

Arlington Transit
Monthly Service Performance Report

ROUTE LEVEL PERFORMANCE - May 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	39,452	1,807	21.8	1,793	5,649	328	17.2	6,640	362	18.4
42 Ballston/Pentagon	14,008	1,148	12.2	637	1,233	106	11.7	1,671	123	13.6
43 Crystal City/Rosslyn/Courthouse	7,571	1,068	7.1	344						
45 Columbia Pike/Rosslyn	22,719	1,286	17.7	1,033	3,312	186	17.8	3,120	240	13.0
51 Virginia Hospital Center/Ballston	5,148	396	13.0	234	568	72	7.9	652	79	8.3
52 Virginia Hospital Center/Ballston/East Falls Church	4,316	660	6.5	196						
53 Glebe Road-Westover/Ballston/East Falls Church	2,504	505	5.0	114						
55 Lee Highway/E. Falls Church/Rosslyn	23,561	1,763	13.4	1,071	2,523	208	12.2	2,360	175	13.5
61 Courthouse/Rosslyn	879	290	3.0	40						
62 Lorcom Lane/Courthouse/Ballston	680	286	2.4	31						
72 Rock Spring/Ballston/Shirlington	8,322	1,171	7.1	378						
74 Arlington Village/Arlington View	764	175	4.4	35						
75 Shirlington/Ballston/Virginia Square	11,759	966	12.2	535						
77 Shirlington/Lyon Park/Courthouse	10,732	839	12.8	488	897	132	6.8			
84 Douglas Park/Pentagon City	1,606	317	5.1	73						
87 Shirlington/Pentagon (also 87A/P/X)	8,743	1,088	8.0	397	853	132	6.5	505	120	4.2
ART Total	162,764	13,763	11.8	7,398	15,035	1,162	12.9	14,948	1,098	13.6

On Time Performance %

41 Columbia Pike/Ballston/Courthouse	75%
42 Ballston/Pentagon	64%
43 Crystal City/Rosslyn/Courthouse	92%
45 Columbia Pike/Rosslyn	67%
51 Virginia Hospital Center/Ballston	94%
52 Virginia Hospital Center/Ballston/East Falls Church	83%
53 Glebe Road-Westover/Ballston/East Falls Church	87%
55 Lee Highway/E. Falls Church/Rosslyn	83%
61 Courthouse/Rosslyn	77%
62 Lorcom Lane/Courthouse/Ballston	71%
72 Rock Spring/Ballston/Shirlington	73%
74 Arlington Village/Arlington View	77%
75 Shirlington/Ballston/Virginia Square	80%
77 Shirlington/Lyon Park/Courthouse	79%
84 Douglas Park/Pentagon City	75%
87 Shirlington/Pentagon (also 87A/P/X)	62%
Total	77%

