



Monthly Ridership and
Service Level Report
July, 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: July, 2019

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
Total Passengers	102,793	92,240	11%	102,793	92,240	11%
Total Revenue Hours	6,078.17	5,334.97	14%	6,078.17	5,334.97	14%
Total Revenue Miles	60,249.40	54,562.90	10%	60,249.40	54,562.90	10%
Total Driver Hours	7,176.50	6,225.50	15%	7,176.50	6,225.50	15%
Passengers/RH	16.91	17.29	-2%	16.91	17.29	-2%
Passengers/RM	1.71	1.69	1%	1.71	1.69	1%
Passengers/DH	14.32	14.82	-3%	14.32	14.82	-3%
Full Service Weekdays	0	0	0	0	0	0
Full Service Weekends	0	0	0	0	0	0
Reduced Service Weekdays	22	21	1	22	21	1
Reduced Service Weekends	8	9	(1)	8	9	(1)
Intermediate Service Weekdays	0	0	0	0	0	0
No Service Days	1	1	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: July, 2019

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YTD Ridership	Previous YTD Total	YTD Change
CAS	0	0.00%	0	0%	0	0.00%	0	0%
CBD	0	0.00%	0	0%	0	0.00%	0	0%
CRC	3,063	4.54%	3,001	2%	3,063	4.54%	3,001	2%
HDG	3,441	5.10%	2,572	34%	3,441	5.10%	2,572	34%
HWD	2,034	3.01%	1,973	3%	2,034	3.01%	1,973	3%
HWA	5,084	7.53%	3,902	30%	5,084	7.53%	3,902	30%
HWB	7,155	10.59%	6,598	8%	7,155	10.59%	6,598	8%
HXP	0	0.00%	0	0%	0	0.00%	0	0%
MSN	5,780	8.56%	4,347	33%	5,780	8.56%	4,347	33%
MSS	10,419	15.43%	9,511	10%	10,419	15.43%	9,511	10%
PHD	4,678	6.93%	4,012	17%	4,678	6.93%	4,012	17%
PRB	0	0.00%	0	0%	0	0.00%	0	0%
PRG	4,196	6.21%	0	0%	4,196	6.21%	0	0%
TOM	12,701	18.81%	14,397	-12%	12,701	18.81%	14,397	-12%
TTT	3,412	5.05%	3,405	0%	3,412	5.05%	3,405	0%
UCB	5,569	8.25%	5,929	-6%	5,569	8.25%	5,929	-6%
UMS	0	0.00%	0	0%	0	0.00%	0	0%
Totals	67,532	100.00%	59,647	13%	67,532	100.00%	59,647	13%

Total Ridership per Route
Christiansburg Routes
Month: July, 2019

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
Commuter	110	3.78%	120	-8%	110	3.78%	120	-8%
Explorer Blue	884	30.41%		0%	884	30.41%		0%
Explorer Gold	937	32.23%		0%	937	32.23%		0%
The Explorer		0.00%	1,100	-100%		0.00%	1,100	-100%
GoAnywhere	976	33.57%	1,535	-36%	976	33.57%	1,535	-36%
<i>Combined Explorers</i>	<i>1,821</i>	<i>62.64%</i>	<i>1,100</i>	<i>66%</i>	<i>1,821</i>	<i>62.64%</i>	<i>1,100</i>	<i>66%</i>
Totals	2,907	100%	2,755	6%	2,907	100%	2,755	6%
Christiansburg Fixed Route Total	1,931	66.43%	1,220	58.28%	1,931	66.43%	1,220	58.28%
Christiansburg Demand Response Total	976	33.57%	1,535	-36.42%	976	33.57%	1,535	-36.42%
Totals	2,907	100%	2,755	6%	2,907	100%	2,755	6%

Passengers per Revenue Hour per Route

All Fixed Routes

Month: July, 2019

Route	Current Month	Previous Year	Change by Month
CAS	0.00	0.00	0%
CBD	0.00	0.00	0%
CRC	11.93	12.25	-3%
HDG	9.13	7.06	29%
HWD	19.50	18.75	4%
HWA	19.77	15.81	25%
HWB	27.56	26.66	3%
HXP	0.00	0.00	0%
MSN	17.20	13.42	28%
MSS	25.84	24.22	7%
PHD	18.10	16.26	11%
PRB	0.00	0.00	0%
PRG	16.25	0.00	0%
TOM	30.74	35.46	-13%
TTT	11.24	11.42	-2%
UCB	21.54	24.03	-10%
UMS	0.00	0.00	0%
BTC	2.22	2.54	-13%
BLU	3.47	0.00	0%
GLD	3.65	0.00	0%
TE	0.00	4.54	-100%

