

Arlington Transit
Monthly Service Performance Report

ROUTE LEVEL PERFORMANCE - September 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	38,129	1,727	22.1	1,816	6,640	329	20.2	6,417	345	18.6
42 Ballston/Pentagon	14,640	1,089	13.4	697	1,103	106	10.5	1,492	122	12.2
43 Crystal City/Rosslyn/Courthouse	8,417	769	10.9	401						
45 Columbia Pike/Rosslyn	17,796	1,216	14.6	847	2,507	185	13.6	2,482	233	10.7
51 Virginia Hospital Center/Ballston	3,388	377	9.0	161	615	72	8.5	354	79	4.5
52 Virginia Hospital Center/Ballston/East Falls Church	3,883	630	6.2	185						
53 Glebe Road-Westover/Ballston/East Falls Church	2,093	485	4.3	100						
55 Lee Highway/E. Falls Church/Rosslyn	21,488	1,673	12.8	1,023	2,605	207	12.6	1,431	175	8.2
61 Courthouse/Rosslyn	877	277	3.2	42						
62 Lorcom Lane/Courthouse/Ballston	692	272	2.5	33						
72 Rock Spring/Ballston/Shirlington	7,173	1,116	6.4	342						
74 Arlington Village/Arlington View	524	168	3.1	25						
75 Shirlington/Ballston/Virginia Square	10,429	939	11.1	497						
77 Shirlington/Lyon Park/Courthouse	10,011	798	12.5	477	1,172	131	8.9			
84 Douglas Park/Pentagon City	1,249	300	4.2	59						
87 Shirlington/Pentagon (also 87A/P/X)	7,177	1,035	6.9	342	744	132	5.7	981	120	8.2
ART Total	147,966	12,871	11.5	7,046	15,386	1,160	13.3	13,157	1,073	12.3

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	1,931	1,582	1.2
Red Top	1,984	668	3.0
Total	3,915	2,250	

