

Arlington Transit
Monthly Service Performance Report

ROUTE LEVEL PERFORMANCE - January 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	31,030	1,641	18.9	1,478	5,894	411	14.3	5,955	433	13.7
42 Ballston/Pentagon	14,917	1,042	14.3	710	1,517	132	11.5	1,117	147	7.6
43 Crystal City/Rosslyn/Courthouse	5,849	973	6.0	279						
45 Columbia Pike/Rosslyn	18,735	1,169	16.0	892	2,969	232	12.8	2,447	288	8.5
51 Virginia Hospital Center/Ballston	2,944	360	8.2	140	558	89	6.3	465	95	4.9
52 Virginia Hospital Center/Ballston/East Falls Church	3,422	600	5.7	163						
53 Glebe Road-Westover/Ballston/East Falls Church	2,382	463	5.1	113						
55 Lee Highway/E. Falls Church/Rosslyn	19,427	1,603	12.1	925	2,915	259	11.3	1,831	210	8.7
61 Courthouse/Rosslyn	642	265	2.4	31						
62 Lorcom Lane/Courthouse/Ballston	445	259	1.7	21						
72 Rock Spring/Ballston/Shirlington	7,017	1,064	6.6	334						
74 Arlington Village/Arlington View	560	160	3.5	27						
75 Shirlington/Ballston/Virginia Square	8,206	878	9.3	391						
77 Shirlington/Lyon Park/Courthouse	8,255	763	10.8	393	1,145	165	6.9			
84 Douglas Park/Pentagon City	1,136	287	4.0	54						
87 Shirlington/Pentagon (also 87A/P/X)	6,877	989	7.0	327	702	165	4.3	342	144	2.4
ART Total	131,844	12,515	10.5	6,278	15,700	1,453	10.8	12,157	1,317	9.2

On Time Performance %

41 Columbia Pike/Ballston/Courthouse	76%
42 Ballston/Pentagon	72%
43 Crystal City/Rosslyn/Courthouse	89%
45 Columbia Pike/Rosslyn	69%
51 Virginia Hospital Center/Ballston	90%
52 Virginia Hospital Center/Ballston/East Falls Church	84%
53 Glebe Road-Westover/Ballston/East Falls Church	85%
55 Lee Highway/E. Falls Church/Rosslyn	85%
61 Courthouse/Rosslyn	92%
62 Lorcom Lane/Courthouse/Ballston	82%
72 Rock Spring/Ballston/Shirlington	76%
74 Arlington Village/Arlington View	66%
75 Shirlington/Ballston/Virginia Square	74%
77 Shirlington/Lyon Park/Courthouse	81%
84 Douglas Park/Pentagon City	84%
87 Shirlington/Pentagon (also 87A/P/X)	64%
Total	79%

Ridership

	Passengers	Revenue Hours	Passengers/Revenue Hour
Diamond	2,010	1,721	1.2
Red Top	1,830	645	2.8
Total	3,840	2,366	

