


Arlington Transit
Monthly Service Performance Report


ROUTE LEVEL PERFORMANCE - November 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	34,978	1,897	18.4	2,058	9,815	567	17.3	6,295	433	14.5
42 Ballston/Pentagon	14,782	885	16.7	870	2,934	182	16.1	1,660	144	11.5
43 Crystal City/Rosslyn/Courthouse	5,314	562	9.5	313						
45 Columbia Pike/Rosslyn	24,915	1,453	17.1	1,466	4,922	331	14.9	4,291	285	15.1
51 Virginia Hospital Center/Ballston	3,831	310	12.4	225	1,545	126	12.3	690	95	7.3
52 Virginia Hospital Center/Ballston/East Falls Church	4,659	521	8.9	274						
55 Lee Highway/E. Falls Church/Rosslyn	23,361	1,289	18.1	1,374	4,806	363	13.2	2,511	207	12.1
56 Military Road-Rosslyn Metro	3,416	424	8.1	201						
72 Rock Spring/Ballston/Shirlington	6,256	693	9.0	368						
74 Arlington Village/Arlington View	728	129	5.6	43						
75 Shirlington/Ballston/Virginia Square	14,935	807	18.5	879						
77 Shirlington/Lyon Park/Courthouse	5,872	671	8.7	345	2,957	229	12.9			
84 Douglas Park/Pentagon City	1,723	244	7.1	101						
87 Shirlington/Pentagon (also 87A/P/X)	9,284	865	10.7	546	1,786	228	7.8	929	142	6.6
ART Total	154,054	10,751	14.3	9,062	28,765	2,025	14.2	16,376	1,305	12.5

On Time Performance %

41 Columbia Pike/Ballston/Courthouse	79%
42 Ballston/Pentagon	65%
43 Crystal City/Rosslyn/Courthouse	88%
45 Columbia Pike/Rosslyn	75%
51 Virginia Hospital Center/Ballston	88%
52 Virginia Hospital Center/Ballston/East Falls Church	89%
55 Lee Highway/E. Falls Church/Rosslyn	81%
56 Military Road-Rosslyn Metro	84%
72 Rock Spring/Ballston/Shirlington	73%
74 Arlington Village/Arlington View	60%
75 Shirlington/Ballston/Virginia Square	84%
77 Shirlington/Lyon Park/Courthouse	77%
84 Douglas Park/Pentagon City	87%
87 Shirlington/Pentagon (also 87A/P/X)	72%
Total	79%

Ridership

		Passengers	Revenue Hours	Passengers/Revenue Hour
WeDriveU		3,342	2,432	1.4
Total		3,342	2,432	

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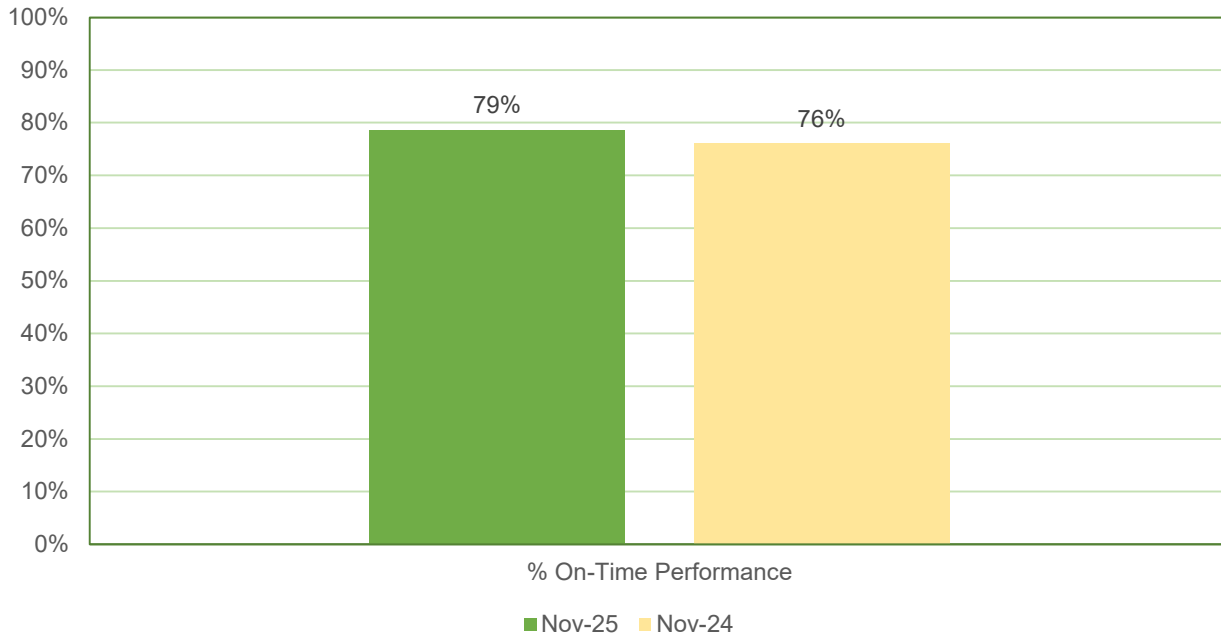
SERVICE EFFECTIVENESS

