

**Arlington Transit**  
**Monthly Service Performance Report**

**ROUTE LEVEL PERFORMANCE - June 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	36,598	1,951	18.8	1,591	4,186	325	12.9	4,739	290	16.3
42 Ballston/Pentagon	15,720	1,138	13.8	683	1,432	104	13.8	1,161	96	12.0
43 Crystal City/Rosslyn/Courthouse	7,610	1,044	7.3	331						
45 Columbia Pike/Rosslyn	20,879	1,455	14.4	908	3,109	190	16.4	2,707	190	14.3
51 Virginia Hospital Center/Ballston	4,897	402	12.2	213	640	72	8.9	495	63	7.9
52 Virginia Hospital Center/Ballston/East Falls Church	4,113	665	6.2	179						
53 Glebe Road-Westover/Ballston/East Falls Church	2,047	499	4.1	89						
55 Lee Highway/E. Falls Church/Rosslyn	23,347	1,669	14.0	1,015	2,589	208	12.5	1,745	139	12.6
61 Courthouse/Rosslyn	1,210	291	4.2	53						
62 Lorcom Lane/Courthouse/Ballston	549	276	2.0	24						
72 Rock Spring/Ballston/Shirlington	7,459	914	8.2	324						
74 Arlington Village/Arlington View	767	167	4.6	33						
75 Shirlington/Ballston/Virginia Square	9,479	458	20.7	412						
77 Shirlington/Lyon Park/Courthouse	8,466	866	9.8	368	532	131	4.1			
84 Douglas Park/Pentagon City	1,599	315	5.1	70						
87 Shirlington/Pentagon (also 87A/P/X)	8,481	1,078	7.9	369	798	130	6.1	445	94	4.7
<b>ART Total</b>	<b>153,221</b>	<b>13,188</b>	<b>11.6</b>	<b>6,662</b>	<b>13,286</b>	<b>1,160</b>	<b>11.5</b>	<b>11,292</b>	<b>872</b>	<b>13.0</b>

**On Time Performance %**

41 Columbia Pike/Ballston/Courthouse	77%
42 Ballston/Pentagon	64%
43 Crystal City/Rosslyn/Courthouse	90%
45 Columbia Pike/Rosslyn	63%
51 Virginia Hospital Center/Ballston	92%
52 Virginia Hospital Center/Ballston/East Falls Church	85%
53 Glebe Road-Westover/Ballston/East Falls Church	86%
55 Lee Highway/E. Falls Church/Rosslyn	77%
61 Courthouse/Rosslyn	67%
62 Lorcom Lane/Courthouse/Ballston	61%
72 Rock Spring/Ballston/Shirlington	77%
74 Arlington Village/Arlington View	81%
75 Shirlington/Ballston/Virginia Square	81%
77 Shirlington/Lyon Park/Courthouse	78%
84 Douglas Park/Pentagon City	82%
87 Shirlington/Pentagon (also 87A/P/X)	62%
<b>Total</b>	<b>76%</b>

**Ridership**

	Passengers	Revenue Hours	Passengers/Revenue Hour
Diamond	2,627	2,193	1.2
Red Top	1,622	589	2.8
<b>Total</b>	<b>4,249</b>	<b>2,782</b>	

