

Arlington Transit
Monthly Service Performance Report

ROUTE LEVEL PERFORMANCE - January 2021

	Ridership				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	24,472	1,460	16.8	1,360	9,119	577	15.8	6,762	434	15.6
42 Ballston/Pentagon	6,302	940	6.7	350	1,043	186	5.6	813	147	5.5
43 Crystal City/Rosslyn/Courthouse	2,364	870	2.7	131						
45 Columbia Pike/Rosslyn	9,161	1,041	8.8	509	3,061	326	9.4	2,043	288	7.1
51 Virginia Hospital Center/Ballston	2,140	316	6.8	119	1,018	126	8.1	474	95	5.0
52 Virginia Hospital Center/Ballston/East Falls Church	2,404	450	5.3	134						
53 Glebe Road-Westover/Ballston/East Falls Church										
55 Lee Highway/E. Falls Church/Rosslyn	9,882	1,340	7.4	549	2,577	362	7.1	1,106	208	5.3
61 Courthouse/Rosslyn										
62 Lorcom Lane/Courthouse/Ballston										
72 Rock Spring/Ballston/Shirlington	3,436	795	4.3	191						
74 Arlington Village/Arlington View										
75 Shirlington/Ballston/Virginia Square	3,613	750	4.8	201						
77 Shirlington/Lyon Park/Courthouse	4,890	678	7.2	272	1,505	229	6.6			
84 Douglas Park/Pentagon City	563	259	2.2	31						
87 Shirlington/Pentagon (also 87A/P/X)	2,712	874	3.1	151	958	231	4.1	490	144	3.4
ART Total	71,939	9,772	7.4	3,997	19,281	2,036	9.5	11,688	1,315	8.9

On Time Performance %

41 Columbia Pike/Ballston/Courthouse	88%
42 Ballston/Pentagon	87%
43 Crystal City/Rosslyn/Courthouse	97%
45 Columbia Pike/Rosslyn	89%
51 Virginia Hospital Center/Ballston	92%
52 Virginia Hospital Center/Ballston/East Falls Church	85%
53 Glebe Road-Westover/Ballston/East Falls Church	n/a
55 Lee Highway/E. Falls Church/Rosslyn	90%
61 Courthouse/Rosslyn	n/a
62 Lorcom Lane/Courthouse/Ballston	n/a
72 Rock Spring/Ballston/Shirlington	85%
74 Arlington Village/Arlington View	n/a
75 Shirlington/Ballston/Virginia Square	90%
77 Shirlington/Lyon Park/Courthouse	83%
84 Douglas Park/Pentagon City	68%
87 Shirlington/Pentagon (also 87A/P/X)	75%
Total	87%

