

Arlington Transit
Monthly Service Performance Report

ROUTE LEVEL PERFORMANCE - October 2024

	<i>Ridership</i>				Saturday			Sunday		
	Passengers	Weekday 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	43,297	2,428	17.8	1,968	8,056	406	19.9	5,805	290	20.0
42 Ballston/Pentagon	20,651	1,149	18.0	939	2,143	131	16.4	1,011	96	10.5
43 Crystal City/Rosslyn/Courthouse	9,351	1,045	9.0	425						
45 Columbia Pike/Rosslyn	34,521	1,888	18.3	1,569	3,736	237	15.7	1,651	190	8.7
51 Virginia Hospital Center/Ballston	5,547	402	13.8	252	864	90	9.6	315	63	5.0
52 Virginia Hospital Center/Ballston/East Falls Church	6,463	666	9.7	294						
55 Lee Highway/E. Falls Church/Rosslyn	29,384	1,668	17.6	1,336	3,928	260	15.1	1,547	139	11.2
56 Military Road-Rosslyn Metro	5,042	543	9.3	229						
72 Rock Spring/Ballston/Shirlington	9,995	941	10.6	454						
74 Arlington Village/Arlington View	1,484	168	8.9	67						
75 Shirlington/Ballston/Virginia Square	19,117	1,031	18.5	869						
77 Shirlington/Lyon Park/Courthouse	11,516	867	13.3	523	2,114	164	12.9			
84 Douglas Park/Pentagon City	2,940	314	9.4	134						
87 Shirlington/Pentagon (also 87A/P/X)	15,377	1,097	14.0	699	1,445	163	8.9	1,145	94	12.1
ART Total	214,685	14,206	15.1	9,758	22,286	1,449	15.4	11,474	872	13.2

On Time Performance %

41 Columbia Pike/Ballston/Courthouse	77%
42 Ballston/Pentagon	69%
43 Crystal City/Rosslyn/Courthouse	91%
45 Columbia Pike/Rosslyn	69%
51 Virginia Hospital Center/Ballston	91%
52 Virginia Hospital Center/Ballston/East Falls Church	77%
55 Lee Highway/E. Falls Church/Rosslyn	75%
56 Military Road-Rosslyn Metro	68%
72 Rock Spring/Ballston/Shirlington	74%
74 Arlington Village/Arlington View	76%
75 Shirlington/Ballston/Virginia Square	70%
77 Shirlington/Lyon Park/Courthouse	77%
84 Douglas Park/Pentagon City	77%
87 Shirlington/Pentagon (also 87A/P/X)	68%
Total	76%

Ridership

	Passengers	Revenue Hours	Passengers/Revenue Hour
Diamond	3,039	2,897	1.0
Red Top	1,984	682	2.9
Total	5,023	3,579	

