



Monthly Ridership and
Service Level Report
December, 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: December, 2018

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
Total Passengers	212,435	304,499	-30%	2,427,900	2,119,026	15%
Total Revenue Hours	7,608.14	8,810.69	-14%	57,296.65	53,405.28	7%
Total Revenue Miles	75,604.10	85,950.40	-12%	573,719.60	518,654.50	11%
Total Driver Hours	8,729.25	9,993.00	-13%	64,726.25	60,822.17	6%
Passengers/RH	27.92	34.56	-19%	42.37	39.68	7%
Passengers/RM	2.81	3.54	-21%	4.23	4.09	4%
Passengers/DH	24.34	30.47	-20%	37.51	34.84	8%
Full Service Weekdays	9	14	(5)	77	76	1
Full Service Weekends	3	5	(2)	30	29	1
Reduced Service Weekdays	11	6	5	44	45	(1)
Reduced Service Weekends	6	4	2	22	24	(2)
Intermediate Service Weekdays	0	1	(1)	7	7	0
No Service Days	2	1	1	4	3	1

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

Total Ridership per Route

Blacksburg, Fixed Routes

Month: December, 2018

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YTD Ridership	Previous YTD Total	YTD Change
CAS	902	0.44%	0	0%	10,792	0.46%	0	0%
CBD	2,604	1.27%	4,370	-40%	34,824	1.49%	32,454	7%
CRC	5,642	2.75%	7,041	-20%	66,742	2.85%	49,813	34%
HDG	9,168	4.48%	12,555	-27%	97,530	4.17%	78,664	24%
HWD	3,863	1.89%	5,055	-24%	30,300	1.30%	28,504	6%
HWA	17,168	8.38%	28,515	-40%	205,079	8.77%	198,995	3%
HWB	16,415	8.01%	20,966	-22%	196,893	8.42%	146,772	34%
HXP	12,371	6.04%	18,995	-35%	145,791	6.23%	121,407	20%
MSN	15,454	7.54%	24,134	-36%	180,291	7.71%	162,914	11%
MSS	15,687	7.66%	20,601	-24%	156,657	6.70%	136,756	15%
PHD	16,295	7.96%	23,667	-31%	199,825	8.55%	169,609	18%
PRB	1,378	0.67%	0	0%	18,535	0.79%	0	0%
PRG	19,681	9.61%	32,105	-39%	226,057	9.67%	210,008	8%
TOM	32,915	16.07%	44,603	-26%	356,355	15.24%	291,503	22%
TTT	4,761	2.32%	6,002	-21%	36,948	1.58%	36,832	0%
UCB	19,492	9.52%	32,777	-41%	233,379	9.98%	225,948	3%
UMS	11,038	5.39%	19,943	-45%	142,295	6.09%	144,486	-2%
Totals	204,834	100.00%	301,329	-32%	2,338,293	100.00%	2,034,665	15%

Total Ridership per Route
Christiansburg Routes
Month: December, 2018

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
Commuter	104	5.55%	190	-45%	1,041	7.44%	1,530	-32%
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	1,013	54.03%	952	6%	6,758	48.31%	6,431	5%
GoAnywhere	758	40.43%	968	-22%	6,191	44.25%	6,516	-5%
Totals	1,875	100%	2,110	-11%	13,990	100%	14,477	-3%
Christiansburg Fixed Route Total	1,117	59.57%	1,142	-2.19%	7,799	55.75%	7,961	-2.03%
Christiansburg Demand Response Total	758	40.43%	968	-21.69%	6,191	44.25%	6,516	-4.99%
Totals	1,875	100%	2,110	-11%	13,990	100%	14,477	-3%

Passengers per Revenue Hour per Route

All Fixed Routes

Month: December, 2018

Route	Current Month	Previous Year	Change by Month
CAS	9.05	0.00	0%
CBD	25.72	26.57	-3%
CRC	12.22	15.08	-19%
HDG	20.13	22.00	-9%
HWD	39.85	49.82	-20%
HWA	39.92	50.72	-21%
HWB	36.94	48.12	-23%
HXP	31.70	29.48	8%
MSN	38.80	48.02	-19%
MSS	31.68	32.84	-4%
PHD	39.10	50.96	-23%
PRB	13.92	0.00	0%
PRG	44.50	63.68	-30%
TOM	53.69	57.52	-7%
TTT	15.59	17.84	-13%
UCB	39.34	48.03	-18%
UMS	57.27	64.91	-12%
BTC	2.45	4.22	-42%
BLU	0.00	0.00	0%
GLD	0.00	0.00	0%
TE	4.46	4.14	8%

