

Arlington Transit
Monthly Service Performance Report

ROUTE LEVEL PERFORMANCE - March 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	33,815	1,892	17.9	1,470	5,742	329	17.4	5,473	288	19.0
42 Ballston/Pentagon	9,929	1,201	8.3	432	1,016	106	9.6	813	98	8.3
43 Crystal City/Rosslyn/Courthouse	5,081	1,117	4.5	221						
45 Columbia Pike/Rosslyn	12,634	1,346	9.4	549	1,756	184	9.6	1,371	192	7.1
51 Virginia Hospital Center/Ballston	3,832	413	9.3	167	796	72	11.1	383	63	6.1
52 Virginia Hospital Center/Ballston/East Falls Church	2,946	577	5.1	128						
53 Glebe Road-Westover/Ballston/East Falls Church										
55 Lee Highway/E. Falls Church/Rosslyn	11,980	1,736	6.9	521	1,426	207	6.9	847	140	6.1
61 Courthouse/Rosslyn										
62 Lorcom Lane/Courthouse/Ballston										
72 Rock Spring/Ballston/Shirlington	4,406	1,017	4.3	192						
74 Arlington Village/Arlington View										
75 Shirlington/Ballston/Virginia Square	5,575	963	5.8	242						
77 Shirlington/Lyon Park/Courthouse	6,456	875	7.4	281	1,070	132	8.1			
84 Douglas Park/Pentagon City	601	331	1.8	26						
87 Shirlington/Pentagon (also 87A/P/X)	4,404	1,124	3.9	191	709	132	5.4	325	96	3.4
ART Total	101,659	12,592	8.1	4,420	12,515	1,161	10.8	9,212	877	10.5

On Time Performance %

41 Columbia Pike/Ballston/Courthouse	87%
42 Ballston/Pentagon	88%
43 Crystal City/Rosslyn/Courthouse	97%
45 Columbia Pike/Rosslyn	85%
51 Virginia Hospital Center/Ballston	94%
52 Virginia Hospital Center/Ballston/East Falls Church	81%
53 Glebe Road-Westover/Ballston/East Falls Church	n/a
55 Lee Highway/E. Falls Church/Rosslyn	88%
61 Courthouse/Rosslyn	n/a
62 Lorcom Lane/Courthouse/Ballston	n/a
72 Rock Spring/Ballston/Shirlington	86%
74 Arlington Village/Arlington View	n/a
75 Shirlington/Ballston/Virginia Square	91%
77 Shirlington/Lyon Park/Courthouse	86%
84 Douglas Park/Pentagon City	66%
87 Shirlington/Pentagon (also 87A/P/X)	70%
Total	87%

