

Arlington Transit
Monthly Service Performance Report
ART and STAR

ROUTE LEVEL PERFORMANCE - September 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	45,341	1,638	27.7	2,267	8,876	329	27.0	11,372	433	26.2			
42 Ballston/Pentagon	21,593	1,041	20.7	1,080	1,519	106	14.3	1,773	147	12.1			
43 Crystal City/Rosslyn/Courthouse	14,613	973	15.0	731									
45 Columbia Pike/Rosslyn	25,550	1,169	21.9	1,278	2,902	186	15.6	3,999	288	13.9			
51 Virginia Hospital Center/Ballston	5,770	359	16.1	289	459	72	6.4	790	95	8.4			
52 Virginia Hospital Center/Ballston/East Falls Church	6,983	499	14.0	349									
53 Glebe Road-Westover/Ballston/East Falls Church	3,560	463	7.7	178									
55 Lee Highway/E. Falls Church/Rosslyn	33,165	1,596	20.8	1,658	2,940	208	14.2	3,395	210	16.2			
61 Courthouse/Rosslyn	2,535	263	9.6	127									
62 Lorcom Lane/Courthouse/Ballston	1,714	260	6.6	86									
72 Rock Spring/Ballston/Shirlington	12,012	1,063	11.3	601									
74 Arlington Village/Arlington View	1,593	160	10.0	80									
75 Shirlington/Ballston/Virginia Square	12,226	837	14.6	611									
77 Shirlington/Lyon Park/Courthouse	12,993	760	17.1	650	1,346	132	10.2						
84 Douglas Park/Pentagon City	4,647	288	16.1	232									
87 Shirlington/Pentagon (also 87A/P/X)	12,483	985	12.7	624	973	132	7.4	1,055	144	7.3			
ART Total	216,778	12,354	17.5	10,839	19,015	1,164	16.3	22,384	1,317	17.0			


258,177

On Time Performance %

41 Columbia Pike/Ballston/Courthouse	68%
42 Ballston/Pentagon	72%
43 Crystal City/Rosslyn/Courthouse	89%
45 Columbia Pike/Rosslyn	76%
51 Virginia Hospital Center/Ballston	86%
52 Virginia Hospital Center/Ballston/East Falls Church	74%
53 Glebe Road-Westover/Ballston/East Falls Church	82%
55 Lee Highway/E. Falls Church/Rosslyn	67%
61 Courthouse/Rosslyn	93%
62 Lorcom Lane/Courthouse/Ballston	94%
72 Rock Spring/Ballston/Shirlington	60%
74 Arlington Village/Arlington View	71%
75 Shirlington/Ballston/Virginia Square	61%
77 Shirlington/Lyon Park/Courthouse	73%
84 Douglas Park/Pentagon City	63%
87 Shirlington/Pentagon (also 87A/P/X)	73%

