

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

**ROUTE LEVEL PERFORMANCE - October 2021**

	<b>Ridership</b>				<b>Saturday</b>			<b>Sunday</b>		
	<b>Passengers</b>	<b>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	34,891	1,645	21.2	1,745	9,461	494	19.1	7,197	362	19.9
42 Ballston/Pentagon	12,283	1,044	11.8	614	1,922	159	12.1	1,308	122	10.7
43 Crystal City/Rosslyn/Courthouse	6,129	975	6.3	306						
45 Columbia Pike/Rosslyn	15,204	1,169	13.0	760	2,998	279	10.7	2,236	240	9.3
51 Virginia Hospital Center/Ballston	3,499	360	9.7	175	915	108	8.5	450	79	5.7
52 Virginia Hospital Center/Ballston/East Falls Church	3,118	502	6.2	156						
53 Glebe Road-Westover/Ballston/East Falls Church	937	462	2.0	47						
55 Lee Highway/E. Falls Church/Rosslyn	15,350	1,604	9.6	768	3,107	312	10.0	1,351	175	7.7
61 Courthouse/Rosslyn	716	265	2.7	36						
62 Lorcom Lane/Courthouse/Ballston	425	260	1.6	21						
72 Rock Spring/Ballston/Shirlington	6,370	1,065	6.0	319						
74 Arlington Village/Arlington View	341	160	2.1	17						
75 Shirlington/Ballston/Virginia Square	7,679	838	9.2	384						
77 Shirlington/Lyon Park/Courthouse	7,555	763	9.9	378	1,515	198	7.7			
84 Douglas Park/Pentagon City	870	288	3.0	44						
87 Shirlington/Pentagon (also 87A/P/X)	5,994	989	6.1	300	1,061	198	5.4	566	120	4.7
<b>ART Total</b>	<b>121,361</b>	<b>12,389</b>	<b>9.8</b>	<b>6,068</b>	<b>20,979</b>	<b>1,748</b>	<b>12.0</b>	<b>13,108</b>	<b>1,097</b>	<b>11.9</b>

**On Time Performance %**

41 Columbia Pike/Ballston/Courthouse	82%
42 Ballston/Pentagon	86%
43 Crystal City/Rosslyn/Courthouse	97%
45 Columbia Pike/Rosslyn	82%
51 Virginia Hospital Center/Ballston	94%
52 Virginia Hospital Center/Ballston/East Falls Church	78%
53 Glebe Road-Westover/Ballston/East Falls Church	87%
55 Lee Highway/E. Falls Church/Rosslyn	89%
61 Courthouse/Rosslyn	84%
62 Lorcom Lane/Courthouse/Ballston	94%
72 Rock Spring/Ballston/Shirlington	81%
74 Arlington Village/Arlington View	74%
75 Shirlington/Ballston/Virginia Square	85%
77 Shirlington/Lyon Park/Courthouse	84%
84 Douglas Park/Pentagon City	77%
87 Shirlington/Pentagon (also 87A/P/X)	71%
<b>Total</b>	<b>85%</b>

