

Monthly Ridership and  
Service Level Report  
April, 2018

**“Safety, Courtesy, Reliability,  
and the Environment”**

## TABLE OF CONTENTS

Glossary & Route Abbreviations	3
Summary - All Routes	4
Total Ridership per Route - Blacksburg, Fixed Routes	5
Total Ridership per Route - Christiansburg Routes	6
Passengers per Revenue Hour per Route - All Fixed Routes	7
Passengers per Revenue Hour per Day of Week - All Fixed Routes	8
Passengers per Revenue Mile per Day of Week - All Fixed Routes	9
Passengers per Revenue Hour per Day of Week - Demand Response Service	10
Passengers per Revenue Mile per Day of Week - Demand Response Service	11
Average Ridership and Revenue Hours by Time of Day - All Fixed Routes	12
Graph: Average Total Passengers by Time of Day - All Fixed Routes	13
Graph: Average Passengers per Revenue Hour by Time of Day - All Fixed Routes	14
Blacksburg Fare Type Totals – Blacksburg, Fixed Routes and Athletics/Specials	15

## 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 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 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

## Total Ridership per Route

Blacksburg, Fixed Routes

Month: April, 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
<b>CBD</b>	7,063	7,079	1.47%	0%	7,079	0%	57,432	1.55%	57,766	-1%				
<b>CRC</b>	14,843	11,197	3.09%	33%	11,197	33%	100,278	2.70%	90,211	11%				
<b>HDG</b>	18,763	13,456	3.90%	39%	13,456	39%	145,044	3.91%	110,710	31%				
<b>HWD</b>	6,423	6,810	1.34%	-6%	6,810	-6%	49,281	1.33%	73,053	-33%				
<b>HWA</b>	45,852	41,499	9.53%	10%	41,499	10%	362,018	9.75%	327,419	11%				
<b>HWB</b>	32,736	30,608	6.81%	7%	30,608	7%	264,116	7.12%	241,777	9%				
<b>HXP</b>	37,298	26,426	7.76%	41%	26,426	41%	246,982	6.65%	192,114	29%				
<b>MSN</b>	36,304	32,072	7.55%	13%	32,072	13%	288,012	7.76%	274,101	5%				
<b>MSS</b>	29,091	25,088	6.05%	16%	25,088	16%	241,287	6.50%	224,855	7%				
<b>PHD</b>	37,527	35,318	7.80%	6%	35,318	6%	304,137	8.19%	291,200	4%				
<b>PRO</b>	54,059	49,880	11.24%	8%	49,880	8%	394,783	10.64%	399,911	-1%				
<b>TOM</b>	72,927	56,939	15.16%	28%	56,939	28%	541,383	14.59%	463,020	17%				
<b>TTT</b>	5,833	5,612	1.21%	4%	5,612	4%	58,970	1.59%	58,986	0%				
<b>UCB</b>	49,760	39,138	10.35%	27%	39,138	27%	399,849	10.77%	320,290	25%				
<b>UMS</b>	32,473	31,670	6.75%	3%	31,670	3%	258,219	6.96%	269,784	-4%				
<b>Totals</b>	<b>480,952</b>	<b>412,792</b>	<b>100.00%</b>	<b>17%</b>	<b>412,792</b>	<b>17%</b>	<b>3,711,791</b>	<b>100.00%</b>	<b>3,395,197</b>	<b>9%</b>				

