



**Monthly Ridership and
Service Level Report
November, 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 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: November, 2023

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
Total Passengers	381,390	353,753	8%	1,745,203	1,619,013	8%
Total Revenue Hours	8,683.21	7,871.97	10%	41,326.78	39,124.51	6%
Total Revenue Miles	88,110.00	82,605.00	7%	425,198.00	410,664.00	4%
Total Driver Hours	9,662.75	8,780.50	10%	46,008.25	43,638.83	5%
Passengers/RH	43.92	44.94	-2%	42.23	41.38	2%
Passengers/RM	4.33	4.28	1%	4.10	3.94	4%
Passengers/DH	39.47	40.29	-2%	37.93	37.10	2%
Full Service Weekdays	17	17	0	67	66	1
Full Service Weekends	5	5	0	27	27	0
Reduced Service Weekdays	4	4	0	33	34	(1)
Reduced Service Weekends	3	3	0	17	17	0
Intermediate Service	0	0	0	7	7	0
No Service Days	1	1	0	2	2	0

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

Total Ridership per Route

Blacksburg

Month: November, 2023

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YTD Ridership	Previous YTD Total	YTD Change
ADA	458	0.12%	511	-10%	2,563	0.15%	2,793	-8%
CAS	0	0.00%	0	0%	0	0.00%	0	0%
CRB	5,267	1.39%	3,226	63%	23,451	1.36%	21,326	10%
CRC	11,308	2.99%	9,441	20%	52,695	3.05%	42,559	24%
HDG	14,932	3.95%	13,906	7%	67,509	3.90%	65,980	2%
HWA	28,769	7.61%	31,452	-9%	130,527	7.55%	143,141	-9%
HWB	28,239	7.47%	26,130	8%	127,928	7.40%	116,595	10%
HWD	8,114	2.14%	11,547	-30%	40,982	2.37%	54,344	-25%
HXP	10,127	2.68%	13,606	-26%	43,859	2.54%	58,951	-26%
MSA	9,251	2.45%	8,445	10%	40,336	2.33%	37,199	8%
MSG	11,442	3.02%	9,200	24%	49,793	2.88%	38,415	30%
MSN	22,723	6.01%	16,941	34%	114,432	6.61%	84,753	35%
MSS	20,343	5.38%	18,885	8%	100,072	5.78%	94,083	6%
PHB	13,742	3.63%	7,590	81%	58,530	3.38%	46,634	26%
PHD	30,912	8.17%	32,905	-6%	145,956	8.44%	141,723	3%
PRB	0	0.00%	0	0%	0	0.00%	1,329	-100%
PRO	36,625	9.68%	33,672	9%	157,533	9.11%	143,048	10%
TOM	72,211	19.09%	66,815	8%	326,022	18.85%	300,498	8%
TTT	9,447	2.50%	7,910	19%	48,310	2.79%	43,636	11%
UCB	43,179	11.41%	37,471	15%	193,267	11.17%	163,084	19%
UMS	0	0.00%	0	0%	0	0.00%	0	0%
ACC	1,187	0.31%	1,282	-7%	6,136	0.35%	6,337	-3%
Totals	378,276	100.00%	350,935	8%	1,729,901	100.00%	1,606,428	8%

Blacksburg MB Total	377,089	99.69%	349,653	7.85%	1,723,765	99.65%	1,600,091	7.73%
Blacksburg DR Total	1,187	0.31%	1,282	-7.41%	6,136	0.35%	6,337	-3.17%
Totals	378,276	100%	350,935	8%	1,729,901	100%	1,606,428	8%

Total Ridership per Route

Christiansburg: Motor Bus and Demand Response

Month: November, 2023

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
BLU	797	25.59%	743	7%	3,419	23.96%	2,816	21%
GLD	1,228	39.43%	1,034	19%	5,514	38.64%	3,670	50%
GAR	1,089	34.97%	1,041	5%	5,337	37.40%	5,447	-2%
Totals	3,114	100%	2,818	11%	14,270	100%	11,933	20%
Christiansburg MB Total	2,025	65.03%	1,777	13.96%	8,933	62.60%	6,486	37.73%
Christiansburg DR Total	1,089	34.97%	1,041	4.61%	5,337	37.40%	5,447	-2.02%
Totals	3,114	100%	2,818	11%	14,270	100%	11,933	20%

Passengers per Revenue Hour per Route

All Fixed Routes

Month: November, 2023

Route	Current Month	Previous Year	Change by Month
ADA	41.34	42.58	-3%
BLU	3.28	3.06	7%
CAS	0.00	0.00	N/A
CRB	26.62	27.25	-2%
CRC	19.83	18.08	10%
GLD	5.02	4.22	19%
HDG	29.94	29.47	2%
HWA	58.29	82.25	-29%
HWB	57.65	68.16	-15%
HWD	42.38	56.61	-25%
HXP	22.19	34.33	-35%
MSA	37.48	34.81	8%
MSG	62.91	51.50	22%
MSN	53.97	49.32	9%
MSS	38.66	42.10	-8%
PHB	69.14	58.61	18%
PHD	63.05	66.73	-6%
PRB	0.00	0.00	N/A
PRO	74.82	70.26	6%
TOM	106.25	106.59	0%
TTT	26.30	22.04	19%
UCB	78.12	73.80	6%
UMS	0.00	0.00	N/A

