


Arlington Transit
Monthly Service Performance Report
ART and STAR


ROUTE LEVEL PERFORMANCE - October 2019

	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	49,119	1,808	27.2	2,233	10,479	411	25.5	6,928	289	24.0			
42 Ballston/Pentagon	24,789	1,123	22.1	1,127	2,275	133	17.2	1,339	98	13.7			
43 Crystal City/Rosslyn/Courthouse	16,500	1,055	15.6	750									
45 Columbia Pike/Rosslyn	27,509	1,276	21.6	1,250	3,529	233	15.2	2,229	192	11.6			
51 Virginia Hospital Center/Ballston	6,963	396	17.6	317	844	90	9.4	505	63	8.0			
52 Virginia Hospital Center/Ballston/East Falls Church	6,931	551	12.6	315									
53 Glebe Road-Westover/Ballston/East Falls Church	3,567	477	7.5	162									
55 Lee Highway/E. Falls Church/Rosslyn	36,359	1,755	20.7	1,653	3,920	257	15.3	1,602	140	11.4			
61 Courthouse/Rosslyn	2,563	290	8.8	117									
62 Lorcom Lane/Courthouse/Ballston	1,818	285	6.4	83									
72 Rock Spring/Ballston/Shirlington	12,663	1,172	10.8	576									
74 Arlington Village/Arlington View	1,527	176	8.7	69									
75 Shirlington/Ballston/Virginia Square	13,253	914	14.5	602									
77 Shirlington/Lyon Park/Courthouse	15,494	838	18.5	704	2,215	165	13.4						
84 Douglas Park/Pentagon City	5,264	314	16.8	239									
87 Shirlington/Pentagon (also 87A/P/X)	14,909	1,074	13.9	678	1,461	165	8.9	649	96	6.8			
ART Total	239,228	13,504	17.7	10,874	24,723	1,453	17.0	13,252	878	15.1			

On Time Performance %

41 Columbia Pike/Ballston/Courthouse	71%
42 Ballston/Pentagon	73%
43 Crystal City/Rosslyn/Courthouse	90%
45 Columbia Pike/Rosslyn	76%
51 Virginia Hospital Center/Ballston	82%
52 Virginia Hospital Center/Ballston/East Falls Church	72%
53 Glebe Road-Westover/Ballston/East Falls Church	83%
55 Lee Highway/E. Falls Church/Rosslyn	68%
61 Courthouse/Rosslyn	94%
62 Lorcom Lane/Courthouse/Ballston	72%
72 Rock Spring/Ballston/Shirlington	59%
74 Arlington Village/Arlington View	58%
75 Shirlington/Ballston/Virginia Square	63%
77 Shirlington/Lyon Park/Courthouse	72%
84 Douglas Park/Pentagon City	62%
87 Shirlington/Pentagon (also 87A/P/X)	67%
Total	

