

Arlington Transit
Monthly Service Performance Report

ROUTE LEVEL PERFORMANCE - April 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	32,912	1,810	18.2	1,496	5,341	329	16.3	4,756	289	16.4
42 Ballston/Pentagon	9,784	1,148	8.5	445	938	106	8.8	803	98	8.2
43 Crystal City/Rosslyn/Courthouse	5,693	1,069	5.3	259						
45 Columbia Pike/Rosslyn	12,780	1,286	9.9	581	1,945	186	10.5	1,466	192	7.6
51 Virginia Hospital Center/Ballston	3,930	396	9.9	179	572	72	7.9	348	63	5.5
52 Virginia Hospital Center/Ballston/East Falls Church	2,633	550	4.8	120						
53 Glebe Road-Westover/Ballston/East Falls Church										
55 Lee Highway/E. Falls Church/Rosslyn	12,567	1,659	7.6	571	1,470	208	7.1	988	140	7.1
61 Courthouse/Rosslyn										
62 Lorcom Lane/Courthouse/Ballston										
72 Rock Spring/Ballston/Shirlington	4,630	974	4.8	210						
74 Arlington Village/Arlington View										
75 Shirlington/Ballston/Virginia Square	6,070	919	6.6	276						
77 Shirlington/Lyon Park/Courthouse	6,572	839	7.8	299	814	132	6.2			
84 Douglas Park/Pentagon City	709	317	2.2	32						
87 Shirlington/Pentagon (also 87A/P/X)	4,145	1,075	3.9	188	625	132	4.7	344	96	3.6
ART Total	102,425	12,040	8.5	4,656	11,705	1,165	10.1	8,705	878	9.9

On Time Performance %

41 Columbia Pike/Ballston/Courthouse	84%
42 Ballston/Pentagon	88%
43 Crystal City/Rosslyn/Courthouse	96%
45 Columbia Pike/Rosslyn	88%
51 Virginia Hospital Center/Ballston	94%
52 Virginia Hospital Center/Ballston/East Falls Church	84%
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	86%
74 Arlington Village/Arlington View	n/a
75 Shirlington/Ballston/Virginia Square	89%
77 Shirlington/Lyon Park/Courthouse	88%
84 Douglas Park/Pentagon City	73%
87 Shirlington/Pentagon (also 87A/P/X)	71%
Total	87%

