

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

**ROUTE LEVEL PERFORMANCE - January 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	30,964	2,233	13.9	1,548	6,944	486	14.3	3,663	362	10.1
42 Ballston/Pentagon	12,306	1,126	10.9	615	1,673	157	10.7	1,120	121	9.3
43 Crystal City/Rosslyn/Courthouse	4,146	661	6.3	207						
45 Columbia Pike/Rosslyn	26,182	1,710	15.3	1,309	3,781	285	13.3	2,636	237	11.1
51 Virginia Hospital Center/Ballston	3,695	365	10.1	185	992	108	9.2	415	79	5.3
52 Virginia Hospital Center/Ballston/East Falls Church	4,953	615	8.1	248						
55 Lee Highway/E. Falls Church/Rosslyn	22,465	1,518	14.8	1,123	3,318	310	10.7	1,587	173	9.2
56 Military Road-Rosslyn Metro	3,454	500	6.9	173						
72 Rock Spring/Ballston/Shirlington	4,172	817	5.1	209						
74 Arlington Village/Arlington View	801	152	5.3	40						
75 Shirlington/Ballston/Virginia Square	12,764	1,040	12.3	638						
77 Shirlington/Lyon Park/Courthouse	6,152	771	8.0	308	1,858	196	9.5			
84 Douglas Park/Pentagon City	1,543	286	5.4	77						
87 Shirlington/Pentagon (also 87A/P/X)	9,324	1,109	8.4	466	1,294	195	6.6	616	118	5.2
<b>ART Total</b>	<b>142,921</b>	<b>12,902</b>	<b>11.1</b>	<b>7,146</b>	<b>19,860</b>	<b>1,738</b>	<b>11.4</b>	<b>10,037</b>	<b>1,090</b>	<b>9.2</b>

**On Time Performance %**

41 Columbia Pike/Ballston/Courthouse	78%
42 Ballston/Pentagon	80%
43 Crystal City/Rosslyn/Courthouse	90%
45 Columbia Pike/Rosslyn	72%
51 Virginia Hospital Center/Ballston	89%
52 Virginia Hospital Center/Ballston/East Falls Church	83%
55 Lee Highway/E. Falls Church/Rosslyn	83%
56 Military Road-Rosslyn Metro	86%
72 Rock Spring/Ballston/Shirlington	80%
74 Arlington Village/Arlington View	66%
75 Shirlington/Ballston/Virginia Square	86%
77 Shirlington/Lyon Park/Courthouse	79%
84 Douglas Park/Pentagon City	87%
87 Shirlington/Pentagon (also 87A/P/X)	70%
<b>Total</b>	<b>80.55%</b>

**Ridership**

	<b>Passengers</b>	<b>Revenue Hours</b>	<b>Passengers/Revenue Hour</b>
WeDriveU	3,067	2,087	1.5
<b>Total</b>	<b>3,067</b>	<b>2,087</b>	