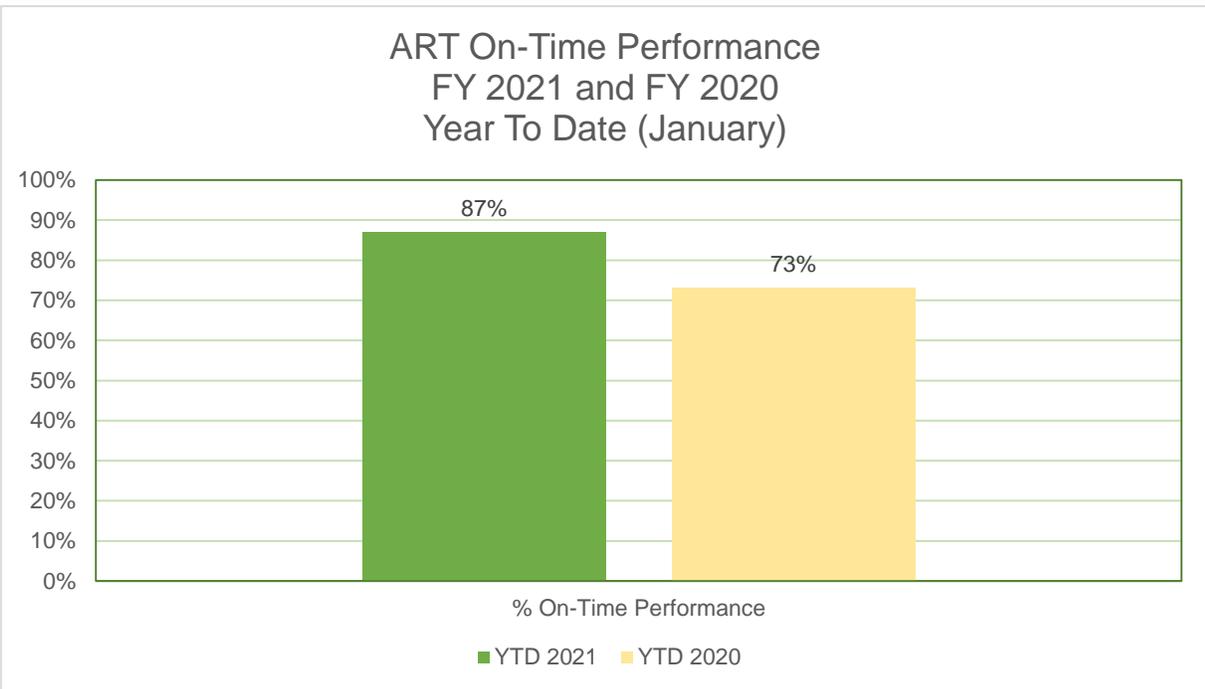
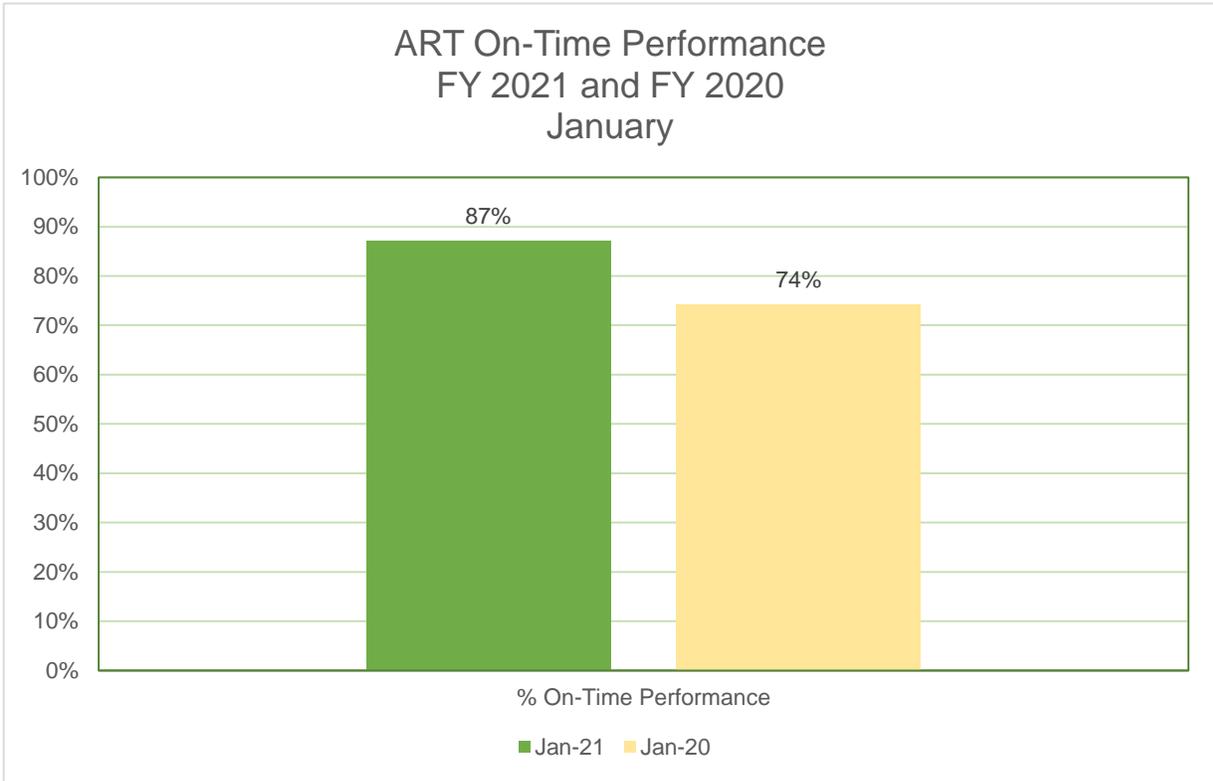
Ridership

	Passengers	Revenue Hours	Passengers/Revenue Hour
Diamond	1,471	1,323	1.1
Red Top	758	210	3.6
Total	2,229	1,533	

