

ROUTE LEVEL PERFORMANCE - June 2020



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
41 Columbia Pike/Ballston/Courthouse	34,841	1,813	19.2	1,584	7,916	330	24.0	5,859	289	20.3
42 Ballston/Pentagon	5,107	582	8.8	232	1,569	106	14.8	1,180	98	12.0
43 Crystal City/Rosslyn/Courthouse	2,376	743	3.2	108						
45 Columbia Pike/Rosslyn	12,167	1,087	11.2	553	3,542	186	19.0	2,524	192	13.1
51 Virginia Hospital Center/Ballston	4,936	396	12.5	224	570	72	7.9	454	63	7.2
52 Virginia Hospital Center/Ballston/East Falls Church										
53 Glebe Road-Westover/Ballston/East Falls Church										
55 Lee Highway/E. Falls Church/Rosslyn	11,340	1,763	6.4	515	1,764	208	8.5	1,076	140	7.7
61 Courthouse/Rosslyn										
62 Lorcom Lane/Courthouse/Ballston										
72 Rock Spring/Ballston/Shirlington	309	89	3.5	14						
74 Arlington Village/Arlington View										
75 Shirlington/Ballston/Virginia Square	234	84	2.8	11						
77 Shirlington/Lyon Park/Courthouse	7,194	726	9.9	327	1,576	132	11.9			
84 Douglas Park/Pentagon City										
87 Shirlington/Pentagon (also 87A/P/X)	3,671	726	5.1	167	925	132	7.0	474	96	4.9
ART Total	82,175	8,007	10.3	3,735	17,862	1,166	15.3	11,567	878	13.2

On Time Performance %

41 Columbia Pike/Ballston/Courthouse	81%
42 Ballston/Pentagon	78%
43 Crystal City/Rosslyn/Courthouse	75%
45 Columbia Pike/Rosslyn	89%
51 Virginia Hospital Center/Ballston	96%
52 Virginia Hospital Center/Ballston/East Falls Church	n/a
53 Glebe Road-Westover/Ballston/East Falls Church	n/a
55 Lee Highway/E. Falls Church/Rosslyn	91%
61 Courthouse/Rosslyn	n/a
62 Lorcom Lane/Courthouse/Ballston	n/a
72 Rock Spring/Ballston/Shirlington	81%
74 Arlington Village/Arlington View	n/a
75 Shirlington/Ballston/Virginia Square	86%
77 Shirlington/Lyon Park/Courthouse	88%
84 Douglas Park/Pentagon City	n/a
87 Shirlington/Pentagon (also 87A/P/X)	90%
Total	81%

Ridership



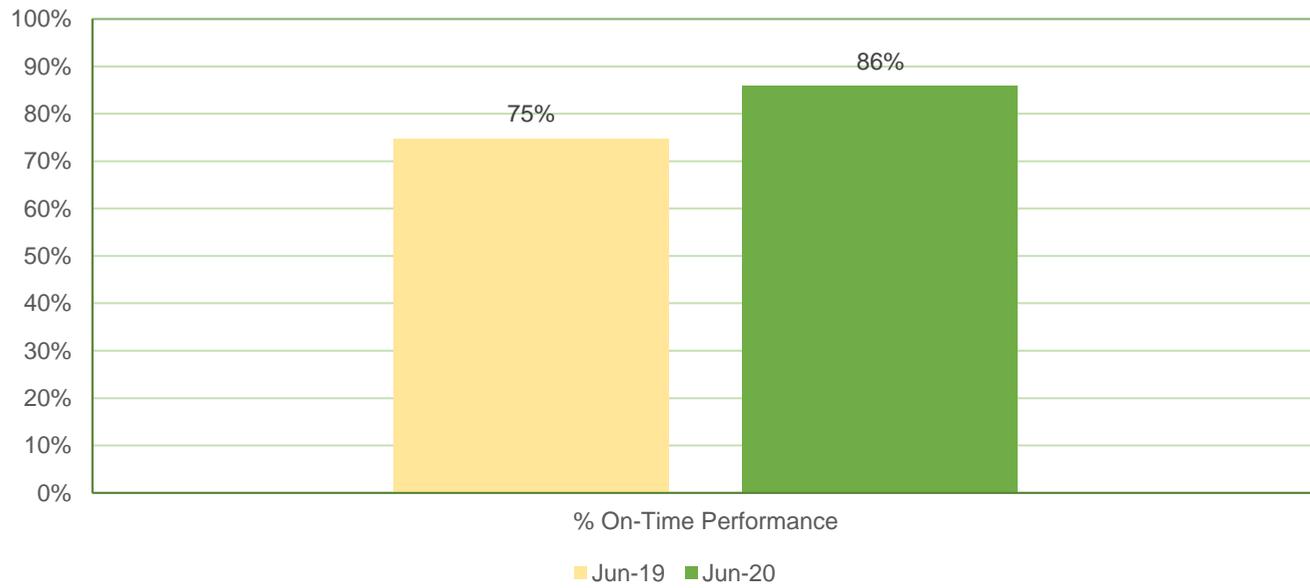
	Passengers	Revenue Hours	Passengers/Revenue Hour
Diamond	976	906	1.1
Red Top	907	171	5.3
Total	1,883	1,077	

