

Arlington Transit
Monthly Service Performance Report

ROUTE LEVEL PERFORMANCE - January 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	36,499	2,315	15.8	1,738	7,233	404	17.9	4,788	362	13.2
42 Ballston/Pentagon	13,491	1,092	12.4	642	1,480	131	11.3	1,027	121	8.5
43 Crystal City/Rosslyn/Courthouse	6,860	998	6.9	327						
45 Columbia Pike/Rosslyn	24,758	1,796	13.8	1,179	2,716	237	11.4	3,078	237	13.0
51 Virginia Hospital Center/Ballston	3,593	383	9.4	171	689	90	7.7	587	79	7.5
52 Virginia Hospital Center/Ballston/East Falls Church	5,435	624	8.7	259						
55 Lee Highway/E. Falls Church/Rosslyn	22,687	1,587	14.3	1,080	2,858	259	11.0	1,893	173	10.9
56 Military Road-Rosslyn Metro	2,965	518	5.7	141						
72 Rock Spring/Ballston/Shirlington	6,659	898	7.4	317						
74 Arlington Village/Arlington View	812	159	5.1	39						
75 Shirlington/Ballston/Virginia Square	10,278	987	10.4	489						
77 Shirlington/Lyon Park/Courthouse	9,396	827	11.4	447	1,519	163	9.3			
84 Douglas Park/Pentagon City	1,831	300	6.1	87						
87 Shirlington/Pentagon (also 87A/P/X)	9,588	1,045	9.2	457	1,019	163	6.3	620	118	5.3
ART Total	154,852	13,530	11.4	7,374	17,514	1,446	12.1	11,993	1,089	11.0

On Time Performance %

41 Columbia Pike/Ballston/Courthouse	77%
42 Ballston/Pentagon	70%
43 Crystal City/Rosslyn/Courthouse	94%
45 Columbia Pike/Rosslyn	70%
51 Virginia Hospital Center/Ballston	84%
52 Virginia Hospital Center/Ballston/East Falls Church	72%
55 Lee Highway/E. Falls Church/Rosslyn	77%
56 Military Road-Rosslyn Metro	77%
72 Rock Spring/Ballston/Shirlington	77%
74 Arlington Village/Arlington View	62%
75 Shirlington/Ballston/Virginia Square	81%
77 Shirlington/Lyon Park/Courthouse	79%
84 Douglas Park/Pentagon City	78%
87 Shirlington/Pentagon (also 87A/P/X)	61%
Total	76%

Ridership

	Passengers	Revenue Hours	Passengers/Revenue Hour
WeDriveU	3,380	3,094	1.1
Total	3,380	3,094	

