



Monthly Ridership and
Service Level Report
February, 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 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: February, 2019

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
Total Passengers	569,260	491,249	16%	3,286,968	2,950,803	11%
Total Revenue Hours	11,464.83	10,643.82	8%	76,764.43	72,814.72	5%
Total Revenue Miles	115,096.20	103,690.30	11%	768,947.40	708,181.40	9%
Total Driver Hours	12,698.75	11,820.25	7%	86,836.00	82,599.67	5%
Passengers/RH	49.65	46.15	8%	42.82	40.52	6%
Passengers/RM	4.95	4.74	4%	4.27	4.17	3%
Passengers/DH	44.83	41.56	8%	37.85	35.72	6%
Full Service Weekdays	20	20	0	105	108	(3)
Full Service Weekends	8	8	0	41	42	(1)
Reduced Service Weekdays	0	0	0	57	54	3
Reduced Service Weekends	0	0	0	27	27	0
Intermediate Service Weekdays	0	0	0	8	8	0
No Service Days	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: February, 2019

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YTD Ridership	Previous YTD Total	YTD Change
CAS	4,057	0.72%	0	0%	16,512	0.52%	0	0%
CBD	8,915	1.59%	7,612	17%	47,783	1.50%	44,870	6%
CRC	17,091	3.04%	14,416	19%	92,500	2.91%	73,470	26%
HDG	23,638	4.21%	18,613	27%	133,811	4.21%	111,091	20%
HWD	5,808	1.03%	5,721	2%	39,072	1.23%	37,880	3%
HWA	50,464	8.98%	47,348	7%	280,620	8.82%	279,242	0%
HWB	45,850	8.16%	33,730	36%	266,527	8.38%	204,573	30%
HXP	42,346	7.53%	37,351	13%	207,121	6.51%	181,854	14%
MSN	39,419	7.01%	35,766	10%	239,447	7.53%	223,737	7%
MSS	32,860	5.85%	29,380	12%	209,447	6.58%	187,742	12%
PHD	47,896	8.52%	38,962	23%	271,788	8.54%	236,415	15%
PRB	5,709	1.02%	0	0%	26,938	0.85%	0	0%
PRG	58,837	10.47%	53,844	9%	312,798	9.83%	299,289	5%
TOM	86,726	15.43%	71,159	22%	487,112	15.31%	412,052	18%
TTT	6,144	1.09%	6,027	2%	47,622	1.50%	48,157	-1%
UCB	55,764	9.92%	50,194	11%	315,514	9.92%	311,248	1%
UMS	30,496	5.43%	33,519	-9%	187,041	5.88%	199,698	-6%
Totals	562,020	100.00%	483,642	16%	3,181,653	100.00%	2,851,318	12%

Total Ridership per Route
Christiansburg Routes
Month: February, 2019

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
Commuter	142	6%	181	-22%	1,297	4%	1,888	-31%
Explorer Blue	720	31%	0	0%	977	3%	0	0%
Explorer Gold	701	30%	0	0%	967	3%	0	0%
The Explorer	0	0%	1,005	-100%	7,505	26%	9,447	-21%
GoAnywhere	756	33%	923	-18%	18,512	63%	19,725	-6%
<i>Combined Explorers</i>	<i>1,421</i>	<i>61%</i>	<i>1,005</i>	<i>41%</i>	<i>9,449</i>	<i>32%</i>	<i>9,447</i>	<i>0%</i>
Totals	2,319	100%	2,109	10%	29,258	100%	31,060	-6%
Christiansburg Fixed Route Total	1,563	67%	1,186	32%	10,746	58%	11,335	-5%
Christiansburg Demand Response Total	756	33%	923	-18%	7,766	42%	8,390	-7%
Totals	2,319	100%	2,109	10%	18,512	100%	19,725	-6%

Passengers per Revenue Hour per Route

All Fixed Routes

Month: February, 2019

Route	Current Month	Previous Year	Change by Month
CAS	17.66	0.00	0%
CBD	38.24	32.54	18%
CRC	22.37	18.73	19%
HDG	36.81	28.81	28%
HWD	57.76	75.94	-24%
HWA	70.59	66.90	6%
HWB	63.82	64.68	-1%
HXP	47.00	41.08	14%
MSN	70.91	63.93	11%
MSS	46.55	41.35	13%
PHD	73.13	69.22	6%
PRB	24.57	0.00	0%
PRG	82.24	74.46	10%
TOM	96.24	78.29	23%
TTT	18.34	17.88	3%
UCB	65.34	58.34	12%
UMS	69.32	76.18	-9%
BTC	3.28	4.02	-19%
BLU	3.14	0.00	0%
GLD	3.03	0.00	0%
TE	0.00	4.34	-100%

