


Arlington Transit
Monthly Service Performance Report

ROUTE LEVEL PERFORMANCE - March 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	44,253	2,315	19.1	2,107	8,637	405	21.3	6,530	359	18.2			
42 Ballston/Pentagon	18,719	1,091	17.2	891	2,226	130	17.1	1,736	120	14.5			
43 Crystal City/Rosslyn/Courthouse	10,025	996	10.1	477									
45 Columbia Pike/Rosslyn	29,560	1,796	16.5	1,408	3,905	237	16.5	2,995	237	12.7			
51 Virginia Hospital Center/Ballston	4,353	383	11.4	207	655	90	7.3	712	79	9.0			
52 Virginia Hospital Center/Ballston/East Falls Church	8,219	633	13.0	391									
55 Lee Highway/E. Falls Church/Rosslyn	28,840	1,586	18.2	1,373	3,818	259	14.8	2,084	172	12.1			
56 Military Road-Rosslyn Metro	4,042	518	7.8	192									
72 Rock Spring/Ballston/Shirlington	8,910	897	9.9	424									
74 Arlington Village/Arlington View	1,090	160	6.8	52									
75 Shirlington/Ballston/Virginia Square	14,317	995	14.4	682									
77 Shirlington/Lyon Park/Courthouse	11,497	829	13.9	547	2,137	163	13.1						
84 Douglas Park/Pentagon City	2,638	300	8.8	126									
87 Shirlington/Pentagon (also 87A/P/X)	13,003	1,046	12.4	619	1,593	163	9.8	861	118	7.3			
ART Total	199,466	13,545	14.7	9,498	22,971	1,447	15.9	14,918	1,085	13.8			

On Time Performance %

41 Columbia Pike/Ballston/Courthouse	76%
42 Ballston/Pentagon	65%
43 Crystal City/Rosslyn/Courthouse	95%
45 Columbia Pike/Rosslyn	73%
51 Virginia Hospital Center/Ballston	85%
52 Virginia Hospital Center/Ballston/East Falls Church	82%
55 Lee Highway/E. Falls Church/Rosslyn	80%
56 Military Road-Rosslyn Metro	86%
72 Rock Spring/Ballston/Shirlington	68%
74 Arlington Village/Arlington View	60%
75 Shirlington/Ballston/Virginia Square	82%
77 Shirlington/Lyon Park/Courthouse	76%
84 Douglas Park/Pentagon City	88%
87 Shirlington/Pentagon (also 87A/P/X)	62%
Total	77%

Ridership

		Passengers	Revenue Hours	Passengers/Revenue Hour
WeDriveU		3,673	3,491	1.1
Total		3,673	3,491	

