

Arlington Transit
Monthly Service Performance Report

ROUTE LEVEL PERFORMANCE - July 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	34,560	1,812	19.1	1,571	7,838	330	23.8	8,202	361	22.7
42 Ballston/Pentagon	4,225	582	7.3	192	1,433	106	13.6	1,822	123	14.9
43 Crystal City/Rosslyn/Courthouse	2,975	744	4.0	135						
45 Columbia Pike/Rosslyn	15,237	1,088	14.0	693	3,472	186	18.7	3,993	240	16.6
51 Virginia Hospital Center/Ballston	5,352	394	13.6	243	605	72	8.4	554	78	7.1
52 Virginia Hospital Center/Ballston/East Falls Church										
53 Glebe Road-Westover/Ballston/East Falls Church										
55 Lee Highway/E. Falls Church/Rosslyn	11,714	1,765	6.6	532	1,619	208	7.8	1,722	175	9.8
61 Courthouse/Rosslyn										
62 Lorcom Lane/Courthouse/Ballston										
72 Rock Spring/Ballston/Shirlington	5,711	973	5.9	260						
74 Arlington Village/Arlington View										
75 Shirlington/Ballston/Virginia Square	5,065	924	5.5	230						
77 Shirlington/Lyon Park/Courthouse	8,188	726	11.3	372	1,540	132	11.7			
84 Douglas Park/Pentagon City										
87 Shirlington/Pentagon (also 87A/P/X)	3,875	725	5.3	176	927	132	7.0	937	120	7.8
ART Total	96,902	9,732	10.0	4,405	17,434	1,165	15.0	17,230	1,096	15.7

On Time Performance %

41 Columbia Pike/Ballston/Courthouse	82%
42 Ballston/Pentagon	66%
43 Crystal City/Rosslyn/Courthouse	78%
45 Columbia Pike/Rosslyn	80%
51 Virginia Hospital Center/Ballston	91%
52 Virginia Hospital Center/Ballston/East Falls Church	-
53 Glebe Road-Westover/Ballston/East Falls Church	-
55 Lee Highway/E. Falls Church/Rosslyn	93%
61 Courthouse/Rosslyn	-
62 Lorcom Lane/Courthouse/Ballston	-
72 Rock Spring/Ballston/Shirlington	83%
74 Arlington Village/Arlington View	-
75 Shirlington/Ballston/Virginia Square	87%
77 Shirlington/Lyon Park/Courthouse	93%
84 Douglas Park/Pentagon City	-
87 Shirlington/Pentagon (also 87A/P/X)	88%
Total	81%

