Arlington Transit
Monthly Service Performance Report

ROUTE LEVEL PERFORMANCE - July 2026

*Ridership**

	Weekday				Saturday			Sunday		
ART arlington transit	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	66,419	2,464	27.0	2,888	8,744	243	36.0	8,001	431	18.6
42 Ballston/Pentagon	22,423	1,264	17.7	975	2,029	78	25.9	1,746	145	12.1
43 Crystal City/Rosslyn/Courthouse	8,410	727	11.6	366						
45 Columbia Pike/Rosslyn	42,990	1,885	22.8	1,869	3,836	142	27.1	3,652	285	12.8
51 Virginia Hospital Center/Ballston	8,080	402	20.1	351	797	54	14.8	779	95	8.2
52 Virginia Hospital Center/Ballston/East Falls Church	7,917	667	11.9	344						
55 Lee Highway/E. Falls Church/Rosslyn	35,929	1,668	21.5	1,562	3,433	154	22.3	2,392	208	11.5
56 Military Road-Rosslyn Metro	5,109	548	9.3	222						
72 Rock Spring/Ballston/Shirlington	11,885	898	13.2	517						
74 Arlington Village/Arlington View	1,303	168	7.8	57						
75 Shirlington/Ballston/Virginia Square	18,677	1,089	17.1	812						
77 Shirlington/Lyon Park/Courthouse	12,673	842	15.1	551	1,352	98	13.8			
84 Douglas Park/Pentagon City	2,503	315	7.9	109						
87 Shirlington/Pentagon (also 87A/P/X)	13,362	1,229	10.9	581	959	98	9.8	652	142	4.6
Aspire Field Trip	123									
ART Total*	**257,803**	**14,165**	**18.2**	**11,209**	**21,150**	**866**	**24.4**	**17,222**	**1,305**	**13.2**

**As of July 2026, ART has switched from farebox-based ridership counts to using Automatic Passenger Counter (APC) data.*

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On Time Performance %

41 Columbia Pike/Ballston/Courthouse	80%
42 Ballston/Pentagon	82%
43 Crystal City/Rosslyn/Courthouse	93%
45 Columbia Pike/Rosslyn	75%
51 Virginia Hospital Center/Ballston	94%
52 Virginia Hospital Center/Ballston/East Falls Church	87%
55 Lee Highway/E. Falls Church/Rosslyn	83%
56 Military Road-Rosslyn Metro	85%
72 Rock Spring/Ballston/Shirlington	80%
74 Arlington Village/Arlington View	85%
75 Shirlington/Ballston/Virginia Square	83%
77 Shirlington/Lyon Park/Courthouse	81%
84 Douglas Park/Pentagon City	87%
87 Shirlington/Pentagon (also 87A/P/X)	89%
Total	**84.47%**

Paratransit Ridership

STAR Specialized Transit for Arlington Residents	Passengers	Revenue Hours	Passengers/Revenue Hour
WeDriveU	4,024	2,630	1.5
Total	**4,024**	**2,630**	1.5

Microtransit Ridership

MICRO arlington microtransit	Passengers	Revenue Hours	Passengers/Revenue Hour
Total	**324**	**226**	**1.4**

