

Arlington Transit
Monthly Service Performance Report

ROUTE LEVEL PERFORMANCE - September 2020

	Ridership				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	28,721	1,727	16.6	1,368	4,836	330	14.7	6,527	362	18.1
42 Ballston/Pentagon	8,318	1,096	7.6	396	1,091	106	10.3	1,299	123	10.6
43 Crystal City/Rosslyn/Courthouse	2,190	1,021	2.1	104						
45 Columbia Pike/Rosslyn	10,826	1,229	8.8	516	1,711	186	9.2	2,550	240	10.6
51 Virginia Hospital Center/Ballston	4,556	378	12.1	217	796	72	11.1	901	79	11.4
52 Virginia Hospital Center/Ballston/East Falls Church	2,052	526	3.9	98						
53 Glebe Road-Westover/Ballston/East Falls Church										
55 Lee Highway/E. Falls Church/Rosslyn	11,627	1,584	7.3	554	1,929	208	9.3	2,277	175	13.0
61 Courthouse/Rosslyn										
62 Lorcom Lane/Courthouse/Ballston										
72 Rock Spring/Ballston/Shirlington	2,408	929	2.6	115						
74 Arlington Village/Arlington View										
75 Shirlington/Ballston/Virginia Square	3,146	880	3.6	150						
77 Shirlington/Lyon Park/Courthouse	5,541	801	6.9	264	1,119	132	8.5			
84 Douglas Park/Pentagon City	517	302	1.7	25						
87 Shirlington/Pentagon (also 87A/P/X)	3,009	1,027	2.9	143	787	132	6.0	636	120	5.3
ART Total	82,911	11,499	7.2	3,948	12,269	1,165	10.5	14,190	1,098	12.9

On Time Performance %

41 Columbia Pike/Ballston/Courthouse	89%
42 Ballston/Pentagon	89%
43 Crystal City/Rosslyn/Courthouse	95%
45 Columbia Pike/Rosslyn	82%
51 Virginia Hospital Center/Ballston	92%
52 Virginia Hospital Center/Ballston/East Falls Church	80%
53 Glebe Road-Westover/Ballston/East Falls Church	-
55 Lee Highway/E. Falls Church/Rosslyn	89%
61 Courthouse/Rosslyn	-
62 Lorcom Lane/Courthouse/Ballston	-
72 Rock Spring/Ballston/Shirlington	83%
74 Arlington Village/Arlington View	-
75 Shirlington/Ballston/Virginia Square	91%
77 Shirlington/Lyon Park/Courthouse	92%
84 Douglas Park/Pentagon City	75%
87 Shirlington/Pentagon (also 87A/P/X)	78%
Total	

