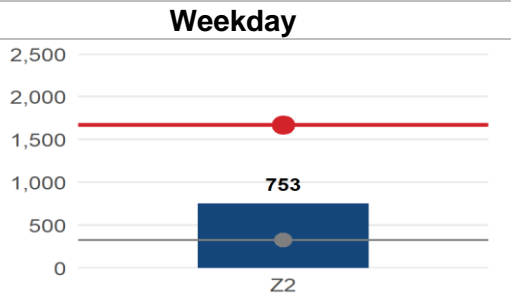
Annual Ridership



Top Transfer Locations

Silver Spring

Average Daily Ridership



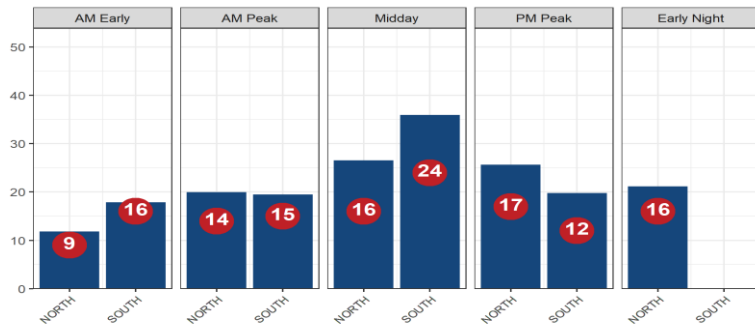
Saturday

No Service

Sunday

No Service

Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

| | | Direction: | NORTH | SOUTH |
|---------------------------------|---------------------------------|------------|-------|-------|
| Weekday | Peak Maximum Target: 1 | | 0.41 | 0.34 |
| | Off-Peak Maximum Target: 1.0 | | 0.37 | 0.48 |
| Saturday Maximum Target: 1.0 | | | | |
| Sunday Maximum Target: 1.0 | | | | |

Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

A Colesville-Ashton

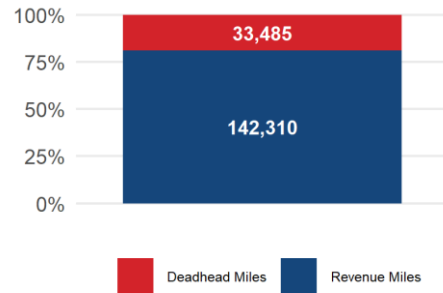
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|--------------------------------------|------------------------------|-------|-----------|-----------------|-------|-----------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 5:26 AM - 9:41 AM; 2:01 PM - 8:06 PM | - | A | - | - | - | - | - | - |
| | Frequency of Service varies | Peak: 51.6 / Off-Peak: 85.1 | Peak: 50.7 / Off-Peak: 119.1 | - | - | - | - | - | - | - |
| Productivity | Passengers per Revenue Hour N/A | 20.7 | 20.8 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 1.3 | 1.1 | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 61% | 73% | E | - | - | - | - | - | - |
| | Crowding 5% | 0% | 3% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.43 Peak: 0.38 | Off-Peak: 0.38 Peak: 0.38 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$5.77 | \$ 6.58 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 20% | 40% | B | - | - | - | - | - | - |

Route Z2

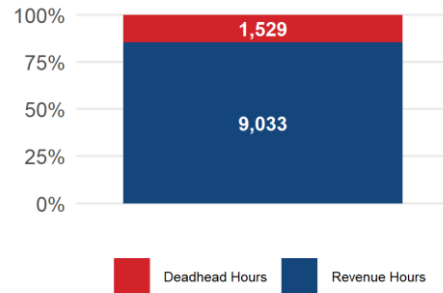
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile N/A | 4.1 | | | 2.1 | | | - | | |
| Route Design | Circuity N/A | 1.71 | | | 1.5 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour N/A | 20.7 | 20.8 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 1.3 | 1.1 | A | - | - | - | - | - | - |
| | Unique Segment Ridership 15% | 17% | 35% | B | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 61% | 73% | E | - | - | - | - | - | - |
| | Crowding 5% | 0% | 2% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.43 Peak: 0.38 | Off-Peak: 0.42 Peak: 0.37 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$5.77 | \$ 6.58 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 20% | 44% | B | - | - | - | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



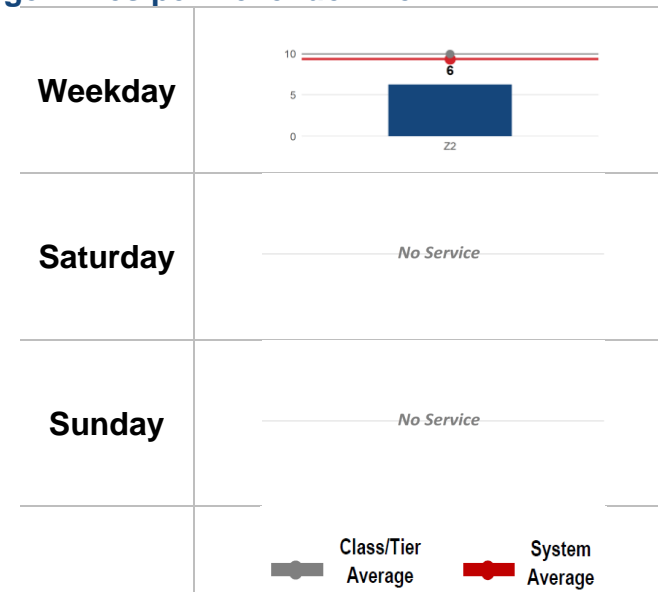
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| Z2 | 41.50 | 748 | 743 (99.3%) |
| | | | |
| | | | |
| | | | |

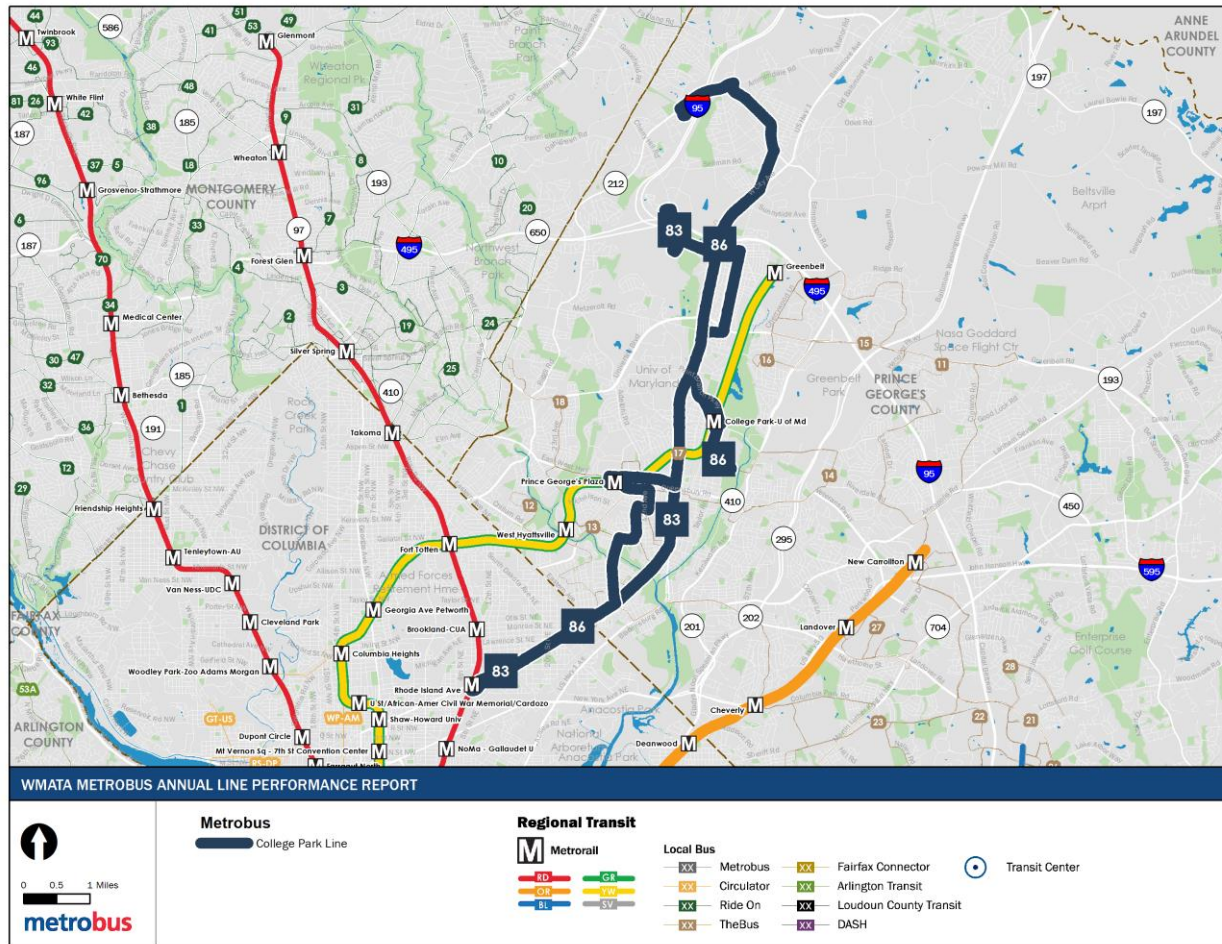
Service Change Summary

Route Z2 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Framework

Activity Tier

3

Overall Grade

| | |
|------|---|
| Line | A |
| | |
| | |
| | |
| | |
| | |

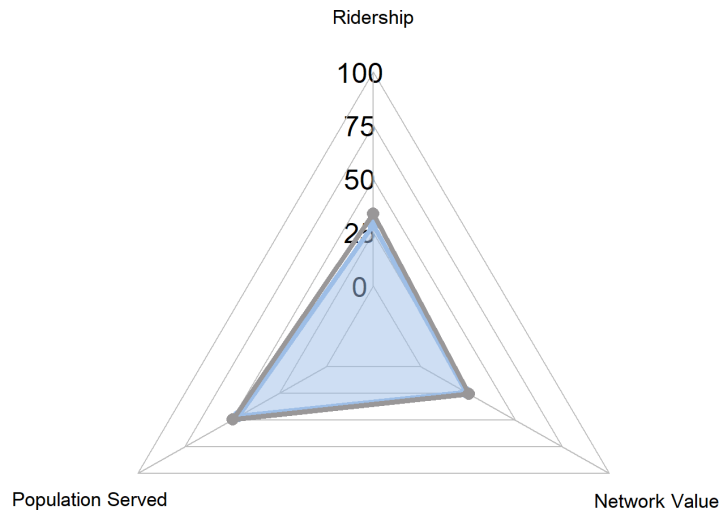
Legend

- Exceeds
- Meets
- Approaches
- Below
- Significantly Below

Line Benefit Score

33

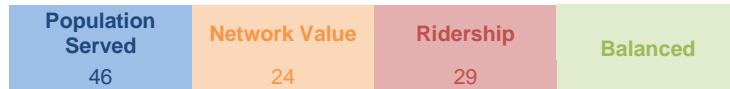
Out of 100



Classification Average



Line Focus:



Line Score:

Operating Statistics

| | | |
|--|-------------------------------|--------------------|
| | Annual Operating Costs | \$5,388,348 |
| | Peak Vehicles | 15 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|-----------------------------------|-------------------|---------------|
| | Service Area Population | 58,978 | |
| | People of Color Population | Service Area | 30,802 |
| | | % Riders Surveyed | 84% |
| | Low Income Household | Service Area | 17,712 |
| | | % Riders Surveyed | 60% |

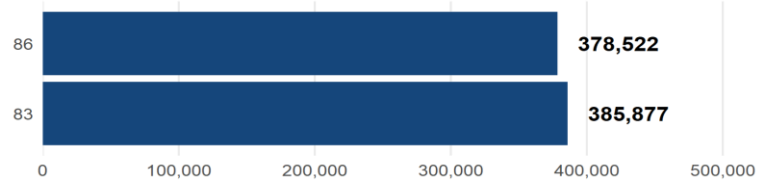
Facilities/Amenities

| | | |
|--|-------------------------------------|------------|
| | Bus Stops | 208 |
| | % Stops With Shelters | 21% |
| | % Stops With Benches | 28% |
| | % Stops With Real-Time Signs | 1% |



Ridership

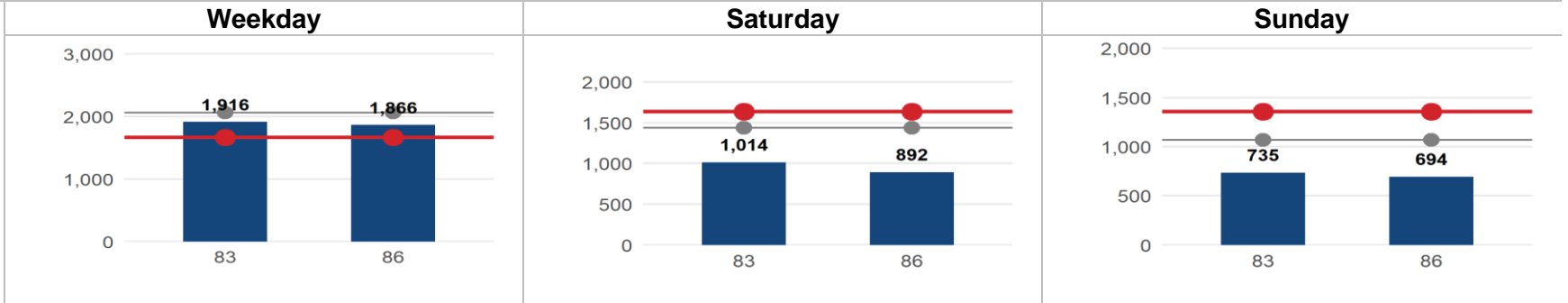
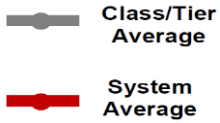
Annual Ridership



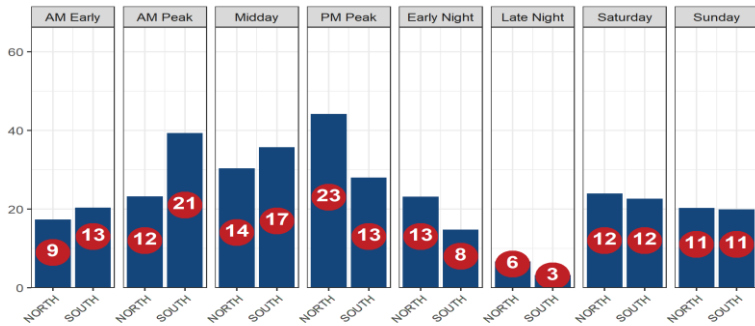
Top Transfer Locations

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

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period



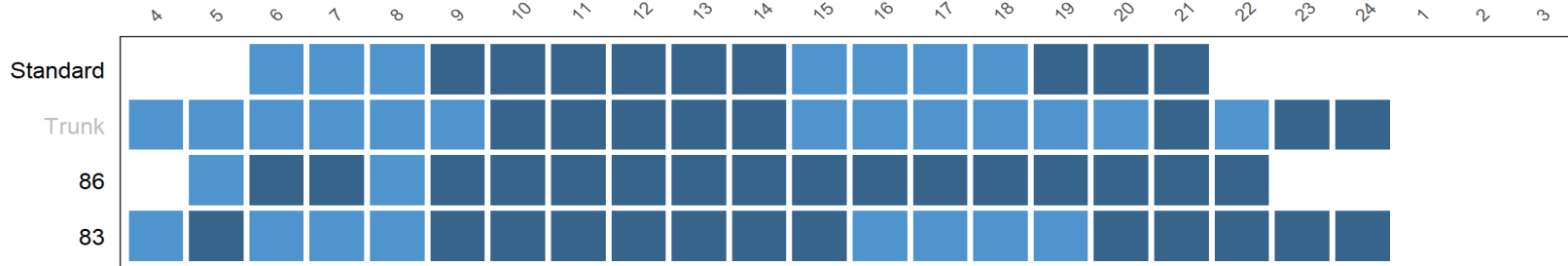
Vehicle Load Factor

| | | <i>Direction:</i> | |
|--|--|-------------------|-------|
| | | NORTH | SOUTH |
| Weekday | Peak Maximum Target: 1 | 0.46 | 0.43 |
| | Off-Peak Maximum Target: 1.0 | 0.3 | 0.3 |
| Saturday Maximum Target: 1.0 | | 0.31 | 0.3 |
| Sunday Maximum Target: 1.0 | | 0.29 | 0.28 |

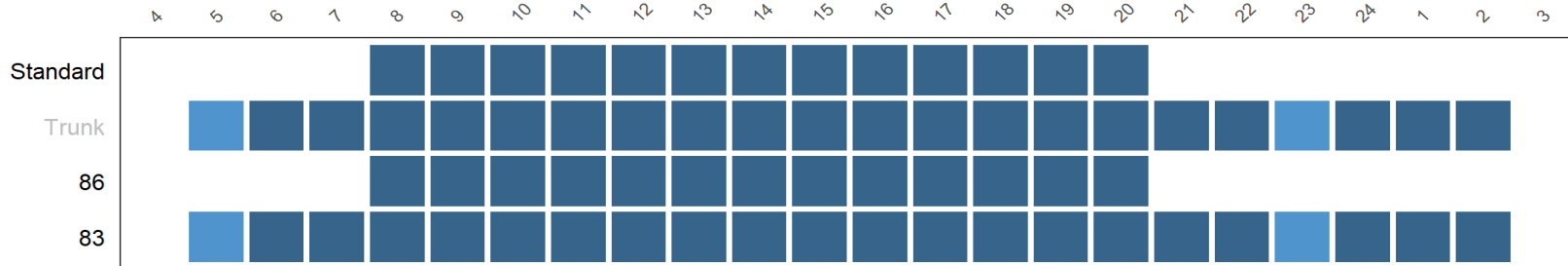
Span and Frequency



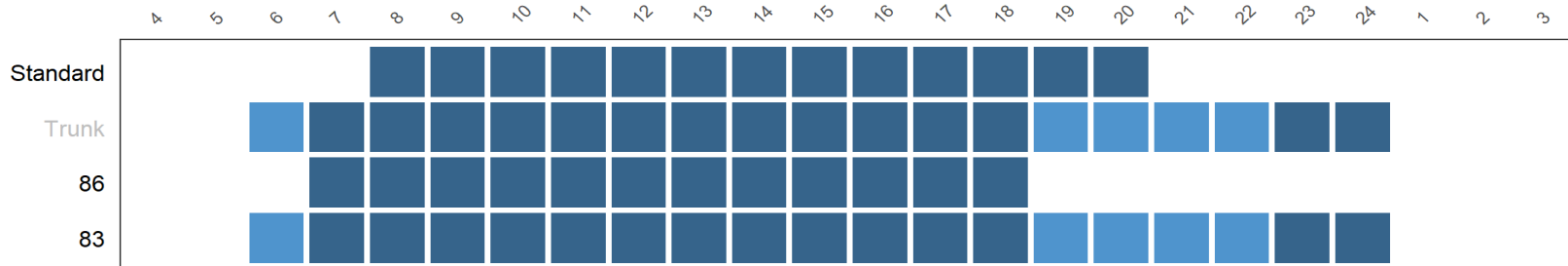
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

A College Park

| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|-----------------------------|----------------------------|-------|-------------------|-----------------|-------|--------------------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 4:35 AM - 12:32 AM | - | A | 5:35 AM - 2:25 AM | - | A | 6:35 AM - 12:30 AM | - | A |
| | Frequency of Service varies | Peak: 22.9 / Off-Peak: 35.8 | Peak: 24 / Off-Peak: 39.5 | A | 47.9 | 47.7 | A | 45.5 | 52.9 | A |
| Productivity | Passengers per Revenue Hour 15 | 24.2 | 31.5 | A | 26.0 | 30.1 | A | 24.9 | 30.5 | A |
| | Passengers per Revenue Mile 1 | 2.0 | 2.6 | A | 2.1 | 2.4 | A | 2.0 | 2.4 | A |
| Reliability | On-Time Performance 79% | 72% | 74% | D | 74% | 76% | C | 79% | 78% | B |
| | Crowding 5% | 1% | 2% | A | 1% | 1% | A | 0% | 0% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.3 Peak: 0.44 | Off-Peak: 0.4 Peak: 0.5 | A | 0.3 | 0.4 | A | 0.28 | 0.4 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$4.94 | \$ 4.23 | A | \$4.59 | \$ 4.22 | A | \$4.79 | \$ 4.08 | A |
| | Cost Recovery 20% | 23% | 27% | A | 25% | 26% | A | 24% | 26% | A |

Route 83

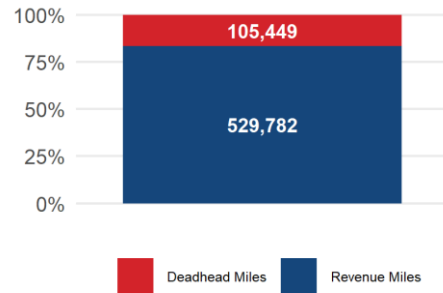
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|-----------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 4.4 | | | 4.6 | | | A | | |
| | Circuitry 1.75 | 1.54 | | | 2.47 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 15 | 24.0 | 31.5 | A | 24.3 | 30.1 | A | 23.8 | 30.5 | A |
| | Passengers per Revenue Mile 1 | 1.9 | 2.6 | A | 2.0 | 2.4 | A | 2.1 | 2.4 | A |
| | Unique Segment Ridership 10% | 19% | 32% | A | 27% | 56% | A | 27% | 56% | A |
| Reliability | On-Time Performance 79% | 71% | 74% | D | 84% | 76% | A | 83% | 78% | B |
| | Crowding 5% | 1% | 2% | A | 2% | 1% | A | 0% | 0% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.27 Peak: 0.43 | Off-Peak: 0.44 Peak: 0.5 | A | 0.26 | 0.4 | A | 0.24 | 0.4 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$4.98 | \$ 4.23 | A | \$4.91 | \$ 4.22 | A | \$5.02 | \$ 4.08 | A |
| | Cost Recovery 20% | 23% | 28% | A | 23% | 25% | A | 23% | 25% | A |

Route 86

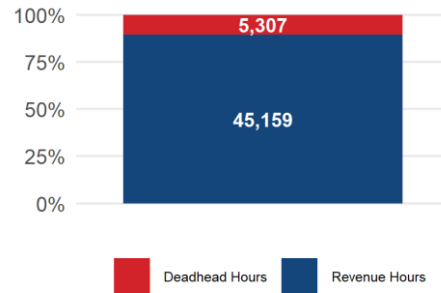
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|-----------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 4.4 | | | 4.6 | | | A | | |
| | Circuitry 1.75 | 1.68 | | | 2.47 | | | B | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 15 | 24.3 | 31.5 | A | 28.3 | 30.1 | A | 26.3 | 30.5 | A |
| | Passengers per Revenue Mile 1 | 2.0 | 2.6 | A | 2.2 | 2.4 | A | 1.9 | 2.4 | A |
| | Unique Segment Ridership 10% | 46% | 32% | A | 47% | 56% | A | 47% | 56% | A |
| Reliability | On-Time Performance 79% | 72% | 74% | D | 60% | 76% | E | 75% | 78% | C |
| | Crowding 5% | 1% | 2% | A | 0% | 1% | A | 0% | 0% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.37 Peak: 0.45 | Off-Peak: 0.44 Peak: 0.5 | A | 0.41 | 0.4 | A | 0.38 | 0.4 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$4.90 | \$ 4.23 | A | \$4.22 | \$ 4.22 | A | \$4.54 | \$ 4.08 | A |
| | Cost Recovery 20% | 23% | 28% | A | 27% | 25% | A | 25% | 25% | A |

Operational Analysis

Miles Allocation



Hours Allocation



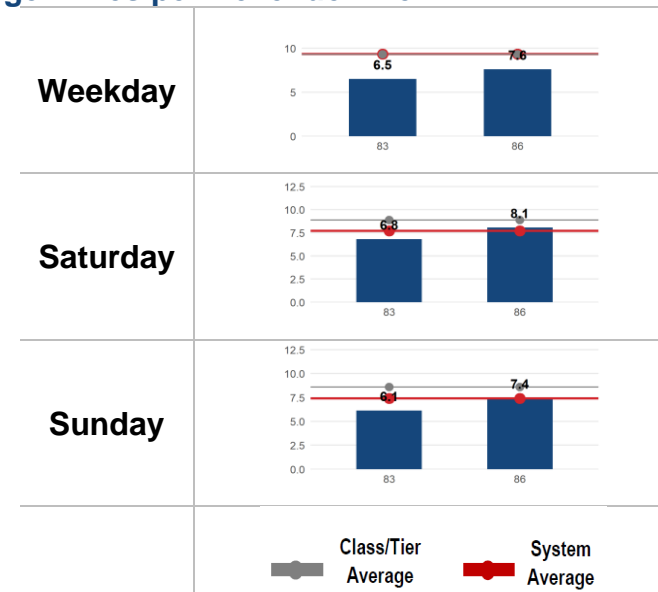
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| 83 | 29.00 | 2,208 | 2,195 (99.4%) |
| 86 | 35.90 | 1,343 | 1,328 (98.9%) |

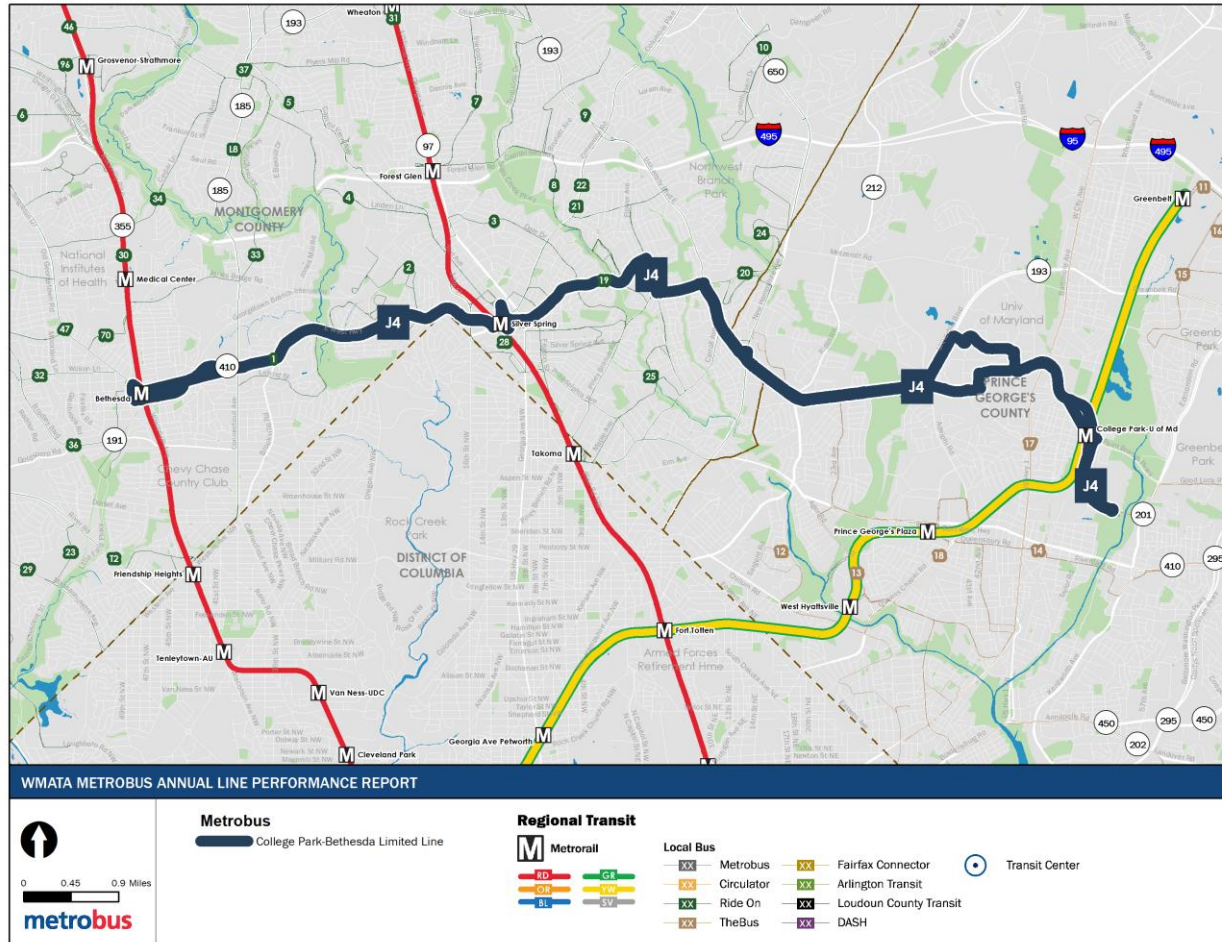
Service Change Summary

Route 83 - June 2020:
 Weekday: No change; Saturday: No change; Sunday: No change;
 Route 86 - June 2020:
 Weekday: PG Plaza detour; Saturday: PG Plaza detour;
 Sunday: No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Framework

Activity Tier

1

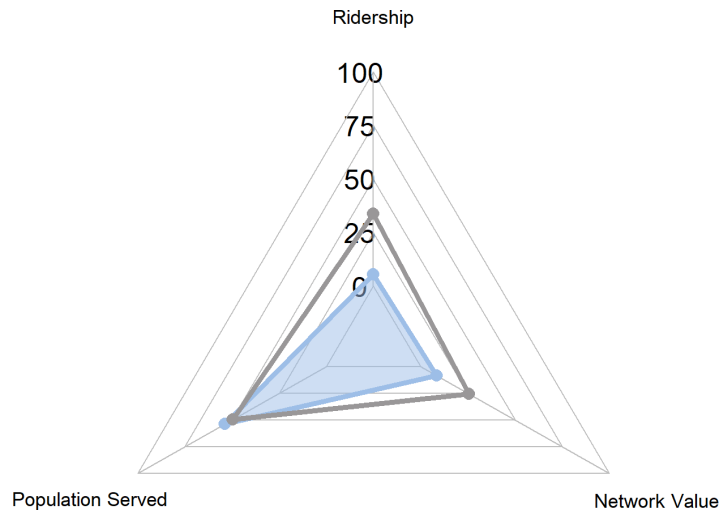
Overall Grade

| Line | Overall Grade |
|-------------------------------|---------------|
| College Park-Bethesda Limited | D |
| | |
| | |
| | |
| | |
| | |

Line Benefit Score

23

Out of 100



Classification Average



Line Focus:

Population Served

Network Value

Ridership

Balanced




Line Score:

54




8

5





Operating Statistics

| | | |
|---|-------------------------------|--------------------|
|  | Annual Operating Costs | \$1,087,304 |
|  | Peak Vehicles | 7 |
|  | Vehicle Type(s) | 40 Foot |

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

| | | | |
|---|-----------------------------------|-------------------|---------------|
|  | Service Area Population | 34,951 | |
|  | People of Color Population | Service Area | 9,032 |
| | | % Riders Surveyed | 84% |
|  | Low Income Household | Service Area | 11,931 |
| | | % Riders Surveyed | 48% |

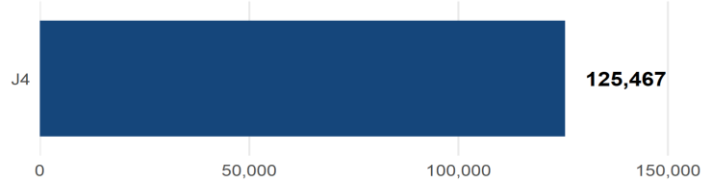
Facilities/Amenities

| | | |
|---|-------------------------------------|------------|
|  | Bus Stops | 44 |
|  | % Stops With Shelters | 39% |
|  | % Stops With Benches | 48% |
|  | % Stops With Real-Time Signs | 23% |



Ridership

Annual Ridership

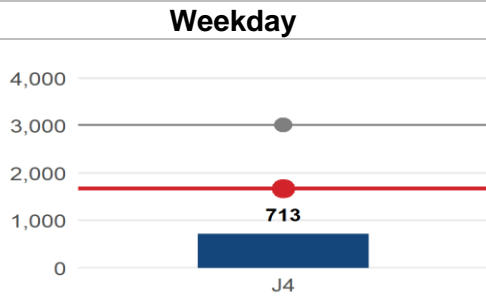


Top Transfer Locations

Silver Spring, Bethesda, College Park-U of MD

Average Daily Ridership

- Class/Tier Average
- System Average



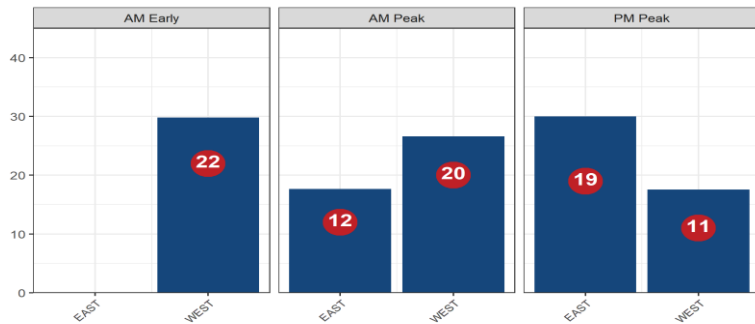
Saturday

No Service

Sunday

No Service

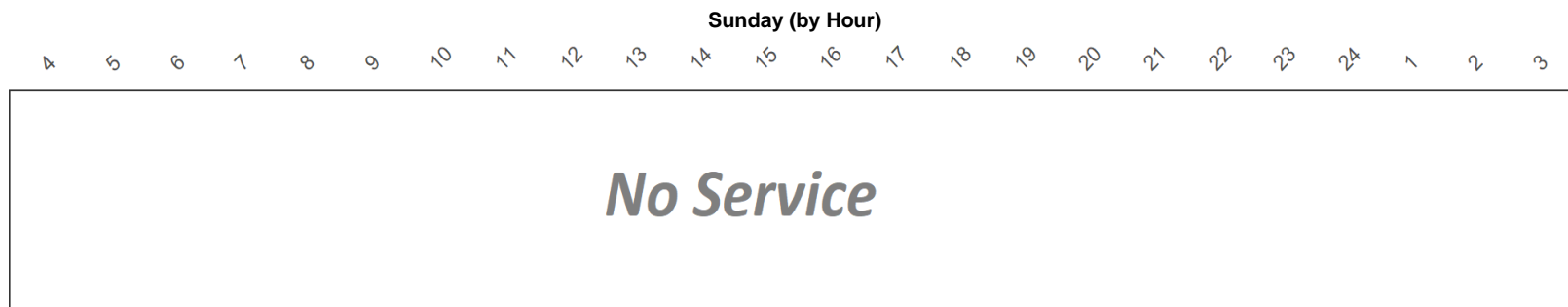
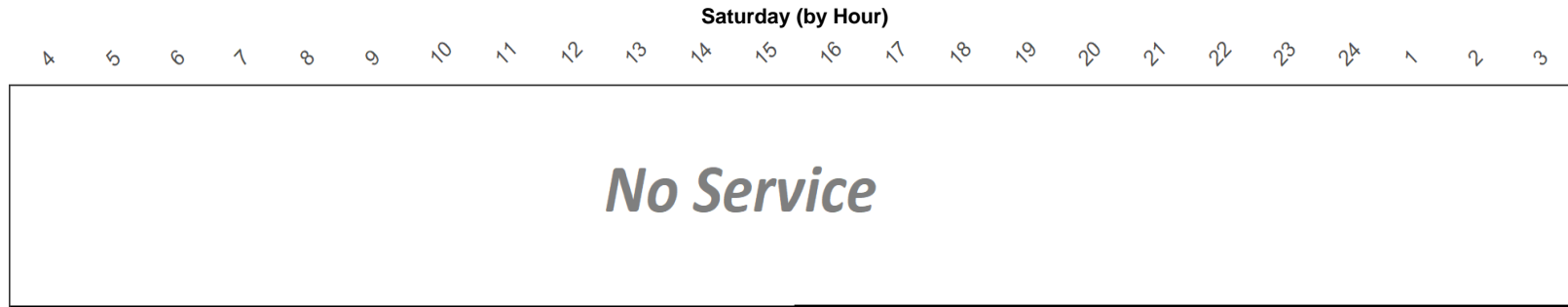
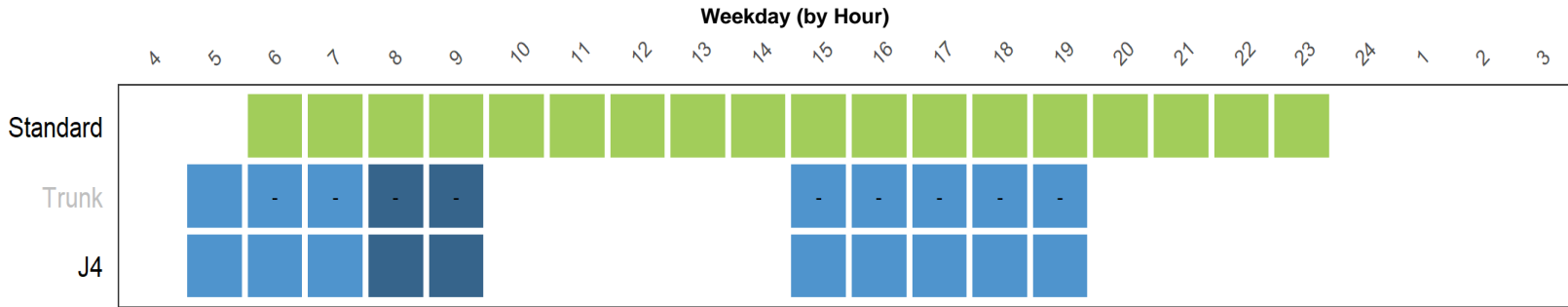
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

| | | Direction: | WEST | EAST |
|---------------------------------|---------------------------------|------------|------|------|
| Weekday | Peak Maximum Target: 1.2 | | 0.4 | 0.41 |
| | Off-Peak Maximum Target: 1.0 | | 0.56 | |
| Saturday Maximum Target: 1.0 | | | | |
| Sunday Maximum Target: 1.0 | | | | |

Span and Frequency



Performance Report Card

D College Park-Bethesda Limited

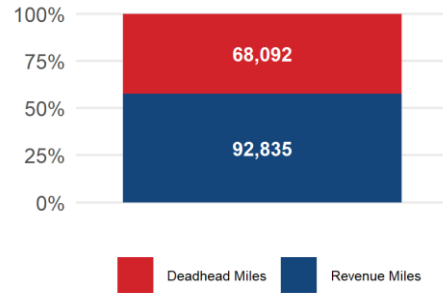
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|--------------------------------------|------------------------------|-------|-----------|-----------------|-------|-----------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 5:20 AM - 9:28 AM; 3:24 PM - 7:44 PM | - | E | - | - | - | - | - | - |
| | Frequency of Service varies | Peak: 48.9 / Off-Peak: 390.1 | Peak: 17.4 / Off-Peak: 39 | E | - | - | - | - | - | - |
| Productivity | Passengers per Revenue Hour 30 | 20.3 | 33.6 | E | - | - | - | - | - | - |
| | Passengers per Revenue Mile 4 | 1.9 | 4.5 | E | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 58% | 74% | E | - | - | - | - | - | - |
| | Crowding 5% | 0% | 4% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.56 Peak: 0.4 | Off-Peak: 0.39 Peak: 0.54 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$5.87 | \$ 4.15 | D | - | - | - | - | - | - |
| | Cost Recovery 25% | 21% | 32% | D | - | - | - | - | - | - |

Route J4

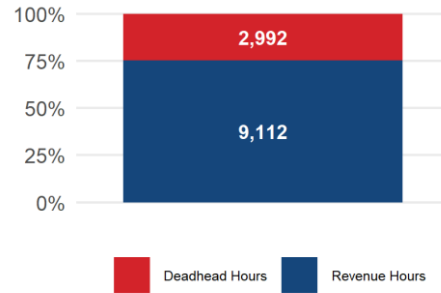
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|-----------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 1.8 | | | 5 | | | E | | |
| | Circuitry 1.75 | 1.15 | | | 1.28 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 30 | 20.3 | 33.6 | E | - | - | - | - | - | - |
| | Passengers per Revenue Mile 4 | 1.9 | 4.5 | E | - | - | - | - | - | - |
| | Unique Segment Ridership 10% | 16% | 13% | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 58% | 74% | E | - | - | - | - | - | - |
| | Crowding 5% | 0% | 4% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.56 Peak: 0.4 | Off-Peak: 0.38 Peak: 0.54 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$5.87 | \$ 4.15 | D | - | - | - | - | - | - |
| | Cost Recovery 25% | 21% | 34% | D | - | - | - | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



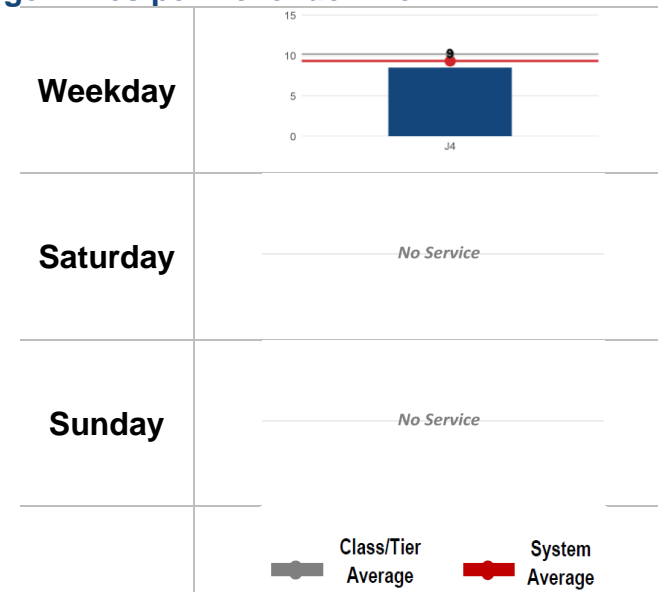
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| J4 | 25.90 | 682 | 679 (99.6%) |
| | | | |
| | | | |
| | | | |

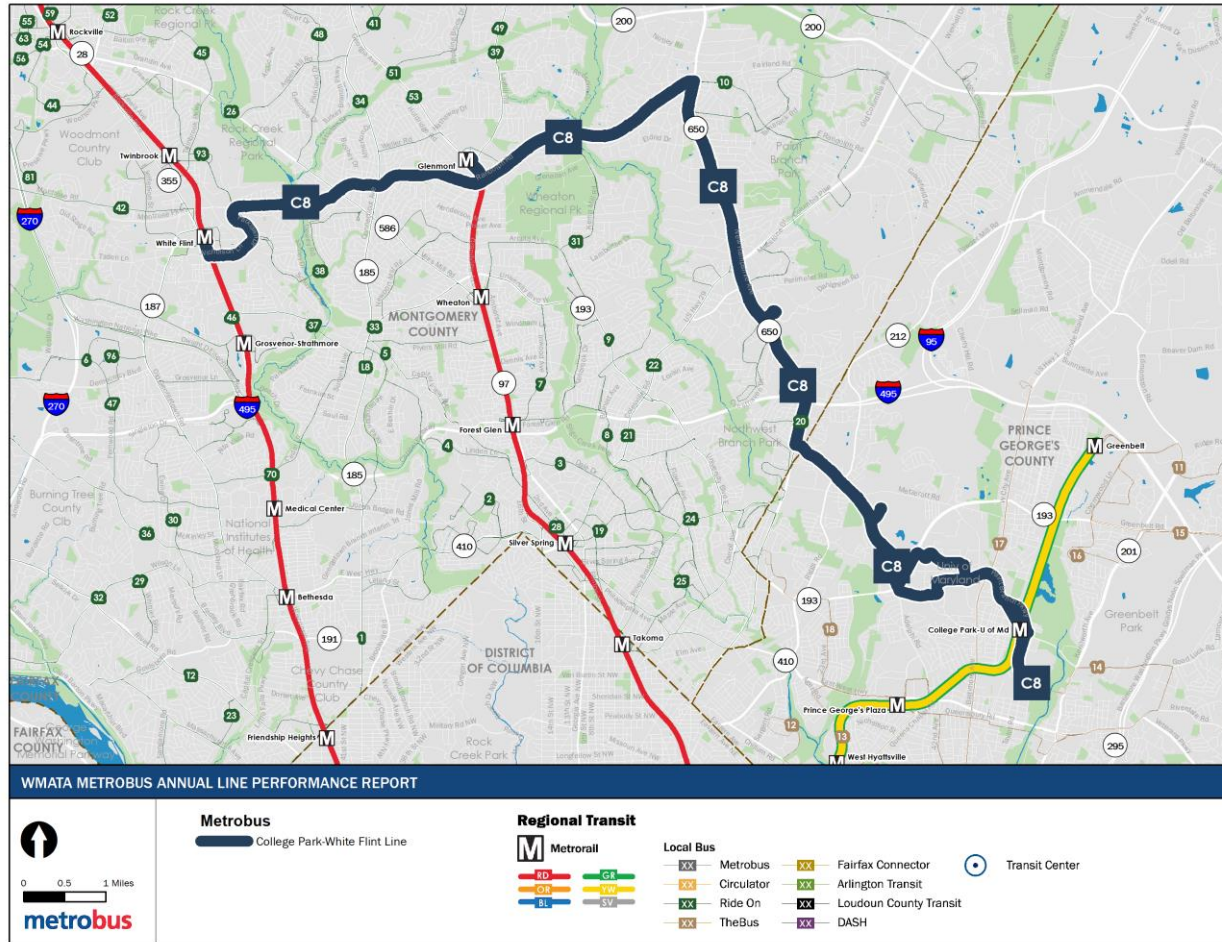
Service Change Summary

Route J4 - June 2020:
 Weekday: No change; Saturday: No change; Sunday: No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Framework

Activity Tier

2

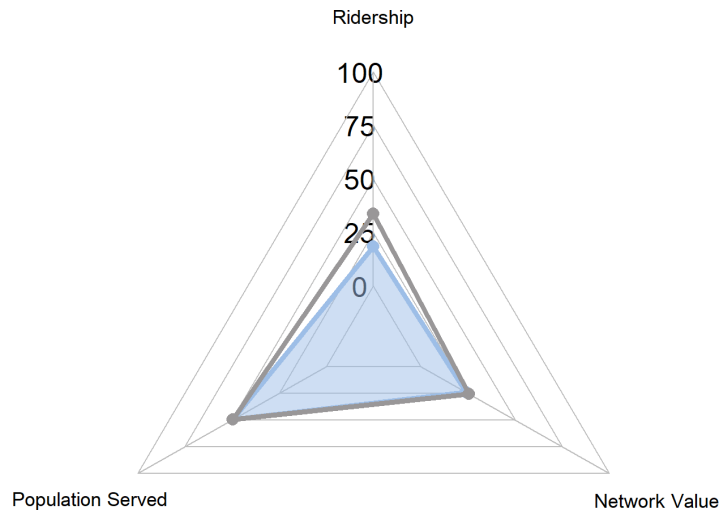
Overall Grade

| | |
|------|---|
| Line | C |
| | |
| | |
| | |
| | |
| | |
| | |

Line Benefit Score

31

Out of 100



Classification Average



Line Focus:

Population Served

Network Value

Ridership

Balanced

Line Score:

49

24

18

Operating Statistics

| | | |
|--|-------------------------------|--------------------|
| | Annual Operating Costs | \$3,199,689 |
| | Peak Vehicles | 9 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|-----------------------------------|-------------------|---------------|
| | Service Area Population | 40,293 | |
| | People of Color Population | Service Area | 16,689 |
| | | % Riders Surveyed | 84% |
| | Low Income Household | Service Area | 10,465 |
| | | % Riders Surveyed | 63% |

Facilities/Amenities

| | | |
|--|-------------------------------------|------------|
| | Bus Stops | 153 |
| | % Stops With Shelters | 21% |
| | % Stops With Benches | 29% |
| | % Stops With Real-Time Signs | 2% |



Ridership

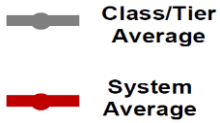
Annual Ridership



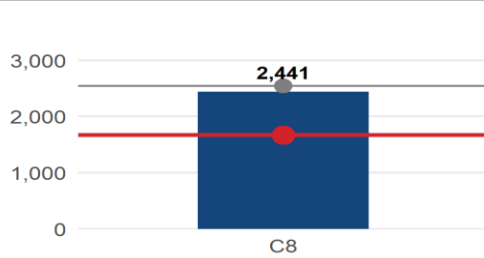
Top Transfer Locations

White Flint, Glenmont, College Park-U of MD

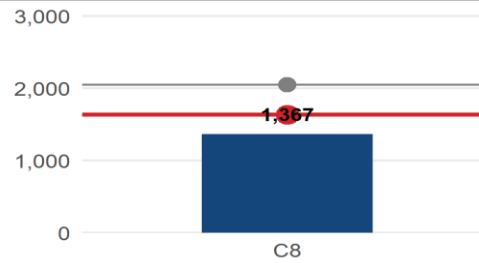
Average Daily Ridership



Weekday



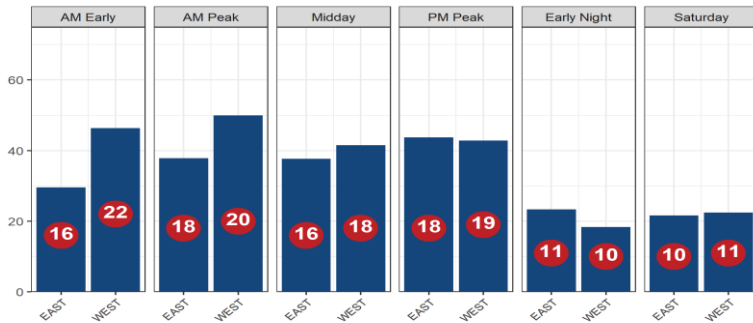
Saturday



Sunday

No Service

Average Trip Ridership and Maximum Load by Time Period



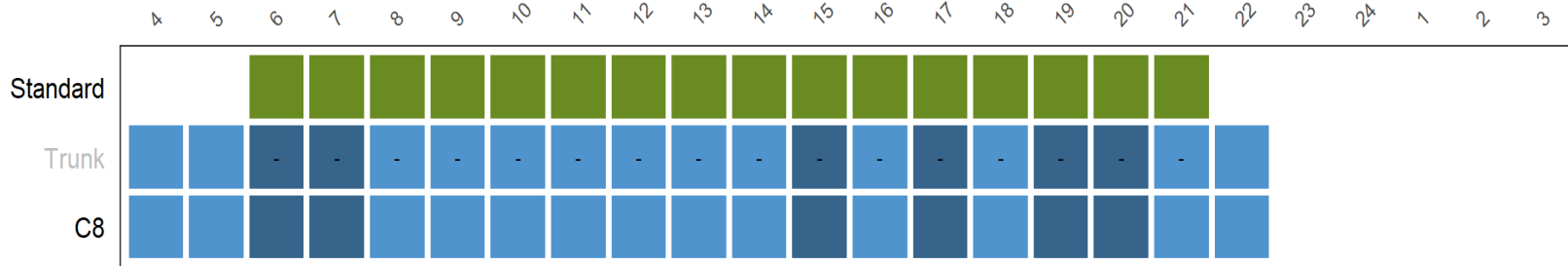
Vehicle Load Factor

| | | Direction: | EAST | WEST |
|---------------------------------|---------------------------------|------------|------|------|
| Weekday | Peak Maximum Target: 1 | | 0.45 | 0.46 |
| | Off-Peak Maximum Target: 1.0 | | 0.38 | 0.41 |
| Saturday Maximum Target: 1.0 | | | 0.26 | 0.28 |
| Sunday Maximum Target: 1.0 | | | | |

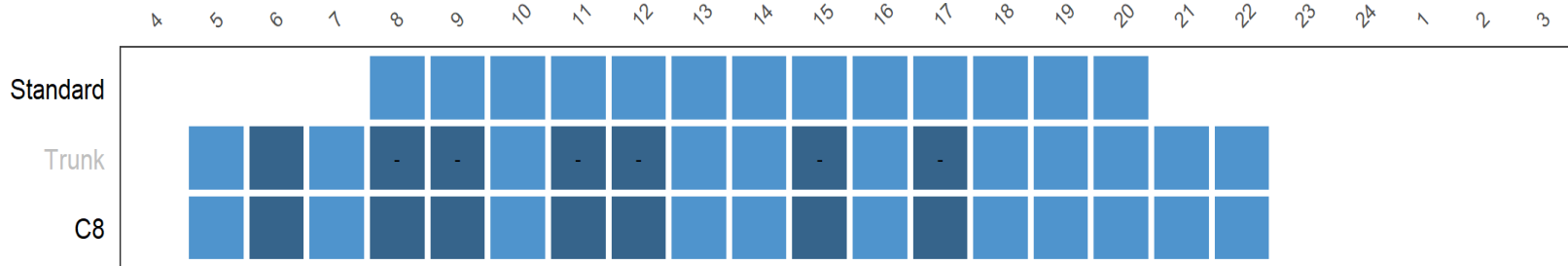
Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

C College Park-White Flint

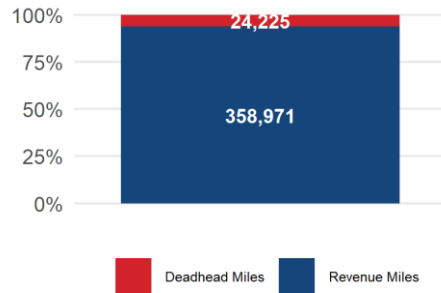
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|-----------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 4:59 AM - 10:14 PM | - | A | 5:50 AM - 10:15 PM | - | A | - | - | - |
| | Frequency of Service varies | Peak: 30.1 / Off-Peak: 29.9 | Peak: 19.4 / Off-Peak: 34 | E | 30.0 | 29.8 | B | - | - | - |
| Productivity | Passengers per Revenue Hour 20 | 26.7 | 30.5 | A | 17.7 | 28.9 | D | - | - | - |
| | Passengers per Revenue Mile 2 | 2.0 | 3.0 | C | 1.2 | 2.7 | E | - | - | - |
| Reliability | On-Time Performance 79% | 65% | 73% | E | 68% | 76% | E | - | - | - |
| | Crowding 5% | 1% | 3% | A | 0% | 3% | A | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.39 Peak: 0.45 | Off-Peak: 0.44 Peak: 0.52 | A | 0.27 | 0.41 | A | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$4.47 | \$ 4.44 | A | \$6.72 | \$ 4.73 | E | - | - | - |
| | Cost Recovery 20% | 27% | 31% | A | 18% | 27% | C | - | - | - |

Route C8

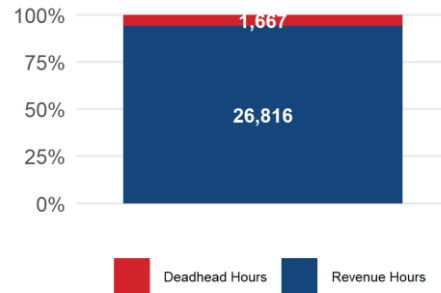
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 4 | | | 4.5 | | | A | | |
| | Circuitry 1.75 | 1.39 | | | 1.47 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 20 | 26.7 | 30.5 | A | 17.7 | 28.9 | D | - | - | - |
| | Passengers per Revenue Mile 2 | 2.0 | 3.0 | C | 1.2 | 2.7 | E | - | - | - |
| | Unique Segment Ridership 10% | 44% | 16% | A | 68% | 35% | A | - | - | - |
| Reliability | On-Time Performance 79% | 65% | 73% | E | 68% | 76% | E | - | - | - |
| | Crowding 5% | 1% | 2% | A | 0% | 3% | A | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.39 Peak: 0.45 | Off-Peak: 0.42 Peak: 0.52 | A | 0.27 | 0.42 | A | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$4.47 | \$ 4.44 | A | \$6.72 | \$ 4.73 | E | - | - | - |
| | Cost Recovery 20% | 27% | 30% | A | 18% | 26% | C | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



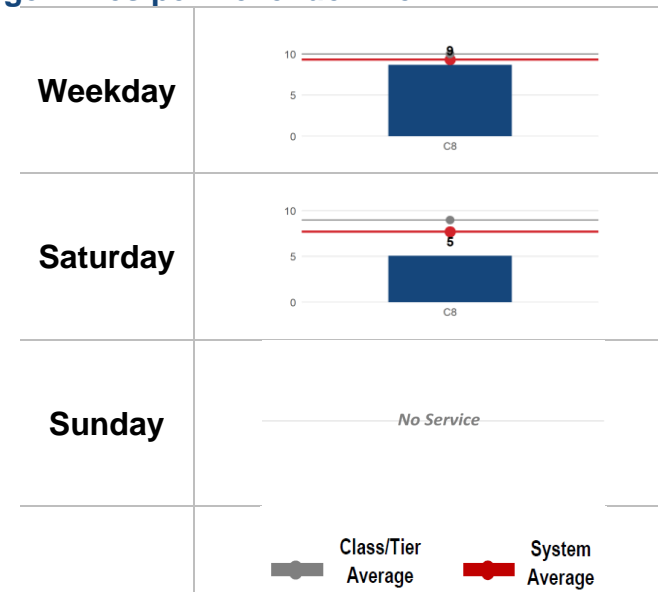
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| C8 | 39.50 | 1,696 | 1,687 (99.5%) |
| | | | |
| | | | |
| | | | |
| | | | |

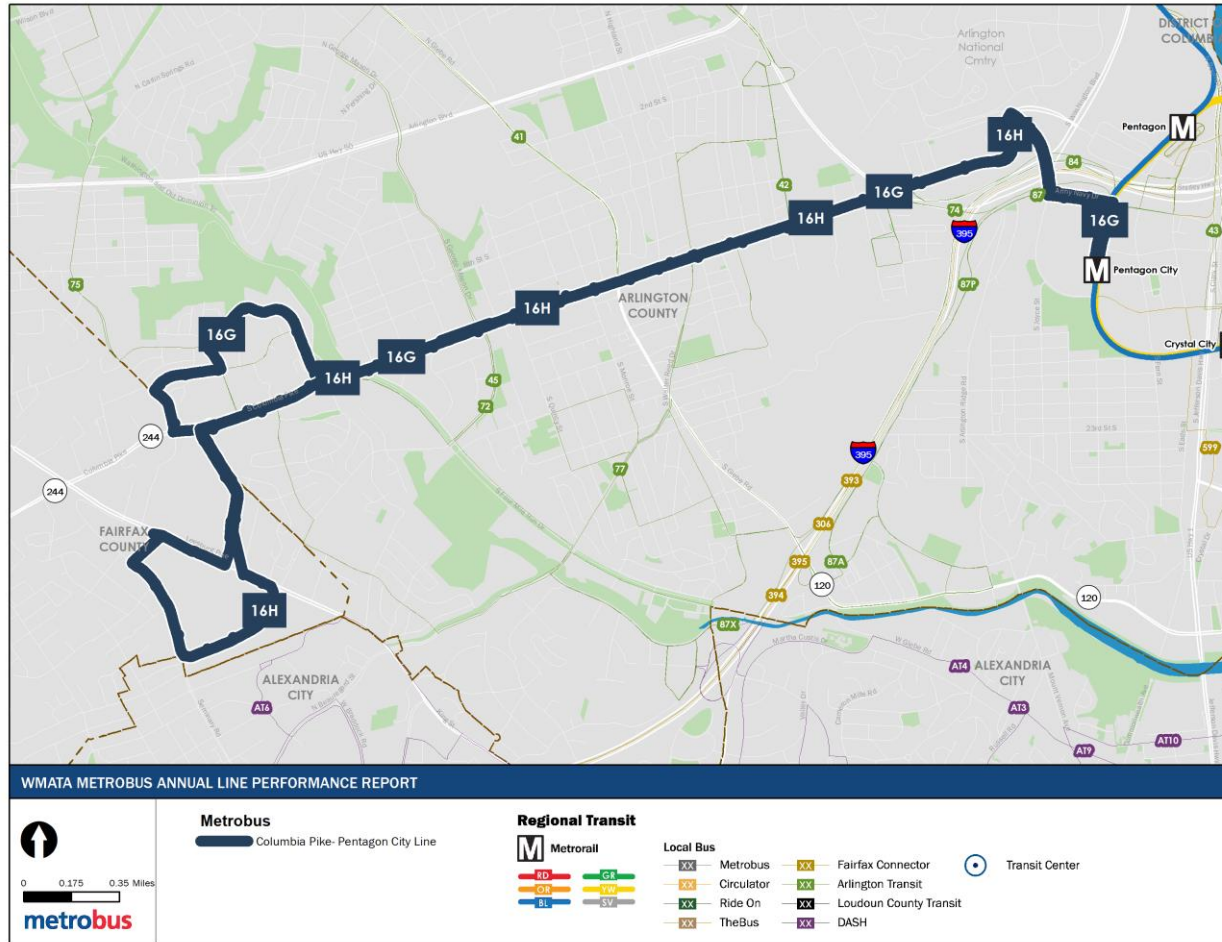
Service Change Summary

Route C8 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Framework

Activity Tier

1

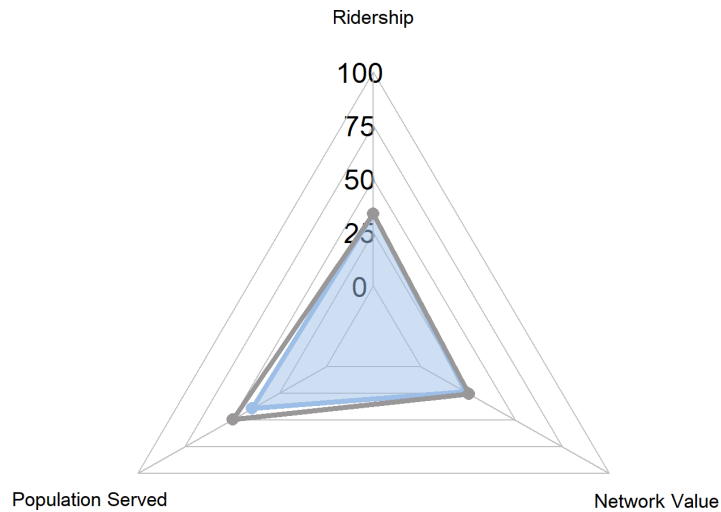
Overall Grade

| | |
|------|---|
| Line | B |
| | |
| | |
| | |
| | |
| | |

Line Benefit Score

32

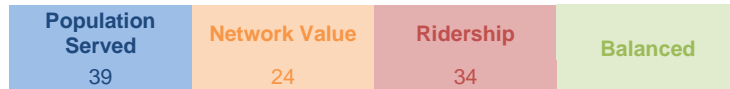
Out of 100



Classification Average



Line Focus:



Line Score:

Operating Statistics

| | | |
|--|-------------------------------|--------------------|
| | Annual Operating Costs | \$4,904,519 |
| | Peak Vehicles | 12 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|-----------------------------------|-------------------|---------------|
| | Service Area Population | 62,535 | |
| | People of Color Population | Service Area | 24,944 |
| | | % Riders Surveyed | 61% |
| | Low Income Household | Service Area | 16,707 |
| | | % Riders Surveyed | 34% |

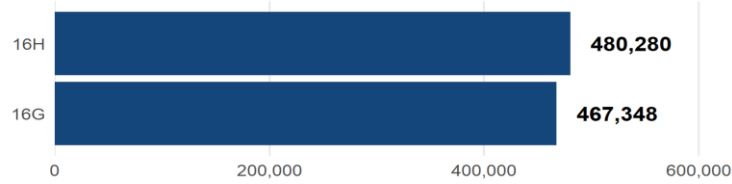
Facilities/Amenities

| | | |
|--|-------------------------------------|------------|
| | Bus Stops | 68 |
| | % Stops With Shelters | 37% |
| | % Stops With Benches | 37% |
| | % Stops With Real-Time Signs | 1% |



Ridership

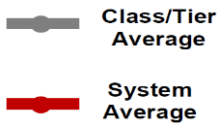
Annual Ridership



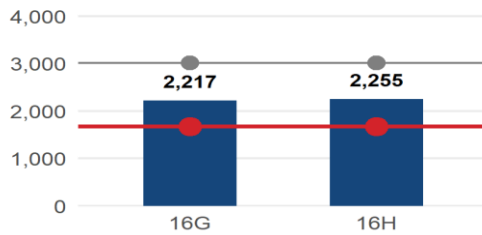
Top Transfer Locations

Pentagon City

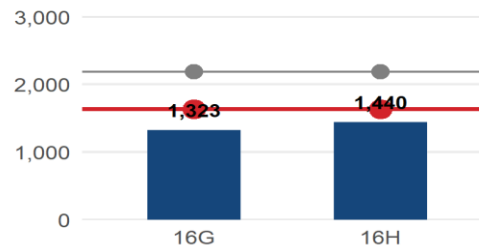
Average Daily Ridership



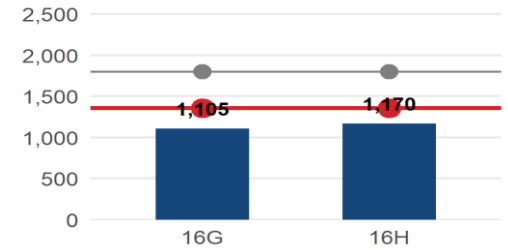
Weekday



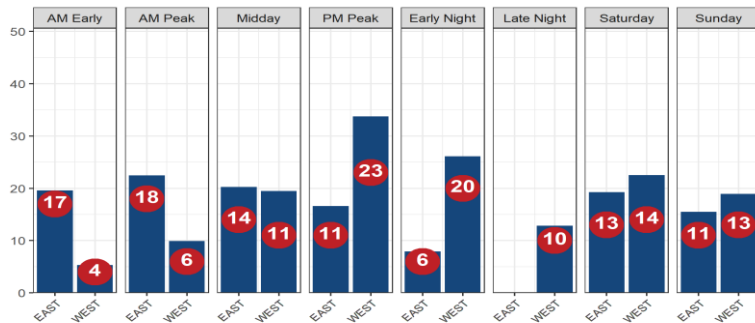
Saturday



Sunday



Average Trip Ridership and Maximum Load by Time Period



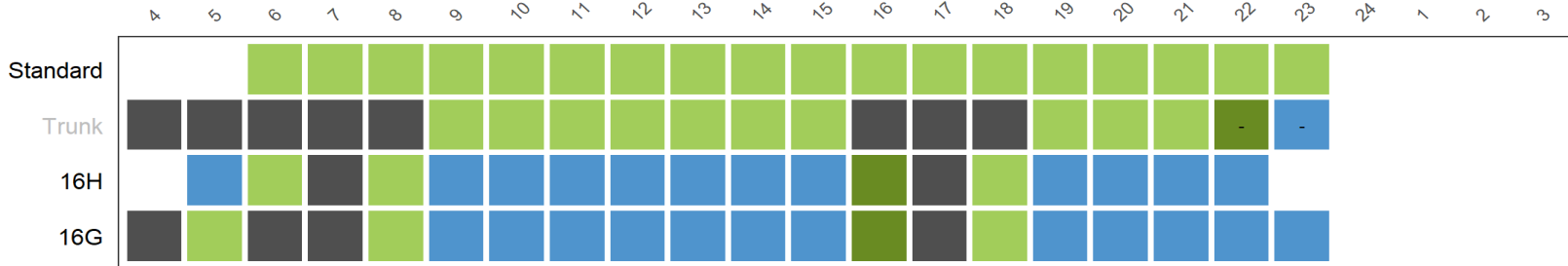
Vehicle Load Factor

| | | Direction: | |
|--|--|------------|------|
| | | EAST | WEST |
| Weekday | Peak Maximum Target: 1.2 | 0.36 | 0.39 |
| | Off-Peak Maximum Target: 1.0 | 0.3 | 0.32 |
| Saturday Maximum Target: 1.0 | | 0.34 | 0.36 |
| Sunday Maximum Target: 1.0 | | 0.28 | 0.31 |

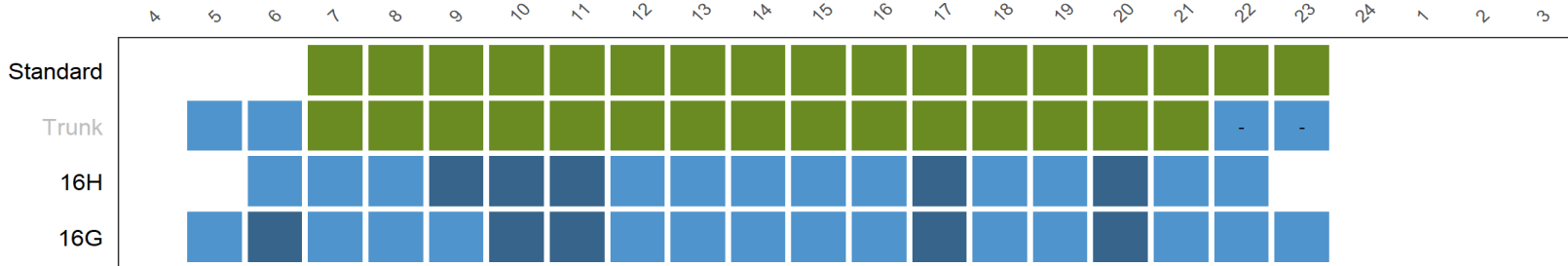
Span and Frequency



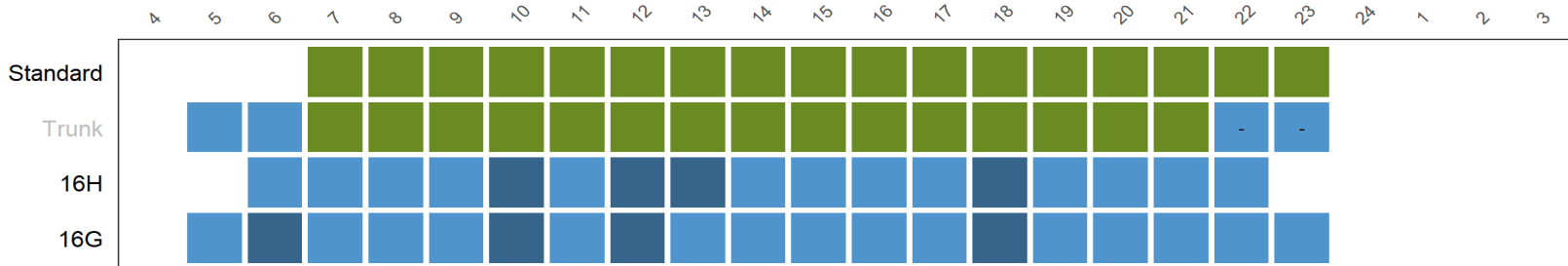
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



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 AM - 11:24 PM | - | A | 5:36 AM - 11:21 PM | - | A | 5:37 AM - 11:22 PM | - | A |
| | Frequency of Service varies | Peak: 9.2 / Off-Peak: 15.1 | Peak: 17.4 / Off-Peak: 39 | A | 19.5 | 25.4 | B | 19.5 | 29.4 | B |
| Productivity | Passengers per Revenue Hour 30 | 35.8 | 33.6 | A | 34.0 | 27.3 | A | 28.0 | 27.1 | C |
| | Passengers per Revenue Mile 4 | 4.0 | 4.5 | B | 4.2 | 3.3 | B | 3.4 | 3.2 | D |
| Reliability | On-Time Performance 79% | 91% | 74% | A | 92% | 76% | A | 91% | 79% | A |
| | Crowding 5% | 0% | 4% | A | 0% | 3% | A | 0% | 1% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.31 Peak: 0.38 | Off-Peak: 0.39 Peak: 0.54 | A | 0.35 | 0.36 | A | 0.3 | 0.35 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$3.33 | \$ 4.15 | A | \$3.51 | \$ 5.07 | A | \$4.26 | \$ 5.11 | A |
| | Cost Recovery 25% | 39% | 32% | A | 37% | 27% | A | 31% | 26% | A |

Route 16G

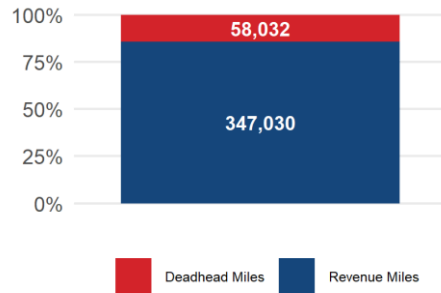
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 5 | | | 5 | | | A | | |
| | Circuitry 1.75 | 1.48 | | | 1.28 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 30 | 34.2 | 33.6 | A | 31.0 | 27.3 | B | 25.8 | 27.1 | D |
| | Passengers per Revenue Mile 4 | 4.1 | 4.5 | B | 4.1 | 3.3 | B | 3.4 | 3.2 | D |
| | Unique Segment Ridership 10% | 15% | 13% | A | 16% | 23% | A | 20% | 25% | A |
| Reliability | On-Time Performance 79% | 94% | 74% | A | 94% | 76% | A | 94% | 79% | A |
| | Crowding 5% | 0% | 4% | A | 0% | 3% | A | 0% | 2% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.29 Peak: 0.35 | Off-Peak: 0.38 Peak: 0.54 | A | 0.32 | 0.36 | A | 0.27 | 0.35 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$3.49 | \$ 4.15 | A | \$3.85 | \$ 5.07 | A | \$4.63 | \$ 5.11 | B |
| | Cost Recovery 25% | 38% | 34% | A | 34% | 26% | A | 28% | 26% | A |

Route 16H

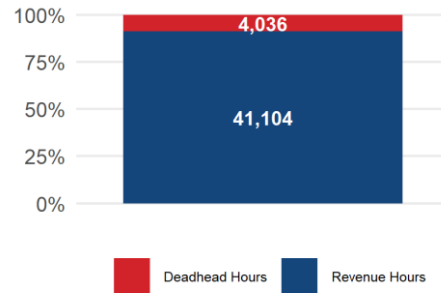
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|-----------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 4.6 | | | 5 | | | A | | |
| | Circuity 1.75 | 1.42 | | | 1.28 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 30 | 37.6 | 33.6 | A | 37.4 | 27.3 | A | 30.5 | 27.1 | B |
| | Passengers per Revenue Mile 4 | 3.9 | 4.5 | C | 4.3 | 3.3 | B | 3.4 | 3.2 | D |
| | Unique Segment Ridership 10% | 7% | 13% | D | 10% | 23% | C | 10% | 25% | B |
| Reliability | On-Time Performance 79% | 88% | 74% | A | 89% | 76% | A | 89% | 79% | A |
| | Crowding 5% | 1% | 4% | A | 0% | 3% | A | 0% | 2% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.33 Peak: 0.4 | Off-Peak: 0.38 Peak: 0.54 | A | 0.38 | 0.36 | A | 0.32 | 0.35 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$3.18 | \$ 4.15 | A | \$3.19 | \$ 5.07 | A | \$3.91 | \$ 5.11 | A |
| | Cost Recovery 25% | 41% | 34% | A | 41% | 26% | A | 33% | 26% | A |

Operational Analysis

Miles Allocation



Hours Allocation



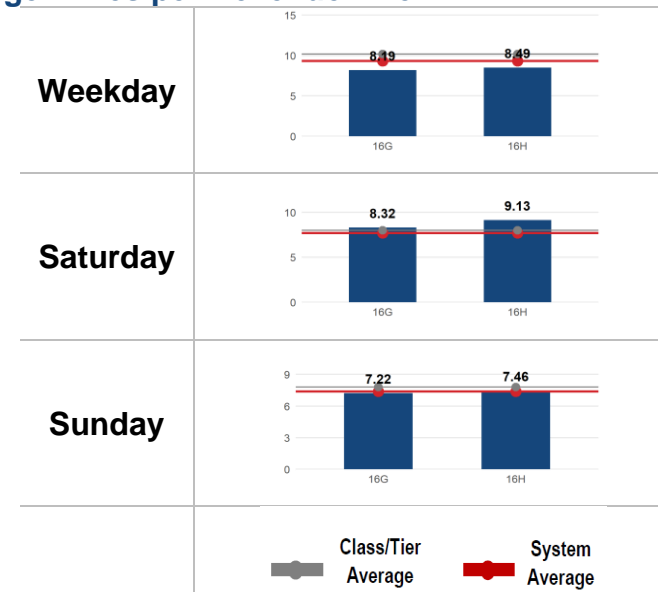
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| 16G | 10.20 | 3,345 | 3,342 (99.9%) |
| 16H | 12.70 | 2,859 | 2,849 (99.7%) |
| | | | |
| | | | |

Service Change Summary

Route 16G - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;
 Route 16H - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Framework

Activity Tier

1

Overall Grade

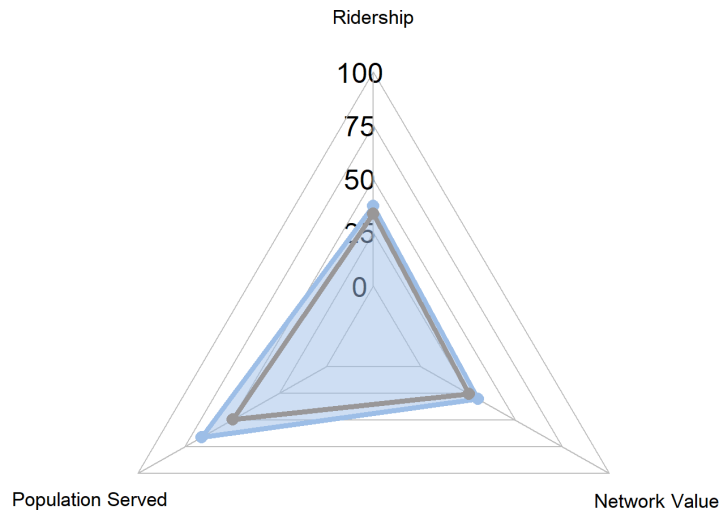
| | |
|------|---|
| Line | C |
| | |
| | |
| | |
| | |
| | |



Line Benefit Score

45

Out of 100



Classification Average



Line Focus:

Population Served

Network Value

Ridership

Balanced

Line Score:

66

30

37

Operating Statistics

| | | |
|--|------------------------|-------------|
| | Annual Operating Costs | \$6,946,842 |
| | Peak Vehicles | 17 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|----------------------------|-------------------|--------|
| | Service Area Population | 112,945 | |
| | People of Color Population | Service Area | 41,806 |
| | | % Riders Surveyed | 82% |
| | Low Income Household | Service Area | 32,324 |
| | | % Riders Surveyed | 60% |

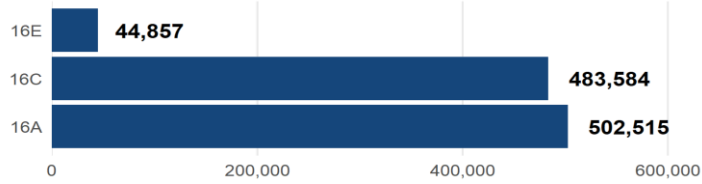
Facilities/Amenities

| | | |
|--|------------------------------|-----|
| | Bus Stops | 170 |
| | % Stops With Shelters | 43% |
| | % Stops With Benches | 42% |
| | % Stops With Real-Time Signs | 6% |



Ridership

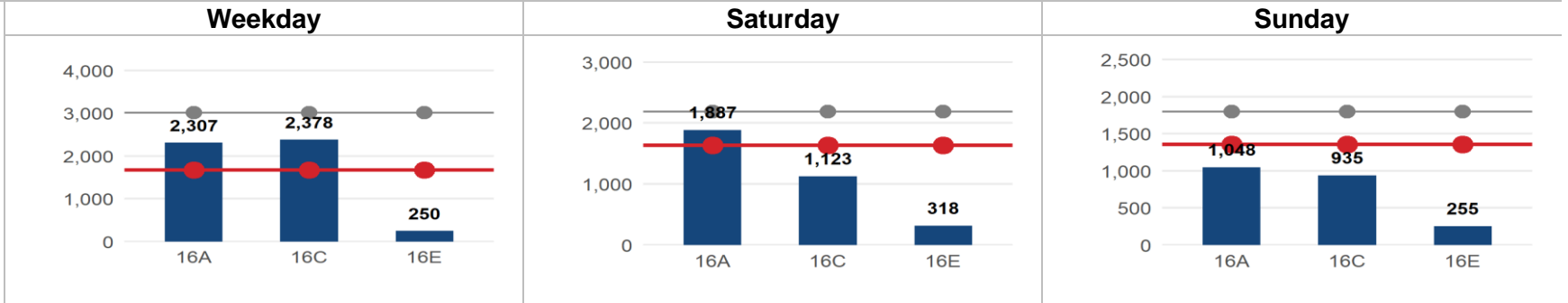
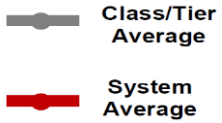
Annual Ridership



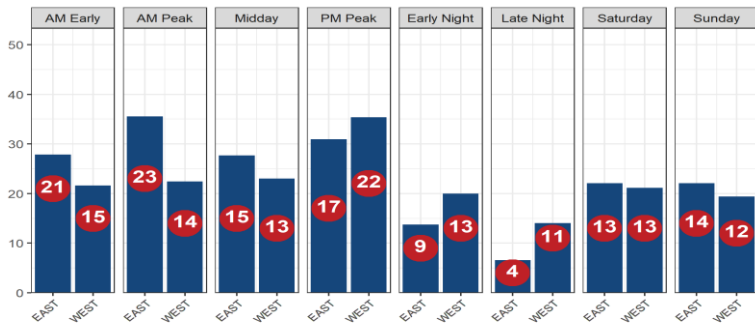
Top Transfer Locations

Pentagon, Smithsonian, Pentagon City

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period



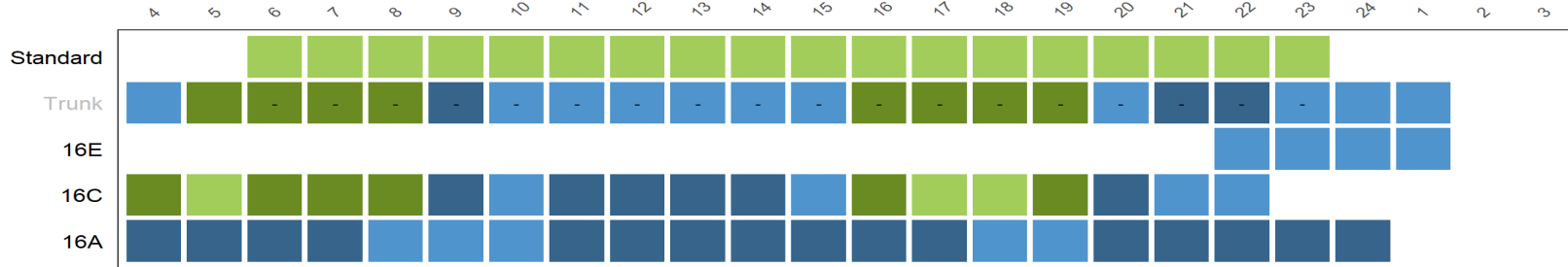
Vehicle Load Factor

| | | Direction: | |
|--|--|------------|------|
| | | EAST | WEST |
| Weekday | Peak Maximum Target: 1.2 | 0.51 | 0.48 |
| | Off-Peak Maximum Target: 1.0 | 0.33 | 0.31 |
| Saturday Maximum Target: 1.0 | | 0.32 | 0.32 |
| Sunday Maximum Target: 1.0 | | 0.34 | 0.31 |

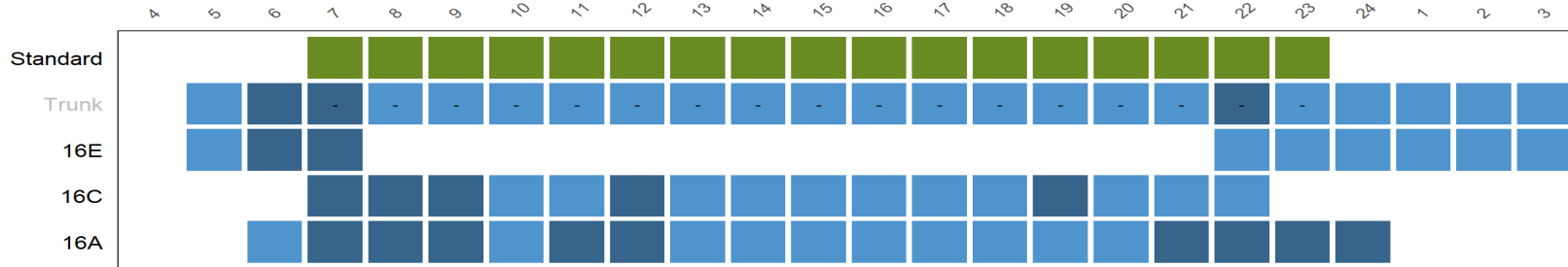
Span and Frequency



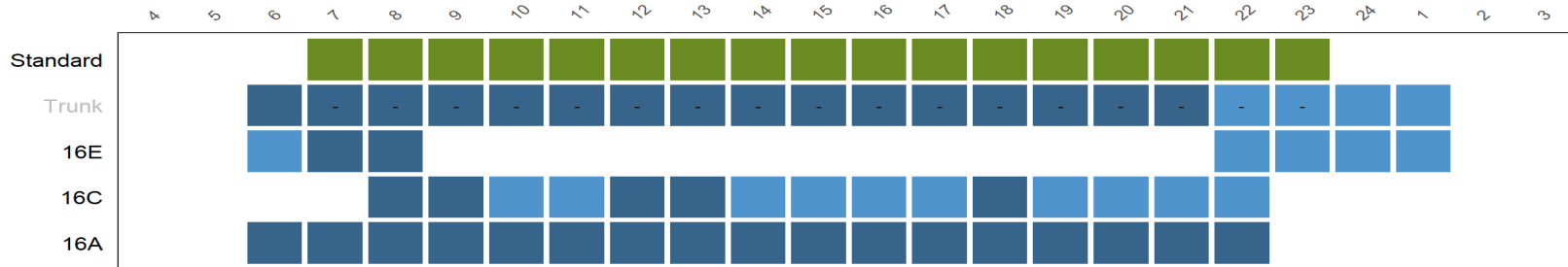
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

C Columbia Pike

| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|-----------------------------|------------------------------|-------|-------------------|-----------------|-------|-------------------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 4:27 AM - 1:19 AM | - | A | 5:06 AM - 3:48 AM | - | A | 6:00 AM - 1:18 AM | - | A |
| | Frequency of Service varies | Peak: 19.0 / Off-Peak: 26.5 | Peak: 17.4 / Off-Peak: 39 | C | 31.4 | 25.4 | E | 43.2 | 29.4 | E |
| Productivity | Passengers per Revenue Hour 30 | 26.5 | 33.6 | D | 23.8 | 27.3 | E | 24.3 | 27.1 | D |
| | Passengers per Revenue Mile 4 | 2.7 | 4.5 | E | 2.3 | 3.3 | E | 2.4 | 3.2 | E |
| Reliability | On-Time Performance 79% | 87% | 74% | A | 89% | 76% | A | 89% | 79% | A |
| | Crowding 5% | 0% | 4% | A | 0% | 3% | A | 0% | 1% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.32 Peak: 0.5 | Off-Peak: 0.39 Peak: 0.54 | A | 0.32 | 0.36 | A | 0.33 | 0.35 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$4.50 | \$ 4.15 | A | \$5.02 | \$ 5.07 | C | \$4.90 | \$ 5.11 | B |
| | Cost Recovery 25% | 29% | 32% | A | 26% | 27% | B | 27% | 26% | B |

Route 16A

| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|-----------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 3.7 | | | 5 | | | E | | |
| Route Design | Circuitry 1.75 | 1.22 | | | 1.28 | | | 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 | 30.1 | 33.6 | B | 27.3 | 27.3 | C | 32.9 | 27.1 | B |
| | Passengers per Revenue Mile 4 | 2.9 | 4.5 | E | 2.5 | 3.3 | E | 2.8 | 3.2 | E |
| | Unique Segment Ridership 10% | 0% | 13% | E | 24% | 23% | A | 27% | 25% | A |
| Reliability | On-Time Performance 79% | 89% | 74% | A | 92% | 76% | A | 89% | 79% | A |
| | Crowding 5% | 1% | 4% | A | 0% | 3% | A | 0% | 2% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.4 Peak: 0.56 | Off-Peak: 0.38 Peak: 0.54 | A | 0.38 | 0.36 | A | 0.46 | 0.35 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$3.96 | \$ 4.15 | A | \$4.38 | \$ 5.07 | A | \$3.63 | \$ 5.11 | A |
| | Cost Recovery 25% | 33% | 34% | A | 30% | 26% | A | 36% | 26% | A |

Route 16C

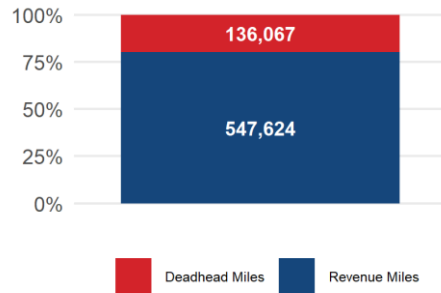
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 2.5 | | | 5 | | | E | | |
| | Circuitry 1.75 | 1.66 | | | 1.28 | | | 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 | 26.2 | 33.6 | D | 23.9 | 27.3 | E | 21.1 | 27.1 | E |
| | Passengers per Revenue Mile 4 | 2.9 | 4.5 | E | 2.8 | 3.3 | E | 2.5 | 3.2 | E |
| | Unique Segment Ridership 10% | 3% | 13% | E | 0% | 23% | E | 0% | 25% | E |
| Reliability | On-Time Performance 79% | 86% | 74% | A | 90% | 76% | A | 91% | 79% | A |
| | Crowding 5% | 0% | 4% | A | 0% | 3% | A | 0% | 2% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.29 Peak: 0.46 | Off-Peak: 0.38 Peak: 0.54 | A | 0.29 | 0.36 | A | 0.27 | 0.35 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$4.55 | \$ 4.15 | B | \$4.99 | \$ 5.07 | B | \$5.64 | \$ 5.11 | D |
| | Cost Recovery 25% | 29% | 34% | A | 26% | 26% | B | 23% | 26% | C |

Route 16E

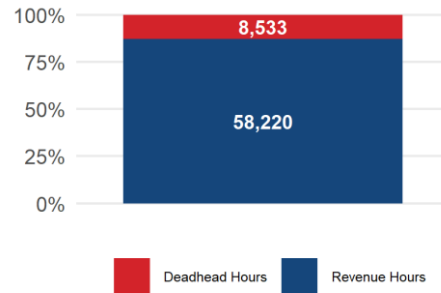
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|----------------|-----------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 3.3 | | | 5 | | | E | | |
| | Circuitry 1.75 | 1.68 | | | 1.28 | | | 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 | 13.4 | 33.6 | E | 13.4 | 27.3 | E | 16.0 | 27.1 | E |
| | Passengers per Revenue Mile 4 | 1.0 | 4.5 | E | 1.1 | 3.3 | E | 1.3 | 3.2 | E |
| | Unique Segment Ridership 10% | 0% | 13% | E | 1% | 23% | E | 2% | 25% | E |
| Reliability | On-Time Performance 79% | 82% | 74% | B | 81% | 76% | B | 81% | 79% | B |
| | Crowding 5% | 1% | 4% | A | 0% | 3% | A | 0% | 2% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.22 | Off-Peak: 0.38 | A | 0.23 | 0.36 | A | 0.24 | 0.35 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$8.92 | \$ 4.15 | E | \$8.93 | \$ 5.07 | E | \$7.45 | \$ 5.11 | E |
| | Cost Recovery 25% | 13% | 34% | E | 13% | 26% | E | 16% | 26% | E |

Operational Analysis

Miles Allocation



Hours Allocation



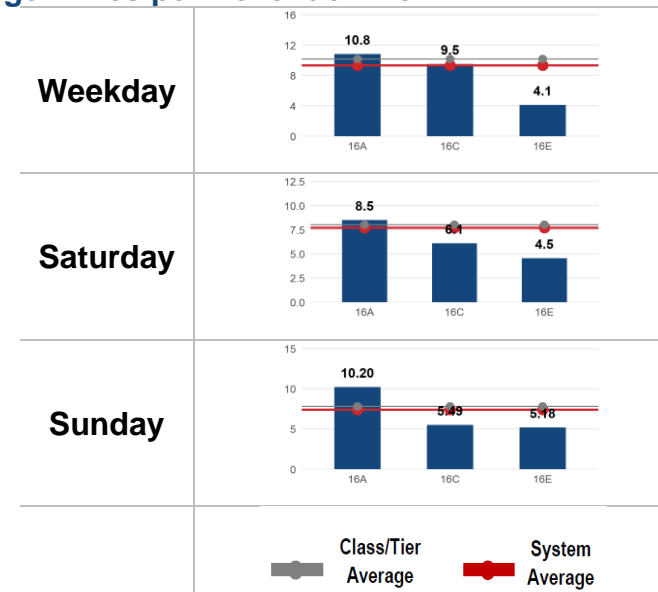
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| 16A | 26.70 | 2,038 | 2,038 (100.0%) |
| 16C | 28.70 | 2,755 | 2,751 (99.9%) |
| 16E | 28.30 | 409 | 409 (100.0%) |

Service Change Summary

Route 16A - June 2020:
 Weekday: No change; Saturday: No change; Sunday: No change;
 Route 16C - June 2020:
 Weekday: No change; Saturday: No change; Sunday: No change;
 Route 16E - June 2020:
 Weekday: Extend span to 2 a.m.; Saturday: Extend span to 2 a.m.; Sunday: Extend span to 2 a.m.;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Commuter

Activity Tier

1

Overall Grade

| | |
|------|---|
| Line | B |
| | |
| | |
| | |
| | |
| | |

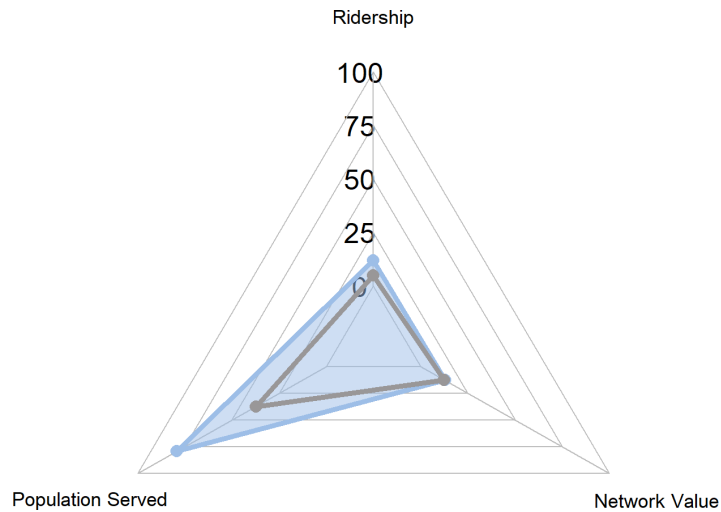
Legend

Exceeds Meets
 Approaches Below Significantly Below

Line Benefit Score

35

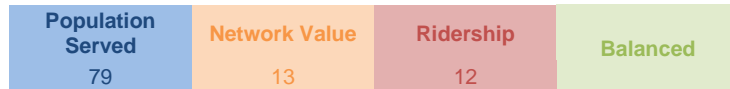
Out of 100



Classification Average



Line Focus:



Line Score:

Operating Statistics

| | | |
|--|-------------------------------|--------------------|
| | Annual Operating Costs | \$1,246,894 |
| | Peak Vehicles | 14 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|-----------------------------------|-------------------|--------------|
| | Service Area Population | 26,919 | |
| | People of Color Population | Service Area | 8,431 |
| | | % Riders Surveyed | 46% |
| | Low Income Household | Service Area | 5,053 |
| | | % Riders Surveyed | 12% |

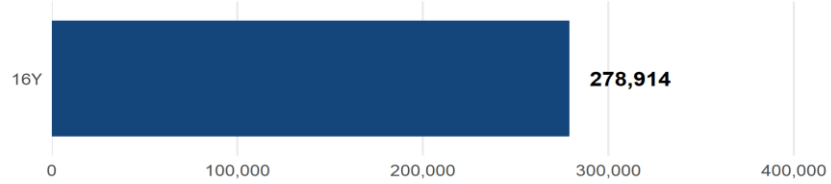
Facilities/Amenities

| | | |
|--|-------------------------------------|------------|
| | Bus Stops | 42 |
| | % Stops With Shelters | 45% |
| | % Stops With Benches | 48% |
| | % Stops With Real-Time Signs | 5% |



Ridership

Annual Ridership

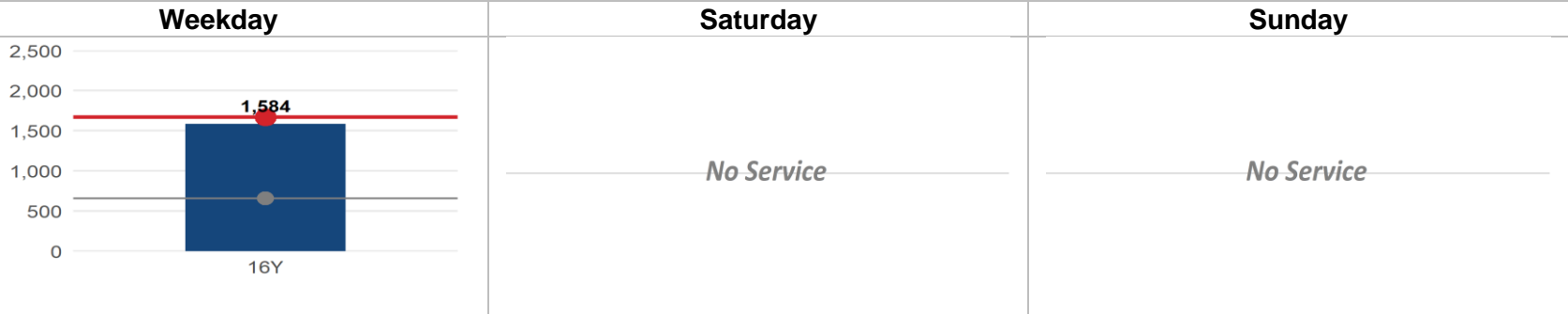


Top Transfer Locations

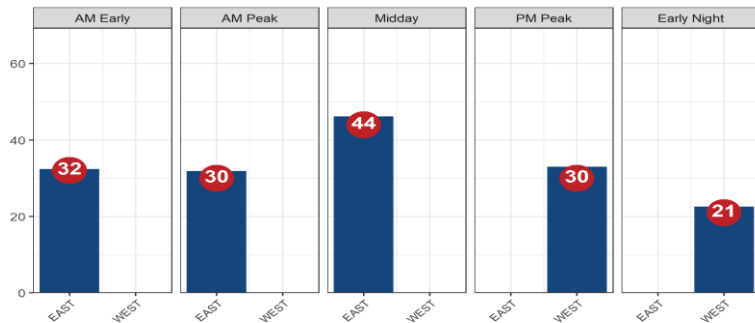
Farragut North, Farragut West, McPherson Square

Average Daily Ridership

- Class/Tier Average
- System Average



Average Trip Ridership and Maximum Load by Time Period



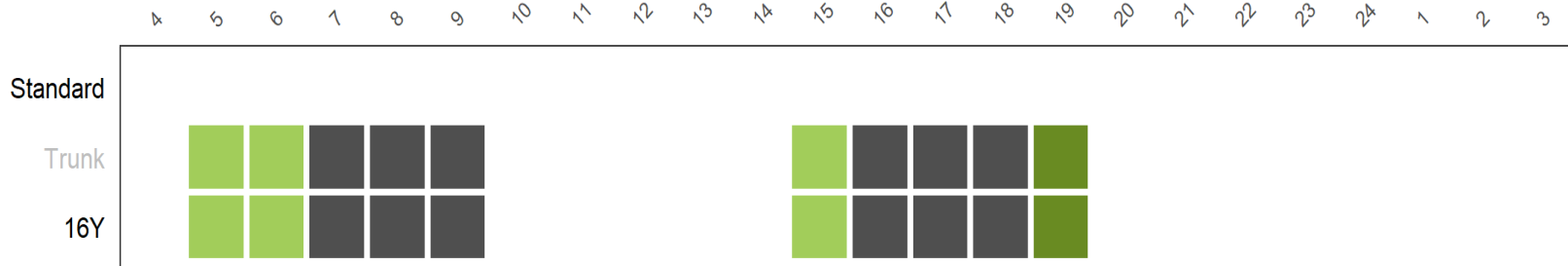
Vehicle Load Factor

| | | Direction: | |
|---------------------------------|---------------------------------|------------|------|
| | | EAST | WEST |
| Weekday | Peak Maximum Target: 1 | 0.74 | 0.74 |
| | Off-Peak Maximum Target: 1.0 | 0.93 | 0.52 |
| Saturday Maximum Target: 1.0 | | | |
| Sunday Maximum Target: 1.0 | | | |

Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

B Columbia Pike-Farragut Square

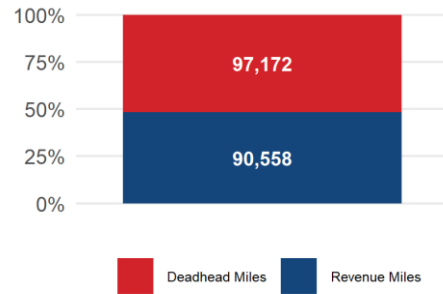
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|--------------------------------------|------------------------------|-------|-----------|-----------------|-------|-----------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 5:55 AM - 9:47 AM; 3:30 PM - 7:52 PM | - | A | - | - | - | - | - | - |
| | Frequency of Service varies | Peak: 8.6 / Off-Peak: 7.5 | Peak: 19.9 / Off-Peak: 69.8 | - | - | - | - | - | - | - |
| Productivity | Passengers per Revenue Hour N/A | 38.5 | 31.7 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1.5 | 4.3 | 3.5 | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 76% | 72% | C | - | - | - | - | - | - |
| | Crowding 5% | 19% | 4% | E | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.72 Peak: 0.74 | Off-Peak: 0.36 Peak: 0.51 | B | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$3.10 | \$ 4.57 | A | - | - | - | - | - | - |
| | Cost Recovery 25% | 57% | 47% | A | - | - | - | - | - | - |

Route 16Y

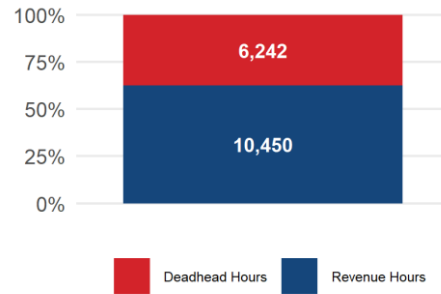
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile N/A | 2.7 | | | 3.2 | | | - | | |
| | Circuitry N/A | 1.22 | | | 1.3 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour N/A | 38.5 | 31.7 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1.5 | 4.3 | 3.5 | A | - | - | - | - | - | - |
| | Unique Segment Ridership 15% | 19% | 16% | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 76% | 72% | C | - | - | - | - | - | - |
| | Crowding 5% | 19% | 4% | E | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.72 Peak: 0.74 | Off-Peak: 0.34 Peak: 0.49 | B | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$3.10 | \$ 4.57 | A | - | - | - | - | - | - |
| | Cost Recovery 25% | 57% | 45% | A | - | - | - | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



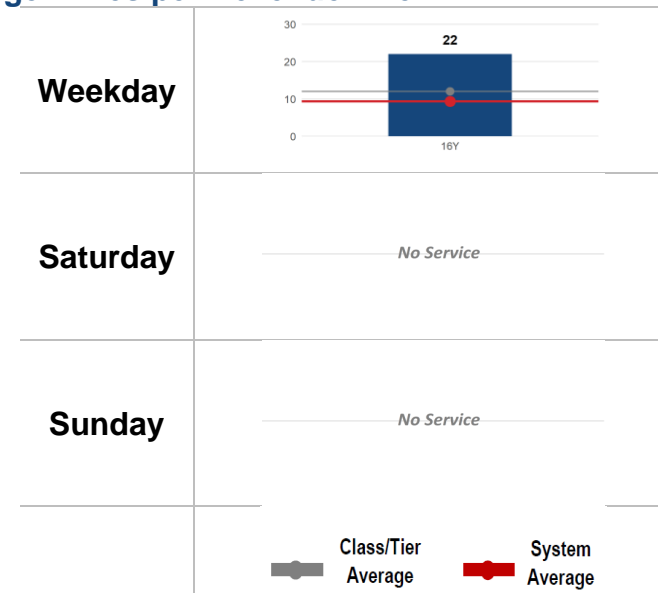
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| 16Y | 15.50 | 1,100 | 1,097 (99.7%) |
| | | | |
| | | | |
| | | | |

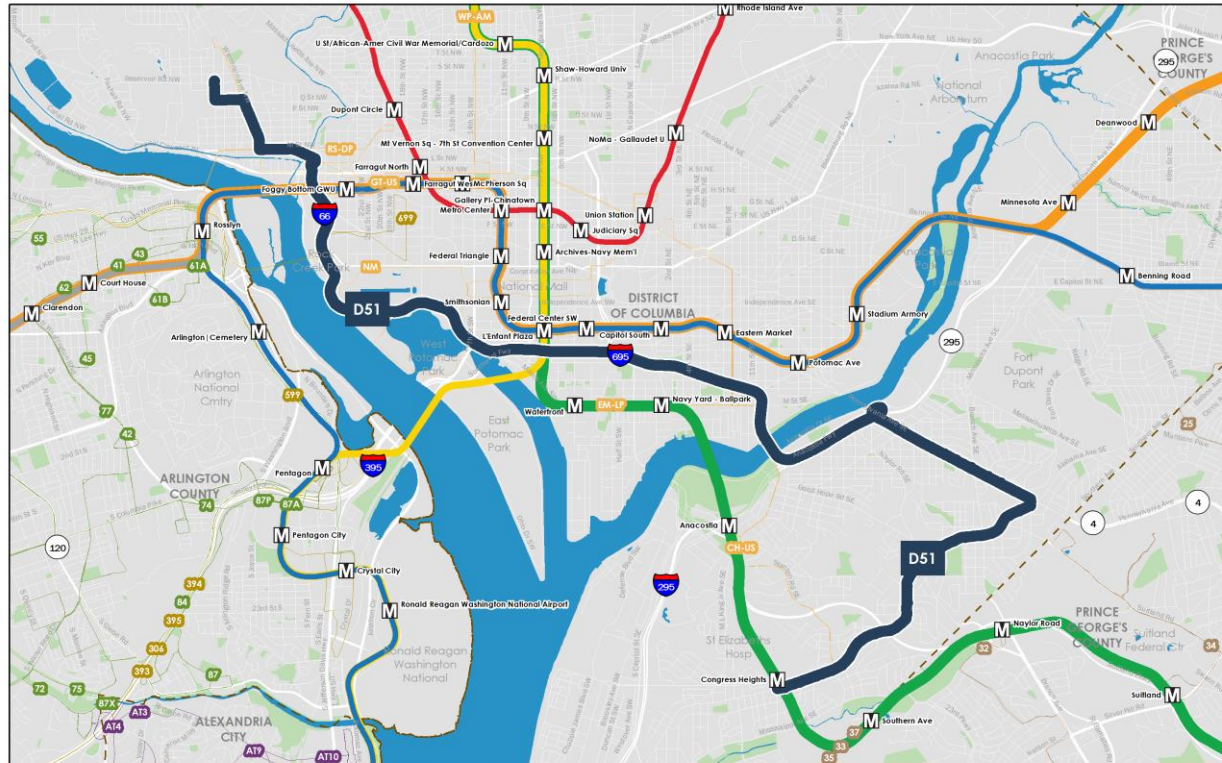
Service Change Summary

Route 16Y - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

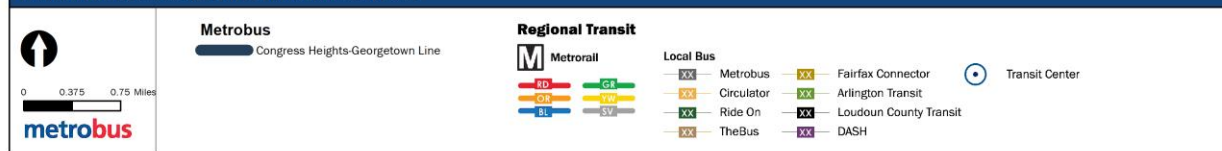
Passenger Miles per Revenue Mile



About the Line



WMATA METROBUS ANNUAL LINE PERFORMANCE REPORT



Service Classification

Gap

Activity Tier

2

Overall Grade

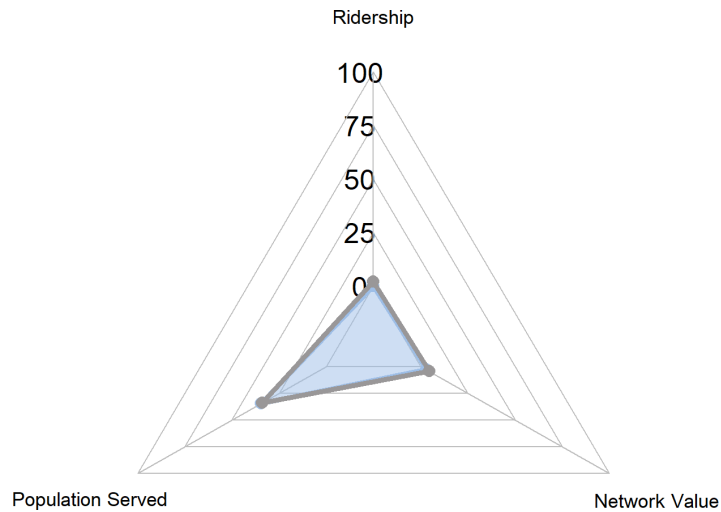
| | |
|------|---|
| Line | - |
| | |
| | |
| | |
| | |
| | |



Line Benefit Score

13

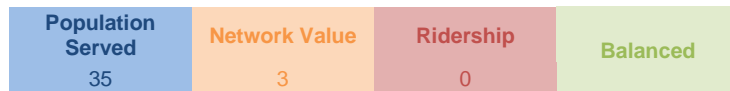
Out of 100



Classification Average

Line Focus:

Line Score:



Operating Statistics

| | | |
|--|-------------------------------|-----------------|
| | Annual Operating Costs | \$18,821 |
| | Peak Vehicles | |
| | Vehicle Type(s) | |

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

| | | | |
|--|-----------------------------------|-------------------|---------------|
| | Service Area Population | 26,673 | |
| | People of Color Population | Service Area | 23,517 |
| | | % Riders Surveyed | |
| | Low Income Household | Service Area | 12,028 |
| | | % Riders Surveyed | |

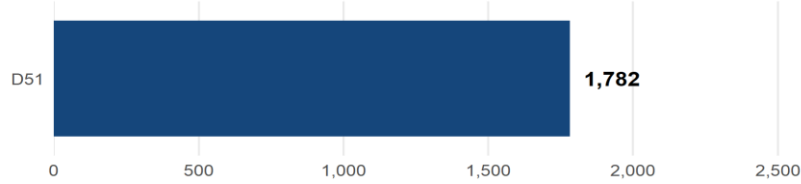
Facilities/Amenities

| | | |
|--|-------------------------------------|------------|
| | Bus Stops | 30 |
| | % Stops With Shelters | 37% |
| | % Stops With Benches | 33% |
| | % Stops With Real-Time Signs | 7% |



Ridership

Annual Ridership



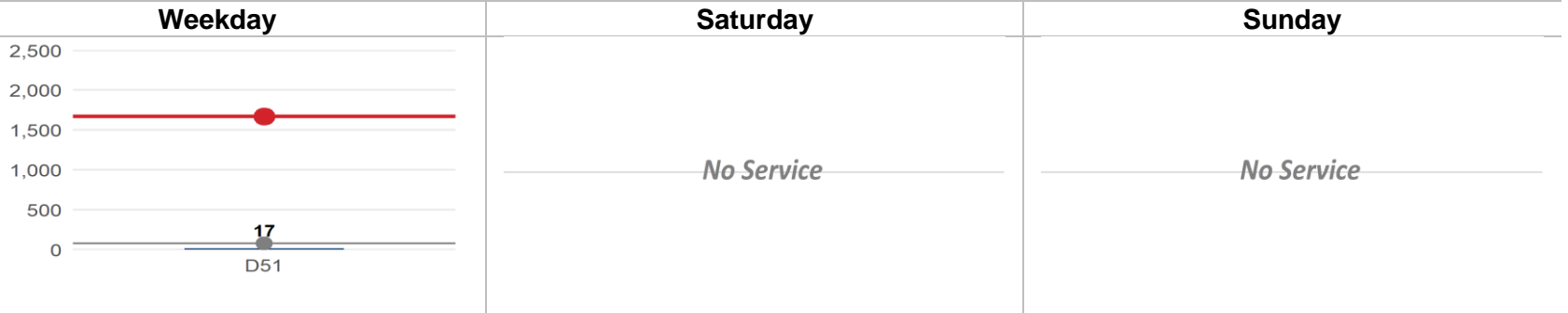
Top Transfer Locations

NA

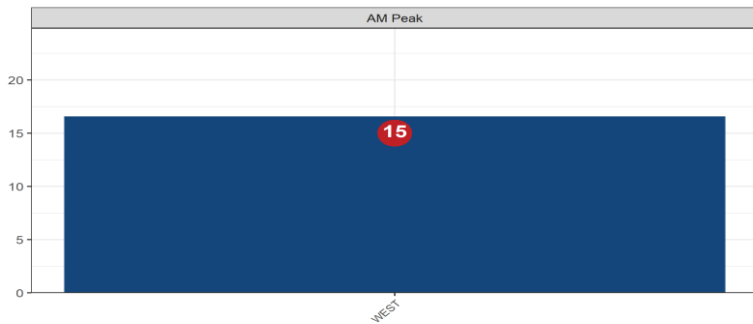
Average Daily Ridership

Class/Tier Average

System Average



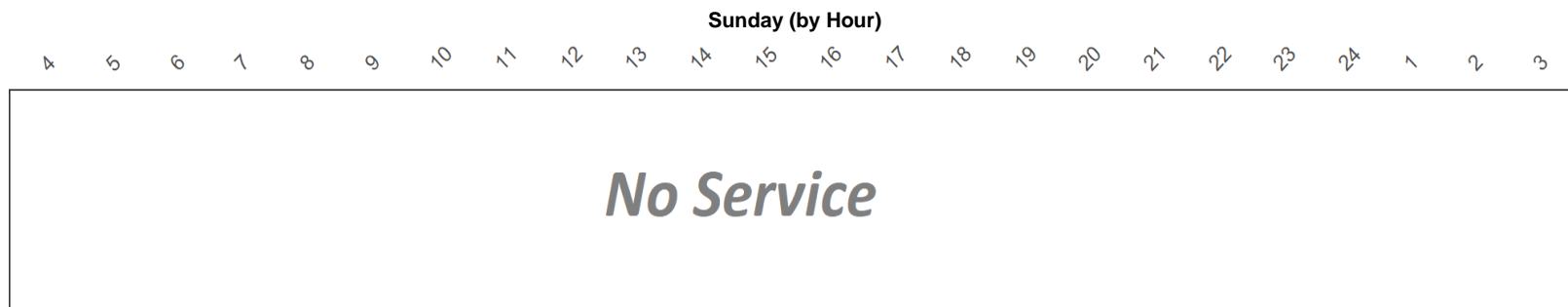
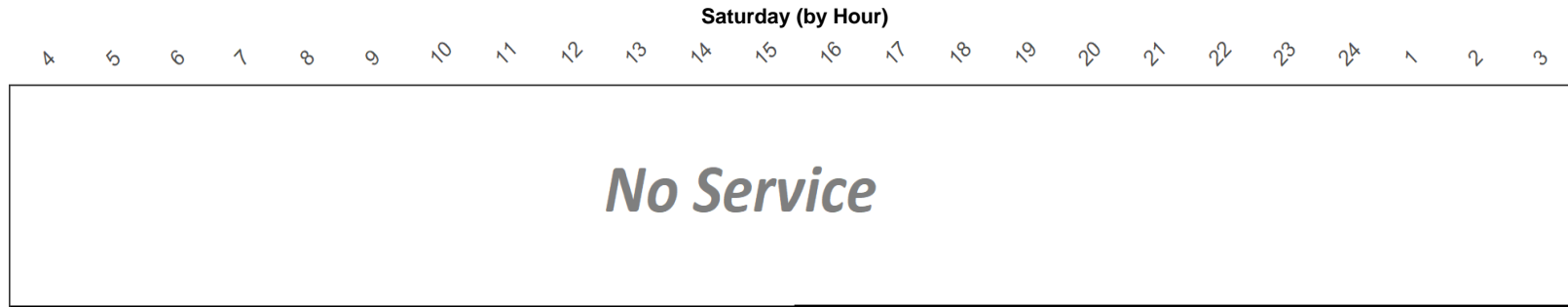
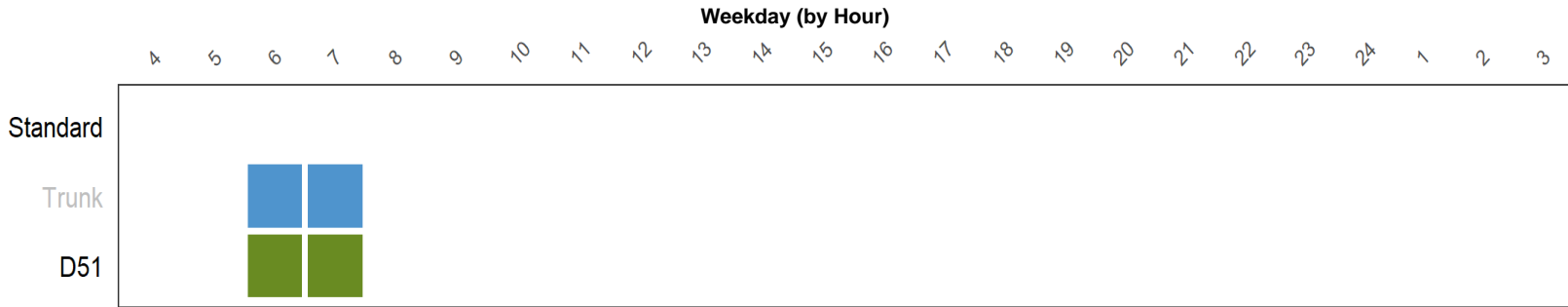
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

| | | Direction: | WEST |
|--------------------------------|--------------------------------|------------|------|
| Weekday | Peak Maximum Target: NA | | |
| | Off-Peak Maximum Target: NA | 0.39 | |
| Saturday Maximum Target: NA | | | |
| Sunday Maximum Target: NA | | | |

Span and Frequency



Performance Report Card

Congress Heights-Georgetown

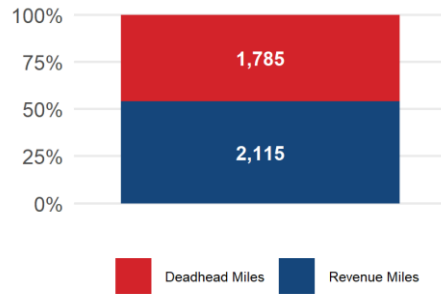
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|--|-------------------------|--------------------------|-------|-----------|-----------------|-------|-----------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 6:38 AM - 7:30 AM | - | - | - | - | - | - | - | - |
| | Frequency of Service varies | Peak: NA / Off-Peak: NA | Peak: 4.3 / Off-Peak: NA | - | - | - | - | - | - | - |
| Productivity | Passengers per Revenue Hour | 15.1 | 57.2 | - | - | - | - | - | - | - |
| | Passengers per Revenue Mile | 1.4 | 6.2 | - | - | - | - | - | - | - |
| Reliability | On-Time Performance | 61% | 55% | - | - | - | - | - | - | - |
| | Crowding | 0% | 8% | - | - | - | - | - | - | - |
| | Load Factor Peak: NA / Off-Peak: NA | - | - | - | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip | \$7.91 | \$ 3.37 | - | - | - | - | - | - | - |
| | Cost Recovery | 17% | 45% | - | - | - | - | - | - | - |

Route D51

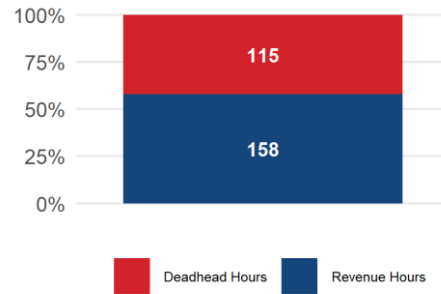
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|--|---------------|-----------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile | 2.8 | | | 5.4 | | | - | | |
| | Circuitry | 1.31 | | | 1.32 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour | 15.1 | 57.2 | - | - | - | - | - | - | - |
| | Passengers per Revenue Mile | 1.4 | 6.2 | - | - | - | - | - | - | - |
| | Unique Segment Ridership | 8% | 1% | - | - | - | - | - | - | - |
| Reliability | On-Time Performance | 61% | 55% | - | - | - | - | - | - | - |
| | Crowding | 0% | 13% | - | - | - | - | - | - | - |
| | Load Factor Peak: NA / Off-Peak: NA | - | - | - | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip | \$7.91 | \$ 3.37 | - | - | - | - | - | - | - |
| | Cost Recovery | 17% | 61% | - | - | - | - | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



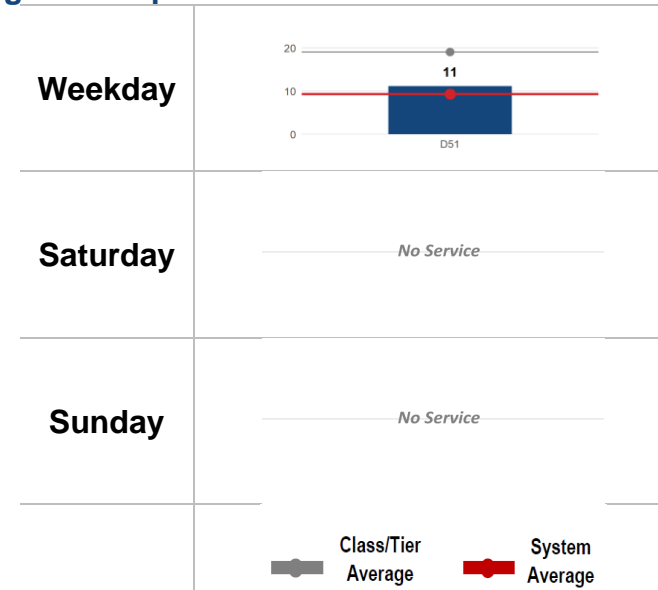
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| D51 | 10.70 | 21 | 21 (100.0%) |
| | | | |
| | | | |
| | | | |
| | | | |

Service Change Summary

Route D51 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Framework

Activity Tier

1

Overall Grade

| | |
|------|---|
| Line | B |
| | |
| | |
| | |
| | |
| | |
| | |

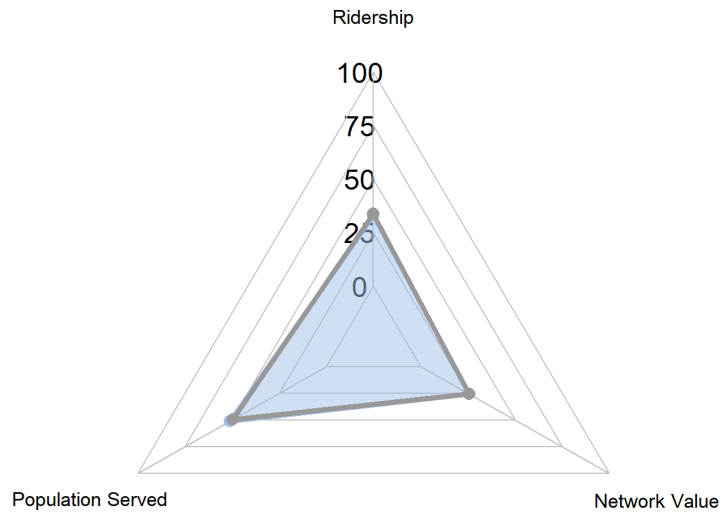
Legend

- Exceeds
- Meets
- Approaches
- Below
- Significantly Below

Line Benefit Score

37

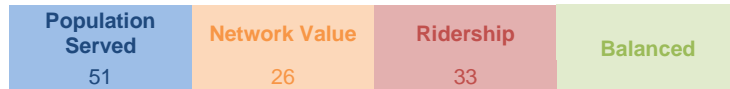
Out of 100



Classification Average



Line Focus:



Line Score:

Operating Statistics

| | | |
|--|-------------------------------|--------------------|
| | Annual Operating Costs | \$4,329,228 |
| | Peak Vehicles | 14 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|-----------------------------------|-------------------|---------------|
| | Service Area Population | 78,529 | |
| | People of Color Population | Service Area | 13,093 |
| | | % Riders Surveyed | 50% |
| | Low Income Household | Service Area | 7,518 |
| | | % Riders Surveyed | 21% |

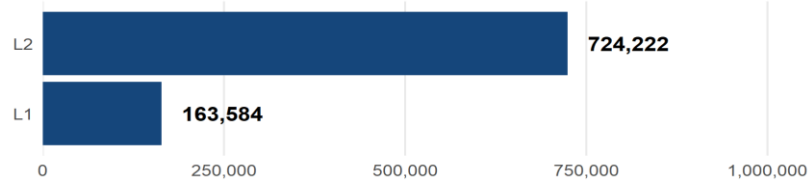
Facilities/Amenities

| | | |
|--|-------------------------------------|------------|
| | Bus Stops | 142 |
| | % Stops With Shelters | 43% |
| | % Stops With Benches | 44% |
| | % Stops With Real-Time Signs | 6% |



Ridership

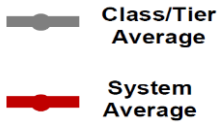
Annual Ridership



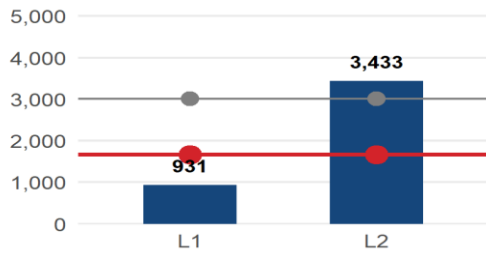
Top Transfer Locations

Van Ness-UDC, Farragut West, Foggy Bottom

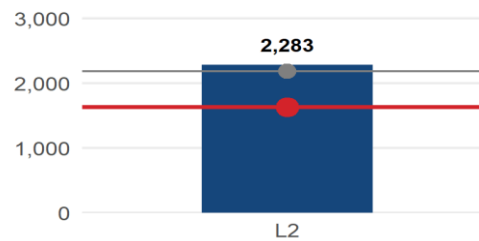
Average Daily Ridership



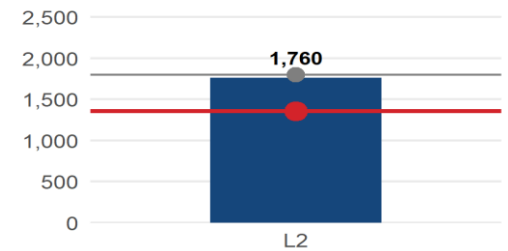
Weekday



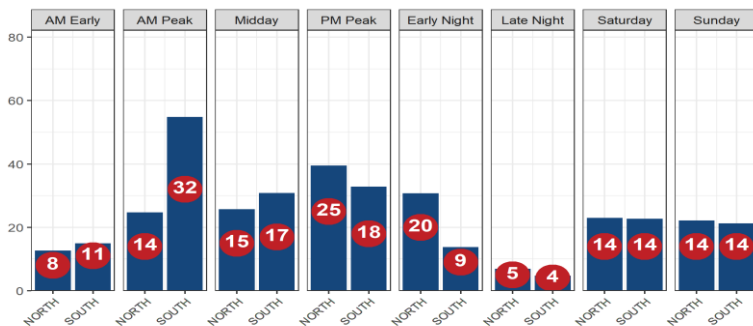
Saturday



Sunday



Average Trip Ridership and Maximum Load by Time Period



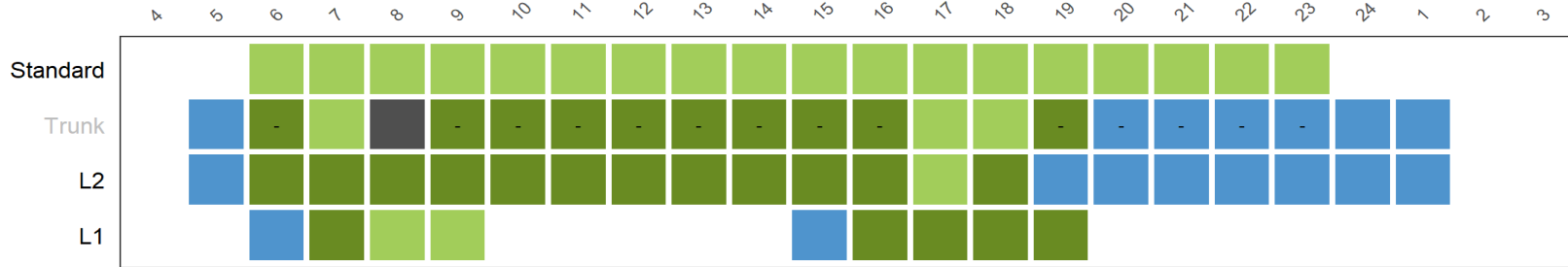
Vehicle Load Factor

| | | Direction: | |
|--|--|------------|-------|
| | | NORTH | SOUTH |
| Weekday | Peak Maximum Target: 1.2 | 0.58 | 0.67 |
| | Off-Peak Maximum Target: 1.0 | 0.34 | 0.3 |
| Saturday Maximum Target: 1.0 | | 0.36 | 0.35 |
| Sunday Maximum Target: 1.0 | | 0.35 | 0.34 |

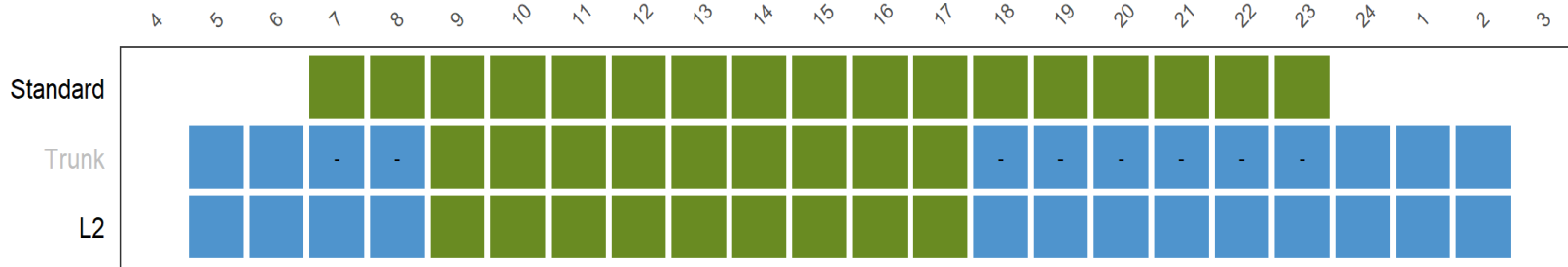
Span and Frequency



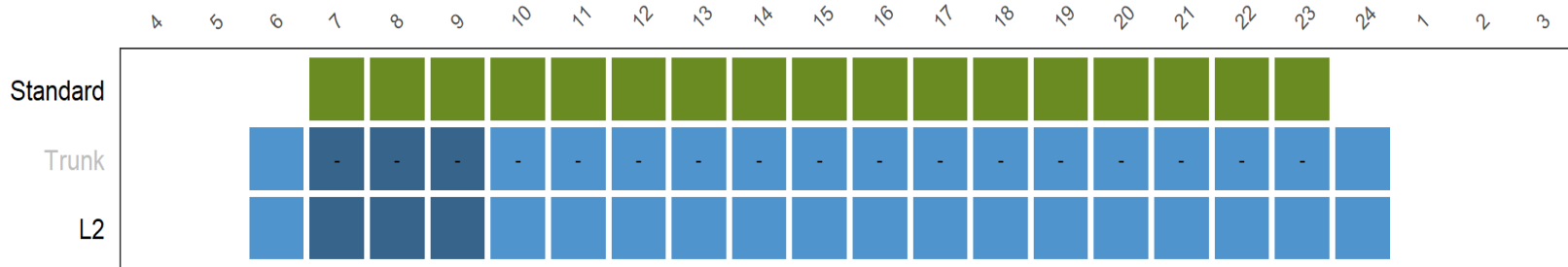
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

B Connecticut Avenue

| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|------------------------------|------------------------------|-------|-------------------|-----------------|-------|--------------------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 5:05 AM - 1:28 AM | - | A | 5:42 AM - 2:47 AM | - | A | 6:00 AM - 12:56 AM | - | A |
| | Frequency of Service varies | Peak: 14.9 / Off-Peak: 19.3 | Peak: 17.4 / Off-Peak: 39 | B | 23.3 | 25.4 | C | 27.3 | 29.4 | D |
| Productivity | Passengers per Revenue Hour 30 | 37.2 | 33.6 | A | 29.2 | 27.3 | C | 27.6 | 27.1 | C |
| | Passengers per Revenue Mile 4 | 5.4 | 4.5 | A | 4.0 | 3.3 | C | 3.9 | 3.2 | C |
| Reliability | On-Time Performance 79% | 76% | 74% | C | 80% | 76% | B | 83% | 79% | B |
| | Crowding 5% | 3% | 4% | A | 0% | 3% | A | 0% | 1% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.32 Peak: 0.62 | Off-Peak: 0.39 Peak: 0.54 | A | 0.35 | 0.36 | A | 0.34 | 0.35 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$3.21 | \$ 4.15 | A | \$4.08 | \$ 5.07 | A | \$4.33 | \$ 5.11 | A |
| | Cost Recovery 25% | 46% | 32% | A | 36% | 27% | A | 34% | 26% | A |

Route L1

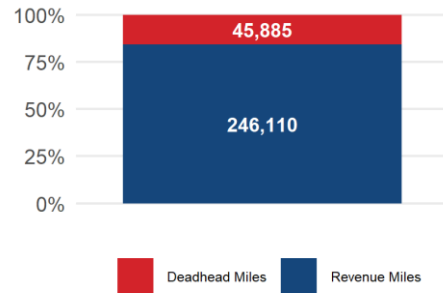
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|---------------|-----------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 6.4 | | | 5 | | | E | | |
| Route Design | Circuitry 1.75 | 1.17 | | | 1.28 | | | 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 | 51.8 | 33.6 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 4 | 7.9 | 4.5 | A | - | - | - | - | - | - |
| | Unique Segment Ridership 10% | 4% | 13% | E | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 70% | 74% | D | - | - | - | - | - | - |
| | Crowding 5% | 5% | 4% | B | - | - | - | - | - | - |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Peak: 0.74 | Peak: 0.54 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$2.30 | \$ 4.15 | A | - | - | - | - | - | - |
| | Cost Recovery 25% | 75% | 34% | A | - | - | - | - | - | - |

Route L2

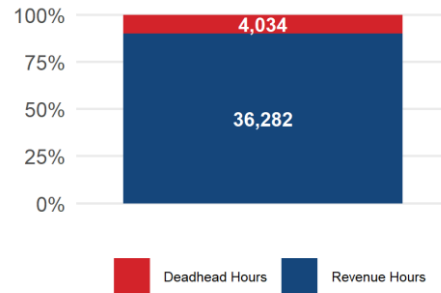
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 6.5 | | | 5 | | | E | | |
| Route Design | Circuitry 1.75 | 1.18 | | | 1.28 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 30 | 34.5 | 33.6 | A | 29.2 | 27.3 | C | 27.6 | 27.1 | C |
| | Passengers per Revenue Mile 4 | 5.0 | 4.5 | A | 4.0 | 3.3 | C | 3.9 | 3.2 | C |
| | Unique Segment Ridership 10% | 1% | 13% | E | 64% | 23% | A | 62% | 25% | A |
| Reliability | On-Time Performance 79% | 78% | 74% | C | 80% | 76% | B | 83% | 79% | B |
| | Crowding 5% | 3% | 4% | A | 0% | 3% | A | 0% | 2% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.32 Peak: 0.58 | Off-Peak: 0.38 Peak: 0.54 | A | 0.35 | 0.36 | A | 0.34 | 0.35 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$3.46 | \$ 4.15 | A | \$4.08 | \$ 5.07 | A | \$4.33 | \$ 5.11 | A |
| | Cost Recovery 25% | 42% | 34% | A | 35% | 26% | A | 33% | 26% | A |

Operational Analysis

Miles Allocation



Hours Allocation



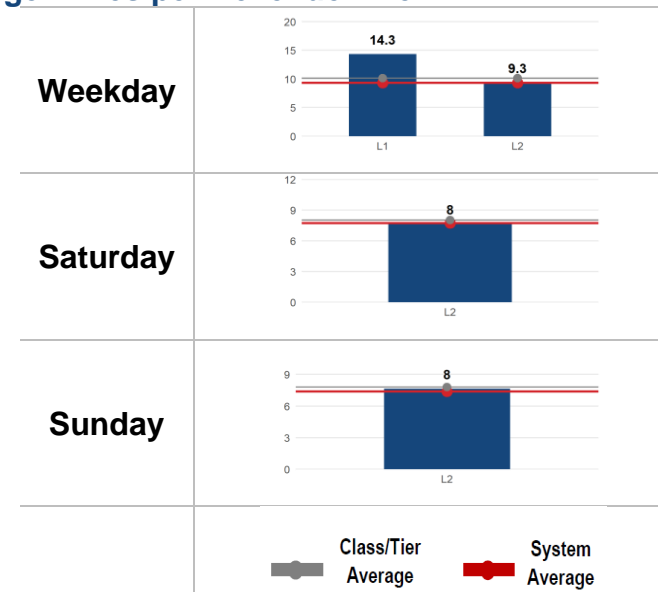
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| L1 | 14.20 | 396 | 394 (99.5%) |
| L2 | 16.40 | 3,443 | 3,418 (99.3%) |
| | | | |
| | | | |

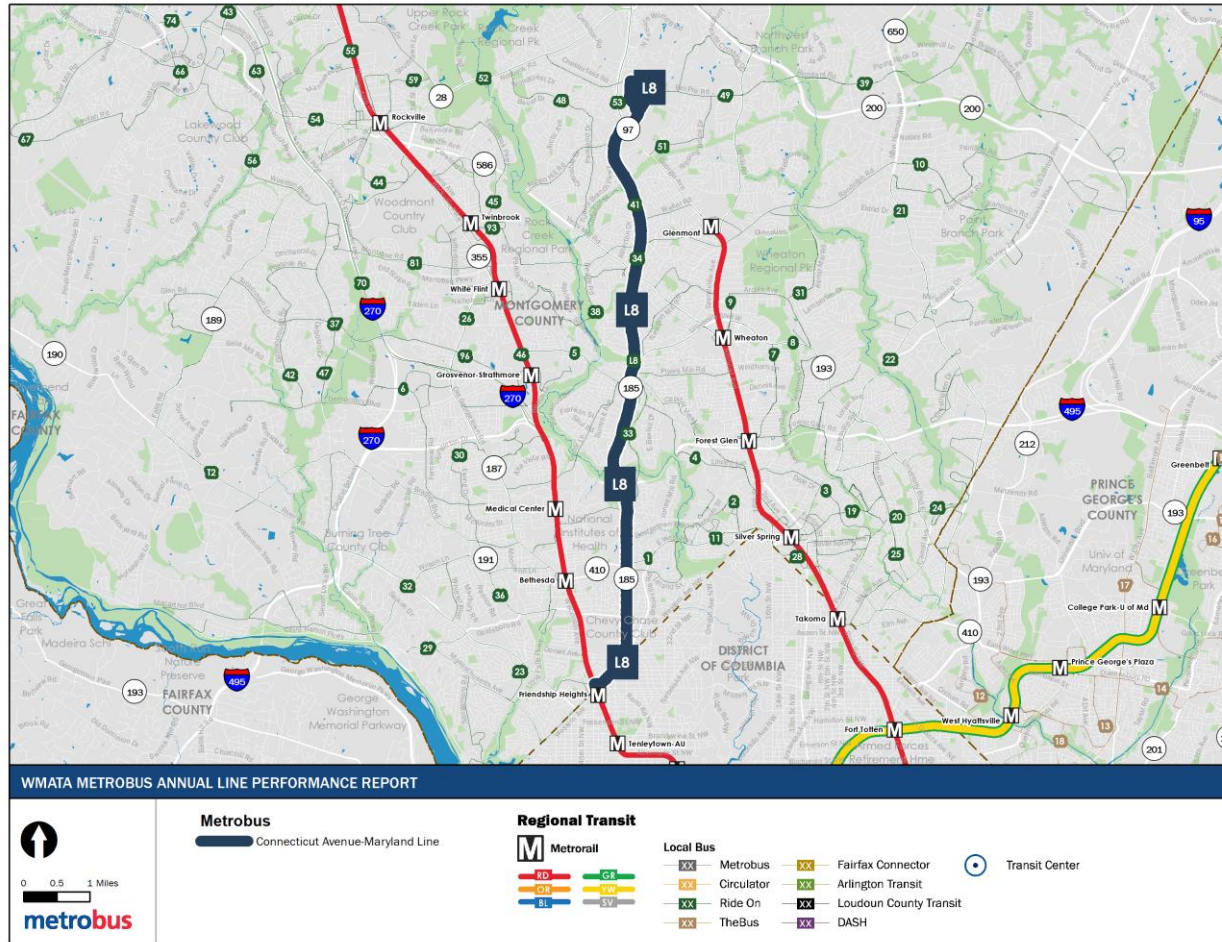
Service Change Summary

Route L1 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;
 Route L2 - June 2020:
 Weekday: extend to 2 a.m.; Saturday: extend to 2 a.m.;
 Sunday: extend to 2 a.m.;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Coverage

Activity Tier

3

Overall Grade

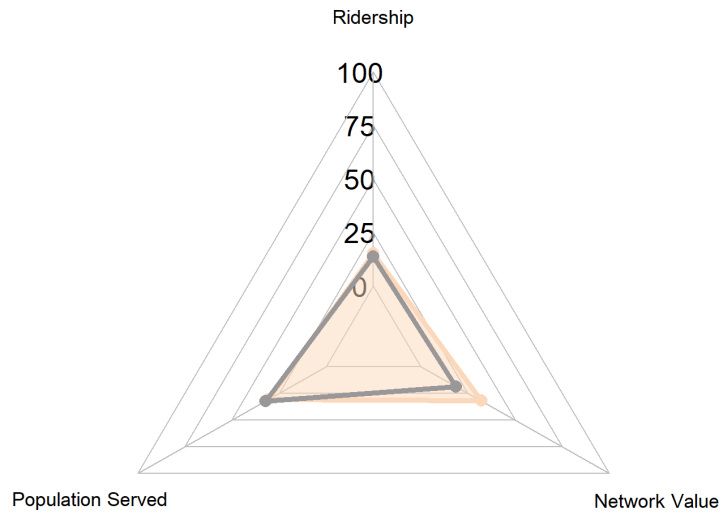
| Line | Overall Grade |
|-----------------------------|---------------|
| Connecticut Avenue-Maryland | A |
| | |
| | |
| | |
| | |
| | |
| | |



Line Benefit Score

26

Out of 100



Classification Average

Line Focus:

Line Score:



Operating Statistics

| | | |
|--|-------------------------------|--------------------|
| | Annual Operating Costs | \$2,190,218 |
| | Peak Vehicles | 9 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|-----------------------------------|-------------------|--------------|
| | Service Area Population | 38,504 | |
| | People of Color Population | Service Area | 9,305 |
| | | % Riders Surveyed | 78% |
| | Low Income Household | Service Area | 8,138 |
| | | % Riders Surveyed | 55% |

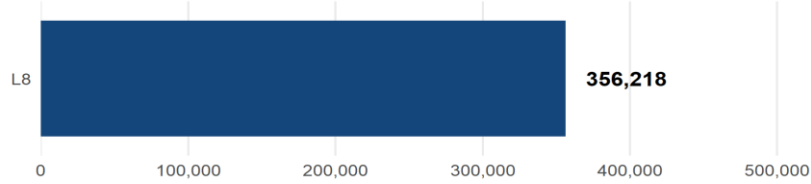
Facilities/Amenities

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



Ridership

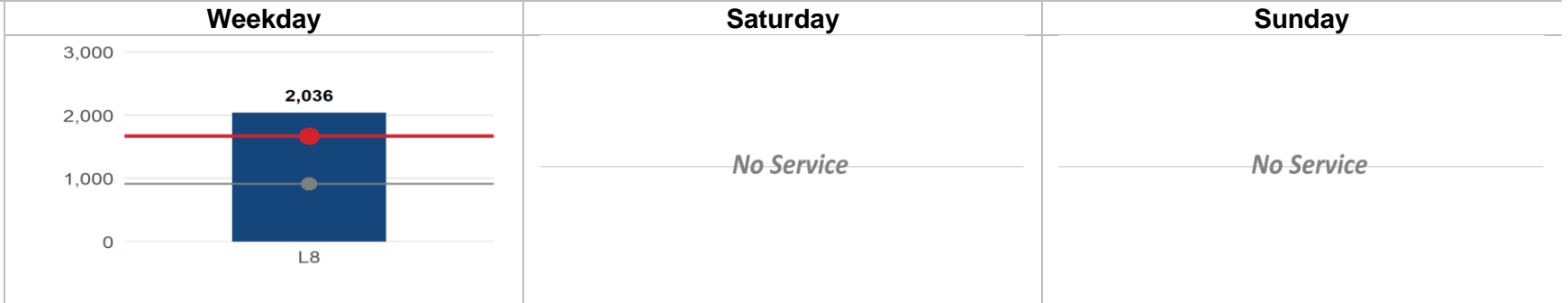
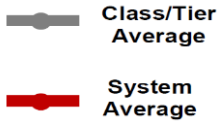
Annual Ridership



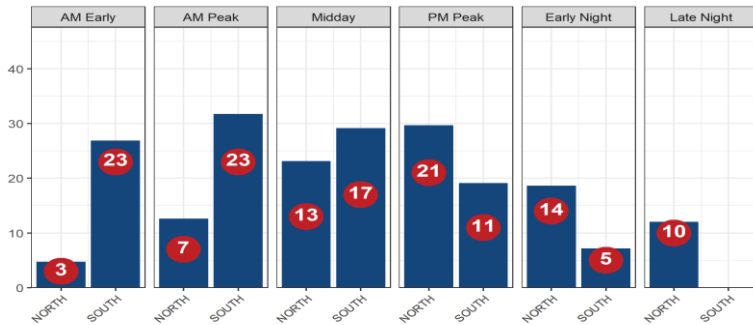
Top Transfer Locations

Friendship Heights

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

| | | Direction: | NORTH | SOUTH |
|---------------------------------|---------------------------------|------------|-------|-------|
| Weekday | Peak Maximum Target: 1 | | 0.38 | 0.42 |
| | Off-Peak Maximum Target: 1.0 | | 0.31 | 0.36 |
| Saturday Maximum Target: 1.0 | | | | |
| Sunday Maximum Target: 1.0 | | | | |

Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

A Connecticut Avenue-Maryland

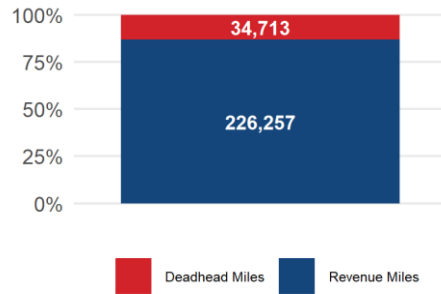
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|-----------------------------|------------------------------|-------|-----------|-----------------|-------|-----------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 4:52 AM - 11:38 PM | - | A | - | - | - | - | - | - |
| | Frequency of Service varies | Peak: 19.2 / Off-Peak: 30.1 | Peak: 28.1 / Off-Peak: 61.2 | A | - | - | - | - | - | - |
| Productivity | Passengers per Revenue Hour 10 | 28 | 25.4 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 2.2 | 2.2 | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 72% | 81% | D | - | - | - | - | - | - |
| | Crowding 5% | 0% | 1% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.33 Peak: 0.4 | Off-Peak: 0.27 Peak: 0.35 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$4.27 | \$ 5.33 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 27% | 23% | A | - | - | - | - | - | - |

Route L8

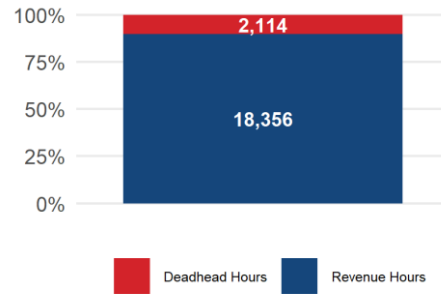
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|-----------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 5.3 | | | 4.9 | | | E | | |
| Route Design | Circuitry N/A | 1.19 | | | 12.83 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 10 | 28 | 25.4 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 2.2 | 2.2 | A | - | - | - | - | - | - |
| | Unique Segment Ridership 10% | 79% | 33% | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 72% | 81% | D | - | - | - | - | - | - |
| | Crowding 5% | 0% | 1% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.33 Peak: 0.4 | Off-Peak: 0.27 Peak: 0.35 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$4.27 | \$ 5.33 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 27% | 22% | A | - | - | - | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



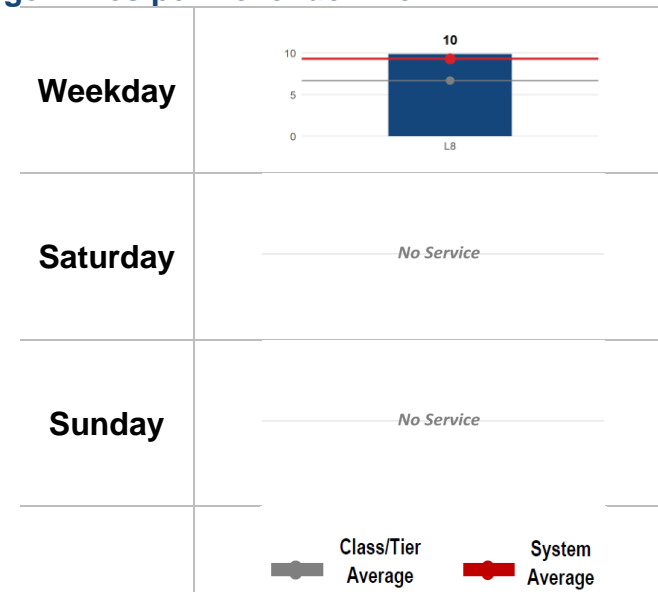
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| L8 | 23.30 | 2,048 | 2,043 (99.8%) |
| | | | |
| | | | |
| | | | |
| | | | |

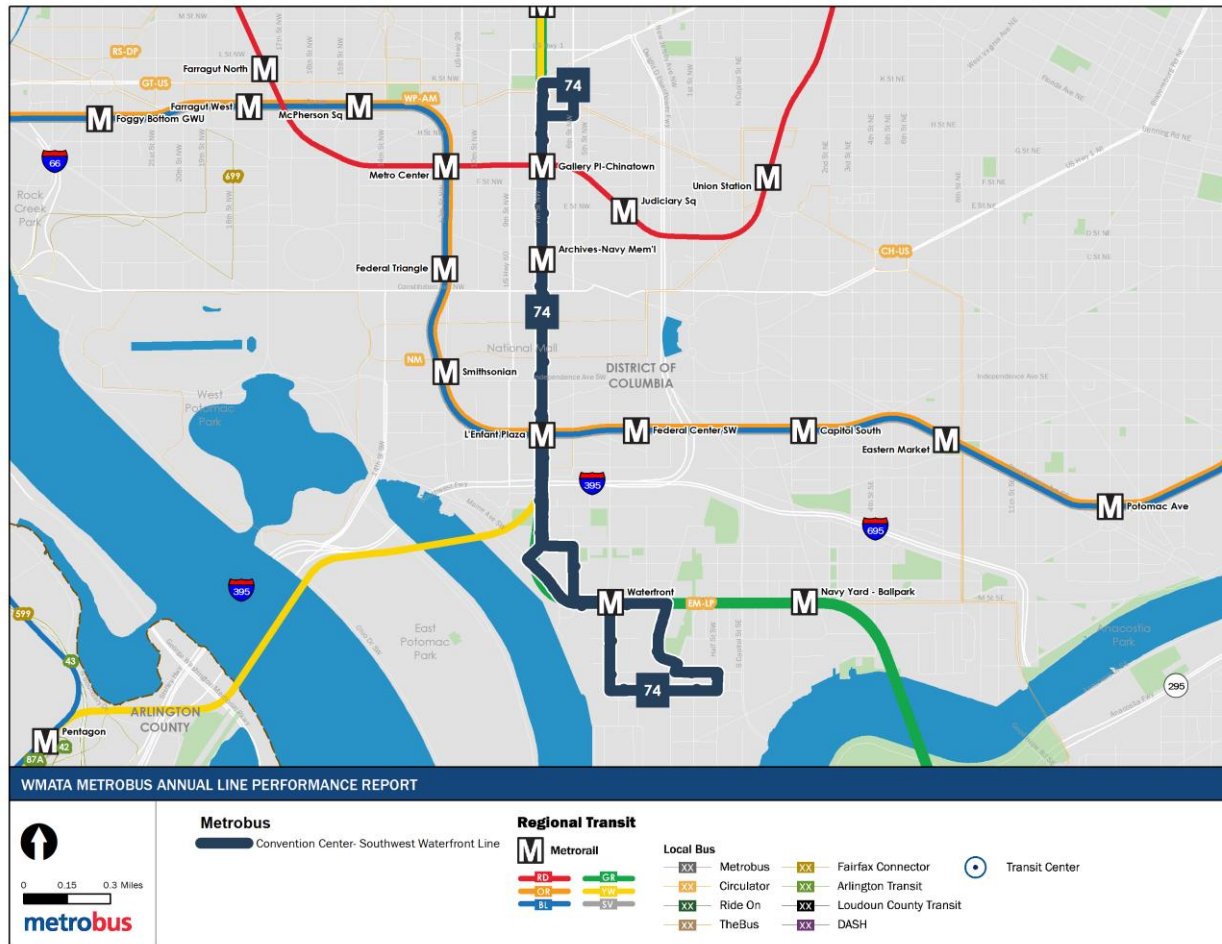
Service Change Summary

Route L8 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Framework

Activity Tier

1

Overall Grade

| | |
|------|---|
| Line | C |
| | |
| | |
| | |
| | |
| | |

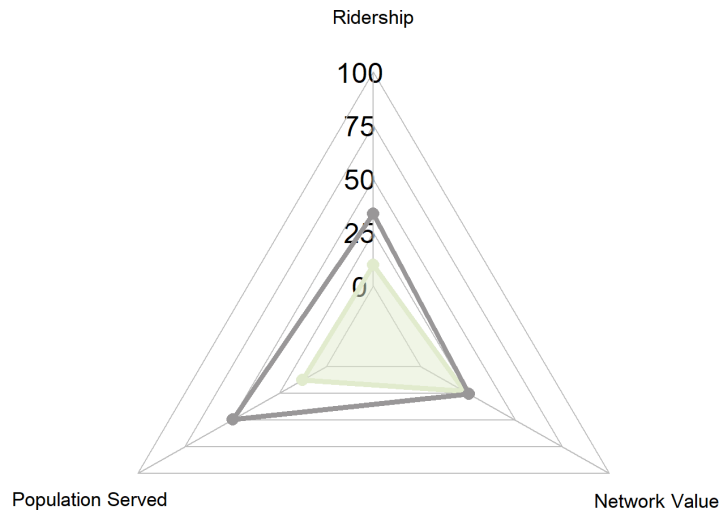
Legend

- Exceeds
- Meets
- Approaches
- Below
- Significantly Below

Line Benefit Score

15

Out of 100



Classification Average



Line Focus:

Population Served

Network Value

Ridership

Balanced




Line Score:

13




23

10





Operating Statistics

| | | |
|---|-------------------------------|-------------------------|
|  | Annual Operating Costs | \$2,065,324 |
|  | Peak Vehicles | 4 |
|  | Vehicle Type(s) | 35 Foot, 40 Foot |

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

| | | | |
|---|-----------------------------------|-------------------|--------------|
|  | Service Area Population | 6,747 | |
|  | People of Color Population | Service Area | 3,690 |
| | | % Riders Surveyed | 75% |
|  | Low Income Household | Service Area | 2,431 |
| | | % Riders Surveyed | 51% |

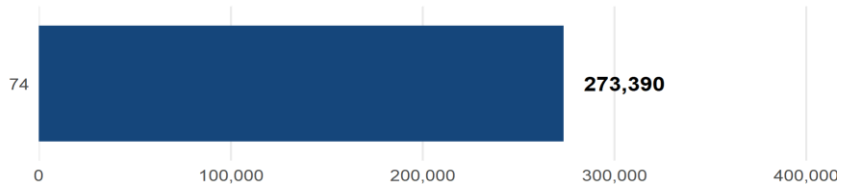
Facilities/Amenities

| | | |
|---|-------------------------------------|------------|
|  | Bus Stops | 38 |
|  | % Stops With Shelters | 42% |
|  | % Stops With Benches | 32% |
|  | % Stops With Real-Time Signs | 18% |



Ridership

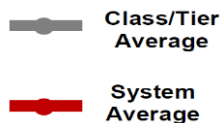
Annual Ridership



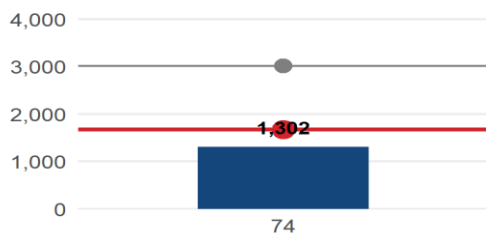
Top Transfer Locations

L'Enfant Plaza, Gallery Place-Chinatown, Waterfront

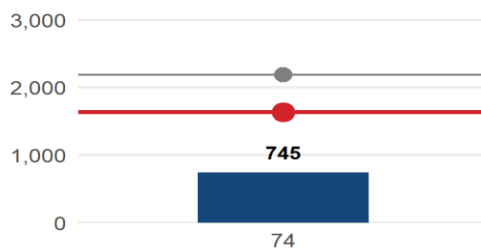
Average Daily Ridership



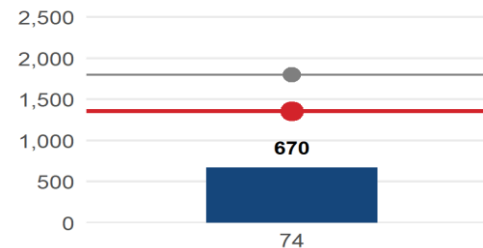
Weekday



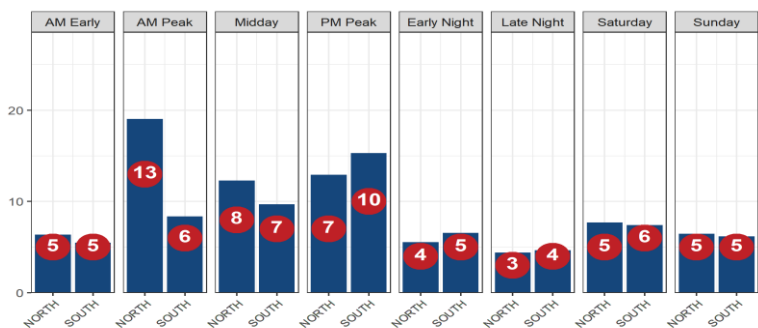
Saturday



Sunday



Average Trip Ridership and Maximum Load by Time Period



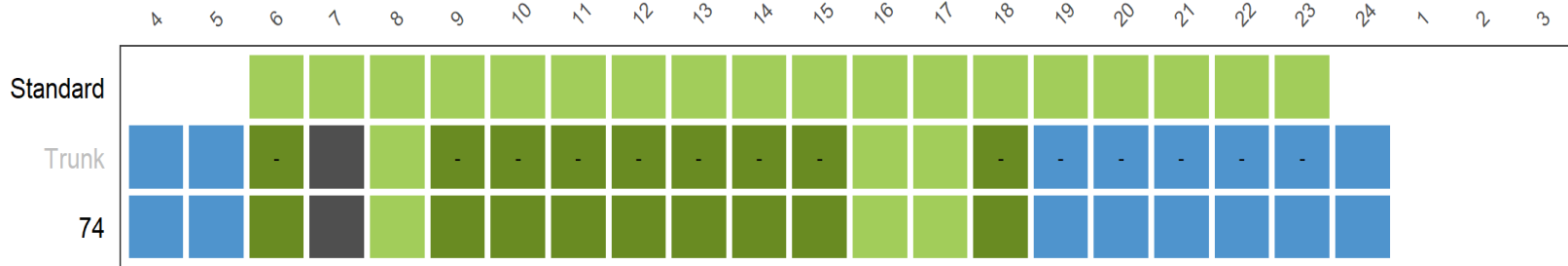
Vehicle Load Factor

| | | Direction: | |
|---------------------------------|---------------------------------|------------|-------|
| | | NORTH | SOUTH |
| Weekday | Peak Maximum Target: 1.2 | 0.24 | 0.2 |
| | Off-Peak Maximum Target: 1.0 | 0.15 | 0.15 |
| Saturday Maximum Target: 1.0 | | 0.15 | 0.16 |
| Sunday Maximum Target: 1.0 | | 0.13 | 0.13 |

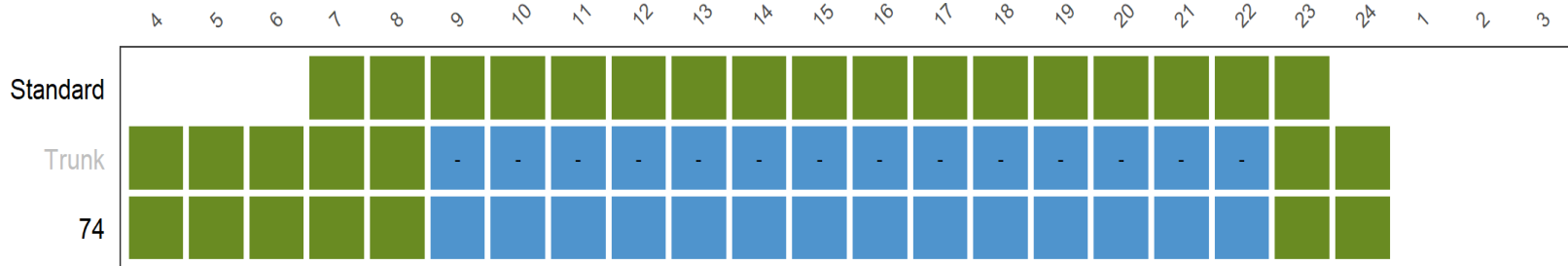
Span and Frequency



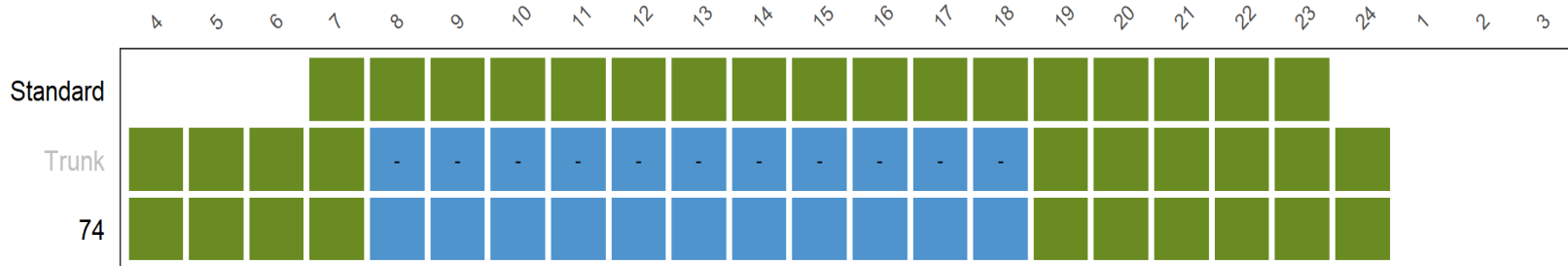
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

C Convention Center- Southwest Waterfront

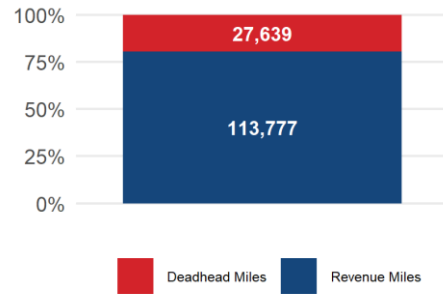
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|--------------------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 4:45 AM - 12:14 AM | - | A | 4:50 AM - 12:21 AM | - | A | 4:50 AM - 12:15 AM | - | A |
| | Frequency of Service varies | Peak: 16.3 / Off-Peak: 19.8 | Peak: 17.4 / Off-Peak: 39 | C | 22.8 | 25.4 | C | 21.9 | 29.4 | C |
| Productivity | Passengers per Revenue Hour 30 | 23.8 | 33.6 | E | 21.0 | 27.3 | E | 18.3 | 27.1 | E |
| | Passengers per Revenue Mile 4 | 3.7 | 4.5 | C | 2.6 | 3.3 | E | 2.2 | 3.2 | E |
| Reliability | On-Time Performance 79% | 79% | 74% | B | 71% | 76% | D | 80% | 79% | B |
| | Crowding 5% | 0% | 4% | A | 0% | 3% | A | 0% | 1% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.15 Peak: 0.22 | Off-Peak: 0.39 Peak: 0.54 | A | 0.16 | 0.36 | A | 0.13 | 0.35 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$5.01 | \$ 4.15 | C | \$5.69 | \$ 5.07 | D | \$6.53 | \$ 5.11 | E |
| | Cost Recovery 25% | 19% | 32% | D | 17% | 27% | E | 15% | 26% | E |

Route 74

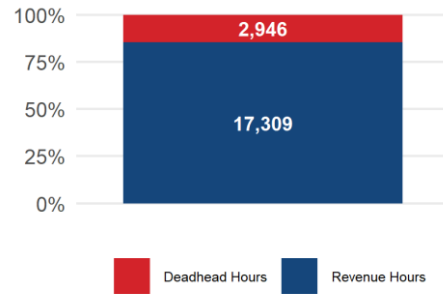
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 6.8 | | | 5 | | | E | | |
| | Circuitry 1.75 | 1.15 | | | 1.28 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 30 | 23.8 | 33.6 | E | 21.0 | 27.3 | E | 18.3 | 27.1 | E |
| | Passengers per Revenue Mile 4 | 3.7 | 4.5 | C | 2.6 | 3.3 | E | 2.2 | 3.2 | E |
| | Unique Segment Ridership 10% | 44% | 13% | A | 59% | 23% | A | 59% | 25% | A |
| Reliability | On-Time Performance 79% | 79% | 74% | B | 71% | 76% | D | 80% | 79% | B |
| | Crowding 5% | 0% | 4% | A | 0% | 3% | A | 0% | 2% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.15 Peak: 0.22 | Off-Peak: 0.38 Peak: 0.54 | A | 0.16 | 0.36 | A | 0.13 | 0.35 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$5.01 | \$ 4.15 | C | \$5.69 | \$ 5.07 | D | \$6.53 | \$ 5.11 | E |
| | Cost Recovery 25% | 19% | 34% | D | 17% | 26% | E | 15% | 26% | E |

Operational Analysis

Miles Allocation



Hours Allocation



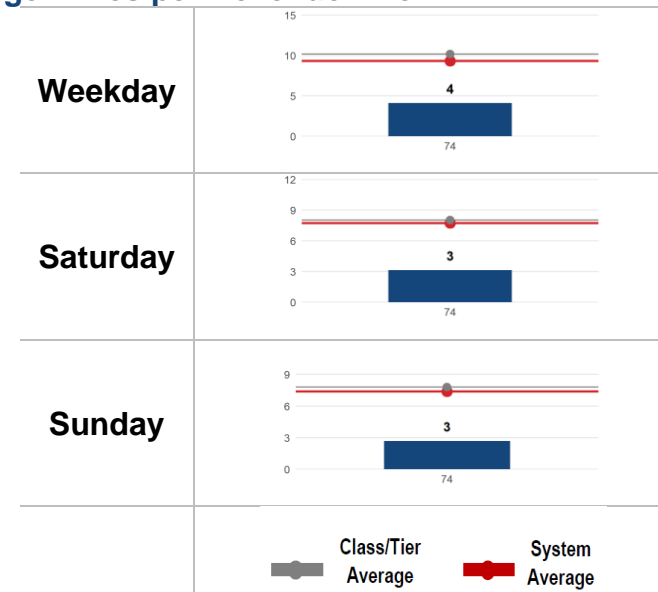
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| 74 | 5.90 | 3,574 | 3,550 (99.3%) |
| | | | |
| | | | |
| | | | |

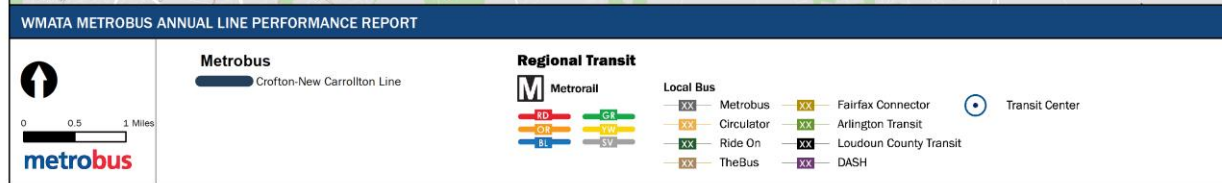
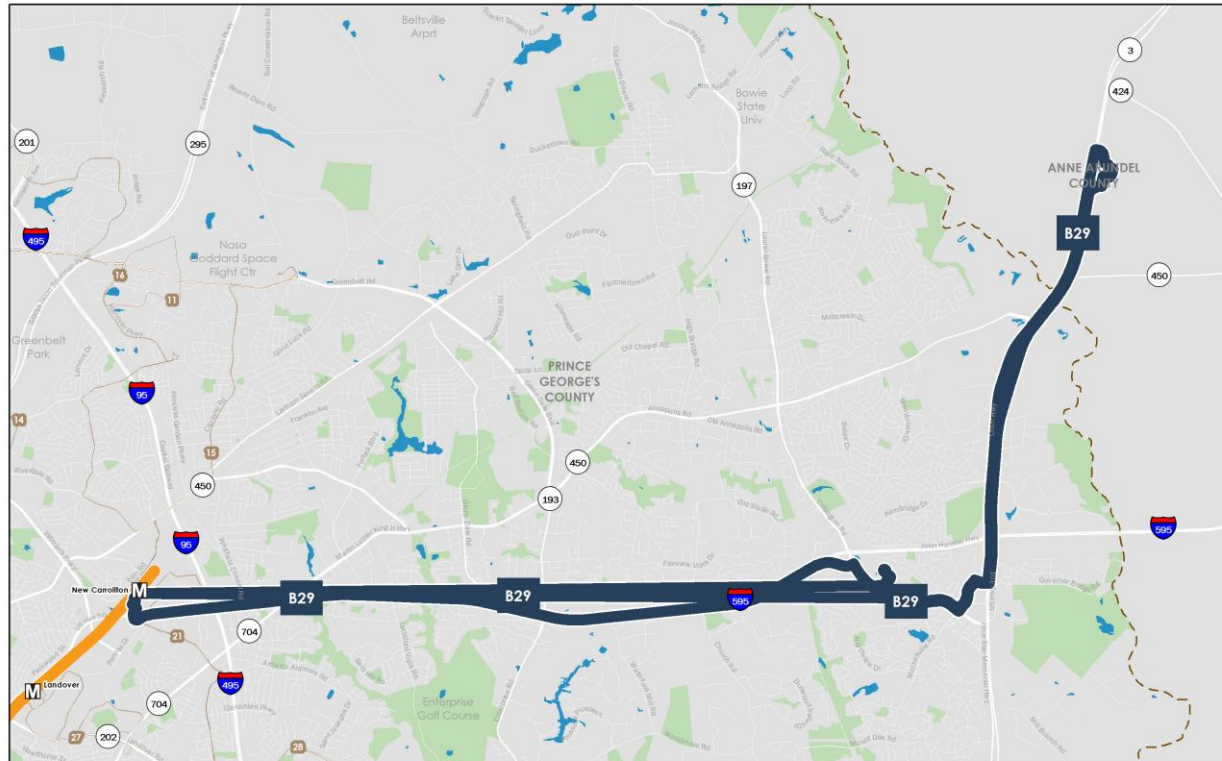
Service Change Summary

Route 74 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

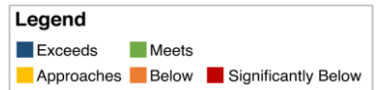
Commuter

Activity Tier

3

Overall Grade

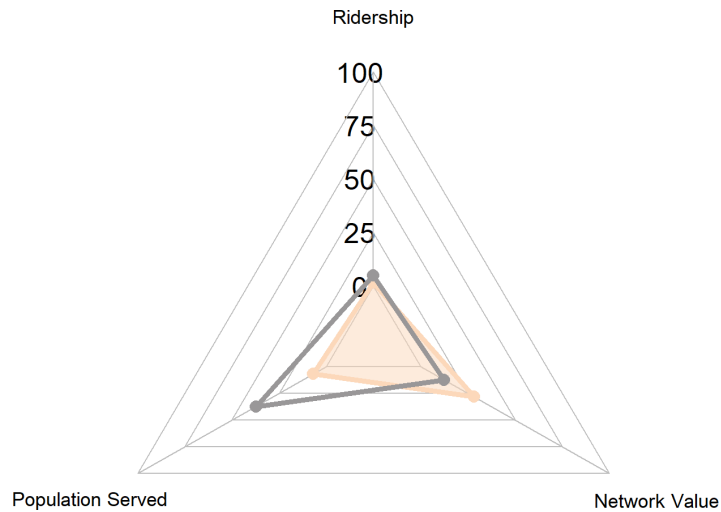
| Line | Grade |
|------|-------|
| | B |
| | |
| | |
| | |
| | |
| | |



Line Benefit Score

12

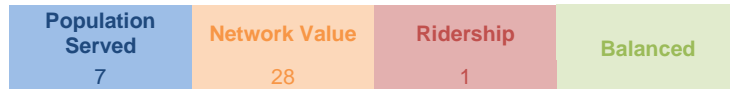
Out of 100



Classification Average



Line Focus:



Line Score:

Operating Statistics

| | | |
|--|------------------------|-----------|
| | Annual Operating Costs | \$304,266 |
| | Peak Vehicles | 2 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|----------------------------|-------------------|-------|
| | Service Area Population | 4,667 | |
| | People of Color Population | Service Area | 3,266 |
| | | % Riders Surveyed | 90% |
| | Low Income Household | Service Area | 602 |
| | | % Riders Surveyed | 26% |

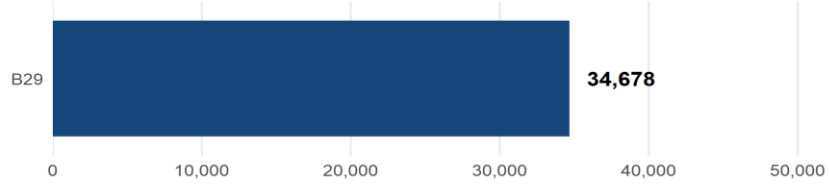
Facilities/Amenities

| | | |
|--|------------------------------|-----|
| | Bus Stops | 14 |
| | % Stops With Shelters | 79% |
| | % Stops With Benches | 50% |
| | % Stops With Real-Time Signs | 0% |



Ridership

Annual Ridership

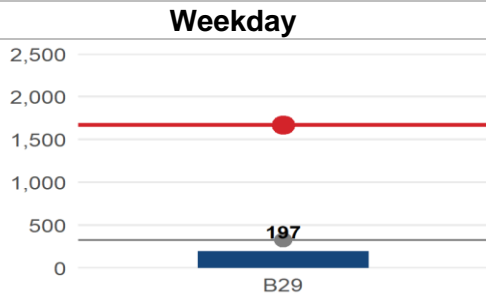


Top Transfer Locations

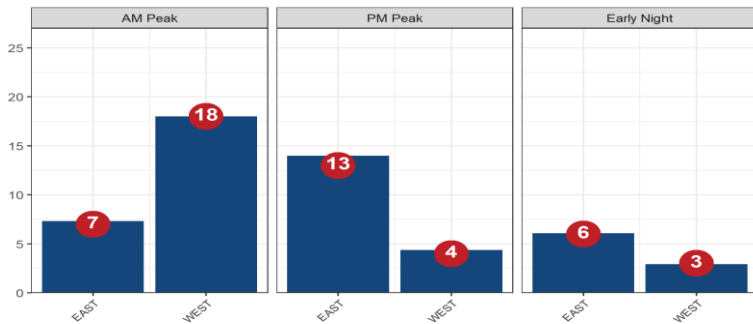
New Carrollton

Average Daily Ridership

- Class/Tier Average
- System Average



Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

| | | Direction: | EAST | WEST |
|---------------------------------|---------------------------------|------------|------|------|
| Weekday | Peak Maximum Target: 1 | | 0.29 | 0.3 |
| | Off-Peak Maximum Target: 1.0 | | 0.14 | 0.07 |
| Saturday Maximum Target: 1.0 | | | | |
| Sunday Maximum Target: 1.0 | | | | |

Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

B Crofton-New Carrollton

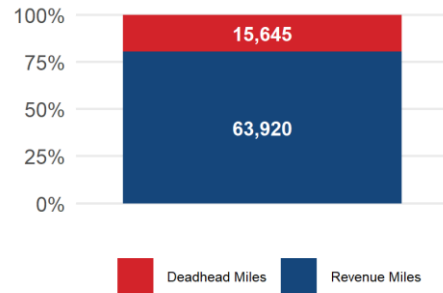
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|---------------------------------------|------------------------------|-------|-----------|-----------------|-------|-----------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 6:00 AM - 8:12 AM; 4:15 PM - 10:18 PM | - | A | - | - | - | - | - | - |
| | Frequency of Service varies | Peak: 105.0 / Off-Peak: NA | Peak: 50.7 / Off-Peak: 119.1 | - | - | - | - | - | - | - |
| Productivity | Passengers per Revenue Hour N/A | 19.3 | 20.8 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 0.8 | 1.1 | E | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 81% | 73% | B | - | - | - | - | - | - |
| | Crowding 5% | 0% | 3% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.11 Peak: 0.29 | Off-Peak: 0.38 Peak: 0.38 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$6.17 | \$ 6.58 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 25% | 40% | A | - | - | - | - | - | - |

Route B29

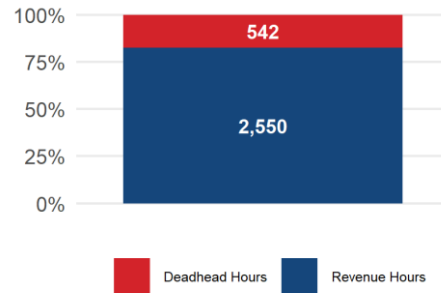
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile N/A | 0.6 | | | 2.1 | | | - | | |
| | Circuity N/A | 1.22 | | | 1.5 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour N/A | 19.3 | 20.8 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 0.8 | 1.1 | E | - | - | - | - | - | - |
| | Unique Segment Ridership 15% | 82% | 35% | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 81% | 73% | B | - | - | - | - | - | - |
| | Crowding 5% | 0% | 2% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.11 Peak: 0.29 | Off-Peak: 0.42 Peak: 0.37 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$6.17 | \$ 6.58 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 25% | 44% | A | - | - | - | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



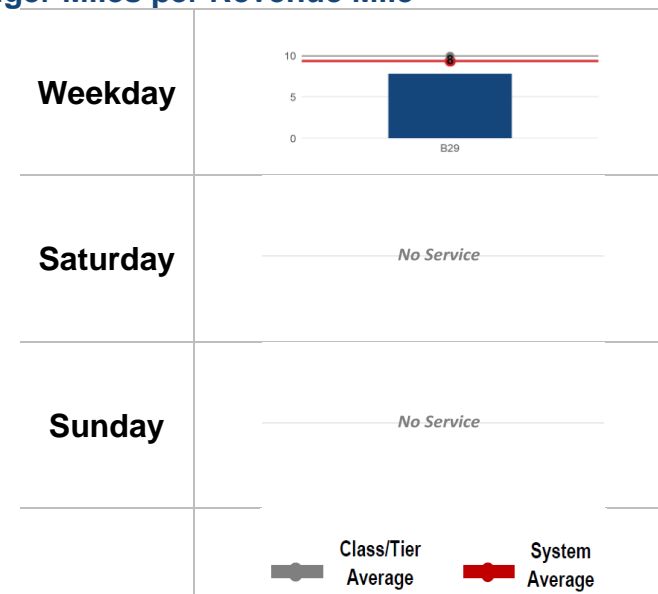
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| B29 | 29.40 | 440 | 439 (99.8%) |
| | | | |
| | | | |
| | | | |
| | | | |

Service Change Summary

Route B29 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

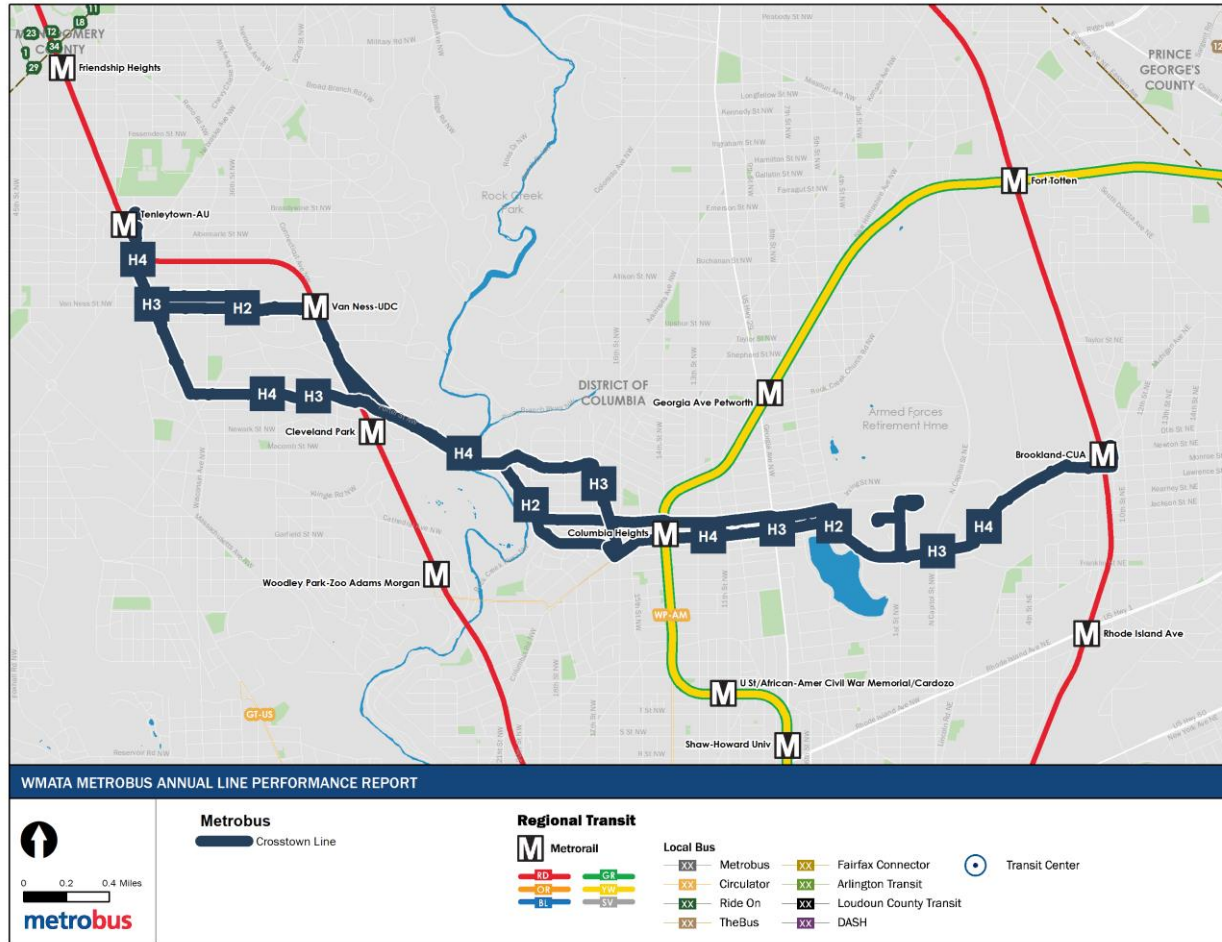
Passenger Miles per Revenue Mile



LINE: 35 - Crosstown

ROUTE(S): H2, H3, H4

About the Line



Service Classification

Framework

Activity Tier

1

Overall Grade

| Line | Grade |
|----------------|-------|
| Crosstown Line | B |
| | |
| | |
| | |
| | |
| | |
| | |

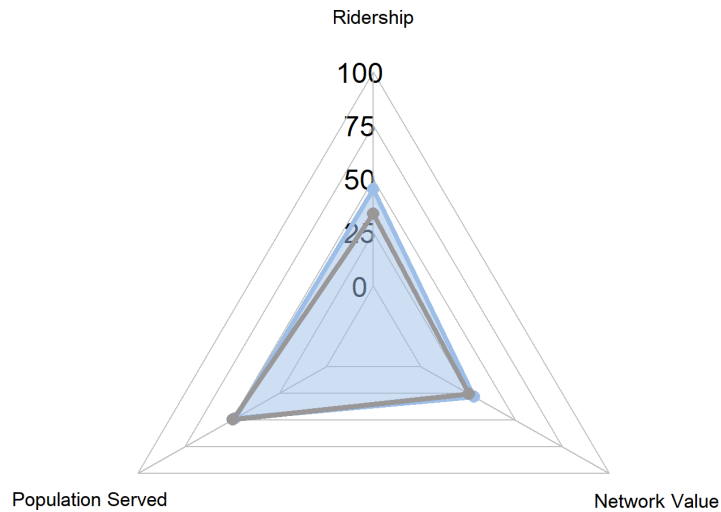
Legend

- Exceeds (Blue)
- Meets (Green)
- Approaches (Yellow)
- Below (Orange)
- Significantly Below (Red)

Line Benefit Score

41

Out of 100



Classification Average



Line Focus:

Population Served

Network Value

Ridership

Balanced




Line Score:

48




28

45





Operating Statistics

| | | |
|---|-------------------------------|--------------------|
|  | Annual Operating Costs | \$6,021,203 |
|  | Peak Vehicles | 17 |
|  | Vehicle Type(s) | 40 Foot |

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

| | | | |
|---|-----------------------------------|-------------------|---------------|
|  | Service Area Population | 119,467 | |
|  | People of Color Population | Service Area | 43,562 |
| | | % Riders Surveyed | 65% |
|  | Low Income Household | Service Area | 27,571 |
| | | % Riders Surveyed | 42% |

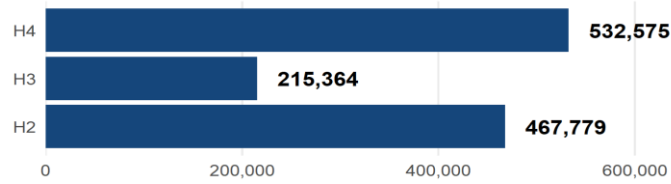
Facilities/Amenities

| | | |
|---|-------------------------------------|------------|
|  | Bus Stops | 105 |
|  | % Stops With Shelters | 25% |
|  | % Stops With Benches | 16% |
|  | % Stops With Real-Time Signs | 7% |



Ridership

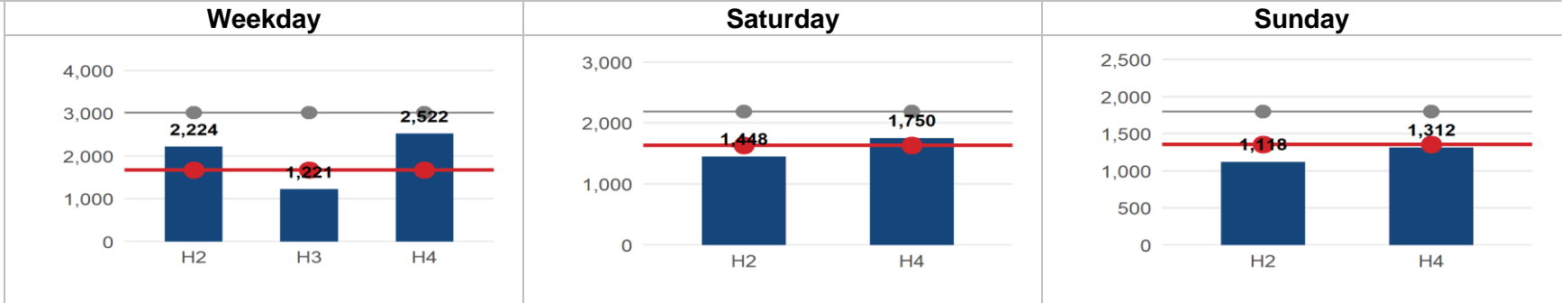
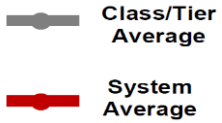
Annual Ridership



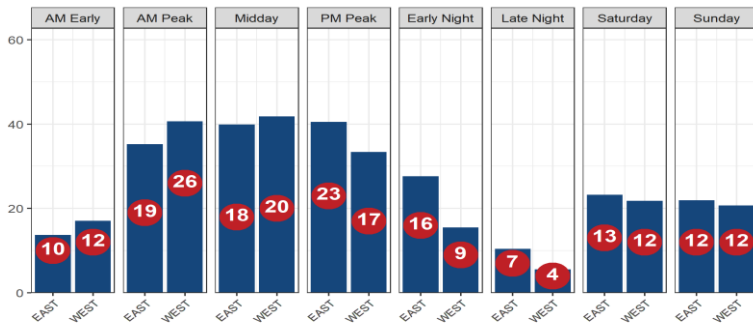
Top Transfer Locations

Cleveland Park, Brookland, Columbia Heights

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period



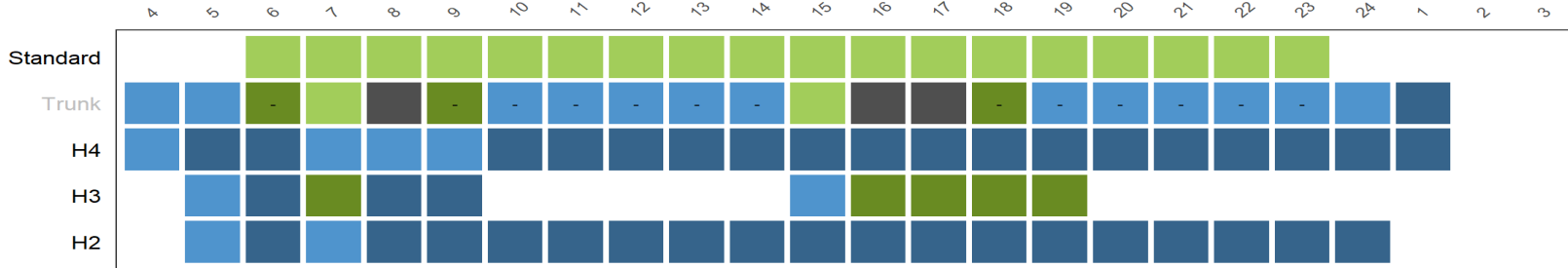
Vehicle Load Factor

| | | <i>Direction:</i> | |
|--|--|-------------------|------|
| | | EAST | WEST |
| Weekday | Peak Maximum Target: 1.2 | 0.54 | 0.55 |
| | Off-Peak Maximum Target: 1.0 | 0.38 | 0.35 |
| Saturday Maximum Target: 1.0 | | 0.32 | 0.3 |
| Sunday Maximum Target: 1.0 | | 0.3 | 0.3 |

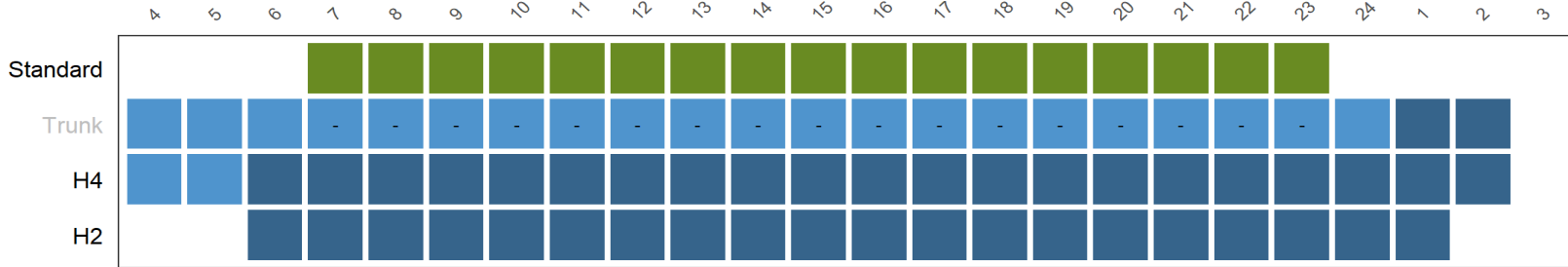
Span and Frequency



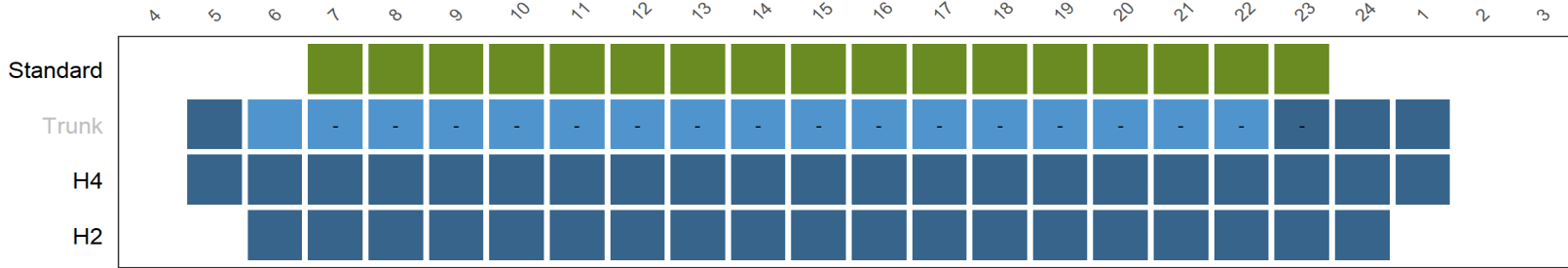
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



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 AM - 1:59 AM | - | A | 4:50 AM - 2:40 AM | - | A | 5:00 AM - 1:55 AM | - | A |
| | Frequency of Service varies | Peak: 14.1 / Off-Peak: 20.7 | Peak: 17.4 / Off-Peak: 39 | B | 23.3 | 25.4 | C | 28.1 | 29.4 | D |
| Productivity | Passengers per Revenue Hour 30 | 38.0 | 33.6 | A | 28.3 | 27.3 | C | 28.5 | 27.1 | C |
| | Passengers per Revenue Mile 4 | 4.9 | 4.5 | A | 3.2 | 3.3 | D | 3.1 | 3.2 | E |
| Reliability | On-Time Performance 79% | 69% | 74% | E | 81% | 76% | B | 80% | 79% | B |
| | Crowding 5% | 3% | 4% | A | 1% | 3% | A | 0% | 1% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.37 Peak: 0.55 | Off-Peak: 0.39 Peak: 0.54 | A | 0.31 | 0.36 | A | 0.3 | 0.35 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$3.14 | \$ 4.15 | A | \$4.21 | \$ 5.07 | A | \$4.18 | \$ 5.11 | A |
| | Cost Recovery 25% | 38% | 32% | A | 28% | 27% | A | 28% | 26% | A |

Route H2

| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|-----------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 5.7 | | | 5 | | | E | | |
| Route Design | Circuitry 1.75 | 1.24 | | | 1.28 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 30 | 36.9 | 33.6 | A | 27.5 | 27.3 | C | 27.4 | 27.1 | C |
| | Passengers per Revenue Mile 4 | 4.7 | 4.5 | A | 3.2 | 3.3 | E | 3.0 | 3.2 | E |
| | Unique Segment Ridership 10% | 7% | 13% | D | 7% | 23% | D | 6% | 25% | D |
| Reliability | On-Time Performance 79% | 71% | 74% | D | 78% | 76% | C | 81% | 79% | B |
| | Crowding 5% | 1% | 4% | A | 0% | 3% | A | 0% | 2% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.4 Peak: 0.48 | Off-Peak: 0.38 Peak: 0.54 | A | 0.3 | 0.36 | A | 0.29 | 0.35 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$3.24 | \$ 4.15 | A | \$4.34 | \$ 5.07 | A | \$4.35 | \$ 5.11 | A |
| | Cost Recovery 25% | 35% | 34% | A | 26% | 26% | B | 26% | 26% | B |

Route H3

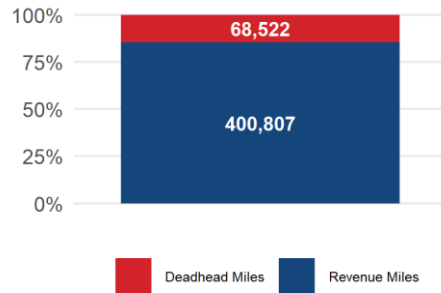
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 5.9 | | | 5 | | | E | | |
| Route Design | Circuitry 1.75 | 1.11 | | | 1.28 | | | 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 | 40.9 | 33.6 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 4 | 6.4 | 4.5 | A | - | - | - | - | - | - |
| | Unique Segment Ridership 10% | 0% | 13% | E | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 64% | 74% | E | - | - | - | - | - | - |
| | Crowding 5% | 8% | 4% | E | - | - | - | - | - | - |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.36 Peak: 0.58 | Off-Peak: 0.38 Peak: 0.54 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$2.92 | \$ 4.15 | A | - | - | - | - | - | - |
| | Cost Recovery 25% | 44% | 34% | A | - | - | - | - | - | - |

Route H4

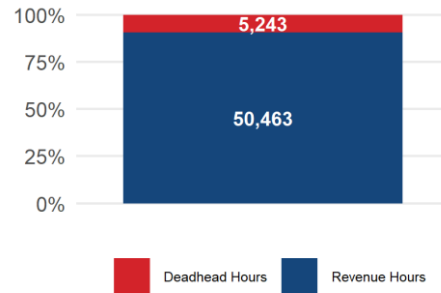
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 5.7 | | | 5 | | | E | | |
| Route Design | Circuitry 1.75 | 1.28 | | | 1.28 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 30 | 37.7 | 33.6 | A | 29.0 | 27.3 | C | 29.5 | 27.1 | C |
| | Passengers per Revenue Mile 4 | 4.6 | 4.5 | A | 3.3 | 3.3 | D | 3.1 | 3.2 | E |
| | Unique Segment Ridership 10% | 0% | 13% | E | 21% | 23% | A | 19% | 25% | A |
| Reliability | On-Time Performance 79% | 69% | 74% | E | 83% | 76% | B | 80% | 79% | B |
| | Crowding 5% | 2% | 4% | A | 2% | 3% | A | 1% | 2% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.34 Peak: 0.56 | Off-Peak: 0.38 Peak: 0.54 | A | 0.32 | 0.36 | A | 0.31 | 0.35 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$3.17 | \$ 4.15 | A | \$4.11 | \$ 5.07 | A | \$4.04 | \$ 5.11 | A |
| | Cost Recovery 25% | 37% | 34% | A | 28% | 26% | A | 29% | 26% | A |

Operational Analysis

Miles Allocation



Hours Allocation



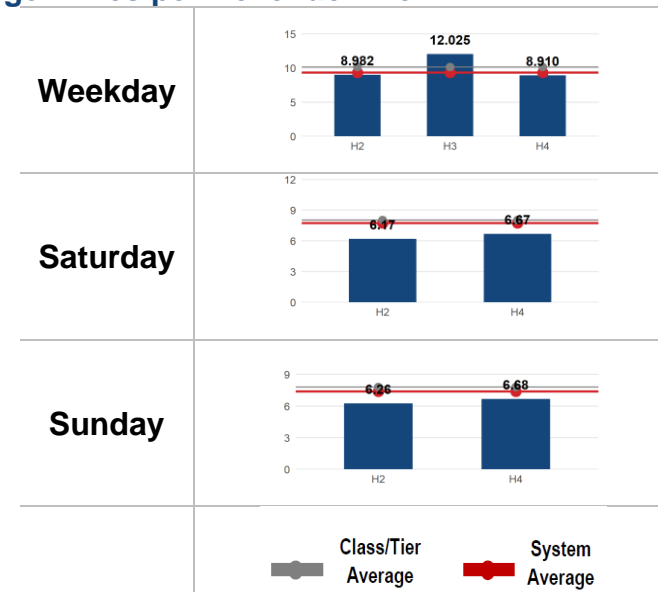
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| H2 | 14.30 | 2,020 | 2,016 (99.8%) |
| H3 | 12.60 | 713 | 712 (99.9%) |
| H4 | 14.50 | 2,317 | 2,299 (99.2%) |

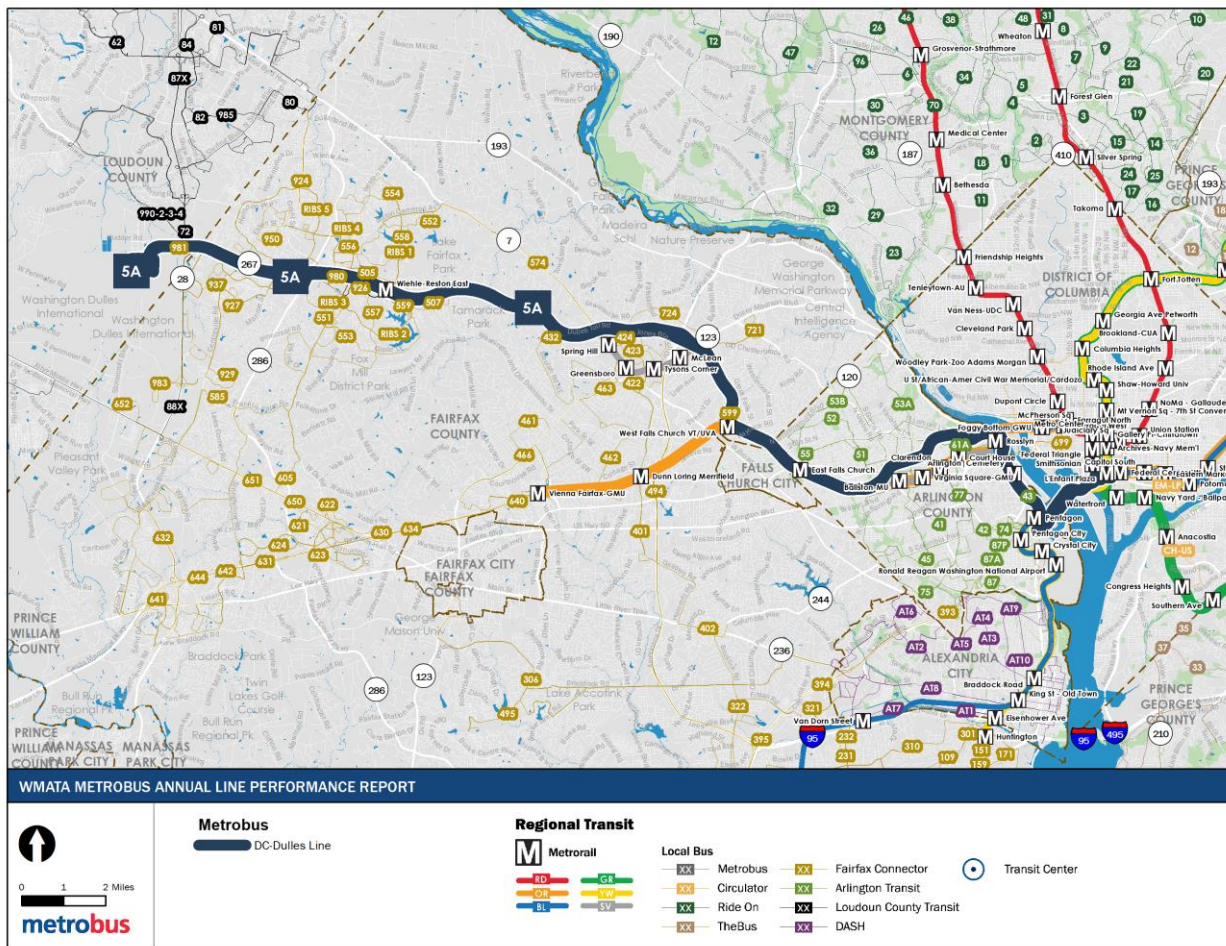
Service Change Summary

Route H2 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;
 Route H3 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;
 Route H4 - June 2020:
 Weekday: extend to 2 a.m.; Saturday: extend to 2 a.m.;
 Sunday: extend to 2 a.m.;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Commuter

Activity Tier

1

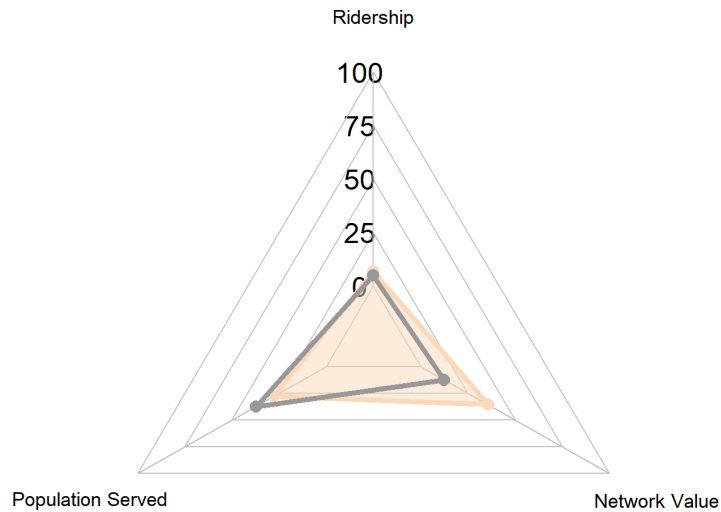
Overall Grade

| Line | Overall Grade |
|----------------|---------------|
| DC-Dulles Line | D |

Line Benefit Score

23

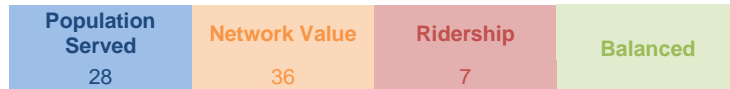
Out of 100



Classification Average



Line Focus:



Line Score:

Operating Statistics

| | | |
|--|------------------------|-------------|
| | Annual Operating Costs | \$2,473,953 |
| | Peak Vehicles | 5 |
| | Vehicle Type(s) | BOC |

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

| | | | |
|--|----------------------------|-------------------|-----|
| | Service Area Population | 3,135 | |
| | People of Color Population | Service Area | 825 |
| | | % Riders Surveyed | 68% |
| | Low Income Household | Service Area | 363 |
| | | % Riders Surveyed | 18% |

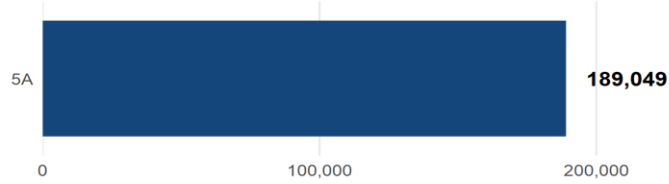
Facilities/Amenities

| | | |
|--|------------------------------|----|
| | Bus Stops | 7 |
| | % Stops With Shelters | 0% |
| | % Stops With Benches | 0% |
| | % Stops With Real-Time Signs | 0% |



Ridership

Annual Ridership



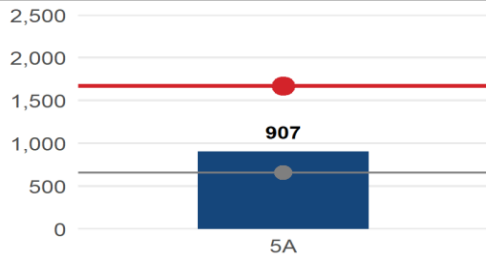
Top Transfer Locations

Rosslyn, L'Enfant Plaza, Rosslyn East

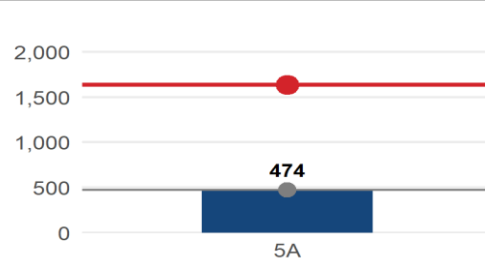
Average Daily Ridership

- Class/Tier Average
- System Average

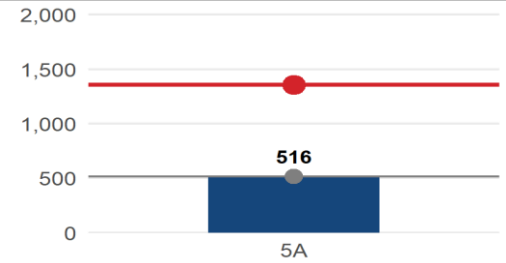
Weekday



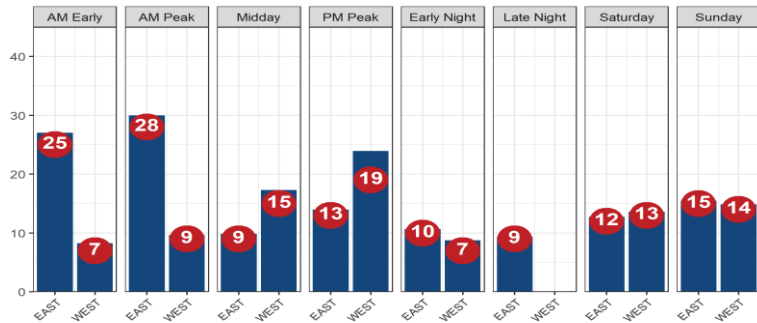
Saturday



Sunday



Average Trip Ridership and Maximum Load by Time Period



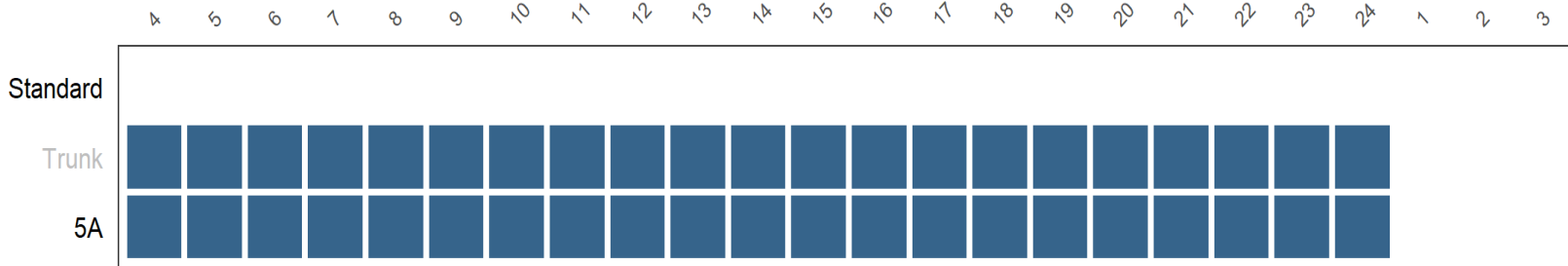
Vehicle Load Factor

| | | Direction: | EAST | WEST |
|---------------------------------|---------------------------------|------------|------|------|
| Weekday | Peak Maximum Target: 1 | | 0.47 | 0.35 |
| | Off-Peak Maximum Target: 1.0 | | 0.26 | 0.3 |
| Saturday Maximum Target: 1.0 | | | 0.3 | 0.31 |
| Sunday Maximum Target: 1.0 | | | 0.37 | 0.35 |

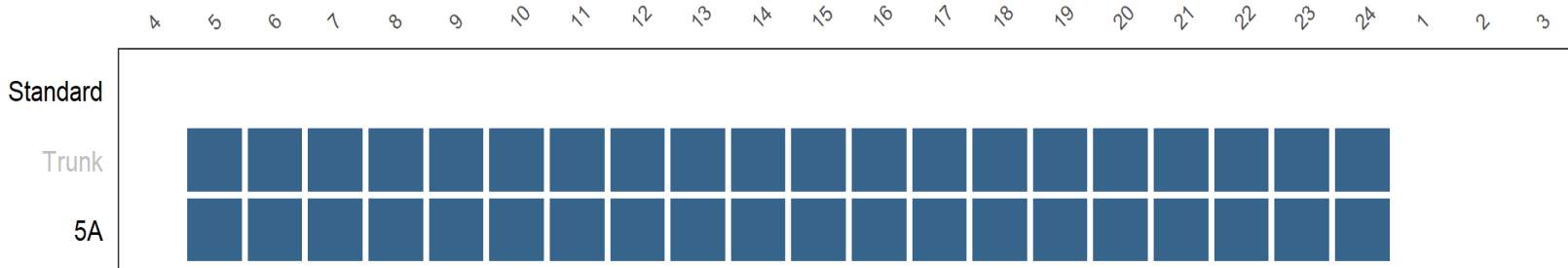
Span and Frequency



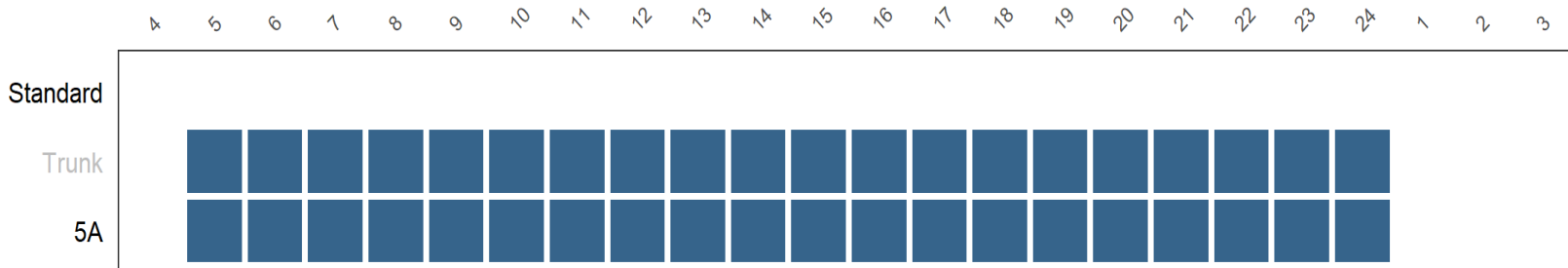
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

D DC-Dulles

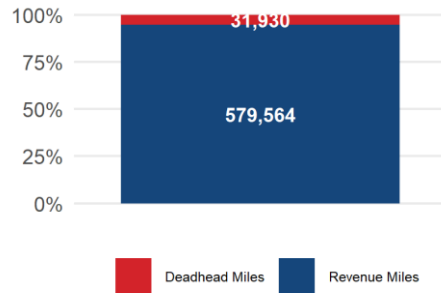
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|--------------------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 4:50 AM - 12:17 AM | - | A | 5:30 AM - 12:18 AM | - | - | 5:30 AM - 12:10 AM | - | - |
| | Frequency of Service varies | Peak: 33.8 / Off-Peak: 37.2 | Peak: 19.9 / Off-Peak: 69.8 | - | 60.1 | 60.1 | - | 63.0 | 63.0 | - |
| Productivity | Passengers per Revenue Hour N/A | 13.6 | 31.7 | E | 13.9 | 13.9 | E | 15.1 | 15.1 | E |
| | Passengers per Revenue Mile 1.5 | 0.5 | 3.5 | E | 0.4 | 0.4 | E | 0.5 | 0.5 | E |
| Reliability | On-Time Performance 79% | 59% | 72% | E | 64% | 64% | E | 65% | 65% | E |
| | Crowding 5% | 0% | 4% | A | 0% | 0% | A | 0% | 0% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.28 Peak: 0.41 | Off-Peak: 0.36 Peak: 0.51 | A | 0.31 | 0.31 | A | 0.36 | 0.36 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$8.76 | \$ 4.57 | E | \$8.61 | \$ 8.61 | E | \$7.88 | \$ 7.88 | D |
| | Cost Recovery 25% | 72% | 47% | A | 73% | 73% | A | 80% | 80% | A |

Route 5A

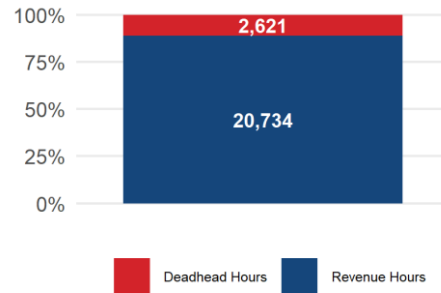
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile N/A | 0.2 | | | 3.2 | | | - | | |
| | Circuity N/A | 1.05 | | | 1.3 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour N/A | 13.6 | 31.7 | E | 13.9 | 13.9 | E | 15.1 | 15.1 | E |
| | Passengers per Revenue Mile 1.5 | 0.5 | 3.5 | E | 0.4 | 0.4 | E | 0.5 | 0.5 | E |
| | Unique Segment Ridership 15% | 100% | 16% | A | 100% | 100% | A | 100% | 100% | A |
| Reliability | On-Time Performance 79% | 59% | 72% | E | 64% | 64% | E | 65% | 65% | E |
| | Crowding 5% | 0% | 4% | A | 0% | 0% | A | 0% | 0% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.28 Peak: 0.41 | Off-Peak: 0.34 Peak: 0.49 | A | 0.31 | 0.31 | A | 0.36 | 0.36 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$8.76 | \$ 4.57 | E | \$8.61 | \$ 8.61 | E | \$7.88 | \$ 7.88 | D |
| | Cost Recovery 25% | 72% | 45% | A | 73% | 73% | A | 80% | 80% | A |

Operational Analysis

Miles Allocation



Hours Allocation



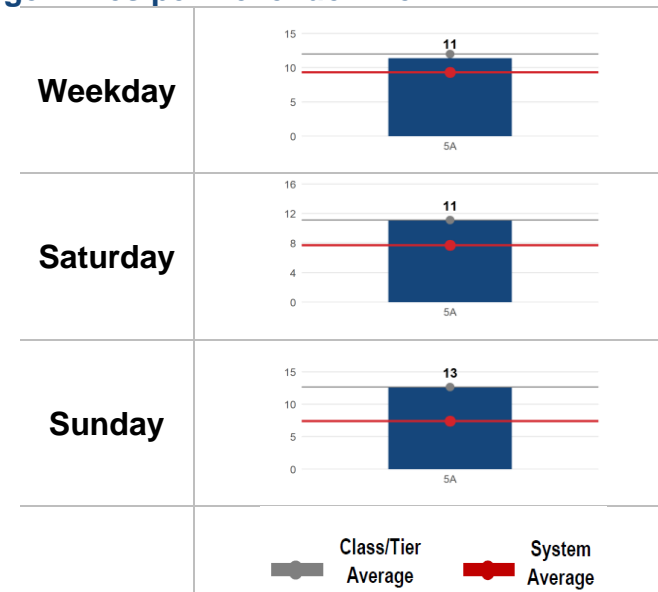
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| 5A | 56.10 | 1,636 | 1,613 (98.6%) |
| | | | |
| | | | |
| | | | |

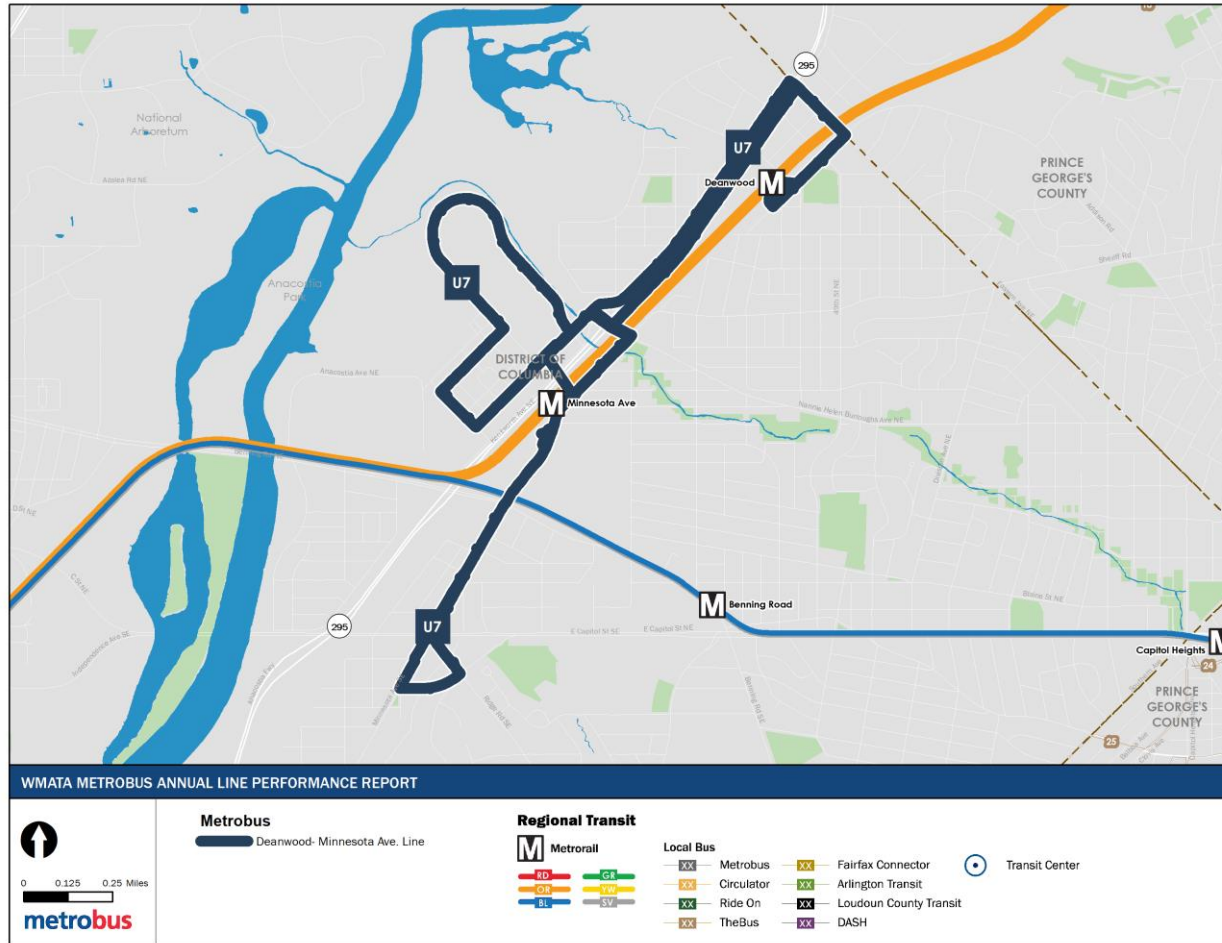
Service Change Summary

Route 5A - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Coverage

Activity Tier

2

Overall Grade

| Line | Grade |
|------|-------|
| Line | B |
| | |
| | |
| | |
| | |
| | |

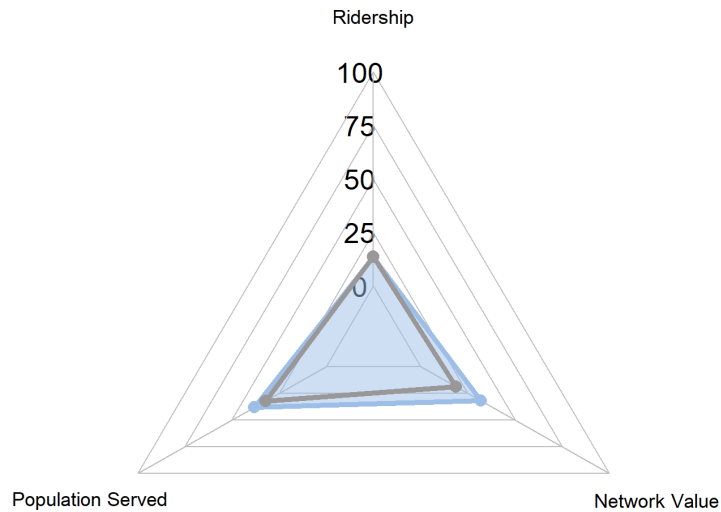
Legend

- Exceeds (Dark Blue)
- Meets (Green)
- Approaches (Yellow)
- Below (Orange)
- Significantly Below (Red)

Line Benefit Score

28

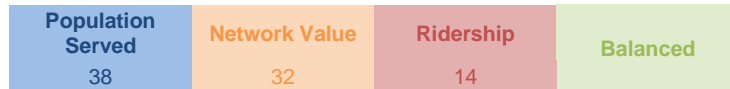
Out of 100



Classification Average



Line Focus:



Line Score:

Operating Statistics

| | | |
|--|------------------------|-------------|
| | Annual Operating Costs | \$2,365,853 |
| | Peak Vehicles | 3 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|----------------------------|-------------------|--------|
| | Service Area Population | 15,515 | |
| | People of Color Population | Service Area | 14,853 |
| | | % Riders Surveyed | 100% |
| | Low Income Household | Service Area | 8,871 |
| | | % Riders Surveyed | 82% |

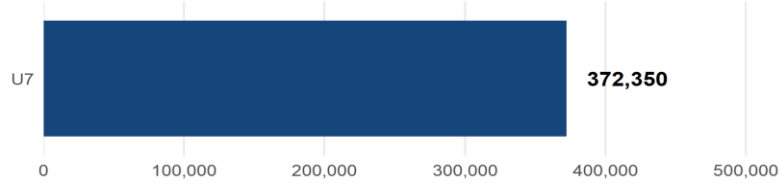
Facilities/Amenities

| | | |
|--|------------------------------|-----|
| | Bus Stops | 47 |
| | % Stops With Shelters | 11% |
| | % Stops With Benches | 9% |
| | % Stops With Real-Time Signs | 2% |



Ridership

Annual Ridership



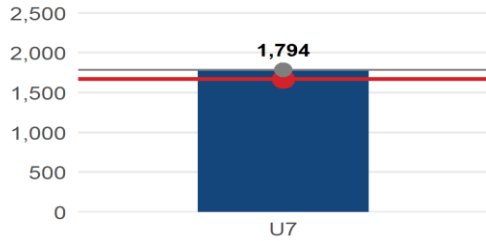
Top Transfer Locations

Minnesota Avenue, Deanwood

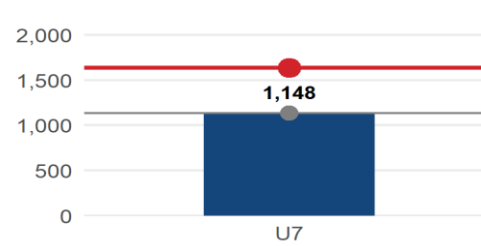
Average Daily Ridership

- Class/Tier Average
- System Average

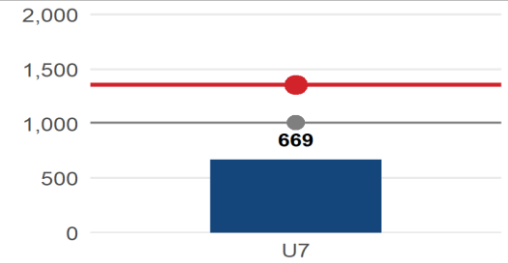
Weekday



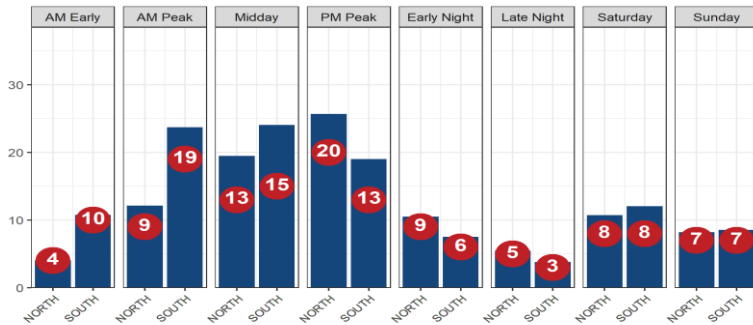
Saturday



Sunday



Average Trip Ridership and Maximum Load by Time Period



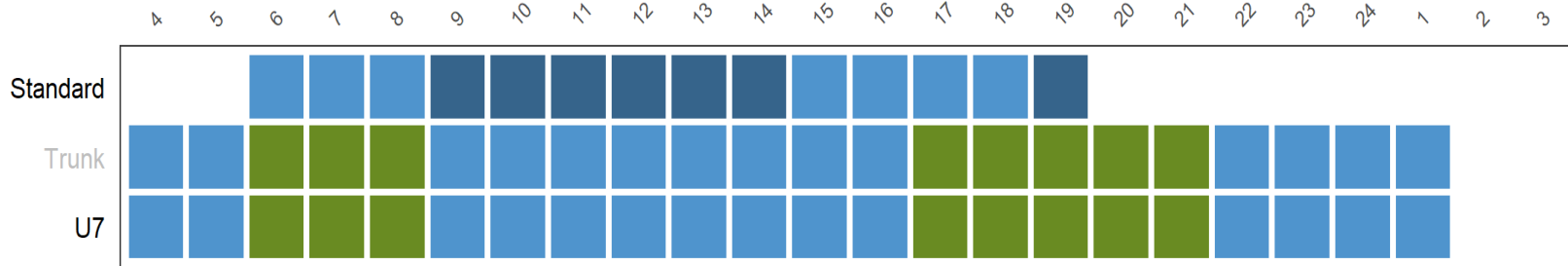
Vehicle Load Factor

| | | <i>Direction:</i> | |
|--|--|-------------------|-------|
| | | NORTH | SOUTH |
| Weekday | Peak Maximum Target: 1 | 0.38 | 0.4 |
| | Off-Peak Maximum Target: 1.0 | 0.23 | 0.24 |
| Saturday Maximum Target: 1.0 | | 0.2 | 0.21 |
| Sunday Maximum Target: 1.0 | | 0.18 | 0.19 |

Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

B Deanwood- Minnesota Ave.

