



FY 2021

Service Evaluation Report

Transit Advisory Committee



Introduction

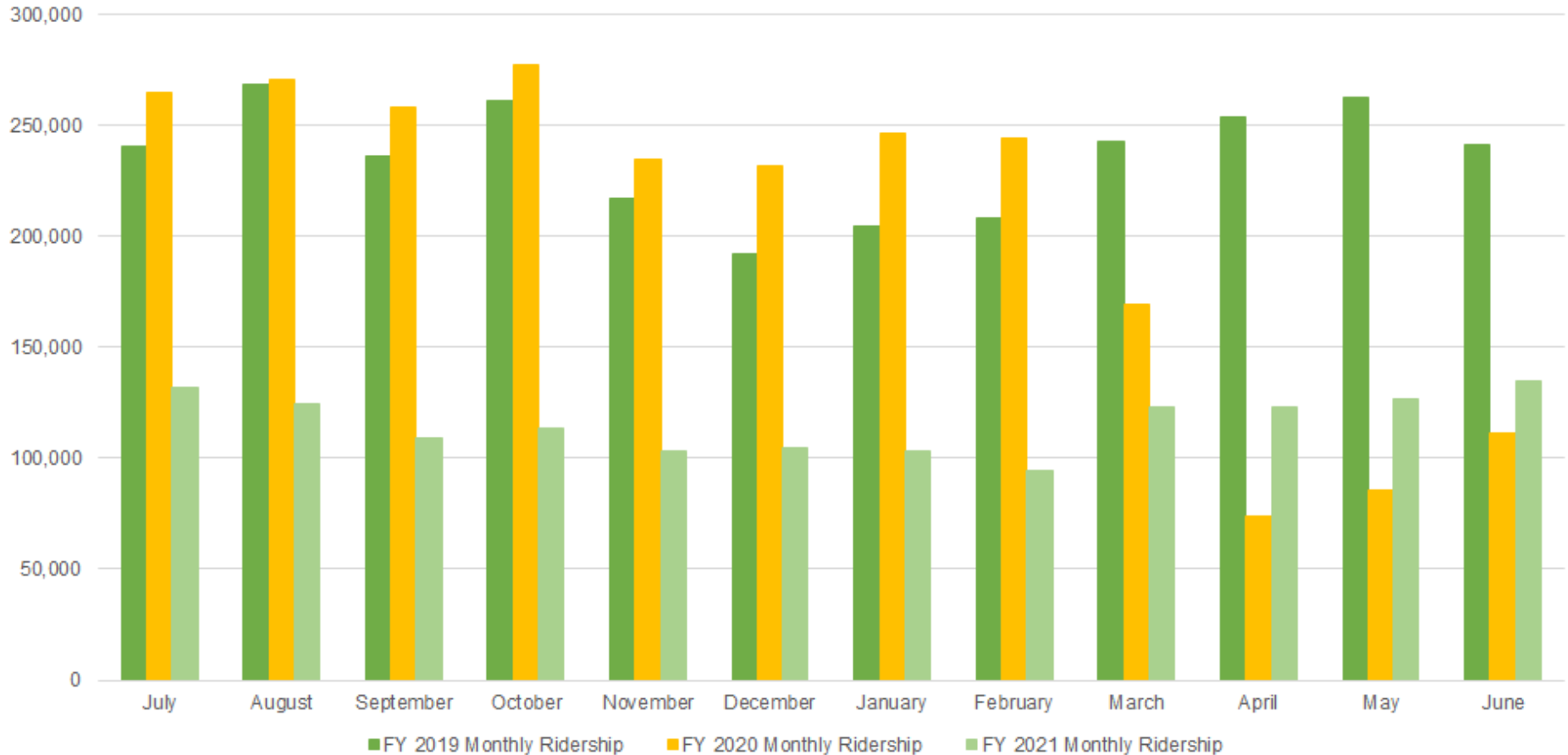
- Combined view of ART and STAR for FY20 & FY21
- Based upon continuous review of service annually
- Supports future budget proposals for service changes
- Allows Transit Bureau staff to understand trends
- Monitoring covid-19 cases
- Planning for return to full service



ART: FY 21 Highlights

- ART carried 1,391,820 passengers in FY21, a decrease of 43.5% from FY20
- During the FY 21, ART did not operate on a full schedule; fare collection started on January 2021
 - For the first two quarters, ART operated fare-free. This is due to the *covid-19* pandemic since service was provided based on demands
- Conceptual design for the new ART O&M facility was completed in June 2021. Construction of the facility is scheduled to begin in Q3 FY22
- ART continues to work with its Contractor to address service challenges and masks are still required to board the bus

