

Arlington Transit
Monthly Service Performance Report

ROUTE LEVEL PERFORMANCE - December 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	36,349	1,891	19.2	1,580	4,053	247	16.4	5,090	362	14.1
42 Ballston/Pentagon	12,397	1,201	10.3	539	909	80	11.4	1,088	123	8.9
43 Crystal City/Rosslyn/Courthouse	6,314	1,119	5.6	275						
45 Columbia Pike/Rosslyn	15,576	1,346	11.6	677	1,643	140	11.8	2,128	240	8.9
51 Virginia Hospital Center/Ballston	3,749	414	9.1	163	378	54	7.0	431	79	5.5
52 Virginia Hospital Center/Ballston/East Falls Church	3,036	576	5.3	132						
53 Glebe Road-Westover/Ballston/East Falls Church	758	532	1.4	33						
55 Lee Highway/E. Falls Church/Rosslyn	15,414	1,845	8.4	670	1,444	156	9.3	1,365	175	7.8
61 Courthouse/Rosslyn	705	304	2.3	31						
62 Lorcom Lane/Courthouse/Ballston	417	299	1.4	18						
72 Rock Spring/Ballston/Shirlington	5,392	1,224	4.4	234						
74 Arlington Village/Arlington View	405	184	2.2	18						
75 Shirlington/Ballston/Virginia Square	6,916	963	7.2	301						
77 Shirlington/Lyon Park/Courthouse	7,521	877	8.6	327	822	99	8.3			
84 Douglas Park/Pentagon City	699	331	2.1	30						
87 Shirlington/Pentagon (also 87A/P/X)	5,718	1,137	5.0	249	436	99	4.4	472	120	3.9
ART Total	121,366	14,244	8.5	5,277	9,685	874	11.1	10,574	1,098	9.6

On Time Performance %

41 Columbia Pike/Ballston/Courthouse	85%
42 Ballston/Pentagon	87%
43 Crystal City/Rosslyn/Courthouse	97%
45 Columbia Pike/Rosslyn	84%
51 Virginia Hospital Center/Ballston	96%
52 Virginia Hospital Center/Ballston/East Falls Church	80%
53 Glebe Road-Westover/Ballston/East Falls Church	84%
55 Lee Highway/E. Falls Church/Rosslyn	90%
61 Courthouse/Rosslyn	88%
62 Lorcom Lane/Courthouse/Ballston	93%
72 Rock Spring/Ballston/Shirlington	84%
74 Arlington Village/Arlington View	78%
75 Shirlington/Ballston/Virginia Square	85%
77 Shirlington/Lyon Park/Courthouse	85%
84 Douglas Park/Pentagon City	70%
87 Shirlington/Pentagon (also 87A/P/X)	72%
Total	86%

Ridership



	Passengers	Revenue Hours	Passengers/Revenue Hour
Diamond	1,755	1,557	1.1
Red Top	2,009	577	3.5
Total	3,764	2,134	

SERVICE EFFECTIVENESS

ART	Dec-21	Dec-20	YTD 2022	YTD 2021
ART Passengers	141,625	104,466	877,599	689,915
Revenue Hours	16,216	14,302	89,254	81,678
Passengers/Revenue Hour	8.7	7.3		
Scheduled Number of Trips	16,208	13,895	88,309	78,548
Actual Number of Trips	16,202	13,884	88,273	78,501
Number of Missed Trips	6	12	37	47
% Service Efficiency	100.0%	99.9%	100.0%	99.9%
% On-Time Performance	86%	88%	86%	87%

