



Monthly Ridership and
Service Level Report
September, 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 1st to June 30th 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 4th, 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: September, 2019

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
Total Passengers	655,443	601,177	9%	999,253	1,061,826	-6%
Total Revenue Hours	11,960.08	11,416.45	5%	25,303.45	25,975.92	-3%
Total Revenue Miles	122,751.20	113,623.60	8%	260,380.00	263,157.00	-1%
Total Driver Hours	13,368.75	12,728.75	5%	28,736.50	29,374.50	-2%
Passengers/RH	54.80	52.66	4%	39.49	40.88	-3%
Passengers/RM	5.34	5.29	1%	3.84	4.03	-5%
Passengers/DH	49.03	47.23	4%	34.77	36.15	-4%
Full Service Weekdays	20	19	1	25	29	(4)
Full Service Weekends	9	10	(1)	12	14	(2)
Reduced Service Weekdays	0	0	0	39	29	10
Reduced Service Weekends	0	0	0	14	13	1
Intermediate Service Weekdays	1	1	0	1	6	(5)
No Service Days	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: September, 2019

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YTD Ridership	Previous YTD Total	YTD Change
CAS	10,111	1.59%	2,584	291%	12,166	1.30%	3,954	208%
CBD	11,636	1.83%	9,375	24%	15,323	1.64%	15,230	1%
CRC	18,313	2.88%	16,102	14%	27,835	2.97%	29,070	-4%
HDG	29,149	4.59%	23,806	22%	43,547	4.65%	41,142	6%
HWD	9,313	1.47%	7,969	17%	16,769	1.79%	13,397	25%
HWA	62,717	9.87%	51,166	23%	89,082	9.52%	86,512	3%
HWB	51,321	8.08%	47,791	7%	79,046	8.45%	85,297	-7%
HXP	28,588	4.50%	38,590	-26%	37,656	4.02%	59,062	-36%
MSN	41,829	6.58%	46,285	-10%	64,098	6.85%	79,869	-20%
MSS	42,657	6.71%	36,142	18%	75,170	8.03%	72,052	4%
PHD	51,796	8.15%	51,532	1%	73,999	7.91%	87,592	-16%
PRB	23,938	3.77%	4,725	407%	31,209	3.34%	8,038	288%
PRG	55,264	8.70%	59,054	-6%	76,641	8.19%	92,348	-17%
TOM	97,033	15.27%	87,534	11%	146,524	15.66%	157,516	-7%
TTT	8,957	1.41%	8,029	12%	19,341	2.07%	18,475	5%
UCB	50,723	7.98%	60,657	-16%	74,771	7.99%	102,636	-27%
UMS	42,180	6.64%	39,946	6%	52,462	5.61%	59,650	-12%
Totals	635,525	100.00%	591,287	7%	935,639	100.00%	1,011,840	-8%

Total Ridership per Route
Christiansburg Routes
Month: September, 2019

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
Commuter	331	10.76%	223	48%	686	7.70%	560	23%
Explorer Blue	866	28.15%		0%	2,630	29.53%		0%
Explorer Gold	996	32.38%		0%	2,915	32.73%		0%
The Explorer		0.00%	1,074	-100%		0.00%	3,443	-100%
GoAnywhere	883	28.71%	792	11%	2,674	30.03%	3,609	-26%
<i>Combined Explorers</i>	<i>1,862</i>	<i>60.53%</i>	<i>1,074</i>	<i>73%</i>	<i>5,545</i>	<i>62.27%</i>	<i>3,443</i>	<i>61%</i>
Totals	3,076	100%	2,089	47%	8,905	100%	7,612	17%
Christiansburg Fixed Route Total	2,193	71.29%	1,297	69.08%	6,231	69.97%	4,003	55.66%
Christiansburg Demand Response Total	883	28.71%	792	11.49%	2,674	30.03%	3,609	-25.91%
Totals	3,076	100%	2,089	47%	8,905	100%	7,612	17%

