# ART & STAR Performance Metrics:
Reviewing Differences and Trends over 2023-2024 Data

1. ART Ridership & On-Time Performance

2. Student Ridership on ART and Metrobus
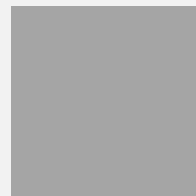
3. STAR Ridership & On-Time Performance

**Transit Advisory Committee
May 14, 2024**

# ART 2023-2024 Performance Review

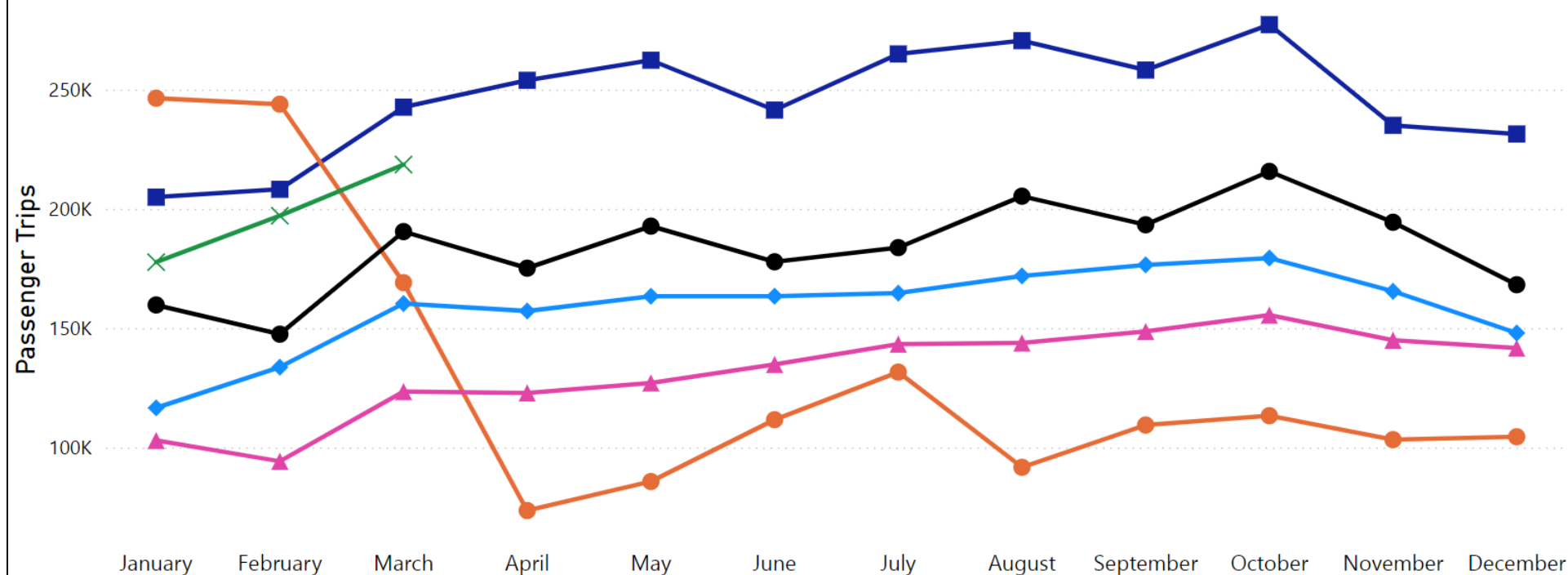Trends in the Data

Program Differences between 2023 and present

# ART 2023-2024 Performance Review:

**ART Ridership Trends**

1. Sustained year-over-year growth, 2024 almost reaching 100% recovery to 2019 ridership levels

2. Returning to pre-pandemic monthly travel patterns