SERVICE EFFECTIVENESS

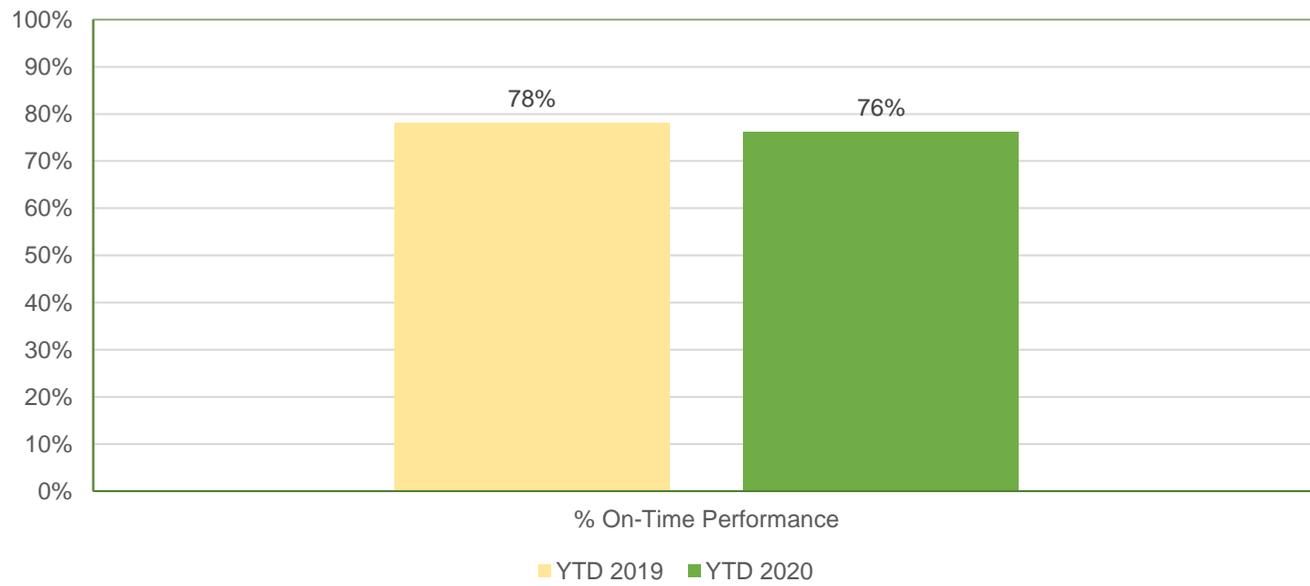
ART	Jun-20	Jun-19	YTD 2020	YTD 2019
ART Passengers	111,604	241,409	2,467,292	2,823,514
Revenue Hours	10,051	15,275	153,024	179,725
Passengers/Revenue Hour	11.1	15.8		
Scheduled Number of Trips	9,225	15,420	161,714	184,786
Actual Number of Trips	9,216	15,333	161,080	182,654
Number of Missed Trips	10	87	634	2,132
% Service Efficiency	99.9%	99.4%	99.6%	98.8%
% On-Time Performance	86%	75%	76%	78%
Customer Service				
Number of Complaints	27	79	665	1,017
Complaints per 50,000 Trips	12	16	13	18

STAR	Jun-20	Jun-19	YTD 2020	YTD 2019
STAR Passengers	1,883	7,327	65,733	88,648
Revenue Hours	1,077	3,716	35,569	46,405
Passengers/Revenue Hour	1.75	1.97	1.85	1.91
Scheduled Number of Trips Booked	1,823	6,944	63,678	85,846
Number of Trip Cancellations and No-Shows	277	961	9,947	16,250
% Service Efficiency	84.8%	86.2%	84.4%	81.1%
Customer Service Complaints				
Red Top	2	12	95	153
Diamond	1	3	27	43
STAR Call Center	0	3	6	12
Total Complaints	3	18	128	208
Complaints per 1,000 passengers	2	2	2	2

