

Arlington Transit
Monthly Service Performance Report

ROUTE LEVEL PERFORMANCE - November 2022

	<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	31,474	1,559	20.2	1,574	7,654	493	15.5	6,382	362	17.6
42 Ballston/Pentagon	15,586	988	15.8	779	1,334	159	8.4	1,161	123	9.5
43 Crystal City/Rosslyn/Courthouse	6,148	908	6.8	307						
45 Columbia Pike/Rosslyn	17,814	1,101	16.2	891	3,059	278	11.0	2,409	239	10.1
51 Virginia Hospital Center/Ballston	3,311	342	9.7	166	634	108	5.9	393	79	5.0
52 Virginia Hospital Center/Ballston/East Falls Church	3,543	569	6.2	177						
53 Glebe Road-Westover/Ballston/East Falls Church	1,783	431	4.1	89						
55 Lee Highway/E. Falls Church/Rosslyn	20,081	1,519	13.2	1,004	3,121	312	10.0	1,631	175	9.3
61 Courthouse/Rosslyn	1,084	251	4.3	54						
62 Lorcom Lane/Courthouse/Ballston	519	239	2.2	26						
72 Rock Spring/Ballston/Shirlington	6,919	1,009	6.9	346						
74 Arlington Village/Arlington View	672	152	4.4	34						
75 Shirlington/Ballston/Virginia Square	8,837	828	10.7	442						
77 Shirlington/Lyon Park/Courthouse	8,538	722	11.8	427	1,506	198	7.6			
84 Douglas Park/Pentagon City	1,238	273	4.5	62						
87 Shirlington/Pentagon (also 87A/P/X)	7,025	929	7.6	351	953	198	4.8	619	119	5.2
ART Total	134,572	11,819	11.4	6,729	18,261	1,745	10.5	12,595	1,096	11.5

On Time Performance %

41 Columbia Pike/Ballston/Courthouse	77%
42 Ballston/Pentagon	83%
43 Crystal City/Rosslyn/Courthouse	88%
45 Columbia Pike/Rosslyn	66%
51 Virginia Hospital Center/Ballston	88%
52 Virginia Hospital Center/Ballston/East Falls Church	84%
53 Glebe Road-Westover/Ballston/East Falls Church	86%
55 Lee Highway/E. Falls Church/Rosslyn	84%
61 Courthouse/Rosslyn	75%
62 Lorcom Lane/Courthouse/Ballston	64%
72 Rock Spring/Ballston/Shirlington	71%
74 Arlington Village/Arlington View	86%
75 Shirlington/Ballston/Virginia Square	76%
77 Shirlington/Lyon Park/Courthouse	77%
84 Douglas Park/Pentagon City	83%
87 Shirlington/Pentagon (also 87A/P/X)	71%
Total	77%

Ridership

	Passengers	Revenue Hours	Passengers/Revenue Hour
Diamond	2,034	1,794	1.1
Red Top	1,938	674	2.9
Total	3,972	2,468	

