

Monthly Ridership and
Service Level Report
September, 2016

**“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.
- Fixed Route Service (FR): FR operate along a specific route according to a fixed or preset schedule. Each trip serves the same stops, origins and destinations, continuously, until service ends.
- 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; Trippers are also utilized when needed.
- No Service: This service typically occurs during federally recognized holidays, such as New Year's Day and Independence Day. No routes operate during 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 such as the Hokie Express, Patrick Henry and Progress Street do not operate; others such as Hethwood/Harding Avenue may be combined.
- Revenue Hours (RH): RH are the hours of service where a bus is providing service to passengers.
- Revenue Mile (RM): RH are the miles a bus travels on a route while providing service to passengers.
- Ridership: Ridership is the number of people using a public transportation service in a given time period.
- Year-to-Date (YTD): YTD numbers are the sum of values for a period beginning July 1st of the current year until the end of a specified month.

Route Abbreviations:

Abbreviation	Route Full Name
CBD	Carpenter Boulevard
CRC	Corporate Research Center
HDG	Harding Avenue
HWD	Hethwood
HWDA	Hethwood A
HWDB	Hethwood B
HXP	Hokie Express
MSN	Main Street North

Abbreviation	Route Full Name
MSS	Main Street South
PHD	Patrick Henry Drive
PRG	Progress Street
TC	Toms Creek
TCB	Toms Creek B
TTT	Two Town Trolley
UCB	University City Boulevard
UMS	University Mall Shuttle

Summary
All Routes
Month: September, 2016

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
Total Passengers	528,705	508,601	4%	868,697	813,451	7%
Total Revenue Hours	10,589.52	9,629.95	10%	22,016.74	21,330.90	3%
Total Revenue Miles	104,252.40	93,685.40	11%	221,049.70	210,188.80	5%
Total Driver Hours	12,065.00	11,247.42	7%	25,098.00	24,699.42	2%
Passengers/RH	49.93	52.81	-5%	39.46	38.13	3%
Passengers/RM	5.07	5.43	-7%	3.93	3.87	2%
Passengers/DH	43.82	45.22	-3%	34.61	32.93	5%
Full Service Weekdays	22	22	-	30	33	3
Full Service Weekends	8	8	-	12	12	0
Reduced Service Weekdays	0	0	-	30	33	3
Reduced Service Weekends	0	0	-	7	6	(1)
Intermediate Service Weekdays	0	0	-	5		(5)
No Service Days	0	0	-	8	8	0

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

Total Ridership per Route

Blacksburg, Fixed Routes

Month: September, 2016

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YTD Ridership	Previous YTD Total	YTD Change
CBD	9,425	1.85%	-	-	13,884	1.70%	-	-
CRC	12,372	2.43%	13,127	-6%	22,027	2.69%	18,358	20%
CRCH	-	-	0	-	-	-	3,754	-
HDG	15,377	3.02%	17,259	-11%	26,051	3.19%	26,974	-3%
HWD	6,401	1.26%	25,995	-75%	27,251	3.33%	51,761	-47%
HWDA	49,857	9.79%	41,825	19%	72,028	8.81%	60,488	19%
HWDB	37,239	7.31%	26,286	42%	53,997	6.60%	40,648	33%
HXP	29,241	5.74%	31,121	-6%	41,437	5.07%	41,213	1%
MSN	42,797	8.40%	40,646	5%	72,888	8.91%	64,604	13%
MSS	31,769	6.24%	30,168	5%	58,412	7.14%	55,158	6%
PHD	46,938	9.22%	42,988	9%	67,903	8.30%	59,999	13%
PRG	62,771	12.33%	72,098	-13%	89,386	10.93%	96,664	-8%
TC	62,152	12.21%	2,237	2678%	106,764	13.06%	46,849	128%
TCB	-	-	64,987	-	-	-	103,455	-
TTT	8,225	1.62%	8,293	-1%	18,210	2.23%	18,043	1%
UCB	48,753	9.57%	41	118810%	82,455	10.08%	1,300	6243%
UMS	45,895	9.01%	79,954	-43%	64,982	7.95%	115,275	-44%
Totals	509,212	100.00%	497,025	2%	817,675	100.00%	804,543	2%

