

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

**ROUTE LEVEL PERFORMANCE - July 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	35,901	1,639	21.9	1,795	8,283	412	20.1	8,462	434	19.5
42 Ballston/Pentagon	14,191	1,041	13.6	710	1,795	132	13.7	1,750	147	11.9
43 Crystal City/Rosslyn/Courthouse	7,541	971	7.8	377						
45 Columbia Pike/Rosslyn	16,249	1,157	14.0	812	2,407	233	10.4	2,860	287	10.0
51 Virginia Hospital Center/Ballston	4,255	360	11.8	213	465	89	5.2	618	95	6.5
52 Virginia Hospital Center/Ballston/East Falls Church	2,872	599	4.8	144						
53 Glebe Road-Westover/Ballston/East Falls Church	1,422	463	3.1	71						
55 Lee Highway/E. Falls Church/Rosslyn	18,135	1,597	11.4	907	2,660	258	10.3	2,285	210	10.9
61 Courthouse/Rosslyn	1,068	265	4.0	53						
62 Lorcom Lane/Courthouse/Ballston	517	255	2.0	26						
72 Rock Spring/Ballston/Shirlington	6,082	1,065	5.7	304						
74 Arlington Village/Arlington View	325	160	2.0	16						
75 Shirlington/Ballston/Virginia Square	6,018	877	6.9	301						
77 Shirlington/Lyon Park/Courthouse	8,420	762	11.0	421	1,363	165	8.3			
84 Douglas Park/Pentagon City	878	286	3.1	44						
87 Shirlington/Pentagon (also 87A/P/X)	6,425	976	6.6	321	684	165	4.2	737	144	5.1
<b>ART Total</b>	<b>130,299</b>	<b>12,473</b>	<b>10.4</b>	<b>6,515</b>	<b>17,657</b>	<b>1,453</b>	<b>12.2</b>	<b>16,712</b>	<b>1,317</b>	<b>12.7</b>

**On Time Performance %**

41 Columbia Pike/Ballston/Courthouse	81%
42 Ballston/Pentagon	73%
43 Crystal City/Rosslyn/Courthouse	92%
45 Columbia Pike/Rosslyn	77%
51 Virginia Hospital Center/Ballston	89%
52 Virginia Hospital Center/Ballston/East Falls Church	77%
53 Glebe Road-Westover/Ballston/East Falls Church	92%
55 Lee Highway/E. Falls Church/Rosslyn	87%
61 Courthouse/Rosslyn	75%
62 Lorcom Lane/Courthouse/Ballston	82%
72 Rock Spring/Ballston/Shirlington	67%
74 Arlington Village/Arlington View	76%
75 Shirlington/Ballston/Virginia Square	77%
77 Shirlington/Lyon Park/Courthouse	87%
84 Douglas Park/Pentagon City	78%
87 Shirlington/Pentagon (also 87A/P/X)	60%
<b>Total</b>	<b>80%</b>