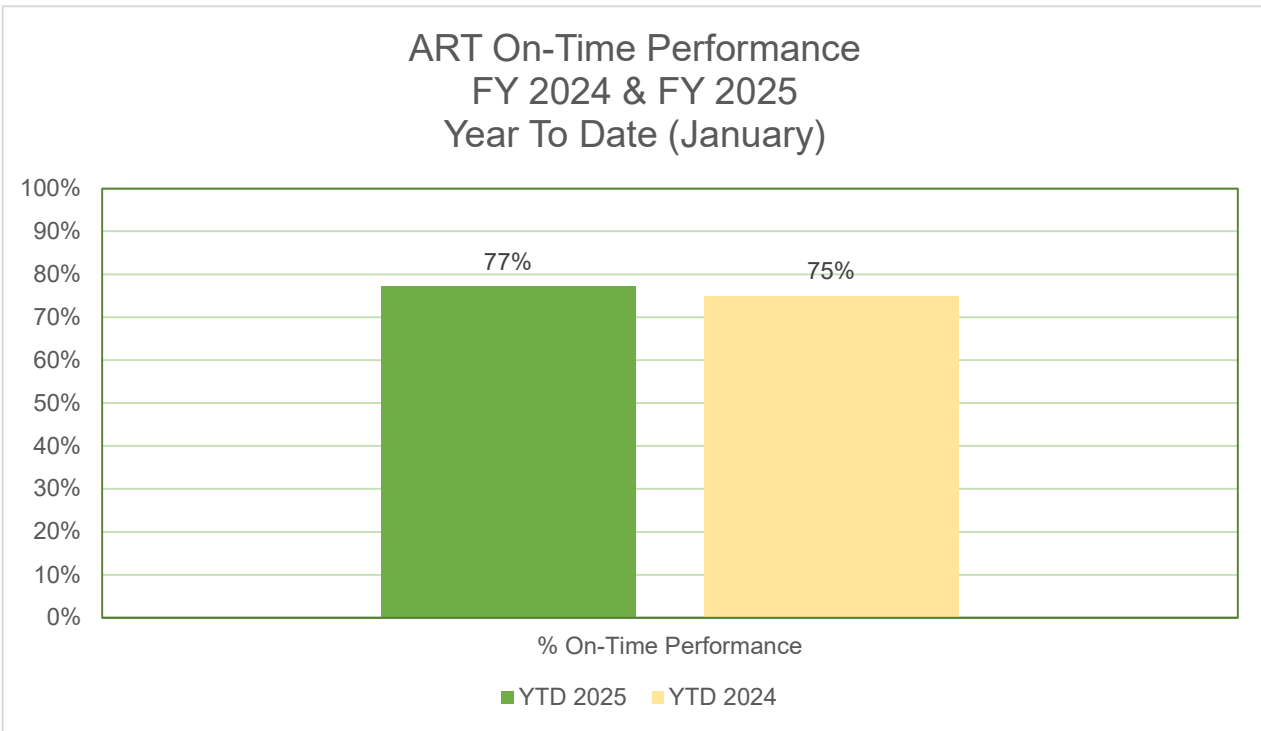
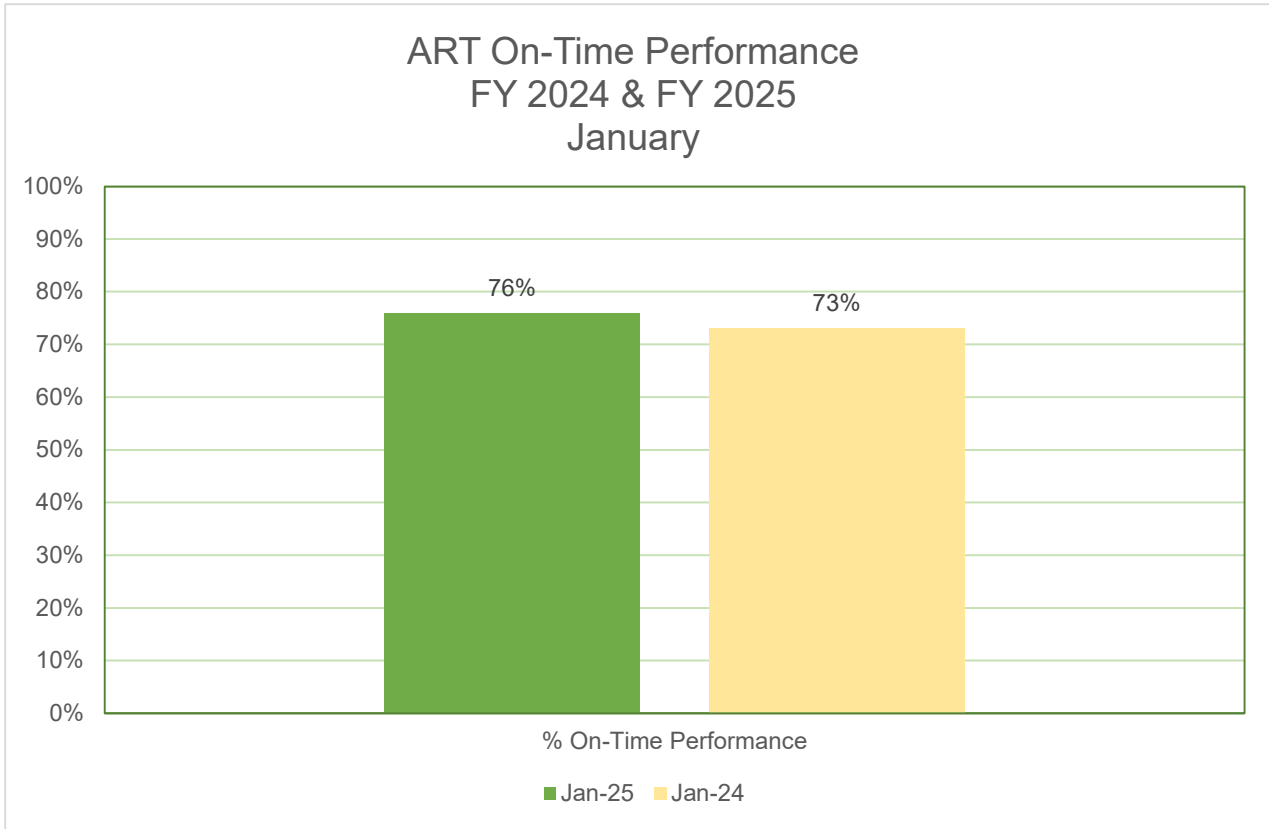
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SERVICE EFFECTIVENESS

