

Arlington Transit
Monthly Service Performance Report

ROUTE LEVEL PERFORMANCE - September 2023

	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	35,574	2,201	16.2	1,779	7,034	405	17.4	6,302	363	17.4
42 Ballston/Pentagon	16,302	1,036	15.7	815	1,666	131	12.8	1,164	121	9.7
43 Crystal City/Rosslyn/Courthouse	7,753	950	8.2	388						
45 Columbia Pike/Rosslyn	25,770	1,708	15.1	1,289	3,545	236	15.0	3,578	237	15.1
51 Virginia Hospital Center/Ballston	4,485	365	12.3	224	713	90	7.9	440	79	5.6
52 Virginia Hospital Center/Ballston/East Falls Church	4,480	602	7.4	224						
53 Glebe Road-Westover/Ballston/East Falls Church	3,683	522	7.1	184						
55 Lee Highway/E. Falls Church/Rosslyn	24,286	1,736	14.0	1,214	2,512	208	12.1	1,518	139	10.9
61 Courthouse/Rosslyn	1,352	264	5.1	68						
62 Lorcom Lane/Courthouse/Ballston	776	251	3.1	39						
72 Rock Spring/Ballston/Shirlington	8,548	833	10.3	427						
74 Arlington Village/Arlington View	722	152	4.8	36						
75 Shirlington/Ballston/Virginia Square	11,661	840	13.9	583						
77 Shirlington/Lyon Park/Courthouse	9,154	789	11.6	458	1,103	164	6.7			
84 Douglas Park/Pentagon City	1,586	287	5.5	79						
87 Shirlington/Pentagon (also 87A/P/X)	8,379	979	8.6	419	1,107	163	6.8	588	118	5.0
ART Total	164,511	13,517	12.2	8,226	17,680	1,395	12.7	13,590	1,056	12.9

On Time Performance %

41 Columbia Pike/Ballston/Courthouse	75%
42 Ballston/Pentagon	65%
43 Crystal City/Rosslyn/Courthouse	81%
45 Columbia Pike/Rosslyn	51%
51 Virginia Hospital Center/Ballston	88%
52 Virginia Hospital Center/Ballston/East Falls Church	81%
53 Glebe Road-Westover/Ballston/East Falls Church	83%
55 Lee Highway/E. Falls Church/Rosslyn	78%
61 Courthouse/Rosslyn	86%
62 Lorcom Lane/Courthouse/Ballston	75%
72 Rock Spring/Ballston/Shirlington	70%
74 Arlington Village/Arlington View	69%
75 Shirlington/Ballston/Virginia Square	76%
77 Shirlington/Lyon Park/Courthouse	77%
84 Douglas Park/Pentagon City	86%
87 Shirlington/Pentagon (also 87A/P/X)	60%
Total	75%

Ridership

	Passengers	Revenue Hours	Passengers/Revenue Hour
Diamond	2,641	2,468	1.1
Red Top	1,606	568	2.8
Total	4,247	3,036	

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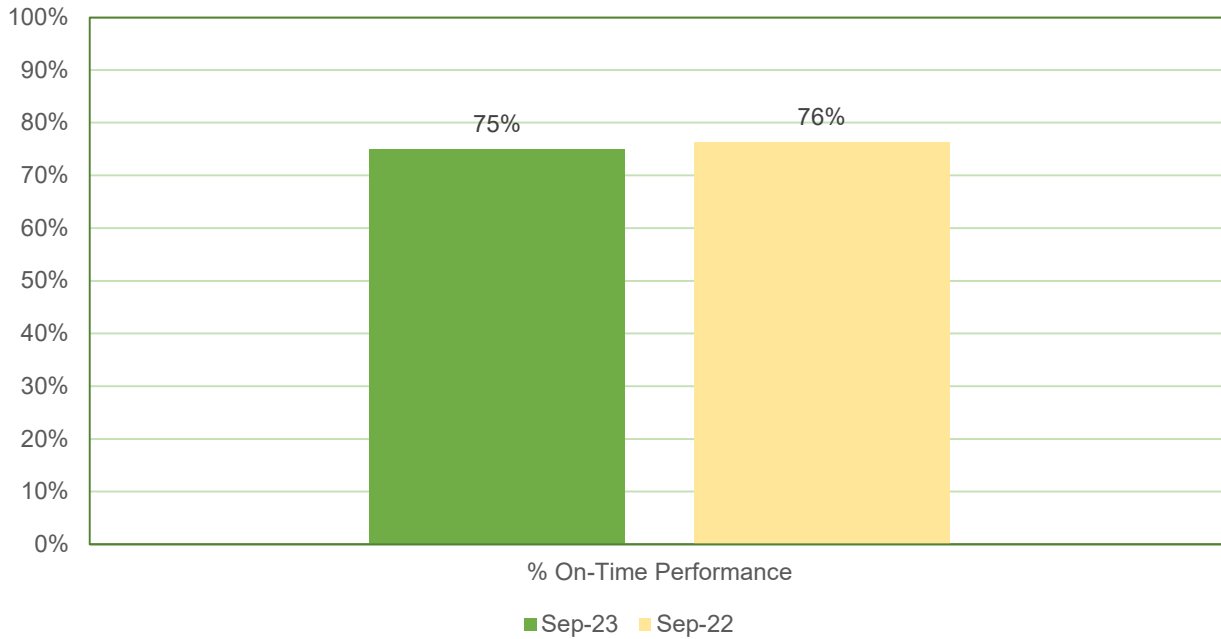
SERVICE EFFECTIVENESS

