



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

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
<b>Total Passengers</b>	449,853	383,019	17%	3,736,821	3,333,822	12%
<b>Total Revenue Hours</b>	10,422.60	9,809.78	6%	87,187.03	82,624.50	6%
<b>Total Revenue Miles</b>	105,969.00	96,798.00	9%	874,916.40	804,979.40	9%
<b>Total Driver Hours</b>	11,547.50	10,938.00	6%	98,081.00	93,535.92	5%
<b>Passengers/RH</b>	43.16	39.04	11%	42.86	40.35	6%
<b>Passengers/RM</b>	4.25	3.96	7%	4.27	4.14	3%
<b>Passengers/DH</b>	38.96	35.02	11%	38.10	35.64	7%
<b>Full Service Weekdays</b>	16	17	(1)	121	125	(4)
<b>Full Service Weekends</b>	7	6	1	48	48	0
<b>Reduced Service Weekdays</b>	5	5	0	62	59	3
<b>Reduced Service Weekends</b>	3	3	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: March, 2019

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YTD Ridership	Previous YTD Total	YTD Change
CAS	3,093	0.70%	0	0%	19,605	0.54%	0	0%
CBD	6,566	1.48%	5,499	19%	54,349	1.50%	50,369	8%
CRC	14,785	3.32%	11,965	24%	107,285	2.96%	85,435	26%
HDG	18,346	4.12%	15,190	21%	152,157	4.20%	126,281	20%
HWD	5,890	1.32%	4,978	18%	44,962	1.24%	42,858	5%
HWA	38,842	8.73%	36,924	5%	319,462	8.81%	316,166	1%
HWB	36,130	8.12%	26,807	35%	302,657	8.35%	231,380	31%
HXP	34,033	7.65%	27,830	22%	241,154	6.65%	209,684	15%
MSN	31,396	7.06%	27,971	12%	270,843	7.47%	251,708	8%
MSS	28,076	6.31%	24,454	15%	237,523	6.55%	212,196	12%
PHD	36,412	8.18%	30,195	21%	308,200	8.50%	266,610	16%
PRB	4,443	1.00%	0	0%	31,381	0.87%	0	0%
PRG	44,670	10.04%	41,435	8%	357,468	9.86%	340,724	5%
TOM	69,997	15.73%	56,404	24%	557,109	15.36%	468,456	19%
TTT	5,918	1.33%	4,980	19%	53,540	1.48%	53,137	1%
UCB	43,255	9.72%	38,841	11%	358,769	9.89%	350,089	2%
UMS	23,036	5.18%	26,048	-12%	210,077	5.79%	225,746	-7%
<b>Totals</b>	<b>444,888</b>	<b>100.00%</b>	<b>379,521</b>	<b>17%</b>	<b>3,626,541</b>	<b>100.00%</b>	<b>3,230,839</b>	<b>12%</b>

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

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
Commuter	154	6.22%	217	-29%	1,451	6.91%	2,105	-31%
Explorer Blue	741	29.92%	0	0%	1,718	8.19%	0	0%
Explorer Gold	836	33.75%	0	0%	1,803	8.59%	0	0%
The Explorer	0	0.00%	1,054	-100%	7,505	35.76%	9,447	-21%
GoAnywhere	746	30.12%	871	-14%	8,512	40.55%	9,261	-8%
<i>Combined Explorers</i>	<i>1,577</i>	<i>63.67%</i>	<i>1,054</i>	<i>50%</i>	<i>11,026</i>	<i>52.53%</i>	<i>9,447</i>	<i>17%</i>
<b>Totals</b>	<b>2,477</b>	<b>100%</b>	<b>2,142</b>	<b>16%</b>	<b>20,989</b>	<b>100%</b>	<b>20,813</b>	<b>1%</b>
<b>Christiansburg Fixed Route Total</b>	1,731	69.88%	1,271	36.19%	12,477	59.45%	11,552	8.01%
<b>Christiansburg Demand Response Total</b>	746	30.12%	871	-14.35%	8,512	40.55%	9,261	-8.09%
<b>Totals</b>	<b>2,477</b>	<b>100%</b>	<b>2,142</b>	<b>16%</b>	<b>20,989</b>	<b>100%</b>	<b>20,813</b>	<b>1%</b>

