



Monthly Ridership and
Service Level Report
November, 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: November, 2024

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
Total Passengers	476,053	381,390	25%	2,110,470	1,745,203	21%
Total Revenue Hours	10,668.60	8,683.21	23%	50,663.18	41,326.78	23%
Total Revenue Miles	106,068.00	88,110.00	20%	514,295.00	425,198.00	21%
Total Driver Hours	11,898.25	9,662.75	23%	56,704.30	46,008.25	23%
Passengers/RH	44.62	43.92	2%	41.66	42.23	-1%
Passengers/RM	4.49	4.33	4%	4.10	4.10	0%
Passengers/DH	40.01	39.47	1%	37.22	37.93	-2%
Full Service Weekdays	16	17	(1)	63	67	(4)
Full Service Weekends	7	5	2	27	27	0
Reduced Service Weekdays	4	4	0	38	33	5
Reduced Service Weekends	2	3	(1)	16	17	(1)
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, 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	1,309	0.28%	458	186%	3,121	0.15%	2,563	22%
CAS	90,659	19.20%	0	0%	365,443	17.47%	0	0%
CRB	9,871	2.09%	5,267	87%	43,262	2.07%	23,451	84%
CRC	9,789	2.07%	11,308	-13%	46,939	2.24%	52,695	-11%
EMS	19	0.00%	0	0%	52	0.00%	0	0%
HDG	17,349	3.67%	14,932	16%	77,712	3.72%	67,509	15%
HWA	22,421	4.75%	28,769	-22%	106,418	5.09%	130,527	-18%
HWB	21,794	4.62%	28,239	-23%	105,837	5.06%	127,928	-17%
HWC (HWD)	20,570	4.36%	8,114	154%	79,176	3.79%	40,982	93%
HXP	25,455	5.39%	10,127	151%	102,718	4.91%	43,859	134%
NMG (MSG+MSN)	27,616	5.85%	34,165	8%	123,578	5.91%	164,225	-3%
NMP (MSN)	9,272	1.96%			35,746	1.71%		
PHB	26,962	5.71%	13,742	96%	117,968	5.64%	58,530	102%
PHD	30,239	6.40%	30,912	-2%	149,819	7.16%	145,956	3%
PRG (PRO)	30,514	6.46%	36,625	-17%	137,510	6.57%	157,533	-13%
SMA (MSA)	10,331	2.19%	9,251	12%	44,014	2.10%	40,336	9%
SME (MSS)	6,906	1.46%	20,343	4%	27,835	1.33%	100,072	4%
SMS (MSS)	14,311	3.03%			76,154	3.64%		
TCP (TOM)	22,811	4.83%	72,211	-27%	91,555	4.38%	326,022	-27%
TCR (TOM)	30,248	6.41%			147,845	7.07%		
TTT	8,907	1.89%	9,447	-6%	42,387	2.03%	48,310	-12%
UCB	33,582	7.11%	43,179	-22%	158,848	7.60%	193,267	-18%
USD	0	0.00%	0	0%	1,247	0.06%	0	0%
ACC	1,183	0.25%	1,187	0%	6,282	0.30%	6,136	2%
Totals	472,118	100.00%	378,276	25%	2,091,466	100.00%	1,729,901	21%
Blacksburg MB Total	470,935	99.75%	377,089	24.89%	2,085,184	99.70%	1,723,765	20.97%
Blacksburg DR Total	1,183	0.25%	1,187	-0.34%	6,282	0.30%	6,136	2.38%
Totals	472,118	100%	378,276	25%	2,091,466	100%	1,729,901	21%

Total Ridership per Route

Christiansburg: Motor Bus and Demand Response

Month: November, 2024

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
BLU	1,337	33.98%	797	68%	6,263	32.96%	3,419	83%
GLD	1,539	39.11%	1,128	36%	7,539	39.67%	5,414	39%
GAR	1,059	26.91%	1,089	-3%	5,202	27.37%	5,337	-3%
Totals	3,935	100%	3,014	31%	19,004	100%	14,170	34%
Christiansburg MB Total	2,876	73.09%	1,925	49.40%	13,802	72.63%	8,833	56.25%
Christiansburg DR Total	1,059	26.91%	1,089	-2.75%	5,202	27.37%	5,337	-2.53%
Totals	3,935	100%	3,014	31%	19,004	100%	14,170	34%

