

Arlington Transit
Monthly Service Performance Report

ROUTE LEVEL PERFORMANCE - September 2021

	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	35,629	1,728	20.6	1,697	6,361	330	19.3	6,717	361	18.6
42 Ballston/Pentagon	11,696	1,096	10.7	557	1,289	106	12.2	1,408	123	11.5
43 Crystal City/Rosslyn/Courthouse	4,550	1,019	4.5	217						
45 Columbia Pike/Rosslyn	15,352	1,228	12.5	731	2,008	186	10.8	2,450	240	10.2
51 Virginia Hospital Center/Ballston	4,234	378	11.2	202	608	72	8.4	533	79	6.8
52 Virginia Hospital Center/Ballston/East Falls Church	3,317	527	6.3	158						
53 Glebe Road-Westover/Ballston/East Falls Church	701	416	1.7	33						
55 Lee Highway/E. Falls Church/Rosslyn	15,662	1,585	9.9	746	2,128	208	10.2	1,607	175	9.2
61 Courthouse/Rosslyn	516	238	2.2	25						
62 Lorcom Lane/Courthouse/Ballston	373	233	1.6	18						
75 Shirlington/Ballston/Virginia Square	7,365	880	8.4	351						
77 Shirlington/Lyon Park/Courthouse	7,512	801	9.4	358	909	132	6.9			
84 Douglas Park/Pentagon City	959	302	3.2	46						
87 Shirlington/Pentagon (also 87A/P/X)	5,961	1,027	5.8	284	770	132	5.8	541	120	4.5
ART Total	121,250	12,531	9.7	5,774	14,073	1,166	12.1	13,256	1,097	12.1

On Time Performance %

41 Columbia Pike/Ballston/Courthouse	83%
42 Ballston/Pentagon	89%
43 Crystal City/Rosslyn/Courthouse	96%
45 Columbia Pike/Rosslyn	84%
51 Virginia Hospital Center/Ballston	93%
52 Virginia Hospital Center/Ballston/East Falls Church	77%
53 Glebe Road-Westover/Ballston/East Falls Church	83%
55 Lee Highway/E. Falls Church/Rosslyn	89%
61 Courthouse/Rosslyn	88%
62 Lorcom Lane/Courthouse/Ballston	93%
72 Rock Spring/Ballston/Shirlington	80%
74 Arlington Village/Arlington View	81%
75 Shirlington/Ballston/Virginia Square	86%
77 Shirlington/Lyon Park/Courthouse	87%
84 Douglas Park/Pentagon City	77%
87 Shirlington/Pentagon (also 87A/P/X)	73%
Total	86%

