

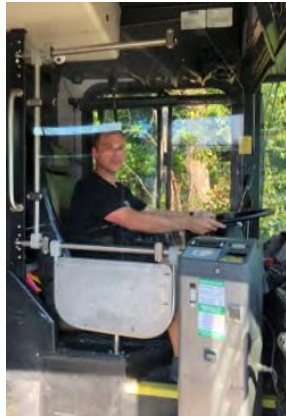


# Service Performance Report

Transit Advisory Committee  
January 12, 2021

# Pandemic Response – Current Activities

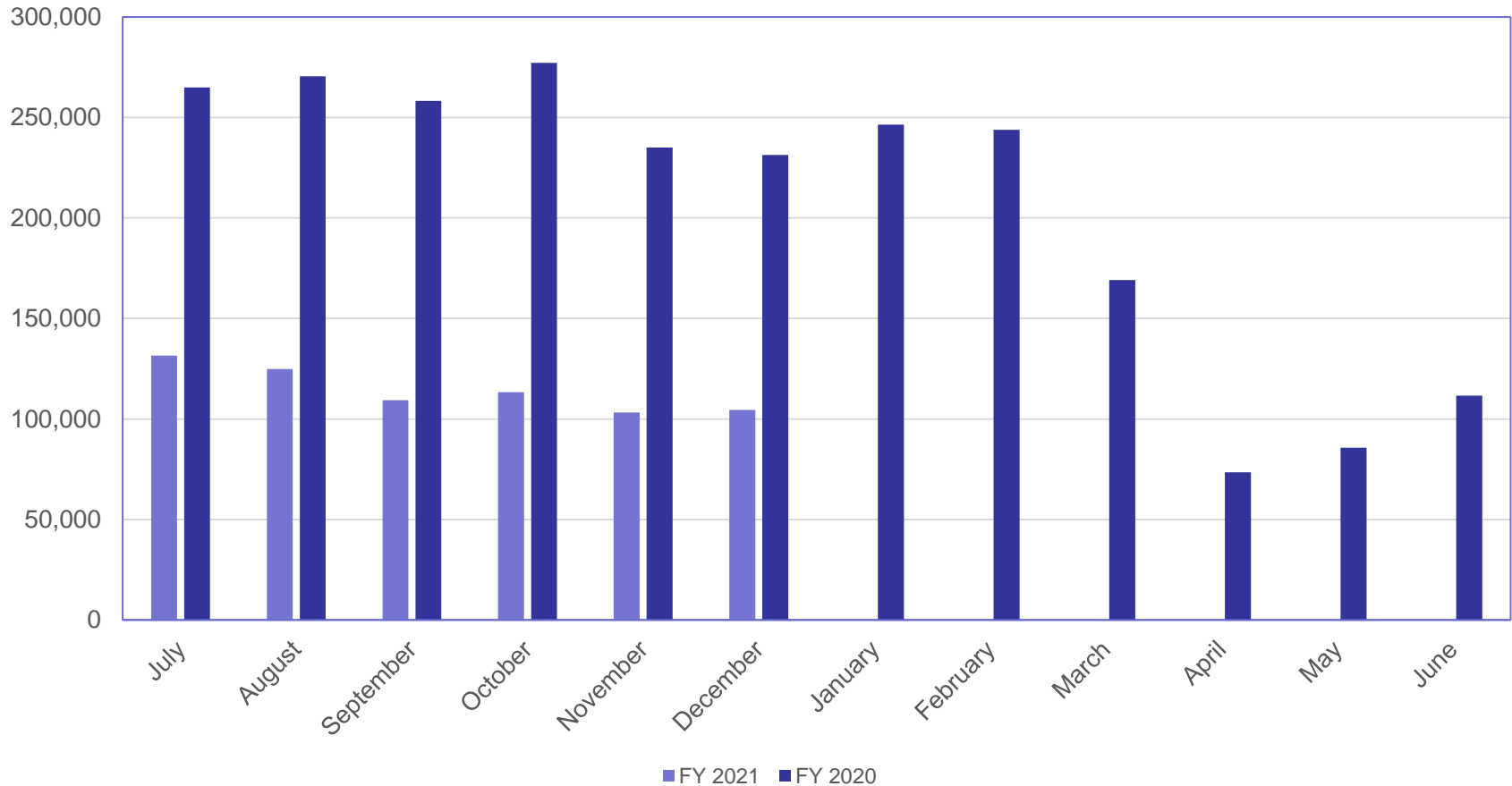
- ART front door boarding and fare collection resumed January 3, 2021
  - Align with Metrobus fare collection reinstatement
  - Requires installation of bus operator shield/barrier (Approximately \$129,000)



