



Monthly Ridership and  
Service Level Report  
February, 2020

**“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 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.
- 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 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.
- 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: February, 2020

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
<b>Total Passengers</b>	588,174	569,260	3%	3,361,700	3,286,968	2%
<b>Total Revenue Hours</b>	11,508.35	11,464.83	0%	78,034.97	76,764.43	2%
<b>Total Revenue Miles</b>	117,720.90	115,096.20	2%	805,858.50	768,947.40	5%
<b>Total Driver Hours</b>	12,693.50	12,698.75	0%	87,353.25	86,836.00	1%
<b>Passengers/RH</b>	51.11	49.65	3%	43.08	42.82	1%
<b>Passengers/RM</b>	5.00	4.95	1%	4.17	4.27	-2%
<b>Passengers/DH</b>	46.34	44.83	3%	38.48	37.85	2%
<b>Full Service Weekdays</b>	20	20	0	106	108	(2)
<b>Full Service Weekends</b>	9	8	1	43	42	1
<b>Reduced Service Weekdays</b>	0	0	0	62	54	8
<b>Reduced Service Weekends</b>	0	0	0	26	27	(1)
<b>Intermediate Service Weekdays</b>	0	0	0	3	8	(5)
<b>No Service Days</b>	0	0	0	4	4	0

\*Note: These numbers include both Blacksburg and Christiansburg Fixed and Demand Response Services.

## Total Ridership per Route

Blacksburg, Fixed Routes

Month: February, 2020

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YTD Ridership	Previous YTD Total	YTD Change
CAS	16,018	2.77%	4,057	295%	64,559	1.99%	16,512	291%
CBD	9,564	1.65%	8,915	7%	54,551	1.68%	47,783	14%
CRC	19,368	3.34%	17,091	13%	100,238	3.09%	92,500	8%
HDG	28,873	4.98%	23,638	22%	157,893	4.87%	133,811	18%
HWD	7,607	1.31%	5,808	31%	48,251	1.49%	39,072	23%
HWA	54,526	9.41%	50,464	8%	309,819	9.55%	280,620	10%
HWB	48,250	8.33%	45,850	5%	270,172	8.33%	266,527	1%
HXP	32,165	5.55%	42,346	-24%	148,728	4.58%	207,121	-28%
MSN	35,760	6.17%	39,419	-9%	210,648	6.49%	239,447	-12%
MSS	36,548	6.31%	32,860	11%	231,720	7.14%	209,447	11%
PHD	46,100	7.96%	47,896	-4%	251,537	7.75%	271,788	-7%
PRB	21,485	3.71%	5,709	276%	122,137	3.76%	26,938	353%
PRG	48,039	8.29%	58,837	-18%	269,296	8.30%	312,798	-14%
TOM	93,429	16.13%	86,726	8%	507,639	15.64%	487,112	4%
TTT	6,770	1.17%	6,144	10%	52,516	1.62%	47,622	10%
UCB	43,646	7.53%	55,764	-22%	252,587	7.78%	315,514	-20%
UMS	31,106	5.37%	30,496	2%	192,706	5.94%	187,041	3%
<b>Totals</b>	<b>579,254</b>	<b>100.00%</b>	<b>562,020</b>	<b>3%</b>	<b>3,244,997</b>	<b>100.00%</b>	<b>3,181,653</b>	<b>2%</b>

