



Monthly Ridership and  
Service Level Report  
October, 2019

**“Safety, Courtesy, Reliability,  
and the Environment”**

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## GLOSSARY

- Demand-Response Service (DR): DR service operates in response to calls from passengers or their agents to the transit operator, who then dispatches a vehicle to pick up the passengers and transport them to their destinations. This service does not operate on a fixed route or schedule and satisfies a special need.
- Driver Hours (DH): DH are the hours a driver is on duty, including hours on stand-by, driving to and from the garage, and when there are no passengers on board. These are the hours paid to the drivers; a combination of revenue and non-revenue hours.
- Fiscal Year (FY): The operational year starting from July 1<sup>st</sup> to June 30<sup>th</sup> and is year abbreviated with the second Calendar Year. (IE FY 19 is July 1, 2018 to June 30, 2019)
- Fixed Route Service (FR): FR operate along a specific route according to a fixed or preset schedule. Each trip serves the same stops, continuously, until service ends.
- Focused Demand-Response Service: This is a Demand-Response Service (DR) that does not operate throughout a workweek, or only operates during part of the year. These may service a specialized area to meet a special need.
- Full Service: This is our peak service typically operated during the fall and spring semesters. During Full Service, all routes are in operation with multiple buses operating on each route for peak frequency typically every 10-15 minutes. Tandems are also utilized in the first couple of weeks of Fall and Spring Service to increase capacity on high demand routes.
- Intermediate Service: This service operates the week before Virginia Tech classes resume for the fall semester and other select days throughout the year. It strongly resembles the Full Service with lower frequency on most routes.
- No Service: This service occurs on five different days: New Year's Day, Memorial Day, July 4<sup>th</sup>, Thanksgiving, and Christmas. No routes run on these days.
- Previous Year: These sections refer to data for the same month in the previous year.
- Reduced Service: This service is operated outside of fall and spring semesters during winter, spring, summer and fall breaks. Each route provides 30 minute or hourly service depending on the length of the route. Some routes do not operate; others follow an altered route.
- Revenue Hours (RH): RH are the hours of service where a bus is providing passenger service.
- Revenue Mile (RM): RM are the miles a bus travels on a route while providing passenger service.
- Ridership: Ridership is the number of people using a public transportation service in a given time period.
- Tandems: Additional vehicles that follow the scheduled route vehicles on high demand routes during the first few weeks of Full Service in the Fall and Spring. These catch the overloads and late arrivals of passengers new to the service at this time.
- Trippers: Additional stand-by service vehicles scheduled around special events such as Football Games to assist Routes in sudden passenger peak demands.
- Year-to-Date (YTD): YTD numbers are the sum of values for a period beginning July 1st of the current Fiscal Year until the end of a specified month.

### Route Abbreviations

Abbreviation	Route Full Name
BLU	Explorer Blue
BTC	BT Commuter
CAS	Campus Shuttle
CBD	Carpenter Boulevard
CRC	Corporate Research Center
GLD	Explorer Gold
HDG	Harding Avenue
HWD	Hethwood
HWA	Hethwood A
HWB	Hethwood B
HXP	Hokie Express

Abbreviation	Route Full Name
MSN	Main Street North
MSS	Main Street South
PHD	Patrick Henry Drive
PRB	Progress B
PRO	Progress Street
TE	The Explorer
TOM	Toms Creek
TTT	Two Town Trolley
UCB	University City Boulevard
UMS	University Mall Shuttle

**Summary**  
All Routes  
Month: October, 2019

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
<b>Total Passengers</b>	661,883	653,663	1%	1,661,136	1,715,489	-3%
<b>Total Revenue Hours</b>	12,793.21	12,889.63	-1%	38,096.66	38,868.55	-2%
<b>Total Revenue Miles</b>	132317.5	127877.0	3%	392697.5	391034.0	0%
<b>Total Driver Hours</b>	14,230.50	14,331.00	-1%	42,967.00	43,705.50	-2%
<b>Passengers/RH</b>	51.74	50.71	2%	43.60	44.14	-1%
<b>Passengers/RM</b>	5.00	5.11	-2%	4.23	4.39	-4%
<b>Passengers/DH</b>	46.51	45.61	2%	38.66	39.25	-2%
<b>Full Service Weekdays</b>	22	22	0	47	51	(4)
<b>Full Service Weekends</b>	8	8	0	20	22	(2)
<b>Reduced Service Weekdays</b>	0	0	0	39	29	10
<b>Reduced Service Weekends</b>	0	0	0	14	13	1
<b>Intermediate Service Weekdays</b>	1	1	0	2	7	(5)
<b>No Service Days</b>	0	0	0	1	1	0

\*Note: These numbers include both Blacksburg and Christiansburg Fixed and Demand Response Services.

