

Arlington Transit
Monthly Service Performance Report

ROUTE LEVEL PERFORMANCE - June 2022

	Ridership				Saturday			Sunday		
	Passengers	Weekday 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	38,319	1,810	21.2	1,742	6,259	329	19.0	5,001	289	17.3
42 Ballston/Pentagon	14,197	1,143	12.4	645	1,234	105	11.8	1,128	98	11.5
43 Crystal City/Rosslyn/Courthouse	8,385	1,066	7.9	381						
45 Columbia Pike/Rosslyn	17,177	1,285	13.4	781	1,968	186	10.6	1,941	192	10.1
51 Virginia Hospital Center/Ballston	3,680	396	9.3	167	561	71	7.9	339	63	5.4
52 Virginia Hospital Center/Ballston/East Falls Church	3,334	657	5.1	152						
53 Glebe Road-Westover/Ballston/East Falls Church	920	505	1.8	42						
55 Lee Highway/E. Falls Church/Rosslyn	19,208	1,757	10.9	873	2,314	206	11.2	1,691	140	12.1
61 Courthouse/Rosslyn	983	290	3.4	45						
62 Lorcom Lane/Courthouse/Ballston	435	281	1.6	20						
72 Rock Spring/Ballston/Shirlington	6,571	1,166	5.6	299						
74 Arlington Village/Arlington View	536	176	3.1	24						
75 Shirlington/Ballston/Virginia Square	7,880	974	8.1	358						
77 Shirlington/Lyon Park/Courthouse	9,221	837	11.0	419	1,080	132	8.2			
84 Douglas Park/Pentagon City	1,139	317	3.6	52						
87 Shirlington/Pentagon (also 87A/P/X)	6,768	1,081	6.3	308	637	132	4.8	473	96	4.9
ART Total	138,753	13,739	10.1	6,307	14,053	1,161	12.1	10,573	878	12.0

On Time Performance %

41 Columbia Pike/Ballston/Courthouse	78%
42 Ballston/Pentagon	79%
43 Crystal City/Rosslyn/Courthouse	91%
45 Columbia Pike/Rosslyn	76%
51 Virginia Hospital Center/Ballston	92%
52 Virginia Hospital Center/Ballston/East Falls Church	77%
53 Glebe Road-Westover/Ballston/East Falls Church	88%
55 Lee Highway/E. Falls Church/Rosslyn	83%
61 Courthouse/Rosslyn	79%
62 Lorcom Lane/Courthouse/Ballston	82%
72 Rock Spring/Ballston/Shirlington	68%
74 Arlington Village/Arlington View	80%
75 Shirlington/Ballston/Virginia Square	79%
77 Shirlington/Lyon Park/Courthouse	75%
84 Douglas Park/Pentagon City	79%
87 Shirlington/Pentagon (also 87A/P/X)	62%
Total	79%