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**SERVICE EFFECTIVENESS**

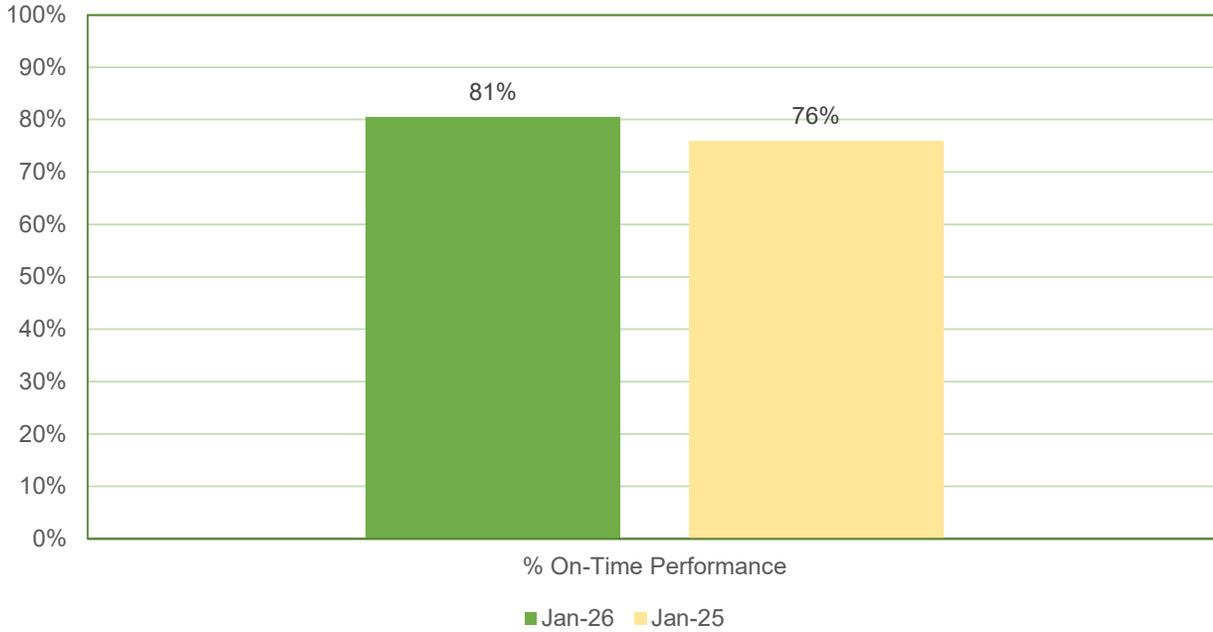
<b>ART</b>	<b>Jan-26</b>	<b>Jan-25</b>	<b>YTD FY26</b>	<b>YTD FY25</b>
ART Passengers	172,818	184,359	1,572,157	1,460,725
Revenue Hours	15,729	16,066	109,861	111,626
<b>Passengers/Revenue Hour</b>	<b>11</b>	<b>11</b>		
Scheduled Number of Trips	14,161	15,482	104,130	107,407
Actual Number of Trips	14,149	15,445	103,996	107,223
Number of Missed Trips	12	37	134	184
<b>% Service Efficiency</b>	<b>99.92%</b>	<b>99.76%</b>	<b>99.87%</b>	<b>99.83%</b>
<b>% On-Time Performance</b>	<b>81%</b>	<b>76%</b>	<b>79%</b>	<b>77%</b>
Number of Timepoint Audited	86,300	117,471	760,084	846,738
Number of Timepoints On-Time	69,504	89,256	596,892	652,843
<b>Customer Service</b>				
Number of Complaints	37	32	187	132
Complaints per 50,000 Trips	11	9	6	5

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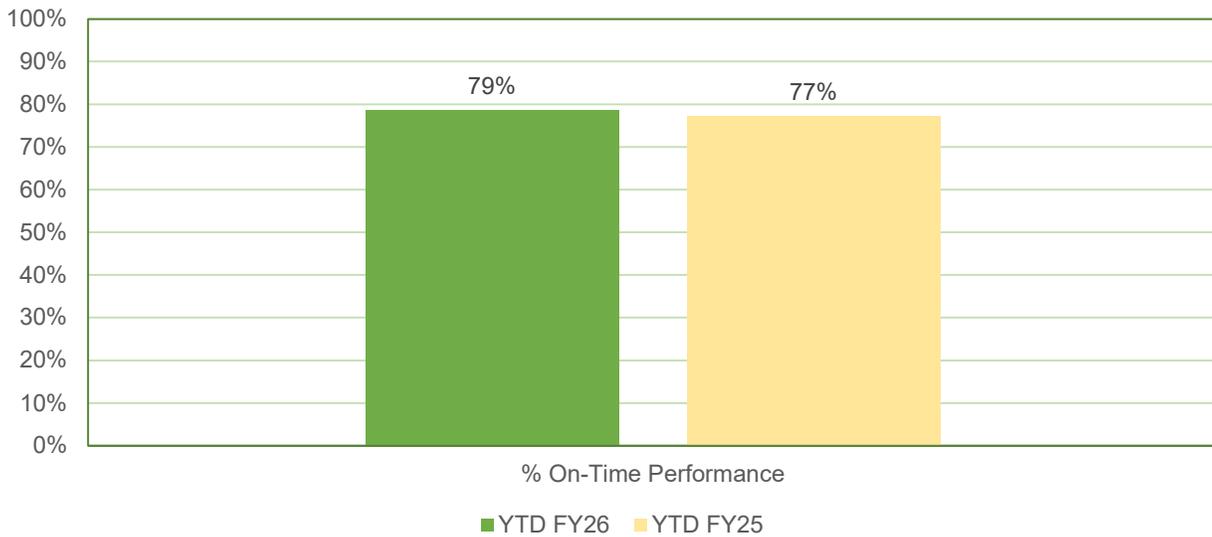
<b>STAR</b>	<b>Jan-26</b>	<b>Jan-25</b>	<b>YTD FY26</b>	<b>YTD FY25</b>
STAR Passengers	3,067	3,380	25,547	29,320
Revenue Hours	2,087	3,094	18,144	22,477
<b>Passengers/Revenue Hour</b>	<b>1.47</b>	<b>1.09</b>	<b>1.41</b>	<b>1.30</b>
Scheduled Number of Trips Booked	3915	4,358	28,246	30,578
Number of Trip Cancellations and No-Shows	1,314	1,451	6,157	5,705
<b>% Service Efficiency</b>	<b>66.44%</b>	<b>66.70%</b>	<b>78.20%</b>	<b>81.34%</b>
Actual Number of Trips Completed	2,601	2,907	22,089	24,873
<b>Customer Service</b>				
<b>Complaints</b>				
WeDriveU	12	0	73	25
STAR Call Center	0	6	4	20
Total Complaints	12	0	77	45
Complaints per 1,000 passengers	4	0	3	2

