

Arlington Transit
Monthly Service Performance Report

ROUTE LEVEL PERFORMANCE - May 2021

	<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	32,265	1,644	19.6	1,613	7,302	412	17.7	7,616	434	17.6
42 Ballston/Pentagon	9,195	1,044	8.8	460	1,054	133	8.0	1,417	147	9.6
43 Crystal City/Rosslyn/Courthouse	5,412	1,021	5.3	271						
45 Columbia Pike/Rosslyn	11,460	1,170	9.8	573	2,392	231	10.4	2,541	288	8.8
51 Virginia Hospital Center/Ballston	3,567	360	9.9	178	701	90	7.8	566	95	6.0
52 Virginia Hospital Center/Ballston/East Falls Church	2,407	502	4.8	120						
53 Glebe Road-Westover/Ballston/East Falls Church										
55 Lee Highway/E. Falls Church/Rosslyn	11,797	1,509	7.8	590	2,078	260	8.0	1,700	210	8.1
61 Courthouse/Rosslyn										
62 Lorcom Lane/Courthouse/Ballston										
72 Rock Spring/Ballston/Shirlington	4,862	885	5.5	243						
74 Arlington Village/Arlington View										
75 Shirlington/Ballston/Virginia Square	5,666	838	6.8	283						
77 Shirlington/Lyon Park/Courthouse	5,866	763	7.7	293	1,151	165	7.0			
84 Douglas Park/Pentagon City	721	288	2.5	36						
87 Shirlington/Pentagon (also 87A/P/X)	3,882	979	4.0	194	756	165	4.6	648	144	4.5
ART Total	97,100	11,003	8.8	4,855	15,434	1,455	10.6	14,488	1,317	11.0

On Time Performance %

41 Columbia Pike/Ballston/Courthouse	82%
42 Ballston/Pentagon	88%
43 Crystal City/Rosslyn/Courthouse	97%
45 Columbia Pike/Rosslyn	91%
51 Virginia Hospital Center/Ballston	94%
52 Virginia Hospital Center/Ballston/East Falls Church	89%
53 Glebe Road-Westover/Ballston/East Falls Church	n/a
55 Lee Highway/E. Falls Church/Rosslyn	87%
61 Courthouse/Rosslyn	n/a
62 Lorcom Lane/Courthouse/Ballston	n/a
72 Rock Spring/Ballston/Shirlington	87%
74 Arlington Village/Arlington View	n/a
75 Shirlington/Ballston/Virginia Square	92%
77 Shirlington/Lyon Park/Courthouse	88%
84 Douglas Park/Pentagon City	75%
87 Shirlington/Pentagon (also 87A/P/X)	74%
Total	87%

