

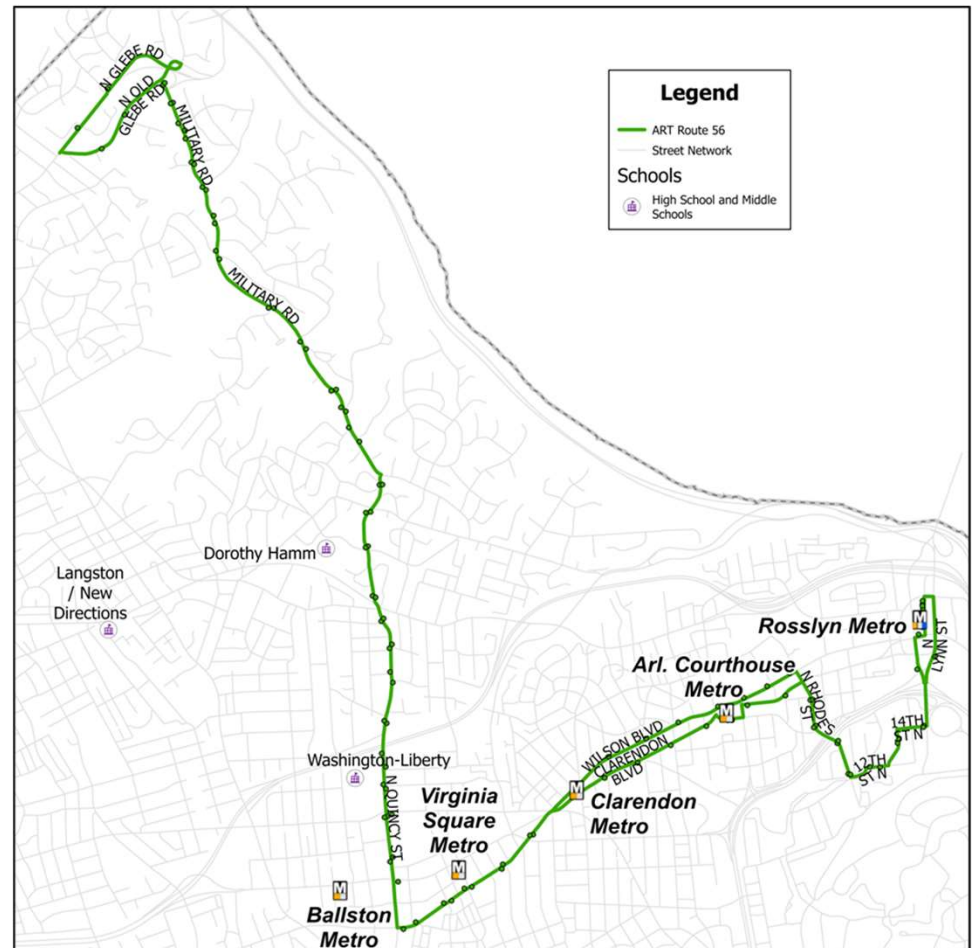
A photograph of a white and green Arlington Transit bus (number 5093) stopped at a bus stop. The bus's destination sign displays "45 SEQUOIA/DMS ROSSLYN". A woman in a dark jacket is walking on the sidewalk towards the bus. In the foreground, a person is sitting in a wheelchair, facing away from the camera. The background shows a street with a red SUV and trees.

