



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

**ROUTE LEVEL PERFORMANCE - November 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	39,720	1,479	26.9	2,207	13,875	577	24.0	8,559	362	23.7			
42 Ballston/Pentagon	17,741	924	19.2	986	2,548	186	13.7	1,100	123	9.0			
43 Crystal City/Rosslyn/Courthouse	12,396	865	14.3	689									
45 Columbia Pike/Rosslyn	22,206	1,046	21.2	1,234	4,455	324	13.8	2,636	240	11.0			
51 Virginia Hospital Center/Ballston	5,101	323	15.8	283	1,192	126	9.5	435	79	5.5			
52 Virginia Hospital Center/Ballston/East Falls Church	6,086	452	13.5	338									
53 Glebe Road-Westover/Ballston/East Falls Church	2,557	407	6.3	142									
55 Lee Highway/E. Falls Church/Rosslyn	28,890	1,442	20.0	1,605	4,989	364	13.7	1,823	175	10.4			
61 Courthouse/Rosslyn	2,333	236	9.9	130									
62 Lorcom Lane/Courthouse/Ballston	1,575	234	6.7	88									
72 Rock Spring/Ballston/Shirlington	10,598	959	11.1	589									
74 Arlington Village/Arlington View	1,435	144	10.0	80									
75 Shirlington/Ballston/Virginia Square	9,722	750	13.0	540									
77 Shirlington/Lyon Park/Courthouse	12,205	687	17.8	678	2,322	231	10.1						
84 Douglas Park/Pentagon City	4,245	258	16.4	236									
87 Shirlington/Pentagon (also 87A/P/X)	11,731	886	13.2	652	1,885	229	8.2	635	120	5.3			
<b>ART Total</b>	<b>188,541</b>	<b>11,092</b>	<b>17.0</b>	<b>10,475</b>	<b>31,266</b>	<b>2,037</b>	<b>15.4</b>	<b>15,188</b>	<b>1,098</b>	<b>13.8</b>			

<b>On Time Performance %</b>	
41 Columbia Pike/Ballston/Courthouse	69%
42 Ballston/Pentagon	70%
43 Crystal City/Rosslyn/Courthouse	90%
45 Columbia Pike/Rosslyn	77%
51 Virginia Hospital Center/Ballston	81%
52 Virginia Hospital Center/Ballston/East Falls Church	71%
53 Glebe Road-Westover/Ballston/East Falls Church	79%
55 Lee Highway/E. Falls Church/Rosslyn	66%
61 Courthouse/Rosslyn	93%
62 Lorcom Lane/Courthouse/Ballston	76%
72 Rock Spring/Ballston/Shirlington	58%
74 Arlington Village/Arlington View	59%
75 Shirlington/Ballston/Virginia Square	63%
77 Shirlington/Lyon Park/Courthouse	68%
84 Douglas Park/Pentagon City	59%
87 Shirlington/Pentagon (also 87A/P/X)	69%
<b>Total</b>	<b>71%</b>

