

Arlington Transit
Monthly Service Performance Report

ROUTE LEVEL PERFORMANCE - April 2023

	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	34,803	1,643	21.2	1,740	7,205	412	17.5	6,756	361	18.7
42 Ballston/Pentagon	13,953	1,041	13.4	698	1,516	133	11.4	1,361	122	11.2
43 Crystal City/Rosslyn/Courthouse	6,340	973	6.5	317						
45 Columbia Pike/Rosslyn	19,934	1,166	17.1	997	3,689	233	15.9	3,051	239	12.8
51 Virginia Hospital Center/Ballston	3,907	360	10.9	195	908	90	10.1	473	79	6.0
52 Virginia Hospital Center/Ballston/East Falls Church	3,746	600	6.2	187						
53 Glebe Road-Westover/Ballston/East Falls Church	2,070	463	4.5	104						
55 Lee Highway/E. Falls Church/Rosslyn	21,252	1,603	13.3	1,063	2,962	260	11.4	2,165	175	12.4
61 Courthouse/Rosslyn	738	265	2.8	37						
62 Lorcom Lane/Courthouse/Ballston	526	260	2.0	26						
72 Rock Spring/Ballston/Shirlington	7,487	1,065	7.0	374						
74 Arlington Village/Arlington View	602	160	3.8	30						
75 Shirlington/Ballston/Virginia Square	8,891	880	10.1	445						
77 Shirlington/Lyon Park/Courthouse	8,952	763	11.7	448	1,160	165	7.0			
84 Douglas Park/Pentagon City	1,567	288	5.4	78						
87 Shirlington/Pentagon (also 87A/P/X)	7,812	989	7.9	391	926	165	5.6	386	120	3.2
ART Total	142,580	12,517	11.4	7,129	18,366	1,457	12.6	14,192	1,096	13.0

On Time Performance %

41 Columbia Pike/Ballston/Courthouse	75%
42 Ballston/Pentagon	67%
43 Crystal City/Rosslyn/Courthouse	90%
45 Columbia Pike/Rosslyn	63%
51 Virginia Hospital Center/Ballston	91%
52 Virginia Hospital Center/Ballston/East Falls Church	81%
53 Glebe Road-Westover/Ballston/East Falls Church	89%
55 Lee Highway/E. Falls Church/Rosslyn	87%
61 Courthouse/Rosslyn	89%
62 Lorcom Lane/Courthouse/Ballston	74%
72 Rock Spring/Ballston/Shirlington	75%
74 Arlington Village/Arlington View	70%
75 Shirlington/Ballston/Virginia Square	79%
77 Shirlington/Lyon Park/Courthouse	84%
84 Douglas Park/Pentagon City	84%
87 Shirlington/Pentagon (also 87A/P/X)	67%
Total	79%

Ridership

	Passengers	Revenue Hours	Passengers/Revenue Hour
Diamond	2,329	2,059	1.1
Red Top	1,830	635	2.9
Total	4,159	2,694	

