ROUTE LEVEL PERFORMANCE - December 2022

Ridership

	Weekday				Saturday			Sunday		
	Passengers	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	31,958	1,724	18.5	1,453	6,510	330	19.7	4,807	434	11.1
42 Ballston/Pentagon	14,813	1,079	13.7	673	990	106	9.3	958	147	6.5
43 Crystal City/Rosslyn/Courthouse	4,670	1,013	4.6	212						
45 Columbia Pike/Rosslyn	16,774	1,209	13.9	762	2,898	186	15.6	1,557	287	5.4
51 Virginia Hospital Center/Ballston	2,806	378	7.4	128	537	72	7.5	330	95	3.5
52 Virginia Hospital Center/Ballston/East Falls Church	3,038	629	4.8	138						
53 Glebe Road-Westover/Ballston/East Falls Church	1,809	476	3.8	82						
55 Lee Highway/E. Falls Church/Rosslyn	18,340	1,682	10.9	834	2,042	208	9.8	1,328	210	6.3
61 Courthouse/Rosslyn	1,104	277	4.0	50						
62 Lorcom Lane/Courthouse/Ballston	331	246	1.3	15						
72 Rock Spring/Ballston/Shirlington	6,201	1,112	5.6	282						
74 Arlington Village/Arlington View	519	168	3.1	24						
75 Shirlington/Ballston/Virginia Square	7,335	918	8.0	333						
77 Shirlington/Lyon Park/Courthouse	7,001	797	8.8	318	1,144	132	8.7			
84 Douglas Park/Pentagon City	854	299	2.9	39						
87 Shirlington/Pentagon (also 87A/P/X)	6,391	1,032	6.2	291	706	132	5.3	207	144	1.4
ART Total	**123,944**	**13,037**	**9.5**	**5,634**	**14,827**	**1,165**	**12.7**	**9,187**	**1,316**	**7.0**

On Time Performance %

41 Columbia Pike/Ballston/Courthouse	77%
42 Ballston/Pentagon	81%
43 Crystal City/Rosslyn/Courthouse	89%
45 Columbia Pike/Rosslyn	65%
51 Virginia Hospital Center/Ballston	92%
52 Virginia Hospital Center/Ballston/East Falls Church	82%
53 Glebe Road-Westover/Ballston/East Falls Church	86%
55 Lee Highway/E. Falls Church/Rosslyn	85%
61 Courthouse/Rosslyn	68%
62 Lorcom Lane/Courthouse/Ballston	55%
72 Rock Spring/Ballston/Shirlington	72%
74 Arlington Village/Arlington View	90%
75 Shirlington/Ballston/Virginia Square	74%
77 Shirlington/Lyon Park/Courthouse	78%
84 Douglas Park/Pentagon City	77%
87 Shirlington/Pentagon (also 87A/P/X)	69%
Total	**77%**

Ridership

	Passengers	Revenue Hours	Passengers/Revenue Hour
Diamond	1,854	1,583	1.2
Red Top	1,878	653	2.9
Total	**3,732**	**2,236**	

Arlington Transit
Monthly Service Performance Report

SERVICE EFFECTIVENESS

ART	Dec-22	Dec-21	YTD 2023	YTD 2022
ART Passengers	147,958	141,625	1,017,639	877,599
Revenue Hours	15,518	16,216	91,824	89,255
Passengers/Revenue Hour	9.5	8.7		
Scheduled Number of Trips	15,584	16,208	91,077	88,309
Actual Number of Trips	15,468	16,202	91,117	88,273
Number of Missed Trips	117	6	-40	37
% Service Efficiency	**99.3%**	**100.0%**	**100.0%**	**100.0%**
% On-Time Performance	**77%**	**86%**	**78%**	**86%**
Customer Service				
Number of Complaints	29	25	204	105
Complaints per 50,000 Trips	10	9	10	6

