



Monthly Ridership and
Service Level Report
August, 2023

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

TABLE OF CONTENTS

Glossary & Route Abbreviations	3-4
Summary - All Routes	5
Total Ridership per Route - Blacksburg, Fixed Routes	6
Total Ridership per Route - Christiansburg Routes	7
Passengers per Revenue Hour per Route - All Fixed Routes	8
Passengers per Revenue Hour per Day of Week - All Fixed Routes	9
Passengers per Revenue Mile per Day of Week - All Fixed Routes	10
Passengers per Revenue Hour per Day of Week - Demand Response Service	11
Passengers per Revenue Mile per Day of Week - Demand Response Service	12
Average Ridership and Revenue Hours by Time of Day - All Fixed Routes	13
Graph: Average Total Passengers by Time of Day - All Fixed Routes	14
Graph: Average Passengers per Revenue Hour by Time of Day - All Fixed Routes	15

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 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. 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. In previous years it strongly resembled the Full Service with lower frequency on most routes. Currently it is more Reduced Service with extended service hours.
- 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.
- 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	Main Street Airport
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
AdHoc	Unscheduled/Special Service
ACC	Access (DR)
GAR	GoAnywhere Route (DR)

Recent Changes

- Athletics Shuttles are no longer serviced as shuttles. Football service moved to Fixed Route Extra Service with scheduled runs. Other Event Specials are considered as AdHoc Service.
- Currently Suspended Service: Campus Shuttle, Progress B, and University Mall Shuttle. Note these may be reinstated during the service year.

Summary
All Routes
Month: August, 2023

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
Total Passengers	294,400	266,179	11%	353,160	315,225	12%
Total Revenue Hours	7,915.77	7,669.84	3%	13,403.13	13,164.42	2%
Total Revenue Miles	83,175.00	81,078.00	3%	141,652.00	140,736.00	1%
Total Driver Hours	8,739.75	8,584.50	2%	14,960.00	14,778.00	1%
Passengers/RH	37.19	34.70	7%	26.35	23.95	10%
Passengers/RM	3.54	3.28	8%	2.49	2.24	11%
Passengers/DH	33.69	31.01	9%	23.61	21.33	11%
Full Service Weekdays	8	7	1	8	7	1
Full Service Weekends	4	4	0	4	4	0
Reduced Service Weekdays	10	10	0	30	30	0
Reduced Service Weekends	4	5	(1)	14	15	(1)
Intermediate Service	5	5	0	5	5	0
No Service Days	0	0	0	1	1	0

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

Total Ridership per Route

Blacksburg

Month: August, 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%	0	0.00%	0	0%
CAS	0	0.00%	0	0%	0	0.00%	0	0%
CRB	3,784	1.30%	4,024	-6%	3,784	1.09%	4,024	-6%
CRC	8,980	3.09%	6,834	31%	12,139	3.50%	8,959	35%
HDG	11,640	4.01%	11,472	1%	14,667	4.23%	13,993	5%
HWA	23,184	7.98%	23,380	-1%	27,152	7.83%	26,851	1%
HWB	21,688	7.47%	19,327	12%	25,940	7.48%	23,363	11%
HWD	5,774	1.99%	8,974	-36%	8,315	2.40%	11,304	-26%
HXP	6,800	2.34%	9,095	-25%	7,616	2.20%	9,980	-24%
MSA	6,414	2.21%	5,761	11%	7,940	2.29%	7,046	13%
MSG	7,506	2.58%	5,350	40%	8,185	2.36%	5,350	53%
MSN	20,218	6.96%	14,820	36%	23,948	6.91%	18,491	30%
MSS	19,847	6.83%	17,700	12%	27,285	7.87%	24,672	11%
PHB	8,938	3.08%	8,313	8%	8,938	2.58%	8,313	8%
PHD	25,946	8.93%	23,103	12%	30,106	8.68%	26,457	14%
PRB	0	0.00%	486	-100%	0	0.00%	1,329	-100%
PRO	24,465	8.42%	20,949	17%	26,674	7.69%	22,385	19%
TOM	52,866	18.20%	47,592	11%	62,599	18.05%	54,316	15%
TTT	10,105	3.48%	9,735	4%	13,820	3.98%	12,630	9%
UCB	31,027	10.68%	25,089	24%	35,452	10.22%	28,973	22%
UMS	0	0.00%	0	0%	0	0.00%	0	0%
ACC	1,223	0.42%	1,229	0%	2,252	0.65%	2,275	-1%
Totals	290,405	100.00%	263,233	10%	346,812	100.00%	310,711	12%

