

Arlington Transit
Monthly Service Performance Report

ROUTE LEVEL PERFORMANCE - August 2026

	Ridership*				Weekday			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	61,454	2,358	26.1	2,926	12,528	404	31.0	10,221	359	28.4			
42 Ballston/Pentagon	21,863	1,208	18.1	1,041	2,657	131	20.4	2,047	120	17.1			
43 Crystal City/Rosslyn/Courthouse	8,076	693	11.7	385									
45 Columbia Pike/Rosslyn	40,616	1,803	22.5	1,934	4,976	237	21.0	4,312	237	18.2			
51 Virginia Hospital Center/Ballston	9,656	384	25.2	460	1,197	90	13.3	920	79	11.6			
52 Virginia Hospital Center/Ballston/East Falls Church	7,626	637	12.0	363									
55 Lee Highway/E. Falls Church/Rosslyn	33,075	1,591	20.8	1,575	4,803	259	18.5	3,098	173	17.9			
56 Military Road-Rosslyn Metro	4,733	523	9.0	225									
72 Rock Spring/Ballston/Shirlington	10,706	857	12.5	510									
74 Arlington Village/Arlington View	1,196	159	7.5	57									
75 Shirlington/Ballston/Virginia Square	16,567	1,047	15.8	789									
77 Shirlington/Lyon Park/Courthouse	12,166	803	15.2	579	2,398	163	14.7						
84 Douglas Park/Pentagon City	2,192	300	7.3	104									
87 Shirlington/Pentagon (also 87A/P/X)	12,231	1,174	10.4	582	1,454	163	8.9	1,028	118	8.7			
Aspire Field Trip	123												
ART Total*	242,280	13,539	17.9	11,537	30,013	1,446	20.8	21,626	1,086	19.9			

**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	79%
43 Crystal City/Rosslyn/Courthouse	88%
45 Columbia Pike/Rosslyn	76%
51 Virginia Hospital Center/Ballston	91%
52 Virginia Hospital Center/Ballston/East Falls Church	87%
55 Lee Highway/E. Falls Church/Rosslyn	87%
56 Military Road-Rosslyn Metro	89%
72 Rock Spring/Ballston/Shirlington	82%
74 Arlington Village/Arlington View	81%
75 Shirlington/Ballston/Virginia Square	86%
77 Shirlington/Lyon Park/Courthouse	83%
84 Douglas Park/Pentagon City	90%
87 Shirlington/Pentagon (also 87A/P/X)	85%
Total	84.50%

Paratransit Ridership				Microtransit Ridership			
	Passengers	Revenue Hours	Passengers/Revenue Hour		Passengers	Revenue Hours	Passengers/Revenue Hour
WeDriveU	3,915	2,552					
Total	3,915	2,552	1.5	Total	372	275	1.4

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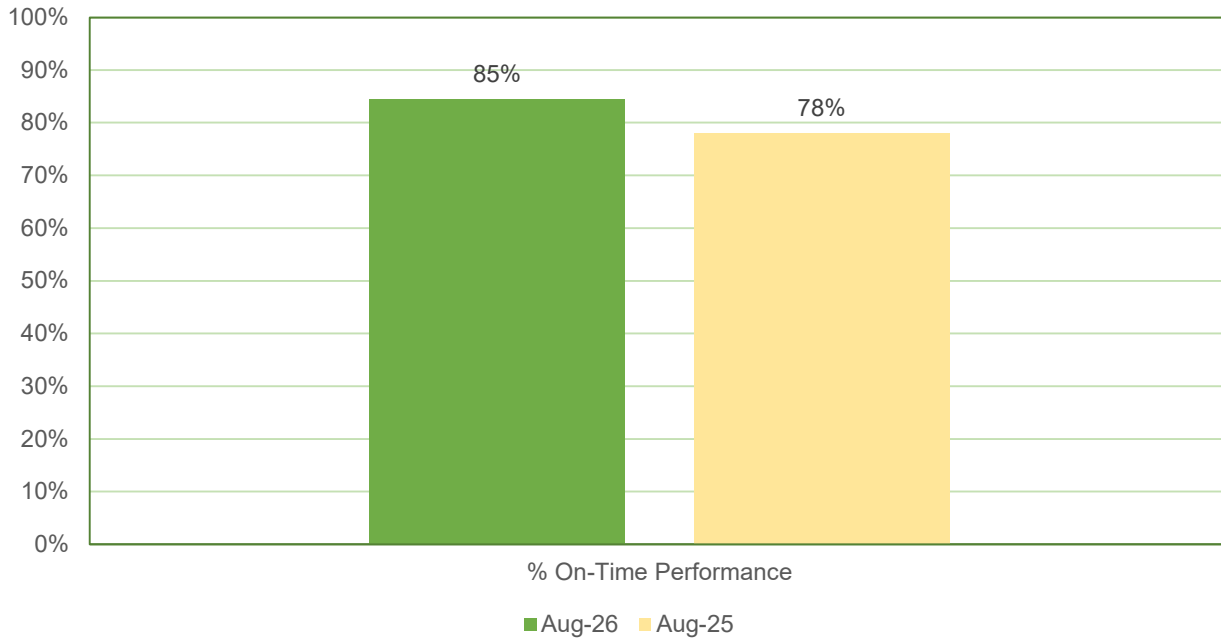
SERVICE EFFECTIVENESS

