

Arlington Transit
Monthly Service Performance Report

ROUTE LEVEL PERFORMANCE - July 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	43,768	2,424	18.1	1,989	6,814	324	21.0	6,451	362	17.8
42 Ballston/Pentagon	17,206	1,142	15.1	782	1,307	104	12.5	1,248	121	10.4
43 Crystal City/Rosslyn/Courthouse	7,743	1,043	7.4	352						
45 Columbia Pike/Rosslyn	26,734	1,885	14.2	1,215	2,655	188	14.1	4,120	237	17.4
51 Virginia Hospital Center/Ballston	5,097	402	12.7	232	494	71	7.0	539	79	6.8
52 Virginia Hospital Center/Ballston/East Falls Church	5,235	662	7.9	238						
55 Lee Highway/E. Falls Church/Rosslyn	23,783	1,669	14.3	1,081	2,750	208	13.2	2,415	173	13.9
56 Military Road-Rosslyn Metro	2,394	543	4.4	109						
72 Rock Spring/Ballston/Shirlington	8,205	938	8.7	373						
74 Arlington Village/Arlington View	807	168	4.8	37						
75 Shirlington/Ballston/Virginia Square	10,036	1,016	9.9	456						
77 Shirlington/Lyon Park/Courthouse	8,764	867	10.1	398	1,057	131	8.1			
84 Douglas Park/Pentagon City	1,627	315	5.2	74						
87 Shirlington/Pentagon (also 87A/P/X)	11,070	1,097	10.1	503	1,016	129	7.9	822	118	7.0
ART Total	172,469	14,171	12.2	7,840	16,093	1,155	13.9	15,595	1,089	14.3

On Time Performance %

41 Columbia Pike/Ballston/Courthouse	81%
42 Ballston/Pentagon	68%
43 Crystal City/Rosslyn/Courthouse	94%
45 Columbia Pike/Rosslyn	74%
51 Virginia Hospital Center/Ballston	91%
52 Virginia Hospital Center/Ballston/East Falls Church	82%
55 Lee Highway/E. Falls Church/Rosslyn	80%
56 Military Road-Rosslyn Metro	79%
72 Rock Spring/Ballston/Shirlington	78%
74 Arlington Village/Arlington View	80%
75 Shirlington/Ballston/Virginia Square	82%
77 Shirlington/Lyon Park/Courthouse	83%
84 Douglas Park/Pentagon City	80%
87 Shirlington/Pentagon (also 87A/P/X)	67%
Total	80%

Ridership

	Passengers	Revenue Hours	Passengers/Revenue Hour
Diamond	2,921	2,754	1.1
Red Top	1,571	558	2.8
Total	4,492	3,312	