**Total Ridership per Route**  
 Christiansburg Routes  
 Month: April, 2018

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YTD Ridership	Previous YTD	YTD Change
<b>Commuter</b>	213	9.46%	146	46%	2,318	10.05%	1,790	29%
<b>Explorer</b>	1,137	50.51%	1,149	-1%	10,584	45.89%	12,274	-14%
<b>GoAnywhere</b>	901	40.03%	922	-2%	10,162	44.06%	9,585	6%
<b>Totals</b>	<b>2,251</b>	<b>100%</b>	<b>2,217</b>	<b>2%</b>	<b>23,064</b>	<b>100%</b>	<b>23,649</b>	<b>-2%</b>
<b>Christiansburg Fixed Route Total</b>	1,350	59.97%	1,295	4.25%	12,902	55.94%	14,064	-8.26%
<b>Christiansburg Demand Response Total</b>	901	40.03%	922	-2.28%	10,162	44.06%	9,585	6.02%
<b>Totals</b>	<b>2,251</b>	<b>100%</b>	<b>2,217</b>	<b>2%</b>	<b>23,064</b>	<b>100%</b>	<b>23,649</b>	<b>-2%</b>

## Passengers per Revenue Hour per Route

All Fixed Routes

Month: April, 2018

Route	Current Month	Previous Year	Change by Month
<b>CBD</b>	29.10	29.89	-3%
<b>CRC</b>	19.31	19.77	-2%
<b>HDG</b>	33.82	29.86	13%
<b>HWD</b>	62.42	57.02	9%
<b>HWA</b>	63.09	56.15	12%
<b>HWB</b>	61.96	60.48	2%
<b>HXP</b>	40.66	38.06	7%
<b>MSN</b>	66.86	63.67	5%
<b>MSS</b>	38.39	38.42	0%
<b>PHD</b>	67.12	62.83	7%
<b>PRO</b>	72.59	69.56	4%
<b>TOM</b>	76.79	66.18	16%
<b>TTT</b>	17.31	16.01	8%
<b>UCB</b>	55.21	51.28	8%
<b>UMS</b>	71.48	74.76	-4%
<b>Commuter</b>	4.30	2.95	46%
<b>Explorer</b>	4.49	4.54	-1%

## Passengers per Revenue Hour per Day of Week

All Fixed Routes

Month: April, 2018

Week Day	<u>Current Month</u>			<u>Previous Year</u>			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
<b>Sunday</b>	12,790	336.50	38.01	10,977	325.00	33.78	13%
<b>Monday</b>	109,892	2,123.62	51.75	78,296	1,518.55	51.56	0%
<b>Tuesday</b>	93,883	1,700.24	55.22	81,861	1,519.80	53.86	3%
<b>Wednesday</b>	89,694	1,698.24	52.82	81,612	1,517.72	53.77	-2%
<b>Thursday</b>	87,959	1,699.91	51.74	78,724	1,513.39	52.02	-1%
<b>Friday</b>	70,388	1,749.99	40.22	63,827	1,588.80	40.17	0%
<b>Saturday</b>	17,696	424.45	41.69	18,786	529.00	35.51	17%
<b>Total</b>	<b>482,302</b>	<b>9,732.95</b>	<b>49.55</b>	<b>414,083</b>	<b>8,512.26</b>	<b>48.65</b>	<b>2%</b>

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

## Passengers per Revenue Mile per Day of Week

All Fixed Routes

Month: April, 2018

Week Day	<u>Current Month</u>			<u>Previous Year</u>			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
<b>Sunday</b>	12,790	3,482	3.67	10,977	3,385	3.24	13%
<b>Monday</b>	109,892	21,141	5.20	78,296	15,011	5.22	0%
<b>Tuesday</b>	93,883	16,892	5.56	81,861	15,030	5.45	2%
<b>Wednesday</b>	89,694	16,906	5.31	81,612	14,928	5.47	-3%
<b>Thursday</b>	87,959	16,935	5.19	78,724	14,963	5.26	-1%
<b>Friday</b>	70,388	17,574	4.01	63,827	15,923	4.01	0%
<b>Saturday</b>	17,696	4,444	3.98	18,786	5,581	3.37	18%
<b>Total</b>	<b>482,302</b>	<b>97,374</b>	<b>4.95</b>	<b>414,083</b>	<b>84,821</b>	<b>4.88</b>	<b>1%</b>

