

Arlington Transit
Monthly Service Performance Report

ROUTE LEVEL PERFORMANCE - October 2025

	Ridership				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	48,618	2,561	19.0	2,114	6,218	323	19.2	5,626	289	19.5
42 Ballston/Pentagon	19,149	1,202	15.9	833	1,685	103	16.3	1,182	96	12.3
43 Crystal City/Rosslyn/Courthouse	8,547	760	11.2	372						
45 Columbia Pike/Rosslyn	34,161	1,967	17.4	1,485	3,165	189	16.7	3,133	190	16.5
51 Virginia Hospital Center/Ballston	5,185	420	12.3	225	685	72	9.5	444	63	7.0
52 Virginia Hospital Center/Ballston/East Falls Church	6,843	722	9.5	298						
55 Lee Highway/E. Falls Church/Rosslyn	30,953	1,744	17.7	1,346	2,842	207	13.7	1,566	138	11.3
56 Military Road-Rosslyn Metro	4,747	557	8.5	206						
72 Rock Spring/Ballston/Shirlington	9,558	939	10.2	416						
74 Arlington Village/Arlington View	728	175	4.2	32						
75 Shirlington/Ballston/Virginia Square	21,362	1,093	19.5	929						
77 Shirlington/Lyon Park/Courthouse	8,966	909	9.9	390	1,528	131	11.7			
84 Douglas Park/Pentagon City	2,142	330	6.5	93						
87 Shirlington/Pentagon (also 87A/P/X)	12,072	1,167	10.3	525	1,133	130	8.7	832	94	8.8
ART Total	213,031	14,546	14.6	9,262	17,256	1,156	14.9	12,783	870	14.7

On Time Performance %

41 Columbia Pike/Ballston/Courthouse	77%
42 Ballston/Pentagon	61%
43 Crystal City/Rosslyn/Courthouse	88%
45 Columbia Pike/Rosslyn	71%
51 Virginia Hospital Center/Ballston	87%
52 Virginia Hospital Center/Ballston/East Falls Church	83%
55 Lee Highway/E. Falls Church/Rosslyn	80%
56 Military Road-Rosslyn Metro	81%
72 Rock Spring/Ballston/Shirlington	77%
74 Arlington Village/Arlington View	60%
75 Shirlington/Ballston/Virginia Square	83%
77 Shirlington/Lyon Park/Courthouse	75%
84 Douglas Park/Pentagon City	83%
87 Shirlington/Pentagon (also 87A/P/X)	68%
Total	77%

Ridership

	Passengers	Revenue Hours	Passengers/Revenue Hour
WeDriveU	3,926	2,943	1.3
Total	3,926	2,943	