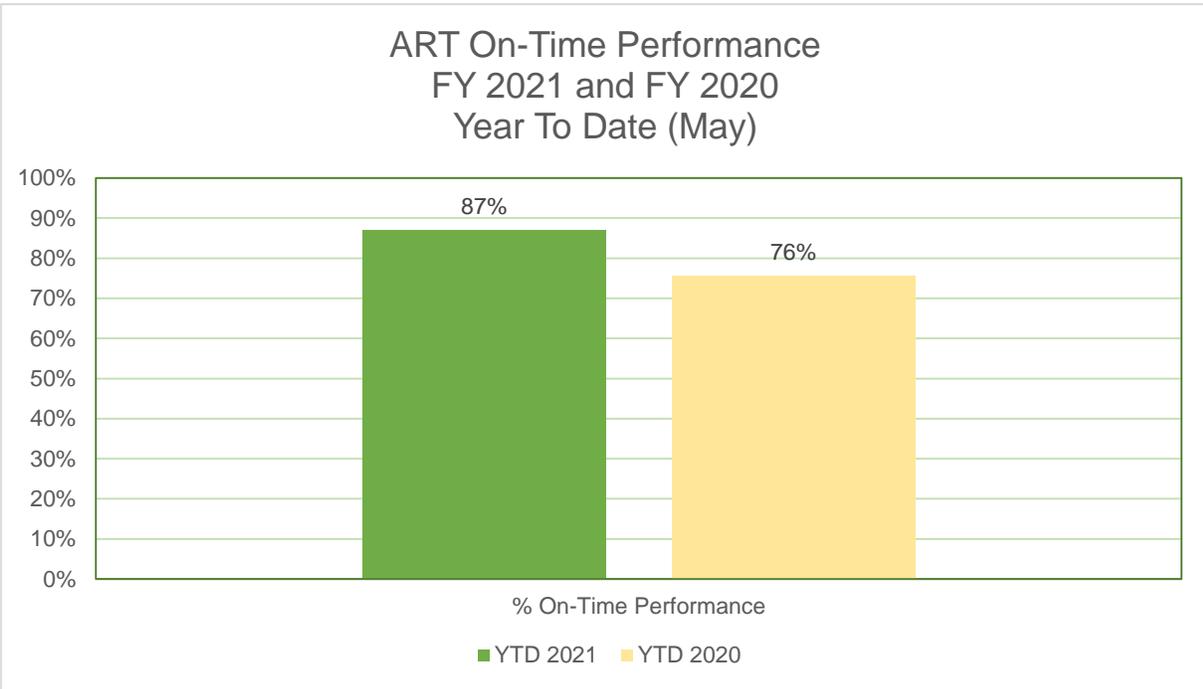
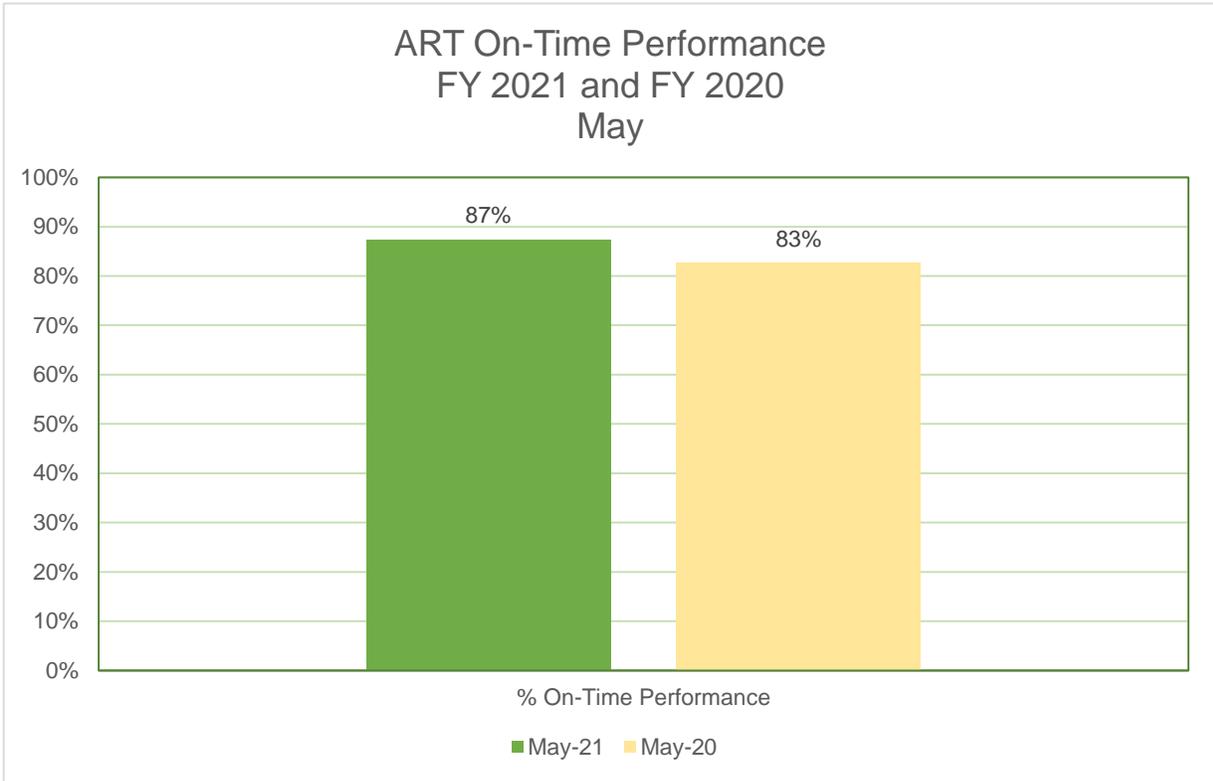
Ridership

	Passengers	Revenue Hours	Passengers/Revenue Hour
Diamond	1,999	1,637	1.2
Red Top	1,213	327	3.7
Total	3,212	1,964	