ART	Sep-23	Sep-22	YTD 2024	YTD 2023
ART Passengers	193,315	176,509	398,618	348,374
Revenue Hours	15,009	15,104	32,187	31,266
Passengers/Revenue Hour	12.9	11.7		
Scheduled Number of Trips	15,197	15,009	32352	31127
Actual Number of Trips	15,148	14,934	32,276	30,963
Number of Missed Trips	49	75	77	164
% Service Efficiency	99.7%	99.5%	99.8%	99.5%
% On-Time Performance	75%	76%	76%	78%
Number of Timepoint Audited	121,761	116,779	244,701	241,056
Number of Timepoints On-Time	91,321	89,091	186,295	187,120
Customer Service				
Number of Complaints	35	59	45	108
Complaints per 50,000 Trips	9	17	6	16

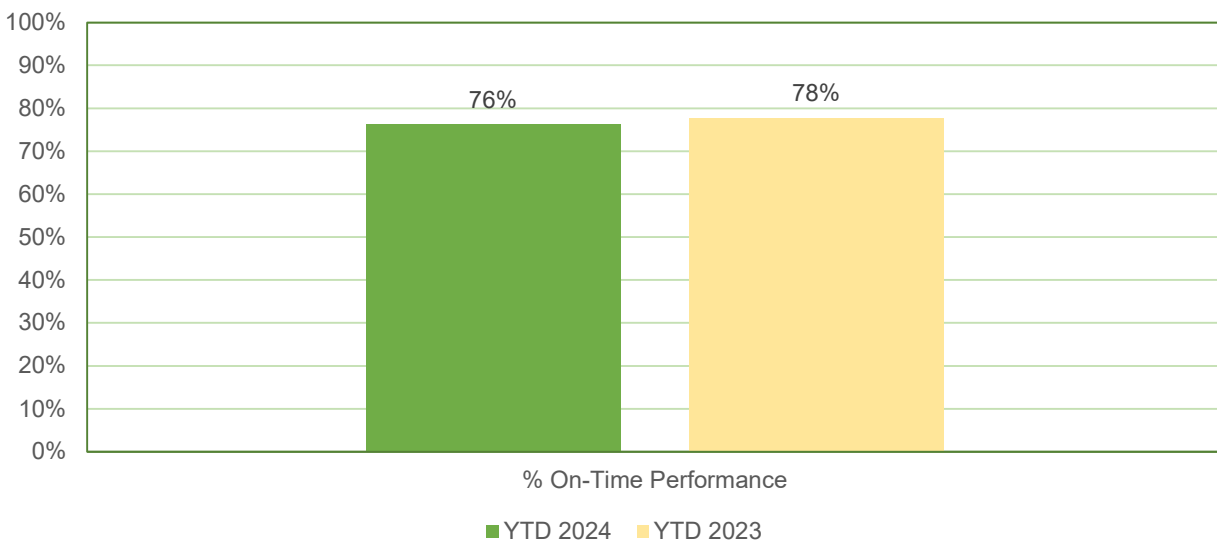
STAR	Sep-23	Sep-22	YTD 2024	YTD 2023
STAR Passengers	4,247	3,915	8,826	7,800
Revenue Hours	3,036	2,250	6,129	4,418
Passengers/Revenue Hour	1.40	1.74	1.44	1.77
Scheduled Number of Trips Booked	4,226	4,055	8,778	8,137
Number of Trip Cancellations and No-Shows	660	1,079	1,393	1,836
% Service Efficiency	84.4%	73.4%	84.1%	77.4%
Actual Number of Trips Completed	3,566	2,976	7,385	6,301
Customer Service Complaints				
Red Top	8	7	13	17
Diamond	3	2	5	2
STAR Call Center	1	3	1	3
Total Complaints	12	12	19	22
Complaints per 1,000 passengers	3	3	2	3

