

Arlington Transit
Monthly Service Performance Report

ROUTE LEVEL PERFORMANCE - November 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	22,558	1,479	15.2	1,253	7,562	495	15.3	6,909	432	16.0
42 Ballston/Pentagon	7,154	940	7.6	397	1,419	159	8.9	1,339	147	9.1
43 Crystal City/Rosslyn/Courthouse	1,811	874	2.1	101						
45 Columbia Pike/Rosslyn	11,055	1,052	10.5	614	2,526	278	9.1	1,544	288	5.4
51 Virginia Hospital Center/Ballston	3,866	324	11.9	215	1,290	108	11.9	886	95	9.4
52 Virginia Hospital Center/Ballston/East Falls Church	2,298	451	5.1	128						
53 Glebe Road-Westover/Ballston/East Falls Church										
55 Lee Highway/E. Falls Church/Rosslyn	9,363	1,359	6.9	520	2,662	311	8.6	2,091	210	10.0
61 Courthouse/Rosslyn										
62 Lorcom Lane/Courthouse/Ballston										
72 Rock Spring/Ballston/Shirlington	2,617	797	3.3	145						
74 Arlington Village/Arlington View										
75 Shirlington/Ballston/Virginia Square	2,388	754	3.2	133						
77 Shirlington/Lyon Park/Courthouse	5,290	687	7.7	294	1,722	197	8.7			
84 Douglas Park/Pentagon City	477	259	1.8	27						
87 Shirlington/Pentagon (also 87A/P/X)	2,845	880	3.2	158	905	198	4.6	667	144	4.6
ART Total	71,722	9,856	7.3	3,985	18,086	1,746	10.4	13,436	1,315	10.2

On Time Performance %

41 Columbia Pike/Ballston/Courthouse	88%
42 Ballston/Pentagon	89%
43 Crystal City/Rosslyn/Courthouse	95%
45 Columbia Pike/Rosslyn	85%
51 Virginia Hospital Center/Ballston	89%
52 Virginia Hospital Center/Ballston/East Falls Church	86%
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	85%
74 Arlington Village/Arlington View	n/a
75 Shirlington/Ballston/Virginia Square	90%
77 Shirlington/Lyon Park/Courthouse	93%
84 Douglas Park/Pentagon City	73%
87 Shirlington/Pentagon (also 87A/P/X)	81%
Total	88%

Ridership



	Passengers	Revenue Hours	Passengers/Revenue Hour
Diamond	1,308	1,100	1.2
Red Top	1,061	234	4.5
Total	2,369	1,334	

SERVICE EFFECTIVENESS

ART	Nov-20	Nov-19	YTD 2021	YTD 2020
ART Passengers	103,244	234,995	582,243	1,305,795
Revenue Hours	12,917	14,226	65,278	76,500
Passengers/Revenue Hour	8.0	16.5		
Scheduled Number of Trips	12,519	14,187	61,552	76,705
Actual Number of Trips	12,510	14,121	61,508	76,238
Number of Missed Trips	10	66	44	467
% Service Efficiency	99.9%	99.5%	99.9%	99.4%
% On-Time Performance	88%	71%	87%	73%

