Arlington Transit
Monthly Service Performance Report

ROUTE LEVEL PERFORMANCE - December 2024

Ridership

ART arlington transit	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	38,805	2,314	16.8	1,848	6,160	325	18.9	8,116	435	18.7
42 Ballston/Pentagon	16,463	1,096	15.0	784	1,320	104	12.7	1,673	145	11.6
43 Crystal City/Rosslyn/Courthouse	7,061	998	7.1	336						
45 Columbia Pike/Rosslyn	25,020	1,797	13.9	1,191	2,692	190	14.2	3,189	285	11.2
51 Virginia Hospital Center/Ballston	4,296	383	11.2	205	515	72	7.2	448	95	4.7
52 Virginia Hospital Center/Ballston/East Falls Church	4,879	627	7.8	232						
55 Lee Highway/E. Falls Church/Rosslyn	22,906	1,590	14.4	1,091	2,730	207	13.2	1,923	208	9.2
56 Military Road-Rosslyn Metro	5,418	518	10.5	258						
72 Rock Spring/Ballston/Shirlington	7,480	896	8.3	356						
74 Arlington Village/Arlington View	903	160	5.7	43						
75 Shirlington/Ballston/Virginia Square	14,500	991	14.6	690						
77 Shirlington/Lyon Park/Courthouse	9,331	828	11.3	444	1,061	131	8.1			
84 Douglas Park/Pentagon City	1,849	301	6.2	88						
87 Shirlington/Pentagon (also 87A/P/X)	9,675	1,047	9.2	461	870	130	6.7	885	142	6.3
ART Total	**168,586**	**13,546**	**12.4**	**8,028**	**15,348**	**1,159**	**13.2**	**16,234**	**1,308**	**12.4**

On Time Performance %

41 Columbia Pike/Ballston/Courthouse	85%
42 Ballston/Pentagon	71%
43 Crystal City/Rosslyn/Courthouse	93%
45 Columbia Pike/Rosslyn	74%
51 Virginia Hospital Center/Ballston	87%
52 Virginia Hospital Center/Ballston/East Falls Church	79%
55 Lee Highway/E. Falls Church/Rosslyn	79%
56 Military Road-Rosslyn Metro	75%
72 Rock Spring/Ballston/Shirlington	79%
74 Arlington Village/Arlington View	80%
75 Shirlington/Ballston/Virginia Square	68%
77 Shirlington/Lyon Park/Courthouse	80%
84 Douglas Park/Pentagon City	67%
87 Shirlington/Pentagon (also 87A/P/X)	67%
Total	**77%**

Ridership

STAR Specialized Transit for Arlington Residents	Passengers	Revenue Hours	Passengers/Revenue Hour
Diamond	3,548	3,091	1.1
Total	**3,548**	**3,091**	

