

**Arlington Transit**  
**Monthly Service Performance Report**

**ROUTE LEVEL PERFORMANCE - December 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	32,026	2,096	15.3	1,601	6,890	486	14.2	6,415	435	14.8
42 Ballston/Pentagon	14,194	993	14.3	710	1,628	157	10.4	1,264	145	8.7
43 Crystal City/Rosslyn/Courthouse	4,721	904	5.2	236						
45 Columbia Pike/Rosslyn	22,097	1,627	13.6	1,105	#REF!	285	#REF!	3,095	284	10.9
51 Virginia Hospital Center/Ballston	3,113	347	9.0	156	457	108	4.2	544	95	5.8
52 Virginia Hospital Center/Ballston/East Falls Church	4,065	575	7.1	203						
53 Glebe Road-Westover/Ballston/East Falls Church	2,205	428	5.1	110						
55 Lee Highway/E. Falls Church/Rosslyn	19,074	1,439	13.3	954	3,435	311	11.0	1,824	208	8.8
61 Courthouse/Rosslyn	1,387	251	5.5	69						
62 Lorcom Lane/Courthouse/Ballston	624	239	2.6	31						
72 Rock Spring/Ballston/Shirlington	6,668	797	8.4	333						
74 Arlington Village/Arlington View	1,003	145	6.9	50						
75 Shirlington/Ballston/Virginia Square	10,225	657	15.6	511						
77 Shirlington/Lyon Park/Courthouse	7,893	750	10.5	395	1,465	196	7.5			
84 Douglas Park/Pentagon City	1,133	272	4.2	57						
87 Shirlington/Pentagon (also 87A/P/X)	6,192	931	6.6	310	971	195	5.0	560	142	4.0
<b>ART Total</b>	<b>136,620</b>	<b>12,450</b>	<b>11.0</b>	<b>6,831</b>	<b>#REF!</b>	<b>1,739</b>	<b>#REF!</b>	<b>13,702</b>	<b>1,307</b>	<b>10.5</b>

**On Time Performance %**

41 Columbia Pike/Ballston/Courthouse	75%
42 Ballston/Pentagon	69%
43 Crystal City/Rosslyn/Courthouse	84%
45 Columbia Pike/Rosslyn	67%
51 Virginia Hospital Center/Ballston	89%
52 Virginia Hospital Center/Ballston/East Falls Church	81%
53 Glebe Road-Westover/Ballston/East Falls Church	80%
55 Lee Highway/E. Falls Church/Rosslyn	79%
61 Courthouse/Rosslyn	69%
62 Lorcom Lane/Courthouse/Ballston	77%
72 Rock Spring/Ballston/Shirlington	73%
74 Arlington Village/Arlington View	75%
75 Shirlington/Ballston/Virginia Square	71%
77 Shirlington/Lyon Park/Courthouse	77%
84 Douglas Park/Pentagon City	76%
87 Shirlington/Pentagon (also 87A/P/X)	63%
<b>Total</b>	<b>75%</b>

**Ridership**

	Passengers	Revenue Hours	Passengers/Revenue Hour
Diamond	2,409	2,188	1.1
Red Top	1,425	522	2.7
<b>Total</b>	<b>3,834</b>	<b>2,710</b>	