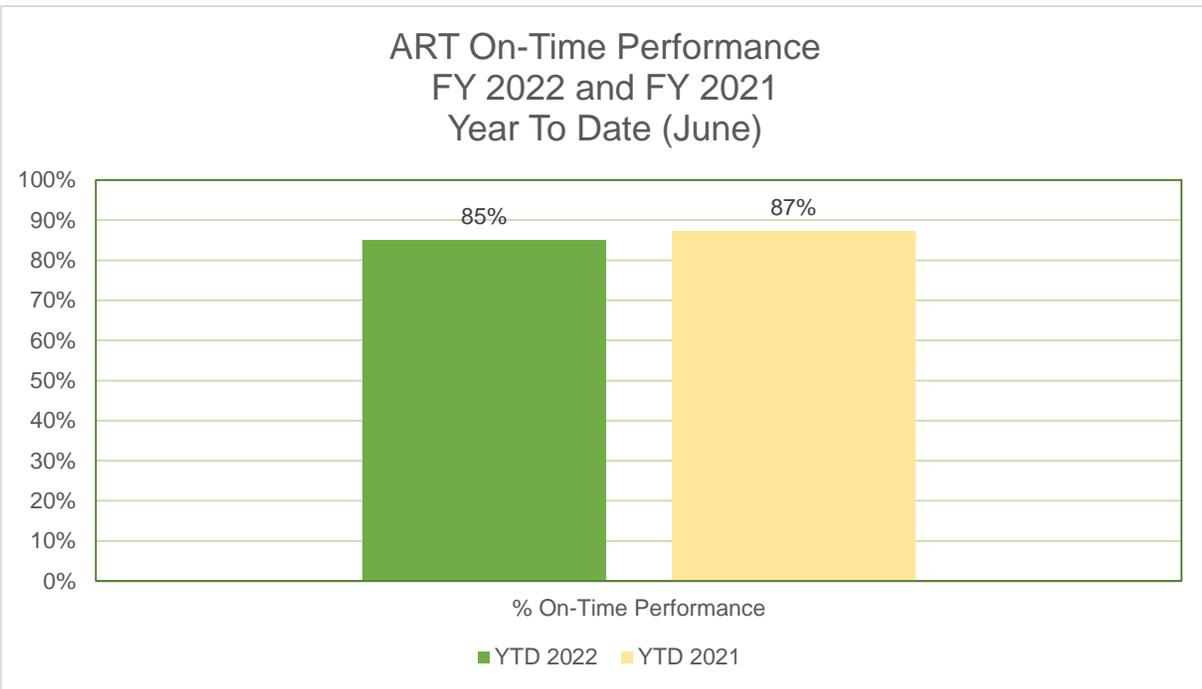
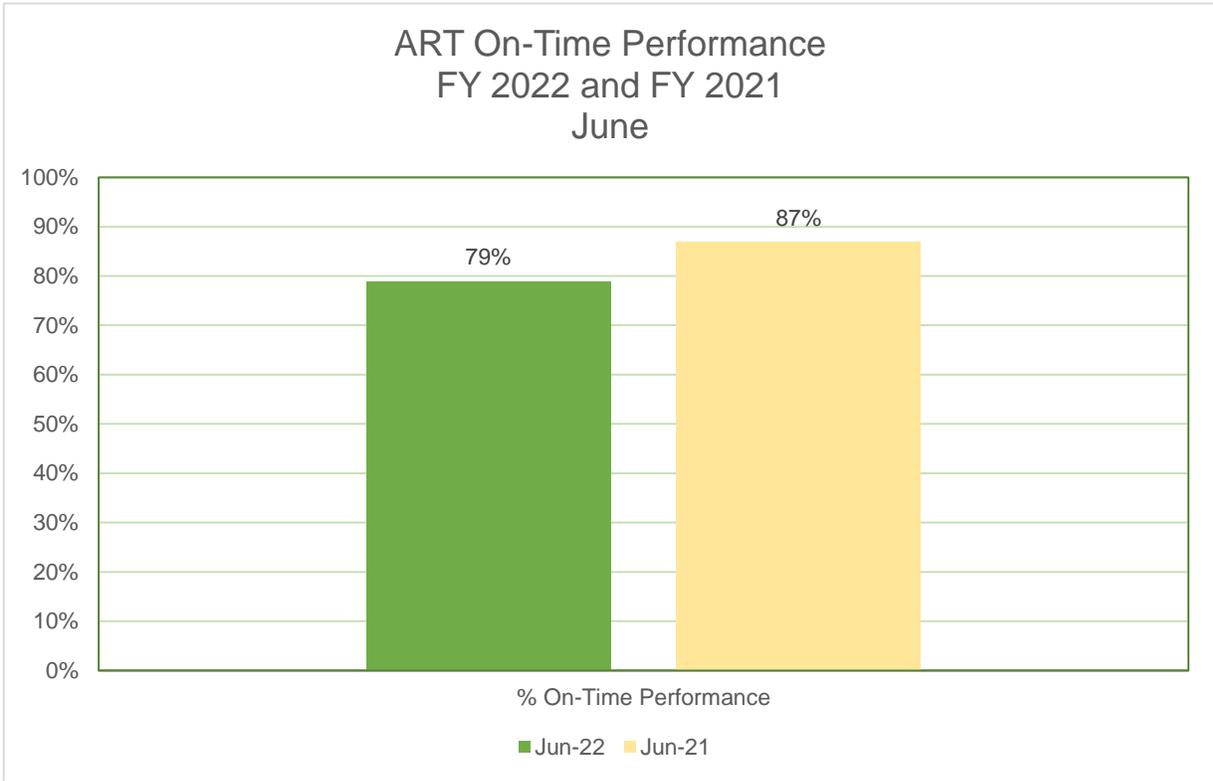
Ridership

	Passengers	Revenue Hours	Passengers/Revenue Hour
Diamond	1,871	1,464	1.3
Red Top	1,825	596	3.1
Total	3,696	2,060	

SERVICE EFFECTIVENESS

ART	Jun-22	Jun-21	YTD 2022	YTD 2021
ART Passengers	163,379	134,772	1,772,823	1,395,026
Revenue Hours	15,779	14,091	180,403	163,578
Passengers/Revenue Hour	10.4	9.6		
Scheduled Number of Trips	15,794	13,687	179,533	158,686
Actual Number of Trips	15,738	13,682	179,062	157,995
Number of Missed Trips	56	5	471	691
% Service Efficiency	99.6%	100.0%	99.7%	99.6%
% On-Time Performance	79%	87%	85%	87%
Customer Service				
Number of Complaints	13	6	341	174
Complaints per 50,000 Trips	4	2	10	6

STAR	Jun-22	Jun-21	YTD 2022	YTD 2021
STAR Passengers	3,696	3,433	43,134	32,987
Revenue Hours	2,060	2,079	23,891	21,205
Passengers/Revenue Hour	1.79	1.65	1.81	1.56
Scheduled Number of Trips Booked	3,960	3,376	44,266	33,066
Number of Trip Cancellations and No-Shows	688	645	7,838	6,182
% Service Efficiency	82.6%	80.9%	82.3%	81.3%
Customer Service Complaints				
Red Top	9	9	101	44
Diamond	4	0	22	7
STAR Call Center	1	0	4	5
Total Complaints	14	9	127	56
Complaints per 1,000 passengers	4	3	3	2



SYSTEMWIDE RIDERSHIP
FY 2022 Full-Year

