

Arlington Transit
Monthly Service Performance Report

ROUTE LEVEL PERFORMANCE - April 2025

 ART arlington transit 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	43,752	2,424	18.0	1,989	7,125	324	22.0	4,673	288	16.2	
42 Ballston/Pentagon	18,052	1,145	15.8	821	1,274	103	12.4	1,167	96	12.1	
43 Crystal City/Rosslyn/Courthouse	8,990	1,042	8.6	409							
45 Columbia Pike/Rosslyn	33,474	1,880	17.8	1,522	3,026	190	15.9	3,727	190	19.6	
51 Virginia Hospital Center/Ballston	4,414	401	11.0	201	580	72	8.1	502	63	8.0	
52 Virginia Hospital Center/Ballston/East Falls Church	5,839	656	8.9	265							
55 Lee Highway/E. Falls Church/Rosslyn	24,113	1,667	14.5	1,096	2,950	207	14.2	2,105	139	15.2	
56 Military Road-Rosslyn Metro	4,365	544	8.0	198							
72 Rock Spring/Ballston/Shirlington	8,353	939	8.9	380							
74 Arlington Village/Arlington View	899	167	5.4	41							
75 Shirlington/Ballston/Virginia Square	12,717	1,039	12.2	578							
77 Shirlington/Lyon Park/Courthouse	9,393	866	10.8	427	1,096	130	8.4				
84 Douglas Park/Pentagon City	2,098	315	6.7	95							
87 Shirlington/Pentagon (also 87A/P/X)	11,693	1,096	10.7	532	1,040	130	8.0	687	94	7.3	
ART Total	188,152	14,180	13.3	8,552	17,091	1,156	14.8	12,861	871	14.8	

On Time Performance %

41 Columbia Pike/Ballston/Courthouse	76%
42 Ballston/Pentagon	62%
43 Crystal City/Rosslyn/Courthouse	93%
45 Columbia Pike/Rosslyn	72%
51 Virginia Hospital Center/Ballston	82%
52 Virginia Hospital Center/Ballston/East Falls Church	82%
55 Lee Highway/E. Falls Church/Rosslyn	82%
56 Military Road-Rosslyn Metro	88%
72 Rock Spring/Ballston/Shirlington	70%
74 Arlington Village/Arlington View	73%
75 Shirlington/Ballston/Virginia Square	81%
77 Shirlington/Lyon Park/Courthouse	76%
84 Douglas Park/Pentagon City	85%
87 Shirlington/Pentagon (also 87A/P/X)	63%
Total	77%

Ridership

		Passengers	Revenue Hours	Passengers/Revenue Hour
WeDriveU		3,479	3,402	1.0
Total		3,479	3,402	

