



Monthly Ridership and  
Service Level Report  
April, 2019

**“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.
- Fiscal Year (FY): The operational year starting from July 1<sup>st</sup> to June 30<sup>th</sup> 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.
- Focused Demand-Response Service: This is a Demand-Response Service (DR) that does not operate throughout a workweek, or only operates during part of the year. These may service a specialized area to meet a special need.
- 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 also 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. It strongly resembles the Full Service with lower frequency on most routes.
- 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 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.
- Trippers: Additional stand-by service vehicles scheduled around special events such as Football Games to assist Routes in sudden passenger peak demands.
- 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
BLU	Explorer Blue
BTC	BT Commuter
CAS	Campus Shuttle
CBD	Carpenter Boulevard
CRC	Corporate Research Center
GLD	Explorer Gold
HDG	Harding Avenue
HWD	Hethwood
HWA	Hethwood A
HWB	Hethwood B
HXP	Hokie Express

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

**Summary**  
All Routes  
Month: April, 2019

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
<b>Total Passengers</b>	578,179	485,041	19%	4,315,000	3,818,863	13%
<b>Total Revenue Hours</b>	12,394.48	11,059.68	12%	99,581.51	93,684.18	6%
<b>Total Revenue Miles</b>	125,831.10	109,121.00	15%	1,000,747.50	914,100.40	9%
<b>Total Driver Hours</b>	13,615.00	12,191.00	12%	111,700.50	105,719.20	6%
<b>Passengers/RH</b>	46.65	43.86	6%	43.33	40.76	6%
<b>Passengers/RM</b>	4.59	4.44	3%	4.31	4.18	3%
<b>Passengers/DH</b>	42.47	39.79	7%	38.63	36.12	7%
<b>Full Service Weekdays</b>	22	21	1	143	146	(3)
<b>Full Service Weekends</b>	8	9	(1)	56	57	(1)
<b>Reduced Service Weekdays</b>	0	0	0	62	59	3
<b>Reduced Service Weekends</b>	0	0	0	30	30	0
<b>Intermediate Service Weekdays</b>	0	0	0	8	8	0
<b>No Service Days</b>	0	0	0	5	4	1

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

## Total Ridership per Route

Blacksburg, Fixed Routes

Month: April, 2019

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YTD Ridership	Previous YTD Total	YTD Change
CAS	4,520	0.79%	0	0%	24,125	0.57%	0	0%
CBD	8,793	1.53%	7,063	24%	63,142	1.50%	57,432	10%
CRC	18,268	3.18%	14,843	23%	125,553	2.99%	100,278	25%
HDG	22,917	3.99%	18,763	22%	175,074	4.17%	145,044	21%
HWD	6,107	1.06%	6,423	-5%	51,069	1.22%	49,281	4%
HWA	52,097	9.08%	45,852	14%	371,559	8.85%	362,018	3%
HWB	46,728	8.14%	32,736	43%	349,385	8.32%	264,116	32%
HXP	43,912	7.65%	37,298	18%	285,066	6.79%	246,982	15%
MSN	40,765	7.10%	36,304	12%	311,608	7.42%	288,012	8%
MSS	34,660	6.04%	29,091	19%	272,183	6.48%	241,287	13%
PHD	48,525	8.45%	37,527	29%	356,725	8.49%	304,137	17%
PRB	6,281	1.09%	0	0%	37,662	0.90%	0	0%
PRG	59,718	10.40%	54,059	10%	417,186	9.93%	394,783	6%
TOM	87,138	15.18%	72,927	19%	644,247	15.34%	541,383	19%
TTT	6,158	1.07%	5,833	6%	59,698	1.42%	58,970	1%
UCB	57,821	10.07%	49,760	16%	416,590	9.92%	399,849	4%
UMS	29,549	5.15%	32,473	-9%	239,626	5.70%	258,219	-7%
<b>Totals</b>	<b>573,957</b>	<b>100.00%</b>	<b>480,952</b>	<b>19%</b>	<b>4,200,498</b>	<b>100.00%</b>	<b>3,711,791</b>	<b>13%</b>

