

Arlington Transit
Monthly Service Performance Report
ART and STAR

ROUTE LEVEL PERFORMANCE - APRIL 2020

	<i>Ridership</i>									
	Passengers	Weekday Revenue Hours	Passengers/Revenue Hour	Average Weekday Passengers	Passengers	Saturday Revenue Hours	Passengers/Revenue Hour	Passengers	Sunday Revenue Hours	Passengers/Revenue Hour
41 Columbia Pike/Ballston/Courthouse	24,395	1,808	13.5	1,109	5,002	330	15.2	3,899	289	13.5
42 Ballston/Pentagon	3,188	583	5.5	145	847	106	8.0	462	98	4.7
43 Crystal City/Rosslyn/Courthouse	1,468	744	2.0	67						
45 Columbia Pike/Rosslyn	9,160	1,023	9.0	416	2,064	186	11.1	1,346	191	7.0
51 Virginia Hospital Center/Ballston	2,922	396	7.4	133	388	72	5.4	305	63	4.8
52 Virginia Hospital Center/Ballston/East Falls Church										
53 Glebe Road-Westover/Ballston/East Falls Church										
55 Lee Highway/E. Falls Church/Rosslyn	7,537	1,140	6.6	343	1,064	206	5.2	647	140	4.6
61 Courthouse/Rosslyn										
62 Lorcom Lane/Courthouse/Ballston										
72 Rock Spring/Ballston/Shirlington										
74 Arlington Village/Arlington View										
75 Shirlington/Ballston/Virginia Square										
77 Shirlington/Lyon Park/Courthouse	5,179	726	7.1	235	933	132	7.1			
84 Douglas Park/Pentagon City										
87 Shirlington/Pentagon (also 87A/P/X)	1,980	726	2.7	90	503	132	3.8	235	96	2.4
ART Total	55,829	7,146	7.8	2,538	10,801	1,163	9.3	6,894	877	7.9

On Time Performance %

41 Columbia Pike/Ballston/Courthouse	76%
42 Ballston/Pentagon	77%
43 Crystal City/Rosslyn/Courthouse	78%
45 Columbia Pike/Rosslyn	90%
51 Virginia Hospital Center/Ballston	94%
52 Virginia Hospital Center/Ballston/East Falls Church	n/a
53 Glebe Road-Westover/Ballston/East Falls Church	n/a
55 Lee Highway/E. Falls Church/Rosslyn	76%
61 Courthouse/Rosslyn	n/a
62 Lorcom Lane/Courthouse/Ballston	n/a
72 Rock Spring/Ballston/Shirlington	n/a
74 Arlington Village/Arlington View	n/a
75 Shirlington/Ballston/Virginia Square	n/a
77 Shirlington/Lyon Park/Courthouse	89%
84 Douglas Park/Pentagon City	n/a
87 Shirlington/Pentagon (also 87A/P/X)	74%
Total	81%

Ridership

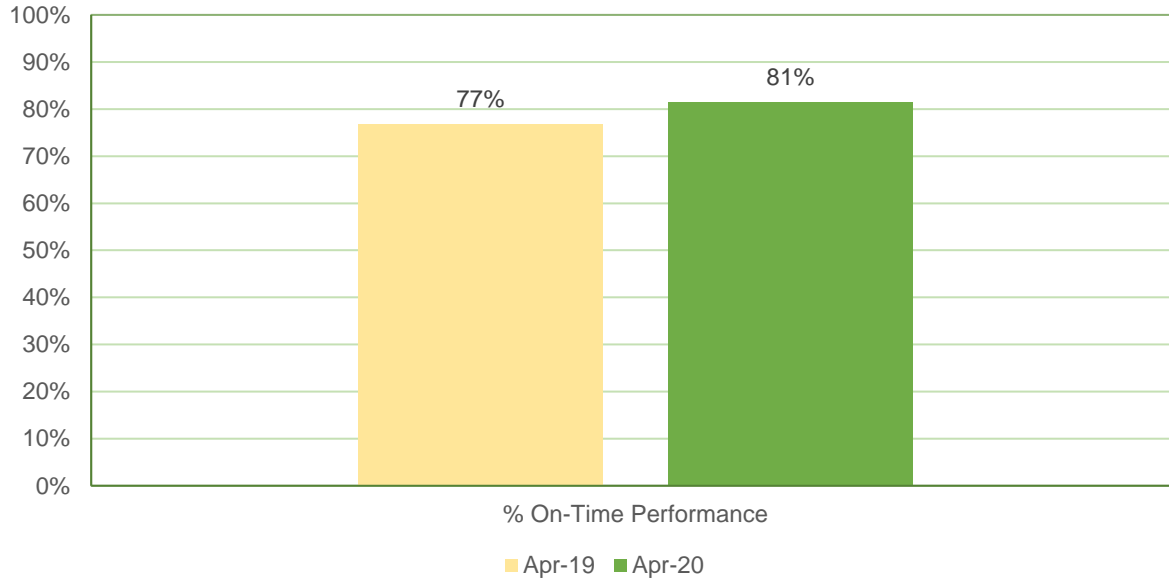
	Passengers	Revenue Hours	Passengers/Revenue Hour
Diamond	699	664	1.1
Red Top	462	75	6.2
Total	1,161	739	

