


**Arlington Transit**  
**Monthly Service Performance Report**  
**ART and STAR**


**ROUTE LEVEL PERFORMANCE - December 2019**

	<b>Ridership</b>				<b>Weekday</b>			<b>Saturday</b>			<b>Sunday</b>		
	<b>Passengers</b>	<b>Revenue Hours</b>	<b>Passengers/Revenue Hour</b>	<b>Average Weekday Passengers</b>	<b>Passengers</b>	<b>Revenue Hours</b>	<b>Passengers/Revenue Hour</b>	<b>Passengers</b>	<b>Revenue Hours</b>	<b>Passengers/Revenue Hour</b>			
41 Columbia Pike/Ballston/Courthouse	44,338	1,719	25.8	2,111	7,753	330	23.5	9,394	434	21.6			
42 Ballston/Pentagon	18,274	1,081	16.9	870	1,481	106	14.0	1,577	147	10.7			
43 Crystal City/Rosslyn/Courthouse	12,312	1,016	12.1	586									
45 Columbia Pike/Rosslyn	22,625	1,223	18.5	1,077	2,507	186	13.5	3,095	288	10.7			
51 Virginia Hospital Center/Ballston	6,585	378	17.4	314	630	72	8.8	733	95	7.8			
52 Virginia Hospital Center/Ballston/East Falls Church	6,236	524	11.9	297									
53 Glebe Road-Westover/Ballston/East Falls Church	2,537	473	5.4	121									
55 Lee Highway/E. Falls Church/Rosslyn	28,372	1,678	16.9	1,351	2,760	208	13.3	2,318	210	11.0			
61 Courthouse/Rosslyn	2,406	276	8.7	115									
62 Lorcom Lane/Courthouse/Ballston	1,562	271	5.8	74									
72 Rock Spring/Ballston/Shirlington	11,235	1,118	10.0	535									
74 Arlington Village/Arlington View	1,383	168	8.2	66									
75 Shirlington/Ballston/Virginia Square	9,654	875	11.0	460									
77 Shirlington/Lyon Park/Courthouse	12,608	797	15.8	600	1,234	131	9.4						
84 Douglas Park/Pentagon City	4,156	302	13.7	198									
87 Shirlington/Pentagon (also 87A/P/X)	11,735	1,032	11.4	559	1,042	132	7.9	834	144	5.8			
<b>ART Total</b>	<b>196,018</b>	<b>12,932</b>	<b>15.2</b>	<b>9,334</b>	<b>17,407</b>	<b>1,165</b>	<b>14.9</b>	<b>17,951</b>	<b>1,317</b>	<b>13.6</b>			

**On Time Performance %**

41 Columbia Pike/Ballston/Courthouse	68%
42 Ballston/Pentagon	71%
43 Crystal City/Rosslyn/Courthouse	91%
45 Columbia Pike/Rosslyn	78%
51 Virginia Hospital Center/Ballston	87%
52 Virginia Hospital Center/Ballston/East Falls Church	72%
53 Glebe Road-Westover/Ballston/East Falls Church	74%
55 Lee Highway/E. Falls Church/Rosslyn	66%
61 Courthouse/Rosslyn	92%
62 Lorcom Lane/Courthouse/Ballston	73%
72 Rock Spring/Ballston/Shirlington	57%
74 Arlington Village/Arlington View	66%
75 Shirlington/Ballston/Virginia Square	61%
77 Shirlington/Lyon Park/Courthouse	68%
84 Douglas Park/Pentagon City	66%
87 Shirlington/Pentagon (also 87A/P/X)	71%
<b>Total</b>	<b>71%</b>

