

**Arlington Transit**  
**Monthly Service Performance Report**  
**ART and STAR**

**ROUTE LEVEL PERFORMANCE - APRIL 2019**

|  | <b>Ridership</b>  |                      |                                |                                   | <b>Weekday</b>    |                      |                                | <b>Saturday</b>   |                      |                                | <b>Sunday</b> |  |  |
|--|-------------------|----------------------|--------------------------------|-----------------------------------|-------------------|----------------------|--------------------------------|-------------------|----------------------|--------------------------------|---------------|--|--|
|  | <b>Passengers</b> | <b>Revenue Hours</b> | <b>Passengers/Revenue Hour</b> | <b>Average Weekday Passengers</b> | <b>Passengers</b> | <b>Revenue Hours</b> | <b>Passengers/Revenue Hour</b> | <b>Passengers</b> | <b>Revenue Hours</b> | <b>Passengers/Revenue Hour</b> |               |  |  |
| 41 Columbia Pike/Ballston/Courthouse                   | 47,757            | 1,806                | 26.4                           | 2,171                             | 8,754             | 329                  | 26.6                           | 7,133             | 289                  | 24.7                           |               |  |  |
| 42 Ballston/Pentagon                                   | 22,351            | 1,144                | 19.5                           | 1,016                             | 1,247             | 104                  | 12.0                           | 1,049             | 94                   | 11.2                           |               |  |  |
| 43 Crystal City/Rosslyn/Courthouse                     | 17,251            | 1,069                | 16.1                           | 784                               | 523               | 133                  | 3.9                            | 481               | 113                  | 4.3                            |               |  |  |
| 45 Columbia Pike/Rosslyn                               | 24,128            | 1,283                | 18.8                           | 1,097                             | 2,375             | 185                  | 12.9                           | 2,072             | 190                  | 10.9                           |               |  |  |
| 51 Virginia Hospital Center/Ballston                   | 7,373             | 396                  | 18.6                           | 335                               | 540               | 72                   | 7.6                            | 513               | 63                   | 8.1                            |               |  |  |
| 52 Virginia Hospital Center/Ballston/East Falls Church | 6,788             | 551                  | 12.3                           | 309                               |                   |                      |                                |                   |                      |                                |               |  |  |
| 53 Glebe Road-Westover/Ballston/East Falls Church      | 4,563             | 615                  | 7.4                            | 207                               |                   |                      |                                |                   |                      |                                |               |  |  |
| 55 Lee Highway/E. Falls Church/Rosslyn                 | 33,543            | 1,746                | 19.2                           | 1,525                             | 2,971             | 197                  | 15.1                           | 1,739             | 138                  | 12.6                           |               |  |  |
| 61 Courthouse/Rosslyn                                  | 2,914             | 291                  | 10.0                           | 132                               |                   |                      |                                |                   |                      |                                |               |  |  |
| 62 Lorcom Lane/Courthouse/Ballston                     | 1,789             | 281                  | 6.4                            | 81                                |                   |                      |                                |                   |                      |                                |               |  |  |
| 72 Rock Spring/Ballston/Shirlington                    | 10,990            | 1,171                | 9.4                            | 500                               |                   |                      |                                |                   |                      |                                |               |  |  |
| 74 Arlington Village/Arlington View                    | 1,640             | 176                  | 9.3                            | 75                                |                   |                      |                                |                   |                      |                                |               |  |  |
| 75 Shirlington/Ballston/Virginia Square                | 9,538             | 907                  | 10.5                           | 434                               |                   |                      |                                |                   |                      |                                |               |  |  |
| 77 Shirlington/Lyon Park/Courthouse                    | 12,835            | 839                  | 15.3                           | 583                               | 1,398             | 131                  | 10.7                           |                   |                      |                                |               |  |  |
| 84 Douglas Park/Pentagon City                          | 5,093             | 316                  | 16.1                           | 232                               |                   |                      |                                |                   |                      |                                |               |  |  |
| 87 Shirlington/Pentagon (also 87A/P/X)                 | 13,123            | 1,081                | 12.1                           | 597                               | 951               | 132                  | 7.2                            | 459               | 96                   | 4.8                            |               |  |  |
| <b>ART Total</b>                                       | <b>221,676</b>    | <b>13,670</b>        | <b>16.2</b>                    | <b>10,076</b>                     | <b>18,759</b>     | <b>1,281</b>         | <b>14.6</b>                    | <b>13,446</b>     | <b>982</b>           | <b>13.7</b>                    |               |  |  |

