

Arlington Transit
Monthly Service Performance Report

ROUTE LEVEL PERFORMANCE - August 2020

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	33,116	1,730	19.1	1,577	9,120	412	22.2	7,120	362	19.7
42 Ballston/Pentagon	5,452	710	7.7	260	1,898	133	14.3	1,526	123	12.5
43 Crystal City/Rosslyn/Courthouse	3,294	799	4.1	157						
45 Columbia Pike/Rosslyn	11,121	1,093	10.2	530	3,029	233	13.0	3,227	240	13.4
51 Virginia Hospital Center/Ballston	4,164	378	11.0	198	514	89	5.8	544	79	6.9
52 Virginia Hospital Center/Ballston/East Falls Church	437	151	2.9	21						
53 Glebe Road-Westover/Ballston/East Falls Church										
55 Lee Highway/E. Falls Church/Rosslyn	11,796	1,657	7.1	562	2,434	260	9.4	1,688	175	9.6
61 Courthouse/Rosslyn										
62 Lorcom Lane/Courthouse/Ballston										
72 Rock Spring/Ballston/Shirlington	5,070	929	5.5	241						
74 Arlington Village/Arlington View										
75 Shirlington/Ballston/Virginia Square	4,441	881	5.0	211						
77 Shirlington/Lyon Park/Courthouse	7,099	724	9.8	338	2,045	165	12.4			
84 Douglas Park/Pentagon City	104	86	1.2	5						
87 Shirlington/Pentagon (also 87A/P/X)	3,592	788	4.6	171	1,310	165	7.9	641	120	5.3
ART Total	89,686	9,925	9.0	4,271	20,350	1,456	14.0	14,746	1,098	13.4

On Time Performance %

41 Columbia Pike/Ballston/Courthouse	84%
42 Ballston/Pentagon	70%
43 Crystal City/Rosslyn/Courthouse	84%
45 Columbia Pike/Rosslyn	80%
51 Virginia Hospital Center/Ballston	92%
52 Virginia Hospital Center/Ballston/East Falls Church	85%
53 Glebe Road-Westover/Ballston/East Falls Church	-
55 Lee Highway/E. Falls Church/Rosslyn	92%
61 Courthouse/Rosslyn	-
62 Lorcom Lane/Courthouse/Ballston	-
72 Rock Spring/Ballston/Shirlington	83%
74 Arlington Village/Arlington View	-
75 Shirlington/Ballston/Virginia Square	86%
77 Shirlington/Lyon Park/Courthouse	93%
84 Douglas Park/Pentagon City	74%
87 Shirlington/Pentagon (also 87A/P/X)	84%
Total	85%

Ridership



	Passengers	Revenue Hours	Passengers/Revenue Hour
Diamond	1,385	1,376	1.0
Red Top	965	203	4.8
Total	2,350	1,579	

SERVICE EFFECTIVENESS

ART	Aug-20	Aug-19	YTD 2021	YTD 2020
ART Passengers	124,782	270,500	256,348	535,420
Revenue Hours	12,478	15,792	24,472	31,603
Passengers/Revenue Hour	10.0	17.1		
Scheduled Number of Trips	11,379	15,922	21,965	31,778
Actual Number of Trips	11,372	15,766	21,945	31,542
Number of Missed Trips	7	156	21	236
% Service Efficiency	99.9%	99.0%	99.9%	99.3%
% On-Time Performance	85%	75%	85%	74%