**Ridership**

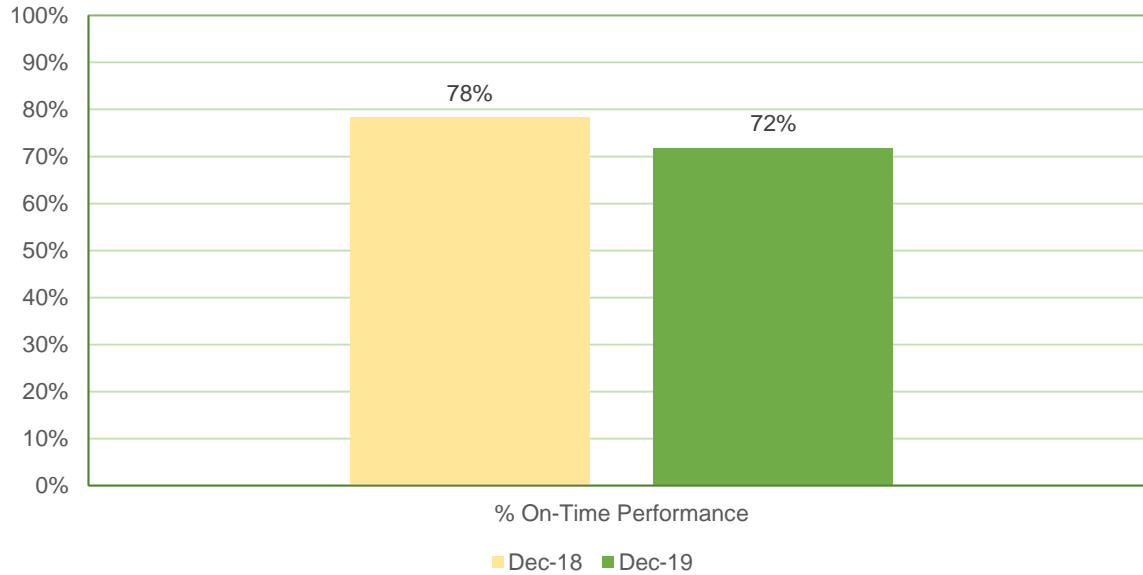
	<b>Passengers</b>	<b>Revenue Hours</b>	<b>Passengers/Revenue Hour</b>
Diamond	3,325	2,902	1.1
Red Top	3,243	875	3.7
<b>Total</b>	<b>6,568</b>	<b>3,777</b>	

**SERVICE EFFECTIVENESS**

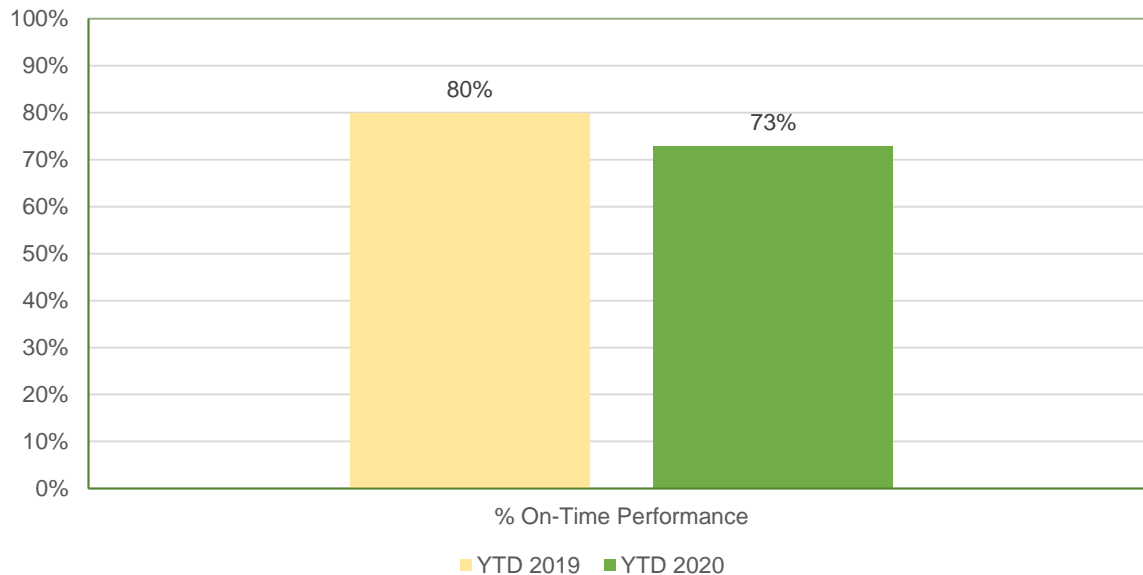
	Dec-19	Dec-18	YTD 2020	YTD 2019
<b>ART</b>				
ART Passengers	231,376	191,924	1,537,171	1,410,282
Revenue Hours	15,414	15,533	92,657	86,746
<b>Passengers/Revenue Hour</b>	<b>15.0</b>	<b>12.4</b>	<b>16.6</b>	<b>16.3</b>
Scheduled Number of Trips	15,445	16,196	92,149	90,546
Actual Number of Trips	15,370	15,768	91,608	89,449
Number of Missed Trips	75	429	542	1,097
<b>% Service Efficiency</b>	<b>99.5%</b>	<b>97.4%</b>	<b>99.4%</b>	<b>98.8%</b>
<b>% On-Time Performance</b>	<b>72%</b>	<b>78%</b>	<b>73%</b>	<b>80%</b>
<b>Customer Service</b>				
Number of Complaints	50	90	470	503
Complaints per 50,000 Trips	11	23	15	18

