


**Arlington Transit**  
**Monthly Service Performance Report**  
**ART and STAR**


**ROUTE LEVEL PERFORMANCE - January 2020**

	<b>Ridership</b>				<b>Weekday</b>			<b>Saturday</b>			<b>Sunday</b>		
		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		42,523	1,722	24.7	2,025	9,206	404	22.8	7,824	359	21.8		
42 Ballston/Pentagon		22,565	1,094	20.6	1,075	1,730	133	13.1	1,335	123	10.9		
43 Crystal City/Rosslyn/Courthouse		13,887	1,023	13.6	661								
45 Columbia Pike/Rosslyn		23,489	1,224	19.2	1,119	3,110	233	13.4	2,385	239	10.0		
51 Virginia Hospital Center/Ballston		6,864	377	18.2	327	968	90	10.8	670	79	8.5		
52 Virginia Hospital Center/Ballston/East Falls Church		6,637	527	12.6	316								
53 Glebe Road-Westover/Ballston/East Falls Church		2,999	485	6.2	143								
55 Lee Highway/E. Falls Church/Rosslyn		31,663	1,683	18.8	1,508	3,247	259	12.5	2,301	175	13.1		
61 Courthouse/Rosslyn		2,906	278	10.5	138								
62 Lorcom Lane/Courthouse/Ballston		1,708	273	6.3	81								
72 Rock Spring/Ballston/Shirlington		12,862	1,118	11.5	612								
74 Arlington Village/Arlington View		1,683	168	10.0	80								
75 Shirlington/Ballston/Virginia Square		10,064	880	11.4	479								
77 Shirlington/Lyon Park/Courthouse		13,740	801	17.2	654	1,345	165	8.2					
84 Douglas Park/Pentagon City		4,326	302	14.3	206								
87 Shirlington/Pentagon (also 87A/P/X)		12,428	1,038	12.0	592	1,068	165	6.5	834	120	7.0		
<b>ART Total</b>		<b>210,344</b>	<b>12,994</b>	<b>16.2</b>	<b>10,016</b>	<b>20,674</b>	<b>1,448</b>	<b>14.3</b>	<b>15,349</b>	<b>1,095</b>	<b>14.0</b>		

**On Time Performance %**

41 Columbia Pike/Ballston/Courthouse	67%
42 Ballston/Pentagon	73%
43 Crystal City/Rosslyn/Courthouse	94%
45 Columbia Pike/Rosslyn	79%
51 Virginia Hospital Center/Ballston	88%
52 Virginia Hospital Center/Ballston/East Falls Church	74%
53 Glebe Road-Westover/Ballston/East Falls Church	81%
55 Lee Highway/E. Falls Church/Rosslyn	67%
61 Courthouse/Rosslyn	86%
62 Lorcom Lane/Courthouse/Ballston	78%
72 Rock Spring/Ballston/Shirlington	68%
74 Arlington Village/Arlington View	72%
75 Shirlington/Ballston/Virginia Square	64%
77 Shirlington/Lyon Park/Courthouse	73%
84 Douglas Park/Pentagon City	64%
87 Shirlington/Pentagon (also 87A/P/X)	69%
<b>Total</b>	<b>75%</b>

**Ridership**

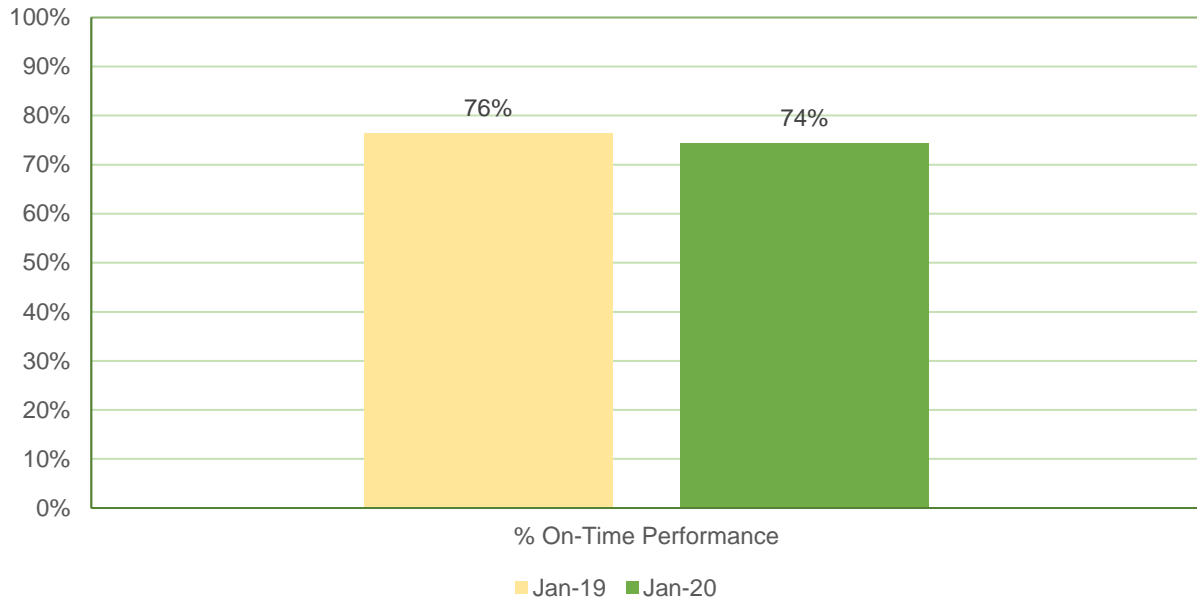
		Passengers	Revenue Hours	Passengers/Revenue Hour
Diamond		3,528	2,969	1.2
Red Top		3,415	1,000	3.4
<b>Total</b>		<b>6,943</b>	<b>3,969</b>	

