

Monthly Ridership and
Service Level Report
June, 2018

**“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.
- Intermediate Service: This service is deployed during the week before Virginia Tech classes resume for the fall semester and for other select days throughout the year. It strongly resembles the Full Service with fewer routes in operation.
- 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 such as the Hokie Express and Progress Street do not operate; others such as Tom’s Creek follow an altered route.
- 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
HWA	Hethwood A
HWB	Hethwood B
HXP	Hokie Express
MSN	Main Street North

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

Summary
All Routes

Month: June, 2018

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
Total Passengers	72,940	67,614	8%	4,057,334	3,734,989	9%
Total Revenue Hours	4,798.53	4,108.61	17%	105,571.54	95,482.51	11%
Total Revenue Miles	53,014.10	43,104.00	23%	1,039,318.60	942,165.50	10%
Total Driver Hours	5,608.75	4,822.75	16%	121,385.30	101,654.39	19%
Passengers/RH	15.20	16.46	-8%	38.43	39.12	-2%
Passengers/RM	1.38	1.57	-12%	3.90	3.96	-2%
Passengers/DH	13.00	14.02	-7%	33.43	36.74	-9%
Full Service Weekdays	0	0	0	153	154	(1)
Full Service Weekends	0	0	0	58	59	(1)
Reduced Service Weekdays	21	22	(1)	95	97	(2)
Reduced Service Weekends	9	4	5	45	29	16
Intermediate Service Weekdays	0	0	0	9	8	1
No Service Days	0	4	(4)	5	18	(13)

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

Total Ridership per Route

Blacksburg, Fixed Routes

Month: June, 2018

Route	Current Month		% of Ridership		Previous Year		Change by Month		Current YTD Total		Previous YTD Total		YTD Change	
	Count	Count	Count	Count	Count	Count	Count	Count	Count	Count	Count	Count	Count	Count
CBD	0	0	0.00%	0	0	0	N/A		58,905	1.50%	59,830	-2%		
CRC	3,086	3,062	4.75%	3,062	3,062	3,062	1%		108,942	2.77%	98,521	11%		
HDG	2,399	2,864	3.69%	2,864	2,864	2,864	-16%		154,058	3.91%	119,759	29%		
HWD	1,932	14,526	2.98%	14,526	14,526	14,526	-87%		54,685	1.39%	98,411	-44%		
HWA	4,647	0	7.16%	0	0	0	N/A		380,365	9.66%	340,123	12%		
HWB	7,281	0	11.21%	0	0	0	N/A		284,766	7.23%	251,202	13%		
HXP	0	0	0.00%	0	0	0	N/A		254,443	6.46%	199,242	28%		
MSN	6,783	7,929	10.45%	7,929	7,929	7,929	-14%		308,371	7.83%	296,790	4%		
MSS	8,482	8,263	13.06%	8,263	8,263	8,263	3%		265,049	6.73%	246,938	7%		
PHD	4,262	0	6.56%	0	0	0	N/A		320,676	8.14%	301,667	6%		
PRO	0	0	0.00%	0	0	0	N/A		407,435	10.35%	415,237	-2%		
TOM	16,254	12,719	25.03%	12,719	12,719	12,719	28%		586,263	14.89%	502,604	17%		
TTT	3,381	3,014	5.21%	3,014	3,014	3,014	12%		66,409	1.69%	65,893	1%		
UCB	6,430	7,847	9.90%	7,847	7,847	7,847	-18%		422,795	10.74%	344,438	23%		
UMS	0	0	0.00%	0	0	0	N/A		264,696	6.72%	277,640	-5%		
Totals	64,937	60,224	100.00%	60,224	60,224	60,224	8%		3,937,858	100.00%	3,618,295	9%		

Total Ridership per Route

Christiansburg Routes

Month: June, 2018

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YTD Ridership	Previous YTD	YTD Change
Commuter	103	3.38%	212	-51%	2,596	9.14%	2,125	22%
Explorer	1,240	40.67%	1,139	9%	12,952	45.59%	14,491	-11%
GoAnywhere	1,706	55.95%	1,290	32%	12,863	45.27%	12,056	7%
Totals	3,049	100%	2,641	15%	28,411	100%	28,672	-1%
Christiansburg Fixed Route Total	1,343	44.05%	1,351	-0.59%	15,548	54.73%	16,616	-6.43%
Christiansburg Demand Response Total	1,706	55.95%	1,290	32.25%	12,863	45.27%	12,056	6.69%
Totals	3,049	100%	2,641	15%	28,411	100%	28,672	-1%

