



Monthly Ridership and  
Service Level Report  
January, 2023

**“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.
- Emergency Service: This is for changes in planned service level operated due to long term (more than 7 days) situations that have an impact on the amount of service provided due to the circumstances of the declared emergency.
- Extra Service: Additional vehicles and routes to cover an Event such as Football. Compared to prior years this differs in that these are scheduled with set patterns and times of service and are effectively an addition to Fixed Route Service.
- 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. Also known as Motor Bus Service (MB)
- 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.
- 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
ADA	ADA Lot (Football Extra)
BLU	Explorer Blue
CAS	Campus Shuttle
CRB	Carpenter Boulevard
CRC	Corporate Research Center
GLD	Explorer Gold
HDG	Harding Avenue
HWA	Hethwood A
HWB	Hethwood B
HWD	Hethwood
HXP	Hokie Express
MSA	South Main Airport Rd
MSG	Main Street Givens

Abbreviation	Route Full Name
MSN	Main Street North
MSS	Main Street South
PHB	Patrick Henry B
PHD	Patrick Henry
PRB	Progress B
PRO	Progress Street
TOM	Toms Creek
TTT	Two Town Trolley
UCB	University City Boulevard
UMS	University Mall Shuttle
ACC	Access (DR)
GAR	GoAnywhere Route (DR)

### Recent Changes

- Athletics and Specials Shuttles are no longer serviced as shuttles. Football service moved to Fixed Route Extra Service with scheduled runs.
- Addition of Main Street Givens route
- Currently Suspended by start of Fall Full Service: Campus Shuttle, Progress B, and University Mall Shuttle. Note these may be reinstated during the service year.

**Summary**  
All Routes  
Month: January, 2023

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
<b>Total Passengers</b>	291,264	234,626	24%	2,095,075	1,957,152	7%
<b>Total Revenue Hours</b>	7,791.44	7,191.86	8%	54,071.93	60,939.20	-11%
<b>Total Revenue Miles</b>	81,148.00	75,927.00	7%	567,005.00	642,671.80	-12%
<b>Total Driver Hours</b>	8,665.50	8,096.25	7%	60,313.83	68,218.83	-12%
<b>Passengers/RH</b>	37.38	32.62	15%	38.75	32.12	21%
<b>Passengers/RM</b>	3.59	3.09	16%	3.69	3.05	21%
<b>Passengers/DH</b>	33.61	28.98	16%	34.74	28.69	21%
<b>Full Service Weekdays</b>	11	10	1	88	87	1
<b>Full Service Weekends</b>	5	4	1	36	35	1
<b>Reduced Service Weekdays</b>	10	10	0	55	57	(2)
<b>Reduced Service Weekends</b>	3	4	(1)	24	22	2
<b>Intermediate Service</b>	1	1	0	8	8	0
<b>No Service Days</b>	1	2	(1)	4	6	(2)

\*Note: These numbers include Blacksburg and Christiansburg: Motor Bus, Demand Response and Extra Services.

**Total Ridership per Route**

Blacksburg

Month: January, 2023

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YTD Ridership	Previous YTD Total	YTD Change
ADA	0	0.00%	0	0%	2,793	0.13%	0	0%
CAS	0	0.00%	0	0%	0	0.00%	8,350	-100%
CRB	4,117	1.43%	1,923	114%	27,714	1.33%	26,531	4%
CRC	7,981	2.77%	6,145	30%	54,629	2.63%	57,483	-5%
HDG	11,835	4.10%	12,838	-8%	85,235	4.10%	96,759	-12%
HWA	27,551	9.55%	21,605	28%	184,156	8.86%	176,744	4%
HWB	21,906	7.59%	18,723	17%	150,081	7.22%	154,225	-3%
HWD	4,309	1.49%	5,264	-18%	67,030	3.23%	32,230	108%
HXP	8,678	3.01%	13,228	-34%	74,220	3.57%	94,695	-22%
MSA	6,949	2.41%	2,739	154%	48,621	2.34%	29,864	63%
MSG	7,272	2.52%	0	0%	49,589	2.39%	0	0%
MSN	14,623	5.07%	18,339	-20%	109,450	5.27%	143,441	-24%
MSS	16,665	5.77%	17,077	-2%	122,629	5.90%	134,294	-9%
PHB	9,433	3.27%	6,850	38%	60,511	2.91%	48,046	26%
PHD	25,939	8.99%	20,295	28%	182,677	8.79%	156,089	17%
PRB	0	0.00%	2,175	-100%	1,329	0.06%	34,879	-96%
PRO	26,979	9.35%	19,127	41%	185,996	8.95%	148,329	25%
TOM	55,892	19.37%	38,738	44%	393,880	18.96%	308,055	28%
TTT	7,997	2.77%	5,280	51%	57,813	2.78%	46,699	24%
UCB	29,114	10.09%	21,528	35%	210,181	10.12%	150,625	40%
UMS	0	0.00%	0	0%	0	0.00%	60,769	-100%
ACC	1,354	0.47%	942	44%	8,814	0.42%	7,178	23%
<b>Totals</b>	<b>288,594</b>	<b>100.00%</b>	<b>232,816</b>	<b>24%</b>	<b>2,077,348</b>	<b>100.00%</b>	<b>1,915,285</b>	<b>8%</b>