ART Systemwide Ridership
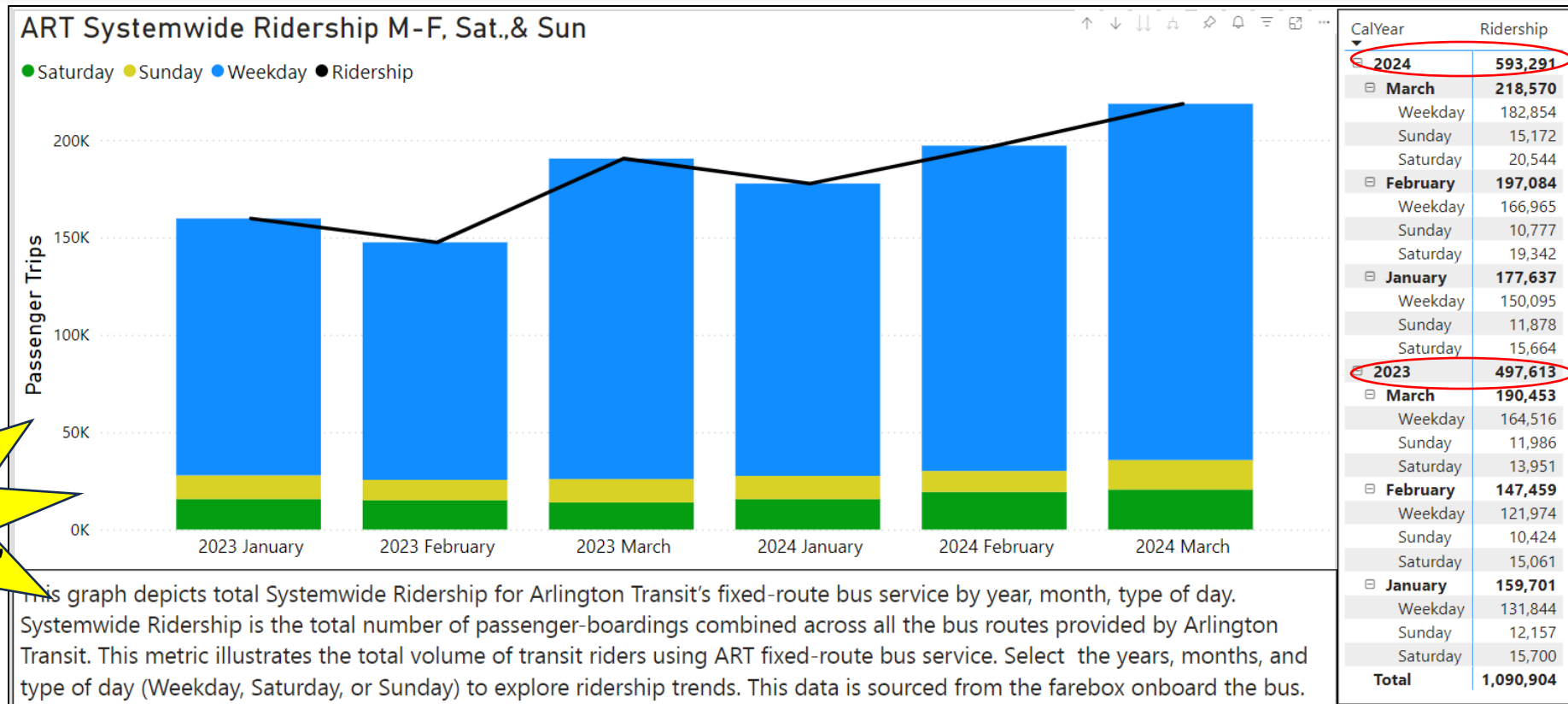
Calendar Year ■2019 ●2020 ▲2021 ◆2022 ●2023 ✕2024

| Year | Ridership |
| --- | --- |
| ⊟ **2024** | **593,291** |
| March | 218,570 |
| February | 197,084 |
| January | 177,637 |
| ⊟ **2023** | **2,203,917** |
| December | 168,180 |
| November | 194,372 |
| October | 215,699 |
| September | 193,315 |
| August | 205,303 |
| July | 183,751 |
| June | 177,799 |
| May | 192,747 |
| April | 175,138 |
| March | 190,453 |
| February | 147,459 |
| January | 159,701 |
| ⊟ **2022** | **1,900,170** |
| December | 147,958 |
| November | 165,428 |
| October | 179,377 |
| September | 176,509 |

