

Arlington Transit
Monthly Service Performance Report

ROUTE LEVEL PERFORMANCE - March 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	42,952	2,316	18.5	2,045	8,000	407	19.7	5,587	362	15.4
42 Ballston/Pentagon	17,265	1,095	15.8	822	1,787	131	13.7	1,845	121	15.3
43 Crystal City/Rosslyn/Courthouse	9,284	998	9.3	442						
45 Columbia Pike/Rosslyn	30,277	1,798	16.8	1,442	4,098	237	17.3	4,717	235	20.1
51 Virginia Hospital Center/Ballston	4,122	383	10.8	196	503	90	5.6	436	79	5.5
52 Virginia Hospital Center/Ballston/East Falls Church	4,877	660	7.4	232						
53 Glebe Road-Westover/Ballston/East Falls Church	2,011	446	4.5	96						
55 Lee Highway/E. Falls Church/Rosslyn	23,356	1,592	14.7	1,112	3,435	260	13.2	1,868	173	10.8
61 Courthouse/Rosslyn	1,206	270	4.5	57						
62 Lorcom Lane/Courthouse/Ballston	1,146	251	4.6	55						
72 Rock Spring/Ballston/Shirlington	8,886	880	10.1	423						
74 Arlington Village/Arlington View	1,289	160	8.1	61						
75 Shirlington/Ballston/Virginia Square	14,154	980	14.4	674						
77 Shirlington/Lyon Park/Courthouse	8,398	819	10.3	400	1,559	164	9.5			
84 Douglas Park/Pentagon City	2,297	301	7.6	109						
87 Shirlington/Pentagon (also 87A/P/X)	11,334	1,020	11.1	540	1,162	163	7.1	719	118	6.1
ART Total	182,854	13,969	13.1	8,707	20,544	1,450	14.2	15,172	1,087	14.0

On Time Performance %

41 Columbia Pike/Ballston/Courthouse	78%
42 Ballston/Pentagon	68%
43 Crystal City/Rosslyn/Courthouse	91%
45 Columbia Pike/Rosslyn	57%
51 Virginia Hospital Center/Ballston	89%
52 Virginia Hospital Center/Ballston/East Falls Church	81%
53 Glebe Road-Westover/Ballston/East Falls Church	77%
55 Lee Highway/E. Falls Church/Rosslyn	84%
61 Courthouse/Rosslyn	54%
62 Lorcom Lane/Courthouse/Ballston	75%
72 Rock Spring/Ballston/Shirlington	68%
74 Arlington Village/Arlington View	80%
75 Shirlington/Ballston/Virginia Square	72%
77 Shirlington/Lyon Park/Courthouse	76%
84 Douglas Park/Pentagon City	80%
87 Shirlington/Pentagon (also 87A/P/X)	65%
Total	75%

Ridership

	Passengers	Revenue Hours	Passengers/Revenue Hour
Diamond	2,960	2,774	1.1
Red Top	1,497	542	2.8
Total	4,457	3,316	

