

ROUTE LEVEL PERFORMANCE - MAY 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	25,041	1,648	15.2	1,252	8,043	412	19.5	6,207	433	14.3
42 Ballston/Pentagon	3,216	530	6.1	161	1,011	133	7.6	803	147	5.5
43 Crystal City/Rosslyn/Courthouse	1,294	677	1.9	65						
45 Columbia Pike/Rosslyn	9,033	990	9.1	452	3,437	232	14.8	2,767	288	9.6
51 Virginia Hospital Center/Ballston	3,435	360	9.5	172	485	89	5.5	614	95	6.5
52 Virginia Hospital Center/Ballston/East Falls Church										
53 Glebe Road-Westover/Ballston/East Falls Church										
55 Lee Highway/E. Falls Church/Rosslyn	7,952	1,604	5.0	398	1,523	256	5.9	1,285	210	6.1
61 Courthouse/Rosslyn										
62 Lorcom Lane/Courthouse/Ballston										
72 Rock Spring/Ballston/Shirlington										
74 Arlington Village/Arlington View										
75 Shirlington/Ballston/Virginia Square										
77 Shirlington/Lyon Park/Courthouse	4,698	660	7.1	235	1,340	164	8.2			
84 Douglas Park/Pentagon City										
87 Shirlington/Pentagon (also 87A/P/X)	2,250	660	3.4	113	698	165	4.2	558	144	3.9
ART Total	56,919	7,128	8.0	2,846	16,537	1,450	11.4	12,234	1,316	9.3

On Time Performance %

41 Columbia Pike/Ballston/Courthouse	77%
42 Ballston/Pentagon	80%
43 Crystal City/Rosslyn/Courthouse	77%
45 Columbia Pike/Rosslyn	89%
51 Virginia Hospital Center/Ballston	95%
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	77%
61 Courthouse/Rosslyn	n/a
62 Lorcom Lane/Courthouse/Ballston	n/a
72 Rock Spring/Ballston/Shirlington	n/a
74 Arlington Village/Arlington View	n/a
75 Shirlington/Ballston/Virginia Square	n/a
77 Shirlington/Lyon Park/Courthouse	89%
84 Douglas Park/Pentagon City	n/a
87 Shirlington/Pentagon (also 87A/P/X)	81%
Total	81%



Ridership

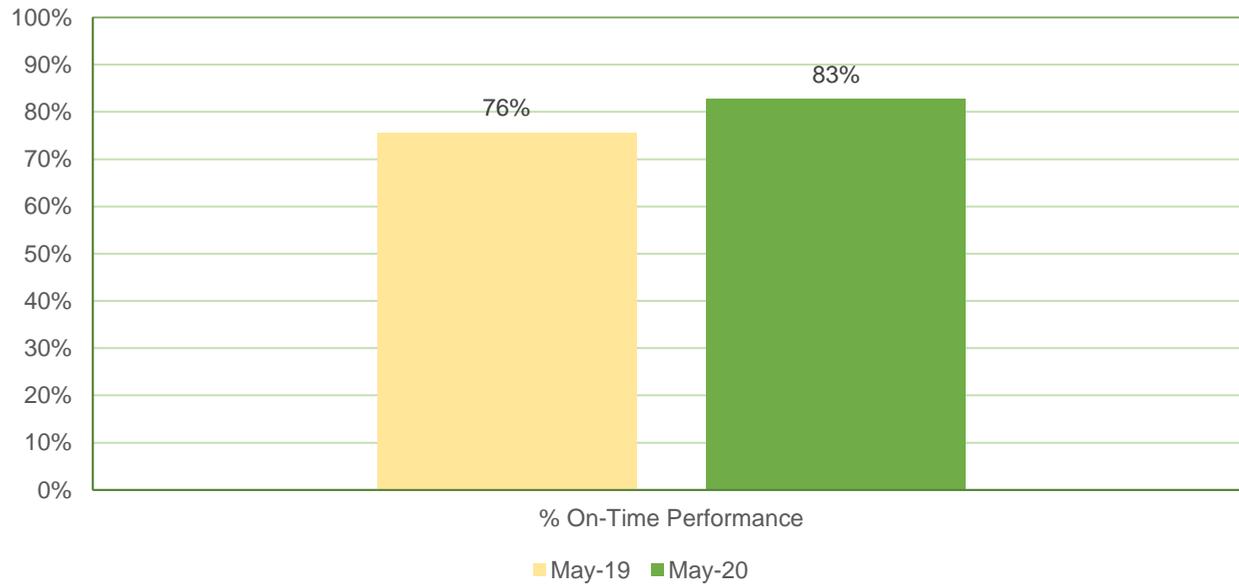
	Passengers	Revenue Hours	Passengers/Revenue Hour
Diamond	928	895	1.0
Red Top	557	108	5.2
Total	1,485	1,003	