Passengers per Revenue Hour per Route

All Fixed Routes

Month: November, 2024

Route (Former Route)	Current Month	Previous Year	Change by Month
ADA	23.73	41.34	-43%
BLU	5.79	3.28	77%
CAS	80.84	0.00	N/A
CRB	52.51	26.62	97%
CRC	14.77	19.83	-26%
EMS	0.64	0.00	N/A
GLD	6.62	4.61	44%
HDG	25.90	29.94	-14%
HWA	65.03	58.29	12%
HWB	63.15	57.65	10%
HWC (HWD)	45.59	42.38	8%
HXP	39.99	22.19	80%
NMG (MSG+MSN)	58.14	56.67	79%
NMP (MSN)	43.08		
PHB	72.88	69.14	5%
PHD	63.68	63.05	1%
PRG (PRO)	87.40	74.82	17%
SMA (MSA)	28.88	37.48	-23%
SME (MSS)	35.80	38.66	72%
SMS (MSS)	30.80		
TCP (TOM)	50.53	106.25	29%
TCR (TOM)	86.65		
TTT	23.80	26.30	-10%
UCB	60.98	78.12	-22%
USD	0.00	0.00	N/A

Passengers per Revenue Hour per Day of Week

All Fixed Routes

Month: November, 2024

Week Day	Current Month			Previous Year			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
Sunday	15,381	438.45	35.08	11,398	314.95	36.19	-3%
Monday	85,629	1,610.43	53.17	64,608	1,268.33	50.94	4%
Tuesday	86,925	1,614.17	53.85	65,350	1,265.39	51.64	4%
Wednesday	85,408	1,615.26	52.88	86,461	1,615.88	53.51	-1%
Thursday	77,762	1,350.00	57.60	80,297	1,402.19	57.27	1%
Friday	84,004	2,054.76	40.88	49,341	1,252.77	39.39	4%
Saturday	38,702	910.00	42.53	21,659	450.37	48.09	-12%
Total	473,811	9,593.07	49.39	379,114	7,569.88	50.08	-1%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Mile per Day of Week

All Fixed Routes

Month: November, 2024

Week Day	Current Month			Previous Year			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
Sunday	15,381	4,642	3.31	11,398	3,372	3.38	-2%
Monday	85,629	15,846	5.40	64,608	12,899	5.01	8%
Tuesday	86,925	15,829	5.49	65,350	12,826	5.10	8%
Wednesday	85,408	15,871	5.38	86,461	16,358	5.29	2%
Thursday	77,762	13,147	5.91	80,297	14,117	5.69	4%
Friday	84,004	20,237	4.15	49,341	12,739	3.87	7%
Saturday	38,702	9,025	4.29	21,659	4,692	4.62	-7%
Total	473,811	94,597	5.01	379,114	77,003	4.92	2%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Hour per Day of Week
 Demand Response Service
 Month: November, 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	36	22.95	1.57	32	36.88	0.87	81%
Monday	187	118.12	1.58	208	135.48	1.54	3%
Tuesday	232	142.63	1.63	237	119.92	1.98	-18%
Wednesday	215	124.53	1.73	268	147.32	1.82	-5%
Thursday	180	117.33	1.53	246	137.12	1.79	-14%
Friday	223	145.57	1.53	128	98.09	1.30	17%
Saturday	110	65.65	1.68	68	48.92	1.39	21%
Total	1,183	736.78	1.61	1,187	723.73	1.64	-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	167	57.75	2.89	189	65.44	2.89	0%
Tuesday	193	61.77	3.12	188	71.88	2.62	19%
Wednesday	207	60.12	3.44	245	80.78	3.03	14%
Thursday	169	50.54	3.34	201	82.55	2.43	37%
Friday	225	72.38	3.11	194	59.56	3.26	-5%
Saturday	98	36.20	2.71	72	29.40	2.45	11%
Total	1,059	338.76	3.13	1,089	389.61	2.80	12%

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

Passengers per Revenue Mile per Day of Week

Demand Response Service

Month: November, 2024

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	36	147	0.24	32	220	0.15	68%
Monday	187	1,121	0.17	208	1,045	0.20	-16%
Tuesday	232	1,300	0.18	237	1,056	0.22	-20%
Wednesday	215	1,254	0.17	268	1,267	0.21	-19%
Thursday	180	1,107	0.16	246	1,258	0.20	-17%
Friday	223	1,247	0.18	128	663	0.19	-7%
Saturday	110	571	0.19	68	375	0.18	6%
Total	1,183	6,747	0.18	1,187	5,883	0.20	-13%

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	167	973	0.17	189	882	0.21	-20%
Tuesday	193	894	0.22	188	991	0.19	14%
Wednesday	207	867	0.24	245	1,175	0.21	14%
Thursday	169	718	0.24	201	1,037	0.19	22%
Friday	225	974	0.23	194	798	0.24	-5%
Saturday	98	298	0.33	72	340	0.21	55%
Total	1,059	4,724	0.22	1,089	5,224	0.21	8%