**Arlington Transit
FY25 Service and Fare Changes
&
STAR Performance Metrics**

**Transit Advisory Committee
Accessibility Subcommittee
May 14, 2024**

Service Change- Route 56- Right & Left Turns

Route 56 EB		Route 56 WB	
Madison Community Center		Rosslyn Bus Bays	
NE	Old Glebe Rd	Right	Wilson Blvd
Right	Military Rd	Left	N Fort Myer Dr
Continue	N Quincy St	Continue	N Meade St
Left	Wilson Blvd	Vear Right	N Meade St
Vear Left	Clarendon Blvd	Right	14th St N
Right	15th St N	Left	N Oak St
Court House Metro (Flag Stop)		Right	12th St N
E	15th St N	Vear Left	12th St N
Left	N Courthouse Rd	Right	N Queen St
Right	Clarendon Blvd	Continue	N Rhodes St
Right	N Rhodes St	Left	Wilson Blvd
Continue	N Queen St	Wilson Blvd @ N Veitch St	
Left	12th St N	W	Wilson Blvd
Right	12th St N	Continue	Wilson Blvd
Left	N Oak St	Right	N Quincy St
Right	14th St N	Continue	Military Rd
Left	N Meade St	Vear Left	Military Rd
Vear Right	N Lynn St	Right	N Old Glebe Rd
Left	19th St N	RAMP to SB	N Glebe Rd
Left	N Moore St	Continue	N Glebe Rd
Rosslyn Bus Bays		Left	N Old Glebe Rd
		Madison Community Center	



Fare Increase to Align with WMATA



- The County Board adopted fare increases for ART and STAR commensurate with the WMATA increase.
- WMATA current proposal is for a 12.5% increase
- Fare Increases to go into effect July 1, 2024

12.5% ART Fare Increase

- Base Fare: \$2.00 to \$2.25
- Senior citizens and persons with disabilities: \$1.00 to \$1.15

12.5% STAR Fare Increase

- Zone 1: \$4.00 to \$4.50
- Zone 2: \$5.50 to \$6.20
- Zone 3: \$9.50 to \$10.70

STAR Performance Metrics



Passengers and Trips	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
Trips Scheduled	4,144	4,552	4,226	4,566	4,027	3,901	4,202	4,122	4,339
Completed Trips	3,459	3,819	3,566	3,931	3,385	3,198	3,393	3,553	3,737
Passengers (Unlinked Ridership)	4,164	4,579	4,247	4,708	3,994	3,834	3,943	4,171	4,457
Average Weekday Ridership	193	204	201	205	185	182	143	198	202
On Time Performance									
On-Time Pick-Ups	3,068	3,447	3,142	3,566	3,089	2,969	3,098	3,344	3,451
: as a percentage of trips delivered	89%	90%	88%	91%	91%	93%	91%	94%	92%
:Late Pick-Ups (>10 minute past pick-up window)	233	203	235	229	165	117	171	188	259
: as a percentage of trips delivered	7%	5%	7%	6%	5%	4%	5%	5%	7%
:Excessively Late (>30 minutes past pick-up window)	158	169	189	136	131	112	124	21	27
: as a percentage of trips delivered	5%	4%	5%	3%	4%	4%	4%	1%	1%
Cancellations and No-Shows									
Trips Cancelled by Provider	171	142	183	181	165	191	239	134	151
: as a percentage of trips scheduled	4%	3%	4%	4%	4%	5%	6%	3%	3%
Trips Cancelled by Customer (Late Cancels)	426	442	352	377	374	408	456	351	359
: as a percentage of trips scheduled	10%	10%	8%	8%	9%	10%	11%	9%	8%
Customer No-Shows	88	149	125	77	103	104	114	84	92
: as a percentage of trips scheduled	2.1%	3.3%	3.0%	1.7%	2.6%	2.7%	2.7%	2.0%	2.1%
Trips Missed by Provider	11	21	22	6	13	4	29	8	3
: as a percentage of trips scheduled	0.3%	0.5%	0.5%	0.1%	0.3%	0.1%	0.7%	0.2%	0.1%
STAR Call Center									
Calls Recieved	4,102	4,289	4,233	4,040	3,633	3,616	3,102	1,801	currently unavailable
Calls Answered	3,817	4,146	4,176	3,987	3,581	3,591	3,004	1,774	
Telephone Response time (Seconds)	:11	:13	:15	:13	:14	:15	:14	:13	
Complaints	5	7	12	5	5	3	4	3	
: per 1,000 trips requested	1%	1%	1%	1%	1%	0%	0%	0%	0%