Passengers per Revenue Hour per Day of Week

All Fixed Routes

Month: July, 2019

Week Day	Current Month			Previous Year			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
Sunday	1,752	116.87	14.99	2,338	146.25	15.99	-6%
Monday	14,725	853.60	17.25	12,966	736.75	17.60	-2%
Tuesday	14,801	853.85	17.33	13,657	735.59	18.57	-7%
Wednesday	15,240	853.60	17.85	8,242	442.05	18.64	-4%
Thursday	8,921	512.31	17.41	10,678	589.40	18.12	-4%
Friday	10,839	683.08	15.87	10,202	589.40	17.31	-8%
Saturday	3,175	173.20	18.33	2,784	173.20	16.07	14%
Total	69,453	4,046.51	17.16	60,867	3,412.64	17.84	-4%

* 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: July, 2019

Week Day	Current Month			Previous Year			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
Sunday	1,752	1,274	1.38	2,338	1,590	1.47	-6%
Monday	14,725	9,616	1.53	12,966	8,583	1.51	1%
Tuesday	14,801	7,679	1.93	13,657	8,557	1.60	21%
Wednesday	15,240	9,607	1.59	8,242	5,157	1.60	-1%
Thursday	8,921	5,748	1.55	10,678	6,893	1.55	0%
Friday	10,839	7,679	1.41	10,202	6,852	1.49	-5%
Saturday	3,175	1,873	1.70	2,784	1,868	1.49	14%
Total	69,453	43,476	1.60	60,867	39,500	1.54	4%

* 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: July, 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	12	13.55	0.89	15	9.43	1.59	-44%
Monday	262	170.20	1.54	208	146.77	1.42	9%
Tuesday	285	169.06	1.69	272	180.35	1.51	12%
Wednesday	269	176.27	1.53	113	88.82	1.27	20%
Thursday	182	111.42	1.63	173	127.92	1.35	21%
Friday	201	118.87	1.69	194	127.55	1.52	11%
Saturday	61	41.38	1.47	75	57.88	1.30	14%
Total	1,272	800.75	1.59	1,050	738.72	1.42	12%

<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	239	82.02	2.91	167	88.12	1.90	54%
Tuesday	293	80.67	3.63	527	92.38	5.70	-36%
Wednesday	162	79.80	2.03	270	56.10	4.81	-58%
Thursday	95	38.70	2.45	364	71.10	5.12	-52%
Friday	143	68.65	2.08	160	74.45	2.15	-3%
Saturday	44	28.07	1.57	47	25.33	1.86	-16%
Total	976	377.90	2.58	1,535	407.48	3.77	-31%

*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: July, 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	12	61	0.20	15	50	0.30	-34%
Monday	262	1,433	0.18	208	1,201	0.17	6%
Tuesday	285	1,403	0.20	272	1,311	0.21	-2%
Wednesday	269	1,508	0.18	113	615	0.18	-3%
Thursday	182	970	0.19	173	972	0.18	5%
Friday	201	1,120	0.18	194	885	0.22	-18%
Saturday	61	320	0.19	75	398	0.19	1%
Total	1,272	6,815	0.19	1,050	5,432	0.19	-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	239	814	0.29	167	949	0.18	67%
Tuesday	293	1,002	0.29	527	1,038	0.51	-42%
Wednesday	162	952	0.17	270	642	0.42	-60%
Thursday	95	517	0.18	364	892	0.41	-55%
Friday	143	788	0.18	160	897	0.18	2%
Saturday	44	326	0.13	47	285	0.16	-18%
Total	976	4,399	0.22	1,535	4,703	0.33	-32%

*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: July, 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	66	24.19	2.73	87	21.75	4.00	-32%
Wednesday	62	23.57	2.63	50	13.68	3.65	-28%
Thursday	31	14.05	2.21	59	24.38	2.42	-9%
Friday	0	0.00	0.00	0	0.00	0.00	0%
Saturday	0	0.00	0.00	0	0.00	0.00	0%
Total	159	61.80	2.57	196	59.81	3.28	-21%

<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	0	0.00	0.00	0	0.00	0.00	0%
Total	0	0.00	0.00	0	0.00	0.00	0%

*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: July, 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	66	222	0.30	87	252	0.35	-14%
Wednesday	62	213	0.29	50	99	0.51	-42%
Thursday	31	102	0.30	59	203	0.29	5%
Friday	0	0	0.00	0	0	0.00	0%
Saturday	0	0	0.00	0	0	0.00	0%
Total	159	537	0.30	196	554	0.35	-16%

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	0	0	0.00	0	0	0.00	0%
Total	0	0	0.00	0	0	0.00	0%