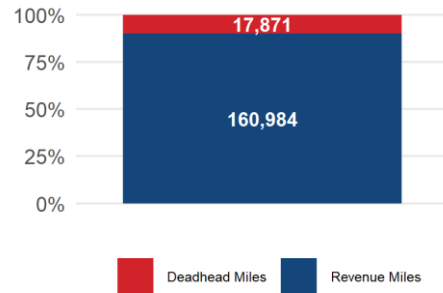
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|------------------------------|-----------------------------|-------|-------------------|-----------------|-------|-------------------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 4:30 AM - 1:13 AM | - | A | 5:00 AM - 2:13 AM | - | A | 5:00 AM - 1:15 AM | - | A |
| | Frequency of Service varies | Peak: 20.9 / Off-Peak: 24.1 | Peak: 25.4 / Off-Peak: 40.5 | A | 24.5 | 42.7 | A | 30.0 | 42.4 | A |
| Productivity | Passengers per Revenue Hour 15 | 30.5 | 37.3 | A | 21.9 | 33.6 | A | 17.4 | 33.8 | A |
| | Passengers per Revenue Mile 2 | 3.7 | 4.3 | A | 2.5 | 3.5 | A | 2.1 | 3.4 | B |
| Reliability | On-Time Performance 79% | 81% | 78% | B | 80% | 82% | B | 82% | 83% | B |
| | Crowding 5% | 0% | 2% | A | 0% | 1% | A | 0% | 0% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.24 Peak: 0.39 | Off-Peak: 0.3 Peak: 0.42 | A | 0.21 | 0.27 | A | 0.18 | 0.26 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$3.91 | \$ 4.26 | A | \$5.46 | \$ 5.02 | C | \$6.86 | \$ 4.55 | E |
| | Cost Recovery 20% | 16% | 23% | D | 11% | 21% | E | 9% | 20% | E |

Route U7

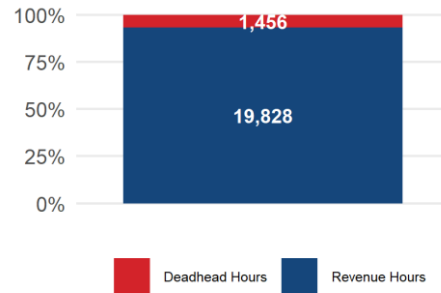
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 6.9 | | | 6.1 | | | E | | |
| | Circuitry N/A | 2.58 | | | 2.48 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | 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 | 30.5 | 37.3 | A | 21.9 | 33.6 | A | 17.4 | 33.8 | A |
| | Passengers per Revenue Mile 2 | 3.7 | 4.3 | A | 2.5 | 3.5 | A | 2.1 | 3.4 | B |
| | Unique Segment Ridership 10% | 87% | 29% | A | 75% | 46% | A | 91% | 51% | A |
| Reliability | On-Time Performance 79% | 81% | 78% | B | 80% | 82% | B | 82% | 83% | B |
| | Crowding 5% | 0% | 3% | A | 0% | 1% | A | 0% | 0% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.24 Peak: 0.39 | Off-Peak: 0.33 Peak: 0.44 | A | 0.21 | 0.3 | A | 0.18 | 0.28 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$3.91 | \$ 4.26 | A | \$5.46 | \$ 5.02 | C | \$6.86 | \$ 4.55 | E |
| | Cost Recovery 20% | 16% | 24% | D | 11% | 21% | E | 9% | 21% | E |

Operational Analysis

Miles Allocation



Hours Allocation



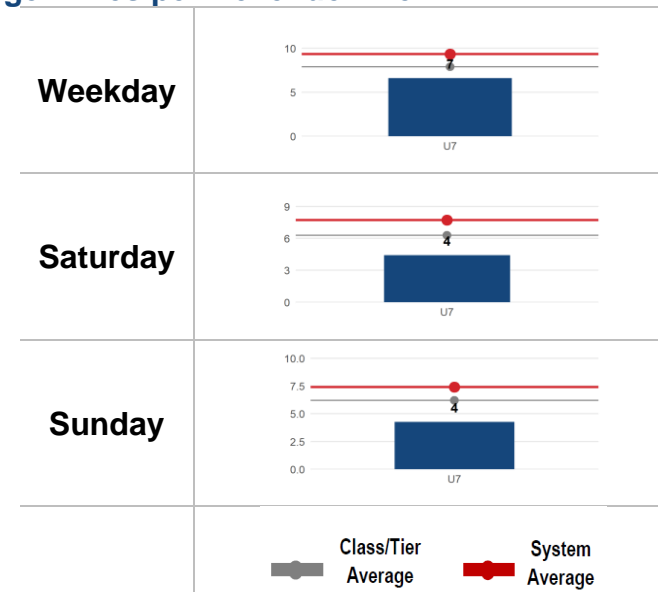
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| U7 | 9.60 | 3,248 | 3,218 (99.1%) |
| | | | |
| | | | |
| | | | |

Service Change Summary

Route U7 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Framework

Activity Tier

2

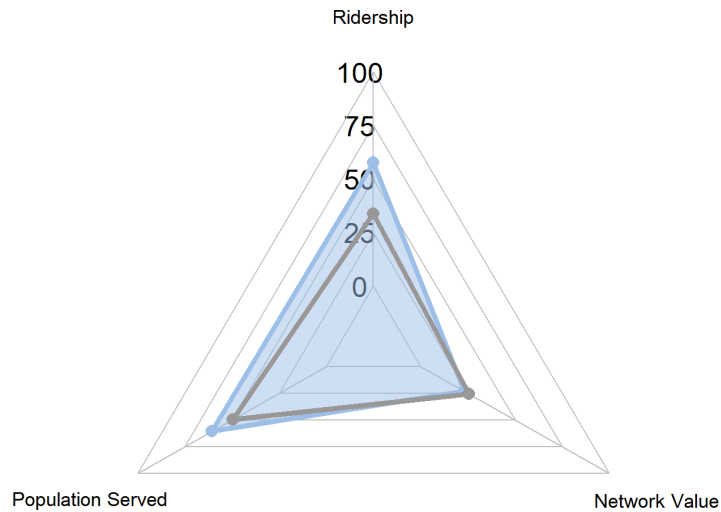
Overall Grade

| | |
|------|----------|
| Line | B |
| | |
| | |
| | |
| | |
| | |
| | |

Line Benefit Score

47

Out of 100



Classification Average






Line Focus:






Line Score:





Operating Statistics

| | | |
|---|-------------------------------|-------------------------|
|  | Annual Operating Costs | \$6,246,422 |
|  | Peak Vehicles | 16 |
|  | Vehicle Type(s) | 40 Foot, 60 Foot |

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

| | | | |
|---|-----------------------------------|-------------------|---------------|
|  | Service Area Population | 54,326 | |
|  | People of Color Population | Service Area | 51,311 |
| | | % Riders Surveyed | 98% |
|  | Low Income Household | Service Area | 25,761 |
| | | % Riders Surveyed | 80% |

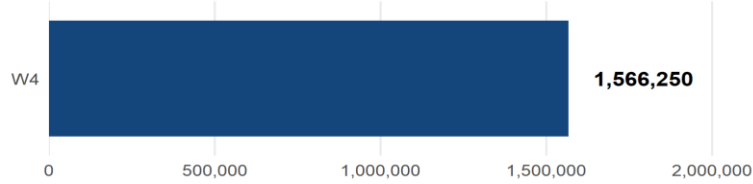
Facilities/Amenities

| | | |
|---|-------------------------------------|------------|
|  | Bus Stops | 141 |
|  | % Stops With Shelters | 18% |
|  | % Stops With Benches | 17% |
|  | % Stops With Real-Time Signs | 5% |



Ridership

Annual Ridership



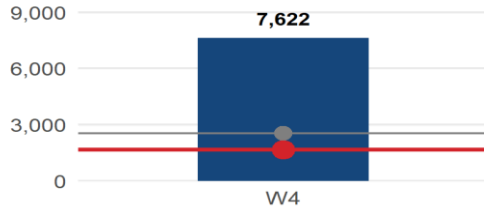
Top Transfer Locations

Benning Road, Congress Heights, Deanwood

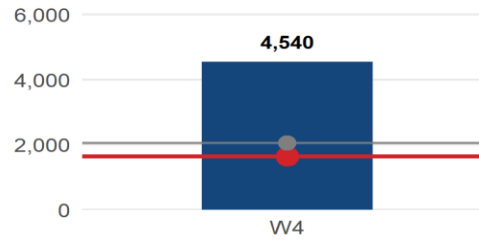
Average Daily Ridership

- Class/Tier Average
- System Average

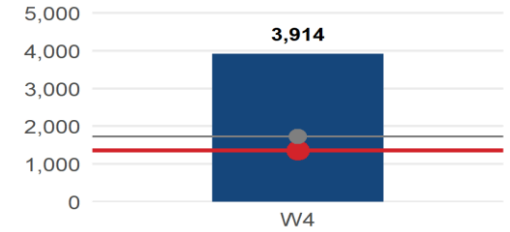
Weekday



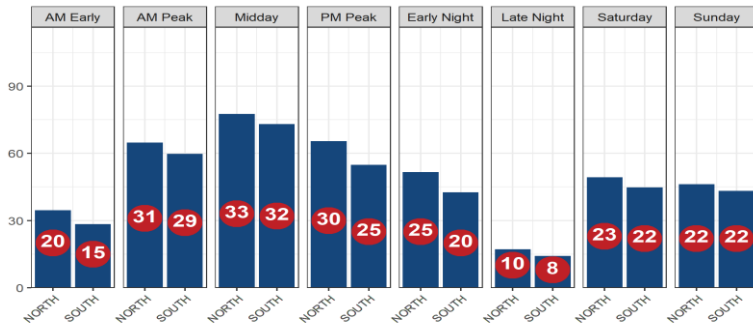
Saturday



Sunday



Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

| | | Direction: | |
|---------------------------------|---------------------------------|------------|-------|
| | | NORTH | SOUTH |
| Weekday | Peak Maximum Target: 1 | 0.64 | 0.58 |
| | Off-Peak Maximum Target: 1.0 | 0.63 | 0.55 |
| Saturday Maximum Target: 1.0 | | 0.57 | 0.54 |
| Sunday Maximum Target: 1.0 | | 0.56 | 0.56 |

Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

B Deanwood-Alabama Avenue

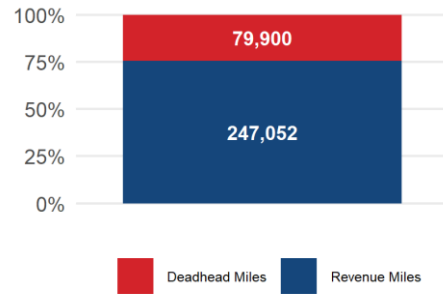
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|------------------------------|------------------------------|-------|-------------------|-----------------|-------|-------------------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 4:57 AM - 3:07 AM | - | A | 6:00 AM - 3:11 AM | - | A | 6:00 AM - 1:45 AM | - | A |
| | Frequency of Service varies | Peak: 12.9 / Off-Peak: 24.1 | Peak: 19.4 / Off-Peak: 34 | A | 22.9 | 29.8 | A | 24.2 | 33.8 | A |
| Productivity | Passengers per Revenue Hour 20 | 47.9 | 30.5 | A | 42.9 | 28.9 | A | 44.9 | 29.0 | A |
| | Passengers per Revenue Mile 2 | 5.3 | 3.0 | A | 4.3 | 2.7 | A | 4.1 | 2.6 | A |
| Reliability | On-Time Performance 79% | 72% | 73% | D | 78% | 76% | C | 75% | 79% | C |
| | Crowding 5% | 8% | 3% | E | 5% | 3% | C | 4% | 2% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.59 Peak: 0.61 | Off-Peak: 0.44 Peak: 0.52 | A | 0.55 | 0.41 | A | 0.56 | 0.4 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$2.49 | \$ 4.44 | A | \$2.78 | \$ 4.73 | A | \$2.66 | \$ 4.90 | A |
| | Cost Recovery 20% | 23% | 31% | A | 21% | 27% | B | 22% | 27% | B |

Route W4

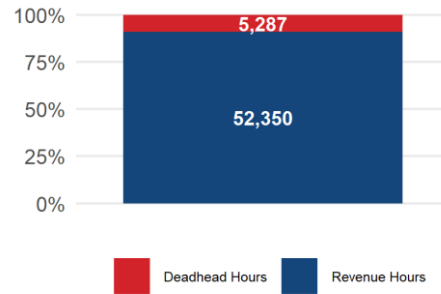
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 5.7 | | | 4.5 | | | E | | |
| Route Design | Circuitry 1.75 | 2.5 | | | 1.47 | | | E | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 20 | 47.9 | 30.5 | A | 42.9 | 28.9 | A | 44.9 | 29.0 | A |
| | Passengers per Revenue Mile 2 | 5.3 | 3.0 | A | 4.3 | 2.7 | A | 4.1 | 2.6 | A |
| | Unique Segment Ridership 10% | 27% | 16% | A | 45% | 35% | A | 53% | 46% | A |
| Reliability | On-Time Performance 79% | 72% | 73% | D | 78% | 76% | C | 75% | 79% | C |
| | Crowding 5% | 8% | 2% | E | 5% | 3% | C | 4% | 1% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.59 Peak: 0.61 | Off-Peak: 0.42 Peak: 0.52 | A | 0.55 | 0.42 | A | 0.56 | 0.4 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$2.49 | \$ 4.44 | A | \$2.78 | \$ 4.73 | A | \$2.66 | \$ 4.90 | A |
| | Cost Recovery 20% | 23% | 30% | A | 21% | 26% | B | 22% | 27% | B |

Operational Analysis

Miles Allocation



Hours Allocation



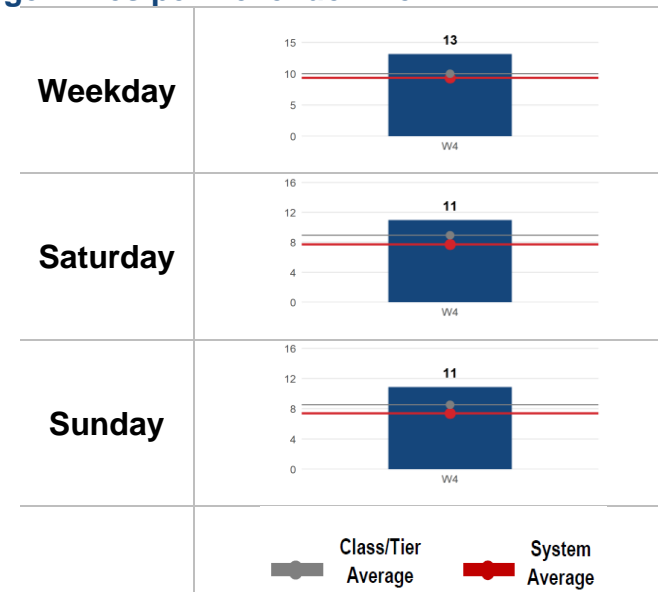
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| W4 | 25.20 | 3,906 | 3,866 (99.0%) |
| | | | |
| | | | |
| | | | |
| | | | |

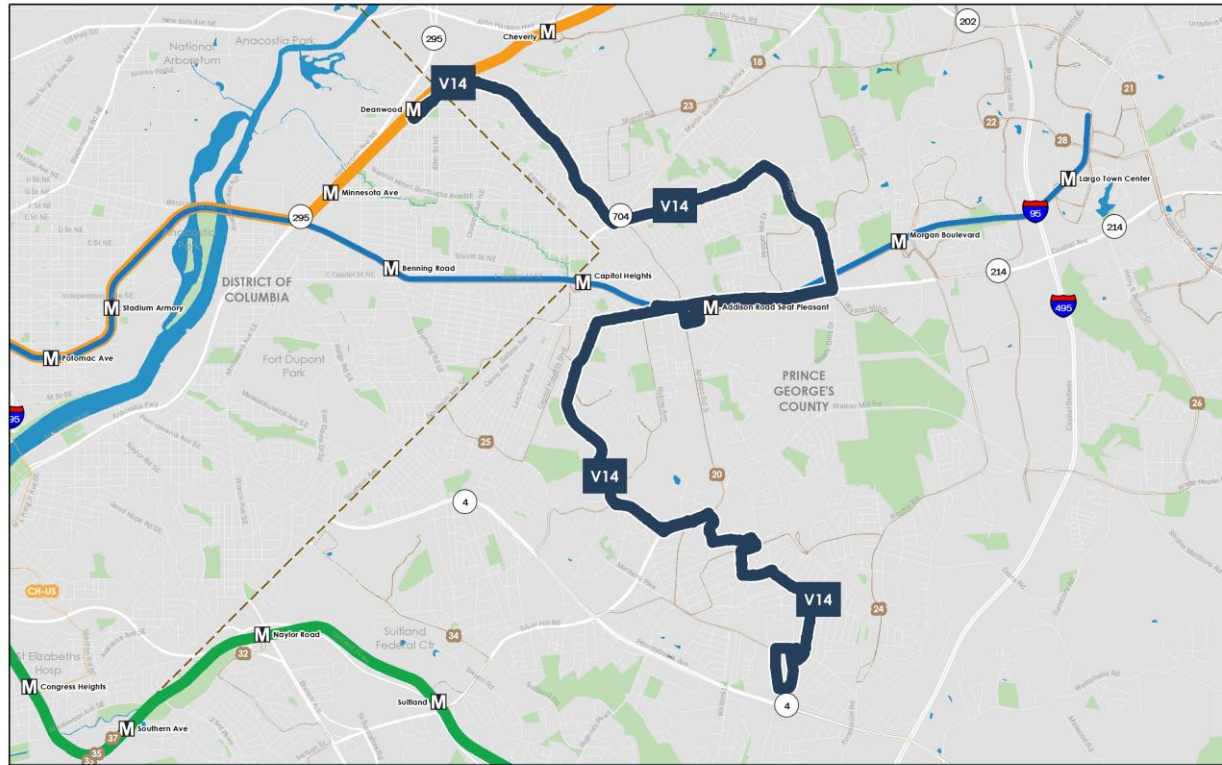
Service Change Summary

Route W4 - June 2020:
 Weekday: running time; 2 a.m.; Saturday: running time;
 2 a.m.; Sunday: running time; 2 a.m.;

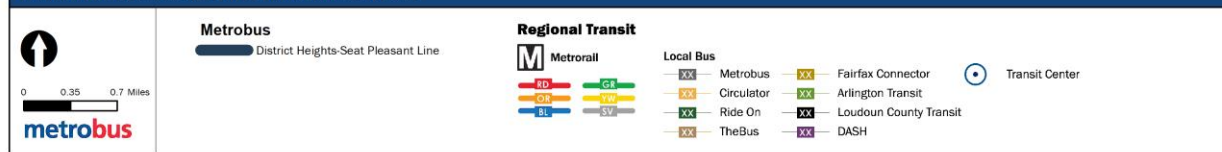
Passenger Miles per Revenue Mile



About the Line



WMATA METROBUS ANNUAL LINE PERFORMANCE REPORT



Service Classification

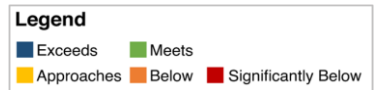
Coverage

Activity Tier

3

Overall Grade

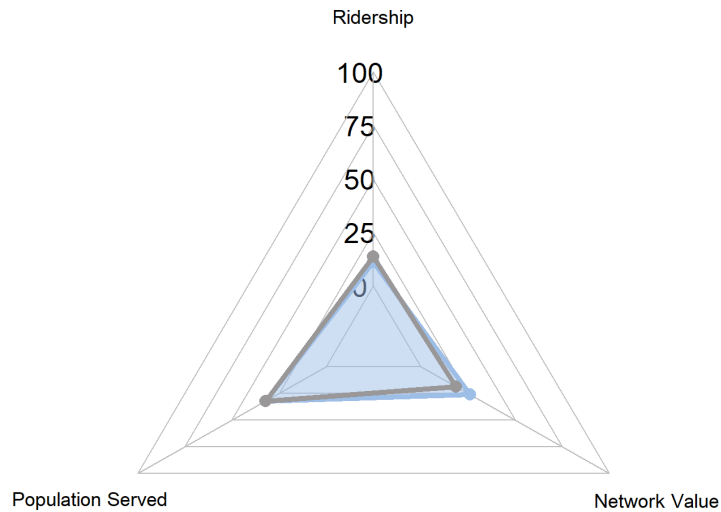
| Line | Overall Grade |
|------|---------------|
| Line | B |
| | |
| | |
| | |
| | |
| | |



Line Benefit Score

23

Out of 100



Classification Average



Line Focus:

Population Served

Network Value

Ridership

Balanced

Line Score:

32

26

11

Operating Statistics

| | | |
|--|------------------------|-------------|
| | Annual Operating Costs | \$1,829,536 |
| | Peak Vehicles | 7 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|----------------------------|-------------------|--------|
| | Service Area Population | 29,392 | |
| | People of Color Population | Service Area | 26,379 |
| | | % Riders Surveyed | 97% |
| | Low Income Household | Service Area | 8,552 |
| | | % Riders Surveyed | 72% |

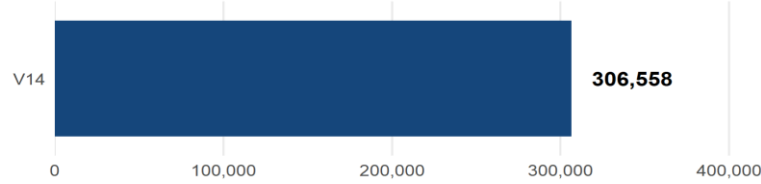
Facilities/Amenities

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



Ridership

Annual Ridership



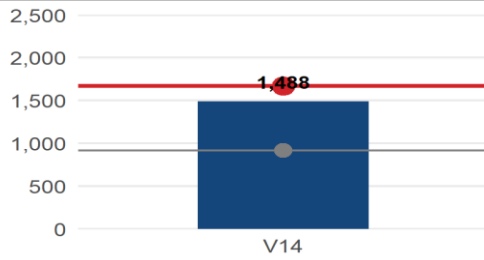
Top Transfer Locations

Addison Road, Deanwood

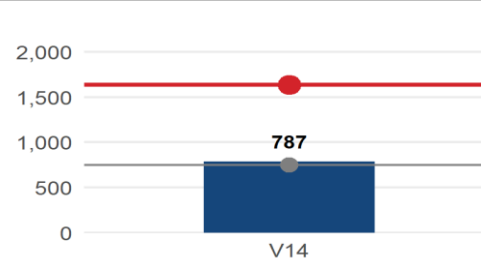
Average Daily Ridership

- Class/Tier Average
- System Average

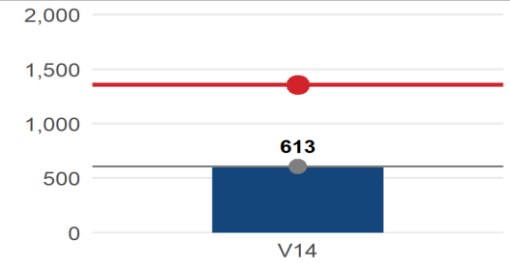
Weekday



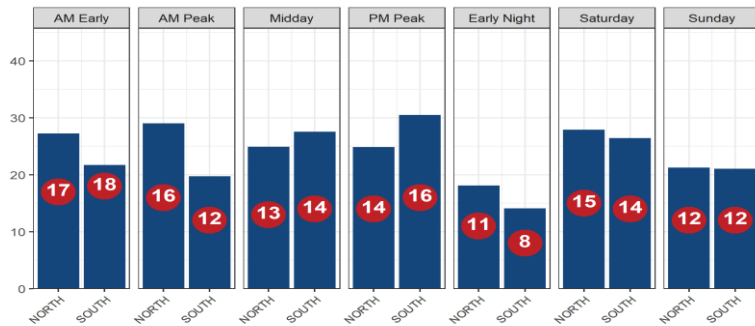
Saturday



Sunday



Average Trip Ridership and Maximum Load by Time Period



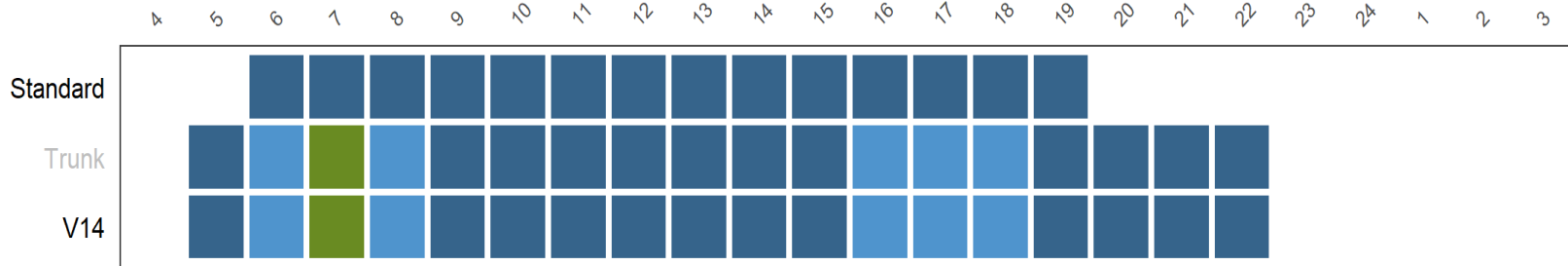
Vehicle Load Factor

| | | Direction: | |
|---------|---------------------------------|------------|-------|
| | | NORTH | SOUTH |
| Weekday | Peak Maximum Target: 1 | 0.37 | 0.36 |
| | Off-Peak Maximum Target: 1.0 | 0.32 | 0.31 |
| | Saturday Maximum Target: 1.0 | 0.37 | 0.36 |
| | Sunday Maximum Target: 1.0 | 0.3 | 0.29 |

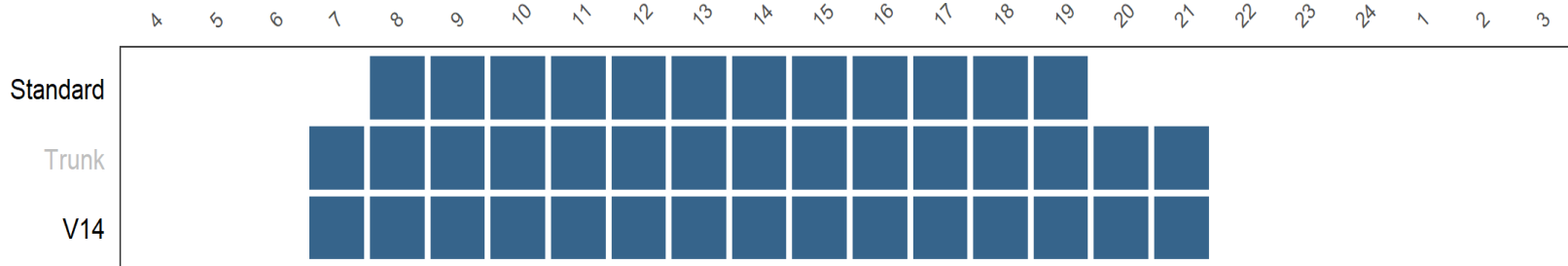
Span and Frequency



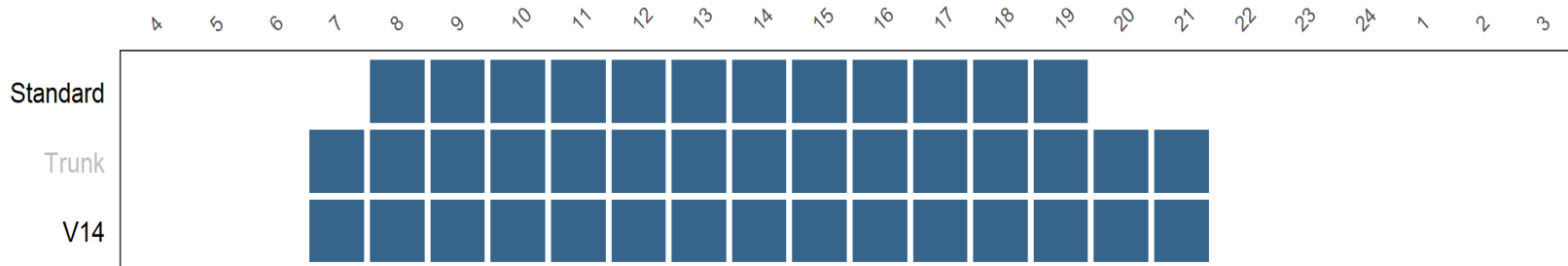
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

B District Heights-Seat Pleasant

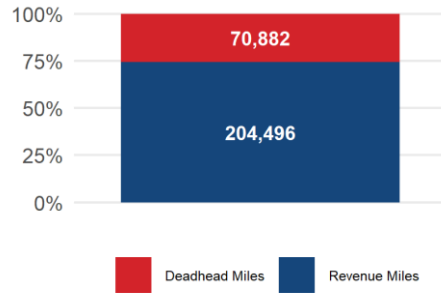
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|------------------------------|------------------------------|-------|-------------------|-----------------|-------|-------------------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 5:15 AM - 10:24 PM | - | A | 7:05 AM - 9:23 PM | - | A | 7:05 AM - 9:23 PM | - | A |
| | Frequency of Service varies | Peak: 24.4 / Off-Peak: 54.7 | Peak: 28.1 / Off-Peak: 61.2 | A | 60.0 | 48.0 | B | 60.0 | 49.5 | B |
| Productivity | Passengers per Revenue Hour 10 | 30.6 | 25.4 | A | 29.3 | 27.6 | A | 22.9 | 25.5 | A |
| | Passengers per Revenue Mile 1 | 2.1 | 2.2 | A | 2.3 | 2.3 | A | 1.8 | 2.1 | A |
| Reliability | On-Time Performance 79% | 81% | 81% | B | 78% | 80% | C | 89% | 85% | A |
| | Crowding 5% | 1% | 1% | A | 0% | 1% | A | 0% | 1% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.32 Peak: 0.37 | Off-Peak: 0.27 Peak: 0.35 | A | 0.37 | 0.31 | A | 0.3 | 0.28 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$3.90 | \$ 5.33 | A | \$4.07 | \$ 4.81 | A | \$5.21 | \$ 5.31 | A |
| | Cost Recovery 20% | 24% | 23% | A | 23% | 20% | A | 18% | 19% | D |

Route V14

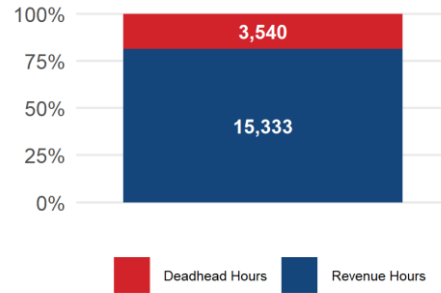
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 6 | | | 4.9 | | | E | | |
| Route Design | Circuitry N/A | 2.01 | | | 12.83 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 10 | 30.6 | 25.4 | A | 29.3 | 27.6 | A | 22.9 | 25.5 | A |
| | Passengers per Revenue Mile 1 | 2.1 | 2.2 | A | 2.3 | 2.3 | A | 1.8 | 2.1 | A |
| | Unique Segment Ridership 10% | 65% | 33% | A | 66% | 56% | A | 69% | 58% | A |
| Reliability | On-Time Performance 79% | 81% | 81% | B | 78% | 80% | C | 89% | 85% | A |
| | Crowding 5% | 1% | 1% | A | 0% | 1% | A | 0% | 1% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.32 Peak: 0.37 | Off-Peak: 0.27 Peak: 0.35 | A | 0.37 | 0.32 | A | 0.3 | 0.28 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$3.90 | \$ 5.33 | A | \$4.07 | \$ 4.81 | A | \$5.21 | \$ 5.31 | A |
| | Cost Recovery 20% | 24% | 22% | A | 23% | 20% | A | 18% | 18% | D |

Operational Analysis

Miles Allocation



Hours Allocation



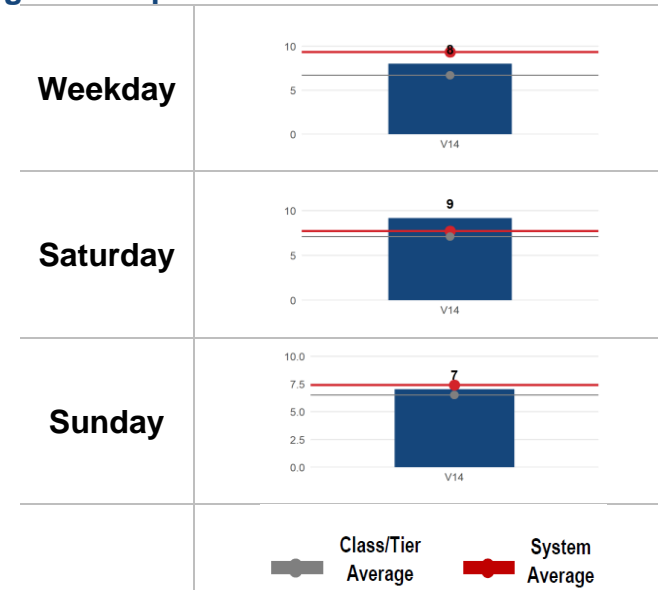
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| V14 | 24.70 | 1,595 | 1,584 (99.3%) |
| | | | |
| | | | |
| | | | |
| | | | |

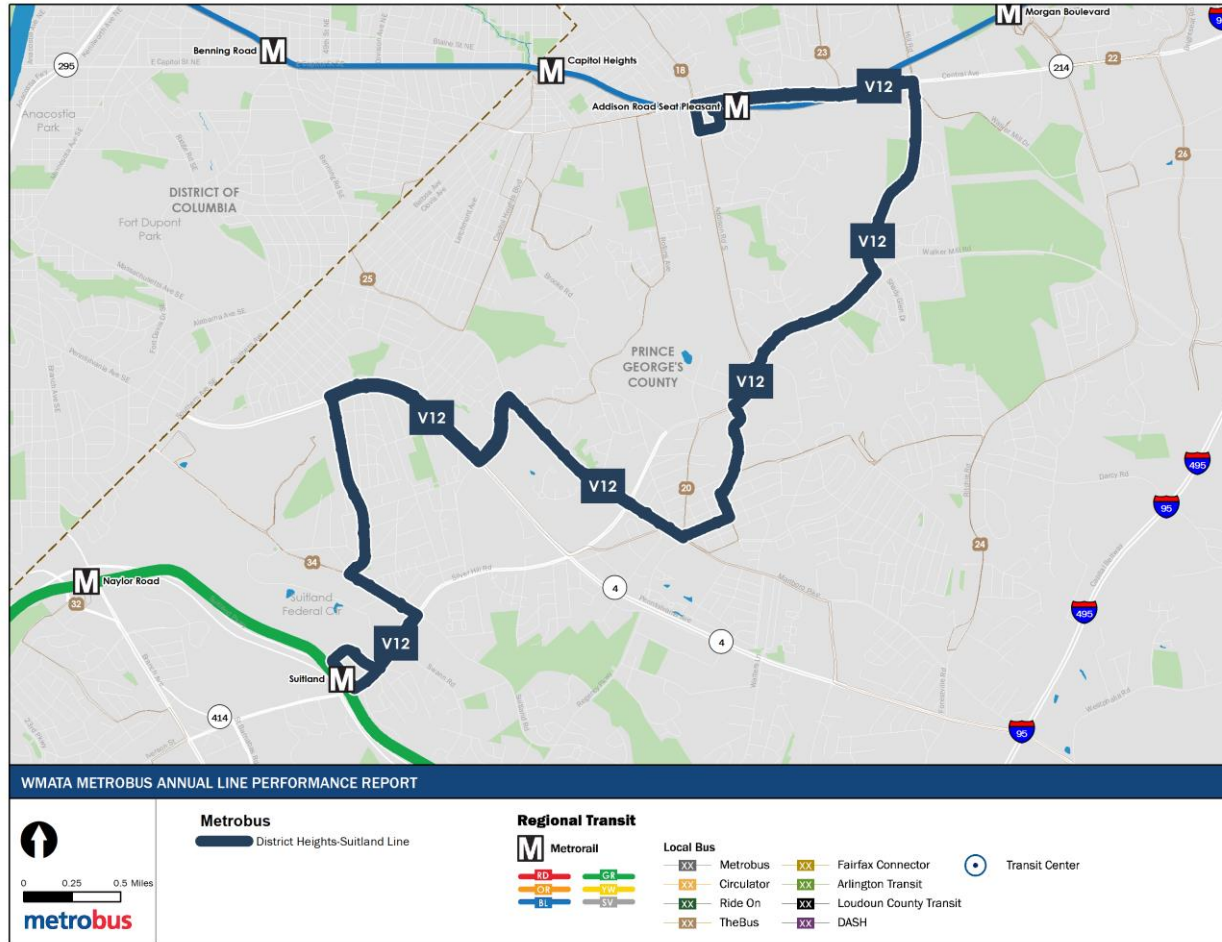
Service Change Summary

Route V14 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Framework

Activity Tier

3

Overall Grade

| Line | Grade |
|--------------------------------|-------|
| District Heights-Suitland Line | B |
| | |
| | |
| | |
| | |
| | |

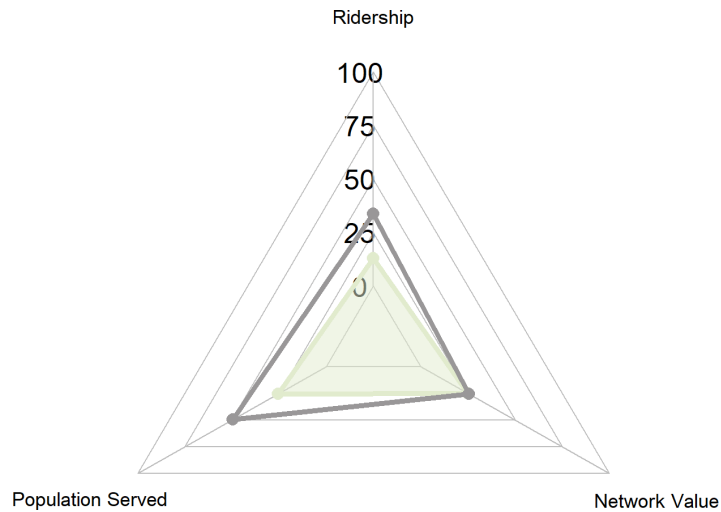
Legend

- Exceeds (Blue)
- Meets (Green)
- Approaches (Yellow)
- Below (Orange)
- Significantly Below (Red)

Line Benefit Score

21

Out of 100



Classification Average



Line Focus:

Population Served

Network Value

Ridership

Balanced




Line Score:

25




25

13





Operating Statistics

| | | |
|---|-------------------------------|--------------------|
|  | Annual Operating Costs | \$1,920,445 |
|  | Peak Vehicles | 4 |
|  | Vehicle Type(s) | 40 Foot |

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

| | | | |
|---|-----------------------------------|-------------------|---------------|
|  | Service Area Population | 20,652 | |
|  | People of Color Population | Service Area | 18,496 |
| | | % Riders Surveyed | 86% |
|  | Low Income Household | Service Area | 5,870 |
| | | % Riders Surveyed | 55% |

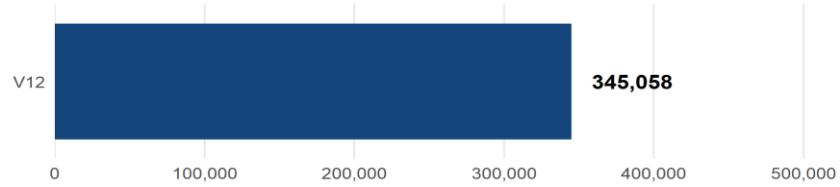
Facilities/Amenities

| | | |
|---|-------------------------------------|------------|
|  | Bus Stops | 103 |
|  | % Stops With Shelters | 10% |
|  | % Stops With Benches | 10% |
|  | % Stops With Real-Time Signs | 3% |



Ridership

Annual Ridership

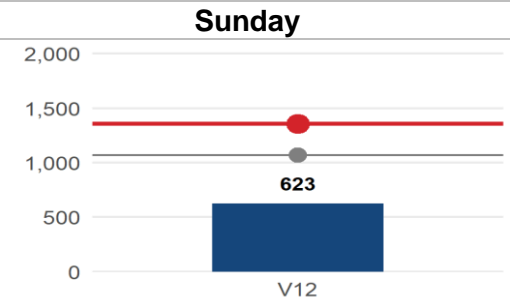
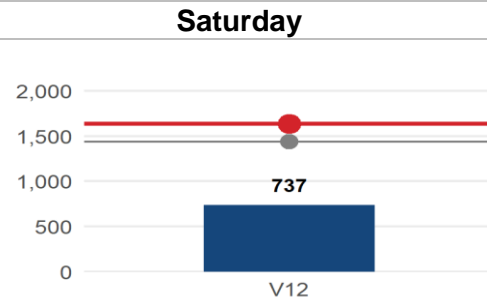
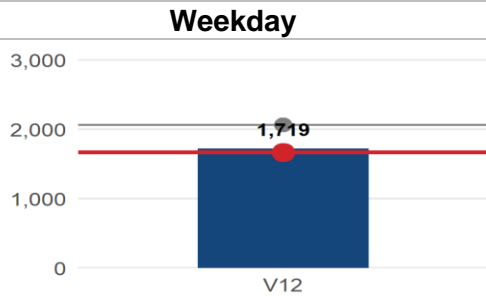


Top Transfer Locations

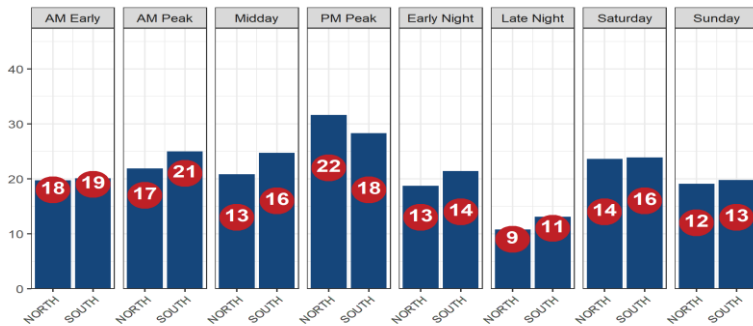
Suitland, Addison Road

Average Daily Ridership

- Class/Tier Average
- System Average



Average Trip Ridership and Maximum Load by Time Period



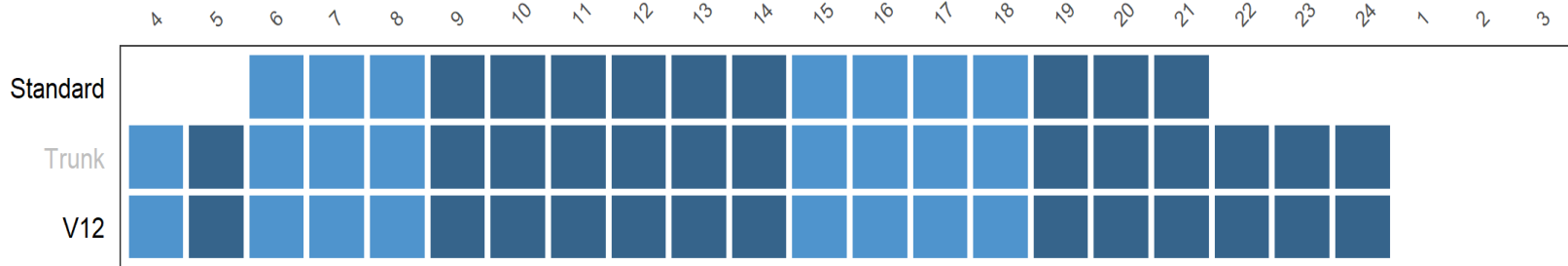
Vehicle Load Factor

| | | Direction: | |
|---------|--|------------|-------|
| | | NORTH | SOUTH |
| Weekday | Peak Maximum Target: 1 | 0.49 | 0.48 |
| | Off-Peak Maximum Target: 1.0 | 0.32 | 0.38 |
| | Saturday Maximum Target: 1.0 | 0.36 | 0.39 |
| | Sunday Maximum Target: 1.0 | 0.3 | 0.32 |

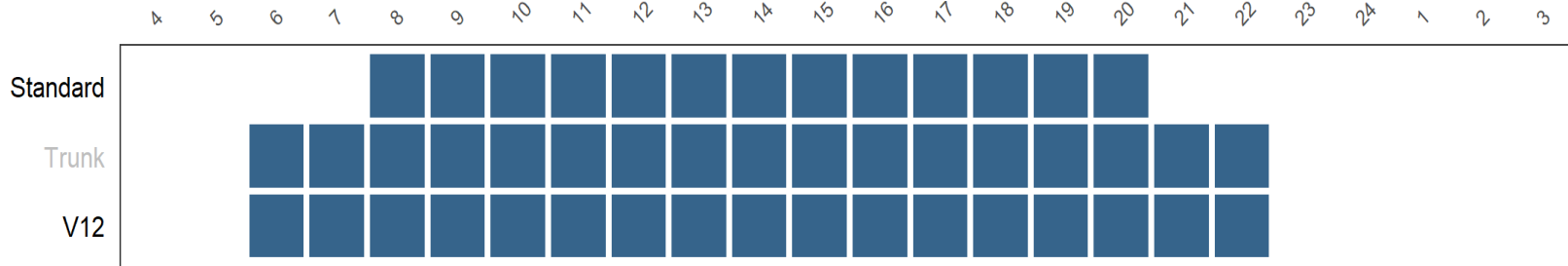
Span and Frequency



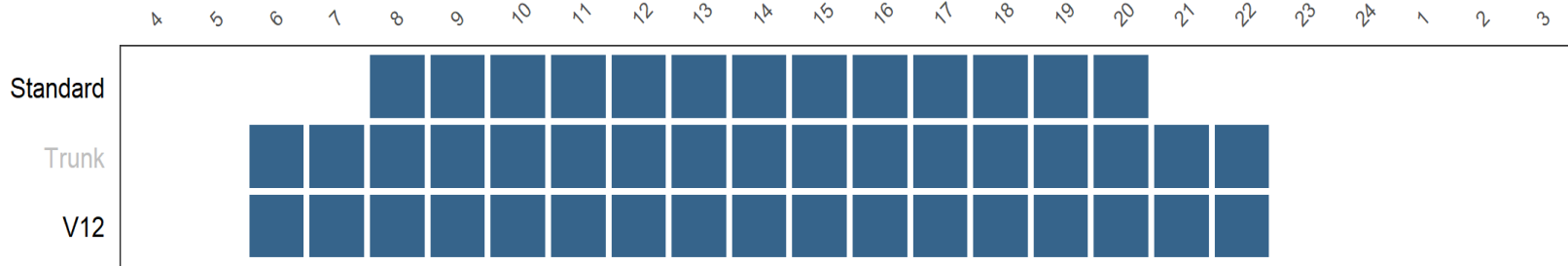
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

B District Heights-Suitland

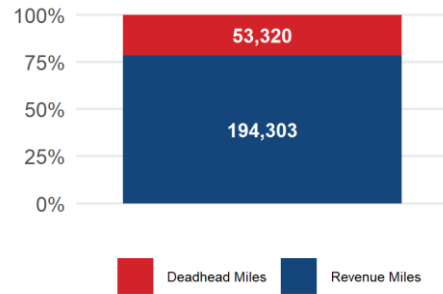
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|------------------------------|----------------------------|-------|--------------------|-----------------|-------|--------------------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 4:35 AM - 12:54 AM | - | A | 6:20 AM - 10:19 PM | - | A | 6:20 AM - 10:15 PM | - | A |
| | Frequency of Service varies | Peak: 25.9 / Off-Peak: 38.5 | Peak: 24 / Off-Peak: 39.5 | B | 61.0 | 47.7 | C | 60.9 | 52.9 | C |
| Productivity | Passengers per Revenue Hour 15 | 31.0 | 31.5 | A | 31.8 | 30.1 | A | 29.0 | 30.5 | A |
| | Passengers per Revenue Mile 1 | 2.5 | 2.6 | A | 2.5 | 2.4 | A | 2.1 | 2.4 | A |
| Reliability | On-Time Performance 79% | 84% | 74% | B | 88% | 76% | A | 95% | 78% | A |
| | Crowding 5% | 0% | 2% | A | 0% | 1% | A | 0% | 0% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.35 Peak: 0.49 | Off-Peak: 0.4 Peak: 0.5 | A | 0.37 | 0.4 | A | 0.31 | 0.4 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$3.85 | \$ 4.23 | A | \$3.75 | \$ 4.22 | A | \$4.11 | \$ 4.08 | A |
| | Cost Recovery 20% | 23% | 27% | A | 24% | 26% | A | 22% | 26% | B |

Route V12

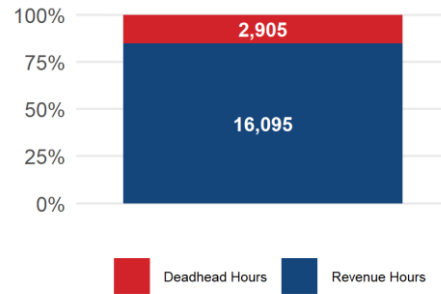
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|-----------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 5.9 | | | 4.6 | | | E | | |
| Route Design | Circuitry 1.75 | 2.01 | | | 2.47 | | | D | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 15 | 31.0 | 31.5 | A | 31.8 | 30.1 | A | 29.0 | 30.5 | A |
| | Passengers per Revenue Mile 1 | 2.5 | 2.6 | A | 2.5 | 2.4 | A | 2.1 | 2.4 | A |
| | Unique Segment Ridership 10% | 64% | 32% | A | 63% | 56% | A | 61% | 56% | A |
| Reliability | On-Time Performance 79% | 84% | 74% | B | 88% | 76% | A | 95% | 78% | A |
| | Crowding 5% | 0% | 2% | A | 0% | 1% | A | 0% | 0% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.35 Peak: 0.49 | Off-Peak: 0.44 Peak: 0.5 | A | 0.37 | 0.4 | A | 0.31 | 0.4 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$3.85 | \$ 4.23 | A | \$3.75 | \$ 4.22 | A | \$4.11 | \$ 4.08 | A |
| | Cost Recovery 20% | 23% | 28% | A | 24% | 25% | A | 22% | 25% | B |

Operational Analysis

Miles Allocation



Hours Allocation



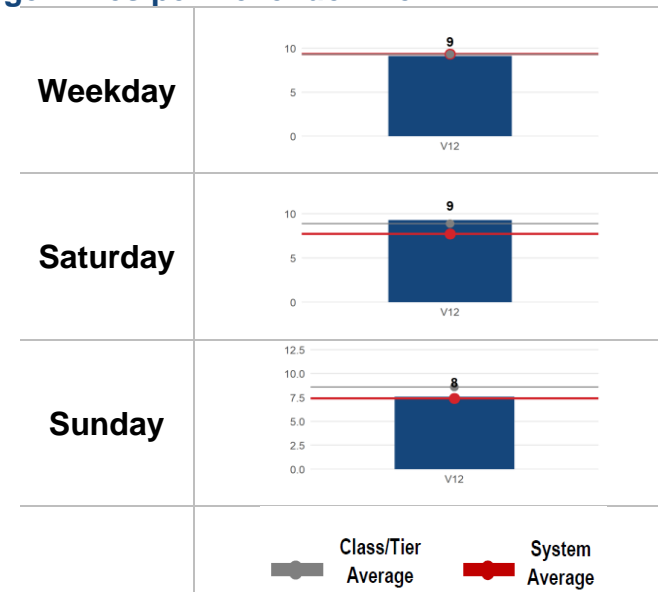
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| V12 | 17.70 | 1,917 | 1,913 (99.8%) |
| | | | |
| | | | |
| | | | |

Service Change Summary

Route V12 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Framework

Activity Tier

1

Overall Grade

| Line | Overall Grade |
|---------------------------------------|---------------|
| Line 18 - East Capitol Street-Cardozo | C |

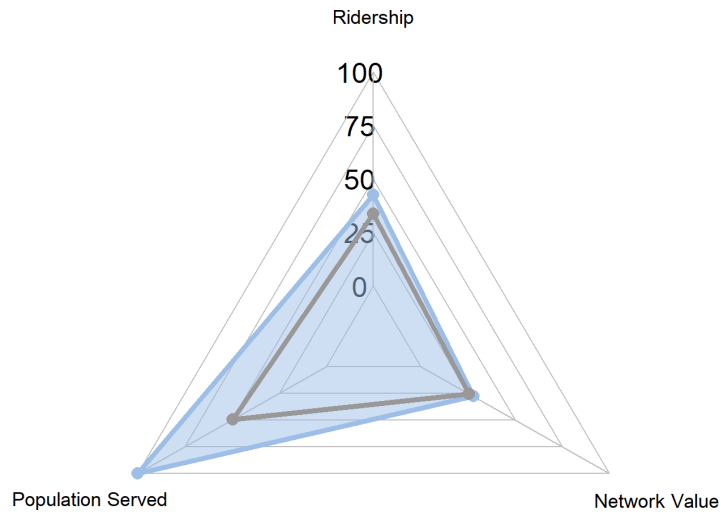
Legend

- Exceeds (Dark Blue)
- Meets (Green)
- Approaches (Yellow)
- Below (Orange)
- Significantly Below (Red)

Line Benefit Score

57

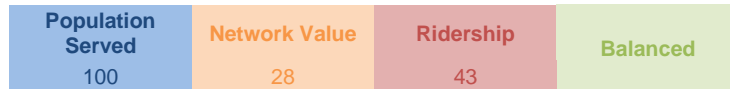
Out of 100



Classification Average



Line Focus:



Line Score:

Operating Statistics

| | | |
|--|-------------------------------|--------------------|
| | Annual Operating Costs | \$6,614,556 |
| | Peak Vehicles | 18 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|-----------------------------------|-------------------|---------------|
| | Service Area Population | 114,103 | |
| | People of Color Population | Service Area | 49,393 |
| | | % Riders Surveyed | 68% |
| | Low Income Household | Service Area | 22,787 |
| | | % Riders Surveyed | 47% |

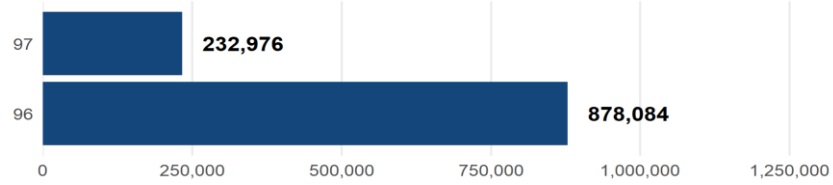
Facilities/Amenities

| | | |
|--|-------------------------------------|------------|
| | Bus Stops | 163 |
| | % Stops With Shelters | 28% |
| | % Stops With Benches | 21% |
| | % Stops With Real-Time Signs | 7% |



Ridership

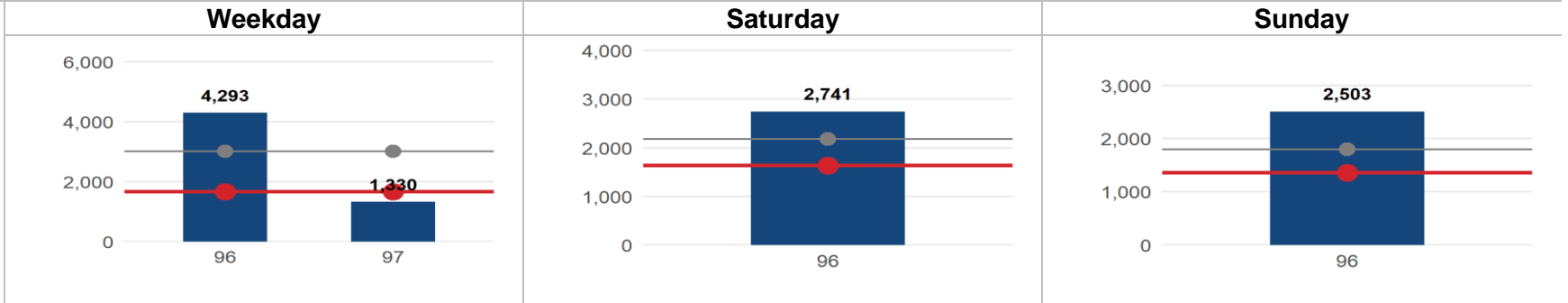
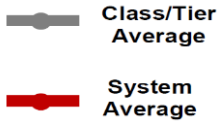
Annual Ridership



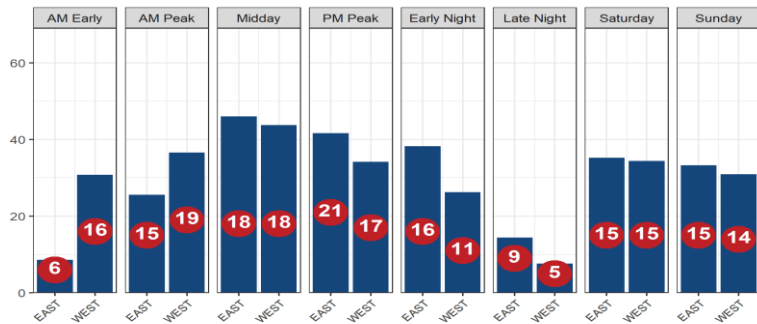
Top Transfer Locations

U Street-Cardozo, Union Station, Stadium-Armory

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period



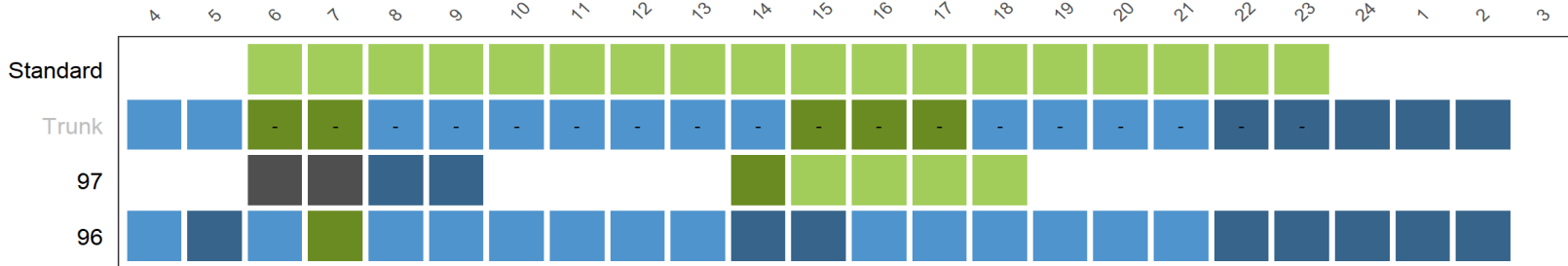
Vehicle Load Factor

| | | <i>Direction:</i> | |
|--|--|-------------------|------|
| | | EAST | WEST |
| Weekday | Peak Maximum Target: 1.2 | 0.45 | 0.47 |
| | Off-Peak Maximum Target: 1.0 | 0.37 | 0.35 |
| Saturday Maximum Target: 1.0 | | 0.37 | 0.36 |
| Sunday Maximum Target: 1.0 | | 0.37 | 0.35 |

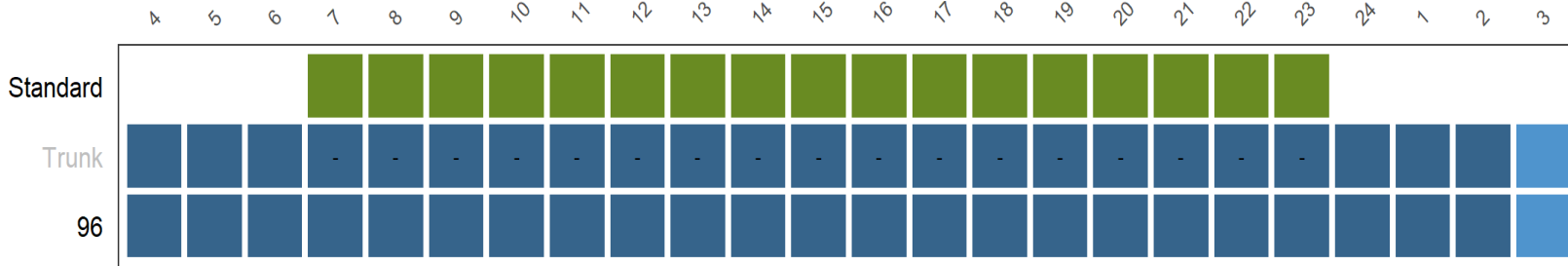
Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

C East Capitol Street-Cardozo

| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|------------------------------|------------------------------|-------|-------------------|-----------------|-------|-------------------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 4:45 AM - 2:23 AM | - | A | 4:55 AM - 3:34 AM | - | A | 5:00 AM - 1:30 AM | - | A |
| | Frequency of Service varies | Peak: 20.1 / Off-Peak: 25.0 | Peak: 17.4 / Off-Peak: 39 | D | 33.1 | 25.4 | E | 31.1 | 29.4 | E |
| Productivity | Passengers per Revenue Hour 30 | 30.3 | 33.6 | B | 25.9 | 27.3 | D | 26.2 | 27.1 | D |
| | Passengers per Revenue Mile 4 | 3.5 | 4.5 | D | 2.8 | 3.3 | E | 2.5 | 3.2 | E |
| Reliability | On-Time Performance 79% | 68% | 74% | E | 63% | 76% | E | 74% | 79% | C |
| | Crowding 5% | 0% | 4% | A | 0% | 3% | A | 0% | 1% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.36 Peak: 0.46 | Off-Peak: 0.39 Peak: 0.54 | A | 0.37 | 0.36 | A | 0.36 | 0.35 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$3.93 | \$ 4.15 | A | \$4.61 | \$ 5.07 | B | \$4.56 | \$ 5.11 | B |
| | Cost Recovery 25% | 30% | 32% | A | 26% | 27% | B | 26% | 26% | B |

Route 96

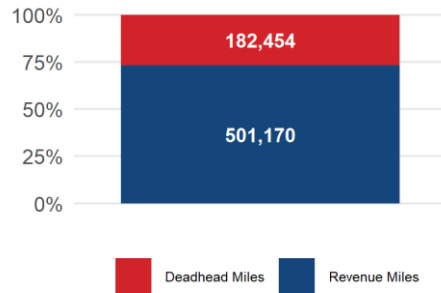
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 5.2 | | | 5 | | | E | | |
| | Circuitry 1.75 | 1.2 | | | 1.28 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 30 | 28.3 | 33.6 | C | 25.9 | 27.3 | D | 26.2 | 27.1 | D |
| | Passengers per Revenue Mile 4 | 3.4 | 4.5 | D | 2.8 | 3.3 | E | 2.5 | 3.2 | E |
| | Unique Segment Ridership 10% | 19% | 13% | A | 36% | 23% | A | 37% | 25% | A |
| Reliability | On-Time Performance 79% | 67% | 74% | E | 63% | 76% | E | 74% | 79% | C |
| | Crowding 5% | 0% | 4% | A | 0% | 3% | A | 0% | 2% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.36 Peak: 0.52 | Off-Peak: 0.38 Peak: 0.54 | A | 0.37 | 0.36 | A | 0.36 | 0.35 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$4.22 | \$ 4.15 | A | \$4.61 | \$ 5.07 | B | \$4.56 | \$ 5.11 | B |
| | Cost Recovery 25% | 29% | 34% | A | 26% | 26% | B | 26% | 26% | B |

Route 97

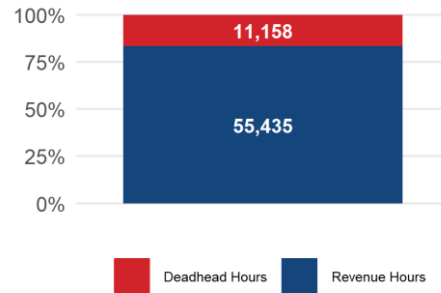
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|-----------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 4.3 | | | 5 | | | A | | |
| | Circuitry 1.75 | 1.28 | | | 1.28 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 30 | 39.3 | 33.6 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 4 | 3.8 | 4.5 | C | - | - | - | - | - | - |
| | Unique Segment Ridership 10% | 10% | 13% | C | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 72% | 74% | D | - | - | - | - | - | - |
| | Crowding 5% | 0% | 4% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.32 Peak: 0.4 | Off-Peak: 0.38 Peak: 0.54 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$3.04 | \$ 4.15 | A | - | - | - | - | - | - |
| | Cost Recovery 25% | 34% | 34% | A | - | - | - | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



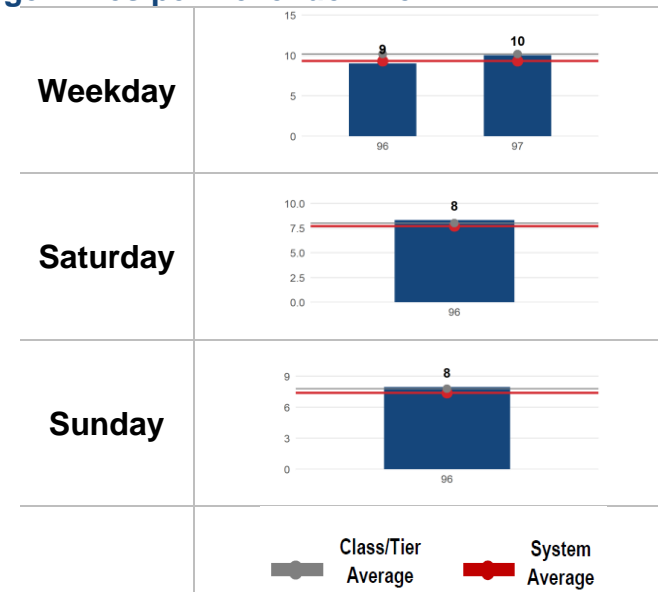
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| 96 | 27.20 | 2,936 | 2,905 (98.9%) |
| 97 | 13.90 | 1,187 | 1,176 (99.1%) |
| | | | |
| | | | |

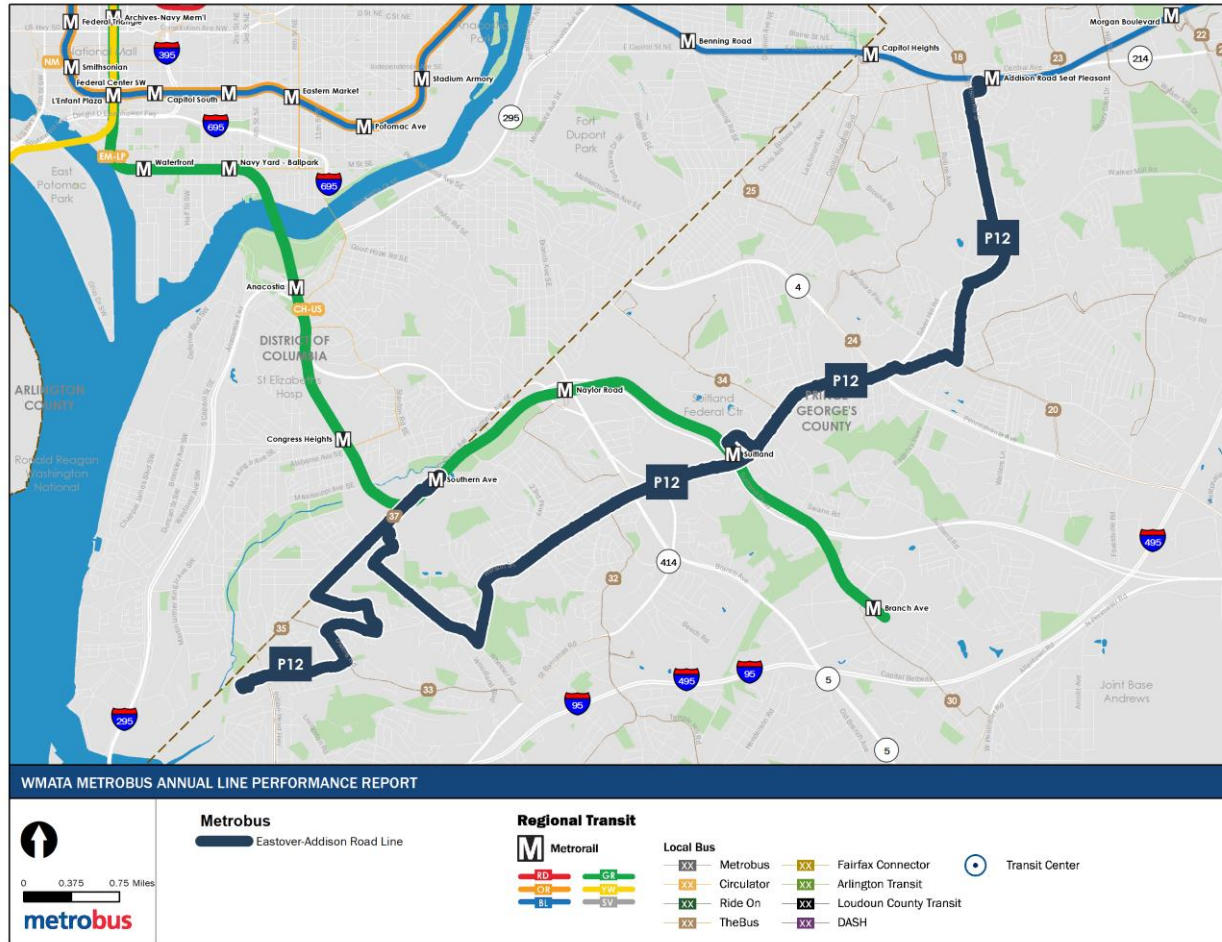
Service Change Summary

Route 96 - June 2020:
 Weekday: running time; Saturday: running time; Sunday: running time;
 Route 97 - June 2020:
 Weekday: No change; Saturday: No change; Sunday: No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Framework

Activity Tier

3

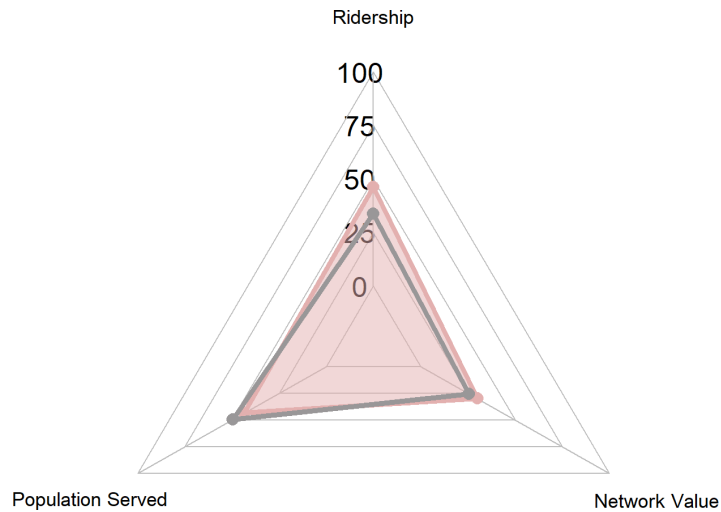
Overall Grade

| Line | Overall Grade |
|------|---------------|
| Line | B |
| | |
| | |
| | |
| | |
| | |

Line Benefit Score

40

Out of 100



Classification Average



Line Focus:

Population Served

Network Value

Ridership

Balanced




Line Score:

43




30

46





Operating Statistics

| | | |
|---|-------------------------------|--------------------|
|  | Annual Operating Costs | \$5,057,432 |
|  | Peak Vehicles | 9 |
|  | Vehicle Type(s) | 40 Foot |

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

| | | | |
|---|-----------------------------------|-------------------|---------------|
|  | Service Area Population | 35,724 | |
|  | People of Color Population | Service Area | 32,091 |
| | | % Riders Surveyed | 99% |
|  | Low Income Household | Service Area | 13,118 |
| | | % Riders Surveyed | 71% |

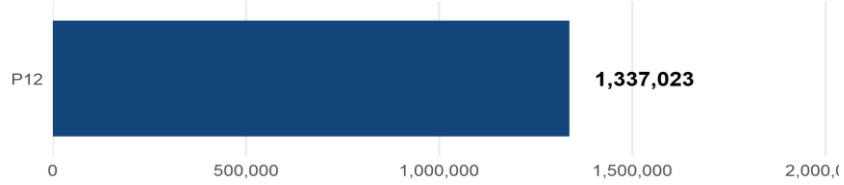
Facilities/Amenities

| | | |
|---|-------------------------------------|------------|
|  | Bus Stops | 156 |
|  | % Stops With Shelters | 8% |
|  | % Stops With Benches | 10% |
|  | % Stops With Real-Time Signs | 3% |



Ridership

Annual Ridership



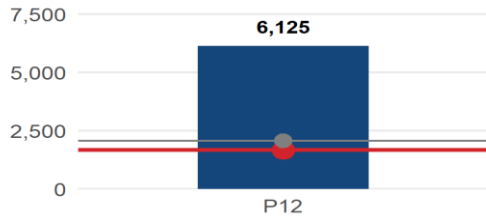
Top Transfer Locations

Southern Avenue, Suitland, Addison Road

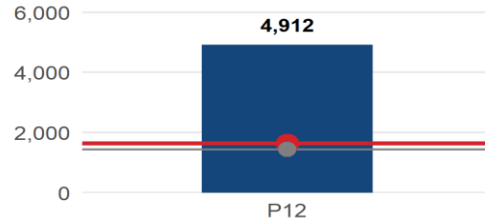
Average Daily Ridership

- Class/Tier Average
- System Average

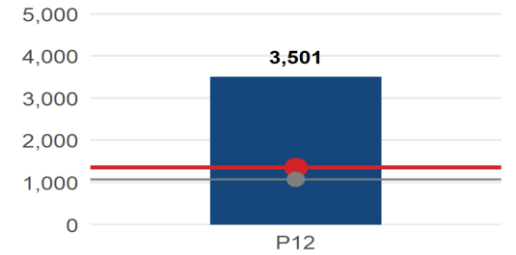
Weekday



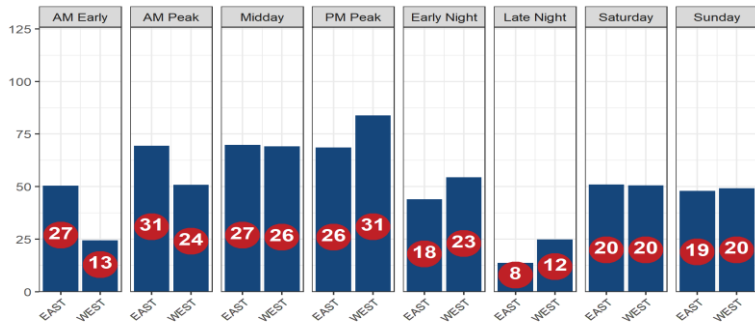
Saturday



Sunday



Average Trip Ridership and Maximum Load by Time Period



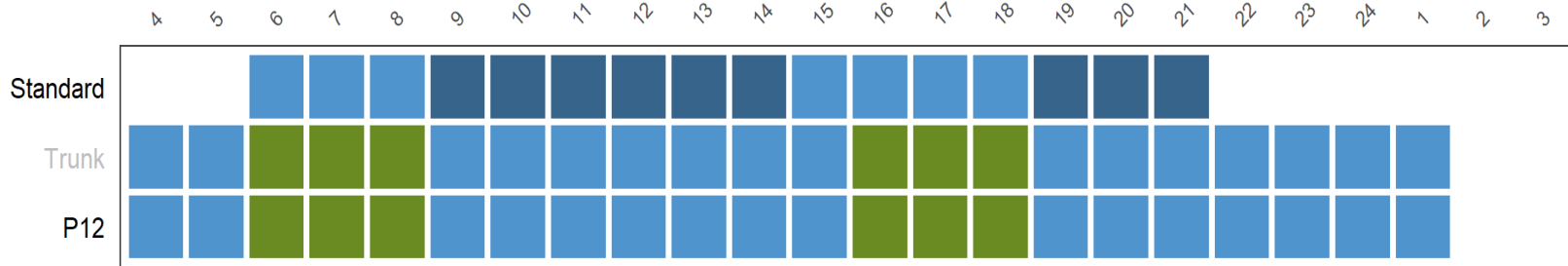
Vehicle Load Factor

| | | Direction: | |
|---------------------------------|---------------------------------|------------|------|
| | | EAST | WEST |
| Weekday | Peak Maximum Target: 1 | 0.71 | 0.71 |
| | Off-Peak Maximum Target: 1.0 | 0.54 | 0.55 |
| Saturday Maximum Target: 1.0 | | 0.51 | 0.51 |
| Sunday Maximum Target: 1.0 | | 0.47 | 0.5 |

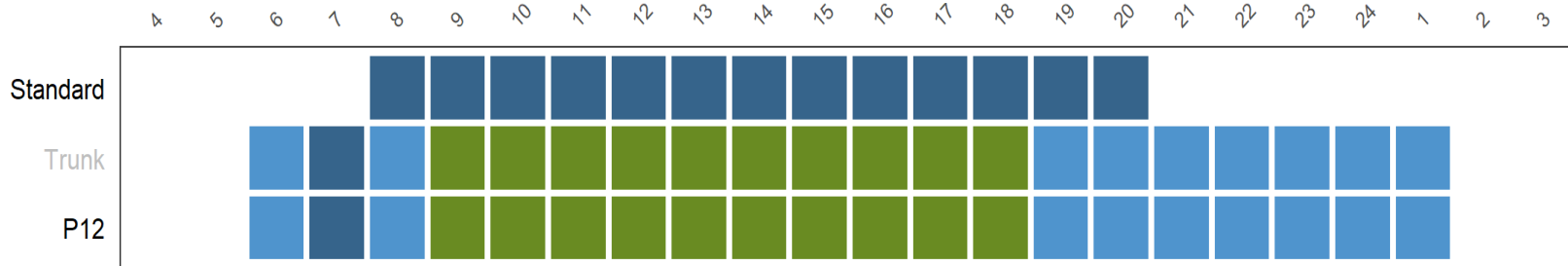
Span and Frequency



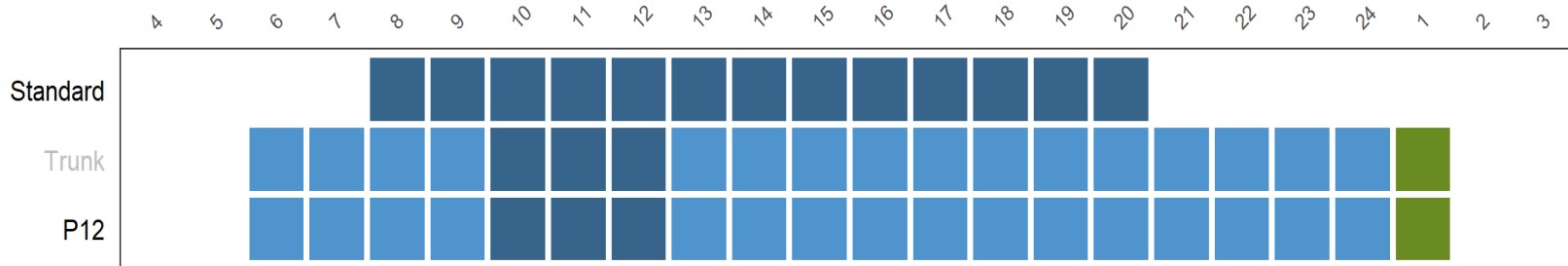
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

B Eastover-Addison Road

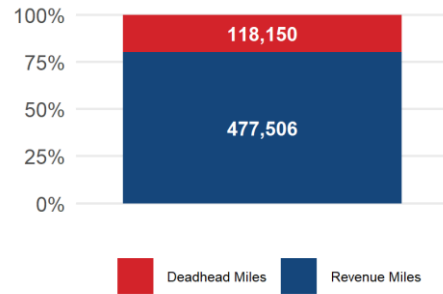
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|------------------------------|----------------------------|-------|-------------------|-----------------|-------|-------------------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 4:44 AM - 1:03 AM | - | A | 6:30 AM - 1:51 AM | - | A | 6:30 AM - 1:27 AM | - | A |
| | Frequency of Service varies | Peak: 20.6 / Off-Peak: 24.8 | Peak: 24 / Off-Peak: 39.5 | A | 22.7 | 47.7 | A | 29.9 | 52.9 | A |
| Productivity | Passengers per Revenue Hour 15 | 48.7 | 31.5 | A | 44.2 | 30.1 | A | 41.8 | 30.5 | A |
| | Passengers per Revenue Mile 1 | 4.3 | 2.6 | A | 3.7 | 2.4 | A | 3.5 | 2.4 | A |
| Reliability | On-Time Performance 79% | 70% | 74% | D | 70% | 76% | D | 79% | 78% | C |
| | Crowding 5% | 4% | 2% | A | 2% | 1% | A | 2% | 0% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.55 Peak: 0.71 | Off-Peak: 0.4 Peak: 0.5 | B | 0.51 | 0.4 | A | 0.49 | 0.4 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$2.45 | \$ 4.23 | A | \$2.70 | \$ 4.22 | A | \$2.85 | \$ 4.08 | A |
| | Cost Recovery 20% | 28% | 27% | A | 25% | 26% | A | 24% | 26% | A |

Route P12

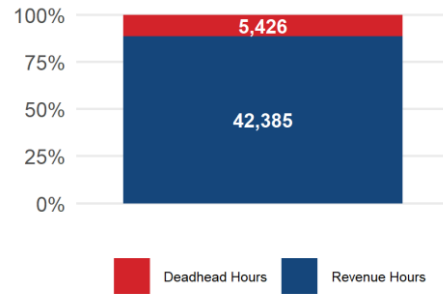
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|-----------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 5.7 | | | 4.6 | | | E | | |
| Route Design | Circuitry 1.75 | 1.68 | | | 2.47 | | | B | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 15 | 48.7 | 31.5 | A | 44.2 | 30.1 | A | 41.8 | 30.5 | A |
| | Passengers per Revenue Mile 1 | 4.3 | 2.6 | A | 3.7 | 2.4 | A | 3.5 | 2.4 | A |
| | Unique Segment Ridership 10% | 48% | 32% | A | 58% | 56% | A | 57% | 56% | A |
| Reliability | On-Time Performance 79% | 70% | 74% | D | 70% | 76% | D | 79% | 78% | C |
| | Crowding 5% | 4% | 2% | A | 2% | 1% | A | 2% | 0% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.55 Peak: 0.71 | Off-Peak: 0.44 Peak: 0.5 | B | 0.51 | 0.4 | A | 0.49 | 0.4 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$2.45 | \$ 4.23 | A | \$2.70 | \$ 4.22 | A | \$2.85 | \$ 4.08 | A |
| | Cost Recovery 20% | 28% | 28% | A | 25% | 25% | A | 24% | 25% | A |

Operational Analysis

Miles Allocation



Hours Allocation



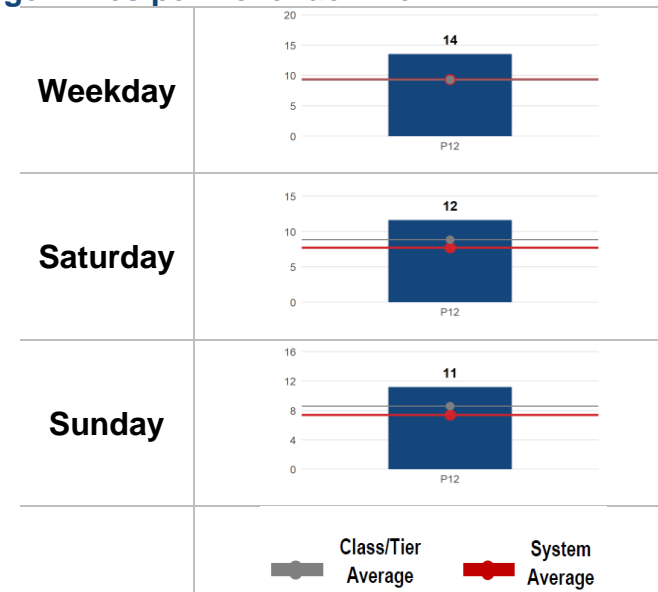
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| P12 | 28.40 | 2,972 | 2,944 (99.1%) |
| | | | |
| | | | |
| | | | |
| | | | |

Service Change Summary

Route P12 - June 2020:
 Weekday: 2 a.m.; Saturday: 2 a.m.; Sunday: 2 a.m.;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Framework

Activity Tier

2

Overall Grade

| Line | Overall Grade |
|-------------------------------|---------------|
| 139 - Fair Oaks-Fairfax Blvd. | D |
| | |
| | |
| | |
| | |
| | |

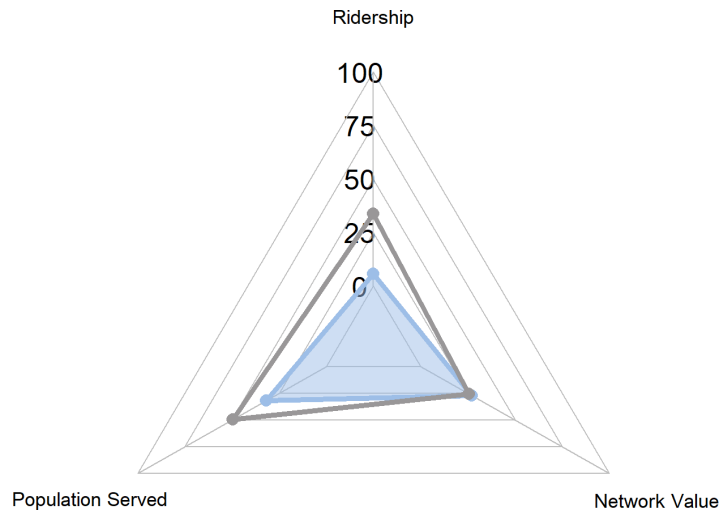
Legend

- Exceeds
- Meets
- Approaches
- Below
- Significantly Below

Line Benefit Score

22

Out of 100



Classification Average



Line Focus:

Population Served

Network Value

Ridership

Balanced

Line Score:

32

27

6

Operating Statistics

| | | |
|--|------------------------|-------------|
| | Annual Operating Costs | \$2,451,006 |
| | Peak Vehicles | 4 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|----------------------------|-------------------|--------|
| | Service Area Population | 26,752 | |
| | People of Color Population | Service Area | 10,375 |
| | | % Riders Surveyed | 84% |
| | Low Income Household | Service Area | 4,562 |
| | | % Riders Surveyed | 60% |

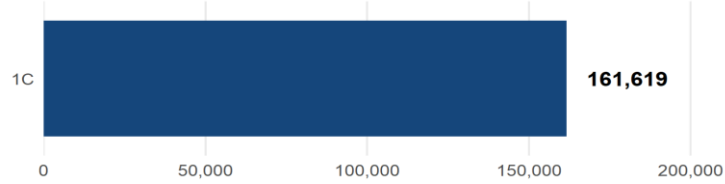
Facilities/Amenities

| | | |
|--|------------------------------|-----|
| | Bus Stops | 94 |
| | % Stops With Shelters | 16% |
| | % Stops With Benches | 18% |
| | % Stops With Real-Time Signs | 0% |



Ridership

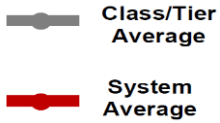
Annual Ridership



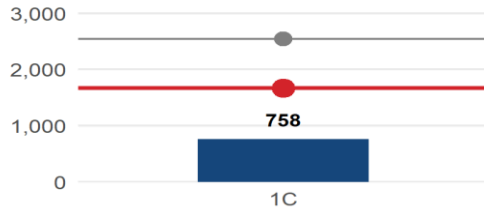
Top Transfer Locations

Dunn Loring

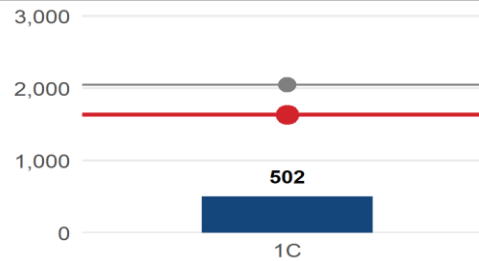
Average Daily Ridership



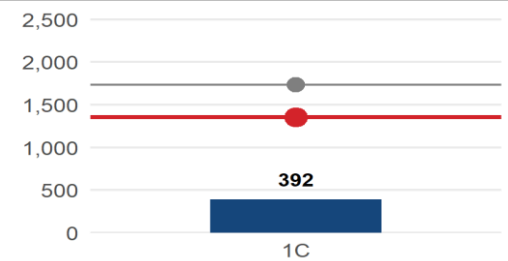
Weekday



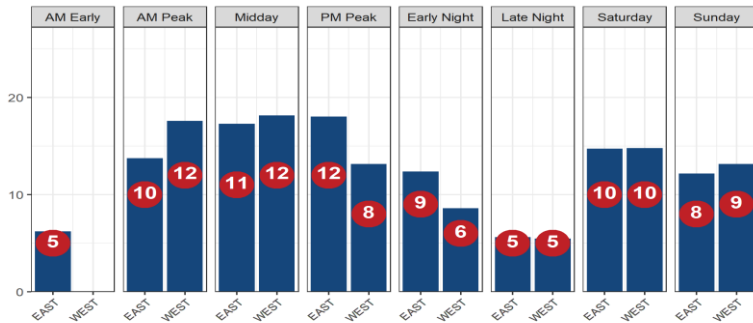
Saturday



Sunday



Average Trip Ridership and Maximum Load by Time Period



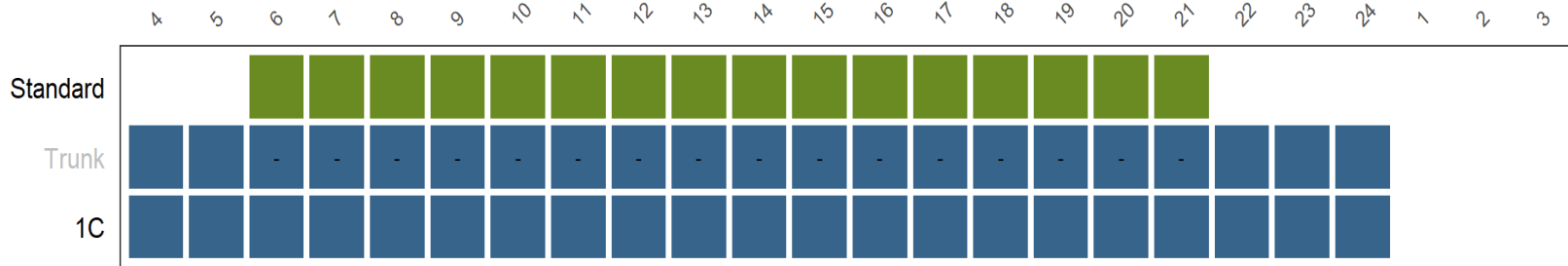
Vehicle Load Factor

| | | Direction: | |
|---------------------------------|---------------------------------|------------|------|
| | | EAST | WEST |
| Weekday | Peak Maximum Target: 1 | 0.28 | 0.26 |
| | Off-Peak Maximum Target: 1.0 | 0.22 | 0.24 |
| Saturday Maximum Target: 1.0 | | 0.24 | 0.25 |
| Sunday Maximum Target: 1.0 | | 0.21 | 0.22 |

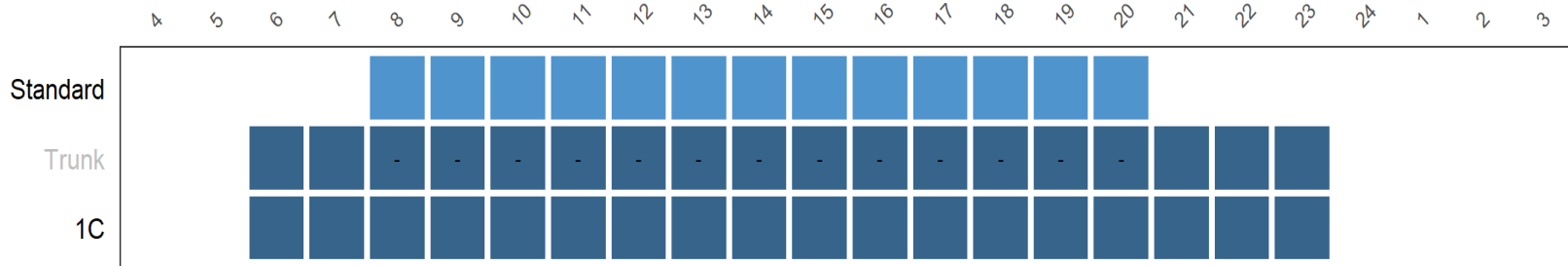
Span and Frequency



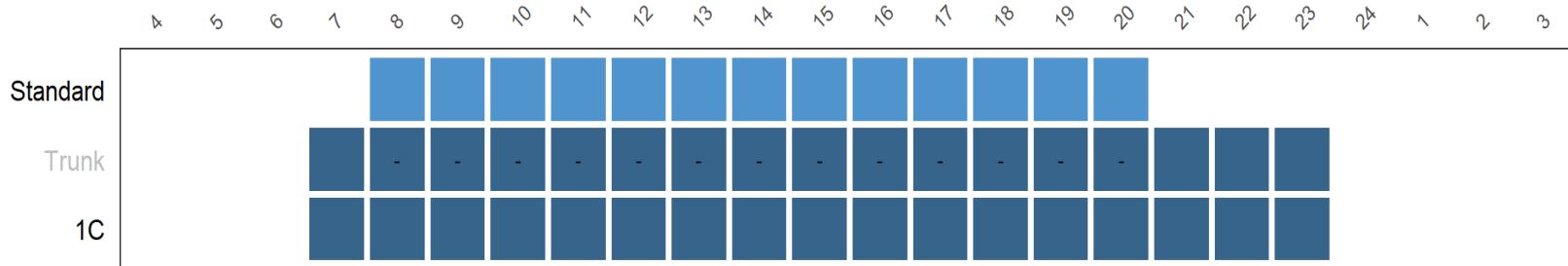
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

D Fair Oaks-Fairfax Blvd.

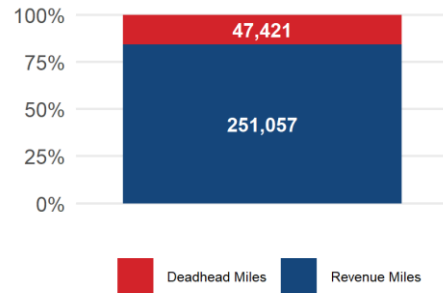
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|--------------------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 4:00 AM - 12:26 AM | - | A | 6:25 AM - 11:35 PM | - | A | 7:20 AM - 11:09 PM | - | A |
| | Frequency of Service varies | Peak: 32.6 / Off-Peak: 54.8 | Peak: 19.4 / Off-Peak: 34 | E | 60.0 | 29.8 | E | 60.2 | 33.8 | E |
| Productivity | Passengers per Revenue Hour 20 | 11.8 | 30.5 | E | 14.0 | 28.9 | E | 11.8 | 29.0 | E |
| | Passengers per Revenue Mile 2 | 0.9 | 3.0 | E | 1.1 | 2.7 | E | 0.9 | 2.6 | E |
| Reliability | On-Time Performance 79% | 83% | 73% | B | 85% | 76% | A | 81% | 79% | B |
| | Crowding 5% | 0% | 3% | A | 0% | 3% | A | 0% | 2% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.23 Peak: 0.27 | Off-Peak: 0.44 Peak: 0.52 | A | 0.24 | 0.41 | A | 0.21 | 0.4 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$10.11 | \$ 4.44 | E | \$8.51 | \$ 4.73 | E | \$10.08 | \$ 4.90 | E |
| | Cost Recovery 20% | 14% | 31% | E | 16% | 27% | D | 14% | 27% | E |

Route 1C

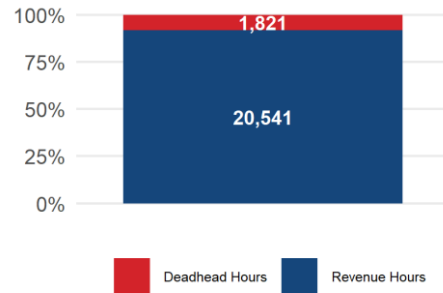
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 2.7 | | | 4.5 | | | E | | |
| | Circuitry 1.75 | 2.07 | | | 1.47 | | | D | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 20 | 11.8 | 30.5 | E | 14.0 | 28.9 | E | 11.8 | 29.0 | E |
| | Passengers per Revenue Mile 2 | 0.9 | 3.0 | E | 1.1 | 2.7 | E | 0.9 | 2.6 | E |
| | Unique Segment Ridership 10% | 72% | 16% | A | 76% | 35% | A | 77% | 46% | A |
| Reliability | On-Time Performance 79% | 83% | 73% | B | 85% | 76% | A | 81% | 79% | B |
| | Crowding 5% | 0% | 2% | A | 0% | 3% | A | 0% | 1% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.23 Peak: 0.27 | Off-Peak: 0.42 Peak: 0.52 | A | 0.24 | 0.42 | A | 0.21 | 0.4 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$10.11 | \$ 4.44 | E | \$8.51 | \$ 4.73 | E | \$10.08 | \$ 4.90 | E |
| | Cost Recovery 20% | 14% | 30% | E | 16% | 26% | D | 14% | 27% | E |

Operational Analysis

Miles Allocation



Hours Allocation



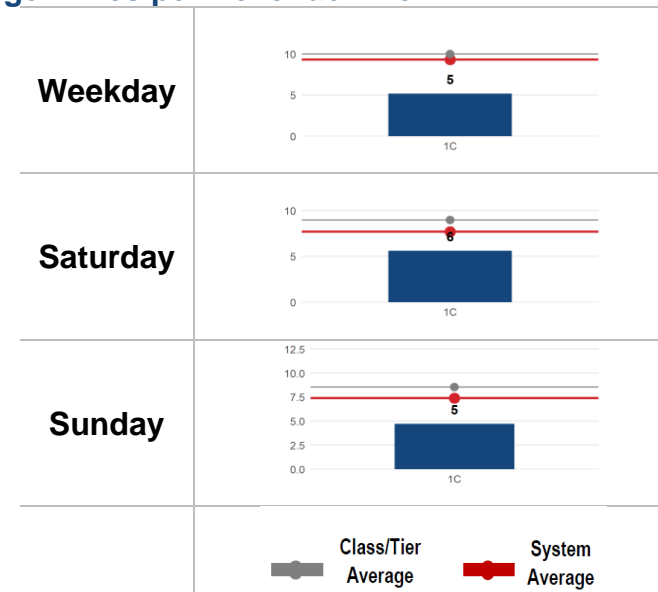
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| 1C | 39.40 | 1,482 | 1,481 (99.9%) |
| | | | |
| | | | |
| | | | |

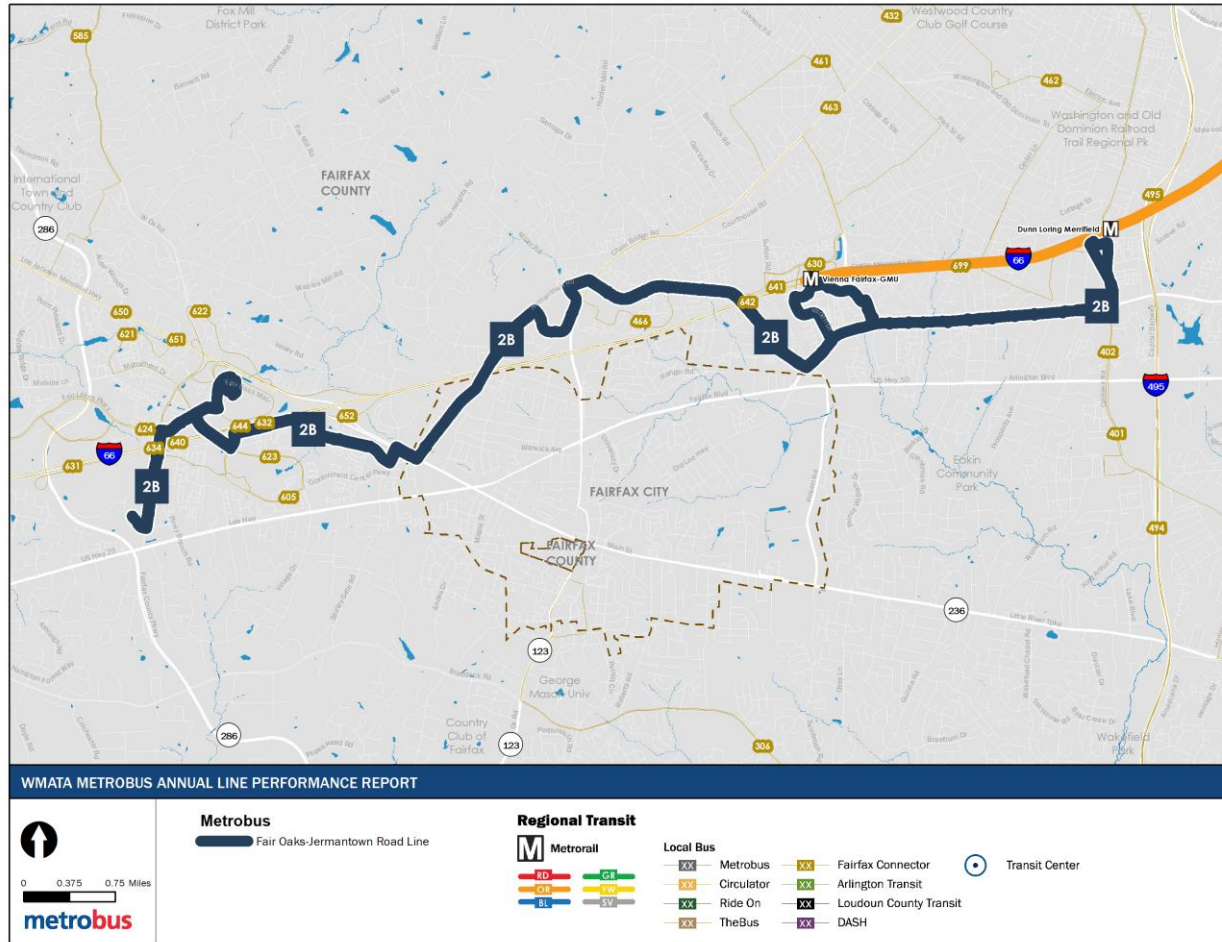
Service Change Summary

Route 1C - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Coverage

Activity Tier

2

Overall Grade

| | |
|------|---|
| Line | C |
| | |
| | |
| | |
| | |
| | |

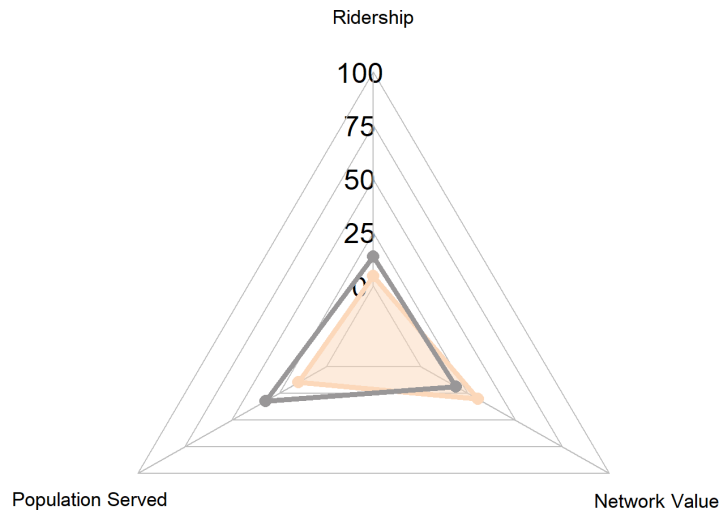
Legend

- Exceeds
- Meets
- Approaches
- Below
- Significantly Below

Line Benefit Score

16

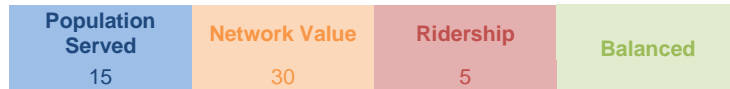
Out of 100



Classification Average



Line Focus:



Line Score:

Operating Statistics

| | | |
|--|-------------------------------|--------------------|
| | Annual Operating Costs | \$1,847,632 |
| | Peak Vehicles | 4 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|-----------------------------------|-------------------|---------------|
| | Service Area Population | 25,595 | |
| | People of Color Population | Service Area | 10,443 |
| | | % Riders Surveyed | 31% |
| | Low Income Household | Service Area | 4,222 |
| | | % Riders Surveyed | 49% |

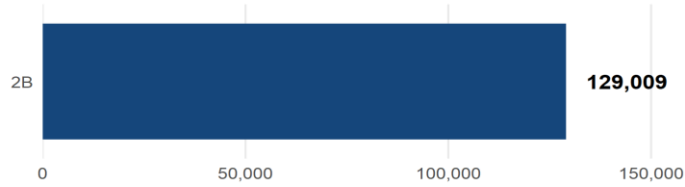
Facilities/Amenities

| | | |
|--|-------------------------------------|------------|
| | Bus Stops | 94 |
| | % Stops With Shelters | 10% |
| | % Stops With Benches | 12% |
| | % Stops With Real-Time Signs | 0% |



Ridership

Annual Ridership



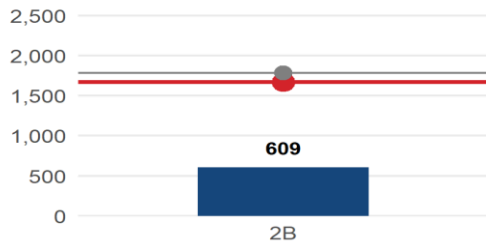
Top Transfer Locations

Vienna, Dunn Loring

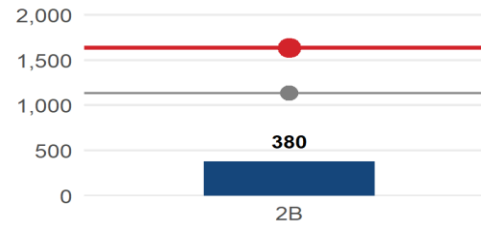
Average Daily Ridership

- Class/Tier Average
- System Average

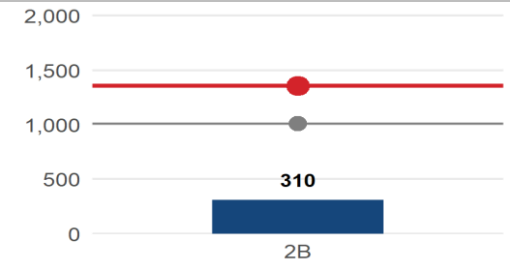
Weekday



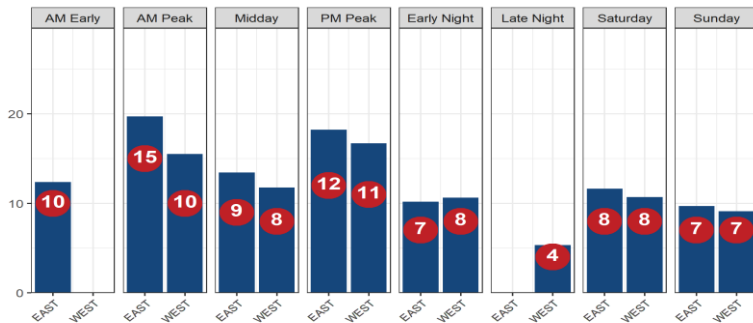
Saturday



Sunday



Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

| | | Direction: | |
|---------------------------------|---------------------------------|------------|------|
| | | EAST | WEST |
| Weekday | Peak Maximum Target: 1 | 0.34 | 0.27 |
| | Off-Peak Maximum Target: 1.0 | 0.22 | 0.2 |
| Saturday Maximum Target: 1.0 | | 0.2 | 0.19 |
| Sunday Maximum Target: 1.0 | | 0.18 | 0.17 |

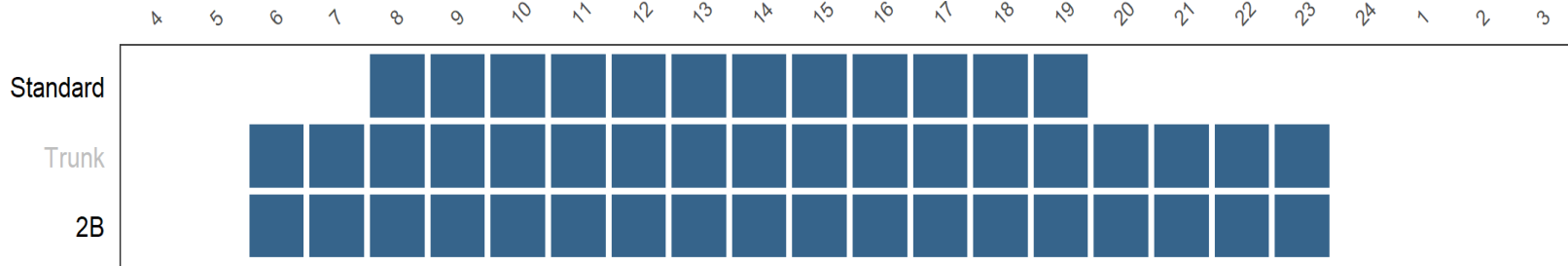
Span and Frequency



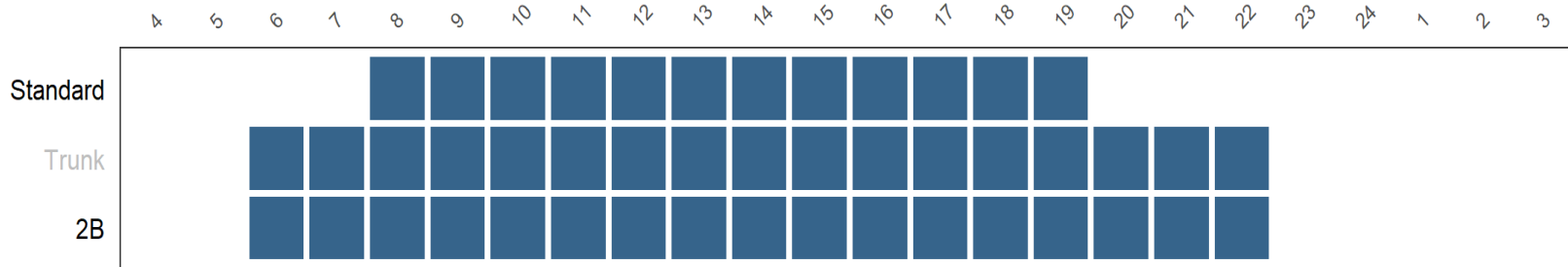
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

C Fair Oaks-Jermantown Road

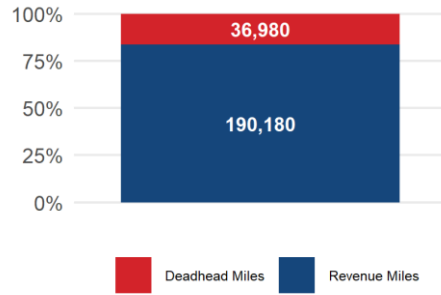
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|-----------------------------|-----------------------------|-------|--------------------|-----------------|-------|--------------------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 5:08 AM - 11:57 PM | - | A | 6:20 AM - 11:35 PM | - | A | 6:20 AM - 10:54 PM | - | A |
| | Frequency of Service varies | Peak: 43.8 / Off-Peak: 55.7 | Peak: 25.4 / Off-Peak: 40.5 | E | 60.0 | 42.7 | B | 59.9 | 42.4 | B |
| Productivity | Passengers per Revenue Hour 15 | 13.6 | 37.3 | C | 11.4 | 33.6 | E | 9.7 | 33.8 | E |
| | Passengers per Revenue Mile 2 | 1.0 | 4.3 | E | 0.9 | 3.5 | E | 0.8 | 3.4 | E |
| Reliability | On-Time Performance 79% | 83% | 78% | B | 86% | 82% | A | 84% | 83% | B |
| | Crowding 5% | 0% | 2% | A | 0% | 1% | A | 0% | 0% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.21 Peak: 0.3 | Off-Peak: 0.3 Peak: 0.42 | A | 0.2 | 0.27 | A | 0.17 | 0.26 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$8.80 | \$ 4.26 | E | \$10.46 | \$ 5.02 | E | \$12.30 | \$ 4.55 | E |
| | Cost Recovery 20% | 17% | 23% | D | 14% | 21% | E | 12% | 20% | E |

Route 2B

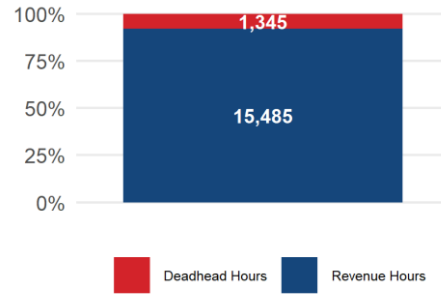
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|-----------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 2.6 | | | 6.1 | | | E | | |
| Route Design | Circuitry N/A | 1.95 | | | 2.48 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | 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 | 13.6 | 37.3 | C | 11.4 | 33.6 | E | 9.7 | 33.8 | E |
| | Passengers per Revenue Mile 2 | 1.0 | 4.3 | E | 0.9 | 3.5 | E | 0.8 | 3.4 | E |
| | Unique Segment Ridership 10% | 85% | 29% | A | 82% | 46% | A | 83% | 51% | A |
| Reliability | On-Time Performance 79% | 83% | 78% | B | 86% | 82% | A | 84% | 83% | B |
| | Crowding 5% | 0% | 3% | A | 0% | 1% | A | 0% | 0% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.21 Peak: 0.3 | Off-Peak: 0.33 Peak: 0.44 | A | 0.2 | 0.3 | A | 0.17 | 0.28 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$8.80 | \$ 4.26 | E | \$10.46 | \$ 5.02 | E | \$12.30 | \$ 4.55 | E |
| | Cost Recovery 20% | 17% | 24% | D | 14% | 21% | E | 12% | 21% | E |

Operational Analysis

Miles Allocation



Hours Allocation



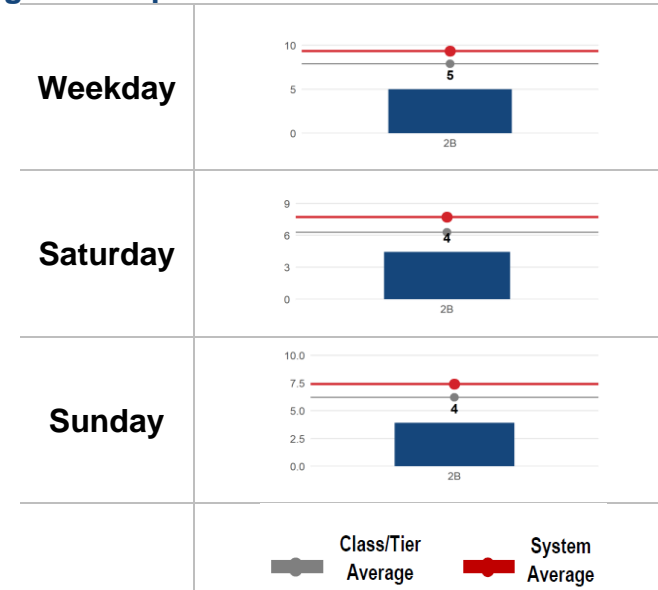
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| 2B | 37.10 | 1,270 | 1,268 (99.8%) |
| | | | |
| | | | |
| | | | |

Service Change Summary

Route 2B - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Coverage

Activity Tier

3

Overall Grade

| Line | Overall Grade |
|------|---------------|
| Line | A |
| | |
| | |
| | |
| | |
| | |

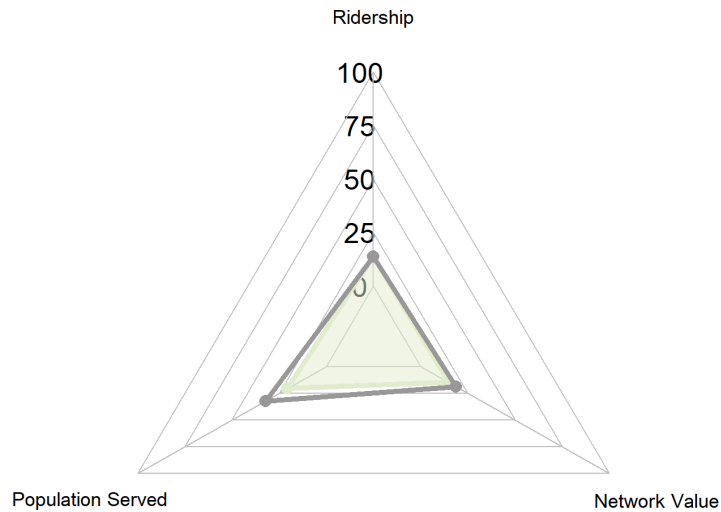
Legend

- Exceeds (Blue square)
- Meets (Green square)
- Approaches (Yellow square)
- Below (Orange square)
- Significantly Below (Red square)

Line Benefit Score

16

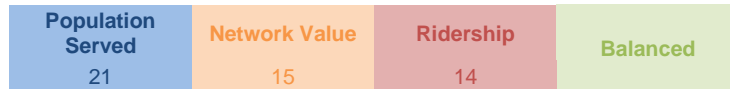
Out of 100



Classification Average



Line Focus:



Line Score:

Operating Statistics

| | | |
|--|-------------------------------|--------------------|
| | Annual Operating Costs | \$1,564,192 |
| | Peak Vehicles | 5 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|-----------------------------------|-------------------|---------------|
| | Service Area Population | 16,150 | |
| | People of Color Population | Service Area | 12,913 |
| | | % Riders Surveyed | 95% |
| | Low Income Household | Service Area | 4,796 |
| | | % Riders Surveyed | 60% |

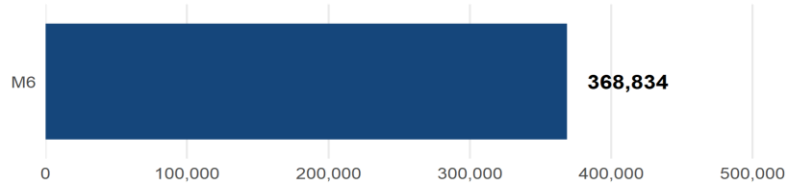
Facilities/Amenities

| | | |
|--|-------------------------------------|------------|
| | Bus Stops | 30 |
| | % Stops With Shelters | 23% |
| | % Stops With Benches | 20% |
| | % Stops With Real-Time Signs | 7% |



Ridership

Annual Ridership

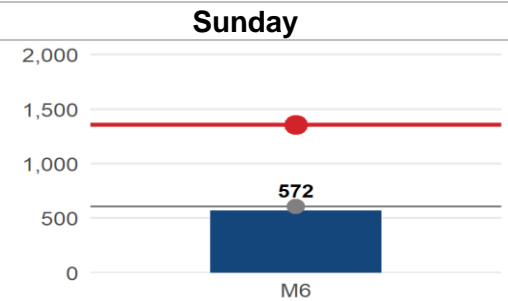
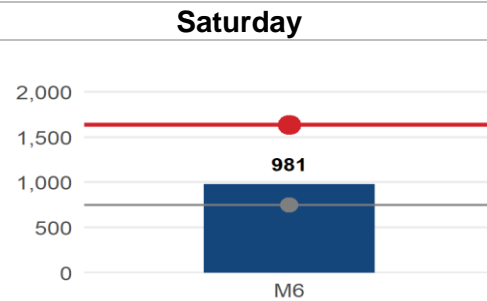
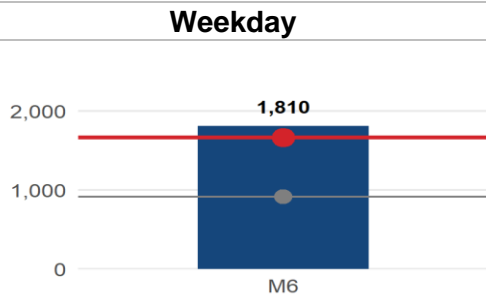


Top Transfer Locations

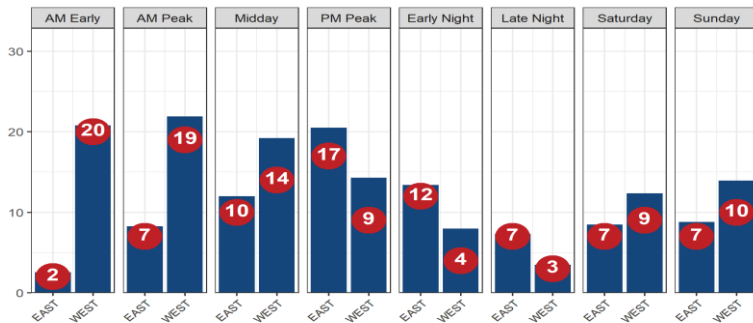
Potomac Avenue

Average Daily Ridership

- Class/Tier Average
- System Average



Average Trip Ridership and Maximum Load by Time Period



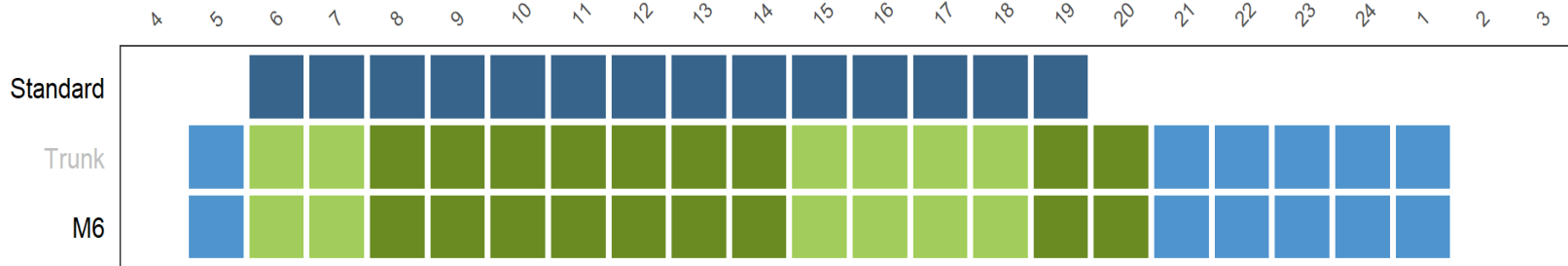
Vehicle Load Factor

| | | Direction: | |
|---------------------------------|---------------------------------|------------|------|
| | | EAST | WEST |
| Weekday | Peak Maximum Target: 1 | 0.33 | 0.32 |
| | Off-Peak Maximum Target: 1.0 | 0.24 | 0.27 |
| Saturday Maximum Target: 1.0 | | 0.18 | 0.24 |
| Sunday Maximum Target: 1.0 | | 0.19 | 0.26 |

Span and Frequency



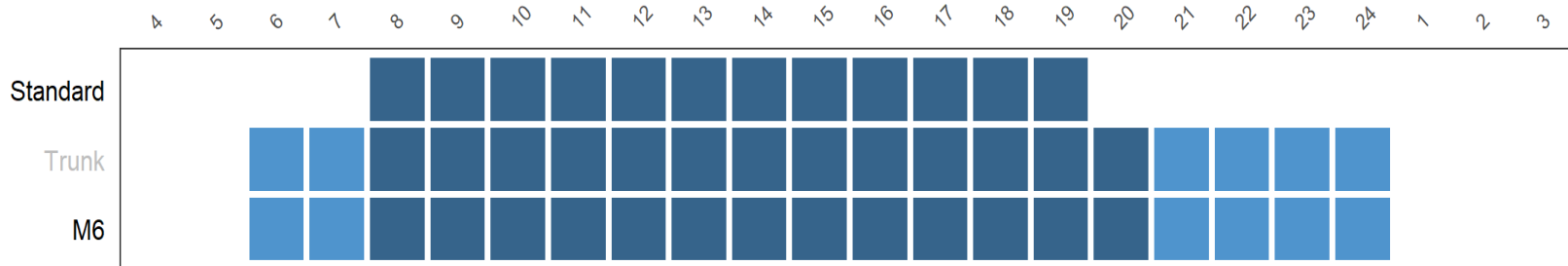
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

A Fairfax Village

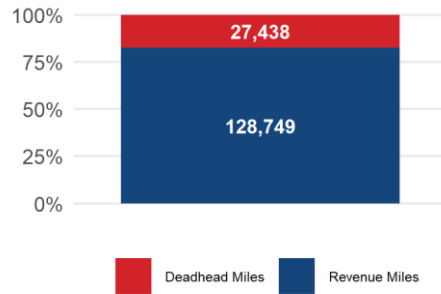
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|------------------------------|------------------------------|-------|-------------------|-----------------|-------|--------------------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 5:00 AM - 1:17 AM | - | A | 5:30 AM - 1:17 AM | - | A | 6:30 AM - 12:47 AM | - | A |
| | Frequency of Service varies | Peak: 15.3 / Off-Peak: 20.0 | Peak: 28.1 / Off-Peak: 61.2 | A | 22.9 | 48.0 | A | 36.1 | 49.5 | A |
| Productivity | Passengers per Revenue Hour 10 | 44.0 | 25.4 | A | 34.1 | 27.6 | A | 39.4 | 25.5 | A |
| | Passengers per Revenue Mile 1 | 4.6 | 2.2 | A | 3.3 | 2.3 | A | 3.6 | 2.1 | A |
| Reliability | On-Time Performance 79% | 75% | 81% | C | 91% | 80% | A | 91% | 85% | A |
| | Crowding 5% | 1% | 1% | A | 0% | 1% | A | 0% | 1% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.25 Peak: 0.33 | Off-Peak: 0.27 Peak: 0.35 | A | 0.21 | 0.31 | A | 0.22 | 0.28 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$2.71 | \$ 5.33 | A | \$3.50 | \$ 4.81 | A | \$3.03 | \$ 5.31 | A |
| | Cost Recovery 20% | 32% | 23% | A | 25% | 20% | A | 29% | 19% | A |

Route M6

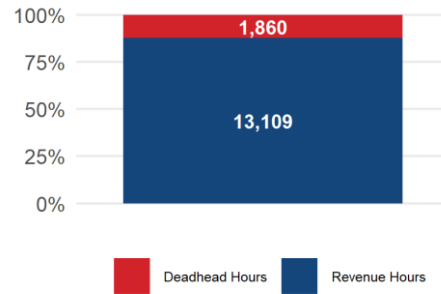
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 5.1 | | | 4.9 | | | E | | |
| Route Design | Circuitry N/A | 1.42 | | | 12.83 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | 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 | 44.0 | 25.4 | A | 34.1 | 27.6 | A | 39.4 | 25.5 | A |
| | Passengers per Revenue Mile 1 | 4.6 | 2.2 | A | 3.3 | 2.3 | A | 3.6 | 2.1 | A |
| | Unique Segment Ridership 10% | 24% | 33% | A | 30% | 56% | A | 47% | 58% | A |
| Reliability | On-Time Performance 79% | 75% | 81% | C | 91% | 80% | A | 91% | 85% | A |
| | Crowding 5% | 1% | 1% | A | 0% | 1% | A | 0% | 1% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.25 Peak: 0.33 | Off-Peak: 0.27 Peak: 0.35 | A | 0.21 | 0.32 | A | 0.22 | 0.28 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$2.71 | \$ 5.33 | A | \$3.50 | \$ 4.81 | A | \$3.03 | \$ 5.31 | A |
| | Cost Recovery 20% | 32% | 22% | A | 25% | 20% | A | 29% | 18% | A |

Operational Analysis

Miles Allocation



Hours Allocation



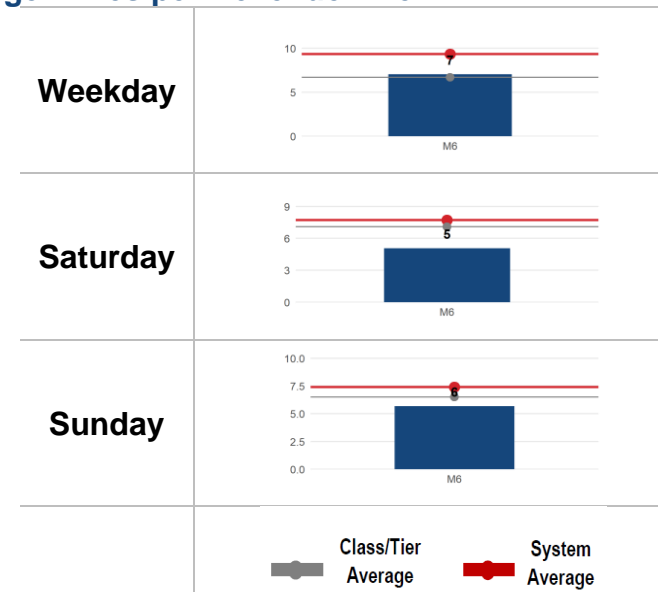
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| M6 | 6.30 | 3,540 | 3,528 (99.7%) |
| | | | |
| | | | |
| | | | |
| | | | |

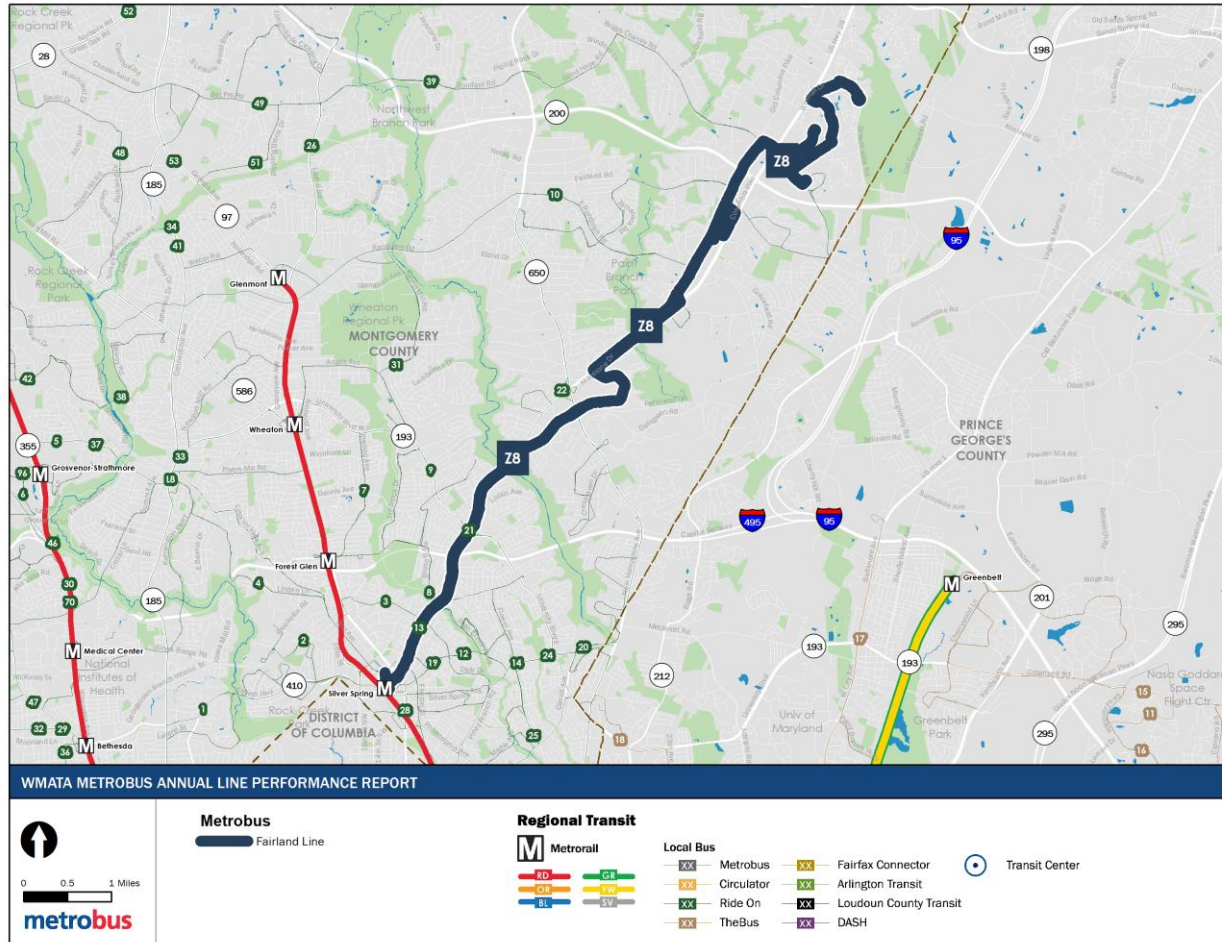
Service Change Summary

Route M6 - June 2020:
 Weekday: late night trip adjustment; Saturday: late night trip adjustment; Sunday: late night trip adjustment;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Framework

Activity Tier

2

Overall Grade

| Line | Grade |
|---------------|-------|
| Fairland Line | B |
| | |
| | |
| | |
| | |
| | |
| | |

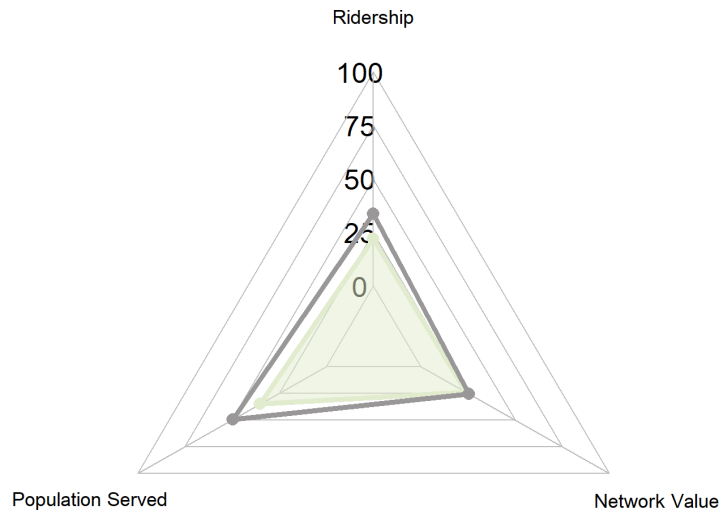
Legend

- Exceeds
- Meets
- Approaches
- Below
- Significantly Below

Line Benefit Score

27

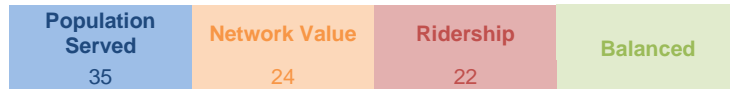
Out of 100



Classification Average



Line Focus:



Line Score:

Operating Statistics

| | | |
|--|-------------------------------|--------------------|
| | Annual Operating Costs | \$3,706,147 |
| | Peak Vehicles | 26 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|-----------------------------------|-------------------|---------------|
| | Service Area Population | 31,975 | |
| | People of Color Population | Service Area | 19,436 |
| | | % Riders Surveyed | 94% |
| | Low Income Household | Service Area | 9,307 |
| | | % Riders Surveyed | 61% |

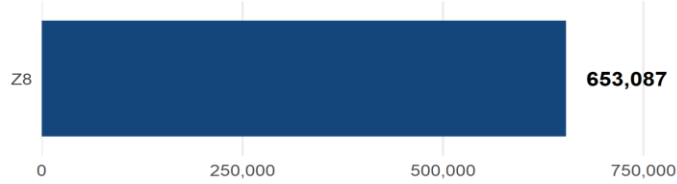
Facilities/Amenities

| | | |
|--|-------------------------------------|------------|
| | Bus Stops | 124 |
| | % Stops With Shelters | 25% |
| | % Stops With Benches | 28% |
| | % Stops With Real-Time Signs | 1% |



Ridership

Annual Ridership



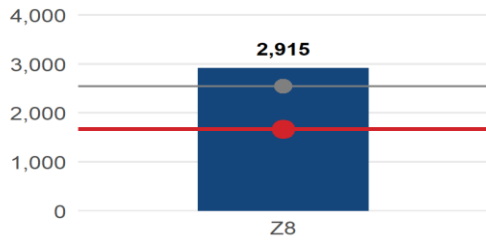
Top Transfer Locations

Silver Spring

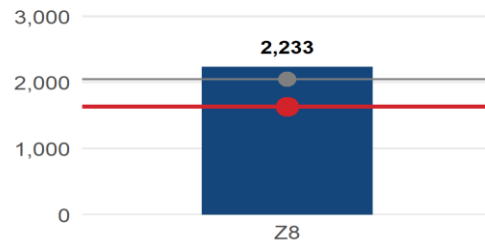
Average Daily Ridership

- Class/Tier Average
- System Average

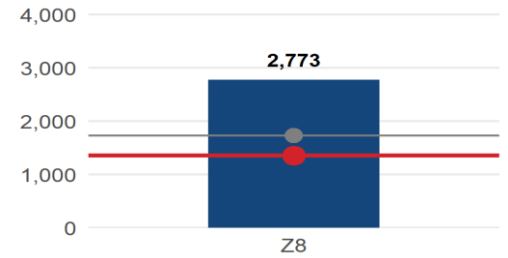
Weekday



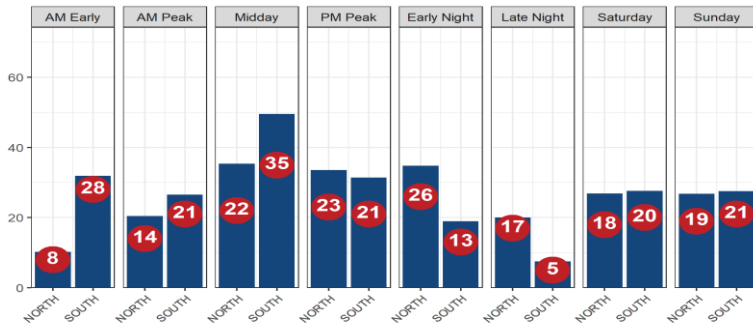
Saturday



Sunday



Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

| | | Direction: | |
|---------------------------------|---------------------------------|------------|-------|
| | | NORTH | SOUTH |
| Weekday | Peak Maximum Target: 1 | 0.51 | 0.52 |
| | Off-Peak Maximum Target: 1.0 | 0.53 | 0.62 |
| Saturday Maximum Target: 1.0 | | 0.46 | 0.51 |
| Sunday Maximum Target: 1.0 | | 0.48 | 0.53 |

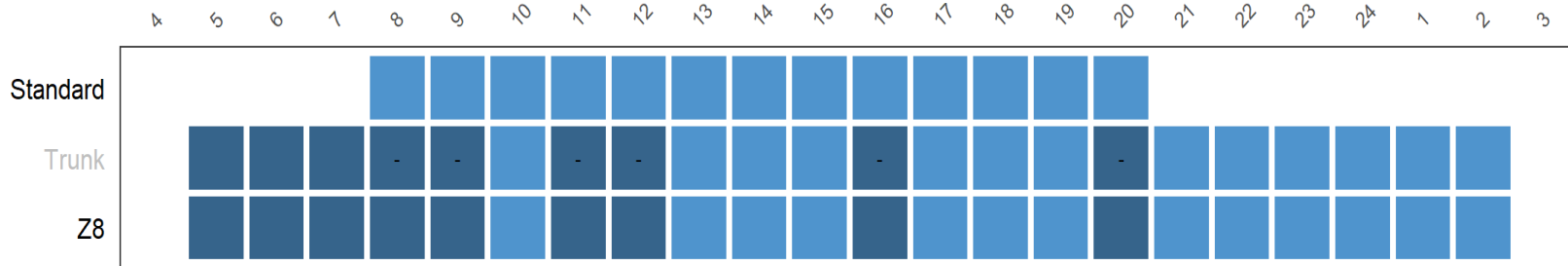
Span and Frequency



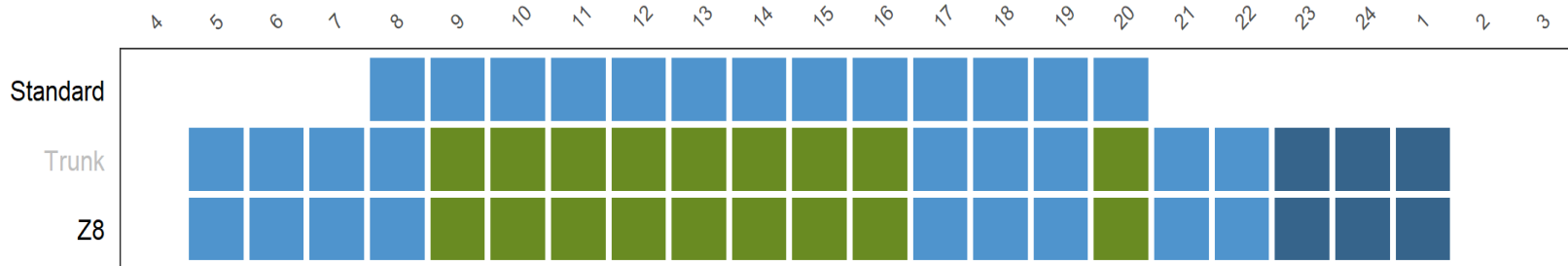
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

B Fairland

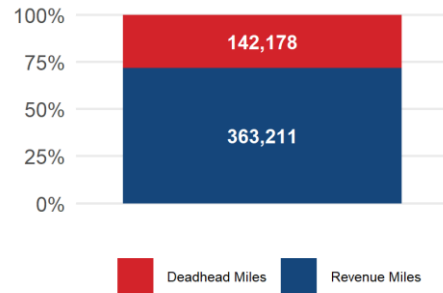
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|------------------------------|------------------------------|-------|-------------------|-----------------|-------|-------------------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 4:50 AM - 1:18 AM | - | A | 5:05 AM - 2:15 AM | - | A | 5:33 AM - 1:06 AM | - | A |
| | Frequency of Service varies | Peak: 26.8 / Off-Peak: 30.2 | Peak: 19.4 / Off-Peak: 34 | D | 30.0 | 29.8 | B | 21.8 | 33.8 | A |
| Productivity | Passengers per Revenue Hour 20 | 32.7 | 30.5 | A | 32.1 | 28.9 | A | 34.9 | 29.0 | A |
| | Passengers per Revenue Mile 2 | 2.8 | 3.0 | A | 2.6 | 2.7 | A | 2.7 | 2.6 | A |
| Reliability | On-Time Performance 79% | 64% | 73% | E | 73% | 76% | D | 72% | 79% | D |
| | Crowding 5% | 6% | 3% | D | 5% | 3% | B | 6% | 2% | D |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.57 Peak: 0.51 | Off-Peak: 0.44 Peak: 0.52 | A | 0.49 | 0.41 | A | 0.51 | 0.4 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$3.65 | \$ 4.44 | A | \$3.71 | \$ 4.73 | A | \$3.42 | \$ 4.90 | A |
| | Cost Recovery 20% | 28% | 31% | A | 28% | 27% | A | 30% | 27% | A |

Route Z8

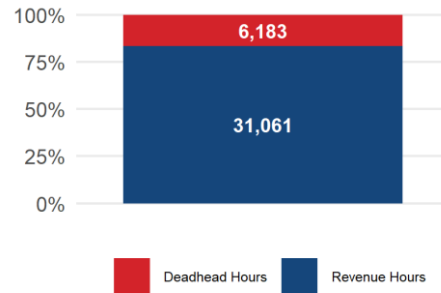
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 4.8 | | | 4.5 | | | A | | |
| | Circuitry 1.75 | 1.48 | | | 1.47 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 20 | 32.7 | 30.5 | A | 32.1 | 28.9 | A | 34.9 | 29.0 | A |
| | Passengers per Revenue Mile 2 | 2.8 | 3.0 | A | 2.6 | 2.7 | A | 2.7 | 2.6 | A |
| | Unique Segment Ridership 10% | 17% | 16% | A | 30% | 35% | A | 96% | 46% | A |
| Reliability | On-Time Performance 79% | 64% | 73% | E | 73% | 76% | D | 72% | 79% | D |
| | Crowding 5% | 6% | 2% | D | 5% | 3% | B | 6% | 1% | D |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.57 Peak: 0.51 | Off-Peak: 0.42 Peak: 0.52 | A | 0.49 | 0.42 | A | 0.51 | 0.4 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$3.65 | \$ 4.44 | A | \$3.71 | \$ 4.73 | A | \$3.42 | \$ 4.90 | A |
| | Cost Recovery 20% | 28% | 30% | A | 28% | 26% | A | 30% | 27% | A |

Operational Analysis

Miles Allocation



Hours Allocation



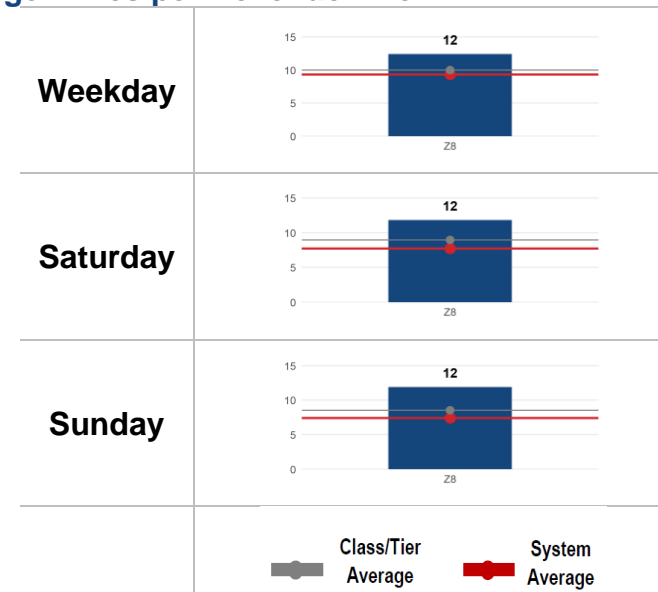
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| Z8 | 28.10 | 2,850 | 2,834 (99.4%) |
| | | | |
| | | | |
| | | | |
| | | | |

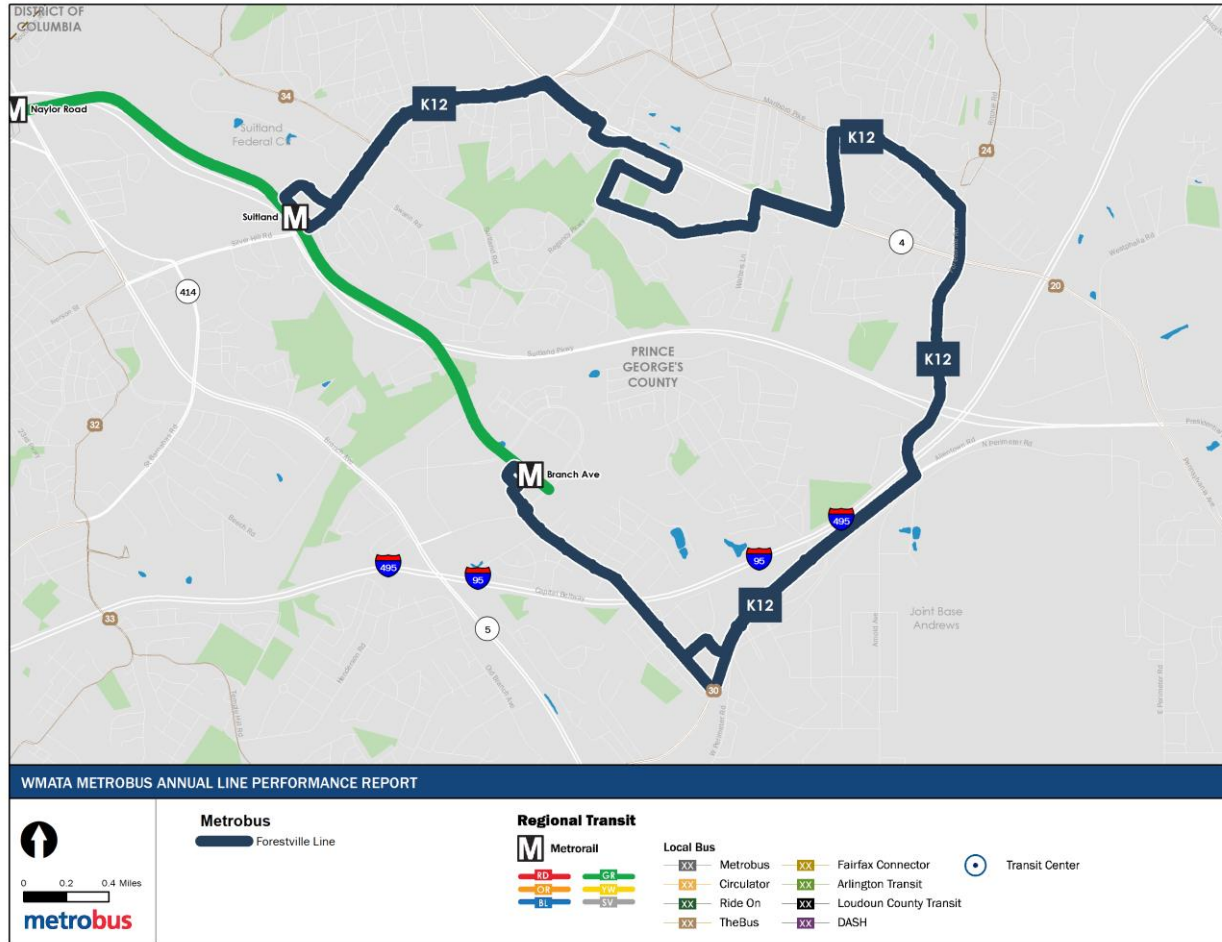
Service Change Summary

Route Z8 - June 2020:
 Weekday: 2 a.m.; Saturday: 2 a.m.; Sunday: 2 a.m.;

Passenger Miles per Revenue Mile



About the Line



Service Classification

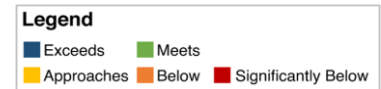
Coverage

Activity Tier

3

Overall Grade

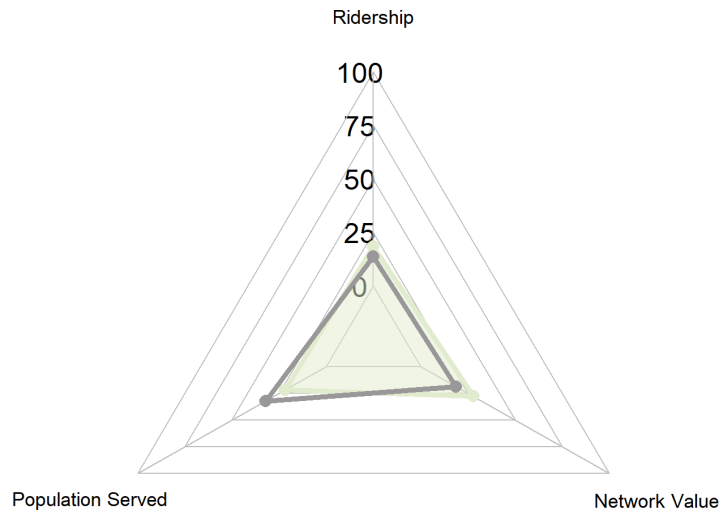
| Line | Overall Grade |
|------------------|---------------|
| Forestville Line | B |
| | |
| | |
| | |
| | |
| | |



Line Benefit Score

23

Out of 100



Classification Average



Line Focus:

Population Served

Network Value

Ridership

Balanced

Line Score:

22

28

18

Operating Statistics

| | | |
|--|------------------------|-------------|
| | Annual Operating Costs | \$1,953,746 |
| | Peak Vehicles | 5 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|----------------------------|-------------------|--------|
| | Service Area Population | 19,537 | |
| | People of Color Population | Service Area | 17,284 |
| | | % Riders Surveyed | 99% |
| | Low Income Household | Service Area | 5,824 |
| | | % Riders Surveyed | 70% |

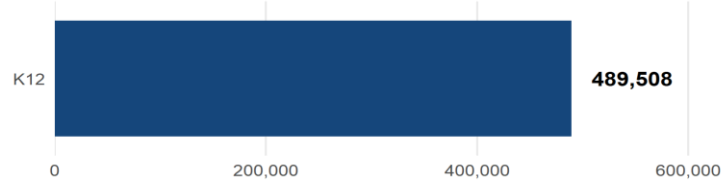
Facilities/Amenities

| | | |
|--|------------------------------|-----|
| | Bus Stops | 92 |
| | % Stops With Shelters | 11% |
| | % Stops With Benches | 8% |
| | % Stops With Real-Time Signs | 1% |



Ridership

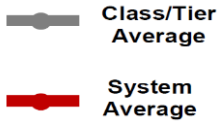
Annual Ridership



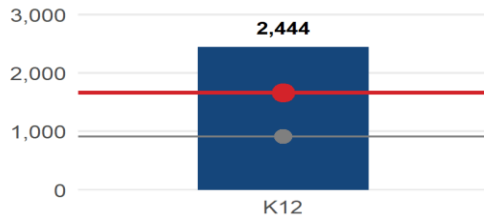
Top Transfer Locations

Suitland, Branch Avenue

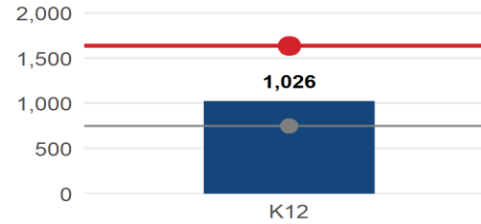
Average Daily Ridership



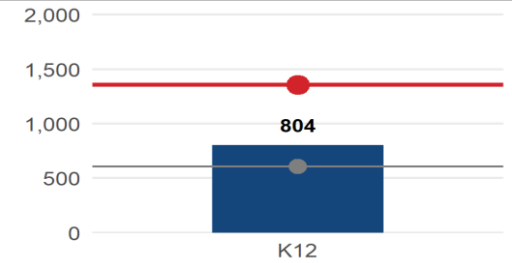
Weekday



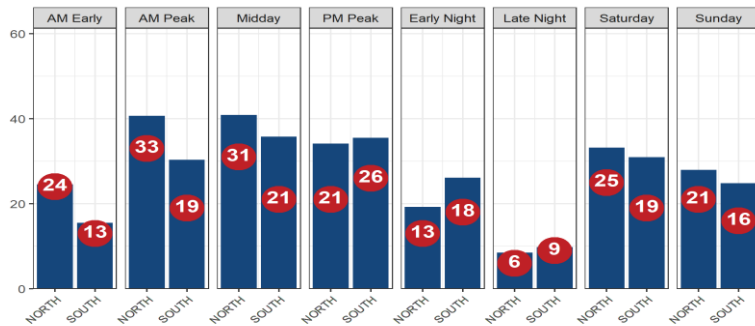
Saturday



Sunday



Average Trip Ridership and Maximum Load by Time Period



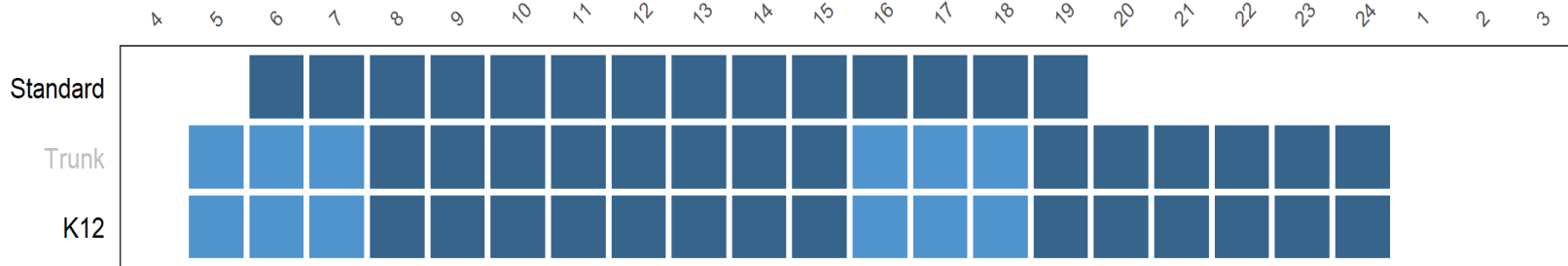
Vehicle Load Factor

| | | Direction: | |
|-------------------------------|---------------------------------|------------|-------|
| | | NORTH | SOUTH |
| Weekday | Peak Maximum Target: 1 | 0.71 | 0.6 |
| | Off-Peak Maximum Target: 1.0 | 0.56 | 0.45 |
| | Saturday Maximum Target: 1.0 | 0.63 | 0.48 |
| Sunday Maximum Target: 1.0 | | 0.54 | 0.39 |

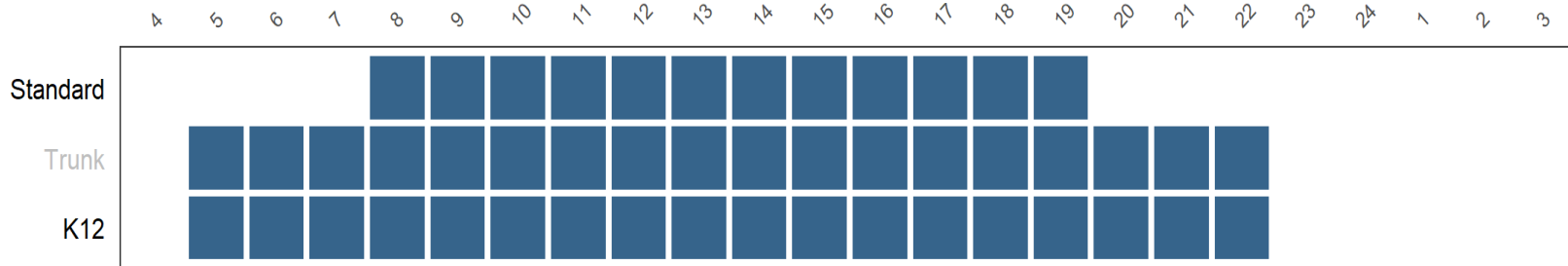
Span and Frequency



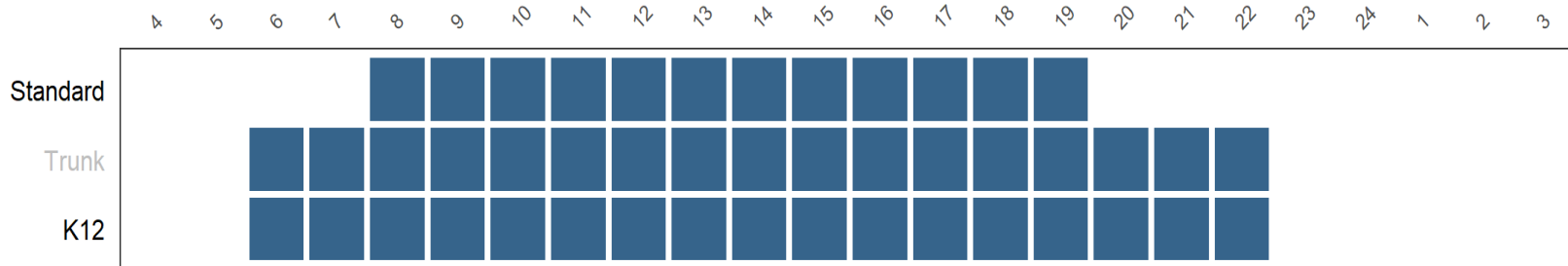
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

B Forestville

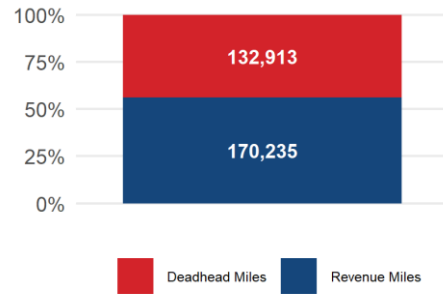
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|-----------------------------|------------------------------|-------|--------------------|-----------------|-------|--------------------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 5:10 AM - 12:27 AM | - | A | 5:50 AM - 10:43 PM | - | A | 6:50 AM - 10:35 PM | - | A |
| | Frequency of Service varies | Peak: 26.4 / Off-Peak: 44.2 | Peak: 28.1 / Off-Peak: 61.2 | A | 60.1 | 48.0 | C | 60.0 | 49.5 | B |
| Productivity | Passengers per Revenue Hour 10 | 45.5 | 25.4 | A | 37.2 | 27.6 | A | 32.9 | 25.5 | A |
| | Passengers per Revenue Mile 1 | 3.7 | 2.2 | A | 3.3 | 2.3 | A | 2.7 | 2.1 | A |
| Reliability | On-Time Performance 79% | 80% | 81% | B | 83% | 80% | B | 85% | 85% | A |
| | Crowding 5% | 7% | 1% | E | 5% | 1% | C | 2% | 1% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.5 Peak: 0.65 | Off-Peak: 0.27 Peak: 0.35 | A | 0.55 | 0.31 | A | 0.46 | 0.28 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$2.62 | \$ 5.33 | A | \$3.21 | \$ 4.81 | A | \$3.63 | \$ 5.31 | A |
| | Cost Recovery 20% | 26% | 23% | A | 22% | 20% | B | 19% | 19% | C |

Route K12

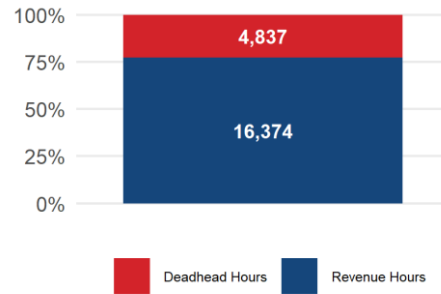
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|-----------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 4.8 | | | 4.9 | | | A | | |
| Route Design | Circuitry N/A | 2.82 | | | 12.83 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | 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 | 45.5 | 25.4 | A | 37.2 | 27.6 | A | 32.9 | 25.5 | A |
| | Passengers per Revenue Mile 1 | 3.7 | 2.2 | A | 3.3 | 2.3 | A | 2.7 | 2.1 | A |
| | Unique Segment Ridership 10% | 71% | 33% | A | 63% | 56% | A | 66% | 58% | A |
| Reliability | On-Time Performance 79% | 80% | 81% | B | 83% | 80% | B | 85% | 85% | A |
| | Crowding 5% | 7% | 1% | E | 5% | 1% | C | 2% | 1% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.5 Peak: 0.65 | Off-Peak: 0.27 Peak: 0.35 | A | 0.55 | 0.32 | A | 0.46 | 0.28 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$2.62 | \$ 5.33 | A | \$3.21 | \$ 4.81 | A | \$3.63 | \$ 5.31 | A |
| | Cost Recovery 20% | 26% | 22% | A | 22% | 20% | B | 19% | 18% | C |

Operational Analysis

Miles Allocation



Hours Allocation



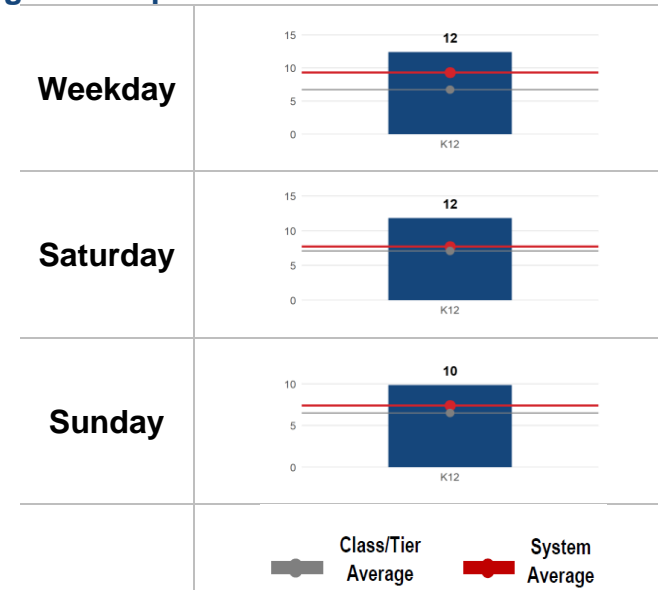
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| K12 | 19.70 | 1,986 | 1,971 (99.2%) |
| | | | |
| | | | |
| | | | |

Service Change Summary

Route K12 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

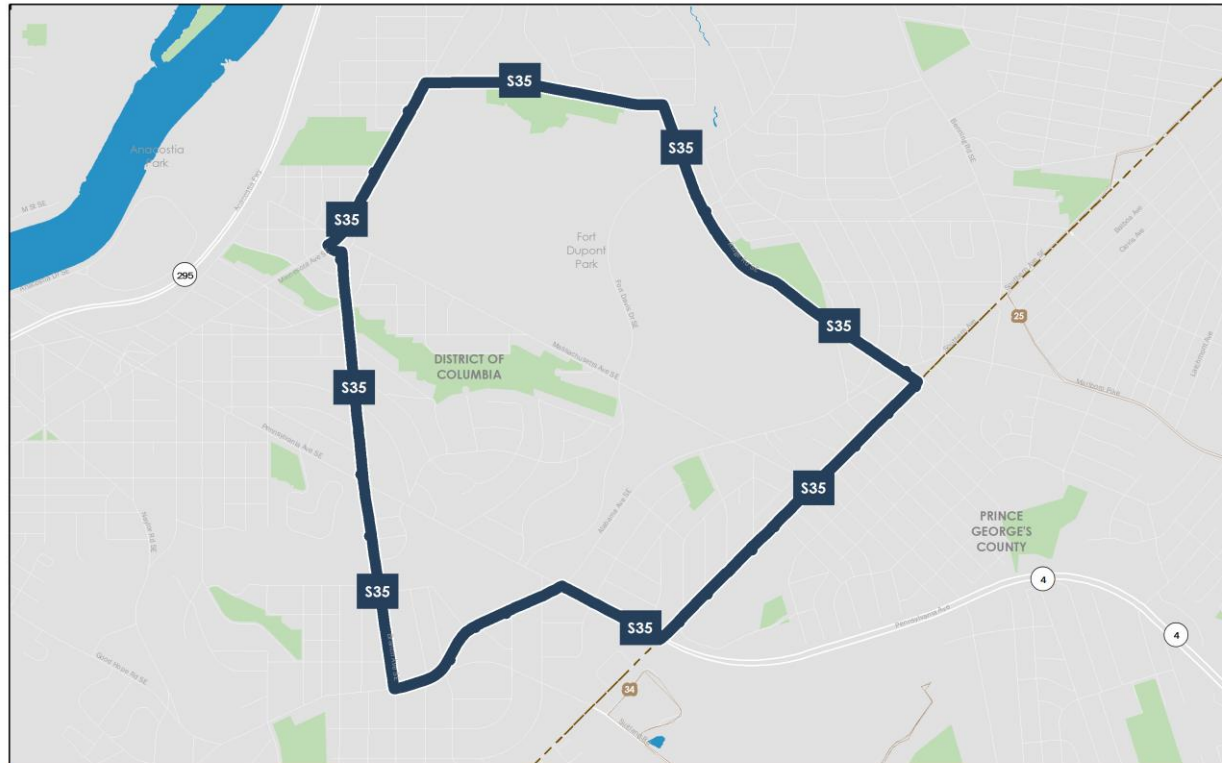
Passenger Miles per Revenue Mile



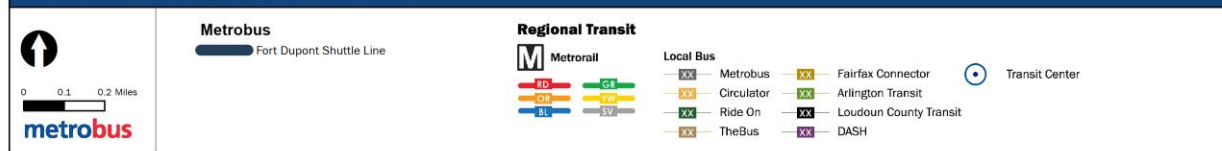
LINE: 539 - Fort Dupont Shuttle

ROUTE(S): S35

About the Line



WMATA METROBUS ANNUAL LINE PERFORMANCE REPORT



Service Classification

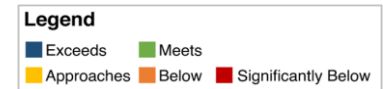
Gap

Activity Tier

3

Overall Grade

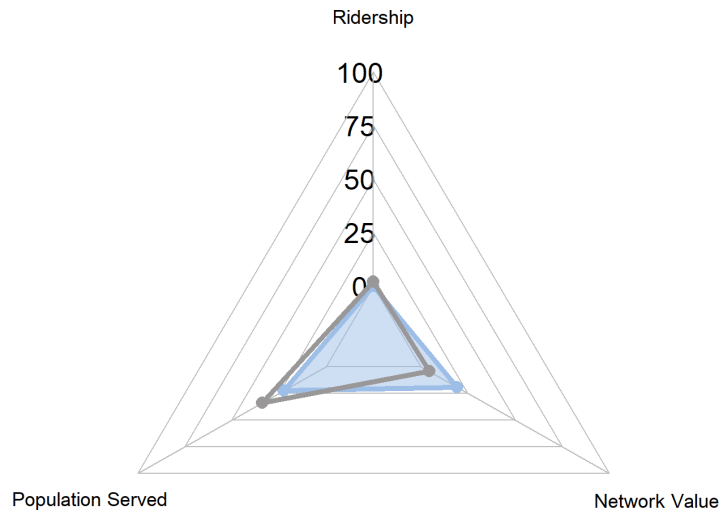
| Line | |
|------|---|
| | - |
| | |
| | |
| | |
| | |
| | |



Line Benefit Score

14

Out of 100



Classification Average



Line Focus:

Population Served

Network Value

Ridership

Balanced

Line Score:

22

19

0

Operating Statistics

| | | |
|--|------------------------|----------|
| | Annual Operating Costs | \$18,821 |
| | Peak Vehicles | |
| | Vehicle Type(s) | |

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

| | | | |
|--|----------------------------|-------------------|--------|
| | Service Area Population | 18,489 | |
| | People of Color Population | Service Area | 17,640 |
| | | % Riders Surveyed | |
| | Low Income Household | Service Area | 8,469 |
| | | % Riders Surveyed | |

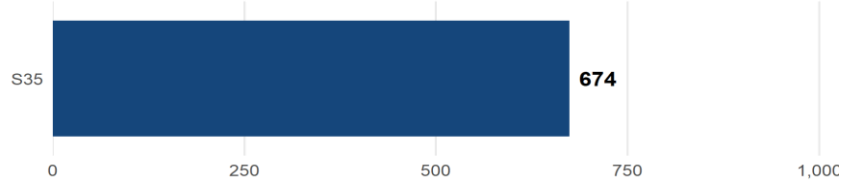
Facilities/Amenities

| | | |
|--|------------------------------|----|
| | Bus Stops | 29 |
| | % Stops With Shelters | 0% |
| | % Stops With Benches | 0% |
| | % Stops With Real-Time Signs | 0% |



Ridership

Annual Ridership

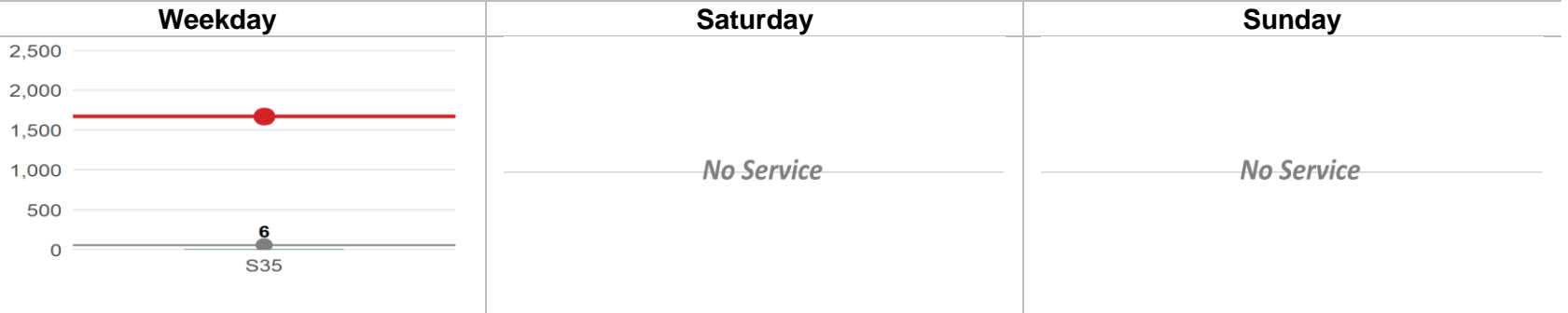


Top Transfer Locations

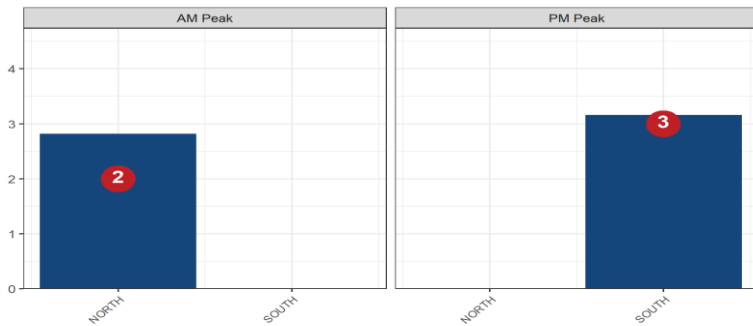
NA

Average Daily Ridership

- Class/Tier Average
- System Average



Average Trip Ridership and Maximum Load by Time Period



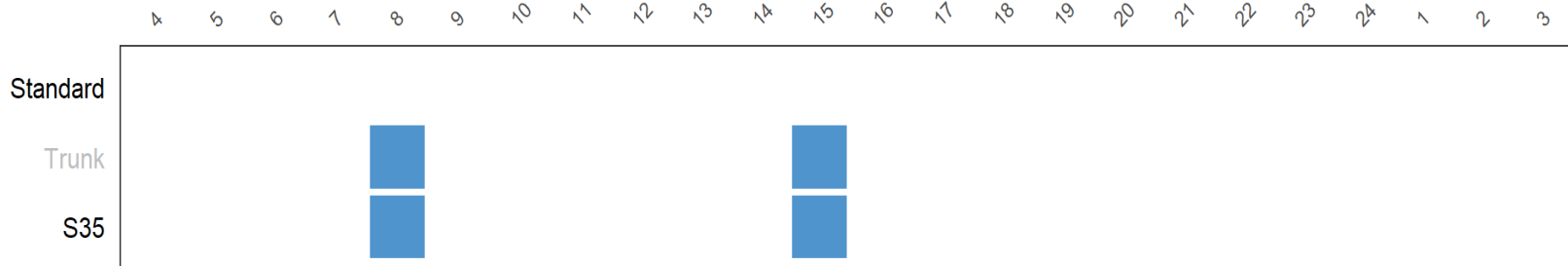
Vehicle Load Factor

| | | Direction: | |
|--------------------------------|--------------------------------|------------|-------|
| | | NORTH | SOUTH |
| Weekday | Peak Maximum Target: NA | | |
| | Off-Peak Maximum Target: NA | 0.06 | 0.07 |
| Saturday Maximum Target: NA | | | |
| Sunday Maximum Target: NA | | | |

Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

Fort Dupont Shuttle

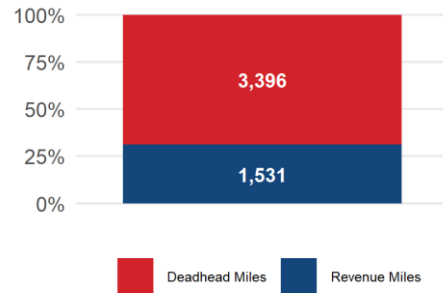
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|--|--------------------------------------|-------------------------|-------|-----------|-----------------|-------|-----------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 8:13 AM - 8:30 AM; 3:35 PM - 3:53 PM | - | - | - | - | - | - | - | - |
| | Frequency of Service varies | Peak: NA / Off-Peak: NA | Peak: NA / Off-Peak: NA | - | - | - | - | - | - | - |
| Productivity | Passengers per Revenue Hour | 7.4 | 22.3 | - | - | - | - | - | - | - |
| | Passengers per Revenue Mile | 0.6 | 1.2 | - | - | - | - | - | - | - |
| Reliability | On-Time Performance | 73% | 73% | - | - | - | - | - | - | - |
| | Crowding | 0% | 0% | - | - | - | - | - | - | - |
| | Load Factor Peak: NA / Off-Peak: NA | - | - | - | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip | \$16.02 | \$ 9.61 | - | - | - | - | - | - | - |
| | Cost Recovery | 2% | 10% | - | - | - | - | - | - | - |

Route S35

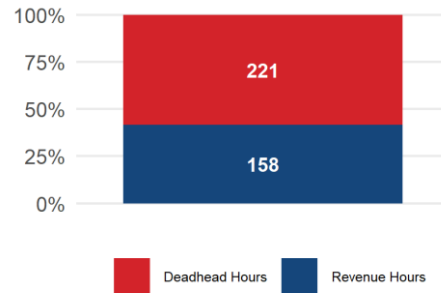
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|--|---------------|-----------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile | 6.2 | | | 4.8 | | | - | | |
| | Circuitry | 6.99 | | | 4.19 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour | 7.4 | 22.3 | - | - | - | - | - | - | - |
| | Passengers per Revenue Mile | 0.6 | 1.2 | - | - | - | - | - | - | - |
| | Unique Segment Ridership | 58% | 29% | - | - | - | - | - | - | - |
| Reliability | On-Time Performance | 73% | 73% | - | - | - | - | - | - | - |
| | Crowding | 0% | 0% | - | - | - | - | - | - | - |
| | Load Factor Peak: NA / Off-Peak: NA | - | - | - | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip | \$16.02 | \$ 9.61 | - | - | - | - | - | - | - |
| | Cost Recovery | 2% | 10% | - | - | - | - | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



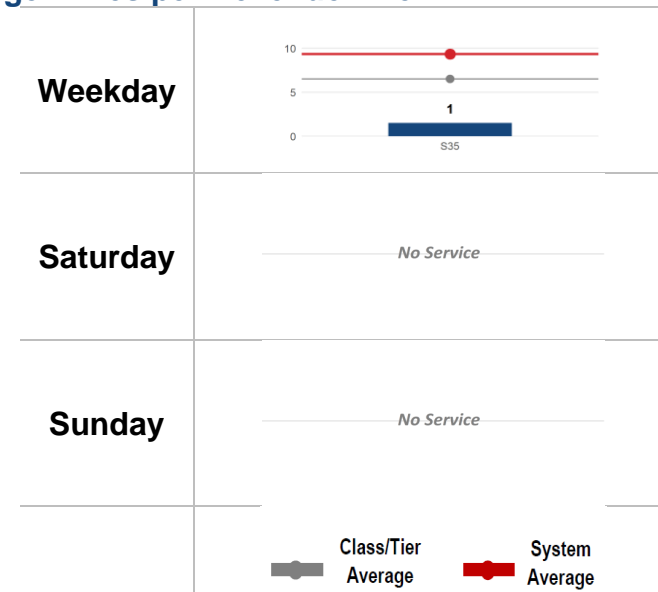
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| S35 | 8.50 | 42 | 42 (100.0%) |
| | | | |
| | | | |
| | | | |

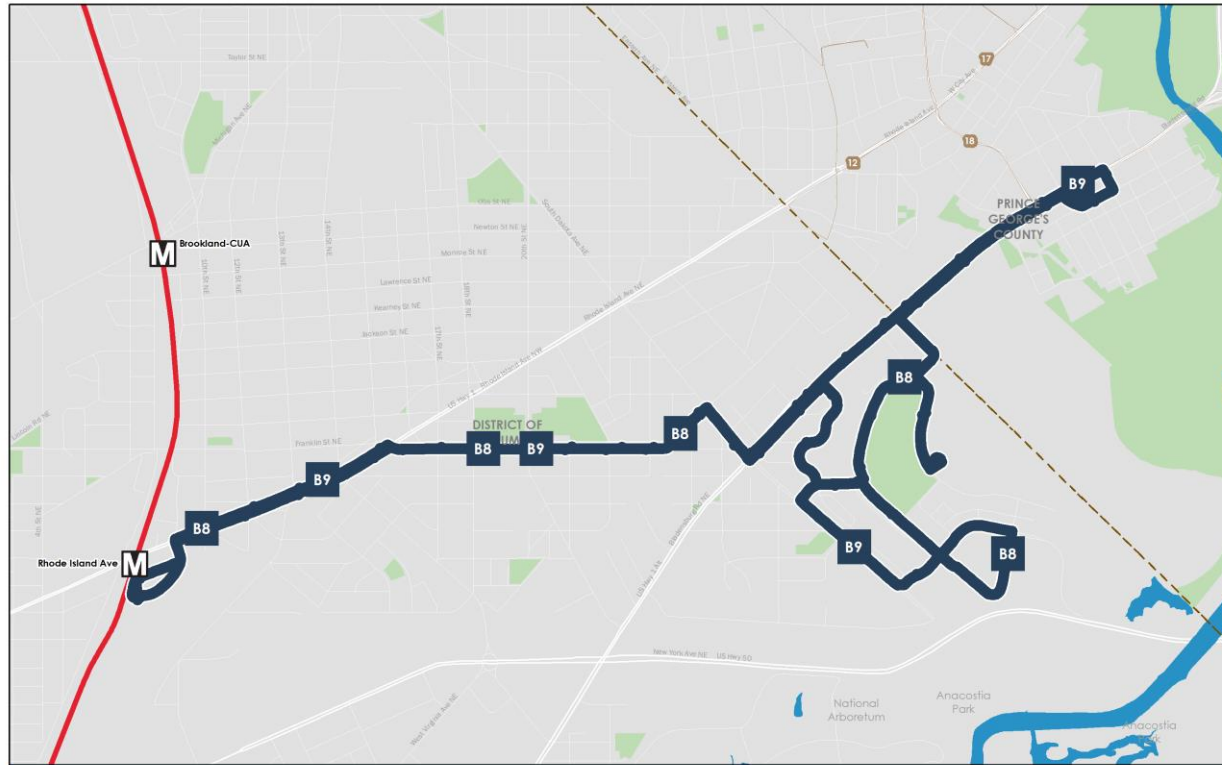
Service Change Summary

Route S35 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

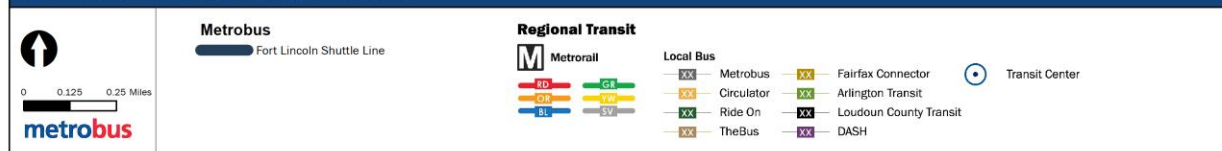
Passenger Miles per Revenue Mile



About the Line



WMATA METROBUS ANNUAL LINE PERFORMANCE REPORT



Service Classification

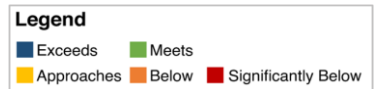
Coverage

Activity Tier

3

Overall Grade

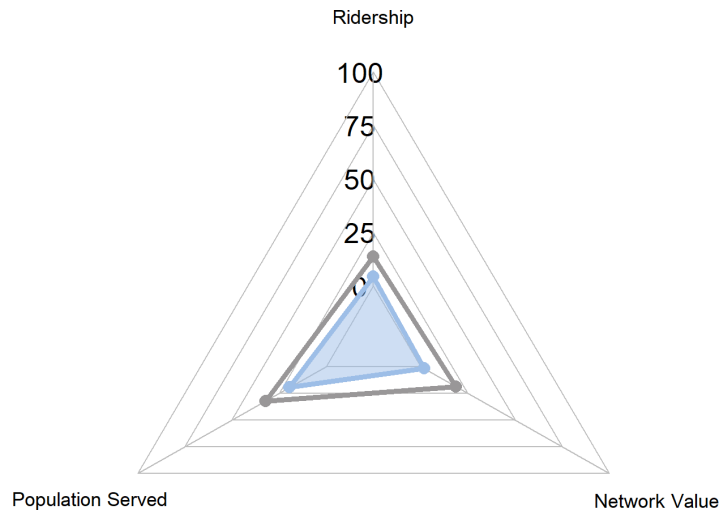
| Line | Grade |
|----------------------|-------|
| Fort Lincoln Shuttle | B |
| | |
| | |
| | |
| | |
| | |



Line Benefit Score

9

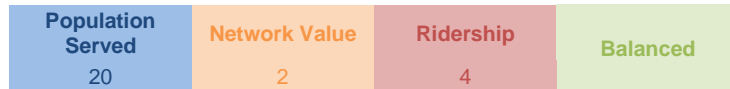
Out of 100



Classification Average

Line Focus:

Line Score:



Operating Statistics

| | | |
|--|-------------------------------|------------------|
| | Annual Operating Costs | \$623,447 |
| | Peak Vehicles | 3 |
| | Vehicle Type(s) | 30 Foot |

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

| | | | |
|--|-----------------------------------|-------------------|---------------|
| | Service Area Population | 26,797 | |
| | People of Color Population | Service Area | 19,796 |
| | | % Riders Surveyed | 81% |
| | Low Income Household | Service Area | 7,975 |
| | | % Riders Surveyed | 58% |

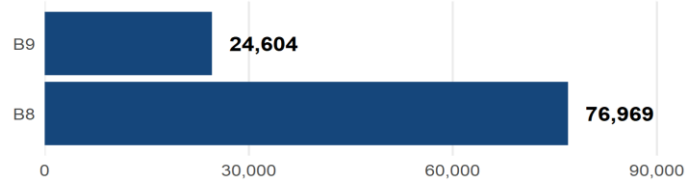
Facilities/Amenities

| | | |
|--|-------------------------------------|------------|
| | Bus Stops | 60 |
| | % Stops With Shelters | 17% |
| | % Stops With Benches | 18% |
| | % Stops With Real-Time Signs | 3% |



Ridership

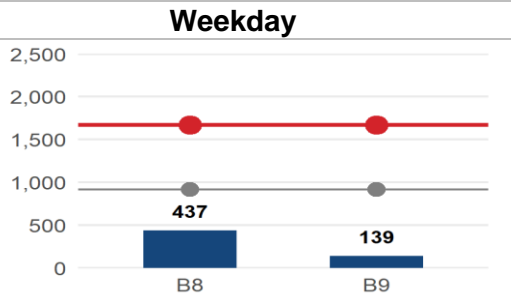
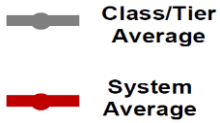
Annual Ridership



Top Transfer Locations

Rhode Island Avenue

Average Daily Ridership



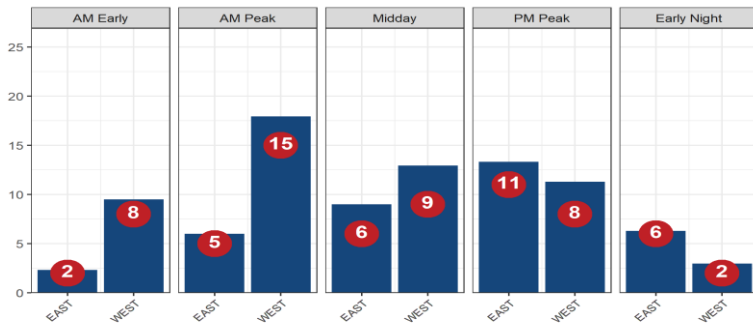
Saturday

No Service

Sunday

No Service

Average Trip Ridership and Maximum Load by Time Period



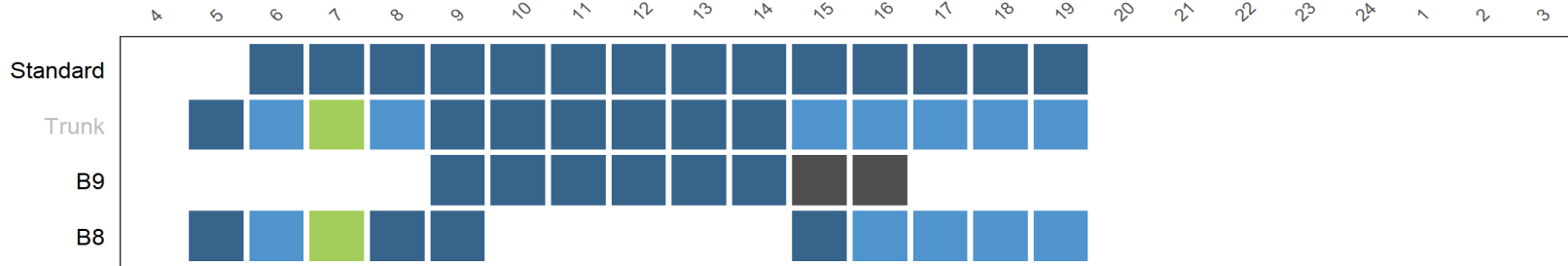
Vehicle Load Factor

| | | Direction: | EAST | WEST |
|---------------------------------|---------------------------------|------------|------|------|
| Weekday | Peak Maximum Target: 1 | | 0.28 | 0.38 |
| | Off-Peak Maximum Target: 1.0 | | 0.16 | 0.22 |
| Saturday Maximum Target: 1.0 | | | | |
| Sunday Maximum Target: 1.0 | | | | |

Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



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 AM - 7:38 PM | - | B | - | - | - | - | - | - |
| | Frequency of Service varies | Peak: 22.9 / Off-Peak: 63.6 | Peak: 28.1 / Off-Peak: 61.2 | A | - | - | - | - | - | - |
| Productivity | Passengers per Revenue Hour 10 | 28.4 | 25.4 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 2.7 | 2.2 | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 69% | 81% | D | - | - | - | - | - | - |
| | Crowding 5% | 0% | 1% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.19 Peak: 0.33 | Off-Peak: 0.27 Peak: 0.35 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$4.21 | \$ 5.33 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 26% | 23% | A | - | - | - | - | - | - |

Route B8

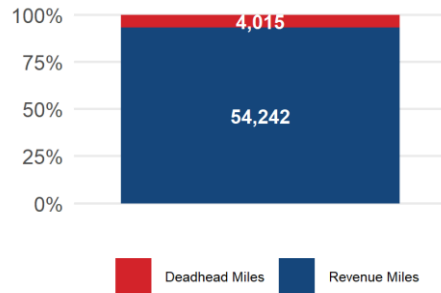
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 7.1 | | | 4.9 | | | E | | |
| Route Design | Circuitry N/A | 1.35 | | | 12.83 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | 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 | 31.8 | 25.4 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 3.1 | 2.2 | A | - | - | - | - | - | - |
| | Unique Segment Ridership 10% | 0% | 33% | E | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 73% | 81% | D | - | - | - | - | - | - |
| | Crowding 5% | 0% | 1% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.14 Peak: 0.33 | Off-Peak: 0.27 Peak: 0.35 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$3.75 | \$ 5.33 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 31% | 22% | A | - | - | - | - | - | - |

Route B9

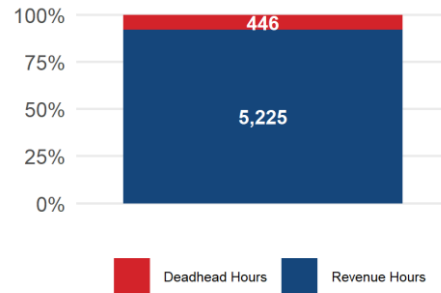
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 6 | | | 4.9 | | | E | | |
| Route Design | Circuitry N/A | 2.11 | | | 12.83 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 10 | 21 | 25.4 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 1.8 | 2.2 | A | - | - | - | - | - | - |
| | Unique Segment Ridership 10% | 3% | 33% | E | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 60% | 81% | E | - | - | - | - | - | - |
| | Crowding 5% | 0% | 1% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.22 Peak: 0.31 | Off-Peak: 0.27 Peak: 0.35 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$5.68 | \$ 5.33 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 15% | 22% | D | - | - | - | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



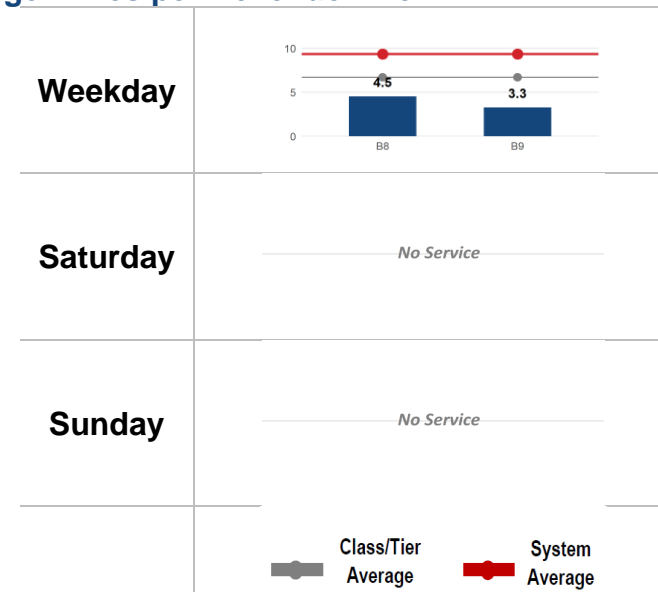
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| B8 | 7.50 | 902 | 900 (99.8%) |
| B9 | 13.30 | 264 | 263 (99.6%) |
| | | | |
| | | | |

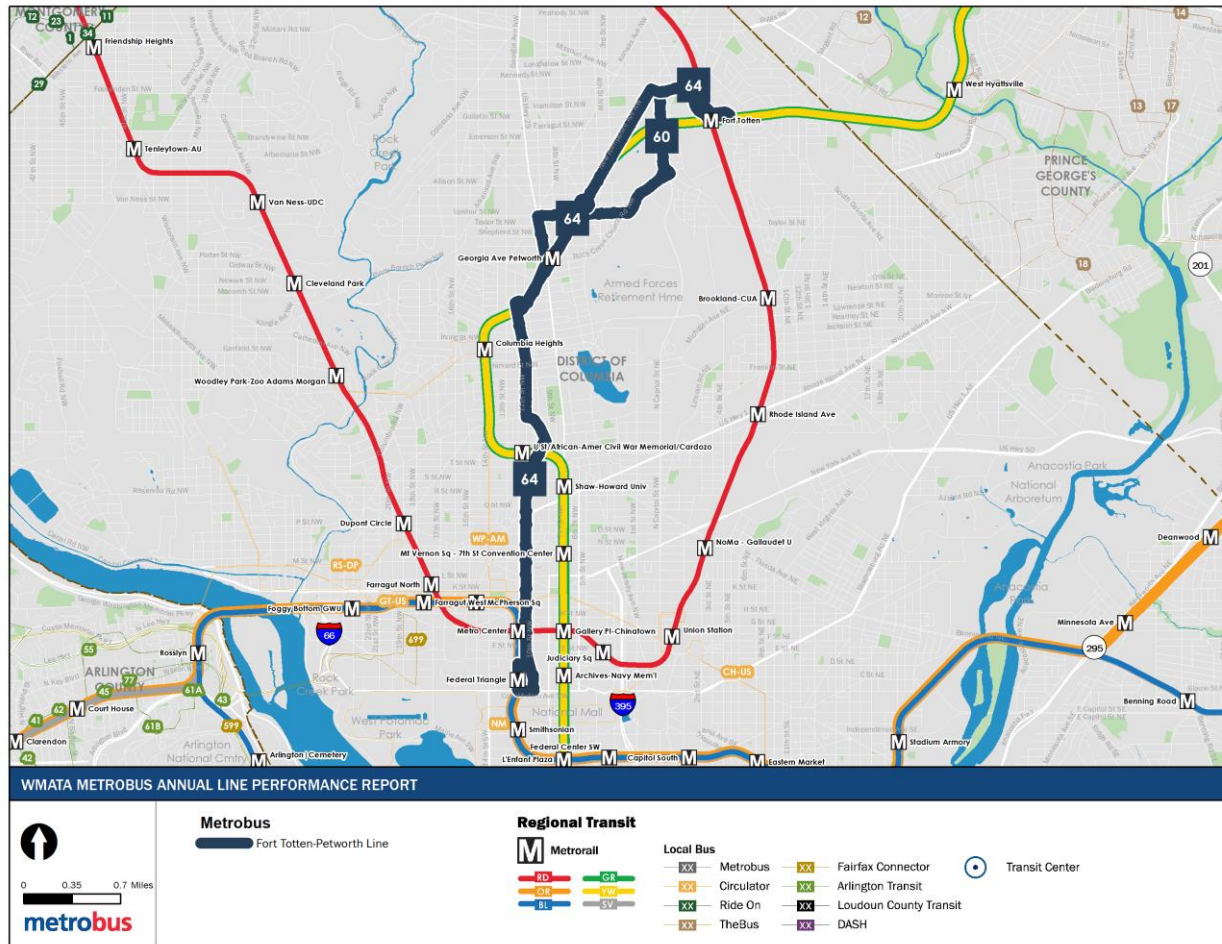
Service Change Summary

Route B8 - June 2020:
 Weekday: No change; Saturday: No change; Sunday: No change;
 Route B9 - June 2020:
 Weekday: No change; Saturday: No change; Sunday: No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Framework

Activity Tier

1

Overall Grade

| Line | Overall Grade |
|--------------------------------|---------------|
| Line 43 - Fort Totten-Petworth | B |
| | |
| | |
| | |
| | |
| | |
| | |

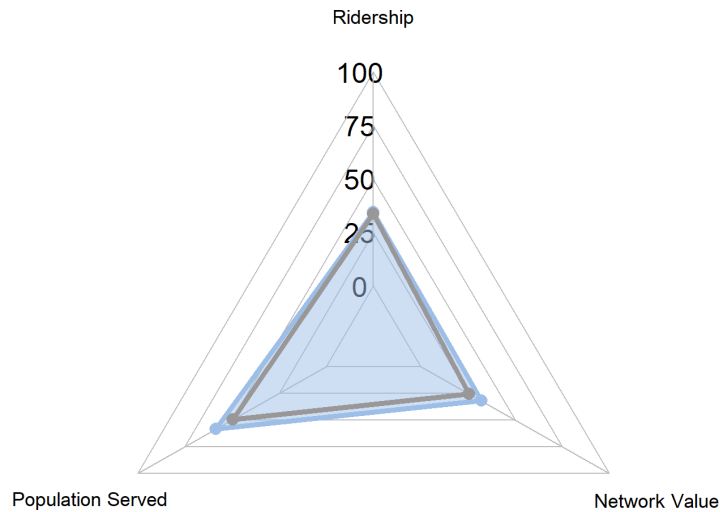
Legend

- Exceeds (Dark Blue)
- Meets (Green)
- Approaches (Yellow)
- Below (Orange)
- Significantly Below (Red)

Line Benefit Score

42

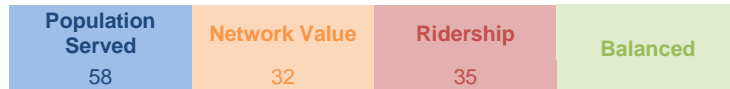
Out of 100



Classification Average

Line Focus:

Line Score:



Operating Statistics

| | | |
|--|------------------------|-------------|
| | Annual Operating Costs | \$4,790,201 |
| | Peak Vehicles | 13 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|----------------------------|-------------------|--------|
| | Service Area Population | 63,732 | |
| | People of Color Population | Service Area | 31,528 |
| | | % Riders Surveyed | 82% |
| | Low Income Household | Service Area | 14,139 |
| | | % Riders Surveyed | 55% |

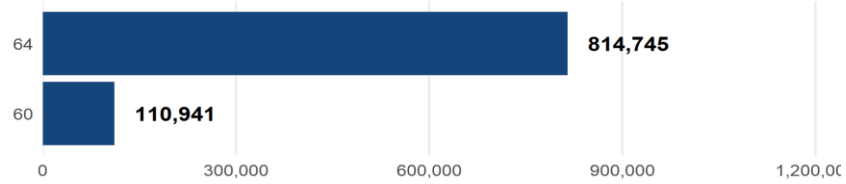
Facilities/Amenities

| | | |
|--|------------------------------|-----|
| | Bus Stops | 109 |
| | % Stops With Shelters | 17% |
| | % Stops With Benches | 12% |
| | % Stops With Real-Time Signs | 7% |



Ridership

Annual Ridership

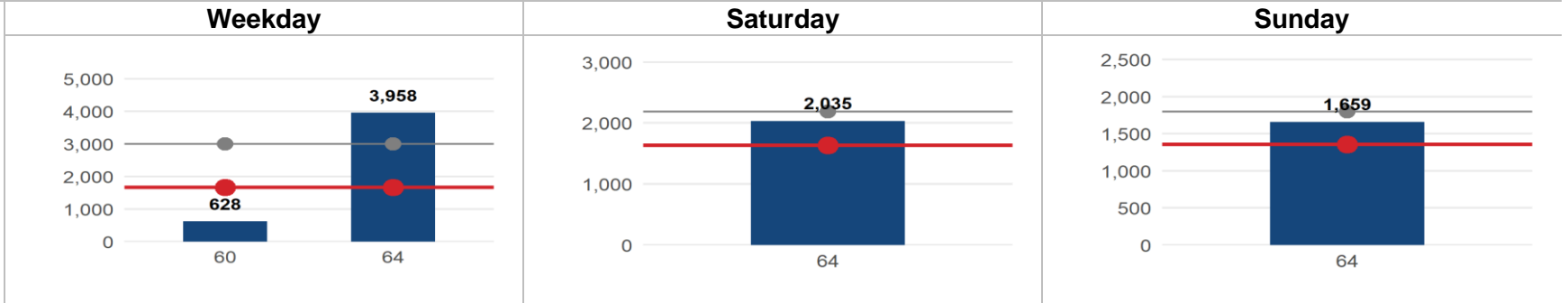


Top Transfer Locations

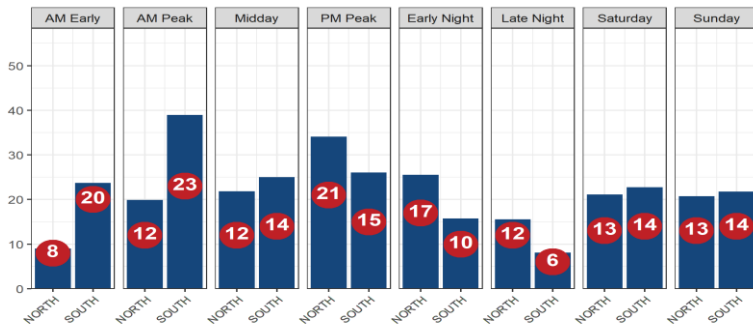
Fort Totten, Georgia Avenue-Petworth, Metro Center

Average Daily Ridership

- Class/Tier Average
- System Average



Average Trip Ridership and Maximum Load by Time Period



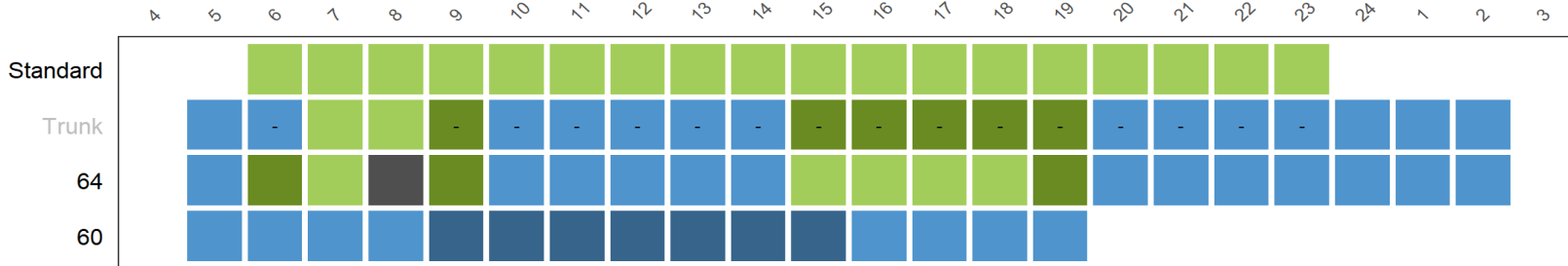
Vehicle Load Factor

| | | Direction: | |
|--|--|------------|-------|
| | | NORTH | SOUTH |
| Weekday | Peak Maximum Target: 1.2 | 0.43 | 0.47 |
| | Off-Peak Maximum Target: 1.0 | 0.33 | 0.32 |
| Saturday Maximum Target: 1.0 | | 0.33 | 0.35 |
| Sunday Maximum Target: 1.0 | | 0.33 | 0.35 |

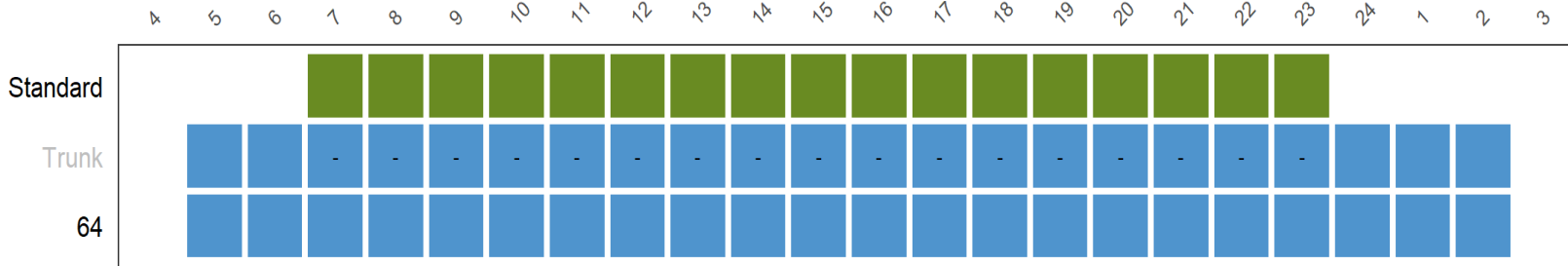
Span and Frequency



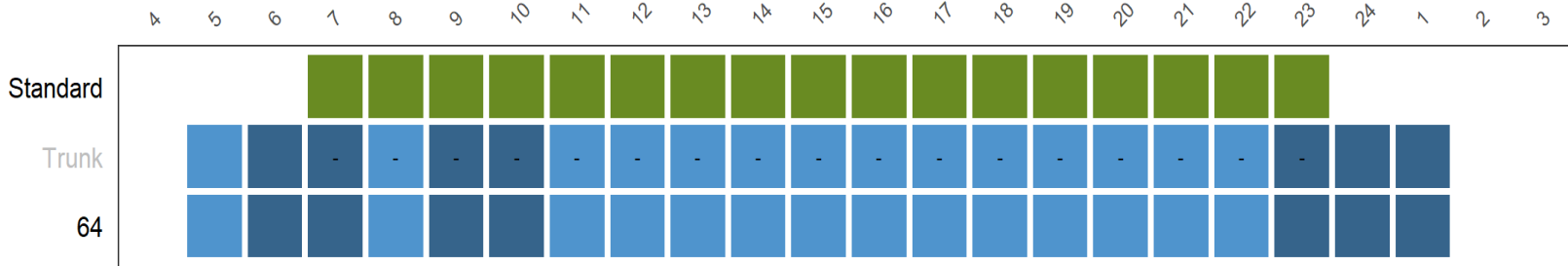
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



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 AM - 2:15 AM | - | A | 5:00 AM - 2:17 AM | - | A | 5:00 AM - 1:30 AM | - | A |
| | Frequency of Service varies | Peak: 16.7 / Off-Peak: 24.2 | Peak: 17.4 / Off-Peak: 39 | C | 26.1 | 25.4 | D | 30.4 | 29.4 | E |
| Productivity | Passengers per Revenue Hour 30 | 35.2 | 33.6 | A | 29.4 | 27.3 | C | 29.3 | 27.1 | C |
| | Passengers per Revenue Mile 4 | 5.2 | 4.5 | A | 3.8 | 3.3 | C | 3.7 | 3.2 | C |
| Reliability | On-Time Performance 79% | 78% | 74% | C | 79% | 76% | B | 76% | 79% | C |
| | Crowding 5% | 2% | 4% | A | 0% | 3% | A | 0% | 1% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.33 Peak: 0.45 | Off-Peak: 0.39 Peak: 0.54 | A | 0.34 | 0.36 | A | 0.34 | 0.35 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$3.39 | \$ 4.15 | A | \$4.06 | \$ 5.07 | A | \$4.07 | \$ 5.11 | A |
| | Cost Recovery 25% | 34% | 32% | A | 28% | 27% | A | 28% | 26% | A |

Route 60

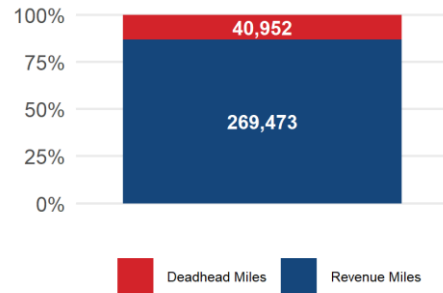
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 6.6 | | | 5 | | | E | | |
| | Circuitry 1.75 | 1.21 | | | 1.28 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 30 | 27.4 | 33.6 | C | - | - | - | - | - | - |
| | Passengers per Revenue Mile 4 | 4.3 | 4.5 | B | - | - | - | - | - | - |
| | Unique Segment Ridership 10% | 37% | 13% | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 89% | 74% | A | - | - | - | - | - | - |
| | Crowding 5% | 0% | 4% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.17 Peak: 0.27 | Off-Peak: 0.38 Peak: 0.54 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$4.35 | \$ 4.15 | A | - | - | - | - | - | - |
| | Cost Recovery 25% | 24% | 34% | C | - | - | - | - | - | - |

Route 64

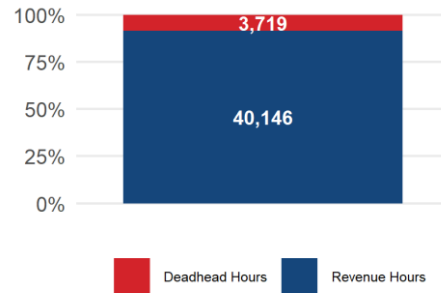
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 6.6 | | | 5 | | | E | | |
| Route Design | Circuitry 1.75 | 1.07 | | | 1.28 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 30 | 36.9 | 33.6 | A | 29.4 | 27.3 | C | 29.3 | 27.1 | C |
| | Passengers per Revenue Mile 4 | 5.4 | 4.5 | A | 3.8 | 3.3 | C | 3.7 | 3.2 | C |
| | Unique Segment Ridership 10% | 50% | 13% | A | 48% | 23% | A | 48% | 25% | A |
| Reliability | On-Time Performance 79% | 76% | 74% | C | 79% | 76% | B | 76% | 79% | C |
| | Crowding 5% | 3% | 4% | A | 0% | 3% | A | 0% | 2% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.37 Peak: 0.56 | Off-Peak: 0.38 Peak: 0.54 | A | 0.34 | 0.36 | A | 0.34 | 0.35 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$3.24 | \$ 4.15 | A | \$4.06 | \$ 5.07 | A | \$4.07 | \$ 5.11 | A |
| | Cost Recovery 25% | 36% | 34% | A | 28% | 26% | A | 28% | 26% | A |

Operational Analysis

Miles Allocation



Hours Allocation



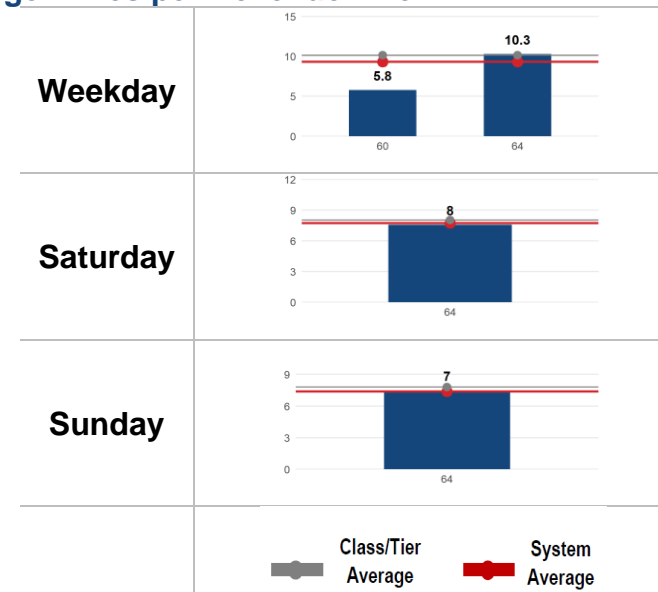
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| 60 | 5.60 | 1,144 | 1,144 (100.0%) |
| 64 | 12.10 | 3,576 | 3,560 (99.6%) |

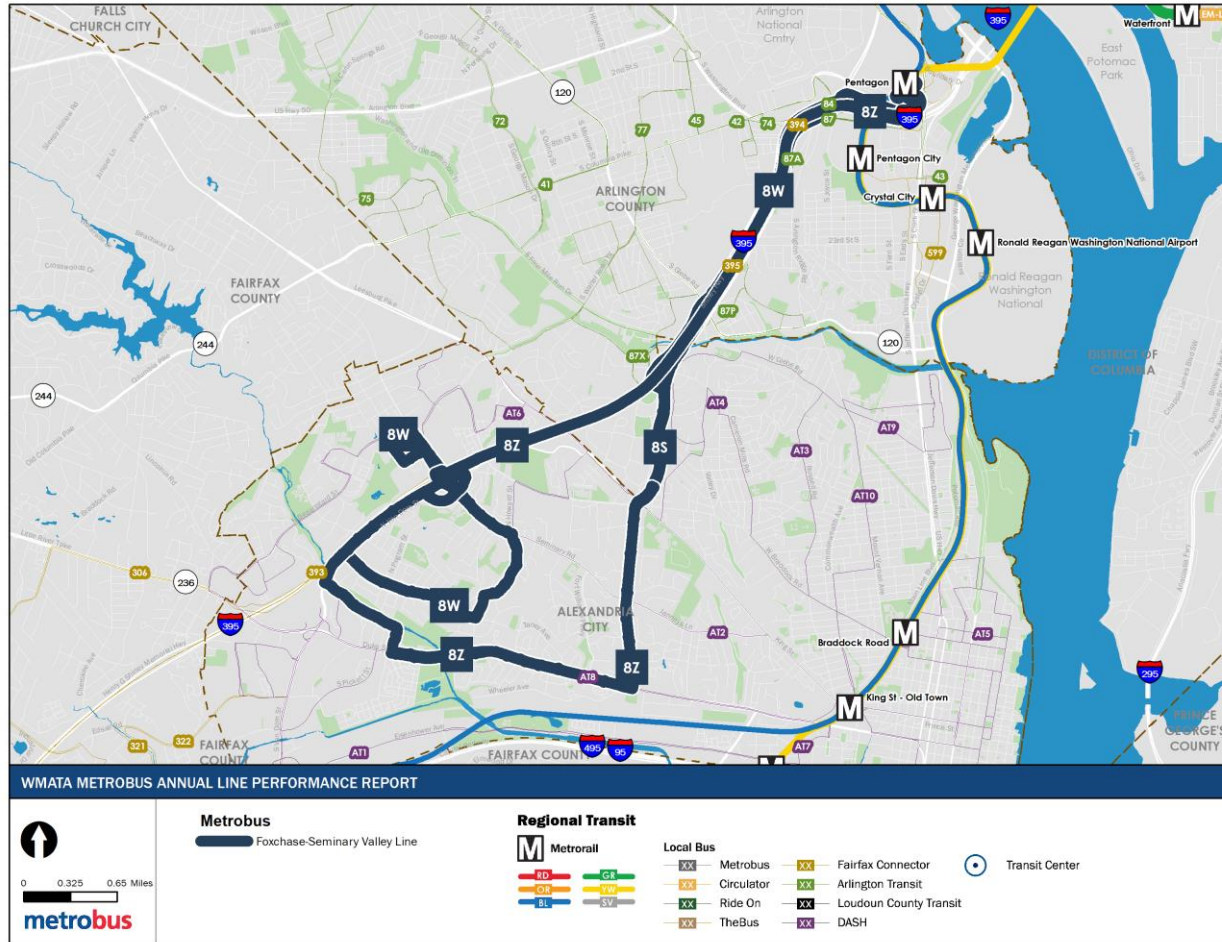
Service Change Summary

Route 60 - June 2020:
 Weekday: restore service/separate line; Saturday: No change; Sunday: No change;
 Route 64 - June 2020:
 Weekday: new line name; Saturday: new line name; Sunday: new line name;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Commuter

Activity Tier

2

Overall Grade

| Line | Grade |
|------|-------|
| Line | A |
| | |
| | |
| | |
| | |
| | |

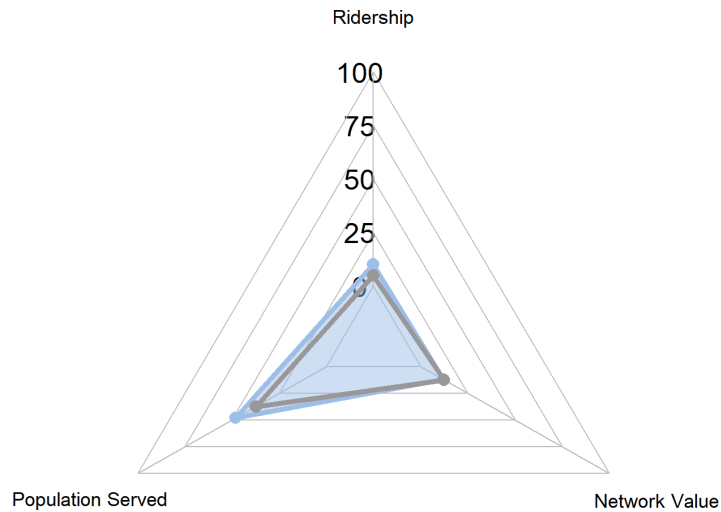
Legend

- Exceeds (Dark Blue)
- Meets (Green)
- Approaches (Yellow)
- Below (Orange)
- Significantly Below (Red)

Line Benefit Score

23

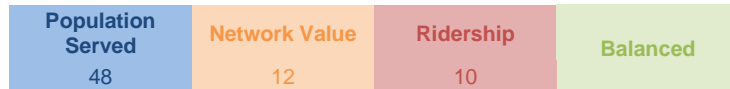
Out of 100



Classification Average

Line Focus:

Line Score:



Operating Statistics

| | | |
|--|------------------------|-------------|
| | Annual Operating Costs | \$1,112,162 |
| | Peak Vehicles | 10 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|----------------------------|-------------------|--------|
| | Service Area Population | 47,460 | |
| | People of Color Population | Service Area | 18,728 |
| | | % Riders Surveyed | 50% |
| | Low Income Household | Service Area | 11,349 |
| | | % Riders Surveyed | 12% |

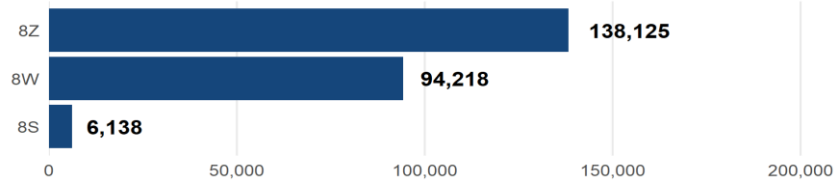
Facilities/Amenities

| | | |
|--|------------------------------|-----|
| | Bus Stops | 96 |
| | % Stops With Shelters | 27% |
| | % Stops With Benches | 23% |
| | % Stops With Real-Time Signs | 3% |



Ridership

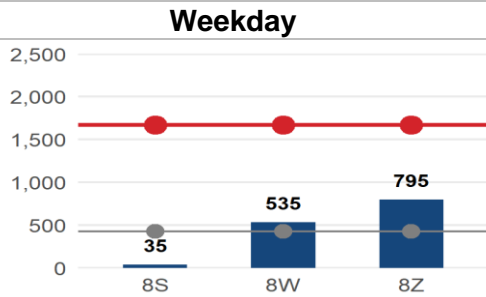
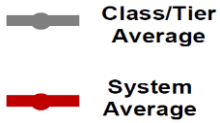
Annual Ridership



Top Transfer Locations

Pentagon

Average Daily Ridership



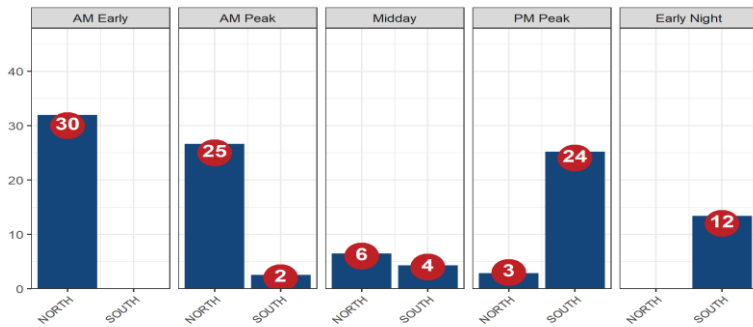
Saturday

No Service

Sunday

No Service

Average Trip Ridership and Maximum Load by Time Period



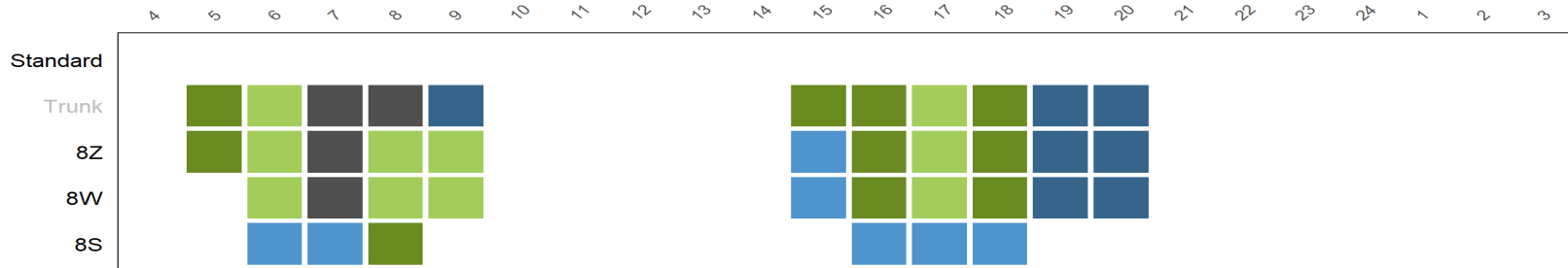
Vehicle Load Factor

| | | Direction: | |
|---------------------------------|---------------------------------|------------|-------|
| | | NORTH | SOUTH |
| Weekday | Peak Maximum Target: 1 | 0.53 | 0.47 |
| | Off-Peak Maximum Target: 1.0 | 0.3 | 0.18 |
| Saturday Maximum Target: 1.0 | | | |
| Sunday Maximum Target: 1.0 | | | |

Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



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 AM - 9:20 AM; 3:40 PM - 8:50 PM | - | A | - | - | - | - | - | - |
| | Frequency of Service varies | Peak: 13.9 / Off-Peak: 150.0 | Peak: 25.4 / Off-Peak: 102 | - | - | - | - | - | - | - |
| Productivity | Passengers per Revenue Hour N/A | 34 | 22.9 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 2.2 | 1.7 | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 88% | 71% | A | - | - | - | - | - | - |
| | Crowding 5% | 4% | 6% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.24 Peak: 0.5 | Off-Peak: 0.34 Peak: 0.51 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$3.50 | \$ 6.15 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 45% | 42% | A | - | - | - | - | - | - |

Route 8S

| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|-----------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile N/A | 0.6 | | | 2.9 | | | - | | |
| Route Design | Circuitry N/A | 1 | | | 1.48 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour N/A | 9.7 | 22.9 | E | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 0.6 | 1.7 | E | - | - | - | - | - | - |
| | Unique Segment Ridership 15% | 0% | 18% | E | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 68% | 71% | E | - | - | - | - | - | - |
| | Crowding 5% | 0% | 4% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.06 Peak: 0.06 | Off-Peak: 0.3 Peak: 0.45 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$12.31 | \$ 6.15 | E | - | - | - | - | - | - |
| | Cost Recovery 20% | 13% | 39% | E | - | - | - | - | - | - |

Route 8W

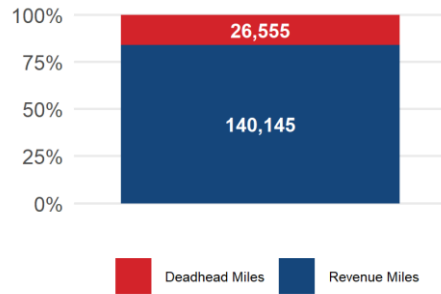
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|-----------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile N/A | 2.6 | | | 2.9 | | | - | | |
| Route Design | Circuitry N/A | 1.69 | | | 1.48 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour N/A | 35.1 | 22.9 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 2.3 | 1.7 | A | - | - | - | - | - | - |
| | Unique Segment Ridership 15% | 0% | 18% | E | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 89% | 71% | A | - | - | - | - | - | - |
| | Crowding 5% | 1% | 4% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.24 Peak: 0.53 | Off-Peak: 0.3 Peak: 0.45 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$3.40 | \$ 6.15 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 46% | 39% | A | - | - | - | - | - | - |

Route 8Z

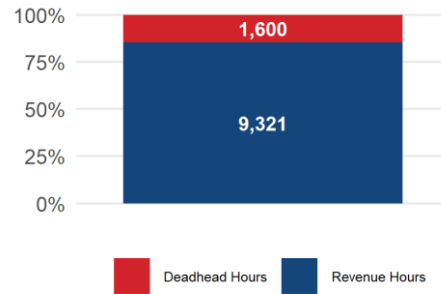
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|-----------------------------|-----------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile N/A | 2.7 | | | 2.9 | | | - | | |
| Route Design | Circuitry N/A | 2.32 | | | 1.48 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour N/A | 37.2 | 22.9 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 2.4 | 1.7 | A | - | - | - | - | - | - |
| | Unique Segment Ridership 15% | 28% | 18% | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 89% | 71% | A | - | - | - | - | - | - |
| | Crowding 5% | 5% | 4% | C | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.29 Peak: 0.7 | Off-Peak: 0.3 Peak: 0.45 | B | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$3.20 | \$ 6.15 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 49% | 39% | A | - | - | - | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



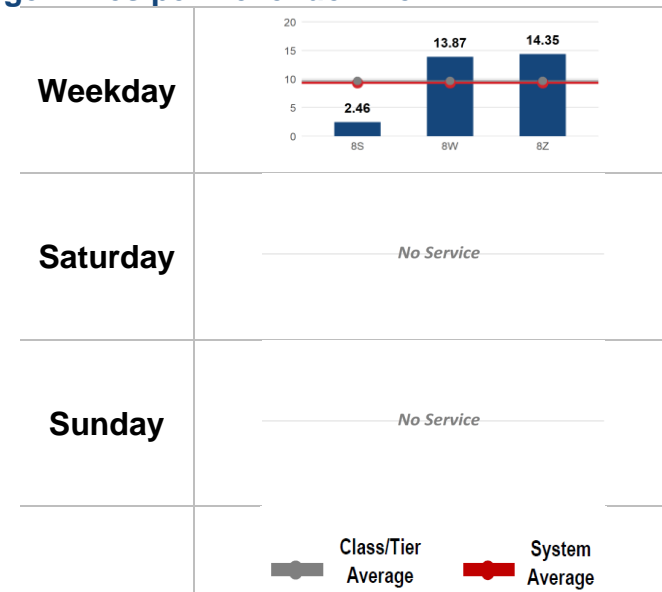
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| 8S | 9.00 | 242 | 242 (100.0%) |
| 8W | 19.80 | 572 | 572 (100.0%) |
| 8Z | 22.00 | 594 | 591 (99.5%) |

Service Change Summary

Route 8S - June 2020:
 Weekday: No change; Saturday: No change; Sunday: No change;
 Route 8W - June 2020:
 Weekday: No change; Saturday: No change; Sunday: No change;
 Route 8Z - June 2020:
 Weekday: No change; Saturday: No change; Sunday: No change;

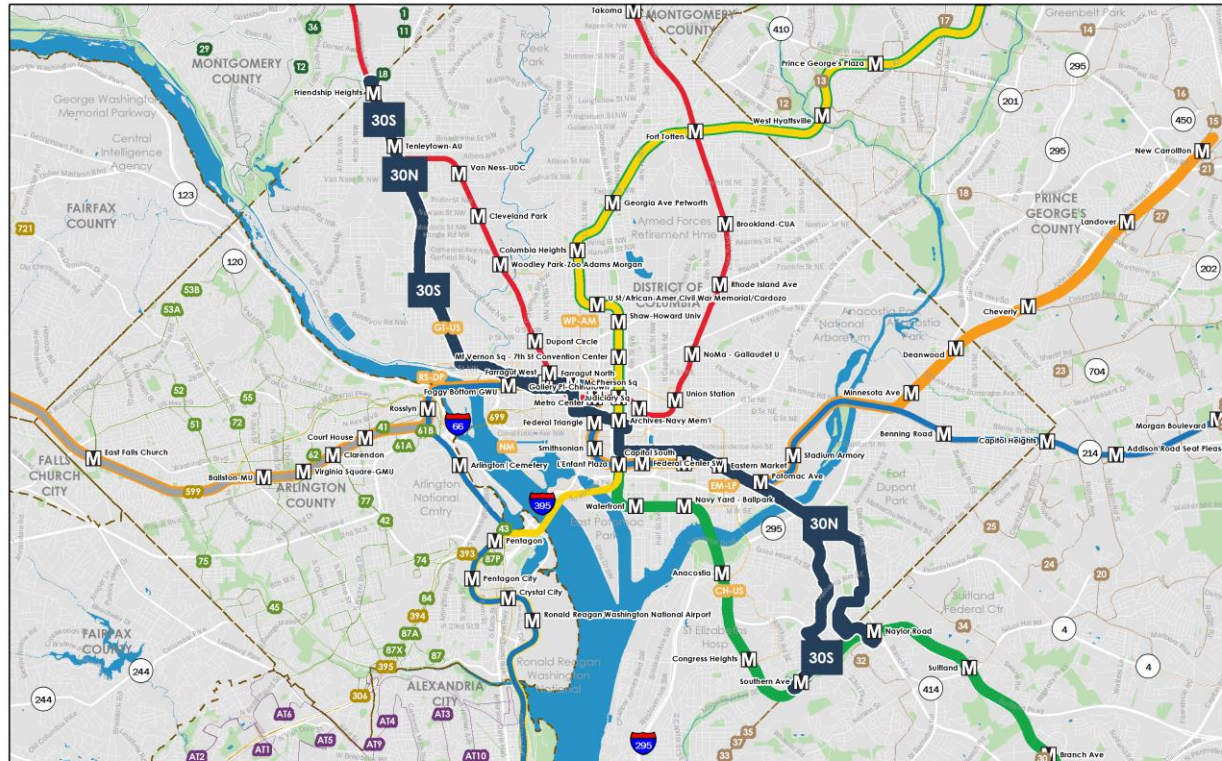
Passenger Miles per Revenue Mile



LINE: 113 - Friendship Heights - Southeast

ROUTE(S): 30N, 30S

About the Line



WMATA METROBUS ANNUAL LINE PERFORMANCE REPORT

0 0.5 1 Miles

Metrobus

Friendship Heights - Southeast Line

Regional Transit

M Metrorail

- RD Metrorail
- OR Metrorail
- BL Metrorail
- G1 Fairfax Connector
- G2 Arlington Transit
- G3 Loudoun County Transit
- SV DASH

Local Bus

- XX Metrobus
- XX Circulator
- XX Ride On
- XX TheBus
- XX Fairfax Connector
- XX Arlington Transit
- XX Loudoun County Transit
- XX DASH

Transit Center

+ Transit Center

Service Classification Framework

Activity Tier

1

Overall Grade

| Line | Overall Grade |
|---|---------------|
| Line 113 - Friendship Heights - Southeast | C |

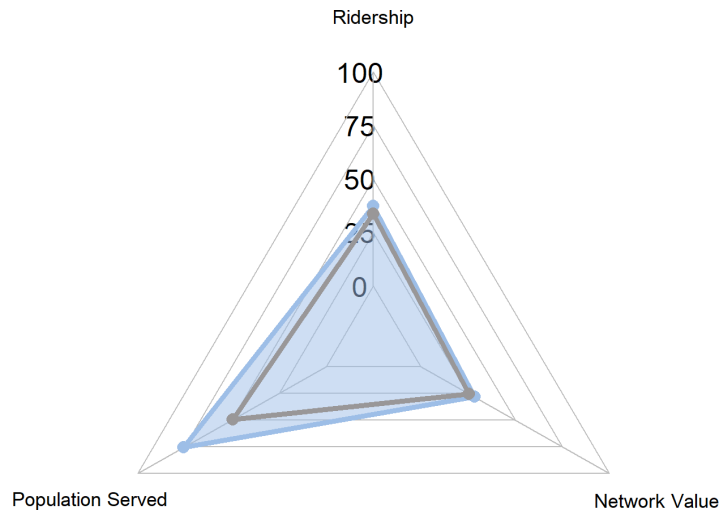
Legend

- Exceeds
- Meets
- Approaches
- Significantly Below

Line Benefit Score

47

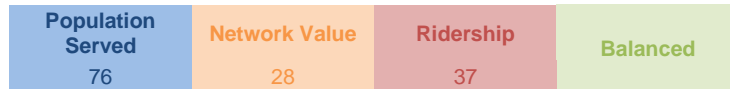
Out of 100



Classification Average



Line Focus:



Line Score:

Operating Statistics

| | | |
|--|------------------------|-------------|
| | Annual Operating Costs | \$6,374,973 |
| | Peak Vehicles | 7 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|----------------------------|-------------------|--------|
| | Service Area Population | 116,444 | |
| | People of Color Population | Service Area | 53,053 |
| | | % Riders Surveyed | 69% |
| | Low Income Household | Service Area | 30,608 |
| | | % Riders Surveyed | 44% |

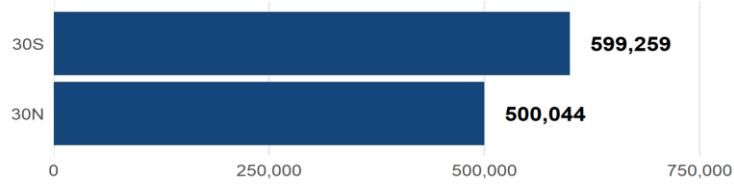
Facilities/Amenities

| | | |
|--|------------------------------|-----|
| | Bus Stops | 182 |
| | % Stops With Shelters | 36% |
| | % Stops With Benches | 35% |
| | % Stops With Real-Time Signs | 19% |



