

Arlington Transit
Monthly Service Performance Report

ROUTE LEVEL PERFORMANCE - March 2023

	<i>Ridership</i>				Saturday			Sunday		
	Passengers	Weekday 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	40,588	1,892	21.5	1,765	5,396	329	16.4	5,927	289	20.5
42 Ballston/Pentagon	16,375	1,200	13.6	712	1,041	105	9.9	1,253	97	12.9
43 Crystal City/Rosslyn/Courthouse	7,433	1,119	6.6	323						
45 Columbia Pike/Rosslyn	22,765	1,346	16.9	990	3,099	186	16.7	2,158	192	11.2
51 Virginia Hospital Center/Ballston	3,633	413	8.8	158	604	72	8.4	499	63	7.9
52 Virginia Hospital Center/Ballston/East Falls Church	4,856	690	7.0	211						
53 Glebe Road-Westover/Ballston/East Falls Church	2,342	531	4.4	102						
55 Lee Highway/E. Falls Church/Rosslyn	23,662	1,844	12.8	1,029	2,304	208	11.1	1,775	140	12.7
61 Courthouse/Rosslyn	746	304	2.5	32						
62 Lorcom Lane/Courthouse/Ballston	710	299	2.4	31						
72 Rock Spring/Ballston/Shirlington	9,408	1,223	7.7	409						
74 Arlington Village/Arlington View	629	184	3.4	27						
75 Shirlington/Ballston/Virginia Square	10,587	1,012	10.5	460						
77 Shirlington/Lyon Park/Courthouse	10,550	877	12.0	459	970	132	7.3			
84 Douglas Park/Pentagon City	1,623	331	4.9	71						
87 Shirlington/Pentagon (also 87A/P/X)	8,609	1,134	7.6	374	537	132	4.1	374	96	3.9
ART Total	164,516	14,399	11.4	7,153	13,951	1,163	12.0	11,986	876	13.7

On Time Performance %

41 Columbia Pike/Ballston/Courthouse	77%
42 Ballston/Pentagon	68%
43 Crystal City/Rosslyn/Courthouse	91%
45 Columbia Pike/Rosslyn	70%
51 Virginia Hospital Center/Ballston	91%
52 Virginia Hospital Center/Ballston/East Falls Church	86%
53 Glebe Road-Westover/Ballston/East Falls Church	79%
55 Lee Highway/E. Falls Church/Rosslyn	88%
61 Courthouse/Rosslyn	79%
62 Lorcom Lane/Courthouse/Ballston	80%
72 Rock Spring/Ballston/Shirlington	79%
74 Arlington Village/Arlington View	76%
75 Shirlington/Ballston/Virginia Square	80%
77 Shirlington/Lyon Park/Courthouse	85%
84 Douglas Park/Pentagon City	88%
87 Shirlington/Pentagon (also 87A/P/X)	65%
Total	80%

Ridership

	Passengers	Revenue Hours	Passengers/Revenue Hour
 Diamond	2,659	2,204	1.2
Red Top	1,799	632	2.8
Total	4,458	2,836	

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SERVICE EFFECTIVENESS

ART	Mar-23	Mar-22	YTD 2023	YTD 2022
ART Passengers	190,453	161,141	1,515,252	1,288,931
Revenue Hours	16,438	16,306	137,775	133,505
Passengers/Revenue Hour	11.6	9.9		
Scheduled Number of Trips	16,420	16,296	136,897	132,704
Actual Number of Trips	16,402	16,278	136,888	132,331
Number of Missed Trips	18	18	9	373
% Service Efficiency	99.9%	99.9%	100.0%	99.7%
% On-Time Performance	80%	86%	79%	86%
Customer Service				
Number of Complaints	14	48	257	257
Complaints per 50,000 Trips	4	15	8	10

