

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

**ROUTE LEVEL PERFORMANCE - November 2021**

	<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	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
<b>ART Total</b>	<b>113,526</b>	<b>11,763</b>	<b>9.7</b>	<b>5,975</b>	<b>19,956</b>	<b>1,749</b>	<b>11.4</b>	<b>11,411</b>	<b>1,098</b>	<b>10.4</b>

**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%
<b>Total</b>	<b>86%</b>

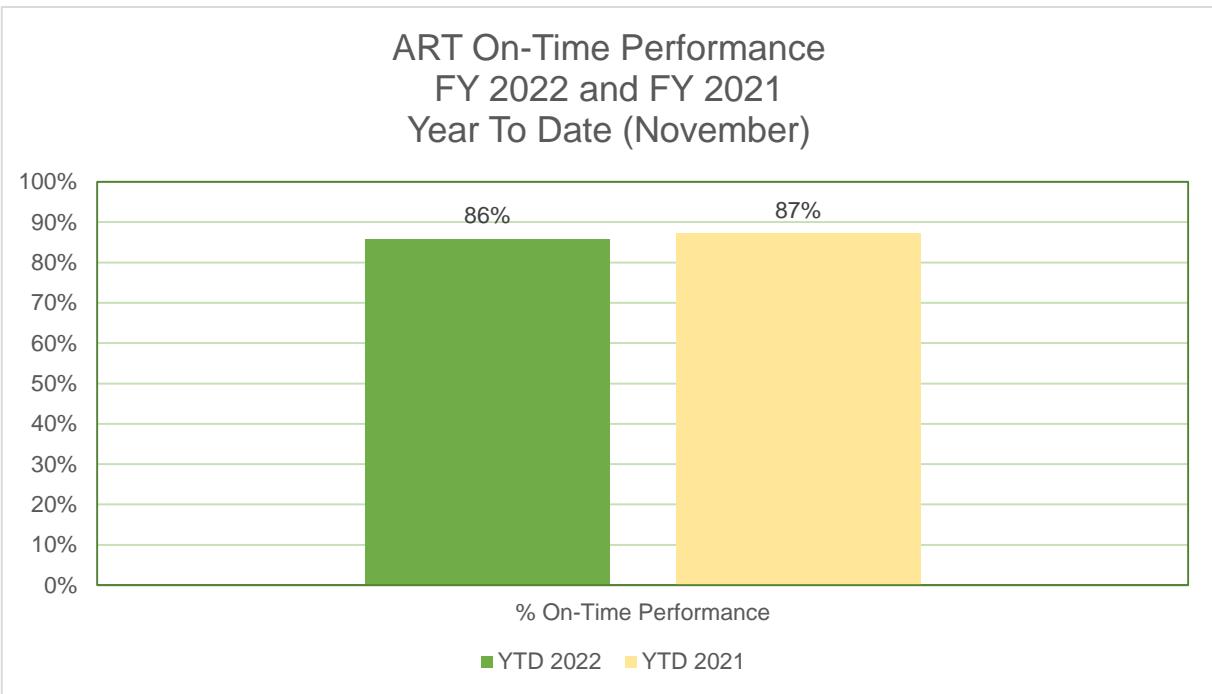
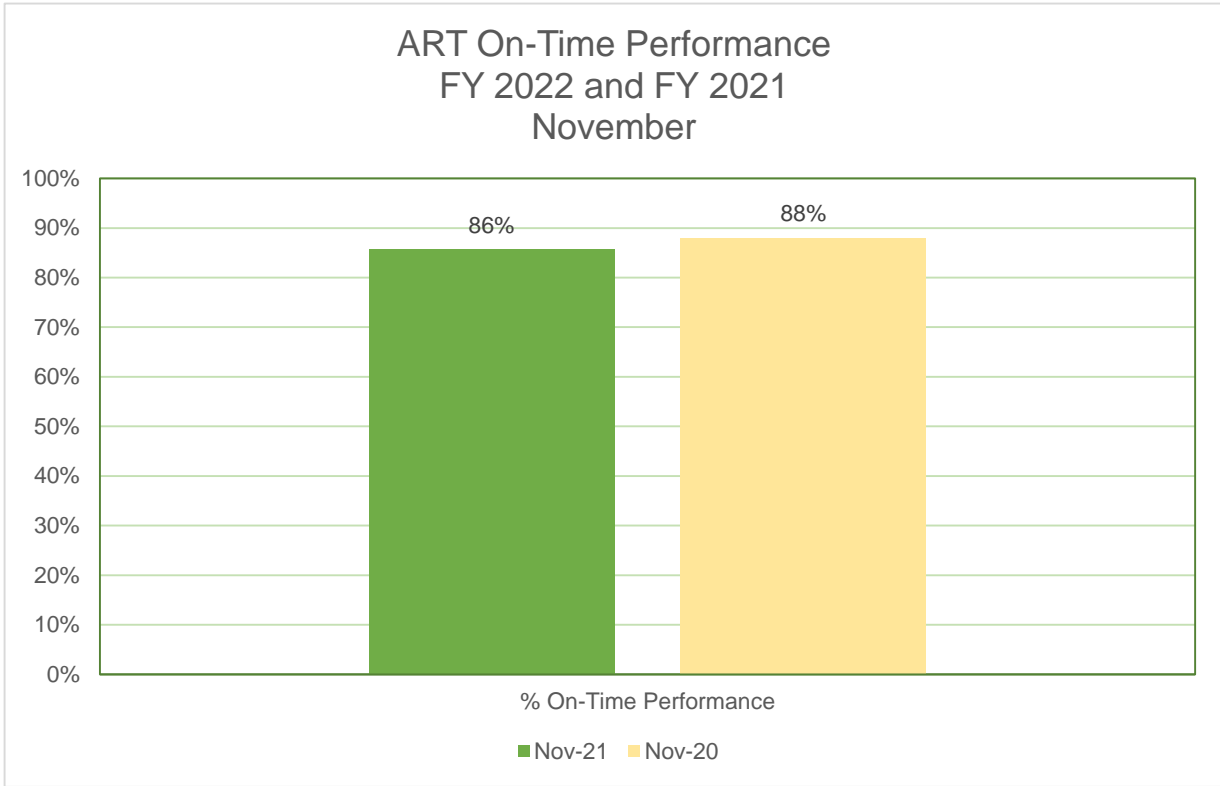
**Ridership**

