

Arlington Transit
Monthly Service Performance Report

ROUTE LEVEL PERFORMANCE - September 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 | 42,743 | 2,310 | 18.5 | 2,035 | 7,232 | 324 | 22.3 | 7,697 | 362 | 21.3 |
| 42 Ballston/Pentagon | 18,346 | 1,093 | 16.8 | 874 | 1,576 | 104 | 15.1 | 2,087 | 120 | 17.4 |
| 43 Crystal City/Rosslyn/Courthouse | 9,332 | 694 | 13.4 | 444 | | | | | | |
| 45 Columbia Pike/Rosslyn | 36,797 | 1,795 | 20.5 | 1,752 | 3,472 | 189 | 18.4 | 3,748 | 237 | 15.8 |
| 51 Virginia Hospital Center/Ballston | 6,466 | 384 | 16.8 | 308 | 590 | 72 | 8.2 | 619 | 79 | 7.9 |
| 52 Virginia Hospital Center/Ballston/East Falls Church | 6,615 | 724 | 9.1 | 315 | | | | | | |
| 55 Lee Highway/E. Falls Church/Rosslyn | 29,281 | 1,593 | 18.4 | 1,394 | 2,551 | 208 | 12.3 | 2,679 | 173 | 15.5 |
| 56 Military Road-Rosslyn Metro | 4,605 | 427 | 10.8 | 219 | | | | | | |
| 72 Rock Spring/Ballston/Shirlington | 7,708 | 857 | 9.0 | 367 | | | | | | |
| 74 Arlington Village/Arlington View | 1,048 | 160 | 6.5 | 50 | | | | | | |
| 75 Shirlington/Ballston/Virginia Square | 18,671 | 999 | 18.7 | 889 | | | | | | |
| 77 Shirlington/Lyon Park/Courthouse | 8,551 | 828 | 10.3 | 407 | 1,734 | 130 | 13.3 | | | |
| 84 Douglas Park/Pentagon City | 2,584 | 301 | 8.6 | 123 | | | | | | |
| 87 Shirlington/Pentagon (also 87A/P/X) | 13,942 | 1,043 | 13.4 | 664 | 1,150 | 130 | 8.9 | 821 | 118 | 7.0 |
| ART Total | 206,689 | 13,210 | 15.6 | 9,842 | 18,305 | 1,157 | 15.8 | 17,651 | 1,088 | 16.2 |

On Time Performance %

| | |
|--|------------|
| 41 Columbia Pike/Ballston/Courthouse | 73% |
| 42 Ballston/Pentagon | 63% |
| 43 Crystal City/Rosslyn/Courthouse | 90% |
| 45 Columbia Pike/Rosslyn | 73% |
| 51 Virginia Hospital Center/Ballston | 90% |
| 52 Virginia Hospital Center/Ballston/East Falls Church | 76% |
| 55 Lee Highway/E. Falls Church/Rosslyn | 81% |
| 56 Military Road-Rosslyn Metro | 82% |
| 72 Rock Spring/Ballston/Shirlington | 74% |
| 74 Arlington Village/Arlington View | 69% |
| 75 Shirlington/Ballston/Virginia Square | 80% |
| 77 Shirlington/Lyon Park/Courthouse | 81% |
| 84 Douglas Park/Pentagon City | 80% |
| 87 Shirlington/Pentagon (also 87A/P/X) | 64% |
| Total | 77% |

Ridership

| | Passengers | Revenue Hours | Passengers/Revenue Hour |
|--------------|-------------------|----------------------|--------------------------------|
| WeDriveU | 3,852 | 2,748 | 1.4 |
| Total | 3,852 | 2,748 | |

