



Monthly Ridership and
Service Level Report
November, 2017

**“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: November, 2017

| | Current Month | Previous Year | Change by Month | Current YTD Total | Previous YTD Total | YTD Change |
|--------------------------------------|---------------|---------------|-----------------|-------------------|--------------------|------------|
| Total Passengers | 425,834 | 398,891 | 7% | 1,811,527 | 1,743,821 | 4% |
| Total Revenue Hours | 9,876.61 | 9,120.89 | 8% | 44,594.59 | 40,934.89 | 9% |
| Total Revenue Miles | 95,913.90 | 88,145.90 | 9% | 432,704.10 | 408,835.80 | 6% |
| Total Driver Hours | 11,390.25 | 10,434.75 | 9% | 51,723.67 | 46,556.33 | 11% |
| Passengers/RH | 43.12 | 43.73 | -1% | 40.62 | 42.60 | -5% |
| Passengers/RM | 4.44 | 4.53 | -2% | 4.19 | 4.27 | -2% |
| Passengers/DH | 37.39 | 38.23 | -2% | 35.02 | 37.46 | -6% |
| Full Service Weekdays | 17 | 17 | 0 | 62 | 67 | -5 |
| Full Service Weekends | 5 | 5 | 0 | 24 | 26 | -2 |
| Reduced Service Weekdays | 4 | 4 | 0 | 39 | 35 | 4 |
| Reduced Service Weekends | 3 | 3 | 0 | 20 | 11 | 9 |
| Intermediate Service Weekdays | 0 | 0 | 0 | 6 | 5 | 1 |
| No Service Days | 1 | 1 | 0 | 2 | 9 | -7 |

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

Total Ridership per Route
Blacksburg, Fixed Routes
Month: November, 2017

| Route | Current Month | % of Ridership | Previous Year | Change by Month | Current YTD Total | % of YTD Ridership | Previous YTD Total | YTD Change |
|---------------|----------------|----------------|----------------|-----------------|-------------------|--------------------|--------------------|------------|
| CBD | 6,419 | 1.54% | 6,757 | -5% | 28,084 | 1.62% | 28,744 | -2% |
| CRC | 10,129 | 2.43% | 9,676 | 5% | 42,772 | 2.47% | 43,438 | -2% |
| HDG | 16,555 | 3.97% | 12,002 | 38% | 66,109 | 3.81% | 52,351 | 26% |
| HWD | 4,334 | 1.04% | 5,891 | -26% | 23,449 | 1.35% | 40,334 | -42% |
| HWA | 42,297 | 10.15% | 38,250 | 11% | 170,480 | 9.84% | 156,024 | 9% |
| HWB | 29,829 | 7.16% | 28,624 | 4% | 125,806 | 7.26% | 117,550 | 7% |
| HXP | 25,823 | 6.20% | 19,980 | 29% | 102,412 | 5.91% | 86,425 | 18% |
| MSN | 32,111 | 7.71% | 29,653 | 8% | 138,780 | 8.01% | 141,667 | -2% |
| MSS | 26,158 | 6.28% | 24,310 | 8% | 116,155 | 6.70% | 111,850 | 4% |
| PHD | 34,568 | 8.30% | 33,947 | 2% | 145,942 | 8.42% | 144,936 | 1% |
| PRO | 46,139 | 11.08% | 45,690 | 1% | 177,903 | 10.26% | 192,437 | -8% |
| TOM | 58,292 | 13.99% | 53,853 | 8% | 246,900 | 14.24% | 222,406 | 11% |
| TTT | 6,113 | 1.47% | 5,465 | 12% | 30,830 | 1.78% | 31,797 | -3% |
| UCB | 44,819 | 10.76% | 34,953 | 28% | 193,171 | 11.14% | 160,669 | 20% |
| UMS | 32,942 | 7.91% | 33,658 | -2% | 124,543 | 7.19% | 139,088 | -10% |
| Totals | 416,528 | 100.00% | 382,709 | 9% | 1,733,336 | 100.00% | 1,669,716 | 4% |