Passengers per Revenue Hour per Day of Week

All Fixed Routes

Month: December, 2018

Week Day	Current Month			Previous Year			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
Sunday	4,558	155.20	29.37	8,919	258.17	34.55	-15%
Monday	44,608	1,232.94	36.18	60,220	1,239.41	48.59	-26%
Tuesday	47,016	1,088.32	43.20	60,783	1,387.68	43.80	-1%
Wednesday	46,076	1,247.17	36.94	56,022	1,387.35	40.38	-9%
Thursday	28,325	1,243.67	22.78	39,296	1,121.48	35.04	-35%
Friday	23,524	947.29	24.83	61,189	1,571.73	38.93	-36%
Saturday	11,840	352.98	33.54	15,984	454.75	35.15	-5%
Total	205,947	6,267.57	32.86	302,413	7,420.57	40.75	-19%

* 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: December, 2018

Week Day	Current Month			Previous Year			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
Sunday	4,558	1,676	2.72	8,919	2,715	3.29	-17%
Monday	44,608	12,668	3.52	60,220	12,143	4.96	-29%
Tuesday	47,016	11,073	4.25	60,783	13,685	4.44	-4%
Wednesday	46,076	12,799	3.60	56,022	13,818	4.05	-11%
Thursday	28,325	12,793	2.21	39,296	11,440	3.43	-36%
Friday	23,524	9,981	2.36	61,189	15,970	3.83	-38%
Saturday	11,840	3,767	3.14	15,984	4,889	3.27	-4%
Total	205,947	64,757	3.18	302,413	74,660	4.05	-21%

* 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: December, 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	13	13.40	0.97	34	24.85	1.37	-29%
Monday	154	94.95	1.62	128	86.90	1.47	10%
Tuesday	189	109.30	1.73	201	124.48	1.61	7%
Wednesday	210	151.18	1.39	241	161.99	1.49	-7%
Thursday	172	108.97	1.58	207	145.02	1.43	11%
Friday	218	120.75	1.81	256	163.75	1.56	15%
Saturday	103	68.32	1.51	100	67.01	1.49	1%
Total	1,059	666.87	1.59	1,167	774.00	1.51	5%

<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	125	60.95	2.05	151	63.68	2.37	-14%
Tuesday	119	52.98	2.25	186	78.88	2.36	-5%
Wednesday	136	67.65	2.01	177	73.30	2.41	-17%
Thursday	145	69.73	2.08	163	79.45	2.05	1%
Friday	162	73.00	2.22	232	92.43	2.51	-12%
Saturday	71	35.53	2.00	59	34.02	1.73	15%
Total	758	359.85	2.11	968	421.77	2.30	-8%

*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: December, 2018

<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	13	50	0.26	34	97	0.35	-26%
Monday	154	716	0.22	128	709	0.18	19%
Tuesday	189	799	0.24	201	942	0.21	11%
Wednesday	210	1,003	0.21	241	1,159	0.21	1%
Thursday	172	840	0.20	207	956	0.22	-5%
Friday	218	998	0.22	256	1,255	0.20	7%
Saturday	103	534	0.19	100	425	0.24	-18%
Total	1,059	4,940	0.21	1,167	5,543	0.21	2%

<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	125	614	0.20	151	766	0.20	3%
Tuesday	119	620	0.19	186	836	0.22	-14%
Wednesday	136	772	0.18	177	940	0.19	-6%
Thursday	145	766	0.19	163	884	0.18	3%
Friday	162	850	0.19	232	1,062	0.22	-13%
Saturday	71	357	0.20	59	458	0.13	54%
Total	758	3,979	0.19	968	4,946	0.20	-3%

*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: December, 2018

<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	38	14.80	2.57	66	17.91	3.69	-30%
Wednesday	32	16.40	1.95	52	14.31	3.63	-46%
Thursday	50	20.25	2.47	56	18.25	3.07	-20%
Friday	0	0.00	0.00	0	0.00	0.00	0%
Saturday	0	0.00	0.00	0	0.00	0.00	0%
Total	120	51.45	2.33	174	50.47	3.45	-32%

<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	1	0.12	8.33	0	0.00	0.00	0%
Total	1	0.12	8.33	0	0.00	0.00	0%

*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: December, 2018

<u>Warm Hearth Current Month</u>				<u>Warm Hearth 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	0	0	0.00	0	0	0.00	0%
Tuesday	38	129	0.29	66	137	0.48	-39%
Wednesday	32	125	0.26	52	110	0.47	-46%
Thursday	50	173	0.29	56	170	0.33	-12%
Friday	0	0	0.00	0	0	0.00	0%
Saturday	0	0	0.00	0	0	0.00	0%
Total	120	427	0.28	174	417	0.42	-33%

<u>CRC Shuttle Current Month</u>				<u>CRC Shuttle 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	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	1	3	0.33	0	0	0.00	0%
Total	1	3	0.33	0	0	0.00	0%

