

Arlington Transit
Monthly Service Performance Report

ROUTE LEVEL PERFORMANCE - June 2021

	Ridership				Saturday			Sunday		
	Passengers	Revenue Hours	Passengers/Revenue Hour	Average Weekday Passengers	Passengers	Revenue Hours	Passengers/Revenue Hour	Passengers	Revenue Hours	Passengers/Revenue Hour
41 Columbia Pike/Ballston/Courthouse	35,983	1,810	19.9	1,636	6,458	330	19.6	5,401	289	18.7
42 Ballston/Pentagon	10,530	1,148	9.2	479	856	106	8.1	958	98	9.8
43 Crystal City/Rosslyn/Courthouse	4,392	1,069	4.1	200						
45 Columbia Pike/Rosslyn	13,224	1,286	10.3	601	1,991	186	10.7	1,811	192	9.4
51 Virginia Hospital Center/Ballston	4,713	396	11.9	214	673	72	9.3	394	63	6.3
52 Virginia Hospital Center/Ballston/East Falls Church	3,025	552	5.5	138						
53 Glebe Road-Westover/Ballston/East Falls Church										
55 Lee Highway/E. Falls Church/Rosslyn	14,370	1,660	8.7	653	1,937	208	9.3	1,378	140	9.8
61 Courthouse/Rosslyn										
62 Lorcom Lane/Courthouse/Ballston										
72 Rock Spring/Ballston/Shirlington	6,030	974	6.2	274						
74 Arlington Village/Arlington View										
75 Shirlington/Ballston/Virginia Square	6,395	922	6.9	291						
77 Shirlington/Lyon Park/Courthouse	6,760	839	8.1	307	1,045	132	7.9			
84 Douglas Park/Pentagon City	745	317	2.4	34						
87 Shirlington/Pentagon (also 87A/P/X)	4,729	1,076	4.4	215	608	132	4.6	366	96	3.8
ART Total	110,896	12,047	9.2	5,041	13,568	1,166	11.6	10,308	878	11.7

On Time Performance %

41 Columbia Pike/Ballston/Courthouse	83%
42 Ballston/Pentagon	87%
43 Crystal City/Rosslyn/Courthouse	97%
45 Columbia Pike/Rosslyn	88%
51 Virginia Hospital Center/Ballston	94%
52 Virginia Hospital Center/Ballston/East Falls Church	88%
53 Glebe Road-Westover/Ballston/East Falls Church	n/a
55 Lee Highway/E. Falls Church/Rosslyn	88%
61 Courthouse/Rosslyn	n/a
62 Lorcom Lane/Courthouse/Ballston	n/a
72 Rock Spring/Ballston/Shirlington	88%
74 Arlington Village/Arlington View	n/a
75 Shirlington/Ballston/Virginia Square	91%
77 Shirlington/Lyon Park/Courthouse	87%
84 Douglas Park/Pentagon City	80%
87 Shirlington/Pentagon (also 87A/P/X)	68%
Total	87%

