

**Arlington Transit**  
**Monthly Service Performance Report**

**ROUTE LEVEL PERFORMANCE - August 2022**

*Ridership*



	Weekday				Saturday			Sunday		
	Passengers	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	38,578	1,886	20.5	1,677	6,975	329	21.2	5,815	289	20.1
42 Ballston/Pentagon	15,271	1,194	12.8	664	1,072	106	10.1	1,254	98	12.8
43 Crystal City/Rosslyn/Courthouse	8,523	912	9.3	371						
45 Columbia Pike/Rosslyn	18,258	1,335	13.7	794	2,069	186	11.1	1,863	192	9.7
51 Virginia Hospital Center/Ballston	3,669	413	8.9	160	471	72	6.5	490	63	7.8
52 Virginia Hospital Center/Ballston/East Falls Church	3,599	685	5.3	156						
53 Glebe Road-Westover/Ballston/East Falls Church	1,422	525	2.7	62						
55 Lee Highway/E. Falls Church/Rosslyn	20,926	1,840	11.4	910	2,220	207	10.8	1,610	140	11.5
61 Courthouse/Rosslyn	1,081	304	3.6	47						
62 Lorcom Lane/Courthouse/Ballston	481	294	1.6	21						
72 Rock Spring/Ballston/Shirlington	7,184	1,223	5.9	312						
74 Arlington Village/Arlington View	454	184	2.5	20						
75 Shirlington/Ballston/Virginia Square	8,429	1,005	8.4	366						
77 Shirlington/Lyon Park/Courthouse	9,680	876	11.1	421	1,152	132	8.7			
84 Douglas Park/Pentagon City	1,122	331	3.4	49						
87 Shirlington/Pentagon (also 87A/P/X)	7,031	1,117	6.3	306	703	132	5.3	463	96	4.8
<b>ART Total</b>	<b>145,708</b>	<b>14,122</b>	<b>10.3</b>	<b>6,335</b>	<b>14,662</b>	<b>1,163</b>	<b>12.6</b>	<b>11,495</b>	<b>878</b>	<b>13.1</b>

*On Time Performance %*

41 Columbia Pike/Ballston/Courthouse	81%
42 Ballston/Pentagon	72%
43 Crystal City/Rosslyn/Courthouse	87%
45 Columbia Pike/Rosslyn	79%
51 Virginia Hospital Center/Ballston	94%
52 Virginia Hospital Center/Ballston/East Falls Church	67%
53 Glebe Road-Westover/Ballston/East Falls Church	89%
55 Lee Highway/E. Falls Church/Rosslyn	85%
61 Courthouse/Rosslyn	79%
62 Lorcom Lane/Courthouse/Ballston	82%
72 Rock Spring/Ballston/Shirlington	81%
74 Arlington Village/Arlington View	79%
75 Shirlington/Ballston/Virginia Square	86%
77 Shirlington/Lyon Park/Courthouse	85%
84 Douglas Park/Pentagon City	73%
87 Shirlington/Pentagon (also 87A/P/X)	58%
<b>Total</b>	<b>79%</b>

*Ridership*



	Passengers	Revenue Hours	Passengers/Revenue Hour
Diamond	1,639	1,508	1.1
Red Top	1,686	660	2.6
<b>Total</b>	<b>3,325</b>	<b>2,168</b>	