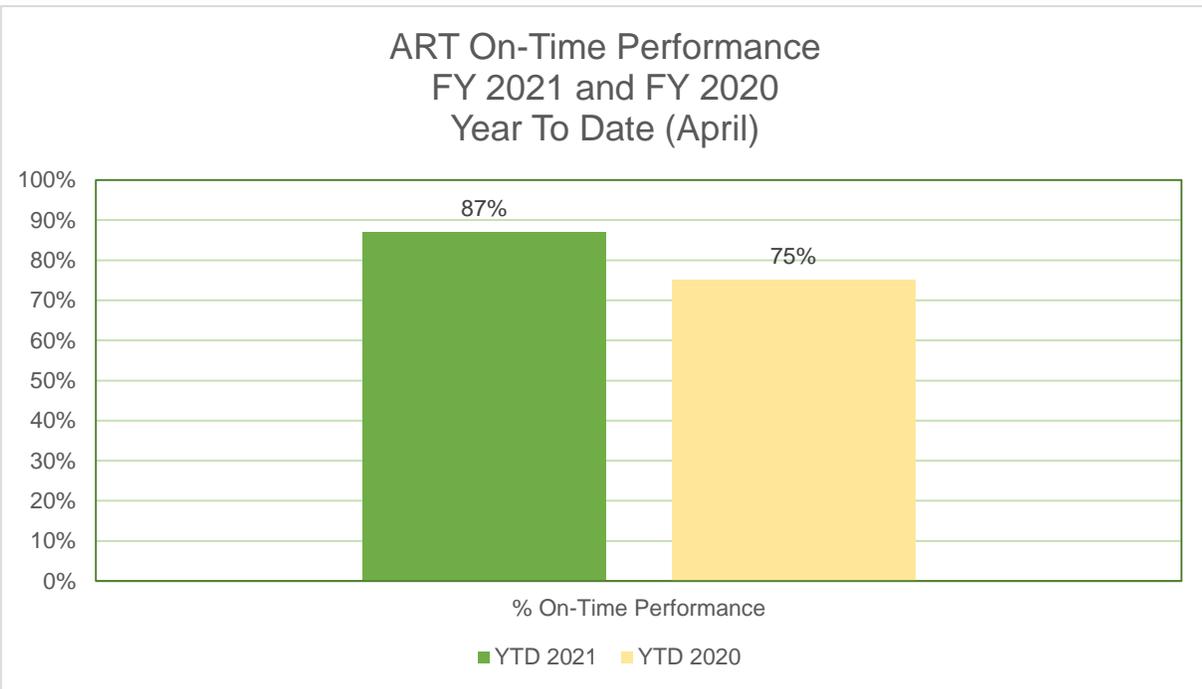
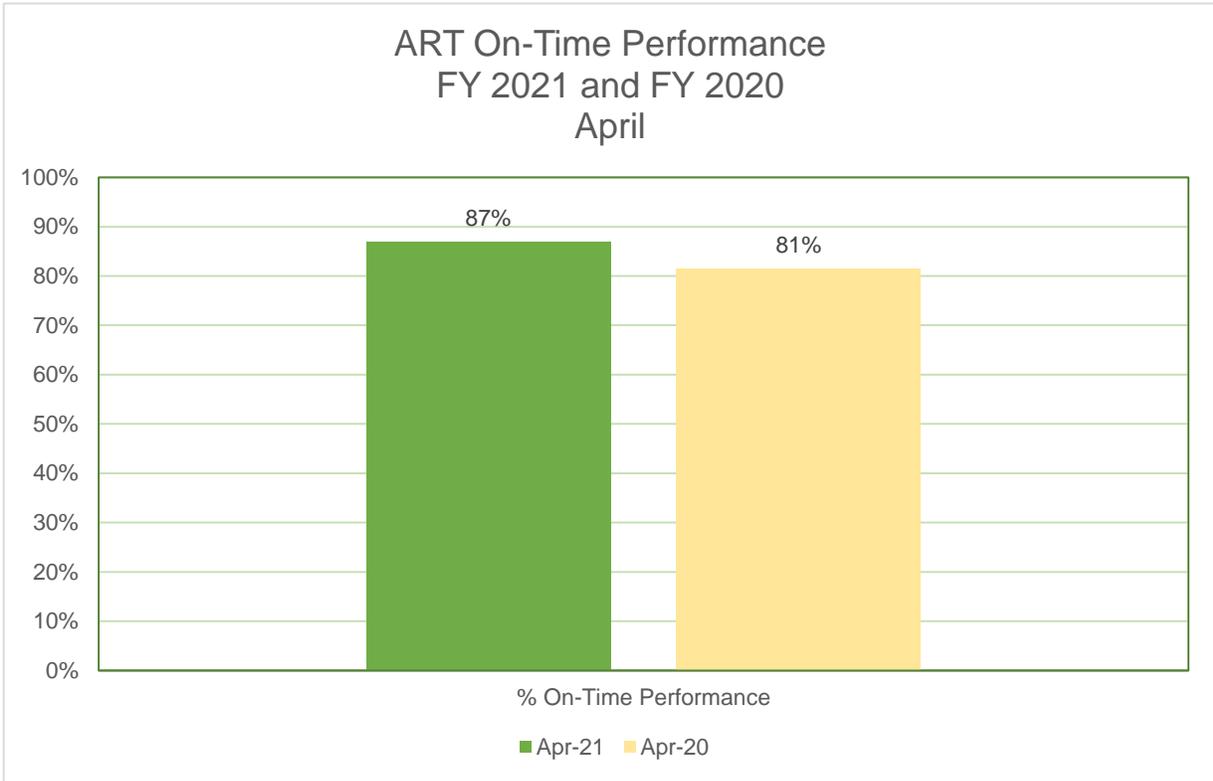
Ridership

	Passengers	Revenue Hours	Passengers/Revenue Hour
Diamond	2,036	1,695	1.2
Red Top	1,267	328	3.9
Total	3,303	2,023	

