

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

**ROUTE LEVEL PERFORMANCE - May 2022**

	<b>Ridership</b>				<b>Saturday</b>			<b>Sunday</b>		
	<b>Passengers</b>	<b>Weekday Revenue Hours</b>	<b>Passengers/Revenue Hour</b>	<b>Average Weekday Passengers</b>	<b>Passengers</b>	<b>Revenue Hours</b>	<b>Passengers/Revenue Hour</b>	<b>Passengers</b>	<b>Revenue Hours</b>	<b>Passengers/Revenue Hour</b>
41 Columbia Pike/Ballston/Courthouse	35,620	1,725	20.7	1,696	6,051	329	18.4	8,109	434	18.7
42 Ballston/Pentagon	13,972	1,096	12.7	665	1,159	106	10.9	1,519	147	10.3
43 Crystal City/Rosslyn/Courthouse	7,739	1,018	7.6	369						
45 Columbia Pike/Rosslyn	17,541	1,228	14.3	835	2,043	186	11.0	2,903	287	10.1
51 Virginia Hospital Center/Ballston	3,462	378	9.2	165	629	72	8.7	532	95	5.6
52 Virginia Hospital Center/Ballston/East Falls Church	3,572	626	5.7	170						
53 Glebe Road-Westover/Ballston/East Falls Church	1,035	483	2.1	49						
55 Lee Highway/E. Falls Church/Rosslyn	17,790	1,684	10.6	847	2,012	208	9.7	2,320	210	11.1
61 Courthouse/Rosslyn	1,066	278	3.8	51						
62 Lorcom Lane/Courthouse/Ballston	524	271	1.9	25						
72 Rock Spring/Ballston/Shirlington	6,177	1,118	5.5	294						
74 Arlington Village/Arlington View	528	168	3.1	25						
75 Shirlington/Ballston/Virginia Square	8,347	939	8.9	397						
77 Shirlington/Lyon Park/Courthouse	8,431	801	10.5	401	1,083	132	8.2			
84 Douglas Park/Pentagon City	1,072	302	3.5	51						
87 Shirlington/Pentagon (also 87A/P/X)	6,793	1,033	6.6	323	609	132	4.6	712	144	4.9
<b>ART Total</b>	<b>133,669</b>	<b>13,147</b>	<b>10.2</b>	<b>6,365</b>	<b>13,586</b>	<b>1,165</b>	<b>11.7</b>	<b>16,095</b>	<b>1,316</b>	<b>12.2</b>

**On Time Performance %**

41 Columbia Pike/Ballston/Courthouse	82%
42 Ballston/Pentagon	89%
43 Crystal City/Rosslyn/Courthouse	93%
45 Columbia Pike/Rosslyn	82%
51 Virginia Hospital Center/Ballston	97%
52 Virginia Hospital Center/Ballston/East Falls Church	90%
53 Glebe Road-Westover/Ballston/East Falls Church	87%
55 Lee Highway/E. Falls Church/Rosslyn	87%
61 Courthouse/Rosslyn	89%
62 Lorcom Lane/Courthouse/Ballston	87%
72 Rock Spring/Ballston/Shirlington	79%
74 Arlington Village/Arlington View	86%
75 Shirlington/Ballston/Virginia Square	86%
77 Shirlington/Lyon Park/Courthouse	83%
84 Douglas Park/Pentagon City	70%
87 Shirlington/Pentagon (also 87A/P/X)	74%
<b>Total</b>	<b>85%</b>