Customer Service

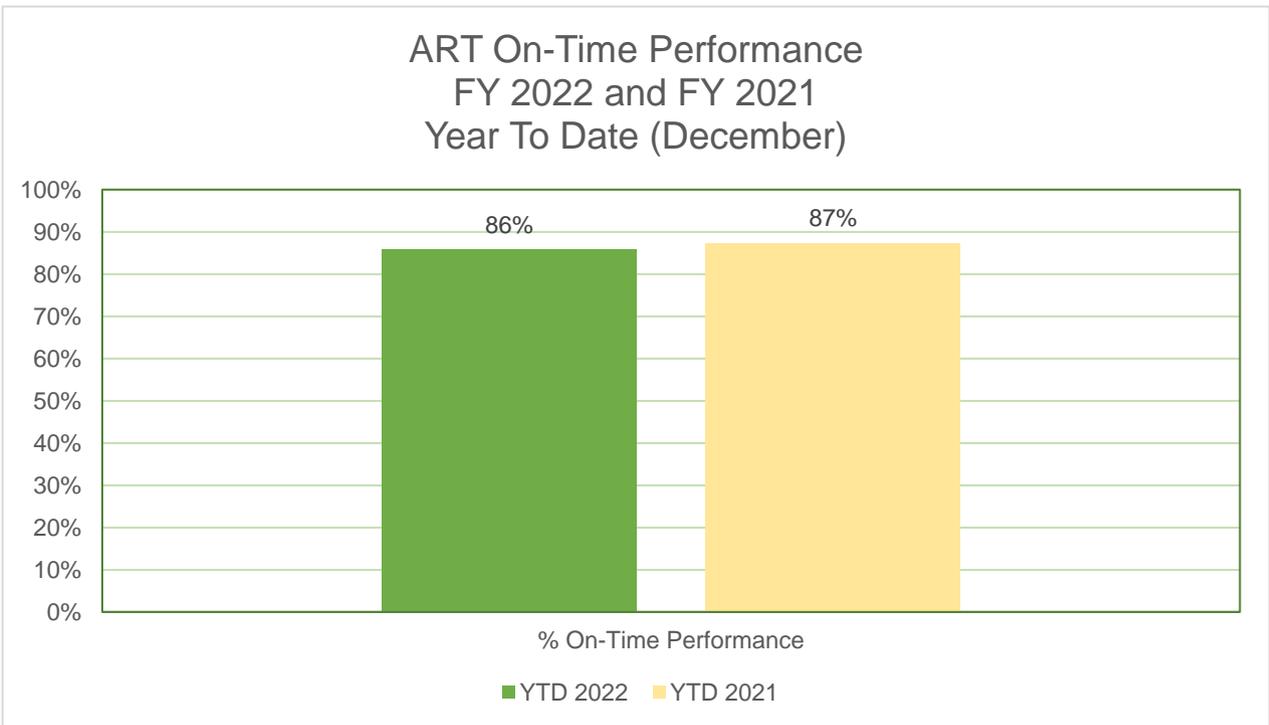
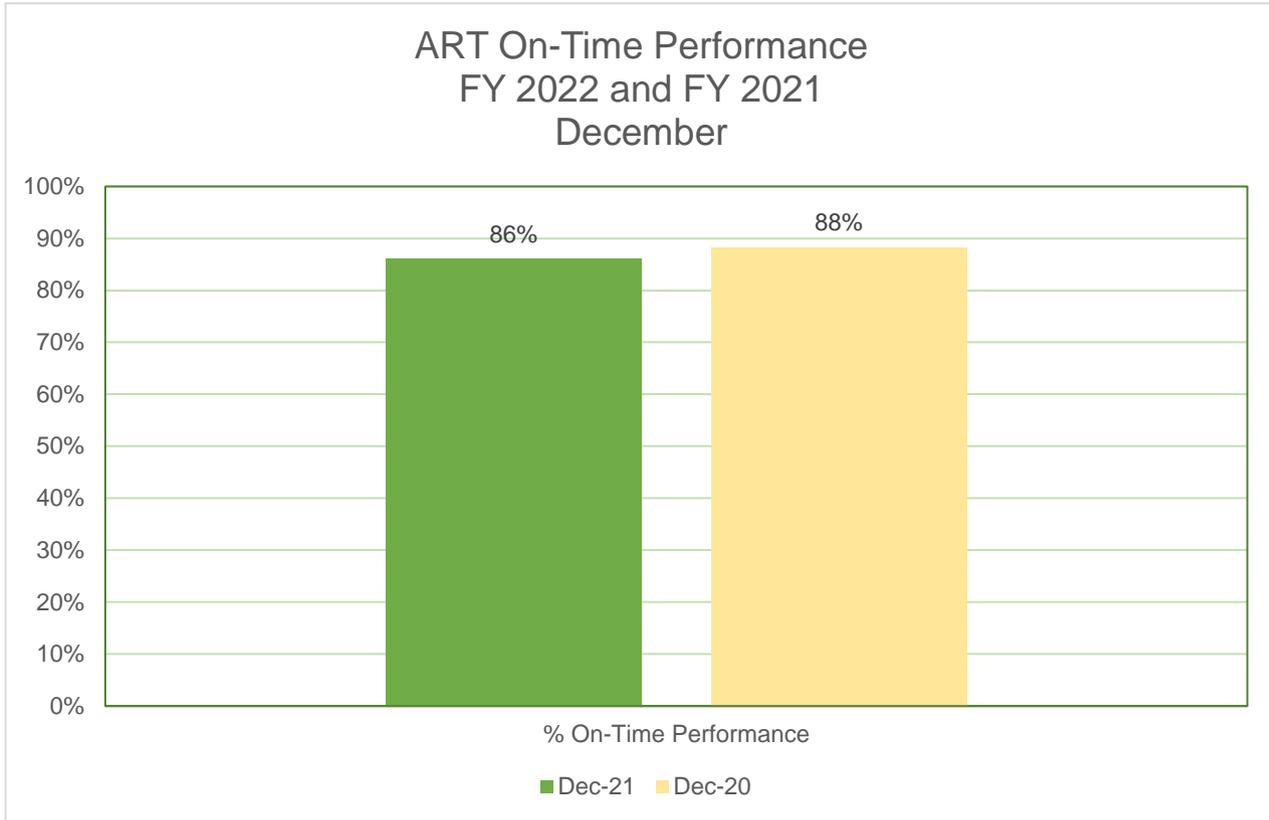
Number of Complaints	25	15	105	97
Complaints per 50,000 Trips	9	7	6	7