**On Time Performance %**

|  |            |
|--|------------|
| 41 Columbia Pike/Ballston/Courthouse                   | 75%        |
| 42 Ballston/Pentagon                                   | 76%        |
| 43 Crystal City/Rosslyn/Courthouse                     | 93%        |
| 45 Columbia Pike/Rosslyn                               | 82%        |
| 51 Virginia Hospital Center/Ballston                   | 88%        |
| 52 Virginia Hospital Center/Ballston/East Falls Church | 73%        |
| 53 Glebe Road-Westover/Ballston/East Falls Church      | 86%        |
| 55 Lee Highway/E. Falls Church/Rosslyn                 | 68%        |
| 61 Courthouse/Rosslyn                                  | 94%        |
| 62 Lorcom Lane/Courthouse/Ballston                     | 75%        |
| 72 Rock Spring/Ballston/Shirlington                    | 66%        |
| 74 Arlington Village/Arlington View                    | 78%        |
| 75 Shirlington/Ballston/Virginia Square                | 64%        |
| 77 Shirlington/Lyon Park/Courthouse                    | 77%        |
| 84 Douglas Park/Pentagon City                          | 67%        |
| 87 Shirlington/Pentagon (also 87A/P/X)                 | 75%        |
| <b>Total</b>   | <b>77%</b> |

**Ridership**

|              | <b>Passengers</b> | <b>Revenue Hours</b> | <b>Passengers/Revenue Hour</b> |
|--------------|-------------------|----------------------|--------------------------------|
| Diamond      | 3,493             | 2,849                | 1.2                            |
| Red Top      | 3,671             | 1,072                | 3.4                            |
| <b>Total</b> | <b>7,164</b>      | <b>3,921</b>         |                                |

**SERVICE EFFECTIVENESS**

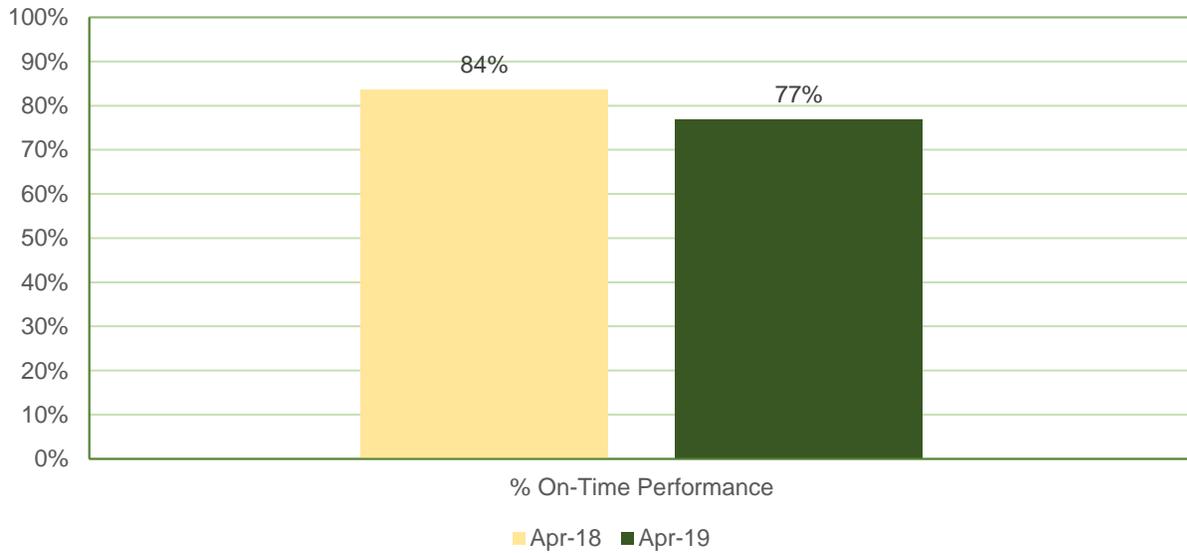
|                                | Apr-19       | Apr-18       | YTD 2019     | YTD 2018     |
|--------------------------------|--------------|--------------|--------------|--------------|
| <b>ART</b>                     |              |              |              |              |
| ART Passengers                 | 253,881      | 246,837      | 2,111,614    | 2,489,553    |
| Revenue Hours                  | 15,933       | 14,640       | 148,206      | 145,917      |
| <b>Passengers/Revenue Hour</b> | <b>15.9</b>  | <b>16.9</b>  | <b>14.2</b>  | <b>17.1</b>  |
|                                |              |              |              |              |
| Scheduled Number of Trips      | 16,091       | 15,822       | 153,016      | 160,886      |
| Actual Number of Trips         | 15,942       | 15,790       | 148,969      | 152,583      |
| Number of Missed Trips         | 149          | 32           | 4,047        | 8,303        |
| <b>% Service Efficiency</b>    | <b>99.1%</b> | <b>99.8%</b> | <b>97.4%</b> | <b>94.8%</b> |
|                                |              |              |              |              |
| <b>% On-Time Performance</b>   | <b>77%</b>   | <b>84%</b>   | <b>79%</b>   | <b>86%</b>   |