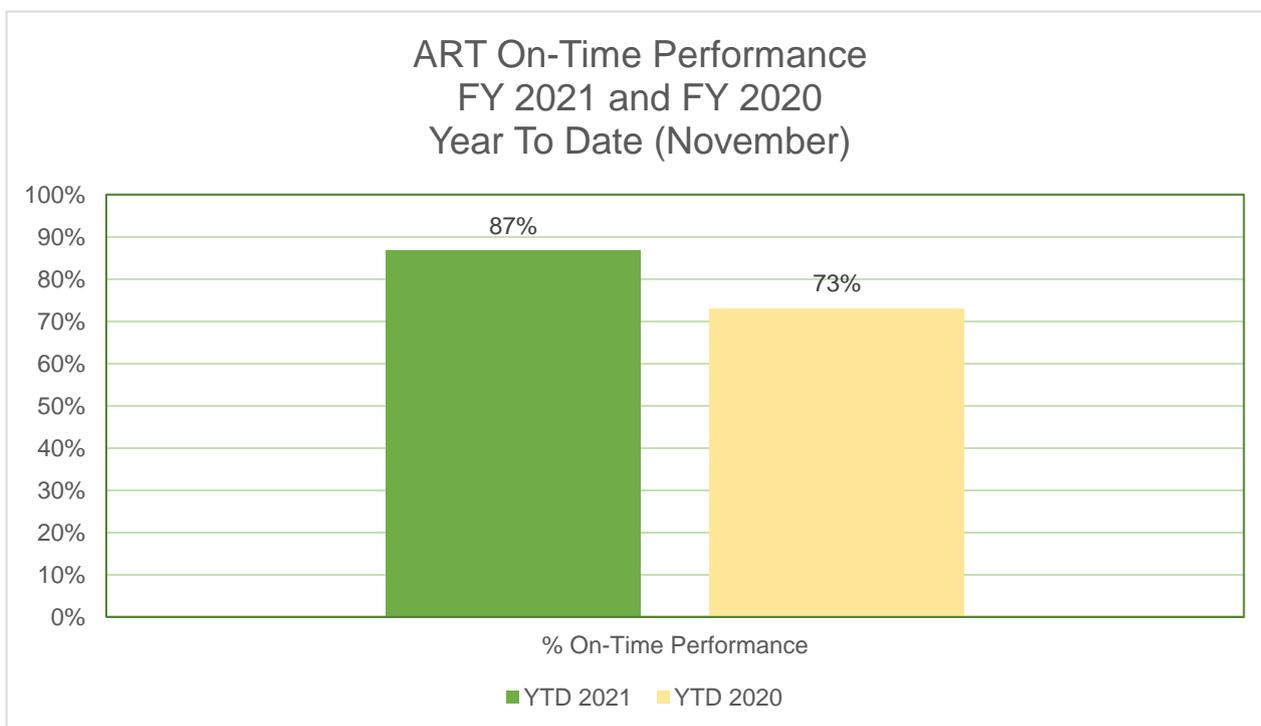
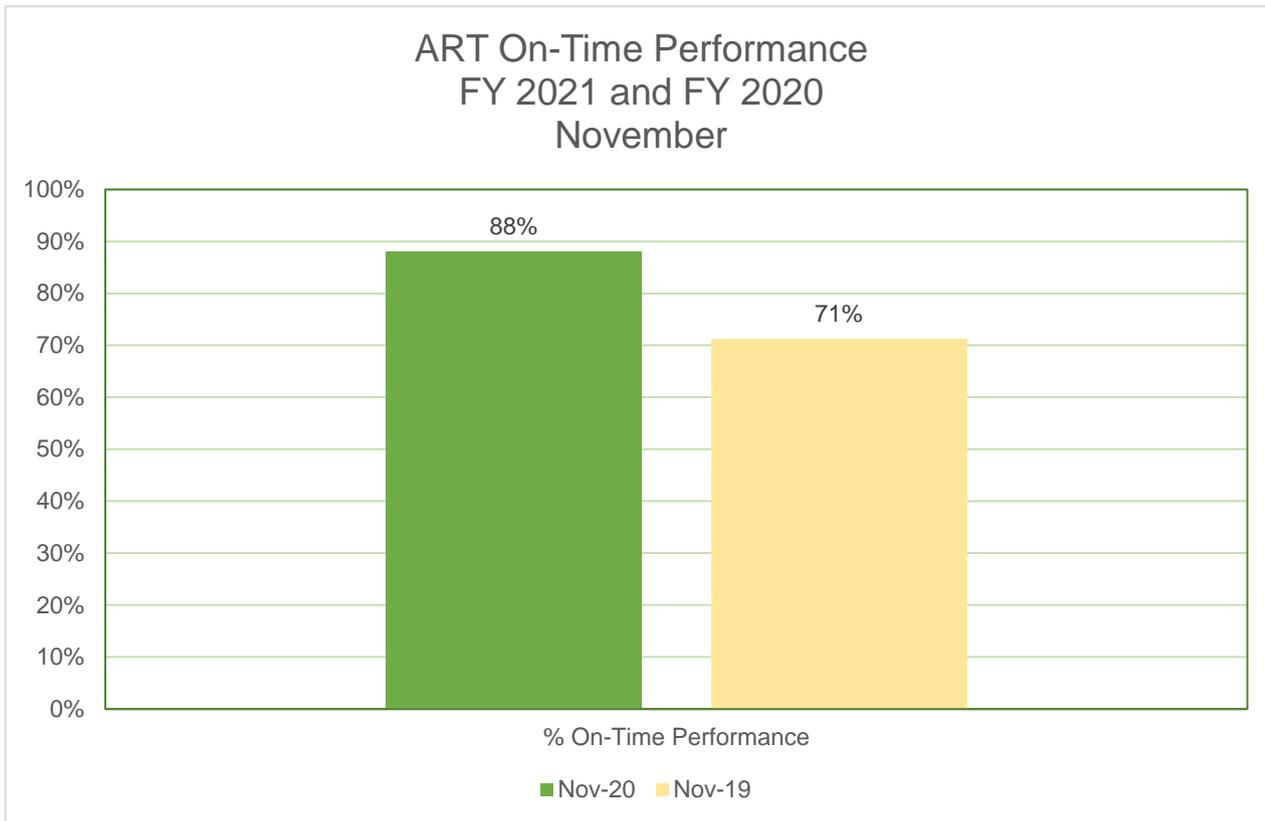
Customer Service