<b>Blacksburg MB Total</b>	287,240	99.53%	231,874	23.88%	2,068,534	99.58%	1,908,107	8.41%
<b>Blacksburg DR Total</b>	1,354	0.47%	942	43.74%	8,814	0.42%	7,178	22.79%
<b>Totals</b>	<b>288,594</b>	<b>100%</b>	<b>232,816</b>	<b>24%</b>	<b>2,077,348</b>	<b>100%</b>	<b>1,915,285</b>	<b>8%</b>

## Total Ridership per Route

Christiansburg: Motor Bus and Demand Response

Month: January, 2023

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
<b>BLU</b>	664	24.87%	589	13%	4,174	24.45%	3,146	33%
<b>GLD</b>	897	33.60%	361	148%	5,373	31.47%	2,992	80%
<b>GAR</b>	1,109	41.54%	860	29%	7,528	44.09%	8,160	-8%
<b>Totals</b>	<b>2,670</b>	<b>100%</b>	<b>1,810</b>	<b>48%</b>	<b>17,075</b>	<b>100%</b>	<b>14,298</b>	<b>19%</b>
<b>Christiansburg MB Total</b>	1,561	58.46%	950	64.32%	9,547	55.91%	6,138	55.54%
<b>Christiansburg DR Total</b>	1,109	41.54%	860	28.95%	7,528	44.09%	8,160	-7.75%
<b>Totals</b>	<b>2,670</b>	<b>100%</b>	<b>1,810</b>	<b>48%</b>	<b>17,075</b>	<b>100%</b>	<b>14,298</b>	<b>19%</b>

## Passengers per Revenue Hour per Route

All Fixed Routes

Month: January, 2023

Route	Current Month	Previous Year	Change by Month
ADA	0.00	0.00	N/A
BLU	2.63	2.58	2%
CAS	0.00	0.00	N/A
CRB	29.59	26.36	12%
CRC	13.92	11.61	20%
GLD	3.47	2.14	63%
HDG	38.54	26.86	43%
HWA	66.82	57.58	16%
HWB	52.93	53.32	-1%
HWD	33.21	52.93	-37%
HXP	15.57	31.39	-50%
MSA	33.54	15.37	118%
MSG	44.47	0.00	N/A
MSN	42.69	44.32	-4%
MSS	36.86	31.70	16%
PHB	66.90	55.18	21%
PHD	58.53	49.48	18%
PRB	0.00	12.43	-100%
PRO	65.71	51.93	27%
TOM	100.17	74.74	34%
TTT	22.50	15.92	41%
UCB	58.88	50.05	18%
UMS	0.00	0.00	N/A



## Passengers per Revenue Hour per Day of Week

All Fixed Routes

Month: January, 2023

Week Day	<u>Current Month</u>			<u>Previous Year</u>			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
<b>Sunday</b>	7,973	236.95	33.65	4,883	188.70	25.88	30%
<b>Monday</b>	54,820	1,361.13	40.28	48,091	1,248.03	38.53	5%
<b>Tuesday</b>	72,824	1,450.53	50.21	46,240	1,146.96	40.32	25%
<b>Wednesday</b>	49,502	1,104.58	44.82	46,106	1,153.65	39.97	12%
<b>Thursday</b>	49,450	1,106.53	44.69	44,290	1,148.85	38.55	16%
<b>Friday</b>	42,108	1,070.43	39.34	34,447	1,070.98	32.16	22%
<b>Saturday</b>	12,124	281.04	43.14	8,767	255.79	34.27	26%
<b>Total</b>	<b>288,801</b>	<b>6,611.19</b>	<b>43.68</b>	<b>232,824</b>	<b>6,212.96</b>	<b>37.47</b>	<b>17%</b>