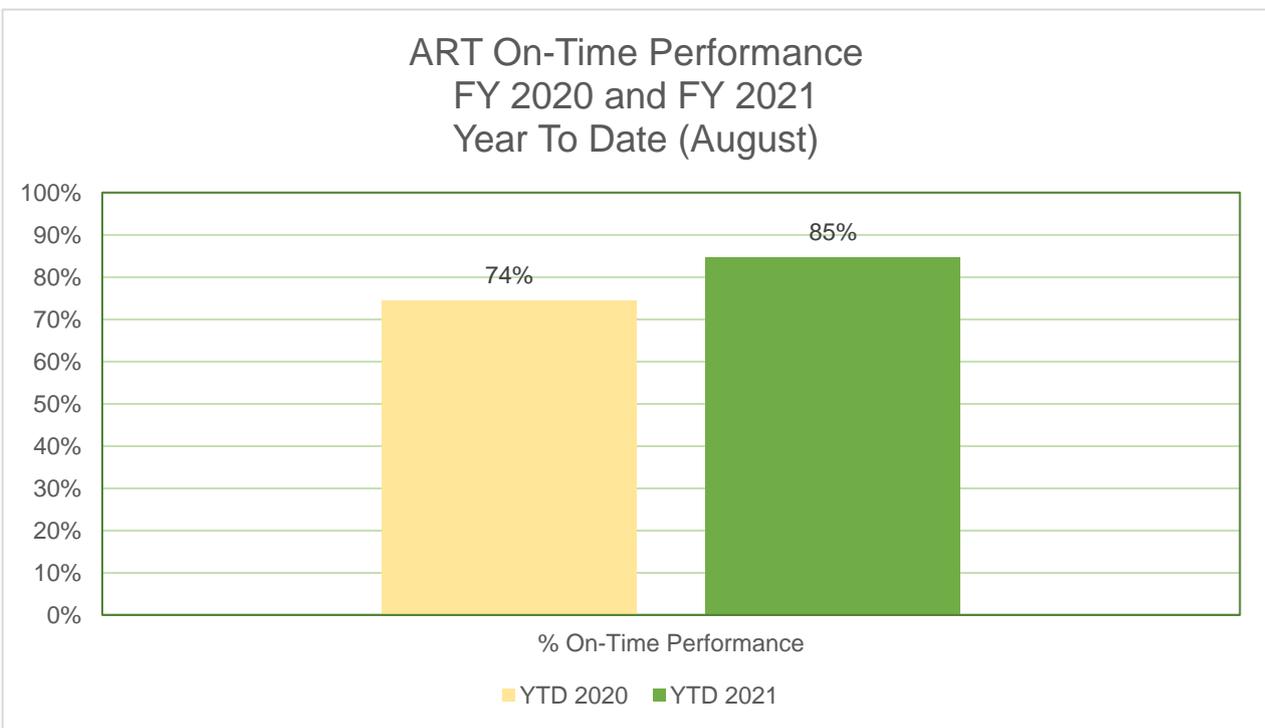
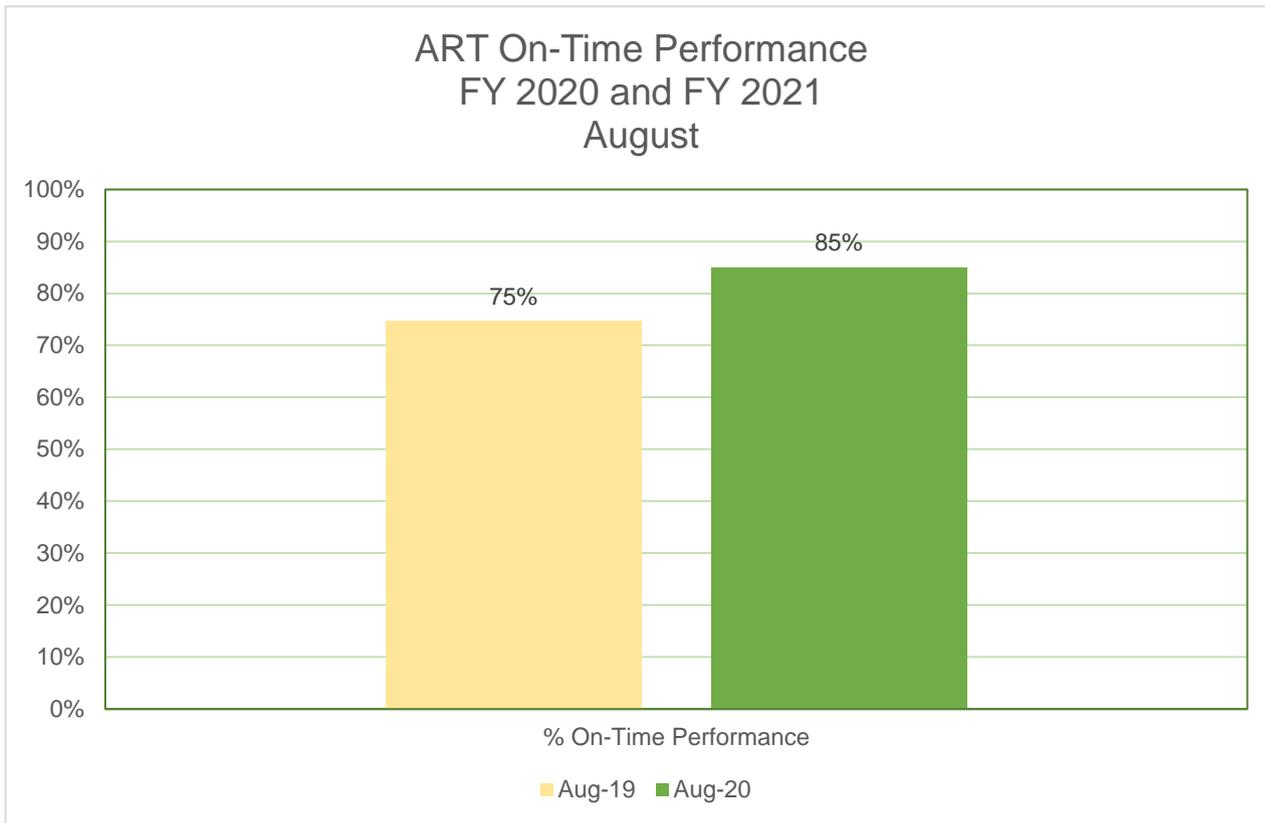
Customer Service