**Total Ridership per Route**  
Christiansburg Routes  
Month: February, 2020

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
Commuter	135	4.79%	142	-5%	1,536	6.58%	1,297	18%
Explorer Blue	829	29.42%	720	15%	6,862	29.41%	977	602%
Explorer Gold	1,096	38.89%	701	56%	8,294	35.55%	967	758%
The Explorer		0.00%	0	0%		0.00%	7,505	-100%
GoAnywhere	758	26.90%	756	0%	6,639	28.46%	18,512	-64%
<i>Combined Explorers</i>	<i>1,925</i>	<i>68.31%</i>	<i>1,421</i>	<i>35%</i>	<i>15,156</i>	<i>64.96%</i>	<i>9,449</i>	<i>60%</i>
<b>Totals</b>	<b>2,818</b>	<b>100%</b>	<b>2,319</b>	<b>22%</b>	<b>23,331</b>	<b>100%</b>	<b>29,258</b>	<b>-20%</b>
<b>Christiansburg Fixed Route Total</b>	2,060	73.10%	1,563	31.80%	16,692	71.54%	10,746	55.33%
<b>Christiansburg Demand Response Total</b>	758	26.90%	756	0.26%	6,639	28.46%	18,512	-64.14%
<b>Totals</b>	<b>2,818</b>	<b>100%</b>	<b>2,319</b>	<b>22%</b>	<b>23,331</b>	<b>100%</b>	<b>29,258</b>	<b>-20%</b>

**Passengers per Revenue Hour per Route**

All Fixed Routes

Month: February, 2020

Route	Current Month	Previous Year	Change by Month
<b>CAS</b>	37.26	17.66	111%
<b>CBD</b>	40.98	38.24	7%
<b>CRC</b>	25.15	22.37	12%
<b>HDG</b>	44.86	36.81	22%
<b>HWD</b>	61.34	57.76	6%
<b>HWA</b>	76.82	70.59	9%
<b>HWB</b>	67.54	63.82	6%
<b>HXP</b>	44.47	47.00	-5%
<b>MSN</b>	63.28	70.91	-11%
<b>MSS</b>	50.32	46.55	8%
<b>PHD</b>	74.01	73.13	1%
<b>PRB</b>	46.83	24.57	91%
<b>PRG</b>	77.06	82.24	-6%
<b>TOM</b>	102.15	96.24	6%
<b>TTT</b>	21.42	18.34	17%
<b>UCB</b>	70.01	65.34	7%
<b>UMS</b>	61.51	69.32	-11%
<b>BTC</b>	3.00	3.28	-8%
<b>BLU</b>	3.58	3.14	14%
<b>GLD</b>	4.73	3.03	56%
<b>TE</b>	0.00	0.00	0%



**Passengers per Revenue Hour per Day of Week**

All Fixed Routes

Month: February, 2020

Week Day	Current Month			Previous Year			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
<b>Sunday</b>	11,164	220.20	50.70	11,083	269.20	41.17	23%
<b>Monday</b>	111,118	1,909.08	58.20	109,450	1,904.50	57.47	1%
<b>Tuesday</b>	116,168	1,910.08	60.82	114,311	1,903.67	60.05	1%
<b>Wednesday</b>	115,770	1,908.99	60.64	110,227	1,832.88	60.14	1%
<b>Thursday</b>	111,602	1,907.91	58.49	109,294	1,905.00	57.37	2%
<b>Friday</b>	93,955	1,903.99	49.35	92,889	1,940.08	47.88	3%
<b>Saturday</b>	21,537	452.65	47.58	16,329	447.02	36.53	30%
<b>Total</b>	<b>581,314</b>	<b>10,212.90</b>	<b>56.92</b>	<b>563,583</b>	<b>10,202.35</b>	<b>55.24</b>	<b>3%</b>

\* 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: February, 2020

Week Day	Current Month			Previous Year			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
<b>Sunday</b>	11,164	2,412	4.63	11,083	2,806	3.95	17%
<b>Monday</b>	111,118	19,822	5.61	109,450	19,352	5.66	-1%
<b>Tuesday</b>	116,168	19,808	5.86	114,311	19,293	5.92	-1%
<b>Wednesday</b>	115,770	19,772	5.86	110,227	18,619	5.92	-1%
<b>Thursday</b>	111,602	19,784	5.64	109,294	19,353	5.65	0%
<b>Friday</b>	93,955	19,797	4.75	92,889	19,958	4.65	2%
<b>Saturday</b>	21,537	4,995	4.31	16,329	4,731	3.45	25%
<b>Total</b>	<b>581,314</b>	<b>106,390</b>	<b>5.46</b>	<b>563,583</b>	<b>104,112</b>	<b>5.41</b>	<b>1%</b>