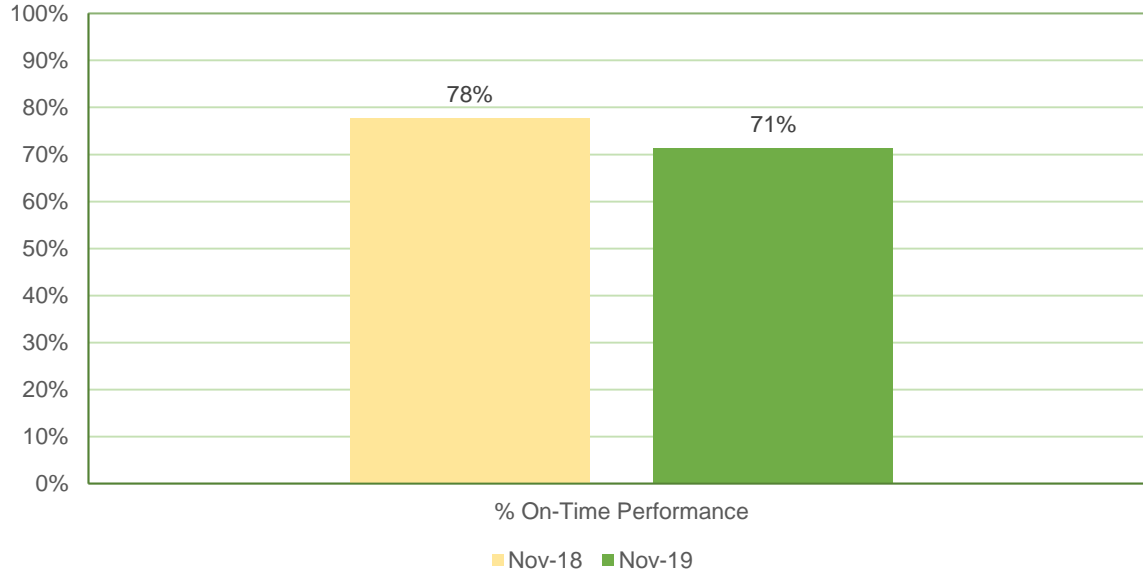
	<b>Ridership</b>		
	<b>Passengers</b>	<b>Revenue Hours</b>	<b>Passengers/Revenue Hour</b>
Diamond	3,177	2,520	1.3
Red Top	3,729	1,020	3.7
<b>Total</b>	<b>6,906</b>	<b>3,540</b>	

**SERVICE EFFECTIVENESS**

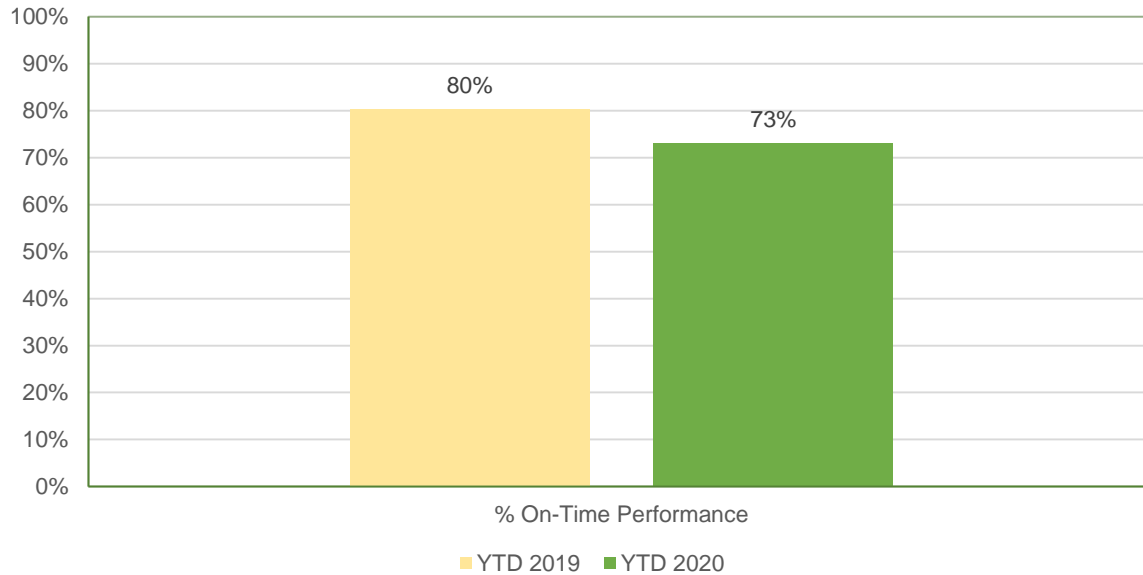
	Nov-19	Nov-18	YTD 2020	YTD 2019
<b>ART</b>				
ART Passengers	234,995	217,138	1,305,795	1,218,358
Revenue Hours	14,226	14,343	77,244	71,213
<b>Passengers/Revenue Hour</b>	<b>16.5</b>	<b>15.1</b>	<b>16.9</b>	<b>17.1</b>
Scheduled Number of Trips	14,187	14,909	76,705	74,350
Actual Number of Trips	14,121	14,853	76,238	73,682
Number of Missed Trips	66	56	467	668
<b>% Service Efficiency</b>	<b>99.5%</b>	<b>99.6%</b>	<b>99.4%</b>	<b>99.1%</b>
<b>% On-Time Performance</b>	<b>71%</b>	<b>78%</b>	<b>73%</b>	<b>80%</b>
<b>Customer Service</b>				
Number of Complaints	75	57	420	413
Complaints per 50,000 Trips	16	13	16	17

