

Arlington Transit
Monthly Service Performance Report

ROUTE LEVEL PERFORMANCE - August 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	40,800	2,537	16.1	1,774	7,326	325	22.5	5,253	290	18.1
FY 2024 Monthly Ridership	19,021	1,201	15.8	827	2,224	104	21.3	1,131	96	11.7
43 Crystal City/Rosslyn/Courthouse	7,120	1,089	6.5	310						
45 Columbia Pike/Rosslyn	28,042	1,970	14.2	1,219	3,146	190	16.6	2,740	190	14.4
51 Virginia Hospital Center/Ballston	5,606	420	13.4	244	582	72	8.1	340	63	5.4
52 Virginia Hospital Center/Ballston/East Falls Church	5,127	697	7.4	223						
FY 2024 Monthly Ridership	24,286	1,736	14.0	1,056	2,512	208	12.1	1,518	139	10.9
61 Courthouse/Rosslyn	1,314	303	4.3	57						
62 Lorcom Lane/Courthouse/Ballston	666	290		29						
72 Rock Spring/Ballston/Shirlington	8,921	964	9.3	388						
74 Arlington Village/Arlington View	878	175	5.0	38						
75 Shirlington/Ballston/Virginia Square	11,765	879	13.4	512						
77 Shirlington/Lyon Park/Courthouse	9,246	906	10.2	402	864	131	6.6			
84 Douglas Park/Pentagon City	1,832	329	5.6	80						
87 Shirlington/Pentagon (also 87A/P/X)	8,453	1,128	7.5	368	515	130	4.0	392	94	4.2
ART Total	173,077	14,624	11.8	7,525	17,169	1,160	14.8	11,374	872	13.0

On Time Performance %

41 Columbia Pike/Ballston/Courthouse	73%
42 Ballston/Pentagon	68%
43 Crystal City/Rosslyn/Courthouse	85%
45 Columbia Pike/Rosslyn	55%
51 Virginia Hospital Center/Ballston	91%
52 Virginia Hospital Center/Ballston/East Falls Church	81%
53 Glebe Road-Westover/Ballston/East Falls Church	83%
55 Lee Highway/E. Falls Church/Rosslyn	80%
61 Courthouse/Rosslyn	87%
62 Lorcom Lane/Courthouse/Ballston	83%
72 Rock Spring/Ballston/Shirlington	78%
74 Arlington Village/Arlington View	67%
75 Shirlington/Ballston/Virginia Square	82%
77 Shirlington/Lyon Park/Courthouse	79%
84 Douglas Park/Pentagon City	84%
87 Shirlington/Pentagon (also 87A/P/X)	60%
Total	77%

Ridership



	Passengers	Revenue Hours	Passengers/Revenue Hour
Diamond	2,916	2,506	1.2
Red Top	1,663	587	2.8
Total	4,579	3,093	