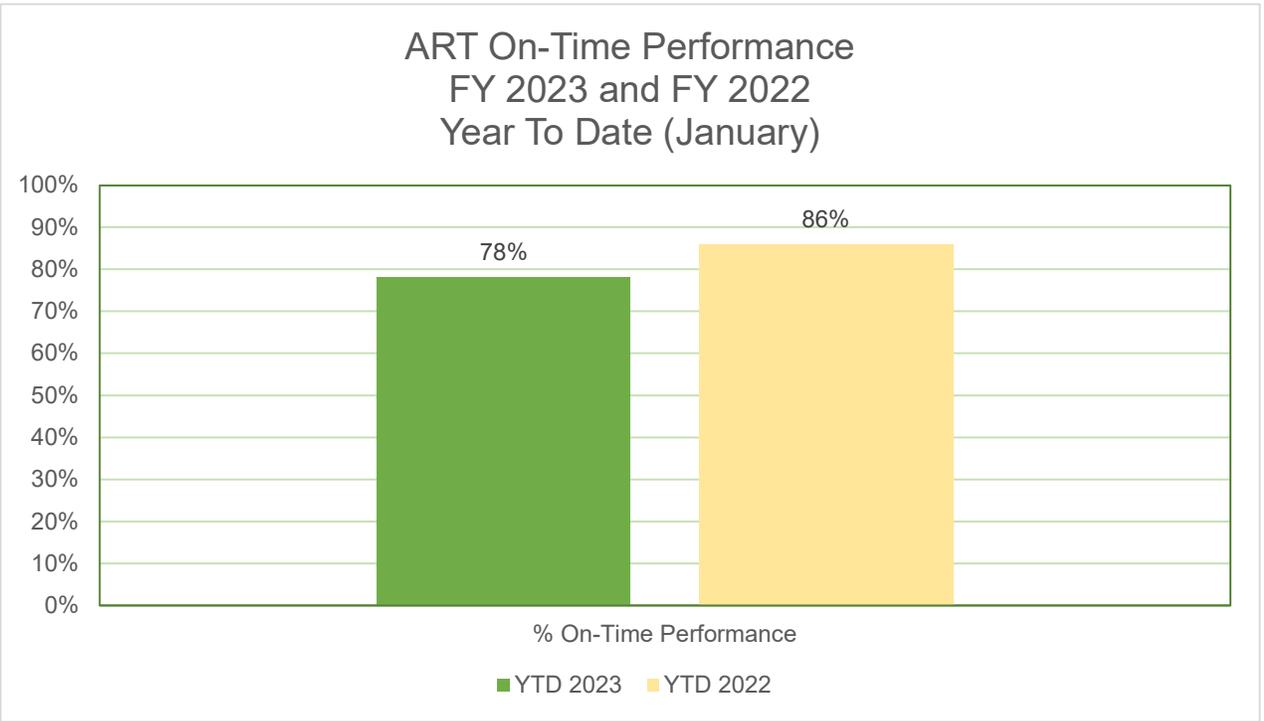
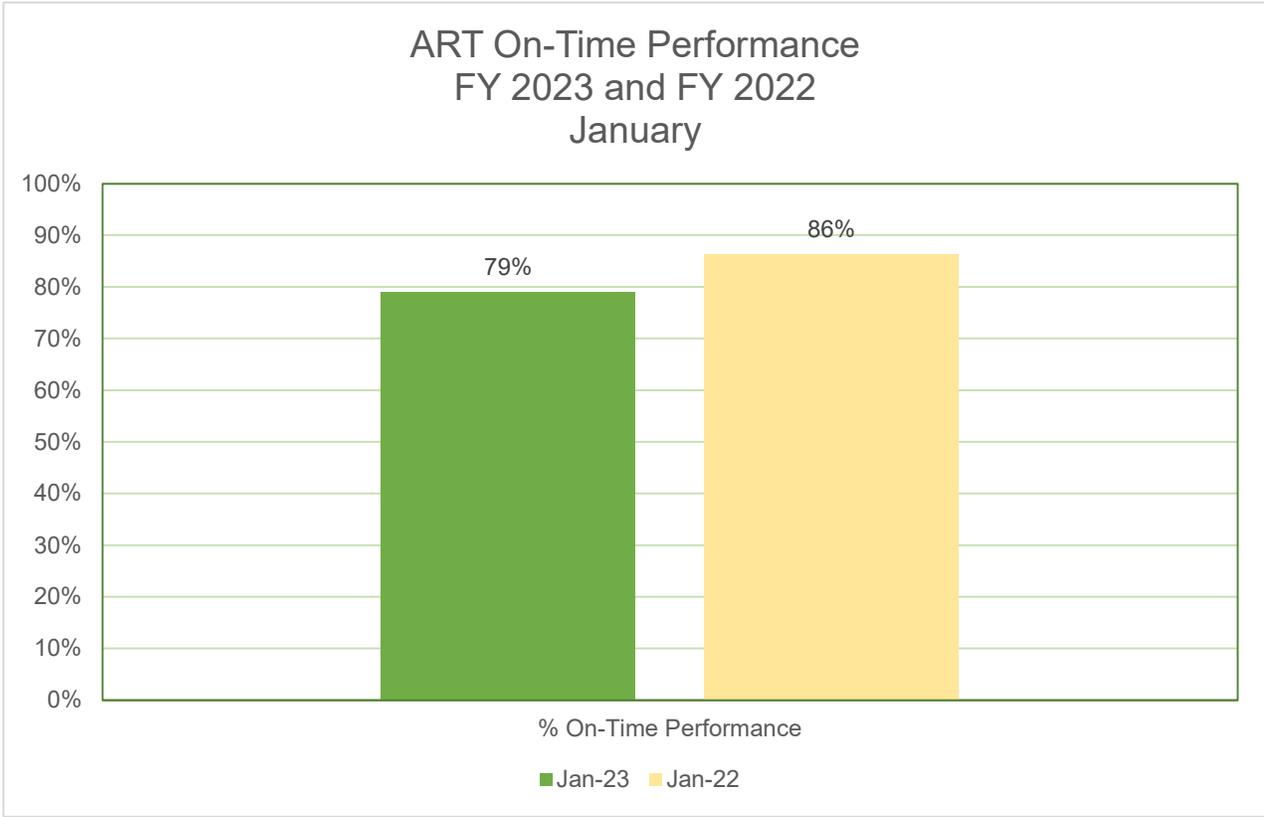
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SERVICE EFFECTIVENESS

