

Arlington Transit
Monthly Service Performance Report

ROUTE LEVEL PERFORMANCE - August 2021

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	35,928	1,809	19.9	1,633	6,499	330	19.7	7,281	361	20.2
42 Ballston/Pentagon	11,042	1,148	9.6	502	1,475	106	13.9	1,330	121	11.0
43 Crystal City/Rosslyn/Courthouse	4,652	1,069	4.4	211						
45 Columbia Pike/Rosslyn	15,432	1,287	12.0	701	1,805	186	9.7	2,242	240	9.3
51 Virginia Hospital Center/Ballston	4,278	396	10.8	194	468	72	6.5	534	79	6.8
52 Virginia Hospital Center/Ballston/East Falls Church	3,269	553	5.9	149						
53 Glebe Road-Westover/Ballston/East Falls Church										
55 Lee Highway/E. Falls Church/Rosslyn	14,654	1,660	8.8	666	1,846	208	8.9	1,507	174	8.7
61 Courthouse/Rosslyn										
62 Lorcom Lane/Courthouse/Ballston										
72 Rock Spring/Ballston/Shirlington	6,180	974	6.3	281						
74 Arlington Village/Arlington View										
75 Shirlington/Ballston/Virginia Square	6,620	921	7.2	301						
77 Shirlington/Lyon Park/Courthouse	7,562	839	9.0	344	1,142	132	8.7			
84 Douglas Park/Pentagon City	1,058	317	3.3	48						
87 Shirlington/Pentagon (also 87A/P/X)	5,792	1,075	5.4	263	641	132	4.9	545	120	4.5
ART Total	116,467	12,047	9.7	5,294	13,876	1,166	11.9	13,439	1,095	12.3

On Time Performance %

41 Columbia Pike/Ballston/Courthouse	85%
42 Ballston/Pentagon	89%
43 Crystal City/Rosslyn/Courthouse	96%
45 Columbia Pike/Rosslyn	87%
51 Virginia Hospital Center/Ballston	92%
52 Virginia Hospital Center/Ballston/East Falls Church	83%
53 Glebe Road-Westover/Ballston/East Falls Church	n/a
55 Lee Highway/E. Falls Church/Rosslyn	86%
61 Courthouse/Rosslyn	n/a
62 Lorcom Lane/Courthouse/Ballston	n/a
72 Rock Spring/Ballston/Shirlington	80%
74 Arlington Village/Arlington View	n/a
75 Shirlington/Ballston/Virginia Square	85%
77 Shirlington/Lyon Park/Courthouse	88%
84 Douglas Park/Pentagon City	81%
87 Shirlington/Pentagon (also 87A/P/X)	74%
Total	86%

