

Arlington Transit
Service Evaluation
Fiscal Year 2026

Weekdays
22

Month: July 2025

Note: Normal service statistics for NTD and State reporting requirements

Weekday Service	
Route	Passengers
41 Columbia Pike/Ballston/Courthouse	53,871
42 Ballston/Pentagon	20,939
43 Crystal City/Rosslyn/Courthouse	10,095
45 Columbia Pike/Rosslyn	32,907
51 Virginia Hospital Center/Ballston	7,208
52 Virginia Hospital Center/Ballston/East Falls Church	5,754
55 Lee Highway/E. Falls Church/Rosslyn	27,950
56 Military Road-Rosslyn Metro	4,731
72 Rock Spring/Ballston/Shirlington	9,261
74 Arlington Village/Arlington View	1,198
75 Shirlington/Ballston/Virginia Square (w/ school trip)	12,146
77 Shirlington/Lyon Park/Courthouse	11,958
84 Douglas Park/Pentagon City	2,783
87 Shirlington/Pentagon (also 87A/P/X)	14,673
Weekday Total	215,474

Saturday Service	
Route	Passengers
41 Columbia Pike/Ballston/Courthouse	7,699
42 Ballston/Pentagon City	1,662
45 Columbia Pike/Rosslyn	3,412
51 Virginia Hospital Center/Ballston	651
55 Lee Highway/E. Falls Church/Rosslyn	2,608
77 Shirlington/Lyon Park/Courthouse	1,521
87 Shirlington/Pentagon City	1,122
Saturday Total	18,675

Sunday Service	
Route	Passengers
41 Columbia Pike/Ballston/Courthouse	6,866
42 Ballston/Pentagon City	1,989
45 Columbia Pike/Rosslyn	4,158
51 Virginia Hospital Center/Ballston	653
55 Lee Highway/E. Falls Church/Rosslyn	3,927
87 Shirlington/Pentagon City	649

ART Monthly Service Effectiveness Report

Sunday Total	18,242
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Monthly Total	
Route	Passengers
41 Columbia Pike/Ballston/Courthouse	68,436
42 Ballston/Pentagon	24,590
43 Crystal City/Rosslyn/Courthouse	10,095
45 Columbia Pike/Rosslyn	40,477
51 Virginia Hospital Center/Ballston	8,512
52 Virginia Hospital Center/Ballston/East Falls Church	5,754
55 Lee Highway/E. Falls Church/Rosslyn	34,485
56 Military Road-Rosslyn Metro	4,731
72 Rock Spring/Ballston/Shirlington	9,261
74 Arlington Village/Arlington View	1,198
75 Shirlington/Ballston/Virginia Square	12,146
77 Shirlington/Lyon Park/Courthouse	13,479
84 Douglas Park/Pentagon City	2,783
87 Shirlington/Pentagon (also 87A/P/X)	16,444
System Total	252,391

ART Monthly Service Effectiveness Report

Saturdays

4

Sundays

5

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Scheduled # of Trips	Monthly Actual Trips	Actual Revenue Hours	Actual Deadhead Hours	Actual Platform Hours	Actual Revenue Miles	Actual Platform Miles
2,133.00	2,128.00	2,419.72	66.91	2,486.63	19,654.00	20,491.00
990.00	987.50	1,146.60	44.00	1,190.60	11,297.00	12,397.00
1,242.00	1,239.00	767.81	22.36	790.17	10,655.40	11,141.73
1,501.00	1,500.50	1,883.49	54.02	1,937.51	19,561.22	20,931.62
849.00	849.00	401.88	22.99	424.87	3,598.20	3,866.70
793.00	793.00	745.37	34.65	780.02	7,326.90	8,463.40
1,889.00	1,884.50	1,666.12	95.91	1,762.03	20,835.78	22,442.13
412.00	412.00	461.13	44.00	505.13	7,160.20	8,085.50
762.00	761.50	903.52	24.87	928.39	11,631.25	12,735.19
352.00	352.00	167.64	14.74	182.38	4,016.32	4,159.32
846.50	844.50	1,043.62	34.02	1,077.64	11,669.38	11,821.18
792.00	792.00	867.90	67.98	935.88	8,569.44	8,701.44
528.00	528.00	315.26	44.66	359.92	4,725.60	5,033.60
1,485.00	1,480.50	1,091.57	38.30	1,129.87	14,647.84	15,637.34
14,574.50	14,552.00	13,881.62	609.41	14,491.03	155,348.53	165,907.15