SERVICE EFFECTIVENESS

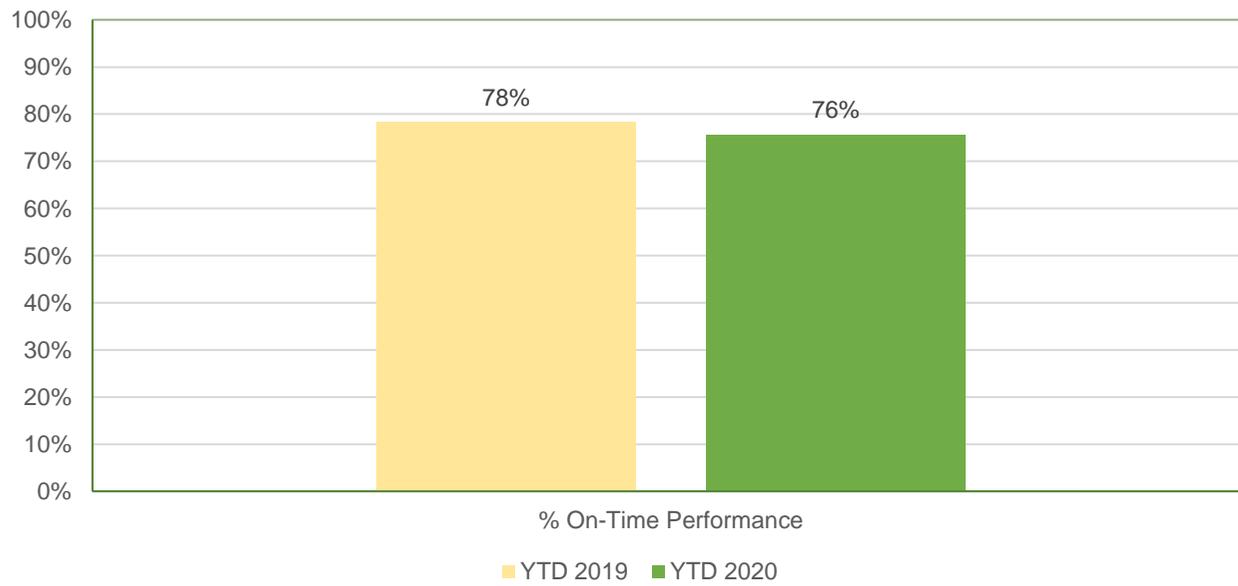
ART	May-20	May-19	YTD 2020	YTD 2019
ART Passengers	85,690	262,302	2,355,688	2,582,105
Revenue Hours	9,895	16,244	142,973	164,450
Passengers/Revenue Hour	8.7	16.1		
Scheduled Number of Trips	9,154	16,350	152,489	169,366
Actual Number of Trips	9,142	16,296	151,864	167,321
Number of Missed Trips	12	54	625	2,045
% Service Efficiency	99.9%	99.7%	99.6%	98.8%
% On-Time Performance	83%	76%	76%	78%
Customer Service				
Number of Complaints	18	84	638	938
Complaints per 50,000 Trips	11	16	14	18

STAR	May-20	May-19	YTD 2020	YTD 2019
STAR Passengers	1,485	7,605	63,850	81,321
Revenue Hours	1,003	4,016	34,492	42,689
Passengers/Revenue Hour	1.48	1.89	1.85	1.90
Scheduled Number of Trips Booked	1,506	7,305	61,855	78,902
Number of Trip Cancellations and No-Shows	241	936	9,670	15,289
% Service Efficiency	84.0%	87.2%	84.4%	80.6%
Customer Service Complaints				
Red Top	2	22	93	141
Diamond	0	2	26	40
STAR Call Center	0	2	6	9
Total Complaints	2	26	125	190
Complaints per 1,000 passengers	1	3	2	2