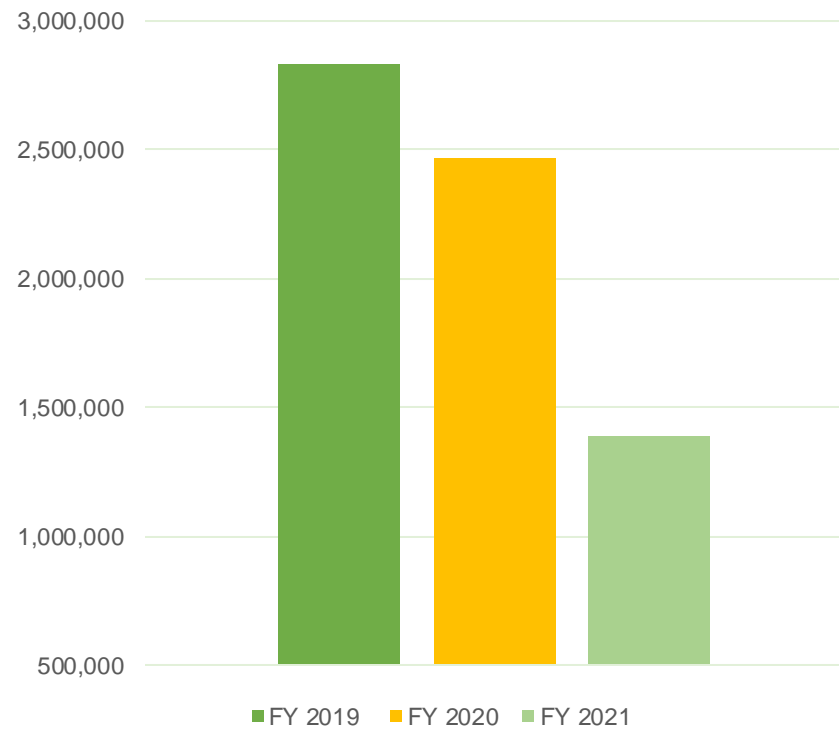
ART Ridership (FY 20 vs FY 21)



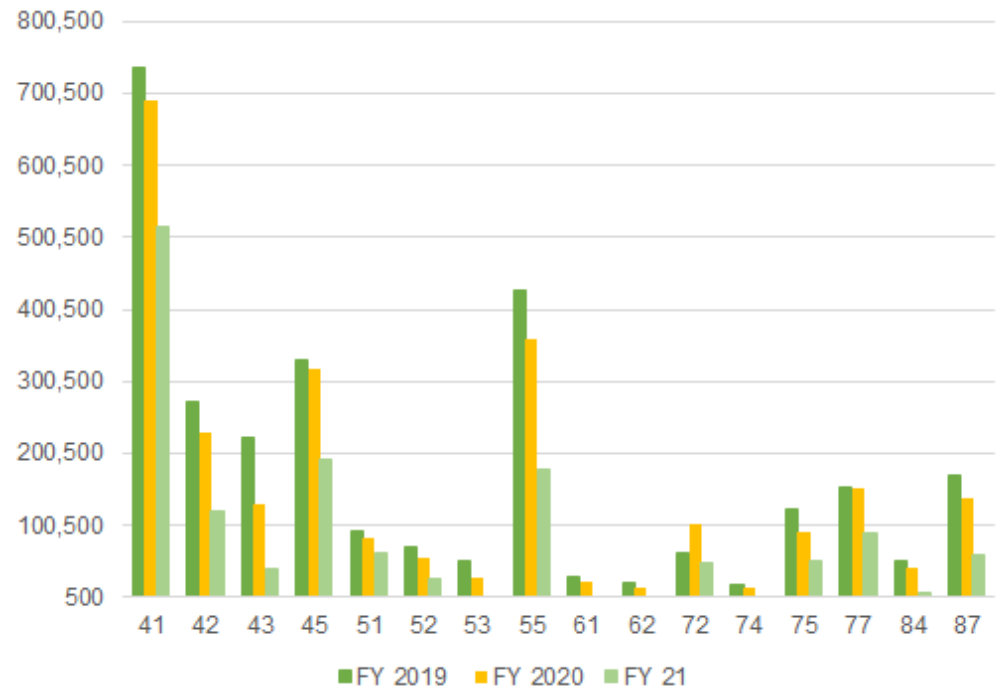
Route 53, 61, 62 and 74 did not operate during the FY 2021. This is due to the *covid-19* pandemic and the demands.

Those routes returned to service on September 7, 2021.

