

Arlington Transit
Monthly Service Performance Report

ROUTE LEVEL PERFORMANCE - July 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	34,284	1,810	18.9	1,633	7,971	330	24.2	7,023	289	24.3
42 Ballston/Pentagon	10,780	1,148	9.4	513	1,406	106	13.3	1,313	98	13.4
43 Crystal City/Rosslyn/Courthouse	4,553	1,069	4.3	217						
45 Columbia Pike/Rosslyn	13,523	1,287	10.5	644	2,641	186	14.2	2,173	192	11.3
51 Virginia Hospital Center/Ballston	5,159	396	13.0	246	811	72	11.3	568	63	9.0
52 Virginia Hospital Center/Ballston/East Falls Church	3,734	553	6.8	178						
53 Glebe Road-Westover/Ballston/East Falls Church										
55 Lee Highway/E. Falls Church/Rosslyn	14,960	1,659	9.0	712	2,486	207	12.0	1,805	140	12.9
61 Courthouse/Rosslyn										
62 Lorcom Lane/Courthouse/Ballston										
72 Rock Spring/Ballston/Shirlington	6,019	974	6.2	287						
74 Arlington Village/Arlington View										
75 Shirlington/Ballston/Virginia Square	6,212	922	6.7	296						
77 Shirlington/Lyon Park/Courthouse	6,880	839	8.2	328	1,242	132	9.4			
84 Douglas Park/Pentagon City	881	317	2.8	42						
87 Shirlington/Pentagon (also 87A/P/X)	5,428	1,076	5.0	258	873	132	6.6	547	96	5.7
ART Total	112,413	12,050	9.3	5,353	17,430	1,165	15.0	13,429	878	15.3

On Time Performance %

41 Columbia Pike/Ballston/Courthouse	84%
42 Ballston/Pentagon	86%
43 Crystal City/Rosslyn/Courthouse	98%
45 Columbia Pike/Rosslyn	85%
51 Virginia Hospital Center/Ballston	94%
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	88%
61 Courthouse/Rosslyn	n/a
62 Lorcom Lane/Courthouse/Ballston	n/a
72 Rock Spring/Ballston/Shirlington	89%
74 Arlington Village/Arlington View	n/a
75 Shirlington/Ballston/Virginia Square	90%
77 Shirlington/Lyon Park/Courthouse	88%
84 Douglas Park/Pentagon City	75%
87 Shirlington/Pentagon (also 87A/P/X)	69%
Total	87%