# ART 2023-2024 Performance Review:

**ART Ridership Trends:**

1. Generated roughly 100,000 additional passenger trips for the same period from 2023 to 2024 (circled in red)

2. In 2023, weekend ridership averaged 5%, compared to 6.2% in 2024 with the most growth in Saturday ridership



## ART Systemwide Ridership M-F, Sat.,& Sun

● Saturday  ● Sunday  ● Weekday  ● Ridership

This graph depicts total Systemwide Ridership for Arlington Transit's fixed-route bus service by year, month, type of day. Systemwide Ridership is the total number of passenger-boardings combined across all the bus routes provided by Arlington Transit. This metric illustrates the total volume of transit riders using ART fixed-route bus service. Select the years, months, and type of day (Weekday, Saturday, or Sunday) to explore ridership trends. This data is sourced from the farebox onboard the bus.

| CalYear | Ridership |
|---|---|
| **2024** | **593,291** |
| **March** | **218,570** |
| Weekday | 182,854 |
| Sunday | 15,172 |
| Saturday | 20,544 |
| **February** | **197,084** |
| Weekday | 166,965 |
| Sunday | 10,777 |
| Saturday | 19,342 |
| **January** | **177,637** |
| Weekday | 150,095 |
| Sunday | 11,878 |
| Saturday | 15,664 |
| **2023** | **497,613** |
| **March** | **190,453** |
| Weekday | 164,516 |
| Sunday | 11,986 |
| Saturday | 13,951 |
| **February** | **147,459** |
| Weekday | 121,974 |
| Sunday | 10,424 |
| Saturday | 15,061 |
| **January** | **159,701** |
| Weekday | 131,844 |
| Sunday | 12,157 |
| Saturday | 15,700 |
| **Total** | **1,090,904** |

New metric in Service Performance Dashboard: M-F, Sat, Sun Ridership

# ART 2023-2024 Performance Review: Program Updates

**Opportunities to Ride ART with Reduced Fare**

1. Successful Fare Free Rush Promotion from October 2023 through January 2024 generated ridership growth
2. Student iRide Program Expansion, providing over 6,000 student passes generating growth in student population
3. ART's 25th Anniversary Promotion offering free trips on ART on the 25th day of every month in the 2024 Calander year
4. Extended service on the 41 and 45