Ridership

Annual Ridership

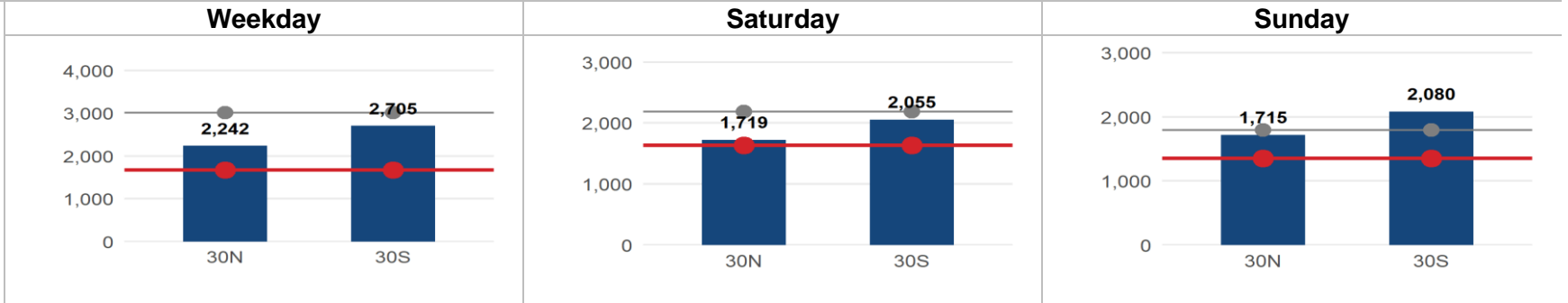


Top Transfer Locations

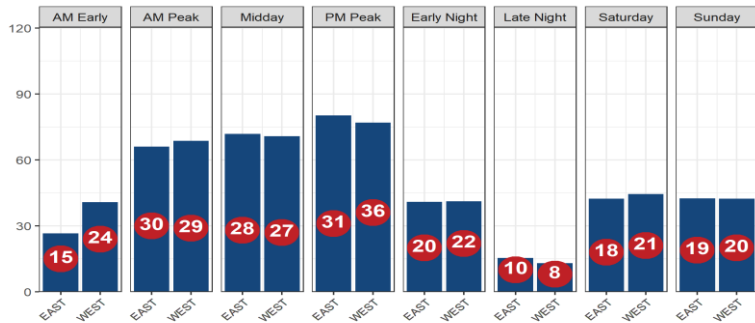
Foggy Bottom, Potomac Avenue, Tenleytown-AU

Average Daily Ridership

- Class/Tier Average
- System Average



Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

| | | Direction: | |
|---------------------------------|---------------------------------|------------|------|
| | | EAST | WEST |
| Weekday | Peak Maximum Target: 1.2 | 0.77 | 0.83 |
| | Off-Peak Maximum Target: 1.0 | 0.5 | 0.52 |
| Saturday Maximum Target: 1.0 | | 0.46 | 0.52 |
| Sunday Maximum Target: 1.0 | | 0.48 | 0.5 |

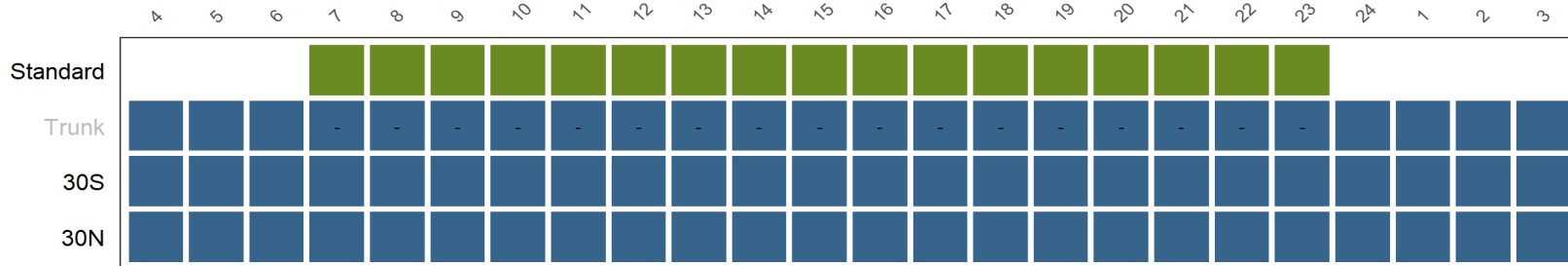
Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

C 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 AM - 3:47 AM | - | A | 4:11 AM - 4:05 AM | - | A | 4:11 AM - 3:28 AM | - | A |
| | Frequency of Service varies | Peak: 37.5 / Off-Peak: 37.8 | Peak: 17.4 / Off-Peak: 39 | E | 37.3 | 25.4 | E | 37.0 | 29.4 | E |
| Productivity | Passengers per Revenue Hour 30 | 34.0 | 33.6 | A | 28.5 | 27.3 | C | 28.8 | 27.1 | C |
| | Passengers per Revenue Mile 4 | 3.9 | 4.5 | C | 3.1 | 3.3 | E | 3.1 | 3.2 | E |
| Reliability | On-Time Performance 79% | 66% | 74% | E | 68% | 76% | E | 71% | 79% | D |
| | Crowding 5% | 6% | 4% | D | 5% | 3% | B | 2% | 1% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.51 Peak: 0.8 | Off-Peak: 0.39 Peak: 0.54 | A | 0.49 | 0.36 | A | 0.49 | 0.35 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$3.51 | \$ 4.15 | A | \$4.18 | \$ 5.07 | A | \$4.15 | \$ 5.11 | A |
| | Cost Recovery 25% | 34% | 32% | A | 28% | 27% | A | 29% | 26% | A |

Route 30N

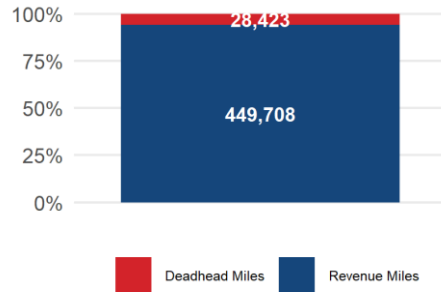
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 5.4 | | | 5 | | | E | | |
| | Circuitry 1.75 | 1.14 | | | 1.28 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 30 | 31.0 | 33.6 | B | 26.1 | 27.3 | D | 26.4 | 27.1 | D |
| | Passengers per Revenue Mile 4 | 3.5 | 4.5 | D | 2.9 | 3.3 | E | 2.8 | 3.2 | E |
| | Unique Segment Ridership 10% | 0% | 13% | E | 4% | 23% | E | 5% | 25% | E |
| Reliability | On-Time Performance 79% | 64% | 74% | E | 69% | 76% | E | 73% | 79% | D |
| | Crowding 5% | 5% | 4% | C | 5% | 3% | C | 0% | 2% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.46 Peak: 0.75 | Off-Peak: 0.38 Peak: 0.54 | A | 0.47 | 0.36 | A | 0.46 | 0.35 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$3.86 | \$ 4.15 | A | \$4.58 | \$ 5.07 | B | \$4.52 | \$ 5.11 | B |
| | Cost Recovery 25% | 33% | 34% | A | 28% | 26% | A | 28% | 26% | A |

Route 30S

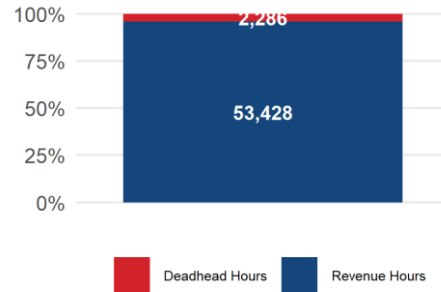
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 5.4 | | | 5 | | | E | | |
| | Circuitry 1.75 | 1.16 | | | 1.28 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 30 | 37.0 | 33.6 | A | 31.0 | 27.3 | B | 31.1 | 27.1 | B |
| | Passengers per Revenue Mile 4 | 4.2 | 4.5 | B | 3.4 | 3.3 | D | 3.3 | 3.2 | D |
| | Unique Segment Ridership 10% | 0% | 13% | E | 0% | 23% | E | 0% | 25% | E |
| Reliability | On-Time Performance 79% | 68% | 74% | E | 68% | 76% | E | 68% | 79% | E |
| | Crowding 5% | 6% | 4% | E | 4% | 3% | A | 3% | 2% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.55 Peak: 0.85 | Off-Peak: 0.38 Peak: 0.54 | B | 0.51 | 0.36 | A | 0.52 | 0.35 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$3.23 | \$ 4.15 | A | \$3.84 | \$ 5.07 | A | \$3.84 | \$ 5.11 | A |
| | Cost Recovery 25% | 35% | 34% | A | 29% | 26% | A | 29% | 26% | A |

Operational Analysis

Miles Allocation



Hours Allocation



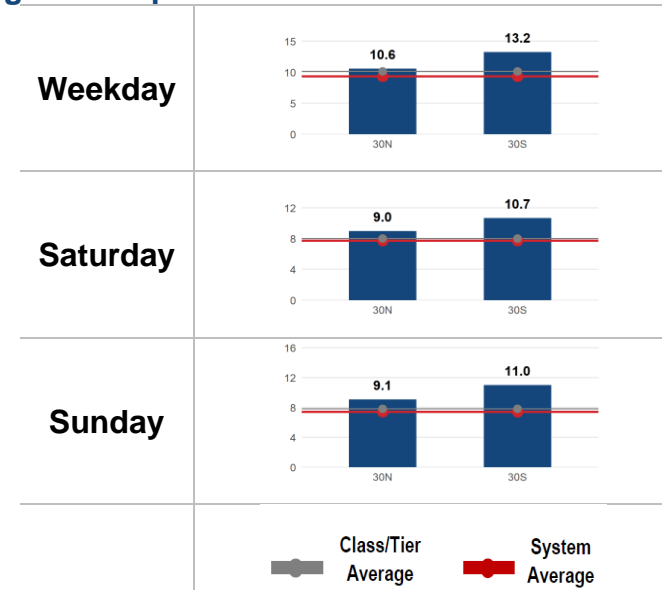
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| 30N | 27.20 | 1,422 | 1,405 (98.8%) |
| 30S | 28.20 | 1,422 | 1,401 (98.5%) |
| | | | |
| | | | |

Service Change Summary

Route 30N - June 2020:
 Weekday: cut last trips; Saturday: No change; Sunday: No change;
 Route 30S - June 2020:
 Weekday: cut last trips; Saturday: No change; Sunday: No change;

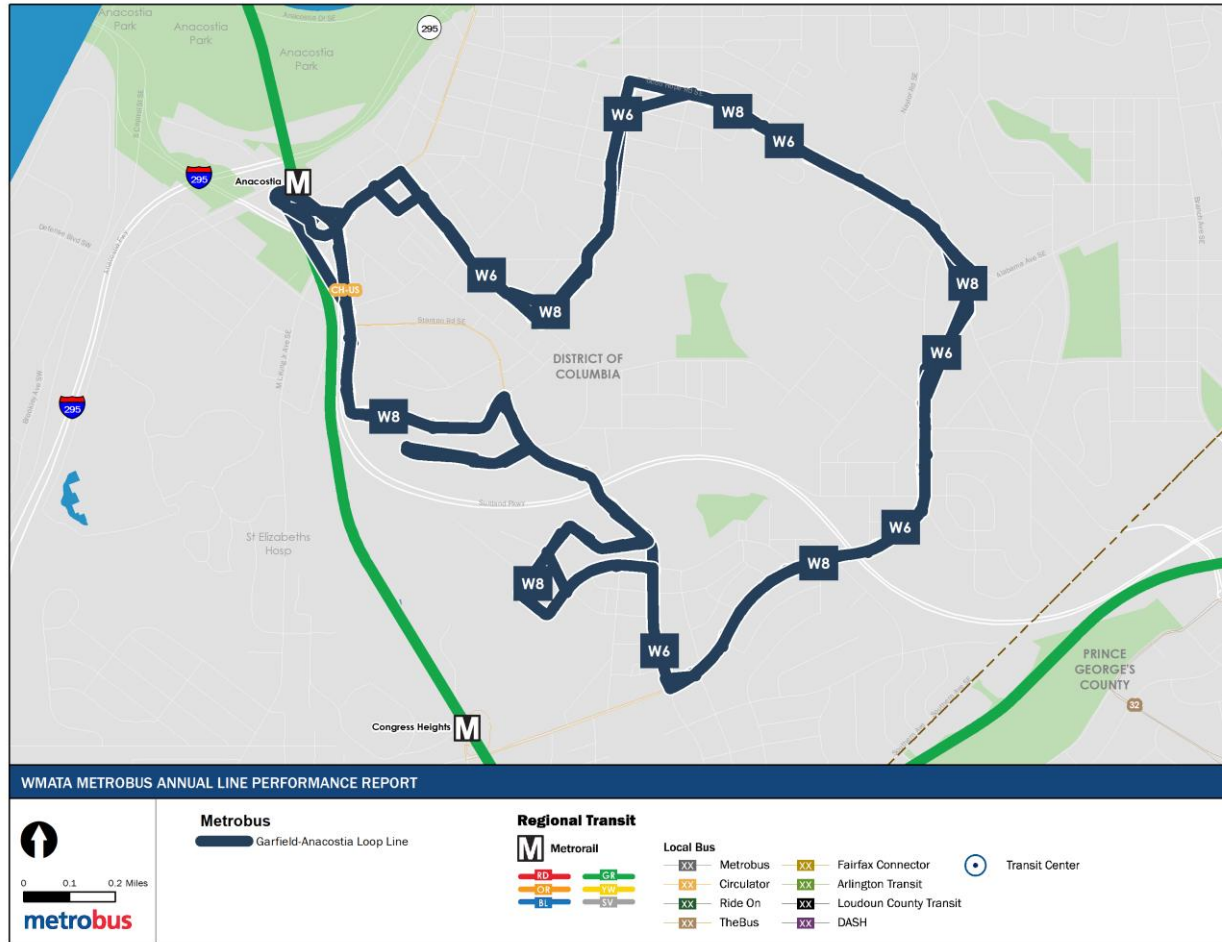
Passenger Miles per Revenue Mile



LINE: 15 - Garfield-Anacostia Loop

ROUTE(S): W6, W8

About the Line



Service Classification

Coverage

Activity Tier

1

Overall Grade

| Line | Overall Grade |
|------|---------------|
| Line | B |
| | |
| | |
| | |
| | |
| | |

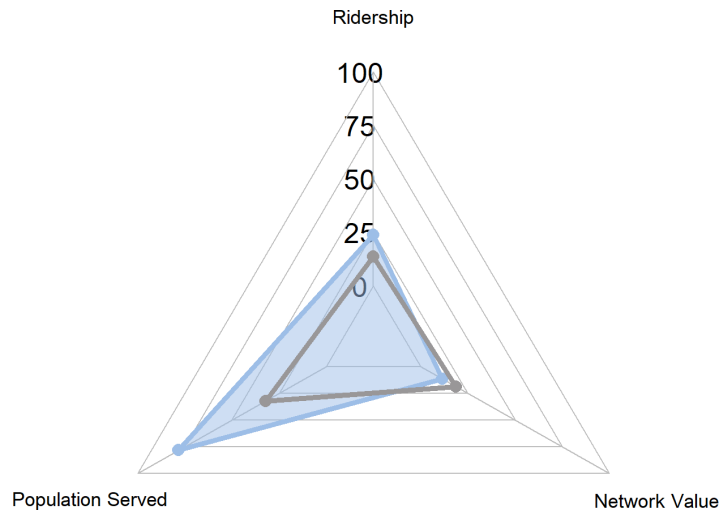
Legend

- Exceeds (Blue)
- Meets (Green)
- Approaches (Yellow)
- Below (Orange)
- Significantly Below (Red)

Line Benefit Score

38

Out of 100



Classification Average



Line Focus:

Population Served

Network Value

Ridership

Balanced




Line Score:

78




11

24





Operating Statistics

| | | |
|---|-------------------------------|--------------------|
|  | Annual Operating Costs | \$3,117,428 |
|  | Peak Vehicles | 8 |
|  | Vehicle Type(s) | 30 Foot |

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

| | | | |
|---|-----------------------------------|-------------------|---------------|
|  | Service Area Population | 67,606 | |
|  | People of Color Population | Service Area | 63,355 |
| | | % Riders Surveyed | 98% |
|  | Low Income Household | Service Area | 37,865 |
| | | % Riders Surveyed | 80% |

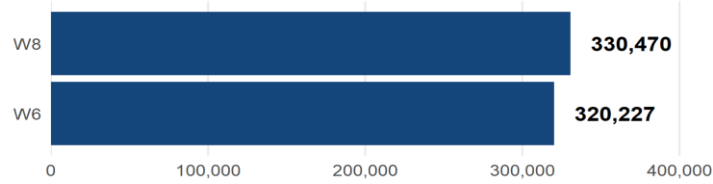
Facilities/Amenities

| | | |
|---|-------------------------------------|------------|
|  | Bus Stops | 91 |
|  | % Stops With Shelters | 16% |
|  | % Stops With Benches | 14% |
|  | % Stops With Real-Time Signs | 5% |



Ridership

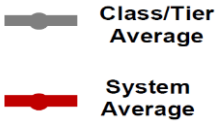
Annual Ridership



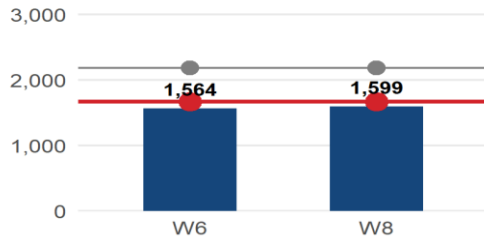
Top Transfer Locations

Anacostia

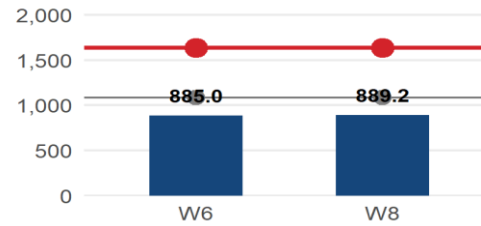
Average Daily Ridership



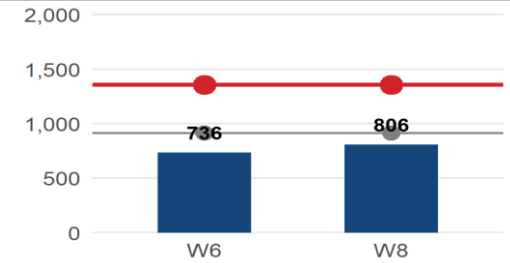
Weekday



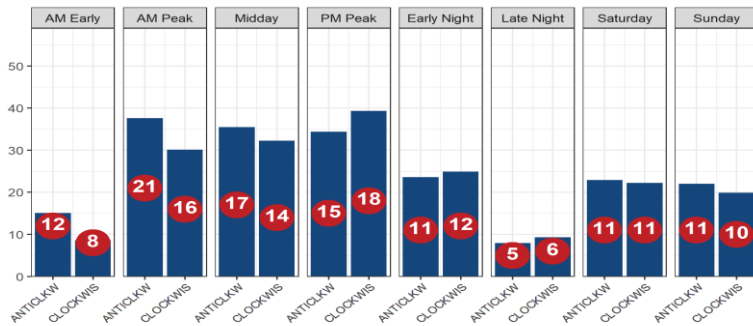
Saturday



Sunday



Average Trip Ridership and Maximum Load by Time Period



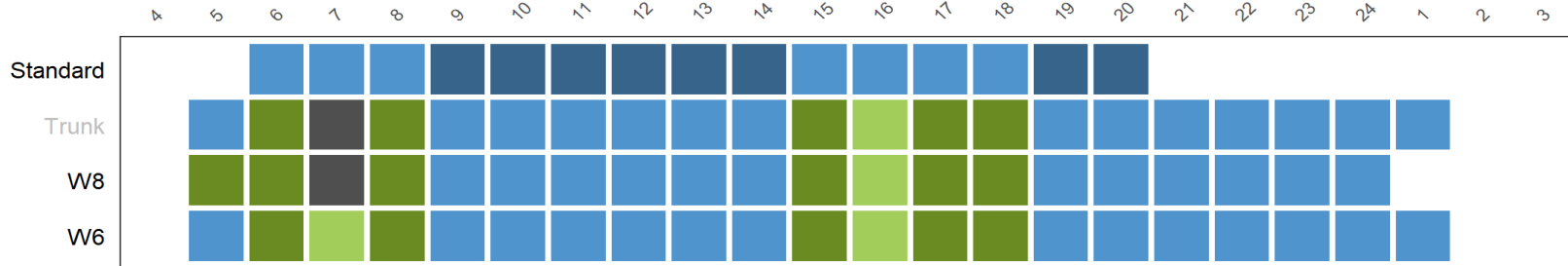
Vehicle Load Factor

| | | Direction: ANTICLKW | | CLOCKWIS | |
|---------------------------------|---------------------------------|---------------------|------|----------|--|
| Weekday | Peak Maximum Target: 1.2 | 0.64 | 0.61 | | |
| | Off-Peak Maximum Target: 1.0 | 0.44 | 0.4 | | |
| Saturday Maximum Target: 1.0 | | 0.41 | 0.39 | | |
| Sunday Maximum Target: 1.0 | | 0.41 | 0.37 | | |

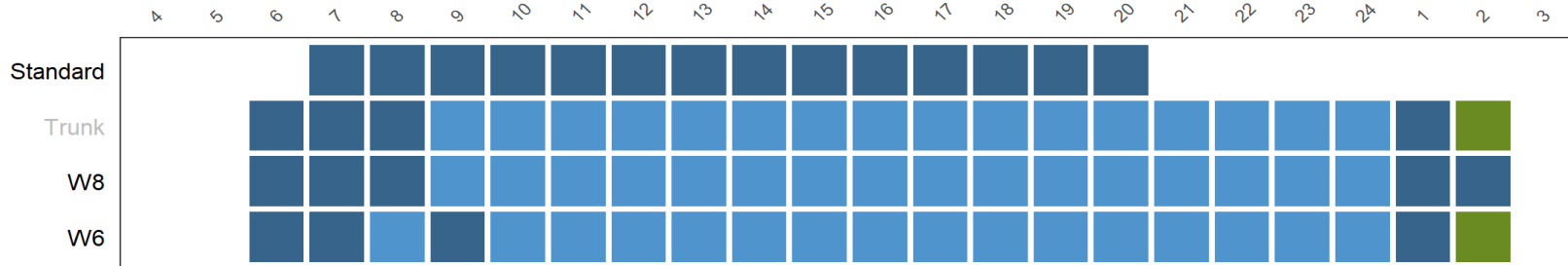
Span and Frequency



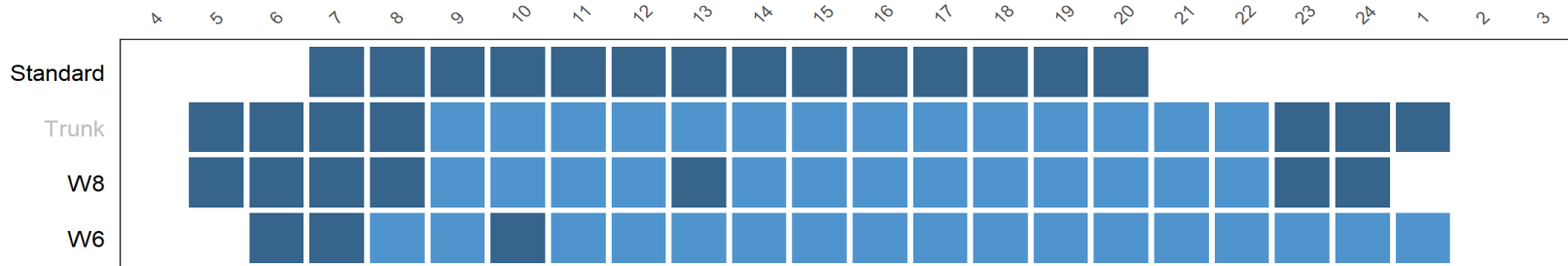
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

B Garfield-Anacostia Loop

| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|------------------------------|-----------------------------|-------|-------------------|-----------------|-------|-------------------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 5:49 AM - 1:07 AM | - | A | 6:00 AM - 2:41 AM | - | A | 5:58 AM - 1:01 AM | - | A |
| | Frequency of Service varies | Peak: 16.3 / Off-Peak: 28.7 | Peak: 17.1 / Off-Peak: 26.8 | A | 30.4 | 30.0 | A | 30.4 | 30.4 | A |
| Productivity | Passengers per Revenue Hour 20 | 38.5 | 32.7 | A | 31.2 | 25.1 | A | 29.1 | 23.1 | A |
| | Passengers per Revenue Mile 4 | 4.4 | 4.4 | A | 3.4 | 3.1 | D | 3.2 | 2.8 | D |
| Reliability | On-Time Performance 79% | 77% | 75% | C | 87% | 81% | A | 82% | 82% | B |
| | Crowding 5% | 3% | 4% | A | 2% | 0% | A | 3% | 0% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.42 Peak: 0.63 | Off-Peak: 0.3 Peak: 0.47 | A | 0.4 | 0.27 | A | 0.39 | 0.26 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$3.10 | \$ 3.75 | A | \$3.82 | \$ 4.99 | A | \$4.10 | \$ 5.30 | A |
| | Cost Recovery 25% | 17% | 27% | E | 14% | 20% | E | 13% | 18% | E |

Route W6

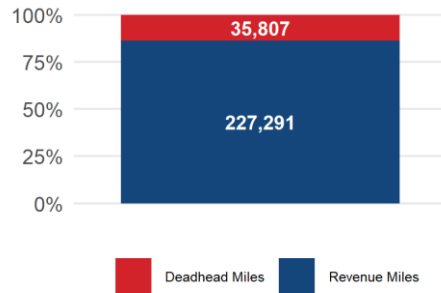
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|-----------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 7.6 | | | 6.7 | | | E | | |
| Route Design | Circuity N/A | Inf (route is a loop) | | | Inf | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 20 | 37.8 | 32.7 | A | 30.8 | 25.1 | A | 27.3 | 23.1 | A |
| | Passengers per Revenue Mile 4 | 4.3 | 4.4 | B | 3.3 | 3.1 | D | 3.0 | 2.8 | E |
| | Unique Segment Ridership 10% | 24% | 36% | A | 24% | 44% | A | 24% | 43% | A |
| Reliability | On-Time Performance 79% | 79% | 75% | C | 88% | 81% | A | 81% | 82% | B |
| | Crowding 5% | 2% | 4% | A | 0% | 1% | A | 6% | 1% | D |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.4 Peak: 0.61 | Off-Peak: 0.32 Peak: 0.49 | A | 0.39 | 0.29 | A | 0.37 | 0.27 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$3.16 | \$ 3.75 | A | \$3.87 | \$ 4.99 | A | \$4.38 | \$ 5.30 | A |
| | Cost Recovery 25% | 17% | 25% | E | 14% | 19% | E | 12% | 18% | E |

Route W8

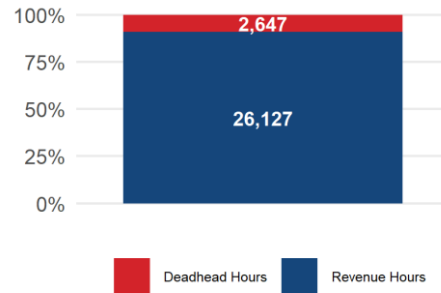
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 7.8 | | | 6.7 | | | E | | |
| Route Design | Circuity N/A | Inf (route is a loop) | | | Inf | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 20 | 39.3 | 32.7 | A | 31.7 | 25.1 | A | 31.0 | 23.1 | A |
| | Passengers per Revenue Mile 4 | 4.5 | 4.4 | A | 3.5 | 3.1 | D | 3.4 | 2.8 | D |
| | Unique Segment Ridership 10% | 28% | 36% | A | 24% | 44% | A | 21% | 43% | A |
| Reliability | On-Time Performance 79% | 76% | 75% | C | 86% | 81% | A | 83% | 82% | B |
| | Crowding 5% | 3% | 4% | A | 4% | 1% | A | 0% | 1% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.44 Peak: 0.64 | Off-Peak: 0.32 Peak: 0.49 | A | 0.41 | 0.29 | A | 0.41 | 0.27 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$3.04 | \$ 3.75 | A | \$3.77 | \$ 4.99 | A | \$3.85 | \$ 5.30 | A |
| | Cost Recovery 25% | 18% | 25% | E | 14% | 19% | E | 14% | 18% | E |

Operational Analysis

Miles Allocation



Hours Allocation



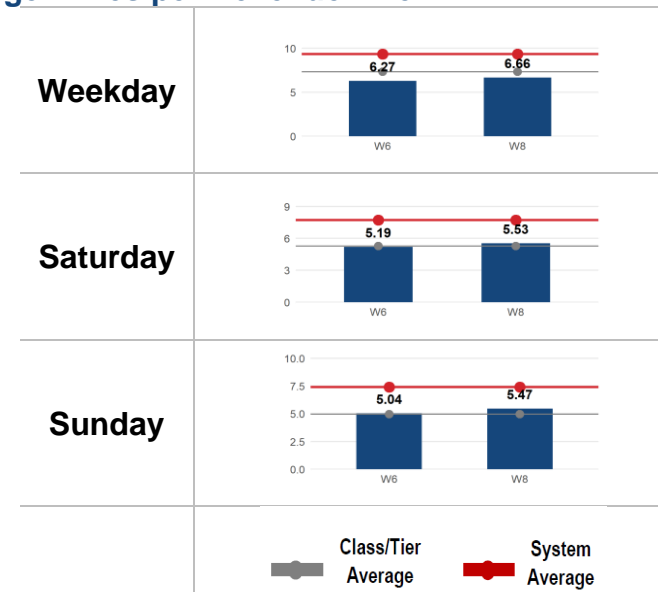
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| W6 | 7.00 | 1,460 | 1,439 (98.6%) |
| W8 | 6.50 | 1,482 | 1,473 (99.4%) |
| | | | |
| | | | |

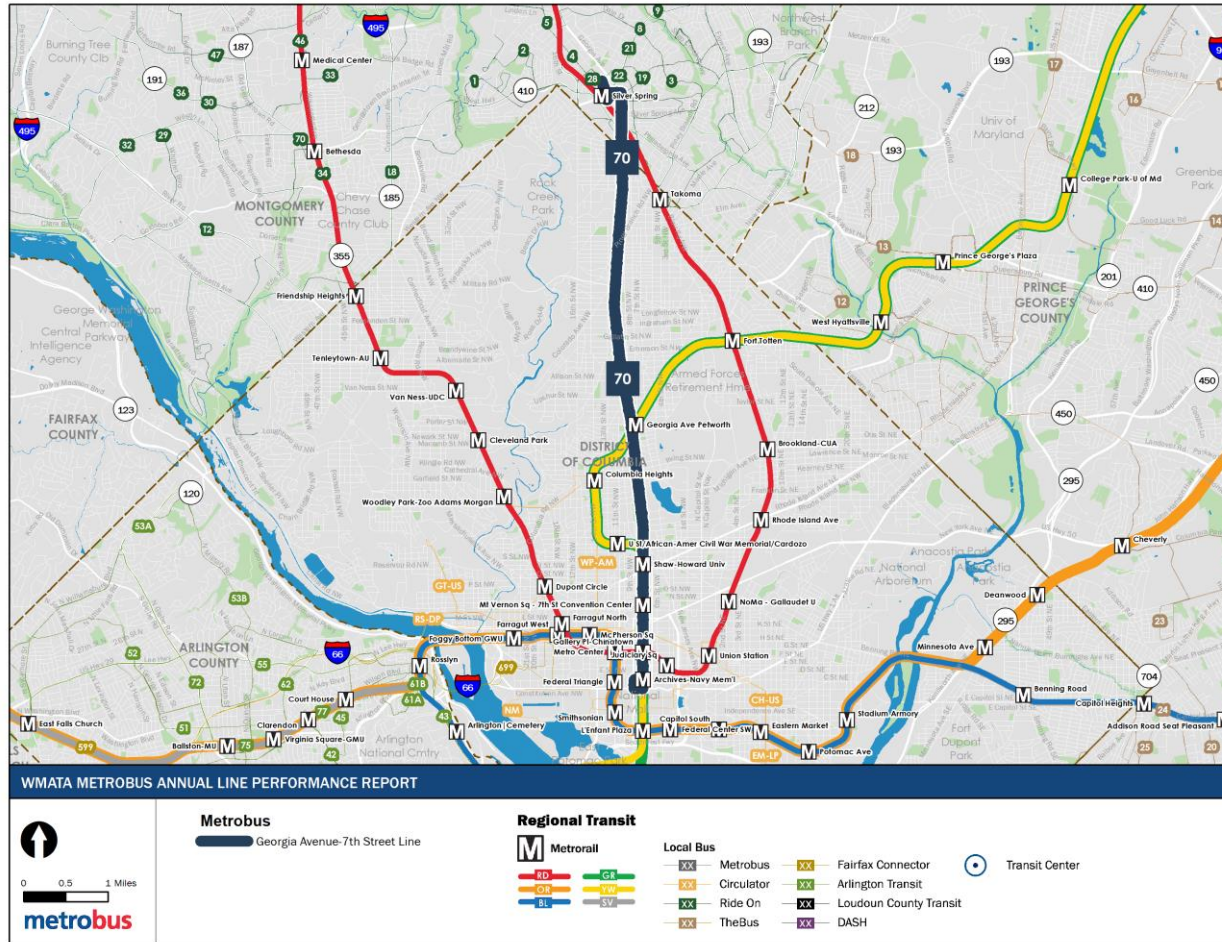
Service Change Summary

Route W6 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;
 Route W8 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Framework

Activity Tier

1

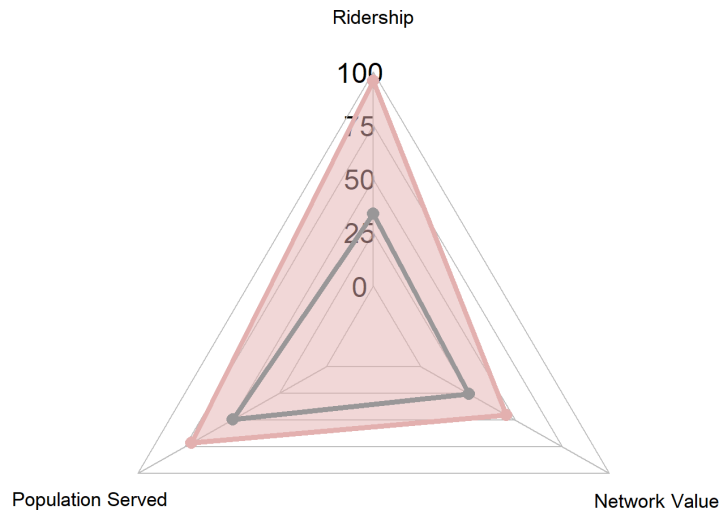
Overall Grade

| Line | Overall Grade |
|--------------------------------------|---------------|
| Line 118 - Georgia Avenue-7th Street | B |
| | |
| | |
| | |
| | |
| | |
| | |

Line Benefit Score

71

Out of 100



Classification Average



Line Focus:

Population Served

Network Value

Ridership

Balanced

Line Score:

71

45

96

Operating Statistics

| | | |
|--|-------------------------------|-------------------------|
| | Annual Operating Costs | \$9,608,245 |
| | Peak Vehicles | 14 |
| | Vehicle Type(s) | 40 Foot, 60 Foot |

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

| | | | |
|--|-----------------------------------|-------------------|---------------|
| | Service Area Population | 60,736 | |
| | People of Color Population | Service Area | 31,450 |
| | | % Riders Surveyed | 90% |
| | Low Income Household | Service Area | 14,824 |
| | | % Riders Surveyed | 64% |

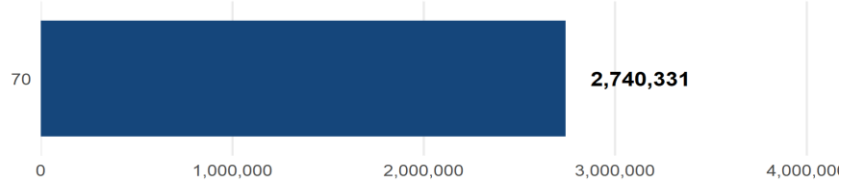
Facilities/Amenities

| | | |
|--|-------------------------------------|------------|
| | Bus Stops | 102 |
| | % Stops With Shelters | 36% |
| | % Stops With Benches | 34% |
| | % Stops With Real-Time Signs | 20% |



Ridership

Annual Ridership



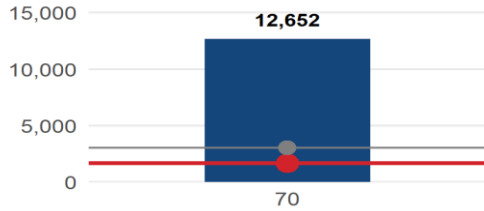
Top Transfer Locations

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

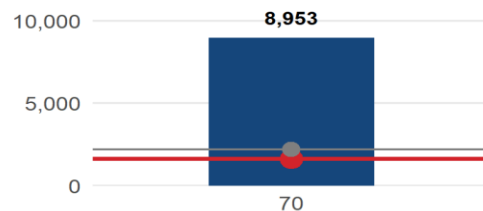
Average Daily Ridership

- Class/Tier Average
- System Average

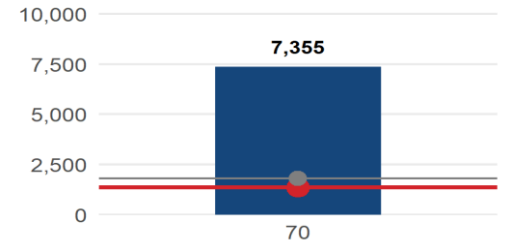
Weekday



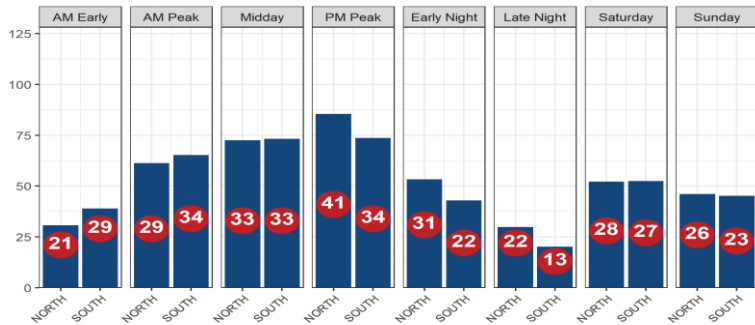
Saturday



Sunday



Average Trip Ridership and Maximum Load by Time Period



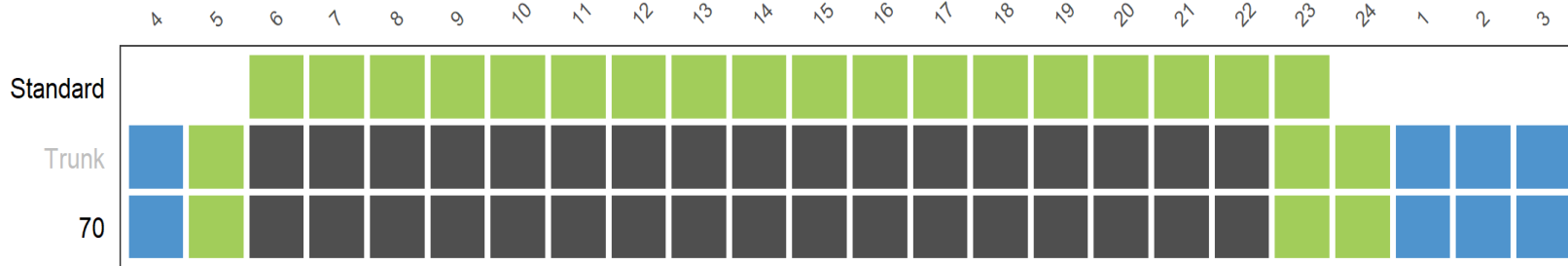
Vehicle Load Factor

| | | <i>Direction:</i> | |
|--|--|-------------------|-------|
| | | NORTH | SOUTH |
| Weekday | Peak Maximum Target: 1.2 | 0.59 | 0.56 |
| | Off-Peak Maximum Target: 1.0 | 0.51 | 0.47 |
| Saturday Maximum Target: 1.0 | | 0.63 | 0.59 |
| Sunday Maximum Target: 1.0 | | 0.64 | 0.58 |

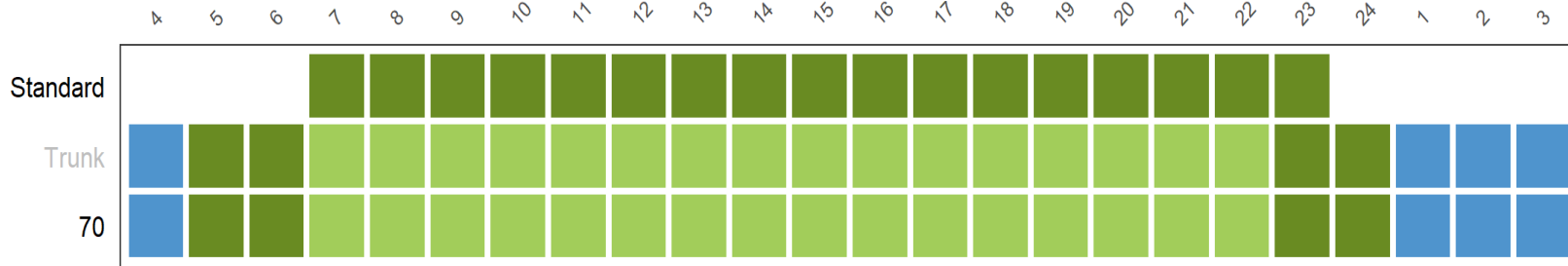
Span and Frequency



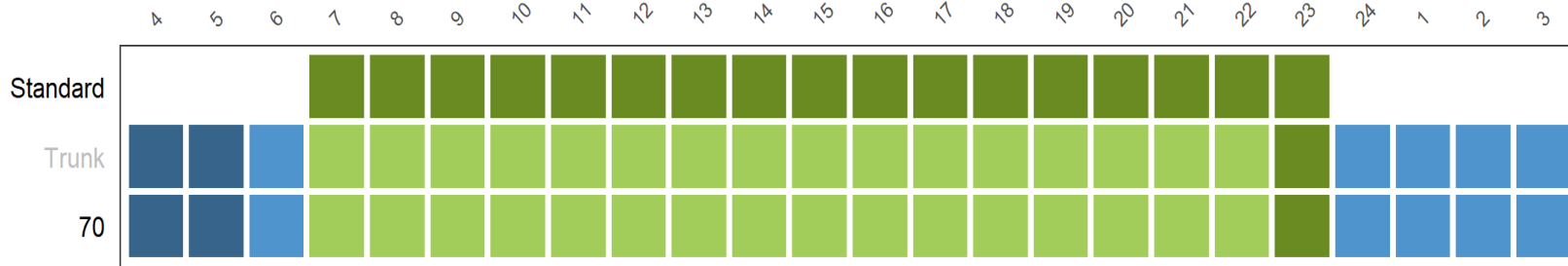
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

B Georgia Avenue-7th Street

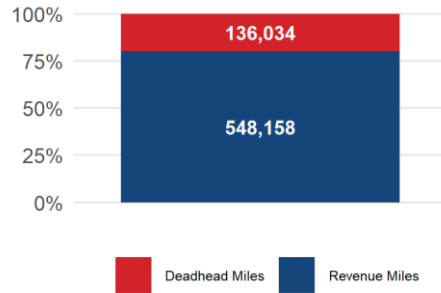
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|------------------------------|------------------------------|-------|-------------------|-----------------|-------|-------------------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 4:00 AM - 4:20 AM | - | A | 4:01 AM - 4:24 AM | - | A | 4:00 AM - 3:47 AM | - | A |
| | Frequency of Service varies | Peak: 12.2 / Off-Peak: 12.1 | Peak: 17.4 / Off-Peak: 39 | B | 16.6 | 25.4 | B | 17.1 | 29.4 | B |
| Productivity | Passengers per Revenue Hour 30 | 52.2 | 33.6 | A | 50.3 | 27.3 | A | 46.6 | 27.1 | A |
| | Passengers per Revenue Mile 4 | 7.7 | 4.5 | A | 6.8 | 3.3 | A | 5.9 | 3.2 | A |
| Reliability | On-Time Performance 79% | 65% | 74% | E | 60% | 76% | E | 72% | 79% | D |
| | Crowding 5% | 13% | 4% | E | 11% | 3% | E | 6% | 1% | D |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.49 Peak: 0.58 | Off-Peak: 0.39 Peak: 0.54 | A | 0.61 | 0.36 | A | 0.61 | 0.35 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$2.29 | \$ 4.15 | A | \$2.37 | \$ 5.07 | A | \$2.56 | \$ 5.11 | A |
| | Cost Recovery 25% | 36% | 32% | A | 34% | 27% | A | 32% | 26% | A |

Route 70

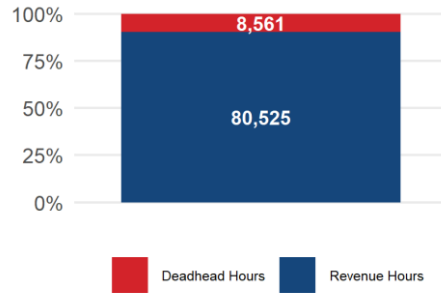
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 6.5 | | | 5 | | | E | | |
| Route Design | Circuitry 1.75 | 1.1 | | | 1.28 | | | 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 | 52.2 | 33.6 | A | 50.3 | 27.3 | A | 46.6 | 27.1 | A |
| | Passengers per Revenue Mile 4 | 7.7 | 4.5 | A | 6.8 | 3.3 | A | 5.9 | 3.2 | A |
| | Unique Segment Ridership 10% | 47% | 13% | A | 47% | 23% | A | 47% | 25% | A |
| Reliability | On-Time Performance 79% | 65% | 74% | E | 60% | 76% | E | 72% | 79% | D |
| | Crowding 5% | 13% | 4% | E | 11% | 3% | E | 6% | 2% | D |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.49 Peak: 0.58 | Off-Peak: 0.38 Peak: 0.54 | A | 0.61 | 0.36 | A | 0.61 | 0.35 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$2.29 | \$ 4.15 | A | \$2.37 | \$ 5.07 | A | \$2.56 | \$ 5.11 | A |
| | Cost Recovery 25% | 36% | 34% | A | 34% | 26% | A | 32% | 26% | A |

Operational Analysis

Miles Allocation



Hours Allocation



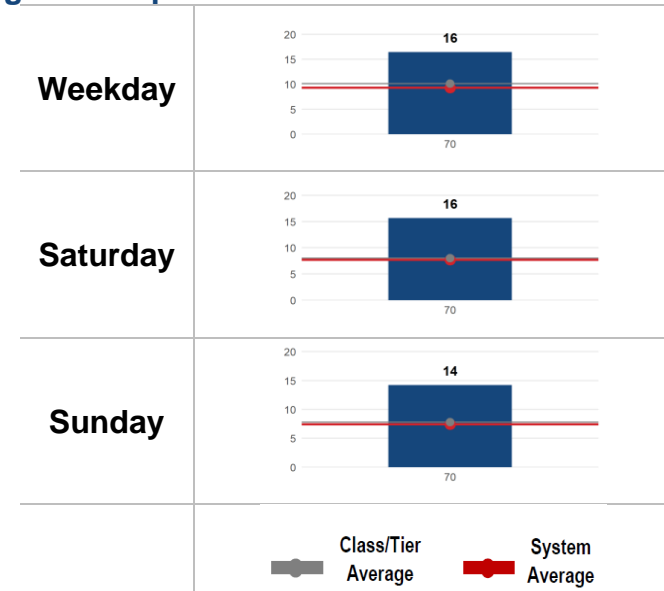
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| 70 | 16.00 | 6,228 | 6,171 (99.1%) |
| | | | |
| | | | |
| | | | |

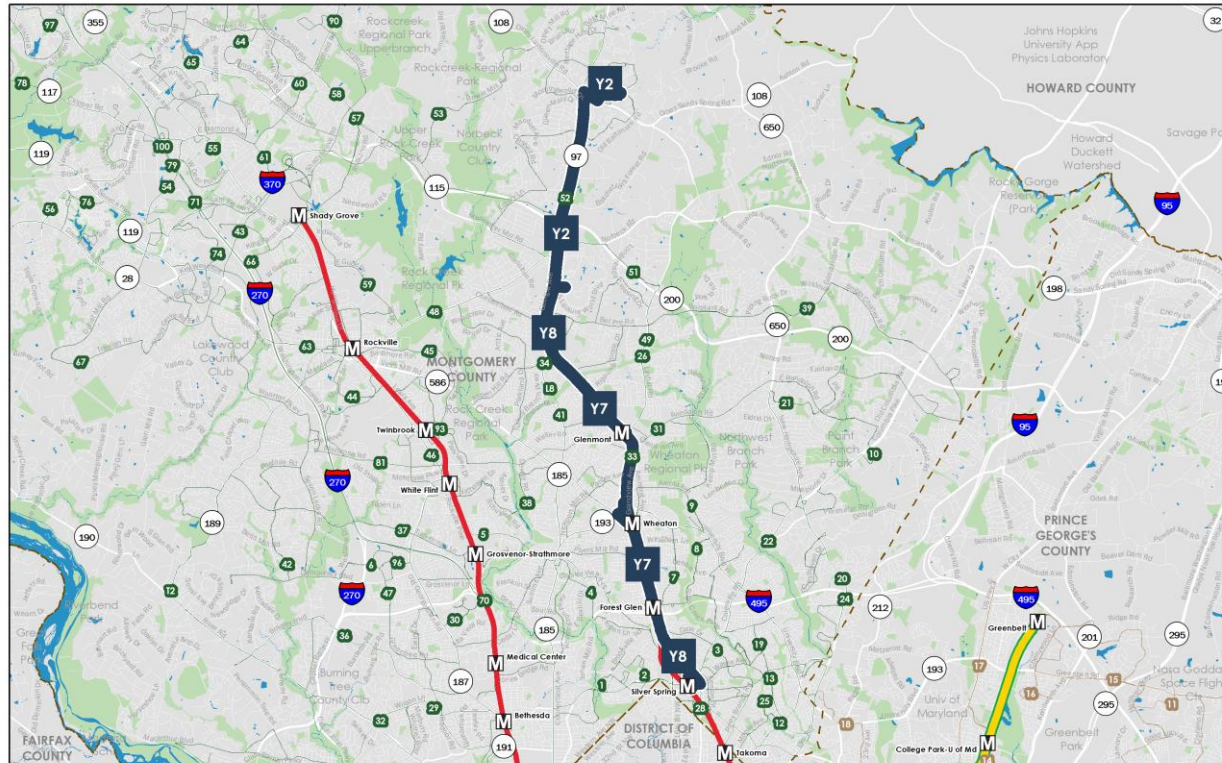
Service Change Summary

Route 70 - June 2020:
 Weekday: extend to 2 a.m.; Saturday: extend to 2 a.m.;
 Sunday: extend to 2 a.m.;

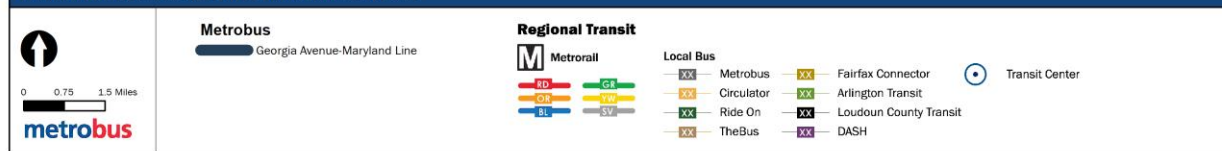
Passenger Miles per Revenue Mile



About the Line



WMATA METROBUS ANNUAL LINE PERFORMANCE REPORT



Service Classification

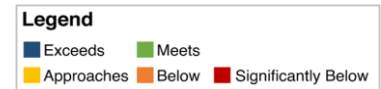
Framework

Activity Tier

2

Overall Grade

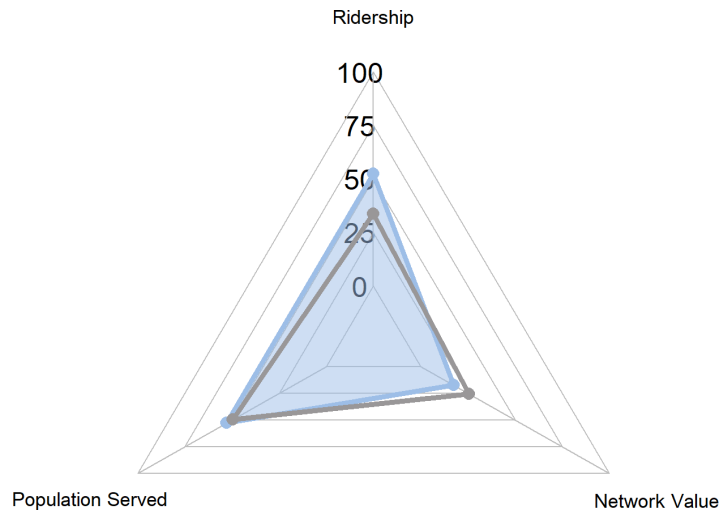
| | |
|------|---|
| Line | B |
| | |
| | |
| | |
| | |
| | |



Line Benefit Score

41

Out of 100



Classification Average



Line Focus:

Population Served

Network Value

Ridership

Balanced




Line Score:

53




17

53





Operating Statistics

| | | |
|---|-------------------------------|--------------------|
|  | Annual Operating Costs | \$7,837,214 |
|  | Peak Vehicles | 15 |
|  | Vehicle Type(s) | 40 Foot |

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

| | | | |
|---|-----------------------------------|-------------------|---------------|
|  | Service Area Population | 120,732 | |
|  | People of Color Population | Service Area | 39,641 |
| | | % Riders Surveyed | 88% |
|  | Low Income Household | Service Area | 24,358 |
| | | % Riders Surveyed | 59% |

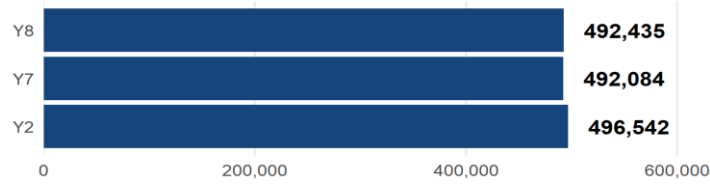
Facilities/Amenities

| | | |
|---|-------------------------------------|------------|
|  | Bus Stops | 142 |
|  | % Stops With Shelters | 29% |
|  | % Stops With Benches | 34% |
|  | % Stops With Real-Time Signs | 5% |



Ridership

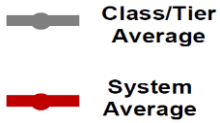
Annual Ridership



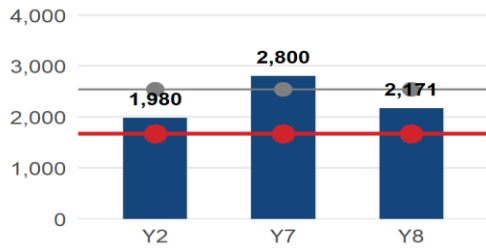
Top Transfer Locations

Glenmont, Wheaton, Silver Spring

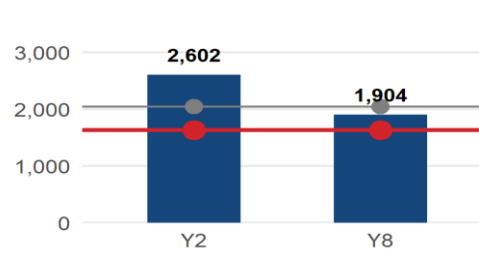
Average Daily Ridership



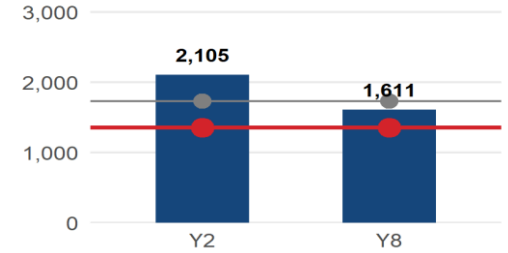
Weekday



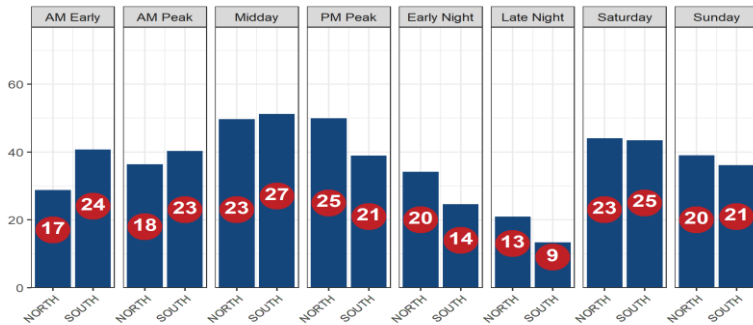
Saturday



Sunday



Average Trip Ridership and Maximum Load by Time Period



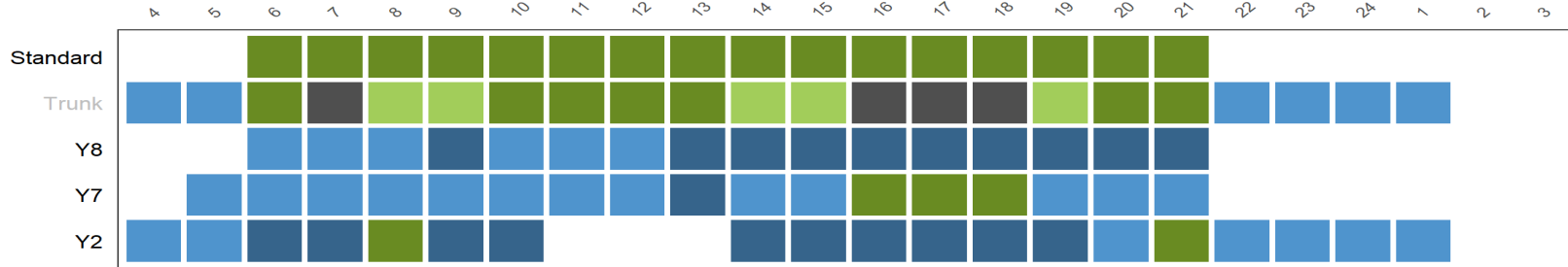
Vehicle Load Factor

| | | Direction: | |
|---------------------------------|---------------------------------|------------|-------|
| | | NORTH | SOUTH |
| Weekday | Peak Maximum Target: 1 | 0.54 | 0.53 |
| | Off-Peak Maximum Target: 1.0 | 0.52 | 0.56 |
| Saturday Maximum Target: 1.0 | | 0.56 | 0.6 |
| Sunday Maximum Target: 1.0 | | 0.51 | 0.53 |

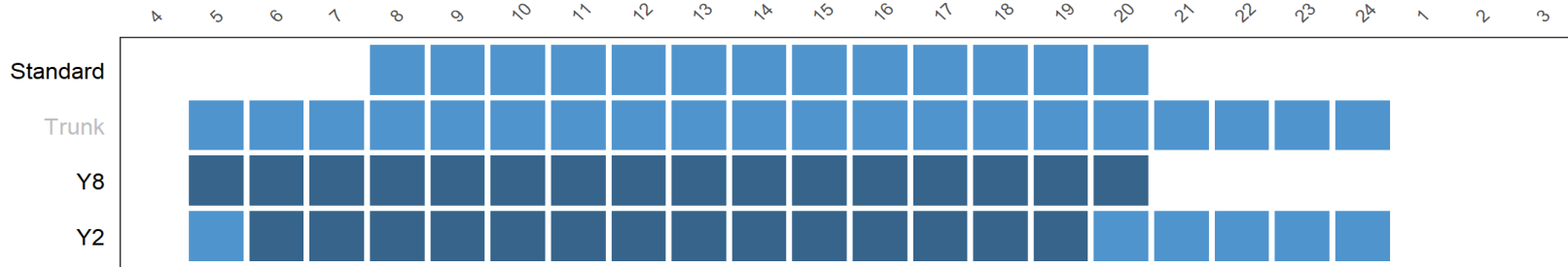
Span and Frequency



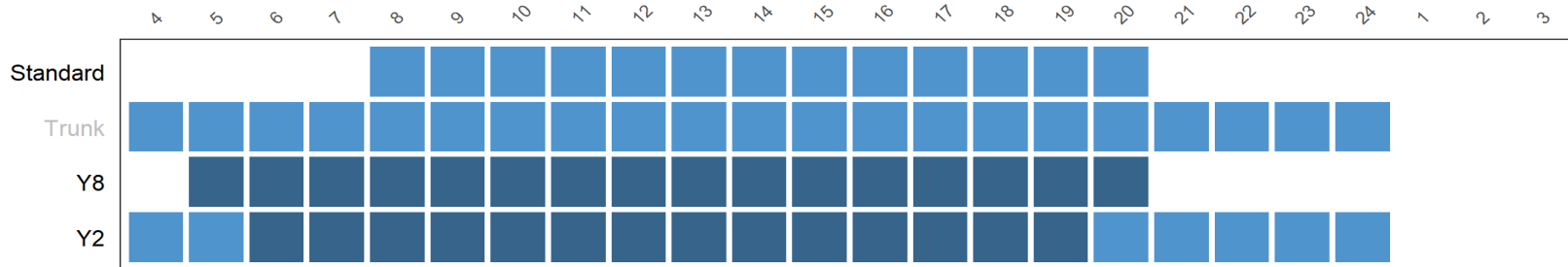
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



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 AM - 1:12 AM | - | A | 5:00 AM - 12:57 AM | - | A | 4:56 AM - 12:44 AM | - | A |
| | Frequency of Service varies | Peak: 12.8 / Off-Peak: 16.3 | Peak: 19.4 / Off-Peak: 34 | A | 22.4 | 29.8 | A | 22.8 | 33.8 | A |
| Productivity | Passengers per Revenue Hour 20 | 35.2 | 30.5 | A | 37.7 | 28.9 | A | 33.1 | 29.0 | A |
| | Passengers per Revenue Mile 2 | 3.3 | 3.0 | A | 3.1 | 2.7 | A | 2.7 | 2.6 | A |
| Reliability | On-Time Performance 79% | 68% | 73% | E | 59% | 76% | E | 76% | 79% | C |
| | Crowding 5% | 3% | 3% | A | 12% | 3% | E | 5% | 2% | B |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.54 Peak: 0.54 | Off-Peak: 0.44 Peak: 0.52 | A | 0.58 | 0.41 | A | 0.52 | 0.4 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$3.39 | \$ 4.44 | A | \$3.16 | \$ 4.73 | A | \$3.61 | \$ 4.90 | A |
| | Cost Recovery 20% | 32% | 31% | A | 34% | 27% | A | 30% | 27% | A |

Route Y2

| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 5 | | | 4.5 | | | A | | |
| | Circuitry 1.75 | 1.06 | | | 1.47 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 20 | 32.3 | 30.5 | A | 37.2 | 28.9 | A | 32.6 | 29.0 | A |
| | Passengers per Revenue Mile 2 | 2.6 | 3.0 | A | 2.9 | 2.7 | A | 2.5 | 2.6 | A |
| | Unique Segment Ridership 10% | 0% | 16% | E | 0% | 35% | E | 0% | 46% | E |
| Reliability | On-Time Performance 79% | 68% | 73% | E | 62% | 76% | E | 76% | 79% | C |
| | Crowding 5% | 2% | 2% | A | 9% | 3% | E | 4% | 1% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.45 Peak: 0.58 | Off-Peak: 0.42 Peak: 0.52 | A | 0.55 | 0.42 | A | 0.49 | 0.4 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$3.69 | \$ 4.44 | A | \$3.21 | \$ 4.73 | A | \$3.66 | \$ 4.90 | A |
| | Cost Recovery 20% | 29% | 30% | A | 33% | 26% | A | 29% | 27% | A |

Route Y7

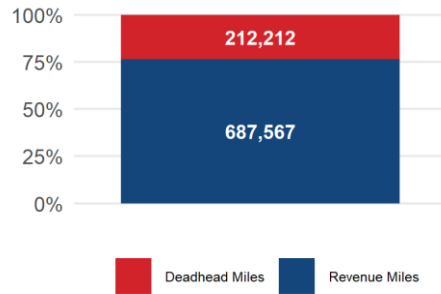
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 5.2 | | | 4.5 | | | E | | |
| | Circuitry 1.75 | 1.12 | | | 1.47 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 20 | 36.2 | 30.5 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 2 | 3.9 | 3 | A | - | - | - | - | - | - |
| | Unique Segment Ridership 10% | 1% | 16% | E | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 68% | 73% | E | - | - | - | - | - | - |
| | Crowding 5% | 4% | 2% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.57 Peak: 0.51 | Off-Peak: 0.42 Peak: 0.52 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$3.29 | \$ 4.44 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 34% | 30% | A | - | - | - | - | - | - |

Route Y8

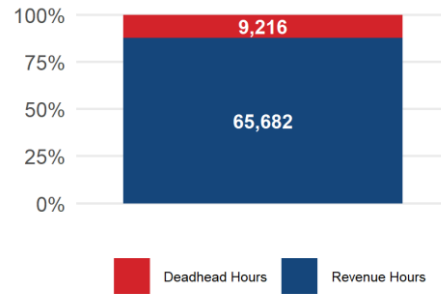
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 4.9 | | | 4.5 | | | A | | |
| | Circuitry 1.75 | 1.12 | | | 1.47 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 20 | 36.7 | 30.5 | A | 38.5 | 28.9 | A | 33.7 | 29.0 | A |
| | Passengers per Revenue Mile 2 | 3.5 | 3.0 | A | 3.4 | 2.7 | A | 3.0 | 2.6 | A |
| | Unique Segment Ridership 10% | 0% | 16% | E | 3% | 35% | E | 2% | 46% | E |
| Reliability | On-Time Performance 79% | 68% | 73% | E | 54% | 76% | E | 76% | 79% | C |
| | Crowding 5% | 3% | 2% | A | 16% | 3% | E | 6% | 1% | D |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.63 Peak: 0.55 | Off-Peak: 0.42 Peak: 0.52 | A | 0.64 | 0.42 | A | 0.57 | 0.4 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$3.26 | \$ 4.44 | A | \$3.10 | \$ 4.73 | A | \$3.54 | \$ 4.90 | A |
| | Cost Recovery 20% | 33% | 30% | A | 35% | 26% | A | 31% | 27% | A |

Operational Analysis

Miles Allocation



Hours Allocation



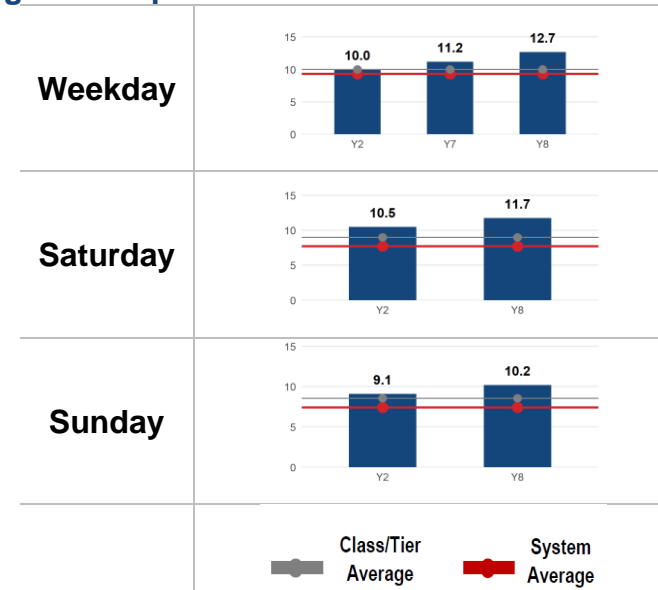
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| Y2 | 28.00 | 1,752 | 1,745 (99.6%) |
| Y7 | 22.50 | 1,518 | 1,510 (99.5%) |
| Y8 | 29.70 | 1,315 | 1,310 (99.6%) |

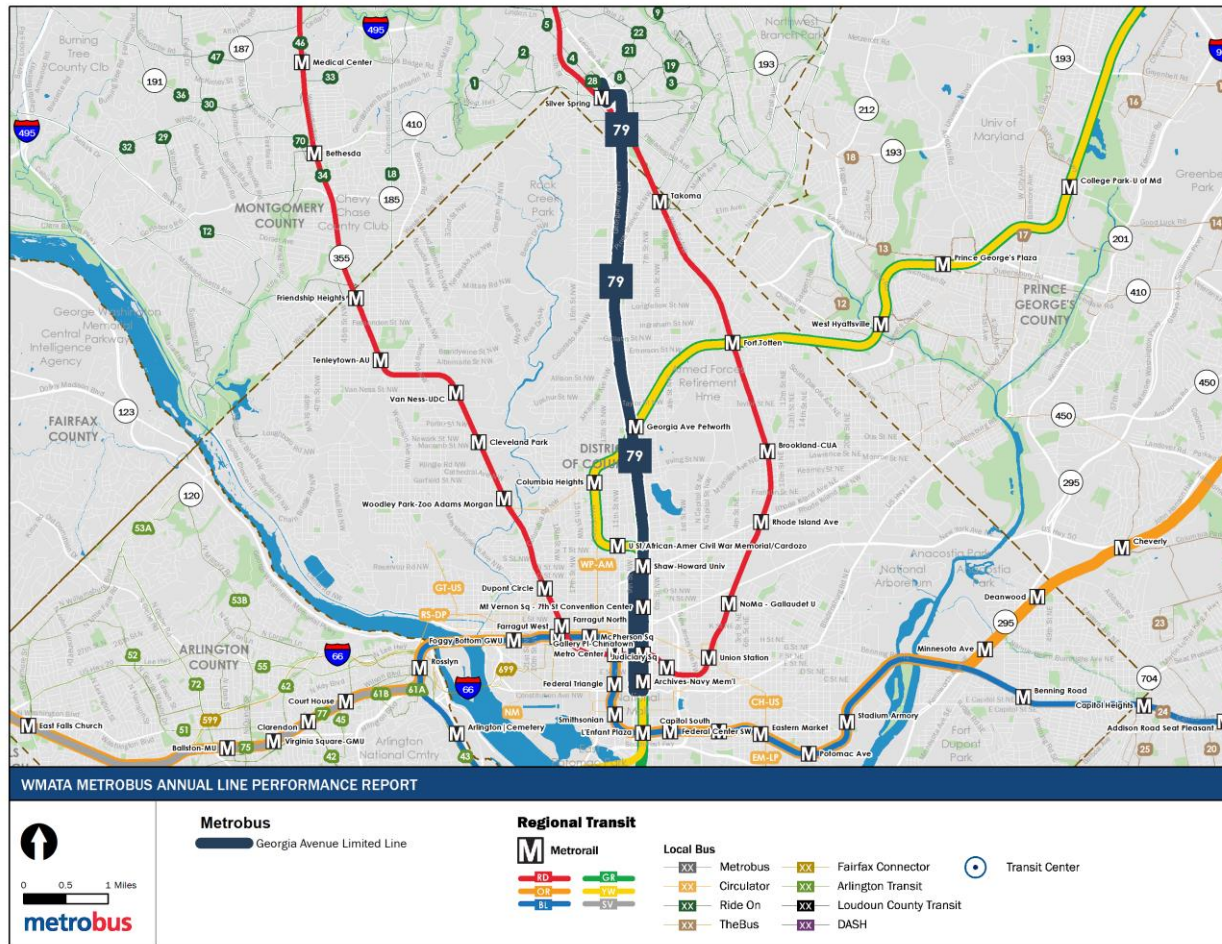
Service Change Summary

Route Y2 - June 2020:
 Weekday: 2 a.m.; Saturday: 2 a.m.; Sunday: 2 a.m.;
 Route Y7 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;
 Route Y8 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Framework

Activity Tier

1

Overall Grade

| | |
|------|---|
| Line | B |
| | |
| | |
| | |
| | |
| | |

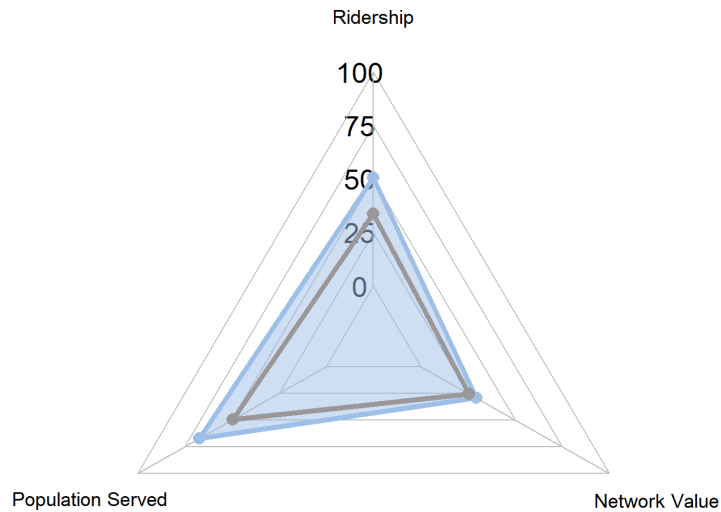
Legend

- Exceeds
- Meets
- Approaches
- Below
- Significantly Below

Line Benefit Score

49

Out of 100



Classification Average



Line Focus:

Population Served

Network Value

Ridership

Balanced




Line Score:

67




29

51





Operating Statistics

| | | |
|---|-------------------------------|--------------------|
|  | Annual Operating Costs | \$5,831,522 |
|  | Peak Vehicles | 17 |
|  | Vehicle Type(s) | 40 Foot |

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

| | | | |
|---|-----------------------------------|-------------------|---------------|
|  | Service Area Population | 50,345 | |
|  | People of Color Population | Service Area | 26,048 |
| | | % Riders Surveyed | 87% |
|  | Low Income Household | Service Area | 12,443 |
| | | % Riders Surveyed | 61% |

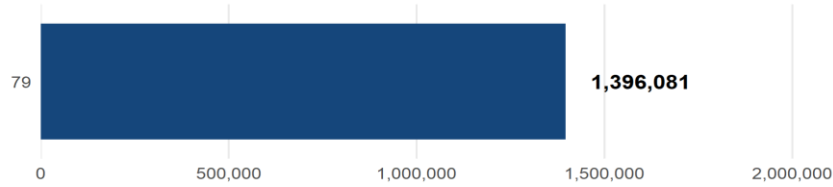
Facilities/Amenities

| | | |
|---|-------------------------------------|------------|
|  | Bus Stops | 30 |
|  | % Stops With Shelters | 40% |
|  | % Stops With Benches | 37% |
|  | % Stops With Real-Time Signs | 43% |



Ridership

Annual Ridership



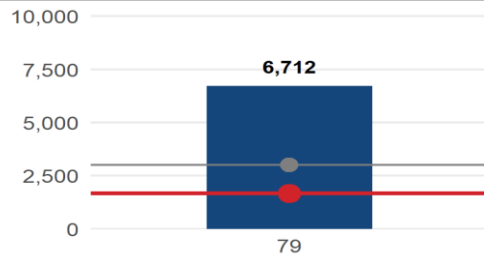
Top Transfer Locations

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

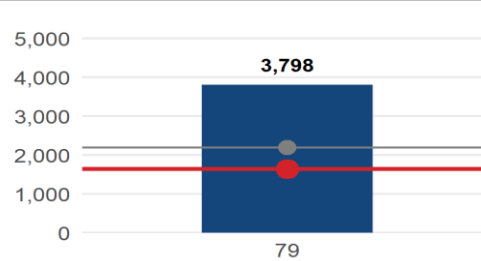
Average Daily Ridership

- Class/Tier Average
- System Average

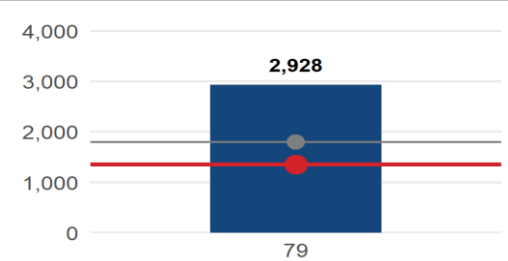
Weekday



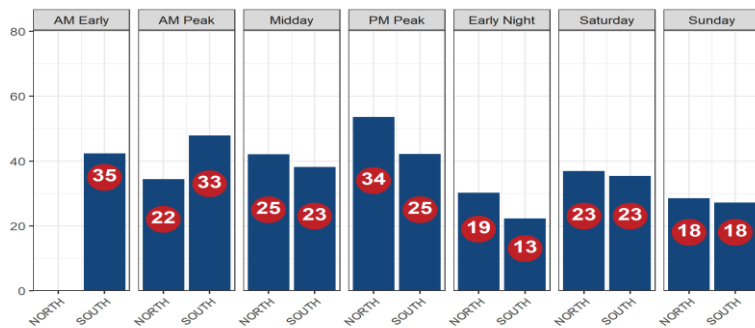
Saturday



Sunday



Average Trip Ridership and Maximum Load by Time Period



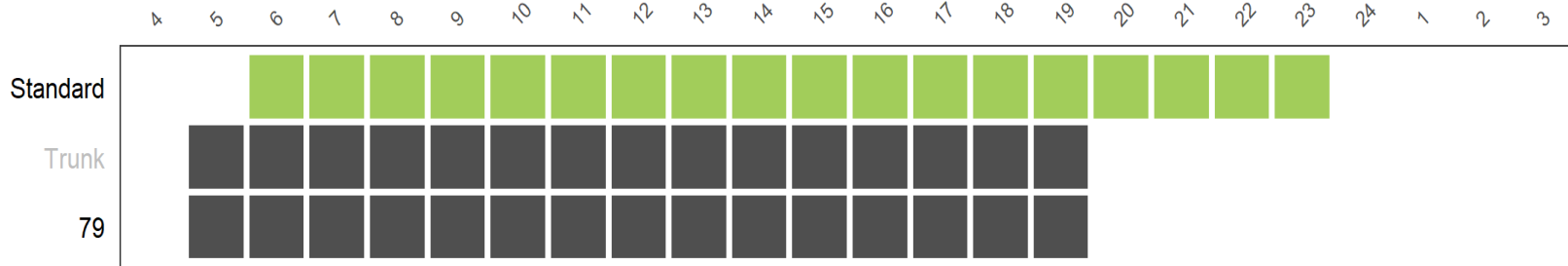
Vehicle Load Factor

| | | Direction: | |
|---------------------------------|---------------------------------|------------|-------|
| | | NORTH | SOUTH |
| Weekday | Peak Maximum Target: 1.2 | 0.73 | 0.74 |
| | Off-Peak Maximum Target: 1.0 | 0.63 | 0.6 |
| Saturday Maximum Target: 1.0 | | 0.57 | 0.57 |
| Sunday Maximum Target: 1.0 | | 0.47 | 0.46 |

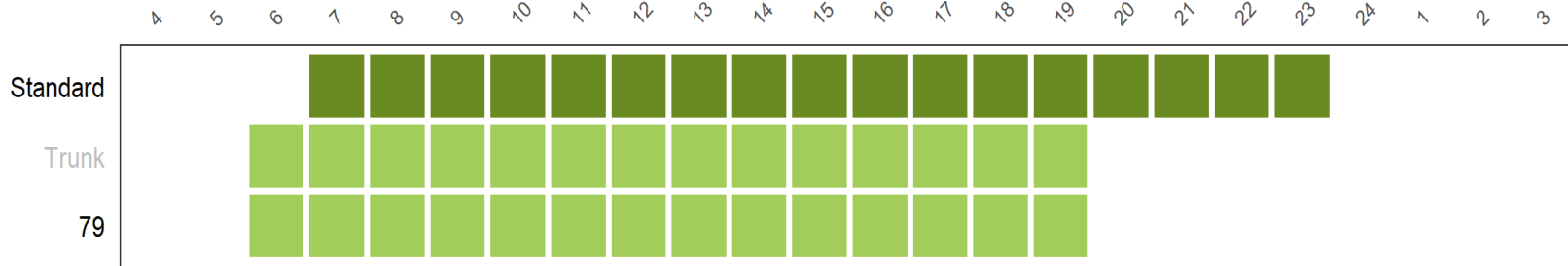
Span and Frequency



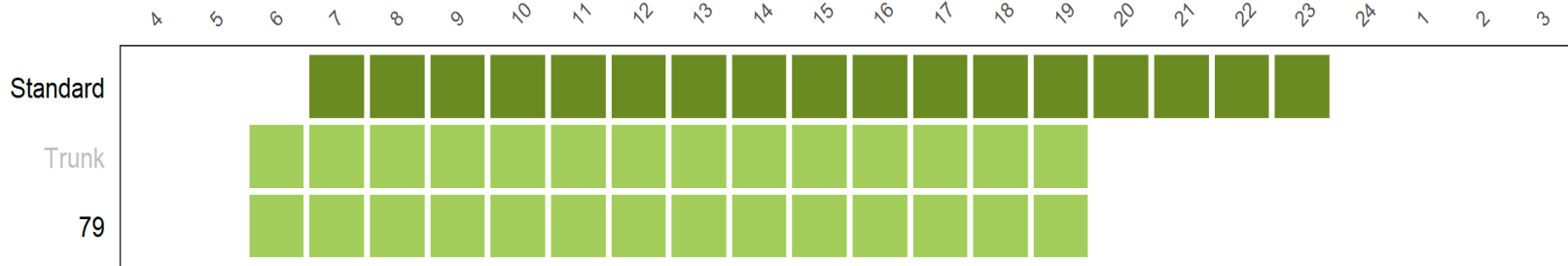
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

B Georgia Avenue Limited

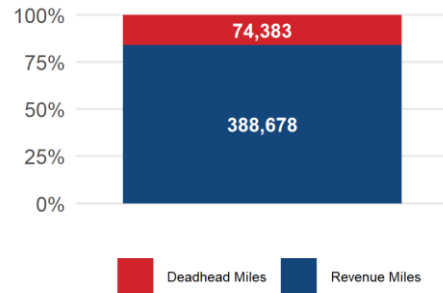
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|------------------------------|------------------------------|-------|-------------------|-----------------|-------|-------------------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 5:55 AM - 7:49 PM | - | C | 6:03 AM - 7:52 PM | - | C | 6:03 AM - 7:45 PM | - | C |
| | Frequency of Service varies | Peak: 9.1 / Off-Peak: 11.8 | Peak: 17.4 / Off-Peak: 39 | A | 15.1 | 25.4 | B | 15.0 | 29.4 | A |
| Productivity | Passengers per Revenue Hour 30 | 44.1 | 33.6 | A | 40.4 | 27.3 | A | 33.6 | 27.1 | A |
| | Passengers per Revenue Mile 4 | 5.6 | 4.5 | A | 4.7 | 3.3 | A | 3.7 | 3.2 | C |
| Reliability | On-Time Performance 79% | 70% | 74% | D | 65% | 76% | E | 79% | 79% | B |
| | Crowding 5% | 10% | 4% | E | 8% | 3% | E | 1% | 1% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.61 Peak: 0.73 | Off-Peak: 0.39 Peak: 0.54 | A | 0.57 | 0.36 | A | 0.46 | 0.35 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$2.71 | \$ 4.15 | A | \$2.95 | \$ 5.07 | A | \$3.56 | \$ 5.11 | A |
| | Cost Recovery 25% | 32% | 32% | A | 29% | 27% | A | 24% | 26% | C |

Route 79

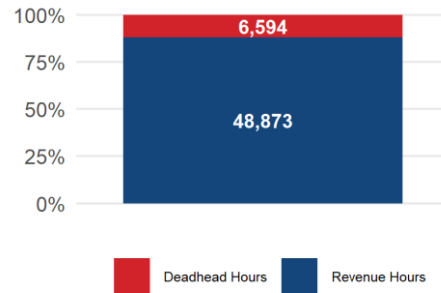
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 2.1 | | | 5 | | | E | | |
| | Circuitry 1.75 | 1.04 | | | 1.28 | | | 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 | 44.1 | 33.6 | A | 40.4 | 27.3 | A | 33.6 | 27.1 | A |
| | Passengers per Revenue Mile 4 | 5.6 | 4.5 | A | 4.7 | 3.3 | A | 3.7 | 3.2 | C |
| | Unique Segment Ridership 10% | 10% | 13% | C | 11% | 23% | B | 10% | 25% | B |
| Reliability | On-Time Performance 79% | 70% | 74% | D | 65% | 76% | E | 79% | 79% | B |
| | Crowding 5% | 10% | 4% | E | 8% | 3% | E | 1% | 2% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.61 Peak: 0.73 | Off-Peak: 0.38 Peak: 0.54 | A | 0.57 | 0.36 | A | 0.46 | 0.35 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$2.71 | \$ 4.15 | A | \$2.95 | \$ 5.07 | A | \$3.56 | \$ 5.11 | A |
| | Cost Recovery 25% | 32% | 34% | A | 29% | 26% | A | 24% | 26% | C |

Operational Analysis

Miles Allocation



Hours Allocation



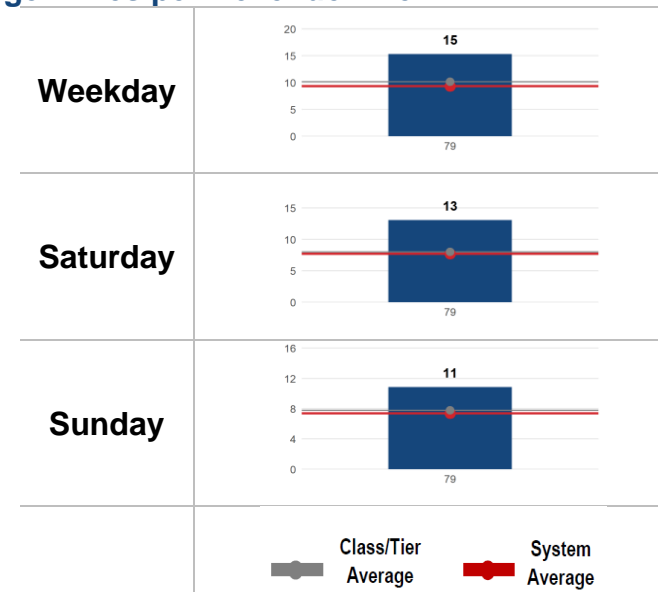
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| 79 | 15.10 | 4,377 | 4,359 (99.6%) |
| | | | |
| | | | |
| | | | |

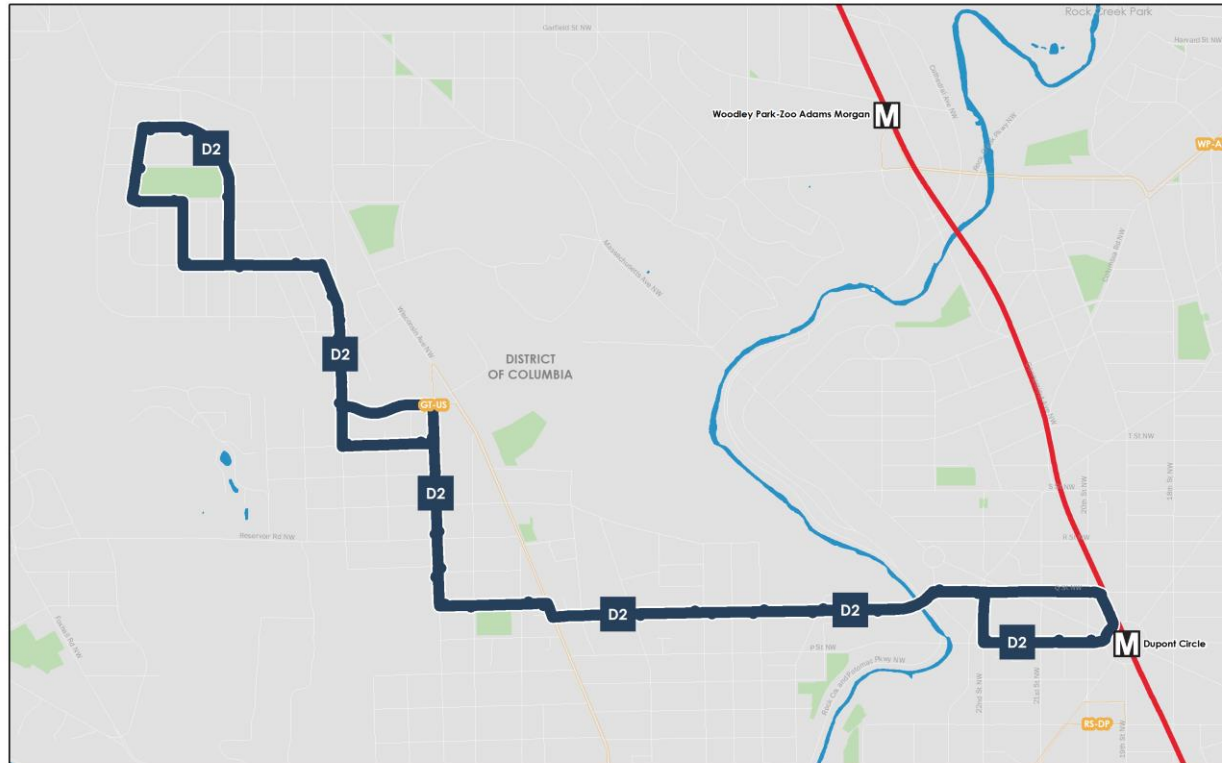
Service Change Summary

Route 79 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

Passenger Miles per Revenue Mile



About the Line



WMATA METROBUS ANNUAL LINE PERFORMANCE REPORT

Metrobus

— Glover Park-Dupont Circle Line

Regional Transit

| | | |
|-----------|------------|------------------------|
| Metrorail | Local Bus | Fairfax Connector |
| RD | Metrobus | Arlington Transit |
| OR | Circulator | Loudoun County Transit |
| BL | Ride On | DASH |
| SV | TheBus | |

Transit Center

Service Classification

Coverage

Activity Tier

1

Overall Grade

| Line | Grade |
|------|-------|
| D2 | C |
| | |
| | |
| | |
| | |
| | |

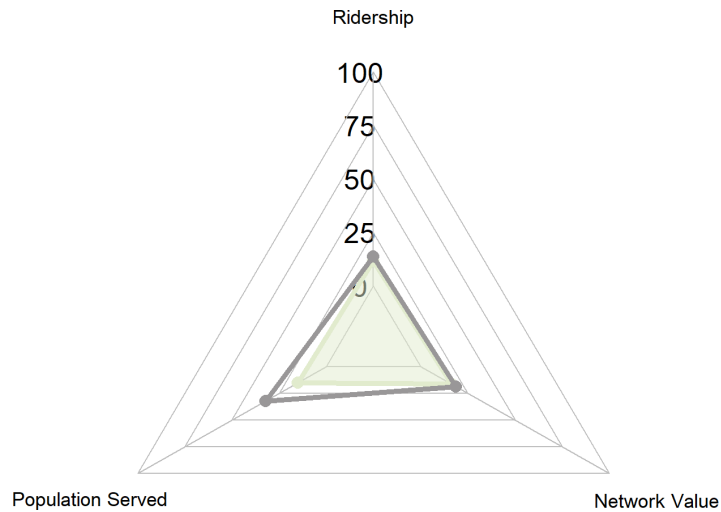
Legend

| | |
|---------------------|-------|
| Exceeds | Meets |
| Approaches | Below |
| Significantly Below | |

Line Benefit Score

14

Out of 100



Classification Average



Line Focus:

Population Served

Network Value

Ridership

Balanced




Line Score:

15




16

12





Operating Statistics

| | | |
|---|-------------------------------|--------------------|
|  | Annual Operating Costs | \$1,995,659 |
|  | Peak Vehicles | 5 |
|  | Vehicle Type(s) | 30 Foot |

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

| | | | |
|---|-----------------------------------|-------------------|--------------|
|  | Service Area Population | 14,197 | |
|  | People of Color Population | Service Area | 2,474 |
| | | % Riders Surveyed | 38% |
|  | Low Income Household | Service Area | 2,570 |
| | | % Riders Surveyed | 21% |

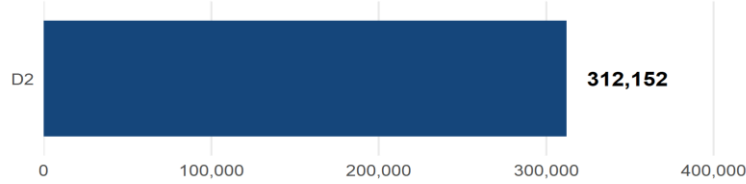
Facilities/Amenities

| | | |
|---|-------------------------------------|------------|
|  | Bus Stops | 44 |
|  | % Stops With Shelters | 20% |
|  | % Stops With Benches | 14% |
|  | % Stops With Real-Time Signs | 0% |



Ridership

Annual Ridership



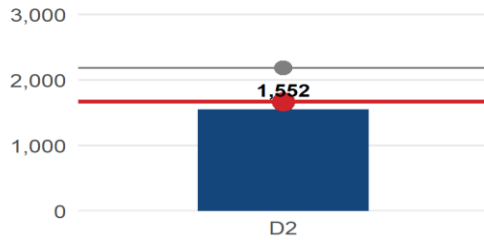
Top Transfer Locations

Dupont Circle

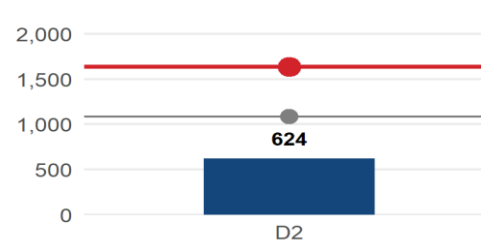
Average Daily Ridership

- Class/Tier Average
- System Average

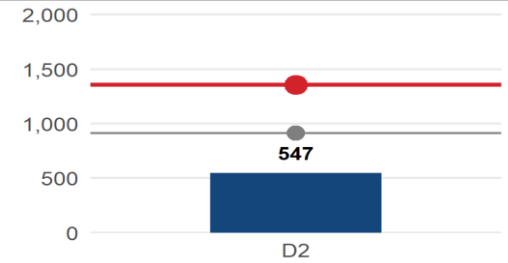
Weekday



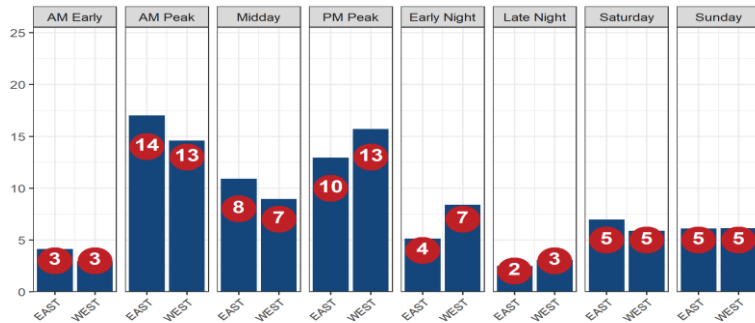
Saturday



Sunday



Average Trip Ridership and Maximum Load by Time Period



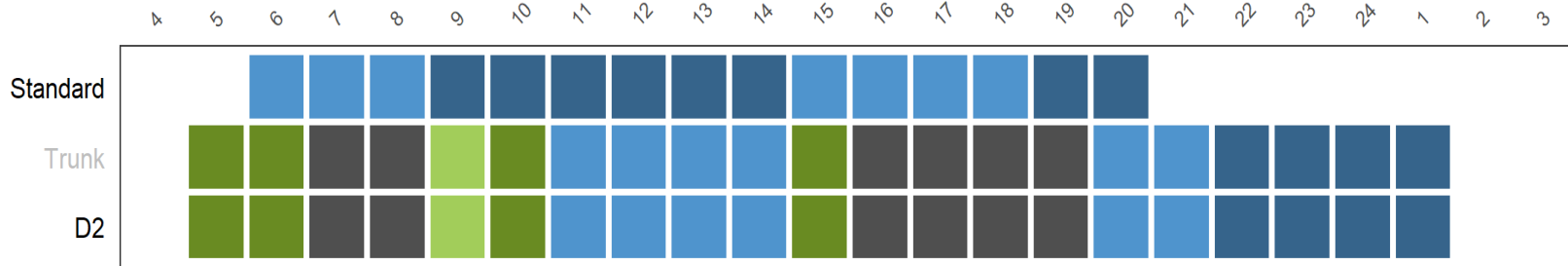
Vehicle Load Factor

| | | Direction: | |
|---------------------------------|---------------------------------|------------|------|
| | | EAST | WEST |
| Weekday | Peak Maximum Target: 1.2 | 0.44 | 0.49 |
| | Off-Peak Maximum Target: 1.0 | 0.22 | 0.25 |
| Saturday Maximum Target: 1.0 | | 0.19 | 0.18 |
| Sunday Maximum Target: 1.0 | | 0.16 | 0.19 |

Span and Frequency



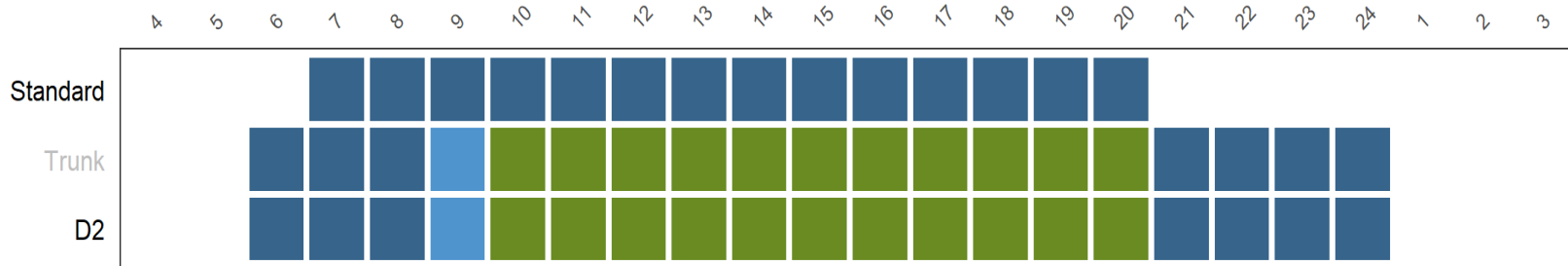
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

C Glover Park-Dupont Circle

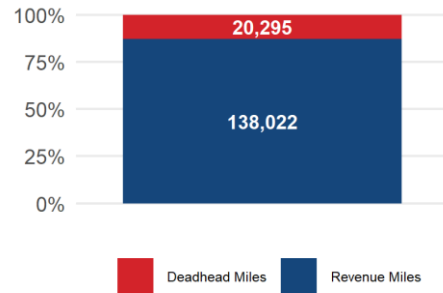
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|------------------------------|-----------------------------|-------|-------------------|-----------------|-------|--------------------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 5:34 AM - 1:01 AM | - | A | 6:33 AM - 1:55 AM | - | A | 6:47 AM - 12:21 AM | - | A |
| | Frequency of Service varies | Peak: 12.6 / Off-Peak: 19.7 | Peak: 17.1 / Off-Peak: 26.8 | A | 23.3 | 30.0 | A | 23.2 | 30.4 | A |
| Productivity | Passengers per Revenue Hour 20 | 30.2 | 32.7 | A | 19.3 | 25.1 | C | 18.8 | 23.1 | C |
| | Passengers per Revenue Mile 4 | 3.6 | 4.4 | C | 2.1 | 3.1 | E | 2.0 | 2.8 | E |
| Reliability | On-Time Performance 79% | 73% | 75% | D | 79% | 81% | B | 77% | 82% | C |
| | Crowding 5% | 11% | 4% | E | 0% | 0% | A | 0% | 0% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.23 Peak: 0.46 | Off-Peak: 0.3 Peak: 0.47 | A | 0.19 | 0.27 | A | 0.18 | 0.26 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$3.96 | \$ 3.75 | A | \$6.18 | \$ 4.99 | E | \$6.35 | \$ 5.30 | E |
| | Cost Recovery 25% | 40% | 27% | A | 25% | 20% | B | 25% | 18% | C |

Route D2

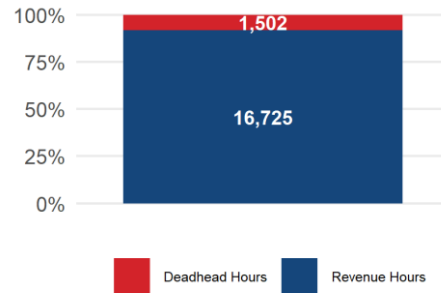
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 6.8 | | | 6.7 | | | E | | |
| Route Design | Circuity N/A | 1.54 | | | Inf | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 20 | 30.2 | 32.7 | A | 19.3 | 25.1 | C | 18.8 | 23.1 | C |
| | Passengers per Revenue Mile 4 | 3.6 | 4.4 | C | 2.1 | 3.1 | E | 2.0 | 2.8 | E |
| | Unique Segment Ridership 10% | 21% | 36% | A | 58% | 44% | A | 54% | 43% | A |
| Reliability | On-Time Performance 79% | 73% | 75% | D | 79% | 81% | B | 77% | 82% | C |
| | Crowding 5% | 11% | 4% | E | 0% | 1% | A | 0% | 1% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.23 Peak: 0.46 | Off-Peak: 0.32 Peak: 0.49 | A | 0.19 | 0.29 | A | 0.18 | 0.27 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$3.96 | \$ 3.75 | A | \$6.18 | \$ 4.99 | E | \$6.35 | \$ 5.30 | E |
| | Cost Recovery 25% | 40% | 25% | A | 25% | 19% | B | 25% | 18% | C |

Operational Analysis

Miles Allocation



Hours Allocation



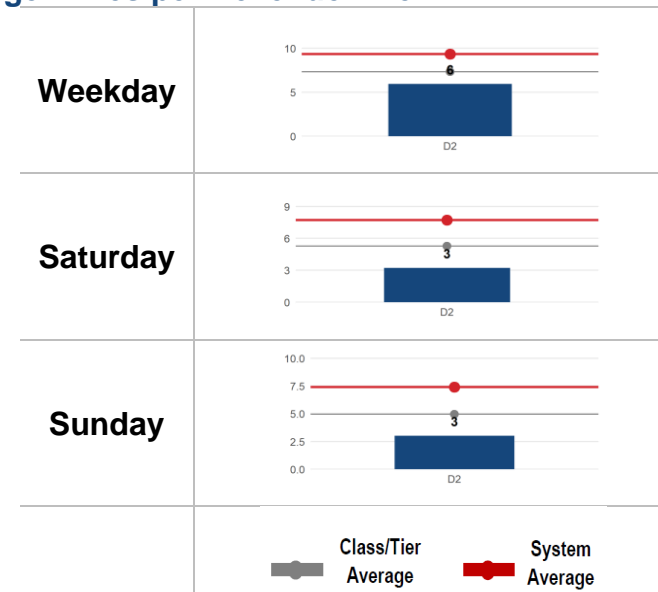
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| D2 | 7.50 | 3,886 | 3,854 (99.2%) |
| | | | |
| | | | |
| | | | |

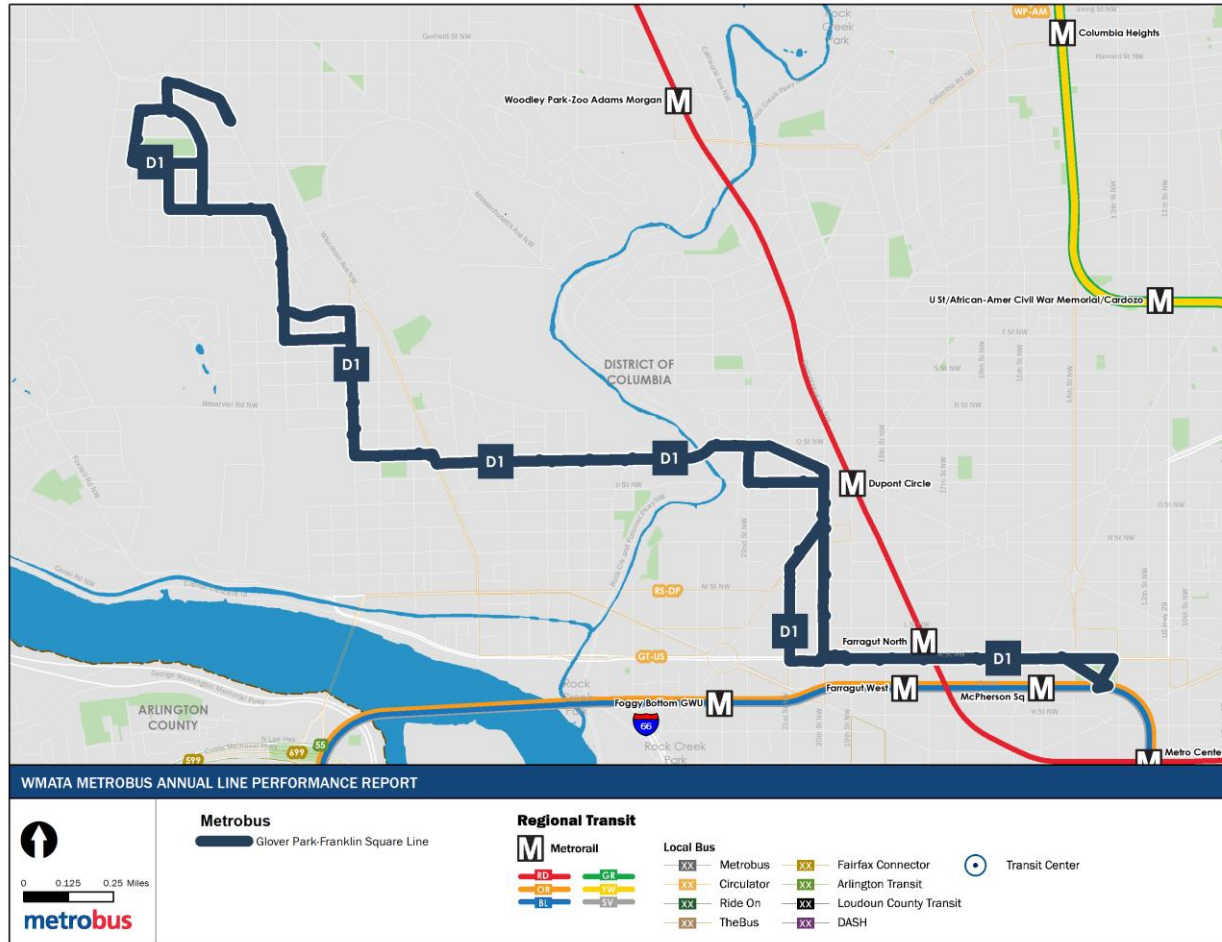
Service Change Summary

Route D2 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Commuter

Activity Tier

1

Overall Grade

| Line | Grade |
|------|-------|
| Line | B |
| | |
| | |
| | |
| | |
| | |

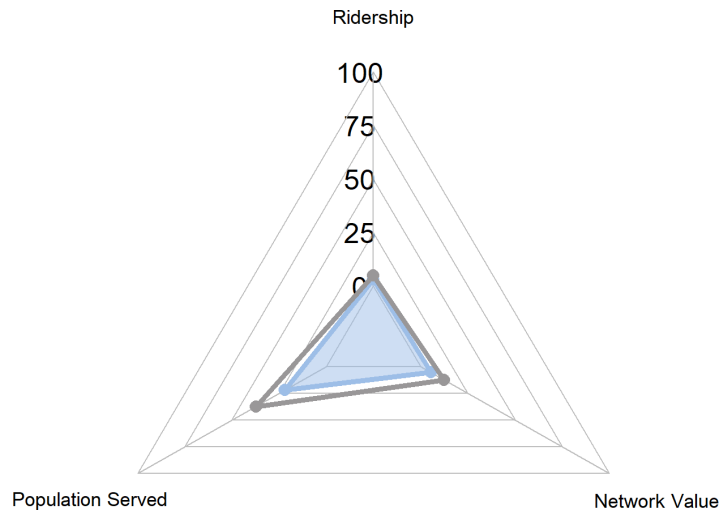
Legend

- Exceeds (Blue)
- Meets (Green)
- Approaches (Yellow)
- Below (Orange)
- Significantly Below (Red)

Line Benefit Score

10

Out of 100



Classification Average

Line Focus:

Line Score:



Operating Statistics

| | | |
|--|-------------------------------|------------------|
| | Annual Operating Costs | \$456,061 |
| | Peak Vehicles | 4 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|-----------------------------------|-------------------|--------------|
| | Service Area Population | 19,595 | |
| | People of Color Population | Service Area | 4,080 |
| | | % Riders Surveyed | 33% |
| | Low Income Household | Service Area | 3,591 |
| | | % Riders Surveyed | 16% |

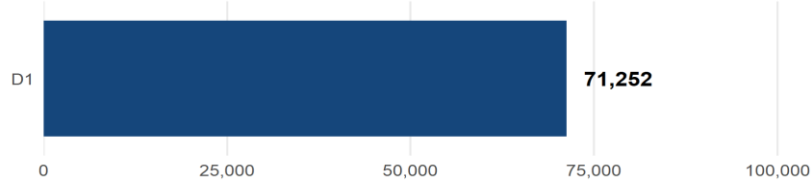
Facilities/Amenities

| | | |
|--|-------------------------------------|------------|
| | Bus Stops | 68 |
| | % Stops With Shelters | 35% |
| | % Stops With Benches | 29% |
| | % Stops With Real-Time Signs | 3% |



Ridership

Annual Ridership

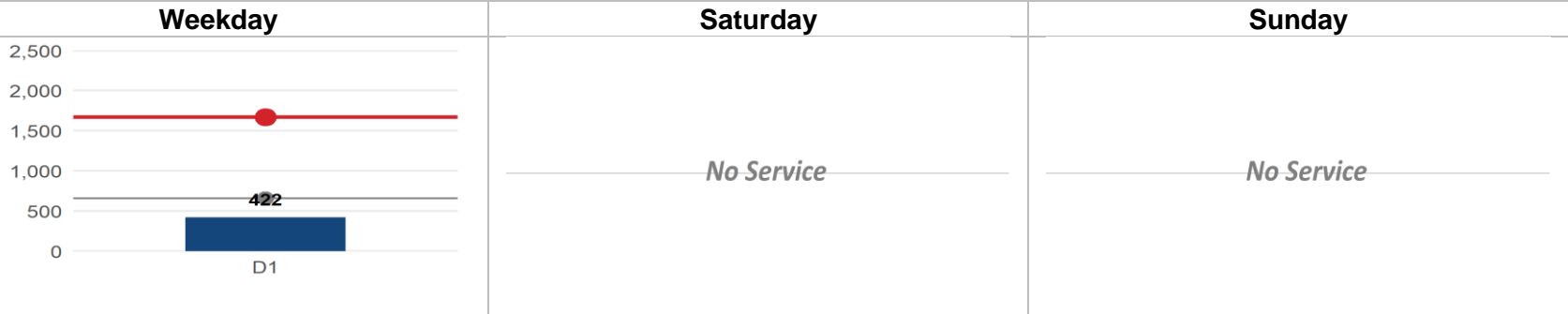


Top Transfer Locations

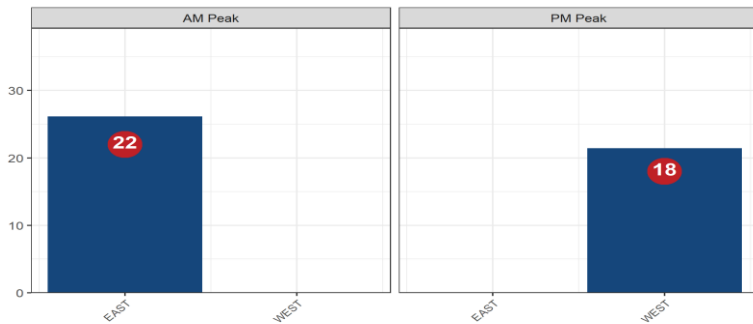
Dupont Circle, Farragut West, Farragut North

Average Daily Ridership

- Class/Tier Average
- System Average



Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

| | | Direction: | EAST | WEST |
|---------------------------------|---------------------------------|------------|------|------|
| Weekday | Peak Maximum Target: 1 | | | |
| | Off-Peak Maximum Target: 1.0 | | 0.56 | 0.47 |
| Saturday Maximum Target: 1.0 | | | | |
| Sunday Maximum Target: 1.0 | | | | |

Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

B Glover Park-Franklin Square

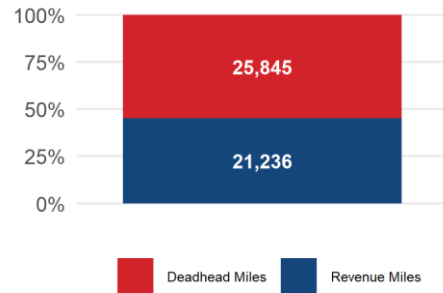
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|--------------------------------------|-----------------------------|----------|-----------|-----------------|-------|-----------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 7:10 AM - 9:42 AM; 4:40 PM - 7:18 PM | - | B | - | - | - | - | - | - |
| | Frequency of Service varies | Peak: 19.6 / Off-Peak: 10.6 | Peak: 19.9 / Off-Peak: 69.8 | - | - | - | - | - | - | - |
| Productivity | Passengers per Revenue Hour N/A | 29.7 | 31.7 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1.5 | 4.7 | 3.5 | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 70% | 72% | D | - | - | - | - | - | - |
| | Crowding 5% | 4% | 4% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Peak: 0.54 | Peak: 0.51 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$4.02 | \$ 4.57 | A | - | - | - | - | - | - |
| | Cost Recovery 25% | 46% | 47% | A | - | - | - | - | - | - |

Route D1

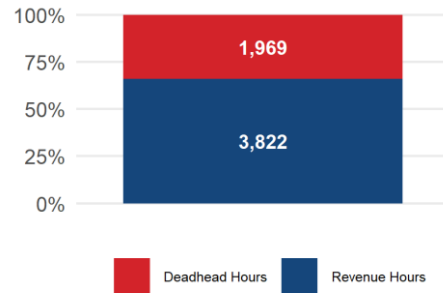
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|---------------|-----------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile N/A | 6.2 | | | 3.2 | | | - | | |
| Route Design | Circuitry N/A | 1.77 | | | 1.3 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour N/A | 29.7 | 31.7 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1.5 | 4.7 | 3.5 | A | - | - | - | - | - | - |
| | Unique Segment Ridership 15% | 1% | 16% | E | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 70% | 72% | D | - | - | - | - | - | - |
| | Crowding 5% | 4% | 4% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Peak: 0.54 | Peak: 0.49 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$4.02 | \$ 4.57 | A | - | - | - | - | - | - |
| | Cost Recovery 25% | 46% | 45% | A | - | - | - | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



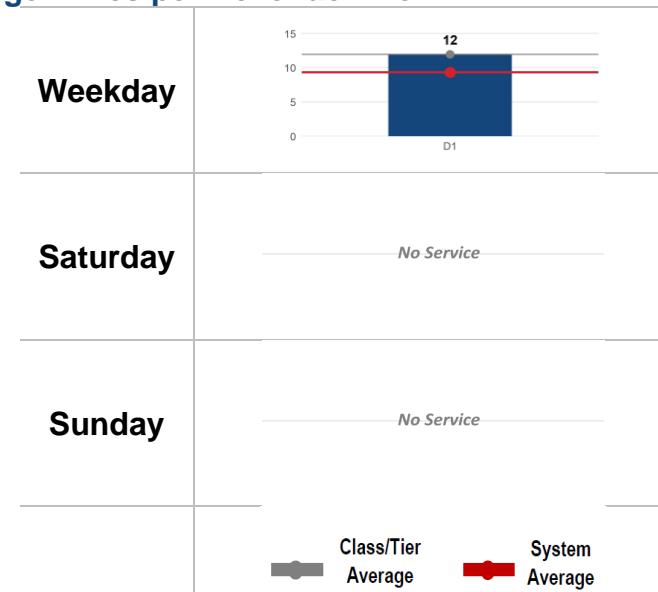
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| D1 | 12.10 | 380 | 380 (100.0%) |
| | | | |
| | | | |
| | | | |
| | | | |

Service Change Summary

Route D1 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

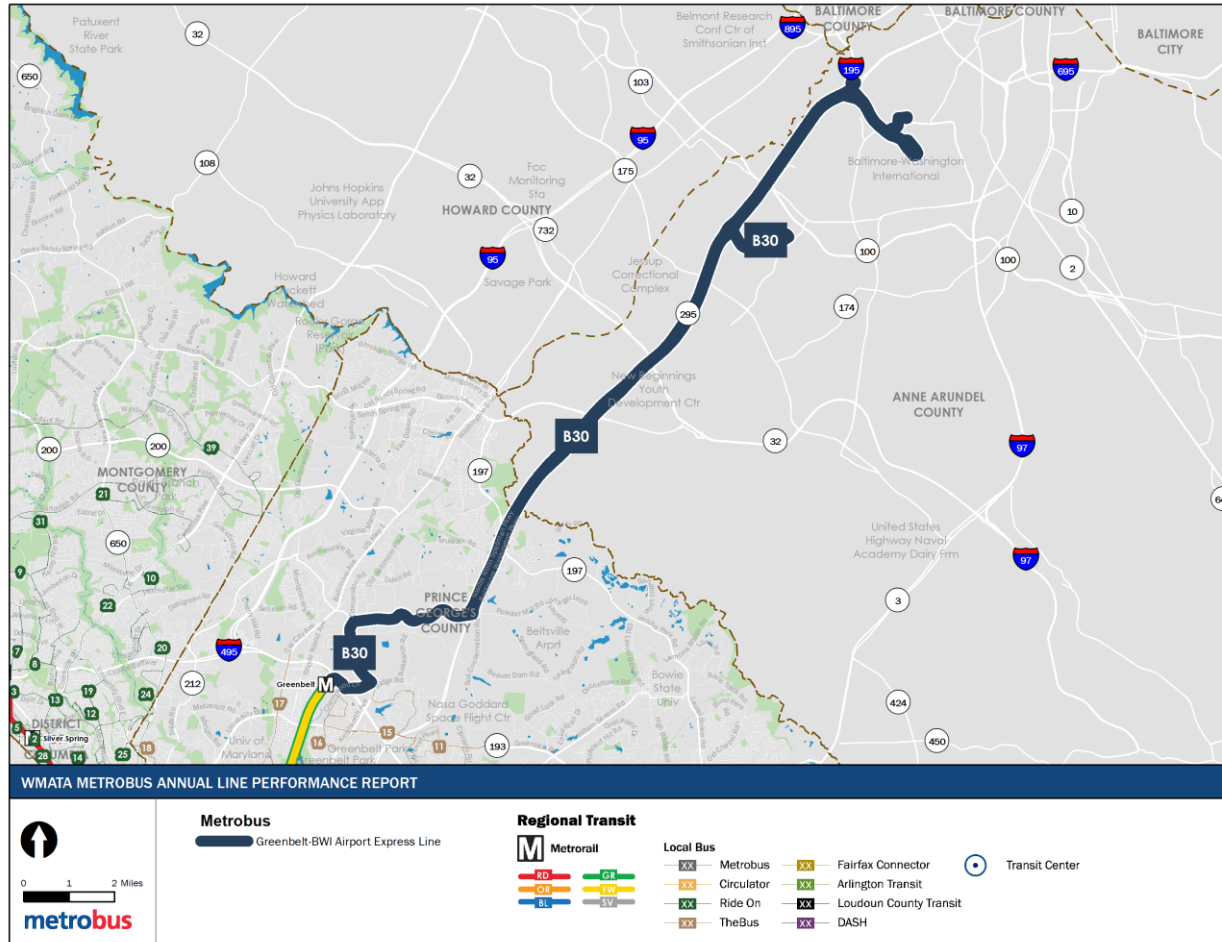
Passenger Miles per Revenue Mile



LINE: 647 - Greenbelt-BWI Airport Express

ROUTE(S): B30

About the Line



Service Classification

Commuter

Activity Tier

3

Overall Grade

| Line | Grade |
|------|-------|
| | D |
| | |
| | |
| | |
| | |
| | |

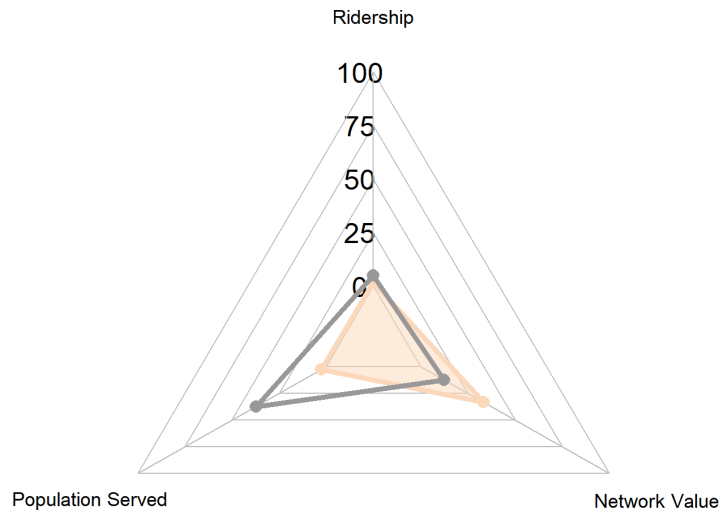
Legend

Exceeds (Dark Blue), Meets (Green), Approaches (Yellow), Below (Orange), Significantly Below (Red)

Line Benefit Score

13

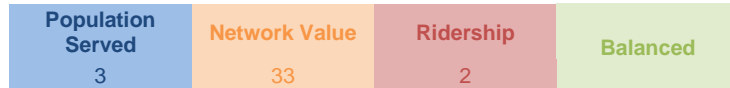
Out of 100



Classification Average



Line Focus:



Line Score:

Operating Statistics

| | | |
|--|-------------------------------|------------------|
| | Annual Operating Costs | \$909,043 |
| | Peak Vehicles | 2 |
| | Vehicle Type(s) | BOC |

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

| | | | |
|--|-----------------------------------|-------------------|------------|
| | Service Area Population | 1,137 | |
| | People of Color Population | Service Area | 366 |
| | | % Riders Surveyed | 44% |
| | Low Income Household | Service Area | 390 |
| | | % Riders Surveyed | 30% |

Facilities/Amenities

| | | |
|--|-------------------------------------|------------|
| | Bus Stops | 6 |
| | % Stops With Shelters | 17% |
| | % Stops With Benches | 17% |
| | % Stops With Real-Time Signs | 0% |



Ridership

Annual Ridership

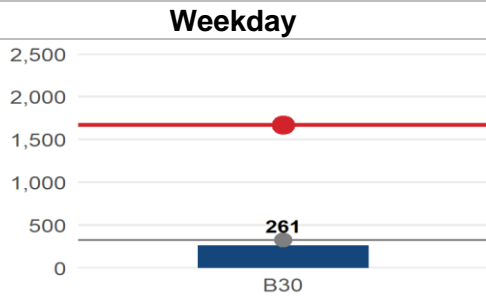


Top Transfer Locations

Greenbelt

Average Daily Ridership

- Class/Tier Average
- System Average



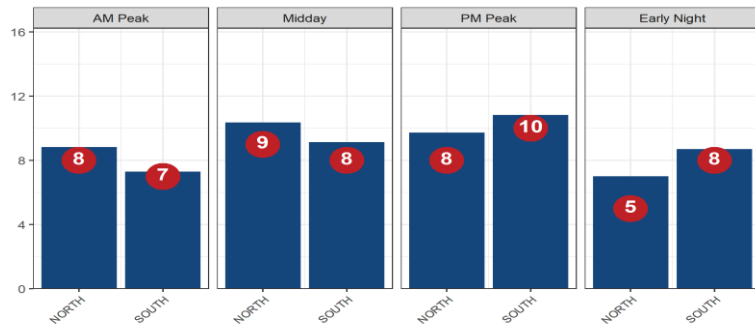
Saturday

No Service

Sunday

No Service

Average Trip Ridership and Maximum Load by Time Period



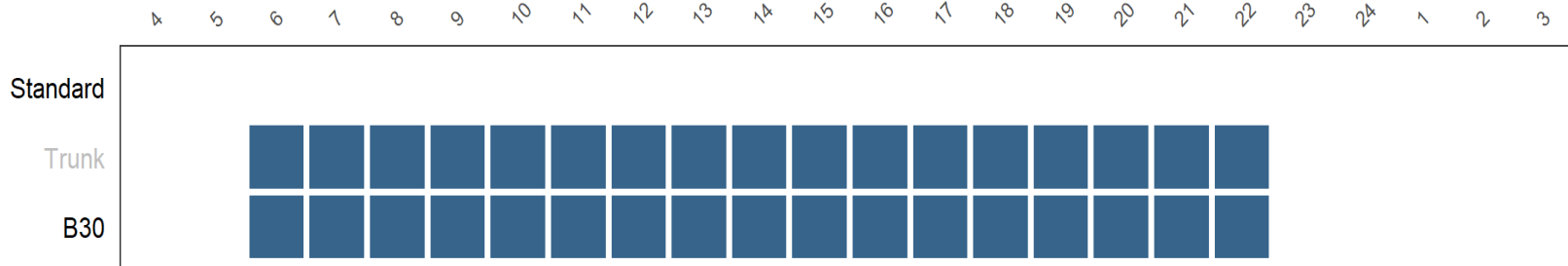
Vehicle Load Factor

| | | Direction: | NORTH | SOUTH |
|---------------------------------|---------------------------------|------------|-------|-------|
| Weekday | Peak Maximum Target: 1 | | 0.2 | 0.23 |
| | Off-Peak Maximum Target: 1.0 | | 0.2 | 0.21 |
| Saturday Maximum Target: 1.0 | | | | |
| Sunday Maximum Target: 1.0 | | | | |

Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

D Greenbelt-BWI Airport Express

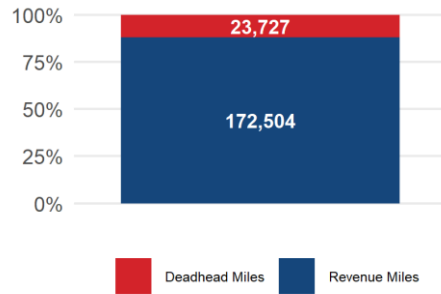
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|-----------------------------|------------------------------|-------|-----------|-----------------|-------|-----------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 6:00 AM - 10:45 PM | - | A | - | - | - | - | - | - |
| | Frequency of Service varies | Peak: 70.2 / Off-Peak: 71.0 | Peak: 50.7 / Off-Peak: 119.1 | - | - | - | - | - | - | - |
| Productivity | Passengers per Revenue Hour N/A | 8.8 | 20.8 | D | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 0.3 | 1.1 | E | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 67% | 73% | E | - | - | - | - | - | - |
| | Crowding 5% | 9% | 3% | E | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.2 Peak: 0.21 | Off-Peak: 0.38 Peak: 0.38 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$13.54 | \$ 6.58 | E | - | - | - | - | - | - |
| | Cost Recovery 20% | 41% | 40% | A | - | - | - | - | - | - |

Route B30

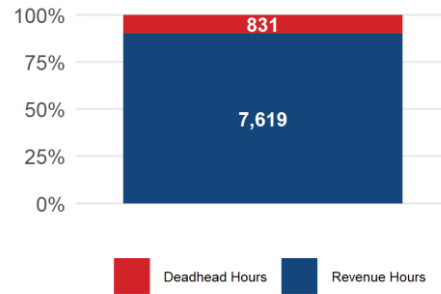
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|-----------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile N/A | 0.2 | | | 2.1 | | | - | | |
| Route Design | Circuitry N/A | 1.24 | | | 1.5 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour N/A | 8.8 | 20.8 | D | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 0.3 | 1.1 | E | - | - | - | - | - | - |
| | Unique Segment Ridership 15% | 98% | 35% | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 67% | 73% | E | - | - | - | - | - | - |
| | Crowding 5% | 9% | 2% | E | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.2 Peak: 0.21 | Off-Peak: 0.42 Peak: 0.37 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$13.54 | \$ 6.58 | E | - | - | - | - | - | - |
| | Cost Recovery 20% | 41% | 44% | A | - | - | - | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



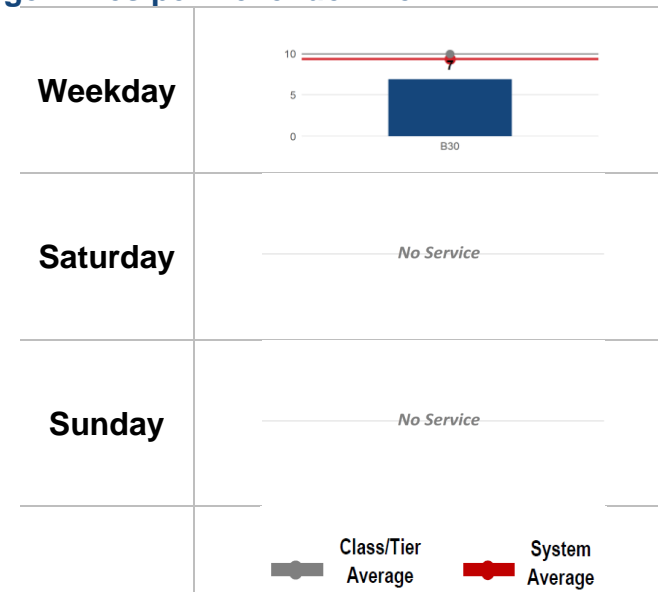
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| B30 | 57.50 | 644 | 641 (99.5%) |
| | | | |
| | | | |
| | | | |
| | | | |

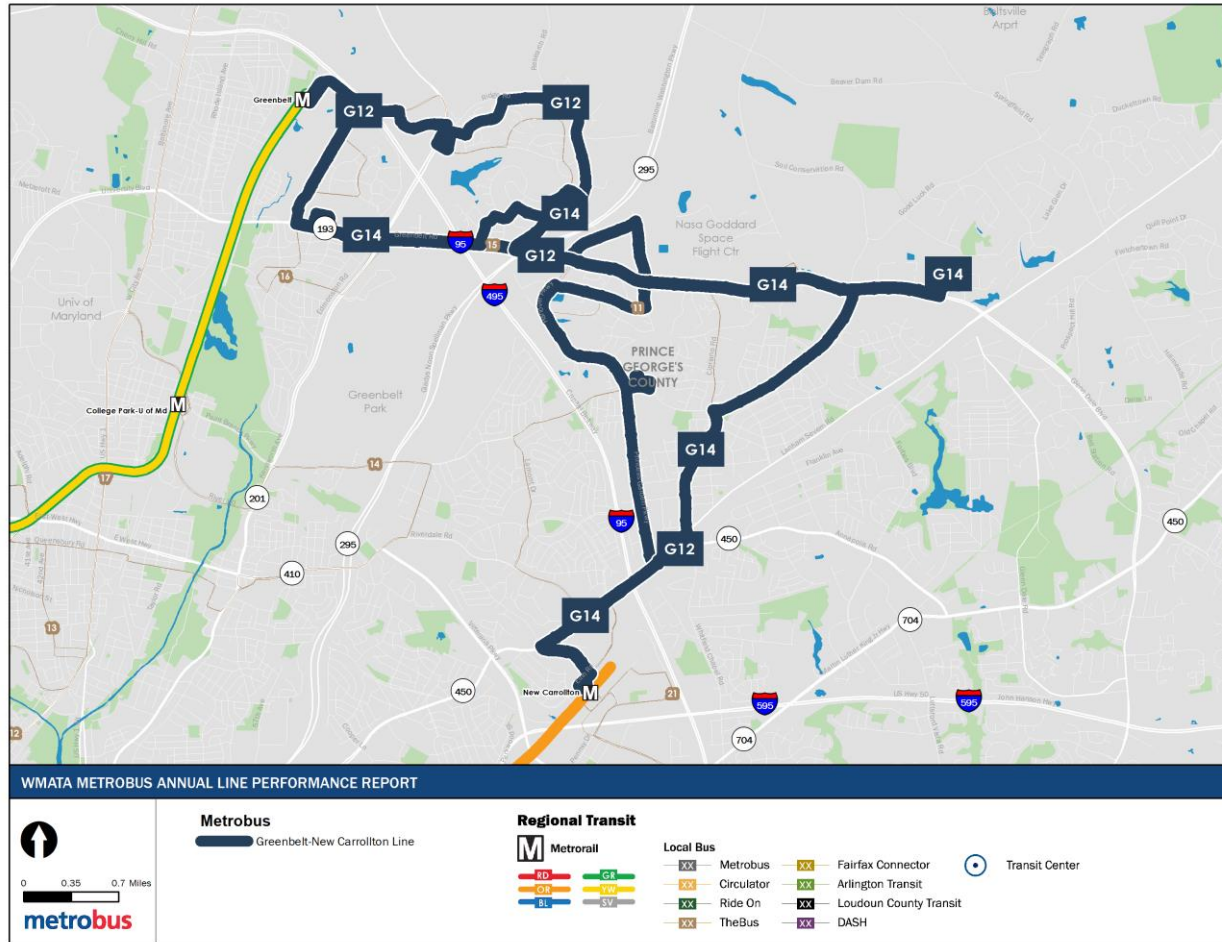
Service Change Summary

Route B30 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

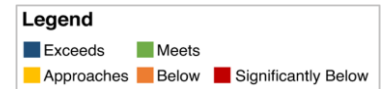
Coverage

Activity Tier

3

Overall Grade

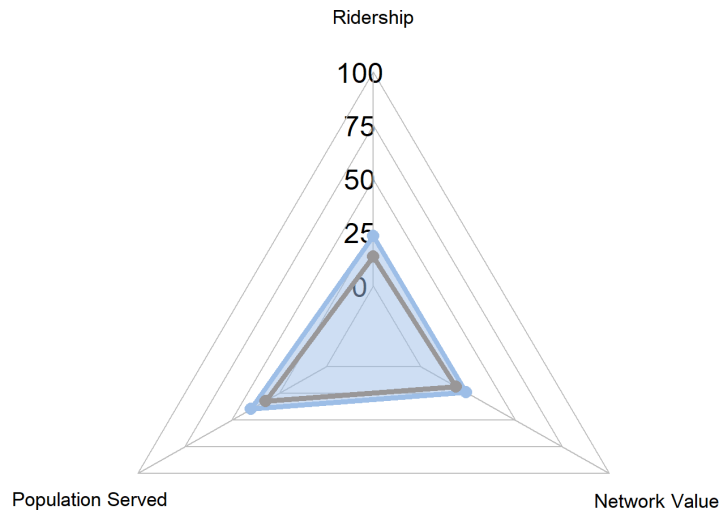
| Line | Overall Grade |
|-------------------------------------|---------------|
| Line 527 - Greenbelt-New Carrollton | A |
| | |
| | |
| | |
| | |
| | |
| | |



Line Benefit Score

29

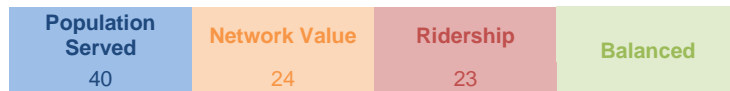
Out of 100



Classification Average

Line Focus:

Line Score:



Operating Statistics

| | | |
|--|-------------------------------|--------------------|
| | Annual Operating Costs | \$4,007,969 |
| | Peak Vehicles | 12 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|-----------------------------------|-------------------|---------------|
| | Service Area Population | 54,175 | |
| | People of Color Population | Service Area | 34,653 |
| | | % Riders Surveyed | 92% |
| | Low Income Household | Service Area | 14,783 |
| | | % Riders Surveyed | 48% |

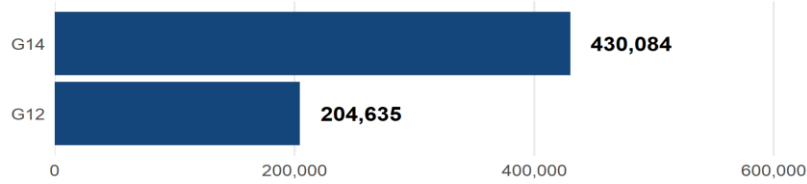
Facilities/Amenities

| | | |
|--|-------------------------------------|------------|
| | Bus Stops | 203 |
| | % Stops With Shelters | 21% |
| | % Stops With Benches | 26% |
| | % Stops With Real-Time Signs | 0% |



Ridership

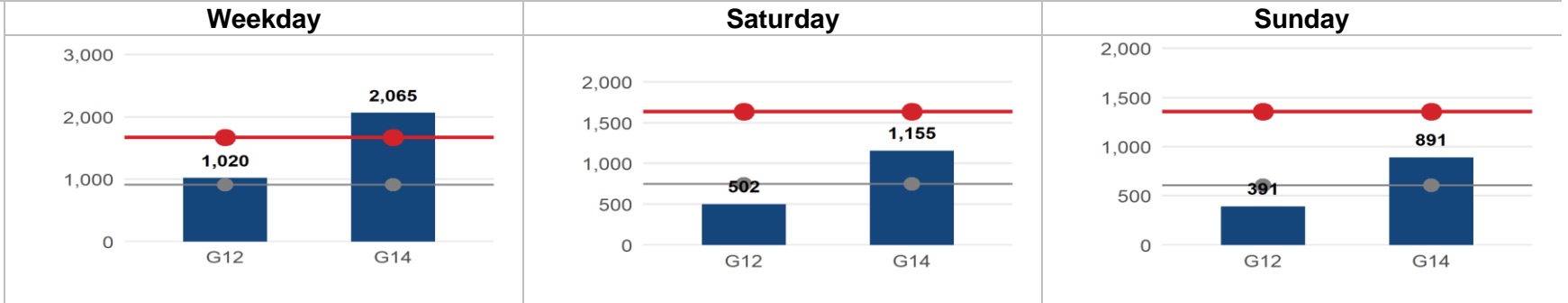
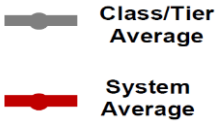
Annual Ridership



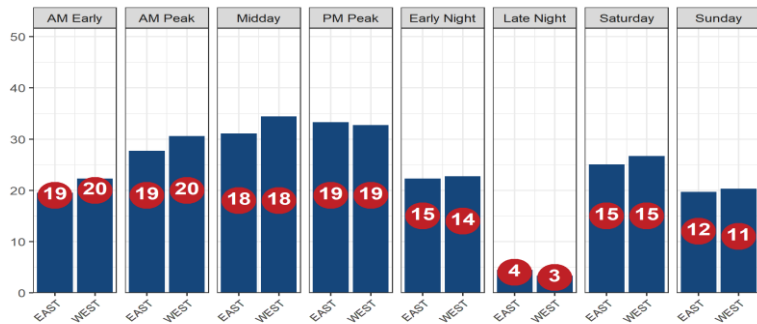
Top Transfer Locations

Greenbelt, New Carrollton

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period



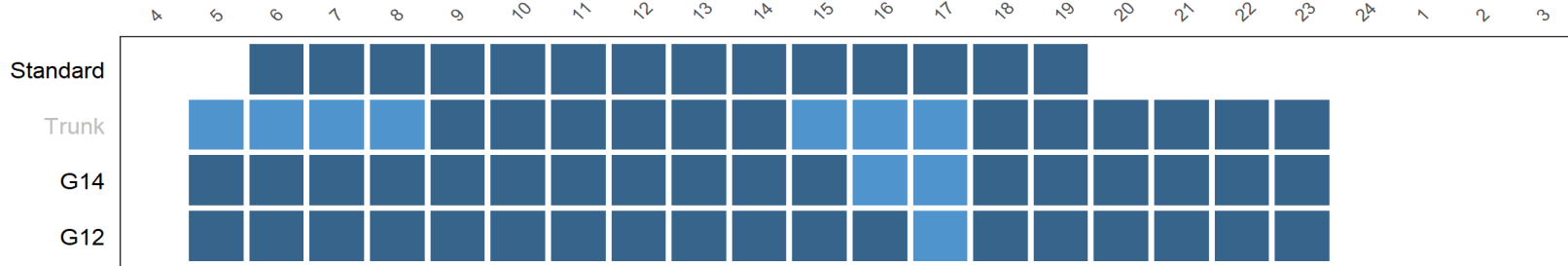
Vehicle Load Factor

| | | Direction: | |
|-------------------------------|---------------------------------|------------|------|
| | | EAST | WEST |
| Weekday | Peak Maximum Target: 1 | 0.48 | 0.48 |
| | Off-Peak Maximum Target: 1.0 | 0.41 | 0.42 |
| | Saturday Maximum Target: 1.0 | 0.37 | 0.38 |
| Sunday Maximum Target: 1.0 | | 0.29 | 0.29 |

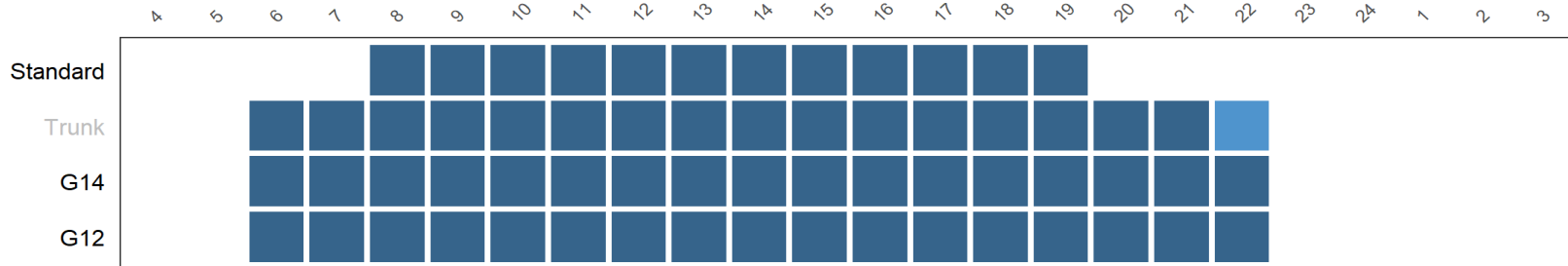
Span and Frequency



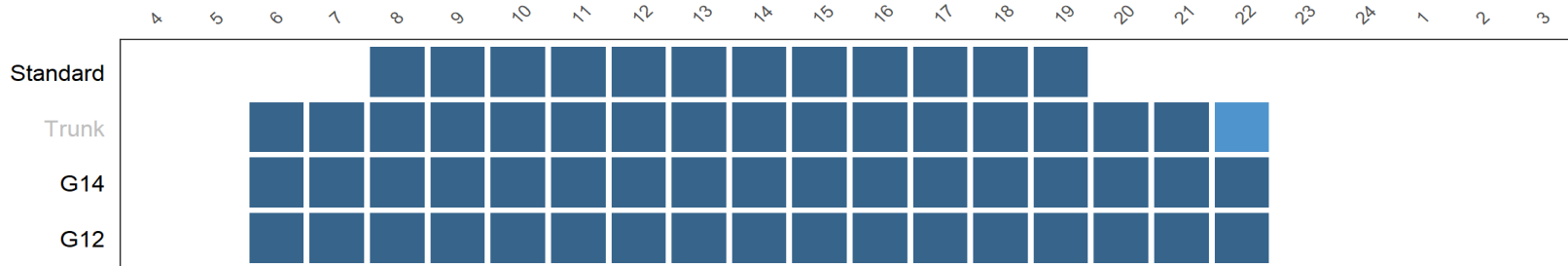
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



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 AM - 11:48 PM | - | A | 6:30 AM - 10:47 PM | - | A | 6:30 AM - 10:47 PM | - | A |
| | Frequency of Service varies | Peak: 28.4 / Off-Peak: 45.4 | Peak: 28.1 / Off-Peak: 61.2 | A | 53.7 | 48.0 | A | 53.7 | 49.5 | A |
| Productivity | Passengers per Revenue Hour 10 | 29.5 | 25.4 | A | 27.2 | 27.6 | A | 20.8 | 25.5 | A |
| | Passengers per Revenue Mile 1 | 2.3 | 2.2 | A | 2.0 | 2.3 | A | 1.6 | 2.1 | A |
| Reliability | On-Time Performance 79% | 81% | 81% | B | 83% | 80% | B | 87% | 85% | A |
| | Crowding 5% | 1% | 1% | A | 2% | 1% | A | 0% | 1% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.41 Peak: 0.48 | Off-Peak: 0.27 Peak: 0.35 | A | 0.37 | 0.31 | A | 0.29 | 0.28 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$4.05 | \$ 5.33 | A | \$4.39 | \$ 4.81 | A | \$5.74 | \$ 5.31 | A |
| | Cost Recovery 20% | 27% | 23% | A | 25% | 20% | A | 19% | 19% | C |

Route G12

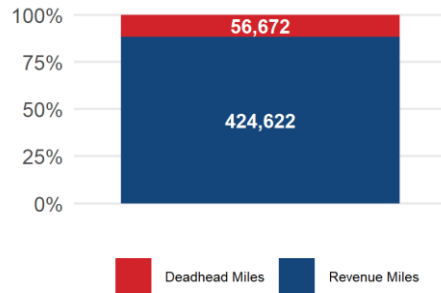
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 3.4 | | | 4.9 | | | E | | |
| Route Design | Circuitry N/A | 2.17 | | | 12.83 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 10 | 19.5 | 25.4 | A | 17.0 | 27.6 | A | 12.9 | 25.5 | A |
| | Passengers per Revenue Mile 1 | 1.6 | 2.2 | A | 1.3 | 2.3 | A | 1.0 | 2.1 | B |
| | Unique Segment Ridership 10% | 54% | 33% | A | 50% | 56% | A | 49% | 58% | A |
| Reliability | On-Time Performance 79% | 85% | 81% | A | 88% | 80% | A | 89% | 85% | A |
| | Crowding 5% | 0% | 1% | A | 0% | 1% | A | 0% | 1% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.29 Peak: 0.36 | Off-Peak: 0.27 Peak: 0.35 | A | 0.25 | 0.32 | A | 0.2 | 0.28 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$6.12 | \$ 5.33 | A | \$7.02 | \$ 4.81 | C | \$9.25 | \$ 5.31 | E |
| | Cost Recovery 20% | 18% | 22% | C | 16% | 20% | D | 12% | 18% | E |

Route G14

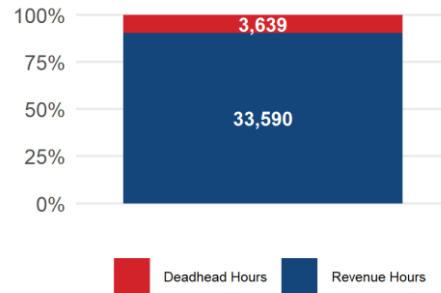
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 3.3 | | | 4.9 | | | E | | |
| Route Design | Circuitry N/A | 2.3 | | | 12.83 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 10 | 39.4 | 25.4 | A | 36.7 | 27.6 | A | 28.4 | 25.5 | A |
| | Passengers per Revenue Mile 1 | 3.0 | 2.2 | A | 2.6 | 2.3 | A | 2.0 | 2.1 | A |
| | Unique Segment Ridership 10% | 36% | 33% | A | 31% | 56% | A | 56% | 58% | A |
| Reliability | On-Time Performance 79% | 79% | 81% | C | 79% | 80% | C | 85% | 85% | A |
| | Crowding 5% | 1% | 1% | A | 3% | 1% | A | 0% | 1% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.55 Peak: 0.61 | Off-Peak: 0.27 Peak: 0.35 | A | 0.5 | 0.32 | A | 0.38 | 0.28 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$3.03 | \$ 5.33 | A | \$3.25 | \$ 4.81 | A | \$4.20 | \$ 5.31 | A |
| | Cost Recovery 20% | 35% | 22% | A | 33% | 20% | A | 26% | 18% | A |

Operational Analysis

Miles Allocation



Hours Allocation



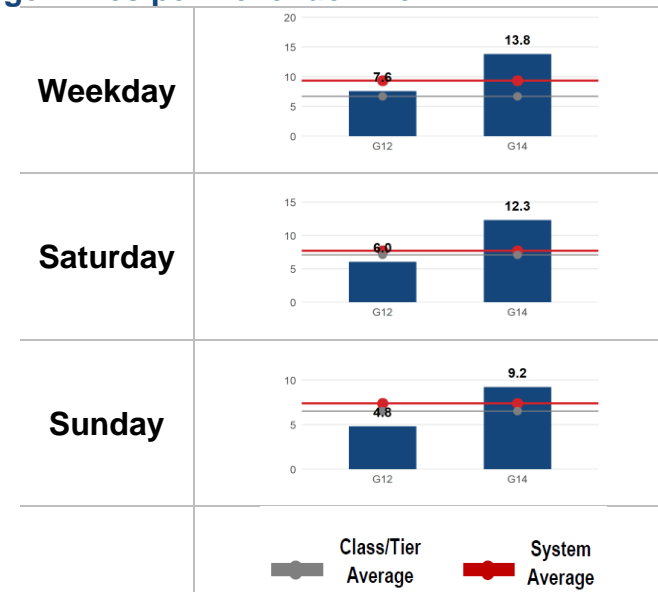
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| G12 | 37.30 | 1,467 | 1,465 (99.9%) |
| G14 | 39.60 | 1,468 | 1,466 (99.9%) |
| | | | |
| | | | |

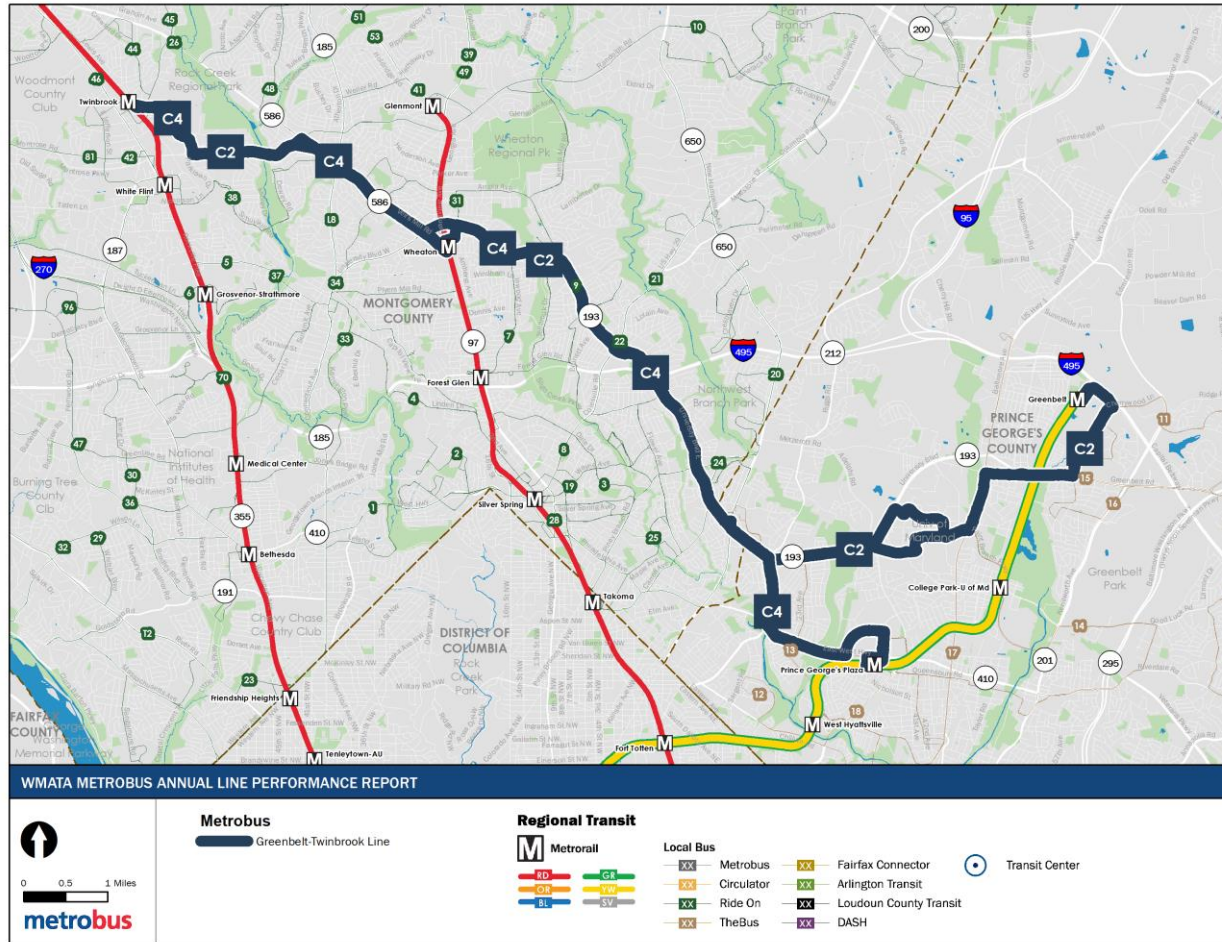
Service Change Summary

Route G12 - June 2020:
 Weekday: split into its own line; Saturday: split into its own line; Sunday: split into its own line;
 Route G14 - June 2020:
 Weekday: split into its own line; Saturday: split into its own line; Sunday: split into its own line;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Framework

Activity Tier

2

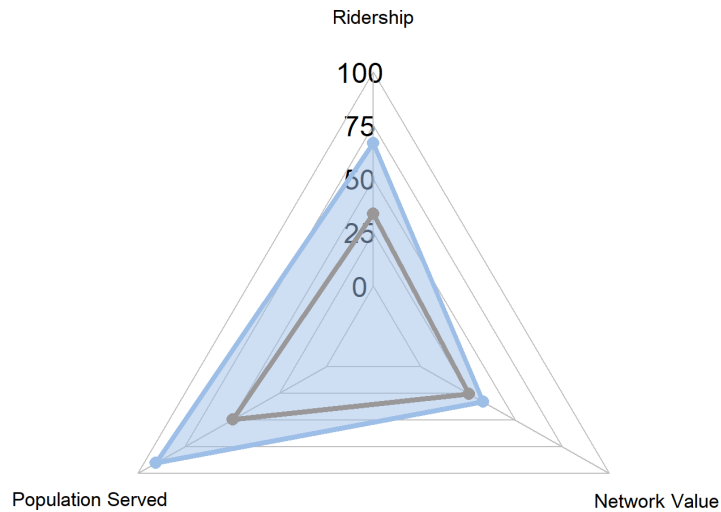
Overall Grade

| Line | Overall Grade |
|-------------------------------|---------------|
| Line 13 - Greenbelt-Twinbrook | B |
| | |
| | |
| | |
| | |
| | |

Line Benefit Score

63

Out of 100



Classification Average



Line Focus:

Population Served

Network Value

Ridership

Balanced




Line Score:

90




33

67





Operating Statistics

| | | |
|---|-------------------------------|---------------------|
|  | Annual Operating Costs | \$10,106,663 |
|  | Peak Vehicles | 22 |
|  | Vehicle Type(s) | 40 Foot |

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

| | | | |
|---|-----------------------------------|-------------------|---------------|
|  | Service Area Population | 117,733 | |
|  | People of Color Population | Service Area | 37,310 |
| | | % Riders Surveyed | 89% |
|  | Low Income Household | Service Area | 38,521 |
| | | % Riders Surveyed | 67% |

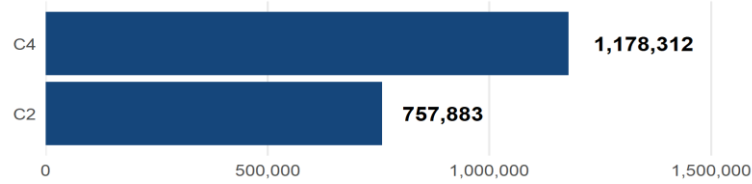
Facilities/Amenities

| | | |
|---|-------------------------------------|------------|
|  | Bus Stops | 182 |
|  | % Stops With Shelters | 29% |
|  | % Stops With Benches | 38% |
|  | % Stops With Real-Time Signs | 5% |



Ridership

Annual Ridership

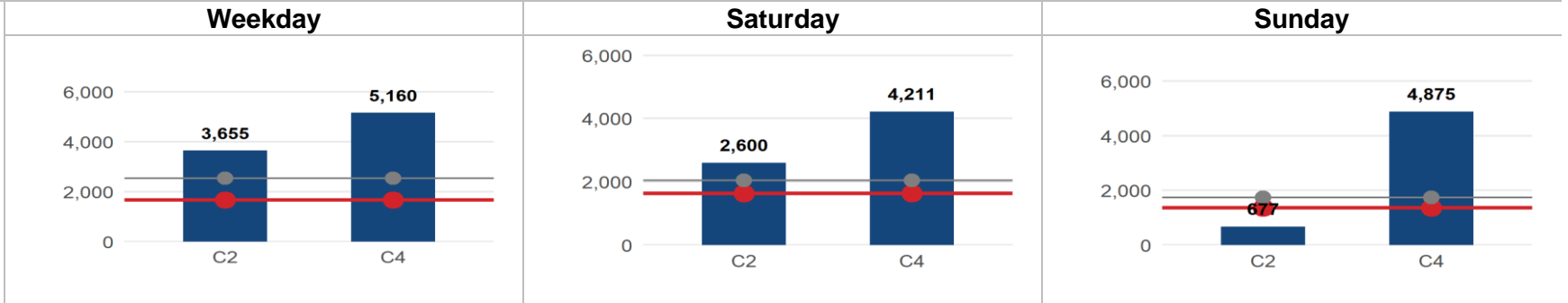


Top Transfer Locations

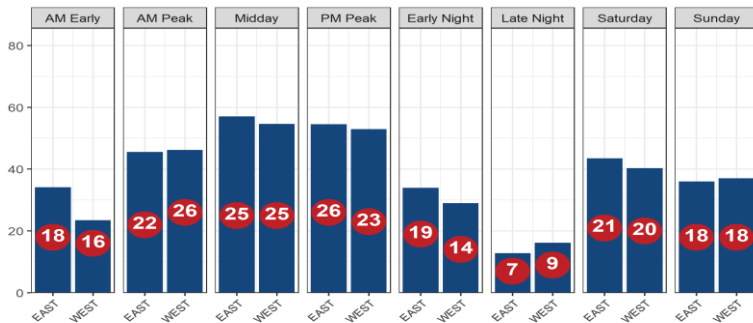
Wheaton, Twinbrook, Prince George's Plaza

Average Daily Ridership

- Class/Tier Average
- System Average



Average Trip Ridership and Maximum Load by Time Period



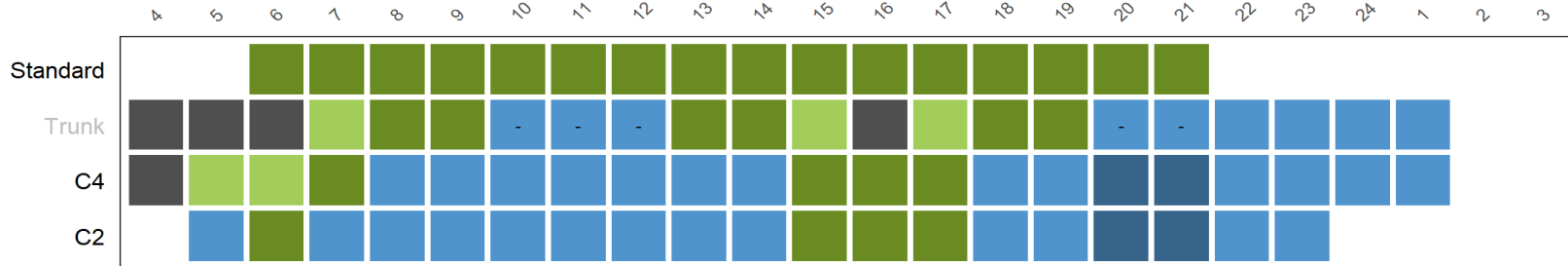
Vehicle Load Factor

| | | Direction: | EAST | WEST |
|---------------------------------|---------------------------------|------------|------|------|
| Weekday | Peak Maximum Target: 1 | | 0.62 | 0.62 |
| | Off-Peak Maximum Target: 1.0 | | 0.53 | 0.47 |
| Saturday Maximum Target: 1.0 | | | 0.53 | 0.49 |
| Sunday Maximum Target: 1.0 | | | 0.46 | 0.46 |

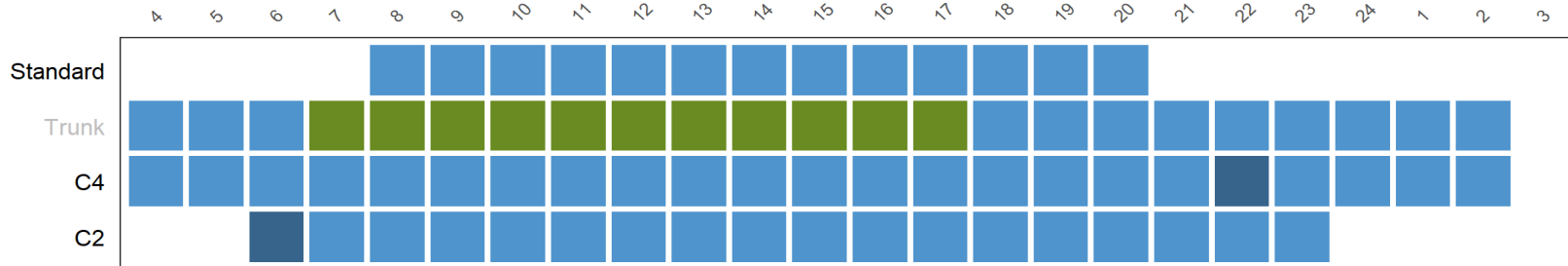
Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



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 AM - 1:32 AM | - | A | 4:50 AM - 2:13 AM | - | A | 5:26 AM - 1:59 AM | - | A |
| | Frequency of Service varies | Peak: 14.4 / Off-Peak: 20.0 | Peak: 19.4 / Off-Peak: 34 | A | 20.2 | 29.8 | A | 20.1 | 33.8 | A |
| Productivity | Passengers per Revenue Hour 20 | 35.5 | 30.5 | A | 33.9 | 28.9 | A | 29.7 | 29.0 | A |
| | Passengers per Revenue Mile 2 | 3.3 | 3.0 | A | 3.0 | 2.7 | A | 2.7 | 2.6 | A |
| Reliability | On-Time Performance 79% | 60% | 73% | E | 66% | 76% | E | 76% | 79% | C |
| | Crowding 5% | 0% | 3% | A | 5% | 3% | B | 1% | 2% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.5 Peak: 0.62 | Off-Peak: 0.44 Peak: 0.52 | A | 0.51 | 0.41 | A | 0.46 | 0.4 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$3.36 | \$ 4.44 | A | \$3.52 | \$ 4.73 | A | \$4.02 | \$ 4.90 | A |
| | Cost Recovery 20% | 34% | 31% | A | 33% | 27% | A | 29% | 27% | A |

Route C2

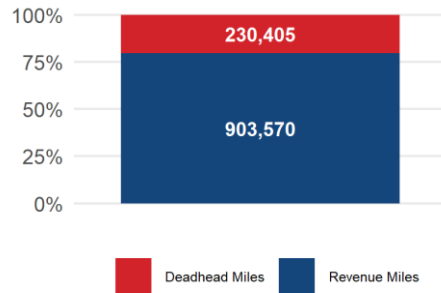
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 3.2 | | | 4.5 | | | E | | |
| Route Design | Circuitry 1.75 | 1.5 | | | 1.47 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 20 | 35.6 | 30.5 | A | 31.5 | 28.9 | A | 31.6 | 29.0 | A |
| | Passengers per Revenue Mile 2 | 3.4 | 3.0 | A | 2.9 | 2.7 | A | 3.5 | 2.6 | A |
| | Unique Segment Ridership 10% | 10% | 16% | B | 11% | 35% | B | 31% | 46% | A |
| Reliability | On-Time Performance 79% | 60% | 73% | E | 61% | 76% | E | 63% | 79% | E |
| | Crowding 5% | 0% | 2% | A | 1% | 3% | A | 0% | 1% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.51 Peak: 0.58 | Off-Peak: 0.42 Peak: 0.52 | A | 0.46 | 0.42 | A | 0.39 | 0.4 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$3.35 | \$ 4.44 | A | \$3.78 | \$ 4.73 | A | \$3.77 | \$ 4.90 | A |
| | Cost Recovery 20% | 35% | 30% | A | 31% | 26% | A | 31% | 27% | A |

Route C4

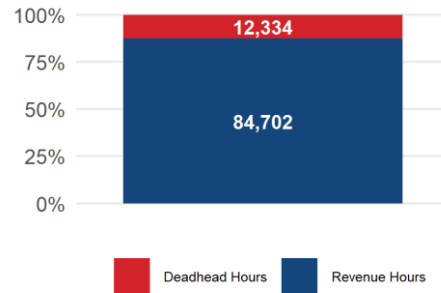
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 4.5 | | | 4.5 | | | A | | |
| Route Design | Circuitry 1.75 | 1.28 | | | 1.47 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 20 | 35.4 | 30.5 | A | 35.6 | 28.9 | A | 29.5 | 29.0 | A |
| | Passengers per Revenue Mile 2 | 3.3 | 3.0 | A | 3.1 | 2.7 | A | 2.7 | 2.6 | A |
| | Unique Segment Ridership 10% | 13% | 16% | A | 18% | 35% | A | 67% | 46% | A |
| Reliability | On-Time Performance 79% | 60% | 73% | E | 70% | 76% | D | 79% | 79% | C |
| | Crowding 5% | 5% | 2% | C | 7% | 3% | E | 1% | 1% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.49 Peak: 0.67 | Off-Peak: 0.42 Peak: 0.52 | A | 0.55 | 0.42 | A | 0.48 | 0.4 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$3.37 | \$ 4.44 | A | \$3.36 | \$ 4.73 | A | \$4.05 | \$ 4.90 | A |
| | Cost Recovery 20% | 34% | 30% | A | 34% | 26% | A | 28% | 27% | A |

Operational Analysis

Miles Allocation



Hours Allocation



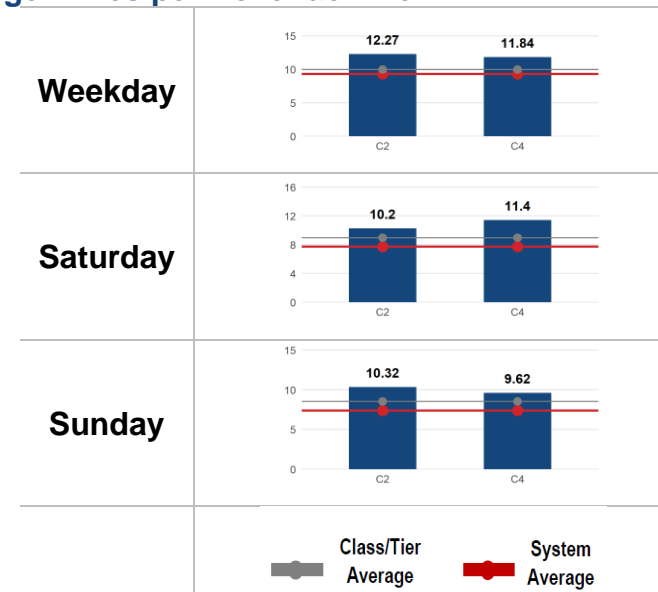
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| C2 | 39.00 | 2,386 | 2,361 (99.0%) |
| C4 | 32.80 | 3,367 | 3,324 (98.7%) |
| | | | |
| | | | |

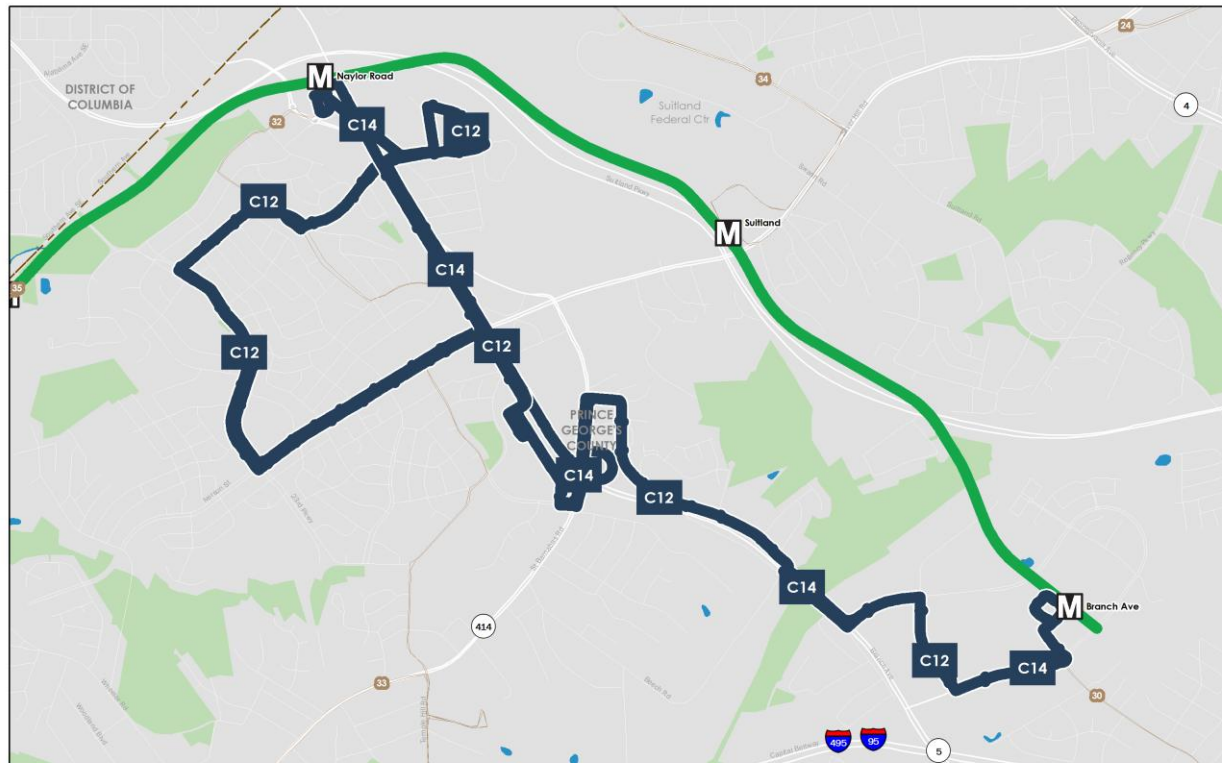
Service Change Summary

Route C2 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;
 Route C4 - June 2020:
 Weekday: 2 a.m. & PG Plaza detour; Saturday: 2 a.m. &
 PG Plaza detour; Sunday: 2 a.m. & PG Plaza detour;

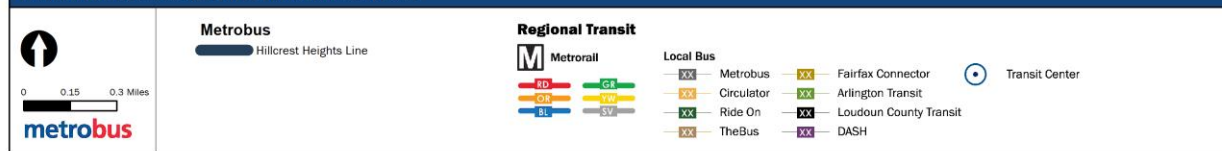
Passenger Miles per Revenue Mile



About the Line



WMATA METROBUS ANNUAL LINE PERFORMANCE REPORT



Service Classification

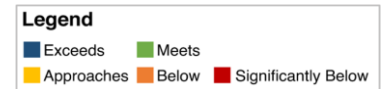
Coverage

Activity Tier

3

Overall Grade

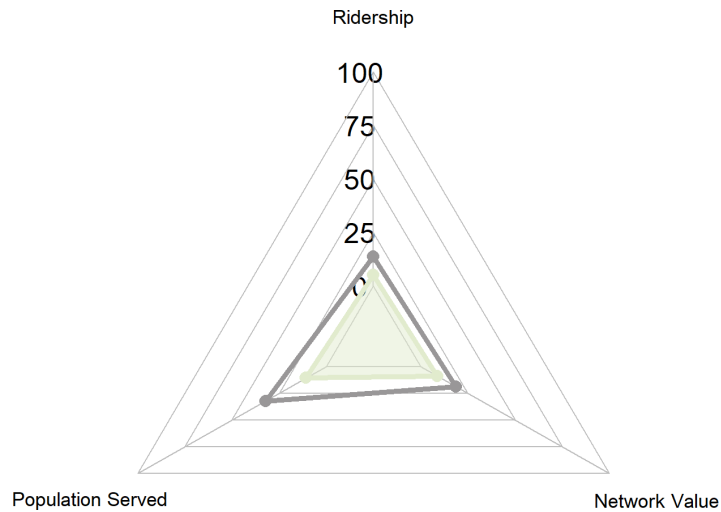
| | |
|------|---|
| Line | B |
| | |
| | |
| | |
| | |
| | |



Line Benefit Score

8

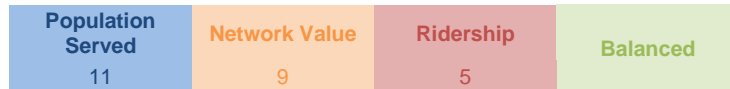
Out of 100



Classification Average



Line Focus:



Line Score:

Operating Statistics

| | | |
|--|-------------------------------|--------------------|
| | Annual Operating Costs | \$1,087,079 |
| | Peak Vehicles | 3 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|-----------------------------------|-------------------|---------------|
| | Service Area Population | 17,720 | |
| | People of Color Population | Service Area | 15,935 |
| | | % Riders Surveyed | 100% |
| | Low Income Household | Service Area | 4,094 |
| | | % Riders Surveyed | 59% |

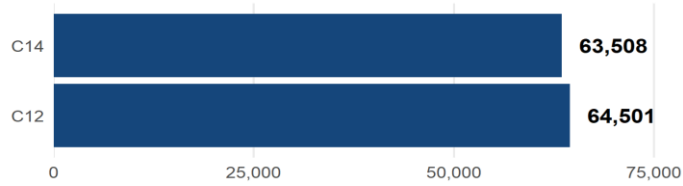
Facilities/Amenities

| | | |
|--|-------------------------------------|------------|
| | Bus Stops | 79 |
| | % Stops With Shelters | 23% |
| | % Stops With Benches | 8% |
| | % Stops With Real-Time Signs | 3% |



Ridership

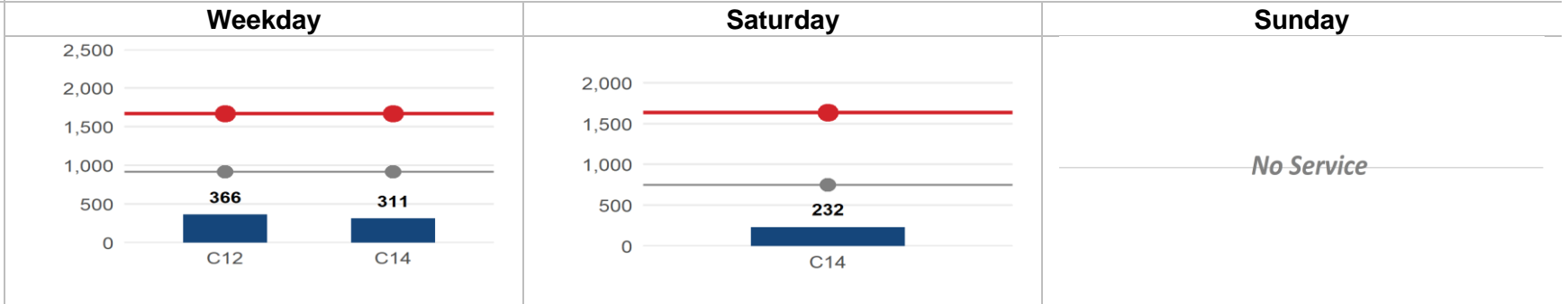
Annual Ridership



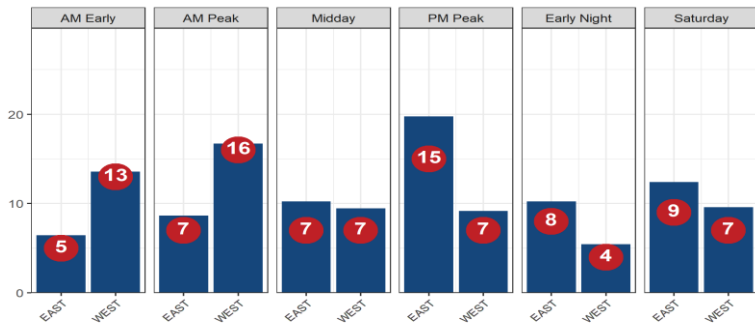
Top Transfer Locations

Naylor Road, Branch Avenue

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period



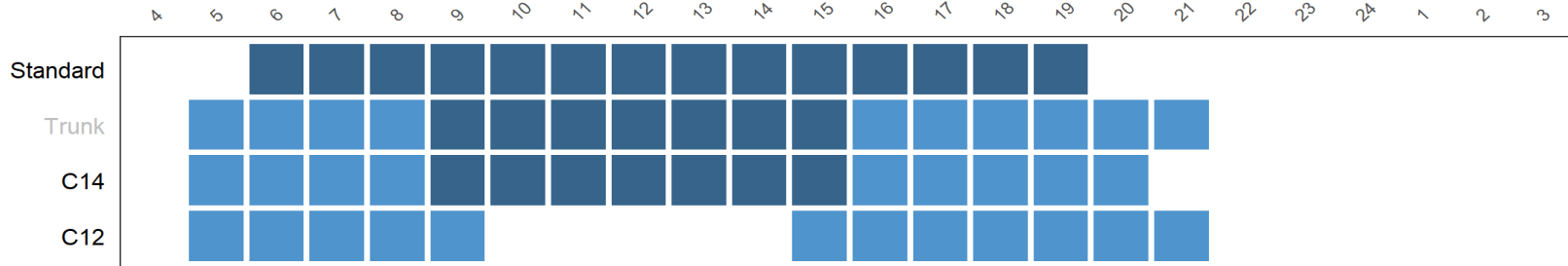
Vehicle Load Factor

| | | Direction: | EAST | WEST |
|---------------------------------|---------------------------------|------------|------|------|
| Weekday | Peak Maximum Target: 1 | | 0.29 | 0.27 |
| | Off-Peak Maximum Target: 1.0 | | 0.19 | 0.18 |
| Saturday Maximum Target: 1.0 | | | 0.24 | 0.18 |
| Sunday Maximum Target: 1.0 | | | | |

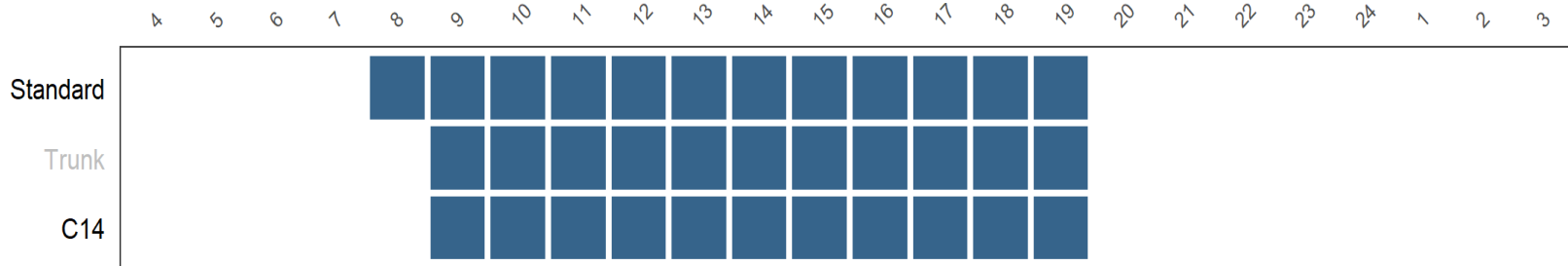
Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

B Hillcrest Heights

| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|------------------------------|------------------------------|-------|-------------------|-----------------|-------|-----------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 5:04 AM - 9:14 PM | - | A | 9:15 AM - 7:42 PM | - | C | - | - | - |
| | Frequency of Service varies | Peak: 26.4 / Off-Peak: 49.1 | Peak: 28.1 / Off-Peak: 61.2 | A | 60.1 | 48.0 | C | - | - | - |
| Productivity | Passengers per Revenue Hour 10 | 20.0 | 25.4 | A | 22.5 | 27.6 | A | - | - | - |
| | Passengers per Revenue Mile 1 | 1.9 | 2.2 | A | 2.0 | 2.3 | A | - | - | - |
| Reliability | On-Time Performance 79% | 86% | 81% | A | 84% | 80% | A | - | - | - |
| | Crowding 5% | 0% | 1% | A | 0% | 1% | A | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.19 Peak: 0.28 | Off-Peak: 0.27 Peak: 0.35 | A | 0.21 | 0.31 | A | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$5.98 | \$ 5.33 | A | \$5.31 | \$ 4.81 | A | - | - | - |
| | Cost Recovery 20% | 16% | 23% | D | 18% | 20% | D | - | - | - |

Route C12

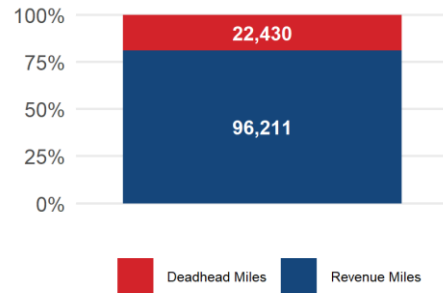
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|-----------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 5.1 | | | 4.9 | | | E | | |
| Route Design | Circuitry N/A | 2.16 | | | 12.83 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 10 | 23.1 | 25.4 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 2.2 | 2.2 | A | - | - | - | - | - | - |
| | Unique Segment Ridership 10% | 7% | 33% | D | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 86% | 81% | A | - | - | - | - | - | - |
| | Crowding 5% | 0% | 1% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.23 Peak: 0.4 | Off-Peak: 0.27 Peak: 0.35 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$5.18 | \$ 5.33 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 20% | 22% | B | - | - | - | - | - | - |

Route C14

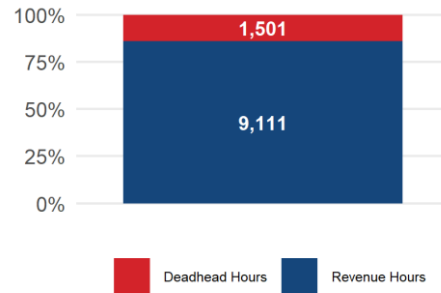
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 4.5 | | | 4.9 | | | A | | |
| | Circuity N/A | 1.72 | | | 12.83 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 10 | 17.2 | 25.4 | A | 22.5 | 27.6 | A | - | - | - |
| | Passengers per Revenue Mile 1 | 1.6 | 2.2 | A | 2.0 | 2.3 | A | - | - | - |
| | Unique Segment Ridership 10% | 0% | 33% | E | 75% | 56% | A | - | - | - |
| Reliability | On-Time Performance 79% | 86% | 81% | A | 84% | 80% | A | - | - | - |
| | Crowding 5% | 0% | 1% | A | 0% | 1% | A | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.16 Peak: 0.17 | Off-Peak: 0.27 Peak: 0.35 | A | 0.21 | 0.32 | A | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$6.92 | \$ 5.33 | B | \$5.31 | \$ 4.81 | A | - | - | - |
| | Cost Recovery 20% | 12% | 22% | E | 16% | 20% | D | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



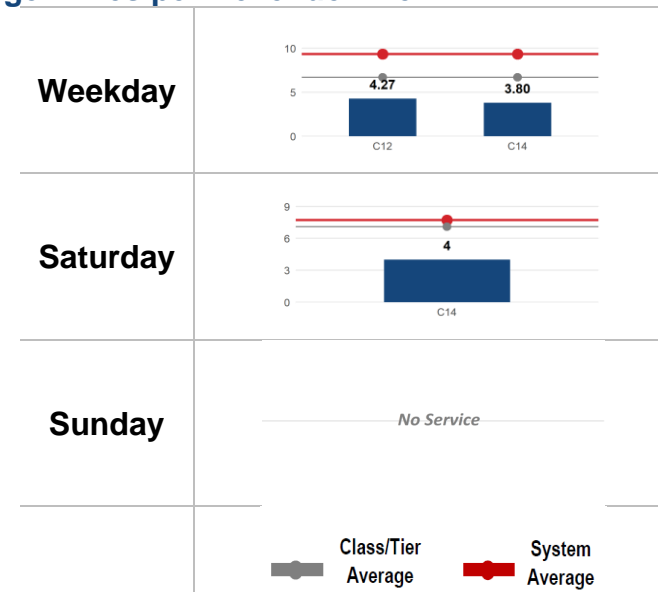
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| C12 | 15.50 | 506 | 504 (99.6%) |
| C14 | 12.30 | 853 | 851 (99.8%) |
| | | | |
| | | | |

Service Change Summary

Route C12 - June 2020:
 Weekday: No change; Saturday: No change; Sunday: No change;
 Route C14 - June 2020:
 Weekday: No change; Saturday: No change; Sunday: No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Coverage

Activity Tier

1

Overall Grade

| | |
|------|---|
| Line | B |
| | |
| | |
| | |
| | |
| | |

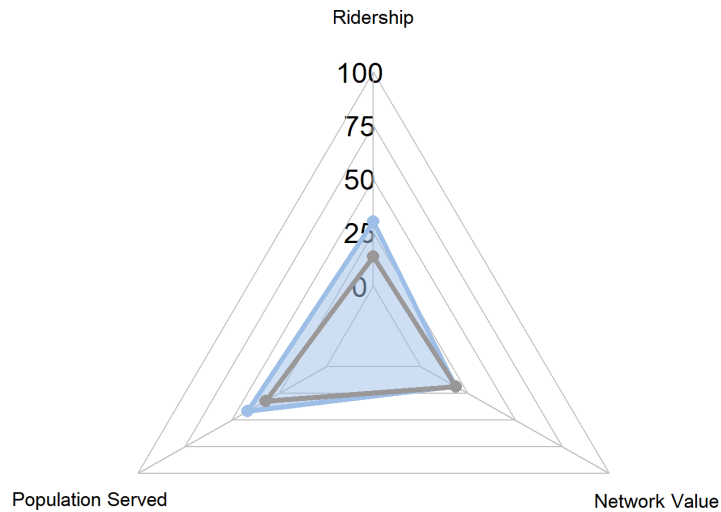
Legend

- Exceeds
- Meets
- Approaches
- Below
- Significantly Below

Line Benefit Score

30

Out of 100



Classification Average



Line Focus:

Population Served

Network Value

Ridership

Balanced




Line Score:

42




18

30





Operating Statistics

| | | |
|---|-------------------------------|--------------------|
|  | Annual Operating Costs | \$4,457,751 |
|  | Peak Vehicles | 12 |
|  | Vehicle Type(s) | 40 Foot |

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

| | | | |
|---|-----------------------------------|-------------------|---------------|
|  | Service Area Population | 28,857 | |
|  | People of Color Population | Service Area | 16,856 |
| | | % Riders Surveyed | 92% |
|  | Low Income Household | Service Area | 8,248 |
| | | % Riders Surveyed | 76% |

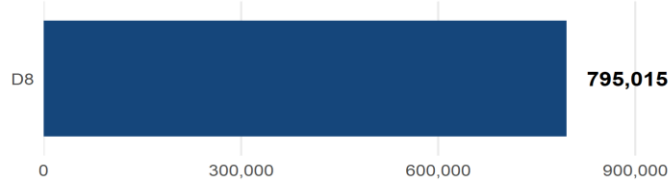
Facilities/Amenities

| | | |
|---|-------------------------------------|------------|
|  | Bus Stops | 67 |
|  | % Stops With Shelters | 18% |
|  | % Stops With Benches | 15% |
|  | % Stops With Real-Time Signs | 4% |



Ridership

Annual Ridership



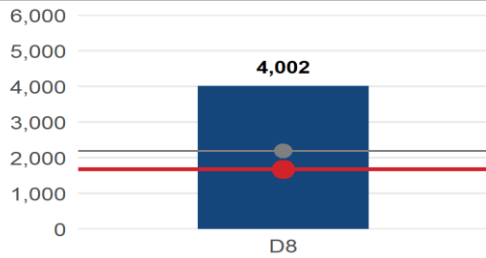
Top Transfer Locations

Rhode Island Avenue, Union Station

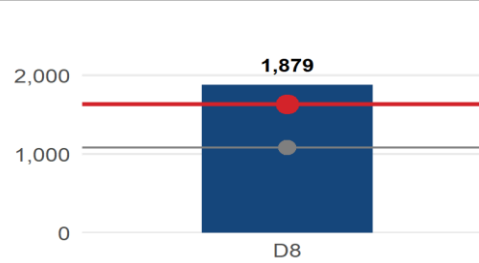
Average Daily Ridership

- Class/Tier Average
- System Average

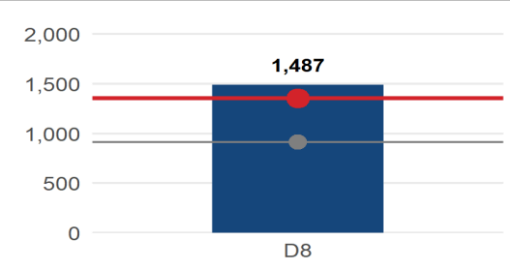
Weekday



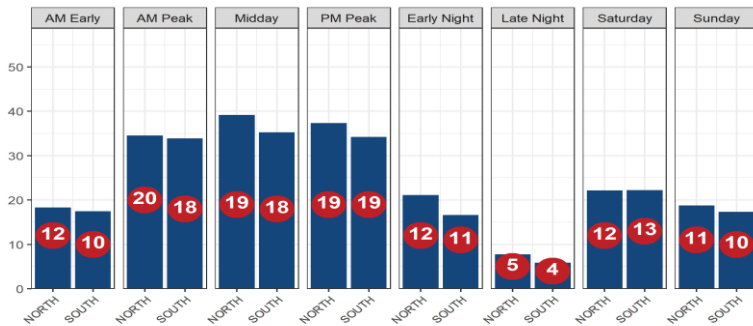
Saturday



Sunday



Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

| | | Direction: | |
|---------------------------------|---------------------------------|------------|-------|
| | | NORTH | SOUTH |
| Weekday | Peak Maximum Target: 1.2 | 0.49 | 0.46 |
| | Off-Peak Maximum Target: 1.0 | 0.35 | 0.34 |
| Saturday Maximum Target: 1.0 | | 0.31 | 0.32 |
| Sunday Maximum Target: 1.0 | | 0.28 | 0.26 |

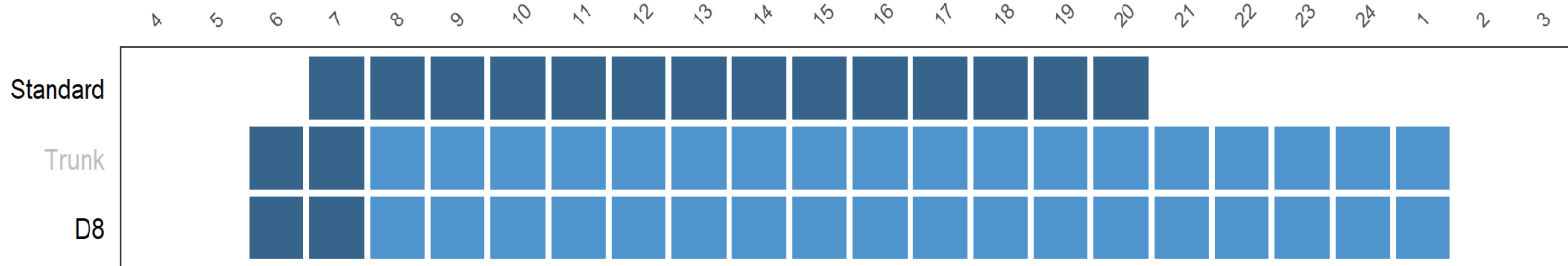
Span and Frequency



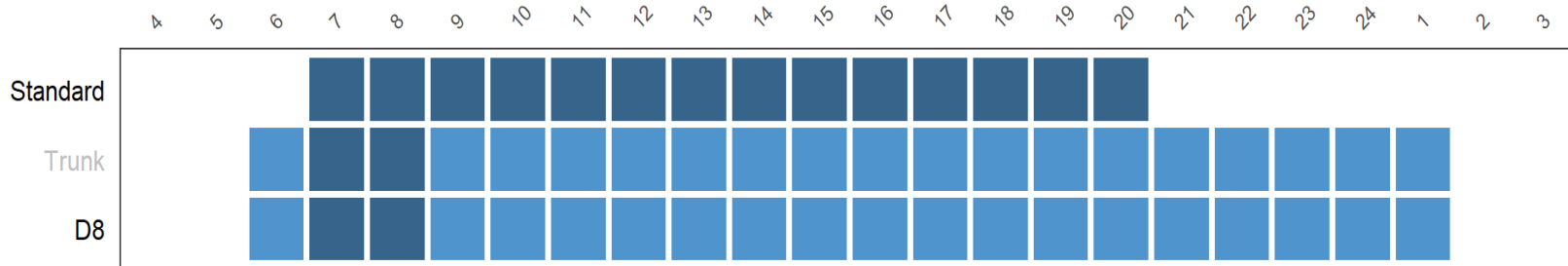
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

B Hospital Center

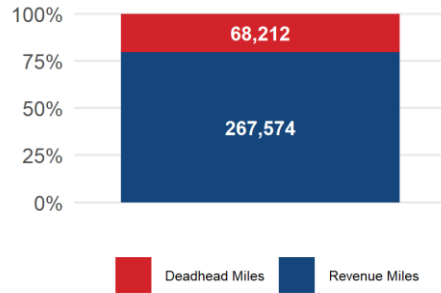
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|------------------------------|-----------------------------|-------|-------------------|-----------------|-------|-------------------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 5:10 AM - 1:10 AM | - | A | 6:00 AM - 1:10 AM | - | A | 6:15 AM - 1:05 AM | - | A |
| | Frequency of Service varies | Peak: 15.6 / Off-Peak: 18.0 | Peak: 17.1 / Off-Peak: 26.8 | A | 26.4 | 30.0 | A | 26.6 | 30.4 | A |
| Productivity | Passengers per Revenue Hour 20 | 32.1 | 32.7 | A | 27.1 | 25.1 | A | 23.9 | 23.1 | A |
| | Passengers per Revenue Mile 4 | 4.5 | 4.4 | A | 3.3 | 3.1 | D | 2.7 | 2.8 | E |
| Reliability | On-Time Performance 79% | 71% | 75% | D | 78% | 81% | C | 84% | 82% | B |
| | Crowding 5% | 1% | 4% | A | 0% | 0% | A | 0% | 0% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.34 Peak: 0.48 | Off-Peak: 0.3 Peak: 0.47 | A | 0.31 | 0.27 | A | 0.27 | 0.26 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$3.72 | \$ 3.75 | A | \$4.40 | \$ 4.99 | A | \$4.98 | \$ 5.30 | B |
| | Cost Recovery 25% | 22% | 27% | D | 19% | 20% | D | 17% | 18% | E |

Route D8

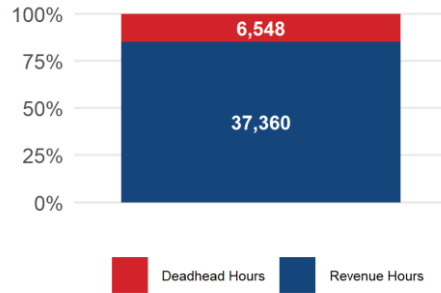
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 5.5 | | | 6.7 | | | E | | |
| Route Design | Circuity N/A | 2.65 | | | Inf | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | 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 | 32.1 | 32.7 | A | 27.1 | 25.1 | A | 23.9 | 23.1 | A |
| | Passengers per Revenue Mile 4 | 4.5 | 4.4 | A | 3.3 | 3.1 | D | 2.7 | 2.8 | E |
| | Unique Segment Ridership 10% | 21% | 36% | A | 22% | 44% | A | 22% | 43% | A |
| Reliability | On-Time Performance 79% | 71% | 75% | D | 78% | 81% | C | 84% | 82% | B |
| | Crowding 5% | 1% | 4% | A | 0% | 1% | A | 0% | 1% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.34 Peak: 0.48 | Off-Peak: 0.32 Peak: 0.49 | A | 0.31 | 0.29 | A | 0.27 | 0.27 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$3.72 | \$ 3.75 | A | \$4.40 | \$ 4.99 | A | \$4.98 | \$ 5.30 | B |
| | Cost Recovery 25% | 22% | 25% | D | 19% | 19% | D | 17% | 18% | E |

Operational Analysis

Miles Allocation



Hours Allocation



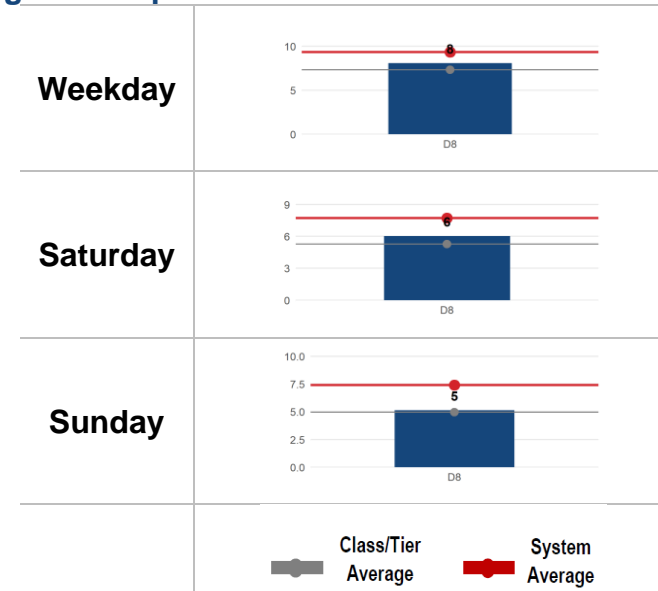
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| D8 | 13.10 | 3,505 | 3,477 (99.2%) |
| | | | |
| | | | |
| | | | |
| | | | |

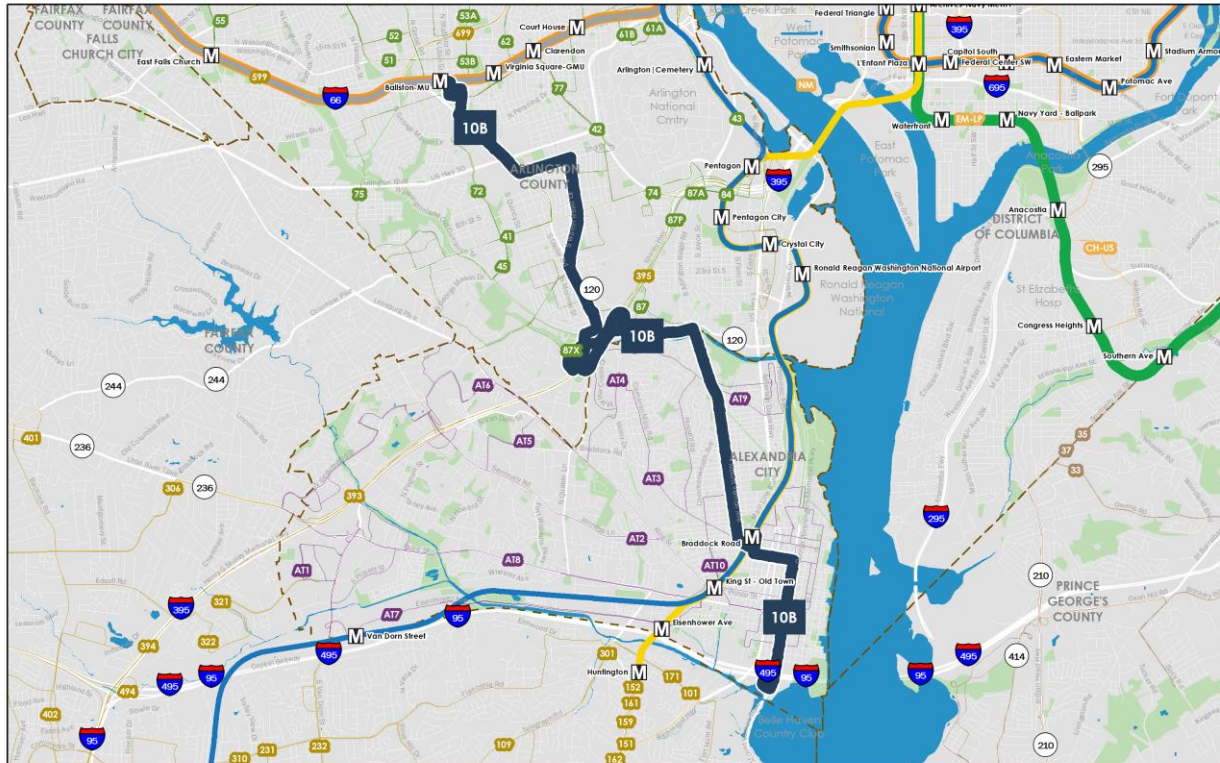
Service Change Summary

Route D8 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

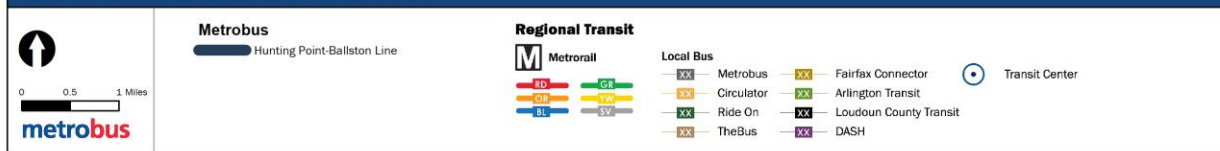
Passenger Miles per Revenue Mile



About the Line



WMATA METROBUS ANNUAL LINE PERFORMANCE REPORT



Service Classification

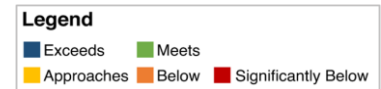
Framework

Activity Tier

1

Overall Grade

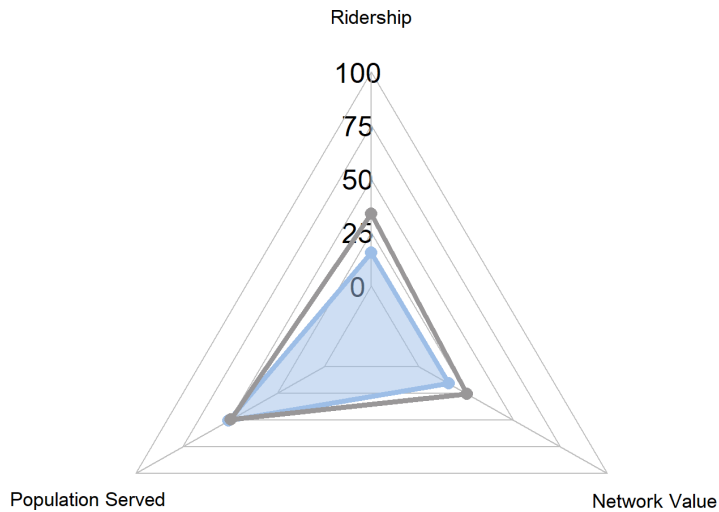
| | |
|------|---|
| Line | D |
| | |
| | |
| | |
| | |
| | |



Line Benefit Score

27

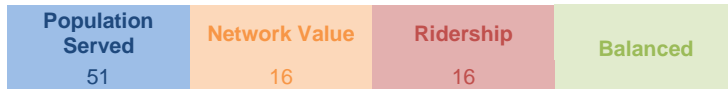
Out of 100



Classification Average



Line Focus:



Line Score:

Operating Statistics

| | | |
|--|------------------------|-------------|
| | Annual Operating Costs | \$3,819,974 |
| | Peak Vehicles | 5 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|----------------------------|-------------------|-------|
| | Service Area Population | 43,193 | |
| | People of Color Population | Service Area | 9,571 |
| | | % Riders Surveyed | 75% |
| | Low Income Household | Service Area | 7,488 |
| | | % Riders Surveyed | 50% |

Facilities/Amenities

| | | |
|--|------------------------------|-----|
| | Bus Stops | 129 |
| | % Stops With Shelters | 22% |
| | % Stops With Benches | 32% |
| | % Stops With Real-Time Signs | 2% |



Ridership

Annual Ridership



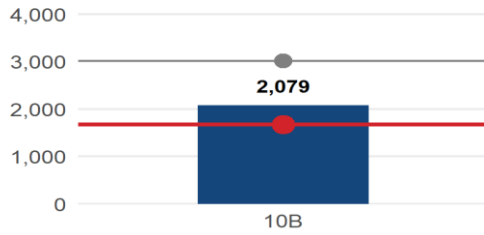
Top Transfer Locations

Braddock Road, Ballston

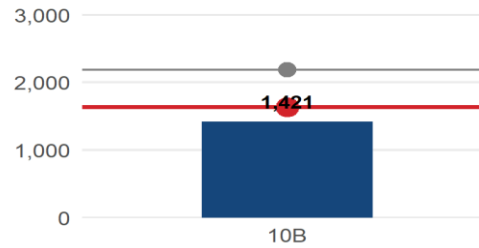
Average Daily Ridership

- Class/Tier Average
- System Average

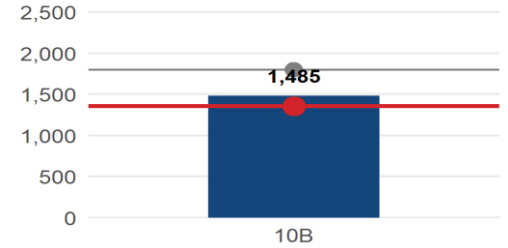
Weekday



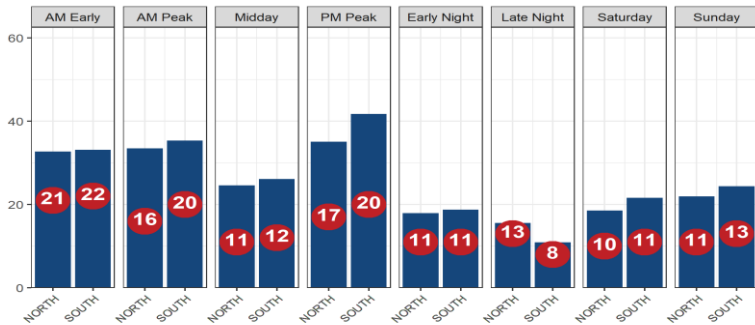
Saturday



Sunday



Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

| | | Direction: | |
|--|--|------------|-------|
| | | NORTH | SOUTH |
| Weekday | Peak Maximum Target: 1.2 | 0.42 | 0.5 |
| | Off-Peak Maximum Target: 1.0 | 0.31 | 0.29 |
| Saturday Maximum Target: 1.0 | | 0.25 | 0.28 |
| Sunday Maximum Target: 1.0 | | 0.29 | 0.32 |

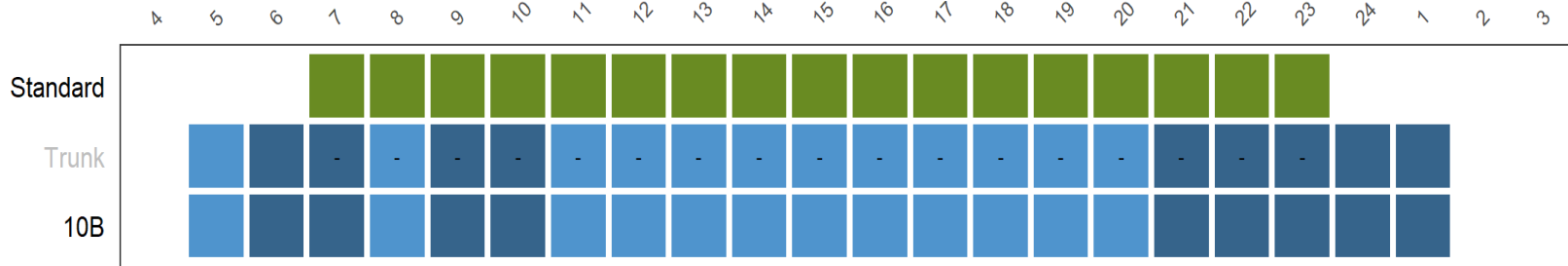
Span and Frequency



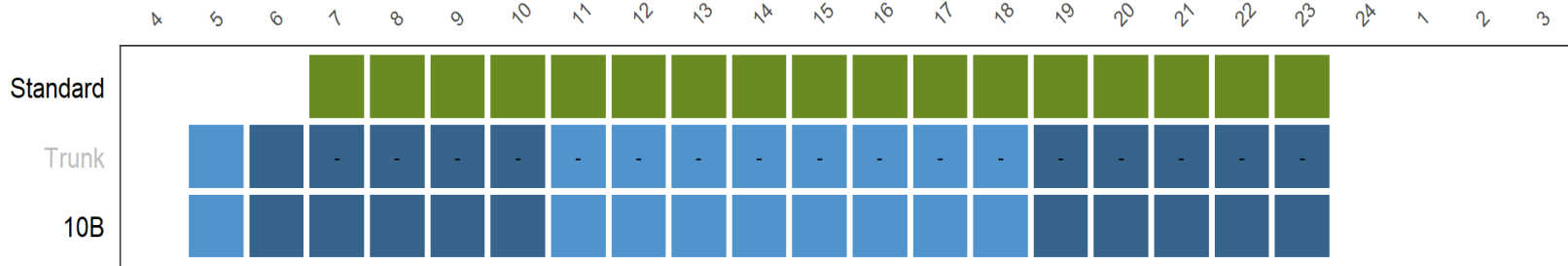
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

D Hunting Point-Ballston

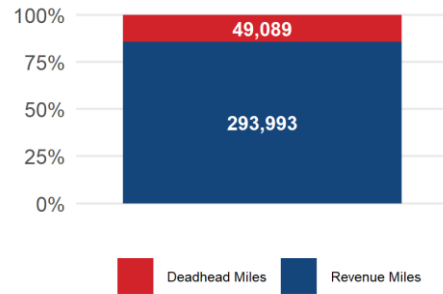
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|-----------------------------|------------------------------|-------|-------------------|-----------------|-------|--------------------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 4:45 AM - 1:33 AM | - | A | 5:45 AM - 1:34 AM | - | A | 5:45 AM - 11:38 PM | - | A |
| | Frequency of Service varies | Peak: 30.5 / Off-Peak: 30.1 | Peak: 17.4 / Off-Peak: 39 | E | 32.8 | 25.4 | E | 31.7 | 29.4 | E |
| Productivity | Passengers per Revenue Hour 30 | 23.1 | 33.6 | E | 18.0 | 27.3 | E | 19.1 | 27.1 | E |
| | Passengers per Revenue Mile 4 | 2.5 | 4.5 | E | 1.8 | 3.3 | E | 2.1 | 3.2 | E |
| Reliability | On-Time Performance 79% | 79% | 74% | B | 82% | 76% | B | 83% | 79% | B |
| | Crowding 5% | 0% | 4% | A | 0% | 3% | A | 0% | 1% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.3 Peak: 0.46 | Off-Peak: 0.39 Peak: 0.54 | A | 0.26 | 0.36 | A | 0.3 | 0.35 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$5.16 | \$ 4.15 | C | \$6.64 | \$ 5.07 | E | \$6.25 | \$ 5.11 | E |
| | Cost Recovery 25% | 25% | 32% | B | 19% | 27% | D | 21% | 26% | D |

Route 10B

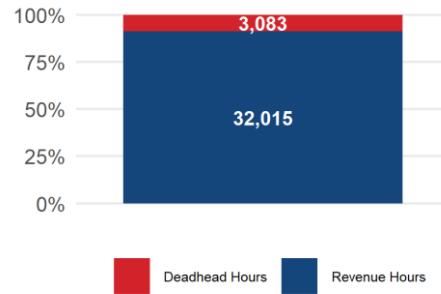
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|-----------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 5.5 | | | 5 | | | E | | |
| | Circuitry 1.75 | 1.43 | | | 1.28 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 30 | 23.1 | 33.6 | E | 18.0 | 27.3 | E | 19.1 | 27.1 | E |
| | Passengers per Revenue Mile 4 | 2.5 | 4.5 | E | 1.8 | 3.3 | E | 2.1 | 3.2 | E |
| | Unique Segment Ridership 10% | 17% | 13% | A | 23% | 23% | A | 19% | 25% | A |
| Reliability | On-Time Performance 79% | 79% | 74% | B | 82% | 76% | B | 83% | 79% | B |
| | Crowding 5% | 0% | 4% | A | 0% | 3% | A | 0% | 2% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.3 Peak: 0.46 | Off-Peak: 0.38 Peak: 0.54 | A | 0.26 | 0.36 | A | 0.3 | 0.35 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$5.16 | \$ 4.15 | C | \$6.64 | \$ 5.07 | E | \$6.25 | \$ 5.11 | E |
| | Cost Recovery 25% | 25% | 34% | B | 19% | 26% | D | 21% | 26% | D |

Operational Analysis

Miles Allocation



Hours Allocation



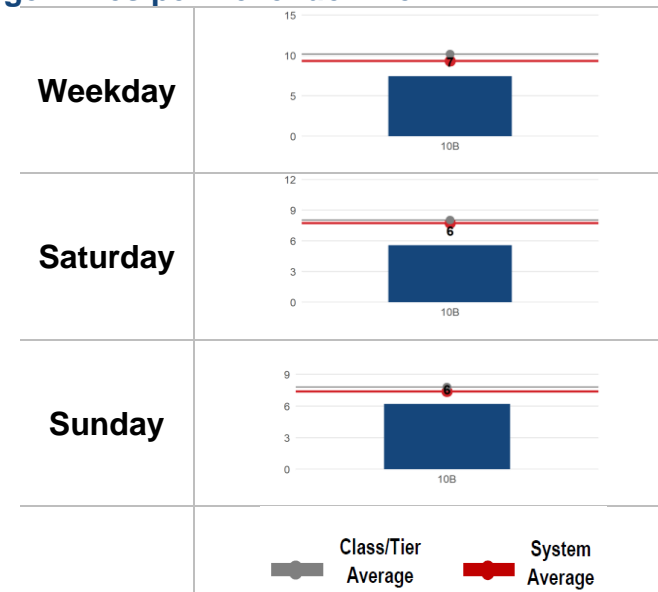
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| 10B | 23.90 | 2,239 | 2,228 (99.5%) |
| | | | |
| | | | |
| | | | |

Service Change Summary

Route 10B - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

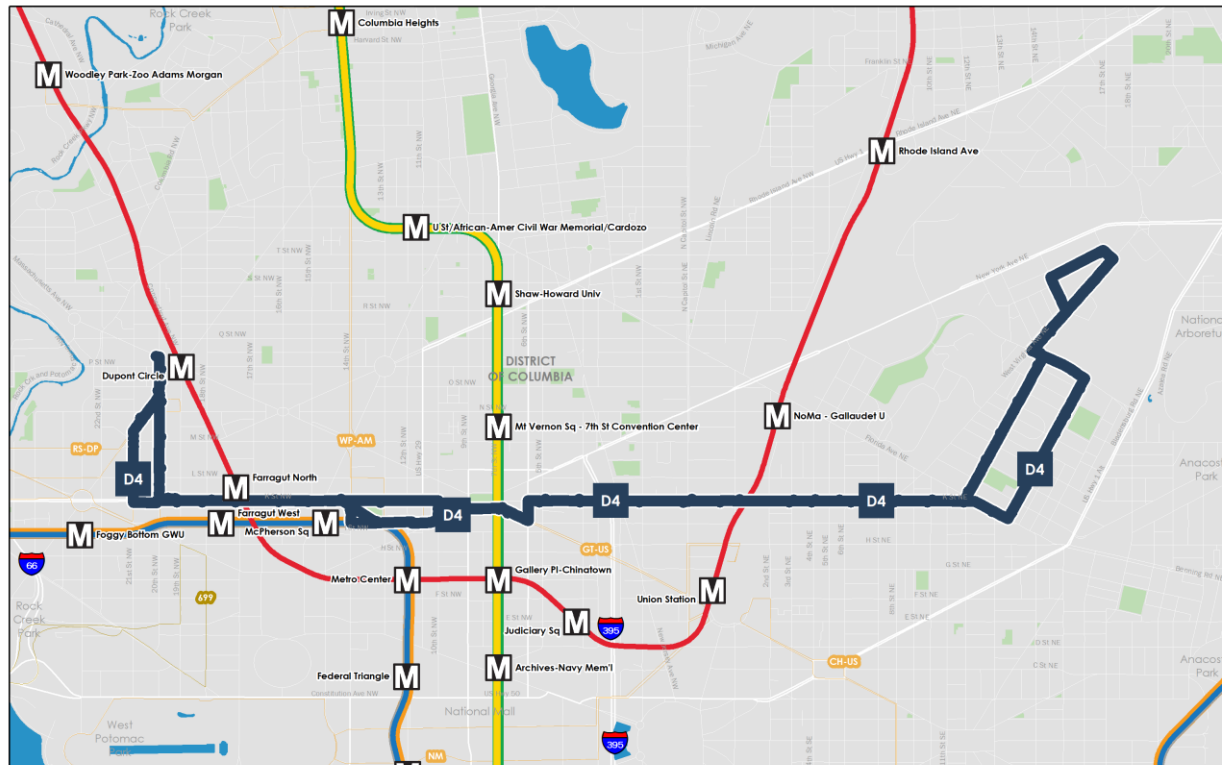
Passenger Miles per Revenue Mile



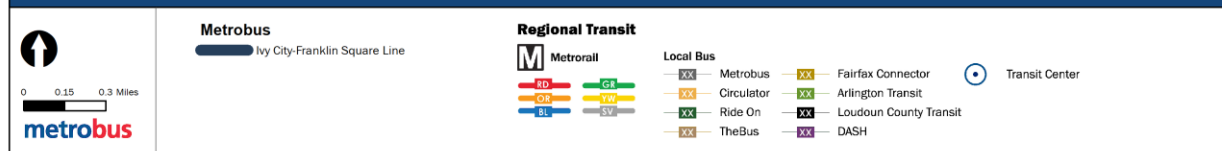
LINE: 56 - Ivy City-Franklin Square

ROUTE(S): D4

About the Line



WMATA METROBUS ANNUAL LINE PERFORMANCE REPORT



Service Classification

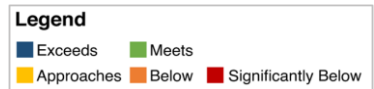
Coverage

Activity Tier

1

Overall Grade

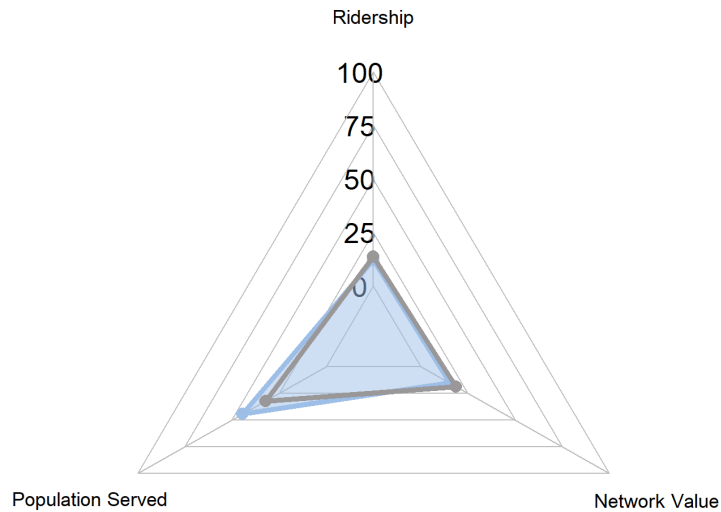
| Line | Grade |
|--------------------------|-------|
| Ivy City-Franklin Square | B |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |



Line Benefit Score

24

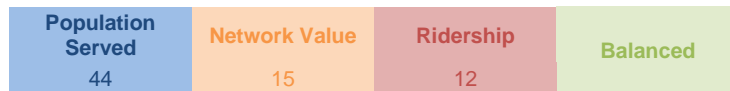
Out of 100



Classification Average

Line Focus:

Line Score:



Operating Statistics

| | | |
|--|------------------------|-------------|
| | Annual Operating Costs | \$2,211,220 |
| | Peak Vehicles | 6 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|----------------------------|-------------------|--------|
| | Service Area Population | 29,145 | |
| | People of Color Population | Service Area | 13,800 |
| | | % Riders Surveyed | 82% |
| | Low Income Household | Service Area | 7,737 |
| | | % Riders Surveyed | 50% |

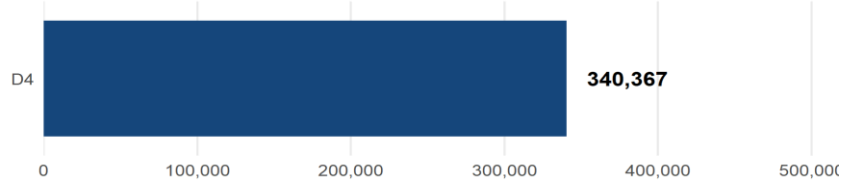
Facilities/Amenities

| | | |
|--|------------------------------|-----|
| | Bus Stops | 75 |
| | % Stops With Shelters | 35% |
| | % Stops With Benches | 25% |
| | % Stops With Real-Time Signs | 4% |



Ridership

Annual Ridership

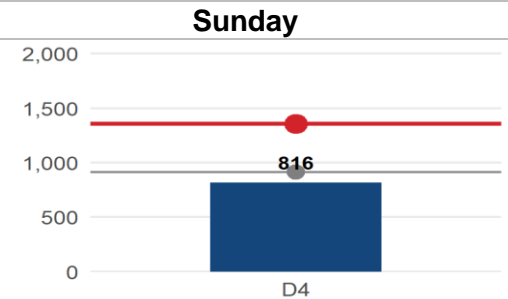
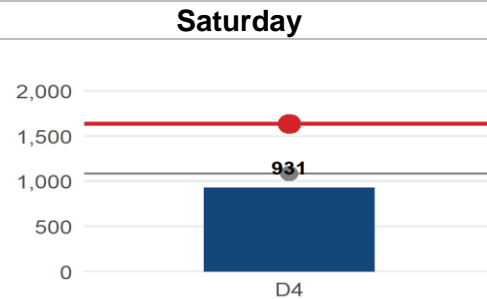
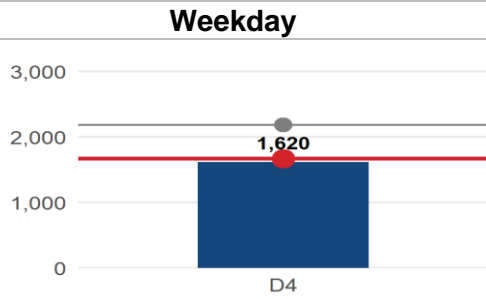


Top Transfer Locations

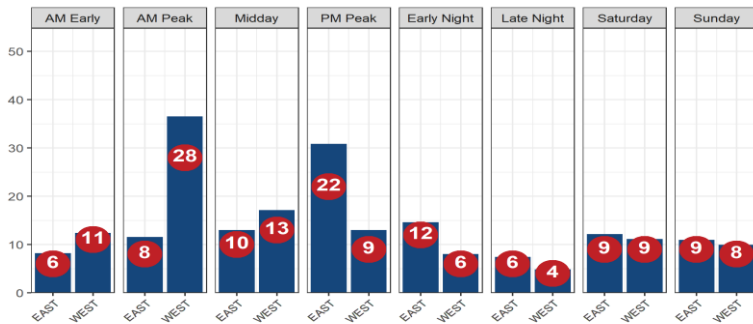
McPherson Square, Gallery Place-Chinatown, Metro Center

Average Daily Ridership

- Class/Tier Average
- System Average



Average Trip Ridership and Maximum Load by Time Period



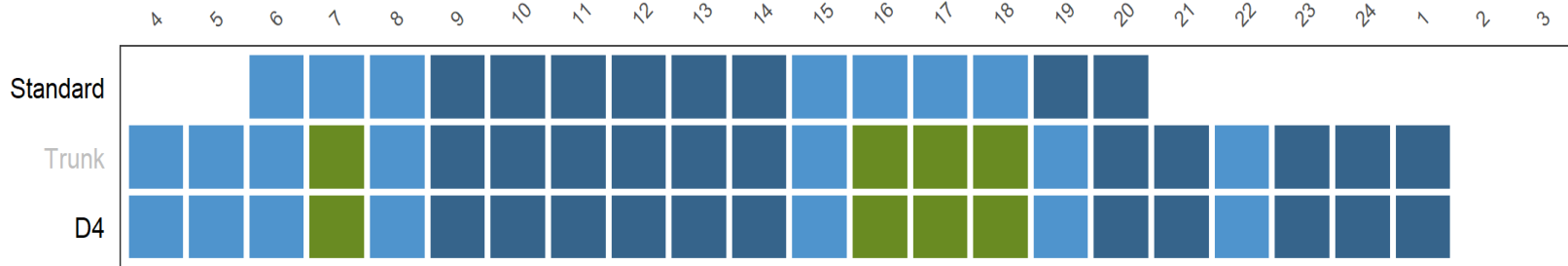
Vehicle Load Factor

| | | Direction: | |
|---------------------------------|---------------------------------|------------|------|
| | | EAST | WEST |
| Weekday | Peak Maximum Target: 1.2 | 0.42 | 0.44 |
| | Off-Peak Maximum Target: 1.0 | 0.23 | 0.25 |
| Saturday Maximum Target: 1.0 | | 0.24 | 0.23 |
| Sunday Maximum Target: 1.0 | | 0.22 | 0.21 |

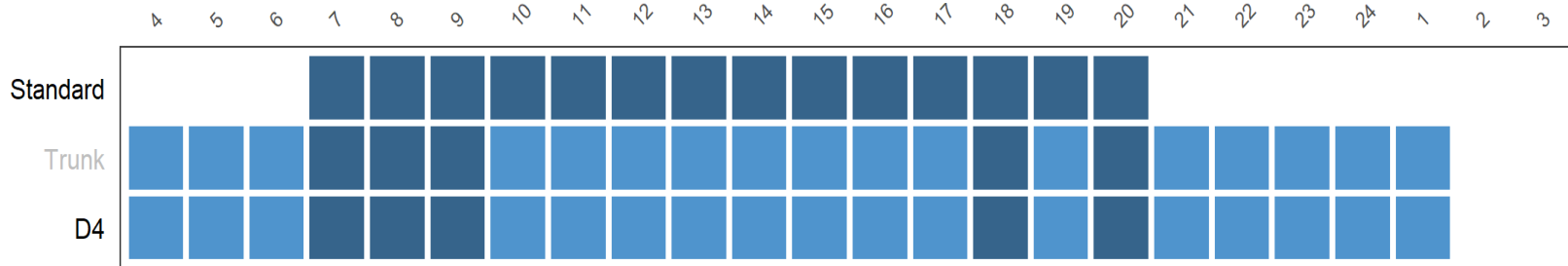
Span and Frequency



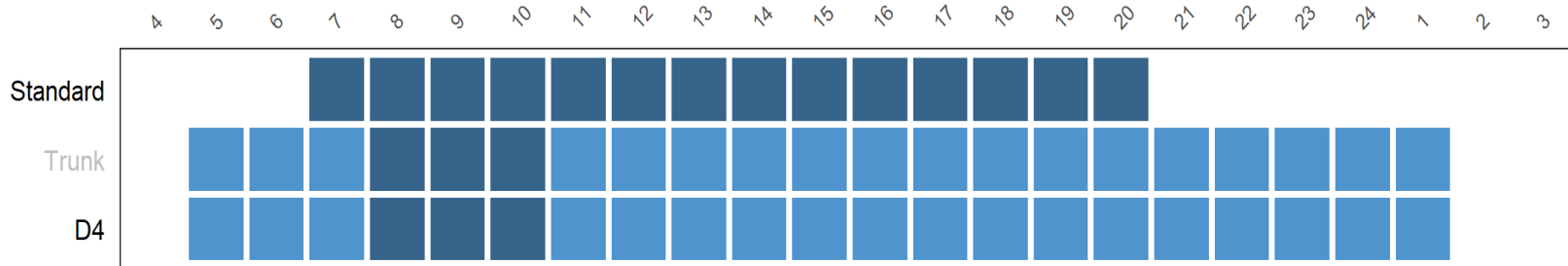
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

B Ivy City-Franklin Square

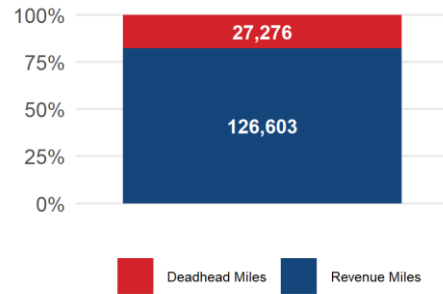
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|------------------------------|-----------------------------|-------|-------------------|-----------------|-------|-------------------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 4:10 AM - 1:04 AM | - | A | 4:44 AM - 1:05 AM | - | A | 5:18 AM - 1:07 AM | - | A |
| | Frequency of Service varies | Peak: 21.5 / Off-Peak: 34.7 | Peak: 17.1 / Off-Peak: 26.8 | A | 30.0 | 30.0 | A | 30.0 | 30.4 | A |
| Productivity | Passengers per Revenue Hour 20 | 29.1 | 32.7 | A | 24.1 | 25.1 | A | 22.3 | 23.1 | A |
| | Passengers per Revenue Mile 4 | 4.5 | 4.4 | A | 3.1 | 3.1 | E | 2.8 | 2.8 | E |
| Reliability | On-Time Performance 79% | 75% | 75% | C | 79% | 81% | B | 86% | 82% | A |
| | Crowding 5% | 5% | 4% | B | 0% | 0% | A | 0% | 0% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.24 Peak: 0.43 | Off-Peak: 0.3 Peak: 0.47 | A | 0.23 | 0.27 | A | 0.22 | 0.26 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$4.11 | \$ 3.75 | A | \$4.94 | \$ 4.99 | B | \$5.35 | \$ 5.30 | C |
| | Cost Recovery 25% | 26% | 27% | B | 22% | 20% | D | 20% | 18% | D |

Route D4

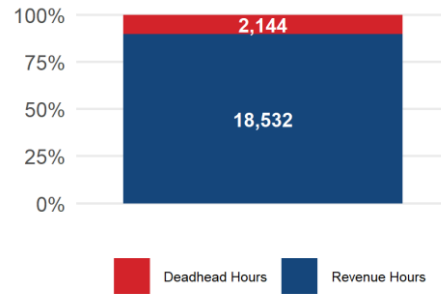
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 6.3 | | | 6.7 | | | E | | |
| Route Design | Circuity N/A | 1.58 | | | Inf | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 20 | 29.1 | 32.7 | A | 24.1 | 25.1 | A | 22.3 | 23.1 | A |
| | Passengers per Revenue Mile 4 | 4.5 | 4.4 | A | 3.1 | 3.1 | E | 2.8 | 2.8 | E |
| | Unique Segment Ridership 10% | 19% | 36% | A | 18% | 44% | A | 18% | 43% | A |
| Reliability | On-Time Performance 79% | 75% | 75% | C | 79% | 81% | B | 86% | 82% | A |
| | Crowding 5% | 5% | 4% | B | 0% | 1% | A | 0% | 1% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.24 Peak: 0.43 | Off-Peak: 0.32 Peak: 0.49 | A | 0.23 | 0.29 | A | 0.22 | 0.27 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$4.11 | \$ 3.75 | A | \$4.94 | \$ 4.99 | B | \$5.35 | \$ 5.30 | C |
| | Cost Recovery 25% | 26% | 25% | B | 22% | 19% | D | 20% | 18% | D |

