

Arlington Transit
Monthly Service Performance Report

ROUTE LEVEL PERFORMANCE - September 2024

	Ridership				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	37,042	2,204	16.8	1,852	6,746	325	20.8	7,837	432	18.1
42 Ballston/Pentagon	16,148	1,039	15.5	807	1,603	104	15.4	1,488	145	10.3
43 Crystal City/Rosslyn/Courthouse	8,600	948	9.1	430						
45 Columbia Pike/Rosslyn	27,086	1,713	15.8	1,354	3,099	190	16.3	4,385	284	15.4
51 Virginia Hospital Center/Ballston	4,876	365	13.4	244	670	72	9.3	582	95	6.2
52 Virginia Hospital Center/Ballston/East Falls Church	6,472	606	10.7	324						
55 Lee Highway/E. Falls Church/Rosslyn	24,361	1,516	16.1	1,218	2,887	208	13.9	3,194	207	15.4
56 Military Road-Rosslyn Metro	3,677	494	7.4	184						
72 Rock Spring/Ballston/Shirlington	8,068	852	9.5	403						
74 Arlington Village/Arlington View	1,128	152	7.4	56						
75 Shirlington/Ballston/Virginia Square	14,239	936	15.2	712						
77 Shirlington/Lyon Park/Courthouse	9,087	789	11.5	454	1,365	130	10.5			
84 Douglas Park/Pentagon City	2,293	286	8.0	115						
87 Shirlington/Pentagon (also 87A/P/X)	12,287	996	12.3	614	980	130	7.6	1,008	142	7.1
ART Total	175,364	12,897	13.6	8,768	17,350	1,158	15.0	18,494	1,304	14.2

On Time Performance %

41 Columbia Pike/Ballston/Courthouse	78%
42 Ballston/Pentagon	67%
43 Crystal City/Rosslyn/Courthouse	92%
45 Columbia Pike/Rosslyn	68%
51 Virginia Hospital Center/Ballston	94%
52 Virginia Hospital Center/Ballston/East Falls Church	74%
55 Lee Highway/E. Falls Church/Rosslyn	73%
56 Military Road-Rosslyn Metro	65%
72 Rock Spring/Ballston/Shirlington	75%
74 Arlington Village/Arlington View	71%
75 Shirlington/Ballston/Virginia Square	72%
77 Shirlington/Lyon Park/Courthouse	84%
84 Douglas Park/Pentagon City	78%
87 Shirlington/Pentagon (also 87A/P/X)	70%
Total	76%

Ridership

	Passengers	Revenue Hours	Passengers/Revenue Hour
Diamond	2,580	2,582	1.0
Red Top	1,719	597	2.9
Total	4,299	3,179	

