

Arlington Transit
Monthly Service Performance Report

ROUTE LEVEL PERFORMANCE - April 2024

	Ridership				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	43,752	2,421	18.1	1,989	7,125	325	21.9	4,673	289	16.2
42 Ballston/Pentagon	18,052	1,140	15.8	821	1,274	104	12.2	1,167	96	12.1
43 Crystal City/Rosslyn/Courthouse	8,990	1,037	8.7	409						
45 Columbia Pike/Rosslyn	33,474	1,861	18.0	1,522	3,026	189	16.0	3,727	190	19.6
51 Virginia Hospital Center/Ballston	4,414	401	11.0	201	580	72	8.1	502	63	8.0
52 Virginia Hospital Center/Ballston/East Falls Church	5,839	698	8.4	265						
53 Glebe Road-Westover/Ballston/East Falls Church	2,453	473	5.2	112						
55 Lee Highway/E. Falls Church/Rosslyn	24,113	1,663	14.5	1,096	2,950	208	14.2	2,105	139	15.2
61 Courthouse/Rosslyn	1,805	288	6.3	82						
62 Lorcom Lane/Courthouse/Ballston	1,382	258	5.4	63						
72 Rock Spring/Ballston/Shirlington	8,353	919	9.1	380						
74 Arlington Village/Arlington View	899	167	5.4	41						
75 Shirlington/Ballston/Virginia Square	12,717	1,028	12.4	578						
77 Shirlington/Lyon Park/Courthouse	9,393	854	11.0	427	1,096	131	8.4			
84 Douglas Park/Pentagon City	2,098	303	6.9	95						
87 Shirlington/Pentagon (also 87A/P/X)	11,693	1,055	11.1	532	1,040	130	8.0	687	94	7.3
ART Total	189,427	14,565	13.0	8,610	17,091	1,159	14.7	12,861	871	14.8

On Time Performance %	
41 Columbia Pike/Ballston/Courthouse	79%
42 Ballston/Pentagon	65%
43 Crystal City/Rosslyn/Courthouse	92%
45 Columbia Pike/Rosslyn	57%
51 Virginia Hospital Center/Ballston	89%
52 Virginia Hospital Center/Ballston/East Falls Church	78%
53 Glebe Road-Westover/Ballston/East Falls Church	79%
55 Lee Highway/E. Falls Church/Rosslyn	82%
61 Courthouse/Rosslyn	54%
62 Lorcom Lane/Courthouse/Ballston	73%
72 Rock Spring/Ballston/Shirlington	65%
74 Arlington Village/Arlington View	75%
75 Shirlington/Ballston/Virginia Square	68%
77 Shirlington/Lyon Park/Courthouse	71%
84 Douglas Park/Pentagon City	78%
87 Shirlington/Pentagon (also 87A/P/X)	61%
Total	73%

Ridership			
	Passengers	Revenue Hours	Passengers/Revenue Hour
Diamond	3,116	2,816	1.1
Red Top	1,764	643	2.7
Total	4,880	3,459	

