

Arlington Transit
Monthly Service Performance Report

ROUTE LEVEL PERFORMANCE - August 2025

	<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	54,261	2,314	23.5	2,584	10,200	403	25.3	9,164	360	25.4
42 Ballston/Pentagon	20,040	1,094	18.3	954	2,012	130	15.5	2,101	121	17.4
43 Crystal City/Rosslyn/Courthouse	9,280	694	13.4	442						
45 Columbia Pike/Rosslyn	35,804	1,797	19.9	1,705	4,424	237	18.6	3,785	237	16.0
51 Virginia Hospital Center/Ballston	6,652	383	17.4	317	1,040	90	11.6	539	79	6.9
52 Virginia Hospital Center/Ballston/East Falls Church	5,316	727	7.3	253						
55 Lee Highway/E. Falls Church/Rosslyn	27,194	1,592	17.1	1,295	3,548	259	13.7	2,868	173	16.5
56 Military Road-Rosslyn Metro	4,372	427	10.2	208						
72 Rock Spring/Ballston/Shirlington	8,926	857	10.4	425						
74 Arlington Village/Arlington View	1,004	160	6.3	48						
75 Shirlington/Ballston/Virginia Square	12,675	1,000	12.7	604						
77 Shirlington/Lyon Park/Courthouse	10,450	828	12.6	498	2,091	163	12.8			
84 Douglas Park/Pentagon City	2,421	301	8.0	115						
87 Shirlington/Pentagon (also 87A/P/X)	13,843	1,043	13.3	659	920	163	5.7	920	118	7.8
County Fair	1,644				3,474			1,942		
ART Total	213,882	13,217	16.2	10,185	27,709	1,445	19.2	21,319	1,088	19.6

On Time Performance %

41 Columbia Pike/Ballston/Courthouse	75%
42 Ballston/Pentagon	58%
43 Crystal City/Rosslyn/Courthouse	90%
45 Columbia Pike/Rosslyn	74%
51 Virginia Hospital Center/Ballston	92%
52 Virginia Hospital Center/Ballston/East Falls Church	79%
55 Lee Highway/E. Falls Church/Rosslyn	85%
56 Military Road-Rosslyn Metro	88%
72 Rock Spring/Ballston/Shirlington	82%
74 Arlington Village/Arlington View	61%
75 Shirlington/Ballston/Virginia Square	83%
77 Shirlington/Lyon Park/Courthouse	79%
84 Douglas Park/Pentagon City	85%
87 Shirlington/Pentagon (also 87A/P/X)	67%
Total	78%

Ridership

	Passengers	Revenue Hours	Passengers/Revenue Hour
WeDriveU	3,731	2,697	1.4
Total	3,731	2,697	