Blacksburg MB Total	289,182	99.58%	262,004	10.37%	344,560	99.35%	308,436	11.71%
Blacksburg DR Total	1,223	0.42%	1,229	-0.49%	2,252	0.65%	2,275	-1.01%
Totals	290,405	100%	263,233	10%	346,812	100%	310,711	12%

Total Ridership per Route

Christiansburg: Motor Bus and Demand Response

Month: August, 2023

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
BLU	741	25.01%	537	38%	1,282	24.12%	798	61%
GLD	1,109	37.43%	591	88%	2,020	38.00%	956	111%
GAR	1,113	37.56%	1,166	-5%	2,014	37.89%	2,108	-4%
Totals	2,963	100%	2,294	29%	5,316	100%	3,862	38%
Christiansburg MB Total	1,850	62.44%	1,128	64.01%	3,302	62.11%	1,754	88.26%
Christiansburg DR Total	1,113	37.56%	1,166	-4.55%	2,014	37.89%	2,108	-4.46%
Totals	2,963	100%	2,294	29%	5,316	100%	3,862	38%

Passengers per Revenue Hour per Route

All Fixed Routes

Month: August, 2023

Route	Current Month	Previous Year	Change by Month
ADA	0.00	0.00	N/A
BLU	2.78	2.27	22%
CAS	0.00	0.00	N/A
CRB	36.14	26.52	36%
CRC	14.89	11.39	31%
GLD	4.13	2.48	66%
HDG	25.29	25.23	0%
HWA	54.19	62.80	-14%
HWB	52.99	53.87	-2%
HWD	41.72	70.30	-41%
HXP	16.47	22.53	-27%
MSA	31.90	29.73	7%
MSG	46.08	52.23	-12%
MSN	49.12	41.74	18%
MSS	37.90	37.72	0%
PHB	84.52	54.42	55%
PHD	59.63	54.29	10%
PRB	0.00	8.50	-100%
PRO	59.96	52.97	13%
TOM	89.63	87.85	2%
TTT	27.13	26.54	2%
UCB	64.24	56.17	14%
UMS	0.00	0.00	N/A

Passengers per Revenue Hour per Day of Week

All Fixed Routes

Month: August, 2023

Week Day	Current Month			Previous Year			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
Sunday	11,351	242.70	46.77	8,802	188.20	46.77	0%
Monday	55,480	1,146.81	48.38	58,405	1,339.38	43.61	11%
Tuesday	59,113	1,354.01	43.66	57,956	1,340.55	43.23	1%
Wednesday	58,649	1,352.60	43.36	58,422	1,340.88	43.57	0%
Thursday	57,793	1,353.10	42.71	35,031	998.72	35.08	22%
Friday	34,109	1,022.29	33.37	32,628	998.78	32.67	2%
Saturday	15,569	338.71	45.97	12,540	268.54	46.70	-2%
Total	292,064	6,810.22	42.89	263,784	6,475.05	40.74	5%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Mile per Day of Week

