

Arlington Transit
Monthly Service Performance Report

ROUTE LEVEL PERFORMANCE - November 2023

	<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	35,804	2,094	17.1	1,884	8,803	488	18.0	5,798	363	16.0
42 Ballston/Pentagon	14,784	991	14.9	778	2,436	157	15.6	1,340	121	11.1
43 Crystal City/Rosslyn/Courthouse	7,082	898	7.9	373						
45 Columbia Pike/Rosslyn	26,798	1,628	16.5	1,410	4,268	285	15.0	2,545	237	10.7
51 Virginia Hospital Center/Ballston	3,688	347	10.6	194	892	108	8.3	356	79	4.5
52 Virginia Hospital Center/Ballston/East Falls Church	5,454	576	9.5	287						
53 Glebe Road-Westover/Ballston/East Falls Church	2,147	430	5.0	113						
55 Lee Highway/E. Falls Church/Rosslyn	20,104	1,440	14.0	1,058	4,452	311	14.3	1,903	173	11.0
61 Courthouse/Rosslyn	1,200	251	4.8	63						
62 Lorcom Lane/Courthouse/Ballston	773	238	3.2	41						
72 Rock Spring/Ballston/Shirlington	7,593	794	9.6	400						
74 Arlington Village/Arlington View	1,056	145	7.3	56						
75 Shirlington/Ballston/Virginia Square	12,800	798	16.0	674						
77 Shirlington/Lyon Park/Courthouse	8,792	747	11.8	463	1,680	196	8.6			
84 Douglas Park/Pentagon City	1,630	272	6.0	86						
87 Shirlington/Pentagon (also 87A/P/X)	8,345	931	9.0	439	1,216	195	6.2	633	118	5.4
ART Total	158,050	12,581	12.6	8,318	23,747	1,740	13.7	12,575	1,091	11.5

On Time Performance %

41 Columbia Pike/Ballston/Courthouse	73%
42 Ballston/Pentagon	64%
43 Crystal City/Rosslyn/Courthouse	87%
45 Columbia Pike/Rosslyn	57%
51 Virginia Hospital Center/Ballston	89%
52 Virginia Hospital Center/Ballston/East Falls Church	80%
53 Glebe Road-Westover/Ballston/East Falls Church	75%
55 Lee Highway/E. Falls Church/Rosslyn	78%
61 Courthouse/Rosslyn	74%
62 Lorcom Lane/Courthouse/Ballston	78%
72 Rock Spring/Ballston/Shirlington	76%
74 Arlington Village/Arlington View	76%
75 Shirlington/Ballston/Virginia Square	72%
77 Shirlington/Lyon Park/Courthouse	77%
84 Douglas Park/Pentagon City	79%
87 Shirlington/Pentagon (also 87A/P/X)	67%
Total	75%

Ridership

	Passengers	Revenue Hours	Passengers/Revenue Hour
 STAR Specialized Transit for Arlington Residents			
Diamond	2,524	2,288	1.1
Red Top	1,470	535	2.7
Total	3,994	2,823	

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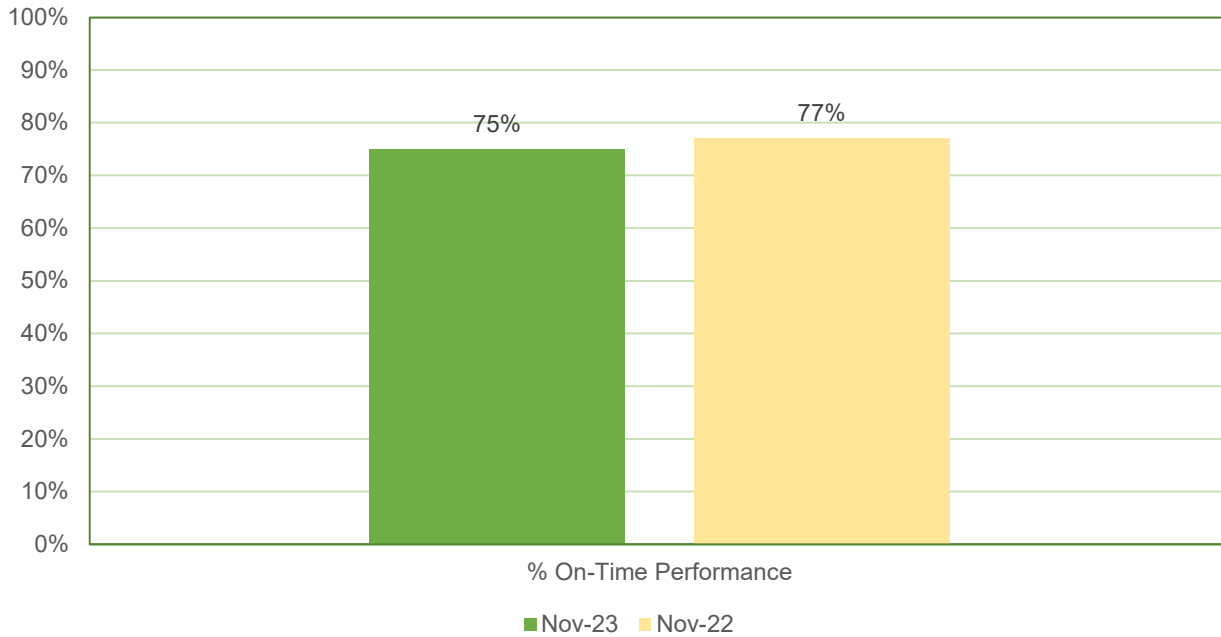
SERVICE EFFECTIVENESS

