

**Arlington Transit**  
**Monthly Service Performance Report**

**ROUTE LEVEL PERFORMANCE - October 2020**

	<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	27,774	1,727	16.1	1,323	7,792	493	15.8	5,359	289	18.5
42 Ballston/Pentagon	8,448	1,096	7.7	402	1,427	159	9.0	1,021	98	10.4
43 Crystal City/Rosslyn/Courthouse	3,078	1,023	3.0	147						
45 Columbia Pike/Rosslyn	12,295	1,229	10.0	585	2,512	279	9.0	1,702	191	8.9
51 Virginia Hospital Center/Ballston	4,474	378	11.8	213	1,164	108	10.8	539	63	8.6
52 Virginia Hospital Center/Ballston/East Falls Church	2,313	527	4.4	110						
53 Glebe Road-Westover/Ballston/East Falls Church										
55 Lee Highway/E. Falls Church/Rosslyn	10,990	1,586	6.9	523	3,363	312	10.8	1,568	140	11.2
61 Courthouse/Rosslyn										
62 Lorcom Lane/Courthouse/Ballston										
72 Rock Spring/Ballston/Shirlington	2,558	929	2.8	122						
74 Arlington Village/Arlington View										
75 Shirlington/Ballston/Virginia Square	2,701	880	3.1	129						
77 Shirlington/Lyon Park/Courthouse	5,709	801	7.1	272	1,762	198	8.9			
84 Douglas Park/Pentagon City	639	302	2.1	30						
87 Shirlington/Pentagon (also 87A/P/X)	2,932	1,027	2.9	140	798	198	4.0	363	96	3.8
<b>ART Total</b>	<b>83,911</b>	<b>11,503</b>	<b>7.3</b>	<b>3,996</b>	<b>18,818</b>	<b>1,747</b>	<b>10.8</b>	<b>10,552</b>	<b>877</b>	<b>12.0</b>

**On Time Performance %**

41 Columbia Pike/Ballston/Courthouse	87%
42 Ballston/Pentagon	91%
43 Crystal City/Rosslyn/Courthouse	95%
45 Columbia Pike/Rosslyn	83%
51 Virginia Hospital Center/Ballston	91%
52 Virginia Hospital Center/Ballston/East Falls Church	83%
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	86%
74 Arlington Village/Arlington View	n/a
75 Shirlington/Ballston/Virginia Square	94%
77 Shirlington/Lyon Park/Courthouse	93%
84 Douglas Park/Pentagon City	73%
87 Shirlington/Pentagon (also 87A/P/X)	78%
<b>Total</b>	<b>88%</b>