SERVICE EFFECTIVENESS

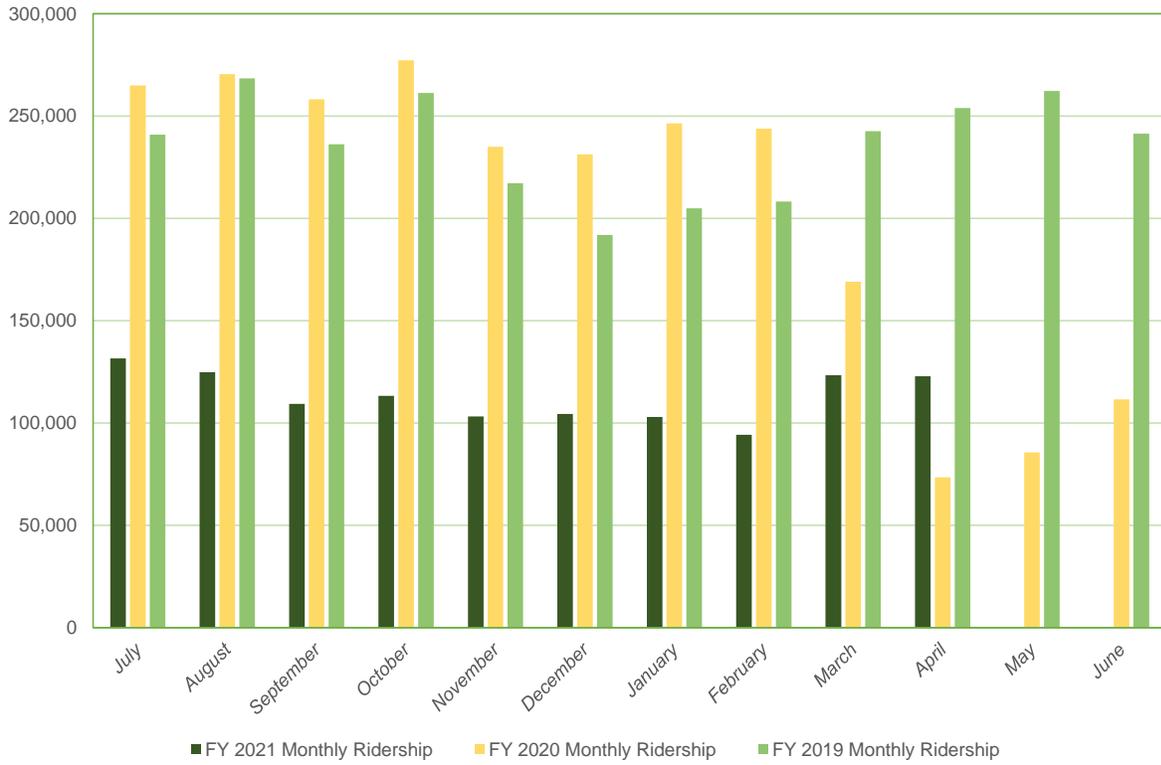
ART	Apr-21	Apr-20	YTD 2021	YTD 2020
ART Passengers	122,835	73,524	1,130,026	2,269,998
Revenue Hours	14,083	9,185	133,613	143,397
Passengers/Revenue Hour	8.7	8.0		
Scheduled Number of Trips	13,687	9,066	128,510	143,336
Actual Number of Trips	13,675	9,052	127,820	142,722
Number of Missed Trips	13	14	691	613
% Service Efficiency	99.9%	99.8%	99.5%	99.6%
% On-Time Performance	87%	81%	87%	75%
Customer Service				
Number of Complaints	15	10	172	620
Complaints per 50,000 Trips	6	7	8	14

STAR	Apr-21	Apr-20	YTD 2021	YTD 2020
STAR Passengers	3,303	1,161	25,124	61,769
Revenue Hours	2,023	739	16,485	34,040
Passengers/Revenue Hour	1.63	1.57	1.52	1.81
Scheduled Number of Trips Booked	3,109	1,232	25,560	60,349
Number of Trip Cancellations and No-Shows	463	261	4,860	9,610
% Service Efficiency	85.1%	78.8%	81.0%	84.1%
Customer Service Complaints				
Red Top	4	5	24	94
Diamond	0	1	7	26
STAR Call Center	0	0	6	6
Total Complaints	4	6	37	126
Complaints per 1,000 passengers	1	5	1	2



SYSTEMWIDE RIDERSHIP
FY 2021 Full-Year

ART



STAR