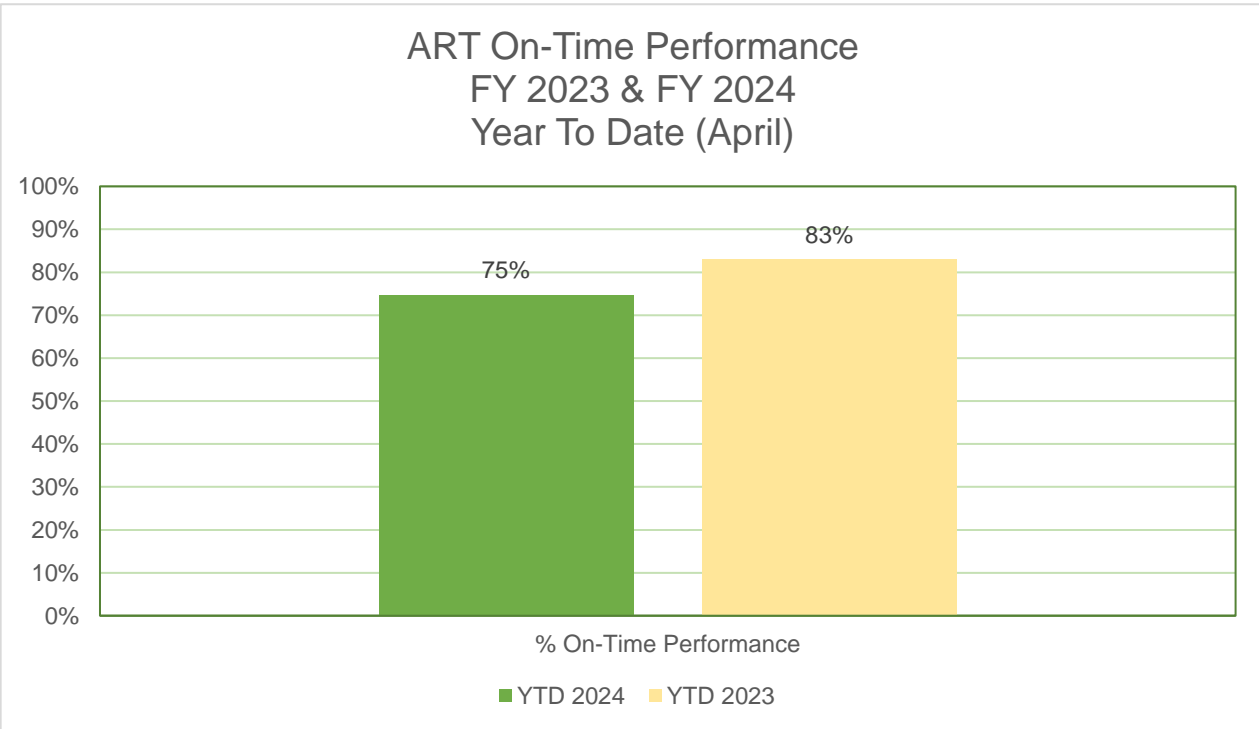
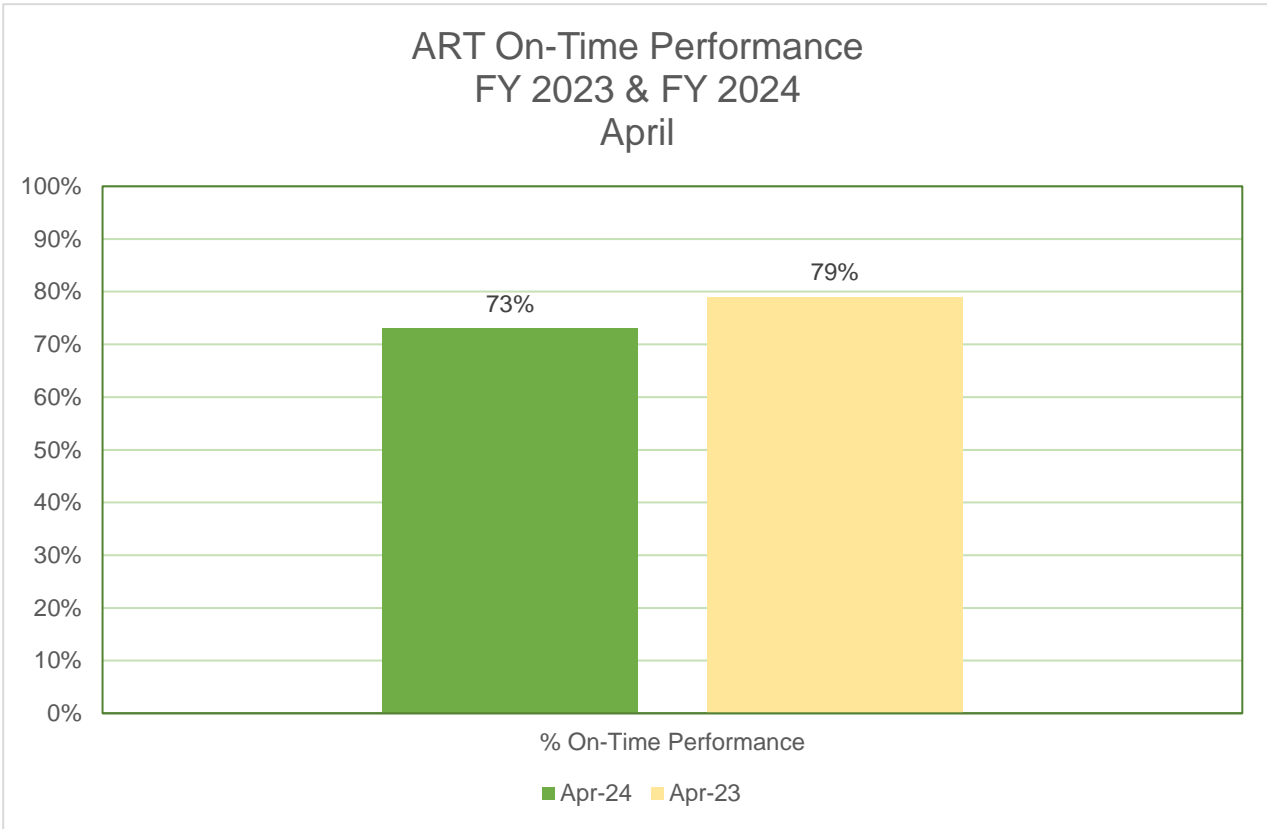
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SERVICE EFFECTIVENESS