Passengers per Revenue Hour per Route

All Fixed Routes

Month: September, 2019

Route	Current Month	Previous Year	Change by Month
CAS	22.76	11.20	103%
CBD	47.48	40.06	19%
CRC	23.23	21.23	9%
HDG	46.72	36.33	29%
HWD	61.72	69.36	-11%
HWA	86.38	73.04	18%
HWB	80.04	67.94	18%
HXP	38.93	42.11	-8%
MSN	76.94	81.77	-6%
MSS	55.43	50.68	9%
PHD	96.91	80.36	21%
PRB	50.90	20.11	153%
PRG	86.76	84.27	3%
TOM	104.73	95.57	10%
TTT	27.80	22.43	24%
UCB	79.48	69.80	14%
UMS	80.89	92.84	-13%
BTC	7.01	4.96	41%
BLU	3.56	0.00	0%
GLD	4.07	0.00	0%
TE	0.00	4.64	-100%

Passengers per Revenue Hour per Day of Week

All Fixed Routes

Month: September, 2019

Week Day	Current Month			Previous Year			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
Sunday	16,260	274.83	59.16	15,612	336.50	46.40	28%
Monday	123,103	2,141.41	57.49	90,754	1,648.47	55.05	4%
Tuesday	124,505	1,868.06	66.65	120,924	1,856.27	65.14	2%
Wednesday	126,462	1,867.28	67.73	123,593	1,857.94	66.52	2%
Thursday	120,071	1,869.76	64.22	116,174	1,857.77	62.53	3%
Friday	107,012	1,869.68	57.24	101,253	1,903.87	53.18	8%
Saturday	20,305	361.52	56.17	24,274	558.90	43.43	29%
Total	637,718	10,252.54	62.20	592,584	10,019.72	59.14	5%

* 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: September, 2019

Week Day	Current Month			Previous Year			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
Sunday	16,260	2,993	5.43	15,612	3,528	4.43	23%
Monday	123,103	22,364	5.50	90,754	16,632	5.46	1%
Tuesday	124,505	19,345	6.44	120,924	18,530	6.53	-1%
Wednesday	126,462	19,392	6.52	123,593	18,565	6.66	-2%
Thursday	120,071	19,368	6.20	116,174	18,610	6.24	-1%
Friday	107,012	19,330	5.54	101,253	19,204	5.27	5%
Saturday	20,305	3,914	5.19	24,274	5,916	4.10	26%
Total	637,718	106,706	5.98	592,584	100,985	5.87	2%

* 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: September, 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	27	22.77	1.19	18	18.10	0.99	19%
Monday	268	160.72	1.67	164	108.92	1.51	11%
Tuesday	312	154.35	2.02	296	158.13	1.87	8%
Wednesday	262	136.92	1.91	272	149.87	1.81	5%
Thursday	315	144.25	2.18	233	134.40	1.73	26%
Friday	251	131.40	1.91	213	150.75	1.41	35%
Saturday	84	59.86	1.40	114	73.25	1.56	-10%
Total	1,519	810.26	1.87	1,310	793.42	1.65	14%

<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	155	72.40	2.14	106	61.98	1.71	25%
Tuesday	190	75.85	2.50	153	71.72	2.13	17%
Wednesday	154	71.65	2.15	140	70.30	1.99	8%
Thursday	173	69.02	2.51	171	68.42	2.50	0%
Friday	156	72.48	2.15	148	75.03	1.97	9%
Saturday	55	28.18	1.95	74	34.97	2.12	-8%
Total	883	389.58	2.27	792	382.42	2.07	9%

*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: September, 2019

<u>Access Current Month</u>	<u>Access Previous Year</u>
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Day of Week	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	Change Pass/RM
Sunday	27	138	0.20	18	78	0.23	-15%
Monday	268	1,404	0.19	164	970	0.17	13%
Tuesday	312	1,500	0.21	296	1,323	0.22	-7%
Wednesday	262	1,453	0.18	272	1,296	0.21	-14%
Thursday	315	1,498	0.21	233	1,196	0.19	8%
Friday	251	1,386	0.18	213	1,108	0.19	-6%
Saturday	84	380	0.22	114	502	0.23	-3%
Total	1,519	7,759	0.20	1,310	6,473	0.20	-3%