Ridership

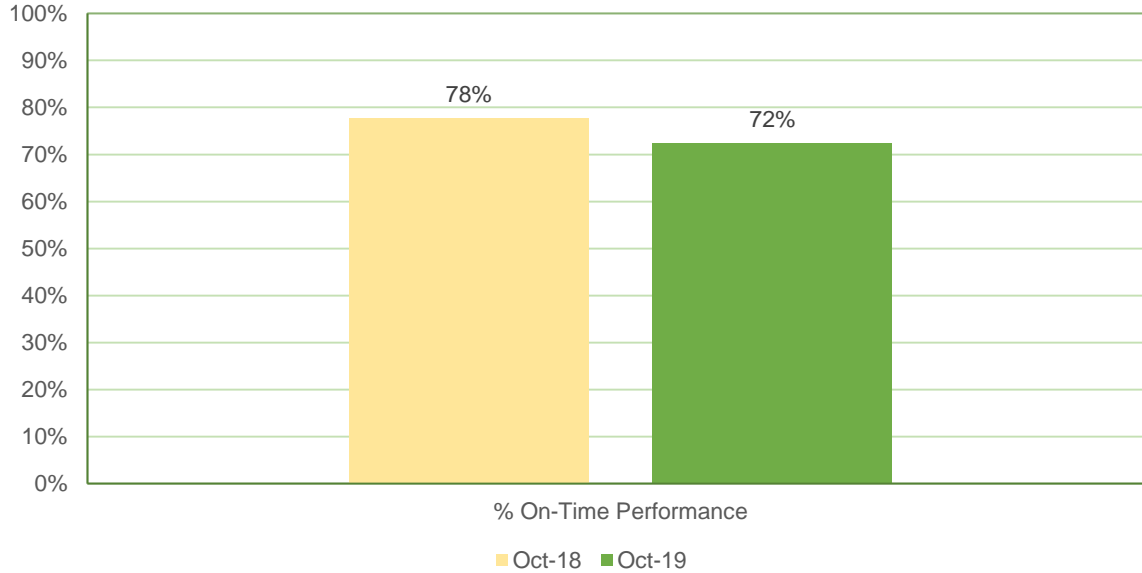
	Passengers	Revenue Hours	Passengers/Revenue Hour
Diamond	3,569	2,978	1.2
Red Top	3,697	1,150	3.2
Total	7,266	4,128	

SERVICE EFFECTIVENESS

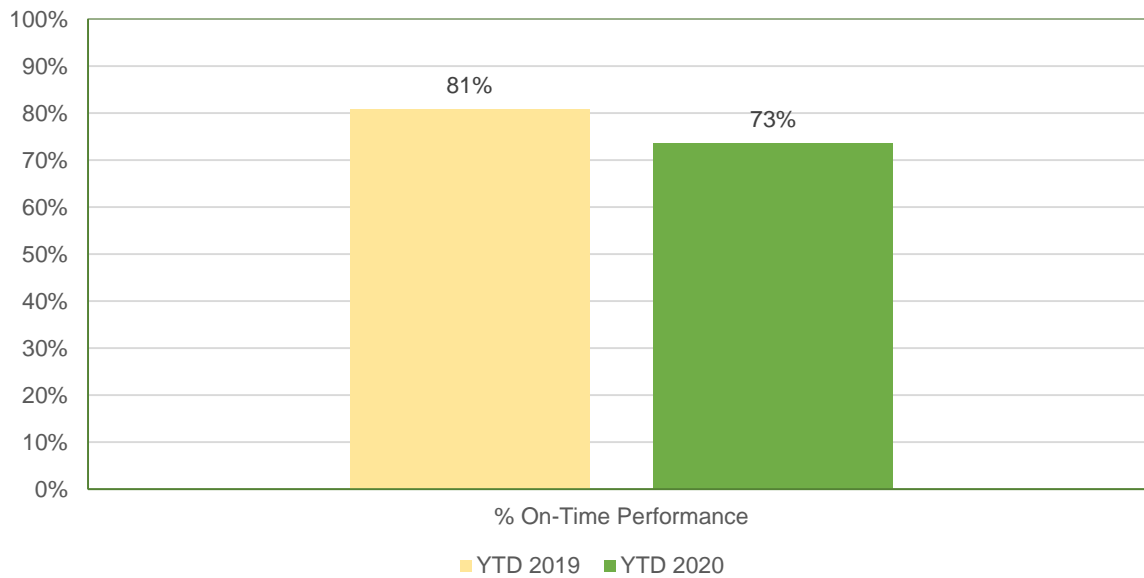
	Oct-19	Oct-18	YTD 2020	YTD 2019
ART				
ART Passengers	277,203	261,295	1,070,800	1,006,843
Revenue Hours	15,834	14,829	62,271	56,870
Passengers/Revenue Hour	17.5	17.6	17.2	17.7
Scheduled Number of Trips	15,919	15,507	62,518	59,441
Actual Number of Trips	15,792	15,387	62,118	58,829
Number of Missed Trips	127	121	401	612
% Service Efficiency	99.2%	99.2%	99.4%	99.0%
% On-Time Performance	72%	78%	73%	81%
Customer Service				
Number of Complaints	97	95	345	356
Complaints per 50,000 Trips	17	18	16	18

