

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

**ROUTE LEVEL PERFORMANCE - February 2024**

	<b>Ridership</b>				<b>Saturday</b>			<b>Sunday</b>		
	<b>Passengers</b>	<b>Revenue Hours</b>	<b>Passengers/Revenue Hour</b>	<b>Average Weekday Passengers</b>	<b>Passengers</b>	<b>Revenue Hours</b>	<b>Passengers/Revenue Hour</b>	<b>Passengers</b>	<b>Revenue Hours</b>	<b>Passengers/Revenue Hour</b>
41 Columbia Pike/Ballston/Courthouse	37,504	2,204	17.0	1,875	7,855	407	19.3	3,593	290	12.4
42 Ballston/Pentagon	16,387	1,029	15.9	819	1,738	131	13.3	1,312	95	13.8
43 Crystal City/Rosslyn/Courthouse	9,155	946	9.7	458						
45 Columbia Pike/Rosslyn	27,902	1,702	16.4	1,395	3,810	237	16.1	3,043	190	16.0
51 Virginia Hospital Center/Ballston	3,658	365	10.0	183	697	90	7.7	494	63	7.8
52 Virginia Hospital Center/Ballston/East Falls Church	4,812	632	7.6	241						
53 Glebe Road-Westover/Ballston/East Falls Church	3,257	428	7.6	163						
55 Lee Highway/E. Falls Church/Rosslyn	19,994	1,513	13.2	1,000	3,214	260	12.4	1,765	139	12.7
61 Courthouse/Rosslyn	1,390	257	5.4	70						
62 Lorcom Lane/Courthouse/Ballston	961	234	4.1	48						
72 Rock Spring/Ballston/Shirlington	7,524	830	9.1	376						
74 Arlington Village/Arlington View	1,087	152	7.1	54						
75 Shirlington/Ballston/Virginia Square	13,134	933	14.1	657						
77 Shirlington/Lyon Park/Courthouse	8,673	784	11.1	434	915	164	5.6			
84 Douglas Park/Pentagon City	1,932	282	6.8	97						
87 Shirlington/Pentagon (also 87A/P/X)	9,595	954	10.1	480	1,113	163	6.8	570	94	6.0
<b>ART Total</b>	<b>166,965</b>	<b>13,244</b>	<b>12.6</b>	<b>8,348</b>	<b>19,342</b>	<b>1,450</b>	<b>13.3</b>	<b>10,777</b>	<b>871</b>	<b>12.4</b>

**On Time Performance %**

41 Columbia Pike/Ballston/Courthouse	78%
42 Ballston/Pentagon	68%
43 Crystal City/Rosslyn/Courthouse	85%
45 Columbia Pike/Rosslyn	56%
51 Virginia Hospital Center/Ballston	89%
52 Virginia Hospital Center/Ballston/East Falls Church	82%
53 Glebe Road-Westover/Ballston/East Falls Church	80%
55 Lee Highway/E. Falls Church/Rosslyn	79%
61 Courthouse/Rosslyn	62%
62 Lorcom Lane/Courthouse/Ballston	76%
72 Rock Spring/Ballston/Shirlington	65%
74 Arlington Village/Arlington View	74%
75 Shirlington/Ballston/Virginia Square	71%
77 Shirlington/Lyon Park/Courthouse	73%
84 Douglas Park/Pentagon City	85%
87 Shirlington/Pentagon (also 87A/P/X)	60%
<b>Total</b>	<b>74%</b>

**Ridership**

	<b>Passengers</b>	<b>Revenue Hours</b>	<b>Passengers/Revenue Hour</b>
Diamond	2,705	2,486	1.1
Red Top	1,466	550	2.7
<b>Total</b>	<b>4,171</b>	<b>3,036</b>	