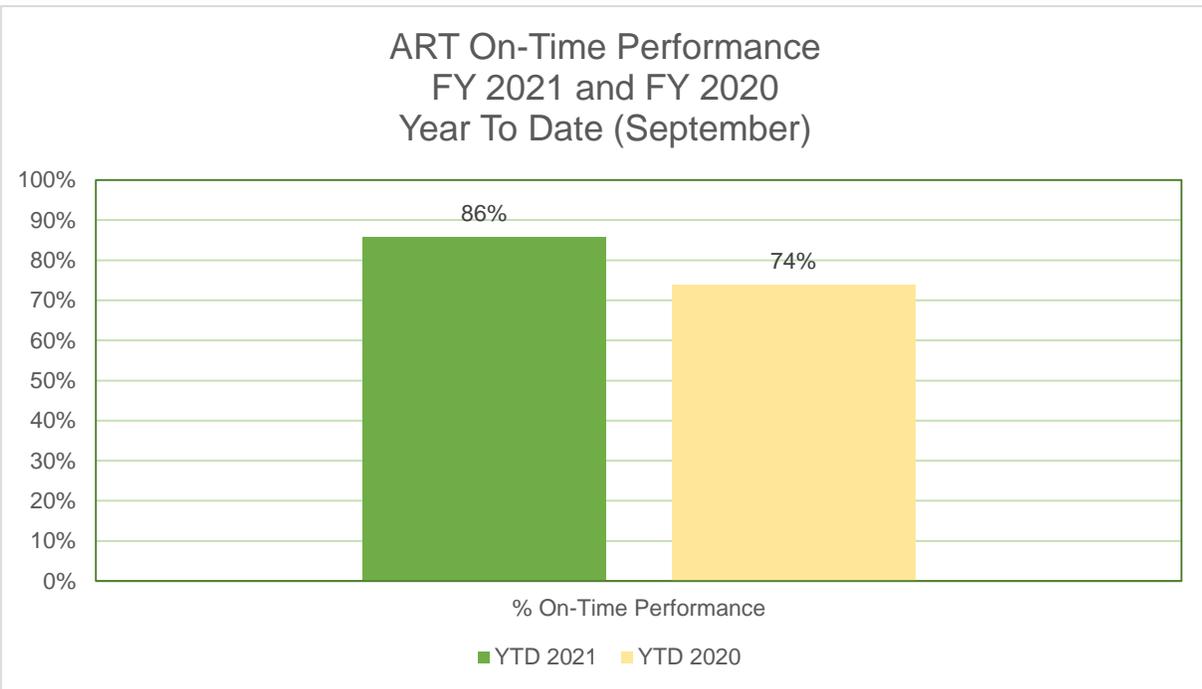
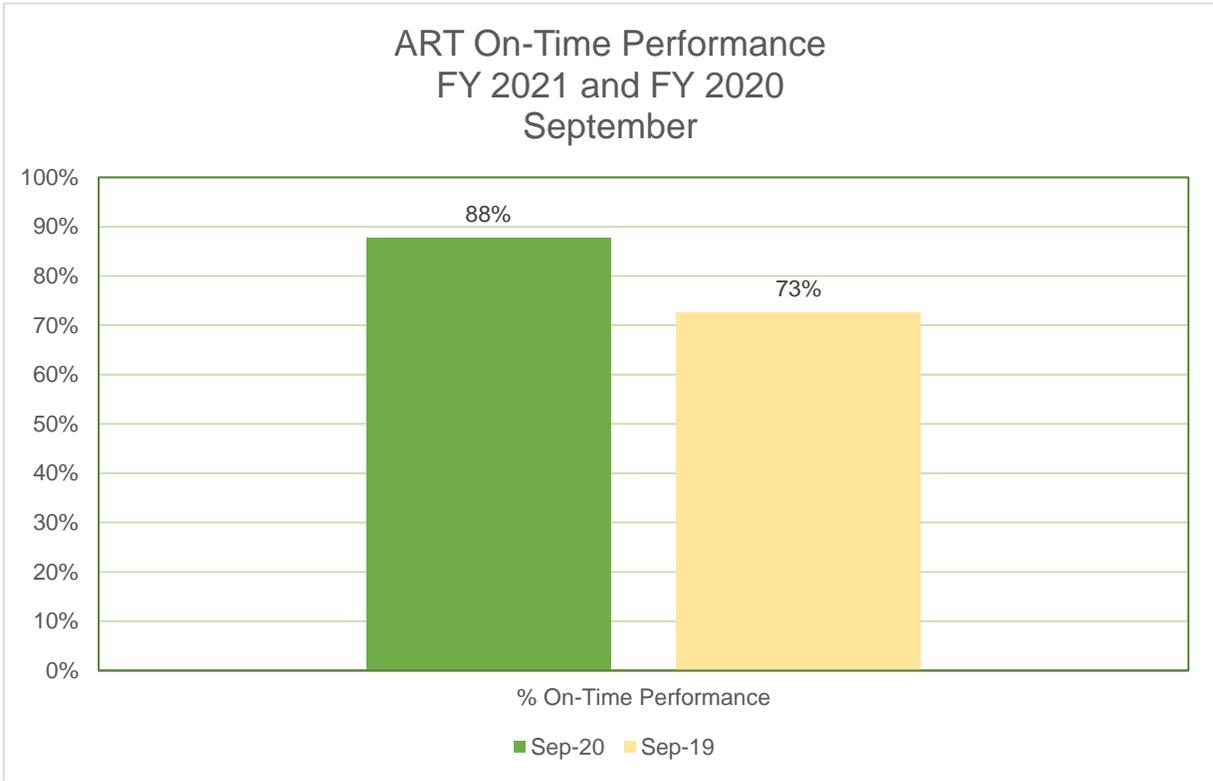
Ridership

	Passengers	Revenue Hours	Passengers/Revenue Hour
Diamond	1,341	1,498	0.9
Red Top	823	220	3.7
Total	2,164	1,718	

