

Arlington Transit
Monthly Service Performance Report

ROUTE LEVEL PERFORMANCE - August 2024

	Ridership									
	Passengers	Weekday Revenue Hours	Passengers/Revenue Hour	Average Weekday Passengers	Passengers	Saturday Revenue Hours	Passengers/Revenue Hour	Passengers	Sunday Revenue Hours	Passengers/Revenue Hour
41 Columbia Pike/Ballston/Courthouse	42,558	2,421	17.6	1,934	7,030	405	17.4	5,679	290	19.6
42 Ballston/Pentagon	17,473	989	17.7	794	2,202	130	16.9	692	96	7.2
43 Crystal City/Rosslyn/Courthouse	7,813	1,633	4.8	355						
45 Columbia Pike/Rosslyn	28,786	1,253	23.0	1,308	3,483	236	14.8	3,012	189	15.9
51 Virginia Hospital Center/Ballston	5,197	791	6.6	236	783	90	8.7	375	63	6.0
52 Virginia Hospital Center/Ballston/East Falls Church	4,855	661	7.4	221						
55 Lee Highway/E. Falls Church/Rosslyn	25,122	1,656	15.2	1,142	3,329	259	12.9	2,109	138	15.3
56 Military Road-Rosslyn Metro	2,719	374	7.3	124						
72 Rock Spring/Ballston/Shirlington	7,925	778	10.2	360						
74 Arlington Village/Arlington View	888	351	2.5	40						
75 Shirlington/Ballston/Virginia Square	11,230	703	16.0	510						
77 Shirlington/Lyon Park/Courthouse	8,409	792	10.6	382	1,665	164	10.2			
84 Douglas Park/Pentagon City	2,109	526	4.0	96						
87 Shirlington/Pentagon (also 87A/P/X)	11,508	1,274	9.0	523	1,129	163	6.9	683	94	7.2
ART Total	176,592	14,199	12.4	8,027	19,621	1,446	13.6	12,550	870	14.4

On Time Performance %

41 Columbia Pike/Ballston/Courthouse	78%
42 Ballston/Pentagon	71%
43 Crystal City/Rosslyn/Courthouse	93%
45 Columbia Pike/Rosslyn	74%
51 Virginia Hospital Center/Ballston	92%
52 Virginia Hospital Center/Ballston/East Falls Church	83%
55 Lee Highway/E. Falls Church/Rosslyn	81%
56 Military Road-Rosslyn Metro	75%
72 Rock Spring/Ballston/Shirlington	80%
74 Arlington Village/Arlington View	76%
75 Shirlington/Ballston/Virginia Square	79%
77 Shirlington/Lyon Park/Courthouse	86%
84 Douglas Park/Pentagon City	79%
87 Shirlington/Pentagon (also 87A/P/X)	67%
Total	79%

Ridership

	Passengers	Revenue Hours	Passengers/Revenue Hour
Diamond	2,921	2,735	1.1
Red Top	1,561	547	2.9
Total	4,482	3,282	