Number of Complaints	24	84	50	174
Complaints per 50,000 Trips	10	16	10	16

STAR	Aug-20	Aug-19	YTD 2020	YTD 2019
STAR Passengers	2,350	7,536	4,565	14,947
Revenue Hours	1,579	3,998	2,981	7,713
Passengers/Revenue Hour	1.49	1.88	1.53	1.94
Scheduled Number of Trips Booked	2,334	7,139	4,572	14,097
Number of Trip Cancellations and No-Shows	426	1,186	797	2,191
% Service Efficiency	81.7%	83.4%	82.6%	84.5%

Customer Service Complaints

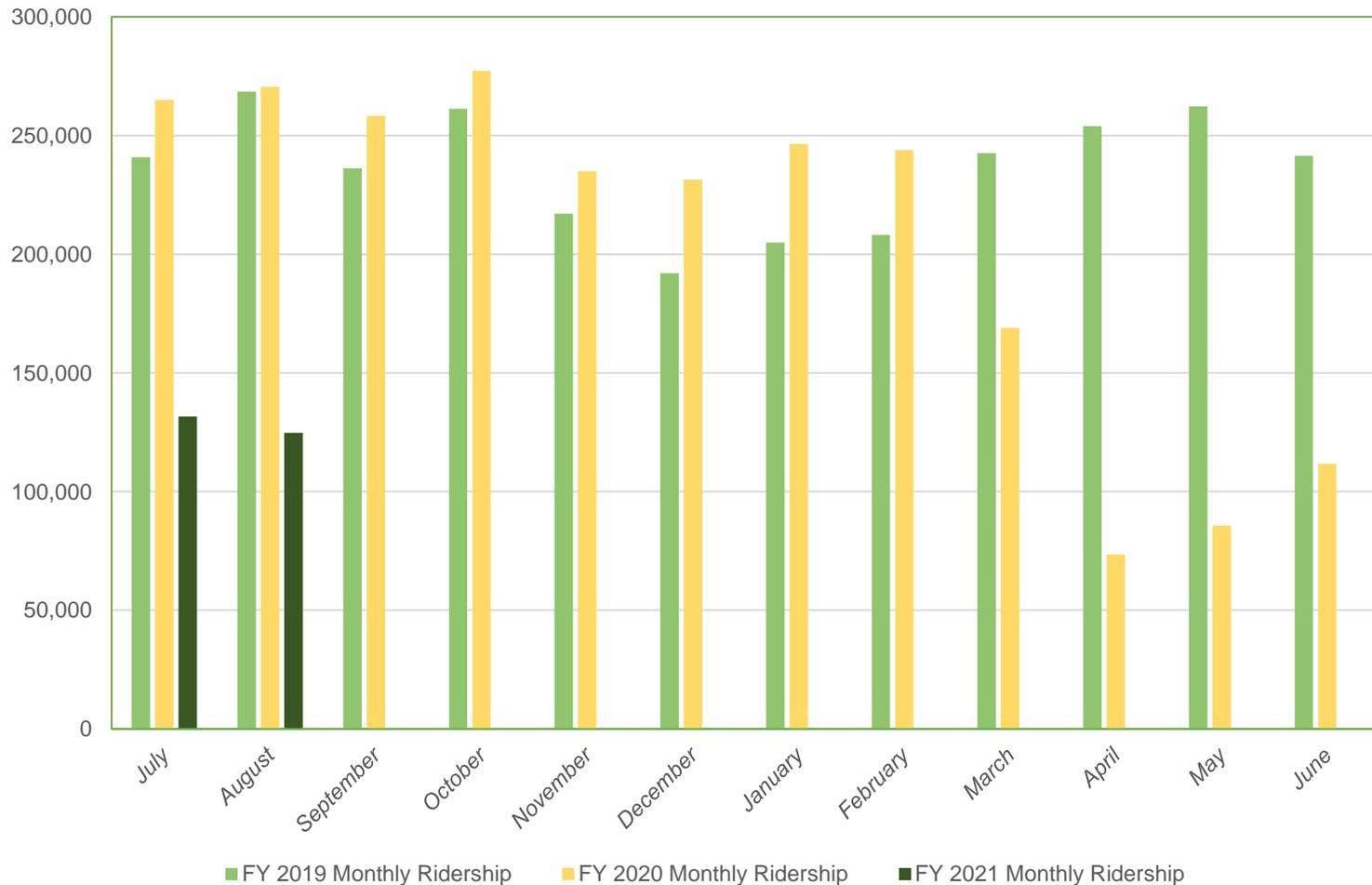
Red Top	3	16	6	23
Diamond	2	3	4	10
STAR Call Center	0	0	1	0
Total Complaints	5	19	11	33
Complaints per 1,000 passengers	2	3	2	2



SYSTEMWIDE RIDERSHIP

FY 2020 Full-Year

ART



STAR