Arlington Transit
Monthly Service Performance Report

SERVICE EFFECTIVENESS

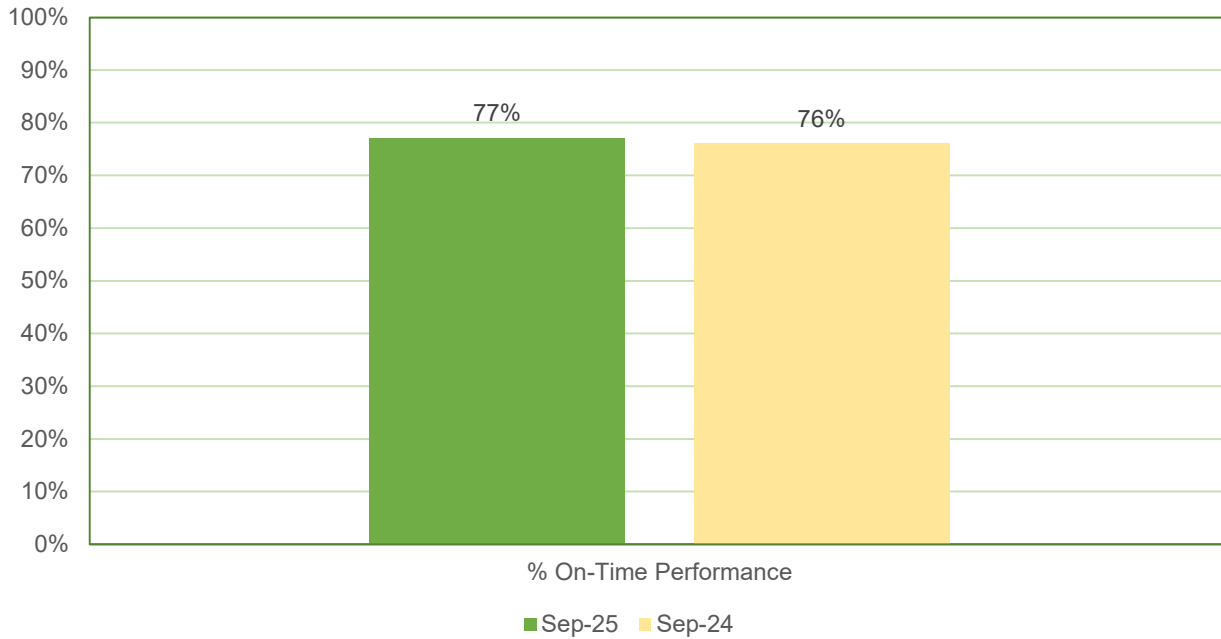
| ART | Sep-25 | Sep-24 | YTD FY26 | YTD FY25 |
|--------------------------------|---------------|---------------|-----------------|-----------------|
| ART Passengers | 242,645 | 211,208 | 757,946 | 624,128 |
| Revenue Hours | 15,455 | 15,360 | 47,336 | 48,291 |
| Passengers/Revenue Hour | 16 | 14 | | |
| Scheduled Number of Trips | 14,132 | 14,798 | 47,346 | 46,465 |
| Actual Number of Trips | 14,111 | 14,769 | 47,280 | 46,360 |
| Number of Missed Trips | 21 | 30 | 66 | 105 |
| % Service Efficiency | 99.85% | 99.80% | 99.86% | 99.78% |
| % On-Time Performance | 77% | 76% | 78% | 78% |
| Customer Service | | | | |
| Number of Complaints | 21 | 18 | 61 | 53 |
| Complaints per 50,000 Trips | 4 | 4 | 4 | 4 |

| STAR | Sep-25 | Sep-24 | YTD FY26 | YTD FY25 |
|---|---------------|---------------|-----------------|-----------------|
| STAR Passengers | 3,852 | 4,299 | 11,635 | 13,273 |
| Revenue Hours | 2,748 | 3,179 | 8,293 | 9,773 |
| Passengers/Revenue Hour | 1.40 | 1.35 | 1.40 | 1.36 |
| Scheduled Number of Trips Booked | 4139 | 4,362 | 11,729 | 13,329 |
| Number of Trip Cancellations and No-Shows | 824 | 712 | 1,705 | 2,170 |
| % Service Efficiency | 80.09% | 83.68% | 85.46% | 83.72% |
| Actual Number of Trips Completed | 3,315 | 3,650 | 10,024 | 11,159 |
| Customer Service Complaints | | | | |
| Red Top* | 0 | 2 | 0 | 8 |
| WeDriveU | 16 | 5 | 41 | 13 |
| STAR Call Center | 1 | 0 | 2 | 0 |
| Total Complaints | 17 | 7 | 43 | 21 |
| Complaints per 1,000 passengers | 4 | 2 | 4 | 2 |