**Total Ridership per Route**  
Christiansburg Routes  
Month: April, 2019

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
Commuter	149	5.55%	213	-30%	1,600	6.76%	2,318	-31%
Explorer Blue	780	29.03%	0	0%	2,498	10.55%	0	0%
Explorer Gold	1,040	38.70%	0	0%	2,843	12.01%	0	0%
The Explorer	0	0.00%	1,137	-100%	7,505	31.70%	10,584	-29%
GoAnywhere	718	26.72%	901	-20%	9,230	38.98%	10,162	-9%
<i>Combined Explorers</i>	<i>1,820</i>	<i>67.73%</i>	<i>1,137</i>	<i>60%</i>	<i>12,846</i>	<i>54.26%</i>	<i>10,584</i>	<i>21%</i>
<b>Totals</b>	<b>2,687</b>	<b>100%</b>	<b>2,251</b>	<b>19%</b>	<b>23,676</b>	<b>100%</b>	<b>23,064</b>	<b>3%</b>
<b>Christiansburg Fixed Route Total</b>	1,969	73.28%	1,350	45.85%	14,446	61.02%	12,902	11.97%
<b>Christiansburg Demand Response Total</b>	718	26.72%	901	-20.31%	9,230	38.98%	10,162	-9.17%
<b>Totals</b>	<b>2,687</b>	<b>100%</b>	<b>2,251</b>	<b>19%</b>	<b>23,676</b>	<b>100%</b>	<b>23,064</b>	<b>3%</b>

**Passengers per Revenue Hour per Route**

All Fixed Routes

Month: April, 2019

Route	Current Month	Previous Year	Change by Month
CAS	17.74	0.00	N/A
CBD	34.02	28.62	19%
CRC	21.56	18.36	17%
HDG	32.73	27.61	19%
HWD	58.92	77.26	-24%
HWA	65.66	61.65	7%
HWB	58.58	59.73	-2%
HXP	44.54	38.92	14%
MSN	67.16	61.68	9%
MSS	44.83	38.92	15%
PHD	66.68	63.44	5%
PRB	24.45	0.00	N/A
PRG	75.14	71.12	6%
TOM	88.42	75.86	17%
TTT	17.13	16.47	4%
UCB	62.06	54.72	13%
UMS	61.05	70.29	-13%
BTC	3.08	4.51	-32%
BLU	3.06	0.00	N/A
GLD	4.05	0.00	N/A
TE	0.00	4.68	N/A



**Passengers per Revenue Hour per Day of Week**

All Fixed Routes

Month: April, 2019

Week Day	Current Month			Previous Year			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
<b>Sunday</b>	10,732	269.20	39.87	12,790	336.50	38.01	5%
<b>Monday</b>	127,871	2,379.01	53.75	109,892	2,123.62	51.75	4%
<b>Tuesday</b>	133,040	2,379.25	55.92	93,883	1,700.24	55.22	1%
<b>Wednesday</b>	104,804	1,904.08	55.04	89,694	1,698.24	52.82	4%
<b>Thursday</b>	100,380	1,903.17	52.74	87,959	1,699.91	51.74	2%
<b>Friday</b>	81,372	1,939.16	41.96	70,388	1,749.99	40.22	4%
<b>Saturday</b>	17,727	447.52	39.61	17,696	424.45	41.69	-5%
<b>Total</b>	<b>575,926</b>	<b>11,221.39</b>	<b>51.32</b>	<b>482,302</b>	<b>9,732.95</b>	<b>49.55</b>	<b>4%</b>

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

## Passengers per Revenue Mile per Day of Week

All Fixed Routes

Month: April, 2019

Week Day	Current Month			Previous Year			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
<b>Sunday</b>	10,732	2,804	3.83	12,790	3,482	3.67	4%
<b>Monday</b>	127,871	24,187	5.29	109,892	21,141	5.20	2%
<b>Tuesday</b>	133,040	24,151	5.51	93,883	16,892	5.56	-1%
<b>Wednesday</b>	104,804	19,347	5.42	89,694	16,906	5.31	2%
<b>Thursday</b>	100,380	19,307	5.20	87,959	16,935	5.19	0%
<b>Friday</b>	81,372	19,957	4.08	70,388	17,574	4.01	2%
<b>Saturday</b>	17,727	4,702	3.77	17,696	4,444	3.98	-5%
<b>Total</b>	<b>575,926</b>	<b>114,455</b>	<b>5.03</b>	<b>482,302</b>	<b>97,374</b>	<b>4.95</b>	<b>2%</b>