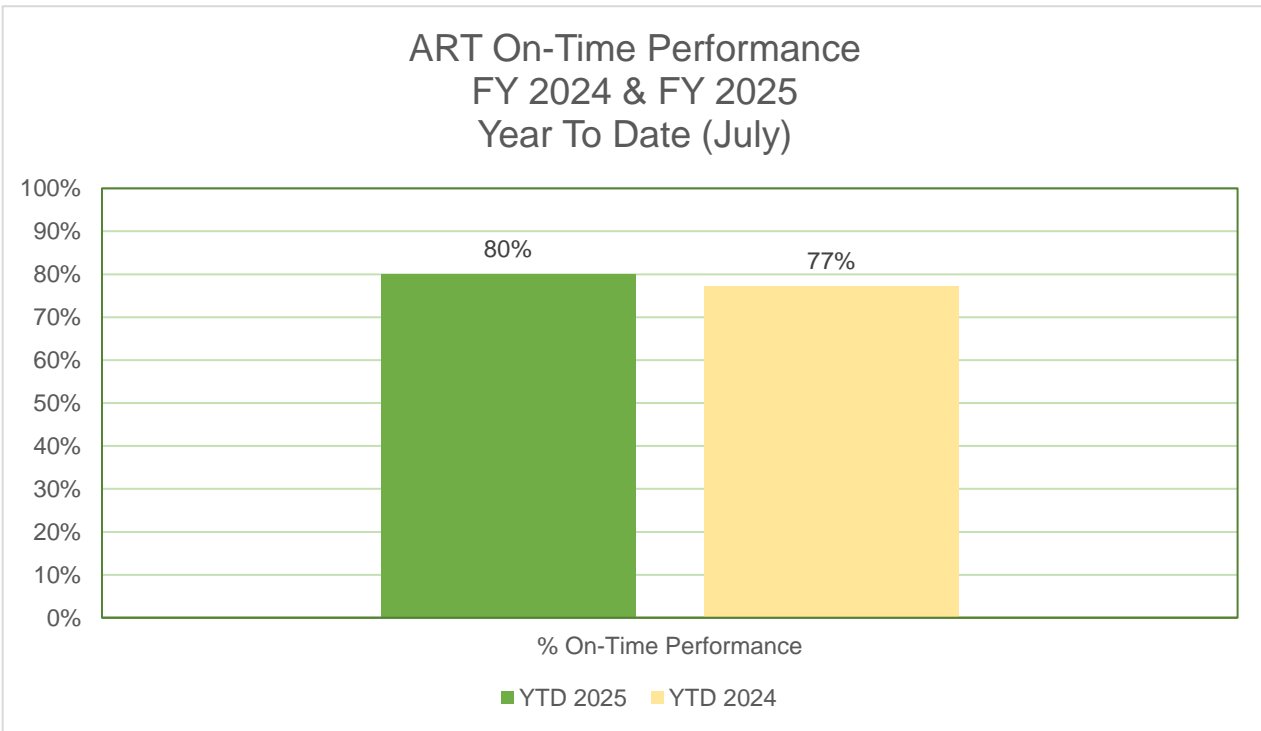
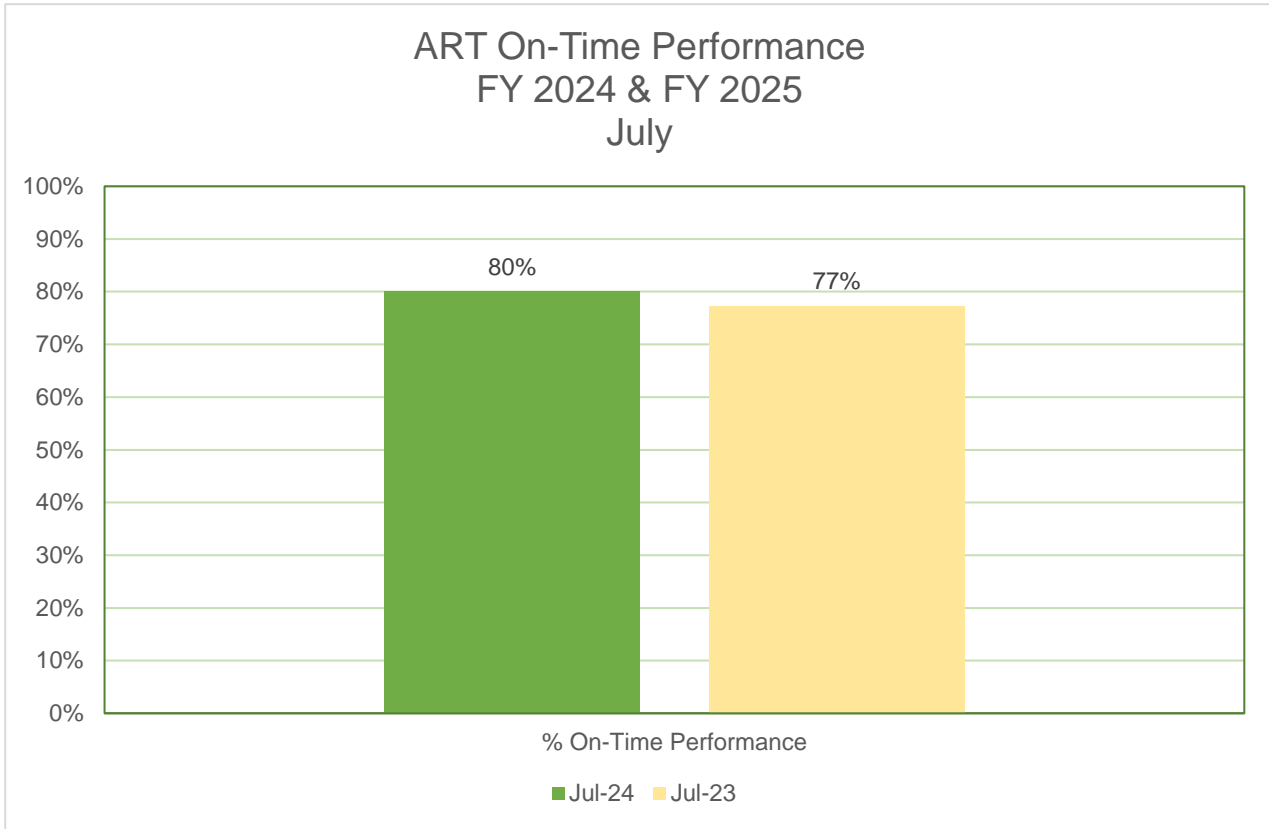
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SERVICE EFFECTIVENESS

ART	Jul-24	Jul-23	YTD 2025	YTD 2024
ART Passengers	204,157	183,751	204,157	183,751
Revenue Hours	16,416	16,081	16,416	16,081
Passengers/Revenue Hour	12	11		
Scheduled Number of Trips	15,793	15,981	15,793	15,981
Actual Number of Trips	15,761	15,950	15,761	15,950
Number of Missed Trips	33	31	33	31
% Service Efficiency	100%	100%	100%	100%
% On-Time Performance	80%	77%	80%	77%
Customer Service				
Number of Complaints	19	16	19	16
Complaints per 50,000 Trips	5	4	5	4

