



Monthly Ridership and
Service Level Report
December, 2024

**“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.
- 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 sometimes 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 Shuttle
EMS	Early Morning Service
GLD	Explorer Gold
HDG	Harding Avenue
HWA	Hethwood A
HWB	Hethwood B
HWC	Hethwood (combined)
HXP	Hokie Express
NMG	North Main Givens
NMP	North Main Patrick Henry

Abbreviation	Route Full Name
PHB	Patrick Henry B
PHD	Patrick Henry Drive
PRG	Progress Street
SMA	South Main Airport
SME	South Main Ellett
SMP/SMS	South Main Pro Park/ Southpark
TCP	Toms Creek Progress
TCR	Toms Creek Road
TTT	Two Town Trolley
UCB	University City
USD	Unscheduled/Adhoc
ACC	Access (DR)
GAR	GoAnywhere Route (DR)

Recent Changes

- Routes have been reorganized and modified with the opening of the Transit Center. Campus Shuttle has returned to service. Any route with a significant variant has now be re-delegated as separate routes with their variant. MSS => SME & SMP. TOM => TCP & TCR. MSG and MSN were merged and split into NMG & NMP. Name changes/tweaking: MSA => SMA and PRO => PRG. Additionally an Early Morning Service was added for Tech Employees from the Chicken Hill parking lot. And while Unscheduled/Adhoc services were rare, with the change-over it is being more separately tracked for cases that do not fit the new patterns.
- In August 2024 South Main Pro Park (SMP) changes to South Main Southpark (SMS)
- Open House extra CAS service is included in the CAS numbers for the days run.

Summary
All Routes
Month: December, 2024

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
Total Passengers	320,262	177,395	81%	2,430,732	1,922,598	26%
Total Revenue Hours	10,086.90	7,330.21	38%	60,750.08	48,656.99	25%
Total Revenue Miles	101,265.00	75,704.71	34%	615,560.00	500,902.71	23%
Total Driver Hours	11,184.75	8,232.75	36%	67,889.05	54,241.00	25%
Passengers/RH	31.75	24.20	31%	40.01	39.51	1%
Passengers/RM	3.16	2.34	35%	3.95	3.84	3%
Passengers/DH	28.63	21.55	33%	35.80	35.45	1%
Full Service Weekdays	13	9	4	76	76	0
Full Service Weekends	5	4	1	32	31	1
Reduced Service Weekdays	6	10	(4)	44	43	1
Reduced Service Weekends	4	6	(2)	20	23	(3)
Intermediate Service	2	1	1	9	8	1
No Service Days	1	1	0	3	3	0

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

Total Ridership per Route

Blacksburg

Month: December, 2024

Route (Former 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%	3,121	0.13%	2,563	22%
CAS	65,589	20.70%	0	0%	431,032	17.90%	0	0%
CRB	5,821	1.84%	1,874	211%	49,083	2.04%	25,325	94%
CRC	5,781	1.82%	4,642	25%	52,720	2.19%	57,337	-8%
EMS	12	0.00%	0	0%	64	0.00%	0	0%
HDG	11,873	3.75%	6,723	77%	89,585	3.72%	74,232	21%
HWA	14,316	4.52%	11,781	22%	120,734	5.01%	142,308	-15%
HWB	14,474	4.57%	11,894	22%	120,311	5.00%	139,822	-14%
HWC (HWD)	12,565	3.97%	5,172	143%	91,741	3.81%	46,154	99%
HXP	18,350	5.79%	4,098	348%	121,068	5.03%	47,957	152%
NMG (MSG+MSN)	17,942	5.66%	17,567	27%	141,520	5.88%	181,792	0%
NMP (MSN)	4,363	1.38%			40,109	1.67%		
PHB	17,347	5.47%	4,794	262%	135,315	5.62%	63,324	114%
PHD	21,288	6.72%	12,855	66%	171,107	7.10%	158,811	8%
PRG (PRO)	19,628	6.19%	15,195	29%	157,138	6.52%	172,728	-9%
SMA (MSA)	7,493	2.36%	4,088	83%	51,507	2.14%	44,424	16%
SME (MSS)	4,222	1.33%	12,598	22%	32,057	1.33%	112,670	6%
SMS (MSS)	11,102	3.50%			87,256	3.62%		
TCP (TOM)	13,642	4.31%	34,477	-1%	105,197	4.37%	360,499	-24%
TCR (TOM)	20,331	6.42%			168,176	6.98%		
TTT	6,488	2.05%	6,930	-6%	48,875	2.03%	55,240	-12%
UCB	23,084	7.28%	19,137	21%	181,932	7.55%	212,404	-14%
USD	0	0.00%	0	0%	1,247	0.05%	0	0%
ACC	1,167	0.37%	977	19%	7,449	0.31%	7,113	5%
Totals	316,878	100.00%	174,802	81%	2,408,344	100.00%	1,904,703	26%
Blacksburg MB Total	315,711	99.63%	173,825	81.63%	2,400,895	99.69%	1,897,590	26.52%
Blacksburg DR Total	1,167	0.37%	977	19.45%	7,449	0.31%	7,113	4.72%
Totals	316,878	100%	174,802	81%	2,408,344	100%	1,904,703	26%

