

Arlington Transit
Monthly Service Performance Report

ROUTE LEVEL PERFORMANCE - January 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	34,033	2,312	14.7	1,621	5,524	325	17.0	5,280	435	12.1
42 Ballston/Pentagon	14,711	1,097	13.4	701	1,634	104	15.7	1,477	145	10.2
43 Crystal City/Rosslyn/Courthouse	7,361	996	7.4	351						
45 Columbia Pike/Rosslyn	25,805	1,794	14.4	1,229	2,868	188	15.2	2,303	285	8.1
51 Virginia Hospital Center/Ballston	3,545	383	9.2	169	544	72	7.6	444	95	4.7
52 Virginia Hospital Center/Ballston/East Falls Church	4,388	645	6.8	209						
53 Glebe Road-Westover/Ballston/East Falls Church	1,998	477	4.2	95						
55 Lee Highway/E. Falls Church/Rosslyn	18,548	1,593	11.6	883	3,128	207	15.1	1,835	208	8.8
61 Courthouse/Rosslyn	1,458	277	5.3	69						
62 Lorcom Lane/Courthouse/Ballston	813	263	3.1	39						
72 Rock Spring/Ballston/Shirlington	6,549	878	7.5	312						
74 Arlington Village/Arlington View	1,094	160	6.8	52						
75 Shirlington/Ballston/Virginia Square	12,214	984	12.4	582						
77 Shirlington/Lyon Park/Courthouse	8,241	826	10.0	392	1,266	130	9.7			
84 Douglas Park/Pentagon City	1,406	301	4.7	67						
87 Shirlington/Pentagon (also 87A/P/X)	7,931	1,023	7.8	378	700	130	5.4	539	142	3.8
ART Total	150,095	14,009	10.7	7,147	15,664	1,156	13.5	11,878	1,309	9.1

On Time Performance %

41 Columbia Pike/Ballston/Courthouse	74%
42 Ballston/Pentagon	67%
43 Crystal City/Rosslyn/Courthouse	84%
45 Columbia Pike/Rosslyn	58%
51 Virginia Hospital Center/Ballston	88%
52 Virginia Hospital Center/Ballston/East Falls Church	76%
53 Glebe Road-Westover/Ballston/East Falls Church	80%
55 Lee Highway/E. Falls Church/Rosslyn	78%
61 Courthouse/Rosslyn	52%
62 Lorcom Lane/Courthouse/Ballston	73%
72 Rock Spring/Ballston/Shirlington	69%
74 Arlington Village/Arlington View	82%
75 Shirlington/Ballston/Virginia Square	70%
77 Shirlington/Lyon Park/Courthouse	74%
84 Douglas Park/Pentagon City	84%
87 Shirlington/Pentagon (also 87A/P/X)	58%
Total	73%

Ridership

	Passengers	Revenue Hours	Passengers/Revenue Hour
Diamond	2,481	2,378	1.0
Red Top	1,462	534	2.7
Total	3,943	2,912	