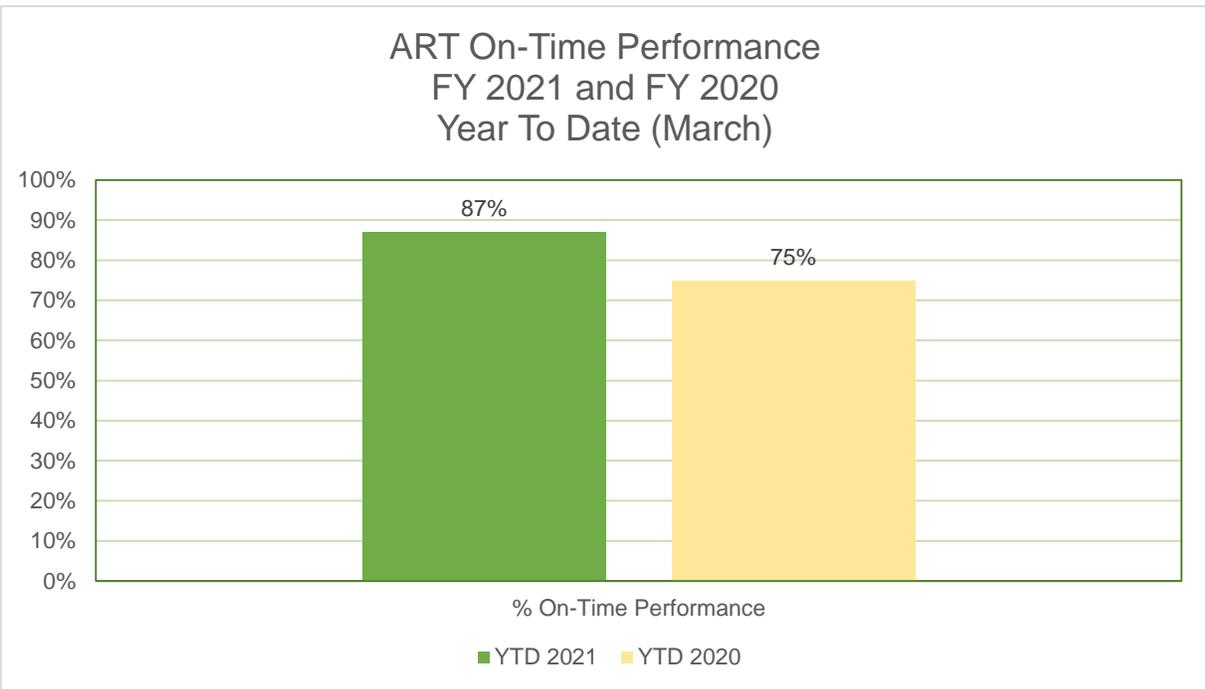
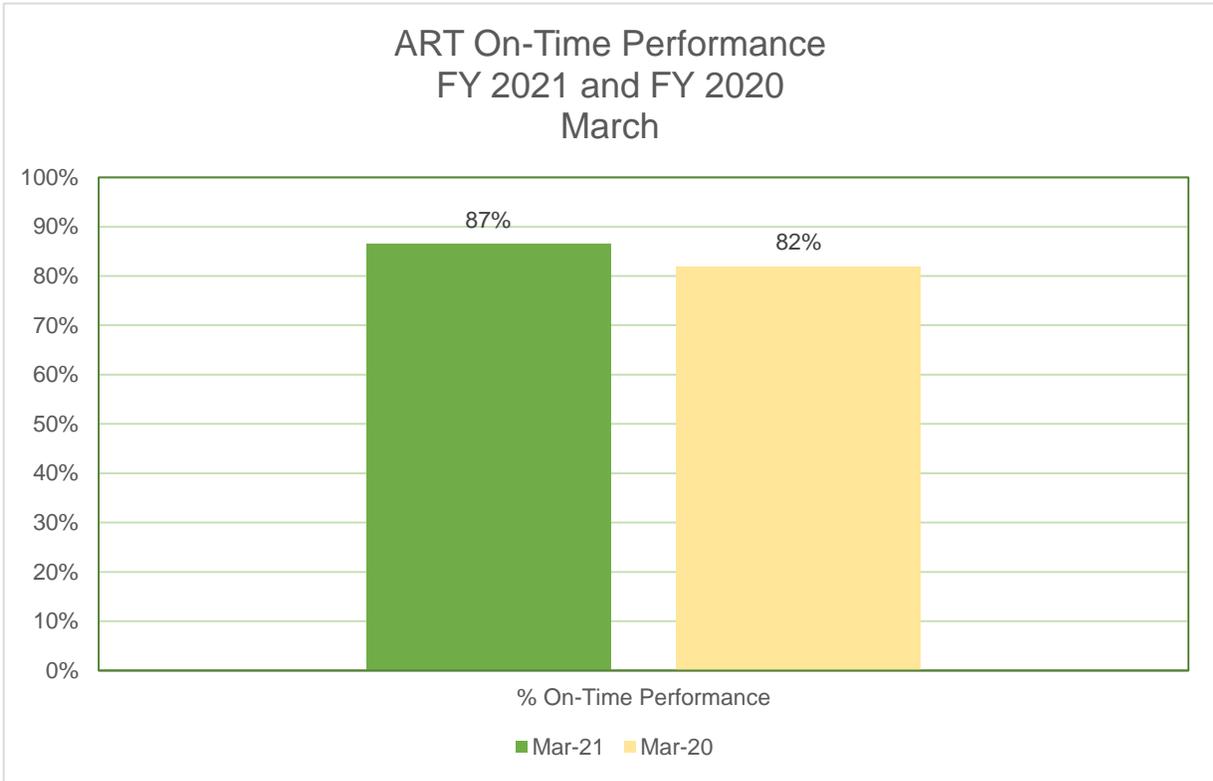
Ridership

	Passengers	Revenue Hours	Passengers/Revenue Hour
Diamond	2,199	1,842	1.2
Red Top	1,051	283	3.7
Total	3,250	2,125	

