

Arlington Transit
Monthly Service Performance Report

ROUTE LEVEL PERFORMANCE - April 2022

	Ridership				Saturday			Sunday		
	Passengers	Weekday 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	35,755	1,728	20.7	1,703	7,797	412	18.9	5,515	289	19.1
42 Ballston/Pentagon	13,391	1,093	12.3	638	1,580	132	12.0	1,051	98	10.7
43 Crystal City/Rosslyn/Courthouse	7,937	1,019	7.8	378						
45 Columbia Pike/Rosslyn	16,620	1,226	13.6	791	2,986	233	12.8	1,709	192	8.9
51 Virginia Hospital Center/Ballston	3,416	378	9.0	163	760	90	8.4	272	63	4.3
52 Virginia Hospital Center/Ballston/East Falls Church	3,586	630	5.7	171						
53 Glebe Road-Westover/Ballston/East Falls Church	852	486	1.8	41						
55 Lee Highway/E. Falls Church/Rosslyn	16,964	1,683	10.1	808	2,572	260	9.9	1,435	140	10.3
61 Courthouse/Rosslyn	934	278	3.4	44						
62 Lorcom Lane/Courthouse/Ballston	395	273	1.4	19						
72 Rock Spring/Ballston/Shirlington	5,454	1,118	4.9	260						
74 Arlington Village/Arlington View	358	168	2.1	17						
75 Shirlington/Ballston/Virginia Square	7,430	936	7.9	354						
77 Shirlington/Lyon Park/Courthouse	8,621	801	10.8	411	1,484	165	9.0			
84 Douglas Park/Pentagon City	943	302	3.1	45						
87 Shirlington/Pentagon (also 87A/P/X)	6,063	1,038	5.8	289	827	165	5.0	456	96	4.8
ART Total	128,719	13,157	9.8	6,129	18,006	1,457	12.4	10,438	878	11.9

On Time Performance %

41 Columbia Pike/Ballston/Courthouse	84%
42 Ballston/Pentagon	87%
43 Crystal City/Rosslyn/Courthouse	97%
45 Columbia Pike/Rosslyn	79%
51 Virginia Hospital Center/Ballston	95%
52 Virginia Hospital Center/Ballston/East Falls Church	85%
53 Glebe Road-Westover/Ballston/East Falls Church	84%
55 Lee Highway/E. Falls Church/Rosslyn	89%
61 Courthouse/Rosslyn	88%
62 Lorcom Lane/Courthouse/Ballston	89%
72 Rock Spring/Ballston/Shirlington	77%
74 Arlington Village/Arlington View	82%
75 Shirlington/Ballston/Virginia Square	86%
77 Shirlington/Lyon Park/Courthouse	78%
84 Douglas Park/Pentagon City	73%
87 Shirlington/Pentagon (also 87A/P/X)	67%
Total	85%