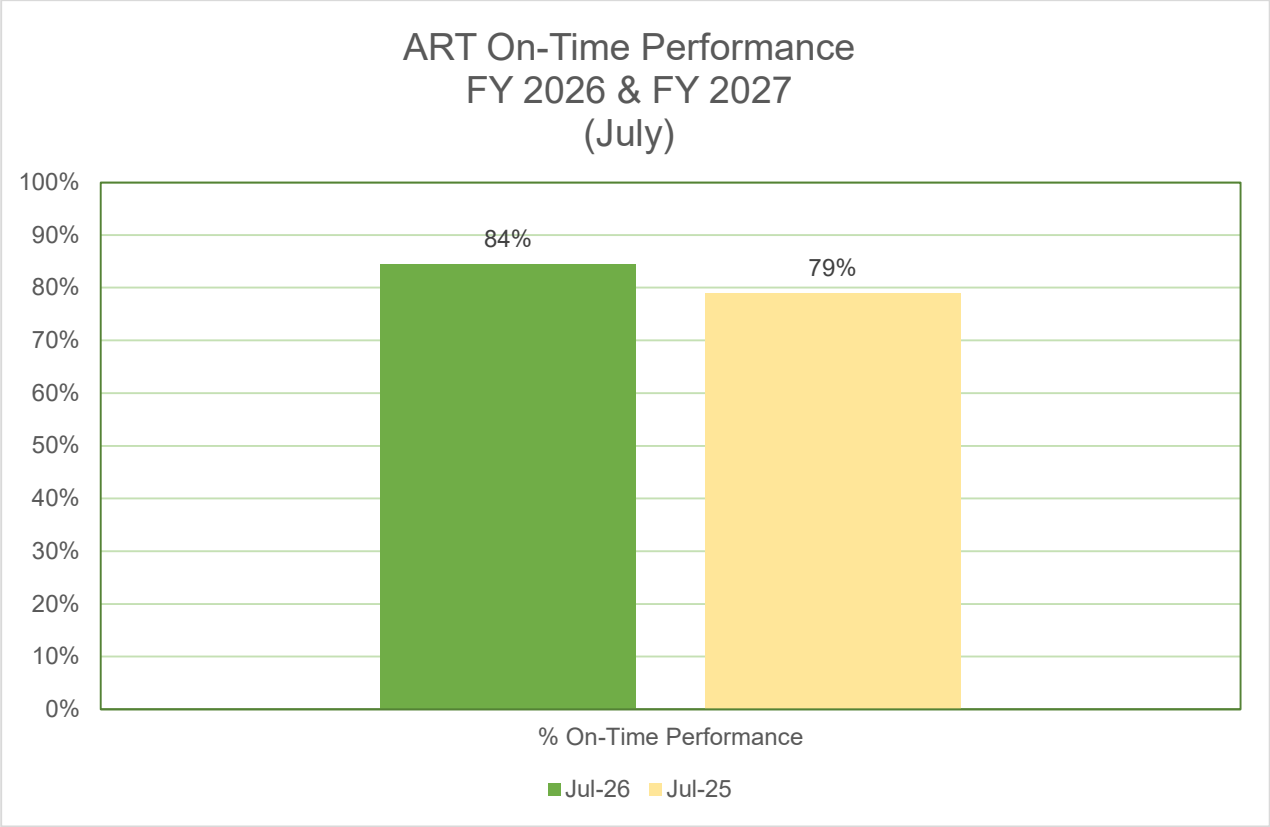
Arlington Transit

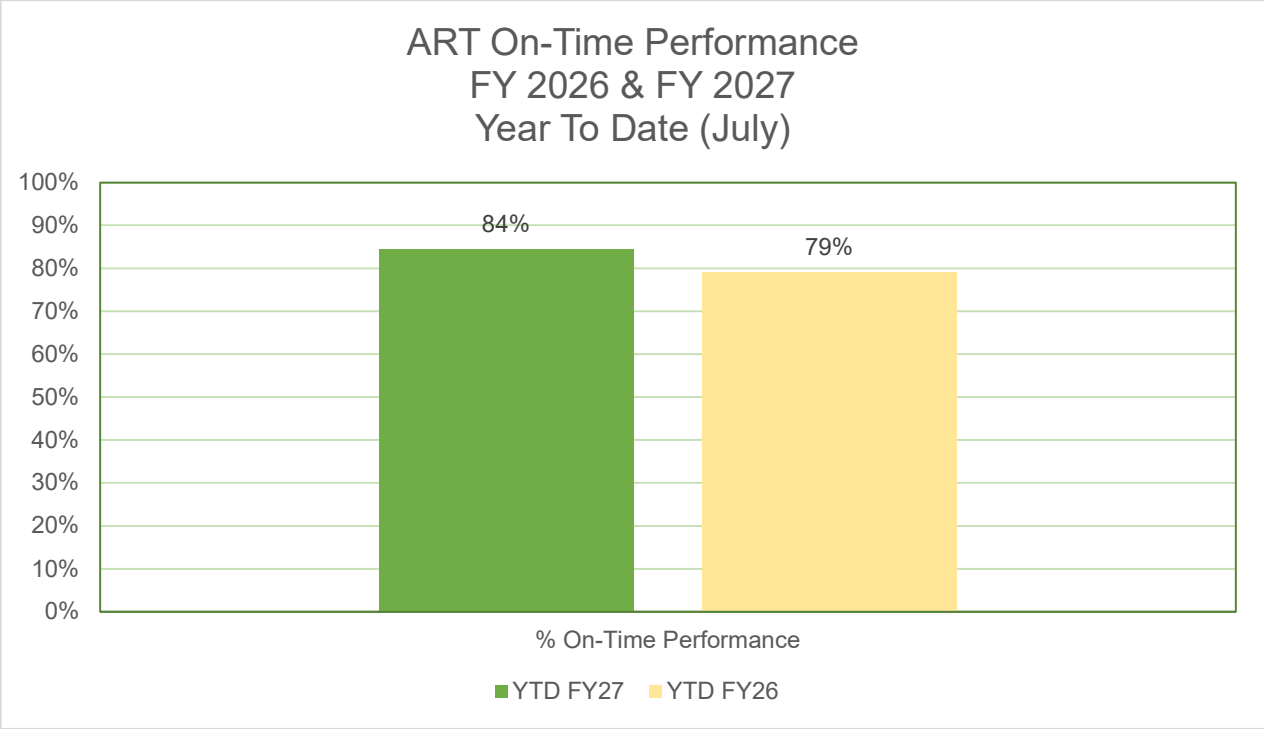
Monthly Service Performance Report

SERVICE EFFECTIVENESS

ART	**Jul-26**	**Jul-25**	**YTD FY27**	**YTD FY26**
ART Passengers	296,175	252,391	296,175	252,391
Revenue Hours	16,336	16,130	16,336	16,130
Passengers/Revenue Hour	18	16	18	16
Scheduled Number of Trips	14,685	16,728	14,685	16,728
Actual Number of Trips	14,659	16,704	14,659	16,704
Number of Missed Trips	26	24	26	24
% Service Efficiency	**99.83%**	**99.86%**	**99.83%**	**99.86%**
% On-Time Performance	**84%**	**79%**	**84%**	**79%**
Customer Service				
Number of Complaints	33	13	33	13
Complaints per 50,000 Trips	6	3	6	3