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



## Passengers per Revenue Hour per Day of Week

Demand Response Service

Month: April, 2018

		<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	
<b>Sunday</b>	32	26.03	1.23	51	34.03	1.50	-18%	
<b>Monday</b>	223	165.30	1.35	164	129.72	1.26	7%	
<b>Tuesday</b>	225	143.23	1.57	274	154.27	1.78	-12%	
<b>Wednesday</b>	246	154.68	1.59	207	140.83	1.47	8%	
<b>Thursday</b>	231	146.03	1.58	229	152.07	1.51	5%	
<b>Friday</b>	187	134.37	1.39	165	126.53	1.30	7%	
<b>Saturday</b>	65	47.45	1.37	138	77.23	1.79	-23%	
<b>Total</b>	<b>1,209</b>	<b>817.10</b>	<b>1.48</b>	<b>1,228</b>	<b>814.69</b>	<b>1.51</b>	<b>-2%</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	
<b>Sunday</b>	0	0.00	0.00	0	0.00	0.00	0%	
<b>Monday</b>	201	93.71	2.14	142	65.13	2.18	-2%	
<b>Tuesday</b>	168	72.27	2.32	165	72.07	2.29	2%	
<b>Wednesday</b>	167	70.92	2.35	183	73.75	2.48	-5%	
<b>Thursday</b>	163	70.02	2.33	162	70.32	2.30	1%	
<b>Friday</b>	156	72.40	2.15	200	73.02	2.74	-21%	
<b>Saturday</b>	46	27.68	1.66	70	35.12	1.99	-17%	
<b>Total</b>	<b>901</b>	<b>407.00</b>	<b>2.21</b>	<b>922</b>	<b>389.40</b>	<b>2.37</b>	<b>-7%</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: April, 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
<b>Sunday</b>	32	88	0.36	51	173	0.29	23%
<b>Monday</b>	223	1,265	0.18	164	824	0.20	-11%
<b>Tuesday</b>	225	1,172	0.19	274	1,261	0.22	-12%
<b>Wednesday</b>	246	1,258	0.20	207	893	0.23	-16%
<b>Thursday</b>	231	1,294	0.18	229	1,050	0.22	-18%
<b>Friday</b>	187	1,011	0.18	165	772	0.21	-13%
<b>Saturday</b>	65	250	0.26	138	555	0.25	5%
<b>Total</b>	<b>1,209</b>	<b>6,338</b>	<b>0.19</b>	<b>1,228</b>	<b>5,527.94</b>	<b>0.22</b>	<b>-14%</b>
<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
<b>Sunday</b>	0	0	0.00	0	0	0.00	0%
<b>Monday</b>	201	1,095	0.18	142	712	0.20	-8%
<b>Tuesday</b>	168	862	0.19	165	856	0.19	1%
<b>Wednesday</b>	167	876	0.19	183	964	0.19	0%
<b>Thursday</b>	163	847	0.19	162	817	0.20	-3%
<b>Friday</b>	156	863	0.18	200	963	0.21	-13%
<b>Saturday</b>	46	281	0.16	70	377	0.19	-12%
<b>Total</b>	<b>901</b>	<b>4,824</b>	<b>0.19</b>	<b>922</b>	<b>4,689</b>	<b>0.20</b>	<b>-5%</b>

