

Arlington Transit
Monthly Service Performance Report

ROUTE LEVEL PERFORMANCE - March 2022

	Ridership				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	39,448	1,889	20.9	1,715	5,303	329	16.1	5,020	289	17.4
42 Ballston/Pentagon	14,144	1,199	11.8	615	980	106	9.2	1,054	98	10.8
43 Crystal City/Rosslyn/Courthouse	8,152	1,115	7.3	354						
45 Columbia Pike/Rosslyn	18,248	1,343	13.6	793	1,639	186	8.8	1,846	192	9.6
51 Virginia Hospital Center/Ballston	4,001	413	9.7	174	435	72	6.0	362	63	5.7
52 Virginia Hospital Center/Ballston/East Falls Church	3,604	596	6.0	157						
53 Glebe Road-Westover/Ballston/East Falls Church	1,077	532	2.0	47						
55 Lee Highway/E. Falls Church/Rosslyn	17,524	1,845	9.5	762	1,920	208	9.2	1,255	140	9.0
61 Courthouse/Rosslyn	859	304	2.8	37						
62 Lorcom Lane/Courthouse/Ballston	411	298	1.4	18						
72 Rock Spring/Ballston/Shirlington	6,496	1,225	5.3	282						
74 Arlington Village/Arlington View	543	184	3.0	24						
75 Shirlington/Ballston/Virginia Square	8,878	975	9.1	386						
77 Shirlington/Lyon Park/Courthouse	8,461	877	9.6	368	1,061	132	8.0			
84 Douglas Park/Pentagon City	1,130	331	3.4	49						
87 Shirlington/Pentagon (also 87A/P/X)	6,179	1,137	5.4	269	678	132	5.1	433	96	4.5
ART Total	139,155	14,264	9.8	6,050	12,016	1,165	10.3	9,970	878	11.4

On Time Performance %

41 Columbia Pike/Ballston/Courthouse	85%
42 Ballston/Pentagon	85%
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	83%
53 Glebe Road-Westover/Ballston/East Falls Church	90%
55 Lee Highway/E. Falls Church/Rosslyn	92%
61 Courthouse/Rosslyn	95%
62 Lorcom Lane/Courthouse/Ballston	91%
72 Rock Spring/Ballston/Shirlington	76%
74 Arlington Village/Arlington View	83%
75 Shirlington/Ballston/Virginia Square	81%
77 Shirlington/Lyon Park/Courthouse	88%
84 Douglas Park/Pentagon City	70%
87 Shirlington/Pentagon (also 87A/P/X)	74%
Total	86%