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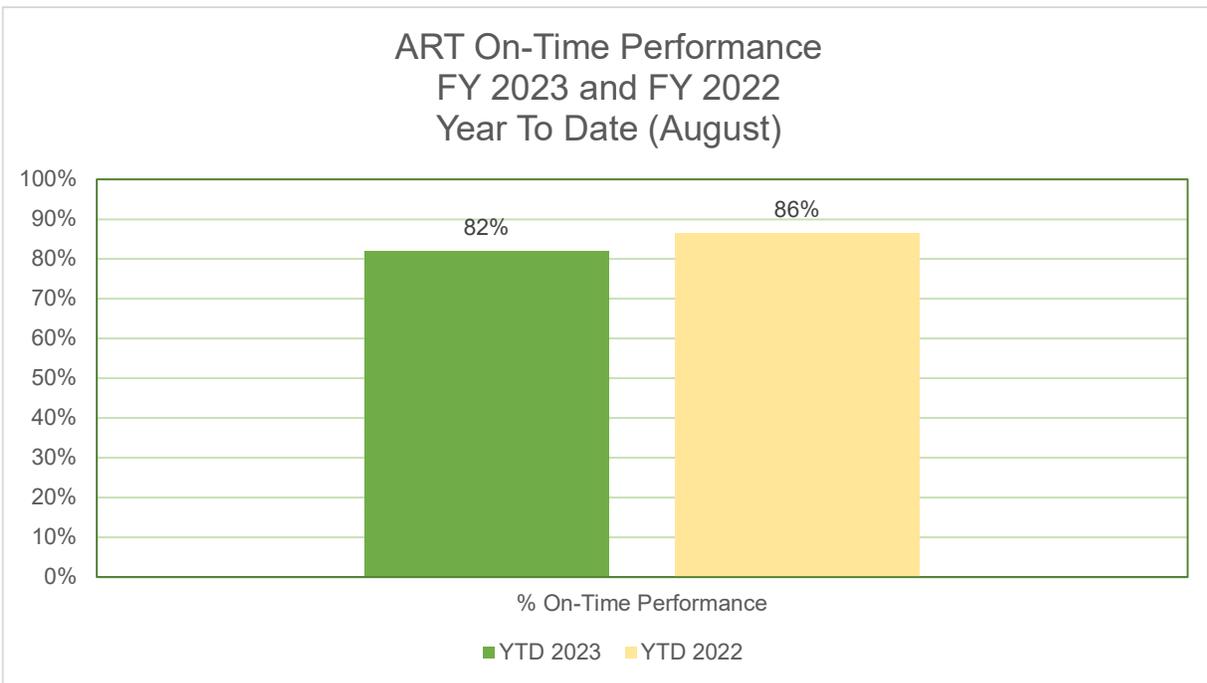
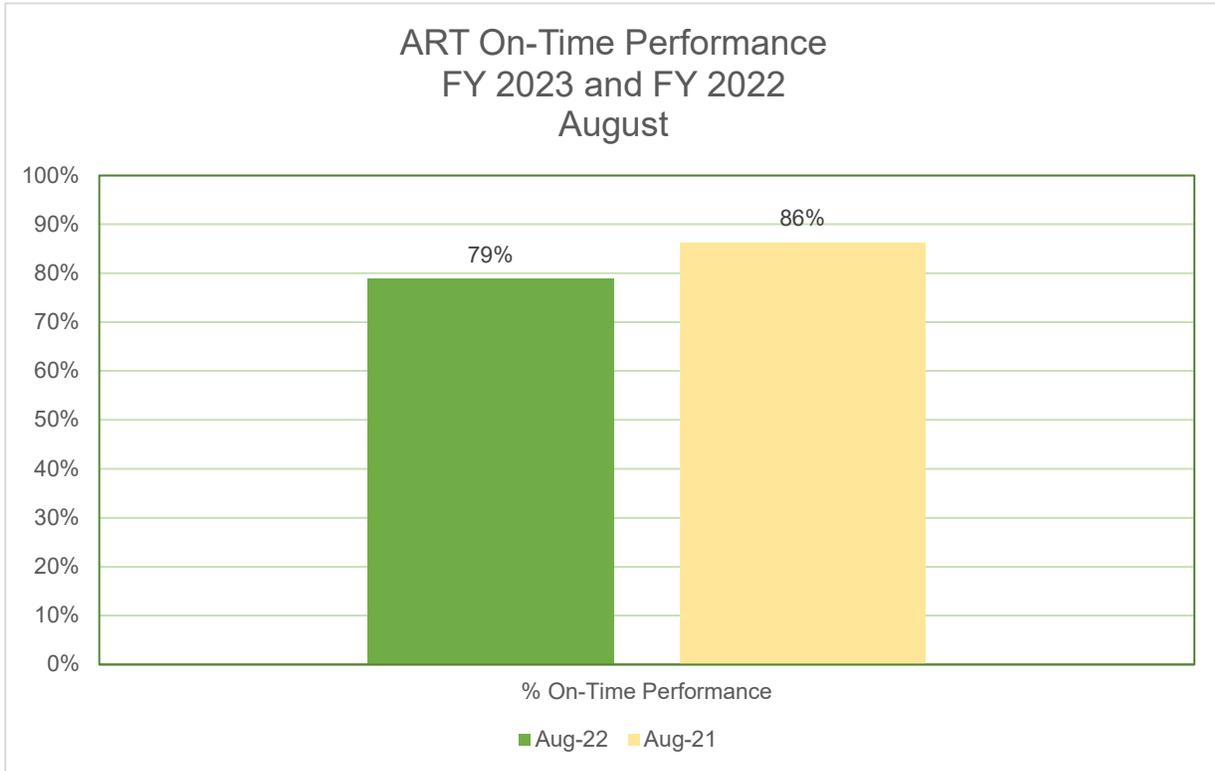
**SERVICE EFFECTIVENESS**