Overview of ART Ridership Pre-pandemic

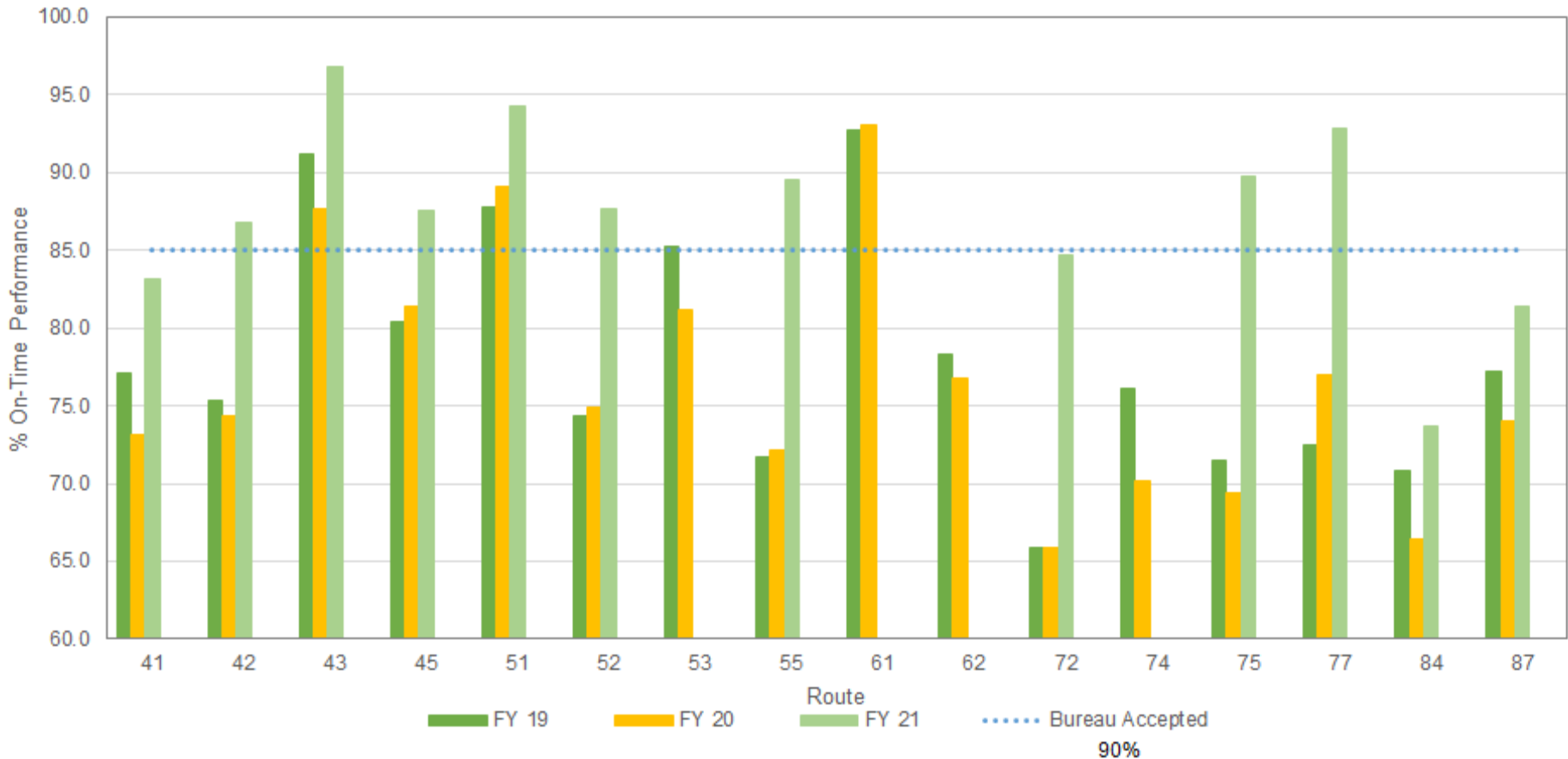


Ridership by year



Ridership by routes

ART On Time Performance

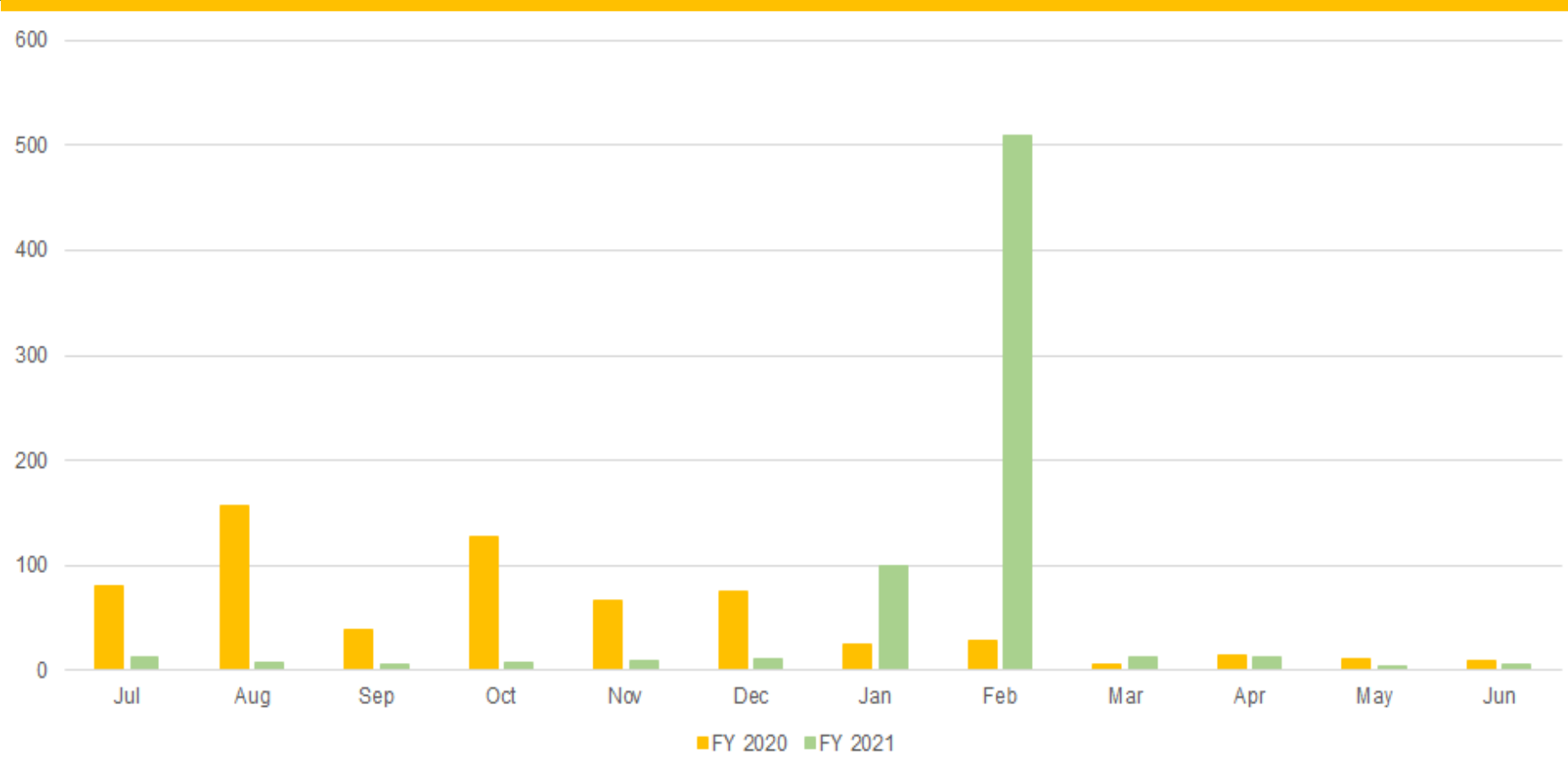


Route 53, 61, 62 and 74 did not operate in FY 2021.

On time performance increase by **13%** from FY 2020 at 77% to 87% in FY 2021.

Bureau staff and ART's Contract Service Provider continues to monitor ways to improve on-time service.

Missed Trips FY21



