

Arlington Transit
Monthly Service Performance Report

ROUTE LEVEL PERFORMANCE - October 2023

| | <i>Ridership</i> | | | | 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 | 45,080 | 2,318 | 19.4 | 2,147 | 7,301 | 407 | 18.0 | 7,195 | 362 | 19.9 |
| 42 Ballston/Pentagon | 17,070 | 1,097 | 15.6 | 813 | 1,706 | 130 | 13.2 | 1,690 | 121 | 14.0 |
| 43 Crystal City/Rosslyn/Courthouse | 8,908 | 997 | 8.9 | 424 | | | | | | |
| 45 Columbia Pike/Rosslyn | 28,605 | 1,803 | 15.9 | 1,362 | 3,593 | 237 | 15.2 | 3,439 | 237 | 14.5 |
| 51 Virginia Hospital Center/Ballston | 4,016 | 383 | 10.5 | 191 | 617 | 90 | 6.9 | 594 | 79 | 7.5 |
| 52 Virginia Hospital Center/Ballston/East Falls Church | 4,623 | 637 | 7.3 | 220 | | | | | | |
| 53 Glebe Road-Westover/Ballston/East Falls Church | 4,002 | 474 | 8.4 | 191 | | | | | | |
| 55 Lee Highway/E. Falls Church/Rosslyn | 23,422 | 1,593 | 14.7 | 1,115 | 3,400 | 260 | 13.1 | 2,340 | 173 | 13.5 |
| 61 Courthouse/Rosslyn | 1,347 | 278 | 4.8 | 64 | | | | | | |
| 62 Lorcom Lane/Courthouse/Ballston | 976 | 266 | 3.7 | 46 | | | | | | |
| 72 Rock Spring/Ballston/Shirlington | 9,021 | 881 | 10.2 | 430 | | | | | | |
| 74 Arlington Village/Arlington View | 1,183 | 160 | 7.4 | 56 | | | | | | |
| 75 Shirlington/Ballston/Virginia Square | 13,283 | 939 | 14.2 | 633 | | | | | | |
| 77 Shirlington/Lyon Park/Courthouse | 9,809 | 826 | 11.9 | 467 | 1,705 | 163 | 10.5 | | | |
| 84 Douglas Park/Pentagon City | 1,988 | 301 | 6.6 | 95 | | | | | | |
| 87 Shirlington/Pentagon (also 87A/P/X) | 10,164 | 1,029 | 9.9 | 484 | 1,284 | 162 | 7.9 | 792 | 118 | 6.7 |
| ART Total | 183,497 | 13,982 | 13.1 | 8,738 | 19,606 | 1,447 | 13.5 | 16,050 | 1,090 | 14.7 |

On Time Performance %

| | |
|--------------------------------------------------------|------------|
| 41 Columbia Pike/Ballston/Courthouse | 76% |
| 42 Ballston/Pentagon | 63% |
| 43 Crystal City/Rosslyn/Courthouse | 84% |
| 45 Columbia Pike/Rosslyn | 56% |
| 51 Virginia Hospital Center/Ballston | 89% |
| 52 Virginia Hospital Center/Ballston/East Falls Church | 83% |
| 53 Glebe Road-Westover/Ballston/East Falls Church | 76% |
| 55 Lee Highway/E. Falls Church/Rosslyn | 79% |
| 61 Courthouse/Rosslyn | 70% |
| 62 Lorcom Lane/Courthouse/Ballston | 77% |
| 72 Rock Spring/Ballston/Shirlington | 74% |
| 74 Arlington Village/Arlington View | 52% |
| 75 Shirlington/Ballston/Virginia Square | 71% |
| 77 Shirlington/Lyon Park/Courthouse | 75% |
| 84 Douglas Park/Pentagon City | 73% |
| 87 Shirlington/Pentagon (also 87A/P/X) | 58% |
| Total | 72% |

Ridership

| | Passengers | Revenue Hours | Passengers/Revenue Hour |
|--------------|--------------|---------------|-------------------------|
| Diamond | 2,890 | 2,503 | 1.2 |
| Red Top | 1,818 | 626 | 2.9 |
| Total | 4,708 | 3,129 | |

