

Arlington Transit
Monthly Service Performance Report

ROUTE LEVEL PERFORMANCE - May 2024

	Ridership				Weekday			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	43,007	2,419	17.8	1,955	7,173	325	22.1	5,643	360	15.7			
42 Ballston/Pentagon	15,760	1,143	13.8	716	1,222	104	11.7	1,489	121	12.4			
43 Crystal City/Rosslyn/Courthouse	9,596	1,046	9.2	436									
45 Columbia Pike/Rosslyn	34,731	1,870	18.6	1,579	2,545	190	13.4	4,321	237	18.2			
51 Virginia Hospital Center/Ballston	4,270	402	10.6	194	571	72	7.9	633	79	8.0			
52 Virginia Hospital Center/Ballston/East Falls Church	6,553	701	9.4	298									
53 Glebe Road-Westover/Ballston/East Falls Church	2,986	495	6.0	136									
55 Lee Highway/E. Falls Church/Rosslyn	25,155	1,666	15.1	1,143	2,301	208	11.1	2,251	173	13.0			
61 Courthouse/Rosslyn	1,415	289	4.9	64									
62 Lorcom Lane/Courthouse/Ballston	2,352	272	8.7	107									
72 Rock Spring/Ballston/Shirlington	7,898	915	8.6	359									
74 Arlington Village/Arlington View	906	167	5.4	41									
75 Shirlington/Ballston/Virginia Square	13,838	1,030	13.4	629									
77 Shirlington/Lyon Park/Courthouse	10,566	857	12.3	480	1,144	131	8.7						
84 Douglas Park/Pentagon City	2,059	314	6.6	94									
87 Shirlington/Pentagon (also 87A/P/X)	10,797	1,069	10.1	491	991	130	7.6	714	118	6.1			
ART Total	191,889	14,654	13.1	8,722	15,947	1,160	13.7	15,051	1,087	13.8			

On Time Performance %

41 Columbia Pike/Ballston/Courthouse	75%
42 Ballston/Pentagon	60%
43 Crystal City/Rosslyn/Courthouse	92%
45 Columbia Pike/Rosslyn	53%
51 Virginia Hospital Center/Ballston	91%
52 Virginia Hospital Center/Ballston/East Falls Church	79%
53 Glebe Road-Westover/Ballston/East Falls Church	79%
55 Lee Highway/E. Falls Church/Rosslyn	76%
61 Courthouse/Rosslyn	53%
62 Lorcom Lane/Courthouse/Ballston	72%
72 Rock Spring/Ballston/Shirlington	58%
74 Arlington Village/Arlington View	76%
75 Shirlington/Ballston/Virginia Square	68%
77 Shirlington/Lyon Park/Courthouse	62%
84 Douglas Park/Pentagon City	82%
87 Shirlington/Pentagon (also 87A/P/X)	61%
Total	71%

Ridership

	Passengers	Revenue Hours	Passengers/Revenue Hour
 Diamond	2,999	2,322	1.3
Red Top	1,609	601	2.7
Total	4,608	2,923	

