

**Arlington Transit**  
*Monthly Service Performance Report*

**ROUTE LEVEL PERFORMANCE - December 2025**

 <b>Ridership</b>	Passengers	Weekday			Saturday			Sunday		
		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	38,491	2,449	15.7	1,750	4,762	325	14.6	4,714	362	13.0
42 Ballston/Pentagon	16,894	1,148	14.7	768	1,673	104	16.1	1,457	120	12.1
43 Crystal City/Rosslyn/Courthouse	6,453	725	8.9	293						
45 Columbia Pike/Rosslyn	29,376	1,878	15.6	1,335	3,028	190	16.0	3,000	237	12.6
51 Virginia Hospital Center/Ballston	4,583	401	11.4	208	903	72	12.5	530	79	6.7
52 Virginia Hospital Center/Ballston/East Falls Church	5,602	673	8.3	255						
55 Lee Highway/E. Falls Church/Rosslyn	26,113	1,666	15.7	1,187	2,496	207	12.1	1,628	173	9.4
56 Military Road-Rosslyn Metro	3,889	548	7.1	177						
72 Rock Spring/Ballston/Shirlington	6,114	896	6.8	278						
74 Arlington Village/Arlington View	848	167	5.1	39						
75 Shirlington/Ballston/Virginia Square	14,882	1,040	14.3	676						
77 Shirlington/Lyon Park/Courthouse	6,307	869	7.3	287	1,077	131	8.2			
84 Douglas Park/Pentagon City	1,992	314	6.3	91						
87 Shirlington/Pentagon (also 87A/P/X)	10,382	1,119	9.3	472	1,150	130	8.8	784	118	6.6
<b>ART Total</b>	<b>171,926</b>	<b>13,894</b>	<b>12.4</b>	<b>7,815</b>	<b>15,089</b>	<b>1,159</b>	<b>13.0</b>	<b>12,113</b>	<b>1,089</b>	<b>11.1</b>

**On Time Performance %**

41 Columbia Pike/Ballston/Courthouse	80%
42 Ballston/Pentagon	71%
43 Crystal City/Rosslyn/Courthouse	91%
45 Columbia Pike/Rosslyn	75%
51 Virginia Hospital Center/Ballston	90%
52 Virginia Hospital Center/Ballston/East Falls Church	84%
55 Lee Highway/E. Falls Church/Rosslyn	84%
56 Military Road-Rosslyn Metro	87%
72 Rock Spring/Ballston/Shirlington	78%
74 Arlington Village/Arlington View	63%
75 Shirlington/Ballston/Virginia Square	84%
77 Shirlington/Lyon Park/Courthouse	82%
84 Douglas Park/Pentagon City	89%
87 Shirlington/Pentagon (also 87A/P/X)	70%
<b>Total</b>	<b>80.46%</b>

**Ridership**

 <b>Ridership</b>	Passengers	Revenue Hours	Passengers/Revenue Hour
WeDriveU	3,577	2,390	1.5
<b>Total</b>	<b>3,577</b>	<b>2,390</b>	

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**SERVICE EFFECTIVENESS**

<b>ART</b>	<b>Dec-25</b>	<b>Dec-24</b>	<b>YTD FY26</b>	<b>YTD FY25</b>
ART Passengers	199,128	200,168	1,399,339	1,276,366
Revenue Hours	16,142	16,013	94,131	95,561
<b>Passengers/Revenue Hour</b>	<b>12</b>	<b>13</b>		
Scheduled Number of Trips	14,658	15,409	89,970	91,925
Actual Number of Trips	14,634	15,389	89,848	91,778
Number of Missed Trips	25	20	122	148
<b>% Service Efficiency</b>	<b>99.83%</b>	<b>99.87%</b>	<b>99.86%</b>	<b>99.84%</b>
<b>% On-Time Performance</b>	<b>80%</b>	<b>77%</b>	<b>78%</b>	<b>77%</b>

**Customer Service**

Number of Complaints	37	19	150	100
Complaints per 50,000 Trips	9	5	5	4

<b>STAR</b>	<b>Dec-25</b>	<b>Dec-24</b>	<b>YTD FY26</b>	<b>YTD FY25</b>
STAR Passengers	3,577	3,548	22,480	25,940
Revenue Hours	2,390	3,091	16,057	19,382
<b>Passengers/Revenue Hour</b>	<b>1.50</b>	<b>1.15</b>	<b>1.40</b>	<b>1.34</b>
Scheduled Number of Trips Booked	4,260	3,875	24,331	26,220
Number of Trip Cancellations and No-Shows	1,156	761	4,843	4,254
% Service Efficiency	72.86%	80.36%	80.10%	83.78%
Actual Number of Trips Completed	3,104	3,114	19,488	21,966