Operational Analysis

Miles Allocation



Hours Allocation



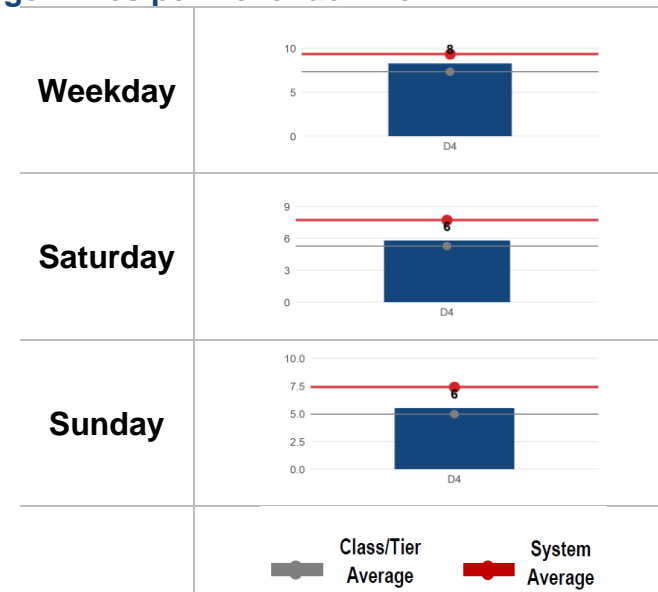
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| D4 | 12.30 | 2,768 | 2,747 (99.2%) |
| | | | |
| | | | |
| | | | |
| | | | |

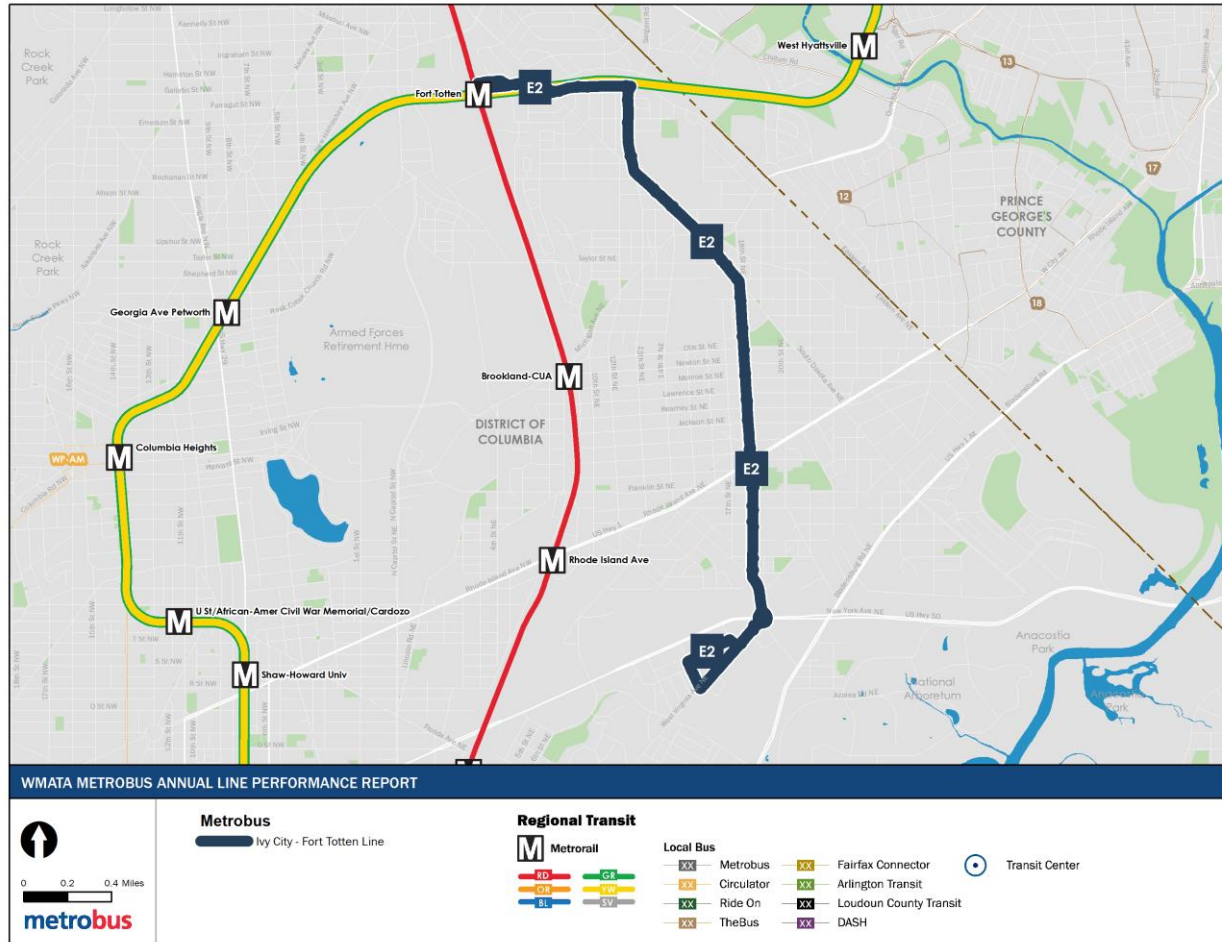
Service Change Summary

Route D4 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Coverage

Activity Tier

3

Overall Grade

| Line | Grade |
|-----------------------------|-------|
| Ivy City - Fort Totten Line | B |
| | |
| | |
| | |
| | |
| | |

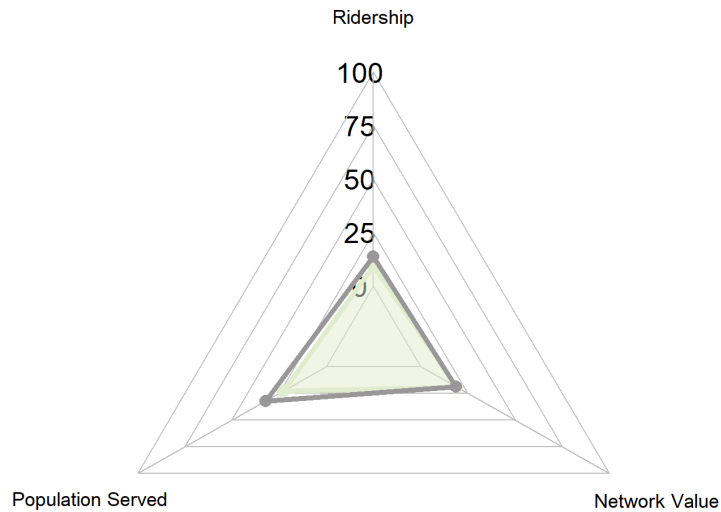
Legend

- Exceeds
- Meets
- Approaches
- Below
- Significantly Below

Line Benefit Score

17

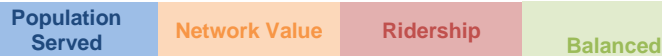
Out of 100



Classification Average



Line Focus:



Line Score:

23 19 9

Operating Statistics

| | | |
|--|-------------------------------|-------------------------|
| | Annual Operating Costs | \$1,588,593 |
| | Peak Vehicles | 3 |
| | Vehicle Type(s) | 30 Foot, 40 Foot |

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

| | | | |
|--|-----------------------------------|-------------------|---------------|
| | Service Area Population | 19,200 | |
| | People of Color Population | Service Area | 14,826 |
| | | % Riders Surveyed | 84% |
| | Low Income Household | Service Area | 5,402 |
| | | % Riders Surveyed | 40% |

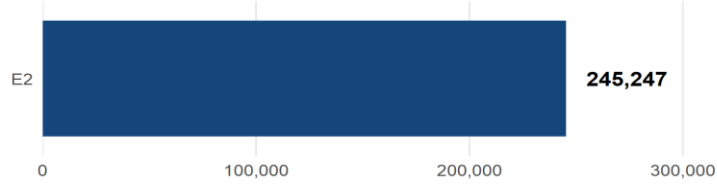
Facilities/Amenities

| | | |
|--|-------------------------------------|-----------|
| | Bus Stops | 57 |
| | % Stops With Shelters | 4% |
| | % Stops With Benches | 2% |
| | % Stops With Real-Time Signs | 0% |



Ridership

Annual Ridership



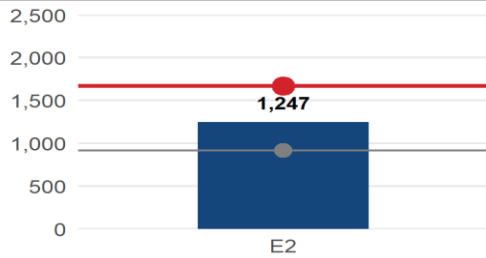
Top Transfer Locations

Fort Totten

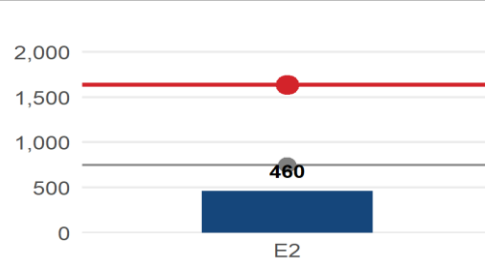
Average Daily Ridership

- Class/Tier Average
- System Average

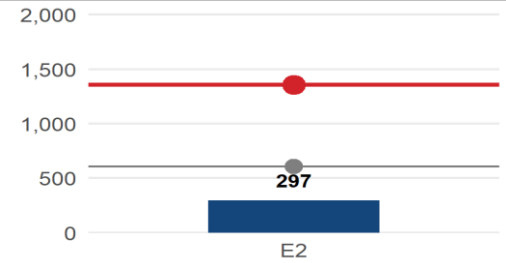
Weekday



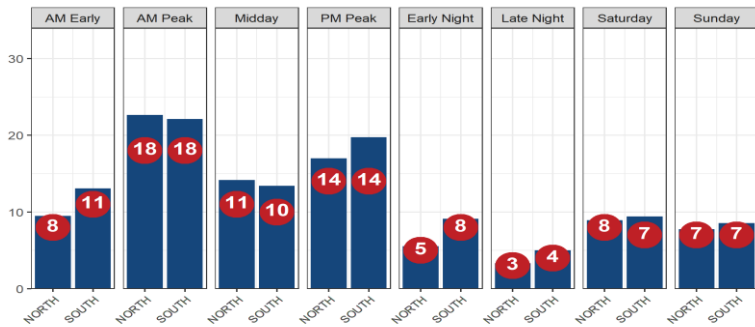
Saturday



Sunday



Average Trip Ridership and Maximum Load by Time Period



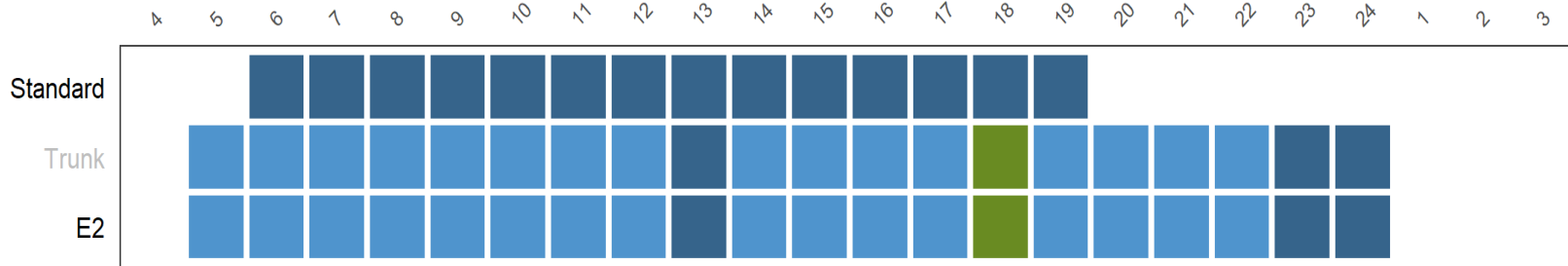
Vehicle Load Factor

| | | Direction: | |
|---------|--|------------|-------|
| | | NORTH | SOUTH |
| Weekday | Peak Maximum Target: 1 | 0.39 | 0.39 |
| | Off-Peak Maximum Target: 1.0 | 0.2 | 0.22 |
| | Saturday Maximum Target: 1.0 | 0.2 | 0.19 |
| | Sunday Maximum Target: 1.0 | 0.17 | 0.17 |

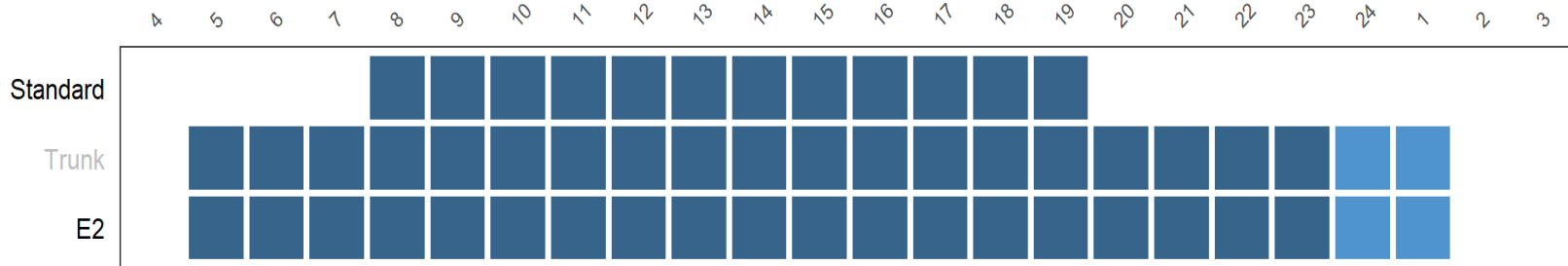
Span and Frequency



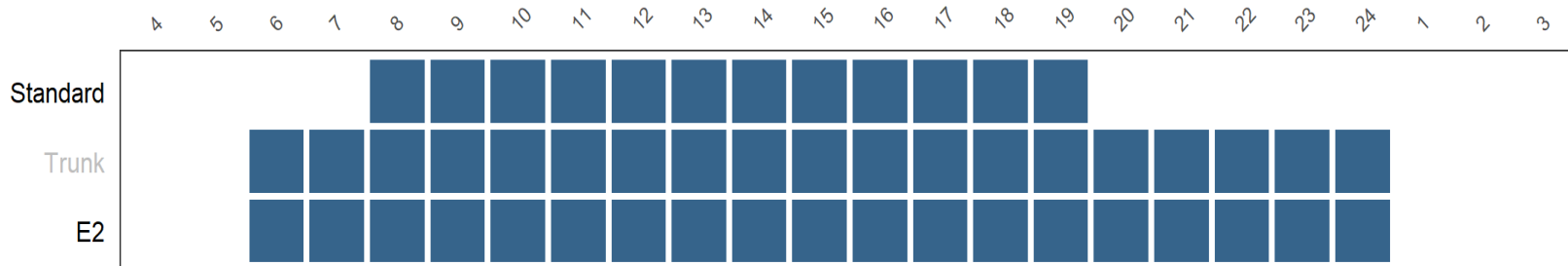
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

B Ivy City - Fort Totten

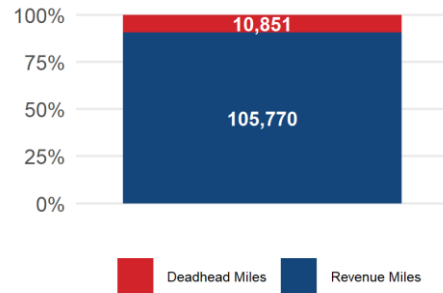
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|------------------------------|------------------------------|-------|-------------------|-----------------|-------|--------------------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 5:25 AM - 12:47 AM | - | A | 5:40 AM - 1:15 AM | - | A | 6:05 AM - 12:50 AM | - | A |
| | Frequency of Service varies | Peak: 22.7 / Off-Peak: 29.8 | Peak: 28.1 / Off-Peak: 61.2 | A | 45.5 | 48.0 | A | 60.0 | 49.5 | B |
| Productivity | Passengers per Revenue Hour 10 | 28.8 | 25.4 | A | 18.8 | 27.6 | A | 14.1 | 25.5 | A |
| | Passengers per Revenue Mile 1 | 3.5 | 2.2 | A | 2.2 | 2.3 | A | 2.0 | 2.1 | A |
| Reliability | On-Time Performance 79% | 85% | 81% | A | 79% | 80% | C | 94% | 85% | A |
| | Crowding 5% | 0% | 1% | A | 0% | 1% | A | 0% | 1% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.21 Peak: 0.39 | Off-Peak: 0.27 Peak: 0.35 | A | 0.19 | 0.31 | A | 0.17 | 0.28 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$4.14 | \$ 5.33 | A | \$6.36 | \$ 4.81 | B | \$8.44 | \$ 5.31 | E |
| | Cost Recovery 20% | 23% | 23% | A | 15% | 20% | D | 11% | 19% | E |

Route E2

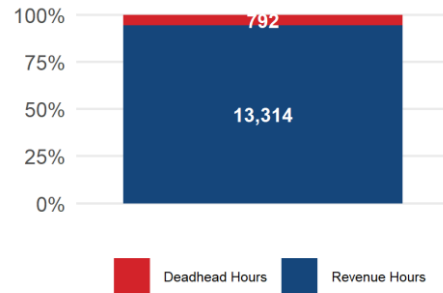
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 7.4 | | | 4.9 | | | E | | |
| Route Design | Circuitry N/A | 1.13 | | | 12.83 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 10 | 28.8 | 25.4 | A | 18.8 | 27.6 | A | 14.1 | 25.5 | A |
| | Passengers per Revenue Mile 1 | 3.5 | 2.2 | A | 2.2 | 2.3 | A | 2.0 | 2.1 | A |
| | Unique Segment Ridership 10% | 44% | 33% | A | 50% | 56% | A | 47% | 58% | A |
| Reliability | On-Time Performance 79% | 85% | 81% | A | 79% | 80% | C | 94% | 85% | A |
| | Crowding 5% | 0% | 1% | A | 0% | 1% | A | 0% | 1% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.21 Peak: 0.39 | Off-Peak: 0.27 Peak: 0.35 | A | 0.19 | 0.32 | A | 0.17 | 0.28 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$4.14 | \$ 5.33 | A | \$6.36 | \$ 4.81 | B | \$8.44 | \$ 5.31 | E |
| | Cost Recovery 20% | 23% | 22% | A | 15% | 20% | D | 11% | 18% | E |

Operational Analysis

Miles Allocation



Hours Allocation



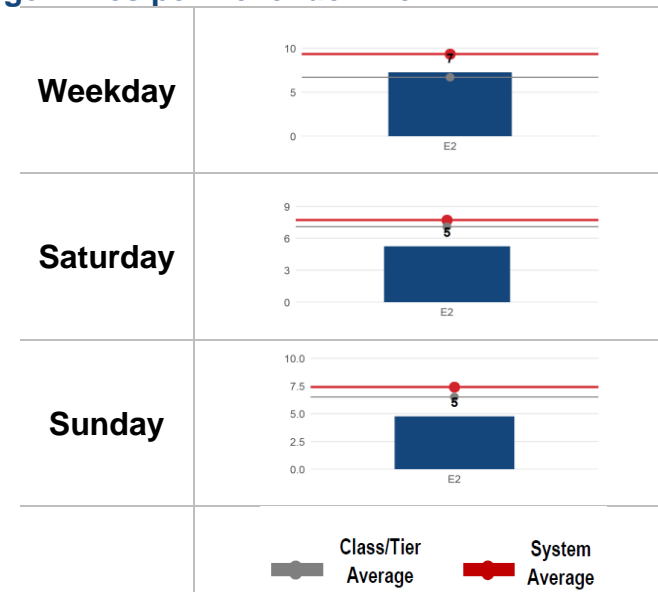
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| E2 | 8.00 | 2,304 | 2,295 (99.6%) |
| | | | |
| | | | |
| | | | |
| | | | |

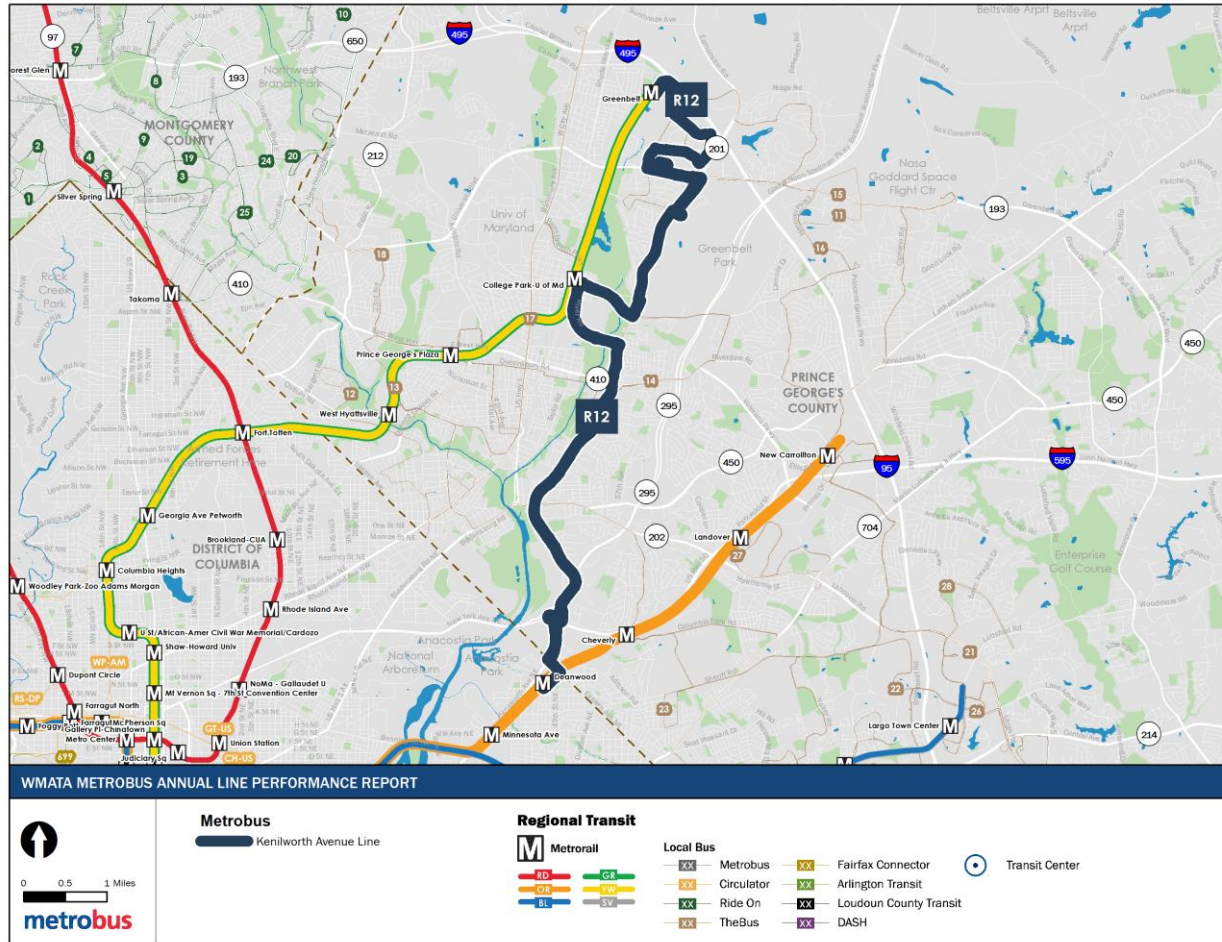
Service Change Summary

Route E2 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Framework

Activity Tier

3

Overall Grade

| | |
|------|---|
| Line | B |
| | |
| | |
| | |
| | |
| | |

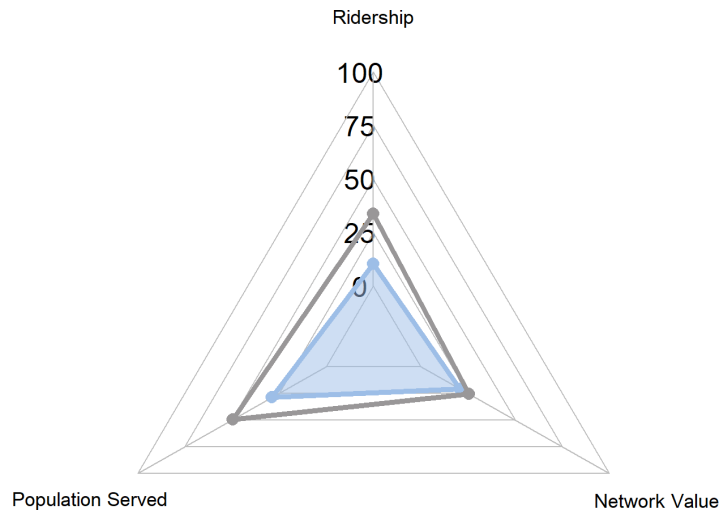
Legend

- Exceeds
- Meets
- Approaches
- Below
- Significantly Below

Line Benefit Score

20

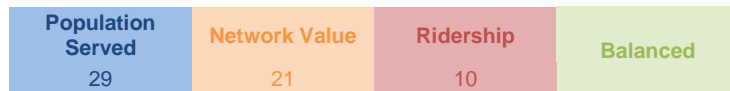
Out of 100



Classification Average

Line Focus:

Line Score:



Operating Statistics

| | | |
|--|------------------------|-------------|
| | Annual Operating Costs | \$1,779,546 |
| | Peak Vehicles | 6 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|----------------------------|-------------------|--------|
| | Service Area Population | 25,814 | |
| | People of Color Population | Service Area | 10,875 |
| | | % Riders Surveyed | 89% |
| | Low Income Household | Service Area | 9,955 |
| | | % Riders Surveyed | 45% |

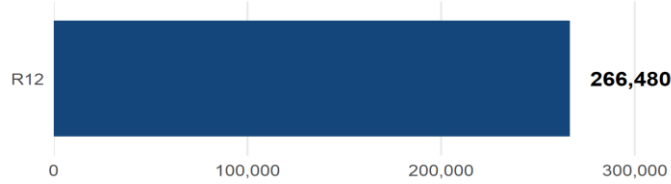
Facilities/Amenities

| | | |
|--|------------------------------|-----|
| | Bus Stops | 107 |
| | % Stops With Shelters | 10% |
| | % Stops With Benches | 21% |
| | % Stops With Real-Time Signs | 0% |



Ridership

Annual Ridership

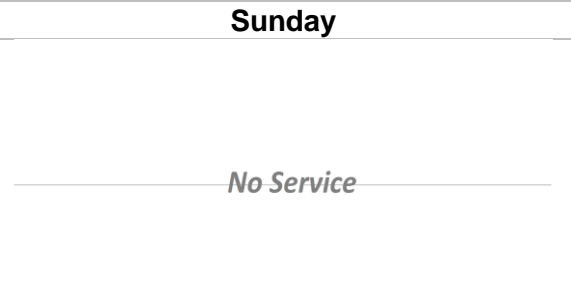
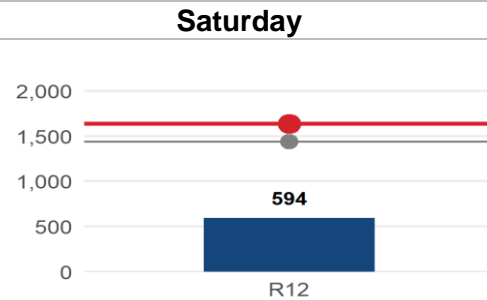
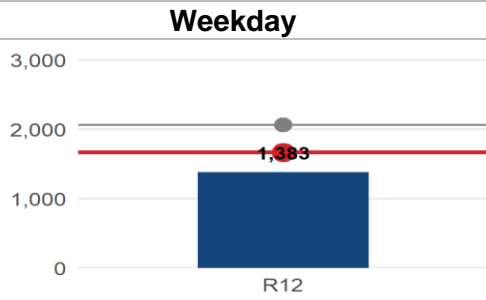


Top Transfer Locations

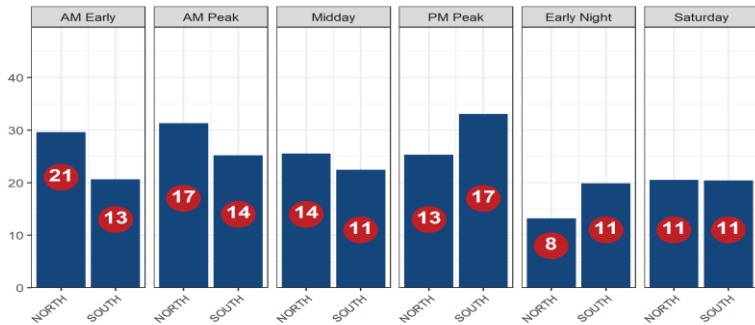
Greenbelt, College Park-U of MD, Deanwood

Average Daily Ridership

- Class/Tier Average
- System Average



Average Trip Ridership and Maximum Load by Time Period



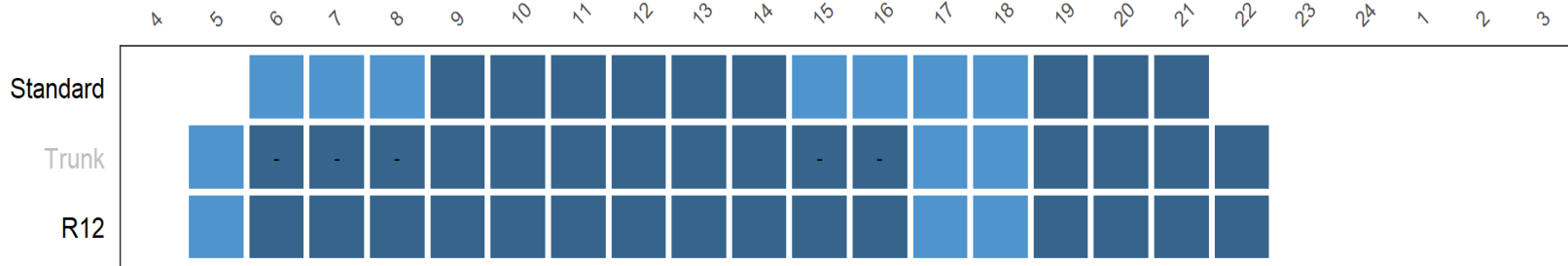
Vehicle Load Factor

| | | Direction: | NORTH | SOUTH |
|---------------------------------|---------------------------------|------------|-------|-------|
| Weekday | Peak Maximum Target: 1 | | 0.36 | 0.39 |
| | Off-Peak Maximum Target: 1.0 | | 0.33 | 0.29 |
| Saturday Maximum Target: 1.0 | | | 0.27 | 0.27 |
| Sunday Maximum Target: 1.0 | | | | |

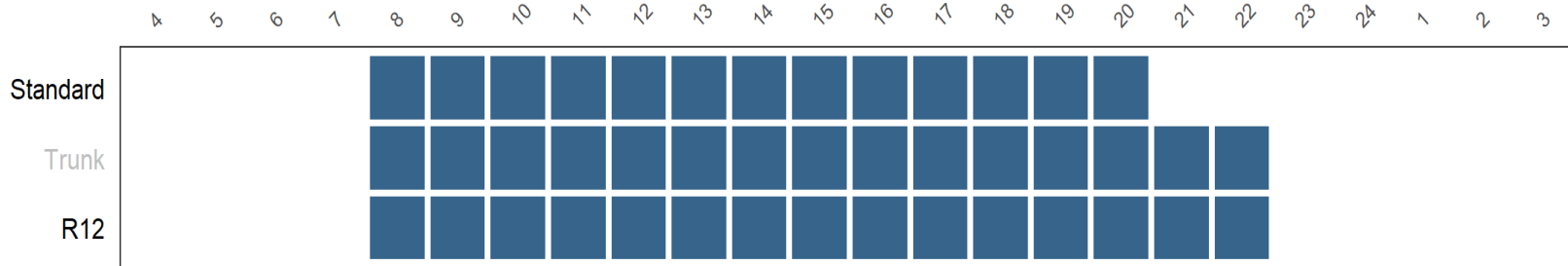
Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

B Kenilworth Avenue

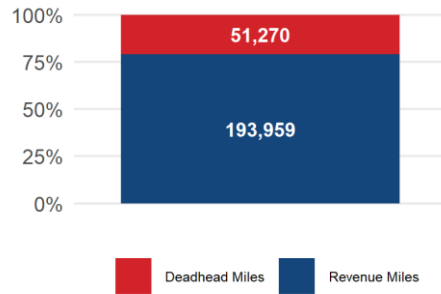
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|------------------------------|----------------------------|-------|--------------------|-----------------|-------|-----------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 5:00 AM - 10:00 PM | - | A | 8:00 AM - 10:43 PM | - | A | - | - | - |
| | Frequency of Service varies | Peak: 30.6 / Off-Peak: 47.4 | Peak: 24 / Off-Peak: 39.5 | C | 60.0 | 47.7 | B | - | - | - |
| Productivity | Passengers per Revenue Hour 15 | 25.6 | 31.5 | A | 22.1 | 30.1 | A | - | - | - |
| | Passengers per Revenue Mile 1 | 2.0 | 2.6 | A | 1.6 | 2.4 | A | - | - | - |
| Reliability | On-Time Performance 79% | 85% | 74% | A | 84% | 76% | A | - | - | - |
| | Crowding 5% | 1% | 2% | A | 0% | 1% | A | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.31 Peak: 0.38 | Off-Peak: 0.4 Peak: 0.5 | A | 0.27 | 0.4 | A | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$4.66 | \$ 4.23 | A | \$5.41 | \$ 4.22 | A | - | - | - |
| | Cost Recovery 20% | 24% | 27% | A | 21% | 26% | B | - | - | - |

Route R12

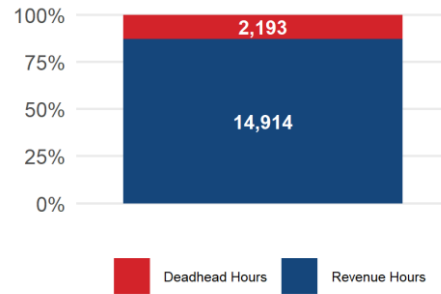
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|-----------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 3.1 | | | 4.6 | | | E | | |
| | Circuitry 1.75 | 1.65 | | | 2.47 | | | B | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 15 | 25.6 | 31.5 | A | 22.1 | 30.1 | A | - | - | - |
| | Passengers per Revenue Mile 1 | 2.0 | 2.6 | A | 1.6 | 2.4 | A | - | - | - |
| | Unique Segment Ridership 10% | 44% | 32% | A | 54% | 56% | A | - | - | - |
| Reliability | On-Time Performance 79% | 85% | 74% | A | 84% | 76% | A | - | - | - |
| | Crowding 5% | 1% | 2% | A | 0% | 1% | A | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.31 Peak: 0.38 | Off-Peak: 0.44 Peak: 0.5 | A | 0.27 | 0.4 | A | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$4.66 | \$ 4.23 | A | \$5.41 | \$ 4.22 | A | - | - | - |
| | Cost Recovery 20% | 24% | 28% | A | 21% | 25% | B | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



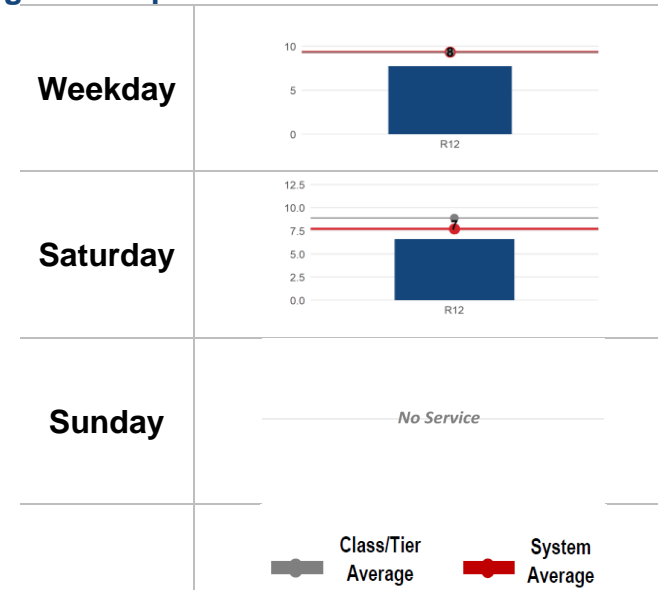
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| R12 | 36.50 | 1,340 | 1,329 (99.2%) |
| | | | |
| | | | |
| | | | |
| | | | |

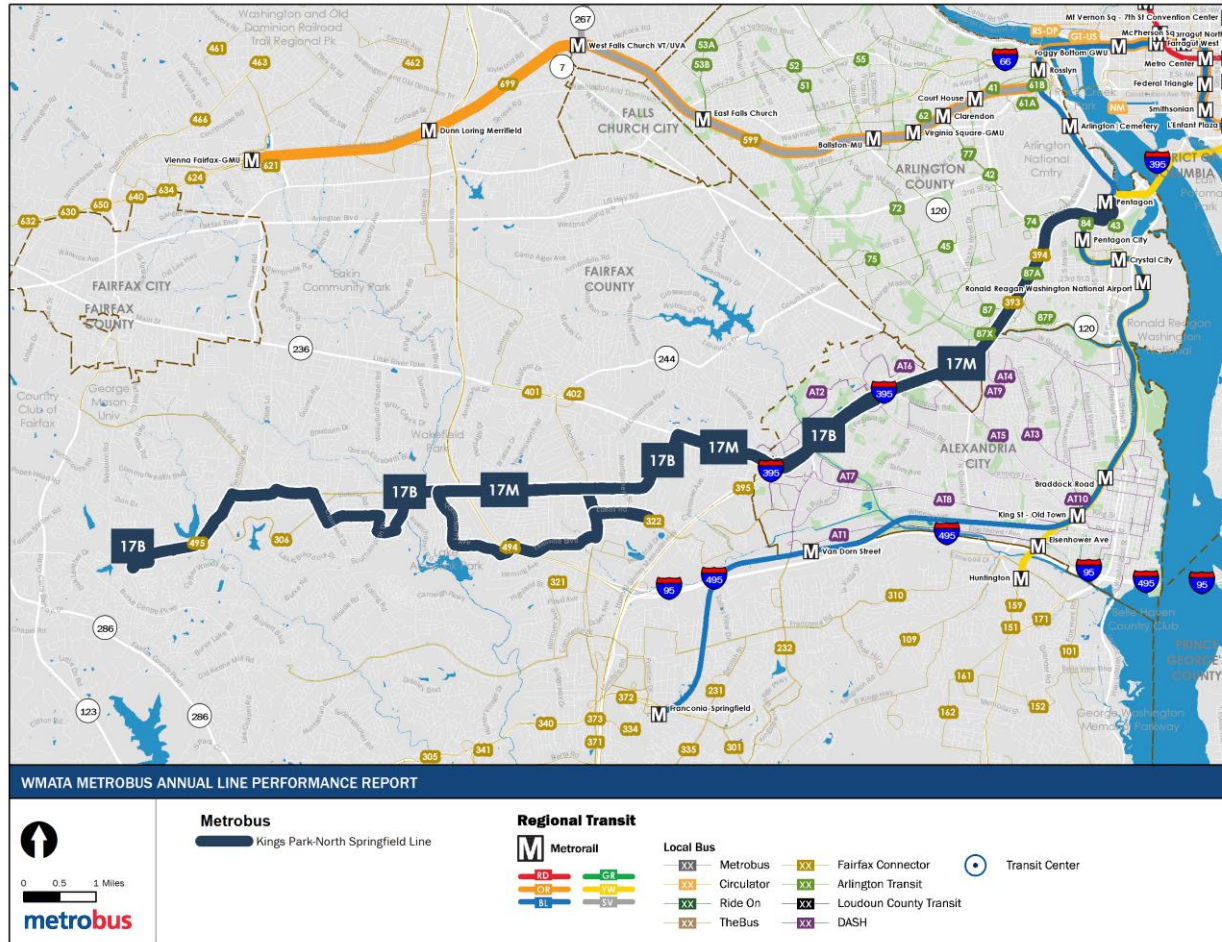
Service Change Summary

Route R12 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

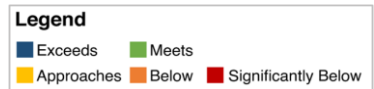
Commuter

Activity Tier

2

Overall Grade

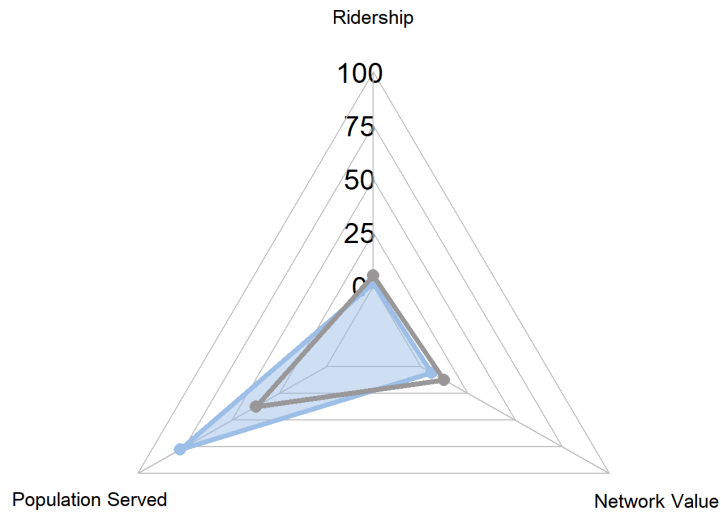
| Line | Grade |
|------------------------------|-------|
| Kings Park-North Springfield | C |
| | |
| | |
| | |
| | |
| | |



Line Benefit Score

28

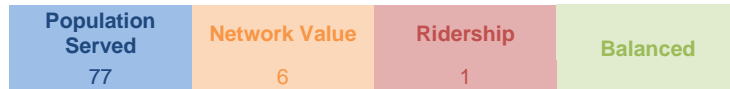
Out of 100



Classification Average



Line Focus:



Line Score:

Operating Statistics

| | | |
|--|------------------------|-----------|
| | Annual Operating Costs | \$391,541 |
| | Peak Vehicles | 0 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|----------------------------|-------------------|--------|
| | Service Area Population | 43,336 | |
| | People of Color Population | Service Area | 14,965 |
| | | % Riders Surveyed | 69% |
| | Low Income Household | Service Area | 7,669 |
| | | % Riders Surveyed | 13% |

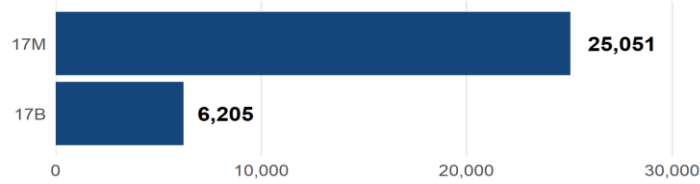
Facilities/Amenities

| | | |
|--|------------------------------|-----|
| | Bus Stops | 145 |
| | % Stops With Shelters | 8% |
| | % Stops With Benches | 8% |
| | % Stops With Real-Time Signs | 1% |



Ridership

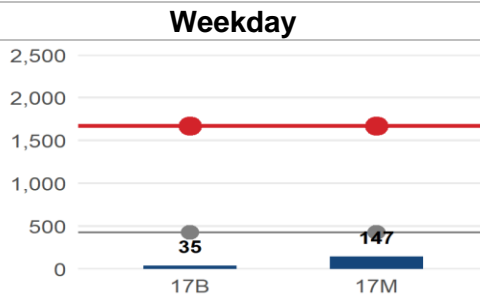
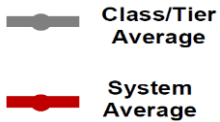
Annual Ridership



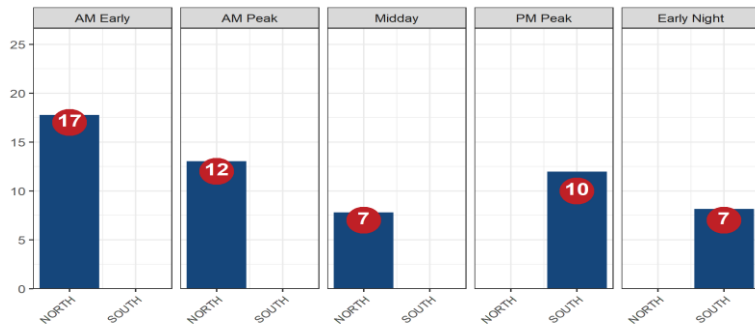
Top Transfer Locations

Pentagon

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period



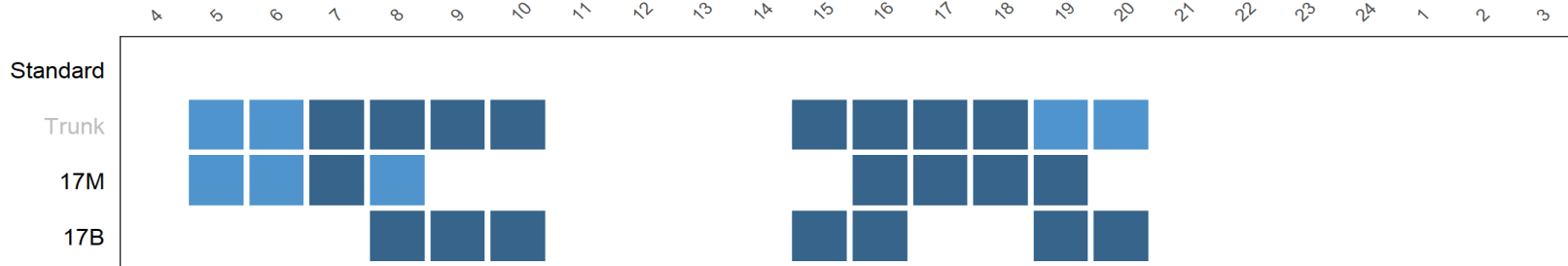
Vehicle Load Factor

| | | Direction: | NORTH | SOUTH |
|---------------------------------|---------------------------------|------------|-------|-------|
| Weekday | Peak Maximum Target: 1 | | 0.31 | 0.26 |
| | Off-Peak Maximum Target: 1.0 | | 0.31 | 0.17 |
| Saturday Maximum Target: 1.0 | | | | |
| Sunday Maximum Target: 1.0 | | | | |

Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

C Kings Park-North Springfield

| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|---------------------------------------|------------------------------|-------|-----------|-----------------|-------|-----------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 5:56 AM - 10:00 AM; 3:40 PM - 8:08 PM | - | A | - | - | - | - | - | - |
| | Frequency of Service varies | Peak: 49.1 / Off-Peak: 50.0 | Peak: 25.4 / Off-Peak: 102 | - | - | - | - | - | - | - |
| Productivity | Passengers per Revenue Hour N/A | 14.7 | 22.9 | C | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 0.7 | 1.7 | E | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 53% | 71% | E | - | - | - | - | - | - |
| | Crowding 5% | 0% | 6% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.26 Peak: 0.28 | Off-Peak: 0.34 Peak: 0.51 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$8.10 | \$ 6.15 | D | - | - | - | - | - | - |
| | Cost Recovery 20% | 46% | 42% | A | - | - | - | - | - | - |

Route 17B

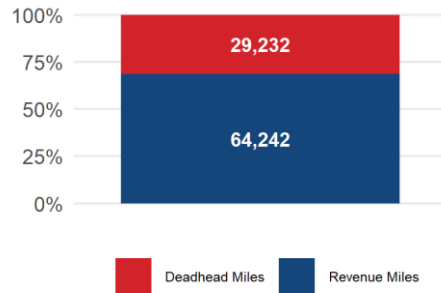
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|-----------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile N/A | 3 | | | 2.9 | | | - | | |
| | Circuitry N/A | 1.32 | | | 1.48 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour N/A | 9.9 | 22.9 | E | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 0.4 | 1.7 | E | - | - | - | - | - | - |
| | Unique Segment Ridership 15% | 1% | 18% | E | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 44% | 71% | E | - | - | - | - | - | - |
| | Crowding 5% | 0% | 4% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.17 Peak: 0.21 | Off-Peak: 0.3 Peak: 0.45 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$12.08 | \$ 6.15 | E | - | - | - | - | - | - |
| | Cost Recovery 20% | 31% | 39% | A | - | - | - | - | - | - |

Route 17M

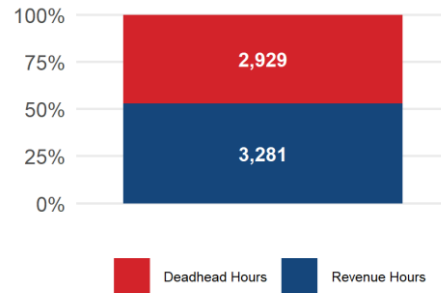
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|-----------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile N/A | 2.8 | | | 2.9 | | | - | | |
| | Circuitry N/A | 1.95 | | | 1.48 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour N/A | 16.8 | 22.9 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 0.8 | 1.7 | D | - | - | - | - | - | - |
| | Unique Segment Ridership 15% | 17% | 18% | B | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 57% | 71% | E | - | - | - | - | - | - |
| | Crowding 5% | 0% | 4% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.44 Peak: 0.29 | Off-Peak: 0.3 Peak: 0.45 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$7.11 | \$ 6.15 | C | - | - | - | - | - | - |
| | Cost Recovery 20% | 53% | 39% | A | - | - | - | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



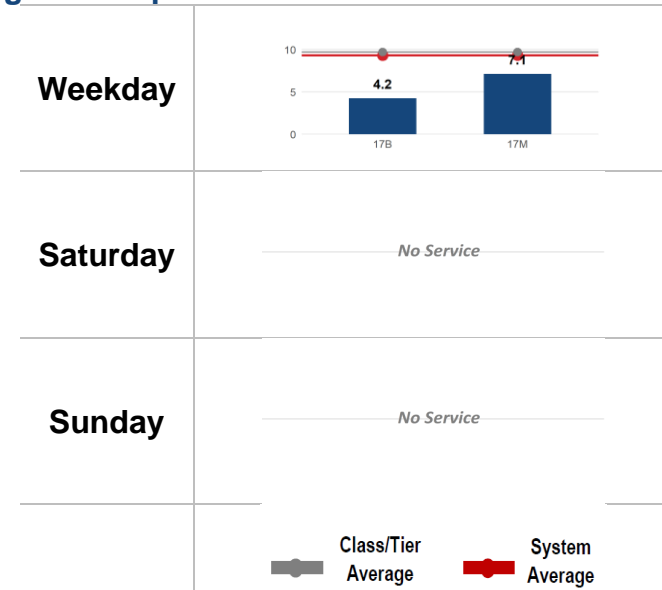
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| 17B | 42.80 | 92 | 84 (91.3%) |
| 17M | 33.30 | 253 | 253 (100.0%) |
| | | | |
| | | | |

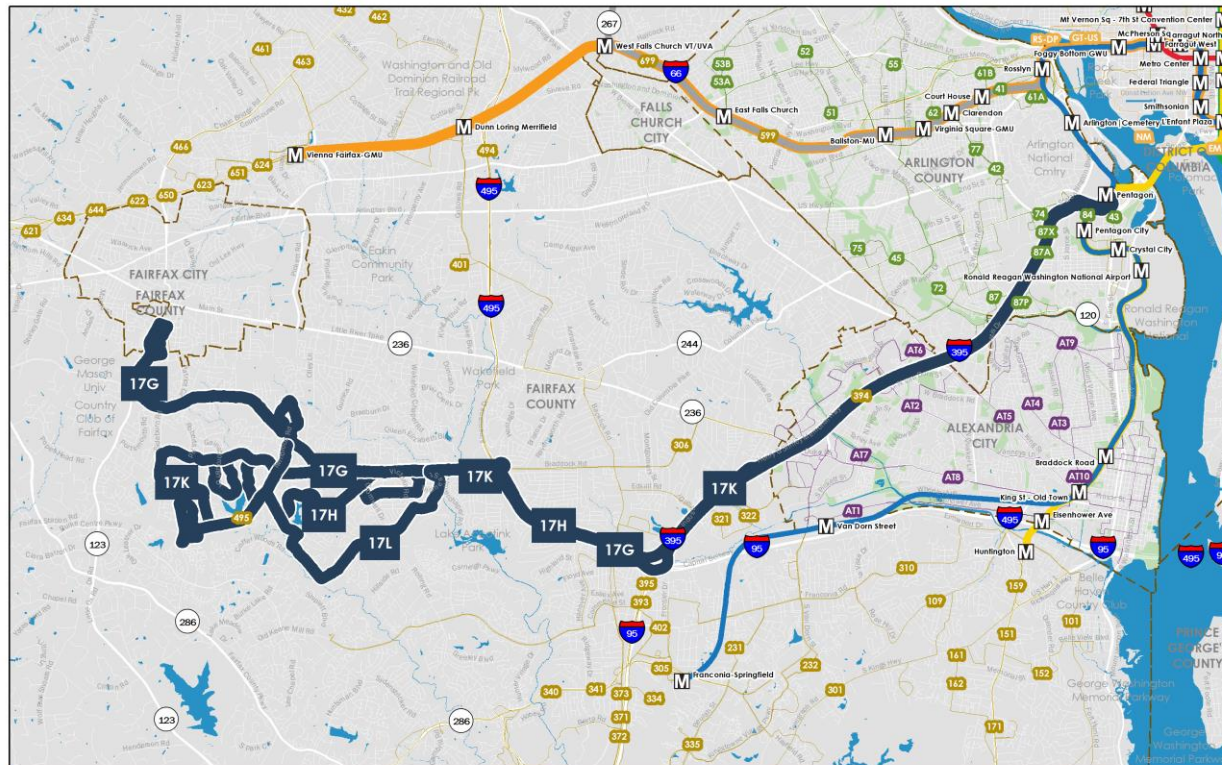
Service Change Summary

Route 17B - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;
 Route 17M - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

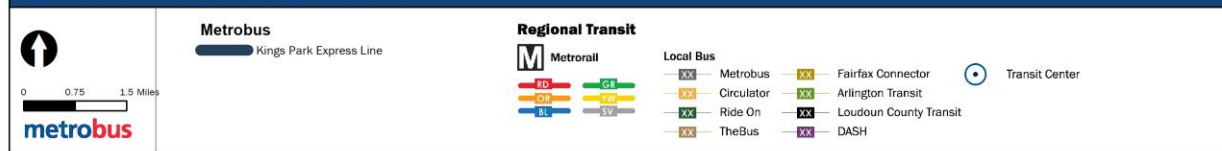
Passenger Miles per Revenue Mile



About the Line



WMATA METROBUS ANNUAL LINE PERFORMANCE REPORT



Service Classification

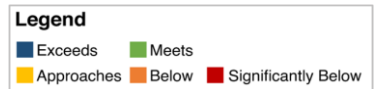
Commuter

Activity Tier

3

Overall Grade

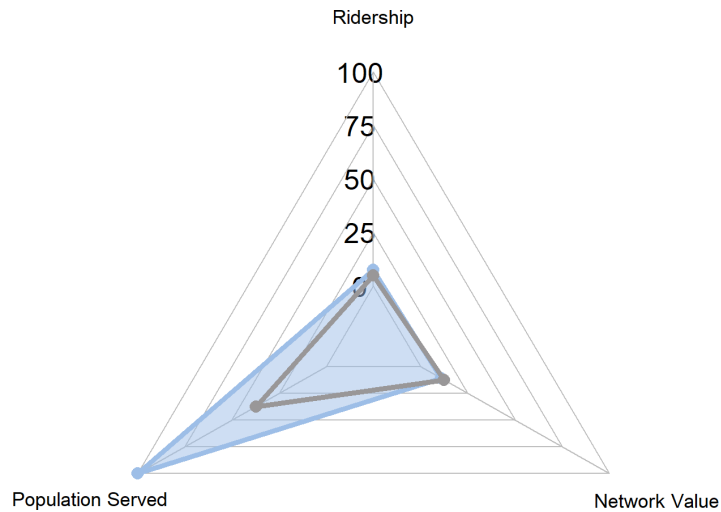
| | |
|------|---|
| Line | B |
| | |
| | |
| | |
| | |
| | |
| | |



Line Benefit Score

40

Out of 100



Classification Average



Line Focus:

Population Served

Network Value

Ridership

Balanced

Line Score:

100

11

8

Operating Statistics

| | | |
|--|------------------------|-------------|
| | Annual Operating Costs | \$1,617,562 |
| | Peak Vehicles | 23 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|----------------------------|-------------------|--------|
| | Service Area Population | 67,351 | |
| | People of Color Population | Service Area | 18,508 |
| | | % Riders Surveyed | 45% |
| | Low Income Household | Service Area | 6,720 |
| | | % Riders Surveyed | 9% |

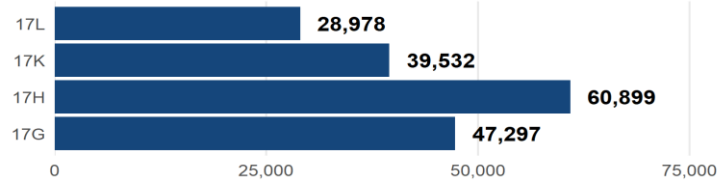
Facilities/Amenities

| | | |
|--|------------------------------|-----|
| | Bus Stops | 222 |
| | % Stops With Shelters | 5% |
| | % Stops With Benches | 6% |
| | % Stops With Real-Time Signs | 0% |



Ridership

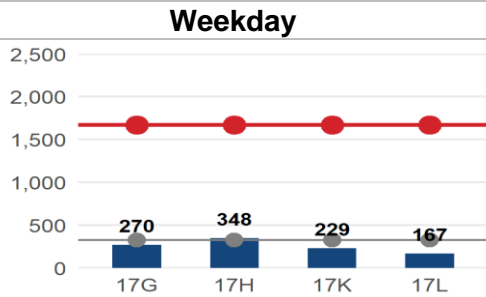
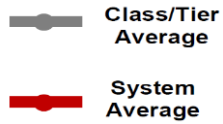
Annual Ridership



Top Transfer Locations

Pentagon

Average Daily Ridership



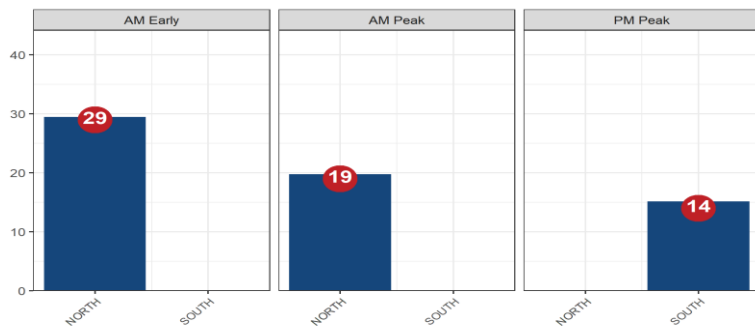
Saturday

No Service

Sunday

No Service

Average Trip Ridership and Maximum Load by Time Period



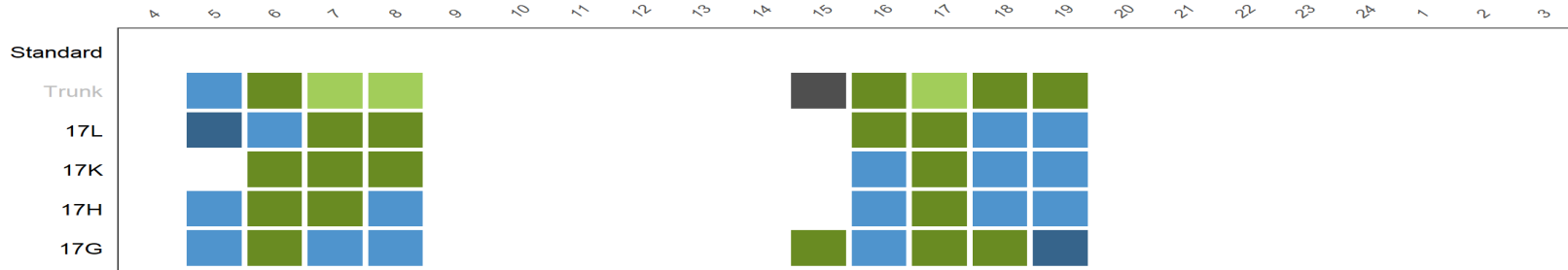
Vehicle Load Factor

| | | Direction: | NORTH | SOUTH |
|---------------------------------|---------------------------------|------------|-------|-------|
| Weekday | Peak Maximum Target: 1 | | 0.5 | 0.37 |
| | Off-Peak Maximum Target: 1.0 | | 0.75 | |
| Saturday Maximum Target: 1.0 | | | | |
| Sunday Maximum Target: 1.0 | | | | |

Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



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 AM - 8:58 AM; 3:55 PM - 7:42 PM | - | A | - | - | - | - | - | - |
| | Frequency of Service varies | Peak: 16.1 / Off-Peak: NA | Peak: 50.7 / Off-Peak: 119.1 | - | - | - | - | - | - | - |
| Productivity | Passengers per Revenue Hour N/A | 18.2 | 20.8 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 0.8 | 1.1 | D | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 76% | 73% | C | - | - | - | - | - | - |
| | Crowding 5% | 2% | 3% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.75 Peak: 0.42 | Off-Peak: 0.38 Peak: 0.38 | B | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$6.55 | \$ 6.58 | B | - | - | - | - | - | - |
| | Cost Recovery 20% | 59% | 40% | A | - | - | - | - | - | - |

Route 17G

| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile N/A | 2 | | | 2.1 | | | - | | |
| | Circuity N/A | 1.39 | | | 1.5 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour N/A | 17 | 20.8 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 0.8 | 1.1 | E | - | - | - | - | - | - |
| | Unique Segment Ridership 15% | 17% | 35% | B | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 74% | 73% | D | - | - | - | - | - | - |
| | Crowding 5% | 1% | 2% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.78 Peak: 0.39 | Off-Peak: 0.42 Peak: 0.37 | B | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$7.01 | \$ 6.58 | C | - | - | - | - | - | - |
| | Cost Recovery 20% | 53% | 44% | A | - | - | - | - | - | - |

Route 17H

| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile N/A | 2.4 | | | 2.1 | | | - | | |
| | Circuitry N/A | 1.45 | | | 1.5 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour N/A | 21.1 | 20.8 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 1 | 1.1 | C | - | - | - | - | - | - |
| | Unique Segment Ridership 15% | 34% | 35% | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 79% | 73% | C | - | - | - | - | - | - |
| | Crowding 5% | 3% | 2% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.78 Peak: 0.48 | Off-Peak: 0.42 Peak: 0.37 | B | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$5.65 | \$ 6.58 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 69% | 44% | A | - | - | - | - | - | - |

Route 17K

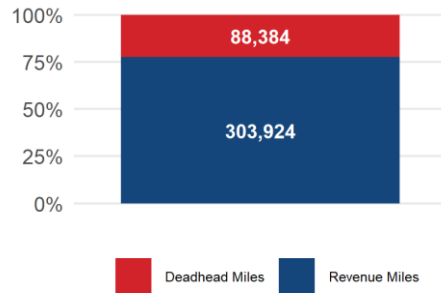
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|---------------|-----------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile N/A | 2 | | | 2.1 | | | - | | |
| Route Design | Circuitry N/A | 1.45 | | | 1.5 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour N/A | 18.9 | 20.8 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 0.8 | 1.1 | D | - | - | - | - | - | - |
| | Unique Segment Ridership 15% | 17% | 35% | B | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 70% | 73% | D | - | - | - | - | - | - |
| | Crowding 5% | 1% | 2% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Peak: 0.44 | Peak: 0.37 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$6.32 | \$ 6.58 | B | - | - | - | - | - | - |
| | Cost Recovery 20% | 61% | 44% | A | - | - | - | - | - | - |

Route 17L

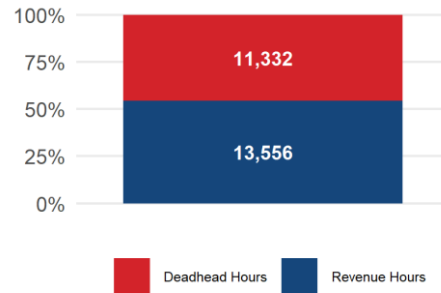
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile N/A | 1.6 | | | 2.1 | | | - | | |
| | Circuitry N/A | 1.74 | | | 1.5 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour N/A | 14.9 | 20.8 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 0.6 | 1.1 | E | - | - | - | - | - | - |
| | Unique Segment Ridership 15% | 22% | 35% | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 79% | 73% | C | - | - | - | - | - | - |
| | Crowding 5% | 1% | 2% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.65 Peak: 0.34 | Off-Peak: 0.42 Peak: 0.37 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$7.99 | \$ 6.58 | D | - | - | - | - | - | - |
| | Cost Recovery 20% | 49% | 44% | A | - | - | - | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



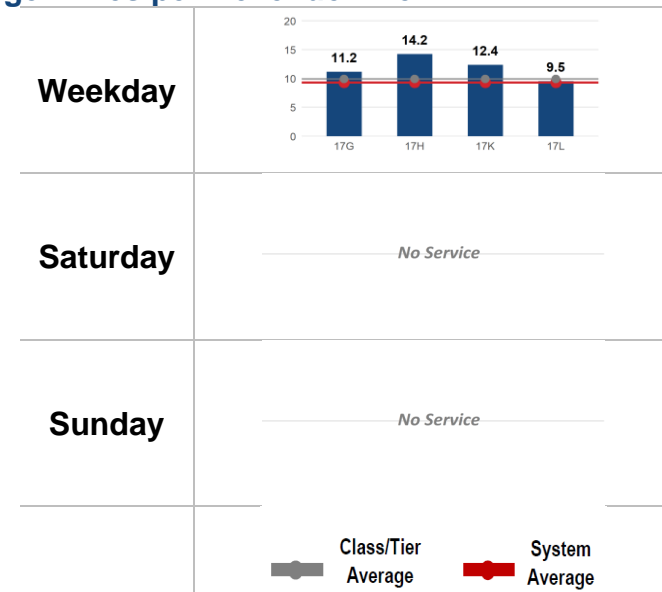
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| 17G | 42.90 | 368 | 315 (85.6%) |
| 17H | 40.40 | 374 | 338 (90.4%) |
| 17K | 40.20 | 286 | 260 (90.9%) |
| 17L | 48.40 | 242 | 220 (90.9%) |

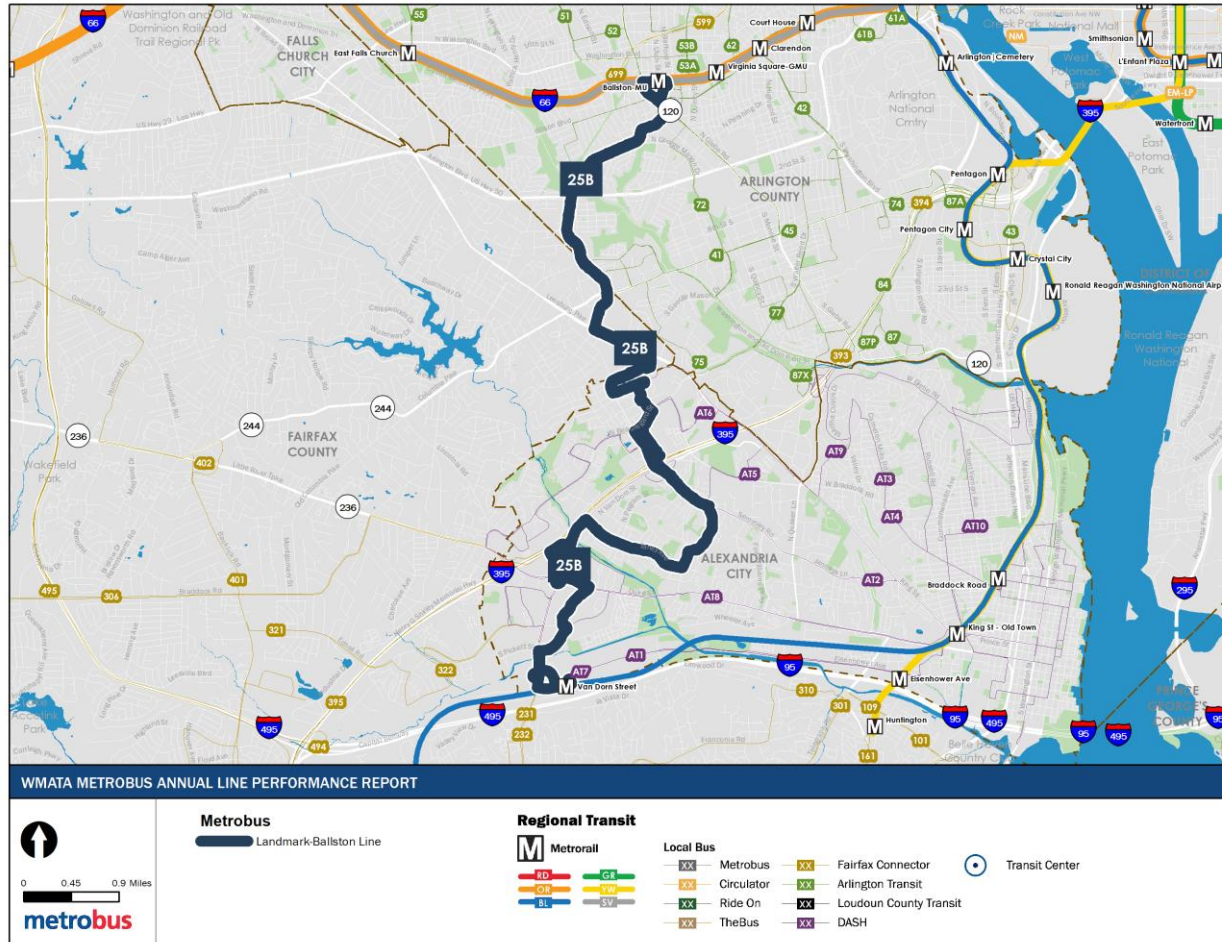
Service Change Summary

Route 17G - June 2020:
 Weekday: No change; Saturday: No change; Sunday: No change;
 Route 17H - June 2020:
 Weekday: Eliminate; Saturday: No change; Sunday: No change;
 Route 17K - June 2020:
 Weekday: Merge routes 17H,K; Saturday: No change; Sunday: No change;
 Route 17L - June 2020:
 Weekday: No change; Saturday: No change; Sunday: No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Framework

Activity Tier

1

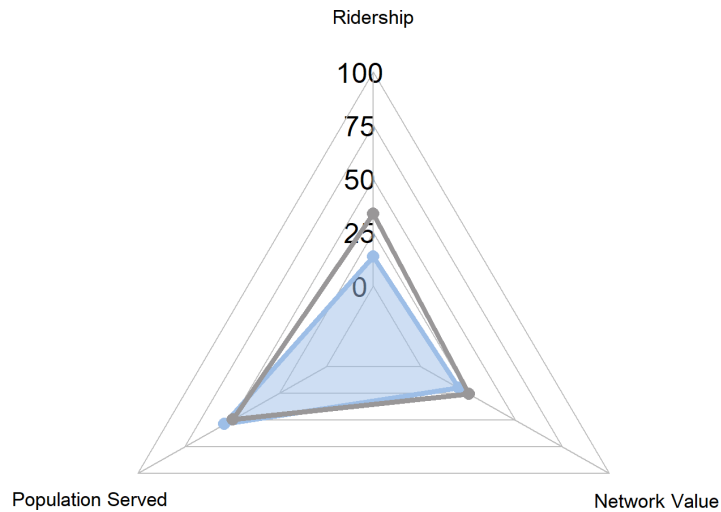
Overall Grade

| Line | Overall Grade |
|------|---------------|
| Line | D |
| | |
| | |
| | |
| | |
| | |

Line Benefit Score

29

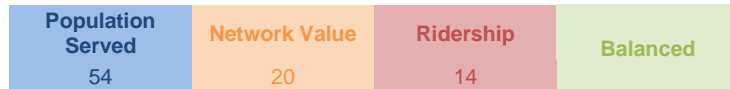
Out of 100



Classification Average



Line Focus:



Line Score:

Operating Statistics

| | | |
|--|-------------------------------|--------------------|
| | Annual Operating Costs | \$3,077,875 |
| | Peak Vehicles | 9 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|-----------------------------------|-------------------|---------------|
| | Service Area Population | 50,233 | |
| | People of Color Population | Service Area | 19,111 |
| | | % Riders Surveyed | 71% |
| | Low Income Household | Service Area | 12,386 |
| | | % Riders Surveyed | 57% |

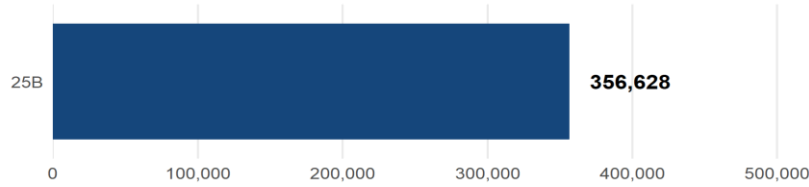
Facilities/Amenities

| | | |
|--|-------------------------------------|------------|
| | Bus Stops | 125 |
| | % Stops With Shelters | 16% |
| | % Stops With Benches | 18% |
| | % Stops With Real-Time Signs | 0% |



Ridership

Annual Ridership



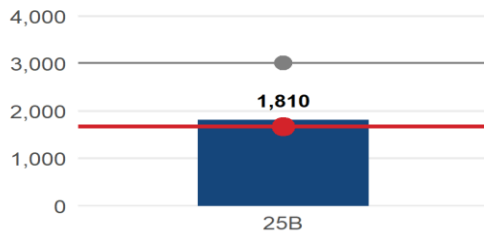
Top Transfer Locations

Ballston, Van Dorn Street

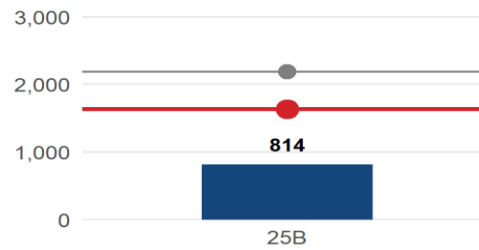
Average Daily Ridership

- Class/Tier Average
- System Average

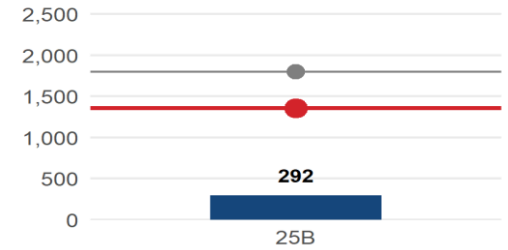
Weekday



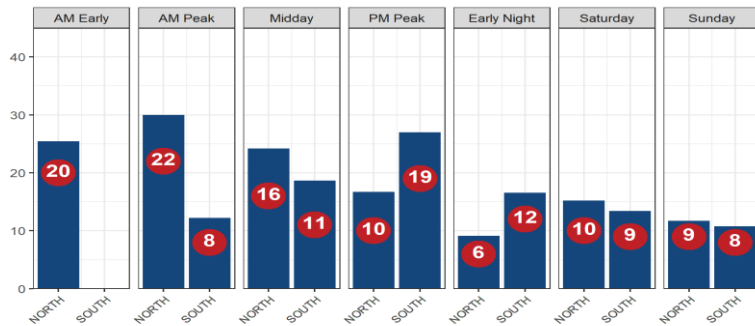
Saturday



Sunday



Average Trip Ridership and Maximum Load by Time Period



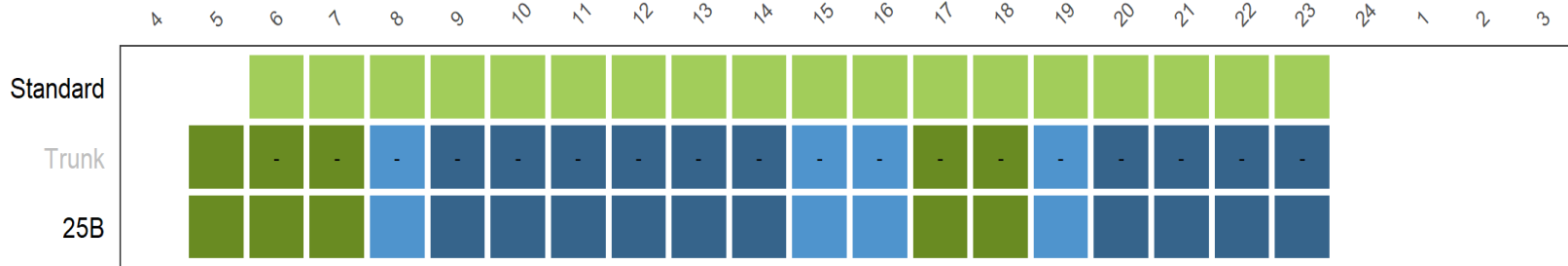
Vehicle Load Factor

| | | Direction: | NORTH | SOUTH |
|---------------------------------|---------------------------------|------------|-------|-------|
| Weekday | Peak Maximum Target: 1.2 | | 0.38 | 0.35 |
| | Off-Peak Maximum Target: 1.0 | | 0.32 | 0.29 |
| Saturday Maximum Target: 1.0 | | | 0.25 | 0.22 |
| Sunday Maximum Target: 1.0 | | | 0.23 | 0.21 |

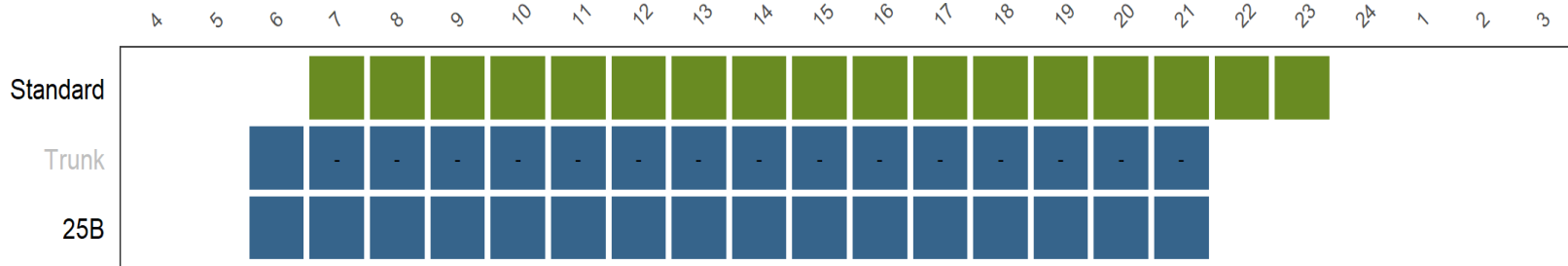
Span and Frequency



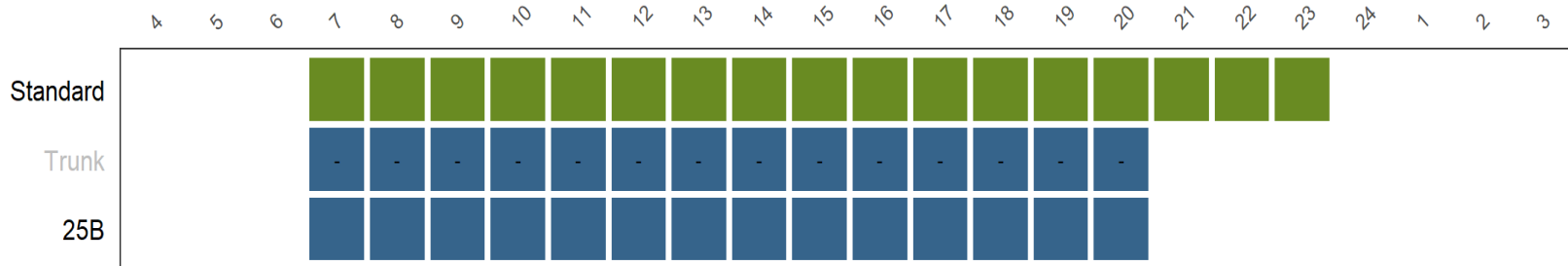
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

D Landmark-Ballston

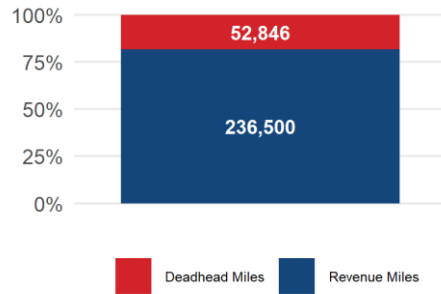
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|------------------------------|------------------------------|-------|-------------------|-----------------|-------|-------------------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 5:48 AM - 11:09 PM | - | C | 6:10 AM - 9:44 PM | - | C | 7:38 AM - 8:35 PM | - | C |
| | Frequency of Service varies | Peak: 21.4 / Off-Peak: 38.2 | Peak: 17.4 / Off-Peak: 39 | D | 40.4 | 25.4 | E | 60.0 | 29.4 | E |
| Productivity | Passengers per Revenue Hour 30 | 20.8 | 33.6 | E | 15.7 | 27.3 | E | 21.6 | 27.1 | E |
| | Passengers per Revenue Mile 4 | 2.2 | 4.5 | E | 1.6 | 3.3 | E | 1.9 | 3.2 | E |
| Reliability | On-Time Performance 79% | 81% | 74% | B | 82% | 76% | B | 94% | 79% | A |
| | Crowding 5% | 0% | 4% | A | 0% | 3% | A | 0% | 1% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.31 Peak: 0.36 | Off-Peak: 0.39 Peak: 0.54 | A | 0.24 | 0.36 | A | 0.22 | 0.35 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$5.73 | \$ 4.15 | D | \$7.61 | \$ 5.07 | E | \$5.52 | \$ 5.11 | D |
| | Cost Recovery 25% | 24% | 32% | C | 18% | 27% | E | 24% | 26% | C |

Route 25B

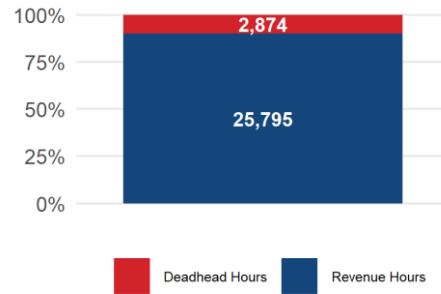
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 4.4 | | | 5 | | | A | | |
| | Circuity 1.75 | 1.91 | | | 1.28 | | | C | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 30 | 20.8 | 33.6 | E | 15.7 | 27.3 | E | 21.6 | 27.1 | E |
| | Passengers per Revenue Mile 4 | 2.2 | 4.5 | E | 1.6 | 3.3 | E | 1.9 | 3.2 | E |
| | Unique Segment Ridership 10% | 31% | 13% | A | 49% | 23% | A | 37% | 25% | A |
| Reliability | On-Time Performance 79% | 81% | 74% | B | 82% | 76% | B | 94% | 79% | A |
| | Crowding 5% | 0% | 4% | A | 0% | 3% | A | 0% | 2% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.31 Peak: 0.36 | Off-Peak: 0.38 Peak: 0.54 | A | 0.24 | 0.36 | A | 0.22 | 0.35 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$5.73 | \$ 4.15 | D | \$7.61 | \$ 5.07 | E | \$5.52 | \$ 5.11 | D |
| | Cost Recovery 25% | 24% | 34% | C | 18% | 26% | E | 24% | 26% | C |

Operational Analysis

Miles Allocation



Hours Allocation



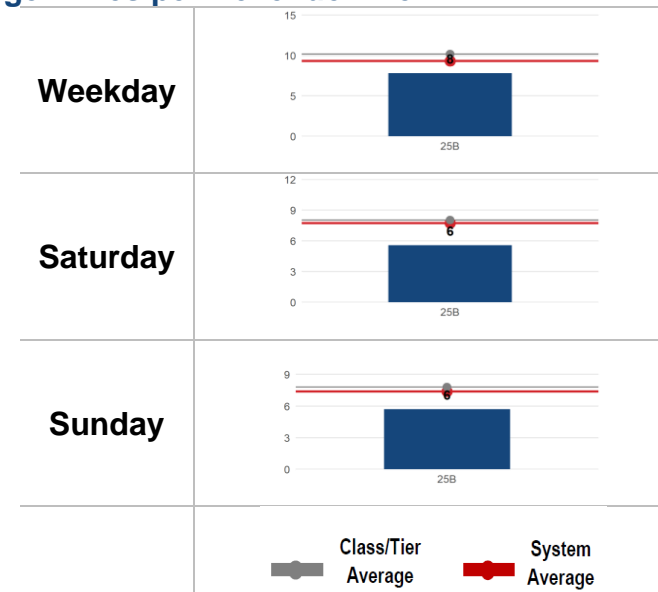
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| 25B | 29.60 | 2,347 | 2,337 (99.6%) |
| | | | |
| | | | |
| | | | |

Service Change Summary

Route 25B - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

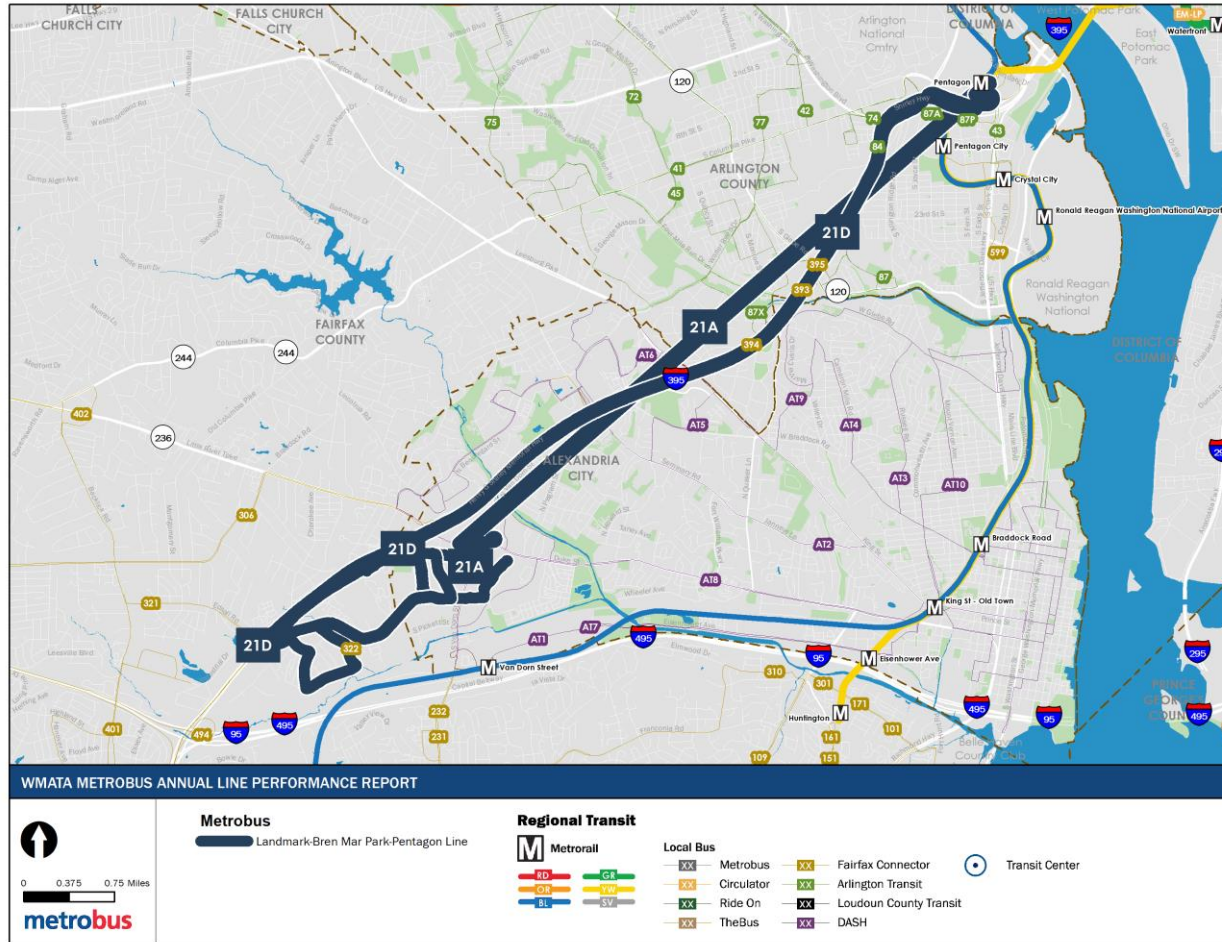
Passenger Miles per Revenue Mile



LINE: 68 - Landmark-Bren Mar Park-Pentagon

ROUTE(S): 21A, 21D

About the Line



Service Classification

Commuter

Activity Tier

1

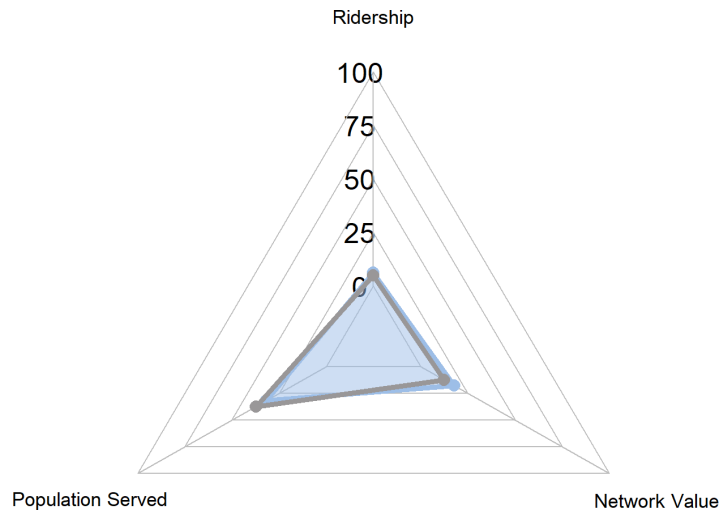
Overall Grade

| Line | Grade |
|------|-------|
| 68 | A |
| | |
| | |
| | |
| | |
| | |
| | |

Line Benefit Score

19

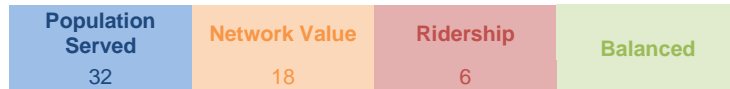
Out of 100



Classification Average



Line Focus:



Line Score:

Operating Statistics

| | | |
|--|-------------------------------|------------------|
| | Annual Operating Costs | \$701,005 |
| | Peak Vehicles | 6 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|-----------------------------------|-------------------|---------------|
| | Service Area Population | 28,413 | |
| | People of Color Population | Service Area | 13,178 |
| | | % Riders Surveyed | 51% |
| | Low Income Household | Service Area | 8,353 |
| | | % Riders Surveyed | 23% |

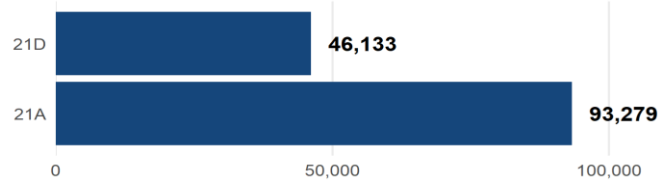
Facilities/Amenities

| | | |
|--|-------------------------------------|------------|
| | Bus Stops | 62 |
| | % Stops With Shelters | 16% |
| | % Stops With Benches | 10% |
| | % Stops With Real-Time Signs | 2% |



Ridership

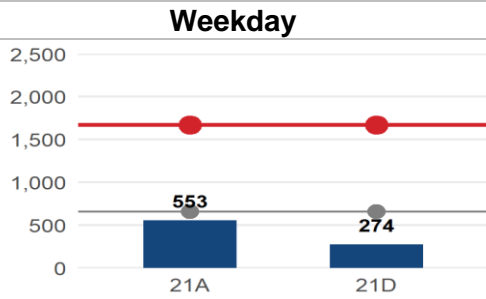
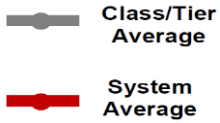
Annual Ridership



Top Transfer Locations

Pentagon

Average Daily Ridership



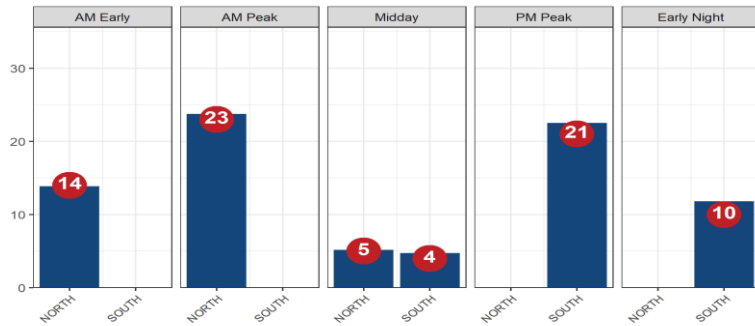
Saturday

No Service

Sunday

No Service

Average Trip Ridership and Maximum Load by Time Period



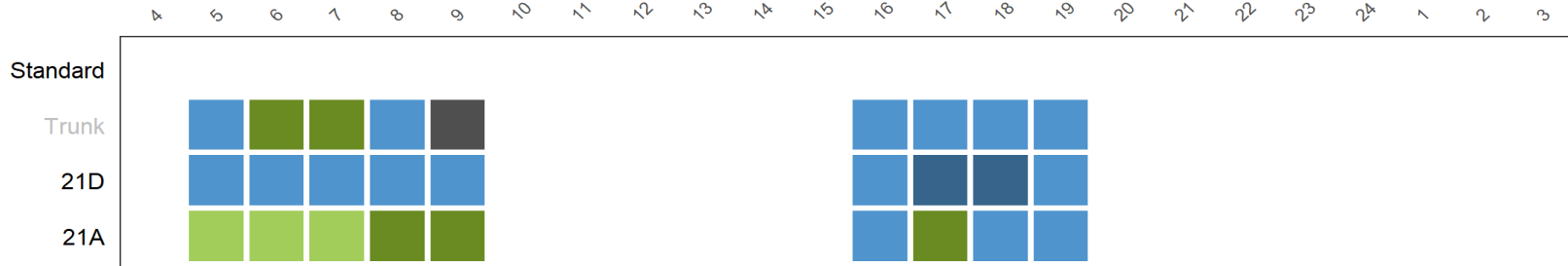
Vehicle Load Factor

| | | Direction: | |
|---------------------------------|---------------------------------|------------|-------|
| | | NORTH | SOUTH |
| Weekday | Peak Maximum Target: 1 | 0.58 | 0.52 |
| | Off-Peak Maximum Target: 1.0 | 0.19 | 0.16 |
| Saturday Maximum Target: 1.0 | | | |
| Sunday Maximum Target: 1.0 | | | |

Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



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 AM - 9:05 AM; 4:00 PM - 7:47 PM | - | A | - | - | - | - | - | - |
| | Frequency of Service varies | Peak: 22.2 / Off-Peak: 2.0 | Peak: 19.9 / Off-Peak: 69.8 | - | - | - | - | - | - | - |
| Productivity | Passengers per Revenue Hour N/A | 30.8 | 31.7 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1.5 | 2 | 3.5 | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 90% | 72% | A | - | - | - | - | - | - |
| | Crowding 5% | 0% | 4% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.17 Peak: 0.55 | Off-Peak: 0.36 Peak: 0.51 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$3.87 | \$ 4.57 | A | - | - | - | - | - | - |
| | Cost Recovery 25% | 46% | 47% | A | - | - | - | - | - | - |

Route 21A

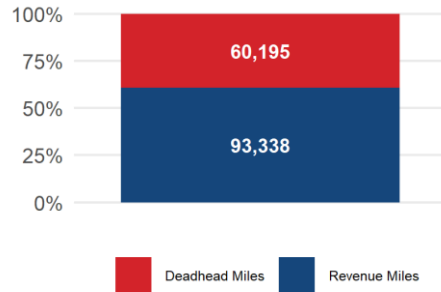
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile N/A | 1.6 | | | 3.2 | | | - | | |
| | Circuitry N/A | 1.32 | | | 1.3 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour N/A | 30.3 | 31.7 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1.5 | 2.2 | 3.5 | A | - | - | - | - | - | - |
| | Unique Segment Ridership 15% | 43% | 16% | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 89% | 72% | A | - | - | - | - | - | - |
| | Crowding 5% | 0% | 4% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.16 Peak: 0.57 | Off-Peak: 0.34 Peak: 0.49 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$3.94 | \$ 4.57 | A | - | - | - | - | - | - |
| | Cost Recovery 25% | 44% | 45% | A | - | - | - | - | - | - |

Route 21D

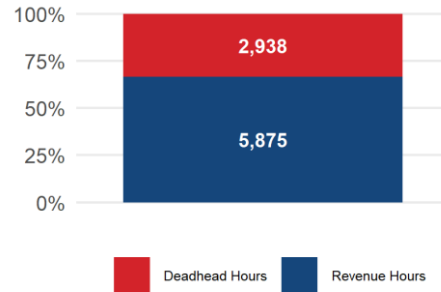
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile N/A | 1.9 | | | 3.2 | | | - | | |
| Route Design | Circuitry N/A | 1.62 | | | 1.3 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour N/A | 31.6 | 31.7 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1.5 | 1.6 | 3.5 | B | - | - | - | - | - | - |
| | Unique Segment Ridership 15% | 38% | 16% | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 90% | 72% | A | - | - | - | - | - | - |
| | Crowding 5% | 0% | 4% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.26 Peak: 0.52 | Off-Peak: 0.34 Peak: 0.49 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$3.77 | \$ 4.57 | A | - | - | - | - | - | - |
| | Cost Recovery 25% | 48% | 45% | A | - | - | - | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



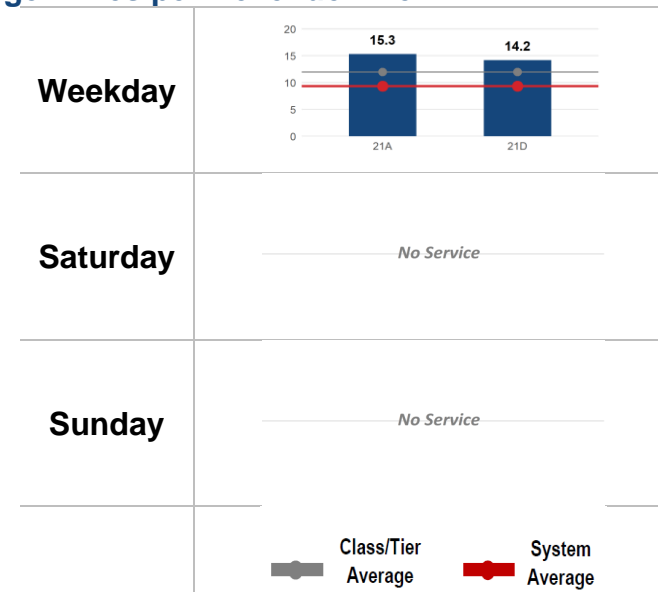
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| 21A | 18.70 | 484 | 483 (99.8%) |
| 21D | 25.30 | 308 | 305 (99.0%) |
| | | | |
| | | | |

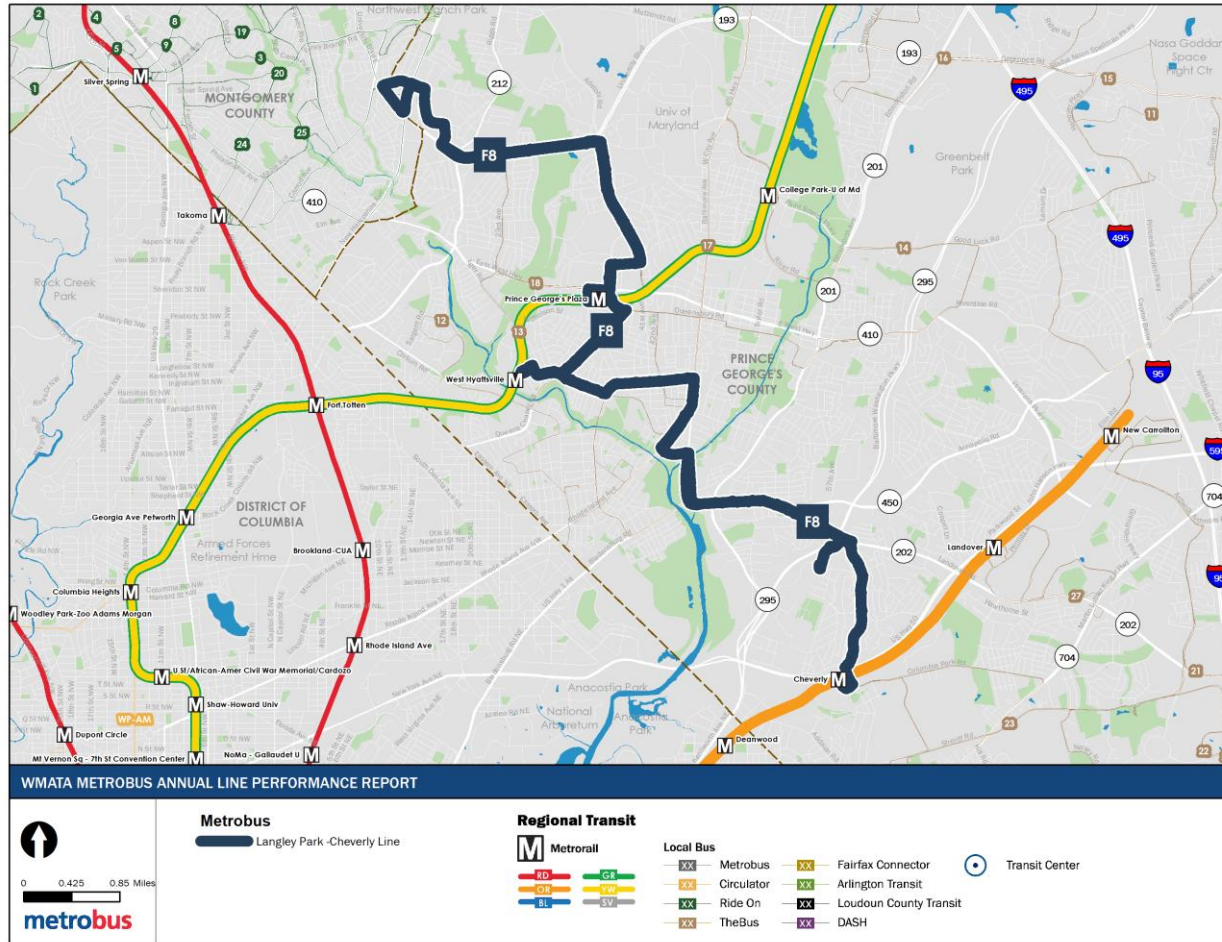
Service Change Summary

Route 21A - June 2020:
 Weekday: No change; Saturday: No change; Sunday: No change;
 Route 21D - June 2020:
 Weekday: No change; Saturday: No change; Sunday: No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Coverage

Activity Tier

2

Overall Grade

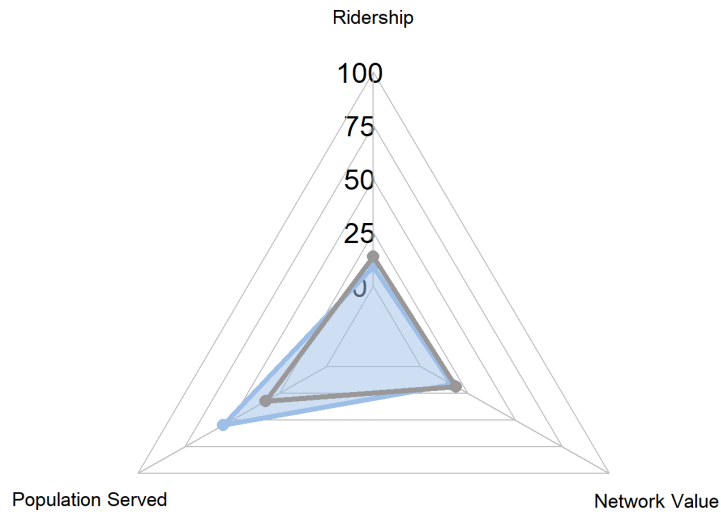
| Line | Grade |
|------|-------|
| Line | B |
| | |
| | |
| | |
| | |
| | |



Line Benefit Score

27

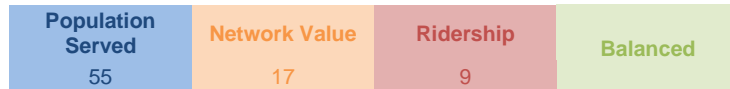
Out of 100



Classification Average



Line Focus:



Line Score:

Operating Statistics

| | | |
|--|-------------------------------|--------------------|
| | Annual Operating Costs | \$1,811,051 |
| | Peak Vehicles | 5 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|-----------------------------------|-------------------|---------------|
| | Service Area Population | 40,525 | |
| | People of Color Population | Service Area | 11,490 |
| | | % Riders Surveyed | 84% |
| | Low Income Household | Service Area | 15,253 |
| | | % Riders Surveyed | 64% |

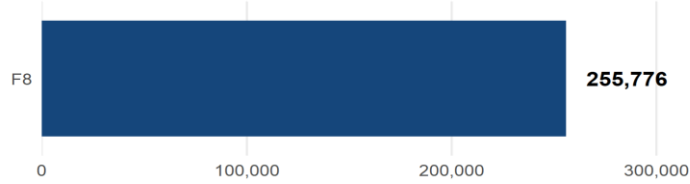
Facilities/Amenities

| | | |
|--|-------------------------------------|------------|
| | Bus Stops | 137 |
| | % Stops With Shelters | 14% |
| | % Stops With Benches | 15% |
| | % Stops With Real-Time Signs | 1% |



Ridership

Annual Ridership

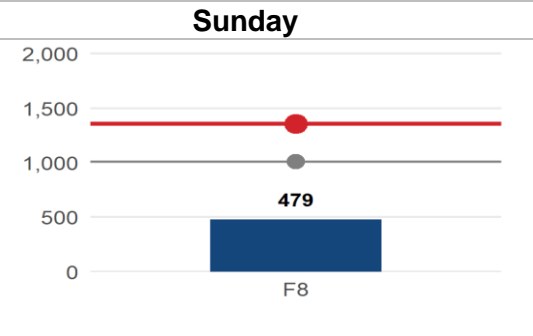
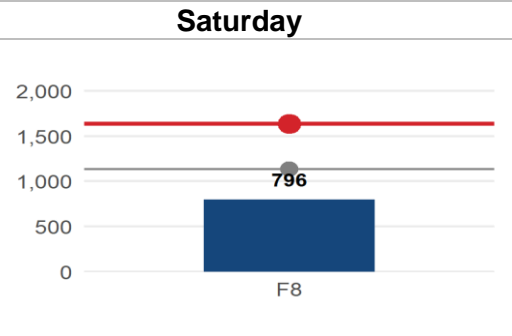
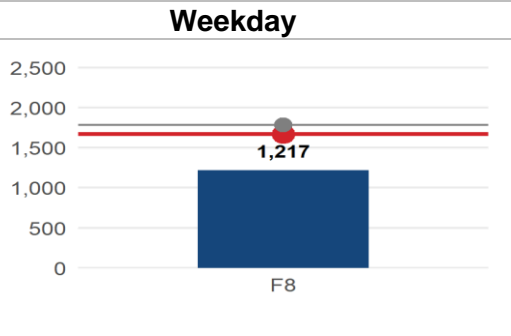


Top Transfer Locations

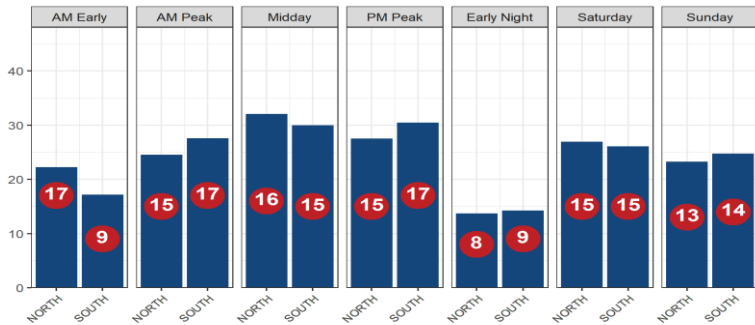
West Hyattsville, Prince George's Plaza, Cheverly

Average Daily Ridership

- Class/Tier Average
- System Average



Average Trip Ridership and Maximum Load by Time Period



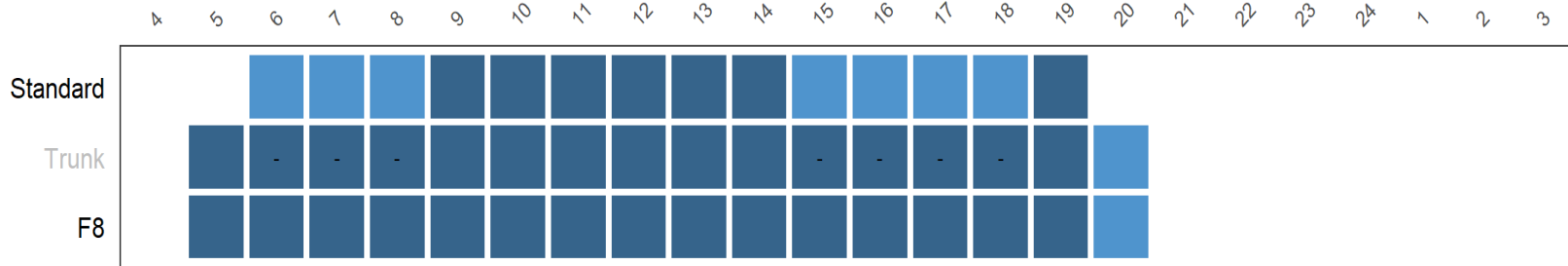
Vehicle Load Factor

| | | Direction: | NORTH | SOUTH |
|---------------------------------|---------------------------------|------------|-------|-------|
| Weekday | Peak Maximum Target: 1 | | 0.37 | 0.42 |
| | Off-Peak Maximum Target: 1.0 | | 0.39 | 0.34 |
| Saturday Maximum Target: 1.0 | | | 0.38 | 0.37 |
| Sunday Maximum Target: 1.0 | | | 0.34 | 0.35 |

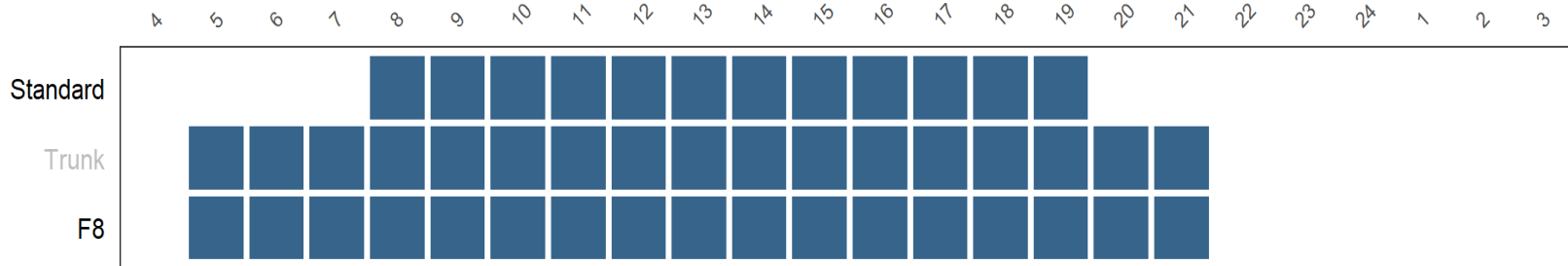
Span and Frequency



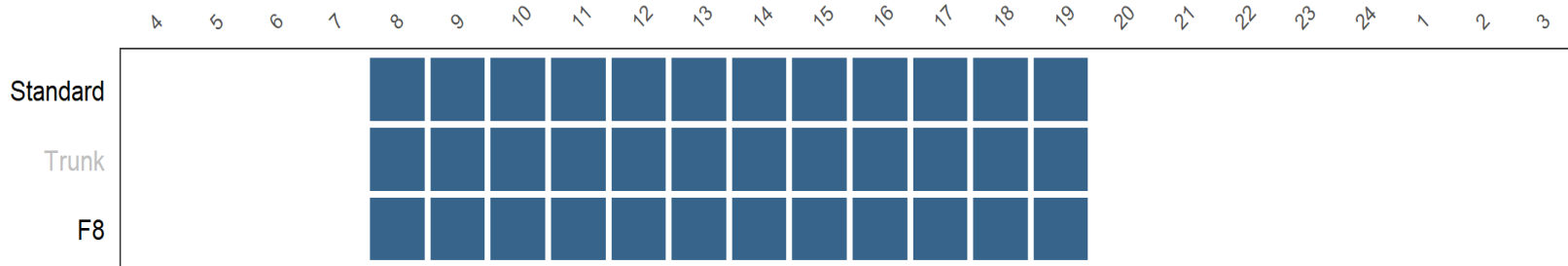
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

B Langley Park -Cheverly

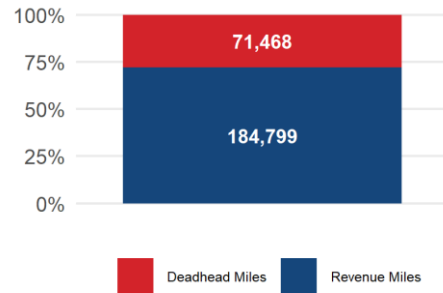
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|------------------------------|-----------------------------|-------|-------------------|-----------------|-------|-------------------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 5:35 AM - 8:41 PM | - | A | 5:42 AM - 9:22 PM | - | A | 8:53 AM - 7:51 PM | - | C |
| | Frequency of Service varies | Peak: 34.3 / Off-Peak: 50.6 | Peak: 25.4 / Off-Peak: 40.5 | C | 63.1 | 42.7 | C | 60.8 | 42.4 | C |
| Productivity | Passengers per Revenue Hour 15 | 25.1 | 37.3 | A | 24.9 | 33.6 | A | 24.6 | 33.8 | A |
| | Passengers per Revenue Mile 2 | 2.1 | 4.3 | B | 2.0 | 3.5 | B | 1.8 | 3.4 | C |
| Reliability | On-Time Performance 79% | 58% | 78% | E | 45% | 82% | E | 62% | 83% | E |
| | Crowding 5% | 0% | 2% | A | 0% | 1% | A | 0% | 0% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.36 Peak: 0.39 | Off-Peak: 0.3 Peak: 0.42 | A | 0.38 | 0.27 | A | 0.34 | 0.26 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$4.76 | \$ 4.26 | B | \$4.79 | \$ 5.02 | B | \$4.85 | \$ 4.55 | B |
| | Cost Recovery 20% | 25% | 23% | A | 25% | 21% | A | 25% | 20% | A |

Route F8

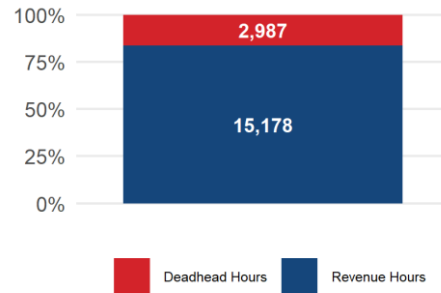
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 4.4 | | | 6.1 | | | A | | |
| Route Design | Circuitry N/A | 2.07 | | | 2.48 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 15 | 25.1 | 37.3 | A | 24.9 | 33.6 | A | 24.6 | 33.8 | A |
| | Passengers per Revenue Mile 2 | 2.1 | 4.3 | B | 2.0 | 3.5 | B | 1.8 | 3.4 | C |
| | Unique Segment Ridership 10% | 36% | 29% | A | 42% | 46% | A | 39% | 51% | A |
| Reliability | On-Time Performance 79% | 58% | 78% | E | 45% | 82% | E | 62% | 83% | E |
| | Crowding 5% | 0% | 3% | A | 0% | 1% | A | 0% | 0% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.36 Peak: 0.39 | Off-Peak: 0.33 Peak: 0.44 | A | 0.38 | 0.3 | A | 0.34 | 0.28 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$4.76 | \$ 4.26 | B | \$4.79 | \$ 5.02 | B | \$4.85 | \$ 4.55 | B |
| | Cost Recovery 20% | 25% | 24% | A | 25% | 21% | A | 25% | 21% | A |

Operational Analysis

Miles Allocation



Hours Allocation



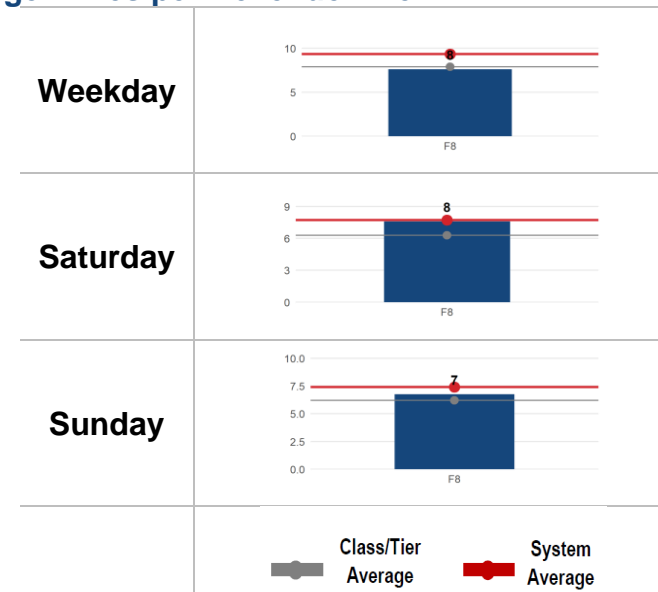
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| F8 | 34.20 | 1,220 | 1,207 (98.9%) |
| | | | |
| | | | |
| | | | |

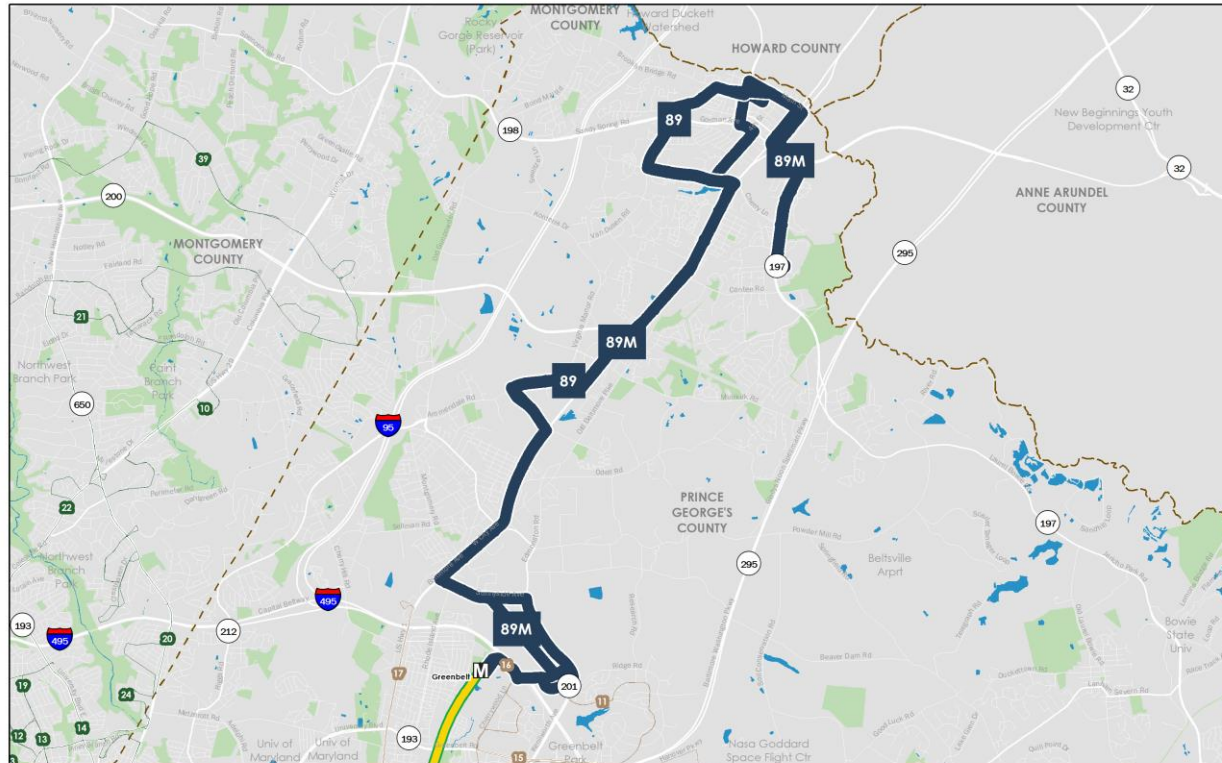
Service Change Summary

Route F8 - June 2020:
 Weekday: PG Plaza detour; Saturday: PG Plaza detour;
 Sunday: PG Plaza detour;

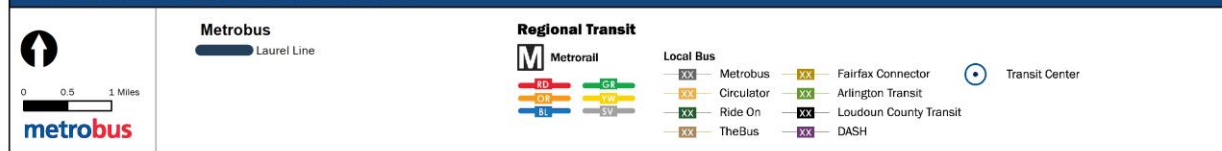
Passenger Miles per Revenue Mile



About the Line



WMATA METROBUS ANNUAL LINE PERFORMANCE REPORT



Service Classification

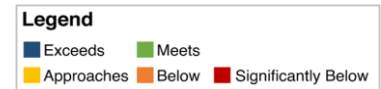
Coverage

Activity Tier

3

Overall Grade

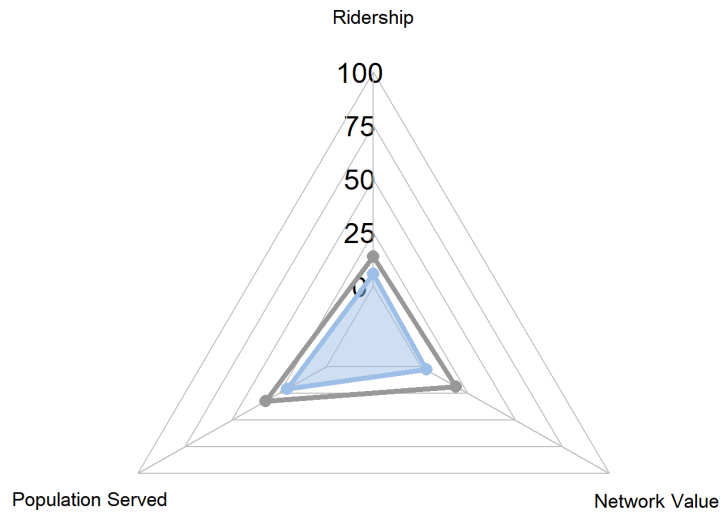
| Line | Grade |
|--------|-------|
| Laurel | A |
| | |
| | |
| | |
| | |
| | |



Line Benefit Score

10

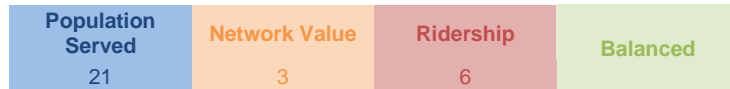
Out of 100



Classification Average



Line Focus:



Line Score:

Operating Statistics

| | | |
|--|-------------------------------|--------------------|
| | Annual Operating Costs | \$1,086,250 |
| | Peak Vehicles | 3 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|-----------------------------------|-------------------|---------------|
| | Service Area Population | 36,928 | |
| | People of Color Population | Service Area | 18,826 |
| | | % Riders Surveyed | 91% |
| | Low Income Household | Service Area | 8,879 |
| | | % Riders Surveyed | 53% |

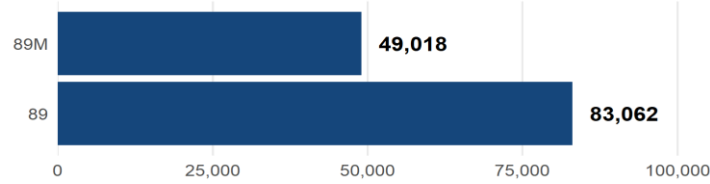
Facilities/Amenities

| | | |
|--|-------------------------------------|------------|
| | Bus Stops | 95 |
| | % Stops With Shelters | 16% |
| | % Stops With Benches | 16% |
| | % Stops With Real-Time Signs | 0% |



Ridership

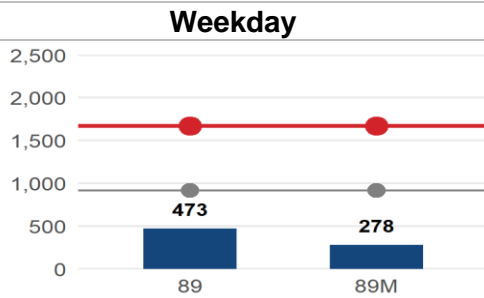
Annual Ridership



Top Transfer Locations

Greenbelt

Average Daily Ridership



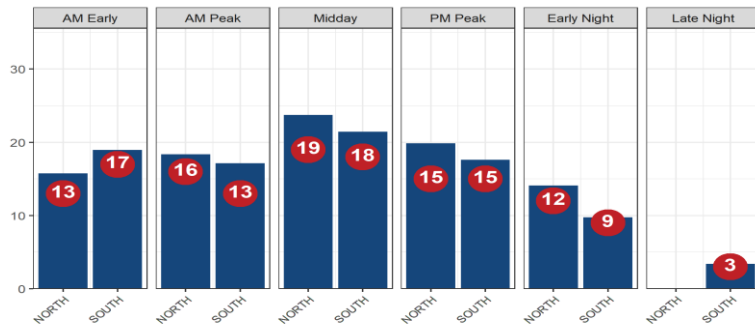
Saturday

No Service

Sunday

No Service

Average Trip Ridership and Maximum Load by Time Period



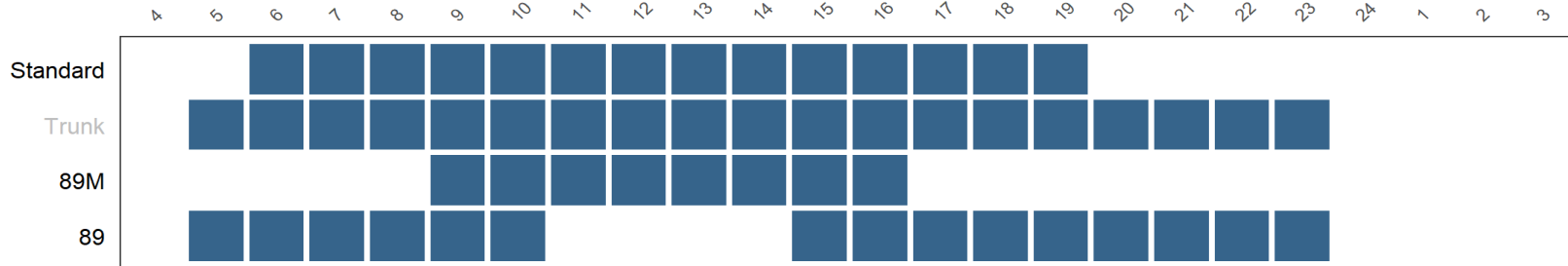
Vehicle Load Factor

| | | Direction: | |
|---------------------------------|---------------------------------|------------|-------|
| | | NORTH | SOUTH |
| Weekday | Peak Maximum Target: 1 | 0.39 | 0.34 |
| | Off-Peak Maximum Target: 1.0 | 0.4 | 0.33 |
| Saturday Maximum Target: 1.0 | | | |
| Sunday Maximum Target: 1.0 | | | |

Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

A Laurel

| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|------------------------------|------------------------------|-------|-----------|-----------------|-------|-----------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 5:45 AM - 11:26 PM | - | A | - | - | - | - | - | - |
| | Frequency of Service varies | Peak: 43.8 / Off-Peak: 57.0 | Peak: 28.1 / Off-Peak: 61.2 | A | - | - | - | - | - | - |
| Productivity | Passengers per Revenue Hour 10 | 21 | 25.4 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 1.3 | 2.2 | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 79% | 81% | C | - | - | - | - | - | - |
| | Crowding 5% | 0% | 1% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.37 Peak: 0.37 | Off-Peak: 0.27 Peak: 0.35 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$5.67 | \$ 5.33 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 22% | 23% | A | - | - | - | - | - | - |

Route 89

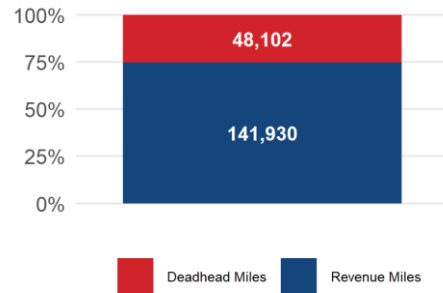
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 2.3 | | | 4.9 | | | E | | |
| | Circuitry N/A | 2.17 | | | 12.83 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 10 | 19 | 25.4 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 1.3 | 2.2 | A | - | - | - | - | - | - |
| | Unique Segment Ridership 10% | 0% | 33% | E | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 80% | 81% | B | - | - | - | - | - | - |
| | Crowding 5% | 0% | 1% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.27 Peak: 0.36 | Off-Peak: 0.27 Peak: 0.35 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$6.27 | \$ 5.33 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 21% | 22% | B | - | - | - | - | - | - |

Route 89M

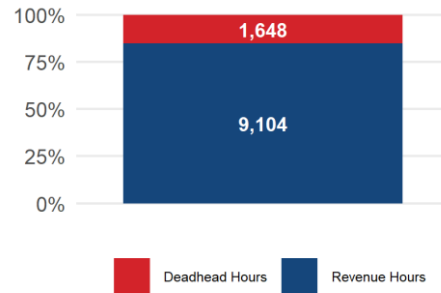
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 2.3 | | | 4.9 | | | E | | |
| Route Design | Circuitry N/A | 2.35 | | | 12.83 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 10 | 25.7 | 25.4 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 1.5 | 2.2 | A | - | - | - | - | - | - |
| | Unique Segment Ridership 10% | 2% | 33% | E | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 77% | 81% | C | - | - | - | - | - | - |
| | Crowding 5% | 0% | 1% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.47 Peak: 0.48 | Off-Peak: 0.27 Peak: 0.35 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$4.65 | \$ 5.33 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 24% | 22% | A | - | - | - | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



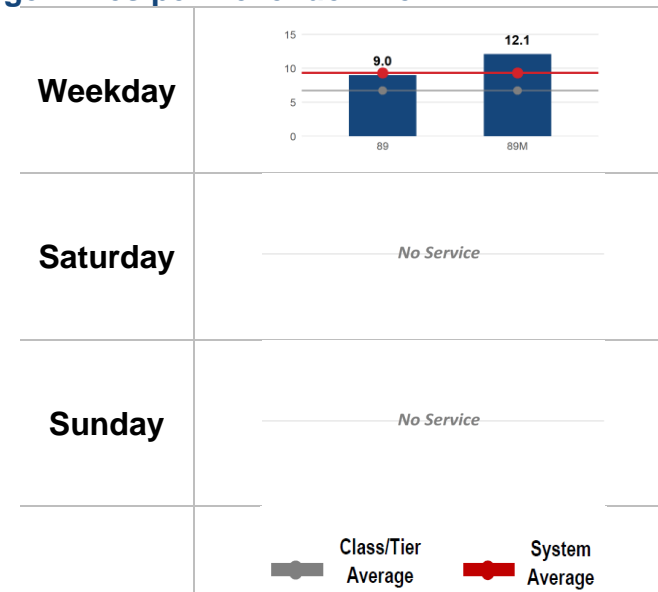
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| 89 | 37.70 | 690 | 687 (99.6%) |
| 89M | 40.40 | 276 | 274 (99.3%) |
| | | | |
| | | | |

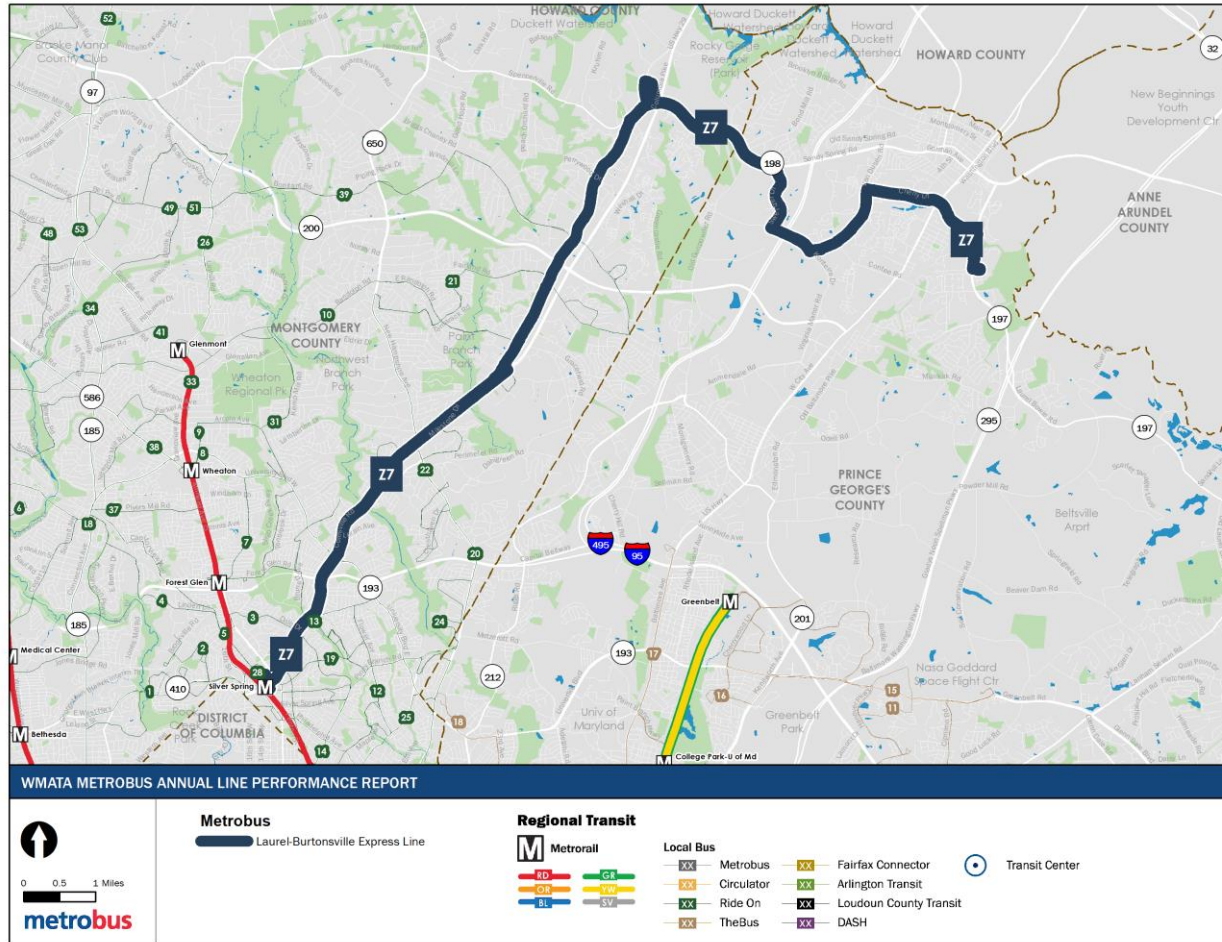
Service Change Summary

Route 89 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;
 Route 89M - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Commuter

Activity Tier

3

Overall Grade

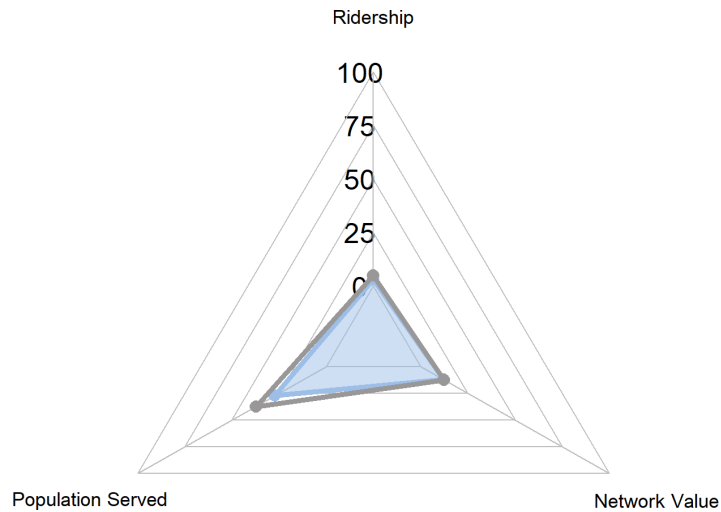
| Line | Grade |
|------|-------|
| Line | A |
| | |
| | |
| | |
| | |
| | |



Line Benefit Score

14

Out of 100



Classification Average



Line Focus:

Population Served

Network Value

Ridership

Balanced

Line Score:

27

12

3

Operating Statistics

| | | |
|--|------------------------|-----------|
| | Annual Operating Costs | \$608,234 |
| | Peak Vehicles | 0 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|----------------------------|-------------------|--------|
| | Service Area Population | 20,740 | |
| | People of Color Population | Service Area | 12,436 |
| | | % Riders Surveyed | 86% |
| | Low Income Household | Service Area | 4,578 |
| | | % Riders Surveyed | 54% |

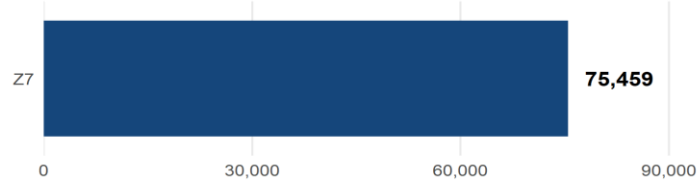
Facilities/Amenities

| | | |
|--|------------------------------|-----|
| | Bus Stops | 95 |
| | % Stops With Shelters | 21% |
| | % Stops With Benches | 24% |
| | % Stops With Real-Time Signs | 1% |



Ridership

Annual Ridership

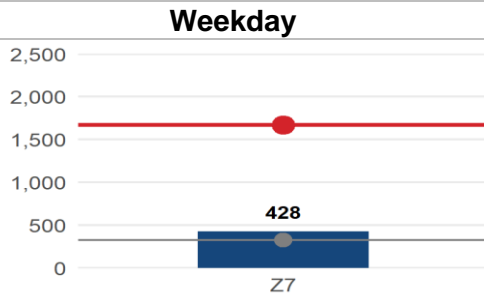


Top Transfer Locations

Silver Spring

Average Daily Ridership

- Class/Tier Average
- System Average



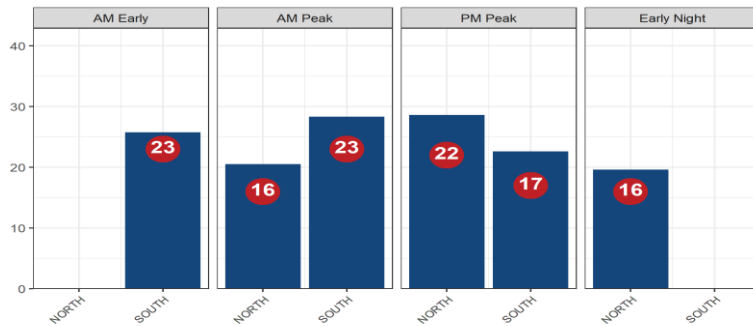
Saturday

No Service

Sunday

No Service

Average Trip Ridership and Maximum Load by Time Period



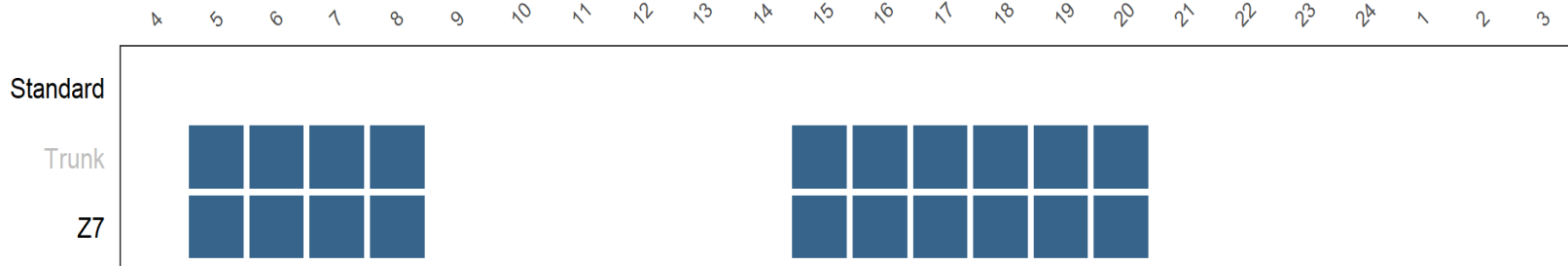
Vehicle Load Factor

| | | Direction: | NORTH | SOUTH |
|---------------------------------|---------------------------------|------------|-------|-------|
| Weekday | Peak Maximum Target: 1 | | 0.49 | 0.5 |
| | Off-Peak Maximum Target: 1.0 | | 0.39 | 0.55 |
| Saturday Maximum Target: 1.0 | | | | |
| Sunday Maximum Target: 1.0 | | | | |

Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

A Laurel-Burtonsville Express

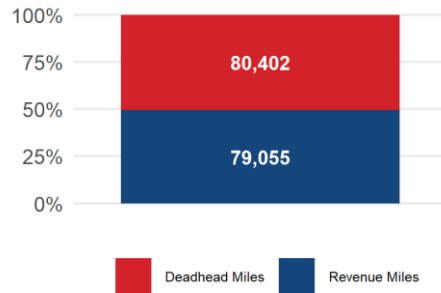
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|--------------------------------------|------------------------------|-------|-----------|-----------------|-------|-----------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 5:00 AM - 8:58 AM; 3:22 PM - 8:25 PM | - | A | - | - | - | - | - | - |
| | Frequency of Service varies | Peak: 110.2 / Off-Peak: NA | Peak: 50.7 / Off-Peak: 119.1 | - | - | - | - | - | - | - |
| Productivity | Passengers per Revenue Hour N/A | 22.4 | 20.8 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 1.4 | 1.1 | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 72% | 73% | D | - | - | - | - | - | - |
| | Crowding 5% | 1% | 3% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.5 Peak: 0.5 | Off-Peak: 0.38 Peak: 0.38 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$5.33 | \$ 6.58 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 25% | 40% | A | - | - | - | - | - | - |

Route Z7

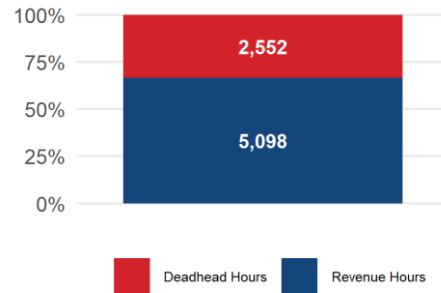
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|----------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile N/A | 2.7 | | | 2.1 | | | - | | |
| Route Design | Circuitry N/A | 1.39 | | | 1.5 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour N/A | 22.4 | 20.8 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 1.4 | 1.1 | A | - | - | - | - | - | - |
| | Unique Segment Ridership 15% | 31% | 35% | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 72% | 73% | D | - | - | - | - | - | - |
| | Crowding 5% | 1% | 2% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.5 Peak: 0.5 | Off-Peak: 0.42 Peak: 0.37 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$5.33 | \$ 6.58 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 25% | 44% | A | - | - | - | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



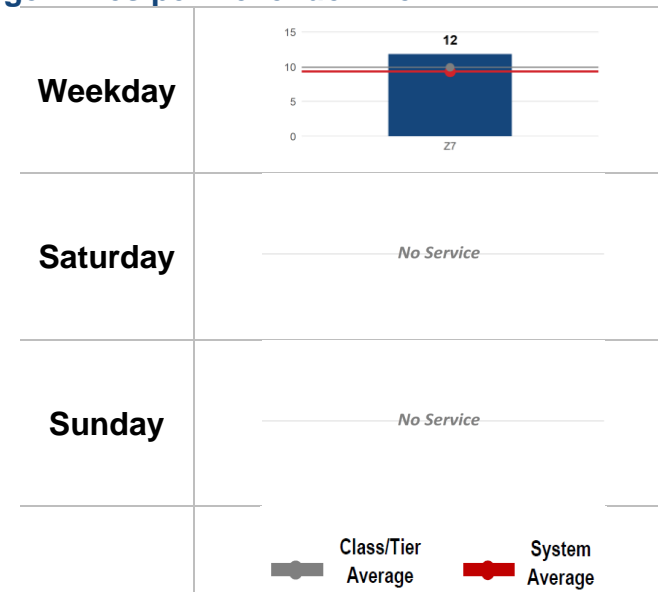
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| Z7 | 37.20 | 391 | 388 (99.2%) |
| | | | |
| | | | |
| | | | |

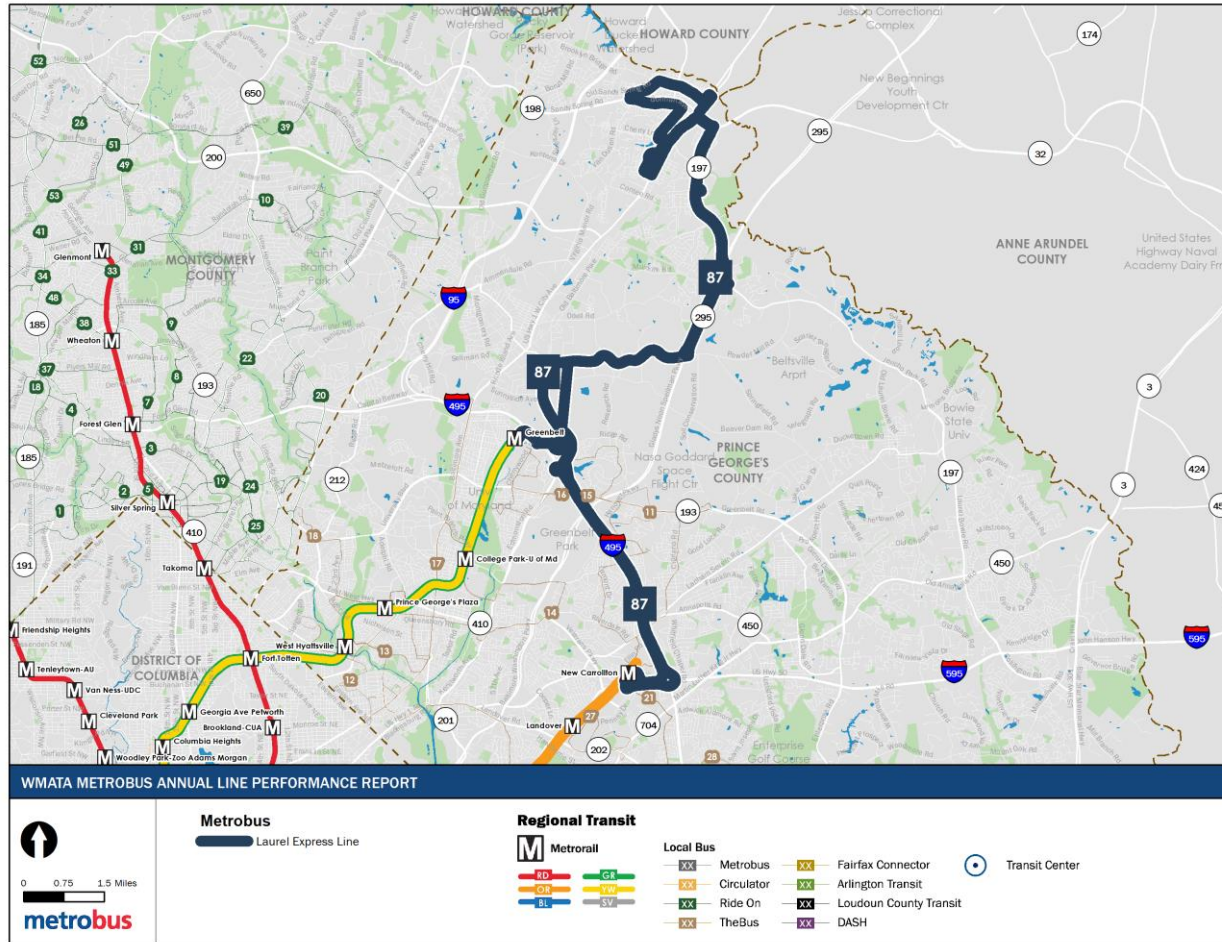
Service Change Summary

Route Z7 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

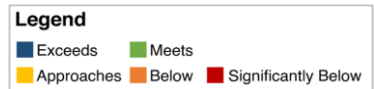
Commuter

Activity Tier

3

Overall Grade

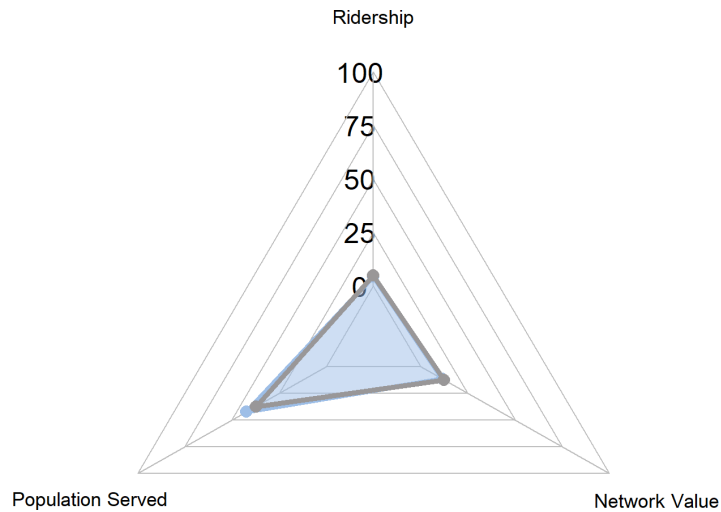
| Line | Grade |
|---------------------|-------|
| Laurel Express Line | A |
| | |
| | |
| | |
| | |
| | |



Line Benefit Score

19

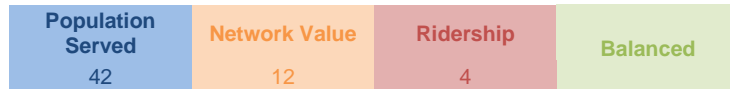
Out of 100



Classification Average



Line Focus:



Line Score:

Operating Statistics

| | | |
|--|-------------------------------|------------------|
| | Annual Operating Costs | \$858,082 |
| | Peak Vehicles | 4 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|-----------------------------------|-------------------|---------------|
| | Service Area Population | 22,316 | |
| | People of Color Population | Service Area | 12,271 |
| | | % Riders Surveyed | 91% |
| | Low Income Household | Service Area | 6,413 |
| | | % Riders Surveyed | 38% |

Facilities/Amenities

| | | |
|--|-------------------------------------|------------|
| | Bus Stops | 72 |
| | % Stops With Shelters | 17% |
| | % Stops With Benches | 18% |
| | % Stops With Real-Time Signs | 0% |



Ridership

Annual Ridership

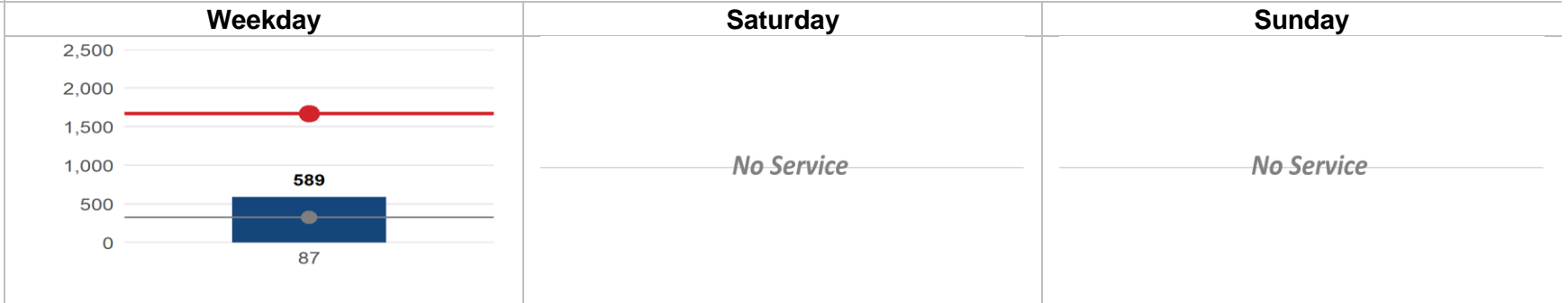


Top Transfer Locations

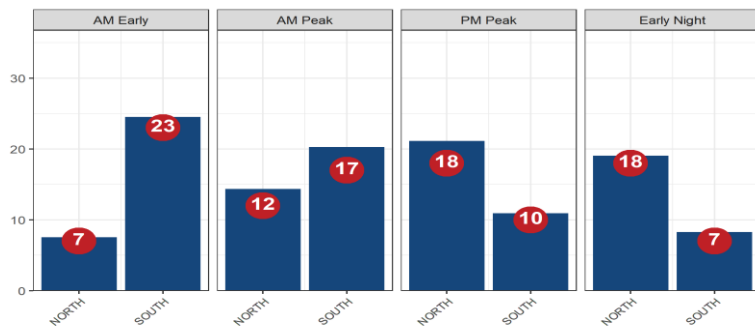
Greenbelt, New Carrollton

Average Daily Ridership

- Class/Tier Average
- System Average



Average Trip Ridership and Maximum Load by Time Period



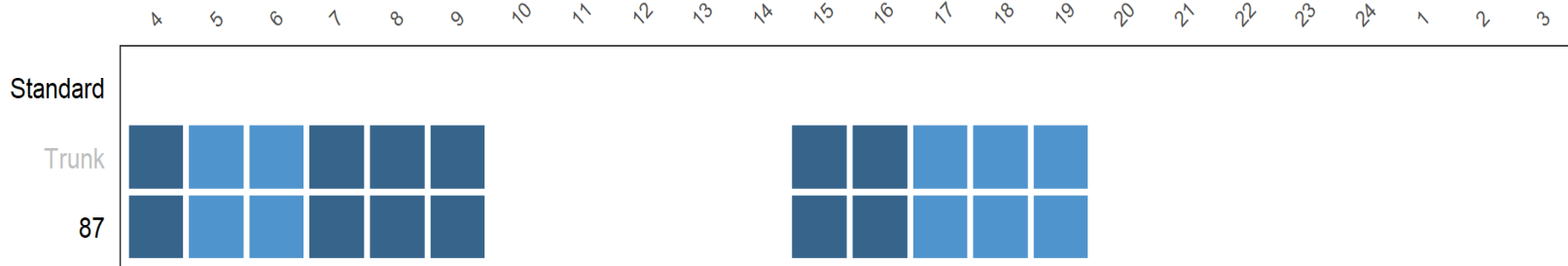
Vehicle Load Factor

| | | Direction: | NORTH | SOUTH |
|---------------------------------|---------------------------------|------------|-------|-------|
| Weekday | Peak Maximum Target: 1 | | 0.39 | 0.35 |
| | Off-Peak Maximum Target: 1.0 | | 0.3 | 0.48 |
| Saturday Maximum Target: 1.0 | | | | |
| Sunday Maximum Target: 1.0 | | | | |

Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

A Laurel Express

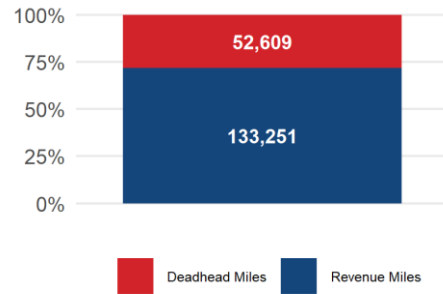
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|--------------------------------------|------------------------------|-------|-----------|-----------------|-------|-----------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 4:46 AM - 9:17 AM; 3:10 PM - 7:47 PM | - | A | - | - | - | - | - | - |
| | Frequency of Service varies | Peak: 42.9 / Off-Peak: 409.2 | Peak: 50.7 / Off-Peak: 119.1 | - | - | - | - | - | - | - |
| Productivity | Passengers per Revenue Hour N/A | 20.8 | 20.8 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 1.1 | 1.1 | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 67% | 73% | E | - | - | - | - | - | - |
| | Crowding 5% | 1% | 3% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.42 Peak: 0.37 | Off-Peak: 0.38 Peak: 0.38 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$5.73 | \$ 6.58 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 24% | 40% | A | - | - | - | - | - | - |

Route 87

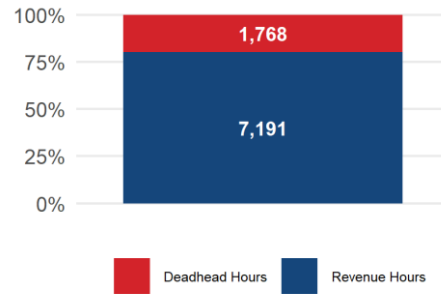
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile N/A | 1.4 | | | 2.1 | | | - | | |
| Route Design | Circuitry N/A | 2.78 | | | 1.5 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour N/A | 20.8 | 20.8 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 1.1 | 1.1 | A | - | - | - | - | - | - |
| | Unique Segment Ridership 15% | 29% | 35% | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 67% | 73% | E | - | - | - | - | - | - |
| | Crowding 5% | 1% | 2% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.42 Peak: 0.37 | Off-Peak: 0.42 Peak: 0.37 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$5.73 | \$ 6.58 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 24% | 44% | A | - | - | - | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



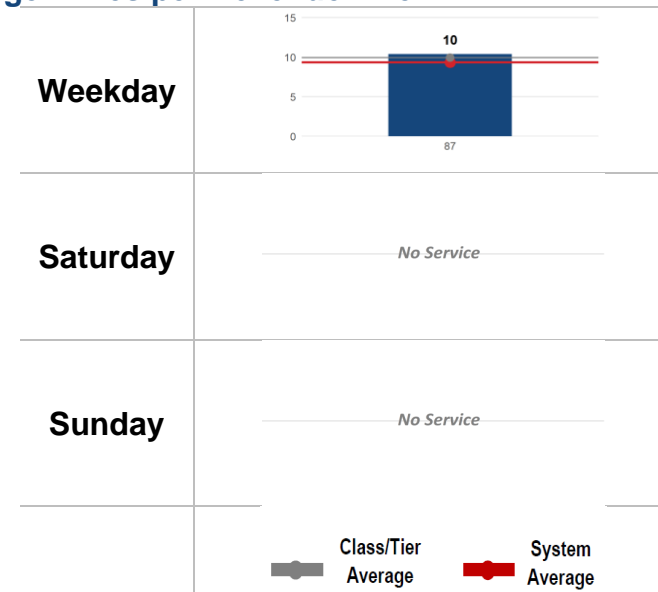
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| 87 | 73.20 | 759 | 756 (99.6%) |
| | | | |
| | | | |
| | | | |

Service Change Summary

Route 87 - June 2020:
 Weekday: No change; Saturday: No change; Sunday: No change;

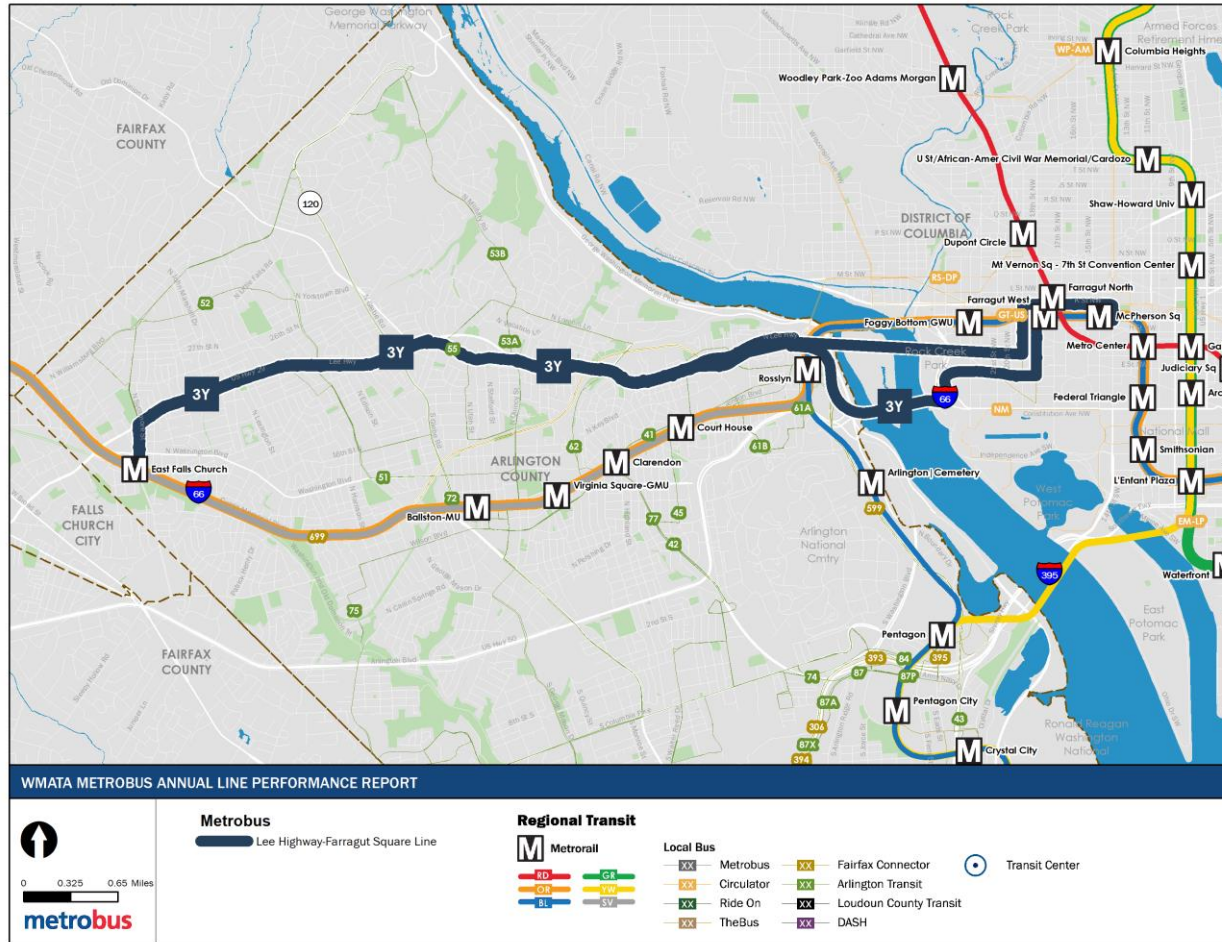
Passenger Miles per Revenue Mile



LINE: 138 - Lee Highway-Farragut Square

ROUTE(S): 3Y

About the Line



Service Classification

Commuter

Activity Tier

2

Overall Grade

| Line | Grade |
|------|-------|
| Line | B |
| | |
| | |
| | |
| | |
| | |
| | |

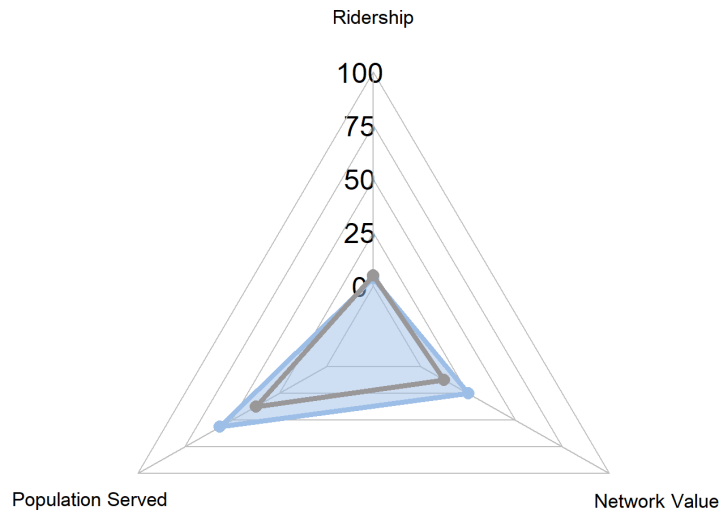
Legend

- Exceeds (Dark Blue)
- Meets (Green)
- Approaches (Yellow)
- Below (Orange)
- Significantly Below (Red)

Line Benefit Score

28

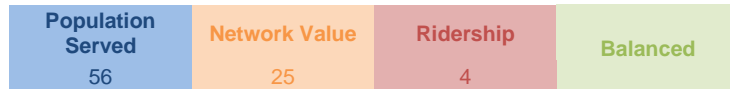
Out of 100



Classification Average



Line Focus:



Line Score:

Operating Statistics

| | | |
|--|------------------------|-----------|
| | Annual Operating Costs | \$445,243 |
| | Peak Vehicles | 8 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|----------------------------|-------------------|-------|
| | Service Area Population | 29,039 | |
| | People of Color Population | Service Area | 6,009 |
| | | % Riders Surveyed | 39% |
| | Low Income Household | Service Area | 3,536 |
| | | % Riders Surveyed | 7% |

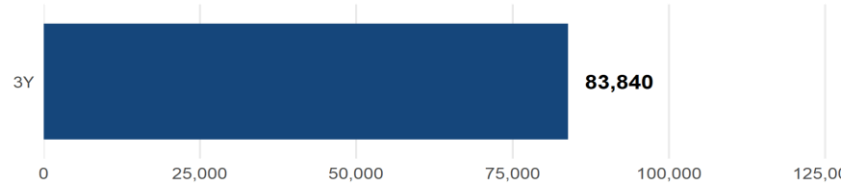
Facilities/Amenities

| | | |
|--|------------------------------|-----|
| | Bus Stops | 88 |
| | % Stops With Shelters | 32% |
| | % Stops With Benches | 31% |
| | % Stops With Real-Time Signs | 1% |



Ridership

Annual Ridership

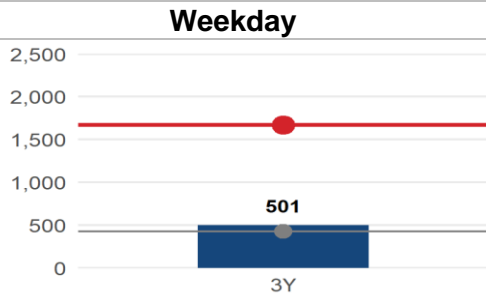


Top Transfer Locations

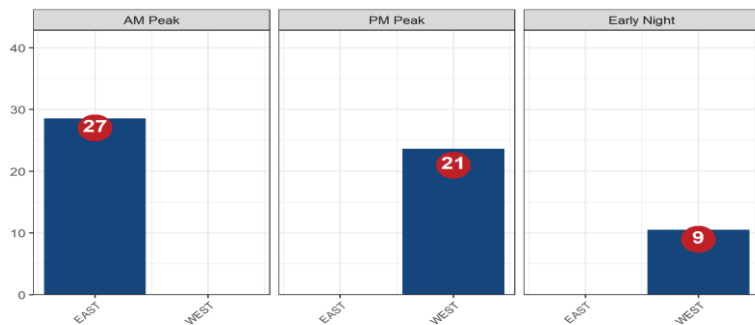
Farragut North, Rosslyn, East Falls Church

Average Daily Ridership

- Class/Tier Average
- System Average



Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

| | | Direction: | |
|---------------------------------|---------------------------------|------------|------|
| | | WEST | EAST |
| Weekday | Peak Maximum Target: 1 | 0.52 | 0.64 |
| | Off-Peak Maximum Target: 1.0 | 0.23 | |
| Saturday Maximum Target: 1.0 | | | |
| Sunday Maximum Target: 1.0 | | | |

Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

B Lee Highway-Farragut Square

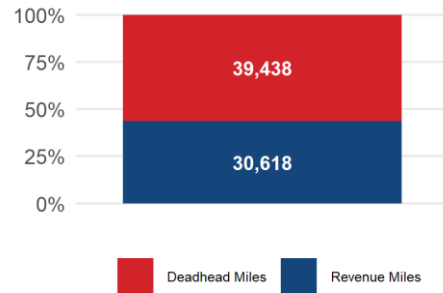
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|--------------------------------------|------------------------------|-------|-----------|-----------------|-------|-----------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 6:29 AM - 9:30 AM; 4:15 PM - 8:00 PM | - | A | - | - | - | - | - | - |
| | Frequency of Service varies | Peak: 23.5 / Off-Peak: 25.0 | Peak: 25.4 / Off-Peak: 102 | - | - | - | - | - | - | - |
| Productivity | Passengers per Revenue Hour N/A | 24.3 | 22.9 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 2.9 | 1.7 | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 67% | 71% | E | - | - | - | - | - | - |
| | Crowding 5% | 9% | 6% | E | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.23 Peak: 0.58 | Off-Peak: 0.34 Peak: 0.51 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$4.91 | \$ 6.15 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 38% | 42% | A | - | - | - | - | - | - |

Route 3Y

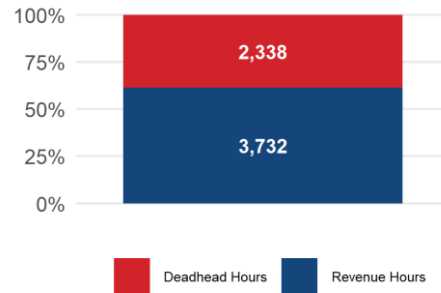
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|-----------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile N/A | 4.8 | | | 2.9 | | | - | | |
| | Circuity N/A | 1.21 | | | 1.48 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour N/A | 24.3 | 22.9 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 2.9 | 1.7 | A | - | - | - | - | - | - |
| | Unique Segment Ridership 15% | 61% | 18% | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 67% | 71% | E | - | - | - | - | - | - |
| | Crowding 5% | 9% | 4% | E | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.23 Peak: 0.58 | Off-Peak: 0.3 Peak: 0.45 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$4.91 | \$ 6.15 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 38% | 39% | A | - | - | - | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



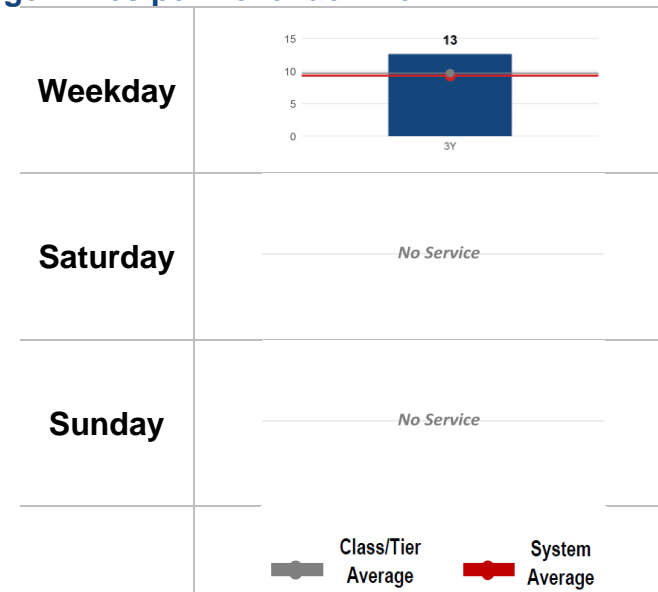
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| 3Y | 18.70 | 330 | 329 (99.7%) |
| | | | |
| | | | |
| | | | |

Service Change Summary

Route 3Y - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

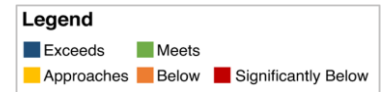
Framework

Activity Tier

2

Overall Grade

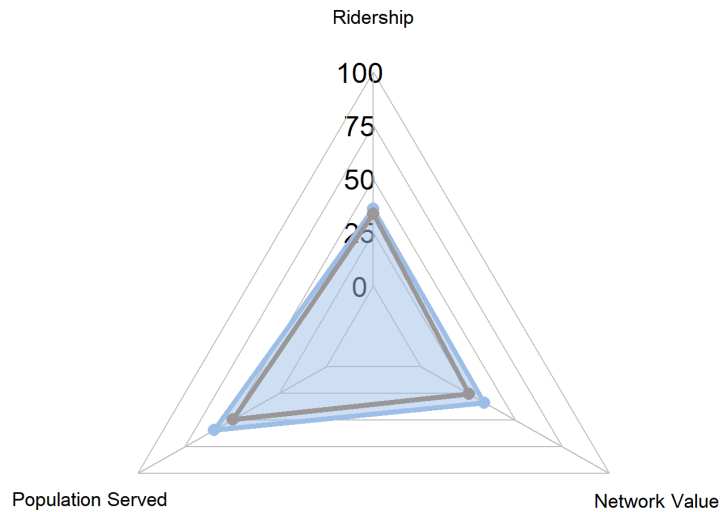
| | |
|------|---|
| Line | B |
| | |
| | |
| | |
| | |
| | |



Line Benefit Score

43

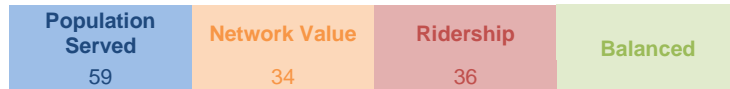
Out of 100



Classification Average

Line Focus:

Line Score:



Operating Statistics

| | | |
|--|-------------------------------|--------------------|
| | Annual Operating Costs | \$6,824,947 |
| | Peak Vehicles | 13 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|-----------------------------------|-------------------|---------------|
| | Service Area Population | 48,401 | |
| | People of Color Population | Service Area | 17,595 |
| | | % Riders Surveyed | 83% |
| | Low Income Household | Service Area | 11,347 |
| | | % Riders Surveyed | 62% |

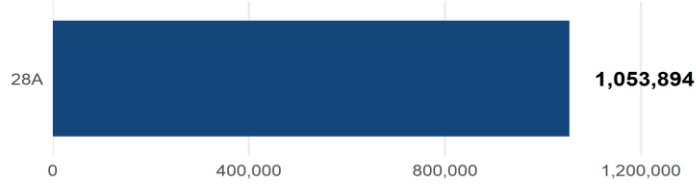
Facilities/Amenities

| | | |
|--|-------------------------------------|------------|
| | Bus Stops | 133 |
| | % Stops With Shelters | 24% |
| | % Stops With Benches | 30% |
| | % Stops With Real-Time Signs | 2% |



Ridership

Annual Ridership



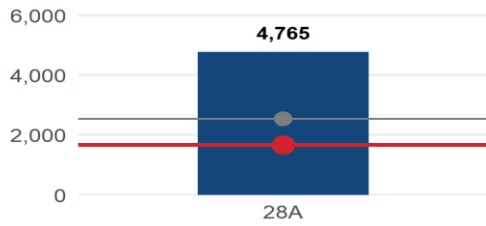
Top Transfer Locations

West Falls Church, King Street, Tysons Corner

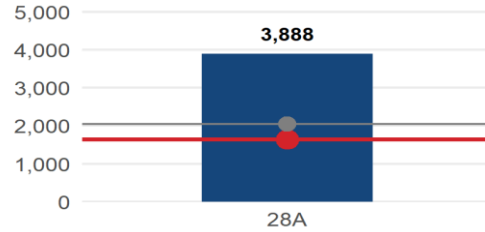
Average Daily Ridership

- Class/Tier Average
- System Average

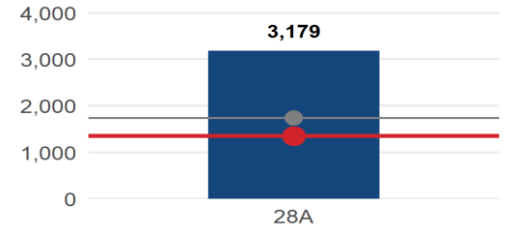
Weekday



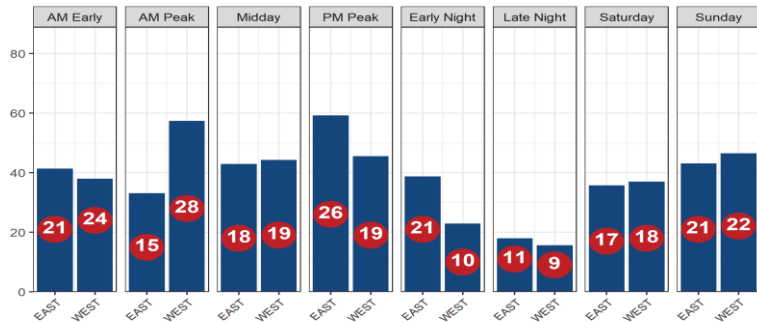
Saturday



Sunday



Average Trip Ridership and Maximum Load by Time Period



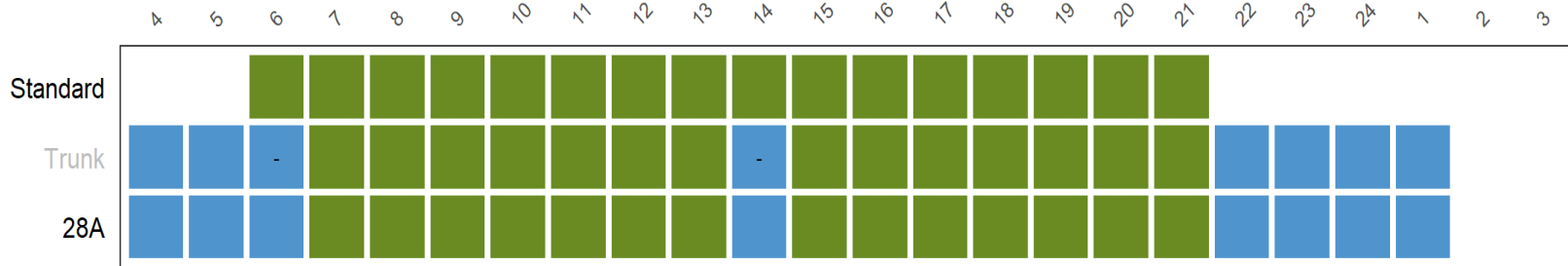
Vehicle Load Factor

| | | <i>Direction:</i> | |
|--|--|-------------------|------|
| | | EAST | WEST |
| Weekday | Peak Maximum Target: 1 | 0.54 | 0.58 |
| | Off-Peak Maximum Target: 1.0 | 0.45 | 0.42 |
| Saturday Maximum Target: 1.0 | | 0.43 | 0.44 |
| Sunday Maximum Target: 1.0 | | 0.51 | 0.55 |

Span and Frequency



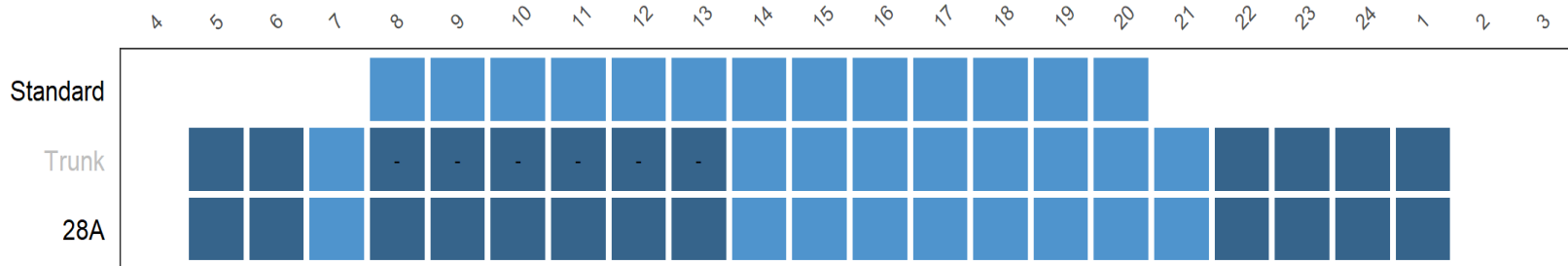
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

B Leesburg Pike

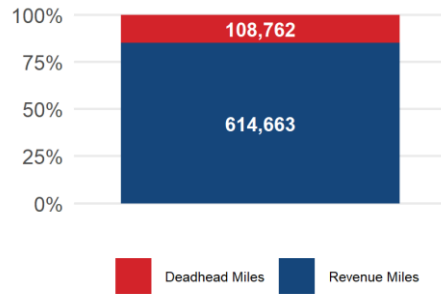
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|------------------------------|------------------------------|-------|-------------------|-----------------|-------|-------------------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 4:18 AM - 1:42 AM | - | A | 5:50 AM - 2:32 AM | - | A | 5:50 AM - 1:35 AM | - | A |
| | Frequency of Service varies | Peak: 20.6 / Off-Peak: 20.2 | Peak: 19.4 / Off-Peak: 34 | C | 21.5 | 29.8 | A | 30.9 | 33.8 | C |
| Productivity | Passengers per Revenue Hour 20 | 27.6 | 30.5 | A | 26.2 | 28.9 | A | 34.1 | 29.0 | A |
| | Passengers per Revenue Mile 2 | 2.5 | 3.0 | A | 2.2 | 2.7 | B | 2.7 | 2.6 | A |
| Reliability | On-Time Performance 79% | 79% | 73% | B | 78% | 76% | C | 83% | 79% | B |
| | Crowding 5% | 1% | 3% | A | 1% | 3% | A | 1% | 2% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.44 Peak: 0.56 | Off-Peak: 0.44 Peak: 0.52 | A | 0.44 | 0.41 | A | 0.53 | 0.4 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$4.32 | \$ 4.44 | A | \$4.55 | \$ 4.73 | B | \$3.50 | \$ 4.90 | A |
| | Cost Recovery 20% | 29% | 31% | A | 28% | 27% | A | 36% | 27% | A |

Route 28A

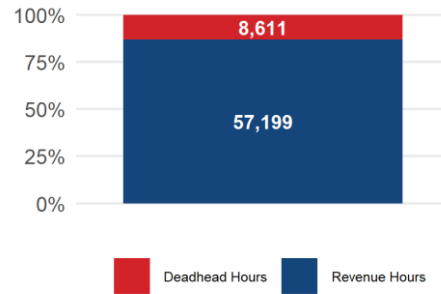
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 3.7 | | | 4.5 | | | E | | |
| | Circuitry 1.75 | 1.42 | | | 1.47 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 20 | 27.6 | 30.5 | A | 26.2 | 28.9 | A | 34.1 | 29.0 | A |
| | Passengers per Revenue Mile 2 | 2.5 | 3.0 | A | 2.2 | 2.7 | B | 2.7 | 2.6 | A |
| | Unique Segment Ridership 10% | 40% | 16% | A | 57% | 35% | A | 60% | 46% | A |
| Reliability | On-Time Performance 79% | 79% | 73% | B | 78% | 76% | C | 83% | 79% | B |
| | Crowding 5% | 1% | 2% | A | 1% | 3% | A | 1% | 1% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.44 Peak: 0.56 | Off-Peak: 0.42 Peak: 0.52 | A | 0.44 | 0.42 | A | 0.53 | 0.4 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$4.32 | \$ 4.44 | A | \$4.55 | \$ 4.73 | B | \$3.50 | \$ 4.90 | A |
| | Cost Recovery 20% | 29% | 30% | A | 28% | 26% | A | 36% | 27% | A |

Operational Analysis

Miles Allocation



Hours Allocation



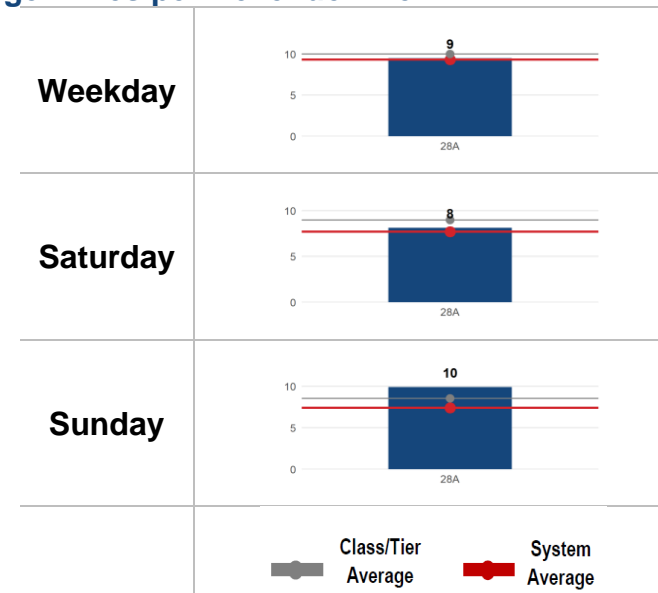
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| 28A | 36.50 | 3,335 | 3,316 (99.4%) |
| | | | |
| | | | |
| | | | |

Service Change Summary

Route 28A - June 2020:
 Weekday: Extend span to 2 a.m.; Saturday: Extend span to 2 a.m.; Sunday: Extend span to 2 a.m.;

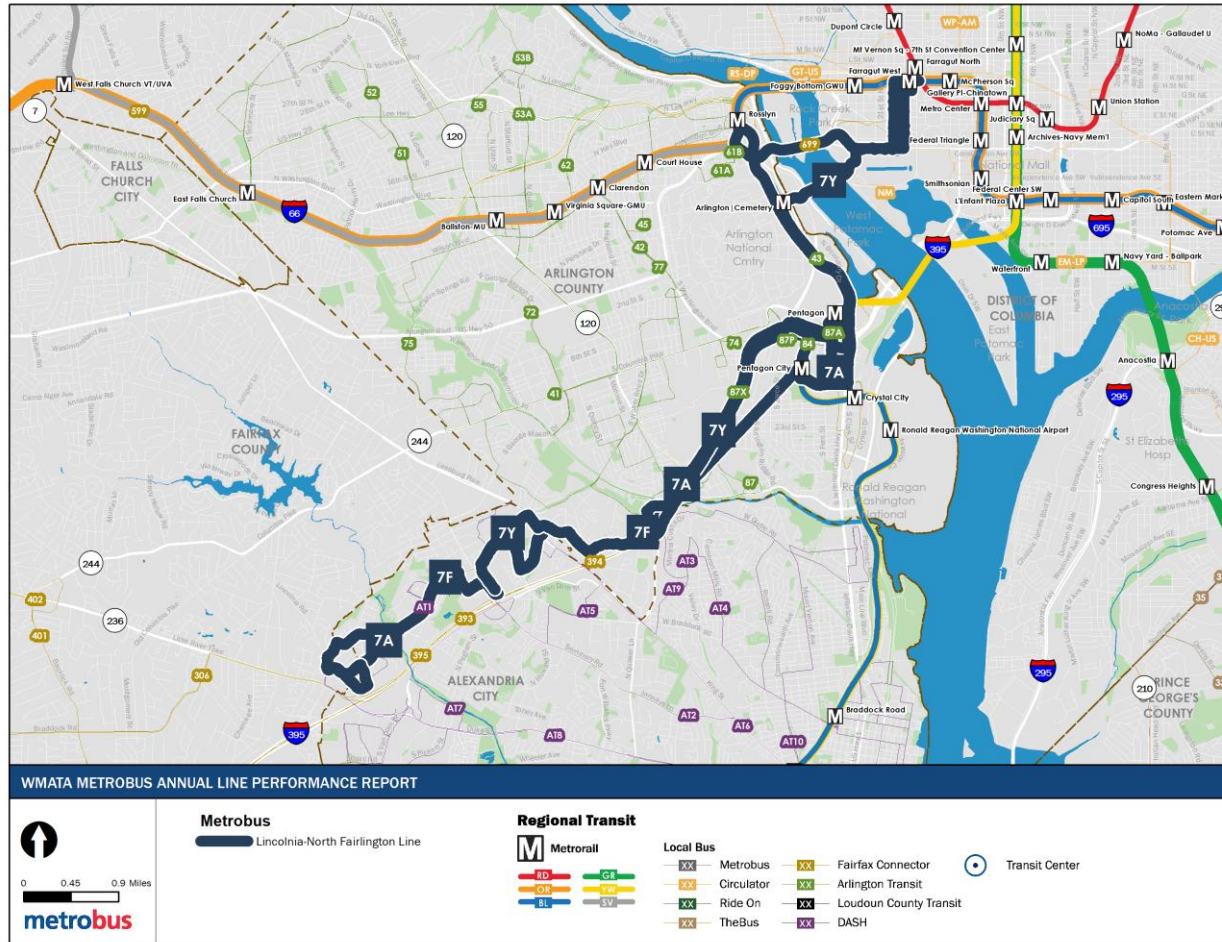
Passenger Miles per Revenue Mile



LINE: 70 - Lincolnia-North Fairlington

ROUTE(S): 7A, 7F, 7Y

About the Line



Service Classification

Framework

Activity Tier

1

Overall Grade

| Line | Grade |
|------|-------|
| Line | C |
| | |
| | |
| | |
| | |
| | |
| | |

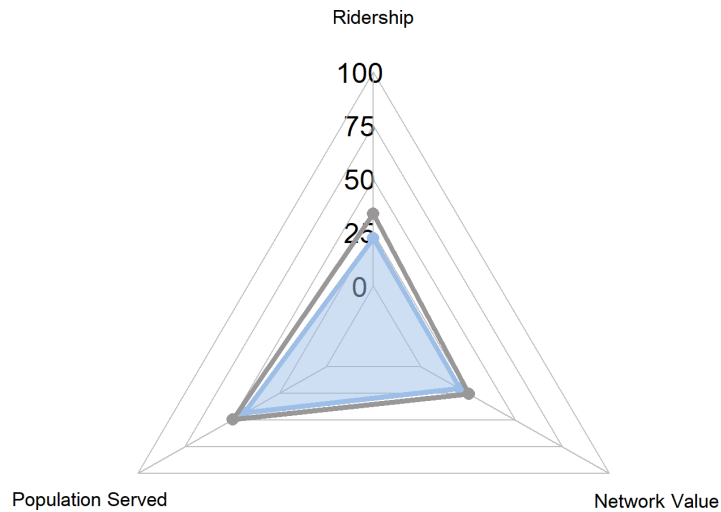
Legend

- Exceeds
- Meets
- Approaches
- Below
- Significantly Below

Line Benefit Score

29

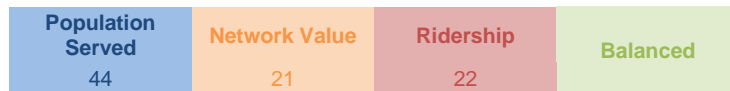
Out of 100



Classification Average

Line Focus:

Line Score:



Operating Statistics

| | | |
|--|-------------------------------|--------------------|
| | Annual Operating Costs | \$3,650,494 |
| | Peak Vehicles | 19 |
| | Vehicle Type(s) | 40 Foot |

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

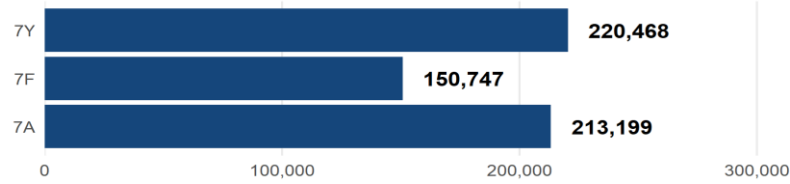
| | | | |
|--|-----------------------------------|-------------------|---------------|
| | Service Area Population | 73,682 | |
| | People of Color Population | Service Area | 29,068 |
| | | % Riders Surveyed | 62% |
| | Low Income Household | Service Area | 16,987 |
| | | % Riders Surveyed | 34% |

Facilities/Amenities

| | | |
|--|-------------------------------------|------------|
| | Bus Stops | 119 |
| | % Stops With Shelters | 13% |
| | % Stops With Benches | 15% |
| | % Stops With Real-Time Signs | 5% |



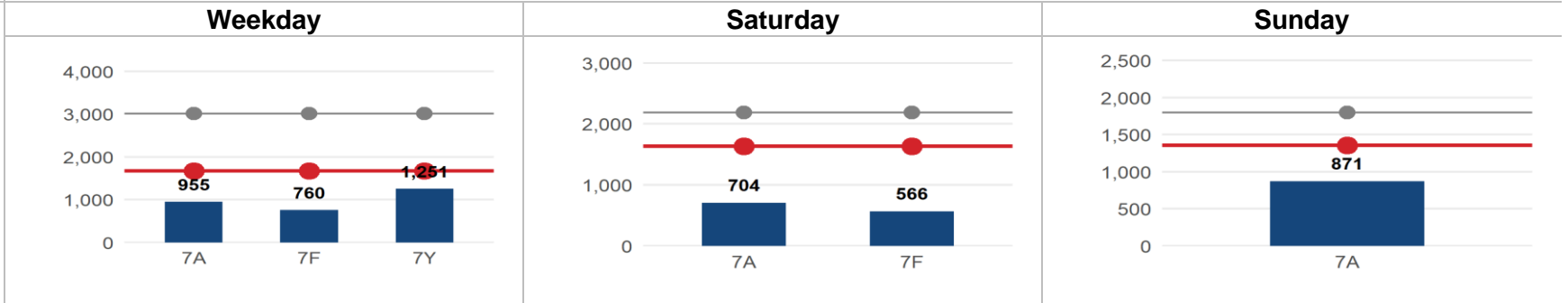
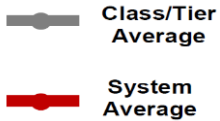
Annual Ridership



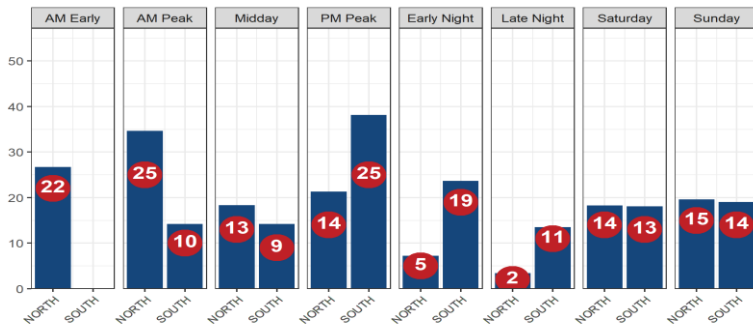
Top Transfer Locations

Pentagon, Pentagon City, Farragut West

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period



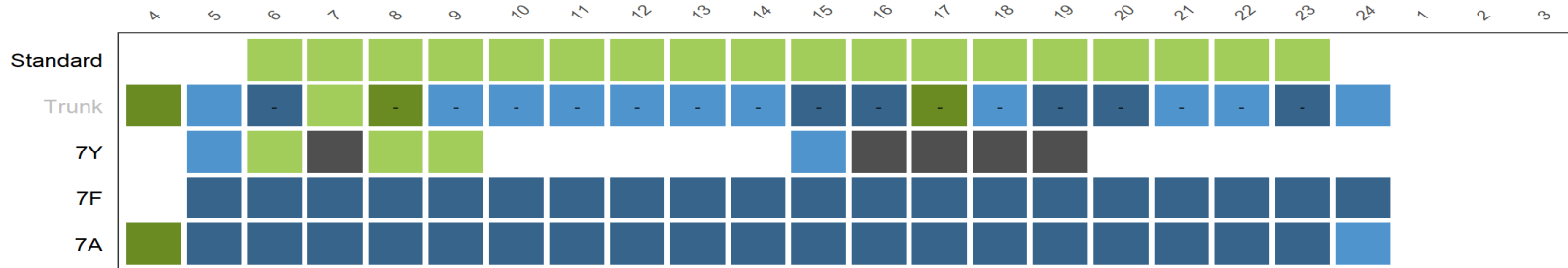
Vehicle Load Factor

| | | Direction: | |
|--|--|------------|-------|
| | | NORTH | SOUTH |
| Weekday | Peak Maximum Target: 1.2 | 0.55 | 0.54 |
| | Off-Peak Maximum Target: 1.0 | 0.31 | 0.31 |
| Saturday Maximum Target: 1.0 | | 0.35 | 0.33 |
| Sunday Maximum Target: 1.0 | | 0.37 | 0.36 |

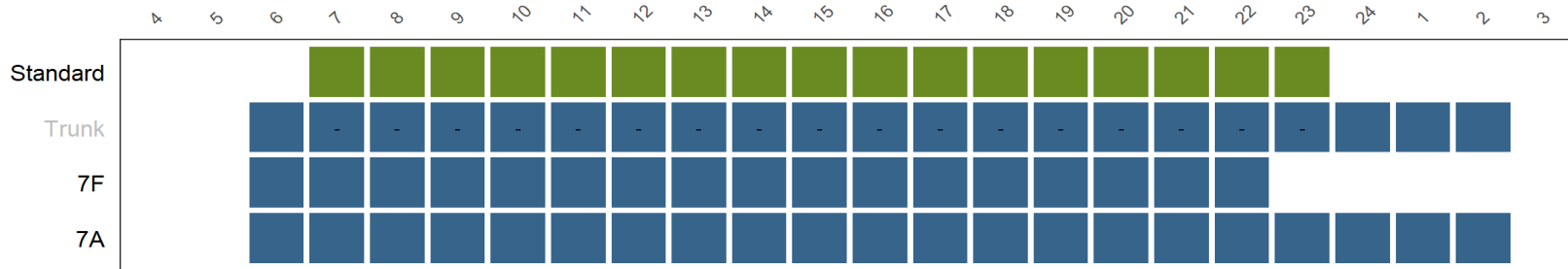
Span and Frequency



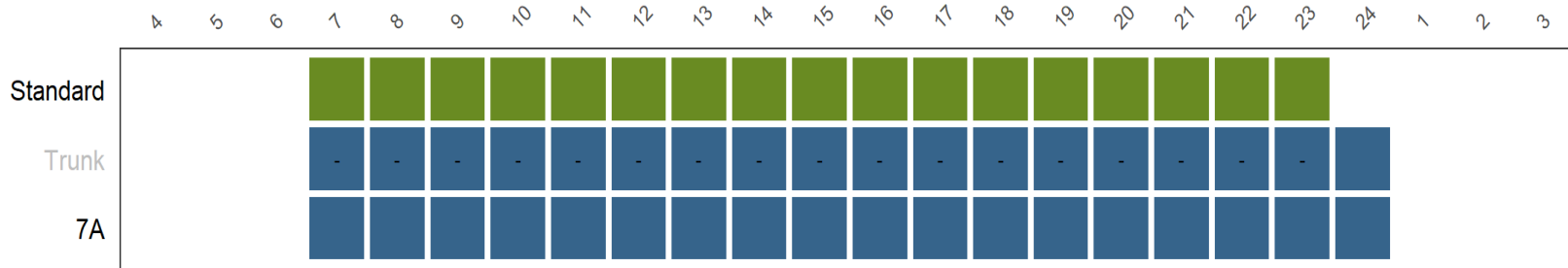
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

C **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 AM - 12:58 AM | - | A | 6:12 AM - 2:36 AM | - | A | 7:30 AM - 12:37 AM | - | A |
| | Frequency of Service varies | Peak: 24.0 / Off-Peak: 25.5 | Peak: 17.4 / Off-Peak: 39 | D | 37.7 | 25.4 | E | 44.9 | 29.4 | E |
| Productivity | Passengers per Revenue Hour 30 | 28.9 | 33.6 | C | 20.6 | 27.3 | E | 26.1 | 27.1 | D |
| | Passengers per Revenue Mile 4 | 2.4 | 4.5 | E | 1.9 | 3.3 | E | 2.1 | 3.2 | E |
| Reliability | On-Time Performance 79% | 85% | 74% | A | 89% | 76% | A | 94% | 79% | A |
| | Crowding 5% | 5% | 4% | B | 2% | 3% | A | 2% | 1% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.31 Peak: 0.55 | Off-Peak: 0.39 Peak: 0.54 | A | 0.33 | 0.36 | A | 0.36 | 0.35 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$4.13 | \$ 4.15 | A | \$5.79 | \$ 5.07 | D | \$4.57 | \$ 5.11 | B |
| | Cost Recovery 25% | 37% | 32% | A | 26% | 27% | B | 33% | 26% | A |

Route 7A

| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|-----------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 3.5 | | | 5 | | | E | | |
| Route Design | Circuitry 1.75 | 1.42 | | | 1.28 | | | 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 | 26.0 | 33.6 | D | 21.5 | 27.3 | E | 26.1 | 27.1 | D |
| | Passengers per Revenue Mile 4 | 2.2 | 4.5 | E | 2.0 | 3.3 | E | 2.1 | 3.2 | E |
| | Unique Segment Ridership 10% | 0% | 13% | E | 7% | 23% | D | 52% | 25% | A |
| Reliability | On-Time Performance 79% | 88% | 74% | A | 92% | 76% | A | 94% | 79% | A |
| | Crowding 5% | 5% | 4% | C | 1% | 3% | A | 2% | 2% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.3 Peak: 0.44 | Off-Peak: 0.38 Peak: 0.54 | A | 0.34 | 0.36 | A | 0.36 | 0.35 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$4.59 | \$ 4.15 | B | \$5.55 | \$ 5.07 | D | \$4.57 | \$ 5.11 | B |
| | Cost Recovery 25% | 32% | 34% | A | 26% | 26% | B | 32% | 26% | A |

Route 7F

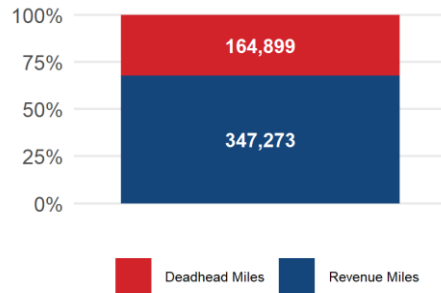
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 4 | | | 5 | | | A | | |
| | Circuitry 1.75 | 1.56 | | | 1.28 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 30 | 23.2 | 33.6 | E | 19.6 | 27.3 | E | - | - | - |
| | Passengers per Revenue Mile 4 | 2.1 | 4.5 | E | 1.8 | 3.3 | E | - | - | - |
| | Unique Segment Ridership 10% | 3% | 13% | E | 8% | 23% | C | - | - | - |
| Reliability | On-Time Performance 79% | 87% | 74% | A | 86% | 76% | A | - | - | - |
| | Crowding 5% | 0% | 4% | A | 3% | 3% | A | - | - | - |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.33 Peak: 0.42 | Off-Peak: 0.38 Peak: 0.54 | A | 0.33 | 0.36 | A | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$5.15 | \$ 4.15 | C | \$6.07 | \$ 5.07 | E | - | - | - |
| | Cost Recovery 25% | 29% | 34% | A | 24% | 26% | C | - | - | - |

Route 7Y

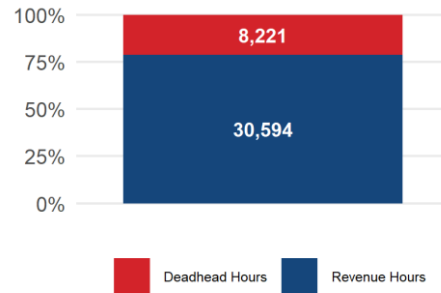
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 2.5 | | | 5 | | | E | | |
| Route Design | Circuitry 1.75 | 1.5 | | | 1.28 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 30 | 37.5 | 33.6 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 4 | 3 | 4.5 | E | - | - | - | - | - | - |
| | Unique Segment Ridership 10% | 0% | 13% | E | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 77% | 74% | C | - | - | - | - | - | - |
| | Crowding 5% | 6% | 4% | D | - | - | - | - | - | - |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.23 Peak: 0.63 | Off-Peak: 0.38 Peak: 0.54 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$3.18 | \$ 4.15 | A | - | - | - | - | - | - |
| | Cost Recovery 25% | 51% | 34% | A | - | - | - | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| 7A | 20.30 | 1,517 | 1,513 (99.7%) |
| 7F | 22.40 | 1,013 | 1,011 (99.8%) |
| 7Y | 23.10 | 792 | 790 (99.7%) |

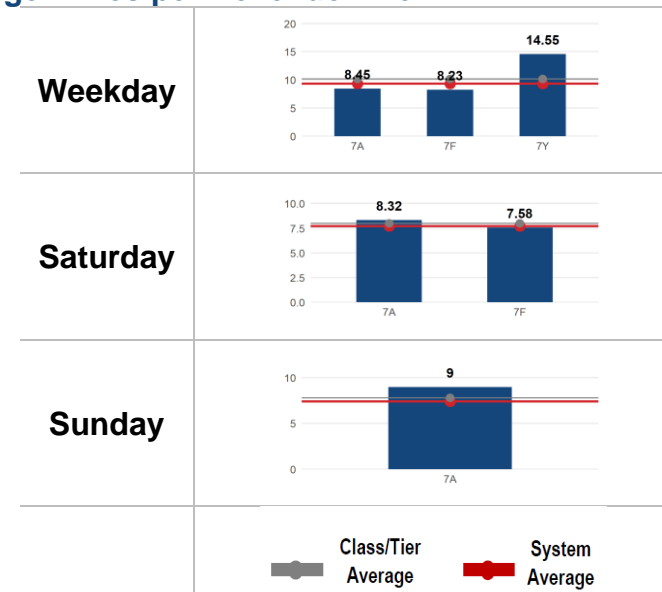
Service Change Summary

Route 7A - June 2020:
 Weekday: Extend span to 2 a.m.; Saturday: Extend span to 2 a.m.; Sunday: Extend span to 2 a.m.;

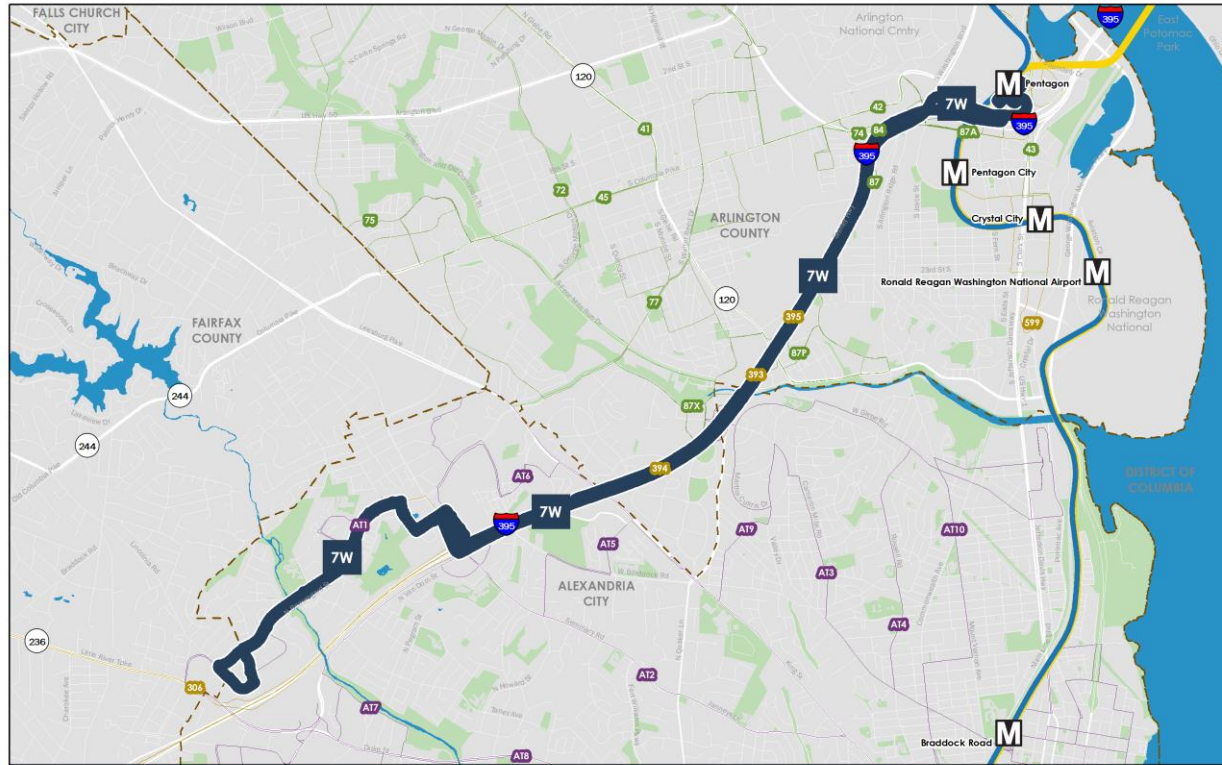
Route 7F - June 2020:
 Weekday: No change; Saturday: No change; Sunday: No change;

Route 7Y - June 2020:
 Weekday: No change; Saturday: No change; Sunday: No change;

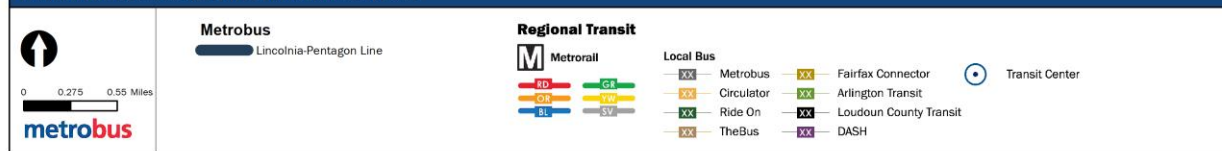
Passenger Miles per Revenue Mile



About the Line



WMATA METROBUS ANNUAL LINE PERFORMANCE REPORT



Service Classification

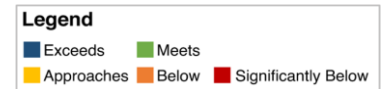
Commuter

Activity Tier

1

Overall Grade

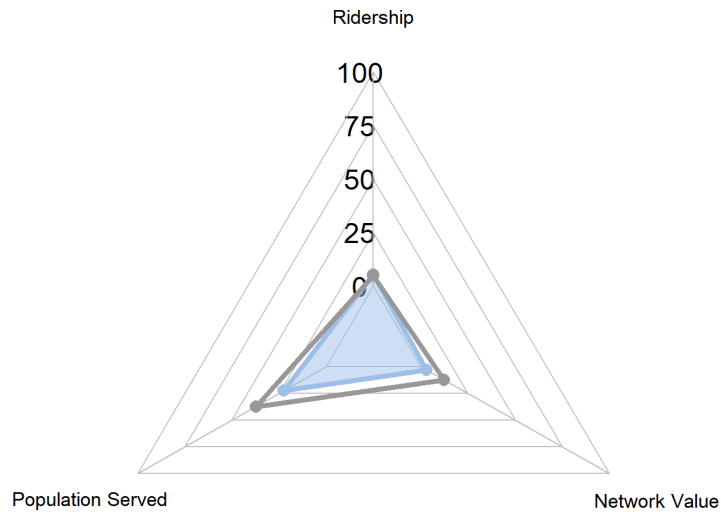
| | |
|------|---|
| Line | B |
| | |
| | |
| | |
| | |
| | |



Line Benefit Score

10

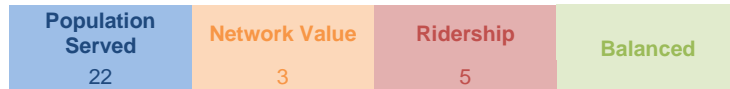
Out of 100



Classification Average



Line Focus:



Line Score:

Operating Statistics

| | | |
|--|-------------------------------|------------------|
| | Annual Operating Costs | \$401,711 |
| | Peak Vehicles | 0 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|-----------------------------------|-------------------|--------------|
| | Service Area Population | 13,676 | |
| | People of Color Population | Service Area | 6,777 |
| | | % Riders Surveyed | 73% |
| | Low Income Household | Service Area | 4,535 |
| | | % Riders Surveyed | 19% |

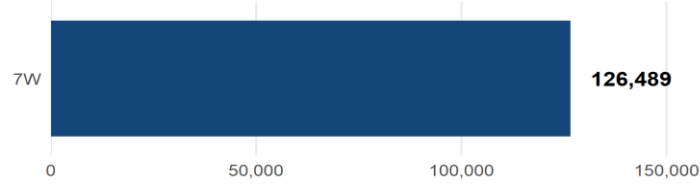
Facilities/Amenities

| | | |
|--|-------------------------------------|-----------|
| | Bus Stops | 30 |
| | % Stops With Shelters | 7% |
| | % Stops With Benches | 0% |
| | % Stops With Real-Time Signs | 7% |



Ridership

Annual Ridership

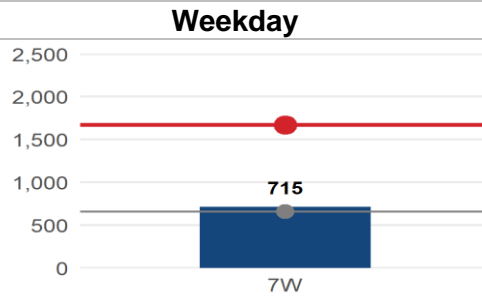


Top Transfer Locations

Pentagon

Average Daily Ridership

- Class/Tier Average
- System Average



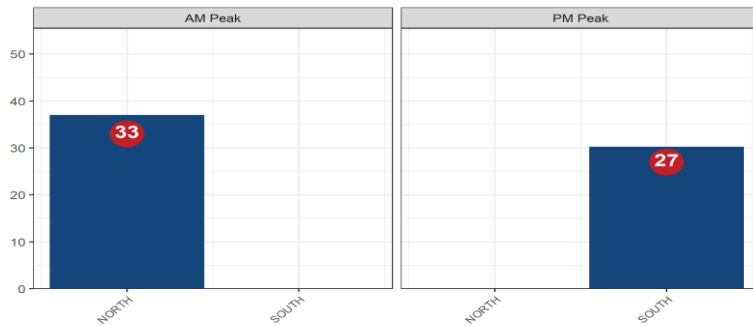
Saturday

No Service

Sunday

No Service

Average Trip Ridership and Maximum Load by Time Period



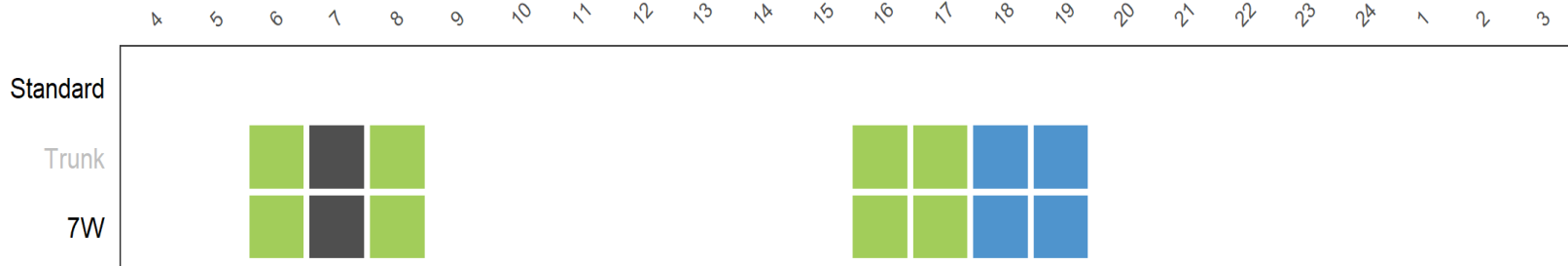
Vehicle Load Factor

| | | Direction: | |
|---------------------------------|---------------------------------|------------|-------|
| | | NORTH | SOUTH |
| Weekday | Peak Maximum Target: 1 | | |
| | Off-Peak Maximum Target: 1.0 | 0.83 | 0.67 |
| Saturday Maximum Target: 1.0 | | | |
| Sunday Maximum Target: 1.0 | | | |

Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

B **Lincolnia-Pentagon**

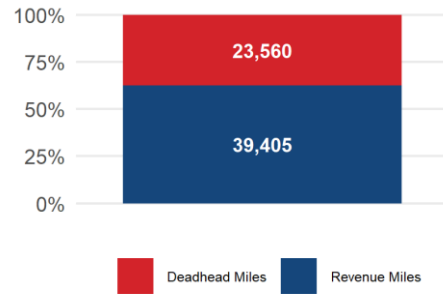
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|--------------------------------------|-----------------------------|-------|-----------|-----------------|-------|-----------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 6:10 AM - 8:57 AM; 4:00 PM - 7:15 PM | - | A | - | - | - | - | - | - |
| | Frequency of Service varies | Peak: 15.5 / Off-Peak: NA | Peak: 19.9 / Off-Peak: 69.8 | - | - | - | - | - | - | - |
| Productivity | Passengers per Revenue Hour N/A | 56.4 | 31.7 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1.5 | 4.3 | 3.5 | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 89% | 72% | A | - | - | - | - | - | - |
| | Crowding 5% | 10% | 4% | E | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Peak: 0.75 | Peak: 0.51 | B | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$2.12 | \$ 4.57 | A | - | - | - | - | - | - |
| | Cost Recovery 25% | 74% | 47% | A | - | - | - | - | - | - |

Route 7W

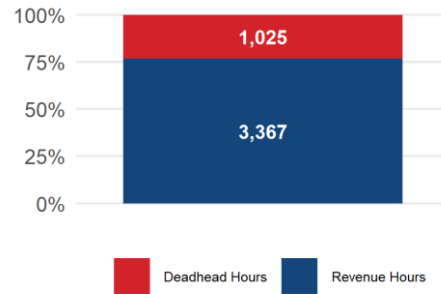
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|---------------|-----------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile N/A | 2.1 | | | 3.2 | | | - | | |
| Route Design | Circuity N/A | 1.1 | | | 1.3 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour N/A | 56.4 | 31.7 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1.5 | 4.3 | 3.5 | A | - | - | - | - | - | - |
| | Unique Segment Ridership 15% | 0% | 16% | E | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 89% | 72% | A | - | - | - | - | - | - |
| | Crowding 5% | 10% | 4% | E | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Peak: 0.75 | Peak: 0.49 | B | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$2.12 | \$ 4.57 | A | - | - | - | - | - | - |
| | Cost Recovery 25% | 74% | 45% | A | - | - | - | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



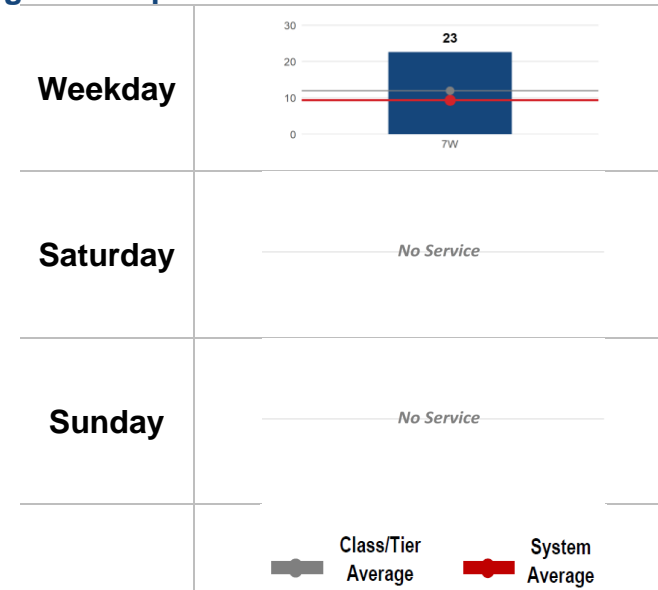
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| 7W | 15.70 | 484 | 482 (99.6%) |
| | | | |
| | | | |
| | | | |

Service Change Summary

Route 7W - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

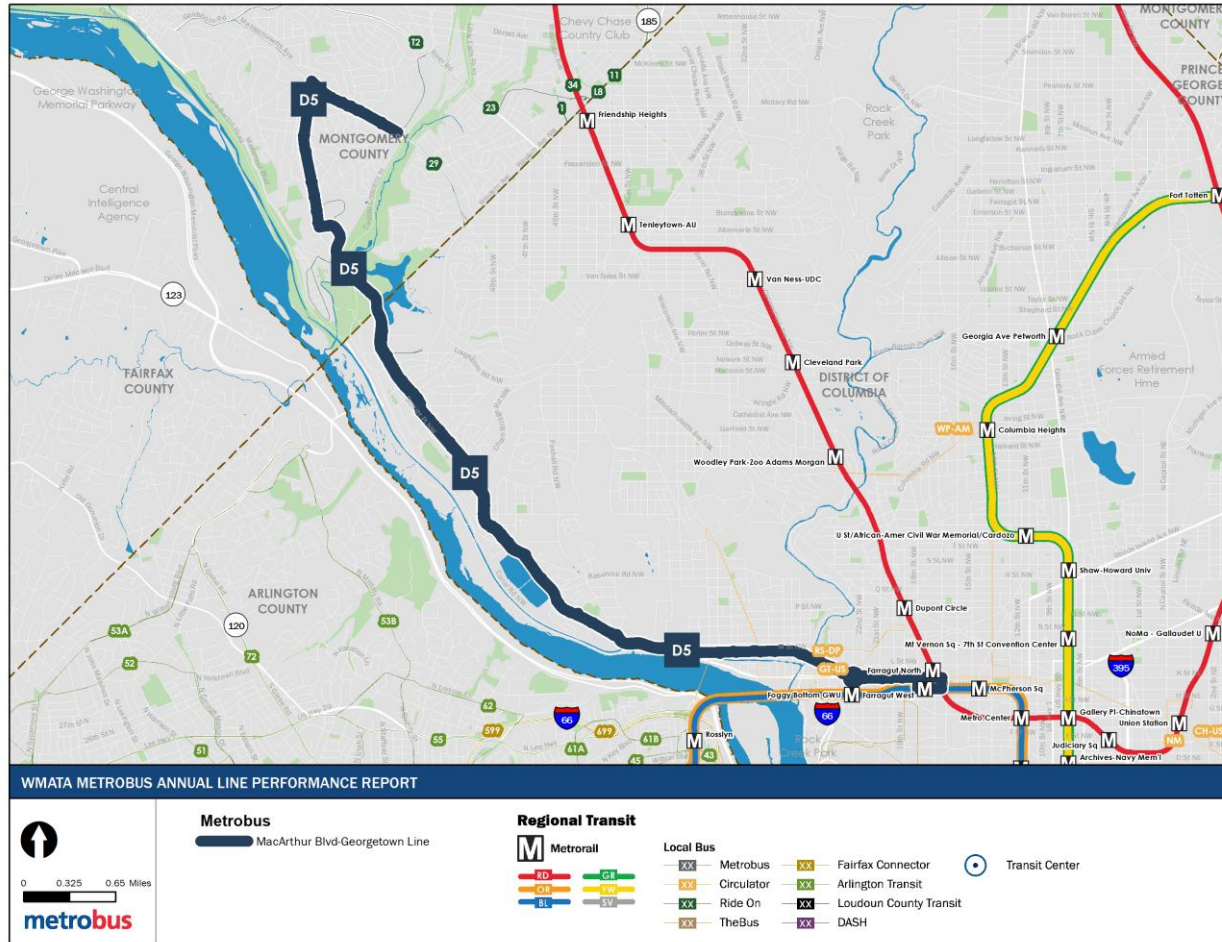
Passenger Miles per Revenue Mile



LINE: 37 - MacArthur Blvd-Georgetown

ROUTE(S): D5

About the Line



Service Classification

Commuter

Activity Tier

2

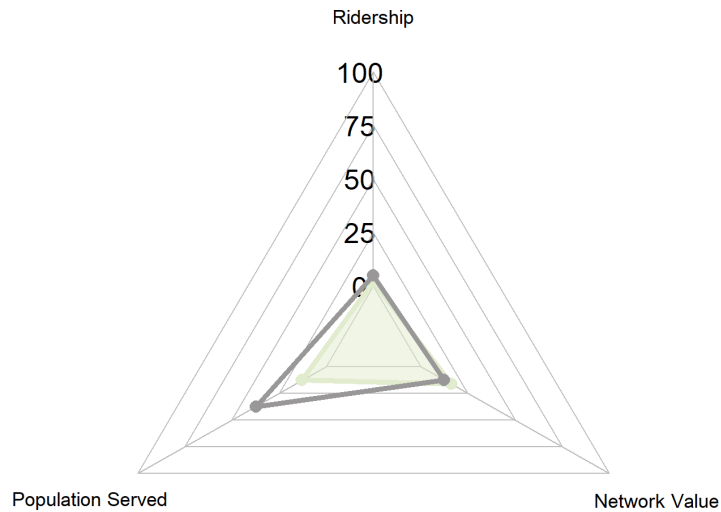
Overall Grade

| Line | Grade |
|---------------------------|-------|
| MacArthur Blvd-Georgetown | A |
| | |
| | |
| | |
| | |
| | |
| | |
| | |

Line Benefit Score

10

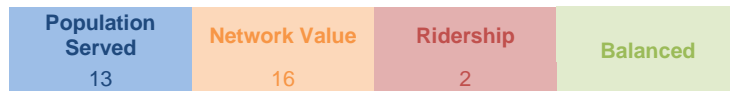
Out of 100



Classification Average

Line Focus:

Line Score:



Operating Statistics

| | | |
|--|-------------------------------|------------------|
| | Annual Operating Costs | \$346,525 |
| | Peak Vehicles | 4 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|-----------------------------------|-------------------|--------------|
| | Service Area Population | 17,188 | |
| | People of Color Population | Service Area | 3,208 |
| | | % Riders Surveyed | 23% |
| | Low Income Household | Service Area | 1,981 |
| | | % Riders Surveyed | 3% |

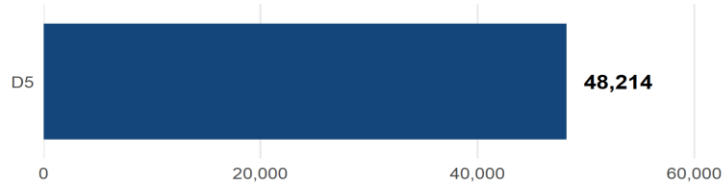
Facilities/Amenities

| | | |
|--|-------------------------------------|------------|
| | Bus Stops | 102 |
| | % Stops With Shelters | 21% |
| | % Stops With Benches | 25% |
| | % Stops With Real-Time Signs | 1% |



Ridership

Annual Ridership

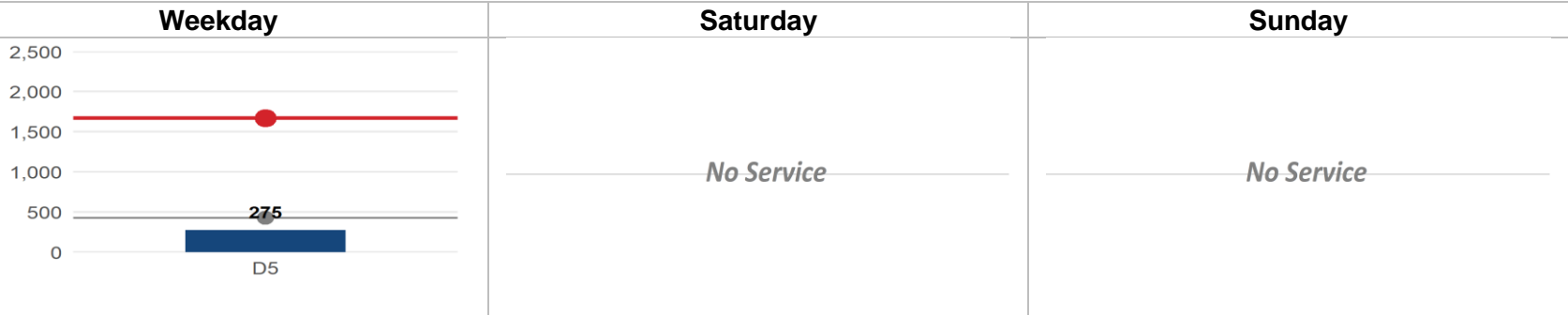


Top Transfer Locations

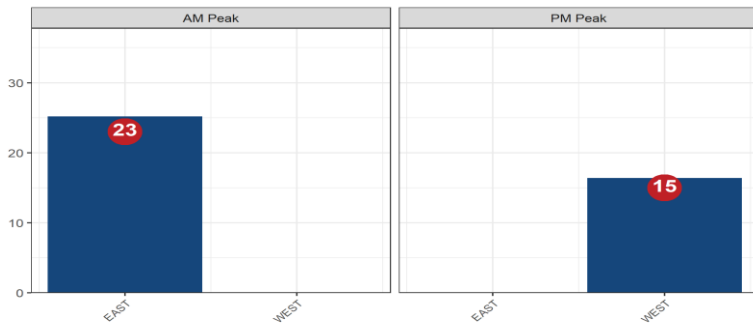
Foggy Bottom, Farragut West, Farragut North

Average Daily Ridership

- Class/Tier Average
- System Average



Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

| | | Direction: | |
|---------------------------------|---------------------------------|------------|------|
| | | EAST | WEST |
| Weekday | Peak Maximum Target: 1 | | |
| | Off-Peak Maximum Target: 1.0 | 0.59 | 0.4 |
| Saturday Maximum Target: 1.0 | | | |
| Sunday Maximum Target: 1.0 | | | |

Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

A MacArthur Blvd-Georgetown

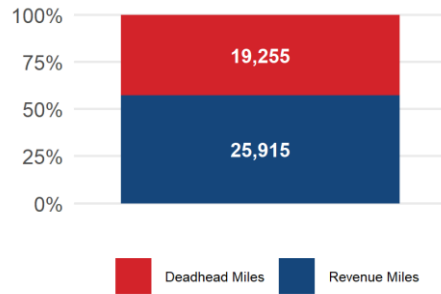
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|--------------------------------------|----------------------------|-------|-----------|-----------------|-------|-----------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 6:52 AM - 9:28 AM; 4:27 PM - 7:38 PM | - | A | - | - | - | - | - | - |
| | Frequency of Service varies | Peak: 24.0 / Off-Peak: 22.0 | Peak: 25.4 / Off-Peak: 102 | - | - | - | - | - | - | - |
| Productivity | Passengers per Revenue Hour N/A | 22.4 | 22.9 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 2.6 | 1.7 | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 76% | 71% | C | - | - | - | - | - | - |
| | Crowding 5% | 0% | 6% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Peak: 0.51 | Peak: 0.51 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$5.32 | \$ 6.15 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 34% | 42% | A | - | - | - | - | - | - |

Route D5

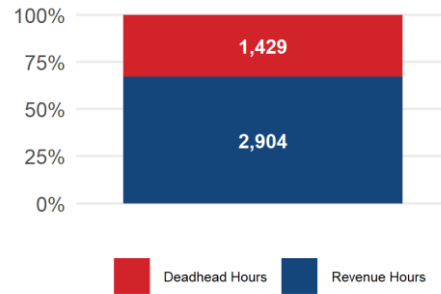
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|---------------|-----------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile N/A | 6.2 | | | 2.9 | | | - | | |
| Route Design | Circuitry N/A | 1.42 | | | 1.48 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour N/A | 22.4 | 22.9 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 2.6 | 1.7 | A | - | - | - | - | - | - |
| | Unique Segment Ridership 15% | 37% | 18% | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 76% | 71% | C | - | - | - | - | - | - |
| | Crowding 5% | 0% | 4% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Peak: 0.51 | Peak: 0.45 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$5.32 | \$ 6.15 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 34% | 39% | A | - | - | - | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



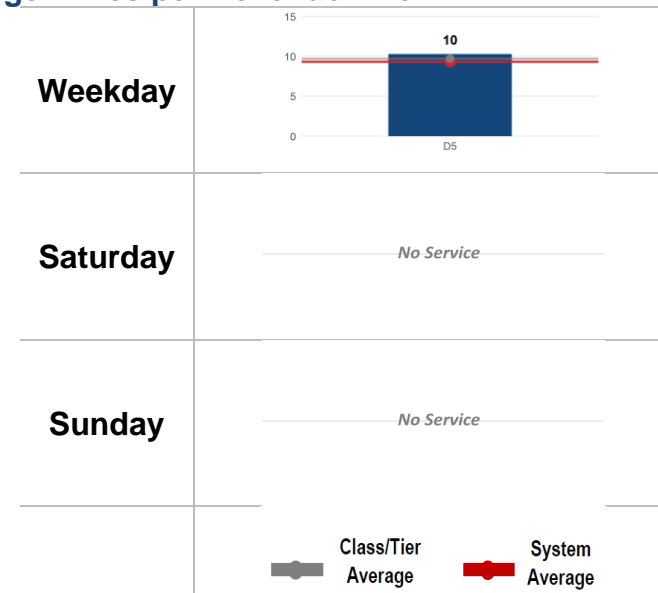
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| D5 | 16.50 | 297 | 297 (100.0%) |
| | | | |
| | | | |
| | | | |
| | | | |