**SERVICE EFFECTIVENESS**

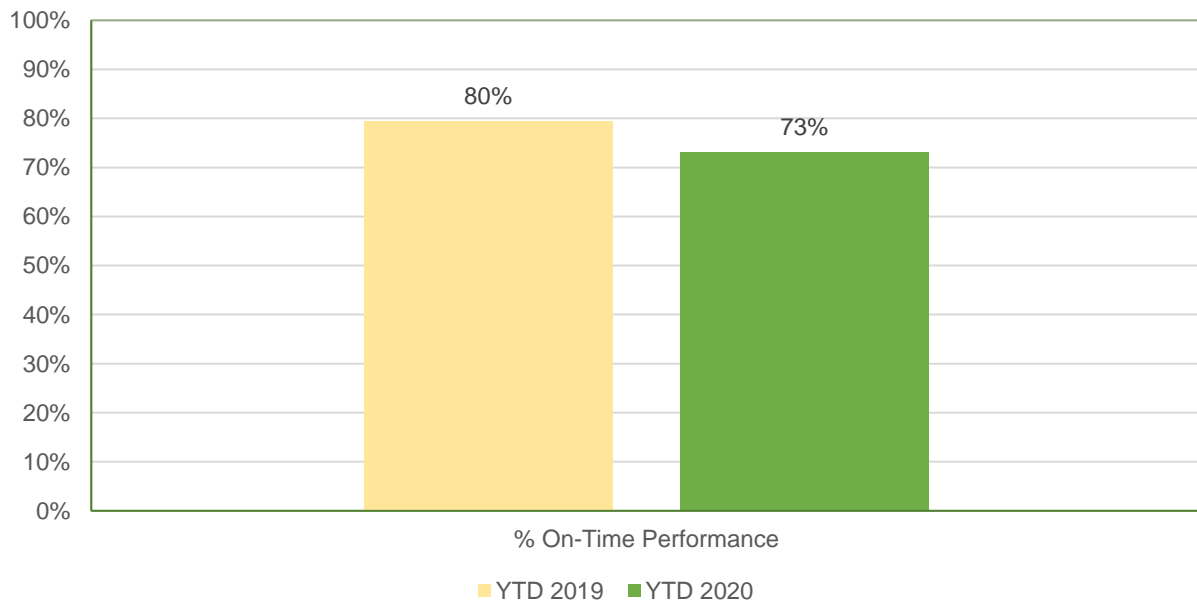
	Jan-20	Jan-19	YTD 2020	YTD 2019
<b>ART</b>				
ART Passengers	246,367	204,893	1,783,538	1,615,175
Revenue Hours	15,537	15,376	108,194	102,123
<b>Passengers/Revenue Hour</b>	<b>15.9</b>	<b>13.3</b>	<b>16.5</b>	<b>15.8</b>
Scheduled Number of Trips	15,510	15,793	107,659	106,339
Actual Number of Trips	15,485	15,355	107,093	104,804
Number of Missed Trips	25	438	567	1,535
<b>% Service Efficiency</b>	<b>99.8%</b>	<b>97.2%</b>	<b>99.5%</b>	<b>98.6%</b>
<b>% On-Time Performance</b>	<b>74%</b>	<b>76%</b>	<b>73%</b>	<b>80%</b>
<b>Customer Service</b>				
Number of Complaints	64	97	534	600
Complaints per 50,000 Trips	13	24	15	19