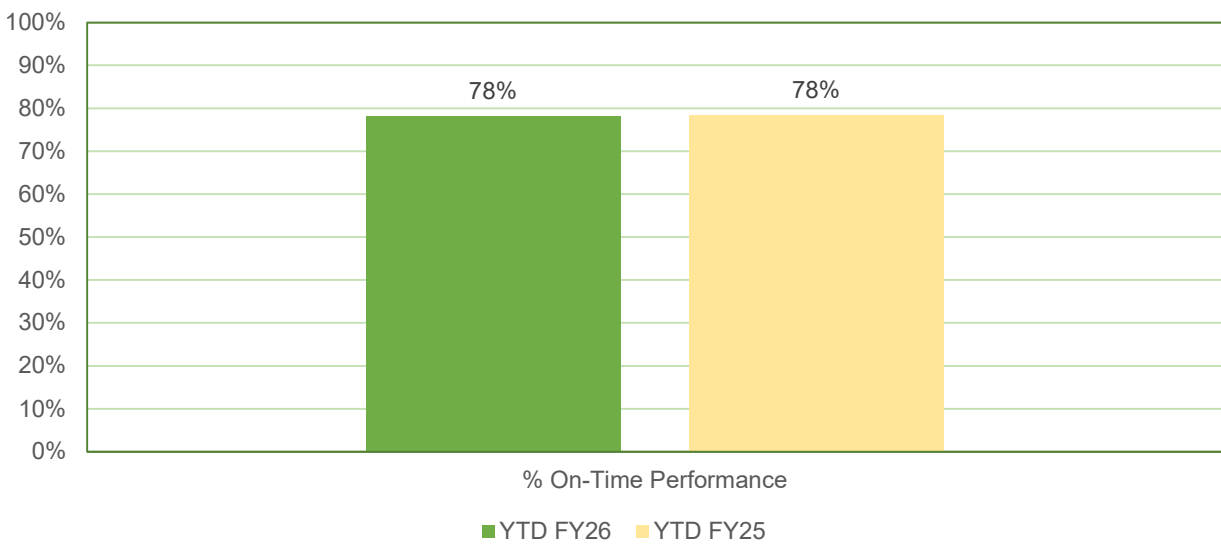
*As of December 1, 2024, Red Top no longer operates with STAR. It will continue to be included for previous fiscal year statistics.

Arlington Transit
Monthly Service Performance Report

ART On-Time Performance
FY 2025 & FY 2026
September

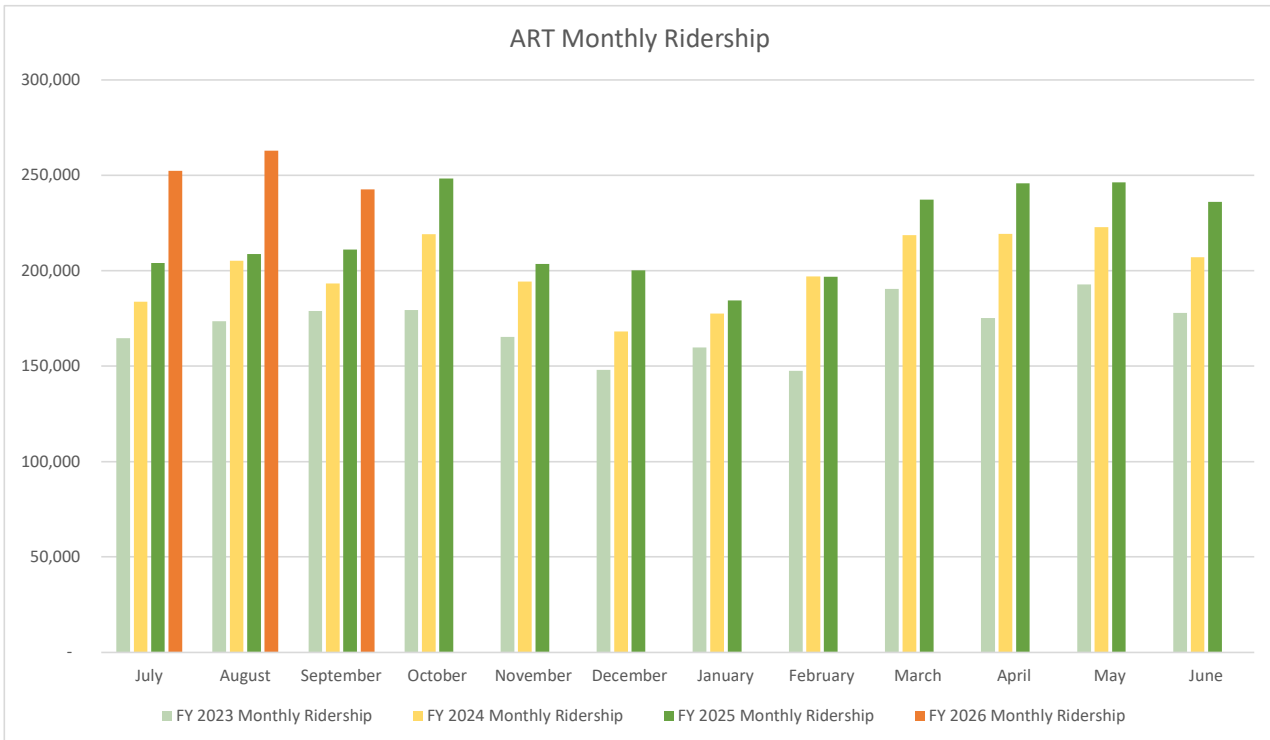


ART On-Time Performance
FY 2025 & FY 2026
Year To Date (September)



Arlington Transit Monthly Service Performance Report

ART



STAR

