

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

**ROUTE LEVEL PERFORMANCE - February 2022**

	<b>Ridership</b>									
	<b>Passengers</b>	<b>Weekday Revenue Hours</b>	<b>Passengers/Revenue Hour</b>	<b>Average Weekday Passengers</b>	<b>Passengers</b>	<b>Saturday Revenue Hours</b>	<b>Passengers/Revenue Hour</b>	<b>Passengers</b>	<b>Sunday Revenue Hours</b>	<b>Passengers/Revenue Hour</b>
41 Columbia Pike/Ballston/Courthouse	31,867	1,558	20.4	1,677	7,344	412	17.8	4,804	289	16.6
42 Ballston/Pentagon	10,297	988	10.4	542	1,247	133	9.4	845	98	8.6
43 Crystal City/Rosslyn/Courthouse	5,968	922	6.5	314						
45 Columbia Pike/Rosslyn	14,408	1,108	13.0	758	2,478	233	10.7	1,691	192	8.8
51 Virginia Hospital Center/Ballston	3,159	342	9.2	166	725	90	8.1	370	63	5.9
52 Virginia Hospital Center/Ballston/East Falls Church	2,780	477	5.8	146						
53 Glebe Road-Westover/Ballston/East Falls Church	720	437	1.6	38						
55 Lee Highway/E. Falls Church/Rosslyn	13,155	1,523	8.6	692	2,169	260	8.3	1,261	140	9.0
61 Courthouse/Rosslyn	569	251	2.3	30						
62 Lorcom Lane/Courthouse/Ballston	348	247	1.4	18						
72 Rock Spring/Ballston/Shirlington	5,653	1,012	5.6	298						
74 Arlington Village/Arlington View	381	152	2.5	20						
75 Shirlington/Ballston/Virginia Square	6,779	793	8.5	357						
77 Shirlington/Lyon Park/Courthouse	7,113	725	9.8	374	1,309	165	7.9			
84 Douglas Park/Pentagon City	618	274	2.3	33						
87 Shirlington/Pentagon (also 87A/P/X)	4,595	940	4.9	242	561	165	3.4	412	96	4.3
<b>ART Total</b>	<b>108,410</b>	<b>11,747</b>	<b>9.2</b>	<b>5,706</b>	<b>15,833</b>	<b>1,457</b>	<b>10.9</b>	<b>9,383</b>	<b>878</b>	<b>10.7</b>

**On Time Performance %**

41 Columbia Pike/Ballston/Courthouse	87%
42 Ballston/Pentagon	88%
43 Crystal City/Rosslyn/Courthouse	96%
45 Columbia Pike/Rosslyn	82%
51 Virginia Hospital Center/Ballston	96%
52 Virginia Hospital Center/Ballston/East Falls Church	80%
53 Glebe Road-Westover/Ballston/East Falls Church	87%
55 Lee Highway/E. Falls Church/Rosslyn	92%
61 Courthouse/Rosslyn	96%
62 Lorcom Lane/Courthouse/Ballston	94%
72 Rock Spring/Ballston/Shirlington	79%
74 Arlington Village/Arlington View	82%
75 Shirlington/Ballston/Virginia Square	80%
77 Shirlington/Lyon Park/Courthouse	84%
84 Douglas Park/Pentagon City	71%
87 Shirlington/Pentagon (also 87A/P/X)	73%
<b>Total</b>	<b>86%</b>

**Ridership**

	<b>Passengers</b>	<b>Revenue Hours</b>	<b>Passengers/Revenue Hour</b>
Diamond	1,504	1,046	1.4
Red Top	1,875	483	3.9
<b>Total</b>	<b>3,379</b>	<b>1,529</b>	