Total Ridership per Route
Christiansburg Routes
Month: November, 2017

| Route | Current Month | % of Ridership | Previous Year | Change by Month | Current YTD Total | % of YtD Ridership | Previous YTD | YTD Change |
|---------------------------------------------|---------------|----------------|---------------|-----------------|-------------------|--------------------|---------------|------------|
| Commuter | 266 | 11.22% | 169 | 57% | 1,340 | 10.84% | 1,050 | 28% |
| Explorer | 1,087 | 45.85% | 1,233 | -12% | 5,479 | 44.30% | 6,087 | -10% |
| GoAnywhere | 1,018 | 42.94% | 881 | 16% | 5,548 | 44.86% | 5,195 | 7% |
| Totals | 2,371 | 100% | 2,283 | 4% | 12,367 | 100.00% | 12,332 | 0% |
| Christiansburg Fixed Route Total | 1,353 | 57.06% | 1,402 | -3.50% | 6,819 | 55.14% | 7,137 | -4.46% |
| Christiansburg Demand Response Total | 1,018 | 42.94% | 881 | 15.55% | 5,548 | 44.86% | 5,195 | 6.79% |
| Totals | 2,371 | 100% | 2,283 | 4% | 12,367 | 100% | 12,332 | 0% |

Passengers per Revenue Hour per Route

All Fixed Routes

Month: November, 2017

| Route | Current Month | Previous Year | Change by Month |
|-----------------|---------------|---------------|-----------------|
| CBD | 32.93 | 34.84 | -5% |
| CRC | 19.85 | 20.22 | -2% |
| HDG | 30.40 | 29.03 | 5% |
| HWD | 39.58 | 40.86 | -3% |
| HWA | 67.38 | 68.22 | -1% |
| HWB | 62.51 | 68.73 | -9% |
| HXP | 36.17 | 37.52 | -4% |
| MSN | 66.79 | 62.91 | 6% |
| MSS | 39.83 | 42.73 | -7% |
| PHD | 65.52 | 79.03 | -17% |
| PRO | 79.10 | 81.42 | -3% |
| TOM | 71.70 | 72.35 | -1% |
| TTT | 19.14 | 16.35 | 17% |
| UCB | 61.27 | 61.28 | 0% |
| UMS | 91.32 | 58.29 | 57% |
| Commuter | 5.63 | 3.67 | 53% |
| Explorer | 4.51 | 5.11 | -12% |

Passengers per Revenue Hour per Day of Week
 All Fixed Routes
 Month: November, 2017

| Week Day | <u>Current Month</u> | | | <u>Previous Year</u> | | | Change Pass/RH |
|------------------|----------------------|------------------|--------------|----------------------|------------------|--------------|-------------------|
| | Passengers | Revenue Hours | Pass/RH | Passengers | Revenue Hours | Pass/RH | |
| Sunday | 7,878 | 229.90 | 34.27 | 6,484 | 213.00 | 30.44 | 13% |
| Monday | 72,502 | 1,388.10 | 52.23 | 66,316 | 1,281.51 | 51.75 | 1% |
| Tuesday | 74,270 | 1,388.68 | 53.48 | 91,233 | 1,666.79 | 54.74 | -2% |
| Wednesday | 100,708 | 1,801.65 | 55.90 | 93,681 | 1,664.54 | 56.28 | -1% |
| Thursday | 94,168 | 1,655.38 | 56.89 | 63,402 | 1,151.84 | 55.04 | 3% |
| Friday | 57,367 | 1,426.68 | 40.21 | 51,840 | 1,338.01 | 38.74 | 4% |
| Saturday | 10,937 | 300.20 | 36.43 | 11,155 | 345.00 | 32.33 | 13% |
| Total | 417,830 | 8,190.59 | 51.01 | 384,111 | 7,660.69 | 50.14 | 2% |