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SERVICE EFFECTIVENESS

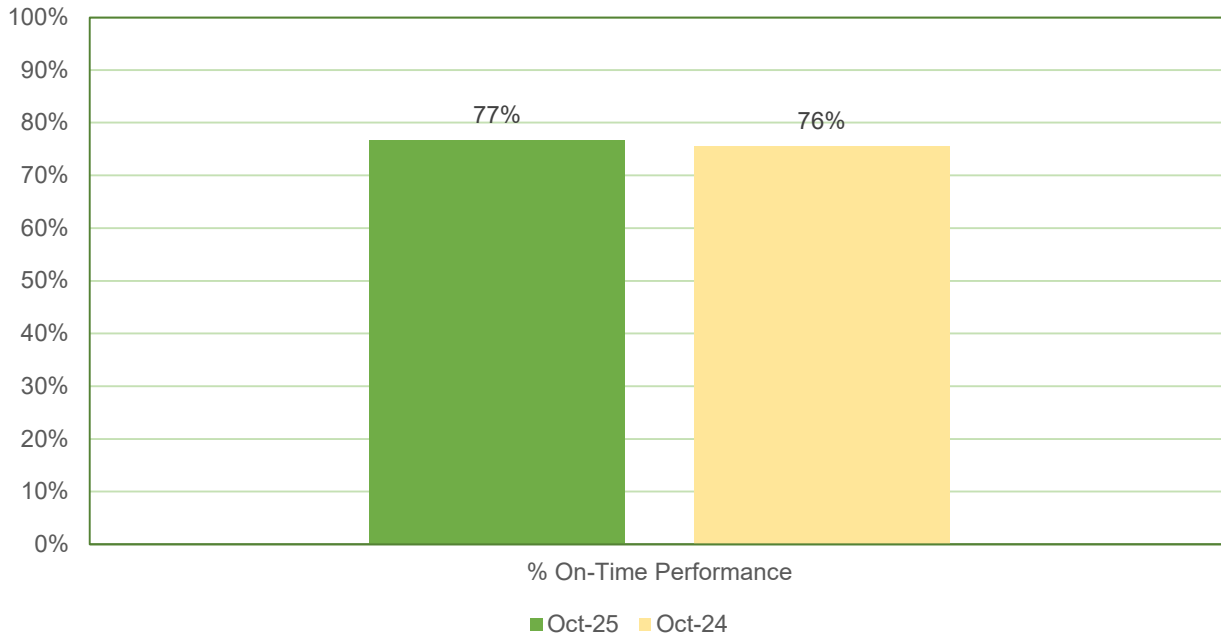
ART	Oct-25	Oct-24	YTD FY26	YTD FY25
ART Passengers	243,070	248,445	1,001,016	872,573
Revenue Hours	16,572	16,528	63,908	64,818
Passengers/Revenue Hour	15	15		
Scheduled Number of Trips	15,077	15,887	62,423	62,351
Actual Number of Trips	15,065	15,877	62,345	62,237
Number of Missed Trips	12	10	78	115
% Service Efficiency	99.92%	99.94%	99.88%	99.82%
% On-Time Performance	77%	76%	78%	78%
Number of Timepoint Audited	112,255	126,036	471,639	497,103
Number of Timepoints On-Time	86,043	95,160	366,406	385,947
Customer Service				
Number of Complaints	30	15	91	68
Complaints per 50,000 Trips	6	3	5	4

STAR	Oct-25	Oct-24	YTD FY26	YTD FY25
STAR Passengers	3,926	5,023	15,561	18,296
Revenue Hours	2,943	3,579	11,236	13,352
Passengers/Revenue Hour	1.33	1.40	1.38	1.37
Scheduled Number of Trips Booked	4313	4,883	16,042	18,212
Number of Trip Cancellations and No-Shows	875	699	2,580	2,869
% Service Efficiency	79.71%	85.69%	83.92%	84.25%
Actual Number of Trips Completed	3,438	4,184	13,462	15,343
Customer Service				
Complaints				
Red Top*	0	2	0	10
WeDriveU	11	9	52	22
STAR Call Center	1	1	3	1
Total Complaints	12	12	55	33
Complaints per 1,000 passengers	3	2	4	2

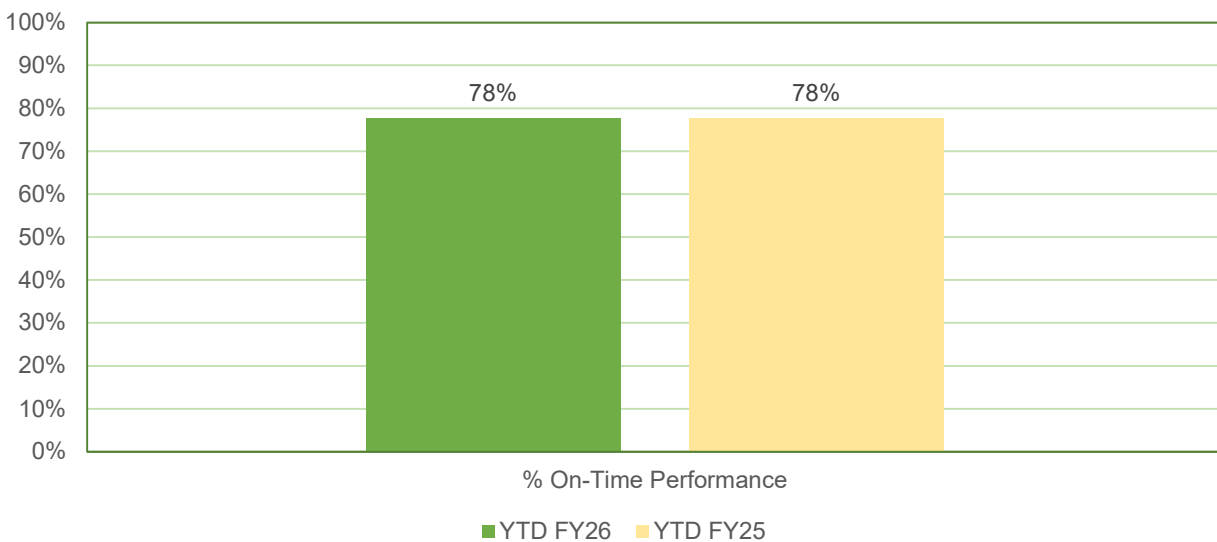
*As of December 1, 2024, Red Top no longer operates with STAR. It will continue to be included for previous fiscal year statistics.