ART	Nov-23	Nov-22	YTD 2024	YTD 2023
ART Passengers	194,372	165,428	995,894	869,681
Revenue Hours	15,411	14,660	80,199	76,306
Passengers/Revenue Hour	12.6	11.3		
Scheduled Number of Trips	15,316	14,635	80063	75990
Actual Number of Trips	15,296	14,568	79,926	75,649
Number of Missed Trips	21	85	138	341
% Service Efficiency	99.9%	99.4%	99.8%	99.6%
% On-Time Performance	75%	77%	75%	78%
Customer Service				
Number of Complaints	25	13	118	198
Complaints per 50,000 Trips	6	4	6	11

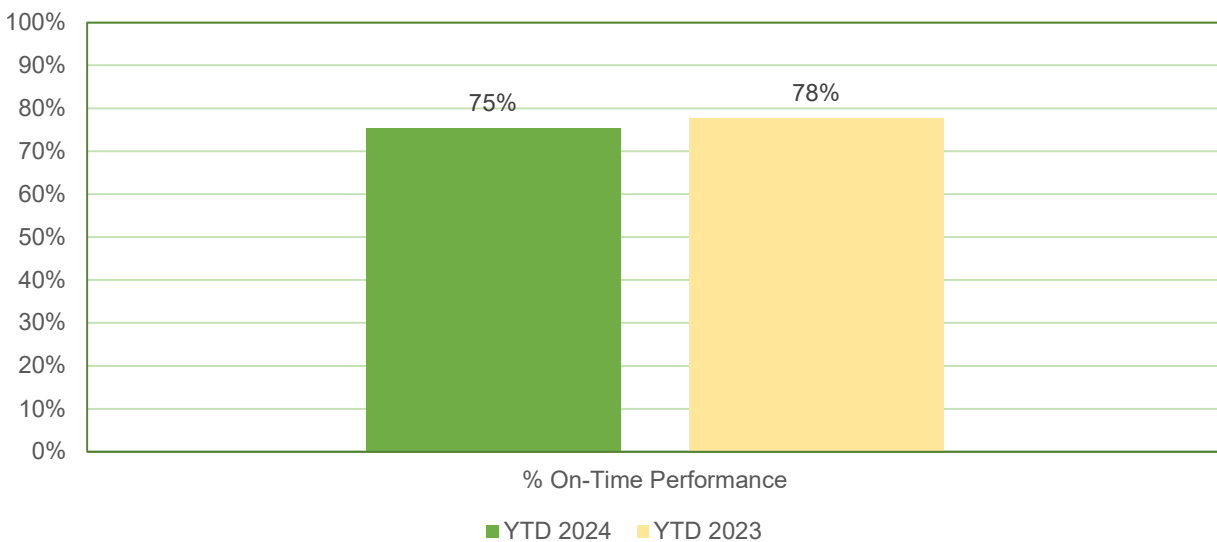
STAR	Nov-23	Nov-22	YTD 2024	YTD 2023
STAR Passengers	3,994	3,972	21,692	19,313
Revenue Hours	2,823	2,468	14,890	11,150
Passengers/Revenue Hour	1.41	1.61	1.46	1.73
Scheduled Number of Trips Booked	4,027	4,700	21,515	20,985
Number of Trip Cancellations and No-Shows	642	931	3,355	4,411
% Service Efficiency	84.1%	80.2%	84.4%	79.0%
Customer Service Complaints				
Red Top	0	6	17	33
Diamond	4	1	14	6
STAR Call Center	1	1	3	5
Total Complaints	5	8	34	44
Complaints per 1,000 passengers	1	2	2	2