SERVICE EFFECTIVENESS

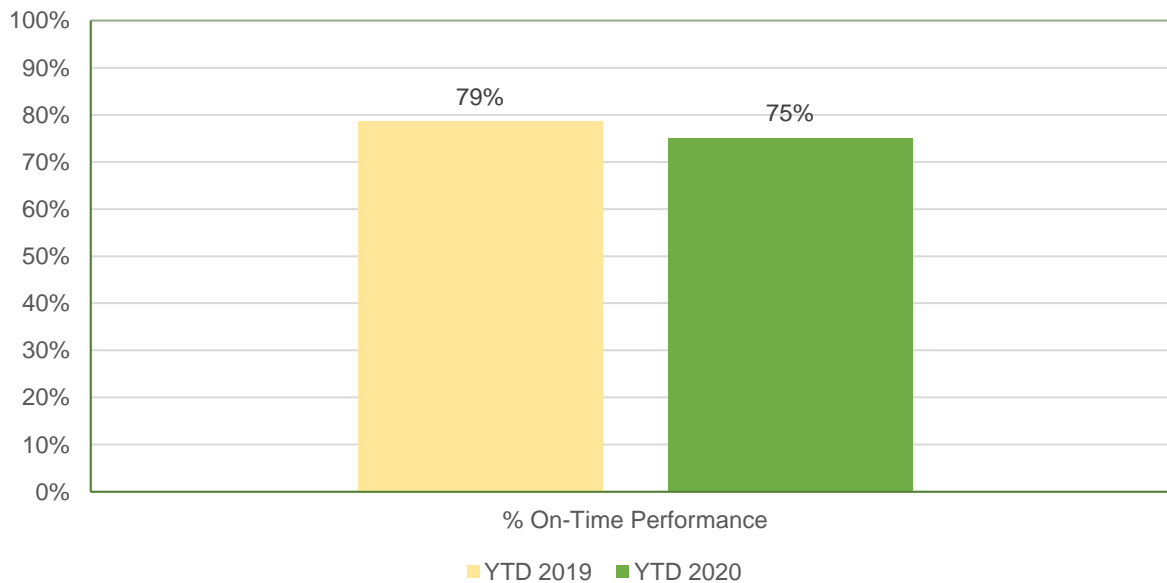
ART	Apr-20	Apr-19	YTD 2020	YTD 2019
ART Passengers	73,524	253,881	2,269,998	2,319,803
Revenue Hours	9,185	15,933	144,140	148,206
Passengers/Revenue Hour	8.0	15.9		
Scheduled Number of Trips	9,066	16,091	143,336	153,017
Actual Number of Trips	9,052	15,981	142,722	151,026
Number of Missed Trips	14	110	613	1,991
% Service Efficiency	99.8%	99.3%	99.6%	98.7%
% On-Time Performance	81%	77%	75%	79%
Customer Service				
Number of Complaints	10	96	620	854
Complaints per 50,000 Trips	7	19	14	18

STAR	Apr-20	Apr-19	YTD 2020	YTD 2019
STAR Passengers	1,161	7,164	62,365	73,716
Revenue Hours	739	3,998	33,489	38,673
Passengers/Revenue Hour	1.57	1.79	1.86	1.91
Scheduled Number of Trips Booked	1,232	6,935	60,349	71,597
Number of Trip Cancellations and No-Shows	261	915	9,429	14,353
% Service Efficiency	78.8%	86.8%	84.4%	80.0%
Customer Service Complaints				
Red Top	5	15	91	119
Diamond	1	4	26	38
STAR Call Center	0	0	6	7
Total Complaints	6	19	123	164
Complaints per 1,000 passengers	5	3	2	2