Passengers per Revenue Hour per Route

All Fixed Routes

Month: June, 2018

Route	Current Month	Previous Year	Change by Month
CBD	N/A	N/A	N/A
CRC	13.15	11.90	11%
HDG	7.18	10.38	-31%
HWD	15.89	43.68	-64%
HWA	19.16	N/A	N/A
HWB	30.67	N/A	N/A
HXP	N/A	N/A	N/A
MSN	17.85	24.16	-26%
MSS	24.17	27.85	-13%
PHD	17.98	N/A	N/A
PRO	N/A	N/A	N/A
TOM	42.60	34.29	24%
TTT	10.98	11.04	0%
UCB	25.64	32.89	-22%
UMS	N/A	N/A	N/A
Commuter	2.08	4.28	-51%
Explorer	4.90	4.50	9%

Passengers per Revenue Hour per Day of Week

All Fixed Routes

Month: June, 2018

Week Day	<u>Current Month</u>			<u>Previous Year</u>			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
Sunday	1,906	117.20	16.26	0	0.00	0.00	N/A
Monday	11,582	588.40	19.68	10,508	465.88	22.56	-13%
Tuesday	11,899	589.40	20.19	10,789	465.88	23.16	-13%
Wednesday	11,500	588.24	19.55	11,051	465.88	23.72	-18%
Thursday	11,453	589.40	19.43	13,162	582.35	22.60	-14%
Friday	13,686	735.83	18.60	12,794	581.18	22.01	-16%
Saturday	4,182	216.50	19.32	3,265	173.20	18.85	2%
Total	66,208	3,424.97	19.33	61,569	2,734.37	22.52	-14%

* Note: these numbers DO NOT include Demand Response Service, Trippers or Shuttles

Passengers per Revenue Mile per Day of Week

All Fixed Routes

Month: June, 2018

Week Day	<u>Current Month</u>			<u>Previous Year</u>			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
Sunday	1,906	1,321	1.44	0	0	0.00	N/A
Monday	11,582	7,128	1.62	10,508	5,549	1.89	-14%
Tuesday	11,899	7,236	1.64	10,789	5,548	1.94	-15%
Wednesday	11,500	7,139	1.61	11,051	5,561	1.99	-19%
Thursday	11,453	7,175	1.60	13,162	6,945	1.90	-16%
Friday	13,686	8,823	1.55	12,794	6,903	1.85	-16%
Saturday	4,182	2,470	1.69	3,265	1,947	1.68	1%
Total	66,208	41,292	1.60	61,569	32,453	1.90	-15%

* Note: these numbers DO NOT include Demand Response Service, Trippers or Shuttles

Passengers per Revenue Hour per Day of Week

Demand Response Service

Month: June, 2018

<u>Access Current Month</u>				<u>Access Previous Year</u>				<u>Change Pass/RH</u>
Day of Week	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	Change Pass/RH	
Sunday	5	3.42	1.46	0	0.00	0.00	N/A	
Monday	194	141.28	1.37	139	126.73	1.10	25%	
Tuesday	211	132.22	1.60	211	145.73	1.45	10%	
Wednesday	228	148.63	1.53	197	148.00	1.33	15%	
Thursday	173	138.68	1.25	277	177.33	1.56	-20%	
Friday	235	170.25	1.38	242	164.48	1.47	-6%	
Saturday	102	67.11	1.52	135	69.45	1.94	-22%	
Total	1,148	801.59	1.43	1,201	831.73	1.44	-1%	

<u>GoAnywhere Current Month</u>				<u>GoAnywhere Previous Year</u>				<u>Change Pass/RH</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	129	70.38	1.83	154	69.03	2.23	-18%	
Tuesday	462	76.68	6.02	331	65.27	5.07	19%	
Wednesday	396	72.92	5.43	211	70.50	2.99	81%	
Thursday	476	69.70	6.83	301	77.48	3.88	76%	
Friday	184	88.57	2.08	245	70.48	3.48	-40%	
Saturday	59	33.77	1.75	48	38.17	1.26	39%	
Total	1,706	412.02	4.14	1,290	390.93	3.30	25%	