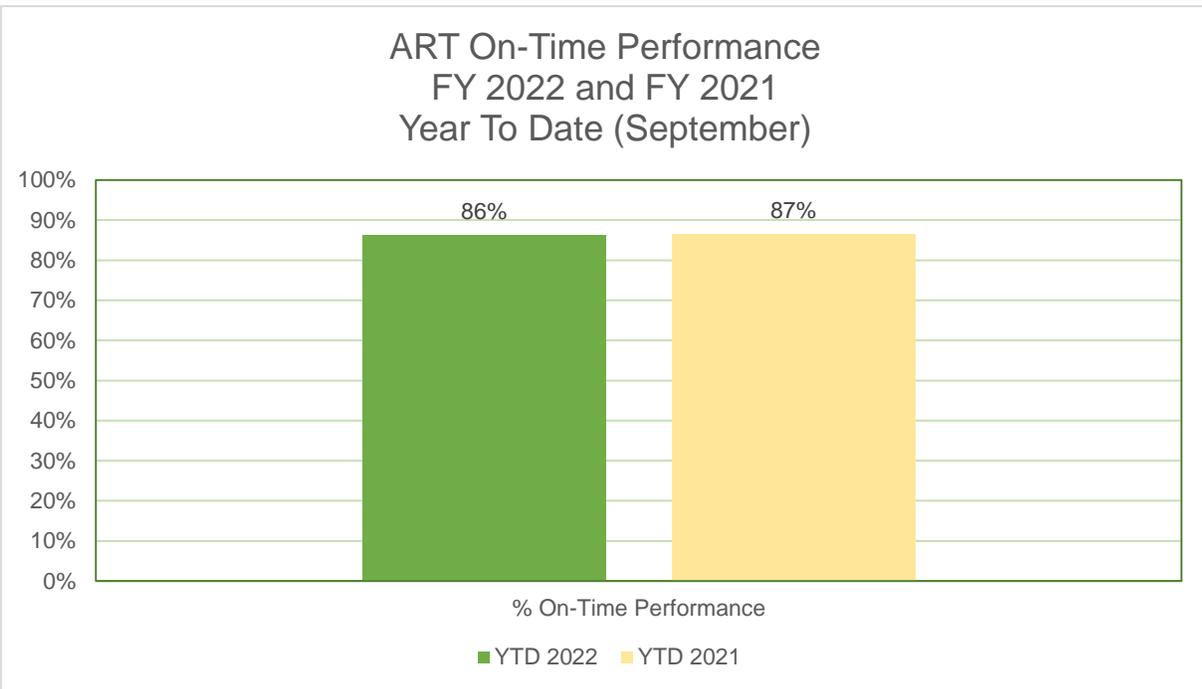
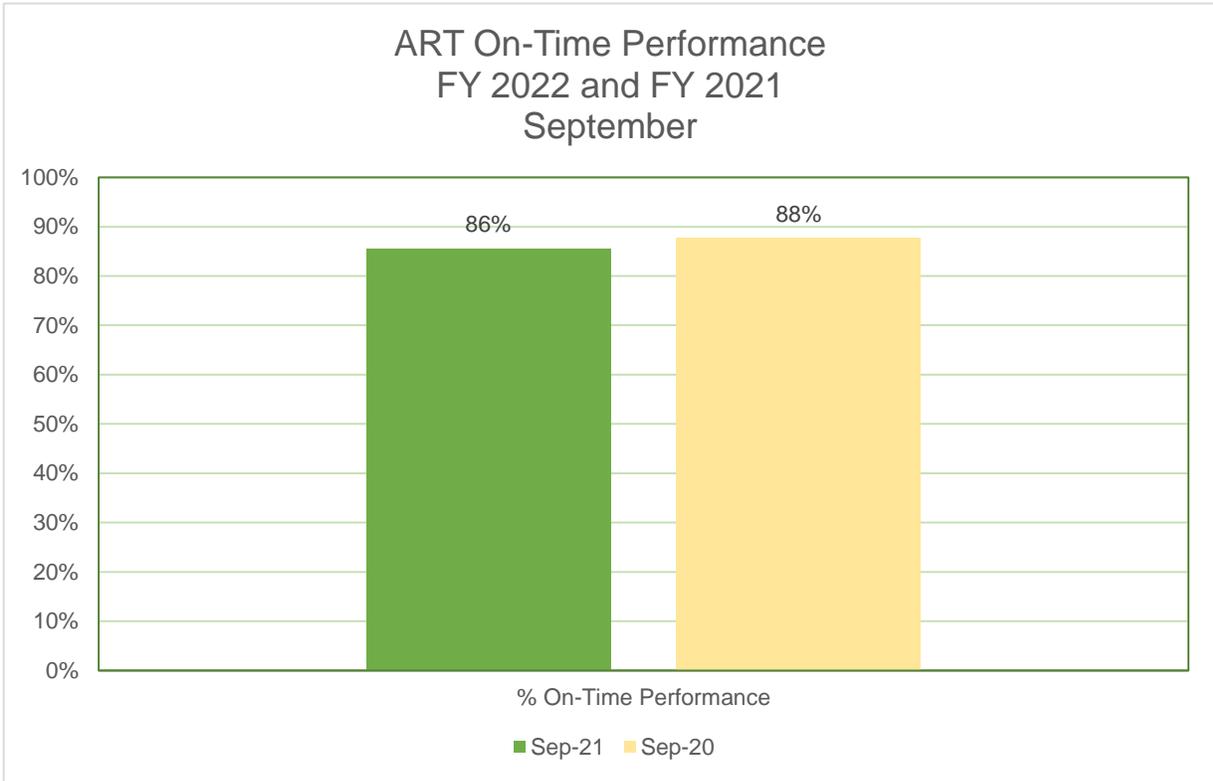
Ridership

	Passengers	Revenue Hours	Passengers/Revenue Hour
Diamond	1,994	1,677	1.2
Red Top	1,804	538	3.4
Total	3,798	2,215	

SERVICE EFFECTIVENESS

ART	Sep-21	Sep-20	YTD 2022	YTD 2021
ART Passengers	148,579	109,370	435,633	368,924
Revenue Hours	14,794	13,762	43,194	40,332
Passengers/Revenue Hour	10.0	7.9		
Scheduled Number of Trips	14,823	13,365	42,408	38,431
Actual Number of Trips	14,814	13,358	42,387	38,412
Number of Missed Trips	9	7	21	19
% Service Efficiency	99.9%	100.0%	100.0%	100.0%
% On-Time Performance	86%	88%	86%	87%
Customer Service				
Number of Complaints	23	24	55	54
Complaints per 50,000 Trips	8	11	6	7

STAR	Sep-21	Sep-20	YTD 2022	YTD 2021
STAR Passengers	3,798	2,164	11,216	7,947
Revenue Hours	2,215	1,718	6,510	5,376
Passengers/Revenue Hour	1.71	1.26	1.72	1.48
Scheduled Number of Trips Booked	3,788	2,558	10,978	8,268
Number of Trip Cancellations and No-Shows	614	453	1,815	1,524
% Service Efficiency	83.8%	82.3%	83.5%	81.6%
Customer Service Complaints				
Red Top	7	1	34	13
Diamond	1	0	5	2
STAR Call Center	0	0	0	0
Total Complaints	8	1	39	15
Complaints per 1,000 passengers	2	0	3	2



FY 2021 Full-Year