Scheduled # of Trips	Monthly Actual Trips	Actual Revenue Hours	Actual Deadhead Hours	Actual Platform Hours	Actual Revenue Miles	Actual Platform Miles
248.00	247.00	323.87	10.68	334.55	2717.00	3045.00
106.00	105.50	103.90	4.68	108.58	1113.03	1221.03
128.00	128.00	189.80	14.68	204.48	1704.96	1818.96
144.00	144.00	72.00	5.32	77.32	648.00	752.00
208.00	208.00	207.60	16.68	224.28	2294.24	2684.24
132.00	132.00	130.92	9.36	140.28	1491.60	1526.96
132.00	132.00	130.12	4.68	134.80	1294.92	1350.92
1,098.00	1,096.50	1,158.21	66.08	1,224.29	11,263.75	12,399.11

Scheduled # of Trips	Monthly Actual Trips	Actual Revenue Hours	Actual Deadhead Hours	Actual Platform Hours	Actual Revenue Miles	Actual Platform Miles
320.00	320.00	362.70	15.00	377.70	3520.00	3825.00
122.50	122.50	120.50	12.90	133.40	1292.38	1607.38
160.00	160.00	237.30	20.00	257.30	2131.20	2273.70
157.50	157.50	78.75	4.15	82.90	708.75	773.75
175.00	175.00	173.30	19.15	192.45	1930.25	2125.25
120.00	120.00	118.00	5.85	123.85	1177.20	1197.20

ART Monthly Service Effectiveness Report

1,055.00	1,055.00	1,090.55	77.05	1,167.60	10,759.78	11,802.28
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Scheduled # of Trips	Monthly Actual Trips	Actual Revenue Hours	Actual Deadhead Hours	Actual Platform Hours	Actual Revenue Miles	Actual Platform Miles
2,701.00	2,695.00	3,106.29	92.59	3,198.88	25,891.00	27,361.00
1,218.50	1,215.50	1,371.00	61.58	1,432.58	13,702.40	23,319.40
1,242.00	1,239.00	767.81	22.36	790.17	10,655.40	11,141.73
1,789.00	1,788.50	2,310.59	88.70	2,399.29	23,397.38	25,024.28
1,150.50	1,150.50	552.63	32.46	585.09	4,954.95	5,392.45
793.00	793.00	745.37	34.65	780.02	7,326.90	8,463.40
2,272.00	2,267.50	2,047.02	131.74	2,178.76	25,060.27	27,251.62
412.00	412.00	461.13	44.00	505.13	7,160.20	8,085.50
762.00	761.50	903.52	24.87	928.39	11,631.25	12,735.19
352.00	352.00	167.64	14.74	182.38	4,016.32	4,159.32
846.50	844.50	1,043.62	34.02	1,077.64	11,669.38	11,821.18
924.00	924.00	998.82	77.34	1,076.16	10,061.04	10,228.40
528.00	528.00	315.26	44.66	359.92	4,725.60	5,033.60
1,737.00	1,732.50	1,339.69	38.30	1,388.52	17,119.96	18,185.46
16,727.50	16,703.50	16,130.38	742.01	16,882.92	177,372.05	198,202.53

Passengers per Trip	Passengers per Hour	Passengers per Mile	Average Weekday Passengers
25.3	22.3	2.7	2449
21.2	18.3	1.9	952
8.1	27.3	2.0	952
21.9	3.8	0.4	328
8.5	14.3	1.6	262
7.3	7.7	0.8	262
14.8	16.8	1.3	1270
11.5	10.3	0.7	215
12.2	10.2	0.8	421
3.4	7.1	0.3	54
14.4	11.6	1.0	552
15.1	13.8	1.4	544
5.3	8.8	0.6	127
9.9	13.4	1.0	667
14.8	15.5	1.4	9794

Passengers per Trip	Passengers per Hour	Passengers per Mile	Average Saturday Passengers
31.2	23.8	2.8	1925
15.8	16.0	1.5	416
26.7	18.0	2.0	853
4.5	9.0	1.0	163
12.5	12.6	1.1	652
11.5	11.6	1.0	380
8.5	8.6	0.9	281
17.0	16.1	1.7	4669

Passengers per Trip	Passengers per Hour	Passengers per Mile	Average Sunday Passengers
21.5	18.9	2.0	1373
16.2	16.5	1.5	398
26.0	17.5	2.0	832
4.1	8.3	0.9	131
22.4	22.7	2.0	785
5.4	5.5	0.6	130

