

Arlington Transit
Monthly Service Performance Report
ART and STAR


ROUTE LEVEL PERFORMANCE - JULY 2019

	Ridership				Weekday			Saturday			Sunday		
	Passengers	Revenue Hours	Passengers/Revenue Hour	Average Weekday Passengers	Passengers	Revenue Hours	Passengers/Revenue Hour	Passengers	Revenue Hours	Passengers/Revenue Hour	Passengers	Revenue Hours	Passengers/Revenue Hour
41 Columbia Pike/Ballston/Courthouse	52,754	1,809	29.2	2,398	8,195	324	25.3	9,179	362	25.4			
42 Ballston/Pentagon	23,001	1,136	20.2	1,046	1,441	105	13.8	1,498	118	12.7			
43 Crystal City/Rosslyn/Courthouse	17,305	1,068	16.2	787									
45 Columbia Pike/Rosslyn	27,202	1,281	21.2	1,236	2,718	186	14.6	3,173	240	13.2			
51 Virginia Hospital Center/Ballston	6,615	394	16.8	301	485	72	6.8	581	79	7.4			
52 Virginia Hospital Center/Ballston/East Falls Church	5,721	552	10.4	260									
53 Glebe Road-Westover/Ballston/East Falls Church	3,483	507	6.9	158									
55 Lee Highway/E. Falls Church/Rosslyn	33,589	1,756	19.1	1,527	2,865	207	13.8	2,542	170	15.0			
61 Courthouse/Rosslyn	2,784	291	9.6	127									
62 Lorcom Lane/Courthouse/Ballston	1,970	283	7.0	90									
72 Rock Spring/Ballston/Shirlington	12,070	1,172	10.3	549									
74 Arlington Village/Arlington View	1,504	175	8.6	68									
75 Shirlington/Ballston/Virginia Square	9,436	918	10.3	429									
77 Shirlington/Lyon Park/Courthouse	13,154	836	15.7	598	1,448	132	11.0						
84 Douglas Park/Pentagon City	5,517	317	17.4	251									
87 Shirlington/Pentagon (also 87A/P/X)	12,868	1,075	12.0	585	931	132	7.1	891	118	7.6			
ART Total	228,973	13,568	16.9	10,408	18,083	1,157	15.6	17,864	1,086	16.5			

On Time Performance %

41 Columbia Pike/Ballston/Courthouse	73%
42 Ballston/Pentagon	69%
43 Crystal City/Rosslyn/Courthouse	92%
45 Columbia Pike/Rosslyn	77%
51 Virginia Hospital Center/Ballston	89%
52 Virginia Hospital Center/Ballston/East Falls Church	77%
53 Glebe Road-Westover/Ballston/East Falls Church	76%
55 Lee Highway/E. Falls Church/Rosslyn	67%
61 Courthouse/Rosslyn	95%
62 Lorcom Lane/Courthouse/Ballston	77%
72 Rock Spring/Ballston/Shirlington	66%
74 Arlington Village/Arlington View	71%
75 Shirlington/Ballston/Virginia Square	70%
77 Shirlington/Lyon Park/Courthouse	69%
84 Douglas Park/Pentagon City	66%
87 Shirlington/Pentagon (also 87A/P/X)	69%
Total	

Ridership

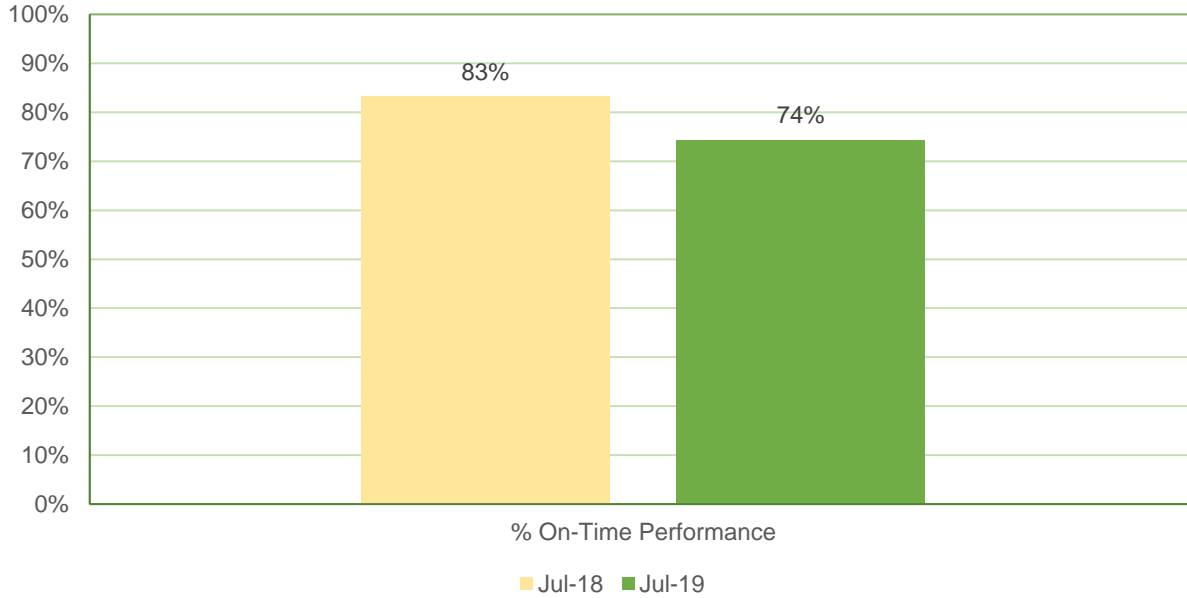
	Passengers	Revenue Hours	Passengers/Revenue Hour
 STAR Specialized Transit for Arlington Residents			
Diamond	3,492	2,670	1.3
Red Top	3,919	1,045	3.8
Total	7,411	3,715	