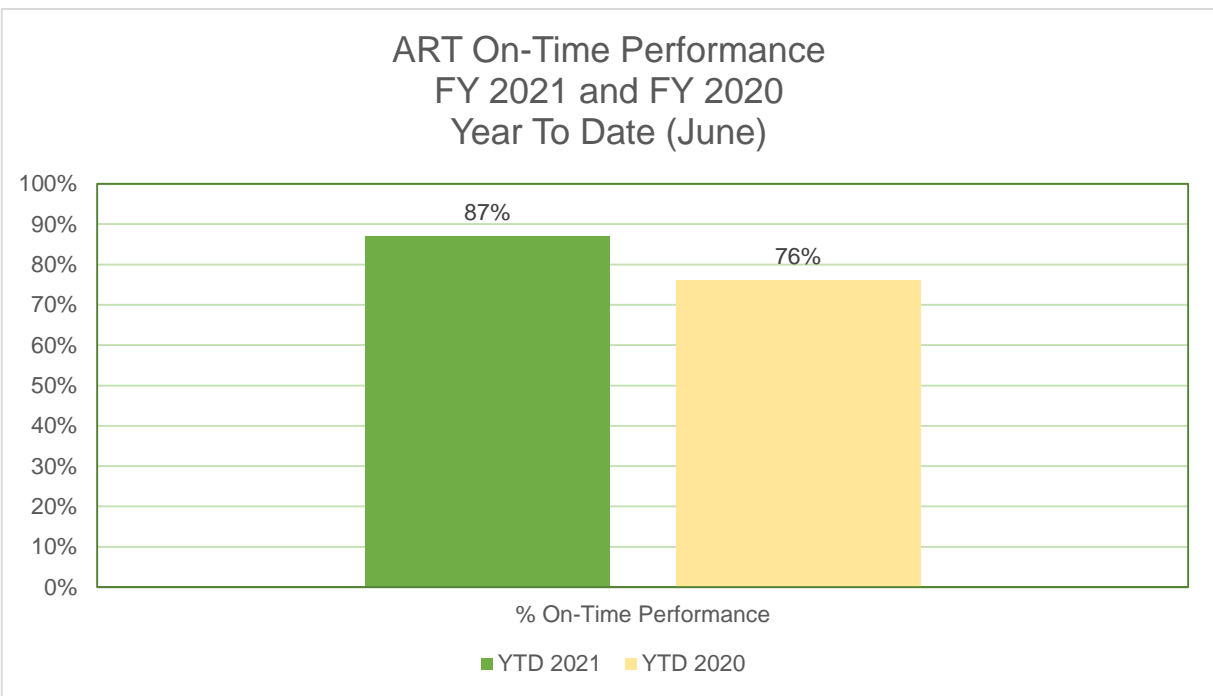
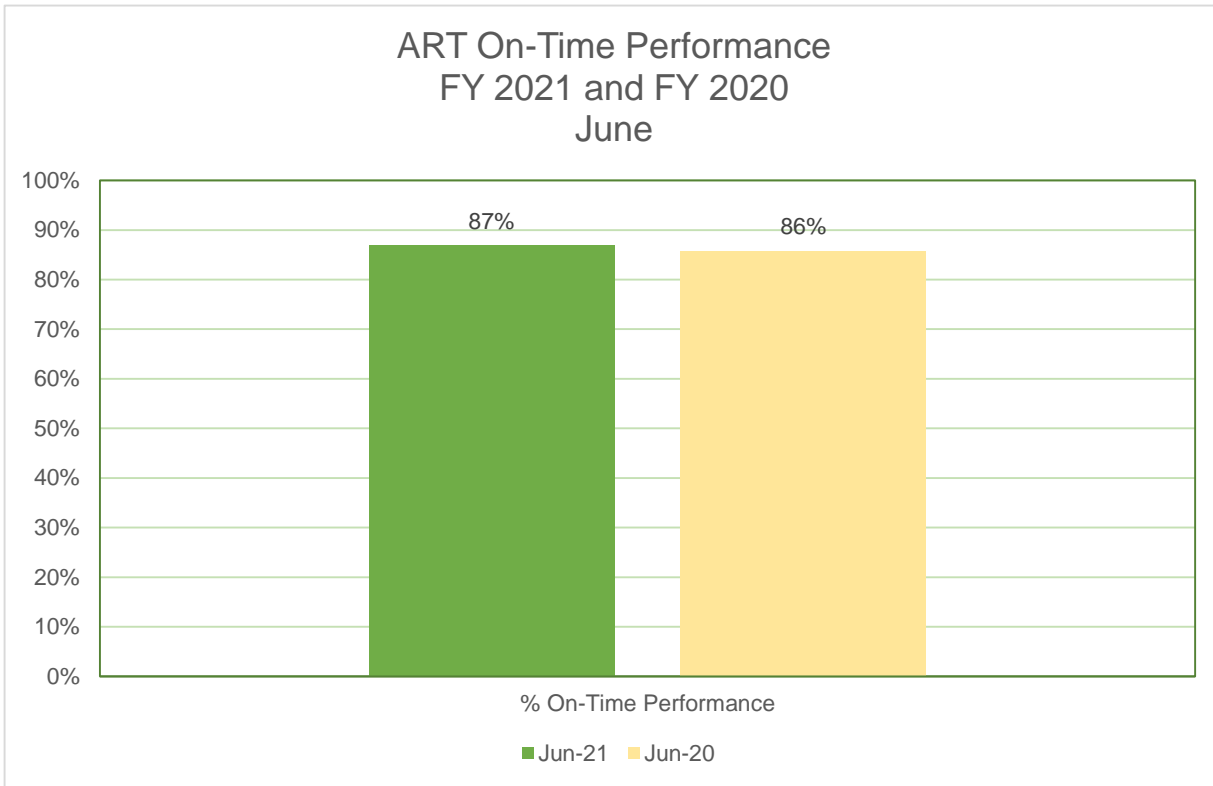
Ridership

	Passengers	Revenue Hours	Passengers/Revenue Hour
Diamond	1,929	1,689	1.1
Red Top	1,504	390	3.9
Total	3,433	2,079	

