

Arlington Transit
Monthly Service Performance Report

ROUTE LEVEL PERFORMANCE - April 2026

	<i>Ridership*</i>				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	40,305	2,483	16.2	1,832	5,933	325	18.2	4,668	290	16.1
42 Ballston/Pentagon	20,232	1,264	16.0	920	1,307	104	12.5	1,164	96	12.1
43 Crystal City/Rosslyn/Courthouse	7,645	727	10.5	348						
45 Columbia Pike/Rosslyn	33,327	1,887	17.7	1,515	3,137	190	16.5	2,903	190	15.3
51 Virginia Hospital Center/Ballston	5,149	402	12.8	234	565	72	7.8	478	63	7.6
52 Virginia Hospital Center/Ballston/East Falls Church	7,048	677	10.4	320						
55 Lee Highway/E. Falls Church/Rosslyn	28,957	1,667	17.4	1,316	2,897	207	14.0	1,748	139	12.6
56 Military Road-Rosslyn Metro	4,138	550	7.5	188						
72 Rock Spring/Ballston/Shirlington	7,817	898	8.7	355						
74 Arlington Village/Arlington View	1,197	168	7.1	54						
75 Shirlington/Ballston/Virginia Square	18,820	1,205	15.6	855						
77 Shirlington/Lyon Park/Courthouse	8,024	840	9.5	365	1,804	131	13.8			
84 Douglas Park/Pentagon City	2,354	315	7.5	107						
87 Shirlington/Pentagon (also 87A/P/X)	13,369	1,249	10.7	608	1,068	130	8.2	719	94	7.6
ART Total	198,382	14,332	13.8	9,017	16,711	1,159	14.4	11,680	872	13.4

On Time Performance %

41 Columbia Pike/Ballston/Courthouse	79%
42 Ballston/Pentagon	80%
43 Crystal City/Rosslyn/Courthouse	88%
45 Columbia Pike/Rosslyn	72%
51 Virginia Hospital Center/Ballston	90%
52 Virginia Hospital Center/Ballston/East Falls Church	80%
55 Lee Highway/E. Falls Church/Rosslyn	76%
56 Military Road-Rosslyn Metro	78%
72 Rock Spring/Ballston/Shirlington	80%
74 Arlington Village/Arlington View	79%
75 Shirlington/Ballston/Virginia Square	84%
77 Shirlington/Lyon Park/Courthouse	75%
84 Douglas Park/Pentagon City	88%
87 Shirlington/Pentagon (also 87A/P/X)	71%
Total	79.95%

Ridership

	Passengers	Revenue Hours	Passengers/Revenue Hour
WeDriveU	4,117	2,777	1.5
Total	4,117	2,777	

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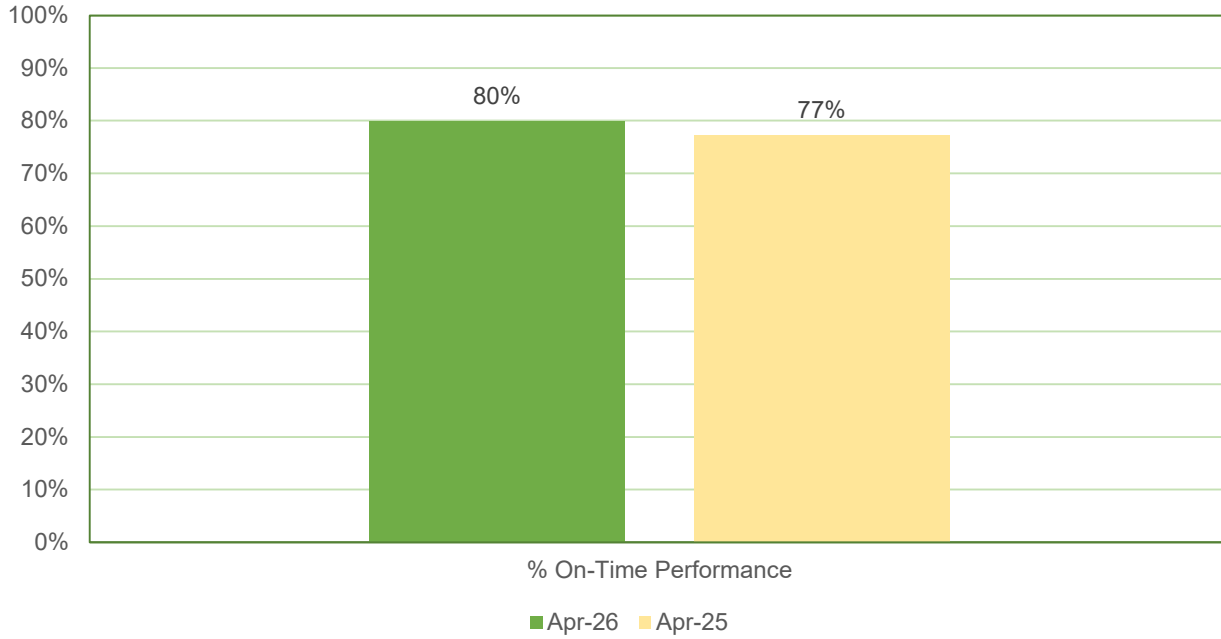
SERVICE EFFECTIVENESS