## Total Ridership per Route

Blacksburg, Fixed Routes

Month: October, 2019

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YTD Ridership	Previous YTD Total	YTD Change
CAS	12,911	1.99%	3,151	310%	25,077	1.58%	7,105	253%
CBD	11,511	1.78%	9,888	16%	26,834	1.69%	25,118	7%
CRC	19,627	3.03%	18,338	7%	47,462	3.00%	47,408	0%
HDG	31,145	4.81%	26,357	18%	74,692	4.72%	67,499	11%
HWD	8,218	1.27%	7,252	13%	24,987	1.58%	20,649	21%
HWA	64,186	9.91%	57,471	12%	153,268	9.68%	143,983	6%
HWB	53,942	8.33%	55,059	-2%	132,988	8.40%	140,356	-5%
HXP	28,487	4.40%	41,924	-32%	66,143	4.18%	100,986	-35%
MSN	41,531	6.41%	48,603	-15%	105,629	6.67%	128,472	-18%
MSS	42,931	6.63%	38,971	10%	118,101	7.46%	111,023	6%
PHD	50,207	7.75%	54,947	-9%	124,206	7.84%	142,539	-13%
PRB	25,702	3.97%	5,531	365%	56,911	3.59%	13,569	319%
PRG	55,883	8.63%	65,219	-14%	132,524	8.37%	157,567	-16%
TOM	97,373	15.03%	94,907	3%	243,897	15.40%	252,423	-3%
TTT	8,299	1.28%	7,636	9%	27,640	1.75%	26,111	6%
UCB	51,803	8.00%	64,080	-19%	126,574	7.99%	166,716	-24%
UMS	44,107	6.81%	41,382	7%	96,569	6.10%	101,032	-4%
<b>Totals</b>	<b>647,863</b>	<b>100.00%</b>	<b>640,716</b>	<b>1%</b>	<b>1,583,502</b>	<b>100.00%</b>	<b>1,652,556</b>	<b>-4%</b>

**Total Ridership per Route**  
Christiansburg Routes  
Month: October, 2019

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
Commuter	295	9.62%	218	35%	981	8.20%	778	26%
Explorer Blue	831	27.11%		0%	3,461	28.91%		0%
Explorer Gold	1,034	33.74%		0%	3,949	32.99%		0%
The Explorer		0.00%	1,154	-100%		0.00%	4,597	-100%
GoAnywhere	905	29.53%	928	-2%	3,579	29.90%	4,537	-21%
<i>Combined Explorers</i>	<i>1,865</i>	<i>60.85%</i>	<i>1,154</i>	<i>62%</i>	<i>7,410</i>	<i>61.90%</i>	<i>4,597</i>	<i>61%</i>
<b>Totals</b>	<b>3,065</b>	<b>100%</b>	<b>2,300</b>	<b>33%</b>	<b>11,970</b>	<b>100%</b>	<b>9,912</b>	<b>21%</b>
<b>Christiansburg Fixed Route Total</b>	2,160	70.47%	1,372	57.43%	8,391	70.10%	5,375	56.11%
<b>Christiansburg Demand Response Total</b>	905	29.53%	928	-2.48%	3,579	29.90%	4,537	-21.12%
<b>Totals</b>	<b>3,065</b>	<b>100%</b>	<b>2,300</b>	<b>33%</b>	<b>11,970</b>	<b>100%</b>	<b>9,912</b>	<b>21%</b>

**Passengers per Revenue Hour per Route**

All Fixed Routes

Month: October, 2019

Route	Current Month	Previous Year	Change by Month
CAS	26.05	11.85	120%
CBD	42.97	36.67	17%
CRC	22.47	21.25	6%
HDG	44.21	36.82	20%
HWD	69.78	69.23	1%
HWA	79.91	70.69	13%
HWB	76.73	67.40	14%
HXP	36.46	41.65	-12%
MSN	67.55	78.33	-14%
MSS	53.87	49.31	9%
PHD	85.57	73.85	16%
PRB	49.87	20.47	144%
PRG	79.81	80.15	0%
TOM	97.47	94.18	4%
TTT	24.51	20.58	19%
UCB	74.03	67.33	10%
UMS	77.16	83.39	-7%
BTC	5.68	4.21	35%
BLU	3.12	0.00	0%
GLD	3.87	0.00	0%
TE	0.00	4.34	-100%