July 4th (Sun)
1210
327
947
139
796
239

ART Monthly Service Effectiveness Report

17.3	16.7	1.7	3648
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Passengers per Trip	Passengers per Hour	Passengers per Mile	
25.4	22.0	2.6	
20.2	17.9	1.8	
8.1	13.1	0.9	
22.6	17.5	1.7	
7.4	15.4	1.7	
7.3	7.7	0.8	
15.2	16.8	1.4	
11.5	10.3	0.7	
12.2	10.2	0.8	
3.4	7.1	0.3	
14.4	11.6	1.0	
14.6	13.5	1.3	
5.3	8.8	0.6	
9.5	12.3	1.0	
15.1	15.6	1.4	

Arlington Transit
Monthly Service Performance Report

ROUTE LEVEL PERFORMANCE - July 2025

Ridership										
	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	53,871	2,420	22.3	2,449	7,699	324	23.8	6,866	363	18.9
42 Ballston/Pentagon	20,939	1,147	18.3	952	1,662	104	16.0	1,989	121	16.5
43 Crystal City/Rosslyn/Courthouse	10,095	768	13.1	459						
45 Columbia Pike/Rosslyn	32,907	1,883	17.5	1,496	3,412	190	18.0	4,158	237	17.5
51 Virginia Hospital Center/Ballston	7,208	402	17.9	328	651	72	9.0	653	79	8.3
52 Virginia Hospital Center/Ballston/East Falls Church	5,754	745	7.7	262						
55 Lee Highway/E. Falls Church/Rosslyn	27,950	1,666	16.8	1,270	2,608	208	12.6	3,927	173	22.7
56 Military Road-Rosslyn Metro	4,731	461	10.3	215						
72 Rock Spring/Ballston/Shirlington	9,261	904	10.2	421						
74 Arlington Village/Arlington View	1,198	168	7.1	54						
75 Shirlington/Ballston/Virginia Square	12,146	1,044	11.6	552						
77 Shirlington/Lyon Park/Courthouse	11,958	868	13.8	544	1,521	131	11.6			
84 Douglas Park/Pentagon City	2,783	315	8.8	127						
87 Shirlington/Pentagon (also 87A/P/X)	14,673	1,092	13.4	667	1,122	130	8.6	649	118	5.5
ART Total	215,474	13,882	15.5	9,794	18,675	1,158	16.1	18,242	1,091	16.7

On Time Performance %	
41 Columbia Pike/Ballston/Courthouse	78%
42 Ballston/Pentagon	62%
43 Crystal City/Rosslyn/Courthouse	89%
45 Columbia Pike/Rosslyn	72%
51 Virginia Hospital Center/Ballston	91%
52 Virginia Hospital Center/Ballston/East Falls Church	75%
55 Lee Highway/E. Falls Church/Rosslyn	82%
56 Military Road-Rosslyn Metro	90%
72 Rock Spring/Ballston/Shirlington	80%
74 Arlington Village/Arlington View	73%
75 Shirlington/Ballston/Virginia Square	85%
77 Shirlington/Lyon Park/Courthouse	80%
84 Douglas Park/Pentagon City	87%
87 Shirlington/Pentagon (also 87A/P/X)	68%
Total	79%

Ridership			
	Passengers	Revenue Hours	Passengers/Revenue Hour
WeDriveU	4,052	2,848	1.4
Total	4,052	2,848	