STAR				
STAR Passengers	7,266	8,128	29,022	31,167
Revenue Hours	4,128	4,309	15,620	16,106
Passengers/Revenue Hour	1.76	1.89	1.86	1.94
Scheduled Number of Trips Booked	7,439	7,773	28,348	30,277
Number of Trip Cancellations and No-Shows	1,127	963	4,400	3,922
% Service Efficiency	84.9%	87.6%	84.5%	87.0%
Customer Service Complaints				
Red Top	22	17	63	57
Diamond	4	8	15	16
STAR Call Center	0	0	2	3
Total Complaints	26	25	80	76
Complaints per 1,000 passengers	4	3	3	2

ART On-Time Performance
FY 2019 and FY 2020
October



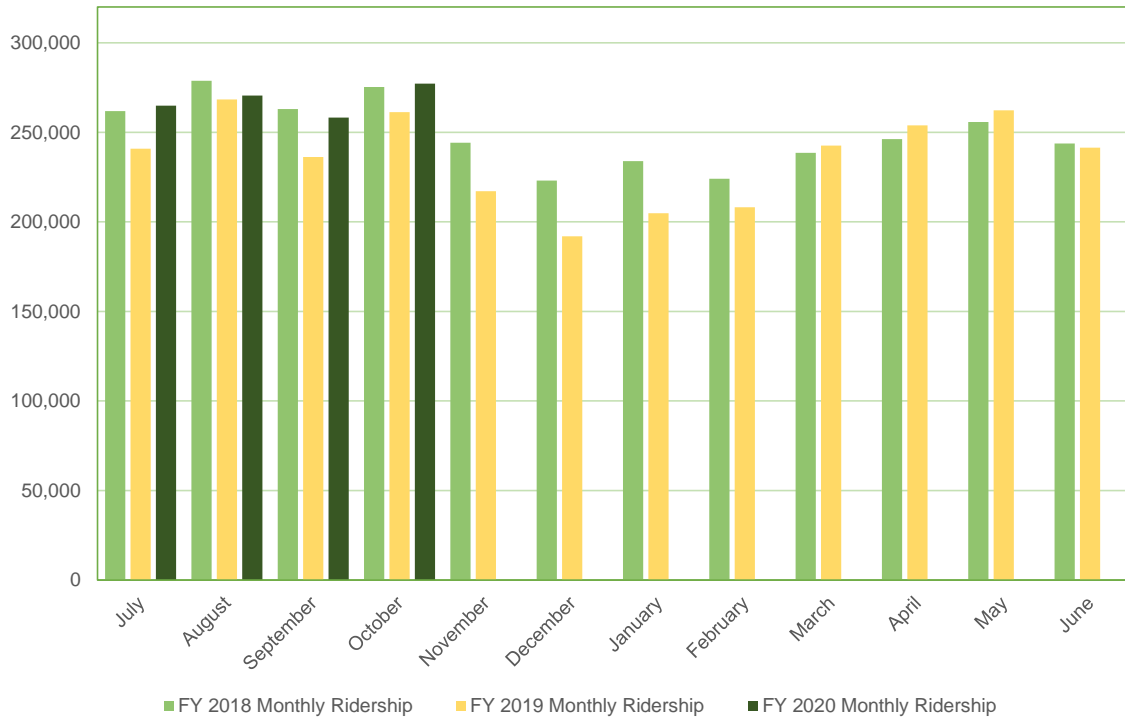
ART On-Time Performance
FY 2019 and FY 2020
Year To Date



SYSTEMWIDE RIDERSHIP

FY 2020 Full-Year

ART



STAR

