

DASH Systemwide Ridership

13.6k

Avg. Weekday Boardings

▲ 45% vs. Last Year

9.2k

Avg. Saturday Boardings

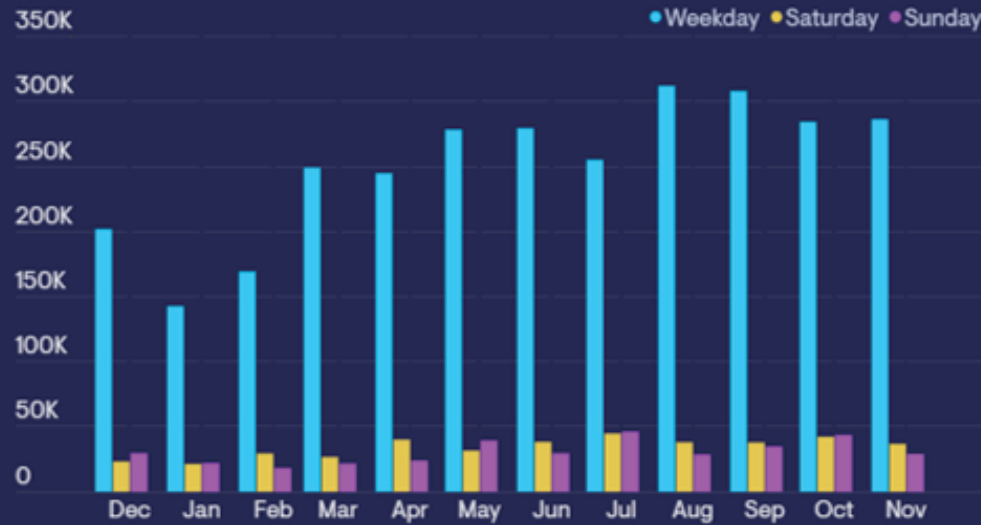
▲ 49% vs. Last Year

5.8k

Avg. Sunday Boardings

▲ 32% vs. Last Year

Average Daily Boardings by Day (Last 12 Months)



King Street Trolley Boardings by Month



Monthly Ridership by Route

Line 30	63.4K
Line 31	56.6K
Line 32	9,706
Line 33	14.8K
Line 34	3,309
Line 35	123.7K
Line 36A-B	45.1K
Line 102	4,426
Line 103	6,149
Line 104	3,761
Line 102X	
Trolley	21.2K

14.7

Total Boardings Per Rev. Hour

▲ 43% vs. Last Year

ALEXANDRIA TRANSIT COMPANY

DASH

RIDERSHIP - Nov. 2022

Notes:

(1.) Customer Satisfaction Index (CSI). This index quantifies the number of customer calls, complaints and commendations that are received each month into a single metric that can be tracked over time. The index assigns weighted values for each complaint (negative) and commendation (positive) that are received each month, however, since commendations are relatively uncommon in the transit industry, commendations are weighted 20% more than complaints. The higher the CSI value, the higher the customer satisfaction. The typical range for CSI is 80-95, so months with a CSI below 80 would be cause for concern. Months with a CSI value of 95+ would be indicative of exceptional customer satisfaction for that month.