- Update Safety Video to announce fare collection and use of new SmarTrip app
- Current service levels (full weekday service with exception of peak only routes) to be maintained until Spring 2021 at earliest.
- Will continue to evaluate employment trends in decision to resume the last four routes
- Maintain social distance and masks requirement

# FY 2021 Performance

## ART Annual Ridership by Month FY 2021 vs FY 2020

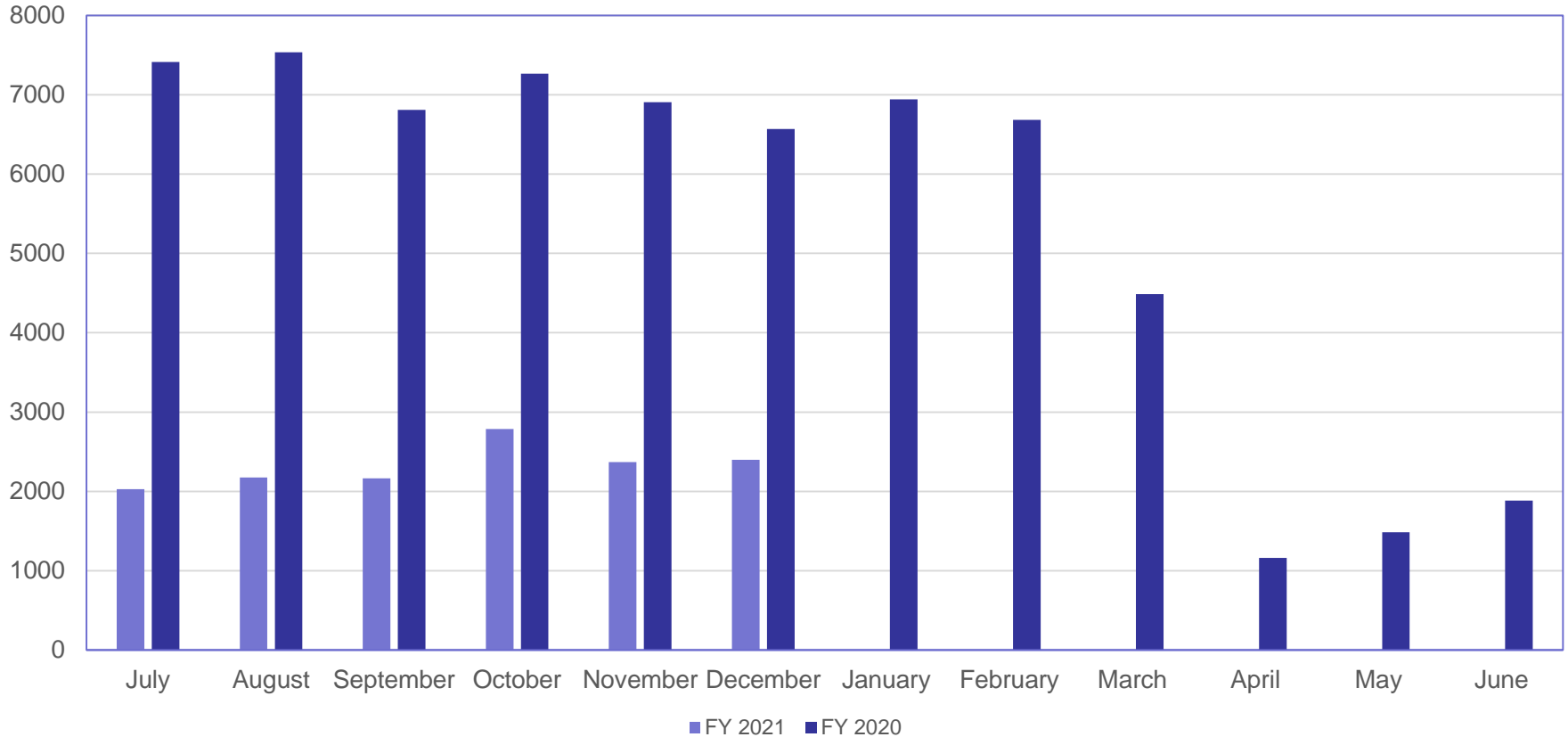


- FY 2021 Q2: 320,991
- FY 2021 year to date :686,709
- FY 2020 Q2: 743,574
- FY 2020 year to date: 1,537,171

A decrease of **56.8%** of Q2 FY 2021 vs Q2.FY 2020. And a decrease of **55.3 %** year to date resulting from reduced travel during COVID-19.

