

Arlington Transit
Monthly Service Performance Report

ROUTE LEVEL PERFORMANCE - March 2026

	<i>Ridership*</i>				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	41,740	2,464	16.9	1,897	5,298	324	16.4	5,818	362	16.1
42 Ballston/Pentagon	17,812	1,266	14.1	810	977	104	9.4	1,631	120	13.6
43 Crystal City/Rosslyn/Courthouse	6,050	727	8.3	275						
45 Columbia Pike/Rosslyn	31,981	1,882	17.0	1,454	2,832	190	14.9	3,556	237	15.0
51 Virginia Hospital Center/Ballston	4,643	401	11.6	211	615	72	8.5	921	79	11.7
52 Virginia Hospital Center/Ballston/East Falls Church	7,245	677	10.7	329						
55 Lee Highway/E. Falls Church/Rosslyn	29,060	1,668	17.4	1,321	3,484	208	16.8	2,560	173	14.8
56 Military Road-Rosslyn Metro	4,875	552	8.8	222						
72 Rock Spring/Ballston/Shirlington	6,195	898	6.9	282						
74 Arlington Village/Arlington View	990	168	5.9	45						
75 Shirlington/Ballston/Virginia Square	17,881	1,223	14.6	813						
77 Shirlington/Lyon Park/Courthouse	6,540	842	7.8	297	1,381	130	10.6			
84 Douglas Park/Pentagon City	2,414	315	7.7	110						
87 Shirlington/Pentagon (also 87A/P/X)	13,011	1,263	10.3	591	1,162	130	8.9	1,179	117	10.1
ART Total	190,437	14,347	13.3	8,656	15,749	1,158	13.6	15,665	1,088	14.4

On Time Performance %

41 Columbia Pike/Ballston/Courthouse	80%
42 Ballston/Pentagon	83%
43 Crystal City/Rosslyn/Courthouse	90%
45 Columbia Pike/Rosslyn	74%
51 Virginia Hospital Center/Ballston	88%
52 Virginia Hospital Center/Ballston/East Falls Church	83%
55 Lee Highway/E. Falls Church/Rosslyn	77%
56 Military Road-Rosslyn Metro	83%
72 Rock Spring/Ballston/Shirlington	80%
74 Arlington Village/Arlington View	78%
75 Shirlington/Ballston/Virginia Square	83%
77 Shirlington/Lyon Park/Courthouse	81%
84 Douglas Park/Pentagon City	87%
87 Shirlington/Pentagon (also 87A/P/X)	75%
Total	81.56%

Ridership

	Passengers	Revenue Hours	Passengers/Revenue Hour
WeDriveU	4,107	2,837	1.4
Total	4,107	2,837	

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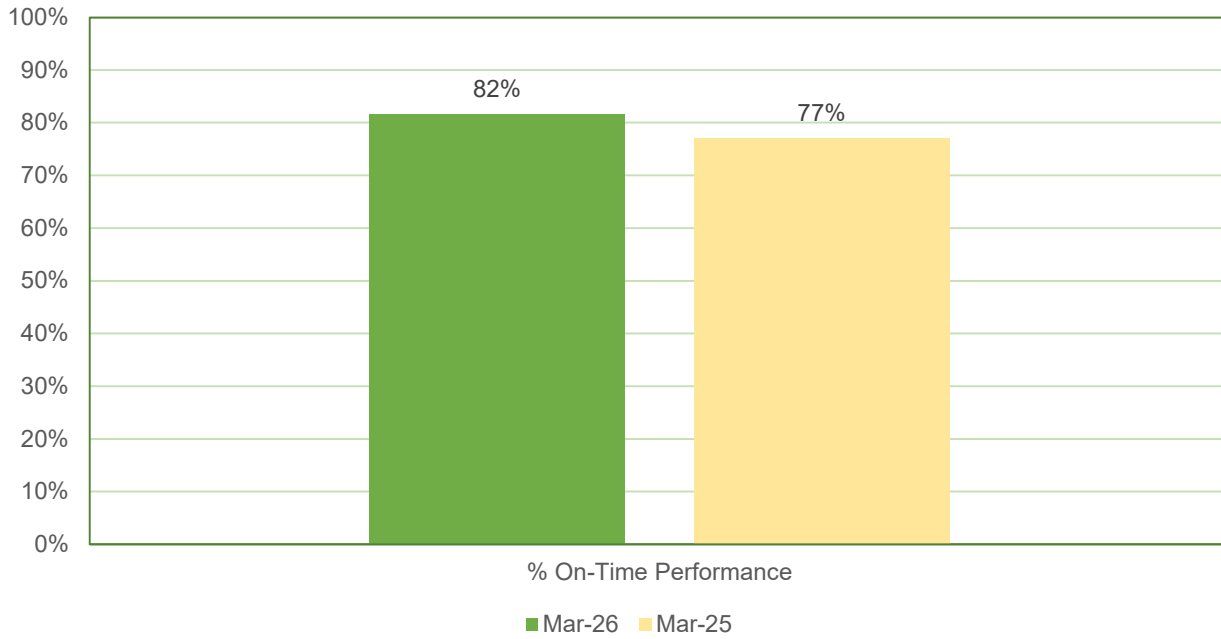
SERVICE EFFECTIVENESS

