

Arlington Transit
Monthly Service Performance Report

ROUTE LEVEL PERFORMANCE - May 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	36,272	2,275	15.9	1,814	4,793	405	11.8	6,247	435	14.4
42 Ballston/Pentagon	17,792	1,150	15.5	890	2,202	130	16.9	1,941	145	13.4
43 Crystal City/Rosslyn/Courthouse	7,273	661	11.0	364						
45 Columbia Pike/Rosslyn	30,354	1,714	17.7	1,518	3,694	237	15.6	5,014	284	17.7
51 Virginia Hospital Center/Ballston	5,343	365	14.6	267	738	90	8.2	888	95	9.4
52 Virginia Hospital Center/Ballston/East Falls Church	6,581	615	10.7	329						
55 Lee Highway/E. Falls Church/Rosslyn	26,270	1,515	17.3	1,314	3,298	260	12.7	2,135	207	10.3
56 Military Road-Rosslyn Metro	4,011	499	8.0	201						
72 Rock Spring/Ballston/Shirlington	6,907	817	8.5	345						
74 Arlington Village/Arlington View	984	152	6.5	49						
75 Shirlington/Ballston/Virginia Square	18,927	1,103	17.2	946						
77 Shirlington/Lyon Park/Courthouse	6,566	764	8.6	328	1,890	164	11.5			
84 Douglas Park/Pentagon City	2,238	286	7.8	112						
87 Shirlington/Pentagon (also 87A/P/X)	10,467	1,126	9.3	523	1,570	162	9.7	1,260	142	8.9
ART Total	179,985	13,043	13.8	8,999	18,185	1,446	12.6	17,485	1,307	13.4

On Time Performance %

41 Columbia Pike/Ballston/Courthouse	77%
42 Ballston/Pentagon	80%
43 Crystal City/Rosslyn/Courthouse	90%
45 Columbia Pike/Rosslyn	75%
51 Virginia Hospital Center/Ballston	93%
52 Virginia Hospital Center/Ballston/East Falls Church	83%
55 Lee Highway/E. Falls Church/Rosslyn	77%
56 Military Road-Rosslyn Metro	79%
72 Rock Spring/Ballston/Shirlington	77%
74 Arlington Village/Arlington View	88%
75 Shirlington/Ballston/Virginia Square	84%
77 Shirlington/Lyon Park/Courthouse	76%
84 Douglas Park/Pentagon City	82%
87 Shirlington/Pentagon (also 87A/P/X)	82%
Total	81.65%

Ridership



	Passengers	Revenue Hours	Passengers/Revenue Hour
WeDriveU	3,958	2,667	1.5
Total	3,958	2,667	

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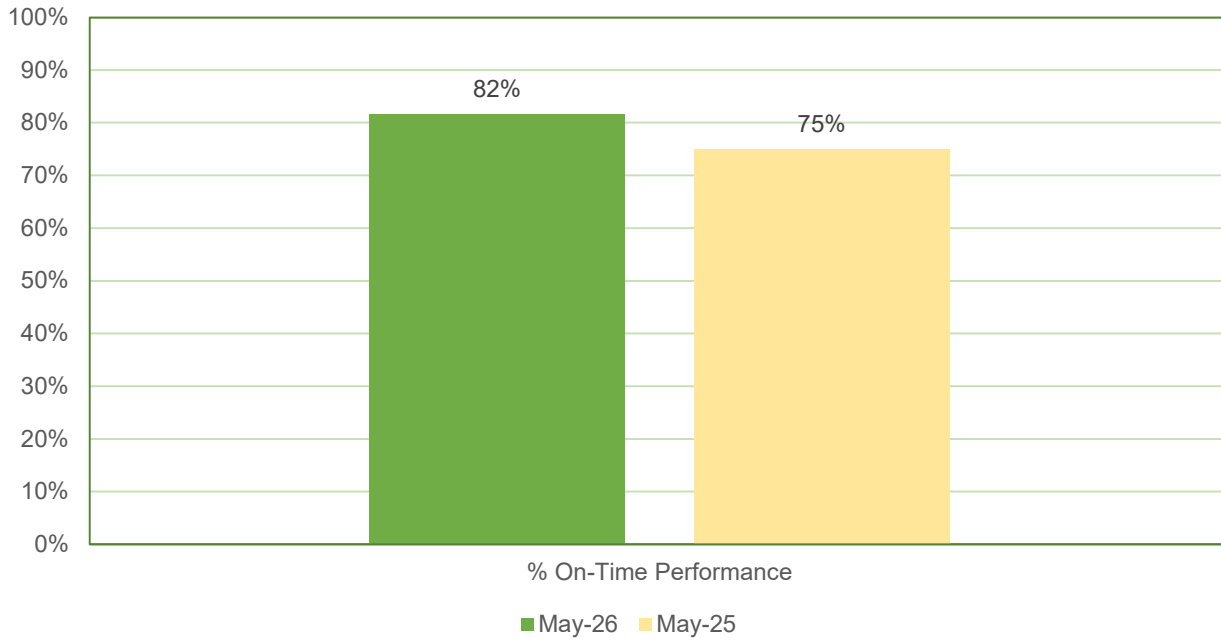
SERVICE EFFECTIVENESS