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

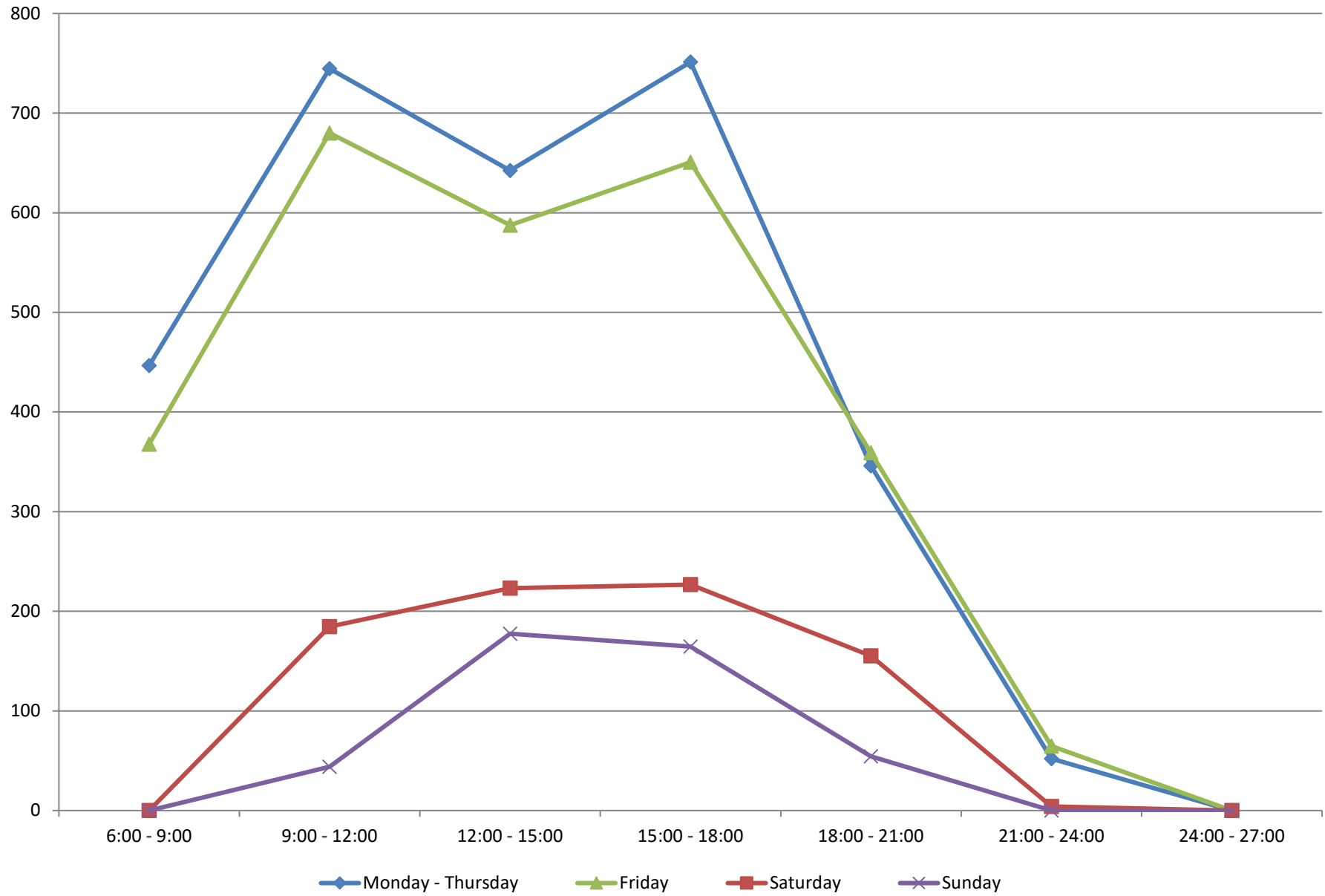
Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