**Passengers per Revenue Hour per Route**

All Fixed Routes

Month: March, 2019

Route	Current Month	Previous Year	Change by Month
CAS	18.22	0.00	0%
CBD	34.97	27.53	27%
CRC	21.94	16.96	29%
HDG	29.98	22.13	35%
HWD	50.31	30.61	64%
HWA	61.36	57.65	6%
HWB	56.89	54.13	5%
HXP	46.56	37.81	23%
MSN	58.68	45.09	30%
MSS	41.76	28.89	45%
PHD	62.19	57.11	9%
PRB	23.71	0.00	0%
PRG	70.66	69.18	2%
TOM	83.48	66.79	25%
TTT	16.66	14.03	19%
UCB	57.35	51.16	12%
UMS	65.44	71.17	-8%
BTC	3.31	4.38	-25%
BLU	3.05	0.00	0%
GLD	3.41	0.00	0%
TE	0.00	4.14	-100%



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

All Fixed Routes

Month: March, 2019

Week Day	Current Month			Previous Year			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
<b>Sunday</b>	10,526	298.50	35.26	7,406	231.20	32.03	10%
<b>Monday</b>	82,875	1,583.86	52.32	52,197	1,296.05	40.27	30%
<b>Tuesday</b>	86,947	1,596.93	54.45	75,640	1,411.03	53.61	2%
<b>Wednesday</b>	85,178	1,597.47	53.32	69,654	1,422.53	48.96	9%
<b>Thursday</b>	80,726	1,599.05	50.48	93,771	1,846.84	50.77	-1%
<b>Friday</b>	85,002	2,109.06	40.30	69,744	1,895.26	36.80	10%
<b>Saturday</b>	15,365	421.24	36.48	12,380	361.00	34.29	6%
<b>Total</b>	<b>446,619</b>	<b>9,206.11</b>	<b>48.51</b>	<b>380,792</b>	<b>8,463.91</b>	<b>44.99</b>	<b>8%</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: March, 2019

Week Day	Current Month			Previous Year			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
<b>Sunday</b>	10,526	3,122	3.37	7,406	2,411	3.07	10%
<b>Monday</b>	82,875	16,295	5.09	52,197	13,158	3.97	28%
<b>Tuesday</b>	86,947	16,431	5.29	75,640	14,192	5.33	-1%
<b>Wednesday</b>	85,178	16,420	5.19	69,654	14,328	4.86	7%
<b>Thursday</b>	80,726	16,436	4.91	93,771	18,531	5.06	-3%
<b>Friday</b>	85,002	21,899	3.88	69,744	19,207	3.63	7%
<b>Saturday</b>	15,365	4,506	3.41	12,380	3,841	3.22	6%
<b>Total</b>	<b>446,619</b>	<b>95,109</b>	<b>4.70</b>	<b>380,792</b>	<b>85,668</b>	<b>4.44</b>	<b>6%</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: March, 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	16	23.50	0.68	20	24.70	0.81	-16%
Monday	200	124.28	1.61	134	124.33	1.08	49%
Tuesday	233	140.55	1.66	217	139.53	1.56	7%