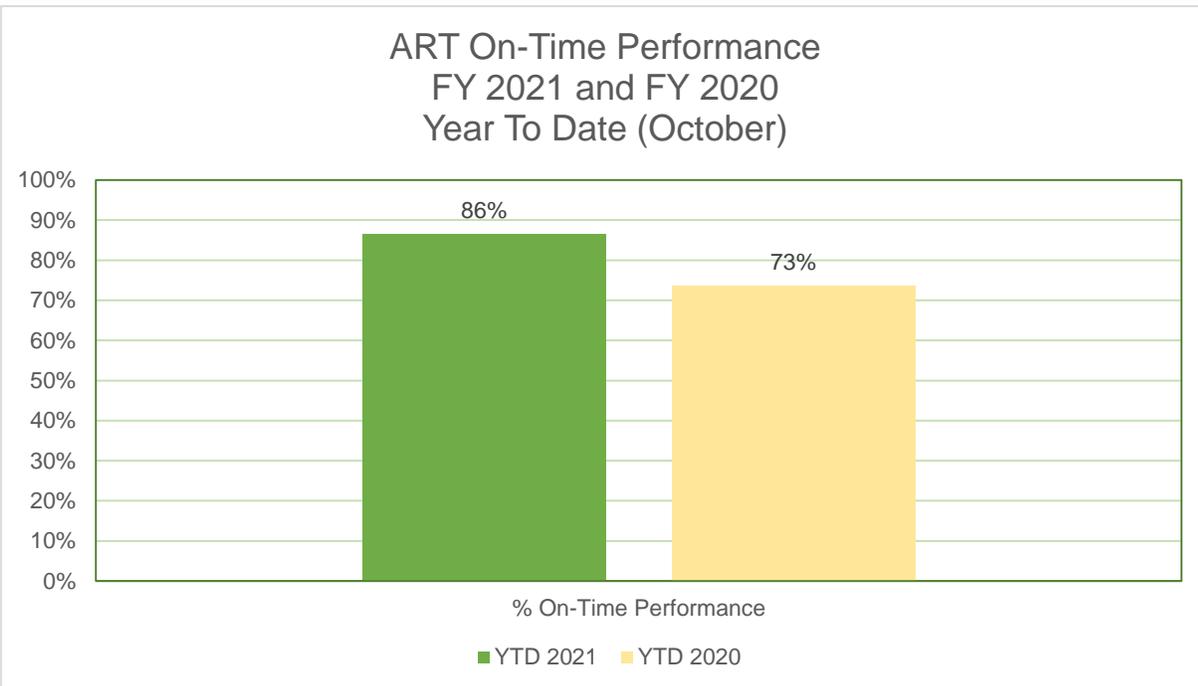
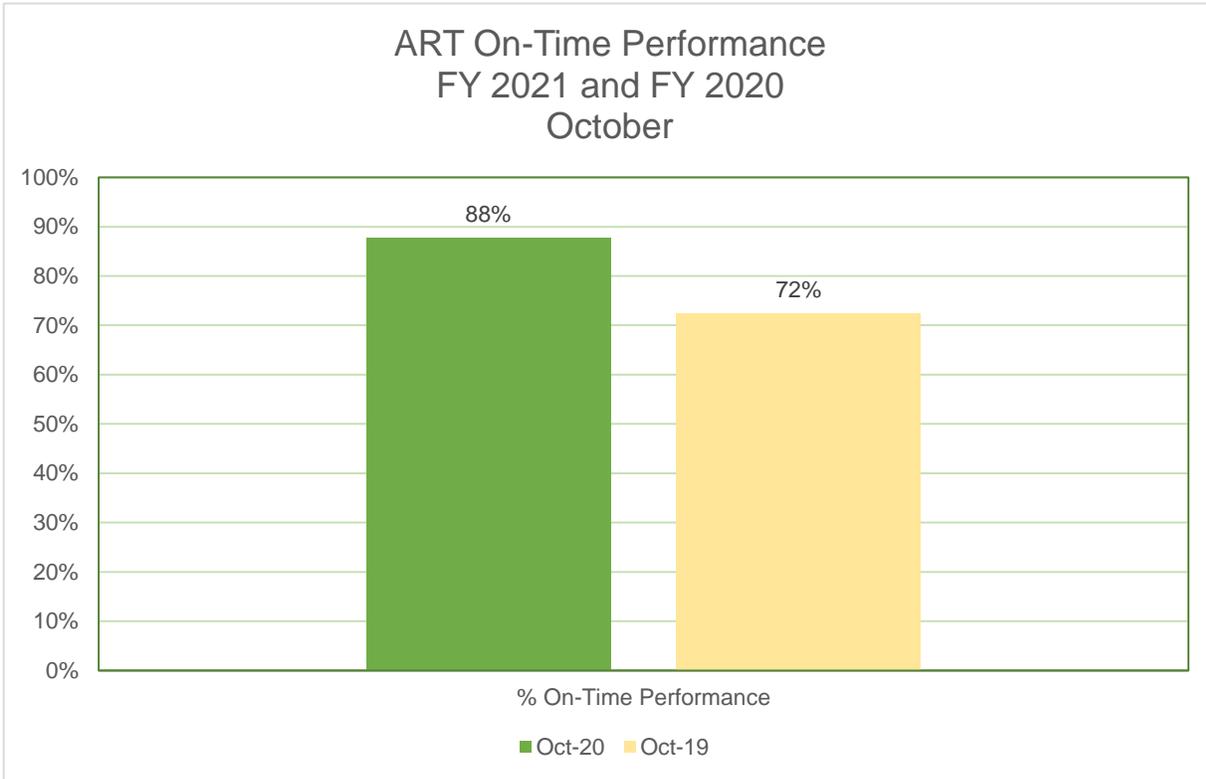
**Ridership**

	Passengers	Revenue Hours	Passengers/Revenue Hour
Diamond	1,817	1,568	1.2
Red Top	968	206	4.7
<b>Total</b>	<b>2,785</b>	<b>1,774</b>	