Passengers per Revenue Hour per Day of Week

All Fixed Routes

Month: February, 2019

Week Day	Current Month			Previous Year			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
Sunday	11,083	269.20	41.17	10,903	268.95	40.54	2%
Monday	109,450	1,904.50	57.47	92,918	1,700.24	54.65	5%
Tuesday	114,311	1,903.67	60.05	99,080	1,697.99	58.35	3%
Wednesday	110,227	1,832.88	60.14	94,685	1,699.49	55.71	8%
Thursday	109,294	1,905.00	57.37	94,589	1,699.24	55.67	3%
Friday	92,889	1,940.08	47.88	76,792	1,750.24	43.88	9%
Saturday	16,329	447.02	36.53	15,861	426.20	37.21	-2%
Total	563,583	10,202.35	55.24	484,828	9,242.35	52.46	5%

* 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: February, 2019

Week Day	Current Month			Previous Year			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
Sunday	11,083	2,806	3.95	10,903	2,798	3.90	1%
Monday	109,450	19,352	5.66	92,918	16,870	5.51	3%
Tuesday	114,311	19,293	5.92	99,080	16,842	5.88	1%
Wednesday	110,227	18,619	5.92	94,685	16,865	5.61	5%
Thursday	109,294	19,353	5.65	94,589	16,847	5.61	1%
Friday	92,889	19,958	4.65	76,792	17,554	4.37	6%
Saturday	16,329	4,731	3.45	15,861	4,491	3.53	-2%
Total	563,583	104,112	5.41	484,828	92,267	5.25	3%

* 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: February, 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
Sunday	6	8.35	0.72	23	20.80	1.11	-35%
Monday	202	133.32	1.52	155	136.13	1.14	33%
Tuesday	245	146.12	1.68	208	151.95	1.37	22%
Wednesday	205	131.97	1.55	240	152.42	1.57	-1%
Thursday	234	142.32	1.64	238	161.18	1.48	11%
Friday	261	131.65	1.98	260	149.68	1.74	14%
Saturday	77	48.95	1.57	79	59.32	1.33	18%
Total	1,230	742.67	1.66	1,203	831.48	1.45	14%

<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	134	69.52	1.93	166	68.88	2.41	-20%
Tuesday	145	69.22	2.09	172	69.60	2.47	-15%
Wednesday	127	59.80	2.12	182	72.23	2.52	-16%
Thursday	130	58.20	2.23	180	70.37	2.56	-13%
Friday	165	67.50	2.44	159	68.97	2.31	6%
Saturday	55	28.25	1.95	64	28.37	2.26	-14%
Total	756	352.48	2.14	923	378.42	2.44	-12%

*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: February, 2019

<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	6	39	0.15	23	58	0.40	-61%
Monday	202	1,087	0.19	155	898	0.17	8%
Tuesday	245	1,161	0.21	208	972	0.21	-1%
Wednesday	205	1,088	0.19	240	1,192	0.20	-6%
Thursday	234	1,199	0.20	238	1,244	0.19	2%
Friday	261	1,229	0.21	260	1,142	0.23	-7%
Saturday	77	380	0.20	79	345	0.23	-12%
Total	1,230	6,183	0.20	1,203	5,851	0.21	-3%

<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	134	763	0.18	166	794	0.21	-16%
Tuesday	145	674	0.22	172	769	0.22	-4%
Wednesday	127	729	0.17	182	901	0.20	-14%
Thursday	130	747	0.17	180	901	0.20	-13%
Friday	165	869	0.19	159	839	0.19	0%
Saturday	55	268	0.21	64	414	0.15	33%
Total	756	4,050	0.19	923	4,618	0.20	-7%

*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: February, 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	43	18.07	2.38	76	17.95	4.23	-44%
Wednesday	48	17.90	2.68	58	16.88	3.44	-22%
Thursday	47	18.92	2.48	54	18.12	2.98	-17%
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	138	54.88	2.51	188	52.95	3.55	-29%

<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	33	1.03	32.04	35	0.66	53.03	-40%
Total	33	1.03	32.04	35	0.66	53.03	-40%

*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: February, 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	43	129	0.33	76	200	0.38	-12%
Wednesday	48	164	0.29	58	160	0.36	-19%
Thursday	47	129	0.36	54	170	0.32	15%
Friday	0	0	0.00	0	0	0.00	0%
Saturday	0	0	0.00	0	0	0.00	0%
Total	138	422	0.33	188	530	0.35	-8%

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	33	16	2.06	35	10	3.47	-40%
Total	33	16	2.06	35	10	3.47	-40%