Wednesday	249	152.96	1.63	204	151.33	1.35	21%
Thursday	212	140.27	1.51	235	176.03	1.34	13%
Friday	251	147.27	1.70	268	169.03	1.59	7%
Saturday	99	56.60	1.75	92	67.25	1.37	28%
<b>Total</b>	<b>1,260</b>	<b>785.44</b>	<b>1.60</b>	<b>1,170</b>	<b>852.21</b>	<b>1.37</b>	<b>17%</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
Sunday	0	0.00	0.00	0	0.00	0.00	0%
Monday	149	68.73	2.17	112	64.65	1.73	25%
Tuesday	128	61.13	2.09	153	70.22	2.18	-4%
Wednesday	143	60.60	2.36	138	69.72	1.98	19%
Thursday	125	59.92	2.09	207	89.58	2.31	-10%
Friday	141	71.70	1.97	205	83.38	2.46	-20%
Saturday	60	34.13	1.76	56	31.57	1.77	-1%
<b>Total</b>	<b>746</b>	<b>356.22</b>	<b>2.09</b>	<b>871</b>	<b>409.12</b>	<b>2.13</b>	<b>-2%</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: March, 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	16	67	0.24	20	61	0.33	-27%
Monday	200	1,017	0.20	134	835	0.16	23%
Tuesday	233	1,179	0.20	217	1,061	0.20	-3%
Wednesday	249	1,224	0.20	204	1,015	0.20	1%
Thursday	212	1,083	0.20	235	1,312	0.18	9%
Friday	251	1,170	0.21	268	1,347	0.20	8%
Saturday	99	487	0.20	92	385	0.24	-15%
<b>Total</b>	<b>1,260</b>	<b>6,227</b>	<b>0.20</b>	<b>1,170</b>	<b>6,016</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	149	752	0.20	112	593	0.19	5%
Tuesday	128	666	0.19	153	738	0.21	-7%
Wednesday	143	780	0.18	138	775	0.18	3%
Thursday	125	694	0.18	207	1,065	0.19	-7%
Friday	141	765	0.18	205	1,045	0.20	-6%
Saturday	60	367	0.16	56	373	0.15	9%
<b>Total</b>	<b>746</b>	<b>4,024</b>	<b>0.19</b>	<b>871</b>	<b>4,589</b>	<b>0.19</b>	<b>-2%</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: March, 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	63	19.02	3.31	64	16.12	3.97	-17%
Wednesday	50	19.50	2.56	62	16.02	3.87	-34%
Thursday	55	21.75	2.53	60	20.32	2.95	-14%
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>168</b>	<b>60.26</b>	<b>2.79</b>	<b>186</b>	<b>52.45</b>	<b>3.55</b>	<b>-21%</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	0	0.00	0.00	0	0.00	0.00	0%
<b>Total</b>	<b>0</b>	<b>0.00</b>	<b>0.00</b>	<b>0</b>	<b>0.00</b>	<b>0.00</b>	<b>0%</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: March, 2019