ART	Mar-26	Mar-25	YTD FY26	YTD FY25
ART Passengers	221,851	237,355	1,977,259	1,894,922
Revenue Hours	16,593	16,077	141,175	142,276
Passengers/Revenue Hour	13	15	14	13
Scheduled Number of Trips	14,882	15,478	132,277	136,916
Actual Number of Trips	14,869	15,441	132,111	136,658
Number of Missed Trips	13	37	167	258
% Service Efficiency	99.91%	99.76%	99.87%	99.81%
% On-Time Performance	82%	77%	79%	77%
Number of Timepoint Audited	116,339	128,811	971,454	1,088,011
Number of Timepoints On-Time	94,886	99,184	766,216	839,283
Customer Service				
Number of Complaints	28	21	248	175
Complaints per 50,000 Trips	6	4	6	5

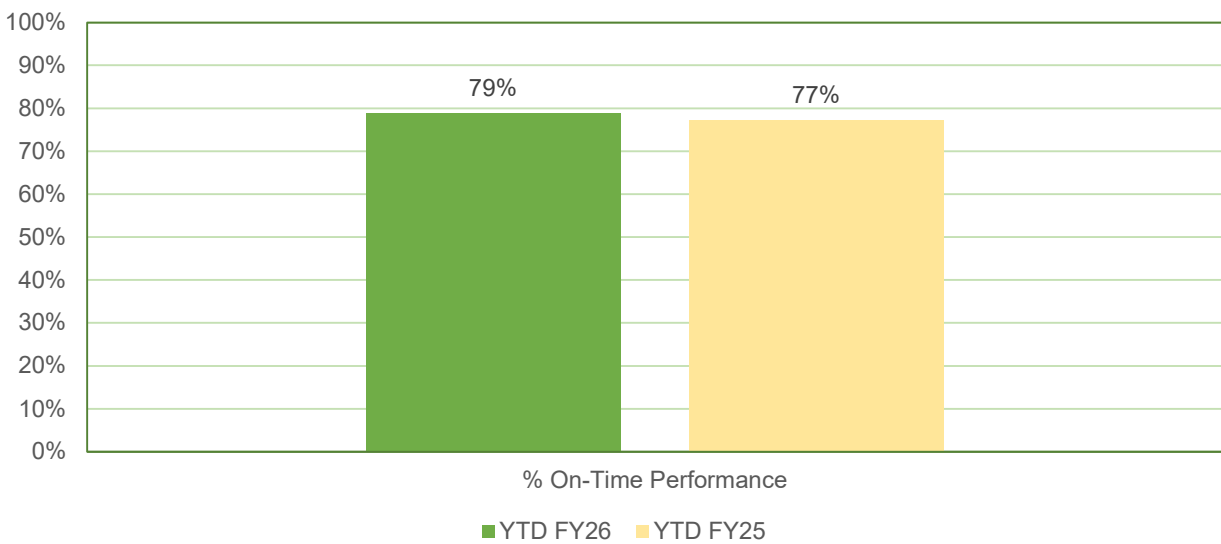
STAR	Mar-26	Mar-25	YTD FY26	YTD FY25
STAR Passengers	4,107	3,673	32,925	36,163
Revenue Hours	2,837	3,491	23,363	29,145
Passengers/Revenue Hour	1.45	1.05	1.41	1.24
Scheduled Number of Trips Booked	4442	3,871	36,613	38,341
Number of Trip Cancellations and No-Shows	874	679	8,114	7,410
% Service Efficiency	80.32%	82.46%	77.84%	80.67%
Actual Number of Trips Completed	3,568	3,192	28,499	30,931
Customer Service				
Complaints				
WeDriveU	10	15	88	40
STAR Call Center	0	1	5	36
Total Complaints	10	16	93	76
Complaints per 1,000 passengers	2	4	3	2