Total Ridership per Route

Christiansburg: Motor Bus and Demand Response

Month: December, 2024

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
BLU	1,239	36.61%	683	81%	7,502	33.51%	4,102	83%
GLD	1,195	35.31%	908	32%	8,734	39.01%	6,322	38%
GAR	950	28.07%	1,002	-5%	6,152	27.48%	6,339	-3%
Totals	3,384	100%	2,593	31%	22,388	100%	16,763	34%
Christiansburg MB Total	2,434	71.93%	1,591	52.99%	16,236	72.52%	10,424	55.76%
Christiansburg DR Total	950	28.07%	1,002	-5.19%	6,152	27.48%	6,339	-2.95%
Totals	3,384	100%	2,593	31%	22,388	100%	16,763	34%

Passengers per Revenue Hour per Route

All Fixed Routes

Month: December, 2024

Route (Former Route)	Current Month	Previous Year	Change by Month
ADA	0.00	0.00	N/A
BLU	5.09	2.94	73%
CAS	62.06	0.00	N/A
CRB	38.23	17.97	113%
CRC	8.95	8.83	1%
EMS	0.53	0.00	N/A
GLD	4.88	3.90	25%
HDG	18.86	14.86	27%
HWA	49.31	29.90	65%
HWB	49.94	30.72	63%
HWC (HWD)	26.27	32.64	-20%
HXP	32.36	10.96	195%
NMG (MSG+MSN)	39.58	31.76	102%
NMP (MSN)	24.69		
PHB	57.18	45.33	26%
PHD	47.02	33.21	42%
PRG (PRO)	67.52	39.31	72%
SMA (MSA)	20.02	22.12	-10%
SME (MSS)	23.89	24.95	88%
SMS (MSS)	23.04		
TCP (TOM)	28.63	60.83	61%
TCR (TOM)	69.12		
TTT	16.87	19.81	-15%
UCB	45.33	43.13	5%
USD	0.00	0.00	N/A

Passengers per Revenue Hour per Day of Week

All Fixed Routes

Month: December, 2024

Week Day	Current Month			Previous Year			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
Sunday	11,662	511.25	22.81	9,142	349.25	26.18	-13%
Monday	70,840	1,873.59	37.81	31,925	917.88	34.78	9%
Tuesday	69,459	1,835.73	37.84	32,975	1,131.88	29.13	30%
Wednesday	60,912	1,356.96	44.89	30,292	1,132.55	26.75	68%
Thursday	47,388	1,449.26	32.70	17,511	1,011.27	17.32	89%
Friday	42,896	1,466.83	29.24	36,773	1,336.12	27.52	6%
Saturday	14,988	501.45	29.89	16,798	465.14	36.11	-17%
Total	318,145	8,995.07	35.37	175,416	6,344.09	27.65	28%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Mile per Day of Week