# FY 2021 Performance

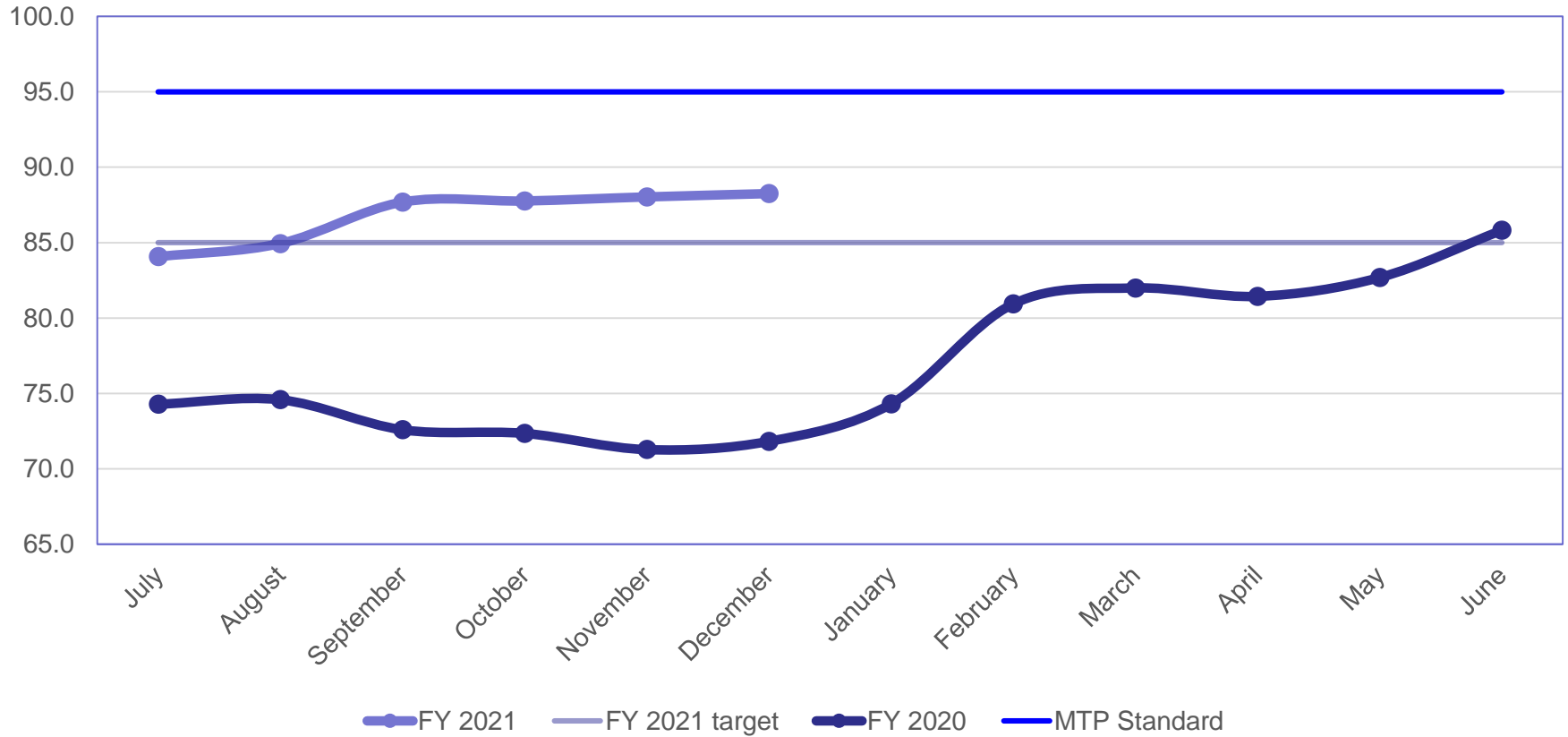
## STAR Annual Ridership by Month FY 2021 vs FY 2020



- FY 2021 Q2: 7,553
- FY 2021 year to date :13,921
- FY 2020 Q2: 20,746
- FY 2020 year to date: 42,496
- A decrease of **70.7%** of Q2 FY2021 vs Q2 FY2020. And a decrease of **67.9%** year to date resulting from reduced travel during COVID-19.