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

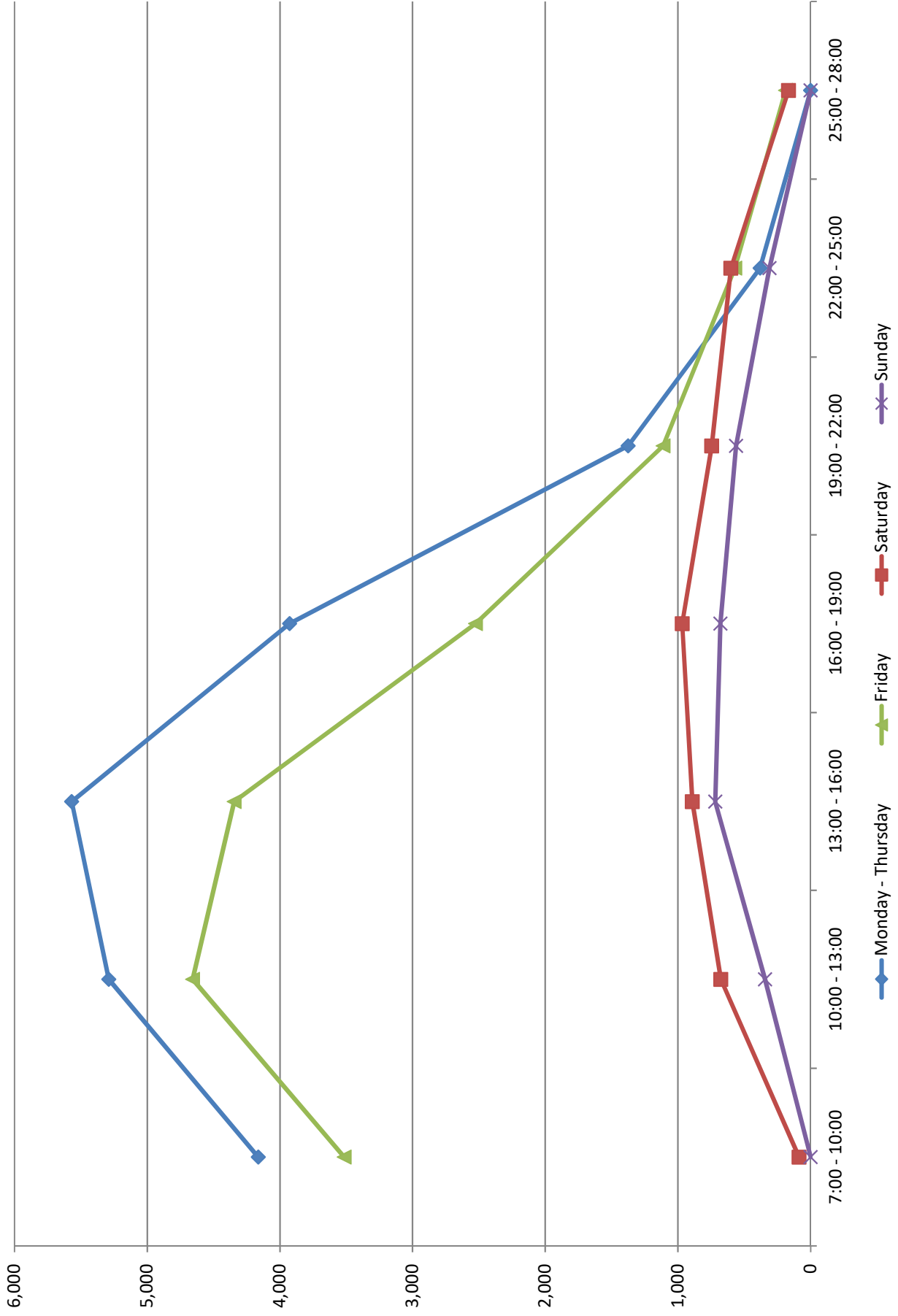
## Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