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

**Passengers per Revenue Hour per Day of Week**  
 Demand Response Service  
 Month: April, 2019

<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>	20	11.68	1.71	32	26.03	1.23	39%
<b>Monday</b>	280	169.63	1.65	223	165.30	1.35	22%
<b>Tuesday</b>	329	169.96	1.94	225	143.23	1.57	23%
<b>Wednesday</b>	236	128.95	1.83	246	154.68	1.59	15%
<b>Thursday</b>	249	125.25	1.99	231	146.03	1.58	26%
<b>Friday</b>	183	110.40	1.66	187	134.37	1.39	19%
<b>Saturday</b>	66	44.52	1.48	65	47.45	1.37	8%
<b>Total</b>	<b>1,363</b>	<b>760.39</b>	<b>1.79</b>	<b>1,209</b>	<b>817.10</b>	<b>1.48</b>	<b>21%</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>	161	76.32	2.11	201	93.71	2.14	-2%
<b>Tuesday</b>	139	65.98	2.11	168	72.27	2.32	-9%
<b>Wednesday</b>	125	56.35	2.22	167	70.92	2.35	-6%
<b>Thursday</b>	125	62.82	1.99	163	70.02	2.33	-15%
<b>Friday</b>	119	53.62	2.22	156	72.40	2.15	3%
<b>Saturday</b>	49	27.48	1.78	46	27.68	1.66	7%
<b>Total</b>	<b>718</b>	<b>342.56</b>	<b>2.10</b>	<b>901</b>	<b>407.00</b>	<b>2.21</b>	<b>-5%</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, 2019

<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	20	72	0.28	32	88	0.36	-24%
Monday	280	1,354	0.21	223	1,265	0.18	17%
Tuesday	329	1,589	0.21	225	1,172	0.19	8%
Wednesday	236	1,243	0.19	246	1,258	0.20	-3%
Thursday	249	1,267	0.20	231	1,294	0.18	10%
Friday	183	1,039	0.18	187	1,011	0.18	-5%
Saturday	66	328	0.20	65	250	0.26	-23%
<b>Total</b>	<b>1,363</b>	<b>6,891</b>	<b>0.20</b>	<b>1,209</b>	<b>6,338</b>	<b>0.19</b>	<b>4%</b>

<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	161	784	0.21	201	1,095	0.18	12%
Tuesday	139	718	0.19	168	862	0.19	-1%
Wednesday	125	731	0.17	167	876	0.19	-10%
Thursday	125	752	0.17	163	847	0.19	-14%
Friday	119	650	0.18	156	863	0.18	1%
Saturday	49	308	0.16	46	281	0.16	-3%
<b>Total</b>	<b>718</b>	<b>3,944</b>	<b>0.18</b>	<b>901</b>	<b>4,824</b>	<b>0.19</b>	<b>-3%</b>

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

**Passengers per Revenue Hour per Day of Week**  
 Focused Demand Response Service  
 Month: April, 2019

<u>Warm Hearth Current Month</u>				<u>Warm Hearth 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	0	0.00	0.00	0	0.00	0.00	0%
Tuesday	57	20.03	2.85	72	18.47	3.90	-27%
Wednesday	54	18.45	2.93	69	17.57	3.93	-25%
Thursday	39	19.25	2.03	54	15.42	3.50	-42%
Friday	0	0.00	0.00	0	0.00	0.00	0%
Saturday	0	0.00	0.00	0	0.00	0.00	0%
<b>Total</b>	<b>150</b>	<b>57.73</b>	<b>2.60</b>	<b>195</b>	<b>51.45</b>	<b>3.79</b>	<b>-31%</b>

<u>CRC Shuttle Current Month</u>				<u>CRC Shuttle 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	0	0.00	0.00	0	0.00	0.00	0%
Tuesday	0	0.00	0.00	0	0.00	0.00	0%
Wednesday	0	0.00	0.00	0	0.00	0.00	0%
Thursday	0	0.00	0.00	0	0.00	0.00	0%
Friday	0	0.00	0.00	0	0.00	0.00	0%
Saturday	13	0.61	21.31	19	0.94	20.21	5%
<b>Total</b>	<b>13</b>	<b>0.61</b>	<b>21.31</b>	<b>19</b>	<b>0.94</b>	<b>20.21</b>	<b>5%</b>

\*Please note: these numbers DO NOT include Fixed Route Service. It includes Warm Hearth and CRC Shuttle.