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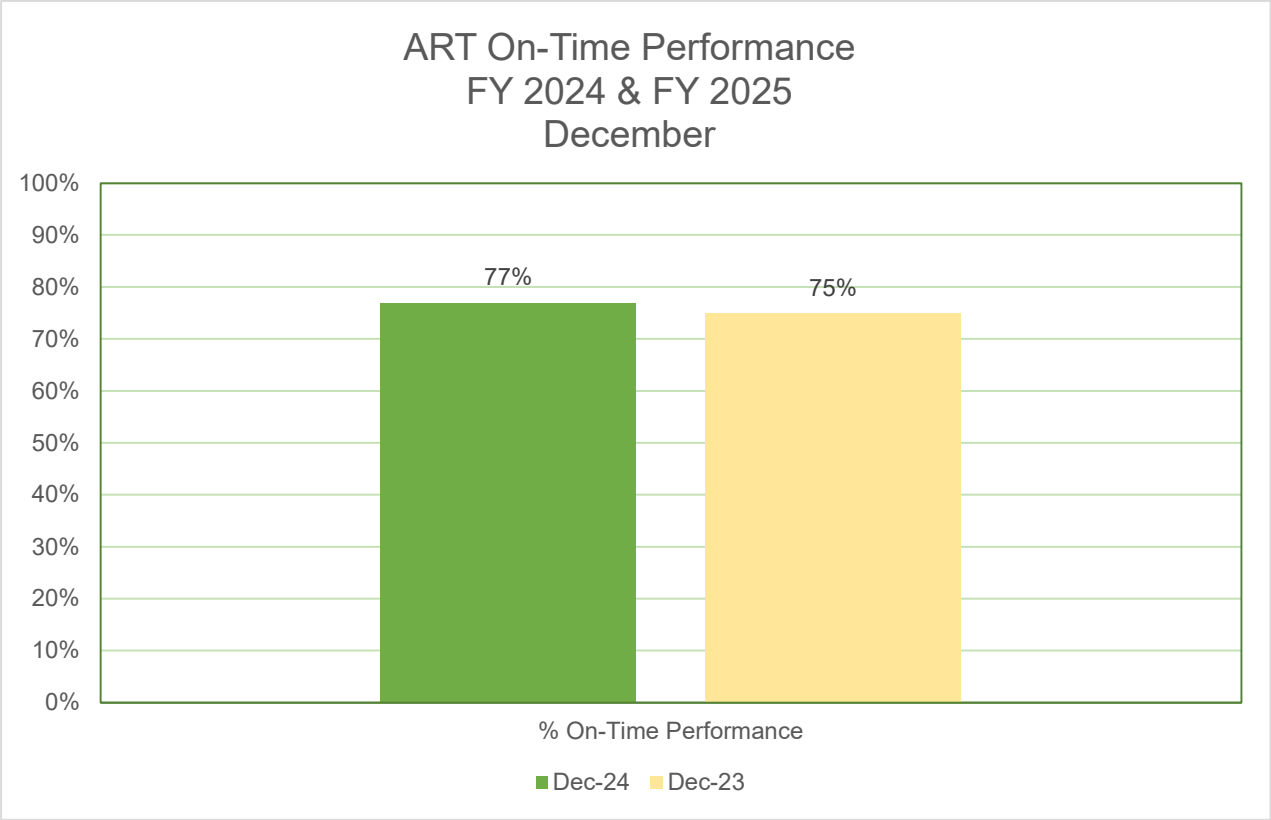
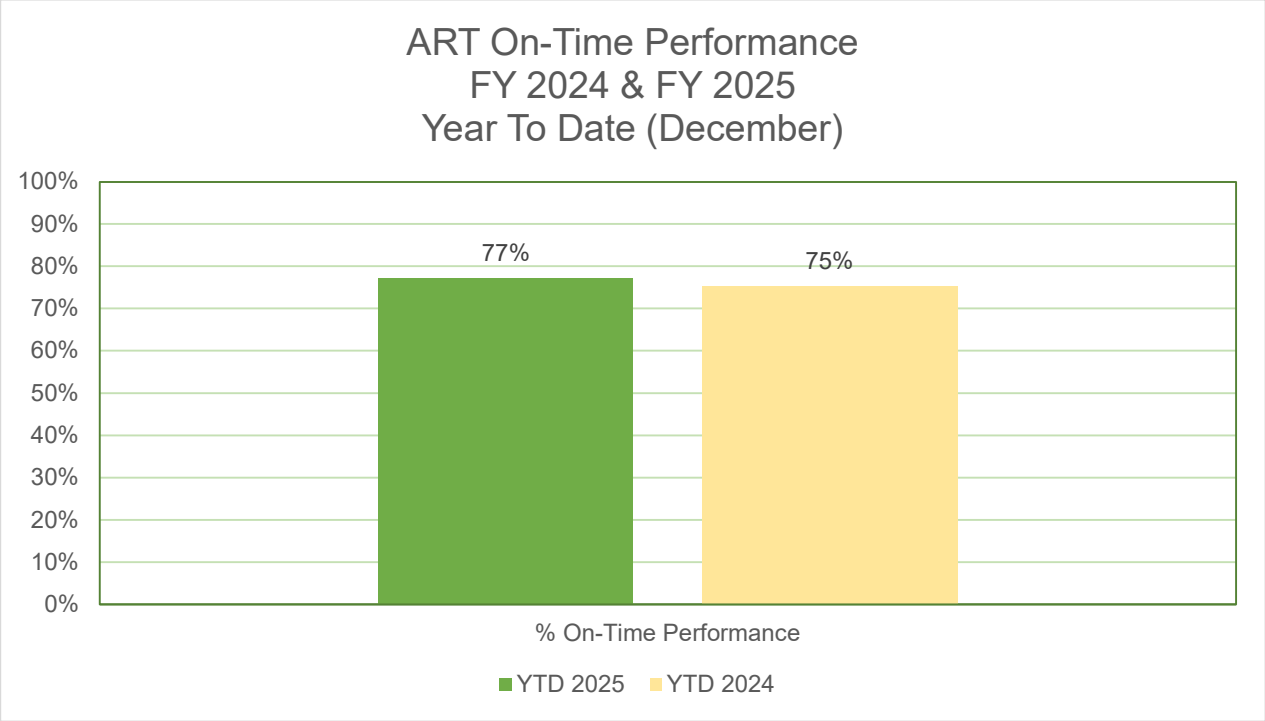
SERVICE EFFECTIVENESS