All Fixed Routes

Month: December, 2024

Week Day	Current Month			Previous Year			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
Sunday	11,662	5,433	2.15	9,142	3,794	2.41	-11%
Monday	70,840	18,674	3.79	31,925	9,373	3.41	11%
Tuesday	69,459	18,311	3.79	32,975	11,618	2.84	34%
Wednesday	60,912	13,258	4.59	30,292	11,665	2.60	77%
Thursday	47,388	14,543	3.26	17,511	10,560	1.66	97%
Friday	42,896	14,668	2.92	36,773	13,868	2.65	10%
Saturday	14,988	5,388	2.78	16,798	5,053	3.32	-16%
Total	318,145	90,275	3.52	175,416	65,931	2.66	32%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Hour per Day of Week
 Demand Response Service
 Month: December, 2024

<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	62	44.08	1.41	75	50.97	1.47	-4%
Monday	212	152.83	1.39	133	73.99	1.80	-23%
Tuesday	289	151.11	1.91	168	95.01	1.77	8%
Wednesday	157	98.50	1.59	162	96.50	1.68	-5%
Thursday	179	136.48	1.31	188	117.33	1.60	-18%
Friday	184	121.02	1.52	168	121.98	1.38	10%
Saturday	84	54.87	1.53	83	66.67	1.24	23%
Total	1,167	758.88	1.54	977	622.44	1.57	-2%

<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	204	72.60	2.81	148	51.85	2.85	-2%
Tuesday	178	67.40	2.64	158	59.79	2.64	0%
Wednesday	149	45.72	3.26	199	64.89	3.07	6%
Thursday	162	58.06	2.79	164	67.97	2.41	16%
Friday	178	60.45	2.94	249	83.00	3.00	-2%
Saturday	79	28.72	2.75	84	36.18	2.32	18%
Total	950	332.95	2.85	1,002	363.68	2.76	4%

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

Passengers per Revenue Mile per Day of Week
 Demand Response Service
 Month: December, 2024

<u>Access Current Month</u>				<u>Access Previous Year</u>			
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Day of Week	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	Change Pass/RM
Sunday	62	299	0.21	75	396	0.19	9%
Monday	212	1,266	0.17	133	653	0.20	-18%
Tuesday	289	1,548	0.19	168	869	0.19	-3%
Wednesday	157	904	0.17	162	770	0.21	-17%
Thursday	179	1,137	0.16	188	1,006	0.19	-16%
Friday	184	1,111	0.17	168	887	0.19	-13%
Saturday	84	485	0.17	83	553	0.15	15%
Total	1,167	6,750	0.17	977	5,134	0.19	-9%

<u>Go Anywhere Current Month</u>				<u>Go Anywhere Previous Year</u>			
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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	204	920	0.22	148	716	0.21	7%
Tuesday	178	857	0.21	158	721	0.22	-5%
Wednesday	149	637	0.23	199	847	0.23	0%
Thursday	162	749	0.22	164	845	0.19	11%
Friday	178	829	0.21	249	1,124	0.22	-3%
Saturday	79	248	0.32	84	387	0.22	47%
Total	950	4,240	0.22	1,002	4,640	0.22	4%

