

Arlington Transit
Monthly Service Performance Report
ART and STAR

ROUTE LEVEL PERFORMANCE - FEBRUARY 2020

	<i>Ridership</i>				Saturday			Sunday		
	Passengers	Weekday 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	42,587	1,561	27.3	2,241	11,756	494	23.8	7,362	289	25.5
42 Ballston/Pentagon	19,857	989	20.1	1,045	2,196	159	13.8	1,300	98	13.3
43 Crystal City/Rosslyn/Courthouse	12,760	924	13.8	672						
45 Columbia Pike/Rosslyn	23,667	1,112	21.3	1,246	4,037	279	14.5	2,323	192	12.1
51 Virginia Hospital Center/Ballston	6,261	341	18.4	330	1,204	108	11.1	509	63	8.1
52 Virginia Hospital Center/Ballston/East Falls Church	6,340	477	13.3	334						
53 Glebe Road-Westover/Ballston/East Falls Church	3,484	439	7.9	183						
55 Lee Highway/E. Falls Church/Rosslyn	28,235	1,520	18.6	1,486	4,245	311	13.6	1,897	140	13.6
61 Courthouse/Rosslyn	2,925	251	11.7	154						
62 Lorcom Lane/Courthouse/Ballston	1,783	246	7.2	94						
72 Rock Spring/Ballston/Shirlington	11,778	1,011	11.6	620						
74 Arlington Village/Arlington View	1,813	152	11.9	95						
75 Shirlington/Ballston/Virginia Square	10,971	794	13.8	577						
77 Shirlington/Lyon Park/Courthouse	12,984	725	17.9	683	2,130	197	10.8			
84 Douglas Park/Pentagon City	4,552	273	16.7	240						
87 Shirlington/Pentagon (also 87A/P/X)	12,455	939	13.3	656	1,819	197	9.2	649	96	6.8
ART Total	202,452	11,754	17.22	10,656	27,387	1,745	15.7	14,040	878	16.0

On Time Performance %

41 Columbia Pike/Ballston/Courthouse	76%
42 Ballston/Pentagon	78%
43 Crystal City/Rosslyn/Courthouse	96%
45 Columbia Pike/Rosslyn	83%
51 Virginia Hospital Center/Ballston	93%
52 Virginia Hospital Center/Ballston/East Falls Church	79%
53 Glebe Road-Westover/Ballston/East Falls Church	89%
55 Lee Highway/E. Falls Church/Rosslyn	76%
61 Courthouse/Rosslyn	90%
62 Lorcom Lane/Courthouse/Ballston	86%
72 Rock Spring/Ballston/Shirlington	74%
74 Arlington Village/Arlington View	81%
75 Shirlington/Ballston/Virginia Square	76%
77 Shirlington/Lyon Park/Courthouse	81%
84 Douglas Park/Pentagon City	75%
87 Shirlington/Pentagon (also 87A/P/X)	77%
Total	81%

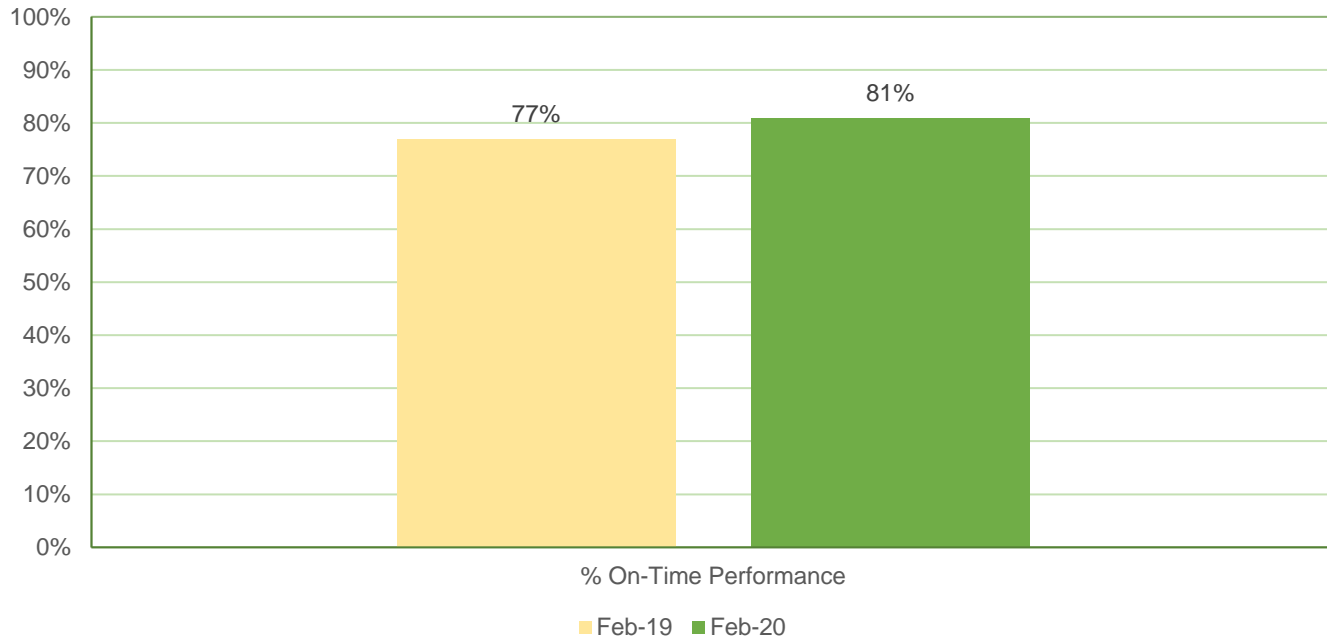
<i>Ridership</i>			
	Passengers	Revenue Hours	Passengers/Revenue Hour
Diamond	3,382	2,777	1.2
Red Top	3,302	910	3.6
Total	6,684	3,687	1.8