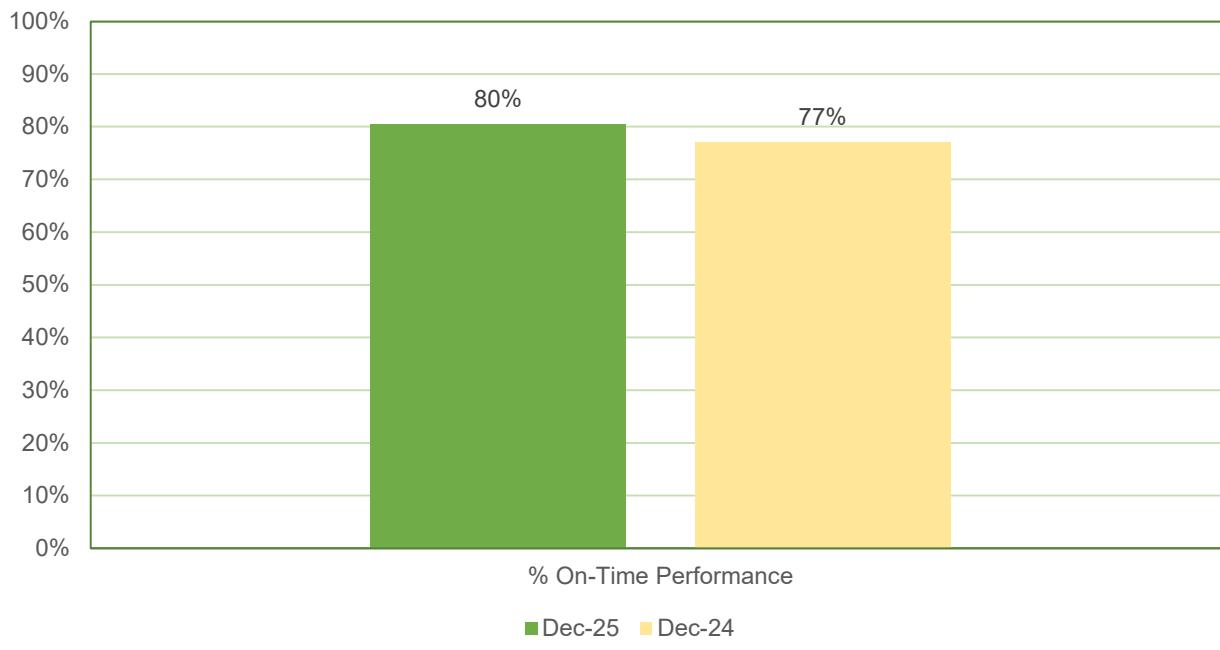
**Customer Service**

**Complaints**

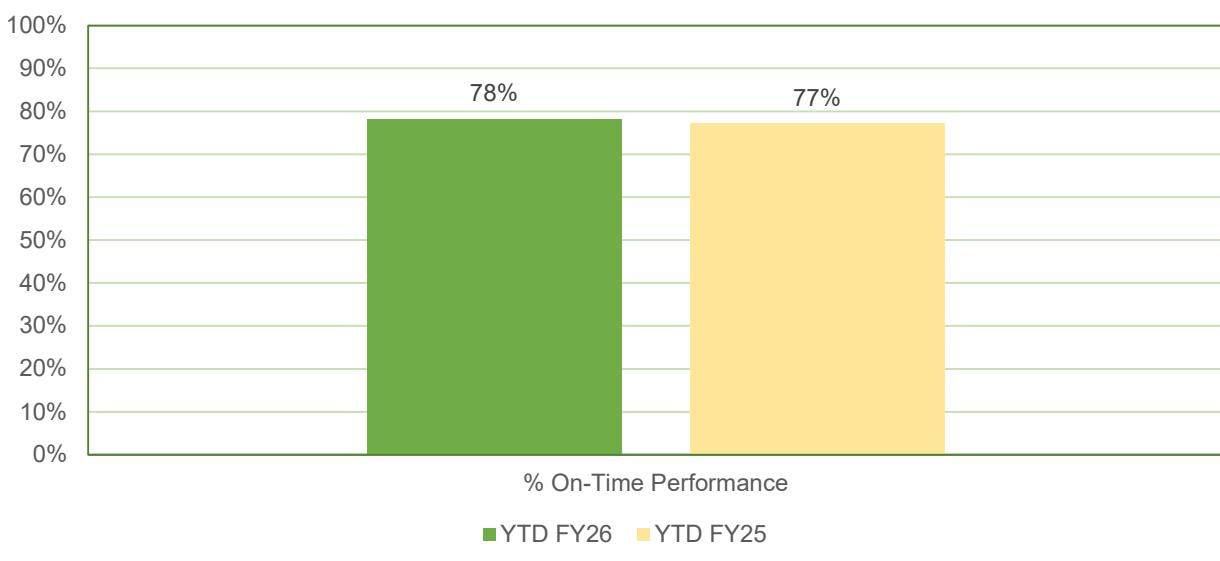
WeDriveU	6	0	61	25
STAR Call Center	0	13	4	14
Total Complaints	6	0	65	39
Complaints per 1,000 passengers	2	13	3	2

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**ART On-Time Performance**  
**FY 2025 & FY 2026**  
**December**



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



**Arlington Transit**  
**Monthly Service Performance Report**

**ART**

ART Monthly Ridership



**STAR**

STAR Monthly Ridership