<b>ART</b>	<b>Aug-22</b>	<b>Aug-21</b>	<b>YTD 2023</b>	<b>YTD 2022</b>
ART Passengers	181,233	143,782	324,505	287,054
Revenue Hours	16,163	14,308	30,256	28,400
<b>Passengers/Revenue Hour</b>	11.2	10.0		
Scheduled Number of Trips	16,119	13,898	29,806	27,585
Actual Number of Trips	16,030	13,890	29,713	27,573
Number of Missed Trips	89	9	93	13
<b>% Service Efficiency</b>	<b>99.4%</b>	<b>99.9%</b>	<b>99.7%</b>	<b>100.0%</b>
<b>% On-Time Performance</b>	<b>79%</b>	<b>86%</b>	<b>82%</b>	<b>86%</b>
<b>Customer Service</b>				
Number of Complaints	49	13	68	32
Complaints per 50,000 Trips	14	5	10	6

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<b>STAR</b>	<b>Aug-22</b>	<b>Aug-21</b>	<b>YTD 2023</b>	<b>YTD 2022</b>
STAR Passengers	3,885	3,730	7,573	7,418
Revenue Hours	2,168	2,235	4,328	4,361
<b>Passengers/Revenue Hour</b>	<b>1.79</b>	<b>1.67</b>	<b>1.75</b>	<b>1.70</b>
Scheduled Number of Trips Booked	4,082	3,624	7,648	7,190
Number of Trip Cancellations and No-Shows	757	586	1,372	1,201
<b>% Service Efficiency</b>	<b>81.5%</b>	<b>83.8%</b>	<b>82.1%</b>	<b>83.3%</b>
<b>Customer Service Complaints</b>				
Red Top	10	12	25	27
Diamond	0	2	2	4
STAR Call Center	0	0	0	0
Total Complaints	10	14	27	31
Complaints per 1,000 passengers	3	4	4	4

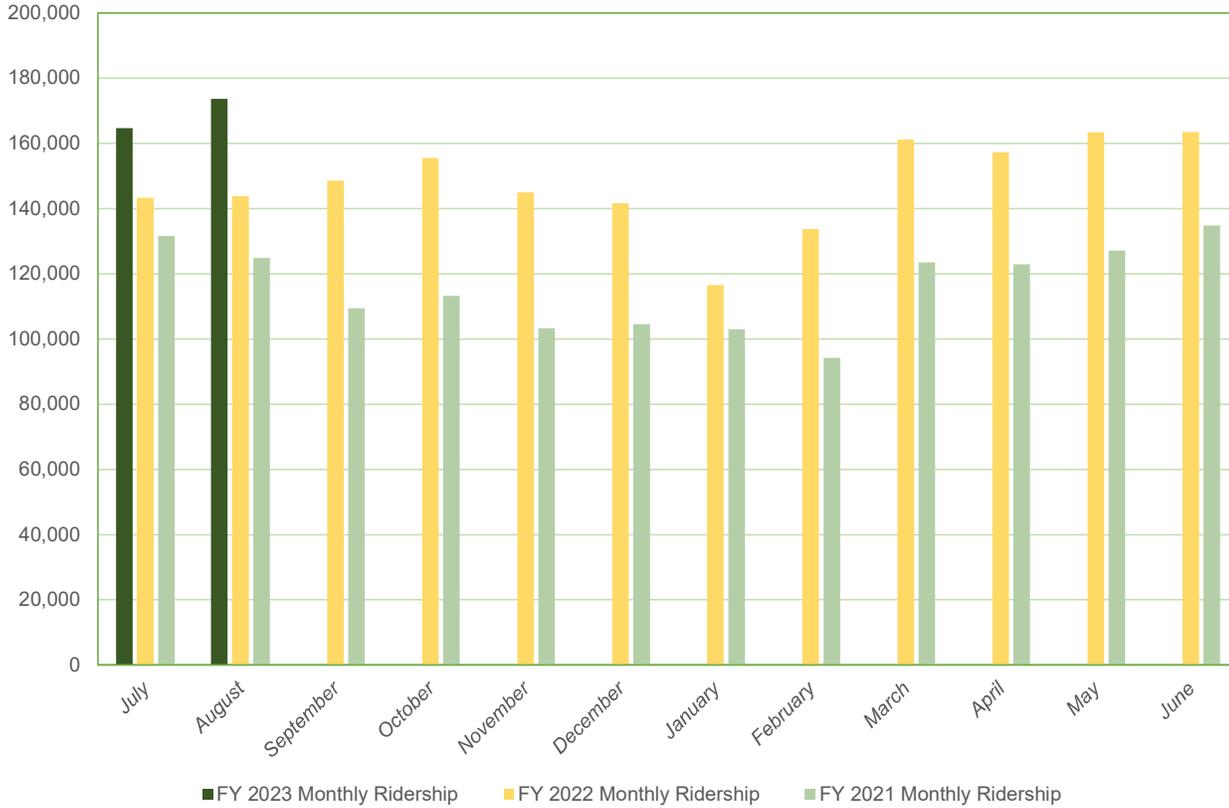
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### SYSTEMWIDE RIDERSHIP FY 2023 Full-Year

#### ART



#### STAR