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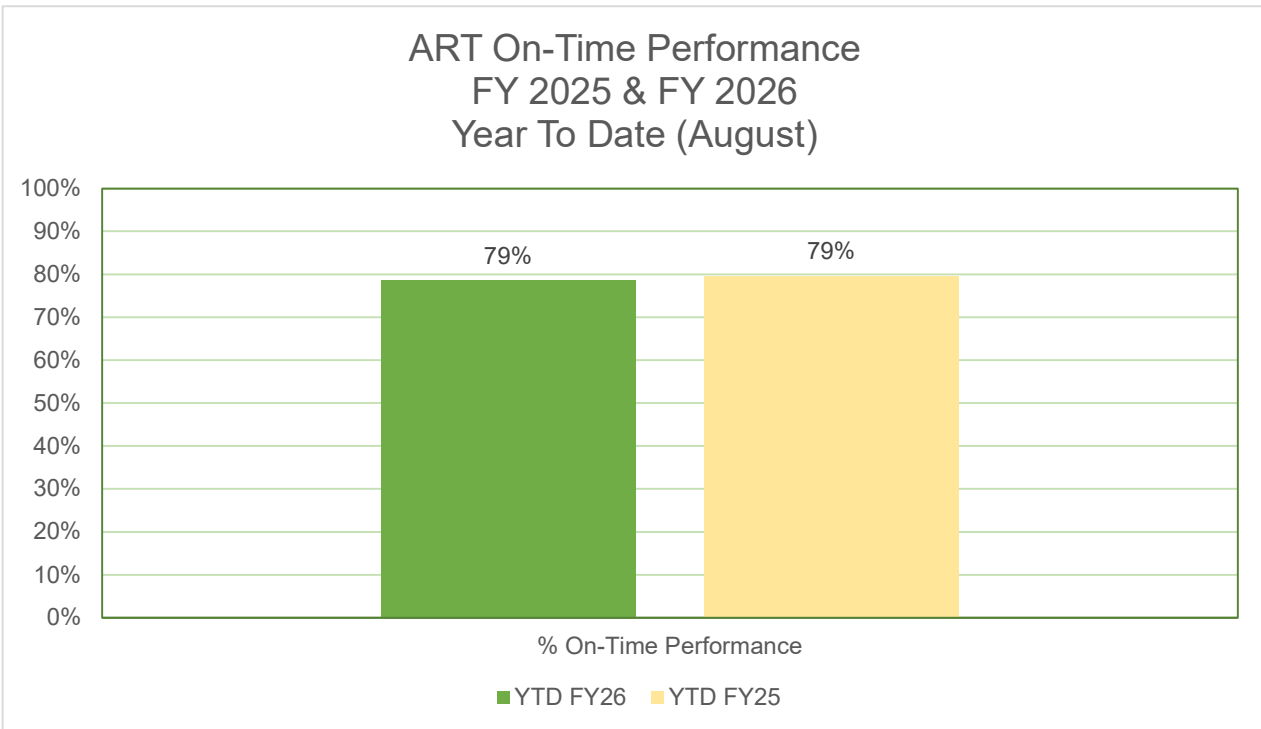
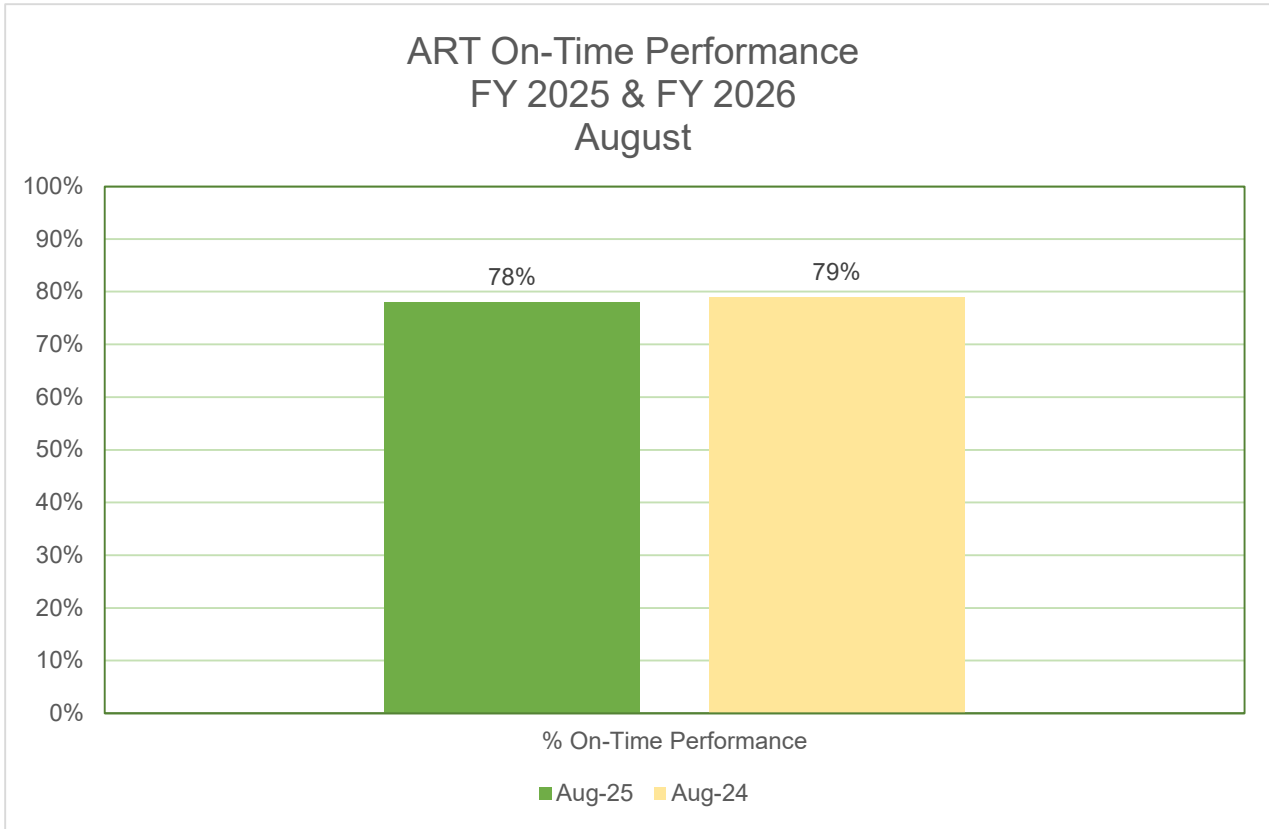
SERVICE EFFECTIVENESS

