

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

**ROUTE LEVEL PERFORMANCE - February 2026**

	<b>Ridership*</b>				<b>Saturday</b>			<b>Sunday</b>		
	<b>Passengers</b>	<b>Revenue Hours</b>	<b>Passengers/Revenue Hour</b>	<b>Average Weekday Passengers</b>	<b>Passengers</b>	<b>Revenue Hours</b>	<b>Passengers/Revenue Hour</b>	<b>Passengers</b>	<b>Revenue Hours</b>	<b>Passengers/Revenue Hour</b>
41 Columbia Pike/Ballston/Courthouse	34,358	2,130	16.1	1,808	6,116	406	15.1	4,035	286	14.1
42 Ballston/Pentagon	14,968	1,093	13.7	788	1,308	131	10.0	843	95	8.8
43 Crystal City/Rosslyn/Courthouse	4,463	628	7.1	235						
45 Columbia Pike/Rosslyn	26,691	1,625	16.4	1,405	3,059	237	12.9	1,998	190	10.5
51 Virginia Hospital Center/Ballston	3,588	347	10.3	189	902	90	10.1	317	63	5.0
52 Virginia Hospital Center/Ballston/East Falls Church	5,893	584	10.1	310						
55 Lee Highway/E. Falls Church/Rosslyn	25,143	1,437	17.5	1,323	3,226	260	12.4	1,555	139	11.2
56 Military Road-Rosslyn Metro	3,949	477	8.3	208						
72 Rock Spring/Ballston/Shirlington	5,062	775	6.5	266						
74 Arlington Village/Arlington View	629	145	4.3	33						
75 Shirlington/Ballston/Virginia Square	12,236	1,073	11.4	644						
77 Shirlington/Lyon Park/Courthouse	6,596	726	9.1	347	1,968	163	12.1			
84 Douglas Park/Pentagon City	1,120	272	4.1	59						
87 Shirlington/Pentagon (also 87A/P/X)	11,590	1,093	10.6	610	1,099	163	6.8	539	94	5.7
<b>ART Total</b>	<b>156,286</b>	<b>12,406</b>	<b>12.6</b>	<b>8,226</b>	<b>17,678</b>	<b>1,448</b>	<b>12.2</b>	<b>9,287</b>	<b>867</b>	<b>10.7</b>

\* Ridership totals may be impacted by severe weather in February 2026

**On Time Performance %**

41 Columbia Pike/Ballston/Courthouse	72%
42 Ballston/Pentagon	79%
43 Crystal City/Rosslyn/Courthouse	90%
45 Columbia Pike/Rosslyn	70%
51 Virginia Hospital Center/Ballston	85%
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	79%
74 Arlington Village/Arlington View	59%
75 Shirlington/Ballston/Virginia Square	84%
77 Shirlington/Lyon Park/Courthouse	78%
84 Douglas Park/Pentagon City	89%
87 Shirlington/Pentagon (also 87A/P/X)	75%
<b>Total</b>	<b>78.33%</b>

**Ridership**

	<b>Passengers</b>	<b>Revenue Hours</b>	<b>Passengers/Revenue Hour</b>
WeDriveU	3,271	2,382	1.4
<b>Total</b>	<b>3,271</b>	<b>2,382</b>	