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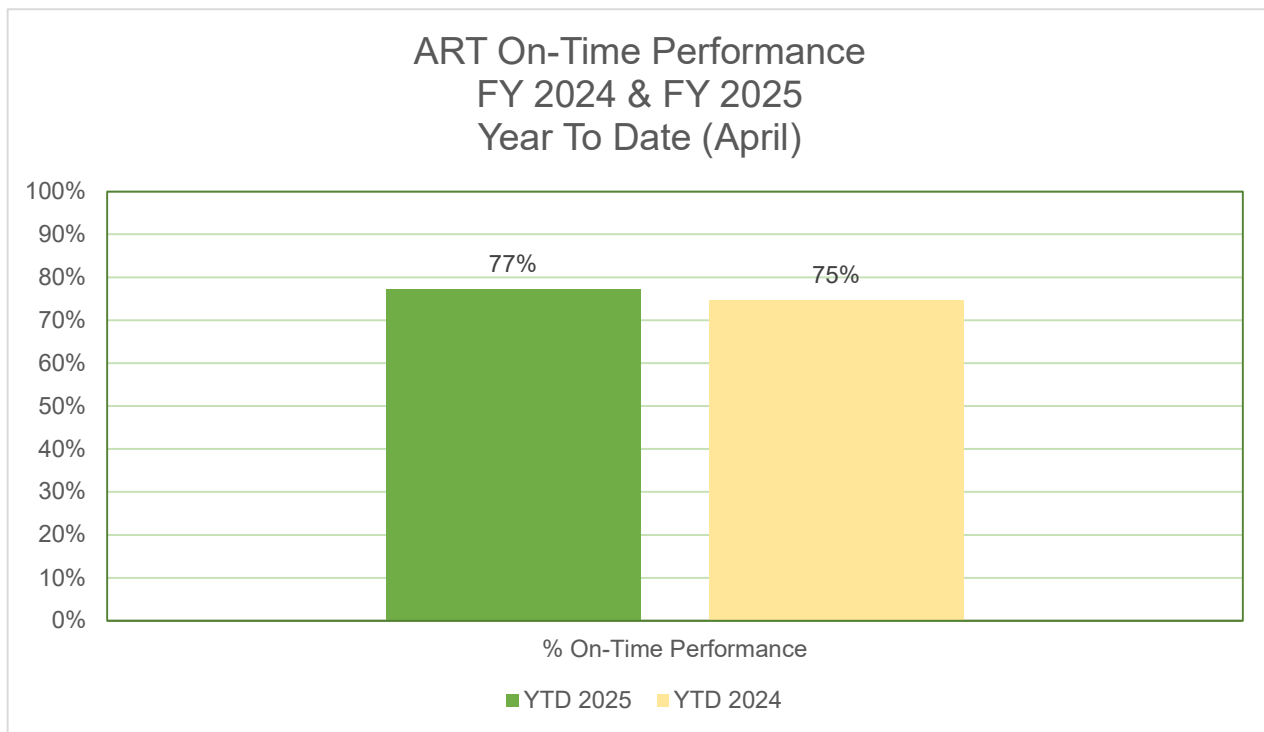
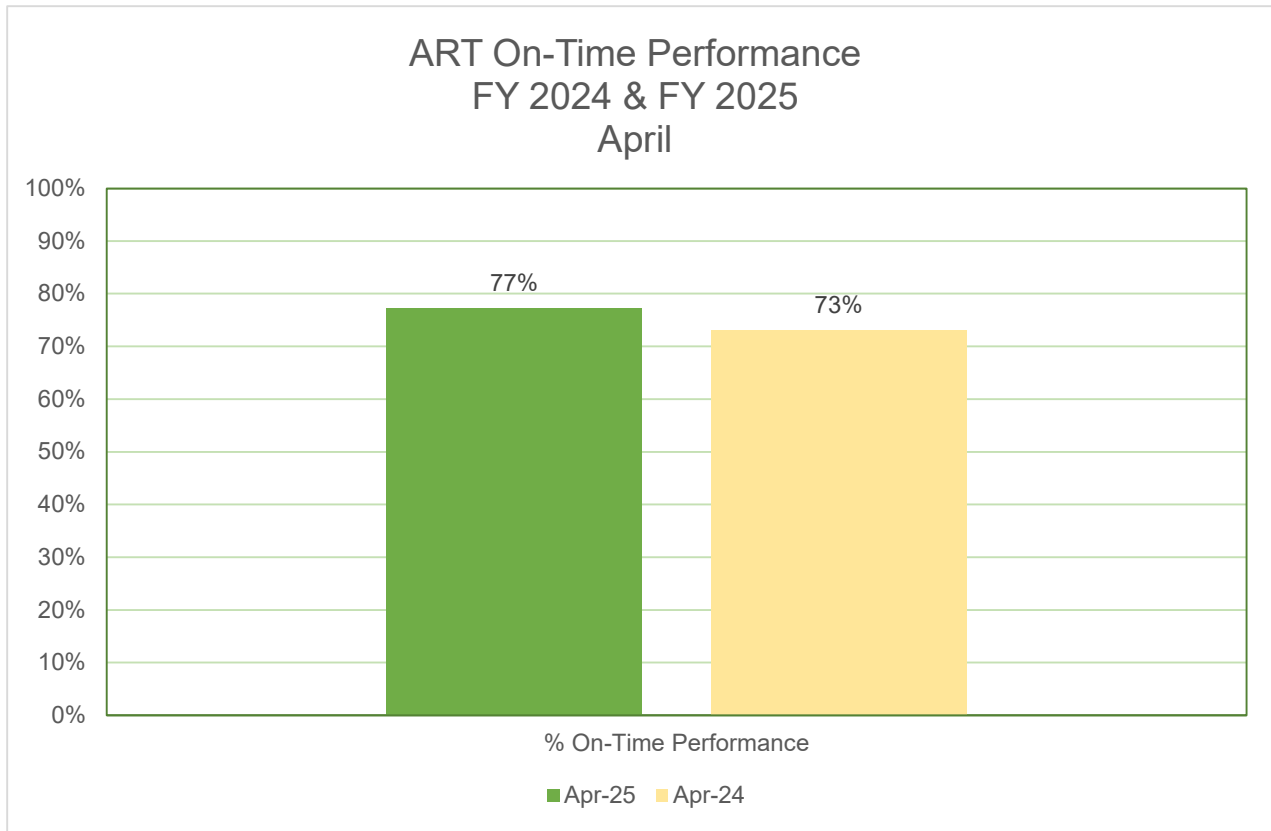
SERVICE EFFECTIVENESS