# ART 2023-2024 Performance Review:
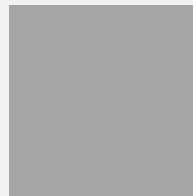
**ART On-Time Performance Trends**

1. Jan, Feb, and March 2024 OTP averages around 74%
   - compared to 77% OTP in 2023 for the same period

2. Return of full ridership impacting OTP, more traffic, and construction
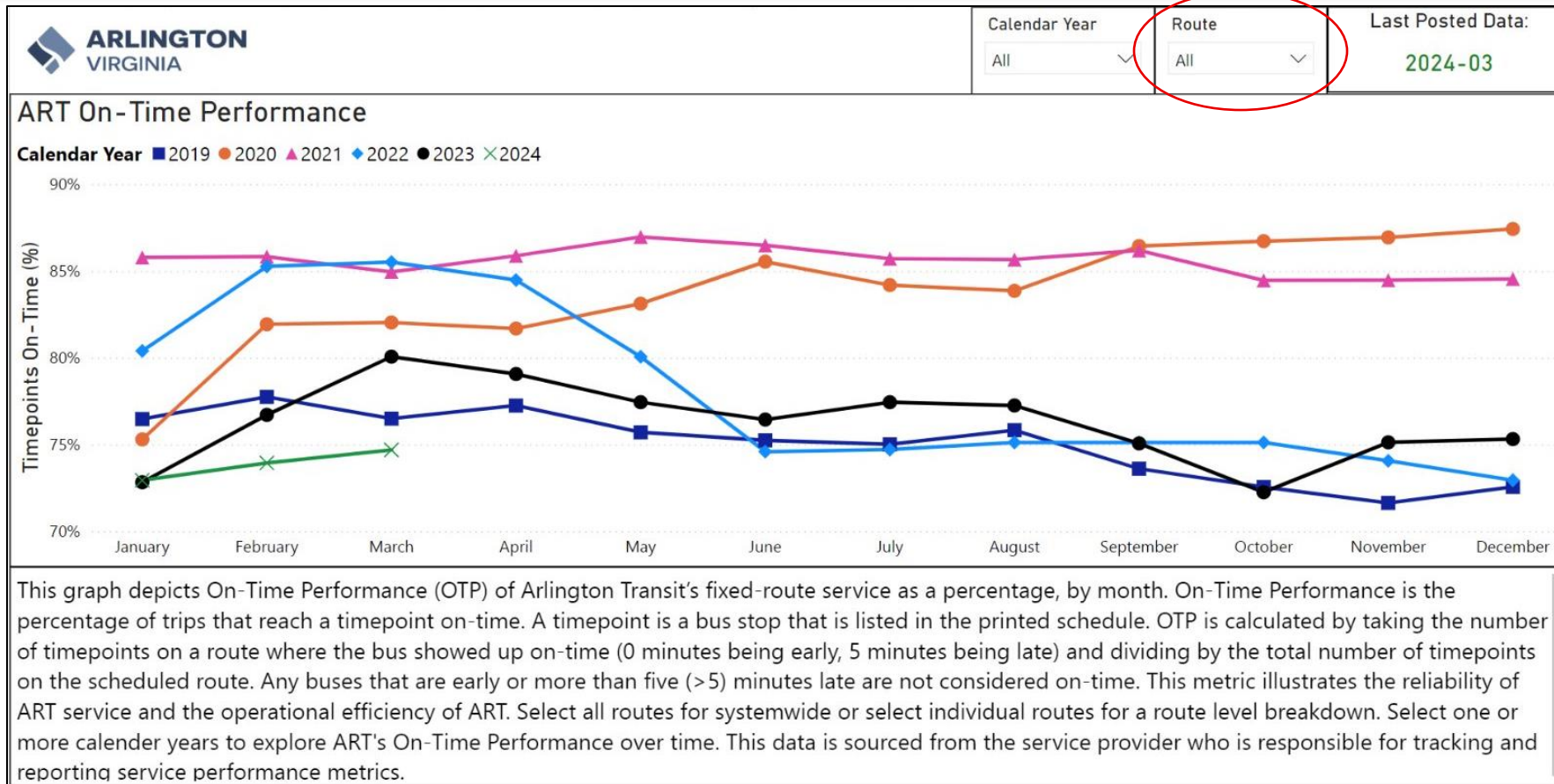
![ART arlington transit logo]

# Student iRide Program 2023-2024 Performance Review

✓ **Trends in the** Data

Program Differences **between 2023 and present**

# Student iRide Program 2023-2024 Performance Review:

**Student Ridership Trends**

1. 3 months of Metrobus access: >10,000 student trips in March 2024 on, averaging 2,000 monthly growth

2. Estimated an average of ~12,000 student ridership on ART a month

3. Student ridership on transit in Arlington totaling over 20,000 trips a month or 240,000 estimated for the 2024 year between WMATA and ART

## Student Ridership on Metrobus for 2024

| Metrobus Route | Jan-24 | Feb-24 | Mar-24 |
|---|---|---|---|
| 10A, B Count | 406 | 659 | 744 |
| 16,A ,C, E, M Count | 1630 | 2545 | 3524 |
| 1A Count | 142 | 318 | 476 |
| 1B Count | 39 | 53 | 86 |
| 22A, F Count | 74 | 120 | 181 |
| 23A, B, T Count | 546 | 793 | 1071 |
| 25B Count | 272 | 449 | 463 |
| 26A Count | 10 | 17 | 34 |
| 28A Count | 400 | 567 | 656 |
| 2A Count | 58 | 159 | 166 |
| 38B Count | 483 | 867 | 1181 |
| 3Y Count | 2 | 12 | 22 |
| 4B Count | 252 | 412 | 660 |
| 7A Count | 226 | 226 | 243 |
| MW1 Count | 38 | 41 | 67 |
| Disallowed Routes | 205 | 382 | 510 |
| **Total Student Trips on Metrobus** | 4783 | 7620 | 10084 |