*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: June, 2018

<u>Access Current Month</u>				<u>Access Previous Year</u>			
Day of Week	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	Change Pass/RM
Sunday	5	8	0.63	0	0	0.00	N/A
Monday	194	1,113	0.17	139	710	0.20	-11%
Tuesday	211	1,045	0.20	211	969	0.22	-7%
Wednesday	228	1,231	0.19	197	945	0.21	-11%
Thursday	173	1,043	0.17	277	1,282	0.22	-23%
Friday	235	1,196	0.20	242	1,097	0.22	-11%
Saturday	102	475	0.21	135	566	0.24	-10%
Total	1,148	6,111	0.19	1,201	5,568.54	0.22	-13%
<u>Go Anywhere Current Month</u>				<u>Go Anywhere 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	129	693	0.19	154	577	0.27	-30%
Tuesday	462	782	0.59	331	625	0.53	12%
Wednesday	396	883	0.45	211	795	0.27	69%
Thursday	476	839	0.57	301	820	0.37	55%
Friday	184	938	0.20	245	854	0.29	-32%
Saturday	59	361	0.16	48	279	0.17	-5%
Total	1,706	4,496	0.38	1,290	3,950	0.33	16%

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

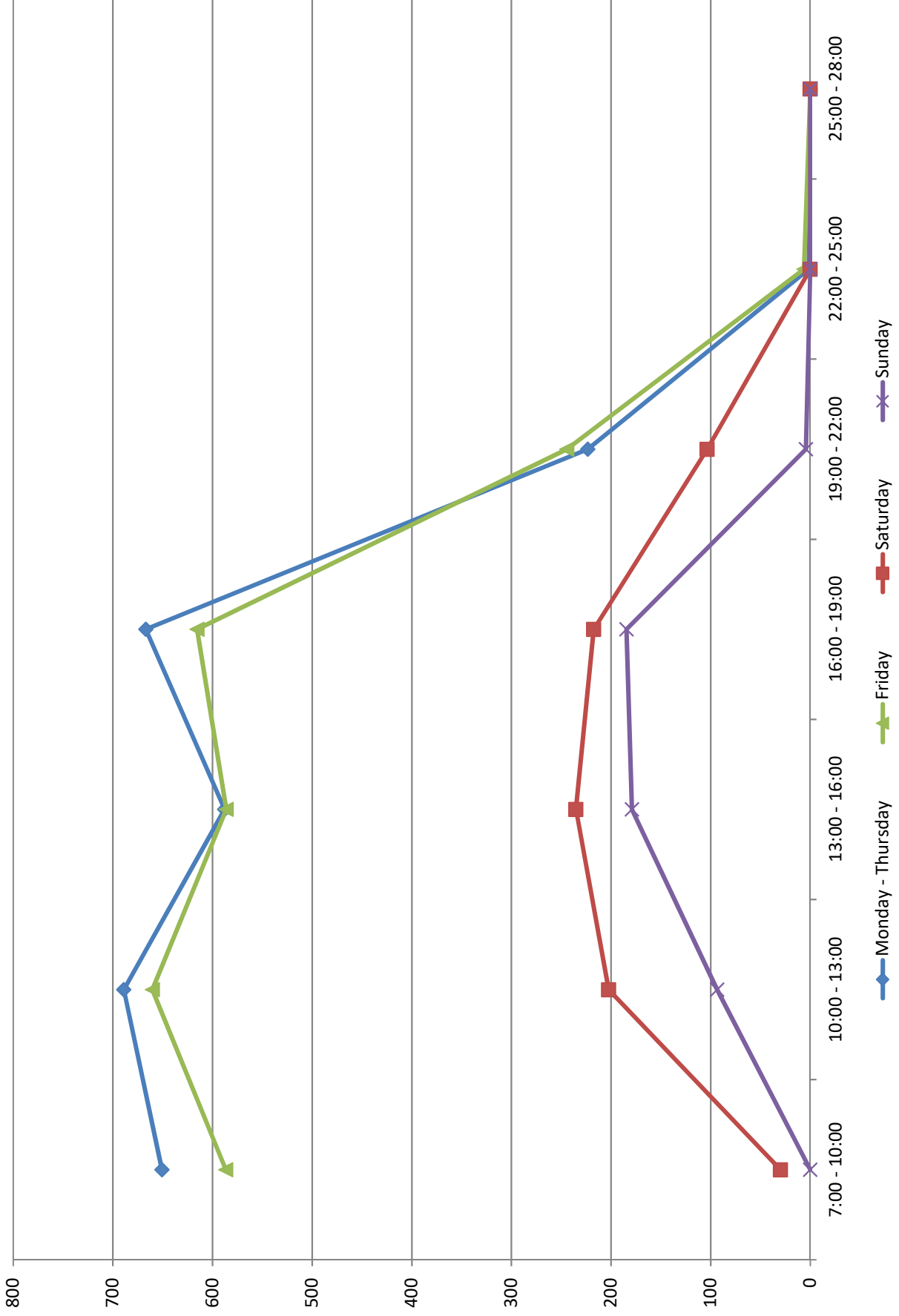
Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