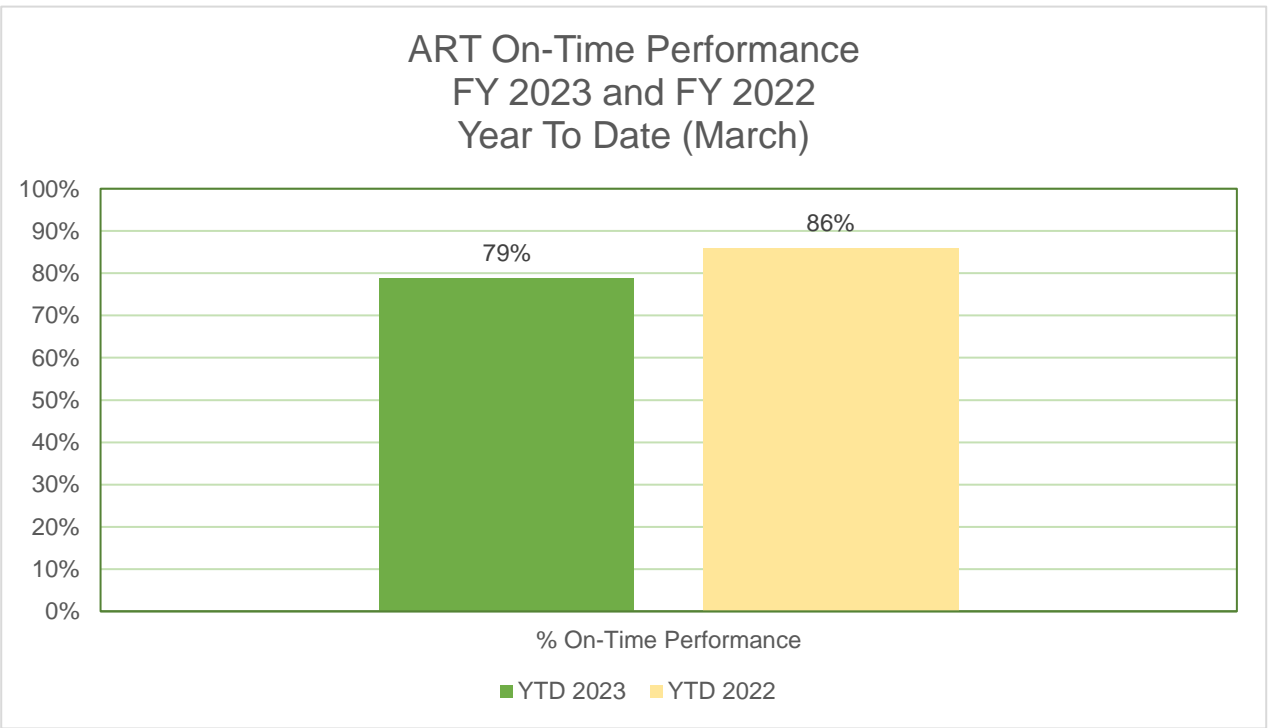
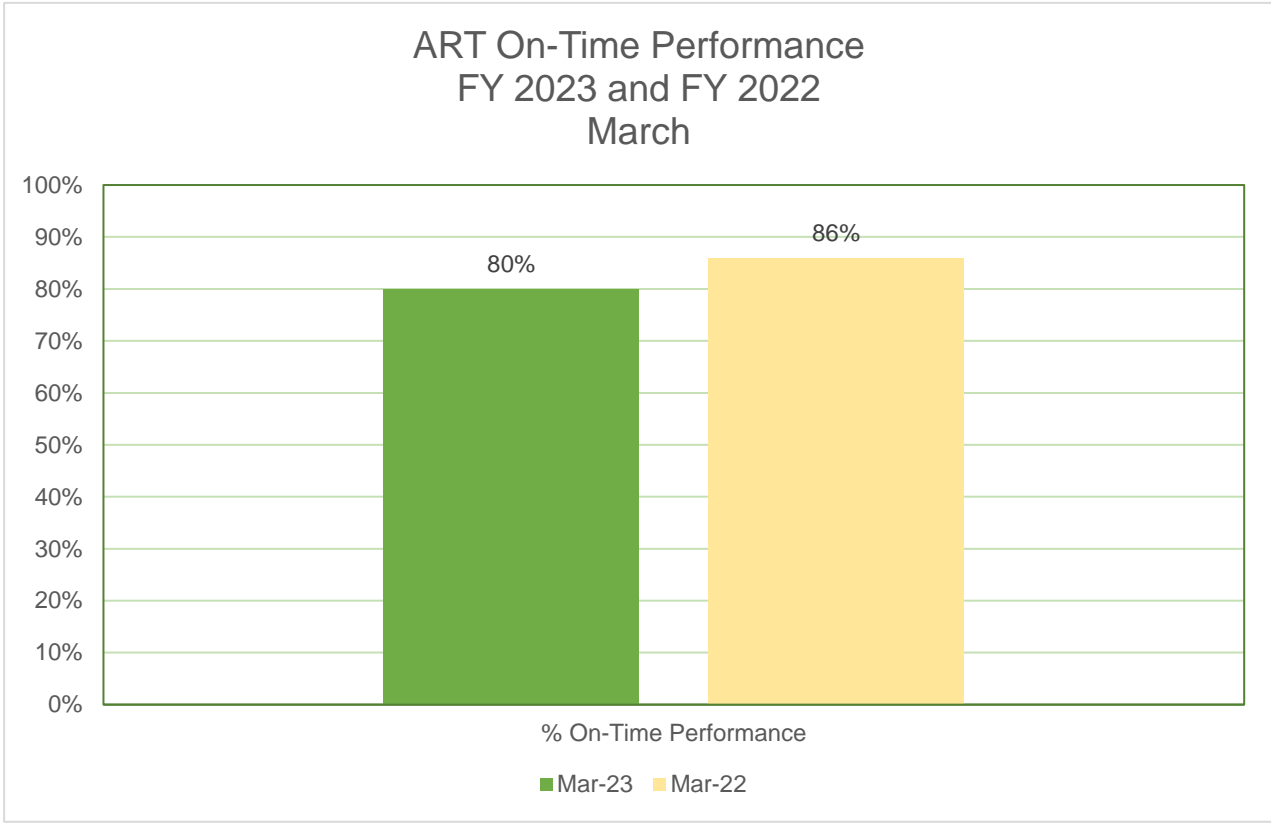
STAR	Mar-23	Mar-22	YTD 2023	YTD 2022
STAR Passengers	4,458	3,913	35,022	32,346
Revenue Hours	2,836	1,947	20,868	18,020
Passengers/Revenue Hour	1.57	2.01	1.68	1.80
Scheduled Number of Trips Booked	4,526	4,065	37,927	32,394
Number of Trip Cancellations and No-Shows	735	662	7,266	5,645
% Service Efficiency	83.8%	83.7%	80.8%	82.6%