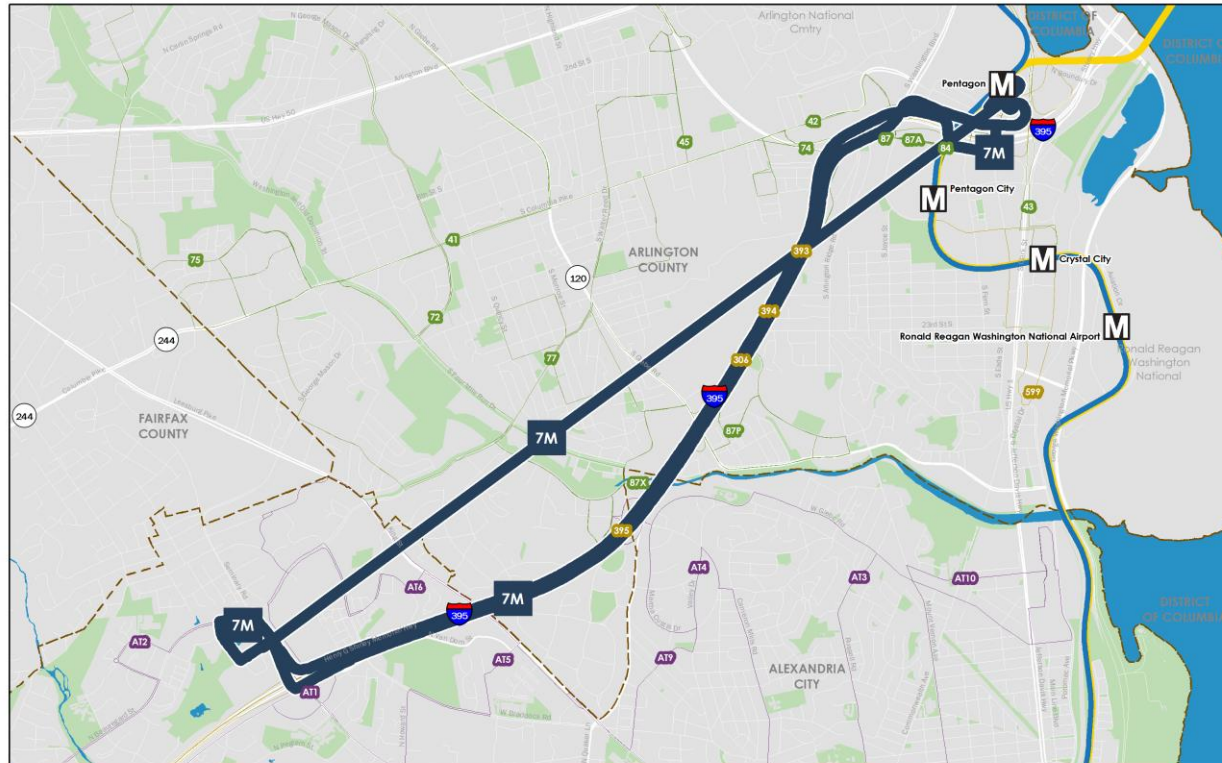
Service Change Summary

Route D5 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

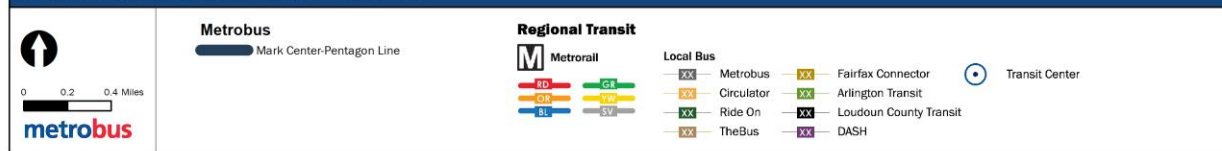
Passenger Miles per Revenue Mile



About the Line



WMATA METROBUS ANNUAL LINE PERFORMANCE REPORT



Service Classification

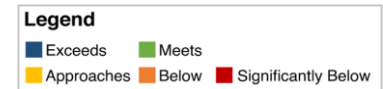
Gap

Activity Tier

1

Overall Grade

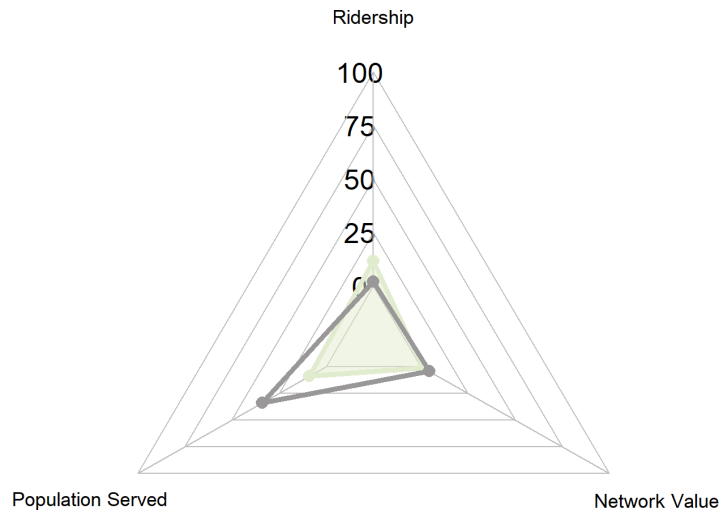
| Line | Overall Grade |
|------|---------------|
| 7M | - |
| | |
| | |
| | |
| | |
| | |



Line Benefit Score

7

Out of 100



Classification Average



Line Focus:

Population Served

Network Value

Ridership

Balanced




Line Score:

9




1

12





Operating Statistics

| | | |
|---|-------------------------------|------------------|
|  | Annual Operating Costs | \$910,809 |
|  | Peak Vehicles | 3 |
|  | Vehicle Type(s) | 40 Foot |

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

| | | | |
|---|-----------------------------------|-------------------|--------------|
|  | Service Area Population | 3,018 | |
|  | People of Color Population | Service Area | 1,829 |
| | | % Riders Surveyed | 39% |
|  | Low Income Household | Service Area | 695 |
| | | % Riders Surveyed | 6% |

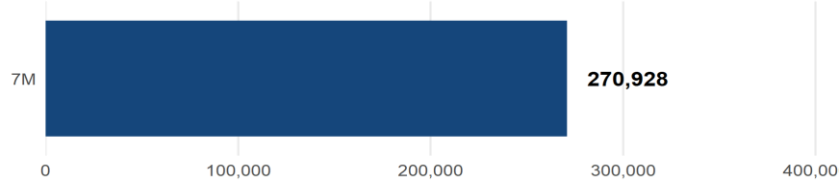
Facilities/Amenities

| | | |
|---|-------------------------------------|------------|
|  | Bus Stops | 4 |
|  | % Stops With Shelters | 50% |
|  | % Stops With Benches | 0% |
|  | % Stops With Real-Time Signs | 50% |



Ridership

Annual Ridership

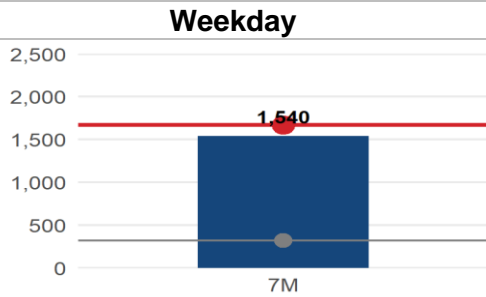


Top Transfer Locations

Pentagon

Average Daily Ridership

- Class/Tier Average
- System Average



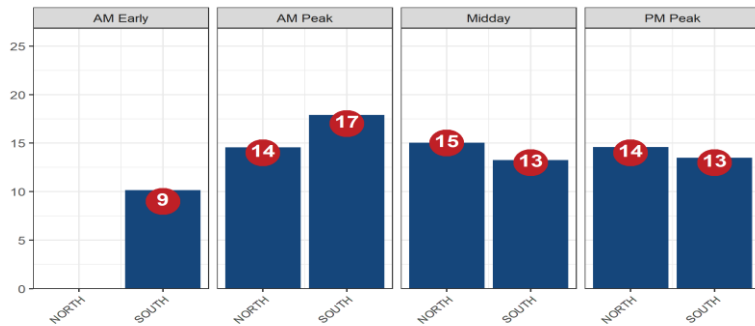
Saturday

No Service

Sunday

No Service

Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

| | | Direction: | NORTH | SOUTH |
|--------------------------------|--------------------------------|------------|-------|-------|
| Weekday | Peak Maximum Target: NA | | 0.36 | 0.39 |
| | Off-Peak Maximum Target: NA | | 0.37 | 0.31 |
| Saturday Maximum Target: NA | | | | |
| Sunday Maximum Target: NA | | | | |

Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

Mark Center-Pentagon

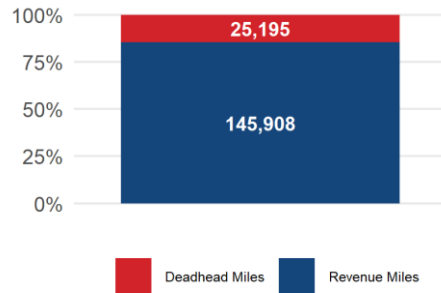
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|--|-----------------------------|----------------------------|-------|-----------|-----------------|-------|-----------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 5:40 AM - 6:56 PM | - | - | - | - | - | - | - | - |
| | Frequency of Service varies | Peak: 10.5 / Off-Peak: 14.9 | Peak: 5.3 / Off-Peak: 14.9 | - | - | - | - | - | - | - |
| Productivity | Passengers per Revenue Hour | 49.5 | 34.9 | - | - | - | - | - | - | - |
| | Passengers per Revenue Mile | 2.6 | 4.4 | - | - | - | - | - | - | - |
| Reliability | On-Time Performance | 92% | 92% | - | - | - | - | - | - | - |
| | Crowding | 2% | 1% | - | - | - | - | - | - | - |
| | Load Factor Peak: NA / Off-Peak: NA | - | - | - | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip | \$2.41 | \$ 3.80 | - | - | - | - | - | - | - |
| | Cost Recovery | 26% | 21% | - | - | - | - | - | - | - |

Route 7M

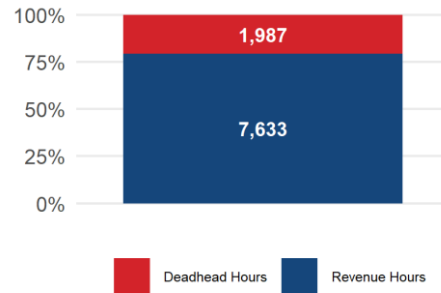
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|--|---------------|-----------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile | 0.4 | | | 4.5 | | | - | | |
| Route Design | Circuitry | 1 | | | 1.34 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour | 49.5 | 34.9 | - | - | - | - | - | - | - |
| | Passengers per Revenue Mile | 2.6 | 4.4 | - | - | - | - | - | - | - |
| | Unique Segment Ridership | 0% | 6% | - | - | - | - | - | - | - |
| Reliability | On-Time Performance | 92% | 92% | - | - | - | - | - | - | - |
| | Crowding | 2% | 0% | - | - | - | - | - | - | - |
| | Load Factor Peak: NA / Off-Peak: NA | - | - | - | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip | \$2.41 | \$ 3.80 | - | - | - | - | - | - | - |
| | Cost Recovery | 26% | 23% | - | - | - | - | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



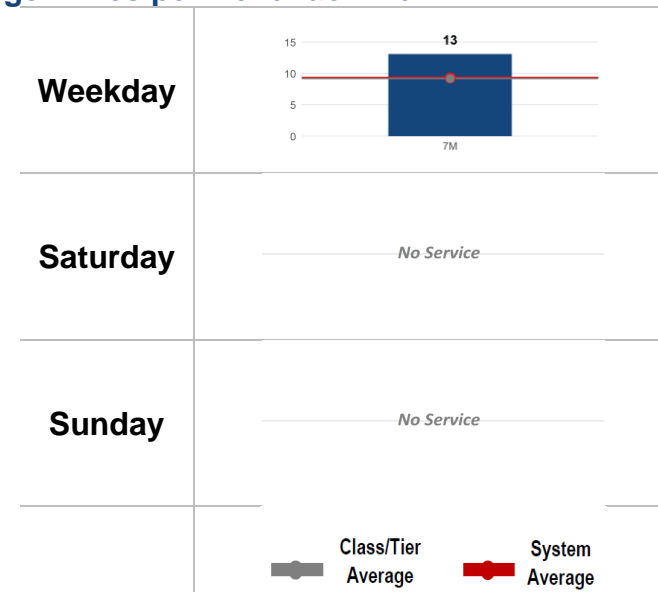
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| 7M | 11.60 | 2,376 | 2,374 (99.9%) |
| | | | |
| | | | |
| | | | |

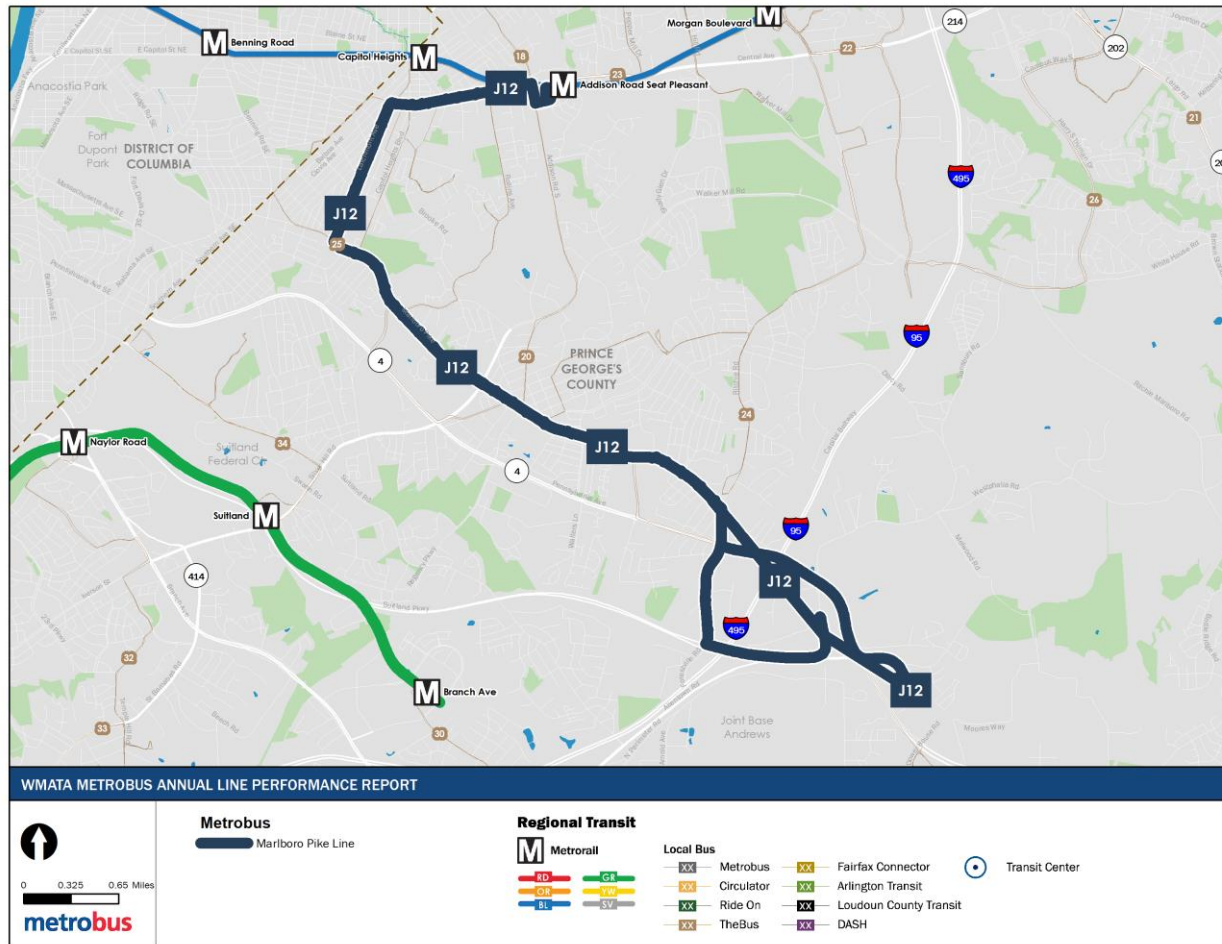
Service Change Summary

Route 7M - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Coverage

Activity Tier

3

Overall Grade

| Line | Grade |
|------|-------|
| Line | B |
| | |
| | |
| | |
| | |
| | |
| | |

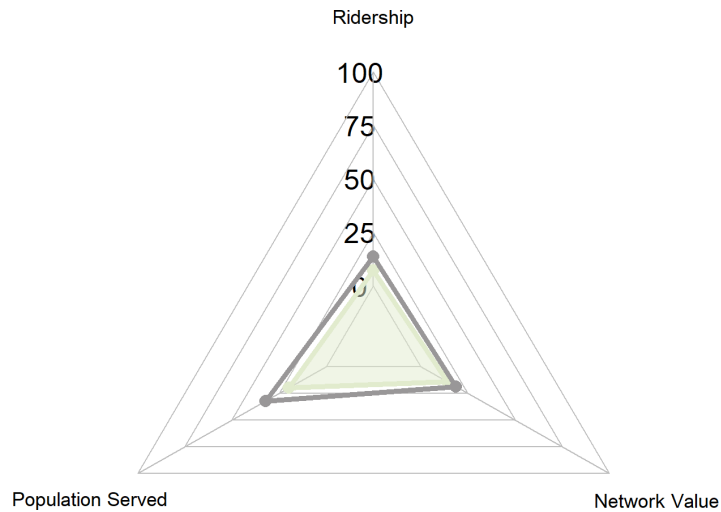
Legend

- Exceeds (Blue)
- Meets (Green)
- Approaches (Yellow)
- Below (Orange)
- Significantly Below (Red)

Line Benefit Score

14

Out of 100



Classification Average



Line Focus:

Population Served

Network Value

Ridership

Balanced

Line Score:

20

14

7

Operating Statistics

| | | |
|--|-------------------------------|--------------------|
| | Annual Operating Costs | \$1,289,191 |
| | Peak Vehicles | 3 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|-----------------------------------|-------------------|---------------|
| | Service Area Population | 18,750 | |
| | People of Color Population | Service Area | 16,396 |
| | | % Riders Surveyed | 98% |
| | Low Income Household | Service Area | 5,186 |
| | | % Riders Surveyed | 78% |

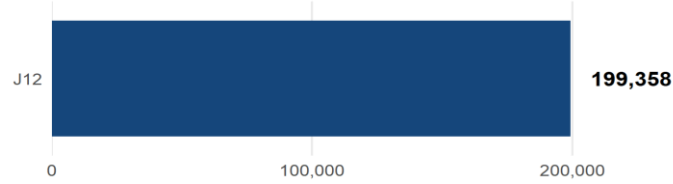
Facilities/Amenities

| | | |
|--|-------------------------------------|-----------|
| | Bus Stops | 80 |
| | % Stops With Shelters | 9% |
| | % Stops With Benches | 9% |
| | % Stops With Real-Time Signs | 1% |



Ridership

Annual Ridership



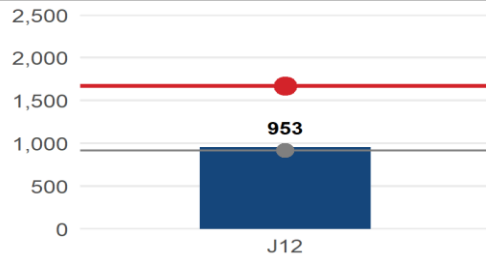
Top Transfer Locations

Addison Road

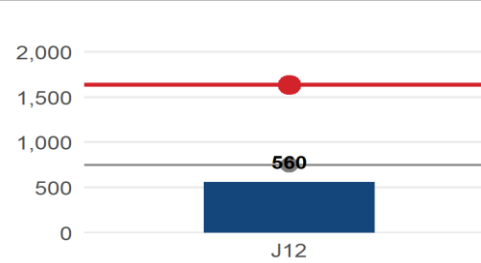
Average Daily Ridership



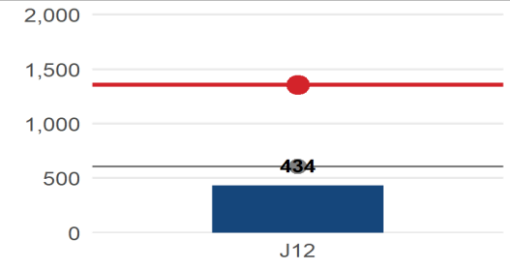
Weekday



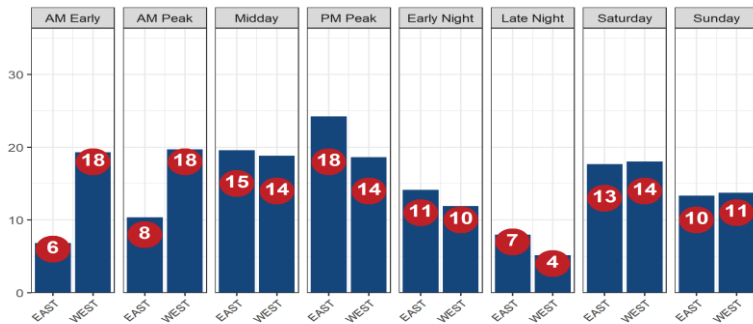
Saturday



Sunday



Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

| | | Direction: | |
|---------|---------------------------------|------------|------|
| | | EAST | WEST |
| Weekday | Peak Maximum Target: 1 | 0.33 | 0.41 |
| | Off-Peak Maximum Target: 1.0 | 0.29 | 0.32 |
| | Saturday Maximum Target: 1.0 | 0.34 | 0.36 |
| | Sunday Maximum Target: 1.0 | 0.25 | 0.28 |

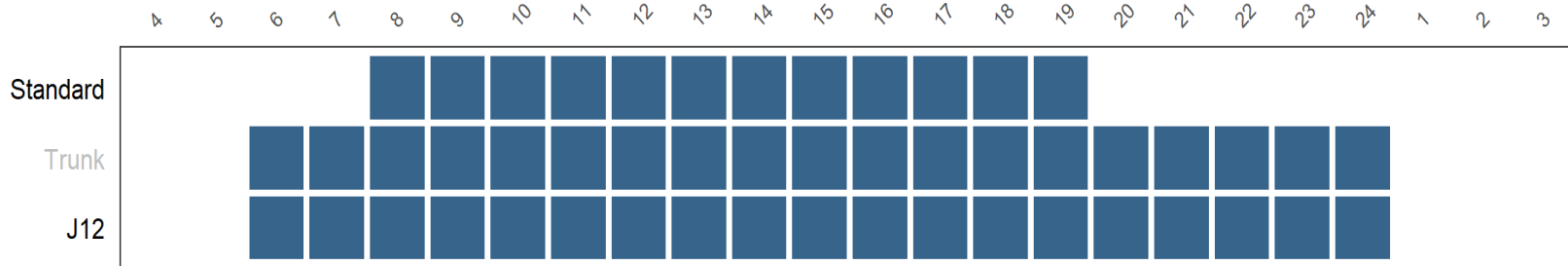
Span and Frequency



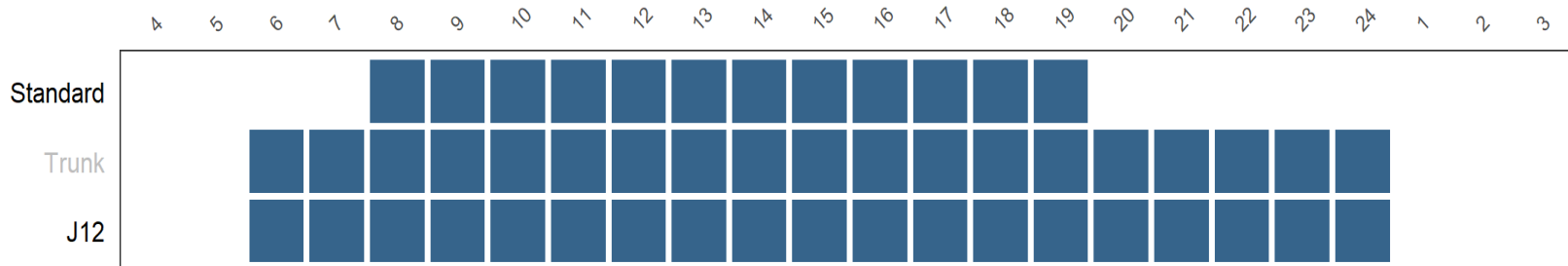
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

B Marlboro Pike

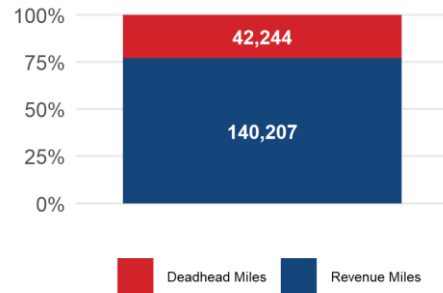
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|--------------------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 4:25 AM - 12:56 AM | - | A | 6:15 AM - 12:46 AM | - | A | 6:15 AM - 12:46 AM | - | A |
| | Frequency of Service varies | Peak: 29.1 / Off-Peak: 64.4 | Peak: 28.1 / Off-Peak: 61.2 | A | 70.0 | 48.0 | D | 70.1 | 49.5 | E |
| Productivity | Passengers per Revenue Hour 10 | 27.7 | 25.4 | A | 31.2 | 27.6 | A | 24.0 | 25.5 | A |
| | Passengers per Revenue Mile 1 | 2.1 | 2.2 | A | 2.4 | 2.3 | A | 1.8 | 2.1 | A |
| Reliability | On-Time Performance 79% | 86% | 81% | A | 93% | 80% | A | 87% | 85% | A |
| | Crowding 5% | 0% | 1% | A | 0% | 1% | A | 0% | 1% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.31 Peak: 0.37 | Off-Peak: 0.27 Peak: 0.35 | A | 0.35 | 0.31 | A | 0.26 | 0.28 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$4.31 | \$ 5.33 | A | \$3.82 | \$ 4.81 | A | \$4.97 | \$ 5.31 | A |
| | Cost Recovery 20% | 19% | 23% | C | 22% | 20% | B | 17% | 19% | D |

Route J12

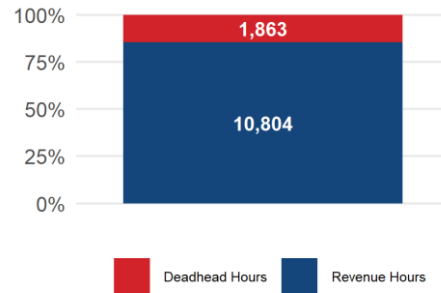
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 4.5 | | | 4.9 | | | A | | |
| Route Design | Circuitry N/A | 1.79 | | | 12.83 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | 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 | 27.7 | 25.4 | A | 31.2 | 27.6 | A | 24.0 | 25.5 | A |
| | Passengers per Revenue Mile 1 | 2.1 | 2.2 | A | 2.4 | 2.3 | A | 1.8 | 2.1 | A |
| | Unique Segment Ridership 10% | 32% | 33% | A | 33% | 56% | A | 47% | 58% | A |
| Reliability | On-Time Performance 79% | 86% | 81% | A | 93% | 80% | A | 87% | 85% | A |
| | Crowding 5% | 0% | 1% | A | 0% | 1% | A | 0% | 1% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.31 Peak: 0.37 | Off-Peak: 0.27 Peak: 0.35 | A | 0.35 | 0.32 | A | 0.26 | 0.28 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$4.31 | \$ 5.33 | A | \$3.82 | \$ 4.81 | A | \$4.97 | \$ 5.31 | A |
| | Cost Recovery 20% | 19% | 22% | C | 22% | 20% | B | 17% | 18% | D |

Operational Analysis

Miles Allocation



Hours Allocation



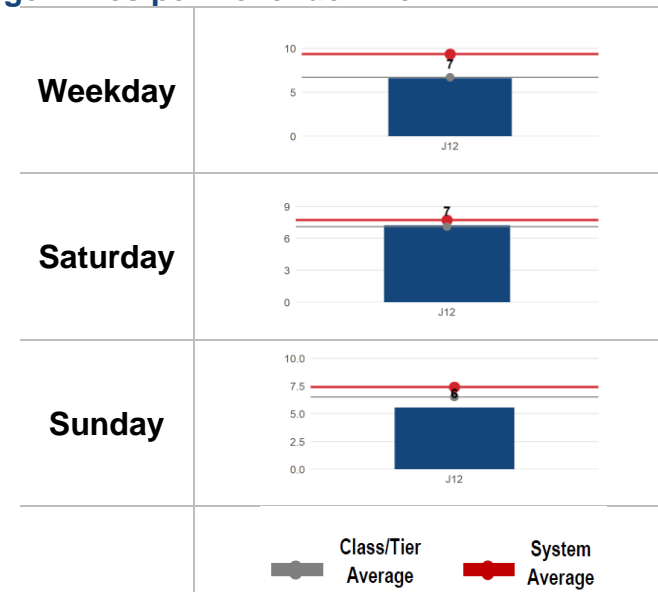
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| J12 | 18.00 | 1,557 | 1,551 (99.6%) |
| | | | |
| | | | |
| | | | |
| | | | |

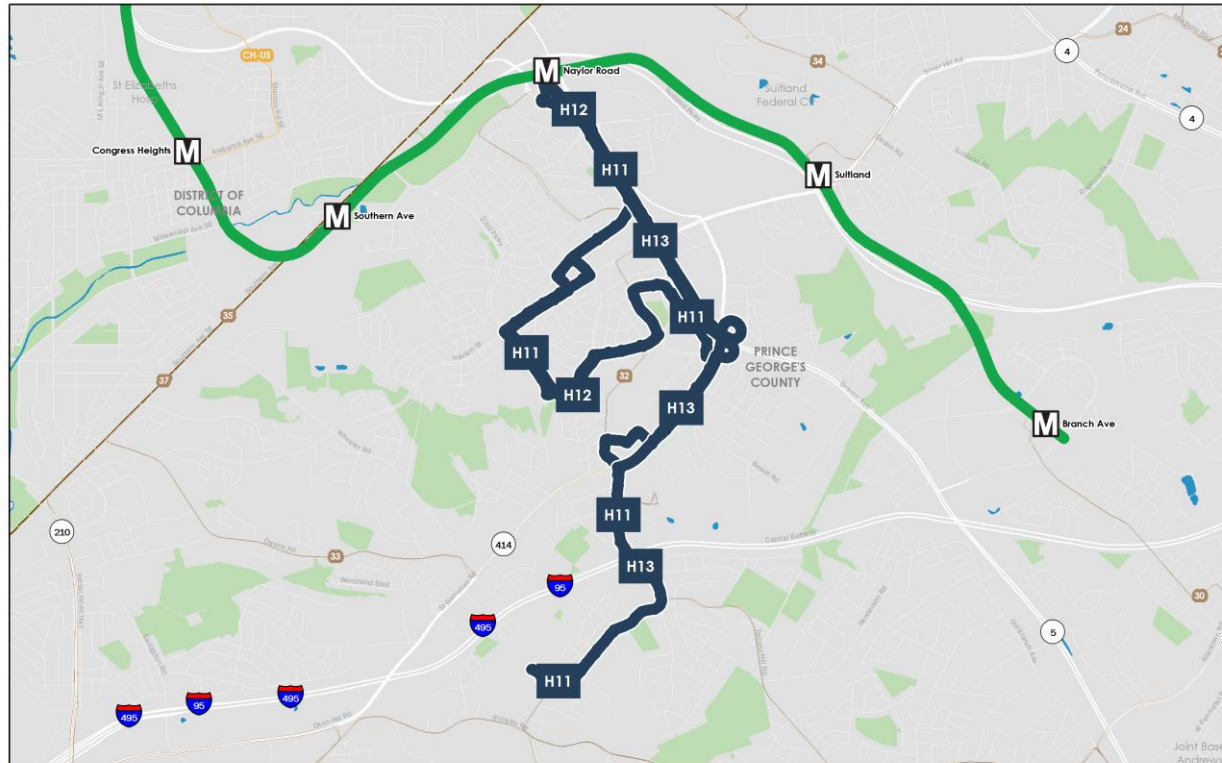
Service Change Summary

Route J12 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

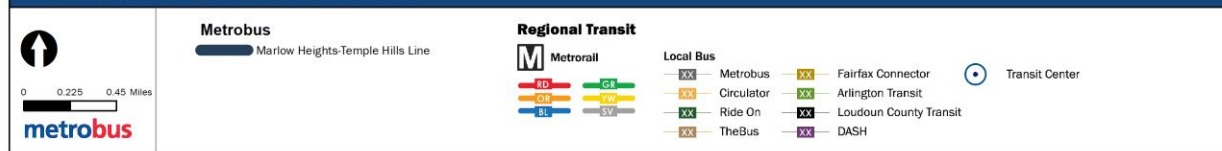
Passenger Miles per Revenue Mile



About the Line



WMATA METROBUS ANNUAL LINE PERFORMANCE REPORT



Service Classification

Coverage

Activity Tier

3

Overall Grade

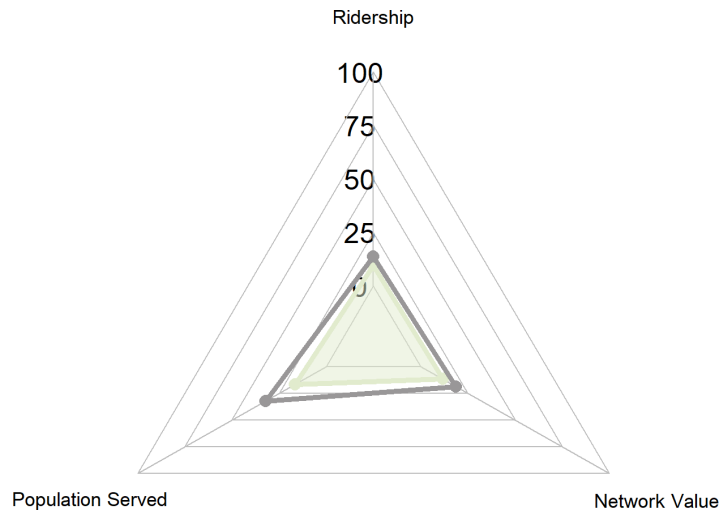
| | |
|------|----------|
| Line | B |
| | |
| | |
| | |
| | |
| | |



Line Benefit Score

13

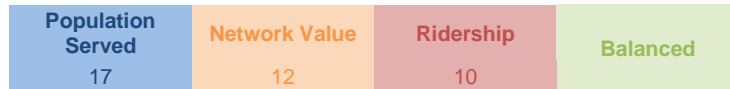
Out of 100



Classification Average



Line Focus:



Line Score:

Operating Statistics

| | | |
|--|-------------------------------|--------------------|
| | Annual Operating Costs | \$1,626,326 |
| | Peak Vehicles | 4 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|-----------------------------------|-------------------|---------------|
| | Service Area Population | 36,525 | |
| | People of Color Population | Service Area | 32,991 |
| | | % Riders Surveyed | 99% |
| | Low Income Household | Service Area | 10,875 |
| | | % Riders Surveyed | 56% |

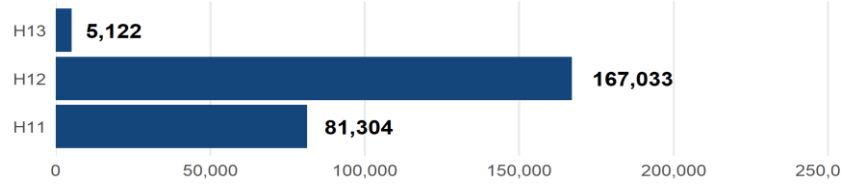
Facilities/Amenities

| | | |
|--|-------------------------------------|------------|
| | Bus Stops | 86 |
| | % Stops With Shelters | 10% |
| | % Stops With Benches | 8% |
| | % Stops With Real-Time Signs | 1% |



Ridership

Annual Ridership



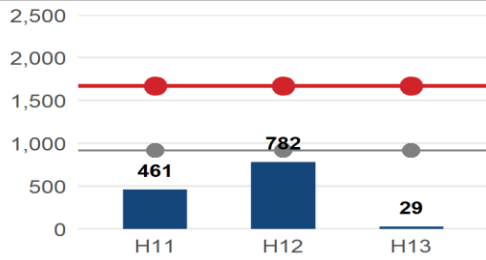
Top Transfer Locations

Naylor Road

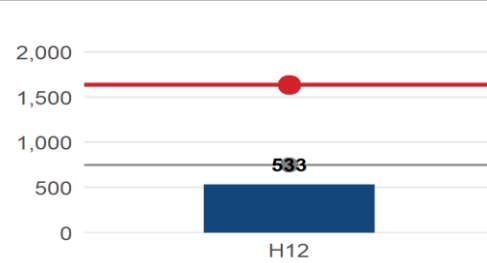
Average Daily Ridership

- Class/Tier Average
- System Average

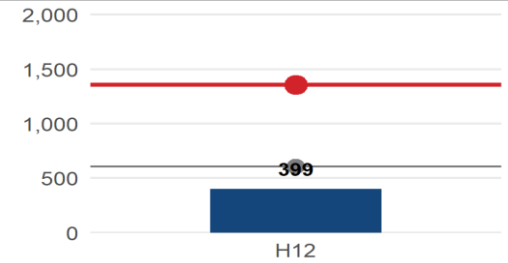
Weekday



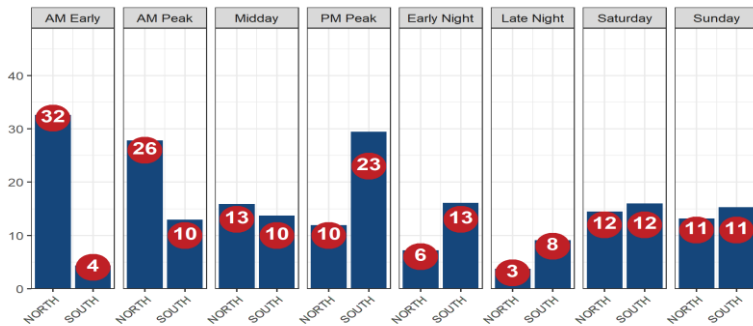
Saturday



Sunday



Average Trip Ridership and Maximum Load by Time Period



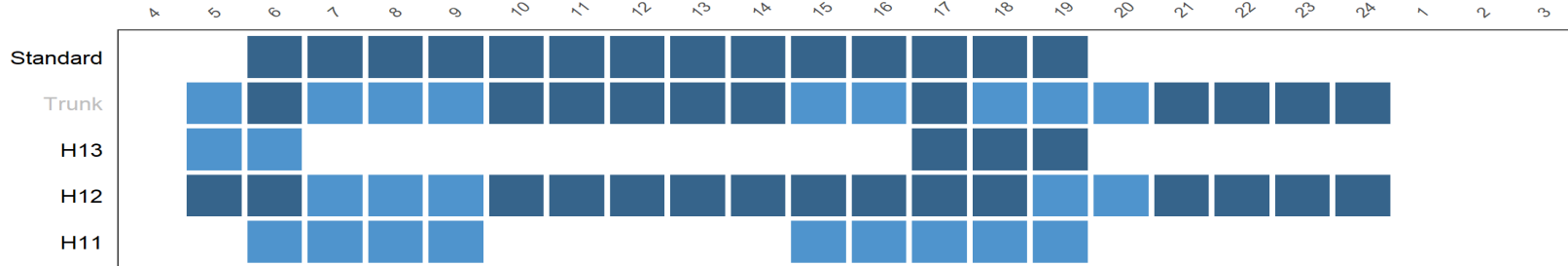
Vehicle Load Factor

| | | Direction: | |
|---------------------------------|---------------------------------|------------|-------|
| | | NORTH | SOUTH |
| Weekday | Peak Maximum Target: 1 | 0.41 | 0.45 |
| | Off-Peak Maximum Target: 1.0 | 0.31 | 0.26 |
| Saturday Maximum Target: 1.0 | | 0.3 | 0.3 |
| Sunday Maximum Target: 1.0 | | 0.27 | 0.27 |

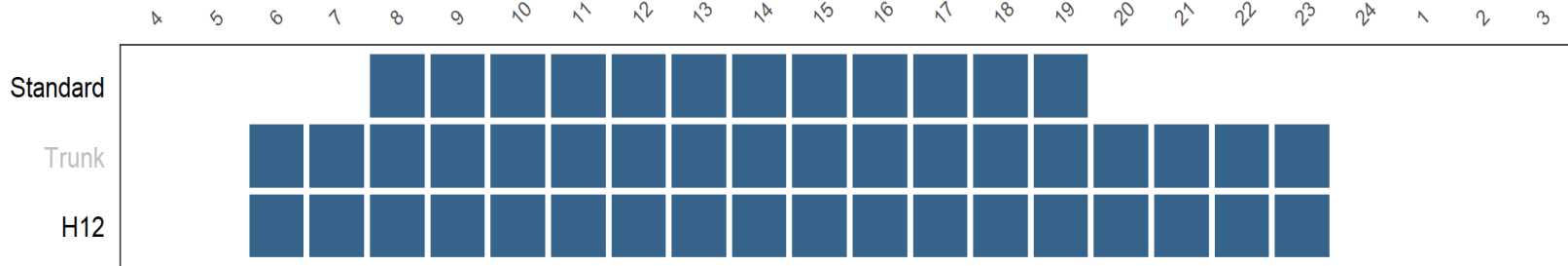
Span and Frequency



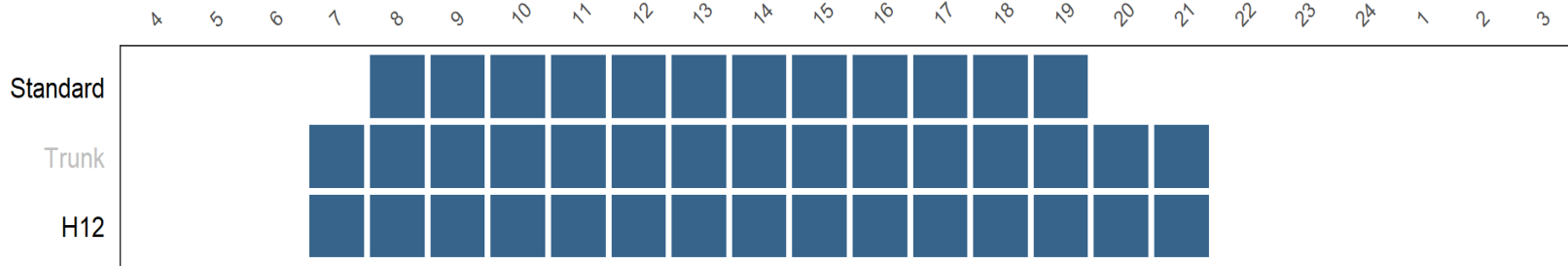
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

B Marlow Heights-Temple Hills

| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|-------------------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 5:00 AM - 12:42 AM | - | A | 6:19 AM - 11:47 PM | - | A | 7:50 AM - 9:48 PM | - | A |
| | Frequency of Service varies | Peak: 28.0 / Off-Peak: 33.4 | Peak: 28.1 / Off-Peak: 61.2 | A | 59.1 | 48.0 | B | 60.0 | 49.5 | B |
| Productivity | Passengers per Revenue Hour 10 | 27.1 | 25.4 | A | 29.7 | 27.6 | A | 28.0 | 25.5 | A |
| | Passengers per Revenue Mile 1 | 2.6 | 2.2 | A | 2.4 | 2.3 | A | 2.2 | 2.1 | A |
| Reliability | On-Time Performance 79% | 88% | 81% | A | 80% | 80% | B | 89% | 85% | A |
| | Crowding 5% | 2% | 1% | A | 0% | 1% | A | 0% | 1% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.29 Peak: 0.43 | Off-Peak: 0.27 Peak: 0.35 | A | 0.3 | 0.31 | A | 0.27 | 0.28 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$4.41 | \$ 5.33 | A | \$4.02 | \$ 4.81 | A | \$4.26 | \$ 5.31 | A |
| | Cost Recovery 20% | 20% | 23% | C | 22% | 20% | B | 20% | 19% | B |

Route H11

| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 6.4 | | | 4.9 | | | E | | |
| Route Design | Circuitry N/A | 1.63 | | | 12.83 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | 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 | 42.7 | 25.4 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 4.1 | 2.2 | A | - | - | - | - | - | - |
| | Unique Segment Ridership 10% | 4% | 33% | E | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 84% | 81% | A | - | - | - | - | - | - |
| | Crowding 5% | 4% | 1% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.34 Peak: 0.63 | Off-Peak: 0.27 Peak: 0.35 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$2.79 | \$ 5.33 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 35% | 22% | A | - | - | - | - | - | - |

Route H12

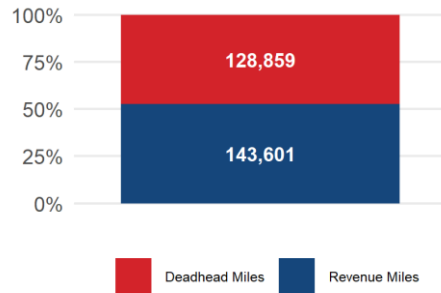
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 6.5 | | | 4.9 | | | E | | |
| Route Design | Circuitry N/A | 1.51 | | | 12.83 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 10 | 23.8 | 25.4 | A | 29.7 | 27.6 | A | 28.0 | 25.5 | A |
| | Passengers per Revenue Mile 1 | 2.2 | 2.2 | A | 2.4 | 2.3 | A | 2.2 | 2.1 | A |
| | Unique Segment Ridership 10% | 0% | 33% | E | 69% | 56% | A | 76% | 58% | A |
| Reliability | On-Time Performance 79% | 88% | 81% | A | 80% | 80% | B | 89% | 85% | A |
| | Crowding 5% | 0% | 1% | A | 0% | 1% | A | 0% | 1% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.29 Peak: 0.31 | Off-Peak: 0.27 Peak: 0.35 | A | 0.3 | 0.32 | A | 0.27 | 0.28 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$5.01 | \$ 5.33 | A | \$4.02 | \$ 4.81 | A | \$4.26 | \$ 5.31 | A |
| | Cost Recovery 20% | 16% | 22% | D | 20% | 20% | B | 19% | 18% | C |

Route H13

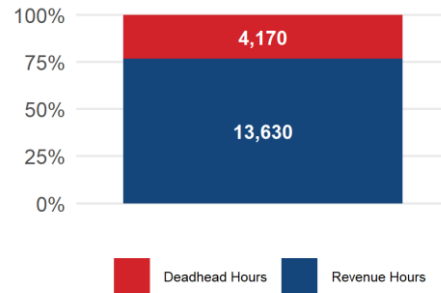
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|-----------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 4.6 | | | 4.9 | | | A | | |
| Route Design | Circuitry N/A | 1.11 | | | 12.83 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | 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 | 8.7 | 25.4 | D | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 1.1 | 2.2 | A | - | - | - | - | - | - |
| | Unique Segment Ridership 10% | 0% | 33% | E | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 93% | 81% | A | - | - | - | - | - | - |
| | Crowding 5% | 0% | 1% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.1 Peak: 0.12 | Off-Peak: 0.27 Peak: 0.35 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$13.77 | \$ 5.33 | E | - | - | - | - | - | - |
| | Cost Recovery 20% | 7% | 22% | E | - | - | - | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



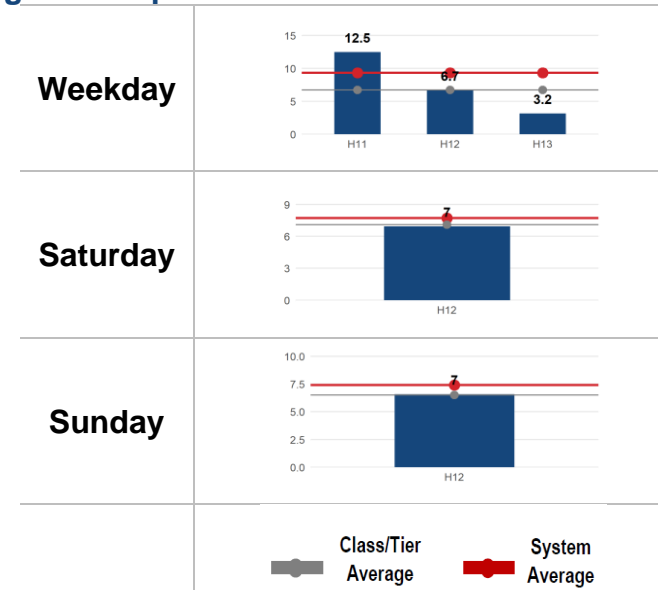
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| H11 | 13.70 | 374 | 372 (99.5%) |
| H12 | 12.60 | 1,502 | 1,498 (99.7%) |
| H13 | 9.30 | 135 | 135 (100.0%) |

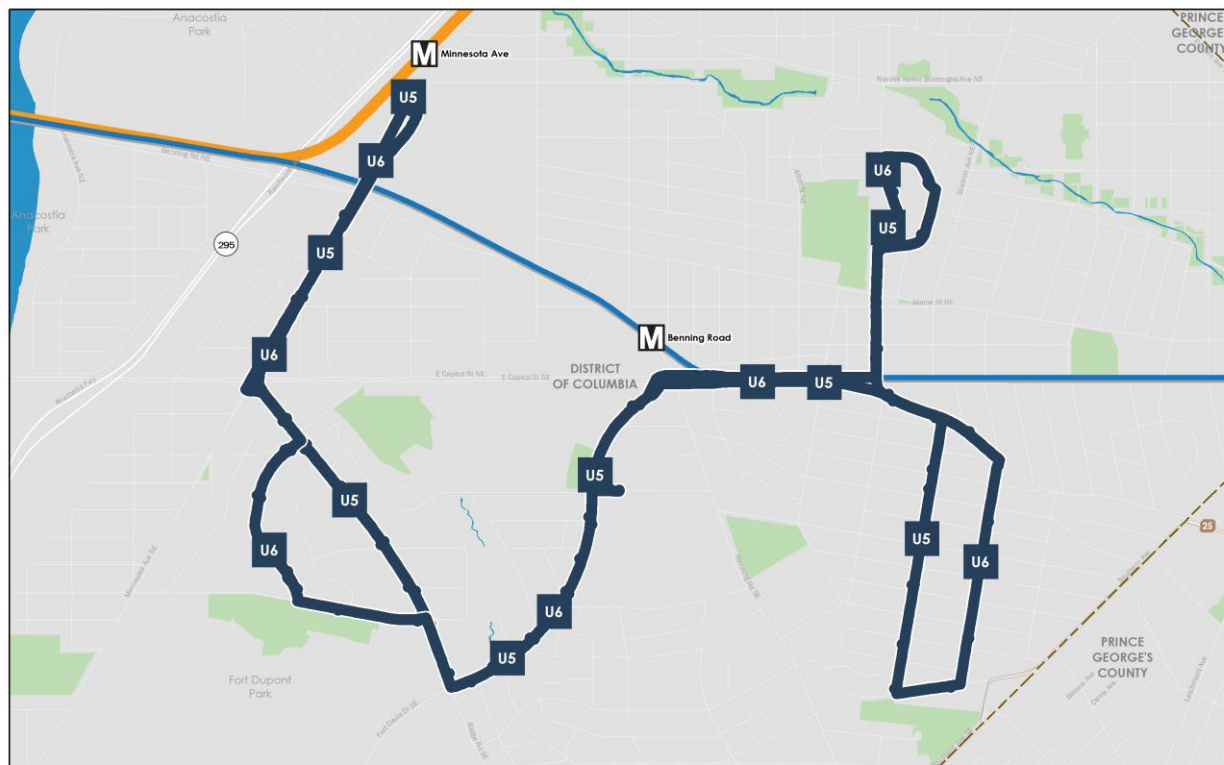
Service Change Summary

Route H11 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;
 Route H12 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;
 Route H13 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

Passenger Miles per Revenue Mile



About the Line



WMATA METROBUS ANNUAL LINE PERFORMANCE REPORT

Metrobus

— Marshall Heights Line

Regional Transit

| | | |
|-----------|------------|------------------------|
| Metroball | Metrobus | Fairfax Connector |
| RD | Circulator | Arlington Transit |
| OR | Ride On | Loudoun County Transit |
| BL | TheBus | DASH |
| G8 | SV | Transit Center |

Service Classification

Coverage

Activity Tier

2

Overall Grade

| Line | Grade |
|------|-------|
| Line | A |
| | |
| | |
| | |
| | |
| | |

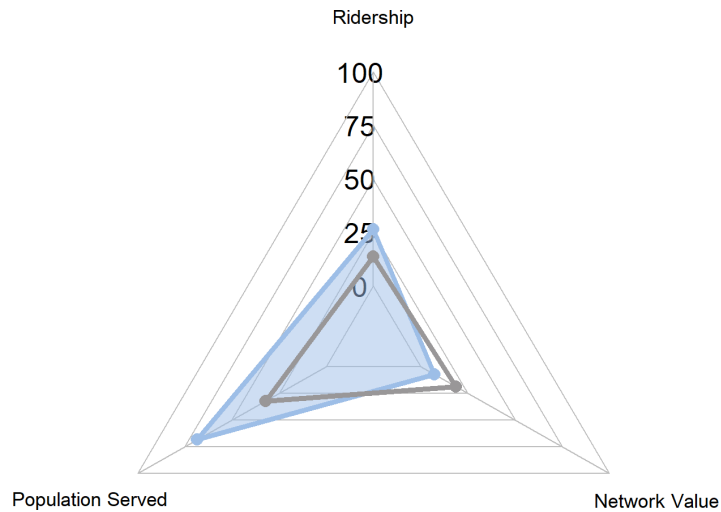
Legend

| | |
|---|--|
| Exceeds | Meets |
| Approaches | Significantly Below |

Line Benefit Score

34

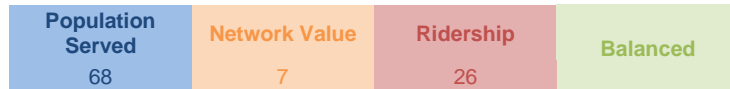
Out of 100



Classification Average



Line Focus:



Line Score:

Operating Statistics

| | | |
|--|-------------------------------|--------------------|
| | Annual Operating Costs | \$2,861,821 |
| | Peak Vehicles | 8 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|-----------------------------------|-------------------|---------------|
| | Service Area Population | 59,840 | |
| | People of Color Population | Service Area | 56,713 |
| | | % Riders Surveyed | 100% |
| | Low Income Household | Service Area | 32,518 |
| | | % Riders Surveyed | 70% |

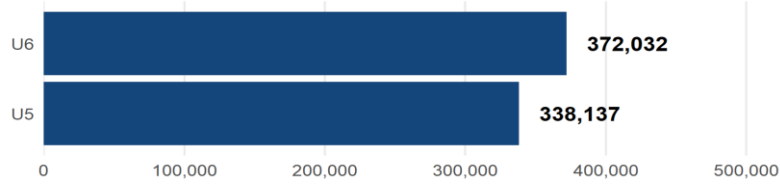
Facilities/Amenities

| | | |
|--|-------------------------------------|------------|
| | Bus Stops | 73 |
| | % Stops With Shelters | 10% |
| | % Stops With Benches | 7% |
| | % Stops With Real-Time Signs | 3% |



Ridership

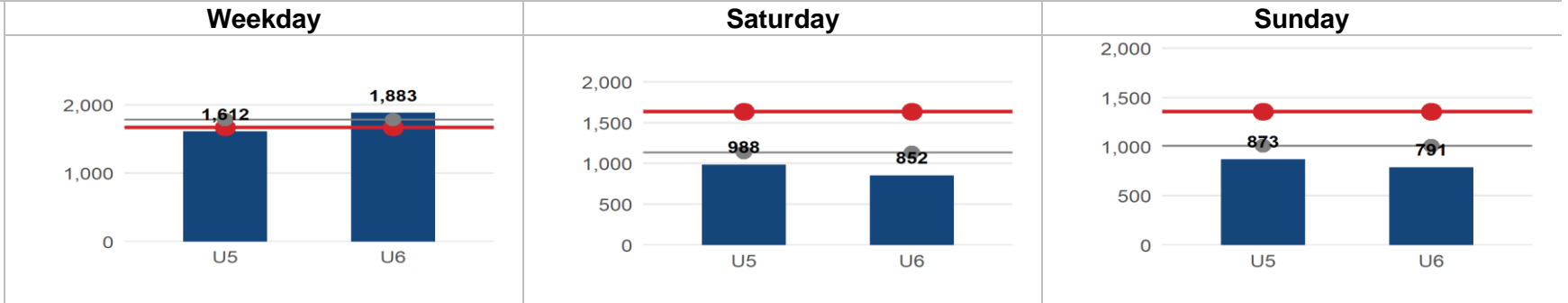
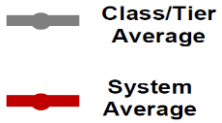
Annual Ridership



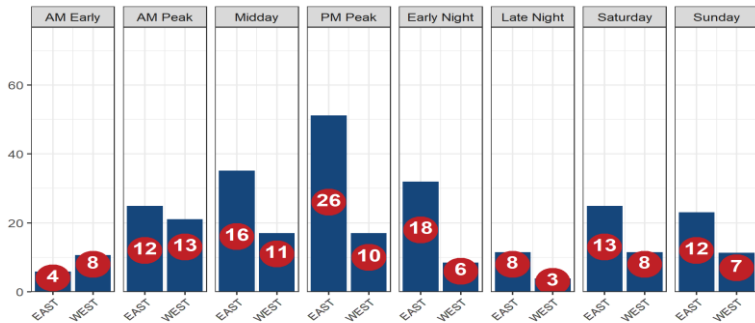
Top Transfer Locations

Minnesota Avenue, Benning Road

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period



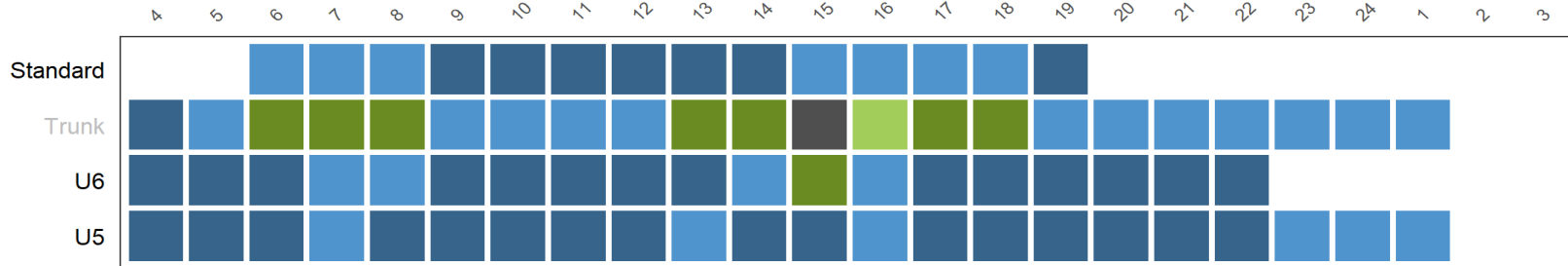
Vehicle Load Factor

| | | Direction: | EAST | WEST |
|---------|---------------------------------|------------|------|------|
| Weekday | Peak Maximum Target: 1 | | 0.5 | 0.28 |
| | Off-Peak Maximum Target: 1.0 | | 0.35 | 0.19 |
| | Saturday Maximum Target: 1.0 | | 0.32 | 0.19 |
| | Sunday Maximum Target: 1.0 | | 0.31 | 0.18 |

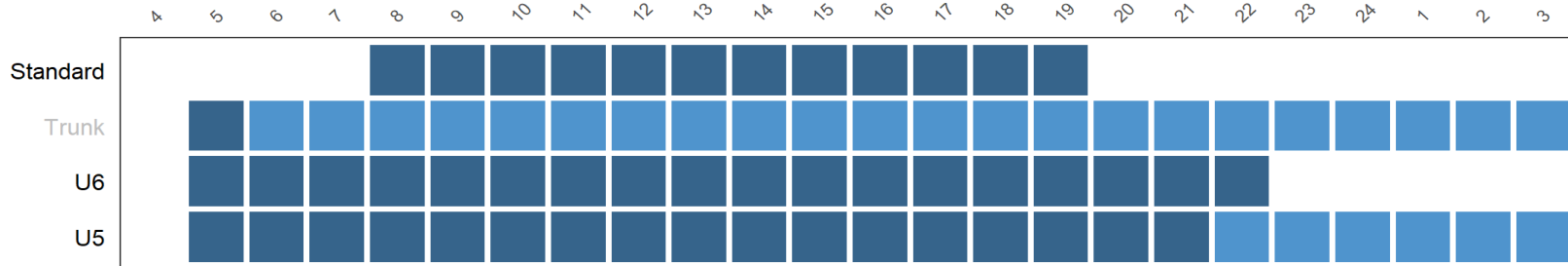
Span and Frequency



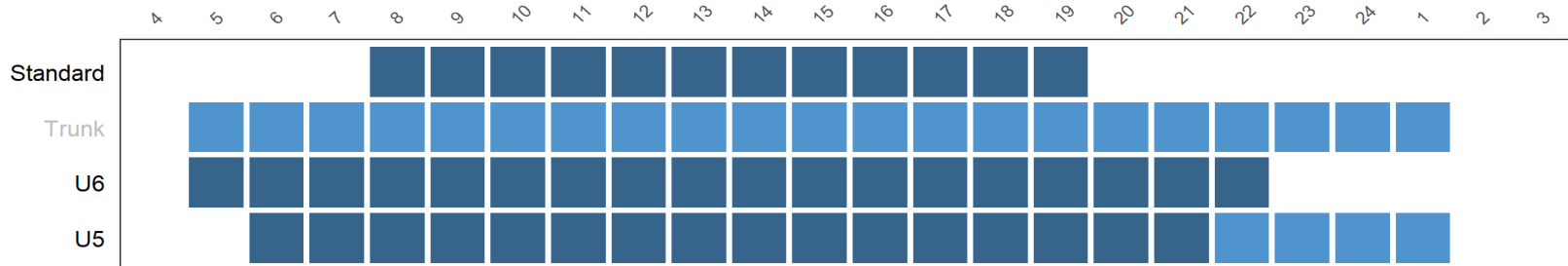
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



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 AM - 1:46 AM | - | A | 5:06 AM - 3:09 AM | - | A | 5:36 AM - 1:41 AM | - | A |
| | Frequency of Service varies | Peak: 16.4 / Off-Peak: 20.7 | Peak: 25.4 / Off-Peak: 40.5 | A | 27.8 | 42.7 | A | 27.5 | 42.4 | A |
| Productivity | Passengers per Revenue Hour 15 | 45.0 | 37.3 | A | 39.3 | 33.6 | A | 38.6 | 33.8 | A |
| | Passengers per Revenue Mile 2 | 5.6 | 4.3 | A | 4.3 | 3.5 | A | 4.1 | 3.4 | A |
| Reliability | On-Time Performance 79% | 76% | 78% | C | 85% | 82% | A | 83% | 83% | B |
| | Crowding 5% | 3% | 2% | A | 1% | 1% | A | 0% | 0% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.27 Peak: 0.39 | Off-Peak: 0.3 Peak: 0.42 | A | 0.25 | 0.27 | A | 0.24 | 0.26 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$2.65 | \$ 4.26 | A | \$3.03 | \$ 5.02 | A | \$3.09 | \$ 4.55 | A |
| | Cost Recovery 20% | 25% | 23% | A | 22% | 21% | B | 21% | 20% | B |

Route U5

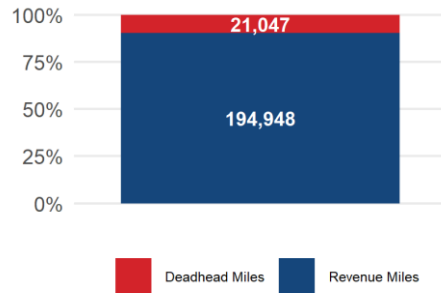
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 6.8 | | | 6.1 | | | E | | |
| Route Design | Circuitry N/A | 3.68 | | | 2.48 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 15 | 37.2 | 37.3 | A | 35.6 | 33.6 | A | 36.2 | 33.8 | A |
| | Passengers per Revenue Mile 2 | 4.8 | 4.3 | A | 3.9 | 3.5 | A | 3.8 | 3.4 | A |
| | Unique Segment Ridership 10% | 0% | 29% | E | 10% | 46% | C | 9% | 51% | C |
| Reliability | On-Time Performance 79% | 76% | 78% | C | 84% | 82% | A | 82% | 83% | B |
| | Crowding 5% | 2% | 3% | A | 0% | 1% | A | 0% | 0% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.23 Peak: 0.37 | Off-Peak: 0.33 Peak: 0.44 | A | 0.23 | 0.3 | A | 0.23 | 0.28 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$3.21 | \$ 4.26 | A | \$3.35 | \$ 5.02 | A | \$3.30 | \$ 4.55 | A |
| | Cost Recovery 20% | 20% | 24% | C | 19% | 21% | C | 19% | 21% | C |

Route U6

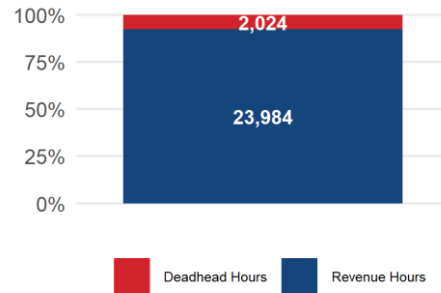
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 6.6 | | | 6.1 | | | E | | |
| Route Design | Circuitry N/A | 3.83 | | | 2.48 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | 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 | 54.8 | 37.3 | A | 44.7 | 33.6 | A | 41.6 | 33.8 | A |
| | Passengers per Revenue Mile 2 | 6.7 | 4.3 | A | 4.9 | 3.5 | A | 4.4 | 3.4 | A |
| | Unique Segment Ridership 10% | 7% | 29% | D | 11% | 46% | B | 8% | 51% | C |
| Reliability | On-Time Performance 79% | 75% | 78% | C | 85% | 82% | A | 84% | 83% | B |
| | Crowding 5% | 3% | 3% | A | 1% | 1% | A | 0% | 0% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.33 Peak: 0.41 | Off-Peak: 0.33 Peak: 0.44 | A | 0.29 | 0.3 | A | 0.27 | 0.28 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$2.18 | \$ 4.26 | A | \$2.67 | \$ 5.02 | A | \$2.87 | \$ 4.55 | A |
| | Cost Recovery 20% | 31% | 24% | A | 25% | 21% | A | 24% | 21% | A |

Operational Analysis

Miles Allocation



Hours Allocation



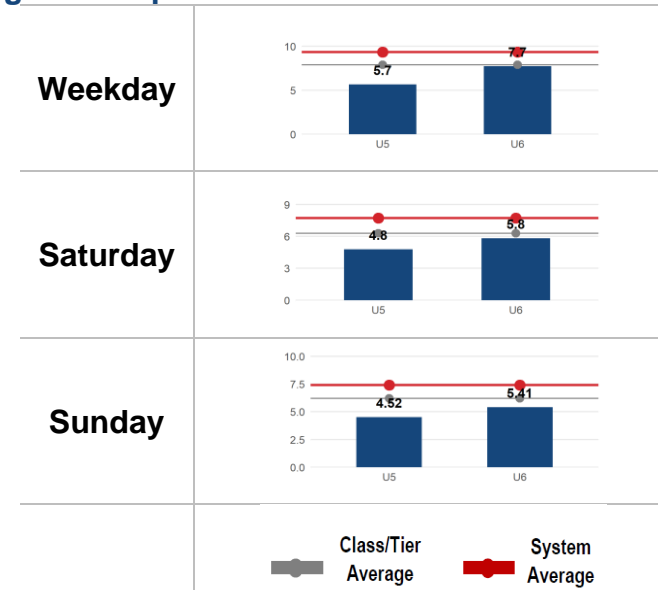
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| U5 | 9.40 | 2,226 | 2,225 (100.0%) |
| U6 | 9.80 | 1,910 | 1,907 (99.8%) |
| | | | |
| | | | |

Service Change Summary

Route U5 - June 2020:
 Weekday: 2 a.m.; Saturday: 2 a.m.; Sunday: 2 a.m.;
 Route U6 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Commuter

Activity Tier

1

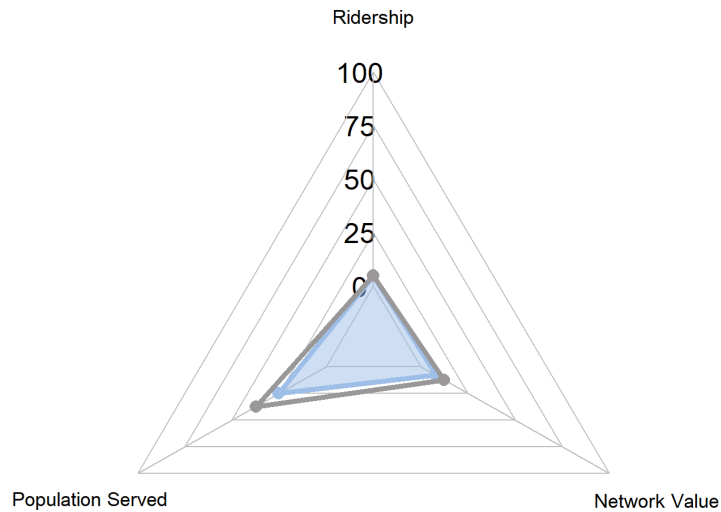
Overall Grade

| Line | Overall Grade |
|------|---------------|
| A | A |
| | |
| | |
| | |
| | |
| | |

Line Benefit Score

13

Out of 100



Classification Average



Line Focus:



Line Score:

Operating Statistics

| | | |
|--|------------------------|-----------|
| | Annual Operating Costs | \$810,879 |
| | Peak Vehicles | 6 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|----------------------------|-------------------|--------|
| | Service Area Population | 25,597 | |
| | People of Color Population | Service Area | 21,837 |
| | | % Riders Surveyed | 87% |
| | Low Income Household | Service Area | 12,351 |
| | | % Riders Surveyed | 31% |

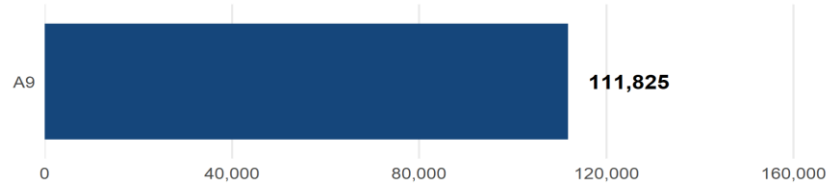
Facilities/Amenities

| | | |
|--|------------------------------|-----|
| | Bus Stops | 34 |
| | % Stops With Shelters | 47% |
| | % Stops With Benches | 41% |
| | % Stops With Real-Time Signs | 12% |



Ridership

Annual Ridership

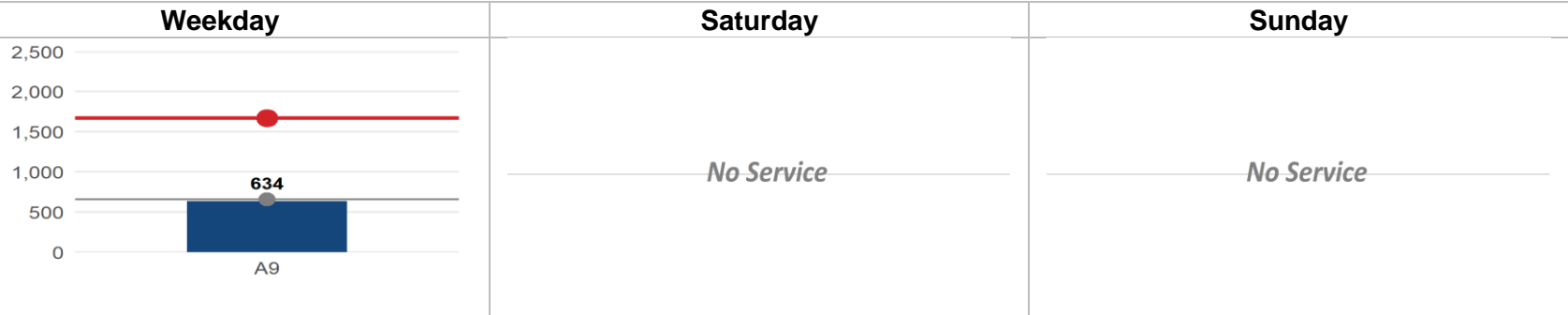


Top Transfer Locations

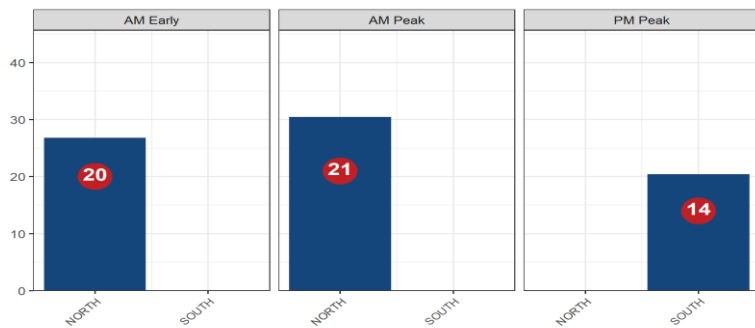
Anacostia, L'Enfant Plaza, Metro Center

Average Daily Ridership

- Class/Tier Average
- System Average



Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

| | | Direction: | NORTH | SOUTH |
|---------------------------------|---------------------------------|------------|-------|-------|
| Weekday | Peak Maximum Target: 1 | | 0.53 | 0.37 |
| | Off-Peak Maximum Target: 1.0 | | 0.5 | |
| Saturday Maximum Target: 1.0 | | | | |
| Sunday Maximum Target: 1.0 | | | | |

Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

A Martin Luther King Jr. Avenue Limited

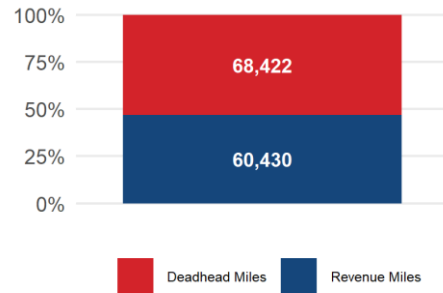
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|--------------------------------------|------------------------------|-------|-----------|-----------------|-------|-----------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 5:50 AM - 9:45 AM; 3:30 PM - 7:40 PM | - | A | - | - | - | - | - | - |
| | Frequency of Service varies | Peak: 16.5 / Off-Peak: 15.0 | Peak: 19.9 / Off-Peak: 69.8 | - | - | - | - | - | - | - |
| Productivity | Passengers per Revenue Hour N/A | 23.3 | 31.7 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1.5 | 2.7 | 3.5 | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 70% | 72% | D | - | - | - | - | - | - |
| | Crowding 5% | 1% | 4% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.5 Peak: 0.45 | Off-Peak: 0.36 Peak: 0.51 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$5.12 | \$ 4.57 | A | - | - | - | - | - | - |
| | Cost Recovery 25% | 24% | 47% | C | - | - | - | - | - | - |

Route A9

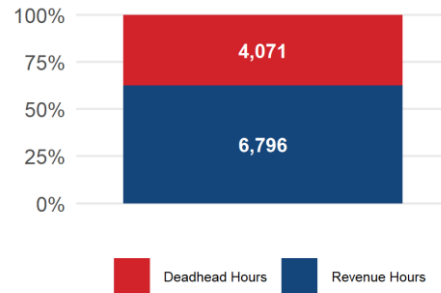
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|-----------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile N/A | 2 | | | 3.2 | | | - | | |
| | Circuitry N/A | 1.36 | | | 1.3 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour N/A | 23.3 | 31.7 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1.5 | 2.7 | 3.5 | A | - | - | - | - | - | - |
| | Unique Segment Ridership 15% | 6% | 16% | E | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 70% | 72% | D | - | - | - | - | - | - |
| | Crowding 5% | 1% | 4% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.5 Peak: 0.45 | Off-Peak: 0.34 Peak: 0.49 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$5.12 | \$ 4.57 | A | - | - | - | - | - | - |
| | Cost Recovery 25% | 24% | 45% | C | - | - | - | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



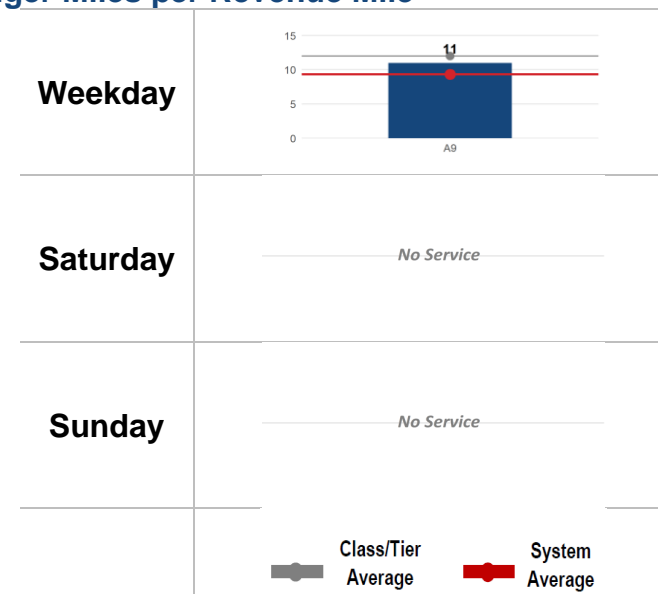
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| A9 | 19.40 | 550 | 548 (99.6%) |
| | | | |
| | | | |
| | | | |

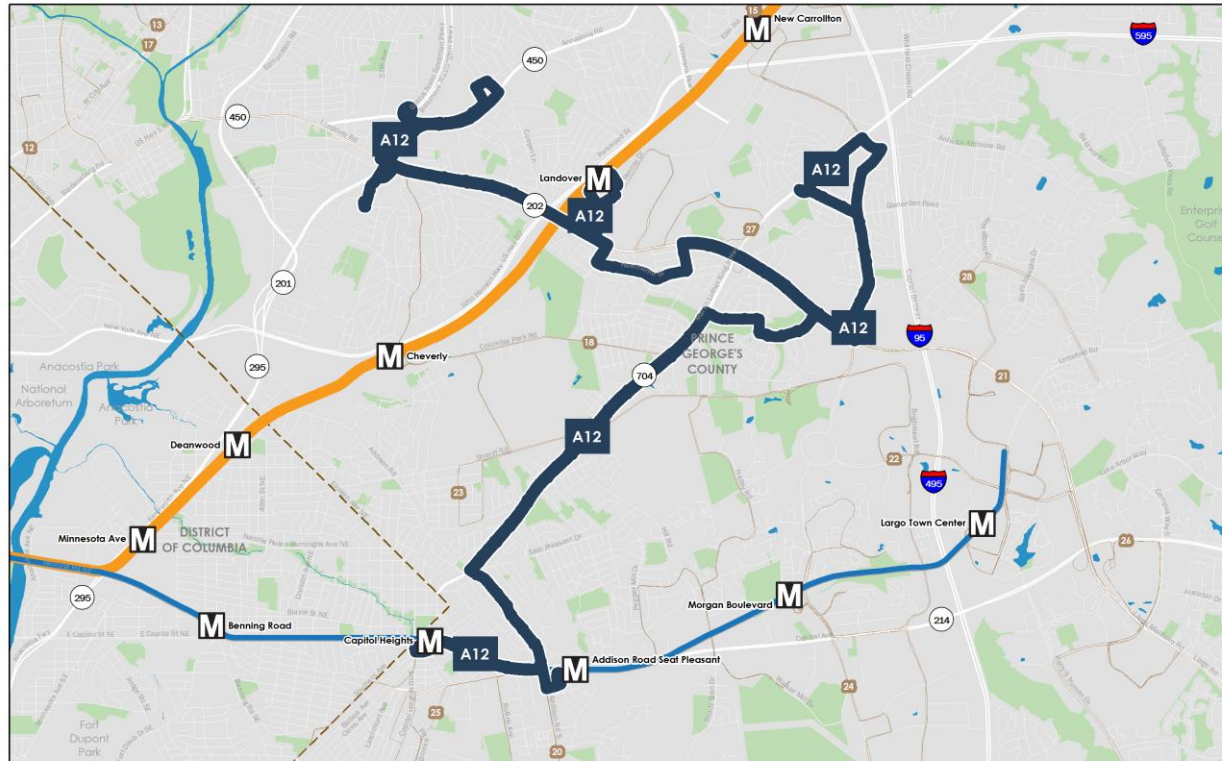
Service Change Summary

Route A9 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

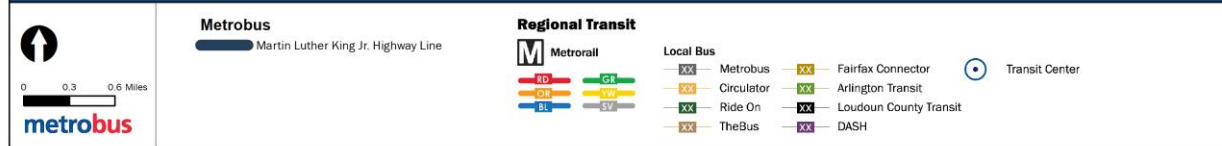
Passenger Miles per Revenue Mile



About the Line



WMATA METROBUS ANNUAL LINE PERFORMANCE REPORT



Service Classification

Framework

Activity Tier

3

Overall Grade

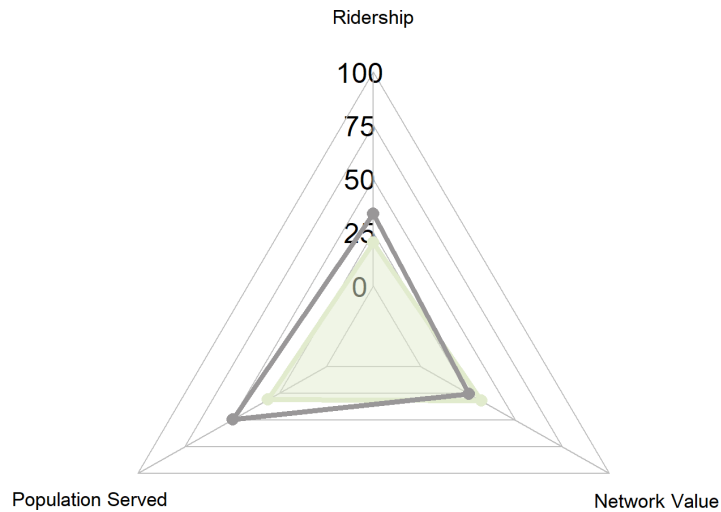
| | |
|------|----------|
| Line | B |
| | |
| | |
| | |
| | |
| | |



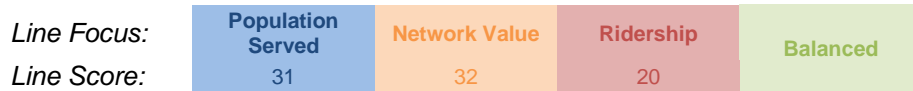
Line Benefit Score

28

Out of 100



Classification Average



Operating Statistics

| | | |
|--|-------------------------------|--------------------|
| | Annual Operating Costs | \$3,811,039 |
| | Peak Vehicles | 8 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|-----------------------------------|-------------------|---------------|
| | Service Area Population | 25,638 | |
| | People of Color Population | Service Area | 19,478 |
| | | % Riders Surveyed | 96% |
| | Low Income Household | Service Area | 7,782 |
| | | % Riders Surveyed | 67% |

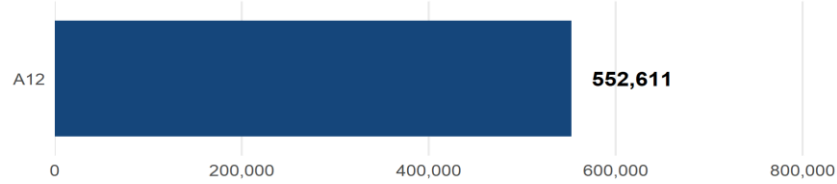
Facilities/Amenities

| | | |
|--|-------------------------------------|------------|
| | Bus Stops | 126 |
| | % Stops With Shelters | 36% |
| | % Stops With Benches | 14% |
| | % Stops With Real-Time Signs | 2% |



Ridership

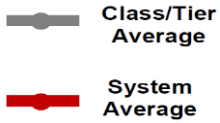
Annual Ridership



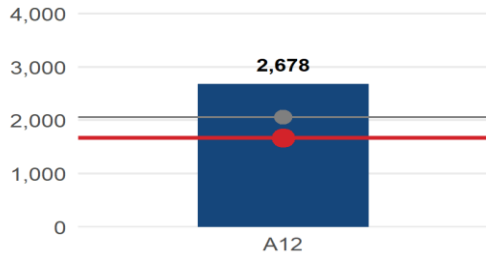
Top Transfer Locations

Landover, Addison Road, Capitol Heights

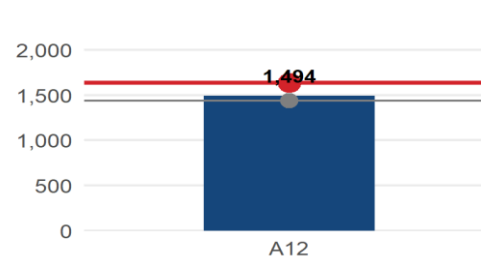
Average Daily Ridership



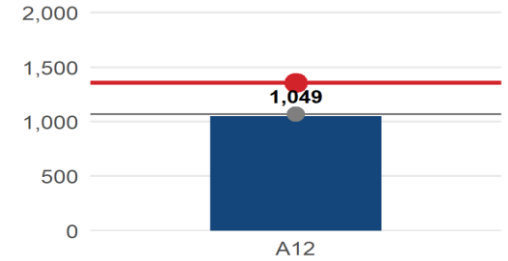
Weekday



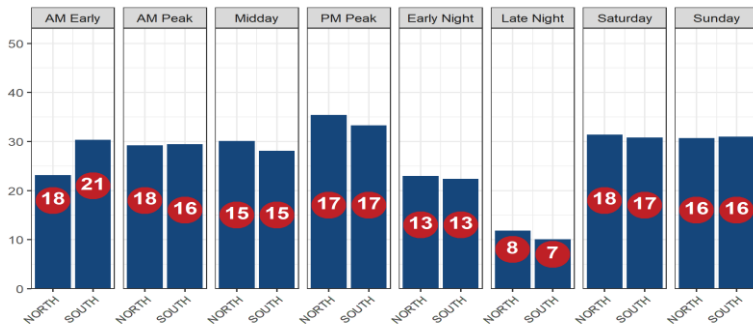
Saturday



Sunday



Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

| | | Direction: | |
|--|--|------------|-------|
| | | NORTH | SOUTH |
| Weekday | Peak Maximum Target: 1 | 0.44 | 0.42 |
| | Off-Peak Maximum Target: 1.0 | 0.35 | 0.35 |
| Saturday Maximum Target: 1.0 | | 0.44 | 0.43 |
| Sunday Maximum Target: 1.0 | | 0.4 | 0.39 |

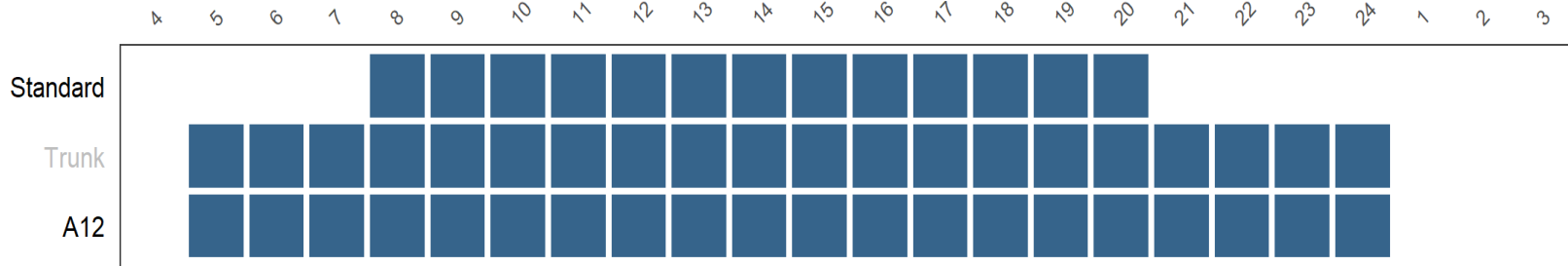
Span and Frequency



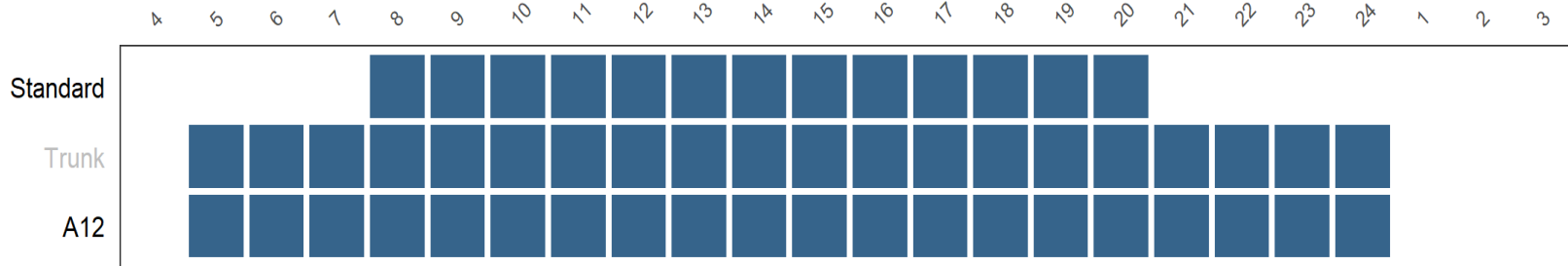
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

B Martin Luther King Jr. Highway

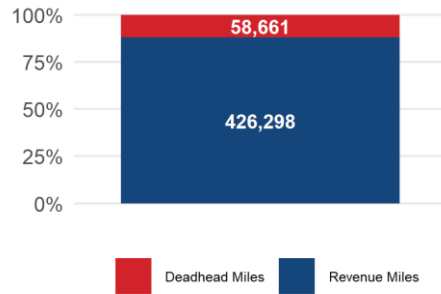
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|------------------------------|----------------------------|-------|--------------------|-----------------|-------|--------------------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 4:55 AM - 1:22 AM | - | A | 5:40 AM - 12:03 AM | - | A | 5:55 AM - 12:06 AM | - | A |
| | Frequency of Service varies | Peak: 21.3 / Off-Peak: 27.4 | Peak: 24 / Off-Peak: 39.5 | A | 45.5 | 47.7 | A | 60.6 | 52.9 | C |
| Productivity | Passengers per Revenue Hour 15 | 25.2 | 31.5 | A | 26.8 | 30.1 | A | 30.2 | 30.5 | A |
| | Passengers per Revenue Mile 1 | 1.9 | 2.6 | A | 2.1 | 2.4 | A | 1.9 | 2.4 | A |
| Reliability | On-Time Performance 79% | 79% | 74% | B | 83% | 76% | B | 74% | 78% | C |
| | Crowding 5% | 0% | 2% | A | 0% | 1% | A | 0% | 0% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.35 Peak: 0.43 | Off-Peak: 0.4 Peak: 0.5 | A | 0.44 | 0.4 | A | 0.39 | 0.4 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$4.73 | \$ 4.23 | A | \$4.46 | \$ 4.22 | A | \$3.95 | \$ 4.08 | A |
| | Cost Recovery 20% | 18% | 27% | C | 19% | 26% | C | 22% | 26% | B |

Route A12

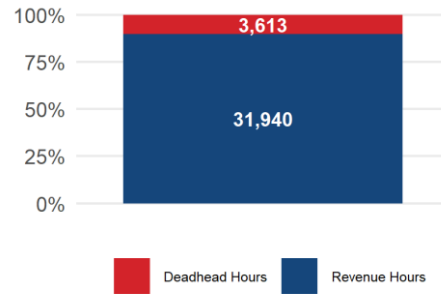
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|-----------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 4 | | | 4.6 | | | A | | |
| Route Design | Circuitry 1.75 | 3.76 | | | 2.47 | | | E | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 15 | 25.2 | 31.5 | A | 26.8 | 30.1 | A | 30.2 | 30.5 | A |
| | Passengers per Revenue Mile 1 | 1.9 | 2.6 | A | 2.1 | 2.4 | A | 1.9 | 2.4 | A |
| | Unique Segment Ridership 10% | 74% | 32% | A | 79% | 56% | A | 89% | 56% | A |
| Reliability | On-Time Performance 79% | 79% | 74% | B | 83% | 76% | B | 74% | 78% | C |
| | Crowding 5% | 0% | 2% | A | 0% | 1% | A | 0% | 0% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.35 Peak: 0.43 | Off-Peak: 0.44 Peak: 0.5 | A | 0.44 | 0.4 | A | 0.39 | 0.4 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$4.73 | \$ 4.23 | A | \$4.46 | \$ 4.22 | A | \$3.95 | \$ 4.08 | A |
| | Cost Recovery 20% | 18% | 28% | C | 19% | 25% | C | 22% | 25% | B |

Operational Analysis

Miles Allocation



Hours Allocation



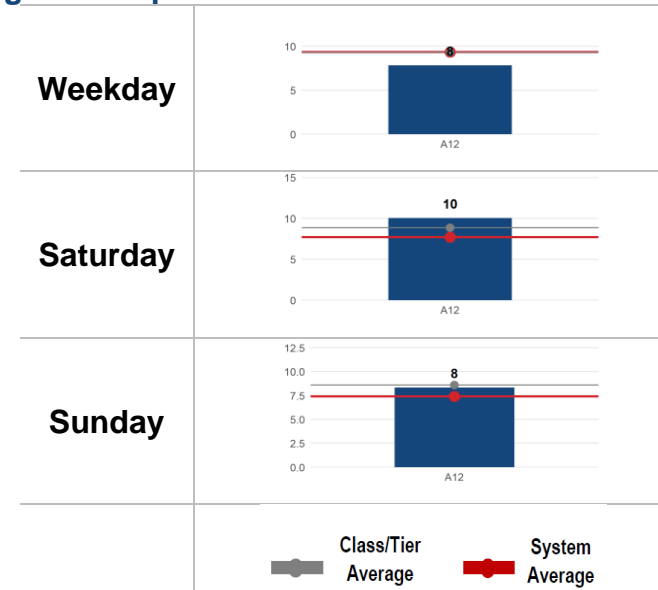
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| A12 | 39.40 | 2,514 | 2,493 (99.2%) |
| | | | |
| | | | |
| | | | |

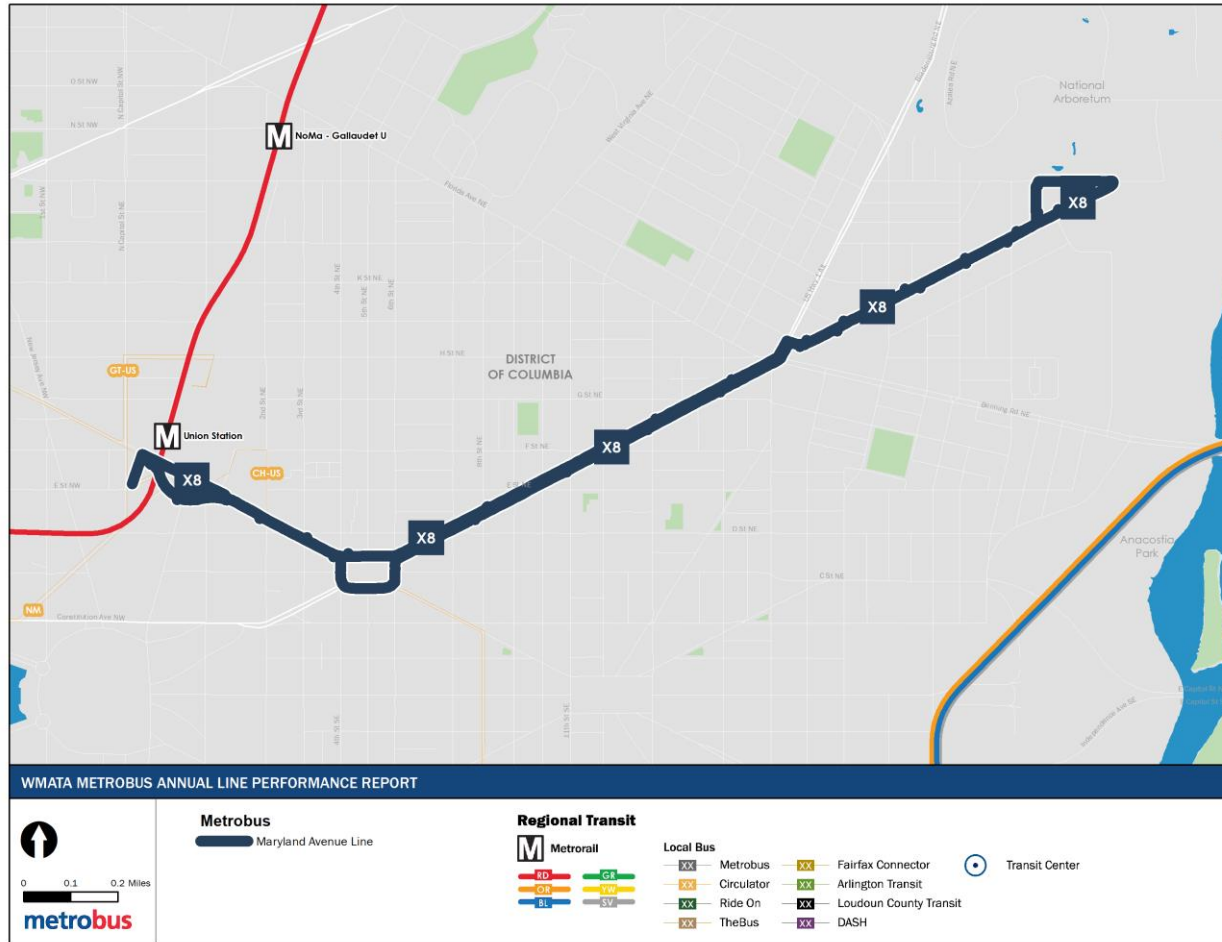
Service Change Summary

Route A12 - June 2020:
 Weekday: 2 a.m.; Saturday: 2 a.m.; Sunday: 2 a.m.;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Coverage

Activity Tier

1

Overall Grade

| Line | Grade |
|----------------------|-------|
| Maryland Avenue Line | B |
| | |
| | |
| | |
| | |
| | |

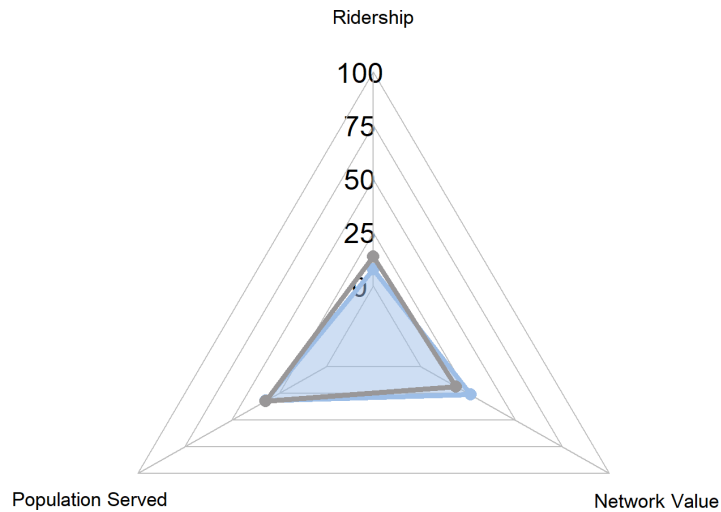
Legend

- Exceeds (Blue)
- Meets (Green)
- Approaches (Yellow)
- Below (Orange)
- Significantly Below (Red)

Line Benefit Score

22

Out of 100



Classification Average



Line Focus:

Population Served

Network Value

Ridership

Balanced

Line Score:

32

26

8

Operating Statistics

| | | |
|--|------------------------|-----------|
| | Annual Operating Costs | \$986,112 |
| | Peak Vehicles | 3 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|----------------------------|-------------------|--------|
| | Service Area Population | 26,015 | |
| | People of Color Population | Service Area | 12,331 |
| | | % Riders Surveyed | 74% |
| | Low Income Household | Service Area | 6,467 |
| | | % Riders Surveyed | 37% |

Facilities/Amenities

| | | |
|--|------------------------------|-----|
| | Bus Stops | 32 |
| | % Stops With Shelters | 12% |
| | % Stops With Benches | 16% |
| | % Stops With Real-Time Signs | 0% |



Ridership

Annual Ridership



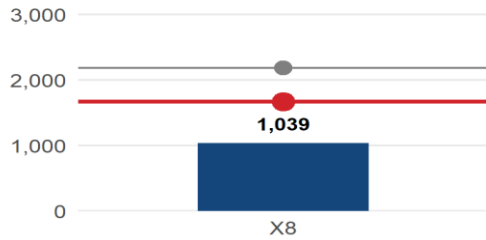
Top Transfer Locations

Union Station

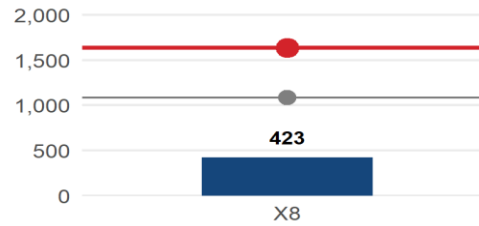
Average Daily Ridership

- Class/Tier Average
- System Average

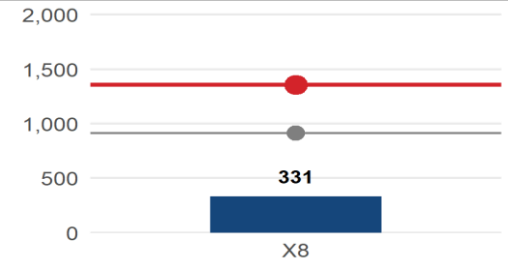
Weekday



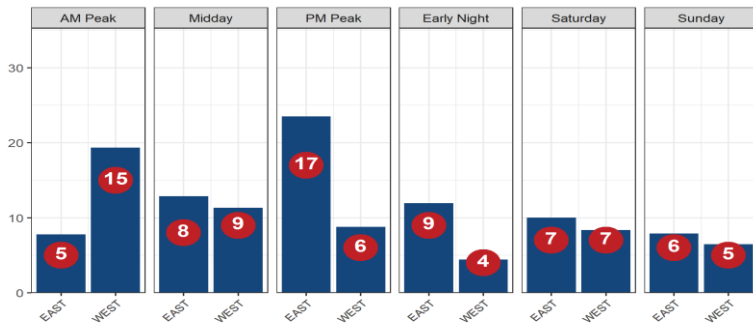
Saturday



Sunday



Average Trip Ridership and Maximum Load by Time Period



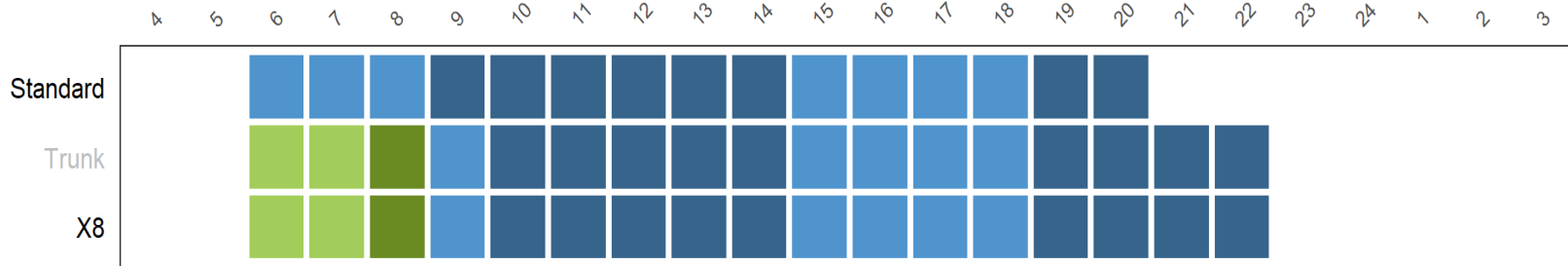
Vehicle Load Factor

| | | Direction: | |
|--|--|------------|------|
| | | EAST | WEST |
| Weekday | Peak Maximum Target: 1.2 | 0.27 | 0.28 |
| | Off-Peak Maximum Target: 1.0 | 0.21 | 0.17 |
| Saturday Maximum Target: 1.0 | | 0.18 | 0.17 |
| Sunday Maximum Target: 1.0 | | 0.15 | 0.13 |

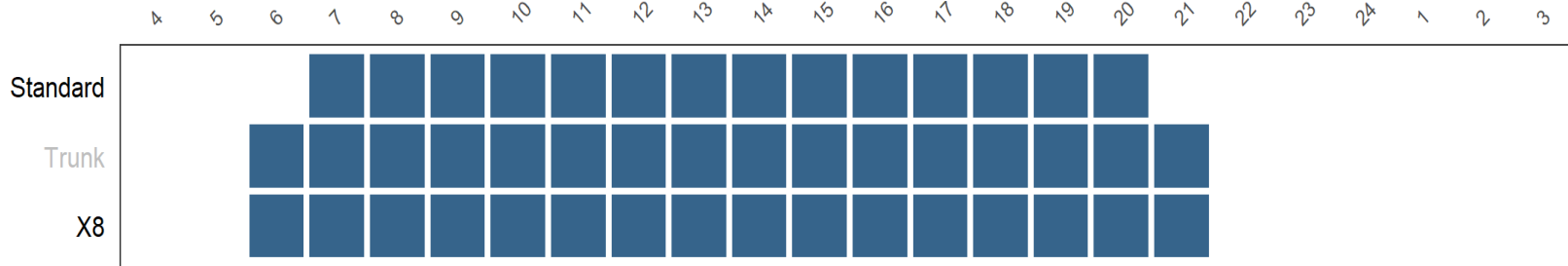
Span and Frequency



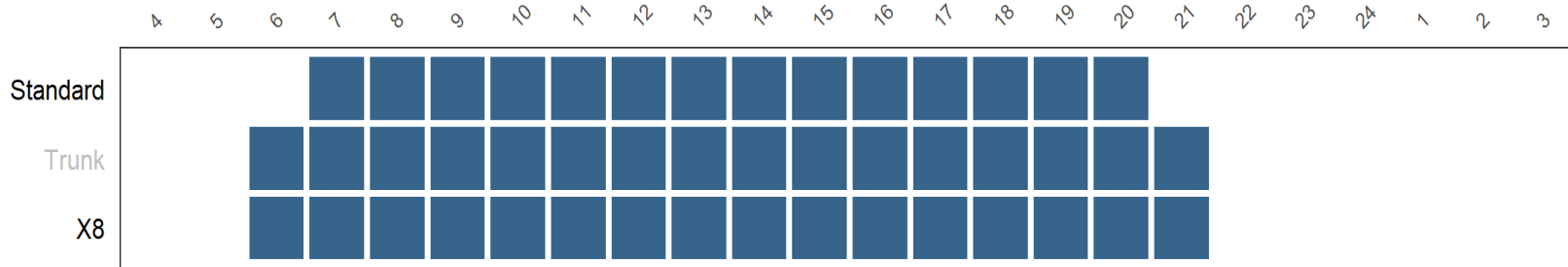
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

B Maryland Avenue

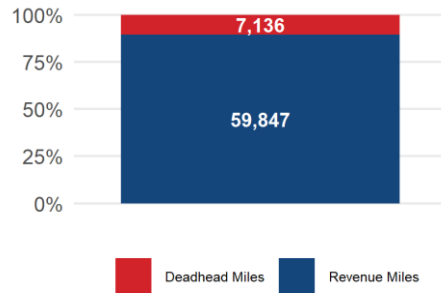
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|------------------------------|-----------------------------|-------|-------------------|-----------------|-------|-------------------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 6:00 AM - 10:38 PM | - | A | 6:40 AM - 9:54 PM | - | A | 6:40 AM - 9:53 PM | - | A |
| | Frequency of Service varies | Peak: 18.7 / Off-Peak: 36.2 | Peak: 17.1 / Off-Peak: 26.8 | A | 39.9 | 30.0 | A | 39.8 | 30.4 | A |
| Productivity | Passengers per Revenue Hour 20 | 40.0 | 32.7 | A | 28.7 | 25.1 | A | 22.4 | 23.1 | A |
| | Passengers per Revenue Mile 4 | 5.6 | 4.4 | A | 3.8 | 3.1 | C | 3.0 | 2.8 | E |
| Reliability | On-Time Performance 79% | 78% | 75% | C | 90% | 81% | A | 92% | 82% | A |
| | Crowding 5% | 1% | 4% | A | 0% | 0% | A | 0% | 0% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.19 Peak: 0.28 | Off-Peak: 0.3 Peak: 0.47 | A | 0.17 | 0.27 | A | 0.14 | 0.26 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$2.98 | \$ 3.75 | A | \$4.16 | \$ 4.99 | A | \$5.32 | \$ 5.30 | C |
| | Cost Recovery 25% | 34% | 27% | A | 24% | 20% | C | 19% | 18% | D |

Route X8

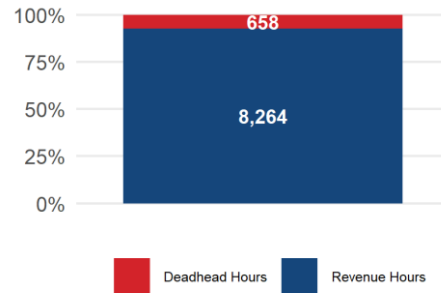
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 6.7 | | | 6.7 | | | E | | |
| Route Design | Circuity N/A | 1.1 | | | Inf | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 20 | 40.0 | 32.7 | A | 28.7 | 25.1 | A | 22.4 | 23.1 | A |
| | Passengers per Revenue Mile 4 | 5.6 | 4.4 | A | 3.8 | 3.1 | C | 3.0 | 2.8 | E |
| | Unique Segment Ridership 10% | 64% | 36% | A | 77% | 44% | A | 74% | 43% | A |
| Reliability | On-Time Performance 79% | 78% | 75% | C | 90% | 81% | A | 92% | 82% | A |
| | Crowding 5% | 1% | 4% | A | 0% | 1% | A | 0% | 1% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.19 Peak: 0.28 | Off-Peak: 0.32 Peak: 0.49 | A | 0.17 | 0.29 | A | 0.14 | 0.27 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$2.98 | \$ 3.75 | A | \$4.16 | \$ 4.99 | A | \$5.32 | \$ 5.30 | C |
| | Cost Recovery 25% | 34% | 25% | A | 24% | 19% | C | 19% | 18% | D |

Operational Analysis

Miles Allocation



Hours Allocation



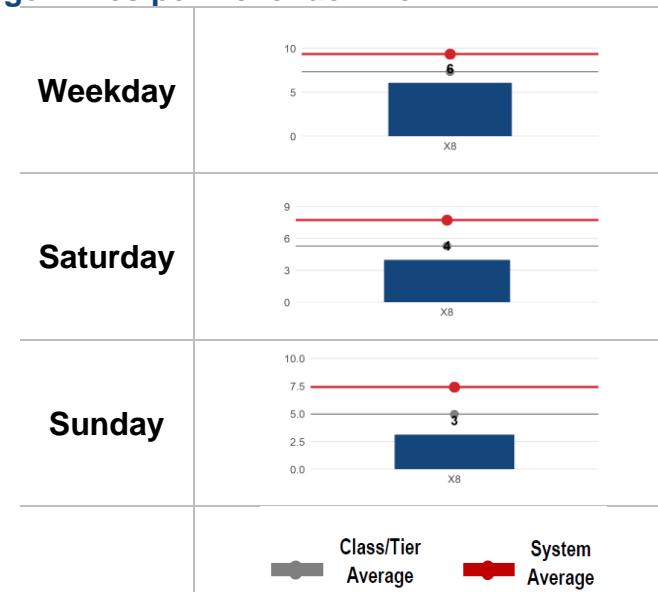
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| X8 | 5.00 | 2,124 | 2,101 (98.9%) |
| | | | |
| | | | |
| | | | |
| | | | |

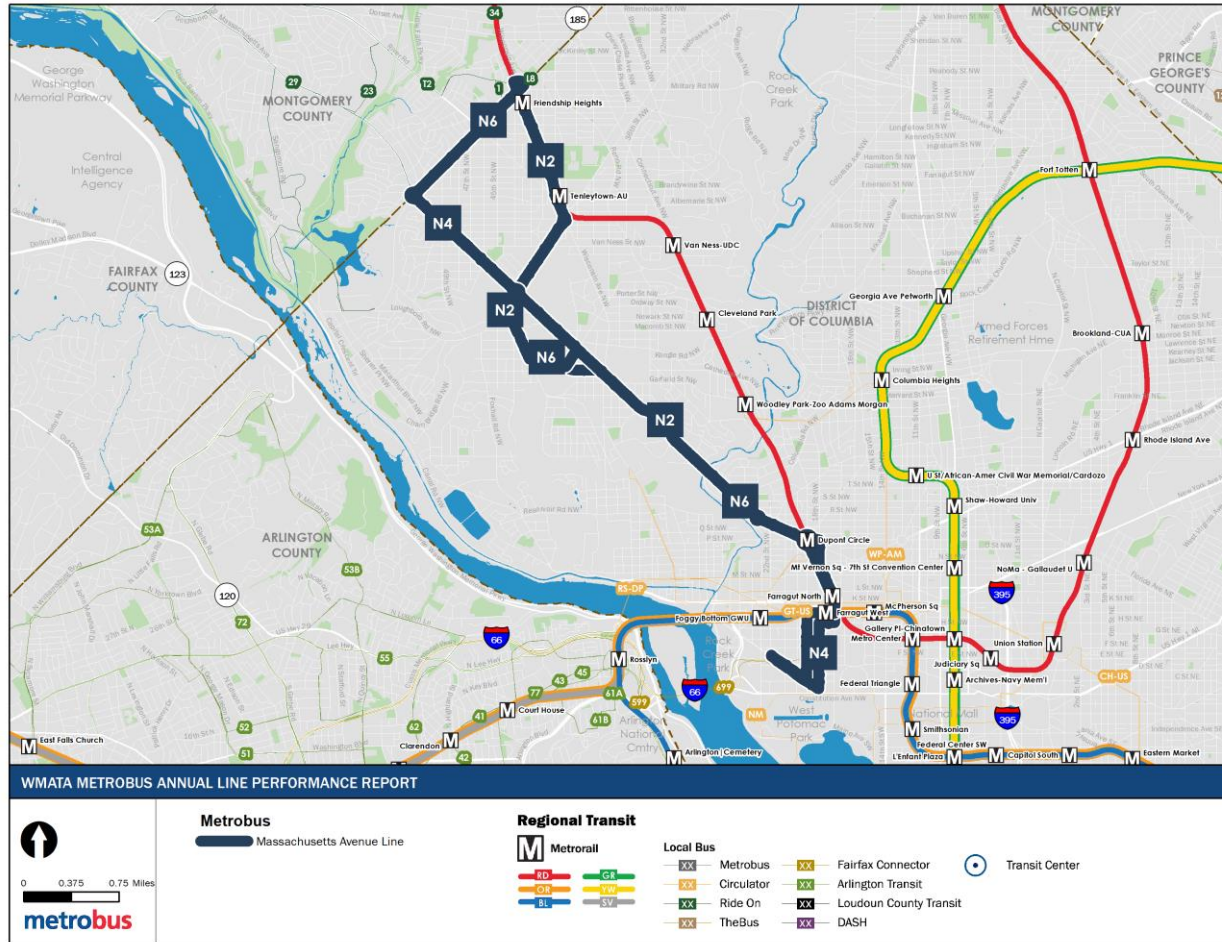
Service Change Summary

Route X8 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Framework

Activity Tier

2

Overall Grade

| Line | Overall Grade |
|---------------------------|---------------|
| Massachusetts Avenue Line | B |
| | |
| | |
| | |
| | |
| | |
| | |
| | |

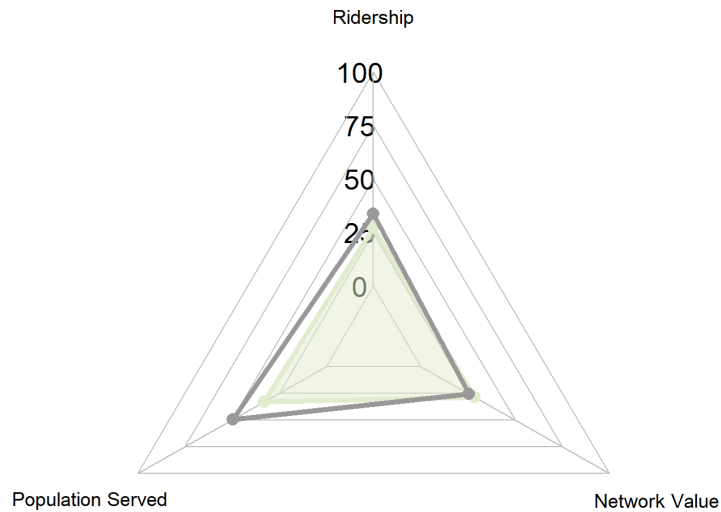
Legend

| | |
|---------------------|-------|
| Exceeds | Meets |
| Approaches | Below |
| Significantly Below | |

Line Benefit Score

30

Out of 100



Classification Average



Line Focus:

Population Served

Network Value

Ridership

Balanced

Line Score:

33

29

27

Operating Statistics

| | | |
|--|-------------------------------|--------------------|
| | Annual Operating Costs | \$4,334,627 |
| | Peak Vehicles | 14 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|-----------------------------------|-------------------|--------------|
| | Service Area Population | 49,891 | |
| | People of Color Population | Service Area | 9,494 |
| | | % Riders Surveyed | 49% |
| | Low Income Household | Service Area | 7,623 |
| | | % Riders Surveyed | 39% |

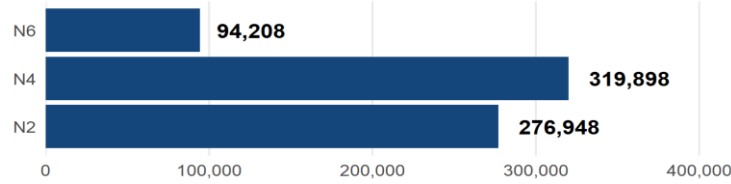
Facilities/Amenities

| | | |
|--|-------------------------------------|------------|
| | Bus Stops | 135 |
| | % Stops With Shelters | 37% |
| | % Stops With Benches | 35% |
| | % Stops With Real-Time Signs | 8% |



Ridership

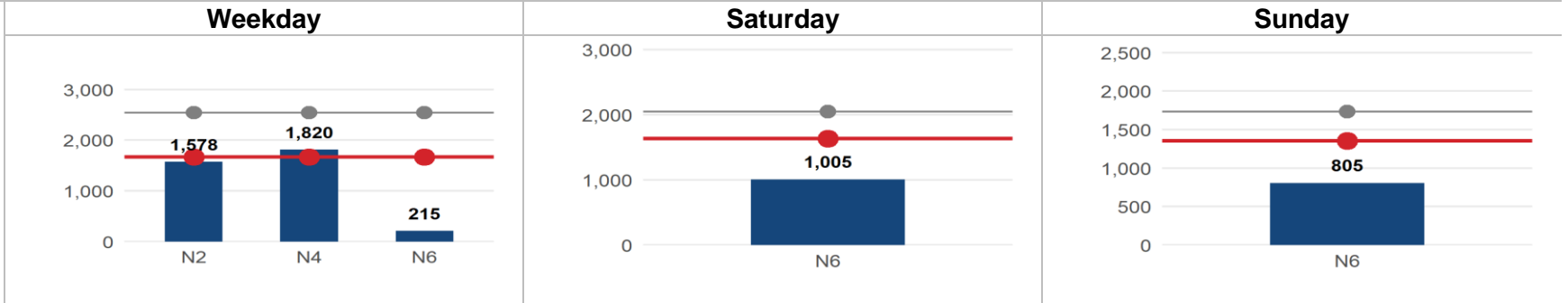
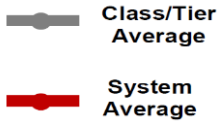
Annual Ridership



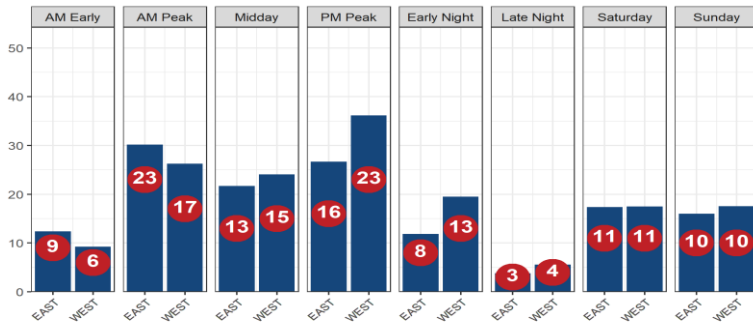
Top Transfer Locations

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 | 0.51 | 0.53 |
| | Off-Peak Maximum Target: 1.0 | 0.28 | 0.32 |
| Saturday Maximum Target: 1.0 | | 0.28 | 0.27 |
| Sunday Maximum Target: 1.0 | | 0.26 | 0.26 |

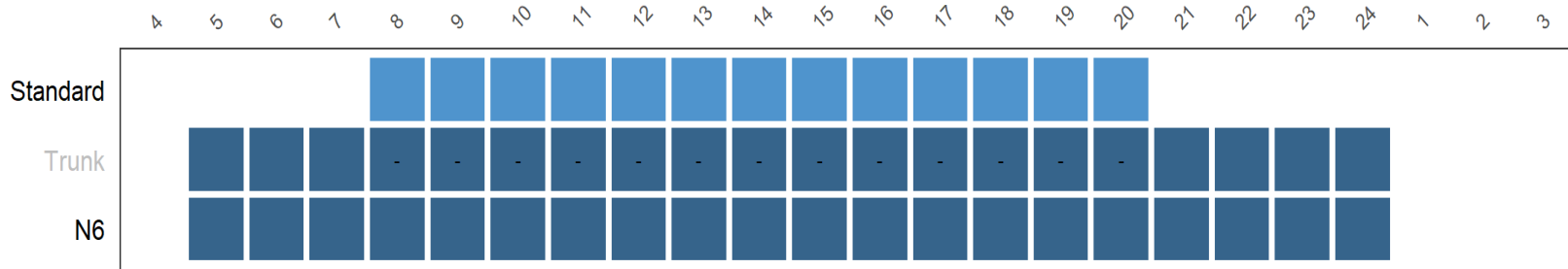
Span and Frequency



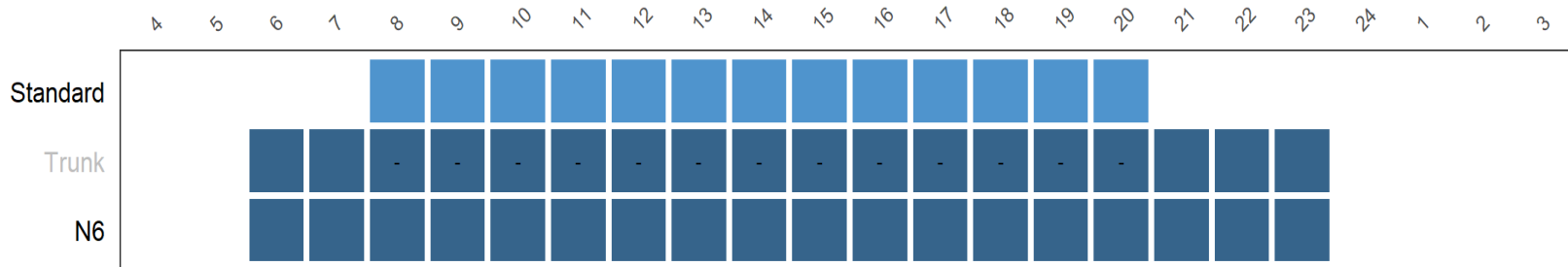
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



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 AM - 12:51 AM | - | A | 5:33 AM - 12:52 AM | - | A | 6:15 AM - 11:22 PM | - | A |
| | Frequency of Service varies | Peak: 18.5 / Off-Peak: 24.6 | Peak: 19.4 / Off-Peak: 34 | B | 37.0 | 29.8 | D | 36.3 | 33.8 | D |
| Productivity | Passengers per Revenue Hour 20 | 29.4 | 30.5 | A | 21.7 | 28.9 | B | 20.4 | 29.0 | B |
| | Passengers per Revenue Mile 2 | 3.8 | 3.0 | A | 2.2 | 2.7 | B | 2.1 | 2.6 | B |
| Reliability | On-Time Performance 79% | 72% | 73% | D | 65% | 76% | E | 75% | 79% | C |
| | Crowding 5% | 3% | 3% | A | 1% | 3% | A | 0% | 2% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.3 Peak: 0.52 | Off-Peak: 0.44 Peak: 0.52 | A | 0.28 | 0.41 | A | 0.26 | 0.4 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$4.06 | \$ 4.44 | A | \$5.50 | \$ 4.73 | C | \$5.84 | \$ 4.90 | D |
| | Cost Recovery 20% | 59% | 31% | A | 43% | 27% | A | 41% | 27% | A |

Route N2

| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 6.3 | | | 4.5 | | | E | | |
| Route Design | Circuitry 1.75 | 1.19 | | | 1.47 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 20 | 31.7 | 30.5 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 2 | 4.4 | 3 | A | - | - | - | - | - | - |
| | Unique Segment Ridership 10% | 21% | 16% | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 72% | 73% | D | - | - | - | - | - | - |
| | Crowding 5% | 3% | 2% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.34 Peak: 0.53 | Off-Peak: 0.42 Peak: 0.52 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$3.76 | \$ 4.44 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 58% | 30% | A | - | - | - | - | - | - |

Route N4

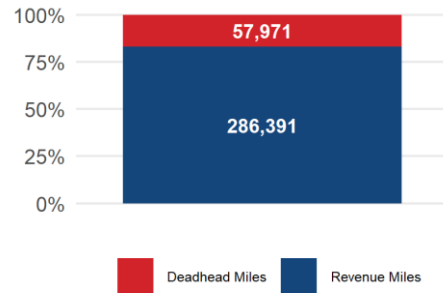
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 6 | | | 4.5 | | | E | | |
| | Circuitry 1.75 | 1.41 | | | 1.47 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 20 | 31.5 | 30.5 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 2 | 4.1 | 3 | A | - | - | - | - | - | - |
| | Unique Segment Ridership 10% | 0% | 16% | E | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 70% | 73% | D | - | - | - | - | - | - |
| | Crowding 5% | 4% | 2% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.34 Peak: 0.51 | Off-Peak: 0.42 Peak: 0.52 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$3.79 | \$ 4.44 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 64% | 30% | A | - | - | - | - | - | - |

Route N6

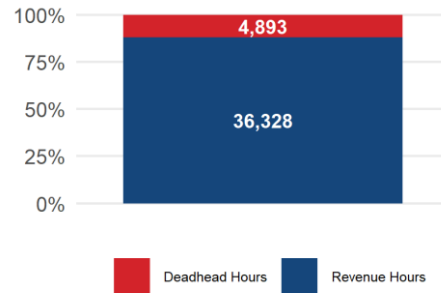
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|----------------|-----------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 6 | | | 4.5 | | | E | | |
| | Circuitry 1.75 | 1.53 | | | 1.47 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 20 | 13.9 | 30.5 | E | 21.7 | 28.9 | B | 20.4 | 29.0 | B |
| | Passengers per Revenue Mile 2 | 1.3 | 3.0 | E | 2.2 | 2.7 | B | 2.1 | 2.6 | B |
| | Unique Segment Ridership 10% | 0% | 16% | E | 94% | 35% | A | 94% | 46% | A |
| Reliability | On-Time Performance 79% | 76% | 73% | C | 65% | 76% | E | 75% | 79% | C |
| | Crowding 5% | 0% | 2% | A | 1% | 3% | A | 0% | 1% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.18 | Off-Peak: 0.42 | A | 0.28 | 0.42 | A | 0.26 | 0.4 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$8.59 | \$ 4.44 | E | \$5.50 | \$ 4.73 | C | \$5.84 | \$ 4.90 | D |
| | Cost Recovery 20% | 31% | 30% | A | 49% | 26% | A | 46% | 27% | A |

Operational Analysis

Miles Allocation



Hours Allocation



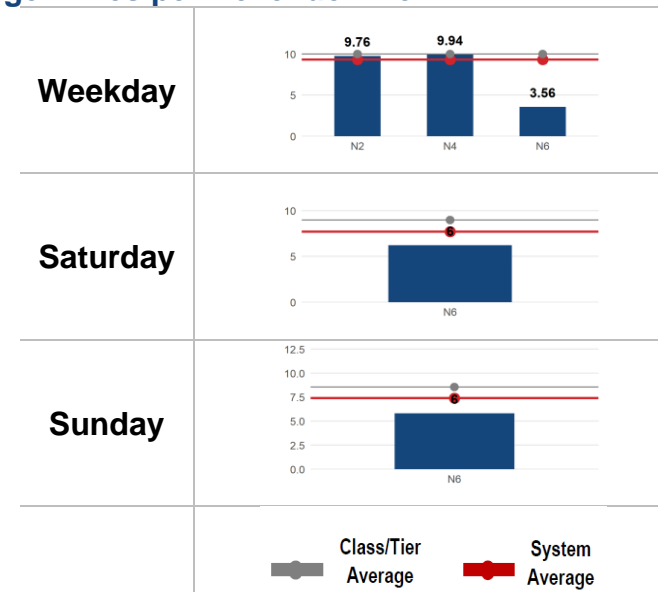
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| N2 | 12.50 | 1,276 | 1,269 (99.5%) |
| N4 | 15.90 | 1,518 | 1,513 (99.7%) |
| N6 | 16.00 | 932 | 930 (99.8%) |

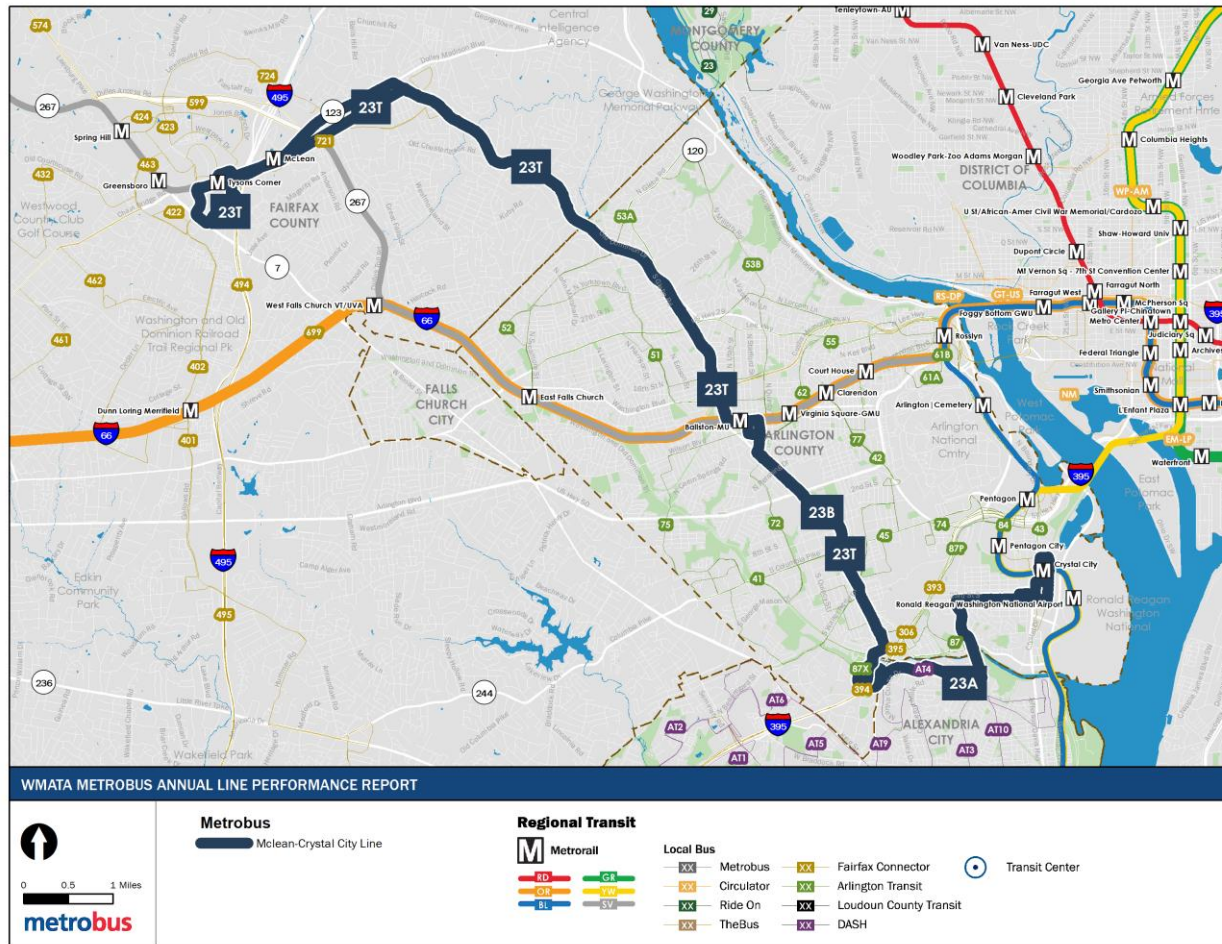
Service Change Summary

Route N2 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;
 Route N4 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;
 Route N6 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

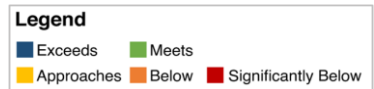
Framework

Activity Tier

2

Overall Grade

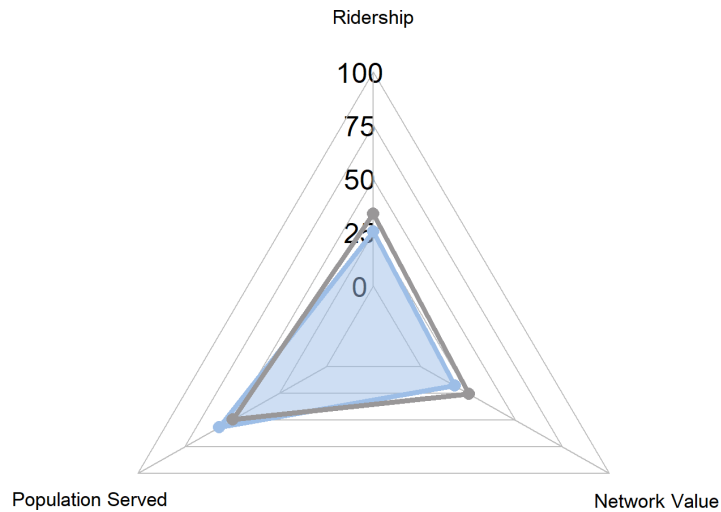
| | |
|------|---|
| Line | C |
| | |
| | |
| | |
| | |
| | |



Line Benefit Score

33

Out of 100



Classification Average



Line Focus:



Line Score:

Operating Statistics

| | | |
|--|-------------------------------|--------------------|
| | Annual Operating Costs | \$5,918,101 |
| | Peak Vehicles | 12 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|-----------------------------------|-------------------|---------------|
| | Service Area Population | 113,261 | |
| | People of Color Population | Service Area | 25,010 |
| | | % Riders Surveyed | 66% |
| | Low Income Household | Service Area | 21,513 |
| | | % Riders Surveyed | 47% |

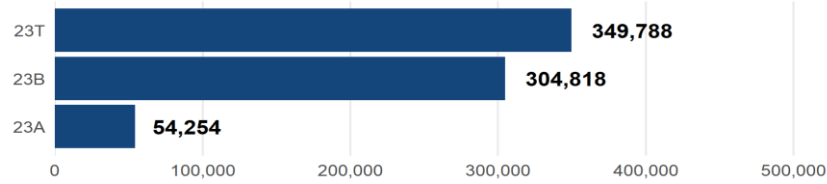
Facilities/Amenities

| | | |
|--|-------------------------------------|------------|
| | Bus Stops | 160 |
| | % Stops With Shelters | 21% |
| | % Stops With Benches | 26% |
| | % Stops With Real-Time Signs | 4% |



Ridership

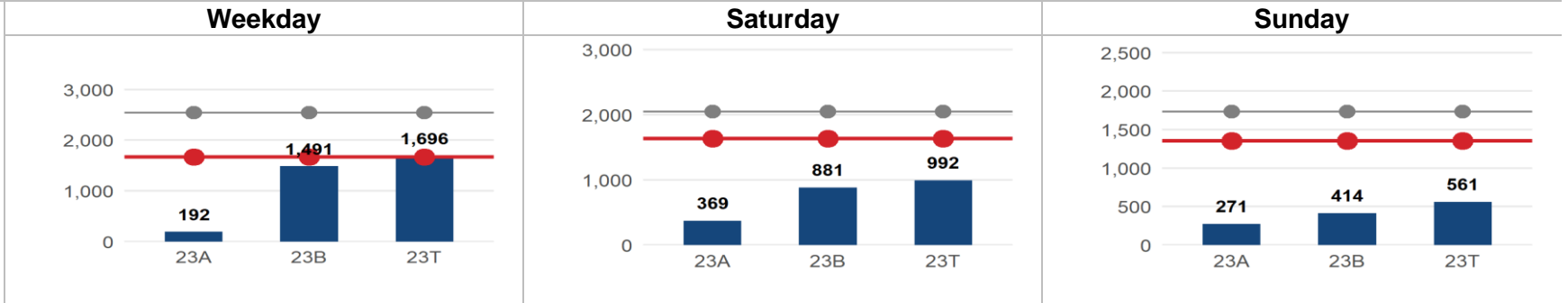
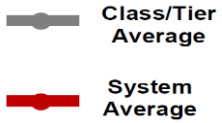
Annual Ridership



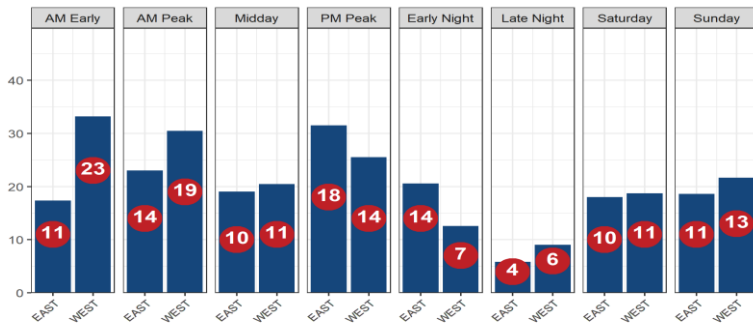
Top Transfer Locations

Ballston, Crystal City, McLean

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period



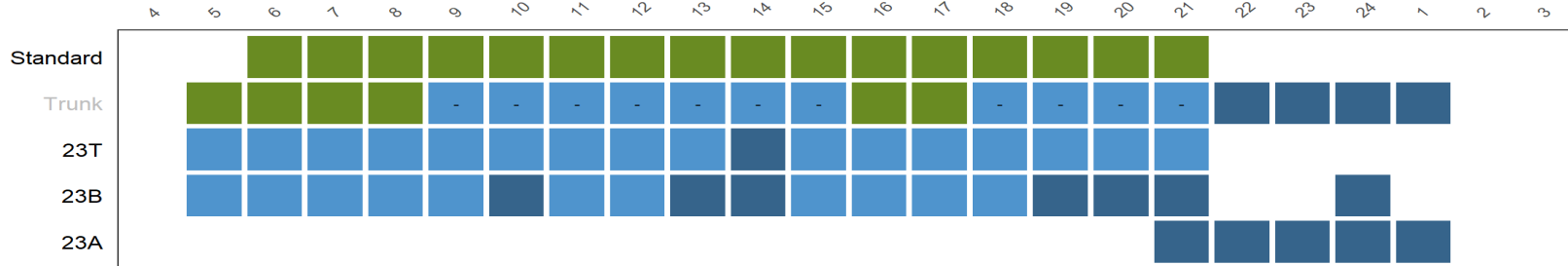
Vehicle Load Factor

| | | Direction: | |
|---------------------------------|---------------------------------|------------|------|
| | | EAST | WEST |
| Weekday | Peak Maximum Target: 1 | 0.41 | 0.4 |
| | Off-Peak Maximum Target: 1.0 | 0.27 | 0.27 |
| Saturday Maximum Target: 1.0 | | 0.26 | 0.27 |
| Sunday Maximum Target: 1.0 | | 0.27 | 0.31 |

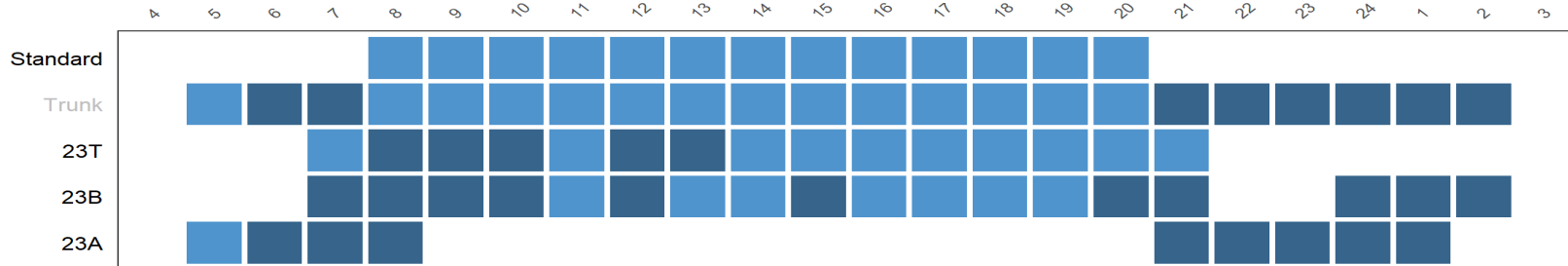
Span and Frequency



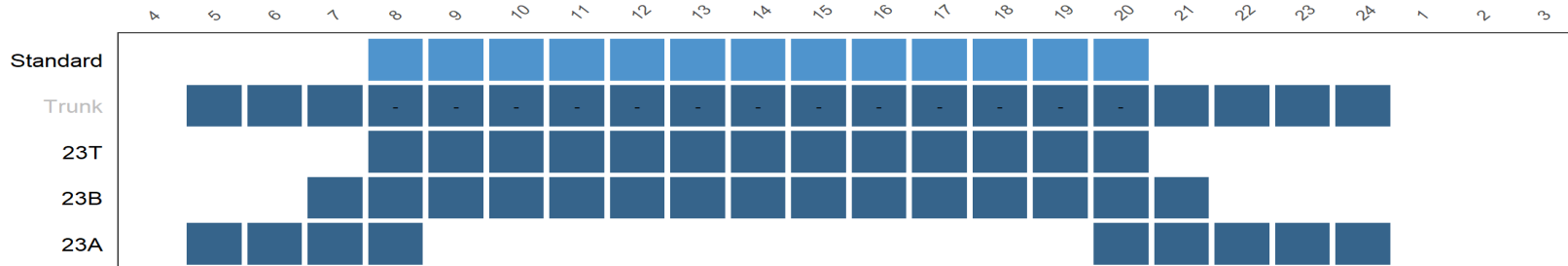
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

C Mclean-Crystal City

| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|------------------------------|------------------------------|-------|-------------------|-----------------|-------|--------------------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 5:26 AM - 1:21 AM | - | A | 5:45 AM - 2:01 AM | - | A | 5:45 AM - 12:57 AM | - | A |
| | Frequency of Service varies | Peak: 20.5 / Off-Peak: 23.5 | Peak: 19.4 / Off-Peak: 34 | C | 28.0 | 29.8 | B | 50.1 | 33.8 | E |
| Productivity | Passengers per Revenue Hour 20 | 22.0 | 30.5 | B | 17.8 | 28.9 | D | 19.8 | 29.0 | C |
| | Passengers per Revenue Mile 2 | 2.0 | 3.0 | B | 1.6 | 2.7 | E | 1.6 | 2.6 | D |
| Reliability | On-Time Performance 79% | 79% | 73% | C | 83% | 76% | B | 86% | 79% | A |
| | Crowding 5% | 0% | 3% | A | 2% | 3% | A | 0% | 2% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.27 Peak: 0.41 | Off-Peak: 0.44 Peak: 0.52 | A | 0.27 | 0.41 | A | 0.29 | 0.4 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$5.44 | \$ 4.44 | C | \$6.72 | \$ 4.73 | E | \$6.04 | \$ 4.90 | E |
| | Cost Recovery 20% | 22% | 31% | A | 18% | 27% | C | 20% | 27% | B |

Route 23A

| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|----------------|-----------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 4.3 | | | 4.5 | | | A | | |
| | Circuitry 1.75 | 1.6 | | | 1.47 | | | B | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 20 | 20.9 | 30.5 | B | 19.5 | 28.9 | C | 17.4 | 29.0 | D |
| | Passengers per Revenue Mile 2 | 1.3 | 3.0 | E | 1.5 | 2.7 | E | 1.3 | 2.6 | E |
| | Unique Segment Ridership 10% | 0% | 16% | E | 0% | 35% | E | 0% | 46% | E |
| Reliability | On-Time Performance 79% | 78% | 73% | C | 68% | 76% | E | 81% | 79% | B |
| | Crowding 5% | 0% | 2% | A | 11% | 3% | E | 0% | 1% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.37 | Off-Peak: 0.42 | A | 0.4 | 0.42 | A | 0.33 | 0.4 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$5.71 | \$ 4.44 | D | \$6.12 | \$ 4.73 | E | \$6.86 | \$ 4.90 | E |
| | Cost Recovery 20% | 21% | 30% | B | 20% | 26% | C | 18% | 27% | D |

Route 23B

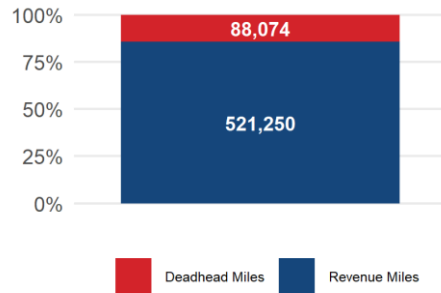
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 5.2 | | | 4.5 | | | E | | |
| Route Design | Circuitry 1.75 | 1.82 | | | 1.47 | | | C | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 20 | 21.9 | 30.5 | B | 18.6 | 28.9 | C | 17.2 | 29.0 | D |
| | Passengers per Revenue Mile 2 | 2.4 | 3.0 | A | 1.8 | 2.7 | C | 1.8 | 2.6 | C |
| | Unique Segment Ridership 10% | 0% | 16% | E | 0% | 35% | E | 0% | 46% | E |
| Reliability | On-Time Performance 79% | 84% | 73% | A | 83% | 76% | B | 91% | 79% | A |
| | Crowding 5% | 0% | 2% | A | 0% | 3% | A | 0% | 1% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.23 Peak: 0.38 | Off-Peak: 0.42 Peak: 0.52 | A | 0.22 | 0.42 | A | 0.22 | 0.4 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$5.45 | \$ 4.44 | C | \$6.42 | \$ 4.73 | E | \$6.94 | \$ 4.90 | E |
| | Cost Recovery 20% | 24% | 30% | A | 20% | 26% | C | 18% | 27% | C |

Route 23T

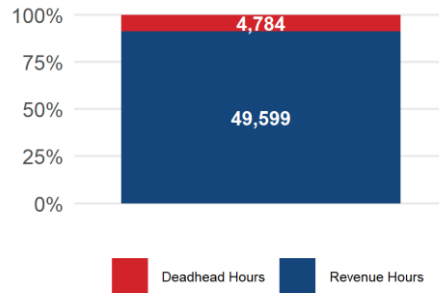
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 4.1 | | | 4.5 | | | A | | |
| | Circuitry 1.75 | 1.46 | | | 1.47 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 20 | 22.1 | 30.5 | A | 16.6 | 28.9 | D | 24.0 | 29.0 | A |
| | Passengers per Revenue Mile 2 | 1.9 | 3.0 | C | 1.4 | 2.7 | E | 1.8 | 2.6 | D |
| | Unique Segment Ridership 10% | 0% | 16% | E | 0% | 35% | E | 0% | 46% | E |
| Reliability | On-Time Performance 79% | 74% | 73% | C | 89% | 76% | A | 84% | 79% | A |
| | Crowding 5% | 0% | 2% | A | 0% | 3% | A | 0% | 1% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.31 Peak: 0.43 | Off-Peak: 0.42 Peak: 0.52 | A | 0.28 | 0.42 | A | 0.34 | 0.4 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$5.40 | \$ 4.44 | C | \$7.20 | \$ 4.73 | E | \$4.96 | \$ 4.90 | B |
| | Cost Recovery 20% | 22% | 30% | B | 16% | 26% | D | 23% | 27% | A |

Operational Analysis

Miles Allocation



Hours Allocation



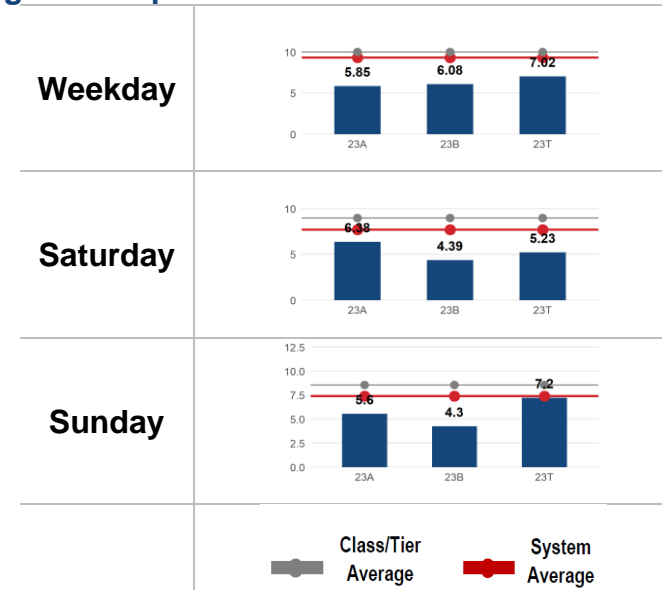
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| 23A | 37.70 | 294 | 294 (100.0%) |
| 23B | 17.20 | 1,954 | 1,944 (99.5%) |
| 23T | 28.30 | 1,852 | 1,851 (99.9%) |

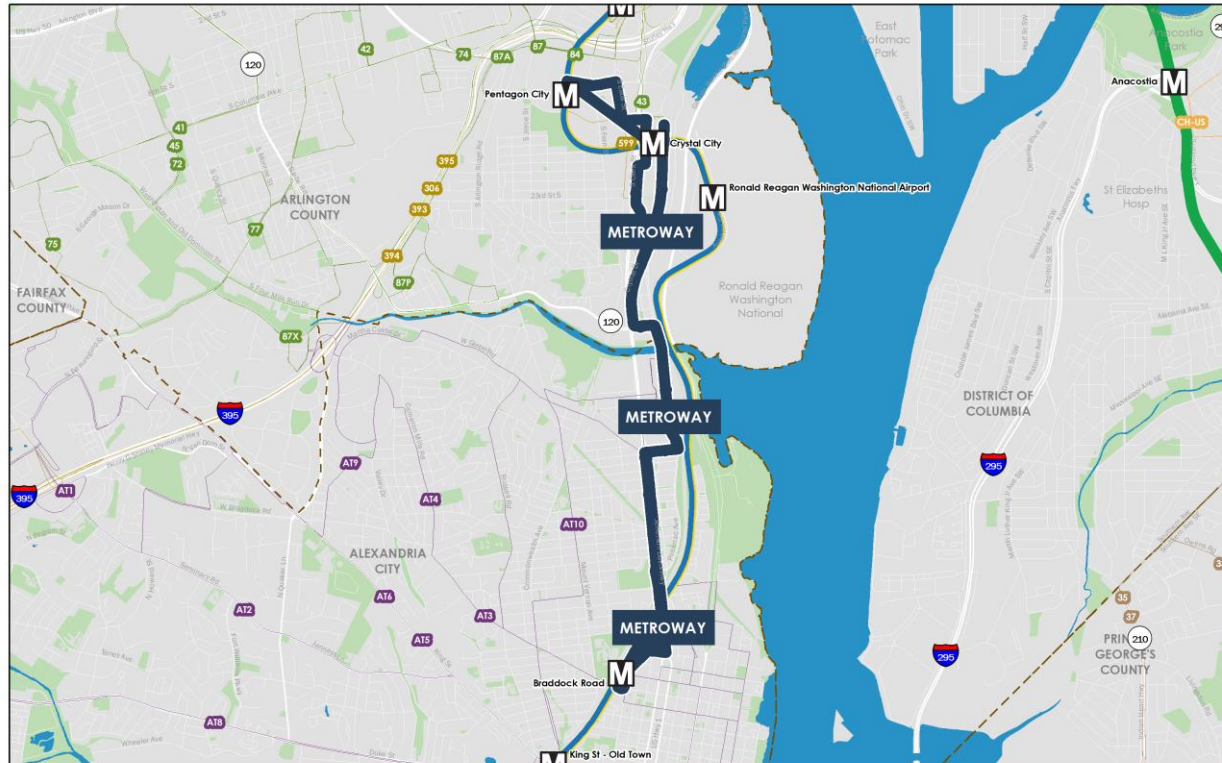
Service Change Summary

Route 23A - June 2020:
 Weekday: Early AM only; Saturday: No change; Sunday: No change;
 Route 23B - June 2020:
 Weekday: Extend span to 2 a.m.; Saturday: Extend span to 2 a.m.; Sunday: Extend span to 2 a.m.;
 Route 23T - June 2020:
 Weekday: Restore service; Saturday: No change; Sunday: No change;

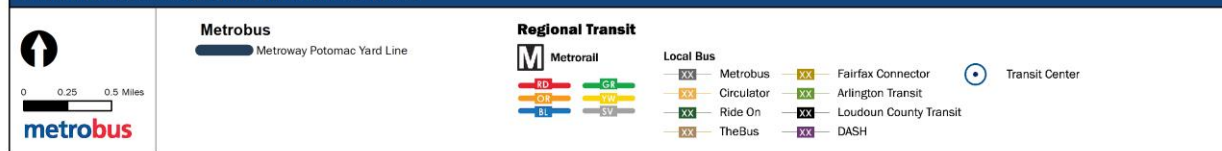
Passenger Miles per Revenue Mile



About the Line



WMATA METROBUS ANNUAL LINE PERFORMANCE REPORT



Service Classification

BRT

Activity Tier

1

Overall Grade

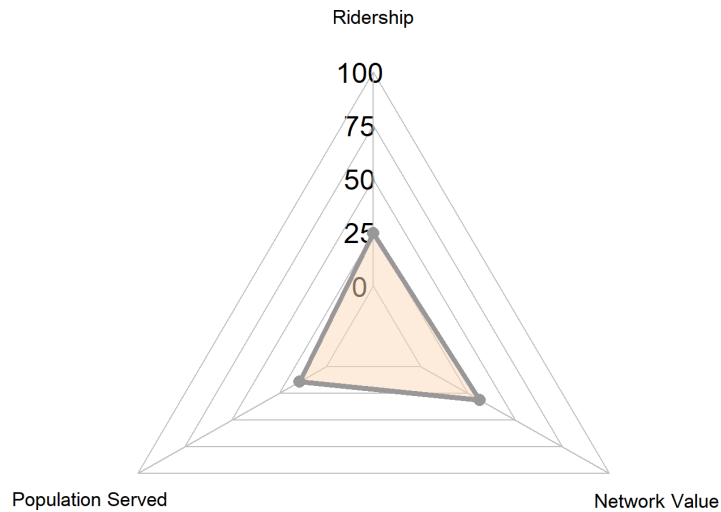
| Line | Overall Grade |
|----------------------------------|---------------|
| Line 148 - Metroway Potomac Yard | D |
| | |
| | |
| | |
| | |
| | |



Line Benefit Score

23

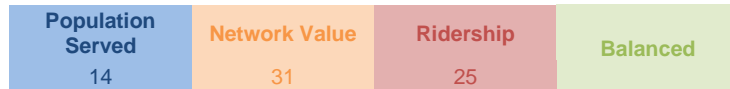
Out of 100



Classification Average



Line Focus:



Line Score:

Operating Statistics

| | | |
|--|------------------------|-------------|
| | Annual Operating Costs | \$3,785,272 |
| | Peak Vehicles | 8 |
| | Vehicle Type(s) | 40 Foot |

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

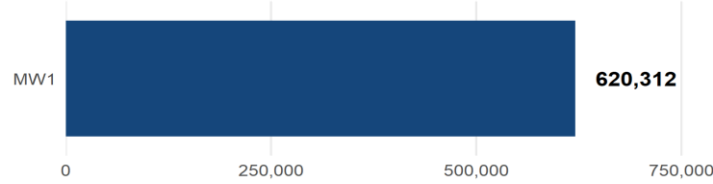
| | | | |
|--|----------------------------|-------------------|-------|
| | Service Area Population | 9,251 | |
| | People of Color Population | Service Area | 2,252 |
| | | % Riders Surveyed | 55% |
| | Low Income Household | Service Area | 946 |
| | | % Riders Surveyed | 23% |

Facilities/Amenities

| | | |
|--|------------------------------|-----|
| | Bus Stops | 28 |
| | % Stops With Shelters | 21% |
| | % Stops With Benches | 14% |
| | % Stops With Real-Time Signs | 79% |



Annual Ridership



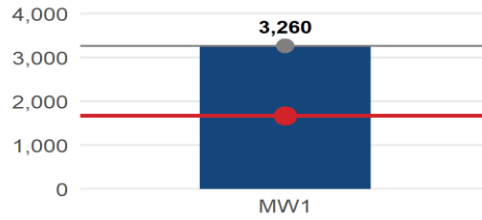
Top Transfer Locations

Crystal City, Braddock Road, Pentagon City

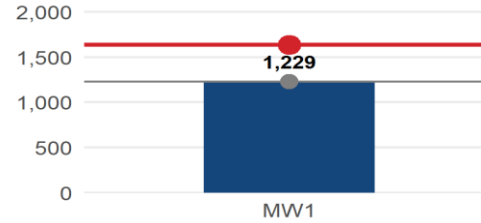
Average Daily Ridership

- Class/Tier Average
- System Average

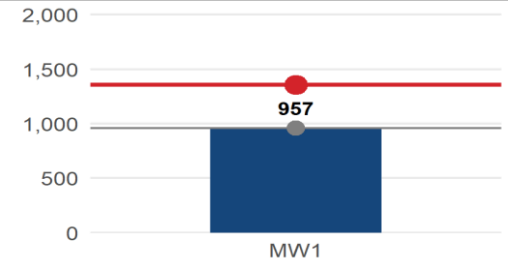
Weekday



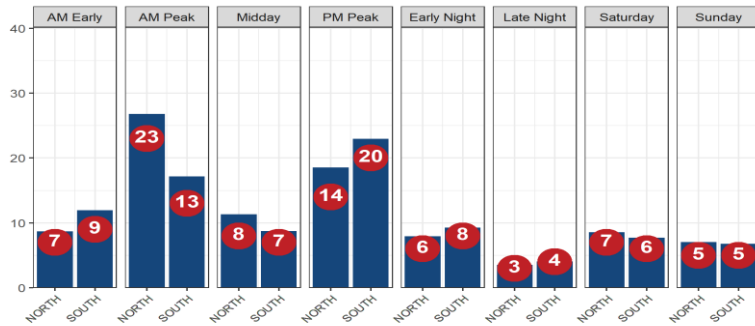
Saturday



Sunday



Average Trip Ridership and Maximum Load by Time Period



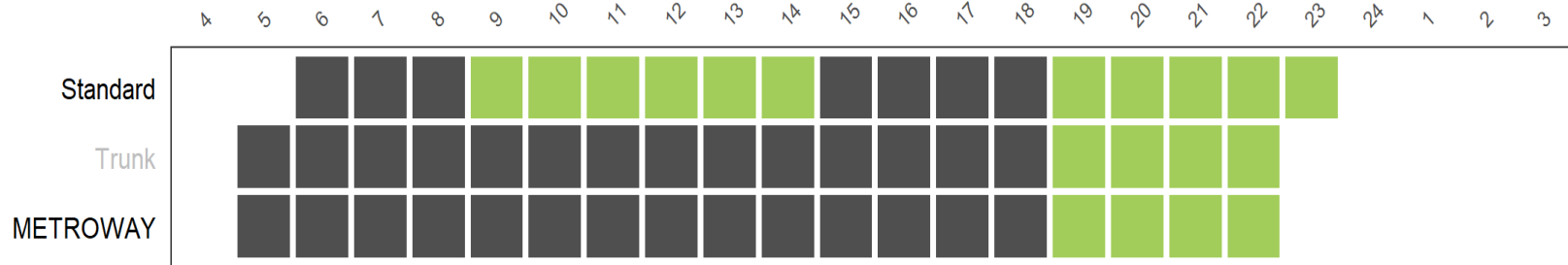
Vehicle Load Factor

| | | Direction: | |
|--|--|------------|-------|
| | | NORTH | SOUTH |
| Weekday | Peak Maximum Target: 1.2 | 0.45 | 0.42 |
| | Off-Peak Maximum Target: 1.0 | 0.17 | 0.18 |
| Saturday Maximum Target: 1.0 | | 0.16 | 0.15 |
| Sunday Maximum Target: 1.0 | | 0.13 | 0.13 |

Span and Frequency



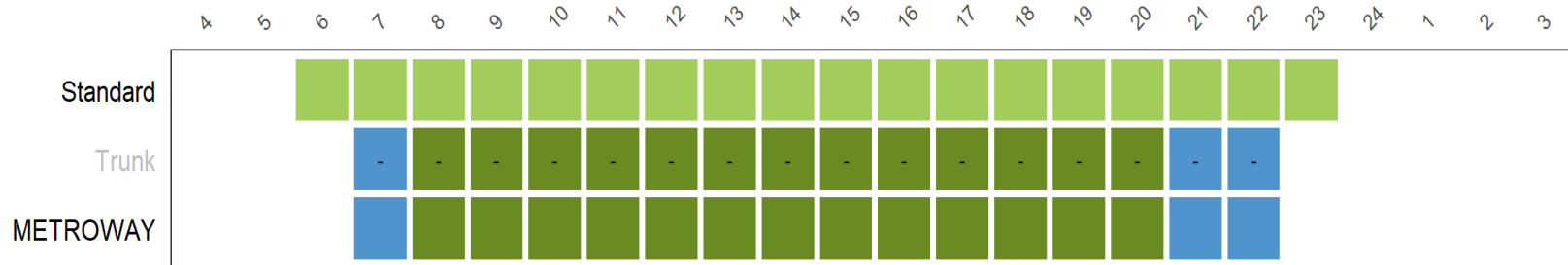
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

D Metroway Potomac Yard

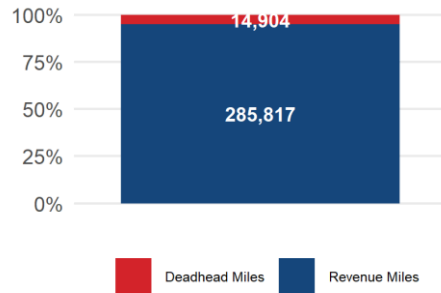
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|--------------------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 5:30 AM - 10:24 PM | - | C | 6:30 AM - 12:26 AM | - | B | 7:30 AM - 10:25 PM | - | C |
| | Frequency of Service varies | Peak: 8.1 / Off-Peak: 11.5 | Peak: 8.1 / Off-Peak: 11.5 | B | 10.2 | 10.2 | B | 20.3 | 20.3 | D |
| Productivity | Passengers per Revenue Hour 35 | 29.6 | 29.6 | D | 15.8 | 15.8 | E | 13.2 | 13.2 | E |
| | Passengers per Revenue Mile 5 | 3.2 | 3.2 | E | 1.7 | 1.7 | E | 1.4 | 1.4 | E |
| Reliability | On-Time Performance 79% | 93% | 93% | A | 94% | 94% | A | 95% | 95% | A |
| | Crowding 5% | 0% | 0% | A | 0% | 0% | A | 0% | 0% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.18 Peak: 0.43 | Off-Peak: 0.18 Peak: 0.43 | A | 0.16 | 0.16 | A | 0.13 | 0.13 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$3.5 | \$4.04 | \$ 4.04 | D | \$7.53 | \$ 7.53 | E | \$9.01 | \$ 9.01 | E |
| | Cost Recovery 30% | 38% | 38% | A | 20% | 20% | E | 17% | 17% | E |

Route MW1

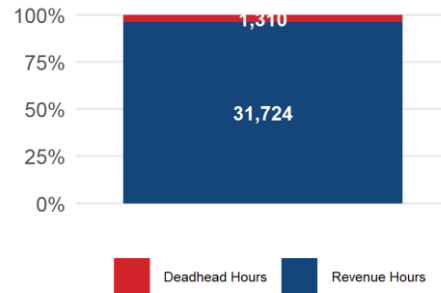
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 2-3 | 3 | | | 3 | | | A | | |
| | Circuitry 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 | 29.6 | 29.6 | D | 15.8 | 15.8 | E | 13.2 | 13.2 | E |
| | Passengers per Revenue Mile 5 | 3.2 | 3.2 | E | 1.7 | 1.7 | E | 1.4 | 1.4 | E |
| | Unique Segment Ridership 25% | 64% | 64% | A | 59% | 59% | A | 59% | 59% | A |
| Reliability | On-Time Performance 79% | 93% | 93% | A | 94% | 94% | A | 95% | 95% | A |
| | Crowding 5% | 0% | 0% | A | 0% | 0% | A | 0% | 0% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.18 Peak: 0.43 | Off-Peak: 0.18 Peak: 0.43 | A | 0.16 | 0.16 | A | 0.13 | 0.13 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$3.5 | \$4.04 | \$ 4.04 | D | \$7.53 | \$ 7.53 | E | \$9.01 | \$ 9.01 | E |
| | Cost Recovery 30% | 38% | 38% | A | 20% | 20% | E | 17% | 17% | E |

Operational Analysis

Miles Allocation



Hours Allocation



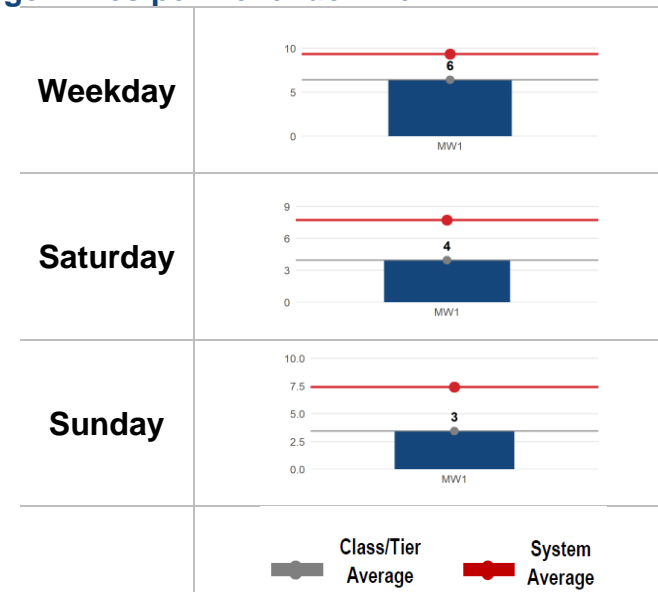
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| MW1 | 10.00 | 5,817 | 5,807 (99.8%) |
| | | | |
| | | | |
| | | | |
| | | | |

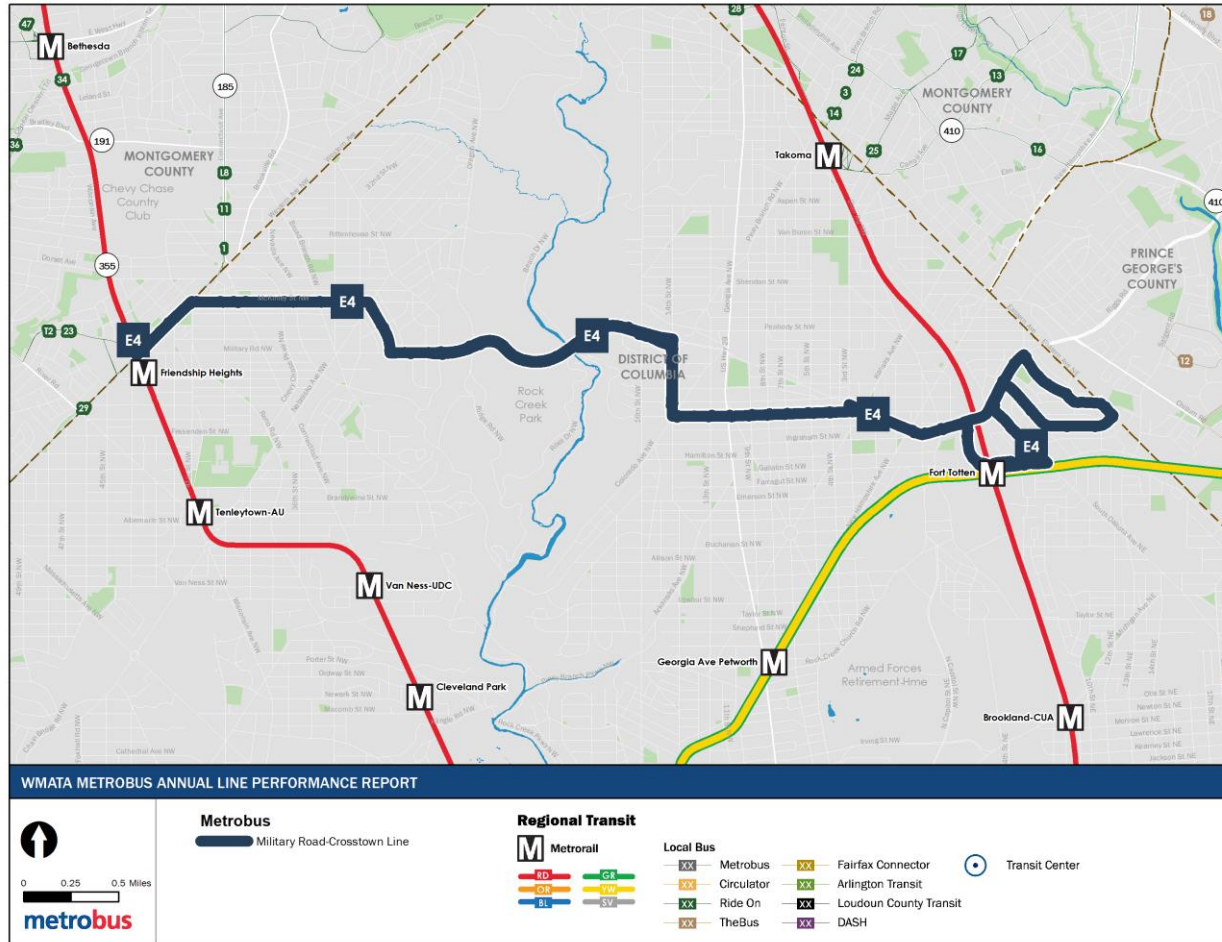
Service Change Summary

Route MW1 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Framework

Activity Tier

2

Overall Grade

| Line | Grade |
|-------------------------|-------|
| Military Road-Crosstown | B |
| | |
| | |
| | |
| | |
| | |

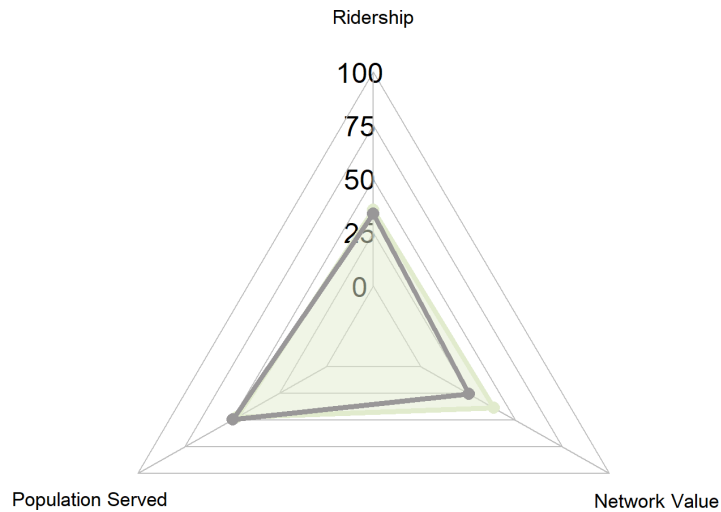
Legend

- Exceeds (Blue)
- Meets (Green)
- Approaches (Yellow)
- Below (Orange)
- Significantly Below (Red)

Line Benefit Score

40

Out of 100



Classification Average



Line Focus:

Population Served

Network Value

Ridership

Balanced

Line Score:

47

39

36

Operating Statistics

| | | |
|--|------------------------|-------------|
| | Annual Operating Costs | \$4,294,878 |
| | Peak Vehicles | 12 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|----------------------------|-------------------|--------|
| | Service Area Population | 42,719 | |
| | People of Color Population | Service Area | 22,642 |
| | | % Riders Surveyed | 82% |
| | Low Income Household | Service Area | 11,056 |
| | | % Riders Surveyed | 50% |

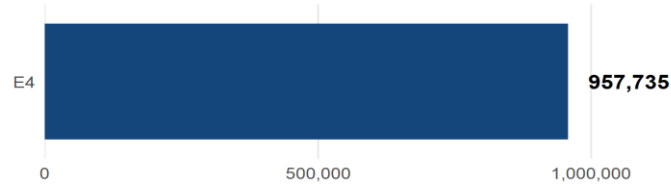
Facilities/Amenities

| | | |
|--|------------------------------|-----|
| | Bus Stops | 88 |
| | % Stops With Shelters | 17% |
| | % Stops With Benches | 15% |
| | % Stops With Real-Time Signs | 5% |



Ridership

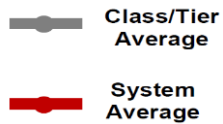
Annual Ridership



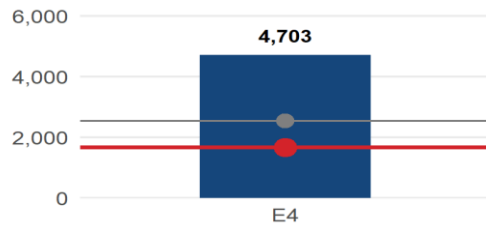
Top Transfer Locations

Fort Totten, Friendship Heights

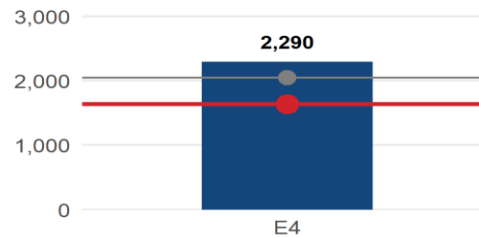
Average Daily Ridership



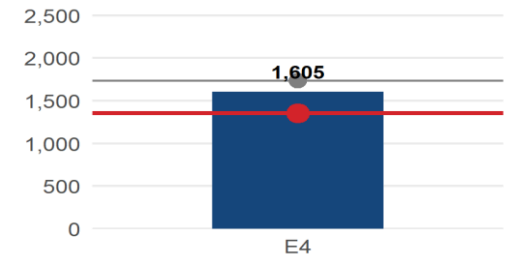
Weekday



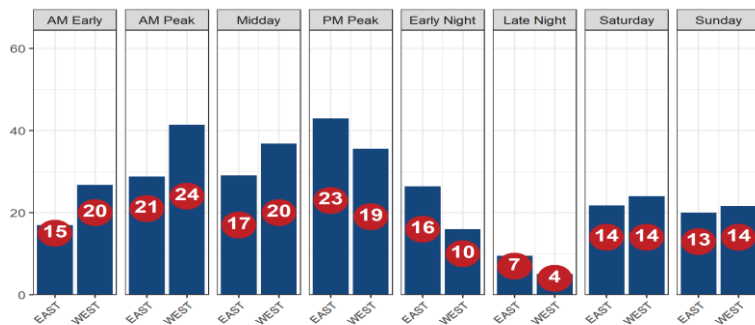
Saturday



Sunday



Average Trip Ridership and Maximum Load by Time Period



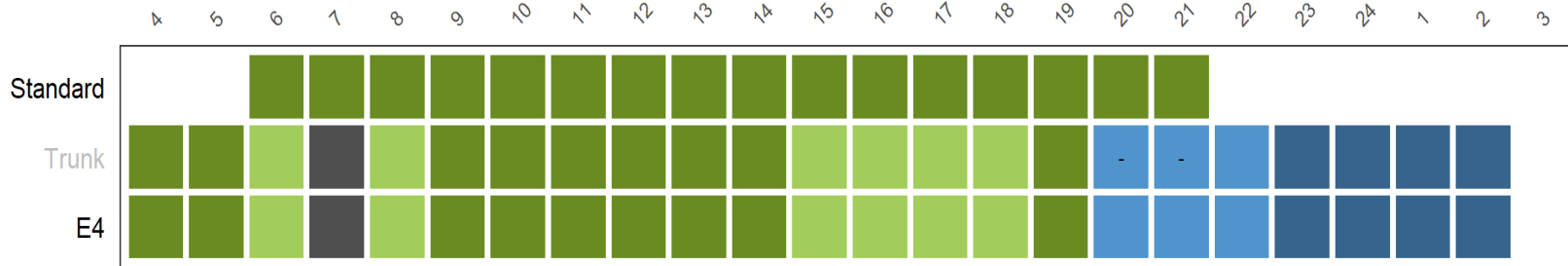
Vehicle Load Factor

| | | Direction: | |
|---------------------------------|---------------------------------|------------|------|
| | | EAST | WEST |
| Weekday | Peak Maximum Target: 1 | 0.56 | 0.54 |
| | Off-Peak Maximum Target: 1.0 | 0.4 | 0.4 |
| Saturday Maximum Target: 1.0 | | 0.34 | 0.36 |
| Sunday Maximum Target: 1.0 | | 0.32 | 0.34 |

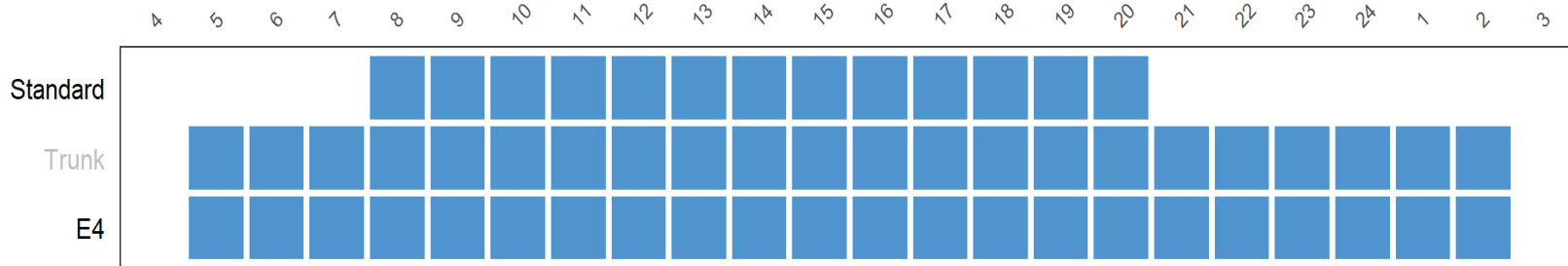
Span and Frequency



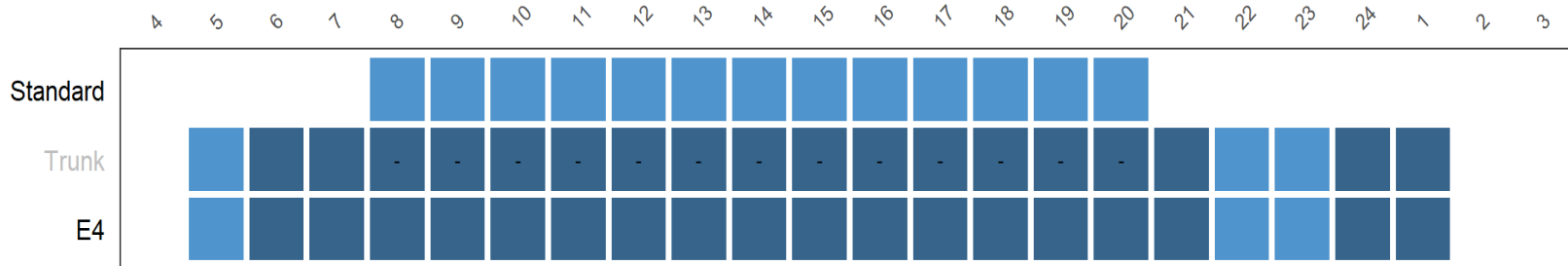
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

B Military Road-Crosstown

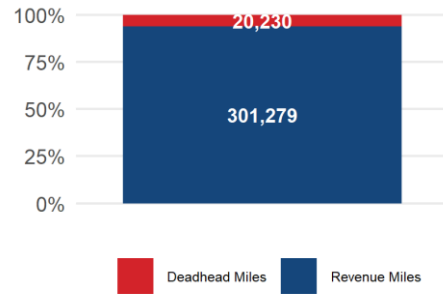
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|-----------------------------|------------------------------|-------|-------------------|-----------------|-------|-------------------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 4:52 AM - 2:08 AM | - | A | 5:12 AM - 2:23 AM | - | A | 5:20 AM - 1:21 AM | - | A |
| | Frequency of Service varies | Peak: 13.0 / Off-Peak: 19.1 | Peak: 19.4 / Off-Peak: 34 | A | 26.6 | 29.8 | B | 32.6 | 33.8 | C |
| Productivity | Passengers per Revenue Hour 20 | 41.0 | 30.5 | A | 32.9 | 28.9 | A | 32.3 | 29.0 | A |
| | Passengers per Revenue Mile 2 | 4.9 | 3.0 | A | 3.7 | 2.7 | A | 3.3 | 2.6 | A |
| Reliability | On-Time Performance 79% | 73% | 73% | D | 83% | 76% | B | 81% | 79% | B |
| | Crowding 5% | 2% | 3% | A | 0% | 3% | A | 0% | 2% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.4 Peak: 0.55 | Off-Peak: 0.44 Peak: 0.52 | A | 0.35 | 0.41 | A | 0.33 | 0.4 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$2.91 | \$ 4.44 | A | \$3.62 | \$ 4.73 | A | \$3.69 | \$ 4.90 | A |
| | Cost Recovery 20% | 36% | 31% | A | 29% | 27% | A | 29% | 27% | A |

Route E4

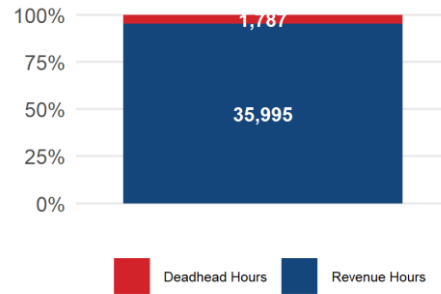
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|-----------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 6.5 | | | 4.5 | | | E | | |
| | Circuitry 1.75 | 1.29 | | | 1.47 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 20 | 41.0 | 30.5 | A | 32.9 | 28.9 | A | 32.3 | 29.0 | A |
| | Passengers per Revenue Mile 2 | 4.9 | 3.0 | A | 3.7 | 2.7 | A | 3.3 | 2.6 | A |
| | Unique Segment Ridership 10% | 50% | 16% | A | 78% | 35% | A | 78% | 46% | A |
| Reliability | On-Time Performance 79% | 73% | 73% | D | 83% | 76% | B | 81% | 79% | B |
| | Crowding 5% | 2% | 2% | A | 0% | 3% | A | 0% | 1% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.4 Peak: 0.55 | Off-Peak: 0.42 Peak: 0.52 | A | 0.35 | 0.42 | A | 0.33 | 0.4 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$2.91 | \$ 4.44 | A | \$3.62 | \$ 4.73 | A | \$3.69 | \$ 4.90 | A |
| | Cost Recovery 20% | 36% | 30% | A | 29% | 26% | A | 29% | 27% | A |

Operational Analysis

Miles Allocation



Hours Allocation



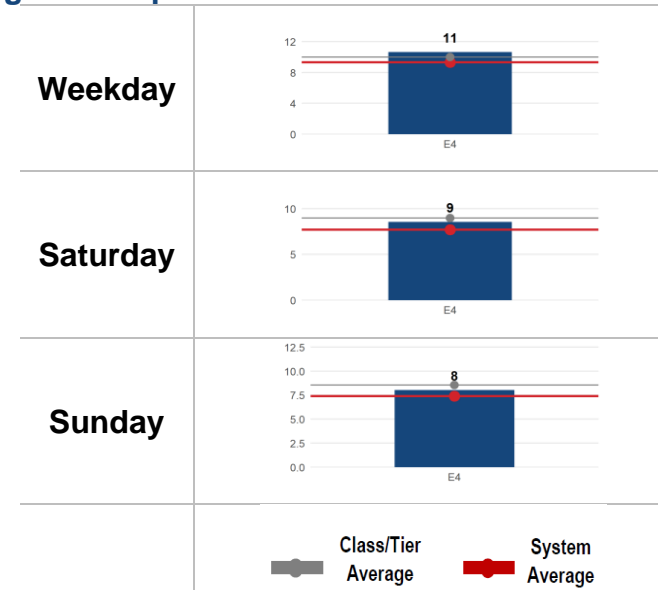
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| E4 | 14.10 | 4,109 | 4,074 (99.1%) |
| | | | |
| | | | |
| | | | |

Service Change Summary

Route E4 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Gap

Activity Tier

1

Overall Grade

Line



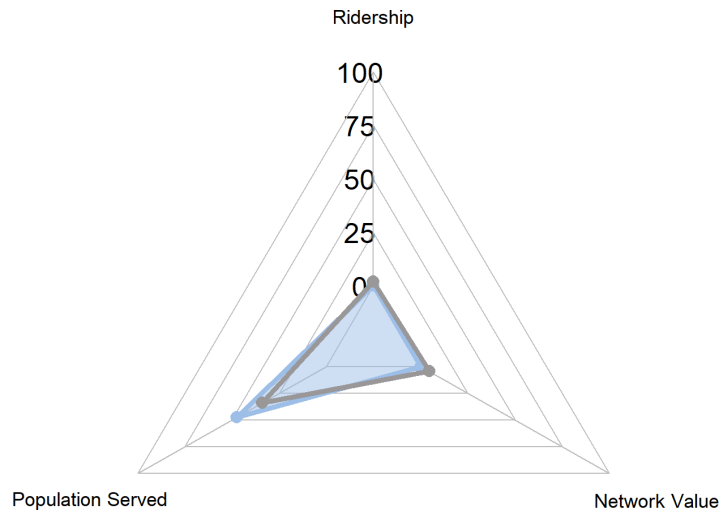
Legend

- Exceeds
- Meets
- Approaches
- Below
- Significantly Below

Line Benefit Score

16

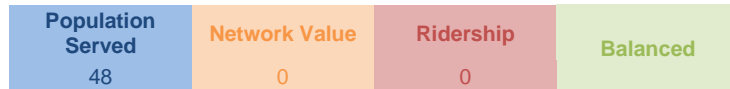
Out of 100



Classification Average



Line Focus:



Line Score:

Operating Statistics

| | | |
|--|-------------------------------|-----------------|
| | Annual Operating Costs | \$19,907 |
| | Peak Vehicles | |
| | Vehicle Type(s) | |

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

| | | | |
|--|-----------------------------------|-------------------|---------------|
| | Service Area Population | 57,986 | |
| | People of Color Population | Service Area | 54,058 |
| | | % Riders Surveyed | |
| | Low Income Household | Service Area | 31,478 |
| | | % Riders Surveyed | |

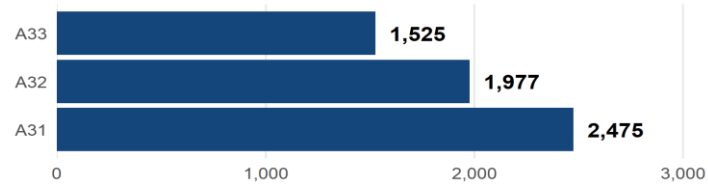
Facilities/Amenities

| | | |
|--|-------------------------------------|------------|
| | Bus Stops | 54 |
| | % Stops With Shelters | 15% |
| | % Stops With Benches | 13% |
| | % Stops With Real-Time Signs | 6% |



Ridership

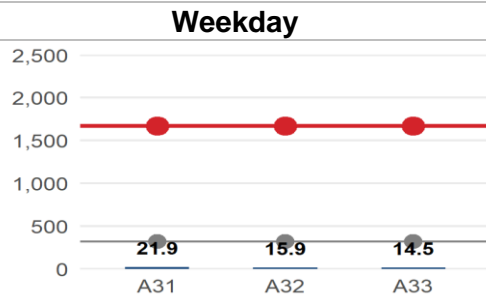
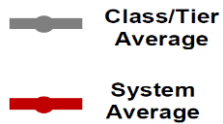
Annual Ridership



Top Transfer Locations

Minnesota Avenue, Southern Avenue, Anacostia

Average Daily Ridership



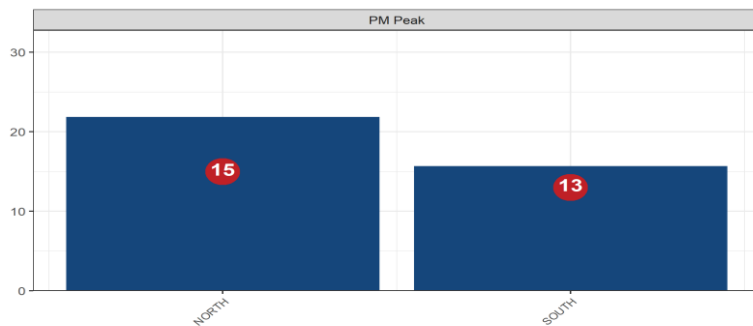
Saturday

No Service

Sunday

No Service

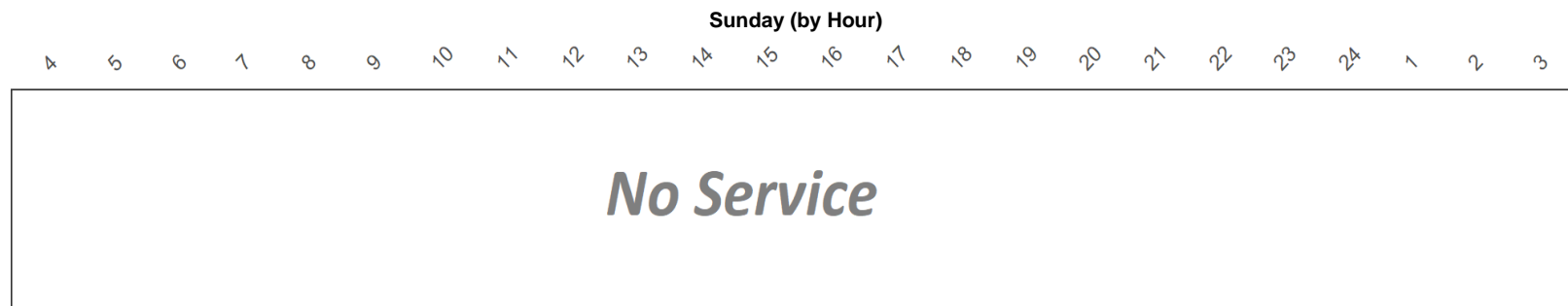
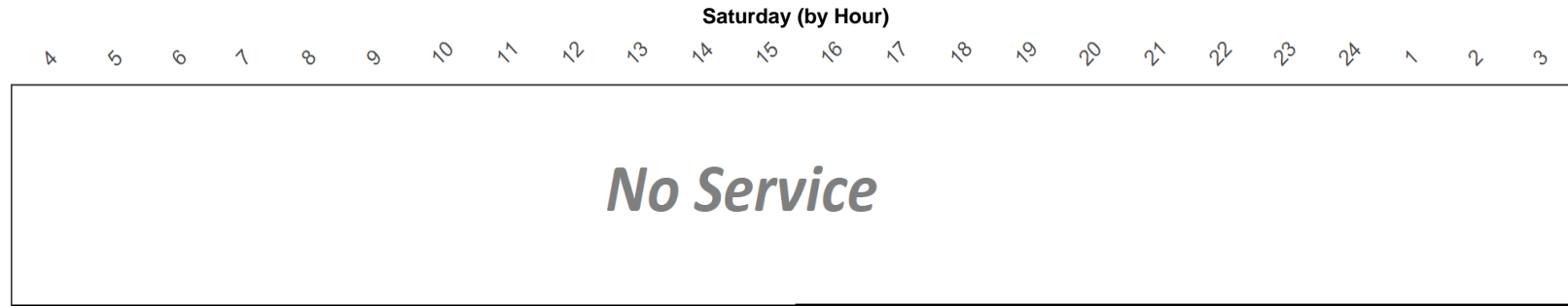
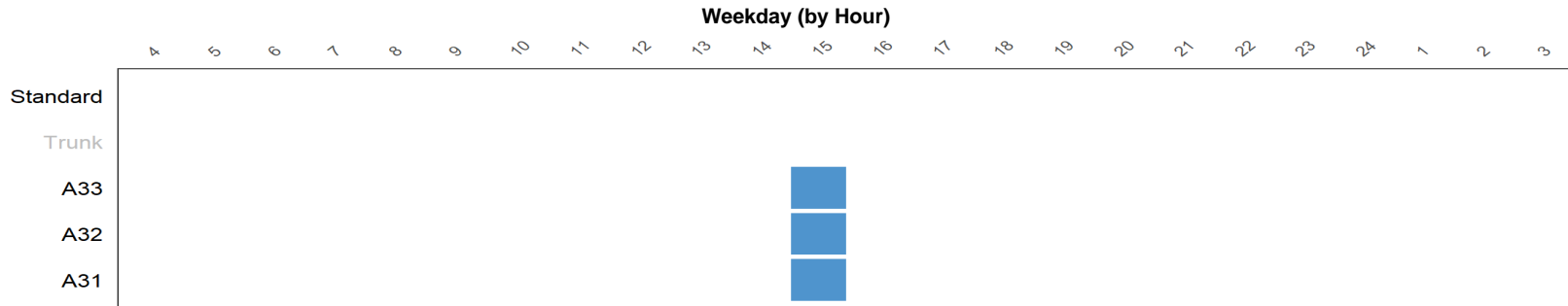
Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

| | | Direction: | |
|--------------------------------|--------------------------------|------------|-------|
| | | NORTH | SOUTH |
| Weekday | Peak Maximum Target: NA | | |
| | Off-Peak Maximum Target: NA | 0.37 | 0.34 |
| Saturday Maximum Target: NA | | | |
| Sunday Maximum Target: NA | | | |

Span and Frequency



Performance Report Card

Minnesota Avenue -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 | 3:20 PM - 3:40 PM | - | - | - | - | - | - | - | - |
| | Frequency of Service varies | Peak: 0.0 / Off-Peak: NA | Peak: 5.3 / Off-Peak: 14.9 | - | - | - | - | - | - | - |
| Productivity | Passengers per Revenue Hour | 33.9 | 34.9 | - | - | - | - | - | - | - |
| | Passengers per Revenue Mile | 5.7 | 4.4 | - | - | - | - | - | - | - |
| Reliability | On-Time Performance | 90% | 92% | - | - | - | - | - | - | - |
| | Crowding | 0% | 1% | - | - | - | - | - | - | - |
| | Load Factor Peak: NA / Off-Peak: NA | - | - | - | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip | \$3.52 | \$ 3.80 | - | - | - | - | - | - | - |
| | Cost Recovery | 24% | 21% | - | - | - | - | - | - | - |

Route A31

| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|--|---------------|-----------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile | 5.3 | | | 4.5 | | | - | | |
| | Circuitry | 1.38 | | | 1.34 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour | 42 | 34.9 | - | - | - | - | - | - | - |
| | Passengers per Revenue Mile | 6.2 | 4.4 | - | - | - | - | - | - | - |
| | Unique Segment Ridership | 0% | 6% | - | - | - | - | - | - | - |
| Reliability | On-Time Performance | 94% | 92% | - | - | - | - | - | - | - |
| | Crowding | 0% | 0% | - | - | - | - | - | - | - |
| | Load Factor Peak: NA / Off-Peak: NA | - | - | - | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip | \$2.84 | \$ 3.80 | - | - | - | - | - | - | - |
| | Cost Recovery | 34% | 23% | - | - | - | - | - | - | - |

Route A32

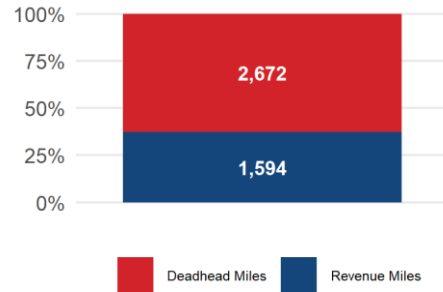
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|--|---------------|-----------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile | 6.4 | | | 4.5 | | | - | | |
| | Circuitry | 1.13 | | | 1.34 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour | 29 | 34.9 | - | - | - | - | - | - | - |
| | Passengers per Revenue Mile | 4.9 | 4.4 | - | - | - | - | - | - | - |
| | Unique Segment Ridership | 0% | 6% | - | - | - | - | - | - | - |
| Reliability | On-Time Performance | 81% | 92% | - | - | - | - | - | - | - |
| | Crowding | 0% | 0% | - | - | - | - | - | - | - |
| | Load Factor Peak: NA / Off-Peak: NA | - | - | - | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip | \$4.12 | \$ 3.80 | - | - | - | - | - | - | - |
| | Cost Recovery | 20% | 23% | - | - | - | - | - | - | - |

Route A33

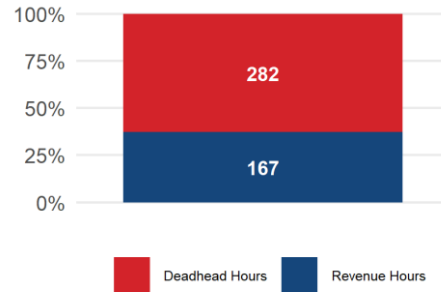
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|--|---------------|-----------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile | 5.4 | | | 4.5 | | | - | | |
| | Circuitry | 1.96 | | | 1.34 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour | 34.6 | 34.9 | - | - | - | - | - | - | - |
| | Passengers per Revenue Mile | 6.2 | 4.4 | - | - | - | - | - | - | - |
| | Unique Segment Ridership | 0% | 6% | - | - | - | - | - | - | - |
| Reliability | On-Time Performance | 95% | 92% | - | - | - | - | - | - | - |
| | Crowding | 0% | 0% | - | - | - | - | - | - | - |
| | Load Factor Peak: NA / Off-Peak: NA | - | - | - | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip | \$3.45 | \$ 3.80 | - | - | - | - | - | - | - |
| | Cost Recovery | 21% | 23% | - | - | - | - | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



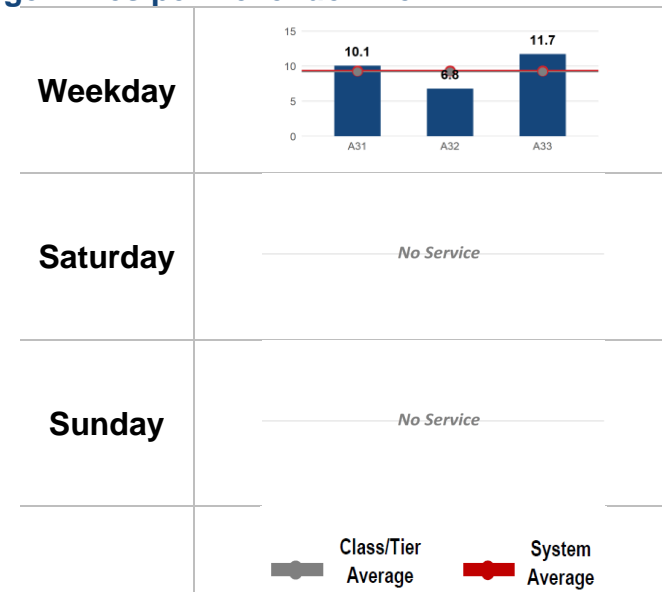
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| A31 | 4.10 | 21 | 20 (95.2%) |
| A32 | 3.30 | 21 | 21 (100.0%) |
| A33 | 2.40 | 21 | 21 (100.0%) |

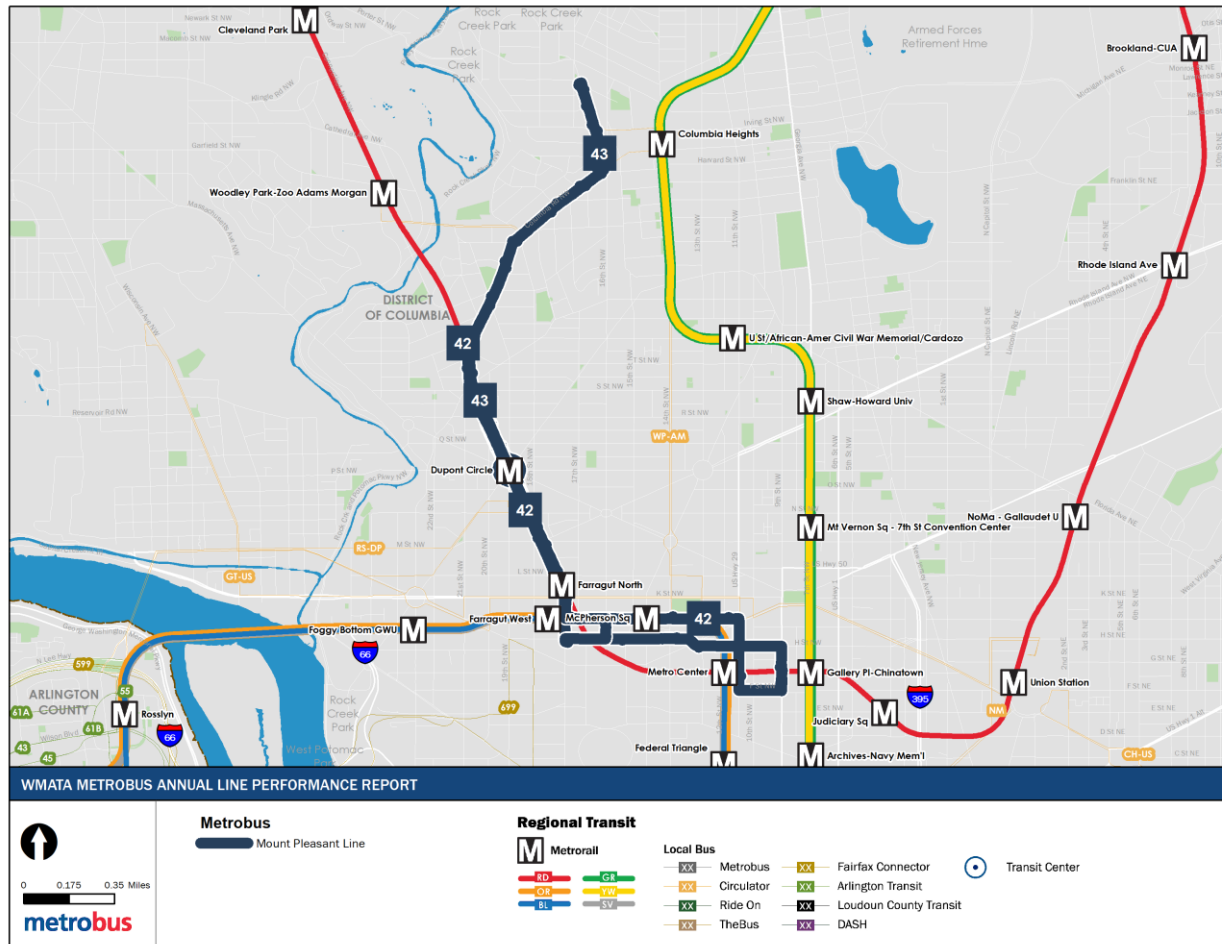
Service Change Summary

Route A31 - June 2020:
 Weekday: No change; Saturday: No change; Sunday: No change;
 Route A32 - June 2020:
 Weekday: No change; Saturday: No change; Sunday: No change;
 Route A33 - June 2020:
 Weekday: No change; Saturday: No change; Sunday: No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Framework

Activity Tier

1

Overall Grade

| Line | Grade |
|---------------------|----------|
| Mount Pleasant Line | B |
| | |
| | |
| | |
| | |
| | |

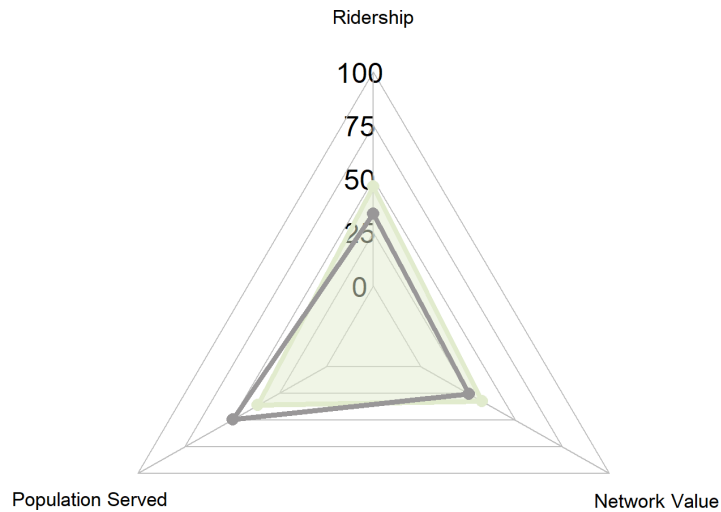
Legend

- Exceeds (Dark Blue)
- Meets (Green)
- Approaches (Yellow)
- Below (Orange)
- Significantly Below (Red)

Line Benefit Score

38

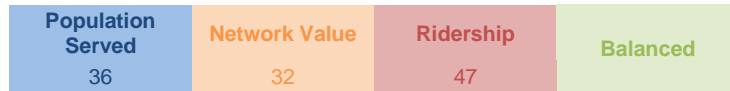
Out of 100



Classification Average

Line Focus:

Line Score:



Operating Statistics

| | | |
|--|-------------------------------|--------------------|
| | Annual Operating Costs | \$6,368,307 |
| | Peak Vehicles | 17 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|-----------------------------------|-------------------|---------------|
| | Service Area Population | 51,716 | |
| | People of Color Population | Service Area | 11,097 |
| | | % Riders Surveyed | 51% |
| | Low Income Household | Service Area | 8,673 |
| | | % Riders Surveyed | 23% |

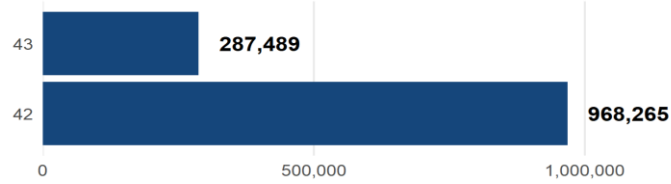
Facilities/Amenities

| | | |
|--|-------------------------------------|------------|
| | Bus Stops | 49 |
| | % Stops With Shelters | 69% |
| | % Stops With Benches | 69% |
| | % Stops With Real-Time Signs | 24% |



Ridership

Annual Ridership

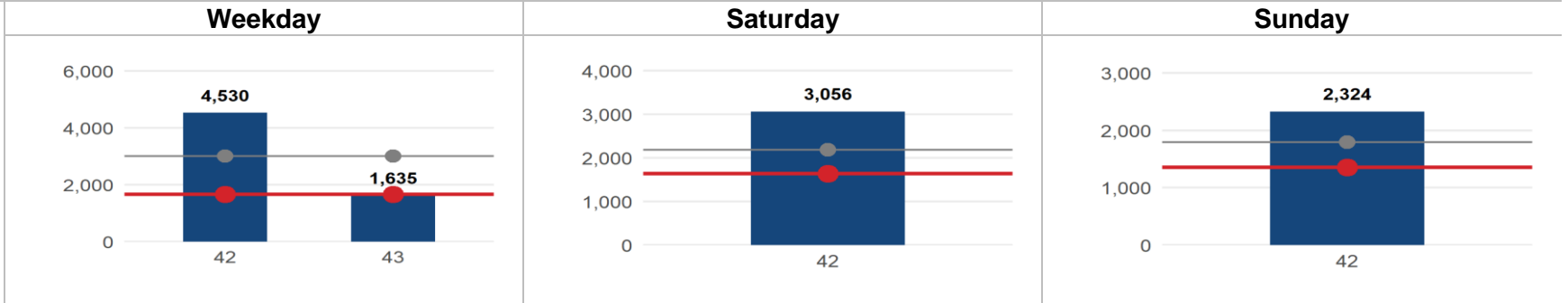


Top Transfer Locations

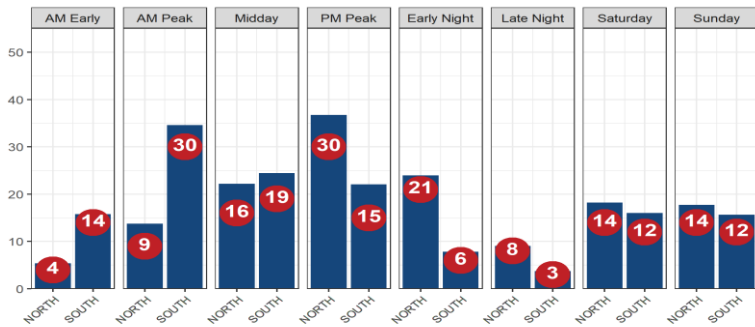
Farragut West, Dupont Circle, Farragut North

Average Daily Ridership

- Class/Tier Average
- System Average



Average Trip Ridership and Maximum Load by Time Period



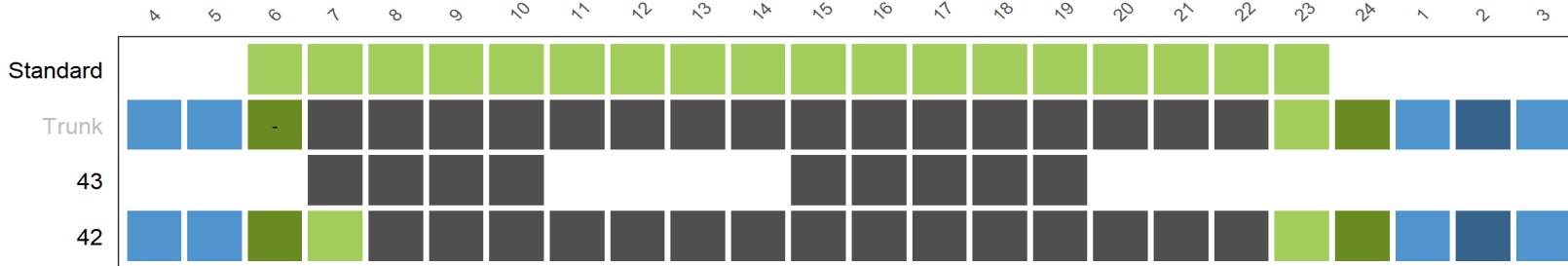
Vehicle Load Factor

| | | Direction: | |
|--|--|------------|-------|
| | | NORTH | SOUTH |
| Weekday | Peak Maximum Target: 1.2 | 0.64 | 0.6 |
| | Off-Peak Maximum Target: 1.0 | 0.4 | 0.32 |
| Saturday Maximum Target: 1.0 | | 0.36 | 0.3 |
| Sunday Maximum Target: 1.0 | | 0.35 | 0.3 |

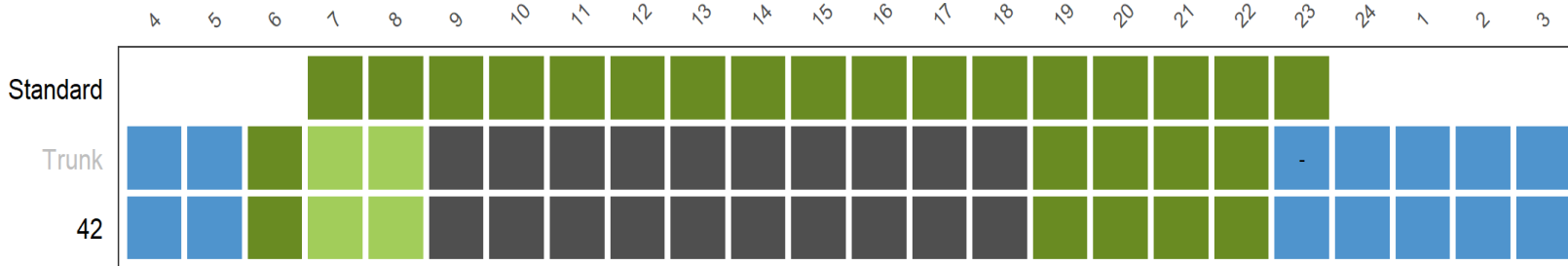
Span and Frequency



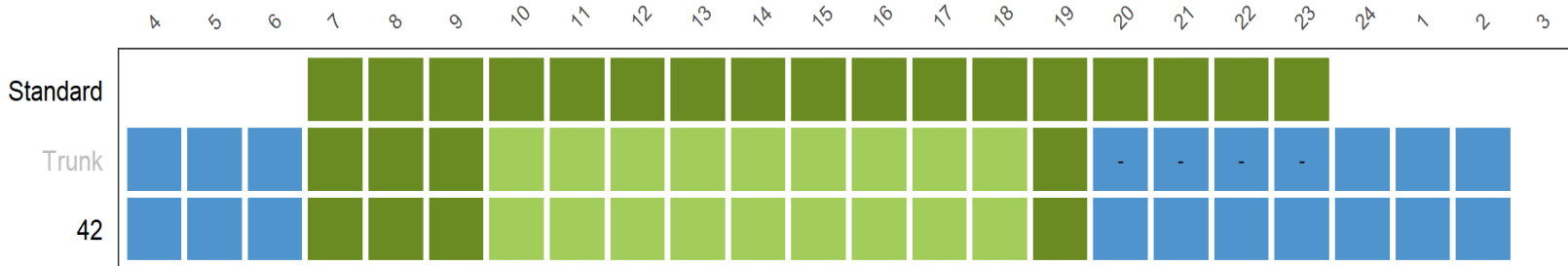
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



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 AM - 3:44 AM | - | A | 4:30 AM - 3:49 AM | - | A | 4:30 AM - 2:27 AM | - | A |
| | Frequency of Service varies | Peak: 8.6 / Off-Peak: 10.8 | Peak: 17.4 / Off-Peak: 39 | A | 15.2 | 25.4 | B | 18.3 | 29.4 | B |
| Productivity | Passengers per Revenue Hour 30 | 37.1 | 33.6 | A | 27.5 | 27.3 | C | 29.6 | 27.1 | C |
| | Passengers per Revenue Mile 4 | 6.6 | 4.5 | A | 4.5 | 3.3 | A | 4.4 | 3.2 | A |
| Reliability | On-Time Performance 79% | 78% | 74% | C | 80% | 76% | B | 81% | 79% | B |
| | Crowding 5% | 11% | 4% | E | 0% | 3% | A | 1% | 1% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.36 Peak: 0.62 | Off-Peak: 0.39 Peak: 0.54 | A | 0.33 | 0.36 | A | 0.32 | 0.35 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$3.22 | \$ 4.15 | A | \$4.34 | \$ 5.07 | A | \$4.03 | \$ 5.11 | A |
| | Cost Recovery 25% | 44% | 32% | A | 33% | 27% | A | 35% | 26% | A |

Route 42

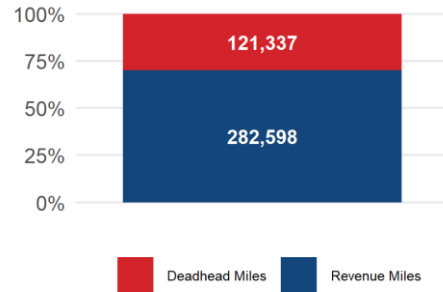
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 6.9 | | | 5 | | | E | | |
| Route Design | Circuitry 1.75 | 1.24 | | | 1.28 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 30 | 32.2 | 33.6 | B | 27.5 | 27.3 | C | 29.6 | 27.1 | C |
| | Passengers per Revenue Mile 4 | 5.7 | 4.5 | A | 4.5 | 3.3 | A | 4.4 | 3.2 | A |
| | Unique Segment Ridership 10% | 14% | 13% | A | 48% | 23% | A | 48% | 25% | A |
| Reliability | On-Time Performance 79% | 78% | 74% | C | 80% | 76% | B | 81% | 79% | B |
| | Crowding 5% | 7% | 4% | E | 0% | 3% | A | 1% | 2% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.34 Peak: 0.55 | Off-Peak: 0.38 Peak: 0.54 | A | 0.33 | 0.36 | A | 0.32 | 0.35 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$3.70 | \$ 4.15 | A | \$4.34 | \$ 5.07 | A | \$4.03 | \$ 5.11 | A |
| | Cost Recovery 25% | 37% | 34% | A | 31% | 26% | A | 34% | 26% | A |

Route 43

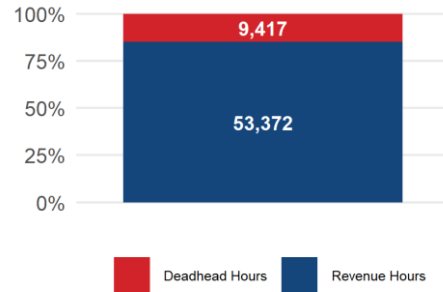
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 6.2 | | | 5 | | | E | | |
| Route Design | Circuitry 1.75 | 1.11 | | | 1.28 | | | 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 | 64 | 33.6 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 4 | 12.5 | 4.5 | A | - | - | - | - | - | - |
| | Unique Segment Ridership 10% | 0% | 13% | E | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 79% | 74% | B | - | - | - | - | - | - |
| | Crowding 5% | 22% | 4% | E | - | - | - | - | - | - |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.61 Peak: 0.74 | Off-Peak: 0.38 Peak: 0.54 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$1.87 | \$ 4.15 | A | - | - | - | - | - | - |
| | Cost Recovery 25% | 90% | 34% | A | - | - | - | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



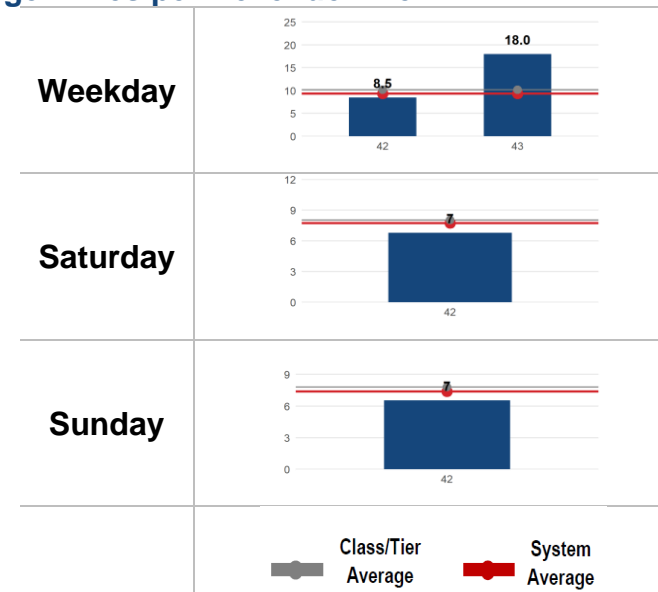
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| 42 | 7.20 | 6,097 | 6,056 (99.3%) |
| 43 | 5.30 | 1,105 | 1,099 (99.5%) |
| | | | |
| | | | |

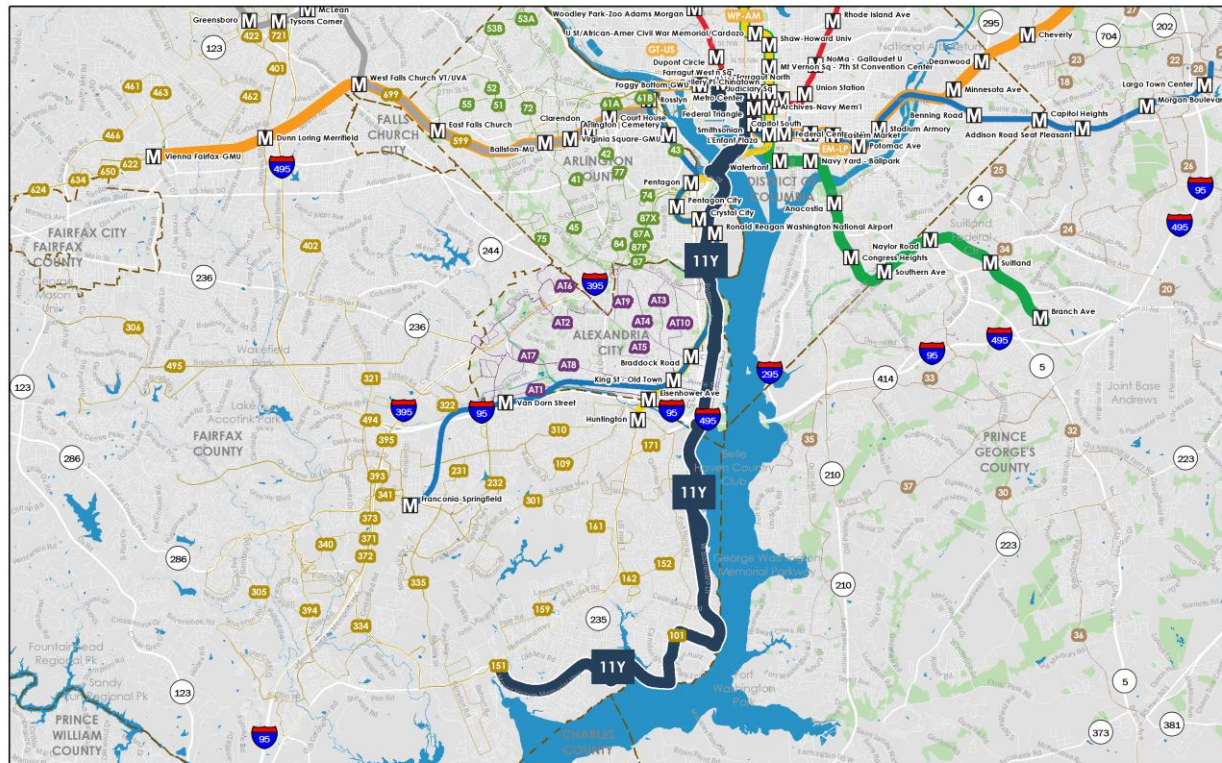
Service Change Summary

Route 42 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;
 Route 43 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

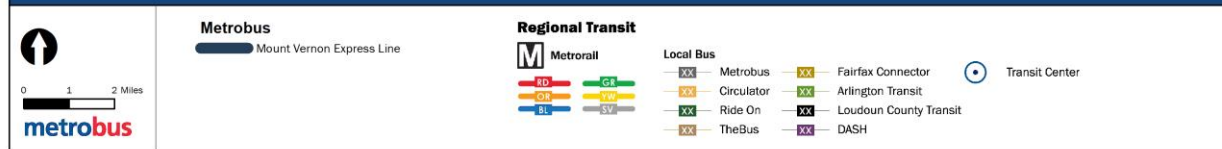
Passenger Miles per Revenue Mile



About the Line



WMATA METROBUS ANNUAL LINE PERFORMANCE REPORT



Service Classification

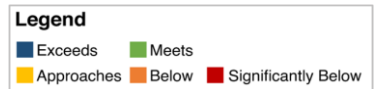
Commuter

Activity Tier

2

Overall Grade

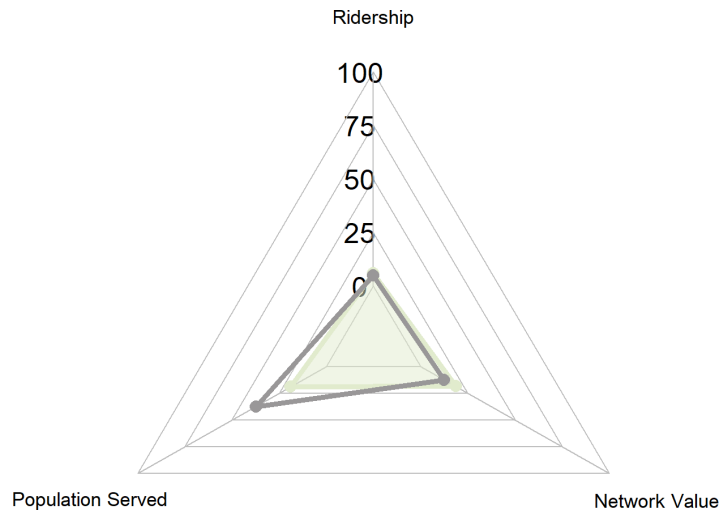
| | |
|------|---|
| Line | B |
| | |
| | |
| | |
| | |
| | |



Line Benefit Score

14

Out of 100



Classification Average



Line Focus:



Line Score:

Operating Statistics

| | | |
|--|-------------------------------|------------------|
| | Annual Operating Costs | \$439,992 |
| | Peak Vehicles | 6 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|-----------------------------------|-------------------|--------------|
| | Service Area Population | 19,903 | |
| | People of Color Population | Service Area | 3,739 |
| | | % Riders Surveyed | 33% |
| | Low Income Household | Service Area | 2,350 |
| | | % Riders Surveyed | 1% |

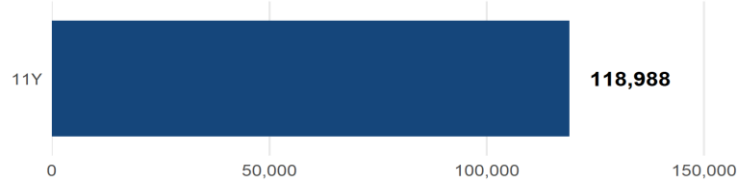
Facilities/Amenities

| | | |
|--|-------------------------------------|------------|
| | Bus Stops | 106 |
| | % Stops With Shelters | 14% |
| | % Stops With Benches | 15% |
| | % Stops With Real-Time Signs | 4% |



Ridership

Annual Ridership

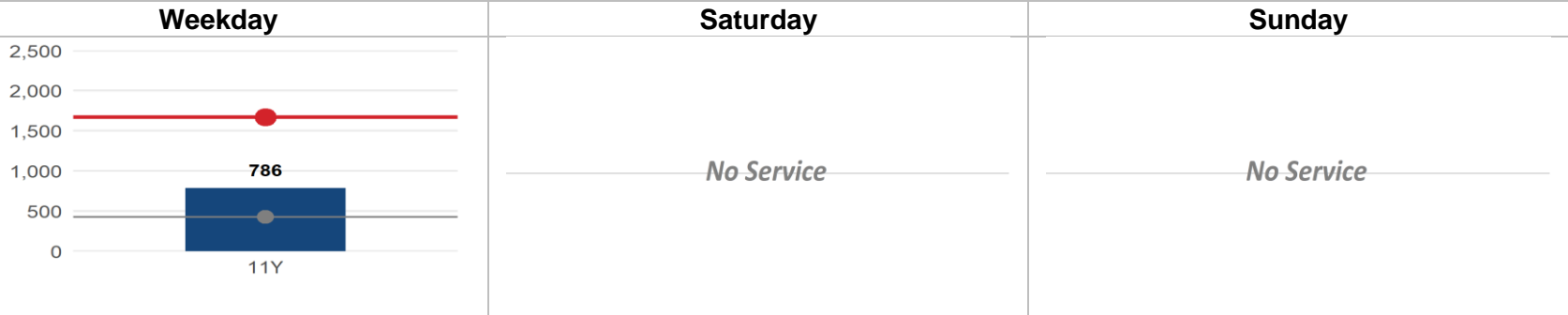


Top Transfer Locations

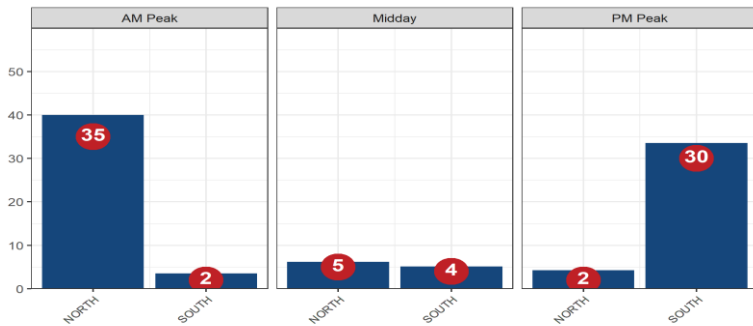
Metro Center, Smithsonian, Farragut North

Average Daily Ridership

- Class/Tier Average
- System Average



Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

| | | Direction: | NORTH | SOUTH |
|---------------------------------|---------------------------------|------------|-------|-------|
| Weekday | Peak Maximum Target: 1 | | 0.77 | 0.61 |
| | Off-Peak Maximum Target: 1.0 | | 0.09 | 0.07 |
| Saturday Maximum Target: 1.0 | | | | |
| Sunday Maximum Target: 1.0 | | | | |

Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

B Mount Vernon Express

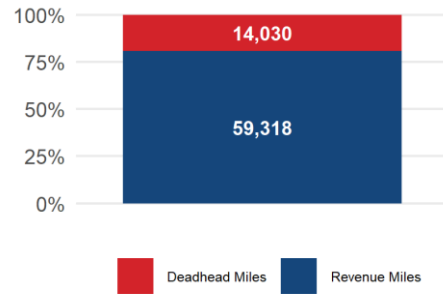
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|--------------------------------------|------------------------------|-------|-----------|-----------------|-------|-----------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 6:31 AM - 9:03 AM; 4:10 PM - 7:24 PM | - | A | - | - | - | - | - | - |
| | Frequency of Service varies | Peak: 23.9 / Off-Peak: NA | Peak: 25.4 / Off-Peak: 102 | - | - | - | - | - | - | - |
| Productivity | Passengers per Revenue Hour N/A | 22.3 | 22.9 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 1.7 | 1.7 | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 60% | 71% | E | - | - | - | - | - | - |
| | Crowding 5% | 37% | 6% | E | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.08 Peak: 0.7 | Off-Peak: 0.34 Peak: 0.51 | B | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$5.36 | \$ 6.15 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 68% | 42% | A | - | - | - | - | - | - |

Route 11Y

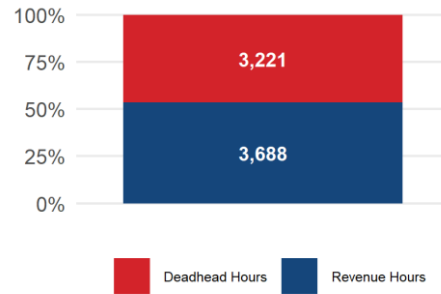
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|-----------------------------|-----------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile N/A | 2.5 | | | 2.9 | | | - | | |
| Route Design | Circuitry N/A | 1.35 | | | 1.48 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour N/A | 22.3 | 22.9 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 1.7 | 1.7 | A | - | - | - | - | - | - |
| | Unique Segment Ridership 15% | 41% | 18% | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 60% | 71% | E | - | - | - | - | - | - |
| | Crowding 5% | 37% | 4% | E | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.08 Peak: 0.7 | Off-Peak: 0.3 Peak: 0.45 | B | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$5.36 | \$ 6.15 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 68% | 39% | A | - | - | - | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



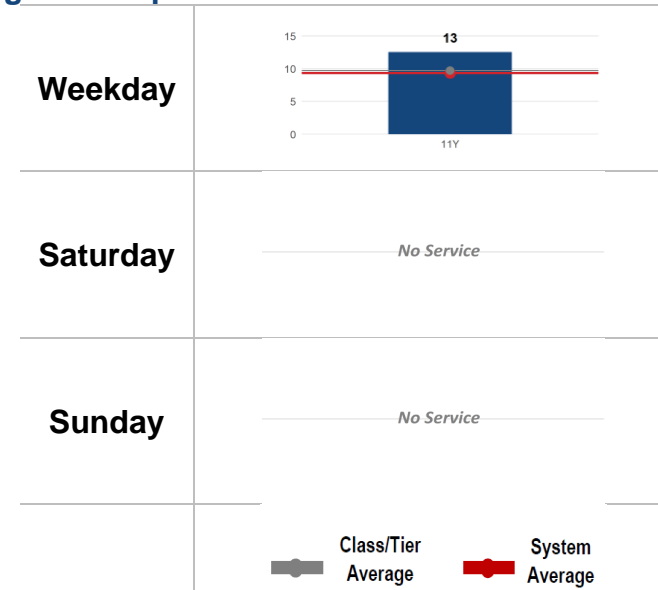
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| 11Y | 42.70 | 308 | 307 (99.7%) |
| | | | |
| | | | |
| | | | |