Number of Complaints	7	75	102	420
Complaints per 50,000 Trips	3	16	9	16

STAR	Nov-20	Nov-19	YTD 2021	YTD 2020
STAR Passengers	2,369	6,906	11,883	35,928
Revenue Hours	1,334	3,540	7,807	19,160
Passengers/Revenue Hour	1.78	1.95	1.52	1.88
Scheduled Number of Trips Booked	2,324	6,480	12,373	34,828
Number of Trip Cancellations and No-Shows	439	980	2,369	5,380
% Service Efficiency	81.1%	84.9%	80.9%	84.6%

Customer Service Complaints

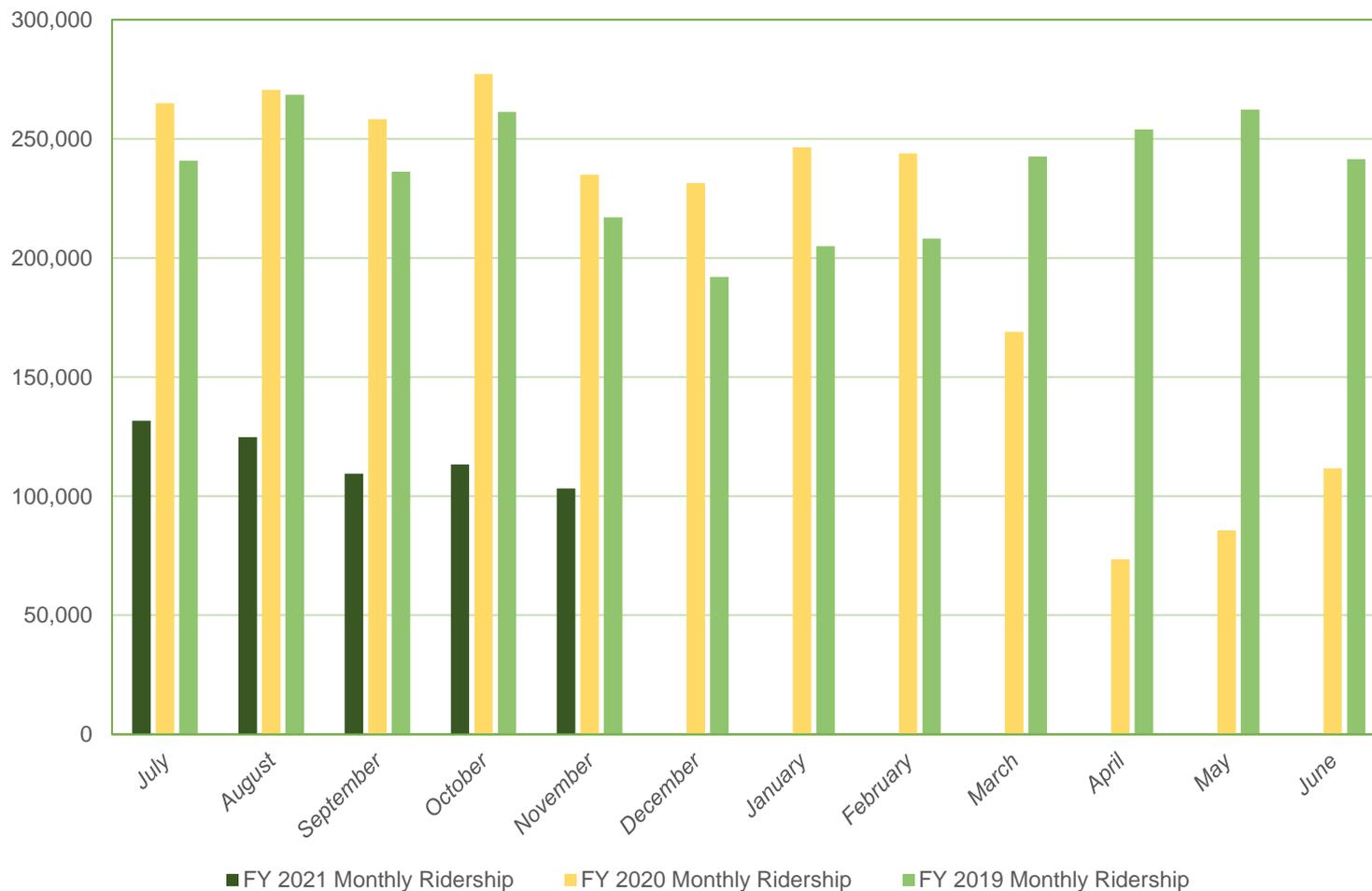
Red Top	1	6	10	69
Diamond	2	2	6	17
STAR Call Center	0	0	1	2
Total Complaints	3	8	17	88
Complaints per 1,000 passengers	1	1	1	2



SYSTEMWIDE RIDERSHIP

FY 2021 Full-Year

ART



STAR