On January 6, ART had a suspension of service due to the incident at the capital. A total of 84 trips were missed.

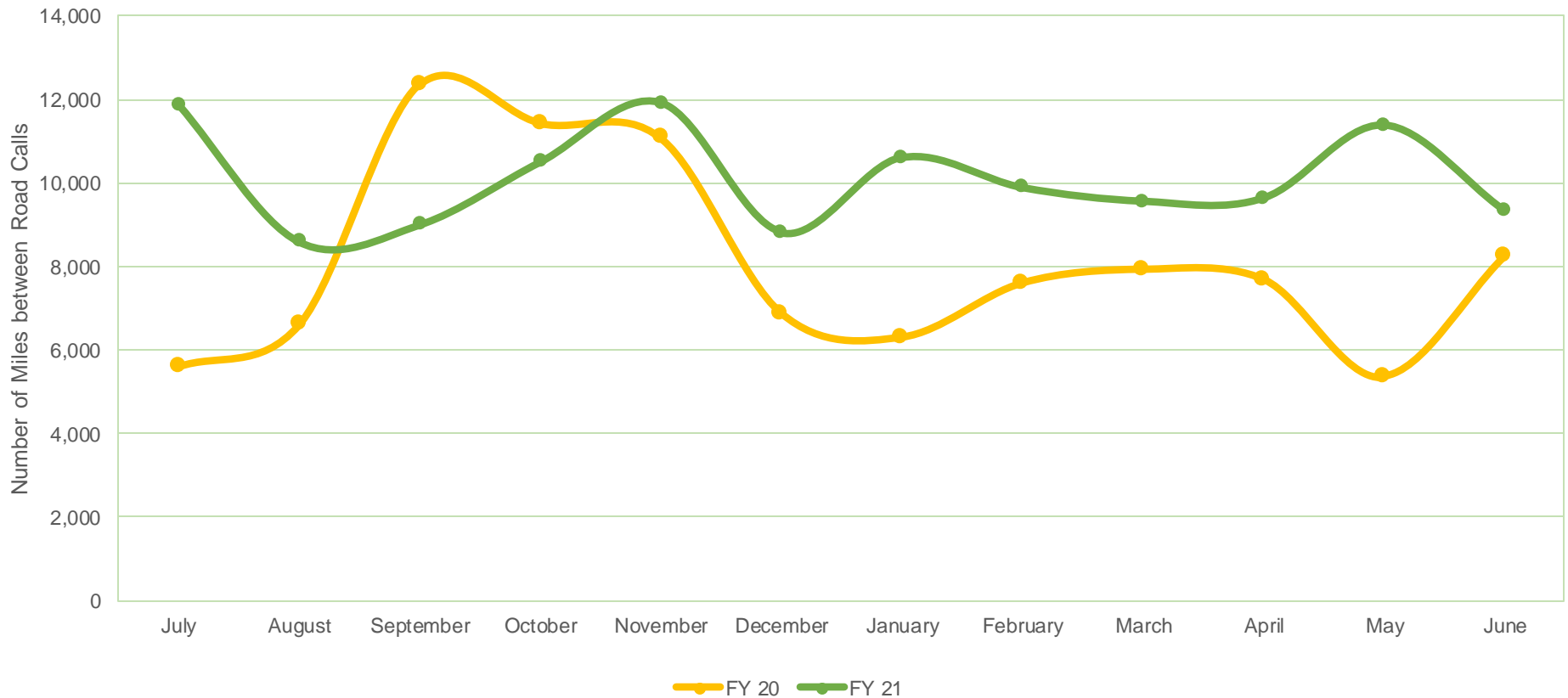
Due to severe weather (snow, rain and sleet) on 2/17 and 2/18, ART operated on a limited service. As a result, ART missed a total of 495 trips for those two events.

Road Calls (FY20 & FY21)



There were 45 less road calls in FY 2021. Maintenance continues to make strides in maintaining the fleet and reducing the number of road calls.