STAR	Jul-24	Jul-23	YTD 2025	YTD 2024
STAR Passengers	4,492	4,164	4,492	4,164
Revenue Hours	3,312	2,809	3,312	2,809
Passengers/Revenue Hour	1.36	1.48	1.36	1.48
Scheduled Number of Trips Booked	4,507	4,144	4,507	4,144
Number of Trip Cancellations and No-Shows	705	685	705	685
% Service Efficiency	84.4%	83.5%	84.4%	83.5%
Actual Number of Trips Completed	3,802	3,459	3,802	3,459
Customer Service Complaints				
Red Top	0	2	0	2
Diamond	6	3	6	3
STAR Call Center	0	0	0	0
Total Complaints	6	5	6	5
Complaints per 1,000 passengers	1	1	1	1

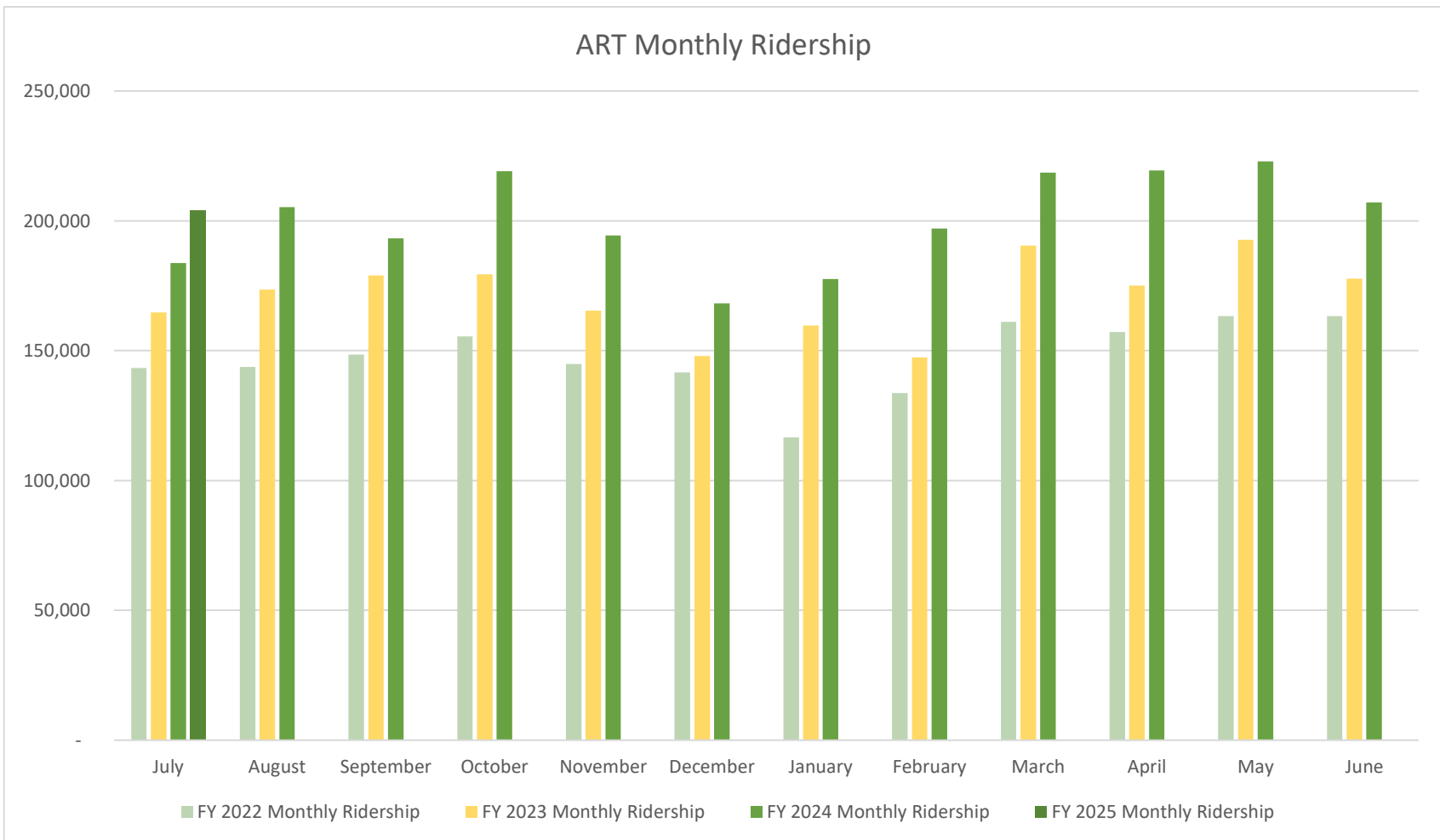
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ART



STAR

