

**Arlington Transit**  
**Monthly Service Performance Report**

**ROUTE LEVEL PERFORMANCE - December 2020**

	<b>Ridership</b>				<b>Saturday</b>			<b>Sunday</b>		
	<b>Passengers</b>	<b>Weekday 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	26,787	1,809	14.8	1,218	5,273	329	16.0	6,007	360	16.7
42 Ballston/Pentagon	7,514	1,148	6.5	342	1,092	106	10.3	932	122	7.6
43 Crystal City/Rosslyn/Courthouse	2,106	1,067	2.0	96						
45 Columbia Pike/Rosslyn	10,915	1,286	8.5	496	1,054	185	5.7	1,538	240	6.4
51 Virginia Hospital Center/Ballston	4,221	395	10.7	192	861	72	12.0	727	79	9.2
52 Virginia Hospital Center/Ballston/East Falls Church	3,159	553	5.7	144						
53 Glebe Road-Westover/Ballston/East Falls Church										
55 Lee Highway/E. Falls Church/Rosslyn	10,003	1,661	6.0	455	1,830	208	8.8	1,772	174	10.2
61 Courthouse/Rosslyn										
62 Lorcom Lane/Courthouse/Ballston										
72 Rock Spring/Ballston/Shirlington	3,498	974	3.6	159						
74 Arlington Village/Arlington View										
75 Shirlington/Ballston/Virginia Square	3,357	919	3.7	153						
77 Shirlington/Lyon Park/Courthouse	5,445	839	6.5	248	1,157	132	8.8			
84 Douglas Park/Pentagon City	515	317	1.6	23						
87 Shirlington/Pentagon (also 87A/P/X)	3,531	1,076	3.3	161	578	132	4.4	594	120	5.0
<b>ART Total</b>	<b>81,051</b>	<b>12,043</b>	<b>6.7</b>	<b>3,684</b>	<b>11,845</b>	<b>1,164</b>	<b>10.2</b>	<b>11,570</b>	<b>1,095</b>	<b>10.6</b>

**On Time Performance %**

41 Columbia Pike/Ballston/Courthouse	86%
42 Ballston/Pentagon	89%
43 Crystal City/Rosslyn/Courthouse	95%
45 Columbia Pike/Rosslyn	89%
51 Virginia Hospital Center/Ballston	90%
52 Virginia Hospital Center/Ballston/East Falls Church	89%
53 Glebe Road-Westover/Ballston/East Falls Church	n/a
55 Lee Highway/E. Falls Church/Rosslyn	87%
61 Courthouse/Rosslyn	n/a
62 Lorcom Lane/Courthouse/Ballston	n/a
72 Rock Spring/Ballston/Shirlington	88%
74 Arlington Village/Arlington View	n/a
75 Shirlington/Ballston/Virginia Square	91%
77 Shirlington/Lyon Park/Courthouse	93%
84 Douglas Park/Pentagon City	73%
87 Shirlington/Pentagon (also 87A/P/X)	79%
<b>Total</b>	<b>88%</b>

**Ridership**

	<b>Passengers</b>	<b>Revenue Hours</b>	<b>Passengers/Revenue Hour</b>
Diamond	1,496	1,343	1.1
Red Top	903	265	3.4
<b>Total</b>	<b>2,399</b>	<b>1,608</b>	

**SERVICE EFFECTIVENESS**

<b>ART</b>	<b>Dec-20</b>	<b>Dec-19</b>	<b>YTD 2021</b>	<b>YTD 2020</b>
ART Passengers	104,466	231,376	686,709	1,537,171
Revenue Hours	14,302	15,414	79,580	91,914
<b>Passengers/Revenue Hour</b>	<b>7.3</b>	<b>15.0</b>		
Scheduled Number of Trips	13,895	15,445	75,447	92,149
Actual Number of Trips	13,884	15,370	75,392	91,608
Number of Missed Trips	12	75	56	542
<b>% Service Efficiency</b>	<b>99.9%</b>	<b>99.5%</b>	<b>99.9%</b>	<b>99.4%</b>
<b>% On-Time Performance</b>	<b>88%</b>	<b>72%</b>	<b>87%</b>	<b>73%</b>

