

Arlington Transit
Monthly Service Performance Report

ROUTE LEVEL PERFORMANCE - November 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	34,256	1,985	17.3	1,903	11,020	568	19.4	5,921	362	16.4
42 Ballston/Pentagon	#REF!	940	#REF!	#REF!	2,487	183	13.6	1,545	121	12.8
43 Crystal City/Rosslyn/Courthouse	15,850	856	18.5	881						
45 Columbia Pike/Rosslyn	4,118	1,545	2.7	229	5,524	332	16.6	3,031	237	12.8
51 Virginia Hospital Center/Ballston	#REF!	328	#REF!	#REF!	924	126	7.3	418	79	5.3
52 Virginia Hospital Center/Ballston/East Falls Church	4,945	539	9.2	275						
55 Lee Highway/E. Falls Church/Rosslyn	22,453	1,365	16.4	1,247	5,241	363	14.4	1,813	172	10.5
56 Military Road-Rosslyn Metro	4,643	445	10.4	258						
72 Rock Spring/Ballston/Shirlington	7,569	769	9.8	421						
74 Arlington Village/Arlington View	893	137	6.5	50						
75 Shirlington/Ballston/Virginia Square	13,661	841	16.2	759						
77 Shirlington/Lyon Park/Courthouse	9,560	708	13.5	531	2,117	229	9.3			
84 Douglas Park/Pentagon City	2,306	258	8.9	128						
87 Shirlington/Pentagon (also 87A/P/X)	8,737	898	9.7	485	1,773	228	7.8	621	118	5.3
ART Total	#REF!	11,614	#REF!	#REF!	29,086	2,028	14.3	13,349	1,088	12.3

On Time Performance %

41 Columbia Pike/Ballston/Courthouse	83%
42 Ballston/Pentagon	70%
43 Crystal City/Rosslyn/Courthouse	92%
45 Columbia Pike/Rosslyn	72%
51 Virginia Hospital Center/Ballston	89%
52 Virginia Hospital Center/Ballston/East Falls Church	75%
55 Lee Highway/E. Falls Church/Rosslyn	79%
56 Military Road-Rosslyn Metro	70%
72 Rock Spring/Ballston/Shirlington	77%
74 Arlington Village/Arlington View	73%
75 Shirlington/Ballston/Virginia Square	65%
77 Shirlington/Lyon Park/Courthouse	76%
84 Douglas Park/Pentagon City	74%
87 Shirlington/Pentagon (also 87A/P/X)	71%
Total	76%

Ridership

	Passengers	Revenue Hours	Passengers/Revenue Hour
Diamond	2,419	2,359	1.0
Red Top	1,677	580	2.9
Total	4,096	2,939	