## Student Ridership on ART for 2024

*January 2024 ART data is effected by Free Fare Promotion

| ART Routes | Jan-24* | Feb-24 | Mar-24 |
|---|---|---|---|
| 41 | 2262 | 4153 | 4632 |
| 42 | 554 | 805 | 875 |
| 43 | 123 | 314 | 256 |
| 45 | 1270 | 2530 | 2634 |
| 51 | 146 | 151 | 163 |
| 52 | 180 | 326 | 242 |
| 53 | 67 | 289 | 238 |
| 55 | 679 | 1125 | 1347 |
| 61 | 15 | 39 | 35 |
| 62 | 123 | 173 | 156 |
| 72 | 166 | 529 | 515 |
| 74 | 30 | 21 | 81 |
| 75 | 438 | 1381 | 1224 |
| 77 | 389 | 744 | 584 |
| 84 | 0 | 63 | 43 |
| 87 | 111 | 250 | 250 |
| **Total Student Trips on ART:** | **\*6553** | 12893 | 13275 |

# Student iRide Program
# 2023-2024 Performance Review:
# Program Updates

**Student iRide Program (SIP) Expansion**

1. In 2023, ART and Metrobus finalized the SIP agreement which began subsidized student access on select metrobus routes
2. In 2023 Student iRide Program provided over 6,000 student passes generating growth in student rider population
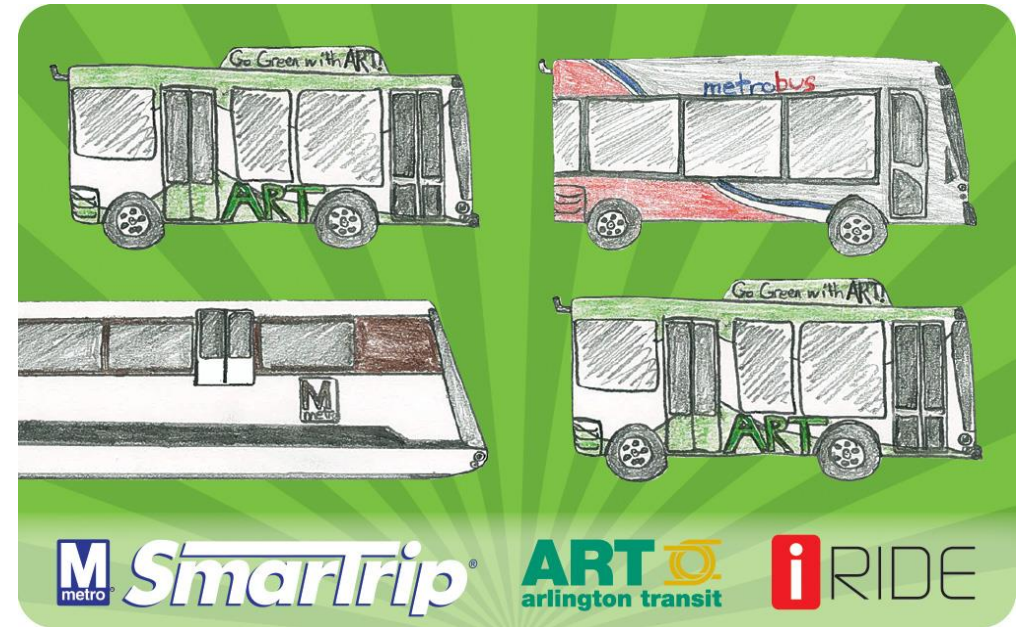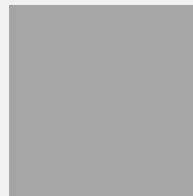