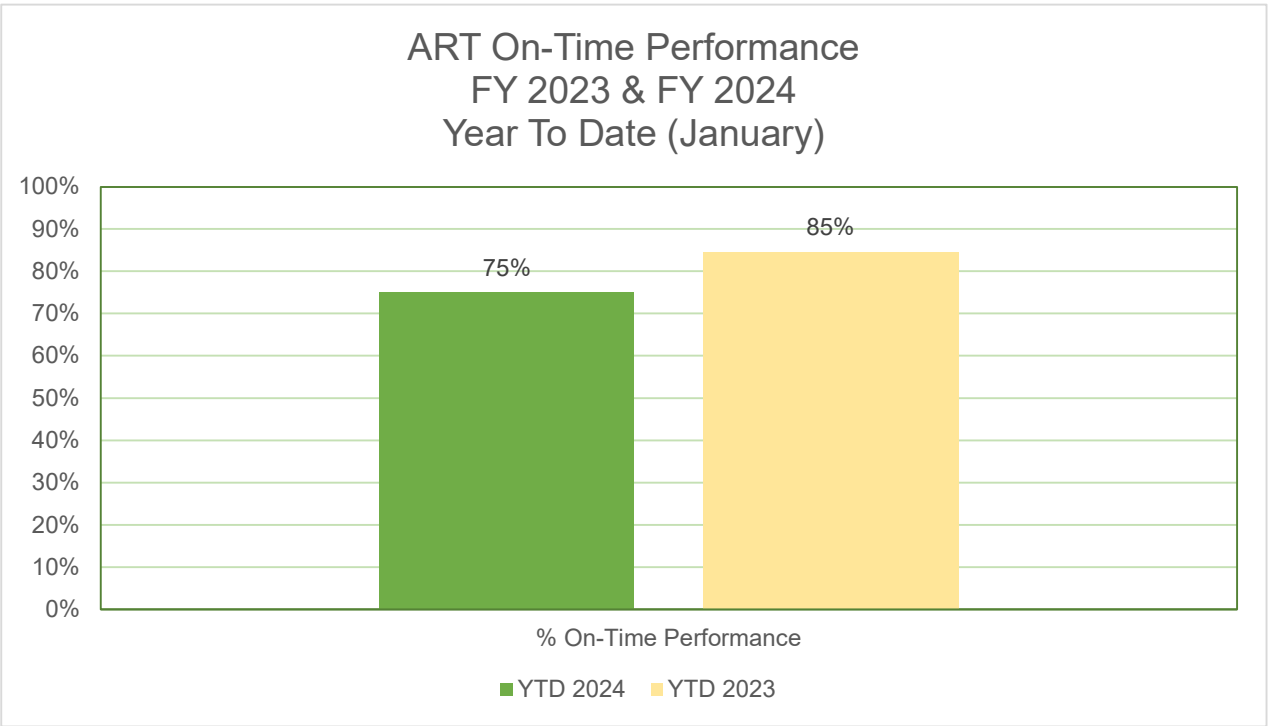
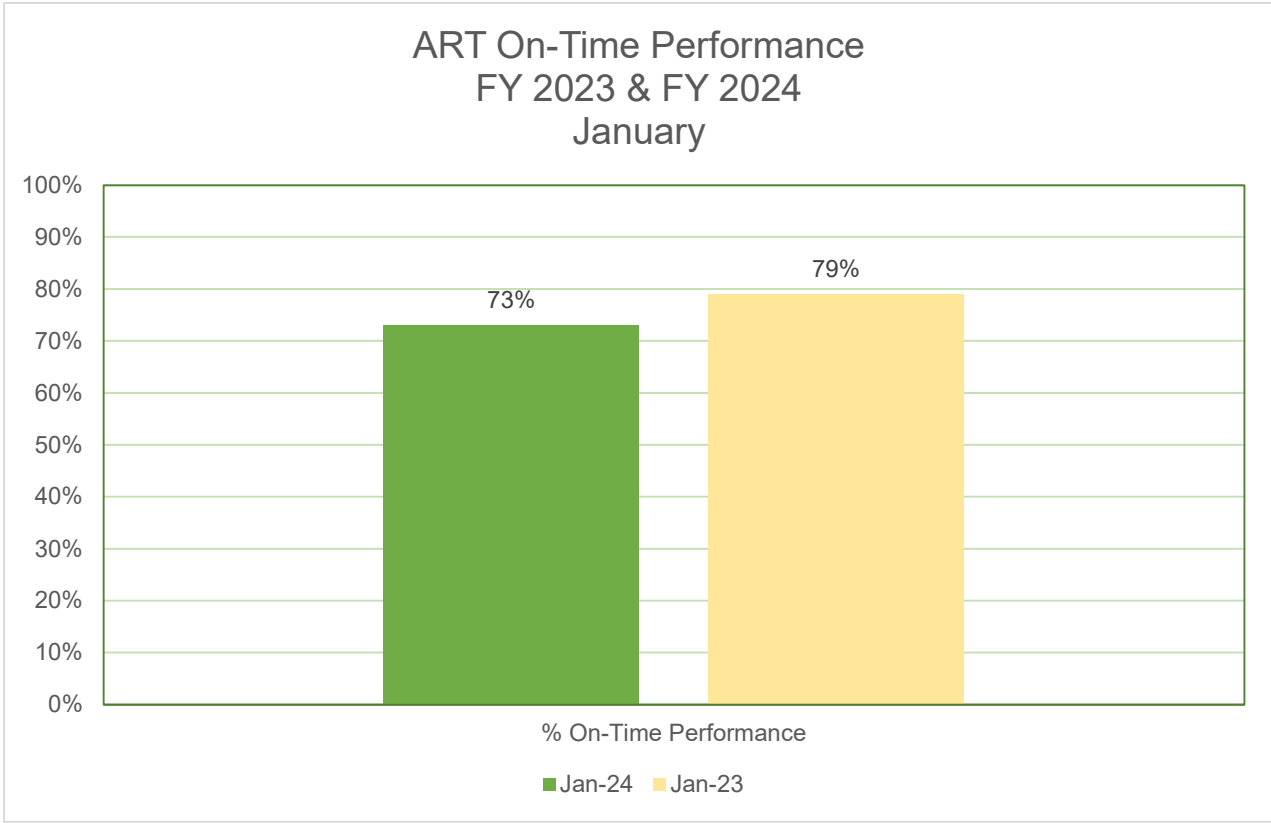
Arlington Transit
Monthly Service Performance Report

SERVICE EFFECTIVENESS

ART	Jan-24	Jan-23	YTD 2024	YTD 2023
ART Passengers	177,637	159,701	1,341,711	1,037,300
Revenue Hours	16,474	15,285	112,169	104,540
Passengers/Revenue Hour	10.8	10.4		
Scheduled Number of Trips	16,390	15,226	111,891	103,535
Actual Number of Trips	16,352	15,207	111,696	103,480
Number of Missed Trips	38	19	196	56
% Service Efficiency	99.8%	99.9%	99.8%	99.9%
% On-Time Performance	73%	79%	75%	85%
Customer Service				
Number of Complaints	16	26	140	131
Complaints per 50,000 Trips	5	8	5	6