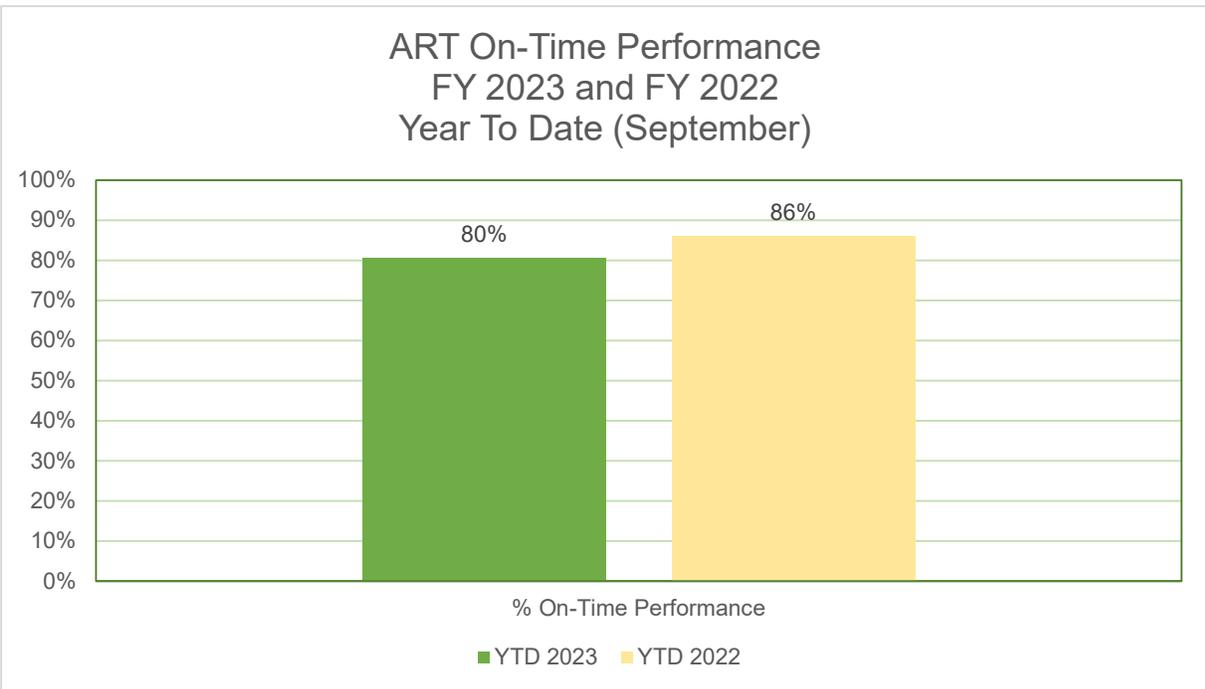
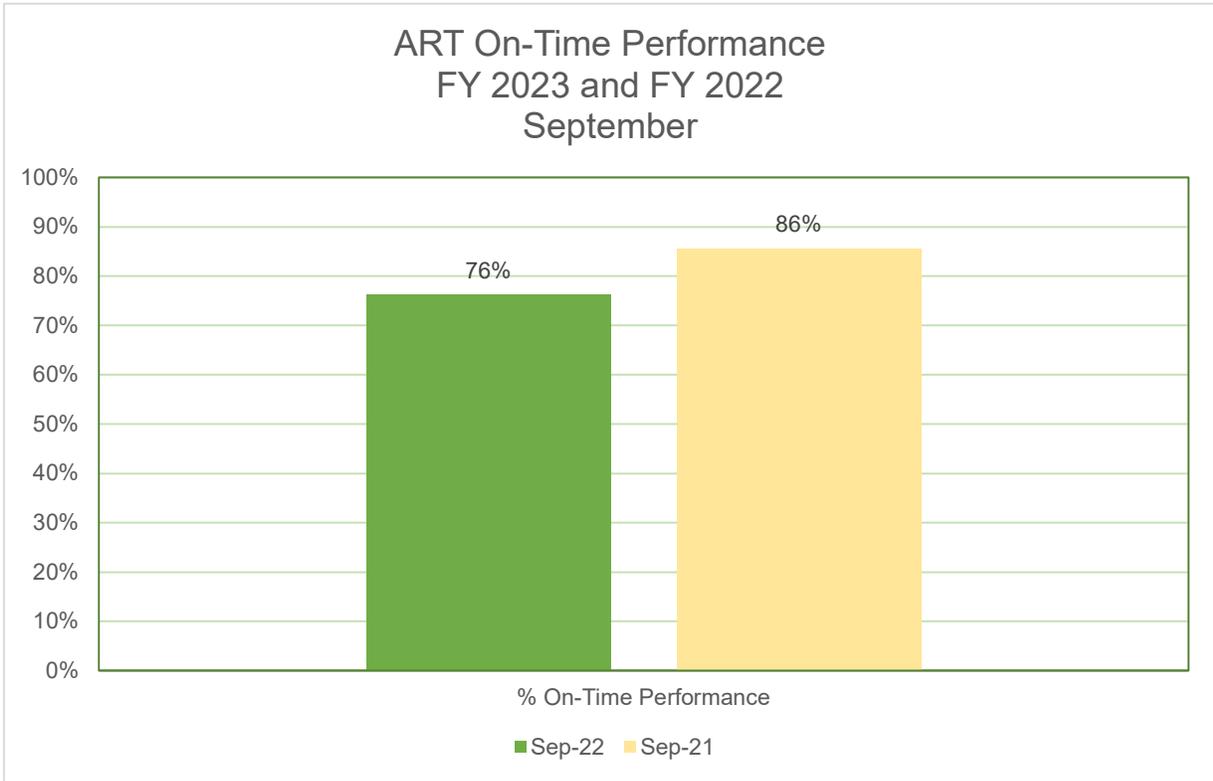
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SERVICE EFFECTIVENESS

ART	Sep-22	Sep-21	YTD 2023	YTD 2022
ART Passengers	178,975	148,579	322,247	291,851
Revenue Hours	15,104	14,794	29,197	28,887
Passengers/Revenue Hour	11.8	10.0		
Scheduled Number of Trips	15,009	14,823	28,696	28,510
Actual Number of Trips	14,934	14,814	28,617	28,497
Number of Missed Trips	75	9	79	13
% Service Efficiency	99.5%	99.9%	99.7%	100.0%
% On-Time Performance	76%	86%	80%	86%
Customer Service				
Number of Complaints	59	23	78	42
Complaints per 50,000 Trips	16	8	12	7

