


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

**ROUTE LEVEL PERFORMANCE - February 2025**

 <b>Ridership</b>	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	36,967	2,093	17.7	1,946	7,249	404	18.0	4,869	289	16.8
42 Ballston/Pentagon	15,445	988	15.6	813	2,448	131	18.8	1,229	96	12.8
43 Crystal City/Rosslyn/Courthouse	7,933	901	8.8	418						
45 Columbia Pike/Rosslyn	24,796	1,623	15.3	1,305	3,369	236	14.3	2,748	189	14.5
51 Virginia Hospital Center/Ballston	3,540	346	10.2	186	768	90	8.5	461	63	7.3
52 Virginia Hospital Center/Ballston/East Falls Church	7,211	574	12.6	380						
55 Lee Highway/E. Falls Church/Rosslyn	23,963	1,438	16.7	1,261	3,230	259	12.5	1,329	139	9.6
56 Military Road-Rosslyn Metro	3,014	469	6.4	159						
72 Rock Spring/Ballston/Shirlington	7,659	811	9.4	403						
74 Arlington Village/Arlington View	699	145	4.8	37						
75 Shirlington/Ballston/Virginia Square	11,692	901	13.0	615						
77 Shirlington/Lyon Park/Courthouse	10,183	750	13.6	536	1,894	163	11.6			
84 Douglas Park/Pentagon City	1,832	272	6.7	96						
87 Shirlington/Pentagon (also 87A/P/X)	10,438	946	11.0	549	1,232	163	7.6	644	94	6.8
<b>ART Total</b>	<b>165,372</b>	<b>12,257</b>	<b>13.5</b>	<b>8,704</b>	<b>20,190</b>	<b>1,445</b>	<b>14.0</b>	<b>11,280</b>	<b>870</b>	<b>13.0</b>

**On Time Performance %**

41 Columbia Pike/Ballston/Courthouse	77%
42 Ballston/Pentagon	68%
43 Crystal City/Rosslyn/Courthouse	94%
45 Columbia Pike/Rosslyn	75%
51 Virginia Hospital Center/Ballston	87%
52 Virginia Hospital Center/Ballston/East Falls Church	77%
55 Lee Highway/E. Falls Church/Rosslyn	78%
56 Military Road-Rosslyn Metro	83%
72 Rock Spring/Ballston/Shirlington	72%
74 Arlington Village/Arlington View	67%
75 Shirlington/Ballston/Virginia Square	84%
77 Shirlington/Lyon Park/Courthouse	80%
84 Douglas Park/Pentagon City	85%
87 Shirlington/Pentagon (also 87A/P/X)	63%
<b>Total</b>	<b>78%</b>

**Ridership**

		Passengers	Revenue Hours	Passengers/Revenue Hour
WeDriveU		3,170	3,177	1.0
<b>Total</b>		<b>3,170</b>	<b>3,177</b>	

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**SERVICE EFFECTIVENESS**

<b>ART</b>	<b>Feb-25</b>	<b>Feb-24</b>	<b>YTD 2025</b>	<b>YTD 2024</b>
ART Passengers	196,842	197,084	1,657,567	1,538,795
Revenue Hours	14,572	15,565	126,199	127,734
<b>Passengers/Revenue Hour</b>	<b>14</b>	<b>13</b>		
Scheduled Number of Trips	14,031	15,589	121,438	127,479
Actual Number of Trips	13,995	15,429	121,217	127,124
Number of Missed Trips	37	160	221	355
<b>% Service Efficiency</b>	<b>99.74%</b>	<b>98.98%</b>	<b>99.82%</b>	<b>99.72%</b>
<b>% On-Time Performance</b>	<b>78%</b>	<b>74%</b>	<b>77%</b>	<b>75%</b>
Number of Timepoint Audited	112,462	119,299	959,200	981,077
Number of Timepoints On-Time	87,256	88,281	740,099	733,895
<b>Customer Service</b>				
Number of Complaints	22	25	154	165
Complaints per 50,000 Trips	6	6	5	5