SERVICE EFFECTIVENESS

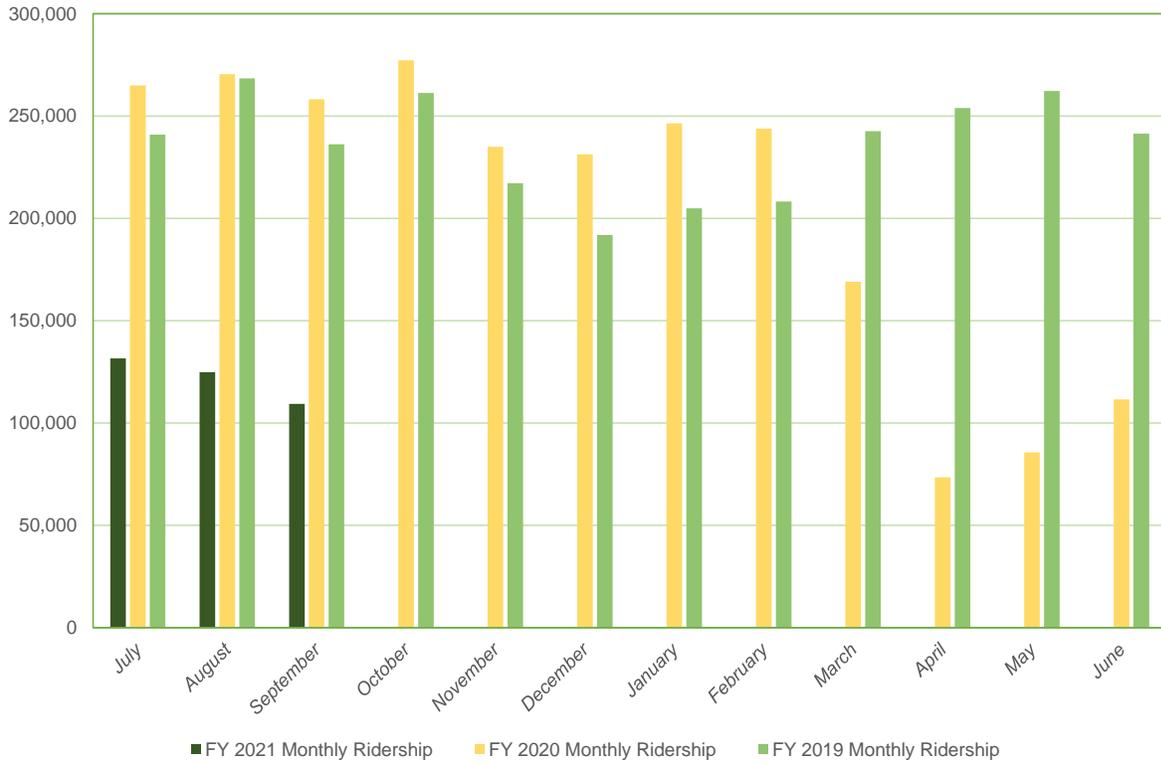
ART	Sep-20	Sep-19	YTD 2021	YTD 2020
ART Passengers	109,370	258,177	365,718	793,597
Revenue Hours	13,762	14,836	38,234	46,439
Passengers/Revenue Hour	7.9	17.4		
Scheduled Number of Trips	13,365	14,822	35,330	46,600
Actual Number of Trips	13,358	14,784	35,303	46,326
Number of Missed Trips	7	38	27	274
% Service Efficiency	100.0%	99.7%	99.9%	99.4%
% On-Time Performance	88%	73%	86%	74%
Customer Service				
Number of Complaints	24	74	74	248
Complaints per 50,000 Trips	11	14	10	16

STAR	Sep-20	Sep-19	YTD 2021	YTD 2020
STAR Passengers	2,164	6,809	6,729	21,756
Revenue Hours	1,718	3,779	4,699	11,492
Passengers/Revenue Hour	1.26	1.80	1.43	1.89
Scheduled Number of Trips Booked	2,558	6,812	7,130	20,909
Number of Trip Cancellations and No-Shows	453	1,082	1,250	3,273
% Service Efficiency	82.3%	84.1%	82.5%	84.3%
Customer Service Complaints				
Red Top	1	18	7	41
Diamond	0	1	4	11
STAR Call Center	0	2	1	2
Total Complaints	1	21	12	54
Complaints per 1,000 passengers	0	3	2	2



SYSTEMWIDE RIDERSHIP
FY 2021 Full-Year

ART



STAR