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

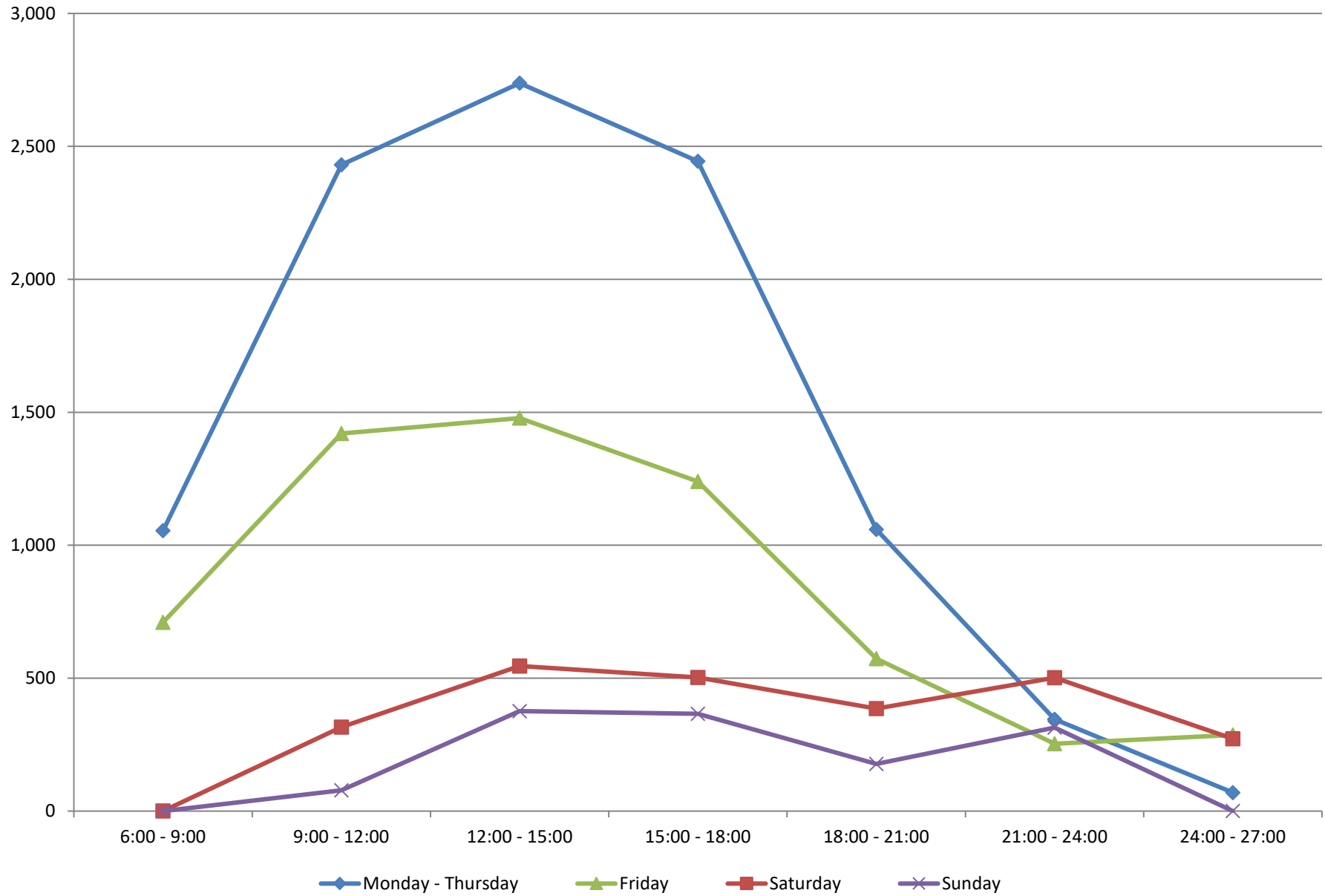
Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