All Fixed Routes

Month: August, 2023

Week Day	Current Month			Previous Year			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
Sunday	11,351	2,651	4.28	8,802	2,109	4.17	3%
Monday	55,480	11,757	4.72	58,405	13,923	4.19	12%
Tuesday	59,113	14,064	4.20	57,956	13,953	4.15	1%
Wednesday	58,649	14,057	4.17	58,422	13,937	4.19	0%
Thursday	57,793	14,085	4.10	35,031	10,565	3.32	24%
Friday	34,109	10,787	3.16	32,628	10,603	3.08	3%
Saturday	15,569	3,719	4.19	12,540	3,056	4.10	2%
Total	292,064	71,120	4.11	263,784	68,146	3.87	6%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Hour per Day of Week
 Demand Response Service
 Month: August, 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	50	33.42	1.50	34	28.37	1.20	25%
Monday	197	118.82	1.66	250	131.03	1.91	-13%
Tuesday	235	147.22	1.60	232	149.52	1.55	3%
Wednesday	250	130.84	1.91	253	155.20	1.63	17%
Thursday	259	149.07	1.74	198	128.00	1.55	12%
Friday	151	87.14	1.73	208	115.32	1.80	-4%
Saturday	81	59.20	1.37	54	48.13	1.12	22%
Total	1,223	725.72	1.69	1,229	755.57	1.63	4%

<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	175	62.21	2.81	219	87.48	2.50	12%
Tuesday	219	79.44	2.76	235	86.75	2.71	2%
Wednesday	214	73.14	2.93	227	91.32	2.49	18%
Thursday	242	78.48	3.08	213	73.18	2.91	6%
Friday	192	57.74	3.33	214	72.70	2.94	13%
Saturday	71	28.82	2.46	58	27.78	2.09	18%
Total	1,113	379.83	2.93	1,166	439.22	2.65	10%

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

Passengers per Revenue Mile per Day of Week

Demand Response Service

Month: August, 2023

Access Current Month	Access Previous Year
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Day of Week	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	Change Pass/RM
Sunday	50	305	0.16	34	189	0.18	-9%
Monday	197	1,049	0.19	250	1,401	0.18	5%
Tuesday	235	1,241	0.19	232	1,297	0.18	6%
Wednesday	250	1,325	0.19	253	1,372	0.18	2%
Thursday	259	1,441	0.18	198	1,301	0.15	18%
Friday	151	781	0.19	208	1,117	0.19	4%
Saturday	81	526	0.15	54	390	0.14	11%
Total	1,223	6,667	0.18	1,229	7,067	0.17	5%

Go Anywhere Current Month	Go Anywhere Previous Year
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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	175	933	0.19	219	1,110	0.20	-5%
Tuesday	219	1,108	0.20	235	1,164	0.20	-2%
Wednesday	214	1,081	0.20	227	1,135	0.20	-1%
Thursday	242	1,078	0.22	213	1,080	0.20	14%
Friday	192	827	0.23	214	1,050	0.20	14%
Saturday	71	360	0.20	58	326	0.18	11%
Total	1,113	5,388	0.21	1,166	5,865	0.20	4%