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Mile per Day of Week
 All Fixed Routes
 Month: November, 2017

| Week Day | <u>Current Month</u> | | | <u>Previous Year</u> | | | Change Pass/RM |
|------------------|----------------------|---------------|-------------|----------------------|---------------|-------------|----------------|
| | 398,891 | Revenue Miles | Pass/RM | Passengers | Revenue Miles | Pass/RM | |
| Sunday | 7,878 | 2,416 | 3.26 | 6,484 | 2,421 | 2.68 | 22% |
| Monday | 72,502 | 13,823 | 5.25 | 66,316 | 13,210 | 5.02 | 4% |
| Tuesday | 74,270 | 13,824 | 5.37 | 91,233 | 17,092 | 5.34 | 1% |
| Wednesday | 100,708 | 17,869 | 5.64 | 93,681 | 17,090 | 5.48 | 3% |
| Thursday | 94,168 | 16,251 | 5.79 | 63,402 | 11,542 | 5.49 | 5% |
| Friday | 57,367 | 14,334 | 4.00 | 51,840 | 14,084 | 3.68 | 9% |
| Saturday | 10,937 | 3,176 | 3.44 | 11,155 | 3,755 | 2.97 | 16% |
| Total | 417,830 | 81,693 | 5.11 | 384,111 | 79,194 | 4.85 | 5% |

*Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Hour per Day of Week
Demand Response Service
Month: November, 2017

| <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 | 29 | 24.97 | 1.16 | 35 | 28.45 | 1.23 | -6% |
| Monday | 201 | 140.04 | 1.44 | 165 | 128.85 | 1.28 | 12% |
| Tuesday | 281 | 162.22 | 1.73 | 313 | 194.28 | 1.61 | 8% |
| Wednesday | 334 | 200.44 | 1.67 | 265 | 196.52 | 1.35 | 24% |
| Thursday | 229 | 151.88 | 1.51 | 169 | 111.28 | 1.52 | -1% |
| Friday | 198 | 120.80 | 1.64 | 168 | 118.15 | 1.42 | 15% |
| Saturday | 85 | 44.31 | 1.92 | 87 | 68.05 | 1.28 | 50% |
| Total | 1,357 | 844.66 | 1.61 | 1,202 | 845.58 | 1.42 | 13% |

| <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 | 189 | 79.62 | 2.37 | 138 | 59.38 | 2.32 | 2% |
| Tuesday | 196 | 84.89 | 2.31 | 188 | 86.83 | 2.17 | 7% |
| Wednesday | 247 | 111.02 | 2.22 | 230 | 88.45 | 2.60 | -14% |
| Thursday | 189 | 80.76 | 2.34 | 125 | 74.08 | 1.69 | 39% |
| Friday | 150 | 66.30 | 2.26 | 152 | 66.28 | 2.29 | -1% |
| Saturday | 47 | 27.26 | 1.72 | 48 | 27.80 | 1.73 | 0% |
| Total | 1,018 | 449.85 | 2.26 | 881 | 402.83 | 2.19 | 3% |

*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: November, 2017

| <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 | 29 | 61 | 0.48 | 35 | 133 | 0.26 | 81% |
| Monday | 201 | 1,045 | 0.19 | 165 | 837 | 0.20 | -2% |
| Tuesday | 281 | 1,305 | 0.22 | 313 | 1,492 | 0.21 | 3% |
| Wednesday | 334 | 1,612 | 0.21 | 265 | 1,306 | 0.20 | 2% |
| Thursday | 229 | 1,150 | 0.20 | 169 | 883 | 0.19 | 4% |
| Friday | 198 | 958 | 0.21 | 168 | 822 | 0.20 | 1% |
| Saturday | 85 | 385 | 0.22 | 87 | 391 | 0.22 | -1% |
| Total | 1,357 | 6,516 | 0.21 | 1,202 | 5,864 | 0.20 | 2% |