Service Change Summary

Route 11Y - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Gap

Activity Tier

2

Overall Grade

| Line | Overall Grade |
|------|---------------|
| | - |
| | |
| | |
| | |
| | |
| | |

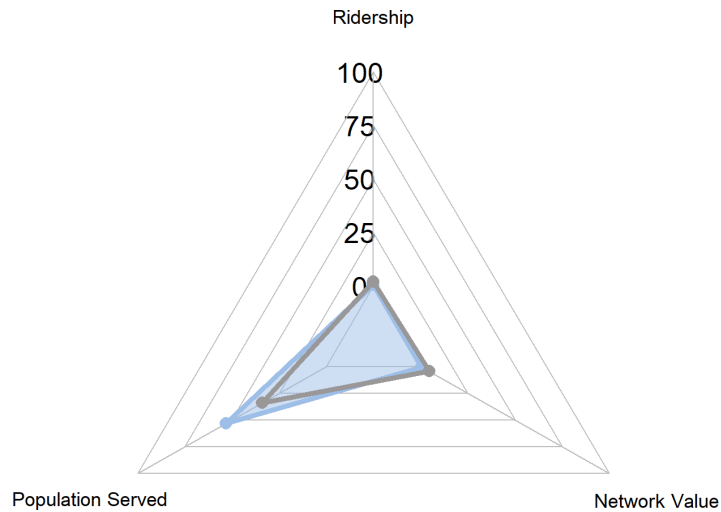
Legend

- Exceeds
- Meets
- Approaches
- Below
- Significantly Below

Line Benefit Score

18

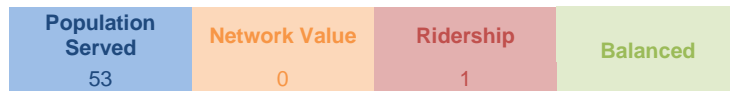
Out of 100



Classification Average

Line Focus:

Line Score:



Operating Statistics

| | | |
|--|-------------------------------|-----------------|
| | Annual Operating Costs | \$25,698 |
| | Peak Vehicles | |
| | Vehicle Type(s) | |

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

| | | | |
|--|-----------------------------------|-------------------|---------------|
| | Service Area Population | 47,563 | |
| | People of Color Population | Service Area | 16,253 |
| | | % Riders Surveyed | |
| | Low Income Household | Service Area | 11,031 |
| | | % Riders Surveyed | |

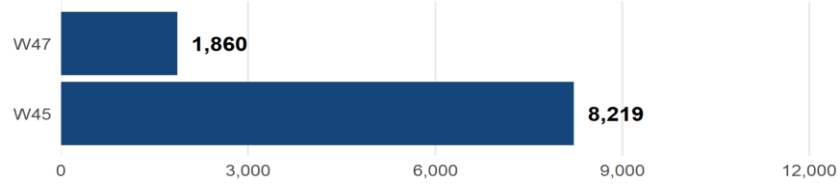
Facilities/Amenities

| | | |
|--|-------------------------------------|------------|
| | Bus Stops | 78 |
| | % Stops With Shelters | 17% |
| | % Stops With Benches | 12% |
| | % Stops With Real-Time Signs | 8% |



Ridership

Annual Ridership

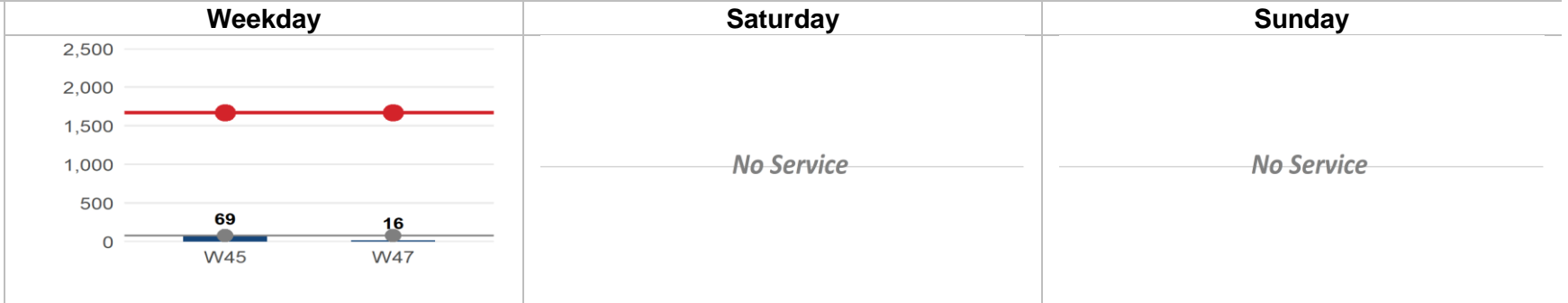


Top Transfer Locations

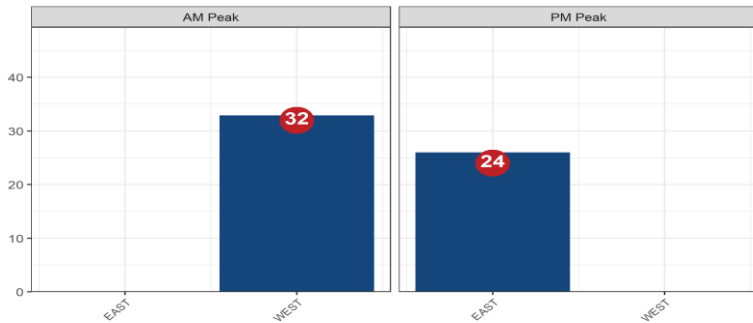
Columbia Heights, Tenleytown-AU, Cleveland Park

Average Daily Ridership

- Class/Tier Average
- System Average



Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

| | | Direction: | |
|--------------------------------|--------------------------------|------------|------|
| | | EAST | WEST |
| Weekday | Peak Maximum Target: NA | | |
| | Off-Peak Maximum Target: NA | 0.49 | 0.66 |
| Saturday Maximum Target: NA | | | |
| Sunday Maximum Target: NA | | | |

Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

Mt. Pleasant - Tenleytown Line

| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|--|--------------------------------------|--------------------------|-------|-----------|-----------------|-------|-----------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 8:00 AM - 8:30 AM; 3:35 PM - 3:56 PM | - | - | - | - | - | - | - | - |
| | Frequency of Service varies | Peak: 0.0 / Off-Peak: NA | Peak: 4.3 / Off-Peak: NA | - | - | - | - | - | - | - |
| Productivity | Passengers per Revenue Hour | 41.4 | 57.2 | - | - | - | - | - | - | - |
| | Passengers per Revenue Mile | 6.5 | 6.2 | - | - | - | - | - | - | - |
| Reliability | On-Time Performance | 52% | 55% | - | - | - | - | - | - | - |
| | Crowding | 0% | 8% | - | - | - | - | - | - | - |
| | Load Factor Peak: NA / Off-Peak: NA | - | - | - | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip | \$2.88 | \$ 3.37 | - | - | - | - | - | - | - |
| | Cost Recovery | 48% | 45% | - | - | - | - | - | - | - |

Route W45

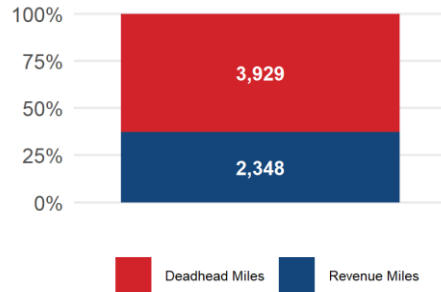
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|--|---------------|-----------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile | 5.7 | | | 5.4 | | | - | | |
| | Circuitry | 1.62 | | | 1.32 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour | 56.1 | 57.2 | - | - | - | - | - | - | - |
| | Passengers per Revenue Mile | 7.3 | 6.2 | - | - | - | - | - | - | - |
| | Unique Segment Ridership | 0% | 1% | - | - | - | - | - | - | - |
| Reliability | On-Time Performance | 53% | 55% | - | - | - | - | - | - | - |
| | Crowding | 0% | 13% | - | - | - | - | - | - | - |
| | Load Factor Peak: NA / Off-Peak: NA | - | - | - | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip | \$2.13 | \$ 3.37 | - | - | - | - | - | - | - |
| | Cost Recovery | 67% | 61% | - | - | - | - | - | - | - |

Route W47

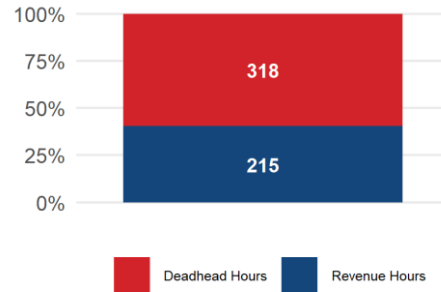
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|--|---------------|-----------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile | 6 | | | 5.4 | | | - | | |
| | Circuitry | 1.15 | | | 1.32 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour | 19.3 | 57.2 | - | - | - | - | - | - | - |
| | Passengers per Revenue Mile | 4.3 | 6.2 | - | - | - | - | - | - | - |
| | Unique Segment Ridership | 0% | 1% | - | - | - | - | - | - | - |
| Reliability | On-Time Performance | 50% | 55% | - | - | - | - | - | - | - |
| | Crowding | 0% | 13% | - | - | - | - | - | - | - |
| | Load Factor Peak: NA / Off-Peak: NA | - | - | - | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip | \$6.17 | \$ 3.37 | - | - | - | - | - | - | - |
| | Cost Recovery | 21% | 61% | - | - | - | - | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



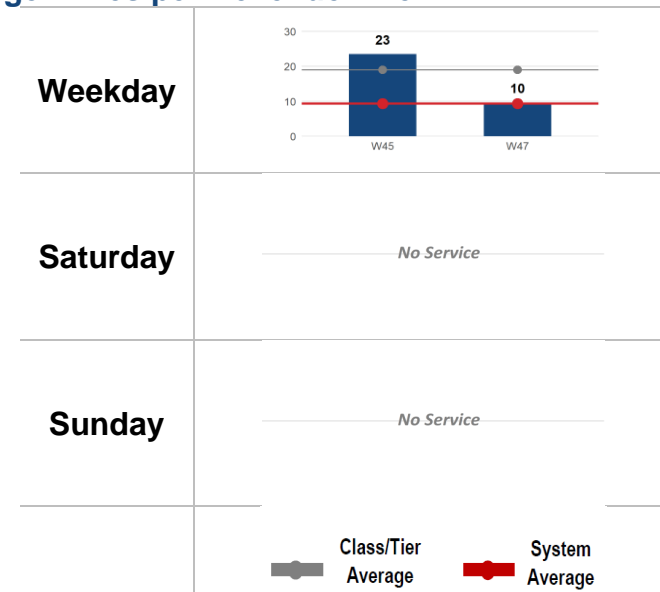
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| W45 | 9.90 | 42 | 41 (97.6%) |
| W47 | 3.80 | 21 | 21 (100.0%) |
| | | | |
| | | | |

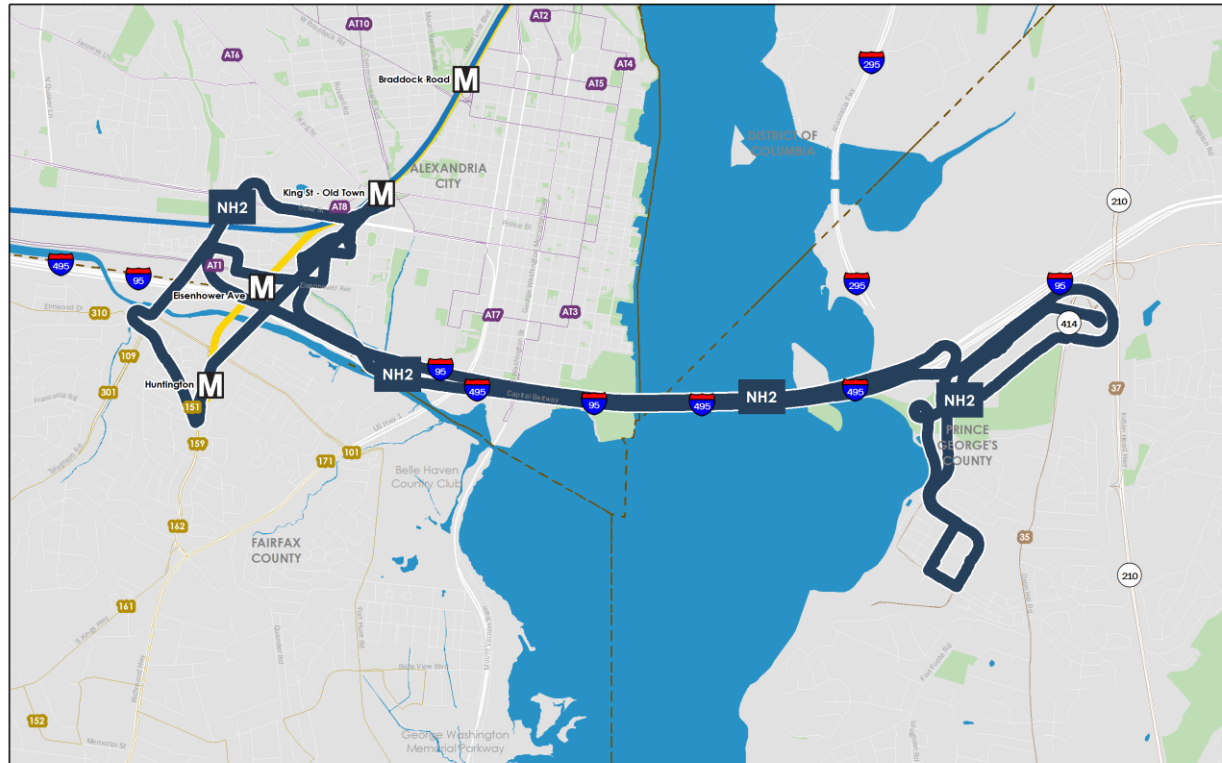
Service Change Summary

Route W45 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;
 Route W47 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

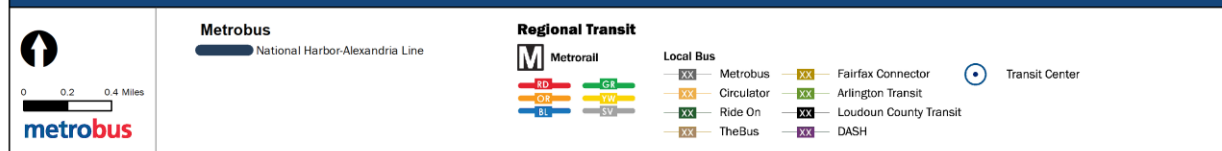
Passenger Miles per Revenue Mile



About the Line



WMATA METROBUS ANNUAL LINE PERFORMANCE REPORT



Service Classification

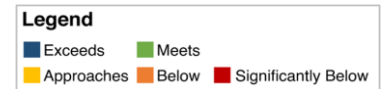
Framework

Activity Tier

1

Overall Grade

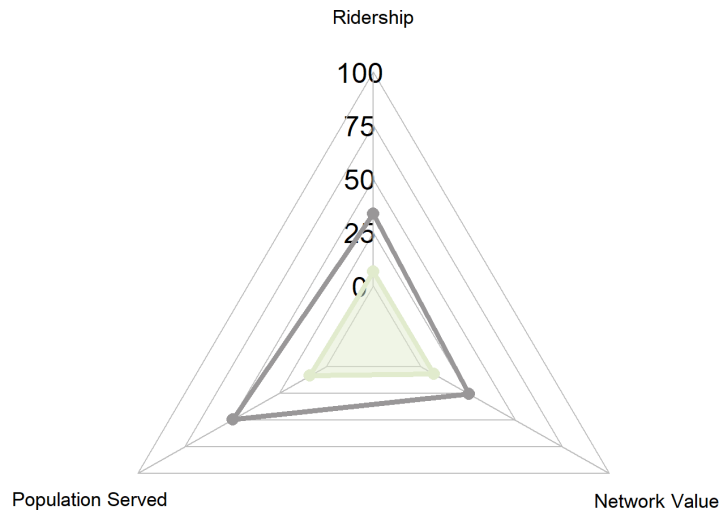
| Line | Overall Grade |
|------|---------------|
| NH2 | D |
| | |
| | |
| | |
| | |
| | |



Line Benefit Score

7

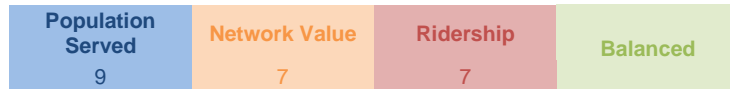
Out of 100



Classification Average



Line Focus:



Line Score:

Operating Statistics

| | | |
|--|-------------------------------|--------------------|
| | Annual Operating Costs | \$2,625,481 |
| | Peak Vehicles | 3 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|-----------------------------------|-------------------|--------------|
| | Service Area Population | 4,133 | |
| | People of Color Population | Service Area | 1,386 |
| | | % Riders Surveyed | 83% |
| | Low Income Household | Service Area | 520 |
| | | % Riders Surveyed | 46% |

Facilities/Amenities

| | | |
|--|-------------------------------------|------------|
| | Bus Stops | 10 |
| | % Stops With Shelters | 10% |
| | % Stops With Benches | 30% |
| | % Stops With Real-Time Signs | 0% |



Ridership

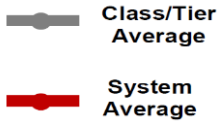
Annual Ridership



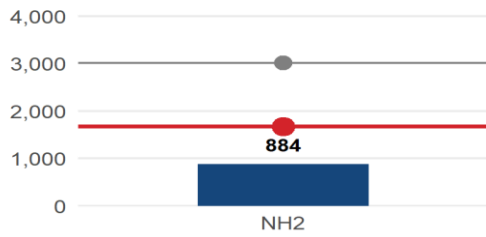
Top Transfer Locations

King Street, Eisenhower Avenue, Huntington

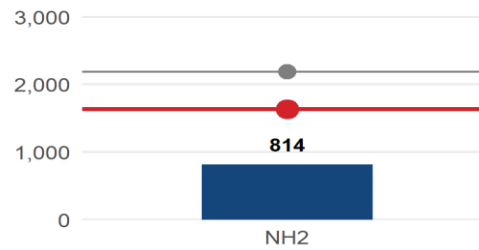
Average Daily Ridership



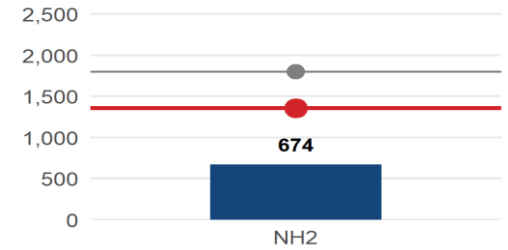
Weekday



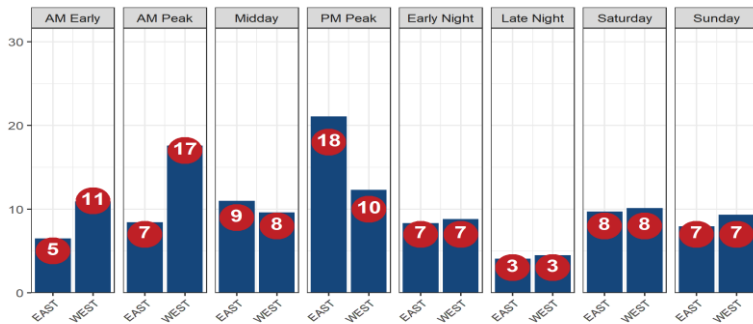
Saturday



Sunday



Average Trip Ridership and Maximum Load by Time Period



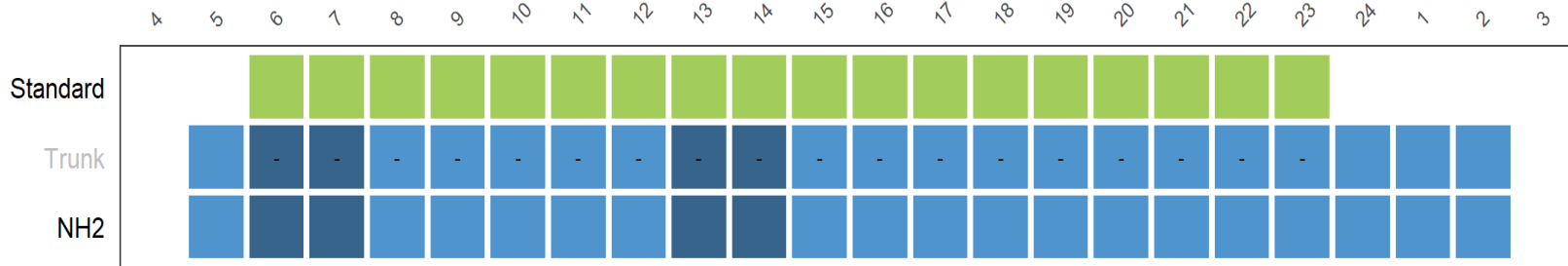
Vehicle Load Factor

| | | Direction: | |
|---------------------------------|---------------------------------|------------|------|
| | | EAST | WEST |
| Weekday | Peak Maximum Target: 1.2 | 0.33 | 0.31 |
| | Off-Peak Maximum Target: 1.0 | 0.18 | 0.18 |
| Saturday Maximum Target: 1.0 | | 0.21 | 0.21 |
| Sunday Maximum Target: 1.0 | | 0.17 | 0.18 |

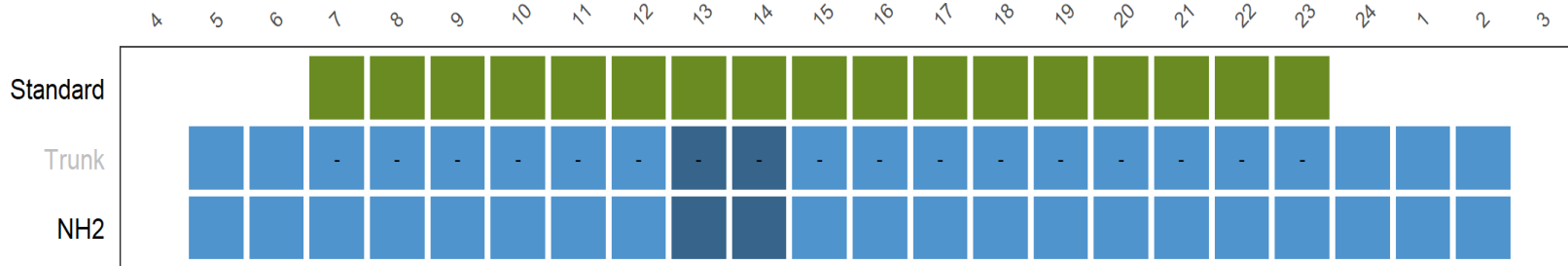
Span and Frequency



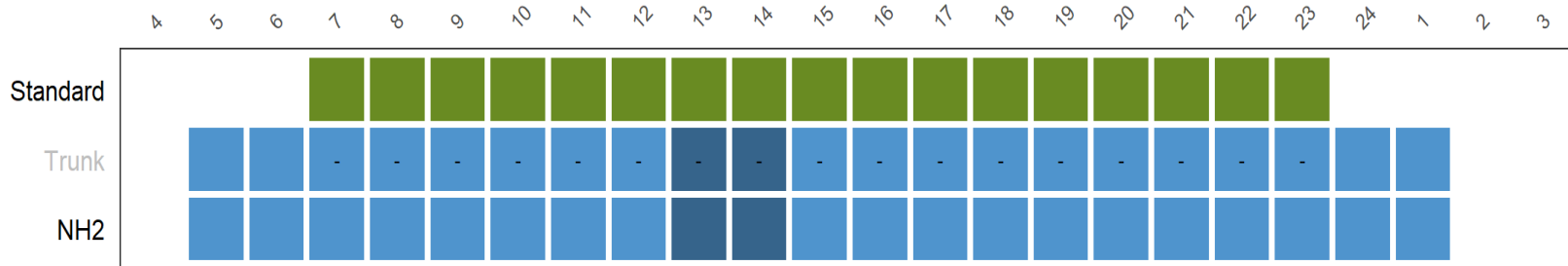
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

D National Harbor-Alexandria

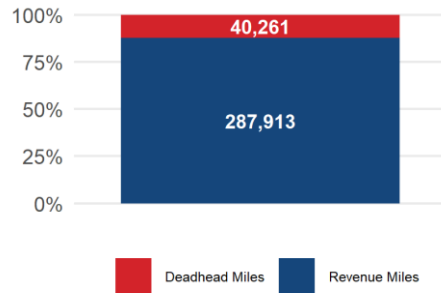
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|------------------------------|------------------------------|-------|-------------------|-----------------|-------|-------------------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 5:05 AM - 2:22 AM | - | A | 5:05 AM - 2:22 AM | - | A | 5:05 AM - 1:22 AM | - | A |
| | Frequency of Service varies | Peak: 30.0 / Off-Peak: 30.0 | Peak: 17.4 / Off-Peak: 39 | E | 30.0 | 25.4 | D | 30.0 | 29.4 | D |
| Productivity | Passengers per Revenue Hour 30 | 15.1 | 33.6 | E | 14.0 | 27.3 | E | 12.2 | 27.1 | E |
| | Passengers per Revenue Mile 4 | 1.1 | 4.5 | E | 1.0 | 3.3 | E | 0.9 | 3.2 | E |
| Reliability | On-Time Performance 79% | 83% | 74% | B | 85% | 76% | A | 92% | 79% | A |
| | Crowding 5% | 1% | 4% | A | 0% | 3% | A | 0% | 1% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.18 Peak: 0.32 | Off-Peak: 0.39 Peak: 0.54 | A | 0.21 | 0.36 | A | 0.18 | 0.35 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$7.90 | \$ 4.15 | E | \$8.54 | \$ 5.07 | E | \$9.79 | \$ 5.11 | E |
| | Cost Recovery 25% | 14% | 32% | E | 13% | 27% | E | 11% | 26% | E |

Route NH2

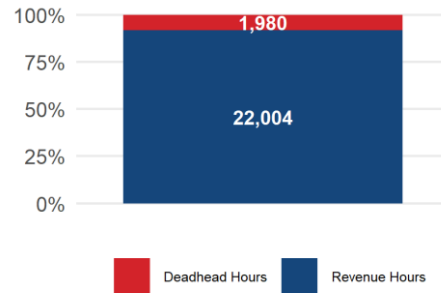
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 0.3 | | | 5 | | | E | | |
| | Circuitry 1.75 | 1.18 | | | 1.28 | | | 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 | 15.1 | 33.6 | E | 14.0 | 27.3 | E | 12.2 | 27.1 | E |
| | Passengers per Revenue Mile 4 | 1.1 | 4.5 | E | 1.0 | 3.3 | E | 0.9 | 3.2 | E |
| | Unique Segment Ridership 10% | 9% | 13% | C | 9% | 23% | C | 10% | 25% | B |
| Reliability | On-Time Performance 79% | 83% | 74% | B | 85% | 76% | A | 92% | 79% | A |
| | Crowding 5% | 1% | 4% | A | 0% | 3% | A | 0% | 2% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.18 Peak: 0.32 | Off-Peak: 0.38 Peak: 0.54 | A | 0.21 | 0.36 | A | 0.18 | 0.35 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$7.90 | \$ 4.15 | E | \$8.54 | \$ 5.07 | E | \$9.79 | \$ 5.11 | E |
| | Cost Recovery 25% | 14% | 34% | E | 13% | 26% | E | 11% | 26% | E |

Operational Analysis

Miles Allocation



Hours Allocation



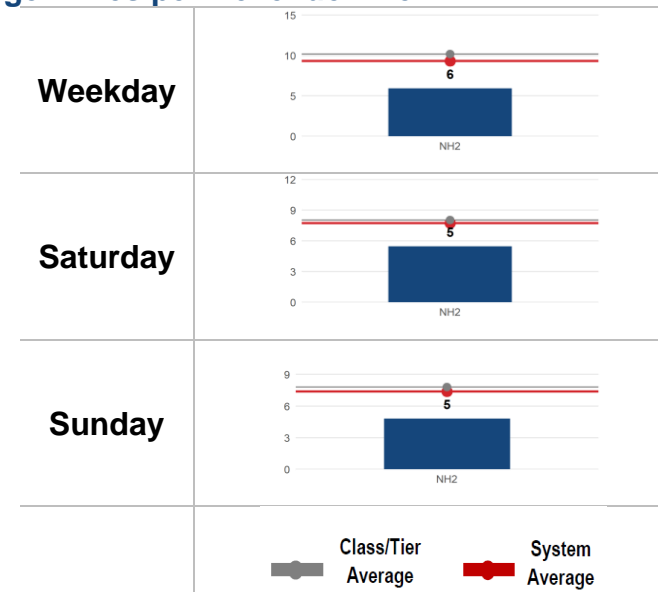
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| NH2 | 45.50 | 2,526 | 2,506 (99.2%) |
| | | | |
| | | | |
| | | | |

Service Change Summary

Route NH2 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;
 Route NH2 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

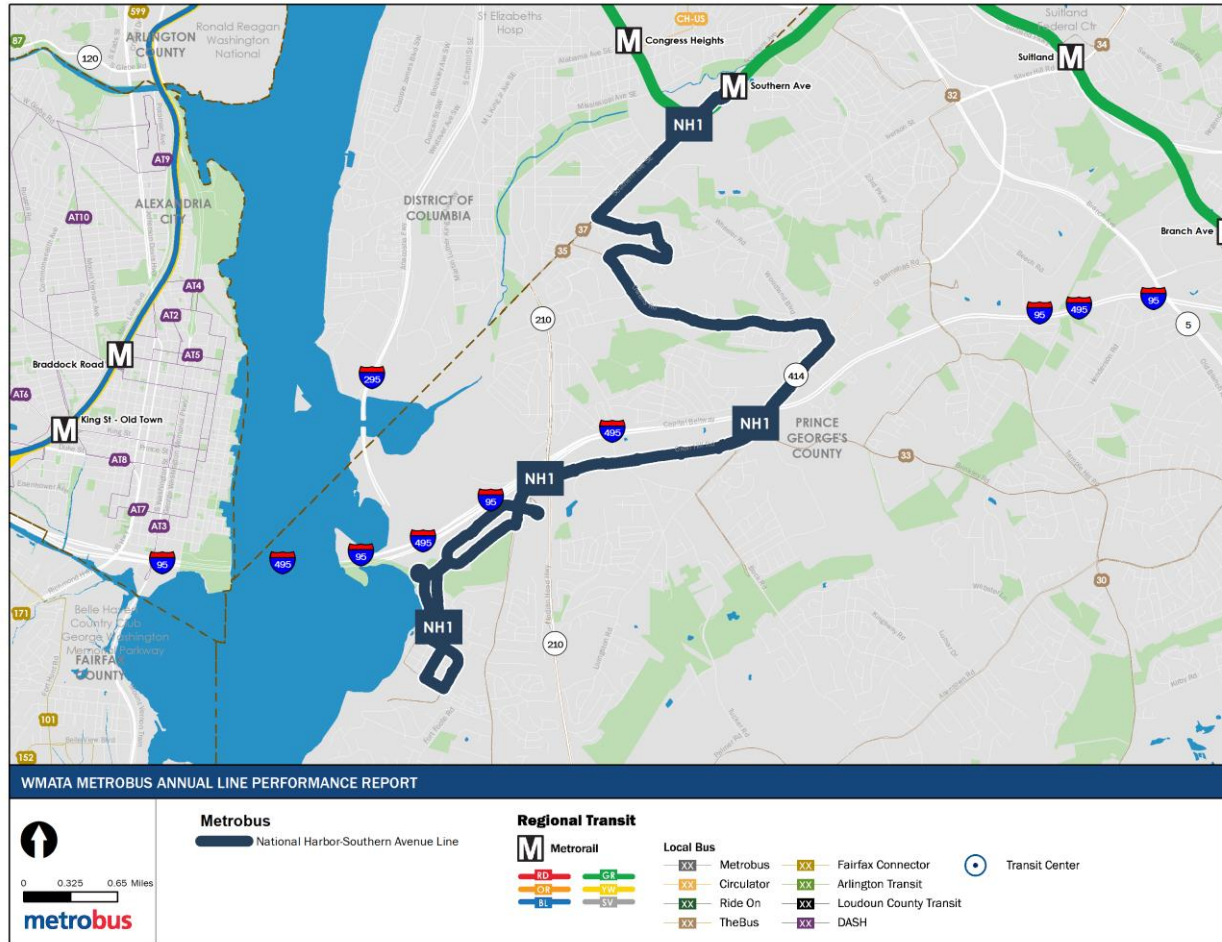
Passenger Miles per Revenue Mile



LINE: 7 - National Harbor-Southern Avenue

ROUTE(S): NH1

About the Line



Service Classification

Coverage

Activity Tier

3

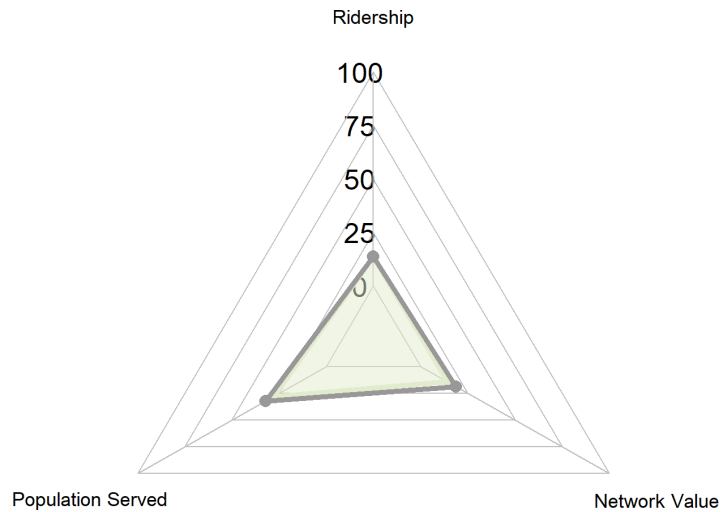
Overall Grade

| Line | Grade |
|------|-------|
| NH1 | A |
| | |
| | |
| | |
| | |
| | |

Line Benefit Score

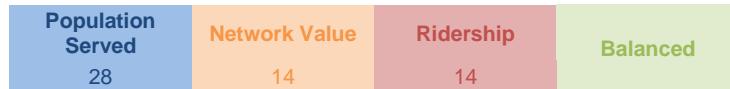
19

Out of 100



Classification Average

Line Focus:



Line Score:

Operating Statistics

| | | |
|--|-------------------------------|--------------------|
| | Annual Operating Costs | \$1,828,456 |
| | Peak Vehicles | 3 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|-----------------------------------|-------------------|---------------|
| | Service Area Population | 17,721 | |
| | People of Color Population | Service Area | 15,145 |
| | | % Riders Surveyed | 98% |
| | Low Income Household | Service Area | 6,891 |
| | | % Riders Surveyed | 58% |

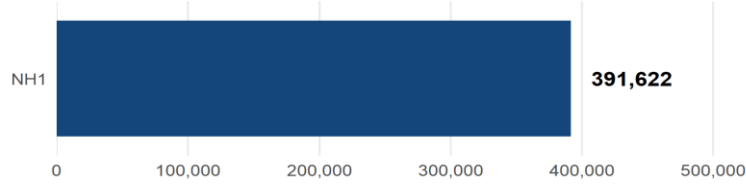
Facilities/Amenities

| | | |
|--|-------------------------------------|------------|
| | Bus Stops | 67 |
| | % Stops With Shelters | 12% |
| | % Stops With Benches | 9% |
| | % Stops With Real-Time Signs | 1% |



Ridership

Annual Ridership

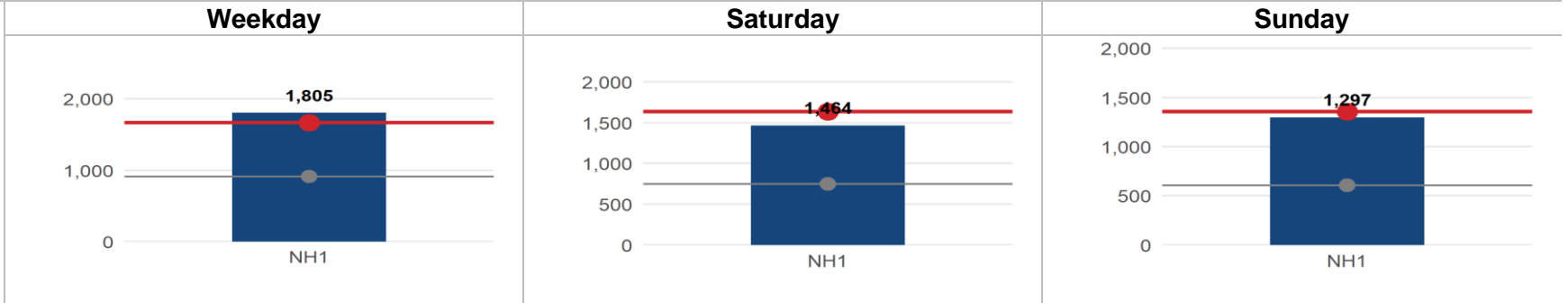


Top Transfer Locations

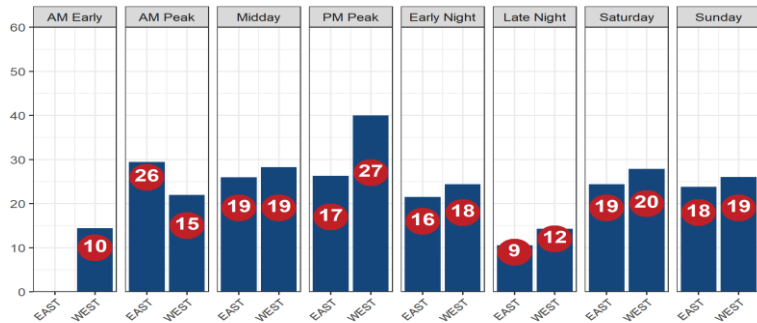
Southern Avenue

Average Daily Ridership

- Class/Tier Average
- System Average



Average Trip Ridership and Maximum Load by Time Period



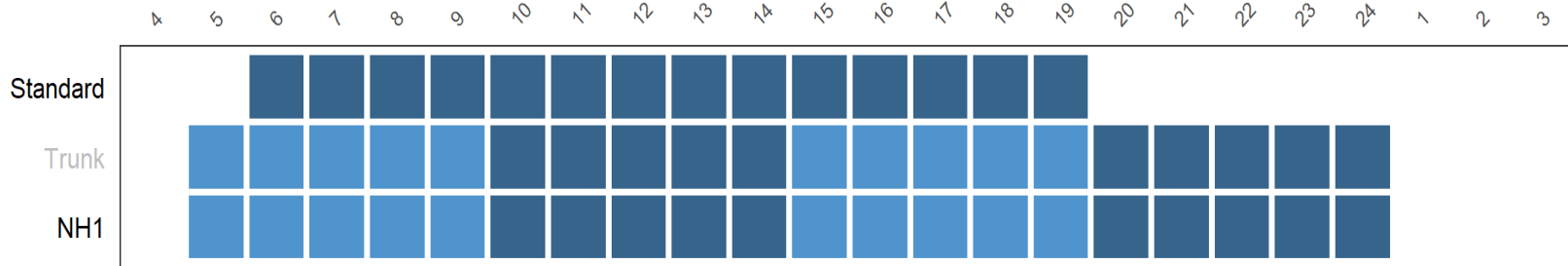
Vehicle Load Factor

| | | Direction: | |
|---------|---------------------------------|------------|------|
| | | EAST | WEST |
| Weekday | Peak Maximum Target: 1 | 0.53 | 0.56 |
| | Off-Peak Maximum Target: 1.0 | 0.41 | 0.43 |
| | Saturday Maximum Target: 1.0 | 0.47 | 0.5 |
| | Sunday Maximum Target: 1.0 | 0.47 | 0.48 |

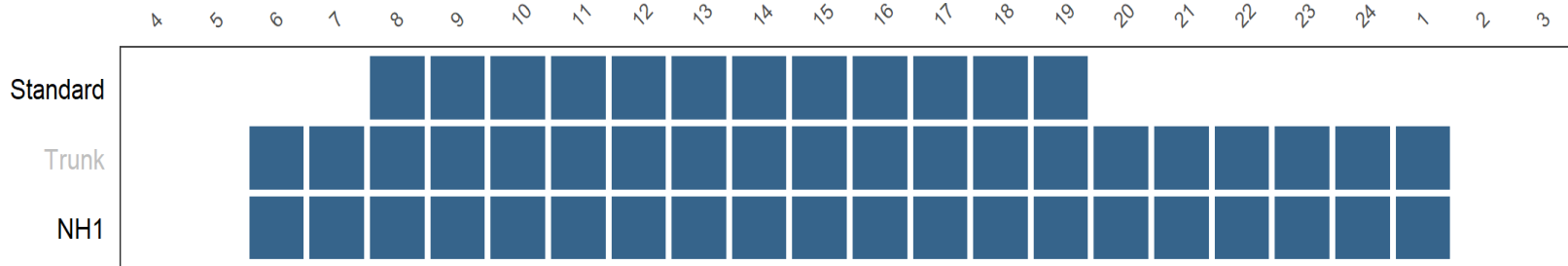
Span and Frequency



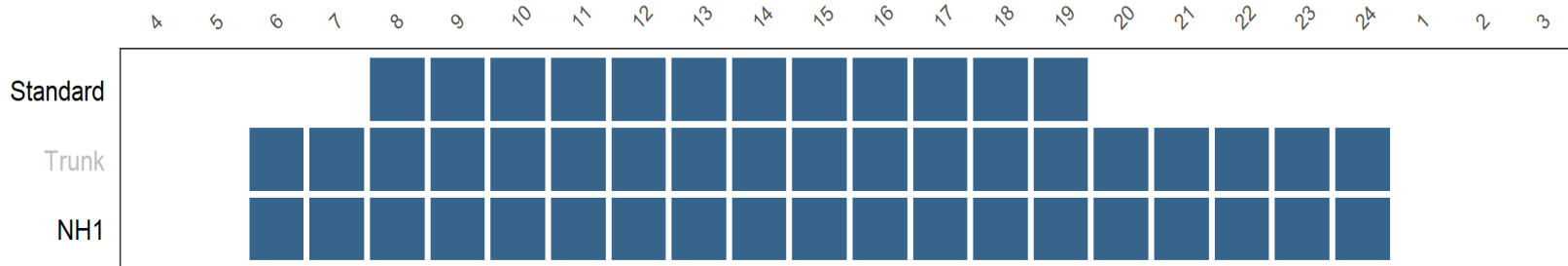
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

A National Harbor-Southern Avenue

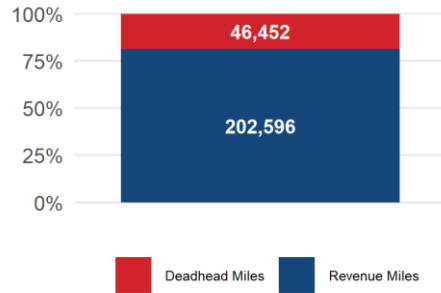
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|------------------------------|------------------------------|-------|-------------------|-----------------|-------|--------------------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 5:45 AM - 12:03 AM | - | A | 6:15 AM - 1:20 AM | - | A | 6:15 AM - 12:25 AM | - | A |
| | Frequency of Service varies | Peak: 29.9 / Off-Peak: 36.2 | Peak: 28.1 / Off-Peak: 61.2 | A | 39.9 | 48.0 | A | 40.8 | 49.5 | A |
| Productivity | Passengers per Revenue Hour 10 | 38.2 | 25.4 | A | 40.6 | 27.6 | A | 38.1 | 25.5 | A |
| | Passengers per Revenue Mile 1 | 2.8 | 2.2 | A | 2.9 | 2.3 | A | 2.7 | 2.1 | A |
| Reliability | On-Time Performance 79% | 77% | 81% | C | 72% | 80% | D | 74% | 85% | C |
| | Crowding 5% | 2% | 1% | A | 0% | 1% | A | 1% | 1% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.42 Peak: 0.54 | Off-Peak: 0.27 Peak: 0.35 | A | 0.48 | 0.31 | A | 0.47 | 0.28 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$3.12 | \$ 5.33 | A | \$2.94 | \$ 4.81 | A | \$3.13 | \$ 5.31 | A |
| | Cost Recovery 20% | 25% | 23% | A | 26% | 20% | A | 25% | 19% | A |

Route NH1

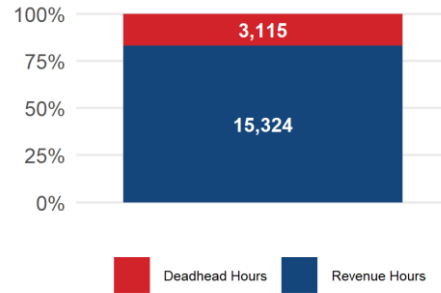
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 3.7 | | | 4.9 | | | E | | |
| Route Design | Circuitry N/A | 1.75 | | | 12.83 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | 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 | 38.2 | 25.4 | A | 40.6 | 27.6 | A | 38.1 | 25.5 | A |
| | Passengers per Revenue Mile 1 | 2.8 | 2.2 | A | 2.9 | 2.3 | A | 2.7 | 2.1 | A |
| | Unique Segment Ridership 10% | 31% | 33% | A | 32% | 56% | A | 32% | 58% | A |
| Reliability | On-Time Performance 79% | 77% | 81% | C | 72% | 80% | D | 74% | 85% | C |
| | Crowding 5% | 2% | 1% | A | 0% | 1% | A | 1% | 1% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.42 Peak: 0.54 | Off-Peak: 0.27 Peak: 0.35 | A | 0.48 | 0.32 | A | 0.47 | 0.28 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$3.12 | \$ 5.33 | A | \$2.94 | \$ 4.81 | A | \$3.13 | \$ 5.31 | A |
| | Cost Recovery 20% | 25% | 22% | A | 26% | 20% | A | 25% | 18% | A |

Operational Analysis

Miles Allocation



Hours Allocation



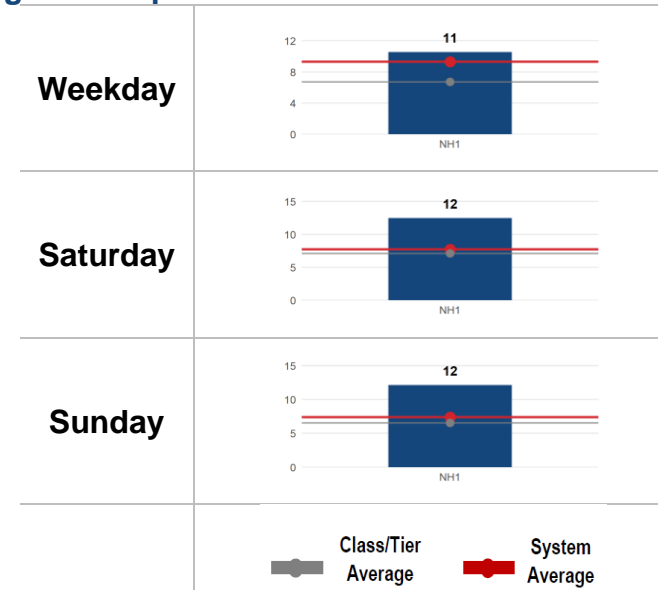
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| NH1 | 18.80 | 1,930 | 1,919 (99.4%) |
| | | | |
| | | | |
| | | | |

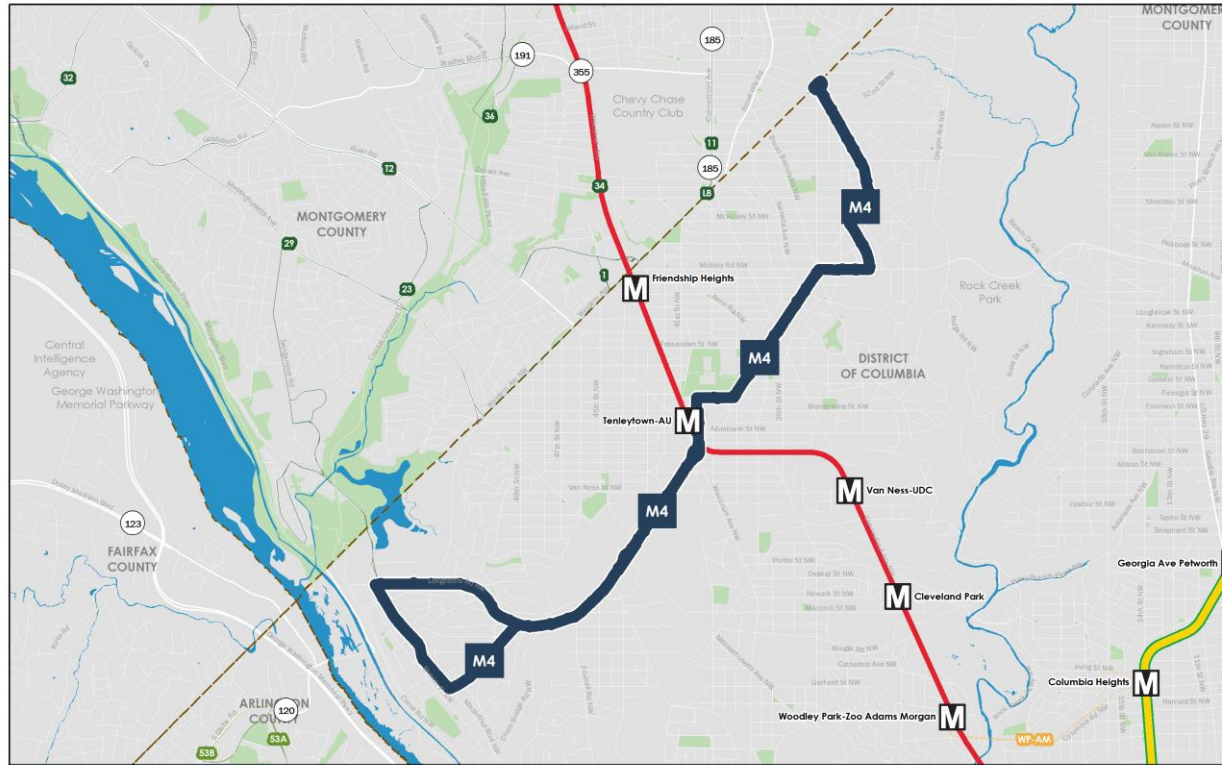
Service Change Summary

Route NH1 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

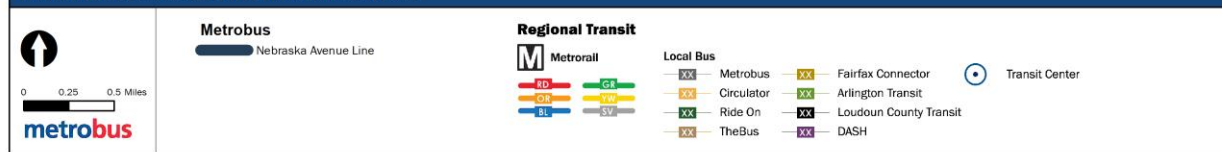
Passenger Miles per Revenue Mile



About the Line



WMATA METROBUS ANNUAL LINE PERFORMANCE REPORT



Service Classification

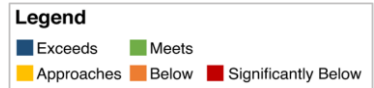
Coverage

Activity Tier

3

Overall Grade

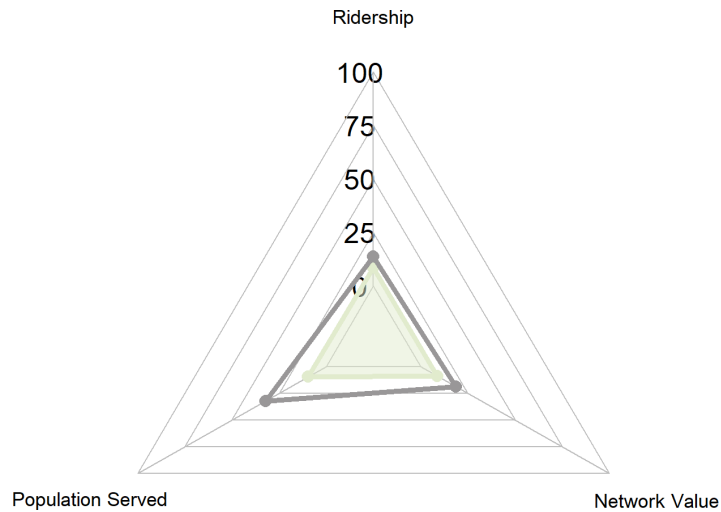
| | |
|------|---|
| Line | B |
| | |
| | |
| | |
| | |
| | |
| | |



Line Benefit Score

9

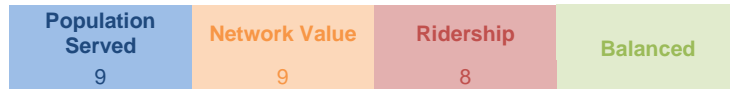
Out of 100



Classification Average



Line Focus:



Line Score:

Operating Statistics

| | | |
|--|------------------------|-------------|
| | Annual Operating Costs | \$1,172,784 |
| | Peak Vehicles | 5 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|----------------------------|-------------------|-------|
| | Service Area Population | 15,279 | |
| | People of Color Population | Service Area | 2,700 |
| | | % Riders Surveyed | 49% |
| | Low Income Household | Service Area | 1,608 |
| | | % Riders Surveyed | 40% |

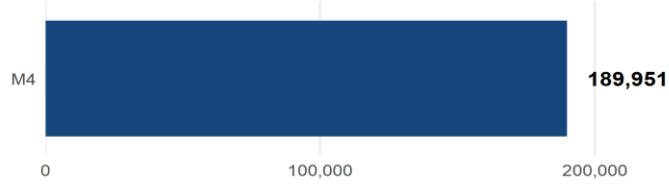
Facilities/Amenities

| | | |
|--|------------------------------|-----|
| | Bus Stops | 83 |
| | % Stops With Shelters | 11% |
| | % Stops With Benches | 7% |
| | % Stops With Real-Time Signs | 1% |



Ridership

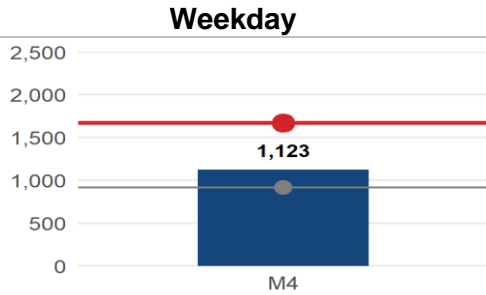
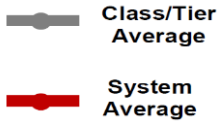
Annual Ridership



Top Transfer Locations

Tenleytown-AU

Average Daily Ridership



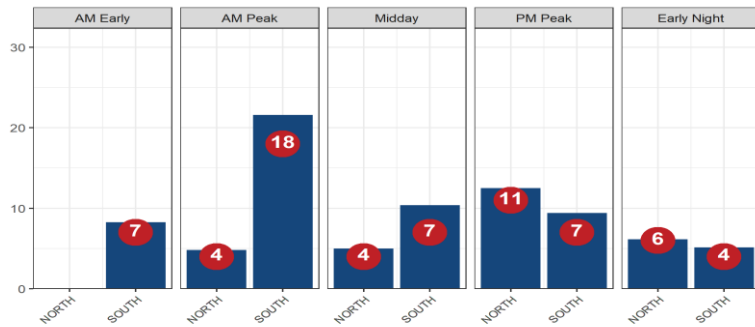
Saturday

No Service

Sunday

No Service

Average Trip Ridership and Maximum Load by Time Period



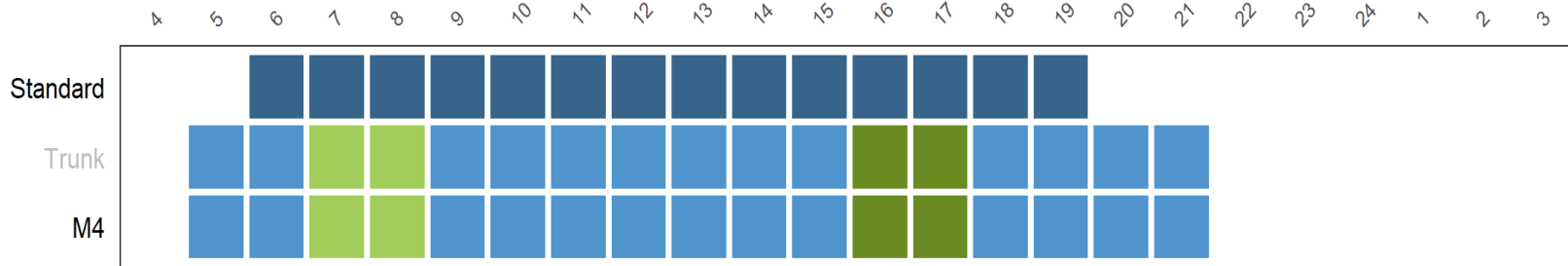
Vehicle Load Factor

| | | Direction: | NORTH | SOUTH |
|---------------------------------|---------------------------------|------------|-------|-------|
| Weekday | Peak Maximum Target: 1 | | | 0.34 |
| | Off-Peak Maximum Target: 1.0 | | 0.12 | 0.16 |
| Saturday Maximum Target: 1.0 | | | | |
| Sunday Maximum Target: 1.0 | | | | |

Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

B Nebraska Avenue

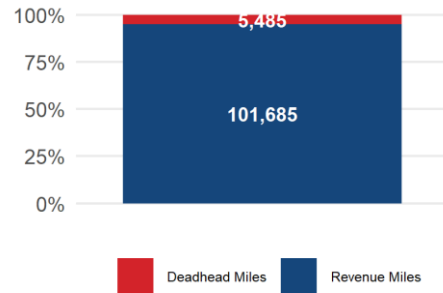
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|-----------------------------|-----------------------------|-------|-----------|-----------------|-------|-----------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 5:56 AM - 9:33 PM | - | A | - | - | - | - | - | - |
| | Frequency of Service varies | Peak: 19.1 / Off-Peak: 29.2 | Peak: 28.1 / Off-Peak: 61.2 | A | - | - | - | - | - | - |
| Productivity | Passengers per Revenue Hour 10 | 28.1 | 25.4 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 2.7 | 2.2 | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 76% | 81% | C | - | - | - | - | - | - |
| | Crowding 5% | 7% | 1% | E | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.13 | Off-Peak: 0.27 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$4.24 | \$ 5.33 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 50% | 23% | A | - | - | - | - | - | - |

Route M4

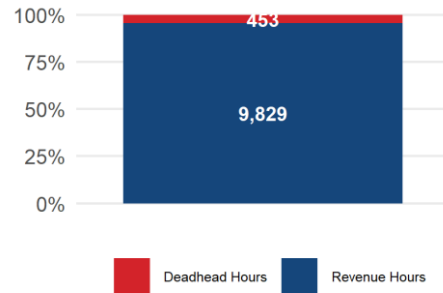
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|----------------|-----------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 10.5 | | | 4.9 | | | E | | |
| Route Design | Circuitry N/A | 1.33 | | | 12.83 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 10 | 28.1 | 25.4 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 2.7 | 2.2 | A | - | - | - | - | - | - |
| | Unique Segment Ridership 10% | 18% | 33% | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 76% | 81% | C | - | - | - | - | - | - |
| | Crowding 5% | 7% | 1% | E | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.13 | Off-Peak: 0.27 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$4.24 | \$ 5.33 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 50% | 22% | A | - | - | - | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



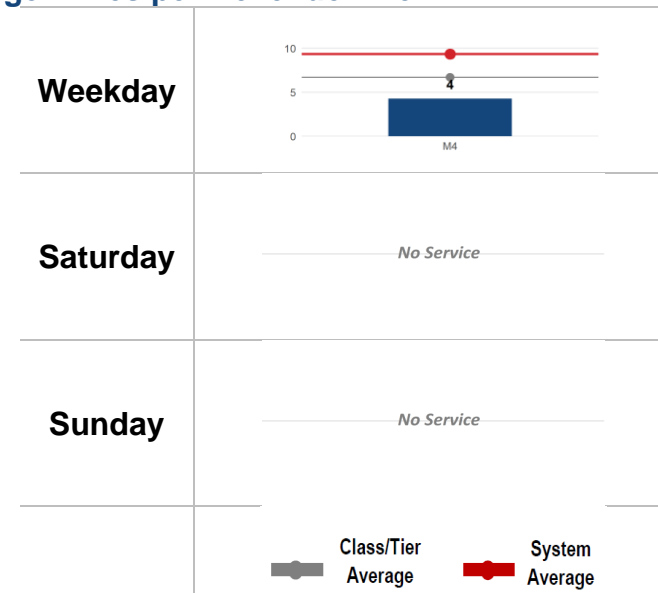
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| M4 | 8.20 | 2,617 | 2,603 (99.5%) |
| | | | |
| | | | |
| | | | |
| | | | |

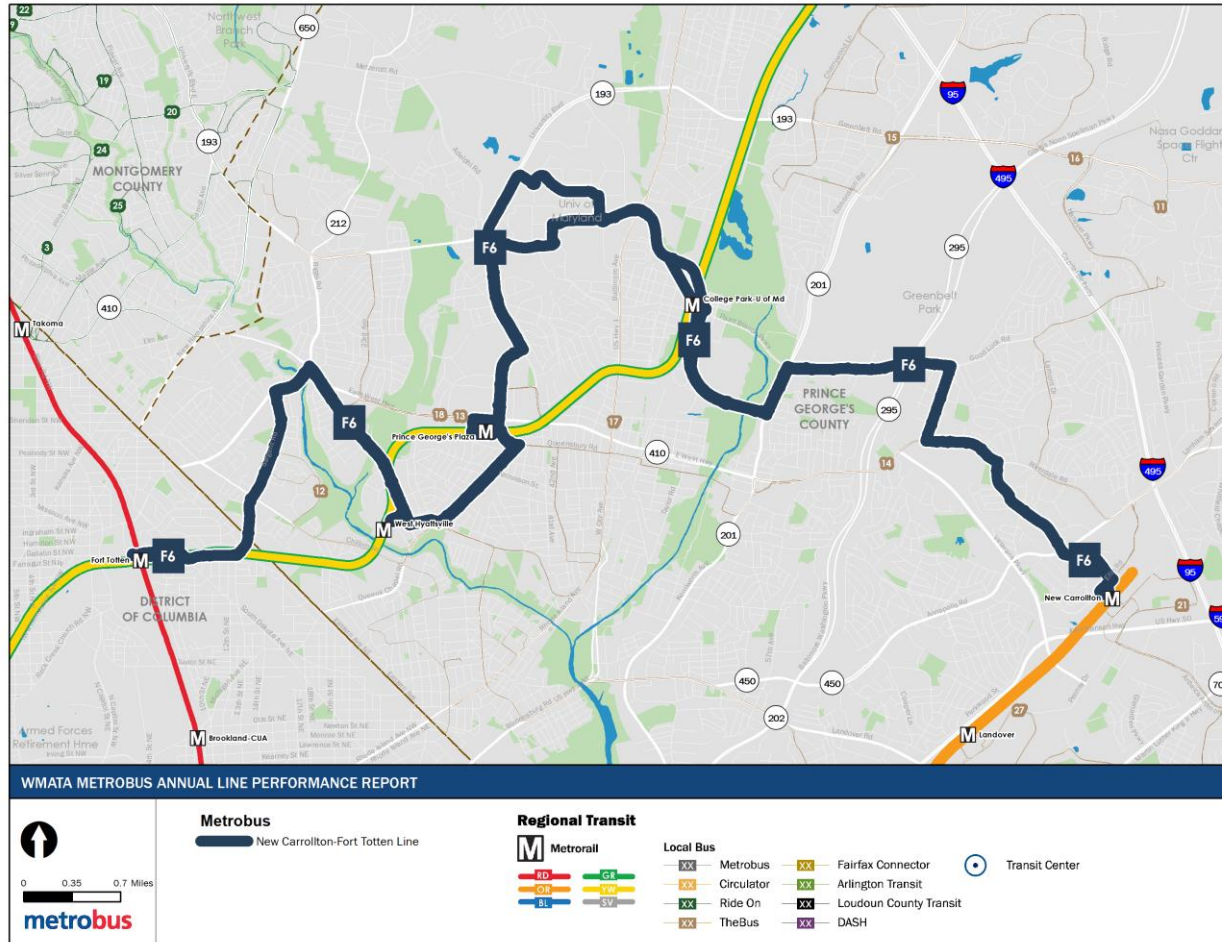
Service Change Summary

Route M4 - June 2020:
 Weekday: Extend to Oregon & Western; Saturday: No change; Sunday: No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

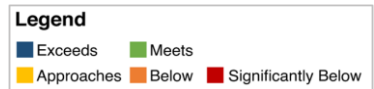
Framework

Activity Tier

3

Overall Grade

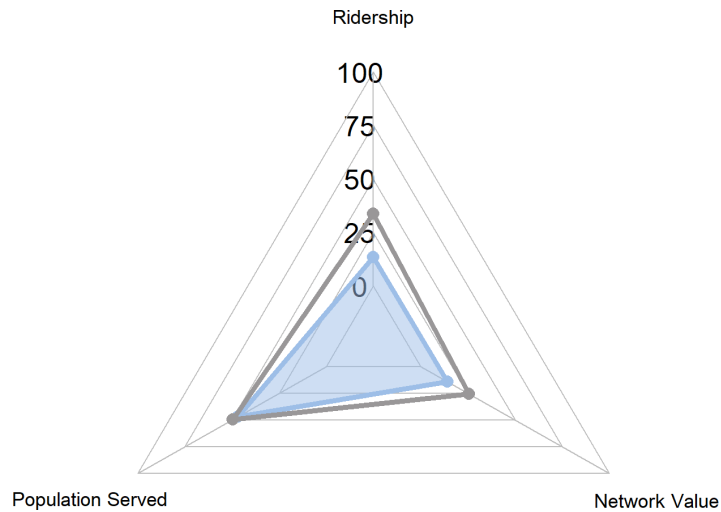
| Line | Overall Grade |
|------|---------------|
| F6 | B |
| | |
| | |
| | |
| | |
| | |



Line Benefit Score

25

Out of 100



Classification Average



Line Focus:

Population Served

Network Value

Ridership

Balanced




Line Score:

47




14

14





Operating Statistics

| | | |
|---|-------------------------------|--------------------|
|  | Annual Operating Costs | \$1,898,333 |
|  | Peak Vehicles | 7 |
|  | Vehicle Type(s) | 40 Foot |

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

| | | | |
|---|-----------------------------------|-------------------|---------------|
|  | Service Area Population | 38,851 | |
|  | People of Color Population | Service Area | 19,534 |
| | | % Riders Surveyed | 92% |
|  | Low Income Household | Service Area | 12,337 |
| | | % Riders Surveyed | 58% |

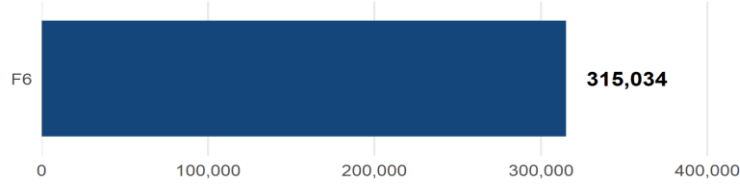
Facilities/Amenities

| | | |
|---|-------------------------------------|------------|
|  | Bus Stops | 149 |
|  | % Stops With Shelters | 15% |
|  | % Stops With Benches | 19% |
|  | % Stops With Real-Time Signs | 1% |



Ridership

Annual Ridership

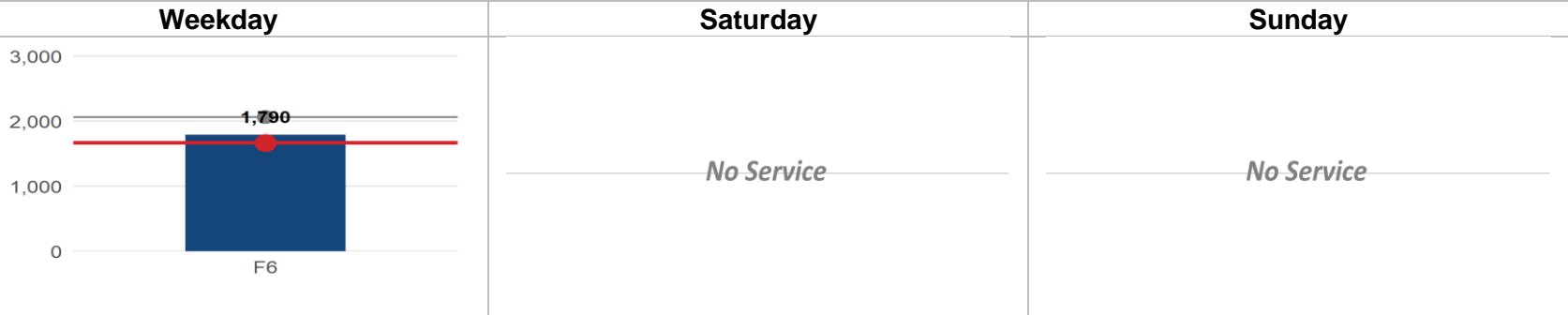


Top Transfer Locations

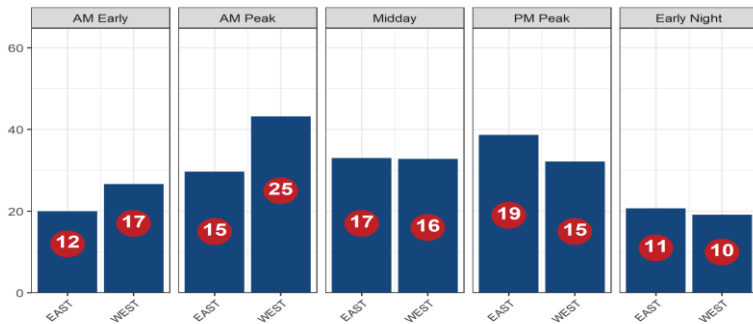
Fort Totten, West Hyattsville, College Park-U of MD

Average Daily Ridership

- Class/Tier Average
- System Average



Average Trip Ridership and Maximum Load by Time Period



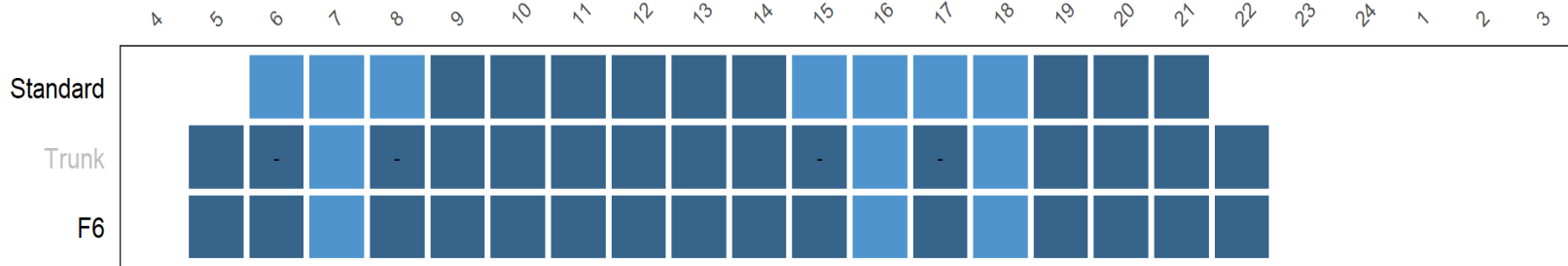
Vehicle Load Factor

| | | Direction: | |
|---------------------------------|---------------------------------|------------|------|
| | | EAST | WEST |
| Weekday | Peak Maximum Target: 1 | 0.44 | 0.49 |
| | Off-Peak Maximum Target: 1.0 | 0.36 | 0.37 |
| Saturday Maximum Target: 1.0 | | | |
| Sunday Maximum Target: 1.0 | | | |

Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

B New Carrollton-Fort Totten

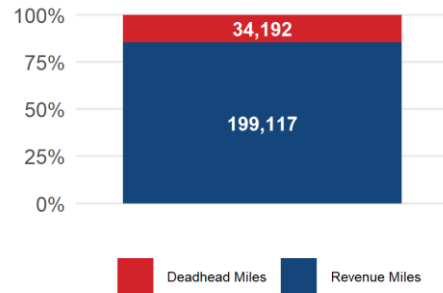
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|------------------------------|----------------------------|-------|-----------|-----------------|-------|-----------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 5:14 AM - 10:31 PM | - | A | - | - | - | - | - | - |
| | Frequency of Service varies | Peak: 29.4 / Off-Peak: 54.5 | Peak: 24 / Off-Peak: 39.5 | B | - | - | - | - | - | - |
| Productivity | Passengers per Revenue Hour 15 | 28.2 | 31.5 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 2.2 | 2.6 | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 77% | 74% | C | - | - | - | - | - | - |
| | Crowding 5% | 1% | 2% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.36 Peak: 0.47 | Off-Peak: 0.4 Peak: 0.5 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$4.23 | \$ 4.23 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 27% | 27% | A | - | - | - | - | - | - |

Route F6

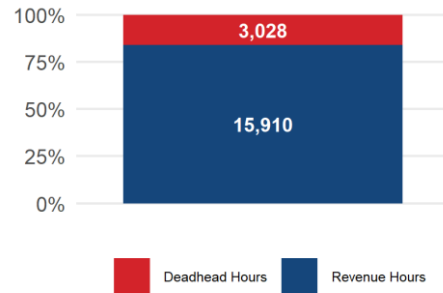
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|-----------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 4.7 | | | 4.6 | | | A | | |
| Route Design | Circuitry 1.75 | 1.91 | | | 2.47 | | | C | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 15 | 28.2 | 31.5 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 2.2 | 2.6 | A | - | - | - | - | - | - |
| | Unique Segment Ridership 10% | 23% | 32% | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 77% | 74% | C | - | - | - | - | - | - |
| | Crowding 5% | 1% | 2% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.36 Peak: 0.47 | Off-Peak: 0.44 Peak: 0.5 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$4.23 | \$ 4.23 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 27% | 28% | A | - | - | - | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



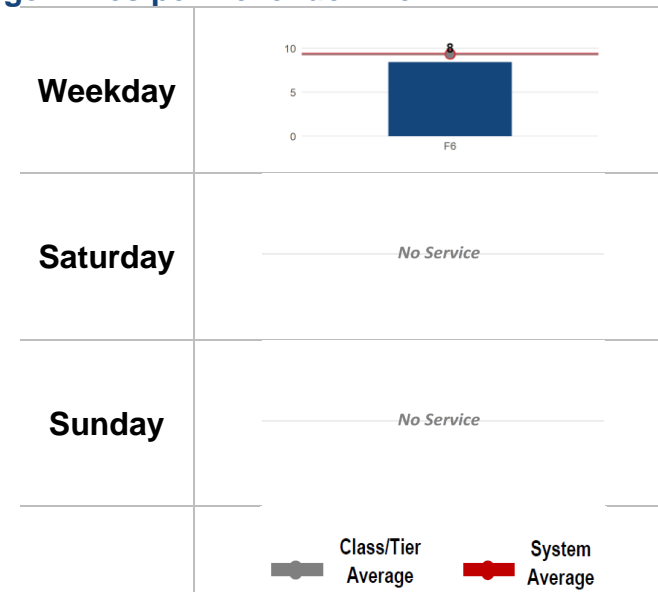
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| F6 | 32.50 | 1,231 | 1,229 (99.8%) |
| | | | |
| | | | |
| | | | |
| | | | |

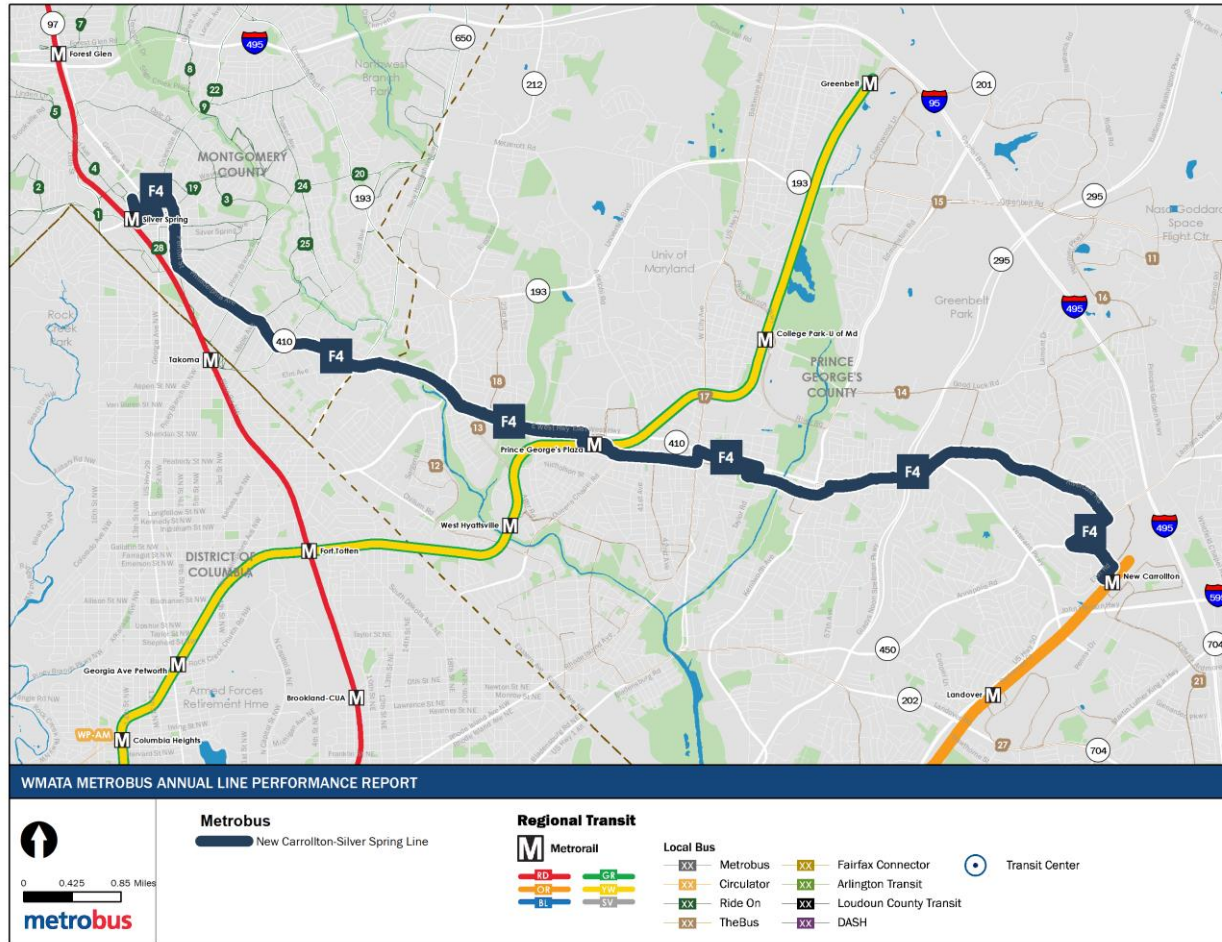
Service Change Summary

Route F6 - June 2020:
 Weekday: PG Plaza detour; Saturday: No change;
 Sunday: No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Framework

Activity Tier

2

Overall Grade

| Line | Grade |
|---------|-------|
| Line 97 | B |
| | |
| | |
| | |
| | |
| | |

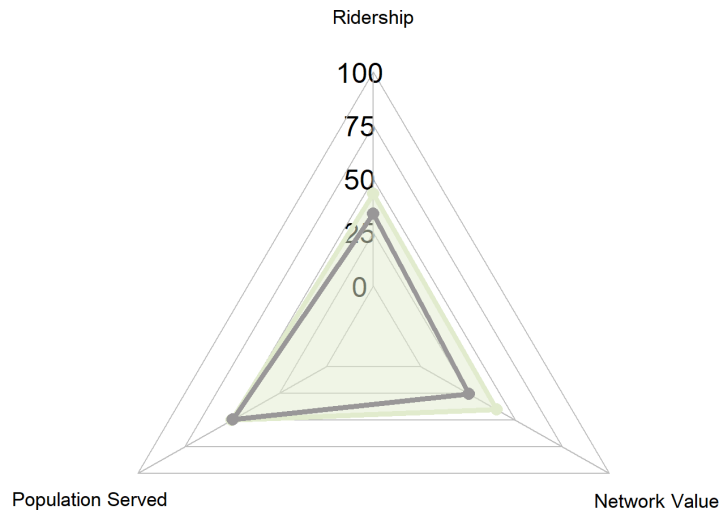
Legend

| | |
|---------------------|-------|
| Exceeds | Meets |
| Approaches | Below |
| Significantly Below | |

Line Benefit Score

44

Out of 100



Classification Average



Line Focus:

Population Served

Network Value

Ridership

Balanced

Line Score:

50

40

43

Operating Statistics

| | | |
|--|-------------------------------|--------------------|
| | Annual Operating Costs | \$5,475,420 |
| | Peak Vehicles | 15 |
| | Vehicle Type(s) | 40 Foot |

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

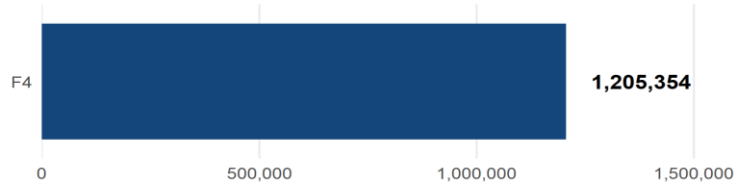
| | | | |
|--|-----------------------------------|-------------------|---------------|
| | Service Area Population | 39,591 | |
| | People of Color Population | Service Area | 18,147 |
| | | % Riders Surveyed | 94% |
| | Low Income Household | Service Area | 12,261 |
| | | % Riders Surveyed | 73% |

Facilities/Amenities

| | | |
|--|-------------------------------------|------------|
| | Bus Stops | 133 |
| | % Stops With Shelters | 17% |
| | % Stops With Benches | 26% |
| | % Stops With Real-Time Signs | 2% |



Annual Ridership

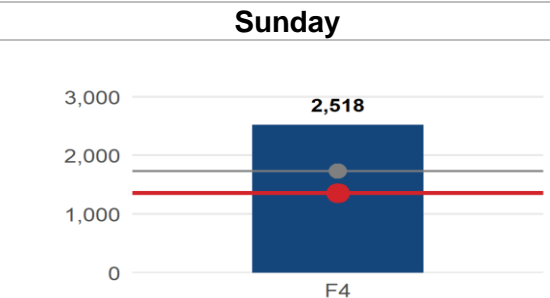
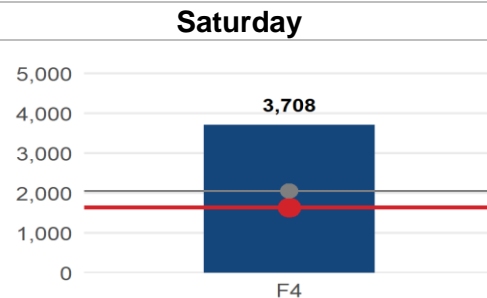
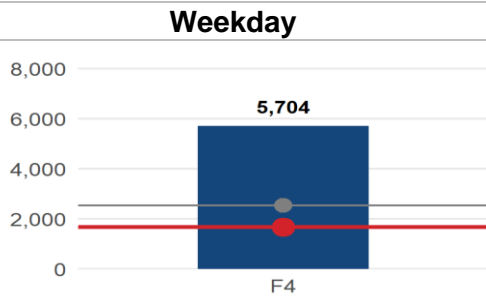


Top Transfer Locations

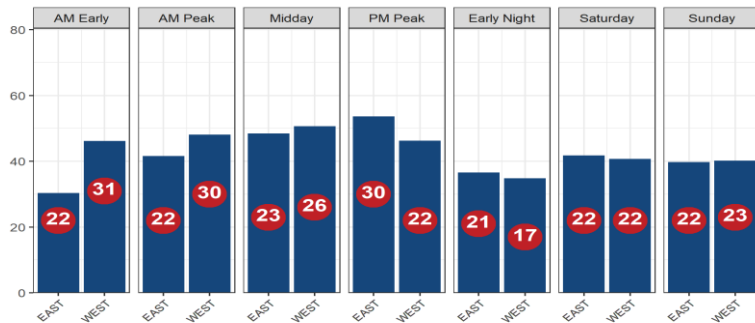
Prince George's Plaza, New Carrollton, Silver Spring

Average Daily Ridership

Class/Tier Average
 System Average



Average Trip Ridership and Maximum Load by Time Period



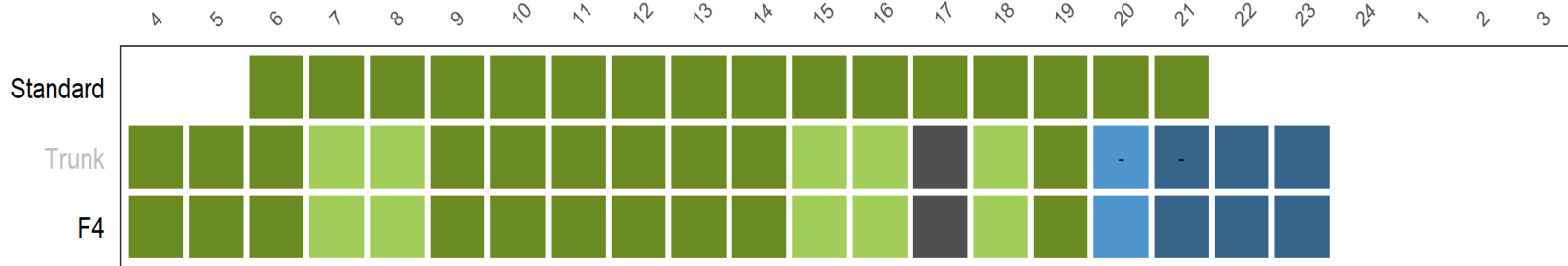
Vehicle Load Factor

| | | Direction: | |
|---------------------------------|---------------------------------|------------|------|
| | | EAST | WEST |
| Weekday | Peak Maximum Target: 1 | 0.67 | 0.62 |
| | Off-Peak Maximum Target: 1.0 | 0.57 | 0.62 |
| Saturday Maximum Target: 1.0 | | 0.55 | 0.55 |
| Sunday Maximum Target: 1.0 | | 0.55 | 0.57 |

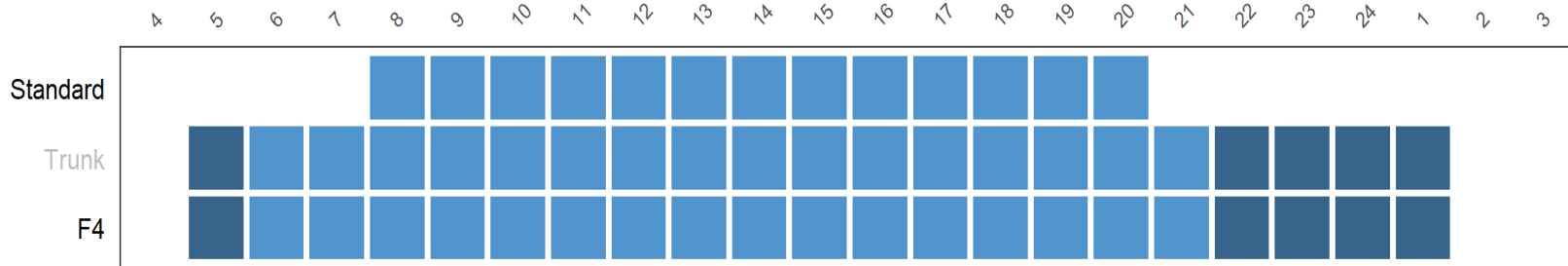
Span and Frequency



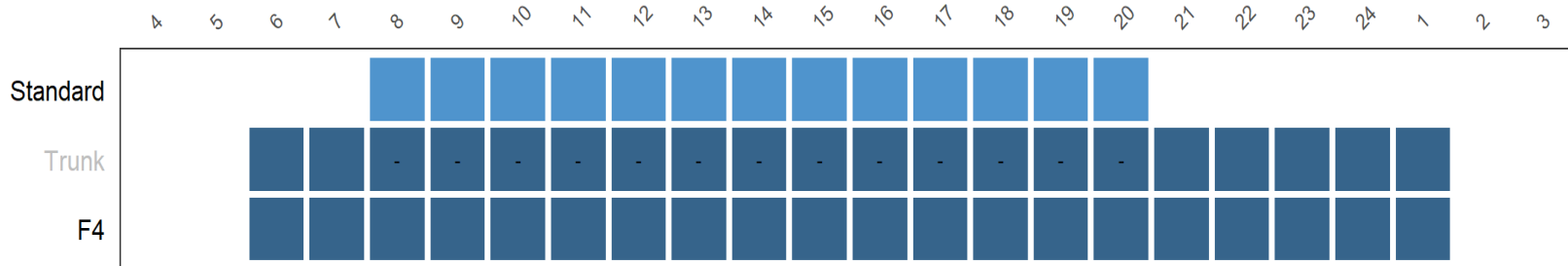
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

B New Carrollton-Silver Spring

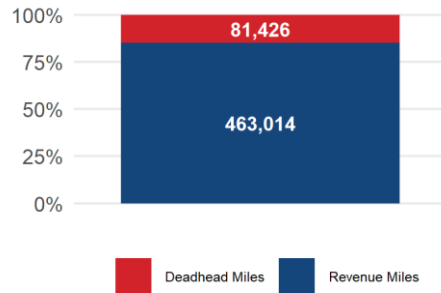
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|------------------------------|------------------------------|-------|-------------------|-----------------|-------|-------------------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 4:51 AM - 11:03 PM | - | A | 5:00 AM - 1:28 AM | - | A | 6:00 AM - 1:22 AM | - | A |
| | Frequency of Service varies | Peak: 13.8 / Off-Peak: 18.7 | Peak: 19.4 / Off-Peak: 34 | A | 26.0 | 29.8 | B | 36.4 | 33.8 | D |
| Productivity | Passengers per Revenue Hour 20 | 39.9 | 30.5 | A | 36.9 | 28.9 | A | 38.1 | 29.0 | A |
| | Passengers per Revenue Mile 2 | 4.0 | 3.0 | A | 3.5 | 2.7 | A | 3.4 | 2.6 | A |
| Reliability | On-Time Performance 79% | 67% | 73% | E | 78% | 76% | C | 83% | 79% | B |
| | Crowding 5% | 4% | 3% | A | 6% | 3% | D | 3% | 2% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.59 Peak: 0.65 | Off-Peak: 0.44 Peak: 0.52 | A | 0.55 | 0.41 | A | 0.56 | 0.4 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$2.99 | \$ 4.44 | A | \$3.24 | \$ 4.73 | A | \$3.13 | \$ 4.90 | A |
| | Cost Recovery 20% | 36% | 31% | A | 33% | 27% | A | 34% | 27% | A |

Route F4

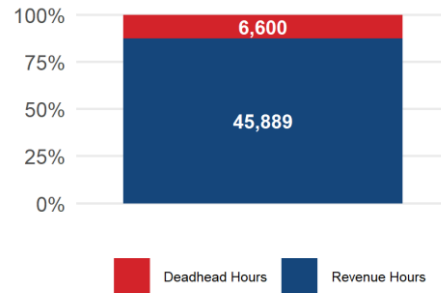
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 5 | | | 4.5 | | | A | | |
| Route Design | Circuitry 1.75 | 1.36 | | | 1.47 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 20 | 39.9 | 30.5 | A | 36.9 | 28.9 | A | 38.1 | 29.0 | A |
| | Passengers per Revenue Mile 2 | 4.0 | 3.0 | A | 3.5 | 2.7 | A | 3.4 | 2.6 | A |
| | Unique Segment Ridership 10% | 54% | 16% | A | 74% | 35% | A | 74% | 46% | A |
| Reliability | On-Time Performance 79% | 67% | 73% | E | 78% | 76% | C | 83% | 79% | B |
| | Crowding 5% | 4% | 2% | A | 6% | 3% | D | 3% | 1% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.59 Peak: 0.65 | Off-Peak: 0.42 Peak: 0.52 | A | 0.55 | 0.42 | A | 0.56 | 0.4 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$2.99 | \$ 4.44 | A | \$3.24 | \$ 4.73 | A | \$3.13 | \$ 4.90 | A |
| | Cost Recovery 20% | 36% | 30% | A | 33% | 26% | A | 34% | 27% | A |

Operational Analysis

Miles Allocation



Hours Allocation



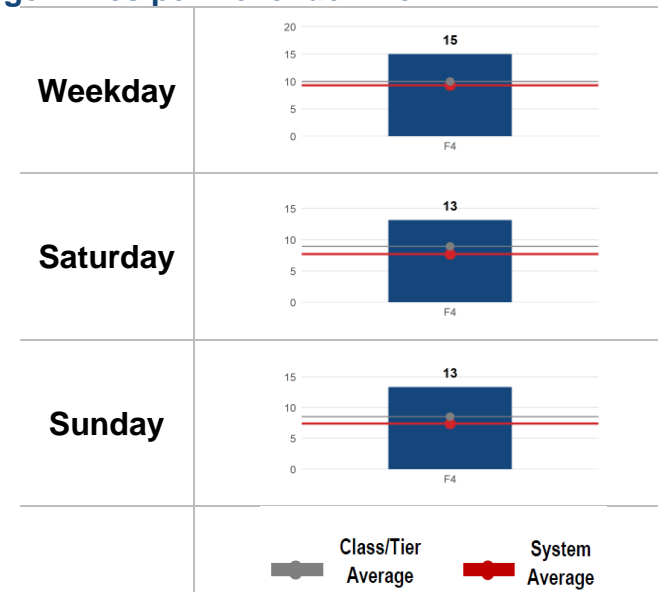
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| F4 | 27.10 | 3,438 | 3,423 (99.6%) |
| | | | |
| | | | |
| | | | |

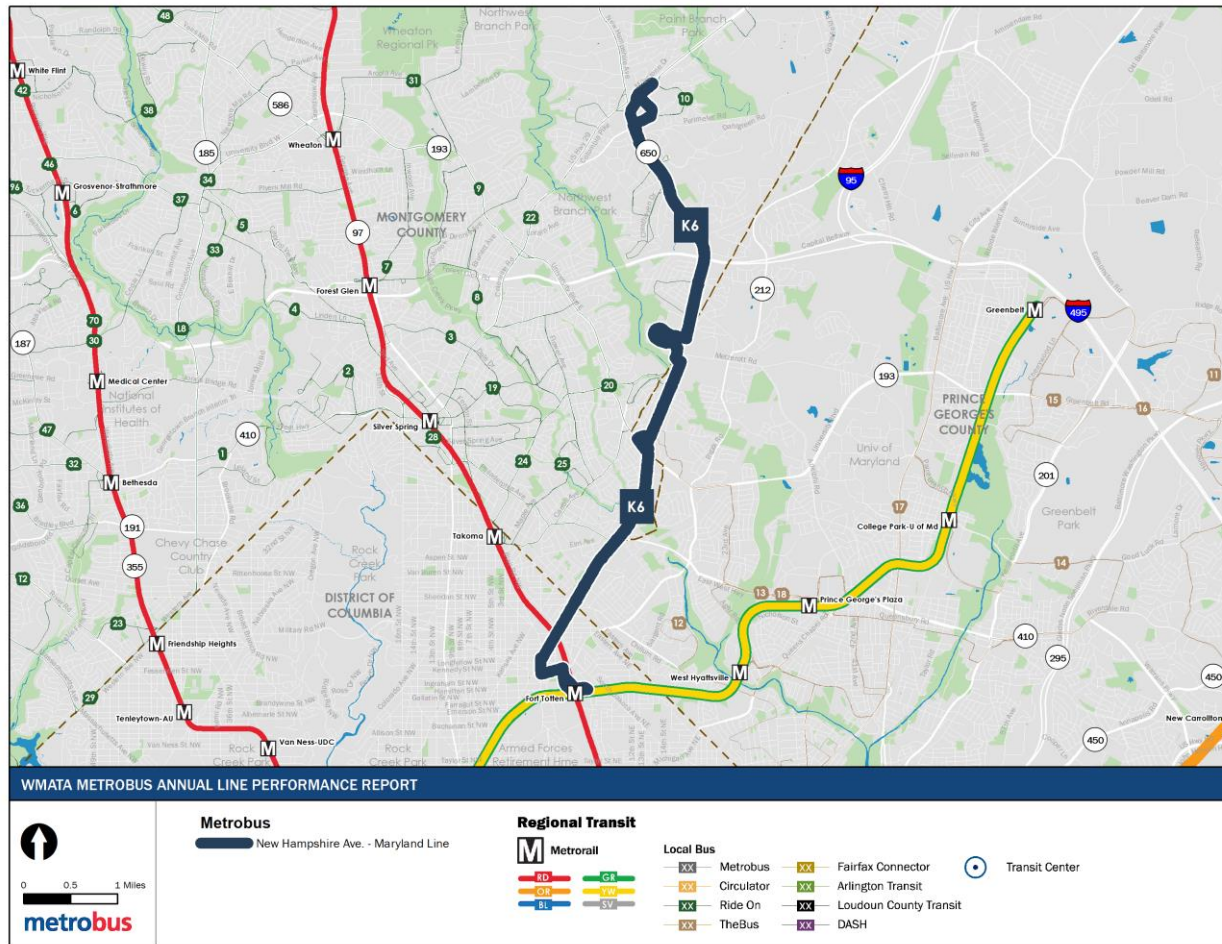
Service Change Summary

Route F4 - June 2020:
 Weekday: 2 a.m. & PG Plaza detour; Saturday: 2 a.m. & PG Plaza detour; Sunday: 2 a.m. & PG Plaza detour;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Framework

Activity Tier

2

Overall Grade

| Line | Overall Grade |
|------|---------------|
| Line | B |
| | |
| | |
| | |
| | |
| | |
| | |

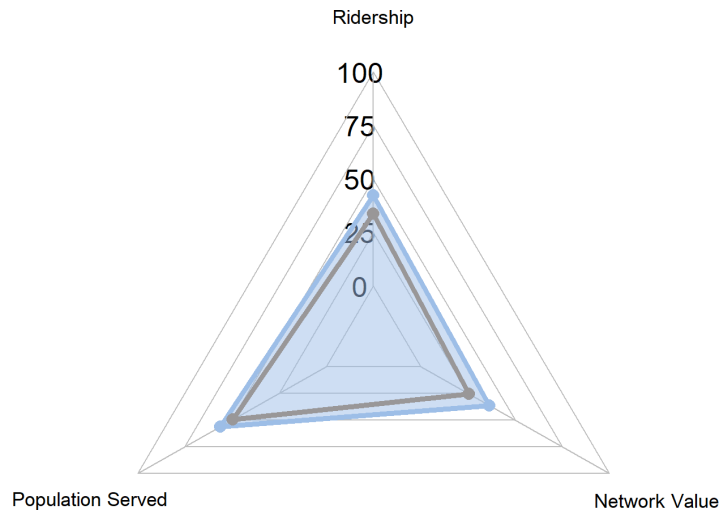
Legend

- Exceeds (Dark Blue)
- Meets (Green)
- Approaches (Yellow)
- Below (Orange)
- Significantly Below (Red)

Line Benefit Score

45

Out of 100



Classification Average



Line Focus:

Population Served

Network Value

Ridership

Balanced




Line Score:

56




36

42





Operating Statistics

| | | |
|---|-------------------------------|--------------------|
|  | Annual Operating Costs | \$4,739,559 |
|  | Peak Vehicles | 9 |
|  | Vehicle Type(s) | 40 Foot |

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

| | | | |
|---|-----------------------------------|-------------------|---------------|
|  | Service Area Population | 49,020 | |
|  | People of Color Population | Service Area | 22,549 |
| | | % Riders Surveyed | 95% |
|  | Low Income Household | Service Area | 18,727 |
| | | % Riders Surveyed | 67% |

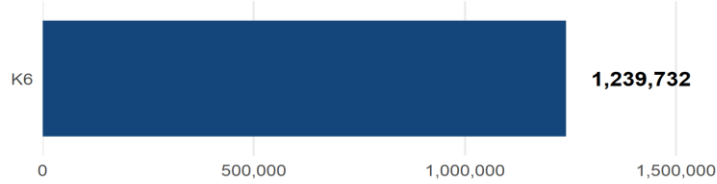
Facilities/Amenities

| | | |
|---|-------------------------------------|------------|
|  | Bus Stops | 98 |
|  | % Stops With Shelters | 32% |
|  | % Stops With Benches | 44% |
|  | % Stops With Real-Time Signs | 7% |



Ridership

Annual Ridership



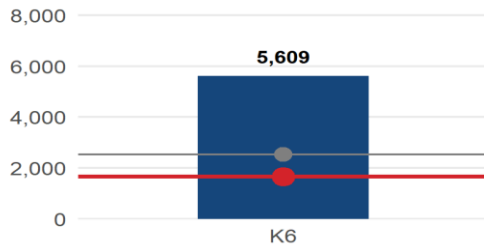
Top Transfer Locations

Fort Totten

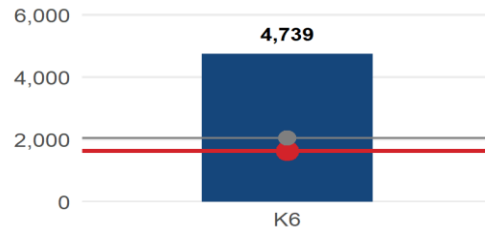
Average Daily Ridership

- Class/Tier Average
- System Average

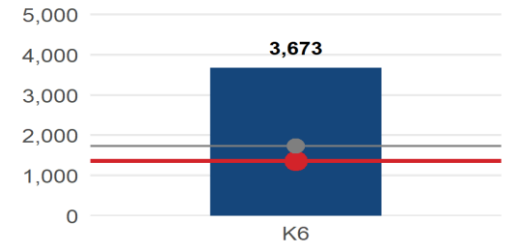
Weekday



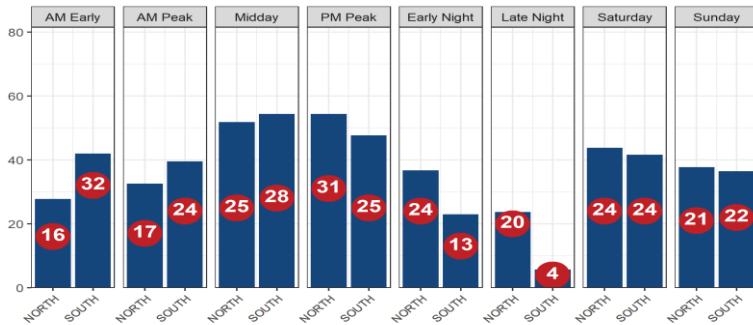
Saturday



Sunday



Average Trip Ridership and Maximum Load by Time Period



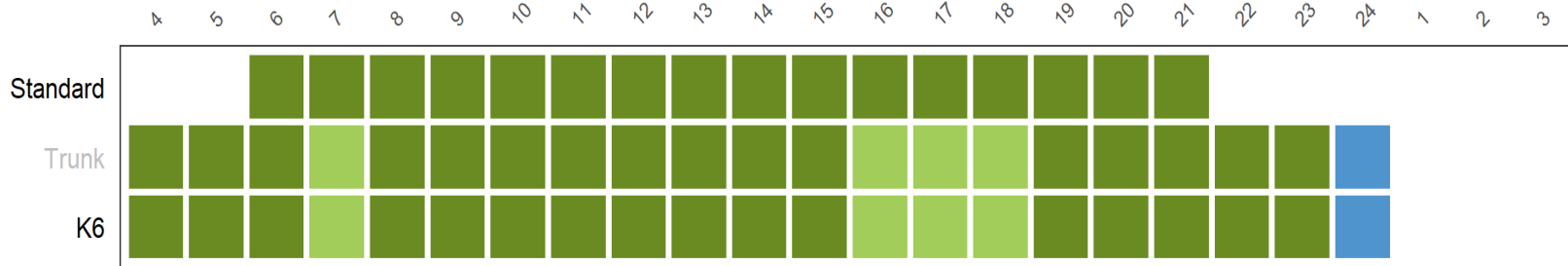
Vehicle Load Factor

| | | Direction: | |
|---------------------------------|---------------------------------|------------|-------|
| | | NORTH | SOUTH |
| Weekday | Peak Maximum Target: 1 | 0.65 | 0.62 |
| | Off-Peak Maximum Target: 1.0 | 0.57 | 0.55 |
| Saturday Maximum Target: 1.0 | | 0.59 | 0.59 |
| Sunday Maximum Target: 1.0 | | 0.52 | 0.54 |

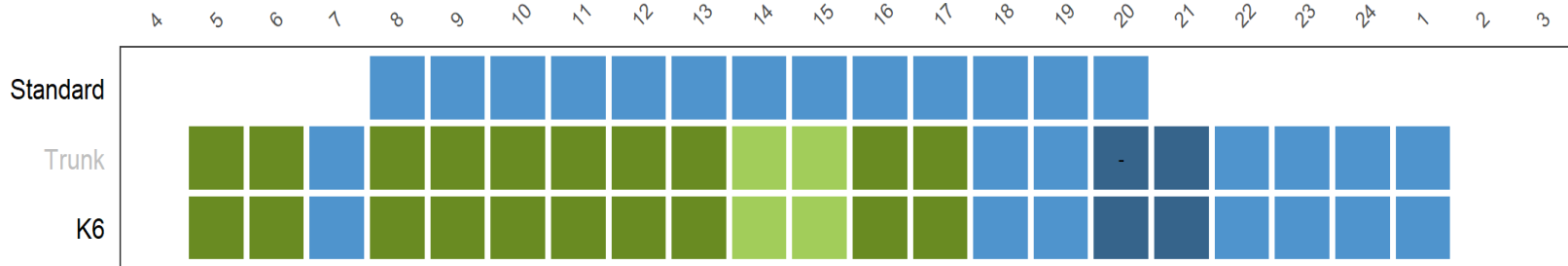
Span and Frequency



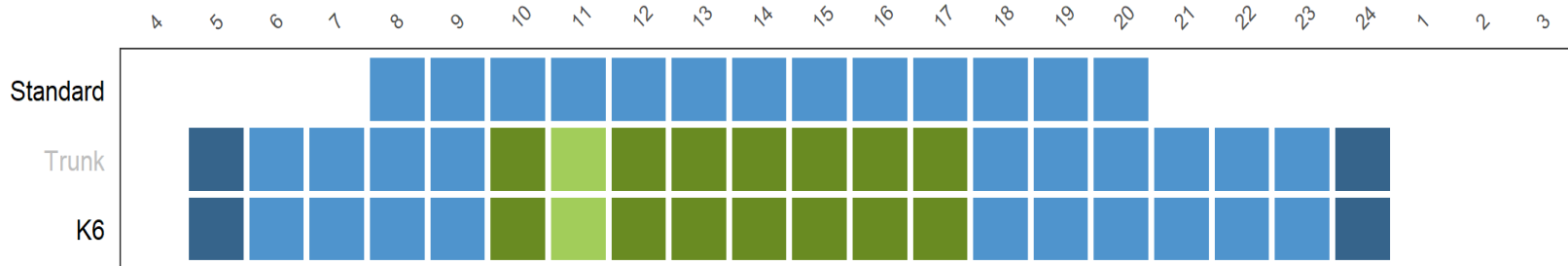
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

B New Hampshire Ave. - Maryland

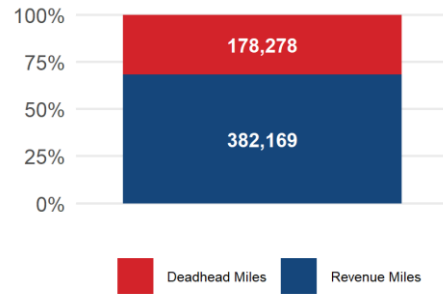
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|------------------------------|------------------------------|-------|-------------------|-----------------|-------|--------------------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 4:54 AM - 12:54 AM | - | A | 5:29 AM - 1:39 AM | - | A | 5:33 AM - 12:55 AM | - | A |
| | Frequency of Service varies | Peak: 15.9 / Off-Peak: 20.0 | Peak: 19.4 / Off-Peak: 34 | B | 20.7 | 29.8 | A | 22.5 | 33.8 | A |
| Productivity | Passengers per Revenue Hour 20 | 46.8 | 30.5 | A | 49.7 | 28.9 | A | 46.7 | 29.0 | A |
| | Passengers per Revenue Mile 2 | 4.8 | 3.0 | A | 4.9 | 2.7 | A | 4.3 | 2.6 | A |
| Reliability | On-Time Performance 79% | 69% | 73% | D | 72% | 76% | D | 71% | 79% | D |
| | Crowding 5% | 5% | 3% | B | 9% | 3% | E | 6% | 2% | E |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.56 Peak: 0.64 | Off-Peak: 0.44 Peak: 0.52 | A | 0.59 | 0.41 | A | 0.53 | 0.4 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$2.55 | \$ 4.44 | A | \$2.40 | \$ 4.73 | A | \$2.55 | \$ 4.90 | A |
| | Cost Recovery 20% | 43% | 31% | A | 46% | 27% | A | 43% | 27% | A |

Route K6

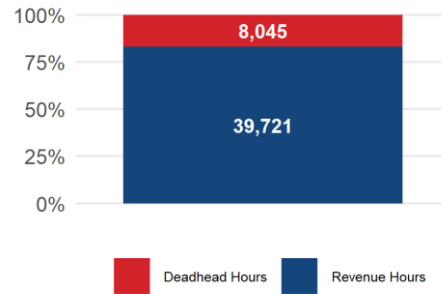
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 5.3 | | | 4.5 | | | E | | |
| | Circuitry 1.75 | 1.32 | | | 1.47 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 20 | 46.8 | 30.5 | A | 49.7 | 28.9 | A | 46.7 | 29.0 | A |
| | Passengers per Revenue Mile 2 | 4.8 | 3.0 | A | 4.9 | 2.7 | A | 4.3 | 2.6 | A |
| | Unique Segment Ridership 10% | 34% | 16% | A | 71% | 35% | A | 87% | 46% | A |
| Reliability | On-Time Performance 79% | 69% | 73% | D | 72% | 76% | D | 71% | 79% | D |
| | Crowding 5% | 5% | 2% | B | 9% | 3% | E | 6% | 1% | E |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.56 Peak: 0.64 | Off-Peak: 0.42 Peak: 0.52 | A | 0.59 | 0.42 | A | 0.53 | 0.4 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$2.55 | \$ 4.44 | A | \$2.40 | \$ 4.73 | A | \$2.55 | \$ 4.90 | A |
| | Cost Recovery 20% | 43% | 30% | A | 46% | 26% | A | 43% | 27% | A |

Operational Analysis

Miles Allocation



Hours Allocation



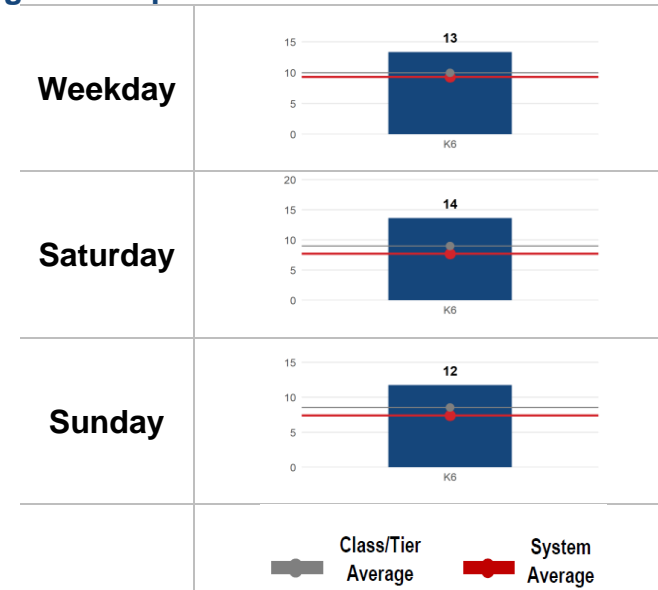
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| K6 | 19.00 | 3,805 | 3,773 (99.2%) |
| | | | |
| | | | |
| | | | |

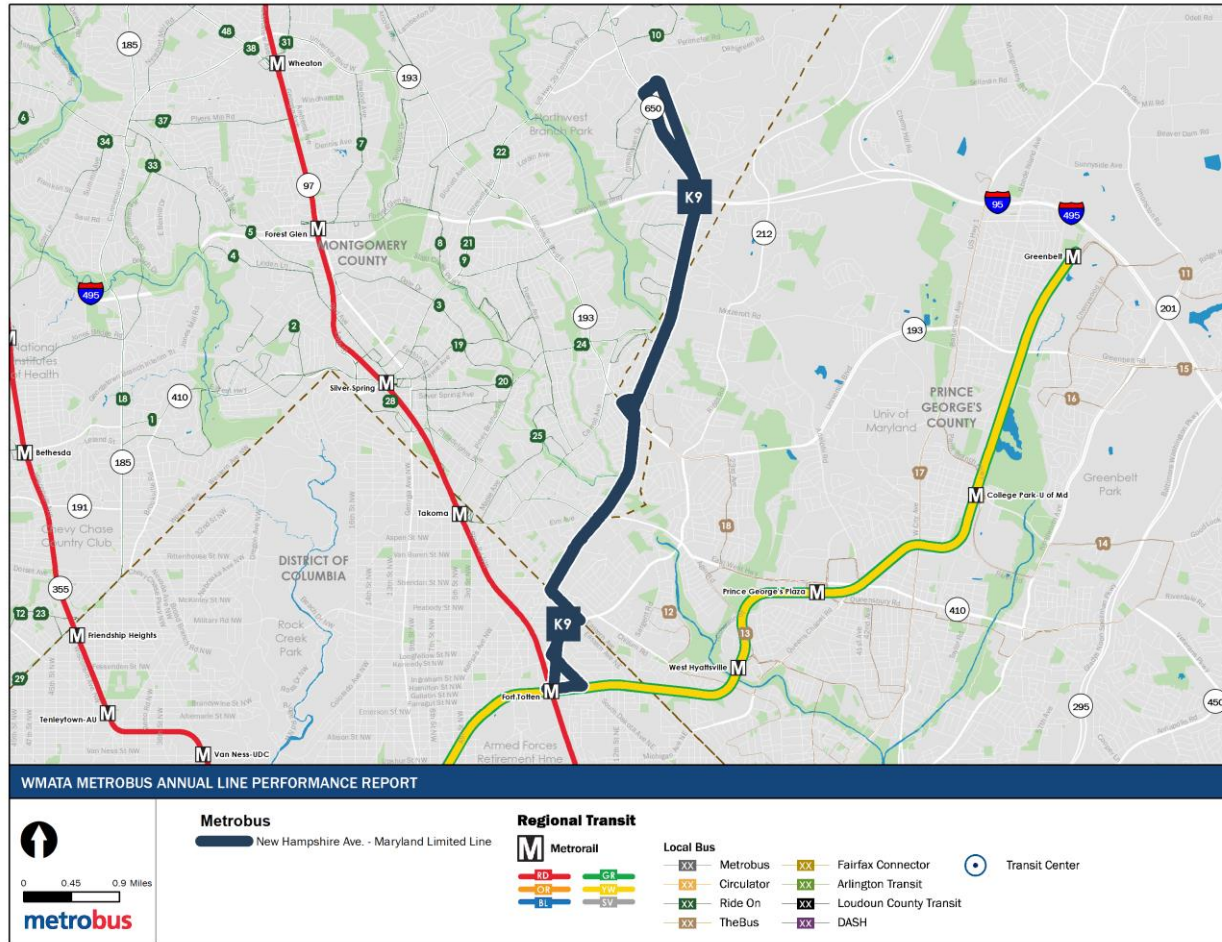
Service Change Summary

Route K6 - June 2020:
 Weekday: 2 a.m.; Saturday: 2 a.m.; Sunday: 2 a.m.;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Framework

Activity Tier

2

Overall Grade

| Line | Overall Grade |
|------|---------------|
| Line | B |
| | |
| | |
| | |
| | |
| | |

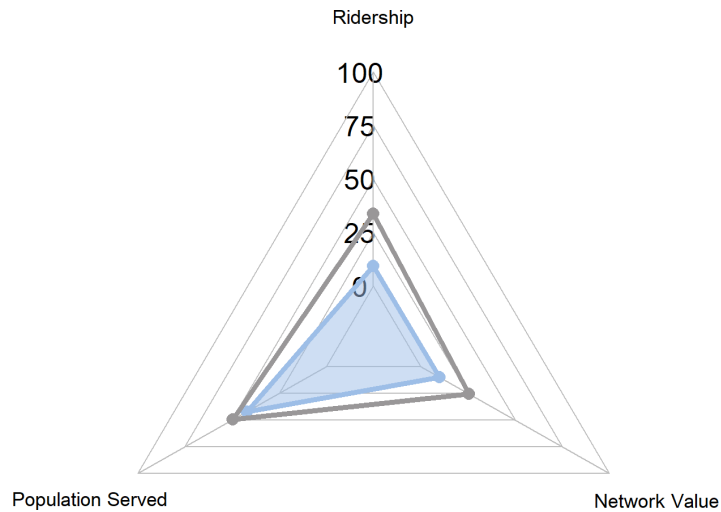
Legend

- Exceeds (Blue)
- Meets (Green)
- Approaches (Yellow)
- Below (Orange)
- Significantly Below (Red)

Line Benefit Score

20

Out of 100



Classification Average



Line Focus:

Population Served

Network Value

Ridership

Balanced




Line Score:

42




10

9





Operating Statistics

| | | |
|---|-------------------------------|--------------------|
|  | Annual Operating Costs | \$1,166,711 |
|  | Peak Vehicles | 6 |
|  | Vehicle Type(s) | 40 Foot |

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

| | | | |
|---|-----------------------------------|-------------------|---------------|
|  | Service Area Population | 28,017 | |
|  | People of Color Population | Service Area | 12,238 |
| | | % Riders Surveyed | 66% |
|  | Low Income Household | Service Area | 10,893 |
| | | % Riders Surveyed | 44% |

Facilities/Amenities

| | | |
|---|-------------------------------------|------------|
|  | Bus Stops | 23 |
|  | % Stops With Shelters | 35% |
|  | % Stops With Benches | 43% |
|  | % Stops With Real-Time Signs | 17% |



Ridership

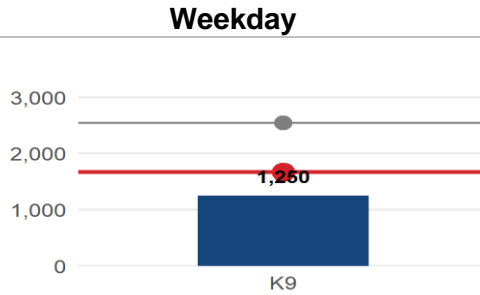
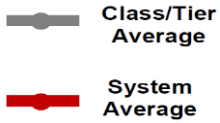
Annual Ridership



Top Transfer Locations

Fort Totten

Average Daily Ridership



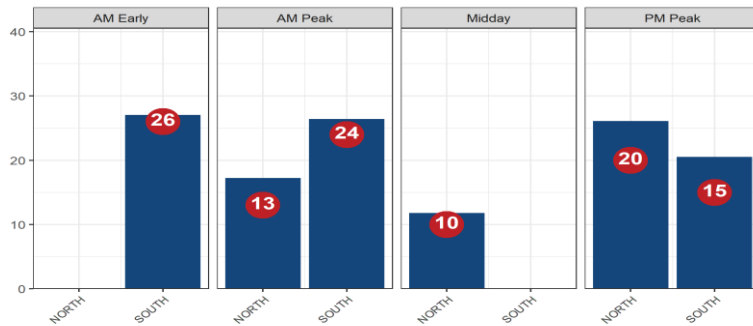
Saturday

No Service

Sunday

No Service

Average Trip Ridership and Maximum Load by Time Period



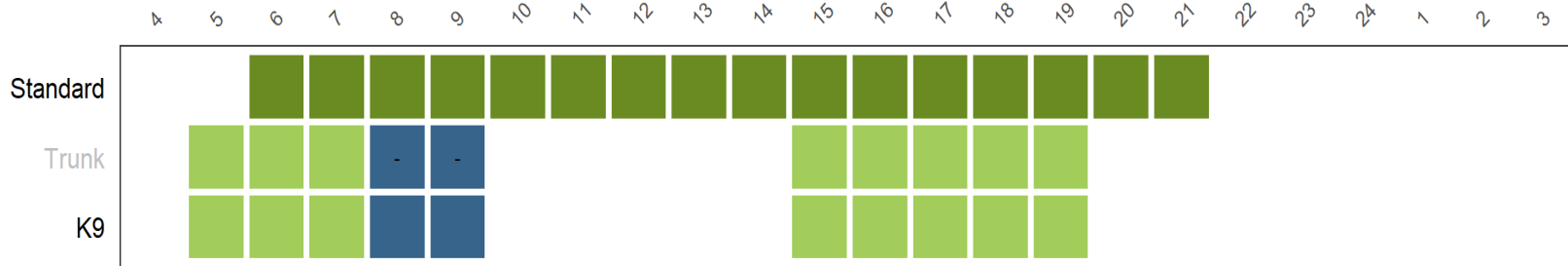
Vehicle Load Factor

| | | Direction: | NORTH | SOUTH |
|---------------------------------|---------------------------------|------------|-------|-------|
| Weekday | Peak Maximum Target: 1 | | 0.42 | 0.48 |
| | Off-Peak Maximum Target: 1.0 | | 0.25 | 0.63 |
| Saturday Maximum Target: 1.0 | | | | |
| Sunday Maximum Target: 1.0 | | | | |

Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

B New Hampshire Ave. - Maryland Limited

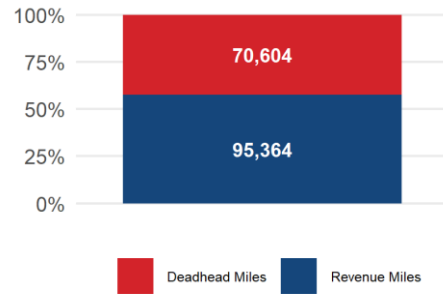
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|--------------------------------------|------------------------------|-------|-----------|-----------------|-------|-----------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 5:21 AM - 9:32 AM; 3:20 PM - 7:22 PM | - | E | - | - | - | - | - | - |
| | Frequency of Service varies | Peak: 21.7 / Off-Peak: 224.8 | Peak: 19.4 / Off-Peak: 34 | C | - | - | - | - | - | - |
| Productivity | Passengers per Revenue Hour 20 | 32.5 | 30.5 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 2 | 3.3 | 3 | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 77% | 73% | C | - | - | - | - | - | - |
| | Crowding 5% | 3% | 3% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.56 Peak: 0.45 | Off-Peak: 0.44 Peak: 0.52 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$3.67 | \$ 4.44 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 35% | 31% | A | - | - | - | - | - | - |

Route K9

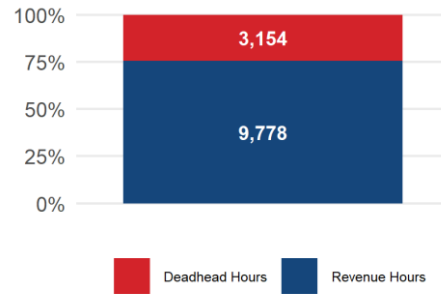
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 1.9 | | | 4.5 | | | E | | |
| | Circuitry 1.75 | 1.06 | | | 1.47 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 20 | 32.5 | 30.5 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 2 | 3.3 | 3 | A | - | - | - | - | - | - |
| | Unique Segment Ridership 10% | 14% | 16% | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 77% | 73% | C | - | - | - | - | - | - |
| | Crowding 5% | 3% | 2% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.56 Peak: 0.45 | Off-Peak: 0.42 Peak: 0.52 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$3.67 | \$ 4.44 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 35% | 30% | A | - | - | - | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



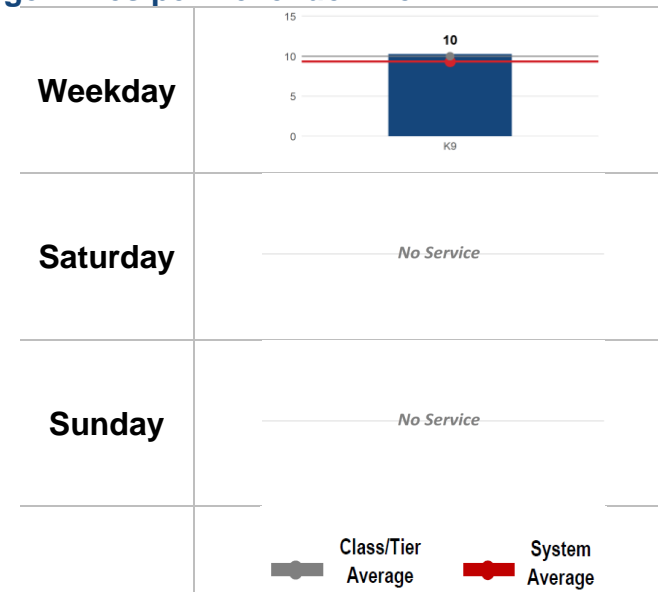
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| K9 | 13.90 | 1,265 | 1,259 (99.5%) |
| | | | |
| | | | |
| | | | |
| | | | |

Service Change Summary

Route K9 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Framework

Activity Tier

1

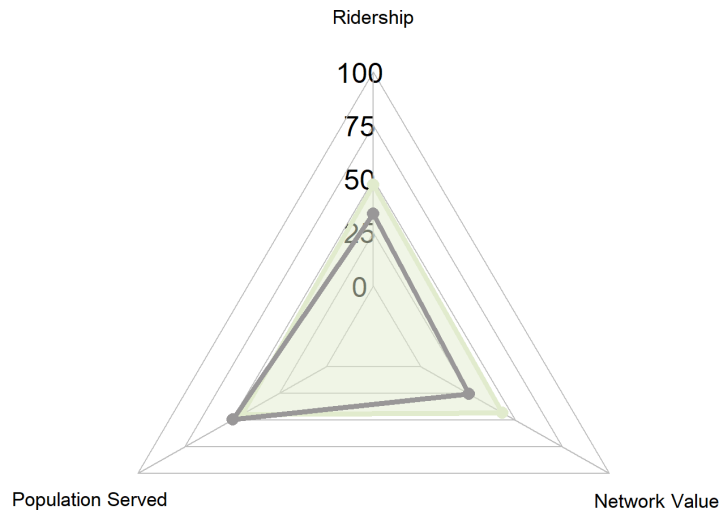
Overall Grade

| Line | Overall Grade |
|------|---------------|
| Line | C |
| | |
| | |
| | |
| | |
| | |

Line Benefit Score

45

Out of 100



Classification Average



Line Focus:

Population Served

Network Value

Ridership

Balanced




Line Score:

45




43

47





Operating Statistics

| | | |
|---|-------------------------------|--------------------|
|  | Annual Operating Costs | \$7,212,264 |
|  | Peak Vehicles | 17 |
|  | Vehicle Type(s) | 40 Foot |

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

| | | | |
|---|-----------------------------------|-------------------|---------------|
|  | Service Area Population | 40,935 | |
|  | People of Color Population | Service Area | 19,673 |
| | | % Riders Surveyed | 84% |
|  | Low Income Household | Service Area | 7,625 |
| | | % Riders Surveyed | 54% |

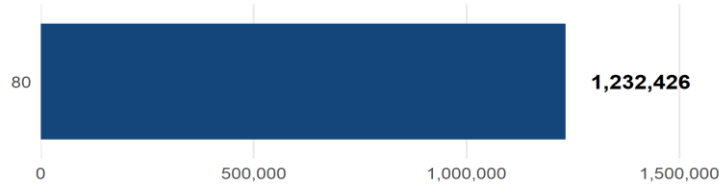
Facilities/Amenities

| | | |
|---|-------------------------------------|------------|
|  | Bus Stops | 129 |
|  | % Stops With Shelters | 33% |
|  | % Stops With Benches | 30% |
|  | % Stops With Real-Time Signs | 11% |



Ridership

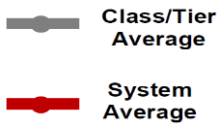
Annual Ridership



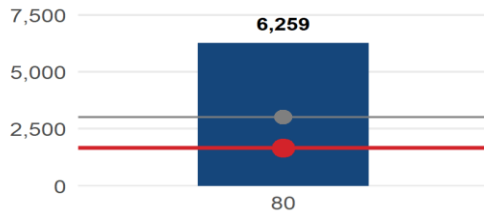
Top Transfer Locations

Brookland, Fort Totten, Farragut North

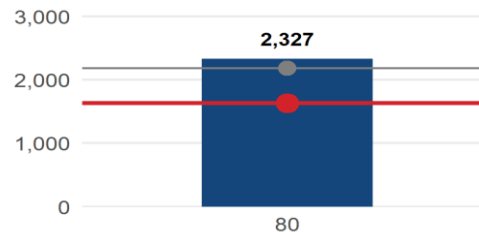
Average Daily Ridership



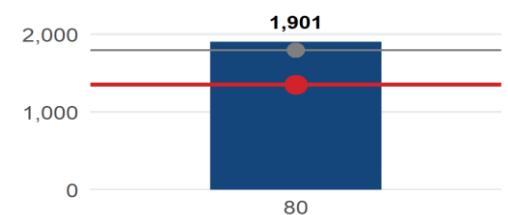
Weekday



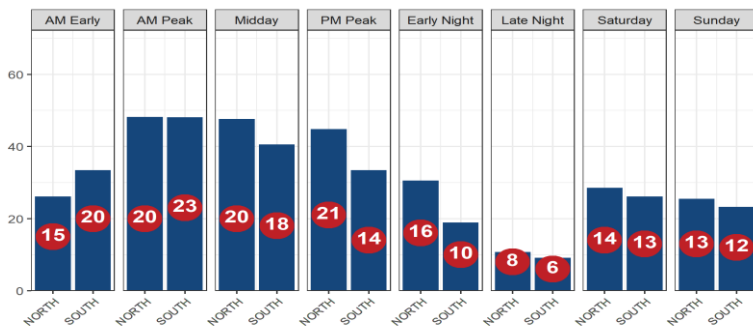
Saturday



Sunday



Average Trip Ridership and Maximum Load by Time Period



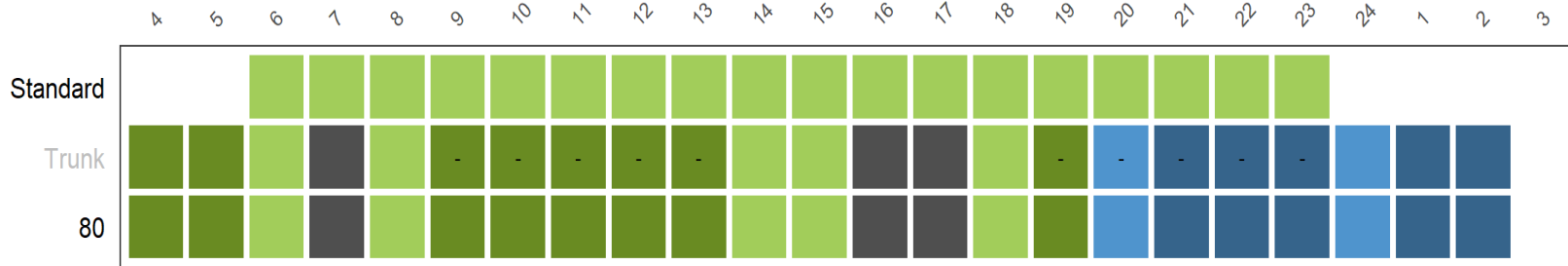
Vehicle Load Factor

| | | Direction: | |
|--|--|------------|-------|
| | | NORTH | SOUTH |
| Weekday | Peak Maximum Target: 1.2 | 0.52 | 0.47 |
| | Off-Peak Maximum Target: 1.0 | 0.42 | 0.39 |
| Saturday Maximum Target: 1.0 | | 0.35 | 0.33 |
| Sunday Maximum Target: 1.0 | | 0.33 | 0.3 |

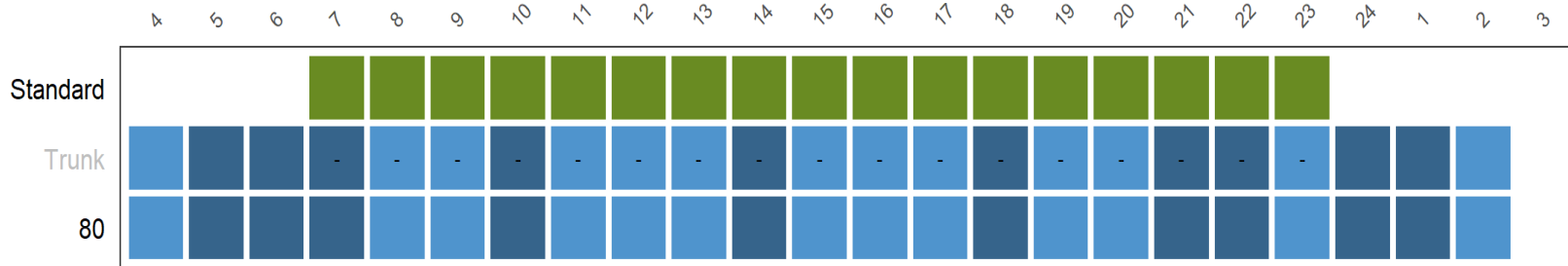
Span and Frequency



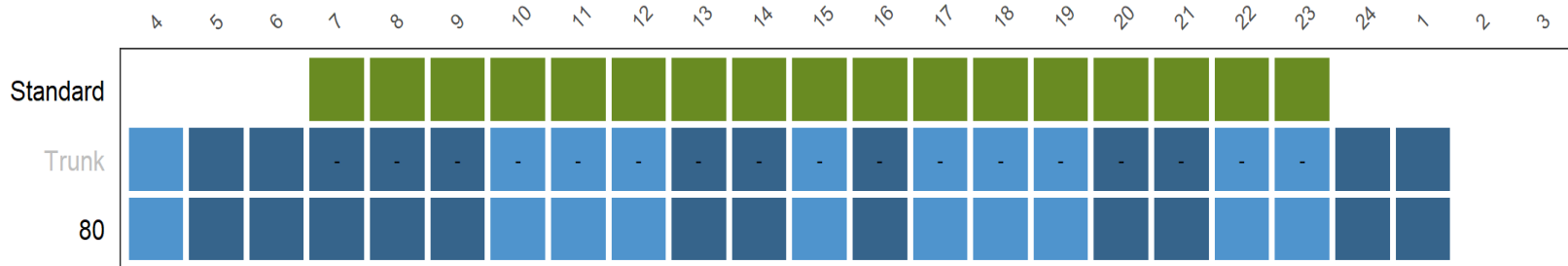
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

C North Capitol Street

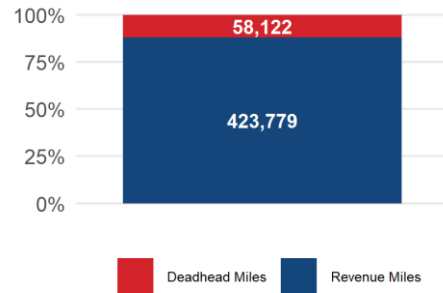
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|-----------------------------|------------------------------|-------|-------------------|-----------------|-------|-------------------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 4:29 AM - 2:10 AM | - | A | 4:40 AM - 2:45 AM | - | A | 4:54 AM - 1:12 AM | - | A |
| | Frequency of Service varies | Peak: 12.9 / Off-Peak: 18.1 | Peak: 17.4 / Off-Peak: 39 | B | 30.5 | 25.4 | E | 31.1 | 29.4 | E |
| Productivity | Passengers per Revenue Hour 30 | 31.2 | 33.6 | B | 24.0 | 27.3 | E | 22.3 | 27.1 | E |
| | Passengers per Revenue Mile 4 | 4.5 | 4.5 | A | 2.9 | 3.3 | E | 2.6 | 3.2 | E |
| Reliability | On-Time Performance 79% | 69% | 74% | E | 69% | 76% | D | 73% | 79% | D |
| | Crowding 5% | 1% | 4% | A | 1% | 3% | A | 0% | 1% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.4 Peak: 0.49 | Off-Peak: 0.39 Peak: 0.54 | A | 0.34 | 0.36 | A | 0.31 | 0.35 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$3.83 | \$ 4.15 | A | \$4.98 | \$ 5.07 | B | \$5.35 | \$ 5.11 | C |
| | Cost Recovery 25% | 24% | 32% | C | 18% | 27% | D | 17% | 26% | E |

Route 80

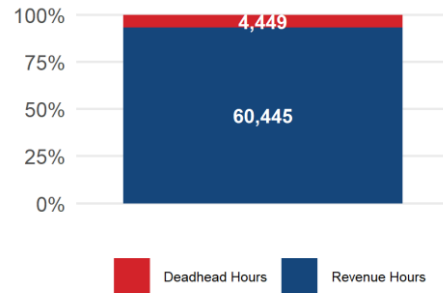
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|-----------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 6.6 | | | 5 | | | E | | |
| Route Design | Circuitry 1.75 | 1.68 | | | 1.28 | | | 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 | 31.2 | 33.6 | B | 24.0 | 27.3 | E | 22.3 | 27.1 | E |
| | Passengers per Revenue Mile 4 | 4.5 | 4.5 | A | 2.9 | 3.3 | E | 2.6 | 3.2 | E |
| | Unique Segment Ridership 10% | 45% | 13% | A | 52% | 23% | A | 51% | 25% | A |
| Reliability | On-Time Performance 79% | 69% | 74% | E | 69% | 76% | D | 73% | 79% | D |
| | Crowding 5% | 1% | 4% | A | 1% | 3% | A | 0% | 2% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.4 Peak: 0.49 | Off-Peak: 0.38 Peak: 0.54 | A | 0.34 | 0.36 | A | 0.31 | 0.35 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$3.83 | \$ 4.15 | A | \$4.98 | \$ 5.07 | B | \$5.35 | \$ 5.11 | C |
| | Cost Recovery 25% | 24% | 34% | C | 18% | 26% | D | 17% | 26% | E |

Operational Analysis

Miles Allocation



Hours Allocation



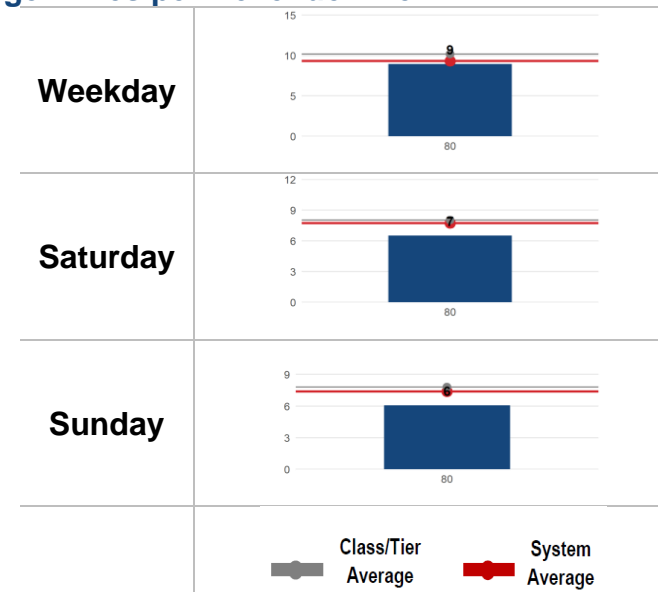
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| 80 | 20.00 | 4,273 | 4,228 (98.9%) |
| | | | |
| | | | |
| | | | |

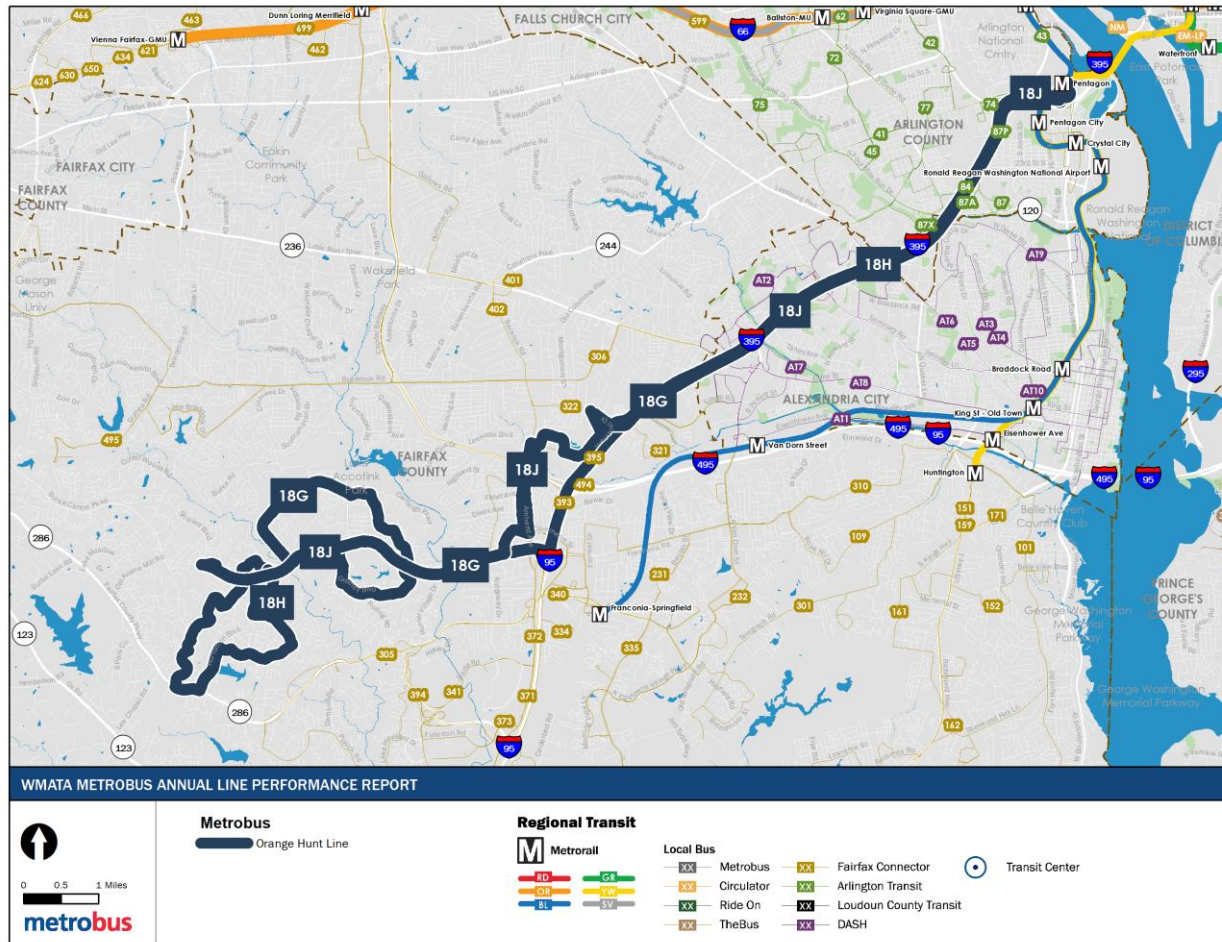
Service Change Summary

Route 80 - June 2020:
 Weekday: 2 a.m. McPherson only; Saturday: 2 a.m. McPherson only; Sunday: 2 a.m. McPherson only;

Passenger Miles per Revenue Mile



About the Line



Service Classification

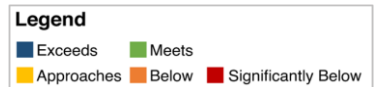
Commuter

Activity Tier

3

Overall Grade

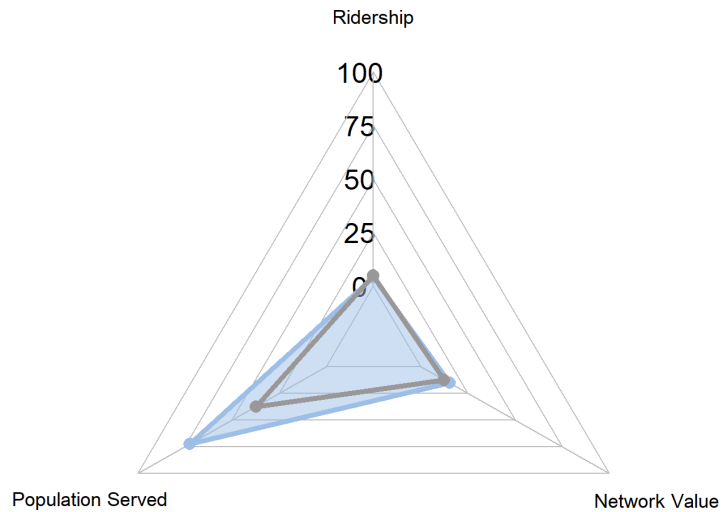
| | |
|------|---|
| Line | B |
| | |
| | |
| | |
| | |
| | |



Line Benefit Score

31

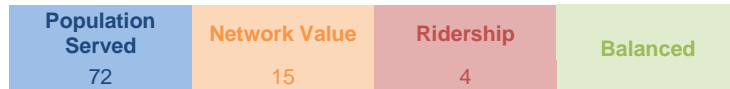
Out of 100



Classification Average



Line Focus:



Line Score:

Operating Statistics

| | | |
|--|-------------------------------|------------------|
| | Annual Operating Costs | \$782,043 |
| | Peak Vehicles | 9 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|-----------------------------------|-------------------|---------------|
| | Service Area Population | 48,841 | |
| | People of Color Population | Service Area | 15,309 |
| | | % Riders Surveyed | 37% |
| | Low Income Household | Service Area | 5,895 |
| | | % Riders Surveyed | 5% |

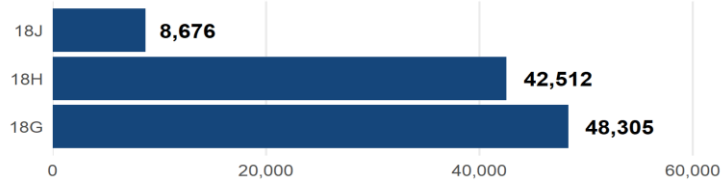
Facilities/Amenities

| | | |
|--|-------------------------------------|------------|
| | Bus Stops | 220 |
| | % Stops With Shelters | 6% |
| | % Stops With Benches | 9% |
| | % Stops With Real-Time Signs | 0% |



Ridership

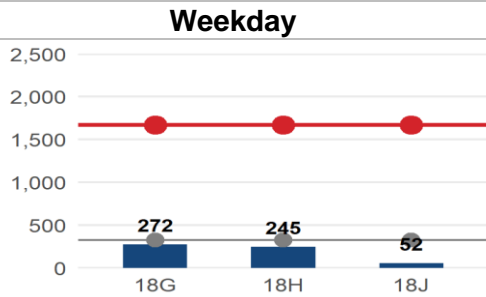
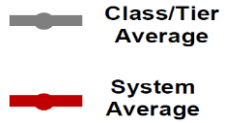
Annual Ridership



Top Transfer Locations

Pentagon

Average Daily Ridership



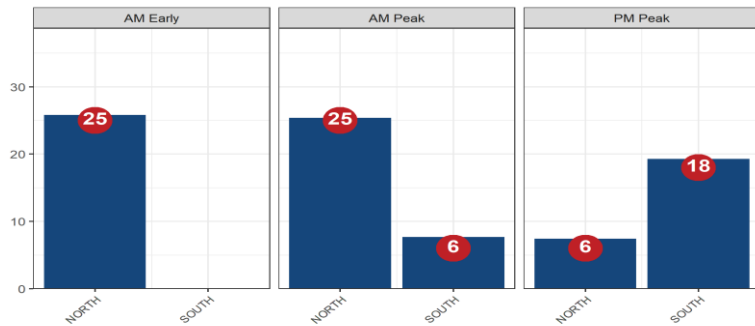
Saturday

No Service

Sunday

No Service

Average Trip Ridership and Maximum Load by Time Period



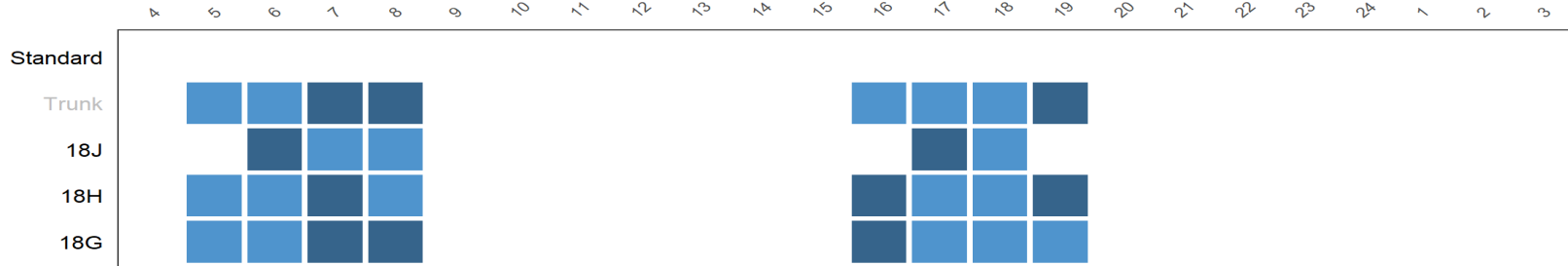
Vehicle Load Factor

| | | Direction: | NORTH | SOUTH |
|---------------------------------|---------------------------------|------------|-------|-------|
| Weekday | Peak Maximum Target: 1 | | 0.51 | 0.4 |
| | Off-Peak Maximum Target: 1.0 | | 0.65 | |
| Saturday Maximum Target: 1.0 | | | | |
| Sunday Maximum Target: 1.0 | | | | |

Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



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 AM - 8:50 AM; 4:00 PM - 7:46 PM | - | A | - | - | - | - | - | - |
| | Frequency of Service varies | Peak: 39.7 / Off-Peak: NA | Peak: 50.7 / Off-Peak: 119.1 | - | - | - | - | - | - | - |
| Productivity | Passengers per Revenue Hour N/A | 22.2 | 20.8 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 1 | 1.1 | B | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 72% | 73% | D | - | - | - | - | - | - |
| | Crowding 5% | 0% | 3% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.65 Peak: 0.44 | Off-Peak: 0.38 Peak: 0.38 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$5.37 | \$ 6.58 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 68% | 40% | A | - | - | - | - | - | - |

Route 18G

| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile N/A | 2.1 | | | 2.1 | | | - | | |
| Route Design | Circuitry N/A | 1.2 | | | 1.5 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour N/A | 31 | 20.8 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 1.4 | 1.1 | A | - | - | - | - | - | - |
| | Unique Segment Ridership 15% | 42% | 35% | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 78% | 73% | C | - | - | - | - | - | - |
| | Crowding 5% | 0% | 2% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.65 Peak: 0.57 | Off-Peak: 0.42 Peak: 0.37 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$3.84 | \$ 6.58 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 99% | 44% | A | - | - | - | - | - | - |

Route 18H

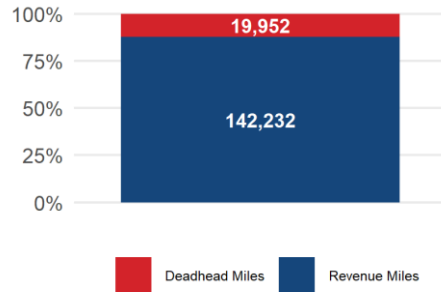
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile N/A | 2.7 | | | 2.1 | | | - | | |
| Route Design | Circuitry N/A | 1.52 | | | 1.5 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour N/A | 21 | 20.8 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 1 | 1.1 | C | - | - | - | - | - | - |
| | Unique Segment Ridership 15% | 36% | 35% | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 63% | 73% | E | - | - | - | - | - | - |
| | Crowding 5% | 5% | 2% | B | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.66 Peak: 0.49 | Off-Peak: 0.42 Peak: 0.37 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$5.67 | \$ 6.58 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 68% | 44% | A | - | - | - | - | - | - |

Route 18J

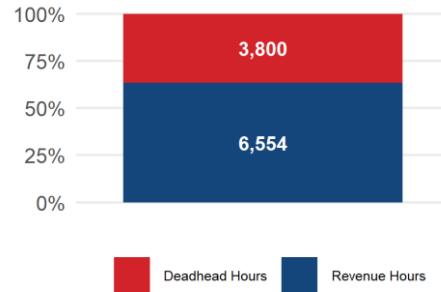
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|---------------|-----------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile N/A | 2.1 | | | 2.1 | | | - | | |
| Route Design | Circuitry N/A | 1.16 | | | 1.5 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour N/A | 9.9 | 20.8 | C | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 0.5 | 1.1 | E | - | - | - | - | - | - |
| | Unique Segment Ridership 15% | 48% | 35% | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 79% | 73% | B | - | - | - | - | - | - |
| | Crowding 5% | 0% | 2% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Peak: 0.15 | Peak: 0.37 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$12.00 | \$ 6.58 | E | - | - | - | - | - | - |
| | Cost Recovery 20% | 18% | 44% | D | - | - | - | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



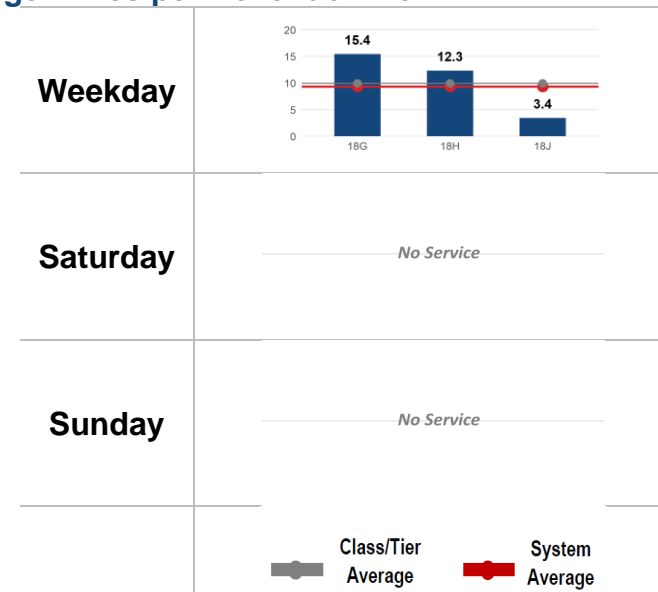
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| 18G | 36.20 | 264 | 239 (90.5%) |
| 18H | 43.50 | 264 | 240 (90.9%) |
| 18J | 34.90 | 154 | 140 (90.9%) |

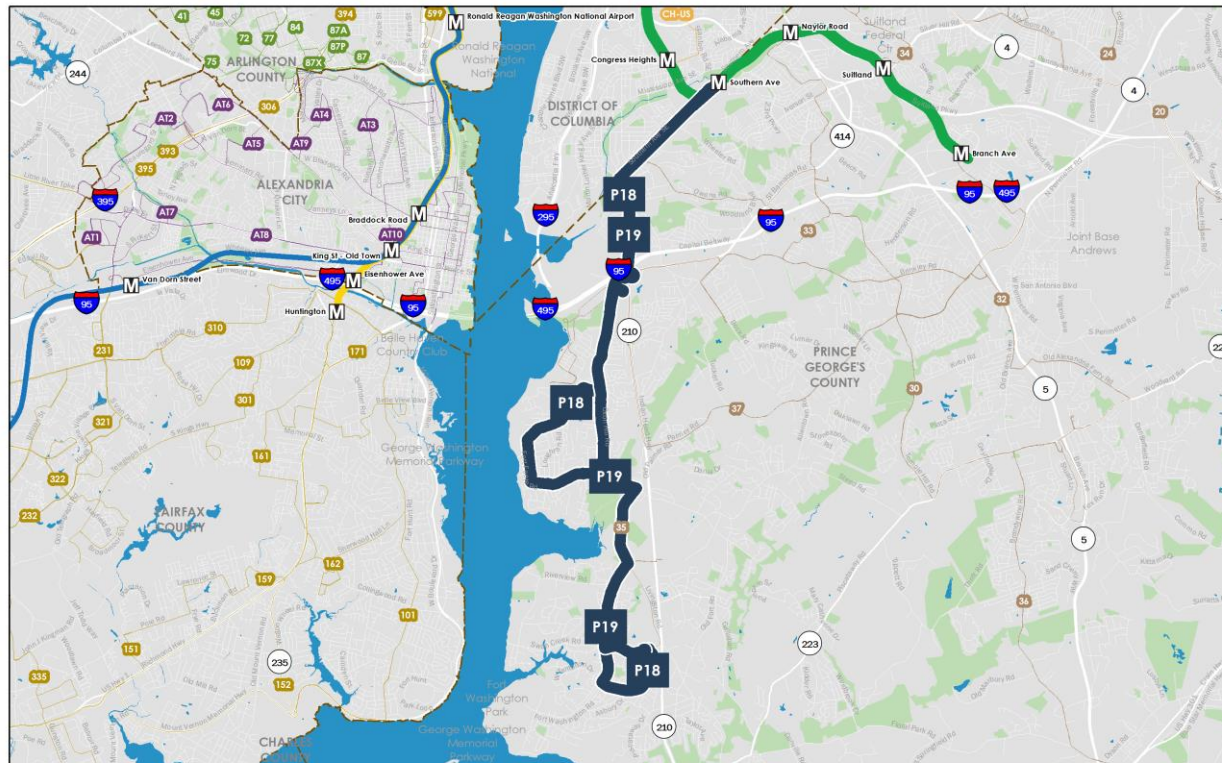
Service Change Summary

Route 18G - June 2020:
 Weekday: No change; Saturday: No change; Sunday: No change;
 Route 18H - June 2020:
 Weekday: No change; Saturday: No change; Sunday: No change;
 Route 18J - June 2020:
 Weekday: Restore service; Saturday: No change; Sunday: No change;

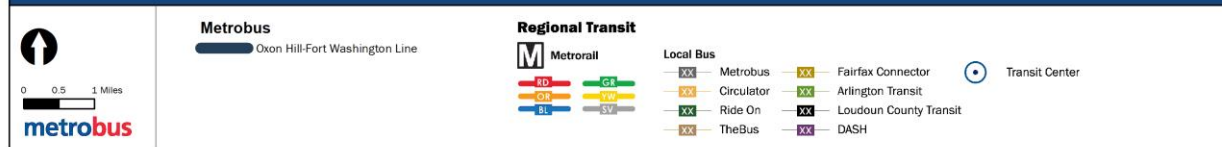
Passenger Miles per Revenue Mile



About the Line



WMATA METROBUS ANNUAL LINE PERFORMANCE REPORT



Service Classification

Coverage

Activity Tier

3

Overall Grade

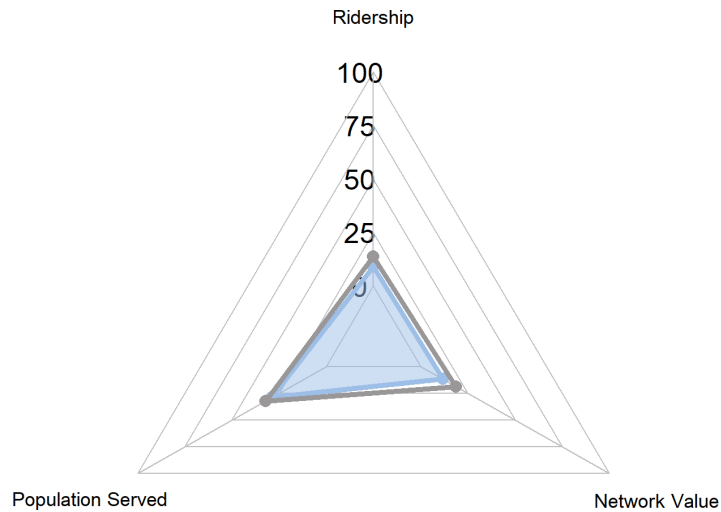
| | |
|------|---|
| Line | A |
| | |
| | |
| | |
| | |
| | |



Line Benefit Score

17

Out of 100



Classification Average



Line Focus:

Population Served

Network Value

Ridership

Balanced

Line Score:

29

12

9

Operating Statistics

| | | |
|--|------------------------|-------------|
| | Annual Operating Costs | \$1,866,260 |
| | Peak Vehicles | 8 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|----------------------------|-------------------|--------|
| | Service Area Population | 39,402 | |
| | People of Color Population | Service Area | 33,864 |
| | | % Riders Surveyed | 97% |
| | Low Income Household | Service Area | 13,848 |
| | | % Riders Surveyed | 42% |

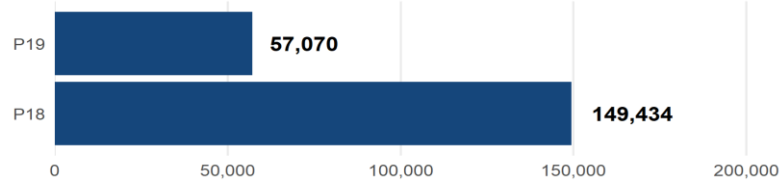
Facilities/Amenities

| | | |
|--|------------------------------|----|
| | Bus Stops | 95 |
| | % Stops With Shelters | 6% |
| | % Stops With Benches | 5% |
| | % Stops With Real-Time Signs | 0% |



Ridership

Annual Ridership

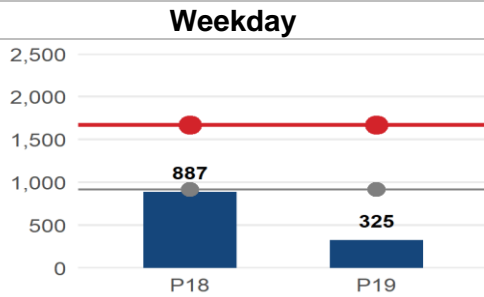


Top Transfer Locations

Southern Avenue

Average Daily Ridership

- Class/Tier Average
- System Average



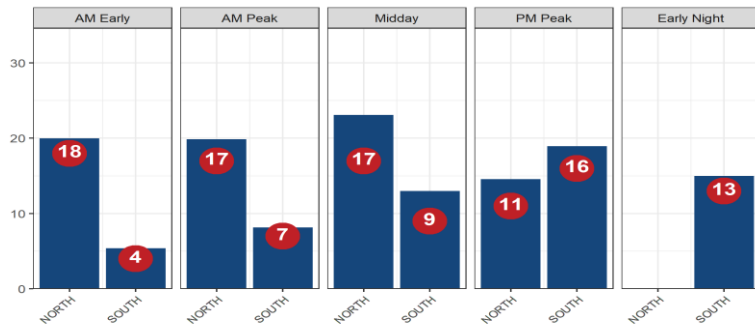
Saturday

No Service

Sunday

No Service

Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

| | | Direction: | NORTH | SOUTH |
|---------------------------------|---------------------------------|------------|-------|-------|
| Weekday | Peak Maximum Target: 1 | | 0.38 | 0.34 |
| | Off-Peak Maximum Target: 1.0 | | 0.43 | 0.24 |
| Saturday Maximum Target: 1.0 | | | | |
| Sunday Maximum Target: 1.0 | | | | |

Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

A Oxon Hill-Fort Washington

| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|------------------------------|------------------------------|-------|-----------|-----------------|-------|-----------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 4:32 AM - 8:14 PM | - | A | - | - | - | - | - | - |
| | Frequency of Service varies | Peak: 21.0 / Off-Peak: 57.2 | Peak: 28.1 / Off-Peak: 61.2 | A | - | - | - | - | - | - |
| Productivity | Passengers per Revenue Hour 10 | 19.5 | 25.4 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 1.4 | 2.2 | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 80% | 81% | B | - | - | - | - | - | - |
| | Crowding 5% | 0% | 1% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.34 Peak: 0.36 | Off-Peak: 0.27 Peak: 0.35 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$6.13 | \$ 5.33 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 20% | 23% | C | - | - | - | - | - | - |

Route P18

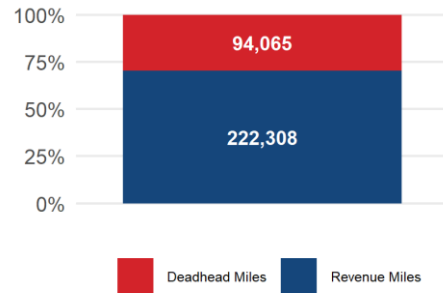
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 2.7 | | | 4.9 | | | E | | |
| Route Design | Circuitry N/A | 1.74 | | | 12.83 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 10 | 18.7 | 25.4 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 1.2 | 2.2 | A | - | - | - | - | - | - |
| | Unique Segment Ridership 10% | 27% | 33% | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 82% | 81% | B | - | - | - | - | - | - |
| | Crowding 5% | 0% | 1% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.33 Peak: 0.34 | Off-Peak: 0.27 Peak: 0.35 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$6.38 | \$ 5.33 | B | - | - | - | - | - | - |
| | Cost Recovery 20% | 18% | 22% | C | - | - | - | - | - | - |

Route P19

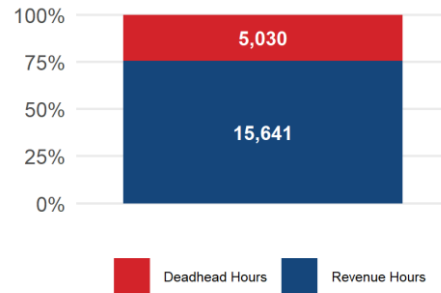
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|-----------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 2.4 | | | 4.9 | | | E | | |
| Route Design | Circuitry N/A | 1.38 | | | 12.83 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 10 | 22 | 25.4 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 1.8 | 2.2 | A | - | - | - | - | - | - |
| | Unique Segment Ridership 10% | 24% | 33% | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 76% | 81% | C | - | - | - | - | - | - |
| | Crowding 5% | 0% | 1% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.44 Peak: 0.4 | Off-Peak: 0.27 Peak: 0.35 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$5.44 | \$ 5.33 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 24% | 22% | A | - | - | - | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



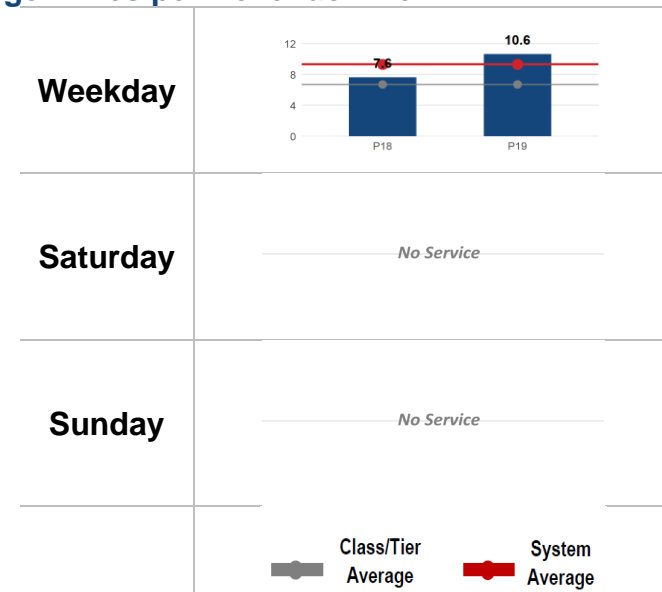
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| P18 | 30.90 | 1,173 | 1,168 (99.6%) |
| P19 | 24.50 | 414 | 411 (99.3%) |
| | | | |
| | | | |

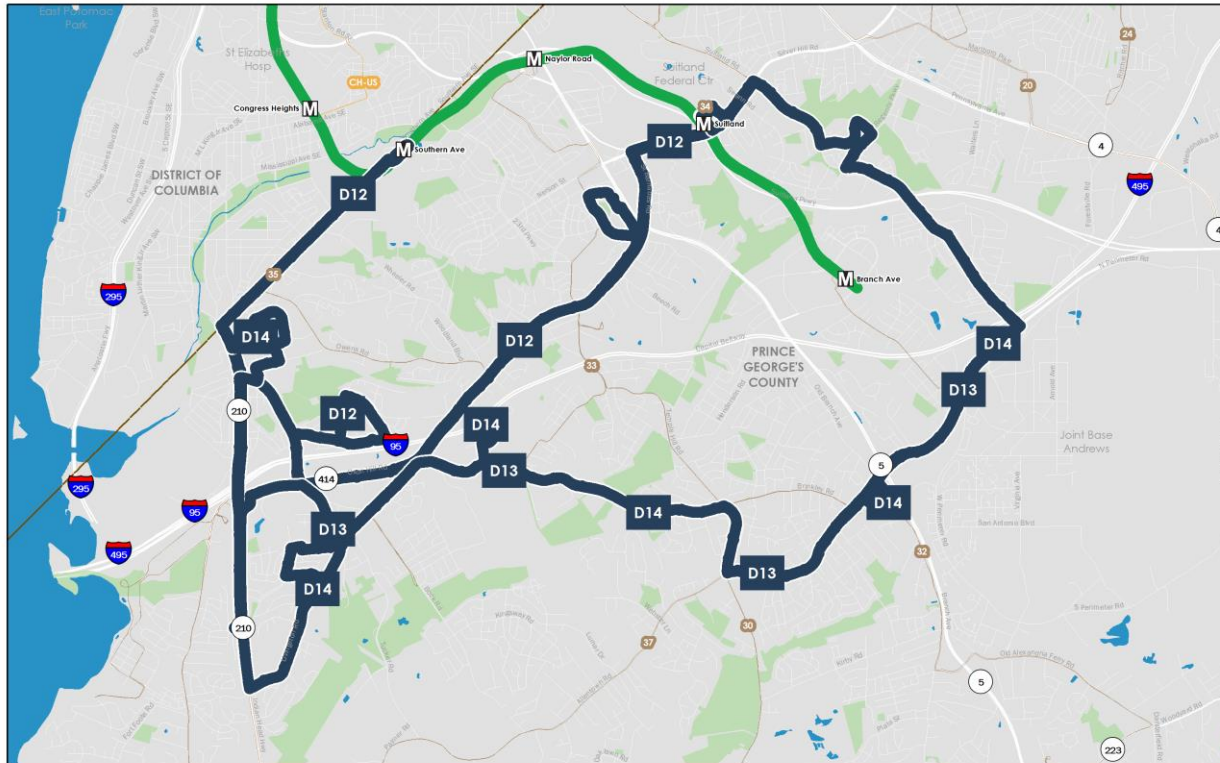
Service Change Summary

Route P18 - June 2020:
 Weekday: No change; Saturday: No change; Sunday: No change;
 Route P19 - June 2020:
 Weekday: No change; Saturday: No change; Sunday: No change;

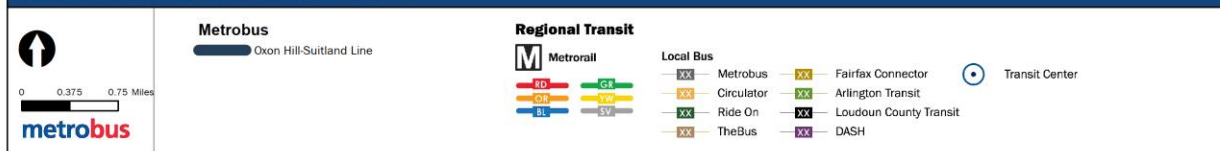
Passenger Miles per Revenue Mile



About the Line



WMATA METROBUS ANNUAL LINE PERFORMANCE REPORT



Service Classification

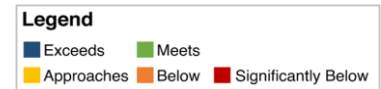
Framework

Activity Tier

3

Overall Grade

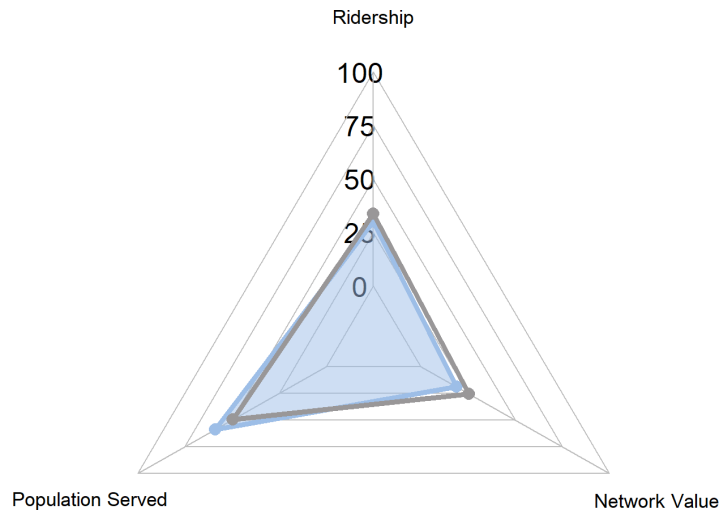
| | |
|------|---|
| Line | B |
| | |
| | |
| | |
| | |
| | |



Line Benefit Score

36

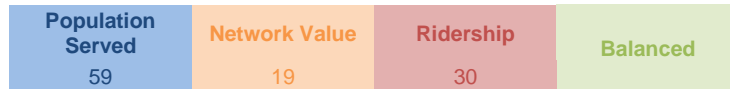
Out of 100



Classification Average



Line Focus:



Line Score:

Operating Statistics

| | | |
|--|-------------------------------|--------------------|
| | Annual Operating Costs | \$5,615,869 |
| | Peak Vehicles | 13 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|-----------------------------------|-------------------|---------------|
| | Service Area Population | 114,973 | |
| | People of Color Population | Service Area | 97,286 |
| | | % Riders Surveyed | 98% |
| | Low Income Household | Service Area | 39,691 |
| | | % Riders Surveyed | 78% |

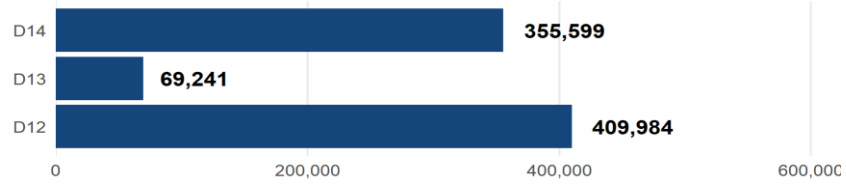
Facilities/Amenities

| | | |
|--|-------------------------------------|------------|
| | Bus Stops | 275 |
| | % Stops With Shelters | 8% |
| | % Stops With Benches | 4% |
| | % Stops With Real-Time Signs | 1% |



Ridership

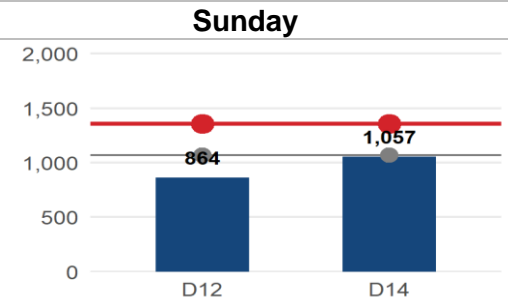
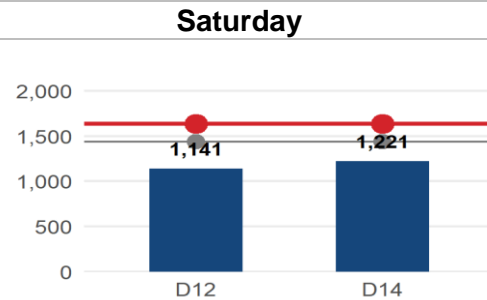
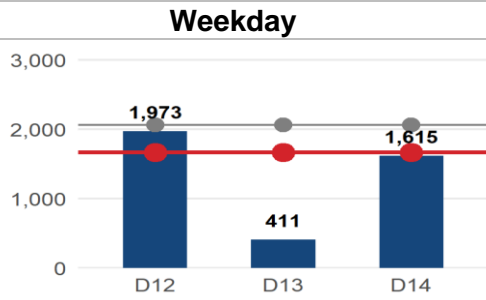
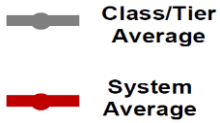
Annual Ridership



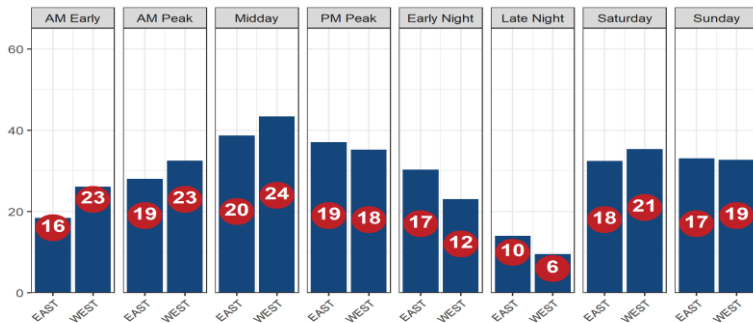
Top Transfer Locations

Southern Avenue, Suitland

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period



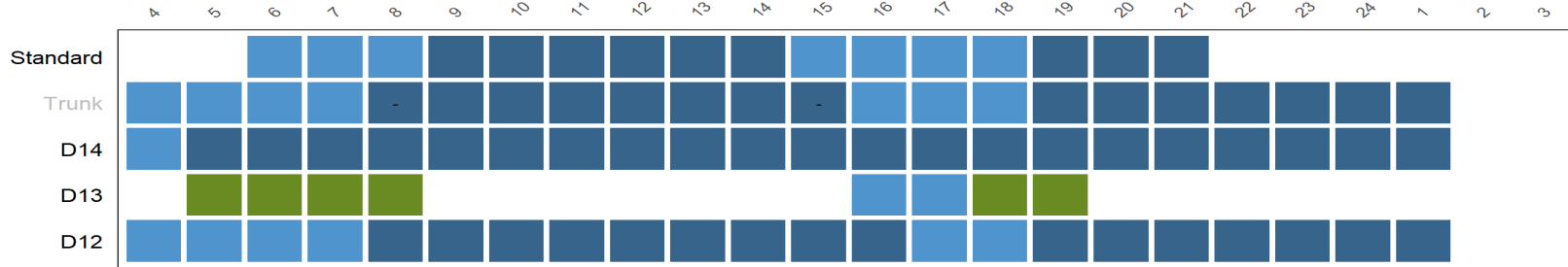
Vehicle Load Factor

| | | Direction: | |
|---------------------------------|---------------------------------|------------|------|
| | | EAST | WEST |
| Weekday | Peak Maximum Target: 1 | 0.48 | 0.5 |
| | Off-Peak Maximum Target: 1.0 | 0.43 | 0.5 |
| Saturday Maximum Target: 1.0 | | 0.44 | 0.52 |
| Sunday Maximum Target: 1.0 | | 0.44 | 0.49 |

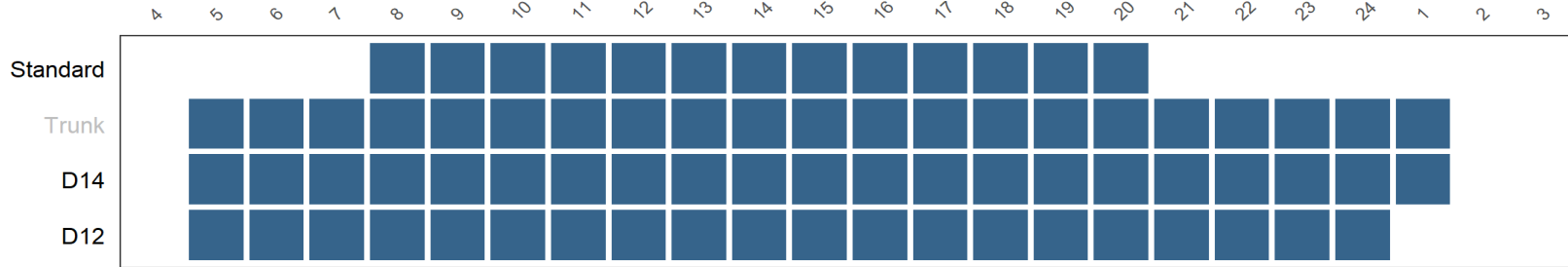
Span and Frequency



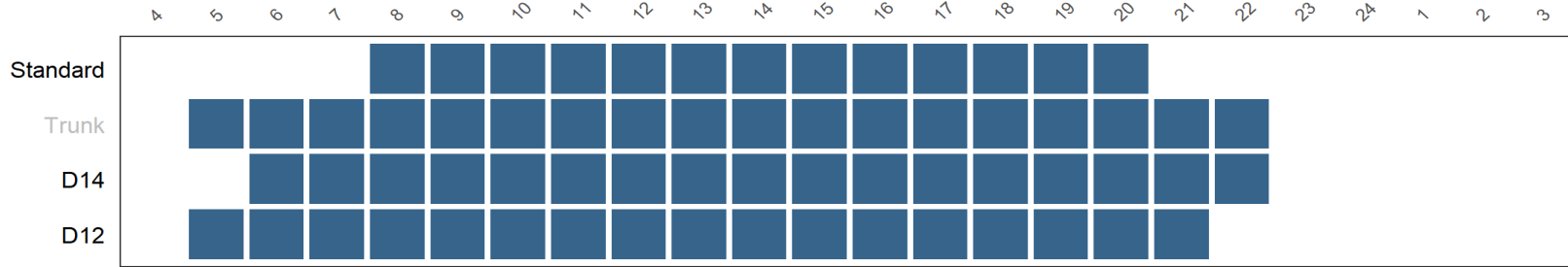
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

B Oxon Hill-Suitland

| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|------------------------------|----------------------------|-------|-------------------|-----------------|-------|--------------------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 4:10 AM - 1:46 AM | - | A | 5:51 AM - 1:04 AM | - | A | 5:51 AM - 10:36 PM | - | A |
| | Frequency of Service varies | Peak: 26.0 / Off-Peak: 49.7 | Peak: 24 / Off-Peak: 39.5 | B | 51.9 | 47.7 | A | 52.0 | 52.9 | A |
| Productivity | Passengers per Revenue Hour 15 | 27.5 | 31.5 | A | 23.7 | 30.1 | A | 27.2 | 30.5 | A |
| | Passengers per Revenue Mile 1 | 2.1 | 2.6 | A | 2.0 | 2.4 | A | 2.0 | 2.4 | A |
| Reliability | On-Time Performance 79% | 73% | 74% | D | 75% | 76% | C | 71% | 78% | D |
| | Crowding 5% | 2% | 2% | A | 1% | 1% | A | 1% | 0% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.47 Peak: 0.49 | Off-Peak: 0.4 Peak: 0.5 | A | 0.48 | 0.4 | A | 0.46 | 0.4 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$4.33 | \$ 4.23 | A | \$5.04 | \$ 4.22 | A | \$4.38 | \$ 4.08 | A |
| | Cost Recovery 20% | 19% | 27% | C | 16% | 26% | D | 19% | 26% | C |

Route D12

| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|-----------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 5.6 | | | 4.6 | | | E | | |
| Route Design | Circuitry 1.75 | 3.66 | | | 2.47 | | | E | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 15 | 31.0 | 31.5 | A | 26.4 | 30.1 | A | 28.8 | 30.5 | A |
| | Passengers per Revenue Mile 1 | 2.6 | 2.6 | A | 2.6 | 2.4 | A | 2.3 | 2.4 | A |
| | Unique Segment Ridership 10% | 29% | 32% | A | 26% | 56% | A | 25% | 56% | A |
| Reliability | On-Time Performance 79% | 74% | 74% | D | 77% | 76% | C | 73% | 78% | D |
| | Crowding 5% | 2% | 2% | A | 0% | 1% | A | 0% | 0% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.43 Peak: 0.51 | Off-Peak: 0.44 Peak: 0.5 | A | 0.45 | 0.4 | A | 0.42 | 0.4 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$3.85 | \$ 4.23 | A | \$4.52 | \$ 4.22 | A | \$4.14 | \$ 4.08 | A |
| | Cost Recovery 20% | 21% | 28% | B | 18% | 25% | C | 20% | 25% | C |

Route D13

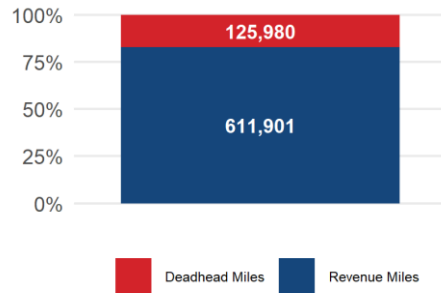
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|-----------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 3.6 | | | 4.6 | | | E | | |
| Route Design | Circuitry 1.75 | 6.75 | | | 2.47 | | | E | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 15 | 21 | 31.5 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 1.5 | 2.6 | A | - | - | - | - | - | - |
| | Unique Segment Ridership 10% | 0% | 32% | E | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 66% | 74% | E | - | - | - | - | - | - |
| | Crowding 5% | 0% | 2% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.58 Peak: 0.43 | Off-Peak: 0.44 Peak: 0.5 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$5.67 | \$ 4.23 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 17% | 28% | D | - | - | - | - | - | - |

Route D14

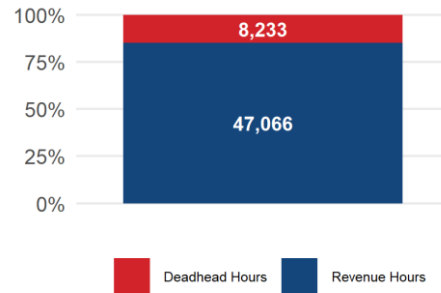
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|----------------------------|-----------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 3.9 | | | 4.6 | | | E | | |
| | Circuitry 1.75 | 6.96 | | | 2.47 | | | E | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 15 | 26.0 | 31.5 | A | 21.6 | 30.1 | A | 26.1 | 30.5 | A |
| | Passengers per Revenue Mile 1 | 1.8 | 2.6 | A | 1.7 | 2.4 | A | 1.8 | 2.4 | A |
| | Unique Segment Ridership 10% | 0% | 32% | E | 62% | 56% | A | 58% | 56% | A |
| Reliability | On-Time Performance 79% | 75% | 74% | C | 73% | 76% | D | 69% | 78% | D |
| | Crowding 5% | 2% | 2% | A | 1% | 1% | A | 1% | 0% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.5 Peak: 0.5 | Off-Peak: 0.44 Peak: 0.5 | A | 0.51 | 0.4 | A | 0.51 | 0.4 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$4.59 | \$ 4.23 | A | \$5.51 | \$ 4.22 | A | \$4.58 | \$ 4.08 | A |
| | Cost Recovery 20% | 18% | 28% | D | 15% | 25% | D | 18% | 25% | D |

Operational Analysis

Miles Allocation



Hours Allocation



Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| D12 | 27.30 | 1,667 | 1,660 (99.6%) |
| D13 | 50.30 | 332 | 328 (98.8%) |
| D14 | 51.90 | 1,432 | 1,424 (99.4%) |

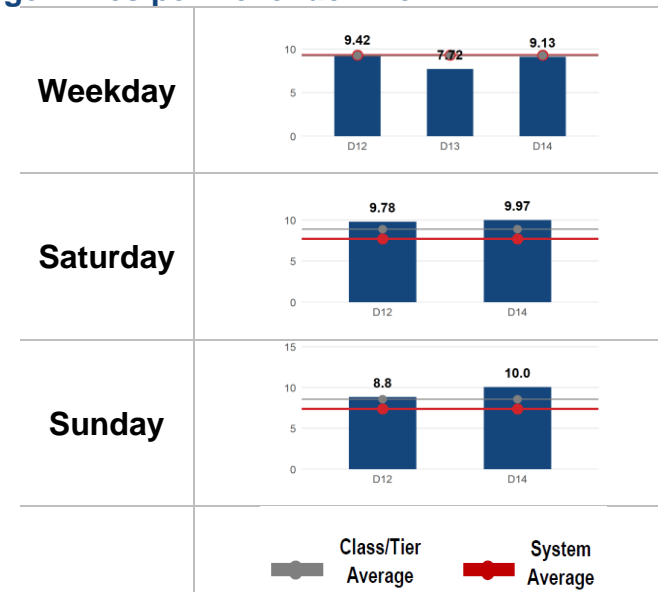
Service Change Summary

Route D12 - June 2020:
 Weekday: 2 a.m.; Saturday: 2 a.m.; Sunday: 2 a.m.;

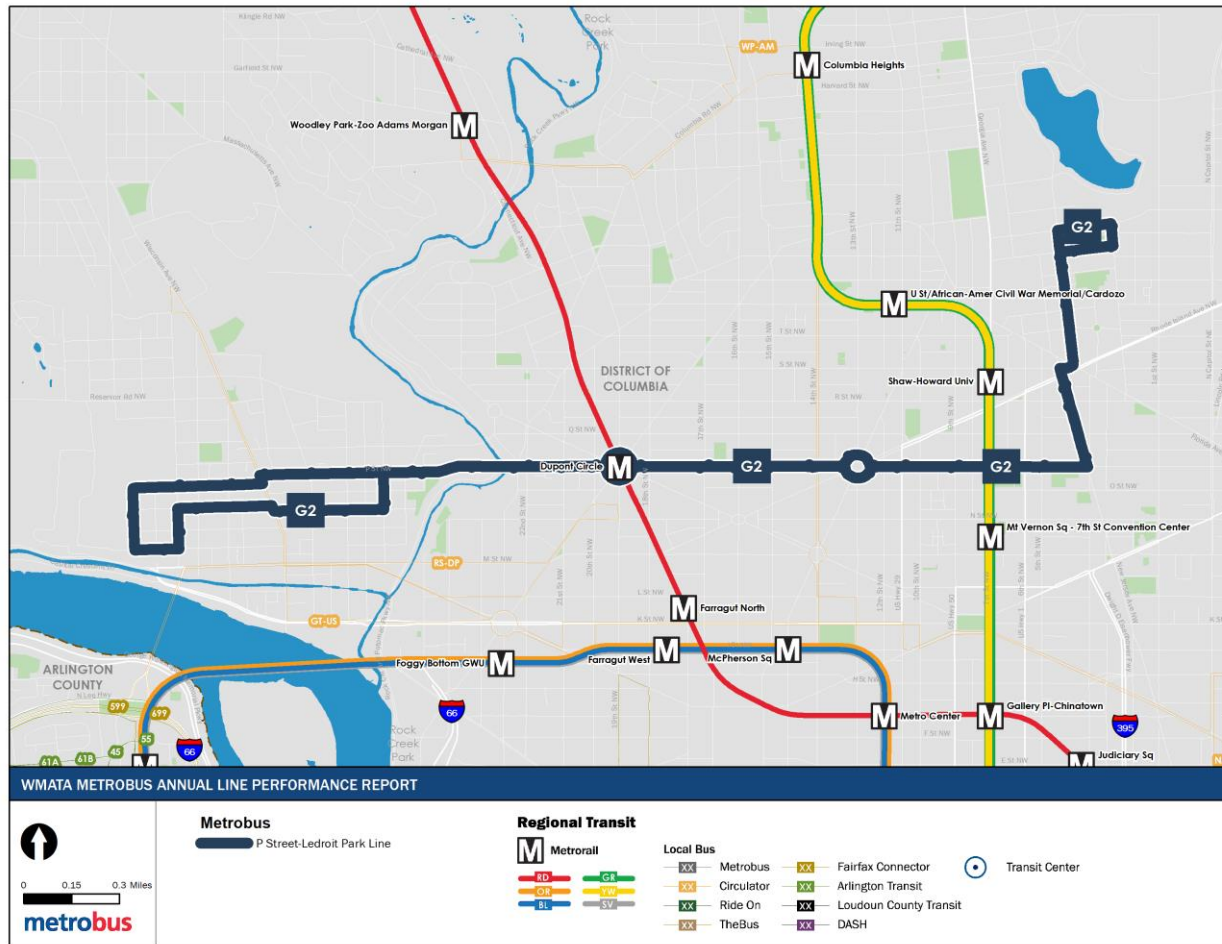
Route D13 - June 2020:
 Weekday: remove MD 210 detour; Saturday: No change;
 Sunday: No change;

Route D14 - June 2020:
 Weekday: remove MD 210 detour; Saturday: remove MD 210 detour;
 Sunday: remove MD 210 detour;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Coverage

Activity Tier

1

Overall Grade

| Line | Overall Grade |
|------|---------------|
| | C |
| | |
| | |
| | |
| | |
| | |

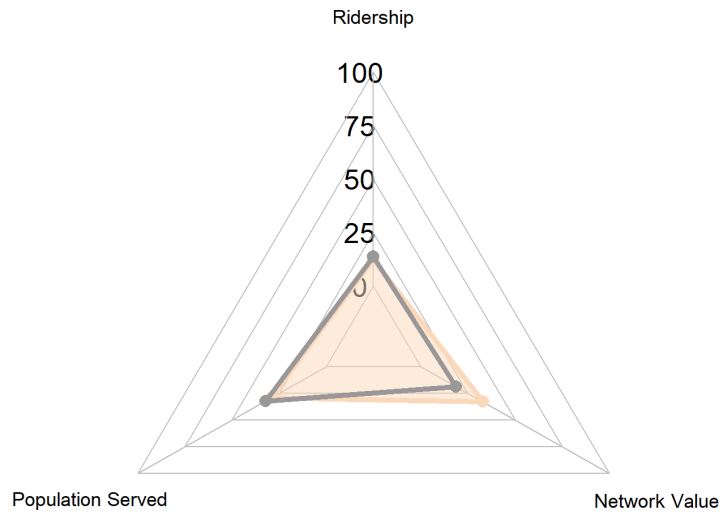
Legend

- Exceeds (Blue)
- Meets (Green)
- Approaches (Yellow)
- Below (Orange)
- Significantly Below (Red)

Line Benefit Score

25

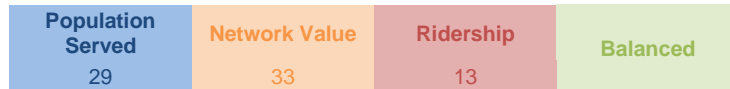
Out of 100



Classification Average



Line Focus:



Line Score:

Operating Statistics

| | | |
|--|-------------------------------|--------------------|
| | Annual Operating Costs | \$2,795,115 |
| | Peak Vehicles | 8 |
| | Vehicle Type(s) | 30 Foot |

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

| | | | |
|--|-----------------------------------|-------------------|---------------|
| | Service Area Population | 26,628 | |
| | People of Color Population | Service Area | 10,154 |
| | | % Riders Surveyed | 74% |
| | Low Income Household | Service Area | 4,966 |
| | | % Riders Surveyed | 36% |

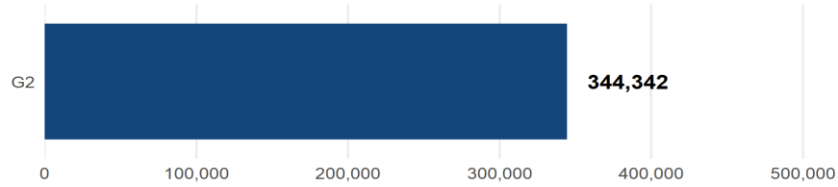
Facilities/Amenities

| | | |
|--|-------------------------------------|------------|
| | Bus Stops | 59 |
| | % Stops With Shelters | 25% |
| | % Stops With Benches | 22% |
| | % Stops With Real-Time Signs | 0% |



Ridership

Annual Ridership

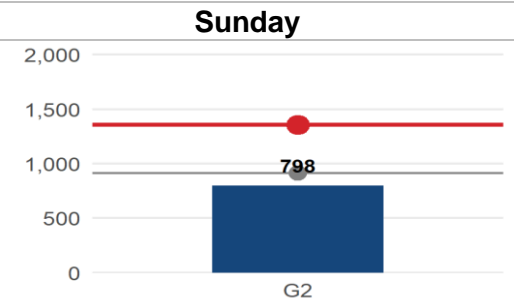
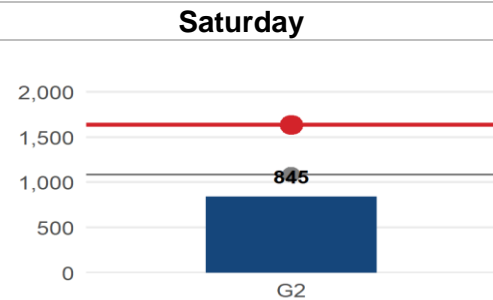
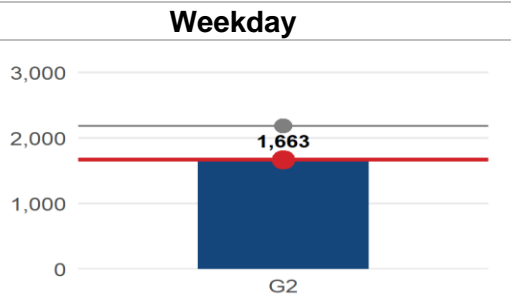


Top Transfer Locations

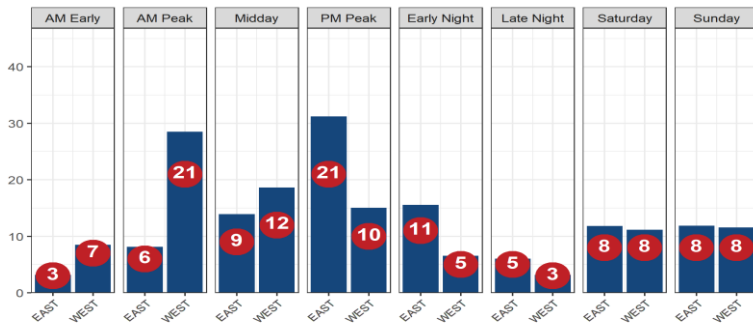
Dupont Circle, Shaw-Howard University, Mt. Vernon Square-UDC

Average Daily Ridership

- Class/Tier Average
- System Average



Average Trip Ridership and Maximum Load by Time Period



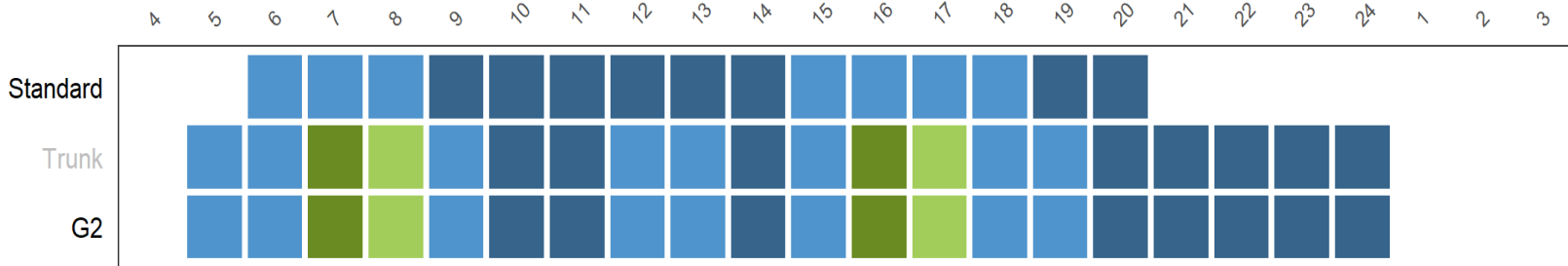
Vehicle Load Factor

| | | Direction: | |
|---------------------------------|---------------------------------|------------|------|
| | | EAST | WEST |
| Weekday | Peak Maximum Target: 1.2 | 0.51 | 0.53 |
| | Off-Peak Maximum Target: 1.0 | 0.3 | 0.3 |
| Saturday Maximum Target: 1.0 | | 0.3 | 0.3 |
| Sunday Maximum Target: 1.0 | | 0.31 | 0.31 |

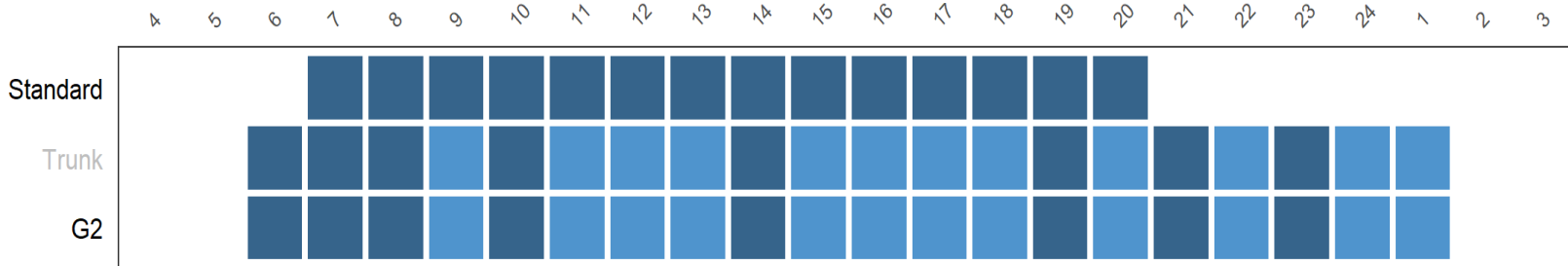
Span and Frequency



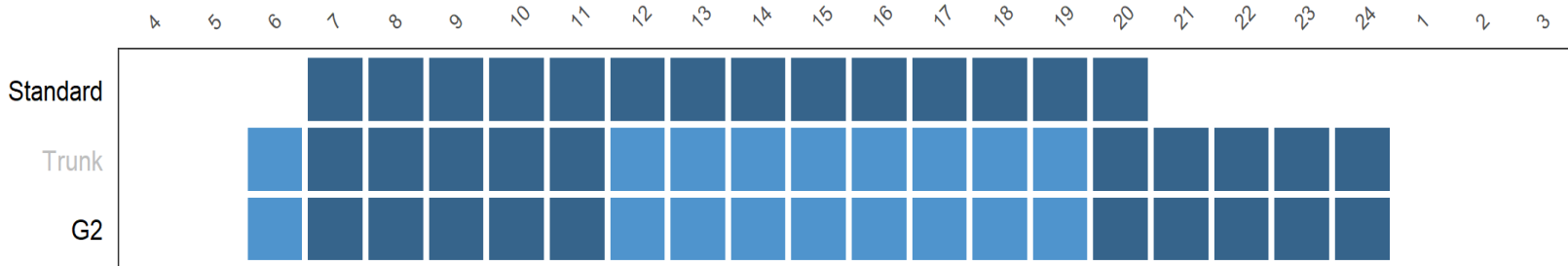
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

C P Street-Ledroit Park

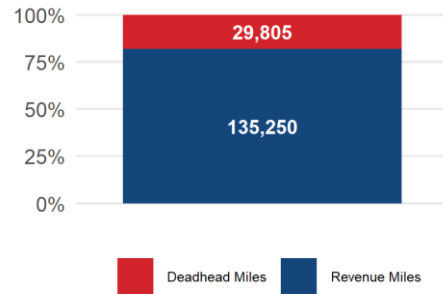
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|-----------------------------|-----------------------------|-------|-------------------|-----------------|-------|--------------------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 5:10 AM - 12:50 AM | - | A | 6:05 AM - 1:25 AM | - | A | 6:30 AM - 12:49 AM | - | A |
| | Frequency of Service varies | Peak: 18.1 / Off-Peak: 29.2 | Peak: 17.1 / Off-Peak: 26.8 | A | 30.5 | 30.0 | A | 31.5 | 30.4 | A |
| Productivity | Passengers per Revenue Hour 20 | 23.9 | 32.7 | A | 16.2 | 25.1 | D | 18.3 | 23.1 | C |
| | Passengers per Revenue Mile 4 | 4.1 | 4.4 | B | 2.7 | 3.1 | E | 2.7 | 2.8 | E |
| Reliability | On-Time Performance 79% | 77% | 75% | C | 82% | 81% | B | 86% | 82% | A |
| | Crowding 5% | 7% | 4% | E | 0% | 0% | A | 0% | 0% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.3 Peak: 0.52 | Off-Peak: 0.3 Peak: 0.47 | A | 0.3 | 0.27 | A | 0.31 | 0.26 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$5.00 | \$ 3.75 | C | \$7.36 | \$ 4.99 | E | \$6.53 | \$ 5.30 | E |
| | Cost Recovery 25% | 29% | 27% | A | 20% | 20% | D | 22% | 18% | D |

Route G2

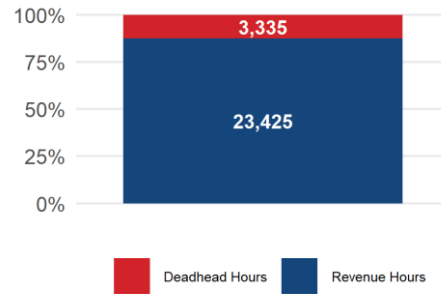
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|-----------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 7 | | | 6.7 | | | E | | |
| Route Design | Circuity N/A | 1.2 | | | Inf | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 20 | 23.9 | 32.7 | A | 16.2 | 25.1 | D | 18.3 | 23.1 | C |
| | Passengers per Revenue Mile 4 | 4.1 | 4.4 | B | 2.7 | 3.1 | E | 2.7 | 2.8 | E |
| | Unique Segment Ridership 10% | 82% | 36% | A | 84% | 44% | A | 83% | 43% | A |
| Reliability | On-Time Performance 79% | 77% | 75% | C | 82% | 81% | B | 86% | 82% | A |
| | Crowding 5% | 7% | 4% | E | 0% | 1% | A | 0% | 1% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.3 Peak: 0.52 | Off-Peak: 0.32 Peak: 0.49 | A | 0.3 | 0.29 | A | 0.31 | 0.27 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$5.00 | \$ 3.75 | C | \$7.36 | \$ 4.99 | E | \$6.53 | \$ 5.30 | E |
| | Cost Recovery 25% | 29% | 25% | A | 20% | 19% | D | 22% | 18% | D |

Operational Analysis

Miles Allocation



Hours Allocation



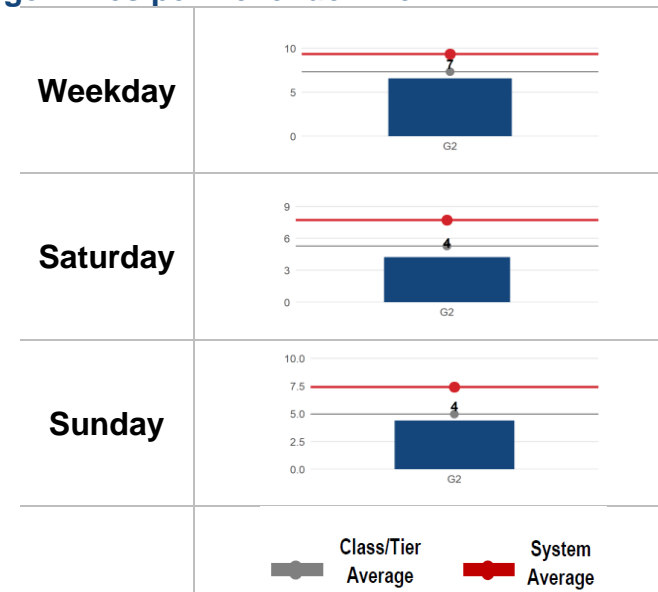
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| G2 | 8.80 | 2,732 | 2,714 (99.3%) |
| | | | |
| | | | |
| | | | |

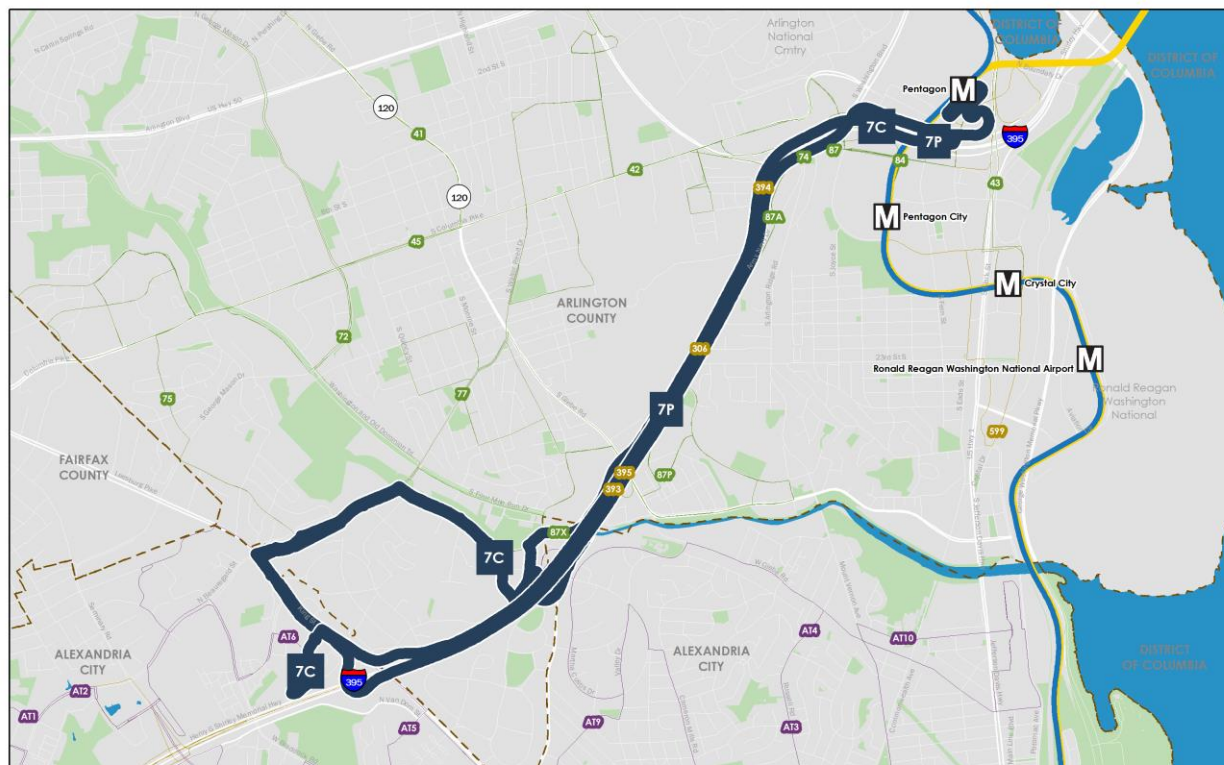
Service Change Summary

Route G2 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

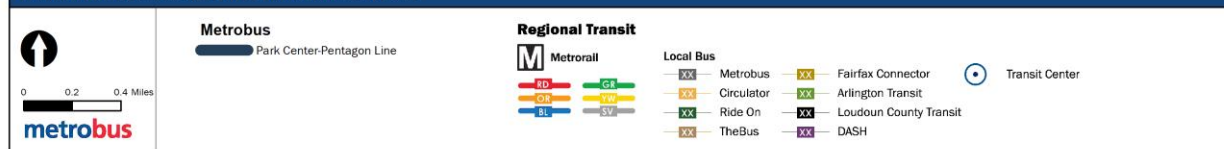
Passenger Miles per Revenue Mile



About the Line



WMATA METROBUS ANNUAL LINE PERFORMANCE REPORT



Service Classification

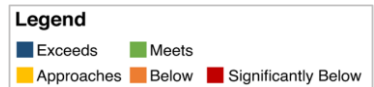
Commuter

Activity Tier

1

Overall Grade

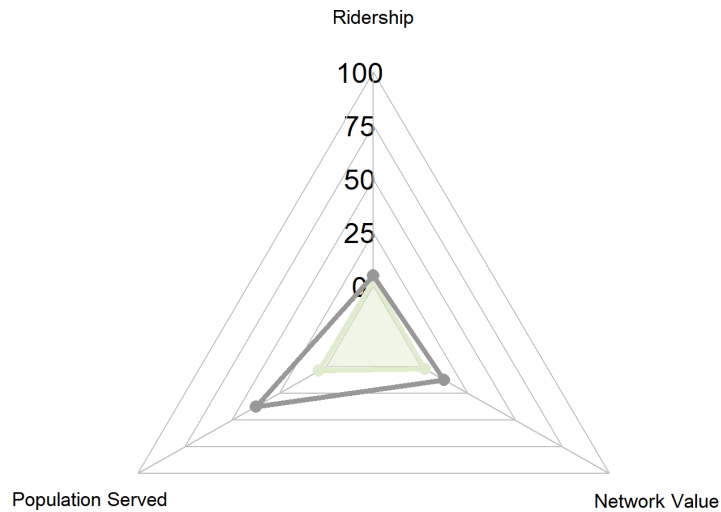
| Line | Grade |
|----------------------|-------|
| Park Center-Pentagon | A |
| | |
| | |
| | |
| | |
| | |
| | |



Line Benefit Score

3

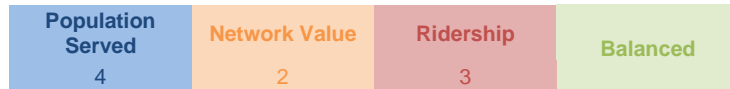
Out of 100



Classification Average



Line Focus:



Line Score:

Operating Statistics

| | | |
|--|-------------------------------|------------------|
| | Annual Operating Costs | \$359,141 |
| | Peak Vehicles | 2 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|-----------------------------------|-------------------|------------|
| | Service Area Population | 6,300 | |
| | People of Color Population | Service Area | 970 |
| | | % Riders Surveyed | 33% |
| | Low Income Household | Service Area | 724 |
| | | % Riders Surveyed | 4% |

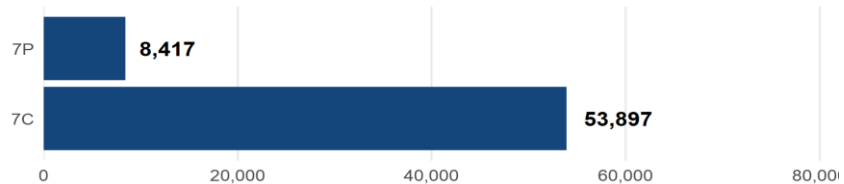
Facilities/Amenities

| | | |
|--|-------------------------------------|------------|
| | Bus Stops | 28 |
| | % Stops With Shelters | 11% |
| | % Stops With Benches | 11% |
| | % Stops With Real-Time Signs | 14% |



Ridership

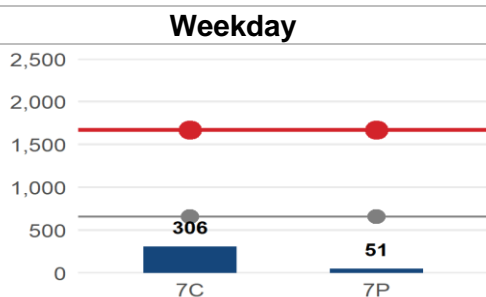
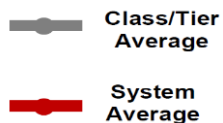
Annual Ridership



Top Transfer Locations

Pentagon

Average Daily Ridership



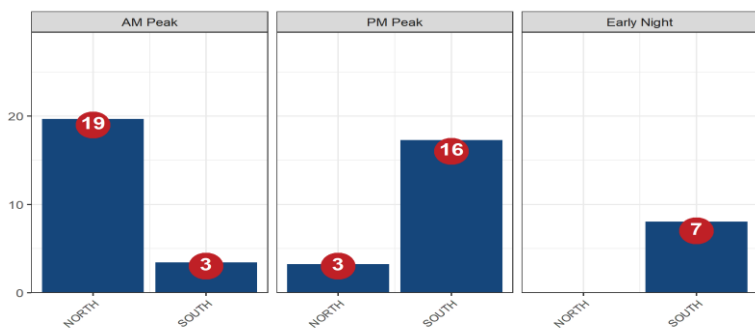
Saturday

No Service

Sunday

No Service

Average Trip Ridership and Maximum Load by Time Period



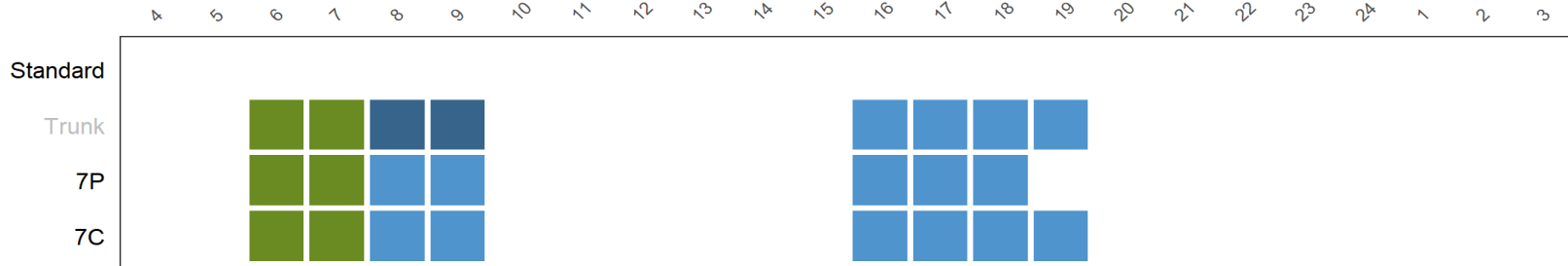
Vehicle Load Factor

| | | Direction: | SOUTH | NORTH |
|---------------------------------|---------------------------------|------------|-------|-------|
| Weekday | Peak Maximum Target: 1 | | 0.2 | 0.31 |
| | Off-Peak Maximum Target: 1.0 | | 0.17 | |
| Saturday Maximum Target: 1.0 | | | | |
| Sunday Maximum Target: 1.0 | | | | |

Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

A 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 AM - 9:08 AM; 4:10 PM - 7:27 PM | - | A | - | - | - | - | - | - |
| | Frequency of Service varies | Peak: 28.3 / Off-Peak: 441.4 | Peak: 19.9 / Off-Peak: 69.8 | - | - | - | - | - | - | - |
| Productivity | Passengers per Revenue Hour N/A | 29.9 | 31.7 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1.5 | 2.1 | 3.5 | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 84% | 72% | A | - | - | - | - | - | - |
| | Crowding 5% | 0% | 4% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.17 Peak: 0.26 | Off-Peak: 0.36 Peak: 0.51 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$4.00 | \$ 4.57 | A | - | - | - | - | - | - |
| | Cost Recovery 25% | 46% | 47% | A | - | - | - | - | - | - |

Route 7C

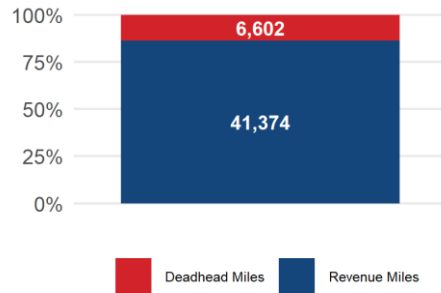
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile N/A | 2.3 | | | 3.2 | | | - | | |
| Route Design | Circuitry N/A | 1.21 | | | 1.3 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour N/A | 39.9 | 31.7 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1.5 | 3.1 | 3.5 | A | - | - | - | - | - | - |
| | Unique Segment Ridership 15% | 0% | 16% | E | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 85% | 72% | A | - | - | - | - | - | - |
| | Crowding 5% | 0% | 4% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.17 Peak: 0.44 | Off-Peak: 0.34 Peak: 0.49 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$2.99 | \$ 4.57 | A | - | - | - | - | - | - |
| | Cost Recovery 25% | 63% | 45% | A | - | - | - | - | - | - |

Route 7P

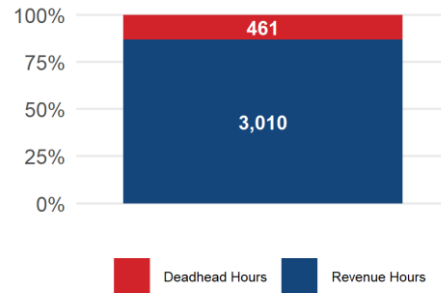
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|---------------|-----------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile N/A | 0.8 | | | 3.2 | | | - | | |
| Route Design | Circuitry N/A | 1.02 | | | 1.3 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour N/A | 12 | 31.7 | E | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1.5 | 0.7 | 3.5 | E | - | - | - | - | - | - |
| | Unique Segment Ridership 15% | 0% | 16% | E | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 83% | 72% | B | - | - | - | - | - | - |
| | Crowding 5% | 0% | 4% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Peak: 0.07 | Peak: 0.49 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$9.92 | \$ 4.57 | E | - | - | - | - | - | - |
| | Cost Recovery 25% | 18% | 45% | E | - | - | - | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



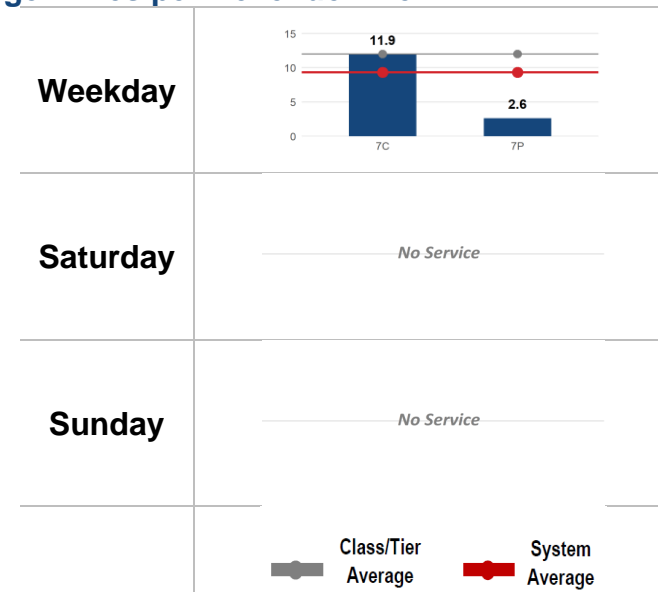
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| 7C | 12.50 | 391 | 389 (99.5%) |
| 7P | 10.50 | 345 | 345 (100.0%) |
| | | | |
| | | | |

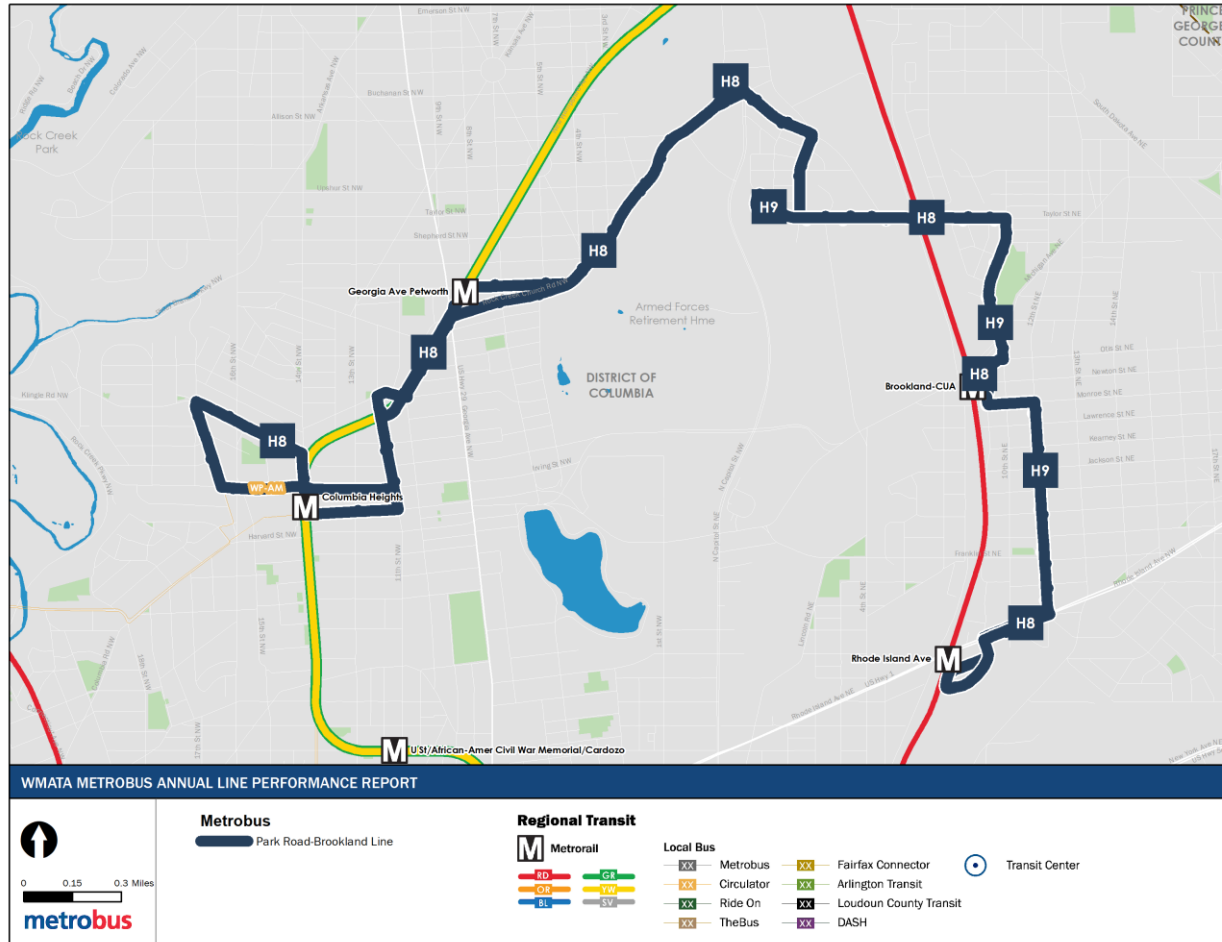
Service Change Summary

Route 7C - June 2020:
 Weekday: No change; Saturday: No change; Sunday: No change;
 Route 7P - June 2020:
 Weekday: No change; Saturday: No change; Sunday: No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Framework

Activity Tier

1

Overall Grade

| | |
|------|---|
| Line | B |
| | |
| | |
| | |
| | |
| | |

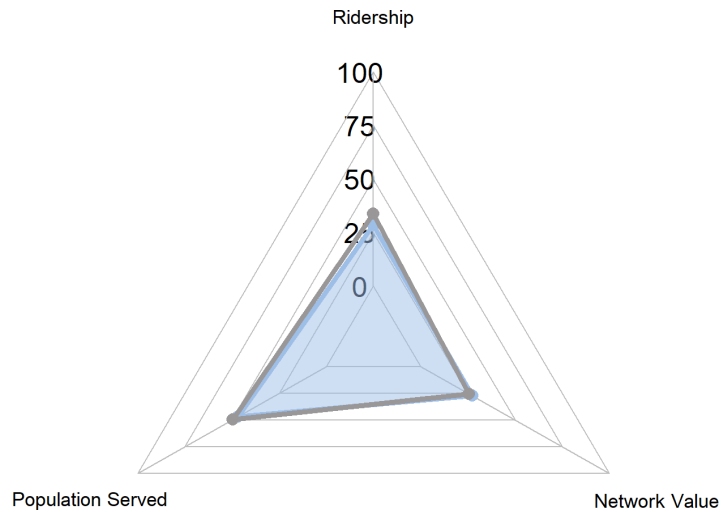
Legend

| | |
|------------|---------------------|
| Exceeds | Meets |
| Approaches | Below |
| | Significantly Below |

Line Benefit Score

34

Out of 100



Classification Average



Line Focus:

Population Served

Network Value

Ridership

Balanced

Line Score:

47

27

29

Operating Statistics

| | | |
|--|-------------------------------|--------------------|
| | Annual Operating Costs | \$3,594,143 |
| | Peak Vehicles | 8 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|-----------------------------------|-------------------|---------------|
| | Service Area Population | 54,219 | |
| | People of Color Population | Service Area | 24,117 |
| | | % Riders Surveyed | 90% |
| | Low Income Household | Service Area | 13,607 |
| | | % Riders Surveyed | 61% |

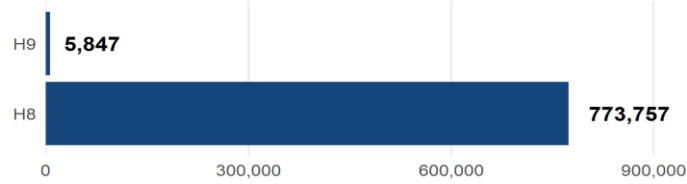
Facilities/Amenities

| | | |
|--|-------------------------------------|------------|
| | Bus Stops | 75 |
| | % Stops With Shelters | 13% |
| | % Stops With Benches | 7% |
| | % Stops With Real-Time Signs | 8% |



Ridership

Annual Ridership

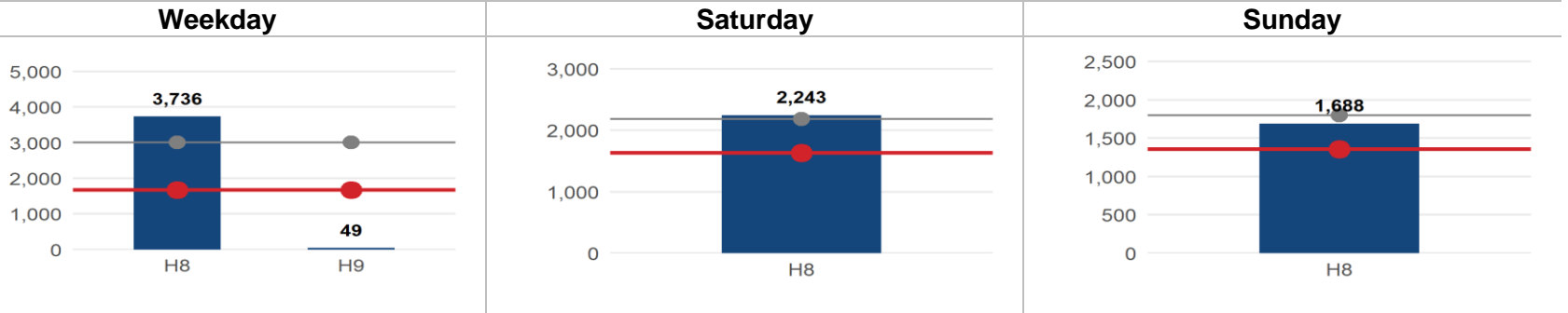


Top Transfer Locations

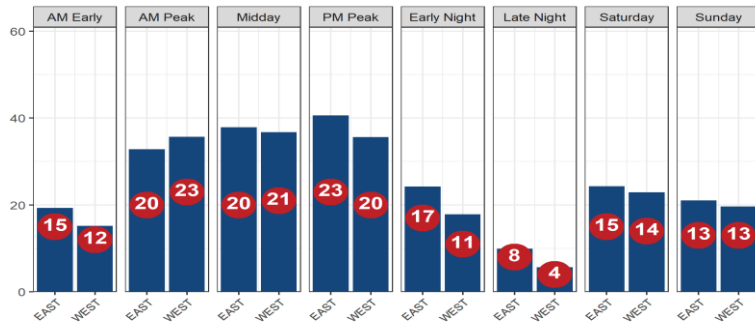
Brookland, Georgia Avenue-Petworth, Columbia Heights

Average Daily Ridership

- Class/Tier Average
- System Average



Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

| | | Direction: | |
|---------------------------------|---------------------------------|------------|------|
| | | EAST | WEST |
| Weekday | Peak Maximum Target: 1.2 | 0.54 | 0.54 |
| | Off-Peak Maximum Target: 1.0 | 0.42 | 0.36 |
| Saturday Maximum Target: 1.0 | | 0.37 | 0.36 |
| Sunday Maximum Target: 1.0 | | 0.33 | 0.31 |