ART	Aug-26	Aug-25	YTD FY27	YTD FY26
ART Passengers	307,629	262,910	522,036	515,301
Revenue Hours	16,071	15,750	32,407	31,880
Passengers/Revenue Hour	19	17	16	16
Scheduled Number of Trips	14,455	16,487	29,140	33,215
Actual Number of Trips	14,434	16,466	29,093	33,169
Number of Missed Trips	21	22	47	46
% Service Efficiency	99.85%	99.87%	99.84%	99.86%
% On-Time Performance	85%	78%	100%	79%
Customer Service				
Number of Complaints	24	27	57	40
Complaints per 50,000 Trips	4	5	5	4

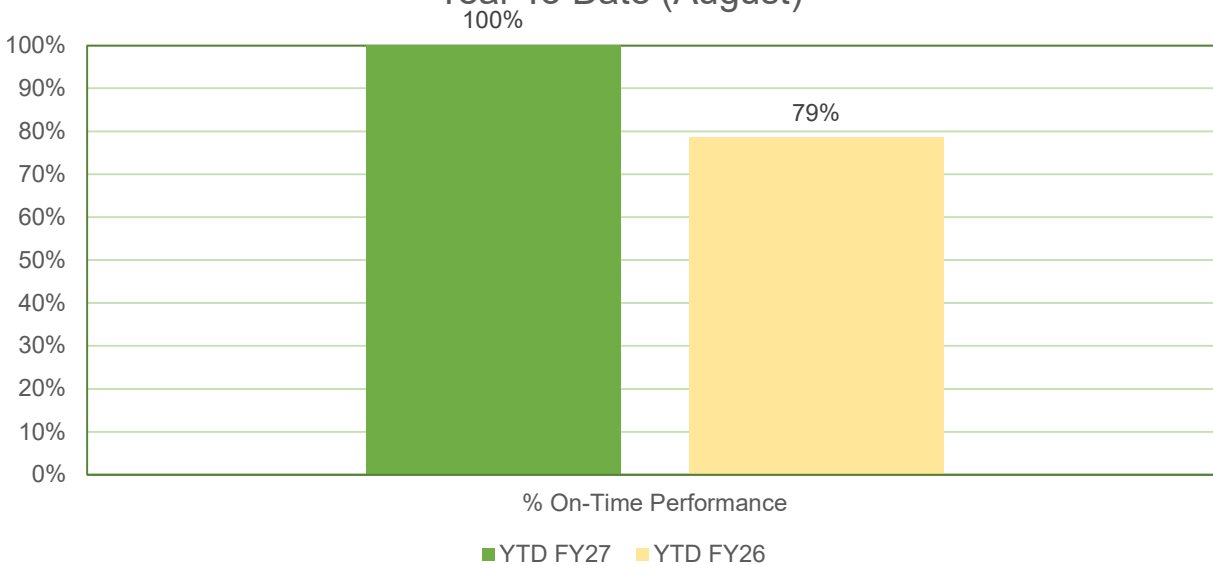
STAR	Aug-26	Aug-25	YTD FY27	YTD FY26
STAR Passengers	3,915	3,731	11,963	11,835
Revenue Hours	2,552	2,697	7,812	8,392
Passengers/Revenue Hour	1.53	1.38	1.53	1.41
Scheduled Number of Trips Booked	4277	4,110	13,227	13,022
Number of Trip Cancellations and No-Shows	937	881	3,247	2,833
% Service Efficiency	78.09%	78.56%	75.45%	78.24%
Actual Number of Trips Completed	3,340	3,229	9,980	10,189
Customer Service Complaints				
WeDriveU	10	12	34	#REF!
STAR Call Center	0	1	0	38
Total Complaints	10	13	34	#REF!
Complaints per 1,000 passengers	3	3.4843206	3	#REF!