<u>Go Anywhere Current Month</u>	<u>Go Anywhere 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	155	799	0.19	106	614	0.17	12%
Tuesday	190	913	0.21	153	801	0.19	9%
Wednesday	154	878	0.18	140	833	0.17	4%
Thursday	173	775	0.22	171	932	0.18	22%
Friday	156	811	0.19	148	919	0.16	19%
Saturday	55	325	0.17	74	404	0.18	-8%
Total	883	4,501	0.20	792	4,503	0.18	12%

*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: September, 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	28	11.92	2.35	37	15.25	2.43	-3%
Wednesday	60	17.43	3.44	65	19.07	3.41	1%
Thursday	48	17.80	2.70	55	20.03	2.75	-2%
Friday	0	0.00	0.00	0	0.00	0.00	0%
Saturday	2	0.95	2.10	0	0.00	0.00	0%
Total	138	48.10	2.87	157	54.35	2.89	-1%

<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	0	0.00	0.00	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	2	0.25	8.00	5	0.66	7.58	6%
Total	2	0.25	8.00	5	0.66	7.58	6%

*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: September, 2019

Warm Hearth Current Month

Warm Hearth Previous Year

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	28	79	0.35	37	125	0.30	20%
Wednesday	60	167	0.36	65	188	0.35	4%
Thursday	48	126	0.38	55	169	0.33	17%
Friday	0	0	0.00	0	0	0.00	0%
Saturday	2	11	0.19	0	0	0.00	0%
Total	138	383	0.36	157	482	0.33	11%

CRC Shuttle Current Month

CRC Shuttle Previous Year

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	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	2	7	0.29	5	14	0.36	-20%
Total	2	7	0.29	5	14	0.36	-20%