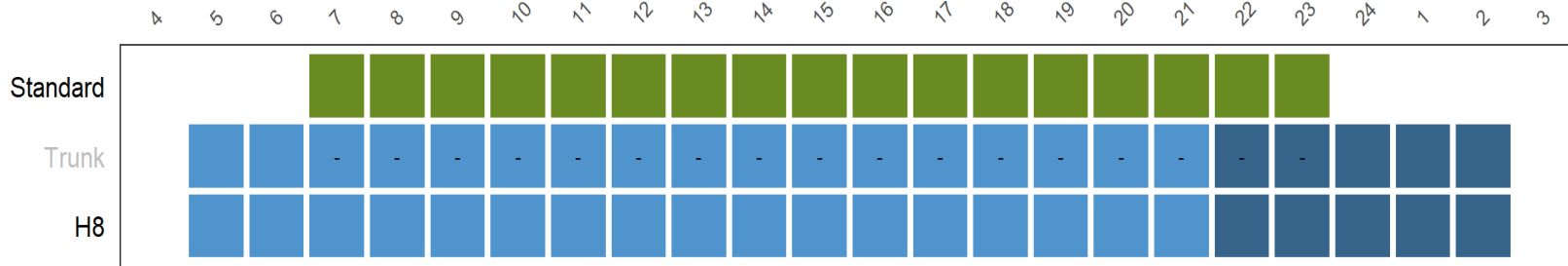
Span and Frequency



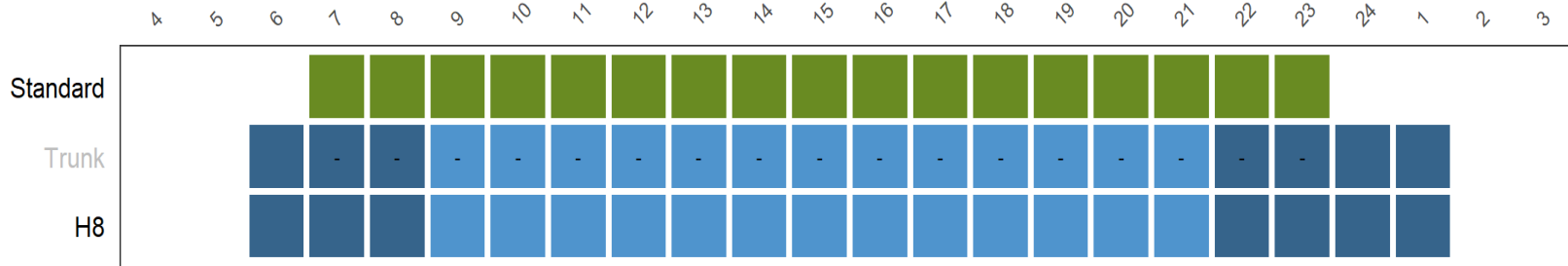
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

B Park Road-Brookland

| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|------------------------------|------------------------------|-------|-------------------|-----------------|-------|-------------------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 5:00 AM - 1:16 AM | - | A | 5:45 AM - 2:00 AM | - | A | 6:00 AM - 1:24 AM | - | A |
| | Frequency of Service varies | Peak: 14.9 / Off-Peak: 23.7 | Peak: 17.4 / Off-Peak: 39 | B | 25.4 | 25.4 | D | 27.3 | 29.4 | D |
| Productivity | Passengers per Revenue Hour 30 | 40.7 | 33.6 | A | 32.2 | 27.3 | B | 28.1 | 27.1 | C |
| | Passengers per Revenue Mile 4 | 5.4 | 4.5 | A | 4.1 | 3.3 | B | 3.5 | 3.2 | D |
| Reliability | On-Time Performance 79% | 71% | 74% | D | 77% | 76% | C | 79% | 79% | C |
| | Crowding 5% | 1% | 4% | A | 1% | 3% | A | 0% | 1% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.39 Peak: 0.54 | Off-Peak: 0.39 Peak: 0.54 | A | 0.37 | 0.36 | A | 0.32 | 0.35 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$2.93 | \$ 4.15 | A | \$3.71 | \$ 5.07 | A | \$4.24 | \$ 5.11 | A |
| | Cost Recovery 25% | 33% | 32% | A | 26% | 27% | B | 23% | 26% | C |

Route H8

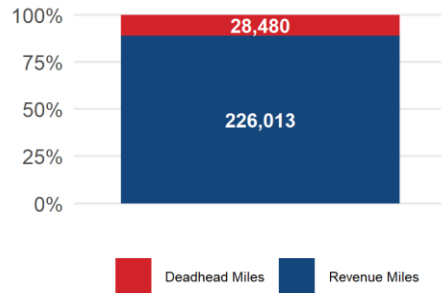
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 6.6 | | | 5 | | | E | | |
| Route Design | Circuitry 1.75 | 1.75 | | | 1.28 | | | C | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 30 | 40.7 | 33.6 | A | 32.2 | 27.3 | B | 28.1 | 27.1 | C |
| | Passengers per Revenue Mile 4 | 5.4 | 4.5 | A | 4.1 | 3.3 | B | 3.5 | 3.2 | D |
| | Unique Segment Ridership 10% | 30% | 13% | A | 52% | 23% | A | 51% | 25% | A |
| Reliability | On-Time Performance 79% | 71% | 74% | D | 77% | 76% | C | 79% | 79% | C |
| | Crowding 5% | 1% | 4% | A | 1% | 3% | A | 0% | 2% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.39 Peak: 0.54 | Off-Peak: 0.38 Peak: 0.54 | A | 0.37 | 0.36 | A | 0.32 | 0.35 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$2.93 | \$ 4.15 | A | \$3.71 | \$ 5.07 | A | \$4.24 | \$ 5.11 | A |
| | Cost Recovery 25% | 33% | 34% | A | 26% | 26% | B | 23% | 26% | C |

Route H9

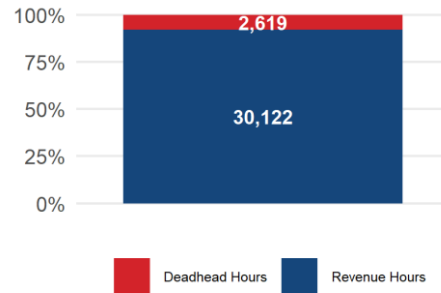
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|---------------|-----------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 6.7 | | | 5 | | | E | | |
| Route Design | Circuitry 1.75 | 1.22 | | | 1.28 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 30 | 42.4 | 33.6 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 4 | 8.6 | 4.5 | A | - | - | - | - | - | - |
| | Unique Segment Ridership 10% | 0% | 13% | E | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 88% | 74% | A | - | - | - | - | - | - |
| | Crowding 5% | 0% | 4% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Peak: 0.56 | Peak: 0.54 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$2.81 | \$ 4.15 | A | - | - | - | - | - | - |
| | Cost Recovery 25% | 47% | 34% | A | - | - | - | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



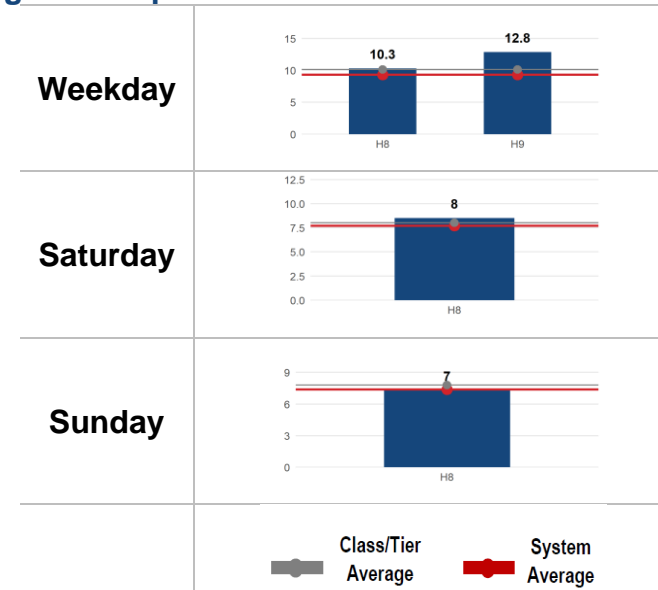
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| H8 | 11.60 | 3,349 | 3,313 (98.9%) |
| H9 | 2.80 | 42 | 42 (100.0%) |
| | | | |
| | | | |

Service Change Summary

Route H8 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;
 Route H9 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

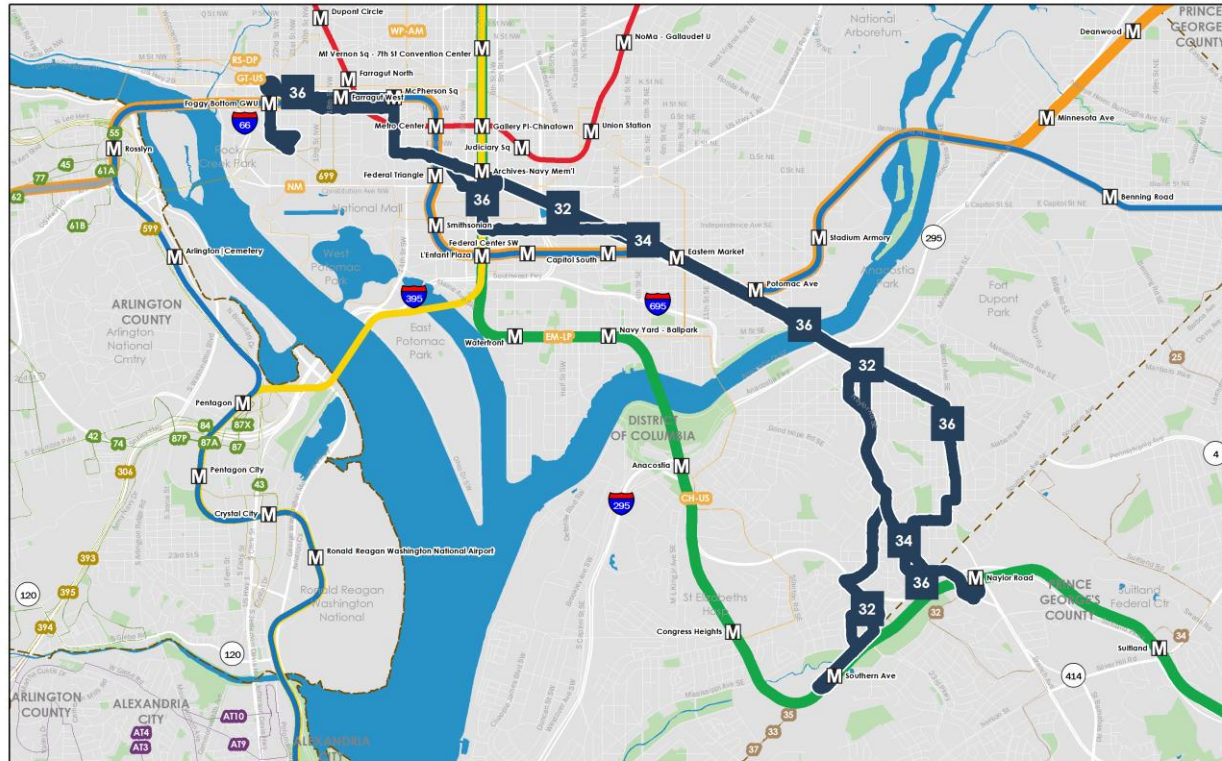
Passenger Miles per Revenue Mile



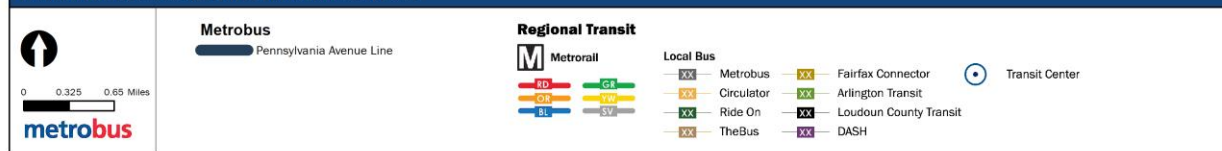
LINE: 93 - Pennsylvania Avenue

ROUTE(S): 32, 34, 36

About the Line



WMATA METROBUS ANNUAL LINE PERFORMANCE REPORT



Service Classification

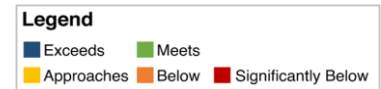
Framework

Activity Tier

1

Overall Grade

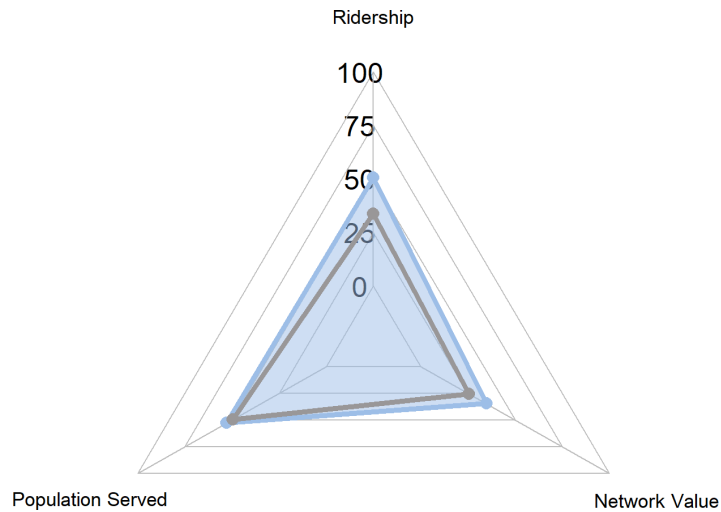
| Line | Grade |
|------|-------|
| Line | C |
| | |
| | |
| | |
| | |
| | |
| | |



Line Benefit Score

46

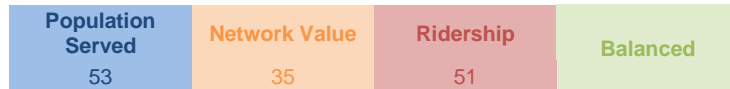
Out of 100



Classification Average



Line Focus:



Line Score:

Operating Statistics

| | | |
|--|-------------------------------|--------------------|
| | Annual Operating Costs | \$8,392,217 |
| | Peak Vehicles | 25 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|-----------------------------------|-------------------|---------------|
| | Service Area Population | 116,457 | |
| | People of Color Population | Service Area | 68,258 |
| | | % Riders Surveyed | 88% |
| | Low Income Household | Service Area | 36,583 |
| | | % Riders Surveyed | 57% |

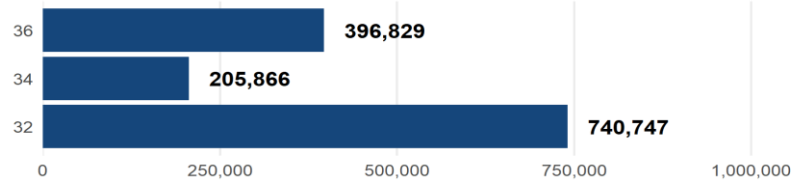
Facilities/Amenities

| | | |
|--|-------------------------------------|------------|
| | Bus Stops | 134 |
| | % Stops With Shelters | 38% |
| | % Stops With Benches | 37% |
| | % Stops With Real-Time Signs | 19% |



Ridership

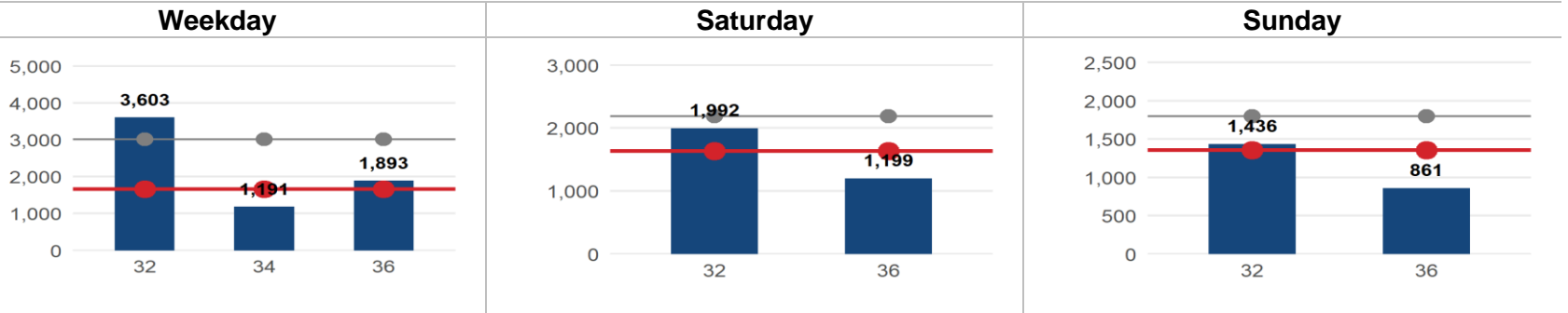
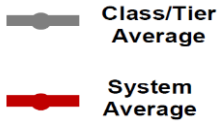
Annual Ridership



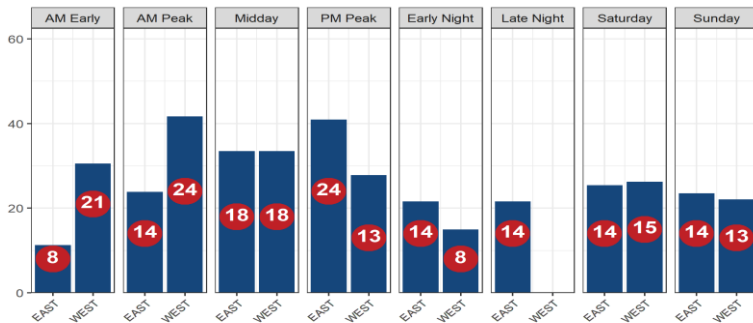
Top Transfer Locations

Potomac Avenue, Foggy Bottom, Southern Avenue

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period



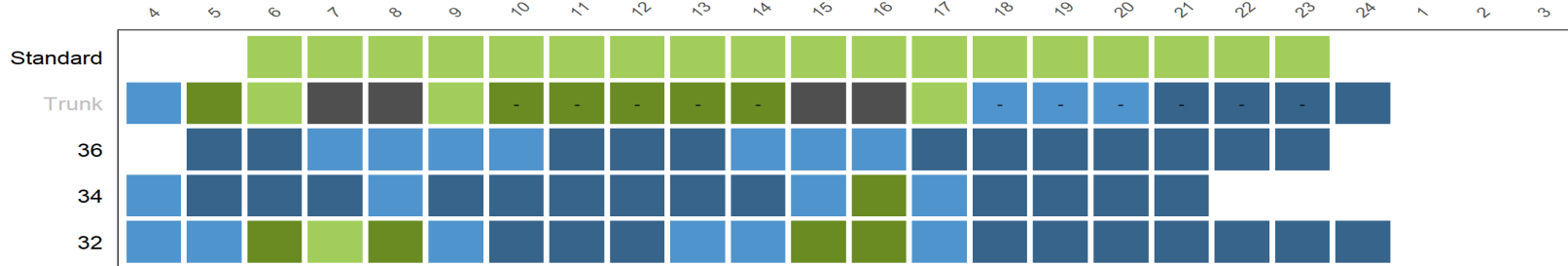
Vehicle Load Factor

| | | <i>Direction:</i> | |
|--|--|-------------------|------|
| | | EAST | WEST |
| Weekday | Peak Maximum Target: 1.2 | 0.51 | 0.5 |
| | Off-Peak Maximum Target: 1.0 | 0.4 | 0.41 |
| Saturday Maximum Target: 1.0 | | 0.36 | 0.37 |
| Sunday Maximum Target: 1.0 | | 0.34 | 0.32 |

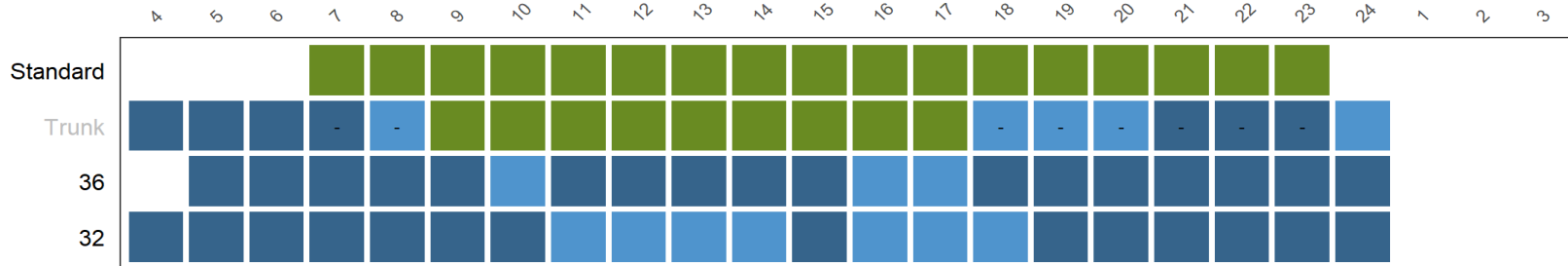
Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

C 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 AM - 12:19 AM | - | A | 4:51 AM - 12:42 AM | - | A | 4:51 AM - 12:37 AM | - | A |
| | Frequency of Service varies | Peak: 13.3 / Off-Peak: 17.3 | Peak: 17.4 / Off-Peak: 39 | B | 24.8 | 25.4 | C | 30.4 | 29.4 | E |
| Productivity | Passengers per Revenue Hour 30 | 30.0 | 33.6 | B | 23.9 | 27.3 | E | 22.7 | 27.1 | E |
| | Passengers per Revenue Mile 4 | 3.8 | 4.5 | C | 2.8 | 3.3 | E | 2.5 | 3.2 | E |
| Reliability | On-Time Performance 79% | 71% | 74% | D | 71% | 76% | D | 75% | 79% | C |
| | Crowding 5% | 0% | 4% | A | 2% | 3% | A | 1% | 1% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.41 Peak: 0.5 | Off-Peak: 0.39 Peak: 0.54 | A | 0.36 | 0.36 | A | 0.33 | 0.35 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$3.98 | \$ 4.15 | A | \$5.00 | \$ 5.07 | B | \$5.27 | \$ 5.11 | C |
| | Cost Recovery 25% | 21% | 32% | D | 17% | 27% | E | 16% | 26% | E |

Route 32

| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 4.8 | | | 5 | | | A | | |
| | Circuity 1.75 | 1.39 | | | 1.28 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 30 | 35.1 | 33.6 | A | 28.3 | 27.3 | C | 27.6 | 27.1 | C |
| | Passengers per Revenue Mile 4 | 4.6 | 4.5 | A | 3.4 | 3.3 | D | 3.0 | 3.2 | E |
| | Unique Segment Ridership 10% | 0% | 13% | E | 0% | 23% | E | 0% | 25% | E |
| Reliability | On-Time Performance 79% | 68% | 74% | E | 73% | 76% | D | 75% | 79% | C |
| | Crowding 5% | 5% | 4% | B | 4% | 3% | A | 2% | 2% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.52 Peak: 0.62 | Off-Peak: 0.38 Peak: 0.54 | A | 0.42 | 0.36 | A | 0.4 | 0.35 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$3.40 | \$ 4.15 | A | \$4.21 | \$ 5.07 | A | \$4.32 | \$ 5.11 | A |
| | Cost Recovery 25% | 23% | 34% | C | 18% | 26% | D | 18% | 26% | E |

Route 34

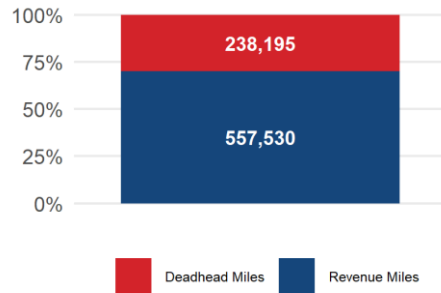
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 4.5 | | | 5 | | | A | | |
| | Circuitry 1.75 | 1.12 | | | 1.28 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 30 | 28.8 | 33.6 | C | - | - | - | - | - | - |
| | Passengers per Revenue Mile 4 | 3.4 | 4.5 | D | - | - | - | - | - | - |
| | Unique Segment Ridership 10% | 0% | 13% | E | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 78% | 74% | C | - | - | - | - | - | - |
| | Crowding 5% | 2% | 4% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.29 Peak: 0.37 | Off-Peak: 0.38 Peak: 0.54 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$4.14 | \$ 4.15 | A | - | - | - | - | - | - |
| | Cost Recovery 25% | 21% | 34% | D | - | - | - | - | - | - |

Route 36

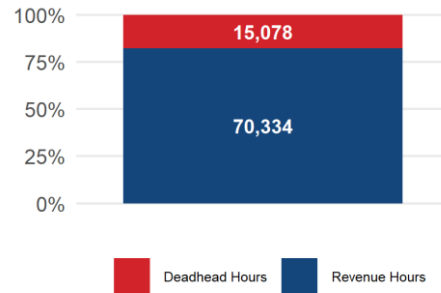
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 4.8 | | | 5 | | | A | | |
| | Circuity 1.75 | 1.3 | | | 1.28 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 30 | 24.0 | 33.6 | E | 18.9 | 27.3 | E | 17.4 | 27.1 | E |
| | Passengers per Revenue Mile 4 | 3.2 | 4.5 | E | 2.2 | 3.3 | E | 1.9 | 3.2 | E |
| | Unique Segment Ridership 10% | 0% | 13% | E | 9% | 23% | C | 9% | 25% | C |
| Reliability | On-Time Performance 79% | 69% | 74% | D | 69% | 76% | D | 75% | 79% | C |
| | Crowding 5% | 0% | 4% | A | 0% | 3% | A | 0% | 2% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.36 Peak: 0.47 | Off-Peak: 0.38 Peak: 0.54 | A | 0.3 | 0.36 | A | 0.27 | 0.35 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$4.97 | \$ 4.15 | B | \$6.32 | \$ 5.07 | E | \$6.86 | \$ 5.11 | E |
| | Cost Recovery 25% | 19% | 34% | D | 15% | 26% | E | 13% | 26% | E |

Operational Analysis

Miles Allocation



Hours Allocation



Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| 32 | 20.00 | 2,408 | 2,389 (99.2%) |
| 34 | 12.80 | 1,320 | 1,308 (99.1%) |
| 36 | 19.10 | 1,962 | 1,940 (98.9%) |

Service Change Summary

Route 32 - June 2020:

Weekday: add trips (from 30S); 2 a.m.; Saturday: add trips (from 30S); 2 a.m.; Sunday: add trips (from 30S); 2 a.m.;

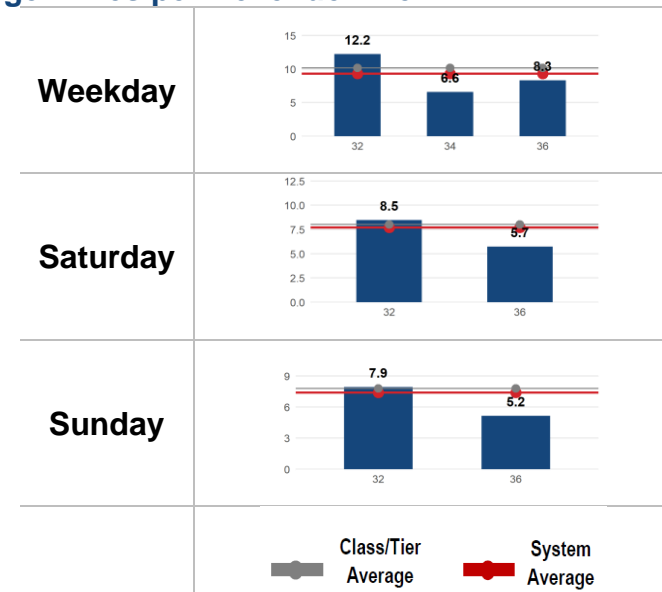
Route 34 - June 2020:

Weekday: No change; Saturday: No change; Sunday: No change;

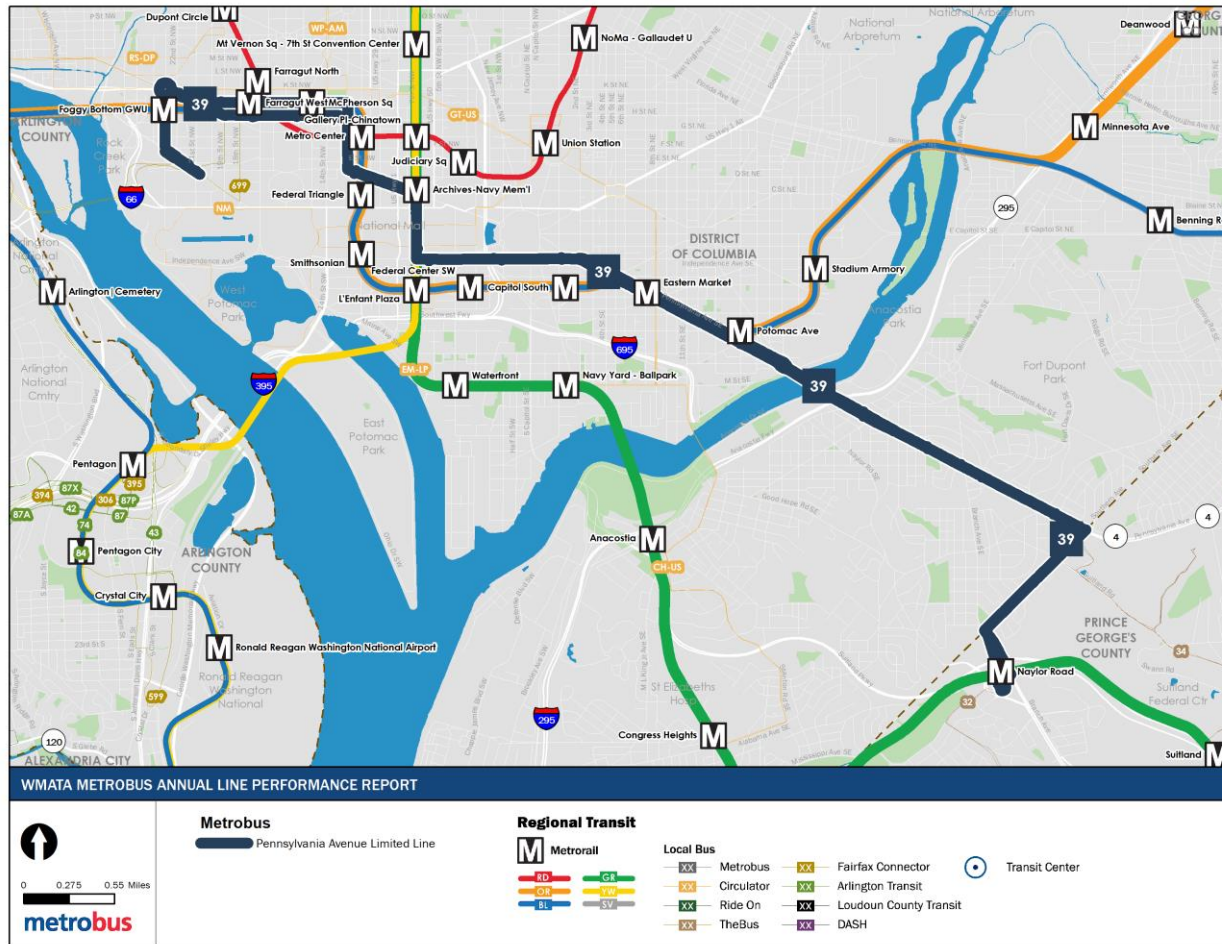
Route 36 - June 2020:

Weekday: add trips (from 30N); 2 a.m.; Saturday: add trips (from 30N); 2 a.m.; Sunday: add trips (from 30N); 2 a.m.;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Framework

Activity Tier

1

Overall Grade

| | |
|------|---|
| Line | C |
| | |
| | |
| | |
| | |
| | |

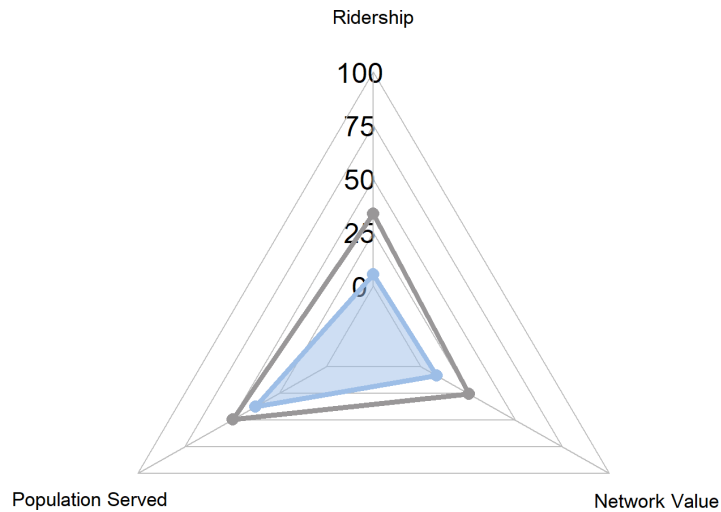
Legend

- Exceeds (Dark Blue)
- Meets (Green)
- Approaches (Yellow)
- Below (Orange)
- Significantly Below (Red)

Line Benefit Score

17

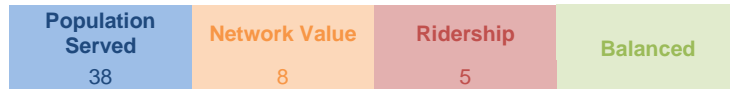
Out of 100



Classification Average



Line Focus:



Line Score:

Operating Statistics

| | | |
|--|------------------------|-----------|
| | Annual Operating Costs | \$794,970 |
| | Peak Vehicles | 6 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|----------------------------|-------------------|--------|
| | Service Area Population | 29,525 | |
| | People of Color Population | Service Area | 15,309 |
| | | % Riders Surveyed | 74% |
| | Low Income Household | Service Area | 6,875 |
| | | % Riders Surveyed | 26% |

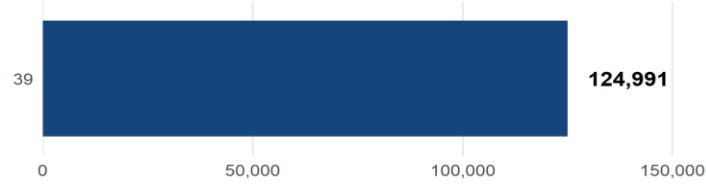
Facilities/Amenities

| | | |
|--|------------------------------|-----|
| | Bus Stops | 39 |
| | % Stops With Shelters | 59% |
| | % Stops With Benches | 56% |
| | % Stops With Real-Time Signs | 41% |



Ridership

Annual Ridership

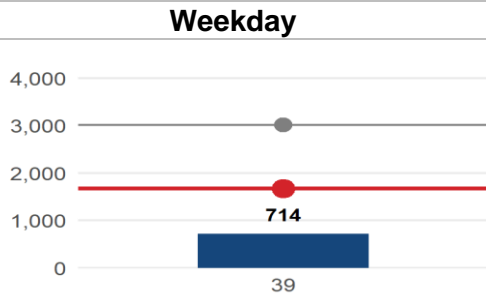


Top Transfer Locations

Potomac Avenue, Foggy Bottom, Archives-Navy Memorial

Average Daily Ridership

- Class/Tier Average
- System Average



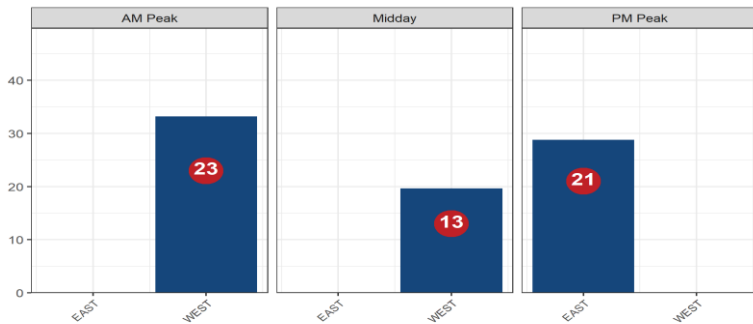
Saturday

No Service

Sunday

No Service

Average Trip Ridership and Maximum Load by Time Period



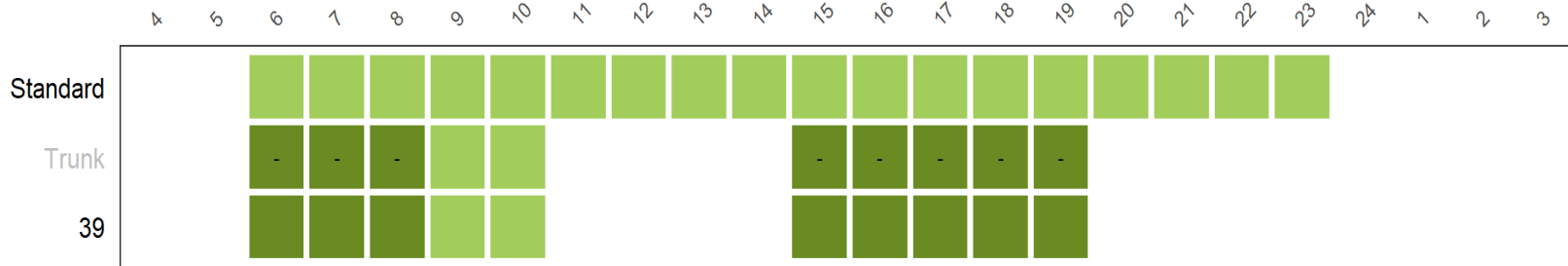
Vehicle Load Factor

| | | Direction: | WEST | EAST |
|---------------------------------|---------------------------------|------------|------|------|
| Weekday | Peak Maximum Target: 1.2 | | 0.57 | 0.52 |
| | Off-Peak Maximum Target: 1.0 | | 0.32 | |
| Saturday Maximum Target: 1.0 | | | | |
| Sunday Maximum Target: 1.0 | | | | |

Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

C Pennsylvania Avenue Limited

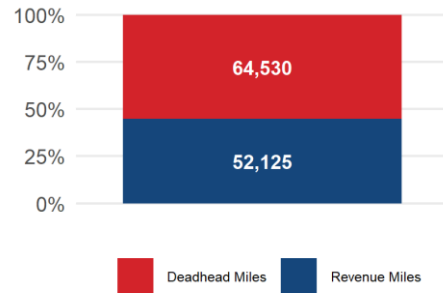
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|---------------------------------------|------------------------------|-------|-----------|-----------------|-------|-----------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 6:00 AM - 10:09 AM; 3:30 PM - 7:37 PM | - | E | - | - | - | - | - | - |
| | Frequency of Service varies | Peak: 17.6 / Off-Peak: 15.7 | Peak: 17.4 / Off-Peak: 39 | C | - | - | - | - | - | - |
| Productivity | Passengers per Revenue Hour 30 | 26.4 | 33.6 | D | - | - | - | - | - | - |
| | Passengers per Revenue Mile 4 | 3.5 | 4.5 | D | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 63% | 74% | E | - | - | - | - | - | - |
| | Crowding 5% | 0% | 4% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.32 Peak: 0.54 | Off-Peak: 0.39 Peak: 0.54 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$4.51 | \$ 4.15 | B | - | - | - | - | - | - |
| | Cost Recovery 25% | 28% | 32% | A | - | - | - | - | - | - |

Route 39

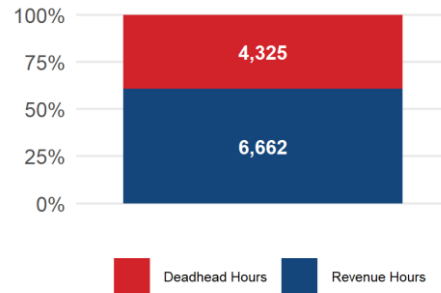
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 2 | | | 5 | | | E | | |
| Route Design | Circuitry 1.75 | 1.39 | | | 1.28 | | | 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 | 26.4 | 33.6 | D | - | - | - | - | - | - |
| | Passengers per Revenue Mile 4 | 3.5 | 4.5 | D | - | - | - | - | - | - |
| | Unique Segment Ridership 10% | 0% | 13% | E | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 63% | 74% | E | - | - | - | - | - | - |
| | Crowding 5% | 0% | 4% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.32 Peak: 0.54 | Off-Peak: 0.38 Peak: 0.54 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$4.51 | \$ 4.15 | B | - | - | - | - | - | - |
| | Cost Recovery 25% | 28% | 34% | A | - | - | - | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



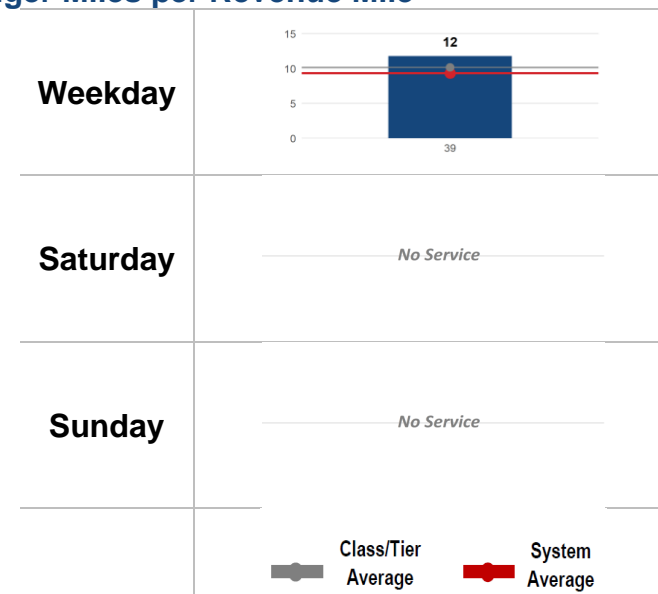
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| 39 | 20.00 | 528 | 527 (99.8%) |
| | | | |
| | | | |
| | | | |

Service Change Summary

Route 39 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

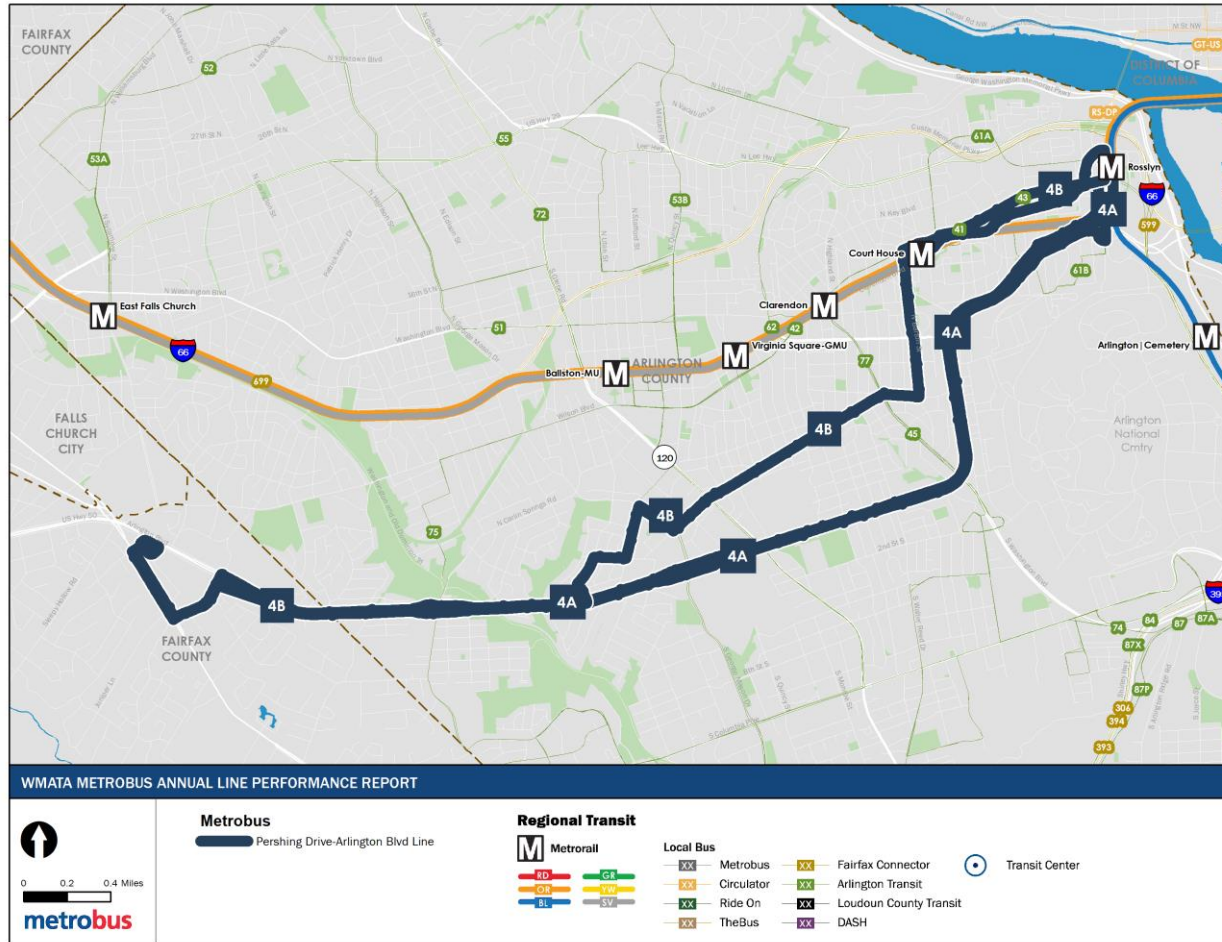
Passenger Miles per Revenue Mile



LINE: 94 - Pershing Drive-Arlington Blvd

ROUTE(S): 4A, 4B

About the Line



Service Classification

Coverage

Activity Tier

2

Overall Grade

| Line | Overall Grade |
|---------|---------------|
| Line 94 | B |
| | |
| | |
| | |
| | |
| | |

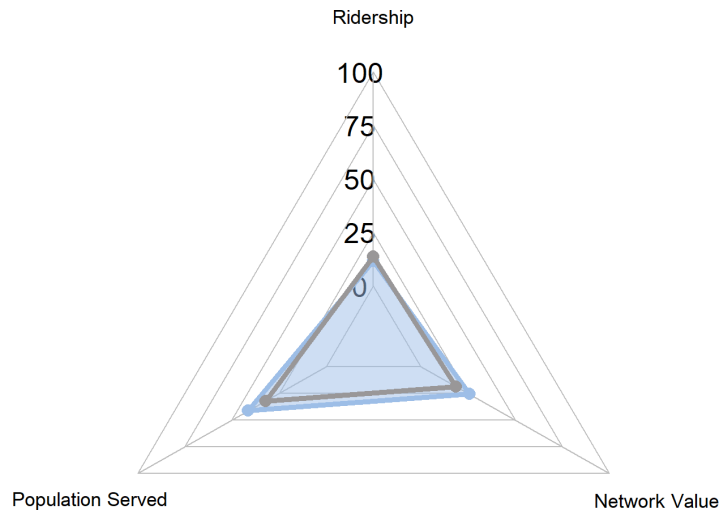
Legend

- Exceeds (Dark Blue)
- Meets (Green)
- Approaches (Yellow)
- Below (Orange)
- Significantly Below (Red)

Line Benefit Score

26

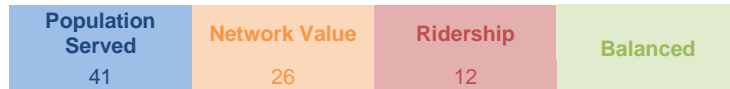
Out of 100



Classification Average

Line Focus:

Line Score:



Operating Statistics

| | | |
|--|------------------------|-------------|
| | Annual Operating Costs | \$2,817,543 |
| | Peak Vehicles | 7 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|----------------------------|-------------------|--------|
| | Service Area Population | 66,380 | |
| | People of Color Population | Service Area | 13,921 |
| | | % Riders Surveyed | 72% |
| | Low Income Household | Service Area | 15,732 |
| | | % Riders Surveyed | 47% |

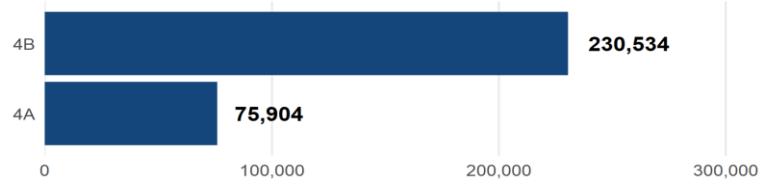
Facilities/Amenities

| | | |
|--|------------------------------|-----|
| | Bus Stops | 109 |
| | % Stops With Shelters | 38% |
| | % Stops With Benches | 40% |
| | % Stops With Real-Time Signs | 1% |



Ridership

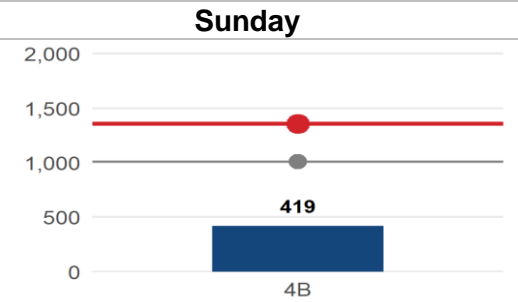
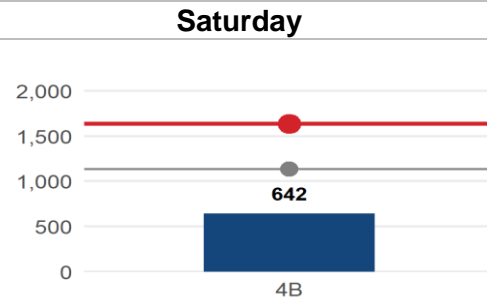
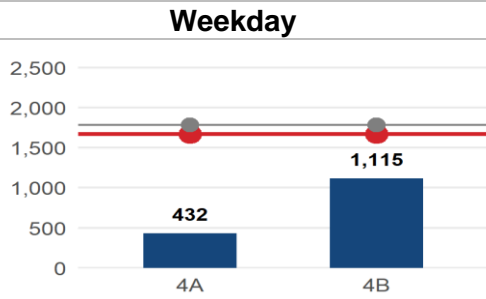
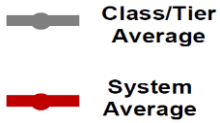
Annual Ridership



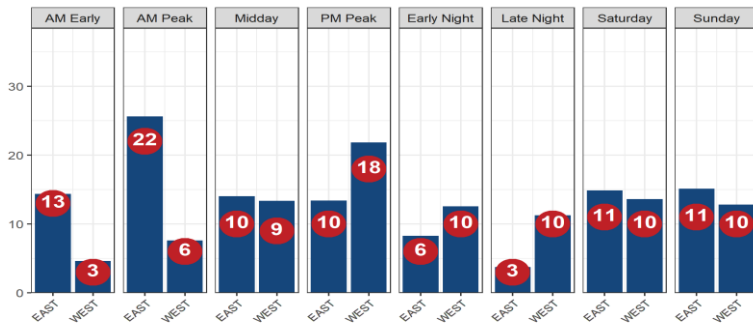
Top Transfer Locations

Rosslyn, Rosslyn East, Court House

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period



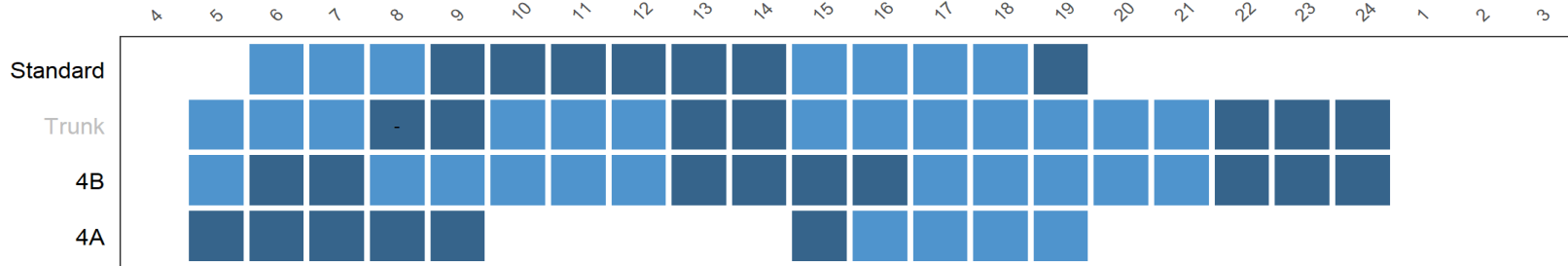
Vehicle Load Factor

| | | Direction: | |
|---------|---------------------------------|------------|------|
| | | EAST | WEST |
| Weekday | Peak Maximum Target: 1 | 0.38 | 0.32 |
| | Off-Peak Maximum Target: 1.0 | 0.23 | 0.24 |
| | Saturday Maximum Target: 1.0 | 0.28 | 0.26 |
| | Sunday Maximum Target: 1.0 | 0.28 | 0.24 |

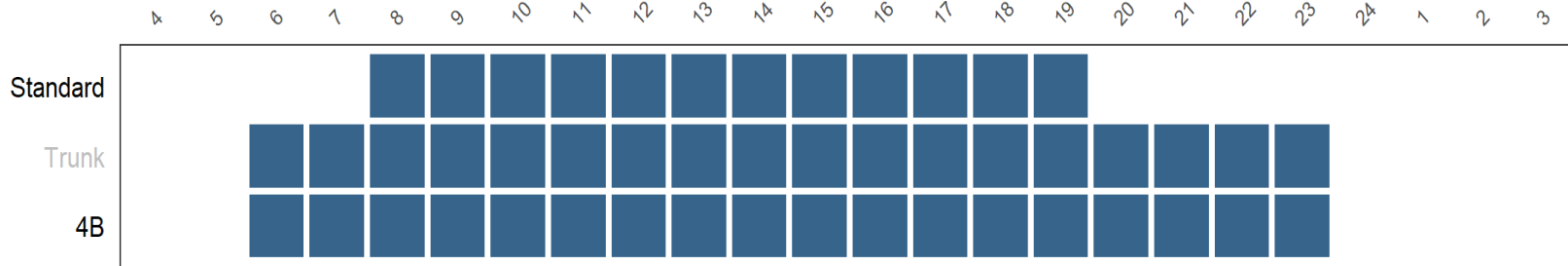
Span and Frequency



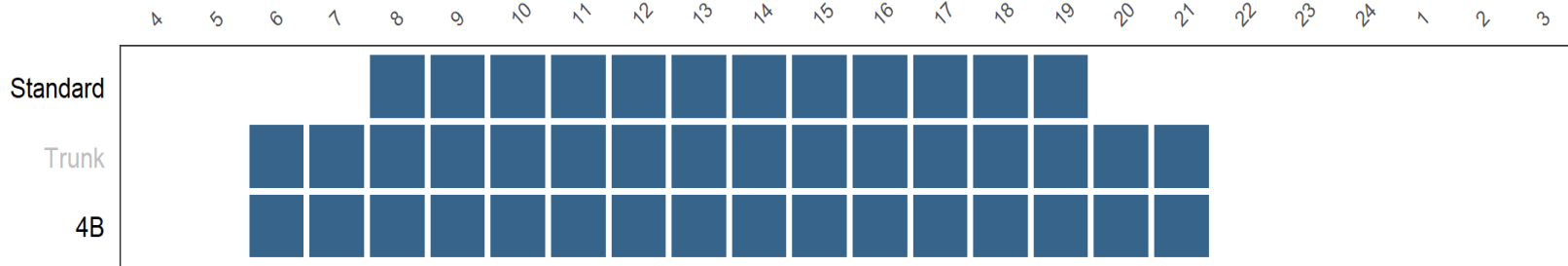
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

B Pershing Drive-Arlington Blvd

| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|------------------------------|-----------------------------|-------|--------------------|-----------------|-------|-------------------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 5:05 AM - 12:44 AM | - | A | 6:20 AM - 11:31 PM | - | A | 6:35 AM - 9:44 PM | - | A |
| | Frequency of Service varies | Peak: 29.0 / Off-Peak: 36.6 | Peak: 25.4 / Off-Peak: 40.5 | B | 45.3 | 42.7 | A | 60.1 | 42.4 | C |
| Productivity | Passengers per Revenue Hour 15 | 19.0 | 37.3 | A | 19.7 | 33.6 | A | 22.5 | 33.8 | A |
| | Passengers per Revenue Mile 2 | 2.3 | 4.3 | A | 2.2 | 3.5 | B | 2.1 | 3.4 | B |
| Reliability | On-Time Performance 79% | 92% | 78% | A | 95% | 82% | A | 87% | 83% | A |
| | Crowding 5% | 0% | 2% | A | 0% | 1% | A | 0% | 0% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.23 Peak: 0.35 | Off-Peak: 0.3 Peak: 0.42 | A | 0.27 | 0.27 | A | 0.26 | 0.26 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$6.29 | \$ 4.26 | E | \$6.07 | \$ 5.02 | E | \$5.30 | \$ 4.55 | C |
| | Cost Recovery 20% | 22% | 23% | A | 23% | 21% | A | 26% | 20% | A |

Route 4A

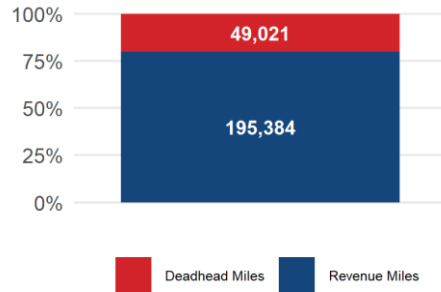
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 4 | | | 6.1 | | | A | | |
| Route Design | Circuitry N/A | 1.43 | | | 2.48 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | 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 | 19.1 | 37.3 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 2 | 2.2 | 4.3 | A | - | - | - | - | - | - |
| | Unique Segment Ridership 10% | 43% | 29% | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 93% | 78% | A | - | - | - | - | - | - |
| | Crowding 5% | 0% | 3% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.26 Peak: 0.33 | Off-Peak: 0.33 Peak: 0.44 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$6.26 | \$ 4.26 | E | - | - | - | - | - | - |
| | Cost Recovery 20% | 25% | 24% | A | - | - | - | - | - | - |

Route 4B

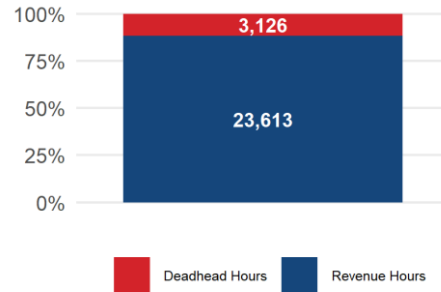
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 5.4 | | | 6.1 | | | E | | |
| Route Design | Circuitry N/A | 1.26 | | | 2.48 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | 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 | 19.0 | 37.3 | A | 19.7 | 33.6 | A | 22.5 | 33.8 | A |
| | Passengers per Revenue Mile 2 | 2.3 | 4.3 | A | 2.2 | 3.5 | B | 2.1 | 3.4 | B |
| | Unique Segment Ridership 10% | 47% | 29% | A | 70% | 46% | A | 70% | 51% | A |
| Reliability | On-Time Performance 79% | 92% | 78% | A | 95% | 82% | A | 87% | 83% | A |
| | Crowding 5% | 0% | 3% | A | 0% | 1% | A | 0% | 0% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.23 Peak: 0.37 | Off-Peak: 0.33 Peak: 0.44 | A | 0.27 | 0.3 | A | 0.26 | 0.28 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$6.29 | \$ 4.26 | E | \$6.07 | \$ 5.02 | E | \$5.30 | \$ 4.55 | C |
| | Cost Recovery 20% | 21% | 24% | B | 22% | 21% | A | 25% | 21% | A |

Operational Analysis

Miles Allocation



Hours Allocation



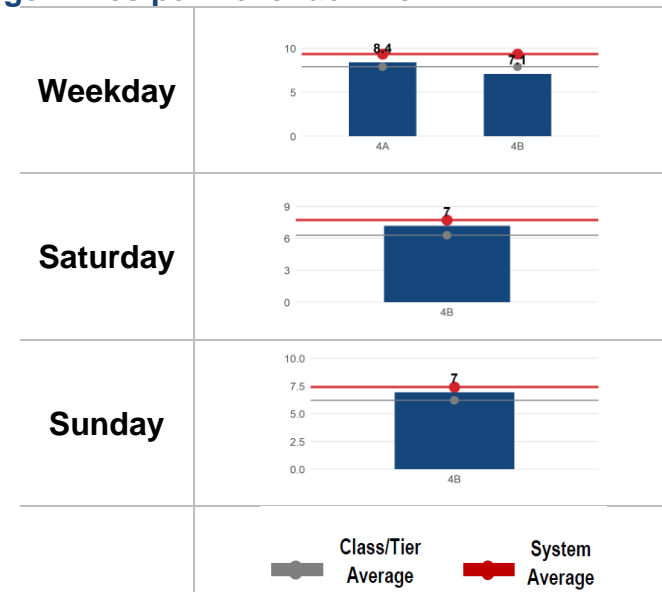
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| 4A | 15.40 | 666 | 666 (100.0%) |
| 4B | 13.60 | 1,973 | 1,961 (99.4%) |
| | | | |
| | | | |

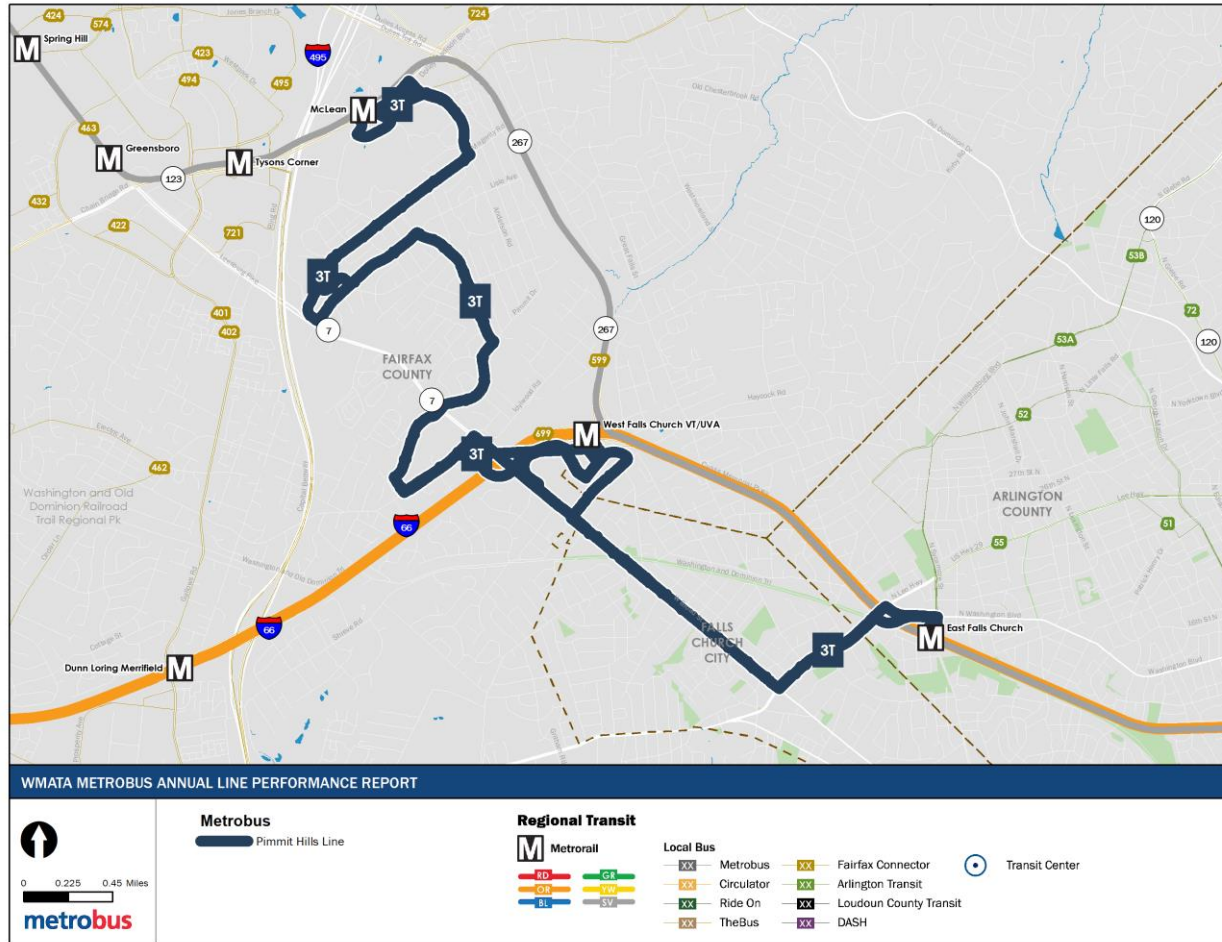
Service Change Summary

Route 4A - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;
 Route 4B - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

Passenger Miles per Revenue Mile



About the Line



WMATA METROBUS ANNUAL LINE PERFORMANCE REPORT

Metrobus
Pimmit Hills Line

Regional Transit

MetroRail
 RD Metrorail
 OR Metrorail
 BL Metrorail
 SV Metrorail

Local Bus
 XX Metrobus
 XX Circulator
 XX Ride On
 XX TheBus

Transit Center
 XX Fairfax Connector
 XX Arlington Transit
 XX Loudoun County Transit
 XX DASH

Transit Center

Service Classification

Coverage

Activity Tier

2

Overall Grade

| Line | Overall Grade |
|-------------------------|---------------|
| Line 121 - Pimmit Hills | C |
| | |
| | |
| | |
| | |
| | |

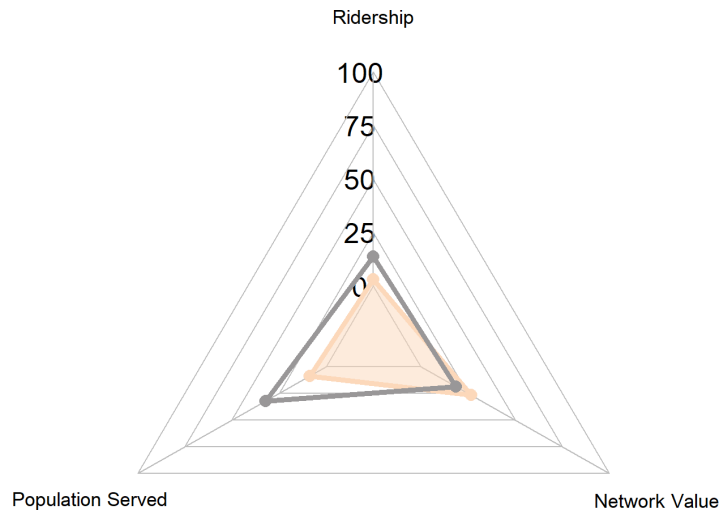
Legend

Exceeds Meets
 Approaches Below Significantly Below

Line Benefit Score

13

Out of 100



Classification Average



Line Focus:

Population Served

Network Value

Ridership

Balanced

Line Score:

9

27

3

Operating Statistics

| | | |
|--|------------------------|------------------|
| | Annual Operating Costs | \$1,438,713 |
| | Peak Vehicles | 4 |
| | Vehicle Type(s) | 30 Foot, 35 Foot |

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

| | | | |
|--|----------------------------|-------------------|-------|
| | Service Area Population | 21,053 | |
| | People of Color Population | Service Area | 6,401 |
| | | % Riders Surveyed | 74% |
| | Low Income Household | Service Area | 2,462 |
| | | % Riders Surveyed | 24% |

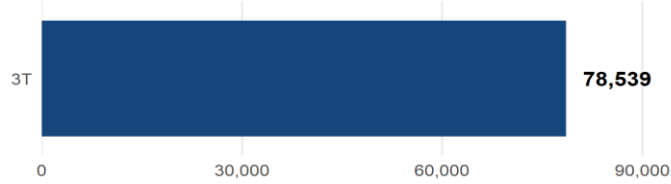
Facilities/Amenities

| | | |
|--|------------------------------|-----|
| | Bus Stops | 95 |
| | % Stops With Shelters | 5% |
| | % Stops With Benches | 13% |
| | % Stops With Real-Time Signs | 1% |



Ridership

Annual Ridership

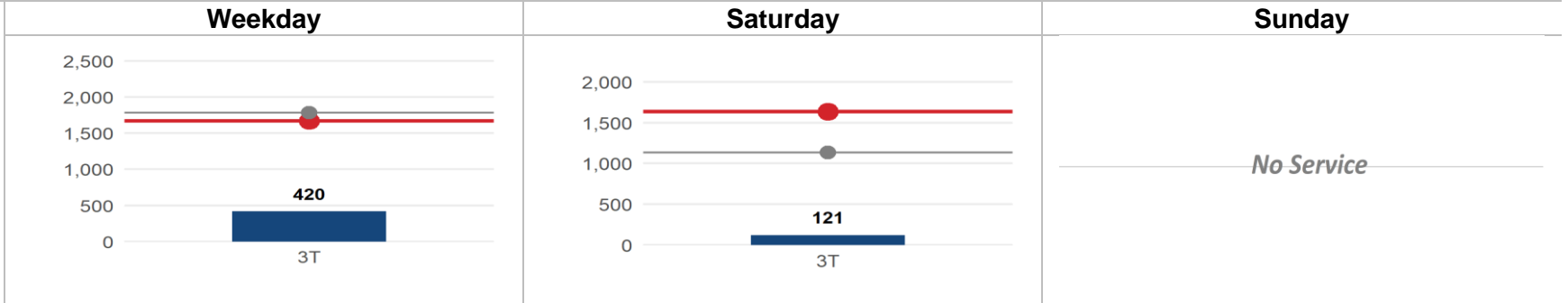


Top Transfer Locations

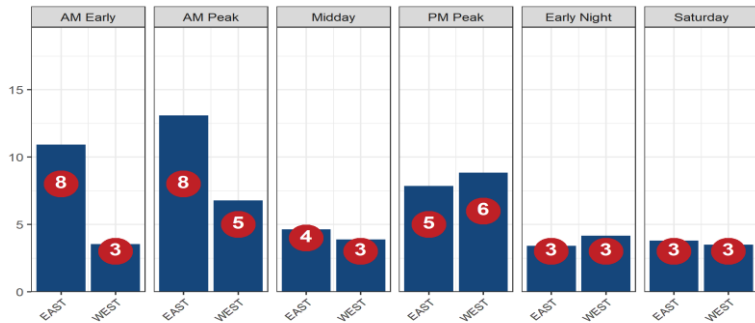
West Falls Church, East Falls Church, McLean

Average Daily Ridership

- Class/Tier Average
- System Average



Average Trip Ridership and Maximum Load by Time Period



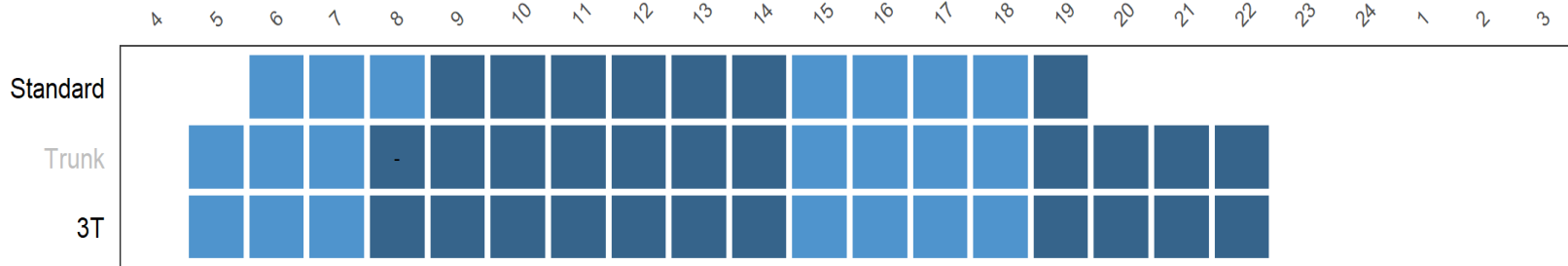
Vehicle Load Factor

| | | Direction: | EAST | WEST |
|---------------------------------|---------------------------------|------------|------|------|
| Weekday | Peak Maximum Target: 1 | | 0.21 | 0.19 |
| | Off-Peak Maximum Target: 1.0 | | 0.13 | 0.11 |
| Saturday Maximum Target: 1.0 | | | 0.08 | 0.08 |
| Sunday Maximum Target: 1.0 | | | | |

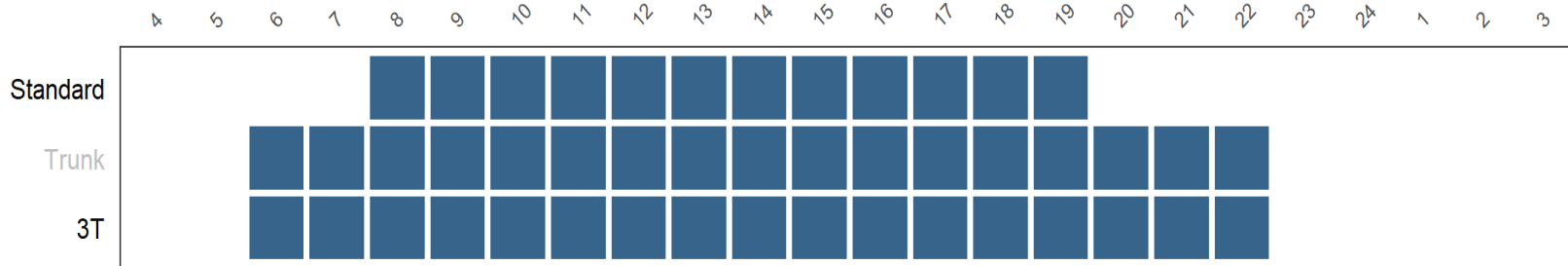
Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

C Pimmit Hills

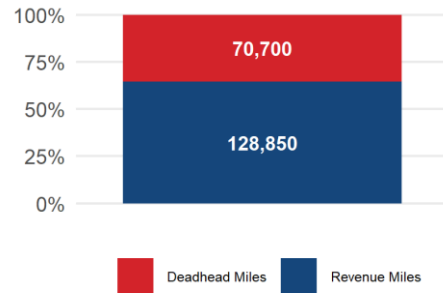
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|-----------------------------|-----------------------------|-------|--------------------|-----------------|-------|-----------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 5:35 AM - 10:58 PM | - | A | 6:35 AM - 10:57 PM | - | A | - | - | - |
| | Frequency of Service varies | Peak: 31.1 / Off-Peak: 65.0 | Peak: 25.4 / Off-Peak: 40.5 | C | 60.1 | 42.7 | C | - | - | - |
| Productivity | Passengers per Revenue Hour 15 | 9.5 | 37.3 | E | 7.5 | 33.6 | E | - | - | - |
| | Passengers per Revenue Mile 2 | 0.9 | 4.3 | E | 0.6 | 3.5 | E | - | - | - |
| Reliability | On-Time Performance 79% | 91% | 78% | A | 95% | 82% | A | - | - | - |
| | Crowding 5% | 0% | 2% | A | 0% | 1% | A | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.12 Peak: 0.2 | Off-Peak: 0.3 Peak: 0.42 | A | 0.08 | 0.27 | A | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$12.56 | \$ 4.26 | E | \$15.84 | \$ 5.02 | E | - | - | - |
| | Cost Recovery 20% | 12% | 23% | E | 10% | 21% | E | - | - | - |

Route 3T

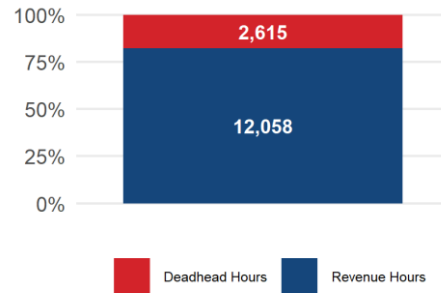
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|-----------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 4.6 | | | 6.1 | | | A | | |
| | Circuitry N/A | 2.02 | | | 2.48 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | 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 | 9.5 | 37.3 | E | 7.5 | 33.6 | E | - | - | - |
| | Passengers per Revenue Mile 2 | 0.9 | 4.3 | E | 0.6 | 3.5 | E | - | - | - |
| | Unique Segment Ridership 10% | 66% | 29% | A | 93% | 46% | A | - | - | - |
| Reliability | On-Time Performance 79% | 91% | 78% | A | 95% | 82% | A | - | - | - |
| | Crowding 5% | 0% | 3% | A | 0% | 1% | A | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.12 Peak: 0.2 | Off-Peak: 0.33 Peak: 0.44 | A | 0.08 | 0.3 | A | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$12.56 | \$ 4.26 | E | \$15.84 | \$ 5.02 | E | - | - | - |
| | Cost Recovery 20% | 12% | 24% | E | 10% | 21% | E | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



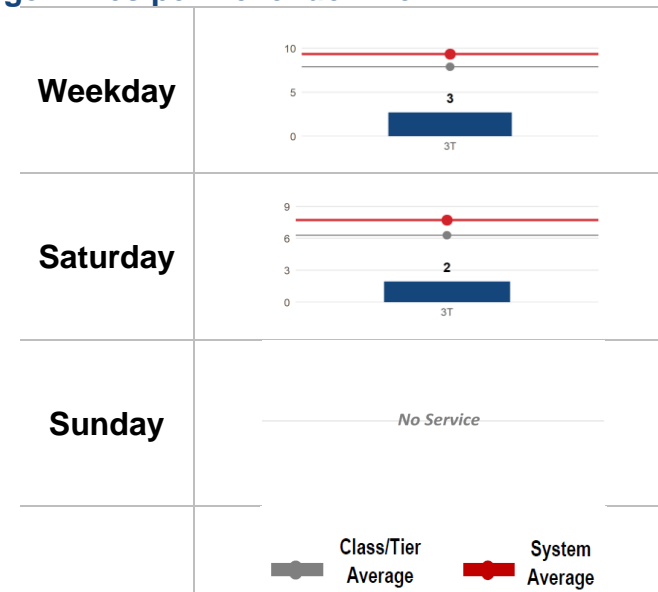
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| 3T | 21.10 | 1,475 | 1,473 (99.9%) |
| | | | |
| | | | |
| | | | |
| | | | |

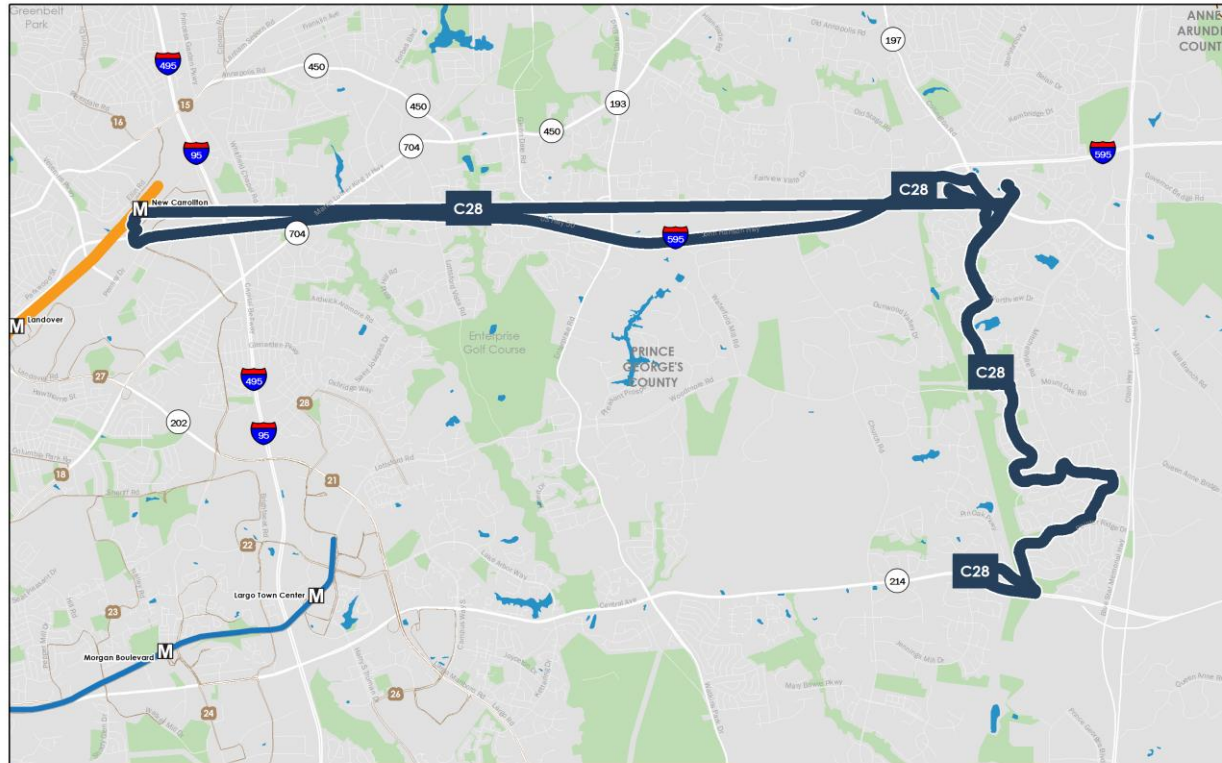
Service Change Summary

Route 3T - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

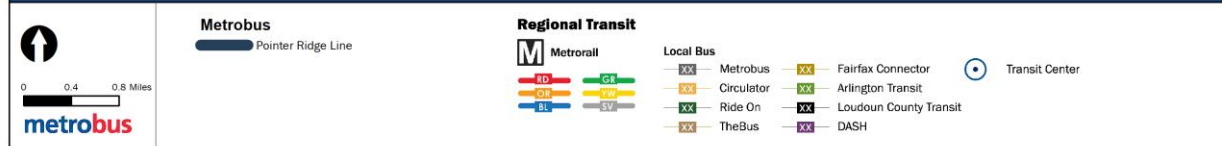
Passenger Miles per Revenue Mile



About the Line



WMATA METROBUS ANNUAL LINE PERFORMANCE REPORT



Service Classification

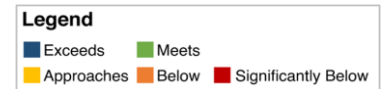
Coverage

Activity Tier

3

Overall Grade

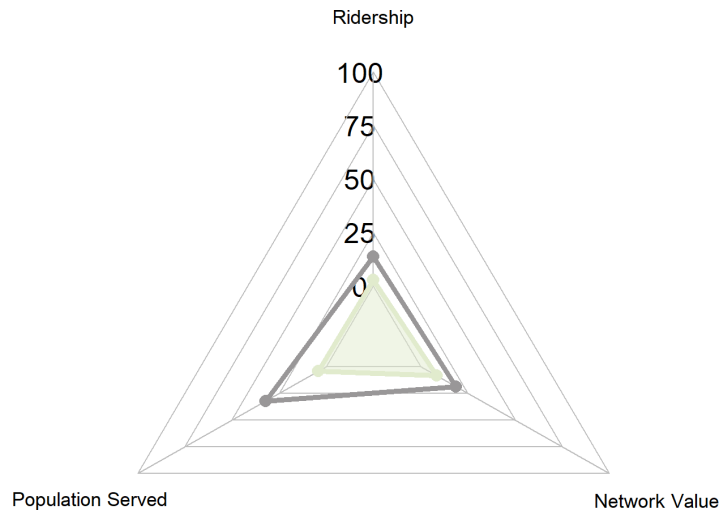
| Line | Grade |
|------|-------|
| Line | B |
| | |
| | |
| | |
| | |
| | |



Line Benefit Score

5

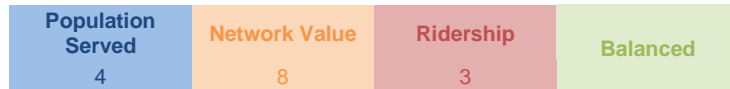
Out of 100



Classification Average



Line Focus:



Line Score:

Operating Statistics

| | | |
|--|------------------------|-----------|
| | Annual Operating Costs | \$622,071 |
| | Peak Vehicles | 3 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|----------------------------|-------------------|-------|
| | Service Area Population | 8,869 | |
| | People of Color Population | Service Area | 6,114 |
| | | % Riders Surveyed | 90% |
| | Low Income Household | Service Area | 1,186 |
| | | % Riders Surveyed | 32% |

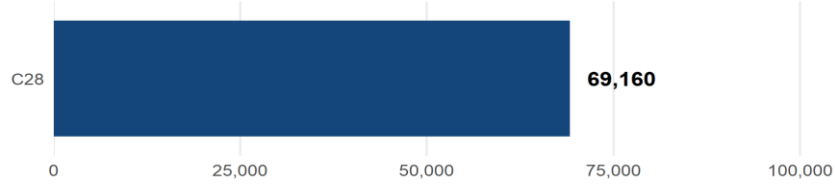
Facilities/Amenities

| | | |
|--|------------------------------|-----|
| | Bus Stops | 70 |
| | % Stops With Shelters | 21% |
| | % Stops With Benches | 13% |
| | % Stops With Real-Time Signs | 0% |



Ridership

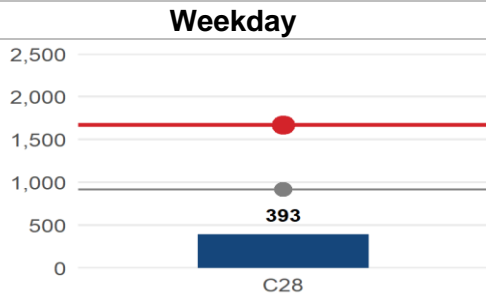
Annual Ridership



Top Transfer Locations

New Carrollton

Average Daily Ridership



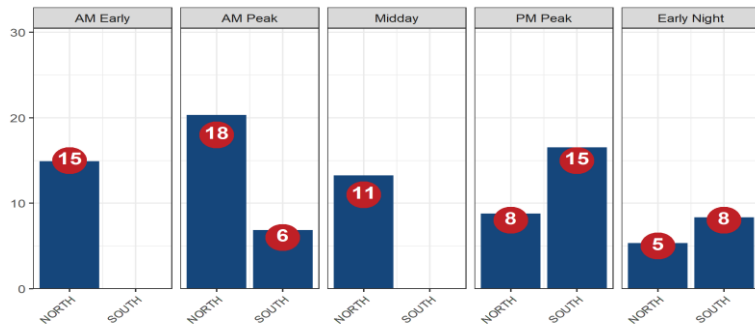
Saturday

No Service

Sunday

No Service

Average Trip Ridership and Maximum Load by Time Period



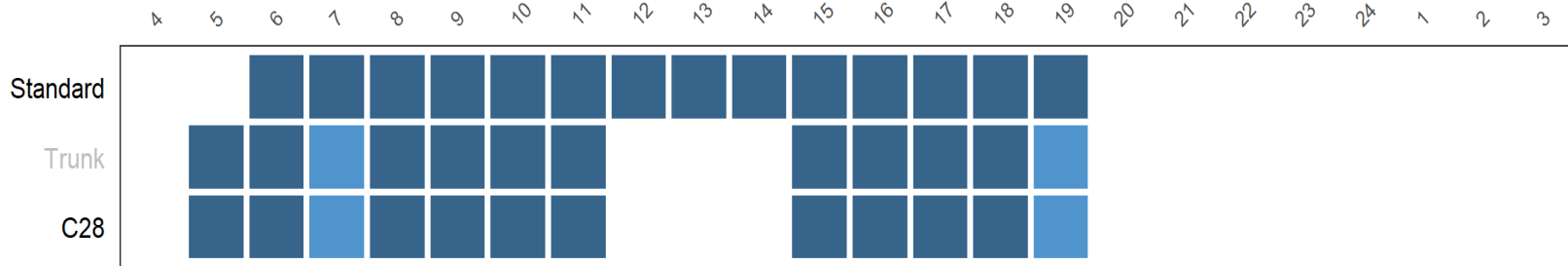
Vehicle Load Factor

| | | Direction: | NORTH | SOUTH |
|---------------------------------|---------------------------------|------------|-------|-------|
| Weekday | Peak Maximum Target: 1 | | 0.3 | 0.27 |
| | Off-Peak Maximum Target: 1.0 | | 0.28 | 0.19 |
| Saturday Maximum Target: 1.0 | | | | |
| Sunday Maximum Target: 1.0 | | | | |

Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

B Pointer Ridge

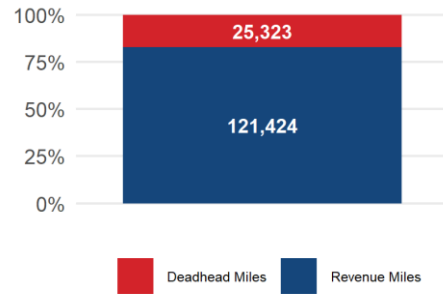
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|---------------------------------------|------------------------------|-------|-----------|-----------------|-------|-----------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 5:11 AM - 11:21 AM; 3:06 PM - 7:56 PM | - | C | - | - | - | - | - | - |
| | Frequency of Service varies | Peak: 40.3 / Off-Peak: 317.8 | Peak: 28.1 / Off-Peak: 61.2 | A | - | - | - | - | - | - |
| Productivity | Passengers per Revenue Hour 10 | 19.2 | 25.4 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 0.8 | 2.2 | D | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 90% | 81% | A | - | - | - | - | - | - |
| | Crowding 5% | 0% | 1% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.26 Peak: 0.29 | Off-Peak: 0.27 Peak: 0.35 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$6.22 | \$ 5.33 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 23% | 23% | A | - | - | - | - | - | - |

Route C28

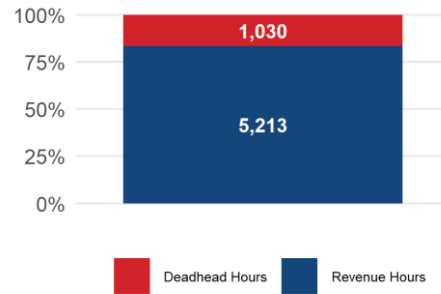
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 2.2 | | | 4.9 | | | E | | |
| Route Design | Circuitry N/A | 1.78 | | | 12.83 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 10 | 19.2 | 25.4 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 0.8 | 2.2 | D | - | - | - | - | - | - |
| | Unique Segment Ridership 10% | 21% | 33% | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 90% | 81% | A | - | - | - | - | - | - |
| | Crowding 5% | 0% | 1% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.26 Peak: 0.29 | Off-Peak: 0.27 Peak: 0.35 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$6.22 | \$ 5.33 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 23% | 22% | A | - | - | - | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



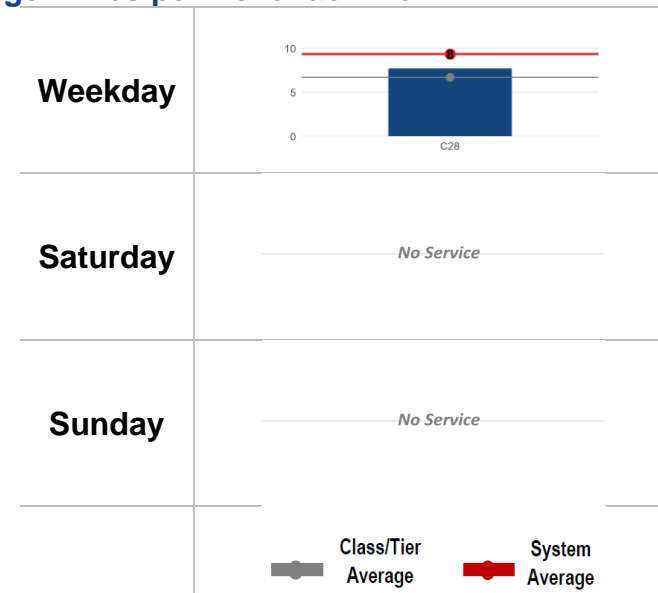
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| C28 | 35.20 | 712 | 709 (99.6%) |
| | | | |
| | | | |
| | | | |
| | | | |

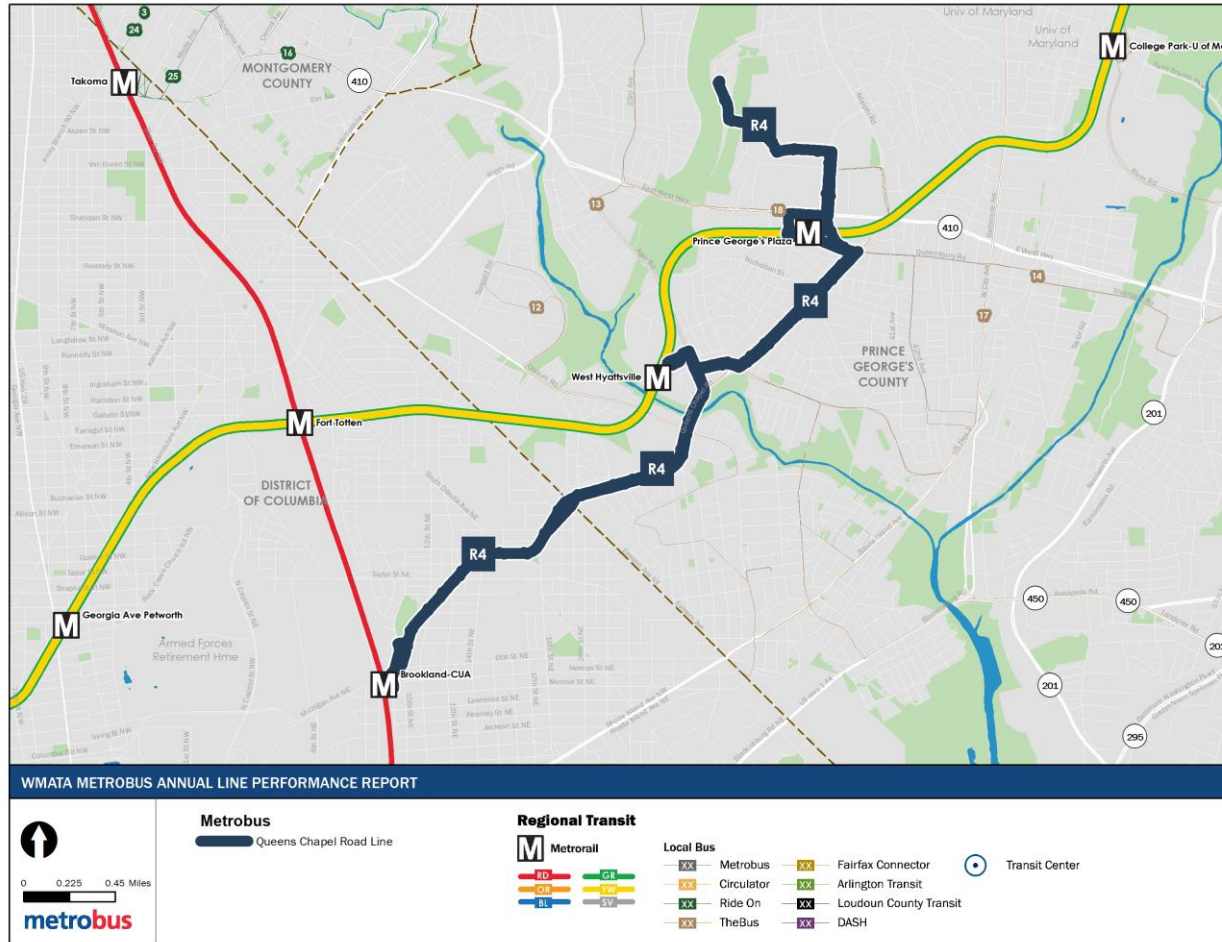
Service Change Summary

Route C28 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Coverage

Activity Tier

2

Overall Grade

| Line | Grade |
|------|-------|
| Line | B |
| | |
| | |
| | |
| | |
| | |

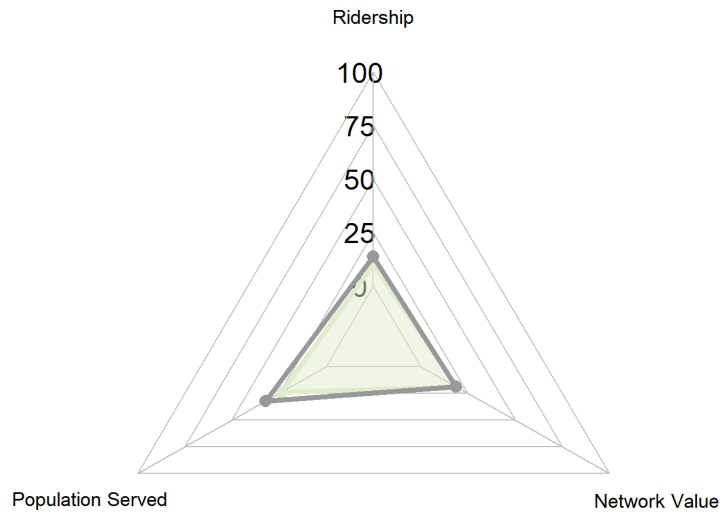
Legend

- Exceeds
- Meets
- Approaches
- Below
- Significantly Below

Line Benefit Score

18

Out of 100



Classification Average



Line Focus:



Line Score:

Operating Statistics

| | | |
|--|-------------------------------|-------------------------|
| | Annual Operating Costs | \$1,352,983 |
| | Peak Vehicles | 4 |
| | Vehicle Type(s) | 30 Foot, 40 Foot |

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

| | | | |
|--|-----------------------------------|-------------------|---------------|
| | Service Area Population | 22,373 | |
| | People of Color Population | Service Area | 10,842 |
| | | % Riders Surveyed | 94% |
| | Low Income Household | Service Area | 5,927 |
| | | % Riders Surveyed | 63% |

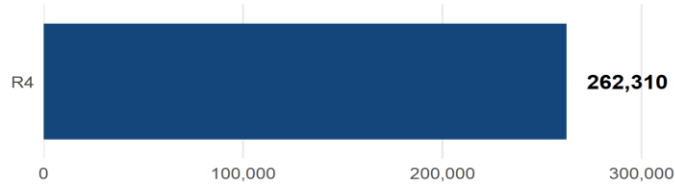
Facilities/Amenities

| | | |
|--|-------------------------------------|------------|
| | Bus Stops | 67 |
| | % Stops With Shelters | 24% |
| | % Stops With Benches | 16% |
| | % Stops With Real-Time Signs | 1% |



Ridership

Annual Ridership

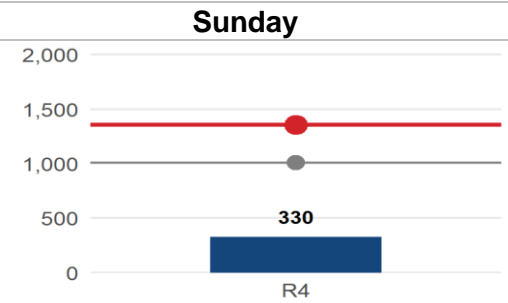
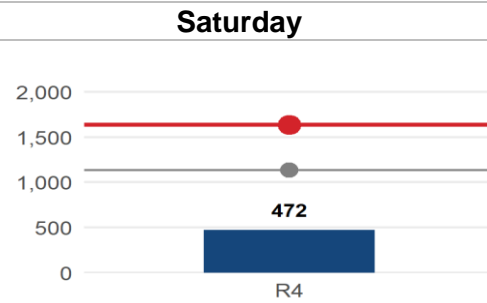
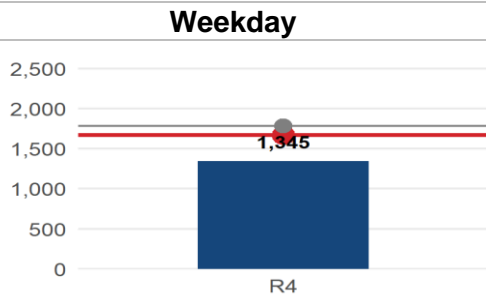


Top Transfer Locations

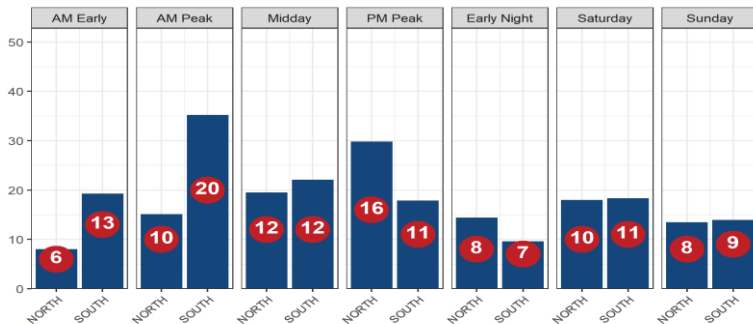
Brookland, Prince George's Plaza, West Hyattsville

Average Daily Ridership

- Class/Tier Average
- System Average



Average Trip Ridership and Maximum Load by Time Period



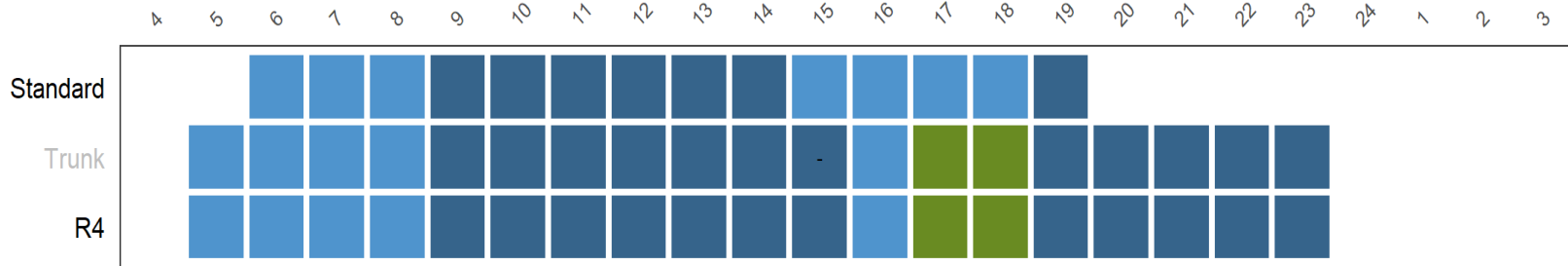
Vehicle Load Factor

| | | Direction: | |
|---------------------------------|---------------------------------|------------|-------|
| | | NORTH | SOUTH |
| Weekday | Peak Maximum Target: 1 | 0.35 | 0.37 |
| | Off-Peak Maximum Target: 1.0 | 0.24 | 0.26 |
| Saturday Maximum Target: 1.0 | | 0.29 | 0.3 |
| Sunday Maximum Target: 1.0 | | 0.2 | 0.22 |

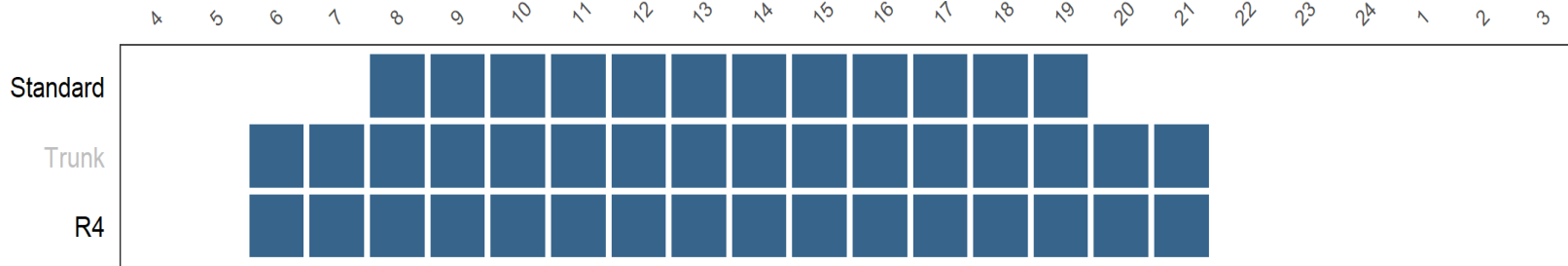
Span and Frequency



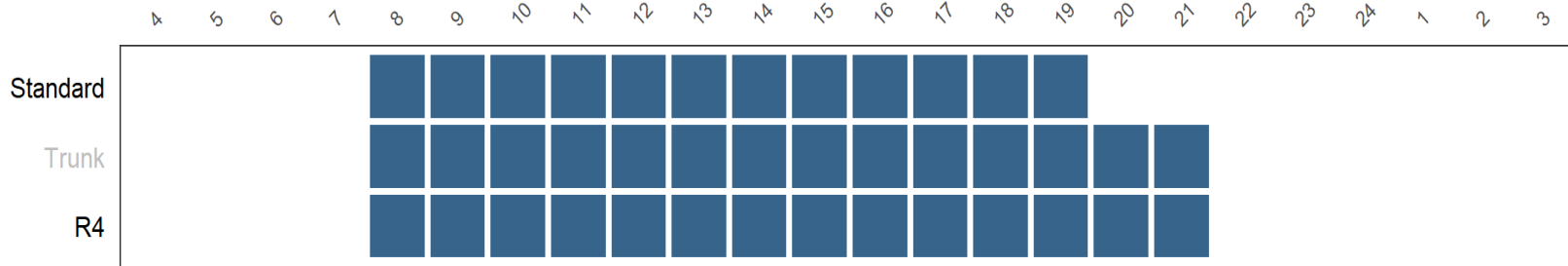
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

B Queens Chapel Road

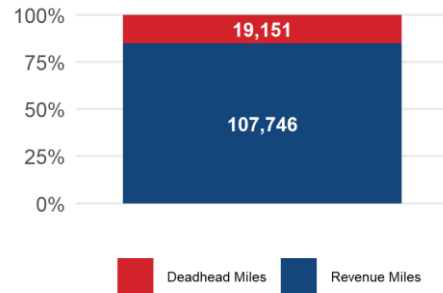
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|------------------------------|-----------------------------|-------|-------------------|-----------------|-------|-------------------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 5:00 AM - 11:22 PM | - | A | 6:31 AM - 9:08 PM | - | A | 8:30 AM - 9:03 PM | - | A |
| | Frequency of Service varies | Peak: 23.9 / Off-Peak: 56.2 | Peak: 25.4 / Off-Peak: 40.5 | A | 68.2 | 42.7 | D | 63.5 | 42.4 | C |
| Productivity | Passengers per Revenue Hour 15 | 34.9 | 37.3 | A | 33.0 | 33.6 | A | 27.2 | 33.8 | A |
| | Passengers per Revenue Mile 2 | 3.7 | 4.3 | A | 3.1 | 3.5 | A | 2.4 | 3.4 | A |
| Reliability | On-Time Performance 79% | 77% | 78% | C | 74% | 82% | D | 81% | 83% | B |
| | Crowding 5% | 0% | 2% | A | 0% | 1% | A | 0% | 0% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.25 Peak: 0.36 | Off-Peak: 0.3 Peak: 0.42 | A | 0.29 | 0.27 | A | 0.21 | 0.26 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$3.42 | \$ 4.26 | A | \$3.62 | \$ 5.02 | A | \$4.38 | \$ 4.55 | A |
| | Cost Recovery 20% | 36% | 23% | A | 34% | 21% | A | 28% | 20% | A |

Route R4

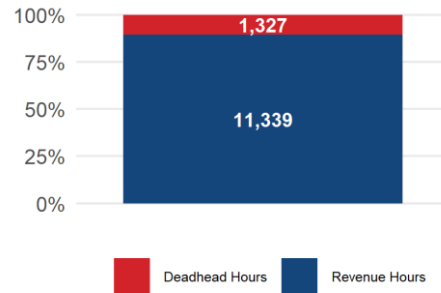
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 5.9 | | | 6.1 | | | E | | |
| Route Design | Circuitry N/A | 1.32 | | | 2.48 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 15 | 34.9 | 37.3 | A | 33.0 | 33.6 | A | 27.2 | 33.8 | A |
| | Passengers per Revenue Mile 2 | 3.7 | 4.3 | A | 3.1 | 3.5 | A | 2.4 | 3.4 | A |
| | Unique Segment Ridership 10% | 42% | 29% | A | 43% | 46% | A | 48% | 51% | A |
| Reliability | On-Time Performance 79% | 77% | 78% | C | 74% | 82% | D | 81% | 83% | B |
| | Crowding 5% | 0% | 3% | A | 0% | 1% | A | 0% | 0% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.25 Peak: 0.36 | Off-Peak: 0.33 Peak: 0.44 | A | 0.29 | 0.3 | A | 0.21 | 0.28 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$3.42 | \$ 4.26 | A | \$3.62 | \$ 5.02 | A | \$4.38 | \$ 4.55 | A |
| | Cost Recovery 20% | 36% | 24% | A | 34% | 21% | A | 28% | 21% | A |

Operational Analysis

Miles Allocation



Hours Allocation



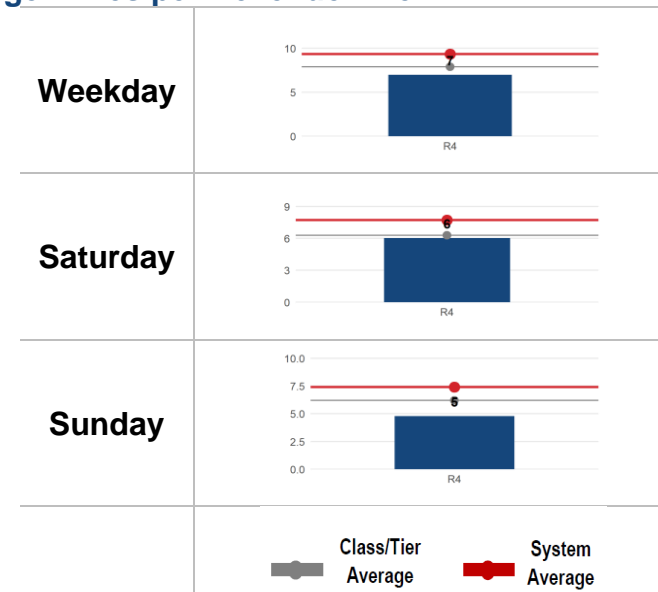
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| R4 | 12.20 | 1,625 | 1,620 (99.7%) |
| | | | |
| | | | |
| | | | |

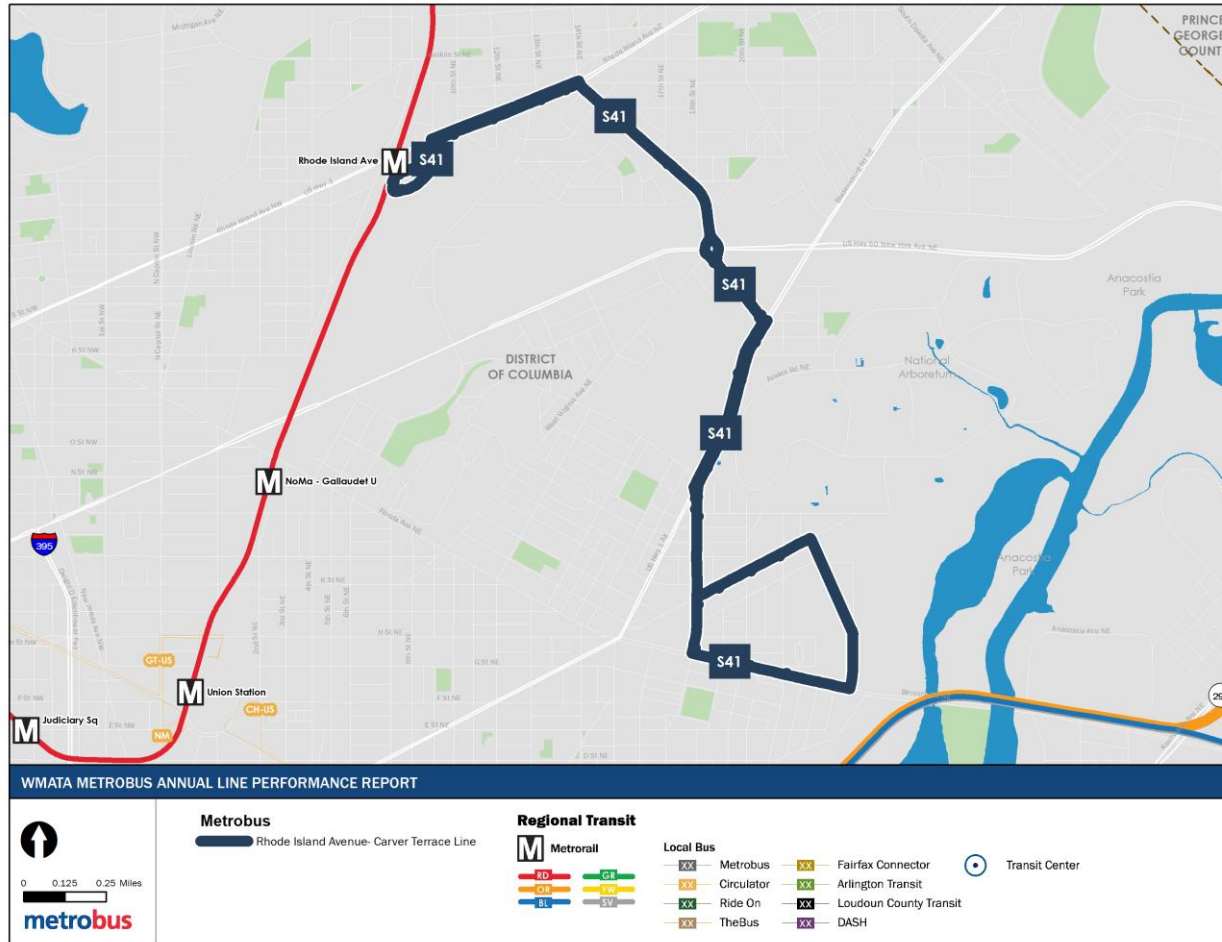
Service Change Summary

Route R4 - June 2020:
 Weekday: PG Plaza detour; Saturday: PG Plaza detour;
 Sunday: PG Plaza detour;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Gap

Activity Tier

1

Overall Grade

| Line | Overall Grade |
|--|---------------|
| Rhode Island Avenue- Carver Terrace Line | - |
| | |
| | |
| | |
| | |
| | |

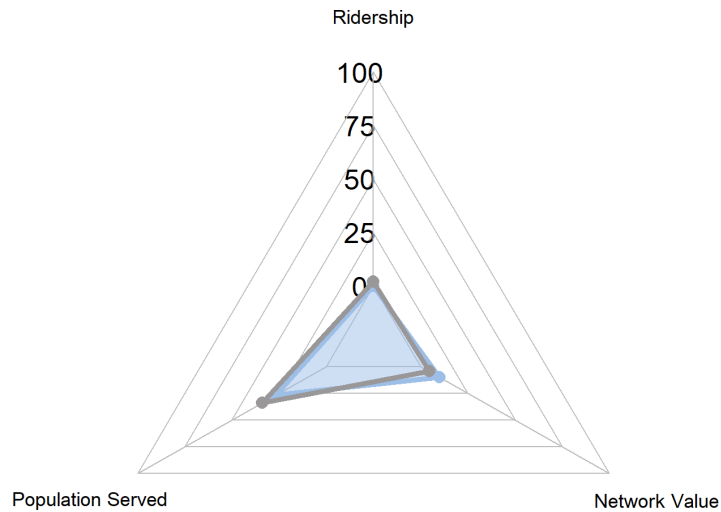
Legend

- Exceeds
- Meets
- Approaches
- Below
- Significantly Below

Line Benefit Score

12

Out of 100



Classification Average



Line Focus:

Population Served

Network Value

Ridership

Balanced

Line Score:

27

10

0

Operating Statistics

| | | |
|--|------------------------|----------|
| | Annual Operating Costs | \$12,668 |
| | Peak Vehicles | |
| | Vehicle Type(s) | |

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

| | | | |
|--|----------------------------|-------------------|--------|
| | Service Area Population | 21,881 | |
| | People of Color Population | Service Area | 17,132 |
| | | % Riders Surveyed | |
| | Low Income Household | Service Area | 9,341 |
| | | % Riders Surveyed | |

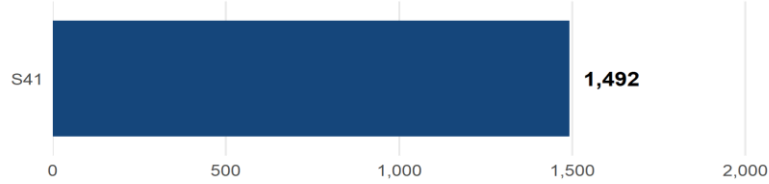
Facilities/Amenities

| | | |
|--|------------------------------|-----|
| | Bus Stops | 30 |
| | % Stops With Shelters | 10% |
| | % Stops With Benches | 7% |
| | % Stops With Real-Time Signs | 10% |



Ridership

Annual Ridership

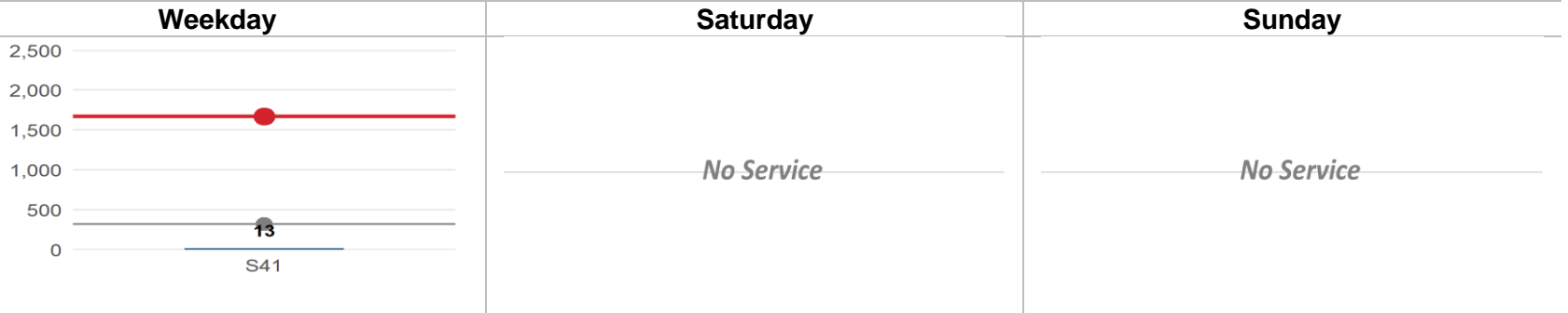


Top Transfer Locations

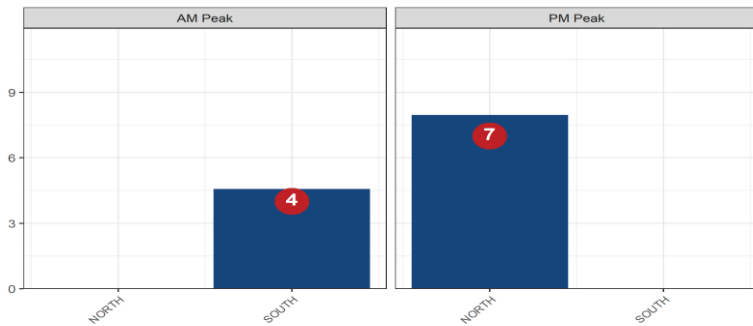
NA

Average Daily Ridership

- Class/Tier Average
- System Average



Average Trip Ridership and Maximum Load by Time Period



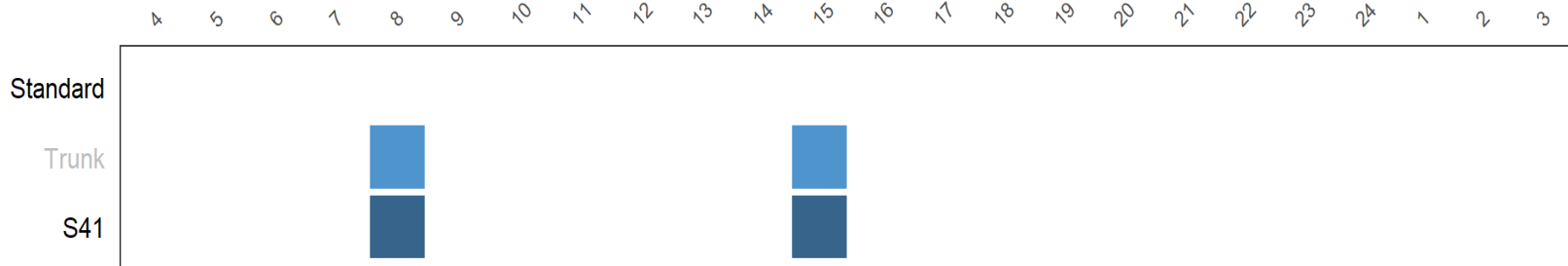
Vehicle Load Factor

| | | Direction: | NORTH | SOUTH |
|--------------------------------|--------------------------------|------------|-------|-------|
| Weekday | Peak Maximum Target: NA | | | |
| | Off-Peak Maximum Target: NA | | 0.18 | 0.12 |
| Saturday Maximum Target: NA | | | | |
| Sunday Maximum Target: NA | | | | |

Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

Rhode Island Avenue- Carver Terrace

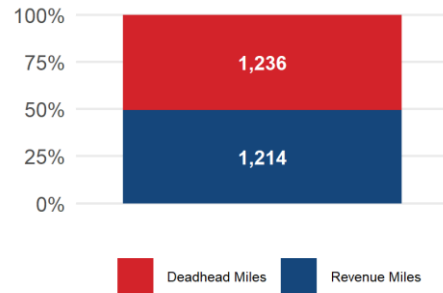
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|--|--------------------------------------|----------------------------|-------|-----------|-----------------|-------|-----------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 8:06 AM - 8:25 AM; 3:40 PM - 3:56 PM | - | - | - | - | - | - | - | - |
| | Frequency of Service varies | Peak: NA / Off-Peak: NA | Peak: 5.3 / Off-Peak: 14.9 | - | - | - | - | - | - | - |
| Productivity | Passengers per Revenue Hour | 19.3 | 34.9 | - | - | - | - | - | - | - |
| | Passengers per Revenue Mile | 1.9 | 4.4 | - | - | - | - | - | - | - |
| Reliability | On-Time Performance | 68% | 92% | - | - | - | - | - | - | - |
| | Crowding | 0% | 1% | - | - | - | - | - | - | - |
| | Load Factor Peak: NA / Off-Peak: NA | - | - | - | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip | \$6.20 | \$ 3.80 | - | - | - | - | - | - | - |
| | Cost Recovery | 11% | 21% | - | - | - | - | - | - | - |

Route S41

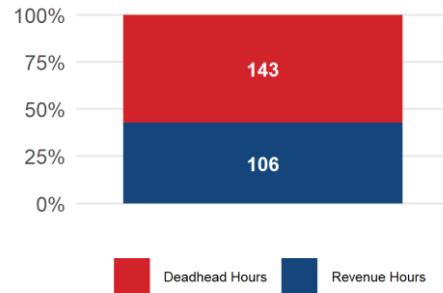
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|--|---------------|-----------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile | 4.8 | | | 4.5 | | | - | | |
| | Circuitry | 1.23 | | | 1.34 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour | 19.3 | 34.9 | - | - | - | - | - | - | - |
| | Passengers per Revenue Mile | 1.9 | 4.4 | - | - | - | - | - | - | - |
| | Unique Segment Ridership | 30% | 6% | - | - | - | - | - | - | - |
| Reliability | On-Time Performance | 68% | 92% | - | - | - | - | - | - | - |
| | Crowding | 0% | 0% | - | - | - | - | - | - | - |
| | Load Factor Peak: NA / Off-Peak: NA | - | - | - | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip | \$6.20 | \$ 3.80 | - | - | - | - | - | - | - |
| | Cost Recovery | 11% | 23% | - | - | - | - | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



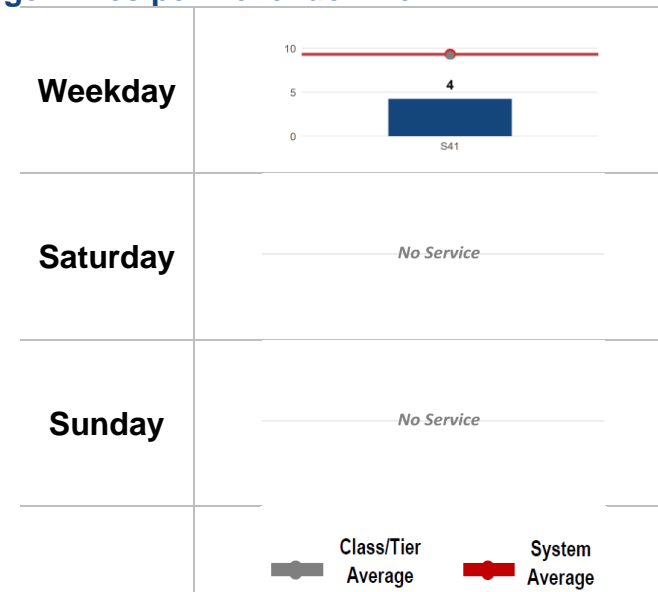
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| S41 | 6.70 | 42 | 41 (97.6%) |
| | | | |
| | | | |
| | | | |

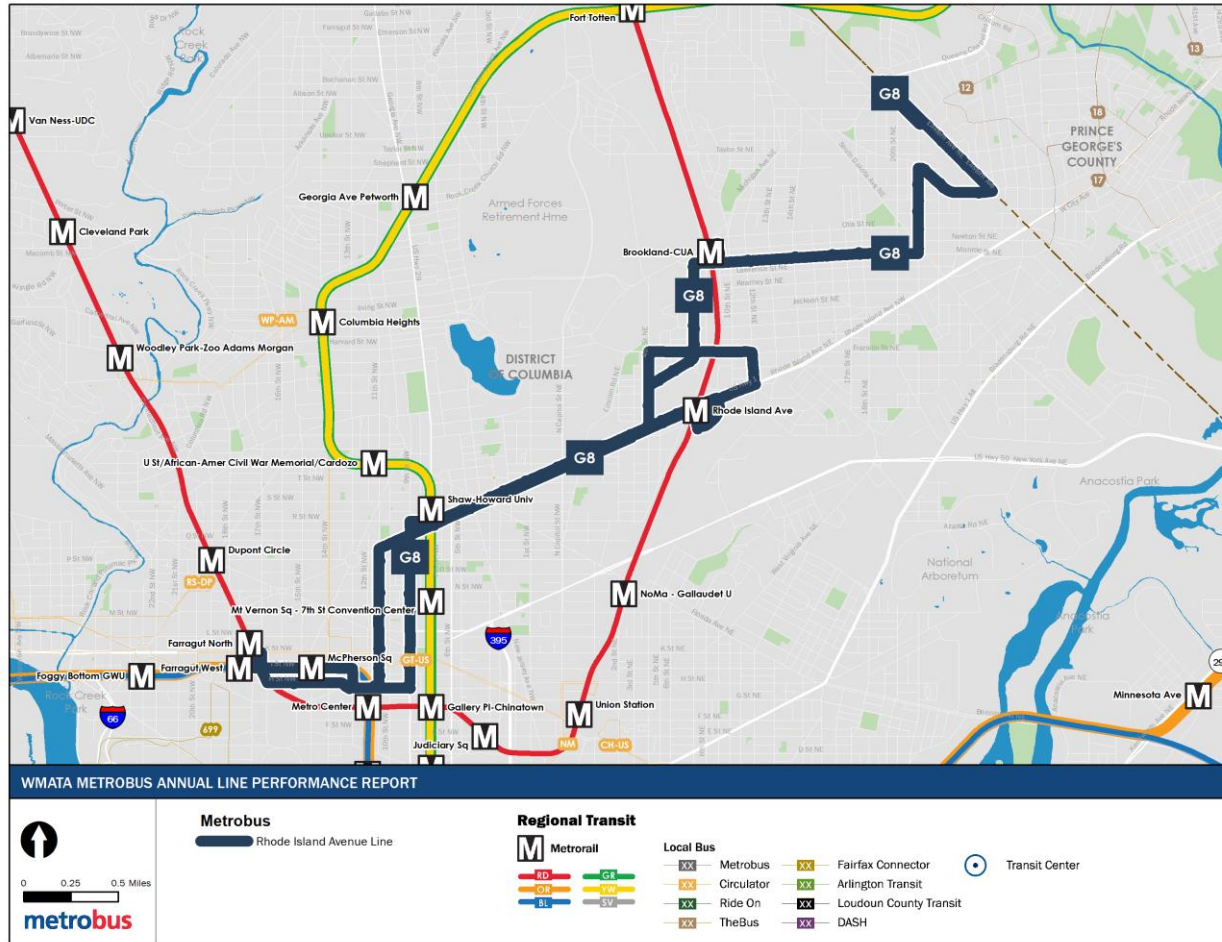
Service Change Summary

Route S41 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Framework

Activity Tier

1

Overall Grade

| | |
|------|---|
| Line | C |
| | |
| | |
| | |
| | |
| | |
| | |

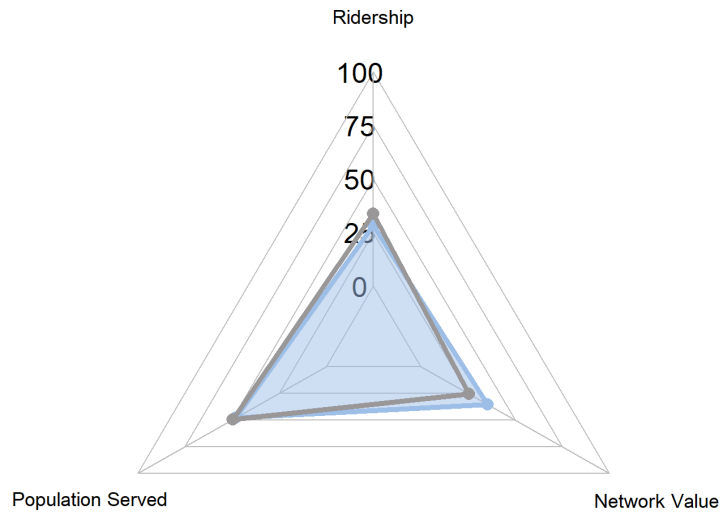
Legend

- Exceeds
- Meets
- Approaches
- Below
- Significantly Below

Line Benefit Score

37

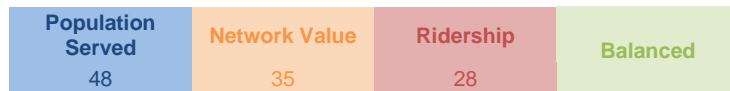
Out of 100



Classification Average

Line Focus:

Line Score:



Operating Statistics

| | | |
|--|-------------------------------|--------------------|
| | Annual Operating Costs | \$4,653,963 |
| | Peak Vehicles | 15 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|-----------------------------------|-------------------|---------------|
| | Service Area Population | 45,224 | |
| | People of Color Population | Service Area | 23,470 |
| | | % Riders Surveyed | 73% |
| | Low Income Household | Service Area | 10,355 |
| | | % Riders Surveyed | 46% |

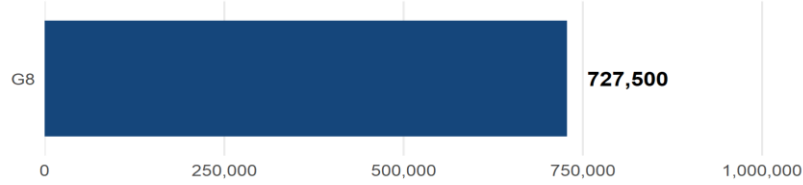
Facilities/Amenities

| | | |
|--|-------------------------------------|------------|
| | Bus Stops | 96 |
| | % Stops With Shelters | 16% |
| | % Stops With Benches | 15% |
| | % Stops With Real-Time Signs | 7% |



Ridership

Annual Ridership



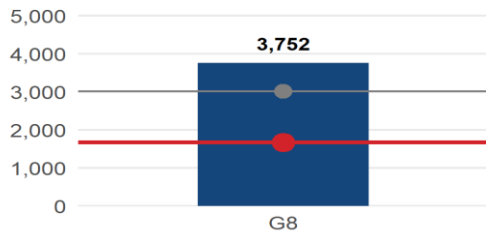
Top Transfer Locations

Brookland, Shaw-Howard University, McPherson Square

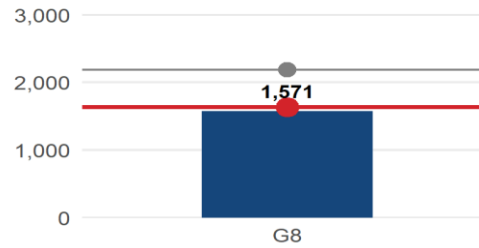
Average Daily Ridership

- Class/Tier Average
- System Average

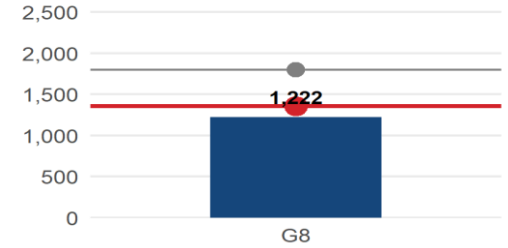
Weekday



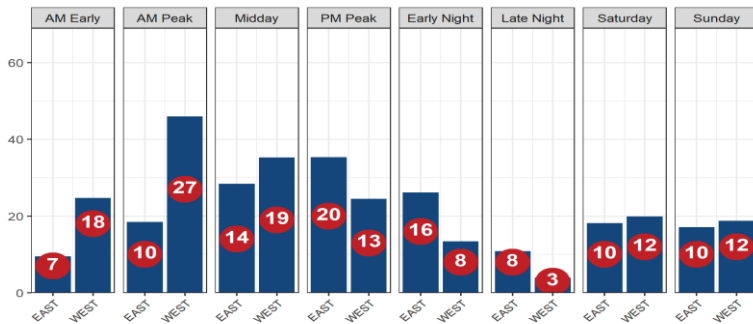
Saturday



Sunday



Average Trip Ridership and Maximum Load by Time Period



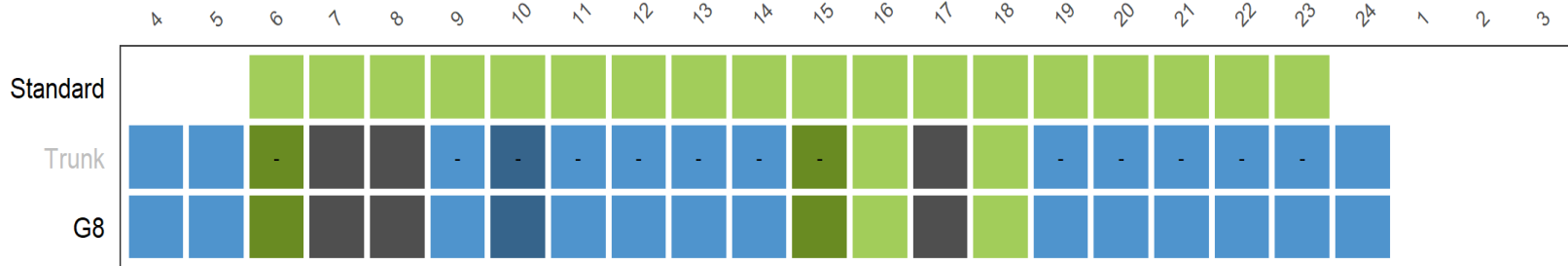
Vehicle Load Factor

| | | Direction: | |
|---------------------------------|---------------------------------|------------|------|
| | | EAST | WEST |
| Weekday | Peak Maximum Target: 1.2 | 0.43 | 0.55 |
| | Off-Peak Maximum Target: 1.0 | 0.32 | 0.31 |
| Saturday Maximum Target: 1.0 | | 0.26 | 0.31 |
| Sunday Maximum Target: 1.0 | | 0.26 | 0.3 |

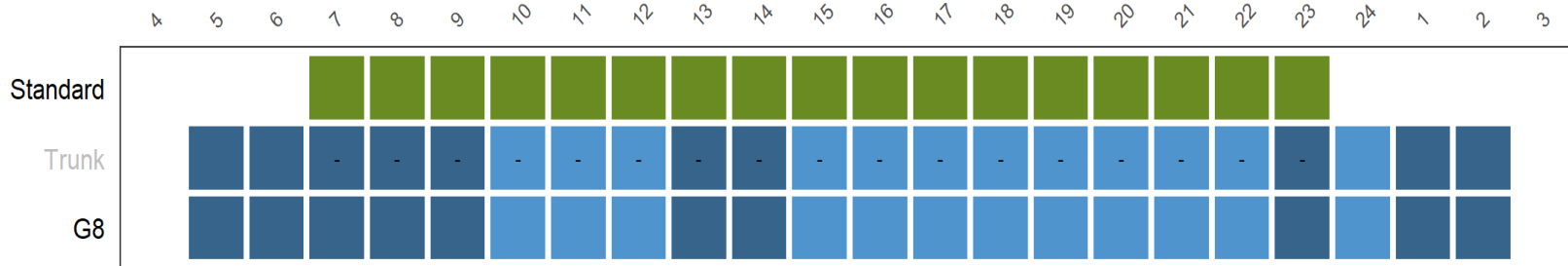
Span and Frequency



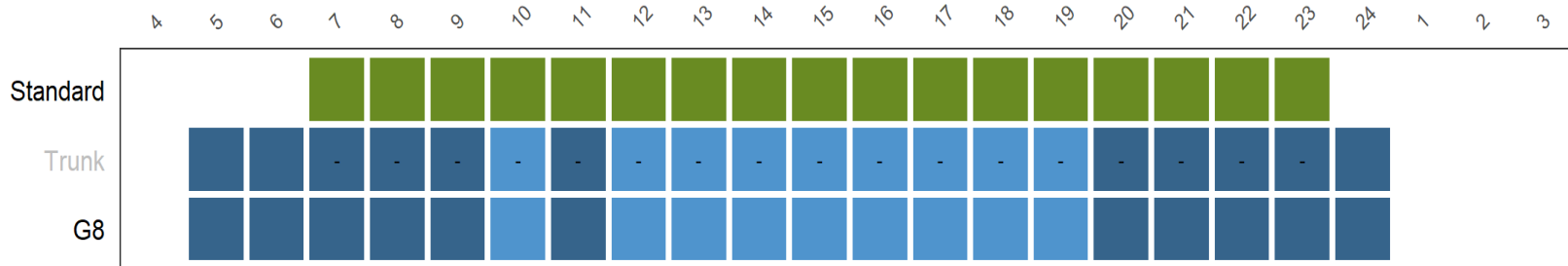
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

C Rhode Island Avenue

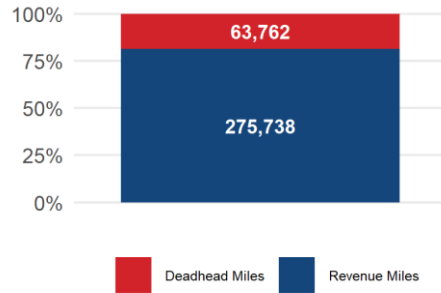
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|-----------------------------|------------------------------|-------|-------------------|-----------------|-------|--------------------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 4:40 AM - 12:48 AM | - | A | 5:15 AM - 2:29 AM | - | A | 5:00 AM - 12:53 AM | - | A |
| | Frequency of Service varies | Peak: 13.8 / Off-Peak: 27.5 | Peak: 17.4 / Off-Peak: 39 | B | 30.6 | 25.4 | E | 33.7 | 29.4 | E |
| Productivity | Passengers per Revenue Hour 30 | 29.0 | 33.6 | C | 21.1 | 27.3 | E | 20.1 | 27.1 | E |
| | Passengers per Revenue Mile 4 | 3.7 | 4.5 | C | 2.4 | 3.3 | E | 2.2 | 3.2 | E |
| Reliability | On-Time Performance 79% | 73% | 74% | D | 69% | 76% | D | 77% | 79% | C |
| | Crowding 5% | 2% | 4% | A | 0% | 3% | A | 0% | 1% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.31 Peak: 0.5 | Off-Peak: 0.39 Peak: 0.54 | A | 0.28 | 0.36 | A | 0.28 | 0.35 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$4.12 | \$ 4.15 | A | \$5.66 | \$ 5.07 | D | \$5.94 | \$ 5.11 | D |
| | Cost Recovery 25% | 31% | 32% | A | 23% | 27% | C | 22% | 26% | D |

Route G8

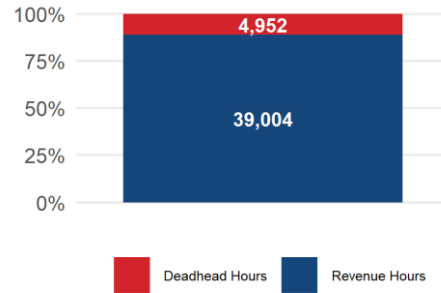
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|-----------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 6.1 | | | 5 | | | E | | |
| Route Design | Circuitry 1.75 | 1.55 | | | 1.28 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 30 | 29.0 | 33.6 | C | 21.1 | 27.3 | E | 20.1 | 27.1 | E |
| | Passengers per Revenue Mile 4 | 3.7 | 4.5 | C | 2.4 | 3.3 | E | 2.2 | 3.2 | E |
| | Unique Segment Ridership 10% | 59% | 13% | A | 77% | 23% | A | 75% | 25% | A |
| Reliability | On-Time Performance 79% | 73% | 74% | D | 69% | 76% | D | 77% | 79% | C |
| | Crowding 5% | 2% | 4% | A | 0% | 3% | A | 0% | 2% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.31 Peak: 0.5 | Off-Peak: 0.38 Peak: 0.54 | A | 0.28 | 0.36 | A | 0.28 | 0.35 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$4.12 | \$ 4.15 | A | \$5.66 | \$ 5.07 | D | \$5.94 | \$ 5.11 | D |
| | Cost Recovery 25% | 31% | 34% | A | 23% | 26% | C | 22% | 26% | D |

Operational Analysis

Miles Allocation



Hours Allocation



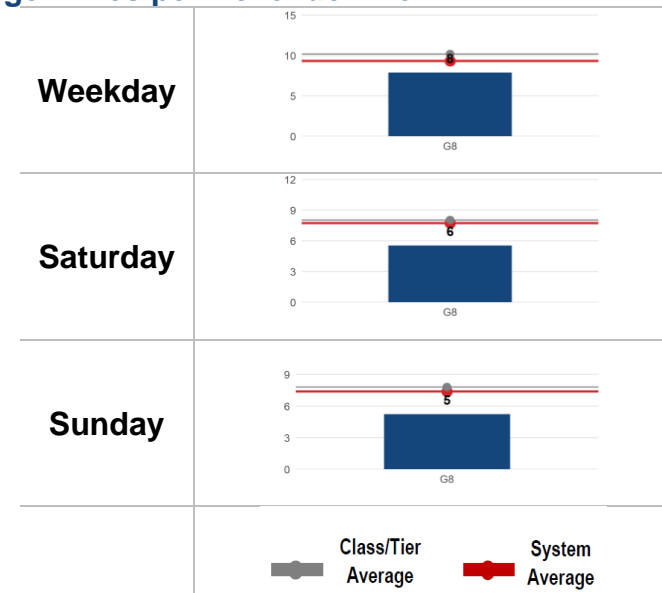
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| G8 | 16.10 | 3,381 | 3,360 (99.4%) |
| | | | |
| | | | |
| | | | |

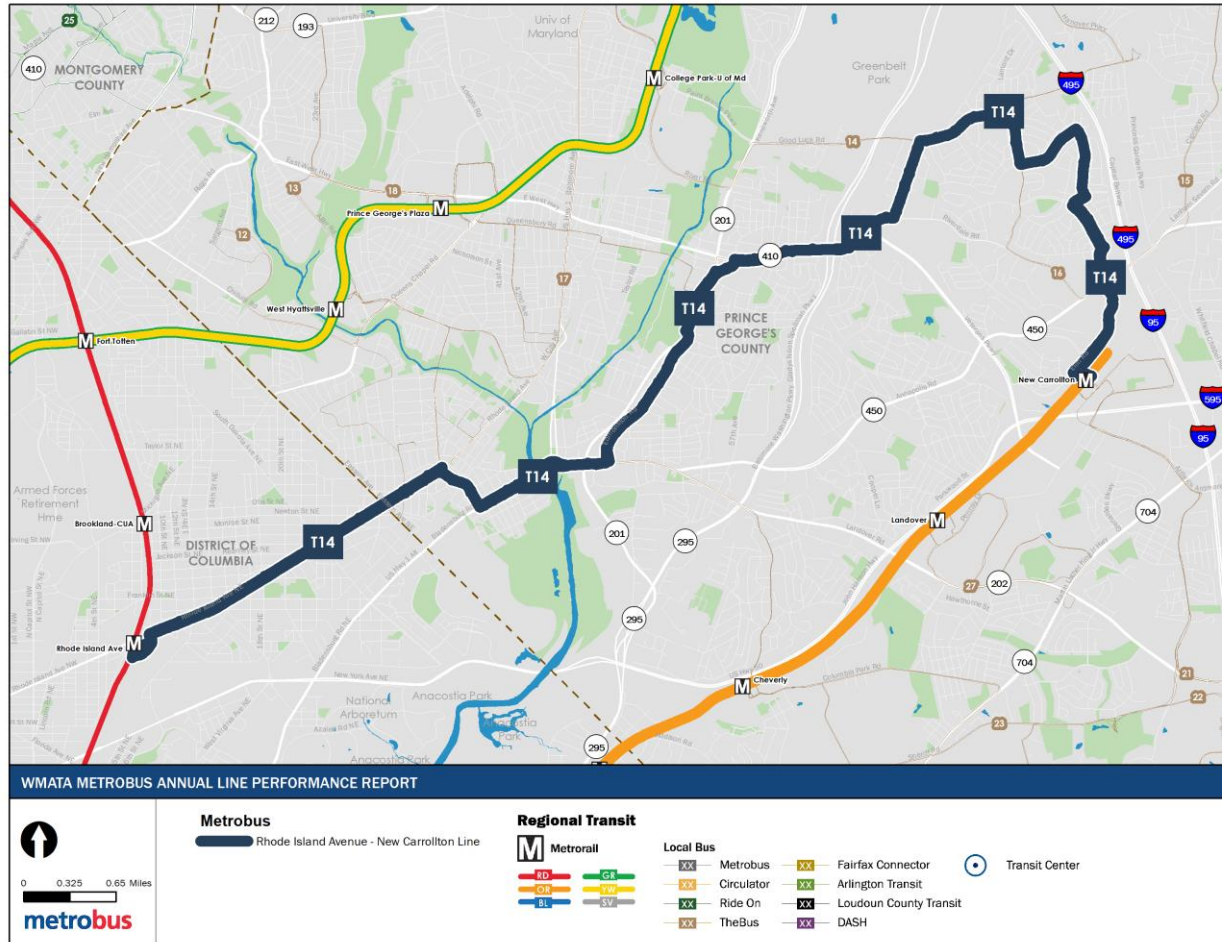
Service Change Summary

Route G8 - June 2020:
 Weekday: 2 a.m. (RI Ave Sta.-Farr. Sq.); Saturday: 2 a.m. (RI Ave Sta.-Farr. Sq.); Sunday: 2 a.m. (RI Ave Sta.-Farr. Sq.);

Passenger Miles per Revenue Mile



About the Line



Service Classification

Framework

Activity Tier

3

Overall Grade

| Line | Overall Grade |
|---|---------------|
| Rhode Island Avenue - New Carrollton Line | B |
| | |
| | |
| | |
| | |
| | |

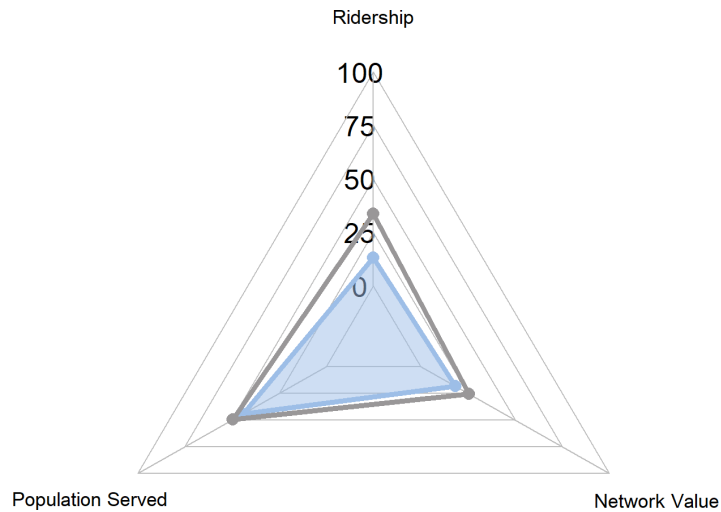
Legend

- Exceeds
- Meets
- Approaches
- Below
- Significantly Below

Line Benefit Score

25

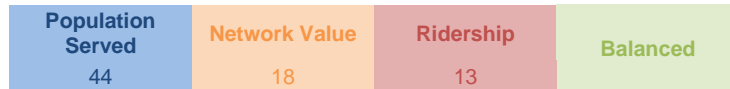
Out of 100



Classification Average

Line Focus:

Line Score:



Operating Statistics

| | | |
|--|------------------------|-------------|
| | Annual Operating Costs | \$1,894,074 |
| | Peak Vehicles | 5 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|----------------------------|-------------------|--------|
| | Service Area Population | 35,478 | |
| | People of Color Population | Service Area | 17,775 |
| | | % Riders Surveyed | 89% |
| | Low Income Household | Service Area | 11,049 |
| | | % Riders Surveyed | 54% |

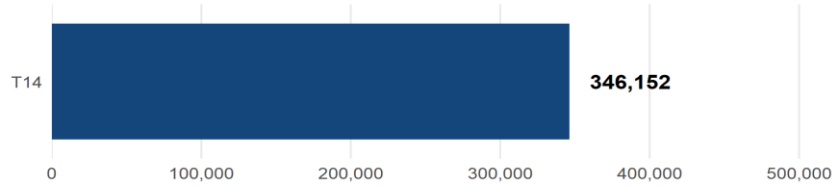
Facilities/Amenities

| | | |
|--|------------------------------|-----|
| | Bus Stops | 124 |
| | % Stops With Shelters | 14% |
| | % Stops With Benches | 17% |
| | % Stops With Real-Time Signs | 3% |



Ridership

Annual Ridership

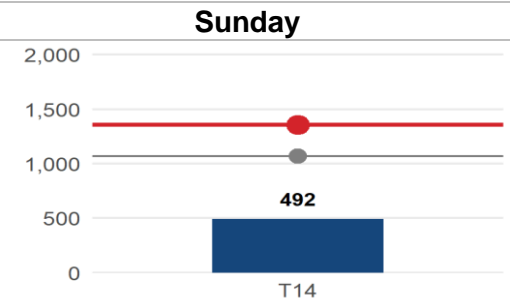
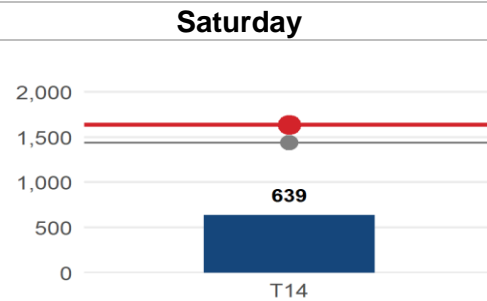
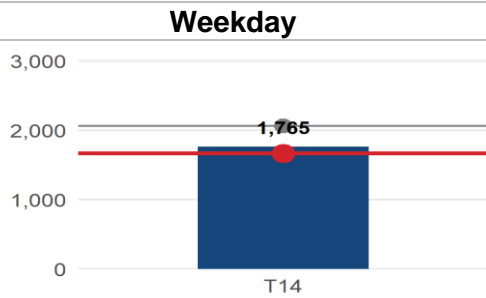


Top Transfer Locations

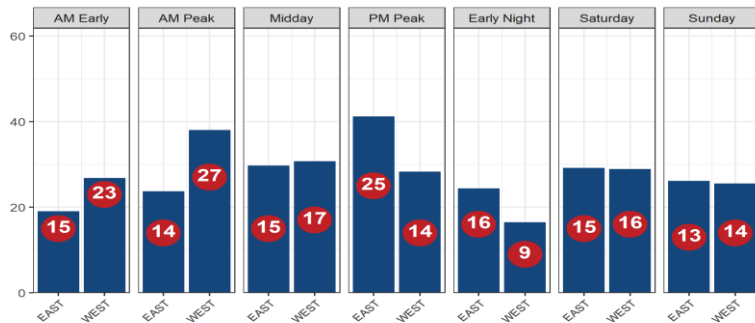
Rhode Island Avenue, New Carrollton

Average Daily Ridership

- Class/Tier Average
- System Average



Average Trip Ridership and Maximum Load by Time Period



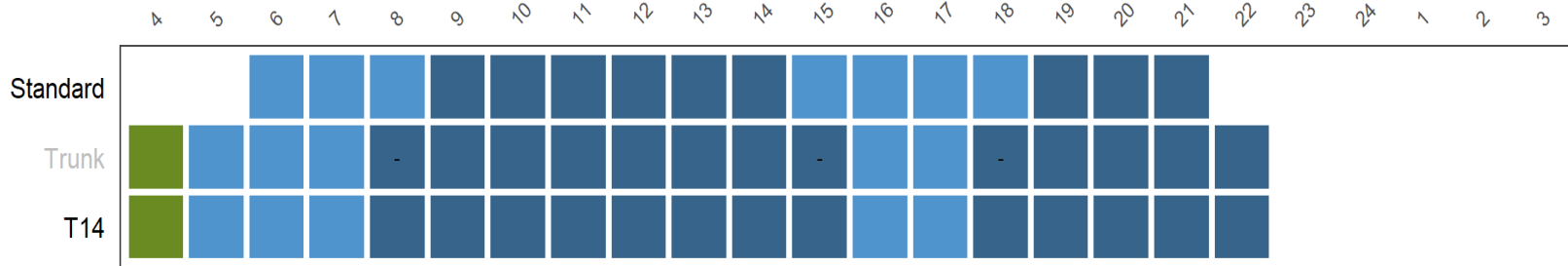
Vehicle Load Factor

| | | Direction: | |
|---------------------------------|---------------------------------|------------|------|
| | | EAST | WEST |
| Weekday | Peak Maximum Target: 1 | 0.51 | 0.51 |
| | Off-Peak Maximum Target: 1.0 | 0.38 | 0.42 |
| Saturday Maximum Target: 1.0 | | 0.37 | 0.39 |
| Sunday Maximum Target: 1.0 | | 0.34 | 0.36 |

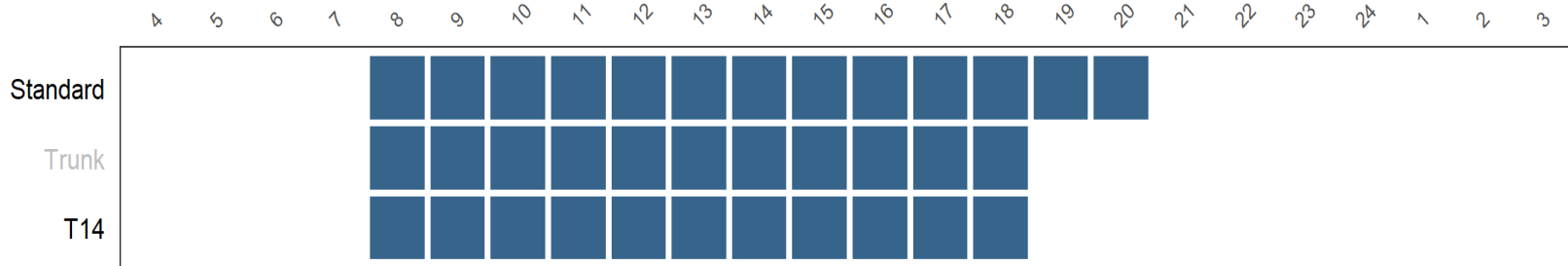
Span and Frequency



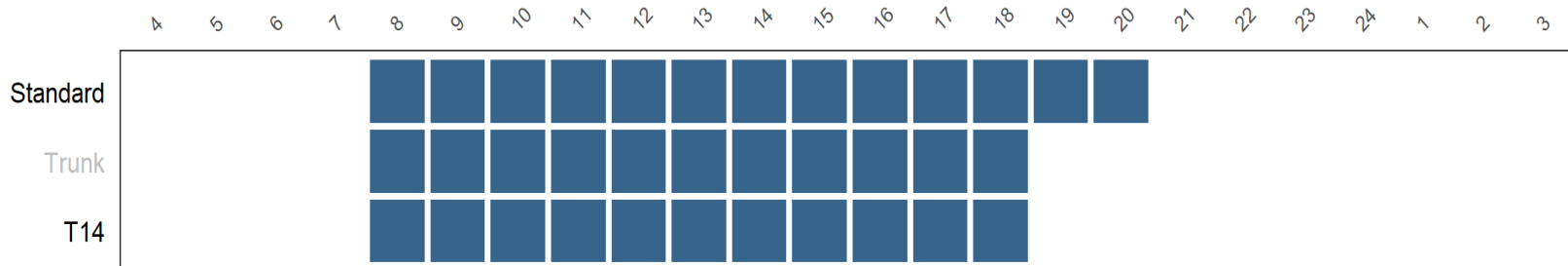
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

B Rhode Island Avenue - New Carrollton

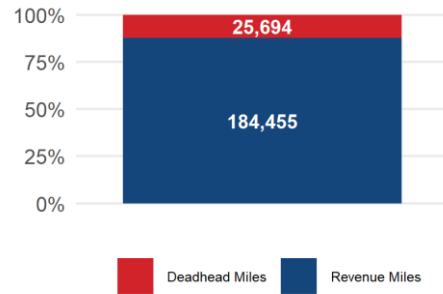
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|-----------------------------|----------------------------|-------|-------------------|-----------------|-------|-------------------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 4:37 AM - 10:28 PM | - | A | 8:00 AM - 6:55 PM | - | C | 8:05 AM - 6:41 PM | - | C |
| | Frequency of Service varies | Peak: 27.3 / Off-Peak: 53.4 | Peak: 24 / Off-Peak: 39.5 | B | 60.2 | 47.7 | C | 64.1 | 52.9 | C |
| Productivity | Passengers per Revenue Hour 15 | 32.4 | 31.5 | A | 32.1 | 30.1 | A | 28.3 | 30.5 | A |
| | Passengers per Revenue Mile 1 | 2.8 | 2.6 | A | 2.6 | 2.4 | A | 2.3 | 2.4 | A |
| Reliability | On-Time Performance 79% | 73% | 74% | D | 73% | 76% | D | 78% | 78% | C |
| | Crowding 5% | 0% | 2% | A | 0% | 1% | A | 0% | 0% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.4 Peak: 0.51 | Off-Peak: 0.4 Peak: 0.5 | A | 0.38 | 0.4 | A | 0.35 | 0.4 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$3.68 | \$ 4.23 | A | \$3.72 | \$ 4.22 | A | \$4.21 | \$ 4.08 | A |
| | Cost Recovery 20% | 33% | 27% | A | 32% | 26% | A | 29% | 26% | A |

Route T14

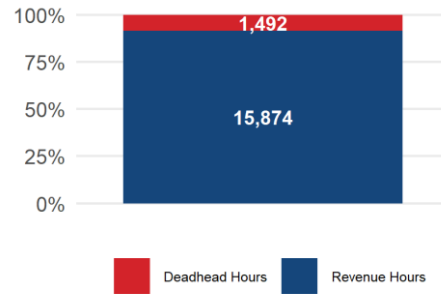
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|-----------------------------|-----------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 5.3 | | | 4.6 | | | E | | |
| | Circuitry 1.75 | 1.5 | | | 2.47 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 15 | 32.4 | 31.5 | A | 32.1 | 30.1 | A | 28.3 | 30.5 | A |
| | Passengers per Revenue Mile 1 | 2.8 | 2.6 | A | 2.6 | 2.4 | A | 2.3 | 2.4 | A |
| | Unique Segment Ridership 10% | 37% | 32% | A | 39% | 56% | A | 40% | 56% | A |
| Reliability | On-Time Performance 79% | 73% | 74% | D | 73% | 76% | D | 78% | 78% | C |
| | Crowding 5% | 0% | 2% | A | 0% | 1% | A | 0% | 0% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.4 Peak: 0.51 | Off-Peak: 0.44 Peak: 0.5 | A | 0.38 | 0.4 | A | 0.35 | 0.4 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$3.68 | \$ 4.23 | A | \$3.72 | \$ 4.22 | A | \$4.21 | \$ 4.08 | A |
| | Cost Recovery 20% | 33% | 28% | A | 32% | 25% | A | 29% | 25% | A |

Operational Analysis

Miles Allocation



Hours Allocation



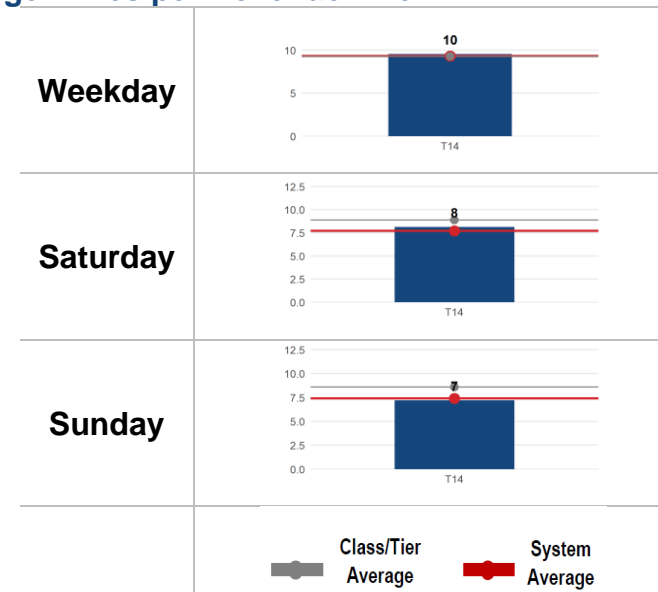
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| T14 | 23.60 | 1,497 | 1,492 (99.7%) |
| | | | |
| | | | |
| | | | |
| | | | |

Service Change Summary

Route T14 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Commuter

Activity Tier

1

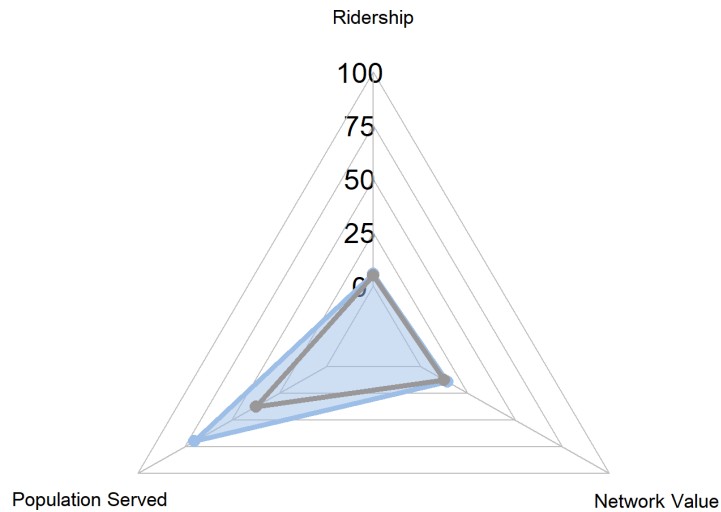
Overall Grade

| Line | Grade |
|----------------------------------|-------|
| Rhode Island Avenue Limited Line | B |
| | |
| | |
| | |
| | |
| | |
| | |

Line Benefit Score

30

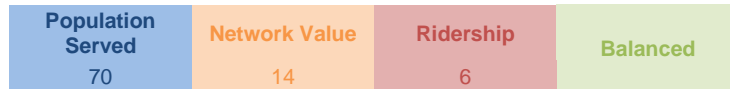
Out of 100



Classification Average



Line Focus:



Line Score:

Operating Statistics

| | | |
|--|-------------------------------|--------------------|
| | Annual Operating Costs | \$1,085,315 |
| | Peak Vehicles | 6 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|-----------------------------------|-------------------|---------------|
| | Service Area Population | 32,163 | |
| | People of Color Population | Service Area | 17,507 |
| | | % Riders Surveyed | 59% |
| | Low Income Household | Service Area | 7,264 |
| | | % Riders Surveyed | 41% |

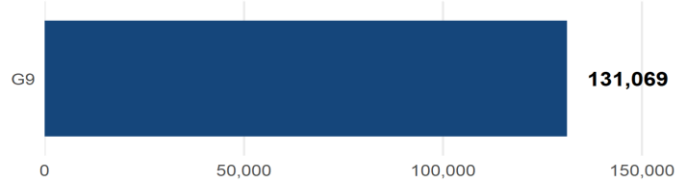
Facilities/Amenities

| | | |
|--|-------------------------------------|------------|
| | Bus Stops | 29 |
| | % Stops With Shelters | 21% |
| | % Stops With Benches | 17% |
| | % Stops With Real-Time Signs | 3% |



Ridership

Annual Ridership

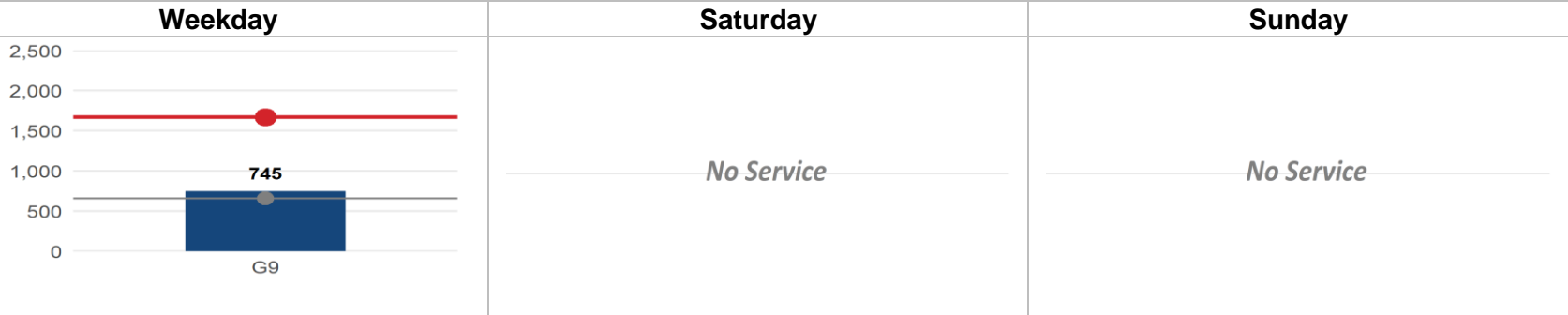


Top Transfer Locations

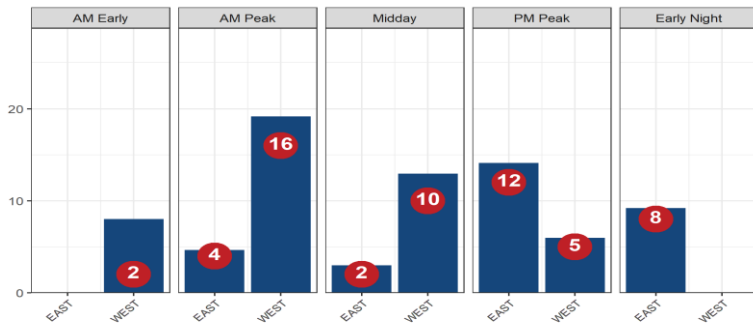
Rhode Island Avenue, Shaw-Howard University, McPherson Square

Average Daily Ridership

- Class/Tier Average
- System Average



Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

| | | Direction: | |
|---------------------------------|---------------------------------|------------|------|
| | | EAST | WEST |
| Weekday | Peak Maximum Target: 1 | 0.22 | 0.25 |
| | Off-Peak Maximum Target: 1.0 | 0.16 | 0.21 |
| Saturday Maximum Target: 1.0 | | | |
| Sunday Maximum Target: 1.0 | | | |

Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

B Rhode Island Avenue Limited

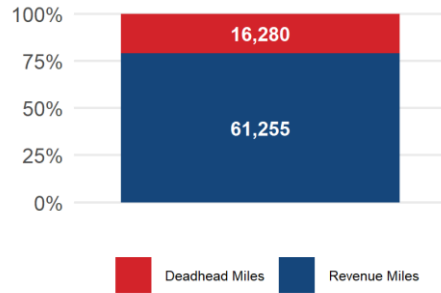
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|--------------------------------------|------------------------------|-------|-----------|-----------------|-------|-----------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 6:00 AM - 9:50 AM; 3:00 PM - 7:33 PM | - | A | - | - | - | - | - | - |
| | Frequency of Service varies | Peak: 17.4 / Off-Peak: 218.8 | Peak: 19.9 / Off-Peak: 69.8 | - | - | - | - | - | - | - |
| Productivity | Passengers per Revenue Hour N/A | 18.6 | 31.7 | C | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1.5 | 2.5 | 3.5 | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 69% | 72% | D | - | - | - | - | - | - |
| | Crowding 5% | 0% | 4% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.18 Peak: 0.23 | Off-Peak: 0.36 Peak: 0.51 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$6.43 | \$ 4.57 | B | - | - | - | - | - | - |
| | Cost Recovery 25% | 22% | 47% | D | - | - | - | - | - | - |

Route G9

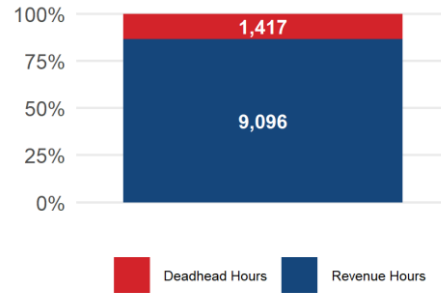
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile N/A | 3.4 | | | 3.2 | | | - | | |
| Route Design | Circuitry N/A | 1.03 | | | 1.3 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour N/A | 18.6 | 31.7 | C | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1.5 | 2.5 | 3.5 | A | - | - | - | - | - | - |
| | Unique Segment Ridership 15% | 30% | 16% | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 69% | 72% | D | - | - | - | - | - | - |
| | Crowding 5% | 0% | 4% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.18 Peak: 0.23 | Off-Peak: 0.34 Peak: 0.49 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$6.43 | \$ 4.57 | B | - | - | - | - | - | - |
| | Cost Recovery 25% | 22% | 45% | D | - | - | - | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



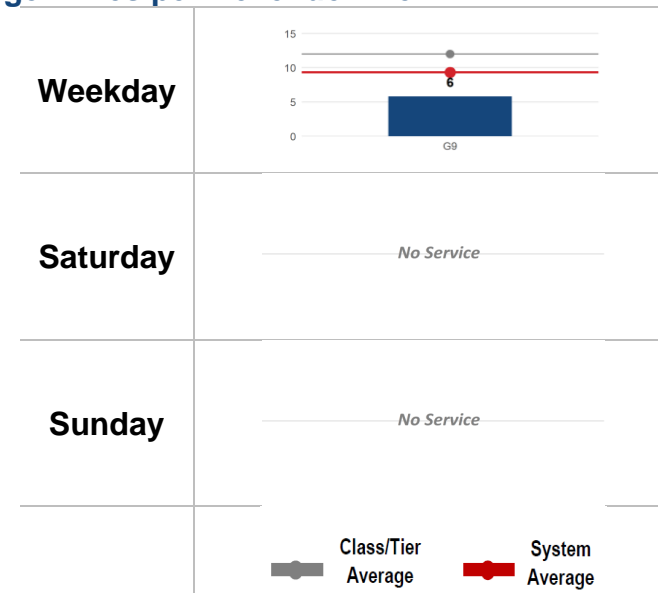
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| G9 | 9.50 | 1,122 | 1,120 (99.8%) |
| | | | |
| | | | |
| | | | |
| | | | |

Service Change Summary

Route G9 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

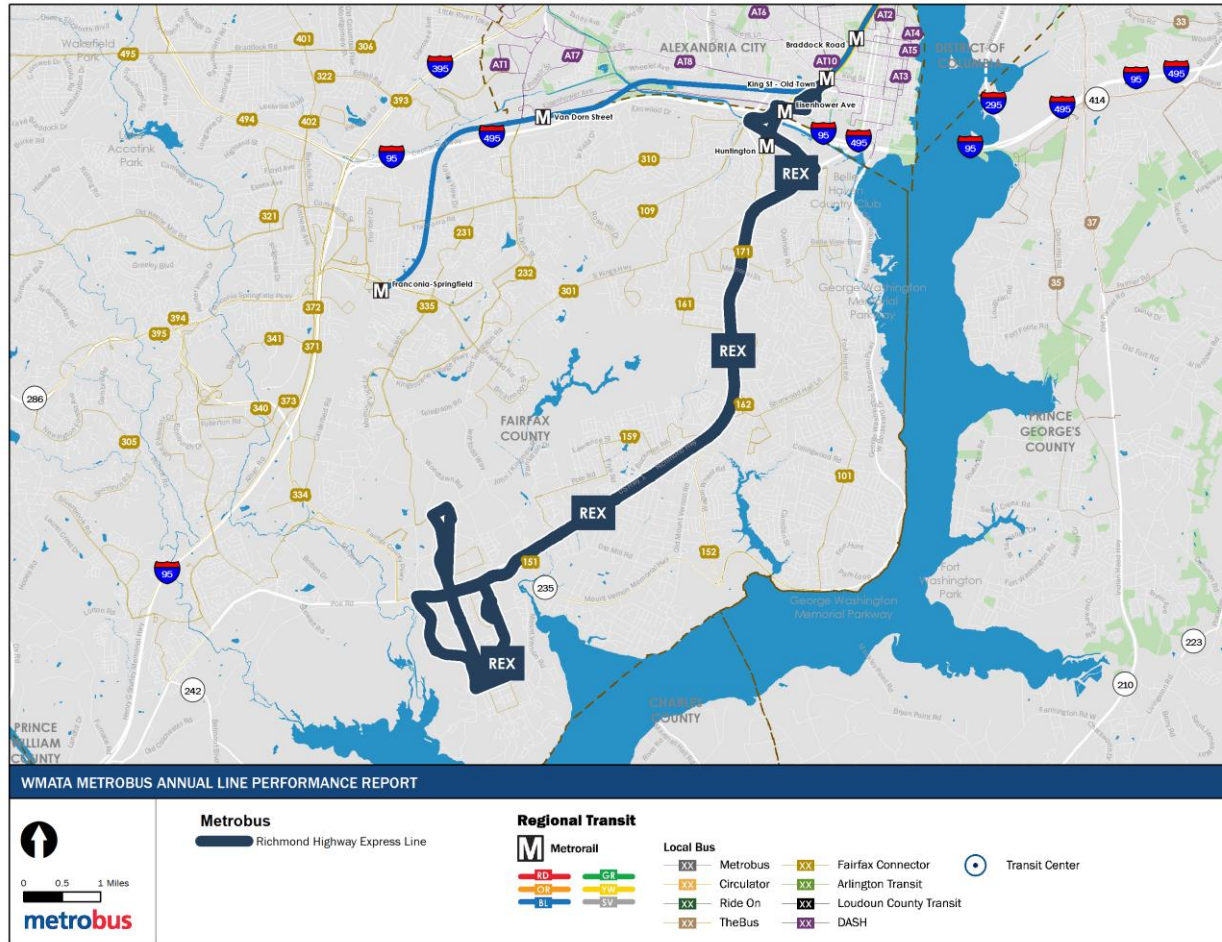
Passenger Miles per Revenue Mile



LINE: 131 - Richmond Highway Express

ROUTE(S): REX

About the Line



Service Classification

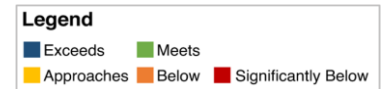
Framework

Activity Tier

3

Overall Grade

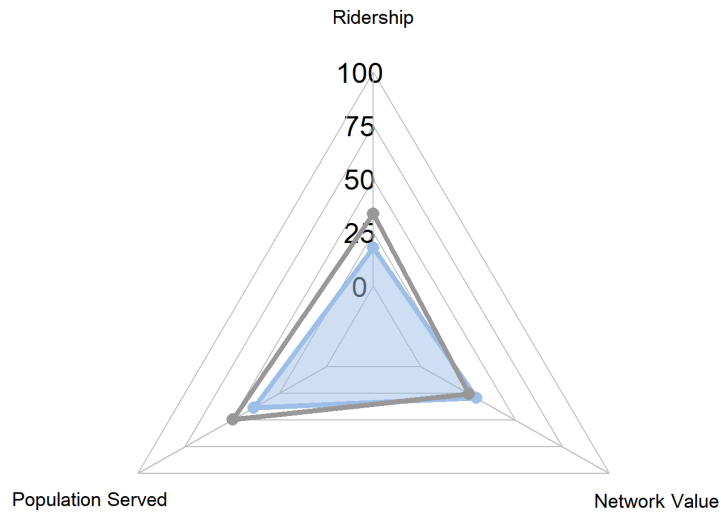
| Line | Overall Grade |
|------|---------------|
| Line | B |
| | |
| | |
| | |
| | |
| | |



Line Benefit Score

29

Out of 100



Classification Average



Line Focus:

Population Served

Network Value

Ridership

Balanced

Line Score:

38

29

18

Operating Statistics

| | | |
|--|-------------------------------|--------------------|
| | Annual Operating Costs | \$4,396,473 |
| | Peak Vehicles | 10 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|-----------------------------------|-------------------|--------------|
| | Service Area Population | 23,528 | |
| | People of Color Population | Service Area | 8,753 |
| | | % Riders Surveyed | 86% |
| | Low Income Household | Service Area | 8,016 |
| | | % Riders Surveyed | 63% |

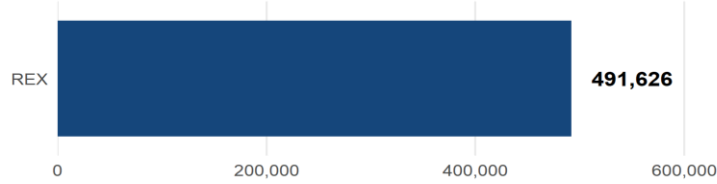
Facilities/Amenities

| | | |
|--|-------------------------------------|------------|
| | Bus Stops | 41 |
| | % Stops With Shelters | 39% |
| | % Stops With Benches | 39% |
| | % Stops With Real-Time Signs | 0% |



Ridership

Annual Ridership



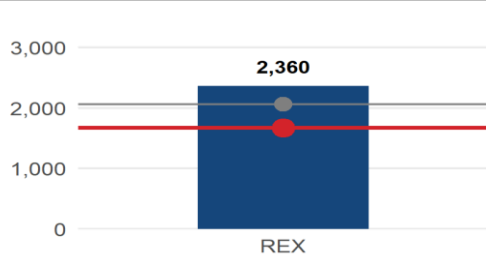
Top Transfer Locations

King Street, Huntington, Eisenhower Avenue

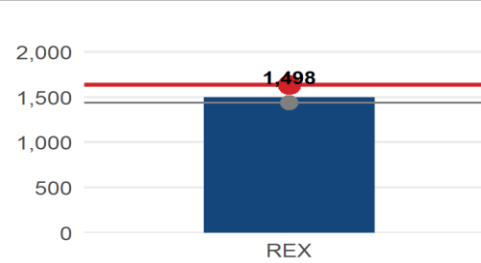
Average Daily Ridership

- Class/Tier Average
- System Average

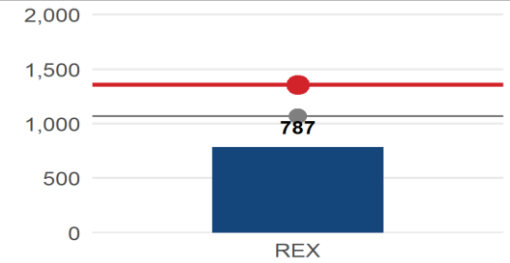
Weekday



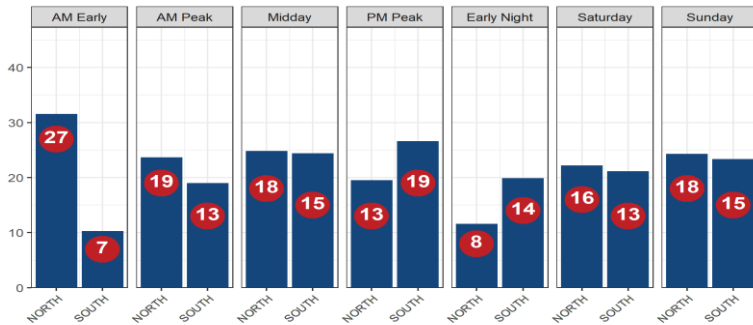
Saturday



Sunday



Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

| | | Direction: | |
|---------------------------------|---------------------------------|------------|-------|
| | | NORTH | SOUTH |
| Weekday | Peak Maximum Target: 1 | 0.42 | 0.42 |
| | Off-Peak Maximum Target: 1.0 | 0.41 | 0.37 |
| Saturday Maximum Target: 1.0 | | 0.4 | 0.34 |
| Sunday Maximum Target: 1.0 | | 0.46 | 0.39 |

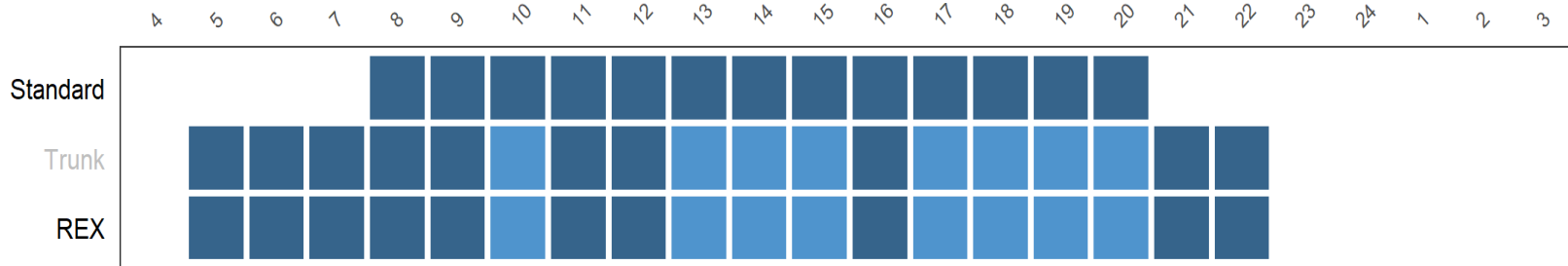
Span and Frequency



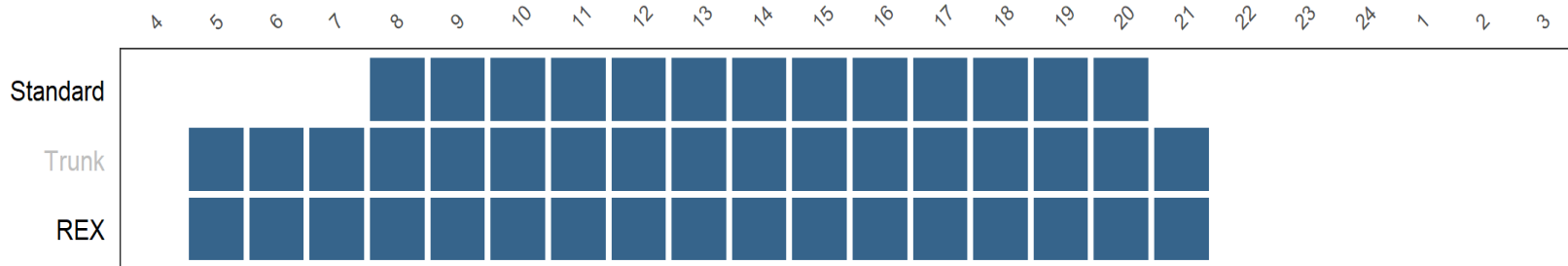
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

B Richmond Highway Express

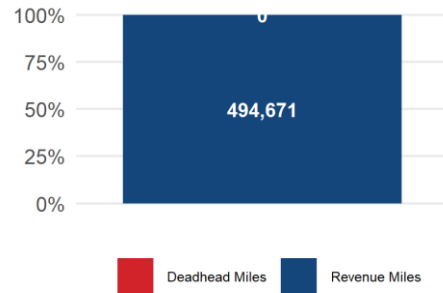
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|------------------------------|----------------------------|-------|--------------------|-----------------|-------|-------------------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 5:00 AM - 11:39 PM | - | A | 5:00 AM - 10:56 PM | - | A | 5:00 AM - 9:57 PM | - | A |
| | Frequency of Service varies | Peak: 15.5 / Off-Peak: 25.6 | Peak: 24 / Off-Peak: 39.5 | A | 30.2 | 47.7 | A | 60.5 | 52.9 | C |
| Productivity | Passengers per Revenue Hour 15 | 19.2 | 31.5 | A | 22.0 | 30.1 | A | 24.4 | 30.5 | A |
| | Passengers per Revenue Mile 1 | 1.4 | 2.6 | A | 1.5 | 2.4 | A | 1.6 | 2.4 | A |
| Reliability | On-Time Performance 79% | 81% | 74% | B | 72% | 76% | D | 81% | 78% | B |
| | Crowding 5% | 0% | 2% | A | 0% | 1% | A | 0% | 0% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.39 Peak: 0.42 | Off-Peak: 0.4 Peak: 0.5 | A | 0.37 | 0.4 | A | 0.42 | 0.4 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$6.21 | \$ 4.23 | A | \$5.42 | \$ 4.22 | A | \$4.89 | \$ 4.08 | A |
| | Cost Recovery 20% | 20% | 27% | B | 23% | 26% | A | 26% | 26% | A |

Route REX

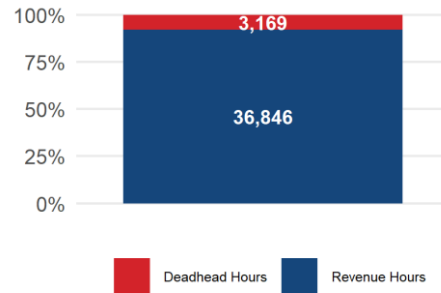
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|-----------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 1.6 | | | 4.6 | | | E | | |
| Route Design | Circuitry 1.75 | 1.49 | | | 2.47 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 15 | 19.2 | 31.5 | A | 22.0 | 30.1 | A | 24.4 | 30.5 | A |
| | Passengers per Revenue Mile 1 | 1.4 | 2.6 | A | 1.5 | 2.4 | A | 1.6 | 2.4 | A |
| | Unique Segment Ridership 10% | 76% | 32% | A | 80% | 56% | A | 76% | 56% | A |
| Reliability | On-Time Performance 79% | 81% | 74% | B | 72% | 76% | D | 81% | 78% | B |
| | Crowding 5% | 0% | 2% | A | 0% | 1% | A | 0% | 0% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.39 Peak: 0.42 | Off-Peak: 0.44 Peak: 0.5 | A | 0.37 | 0.4 | A | 0.42 | 0.4 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$6.21 | \$ 4.23 | A | \$5.42 | \$ 4.22 | A | \$4.89 | \$ 4.08 | A |
| | Cost Recovery 20% | 20% | 28% | B | 23% | 25% | A | 26% | 25% | A |

Operational Analysis

Miles Allocation



Hours Allocation



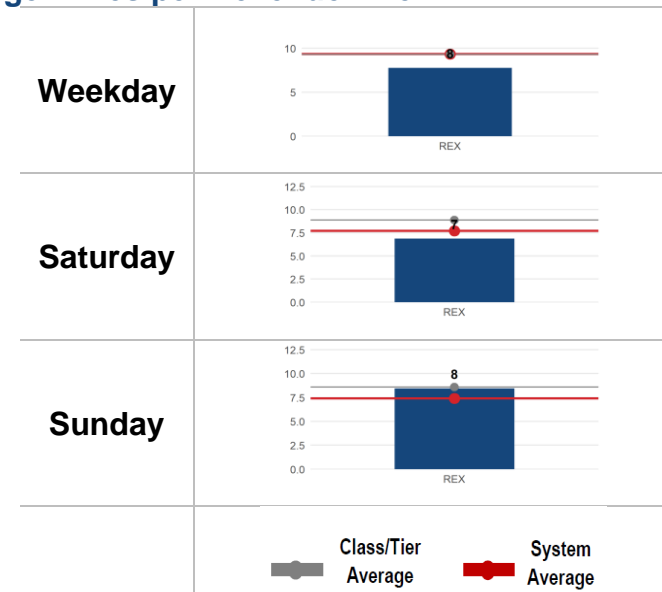
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| REX | 30.80 | 2,853 | 2,703 (94.7%) |
| | | | |
| | | | |
| | | | |

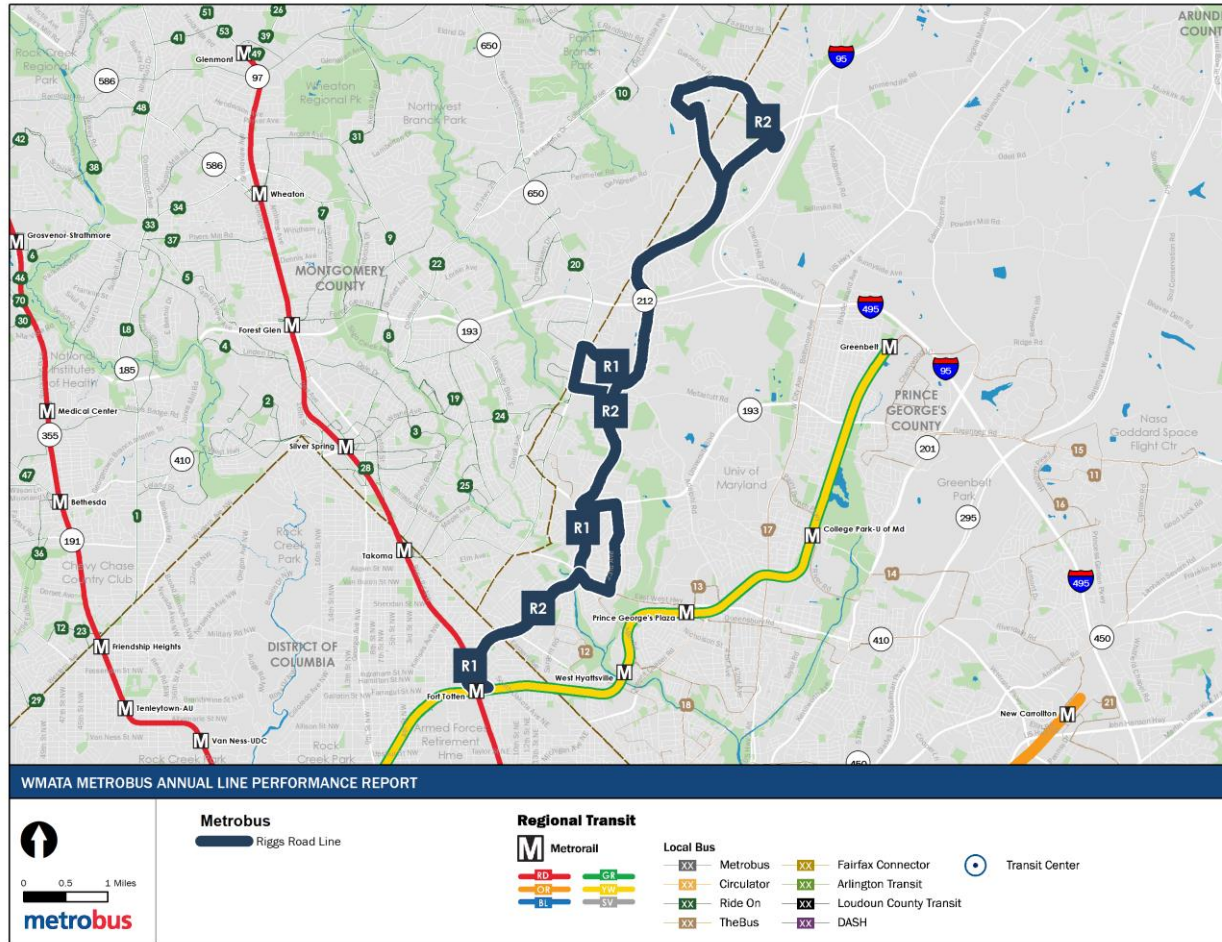
Service Change Summary

Route REX - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Framework

Activity Tier

3

Overall Grade

| Line | Grade |
|-----------------|-------|
| Riggs Road Line | B |
| | |
| | |
| | |
| | |
| | |

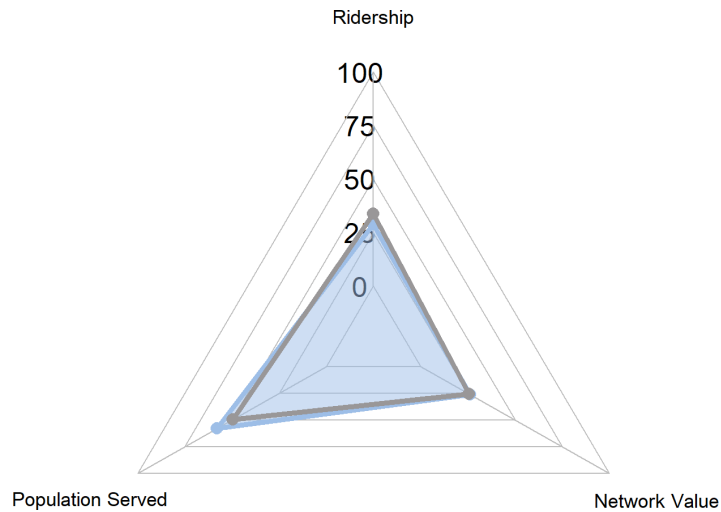
Legend

Exceeds (Dark Blue), Meets (Green), Approaches (Yellow), Below (Orange), Significantly Below (Red)

Line Benefit Score

38

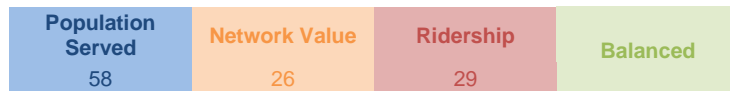
Out of 100



Classification Average

Line Focus:

Line Score:



Operating Statistics

| | | |
|--|-------------------------------|--------------------|
| | Annual Operating Costs | \$2,745,899 |
| | Peak Vehicles | 9 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|-----------------------------------|-------------------|---------------|
| | Service Area Population | 79,618 | |
| | People of Color Population | Service Area | 32,663 |
| | | % Riders Surveyed | 93% |
| | Low Income Household | Service Area | 29,016 |
| | | % Riders Surveyed | 66% |

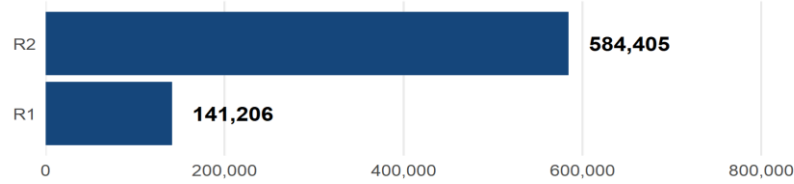
Facilities/Amenities

| | | |
|--|-------------------------------------|------------|
| | Bus Stops | 143 |
| | % Stops With Shelters | 6% |
| | % Stops With Benches | 7% |
| | % Stops With Real-Time Signs | 1% |



Ridership

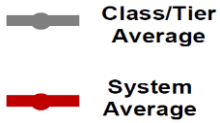
Annual Ridership



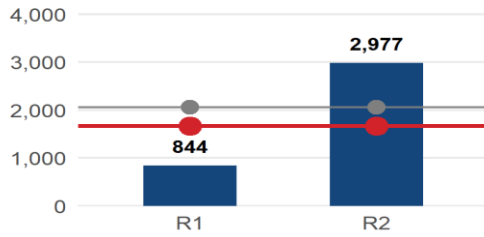
Top Transfer Locations

Fort Totten

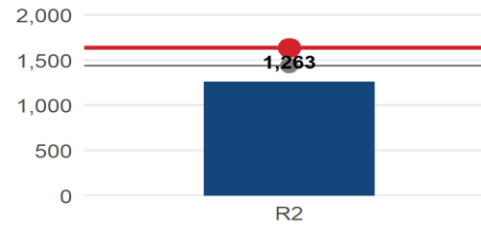
Average Daily Ridership



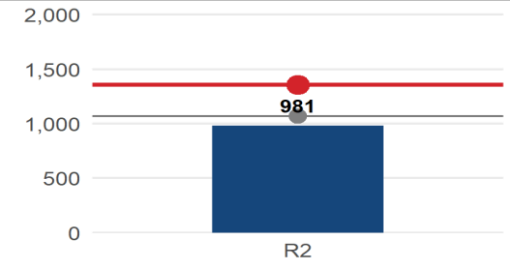
Weekday



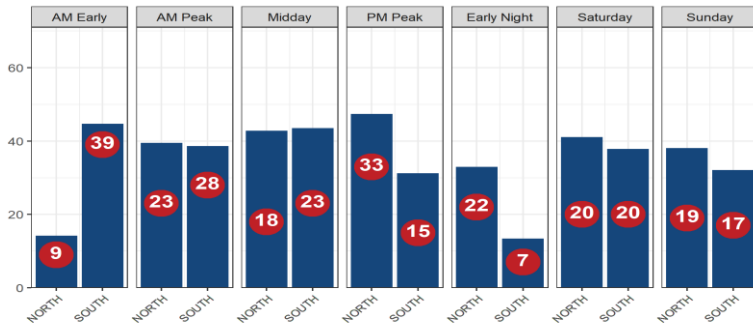
Saturday



Sunday



Average Trip Ridership and Maximum Load by Time Period



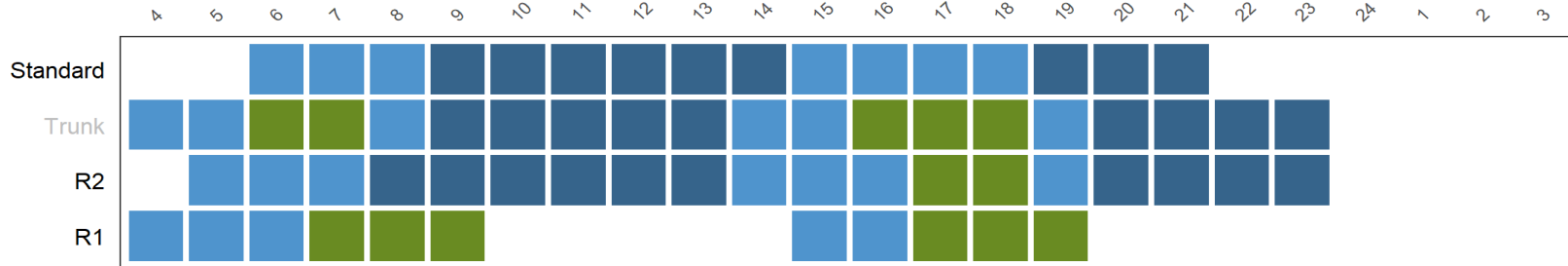
Vehicle Load Factor

| | | Direction: | |
|---------------------------------|---------------------------------|------------|-------|
| | | NORTH | SOUTH |
| Weekday | Peak Maximum Target: 1 | 0.68 | 0.55 |
| | Off-Peak Maximum Target: 1.0 | 0.41 | 0.51 |
| Saturday Maximum Target: 1.0 | | 0.47 | 0.48 |
| Sunday Maximum Target: 1.0 | | 0.47 | 0.42 |

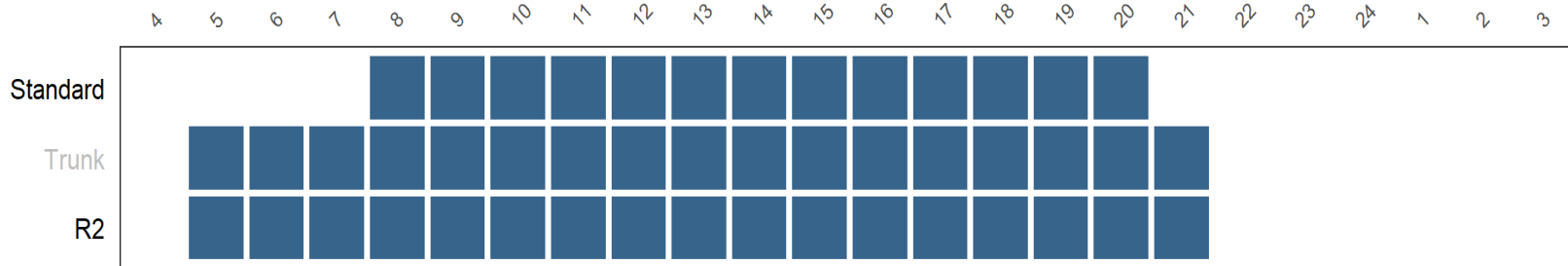
Span and Frequency



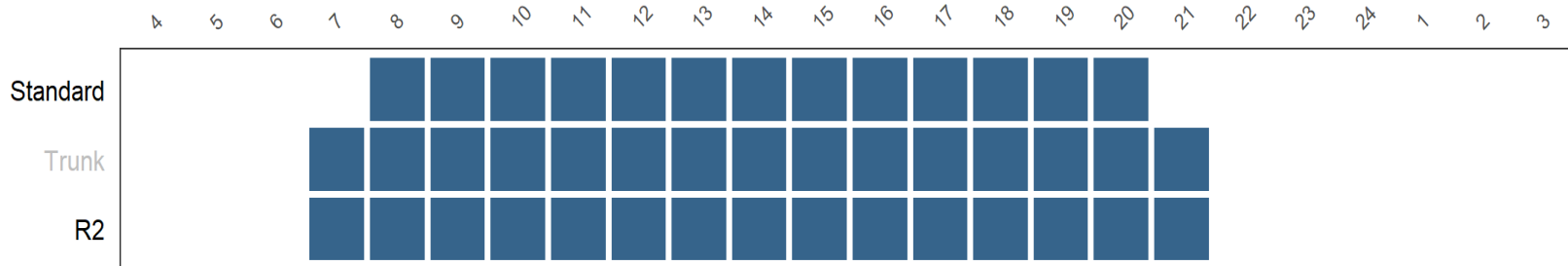
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



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 AM - 11:30 PM | - | A | 5:50 AM - 9:41 PM | - | A | 7:00 AM - 9:31 PM | - | A |
| | Frequency of Service varies | Peak: 20.3 / Off-Peak: 33.4 | Peak: 24 / Off-Peak: 39.5 | A | 60.0 | 47.7 | B | 60.2 | 52.9 | C |
| Productivity | Passengers per Revenue Hour 15 | 47.8 | 31.5 | A | 42.4 | 30.1 | A | 38.4 | 30.5 | A |
| | Passengers per Revenue Mile 1 | 3.9 | 2.6 | A | 3.7 | 2.4 | A | 3.2 | 2.4 | A |
| Reliability | On-Time Performance 79% | 59% | 74% | E | 66% | 76% | E | 72% | 78% | D |
| | Crowding 5% | 7% | 2% | E | 3% | 1% | A | 1% | 0% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.47 Peak: 0.62 | Off-Peak: 0.4 Peak: 0.5 | A | 0.47 | 0.4 | A | 0.44 | 0.4 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$2.50 | \$ 4.23 | A | \$2.81 | \$ 4.22 | A | \$3.10 | \$ 4.08 | A |
| | Cost Recovery 20% | 50% | 27% | A | 44% | 26% | A | 40% | 26% | A |

Route R1

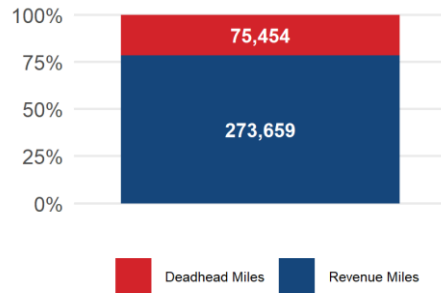
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|-----------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 6.1 | | | 4.6 | | | E | | |
| Route Design | Circuitry 1.75 | 1.43 | | | 2.47 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 15 | 59.5 | 31.5 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 6 | 2.6 | A | - | - | - | - | - | - |
| | Unique Segment Ridership 10% | 11% | 32% | B | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 63% | 74% | E | - | - | - | - | - | - |
| | Crowding 5% | 10% | 2% | E | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.99 Peak: 0.69 | Off-Peak: 0.44 Peak: 0.5 | B | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$2.01 | \$ 4.23 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 69% | 28% | A | - | - | - | - | - | - |

Route R2

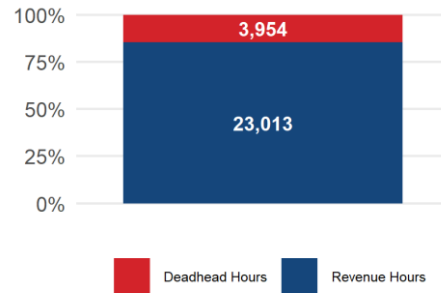
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|-----------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 5.4 | | | 4.6 | | | E | | |
| Route Design | Circuitry 1.75 | 1.24 | | | 2.47 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 15 | 45.2 | 31.5 | A | 42.4 | 30.1 | A | 38.4 | 30.5 | A |
| | Passengers per Revenue Mile 1 | 3.6 | 2.6 | A | 3.7 | 2.4 | A | 3.2 | 2.4 | A |
| | Unique Segment Ridership 10% | 40% | 32% | A | 81% | 56% | A | 81% | 56% | A |
| Reliability | On-Time Performance 79% | 58% | 74% | E | 66% | 76% | E | 72% | 78% | D |
| | Crowding 5% | 6% | 2% | D | 3% | 1% | A | 1% | 0% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.43 Peak: 0.58 | Off-Peak: 0.44 Peak: 0.5 | A | 0.47 | 0.4 | A | 0.44 | 0.4 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$2.64 | \$ 4.23 | A | \$2.81 | \$ 4.22 | A | \$3.10 | \$ 4.08 | A |
| | Cost Recovery 20% | 46% | 28% | A | 43% | 25% | A | 39% | 25% | A |

Operational Analysis

Miles Allocation



Hours Allocation



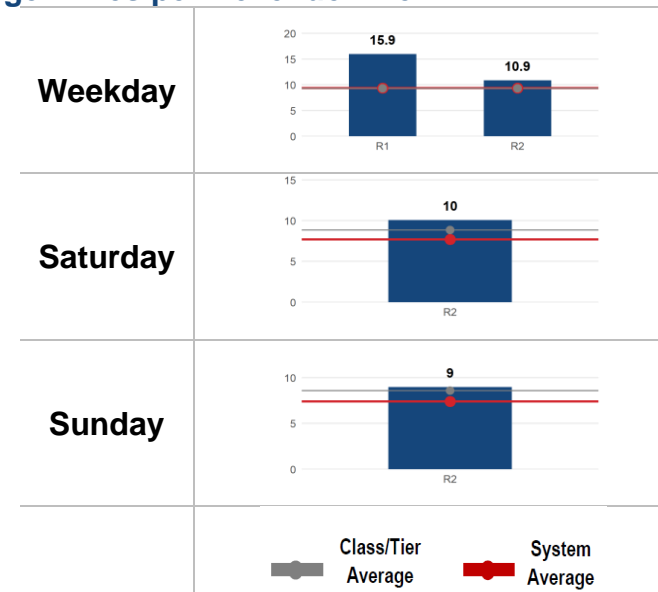
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| R1 | 13.20 | 462 | 458 (99.1%) |
| R2 | 22.80 | 1,965 | 1,948 (99.1%) |
| | | | |
| | | | |

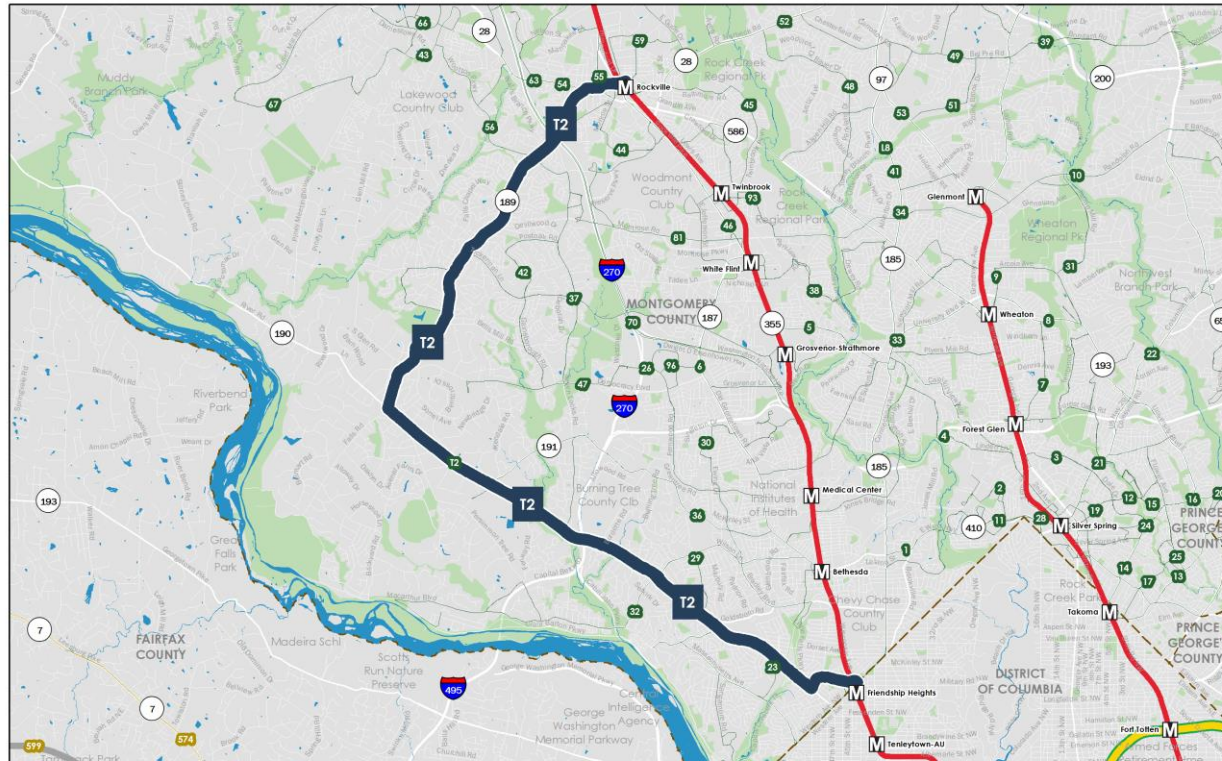
Service Change Summary

Route R1 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;
 Route R2 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

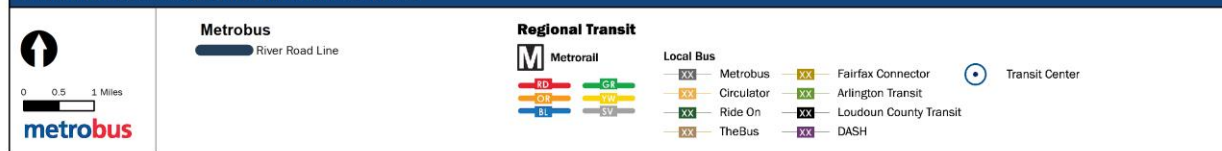
Passenger Miles per Revenue Mile



About the Line



WMATA METROBUS ANNUAL LINE PERFORMANCE REPORT



Service Classification

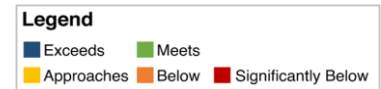
Coverage

Activity Tier

3

Overall Grade

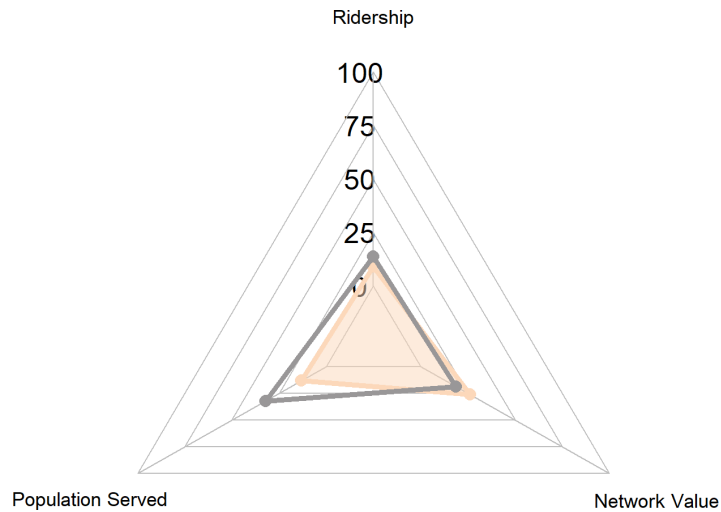
| | |
|------|---|
| Line | B |
| | |
| | |
| | |
| | |
| | |



Line Benefit Score

16

Out of 100



Classification Average



Line Focus:

Population Served

Network Value

Ridership

Balanced

Line Score:

13

26

9

Operating Statistics

| | | |
|--|-------------------------------|--------------------|
| | Annual Operating Costs | \$1,880,404 |
| | Peak Vehicles | 4 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|-----------------------------------|-------------------|--------------|
| | Service Area Population | 27,362 | |
| | People of Color Population | Service Area | 6,463 |
| | | % Riders Surveyed | 71% |
| | Low Income Household | Service Area | 2,609 |
| | | % Riders Surveyed | 49% |

Facilities/Amenities

| | | |
|--|-------------------------------------|------------|
| | Bus Stops | 132 |
| | % Stops With Shelters | 11% |
| | % Stops With Benches | 49% |
| | % Stops With Real-Time Signs | 1% |



Ridership

Annual Ridership



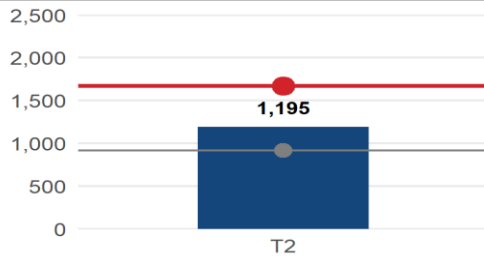
Top Transfer Locations

Friendship Heights, Rockville

Average Daily Ridership



Weekday



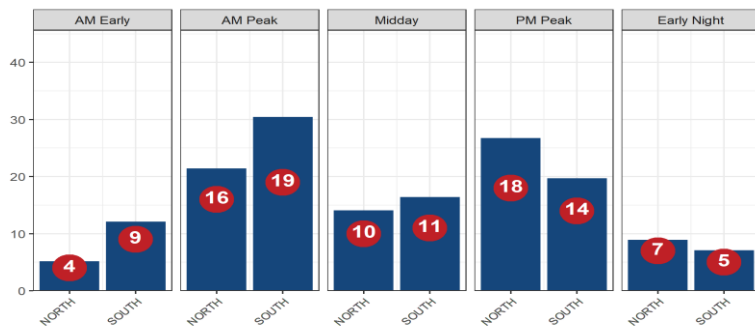
Saturday

No Service

Sunday

No Service

Average Trip Ridership and Maximum Load by Time Period



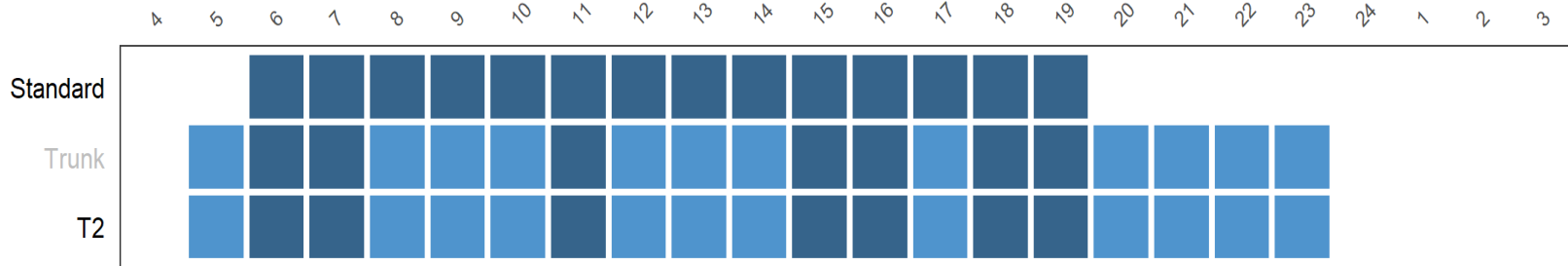
Vehicle Load Factor

| | | Direction: | NORTH | SOUTH |
|---------------------------------|---------------------------------|------------|-------|-------|
| Weekday | Peak Maximum Target: 1 | | 0.42 | 0.39 |
| | Off-Peak Maximum Target: 1.0 | | 0.2 | 0.21 |
| Saturday Maximum Target: 1.0 | | | | |
| Sunday Maximum Target: 1.0 | | | | |

Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

B River Road

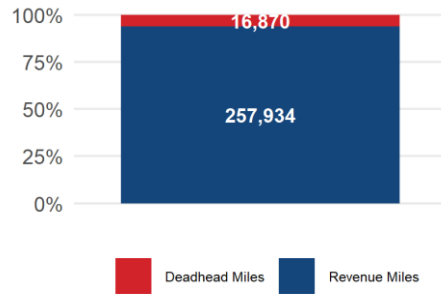
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|------------------------------|------------------------------|-------|-----------|-----------------|-------|-----------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 5:30 AM - 11:21 PM | - | A | - | - | - | - | - | - |
| | Frequency of Service varies | Peak: 30.6 / Off-Peak: 29.9 | Peak: 28.1 / Off-Peak: 61.2 | A | - | - | - | - | - | - |
| Productivity | Passengers per Revenue Hour 10 | 18.4 | 25.4 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 1.2 | 2.2 | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 78% | 81% | C | - | - | - | - | - | - |
| | Crowding 5% | 0% | 1% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.21 Peak: 0.41 | Off-Peak: 0.27 Peak: 0.35 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$6.50 | \$ 5.33 | B | - | - | - | - | - | - |
| | Cost Recovery 20% | 19% | 23% | C | - | - | - | - | - | - |

Route T2

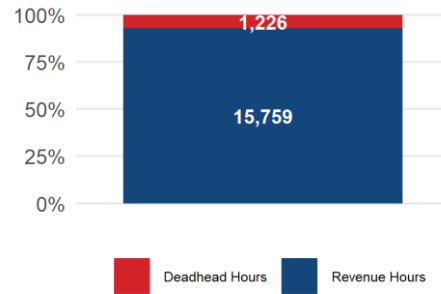
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 4.2 | | | 4.9 | | | A | | |
| Route Design | Circuitry N/A | 1.64 | | | 12.83 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 10 | 18.4 | 25.4 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 1.2 | 2.2 | A | - | - | - | - | - | - |
| | Unique Segment Ridership 10% | 74% | 33% | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 78% | 81% | C | - | - | - | - | - | - |
| | Crowding 5% | 0% | 1% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.21 Peak: 0.41 | Off-Peak: 0.27 Peak: 0.35 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$6.50 | \$ 5.33 | B | - | - | - | - | - | - |
| | Cost Recovery 20% | 19% | 22% | C | - | - | - | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



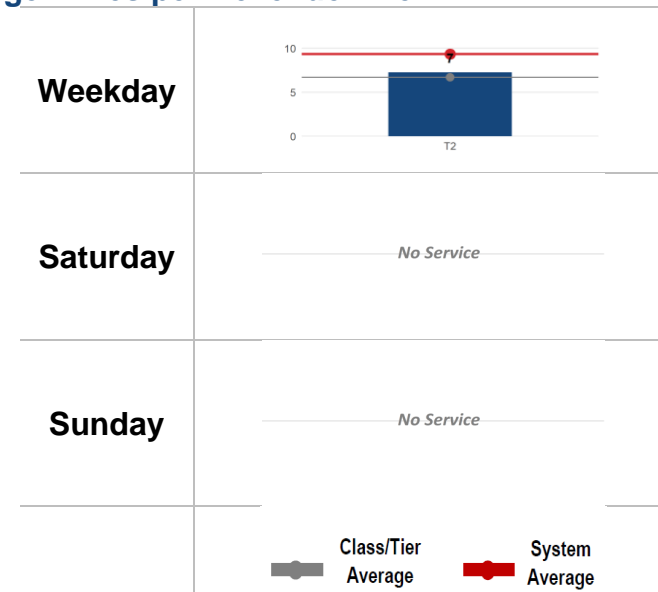
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| T2 | 31.70 | 1,592 | 1,584 (99.5%) |
| | | | |
| | | | |
| | | | |
| | | | |

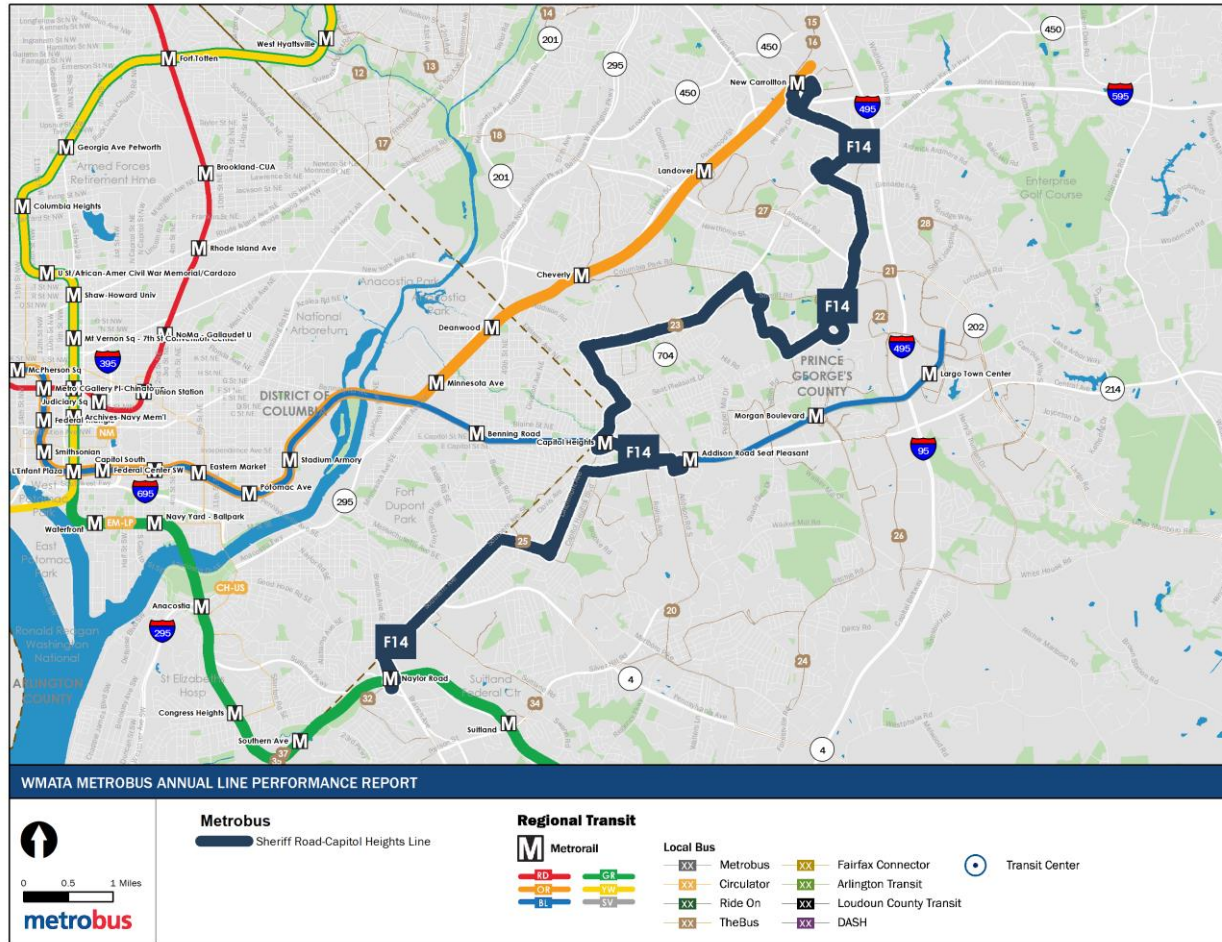
Service Change Summary

Route T2 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Coverage

Activity Tier

3

Overall Grade

| Line | Grade |
|------|-------|
| F14 | B |
| | |
| | |
| | |
| | |
| | |
| | |

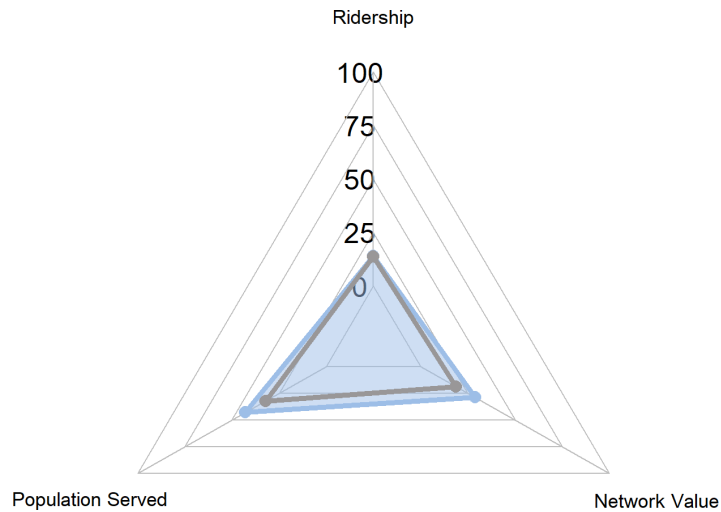
Legend

- Exceeds (Dark Blue)
- Meets (Green)
- Approaches (Yellow)
- Below (Orange)
- Significantly Below (Red)

Line Benefit Score

29

Out of 100



Classification Average



Line Focus:

Population Served

Network Value

Ridership

Balanced

Line Score:

43

29

14

Operating Statistics

| | | |
|--|------------------------|-------------|
| | Annual Operating Costs | \$2,251,815 |
| | Peak Vehicles | 6 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|----------------------------|-------------------|--------|
| | Service Area Population | 33,662 | |
| | People of Color Population | Service Area | 29,114 |
| | | % Riders Surveyed | 99% |
| | Low Income Household | Service Area | 11,321 |
| | | % Riders Surveyed | 62% |

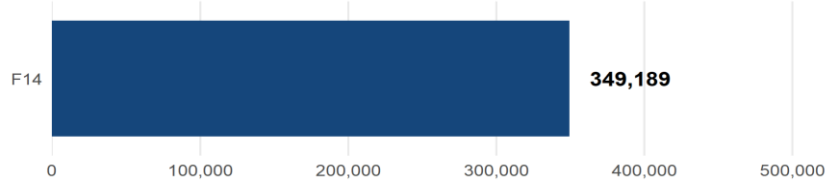
Facilities/Amenities

| | | |
|--|------------------------------|-----|
| | Bus Stops | 177 |
| | % Stops With Shelters | 20% |
| | % Stops With Benches | 10% |
| | % Stops With Real-Time Signs | 1% |



Ridership

Annual Ridership

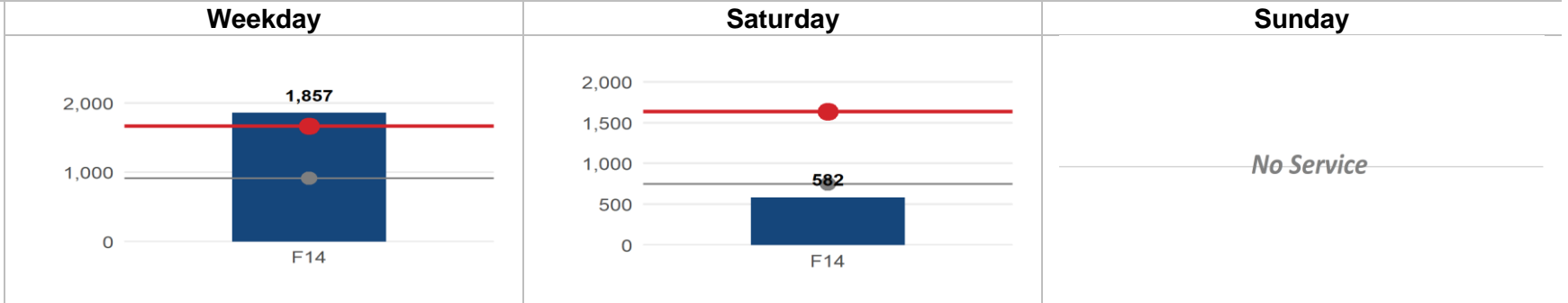


Top Transfer Locations

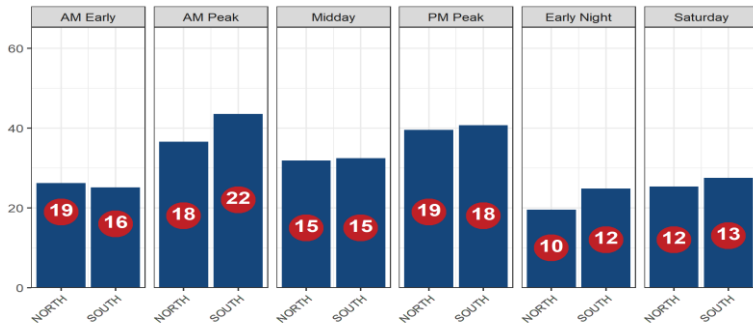
Naylor Road, Capitol Heights, New Carrollton

Average Daily Ridership

- Class/Tier Average
- System Average



Average Trip Ridership and Maximum Load by Time Period



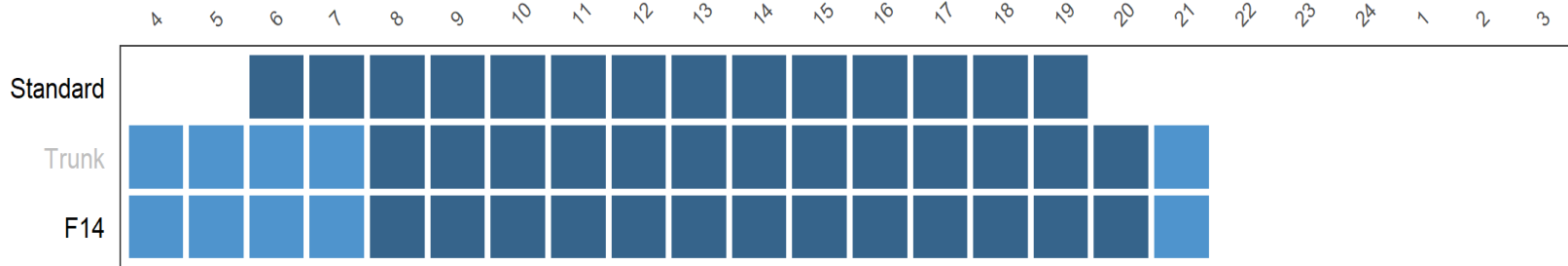
Vehicle Load Factor

| | | Direction: | NORTH | SOUTH |
|---------------------------------|---------------------------------|------------|-------|-------|
| Weekday | Peak Maximum Target: 1 | | 0.46 | 0.5 |
| | Off-Peak Maximum Target: 1.0 | | 0.37 | 0.36 |
| Saturday Maximum Target: 1.0 | | | 0.31 | 0.32 |
| Sunday Maximum Target: 1.0 | | | | |

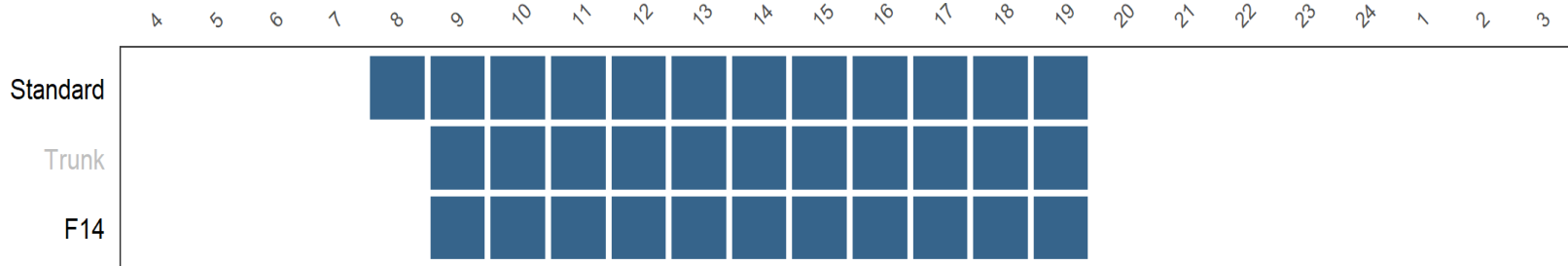
Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

B Sheriff Road-Capitol Heights

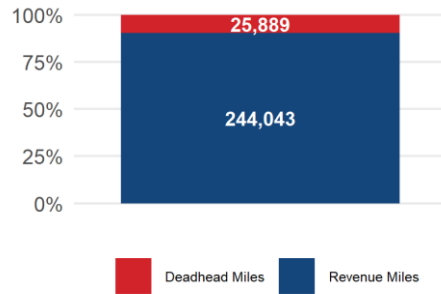
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|------------------------------|------------------------------|-------|-------------------|-----------------|-------|-----------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 4:39 AM - 9:48 PM | - | A | 9:30 AM - 7:19 PM | - | C | - | - | - |
| | Frequency of Service varies | Peak: 32.2 / Off-Peak: 47.0 | Peak: 28.1 / Off-Peak: 61.2 | A | 50.1 | 48.0 | A | - | - | - |
| Productivity | Passengers per Revenue Hour 10 | 27.2 | 25.4 | A | 21.5 | 27.6 | A | - | - | - |
| | Passengers per Revenue Mile 1 | 2.1 | 2.2 | A | 1.6 | 2.3 | A | - | - | - |
| Reliability | On-Time Performance 79% | 86% | 81% | A | 78% | 80% | C | - | - | - |
| | Crowding 5% | 0% | 1% | A | 0% | 1% | A | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.37 Peak: 0.48 | Off-Peak: 0.27 Peak: 0.35 | A | 0.31 | 0.31 | A | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$4.39 | \$ 5.33 | A | \$5.56 | \$ 4.81 | A | - | - | - |
| | Cost Recovery 20% | 21% | 23% | B | 17% | 20% | D | - | - | - |