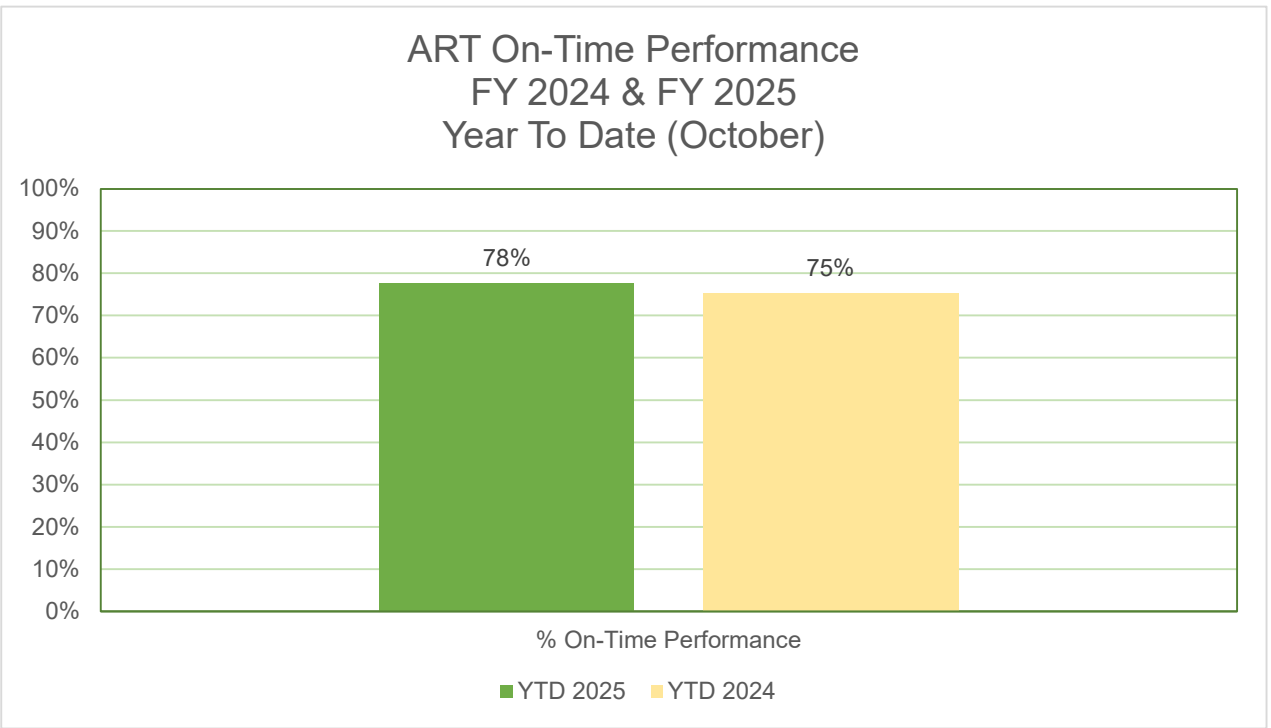
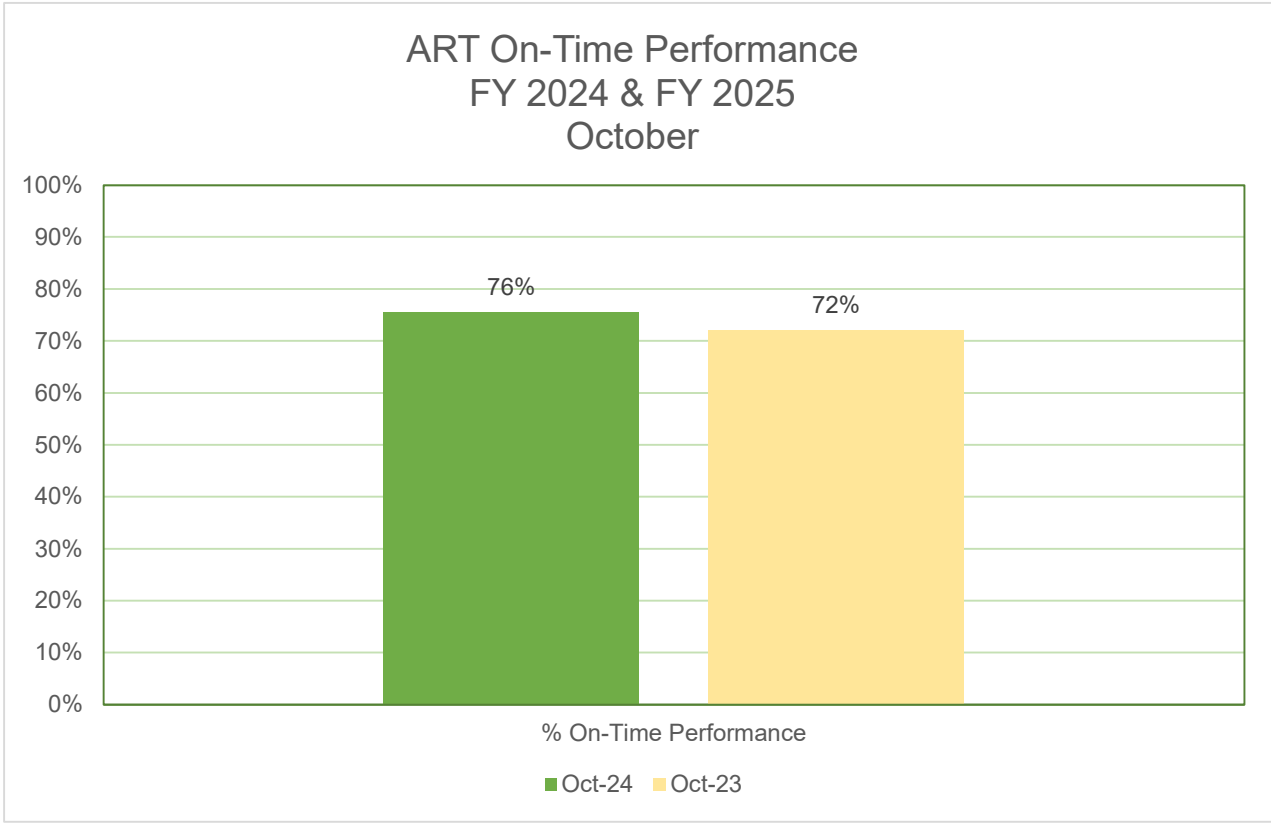
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SERVICE EFFECTIVENESS