\* 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: February, 2020

<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	12.82	0.94	6	8.35	0.72	30%
Monday	217	122.52	1.77	202	133.32	1.52	17%
Tuesday	229	129.68	1.77	245	146.12	1.68	5%
Wednesday	275	145.02	1.90	205	131.97	1.55	22%
Thursday	216	119.63	1.81	234	142.32	1.64	10%
Friday	214	134.87	1.59	261	131.65	1.98	-20%
Saturday	117	80.03	1.46	77	48.95	1.57	-7%
<b>Total</b>	<b>1,280</b>	<b>744.56</b>	<b>1.72</b>	<b>1,230</b>	<b>742.67</b>	<b>1.66</b>	<b>4%</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	116	65.20	1.78	134	69.52	1.93	-8%
Tuesday	161	72.93	2.21	145	69.22	2.09	5%
Wednesday	141	70.05	2.01	127	59.80	2.12	-5%
Thursday	140	60.14	2.33	130	58.20	2.23	4%
Friday	125	64.93	1.93	165	67.50	2.44	-21%
Saturday	75	32.47	2.31	55	28.25	1.95	19%
<b>Total</b>	<b>758</b>	<b>365.72</b>	<b>2.07</b>	<b>756</b>	<b>352.48</b>	<b>2.14</b>	<b>-3%</b>

\*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: February, 2020

<u><b>Access Current Month</b></u>	<u><b>Access Previous Year</b></u>
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Day of Week	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	Change Pass/RM
<b>Sunday</b>	12	73	0.16	6	39	0.15	7%
<b>Monday</b>	217	1,063	0.20	202	1,087	0.19	10%
<b>Tuesday</b>	229	1,254	0.18	245	1,161	0.21	-13%
<b>Wednesday</b>	275	1,378	0.20	205	1,088	0.19	6%
<b>Thursday</b>	216	1,145	0.19	234	1,199	0.20	-3%
<b>Friday</b>	214	1,052	0.20	261	1,229	0.21	-4%
<b>Saturday</b>	117	554	0.21	77	380	0.20	4%
<b>Total</b>	<b>1,280</b>	<b>6,519</b>	<b>0.20</b>	<b>1,230</b>	<b>6,183</b>	<b>0.20</b>	<b>-1%</b>

<u><b>Go Anywhere Current Month</b></u>	<u><b>Go Anywhere Previous Year</b></u>
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Day of Week	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	Change Pass/RM
<b>Sunday</b>	0	0	0.00	0	0	0.00	0%
<b>Monday</b>	116	695	0.17	134	763	0.18	-5%
<b>Tuesday</b>	161	809	0.20	145	674	0.22	-7%
<b>Wednesday</b>	141	769	0.18	127	729	0.17	5%
<b>Thursday</b>	140	684	0.20	130	747	0.17	18%
<b>Friday</b>	125	692	0.18	165	869	0.19	-5%
<b>Saturday</b>	75	331	0.23	55	268	0.21	10%
<b>Total</b>	<b>758</b>	<b>3,980</b>	<b>0.19</b>	<b>756</b>	<b>4,050</b>	<b>0.19</b>	<b>2%</b>

\*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: February, 2020

<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	49	18.02	2.72	43	18.07	2.38	14%
Wednesday	43	17.63	2.44	48	17.90	2.68	-9%
Thursday	26	9.12	2.85	47	18.92	2.48	15%
Friday	0	0.00	0.00	0	0.00	0.00	0%
Saturday	0	0.00	0.00	0	0.00	0.00	0%
<b>Total</b>	<b>118</b>	<b>44.77</b>	<b>2.64</b>	<b>138</b>	<b>54.88</b>	<b>2.51</b>	<b>5%</b>