Route F14

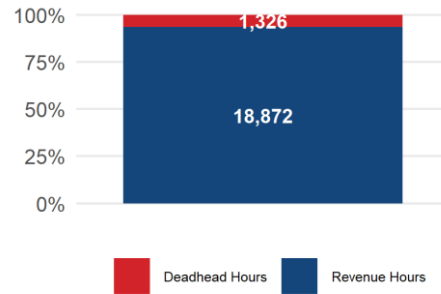
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 5.2 | | | 4.9 | | | E | | |
| Route Design | Circuitry N/A | 1.85 | | | 12.83 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | 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 | 27.2 | 25.4 | A | 21.5 | 27.6 | A | - | - | - |
| | Passengers per Revenue Mile 1 | 2.1 | 2.2 | A | 1.6 | 2.3 | A | - | - | - |
| | Unique Segment Ridership 10% | 68% | 33% | A | 71% | 56% | A | - | - | - |
| Reliability | On-Time Performance 79% | 86% | 81% | A | 78% | 80% | C | - | - | - |
| | Crowding 5% | 0% | 1% | A | 0% | 1% | A | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.37 Peak: 0.48 | Off-Peak: 0.27 Peak: 0.35 | A | 0.31 | 0.32 | A | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$4.39 | \$ 5.33 | A | \$5.56 | \$ 4.81 | A | - | - | - |
| | Cost Recovery 20% | 21% | 22% | B | 17% | 20% | D | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



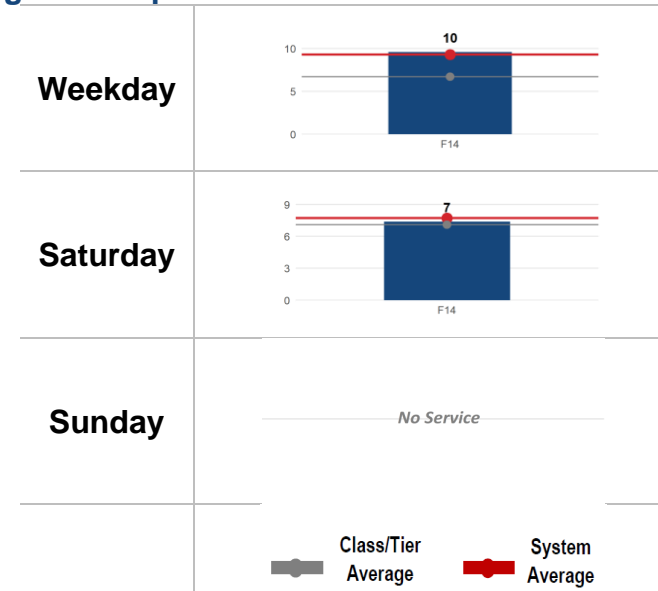
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| F14 | 34.40 | 1,338 | 1,329 (99.3%) |
| | | | |
| | | | |
| | | | |
| | | | |

Service Change Summary

Route F14 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Coverage

Activity Tier

3

Overall Grade

| Line | Grade |
|------|-------|
| U4 | A |
| | |
| | |
| | |
| | |
| | |

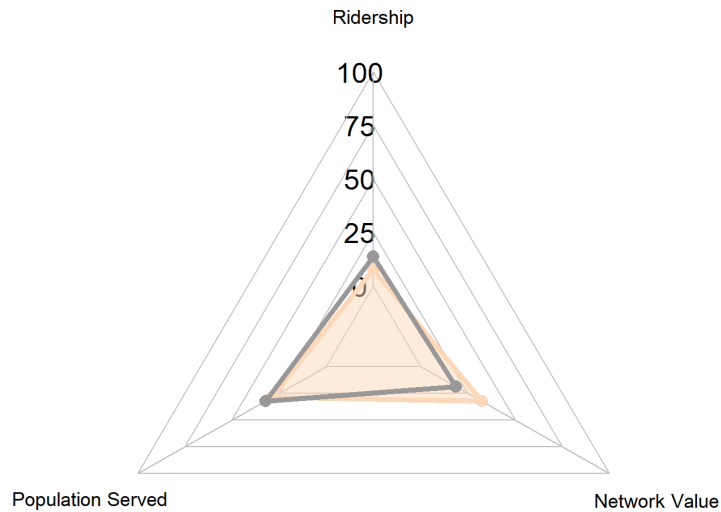
Legend

- Exceeds (Dark Blue)
- Meets (Green)
- Approaches (Yellow)
- Below (Orange)
- Significantly Below (Red)

Line Benefit Score

23

Out of 100



Classification Average



Line Focus:

Population Served

Network Value

Ridership

Balanced

Line Score:

29

32

8

Operating Statistics

| | | |
|--|------------------------|-------------|
| | Annual Operating Costs | \$1,267,676 |
| | Peak Vehicles | 3 |
| | Vehicle Type(s) | 30 Foot |

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

| | | | |
|--|----------------------------|-------------------|--------|
| | Service Area Population | 14,817 | |
| | People of Color Population | Service Area | 14,102 |
| | | % Riders Surveyed | 100% |
| | Low Income Household | Service Area | 6,643 |
| | | % Riders Surveyed | 71% |

Facilities/Amenities

| | | |
|--|------------------------------|-----|
| | Bus Stops | 40 |
| | % Stops With Shelters | 25% |
| | % Stops With Benches | 15% |
| | % Stops With Real-Time Signs | 5% |



Ridership

Annual Ridership



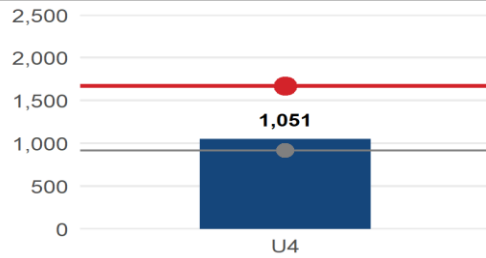
Top Transfer Locations

Minnesota Avenue

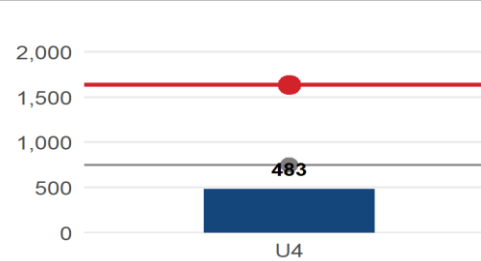
Average Daily Ridership



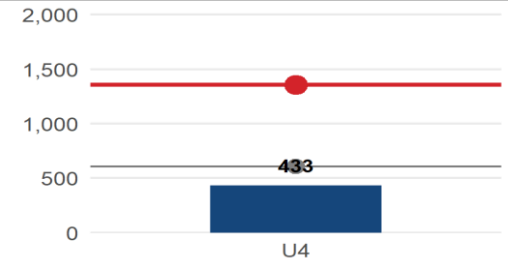
Weekday



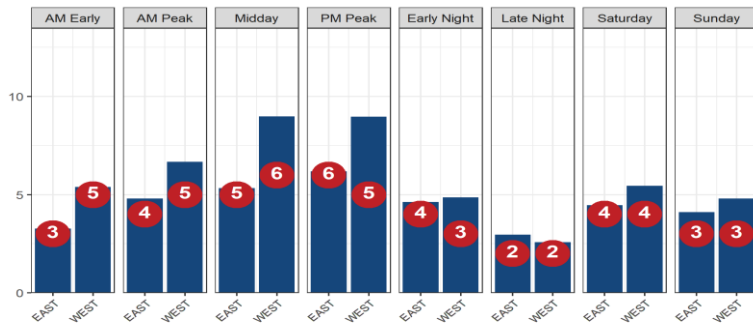
Saturday



Sunday



Average Trip Ridership and Maximum Load by Time Period



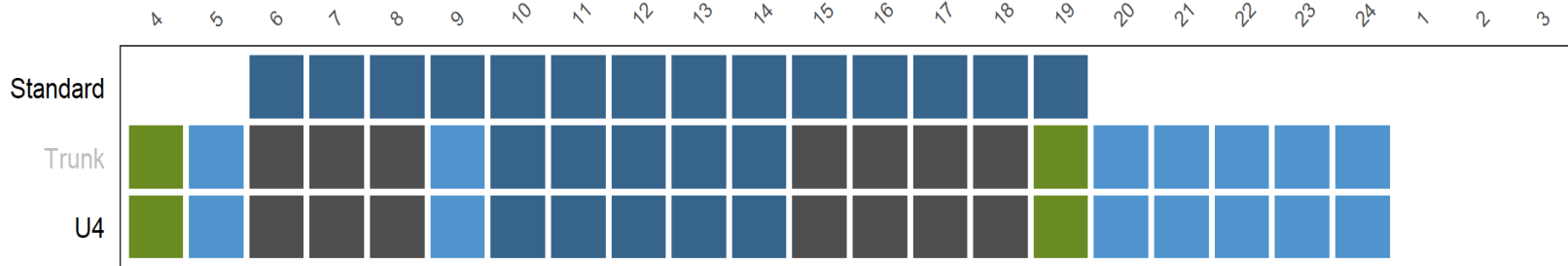
Vehicle Load Factor

| | | Direction: | EAST | WEST |
|---------------------------------|---------------------------------|------------|------|------|
| Weekday | Peak Maximum Target: 1 | | 0.18 | 0.2 |
| | Off-Peak Maximum Target: 1.0 | | 0.14 | 0.15 |
| Saturday Maximum Target: 1.0 | | | 0.13 | 0.12 |
| Sunday Maximum Target: 1.0 | | | 0.11 | 0.1 |

Span and Frequency



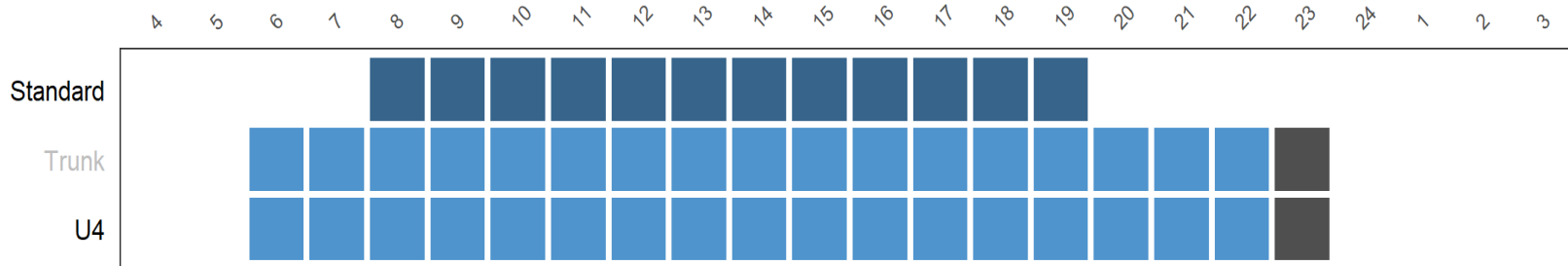
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

A Sheriff Road-River Terrace

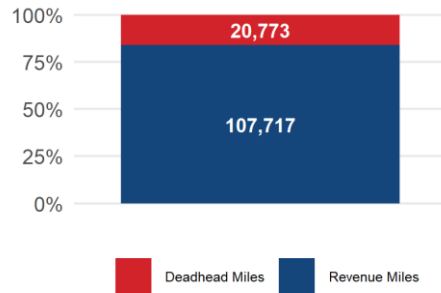
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|--------------------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 4:42 AM - 12:56 AM | - | A | 6:00 AM - 11:26 PM | - | A | 6:30 AM - 11:25 PM | - | A |
| | Frequency of Service varies | Peak: 11.7 / Off-Peak: 29.8 | Peak: 28.1 / Off-Peak: 61.2 | A | 27.9 | 48.0 | A | 27.9 | 49.5 | A |
| Productivity | Passengers per Revenue Hour 10 | 29.8 | 25.4 | A | 29.3 | 27.6 | A | 26.6 | 25.5 | A |
| | Passengers per Revenue Mile 1 | 2.9 | 2.2 | A | 2.5 | 2.3 | A | 2.2 | 2.1 | A |
| Reliability | On-Time Performance 79% | 85% | 81% | A | 60% | 80% | E | 69% | 85% | E |
| | Crowding 5% | 0% | 1% | A | 0% | 1% | A | 0% | 1% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.14 Peak: 0.19 | Off-Peak: 0.27 Peak: 0.35 | A | 0.12 | 0.31 | A | 0.11 | 0.28 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$4.01 | \$ 5.33 | A | \$4.08 | \$ 4.81 | A | \$4.49 | \$ 5.31 | A |
| | Cost Recovery 20% | 20% | 23% | B | 20% | 20% | B | 18% | 19% | C |

Route U4

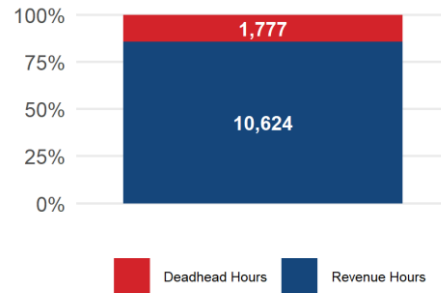
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 14 | | | 4.9 | | | E | | |
| Route Design | Circuitry N/A | 1.1 | | | 12.83 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | 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 | 29.8 | 25.4 | A | 29.3 | 27.6 | A | 26.6 | 25.5 | A |
| | Passengers per Revenue Mile 1 | 2.9 | 2.2 | A | 2.5 | 2.3 | A | 2.2 | 2.1 | A |
| | Unique Segment Ridership 10% | 93% | 33% | A | 89% | 56% | A | 90% | 58% | A |
| Reliability | On-Time Performance 79% | 85% | 81% | A | 60% | 80% | E | 69% | 85% | E |
| | Crowding 5% | 0% | 1% | A | 0% | 1% | A | 0% | 1% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.14 Peak: 0.19 | Off-Peak: 0.27 Peak: 0.35 | A | 0.12 | 0.32 | A | 0.11 | 0.28 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$4.01 | \$ 5.33 | A | \$4.08 | \$ 4.81 | A | \$4.49 | \$ 5.31 | A |
| | Cost Recovery 20% | 20% | 22% | B | 20% | 20% | B | 18% | 18% | C |

Operational Analysis

Miles Allocation



Hours Allocation



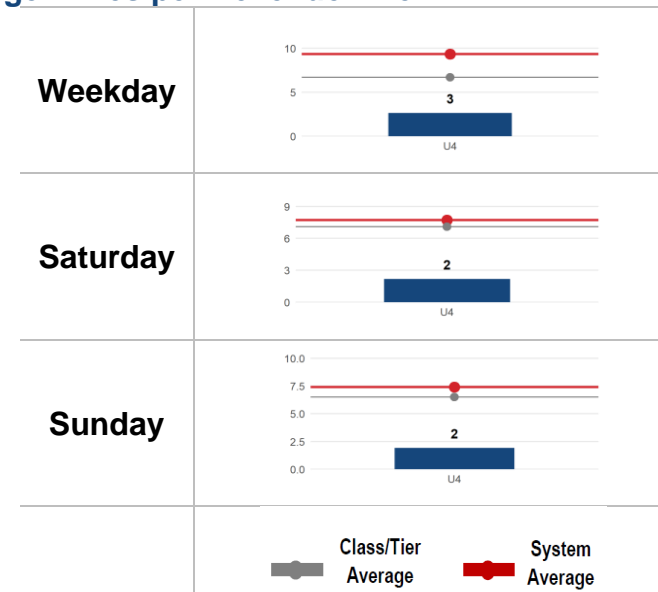
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| U4 | 2.90 | 4,895 | 4,870 (99.5%) |
| | | | |
| | | | |
| | | | |

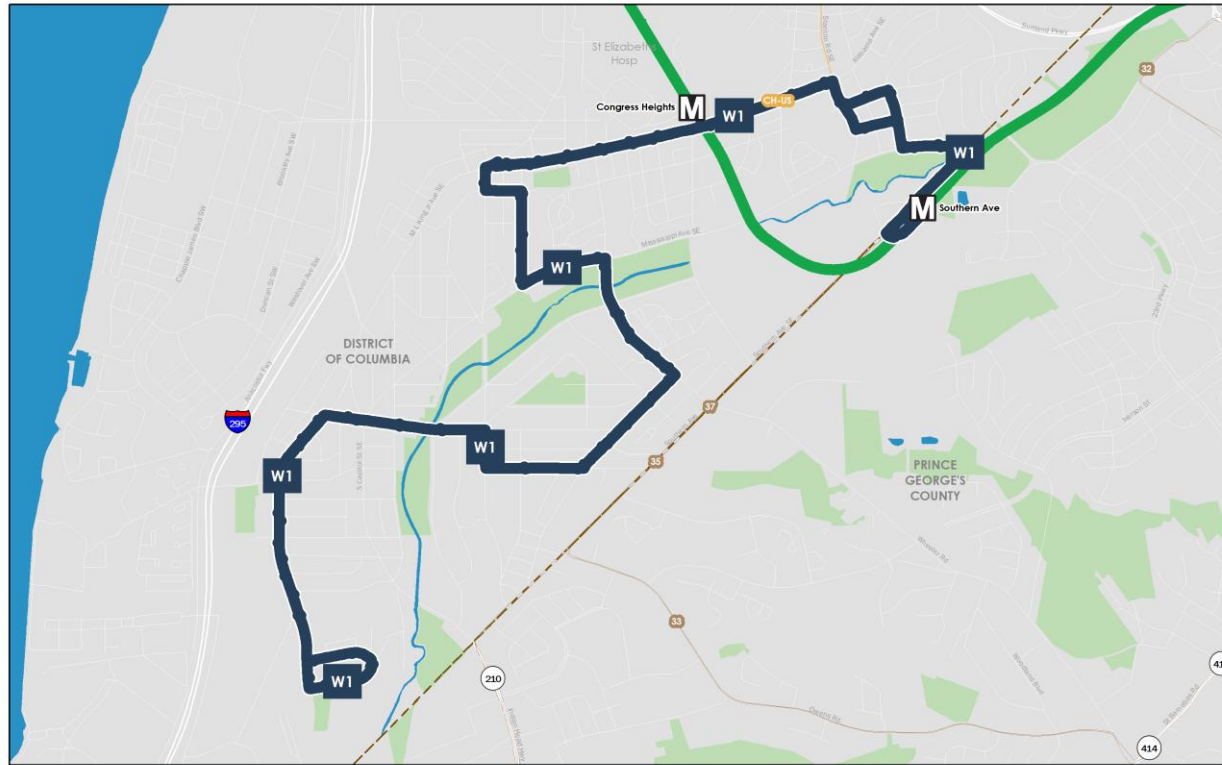
Service Change Summary

Route U4 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

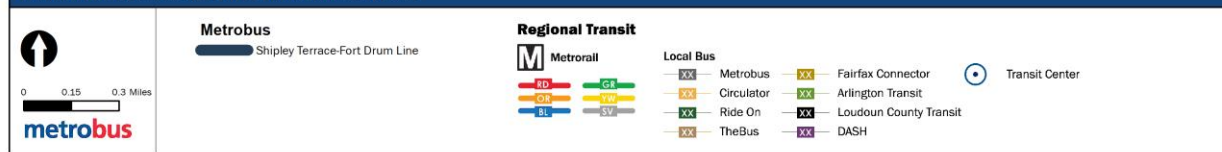
Passenger Miles per Revenue Mile



About the Line



WMATA METROBUS ANNUAL LINE PERFORMANCE REPORT



Service Classification

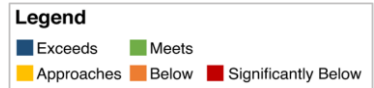
Coverage

Activity Tier

2

Overall Grade

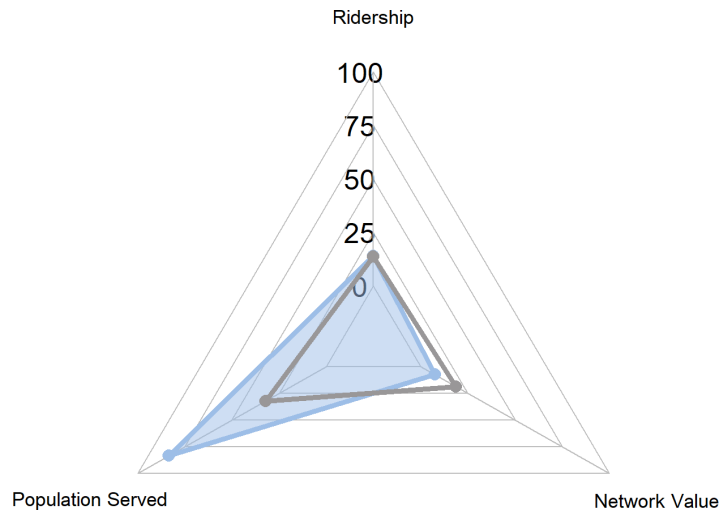
| | |
|------|---|
| Line | B |
| | |
| | |
| | |
| | |
| | |
| | |



Line Benefit Score

35

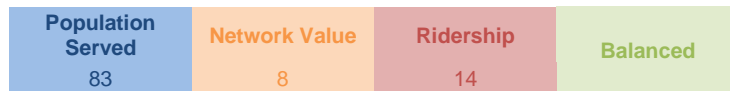
Out of 100



Classification Average

Line Focus:

Line Score:



Operating Statistics

| | | |
|--|-------------------------------|--------------------|
| | Annual Operating Costs | \$1,277,973 |
| | Peak Vehicles | 5 |
| | Vehicle Type(s) | 30 Foot |

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

| | | | |
|--|-----------------------------------|-------------------|---------------|
| | Service Area Population | 37,736 | |
| | People of Color Population | Service Area | 35,909 |
| | | % Riders Surveyed | 96% |
| | Low Income Household | Service Area | 20,089 |
| | | % Riders Surveyed | 74% |

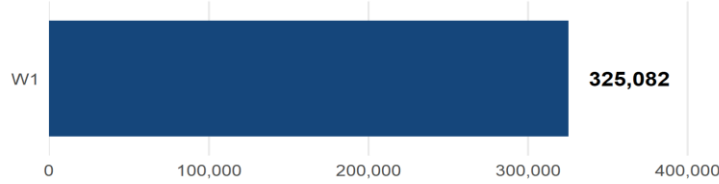
Facilities/Amenities

| | | |
|--|-------------------------------------|-----------|
| | Bus Stops | 90 |
| | % Stops With Shelters | 7% |
| | % Stops With Benches | 6% |
| | % Stops With Real-Time Signs | 2% |



Ridership

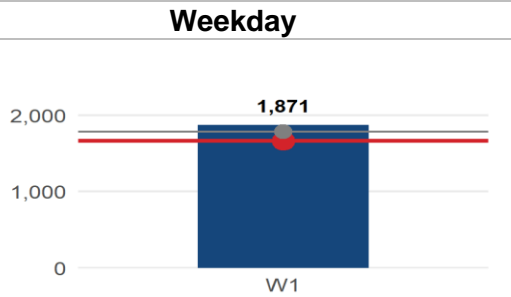
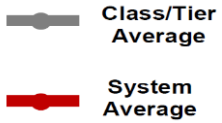
Annual Ridership



Top Transfer Locations

Congress Heights, Southern Avenue

Average Daily Ridership



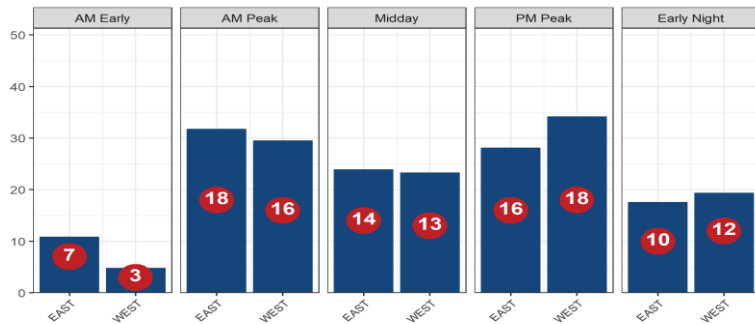
Saturday

No Service

Sunday

No Service

Average Trip Ridership and Maximum Load by Time Period



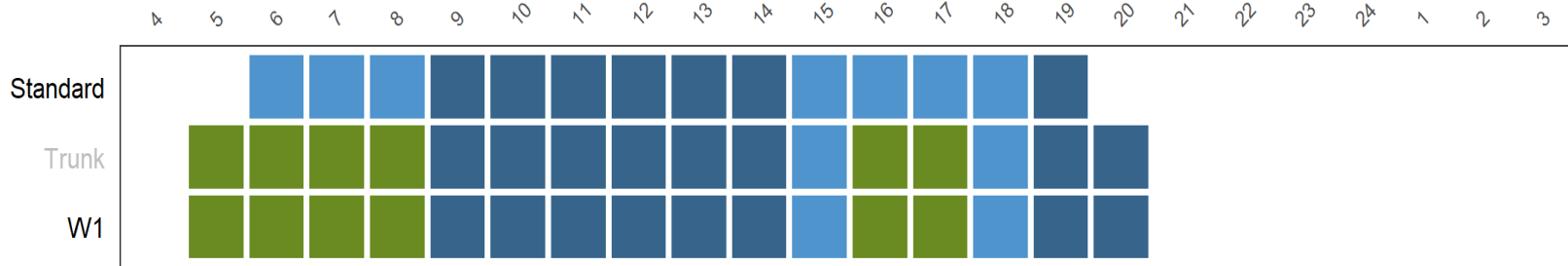
Vehicle Load Factor

| | | Direction: | |
|---------------------------------|---------------------------------|------------|------|
| | | EAST | WEST |
| Weekday | Peak Maximum Target: 1 | 0.6 | 0.63 |
| | Off-Peak Maximum Target: 1.0 | 0.47 | 0.44 |
| Saturday Maximum Target: 1.0 | | | |
| Sunday Maximum Target: 1.0 | | | |

Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

B Shipley Terrace-Fort Drum

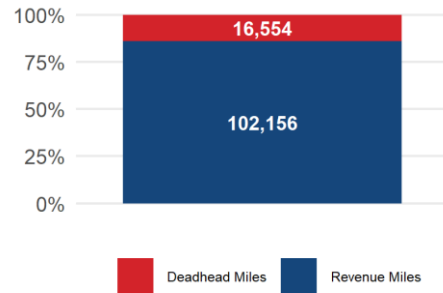
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|------------------------------|-----------------------------|-------|-----------|-----------------|-------|-----------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 5:40 AM - 8:49 PM | - | A | - | - | - | - | - | - |
| | Frequency of Service varies | Peak: 20.3 / Off-Peak: 34.7 | Peak: 25.4 / Off-Peak: 40.5 | A | - | - | - | - | - | - |
| Productivity | Passengers per Revenue Hour 15 | 43.3 | 37.3 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 2 | 4.5 | 4.3 | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 75% | 78% | C | - | - | - | - | - | - |
| | Crowding 5% | 8% | 2% | E | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.45 Peak: 0.62 | Off-Peak: 0.3 Peak: 0.42 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$2.75 | \$ 4.26 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 27% | 23% | A | - | - | - | - | - | - |

Route W1

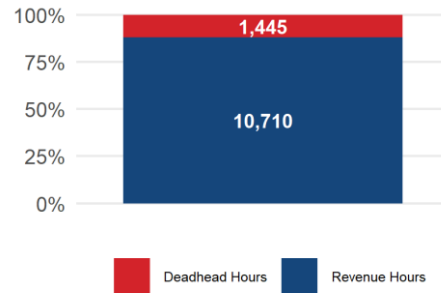
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 7.2 | | | 6.1 | | | E | | |
| Route Design | Circuitry N/A | 2.56 | | | 2.48 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 15 | 43.3 | 37.3 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 2 | 4.5 | 4.3 | A | - | - | - | - | - | - |
| | Unique Segment Ridership 10% | 16% | 29% | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 75% | 78% | C | - | - | - | - | - | - |
| | Crowding 5% | 8% | 3% | E | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.45 Peak: 0.62 | Off-Peak: 0.33 Peak: 0.44 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$2.75 | \$ 4.26 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 27% | 24% | A | - | - | - | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



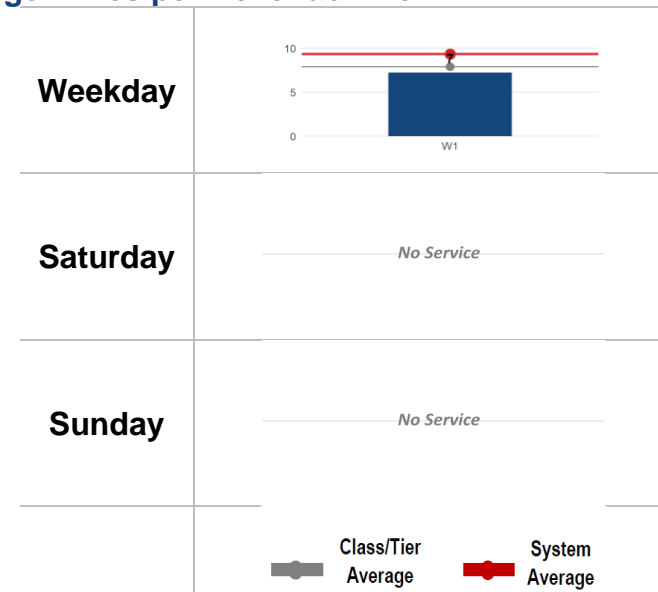
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| W1 | 12.80 | 1,516 | 1,500 (98.9%) |
| | | | |
| | | | |
| | | | |
| | | | |

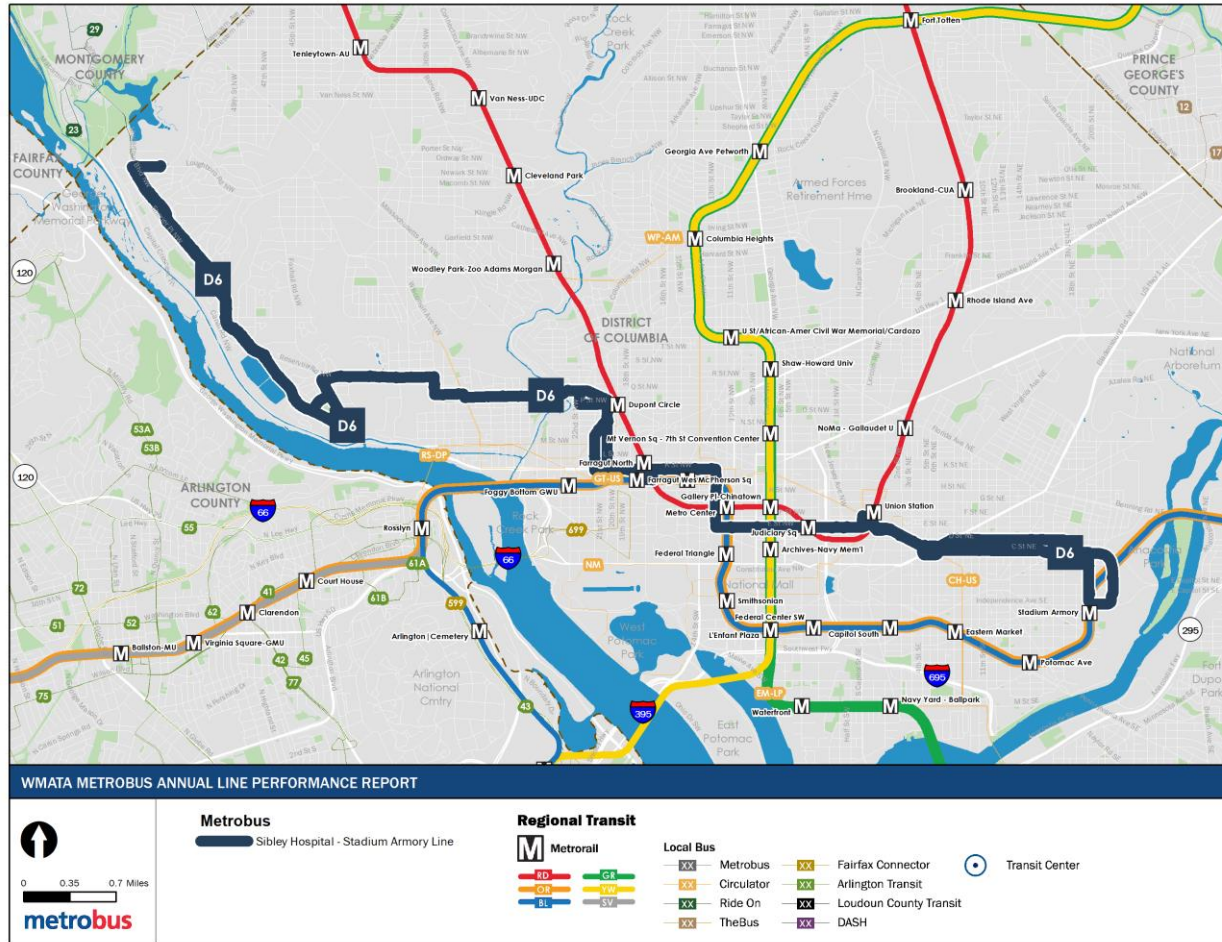
Service Change Summary

Route W1 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Framework

Activity Tier

1

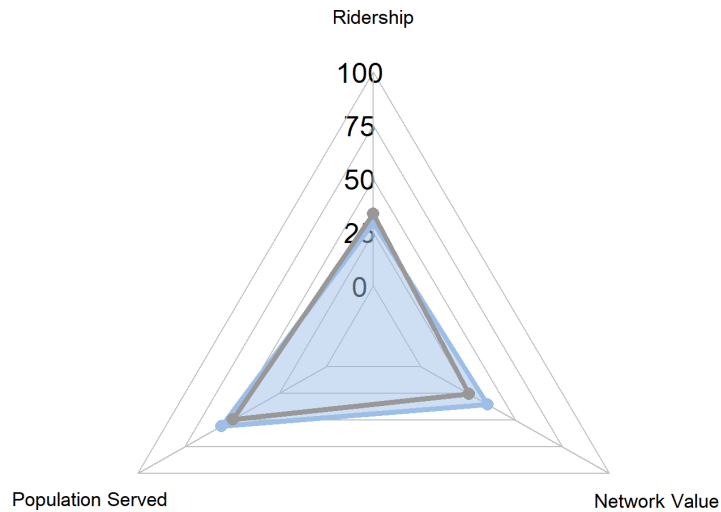
Overall Grade

| Line | Grade |
|----------------------------------|-------|
| Sibley Hospital - Stadium Armory | C |
| | |
| | |
| | |
| | |
| | |

Line Benefit Score

40

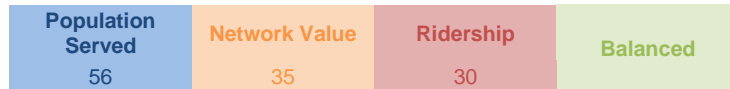
Out of 100



Classification Average

Line Focus:

Line Score:



Operating Statistics

| | | |
|--|------------------------|-------------|
| | Annual Operating Costs | \$5,857,618 |
| | Peak Vehicles | 18 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|----------------------------|-------------------|--------|
| | Service Area Population | 44,361 | |
| | People of Color Population | Service Area | 12,985 |
| | | % Riders Surveyed | 57% |
| | Low Income Household | Service Area | 5,830 |
| | | % Riders Surveyed | 29% |

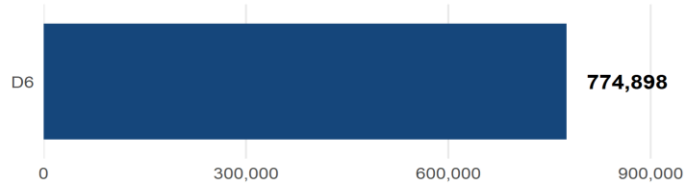
Facilities/Amenities

| | | |
|--|------------------------------|-----|
| | Bus Stops | 158 |
| | % Stops With Shelters | 27% |
| | % Stops With Benches | 24% |
| | % Stops With Real-Time Signs | 1% |



Ridership

Annual Ridership



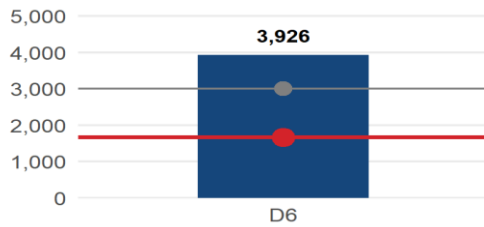
Top Transfer Locations

Dupont Circle, Union Station, Stadium-Armory

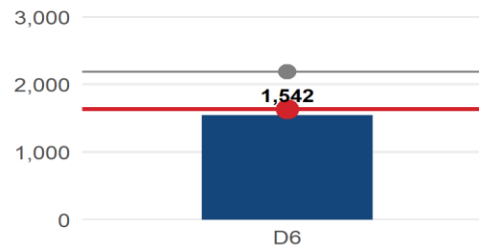
Average Daily Ridership

- Class/Tier Average
- System Average

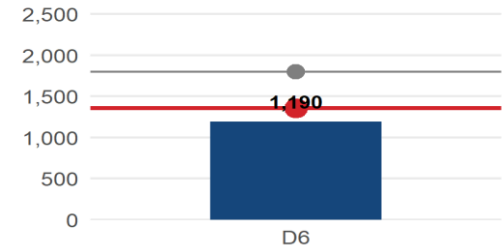
Weekday



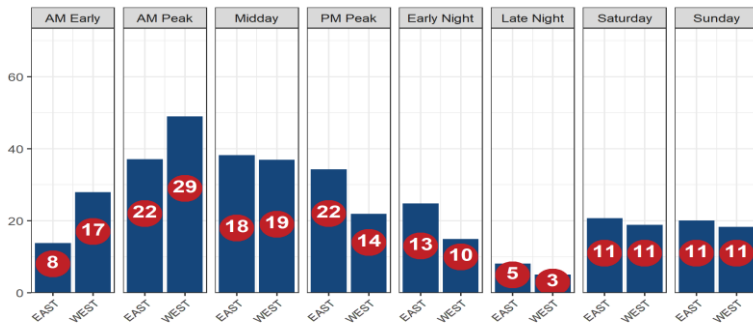
Saturday



Sunday



Average Trip Ridership and Maximum Load by Time Period



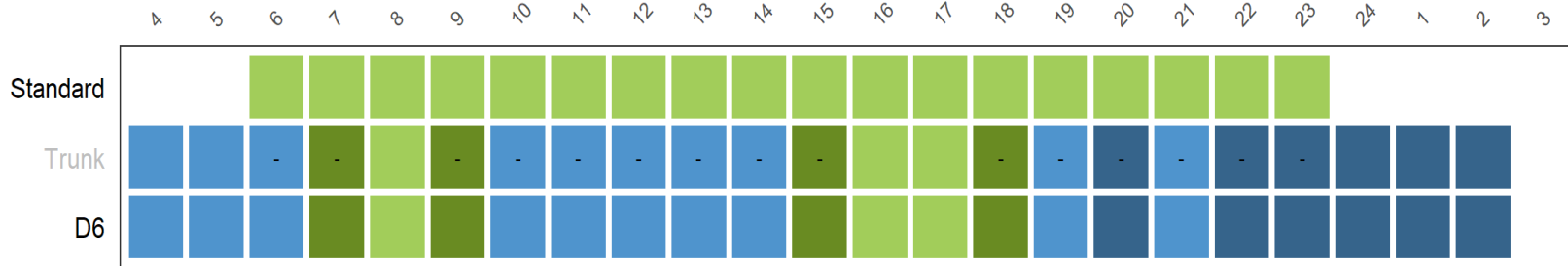
Vehicle Load Factor

| | | Direction: | |
|--|--|------------|------|
| | | EAST | WEST |
| Weekday | Peak Maximum Target: 1.2 | 0.55 | 0.52 |
| | Off-Peak Maximum Target: 1.0 | 0.33 | 0.37 |
| Saturday Maximum Target: 1.0 | | 0.29 | 0.26 |
| Sunday Maximum Target: 1.0 | | 0.28 | 0.27 |

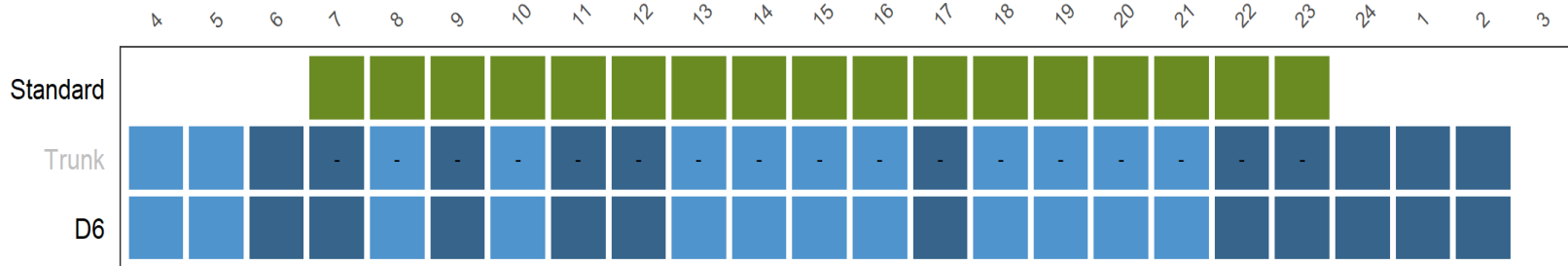
Span and Frequency



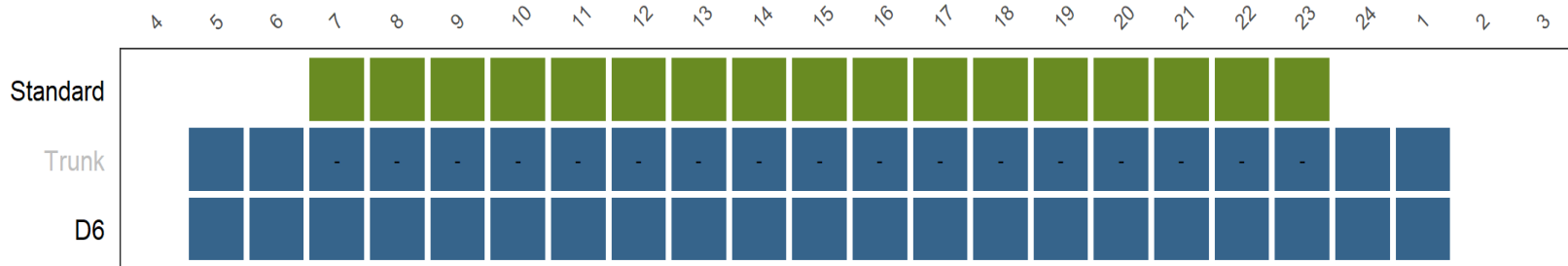
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

C Sibley Hospital - Stadium Armory

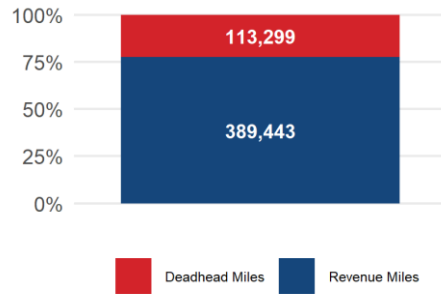
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|------------------------------|------------------------------|-------|-------------------|-----------------|-------|-------------------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 4:10 AM - 2:42 AM | - | A | 4:45 AM - 2:14 AM | - | A | 5:15 AM - 1:19 AM | - | A |
| | Frequency of Service varies | Peak: 17.1 / Off-Peak: 26.5 | Peak: 17.4 / Off-Peak: 39 | C | 31.1 | 25.4 | E | 36.5 | 29.4 | E |
| Productivity | Passengers per Revenue Hour 30 | 24.9 | 33.6 | D | 16.9 | 27.3 | E | 17.0 | 27.1 | E |
| | Passengers per Revenue Mile 4 | 3.2 | 4.5 | E | 1.7 | 3.3 | E | 1.7 | 3.2 | E |
| Reliability | On-Time Performance 79% | 61% | 74% | E | 66% | 76% | E | 73% | 79% | D |
| | Crowding 5% | 3% | 4% | A | 0% | 3% | A | 0% | 1% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.35 Peak: 0.54 | Off-Peak: 0.39 Peak: 0.54 | A | 0.28 | 0.36 | A | 0.27 | 0.35 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$4.80 | \$ 4.15 | B | \$7.04 | \$ 5.07 | E | \$7.03 | \$ 5.11 | E |
| | Cost Recovery 25% | 29% | 32% | A | 20% | 27% | D | 20% | 26% | D |

Route D6

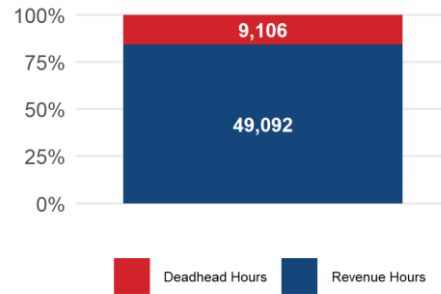
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 7 | | | 5 | | | E | | |
| Route Design | Circuitry 1.75 | 1.36 | | | 1.28 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 30 | 24.9 | 33.6 | D | 16.9 | 27.3 | E | 17.0 | 27.1 | E |
| | Passengers per Revenue Mile 4 | 3.2 | 4.5 | E | 1.7 | 3.3 | E | 1.7 | 3.2 | E |
| | Unique Segment Ridership 10% | 45% | 13% | A | 68% | 23% | A | 69% | 25% | A |
| Reliability | On-Time Performance 79% | 61% | 74% | E | 66% | 76% | E | 73% | 79% | D |
| | Crowding 5% | 3% | 4% | A | 0% | 3% | A | 0% | 2% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.35 Peak: 0.54 | Off-Peak: 0.38 Peak: 0.54 | A | 0.28 | 0.36 | A | 0.27 | 0.35 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$4.80 | \$ 4.15 | B | \$7.04 | \$ 5.07 | E | \$7.03 | \$ 5.11 | E |
| | Cost Recovery 25% | 29% | 34% | A | 20% | 26% | D | 20% | 26% | D |

Operational Analysis

Miles Allocation



Hours Allocation



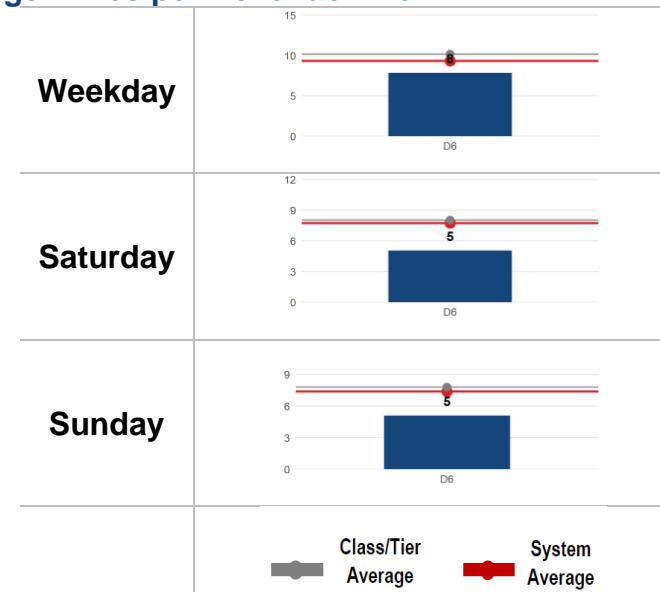
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| D6 | 23.00 | 3,418 | 3,386 (99.1%) |
| | | | |
| | | | |
| | | | |
| | | | |

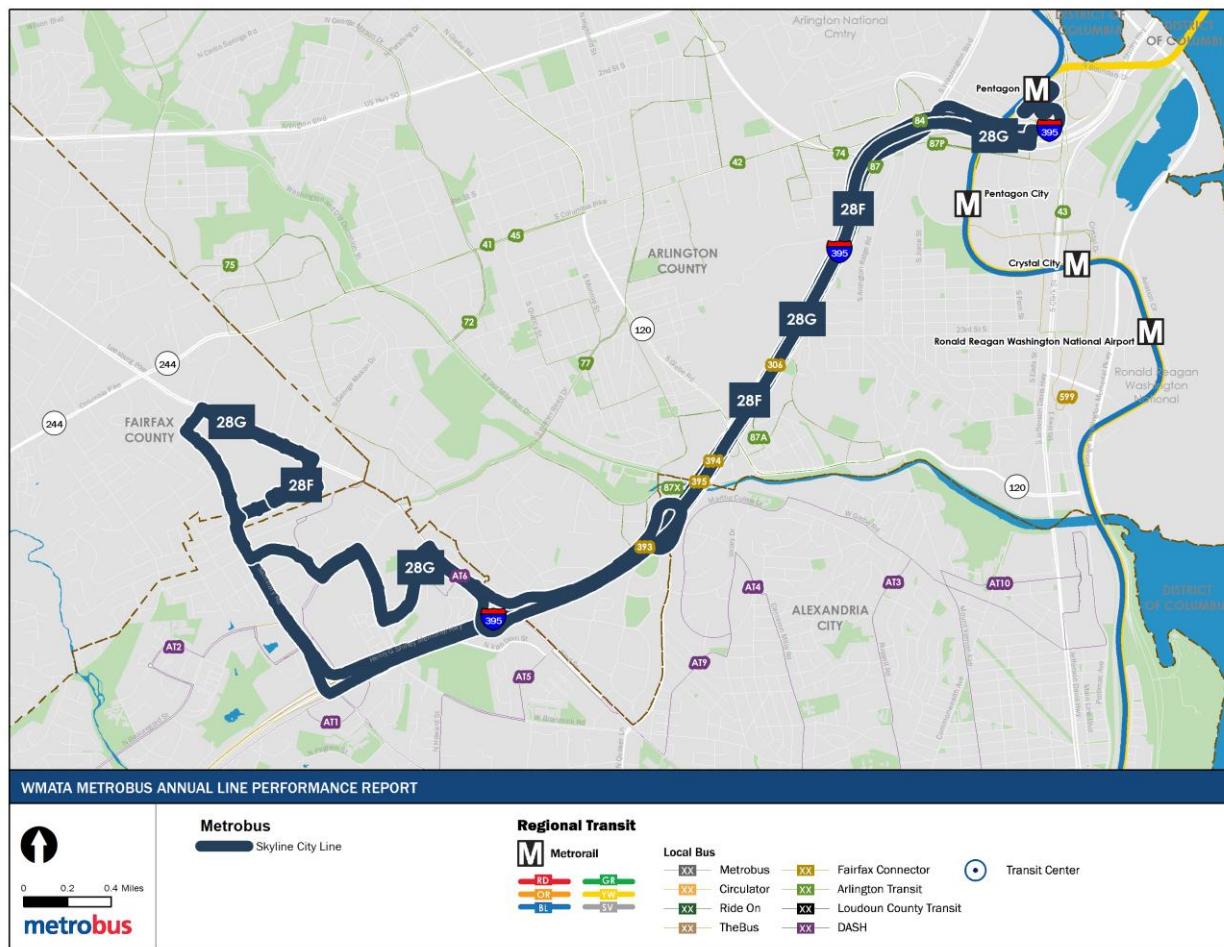
Service Change Summary

Route D6 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Commuter

Activity Tier

1

Overall Grade

| Line | Overall Grade |
|-------------------|---------------|
| Skyline City Line | A |
| | |
| | |
| | |
| | |
| | |

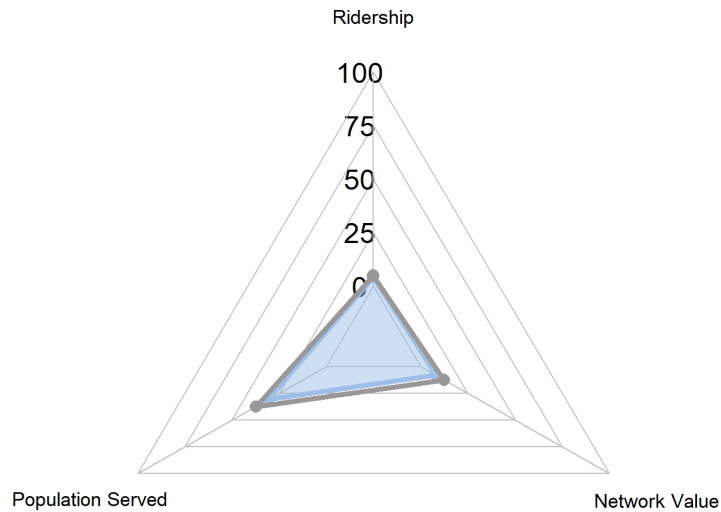
Legend

Exceeds Meets
 Approaches Below Significantly Below

Line Benefit Score

14

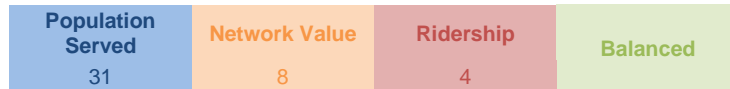
Out of 100



Classification Average



Line Focus:



Line Score:

Operating Statistics

| | | |
|--|-------------------------------|------------------|
| | Annual Operating Costs | \$610,692 |
| | Peak Vehicles | 3 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|-----------------------------------|-------------------|---------------|
| | Service Area Population | 29,776 | |
| | People of Color Population | Service Area | 12,287 |
| | | % Riders Surveyed | 72% |
| | Low Income Household | Service Area | 7,551 |
| | | % Riders Surveyed | 2% |

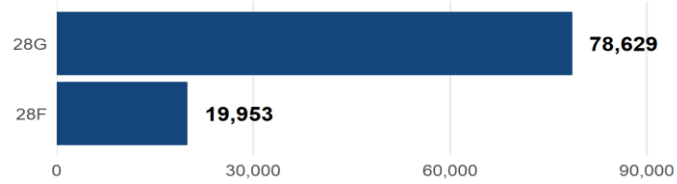
Facilities/Amenities

| | | |
|--|-------------------------------------|------------|
| | Bus Stops | 55 |
| | % Stops With Shelters | 25% |
| | % Stops With Benches | 29% |
| | % Stops With Real-Time Signs | 4% |



Ridership

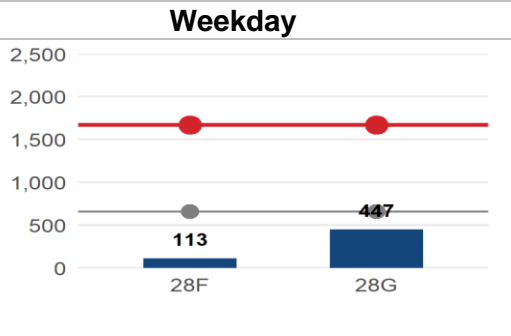
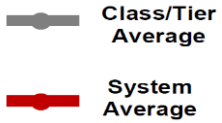
Annual Ridership



Top Transfer Locations

Pentagon

Average Daily Ridership



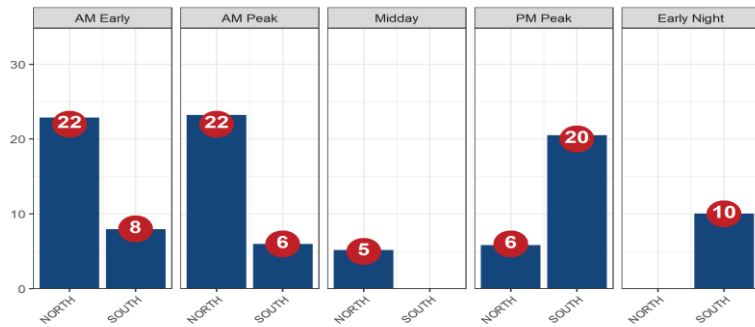
Saturday

No Service

Sunday

No Service

Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

| | | Direction: | NORTH | SOUTH |
|---------------------------------|---------------------------------|------------|-------|-------|
| Weekday | Peak Maximum Target: 1 | | 0.34 | 0.35 |
| | Off-Peak Maximum Target: 1.0 | | 0.34 | 0.21 |
| Saturday Maximum Target: 1.0 | | | | |
| Sunday Maximum Target: 1.0 | | | | |

Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

A 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 AM - 9:19 AM; 2:45 PM - 7:31 PM | - | A | - | - | - | - | - | - |
| | Frequency of Service varies | Peak: 24.3 / Off-Peak: 99.4 | Peak: 19.9 / Off-Peak: 69.8 | - | - | - | - | - | - | - |
| Productivity | Passengers per Revenue Hour N/A | 27.8 | 31.7 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1.5 | 1.9 | 3.5 | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 88% | 72% | A | - | - | - | - | - | - |
| | Crowding 5% | 0% | 4% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.28 Peak: 0.35 | Off-Peak: 0.36 Peak: 0.51 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$4.29 | \$ 4.57 | A | - | - | - | - | - | - |
| | Cost Recovery 25% | 41% | 47% | A | - | - | - | - | - | - |

Route 28F

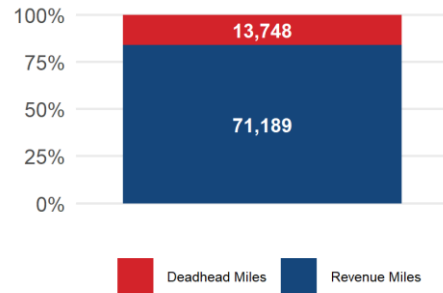
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile N/A | 1.2 | | | 3.2 | | | - | | |
| Route Design | Circuitry N/A | 1.25 | | | 1.3 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour N/A | 14.8 | 31.7 | E | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1.5 | 1 | 3.5 | E | - | - | - | - | - | - |
| | Unique Segment Ridership 15% | 0% | 16% | E | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 87% | 72% | A | - | - | - | - | - | - |
| | Crowding 5% | 0% | 4% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.16 Peak: 0.14 | Off-Peak: 0.34 Peak: 0.49 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$8.08 | \$ 4.57 | D | - | - | - | - | - | - |
| | Cost Recovery 25% | 21% | 45% | D | - | - | - | - | - | - |

Route 28G

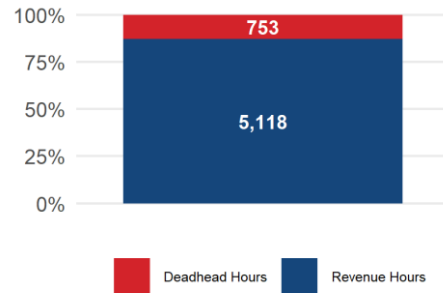
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|-----------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile N/A | 2.9 | | | 3.2 | | | - | | |
| | Circuitry N/A | 1.61 | | | 1.3 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour N/A | 35.9 | 31.7 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1.5 | 2.6 | 3.5 | A | - | - | - | - | - | - |
| | Unique Segment Ridership 15% | 18% | 16% | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 88% | 72% | A | - | - | - | - | - | - |
| | Crowding 5% | 2% | 4% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.4 Peak: 0.53 | Off-Peak: 0.34 Peak: 0.49 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$3.33 | \$ 4.57 | A | - | - | - | - | - | - |
| | Cost Recovery 25% | 55% | 45% | A | - | - | - | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



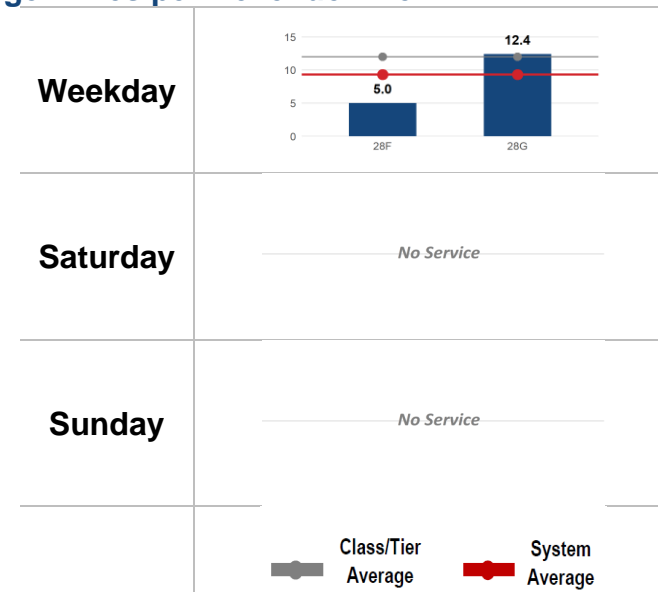
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| 28F | 13.00 | 437 | 436 (99.8%) |
| 28G | 16.80 | 483 | 483 (100.0%) |
| | | | |
| | | | |

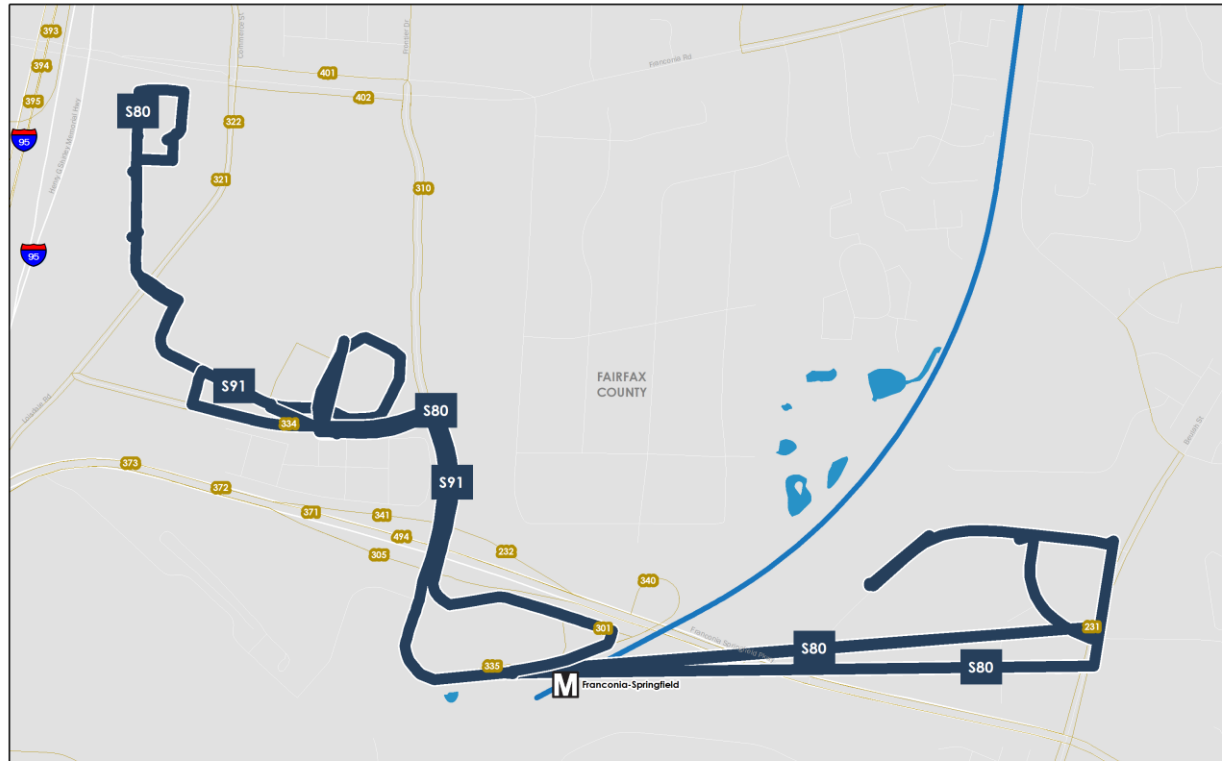
Service Change Summary

Route 28F - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;
 Route 28G - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

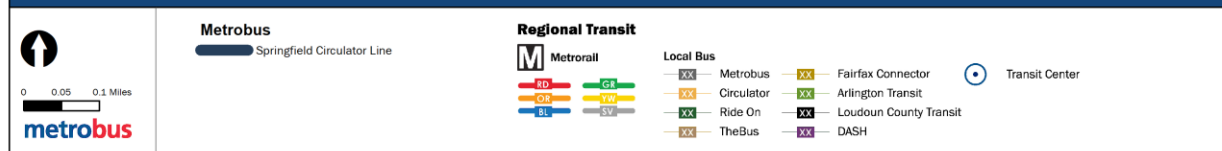
Passenger Miles per Revenue Mile



About the Line



WMATA METROBUS ANNUAL LINE PERFORMANCE REPORT



Service Classification

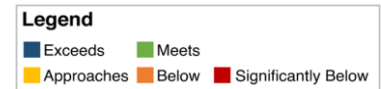
Coverage

Activity Tier

3

Overall Grade

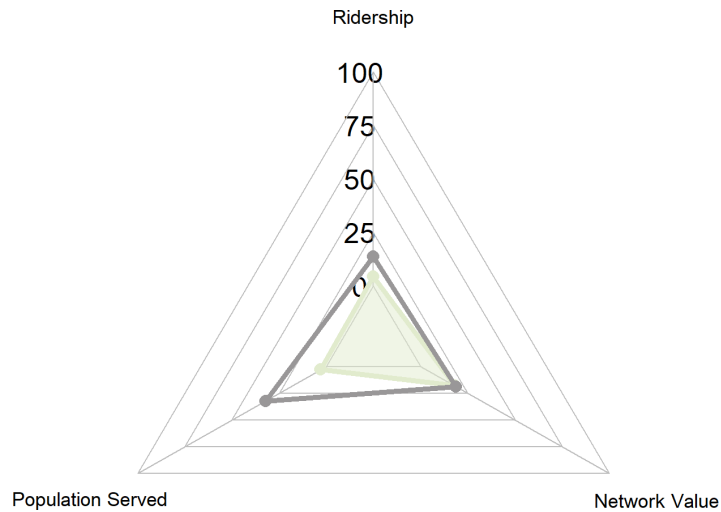
| Line | Grade |
|-----------------------------|-------|
| Springfield Circulator Line | B |
| | |
| | |
| | |
| | |
| | |



Line Benefit Score

8

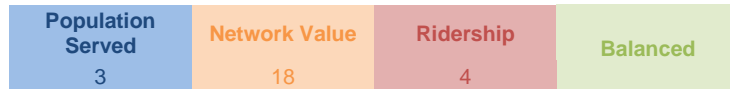
Out of 100



Classification Average

Line Focus:

Line Score:



Operating Statistics

| | | |
|--|------------------------|-------------|
| | Annual Operating Costs | \$1,345,623 |
| | Peak Vehicles | 4 |
| | Vehicle Type(s) | BOC |

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

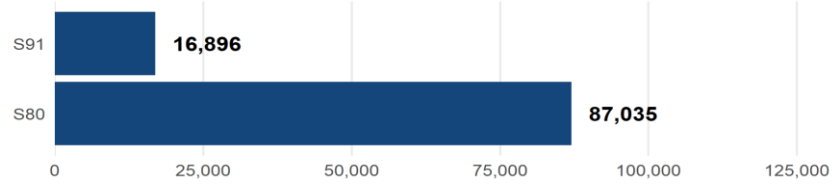
| | | | |
|--|----------------------------|-------------------|-------|
| | Service Area Population | 5,611 | |
| | People of Color Population | Service Area | 2,328 |
| | | % Riders Surveyed | 61% |
| | Low Income Household | Service Area | 1,170 |
| | | % Riders Surveyed | 39% |

Facilities/Amenities

| | | |
|--|------------------------------|-----|
| | Bus Stops | 17 |
| | % Stops With Shelters | 29% |
| | % Stops With Benches | 29% |
| | % Stops With Real-Time Signs | 12% |



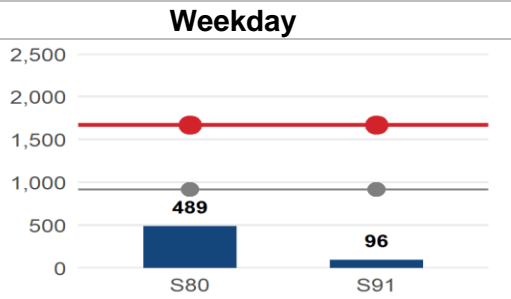
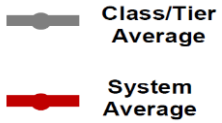
Annual Ridership



Top Transfer Locations

Franconia-Springfield

Average Daily Ridership



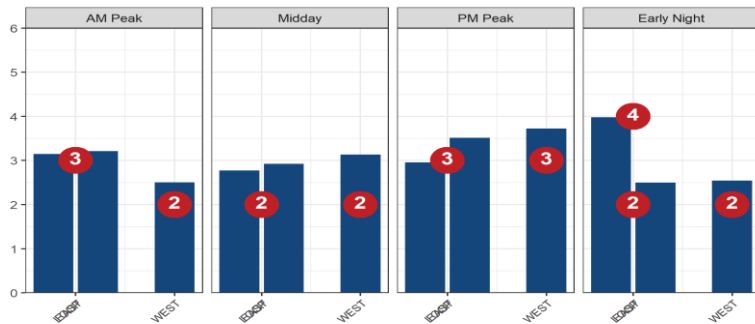
Saturday

No Service

Sunday

No Service

Average Trip Ridership and Maximum Load by Time Period

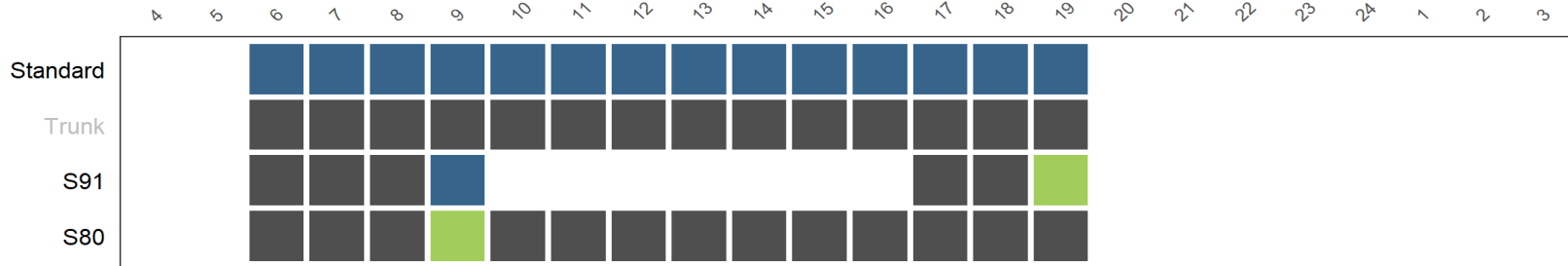


Vehicle Load Factor

Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



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 AM - 7:51 PM | - | B | - | - | - | - | - | - |
| | Frequency of Service varies | Peak: 10.2 / Off-Peak: 11.9 | Peak: 28.1 / Off-Peak: 61.2 | A | - | - | - | - | - | - |
| Productivity | Passengers per Revenue Hour 10 | 14.2 | 25.4 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 1.4 | 2.2 | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 87% | 81% | A | - | - | - | - | - | - |
| | Crowding 5% | 0% | 1% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.09 Peak: 0.1 | Off-Peak: 0.27 Peak: 0.35 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$8.42 | \$ 5.33 | E | - | - | - | - | - | - |
| | Cost Recovery 20% | 5% | 23% | E | - | - | - | - | - | - |

Route S80

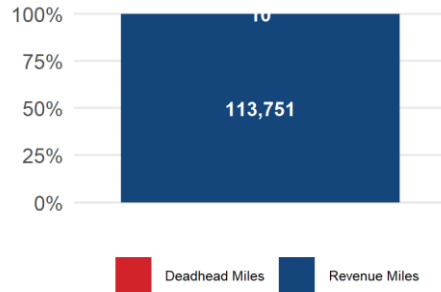
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 2.3 | | | 4.9 | | | E | | |
| Route Design | Circuitry N/A | 454.46 | | | 12.83 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 10 | 13.5 | 25.4 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 1.2 | 2.2 | A | - | - | - | - | - | - |
| | Unique Segment Ridership 10% | 62% | 33% | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 86% | 81% | A | - | - | - | - | - | - |
| | Crowding 5% | 0% | 1% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.08 Peak: 0.11 | Off-Peak: 0.27 Peak: 0.35 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$8.86 | \$ 5.33 | E | - | - | - | - | - | - |
| | Cost Recovery 20% | 5% | 22% | E | - | - | - | - | - | - |

Route S91

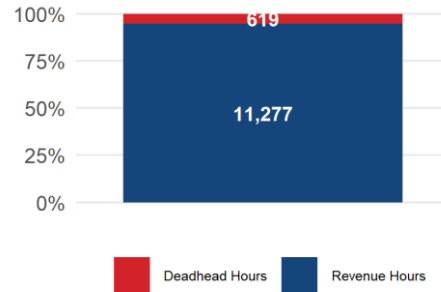
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 3.6 | | | 4.9 | | | E | | |
| Route Design | Circuitry N/A | 1.48 | | | 12.83 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 10 | 19.3 | 25.4 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 2.3 | 2.2 | A | - | - | - | - | - | - |
| | Unique Segment Ridership 10% | 0% | 33% | E | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 96% | 81% | A | - | - | - | - | - | - |
| | Crowding 5% | 0% | 1% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.09 Peak: 0.09 | Off-Peak: 0.27 Peak: 0.35 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$6.20 | \$ 5.33 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 8% | 22% | E | - | - | - | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



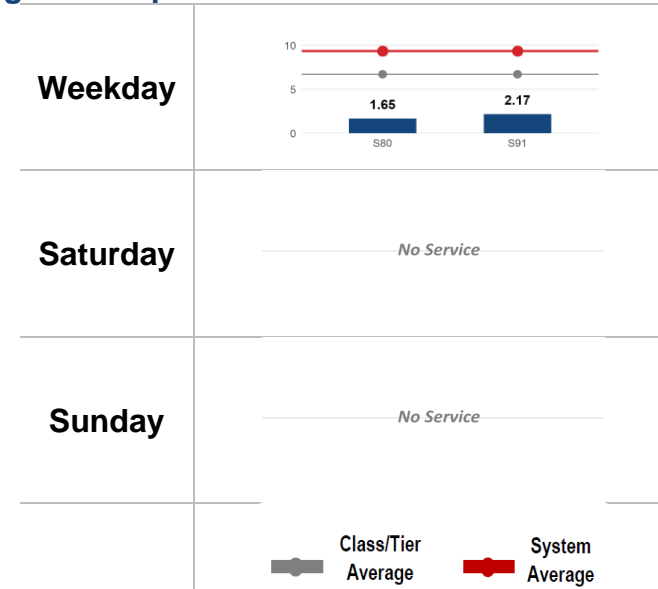
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| S80 | 7.30 | 3,657 | 3,330 (91.1%) |
| S91 | 1.40 | 880 | 800 (90.9%) |
| | | | |
| | | | |

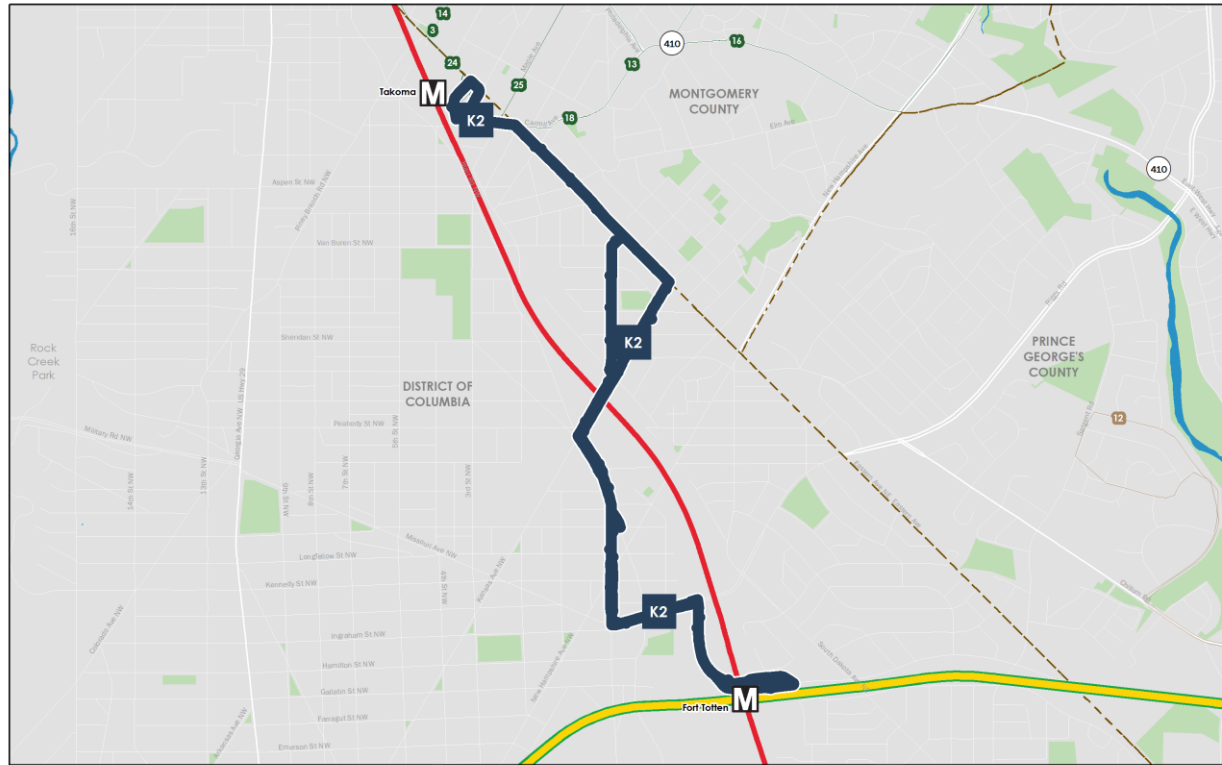
Service Change Summary

NA
NA

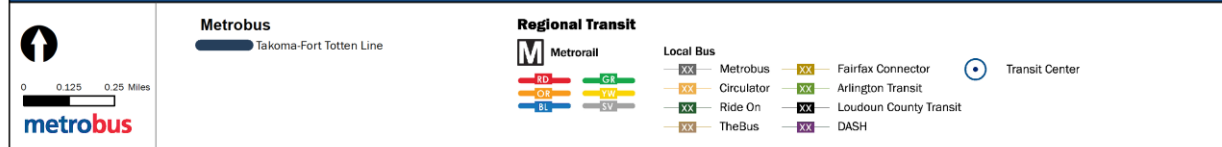
Passenger Miles per Revenue Mile



About the Line



WMATA METROBUS ANNUAL LINE PERFORMANCE REPORT



Service Classification

Coverage

Activity Tier

3

Overall Grade

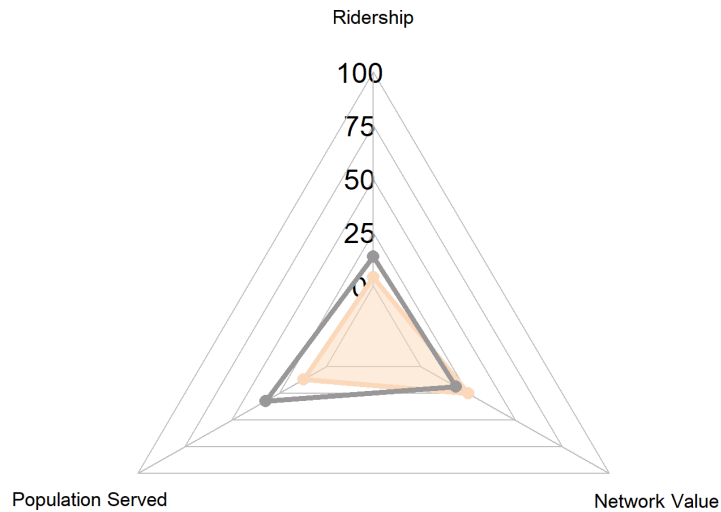
| Line | Grade |
|--------------------|-------|
| Takoma-Fort Totten | B |
| | |
| | |
| | |
| | |
| | |



Line Benefit Score

14

Out of 100



Classification Average



Line Focus:

Population Served

Network Value

Ridership

Balanced

Line Score:

12

25

4

Operating Statistics

| | | |
|--|-------------------------------|------------------|
| | Annual Operating Costs | \$441,643 |
| | Peak Vehicles | 3 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|-----------------------------------|-------------------|--------------|
| | Service Area Population | 12,445 | |
| | People of Color Population | Service Area | 7,258 |
| | | % Riders Surveyed | 74% |
| | Low Income Household | Service Area | 2,732 |
| | | % Riders Surveyed | 44% |

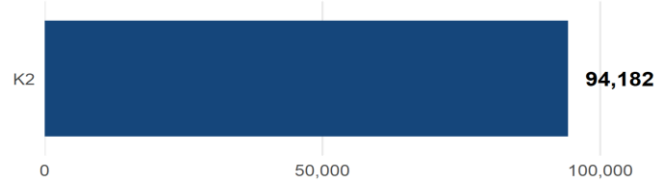
Facilities/Amenities

| | | |
|--|-------------------------------------|------------|
| | Bus Stops | 30 |
| | % Stops With Shelters | 13% |
| | % Stops With Benches | 3% |
| | % Stops With Real-Time Signs | 10% |



Ridership

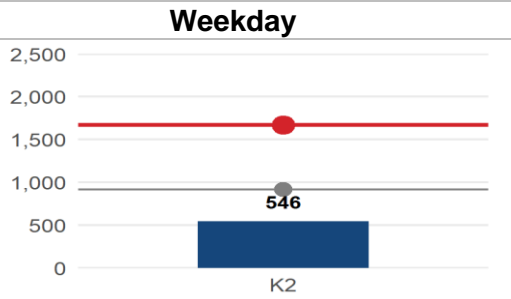
Annual Ridership



Top Transfer Locations

Fort Totten, Takoma

Average Daily Ridership



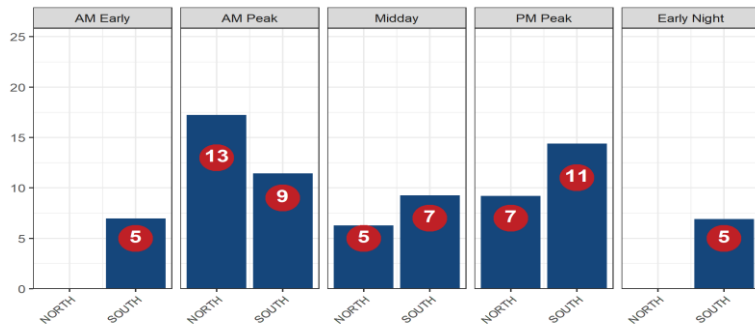
Saturday

No Service

Sunday

No Service

Average Trip Ridership and Maximum Load by Time Period



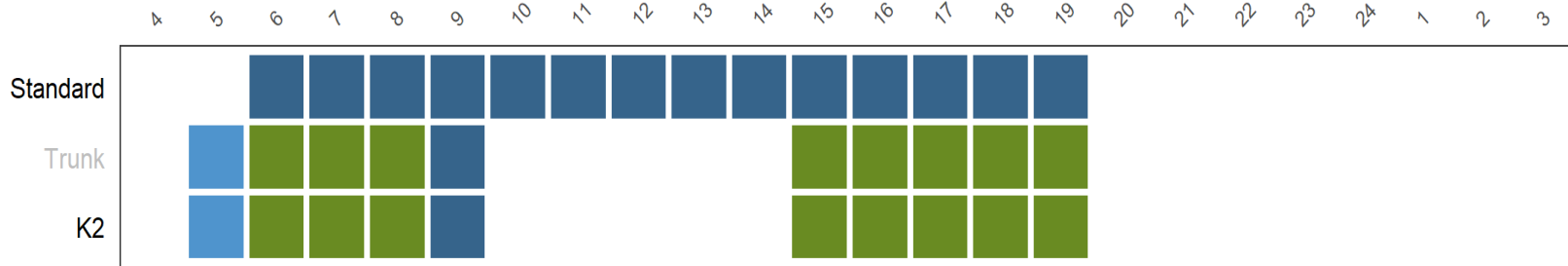
Vehicle Load Factor

| | | Direction: | |
|---------------------------------|---------------------------------|------------|-------|
| | | NORTH | SOUTH |
| Weekday | Peak Maximum Target: 1 | 0.25 | 0.25 |
| | Off-Peak Maximum Target: 1.0 | 0.12 | 0.16 |
| Saturday Maximum Target: 1.0 | | | |
| Sunday Maximum Target: 1.0 | | | |

Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

B Takoma-Fort Totten

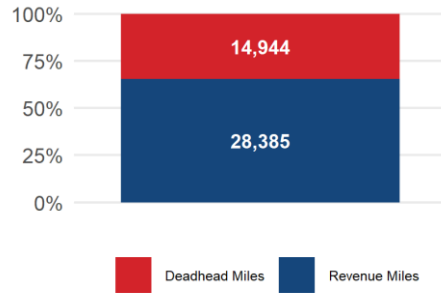
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|--------------------------------------|------------------------------|-------|-----------|-----------------|-------|-----------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 5:58 AM - 9:24 AM; 3:19 PM - 7:16 PM | - | D | - | - | - | - | - | - |
| | Frequency of Service varies | Peak: 20.1 / Off-Peak: 308.3 | Peak: 28.1 / Off-Peak: 61.2 | A | - | - | - | - | - | - |
| Productivity | Passengers per Revenue Hour 10 | 37.4 | 25.4 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 4.8 | 2.2 | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 86% | 81% | A | - | - | - | - | - | - |
| | Crowding 5% | 4% | 1% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.15 Peak: 0.25 | Off-Peak: 0.27 Peak: 0.35 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$3.19 | \$ 5.33 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 36% | 23% | A | - | - | - | - | - | - |

Route K2

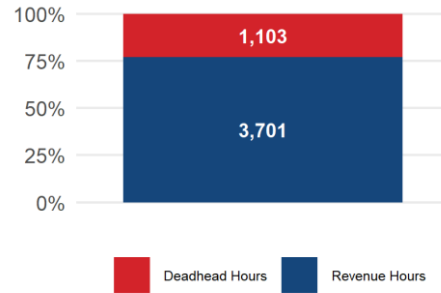
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 6.6 | | | 4.9 | | | E | | |
| Route Design | Circuitry N/A | 1.11 | | | 12.83 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | 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 | 37.4 | 25.4 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1 | 4.8 | 2.2 | A | - | - | - | - | - | - |
| | Unique Segment Ridership 10% | 72% | 33% | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 86% | 81% | A | - | - | - | - | - | - |
| | Crowding 5% | 4% | 1% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.15 Peak: 0.25 | Off-Peak: 0.27 Peak: 0.35 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$3.19 | \$ 5.33 | A | - | - | - | - | - | - |
| | Cost Recovery 20% | 36% | 22% | A | - | - | - | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



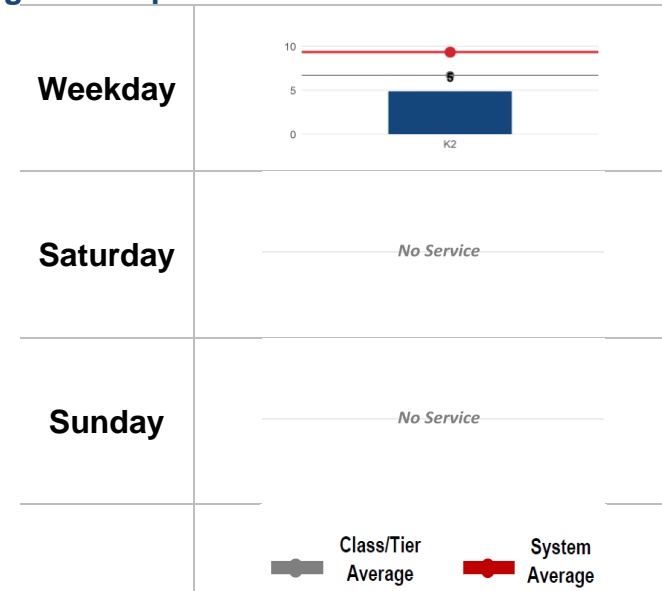
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| K2 | 4.90 | 945 | 943 (99.8%) |
| | | | |
| | | | |
| | | | |
| | | | |

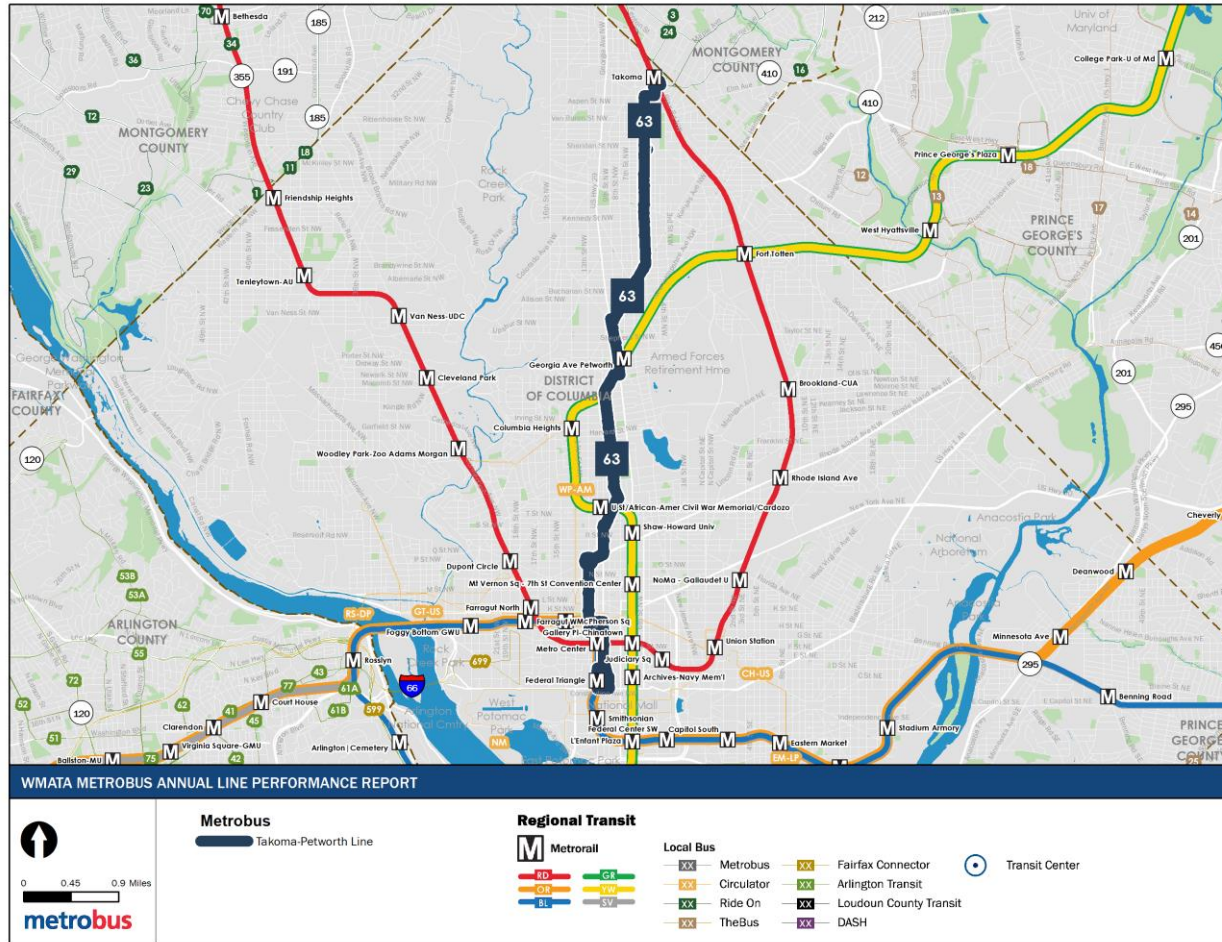
Service Change Summary

Route K2 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Framework

Activity Tier

1

Overall Grade

| Line | Overall Grade |
|-----------------|---------------|
| Takoma-Petworth | C |
| | |
| | |
| | |
| | |
| | |

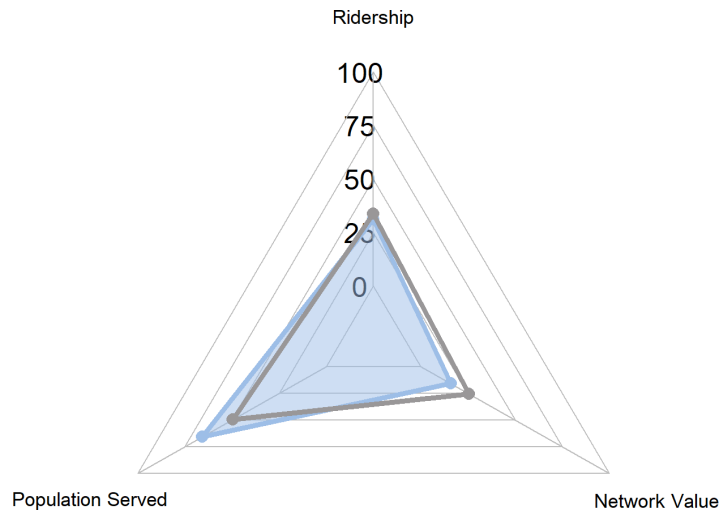
Legend

- Exceeds (Blue)
- Meets (Green)
- Approaches (Yellow)
- Below (Orange)
- Significantly Below (Red)

Line Benefit Score

38

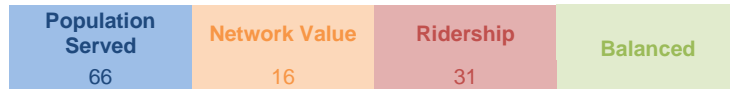
Out of 100



Classification Average



Line Focus:



Line Score:

Operating Statistics

| | | |
|--|-------------------------------|--------------------|
| | Annual Operating Costs | \$3,391,057 |
| | Peak Vehicles | 12 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|-----------------------------------|-------------------|---------------|
| | Service Area Population | 74,355 | |
| | People of Color Population | Service Area | 38,261 |
| | | % Riders Surveyed | 70% |
| | Low Income Household | Service Area | 15,524 |
| | | % Riders Surveyed | 34% |

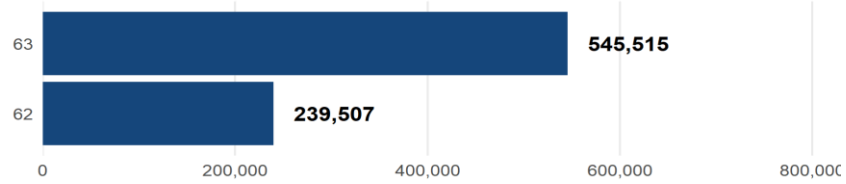
Facilities/Amenities

| | | |
|--|-------------------------------------|------------|
| | Bus Stops | 88 |
| | % Stops With Shelters | 11% |
| | % Stops With Benches | 10% |
| | % Stops With Real-Time Signs | 2% |



Ridership

Annual Ridership

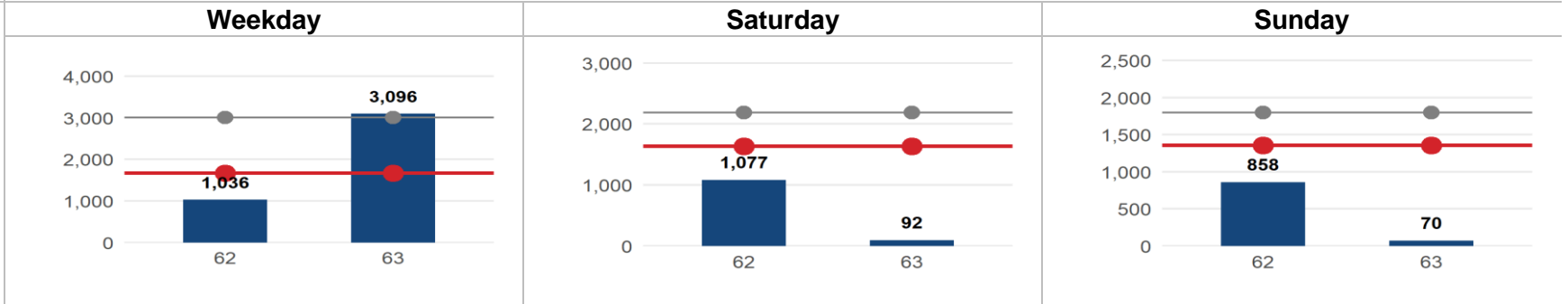


Top Transfer Locations

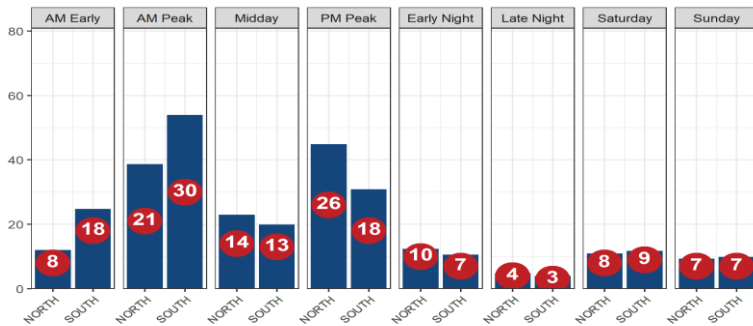
Georgia Avenue-Petworth, Takoma, McPherson Square

Average Daily Ridership

- Class/Tier Average
- System Average



Average Trip Ridership and Maximum Load by Time Period



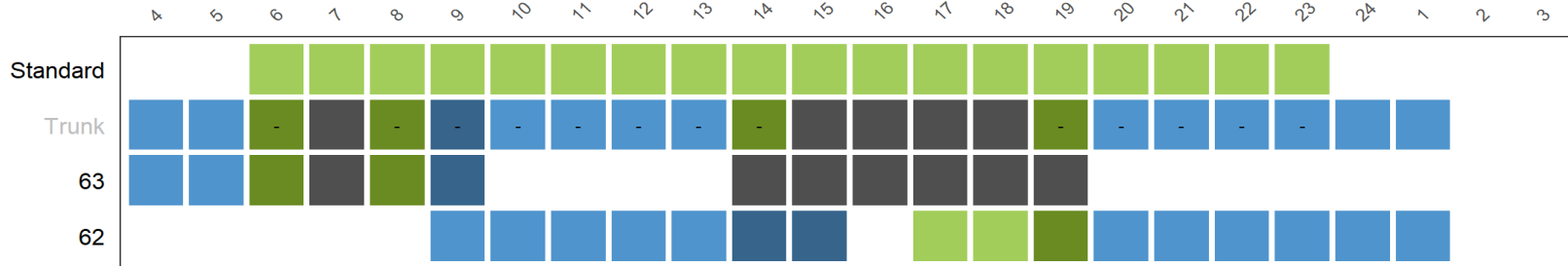
Vehicle Load Factor

| | | Direction: | |
|--|--|------------|-------|
| | | NORTH | SOUTH |
| Weekday | Peak Maximum Target: 1.2 | 0.59 | 0.6 |
| | Off-Peak Maximum Target: 1.0 | 0.24 | 0.25 |
| Saturday Maximum Target: 1.0 | | 0.19 | 0.22 |
| Sunday Maximum Target: 1.0 | | 0.17 | 0.18 |

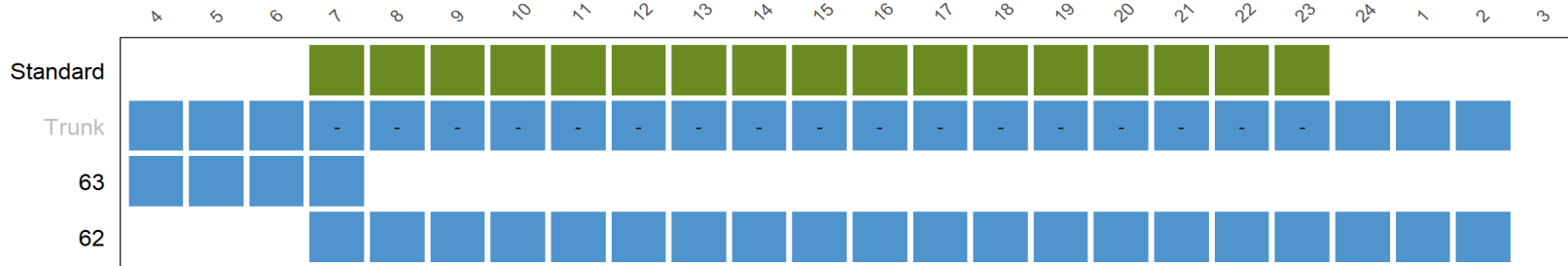
Span and Frequency



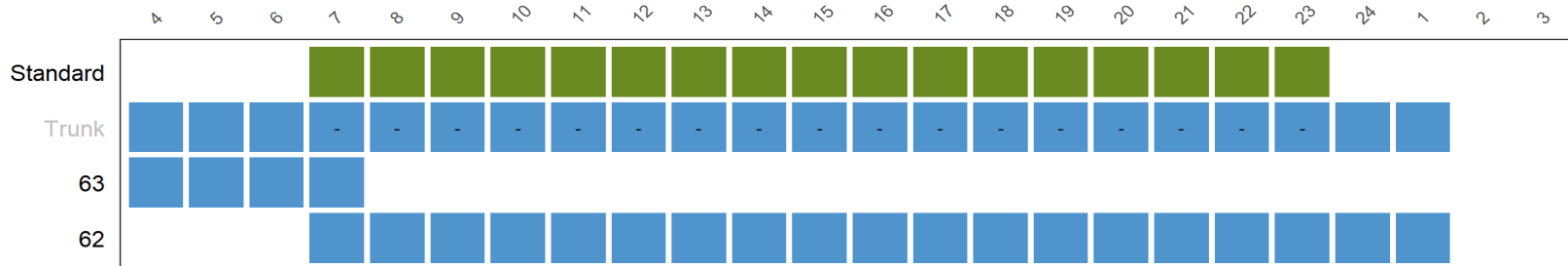
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

C Takoma-Petworth

| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|-----------------------------|------------------------------|-------|-------------------|-----------------|-------|-------------------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 4:30 AM - 1:28 AM | - | A | 4:45 AM - 2:30 AM | - | A | 4:45 AM - 1:04 AM | - | A |
| | Frequency of Service varies | Peak: 13.8 / Off-Peak: 35.0 | Peak: 17.4 / Off-Peak: 39 | B | 25.0 | 25.4 | C | 24.8 | 29.4 | C |
| Productivity | Passengers per Revenue Hour 30 | 42.8 | 33.6 | A | 26.9 | 27.3 | D | 22.8 | 27.1 | E |
| | Passengers per Revenue Mile 4 | 5.7 | 4.5 | A | 3.3 | 3.3 | D | 2.8 | 3.2 | E |
| Reliability | On-Time Performance 79% | 74% | 74% | C | 85% | 76% | A | 85% | 79% | A |
| | Crowding 5% | 5% | 4% | B | 0% | 3% | A | 0% | 1% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.25 Peak: 0.6 | Off-Peak: 0.39 Peak: 0.54 | A | 0.2 | 0.36 | A | 0.17 | 0.35 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$2.79 | \$ 4.15 | A | \$4.43 | \$ 5.07 | A | \$5.22 | \$ 5.11 | C |
| | Cost Recovery 25% | 46% | 32% | A | 29% | 27% | A | 25% | 26% | C |

Route 62

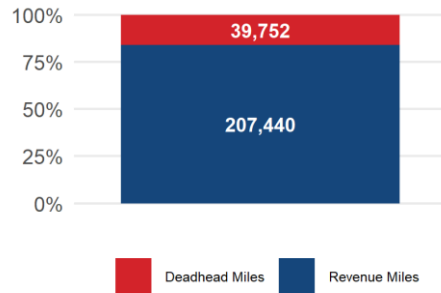
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 7.3 | | | 5 | | | E | | |
| Route Design | Circuitry 1.75 | 1.08 | | | 1.28 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 30 | 35.5 | 33.6 | A | 29.1 | 27.3 | C | 25.1 | 27.1 | D |
| | Passengers per Revenue Mile 4 | 4.5 | 4.5 | A | 3.7 | 3.3 | C | 3.1 | 3.2 | E |
| | Unique Segment Ridership 10% | 1% | 13% | E | 0% | 23% | E | 0% | 25% | E |
| Reliability | On-Time Performance 79% | 83% | 74% | B | 84% | 76% | A | 85% | 79% | A |
| | Crowding 5% | 1% | 4% | A | 0% | 3% | A | 0% | 2% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.22 Peak: 0.41 | Off-Peak: 0.38 Peak: 0.54 | A | 0.2 | 0.36 | A | 0.18 | 0.35 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$3.36 | \$ 4.15 | A | \$4.10 | \$ 5.07 | A | \$4.76 | \$ 5.11 | B |
| | Cost Recovery 25% | 31% | 34% | A | 26% | 26% | B | 22% | 26% | D |

Route 63

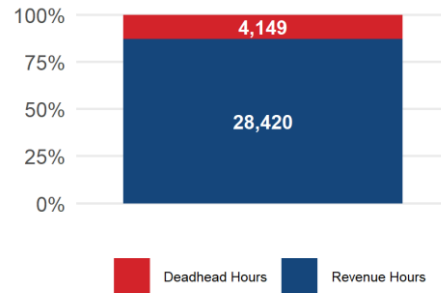
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 6.3 | | | 5 | | | E | | |
| | Circuitry 1.75 | 1.06 | | | 1.28 | | | 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 | 46.1 | 33.6 | A | 14.4 | 27.3 | E | 11.0 | 27.1 | E |
| | Passengers per Revenue Mile 4 | 6.3 | 4.5 | A | 1.5 | 3.3 | E | 1.2 | 3.2 | E |
| | Unique Segment Ridership 10% | 18% | 13% | A | 19% | 23% | A | 17% | 25% | A |
| Reliability | On-Time Performance 79% | 69% | 74% | D | 88% | 76% | A | 84% | 79% | B |
| | Crowding 5% | 6% | 4% | D | 0% | 3% | A | 0% | 2% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.44 Peak: 0.62 | Off-Peak: 0.38 Peak: 0.54 | A | 0.2 | 0.36 | A | 0.15 | 0.35 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$2.59 | \$ 4.15 | A | \$8.27 | \$ 5.07 | E | \$10.90 | \$ 5.11 | E |
| | Cost Recovery 25% | 53% | 34% | A | 17% | 26% | E | 13% | 26% | E |

Operational Analysis

Miles Allocation



Hours Allocation



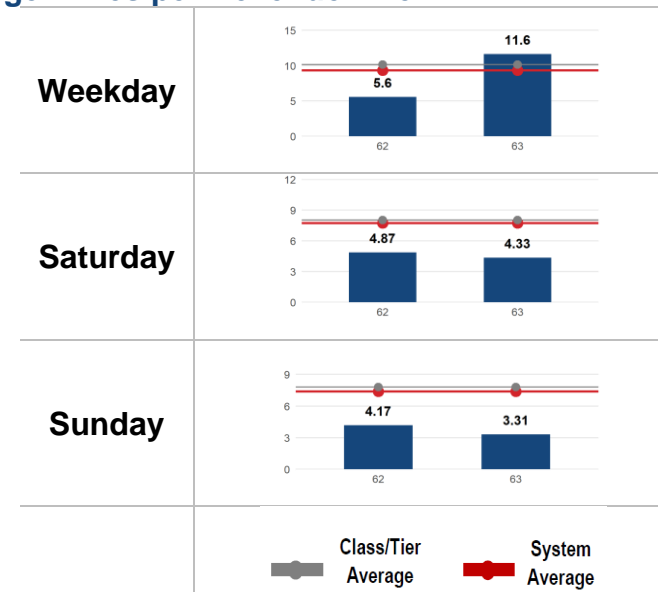
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| 62 | 6.50 | 2,329 | 2,300 (98.8%) |
| 63 | 13.90 | 1,675 | 1,663 (99.3%) |
| | | | |
| | | | |

Service Change Summary

Route 62 - June 2020:
 Weekday: No change; Saturday: add service; Sunday:
 add service;
 Route 63 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Framework

Activity Tier

1

Overall Grade

| Line | Overall Grade |
|-------------------|---------------|
| U Street-Garfield | B |
| | |
| | |
| | |
| | |
| | |

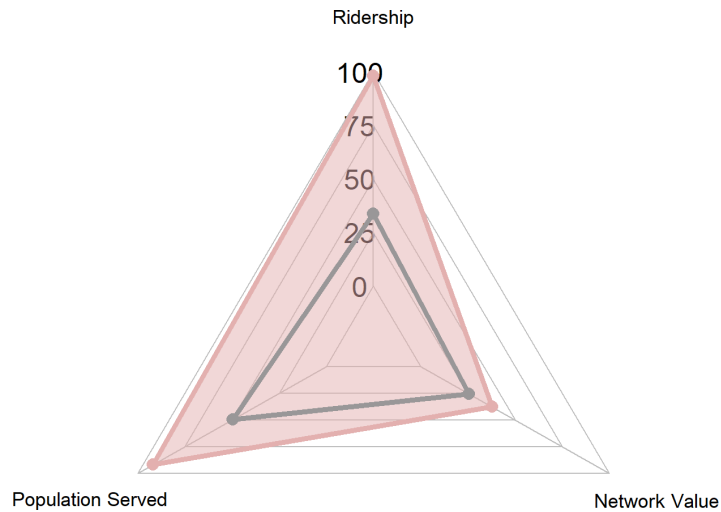
Legend

- Exceeds
- Meets
- Approaches
- Below
- Significantly Below

Line Benefit Score

76

Out of 100



Classification Average



Line Focus:

Population Served

Network Value

Ridership

Balanced




Line Score:

92




38

98





Operating Statistics

| | | |
|---|-------------------------------|---------------------|
|  | Annual Operating Costs | \$13,197,005 |
|  | Peak Vehicles | 31 |
|  | Vehicle Type(s) | 40 Foot |

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

| | | | |
|---|-----------------------------------|-------------------|---------------|
|  | Service Area Population | 112,246 | |
|  | People of Color Population | Service Area | 52,873 |
| | | % Riders Surveyed | 89% |
|  | Low Income Household | Service Area | 27,043 |
| | | % Riders Surveyed | 68% |

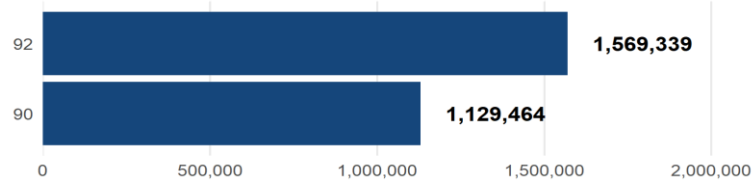
Facilities/Amenities

| | | |
|---|-------------------------------------|------------|
|  | Bus Stops | 139 |
|  | % Stops With Shelters | 27% |
|  | % Stops With Benches | 27% |
|  | % Stops With Real-Time Signs | 7% |



Ridership

Annual Ridership



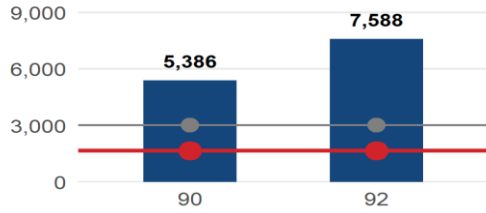
Top Transfer Locations

Eastern Market, Congress Heights, U Street-Cardozo

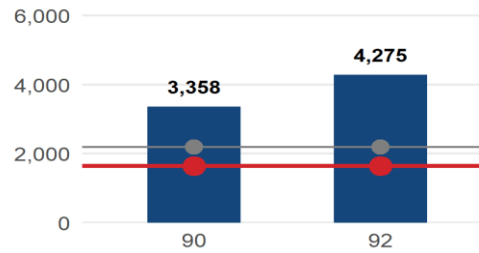
Average Daily Ridership

- Class/Tier Average
- System Average

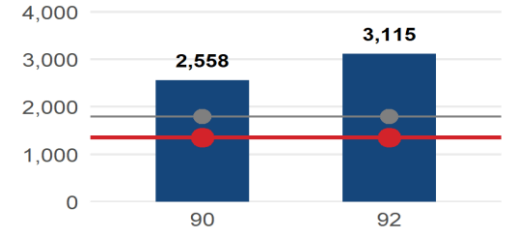
Weekday



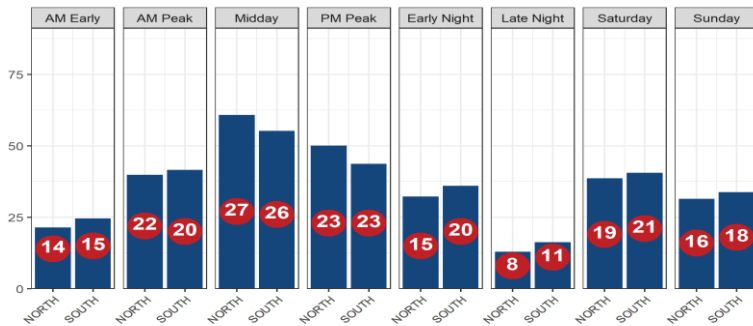
Saturday



Sunday



Average Trip Ridership and Maximum Load by Time Period



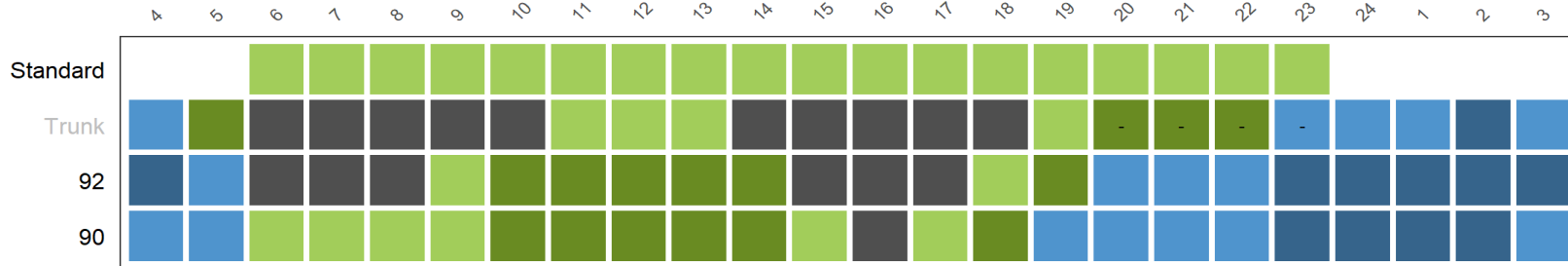
Vehicle Load Factor

| | | Direction: | |
|---------|---------------------------------|------------|-------|
| | | NORTH | SOUTH |
| Weekday | Peak Maximum Target: 1.2 | 0.56 | 0.56 |
| | Off-Peak Maximum Target: 1.0 | 0.5 | 0.54 |
| | Saturday Maximum Target: 1.0 | 0.47 | 0.52 |
| | Sunday Maximum Target: 1.0 | 0.41 | 0.47 |

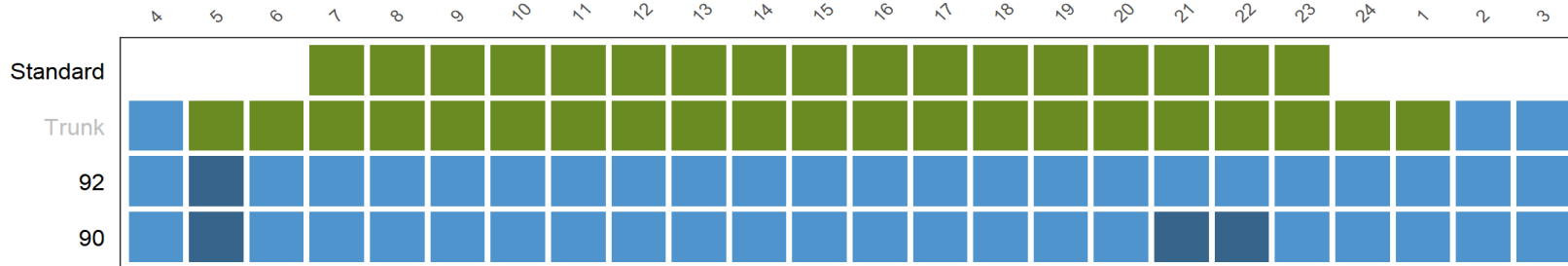
Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

B U Street-Garfield

| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|------------------------------|------------------------------|-------|-------------------|-----------------|-------|-------------------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 3:59 AM - 4:38 AM | - | A | 4:02 AM - 4:48 AM | - | A | 4:10 AM - 4:32 AM | - | A |
| | Frequency of Service varies | Peak: 9.1 / Off-Peak: 12.4 | Peak: 17.4 / Off-Peak: 39 | A | 19.3 | 25.4 | B | 21.3 | 29.4 | C |
| Productivity | Passengers per Revenue Hour 30 | 37.8 | 33.6 | A | 34.7 | 27.3 | A | 32.0 | 27.1 | B |
| | Passengers per Revenue Mile 4 | 5.8 | 4.5 | A | 5.3 | 3.3 | A | 4.4 | 3.2 | B |
| Reliability | On-Time Performance 79% | 68% | 74% | E | 76% | 76% | C | 80% | 79% | B |
| | Crowding 5% | 5% | 4% | B | 3% | 3% | A | 1% | 1% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.52 Peak: 0.56 | Off-Peak: 0.39 Peak: 0.54 | A | 0.5 | 0.36 | A | 0.44 | 0.35 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$3.16 | \$ 4.15 | A | \$3.44 | \$ 5.07 | A | \$3.73 | \$ 5.11 | A |
| | Cost Recovery 25% | 21% | 32% | D | 20% | 27% | D | 18% | 26% | D |

Route 90

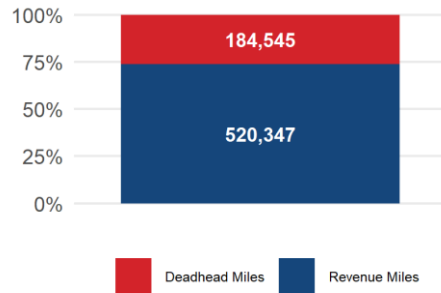
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 6.4 | | | 5 | | | E | | |
| | Circuitry 1.75 | 1.13 | | | 1.28 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 30 | 32.9 | 33.6 | B | 28.7 | 27.3 | C | 27.6 | 27.1 | C |
| | Passengers per Revenue Mile 4 | 5.5 | 4.5 | A | 4.7 | 3.3 | A | 3.9 | 3.2 | C |
| | Unique Segment Ridership 10% | 9% | 13% | C | 9% | 23% | C | 12% | 25% | B |
| Reliability | On-Time Performance 79% | 69% | 74% | D | 71% | 76% | D | 79% | 79% | B |
| | Crowding 5% | 4% | 4% | A | 2% | 3% | A | 0% | 2% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.46 Peak: 0.56 | Off-Peak: 0.38 Peak: 0.54 | A | 0.46 | 0.36 | A | 0.4 | 0.35 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$3.63 | \$ 4.15 | A | \$4.16 | \$ 5.07 | A | \$4.32 | \$ 5.11 | A |
| | Cost Recovery 25% | 20% | 34% | D | 18% | 26% | E | 17% | 26% | E |

Route 92

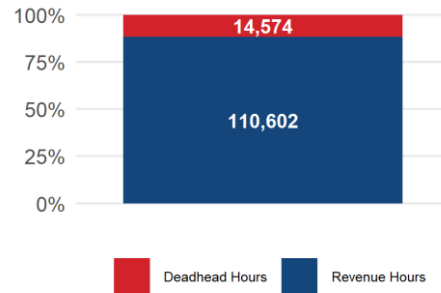
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 6.7 | | | 5 | | | E | | |
| Route Design | Circuitry 1.75 | 1.18 | | | 1.28 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 30 | 42.4 | 33.6 | A | 41.5 | 27.3 | A | 36.7 | 27.1 | A |
| | Passengers per Revenue Mile 4 | 6.1 | 4.5 | A | 5.8 | 3.3 | A | 4.8 | 3.2 | A |
| | Unique Segment Ridership 10% | 15% | 13% | A | 14% | 23% | A | 14% | 25% | A |
| Reliability | On-Time Performance 79% | 67% | 74% | E | 80% | 76% | B | 81% | 79% | B |
| | Crowding 5% | 6% | 4% | D | 4% | 3% | A | 1% | 2% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.58 Peak: 0.56 | Off-Peak: 0.38 Peak: 0.54 | A | 0.54 | 0.36 | A | 0.49 | 0.35 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$2.82 | \$ 4.15 | A | \$2.88 | \$ 5.07 | A | \$3.25 | \$ 5.11 | A |
| | Cost Recovery 25% | 22% | 34% | D | 22% | 26% | D | 19% | 26% | D |

Operational Analysis

Miles Allocation



Hours Allocation



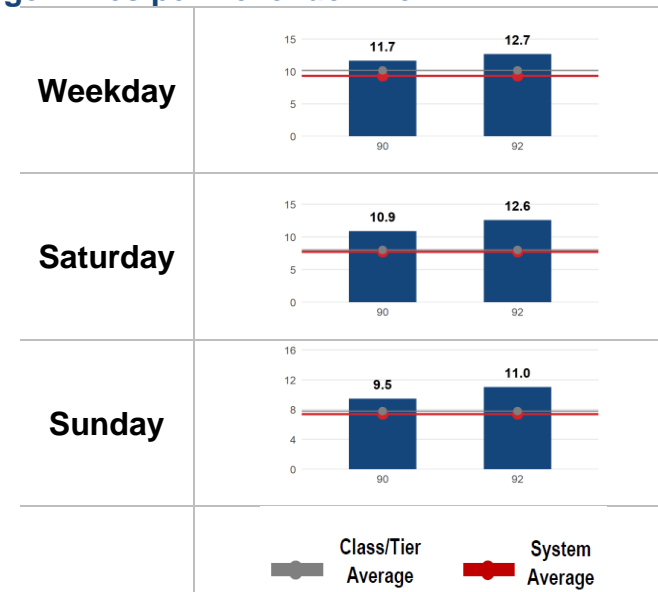
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| 90 | 14.40 | 4,013 | 3,965 (98.8%) |
| 92 | 16.70 | 4,490 | 4,439 (98.9%) |
| | | | |
| | | | |

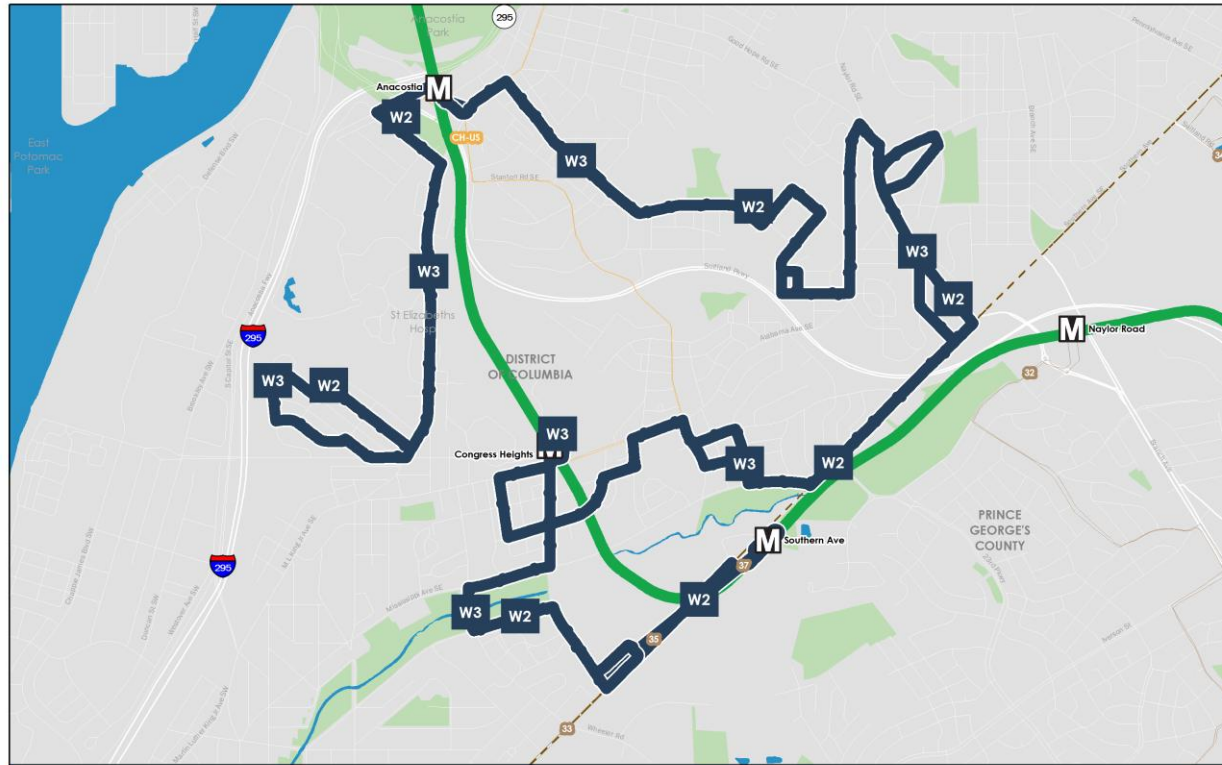
Service Change Summary

Route 90 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;
 Route 92 - June 2020:
 Weekday: 2 a.m.; Saturday: 2 a.m.; Sunday: 2 a.m.;

Passenger Miles per Revenue Mile



About the Line



WMATA METROBUS ANNUAL LINE PERFORMANCE REPORT

Metrobus
 United Medical Center-Anacostia Line

Regional Transit

Metrotransit
 RD, CR, BL, SV, G8, G9, G10, G11, G12, G13, G14, G15, G16, G17, G18, G19, G20, G21, G22, G23, G24, G25, G26, G27, G28, G29, G30, G31, G32, G33, G34, G35, G36, G37, G38, G39, G40, G41, G42, G43, G44, G45, G46, G47, G48, G49, G50, G51, G52, G53, G54, G55, G56, G57, G58, G59, G60, G61, G62, G63, G64, G65, G66, G67, G68, G69, G70, G71, G72, G73, G74, G75, G76, G77, G78, G79, G80, G81, G82, G83, G84, G85, G86, G87, G88, G89, G90, G91, G92, G93, G94, G95, G96, G97, G98, G99, G100

Local Bus
 Metrobus, Fairfax Connector, Circulator, Arlington Transit, Ride On, Loudoun County Transit, TheBus, DASH

Transit Center

Service Classification

Coverage

Activity Tier

2

Overall Grade

| | |
|------|---|
| Line | B |
| | |
| | |
| | |
| | |
| | |
| | |

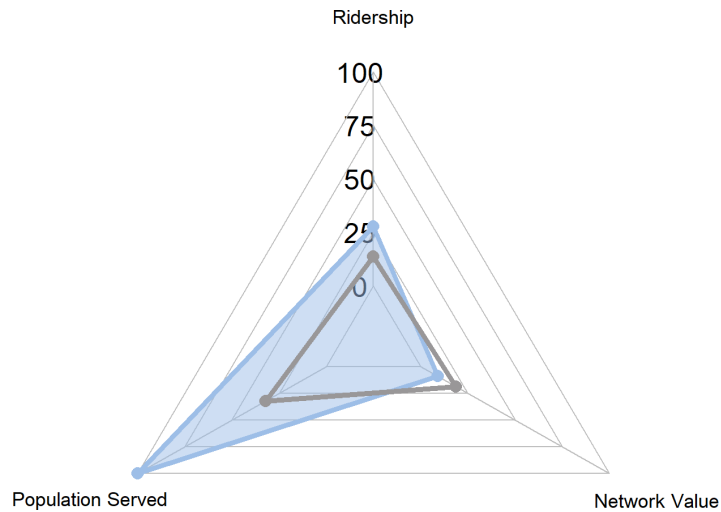
Legend

Exceeds (Blue), Meets (Green), Approaches (Yellow), Below (Orange), Significantly Below (Red)

Line Benefit Score

46

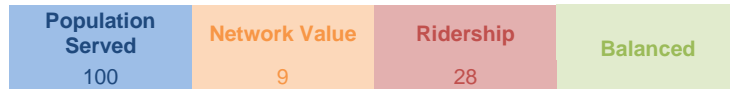
Out of 100



Classification Average



Line Focus:



Line Score:

Operating Statistics

| | | |
|--|------------------------|-------------|
| | Annual Operating Costs | \$4,174,897 |
| | Peak Vehicles | 9 |
| | Vehicle Type(s) | 30 Foot |

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

| | | | |
|--|----------------------------|-------------------|--------|
| | Service Area Population | 90,719 | |
| | People of Color Population | Service Area | 85,887 |
| | | % Riders Surveyed | 99% |
| | Low Income Household | Service Area | 48,670 |
| | | % Riders Surveyed | 78% |

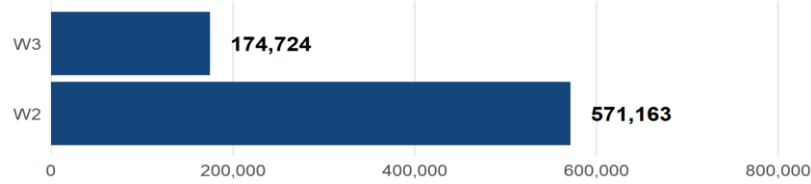
Facilities/Amenities

| | | |
|--|------------------------------|-----|
| | Bus Stops | 163 |
| | % Stops With Shelters | 13% |
| | % Stops With Benches | 10% |
| | % Stops With Real-Time Signs | 2% |



Ridership

Annual Ridership

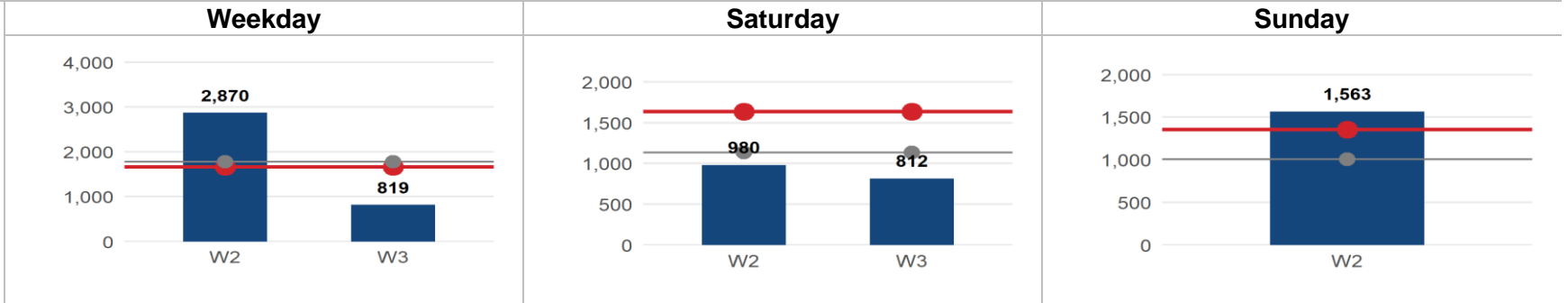


Top Transfer Locations

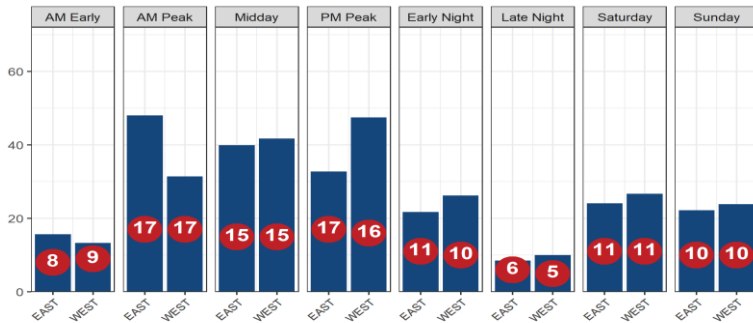
Anacostia, Congress Heights, Southern Avenue

Average Daily Ridership

- Class/Tier Average
- System Average



Average Trip Ridership and Maximum Load by Time Period



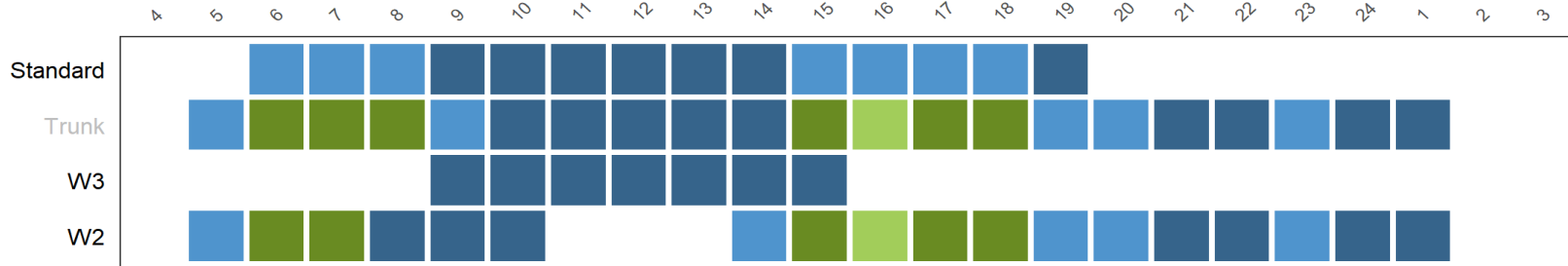
Vehicle Load Factor

| | | Direction: | EAST | WEST |
|---------------------------------|---------------------------------|------------|------|------|
| Weekday | Peak Maximum Target: 1 | | 0.62 | 0.61 |
| | Off-Peak Maximum Target: 1.0 | | 0.42 | 0.42 |
| Saturday Maximum Target: 1.0 | | | 0.38 | 0.4 |
| Sunday Maximum Target: 1.0 | | | 0.35 | 0.36 |

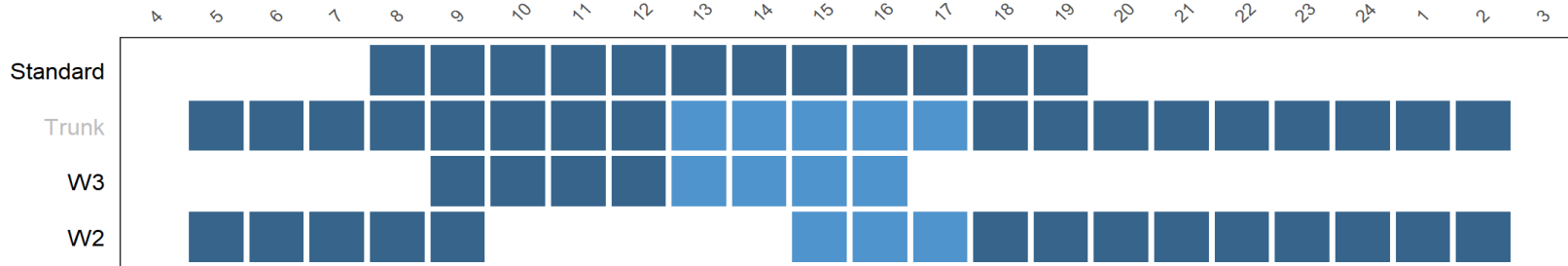
Span and Frequency



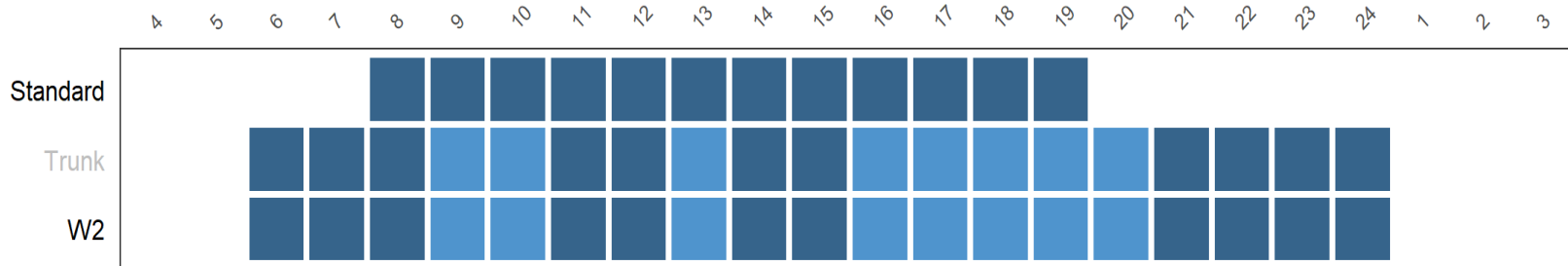
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



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 AM - 1:09 AM | - | A | 5:55 AM - 2:15 AM | - | A | 6:20 AM - 12:56 AM | - | A |
| | Frequency of Service varies | Peak: 17.7 / Off-Peak: 30.9 | Peak: 25.4 / Off-Peak: 40.5 | A | 32.1 | 42.7 | A | 30.9 | 42.4 | A |
| Productivity | Passengers per Revenue Hour 15 | 33.4 | 37.3 | A | 25.8 | 33.6 | A | 23.2 | 33.8 | A |
| | Passengers per Revenue Mile 2 | 3.5 | 4.3 | A | 2.4 | 3.5 | A | 2.3 | 3.4 | A |
| Reliability | On-Time Performance 79% | 69% | 78% | E | 74% | 82% | C | 82% | 83% | B |
| | Crowding 5% | 4% | 2% | A | 1% | 1% | A | 1% | 0% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.42 Peak: 0.62 | Off-Peak: 0.3 Peak: 0.42 | A | 0.39 | 0.27 | A | 0.36 | 0.26 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$3.57 | \$ 4.26 | A | \$4.63 | \$ 5.02 | B | \$5.15 | \$ 4.55 | C |
| | Cost Recovery 20% | 17% | 23% | D | 13% | 21% | E | 12% | 20% | E |

Route W2

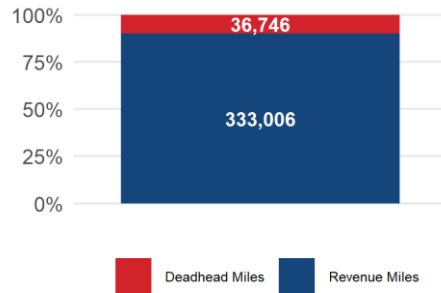
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 7.3 | | | 6.1 | | | E | | |
| Route Design | Circuitry N/A | 6.07 | | | 2.48 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | 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 | 32.8 | 37.3 | A | 22.2 | 33.6 | A | 23.2 | 33.8 | A |
| | Passengers per Revenue Mile 2 | 3.5 | 4.3 | A | 2.1 | 3.5 | B | 2.3 | 3.4 | A |
| | Unique Segment Ridership 10% | 0% | 29% | E | 0% | 46% | E | 58% | 51% | A |
| Reliability | On-Time Performance 79% | 68% | 78% | E | 74% | 82% | C | 82% | 83% | B |
| | Crowding 5% | 5% | 3% | B | 1% | 1% | A | 1% | 0% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.34 Peak: 0.62 | Off-Peak: 0.33 Peak: 0.44 | A | 0.35 | 0.3 | A | 0.36 | 0.28 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$3.64 | \$ 4.26 | A | \$5.37 | \$ 5.02 | C | \$5.15 | \$ 4.55 | C |
| | Cost Recovery 20% | 17% | 24% | D | 12% | 21% | E | 12% | 21% | E |

Route W3

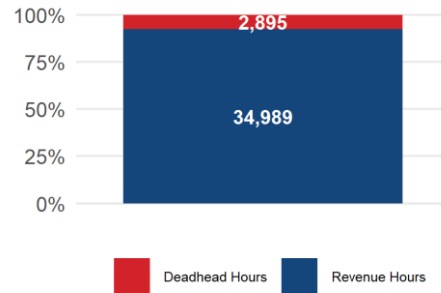
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|----------------|-----------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 7.3 | | | 6.1 | | | E | | |
| Route Design | Circuitry N/A | 6.95 | | | 2.48 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 15 | 35.6 | 37.3 | A | 32.0 | 33.6 | A | - | - | - |
| | Passengers per Revenue Mile 2 | 3.7 | 4.3 | A | 3.1 | 3.5 | A | - | - | - |
| | Unique Segment Ridership 10% | 0% | 29% | E | 0% | 46% | E | - | - | - |
| Reliability | On-Time Performance 79% | 73% | 78% | D | 75% | 82% | C | - | - | - |
| | Crowding 5% | 1% | 3% | A | 2% | 1% | A | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.55 | Off-Peak: 0.33 | A | 0.46 | 0.3 | A | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$3.35 | \$ 4.26 | A | \$3.73 | \$ 5.02 | A | - | - | - |
| | Cost Recovery 20% | 18% | 24% | C | 16% | 21% | D | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



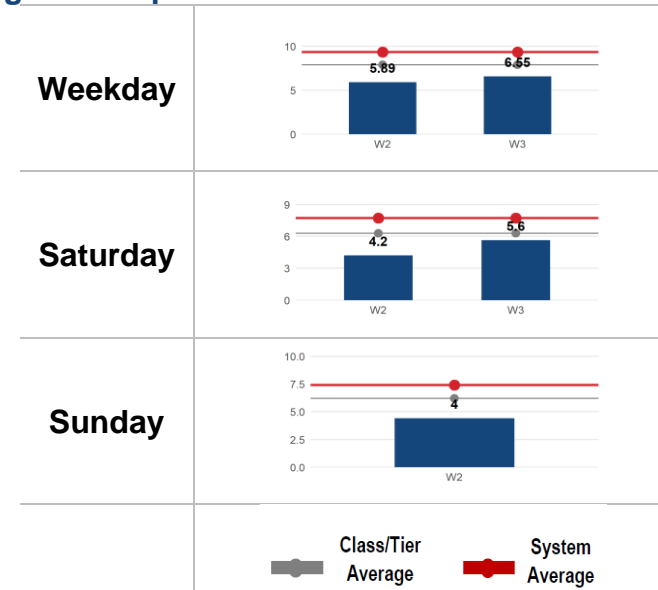
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| W2 | 24.90 | 2,437 | 2,388 (98.0%) |
| W3 | 23.60 | 587 | 576 (98.1%) |
| | | | |
| | | | |

Service Change Summary

Route W2 - June 2020:
 Weekday: 2 a.m. (Anac.-Naylor & GH); Saturday: 2 a.m. (Anac.-Naylor & GH); Sunday: 2 a.m. (Anac.-Naylor & GH);
 Route W3 - June 2020:
 Weekday: No change; Saturday: restore midday svc (chg.W2 to W3); Sunday: No change;

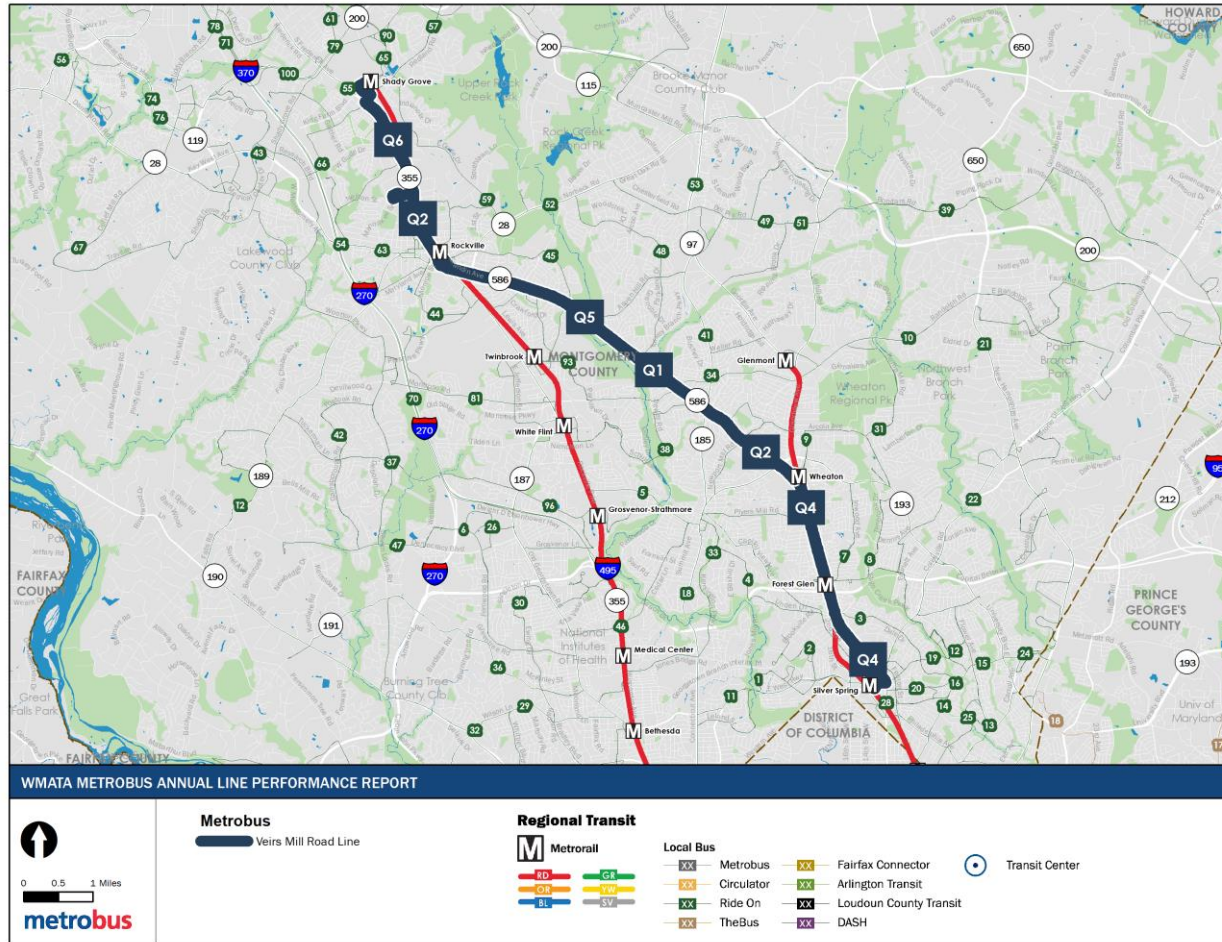
Passenger Miles per Revenue Mile



LINE: 123 - Veirs Mill Road

ROUTE(S): Q1, Q2, Q4, Q5, Q6

About the Line



Service Classification

Framework

Activity Tier

2

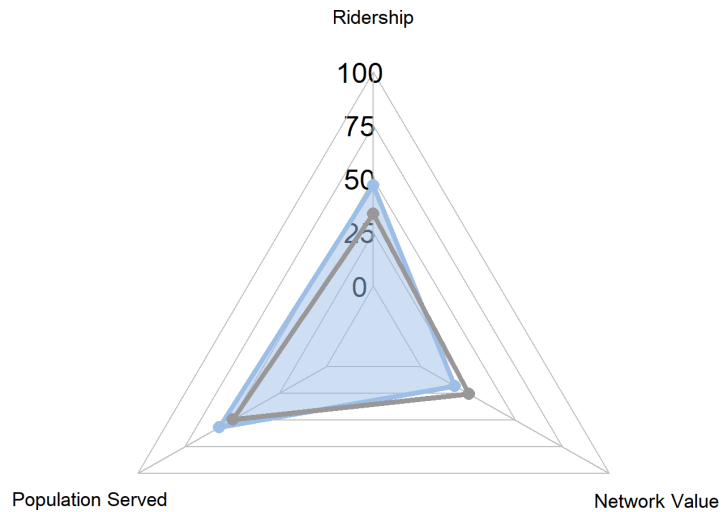
Overall Grade

| Line | Grade |
|------|----------|
| Line | A |
| | |
| | |
| | |
| | |
| | |

Line Benefit Score

41

Out of 100



Classification Average



Line Focus:

Population Served

Network Value

Ridership

Balanced




Line Score:

57




18

47





Operating Statistics

| | | |
|---|-------------------------------|--------------------|
|  | Annual Operating Costs | \$7,298,045 |
|  | Peak Vehicles | 15 |
|  | Vehicle Type(s) | 40 Foot |

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

| | | | |
|---|-----------------------------------|-------------------|---------------|
|  | Service Area Population | 183,184 | |
|  | People of Color Population | Service Area | 64,531 |
| | | % Riders Surveyed | 92% |
|  | Low Income Household | Service Area | 40,937 |
| | | % Riders Surveyed | 68% |

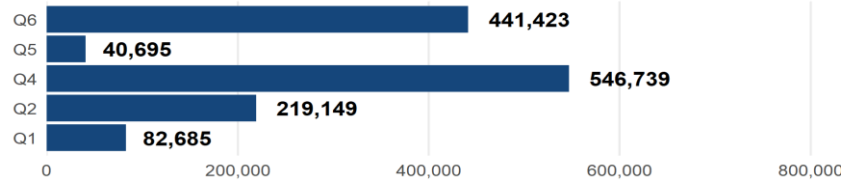
Facilities/Amenities

| | | |
|---|-------------------------------------|------------|
|  | Bus Stops | 139 |
|  | % Stops With Shelters | 42% |
|  | % Stops With Benches | 48% |
|  | % Stops With Real-Time Signs | 8% |



Ridership

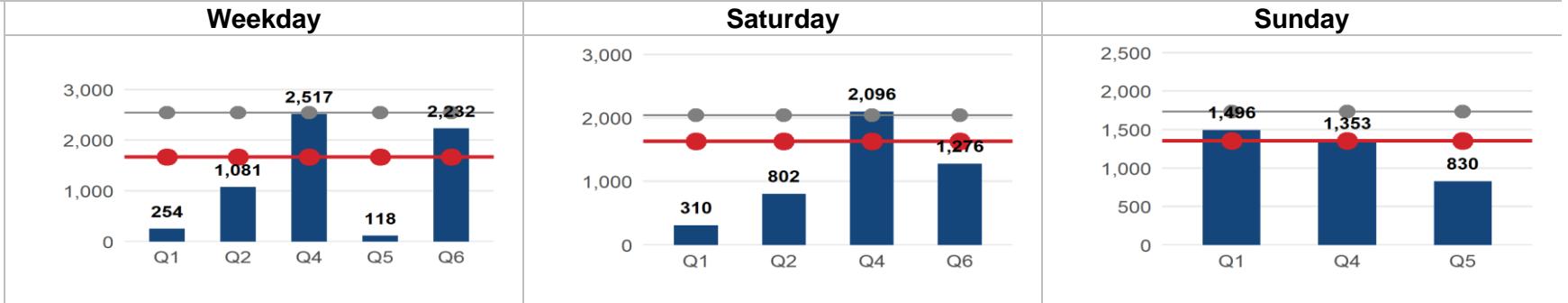
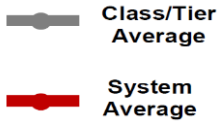
Annual Ridership



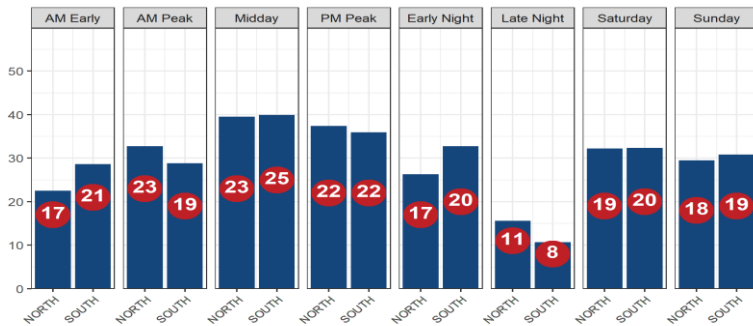
Top Transfer Locations

Wheaton, Rockville, Silver Spring

Average Daily Ridership



Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

| | | Direction: | |
|-------------------------------|---------------------------------|------------|-------|
| | | NORTH | SOUTH |
| Weekday | Peak Maximum Target: 1 | 0.56 | 0.52 |
| | Off-Peak Maximum Target: 1.0 | 0.47 | 0.53 |
| | Saturday Maximum Target: 1.0 | 0.48 | 0.5 |
| Sunday Maximum Target: 1.0 | | 0.45 | 0.48 |

Span and Frequency



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



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



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



Performance Report Card

A Veirs Mill Road

| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|-----------------------------|------------------------------|-------|-------------------|-----------------|-------|-------------------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 4:15 AM - 1:27 AM | - | A | 4:45 AM - 2:34 AM | - | A | 5:49 AM - 1:20 AM | - | A |
| | Frequency of Service varies | Peak: 13.1 / Off-Peak: 19.1 | Peak: 19.4 / Off-Peak: 34 | A | 21.9 | 29.8 | A | 21.3 | 33.8 | A |
| Productivity | Passengers per Revenue Hour 20 | 33.6 | 30.5 | A | 32.3 | 28.9 | A | 32.1 | 29.0 | A |
| | Passengers per Revenue Mile 2 | 3.0 | 3.0 | A | 2.9 | 2.7 | A | 2.7 | 2.6 | A |
| Reliability | On-Time Performance 79% | 74% | 73% | D | 76% | 76% | C | 76% | 79% | C |
| | Crowding 5% | 4% | 3% | A | 4% | 3% | A | 1% | 2% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.5 Peak: 0.54 | Off-Peak: 0.44 Peak: 0.52 | A | 0.49 | 0.41 | A | 0.47 | 0.4 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$3.55 | \$ 4.44 | A | \$3.69 | \$ 4.73 | A | \$3.71 | \$ 4.90 | A |
| | Cost Recovery 20% | 30% | 31% | A | 29% | 27% | A | 29% | 27% | A |

Route Q1

| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|----------------|-----------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 4.2 | | | 4.5 | | | A | | |
| | Circuitry 1.75 | 1.27 | | | 1.47 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 20 | 17.7 | 30.5 | D | 19.2 | 28.9 | C | 31.5 | 29.0 | A |
| | Passengers per Revenue Mile 2 | 1.2 | 3.0 | E | 1.5 | 2.7 | E | 2.4 | 2.6 | A |
| | Unique Segment Ridership 10% | 0% | 16% | E | 0% | 35% | E | 0% | 46% | E |
| Reliability | On-Time Performance 79% | 83% | 73% | B | 68% | 76% | E | 75% | 79% | C |
| | Crowding 5% | 1% | 2% | A | 0% | 3% | A | 2% | 1% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.29 | Off-Peak: 0.42 | A | 0.35 | 0.42 | A | 0.49 | 0.4 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$6.76 | \$ 4.44 | E | \$6.22 | \$ 4.73 | E | \$3.79 | \$ 4.90 | A |
| | Cost Recovery 20% | 14% | 30% | E | 16% | 26% | D | 25% | 27% | A |

Route Q2

| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 4.3 | | | 4.5 | | | A | | |
| | Circuitry 1.75 | 1.32 | | | 1.47 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 20 | 31.0 | 30.5 | A | 27.7 | 28.9 | A | - | - | - |
| | Passengers per Revenue Mile 2 | 2.6 | 3.0 | A | 2.5 | 2.7 | A | - | - | - |
| | Unique Segment Ridership 10% | 0% | 16% | E | 0% | 35% | E | - | - | - |
| Reliability | On-Time Performance 79% | 70% | 73% | D | 85% | 76% | A | - | - | - |
| | Crowding 5% | 2% | 2% | A | 1% | 3% | A | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.49 Peak: 0.62 | Off-Peak: 0.42 Peak: 0.52 | A | 0.52 | 0.42 | A | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$3.85 | \$ 4.44 | A | \$4.31 | \$ 4.73 | A | - | - | - |
| | Cost Recovery 20% | 29% | 30% | A | 26% | 26% | A | - | - | - |

Route Q4

| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 4.2 | | | 4.5 | | | A | | |
| | Circuitry 1.75 | 1.3 | | | 1.47 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 20 | 41.1 | 30.5 | A | 43.1 | 28.9 | A | 38.0 | 29.0 | A |
| | Passengers per Revenue Mile 2 | 3.9 | 3.0 | A | 3.9 | 2.7 | A | 3.4 | 2.6 | A |
| | Unique Segment Ridership 10% | 0% | 16% | E | 0% | 35% | E | 0% | 46% | E |
| Reliability | On-Time Performance 79% | 71% | 73% | D | 67% | 76% | E | 75% | 79% | C |
| | Crowding 5% | 3% | 2% | A | 8% | 3% | E | 0% | 1% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.56 Peak: 0.56 | Off-Peak: 0.42 Peak: 0.52 | A | 0.54 | 0.42 | A | 0.49 | 0.4 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$2.91 | \$ 4.44 | A | \$2.77 | \$ 4.73 | A | \$3.14 | \$ 4.90 | A |
| | Cost Recovery 20% | 37% | 30% | A | 38% | 26% | A | 34% | 27% | A |

Route Q5

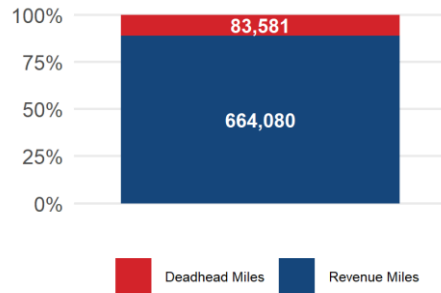
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 3.9 | | | 4.5 | | | E | | |
| Route Design | Circuitry 1.75 | 1.28 | | | 1.47 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 20 | 22.6 | 30.5 | A | - | - | - | 26.5 | 29.0 | A |
| | Passengers per Revenue Mile 2 | 2.2 | 3.0 | A | - | - | - | 2.6 | 2.6 | A |
| | Unique Segment Ridership 10% | 0% | 16% | E | - | - | - | 0% | 46% | E |
| Reliability | On-Time Performance 79% | 90% | 73% | A | - | - | - | 80% | 79% | B |
| | Crowding 5% | 0% | 2% | A | - | - | - | 0% | 1% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.38 Peak: 0.69 | Off-Peak: 0.42 Peak: 0.52 | B | - | - | - | 0.4 | 0.4 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$5.29 | \$ 4.44 | C | - | - | - | \$4.51 | \$ 4.90 | B |
| | Cost Recovery 20% | 19% | 30% | C | - | - | - | 22% | 27% | B |

Route Q6

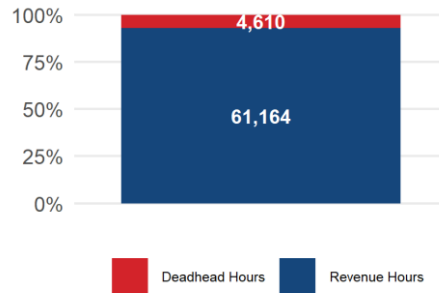
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 4.1 | | | 4.5 | | | A | | |
| | Circuitry 1.75 | 1.36 | | | 1.47 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 20 | 32.4 | 30.5 | A | 28.4 | 28.9 | A | - | - | - |
| | Passengers per Revenue Mile 2 | 3.1 | 3.0 | A | 2.7 | 2.7 | A | - | - | - |
| | Unique Segment Ridership 10% | 0% | 16% | E | 0% | 35% | E | - | - | - |
| Reliability | On-Time Performance 79% | 77% | 73% | C | 84% | 76% | A | - | - | - |
| | Crowding 5% | 5% | 2% | C | 1% | 3% | A | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.57 Peak: 0.51 | Off-Peak: 0.42 Peak: 0.52 | A | 0.46 | 0.42 | A | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$3.68 | \$ 4.44 | A | \$4.20 | \$ 4.73 | A | - | - | - |
| | Cost Recovery 20% | 30% | 30% | A | 26% | 26% | A | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



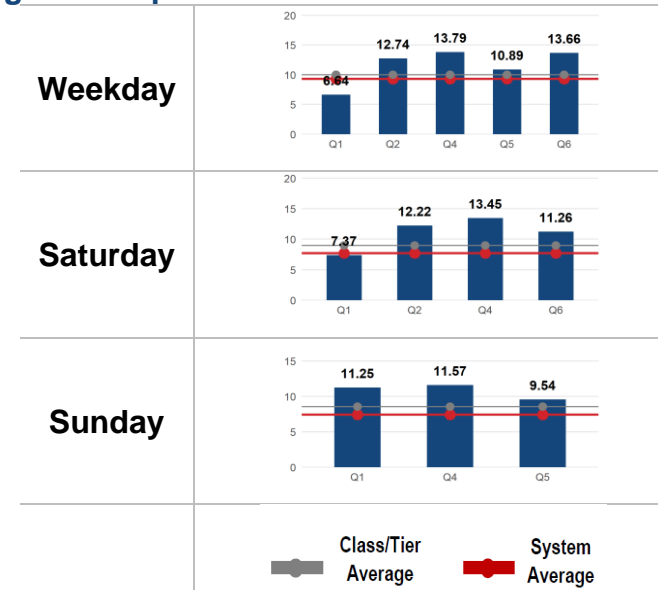
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| Q1 | 32.50 | 499 | 499 (100.0%) |
| Q2 | 33.90 | 824 | 824 (100.0%) |
| Q4 | 26.00 | 1,811 | 1,802 (99.5%) |
| Q5 | 23.80 | 268 | 264 (98.5%) |
| Q6 | 25.20 | 1,830 | 1,820 (99.5%) |

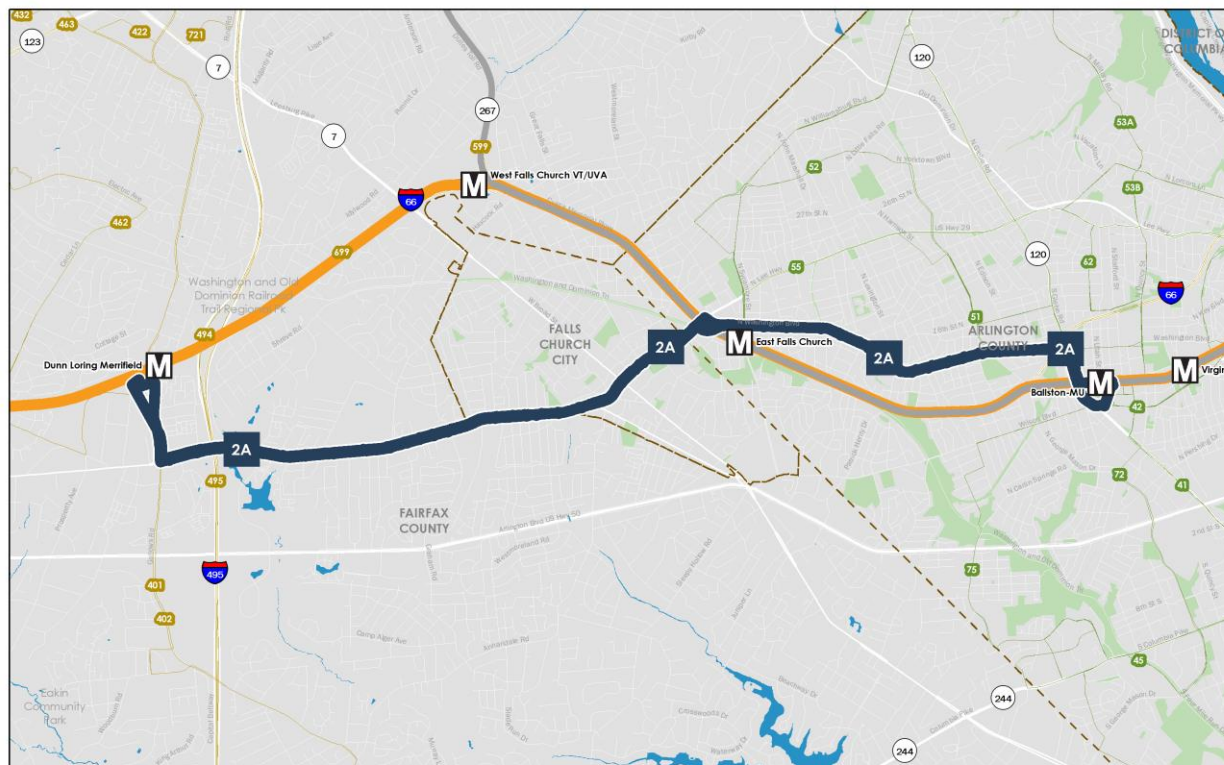
Service Change Summary

Route Q1 - June 2020:
 Weekday: No change; Saturday: No change; Sunday: No change;
 Route Q2 - June 2020:
 Weekday: No change; Saturday: No change; Sunday: No change;
 Route Q4 - June 2020:
 Weekday: No change; Saturday: No change; Sunday: No change;
 Route Q5 - June 2020:
 Weekday: No change; Saturday: No change; Sunday: No change;
 Route Q6 - June 2020:
 Weekday: No change; Saturday: No change; Sunday: No change;

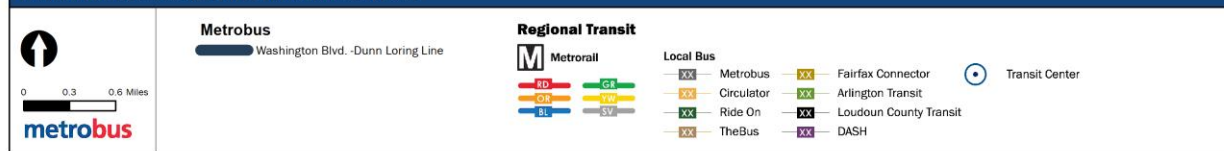
Passenger Miles per Revenue Mile



About the Line



WMATA METROBUS ANNUAL LINE PERFORMANCE REPORT



Service Classification

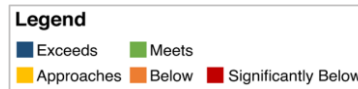
Framework

Activity Tier

2

Overall Grade

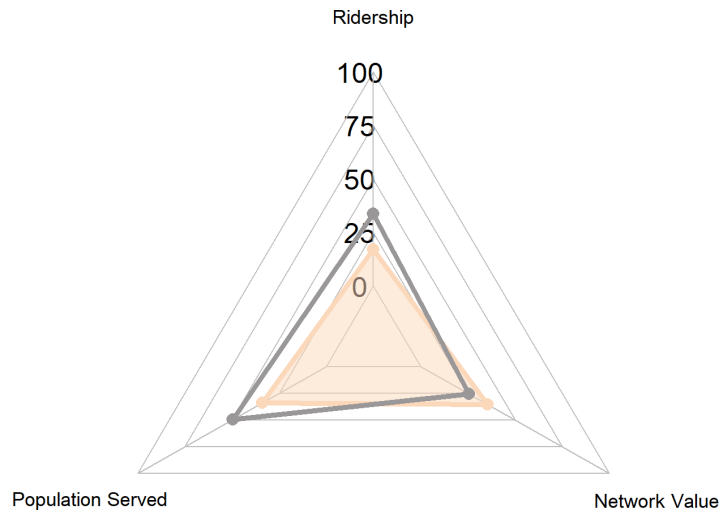
| Line | Grade |
|------|-------|
| Line | B |
| | |
| | |
| | |
| | |
| | |



Line Benefit Score

29

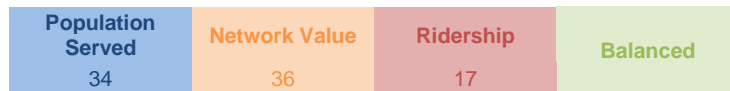
Out of 100



Classification Average

Line Focus:

Line Score:



Operating Statistics

| | | |
|--|------------------------|-------------|
| | Annual Operating Costs | \$3,446,604 |
| | Peak Vehicles | 10 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|----------------------------|-------------------|-------|
| | Service Area Population | 25,967 | |
| | People of Color Population | Service Area | 5,456 |
| | | % Riders Surveyed | 57% |
| | Low Income Household | Service Area | 2,897 |
| | | % Riders Surveyed | 43% |

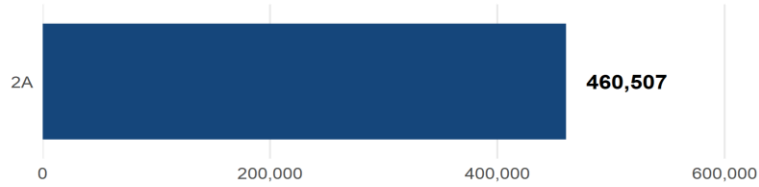
Facilities/Amenities

| | | |
|--|------------------------------|-----|
| | Bus Stops | 93 |
| | % Stops With Shelters | 15% |
| | % Stops With Benches | 14% |
| | % Stops With Real-Time Signs | 0% |



Ridership

Annual Ridership



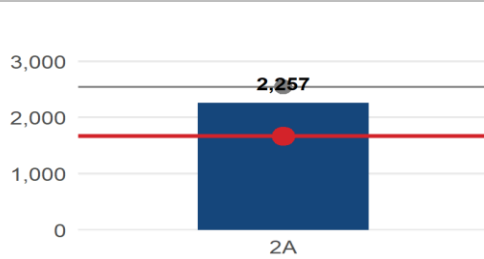
Top Transfer Locations

East Falls Church, Ballston, Dunn Loring

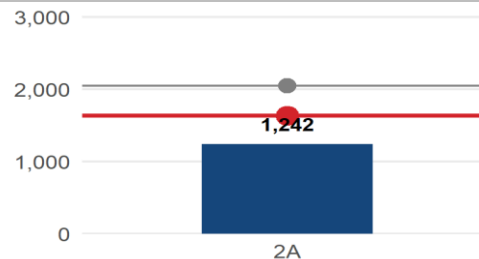
Average Daily Ridership

- Class/Tier Average
- System Average

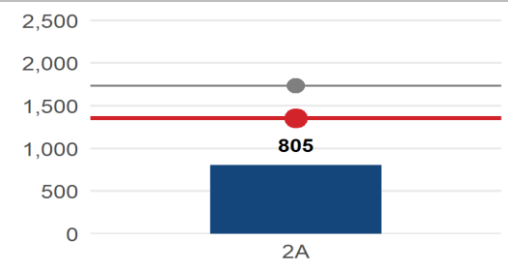
Weekday



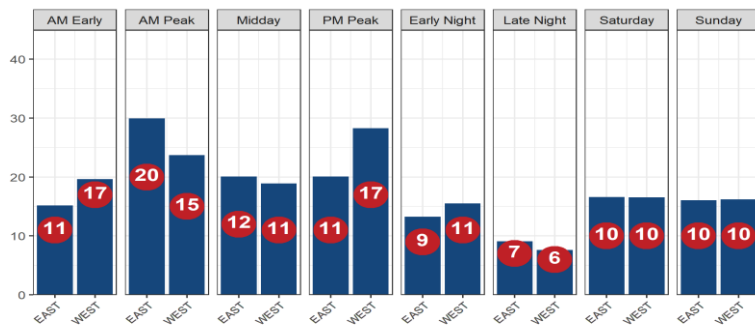
Saturday



Sunday



Average Trip Ridership and Maximum Load by Time Period



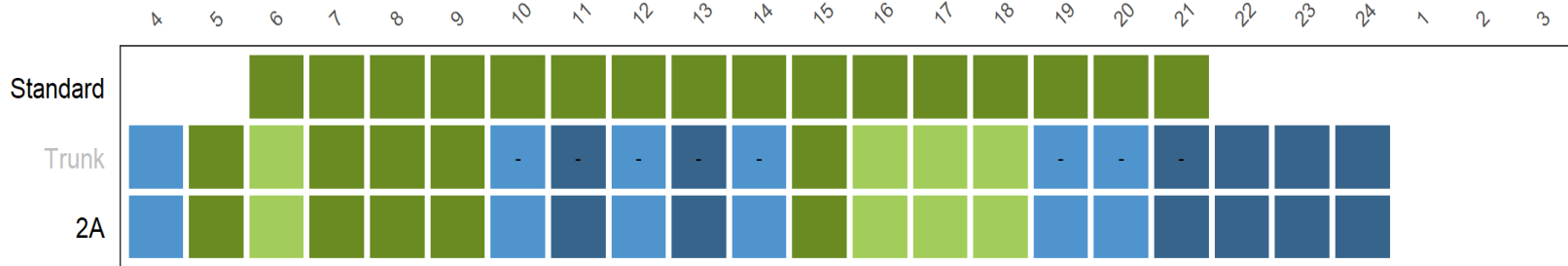
Vehicle Load Factor

| | | Direction: | |
|---------------------------------|---------------------------------|------------|------|
| | | EAST | WEST |
| Weekday | Peak Maximum Target: 1 | 0.38 | 0.42 |
| | Off-Peak Maximum Target: 1.0 | 0.27 | 0.27 |
| Saturday Maximum Target: 1.0 | | 0.25 | 0.26 |
| Sunday Maximum Target: 1.0 | | 0.26 | 0.26 |

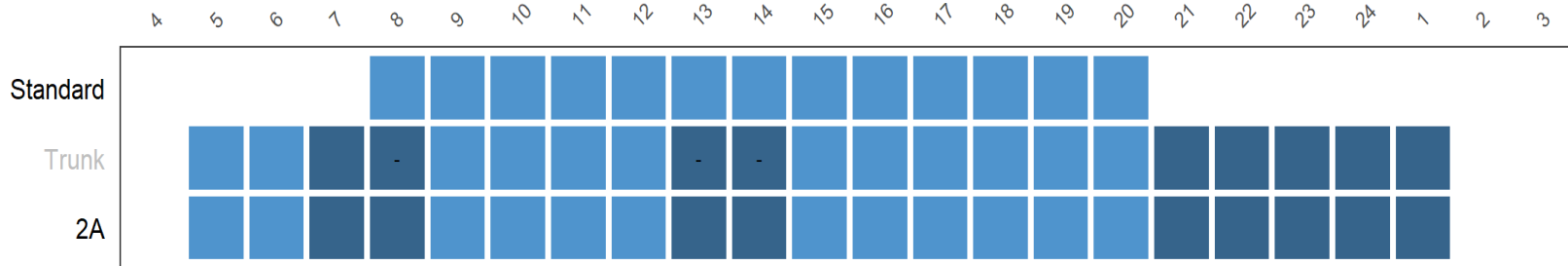
Span and Frequency



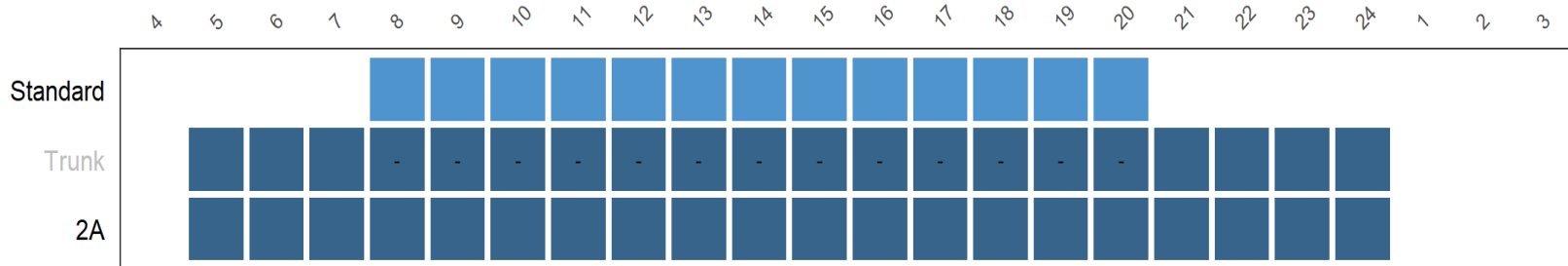
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

B Washington Blvd. -Dunn Loring

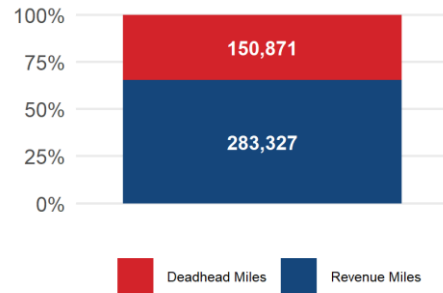
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|-----------------------------|------------------------------|-------|-------------------|-----------------|-------|--------------------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 4:45 AM - 12:56 AM | - | A | 5:45 AM - 1:44 AM | - | A | 5:45 AM - 12:58 AM | - | A |
| | Frequency of Service varies | Peak: 16.2 / Off-Peak: 26.4 | Peak: 19.4 / Off-Peak: 34 | B | 31.3 | 29.8 | C | 45.0 | 33.8 | E |
| Productivity | Passengers per Revenue Hour 20 | 25.3 | 30.5 | A | 21.6 | 28.9 | B | 20.4 | 29.0 | B |
| | Passengers per Revenue Mile 2 | 2.6 | 3.0 | A | 2.1 | 2.7 | B | 2.0 | 2.6 | B |
| Reliability | On-Time Performance 79% | 90% | 73% | A | 92% | 76% | A | 93% | 79% | A |
| | Crowding 5% | 0% | 3% | A | 0% | 3% | A | 0% | 2% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.27 Peak: 0.4 | Off-Peak: 0.44 Peak: 0.52 | A | 0.25 | 0.41 | A | 0.26 | 0.4 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$4.72 | \$ 4.44 | B | \$5.52 | \$ 4.73 | D | \$5.84 | \$ 4.90 | D |
| | Cost Recovery 20% | 29% | 31% | A | 24% | 27% | A | 23% | 27% | A |

Route 2A

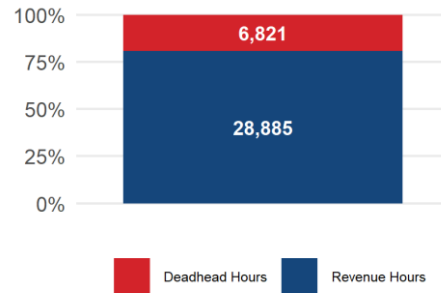
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|-----------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 3.9 | | | 4.5 | | | E | | |
| | Circuitry 1.75 | 1.28 | | | 1.47 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 20 | 25.3 | 30.5 | A | 21.6 | 28.9 | B | 20.4 | 29.0 | B |
| | Passengers per Revenue Mile 2 | 2.6 | 3.0 | A | 2.1 | 2.7 | B | 2.0 | 2.6 | B |
| | Unique Segment Ridership 10% | 67% | 16% | A | 81% | 35% | A | 83% | 46% | A |
| Reliability | On-Time Performance 79% | 90% | 73% | A | 92% | 76% | A | 93% | 79% | A |
| | Crowding 5% | 0% | 2% | A | 0% | 3% | A | 0% | 1% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.27 Peak: 0.4 | Off-Peak: 0.42 Peak: 0.52 | A | 0.25 | 0.42 | A | 0.26 | 0.4 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$4.72 | \$ 4.44 | B | \$5.52 | \$ 4.73 | D | \$5.84 | \$ 4.90 | D |
| | Cost Recovery 20% | 29% | 30% | A | 24% | 26% | A | 23% | 27% | A |

Operational Analysis

Miles Allocation



Hours Allocation



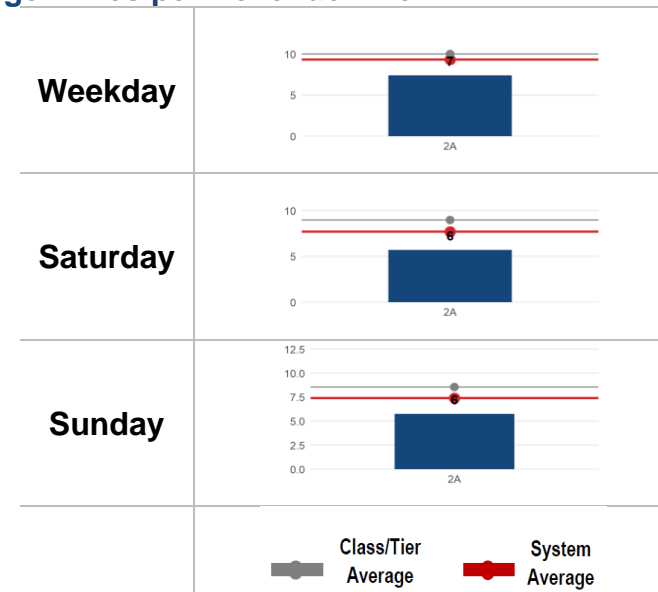
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| 2A | 24.40 | 2,937 | 2,935 (99.9%) |
| | | | |
| | | | |
| | | | |

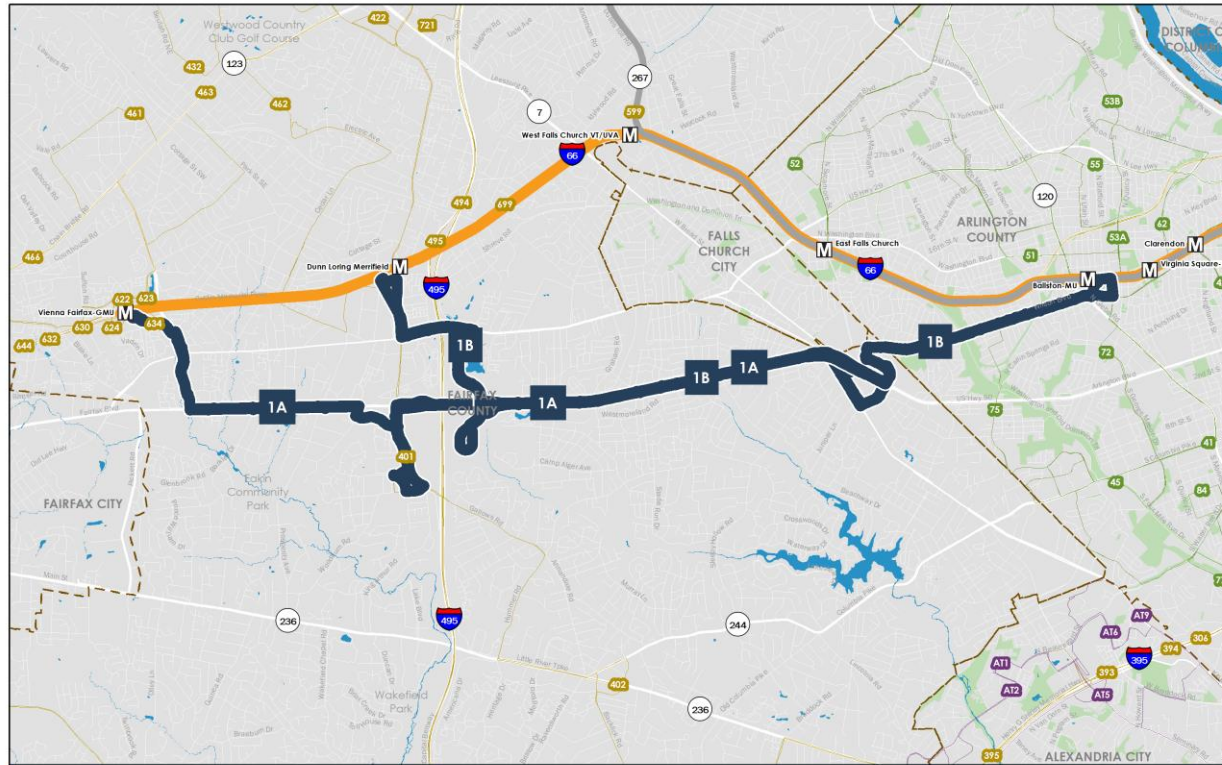
Service Change Summary

Route 2A - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

Passenger Miles per Revenue Mile



About the Line



WMATA METROBUS ANNUAL LINE PERFORMANCE REPORT

Metrobus
Wilson Blvd. - Vienna Line

Regional Transit

M Metrorail

Local Bus

- RD Metrobus
- OR Circulator
- BL Ride On
- SV TheBus
- XX Fairfax Connector
- XX Arlington Transit
- XX Loudoun County Transit
- XX DASH

Transit Center

Service Classification

Framework

Activity Tier

2

Overall Grade

| Line | Overall Grade |
|----------------------------------|---------------|
| Line 137 - Wilson Blvd. - Vienna | B |
| | |
| | |
| | |
| | |
| | |

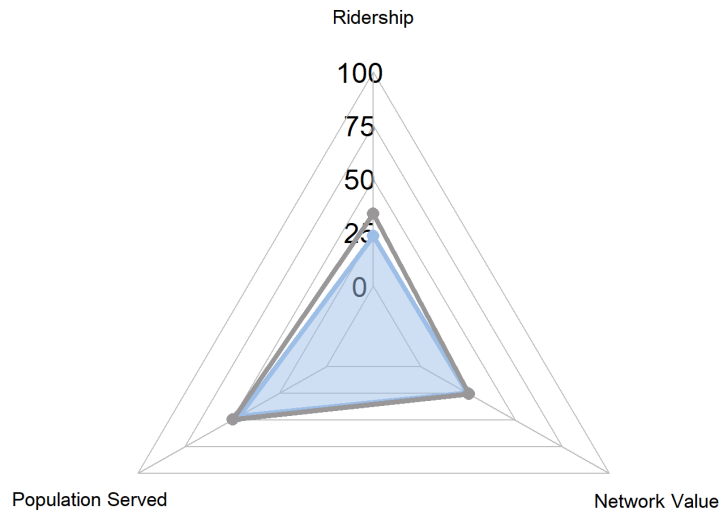
Legend

- Exceeds (Dark Blue)
- Meets (Green)
- Approaches (Yellow)
- Below (Orange)
- Significantly Below (Red)

Line Benefit Score

31

Out of 100



Classification Average

Line Focus:



Line Score:

Operating Statistics

| | | |
|--|-------------------------------|--------------------|
| | Annual Operating Costs | \$5,123,297 |
| | Peak Vehicles | 11 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|-----------------------------------|-------------------|---------------|
| | Service Area Population | 63,751 | |
| | People of Color Population | Service Area | 15,771 |
| | | % Riders Surveyed | 78% |
| | Low Income Household | Service Area | 16,774 |
| | | % Riders Surveyed | 60% |

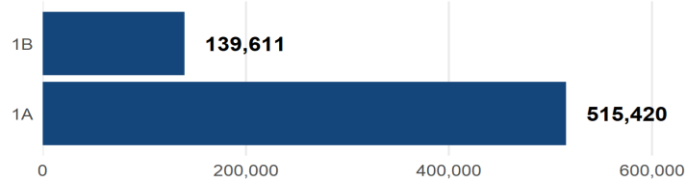
Facilities/Amenities

| | | |
|--|-------------------------------------|------------|
| | Bus Stops | 124 |
| | % Stops With Shelters | 25% |
| | % Stops With Benches | 21% |
| | % Stops With Real-Time Signs | 0% |



Ridership

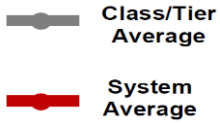
Annual Ridership



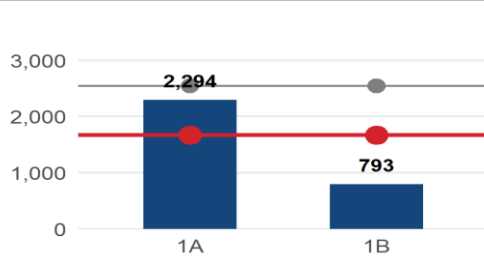
Top Transfer Locations

Ballston, Dunn Loring, Vienna

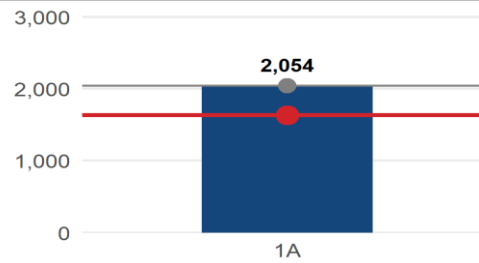
Average Daily Ridership



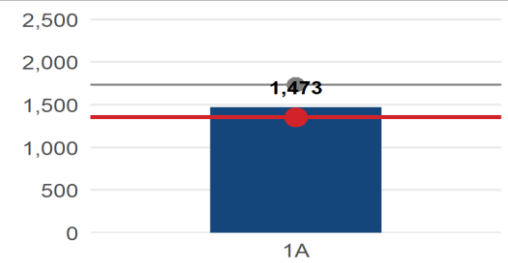
Weekday



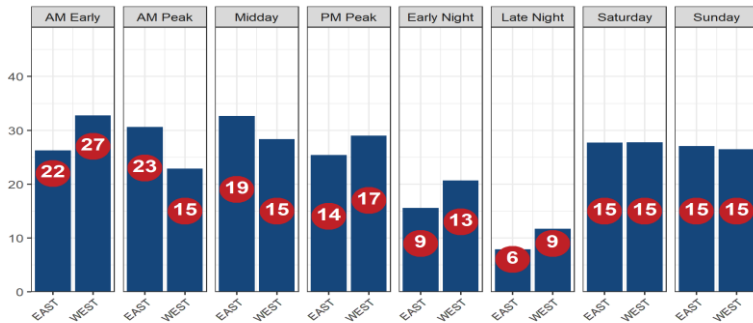
Saturday



Sunday



Average Trip Ridership and Maximum Load by Time Period



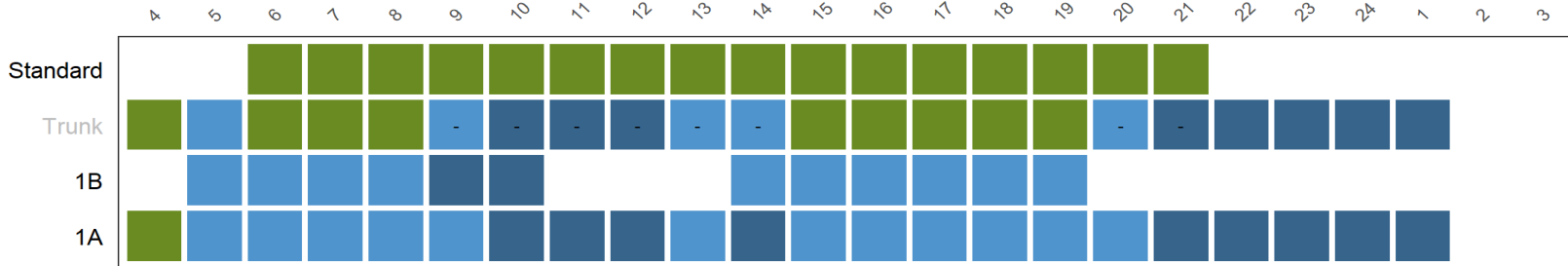
Vehicle Load Factor

| | | Direction: | |
|---------------------------------|---------------------------------|------------|------|
| | | EAST | WEST |
| Weekday | Peak Maximum Target: 1 | 0.47 | 0.42 |
| | Off-Peak Maximum Target: 1.0 | 0.4 | 0.36 |
| Saturday Maximum Target: 1.0 | | 0.38 | 0.38 |
| Sunday Maximum Target: 1.0 | | 0.37 | 0.37 |

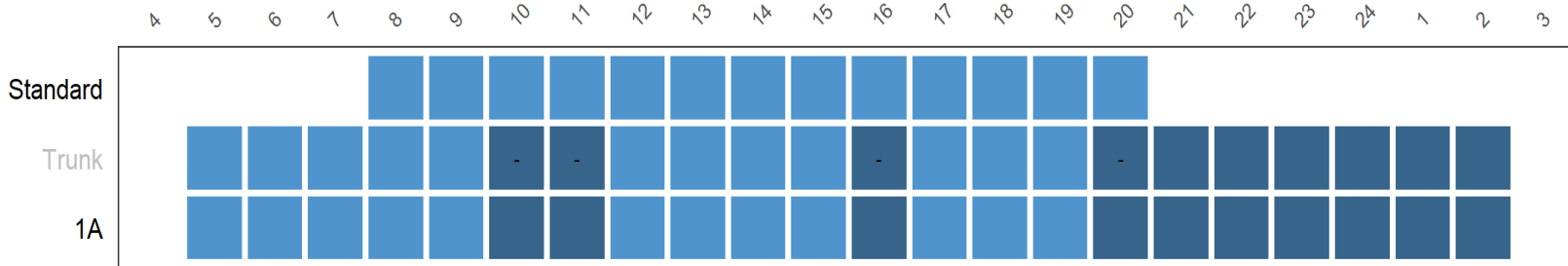
Span and Frequency



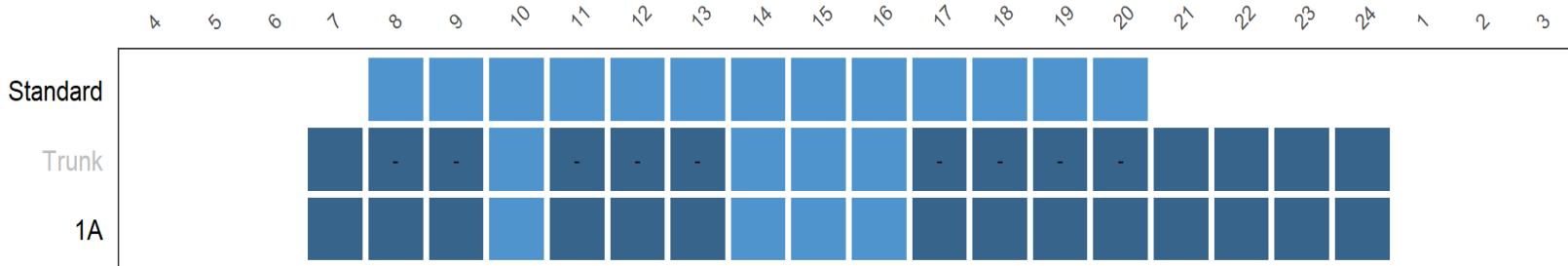
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



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 AM - 1:19 AM | - | A | 5:29 AM - 2:26 AM | - | A | 7:34 AM - 12:26 AM | - | A |
| | Frequency of Service varies | Peak: 18.0 / Off-Peak: 29.6 | Peak: 19.4 / Off-Peak: 34 | B | 31.6 | 29.8 | C | 35.1 | 33.8 | D |
| Productivity | Passengers per Revenue Hour 20 | 23.2 | 30.5 | A | 23.0 | 28.9 | A | 22.6 | 29.0 | A |
| | Passengers per Revenue Mile 2 | 2.1 | 3.0 | B | 2.1 | 2.7 | B | 2.0 | 2.6 | B |
| Reliability | On-Time Performance 79% | 87% | 73% | A | 90% | 76% | A | 90% | 79% | A |
| | Crowding 5% | 0% | 3% | A | 0% | 3% | A | 0% | 2% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.38 Peak: 0.44 | Off-Peak: 0.44 Peak: 0.52 | A | 0.38 | 0.41 | A | 0.37 | 0.4 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$5.14 | \$ 4.44 | C | \$5.19 | \$ 4.73 | C | \$5.29 | \$ 4.90 | C |
| | Cost Recovery 20% | 25% | 31% | A | 25% | 27% | A | 24% | 27% | A |

Route 1A

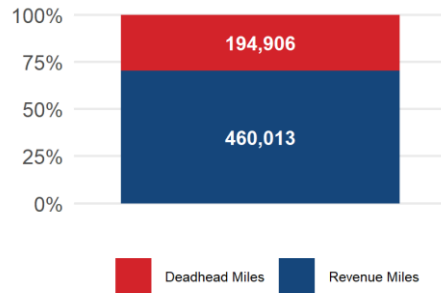
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 4 | | | 4.5 | | | A | | |
| | Circuitry 1.75 | 1.57 | | | 1.47 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 20 | 23.1 | 30.5 | A | 23.0 | 28.9 | A | 22.6 | 29.0 | A |
| | Passengers per Revenue Mile 2 | 2.1 | 3.0 | B | 2.1 | 2.7 | B | 2.0 | 2.6 | B |
| | Unique Segment Ridership 10% | 6% | 16% | D | 59% | 35% | A | 57% | 46% | A |
| Reliability | On-Time Performance 79% | 88% | 73% | A | 90% | 76% | A | 90% | 79% | A |
| | Crowding 5% | 0% | 2% | A | 0% | 3% | A | 0% | 1% | A |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.39 Peak: 0.47 | Off-Peak: 0.42 Peak: 0.52 | A | 0.38 | 0.42 | A | 0.37 | 0.4 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$5.16 | \$ 4.44 | C | \$5.19 | \$ 4.73 | C | \$5.29 | \$ 4.90 | C |
| | Cost Recovery 20% | 24% | 30% | A | 24% | 26% | A | 24% | 27% | A |

Route 1B

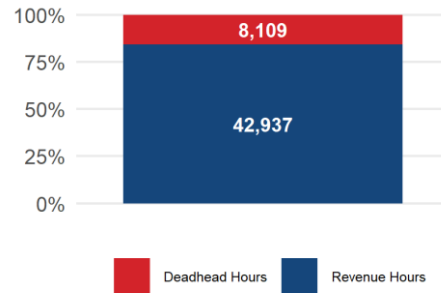
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 3.2 | | | 4.5 | | | E | | |
| | Circuitry 1.75 | 1.49 | | | 1.47 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 20 | 23.4 | 30.5 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 2 | 2.2 | 3 | B | - | - | - | - | - | - |
| | Unique Segment Ridership 10% | 11% | 16% | B | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 83% | 73% | B | - | - | - | - | - | - |
| | Crowding 5% | 1% | 2% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.28 Peak: 0.42 | Off-Peak: 0.42 Peak: 0.52 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$5.09 | \$ 4.44 | C | - | - | - | - | - | - |
| | Cost Recovery 20% | 28% | 30% | A | - | - | - | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



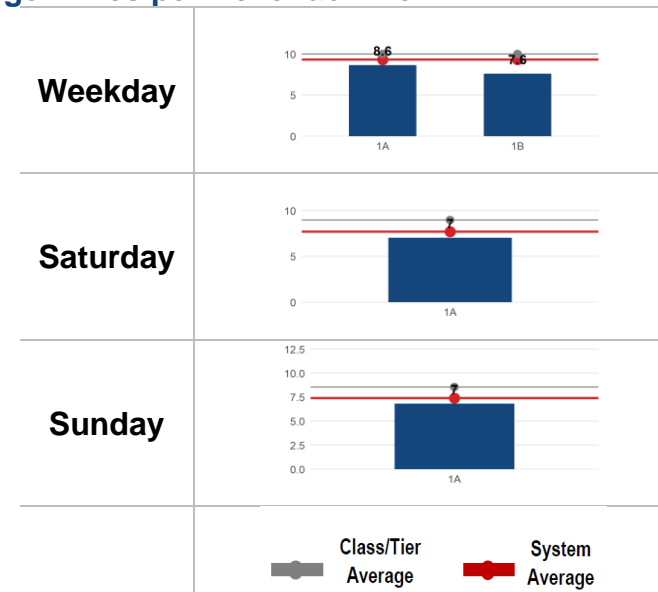
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| 1A | 29.00 | 2,358 | 2,351 (99.7%) |
| 1B | 28.40 | 864 | 864 (100.0%) |
| | | | |
| | | | |

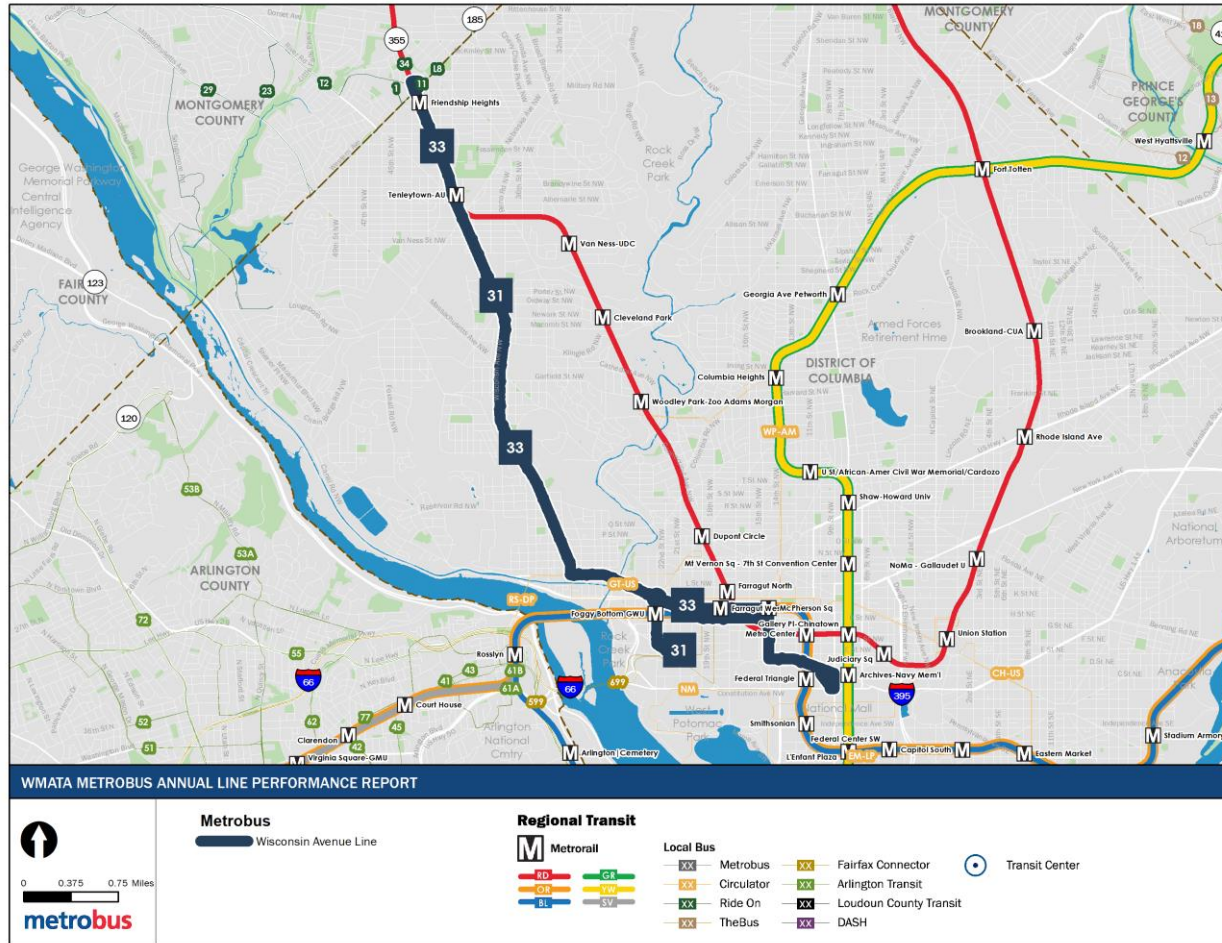
Service Change Summary

Route 1A - June 2020:
 Weekday: Extend span to 2 a.m.; Saturday: Extend span to 2 a.m.; Sunday: Extend span to 2 a.m.;
 Route 1B - June 2020:
 Weekday: No change; Saturday: No change; Sunday: No change;

Passenger Miles per Revenue Mile



About the Line



Service Classification

Framework

Activity Tier

1

Overall Grade

| Line | Grade |
|-----------------------|-------|
| Wisconsin Avenue Line | B |
| | |
| | |
| | |
| | |
| | |

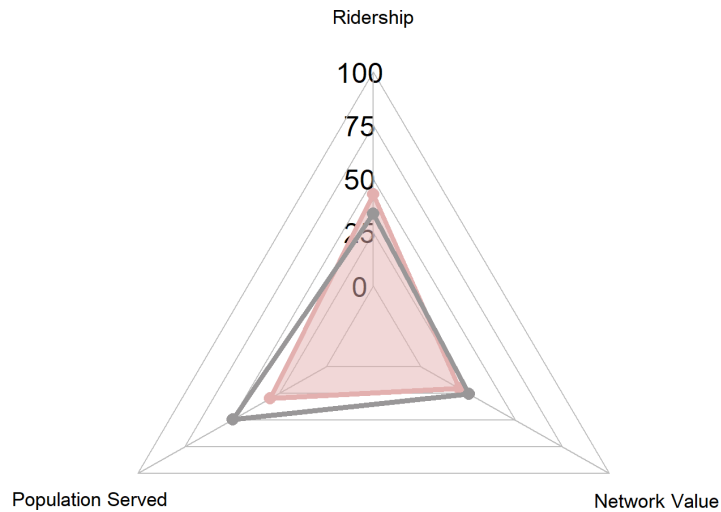
Legend

- Exceeds (Dark Blue)
- Meets (Green)
- Approaches (Yellow)
- Below (Orange)
- Significantly Below (Red)

Line Benefit Score

31

Out of 100



Classification Average

Line Focus:

Line Score:



Operating Statistics

| | | |
|--|------------------------|-------------|
| | Annual Operating Costs | \$6,483,035 |
| | Peak Vehicles | 17 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|----------------------------|-------------------|-------|
| | Service Area Population | 46,634 | |
| | People of Color Population | Service Area | 8,906 |
| | | % Riders Surveyed | 50% |
| | Low Income Household | Service Area | 6,692 |
| | | % Riders Surveyed | 26% |

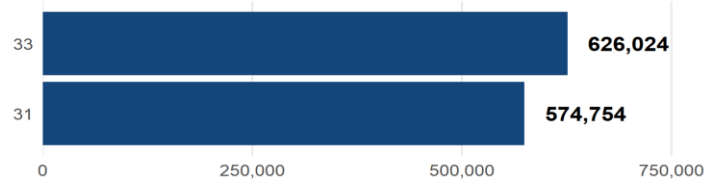
Facilities/Amenities

| | | |
|--|------------------------------|-----|
| | Bus Stops | 88 |
| | % Stops With Shelters | 42% |
| | % Stops With Benches | 41% |
| | % Stops With Real-Time Signs | 27% |



Ridership

Annual Ridership

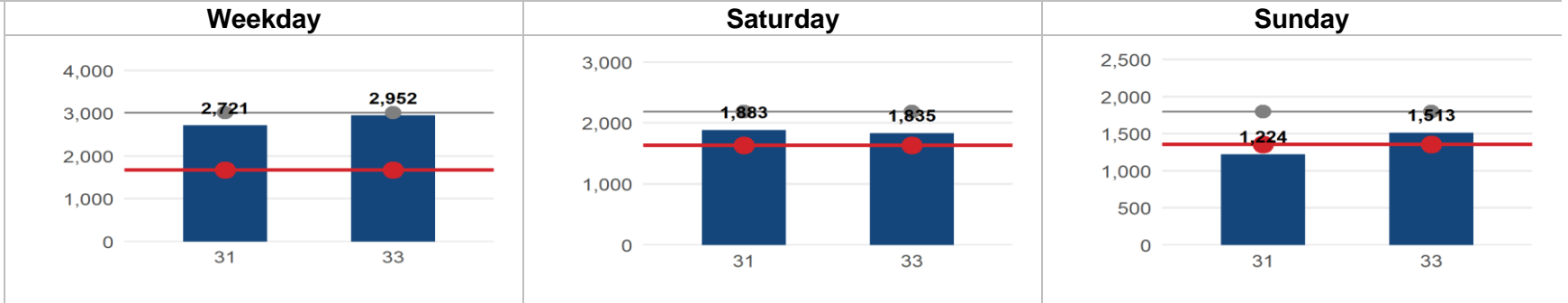


Top Transfer Locations

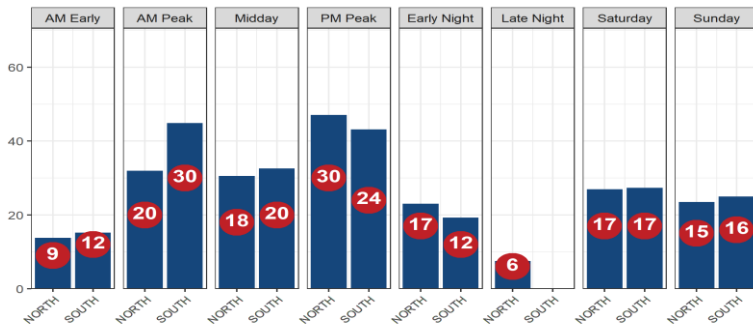
Foggy Bottom, Tenleytown-AU, Friendship Heights

Average Daily Ridership

- Class/Tier Average
- System Average



Average Trip Ridership and Maximum Load by Time Period



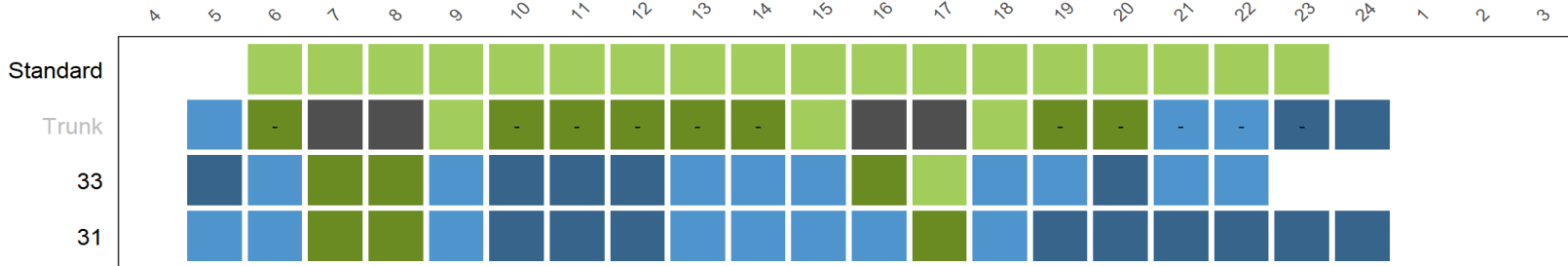
Vehicle Load Factor

| | | Direction: | NORTH | SOUTH |
|---------------------------------|---------------------------------|------------|-------|-------|
| Weekday | Peak Maximum Target: 1.2 | | 0.68 | 0.71 |
| | Off-Peak Maximum Target: 1.0 | | 0.42 | 0.43 |
| Saturday Maximum Target: 1.0 | | | 0.43 | 0.44 |
| Sunday Maximum Target: 1.0 | | | 0.39 | 0.4 |

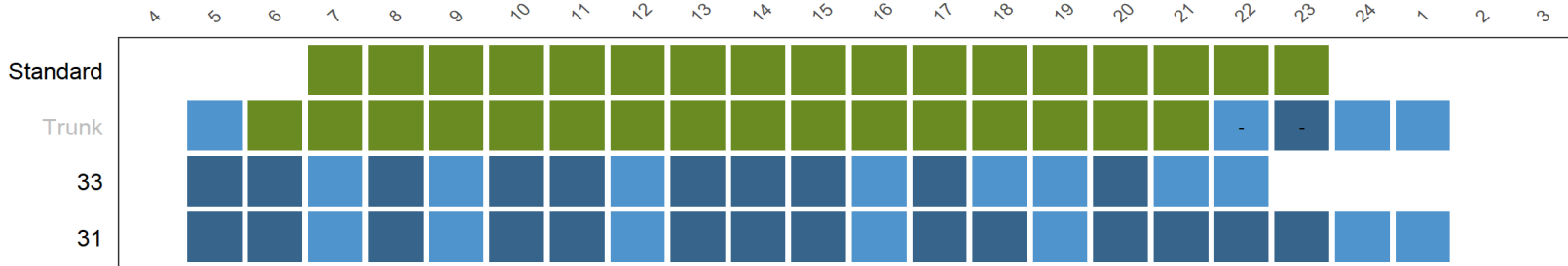
Span and Frequency



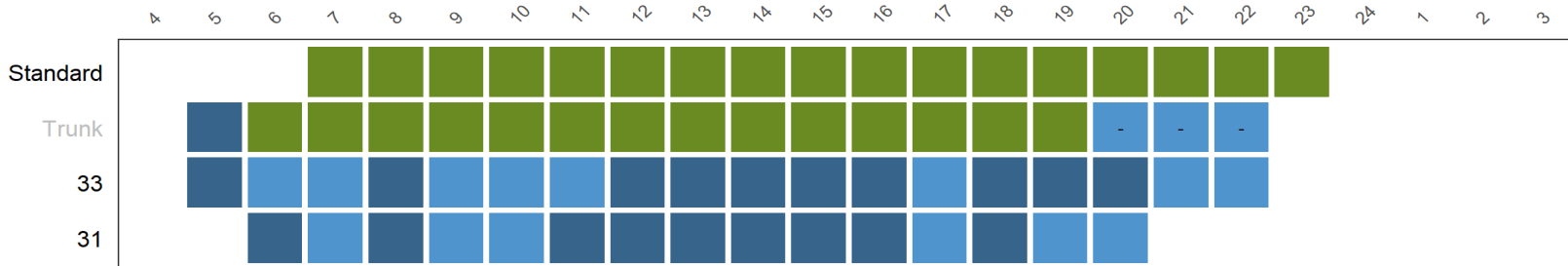
Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



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 AM - 12:18 AM | - | A | 5:43 AM - 1:09 AM | - | A | 5:26 AM - 10:17 PM | - | B |
| | Frequency of Service varies | Peak: 12.7 / Off-Peak: 16.8 | Peak: 17.4 / Off-Peak: 39 | B | 18.8 | 25.4 | B | 19.0 | 29.4 | B |
| Productivity | Passengers per Revenue Hour 30 | 35.2 | 33.6 | A | 27.0 | 27.3 | C | 25.2 | 27.1 | D |
| | Passengers per Revenue Mile 4 | 5.3 | 4.5 | A | 4.1 | 3.3 | B | 3.6 | 3.2 | C |
| Reliability | On-Time Performance 79% | 72% | 74% | D | 79% | 76% | C | 80% | 79% | B |
| | Crowding 5% | 0% | 4% | A | 5% | 3% | C | 1% | 1% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.42 Peak: 0.69 | Off-Peak: 0.39 Peak: 0.54 | A | 0.44 | 0.36 | A | 0.39 | 0.35 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$3.39 | \$ 4.15 | A | \$4.42 | \$ 5.07 | A | \$4.74 | \$ 5.11 | B |
| | Cost Recovery 25% | 47% | 32% | A | 36% | 27% | A | 34% | 26% | A |

Route 31

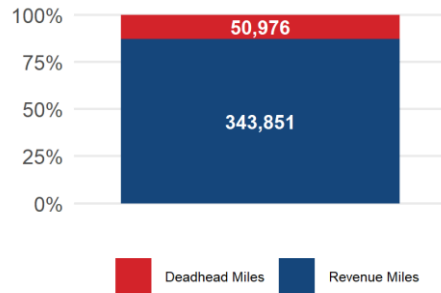
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|-----------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 5.3 | | | 5 | | | E | | |
| Route Design | Circuitry 1.75 | 1.16 | | | 1.28 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 30 | 37.2 | 33.6 | A | 28.9 | 27.3 | C | 27.9 | 27.1 | C |
| | Passengers per Revenue Mile 4 | 5.6 | 4.5 | A | 4.3 | 3.3 | B | 3.9 | 3.2 | C |
| | Unique Segment Ridership 10% | 0% | 13% | E | 0% | 23% | E | 0% | 25% | E |
| Reliability | On-Time Performance 79% | 75% | 74% | C | 78% | 76% | C | 81% | 79% | B |
| | Crowding 5% | 10% | 4% | E | 9% | 3% | E | 0% | 2% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.39 Peak: 0.7 | Off-Peak: 0.38 Peak: 0.54 | A | 0.42 | 0.36 | A | 0.39 | 0.35 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$3.20 | \$ 4.15 | A | \$4.13 | \$ 5.07 | A | \$4.28 | \$ 5.11 | A |
| | Cost Recovery 25% | 51% | 34% | A | 39% | 26% | A | 38% | 26% | A |

Route 33

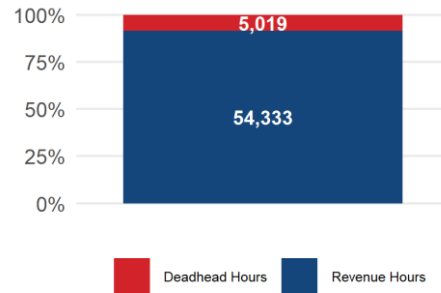
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile 4-5 | 5.6 | | | 5 | | | E | | |
| | Circuitry 1.75 | 1.14 | | | 1.28 | | | A | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour 30 | 33.5 | 33.6 | A | 25.3 | 27.3 | D | 23.4 | 27.1 | E |
| | Passengers per Revenue Mile 4 | 5.0 | 4.5 | A | 3.9 | 3.3 | C | 3.4 | 3.2 | D |
| | Unique Segment Ridership 10% | 0% | 13% | E | 2% | 23% | E | 3% | 25% | E |
| Reliability | On-Time Performance 79% | 69% | 74% | E | 80% | 76% | B | 80% | 79% | B |
| | Crowding 5% | 0% | 4% | A | 2% | 3% | A | 2% | 2% | A |
| | Load Factor Peak: 1.2 / Off-Peak: 1.0 | Off-Peak: 0.46 Peak: 0.69 | Off-Peak: 0.38 Peak: 0.54 | A | 0.46 | 0.36 | A | 0.4 | 0.35 | A |
| Cost Effectiveness | Operating Cost per Passenger Trip \$5 | \$3.56 | \$ 4.15 | A | \$4.71 | \$ 5.07 | B | \$5.11 | \$ 5.11 | C |
| | Cost Recovery 25% | 45% | 34% | A | 34% | 26% | A | 31% | 26% | A |

Operational Analysis

Miles Allocation



Hours Allocation



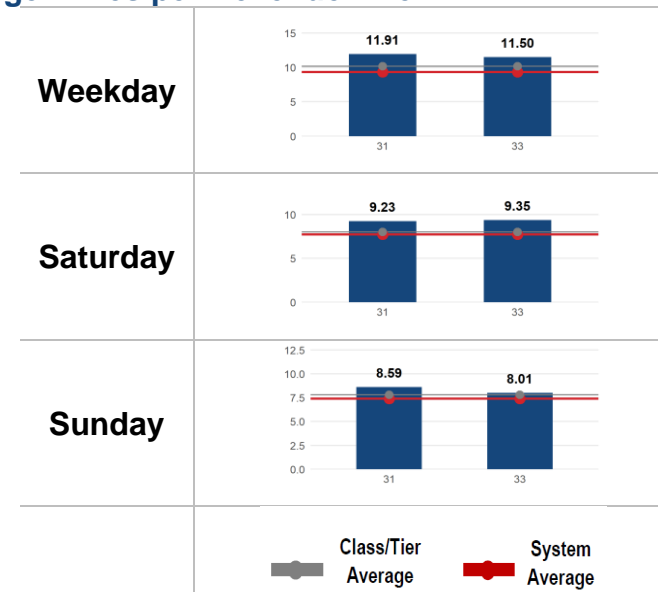
Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| 31 | 13.50 | 2,355 | 2,331 (99.0%) |
| 33 | 14.70 | 2,332 | 2,310 (99.1%) |
| | | | |
| | | | |

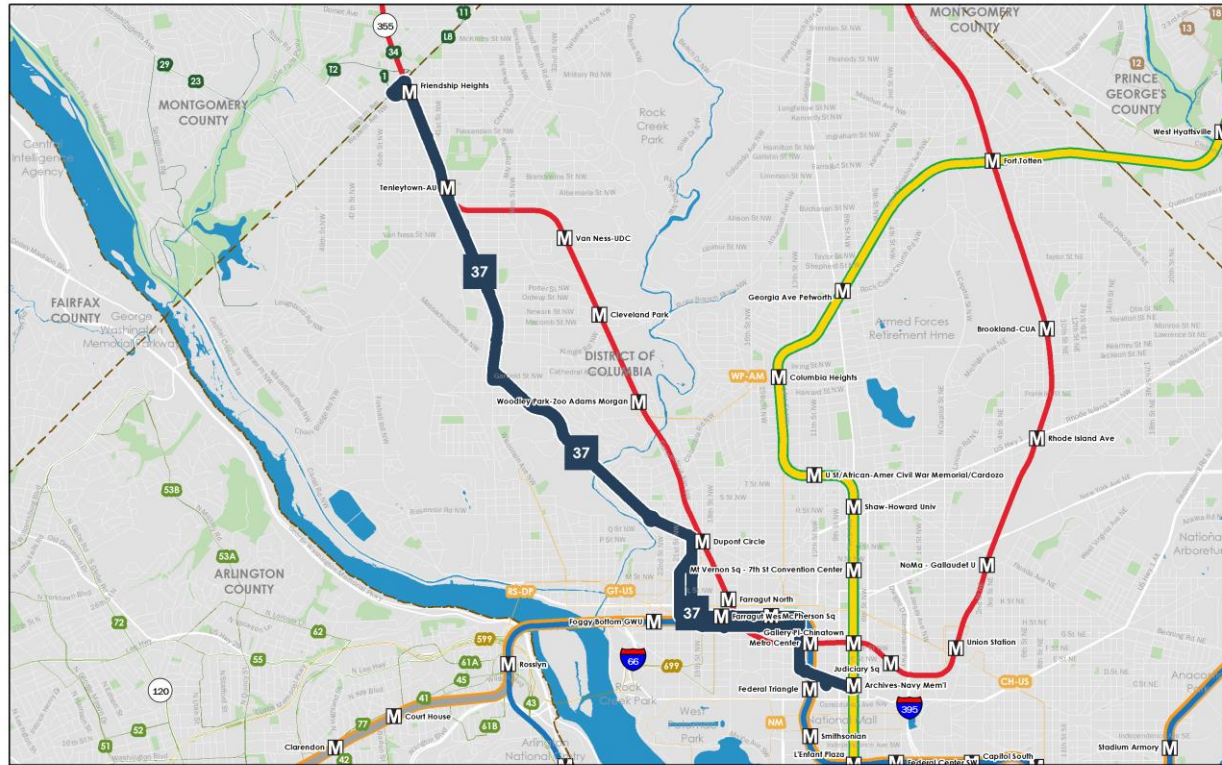
Service Change Summary

Route 31 - June 2020:
 Weekday: no change; Saturday: No change; Sunday: No change;
 Route 33 - June 2020:
 Weekday: extend to 2 a.m.; Saturday: extend to 2 a.m.;
 Sunday: extend to 2 a.m.;

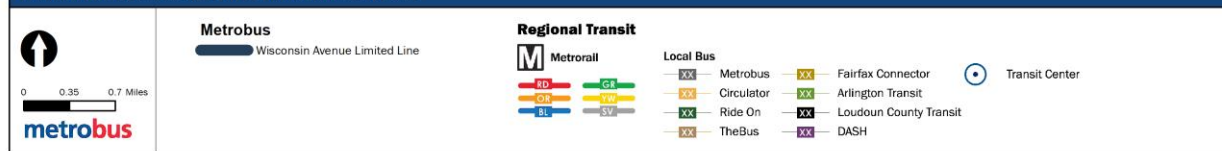
Passenger Miles per Revenue Mile



About the Line



WMATA METROBUS ANNUAL LINE PERFORMANCE REPORT



Service Classification

Commuter

Activity Tier

1

Overall Grade

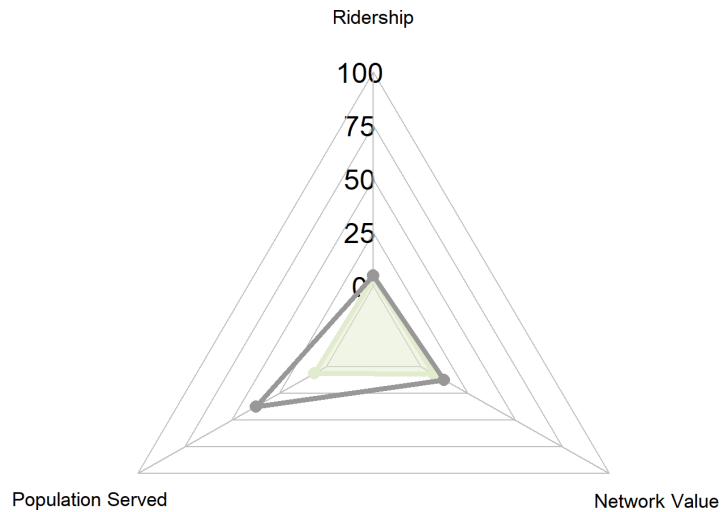
| Line | Grade |
|-------------------------------|-------|
| Wisconsin Avenue Limited Line | A |



Line Benefit Score

6

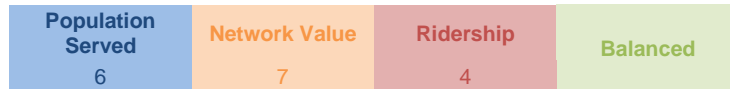
Out of 100



Classification Average



Line Focus:



Line Score:

Operating Statistics

| | | |
|--|------------------------|-----------|
| | Annual Operating Costs | \$603,063 |
| | Peak Vehicles | 6 |
| | Vehicle Type(s) | 40 Foot |

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

| | | | |
|--|----------------------------|-------------------|-------|
| | Service Area Population | 18,093 | |
| | People of Color Population | Service Area | 3,767 |
| | | % Riders Surveyed | 32% |
| | Low Income Household | Service Area | 2,311 |
| | | % Riders Surveyed | 18% |

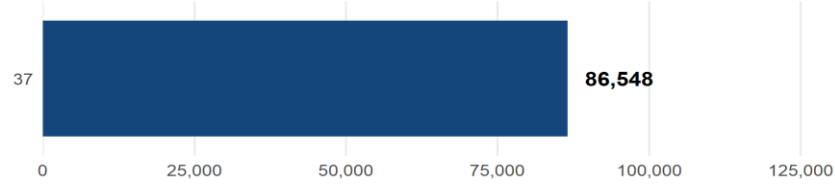
Facilities/Amenities

| | | |
|--|------------------------------|-----|
| | Bus Stops | 29 |
| | % Stops With Shelters | 72% |
| | % Stops With Benches | 59% |
| | % Stops With Real-Time Signs | 52% |



Ridership

Annual Ridership

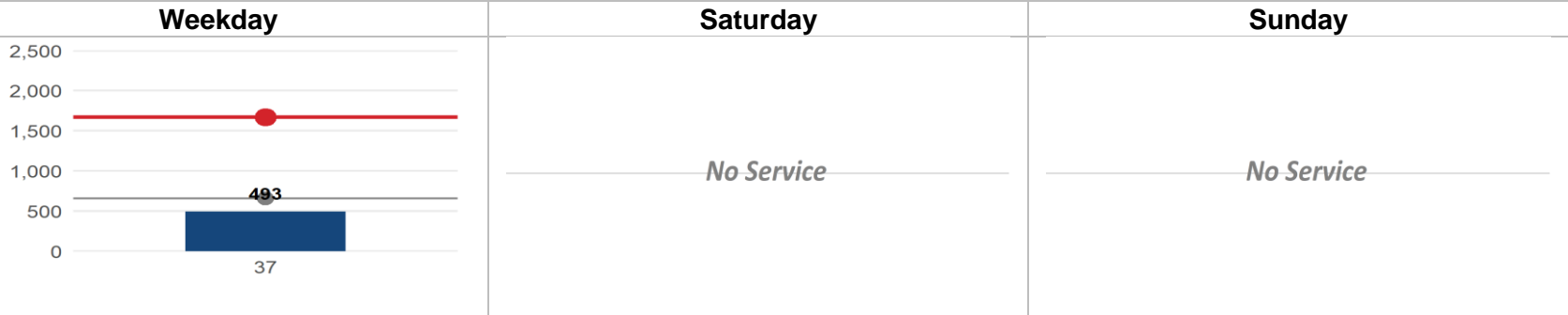


Top Transfer Locations

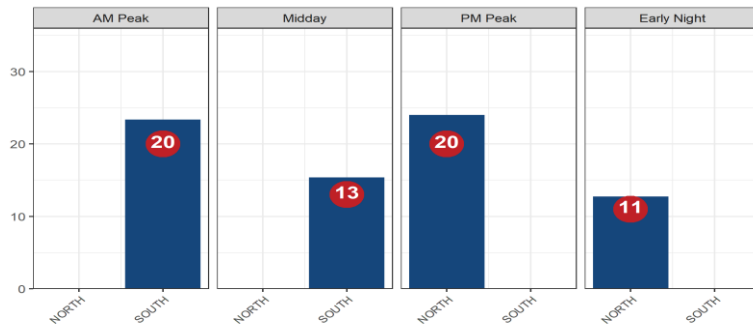
Dupont Circle, Tenleytown-AU, Farragut West

Average Daily Ridership

- Class/Tier Average
- System Average



Average Trip Ridership and Maximum Load by Time Period



Vehicle Load Factor

| | | Direction: | NORTH | SOUTH |
|---------------------------------|---------------------------------|------------|-------|-------|
| Weekday | Peak Maximum Target: 1 | | 0.52 | 0.52 |
| | Off-Peak Maximum Target: 1.0 | | 0.29 | 0.34 |
| Saturday Maximum Target: 1.0 | | | | |
| Sunday Maximum Target: 1.0 | | | | |

Span and Frequency



Weekday (by Hour)



Saturday (by Hour)



Sunday (by Hour)



Performance Report Card

A Wisconsin Avenue Limited

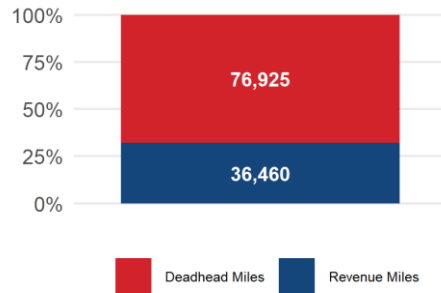
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
|--------------------|---|---------------------------------------|------------------------------|-------|-----------|-----------------|-------|-----------|-----------------|-------|
| | | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade | Line Avg. | Class/Tier Avg. | Grade |
| Availability | Span of Service varies | 6:45 AM - 10:03 AM; 4:00 PM - 7:47 PM | - | A | - | - | - | - | - | - |
| | Frequency of Service varies | Peak: 17.1 / Off-Peak: 16.1 | Peak: 19.9 / Off-Peak: 69.8 | - | - | - | - | - | - | - |
| Productivity | Passengers per Revenue Hour N/A | 24.4 | 31.7 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1.5 | 3.3 | 3.5 | A | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 62% | 72% | E | - | - | - | - | - | - |
| | Crowding 5% | 3% | 4% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.32 Peak: 0.52 | Off-Peak: 0.36 Peak: 0.51 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$4.89 | \$ 4.57 | A | - | - | - | - | - | - |
| | Cost Recovery 25% | 37% | 47% | A | - | - | - | - | - | - |

Route 37

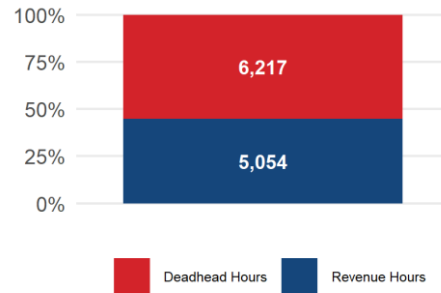
| Measure Standard | | Route Average | | | Class Tier Average | | | Grade | | |
|--------------------|---|------------------------------|------------------------------|-------|--------------------|-----------------|-------|------------|-----------------|-------|
| Availability | Number of Stops per Mile N/A | 2.1 | | | 3.2 | | | - | | |
| Route Design | Circuitry N/A | 1.06 | | | 1.3 | | | - | | |
| Measure Standard | | Weekday | | | Saturday | | | Sunday | | |
| | | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade | Route Avg. | Class/Tier Avg. | Grade |
| Productivity | Passengers per Revenue Hour N/A | 24.4 | 31.7 | A | - | - | - | - | - | - |
| | Passengers per Revenue Mile 1.5 | 3.3 | 3.5 | A | - | - | - | - | - | - |
| | Unique Segment Ridership 15% | 3% | 16% | E | - | - | - | - | - | - |
| Reliability | On-Time Performance 79% | 62% | 72% | E | - | - | - | - | - | - |
| | Crowding 5% | 3% | 4% | A | - | - | - | - | - | - |
| | Load Factor Peak: 1 / Off-Peak: 1.0 | Off-Peak: 0.32 Peak: 0.52 | Off-Peak: 0.34 Peak: 0.49 | A | - | - | - | - | - | - |
| Cost Effectiveness | Operating Cost per Passenger Trip \$7 | \$4.89 | \$ 4.57 | A | - | - | - | - | - | - |
| | Cost Recovery 25% | 37% | 45% | A | - | - | - | - | - | - |

Operational Analysis

Miles Allocation



Hours Allocation



Service Delivery (Monthly)

| Route | Length (miles) | Trips Scheduled | Trips Delivered (Percentage) |
|-------|----------------|-----------------|------------------------------|
| 37 | 13.50 | 484 | 480 (99.2%) |
| | | | |
| | | | |
| | | | |

Service Change Summary

Route 37 - June 2020:
 Weekday: No change; Saturday: No change; Sunday:
 No change;

Passenger Miles per Revenue Mile