| <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 | 189 | 911 | 0.21 | 138 | 654 | 0.21 | -2% |
| Tuesday | 196 | 1,015 | 0.19 | 188 | 910 | 0.21 | -7% |
| Wednesday | 247 | 1,231 | 0.20 | 230 | 1,059 | 0.22 | -8% |
| Thursday | 189 | 976 | 0.19 | 125 | 660 | 0.19 | 2% |
| Friday | 150 | 821 | 0.18 | 152 | 762 | 0.20 | -8% |
| Saturday | 47 | 350 | 0.13 | 48 | 267 | 0.18 | -25% |
| Total | 1,018 | 5,304 | 0.19 | 881 | 4,312 | 0.20 | -6% |

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

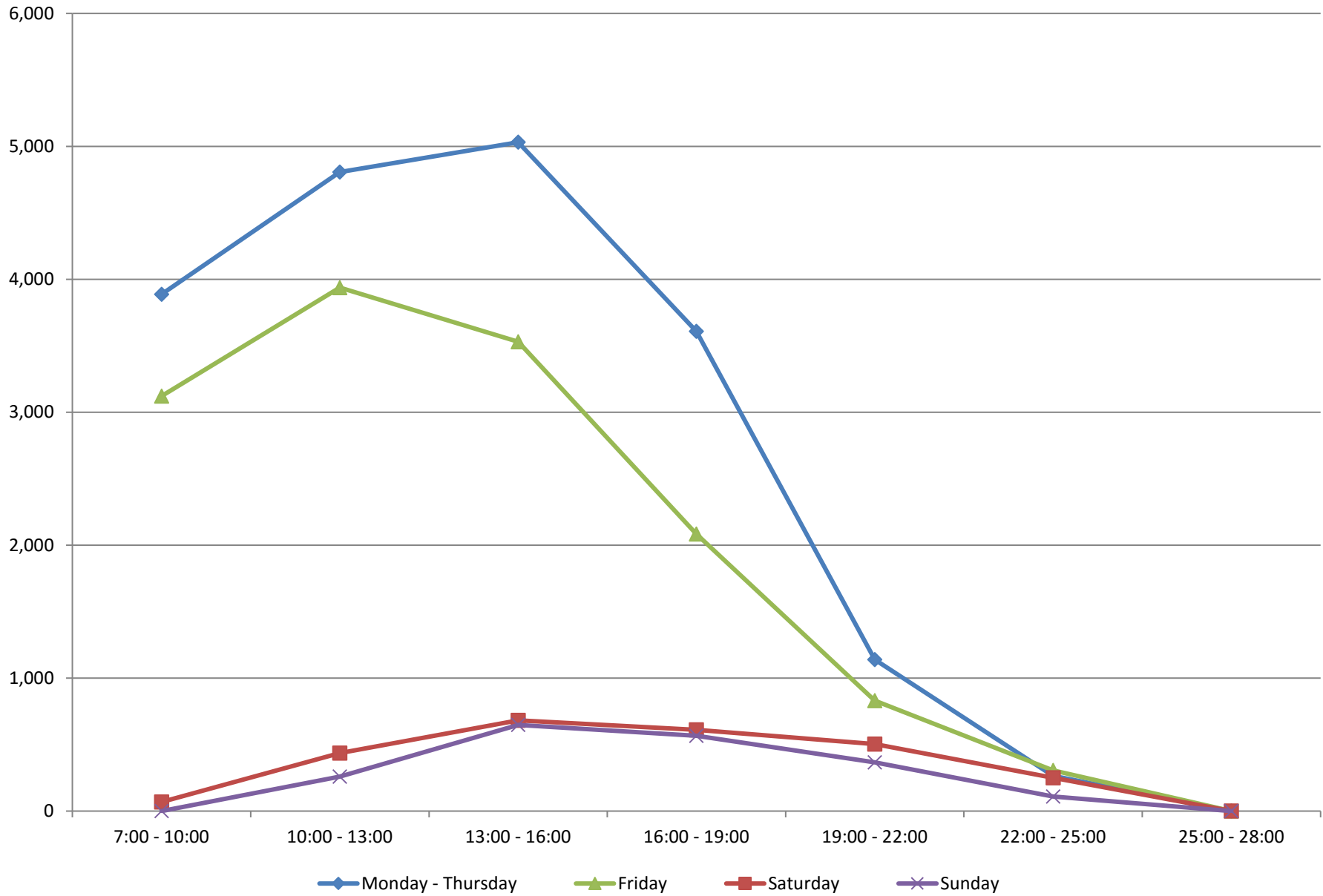
Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