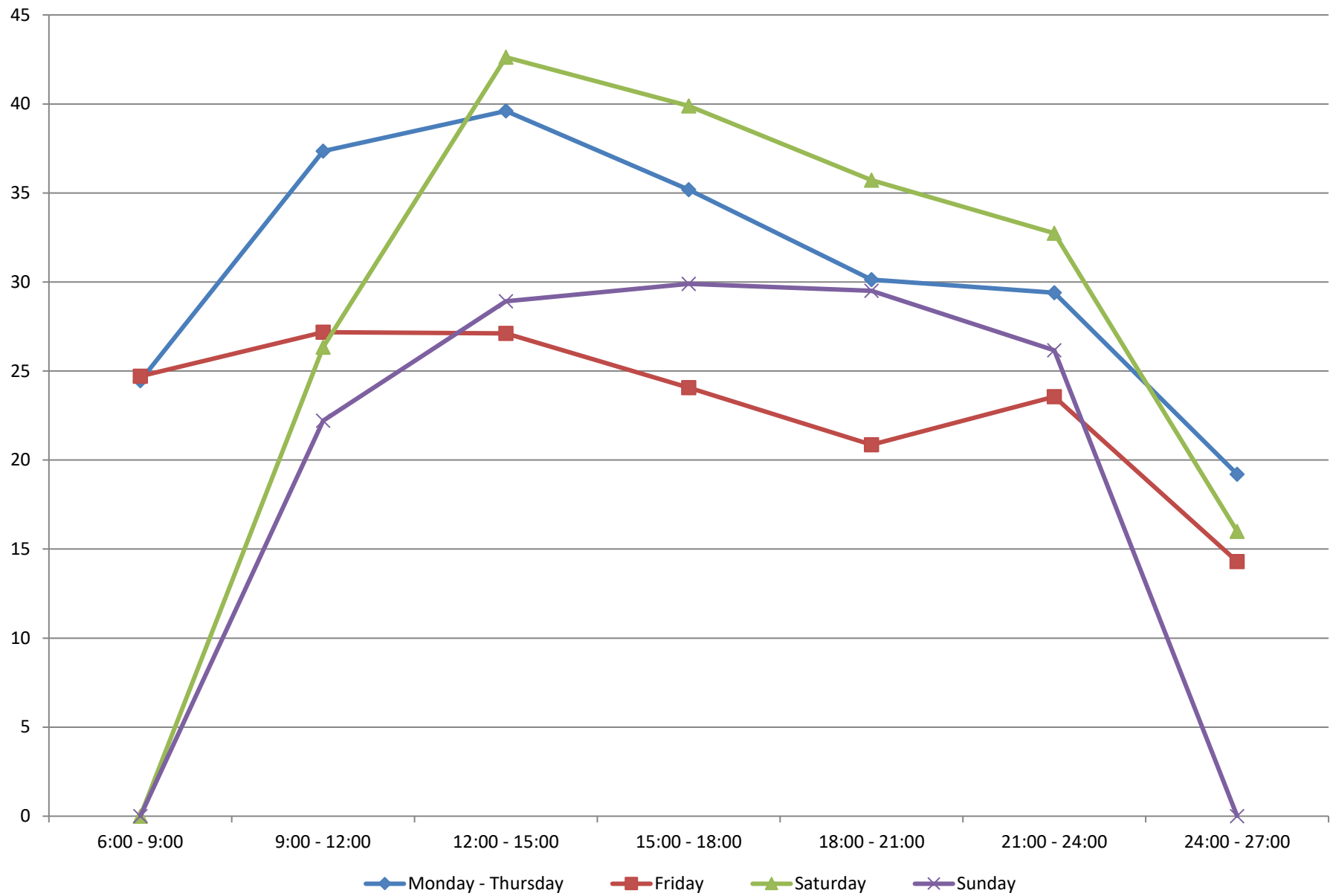
Month: December, 2018

	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
Monday - Thursday	6:00 - 9:00	1,054.67	43.13	24.45
	9:00 - 12:00	2,430.13	65.06	37.35
	12:00 - 15:00	2,737.69	69.13	39.60
	15:00 - 18:00	2,443.56	69.44	35.19
	18:00 - 21:00	1,058.80	35.13	30.14
	21:00 - 24:00	345.00	11.73	29.40
	24:00 - 27:00	69.63	3.63	19.21
Friday	6:00 - 9:00	710.25	28.75	24.70
	9:00 - 12:00	1,420.25	52.25	27.18
	12:00 - 15:00	1,478.00	54.50	27.12
	15:00 - 18:00	1,239.25	51.50	24.06
	18:00 - 21:00	573.50	27.50	20.85
	21:00 - 24:00	253.25	10.75	23.56
	24:00 - 27:00	286.00	20.00	14.30
Saturday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	316.00	12.00	26.33
	12:00 - 15:00	545.60	12.80	42.63
	15:00 - 18:00	502.60	12.60	39.89
	18:00 - 21:00	385.80	10.80	35.72
	21:00 - 24:00	502.00	15.33	32.74
	24:00 - 27:00	272.00	17.00	16.00
Sunday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	77.75	3.50	22.21
	12:00 - 15:00	376.00	13.00	28.92
	15:00 - 18:00	366.25	12.25	29.90
	18:00 - 21:00	177.00	6.00	29.50
	21:00 - 24:00	314.00	12.00	26.17
	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%
Total for 1st Quarter:	1,053,949	981,303	93.11%	28,711	2.72%	1,010,014	95.83%	43,935	4.17%
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%
Total for 2nd Quarter:	1,358,920	1,280,784	94.25%	29,879	2.20%	1,310,663	96.45%	48,257	3.55%
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:	2,412,869	2,262,087	93.75%	58,590	2.43%	2,320,677	96.18%	92,192	3.82%