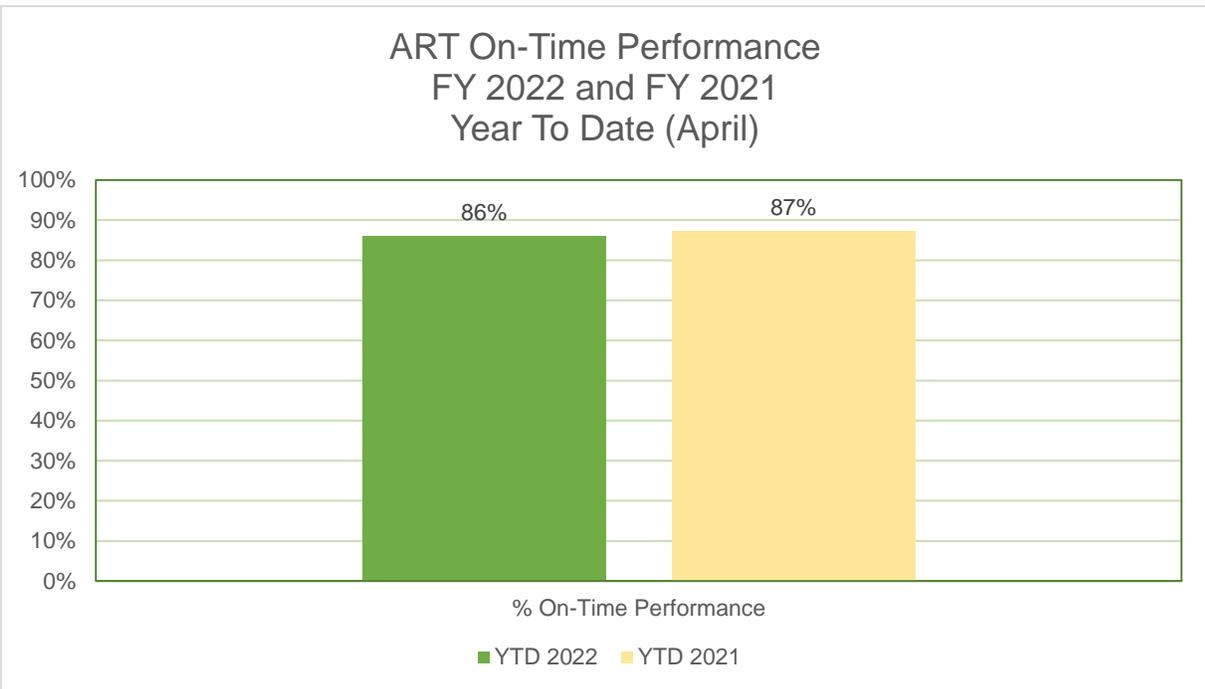
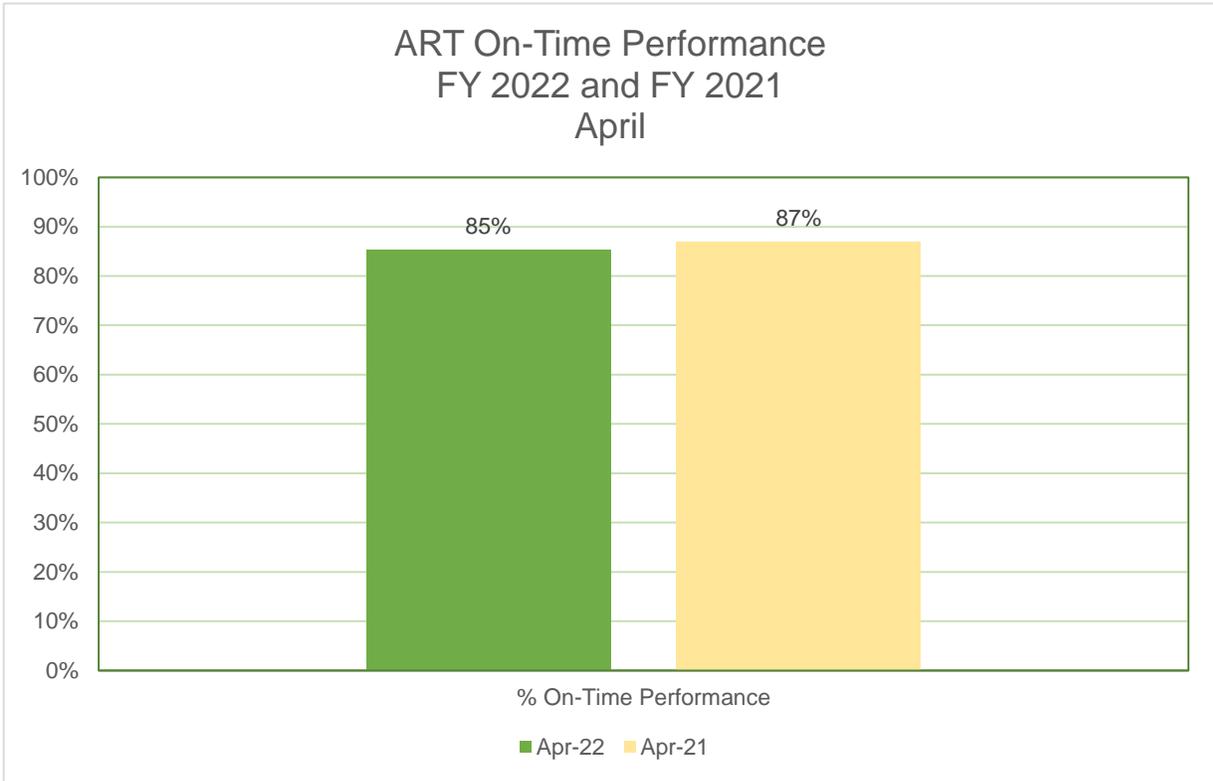
Ridership

	Passengers	Revenue Hours	Passengers/Revenue Hour
Diamond	1,706	1,381	1.2
Red Top	1,803	567	3.2
Total	3,509	1,948	

