

Arlington Transit
Monthly Service Performance Report

ROUTE LEVEL PERFORMANCE - February 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	28,400	1,562	18.2	1,495	5,926	412	14.4	4,840	289	16.7
42 Ballston/Pentagon	13,862	992	14.0	730	1,392	132	10.5	1,118	98	11.4
43 Crystal City/Rosslyn/Courthouse	5,492	924	5.9	289						
45 Columbia Pike/Rosslyn	16,999	1,112	15.3	895	3,152	233	13.6	2,360	192	12.3
51 Virginia Hospital Center/Ballston	2,906	342	8.5	153	586	90	6.5	398	63	6.3
52 Virginia Hospital Center/Ballston/East Falls Church	3,494	570	6.1	184						
53 Glebe Road-Westover/Ballston/East Falls Church	2,066	438	4.7	109						
55 Lee Highway/E. Falls Church/Rosslyn	18,273	1,522	12.0	962	2,196	260	8.5	1,407	140	10.1
61 Courthouse/Rosslyn	602	251	2.4	32						
62 Lorcom Lane/Courthouse/Ballston	572	246	2.3	30						
72 Rock Spring/Ballston/Shirlington	5,859	1,011	5.8	308						
74 Arlington Village/Arlington View	531	152	3.5	28						
75 Shirlington/Ballston/Virginia Square	8,039	835	9.6	423						
77 Shirlington/Lyon Park/Courthouse	7,669	725	10.6	404	1,050	165	6.4			
84 Douglas Park/Pentagon City	1,106	274	4.0	58						
87 Shirlington/Pentagon (also 87A/P/X)	6,104	940	6.5	321	759	165	4.6	301	96	3.1
ART Total	121,974	11,894	10.3	6,420	15,061	1,456	10.3	10,424	878	11.9

On Time Performance %

41 Columbia Pike/Ballston/Courthouse	75%
42 Ballston/Pentagon	71%
43 Crystal City/Rosslyn/Courthouse	92%
45 Columbia Pike/Rosslyn	70%
51 Virginia Hospital Center/Ballston	92%
52 Virginia Hospital Center/Ballston/East Falls Church	85%
53 Glebe Road-Westover/Ballston/East Falls Church	81%
55 Lee Highway/E. Falls Church/Rosslyn	87%
61 Courthouse/Rosslyn	91%
62 Lorcom Lane/Courthouse/Ballston	81%
72 Rock Spring/Ballston/Shirlington	78%
74 Arlington Village/Arlington View	78%
75 Shirlington/Ballston/Virginia Square	81%
77 Shirlington/Lyon Park/Courthouse	84%
84 Douglas Park/Pentagon City	87%
87 Shirlington/Pentagon (also 87A/P/X)	71%
Total	82%

Ridership

	Passengers	Revenue Hours	Passengers/Revenue Hour
Diamond	1,954	1,675	1.2
	1,725	604	2.9
Total	3,679	2,279	

