

Arlington Transit
Monthly Service Performance Report

ROUTE LEVEL PERFORMANCE - November 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	32,147	1,563	20.6	1,692	8,887	495	18.0	6,053	362	16.7
42 Ballston/Pentagon	12,233	991	12.3	644	1,835	159	11.5	1,101	123	9.0
43 Crystal City/Rosslyn/Courthouse	6,670	922	7.2	351						
45 Columbia Pike/Rosslyn	13,826	1,110	12.5	728	2,926	279	10.5	2,025	240	8.4
51 Virginia Hospital Center/Ballston	3,478	342	10.2	183	919	108	8.5	417	79	5.3
52 Virginia Hospital Center/Ballston/East Falls Church	2,696	477	5.6	142						
53 Glebe Road-Westover/Ballston/East Falls Church	879	440	2.0	46						
55 Lee Highway/E. Falls Church/Rosslyn	14,322	1,524	9.4	754	3,009	312	9.6	1,343	175	7.7
61 Courthouse/Rosslyn	743	251	3.0	39						
62 Lorcom Lane/Courthouse/Ballston	417	247	1.7	22						
72 Rock Spring/Ballston/Shirlington	5,601	1,012	5.5	295						
74 Arlington Village/Arlington View	339	152	2.2	18						
75 Shirlington/Ballston/Virginia Square	7,009	796	8.8	369						
77 Shirlington/Lyon Park/Courthouse	7,181	724	9.9	378	1,594	198	8.1			
84 Douglas Park/Pentagon City	808	274	3.0	43						
87 Shirlington/Pentagon (also 87A/P/X)	5,177	939	5.5	272	786	198	4.0	472	120	3.9
ART Total	113,526	11,763	9.7	5,975	19,956	1,749	11.4	11,411	1,098	10.4

On Time Performance %

41 Columbia Pike/Ballston/Courthouse	85%
42 Ballston/Pentagon	89%
43 Crystal City/Rosslyn/Courthouse	97%
45 Columbia Pike/Rosslyn	84%
51 Virginia Hospital Center/Ballston	93%
52 Virginia Hospital Center/Ballston/East Falls Church	80%
53 Glebe Road-Westover/Ballston/East Falls Church	87%
55 Lee Highway/E. Falls Church/Rosslyn	89%
61 Courthouse/Rosslyn	86%
62 Lorcom Lane/Courthouse/Ballston	94%
72 Rock Spring/Ballston/Shirlington	80%
74 Arlington Village/Arlington View	71%
75 Shirlington/Ballston/Virginia Square	86%
77 Shirlington/Lyon Park/Courthouse	86%
84 Douglas Park/Pentagon City	74%
87 Shirlington/Pentagon (also 87A/P/X)	71%
Total	86%

Ridership



	Passengers	Revenue Hours	Passengers/Revenue Hour
Diamond	1,953	1,722	1.1
Red Top	1,652	405	4.1
Total	3,605	2,127	

SERVICE EFFECTIVENESS

ART	Nov-21	Nov-20	YTD 2022	YTD 2021
ART Passengers	144,893	103,244	735,974	585,449
Revenue Hours	14,609	12,917	73,039	67,376
Passengers/Revenue Hour	9.9	8.0		
Scheduled Number of Trips	14,533	12,519	72,101	64,653
Actual Number of Trips	14,527	12,510	72,071	64,618
Number of Missed Trips	6	10	31	36
% Service Efficiency	100.0%	99.9%	100.0%	99.9%
% On-Time Performance	86%	88%	86%	87%