Total

Ridership

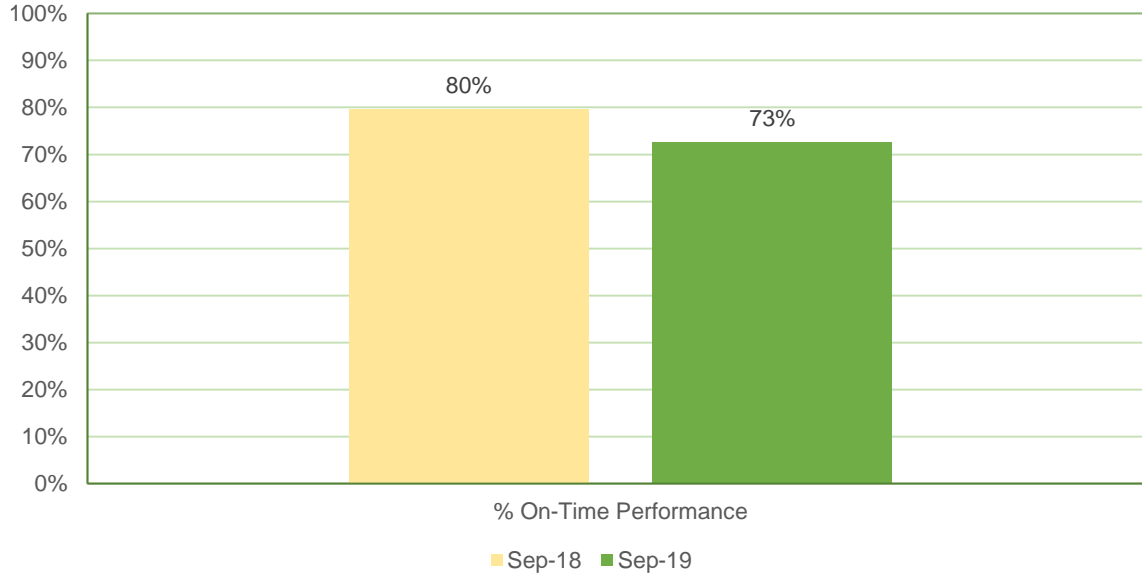
	Passengers	Revenue Hours	Passengers/Revenue Hour
 STAR Specialized Transit for Arlington Residents			
Diamond	3,191	2,759	1.2
Red Top	3,618	1,020	3.5
Total	6,809	3,779	

SERVICE EFFECTIVENESS

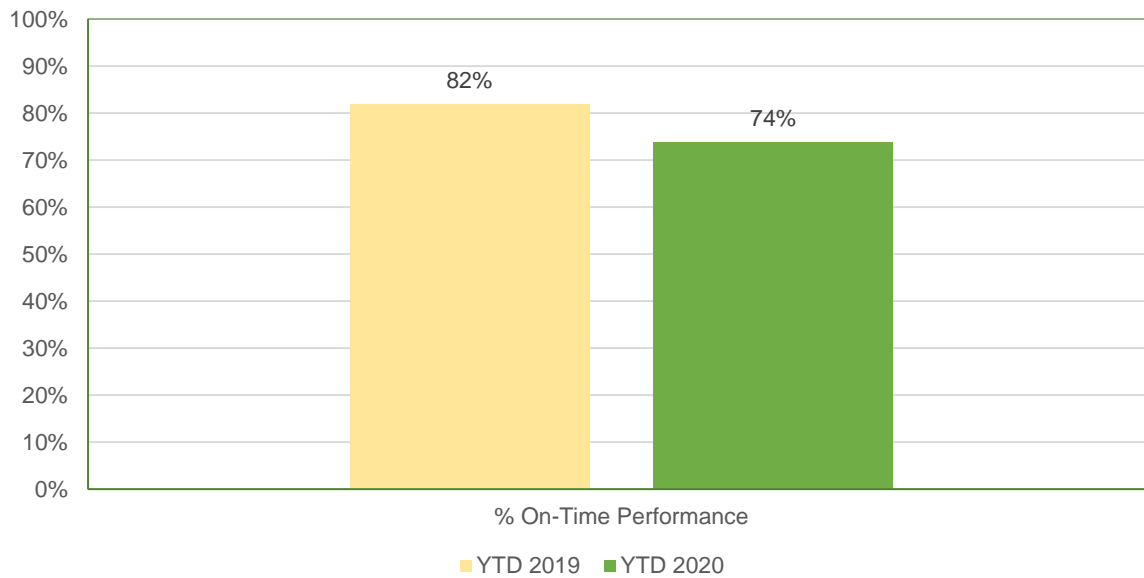
	Sep-19	Sep-18	YTD 2020	YTD 2019
ART				
ART Passengers	258,177	236,259	793,597	745,548
Revenue Hours	14,836	13,388	46,437	42,041
Passengers/Revenue Hour	17.4	17.6	17.1	17.7
Scheduled Number of Trips	14,822	13,876	46,600	43,934
Actual Number of Trips	14,784	13,805	46,326	43,442
Number of Missed Trips	38	71	274	492
% Service Efficiency	99.7%	99.5%	99.4%	98.9%
% On-Time Performance	73%	80%	74%	82%
Customer Service				
Number of Complaints	74	79	248	261
Complaints per 50,000 Trips	14	17	16	18

