

Arlington Transit
Monthly Service Performance Report

ROUTE LEVEL PERFORMANCE - July 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	37,822	2,209	17.1	1,891	7,679	407	18.9	6,896	435	15.8
FY 2024 Monthly Ridership	14,474	1,039	13.9	724	2,017	131	15.5	1,907	145	13.2
43 Crystal City/Rosslyn/Courthouse	6,207	951	6.5	310						
45 Columbia Pike/Rosslyn	24,175	1,713	14.1	1,209	3,559	237	15.0	4,461	285	15.7
51 Virginia Hospital Center/Ballston	4,192	365	11.5	210	686	90	7.6	492	95	5.2
52 Virginia Hospital Center/Ballston/East Falls Church	3,466	600	5.8	173						
FY 2024 Monthly Ridership	20,491	1,514	13.5	1,025	2,885	258	11.2	2,529	208	12.2
61 Courthouse/Rosslyn	1,091	264	4.1	55						
62 Lorcom Lane/Courthouse/Ballston	509	250		25						
72 Rock Spring/Ballston/Shirlington	7,504	839	8.9	375						
74 Arlington Village/Arlington View	630	152	4.1	32						
75 Shirlington/Ballston/Virginia Square	8,086	925	8.7	404						
77 Shirlington/Lyon Park/Courthouse	8,239	789	10.4	412	899	164	5.5			
84 Douglas Park/Pentagon City	1,273	287	4.4	64						
87 Shirlington/Pentagon (also 87A/P/X)	8,400	979	8.6	420	928	162	5.7	487	142	3.4
ART Total	146,559	12,874	11.4	7,328	18,653	1,448	12.9	16,772	1,309	12.8

On Time Performance %

41 Columbia Pike/Ballston/Courthouse	75%
42 Ballston/Pentagon	70%
43 Crystal City/Rosslyn/Courthouse	85%
45 Columbia Pike/Rosslyn	59%
51 Virginia Hospital Center/Ballston	91%
52 Virginia Hospital Center/Ballston/East Falls Church	86%
53 Glebe Road-Westover/Ballston/East Falls Church	80%
55 Lee Highway/E. Falls Church/Rosslyn	79%
61 Courthouse/Rosslyn	79%
62 Lorcom Lane/Courthouse/Ballston	73%
72 Rock Spring/Ballston/Shirlington	78%
74 Arlington Village/Arlington View	73%
75 Shirlington/Ballston/Virginia Square	82%
77 Shirlington/Lyon Park/Courthouse	81%
84 Douglas Park/Pentagon City	86%
87 Shirlington/Pentagon (also 87A/P/X)	62%
Total	77%

Ridership

	Passengers	Revenue Hours	Passengers/Revenue Hour
Diamond	2,483	2,187	1.1
Red Top	1,681	622	2.7
Total	4,164	2,809	

