



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

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
Total Passengers	289,808	340,528	-15%	2,717,708	2,459,554	10%
Total Revenue Hours	8,002.95	8,765.62	-9%	65,299.60	62,170.90	5%
Total Revenue Miles	80,131.60	85,836.60	-7%	653,851.20	604,491.10	8%
Total Driver Hours	9,117.50	9,959.25	-8%	73,843.75	70,779.42	4%
Passengers/RH	36.21	38.85	-7%	41.62	39.56	5%
Passengers/RM	3.62	3.97	-9%	4.16	4.07	2%
Passengers/DH	31.79	34.19	-7%	36.80	34.75	6%
Full Service Weekdays	8	12	(4)	85	88	(3)
Full Service Weekends	3	5	(2)	33	34	(1)
Reduced Service Weekdays	13	9	4	57	54	3
Reduced Service Weekends	5	3	2	27	27	0
Intermediate Service Weekdays	1	1	0	8	8	0
No Service Days	1	1	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: January, 2019

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YTD Ridership	Previous YTD Total	YTD Change
CAS	1,663	0.59%	0	0%	12,455	0.48%	0	0%
CBD	4,044	1.44%	4,804	-16%	38,868	1.48%	37,258	4%
CRC	8,667	3.08%	9,241	-6%	75,409	2.88%	59,054	28%
HDG	12,643	4.49%	13,814	-8%	110,173	4.21%	92,478	19%
HWD	2,964	1.05%	3,655	-19%	33,264	1.27%	32,159	3%
HWA	25,077	8.91%	32,899	-24%	230,156	8.79%	231,894	-1%
HWB	23,784	8.45%	24,071	-1%	220,677	8.42%	170,843	29%
HXP	18,984	6.75%	23,096	-18%	164,775	6.29%	144,503	14%
MSN	19,737	7.02%	25,057	-21%	200,028	7.64%	187,971	6%
MSS	19,930	7.08%	21,606	-8%	176,587	6.74%	158,362	12%
PHD	24,067	8.55%	27,844	-14%	223,892	8.55%	197,453	13%
PRB	2,694	0.96%	0	0%	21,229	0.81%	0	0%
PRG	27,904	9.92%	35,437	-21%	253,961	9.69%	245,445	3%
TOM	44,031	15.65%	49,390	-11%	400,386	15.28%	340,893	17%
TTT	4,530	1.61%	5,298	-14%	41,478	1.58%	42,130	-2%
UCB	26,371	9.37%	35,106	-25%	259,750	9.92%	261,054	0%
UMS	14,250	5.07%	21,693	-34%	156,545	5.98%	166,179	-6%
Totals	281,340	100.00%	333,011	-16%	2,619,633	100.00%	2,367,676	11%

Total Ridership per Route
Christiansburg Routes
Month: January, 2019

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
Commuter	114	5.17%	177	-36%	1,155	7.13%	1,707	-32%
Explorer Blue	257	11.67%	0	0%	257	1.59%	0	0%
Explorer Gold	266	12.07%	0	0%	266	1.64%	0	0%
The Explorer	747	33.91%	957	-22%	7,505	46.35%	7,388	2%
GoAnywhere	819	37.18%	951	-14%	7,010	43.29%	7,467	-6%
Totals	2,203	100%	2,085	6%	16,193	100%	16,562	-2%
Christiansburg Fixed Route Total	1,384	62.82%	1,134	22.05%	9,183	56.71%	9,095	0.97%
Christiansburg Demand Response Total	819	37.18%	951	-13.88%	7,010	43.29%	7,467	-6.12%
Totals	2,203	100%	2,085	6%	16,193	100%	16,562	-2%

Passengers per Revenue Hour per Route

All Fixed Routes

Month: January, 2019

Route	Current Month	Previous Year	Change by Month
CAS	16.06	0.00	0%
CBD	38.24	31.45	22%
CRC	17.78	15.55	14%
HDG	25.89	24.96	4%
HWD	29.64	40.22	-26%
HWA	54.86	60.03	-9%
HWB	51.73	55.50	-7%
HXP	50.51	41.00	23%
MSN	45.83	51.88	-12%
MSS	37.05	35.57	4%
PHD	55.86	61.12	-9%
PRB	25.81	0.00	0%
PRG	60.94	78.83	-23%
TOM	70.63	67.45	5%
TTT	14.28	15.98	-11%
UCB	52.31	55.13	-5%
UMS	75.70	78.67	-4%
BTC	2.33	3.58	-35%
BLU	2.50	0.00	0%
GLD	2.53	0.00	0%
TE	5.00	3.78	32%

