

Arlington Transit
Monthly Service Performance Report

ROUTE LEVEL PERFORMANCE - February 2021

	Ridership				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	25,590	1,561	16.4	1,347	6,231	412	15.1	4,527	289	15.6
42 Ballston/Pentagon	6,528	887	7.4	344	1,061	130	8.2	726	98	7.4
43 Crystal City/Rosslyn/Courthouse	2,737	828	3.3	144						
45 Columbia Pike/Rosslyn	9,119	995	9.2	480	2,078	218	9.5	1,342	192	7.0
51 Virginia Hospital Center/Ballston	2,085	342	6.1	110	650	90	7.3	257	63	4.1
52 Virginia Hospital Center/Ballston/East Falls Church	1,687	426	4.0	89						
53 Glebe Road-Westover/Ballston/East Falls Church										
55 Lee Highway/E. Falls Church/Rosslyn	10,033	1,434	7.0	528	1,477	255	5.8	579	140	4.1
61 Courthouse/Rosslyn										
62 Lorcom Lane/Courthouse/Ballston										
72 Rock Spring/Ballston/Shirlington	3,201	797	4.0	168						
74 Arlington Village/Arlington View										
75 Shirlington/Ballston/Virginia Square	3,725	711	5.2	196						
77 Shirlington/Lyon Park/Courthouse	5,222	722	7.2	275	1,065	165	6.5			
84 Douglas Park/Pentagon City	429	259	1.7	23						
87 Shirlington/Pentagon (also 87A/P/X)	2,955	923	3.2	156	544	165	3.3	340	96	3.5
ART Total	73,311	9,883	7.4	3,858	13,106	1,434	9.1	7,771	878	8.8

On Time Performance %

41 Columbia Pike/Ballston/Courthouse	86%
42 Ballston/Pentagon	87%
43 Crystal City/Rosslyn/Courthouse	97%
45 Columbia Pike/Rosslyn	87%
51 Virginia Hospital Center/Ballston	93%
52 Virginia Hospital Center/Ballston/East Falls Church	86%
53 Glebe Road-Westover/Ballston/East Falls Church	n/a
55 Lee Highway/E. Falls Church/Rosslyn	89%
61 Courthouse/Rosslyn	n/a
62 Lorcom Lane/Courthouse/Ballston	n/a
72 Rock Spring/Ballston/Shirlington	89%
74 Arlington Village/Arlington View	n/a
75 Shirlington/Ballston/Virginia Square	91%
77 Shirlington/Lyon Park/Courthouse	85%
84 Douglas Park/Pentagon City	70%
87 Shirlington/Pentagon (also 87A/P/X)	74%
Total	87%