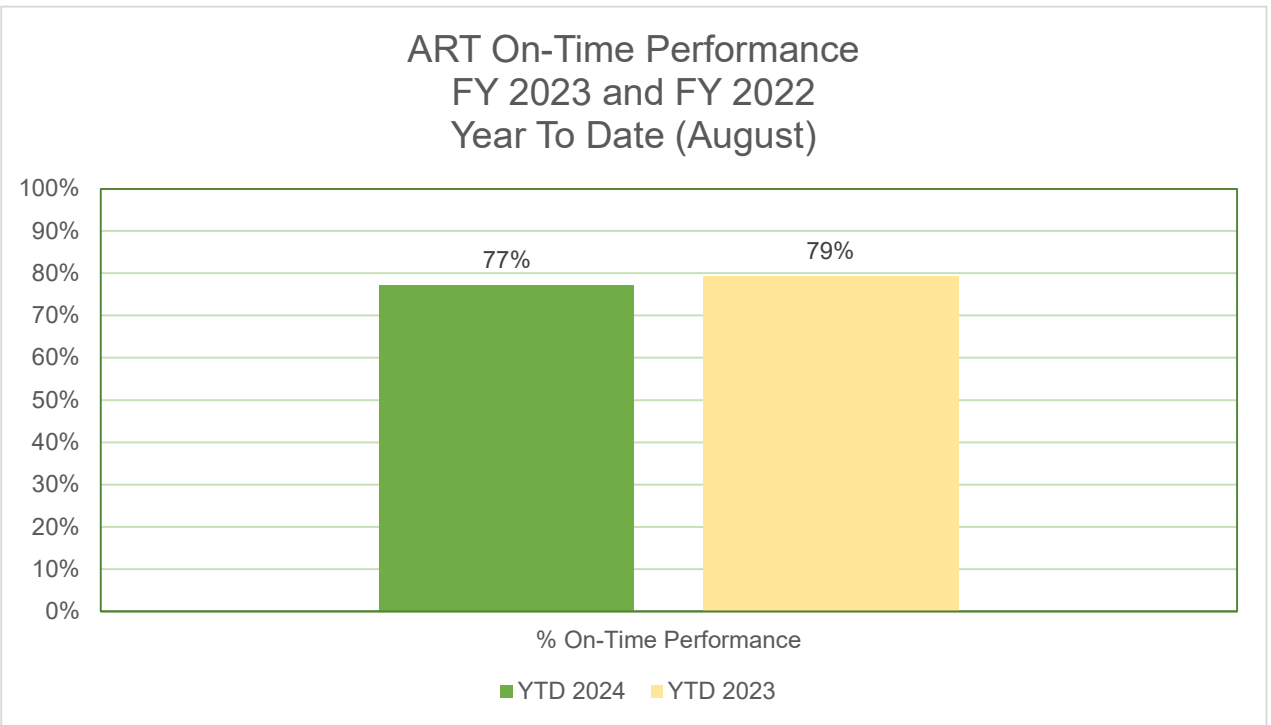
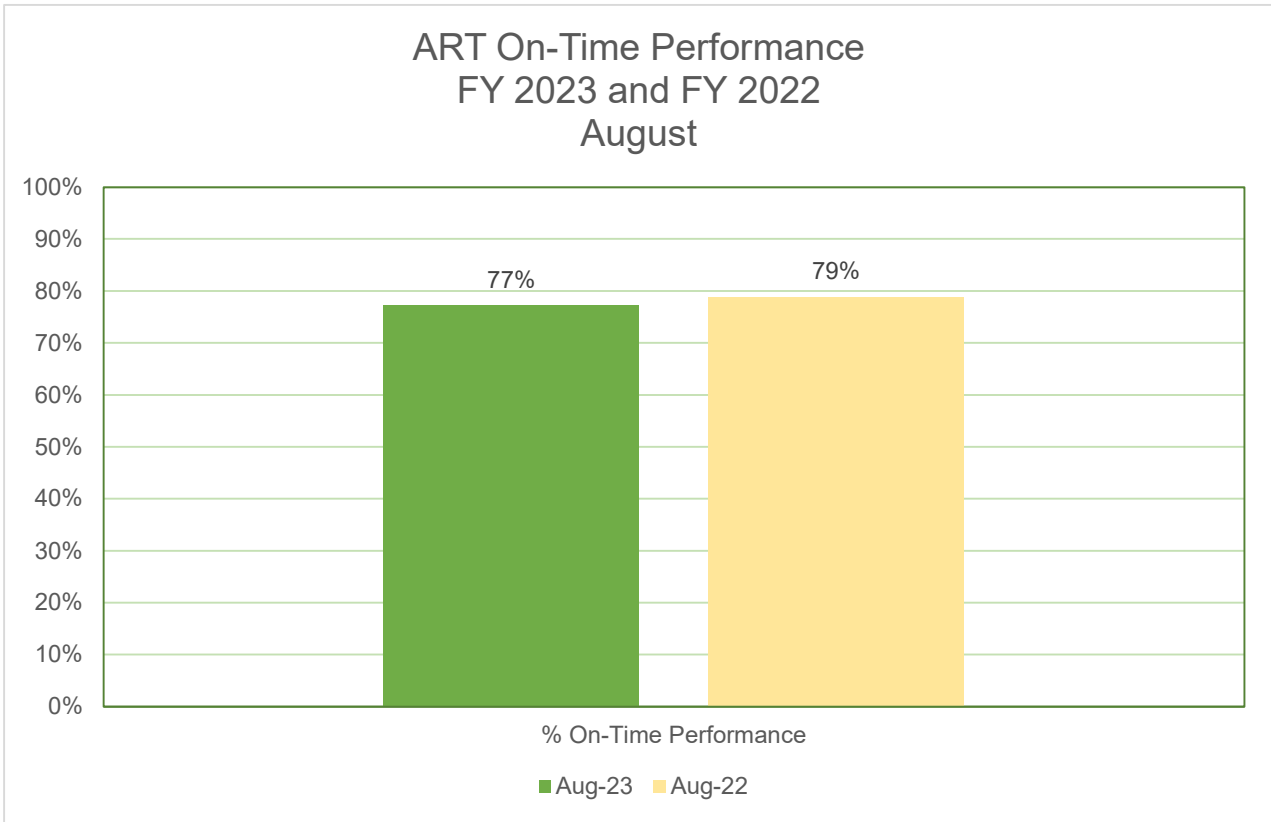
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SERVICE EFFECTIVENESS