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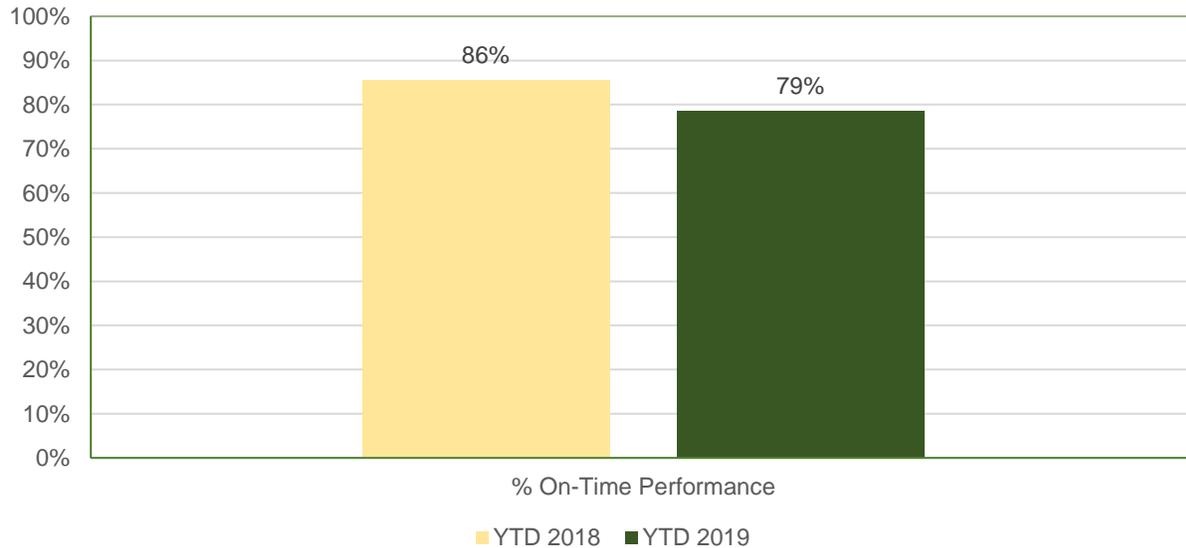
**STAR**

|   |              |              |              |              |
|---|--------------|--------------|--------------|--------------|
| STAR Passengers                           | 7,164        | 8,225        | 73,716       | 79,356       |
| Revenue Hours                             | 3,921        | 4,151        | 38,473       | 38,704       |
| <b>Passengers/Revenue Hour</b>            | <b>1.83</b>  | <b>1.98</b>  | <b>1.92</b>  | <b>2.05</b>  |
|   |              |              |              |              |
| Scheduled Number of Trips Booked          | 6,935        | 7,834        | 71,597       | 75,401       |
| Number of Trip Cancellations and No-Shows | 915          | 1,006        | 9,731        | 9,095        |
| <b>% Service Efficiency</b>               | <b>86.8%</b> | <b>87.2%</b> | <b>86.4%</b> | <b>87.9%</b> |