SERVICE EFFECTIVENESS

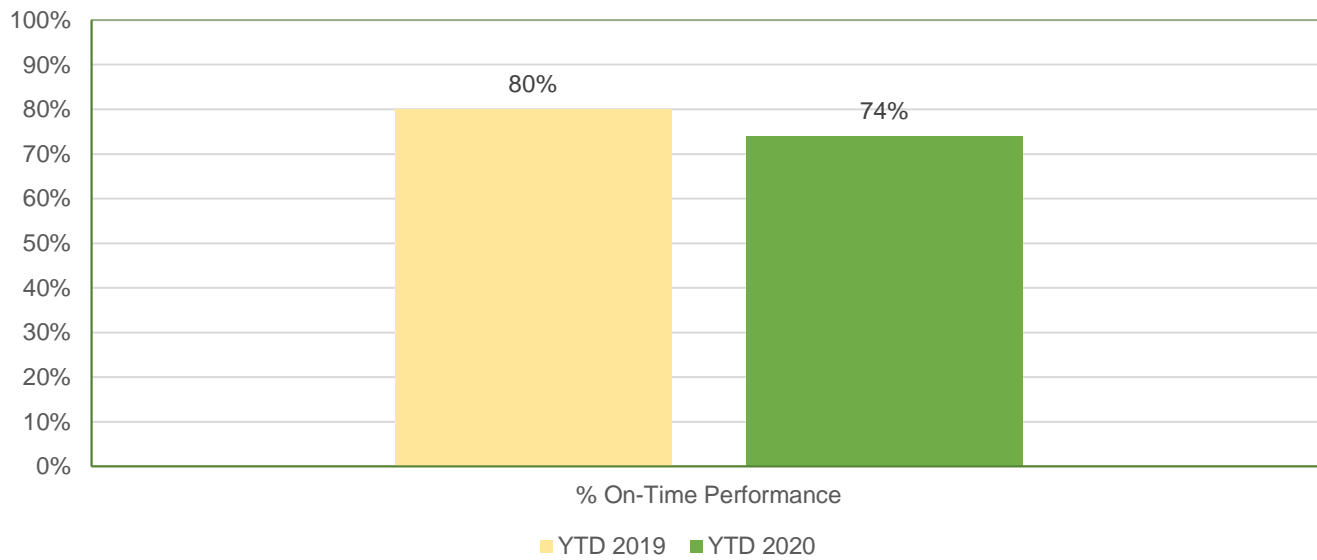
	Feb-20	Feb-19	YTD 2020	YTD 2019
ART				
ART Passengers	243,879	208,189	2,027,417	1,823,364
Revenue Hours	14,376	14,249	122,570	116,372
Passengers/Revenue Hour	17.0	14.6	16.5	15.7
Scheduled Number of Trips	14,324.5	14,539	121,984	120,878
Actual Number of Trips	14,297	14,289	121,389	119,093
Number of Missed Trips	27.5	250	594	1,785
% Service Efficiency	99.80%	97.60%	99.40%	97.00%
% On-Time Performance	81%	77%	74%	80%
Customer Service				
Number of Complaints	53	84	587	684
Complaints per 50,000 Trips	11	20	14	19