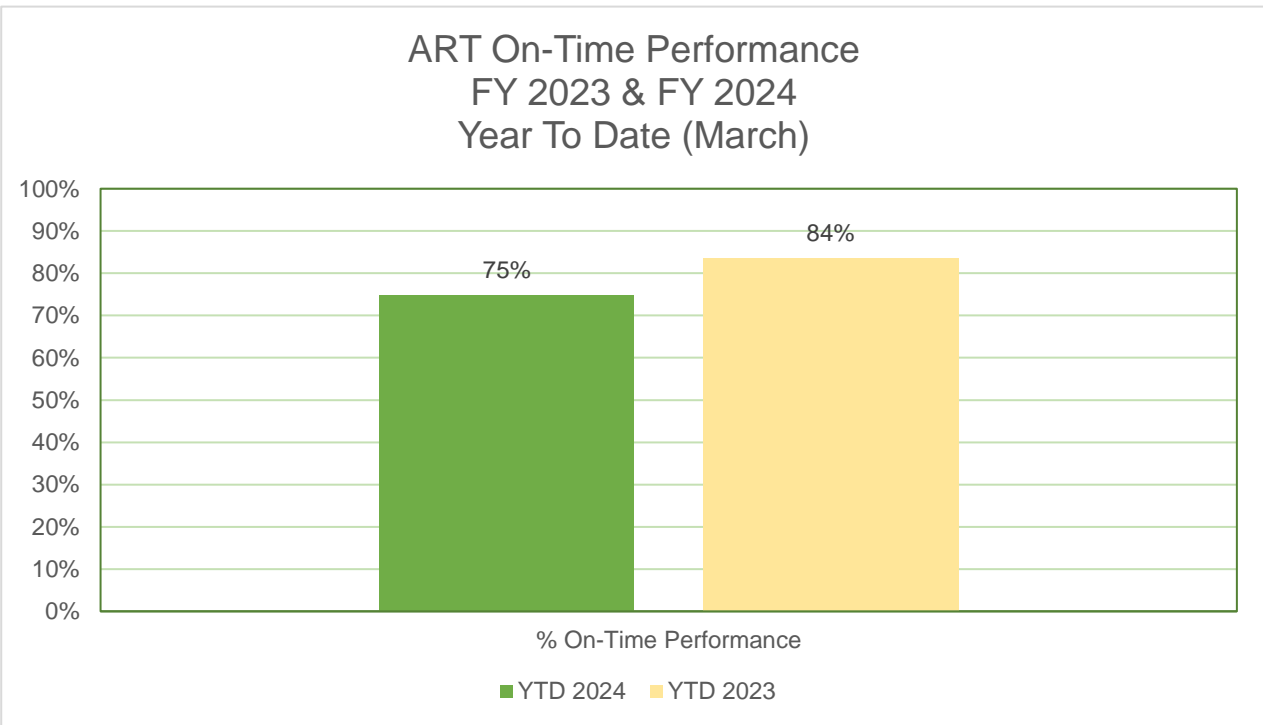
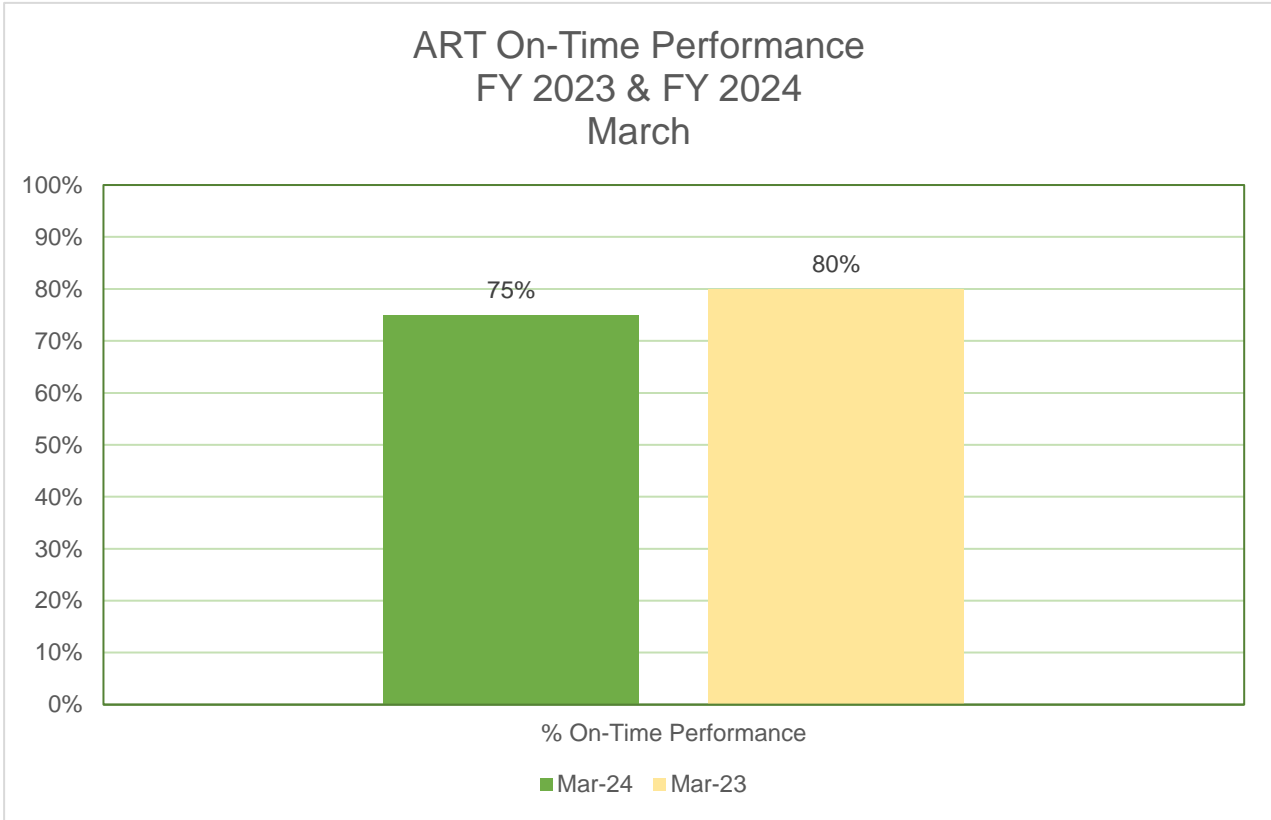
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SERVICE EFFECTIVENESS

ART	Mar-24	Mar-23	YTD 2024	YTD 2023
ART Passengers	218,570	190,453	1,757,365	1,375,212
Revenue Hours	16,507	16,438	144,240	135,206
Passengers/Revenue Hour	13.2	11.6		
Scheduled Number of Trips	16,462	16,420	143,941	134,130
Actual Number of Trips	16,375	16,402	143,499	134,044
Number of Missed Trips	87	18	442	86
% Service Efficiency	99.5%	99.9%	99.7%	99.9%
% On-Time Performance	75%	80%	75%	84%
Number of Timepoint Audited	123,991	131,432	1,105,068	871,966
Number of Timepoints On-Time	92,993	105,145	826,888	728,216
Customer Service				
Number of Complaints	26	14	191	158
Complaints per 50,000 Trips	6	4	5	6