SERVICE EFFECTIVENESS

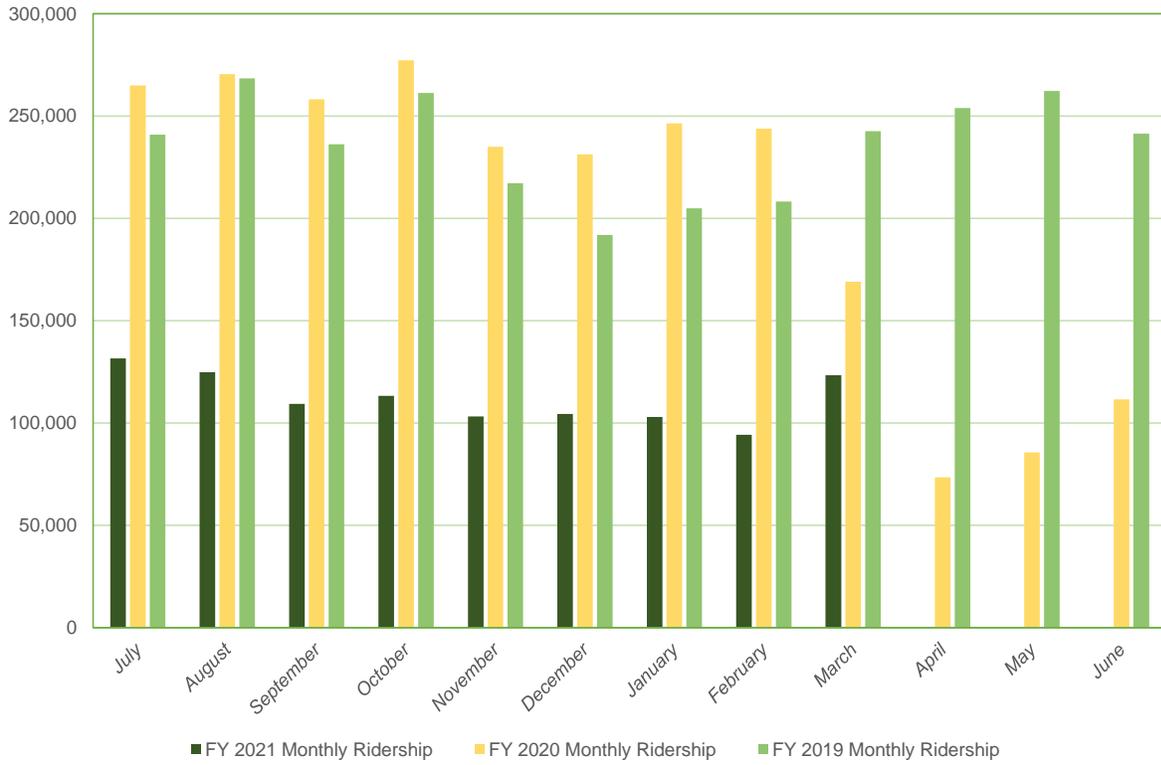
ART	Mar-21	Mar-20	YTD 2021	YTD 2020
ART Passengers	123,386	169,057	1,007,191	2,196,474
Revenue Hours	14,631	12,385	119,529	134,211
Passengers/Revenue Hour	8.4	13.7		
Scheduled Number of Trips	14,221	12,286	114,823	134,270
Actual Number of Trips	14,207	12,281	114,145	133,670
Number of Missed Trips	14	5	678	599
% Service Efficiency	99.9%	100.0%	99.4%	99.6%
% On-Time Performance	87%	82%	87%	75%
Customer Service				
Number of Complaints	18	23	157	610
Complaints per 50,000 Trips	7	7	8	14

STAR	Mar-21	Mar-20	YTD 2021	YTD 2020
STAR Passengers	3,250	4,485	21,821	60,608
Revenue Hours	2,125	2,708	14,462	33,301
Passengers/Revenue Hour	1.53	1.66	1.51	1.82
Scheduled Number of Trips Booked	3,103	4,424	22,451	59,117
Number of Trip Cancellations and No-Shows	514	861	4,397	9,349
% Service Efficiency	83.4%	80.5%	80.4%	84.2%
Customer Service Complaints				
Red Top	4	5	20	89
Diamond	0	0	7	25
STAR Call Center	1	0	6	6
Total Complaints	5	5	33	120
Complaints per 1,000 passengers	2	1	2	2



SYSTEMWIDE RIDERSHIP
FY 2021 Full-Year

ART



STAR