<u>Warm Hearth Current Month</u>	<u>Warm Hearth 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	0	0	0.00	0	0	0.00	0%
Tuesday	63	183	0.34	64	155	0.41	-17%
Wednesday	50	184	0.27	62	162	0.38	-29%
Thursday	55	185	0.30	60	207	0.29	3%
Friday	0	0	0.00	0	0	0.00	0%
Saturday	0	0	0.00	0	0	0.00	0%
<b>Total</b>	<b>168</b>	<b>552</b>	<b>0.30</b>	<b>186</b>	<b>524</b>	<b>0.35</b>	<b>-14%</b>

<u>CRC Shuttle Current Month</u>	<u>CRC Shuttle 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	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	0	0	0.00	0	0	0.00	0%
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0.00</b>	<b>0</b>	<b>0</b>	<b>0.00</b>	<b>0%</b>

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

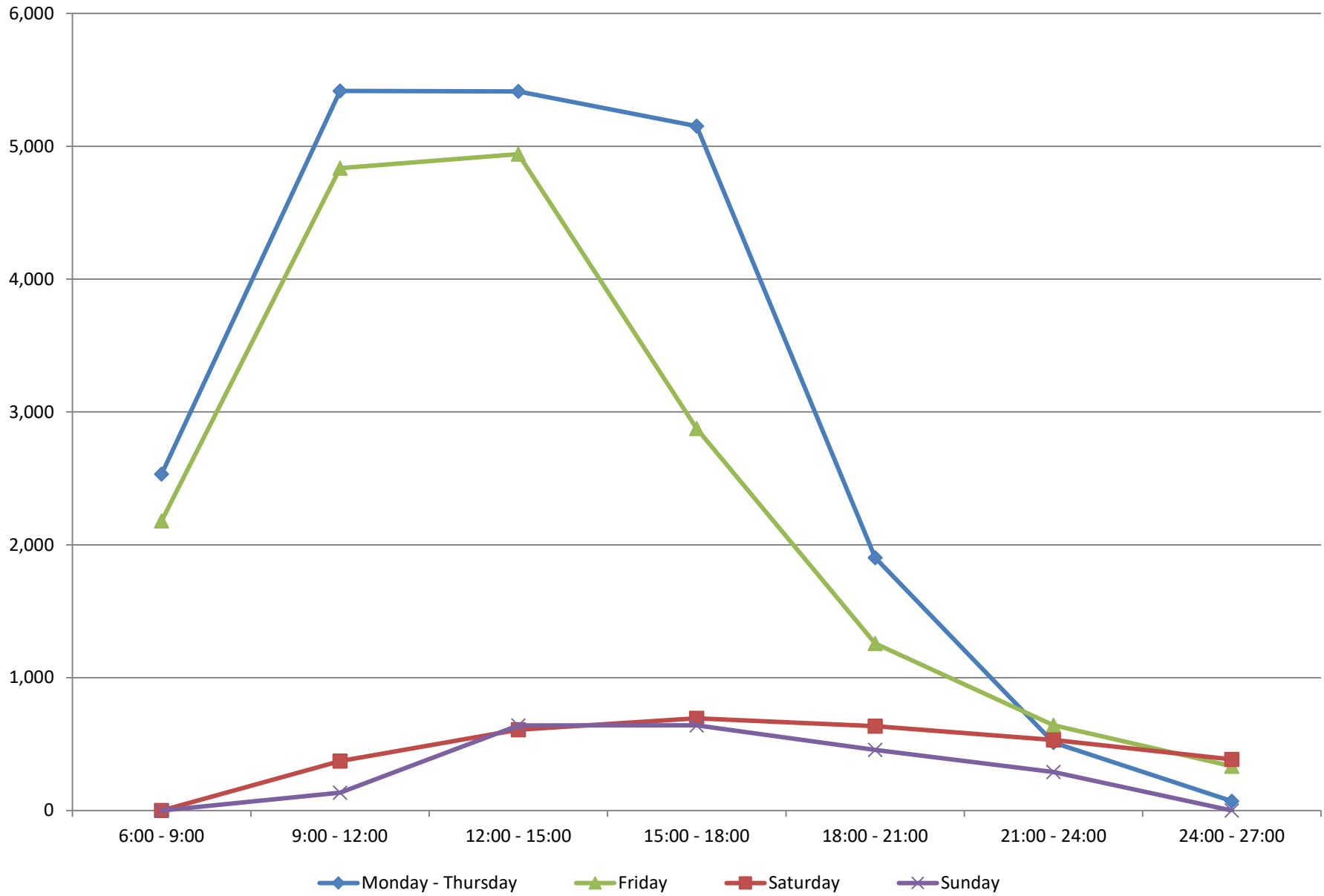
## Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