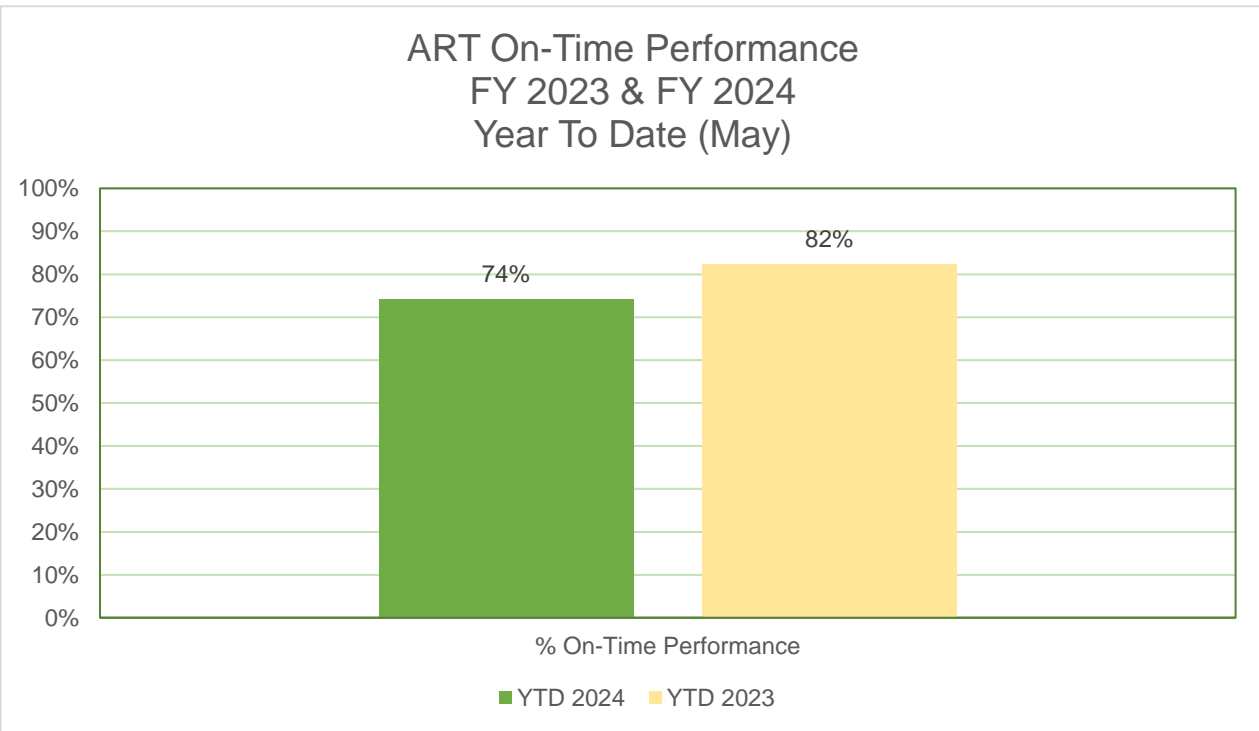
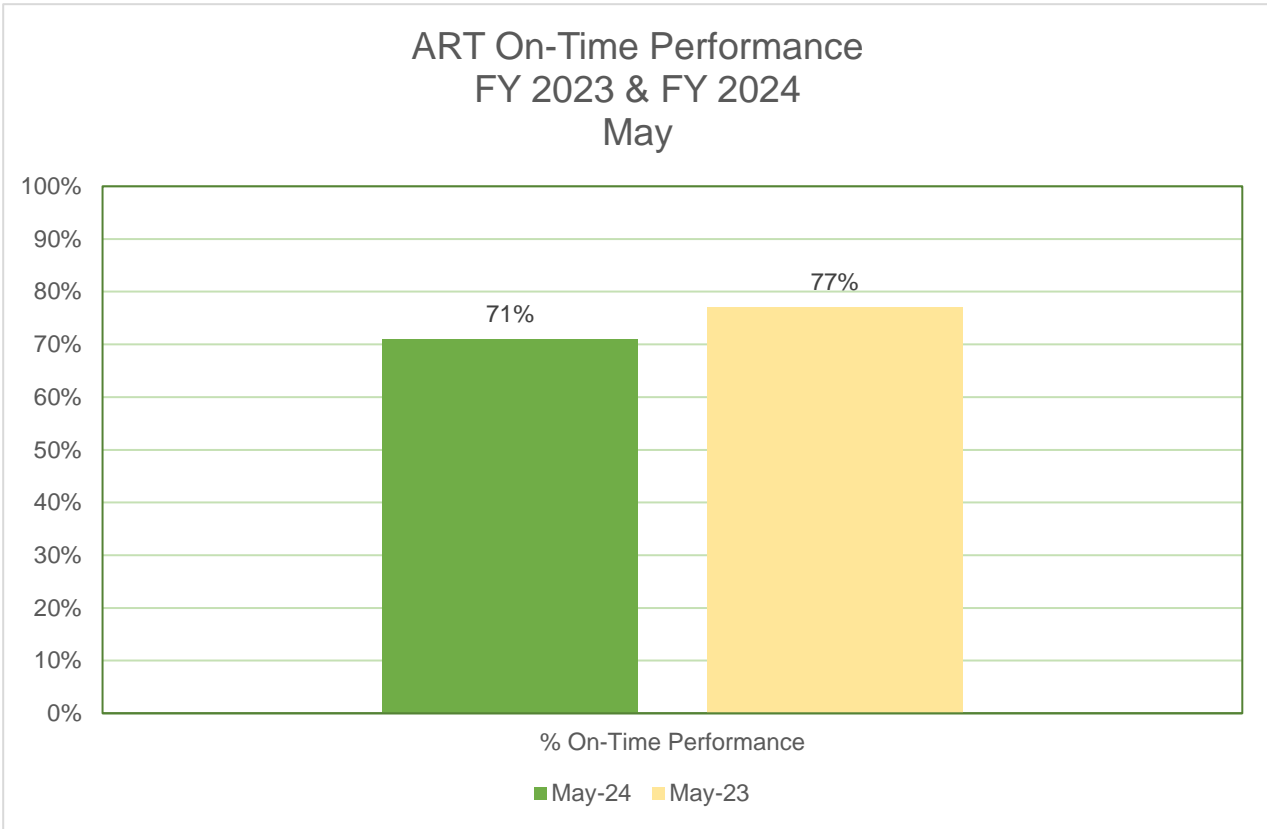
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SERVICE EFFECTIVENESS

ART	May-24	May-23	YTD 2024	YTD 2023
ART Passengers	222,887	192,747	2,199,631	1,743,097
Revenue Hours	16,902	16,023	177,737	166,298
Passengers/Revenue Hour	13	12		
Scheduled Number of Trips	16,864	15,999	177,452	165,144
Actual Number of Trips	16,793	15,975	176,775	165,020
Number of Missed Trips	72	24	677	124
% Service Efficiency	100%	100%	100%	100%
% On-Time Performance	71%	77%	74%	82%
Number of Timepoint Audited	129,403	128,427	1,358,349	1,119,630
Number of Timepoints On-Time	91,876	98,889	1,009,195	921,302
Customer Service				
Number of Complaints	29	16	256	196
Complaints per 50,000 Trips	7	4	6	6