<b>STAR</b>				
STAR Passengers	6,943	6,909	49,439	52,674
Revenue Hours	3,969	3,527	26,906	27,033
<b>Passengers/Revenue Hour</b>	<b>1.75</b>	<b>1.96</b>	<b>1.84</b>	<b>1.95</b>
Scheduled Number of Trips Booked	6,971	6,808	48,148	50,967
Number of Trip Cancellations and No-Shows	1,161	1,093	7,494	6,954
<b>% Service Efficiency</b>	<b>83.3%</b>	<b>83.9%</b>	<b>84.4%</b>	<b>86.4%</b>
<b>Customer Service Complaints</b>				
Red Top	7	7	81	86
Diamond	2	5	23	29
STAR Call Center	1	0	5	4
Total Complaints	10	12	109	119
Complaints per 1,000 passengers	1	2	2	2

ART On-Time Performance  
FY 2019 and FY 2020  
January



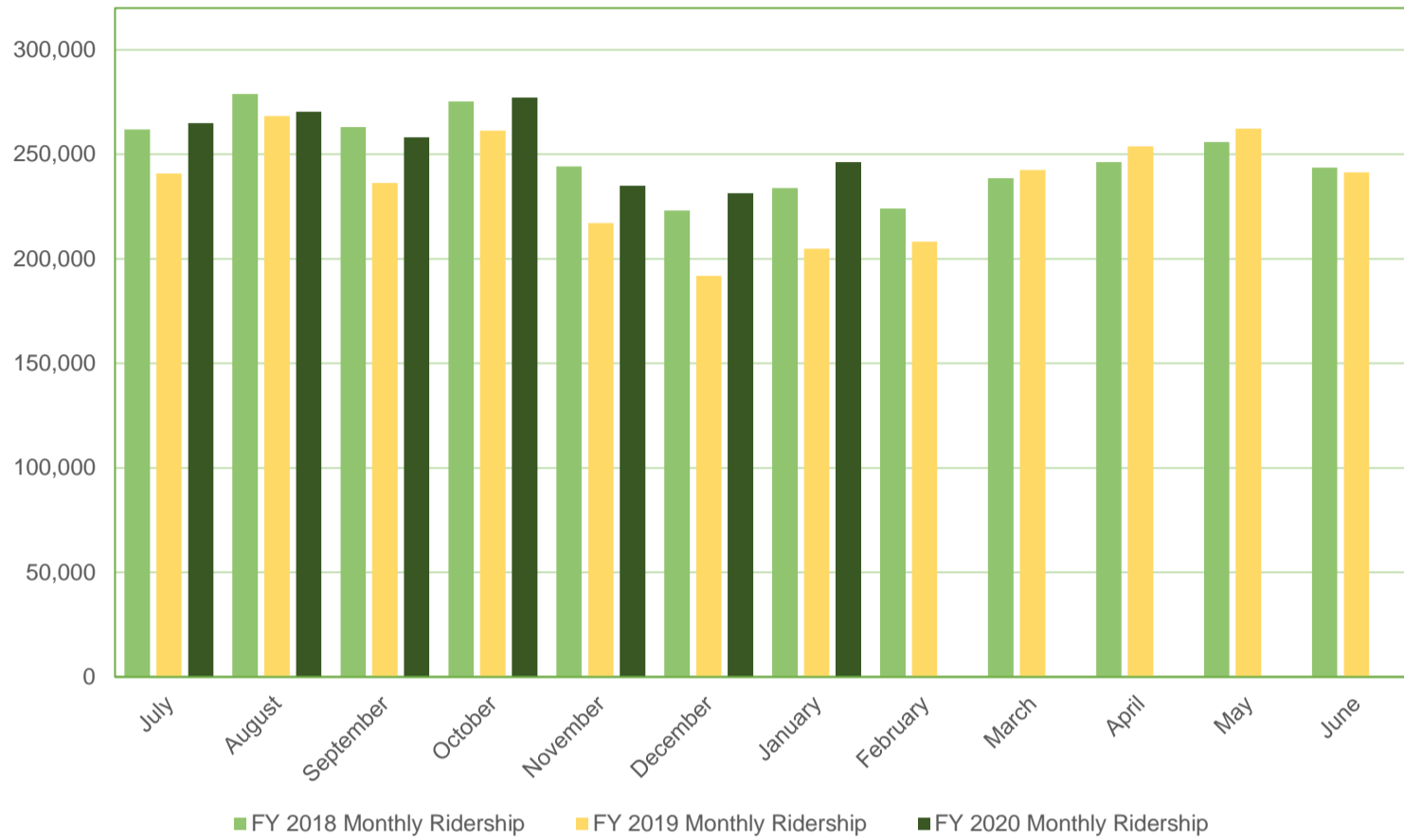
ART On-Time Performance  
FY 2019 and FY 2020  
Year To Date



**SYSTEMWIDE RIDERSHIP**

FY 2020 Full-Year

**ART**



**STAR**