**Passengers per Revenue Hour per Day of Week**

All Fixed Routes

Month: October, 2019

Week Day	Current Month			Previous Year			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
<b>Sunday</b>	11,018	220.20	50.04	11,527	268.40	42.95	17%
<b>Monday</b>	111,086	1,866.81	59.51	135,441	2,320.28	58.37	2%
<b>Tuesday</b>	147,289	2,331.98	63.16	144,969	2,322.22	62.43	1%
<b>Wednesday</b>	150,109	2,333.12	64.34	145,352	2,322.55	62.58	3%
<b>Thursday</b>	135,525	2,335.87	58.02	108,347	1,841.12	58.85	-1%
<b>Friday</b>	77,882	1,705.03	45.68	77,785	1,716.94	45.30	1%
<b>Saturday</b>	17,114	362.27	47.24	18,643	447.52	41.66	13%
<b>Total</b>	<b>650,023</b>	<b>11,155.28</b>	<b>58.27</b>	<b>642,064</b>	<b>11,239.03</b>	<b>57.13</b>	<b>2%</b>

\* Note: these numbers DO NOT include Demand Response Service, Tandems, Trippers or Shuttles

## Passengers per Revenue Mile per Day of Week

All Fixed Routes

Month: October, 2019

Week Day	Current Month			Previous Year			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
<b>Sunday</b>	11,018	2,421	4.55	11,527	2,786	4.14	10%
<b>Monday</b>	111,086	19,388	5.73	135,441	23,248	5.83	-2%
<b>Tuesday</b>	147,289	24,131	6.10	144,969	23,178	6.25	-2%
<b>Wednesday</b>	150,109	24,202	6.20	145,352	23,149	6.28	-1%
<b>Thursday</b>	135,525	24,261	5.59	108,347	18,373	5.90	-5%
<b>Friday</b>	77,882	17,889	4.35	77,785	17,468	4.45	-2%
<b>Saturday</b>	17,114	3,915	4.37	18,643	4,644	4.01	9%
<b>Total</b>	<b>650,023</b>	<b>116,207</b>	<b>5.59</b>	<b>642,064</b>	<b>112,846</b>	<b>5.69</b>	<b>-2%</b>

\* Note: these numbers DO NOT include Demand Response Service, Tandems, Trippers or Shuttles

**Passengers per Revenue Hour per Day of Week**  
 Demand Response Service  
 Month: October, 2019

<u>Access Current Month</u>				<u>Access Previous Year</u>			
Day of Week	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	Change Pass/RH
Sunday	16	18.77	0.85	11	14.93	0.74	16%
Monday	229	127.78	1.79	306	182.20	1.68	7%
Tuesday	323	177.23	1.82	427	201.47	2.12	-14%
Wednesday	342	180.33	1.90	378	190.65	1.98	-4%
Thursday	341	172.27	1.98	232	135.15	1.72	15%
Friday	229	121.59	1.88	240	134.70	1.78	6%
Saturday	95	60.37	1.57	77	53.67	1.43	10%
<b>Total</b>	<b>1,575</b>	<b>858.33</b>	<b>1.83</b>	<b>1,671</b>	<b>912.77</b>	<b>1.83</b>	<b>0%</b>

<u>GoAnywhere Current Month</u>				<u>GoAnywhere Previous Year</u>			
Day of Week	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	Change Pass/RH
Sunday	0	0.00	0.00	0	0.00	0.00	0%
Monday	139	65.95	2.11	164	79.12	2.07	2%
Tuesday	216	92.50	2.34	220	86.15	2.55	-9%
Wednesday	175	85.83	2.04	184	85.08	2.16	-6%
Thursday	175	84.18	2.08	148	63.90	2.32	-10%
Friday	147	69.45	2.12	158	69.53	2.27	-7%
Saturday	53	28.05	1.89	54	27.23	1.98	-5%
<b>Total</b>	<b>905</b>	<b>425.97</b>	<b>2.12</b>	<b>928</b>	<b>411.02</b>	<b>2.26</b>	<b>-6%</b>

\*Please note: these numbers DO NOT include Fixed Route Service. It includes Access and GoAnywhere.