STAR	Mar-24	Mar-23	YTD 2024	YTD 2023
STAR Passengers	4,457	4,458	38,097	34,468
Revenue Hours	3,316	2,836	26,865	20,603
Passengers/Revenue Hour	1.34	1.57	1.42	1.67
Scheduled Number of Trips Booked	4,339	4,526	38,079	34,187
Number of Trip Cancellations and No-Shows	602	735	6,038	5,622
% Service Efficiency	86.1%	83.8%	84.1%	83.6%
Actual Number of Trips Completed	3,737	3,791	32,041	28,565
Customer Service Complaints				
Red Top	0	5	19	64
Diamond	2	3	23	21
STAR Call Center	0	1	4	3
Total Complaints	2	9	46	88
Complaints per 1,000 passengers	0	2	1	3

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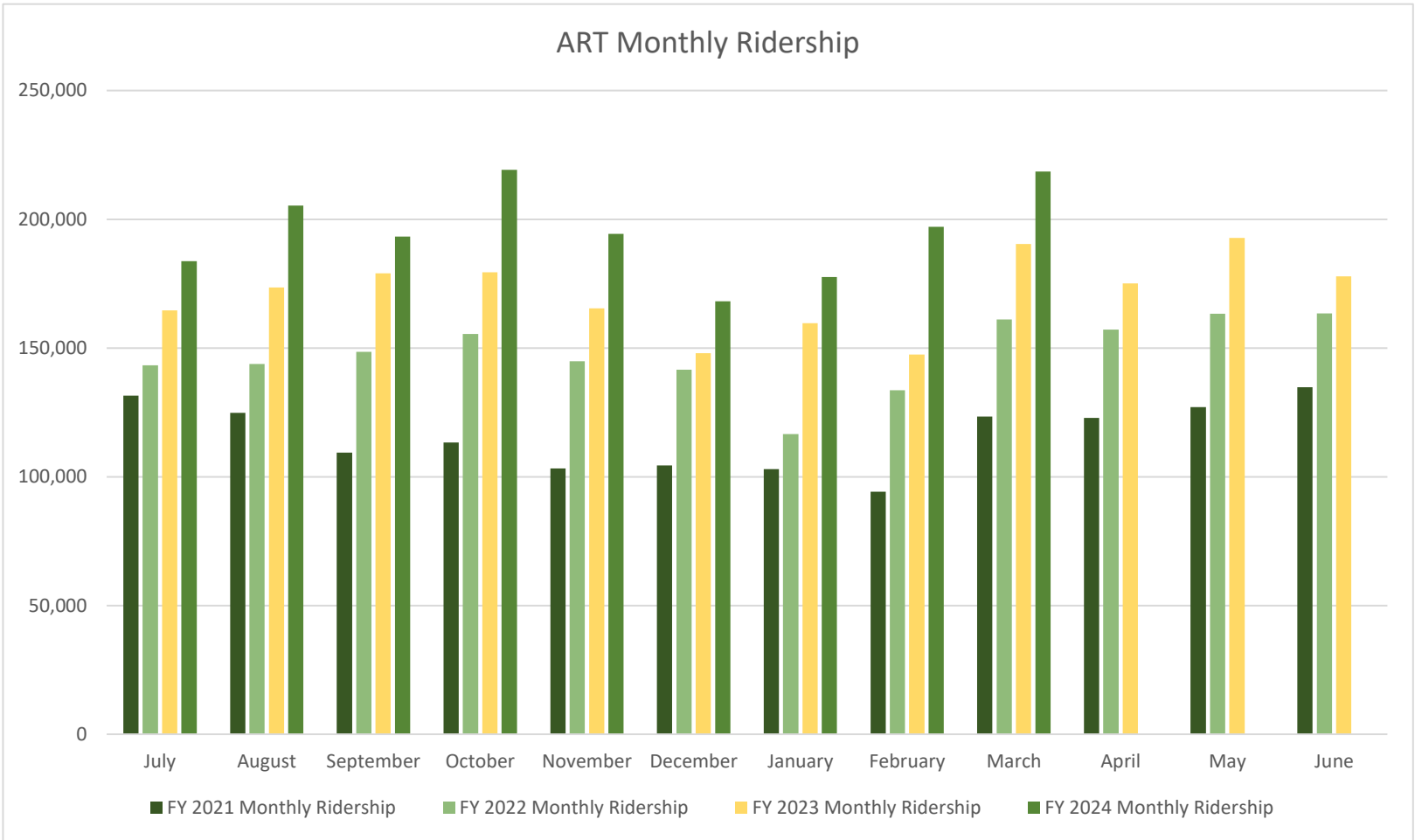


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SYSTEMWIDE RIDERSHIP

FY 2023 Full-Year	168,102	177,389	182,890	183,484	169,400	151,690	163,541	151,138
FY 2024 Full-Year	187,915	209,882	197,562	223,861	198,366	172,014	181,580	201,255

ART



STAR