Total Ridership per Route

Christiansburg Routes

Month: September, 2016

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
Commuter	250	9.79%	394	-37%	633	8.33%	933	-32%
Explorer	1,338	52.41%	1,248	7%	3,583	47.14%	3,220	11%
GoAnywhere	965	37.80%	1,026	-6%	3,384	44.53%	3,171	7%
Totals	2,553	100%	2,668	-4%	7,600	100.00%	7,324	4%
Christiansburg Fixed Route Total	1,588	62.20%	1,642	-3.29%	4,216	55.47%	4,153	1.52%
Christiansburg Demand Response Total	965	37.80%	1,026	-5.95%	3,384	44.53%	3,171	6.72%
Totals	2,553	100%	2,668	-4%	7,600	100%	7,324	4%

Passengers per Revenue Hour per Route

All Fixed Routes

Month: September, 2016

Route	Current Month	Previous Year	Change by Month
CBD	36.55	-	-
CRC	20.91	24.86	-16%
CRCH	-	0.00	-
HDG	34.87	31.59	10%
HWD	56.09	93.49	-40%
HWDA	70.88	89.23	-21%
HWDB	68.24	69.06	-1%
HXP	40.43	47.23	-14%
MSN	83.04	88.80	-6%
MSS	47.49	47.78	-1%
PHD, PHDLN	87.26	97.95	-11%
PRG	91.24	104.04	-12%
TC	77.17	69.80	11%
TCB	-	85.55	-
TTT	24.84	28.53	-13%
UCB	69.58	-	-
UMS	100.84	97.91	3%
Commuter	1.54	35.44	-96%
Explorer	6.44	7.31	-12%

Passengers per Revenue Hour per Day of Week

All Fixed Routes

Month: September, 2016

Week Day	Current Month			Previous Year			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
Sunday	9,180	213	43.15	13950	250	55.86	-23%
Monday	70,775	1352.76	52.32	74,631	1228.42	60.75	-14%
Tuesday	93,881	1494.12	61.83	108,649	1719.75	63.18	-2%
Wednesday	95,966	1493.87	64.24	115,038	1688.50	68.13	-6%
Thursday	115,363	1865.90	61.83	89,526	1362.30	65.72	-6%
Friday	104,227	1953.65	53.35	79,891	1364.96	58.53	-9%
Saturday	38,474	425.00	90.53	24,007	399.25	60.13	51%
Total	527,866	8,798.05	60.00	505,692	8,012.93	63.11	-5%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Mile per Day of Week

All Fixed Routes

Month: September, 2016

Week Day	Current Month			Previous Year			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
Sunday	9,180	2,333	3.93	13,950	2,448	5.70	-31%
Monday	70,775	13,594	5.21	74,631	11,990	6.22	-16%
Tuesday	93,881	14,902	6.30	108,649	16,515	6.58	-4%
Wednesday	95,966	14,861	6.46	115,038	16,541	6.95	-7%
Thursday	115,363	18,493	6.24	89,526	13,191	6.79	-8%
Friday	104,227	19,616	5.31	79,891	13,453	5.94	-11%
Saturday	38,474	4,338	8.87	24,007	3,896	6.16	44%
Total	527,866	88,137	5.99	505,692	78,034	6.48	-8%

*Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Hour per Day of Week

Demand Response Service

Month: September, 2016

Day of Week	Current Month			Previous Year			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
Sunday	34	26	1.33	39	36	1.09	23%
Monday	277	182	1.52	342	190.48	1.80	-15%
Tuesday	483	226.39	2.13	690	303.70	2.27	-6%
Wednesday	454	224.74	2.02	648	291.50	2.22	-9%
Thursday	530	266.84	1.99	551	247.82	2.22	-11%
Friday	498	245.05	2.03	394	217.67	1.81	12%
Saturday	151	77.06	1.96	183	112.76	1.62	21%
Total	2,427	1,247.81	1.95	2,847	1,399.80	2.03	-4%

*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: September, 2016

Day of Week	Current Month			Previous Year			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
Sunday	34	145	0.23	39	198	0.20	19%
Monday	277	1,407.00	0.20	342	1,809.00	0.19	4%
Tuesday	483	2,094.00	0.23	690	3,015.00	0.23	1%
Wednesday	454	2,192.00	0.21	648	3,273.35	0.20	5%
Thursday	530	2,626.84	0.20	551	2,651.00	0.21	-3%
Friday	498	2,227.00	0.22	394	2,155.00	0.18	22%
Saturday	151	815.00	0.19	183	1,063.00	0.17	8%
Total	2,427	11,506.84	0.21	2,847	14,164.35	0.20	5%

*Please note: these numbers DO NOT include Fixed Route Service. It includes Access and GoAnywhere.

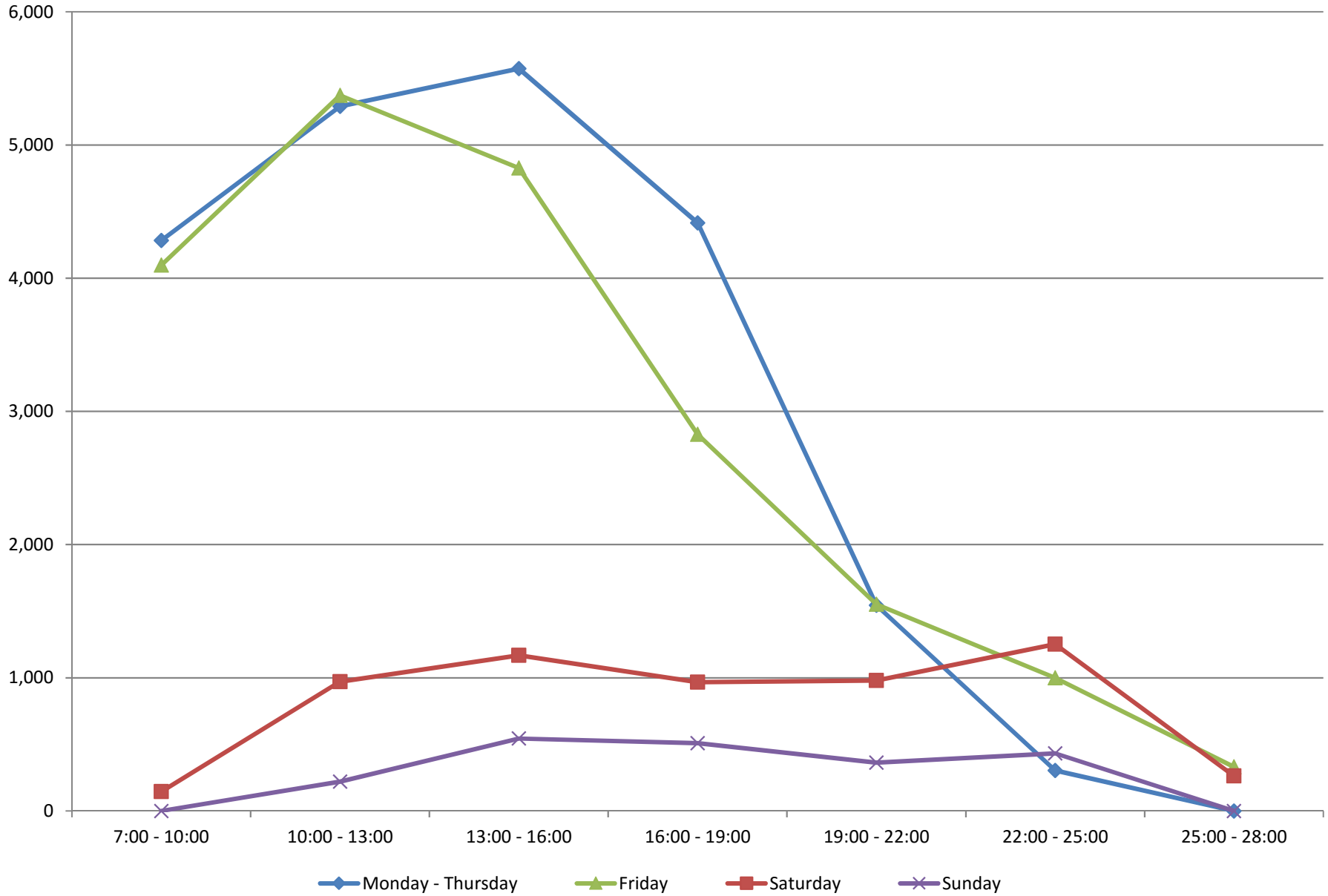
Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