ART	Aug-25	Aug-24	YTD FY26	YTD FY25
ART Passengers	262,910	208,763	515,301	412,920
Revenue Hours	15,750	16,515	31,880	32,931
Passengers/Revenue Hour	17	13		
Scheduled Number of Trips	16,487	15,874	33,215	31,667
Actual Number of Trips	16,466	15,831	33,169	31,592
Number of Missed Trips	22	43	46	75
% Service Efficiency	99.87%	99.73%	99.86%	99.76%
% On-Time Performance	78%	79%	79%	79%
Customer Service				
Number of Complaints	27	16	40	35
Complaints per 50,000 Trips	5	4	4	4

STAR	Aug-25	Aug-24	YTD FY26	YTD FY25
STAR Passengers	3,731	4,482	7,783	8,974
Revenue Hours	2,697	3,282	5,545	6,594
Passengers/Revenue Hour	1.38	1.37	1.40	1.36
Scheduled Number of Trips Booked	4110	4,460	7,590	8,967
Number of Trip Cancellations and No-Shows	881	753	881	1,458
% Service Efficiency	78.56%	83.12%	88.39%	83.74%
Actual Number of Trips Completed	3,229	3,707	6,709	7,509
Customer Service Complaints				
Red Top*	0	6	0	6
WeDriveU	12	2	25	8
STAR Call Center	1	0	1	0
Total Complaints	13	8	26	14
Complaints per 1,000 passengers	3	2	3	2

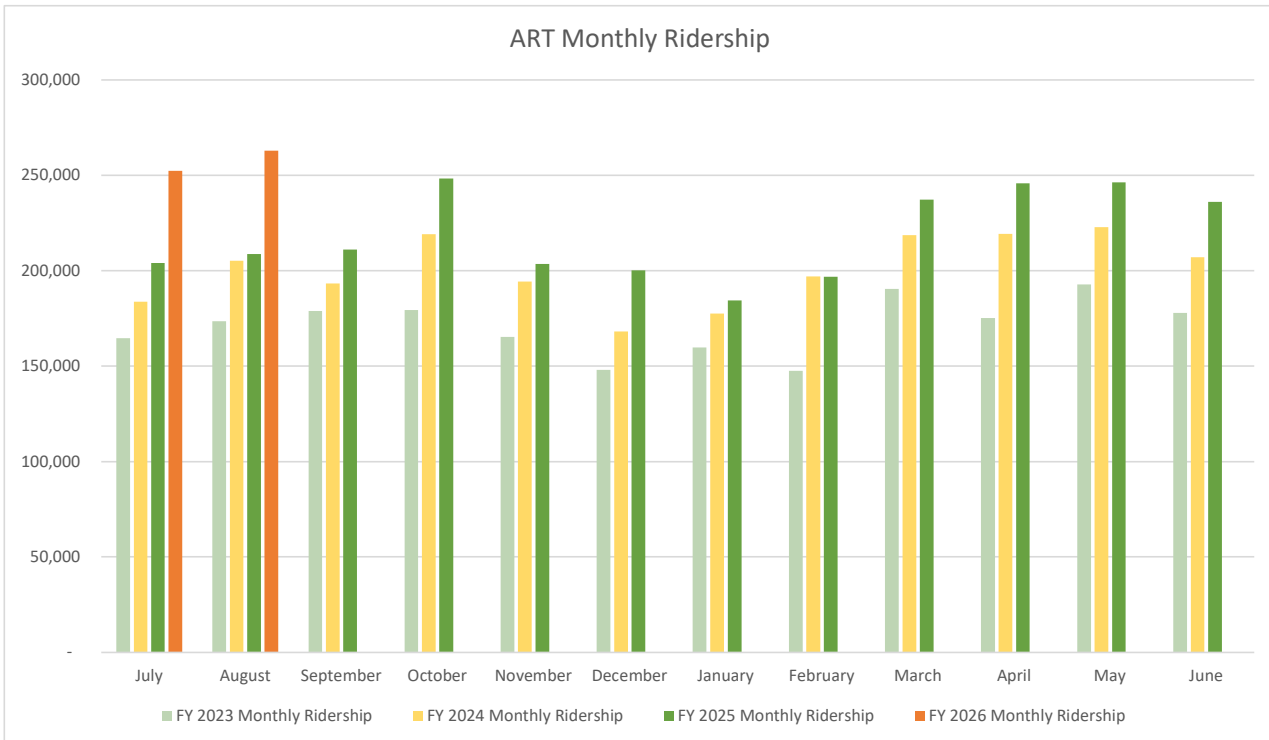
*As of December 1, 2024, Red Top no longer operates with STAR. It will continue to be included for previous fiscal year statistics.

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ART



STAR