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ART On-Time Performance
FY 2023 & FY 2024
September



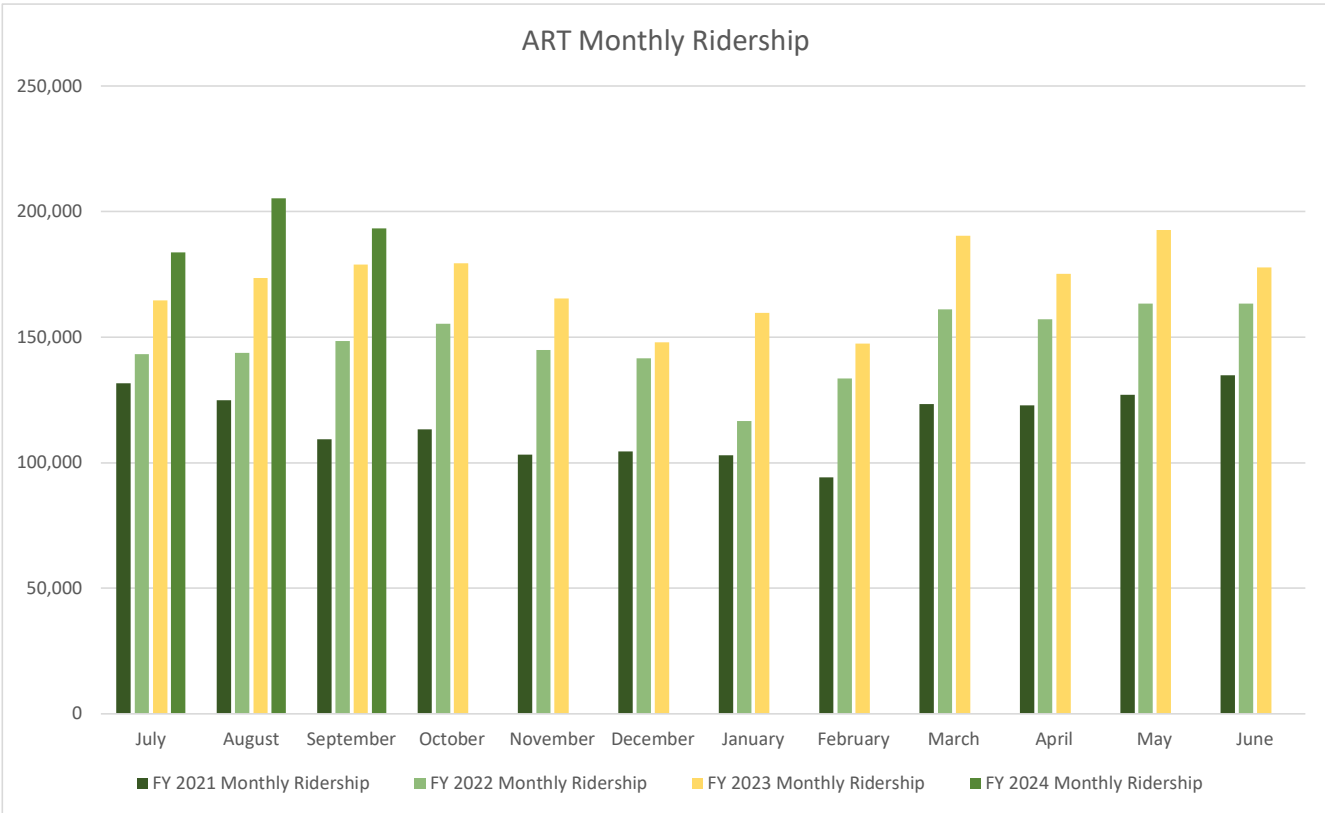
ART On-Time Performance
FY 2023 & FY 2024
Year To Date (September)



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SYSTEMWIDE RIDERSHIP
FY 2023 Full-Year

ART



STAR