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

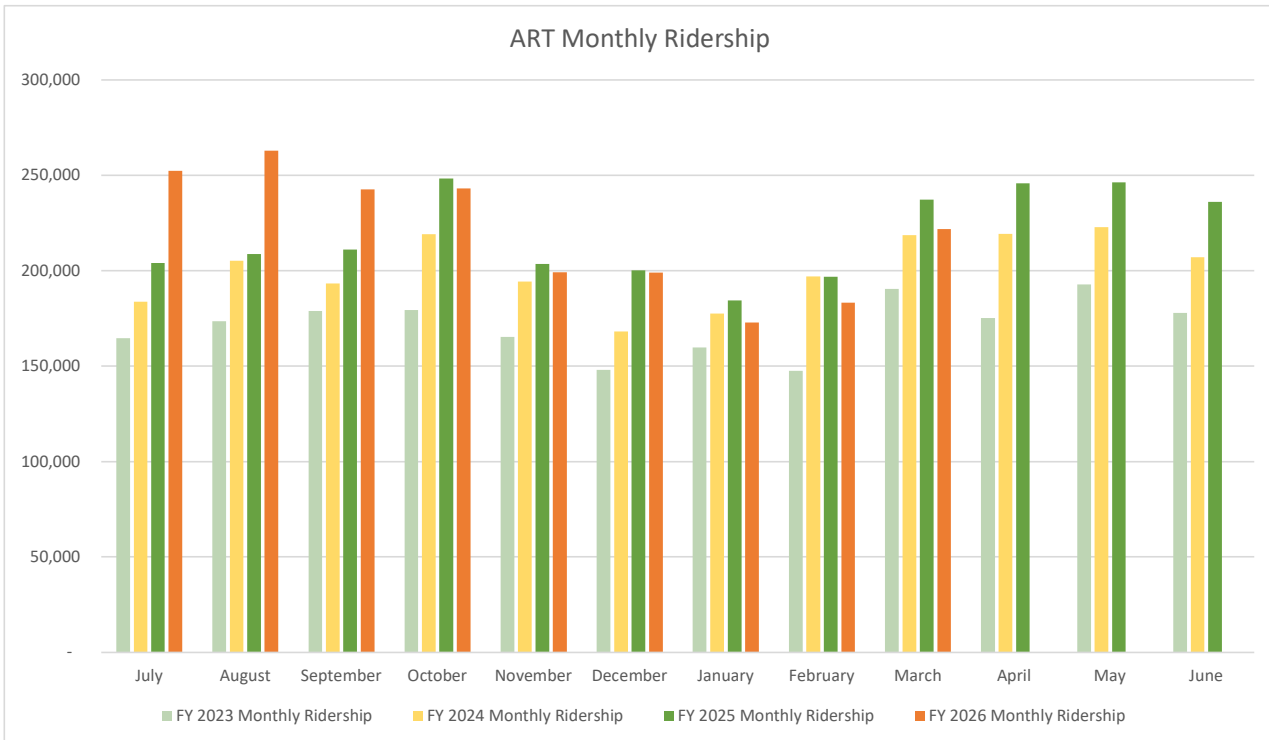


ART On-Time Performance
FY 2025 & FY 2026
Year To Date (March)



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ART



STAR