Customer Service

Complaints

Red Top	5	9	47	75
Diamond	3	4	25	14
STAR Call Center	1	1	8	1
Total Complaints	9	14	80	90
Complaints per 1,000 passengers	2	4	2	3

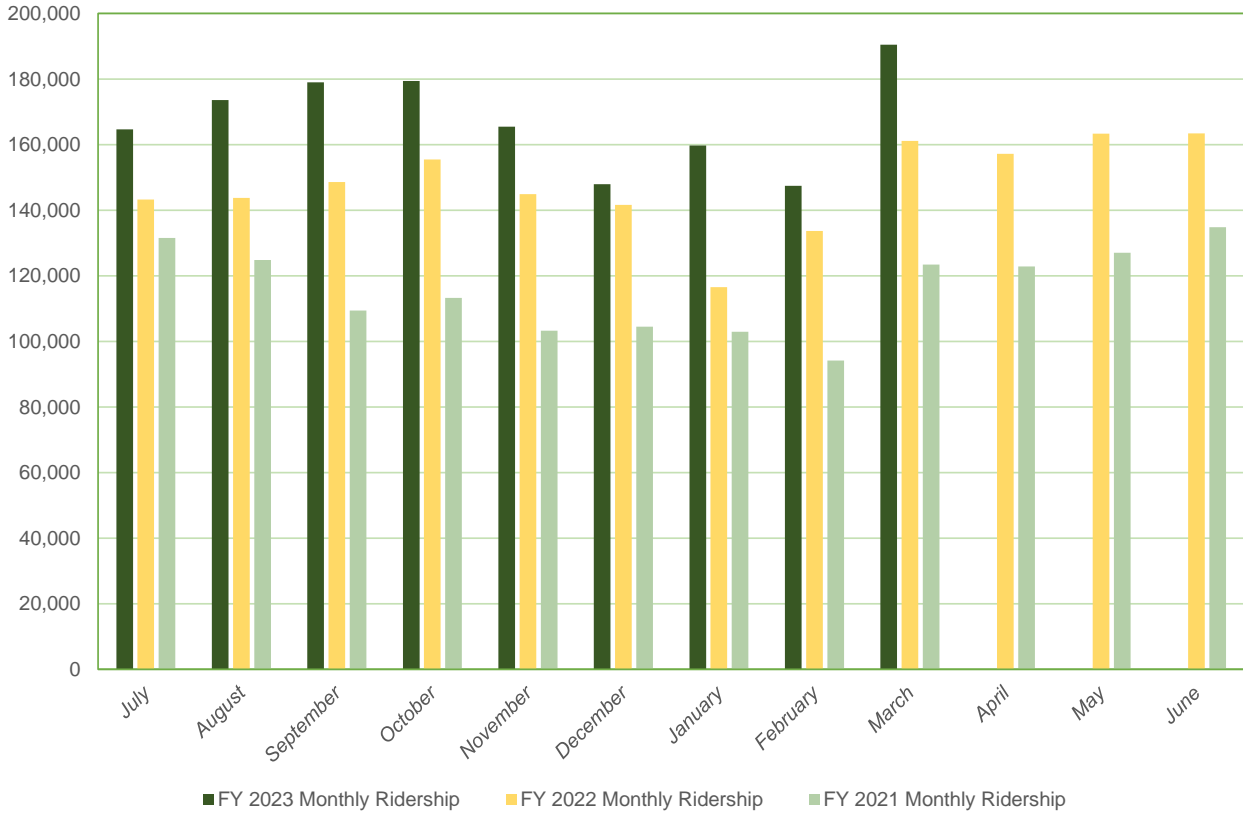
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SYSTEMWIDE RIDERSHIP
FY 2023 Full-Year

ART



ART