ART	Nov-25	Nov-24	YTD FY26	YTD FY25
ART Passengers	199,195	203,625	1,200,211	1,076,198
Revenue Hours	14,081	14,730	77,989	79,548
Passengers/Revenue Hour	14	14		
Scheduled Number of Trips	12,889	14,166	75,312	76,517
Actual Number of Trips	12,870	14,153	75,214	76,389
Number of Missed Trips	20	13	98	128
% Service Efficiency	99.85%	99.91%	99.87%	99.83%
% On-Time Performance	79%	76%	78%	77%
Customer Service				
Number of Complaints	22	13	113	81
Complaints per 50,000 Trips	6	3	5	4

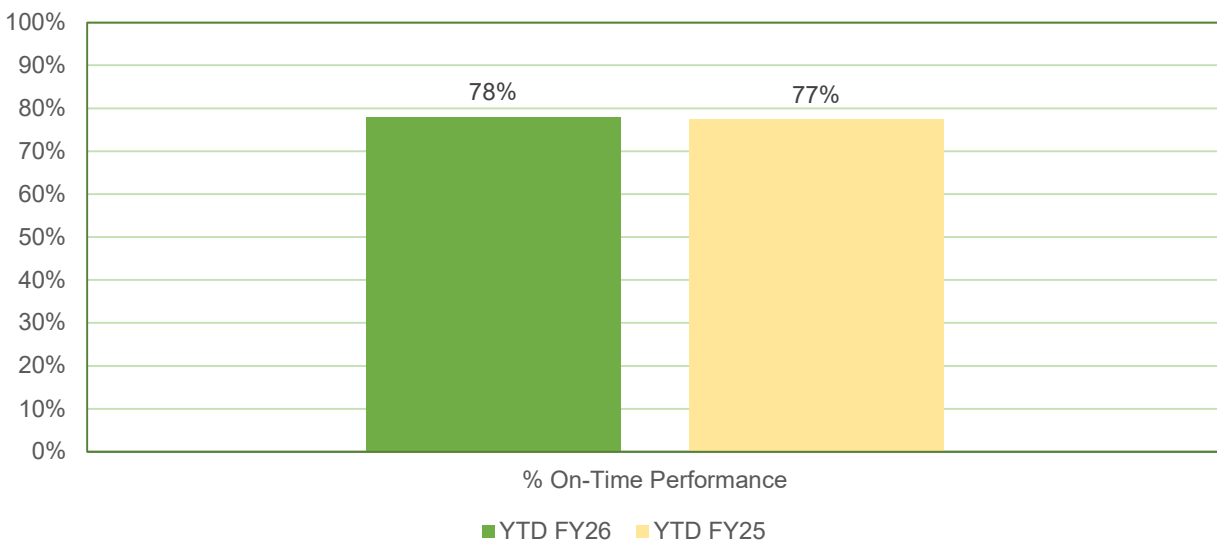
STAR	Nov-25	Nov-24	YTD FY26	YTD FY25
STAR Passengers	3,342	4,096	18,903	22,392
Revenue Hours	2,432	2,939	13,668	16,291
Passengers/Revenue Hour	1.37	1.39	1.38	1.37
Scheduled Number of Trips Booked	4029	4,133	20,071	22,345
Number of Trip Cancellations and No-Shows	1,107	624	3,687	3,493
% Service Efficiency	72.52%	84.90%	81.63%	84.37%
Actual Number of Trips Completed	2,922	3,509	16,384	18,852
Customer Service Complaints				
WeDriveU	3	3	55	25
STAR Call Center	1	0	4	1
Total Complaints	4	3	59	26
Complaints per 1,000 passengers	1	1	3	1