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ART On-Time Performance  
FY 2025 & FY 2026  
January

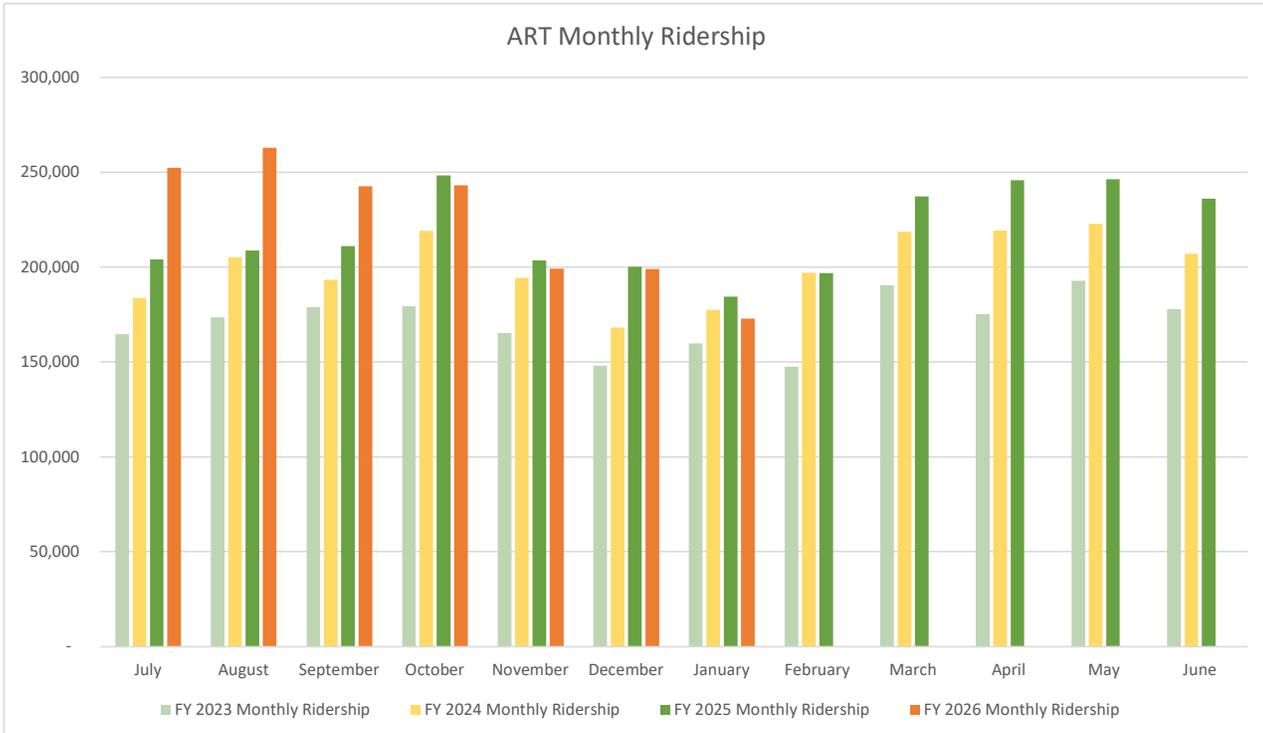


ART On-Time Performance  
FY 2025 & FY 2026  
Year To Date (January)



# Arlington Transit Monthly Service Performance Report

## ART



## STAR

