

Arlington Transit
Monthly Service Performance Report
ART and STAR


ROUTE LEVEL PERFORMANCE - August 2019

	Ridership				Weekday			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	51,101	1,800	28.4	2,323	11,942	410	29.2	8,287	285	29.0			
42 Ballston/Pentagon	23,202	1,106	21.0	1,055	1,926	131	14.8	1,252	92	13.7			
43 Crystal City/Rosslyn/Courthouse	17,419	1,071	16.3	792									
45 Columbia Pike/Rosslyn	26,650	1,272	21.0	1,211	3,361	228	14.7	2,607	180	14.5			
51 Virginia Hospital Center/Ballston	6,921	396	17.5	315	674	90	7.5	478	63	7.6			
52 Virginia Hospital Center/Ballston/East Falls Church	6,207	551	11.3	282									
53 Glebe Road-Westover/Ballston/East Falls Church	3,056	481	6.4	139									
55 Lee Highway/E. Falls Church/Rosslyn	35,069	1,755	20.0	1,594	3,664	260	14.1	1,950	140	13.9			
61 Courthouse/Rosslyn	2,741	287	9.6	125									
62 Lorcom Lane/Courthouse/Ballston	1,785	283	6.3	81									
72 Rock Spring/Ballston/Shirlington	12,536	1,172	10.7	570									
74 Arlington Village/Arlington View	1,566	176	8.9	71									
75 Shirlington/Ballston/Virginia Square	9,637	919	10.5	438									
77 Shirlington/Lyon Park/Courthouse	14,159	831	17.0	644	1,723	160	10.8						
84 Douglas Park/Pentagon City	5,409	317	17.1	246									
87 Shirlington/Pentagon (also 87A/P/X)	13,405	1,079	12.4	609	1,237	165	7.5	536	96	5.6			
ART Total	230,863	13,495	17.1	10,494	24,527	1,442	17.0	15,110	856	17.7			

On Time Performance %

41 Columbia Pike/Ballston/Courthouse	71%
42 Ballston/Pentagon	74%
43 Crystal City/Rosslyn/Courthouse	90%
45 Columbia Pike/Rosslyn	76%
51 Virginia Hospital Center/Ballston	89%
52 Virginia Hospital Center/Ballston/East Falls Church	75%
53 Glebe Road-Westover/Ballston/East Falls Church	78%
55 Lee Highway/E. Falls Church/Rosslyn	67%
61 Courthouse/Rosslyn	95%
62 Lorcom Lane/Courthouse/Ballston	80%
72 Rock Spring/Ballston/Shirlington	60%
74 Arlington Village/Arlington View	75%
75 Shirlington/Ballston/Virginia Square	72%
77 Shirlington/Lyon Park/Courthouse	71%
84 Douglas Park/Pentagon City	66%
87 Shirlington/Pentagon (also 87A/P/X)	74%
Total	

Ridership

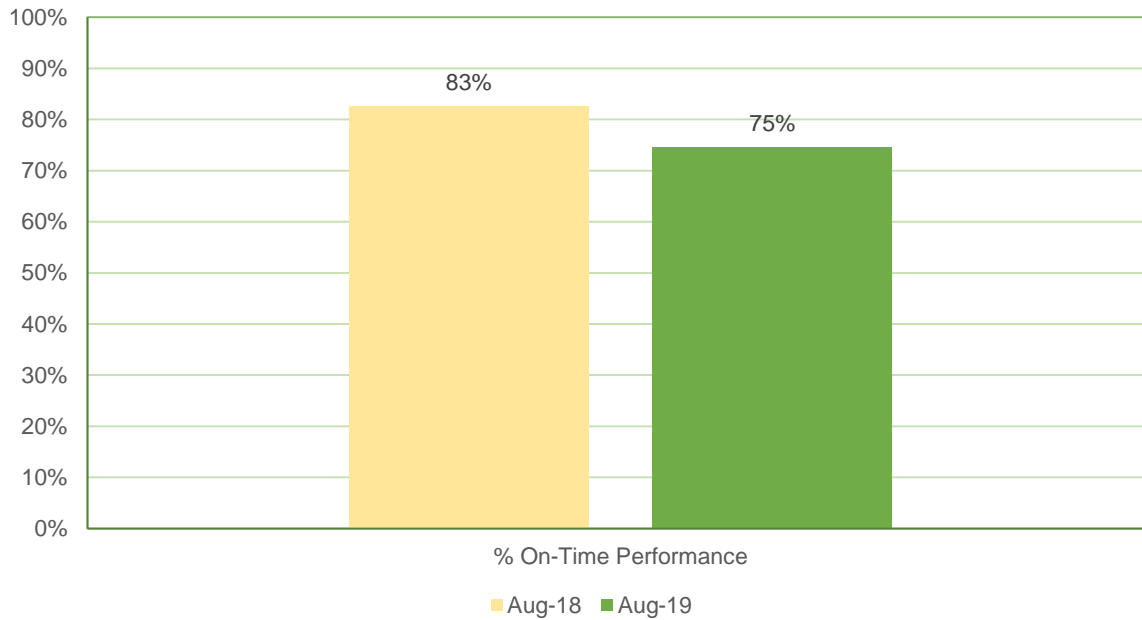
	Passengers	Revenue Hours	Passengers/Revenue Hour
 STAR Specialized Transit for Arlington Residents			
Diamond	3,583	2,933	1.2
Red Top	3,953	1,065	3.7
Total	7,536	3,998	