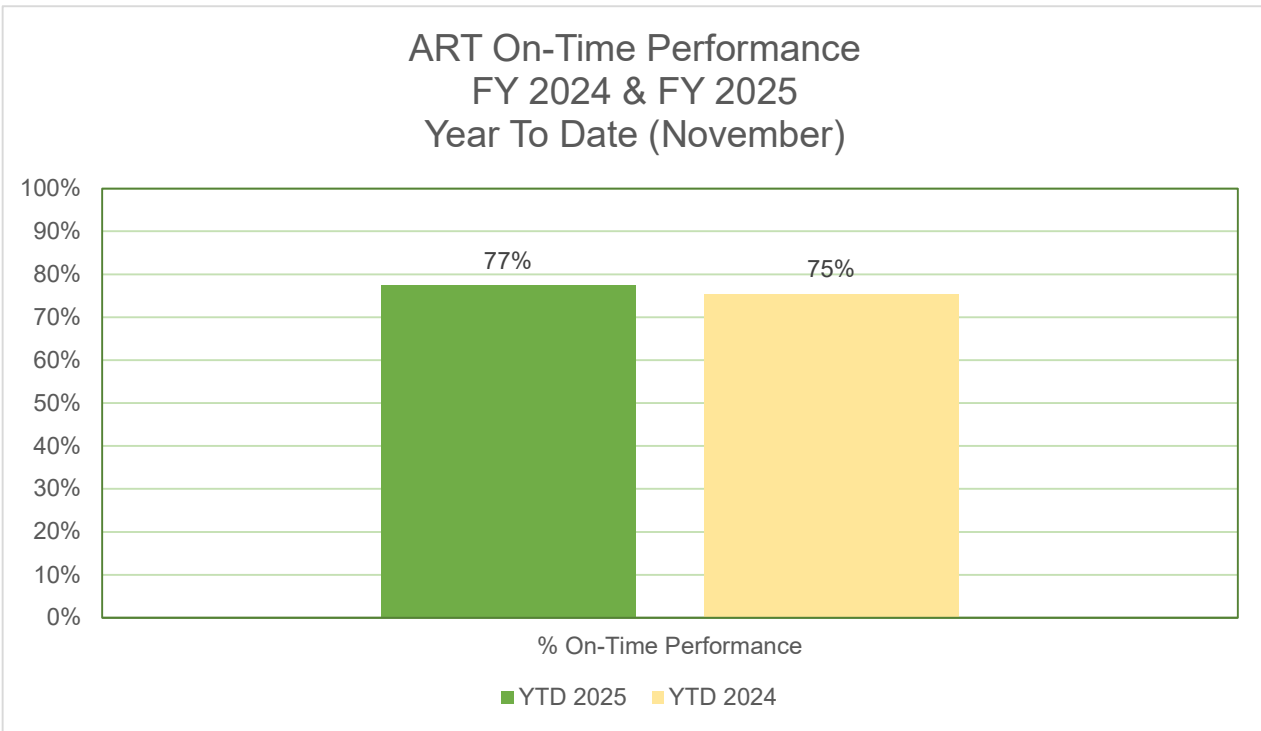
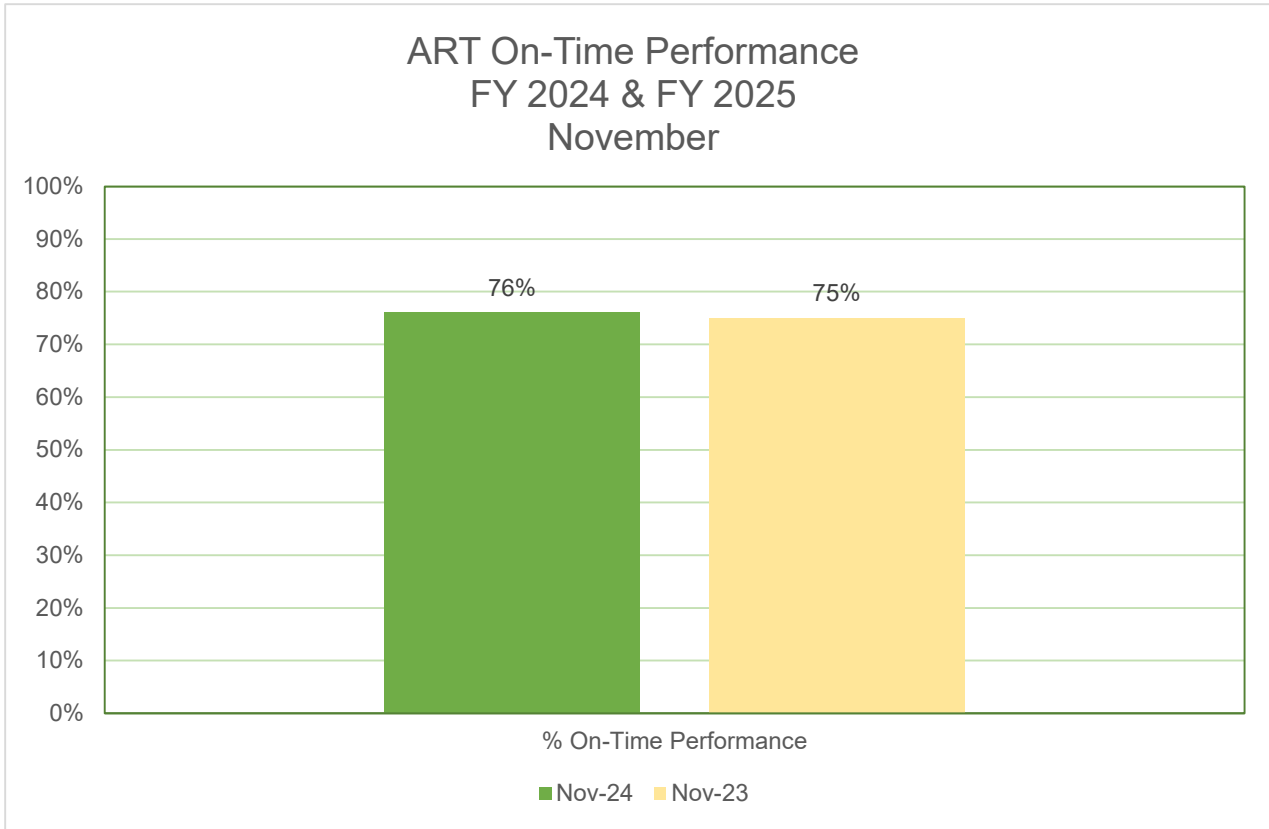
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SERVICE EFFECTIVENESS