<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	22	1.74	12.64	33	1.03	32.04	-61%
<b>Total</b>	<b>22</b>	<b>1.74</b>	<b>12.64</b>	<b>33</b>	<b>1.03</b>	<b>32.04</b>	<b>-61%</b>

\*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: February, 2020

<u>Warm Hearth Current Month</u>				<u>Warm Hearth 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	0	0	0.00	0	0	0.00	0%
Tuesday	49	163	0.30	43	129	0.33	-10%
Wednesday	43	120	0.36	48	164	0.29	22%
Thursday	26	56	0.46	47	129	0.36	27%
Friday	0	0	0.00	0	0	0.00	0%
Saturday	0	0	0.00	0	0	0.00	0%
<b>Total</b>	<b>118</b>	<b>339</b>	<b>0.35</b>	<b>138</b>	<b>422</b>	<b>0.33</b>	<b>7%</b>

<u>CRC Shuttle Current Month</u>				<u>CRC Shuttle 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	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	22	31	0.71	33	16	2.06	-66%
<b>Total</b>	<b>22</b>	<b>31</b>	<b>0.71</b>	<b>33</b>	<b>16</b>	<b>2.06</b>	<b>-66%</b>

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

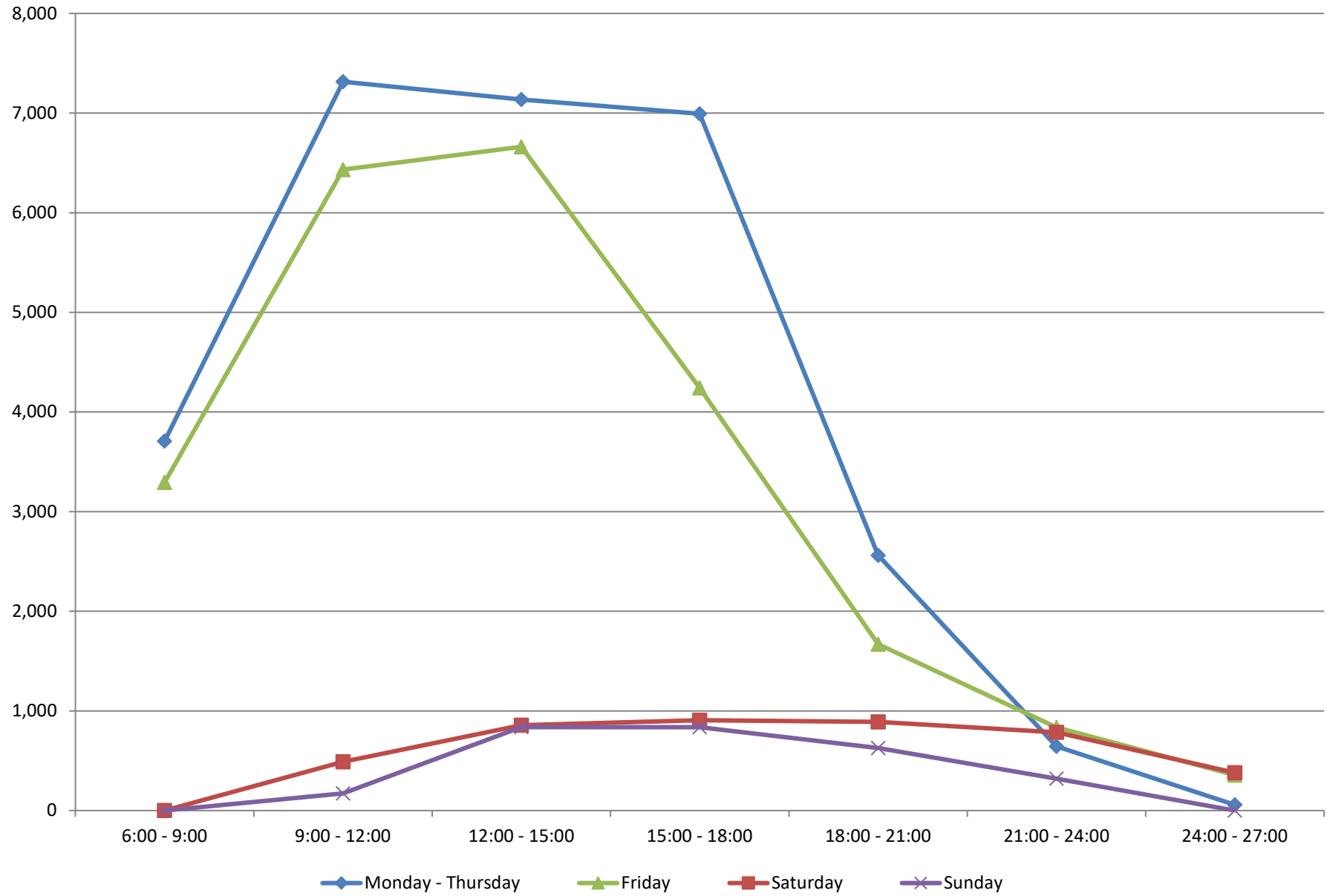
## Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