Passengers per Revenue Hour per Day of Week

All Fixed Routes

Month: November, 2023

Week Day	Current Month			Previous Year			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
Sunday	11,398	314.95	36.19	8,168	208.95	39.09	-7%
Monday	64,608	1,268.33	50.94	63,070	1,162.50	54.25	-6%
Tuesday	65,350	1,265.39	51.64	82,292	1,502.87	54.76	-6%
Wednesday	86,461	1,615.88	53.51	81,871	1,489.26	54.97	-3%
Thursday	80,297	1,402.19	57.27	57,211	992.42	57.65	-1%
Friday	49,341	1,252.77	39.39	43,361	1,111.68	39.00	1%
Saturday	21,659	450.37	48.09	15,457	319.54	48.37	-1%
Total	379,114	7,569.88	50.08	351,430	6,787.22	51.78	-3%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Mile per Day of Week

All Fixed Routes

Month: November, 2023

Week Day	Current Month			Previous Year			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
Sunday	11,398	3,372	3.38	8,168	2,317	3.53	-4%
Monday	64,608	12,899	5.01	63,070	12,003	5.25	-5%
Tuesday	65,350	12,826	5.10	82,292	15,507	5.31	-4%
Wednesday	86,461	16,358	5.29	81,871	15,325	5.34	-1%
Thursday	80,297	14,117	5.69	57,211	10,139	5.64	1%
Friday	49,341	12,739	3.87	43,361	11,574	3.75	3%
Saturday	21,659	4,692	4.62	15,457	3,553	4.35	6%
Total	379,114	77,003	4.92	351,430	70,418	4.99	-1%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Hour per Day of Week
 Demand Response Service
 Month: November, 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	32	36.88	0.87	50	28.45	1.76	-51%
Monday	208	135.48	1.54	211	112.35	1.88	-18%
Tuesday	237	119.92	1.98	276	147.80	1.87	6%
Wednesday	268	147.32	1.82	287	145.58	1.97	-8%
Thursday	246	137.12	1.79	207	109.52	1.89	-5%
Friday	128	98.09	1.30	190	108.78	1.75	-25%
Saturday	68	48.92	1.39	61	39.13	1.56	-11%
Total	1,187	723.73	1.64	1,282	691.62	1.85	-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	189	65.44	2.89	185	63.63	2.91	-1%
Tuesday	188	71.88	2.62	229	89.70	2.55	2%
Wednesday	245	80.78	3.03	248	87.68	2.83	7%
Thursday	201	82.55	2.43	139	53.88	2.58	-6%
Friday	194	59.56	3.26	183	72.13	2.54	28%
Saturday	72	29.40	2.45	57	26.10	2.18	12%
Total	1,089	389.61	2.80	1,041	393.13	2.65	6%

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

Passengers per Revenue Mile per Day of Week

Demand Response Service

Month: November, 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	32	220	0.15	50	258	0.19	-25%
Monday	208	1,045	0.20	211	1,068	0.20	1%
Tuesday	237	1,056	0.22	276	1,501	0.18	22%
Wednesday	268	1,267	0.21	287	1,570	0.18	16%
Thursday	246	1,258	0.20	207	1,168	0.18	10%
Friday	128	663	0.19	190	960	0.20	-2%
Saturday	68	375	0.18	61	323	0.19	-4%
Total	1,187	5,883	0.20	1,282	6,848	0.19	8%

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	189	882	0.21	185	871	0.21	1%
Tuesday	188	991	0.19	229	1,284	0.18	6%
Wednesday	245	1,175	0.21	248	1,234	0.20	4%
Thursday	201	1,037	0.19	139	725	0.19	1%
Friday	194	798	0.24	183	907	0.20	20%
Saturday	72	340	0.21	57	318	0.18	18%
Total	1,089	5,224	0.21	1,041	5,339	0.19	7%