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ART On-Time Performance
FY 2025 & FY 2026
October



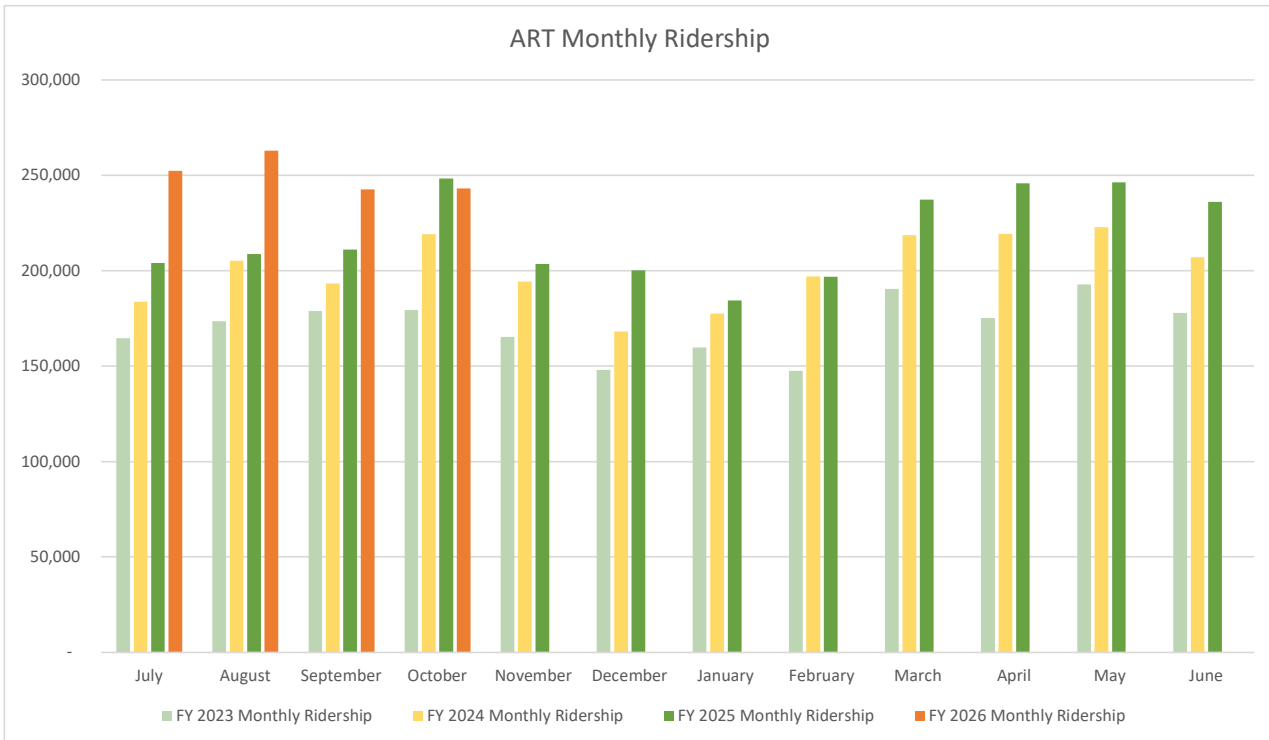
ART On-Time Performance
FY 2025 & FY 2026
Year To Date (October)



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ART



STAR

