


Arlington Transit
Monthly Service Performance Report

ROUTE LEVEL PERFORMANCE - June 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	46,700	2,315	20.2	2,224	7,677	323	23.8	7,614	361	21.1
42 Ballston/Pentagon	17,914	1,090	16.4	853	1,463	104	14.0	1,982	121	16.4
43 Crystal City/Rosslyn/Courthouse	10,744	996	10.8	512						
45 Columbia Pike/Rosslyn	30,372	1,795	16.9	1,446	3,217	188	17.2	3,513	237	14.8
51 Virginia Hospital Center/Ballston	5,346	383	13.9	255	494	72	6.9	477	79	6.1
52 Virginia Hospital Center/Ballston/East Falls Church	6,707	623	10.8	319						
55 Lee Highway/E. Falls Church/Rosslyn	26,991	1,590	17.0	1,285	2,813	208	13.6	2,615	173	15.1
56 Military Road-Rosslyn Metro	3,919	518	7.6	187						
72 Rock Spring/Ballston/Shirlington	9,275	898	10.3	442						
74 Arlington Village/Arlington View	1,482	160	9.3	71						
75 Shirlington/Ballston/Virginia Square	14,020	989	14.2	668						
77 Shirlington/Lyon Park/Courthouse	10,656	829	12.8	507	1,512	130	11.6			
84 Douglas Park/Pentagon City	2,628	300	8.8	125						
87 Shirlington/Pentagon (also 87A/P/X)	13,920	1,046	13.3	663	1,270	130	9.8	786	118	6.7
ART Total	200,674	13,532	14.8	9,556	18,446	1,155	16.0	16,987	1,088	15.6

On Time Performance %

41 Columbia Pike/Ballston/Courthouse	76%
42 Ballston/Pentagon	64%
43 Crystal City/Rosslyn/Courthouse	91%
45 Columbia Pike/Rosslyn	72%
51 Virginia Hospital Center/Ballston	84%
52 Virginia Hospital Center/Ballston/East Falls Church	88%
55 Lee Highway/E. Falls Church/Rosslyn	83%
56 Military Road-Rosslyn Metro	90%
72 Rock Spring/Ballston/Shirlington	71%
74 Arlington Village/Arlington View	66%
75 Shirlington/Ballston/Virginia Square	82%
77 Shirlington/Lyon Park/Courthouse	75%
84 Douglas Park/Pentagon City	91%
87 Shirlington/Pentagon (also 87A/P/X)	63%
Total	78%

Ridership

		Passengers	Revenue Hours	Passengers/Revenue Hour
WeDriveU		3,662	2,706	1.4
Total		3,662	2,706	