ART	May-26	May-25	YTD FY26	YTD FY25
ART Passengers	215,655	246,230	2,419,687	2,386,881
Revenue Hours	15,795	16,093	173,333	174,576
Passengers/Revenue Hour	14	15	14	14
Scheduled Number of Trips	14,179	15,492	161,066	168,014
Actual Number of Trips	14,156	15,462	160,860	167,691
Number of Missed Trips	23	31	207	323
% Service Efficiency	99.84%	99.80%	99.87%	99.81%
% On-Time Performance	82%	75%	83%	77%
Customer Service				
Number of Complaints	24	41	307	240
Complaints per 50,000 Trips	6	8	6	5

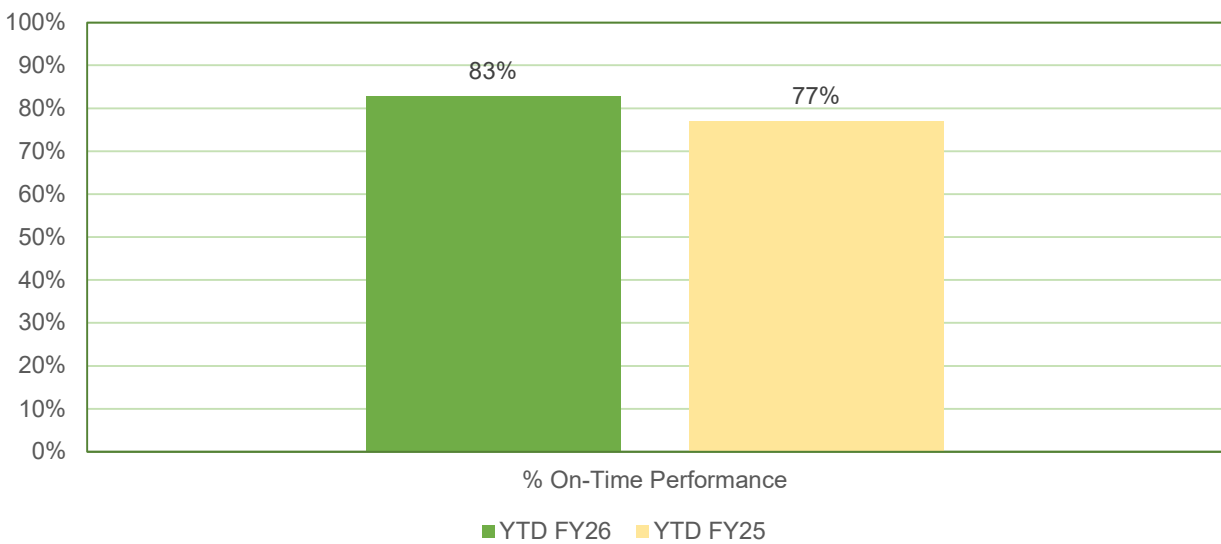
STAR	May-26	May-25	YTD FY26	YTD FY25
STAR Passengers	3,958	3,302	41,000	42,944
Revenue Hours	2,667	3,481	28,807	36,027
Passengers/Revenue Hour	1.48	0.95	1.42	1.19
Scheduled Number of Trips Booked	4382	2,876	45,316	44,895
Number of Trip Cancellations and No-Shows	976	0	9,895	8,041
% Service Efficiency	77.73%	100.00%	78.16%	82.09%
Actual Number of Trips Completed	3,406	2,876	35,421	36,854
Customer Service Complaints				
WeDriveU	20	0	112	40
STAR Call Center	0	27	7	77
Total Complaints	20	2	119	117
Complaints per 1,000 passengers	5	29	3	3