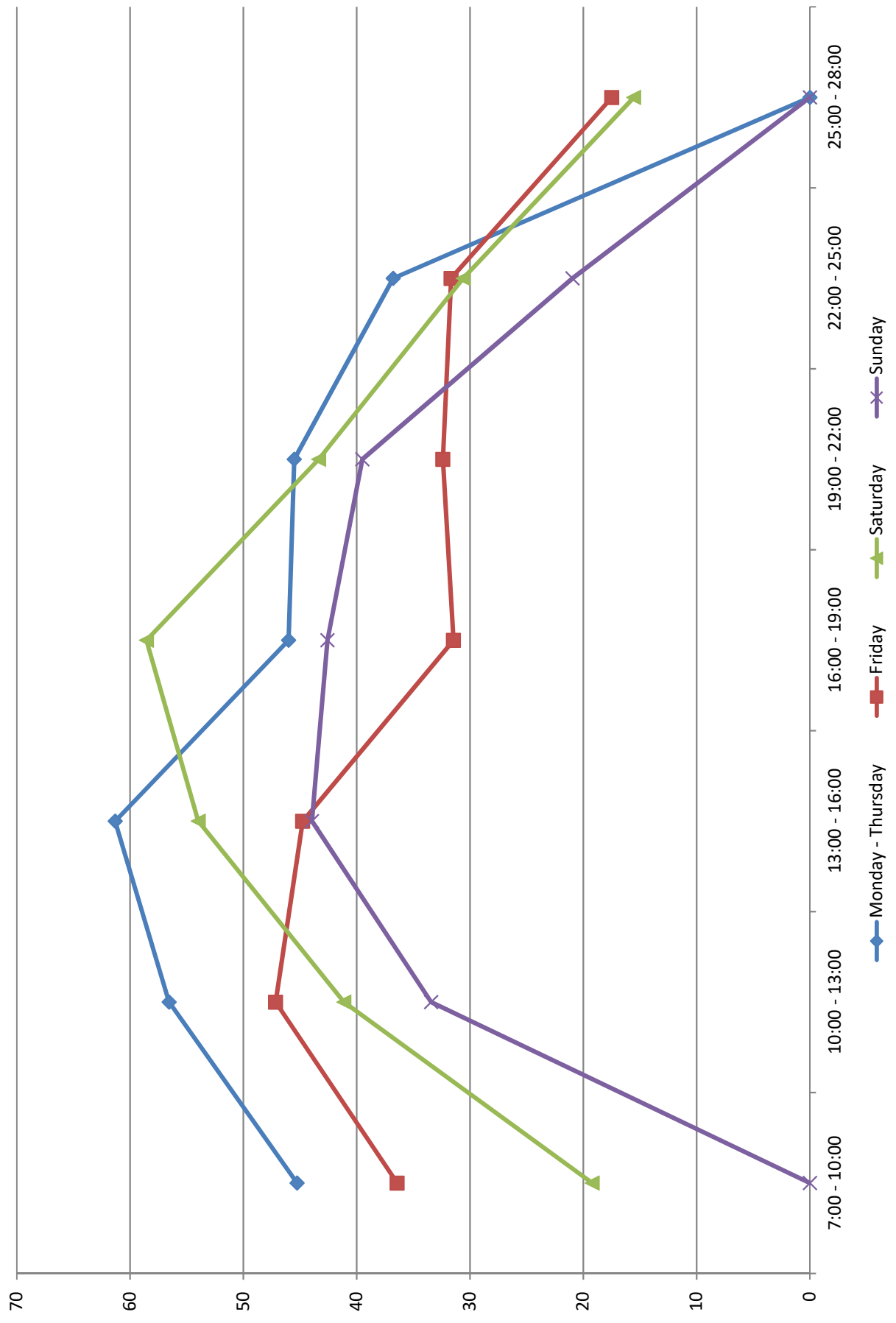
Month: April, 2018

	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
<b>Monday - Thursday</b>	7:00 - 10:00	4,163.17	91.94	45.28
	10:00 - 13:00	5,289.33	93.50	56.56
	13:00 - 16:00	5,568.89	90.78	61.32
	16:00 - 19:00	3,927.56	85.39	46.01
	19:00 - 22:00	1,376.00	30.22	45.52
	22:00 - 25:00	380.67	10.39	36.78
	25:00 - 28:00	0.00	0.00	0.00
<b>Friday</b>	7:00 - 10:00	3,515.75	96.50	36.43
	10:00 - 13:00	4,657.50	98.75	47.15
	13:00 - 16:00	4,344.00	97.00	44.77
	16:00 - 19:00	2,524.50	80.25	31.46
	19:00 - 22:00	1,111.25	34.25	32.40
	22:00 - 25:00	571.75	18.00	31.67
	25:00 - 28:00	188.25	10.75	17.47
<b>Saturday</b>	7:00 - 10:00	87.50	4.50	19.20
	10:00 - 13:00	676.25	17.00	41.12
	13:00 - 16:00	892.00	16.75	53.97
	16:00 - 19:00	967.75	16.75	58.55
	19:00 - 22:00	746.00	17.25	43.34
	22:00 - 25:00	600.75	19.50	30.61
	25:00 - 28:00	165.50	10.50	15.54
<b>Sunday</b>	7:00 - 10:00	0.00	0.00	0.00
	10:00 - 13:00	343.20	10.20	33.43
	13:00 - 16:00	718.80	16.40	43.95
	16:00 - 19:00	679.40	15.80	42.59
	19:00 - 22:00	562.20	14.20	39.49
	22:00 - 25:00	310.20	14.60	20.95
	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



**Summary**  
All Routes

Month: April, 2018

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
<b>Total Passengers</b>	485,041	416,400	16%	3,818,863	3,500,326	9%
<b>Total Revenue Hours</b>	11,059.68	9,802.61	13%	93,684.18	84,938.67	10%
<b>Total Revenue Miles</b>	109,121.00	95,493.10	14%	914,100.40	834,304.90	10%
<b>Total Driver Hours</b>	12,467.25	11,320.25	10%	107,708.00	97,579.83	10%