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ART On-Time Performance
FY 2023 & FY 2024
November



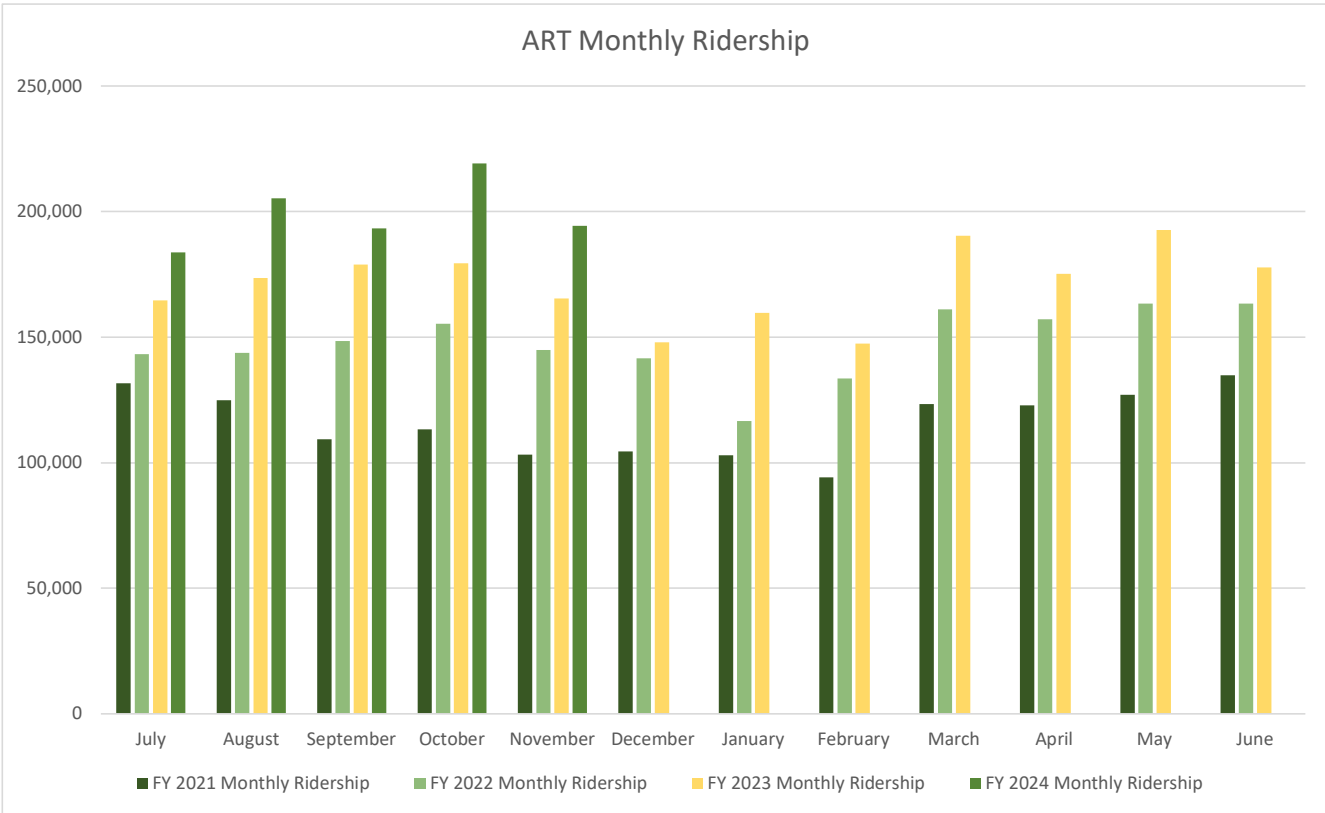
ART On-Time Performance
FY 2023 & FY 2024
Year To Date (November)



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SYSTEMWIDE RIDERSHIP
 FY 2023 Full-Year

ART



STAR