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**SERVICE EFFECTIVENESS**

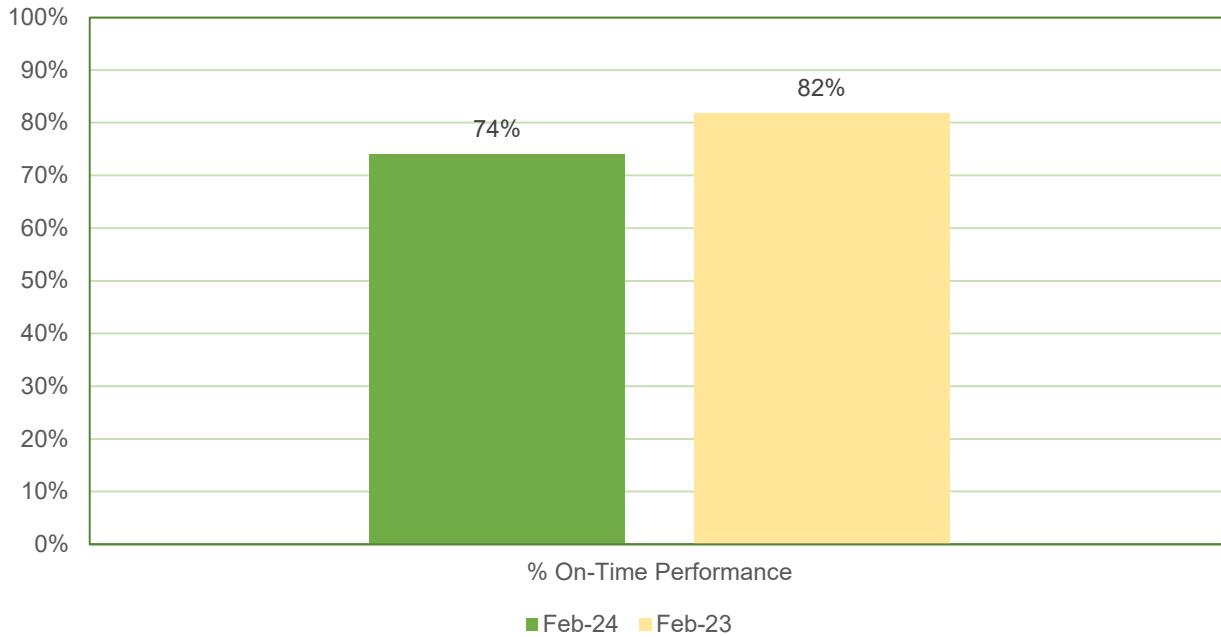
<b>ART</b>	<b>Feb-24</b>	<b>Feb-23</b>	<b>YTD 2024</b>	<b>YTD 2023</b>
ART Passengers	197,084	147,459	1,538,795	1,184,759
Revenue Hours	15,565	14,228	127,734	118,768
<b>Passengers/Revenue Hour</b>	<b>12.7</b>	<b>10.4</b>		
Scheduled Number of Trips	15,589	14,175	127,480	117,710
Actual Number of Trips	15,429	14,163	127,125	117,642
Number of Missed Trips	160	12	355	68
<b>% Service Efficiency</b>	<b>99.0%</b>	<b>99.9%</b>	<b>99.7%</b>	<b>99.9%</b>
<b>% On-Time Performance</b>	<b>74%</b>	<b>82%</b>	<b>75%</b>	<b>84%</b>
<b>Customer Service</b>				
Number of Complaints	25	13	165	144
Complaints per 50,000 Trips	6	4	5	6

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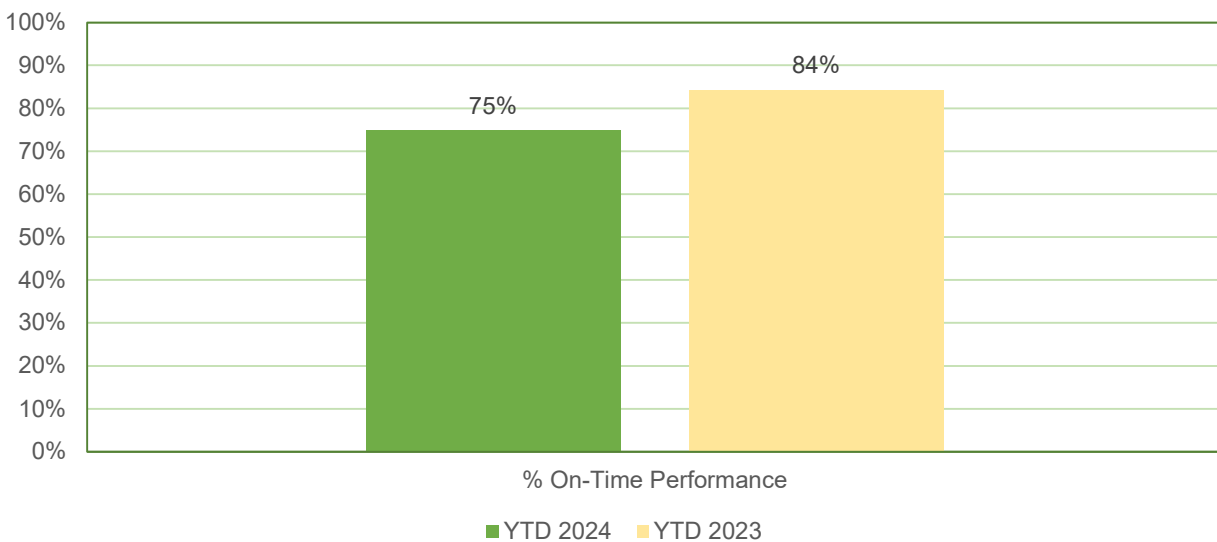
<b>STAR</b>	<b>Feb-24</b>	<b>Feb-23</b>	<b>YTD 2024</b>	<b>YTD 2023</b>
STAR Passengers	4,171	3,679	33,640	30,010
Revenue Hours	3,036	2,279	23,549	17,767
<b>Passengers/Revenue Hour</b>	<b>1.37</b>	<b>1.61</b>	<b>1.43</b>	<b>1.69</b>
Scheduled Number of Trips Booked	4,122	3,739	33,740	29,661
Number of Trip Cancellations and No-Shows	569	577	5,436	4,887
<b>% Service Efficiency</b>	<b>86.2%</b>	<b>84.6%</b>	<b>83.9%</b>	<b>83.5%</b>
<b>Customer Service Complaints</b>				
Red Top	1	1	19	59
Diamond	1	6	21	18
STAR Call Center	1	1	4	2
Total Complaints	3	8	44	79
Complaints per 1,000 passengers	1	2	1	3

