

ROUTE LEVEL PERFORMANCE - October 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	34,666	1,634	21.2	1,733	9,970	485	20.6	7,182	360	19.9
42 Ballston/Pentagon	15,270	1,042	14.7	764	1,481	159	9.3	1,103	123	9.0
43 Crystal City/Rosslyn/Courthouse	7,566	770	9.8	378						
45 Columbia Pike/Rosslyn	18,762	1,164	16.1	938	3,374	278	12.1	2,551	240	10.6
51 Virginia Hospital Center/Ballston	3,035	360	8.4	152	782	108	7.2	552	79	7.0
52 Virginia Hospital Center/Ballston/East Falls Church	3,813	599	6.4	191						
53 Glebe Road-Westover/Ballston/East Falls Church	2,575	461	5.6	129						
55 Lee Highway/E. Falls Church/Rosslyn	20,102	1,603	12.5	1,005	3,556	309	11.5	1,798	175	10.3
61 Courthouse/Rosslyn	1,100	265	4.2	55						
62 Lorcom Lane/Courthouse/Ballston	536	256	2.1	27						
72 Rock Spring/Ballston/Shirlington	6,896	1,062	6.5	345						
74 Arlington Village/Arlington View	602	160	3.8	30						
75 Shirlington/Ballston/Virginia Square	9,614	895	10.7	481						
77 Shirlington/Lyon Park/Courthouse	9,005	761	11.8	450	1,703	197	8.6			
84 Douglas Park/Pentagon City	1,259	288	4.4	63						
87 Shirlington/Pentagon (also 87A/P/X)	8,635	988	8.7	432	1,260	198	6.4	629	120	5.3
ART Total	143,436	12,307	11.7	7,172	22,126	1,733	12.8	13,815	1,096	12.6

On Time Performance %

41 Columbia Pike/Ballston/Courthouse	81%
42 Ballston/Pentagon	72%
43 Crystal City/Rosslyn/Courthouse	87%
45 Columbia Pike/Rosslyn	79%
51 Virginia Hospital Center/Ballston	94%
52 Virginia Hospital Center/Ballston/East Falls Church	67%
53 Glebe Road-Westover/Ballston/East Falls Church	89%
55 Lee Highway/E. Falls Church/Rosslyn	85%
61 Courthouse/Rosslyn	79%
62 Lorcom Lane/Courthouse/Ballston	82%
72 Rock Spring/Ballston/Shirlington	81%
74 Arlington Village/Arlington View	79%
75 Shirlington/Ballston/Virginia Square	86%
77 Shirlington/Lyon Park/Courthouse	85%
84 Douglas Park/Pentagon City	73%
87 Shirlington/Pentagon (also 87A/P/X)	58%
Total	79%

Ridership



	Passengers	Revenue Hours	Passengers/Revenue Hour
Diamond	2,047	1,736	1.2
Red Top	2,060	696	3.0
Total	4,107	2,432	