# ART Performance Reports

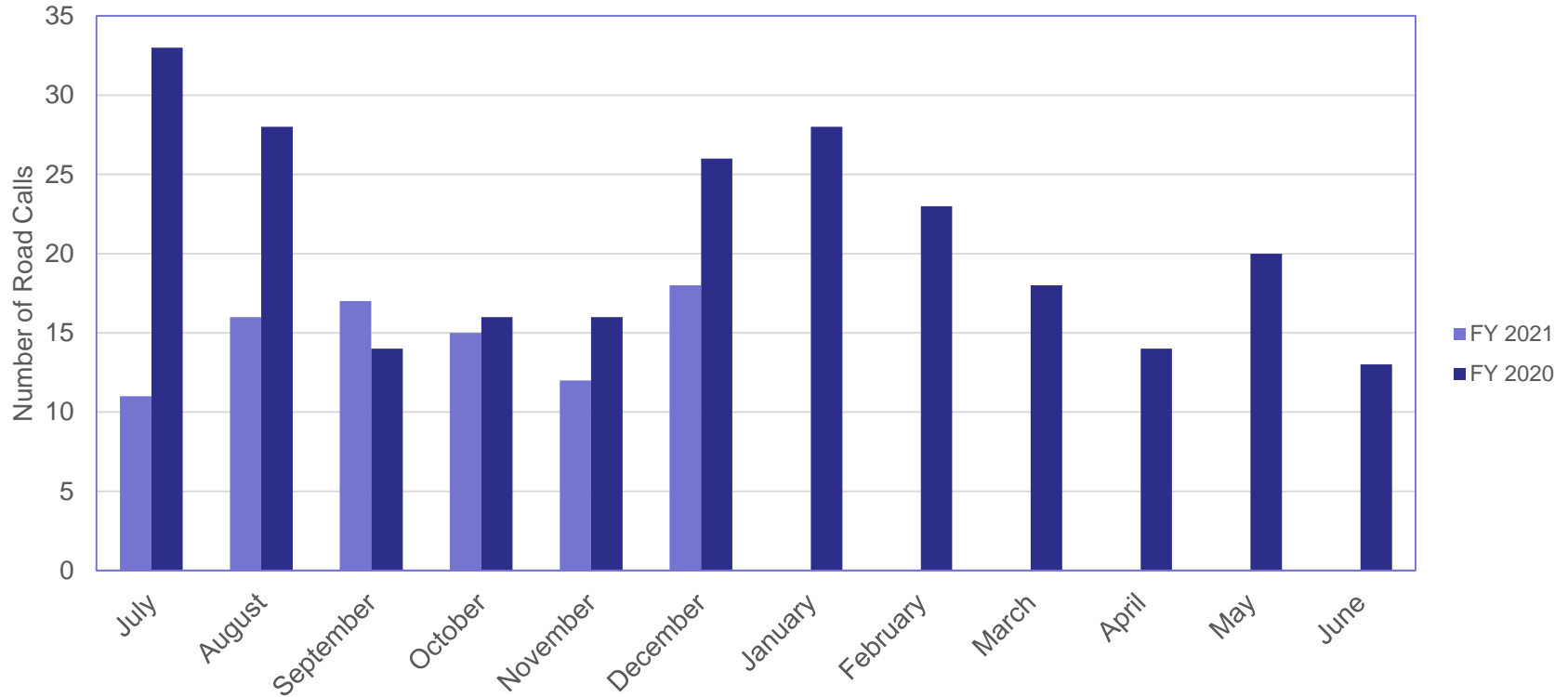
## Systemwide On Time Performance FY 2021 – FY 2020



- FY 2021 to date Systemwide OTP: 86.8%
- Improvements continue with on-street supervision and service monitoring activities.