**Ridership**

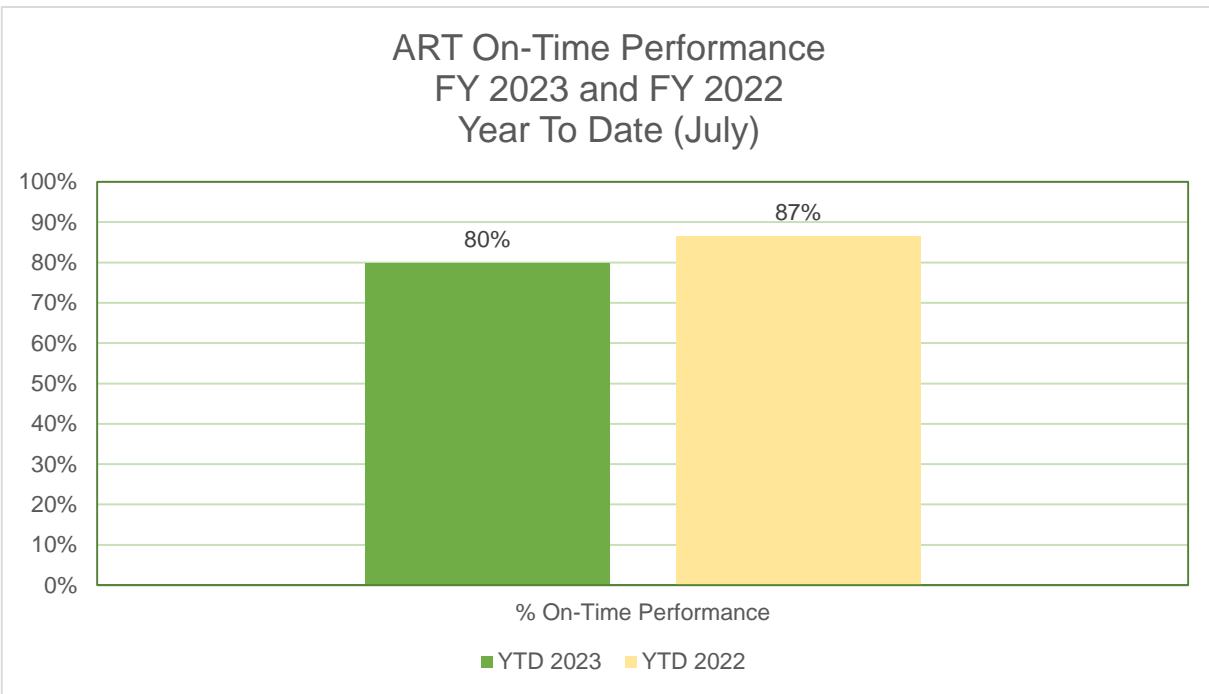
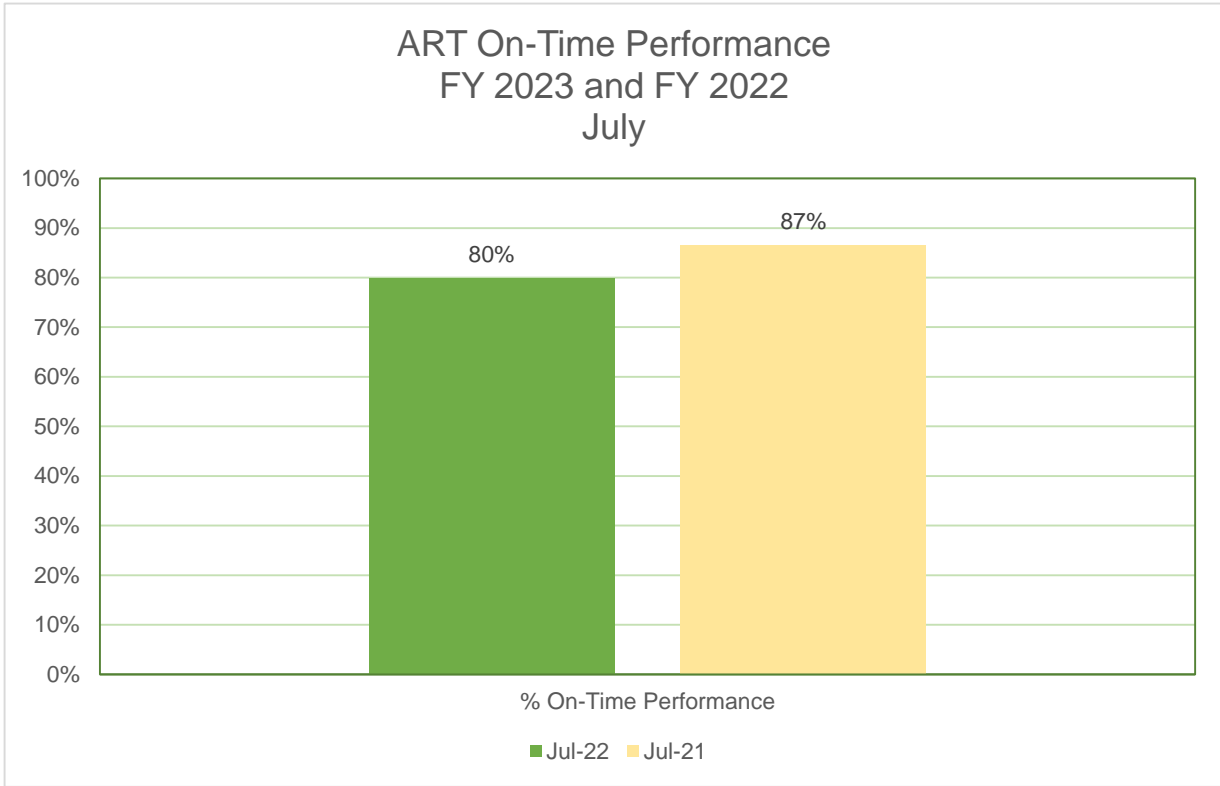


	Passengers	Revenue Hours	Passengers/Revenue Hour
Diamond	1,626	1,254	1.3
Red Top	1,808	578	3.1
<b>Total</b>	<b>3,434</b>	<b>1,832</b>	

**SERVICE EFFECTIVENESS**

<b>ART</b>	<b>Jul-22</b>	<b>Jul-21</b>	<b>YTD 2023</b>	<b>YTD 2022</b>
ART Passengers	164,668	143,272	164,668	143,272
Revenue Hours	15,243	14,093	15,243	14,093
<b>Passengers/Revenue Hour</b>	<b>10.8</b>	<b>10.2</b>		
Scheduled Number of Trips	15,229	13,687	15,229	13,687
Actual Number of Trips	15,166	13,683	15,166	13,683
Number of Missed Trips	63	4	63	4
<b>% Service Efficiency</b>	<b>99.6%</b>	<b>100.0%</b>	<b>99.6%</b>	<b>100.0%</b>
<b>% On-Time Performance</b>	<b>80%</b>	<b>87%</b>	<b>80%</b>	<b>87%</b>
<b>Customer Service</b>				
Number of Complaints	54	19	54	19
Complaints per 50,000 Trips	16	7	16	7

<b>STAR</b>	<b>Jul-22</b>	<b>Jul-21</b>	<b>YTD 2023</b>	<b>YTD 2022</b>
STAR Passengers	3,434	3,688	3,434	3,688
Revenue Hours	1,832	2,126	1,832	2,126
<b>Passengers/Revenue Hour</b>	<b>1.87</b>	<b>1.73</b>	<b>1.87</b>	<b>1.73</b>
Scheduled Number of Trips Booked	3,918	3,566	3,918	3,566
Number of Trip Cancellations and No-Shows	942	615	942	615
<b>% Service Efficiency</b>	<b>76.0%</b>	<b>82.8%</b>	<b>76.0%</b>	<b>82.8%</b>
<b>Customer Service Complaints</b>				
Red Top	4	15	4	15
Diamond	2	2	2	2
STAR Call Center	0	0	0	0
Total Complaints	6	17	6	17
Complaints per 1,000 passengers	2	5	2	5



**SYSTEMWIDE RIDERSHIP**  
FY 2023 Full-Year