Passengers per Revenue Hour per Day of Week

All Fixed Routes

Month: January, 2019

Week Day	Current Month			Previous Year			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
Sunday	5,461	192.69	28.34	7,340	230.70	31.82	-11%
Monday	39,280	1,059.81	37.06	55,137	1,229.74	44.84	-17%
Tuesday	65,690	1,268.38	51.79	80,635	1,569.47	51.38	1%
Wednesday	66,071	1,429.80	46.21	79,805	1,567.64	50.91	-9%
Thursday	66,050	1,427.80	46.26	54,904	1,143.91	48.00	-4%
Friday	32,802	961.61	34.11	45,355	1,169.16	38.79	-12%
Saturday	6,990	238.60	29.30	9,821	300.20	32.71	-10%
Total	282,344	6,578.69	42.92	332,997	7,210.82	46.18	-7%

* 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: January, 2019

Week Day	Current Month			Previous Year			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
Sunday	5,461	2,049	2.67	7,340	2,409	3.05	-13%
Monday	39,280	11,190	3.51	55,137	12,565	4.39	-20%
Tuesday	65,690	13,158	4.99	80,635	15,970	5.05	-1%
Wednesday	66,071	14,904	4.43	79,805	15,974	5.00	-11%
Thursday	66,050	14,885	4.44	54,904	11,790	4.66	-5%
Friday	32,802	10,194	3.22	45,355	12,095	3.75	-14%
Saturday	6,990	2,574	2.72	9,821	3,206	3.06	-11%
Total	282,344	68,954	4.09	332,997	74,009	4.50	-9%

* 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: January, 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	4	4.52	0.89	32	26.62	1.20	-26%
Monday	177	132.62	1.33	161	140.52	1.15	16%
Tuesday	228	124.72	1.83	252	182.40	1.38	32%
Wednesday	288	182.23	1.58	241	189.93	1.27	25%
Thursday	227	145.62	1.56	154	129.23	1.19	31%
Friday	222	125.79	1.76	195	136.77	1.43	24%
Saturday	87	58.13	1.50	86	61.47	1.40	7%
Total	1,233	773.62	1.59	1,121	866.93	1.29	23%

<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	119	63.70	1.87	155	66.49	2.33	-20%
Tuesday	132	68.50	1.93	197	88.96	2.21	-13%
Wednesday	172	89.05	1.93	223	86.75	2.57	-25%
Thursday	180	86.18	2.09	138	55.50	2.49	-16%
Friday	165	72.30	2.28	181	68.95	2.63	-13%
Saturday	51	27.23	1.87	57	28.36	2.01	-7%
Total	819	406.97	2.01	951	395.01	2.41	-16%

*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: January, 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	4	13	0.31	32	68	0.47	-35%
Monday	177	918	0.19	161	864	0.19	3%
Tuesday	228	1,019	0.22	252	1,111	0.23	-1%
Wednesday	288	1,314	0.22	241	1,340	0.18	22%
Thursday	227	1,095	0.21	154	913	0.17	23%
Friday	222	1,016	0.22	195	1,013	0.19	14%
Saturday	87	429	0.20	86	355	0.24	-16%
Total	1,233	5,804	0.21	1,121	5,664	0.20	7%

<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	119	691	0.17	155	756	0.21	-16%
Tuesday	132	602	0.22	197	979	0.20	9%
Wednesday	172	978	0.18	223	1,067	0.21	-16%
Thursday	180	960	0.19	138	660	0.21	-10%
Friday	165	804	0.21	181	856	0.21	-3%
Saturday	51	186	0.27	57	419	0.14	102%
Total	819	4,221	0.19	951	4,737	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: January, 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	58	18.30	3.17	90	21.68	4.15	-24%
Wednesday	63	23.75	2.65	96	20.43	4.70	-44%
Thursday	68	22.05	3.08	44	17.90	2.46	25%
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	189	64.10	2.95	230	60.01	3.83	-23%

<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	0.15	6.67	0	0.00	0.00	0%
Total	1	0.15	6.67	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: January, 2019

<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	58	140	0.41	90	263	0.34	21%
Wednesday	63	182	0.35	96	200	0.48	-28%
Thursday	68	168	0.40	44	170	0.26	56%
Friday	0	0	0.00	0	0	0.00	0%
Saturday	0	0	0.00	0	0	0.00	0%
Total	189	490	0.39	230	633	0.36	6%

<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.