ART	Apr-26	Apr-25	YTD FY26	YTD FY25
ART Passengers	226,773	245,729	2,204,032	2,140,651
Revenue Hours	16,363	16,207	157,538	158,483
Passengers/Revenue Hour	14	15	14	14
Scheduled Number of Trips	14,610	15,606	146,888	152,522
Actual Number of Trips	14,593	15,572	146,704	152,230
Number of Missed Trips	18	35	184	292
% Service Efficiency	99.88%	99.78%	99.87%	99.81%
% On-Time Performance	80%	77%	81%	77%
Customer Service				
Number of Complaints	35	24	283	199
Complaints per 50,000 Trips	8	5	6	5

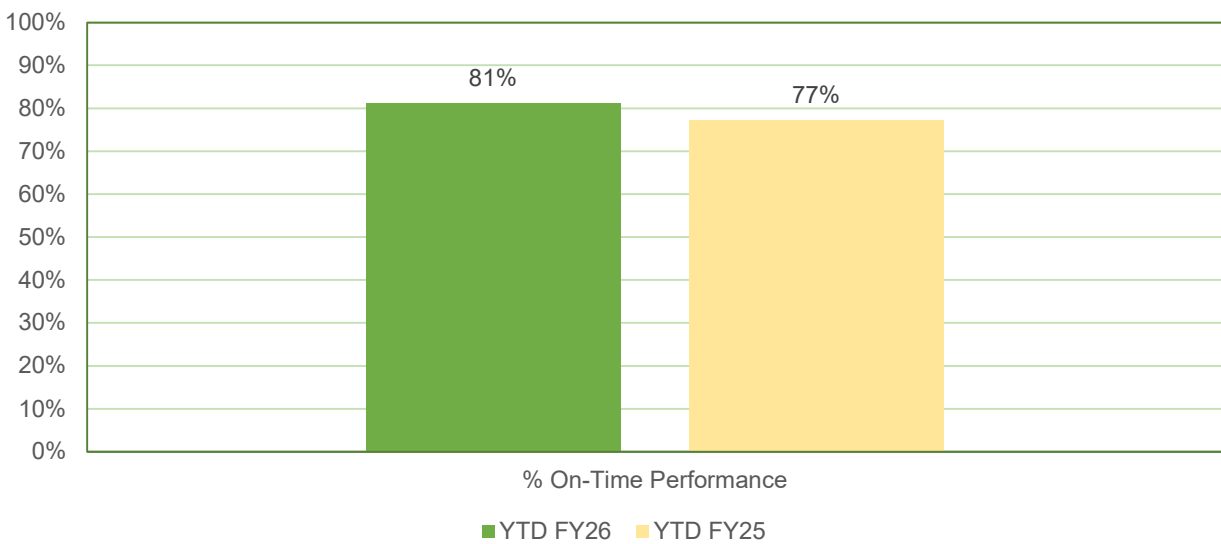
STAR	Apr-26	Apr-25	YTD FY26	YTD FY25
STAR Passengers	4,117	3,479	37,042	39,642
Revenue Hours	2,777	3,402	26,140	32,546
Passengers/Revenue Hour	1.48	1.02	1.42	1.22
Scheduled Number of Trips Booked	4321	3,678	40,934	42,019
Number of Trip Cancellations and No-Shows	805	631	8,919	8,041
% Service Efficiency	81.37%	82.84%	78.21%	80.86%
Actual Number of Trips Completed	3,516	3,047	32,015	33,978
Customer Service Complaints				
WeDriveU	4	0	92	40
STAR Call Center	2	14	7	50
Total Complaints	6	0	99	90
Complaints per 1,000 passengers	1	14	3	2