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ART On-Time Performance
FY 2025 & FY 2026
(May)

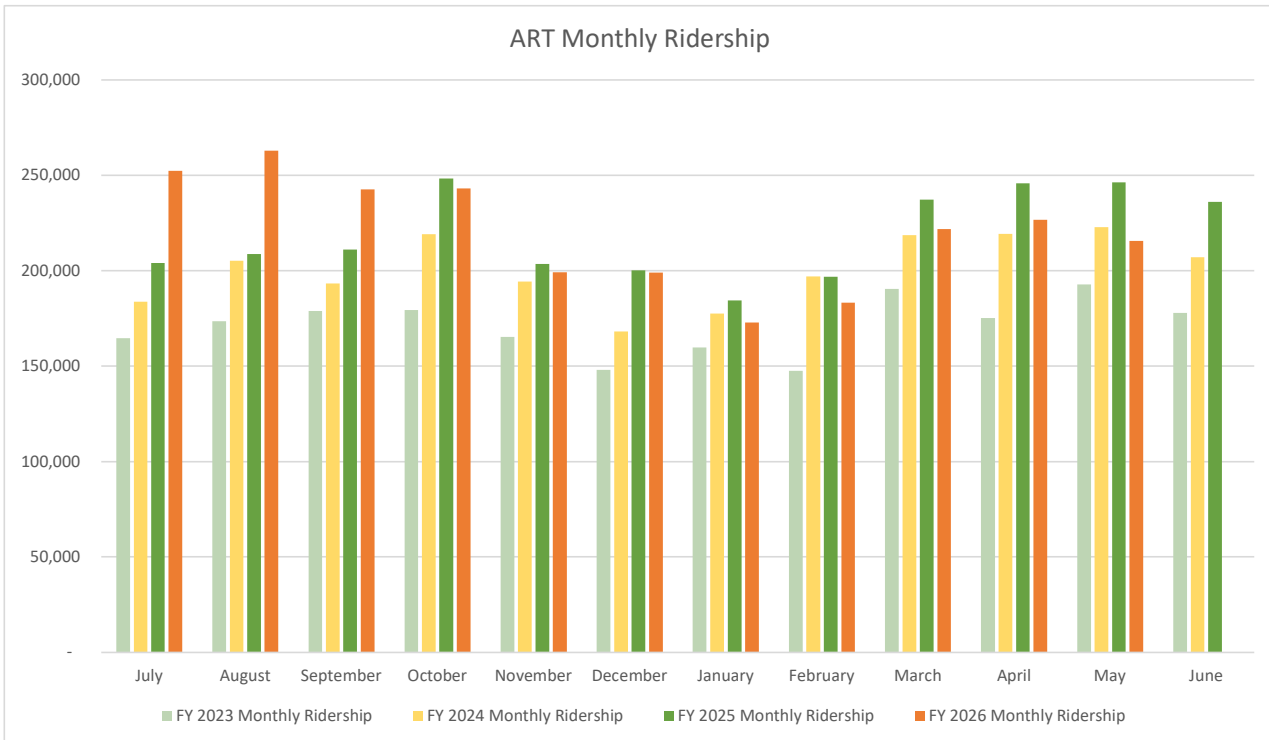


ART On-Time Performance
FY 2025 & FY 2026
Year To Date (May)



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ART



STAR