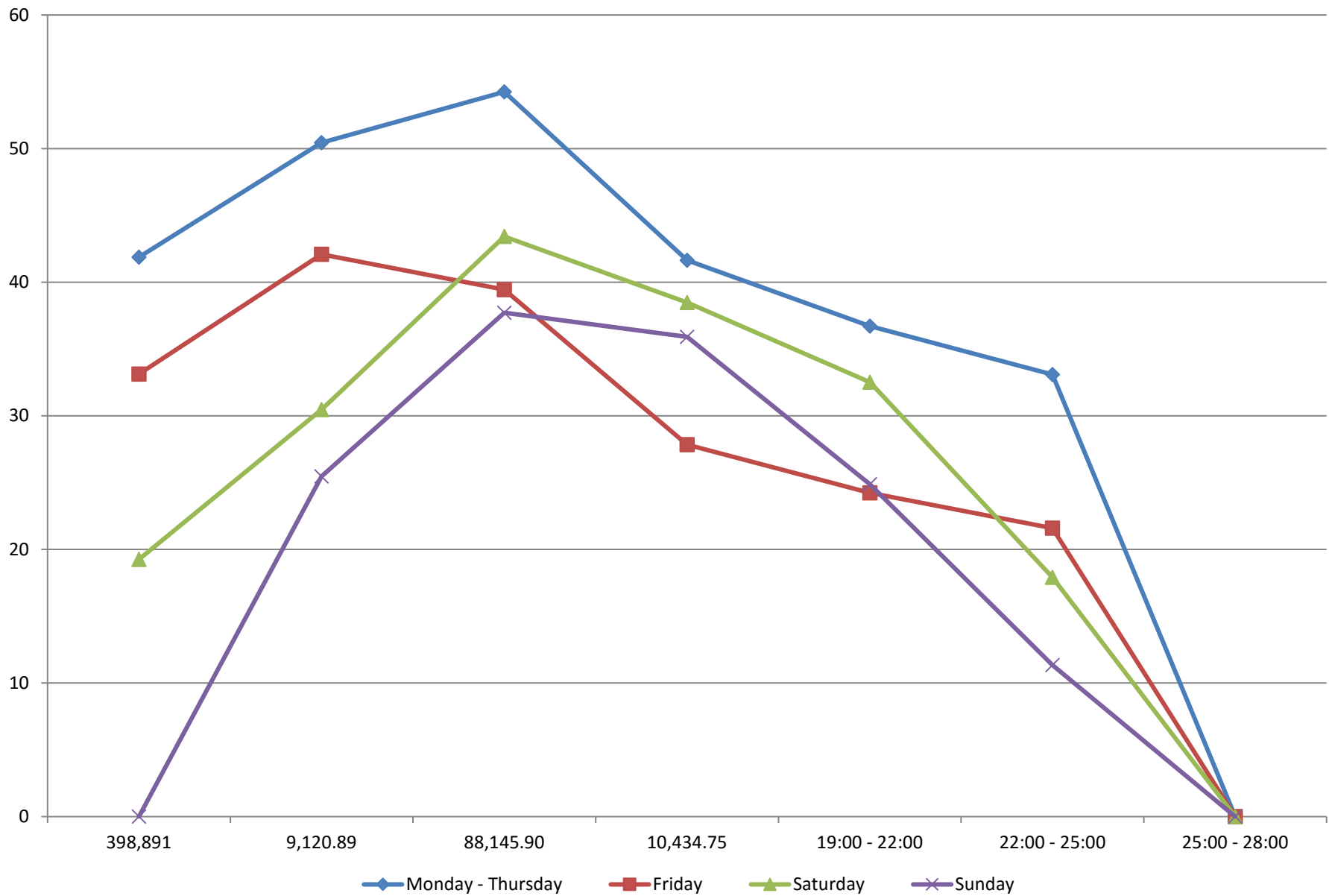
Month: November, 2016

| Time of Day | | Avg Total Passengers | Average RH | Avg Pass. per RH |
|-------------------|---------------|----------------------|------------|------------------|
| Monday - Thursday | 7:00 - 10:00 | 3,887.11 | 79.72 | 41.88 |
| | 10:00 - 13:00 | 4,807.00 | 81.72 | 50.44 |
| | 13:00 - 16:00 | 5,030.83 | 79.78 | 54.25 |
| | 16:00 - 19:00 | 3,609.06 | 75.50 | 41.64 |
| | 19:00 - 22:00 | 1,140.06 | 27.44 | 36.72 |
| | 22:00 - 25:00 | 265.67 | 6.39 | 33.08 |
| | 25:00 - 28:00 | 0.00 | 0.00 | 0.00 |
| Friday | 7:00 - 10:00 | 3,121.25 | 79.00 | 33.13 |
| | 10:00 - 13:00 | 3,937.75 | 80.50 | 42.09 |
| | 13:00 - 16:00 | 3,530.50 | 78.25 | 39.44 |
| | 16:00 - 19:00 | 2,084.25 | 67.50 | 27.84 |
| | 19:00 - 22:00 | 831.00 | 30.50 | 24.24 |
| | 22:00 - 25:00 | 306.00 | 10.75 | 21.59 |
| | 25:00 - 28:00 | 98.25 | 7.75 | 9.42 |
| Saturday | 7:00 - 10:00 | 69.00 | 3.75 | 19.26 |
| | 10:00 - 13:00 | 437.00 | 14.25 | 30.46 |
| | 13:00 - 16:00 | 682.50 | 15.00 | 43.42 |
| | 16:00 - 19:00 | 611.25 | 14.75 | 38.48 |
| | 19:00 - 22:00 | 504.75 | 13.25 | 32.52 |