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ART On-Time Performance
FY 2026 & FY 2027
(August)



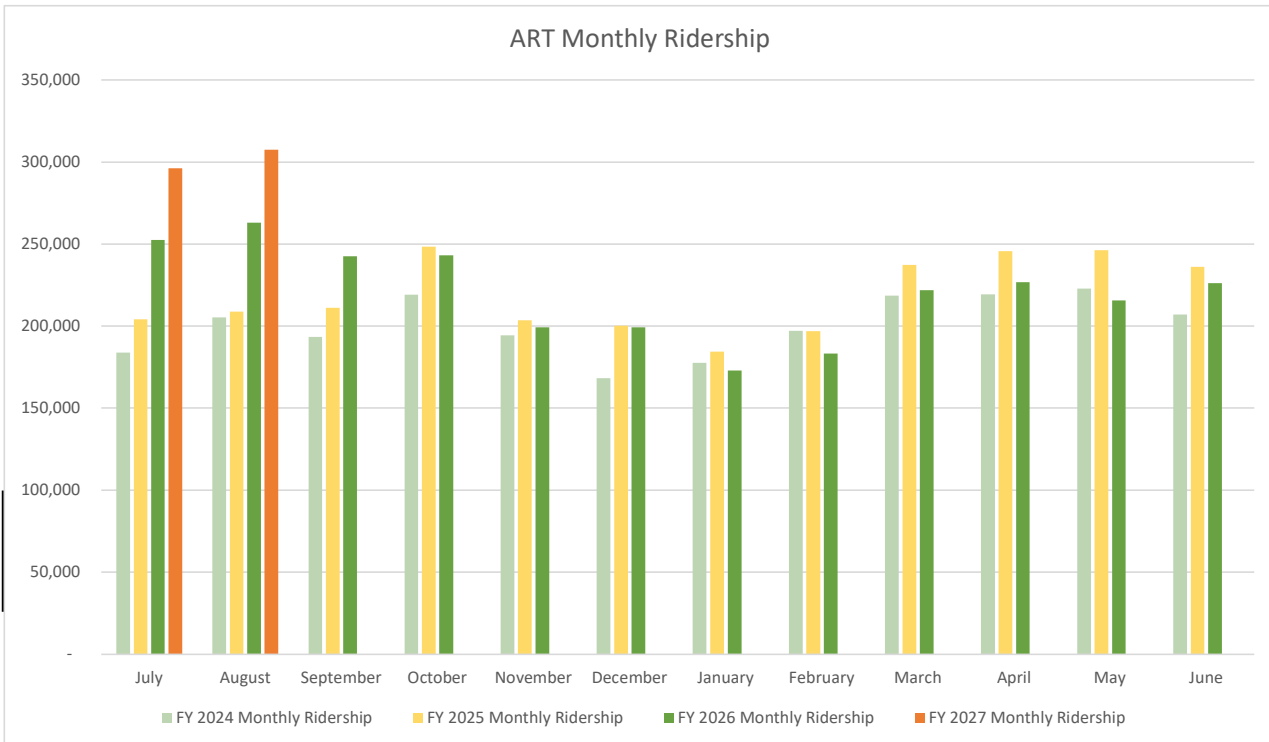
ART On-Time Performance
FY 2026 & FY 2027
Year To Date (August)



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ART



STAR