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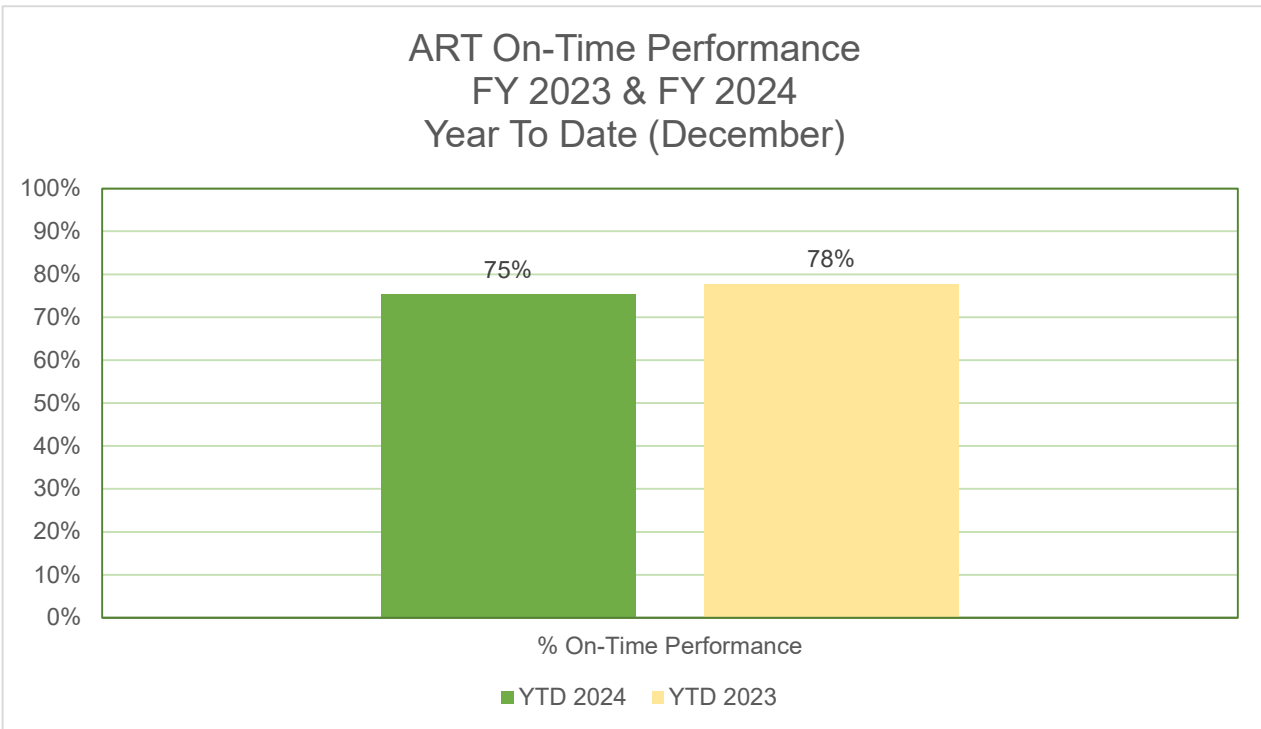
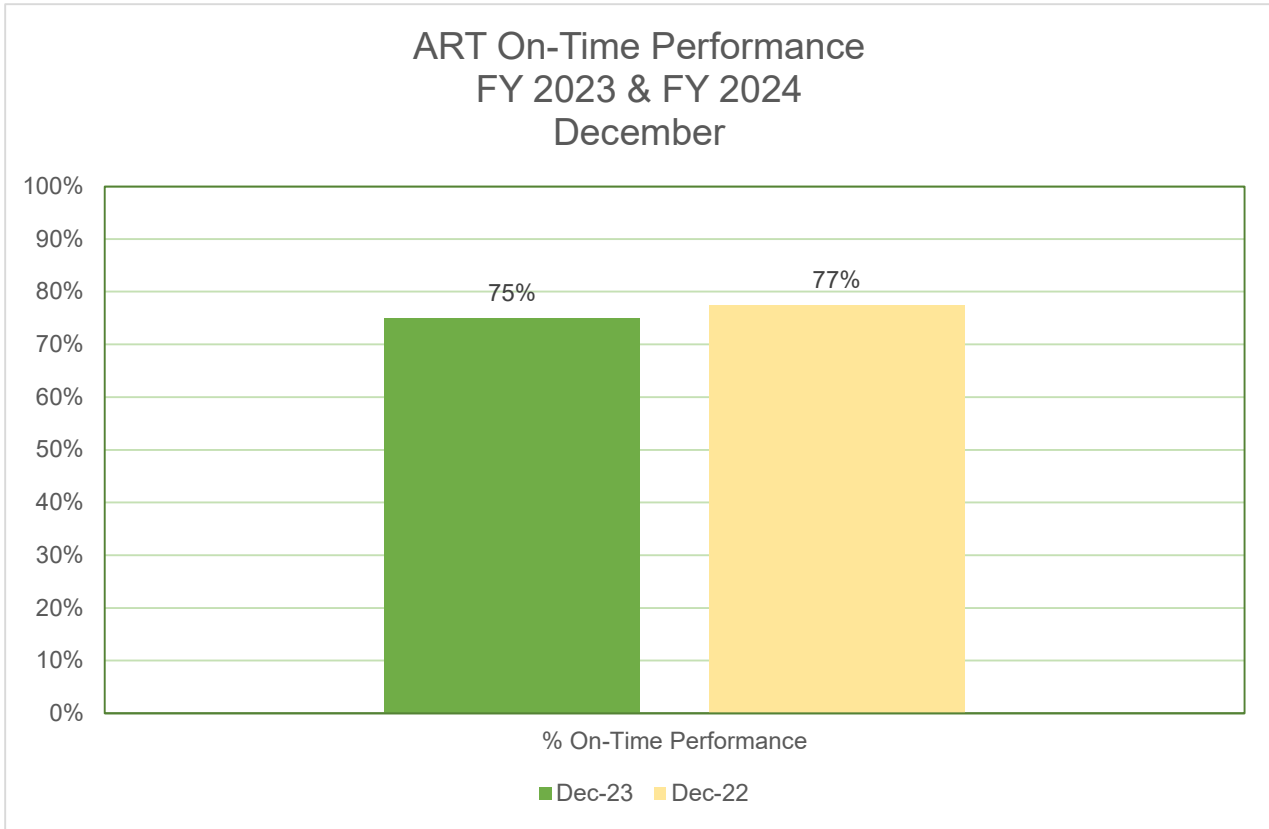
**SERVICE EFFECTIVENESS**