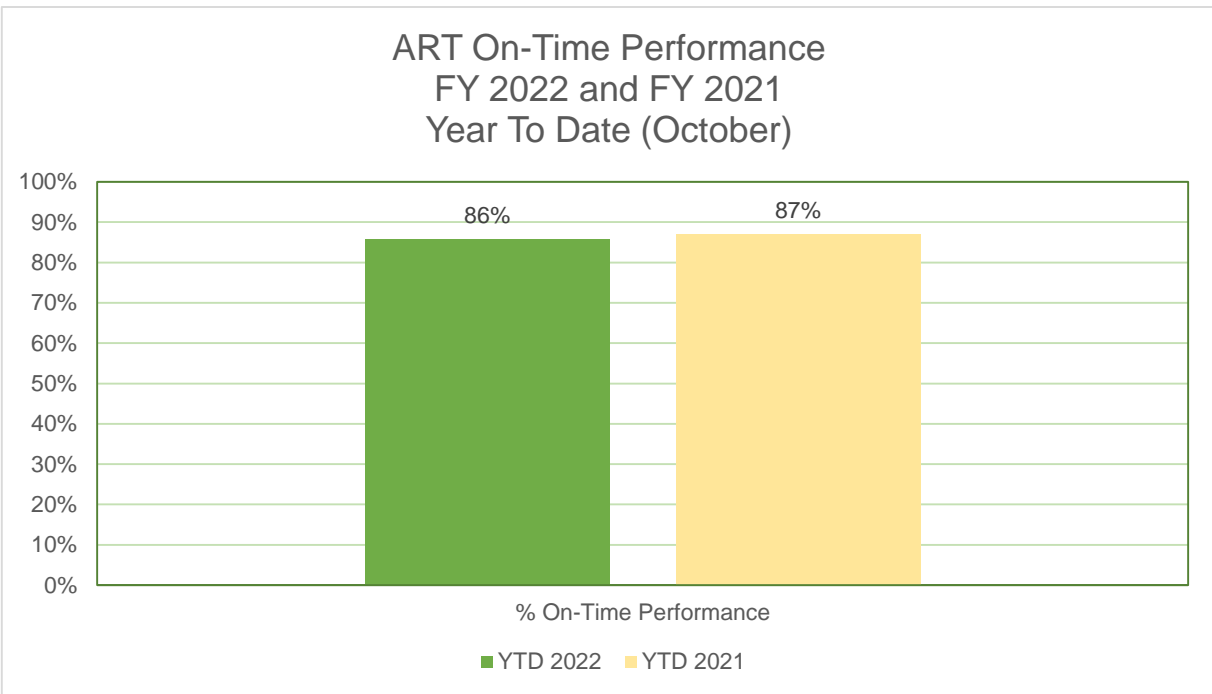
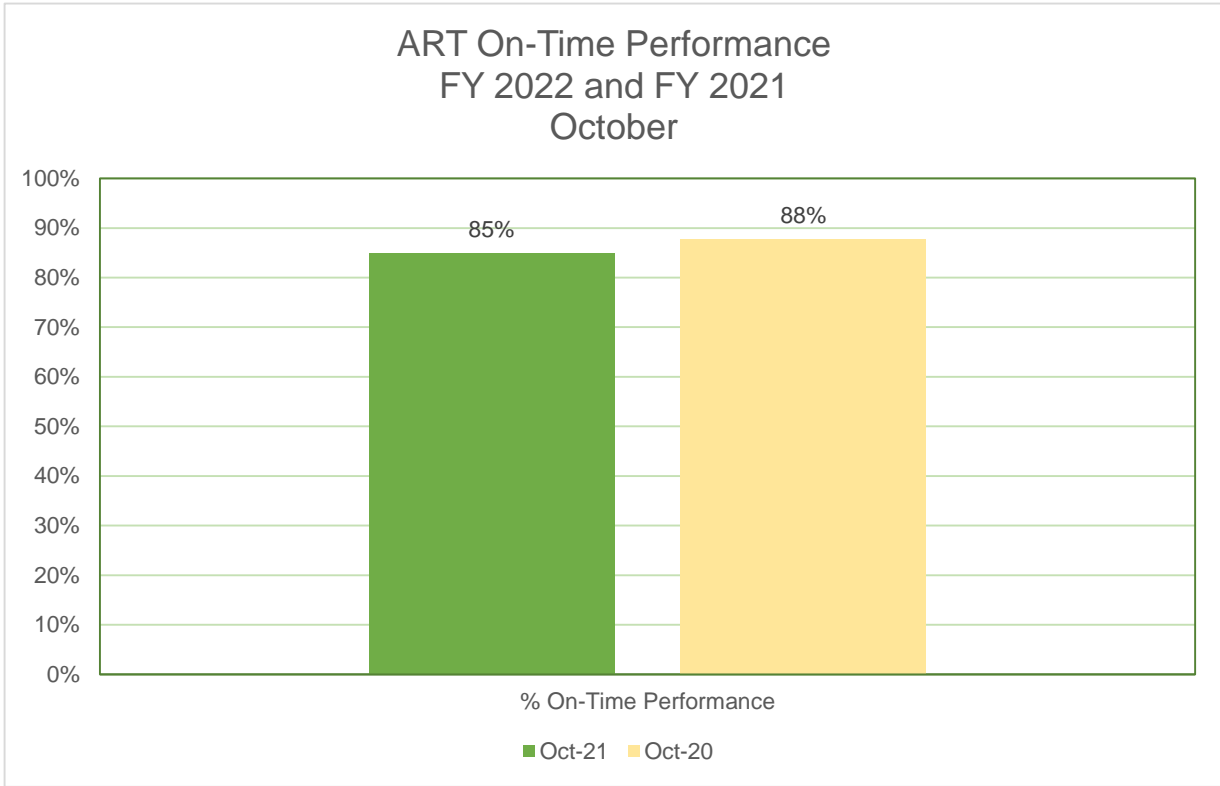
**Ridership**

	<b>Passengers</b>	<b>Revenue Hours</b>	<b>Passengers/Revenue Hour</b>
Diamond	2,102	1,735	1.2
Red Top	1,804	451	4.0
<b>Total</b>	<b>3,906</b>	<b>2,186</b>	