**Passengers per Revenue Mile per Day of Week**  
 Demand Response Service  
 Month: October, 2019

<u>Access Current Month</u>				<u>Access Previous Year</u>			
Day of Week	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	Change Pass/RM
Sunday	16	106	0.15	11	44	0.25	-40%
Monday	229	1,352	0.17	306	1,383	0.22	-23%
Tuesday	323	1,510	0.21	427	1,878	0.23	-6%
Wednesday	342	1,830	0.19	378	1,667	0.23	-18%
Thursday	341	1,848	0.18	232	1,147	0.20	-9%
Friday	229	1,227	0.19	240	1,153	0.21	-10%
Saturday	95	454	0.21	77	441	0.17	20%
<b>Total</b>	<b>1,575</b>	<b>8,327</b>	<b>0.19</b>	<b>1,671</b>	<b>7,713</b>	<b>0.22</b>	<b>-13%</b>

<u>Go Anywhere Current Month</u>				<u>Go Anywhere Previous Year</u>			
Day of Week	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	Change Pass/RM
Sunday	0	0	0.00	0	0	0.00	0%
Monday	139	837	0.17	164	848	0.19	-14%
Tuesday	216	1,151	0.19	220	1,028	0.21	-12%
Wednesday	175	992	0.18	184	1,034	0.18	-1%
Thursday	175	1,029	0.17	148	867	0.17	0%
Friday	147	831	0.18	158	905	0.17	1%
Saturday	53	351	0.15	54	257	0.21	-28%
<b>Total</b>	<b>905</b>	<b>5,191</b>	<b>0.17</b>	<b>928</b>	<b>4,939</b>	<b>0.19</b>	<b>-7%</b>

\*Please note: these numbers DO NOT include Fixed Route Service. It includes Access and GoAnywhere.

**Passengers per Revenue Hour per Day of Week**  
 Focused Demand Response Service  
 Month: October, 2019

<u>Warm Hearth Current Month</u>				<u>Warm Hearth Previous Year</u>			
Day of Week	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	Change Pass/RH
Sunday	0	0.00	0.00	0	0.00	0.00	0%
Monday	0	0.00	0.00	0	0.00	0.00	0%
Tuesday	47	21.94	2.14	60	22.33	2.69	-20%
Wednesday	73	27.08	2.70	87	23.47	3.71	-27%
Thursday	54	23.78	2.27	51	19.97	2.55	-11%
Friday	0	0.00	0.00	0	0.00	0.00	0%
Saturday	0	0.00	0.00	0	0.00	0.00	0%
<b>Total</b>	<b>174</b>	<b>72.80</b>	<b>2.39</b>	<b>198</b>	<b>65.77</b>	<b>3.01</b>	<b>-21%</b>

<u>CRC Shuttle Current Month</u>				<u>CRC Shuttle Previous Year</u>			
Day of Week	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	Change Pass/RH
Sunday	4	0.25	16.00	0	0.00	0.00	0%
Monday	0	0.00	0.00	0	0.00	0.00	0%
Tuesday	0	0.00	0.00	0	0.00	0.00	0%
Wednesday	0	0.00	0.00	0	0.00	0.00	0%
Thursday	0	0.00	0.00	0	0.00	0.00	0%
Friday	0	0.00	0.00	0	0.00	0.00	0%
Saturday	7	0.36	19.44	2	0.29	6.90	182%
<b>Total</b>	<b>11</b>	<b>0.61</b>	<b>18.03</b>	<b>2</b>	<b>0.29</b>	<b>6.90</b>	<b>161%</b>

\*Please note: these numbers DO NOT include Fixed Route Service. It includes Warm Hearth and CRC Shuttle.