ART On-Time Performance
FY 2019 and FY 2020
April



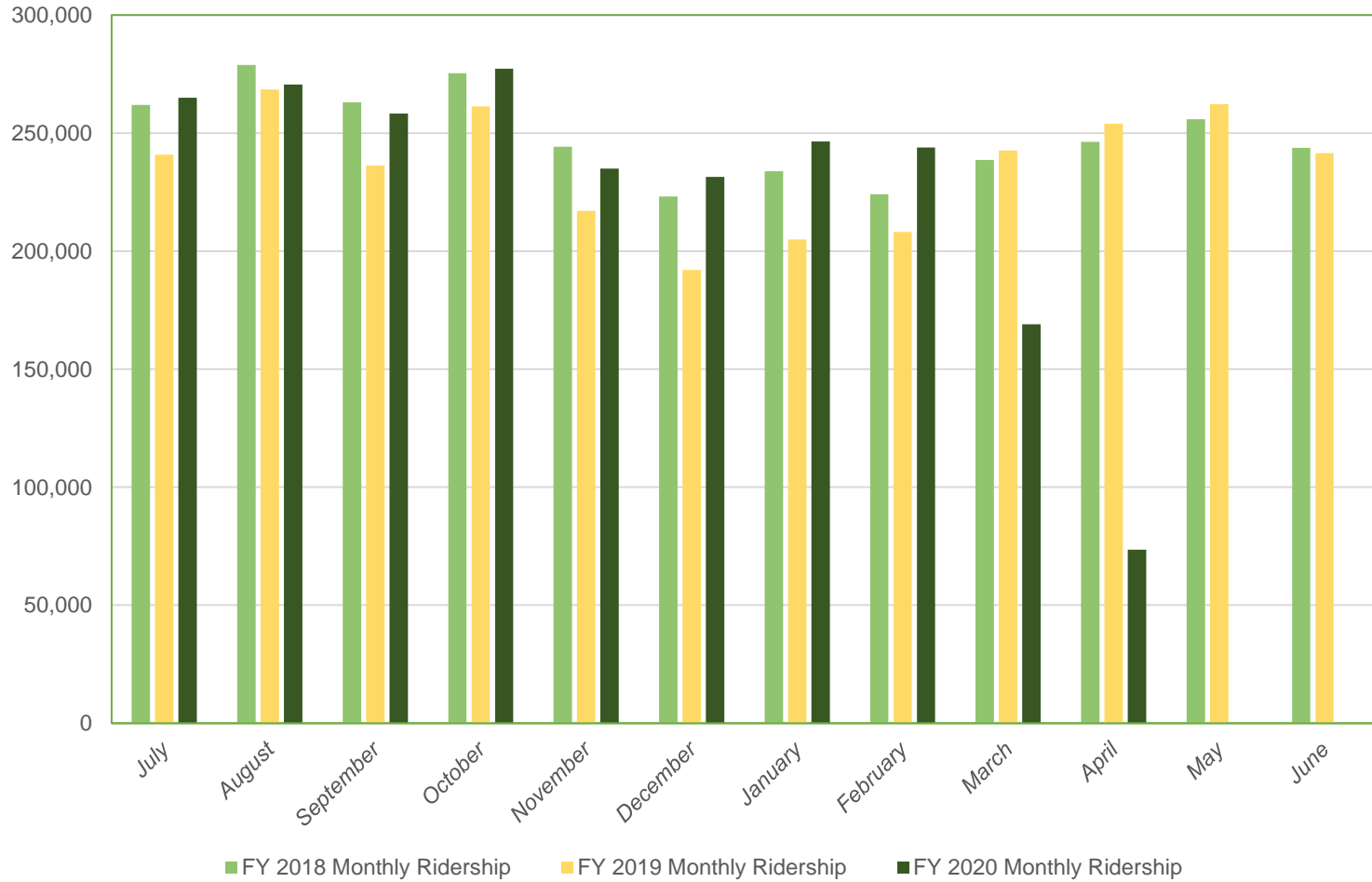
ART On-Time Performance
FY 2019 and FY 2020
Year To Date



SYSTEMWIDE RIDERSHIP

FY 2020 Full-Year

ART



STAR