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

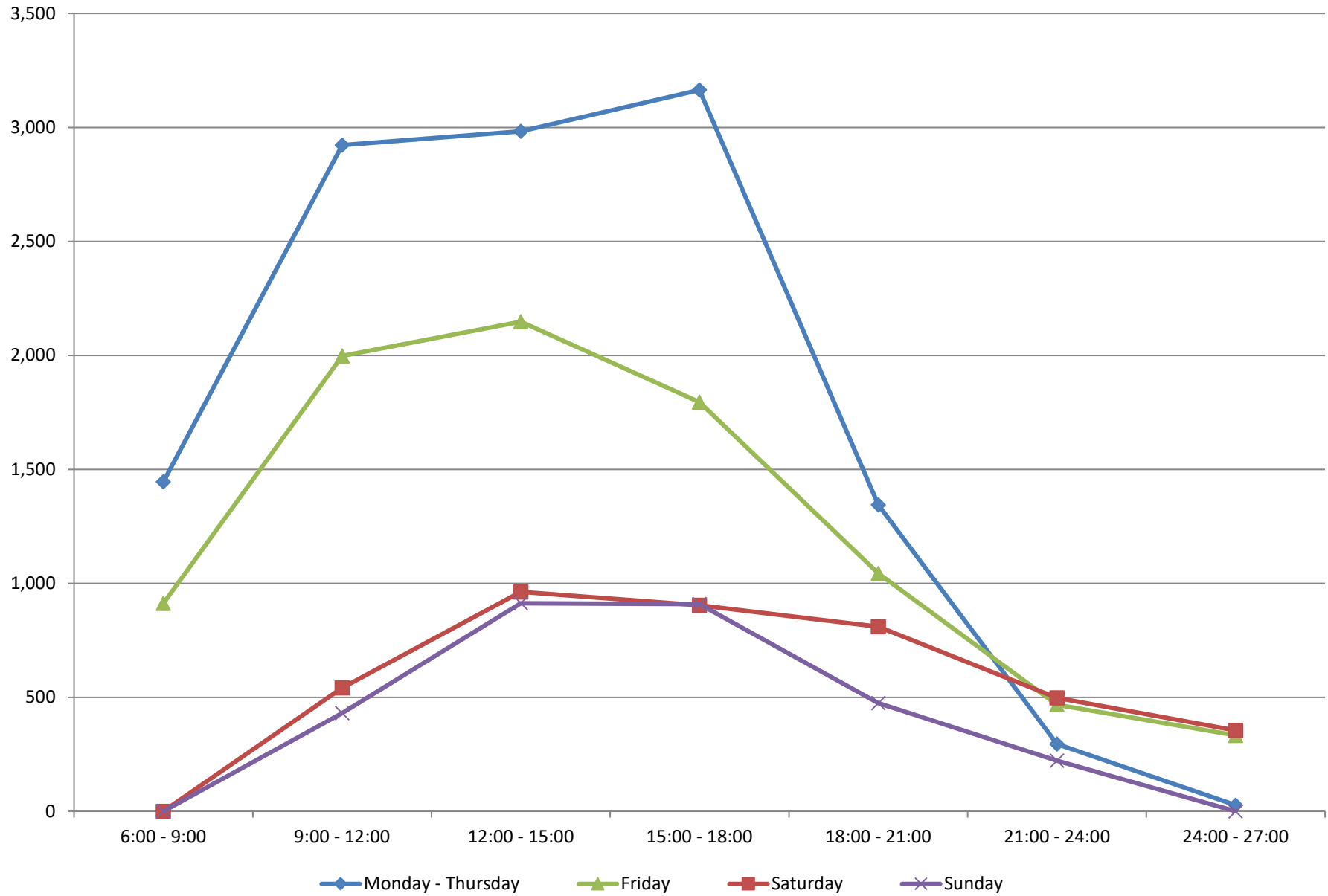
Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

Month: August, 2023

	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
Monday - Thursday	6:00 - 9:00	1,445.00	39.15	36.91
	9:00 - 12:00	2,921.89	60.53	48.27
	12:00 - 15:00	2,982.58	60.60	49.22
	15:00 - 18:00	3,164.16	60.50	52.30
	18:00 - 21:00	1,344.32	36.99	36.34
	21:00 - 24:00	294.79	13.90	21.20
	24:00 - 27:00	26.92	3.73	7.22
Friday	6:00 - 9:00	911.50	36.20	25.18
	9:00 - 12:00	1,997.00	56.13	35.58
	12:00 - 15:00	2,147.75	56.25	38.18
	15:00 - 18:00	1,795.50	53.27	33.70
	18:00 - 21:00	1,043.75	34.50	30.25
	21:00 - 24:00	467.50	12.35	37.86
	24:00 - 27:00	333.00	13.75	24.22
Saturday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	541.25	15.20	35.61
	12:00 - 15:00	962.50	18.75	51.33
	15:00 - 18:00	903.75	18.75	48.20
	18:00 - 21:00	810.00	16.42	49.34
	21:00 - 24:00	497.75	8.69	57.29
	24:00 - 27:00	354.00	13.75	25.75
Sunday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	431.00	13.30	32.41
	12:00 - 15:00	912.50	16.50	55.30
	15:00 - 18:00	908.75	16.50	55.08
	18:00 - 21:00	474.75	10.00	47.48
	21:00 - 24:00	221.50	8.75	25.31
	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