**Passengers per Revenue Mile per Day of Week**  
 Focused Demand Response Service  
 Month: October, 2019

<u>Warm Hearth Current Month</u>	<u>Warm Hearth Previous Year</u>
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Day of Week	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	Change Pass/RM
Sunday	0	0	0.00	0	0	0.00	0%
Monday	0	0	0.00	0	0	0.00	0%
Tuesday	47	162	0.29	60	222	0.27	7%
Wednesday	73	205	0.36	87	278	0.31	14%
Thursday	54	208	0.26	51	154	0.33	-22%
Friday	0	0	0.00	0	0	0.00	0%
Saturday	0	0	0.00	0	0	0.00	0%
<b>Total</b>	<b>174</b>	<b>575</b>	<b>0.30</b>	<b>198</b>	<b>654</b>	<b>0.30</b>	<b>0%</b>

<u>CRC Shuttle Current Month</u>	<u>CRC Shuttle Previous Year</u>
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Day of Week	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	Change Pass/RM
Sunday	4	4	1.00	0	0	0.00	0%
Monday	0	0	0.00	0	0	0.00	0%
Tuesday	0	0	0.00	0	0	0.00	0%
Wednesday	0	0	0.00	0	0	0.00	0%
Thursday	0	0	0.00	0	0	0.00	0%
Friday	0	0	0.00	0	0	0.00	0%
Saturday	7	9	0.78	2	6	0.33	133%
<b>Total</b>	<b>11</b>	<b>13</b>	<b>0.85</b>	<b>2</b>	<b>6</b>	<b>0.33</b>	<b>154%</b>

\*Please note: these numbers DO NOT include Fixed Route Service. It includes Warm Hearth and CRC Shuttle.

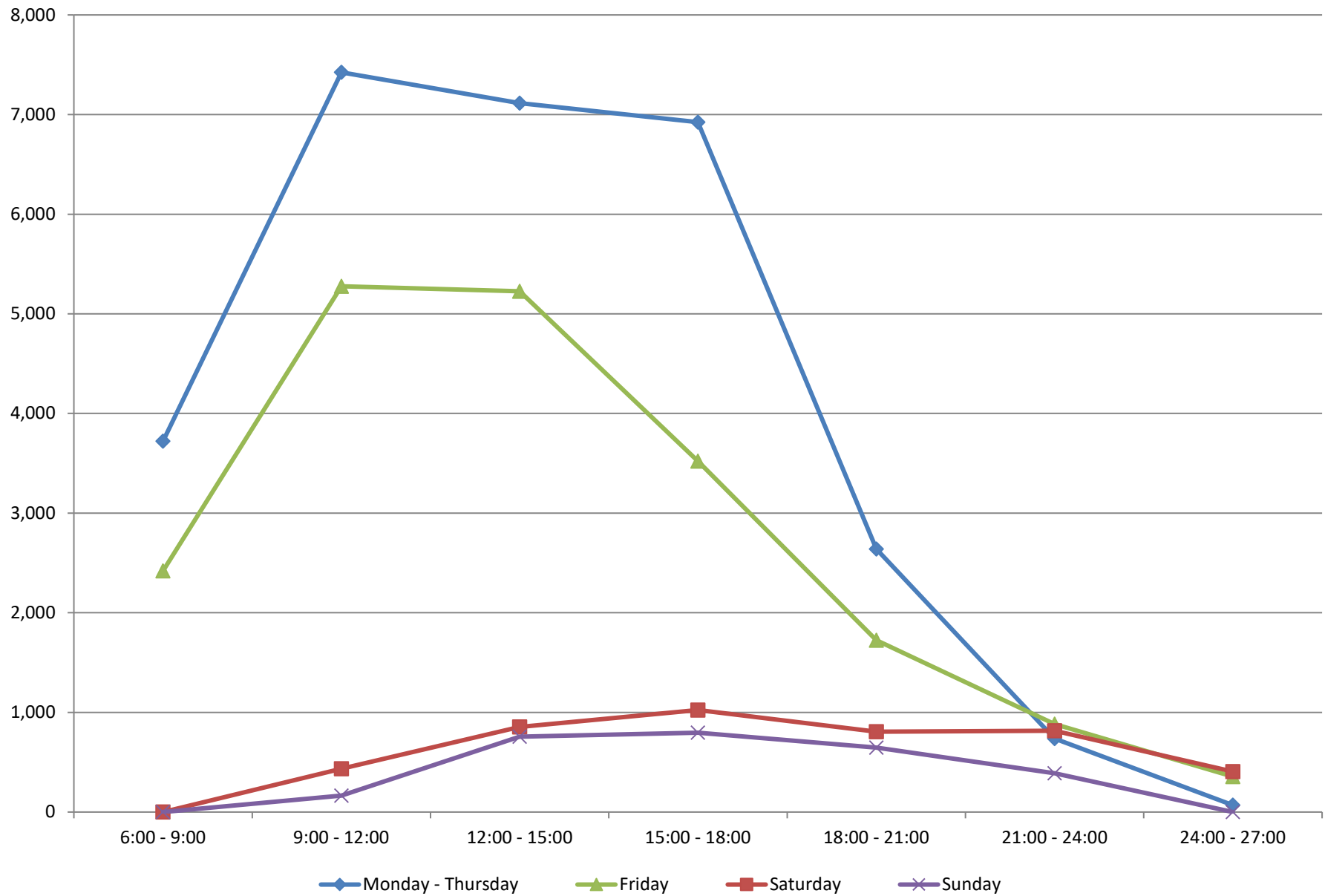
## Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