ART	Nov-24	Nov-23	YTD 2025	YTD 2024
ART Passengers	203,625	194,372	1,076,198	995,894
Revenue Hours	14,730	15,411	79,548	80,199
Passengers/Revenue Hour	14	13		
Scheduled Number of Trips	14,166	15,316	76,517	80,063
Actual Number of Trips	14,153	15,296	76,389	79,925
Number of Missed Trips	13	21	128	138
% Service Efficiency	99.91%	99.87%	99.83%	99.83%
% On-Time Performance	76%	75%	77%	75%
Customer Service				
Number of Complaints	13	25	81	118
Complaints per 50,000 Trips	3	6	4	6

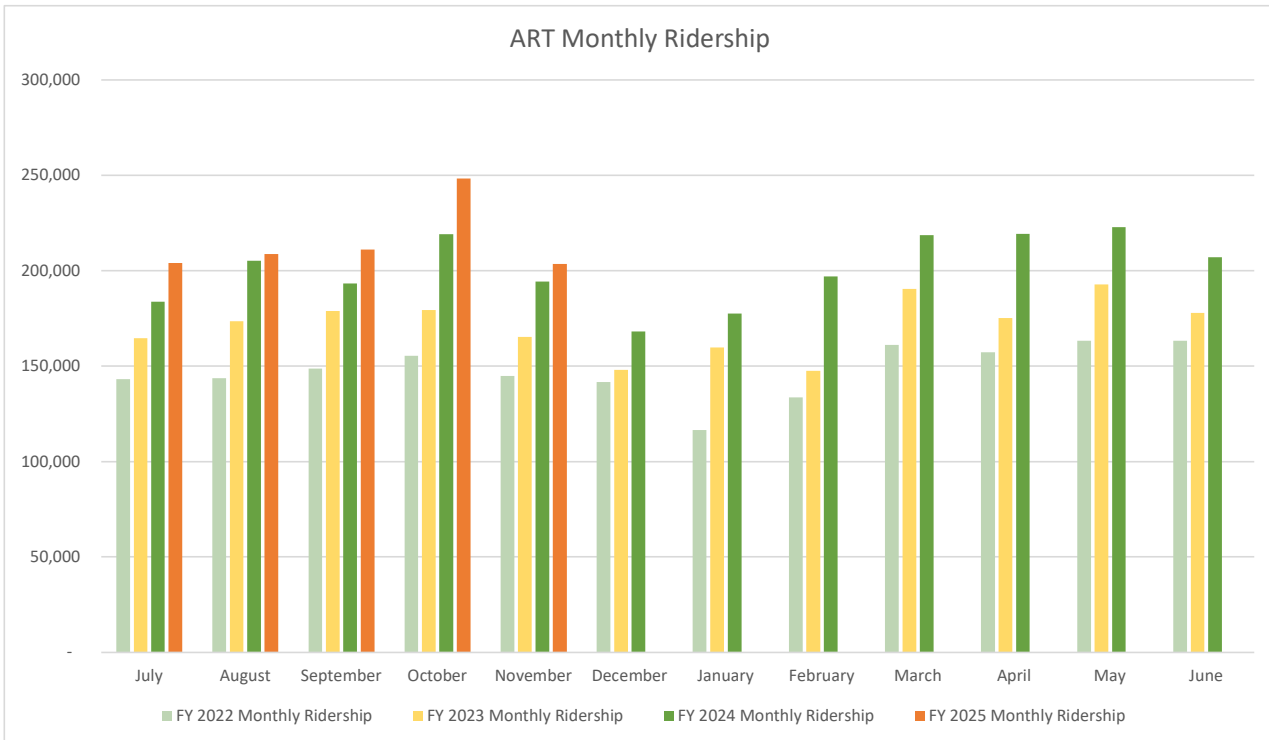
STAR	Nov-24	Nov-23	YTD 2025	YTD 2024
STAR Passengers	4,096	3,994	17,910	17,113
Revenue Hours	2,939	2,823	13,009	11,797
Passengers/Revenue Hour	1.39	1.41	1.38	1.45
Scheduled Number of Trips Booked	4,133	4,027	17,885	16,963
Number of Trip Cancellations and No-Shows	624	642	2,740	2,622
% Service Efficiency	84.90%	84.06%	84.68%	84.54%
Actual Number of Trips Completed	3,509	3,385	15,145	14,341
Customer Service Complaints				
Red Top	1	0	5	12
Diamond	3	4	23	12
STAR Call Center	0	1	1	3
Total Complaints	4	5	29	27
Complaints per 1,000 passengers	1	1	2	2

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ART



STAR