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

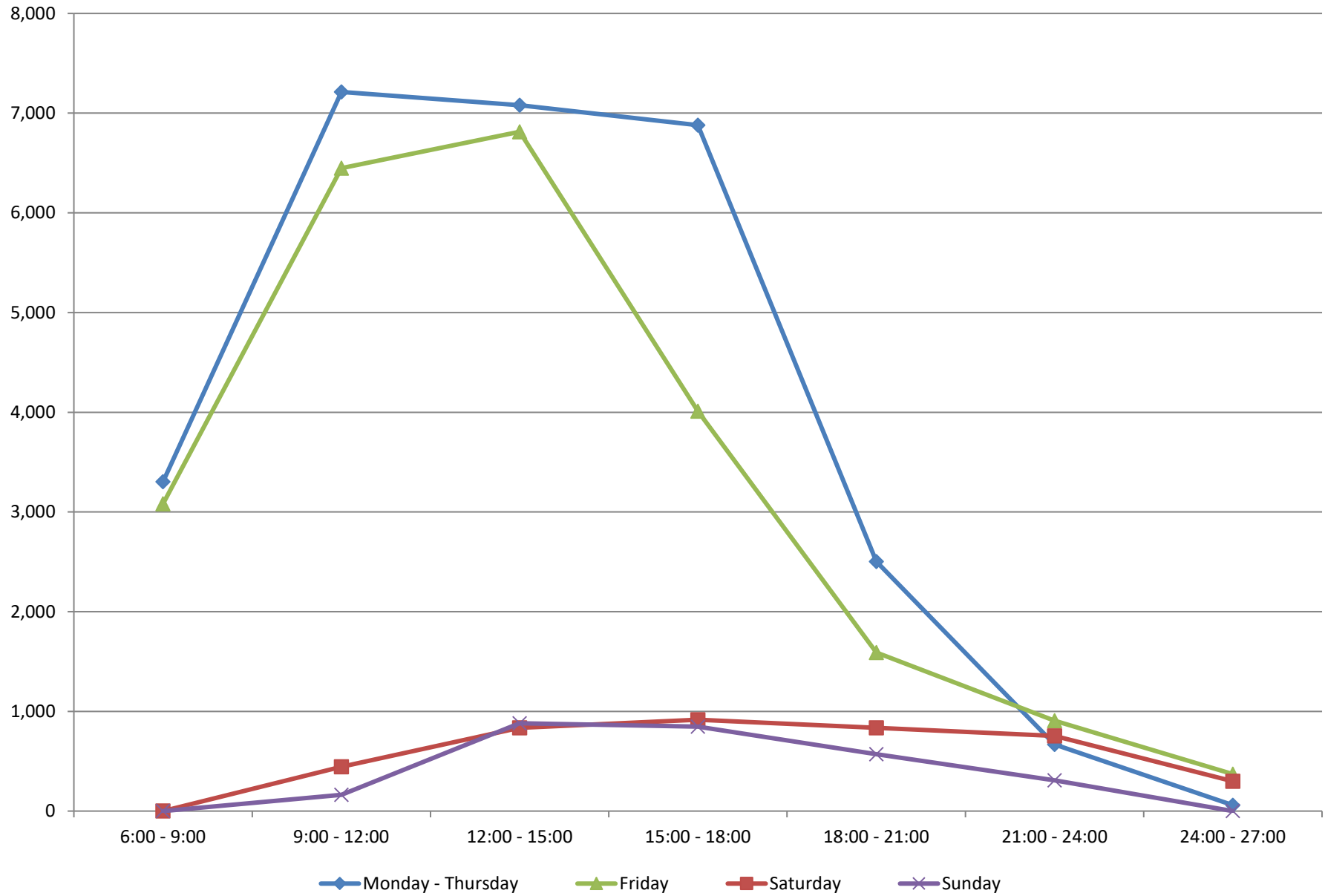
Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