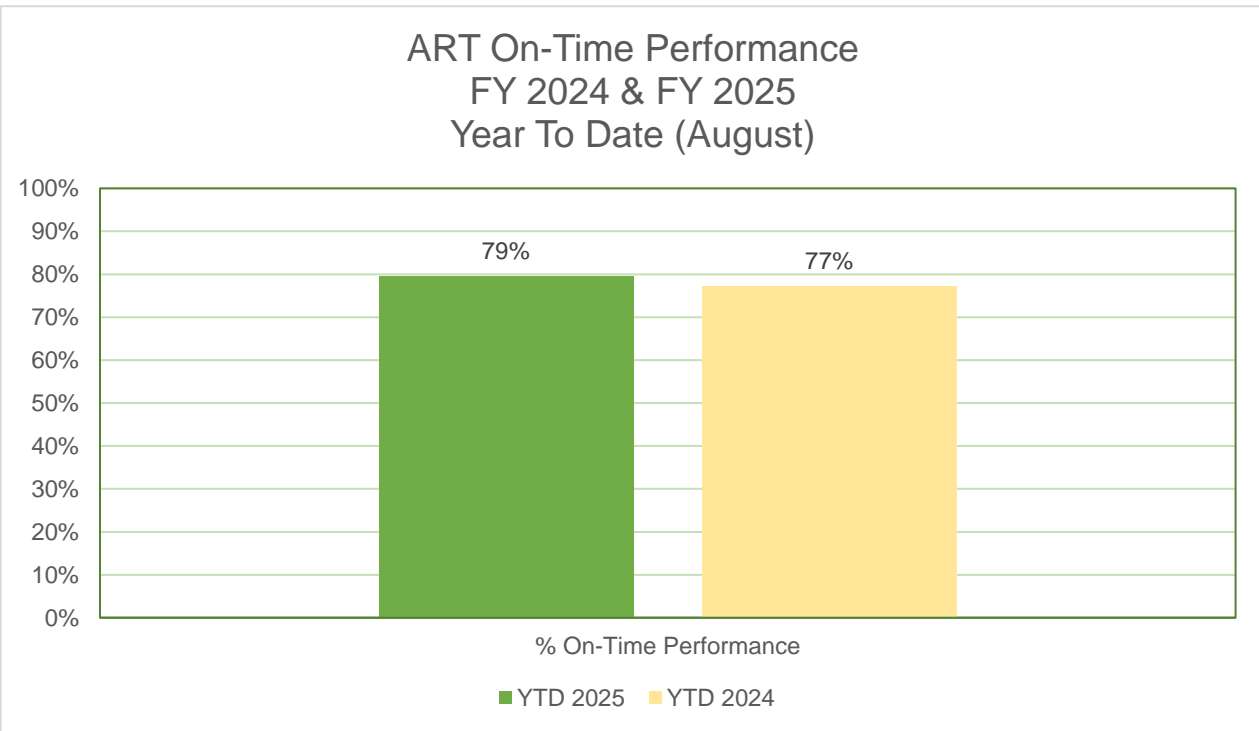
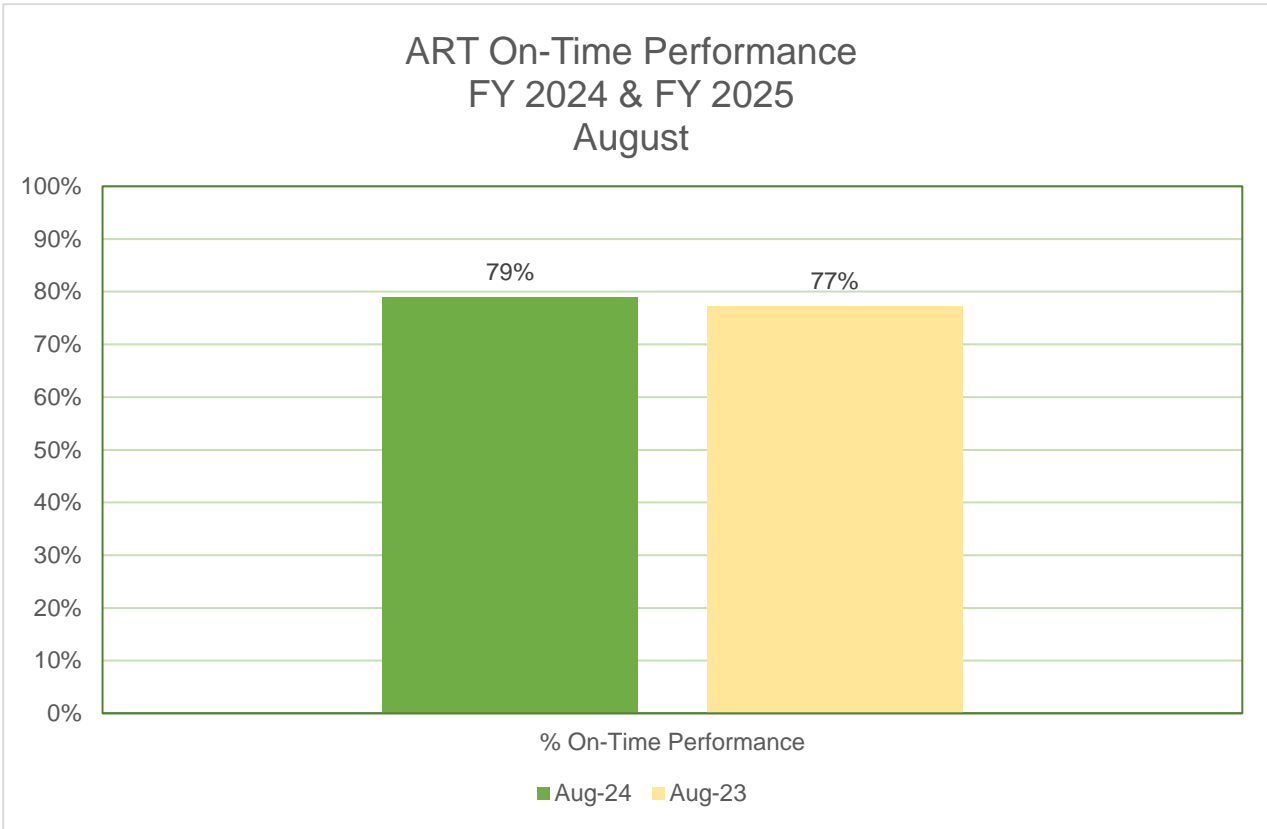
Arlington Transit
Monthly Service Performance Report

SERVICE EFFECTIVENESS

ART	Aug-24	Aug-23	YTD 2025	YTD 2024
ART Passengers	208,763	205,303	412,920	389,054
Revenue Hours	16,515	17,178	32,931	33,259
Passengers/Revenue Hour	13	12		
Scheduled Number of Trips	15,874	17,156	31,667	33,136
Actual Number of Trips	15,831	17,128	31,592	33,078
Number of Missed Trips	43	28	75	58
% Service Efficiency	100%	100%	100%	100%
% On-Time Performance	79%	77%	79%	77%
Customer Service				
Number of Complaints	16	10	35	26
Complaints per 50,000 Trips	4	2	4	3