SERVICE EFFECTIVENESS

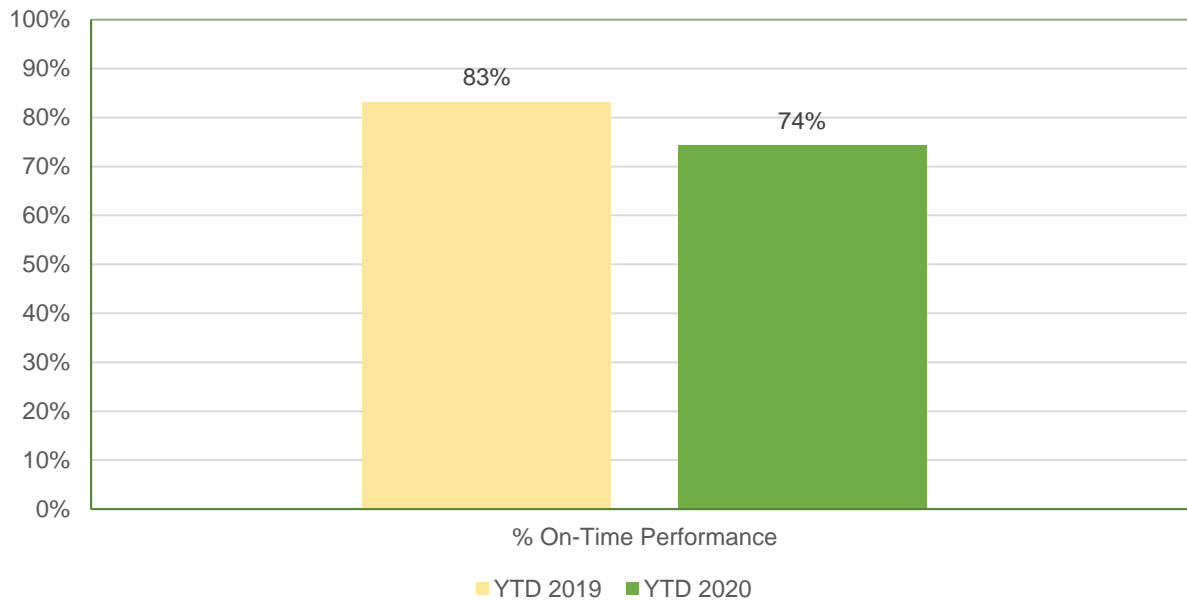
	Jul-19	Jul-18	YTD 2020	YTD 2019
ART				
ART Passengers	264,920	240,847	264,920	240,847
Revenue Hours	15,811	13,980	15,811	13,980
Passengers/Revenue Hour	16.8	17.2	16.8	17.2
Scheduled Number of Trips	15,856	14,621	15,856	14,621
Actual Number of Trips	15,776	14,428	15,776	14,428
Number of Missed Trips	80	193	80	193
% Service Efficiency	99.5%	98.7%	99.5%	98.7%
% On-Time Performance	74%	83%	74%	83%
Customer Service				
Number of Complaints	90	71	90	71
Complaints per 50,000 Trips	17	15	17	15

STAR				
STAR Passengers	7,411	7,491	7,411	7,491
Revenue Hours	3,715	3,862	3,715	3,862
Passengers/Revenue Hour	1.99	1.94	1.99	1.94
Scheduled Number of Trips Booked	6,958	7,109	6,958	7,109
Number of Trip Cancellations and No-Shows	1,005	980	1,005	980
% Service Efficiency	85.6%	86.2%	85.6%	86.2%
Customer Service				
Complaints				
Red Top	7	12	7	12
Diamond	7	1	7	1
STAR Call Center	0	2	0	2
Total Complaints	14	15	14	15
Complaints per 1,000 passengers	1.9	2.0	1.9	2.0

ART On-Time Performance
FY 2019 and FY 2020
July



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



SYSTEMWIDE RIDERSHIP

FY 2020 Full-Year

ART



STAR

