

Monthly Ridership and
Service Level Report
August, 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.
- 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.
- 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 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.
- 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: August, 2018

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
Total Passengers	368,409	180,623	104%	460,649	267,331	72%
Total Revenue Hours	9,224.50	6,886.89	34%	14,559.47	11,897.66	22%
Total Revenue Miles	94,970.50	68,945.40	38%	149,533.30	117,978.10	27%
Total Driver Hours	10,420.75	7,945.25	31%	16,646.25	13,865.25	20%
Passengers/RH	39.94	26.23	52%	31.64	22.47	41%
Passengers/RM	3.88	2.62	48%	3.08	2.27	36%
Passengers/DH	35.35	22.73	56%	27.67	19.28	44%
Full Service Weekdays	10	4	6	10	4	6
Full Service Weekends	4	2	2	4	2	2
Reduced Service Weekdays	8	14	(6)	29	34	(5)
Reduced Service Weekends	4	6	(2)	13	16	(3)
Intermediate Service Weekdays	5	5	0	5	5	0
No Service Days	0	0	0	1	1	0

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

Total Ridership per Route
Christiansburg Routes
Month: August, 2018

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YTD Ridership	Previous YTD	YTD Change
Commuter	217	7.84%	250	-13%	337	6.10%	458	-26%
Explorer Blue	0	0.00%	0	0%	0	0.00%	0	0%
Explorer Gold	0	0.00%	0	0%	0	0.00%	0	0%
The Explorer	1,269	45.85%	1,205	5%	2,369	42.89%	2,328	2%
GoAnywhere	1,282	46.32%	1,104	16%	2,817	51.00%	2,396	18%
Totals	2,768	100%	2,559	8%	5,523	100%	5,182	7%
Christiansburg Fixed Route Total	1,486	53.68%	1,455	2.13%	2,706	49.00%	2,786	-2.87%
Christiansburg Demand Response Total	1,282	46.32%	1,104	16.12%	2,817	51.00%	2,396	17.57%
Totals	2,768	100%	2,559	8%	5,523	100%	5,182	7%

Passengers per Revenue Hour per Route

All Fixed Routes

Month: August, 2018

Route	Current Month	Previous Year	Change by Month
CAS	7.90	0.00	0%
CBD	33.22	26.69	24%
CRC	16.18	12.65	28%
HDG	27.56	15.39	79%
HWD	35.23	29.34	20%
HWA	58.89	48.66	21%
HWB	58.30	41.75	40%
HXP	37.56	25.31	48%
MSN	64.86	38.77	67%
MSS	45.16	31.46	44%
PHD	66.22	44.79	48%
PRB	18.80	0.00	0%
PRG	76.55	62.40	23%
TOM	78.48	49.70	58%
TTT	20.08	18.32	10%
UCB	59.74	45.63	31%
UMS	70.06	63.84	10%
BTC	4.19	4.83	-13%
BLU	0.00	0.00	0%
GLD	0.00	0.00	0%
TE	4.76	4.56	5%

Passengers per Revenue Hour per Day of Week

All Fixed Routes

Month: August, 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	8,192	192.87	42.47	4,176	155.20	26.91	58%
Monday	65,914	1,332.09	49.48	35,315	939.56	37.59	32%
Tuesday	67,961	1,332.50	51.00	37,530	1,088.13	34.49	48%
Wednesday	71,795	1,480.02	48.51	39,336	1,087.88	36.16	34%
Thursday	69,934	1,480.77	47.23	40,066	1,088.55	36.81	28%
Friday	65,996	1,532.86	43.05	14,354	698.41	20.55	109%
Saturday	11,802	309.86	38.09	6,959	235.70	29.52	29%
Total	361,594	7,660.97	47.20	177,736	5,293.43	33.58	41%