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SERVICE EFFECTIVENESS

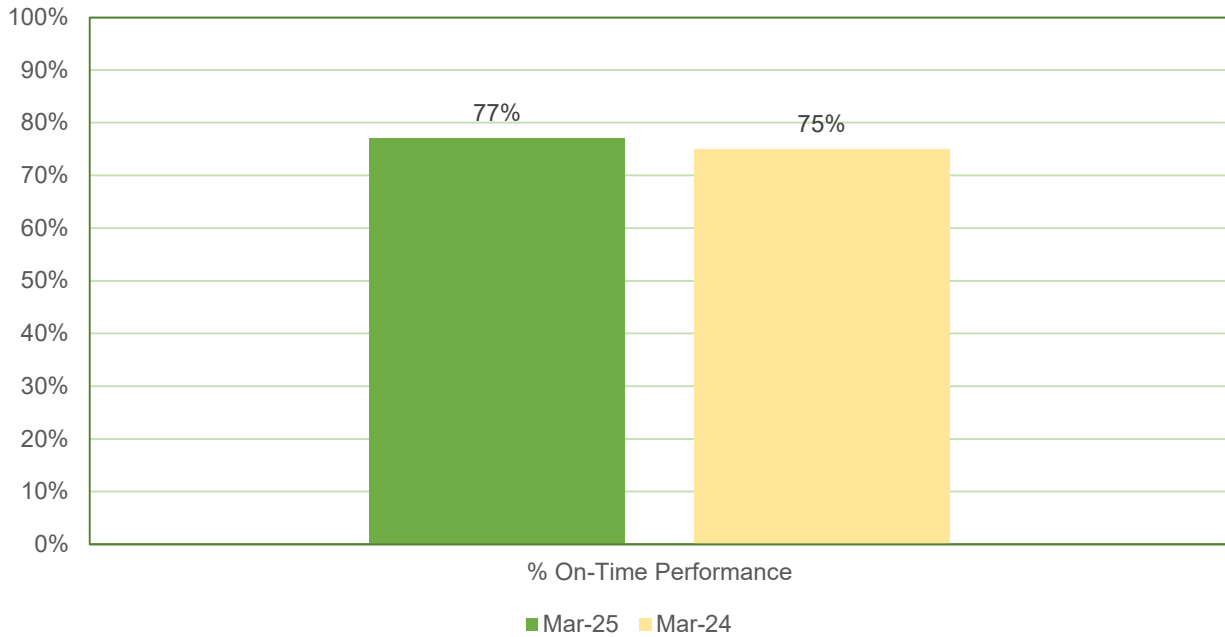
ART	Mar-25	Mar-24	YTD 2025	YTD 2024
ART Passengers	237,355	218,570	1,894,922	1,757,365
Revenue Hours	16,077	16,507	142,276	144,241
Passengers/Revenue Hour	15	13		
Scheduled Number of Trips	15,478	16,462	136,916	143,941
Actual Number of Trips	15,441	16,375	136,658	143,499
Number of Missed Trips	37	87	258	442
% Service Efficiency	99.76%	99.47%	99.81%	99.69%
% On-Time Performance	77%	75%	77%	75%
Customer Service				
Number of Complaints	21	26	175	191
Complaints per 50,000 Trips	4	6	5	5

STAR	Mar-25	Mar-24	YTD 2025	YTD 2024
STAR Passengers	3,673	4,457	31,681	33,518
Revenue Hours	3,491	3,316	25,863	23,772
Passengers/Revenue Hour	1.05	1.34	1.22	1.41
Scheduled Number of Trips Booked	3,871	4,339	33,881	33,527
Number of Trip Cancellations and No-Shows	679	602	6,657	5,305
% Service Efficiency	82.46%	86.13%	80.35%	84.18%
Actual Number of Trips Completed	3,192	3,737	27,224	28,222
Customer Service				
Complaints				
Red Top*	0	0	5	14
WeDriveU	15	2	72	21
STAR Call Center	1	0	2	4
Total Complaints	16	2	79	39
Complaints per 1,000 passengers	4	0	2	1

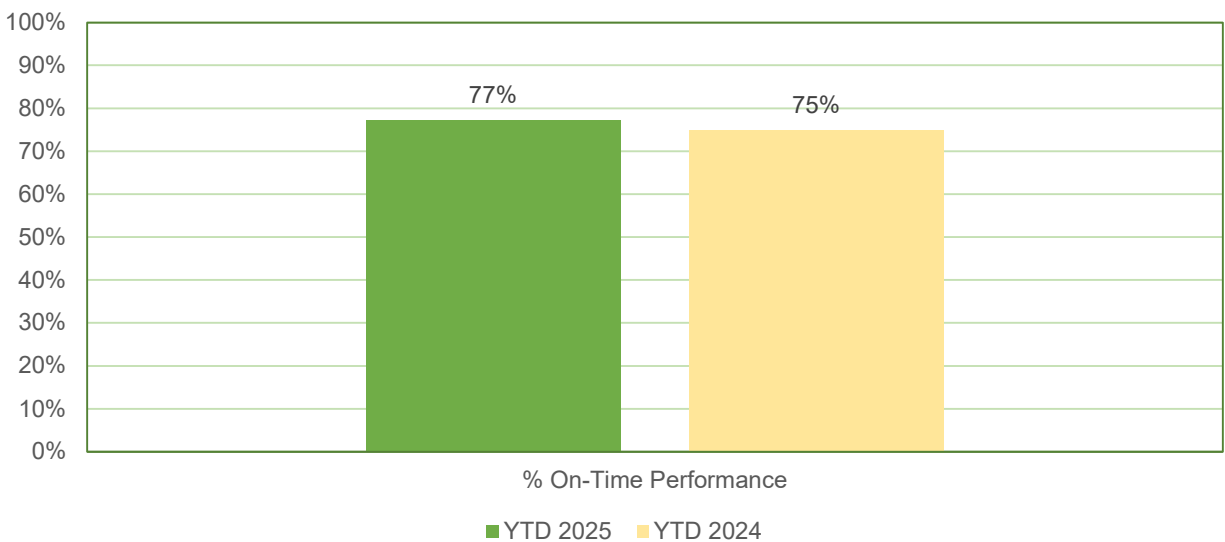
*As of December 1, 2024, Red Top no longer operates with STAR. It will continue to be included for previous fiscal year statistics.

