


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

**ROUTE LEVEL PERFORMANCE - May 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	47,548	2,315	20.5	2,264	8,616	405	21.3	5,857	361	16.2			
42 Ballston/Pentagon	18,869	1,097	17.2	899	1,919	130	14.8	1,623	121	13.5			
43 Crystal City/Rosslyn/Courthouse	10,844	999	10.9	516									
45 Columbia Pike/Rosslyn	29,868	1,794	16.6	1,422	4,299	237	18.2	3,962	237	16.7			
51 Virginia Hospital Center/Ballston	5,214	383	13.6	248	543	90	6.1	408	79	5.2			
52 Virginia Hospital Center/Ballston/East Falls Church	7,957	636	12.5	379									
55 Lee Highway/E. Falls Church/Rosslyn	27,492	1,592	17.3	1,309	3,206	259	12.4	2,452	173	14.1			
56 Military Road-Rosslyn Metro	4,045	518	7.8	193									
72 Rock Spring/Ballston/Shirlington	9,878	898	11.0	470									
74 Arlington Village/Arlington View	1,208	160	7.5	58									
75 Shirlington/Ballston/Virginia Square	17,824	1,000	17.8	849									
77 Shirlington/Lyon Park/Courthouse	11,424	826	13.8	544	1,960	164	12.0						
84 Douglas Park/Pentagon City	2,623	300	8.7	125									
87 Shirlington/Pentagon (also 87A/P/X)	14,393	1,044	13.8	685	1,225	162	7.6	973	118	8.3			
ART Total	209,187	13,560	15.4	9,961	21,768	1,445	15.1	15,275	1,088	14.0			

**On Time Performance %**

41 Columbia Pike/Ballston/Courthouse	75%
42 Ballston/Pentagon	63%
43 Crystal City/Rosslyn/Courthouse	93%
45 Columbia Pike/Rosslyn	71%
51 Virginia Hospital Center/Ballston	84%
52 Virginia Hospital Center/Ballston/East Falls Church	80%
55 Lee Highway/E. Falls Church/Rosslyn	80%
56 Military Road-Rosslyn Metro	86%
72 Rock Spring/Ballston/Shirlington	64%
74 Arlington Village/Arlington View	56%
75 Shirlington/Ballston/Virginia Square	76%
77 Shirlington/Lyon Park/Courthouse	72%
84 Douglas Park/Pentagon City	87%
87 Shirlington/Pentagon (also 87A/P/X)	62%
<b>Total</b>	<b>75%</b>

**Ridership**

		Passengers	Revenue Hours	Passengers/Revenue Hour
WeDriveU		3,302	3,481	0.9
<b>Total</b>		<b>3,302</b>	<b>3,481</b>	

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**SERVICE EFFECTIVENESS**

<b>ART</b>	<b>May-25</b>	<b>May-24</b>	<b>YTD 2025</b>	<b>YTD 2024</b>
ART Passengers	246,230	222,887	2,386,881	2,199,631
Revenue Hours	16,093	16,902	174,576	177,738
<b>Passengers/Revenue Hour</b>	<b>15</b>	<b>13</b>		
Scheduled Number of Trips	15,492	16,864	168,014	177,452
Actual Number of Trips	15,462	16,793	167,691	176,775
Number of Missed Trips	31	72	323	677
<b>% Service Efficiency</b>	<b>99.80%</b>	<b>99.58%</b>	<b>99.81%</b>	<b>99.62%</b>
<b>% On-Time Performance</b>	<b>75%</b>	<b>71%</b>	<b>77%</b>	<b>74%</b>
<b>Customer Service</b>				
Number of Complaints	41	29	240	256
Complaints per 50,000 Trips	8	7	5	6