* 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: August, 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	8,192	2,038	4.02	4,176	1,687	2.48	62%
Monday	65,914	13,781	4.78	35,315	9,792	3.61	33%
Tuesday	67,961	13,692	4.96	37,530	11,447	3.28	51%
Wednesday	71,795	15,589	4.61	39,336	11,408	3.45	34%
Thursday	69,934	15,573	4.49	40,066	11,584	3.46	30%
Friday	65,996	16,317	4.04	14,354	7,946	1.81	124%
Saturday	11,802	3,423	3.45	6,959	2,623	2.65	30%
Total	361,594	80,413	4.50	177,736	56,487	3.15	43%

* 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: August, 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	
Sunday	14	18.58	0.75	38	25.32	1.50	-50%	
Monday	207	150.32	1.38	144	131.97	1.09	26%	
Tuesday	229	136.48	1.68	245	185.41	1.32	27%	
Wednesday	283	180.45	1.57	234	194.81	1.20	31%	
Thursday	270	173.68	1.55	237	189.20	1.25	24%	
Friday	270	176.53	1.53	166	134.60	1.23	24%	
Saturday	78	59.93	1.30	121	63.52	1.90	-32%	
Total	1,351	895.98	1.51	1,185	924.83	1.28	18%	

		<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	71.18	2.35	166	84.20	1.97	19%	
Tuesday	181	65.78	2.75	229	91.58	2.50	10%	
Wednesday	331	89.57	3.70	259	97.23	2.66	39%	
Thursday	328	91.27	3.59	189	97.83	1.93	86%	
Friday	224	93.05	2.41	195	76.62	2.55	-5%	
Saturday	51	25.38	2.01	66	28.82	2.29	-12%	
Total	1,282	436.23	2.94	1,104	476.28	2.32	27%	

*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: August, 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	14	73	0.19	38	157	0.24	-21%	
Monday	207	1,173	0.18	144	753	0.19	-8%	
Tuesday	229	1,103	0.21	245	1,091	0.22	-8%	
Wednesday	283	1,447	0.20	234	1,190	0.20	-1%	
Thursday	270	1,516	0.18	237	1,225	0.19	-8%	
Friday	270	1,486	0.18	166	909	0.18	-1%	
Saturday	78	448	0.17	121	521	0.23	-25%	
Total	1,351	7,246	0.19	1,185	5,846	0.20	-8%	

<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	167	841	0.20	166	785	0.21	-6%	
Tuesday	181	787	0.23	229	1,046	0.22	5%	
Wednesday	331	1,225	0.27	259	1,271	0.20	33%	
Thursday	328	1,269	0.26	189	1,028	0.18	41%	
Friday	224	1,227	0.18	195	755	0.26	-29%	
Saturday	51	282	0.18	66	393	0.17	8%	
Total	1,282	5,631	0.23	1,104	5,278	0.21	9%	

*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: August, 2018

Warm Hearth Current Month

Day of Week	Passengers	Revenue Hours	Pass/RH
Sunday	0	0.00	0.00
Monday	0	0.00	0.00
Tuesday	64	16.23	3.94
Wednesday	48	19.27	2.49
Thursday	85	25.97	3.27
Friday	0	0.00	0.00
Saturday	0	0.00	0.00
Total	197	61.47	3.20

Warm Hearth Previous Year

	Passengers	Revenue Hours	Pass/RH	Change Pass/RH
	0	0.00	0.00	0%
	0	0.00	0.00	0%
	95	21.35	4.45	-11%
	90	22.42	4.01	-38%
	78	21.30	3.66	-11%
	0	0.00	0.00	0%
	0	0.00	0.00	0%
Total	263	65.07	4.04	-21%

CRC Shuttle Current Month

Day of Week	Passengers	Revenue Hours	Pass/RH
Sunday	0	0.00	0.00
Monday	0	0.00	0.00
Tuesday	0	0.00	0.00
Wednesday	0	0.00	0.00
Thursday	0	0.00	0.00
Friday	0	0.00	0.00
Saturday	2	0.33	6.06
Total	2	0.33	6.06