# ART Performance Reports

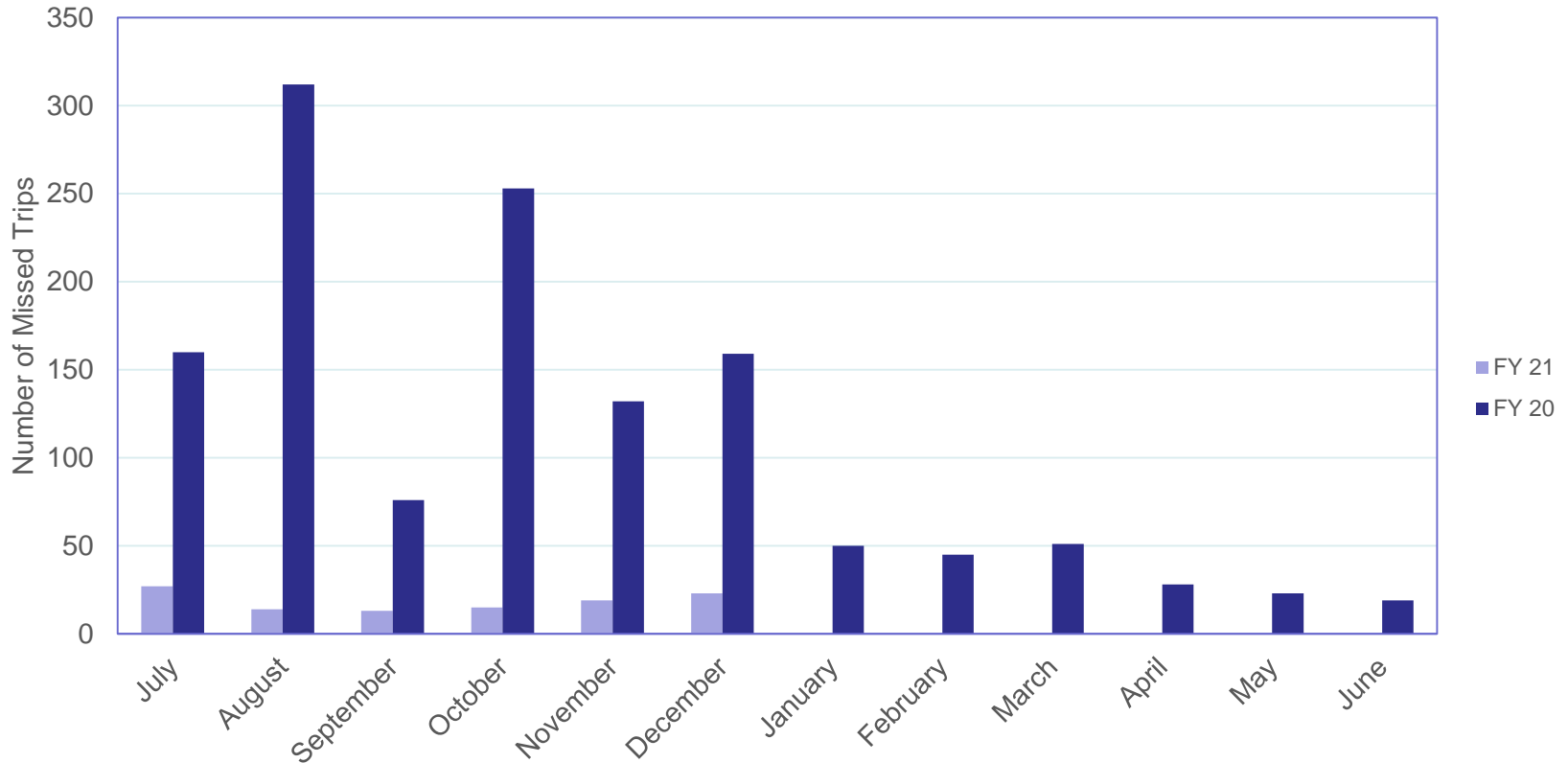
## Road Calls FY 2021 – FY 2020



- FY 2021 YTD: 89 Road Calls
- FY 2020 YTD: 133 Road Calls
- A 33% decrease from FY 2020 resulting in addition of new fleet and maintenance improvement processes.