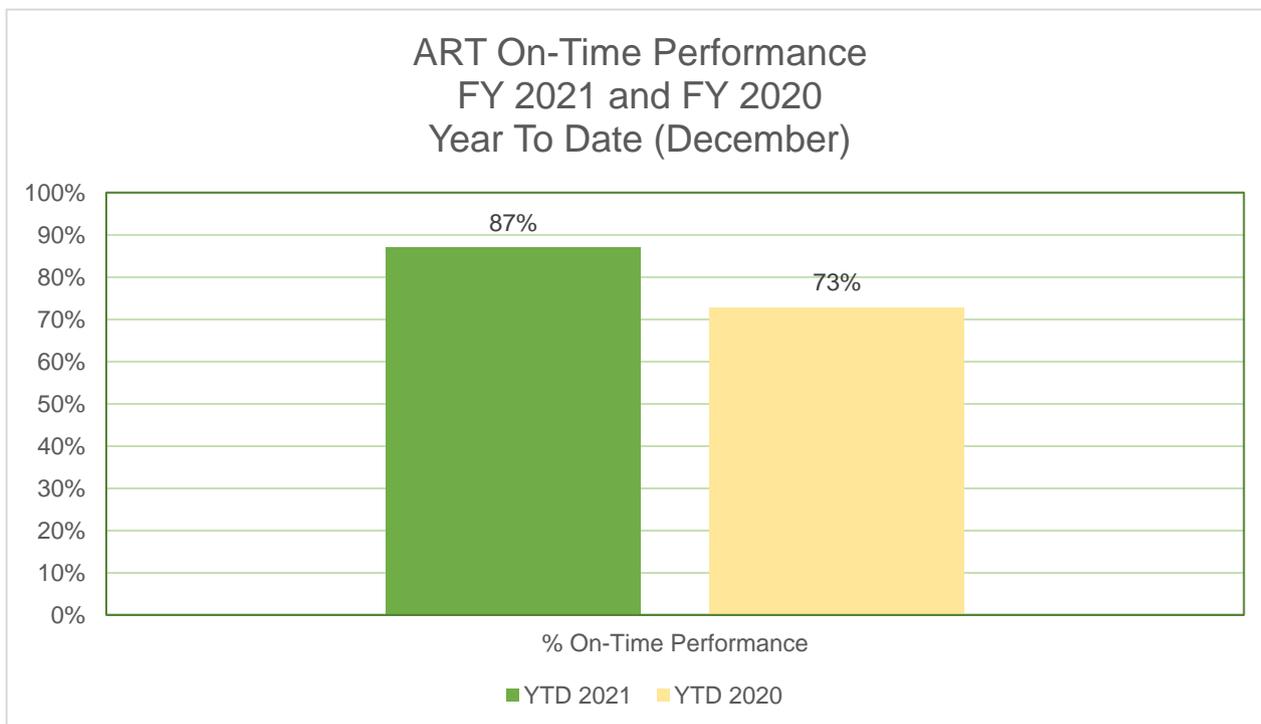