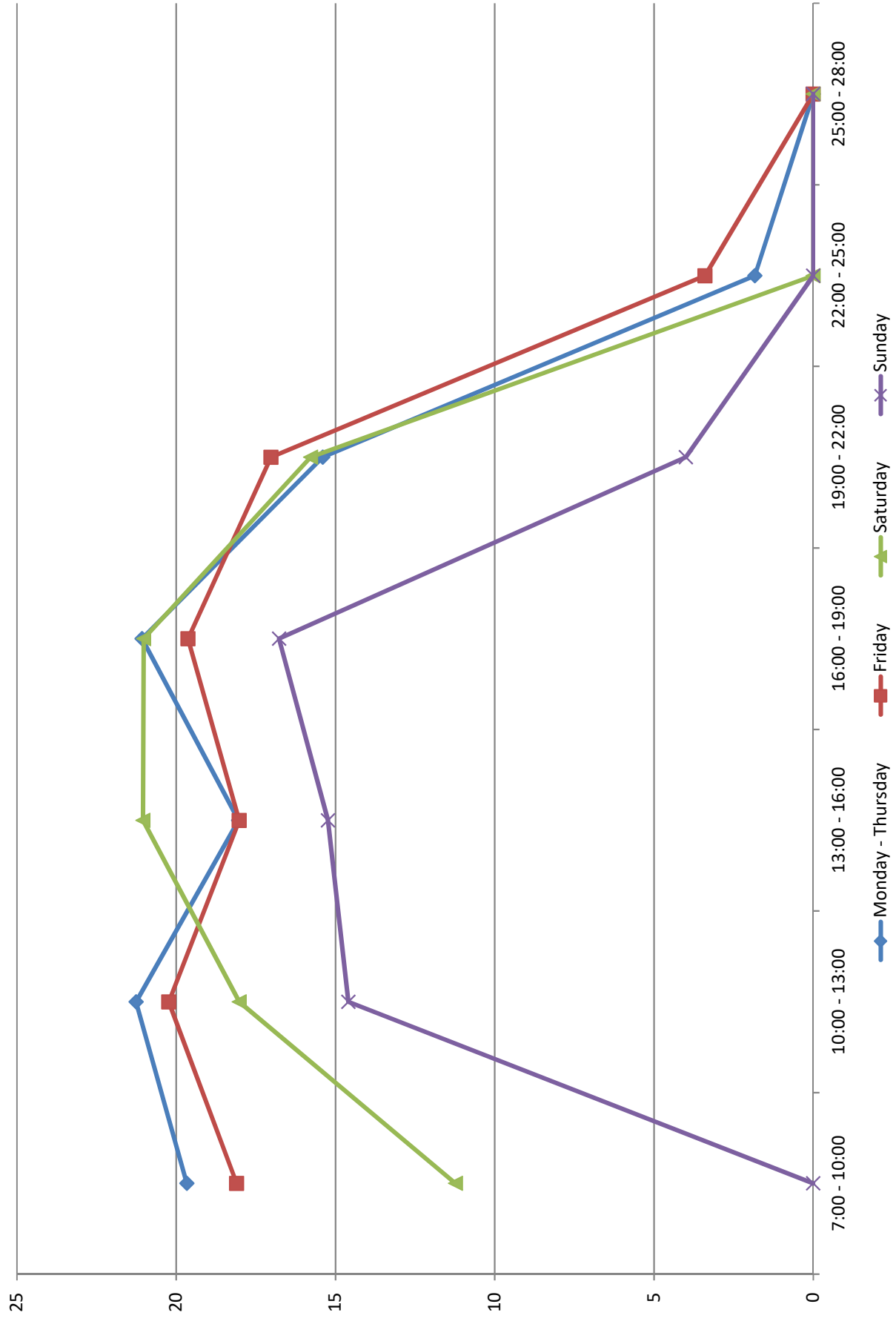
Month: June, 2018

	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
Monday - Thursday	<i>7:00 - 10:00</i>	650.88	33.06	19.67
	<i>10:00 - 13:00</i>	689.06	32.44	21.26
	<i>13:00 - 16:00</i>	587.81	32.56	18.04
	<i>16:00 - 19:00</i>	667.00	31.63	21.07
	<i>19:00 - 22:00</i>	223.31	14.50	15.40
	<i>22:00 - 25:00</i>	1.50	0.81	1.83
	<i>25:00 - 28:00</i>	0.00	0.00	0.00
Friday	<i>7:00 - 10:00</i>	586.80	32.40	18.10
	<i>10:00 - 13:00</i>	660.40	32.60	20.23
	<i>13:00 - 16:00</i>	586.20	32.60	18.02
	<i>16:00 - 19:00</i>	615.40	31.40	19.63
	<i>19:00 - 22:00</i>	244.20	14.40	17.02
	<i>22:00 - 25:00</i>	6.40	1.80	3.40
	<i>25:00 - 28:00</i>	0.00	0.00	0.00
Saturday	<i>7:00 - 10:00</i>	29.80	2.60	11.23
	<i>10:00 - 13:00</i>	202.40	11.40	18.02
	<i>13:00 - 16:00</i>	235.20	11.40	21.04
	<i>16:00 - 19:00</i>	217.40	10.40	21.03
	<i>19:00 - 22:00</i>	103.40	7.00	15.78
	<i>22:00 - 25:00</i>	0.00	0.00	0.00
	<i>25:00 - 28:00</i>	0.00	0.00	0.00
Sunday	<i>7:00 - 10:00</i>	0.00	0.00	0.00
	<i>10:00 - 13:00</i>	93.50	6.50	14.60
	<i>13:00 - 16:00</i>	179.00	11.75	15.24
	<i>16:00 - 19:00</i>	184.50	11.00	16.77
	<i>19:00 - 22:00</i>	4.50	1.25	4.00
	<i>22:00 - 25:00</i>	0.00	0.00	0.00
	<i>25:00 - 28:00</i>	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 Totals

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

	Total Ridership		Students		Faculty/Staff		Total Virginia Tech		Total Non-VT	