Arlington Transit
Monthly Service Performance Report

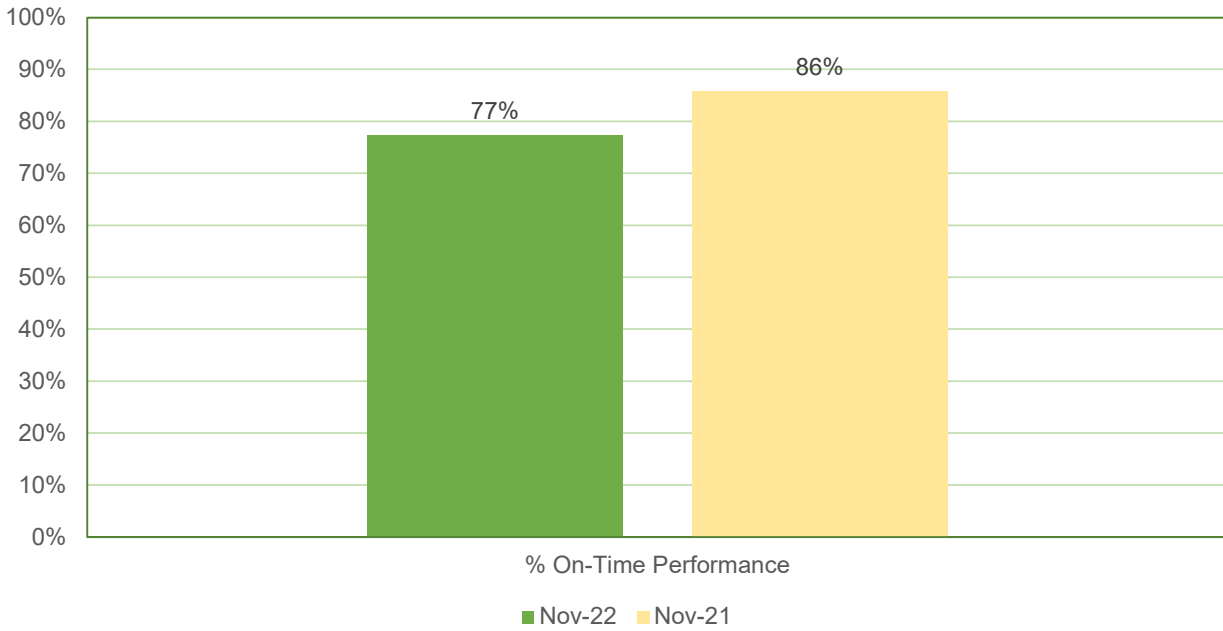
SERVICE EFFECTIVENESS

ART	Nov-22	Nov-21	YTD 2023	YTD 2022
ART Passengers	165,428	144,893	869,681	735,974
Revenue Hours	14,660	14,609	76,306	73,038
Passengers/Revenue Hour	11.3	9.9		
Scheduled Number of Trips	14,653	14,533	76,008	72,102
Actual Number of Trips	14,568	14,527	75,649	72,072
Number of Missed Trips	85	6	359	30
% Service Efficiency	99.4%	100.0%	99.5%	100.0%
% On-Time Performance	77%	86%	78%	86%
Customer Service				
Number of Complaints	13	10	175	65
Complaints per 50,000 Trips	4	3	10	4

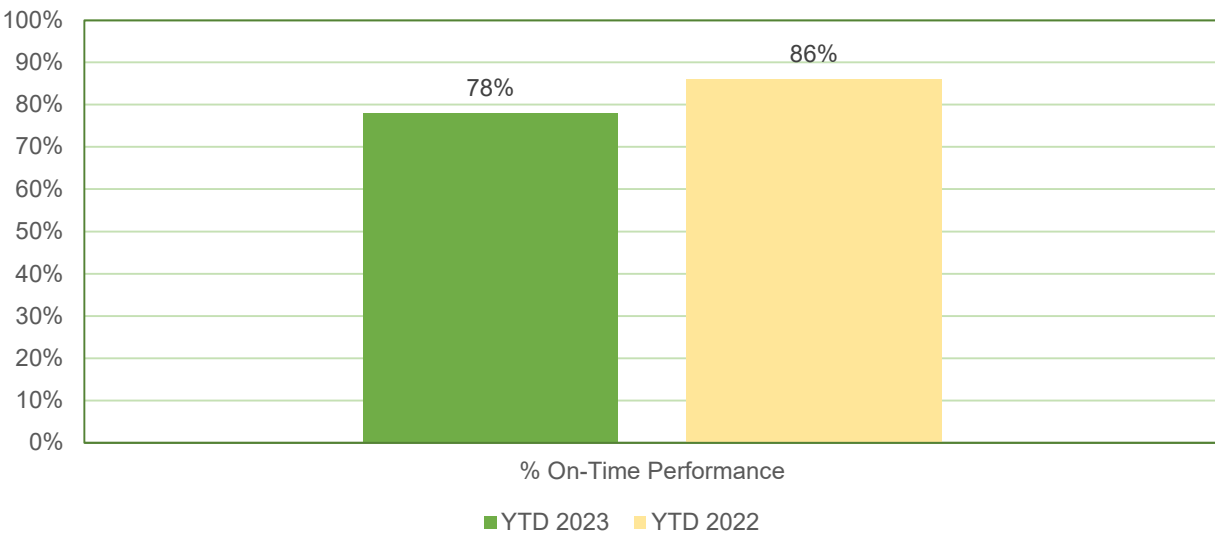
STAR	Nov-22	Nov-21	YTD 2023	YTD 2022
STAR Passengers	3,972	3,605	19,313	18,727
Revenue Hours	2,468	2,127	11,150	10,954
Passengers/Revenue Hour	1.61	1.69	1.73	1.71
Scheduled Number of Trips Booked	4,700	3,570	20,985	18,371
Number of Trip Cancellations and No-Shows	931	562	4,411	2,953
% Service Efficiency	80.2%	84.3%	79.0%	83.9%
Customer Service				
Complaints				
Red Top	6	7	33	48
Diamond	1	3	6	11
STAR Call Center	1	0	5	0
Total Complaints	8	10	44	59
Complaints per 1,000 passengers	2	3	2	3

