Route 20 is a radial route that operates between downtown Little Rock and the College Station neighborhood in eastern Little Rock. Route 20 provides service to the Hanger Hill neighborhood and the Little Rock Port Authority.

**SERVICE PATTERNS:** Route 20 operates on the same alignment for all trips. From downtown Little Rock, Route 20 provides service to Hanger Hill, College Station and the Little Rock Port Authority. The route operates primarily along 9th Street, College Street, 15th Street, East Roosevelt, Frazier Pike and Fourche Dam Pike.

**SCHEDULE:** Service operates on weekdays, Saturdays and Sundays.

**RIDERSHIP:** Route 20 is a low ridership route, with 124 passengers per weekday. Ridership is consistent throughout the day.

**PERFORMANCE:** Route 20 is a low-performing route in all performance measurements throughout the week:

- **Ridership**
  - Weekdays: 94
  - Saturdays: 47
  - Sundays: 19

- **Riders per Revenue Vehicle**
  - Weekdays: 6.9
  - Saturdays: 3.6
  - Sundays: 18

- **Rider/Trip**
  - Weekdays: 4.4
  - Saturdays: 2.9
  - Sundays: 19

**STRENGTHS, WEAKNESSES AND OPPORTUNITIES**

**STRENGTHS:**
- Provides connections to neighborhoods and employment sites between downtown and Fourche Dam Pike.
- Serves unique markets including the College Station neighborhood and the Little Rock Port Authority.

**WEAKNESSES:**
- Route serves very low-density environments.
- Significant segment of one-way service along large terminal loop.

**OPPORTUNITIES:**
- Coordinate service to the Little Rock Port Authority to match shift times.
- Extend Route 6 to serve College Station neighborhood.