**Passengers per Revenue Mile per Day of Week**  
 Focused Demand Response Service  
 Month: April, 2019

Warm Hearth Current Month

Warm Hearth Previous Year

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	0	0	0.00	0	0	0.00	0%
Tuesday	57	178	0.32	72	193	0.37	-14%
Wednesday	54	161	0.34	69	125	0.55	-39%
Thursday	39	163	0.24	54	149	0.36	-34%
Friday	0	0	0.00	0	0	0.00	0%
Saturday	0	0	0.00	0	0	0.00	0%
<b>Total</b>	<b>150</b>	<b>502</b>	<b>0.30</b>	<b>195</b>	<b>467</b>	<b>0.42</b>	<b>-28%</b>

CRC Shuttle Current Month

CRC Shuttle Previous Year

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	0	0	0.00	0	0	0.00	0%
Tuesday	0	0	0.00	0	0	0.00	0%
Wednesday	0	0	0.00	0	0	0.00	0%
Thursday	0	0	0.00	0	0	0.00	0%
Friday	0	0	0.00	0	0	0.00	0%
Saturday	13	9	1.44	19	19	1.00	44%
<b>Total</b>	<b>13</b>	<b>9</b>	<b>1.44</b>	<b>19</b>	<b>19</b>	<b>1.00</b>	<b>44%</b>

\*Please note: these numbers DO NOT include Fixed Route Service. It includes Warm Hearth and CRC Shuttle.

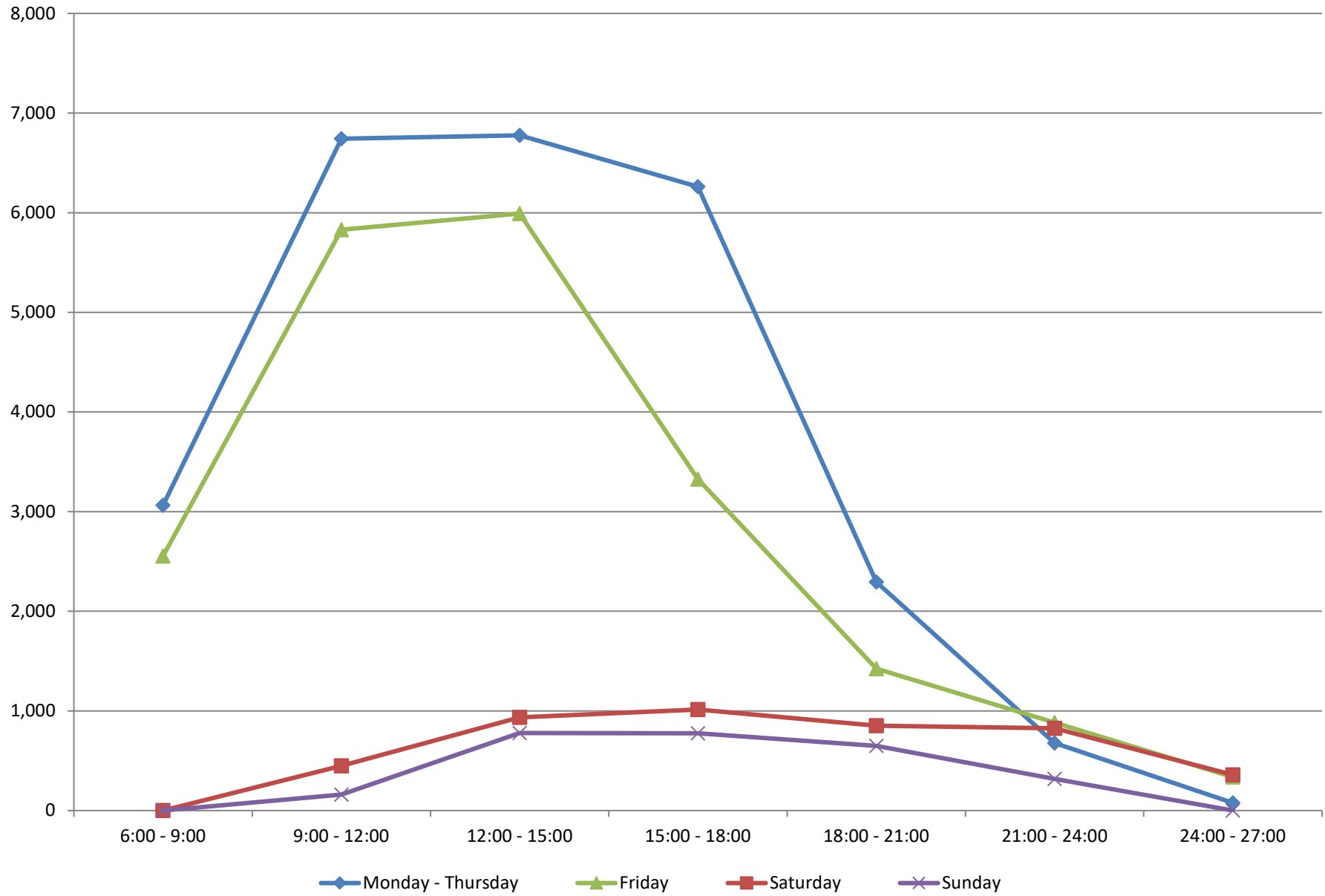
## Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