Month: February, 2020

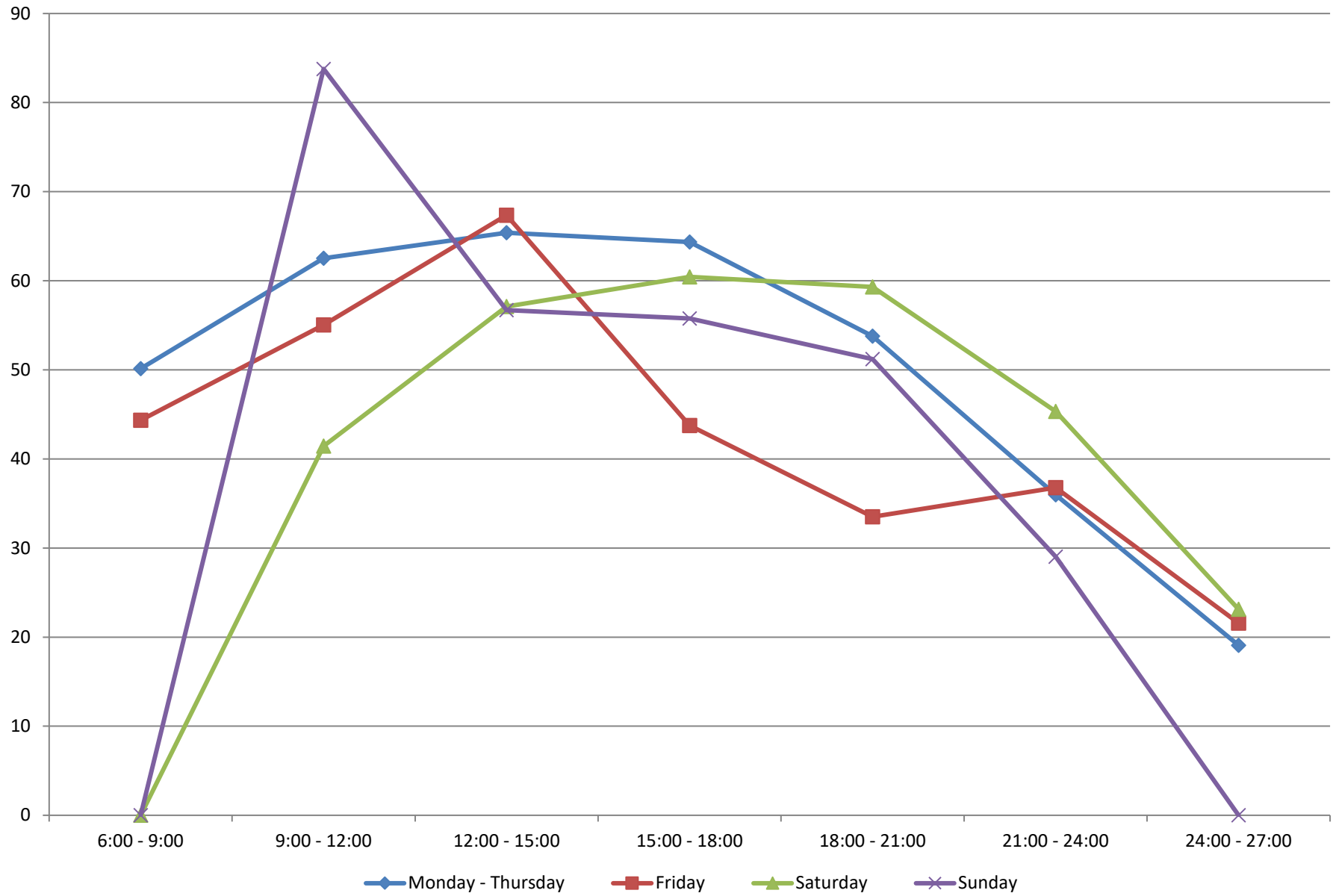
	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
<b>Monday - Thursday</b>	6:00 - 9:00	3,708.44	73.96	50.14
	9:00 - 12:00	7,314.63	116.97	62.53
	12:00 - 15:00	7,136.81	109.14	65.39
	15:00 - 18:00	6,993.94	108.67	64.36
	18:00 - 21:00	2,560.50	47.60	53.79
	21:00 - 24:00	644.69	17.92	35.98
	24:00 - 27:00	57.25	3.00	19.08
<b>Friday</b>	6:00 - 9:00	3,293.75	74.27	44.35
	9:00 - 12:00	6,432.50	116.88	55.04
	12:00 - 15:00	6,662.00	98.90	67.36
	15:00 - 18:00	4,240.75	96.94	43.75
	18:00 - 21:00	1,670.25	49.85	33.51
	21:00 - 24:00	834.00	22.67	36.79
	24:00 - 27:00	356.00	16.50	21.58
<b>Saturday</b>	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	489.20	11.80	41.46
	12:00 - 15:00	856.80	15.00	57.12
	15:00 - 18:00	906.60	15.00	60.44
	18:00 - 21:00	889.60	15.00	59.31
	21:00 - 24:00	785.80	17.33	45.34
	24:00 - 27:00	379.40	16.40	23.13
<b>Sunday</b>	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	171.75	2.05	83.78
	12:00 - 15:00	836.25	14.75	56.69
	15:00 - 18:00	836.50	15.00	55.77