ART On-Time Performance
FY 2019 and FY 2020
May



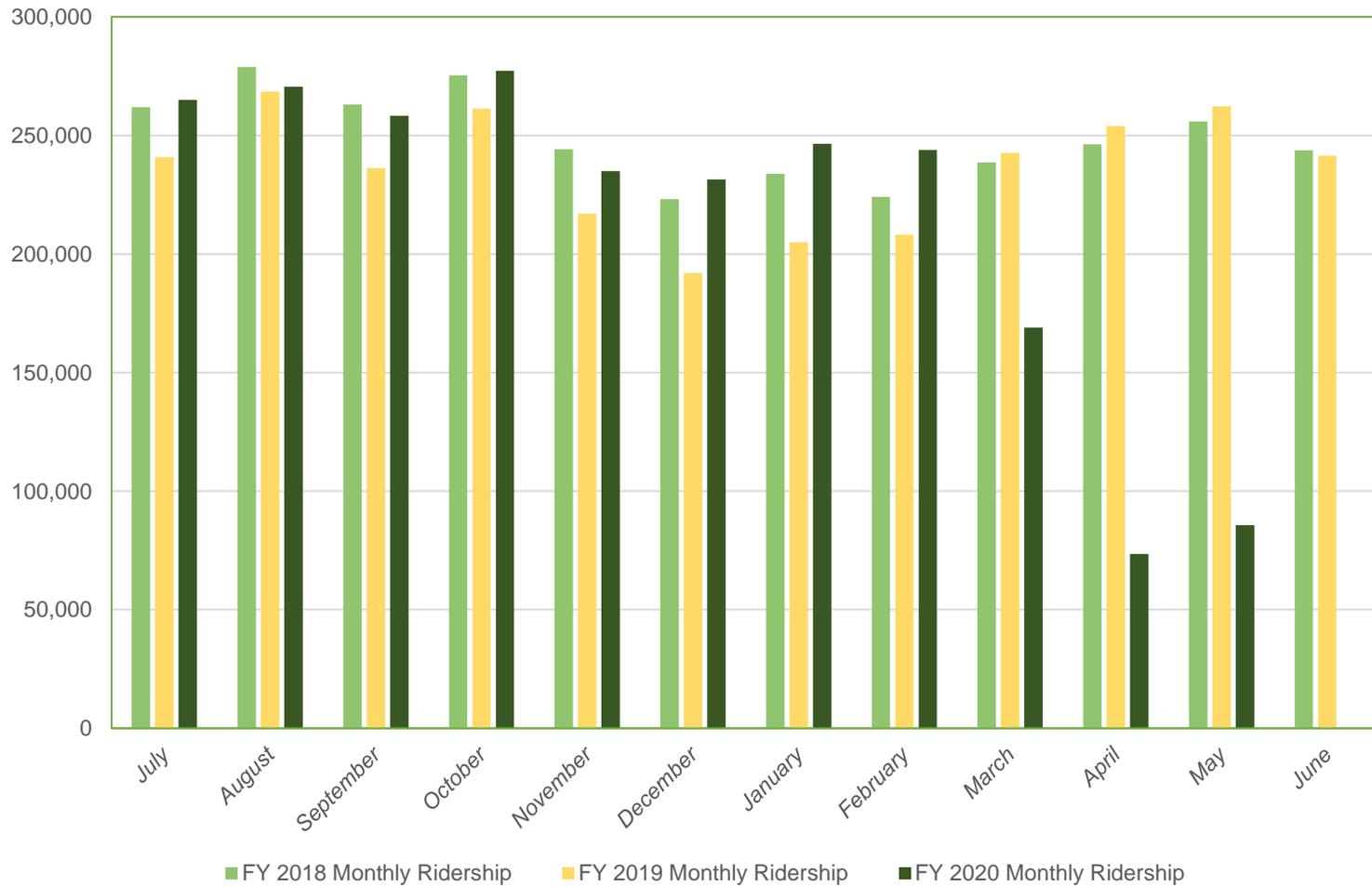
ART On-Time Performance
FY 2019 and FY 2020
Year To Date



SYSTEMWIDE RIDERSHIP

FY 2020 Full-Year

ART



STAR