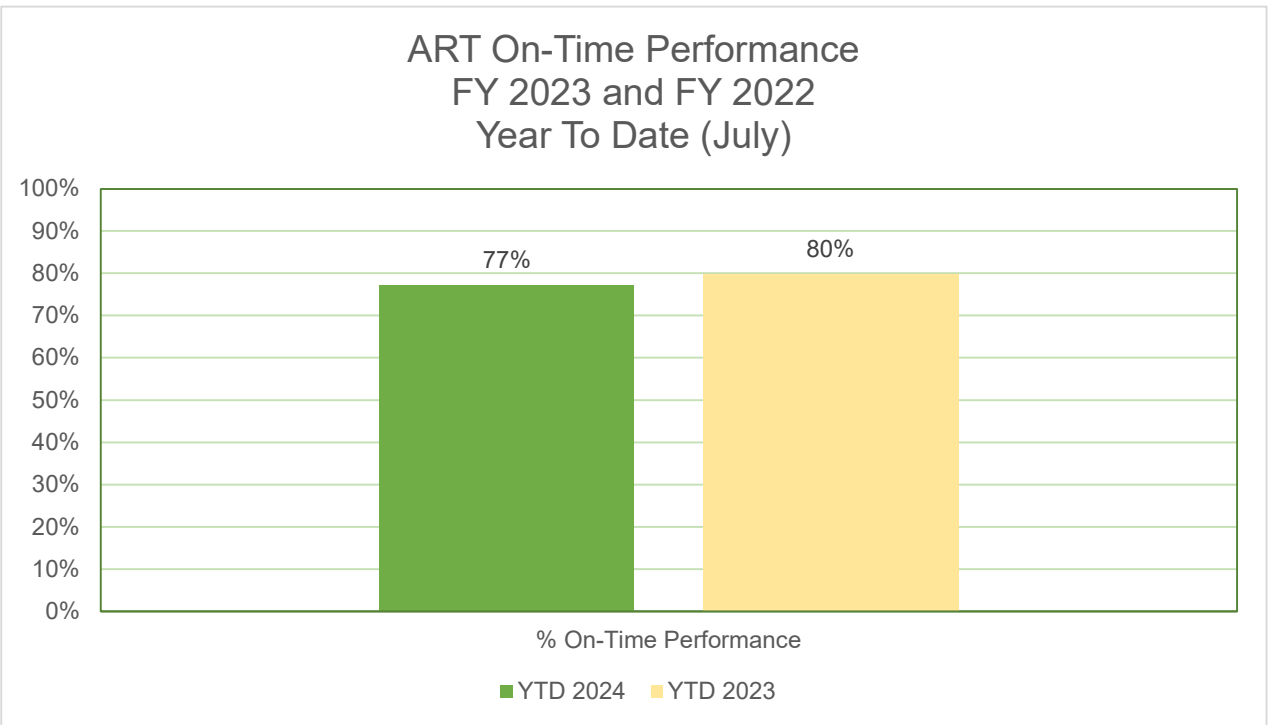
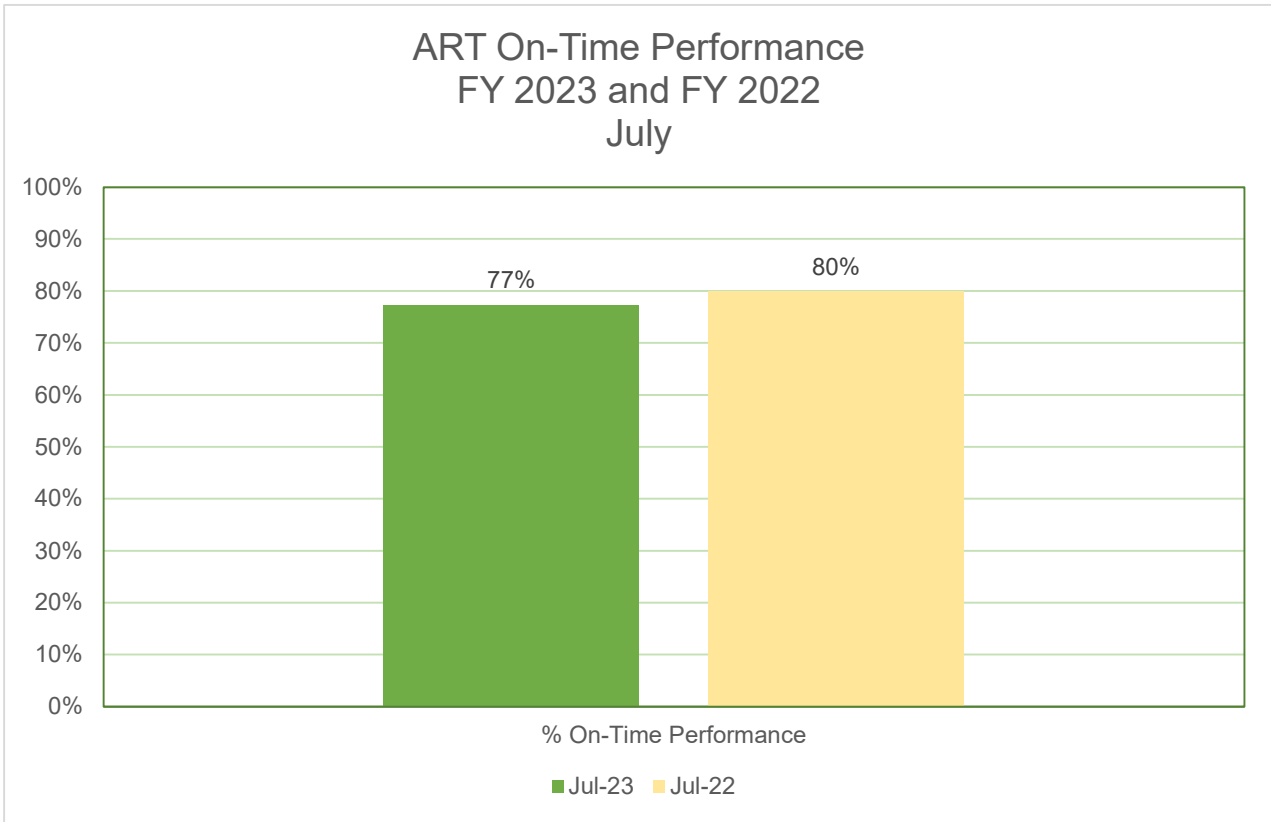
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SERVICE EFFECTIVENESS