ART On-Time Performance  
FY 2018 and FY 2019  
April



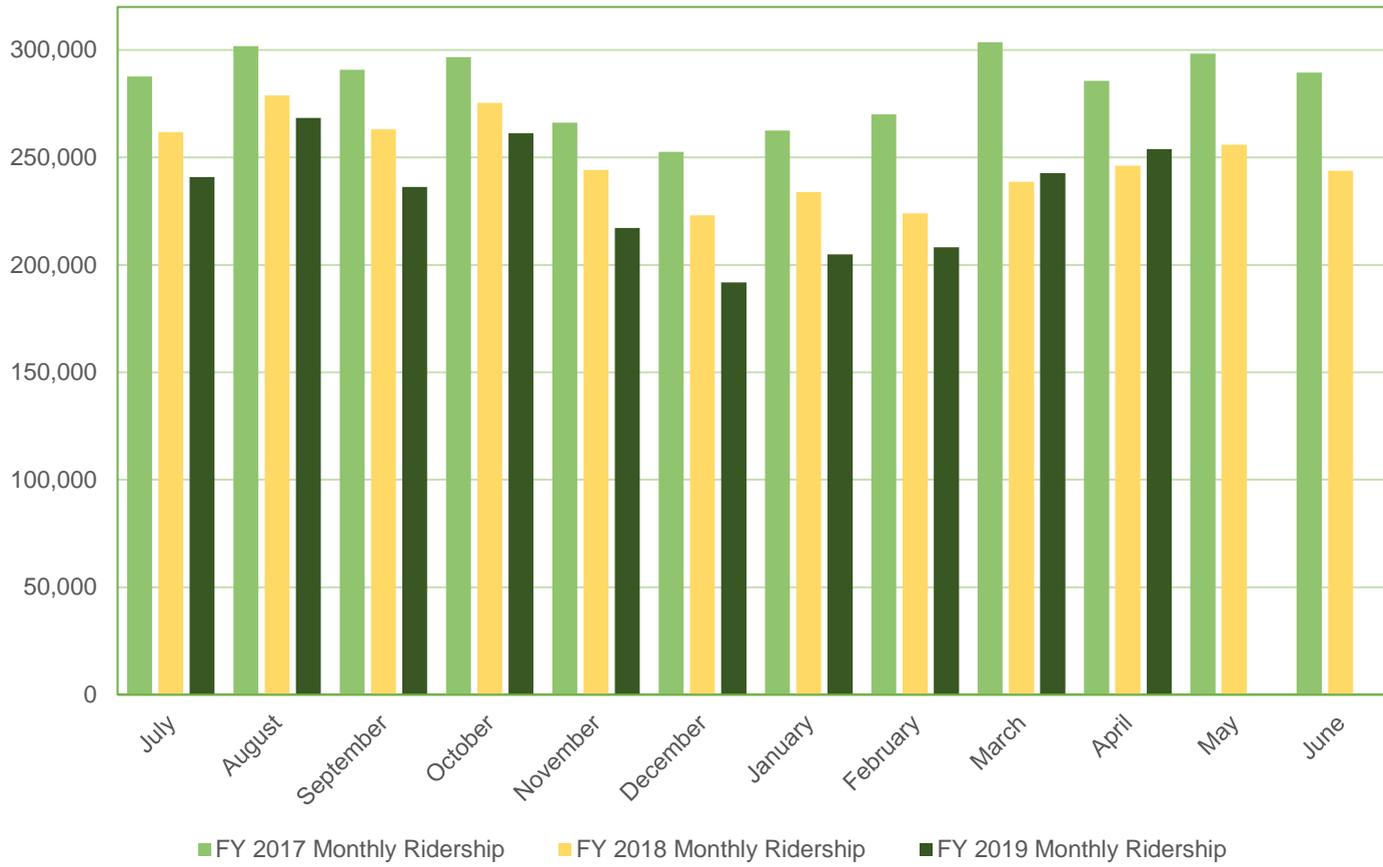
ART On-Time Performance  
FY 2018 and FY 2019  
Year To Date (July-April)



**SYSTEMWIDE RIDERSHIP**

FY 2019 Through April 2019

**ART**



**STAR**