STAR				
STAR Passengers	6,809	7,490	21,756	23,039
Revenue Hours	3,779	3,756	11,492	11,797
Passengers/Revenue Hour	1.80	1.99	1.89	1.95
Scheduled Number of Trips Booked	6,812	7,547	20,909	22,504
Number of Trip Cancellations and No-Shows	1,082	989	3,064	2,959
% Service Efficiency	84.1%	86.9%	85.3%	86.9%
Customer Service Complaints				
Red Top	18	17	41	40
Diamond	1	1	11	8
STAR Call Center	2	0	2	3
Total Complaints	21	18	54	51
Complaints per 1,000 passengers	3	2	2	2

ART On-Time Performance
FY 2019 and FY 2020
September



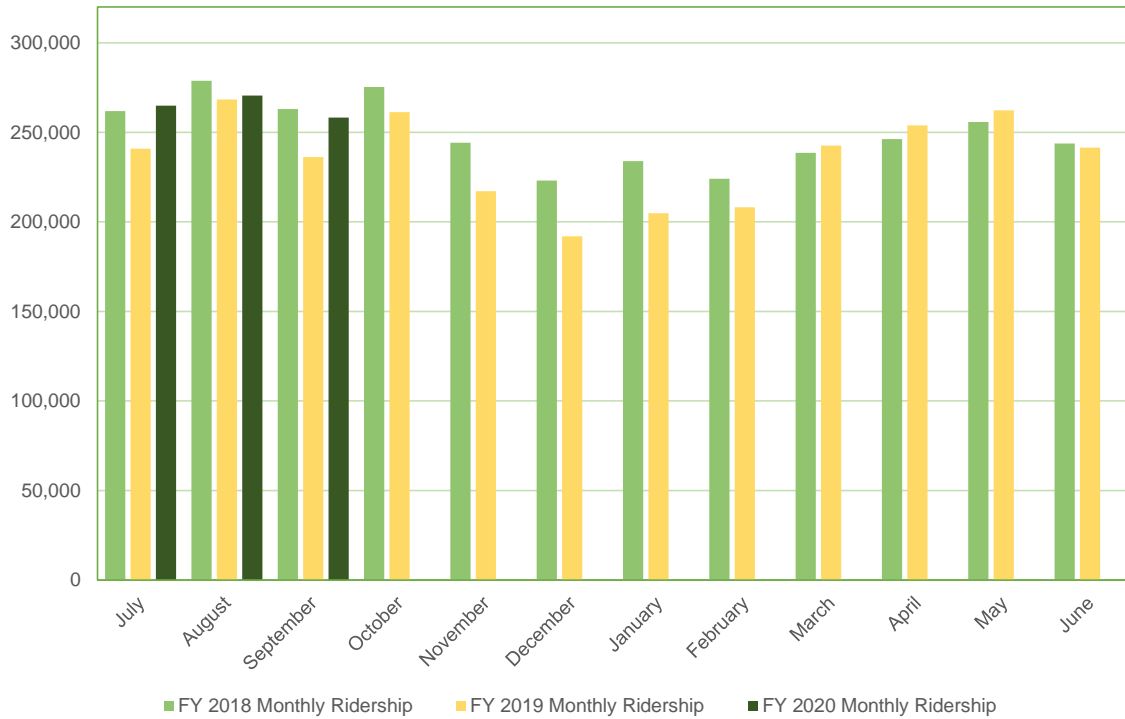
ART On-Time Performance
FY 2019 and FY 2020
Year To Date (July-September)



SYSTEMWIDE RIDERSHIP

FY 2020 Full-Year

ART



STAR