Month: October, 2019

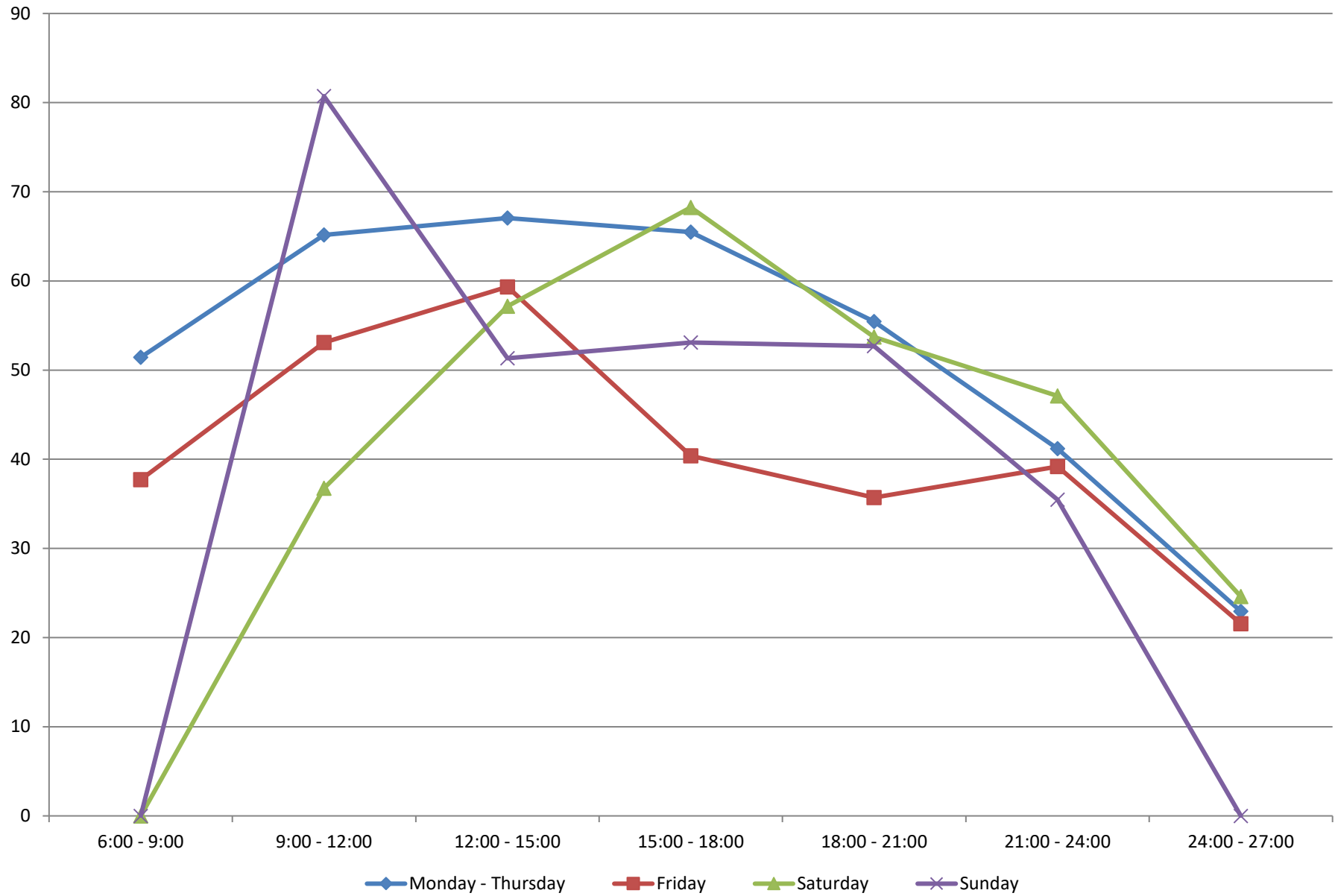
	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
<b>Monday - Thursday</b>	6:00 - 9:00	3,722.05	72.37	51.43
	9:00 - 12:00	7,423.53	113.95	65.15
	12:00 - 15:00	7,115.37	106.11	67.06
	15:00 - 18:00	6,924.32	105.76	65.47
	18:00 - 21:00	2,639.79	47.62	55.44
	21:00 - 24:00	738.16	17.92	41.19
	24:00 - 27:00	68.84	3.00	22.95
<b>Friday</b>	6:00 - 9:00	2,420.00	64.18	37.71
	9:00 - 12:00	5,276.75	99.38	53.10
	12:00 - 15:00	5,226.50	88.08	59.34
	15:00 - 18:00	3,522.75	87.25	40.38
	18:00 - 21:00	1,725.25	48.34	35.69
	21:00 - 24:00	883.25	22.55	39.18
	24:00 - 27:00	355.75	16.50	21.56
<b>Saturday</b>	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	433.50	11.80	36.74
	12:00 - 15:00	854.00	14.94	57.17
	15:00 - 18:00	1,023.75	15.00	68.25
	18:00 - 21:00	805.50	15.00	53.70
	21:00 - 24:00	816.25	17.33	47.10
	24:00 - 27:00	405.75	16.50	24.59
<b>Sunday</b>	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	165.50	2.05	80.73
	12:00 - 15:00	757.25	14.75	51.34
	15:00 - 18:00	796.25	15.00	53.08
	18:00 - 21:00	645.50	12.25	52.69
	21:00 - 24:00	390.00	11.00	35.45
	24:00 - 27:00	0.00	0.00	0.00