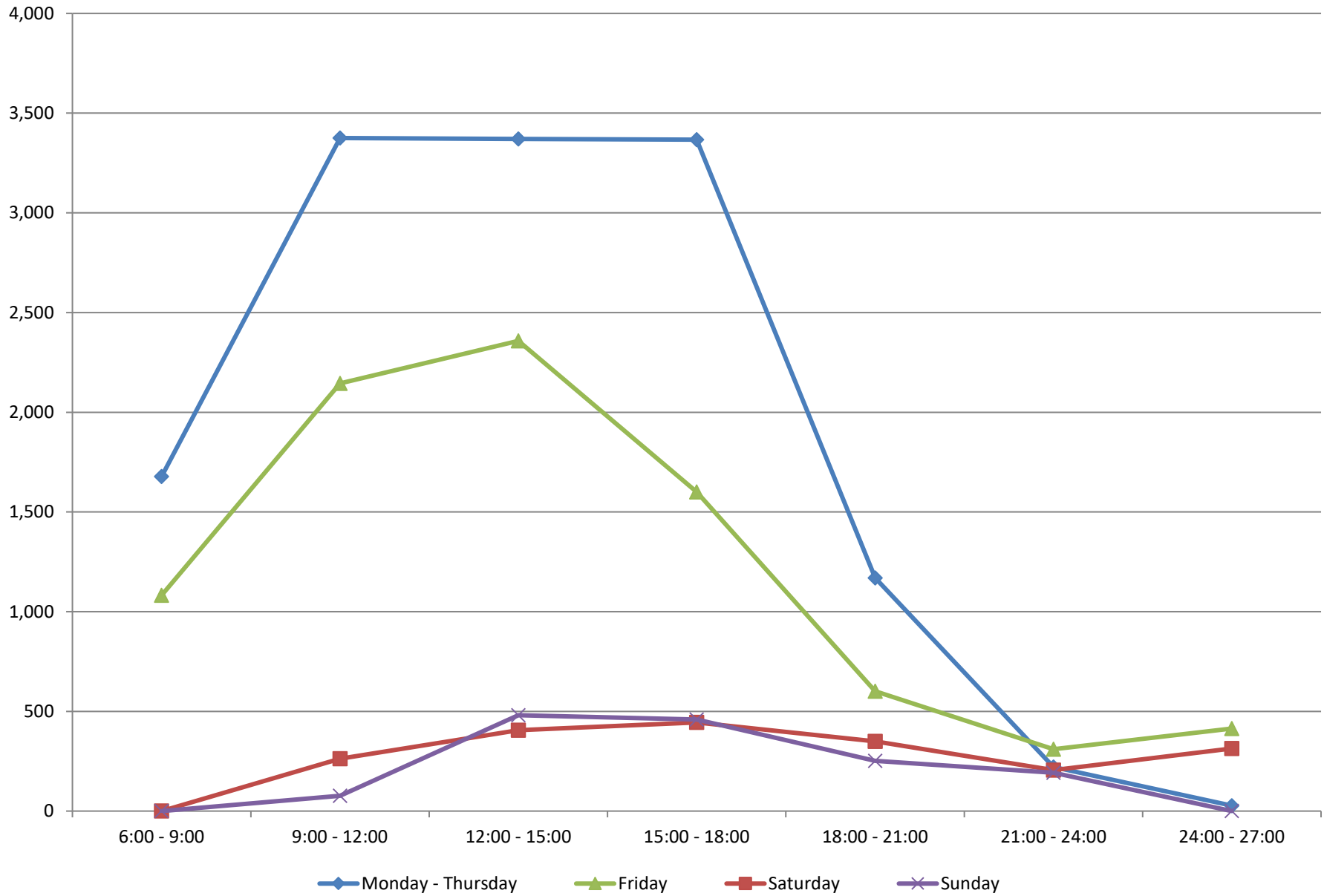
Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