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	

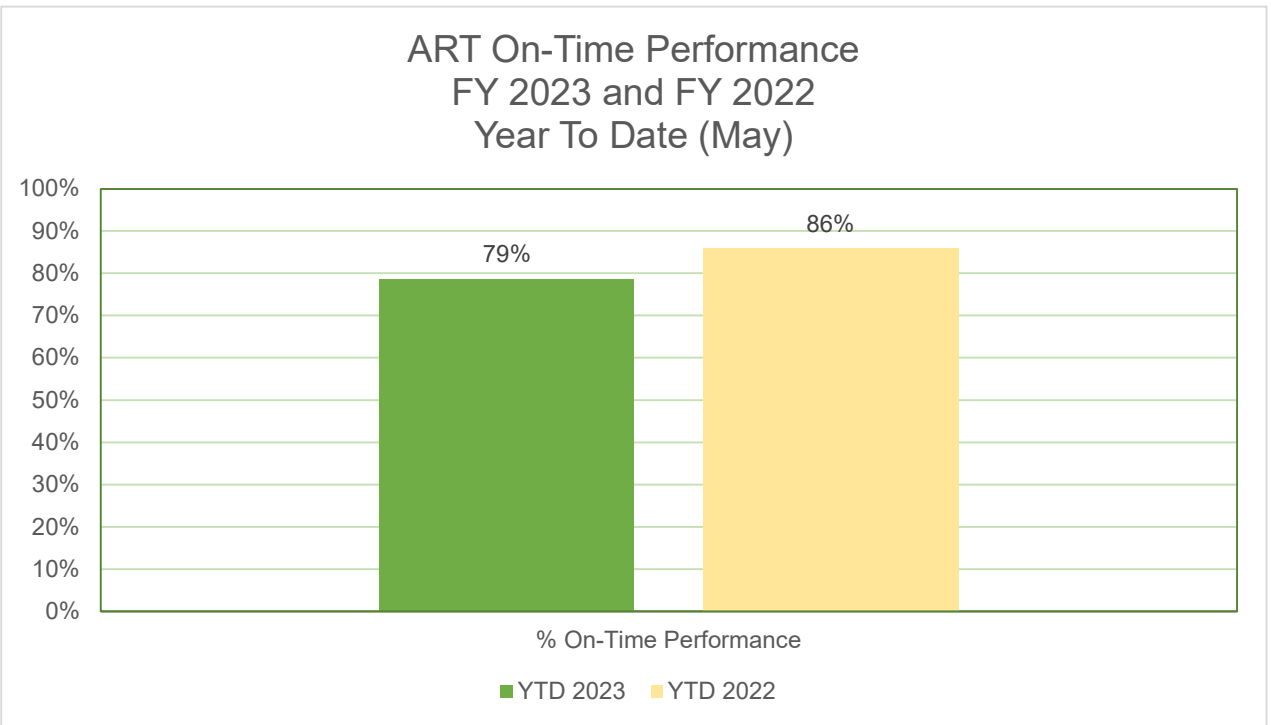
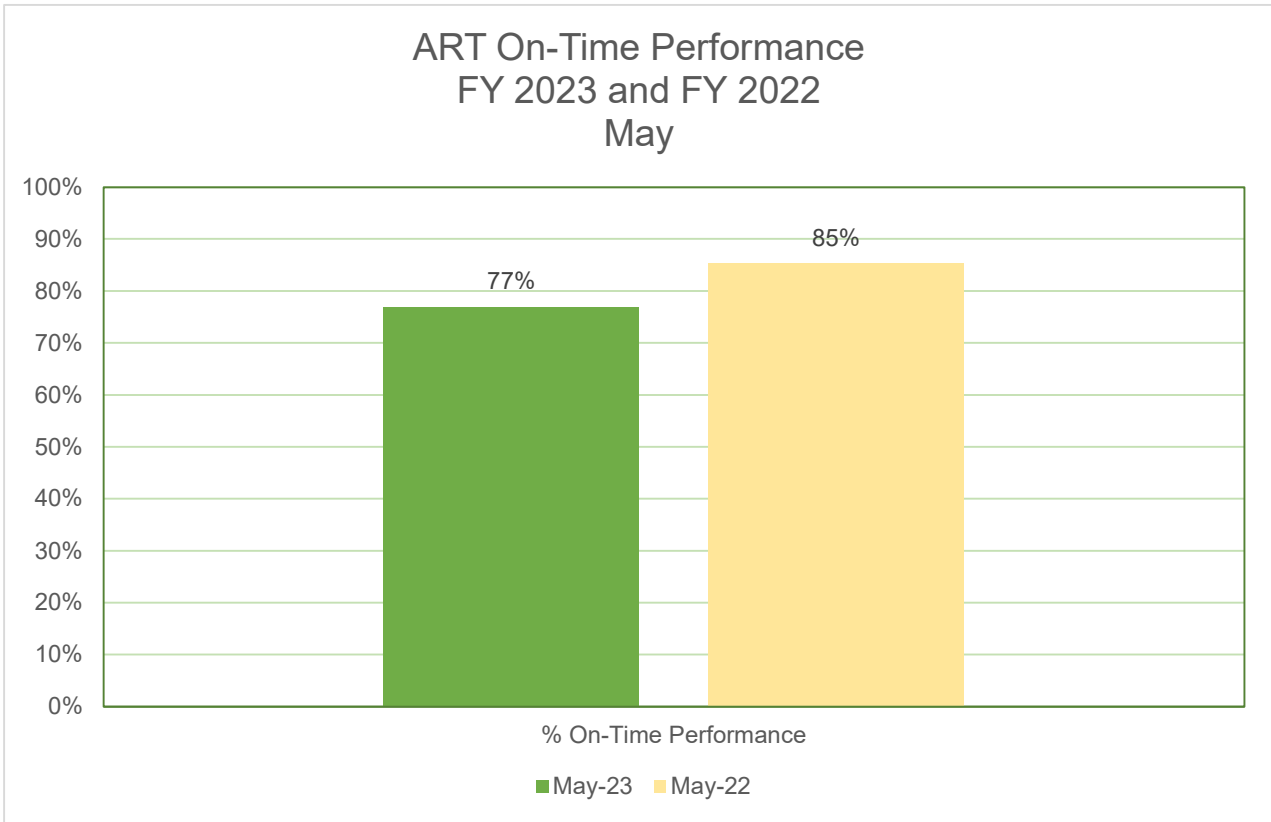
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SERVICE EFFECTIVENESS