Arlington Transit
Monthly Service Performance Report

SERVICE EFFECTIVENESS

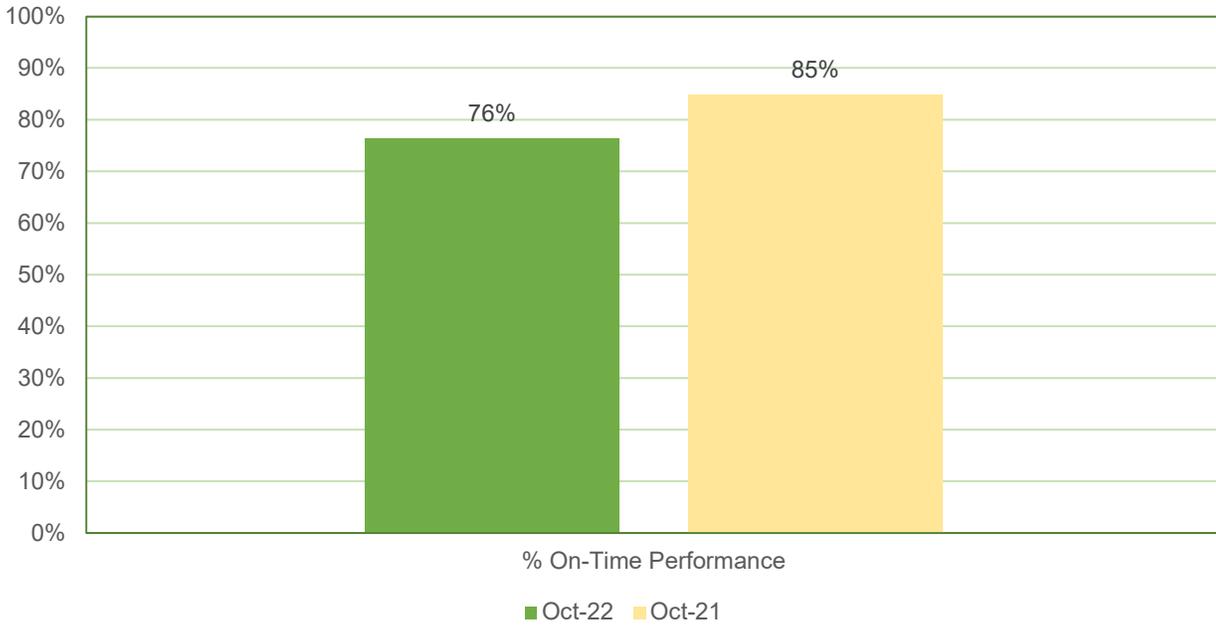
ART	Oct-22	Oct-21	YTD 2023	YTD 2022
ART Passengers	179,377	155,448	704,253	591,081
Revenue Hours	15,136	15,235	61,646	58,429
Passengers/Revenue Hour	11.9	10.2		
Scheduled Number of Trips	14,998	15,161	61,355	57,569
Actual Number of Trips	14,951	15,158	61,081	57,545
Number of Missed Trips	47	3	274	24
% Service Efficiency	99.7%	100.0%	99.6%	100.0%
% On-Time Performance	76%	85%	78%	86%
Customer Service				
Number of Complaints	23	15	185	70
Complaints per 50,000 Trips	6	5	13	6

STAR	Oct-22	Oct-21	YTD 2023	YTD 2022
STAR Passengers	4,107	3,906	15,341	15,122
Revenue Hours	2,432	2,222	8,682	8,827
Passengers/Revenue Hour	1.69	1.76	1.77	1.71
Scheduled Number of Trips Booked	4,230	3,823	16,285	14,801
Number of Trip Cancellations and No-Shows	702	576	3,480	2,391
% Service Efficiency	83.4%	84.9%	78.6%	83.8%

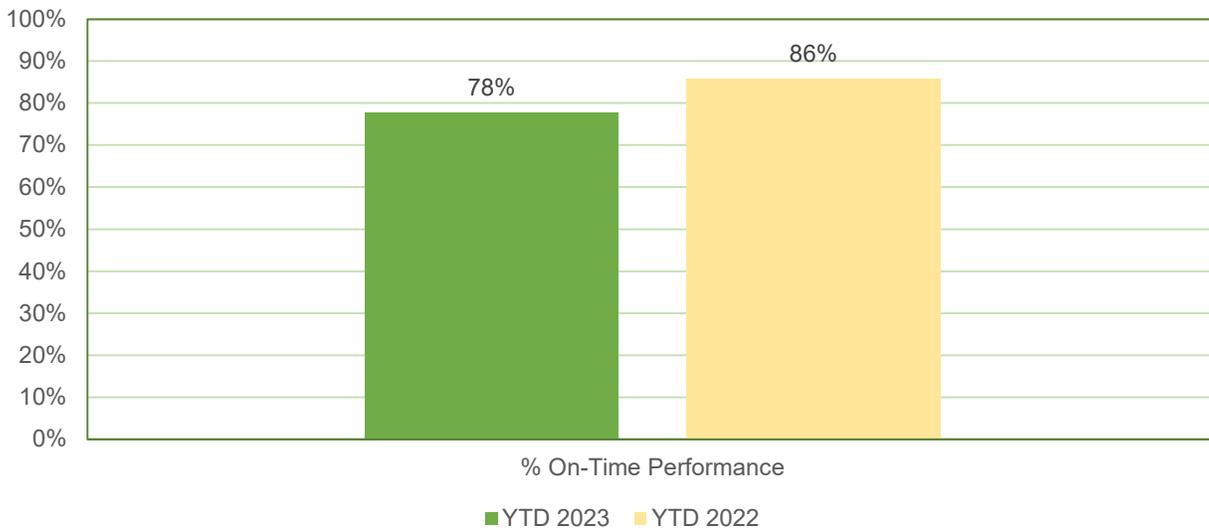
Customer Service Complaints				
Red Top	6	7	27	41
Diamond	1	3	5	8
STAR Call Center	1	0	4	0
Total Complaints	8	10	36	49
Complaints per 1,000 passengers	2	3	2	3

