

Arlington Transit
Monthly Service Performance Report
ART and STAR

ROUTE LEVEL PERFORMANCE - MARCH 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	38,857	1,812	21.4	1,766	6,239	329	19.0	6,880	361	19.1
42 Ballston/Pentagon	12,114	840	14.4	551	891	106	8.4	1,114	122	9.1
43 Crystal City/Rosslyn/Courthouse	7,499	892	8.4	341						
45 Columbia Pike/Rosslyn	18,986	1,170	16.2	863	2,033	186	10.9	2,707	240	11.3
51 Virginia Hospital Center/Ballston	5,557	396	14.0	253	486	71	6.8	431	79	5.5
52 Virginia Hospital Center/Ballston/East Falls Church	3,160	251	12.6	144						
53 Glebe Road-Westover/Ballston/East Falls Church	1,578	232	6.8	72						
55 Lee Highway/E. Falls Church/Rosslyn	19,518	1,427	13.7	887	1,739	208	8.4	1,779	175	10.2
61 Courthouse/Rosslyn	1,267	132	9.6	58						
62 Lorcom Lane/Courthouse/Ballston	826	130	6.4	38						
72 Rock Spring/Ballston/Shirlington	6,201	533	11.6	282						
74 Arlington Village/Arlington View	868	80	10.9	39						
75 Shirlington/Ballston/Virginia Square	6,212	419	14.8	282						
77 Shirlington/Lyon Park/Courthouse	9,521	778	12.2	433	1,165	132	8.8			
84 Douglas Park/Pentagon City	2,310	144	16.0	105						
87 Shirlington/Pentagon (also 87A/P/X)	7,935	891	8.9	361	645	132	4.9	539	119	4.5
ART Total	142,409	10,126	14.1	6,473	13,198	1,164	11.3	13,450	1,096	12.3

On Time Performance %

41 Columbia Pike/Ballston/Courthouse	81%
42 Ballston/Pentagon	76%
43 Crystal City/Rosslyn/Courthouse	89%
45 Columbia Pike/Rosslyn	87%
51 Virginia Hospital Center/Ballston	91%
52 Virginia Hospital Center/Ballston/East Falls Church	79%
53 Glebe Road-Westover/Ballston/East Falls Church	88%
55 Lee Highway/E. Falls Church/Rosslyn	79%
61 Courthouse/Rosslyn	95%
62 Lorcom Lane/Courthouse/Ballston	81%
72 Rock Spring/Ballston/Shirlington	75%
74 Arlington Village/Arlington View	78%
75 Shirlington/Ballston/Virginia Square	77%
77 Shirlington/Lyon Park/Courthouse	83%
84 Douglas Park/Pentagon City	77%
87 Shirlington/Pentagon (also 87A/P/X)	75%
Total	82%

Ridership

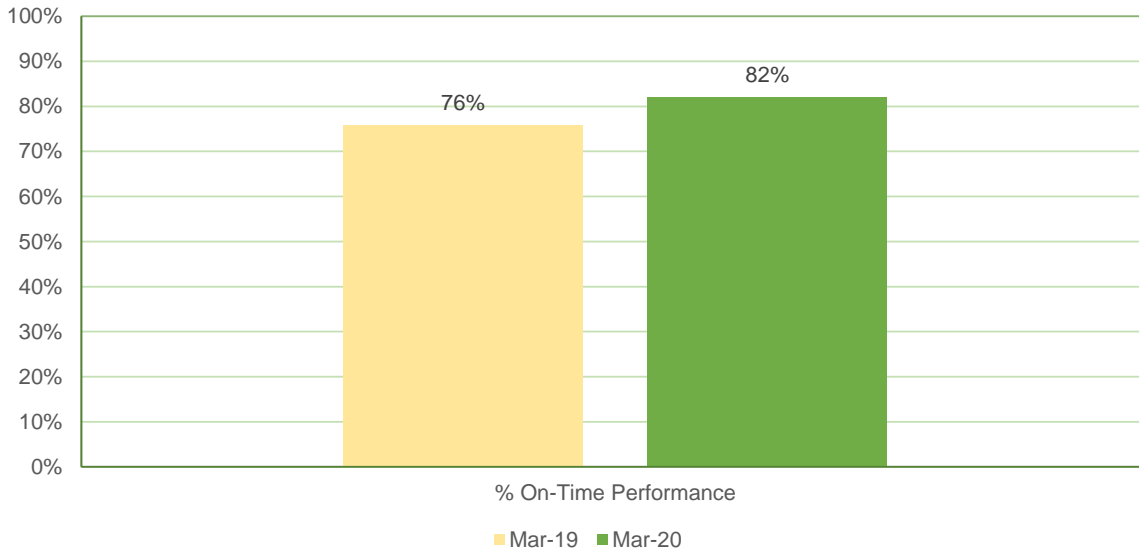
	Passengers	Revenue Hours	Passengers/Revenue Hour
Diamond	2,568	2,080	1.2
Red Top	1,917	628	3.1
Total	4,485	2,708	