<b>STAR</b>				
STAR Passengers	6,906	7,339	35,928	38,506
Revenue Hours	3,540	3,764	19,160	19,870
<b>Passengers/Revenue Hour</b>	<b>1.95</b>	<b>1.95</b>	<b>1.88</b>	<b>1.94</b>
Scheduled Number of Trips Booked	6,480	7,055	34,828	37,332
Number of Trip Cancellations and No-Shows	980	1,012	5,380	4,934
<b>% Service Efficiency</b>	<b>84.9%</b>	<b>85.7%</b>	<b>84.6%</b>	<b>86.8%</b>
<b>Customer Service Complaints</b>				
Red Top	6	10	69	67
Diamond	2	8	17	24
STAR Call Center	0	1	2	4
Total Complaints	8	19	88	95
Complaints per 1,000 passengers	1	3	2	2

ART On-Time Performance  
FY 2019 and FY 2020  
November



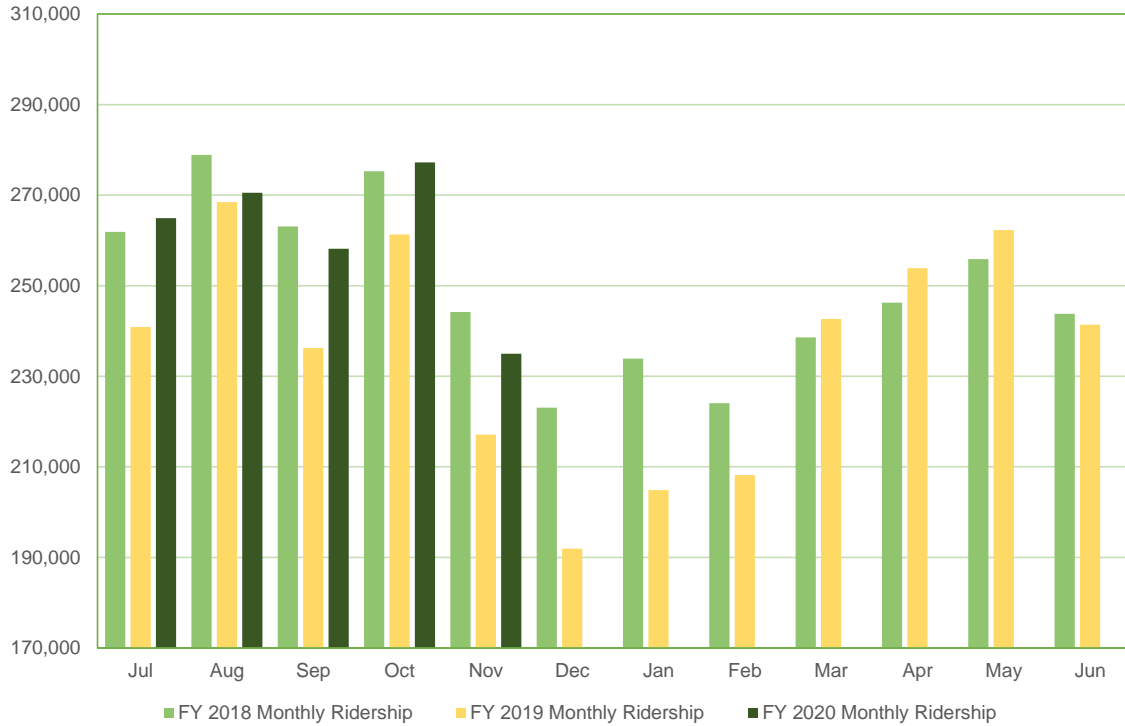
ART On-Time Performance  
FY 2019 and FY 2020  
Year To Date



**SYSTEMWIDE RIDERSHIP**

FY 2020 Full-Year

**ART**



**STAR**

