

Arlington Transit
Monthly Service Performance Report

ROUTE LEVEL PERFORMANCE - June 2024

	<i>Ridership</i>				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	42,449	2,202	19.3	2,122	9,376	407	23.1	5,741	362	15.9
42 Ballston/Pentagon	13,552	1,037	13.1	678	1,506	131	11.5	1,476	121	12.2
43 Crystal City/Rosslyn/Courthouse	7,482	947	7.9	374						
45 Columbia Pike/Rosslyn	29,775	1,708	17.4	1,489	3,661	236	15.5	4,375	236	18.6
51 Virginia Hospital Center/Ballston	4,102	365	11.2	205	533	90	5.9	537	79	6.8
52 Virginia Hospital Center/Ballston/East Falls Church	4,653	318	14.6	233						
53 Glebe Road-Westover/Ballston/East Falls Church	2,185	454	4.8	109						
55 Lee Highway/E. Falls Church/Rosslyn	23,057	1,513	15.2	1,153	3,570	260	13.8	2,866	173	16.5
61 Courthouse/Rosslyn	706	264	2.7	35						
62 Lorcom Lane/Courthouse/Ballston	2,666	251	10.6	133						
72 Rock Spring/Ballston/Shirlington	7,645	839	9.1	382						
74 Arlington Village/Arlington View	685	152	4.5	34						
75 Shirlington/Ballston/Virginia Square	10,610	468	22.7	531						
77 Shirlington/Lyon Park/Courthouse	8,631	779	11.1	432	1,585	164	9.7			
84 Douglas Park/Pentagon City	1,612	287	5.6	81						
87 Shirlington/Pentagon (also 87A/P/X)	10,217	978	10.5	511	1,112	163	6.8	681	118	5.8
ART Total	170,027	12,560	13.5	8,501	21,343	1,449	14.7	15,676	1,088	14.4

On Time Performance %

41 Columbia Pike/Ballston/Courthouse	75%
42 Ballston/Pentagon	67%
43 Crystal City/Rosslyn/Courthouse	91%
45 Columbia Pike/Rosslyn	55%
51 Virginia Hospital Center/Ballston	91%
52 Virginia Hospital Center/Ballston/East Falls Church	76%
53 Glebe Road-Westover/Ballston/East Falls Church	78%
55 Lee Highway/E. Falls Church/Rosslyn	78%
61 Courthouse/Rosslyn	61%
62 Lorcom Lane/Courthouse/Ballston	69%
72 Rock Spring/Ballston/Shirlington	59%
74 Arlington Village/Arlington View	80%
75 Shirlington/Ballston/Virginia Square	73%
77 Shirlington/Lyon Park/Courthouse	68%
84 Douglas Park/Pentagon City	76%
87 Shirlington/Pentagon (also 87A/P/X)	65%
Total	73%

Ridership

	Passengers	Revenue Hours	Passengers/Revenue Hour
Diamond	2,605	2,586	1.0
Red Top	1,583	598	2.6
Total	4,188	3,184	