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**SERVICE EFFECTIVENESS**

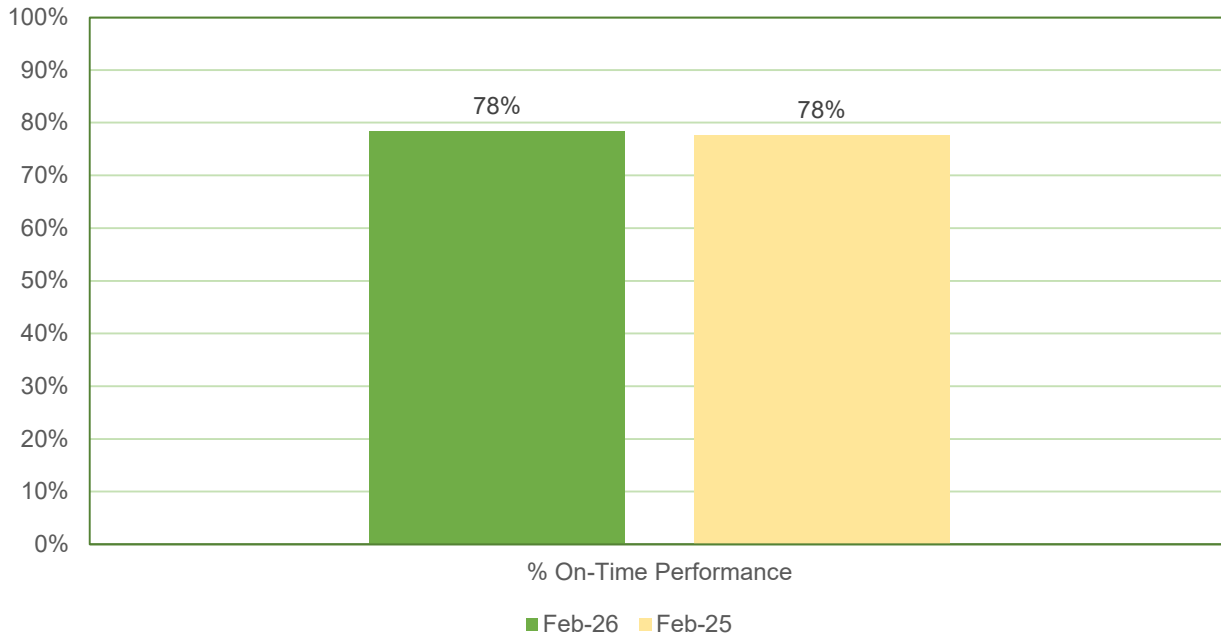
<b>ART</b>	<b>Feb-26</b>	<b>Feb-25</b>	<b>YTD FY26</b>	<b>YTD FY25</b>
ART Passengers	183,251	196,842	1,755,408	1,657,567
Revenue Hours	14,722	14,572	124,583	126,199
<b>Passengers/Revenue Hour</b>	<b>12</b>	<b>14</b>	<b>14</b>	<b>13</b>
Scheduled Number of Trips	13,265	14,031	117,395	121,438
Actual Number of Trips	13,246	13,995	117,242	121,217
Number of Missed Trips	20	37	154	221
<b>% Service Efficiency</b>	<b>99.85%</b>	<b>99.74%</b>	<b>99.87%</b>	<b>99.82%</b>
<b>% On-Time Performance</b>	<b>78%</b>	<b>78%</b>	<b>79%</b>	<b>77%</b>
<b>Customer Service</b>				
Number of Complaints	33	22	220	154
Complaints per 50,000 Trips	9	6	6	5

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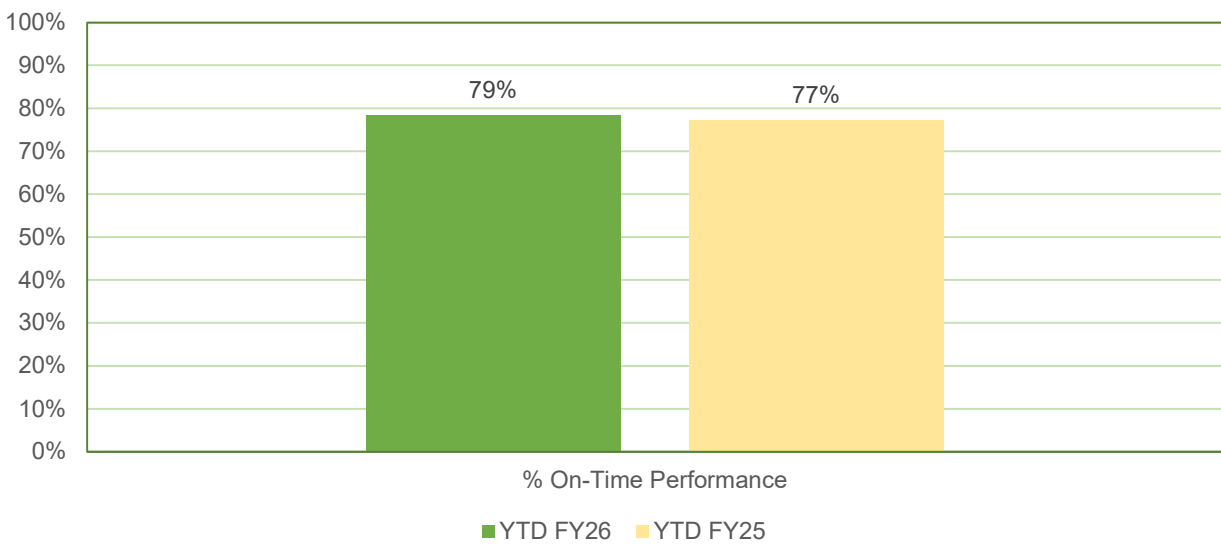
<b>STAR</b>	<b>Feb-26</b>	<b>Feb-25</b>	<b>YTD FY26</b>	<b>YTD FY25</b>
STAR Passengers	3,271	3,170	28,818	32,490
Revenue Hours	2,382	3,177	20,526	25,654
<b>Passengers/Revenue Hour</b>	<b>1.37</b>	<b>1.00</b>	<b>1.40</b>	<b>1.27</b>
Scheduled Number of Trips Booked	3925	3,892	32,171	34,470
Number of Trip Cancellations and No-Shows	1,083	1,026	7,240	6,731
<b>% Service Efficiency</b>	<b>72.41%</b>	<b>73.64%</b>	<b>77.50%</b>	<b>80.47%</b>
Actual Number of Trips Completed	2,842	2,866	24,931	27,739
<b>Customer Service Complaints</b>				
WeDriveU	5	0	78	25
STAR Call Center	1	15	5	35
Total Complaints	6	0	83	60
Complaints per 1,000 passengers	2	15	3	2