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ART On-Time Performance  
FY 2023 & FY 2024  
February



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

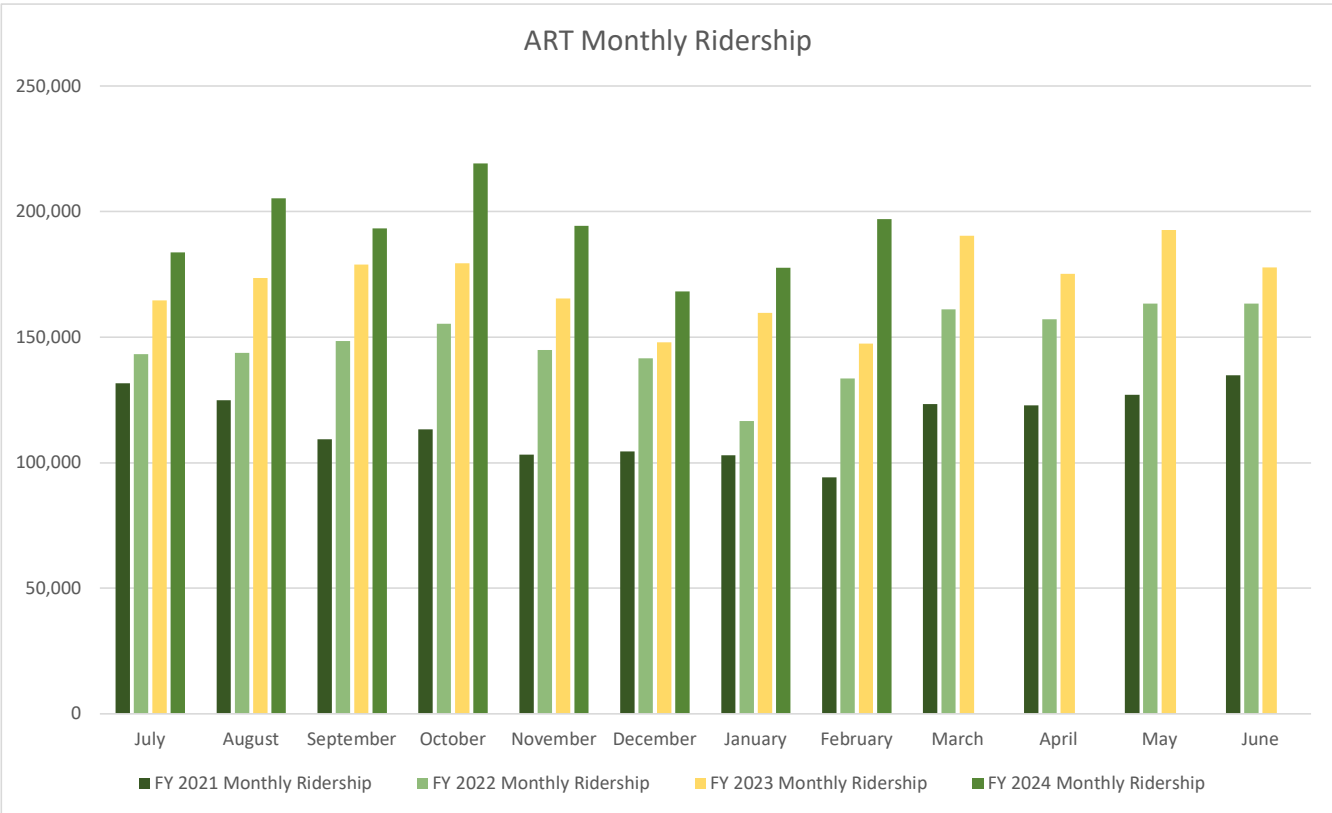


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**SYSTEMWIDE RIDERSHIP**

<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	181,580	201,255

**ART**



**STAR**