<b>Passengers/RH</b>	43.86	42.48	3%	40.76	41.21	-1%
<b>Passengers/RM</b>	4.44	4.36	2%	4.18	4.20	0%
<b>Passengers/DH</b>	38.91	36.78	6%	35.46	35.87	-1%
<b>Full Service Weekdays</b>	21	20	1	146	146	0
<b>Full Service Weekends</b>	9	10	(1)	57	58	(1)
<b>Reduced Service Weekdays</b>	0	0	0	59	61	(2)
<b>Reduced Service Weekends</b>	0	0	0	30	21	9
<b>Intermediate Service Weekdays</b>	0	0	0	8	7	1
<b>No Service Days</b>	0	0	0	4	11	(7)

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

## 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%
<b>Total for 1st Quarter:</b>	<b>827,862</b>		<b>757,510</b>	<b>91.50%</b>	<b>25,578</b>	<b>3.09%</b>	<b>783,088</b>	<b>94.59%</b>	<b>44,774</b>	<b>5.41%</b>
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%
<b>Total for 2nd Quarter:</b>	<b>1,275,947</b>		<b>1,204,082</b>	<b>94.37%</b>	<b>29,070</b>	<b>2.28%</b>	<b>1,233,152</b>	<b>96.65%</b>	<b>42,795</b>	<b>3.35%</b>
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%
<b>Total for 3rd Quarter:</b>	<b>1,207,918</b>		<b>1,135,122</b>	<b>93.97%</b>	<b>30,339</b>	<b>2.51%</b>	<b>1,165,461</b>	<b>96.49%</b>	<b>42,457</b>	<b>3.51%</b>
April-18	482,717		454,652	94.19%	11,557	2.39%	466,209	96.58%	16,508	3.42%
May-18										
June-18										
<b>Total for 4th Quarter:</b>	<b>482,717</b>		<b>454,652</b>	<b>94.19%</b>	<b>11,557</b>	<b>2.39%</b>	<b>466,209</b>	<b>96.58%</b>	<b>16,508</b>	<b>3.42%</b>
<b>Total for Year:</b>	<b>3,794,444</b>		<b>3,551,366</b>	<b>93.59%</b>	<b>96,544</b>	<b>2.54%</b>	<b>3,647,910</b>	<b>96.14%</b>	<b>146,534</b>	<b>3.86%</b>