<b>STAR</b>				
STAR Passengers	6,568	7,259	42,496	45,765
Revenue Hours	3,777	3,636	22,937	23,506
<b>Passengers/Revenue Hour</b>	<b>1.74</b>	<b>2.00</b>	<b>1.85</b>	<b>1.95</b>
Scheduled Number of Trips Booked	6,349	6,827	41,177	44,159
Number of Trip Cancellations and No-Shows	953	927	6,333	5,861
<b>% Service Efficiency</b>	<b>85.0%</b>	<b>86.4%</b>	<b>84.6%</b>	<b>86.7%</b>
<b>Customer Service Complaints</b>				
Red Top	5	12	74	79
Diamond	4	0	21	24
STAR Call Center	2	0	4	4
Total Complaints	11	12	99	107
Complaints per 1,000 passengers	2	2	2	2

ART On-Time Performance  
FY 2019 and FY 2020  
December



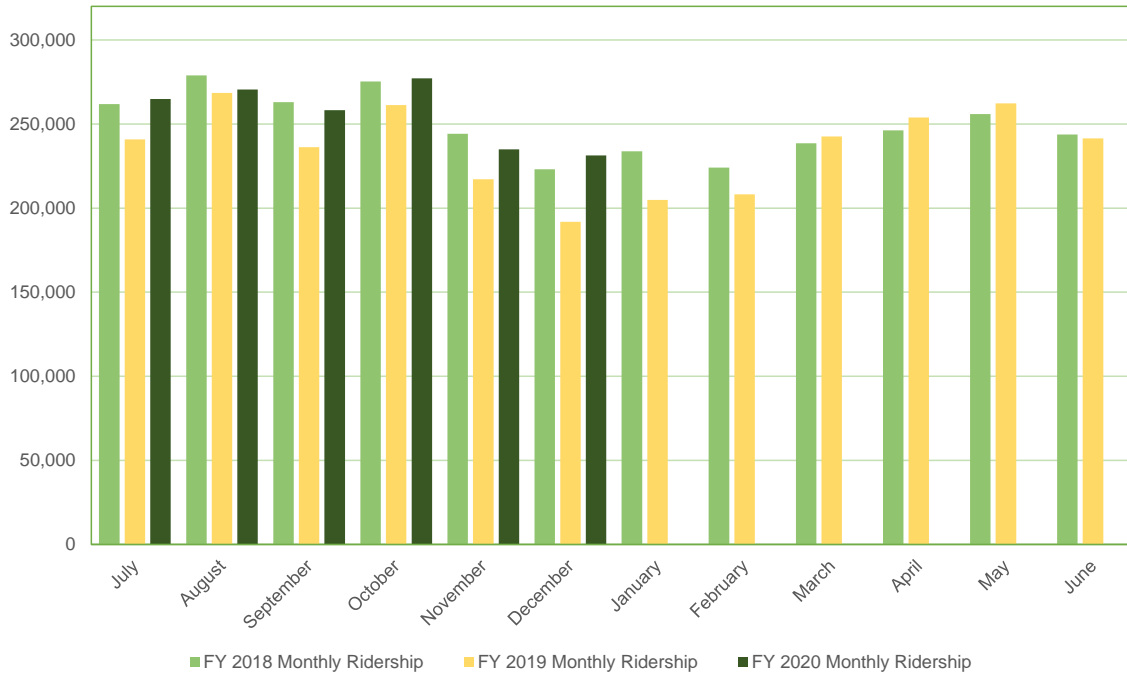
ART On-Time Performance  
FY 2019 and FY 2020  
Year To Date



**SYSTEMWIDE RIDERSHIP**

FY 2020 Full-Year

**ART**



**STAR**