SERVICE EFFECTIVENESS

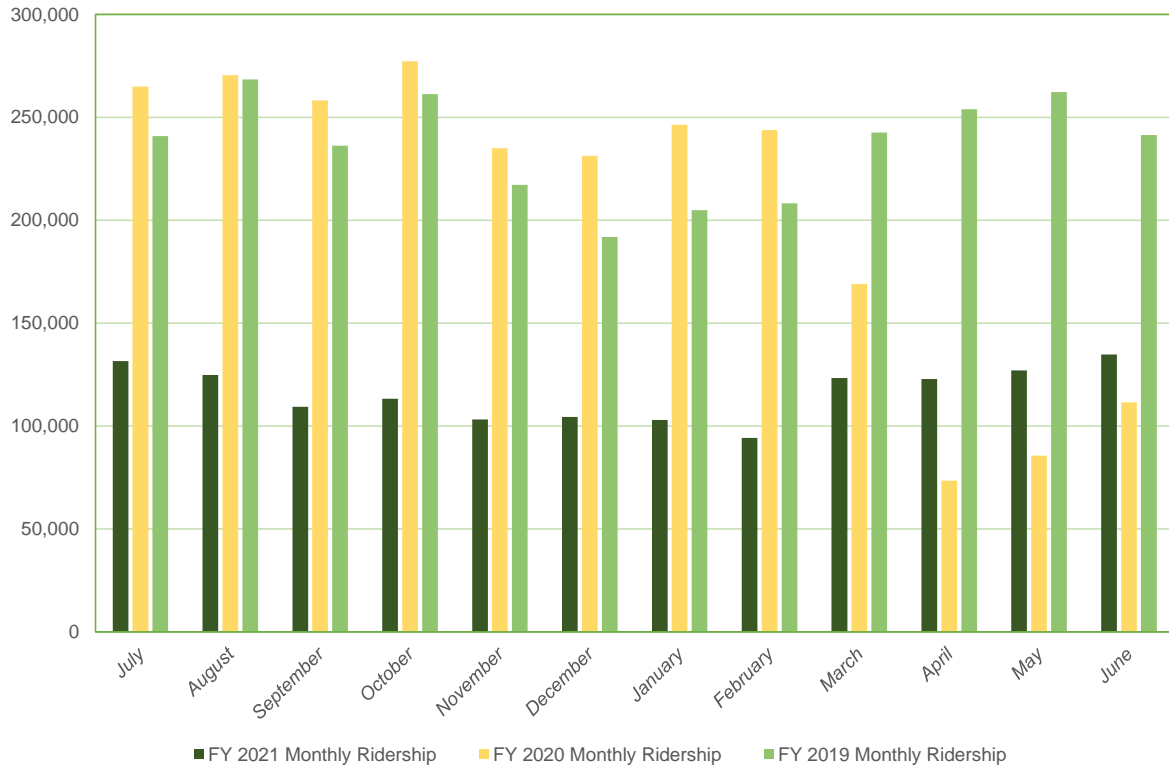
ART	Jun-21	Jun-20	YTD 2021	YTD 2020
ART Passengers	134,772	111,604	1,391,820	2,467,292
Revenue Hours	14,091	10,051	161,480	163,342
Passengers/Revenue Hour	9.6	11.1		
Scheduled Number of Trips	13,687	9,225	155,585	161,714
Actual Number of Trips	13,682	9,216	154,885	161,080
Number of Missed Trips	5	10	700	634
% Service Efficiency	100.0%	99.9%	99.6%	99.6%
% On-Time Performance	87%	86%	87%	76%
Customer Service				
Number of Complaints	6	27	194	665
Complaints per 50,000 Trips	2	12	7	13

STAR	Jun-21	Jun-20	YTD 2021	YTD 2020
STAR Passengers	3,433	1,883	31,769	65,137
Revenue Hours	2,079	1,077	20,528	36,120
Passengers/Revenue Hour	1.65	1.75	1.55	1.80
Scheduled Number of Trips Booked	3,376	1,823	31,928	63,678
Number of Trip Cancellations and No-Shows	645	277	5,908	10,128
% Service Efficiency	80.9%	84.8%	81.5%	84.1%
Customer Service Complaints				
Red Top	9	2	38	98
Diamond	0	1	9	27
STAR Call Center	0	0	6	6
Total Complaints	9	3	53	131
Complaints per 1,000 passengers	3	2	2	2



SYSTEMWIDE RIDERSHIP
FY 2021 Full-Year

ART



STAR

