

Arlington Transit
Monthly Service Performance Report
ART and STAR

ROUTE LEVEL PERFORMANCE - NOVEMBER 2018

| | <i>Ridership</i> | | | | 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 | 39,546 | 1,639 | 24.1 | 2,081 | 11,060 | 495 | 22.4 | 7,580 | 362 | 21.0 |
| 42 Ballston/Pentagon | 18,323 | 1,031 | 17.8 | 964 | 1,768 | 159 | 11.2 | 1,175 | 123 | 9.6 |
| 43 Crystal City/Rosslyn/Courthouse | 16,818 | 968 | 17.4 | 885 | 1,288 | 202 | 6.4 | 459 | 149 | 3.1 |
| 45 Columbia Pike/Rosslyn | 20,077 | 1,091 | 18.4 | 1,057 | 3,229 | 279 | 11.6 | 2,046 | 188 | 10.9 |
| 51 Virginia Hospital Center/Ballston | 6,103 | 360 | 17.0 | 321 | 904 | 108 | 8.4 | 519 | 79 | 6.6 |
| 52 Virginia Hospital Center/Ballston/East Falls Church | 5,098 | 502 | 10.1 | 268 | | | | | | |
| 53 Glebe Road-Westover/Ballston/East Falls Church | 3,806 | 573 | 6.6 | 200 | | | | | | |
| 55 Lee Highway/E. Falls Church/Rosslyn | 28,235 | 1,596 | 17.7 | 1,486 | 4,121 | 312 | 13.2 | 1,887 | 175 | 10.8 |
| 61 Courthouse/Rosslyn | 2,175 | 264 | 8.2 | 114 | | | | | | |
| 62 Lorcom Lane/Courthouse/Ballston | 1,442 | 254 | 5.7 | 76 | | | | | | |
| 74 Arlington Village/Arlington View | 1,211 | 160 | 7.6 | 64 | | | | | | |
| 75 Shirlington/Ballston/Virginia Square | 9,518 | 834 | 11.4 | 501 | | | | | | |
| 77 Shirlington/Lyon Park/Courthouse | 9,977 | 647 | 15.4 | 525 | 1,872 | 198 | 9.5 | | | |
| 84 Douglas Park/Pentagon City | 3,817 | 295 | 13.0 | 201 | | | | | | |
| 87 Shirlington/Pentagon (also 87A/P/X) | 11,503 | 983 | 11.7 | 605 | 1,014 | 198 | 5.1 | 559 | 120 | 4.7 |
| ART Total | 177,649 | 11,198 | 15.9 | 9,350 | 25,256 | 1,951 | 12.9 | 14,225 | 1,194 | 11.9 |

On Time Performance %

| | |
|--|------------|
| 41 Columbia Pike/Ballston/Courthouse | 79% |
| 42 Ballston/Pentagon | 71% |
| 43 Crystal City/Rosslyn/Courthouse | 92% |
| 45 Columbia Pike/Rosslyn | 79% |
| 51 Virginia Hospital Center/Ballston | 85% |
| 52 Virginia Hospital Center/Ballston/East Falls Church | 70% |
| 53 Glebe Road-Westover/Ballston/East Falls Church | 86% |
| 55 Lee Highway/E. Falls Church/Rosslyn | 73% |
| 61 Courthouse/Rosslyn | 88% |
| 62 Lorcom Lane/Courthouse/Ballston | 82% |
| 74 Arlington Village/Arlington View | 74% |
| 75 Shirlington/Ballston/Virginia Square | 76% |
| 77 Shirlington/Lyon Park/Courthouse | 66% |
| 84 Douglas Park/Pentagon City | 73% |
| 87 Shirlington/Pentagon (also 87A/P/X) | 78% |
| Total | 78% |

Ridership

| | Passengers | Revenue Hours | Passengers/Revenue Hour |
|--------------|--------------|---------------|-------------------------|
| Diamond | 3,266 | 2,647 | 1.2 |
| Red Top | 4,073 | 1,092 | 3.7 |
| Total | 7,339 | 3,739 | |

SERVICE EFFECTIVENESS

| | Nov-18 | Nov-17 | YTD 2019 | YTD 2018 |
|--------------------------------|--------------|--------------|--------------|--------------|
| ART | | | | |
| Passengers | 217,075 | 244,188 | 1,218,295 | 1,323,266 |
| Revenue Hours | 14,343 | 14,118 | 71,213 | 73,264 |
| Passengers/Revenue Hour | 15.1 | 17.3 | 17.1 | 18.1 |
| Scheduled Number of Trips | 14,909 | 14,922 | 74,350 | 79,587 |
| Actual Number of Trips | 14,853 | 14,879 | 71,982 | 76,197 |
| Number of Missed Trips | 56 | 43 | 2,367 | 3,390 |
| % Service Efficiency | 99.6% | 99.7% | 96.8% | 95.7% |
| % On-Time Performance | 78% | 85% | 80% | 86% |

| | | | | |
|---|--------------|--------------|--------------|--------------|
| STAR | | | | |
| Passengers | 7,339 | 7,978 | 38,506 | 41,509 |
| Revenue Hours | 3,739 | 3,667 | 19,850 | 19,433 |
| Passengers/Revenue Hour | 1.96 | 2.18 | 1.94 | 2.14 |
| Scheduled Number of Trips Booked | 7,055 | 7534 | 37,332 | 39,460 |
| Number of Trip Cancellations and No-Shows | 1012 | 950 | 4934 | 5246 |
| % Service Efficiency | 85.7% | 87.4% | 86.8% | 86.7% |