SERVICE EFFECTIVENESS

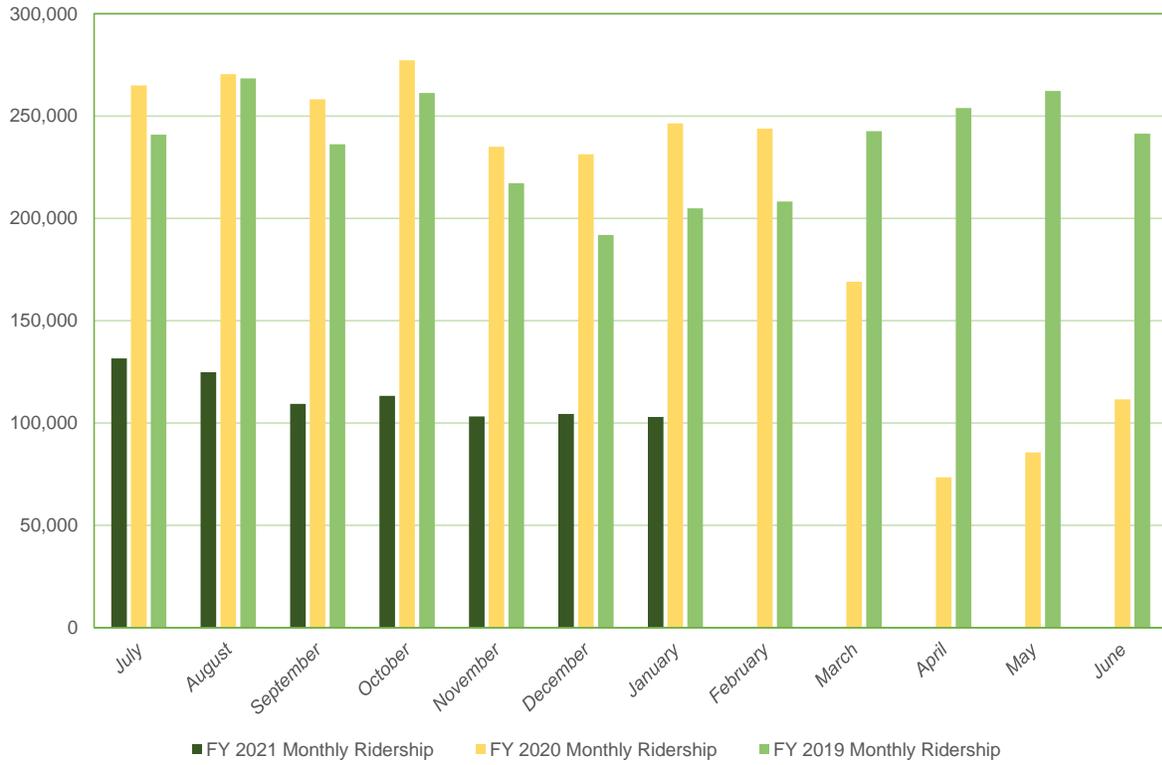
ART	Jan-21	Jan-20	YTD 2021	YTD 2020
ART Passengers	102,908	246,367	789,617	1,783,538
Revenue Hours	13,123	15,537	92,702	107,451
Passengers/Revenue Hour	7.8	15.9		
Scheduled Number of Trips	12,796	15,510	88,243	107,659
Actual Number of Trips	12,696	15,485	88,088	107,093
Number of Missed Trips	100	25	155	567
% Service Efficiency	99.2%	99.8%	99.8%	99.5%
% On-Time Performance	87%	74%	87%	73%
Customer Service				
Number of Complaints	10	64	127	534
Complaints per 50,000 Trips	5	13	8	15

STAR	Jan-21	Jan-20	YTD 2021	YTD 2020
STAR Passengers	2,229	6,943	16,511	49,439
Revenue Hours	1,533	3,969	10,948	26,906
Passengers/Revenue Hour	1.45	1.75	1.51	1.84
Scheduled Number of Trips Booked	2,274	6,971	17,128	48,148
Number of Trip Cancellations and No-Shows	452	1,161	3,343	7,494
% Service Efficiency	80.1%	83.3%	80.5%	84.4%
Customer Service Complaints				
Red Top	1	7	13	81
Diamond	1	2	7	23
STAR Call Center	0	1	1	5
Total Complaints	2	10	21	109
Complaints per 1,000 passengers	1	1	1	2



SYSTEMWIDE RIDERSHIP
FY 2021 Full-Year

ART



STAR