ART On-Time Performance
FY 2019 and FY 2020
June



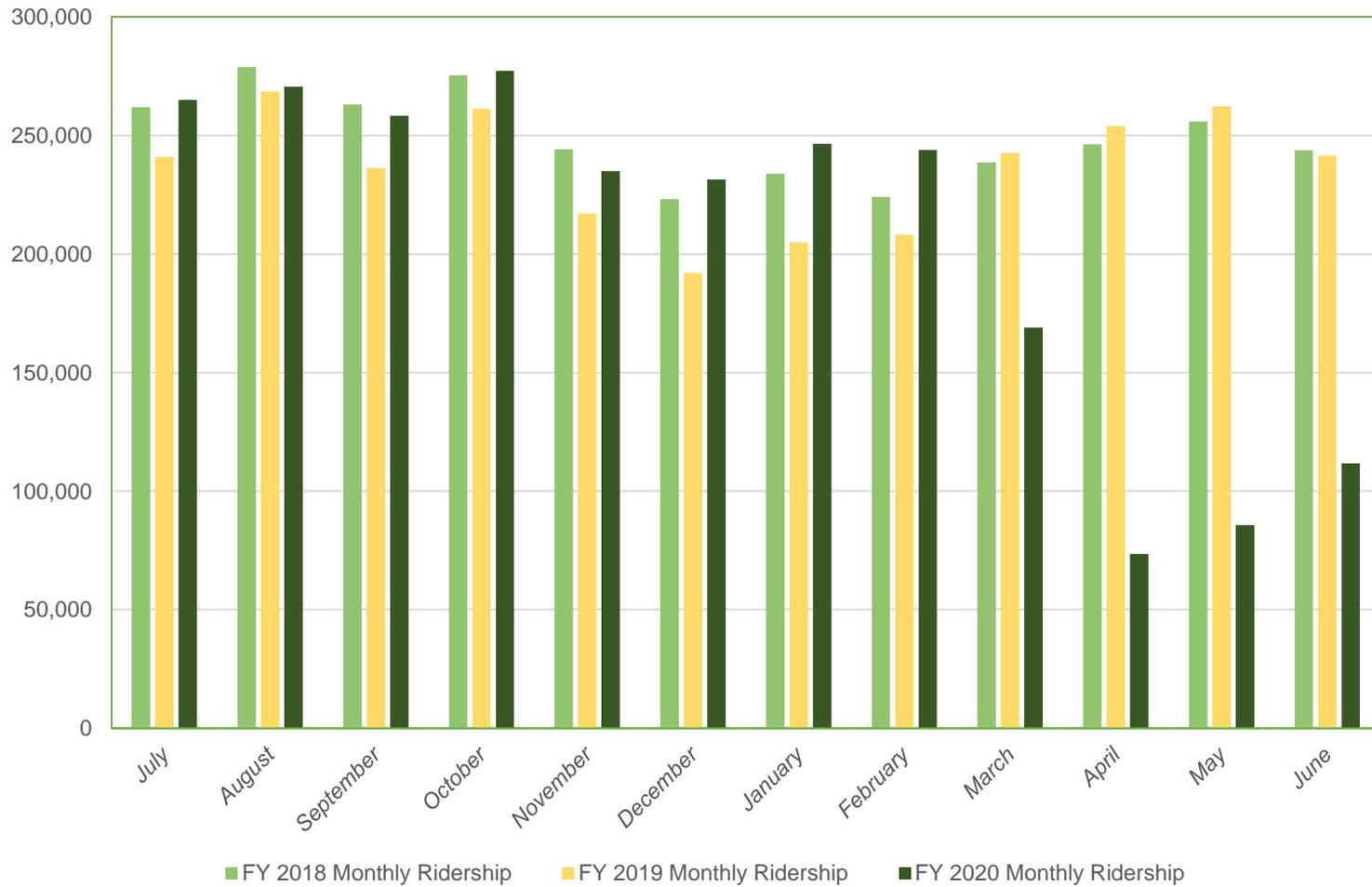
ART On-Time Performance
FY 2019 and FY 2020
Year To Date



SYSTEMWIDE RIDERSHIP

FY 2020 Full-Year

ART



STAR