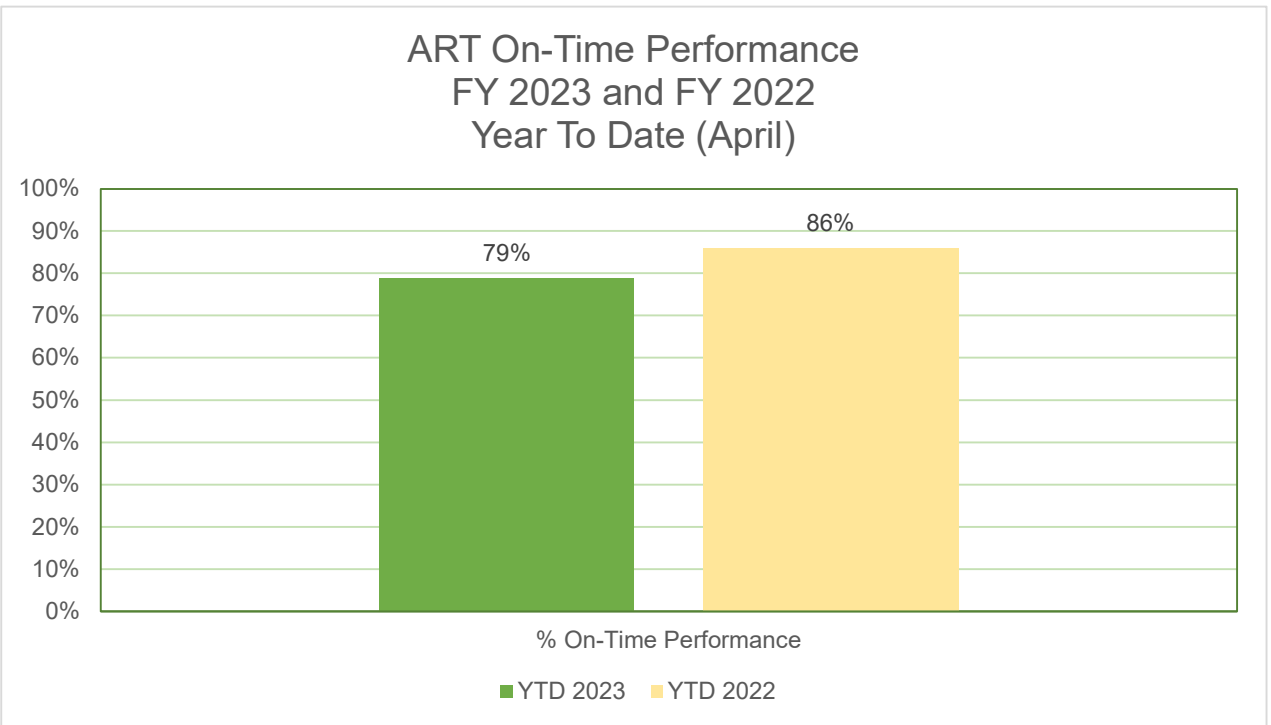
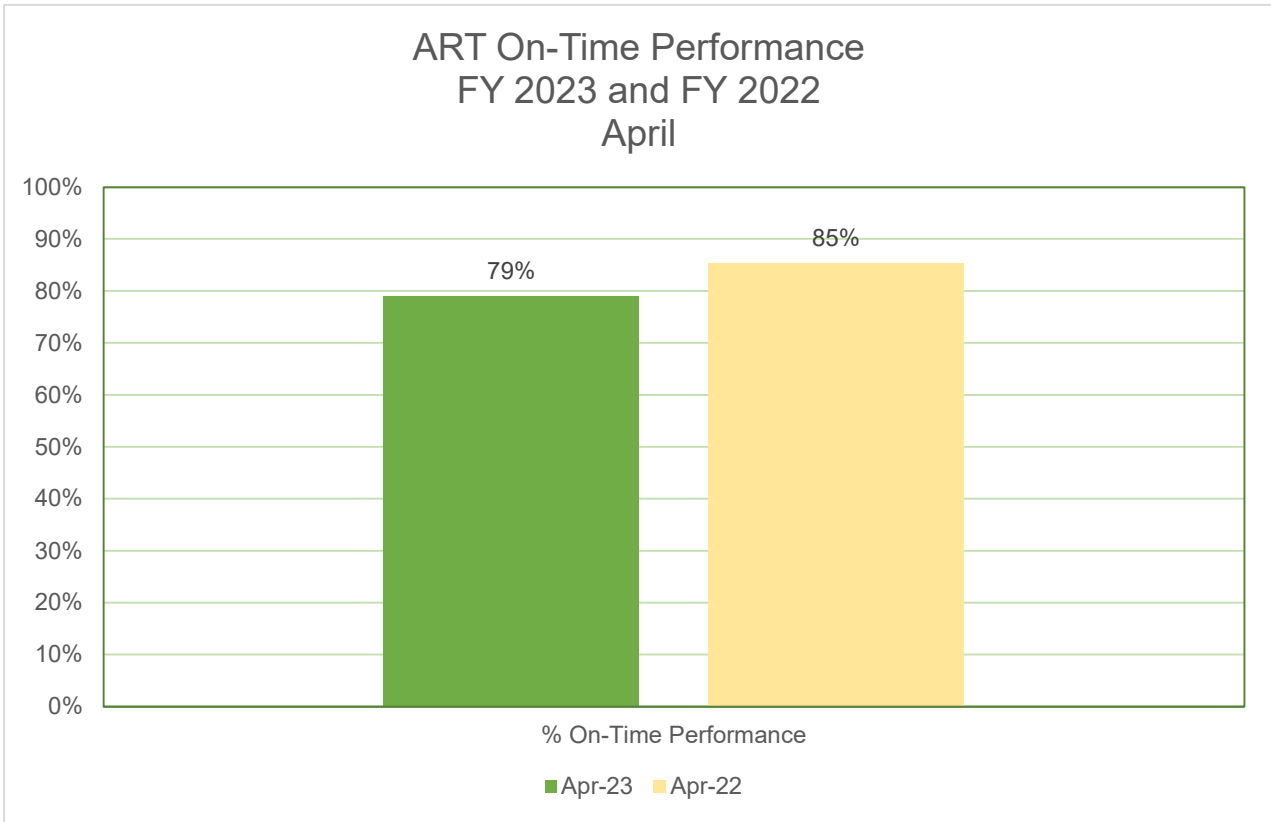
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SERVICE EFFECTIVENESS