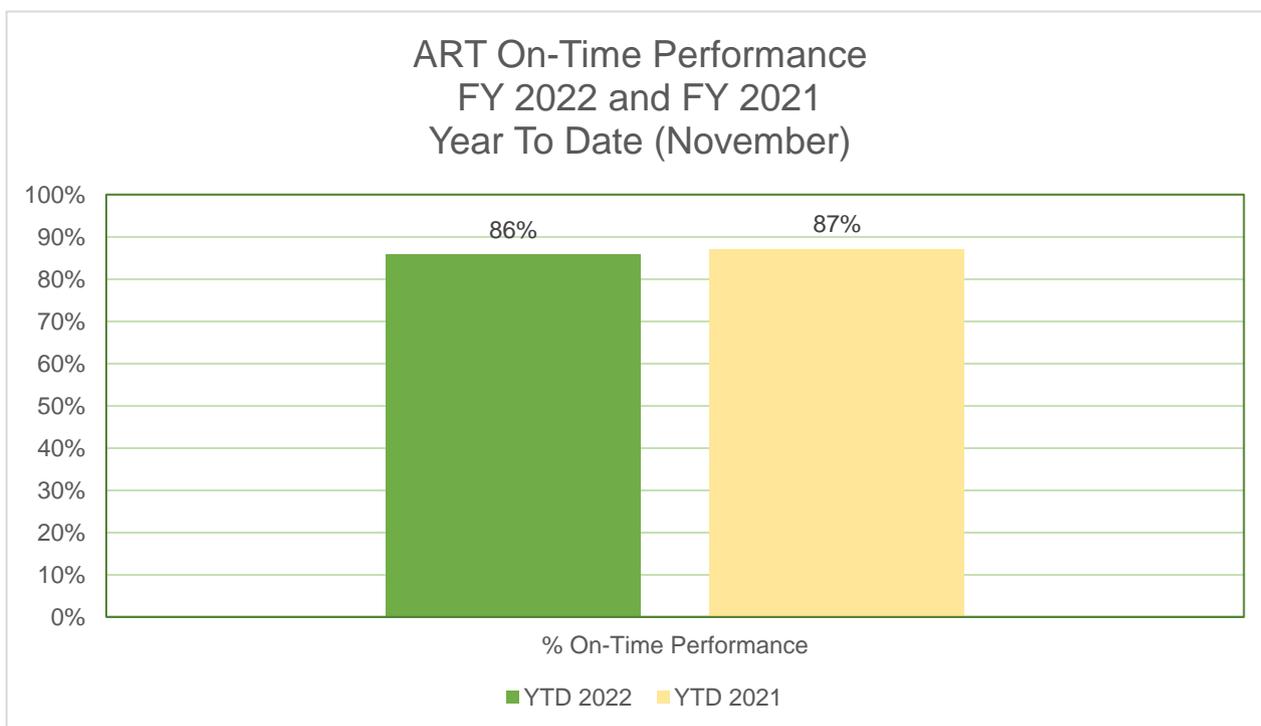
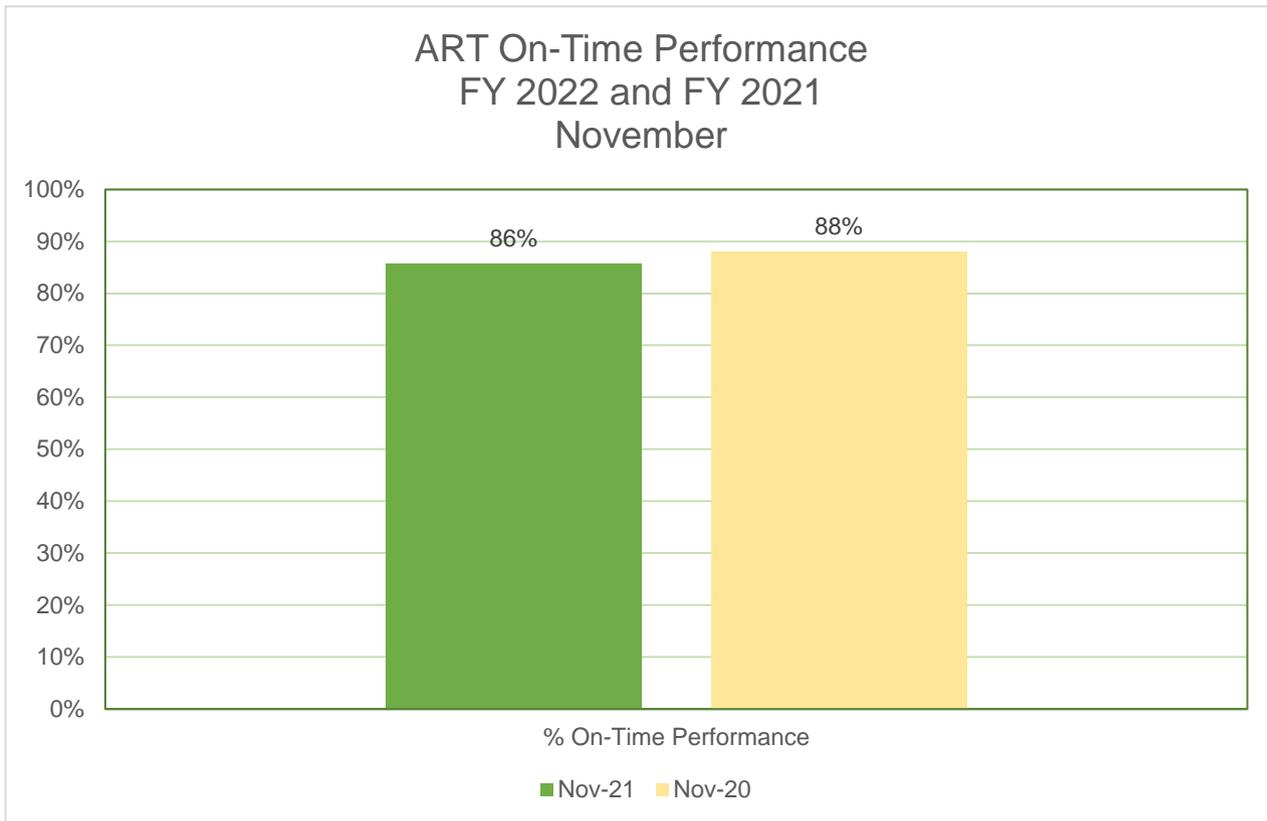
Customer Service