ART	Apr-24	Apr-23	YTD 2024	YTD 2023
ART Passengers	219,379	175,138	1,976,744	1,550,350
Revenue Hours	16,595	15,069	160,836	150,275
Passengers/Revenue Hour	13	12		
Scheduled Number of Trips	16,647	15,015	160,588	149,145
Actual Number of Trips	16,484	15,001	159,983	149,045
Number of Missed Trips	164	14	606	100
% Service Efficiency	99%	100%	100%	100%
% On-Time Performance	73%	79%	75%	83%
Customer Service				
Number of Complaints	36	22	227	180
Complaints per 50,000 Trips	8	6	6	6

STAR	Apr-24	Apr-23	YTD 2024	YTD 2023
STAR Passengers	4,880	4,159	42,977	38,627
Revenue Hours	3,459	2,693	30,324	23,296
Passengers/Revenue Hour	1.41	1.54	1.42	1.66
Scheduled Number of Trips Booked	4,685	4,212	42,764	38,399
Number of Trip Cancellations and No-Shows	596	736	6,634	6,358
% Service Efficiency	87.3%	82.5%	84.5%	83.4%
Customer Service Complaints				
Red Top	3	6	22	70
Diamond	2	5	25	26
STAR Call Center	0	1	4	4
Total Complaints	5	12	51	100
Complaints per 1,000 passengers	1	3	1	3

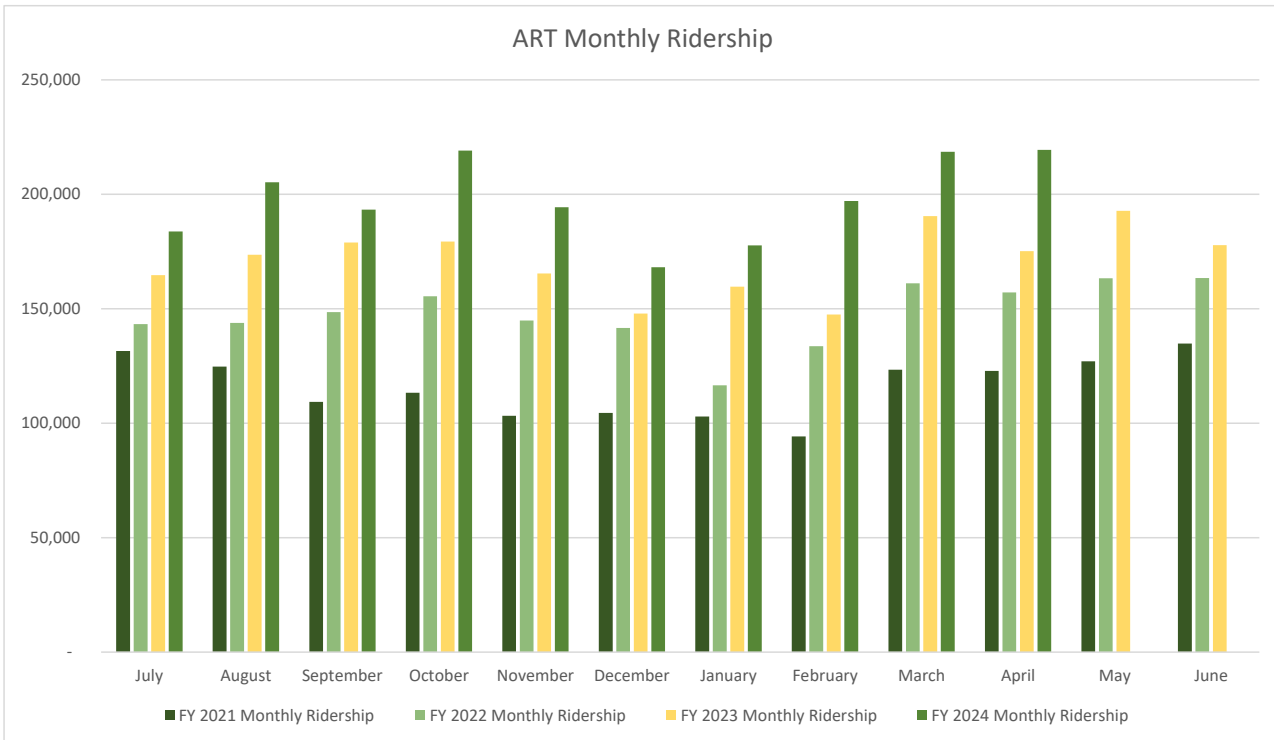
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ART



STAR