CRC Shuttle Previous Year

	Passengers	Revenue Hours	Pass/RH	Change Pass/RH
	0	0.00	0.00	0%
	0	0.00	0.00	0%
	0	0.00	0.00	0%
	0	0.00	0.00	0%
	0	0.00	0.00	0%
	0	0.00	0.00	0%
	3	0.26	11.54	-47%
Total	3	0.26	11.54	-47%

*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: August, 2018

Warm Hearth Current Month

Day of Week	Passengers	Revenue Miles	Pass/RM
Sunday	0	0	0.00
Monday	0	0	0.00
Tuesday	64	204	0.31
Wednesday	48	183	0.26
Thursday	85	260	0.33
Friday	0	0	0.00
Saturday	0	0	0.00
Total	197	647	0.30

Warm Hearth Previous Year

Passengers	Revenue Miles	Pass/RM
0	0	0.00
0	0	0.00
95	258	0.37
90	207	0.43
78	207	0.38
0	0	0.00
0	0	0.00
263	672	0.39

Change Pass/RM
0%
0%
-15%
-40%
-13%
0%
0%
-22%

CRC Shuttle Current Month

Day of Week	Passengers	Revenue Miles	Pass/RM
Sunday	0	0	0.00
Monday	0	0	0.00
Tuesday	0	0	0.00
Wednesday	0	0	0.00
Thursday	0	0	0.00
Friday	0	0	0.00
Saturday	2	6	0.33
Total	2	6	0.33

CRC Shuttle Previous Year

Passengers	Revenue Miles	Pass/RM
0	0	0.00
0	0	0.00
0	0	0.00
0	0	0.00
0	0	0.00
0	0	0.00
0	0	0.00
3	6	0.50
3	6	0.50

Change Pass/RM
0%
0%
0%
0%
0%
0%
0%
-33%
-33%

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

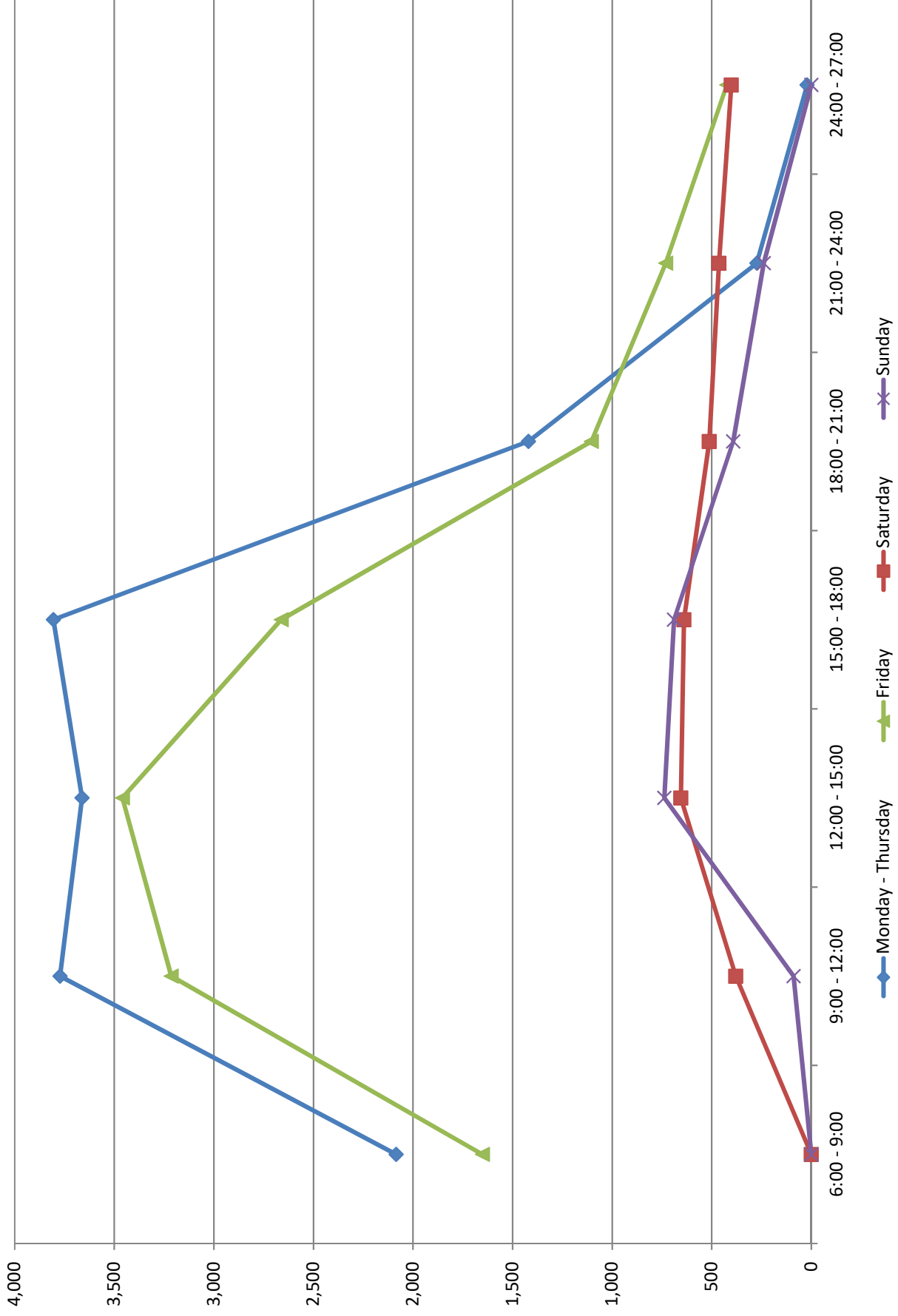
Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