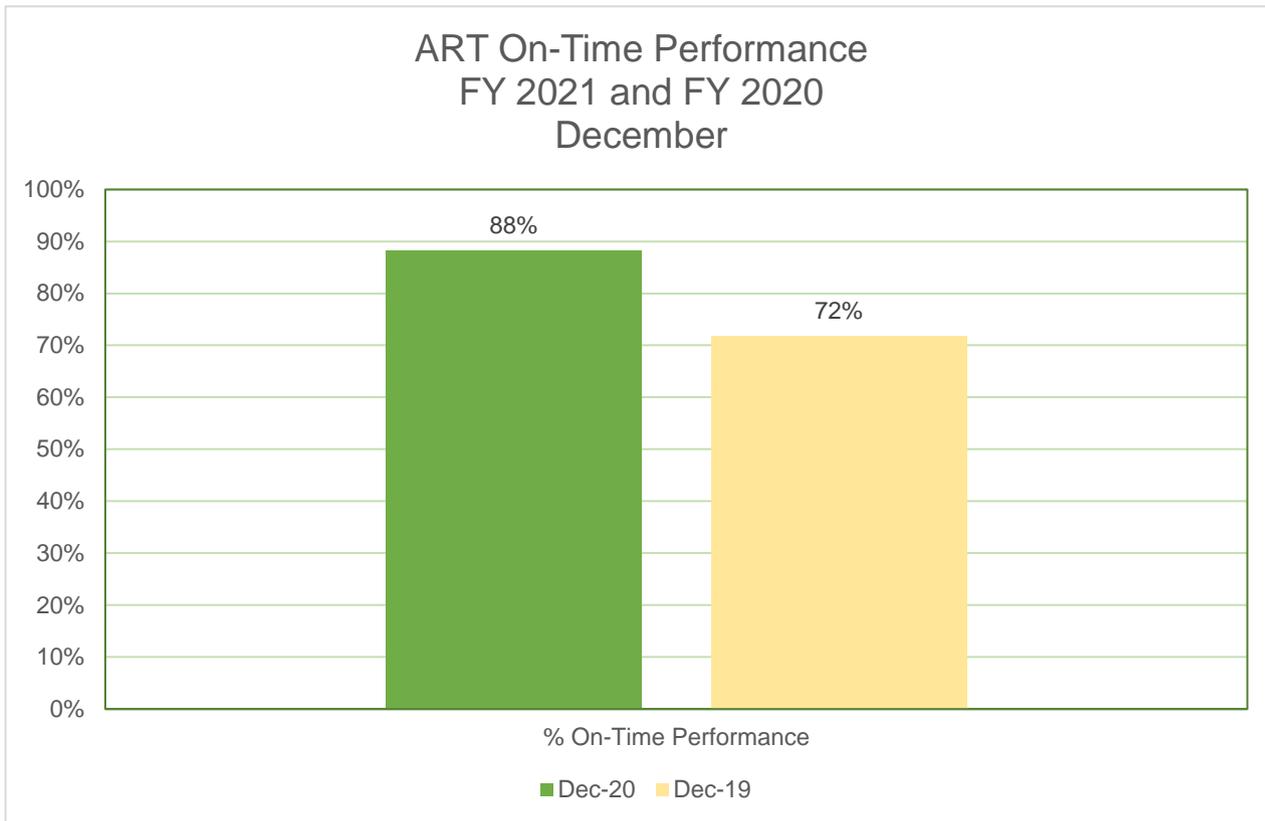
**Customer Service**