Arlington Transit
Monthly Service Performance Report

ART On-Time Performance
FY 2023 and FY 2022
October



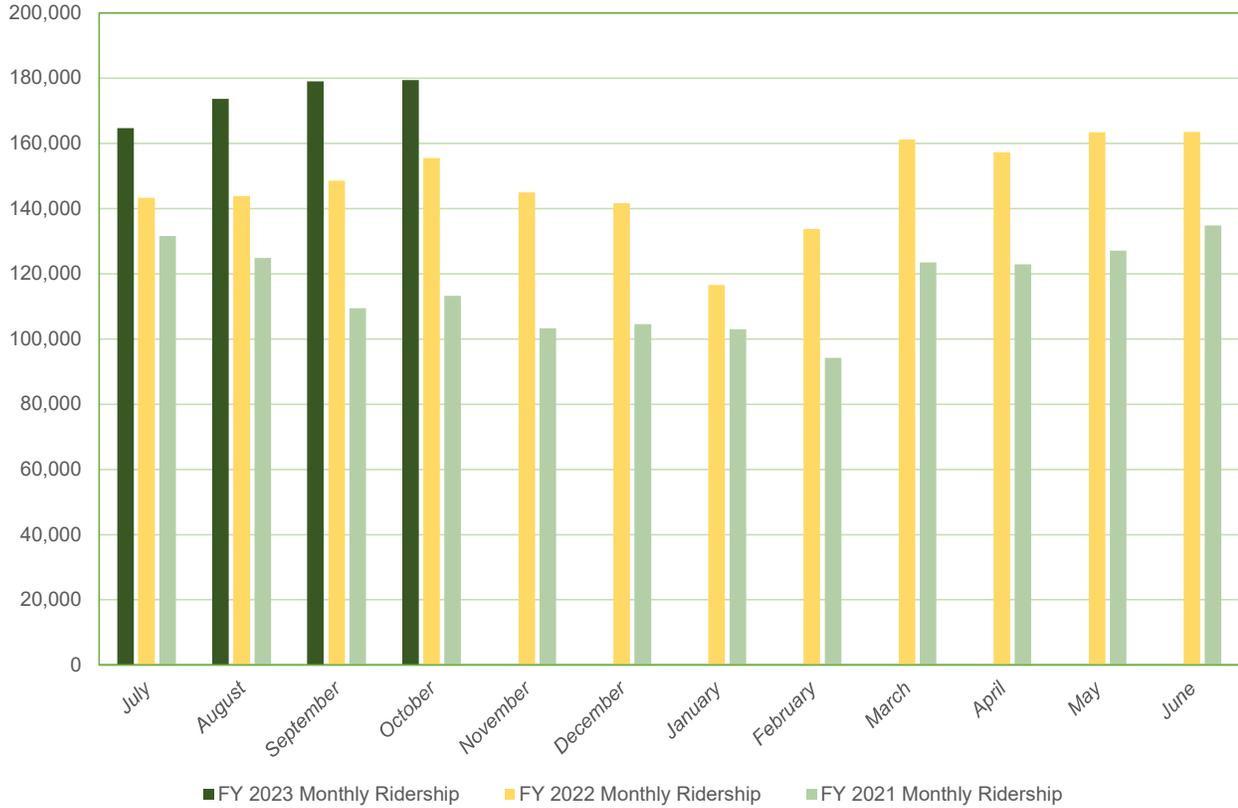
ART On-Time Performance
FY 2023 and FY 2022
Year To Date (October)



Arlington Transit
Monthly Service Performance Report

SYSTEMWIDE RIDERSHIP
FY 2023 Full-Year

ART



STAR