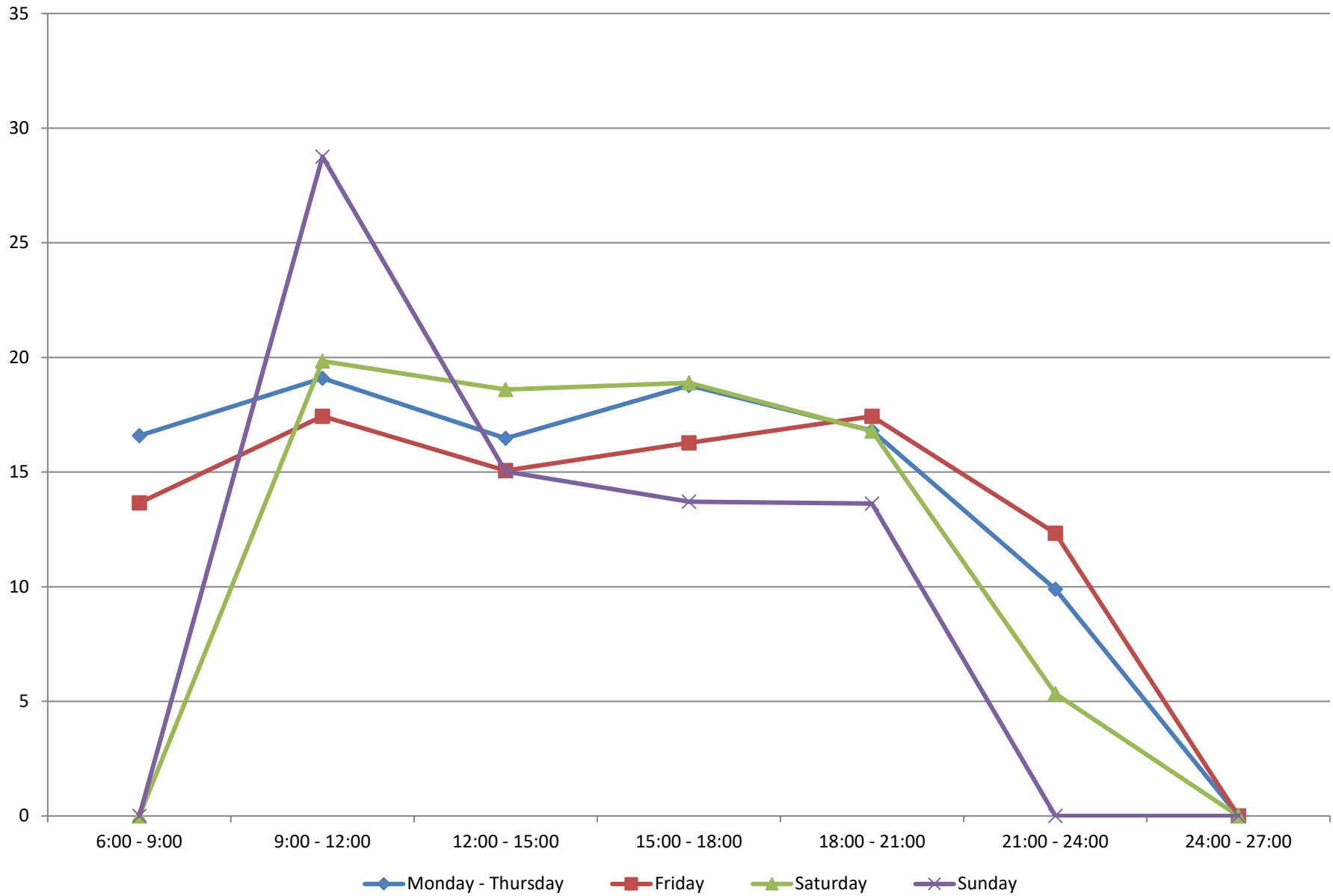
Month: July, 2019

	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
Monday - Thursday	6:00 - 9:00	446.56	26.92	16.59
	9:00 - 12:00	744.67	39.00	19.09
	12:00 - 15:00	642.33	39.00	16.47
	15:00 - 18:00	751.22	40.00	18.78
	18:00 - 21:00	345.89	20.58	16.81
	21:00 - 24:00	51.94	5.25	9.89
	24:00 - 27:00	0.00	0.00	0.00
Friday	6:00 - 9:00	367.75	26.93	13.66
	9:00 - 12:00	680.00	39.00	17.44
	12:00 - 15:00	587.50	39.00	15.06
	15:00 - 18:00	650.75	40.00	16.27
	18:00 - 21:00	359.00	20.59	17.44
	21:00 - 24:00	64.75	5.25	12.33
	24:00 - 27:00	0.00	0.00	0.00
Saturday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	184.50	9.30	19.84
	12:00 - 15:00	223.25	12.00	18.60
	15:00 - 18:00	226.75	12.00	18.90
	18:00 - 21:00	155.25	9.25	16.78
	21:00 - 24:00	4.00	0.75	5.33
	24:00 - 27:00	0.00	0.00	0.00
Sunday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	44.00	1.53	28.76
	12:00 - 15:00	177.50	11.81	15.03
	15:00 - 18:00	164.50	12.00	13.71
	18:00 - 21:00	54.50	4.00	13.63
	21:00 - 24:00	0.00	0.00	0.00
	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									
September-19									
Total for 1st Quarter:	100,386	79,617	79.31%	8,292	8.26%	87,909	87.57%	12,477	12.43%
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:	100,386	79,617	79.31%	8,292	8.26%	87,909	87.57%	12,477	12.43%