Miles Between Road Calls (FY20 vs FY21)



- The average miles between road calls in FY20 was 7,867
- The average miles between road calls in FY21 is 10,196

STAR

Specialized Transportation for Arlington Residents



STAR: FY21 Highlights

- 1,709 unduplicated MetroAccess-certified users
- 31,928 scheduled trips in FY 21
- 26,020 completed trips in FY 21
- 31,769 Passengers carried on STAR in FY 2021
(19,599 for Diamond; 12,170 for Red Top Cab)

STAR: FY21 Highlights

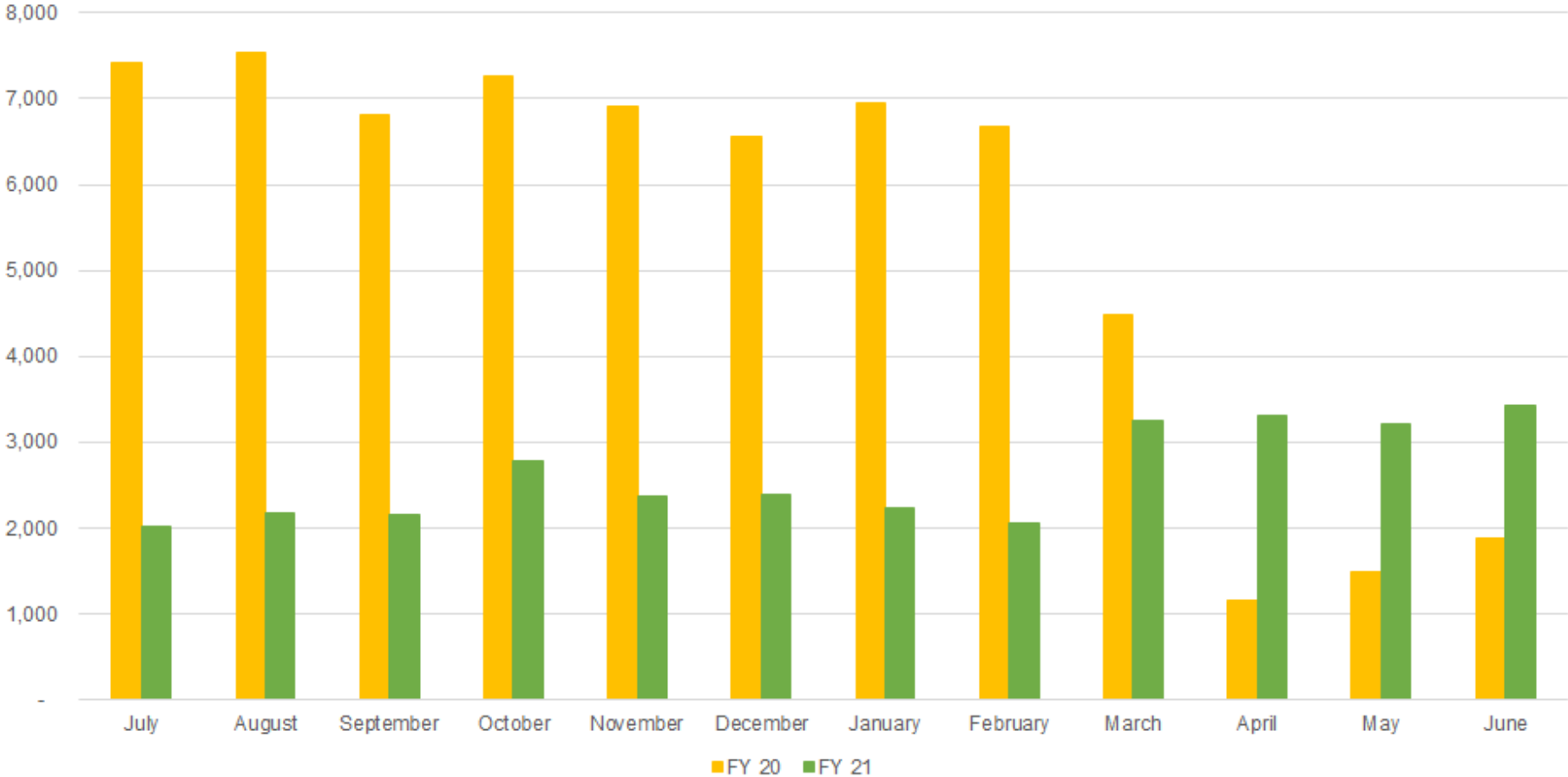
% Rides Provided by Zone (fare): 57% Z-1 (\$4.00); 34% Z-2 (\$5.50); 8% Z-3 (\$9.50)

Cost per trip: \$51.54 for all STAR trip.