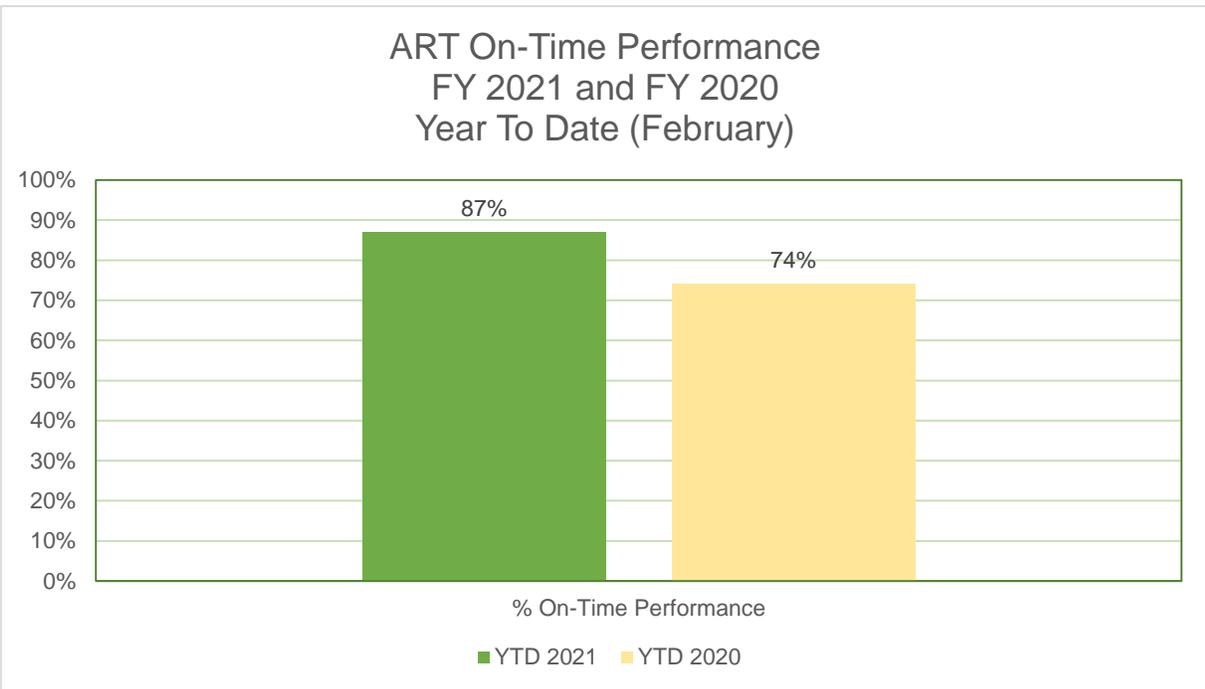
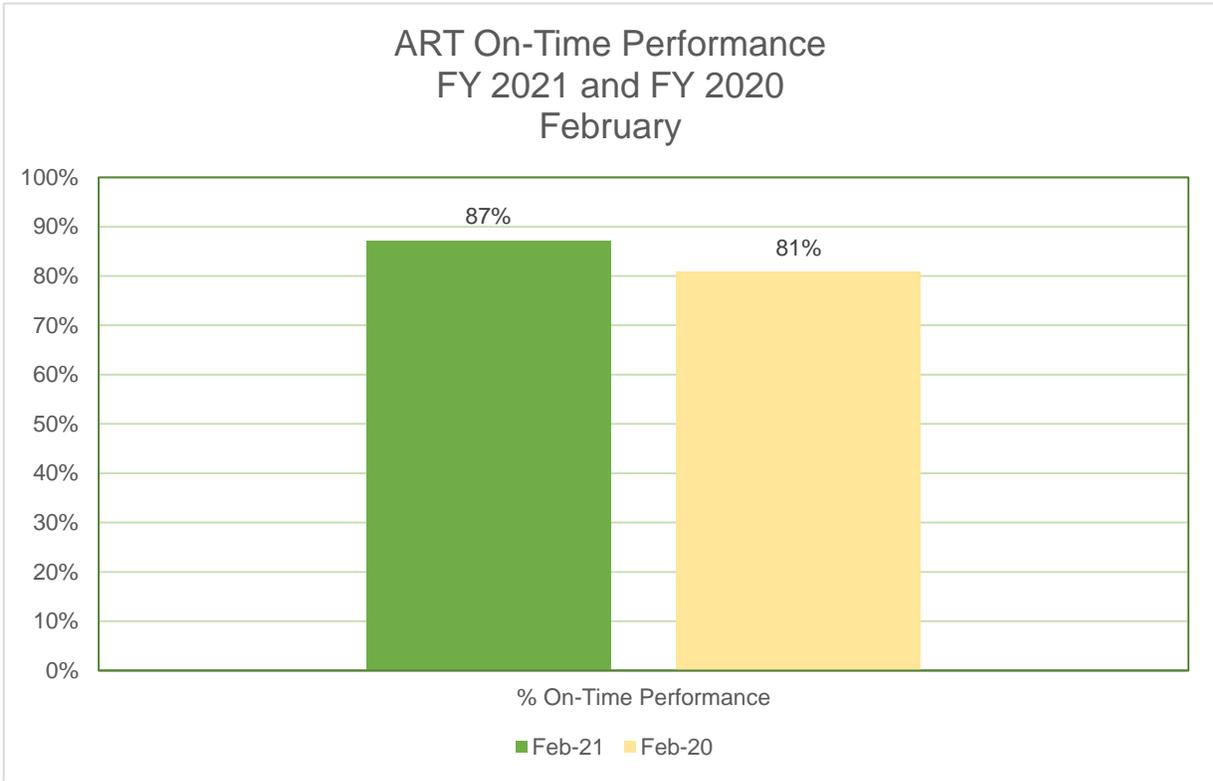
Ridership

	Passengers	Revenue Hours	Passengers/Revenue Hour
Diamond	1,334	1,186	1.1
Red Top	726	203	3.6
Total	2,060	1,389	