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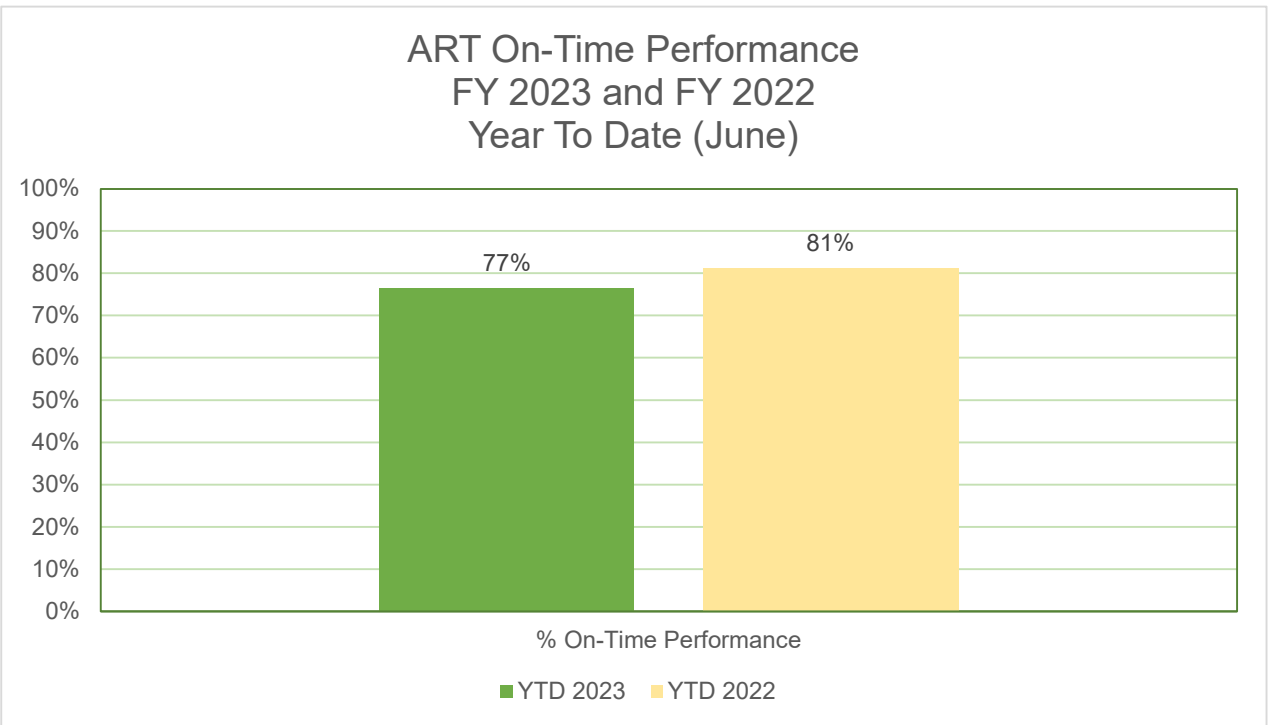
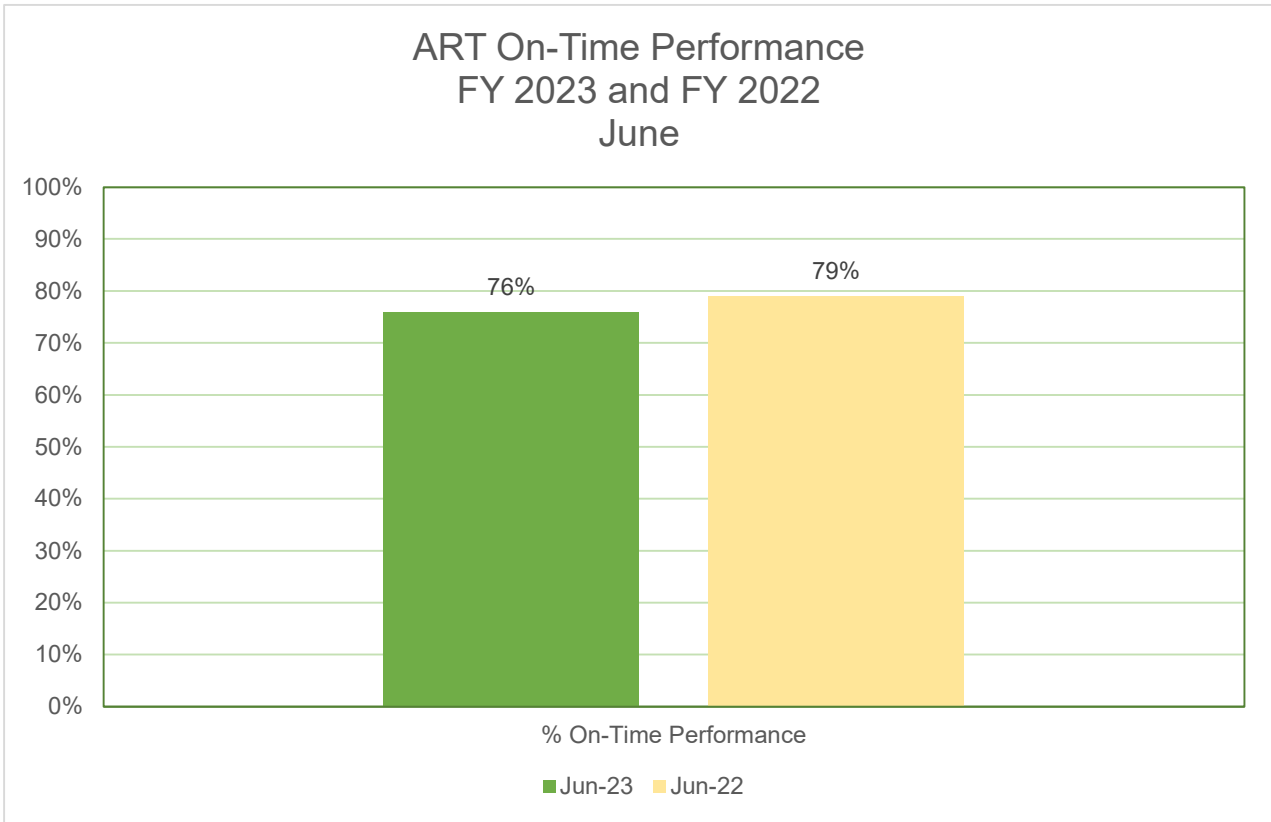
**SERVICE EFFECTIVENESS**