STAR	Jan-24	Jan-23	YTD 2024	YTD 2023
STAR Passengers	3,943	3,840	29,469	26,331
Revenue Hours	2,913	2,366	20,513	15,488
Passengers/Revenue Hour	1.35	1.62	1.44	1.70
Scheduled Number of Trips Booked	4,202	3,987	29,618	25,922
Number of Trip Cancellations and No-Shows	809	701	4,867	4,310
% Service Efficiency	80.7%	82.4%	83.6%	83.4%
Customer Service Complaints				
Red Top	1	6	18	58
Diamond	3	2	20	12
STAR Call Center	0	1	3	1
Total Complaints	4	9	41	71
Complaints per 1,000 passengers	1	2	1	3

Arlington Transit
Monthly Service Performance Report

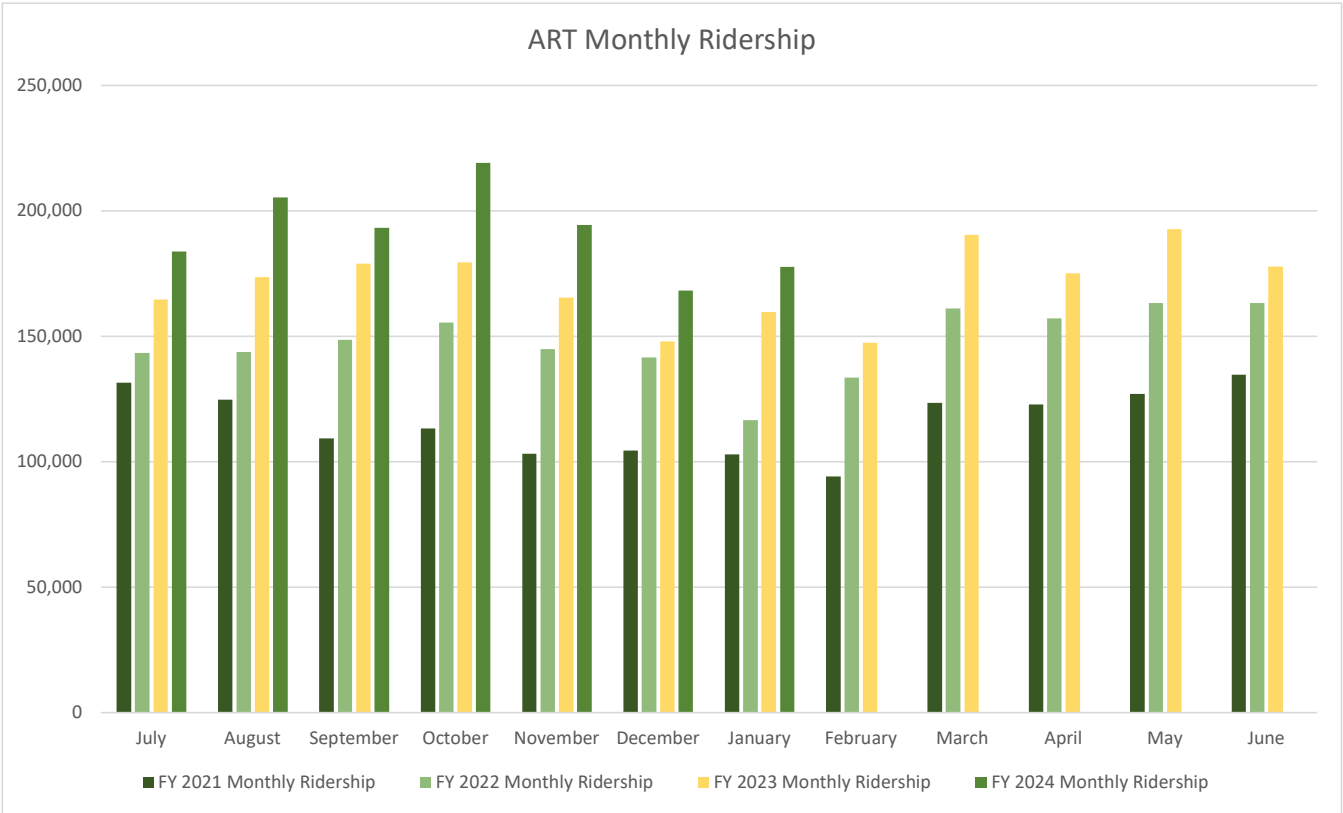


Arlington Transit
Monthly Service Performance Report

SYSTEMWIDE RIDERSHIP

<i>FY 2023 Full-Year</i>	168,102	177,389	182,890	183,484	169,400	151,690	163,541	151,138
<i>FY 2024 Full-Year</i>	187,915	209,882	197,562	223,861	198,366	172,014	181,580	-

ART



STAR