SERVICE EFFECTIVENESS

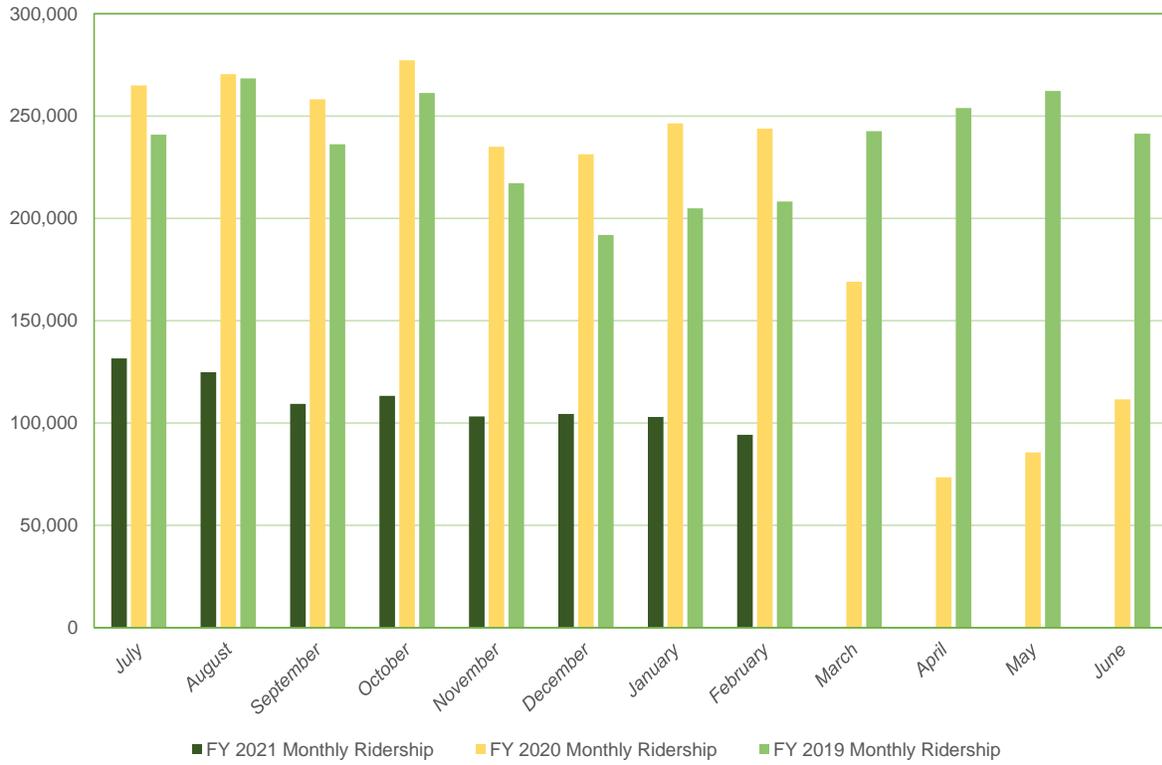
ART	Feb-21	Feb-20	YTD 2021	YTD 2020
ART Passengers	94,188	243,879	883,805	2,027,417
Revenue Hours	12,196	14,376	104,899	121,826
Passengers/Revenue Hour	7.7	17.0		
Scheduled Number of Trips	12,360	14,325	100,603	121,984
Actual Number of Trips	11,851	14,297	99,938	121,389
Number of Missed Trips	510	28	665	594
% Service Efficiency	95.9%	99.8%	99.3%	99.5%
% On-Time Performance	87%	81%	87%	74%
Customer Service				
Number of Complaints	12	53	139	587
Complaints per 50,000 Trips	6	11	8	14

STAR	Feb-21	Feb-20	YTD 2021	YTD 2020
STAR Passengers	2,060	6,684	18,571	56,123
Revenue Hours	1,389	3,687	12,337	30,593
Passengers/Revenue Hour	1.48	1.81	1.51	1.83
Scheduled Number of Trips Booked	2,220	6,545	19,348	54,693
Number of Trip Cancellations and No-Shows	540	994	3,883	8,488
% Service Efficiency	75.7%	84.8%	79.9%	84.5%
Customer Service Complaints				
Red Top	3	3	16	84
Diamond	0	2	7	25
STAR Call Center	4	1	5	6
Total Complaints	7	6	28	115
Complaints per 1,000 passengers	3	1	2	2



SYSTEMWIDE RIDERSHIP
FY 2021 Full-Year

ART



STAR