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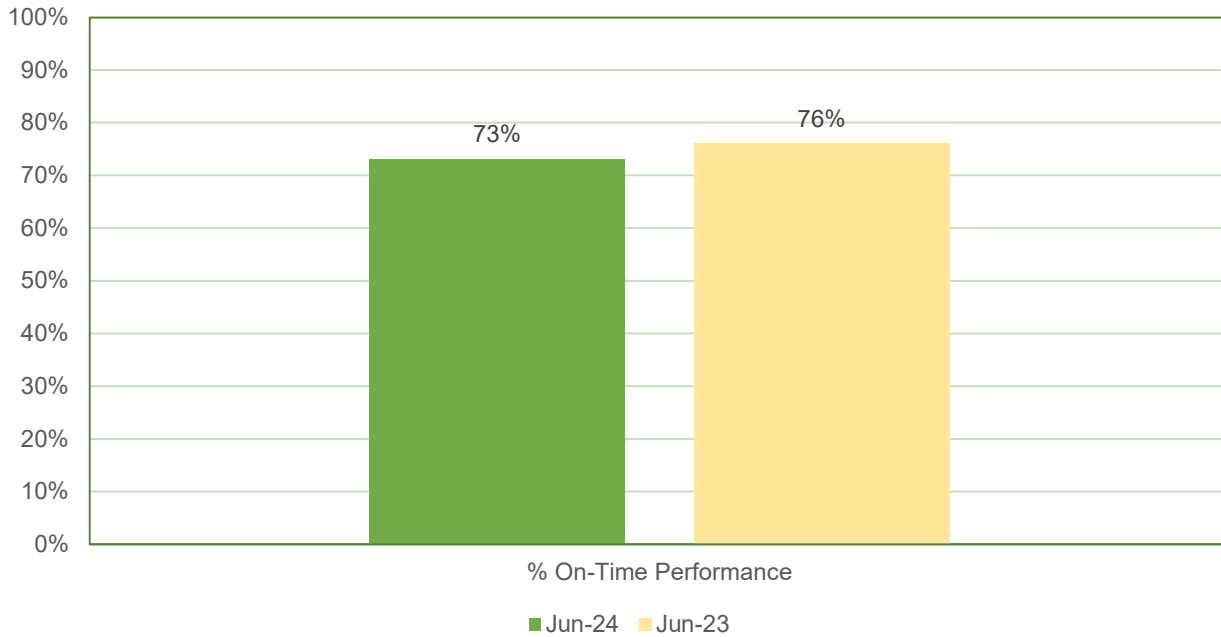
SERVICE EFFECTIVENESS

ART	Jun-24	Jun-23	YTD 2024	YTD 2023
ART Passengers	207,046	177,799	2,406,677	1,920,896
Revenue Hours	15,096	15,220	192,834	181,518
Passengers/Revenue Hour	14	12		
Scheduled Number of Trips	15,165	15,650	192,617	180,794
Actual Number of Trips	15,122	15,610	191,897	180,630
Number of Missed Trips	43	40	720	164
% Service Efficiency	100%	100%	100%	100%
% On-Time Performance	73%	76%	74%	82%
Number of Timepoint Audited	119,529	123,124	1,477,878	1,242,754
Number of Timepoints On-Time	87,256	93,574	1,096,451	1,014,876
Customer Service				
Number of Complaints	25	28	281	224
Complaints per 50,000 Trips	6	8	6	6

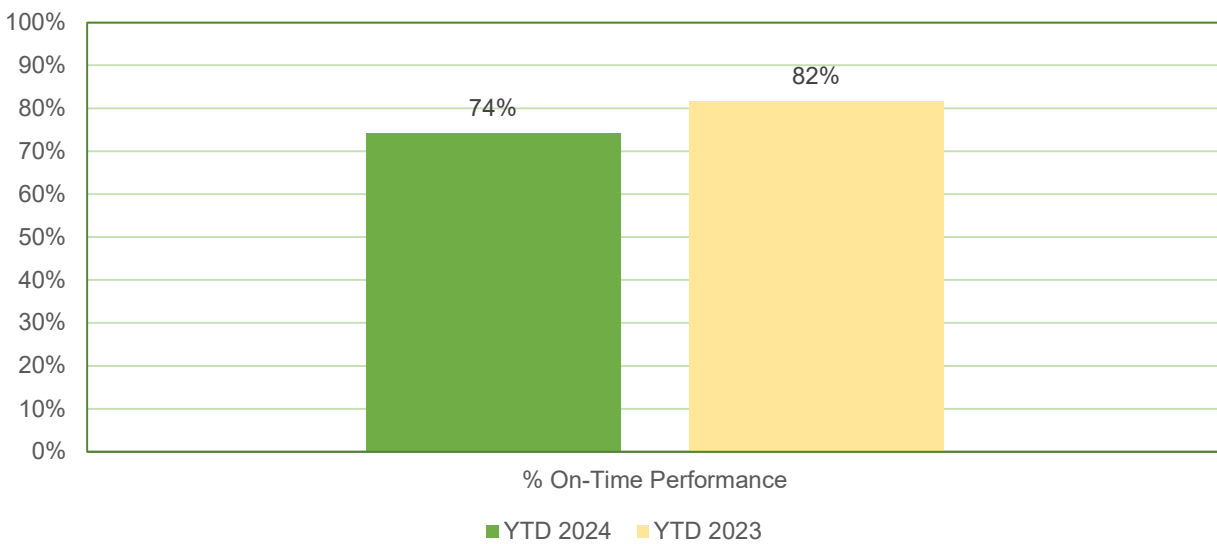
STAR	Jun-24	Jun-23	YTD 2024	YTD 2023
STAR Passengers	4,188	4,249	51,506	47,378
Revenue Hours	3,184	2,782	36,431	28,728
Passengers/Revenue Hour	1.32	1.53	1.41	1.65
Scheduled Number of Trips Booked	4,263	4,263	51,644	47,227
Number of Trip Cancellations and No-Shows	674	638	8,012	7,673
% Service Efficiency	84.2%	85.0%	84.5%	83.8%
Actual Number of Trips Completed	3,589	3,625	43,632	39,554
Customer Service				
Complaints				
Red Top	3	3	26	78
Diamond	4	5	33	34
STAR Call Center	0	0	4	4
Total Complaints	7	8	63	116
Complaints per 1,000 passengers	2	2	1	2