Arlington Transit
Monthly Service Performance Report

ART On-Time Performance
FY 2023 and FY 2022
November



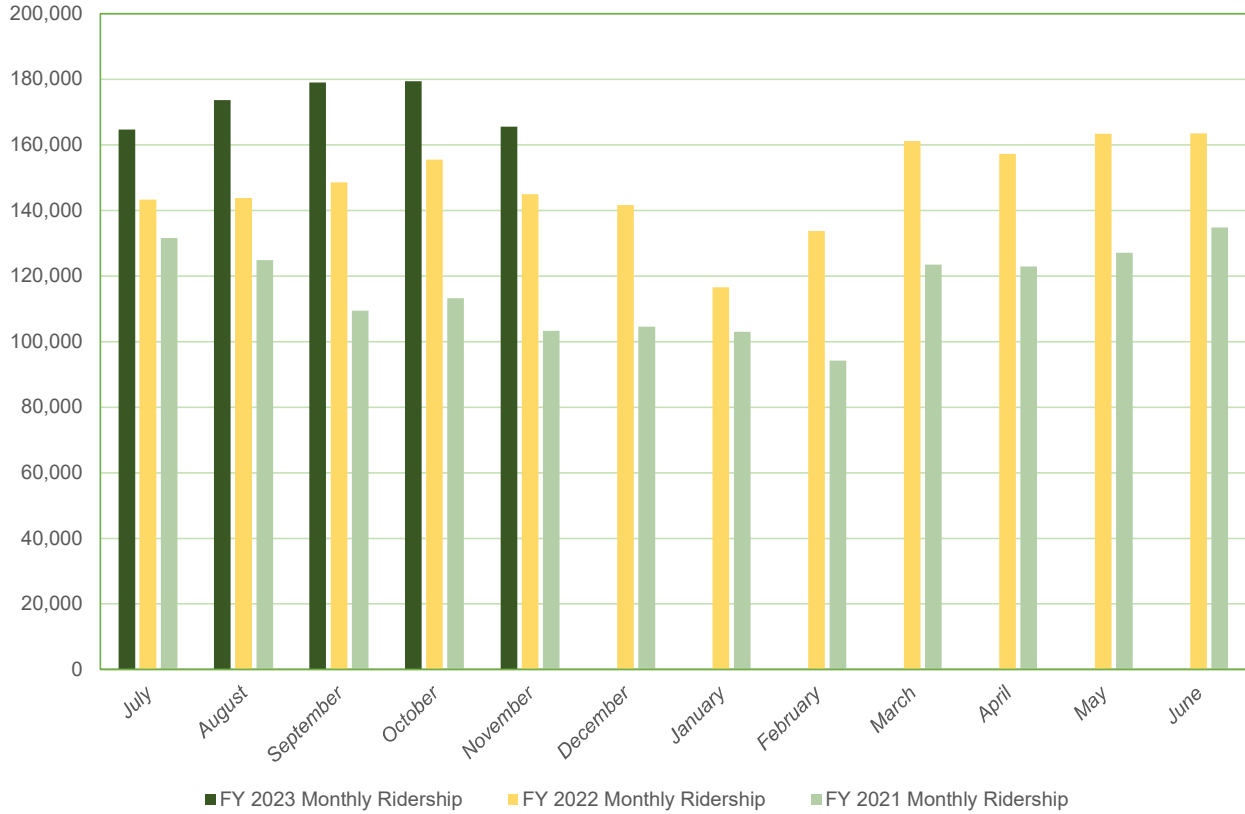
ART On-Time Performance
FY 2023 and FY 2022
Year To Date (November)



Arlington Transit Monthly Service Performance Report

SYSTEMWIDE RIDERSHIP FY 2023 Full-Year

ART



STAR