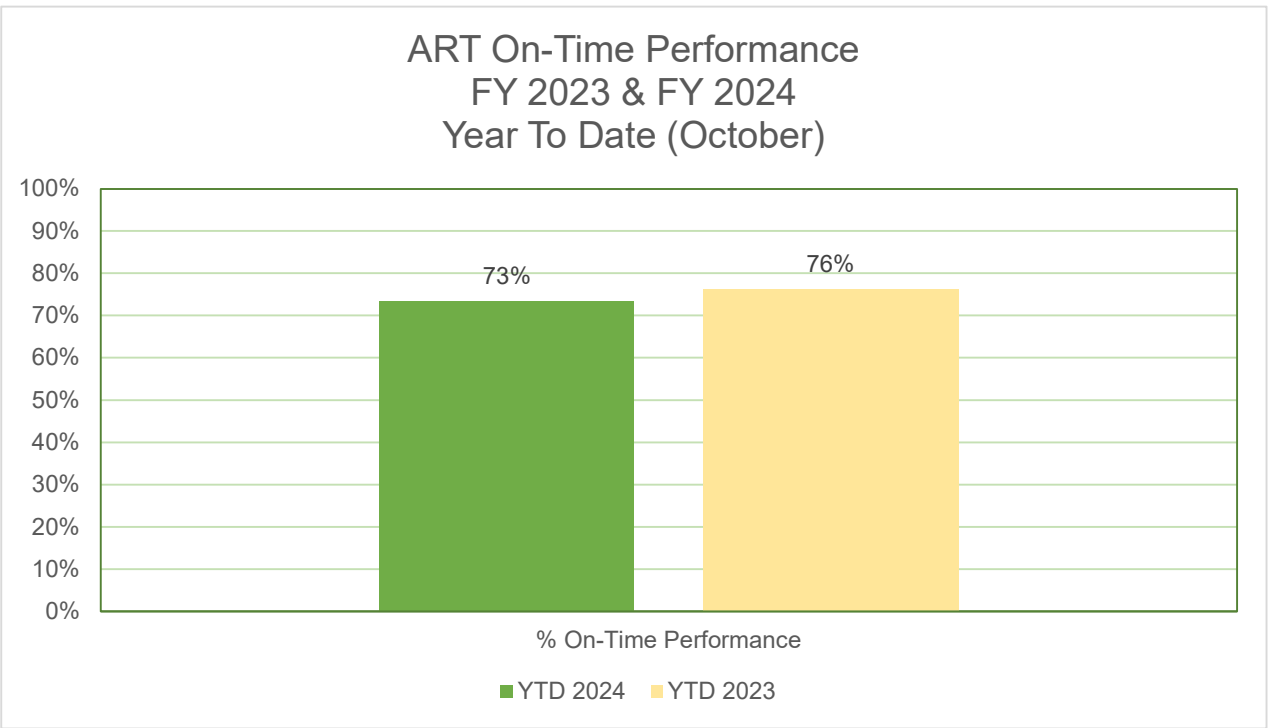
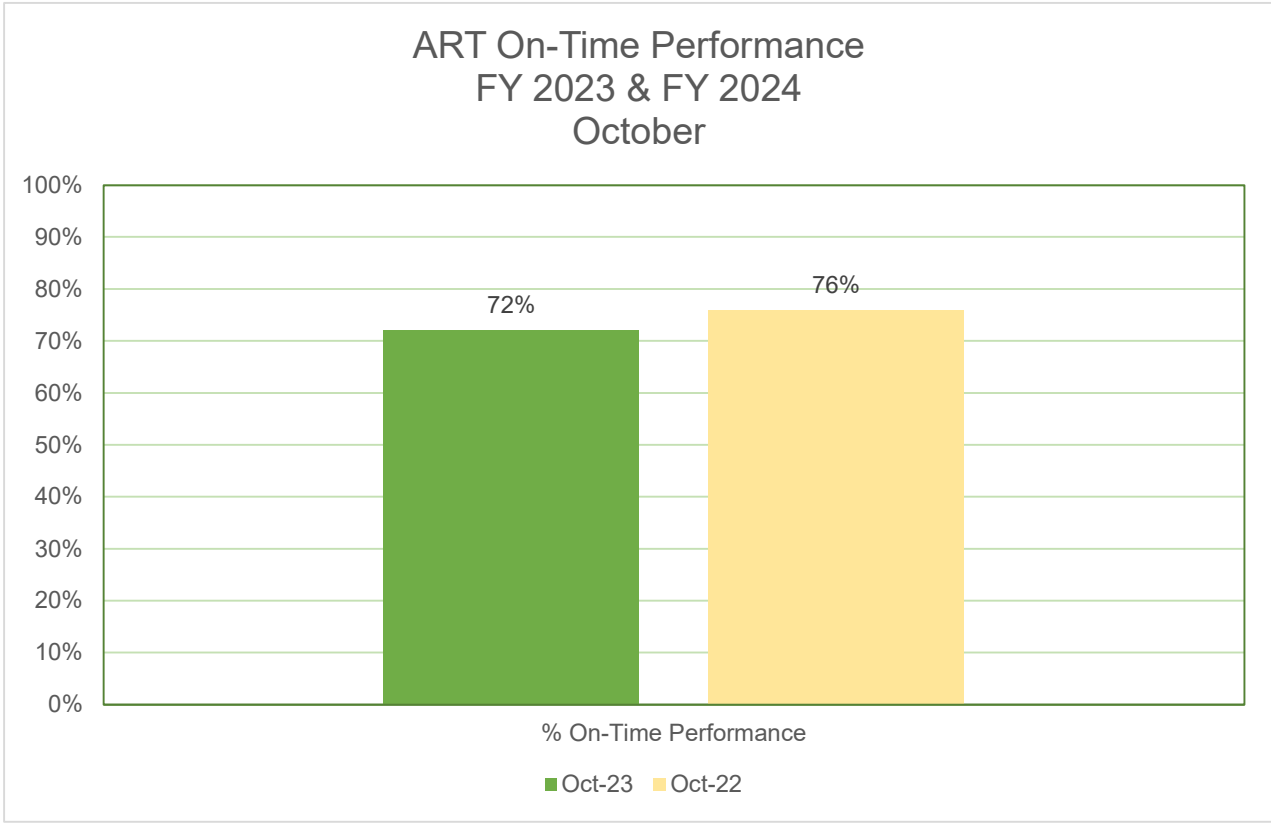
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SERVICE EFFECTIVENESS