# ART Performance Reports

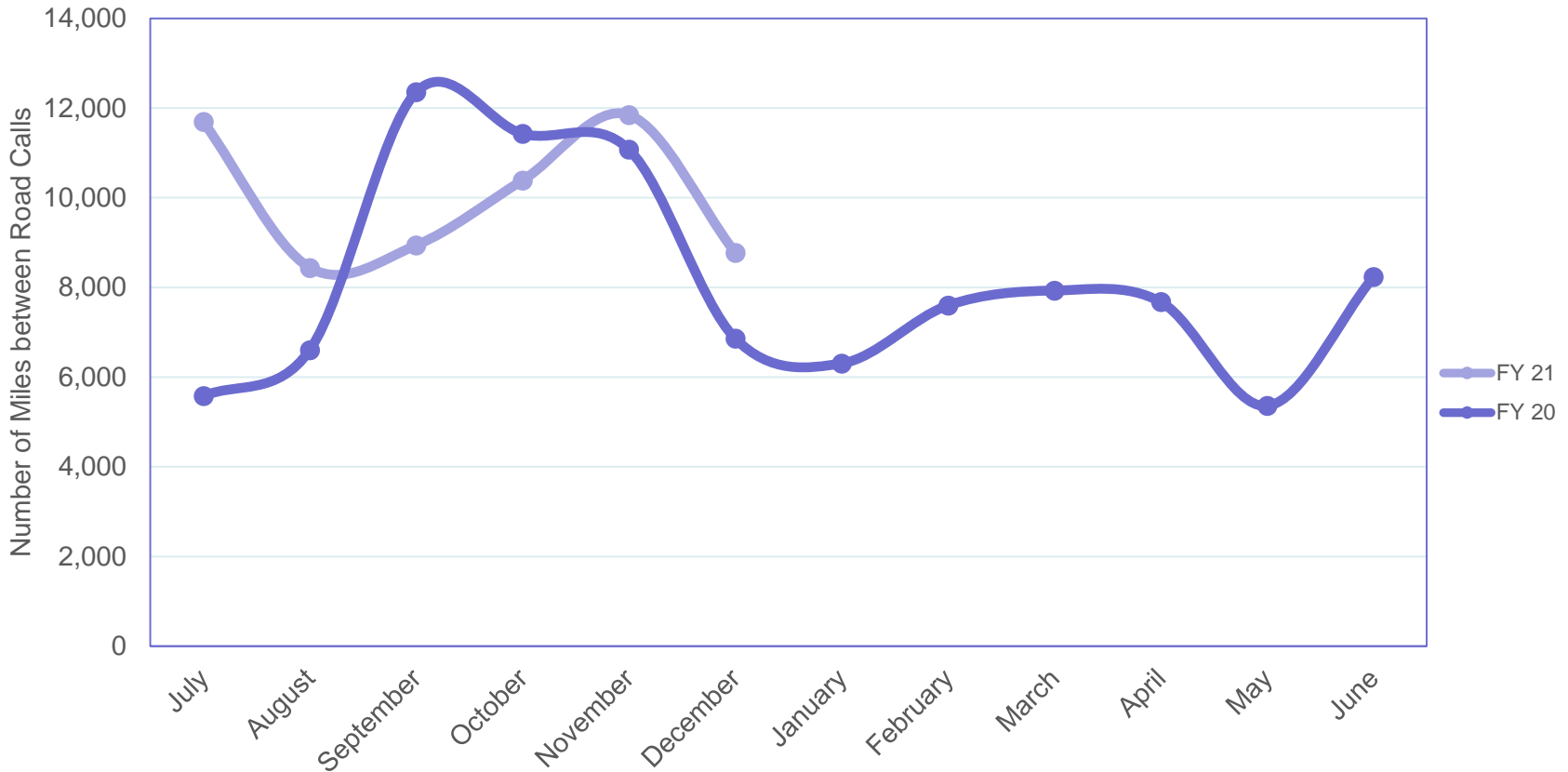
## Missed Trips FY 2021 – FY 2020



- FY 2021 YTD: 111 Missed Trips
- FY 2020 YTD: 1,098 Missed Trips
- 90% decrease from FY 20 resulting from the addition of new fleet and maintenance improvement processes with transition of service provider on December 29, 2020