	Feb-20	Feb-19	YTD 2020	YTD 2019
STAR				
STAR Passengers	6,684	6,476	56,123	59,150
Revenue Hours	3,687	3,638	30,593	30,671
Passengers/Revenue Hour	1.81	1.78	1.83	1.93
Scheduled Number of Trips Booked	6,545	6,519	54,693	57,486
Number of Trip Cancellations and No-Shows	994	880	8,307	12,456
% Service Efficiency	84.80%	86.50%	84.80%	78.30%
Customer Service				
Complaints				
Red Top	3	8	84	94
Diamond	2	3	25	32
STAR Call Center	1	2	6	6
Total Complaints	6	13	114	134
Complaints per 1,000 passengers	1	2	2	2

ART On-Time Performance
FY 2019 and FY 2020
February



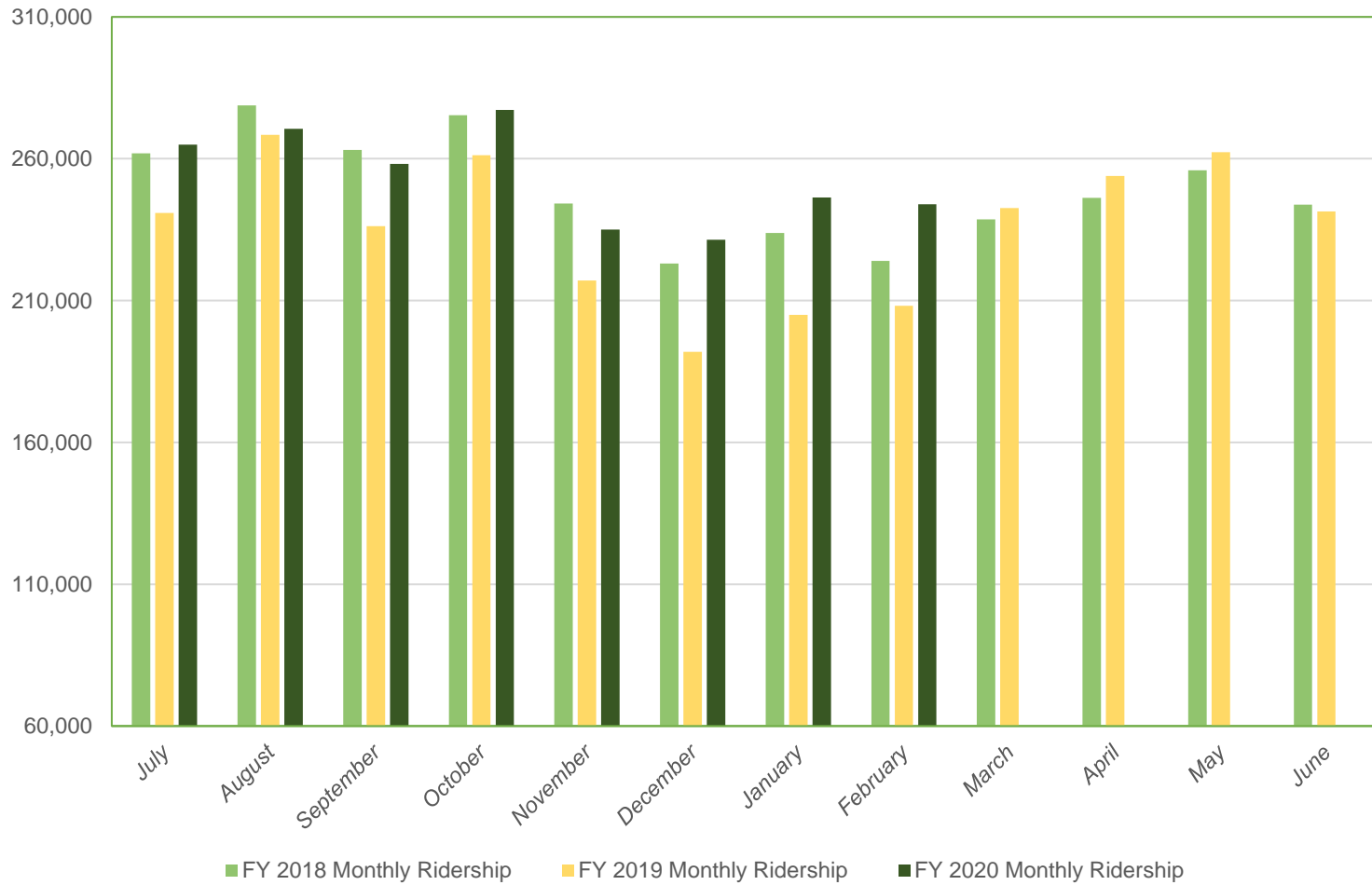
ART On-Time Performance
FY 2019 and FY 2020
Year To Date



SYSTEMWIDE RIDERSHIP

FY 2020 Full-Year

ART



STAR