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

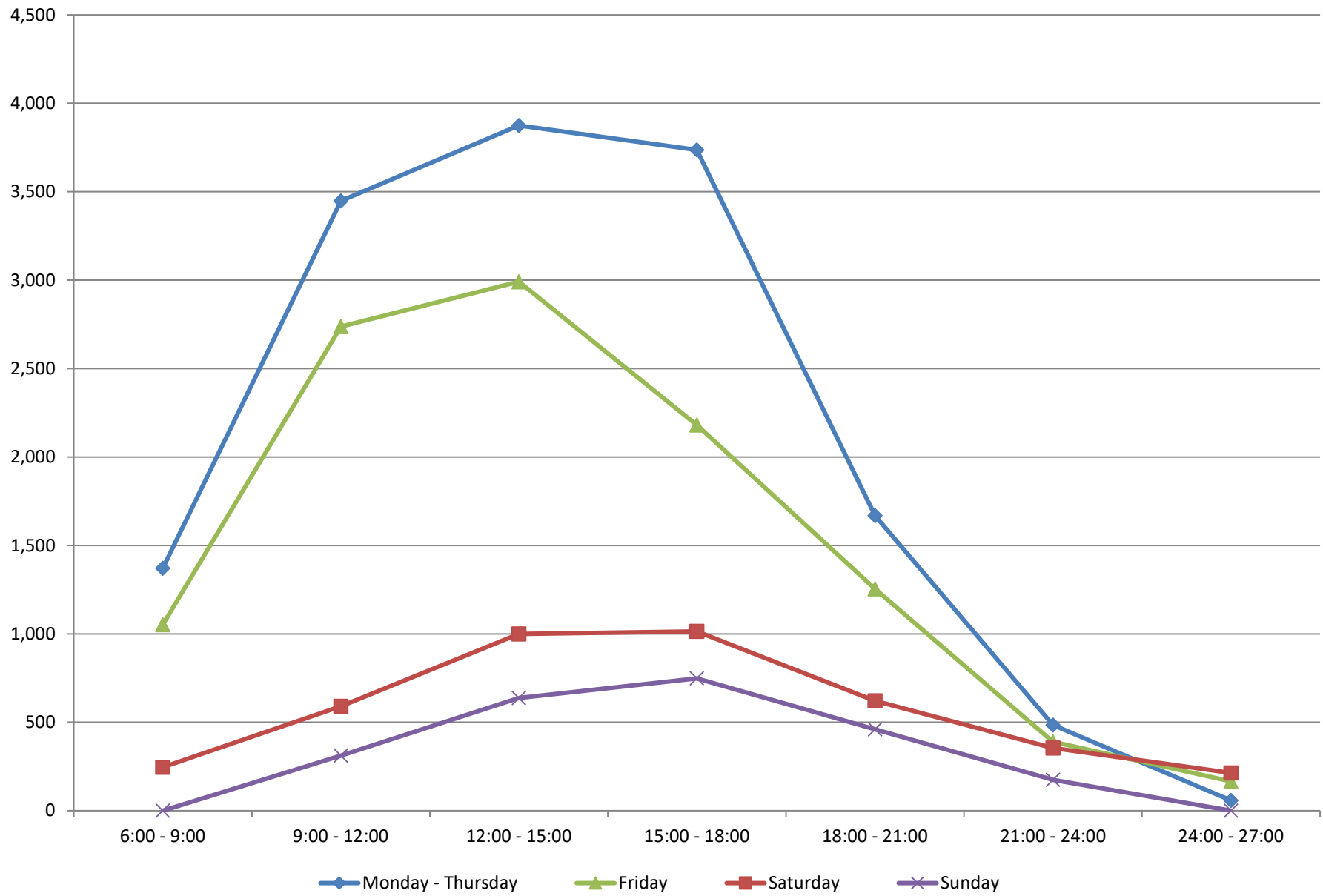
Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

Month: December, 2024

	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
Monday - Thursday	6:00 - 9:00	1,371.24	57.43	23.88
	9:00 - 12:00	3,448.41	83.94	41.08
	12:00 - 15:00	3,874.59	83.98	46.14
	15:00 - 18:00	3,736.41	83.97	44.50
	18:00 - 21:00	1,668.06	51.51	32.39
	21:00 - 24:00	484.18	19.26	25.14
	24:00 - 27:00	57.92	4.50	12.87
Friday	6:00 - 9:00	1,052.25	54.10	19.45
	9:00 - 12:00	2,736.75	77.69	35.23
	12:00 - 15:00	2,991.25	78.00	38.35
	15:00 - 18:00	2,180.75	72.99	29.88
	18:00 - 21:00	1,253.75	51.09	24.54
	21:00 - 24:00	389.50	20.46	19.03
	24:00 - 27:00	165.67	16.50	10.04
Saturday	6:00 - 9:00	246.00	26.97	9.12
	9:00 - 12:00	590.00	22.68	26.01
	12:00 - 15:00	999.50	26.25	38.08
	15:00 - 18:00	1,013.75	26.13	38.80
	18:00 - 21:00	621.50	23.31	26.66
	21:00 - 24:00	354.00	12.00	29.50
	24:00 - 27:00	213.50	16.50	12.94
Sunday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	312.00	21.65	14.41
	12:00 - 15:00	637.40	26.40	24.14
	15:00 - 18:00	748.00	26.40	28.33
	18:00 - 21:00	460.00	19.60	23.47
	21:00 - 24:00	175.20	8.10	21.63
	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