**SERVICE EFFECTIVENESS**

<b>ART</b>	<b>Oct-20</b>	<b>Oct-19</b>	<b>YTD 2021</b>	<b>YTD 2020</b>
ART Passengers	113,281	277,203	478,999	1,070,800
Revenue Hours	14,127	15,834	52,361	62,273
<b>Passengers/Revenue Hour</b>	<b>8.0</b>	<b>17.5</b>		
Scheduled Number of Trips	13,704	15,919	49,033	62,518
Actual Number of Trips	13,696	15,792	48,999	62,118
Number of Missed Trips	8	127	35	401
<b>% Service Efficiency</b>	<b>99.9%</b>	<b>99.2%</b>	<b>99.9%</b>	<b>99.4%</b>
<b>% On-Time Performance</b>	<b>88%</b>	<b>72%</b>	<b>86%</b>	<b>73%</b>
<b>Customer Service</b>				
Number of Complaints	21	97	95	345
Complaints per 50,000 Trips	9	17	10	16

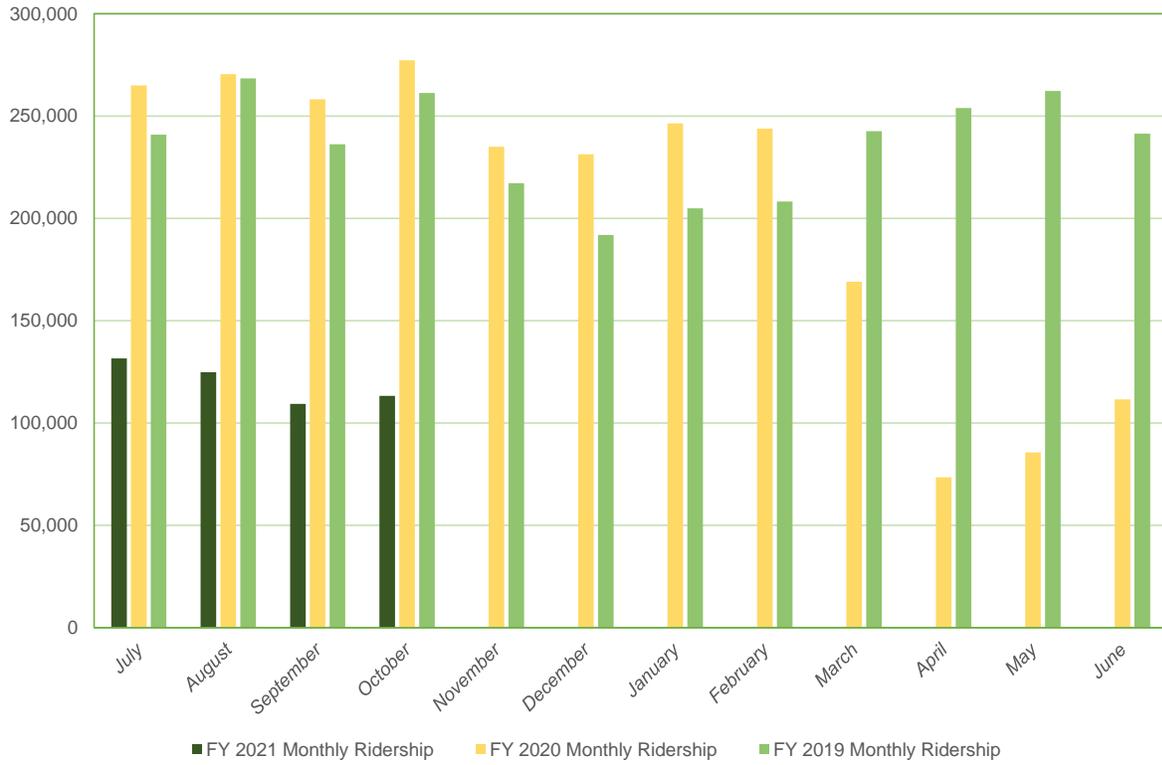
<b>STAR</b>	<b>Oct-20</b>	<b>Oct-19</b>	<b>YTD 2021</b>	<b>YTD 2020</b>
STAR Passengers	2,785	7,266	9,514	29,022
Revenue Hours	1,774	4,128	6,473	15,620
<b>Passengers/Revenue Hour</b>	<b>1.57</b>	<b>1.76</b>	<b>1.47</b>	<b>1.86</b>
Scheduled Number of Trips Booked	2,919	7,439	10,049	28,348
Number of Trip Cancellations and No-Shows	680	1,127	1,930	4,400
<b>% Service Efficiency</b>	<b>76.7%</b>	<b>84.9%</b>	<b>80.8%</b>	<b>84.5%</b>
<b>Customer Service Complaints</b>				
Red Top	2	22	9	63
Diamond	0	4	4	15
STAR Call Center	0	0	1	2
Total Complaints	2	26	14	80
Complaints per 1,000 passengers	1	4	1	3



**SYSTEMWIDE RIDERSHIP**

FY 2021 Full-Year

**ART**



**STAR**