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SERVICE EFFECTIVENESS

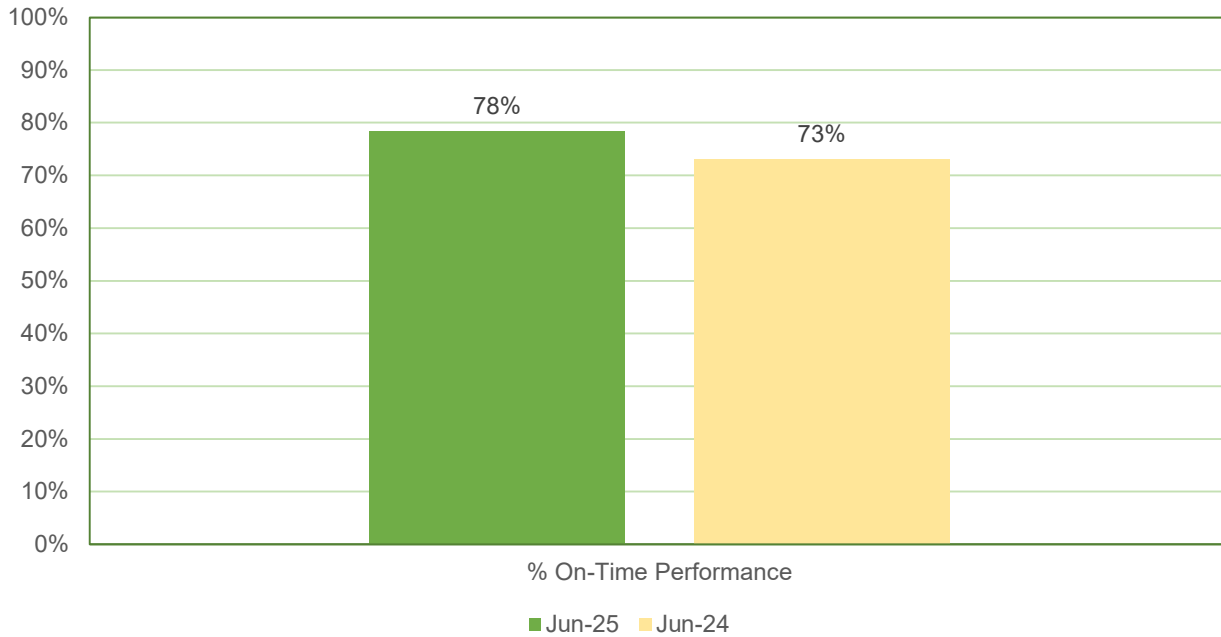
ART	Jun-25	Jun-24	YTD 2025	YTD 2024
ART Passengers	236,107	207,046	2,622,988	2,406,677
Revenue Hours	15,775	15,096	190,351	192,834
Passengers/Revenue Hour	15	14		
Scheduled Number of Trips	15,195	15,165	183,208	192,616
Actual Number of Trips	15,162	15,122	182,853	191,896
Number of Missed Trips	33	43	355	720
% Service Efficiency	99.79%	99.72%	99.81%	99.63%
% On-Time Performance	78%	73%	77%	74%
Customer Service				
Number of Complaints	22	25	262	281
Complaints per 50,000 Trips	5	6	5	6

STAR	Jun-25	Jun-24	YTD 2025	YTD 2024
STAR Passengers	3,662	4,188	42,124	46,927
Revenue Hours	2,706	3,184	35,451	33,338
Passengers/Revenue Hour	1.35	1.32	1.19	1.41
Scheduled Number of Trips Booked	3776	4,263	43,641	47,092
Number of Trip Cancellations and No-Shows	570	674	#REF!	7,279
% Service Efficiency	84.90%	84.19%	#REF!	84.54%
Actual Number of Trips Completed	3,206	3,589	#REF!	39,813
Customer Service				
Complaints				
Red Top*	0	3	5	21
WeDriveU	22	4	135	31
STAR Call Center	1	0	5	4
Total Complaints	23	7	145	56
Complaints per 1,000 passengers	6	2	3	1

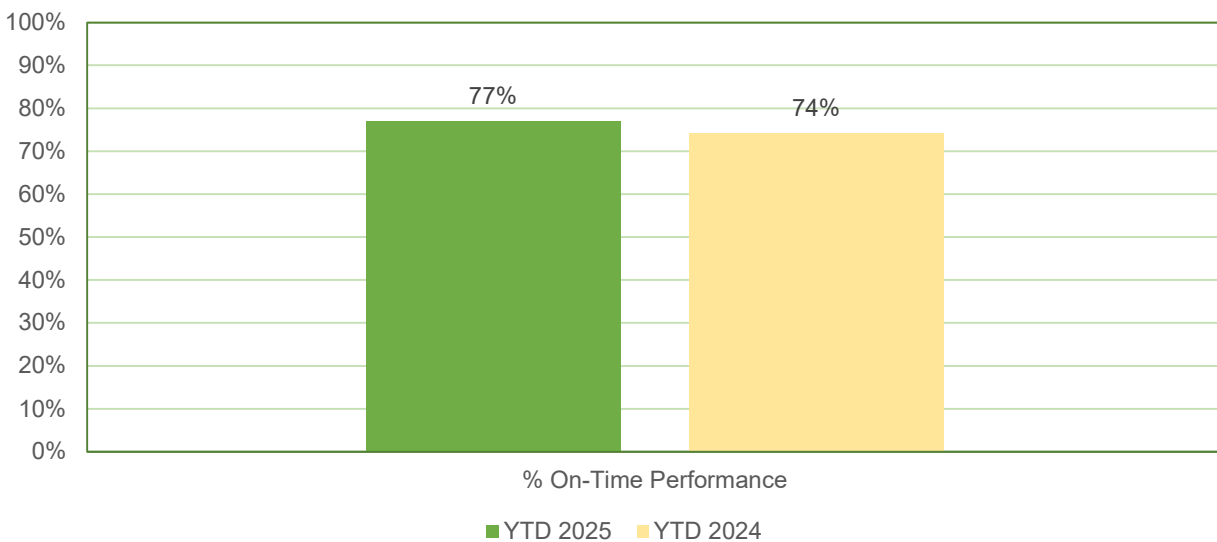
*As of December 1, 2024, Red Top no longer operates with STAR. It will continue to be included for previous fiscal year statistics.