Arlington Transit
Monthly Service Performance Report

SERVICE EFFECTIVENESS

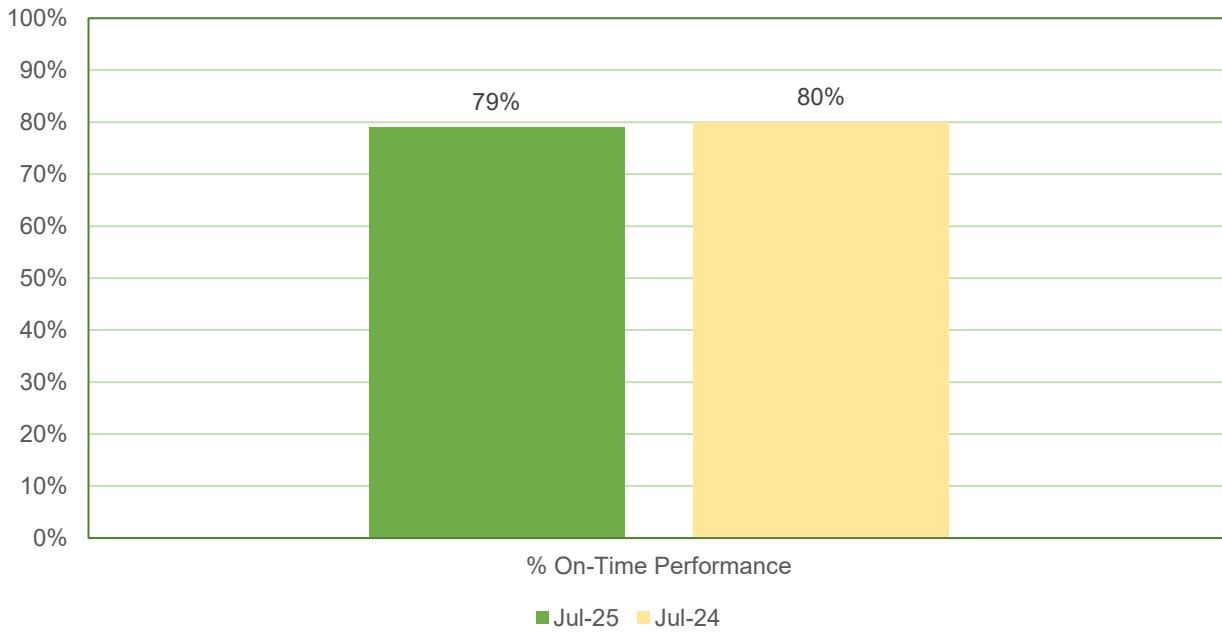
ART	Jul-25	Jul-24	YTD 2026	YTD 2025
ART Passengers	252,391	204,157	252,391	204,157
Revenue Hours	16,130	16,416	16,130	16,416
Passengers/Revenue Hour	16	12		
Scheduled Number of Trips	16,728	15,793	16,728	15,793
Actual Number of Trips	16,704	15,761	16,704	15,761
Number of Missed Trips	24	33	24	33
% Service Efficiency	99.86%	99.79%	99.86%	99.79%
% On-Time Performance	79%	80%	79%	80%
Customer Service				
Number of Complaints	13	19	13	19
Complaints per 50,000 Trips	3	5	3	5

STAR	Jul-25	Jul-24	YTD 2026	YTD 2025
STAR Passengers	4,052	4,492	4,052	4,492
Revenue Hours	2,848	3,312	2,848	3,312
Passengers/Revenue Hour	1.42	1.36	1.42	1.36
Scheduled Number of Trips Booked	4456	4,507	3,480	4,507
Number of Trip Cancellations and No-Shows	976	705	0	705
% Service Efficiency	78.10%	84.36%	100.00%	84.36%
Actual Number of Trips Completed	3,480	3,802	3,480	3,802
Customer Service Complaints				
Red Top*	0	0	0	0
WeDriveU	13	6	13	6
STAR Call Center	0	0	0	0
Total Complaints	13	6	13	6
Complaints per 1,000 passengers	3	1	3	1

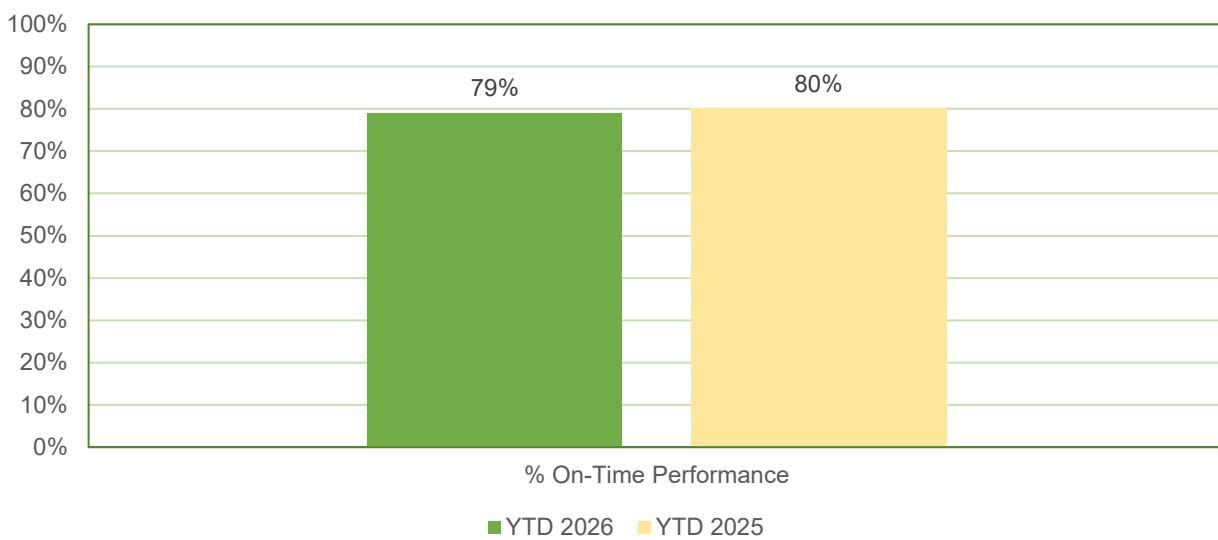
*As of December 1, 2024, Red Top no longer operates with STAR. It will continue to be included for previous fiscal year statistics.