SERVICE EFFECTIVENESS

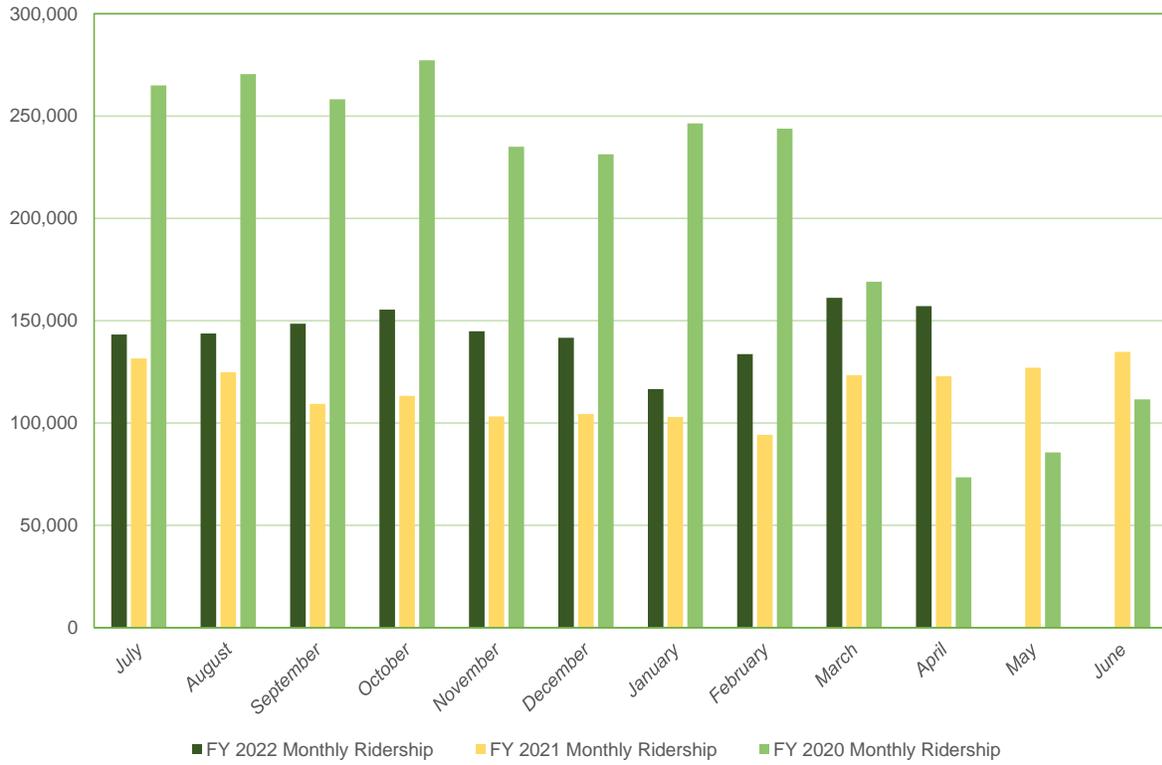
ART	Apr-22	Apr-21	YTD 2022	YTD 2021
ART Passengers	157,163	122,835	1,446,094	1,133,232
Revenue Hours	15,491	14,083	148,996	135,711
Passengers/Revenue Hour	10.1	8.7		
Scheduled Number of Trips	15,444	13,687	148,148	131,611
Actual Number of Trips	15,429	13,675	147,760	130,929
Number of Missed Trips	15	13	388	682
% Service Efficiency	99.9%	99.9%	99.7%	99.5%
% On-Time Performance	85%	87%	86%	87%
Customer Service				
Number of Complaints	48	15	305	152
Complaints per 50,000 Trips	15	6	11	7

STAR	Apr-22	Apr-21	YTD 2022	YTD 2021
STAR Passengers	3,509	3,303	35,855	26,342
Revenue Hours	1,948	2,023	19,803	17,162
Passengers/Revenue Hour	1.80	1.63	1.81	1.53
Scheduled Number of Trips Booked	3,860	3,109	36,254	26,698
Number of Trip Cancellations and No-Shows	649	463	6,294	5,134
% Service Efficiency	83.2%	85.1%	82.6%	80.8%
Customer Service Complaints				
Red Top	12	4	87	30
Diamond	3	0	17	5
STAR Call Center	1	0	2	5
Total Complaints	16	4	106	40
Complaints per 1,000 passengers	5	1	3	2



SYSTEMWIDE RIDERSHIP
FY 2022 Full-Year

ART



STAR