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ART On-Time Performance
FY 2024 & FY 2025
June



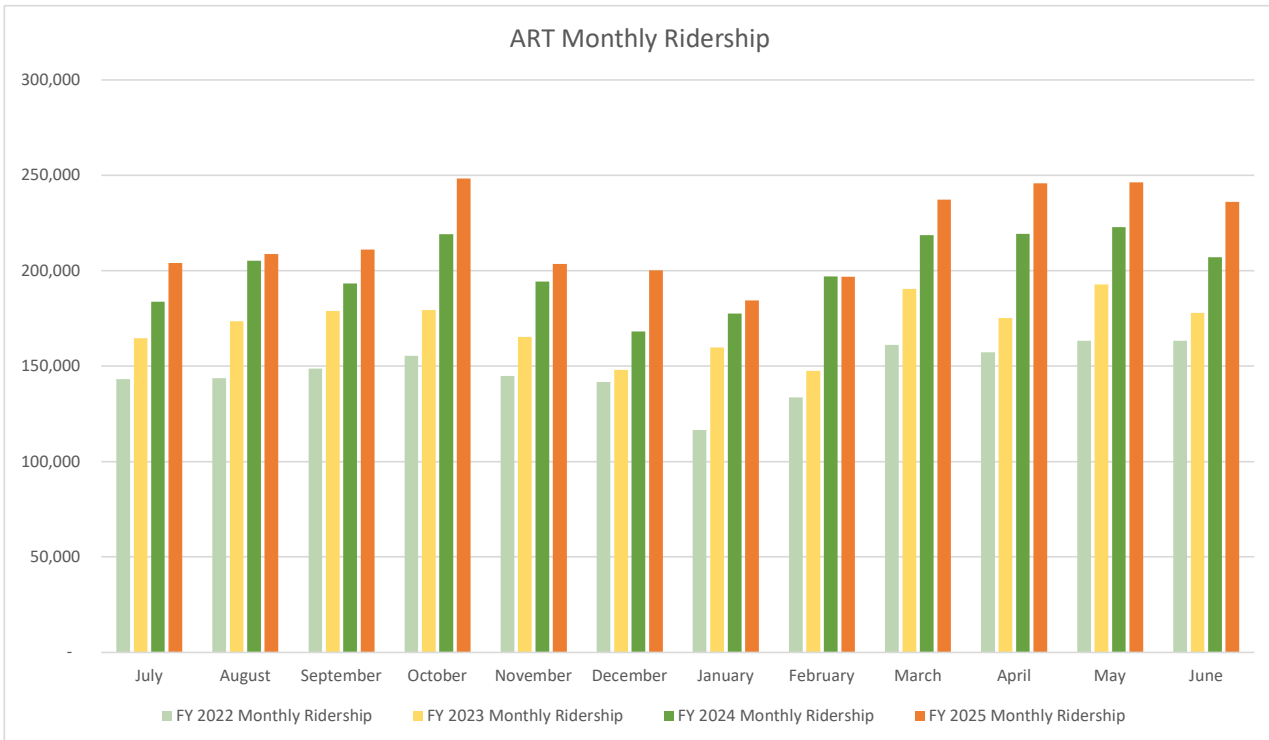
ART On-Time Performance
FY 2024 & FY 2025
Year To Date (June)



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ART



STAR