Arlington Transit
Monthly Service Performance Report

ART On-Time Performance
FY 2024 & FY 2025
July

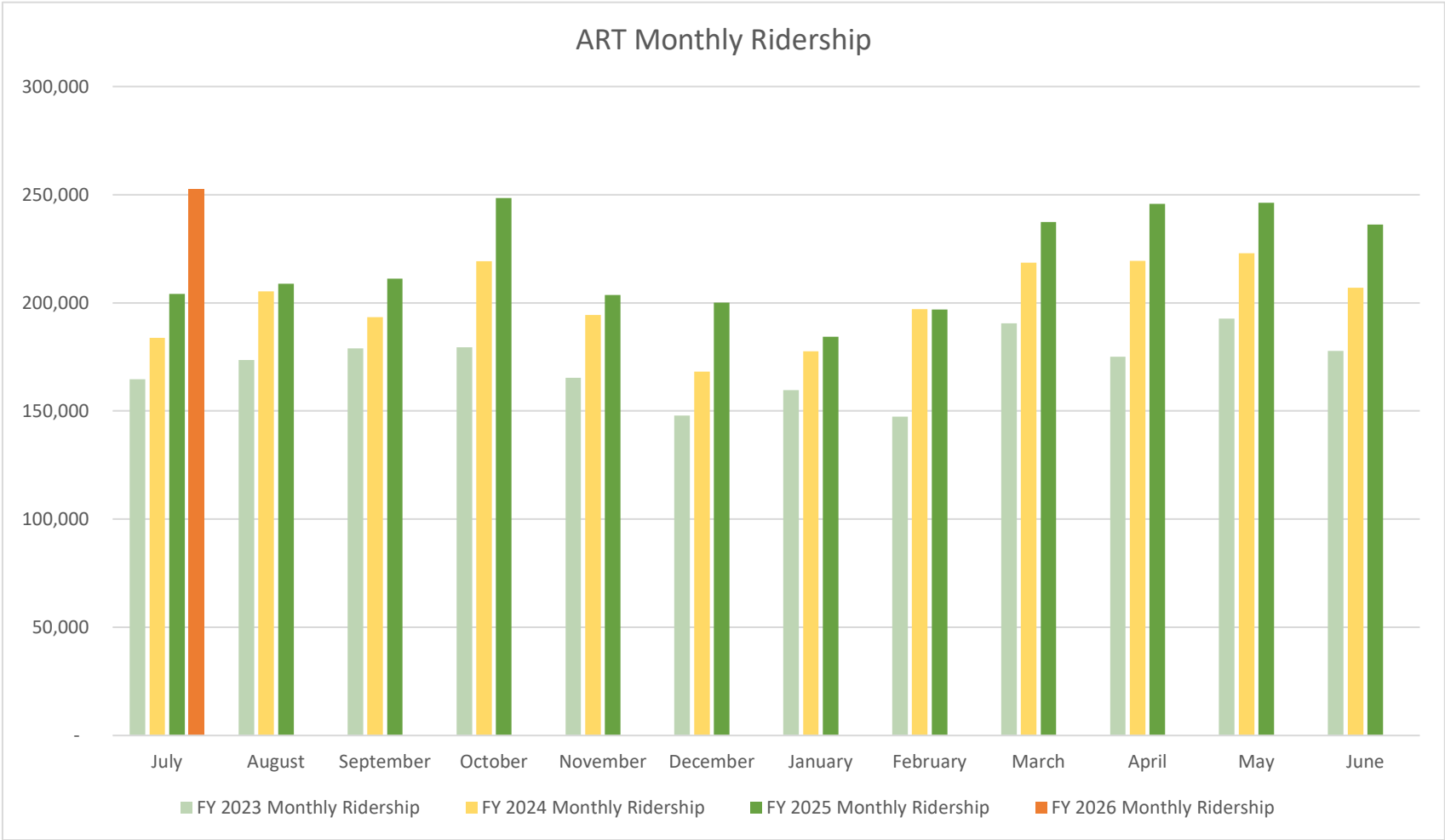


ART On-Time Performance
FY 2024 & FY 2025
Year To Date (July)



Arlington Transit
Monthly Service Performance Report

ART



STAR