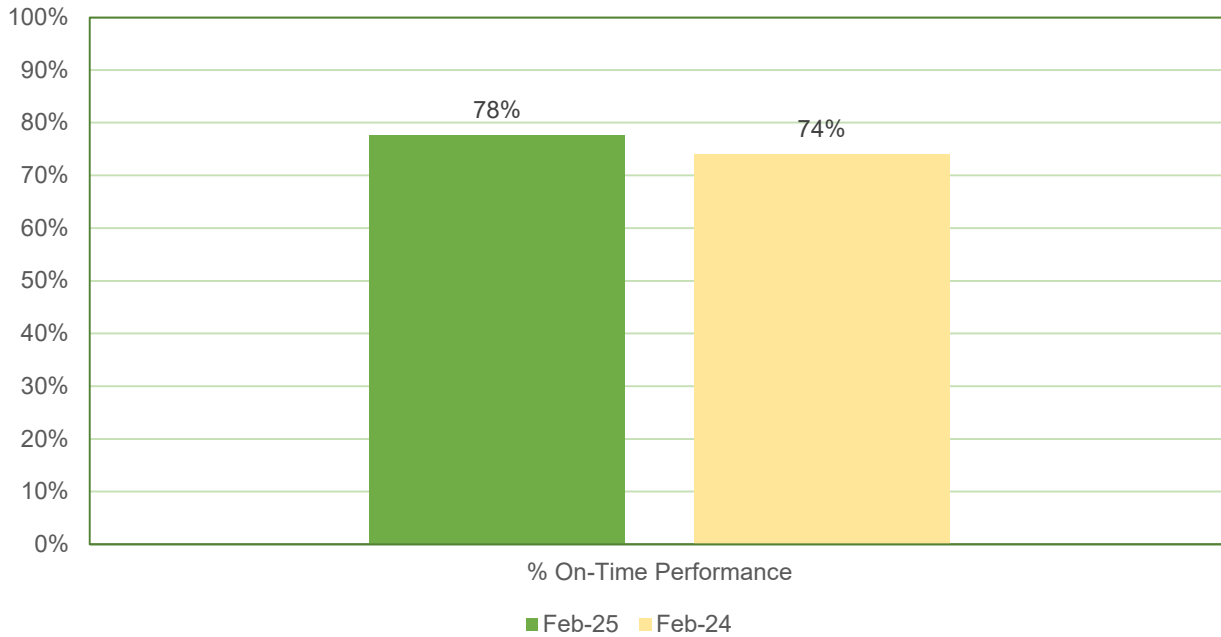
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<b>STAR</b>	<b>Feb-25</b>	<b>Feb-24</b>	<b>YTD 2025</b>	<b>YTD 2024</b>
STAR Passengers	3,170	4,171	28,008	29,061
Revenue Hours	3,177	3,036	22,372	20,456
<b>Passengers/Revenue Hour</b>	<b>1.00</b>	<b>1.37</b>	<b>1.25</b>	<b>1.42</b>
Scheduled Number of Trips Booked	3,892	4,122	30,010	29,188
Number of Trip Cancellations and No-Shows	1,026	569	5,978	4,703
<b>% Service Efficiency</b>	<b>73.64%</b>	<b>86.20%</b>	<b>80.08%</b>	<b>83.89%</b>
Actual Number of Trips Completed	2,866	3,553	24,032	24,485
<b>Customer Service</b>				
<b>Complaints</b>				
Red Top*	0	1	5	14
WeDriveU	15	1	57	19
STAR Call Center	0	1	1	4
Total Complaints	15	3	63	37
Complaints per 1,000 passengers	5	1	2	1

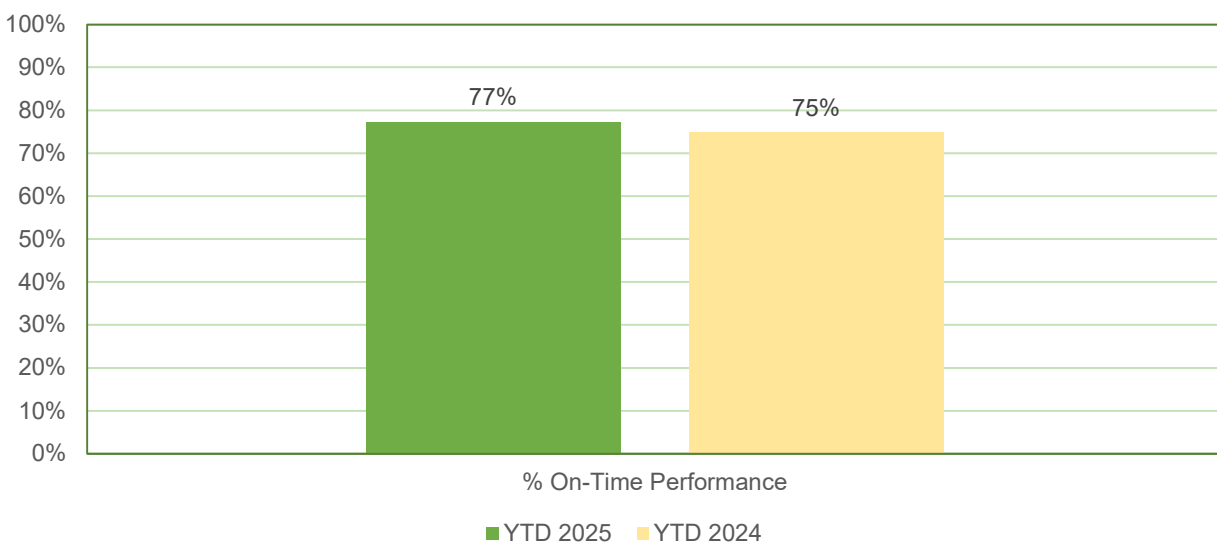
\*As of December 1, 2024, Red Top no longer operates with STAR. It will continue to be included for previous fiscal year statistics.