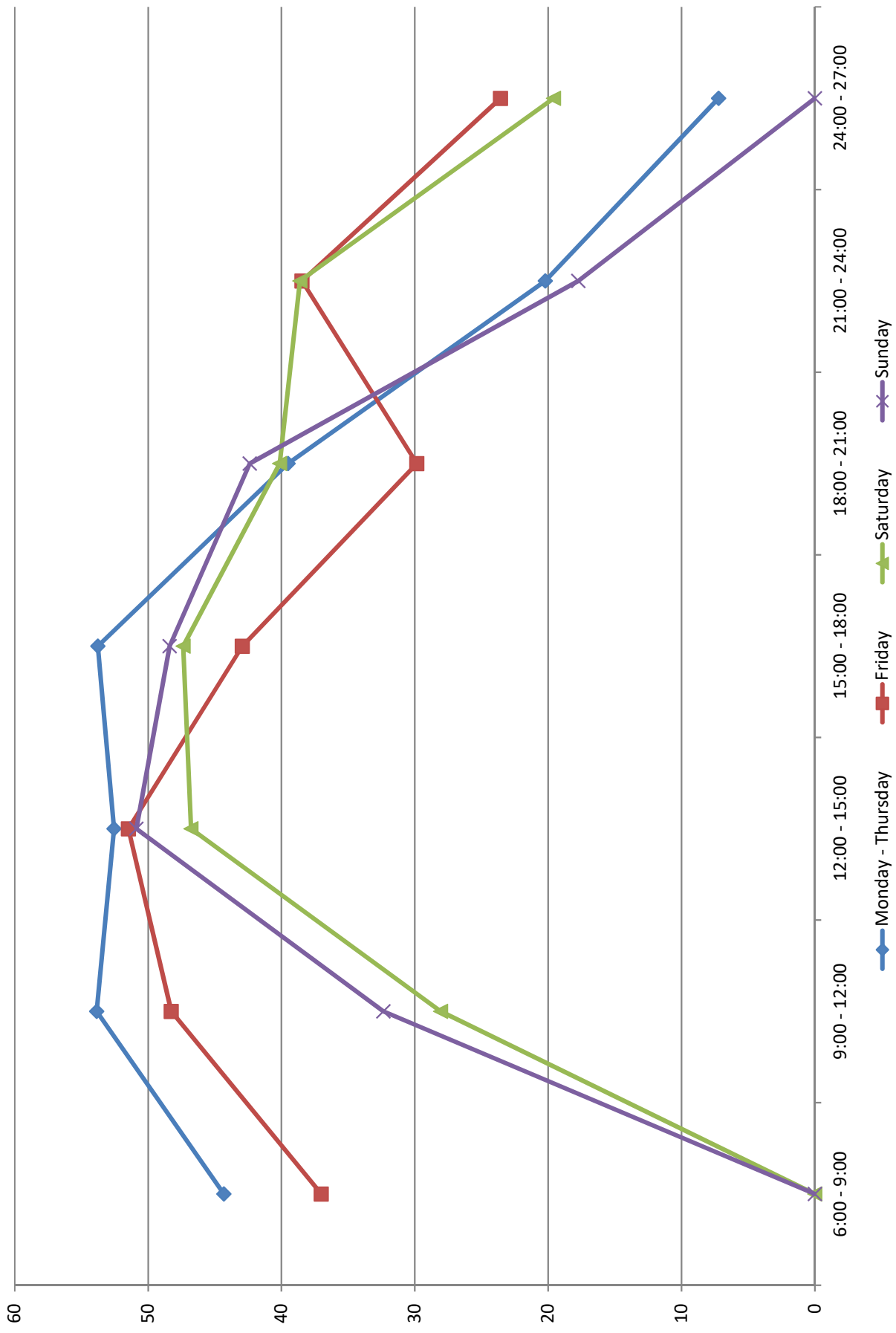
Month: August, 2018

	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
Monday - Thursday	6:00 - 9:00	2,085.33	47.06	44.32
	9:00 - 12:00	3,772.94	70.06	53.86
	12:00 - 15:00	3,661.67	69.67	52.56
	15:00 - 18:00	3,805.50	70.78	53.77
	18:00 - 21:00	1,420.33	35.94	39.51
	21:00 - 24:00	272.94	13.50	20.22
	24:00 - 27:00	21.08	2.92	7.23
Friday	6:00 - 9:00	1,651.00	44.60	37.02
	9:00 - 12:00	3,213.80	66.60	48.26
	12:00 - 15:00	3,459.20	67.20	51.48
	15:00 - 18:00	2,661.40	62.00	42.93
	18:00 - 21:00	1,104.20	37.00	29.84
	21:00 - 24:00	730.60	19.00	38.45
	24:00 - 27:00	424.33	18.00	23.57
Saturday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	378.75	13.50	28.06
	12:00 - 15:00	655.00	14.00	46.79
	15:00 - 18:00	639.50	13.50	47.37
	18:00 - 21:00	511.75	12.75	40.14
	21:00 - 24:00	463.50	12.00	38.63
	24:00 - 27:00	401.50	20.50	19.59
Sunday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	89.00	2.75	32.36
	12:00 - 15:00	737.75	14.50	50.88
	15:00 - 18:00	689.50	14.25	48.39
	18:00 - 21:00	392.00	9.25	42.38
	21:00 - 24:00	239.50	13.50	17.74
	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 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-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										
Total for 1st Quarter:	455,036		408,927	89.87%	18,051	3.97%	426,978	93.83%	28,058	6.17%
October-18										
November-18										
December-18										
Total for 2nd Quarter:	0		0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!
January-19										
February-19										
March-19										
Total for 3rd Quarter:	0		0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!
April-19										
May-19										
June-19										
Total for 4th Quarter:	0		0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!
Total for Year:	455,036		408,927	89.87%	18,051	3.97%	426,978	93.83%	28,058	6.17%