ART	Dec-24	Dec-23	YTD 2025	YTD 2024
ART Passengers	200,168	168,180	1,276,366	1,164,074
Revenue Hours	16,013	15,496	95,561	95,695
Passengers/Revenue Hour	13	11		
Scheduled Number of Trips	15,409	15,439	91,925	95,501
Actual Number of Trips	15,389	15,418	91,778	95,343
Number of Missed Trips	20	21	148	158
% Service Efficiency	**99.87%**	**99.87%**	**99.84%**	**99.83%**
% On-Time Performance	**77%**	**75%**	**77%**	**75%**
Customer Service				
Number of Complaints	19	6	100	124
Complaints per 50,000 Trips	5	2	4	5

STAR	Dec-24	Dec-23	YTD 2025	YTD 2024
STAR Passengers	3,548	3,834	21,458	20,947
Revenue Hours	3,091	2,710	16,100	14,508
Passengers/Revenue Hour	**1.15**	**1.41**	**1.33**	**1.44**
Scheduled Number of Trips Booked	3,875	3,901	21,760	20,864
Number of Trip Cancellations and No-Shows	761	703	3,501	3,325
% Service Efficiency	80.36%	81.98%	83.91%	84.06%
Actual Number of Trips Completed	3,114	3,198	18,259	17,539
Customer Service Complaints				
Red Top	0	0	5	12
Diamond	13	3	36	15
STAR Call Center	0	0	1	3
Total Complaints	13	3	42	30
Complaints per 1,000 passengers	4	1	2	1


ART On-Time Performance
FY 2024 & FY 2025
December
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
77%
75%
% On-Time Performance
Dec-24
Dec-23


ART On-Time Performance
FY 2024 & FY 2025
Year To Date (December)
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
77%
75%
% On-Time Performance
YTD 2025
YTD 2024