Month: April, 2019

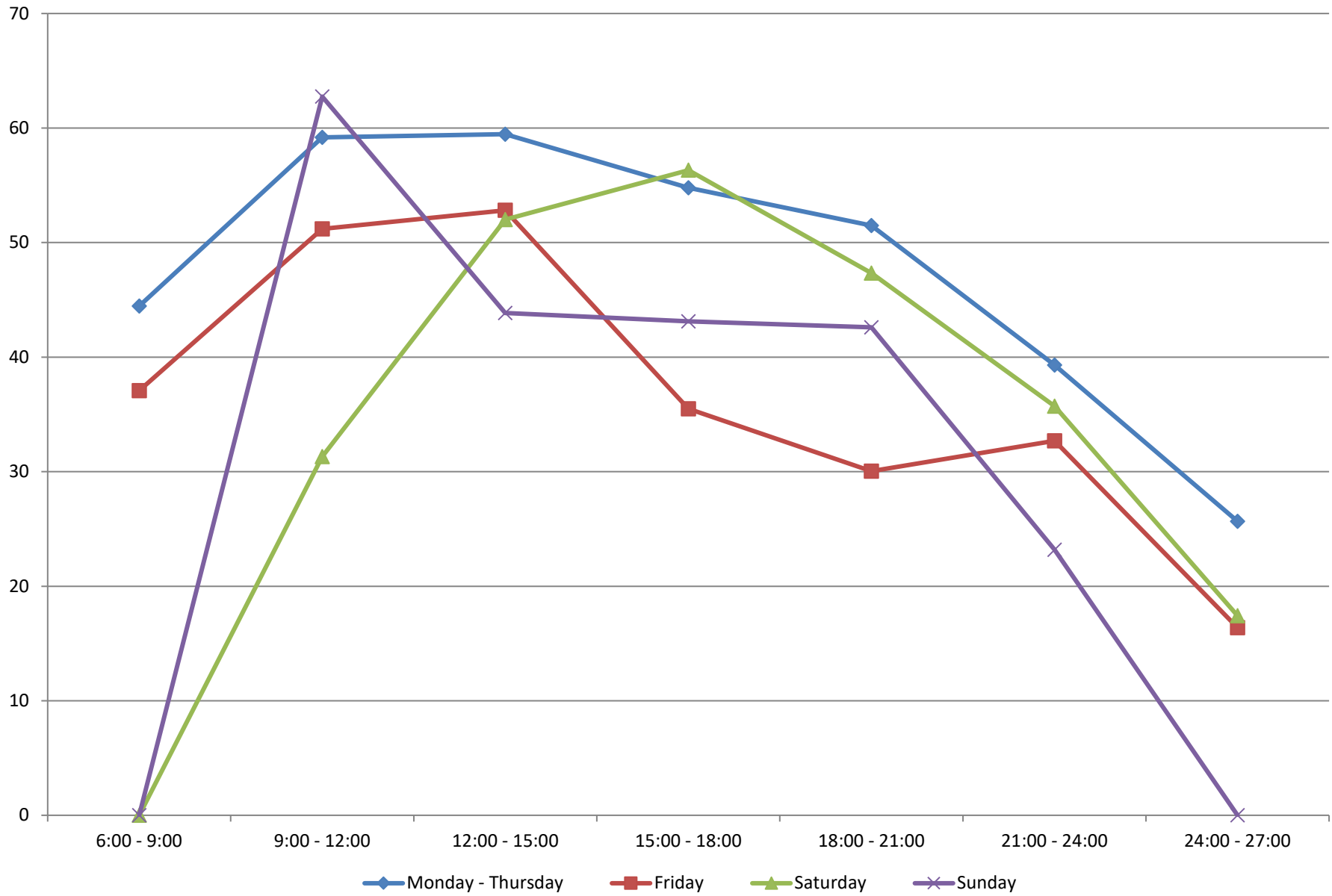
	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
<b>Monday - Thursday</b>	6:00 - 9:00	3,064.56	68.92	44.46
	9:00 - 12:00	6,742.56	113.91	59.19
	12:00 - 15:00	6,776.67	113.96	59.47
	15:00 - 18:00	6,262.00	114.29	54.79
	18:00 - 21:00	2,294.39	44.57	51.48
	21:00 - 24:00	677.00	17.22	39.31
	24:00 - 27:00	77.00	3.00	25.67
<b>Friday</b>	6:00 - 9:00	2,553.00	68.87	37.07
	9:00 - 12:00	5,830.25	113.88	51.20
	12:00 - 15:00	5,991.50	113.44	52.82
	15:00 - 18:00	3,327.25	93.75	35.49
	18:00 - 21:00	1,422.75	47.37	30.03
	21:00 - 24:00	882.50	27.00	32.69
	24:00 - 27:00	335.75	20.50	16.38
<b>Saturday</b>	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	447.75	14.30	31.31
	12:00 - 15:00	936.25	18.00	52.01
	15:00 - 18:00	1,013.75	18.00	56.32
	18:00 - 21:00	852.25	18.00	47.35
	21:00 - 24:00	824.50	23.08	35.72
	24:00 - 27:00	357.25	20.50	17.43
<b>Sunday</b>	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	160.00	2.55	62.75
	12:00 - 15:00	778.25	17.75	43.85
	15:00 - 18:00	776.25	18.00	43.13
	18:00 - 21:00	649.75	15.25	42.61
	21:00 - 24:00	318.75	13.75	23.18
	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