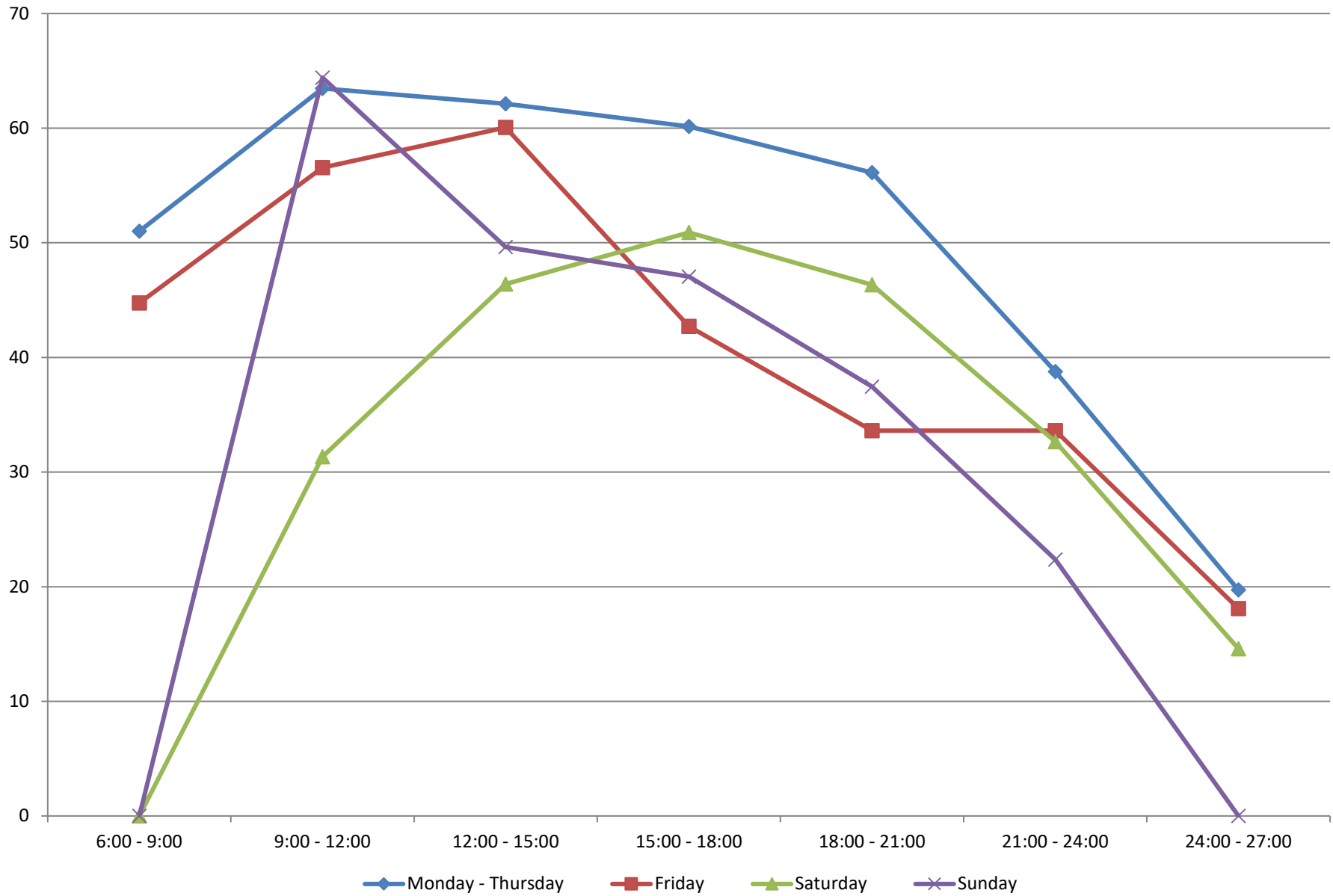
Month: February, 2019

	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
Monday - Thursday	6:00 - 9:00	3,304.44	64.79	51.00
	9:00 - 12:00	7,212.50	113.65	63.47
	12:00 - 15:00	7,080.56	113.98	62.12
	15:00 - 18:00	6,880.38	114.39	60.15
	18:00 - 21:00	2,502.75	44.59	56.13
	21:00 - 24:00	668.69	17.25	38.76
	24:00 - 27:00	59.13	3.00	19.71
Friday	6:00 - 9:00	3,081.50	68.85	44.76
	9:00 - 12:00	6,447.00	114.00	56.55
	12:00 - 15:00	6,813.25	113.44	60.06
	15:00 - 18:00	4,011.75	93.92	42.72
	18:00 - 21:00	1,590.75	47.33	33.61
	21:00 - 24:00	907.25	27.00	33.60
	24:00 - 27:00	370.75	20.50	18.09
Saturday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	444.25	14.18	31.34
	12:00 - 15:00	835.00	18.00	46.39
	15:00 - 18:00	916.25	18.00	50.90
	18:00 - 21:00	834.00	18.00	46.33
	21:00 - 24:00	753.75	23.08	32.66
	24:00 - 27:00	299.00	20.50	14.59
Sunday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	164.25	2.55	64.41
	12:00 - 15:00	881.00	17.75	49.63
	15:00 - 18:00	847.00	18.00	47.06
	18:00 - 21:00	571.00	15.25	37.44
	21:00 - 24:00	307.50	13.75	22.36
	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	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									
Total for 3rd Quarter:	854,669	805,025	94.19%	19,814	2.32%	824,839	96.51%	29,830	3.49%
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:	3,267,538	3,067,112	93.87%	78,404	2.40%	3,145,516	96.27%	122,022	3.73%