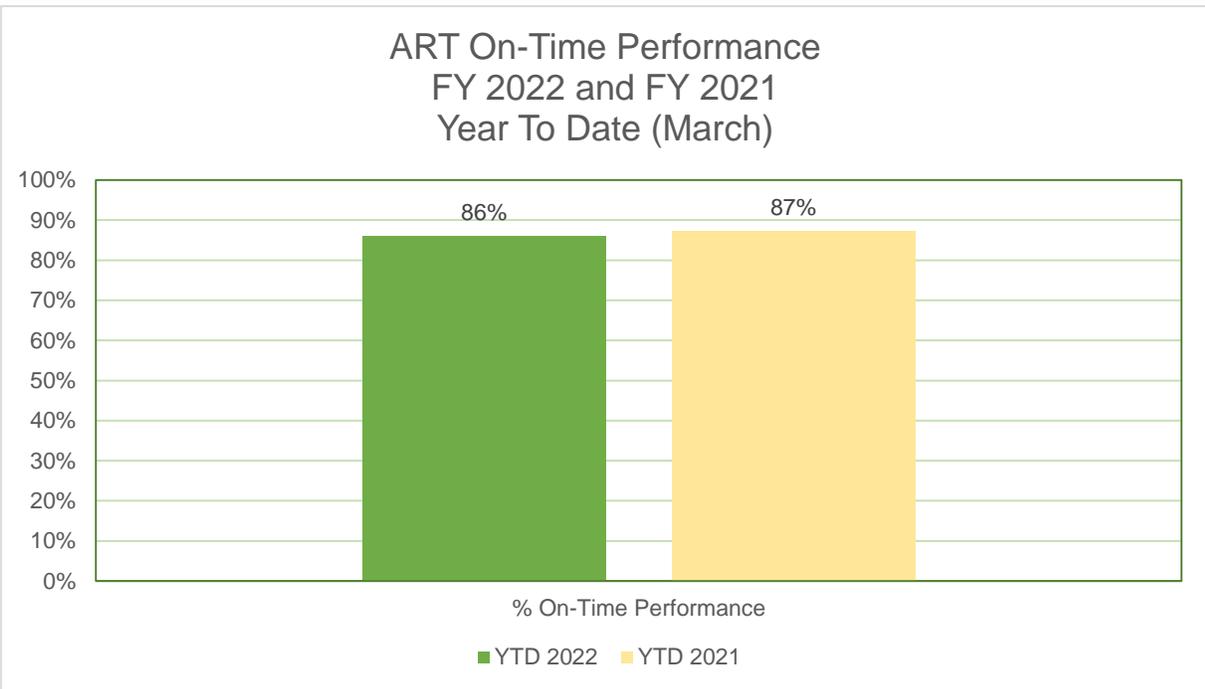
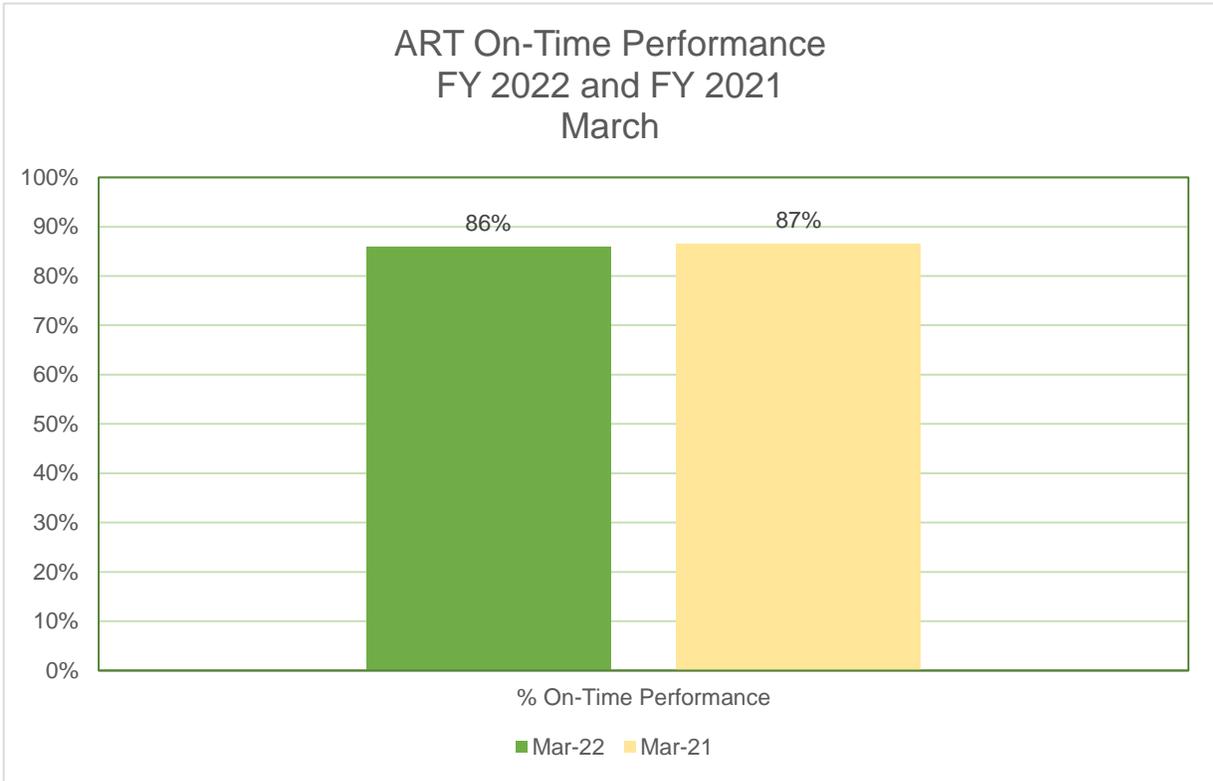
Ridership

	Passengers	Revenue Hours	Passengers/Revenue Hour
Diamond	1,954	1,343	1.5
Red Top	1,959	604	3.2
Total	3,913	1,947	

SERVICE EFFECTIVENESS

ART	Mar-22	Mar-21	YTD 2022	YTD 2021
ART Passengers	161,141	123,386	1,288,931	1,010,397
Revenue Hours	16,306	14,631	133,505	121,627
Passengers/Revenue Hour	9.9	8.4		
Scheduled Number of Trips	16,296	14,221	132,704	117,924
Actual Number of Trips	16,278	14,207	132,331	117,255
Number of Missed Trips	18	14	373	670
% Service Efficiency	99.9%	99.9%	99.7%	99.4%
% On-Time Performance	86%	87%	86%	87%
Customer Service				
Number of Complaints	48	18	257	137
Complaints per 50,000 Trips	15	7	10	7

STAR	Mar-22	Mar-21	YTD 2022	YTD 2021
STAR Passengers	3,913	3,250	32,346	23,039
Revenue Hours	1,947	2,125	17,855	15,139
Passengers/Revenue Hour	2.01	1.53	1.81	1.52
Scheduled Number of Trips Booked	4,065	3,103	32,394	23,589
Number of Trip Cancellations and No-Shows	662	514	5,645	4,671
% Service Efficiency	83.7%	83.4%	82.6%	80.2%
Customer Service Complaints				
Red Top	9	4	75	26
Diamond	4	0	14	5
STAR Call Center	1	1	1	5
Total Complaints	14	5	90	36
Complaints per 1,000 passengers	4	2	3	2



SYSTEMWIDE RIDERSHIP
FY 2022 Full-Year