**SERVICE EFFECTIVENESS**

<b>ART</b>	<b>Feb-22</b>	<b>Feb-21</b>	<b>YTD 2022</b>	<b>YTD 2021</b>
ART Passengers	133,626	94,188	1,127,790	887,011
Revenue Hours	14,083	12,196	117,198	106,997
<b>Passengers/Revenue Hour</b>	<b>9.5</b>	<b>7.7</b>		
Scheduled Number of Trips	14,051	12,360	116,409	103,704
Actual Number of Trips	14,030	11,851	116,053	103,048
Number of Missed Trips	22	510	356	656
<b>% Service Efficiency</b>	<b>99.8%</b>	<b>95.9%</b>	<b>99.7%</b>	<b>99.4%</b>
<b>% On-Time Performance</b>	<b>86%</b>	<b>87%</b>	<b>86%</b>	<b>87%</b>

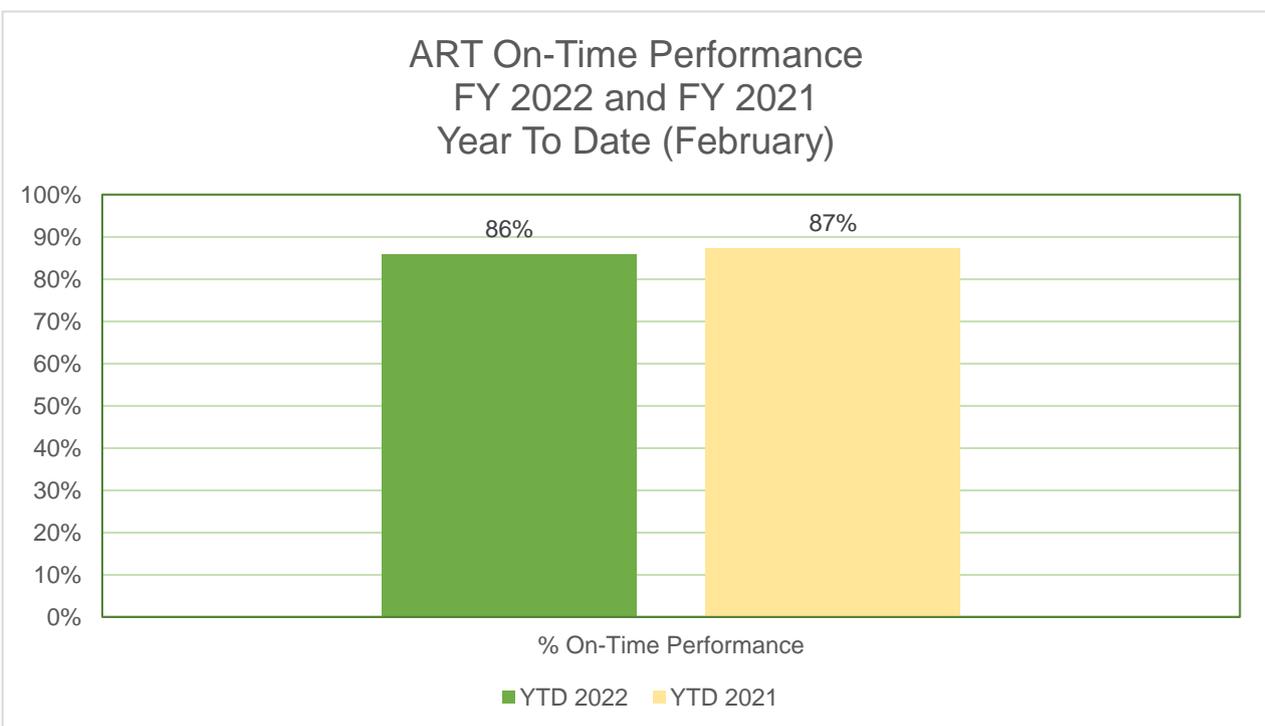
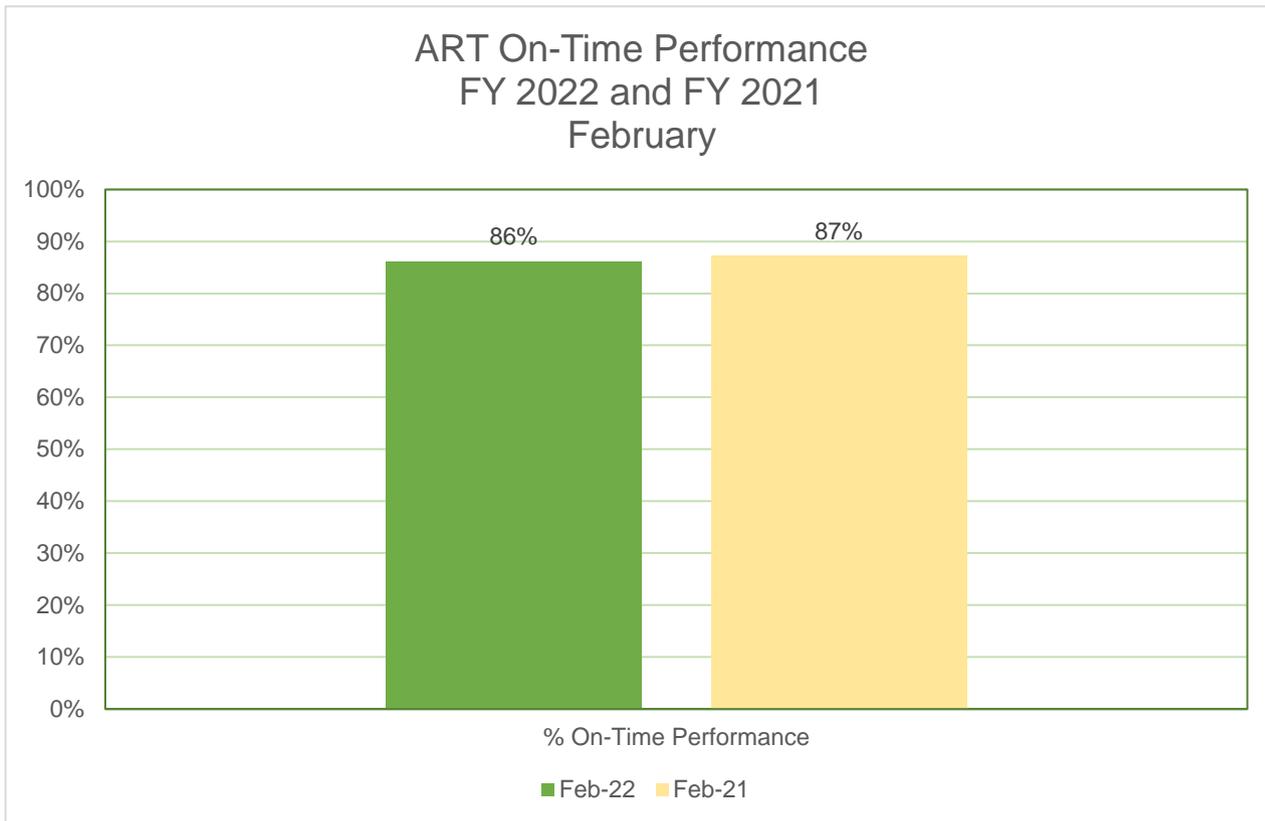
**Customer Service**