**iRide Card Eligible Routes**

| 1A, 1B | 2A | 3Y | 4B | 7A | 10A, 10B | 16A,C,E,M | 22A, 22F | 23A, 23B, 23T | 25B | 26A | 28A | 38B | MW1 |
|--------|----|----|----|----|----------|-----------|----------|---------------|-----|-----|-----|-----|-----|

It is important to note that this initiative exclusively applies to the routes that originate or conclude within Arlington County.
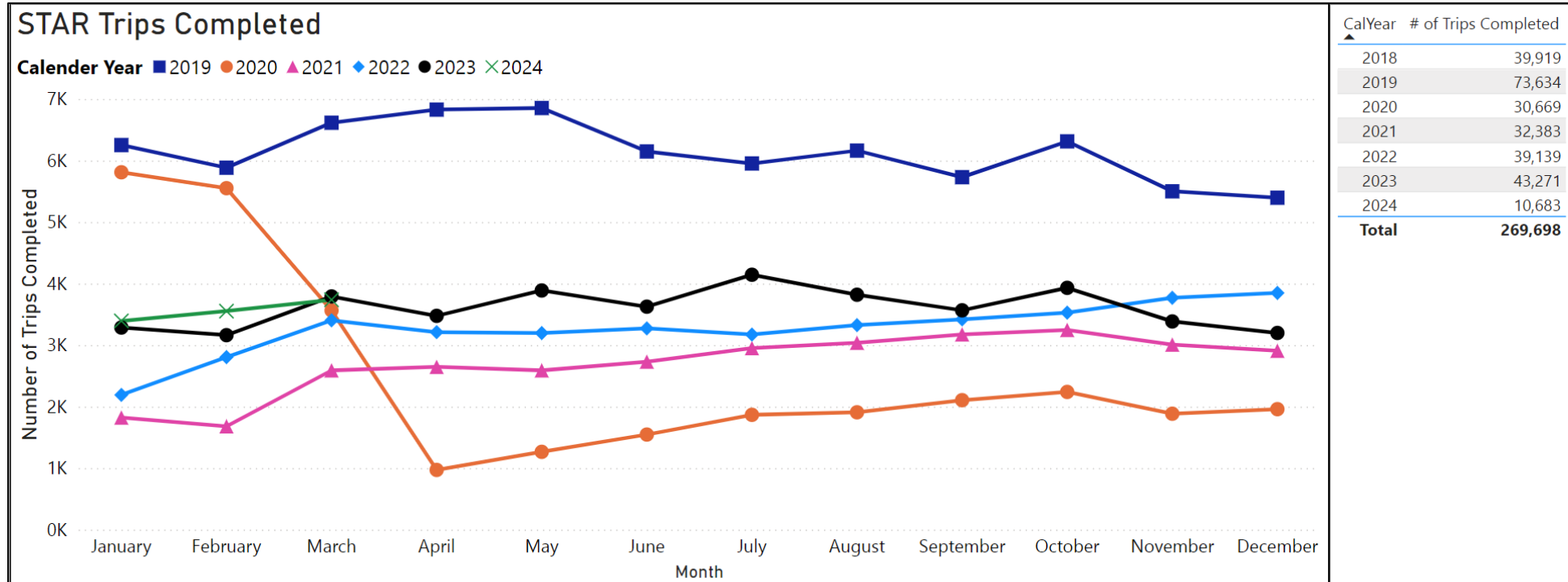
STAR
2023-2024
Performance Review

Trends in the Data

Program Differences between 2023 and present

# STAR 2023-2024 Performance Review

## STAR Ridership Trends

1. 3,561 average trips for January through March 2024 (green line with "x" points) compared to 3,413 trips for the same period in 2023

2. 2023 Calander year experienced 43,271 trips, roughly 58% of 2019 STAR ridership (See grey arrow)



### STAR Trips Completed

Calender Year: ■ 2019 ● 2020 ▲ 2021 ◆ 2022 ● 2023 ✕ 2024

| CalYear | # of Trips Completed |
|---|---|
| 2018 | 39,919 |
| 2019 | 73,634 |
| 2020 | 30,669 |
| 2021 | 32,383 |
| 2022 | 39,139 |
| 2023 | 43,271 |
| 2024 | 10,683 |
| **Total** | **269,698** |

This graph depicts Trips Completed by Arlington Transit's STAR paratransit service by month. A completed trip is the total number of STAR trips booked where passengers was successfully picked up and dropped off. This metric illustrates the total volume of STAR trips, which may have one or more riders. Select one or more calendar years to explore STAR Trips Completed overtime. This data is sourced from the STAR service providers.