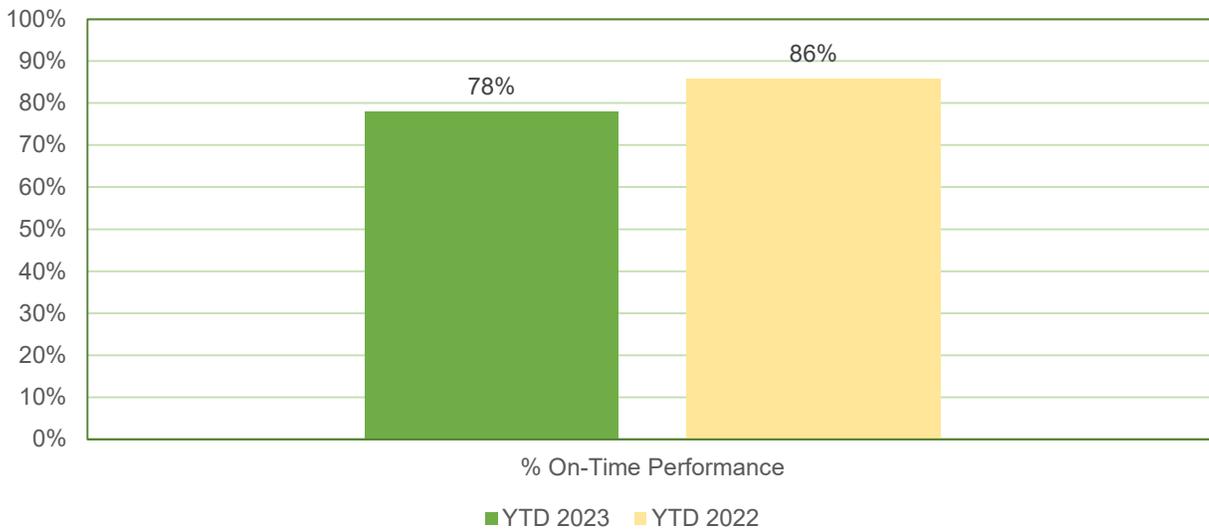| STAR	Dec-22	Dec-21	YTD 2023	YTD 2022
STAR Passengers	3,732	3,764	23,045	22,491
Revenue Hours	2,237	2,134	13,387	13,122
Passengers/Revenue Hour	**1.67**	**1.76**	**1.72**	**1.71**
Scheduled Number of Trips Booked	4,690	3,564	25,675	21,935
Number of Trip Cancellations and No-Shows	842	656	5,253	3,609
% Service Efficiency	82.0%	81.6%	79.5%	83.5%
Customer Service **Complaints**				
Red Top	2	7	35	52
Diamond	8	1	14	10
STAR Call Center	0	0	5	0
Total Complaints	10	8	54	62
Complaints per 1,000 passengers	3	2	2	3

Arlington Transit
Monthly Service Performance Report
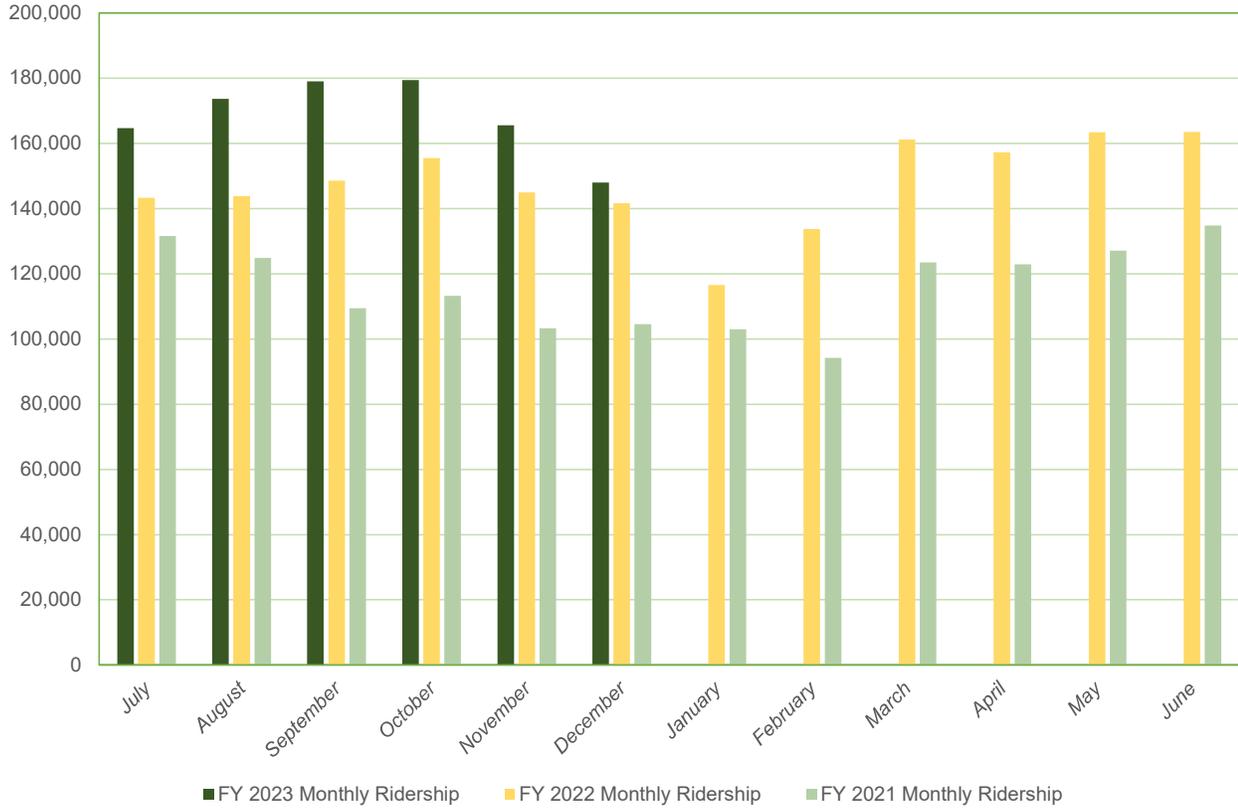
ART On-Time Performance
FY 2023 and FY 2022
December