ART	Oct-24	Oct-23	YTD 2025	YTD 2024
ART Passengers	248,445	219,153	872,573	801,522
Revenue Hours	16,528	16,520	64,818	64,788
Passengers/Revenue Hour	15	13		
Scheduled Number of Trips	15,887	16,414	62,351	64,747
Actual Number of Trips	15,877	16,404	62,237	64,630
Number of Missed Trips	10	10	115	117
% Service Efficiency	100%	100%	100%	100%
% On-Time Performance	76%	72%	78%	75%
Number of Timepoint Audited	126,036	126,437	497,103	494,078
Number of Timepoints On-Time	95,160	91,035	385,947	372,304
Customer Service				
Number of Complaints	15	32	68	93
Complaints per 50,000 Trips	3	7	4	6

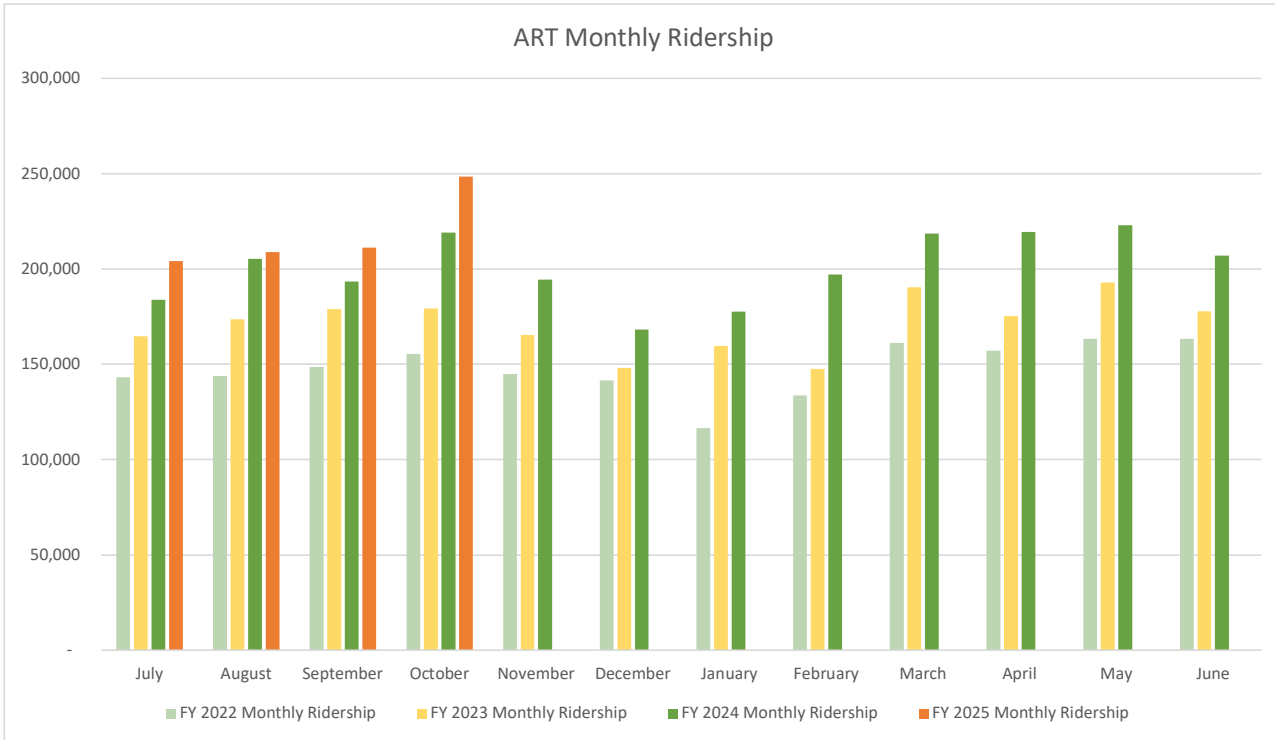
STAR	Oct-24	Oct-23	YTD 2025	YTD 2024
STAR Passengers	5,023	4,708	13,814	13,119
Revenue Hours	3,579	3,129	10,070	8,974
Passengers/Revenue Hour	1.40	1.50	1.37	1.46
Scheduled Number of Trips Booked	4,883	4,566	13,752	12,936
Number of Trip Cancellations and No-Shows	699	635	2,116	1,980
% Service Efficiency	85.7%	86.1%	84.6%	84.7%
Actual Number of Trips Completed	4,184	3,931	11,636	10,956
Customer Service Complaints				
Red Top	2	2	4	12
Diamond	9	2	20	8
STAR Call Center	1	1	1	2
Total Complaints	12	5	25	22
Complaints per 1,000 passengers	2	1	2	2

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ART



STAR