Ridership

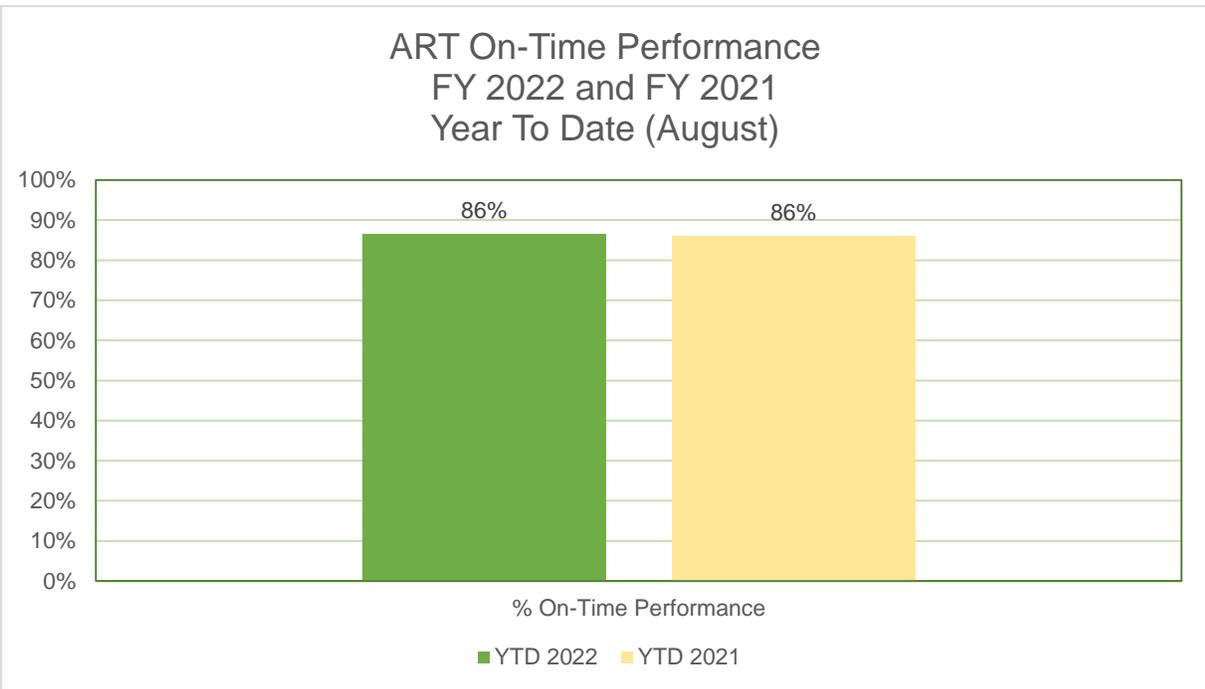
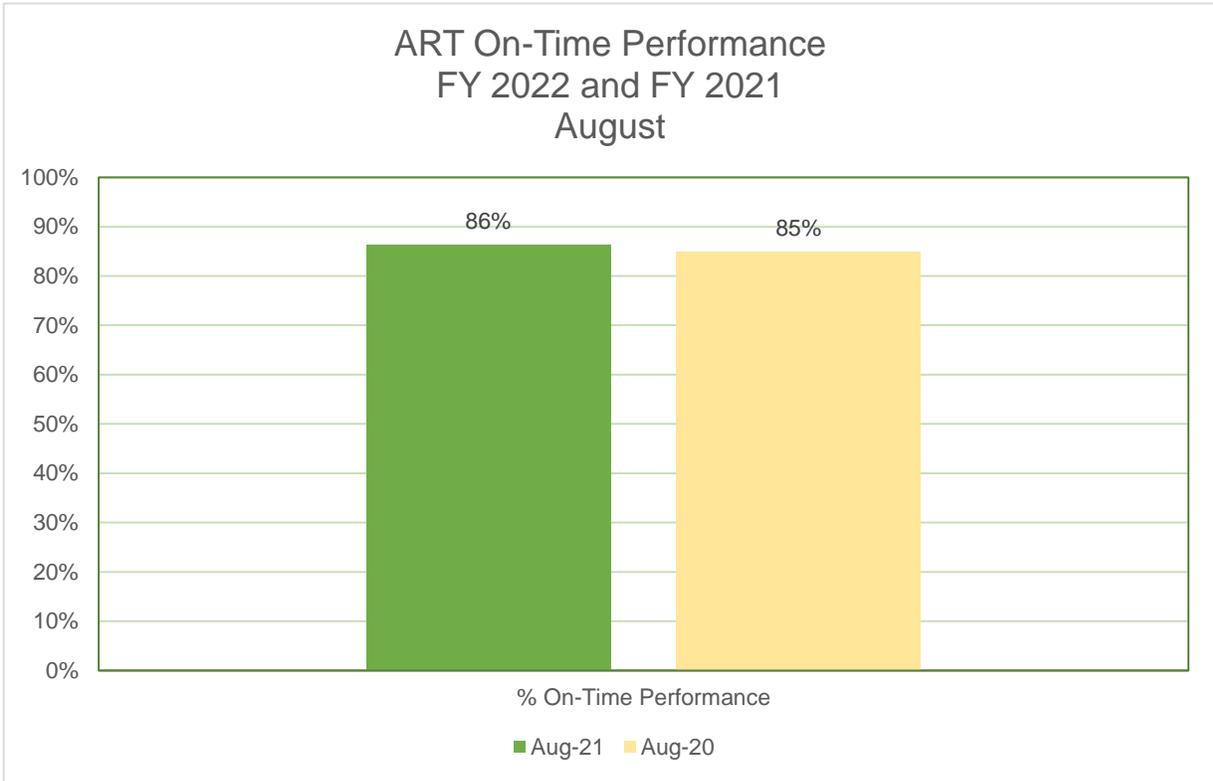


	Passengers	Revenue Hours	Passengers/Revenue Hour
Diamond	2,004	1,710	1.2
Red Top	1,726	459	3.8
Total	3,730	2,169	

SERVICE EFFECTIVENESS

ART	Aug-21	Aug-20	YTD 2022	YTD 2021
ART Passengers	143,782	124,782	287,054	259,554
Revenue Hours	14,308	12,478	28,400	26,570
Passengers/Revenue Hour	10.0	10.0		
Scheduled Number of Trips	13,898	11,379	27,585	25,066
Actual Number of Trips	13,890	11,372	27,573	25,054
Number of Missed Trips	9	7	13	12
% Service Efficiency	99.9%	99.9%	100.0%	100.0%
% On-Time Performance	86%	85%	86%	86%
Customer Service				
Number of Complaints	13	24	32	30
Complaints per 50,000 Trips	5	10	6	6

STAR	Aug-21	Aug-20	YTD 2022	YTD 2021
STAR Passengers	3,730	2,350	7,418	5,783
Revenue Hours	2,169	1,579	4,295	3,658
Passengers/Revenue Hour	1.72	1.49	1.73	1.58
Scheduled Number of Trips Booked	3,624	2,334	7,190	5,710
Number of Trip Cancellations and No-Shows	586	426	1,201	1,071
% Service Efficiency	83.8%	81.7%	83.3%	81.2%
Customer Service Complaints				
Red Top	12	3	27	12
Diamond	2	2	4	2
STAR Call Center	0	0	0	0
Total Complaints	14	5	31	14
Complaints per 1,000 passengers	4	2	4	2



SYSTEMWIDE RIDERSHIP
FY 2021 Full-Year