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

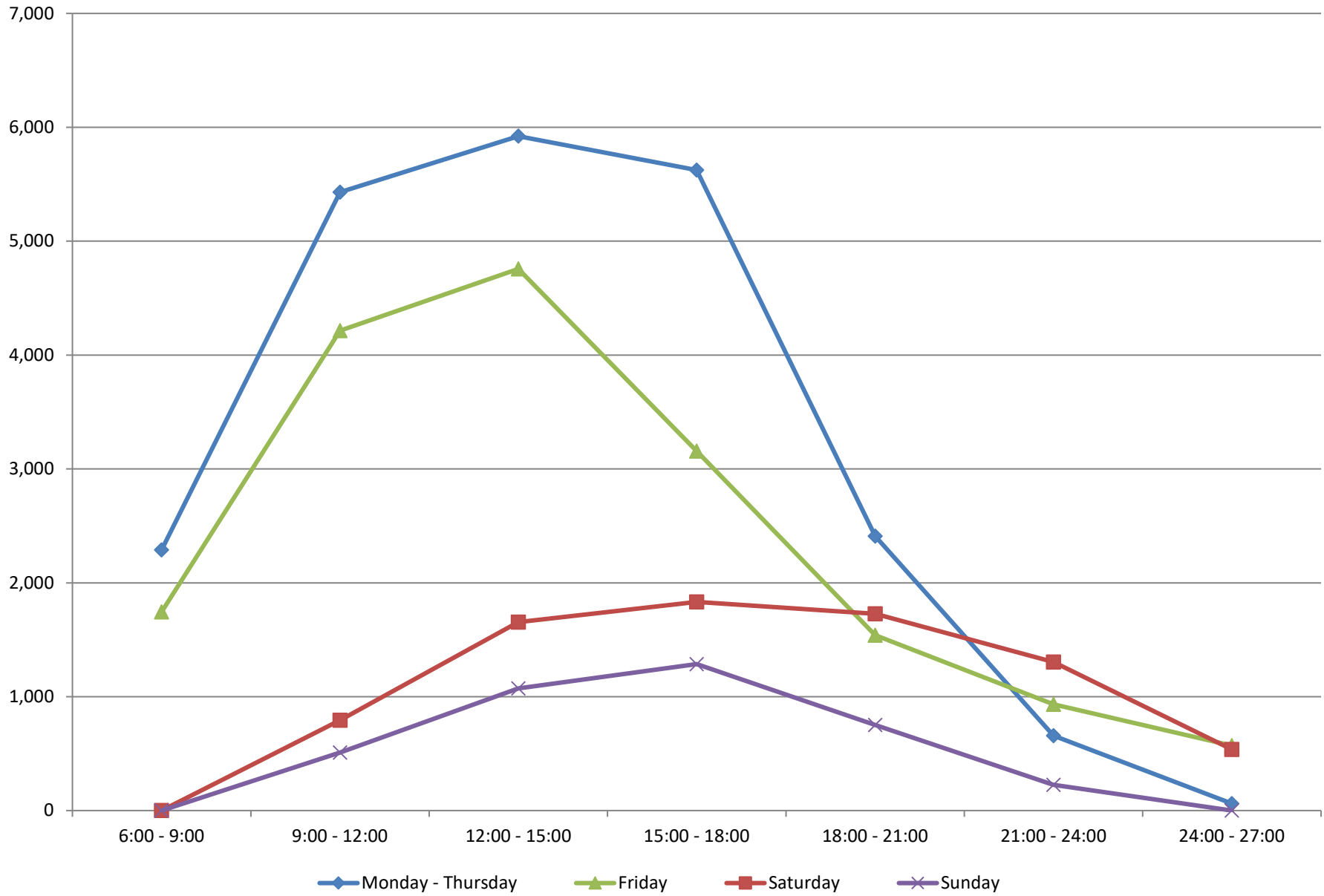
Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

Month: November, 2024

	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
Monday - Thursday	6:00 - 9:00	2,288.40	61.32	37.32
	9:00 - 12:00	5,431.00	90.40	60.08
	12:00 - 15:00	5,921.87	90.38	65.52
	15:00 - 18:00	5,625.33	90.37	62.25
	18:00 - 21:00	2,409.13	55.35	43.52
	21:00 - 24:00	657.27	21.24	30.94
	24:00 - 27:00	61.25	4.49	13.65
Friday	6:00 - 9:00	1,744.40	61.32	28.45
	9:00 - 12:00	4,213.60	90.60	46.51
	12:00 - 15:00	4,756.40	90.45	52.59
	15:00 - 18:00	3,157.60	83.17	37.97
	18:00 - 21:00	1,539.00	53.36	28.84
	21:00 - 24:00	934.00	21.25	43.94
	24:00 - 27:00	570.00	13.50	42.22
Saturday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	792.60	35.20	22.52
	12:00 - 15:00	1,655.80	42.81	38.67
	15:00 - 18:00	1,832.20	44.27	41.39
	18:00 - 21:00	1,727.60	33.55	51.50
	21:00 - 24:00	1,303.40	15.80	82.48
	24:00 - 27:00	536.00	12.96	41.35
Sunday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	510.25	23.49	21.72
	12:00 - 15:00	1,071.75	28.50	37.61
	15:00 - 18:00	1,286.25	28.50	45.13
	18:00 - 21:00	752.00	20.13	37.37
	21:00 - 24:00	225.25	9.00	25.03
	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