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

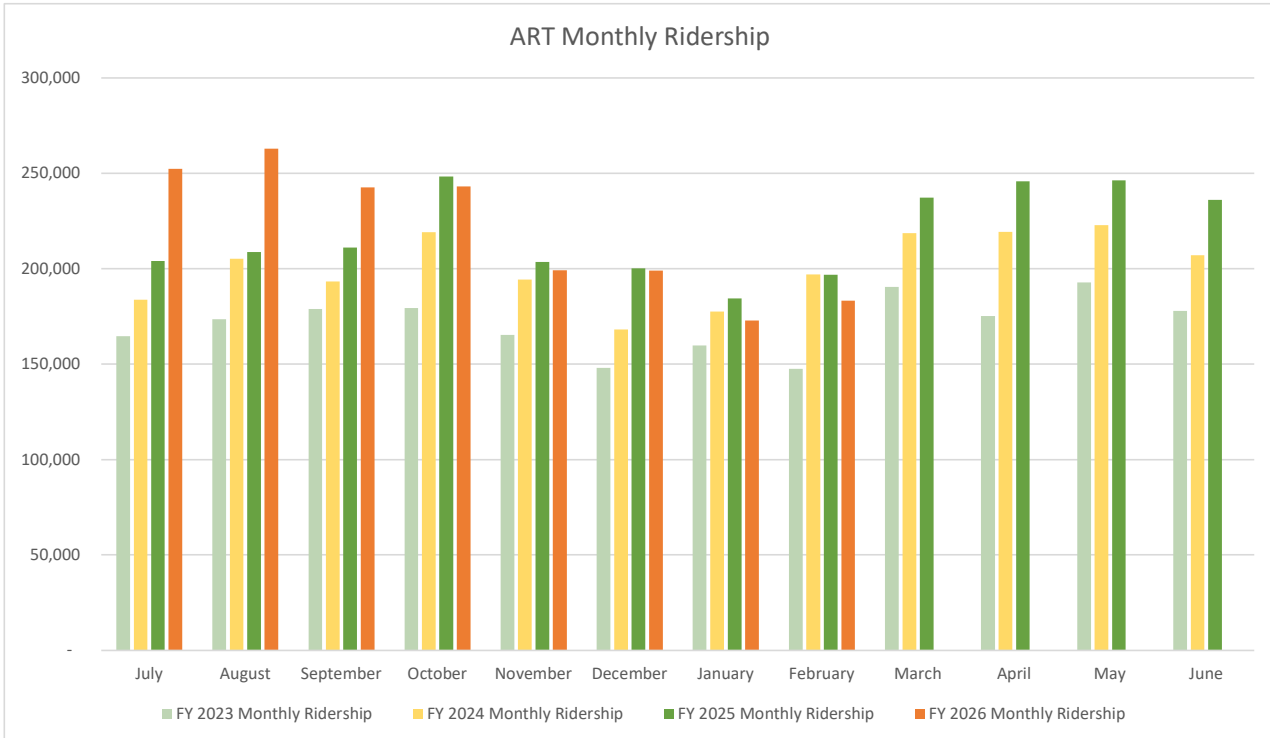


ART On-Time Performance  
FY 2025 & FY 2026  
Year To Date (February)



# Arlington Transit Monthly Service Performance Report

## ART



## STAR