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ART On-Time Performance  
FY 2024 & FY 2025  
February



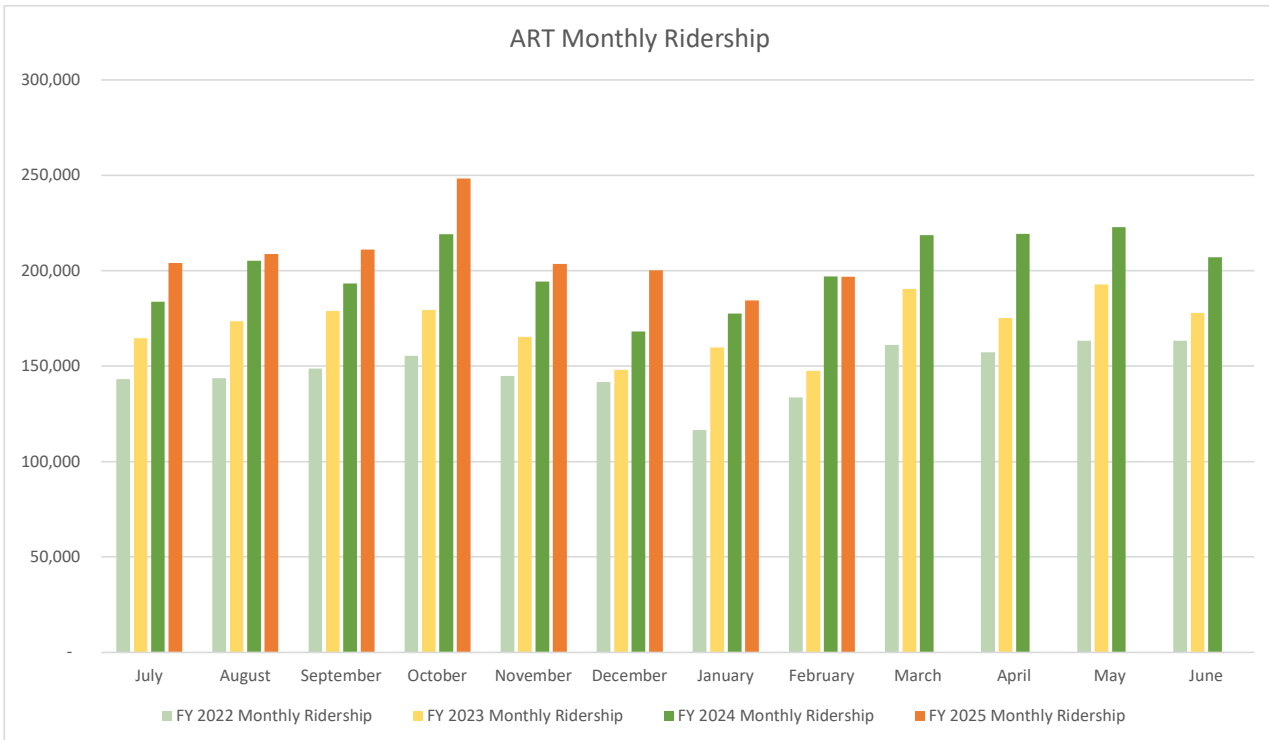
ART On-Time Performance  
FY 2024 & FY 2025  
Year To Date (February)



# Arlington Transit

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### ART



### STAR