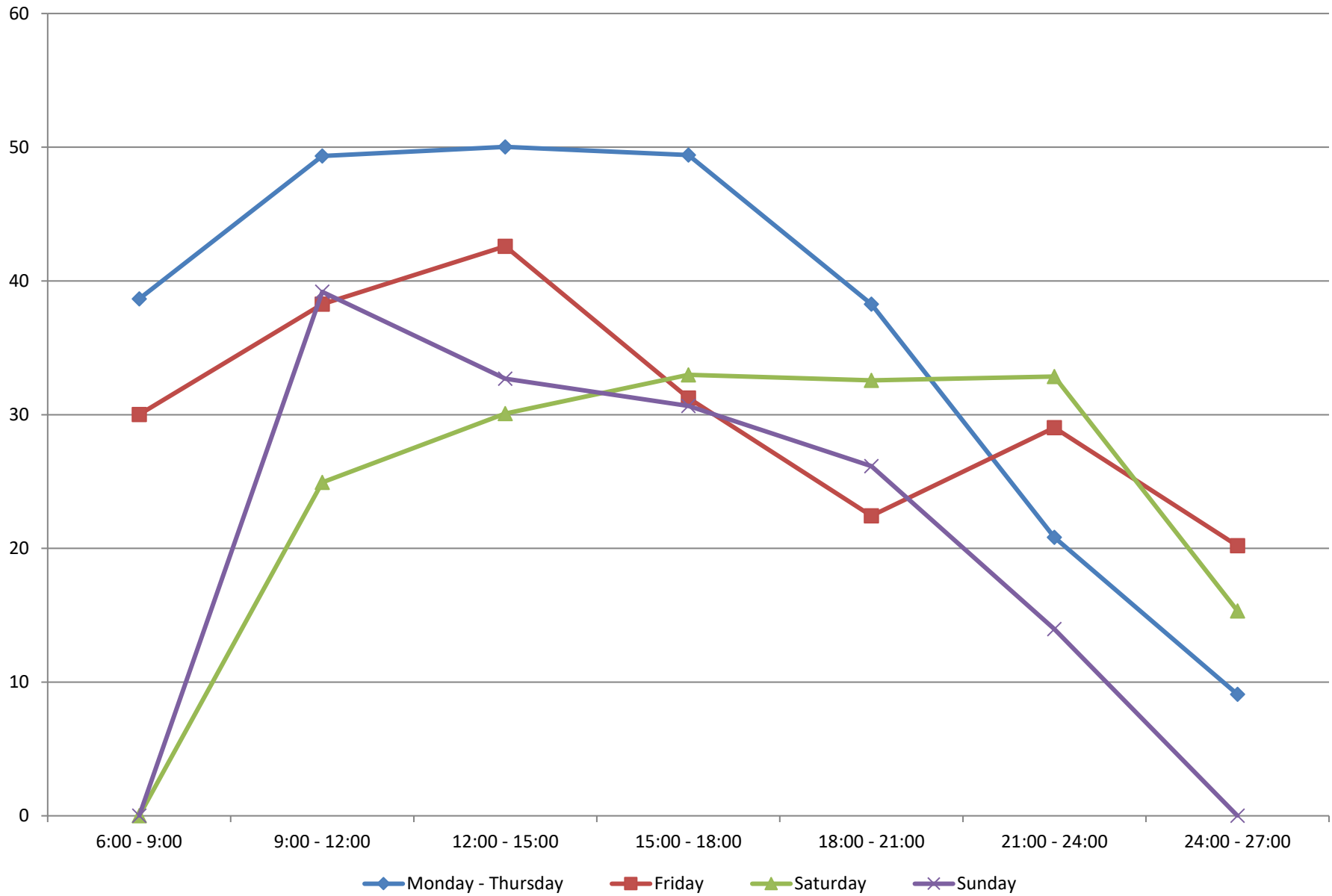
Month: January, 2019

	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
Monday - Thursday	6:00 - 9:00	1,678.00	43.40	38.66
	9:00 - 12:00	3,375.11	68.39	49.35
	12:00 - 15:00	3,371.11	67.39	50.03
	15:00 - 18:00	3,366.78	68.13	49.42
	18:00 - 21:00	1,169.33	30.56	38.27
	21:00 - 24:00	220.39	10.58	20.82
	24:00 - 27:00	27.25	3.00	9.08
Friday	6:00 - 9:00	1,082.50	36.08	30.00
	9:00 - 12:00	2,144.75	56.06	38.26
	12:00 - 15:00	2,358.00	55.36	42.59
	15:00 - 18:00	1,600.75	51.25	31.23
	18:00 - 21:00	600.75	26.78	22.43
	21:00 - 24:00	310.25	10.69	29.03
	24:00 - 27:00	414.00	20.50	20.20
Saturday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	263.00	10.55	24.93
	12:00 - 15:00	405.50	13.48	30.09
	15:00 - 18:00	444.50	13.48	32.98
	18:00 - 21:00	350.00	10.75	32.56
	21:00 - 24:00	206.00	6.27	32.85
	24:00 - 27:00	314.00	20.50	15.32
Sunday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	77.00	1.97	39.19
	12:00 - 15:00	480.75	14.71	32.69
	15:00 - 18:00	459.75	15.00	30.65
	18:00 - 21:00	251.75	9.63	26.16
	21:00 - 24:00	192.00	13.75	13.96
	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									
March-19									
Total for 3rd Quarter:	287,566	265,628	92.37%	8,944	3.11%	274,572	95.48%	12,994	4.52%
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:	2,700,435	2,527,715	93.60%	67,534	2.50%	2,595,249	96.10%	105,186	3.90%