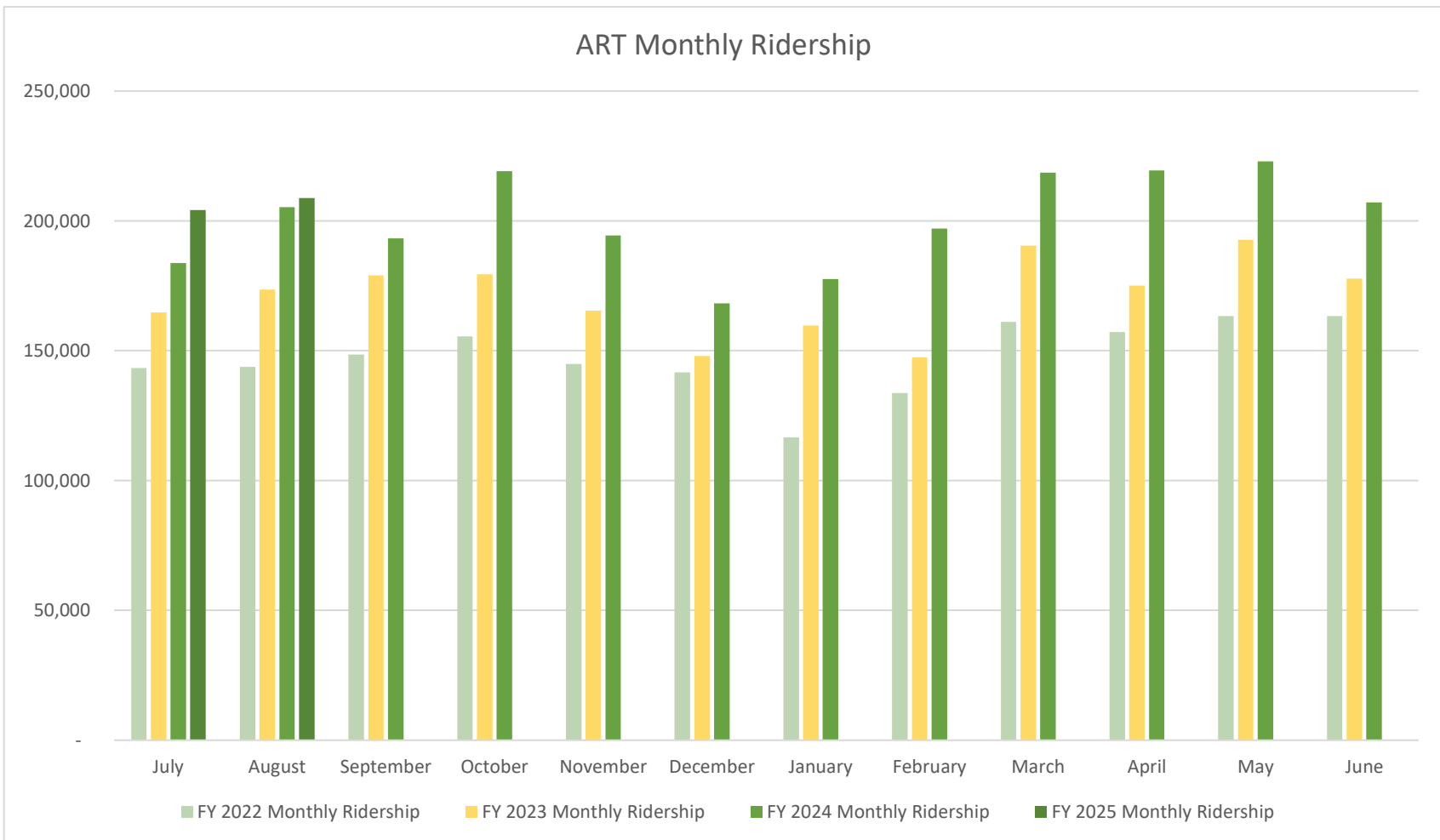
STAR	Aug-24	Aug-23	YTD 2025	YTD 2024
STAR Passengers	4,482	4,579	8,974	8,743
Revenue Hours	3,282	3,093	6,594	5,902
Passengers/Revenue Hour	1.37	1.48	1.36	1.48
Scheduled Number of Trips Booked	4,460	4,552	8,967	8,696
Number of Trip Cancellations and No-Shows	753	733	1,458	1,418
% Service Efficiency	83.1%	83.9%	83.7%	83.7%
Customer Service Complaints				
Red Top	6	5	6	7
Diamond	2	2	8	5
STAR Call Center	0	0	0	0
Total Complaints	8	7	14	12
Complaints per 1,000 passengers	2	2	2	1

Arlington Transit
Monthly Service Performance Report



Arlington Transit Monthly Service Performance Report

ART



STAR