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

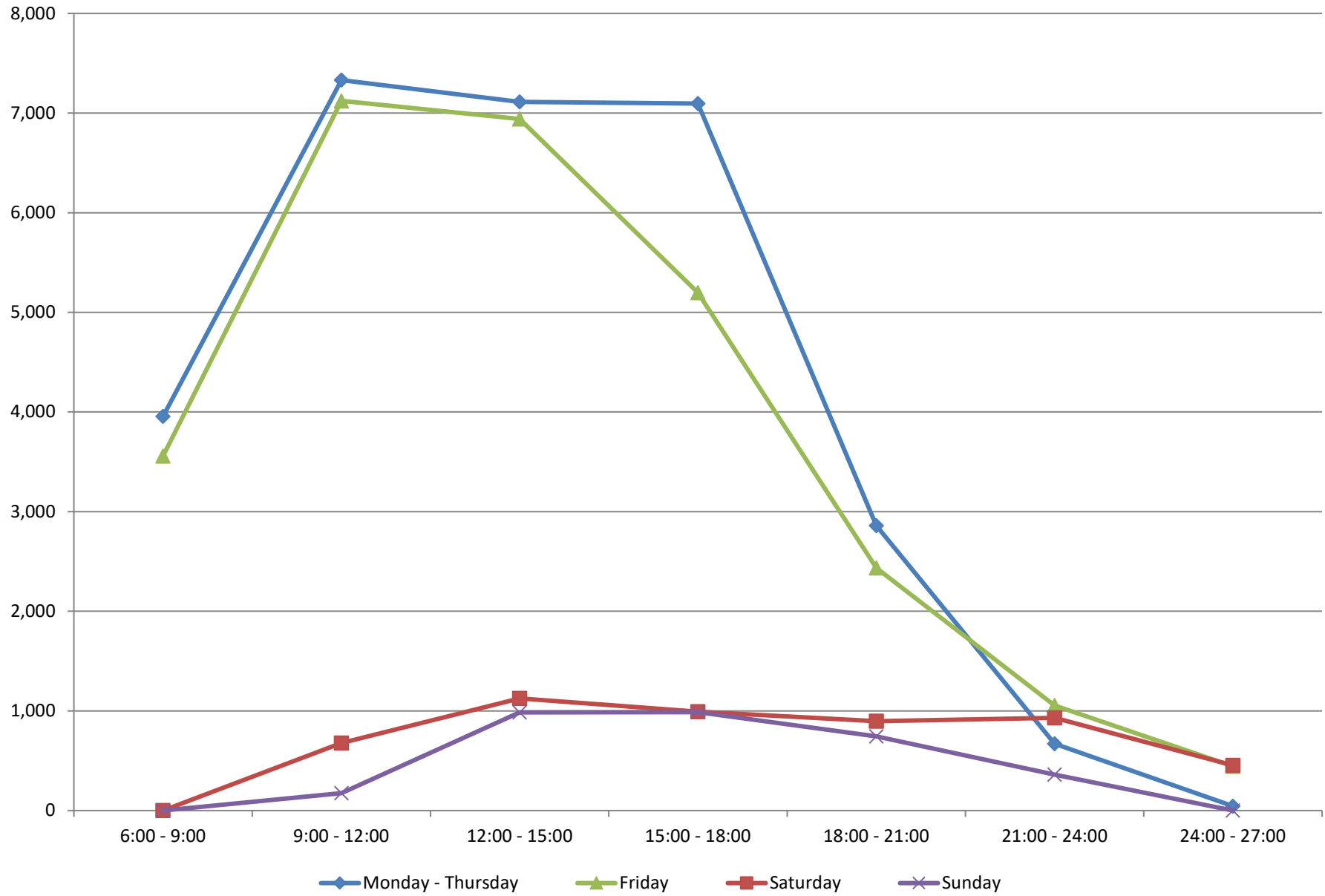
Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