ART	Aug-23	Aug-22	YTD 2024	YTD 2023
ART Passengers	205,303	171,865	389,054	336,533
Revenue Hours	17,178	16,163	33,259	31,405
Passengers/Revenue Hour	12.0	10.6		
Scheduled Number of Trips	17,156	16,119	33136	31347
Actual Number of Trips	17,128	16,030	33,078	31,195
Number of Missed Trips	28	89	58	152
% Service Efficiency	99.8%	99.4%	99.8%	99.5%
% On-Time Performance	77%	79%	77%	79%
Customer Service				
Number of Complaints	10	49	26	103
Complaints per 50,000 Trips	2	14	3	15

STAR	Aug-23	Aug-22	YTD 2024	YTD 2023
STAR Passengers	4,579	3,885	8,743	7,319
Revenue Hours	3,093	2,168	5,902	4,000
Passengers/Revenue Hour	1.48	1.79	1.48	1.83
Scheduled Number of Trips Booked	4,552	4,082	8,696	8,000
Number of Trip Cancellations and No-Shows	733	757	1,418	1,699
% Service Efficiency	83.9%	81.5%	83.7%	78.8%
Customer Service Complaints				
Red Top	5	10	7	14
Diamond	2	0	5	2
STAR Call Center	0	0	0	0
Total Complaints	7	10	12	16
Complaints per 1,000 passengers	2	3	1	2

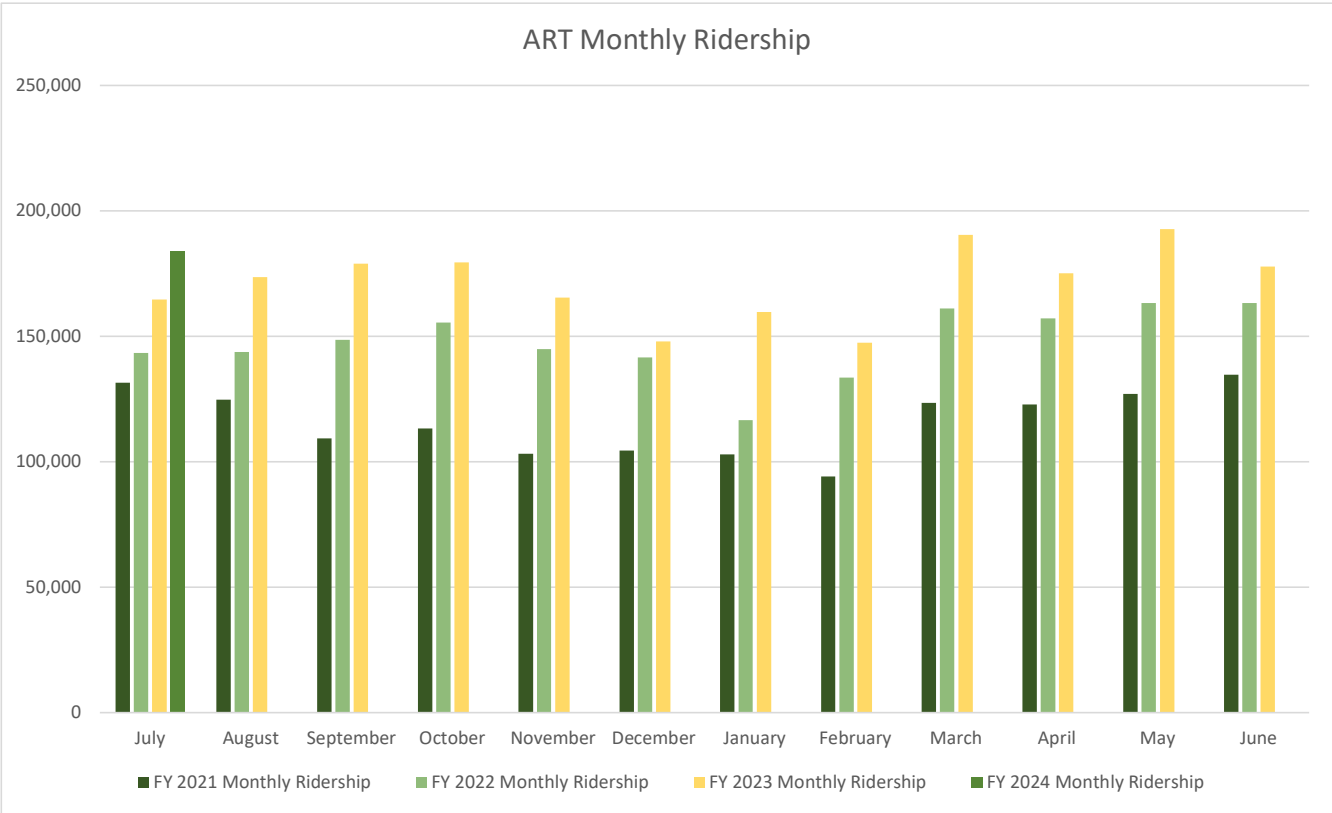
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SYSTEMWIDE RIDERSHIP
 FY 2023 Full-Year

ART



STAR