ART	Apr-25	Apr-24	YTD 2025	YTD 2024
ART Passengers	218,104	219,379	2,113,026	1,976,744
Revenue Hours	16,207	16,595	158,483	160,836
Passengers/Revenue Hour	13	13		
Scheduled Number of Trips	15,606	16,647	152,522	160,588
Actual Number of Trips	15,572	16,484	152,230	159,982
Number of Missed Trips	35	164	292	606
% Service Efficiency	99.78%	99.02%	99.81%	99.62%
% On-Time Performance	77%	73%	77%	75%
Number of Timepoint Audited	130,473	123,878	1,218,484	1,228,946
Number of Timepoints On-Time	100,764	90,431	940,047	917,319
Customer Service				
Number of Complaints	24	36	199	227
Complaints per 50,000 Trips	6	8	5	6

STAR	Apr-25	Apr-24	YTD 2025	YTD 2024
STAR Passengers	3,479	4,880	35,160	38,398
Revenue Hours	3,402	3,459	29,264	27,231
Passengers/Revenue Hour	1.02	1.41	1.20	1.41
Scheduled Number of Trips Booked	3,678	4,685	37,559	38,212
Number of Trip Cancellations and No-Shows	631	596	7,288	5,901
% Service Efficiency	82.84%	87.28%	80.60%	84.56%
Actual Number of Trips Completed	3,047	4,089	30,271	32,311
Customer Service				
Complaints				
Red Top*	0	3	5	17
WeDriveU	14	2	86	23
STAR Call Center	0	0	2	4
Total Complaints	14	5	93	44
Complaints per 1,000 passengers	4	1	3	1

*As of December 1, 2024, Red Top no longer operates with STAR. It will continue to be included for previous fiscal year statistics.

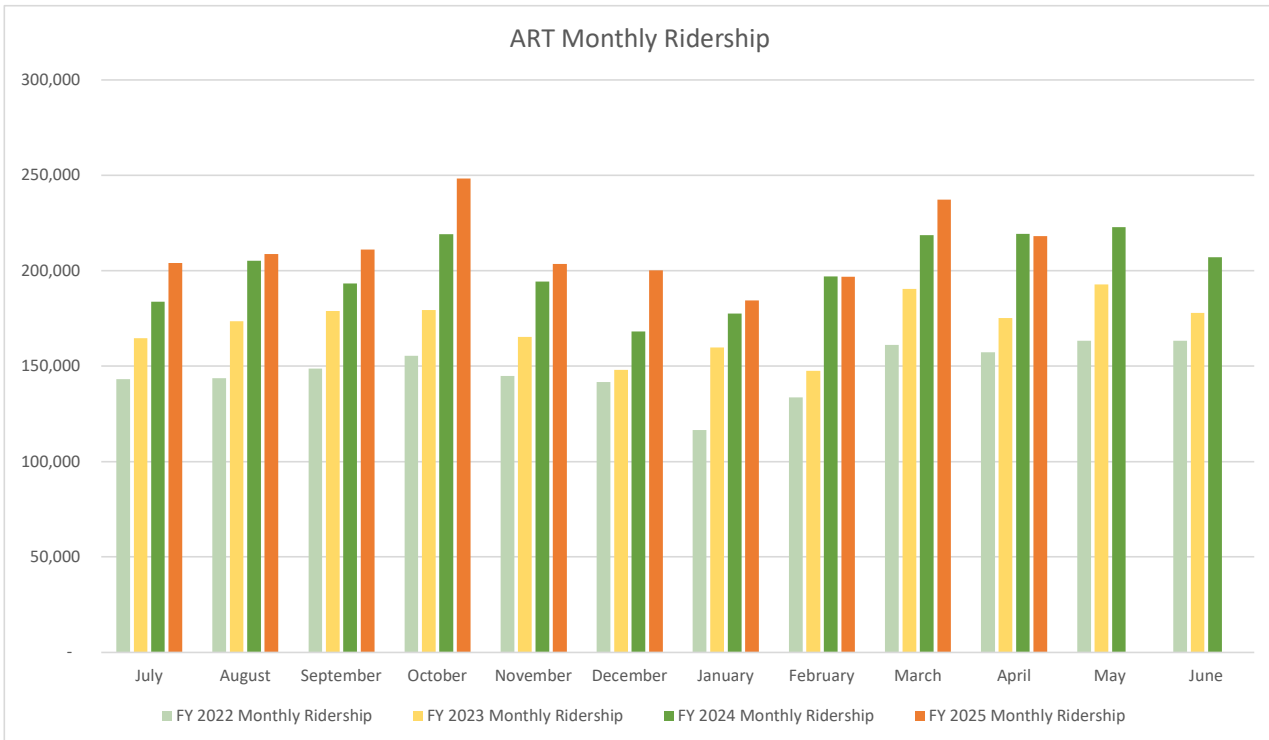
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ART



STAR