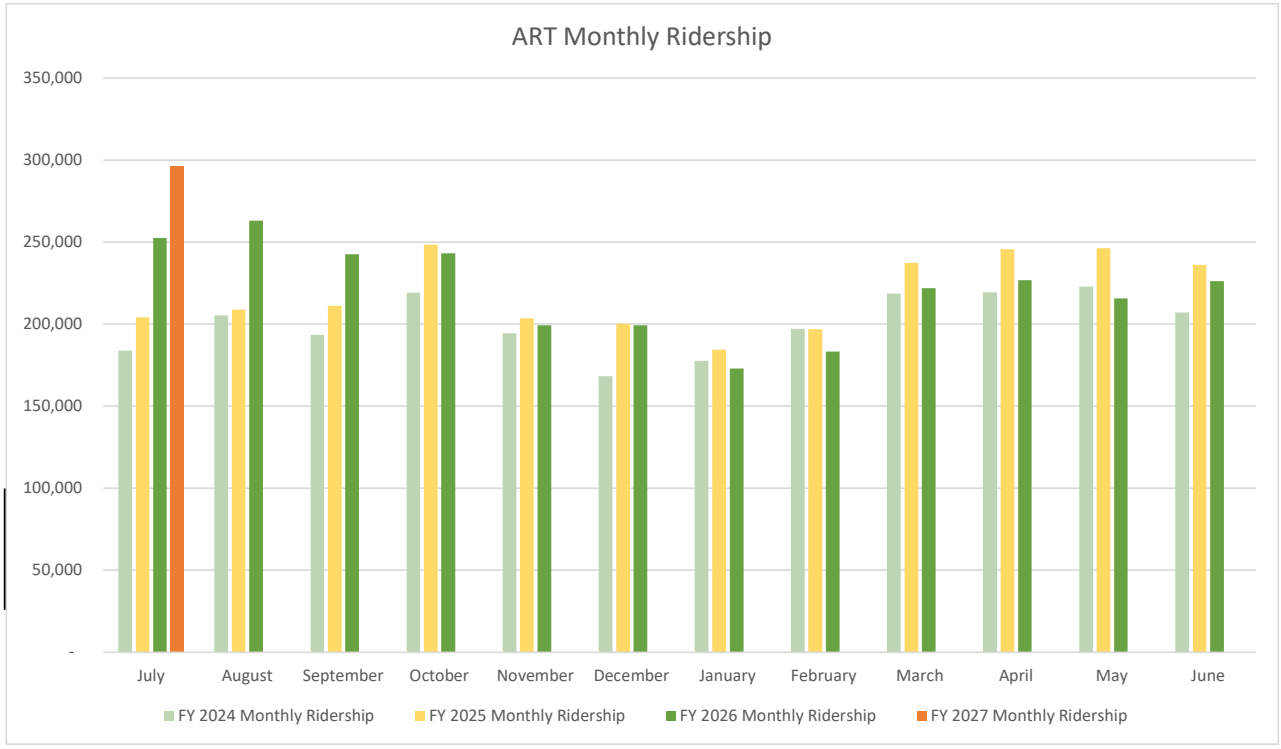
STAR	**Jul-26**	**Jul-25**	**YTD FY27**	**YTD FY26**
STAR Passengers	4,024	4,052	4,024	4,052
Revenue Hours	2,630	2,848	2,630	2,848
Passengers/Revenue Hour	**1.53**	**1.42**	**1.53**	**1.42**
Scheduled Number of Trips Booked	4475	4,456	4,475	4,456
Number of Trip Cancellations and No-Shows	1,155	976	1,155	976
% Service Efficiency	74.19%	78.10%	74.19%	78.10%
Actual Number of Trips Completed	3,320	3,480	3,320	3,480
Customer Service Complaints				
WeDriveU	12	0	12	0
STAR Call Center	0	13	0	13
Total Complaints	12	13	12	13
Complaints per 1,000 passengers	3	3	3	3


ART On-Time Performance
FY 2026 & FY 2027
(July)
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
84%
79%
% On-Time Performance
Jul-26
Jul-25


ART On-Time Performance
FY 2026 & FY 2027
Year To Date (July)
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
84%
79%
% On-Time Performance
YTD FY27
YTD FY26

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ART



STAR