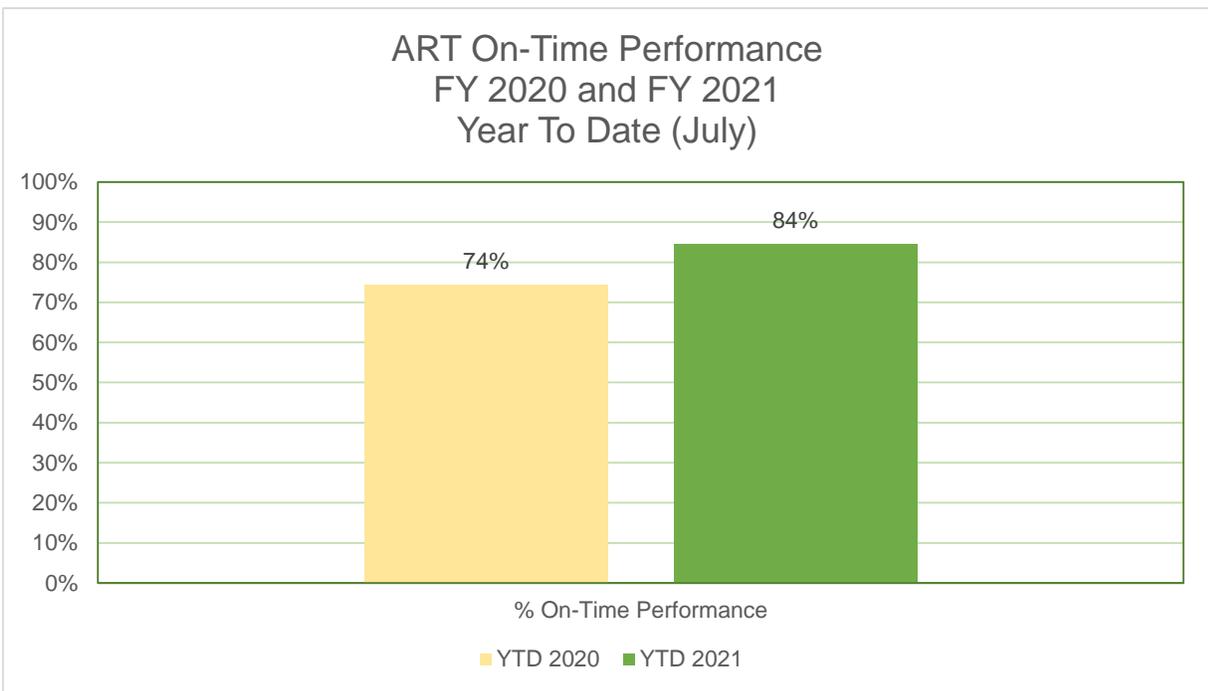
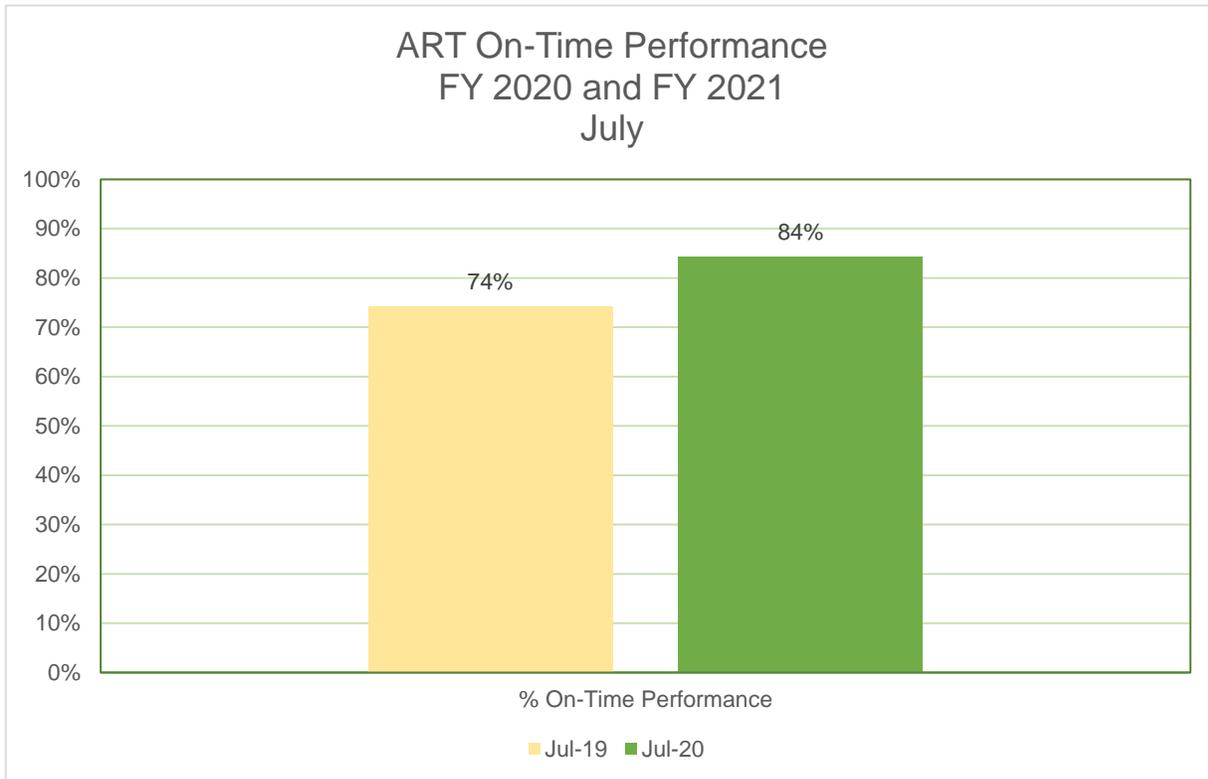
Ridership

	Passengers	Revenue Hours	Passengers/Revenue Hour
Diamond	1,284	1,226	1.0
Red Top	931	176	5.3
Total	2,215	1,402	