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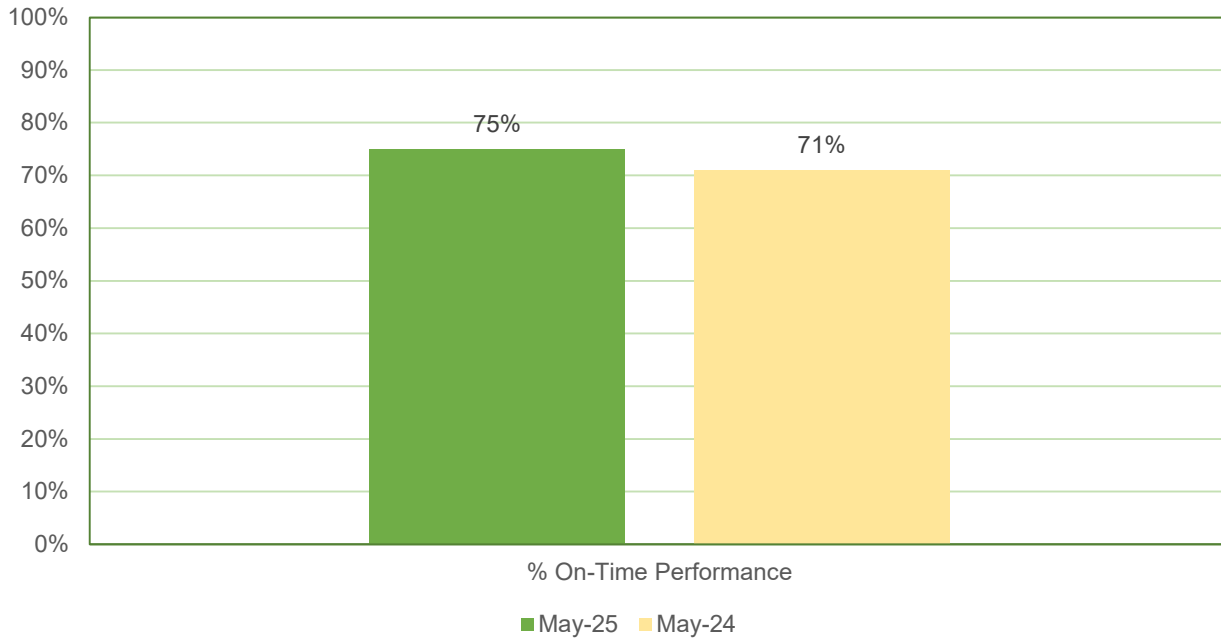
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<b>STAR</b>	<b>May-25</b>	<b>May-24</b>	<b>YTD 2025</b>	<b>YTD 2024</b>
STAR Passengers	3,302	4,341	38,462	42,739
Revenue Hours	3,481	2,923	32,745	30,154
<b>Passengers/Revenue Hour</b>	<b>0.95</b>	<b>1.49</b>	<b>1.17</b>	<b>1.42</b>
Scheduled Number of Trips Booked	2,876	4,617	40,435	42,829
Number of Trip Cancellations and No-Shows	0	704	7,288	6,605
<b>% Service Efficiency</b>	<b>100.00%</b>	<b>84.75%</b>	<b>81.98%</b>	<b>84.58%</b>
Actual Number of Trips Completed	2,876	3,913	33,147	36,224
<b>Customer Service</b>				
<b>Complaints</b>				
Red Top*	0	1	5	18
WeDriveU	27	4	113	27
STAR Call Center	2	0	4	4
Total Complaints	29	5	122	49
Complaints per 1,000 passengers	9	1	3	1

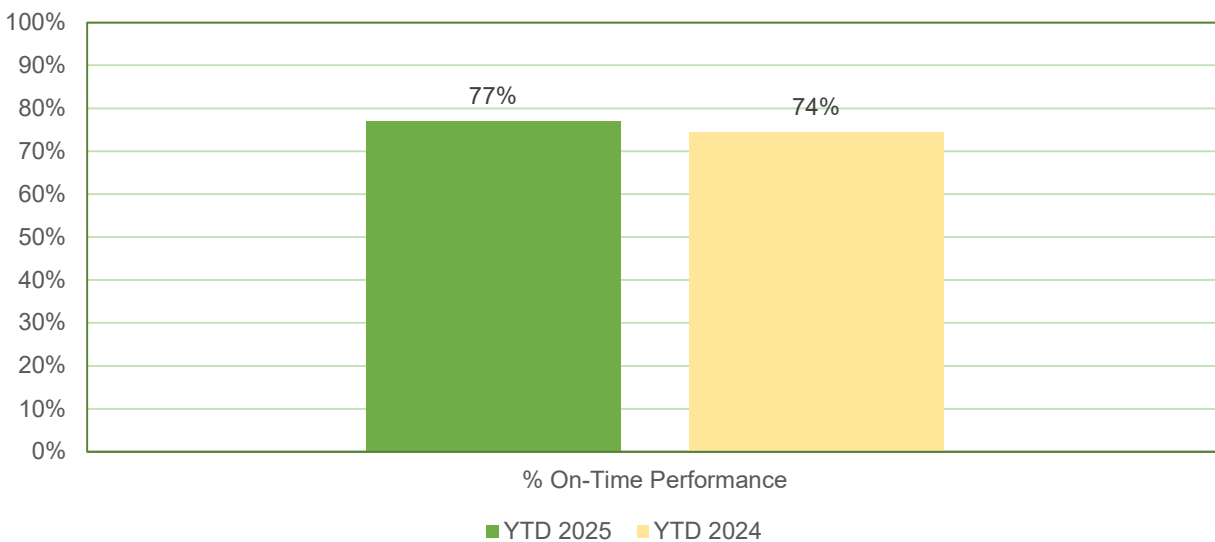
\*As of December 1, 2024, Red Top no longer operates with STAR. It will continue to be included for previous fiscal year statistics.