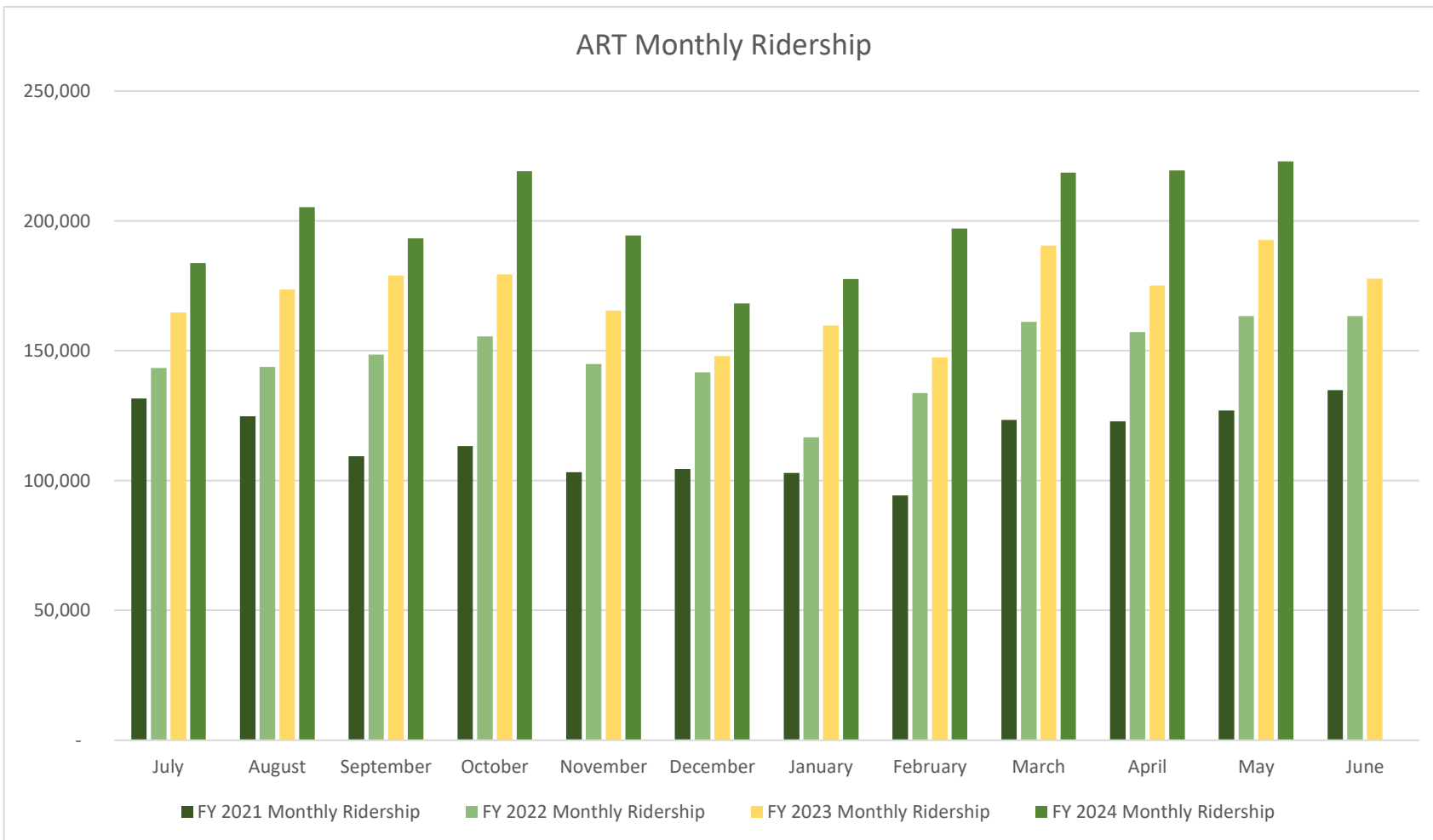
STAR	May-24	May-23	YTD 2024	YTD 2023
STAR Passengers	4,608	4,502	47,585	43,129
Revenue Hours	2,923	2,650	33,247	25,946
Passengers/Revenue Hour	1.58	1.70	1.43	1.66
Scheduled Number of Trips Booked	4,617	4,565	47,381	42,964
Number of Trip Cancellations and No-Shows	704	677	7,338	7,035
% Service Efficiency	84.8%	85.2%	84.5%	83.6%
Actual Number of Trips Completed	3,913	3,888	40,043	35,929
Customer Service				
Complaints				
Red Top	1	5	23	75
Diamond	4	3	29	29
STAR Call Center	0	0	4	4
Total Complaints	5	8	56	108
Complaints per 1,000 passengers	1	2	1	3

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ART



STAR