SERVICE EFFECTIVENESS

ART	Jul-20	Jul-19	YTD 2021	YTD 2020
ART Passengers	131,566	264,920	131,566	264,920
Revenue Hours	11,993	15,811	11,993	15,811
Passengers/Revenue Hour	11.0	16.8		
Scheduled Number of Trips	10,586	15,856	10,586	15,856
Actual Number of Trips	10,573	15,776	10,573	15,776
Number of Missed Trips	14	80		
% Service Efficiency	99.9%	99.5%		
% On-Time Performance	84%	74%	84%	74%
Customer Service				
Number of Complaints	26	90	26	90
Complaints per 50,000 Trips	10	17	10	17

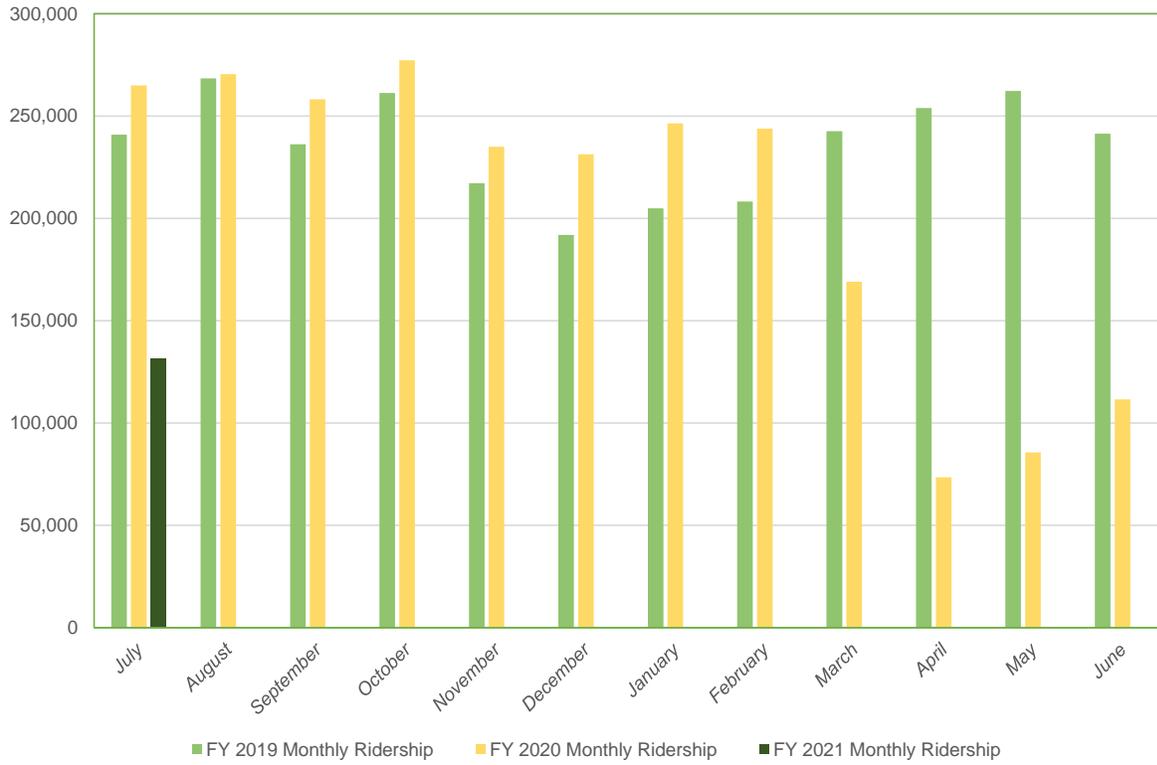
STAR	Jun-20	Jun-19	YTD 2020	YTD 2019
STAR Passengers	2,215	7,411	2,215	7,411
Revenue Hours	1,402	3,715	1,402	3,715
Passengers/Revenue Hour	1.58	1.99	1.58	1.99
Scheduled Number of Trips Booked	2,238	6,958	2,238	6,958
Number of Trip Cancellations and No-Shows	371	1,005	371	1,005
% Service Efficiency	83.4%	85.6%	83.4%	85.6%
Customer Service				
Complaints				
Red Top	3	7	3	7
Diamond	2	7	2	7
STAR Call Center	1	0	1	0
Total Complaints	6	14	6	14
Complaints per 1,000 passengers	3	2	3	2



SYSTEMWIDE RIDERSHIP

FY 2020 Full-Year

ART



STAR