ART	May-23	May-22	YTD 2023	YTD 2022
ART Passengers	192,747	163,350	1,883,137	1,609,444
Revenue Hours	16,023	15,629	168,868	164,625
Passengers/Revenue Hour	12.0	10.5		
Scheduled Number of Trips	15,999	15,592	167,911	163,739
Actual Number of Trips	15,975	15,565	167,864	163,324
Number of Missed Trips	24	27	47	415
% Service Efficiency	99.8%	99.8%	100.0%	99.7%
% On-Time Performance	77%	85%	79%	86%
Customer Service				
Number of Complaints	16	23	295	328
Complaints per 50,000 Trips	4	7	8	10

STAR	May-23	May-22	YTD 2023	YTD 2022
STAR Passengers	4,502	3,583	43,683	39,438
Revenue Hours	2,650	2,028	26,211	21,996
Passengers/Revenue Hour	1.70	1.77	1.67	1.79
Scheduled Number of Trips Booked	4,565	4,052	46,704	40,306
Number of Trip Cancellations and No-Shows	677	856	8,679	7,150
% Service Efficiency	85.2%	78.9%	81.4%	82.3%
Customer Service Complaints				
Red Top	5	5	58	92
Diamond	3	1	33	18
STAR Call Center	0	1	9	3
Total Complaints	8	7	100	113
Complaints per 1,000 passengers	2	2	2	3

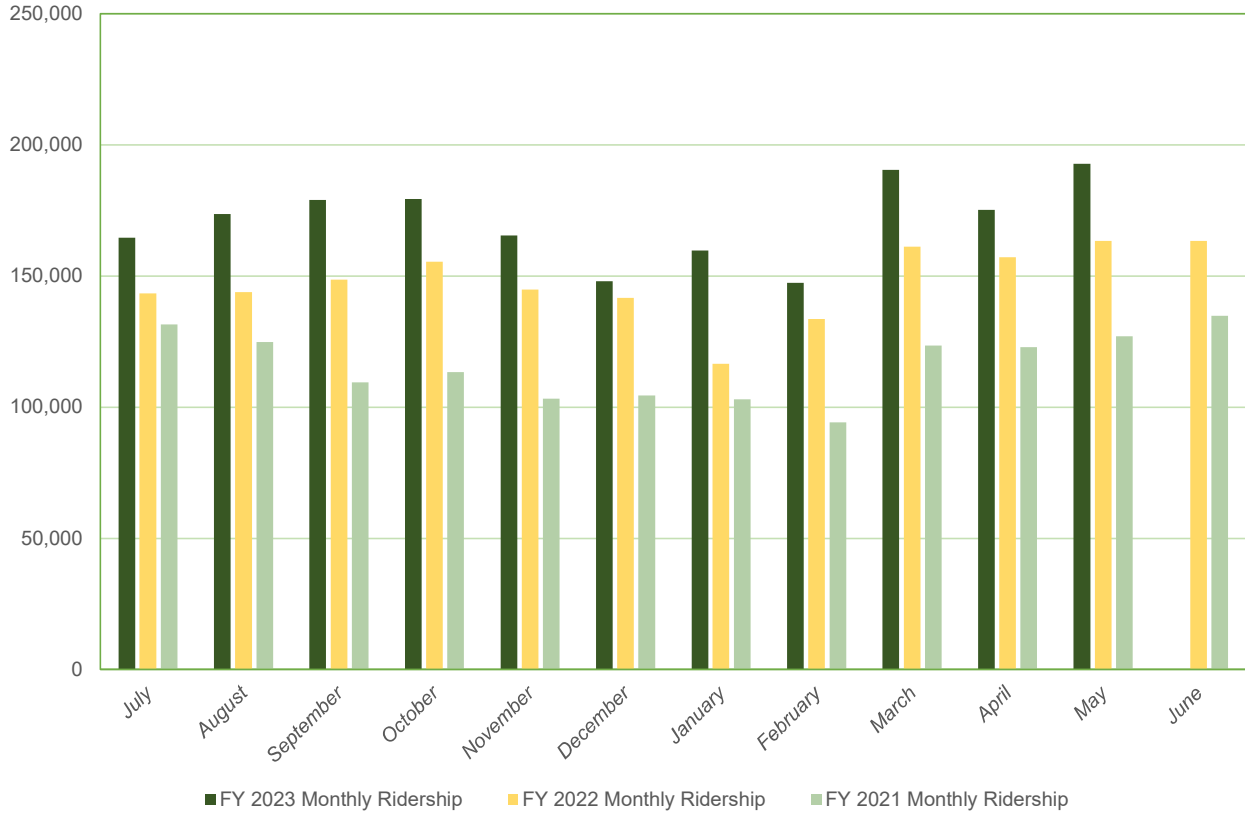
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SYSTEMWIDE RIDERSHIP FY 2023 Full-Year

ART



ART