SERVICE EFFECTIVENESS

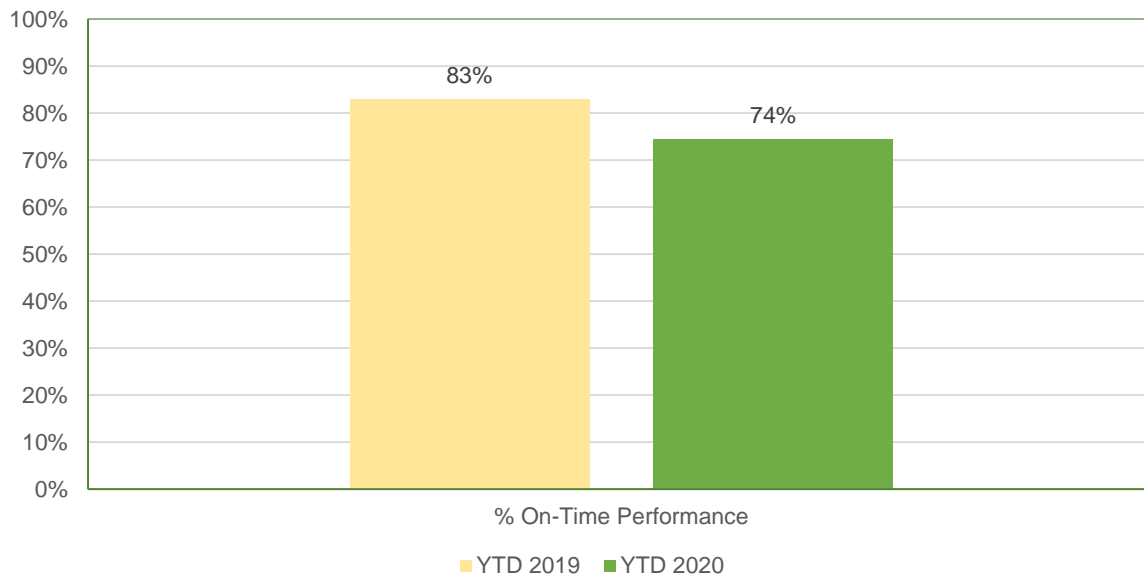
	Aug-19	Aug-18	YTD 2020	YTD 2019
ART				
ART Passengers	270,500	268,442	535,420	509,289
Revenue Hours	15,792	14,673	31,603	28,653
Passengers/Revenue Hour	17.1	18.3	16.9	17.8
Scheduled Number of Trips	15,922	15,437	31,778	30,058
Actual Number of Trips	15,766	15,209	31,542	29,637
Number of Missed Trips	156	228	236	421
% Service Efficiency	99.0%	98.5%	99.3%	98.6%
% On-Time Performance	75%	83%	74%	83%
Customer Service				
Number of Complaints	84	111	174	182
Complaints per 50,000 Trips	16	21	16	18

STAR				
STAR Passengers	7,536	8,058	14,947	15,549
Revenue Hours	3,998	4,179	7,713	8,041
Passengers/Revenue Hour	1.88	1.93	1.94	1.93
Scheduled Number of Trips Booked	7,139	7,848	14,097	14,957
Number of Trip Cancellations and No-Shows	977	990	1,982	1,970
% Service Efficiency	86.3%	87.4%	85.9%	86.8%
Customer Service Complaints				
Red Top	16	11	23	23
Diamond	3	6	10	7
STAR Call Center	0	1	0	3
Total Complaints	19	18	31	33
Complaints per 1,000 passengers	2.5	2.2	2.1	2.1

ART On-Time Performance FY 2019 and FY 2020 August



ART On-Time Performance FY 2019 and FY 2020 Year To Date (July-August)



SYSTEMWIDE RIDERSHIP

FY 2020 Full-Year

ART



STAR