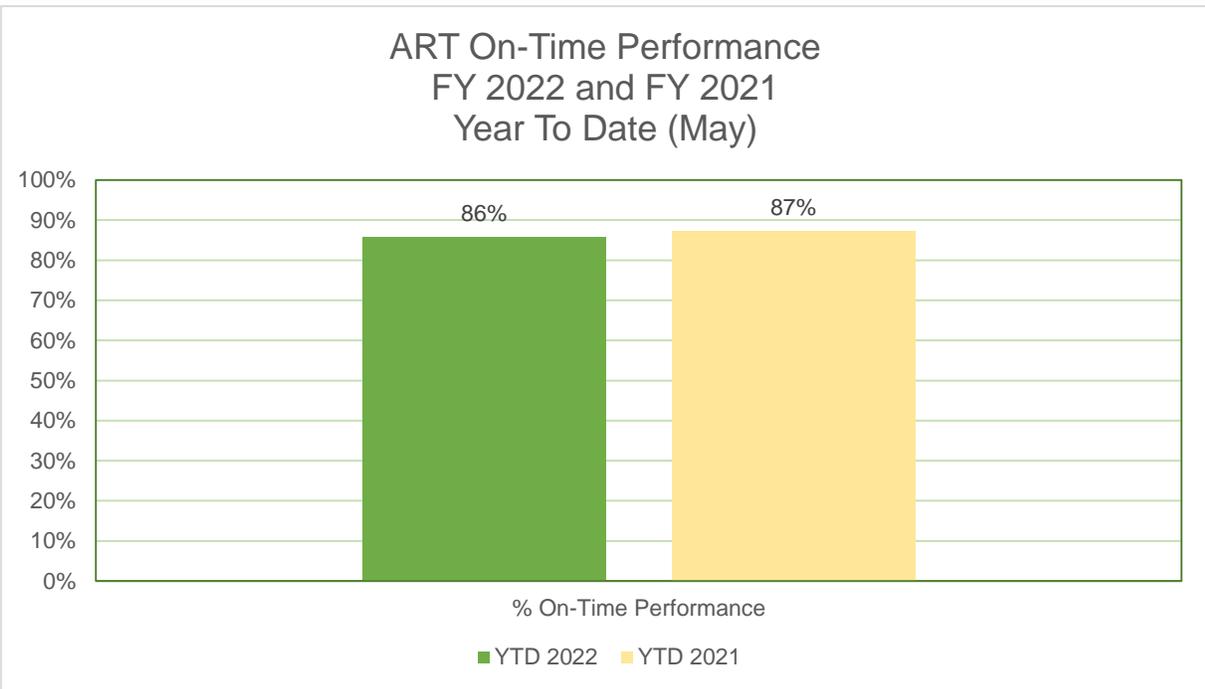
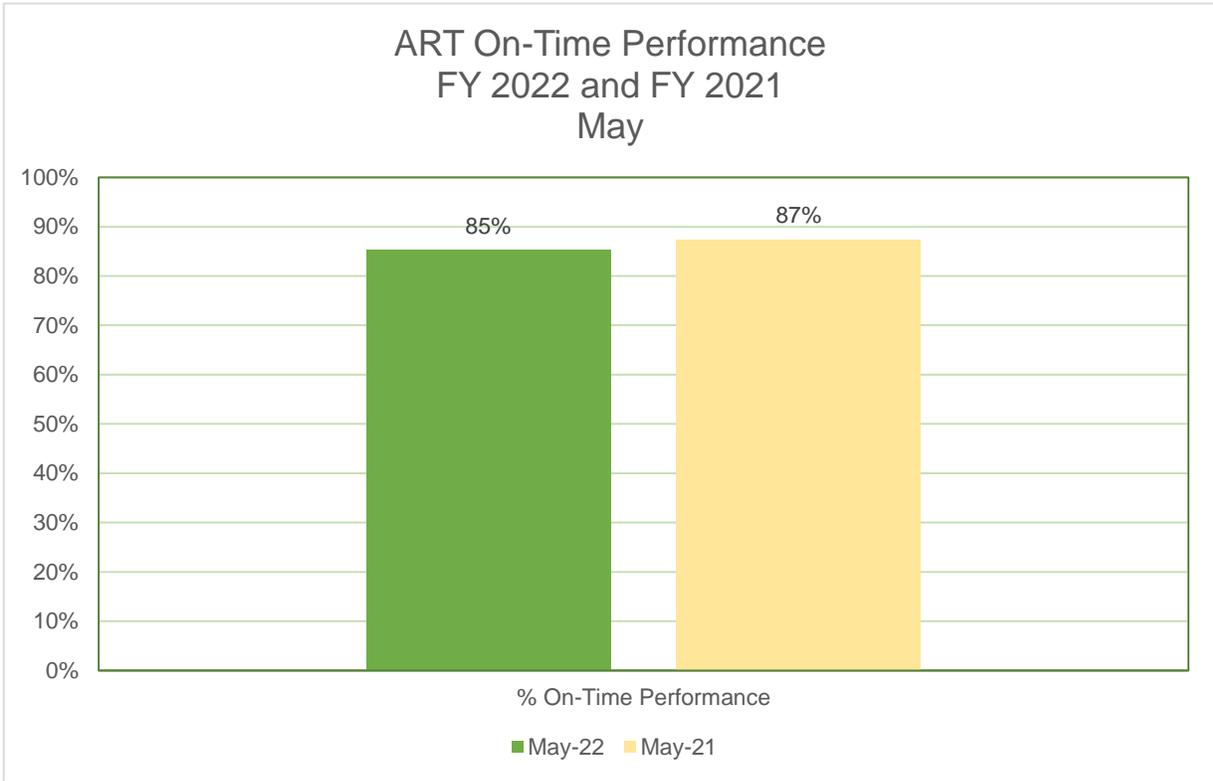
**Ridership**

	<b>Passengers</b>	<b>Revenue Hours</b>	<b>Passengers/Revenue Hour</b>
Diamond	1,749	1,443	1.2
Red Top	1,834	585	3.1
<b>Total</b>	<b>3,583</b>	<b>2,028</b>	