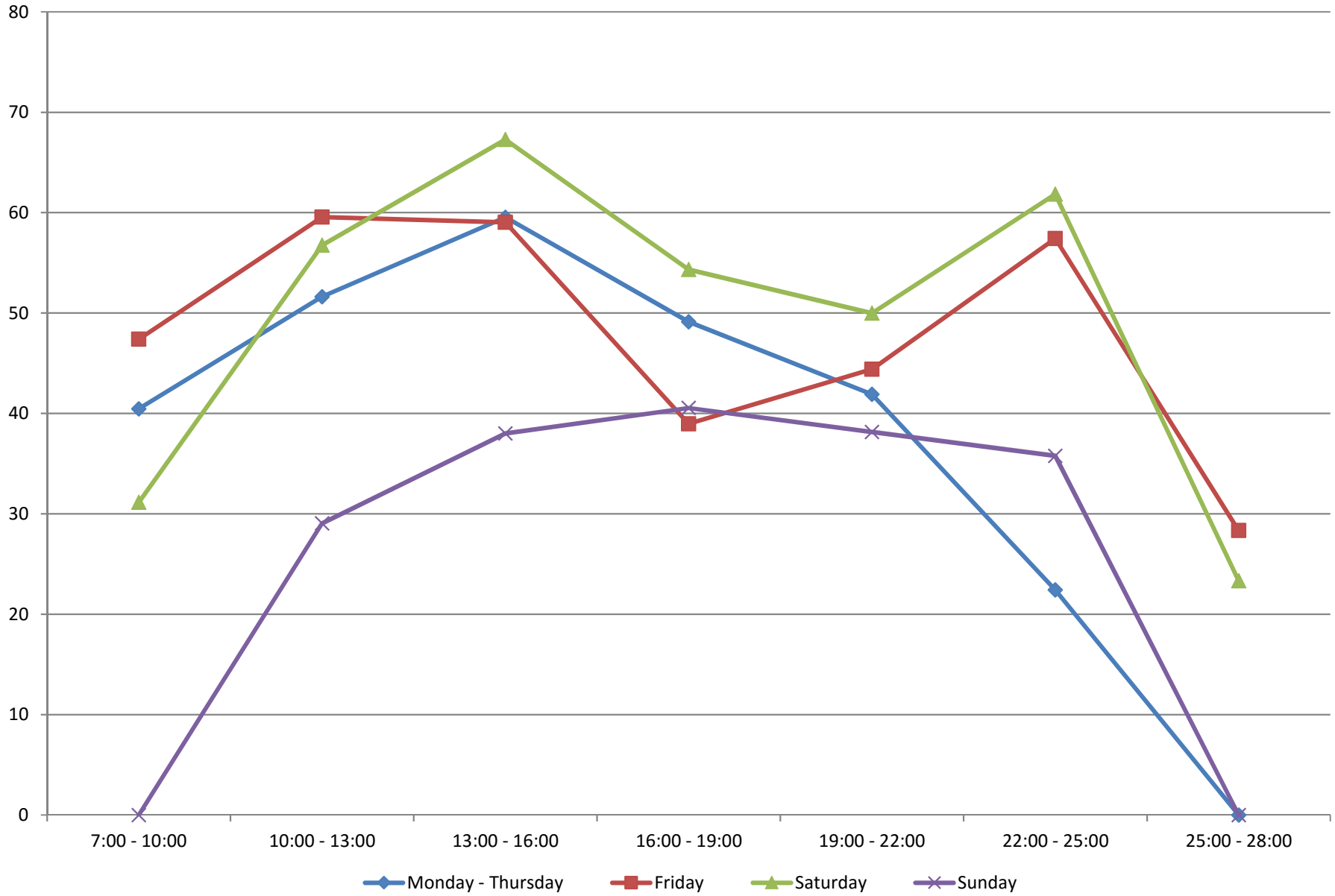
Month: September, 2016

Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH	
Monday - Thursday	7:00 - 10:00	4283.18	77.29	40.44
	10:00 - 13:00	5289.94	87.59	51.61
	13:00 - 16:00	5573.35	79.88	59.54
	16:00 - 19:00	4415.24	77.76	49.13
	19:00 - 22:00	1543.82	32.06	41.91
	22:00 - 25:00	304.47	10.41	22.41
	25:00 - 28:00	0.00	0.00	0.00
Friday	7:00 - 10:00	4097.80	87.20	47.39
	10:00 - 13:00	5372.60	90.20	59.55
	13:00 - 16:00	4826.00	81.80	59.04
	16:00 - 19:00	2826.60	72.60	38.95
	19:00 - 22:00	1550.80	35.20	44.41
	22:00 - 25:00	998.40	17.40	57.42
	25:00 - 28:00	331.40	11.60	28.33
Saturday	7:00 - 10:00	145.00	4.50	31.14
	10:00 - 13:00	971.50	17.25	56.75
	13:00 - 16:00	1168.75	17.50	67.28
	16:00 - 19:00	966.50	17.75	54.32
	19:00 - 22:00	979.75	19.50	49.99
	22:00 - 25:00	1252.25	20.25	61.83
	25:00 - 28:00	264.00	11.00	23.32
Sunday	7:00 - 10:00	0.00	0.00	0.00
	10:00 - 13:00	220.50	5.75	29.06
	13:00 - 16:00	544.00	10.75	38.01
	16:00 - 19:00	508.75	9.50	40.54
	19:00 - 22:00	363.50	9.00	38.15
	22:00 - 25:00	433.00	12.00	35.79
	25:00 - 28:00	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 Fare Type Totals

Does not include Christiansburg or Demand Response. Does include Athletics/Specials

Month: September, 2016

	Total Ridership	Students		Faculty/Staff		Total Virginia Tech		Total Non-VT	
		#	%	#	%	#	%	#	%
July-16	75,579	58,472	77.37%	6,481	8.58%	64,953	85.94%	10,626	14.06%
August-16	258,864	235,993	91.16%	8,382	3.24%	244,375	94.40%	14,489	5.60%
September-16	526,278	500,161	95.04%	9,535	1.81%	509,696	96.85%	16,582	3.15%
Total for 1st Quarter:	860,721	794,626	92.32%	24,398	2.83%	819,024	95.16%	41,697	4.84%
October-16									
November-16									
December-16									
Total for 2nd Quarter:									
January-17									
February-17									
March-17									
Total for 3rd Quarter:									
April-17									
May-17									
June-17									
Total for 4th Quarter:									
Total for Year:	860,721	794,626	92.32%	24,398	2.83%	819,024	95.16%	41,697	4.84%