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ART On-Time Performance
FY 2024 & FY 2025
March



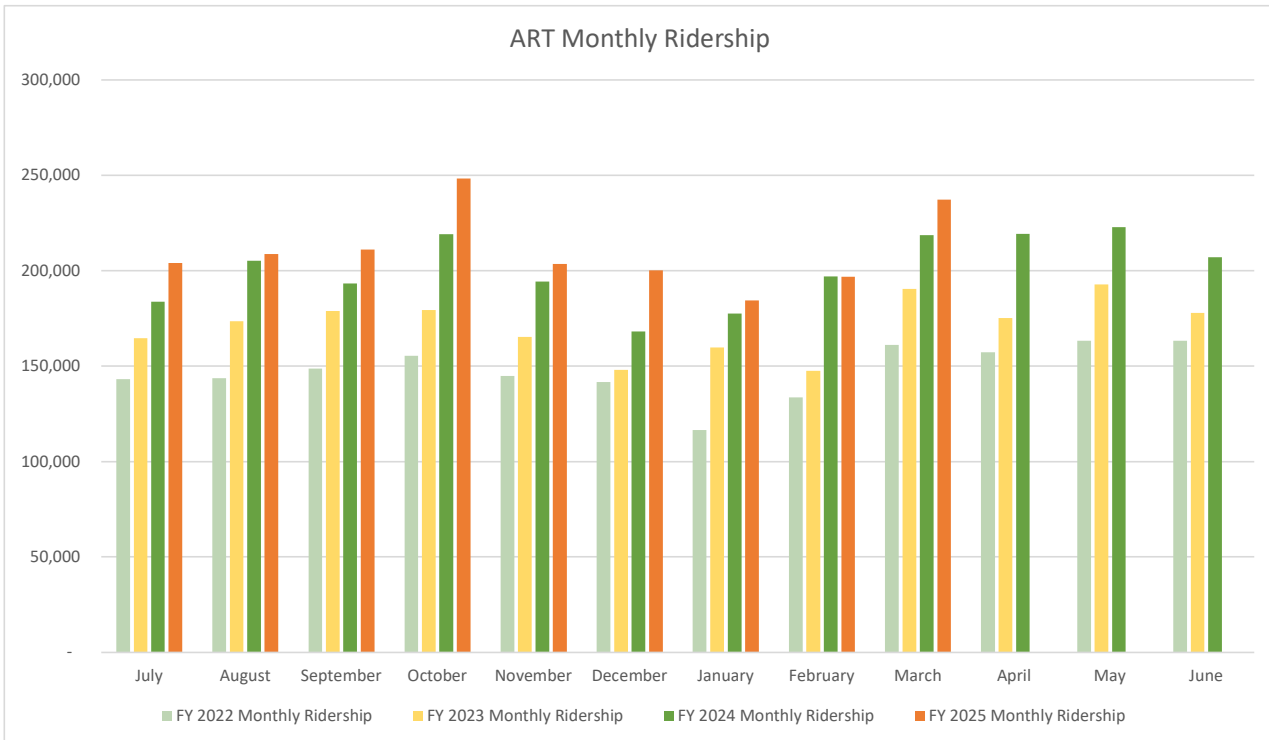
ART On-Time Performance
FY 2024 & FY 2025
Year To Date (March)



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ART



STAR