# STAR 2023-2024 Performance Review

**STAR OTP Trends**

1. Jan, Feb, and March 2024 OTP averages 92%, compared to 90% OTP in 2023 for the same period
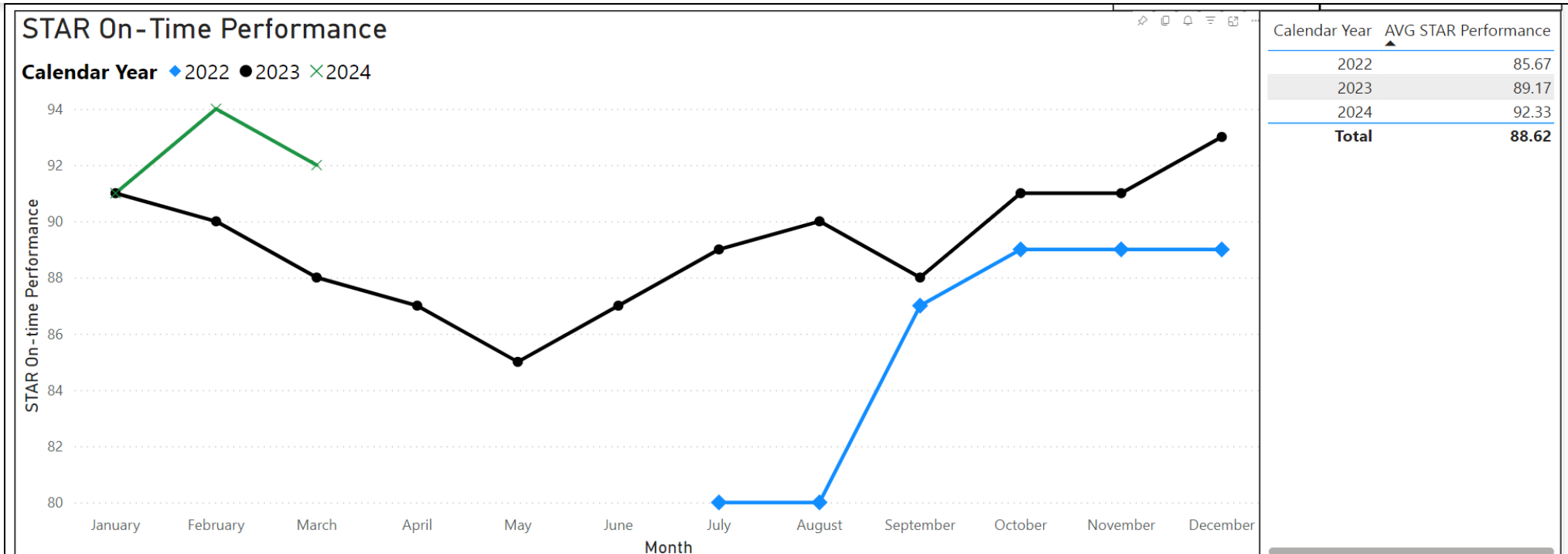


This graph depicts On-Time Performance (OTP) of Arlington Transit's paratransit service STAR, as a percentage, by month. STAR On-Time Performance is the percentage of trips that reach a pick up location on-time. On-time is within 10 minutes of the pick up window. This metric illustrates the reliability of the para transit service and the operational efficiency of STAR. Select one or more calendar years to explore ART's On-Time Performance over time. This data is sourced from the service provider who is responsible for tracking and reporting service performance metrics.

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Thanks for listening!

Click here to view the Service Performance Dashboard

Transit Performance Dashboard - Power BI