Ridership

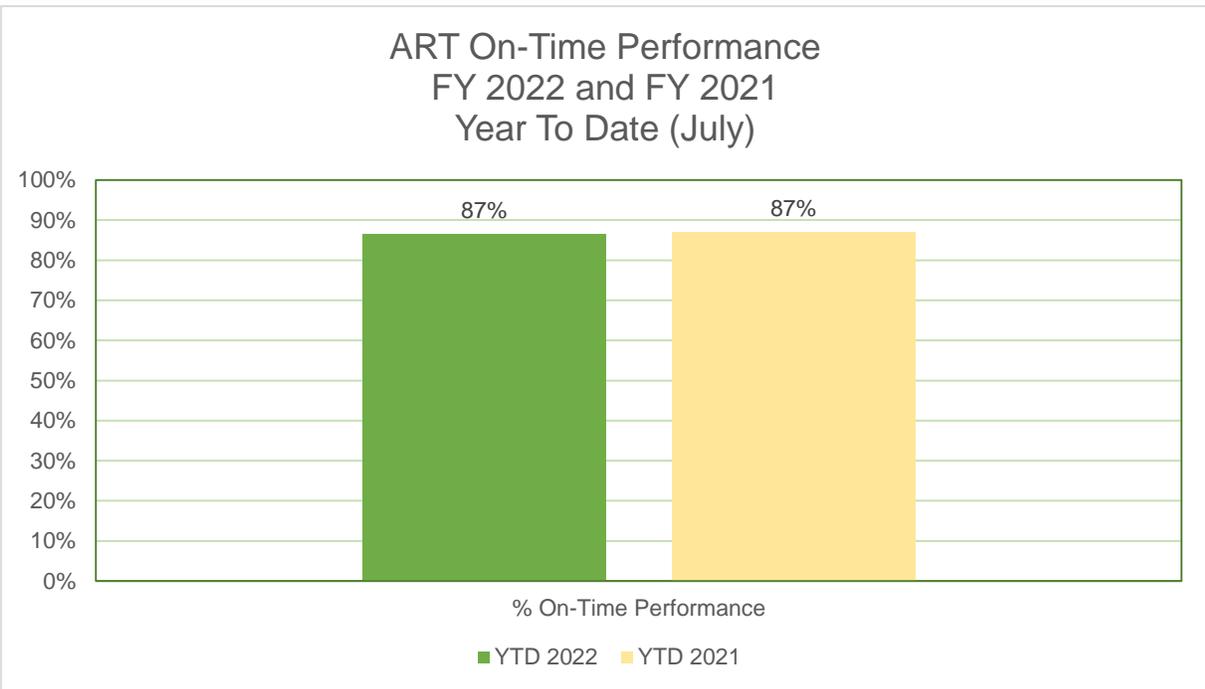
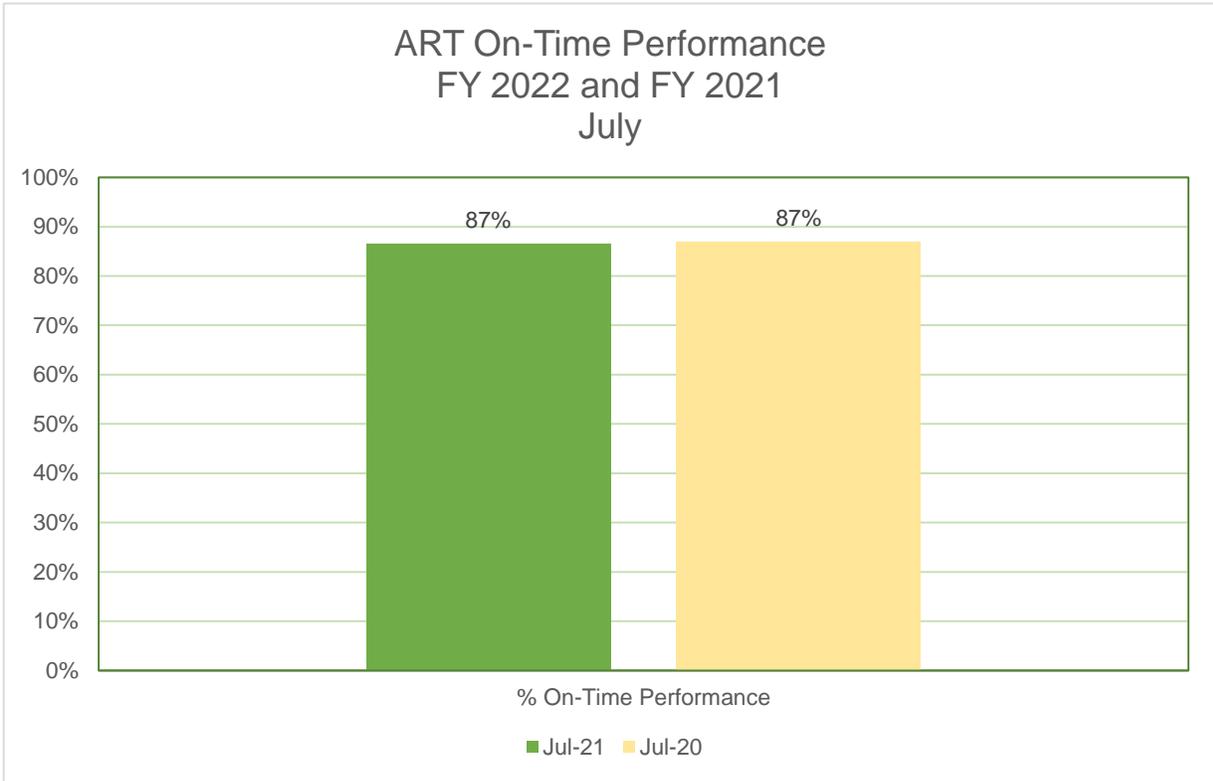


	Passengers	Revenue Hours	Passengers/Revenue Hour
Diamond	1,931	1,653	1.2
Red Top	1,757	473	3.7
Total	3,688	2,126	

SERVICE EFFECTIVENESS

ART	Jul-21	Jul-20	YTD 2022	YTD 2021
ART Passengers	143,272	134,772	143,272	134,772
Revenue Hours	14,093	14,091	14,093	14,091
Passengers/Revenue Hour	10.2	9.6		
Scheduled Number of Trips	13,687	13,687	13,687	13,687
Actual Number of Trips	13,683	13,682	13,683	13,682
Number of Missed Trips	4	5	4	5
% Service Efficiency	100.0%	100.0%	100.0%	100.0%
% On-Time Performance	87%	87%	87%	87%
 Customer Service				
Number of Complaints	19	6	19	6
Complaints per 50,000 Trips	7	2	7	2

STAR	Jul-21	Jul-20	YTD 2022	YTD 2021
STAR Passengers	3,688	3,433	3,688	3,433
Revenue Hours	2,126	2,079	2,126	2,079
Passengers/Revenue Hour	1.73	1.65	1.73	1.65
Scheduled Number of Trips Booked	3,566	3,376	3,566	3,376
Number of Trip Cancellations and No-Shows	615	645	615	645
% Service Efficiency	82.8%	80.9%	82.8%	80.9%
 Customer Service Complaints				
Red Top	15	9	15	9
Diamond	2	0	2	0
STAR Call Center	0	0	0	0
Total Complaints	17	9	17	9
Complaints per 1,000 passengers	5	3	5	3



SYSTEMWIDE RIDERSHIP
FY 2021 Full-Year