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

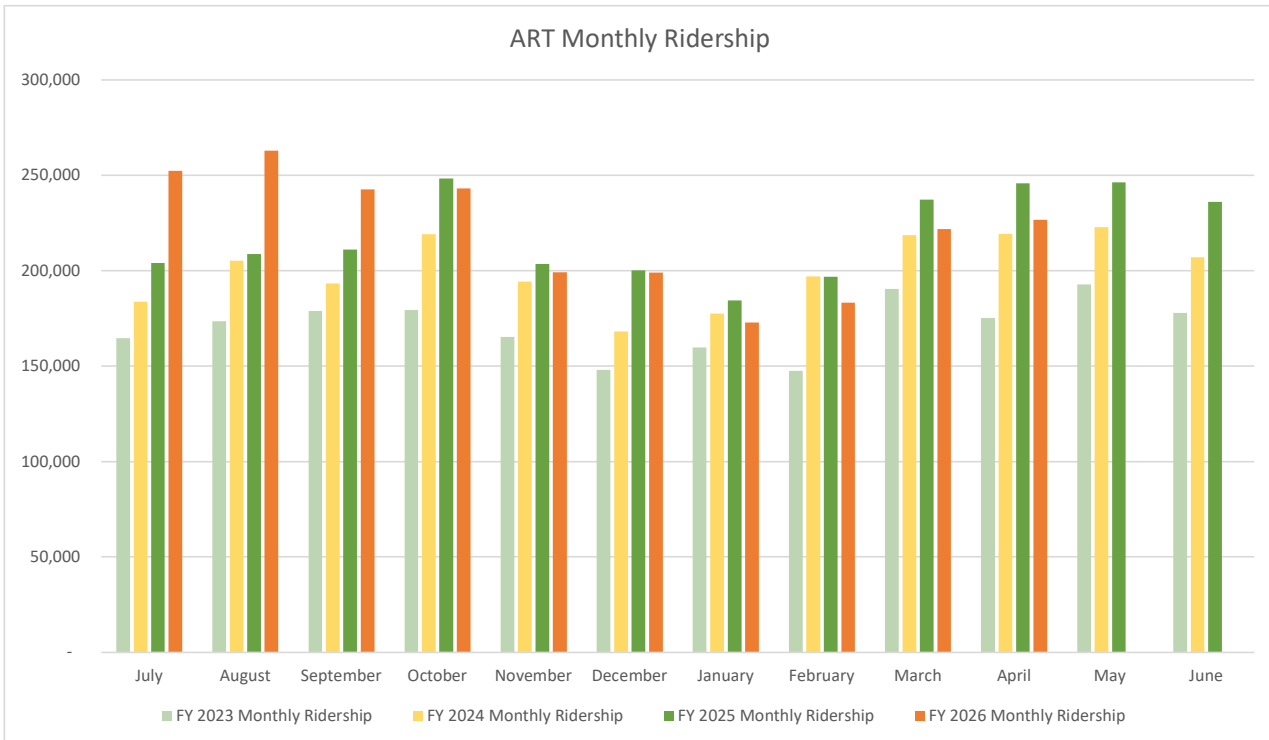


ART On-Time Performance
FY 2025 & FY 2026
Year To Date (April)



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ART



STAR