ART	Jan-25	Jan-24	YTD 2025	YTD 2024
ART Passengers	184,359	177,637	1,460,725	1,341,711
Revenue Hours	16,066	16,474	111,626	112,169
Passengers/Revenue Hour	11	11		
Scheduled Number of Trips	15,482	16,390	107,407	111,891
Actual Number of Trips	15,445	16,352	107,223	111,695
Number of Missed Trips	37	38	184	196
% Service Efficiency	99.76%	99.77%	99.83%	99.83%
% On-Time Performance	76%	73%	77%	75%
Number of Timepoint Audited	117,471	123,237	846,738	861,778
Number of Timepoints On-Time	89,256	89,963	652,843	645,614
Customer Service				
Number of Complaints	32	16	132	140
Complaints per 50,000 Trips	9	5	5	5

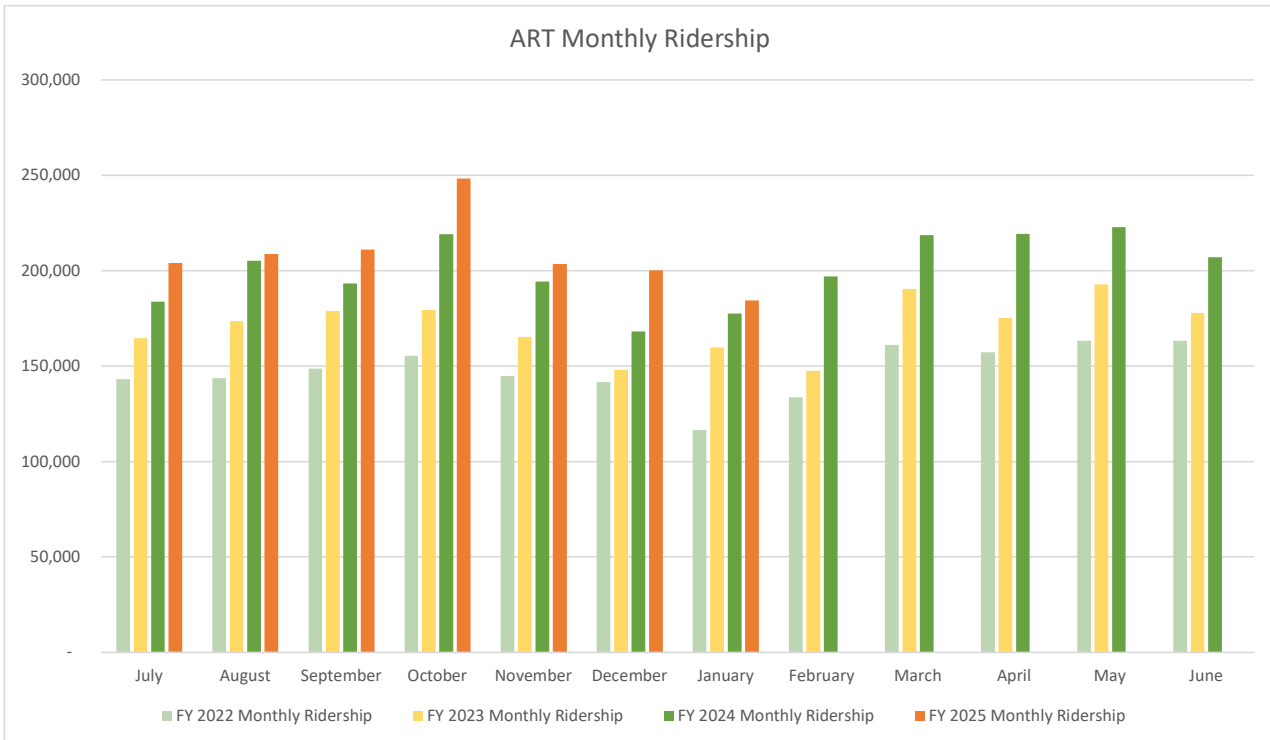
STAR	Jan-25	Jan-24	YTD 2025	YTD 2024
STAR Passengers	3,380	3,943	24,838	24,890
Revenue Hours	3,094	2,913	19,195	17,420
Passengers/Revenue Hour	1.09	1.35	1.29	1.43
Scheduled Number of Trips Booked	4,358	4,202	26,118	25,066
Number of Trip Cancellations and No-Shows	1,451	809	4,952	4,134
% Service Efficiency	66.70%	80.75%	81.04%	83.51%
Actual Number of Trips Completed	2,907	3,393	21,166	20,932
Customer Service				
Complaints				
Red Top	0	1	5	13
WeDriveU	6	3	42	18
STAR Call Center	0	0	1	3
Total Complaints	6	4	48	34
Complaints per 1,000 passengers	2	1	2	1

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ART



STAR