% On-Time Performance

■ Dec-22   ■ Dec-21
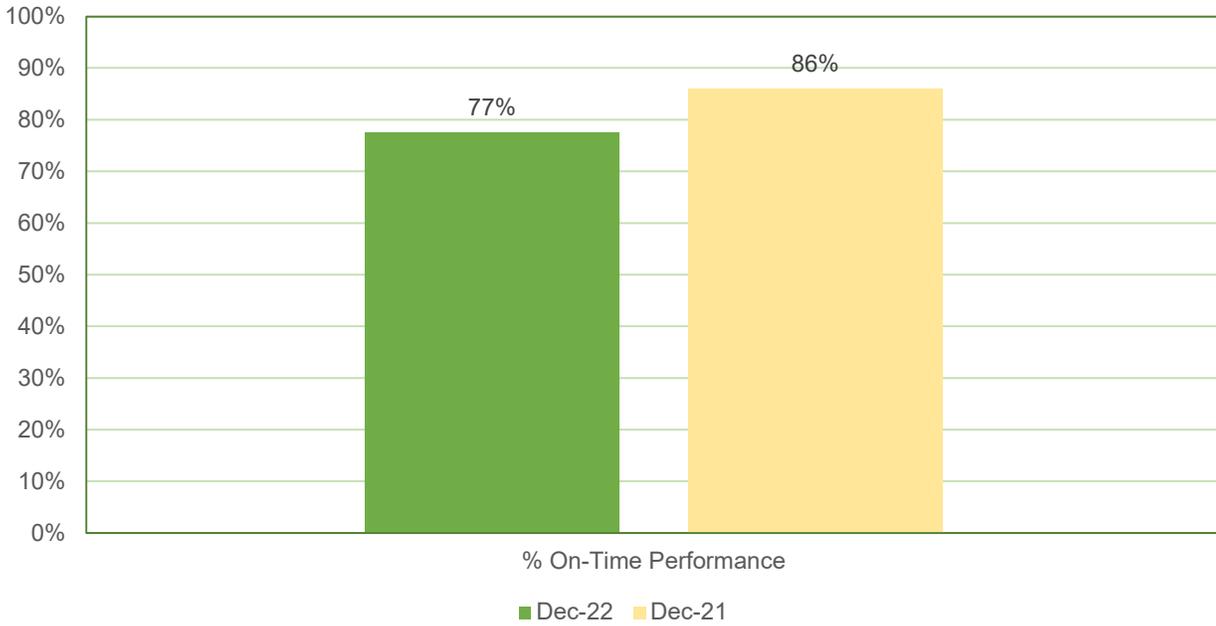
ART On-Time Performance
FY 2023 and FY 2022
Year To Date (December)

% On-Time Performance

■ YTD 2023   ■ YTD 2022

SYSTEMWIDE RIDERSHIP

FY 2023 Full-Year

ART

Legend: ■ FY 2023 Monthly Ridership ■ FY 2022 Monthly Ridership ■ FY 2021 Monthly Ridership

STAR

Legend: ■ FY 2023 Monthly Ridership ■ FY 2022 Monthly Ridership ■ FY 2021 Monthly Ridership