Number of Complaints	15	50	117	470
Complaints per 50,000 Trips	7	11	9	15

<b>STAR</b>	<b>Dec-20</b>	<b>Dec-19</b>	<b>YTD 2021</b>	<b>YTD 2020</b>
STAR Passengers	2,399	6,568	14,282	42,496
Revenue Hours	1,608	3,777	9,415	22,937
<b>Passengers/Revenue Hour</b>	<b>1.49</b>	<b>1.74</b>	<b>1.52</b>	<b>1.85</b>
Scheduled Number of Trips Booked	2,481	6,349	14,854	41,177
Number of Trip Cancellations and No-Shows	522	953	2,891	6,333
<b>% Service Efficiency</b>	<b>79.0%</b>	<b>85.0%</b>	<b>80.5%</b>	<b>84.6%</b>

**Customer Service Complaints**

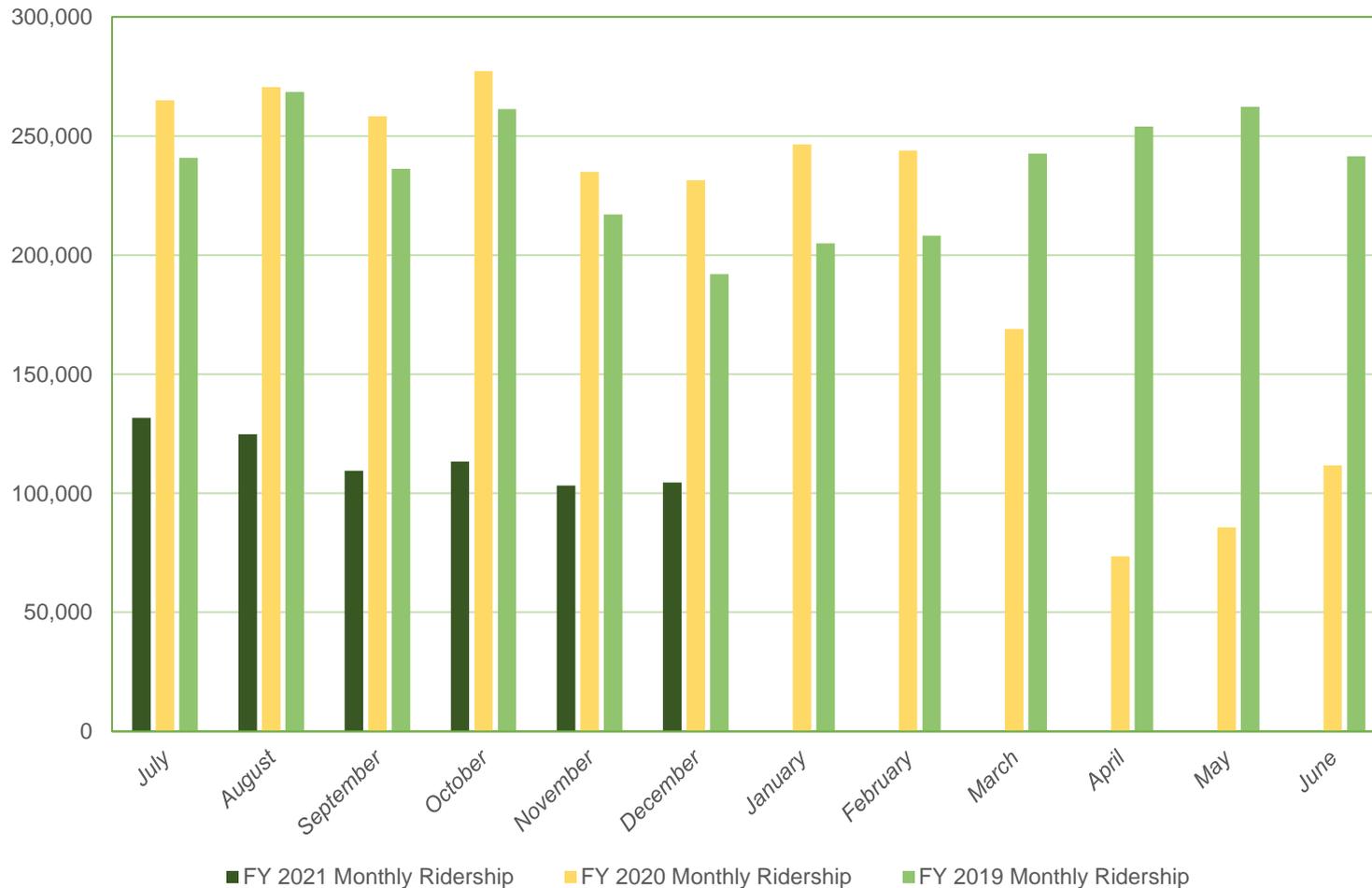
Red Top	2	5	12	74
Diamond	0	4	6	21
STAR Call Center	0	2	1	4
Total Complaints	2	11	19	99
Complaints per 1,000 passengers	1	2	1	2



**SYSTEMWIDE RIDERSHIP**

FY 2021 Full-Year

**ART**



**STAR**