SERVICE EFFECTIVENESS

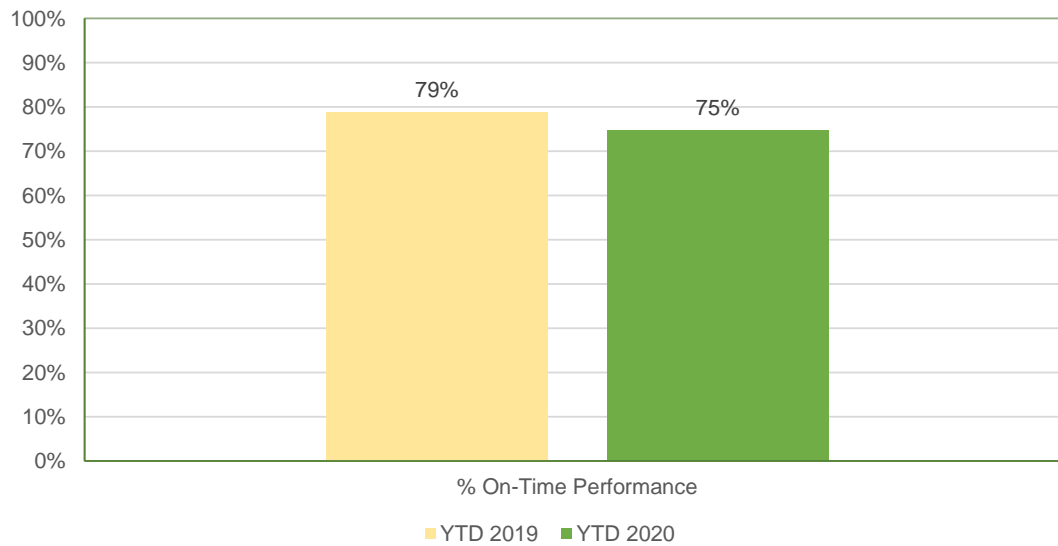
ART	Mar-20	Mar-19	YTD 2020	YTD 2019
ART Passengers	169,057	242,621	2,196,474	2,065,985
Revenue Hours	12,385	15,901	134,955	132,272
Passengers/Revenue Hour	13.7	15.3		
Scheduled Number of Trips	12,286	16,048	134,270	136,926
Actual Number of Trips	12,281	15,952	133,670	135,045
Number of Missed Trips	5	97	599	1,881
% Service Efficiency	100.0%	99.4%	99.6%	98.6%
% On-Time Performance	82%	76%	75%	79%
Customer Service				
Number of Complaints	23	74	610	758
Complaints per 50,000 Trips	7	15	21	34

STAR	Mar-20	Mar-19	YTD 2020	YTD 2019
STAR Passengers	4,485	7,402	60,608	66,552
Revenue Hours	2,708	4,004	33,301	34,675
Passengers/Revenue Hour	1.66	1.85	1.82	1.92
Scheduled Number of Trips Booked	4,424	7,176	59,117	64,662
Number of Trip Cancellations and No-Shows	861	982	9,168	13,438
% Service Efficiency	80.5%	86.3%	84.5%	79.2%
Customer Service Complaints				
Red Top	5	10	89	104
Diamond	0	2	25	34
STAR Call Center	0	1	6	7
Total Complaints	5	13	120	145
Complaints per 1,000 passengers	1	2	2	2

ART On-Time Performance
FY 2019 and FY 2020
March

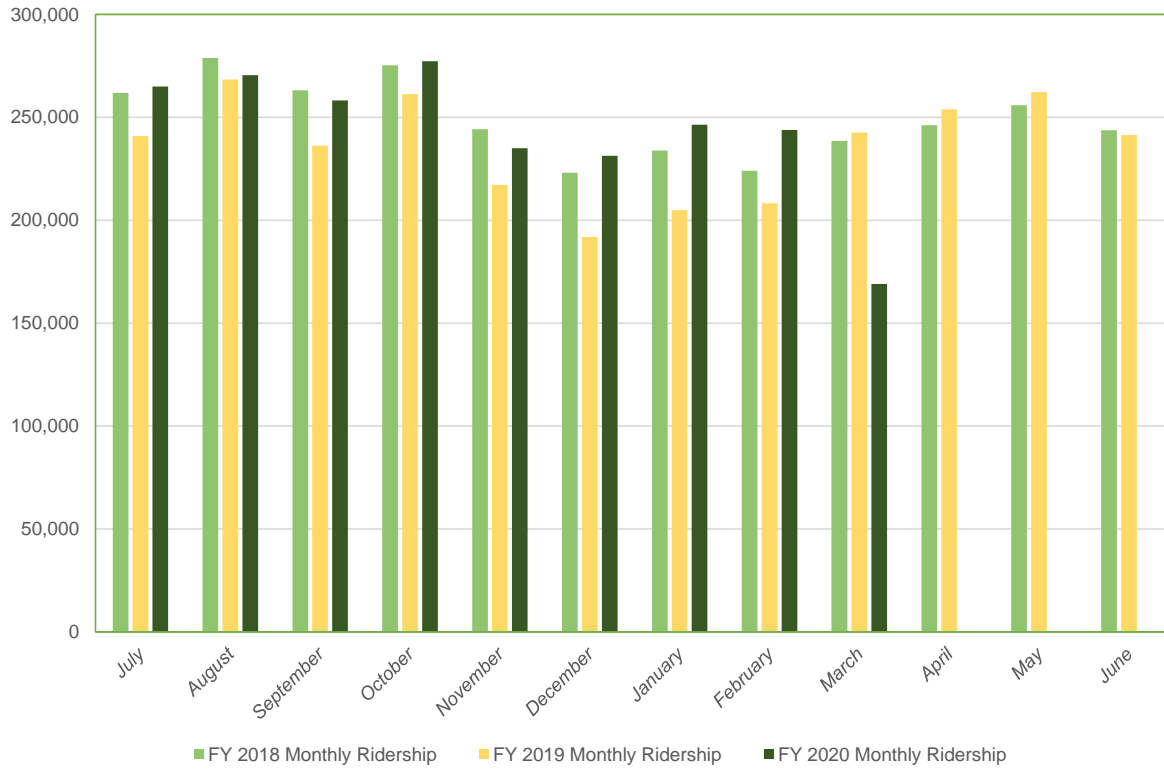


ART On-Time Performance
FY 2019 and FY 2020
Year To Date



SYSTEMWIDE RIDERSHIP
FY 2020 Full-Year

ART



STAR