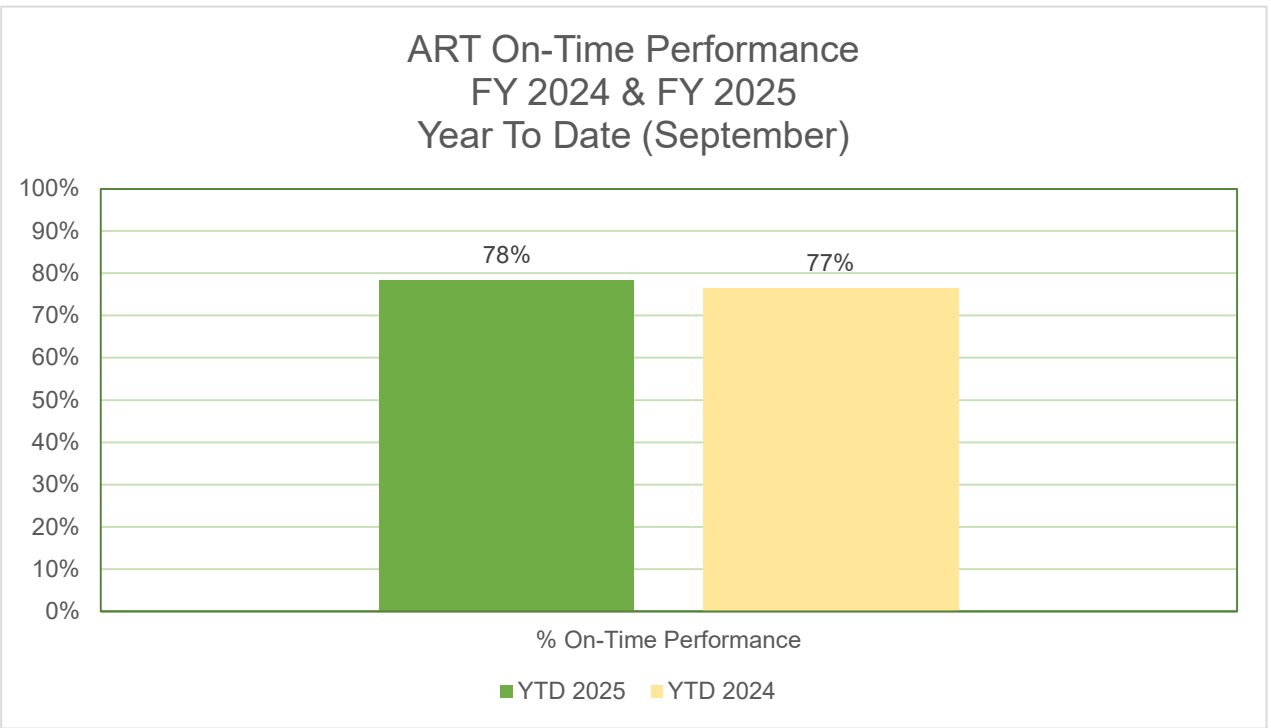
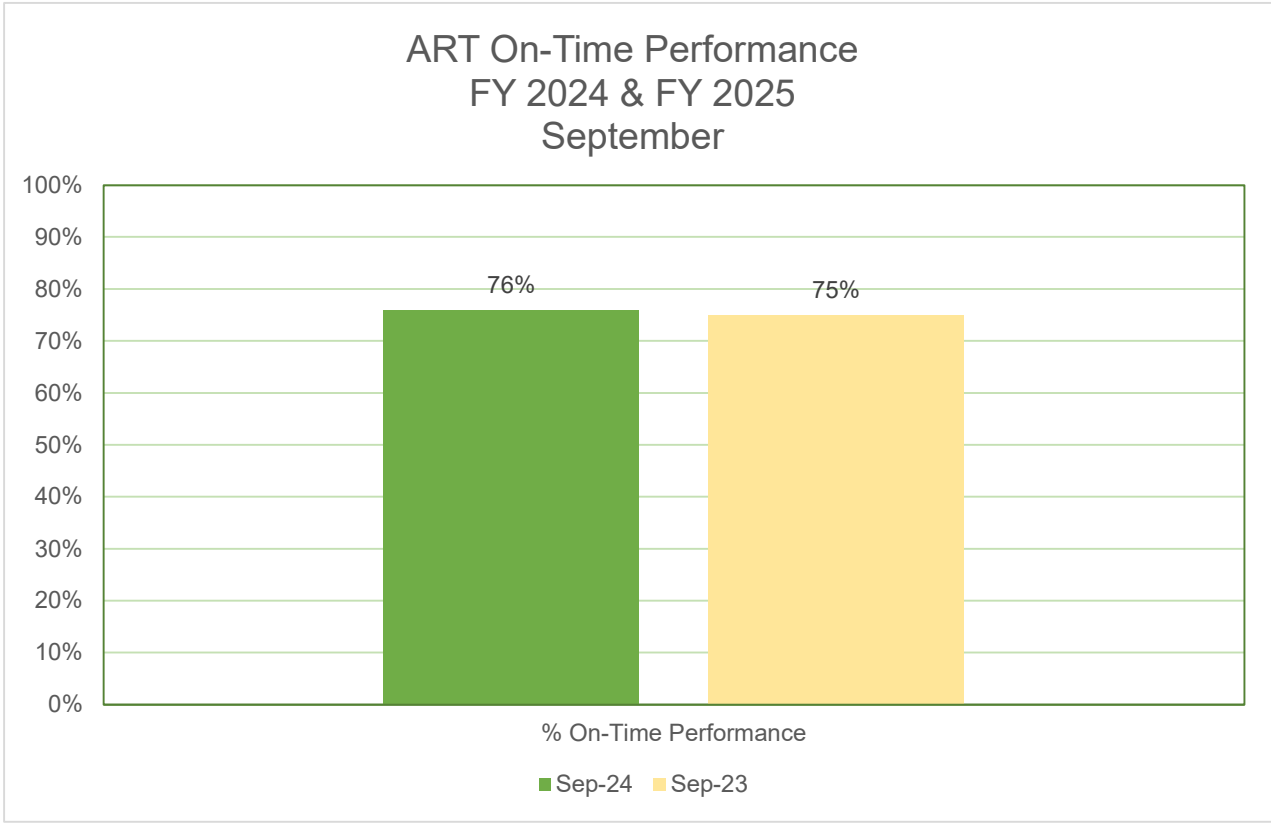
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SERVICE EFFECTIVENESS