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

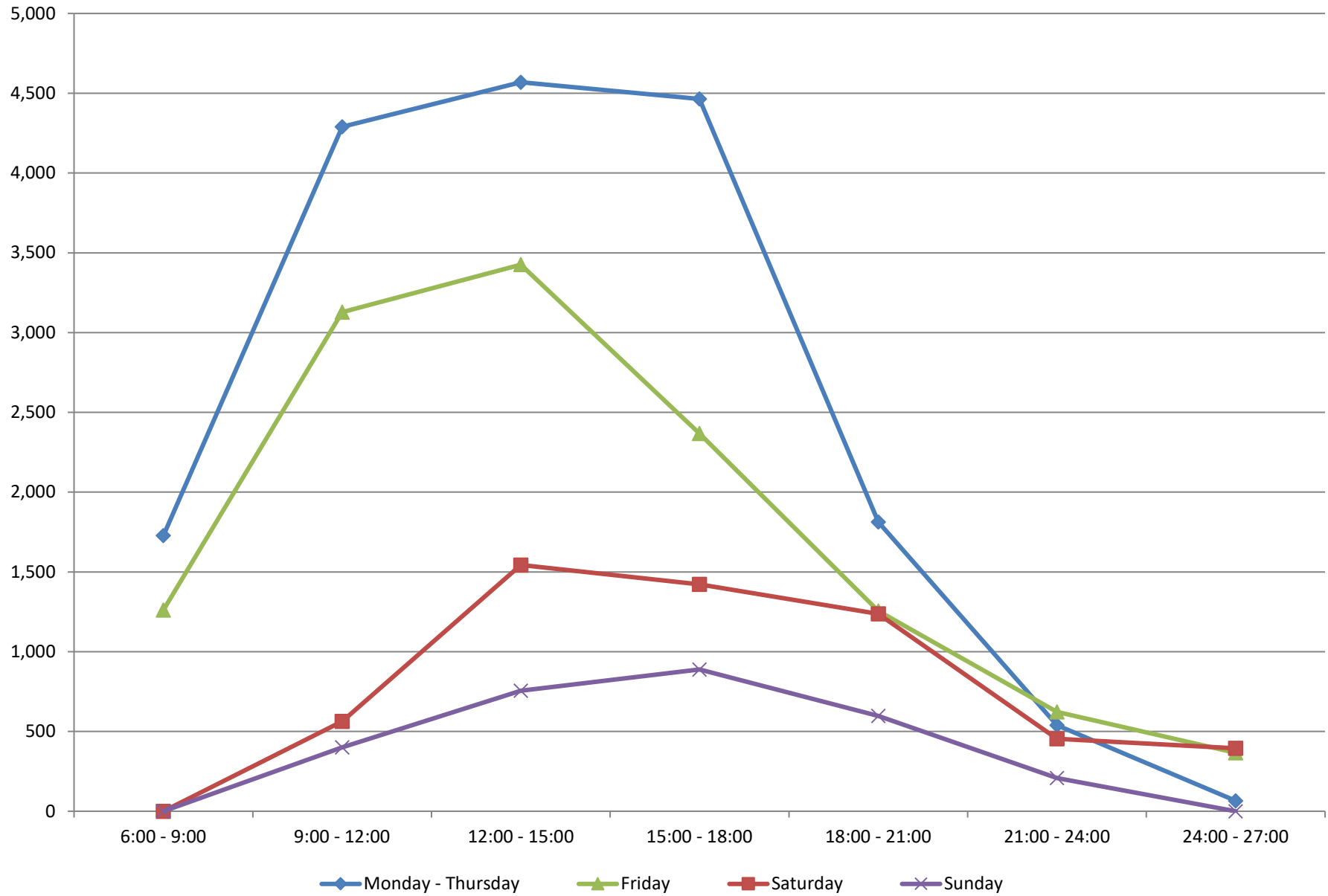
Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

Month: November, 2023

	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
Monday - Thursday	6:00 - 9:00	1,727.00	46.32	37.28
	9:00 - 12:00	4,289.59	72.76	58.96
	12:00 - 15:00	4,568.88	72.73	62.82
	15:00 - 18:00	4,463.88	72.65	61.45
	18:00 - 21:00	1,812.88	42.38	42.78
	21:00 - 24:00	539.41	16.66	32.37
	24:00 - 27:00	65.50	3.74	17.51
Friday	6:00 - 9:00	1,261.25	45.12	27.95
	9:00 - 12:00	3,128.25	70.50	44.37
	12:00 - 15:00	3,425.50	70.50	48.59
	15:00 - 18:00	2,367.75	61.63	38.42
	18:00 - 21:00	1,254.50	39.40	31.84
	21:00 - 24:00	623.25	15.73	39.62
	24:00 - 27:00	366.33	13.75	26.64
Saturday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	562.75	17.07	32.96
	12:00 - 15:00	1,543.50	28.92	53.38
	15:00 - 18:00	1,422.50	25.15	56.57
	18:00 - 21:00	1,236.50	25.46	48.57
	21:00 - 24:00	453.75	9.13	49.73
	24:00 - 27:00	394.00	13.75	28.65
Sunday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	400.25	16.43	24.37
	12:00 - 15:00	755.50	20.25	37.31
	15:00 - 18:00	888.75	20.25	43.89
	18:00 - 21:00	597.25	14.69	40.66
	21:00 - 24:00	208.75	7.13	29.30
	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