STAR	Dec-21	Dec-20	YTD 2022	YTD 2021
STAR Passengers	3,764	2,399	22,803	15,500
Revenue Hours	2,134	1,608	13,034	10,092
Passengers/Revenue Hour	1.76	1.49	1.75	1.54
Scheduled Number of Trips Booked	3,564	2,481	21,935	15,992
Number of Trip Cancellations and No-Shows	656	522	3,609	3,165
% Service Efficiency	81.6%	79.0%	83.5%	80.2%
Actual Number of Trips Completed	2,908	1,959	18,326	12,827

Customer Service

Complaints

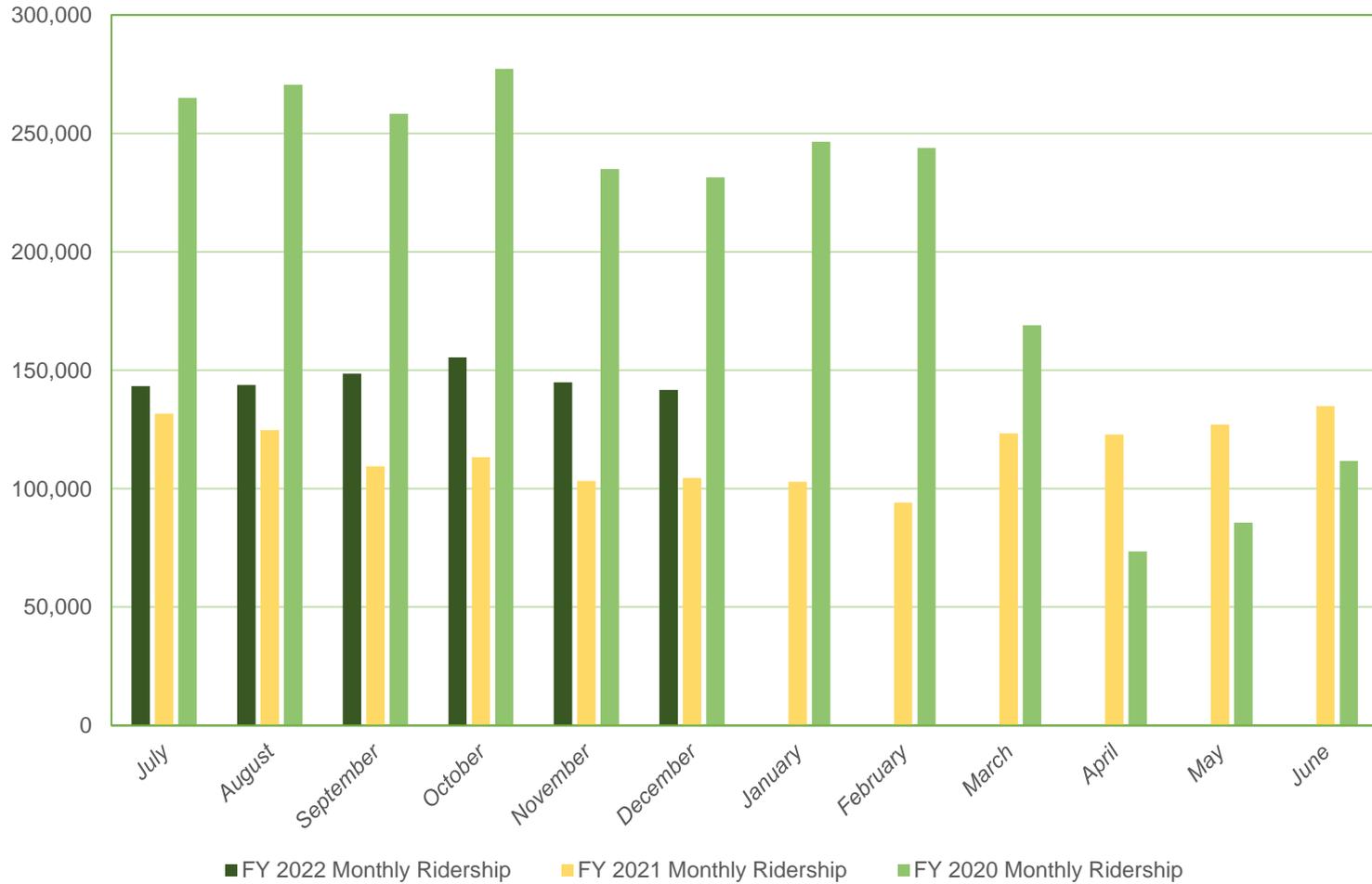
Red Top	7	2	52	18
Diamond	1	0	10	4
STAR Call Center	0	0	0	0
Total Complaints	8	2	62	22
Complaints per 1,000 passengers	2	1	3	1



SYSTEMWIDE RIDERSHIP

FY 2021 Full-Year

ART



STAR