	18:00 - 21:00	627.25	12.25	51.20
	21:00 - 24:00	319.25	11.00	29.02
	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%
<b>Total for 1st Quarter:</b>	991,947	914,992	92.24%	29,476	2.97%	944,468	95.21%	47,479	4.79%
October-19	659,218	627,994	95.26%	12,402	1.88%	640,396	97.14%	18,822	2.86%
November-19	469,372	437,175	93.14%	9,683	2.06%	446,858	95.20%	22,514	4.80%
December-19	326,554	305,290	93.49%	8,257	2.53%	313,547	96.02%	13,007	3.98%
<b>Total for 2nd Quarter:</b>	1,455,144	1,370,459	94.18%	30,342	2.09%	1,400,801	96.27%	54,343	3.73%
January-20	310,080	287,110	92.59%	8,633	2.78%	295,743	95.38%	14,337	4.62%
February-20	585,996	558,523	95.31%	10,583	1.81%	569,106	97.12%	16,890	2.88%
March-20									
<b>Total for 3rd Quarter:</b>	896,076	845,633	94.37%	19,216	2.14%	864,849	96.52%	31,227	3.48%
April-20									
May-20									
June-20									
<b>Total for 4th Quarter:</b>	0	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!
<b>Total for Year:</b>	3,343,167	3,131,084	93.66%	79,034	2.36%	3,210,118	96.02%	133,049	3.98%