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ART On-Time Performance
FY 2025 & FY 2026
November



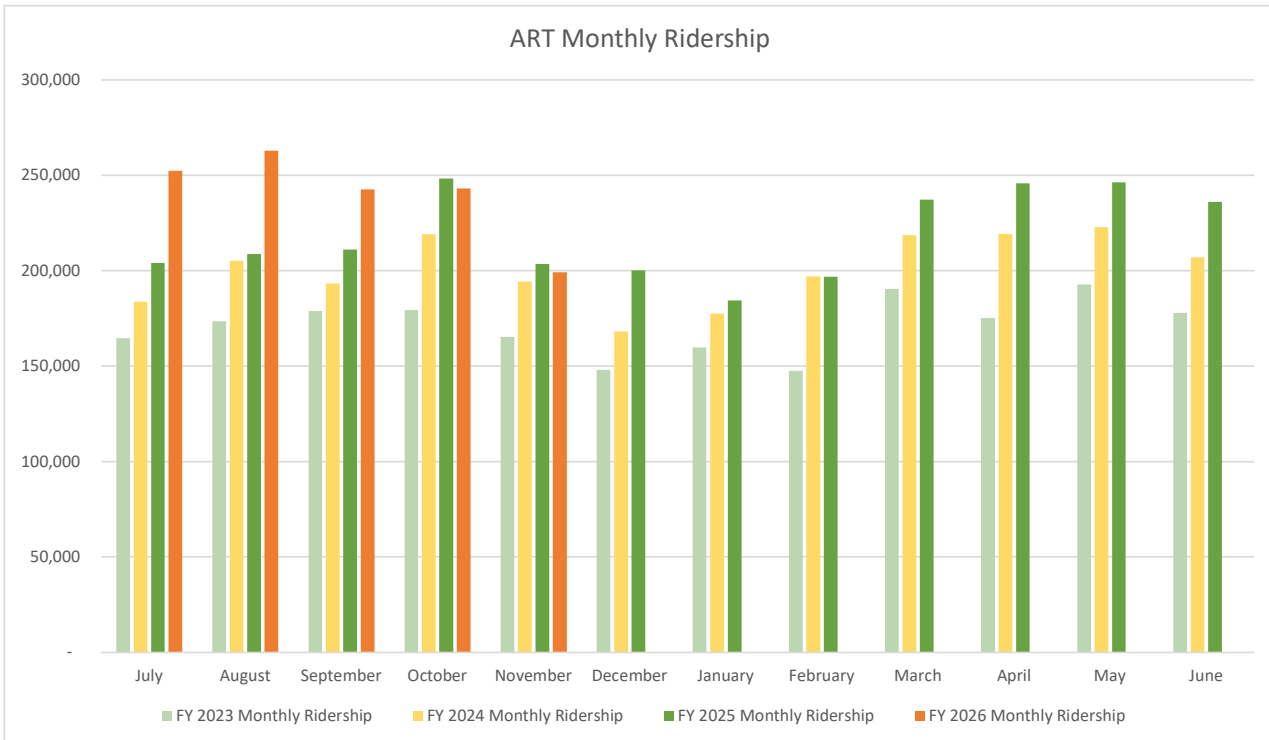
ART On-Time Performance
FY 2025 & FY 2026
Year To Date (November)



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ART



STAR