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ART On-Time Performance  
FY 2024 & FY 2025  
May



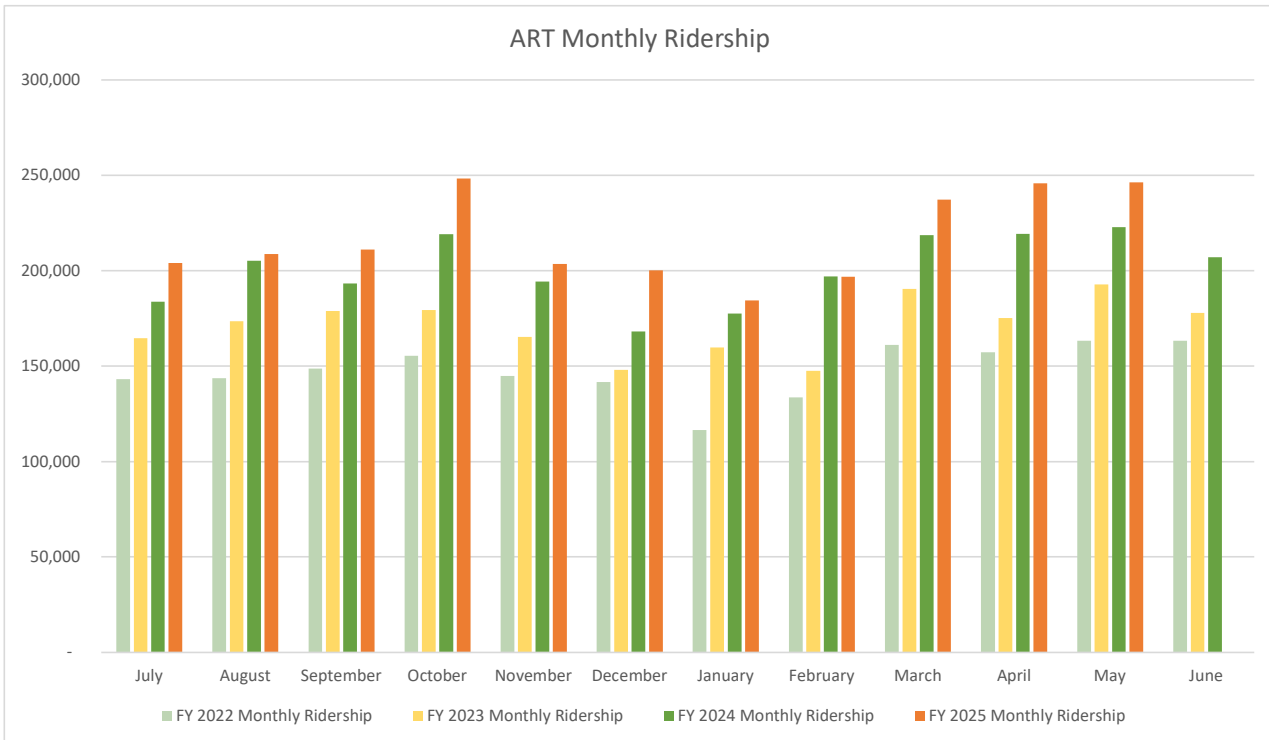
ART On-Time Performance  
FY 2024 & FY 2025  
Year To Date (May)



# Arlington Transit

## Monthly Service Performance Report

### ART



### STAR