| | 22:00 - 25:00 | 250.75 | 7.00 | 17.91 |
| | 25:00 - 28:00 | 76.00 | 4.00 | 10.84 |
| Sunday | 7:00 - 10:00 | 0.00 | 0.00 | 0.00 |
| | 10:00 - 13:00 | 258.75 | 9.50 | 25.46 |
| | 13:00 - 16:00 | 648.00 | 16.50 | 37.72 |
| | 16:00 - 19:00 | 567.25 | 15.25 | 35.90 |
| | 19:00 - 22:00 | 366.75 | 11.75 | 24.88 |
| | 22:00 - 25:00 | 110.00 | 7.25 | 11.34 |
| | 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 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 | | | | | | | | | | |
| Total for 2nd Quarter: | 970,757 | 918,469 | 94.61% | 21,389 | 2.20% | 939,858 | 96.82% | 30,899 | 3.18% | |
| January-18 | | | | | | | | | | |
| February-18 | | | | | | | | | | |
| March-18 | | | | | | | | | | |
| Total for 3rd Quarter: | 0 | 0 | #DIV/0! | 0 | #DIV/0! | 0 | #DIV/0! | 0 | #DIV/0! | |
| April-18 | | | | | | | | | | |
| May-18 | | | | | | | | | | |
| June-18 | | | | | | | | | | |
| Total for 4th Quarter: | 0 | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | |
| Total for Year: | 1,798,619 | 1,675,979 | 93.18% | 46,967 | 2.61% | 1,722,946 | 95.79% | 75,673 | 4.21% | |