**SERVICE EFFECTIVENESS**

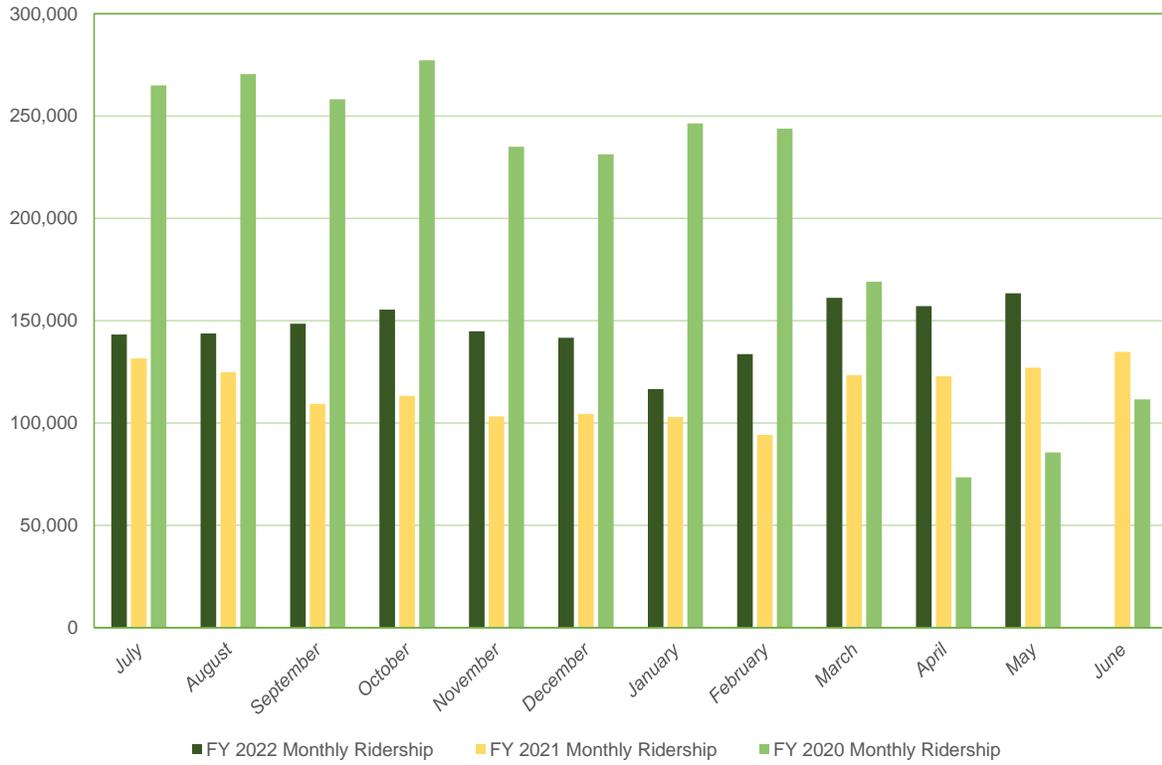
<b>ART</b>	<b>May-22</b>	<b>May-21</b>	<b>YTD 2022</b>	<b>YTD 2021</b>
ART Passengers	163,350	127,022	1,609,444	1,260,254
Revenue Hours	15,629	13,776	164,625	149,487
<b>Passengers/Revenue Hour</b>	<b>10.5</b>	<b>9.2</b>		
Scheduled Number of Trips	15,592	13,388	163,739	144,999
Actual Number of Trips	15,565	13,384	163,324	144,313
Number of Missed Trips	27	4	415	686
<b>% Service Efficiency</b>	<b>99.8%</b>	<b>100.0%</b>	<b>99.7%</b>	<b>99.5%</b>
<b>% On-Time Performance</b>	<b>85%</b>	<b>87%</b>	<b>86%</b>	<b>87%</b>
<b>Customer Service</b>				
Number of Complaints	23	16	328	168
Complaints per 50,000 Trips	7	6	10	7

<b>STAR</b>	<b>May-22</b>	<b>May-21</b>	<b>YTD 2022</b>	<b>YTD 2021</b>
STAR Passengers	3,583	3,212	39,438	29,554
Revenue Hours	2,028	1,964	21,831	19,126
<b>Passengers/Revenue Hour</b>	<b>1.77</b>	<b>1.64</b>	<b>1.81</b>	<b>1.55</b>
Scheduled Number of Trips Booked	4,052	2,992	40,306	29,690
Number of Trip Cancellations and No-Shows	856	403	7,150	5,537
<b>% Service Efficiency</b>	<b>78.9%</b>	<b>86.5%</b>	<b>82.3%</b>	<b>81.4%</b>
<b>Customer Service Complaints</b>				
Red Top	5	5	92	35
Diamond	1	2	18	7
STAR Call Center	1	0	3	5
Total Complaints	7	7	113	47
Complaints per 1,000 passengers	2	2	3	2



**SYSTEMWIDE RIDERSHIP**  
FY 2022 Full-Year

**ART**



**STAR**