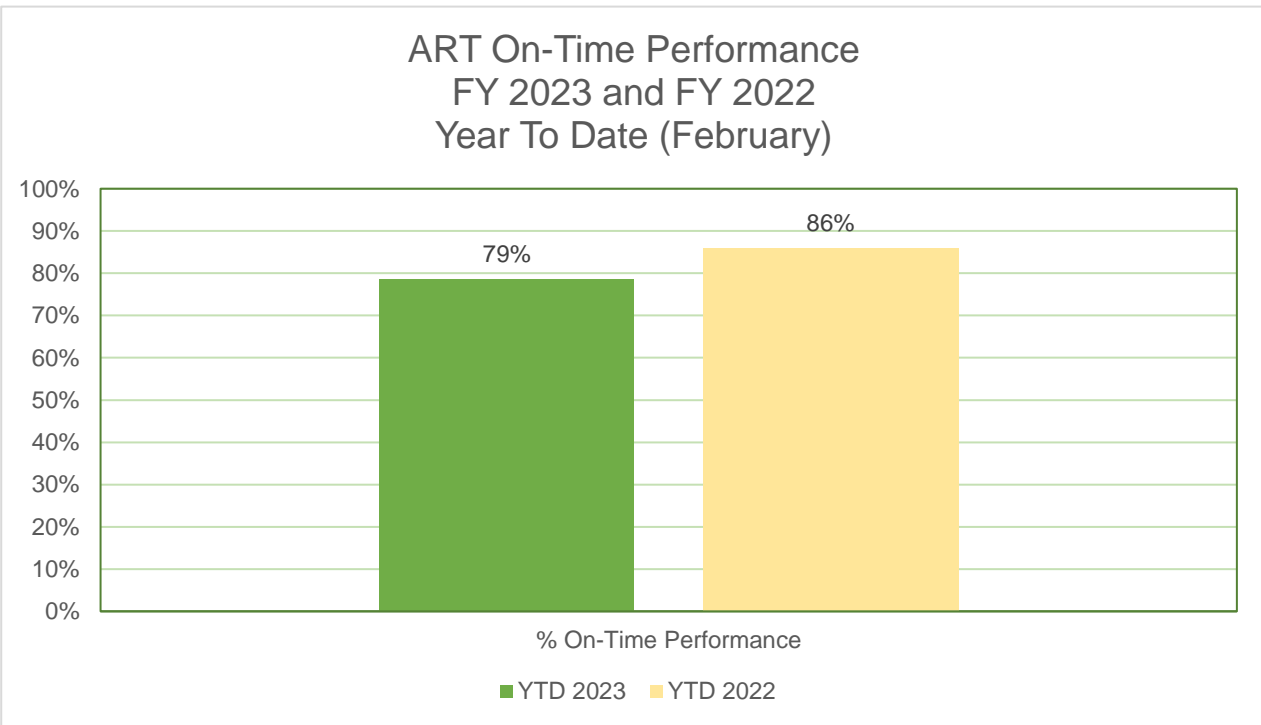
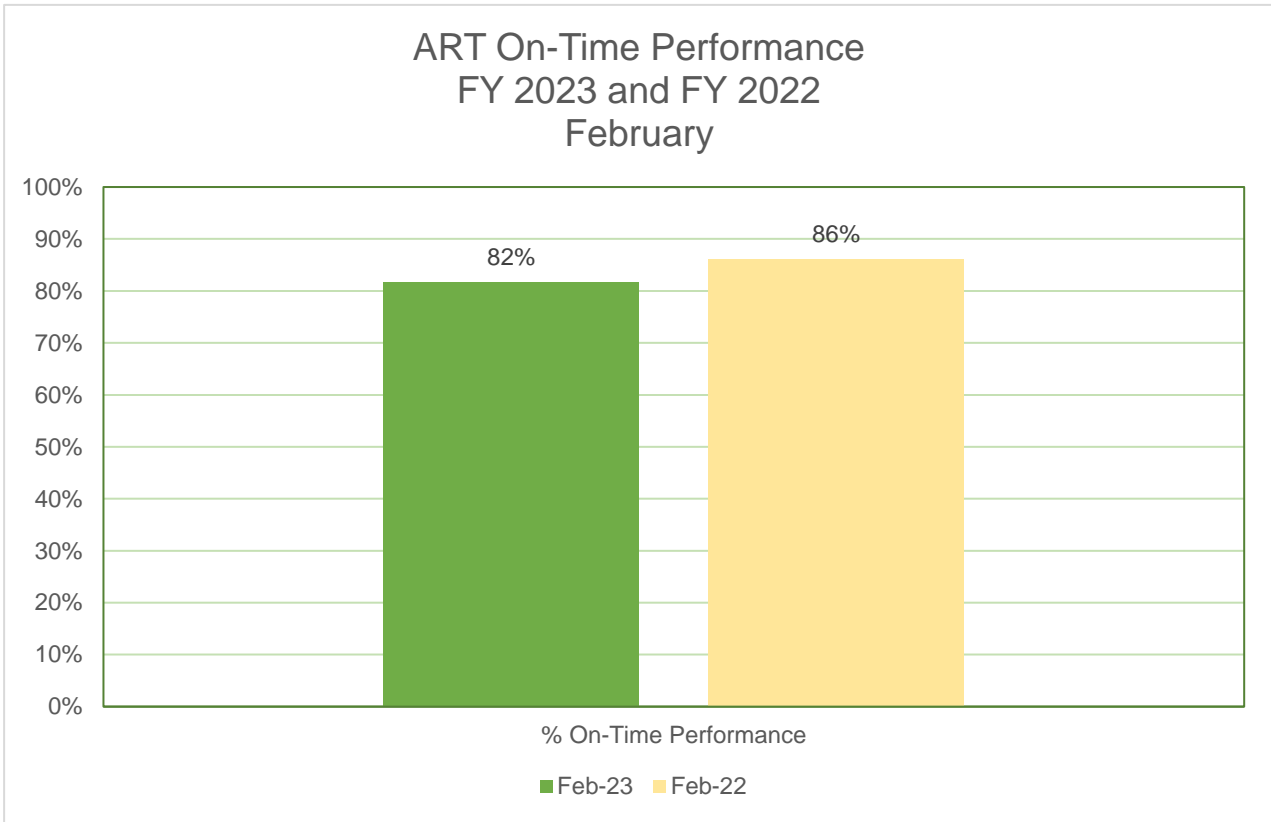
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SERVICE EFFECTIVENESS

ART	Feb-23	Feb-22	YTD 2023	YTD 2022
ART Passengers	147,459	133,626	1,324,799	1,127,790
Revenue Hours	14,228	14,083	121,338	117,198
Passengers/Revenue Hour	10.4	9.5		
Scheduled Number of Trips	14,175	14,051	120,477	116,409
Actual Number of Trips	14,163	14,030	120,486	116,053
Number of Missed Trips	12	22	-9	356
% Service Efficiency	99.9%	99.8%	100.0%	99.7%
% On-Time Performance	82%	86%	79%	86%
Number of Timepoint Audited	112,099	84,500	821,492	672,901
Number of Timepoints On-Time	91,648	72,780	645,817	578,181
Customer Service				
Number of Complaints	13	60	243	209
Complaints per 50,000 Trips	4	22	9	9

STAR	Feb-23	Feb-22	YTD 2023	YTD 2022
STAR Passengers	3,679	3,379	30,564	28,433
Revenue Hours	2,279	1,529	18,032	16,073
Passengers/Revenue Hour	1.61	2.21	1.70	1.77
Scheduled Number of Trips Booked	3,739	3,345	33,401	28,329
Number of Trip Cancellations and No-Shows	577	516	6,531	4,983
% Service Efficiency	84.6%	84.6%	80.4%	82.4%
Actual Number of Trips Completed	3,162	2,829	26,870	23,346
Customer Service				
Complaints				
Red Top	1	7	42	66
Diamond	6	0	22	10
STAR Call Center	1	0	7	0
Total Complaints	8	7	71	76
Complaints per 1,000 passengers	2	2	2	3

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SYSTEMWIDE RIDERSHIP
FY 2023 Full-Year

ART