1.6 Passengers per service hour on STAR Services (Diamond and Red Top)

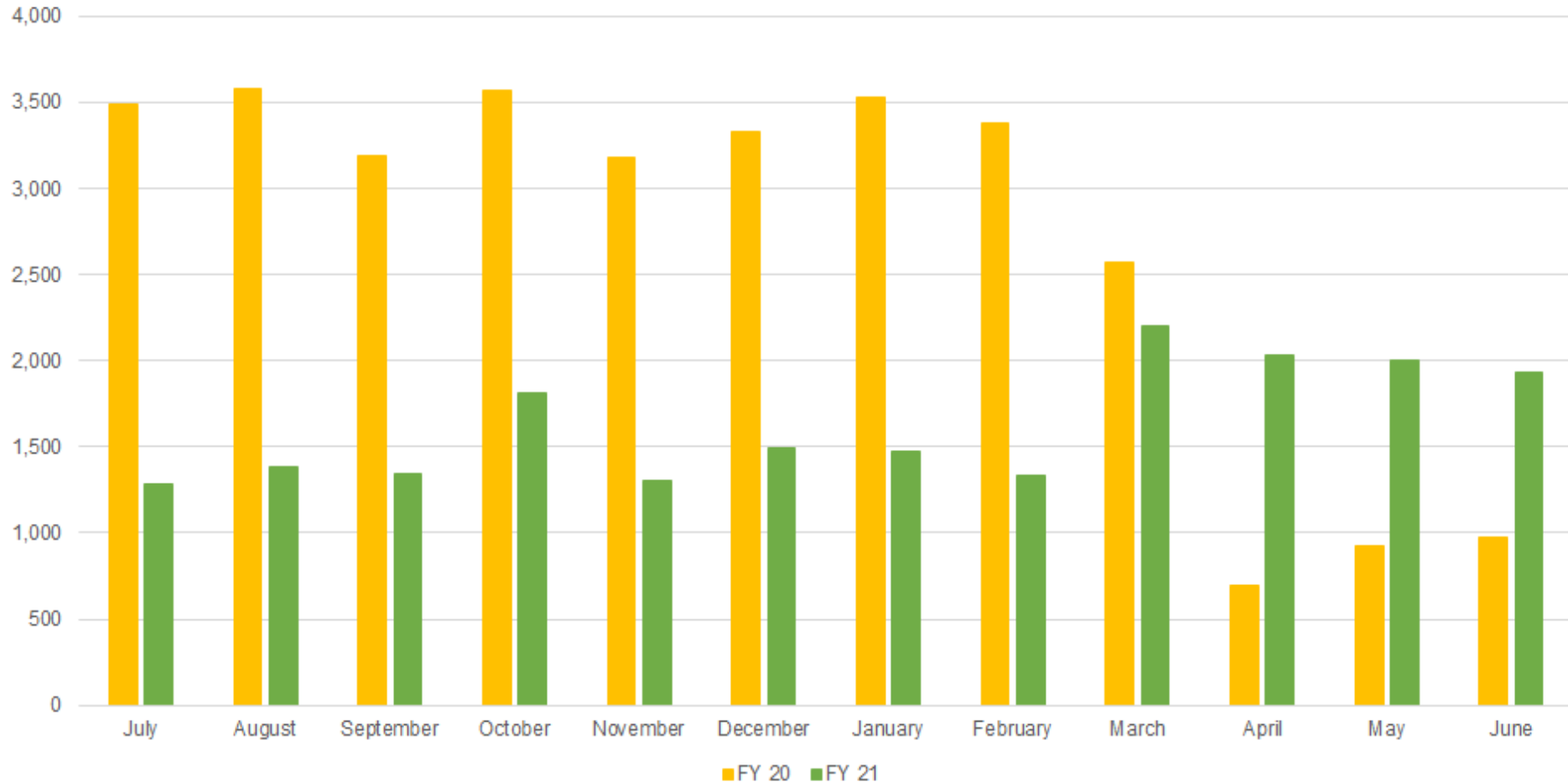
1.7 Complaints per 1,000 rides (59 total comments: 6 commendations and 53 complaints)

STAR Ridership FY20 & FY21



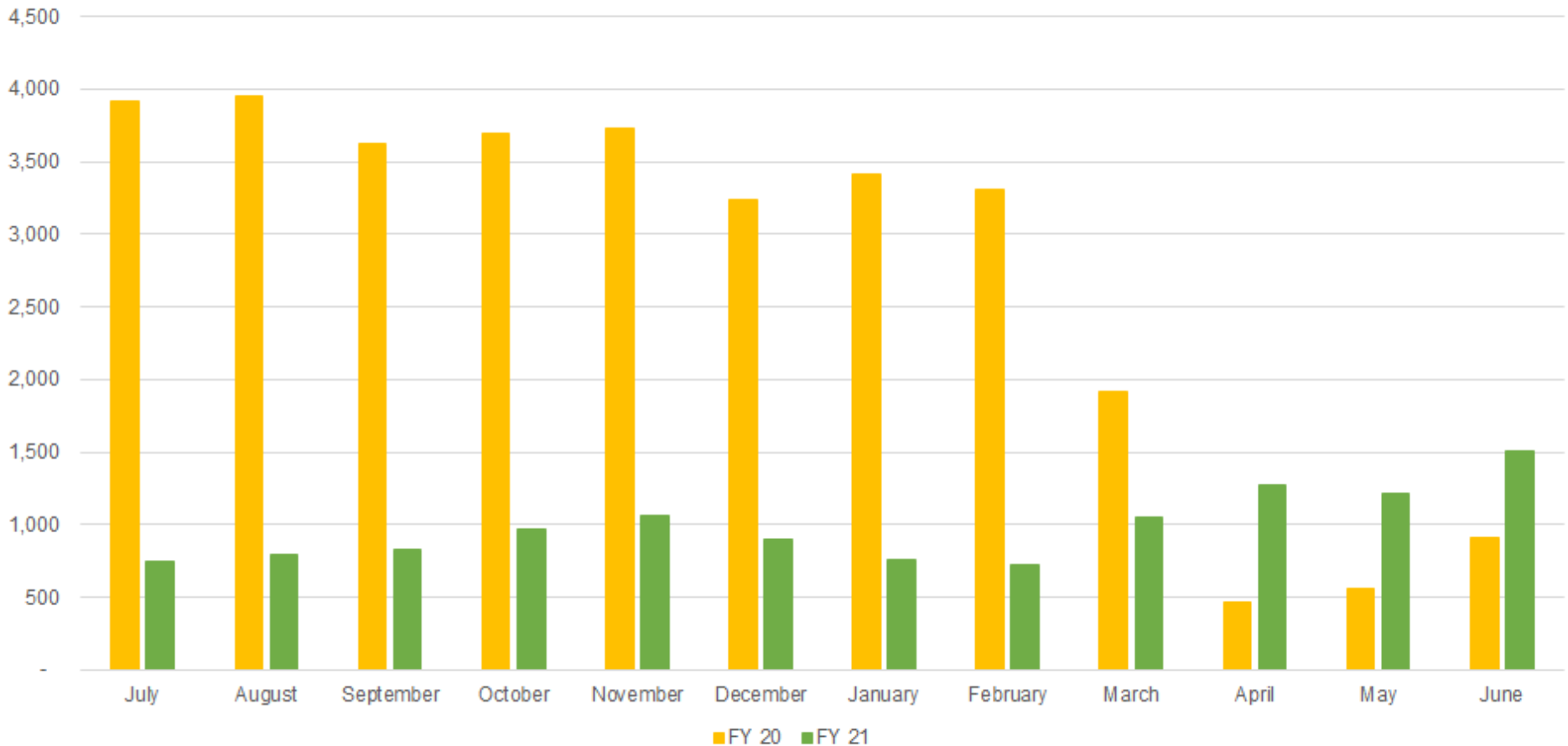
From FY20 to FY21 total STAR ridership decreased of 51.7% due to the covid-19 pandemic starting from March 2020.