	<b>Passengers</b>	<b>Revenue Hours</b>	<b>Passengers/Revenue Hour</b>
Diamond	1,953	1,767	1.1
Red Top	1,652	405	4.1
<b>Total</b>	<b>3,605</b>	<b>2,172</b>	

**SERVICE EFFECTIVENESS**

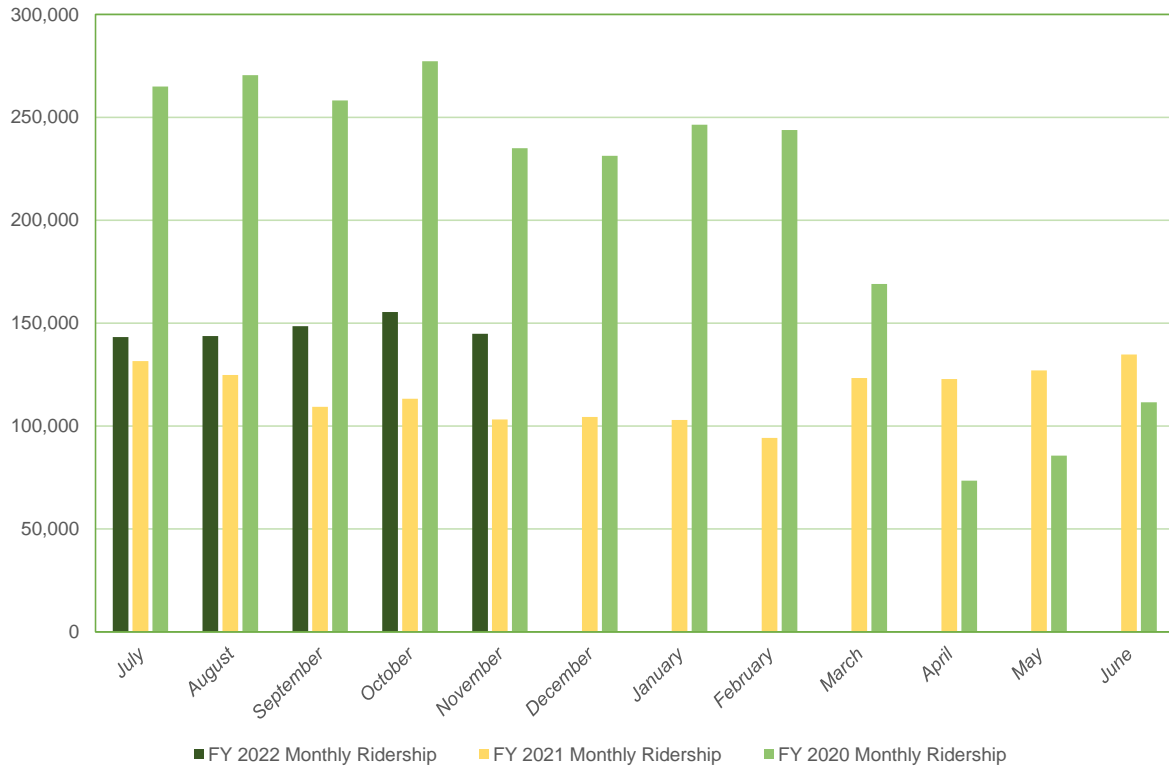
<b>ART</b>	<b>Nov-21</b>	<b>Nov-20</b>	<b>YTD 2022</b>	<b>YTD 2021</b>
ART Passengers	144,893	103,244	735,974	585,449
Revenue Hours	14,609	12,917	73,039	67,376
<b>Passengers/Revenue Hour</b>	<b>9.9</b>	<b>8.0</b>		
Scheduled Number of Trips	14,533	12,519	72,101	64,653
Actual Number of Trips	14,527	12,510	72,071	64,618
Number of Missed Trips	6	10	31	36
<b>% Service Efficiency</b>	<b>100.0%</b>	<b>99.9%</b>	<b>100.0%</b>	<b>99.9%</b>
<b>% On-Time Performance</b>	<b>86%</b>	<b>88%</b>	<b>86%</b>	<b>87%</b>
 <b>Customer Service</b>				
Number of Complaints	10	7	80	82
Complaints per 50,000 Trips	3	3	5	7

<b>STAR</b>	<b>Nov-21</b>	<b>Nov-20</b>	<b>YTD 2022</b>	<b>YTD 2021</b>
STAR Passengers	3,605	2,369	18,727	13,101
Revenue Hours	2,172	1,334	10,868	8,484
<b>Passengers/Revenue Hour</b>	<b>1.66</b>	<b>1.78</b>	<b>1.72</b>	<b>1.54</b>
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
<b>% Service Efficiency</b>	<b>84.3%</b>	<b>81.1%</b>	<b>83.9%</b>	<b>80.4%</b>
 <b>Customer Service Complaints</b>				
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**