	#	%	#	%	#	%	#	%	#	%
July-17	81,654		64,300	78.75%	6,383	7.82%	70,683	86.56%	10,971	13.44%
August-17	180,623		157,504	87.20%	8,123	4.50%	165,627	91.70%	14,996	8.30%
September-17	565,585		535,706	94.72%	11,072	1.96%	546,778	96.67%	18,807	3.33%
Total for 1st Quarter:	827,862		757,510	91.50%	25,578	3.09%	783,088	94.59%	44,774	5.41%
October-17	547,514		519,035	94.80%	11,384	2.08%	530,419	96.88%	17,095	3.12%
November-17	423,243		399,434	94.37%	10,005	2.36%	409,439	96.74%	13,804	3.26%
December-17	305,190		285,613	93.59%	7,681	2.52%	293,294	96.10%	11,896	3.90%
Total for 2nd Quarter:	1,275,947		1,204,082	94.37%	29,070	2.28%	1,233,152	96.65%	42,795	3.35%
January-18	338,226		316,466	93.57%	9,241	2.73%	325,707	96.30%	12,519	3.70%
February-18	488,900		463,717	94.85%	10,384	2.12%	474,101	96.97%	14,799	3.03%
March-18	380,792		354,939	93.21%	10,714	2.81%	365,653	96.02%	15,139	3.98%
Total for 3rd Quarter:	1,207,918		1,135,122	93.97%	30,339	2.51%	1,165,461	96.49%	42,457	3.51%
April-18	482,717		454,652	94.19%	11,557	2.39%	466,209	96.58%	16,508	3.42%
May-18	163,152		142,963	87.63%	8,066	4.94%	151,029	92.57%	12,123	7.43%
June-18	69,910		49,416	70.69%	8,131	11.63%	57,547	82.32%	12,363	17.68%
Total for 4th Quarter:	715,779		647,031	90.40%	27,754	3.88%	674,785	94.27%	40,994	5.73%
Total for Year:	4,027,506		3,743,745	92.95%	112,741	2.80%	3,856,486	95.75%	171,020	4.25%