ART	Apr-23	Apr-22	YTD 2023	YTD 2022
ART Passengers	175,138	157,163	1,690,390	1,446,094
Revenue Hours	15,069	15,491	152,845	148,996
Passengers/Revenue Hour	11.6	10.1		
Scheduled Number of Trips	15,015	15,444	151,912	148,148
Actual Number of Trips	15,001	15,429	151,889	147,760
Number of Missed Trips	14	15	23	388
% Service Efficiency	99.9%	99.9%	100.0%	99.7%
% On-Time Performance	79%	85%	79%	86%
Number of Timepoint Audited	119,237	58,750	1,072,161	824,936
Number of Timepoints On-Time	94,197	50,149	845,159	708,450
Customer Service				
Number of Complaints	22	48	279	305
Complaints per 50,000 Trips	6	15	8	11

STAR	Apr-23	Apr-22	YTD 2023	YTD 2022
STAR Passengers	4,159	3,509	39,181	35,855
Revenue Hours	2,693	1,948	23,561	19,968
Passengers/Revenue Hour	1.54	1.80	1.66	1.80
Scheduled Number of Trips Booked	4,212	3,860	42,139	36,254
Number of Trip Cancellations and No-Shows	736	649	8,002	6,294
% Service Efficiency	82.5%	83.2%	81.0%	82.6%
Actual Number of Trips Completed	3,476	3,211	34,137	29,960
Customer Service				
Complaints				
Red Top	6	12	53	87
Diamond	5	3	30	17
STAR Call Center	1	1	9	2
Total Complaints	12	16	92	106
Complaints per 1,000 passengers	3	5	2	3

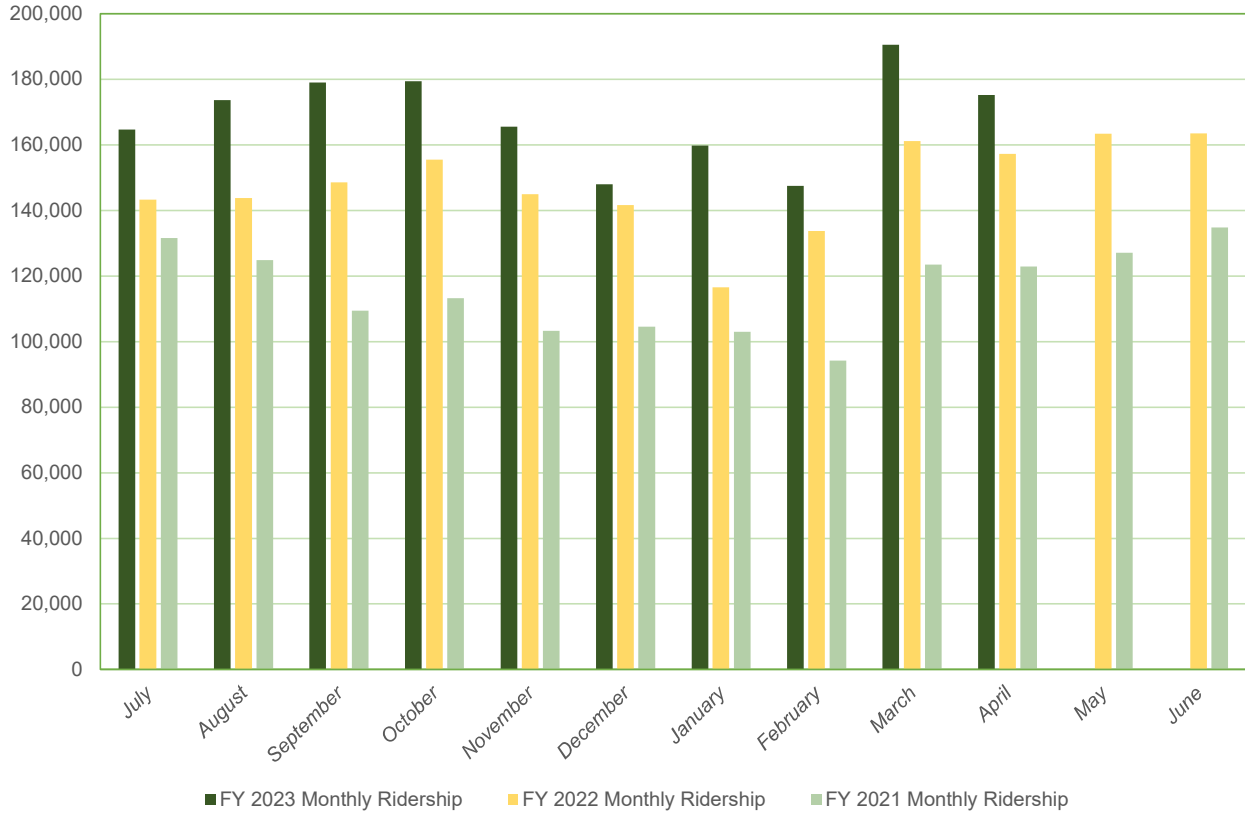
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SYSTEMWIDE RIDERSHIP
 FY 2023 Full-Year

ART



ART