## Average Total Passengers by Time of Day, All Fixed Routes





# Average Passengers per Revenue Hour by Time of Day, All Fixed Routes



## Blacksburg Transit Fare Totals

Does not include Demand Response. Does include Athletics/Specials

	Total Ridership	Students #	%	Faculty/Staff #	%	Total Virginia Tech #	%	Total Non-VT #	%
July-19	100,386	79,617	79.31%	8,292	8.26%	87,909	87.57%	12,477	12.43%
August-19	238,660	214,189	89.75%	9,104	3.81%	223,293	93.56%	15,367	6.44%
September-19	652,901	621,186	95.14%	12,080	1.85%	633,266	96.99%	19,635	3.01%
<b>Total for 1st Quarter:</b>	<b>991,947</b>	<b>914,992</b>	<b>92.24%</b>	<b>29,476</b>	<b>2.97%</b>	<b>944,468</b>	<b>95.21%</b>	<b>47,479</b>	<b>4.79%</b>
October-19	659,218	627,994	95.26%	12,402	1.88%	640,396	97.14%	18,822	2.86%
November-19									
December-19									
<b>Total for 2nd Quarter:</b>	<b>659,218</b>	<b>627,994</b>	<b>95.26%</b>	<b>12,402</b>	<b>1.88%</b>	<b>640,396</b>	<b>97.14%</b>	<b>18,822</b>	<b>2.86%</b>
January-20									
February-20									
March-20									
<b>Total for 3rd Quarter:</b>	<b>0</b>	<b>0</b>	<b>#DIV/0!</b>	<b>0</b>	<b>#DIV/0!</b>	<b>0</b>	<b>#DIV/0!</b>	<b>0</b>	<b>#DIV/0!</b>
April-20									
May-20									
June-20									
<b>Total for 4th Quarter:</b>	<b>0</b>	<b>0</b>	<b>#DIV/0!</b>	<b>0</b>	<b>#DIV/0!</b>	<b>0</b>	<b>#DIV/0!</b>	<b>0</b>	<b>#DIV/0!</b>
<b>Total for Year:</b>	<b>1,651,165</b>	<b>1,542,986</b>	<b>93.45%</b>	<b>41,878</b>	<b>2.54%</b>	<b>1,584,864</b>	<b>95.98%</b>	<b>66,301</b>	<b>4.02%</b>