STAR	Sep-22	Sep-21	YTD 2023	YTD 2022
STAR Passengers	3,915	3,798	7,603	7,486
Revenue Hours	2,250	2,244	4,410	4,370
Passengers/Revenue Hour	1.74	1.69	1.72	1.71
Scheduled Number of Trips Booked	4,055	3,788	7,621	7,354
Number of Trip Cancellations and No-Shows	1,079	614	1,694	1,229
% Service Efficiency	73.4%	83.8%	77.8%	83.3%
Customer Service Complaints				
Red Top	7	7	22	22
Diamond	2	1	4	3
STAR Call Center	3	0	3	0
Total Complaints	12	8	29	25
Complaints per 1,000 passengers	3	2	4	3

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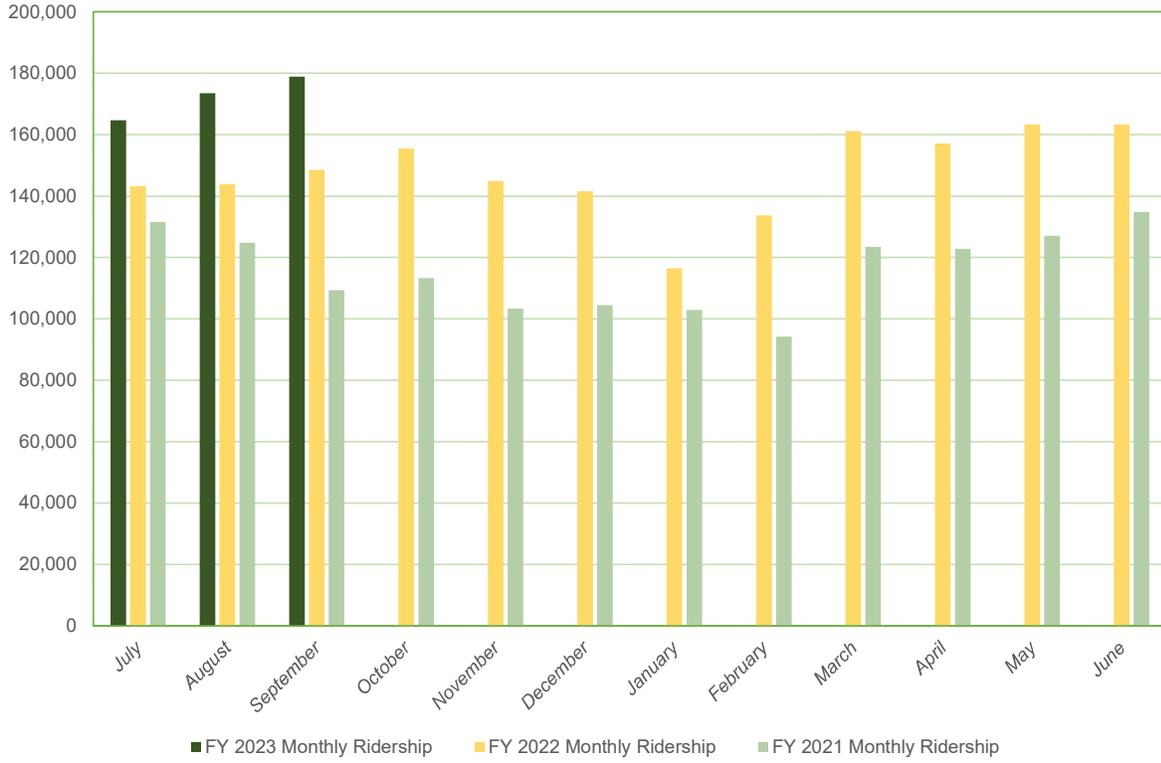


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SYSTEMWIDE RIDERSHIP

FY 2023 Full-Year

ART



STAR