Month: March, 2019

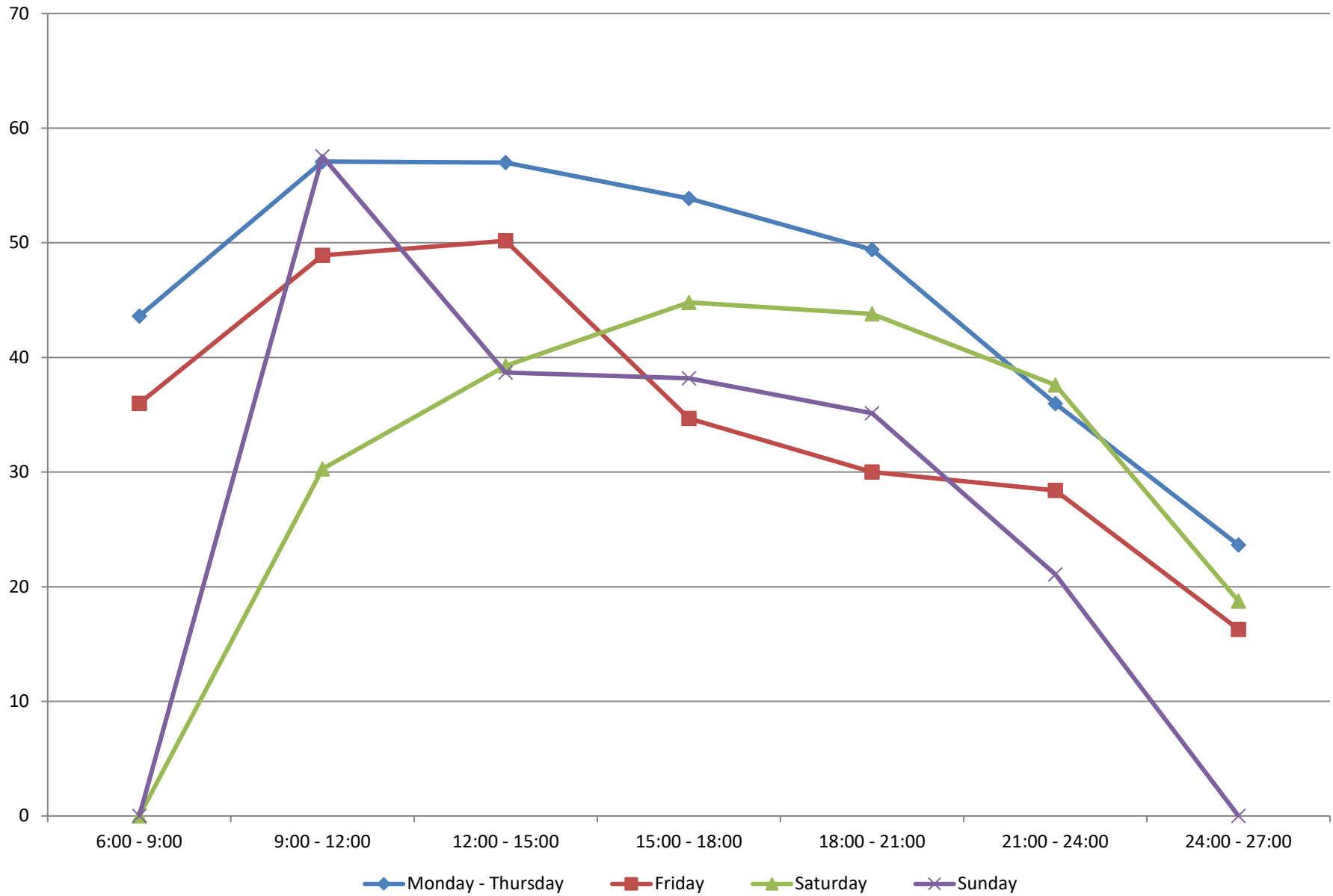
	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
<b>Monday - Thursday</b>	6:00 - 9:00	2,532.75	58.09	43.60
	9:00 - 12:00	5,416.75	94.89	57.09
	12:00 - 15:00	5,412.63	94.95	57.01
	15:00 - 18:00	5,151.75	95.64	53.86
	18:00 - 21:00	1,903.38	38.52	49.41
	21:00 - 24:00	512.44	14.25	35.96
	24:00 - 27:00	70.92	3.00	23.64
<b>Friday</b>	6:00 - 9:00	2,180.20	60.56	36.00
	9:00 - 12:00	4,836.20	98.90	48.90
	12:00 - 15:00	4,941.00	98.48	50.17
	15:00 - 18:00	2,875.20	82.90	34.68
	18:00 - 21:00	1,257.80	41.93	30.00
	21:00 - 24:00	643.00	22.65	28.39
	24:00 - 27:00	333.75	20.50	16.28
<b>Saturday</b>	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	372.40	12.30	30.28
	12:00 - 15:00	608.60	15.50	39.26
	15:00 - 18:00	694.40	15.50	44.80
	18:00 - 21:00	635.00	14.50	43.79
	21:00 - 24:00	532.00	14.15	37.60
	24:00 - 27:00	384.33	20.50	18.75
<b>Sunday</b>	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	135.20	2.35	57.53
	12:00 - 15:00	640.00	16.55	38.67
	15:00 - 18:00	641.40	16.80	38.18
	18:00 - 21:00	456.80	13.00	35.14
	21:00 - 24:00	289.75	13.75	21.07
	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>	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%	
<b>Total for 2nd Quarter:</b>	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	447,679	420,173	93.86%	10,760	2.40%	430,933	96.26%	16,746	3.74%	
<b>Total for 3rd Quarter:</b>	1,302,348	1,225,198	94.08%	30,574	2.35%	1,255,772	96.42%	46,576	3.58%	
April-19										
May-19										
June-19										
<b>Total for 4th Quarter:</b>	0	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	
<b>Total for Year:</b>	3,715,217	3,487,285	93.86%	89,164	2.40%	3,576,449	96.26%	138,768	3.74%	