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ART On-Time Performance
FY 2023 & FY 2024
June

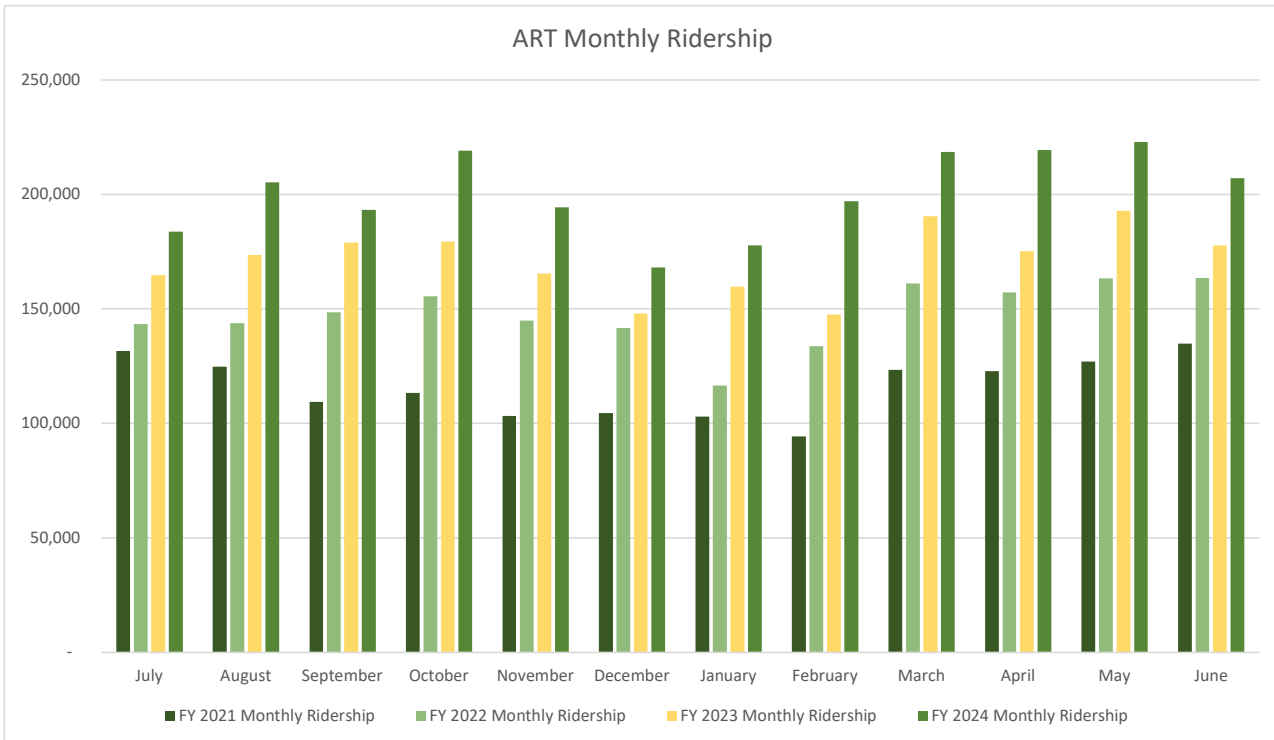


ART On-Time Performance
FY 2023 & FY 2024
Year To Date (June)



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ART



STAR