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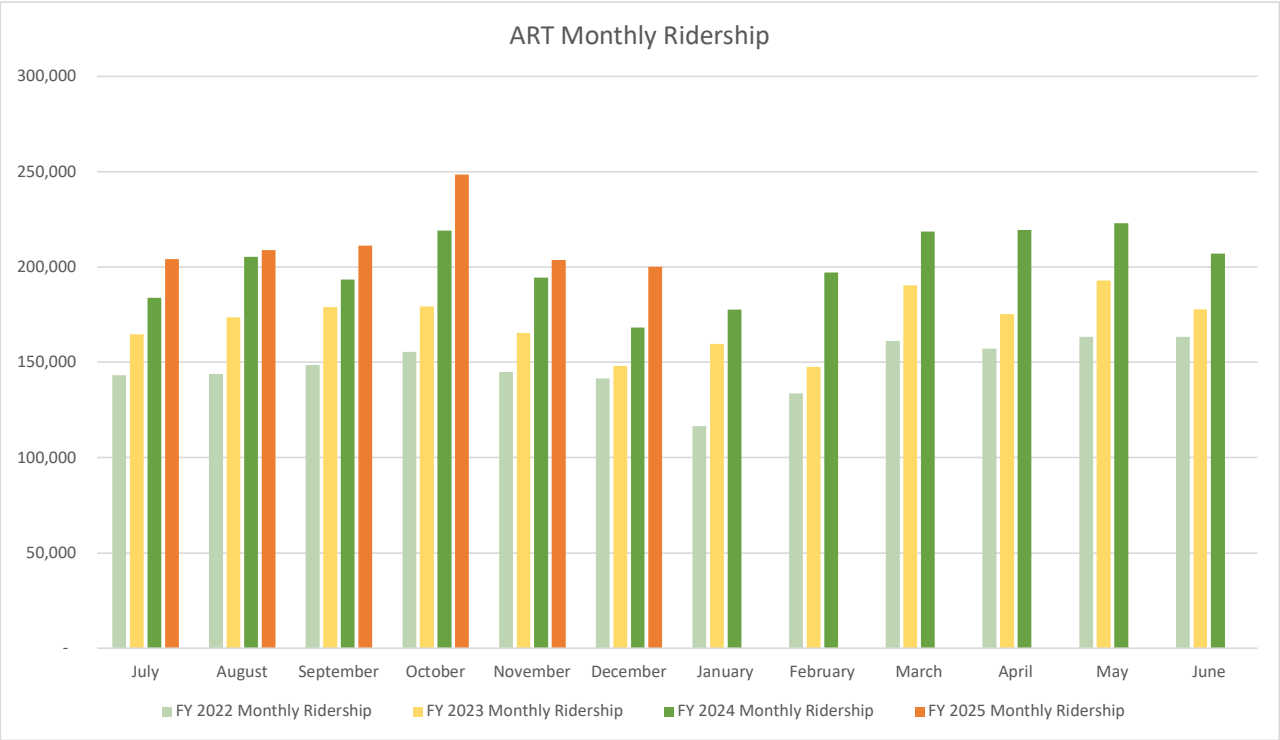
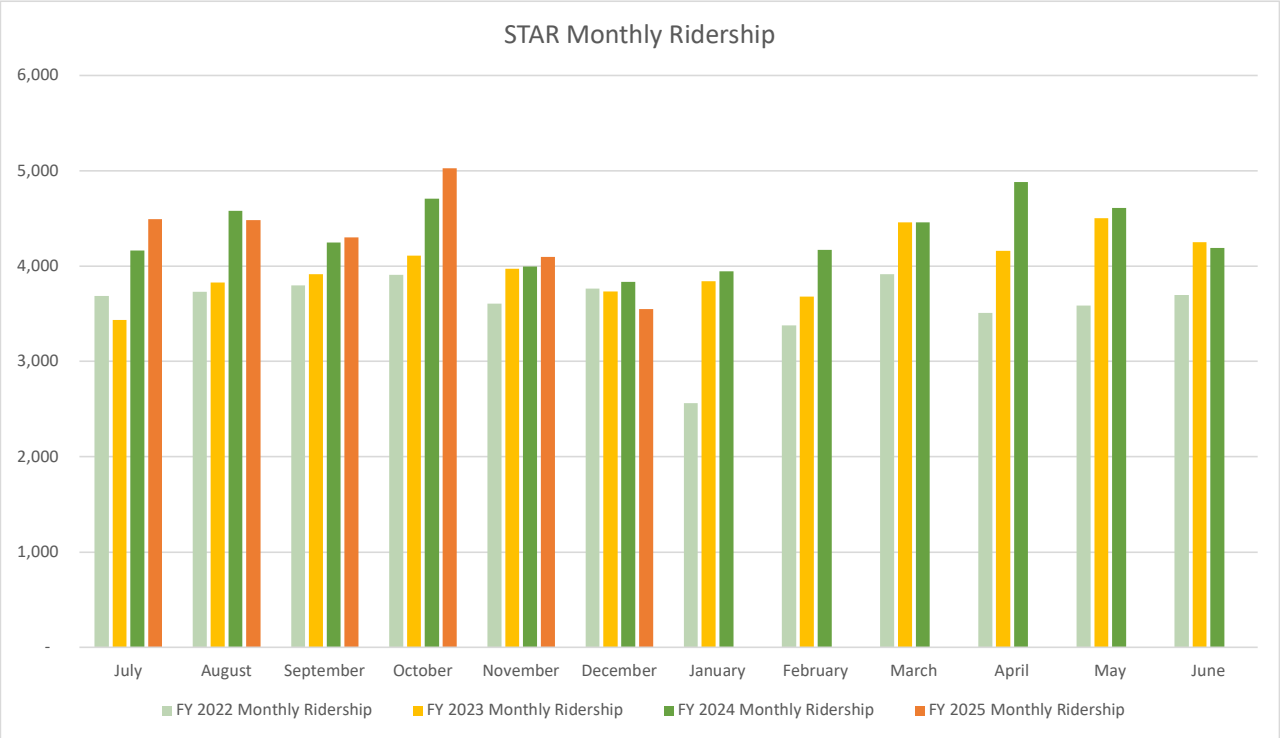
ART



STAR