<b>ART</b>	<b>Dec-23</b>	<b>Dec-22</b>	<b>YTD 2024</b>	<b>YTD 2023</b>
ART Passengers	168,180	147,958	1,164,074	1,017,639
Revenue Hours	15,496	15,518	95,694	91,824
<b>Passengers/Revenue Hour</b>	<b>10.9</b>	<b>9.5</b>		
Scheduled Number of Trips	15,439	15,584	95502	91574
Actual Number of Trips	15,418	15,468	95,344	91,117
Number of Missed Trips	21	117	158	458
<b>% Service Efficiency</b>	<b>99.9%</b>	<b>99.3%</b>	<b>99.8%</b>	<b>99.5%</b>
<b>% On-Time Performance</b>	<b>75%</b>	<b>77%</b>	<b>75%</b>	<b>78%</b>
<b>Customer Service</b>				
Number of Complaints	6	29	124	227
Complaints per 50,000 Trips	2	10	5	11

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<b>STAR</b>	<b>Dec-23</b>	<b>Dec-22</b>	<b>YTD 2024</b>	<b>YTD 2023</b>
STAR Passengers	3,834	3,732	25,526	23,045
Revenue Hours	2,710	2,237	17,601	13,387
<b>Passengers/Revenue Hour</b>	<b>1.41</b>	<b>1.67</b>	<b>1.45</b>	<b>1.72</b>
Scheduled Number of Trips Booked	3,901	4,690	25,416	25,675
Number of Trip Cancellations and No-Shows	703	842	4,058	5,253
<b>% Service Efficiency</b>	<b>82.0%</b>	<b>82.0%</b>	<b>84.0%</b>	<b>79.5%</b>
<b>Customer Service Complaints</b>				
Red Top	0	2	17	35
Diamond	3	8	17	14
STAR Call Center	0	0	3	5
Total Complaints	3	10	37	54
Complaints per 1,000 passengers	1	3	1	2