Number of Complaints	10	7	80	82
Complaints per 50,000 Trips	3	3	5	7

STAR	Nov-21	Nov-20	YTD 2022	YTD 2021
STAR Passengers	3,605	2,369	19,039	13,101
Revenue Hours	2,127	1,334	10,900	8,484
Passengers/Revenue Hour	1.69	1.78	1.75	1.54
Scheduled Number of Trips Booked	3,570	2,324	18,371	13,511
Number of Trip Cancellations and No-Shows	562	439	2,953	2,643
% Service Efficiency	84.3%	81.1%	83.9%	80.4%

Customer Service Complaints

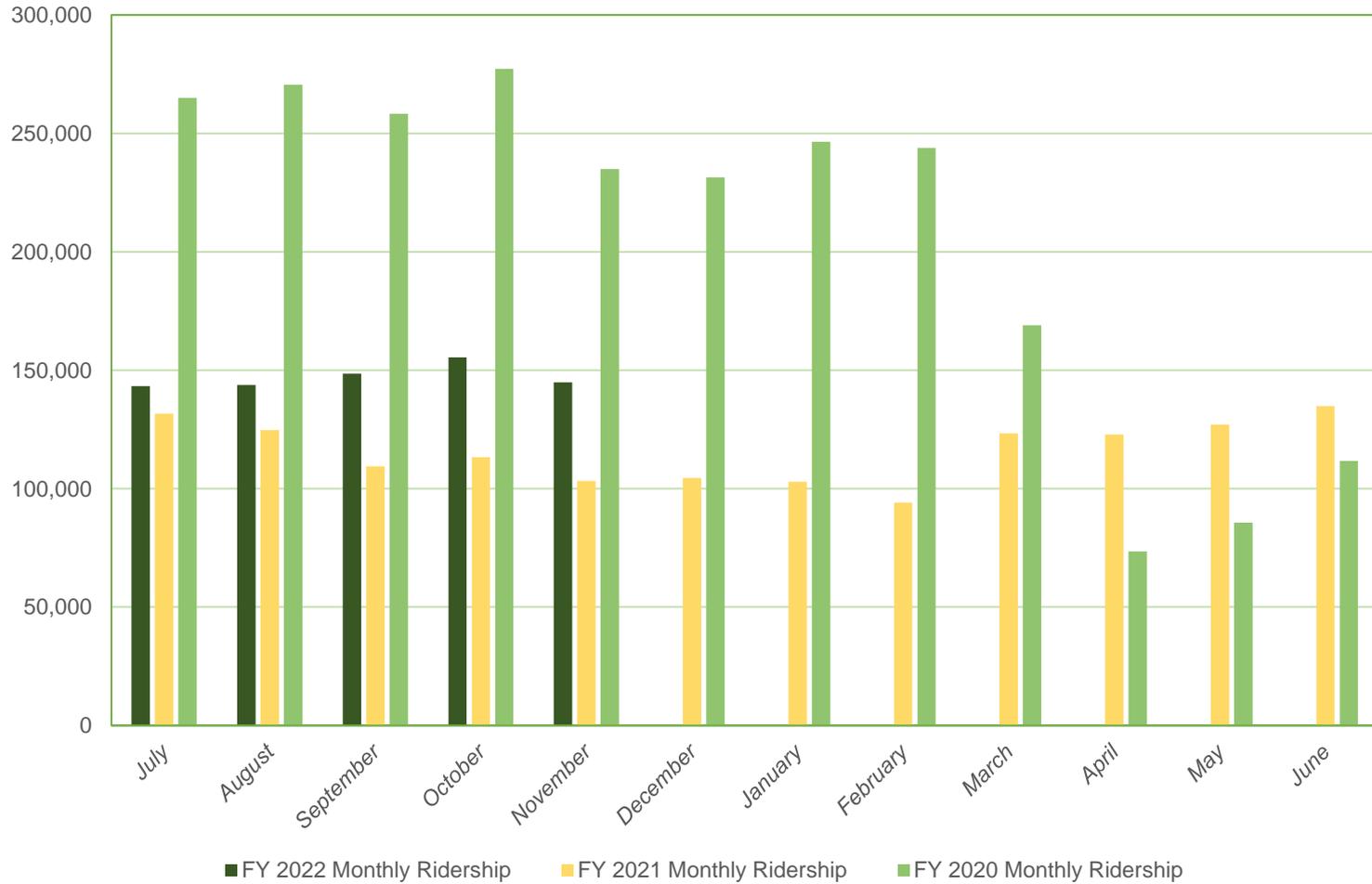
Red Top	4	1	45	16
Diamond	1	2	9	4
STAR Call Center	0	0	0	0
Total Complaints	5	3	54	20
Complaints per 1,000 passengers	1	1	3	2



SYSTEMWIDE RIDERSHIP

FY 2021 Full-Year

ART



STAR