# ART Performance Reports

## Miles between Road Calls FY 2021 – FY 2020

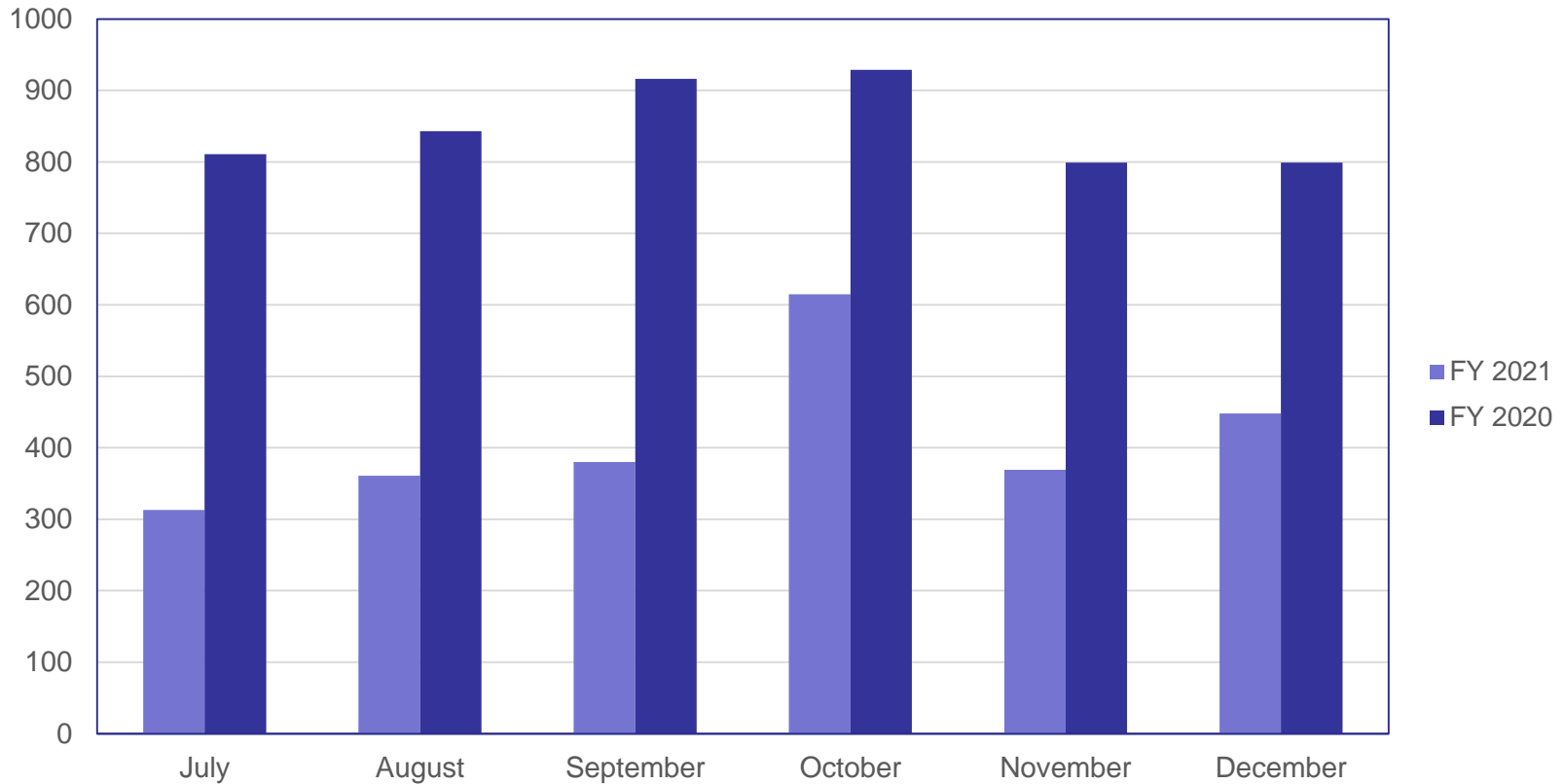


- FY 2021 YTD: 9,792 Miles between road calls
- FY 2020 YTD: 8,125 Miles between road calls
- 16% improvement from FY 2020