Diamond Ridership FY20 & FY21



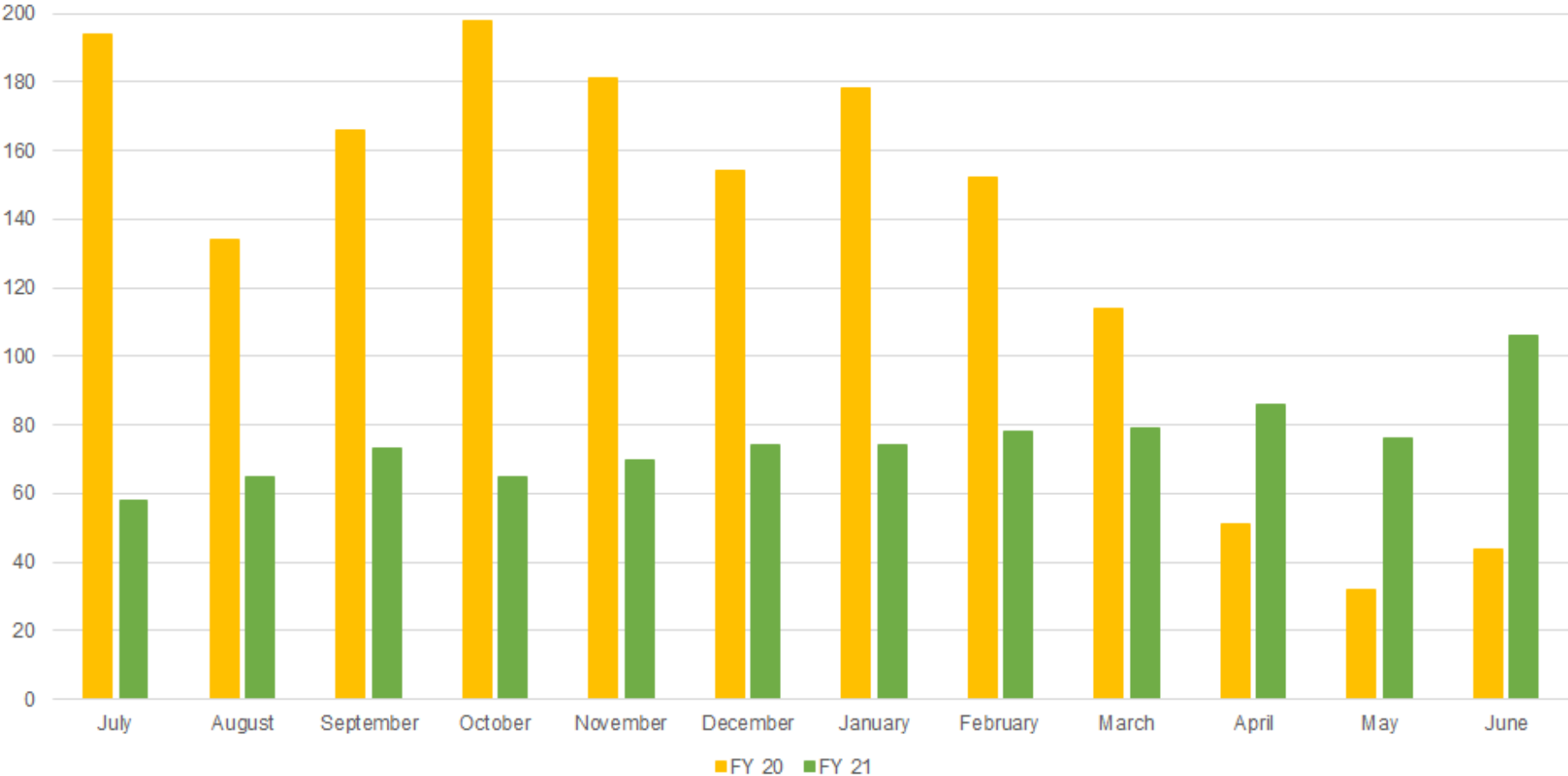
STAR ridership on Diamond fell from 32,418 in FY20 to 19,599 in FY21, a decrease of 39.5%.