<b>ART</b>	<b>Jun-23</b>	<b>Jun-22</b>	<b>YTD 2023</b>	<b>YTD 2022</b>
ART Passengers	177,799	163,379	370,546	326,729
Revenue Hours	15,220	15,779	31,243	31,407
<b>Passengers/Revenue Hour</b>	<b>11.7</b>	<b>10.4</b>		
Scheduled Number of Trips	15,650	15,794	31,649	31,385
Actual Number of Trips	15,610	15,738	31,585	31,303
Number of Missed Trips	40	56	64	83
<b>% Service Efficiency</b>	<b>99.7%</b>	<b>99.6%</b>	<b>99.8%</b>	<b>99.7%</b>
<b>% On-Time Performance</b>	<b>76%</b>	<b>79%</b>	<b>77%</b>	<b>81%</b>
<b>Customer Service</b>				
Number of Complaints	28	13	44	36
Complaints per 50,000 Trips	8	4	6	6

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<b>STAR</b>	<b>Jun-23</b>	<b>Jun-22</b>	<b>YTD 2023</b>	<b>YTD 2022</b>
STAR Passengers	4,249	3,696	8,751	7,279
Revenue Hours	2,782	2,060	5,432	4,088
<b>Passengers/Revenue Hour</b>	<b>1.53</b>	<b>1.79</b>	<b>1.61</b>	<b>1.78</b>
Scheduled Number of Trips Booked	4,263	3,960	8,828	8,012
Number of Trip Cancellations and No-Shows	638	688	1,315	1,544
<b>% Service Efficiency</b>	<b>85.0%</b>	<b>82.6%</b>	<b>85.1%</b>	<b>80.7%</b>
Actual Number of Trips Completed	3,625	3,272	7,513	6,468
<b>Customer Service Complaints</b>				
Red Top	3	9	8	14
Diamond	5	4	8	5
STAR Call Center	0	1	0	2
Total Complaints	8	14	16	21
Complaints per 1,000 passengers	2	4	2	3

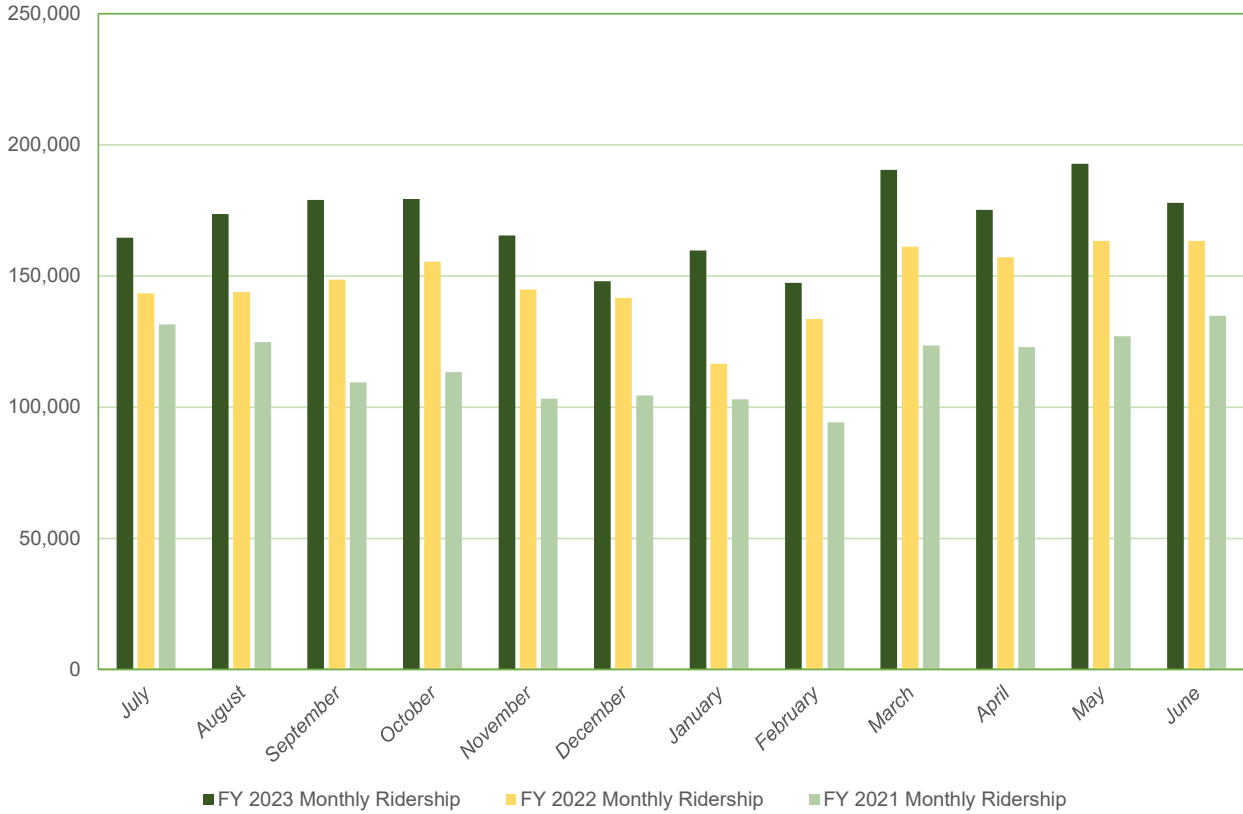
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**SYSTEMWIDE RIDERSHIP**  
 FY 2023 Full-Year

**ART**



**ART**