\* Note: these numbers DO NOT include Demand Response Service

## Passengers per Revenue Mile per Day of Week

All Fixed Routes

Month: January, 2023

Week Day	<u>Current Month</u>			<u>Previous Year</u>			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
<b>Sunday</b>	7,973	2,571	3.10	4,883	2,090	2.34	33%
<b>Monday</b>	54,820	14,054	3.90	48,091	13,174	3.65	7%
<b>Tuesday</b>	72,824	14,867	4.90	46,240	12,224	3.78	29%
<b>Wednesday</b>	49,502	11,354	4.36	46,106	12,345	3.73	17%
<b>Thursday</b>	49,450	11,406	4.34	44,290	12,249	3.62	20%
<b>Friday</b>	42,108	11,206	3.76	34,447	11,437	3.01	25%
<b>Saturday</b>	12,124	3,127	3.88	8,767	2,872	3.05	27%
<b>Total</b>	<b>288,801</b>	<b>68,585</b>	<b>4.21</b>	<b>232,824</b>	<b>66,391</b>	<b>3.51</b>	<b>20%</b>

\* Note: these numbers DO NOT include Demand Response Service

**Passengers per Revenue Hour per Day of Week**  
 Demand Response Service  
 Month: January, 2023

<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	53	34.90	1.52	43	32.05	1.34	13%
Monday	222	123.20	1.80	137	93.45	1.47	23%
Tuesday	291	163.02	1.79	180	118.45	1.52	17%
Wednesday	248	133.05	1.86	203	128.00	1.59	18%
Thursday	241	132.70	1.82	185	128.92	1.44	27%
Friday	205	123.02	1.67	143	106.49	1.34	24%
Saturday	94	56.53	1.66	51	29.22	1.75	-5%
<b>Total</b>	<b>1,354</b>	<b>766.43</b>	<b>1.77</b>	<b>942</b>	<b>636.57</b>	<b>1.48</b>	<b>19%</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	216	83.91	2.57	139	59.02	2.36	9%
Tuesday	256	92.26	2.77	157	64.67	2.43	14%
Wednesday	200	70.88	2.82	191	65.38	2.92	-3%
Thursday	190	70.75	2.69	178	64.73	2.75	-2%
Friday	170	66.97	2.54	159	66.11	2.41	6%
Saturday	77	29.05	2.65	36	22.42	1.61	65%
<b>Total</b>	<b>1,109</b>	<b>413.82</b>	<b>2.68</b>	<b>860</b>	<b>342.33</b>	<b>2.51</b>	<b>7%</b>

\*Please note: these numbers DO NOT include Fixed Route Service.

## Passengers per Revenue Mile per Day of Week

Demand Response Service

Month: January, 2023

<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	53	198	0.27	43	225	0.19	40%
Monday	222	1,175	0.19	137	725	0.19	0%
Tuesday	291	1,453	0.20	180	967	0.19	8%
Wednesday	248	1,292	0.19	203	1,168	0.17	10%
Thursday	241	1,194	0.20	185	1,118	0.17	22%
Friday	205	1,117	0.18	143	742	0.19	-5%
Saturday	94	482	0.20	51	260	0.20	-1%
Total	1,354	6,911	0.20	942	5,205	0.18	8%

<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	216	1,154	0.19	139	748	0.19	1%
Tuesday	256	1,352	0.19	157	761	0.21	-8%
Wednesday	200	978	0.20	191	997	0.19	7%
Thursday	190	958	0.20	178	843	0.21	-6%
Friday	170	849	0.20	159	816	0.19	3%
Saturday	77	361	0.21	36	166	0.22	-2%
Total	1,109	5,652	0.20	860	4,331	0.20	-1%

\*Please note: these numbers DO NOT include Fixed Route Service.