Red Top Ridership FY20 & FY21



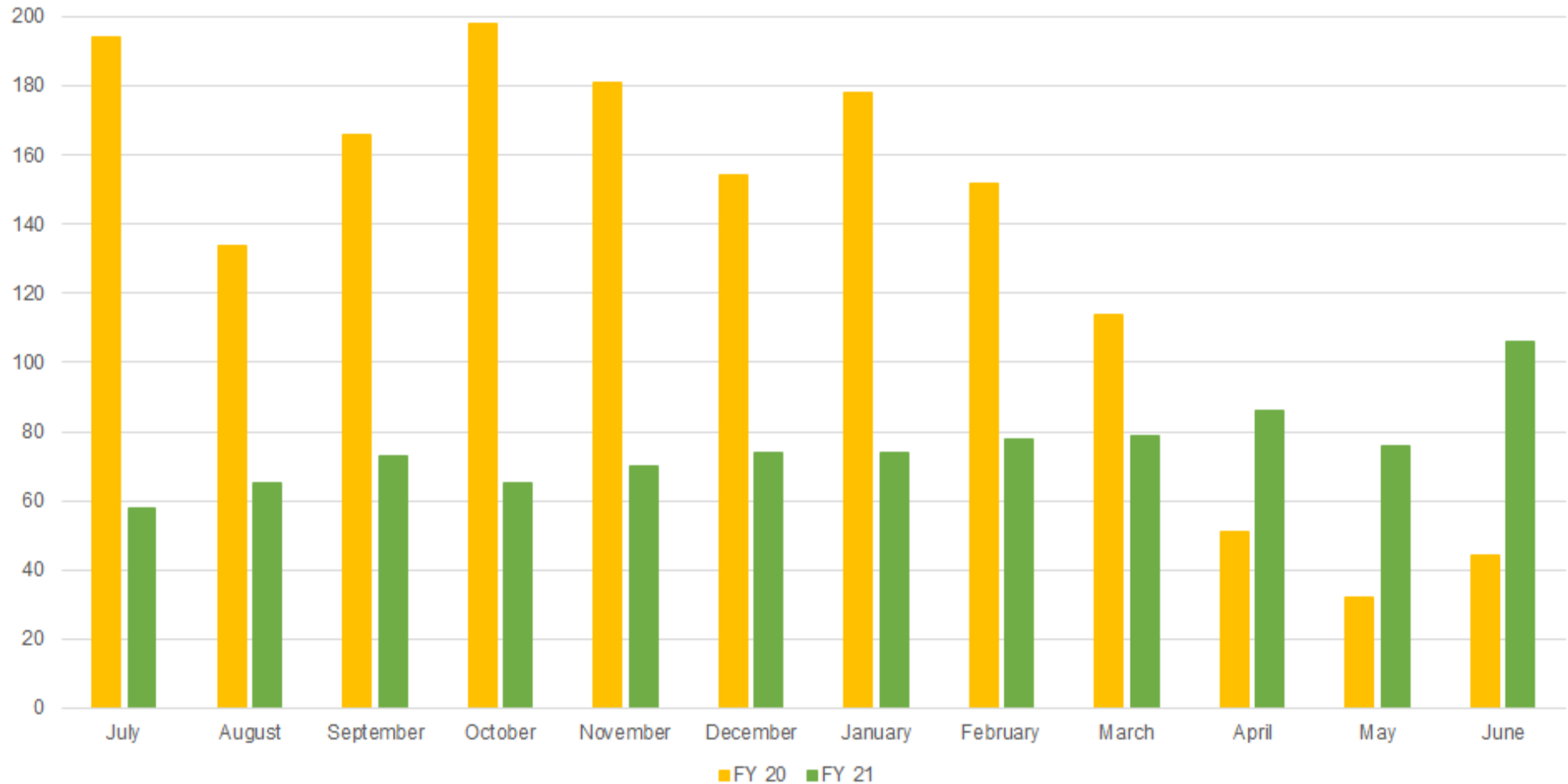
STAR ridership on Red Top fell from 32, 719 in FY20 to 11,809 in FY21, a decrease of 63.9. And for the month of April, May and June in FY21, there's an increase in ridership.

STAR Trip Cancellations FY20 & FY21



Trip cancellations decreased 32.9% from 1,131 in FY20 to 736 in FY21.

STAR No Shows FY20 & FY21



No-shows decreased 43.4% from 1,598 in FY20 to 904 in FY21.

Next Steps & Questions

- Monthly and Quarterly Reports are on the Arlington Transit website (<https://arlingtontransit.com>) on the Accountability & Transparency' Page
- STAR Ridership and performance are included within the reports.
- STAR Call Center Operating Hours to resume normal hours in mid-October (Date TBA)