**SERVICE EFFECTIVENESS**

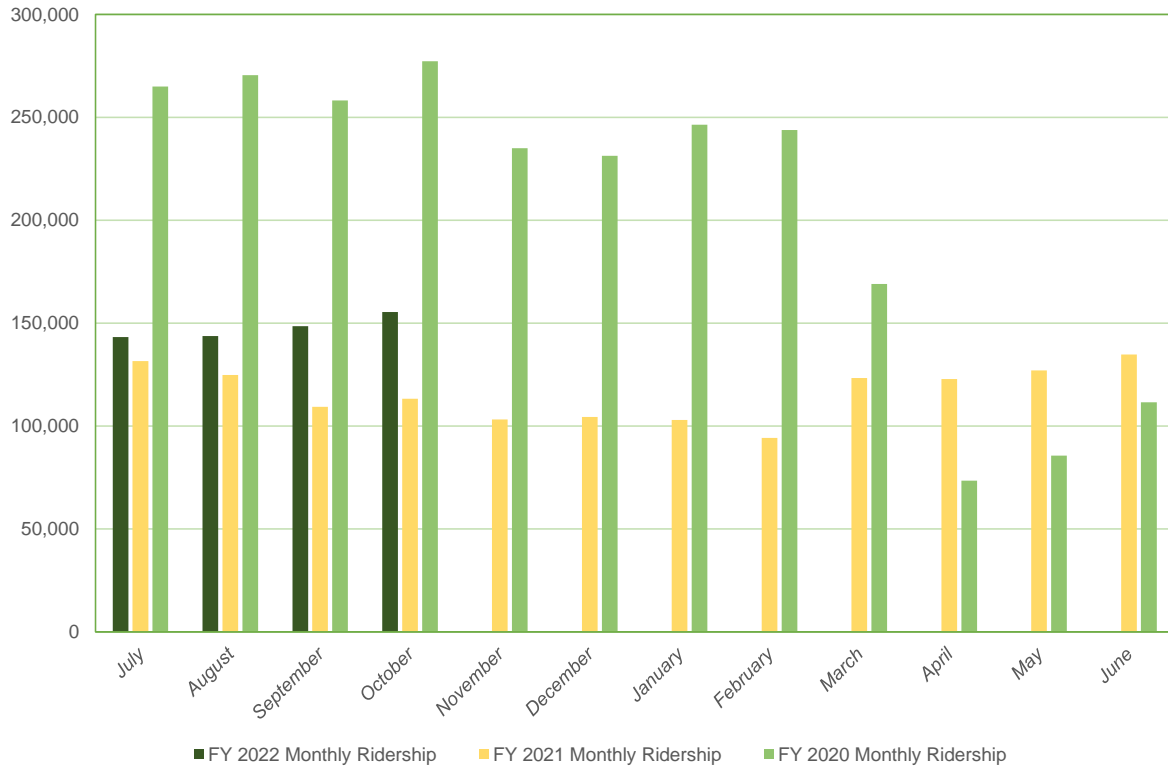
<b>ART</b>	<b>Oct-21</b>	<b>Oct-20</b>	<b>YTD 2022</b>	<b>YTD 2021</b>
ART Passengers	155,448	113,281	591,081	482,205
Revenue Hours	15,235	14,127	58,429	54,459
<b>Passengers/Revenue Hour</b>	<b>10.2</b>	<b>8.0</b>		
Scheduled Number of Trips	15,161	13,704	57,569	52,134
Actual Number of Trips	15,158	13,696	57,544	52,108
Number of Missed Trips	4	8	25	26
<b>% Service Efficiency</b>	<b>100.0%</b>	<b>99.9%</b>	<b>100.0%</b>	<b>100.0%</b>
<b>% On-Time Performance</b>	<b>85%</b>	<b>88%</b>	<b>86%</b>	<b>87%</b>
 <b>Customer Service</b>				
Number of Complaints	15	21	70	75
Complaints per 50,000 Trips	5	9	6	8

<b>STAR</b>	<b>Oct-21</b>	<b>Oct-20</b>	<b>YTD 2022</b>	<b>YTD 2021</b>
STAR Passengers	3,906	2,785	15,122	10,732
Revenue Hours	2,186	1,774	8,696	7,150
<b>Passengers/Revenue Hour</b>	<b>1.79</b>	<b>1.57</b>	<b>1.74</b>	<b>1.50</b>
Scheduled Number of Trips Booked	3,823	2,919	14,801	11,187
Number of Trip Cancellations and No-Shows	576	680	2,391	2,204
<b>% Service Efficiency</b>	<b>84.9%</b>	<b>76.7%</b>	<b>83.8%</b>	<b>80.3%</b>
 <b>Customer Service Complaints</b>				
Red Top	7	2	41	15
Diamond	3	0	8	2
STAR Call Center	0	0	0	0
Total Complaints	10	2	49	17
Complaints per 1,000 passengers	3	1	3	2



**SYSTEMWIDE RIDERSHIP**  
FY 2021 Full-Year

**ART**



**STAR**