SERVICE EFFECTIVENESS

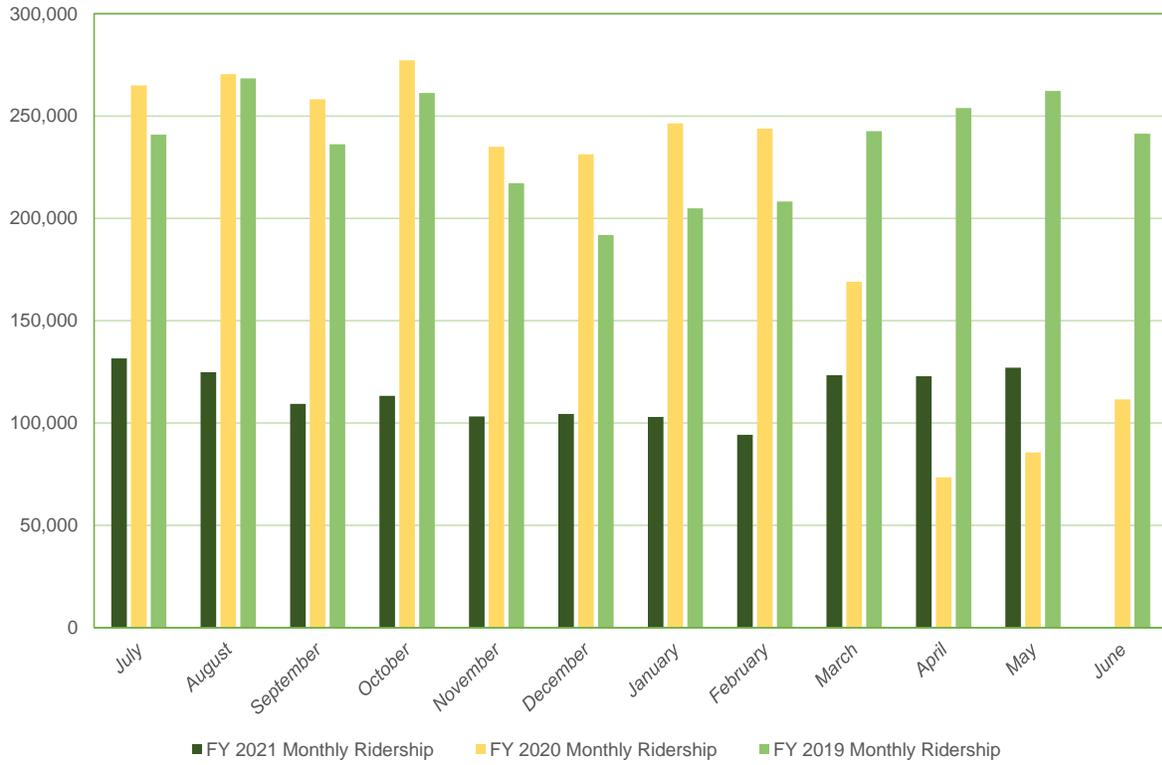
ART	May-21	May-20	YTD 2021	YTD 2020
ART Passengers	127,022	85,690	1,257,048	2,355,688
Revenue Hours	13,776	9,895	147,388	153,291
Passengers/Revenue Hour	9.2	8.7		
Scheduled Number of Trips	13,388	9,154	141,898	152,489
Actual Number of Trips	13,384	9,142	141,203	151,864
Number of Missed Trips	4	12	695	625
% Service Efficiency	100.0%	99.9%	99.5%	99.6%
% On-Time Performance	87%	83%	87%	76%
Customer Service				
Number of Complaints	16	18	188	638
Complaints per 50,000 Trips	6	11	7	14

STAR	May-21	May-20	YTD 2021	YTD 2020
STAR Passengers	3,212	1,485	28,336	63,254
Revenue Hours	1,964	1,003	18,449	35,043
Passengers/Revenue Hour	1.64	1.48	1.54	1.81
Scheduled Number of Trips Booked	2,992	1,506	28,552	61,855
Number of Trip Cancellations and No-Shows	403	241	5,263	9,851
% Service Efficiency	86.5%	84.0%	81.6%	84.1%
Customer Service Complaints				
Red Top	5	2	29	96
Diamond	2	0	9	26
STAR Call Center	0	0	6	6
Total Complaints	7	2	44	128
Complaints per 1,000 passengers	2	1	2	2



SYSTEMWIDE RIDERSHIP
FY 2021 Full-Year

ART



STAR