ART	Jul-23	Jul-22	YTD 2024	YTD 2023
ART Passengers	183,751	164,668	183,751	164,668
Revenue Hours	16,081	15,243	16,081	15,243
Passengers/Revenue Hour	11.4	10.8		
Scheduled Number of Trips	15,981	15,229	15981	15229
Actual Number of Trips	15,950	15,166	15,950	15,166
Number of Missed Trips	31	63	31	63
% Service Efficiency	99.8%	99.6%	99.8%	99.6%
% On-Time Performance	77%	80%	77%	80%
Customer Service				
Number of Complaints	16	54	16	54
Complaints per 50,000 Trips	4	16	4	16

STAR	Jul-23	Jul-22	YTD 2024	YTD 2023
STAR Passengers	4,164	3,434	4,164	3,434
Revenue Hours	2,809	1,832	2,809	1,832
Passengers/Revenue Hour	1.48	1.87	1.48	1.87
Scheduled Number of Trips Booked	4,144	3,918	4,144	3,918
Number of Trip Cancellations and No-Shows	685	942	685	942
% Service Efficiency	83.5%	76.0%	83.5%	76.0%
Customer Service Complaints				
Red Top	2	4	2	4
Diamond	3	2	3	2
STAR Call Center	0	0	0	0
Total Complaints	5	6	5	6
Complaints per 1,000 passengers	1	2	1	2

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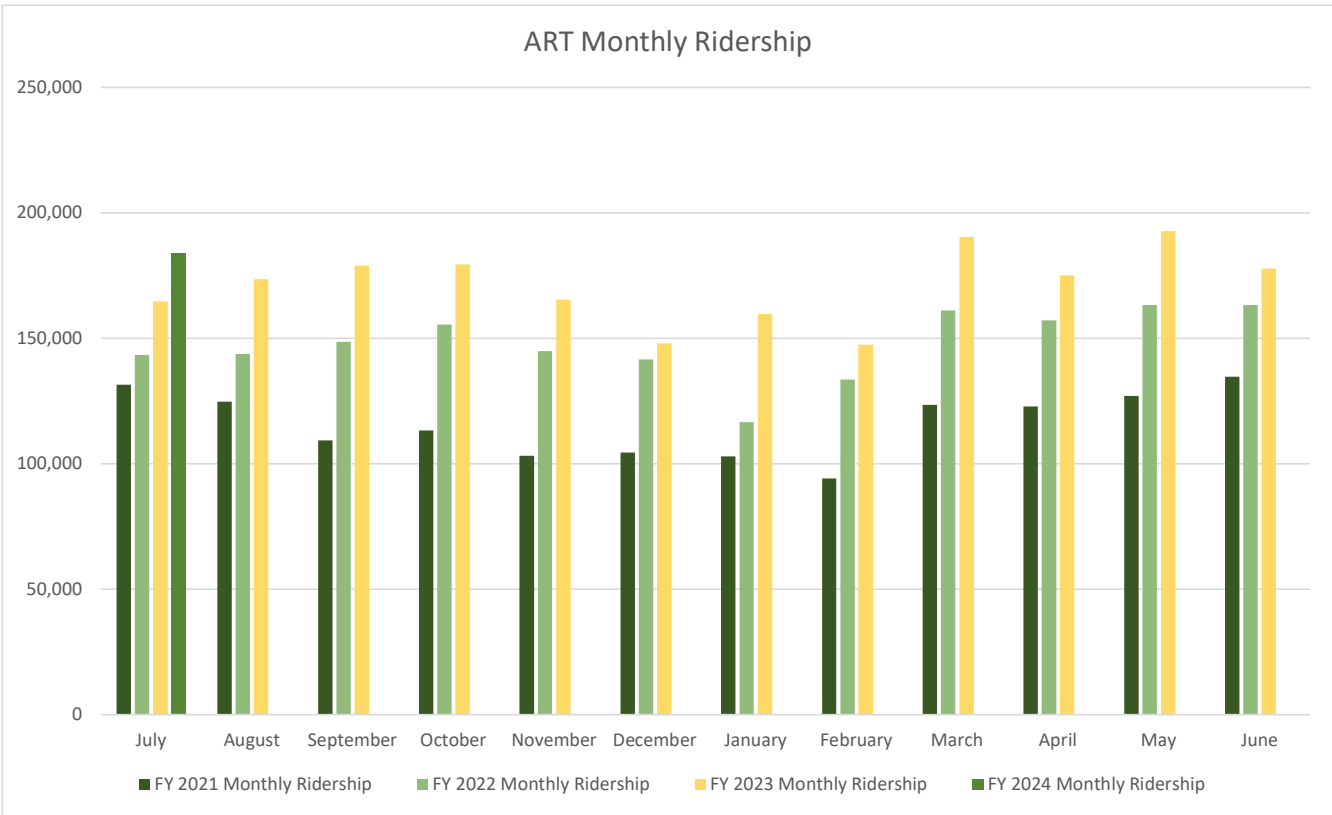


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SYSTEMWIDE RIDERSHIP

FY 2023 Full-Year

ART



STAR