ART	Jan-23	Jan-22	YTD 2023	YTD 2022
ART Passengers	159,701	116,565	1,177,340	994,164
Revenue Hours	15,285	13,861	107,109	103,115
Passengers/Revenue Hour	10.4	8.4		
Scheduled Number of Trips	15,226	14,049	106,303	102,358
Actual Number of Trips	15,207	13,751	106,324	102,024
Number of Missed Trips	19	298	-21	334
% Service Efficiency	99.9%	97.9%	100.0%	99.7%
% On-Time Performance	79%	86%	78%	86%
Customer Service				
Number of Complaints	26	44	230	149
Complaints per 50,000 Trips	8	19	10	7

STAR	Jan-23	Jan-22	YTD 2023	YTD 2022
STAR Passengers	3,840	2,563	26,885	25,054
Revenue Hours	2,366	1,422	15,753	14,544
Passengers/Revenue Hour	1.62	1.80	1.71	1.72
Scheduled Number of Trips Booked	3,987	3,049	29,662	24,984
Number of Trip Cancellations and No-Shows	701	858	5,954	4,467
% Service Efficiency	82.4%	71.9%	79.9%	82.1%
Customer Service Complaints				
Red Top	6	7	41	59
Diamond	2	0	16	10
STAR Call Center	1	0	6	0
Total Complaints	9	7	63	69
Complaints per 1,000 passengers	2	3	2	3

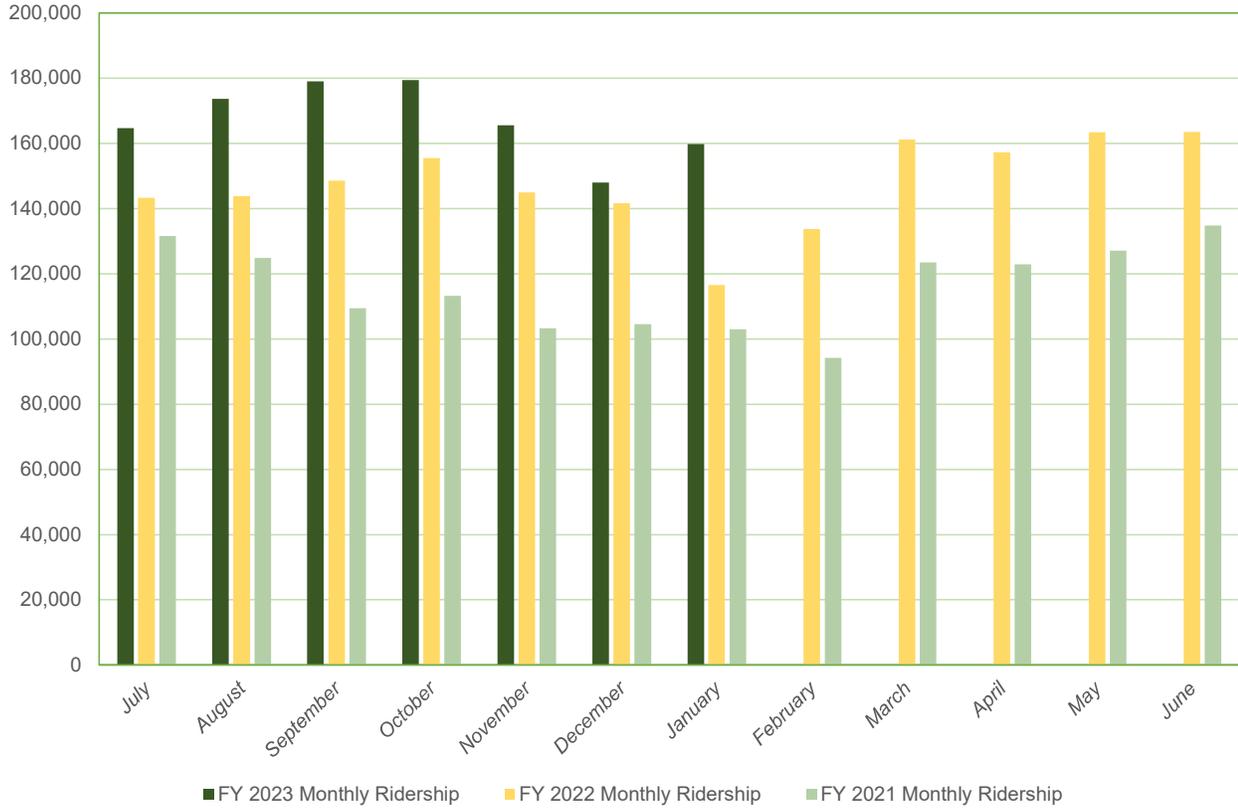
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SYSTEMWIDE RIDERSHIP FY 2023 Full-Year

ART



STAR