## Blacksburg Transit Fare Totals

Does not include Demand Response. Does include Athletics/Specials

	Total Ridership	Students		Faculty/Staff		Total Virginia Tech		Total Non-VT	
		#	%	#	%	#	%	#	%
July-18	89,459	69,012	77.14%	8,383	9.37%	77,395	86.51%	12,064	13.49%
August-18	365,577	339,915	92.98%	9,668	2.64%	349,583	95.62%	15,994	4.38%
September-18	598,913	572,376	95.57%	10,660	1.78%	583,036	97.35%	15,877	2.65%
<b>Total for 1st Quarter:</b>	<b>1,053,949</b>	<b>981,303</b>	<b>93.11%</b>	<b>28,711</b>	<b>2.72%</b>	<b>1,010,014</b>	<b>95.83%</b>	<b>43,935</b>	<b>4.17%</b>
October-18	650,864	618,988	95.10%	12,367	1.90%	631,355	97.00%	19,509	3.00%
November-18	497,559	469,814	94.42%	10,314	2.07%	480,128	96.50%	17,431	3.50%
December-18	210,497	191,982	91.20%	7,198	3.42%	199,180	94.62%	11,317	5.38%
<b>Total for 2nd Quarter:</b>	<b>1,358,920</b>	<b>1,280,784</b>	<b>94.25%</b>	<b>29,879</b>	<b>2.20%</b>	<b>1,310,663</b>	<b>96.45%</b>	<b>48,257</b>	<b>3.55%</b>
January-19	287,566	265,628	92.37%	8,944	3.11%	274,572	95.48%	12,994	4.52%
February-19	567,103	539,397	95.11%	10,870	1.92%	550,267	97.03%	16,836	2.97%
March-19	447,679	420,173	93.86%	10,760	2.40%	430,933	96.26%	16,746	3.74%
<b>Total for 3rd Quarter:</b>	<b>1,302,348</b>	<b>1,225,198</b>	<b>94.08%</b>	<b>30,574</b>	<b>2.35%</b>	<b>1,255,772</b>	<b>96.42%</b>	<b>46,576</b>	<b>3.58%</b>
April-19	575,935	545,292	94.68%	11,681	2.03%	556,973	96.71%	18,962	3.29%
May-19									
June-19									
<b>Total for 4th Quarter:</b>	<b>575,935</b>	<b>545,292</b>	<b>94.68%</b>	<b>11,681</b>	<b>2.03%</b>	<b>556,973</b>	<b>96.71%</b>	<b>18,962</b>	<b>3.29%</b>
<b>Total for Year:</b>	<b>4,291,152</b>	<b>4,032,577</b>	<b>93.97%</b>	<b>100,845</b>	<b>2.35%</b>	<b>4,133,422</b>	<b>96.32%</b>	<b>157,730</b>	<b>3.68%</b>