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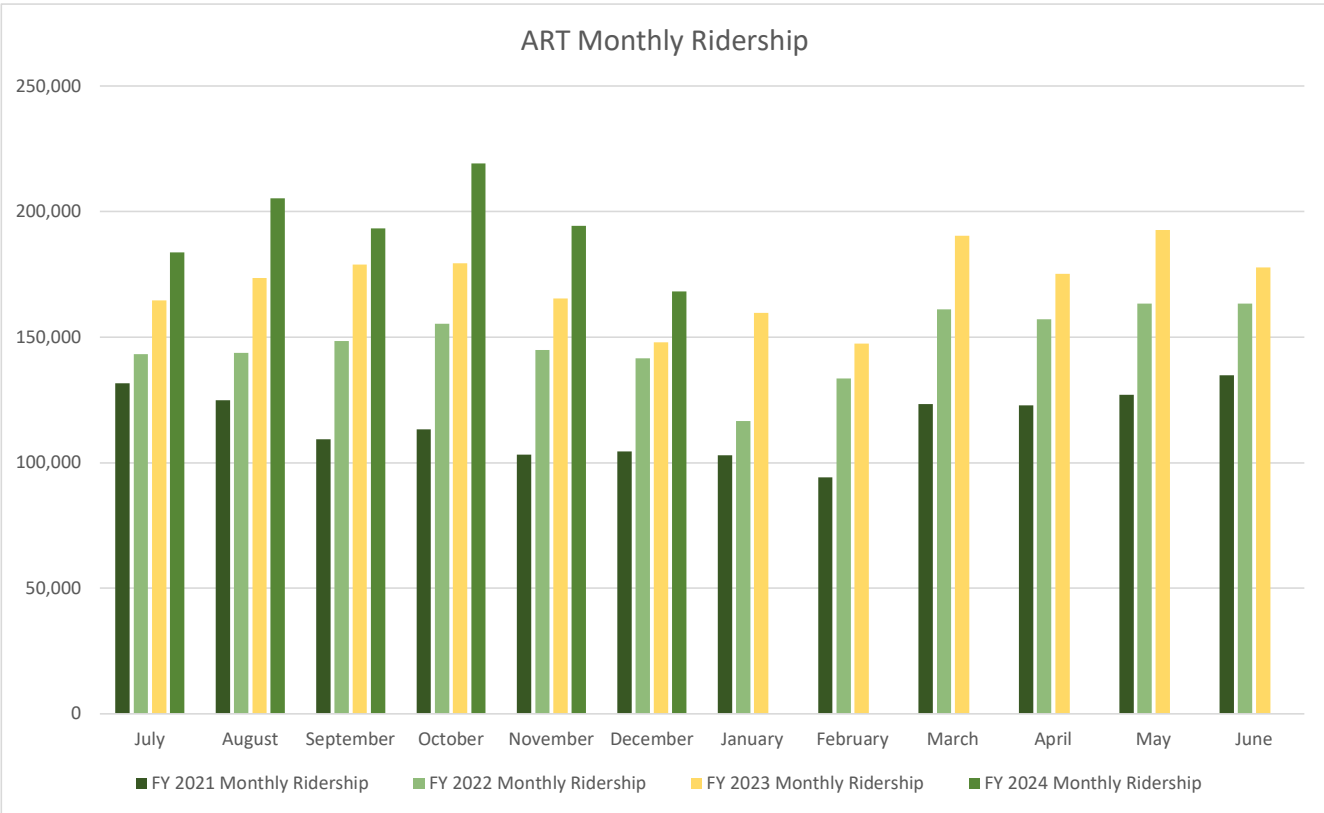


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**SYSTEMWIDE RIDERSHIP**

<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	-	-

**ART**



**STAR**