ART	Sep-24	Sep-23	YTD 2025	YTD 2024
ART Passengers	211,208	193,315	624,128	582,369
Revenue Hours	15,360	15,009	48,291	48,269
Passengers/Revenue Hour	14	13		
Scheduled Number of Trips	14,798	15,197	46,465	48,333
Actual Number of Trips	14,769	15,148	46,360	48,226
Number of Missed Trips	30	49	105	107
% Service Efficiency	100%	100%	100%	100%
% On-Time Performance	76%	75%	78%	77%
Number of Timepoint Audited	119,898	121,761	371,067	367,641
Number of Timepoints On-Time	91,122	91,321	290,787	281,269
Customer Service				
Number of Complaints	18	35	53	61
Complaints per 50,000 Trips	4	9	4	5

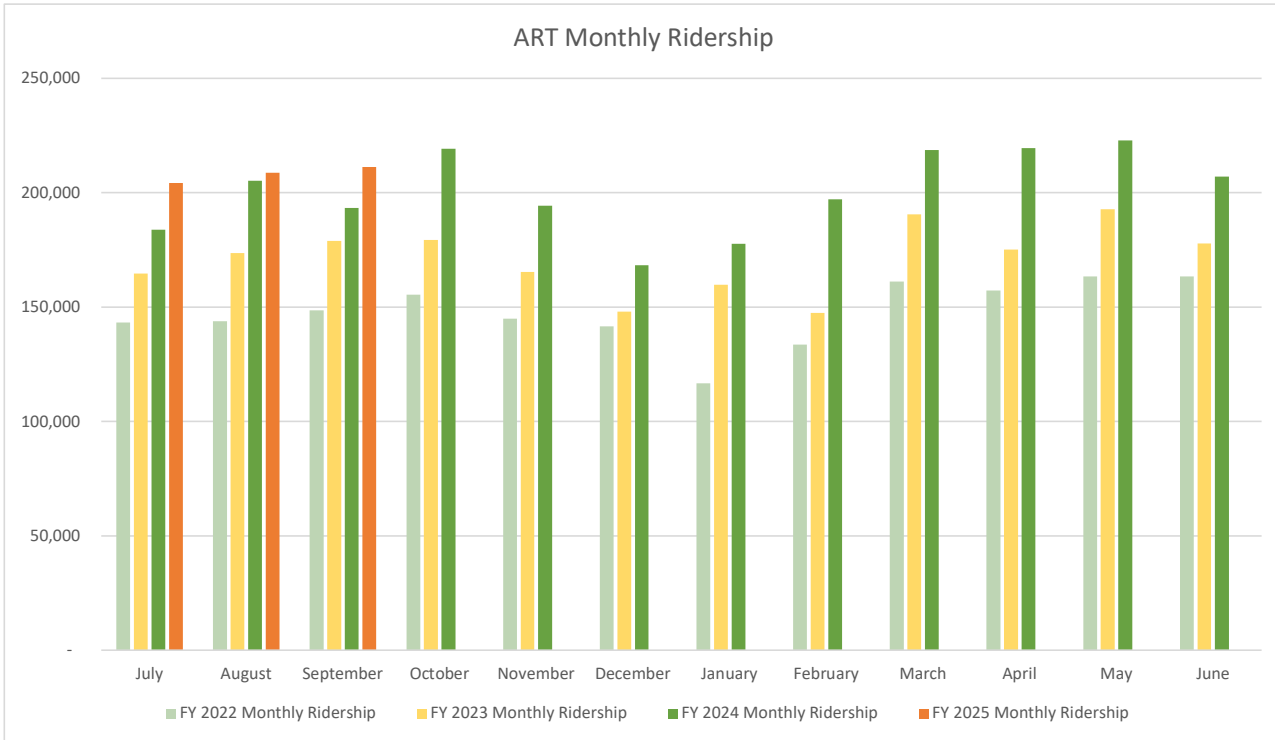
STAR	Sep-24	Sep-23	YTD 2025	YTD 2024
STAR Passengers	4,299	4,247	8,791	8,411
Revenue Hours	3,179	3,036	6,491	5,845
Passengers/Revenue Hour	1.35	1.40	1.35	1.44
Scheduled Number of Trips Booked	4,362	4,226	8,869	8,370
Number of Trip Cancellations and No-Shows	712	660	1,417	1,345
% Service Efficiency	83.7%	84.4%	84.0%	83.9%
Actual Number of Trips Completed	3,650	3,566	7,452	7,025
Customer Service Complaints				
Red Top	2	8	2	10
Diamond	5	3	11	6
STAR Call Center	0	1	0	1
Total Complaints	7	12	13	17
Complaints per 1,000 passengers	2	3	1	2

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ART



STAR