| ART | Oct-23 | Oct-22 | YTD 2024 | YTD 2023 |
|--------------------------------|---------------|---------------|-----------------|-----------------|
| ART Passengers | 219,153 | 179,377 | 412,468 | 355,886 |
| Revenue Hours | 16,520 | 15,136 | 31,529 | 30,240 |
| Passengers/Revenue Hour | 13.3 | 11.9 | | |
| Scheduled Number of Trips | 16,414 | 14,998 | 31611 | 30007 |
| Actual Number of Trips | 16,404 | 14,951 | 31,552 | 29,885 |
| Number of Missed Trips | 10 | 47 | 59 | 122 |
| % Service Efficiency | 99.9% | 99.7% | 99.8% | 99.6% |
| % On-Time Performance | 72% | 76% | 73% | 76% |
| Customer Service | | | | |
| Number of Complaints | 32 | 23 | 67 | 82 |
| Complaints per 50,000 Trips | 7 | 6 | 8 | 12 |

| STAR | Oct-23 | Oct-22 | YTD 2024 | YTD 2023 |
|-------------------------------------------|---------------|---------------|-----------------|-----------------|
| STAR Passengers | 4,708 | 4,107 | 8,955 | 8,022 |
| Revenue Hours | 3,129 | 2,432 | 6,165 | 4,682 |
| Passengers/Revenue Hour | 1.50 | 1.69 | 1.45 | 1.71 |
| Scheduled Number of Trips Booked | 4,566 | 4,230 | 8,792 | 8,285 |
| Number of Trip Cancellations and No-Shows | 635 | 702 | 1,295 | 1,781 |
| % Service Efficiency | 86.1% | 83.4% | 85.3% | 78.5% |
| Customer Service Complaints | | | | |
| Red Top | 2 | 6 | 10 | 13 |
| Diamond | 2 | 1 | 5 | 3 |
| STAR Call Center | 1 | 1 | 2 | 4 |
| Total Complaints | 5 | 8 | 17 | 20 |
| Complaints per 1,000 passengers | 1 | 2 | 2 | 2 |

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SYSTEMWIDE RIDERSHIP
 FY 2023 Full-Year