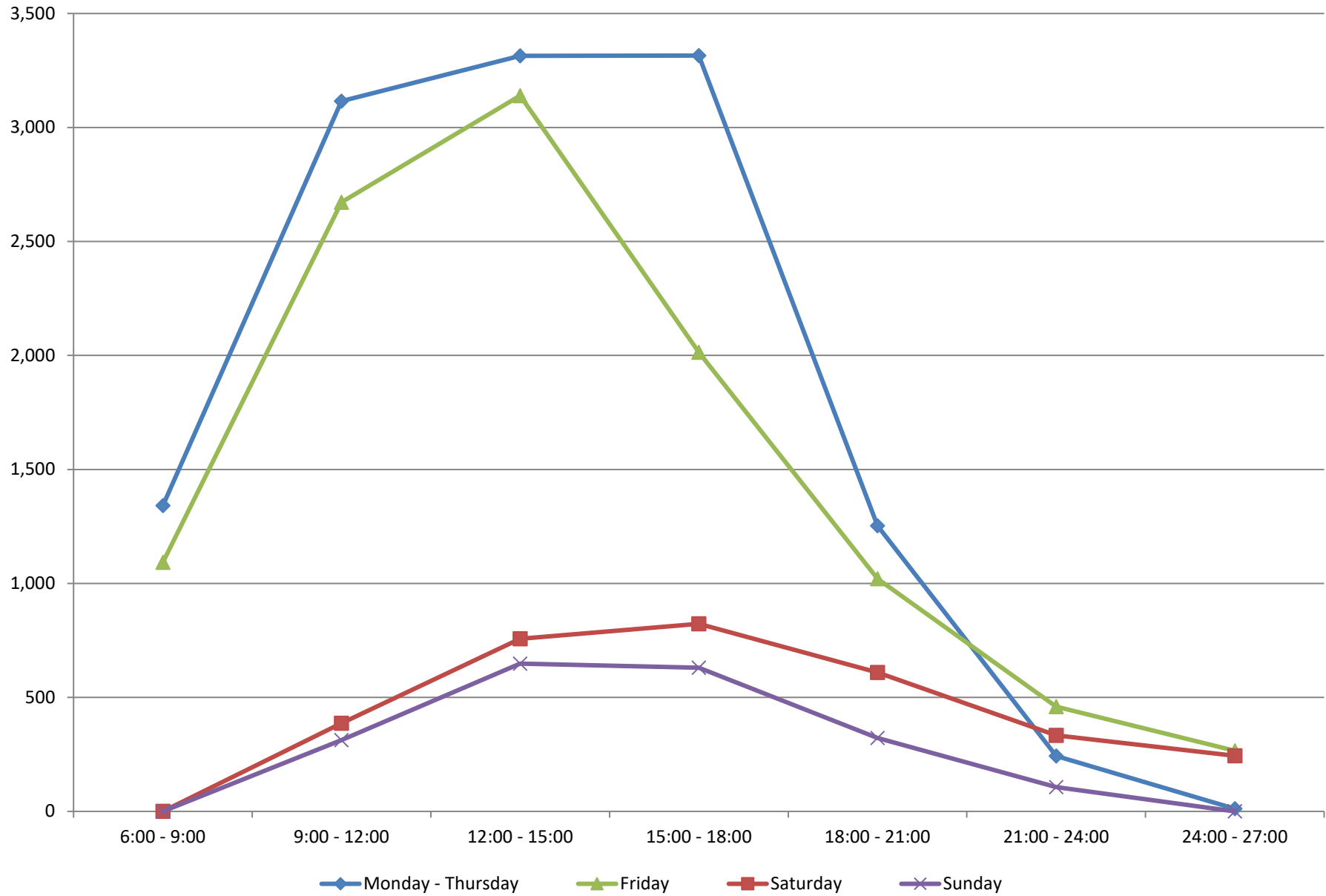
## Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

Month: January, 2023

	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
<b>Monday - Thursday</b>	6:00 - 9:00	1,341.11	40.97	32.73
	9:00 - 12:00	3,115.83	63.27	49.25
	12:00 - 15:00	3,314.17	63.25	52.40
	15:00 - 18:00	3,315.44	63.29	52.38
	18:00 - 21:00	1,252.94	36.36	34.46
	21:00 - 24:00	242.72	10.65	22.80
	24:00 - 27:00	11.70	2.25	5.20
<b>Friday</b>	6:00 - 9:00	1,092.00	40.84	26.74
	9:00 - 12:00	2,672.25	63.00	42.42
	12:00 - 15:00	3,139.75	62.84	49.97
	15:00 - 18:00	2,014.25	52.88	38.09
	18:00 - 21:00	1,020.50	33.84	30.16
	21:00 - 24:00	459.00	10.09	45.49
	24:00 - 27:00	266.00	8.25	32.24
<b>Saturday</b>	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	386.25	13.39	28.86
	12:00 - 15:00	757.50	16.50	45.91
	15:00 - 18:00	822.75	16.50	49.86
	18:00 - 21:00	609.25	14.00	43.52
	21:00 - 24:00	333.25	5.75	57.96
	24:00 - 27:00	244.00	8.25	29.58
<b>Sunday</b>	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	312.75	13.24	23.63
	12:00 - 15:00	648.25	16.50	39.29
	15:00 - 18:00	630.50	16.50	38.21
	18:00 - 21:00	322.00	9.06	35.53
	21:00 - 24:00	106.33	5.25	20.25
	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