# STAR Performance Reports

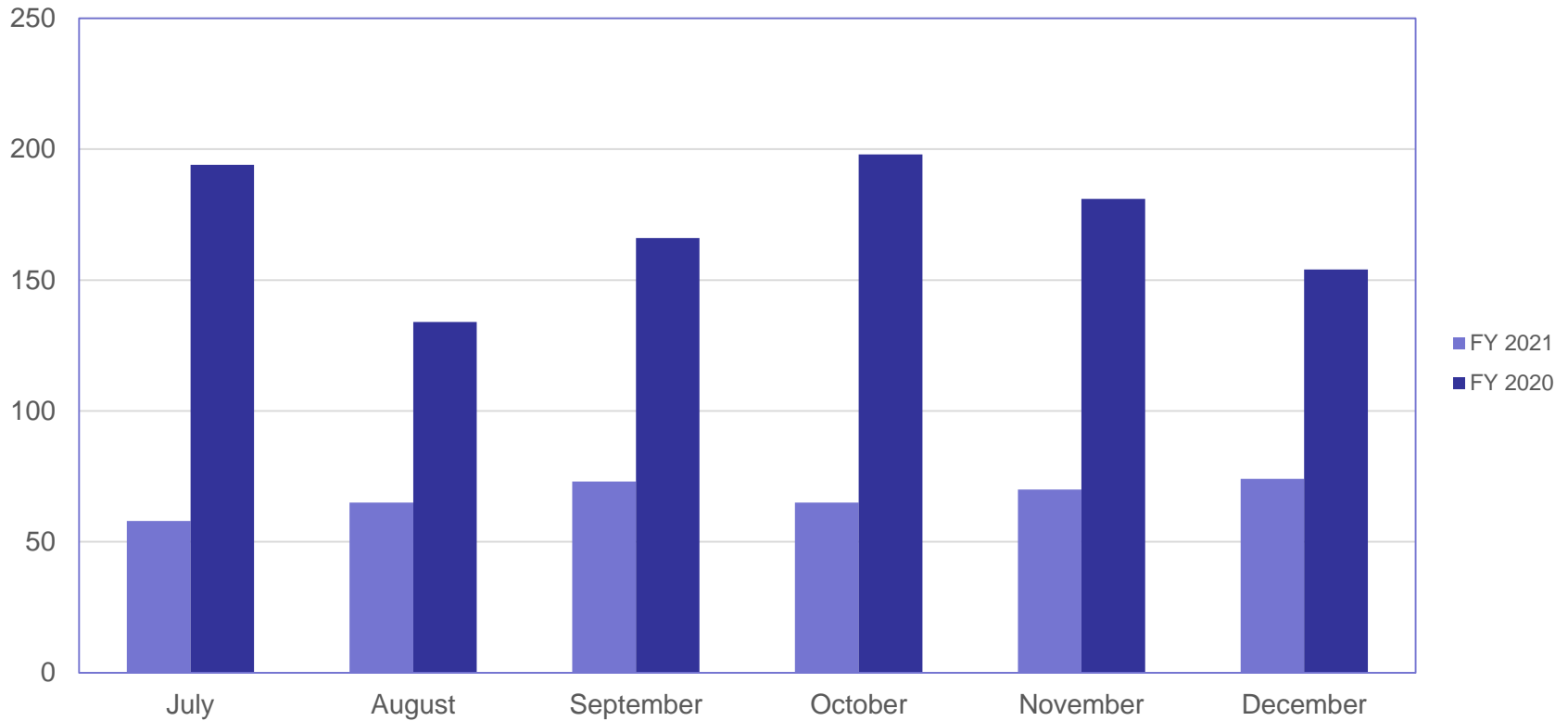
## Trip Cancellations FY 2021 – FY 2020



- FY2021 YTD Trip Denials: 2,486
- FY2020 YTD Trip Denials: 5,097
- % Change from FY2020: -51.2%

# STAR Performance Reports

## No Shows FY 2021 – FY 2020



- FY2021 YTD No-Shows: 405
- FY2020 YTD No-Shows: 1,027
- % Change from FY2020: -60.6%

- Monthly Reports for FY 2021 appear on the Arlington Transit website (<https://arlingtontransit.com>) on the 'Accountability & Transparency' Page
- A performance metric dashboard is under development and will initially contain Ridership, On-Time, Performance, Service and Fleet Performance.
- Work to develop a performance metric dashboard webpage on the ART website to begin in winter 2021