Number of Complaints	60	12	209	119
Complaints per 50,000 Trips	22	6	9	7

<b>STAR</b>	<b>Feb-22</b>	<b>Feb-21</b>	<b>YTD 2022</b>	<b>YTD 2021</b>
STAR Passengers	3,379	2,060	28,745	19,789
Revenue Hours	1,529	1,389	15,985	13,014
<b>Passengers/Revenue Hour</b>	<b>2.21</b>	<b>1.48</b>	<b>1.80</b>	<b>1.52</b>
Scheduled Number of Trips Booked	3,345	2,220	28,329	20,486
Number of Trip Cancellations and No-Shows	516	540	4,983	4,157
<b>% Service Efficiency</b>	<b>84.6%</b>	<b>75.7%</b>	<b>82.4%</b>	<b>79.7%</b>

**Customer Service Complaints**

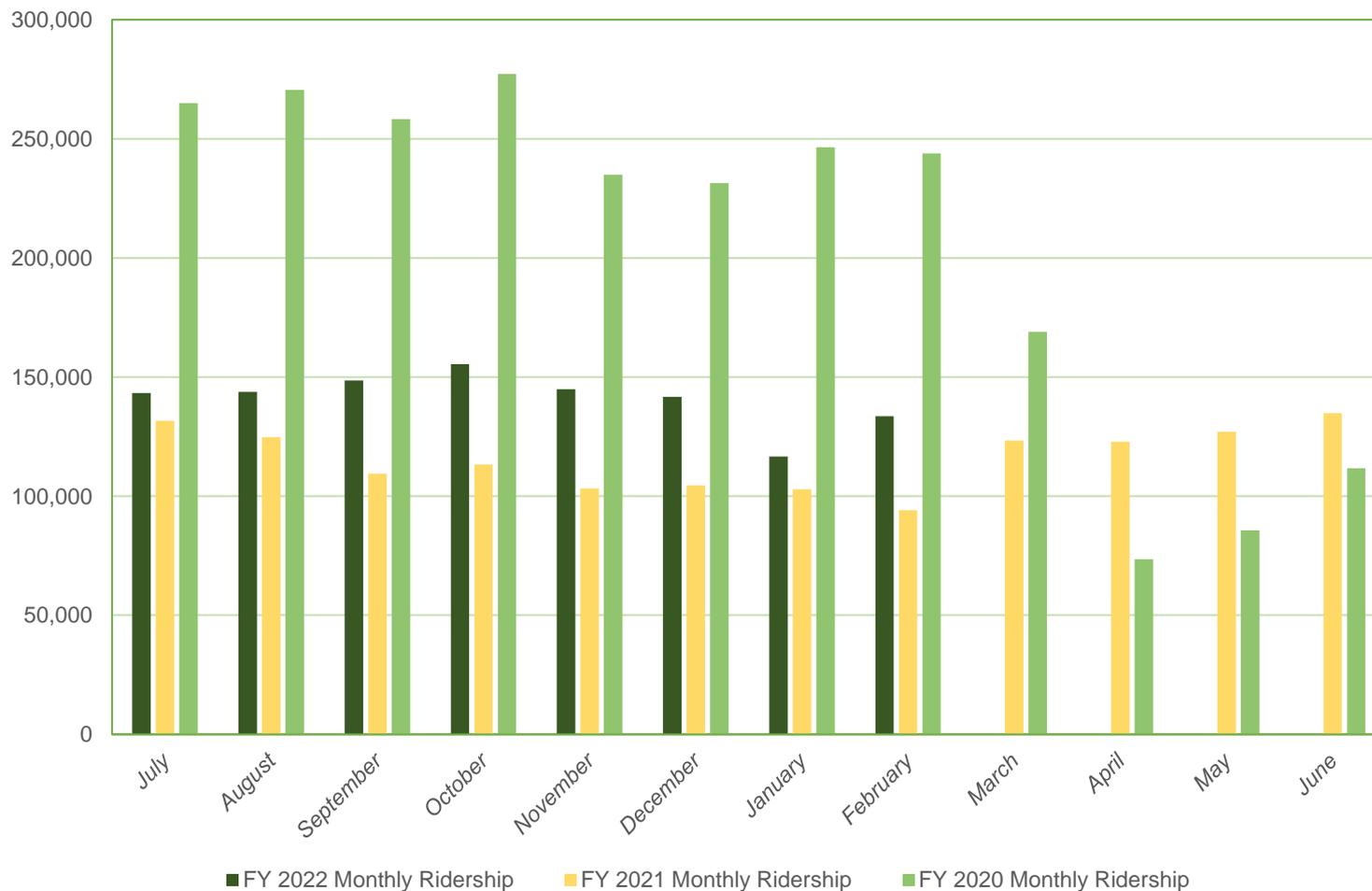
Red Top	7	3	66	22
Diamond	0	0	10	5
STAR Call Center	0	4	0	4
Total Complaints	7	7	76	31
Complaints per 1,000 passengers	2	3	3	2



**SYSTEMWIDE RIDERSHIP**

FY 2022 Full-Year

**ART**



**STAR**