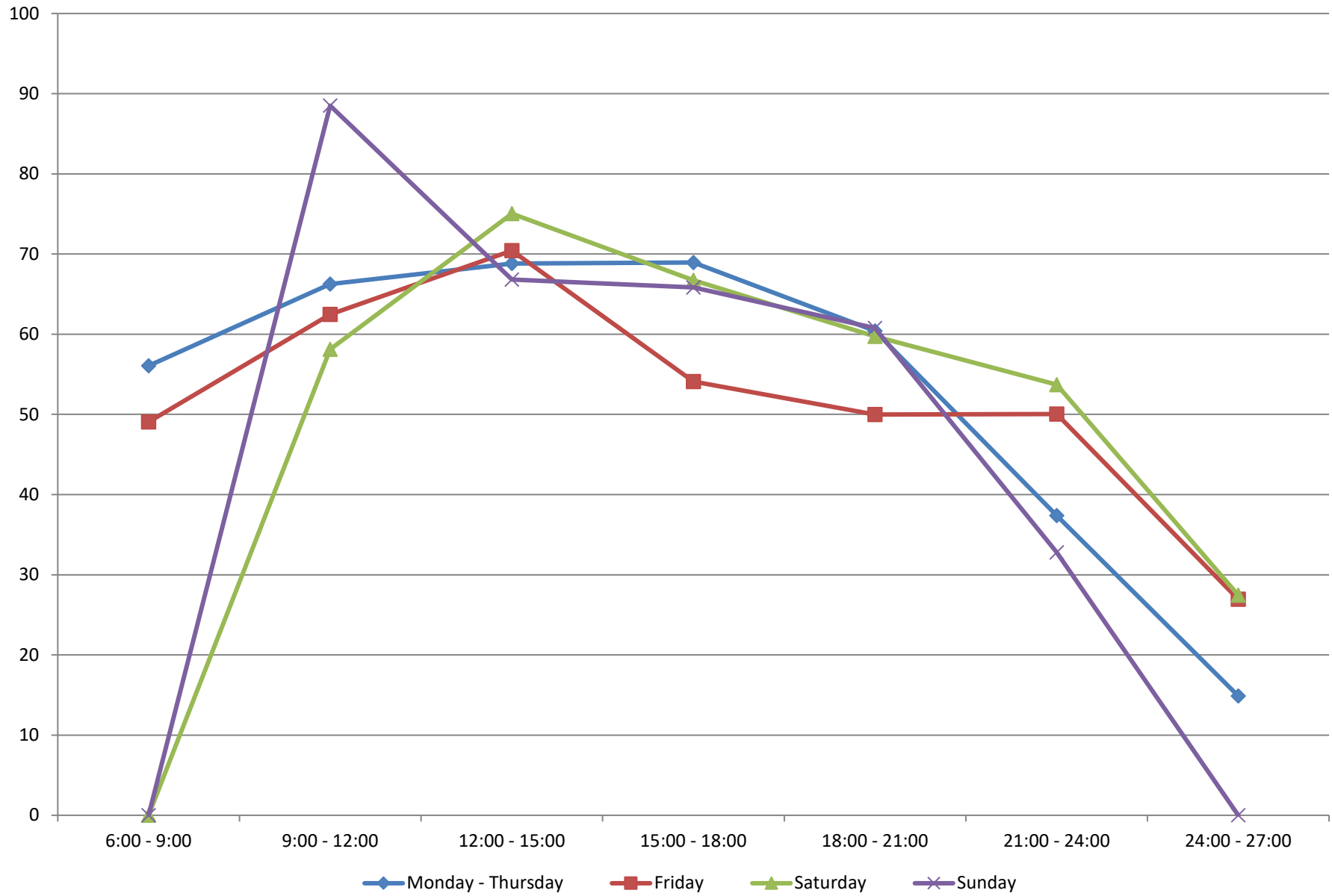
Month: September, 2019

	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
Monday - Thursday	6:00 - 9:00	3,955.00	70.53	56.08
	9:00 - 12:00	7,330.76	110.63	66.26
	12:00 - 15:00	7,112.53	103.36	68.81
	15:00 - 18:00	7,096.18	102.92	68.95
	18:00 - 21:00	2,859.29	47.33	60.42
	21:00 - 24:00	670.88	17.95	37.38
	24:00 - 27:00	44.65	3.00	14.88
Friday	6:00 - 9:00	3,558.75	72.52	49.07
	9:00 - 12:00	7,123.00	114.00	62.48
	12:00 - 15:00	6,939.50	98.54	70.42
	15:00 - 18:00	5,199.00	96.09	54.10
	18:00 - 21:00	2,435.00	48.73	49.97
	21:00 - 24:00	1,053.25	21.05	50.05
	24:00 - 27:00	444.50	16.50	26.94
Saturday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	678.50	11.68	58.12
	12:00 - 15:00	1,125.50	15.00	75.03
	15:00 - 18:00	992.75	14.88	66.74
	18:00 - 21:00	896.00	15.00	59.73
	21:00 - 24:00	930.75	17.33	53.71
	24:00 - 27:00	452.75	16.50	27.44
Sunday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	174.00	1.97	88.50
	12:00 - 15:00	985.40	14.75	66.81
	15:00 - 18:00	987.60	15.00	65.84
	18:00 - 21:00	744.40	12.25	60.77
	21:00 - 24:00	360.60	11.00	32.78
	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%	
Total for 1st Quarter:	991,947	914,992	92.24%	29,476	2.97%	944,468	95.21%	47,479	4.79%	
October-19										
November-19										
December-19										
Total for 2nd Quarter:	0	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	
January-20										
February-20										
March-20										
Total for 3rd Quarter:	0	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	
April-20										
May-20										
June-20										
Total for 4th Quarter:	0	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	
Total for Year:	991,947	914,992	92.24%	29,476	2.97%	944,468	95.21%	47,479	4.79%	