



Monthly Ridership and
Service Level Report
May, 2019

**“Safety, Courtesy, Reliability,
and the Environment”**

TABLE OF CONTENTS

Glossary & Route Abbreviations	3-4
Summary - All Routes	5
Total Ridership per Route - Blacksburg, Fixed Routes	6
Total Ridership per Route - Christiansburg Routes	7
Passengers per Revenue Hour per Route - All Fixed Routes	8
Passengers per Revenue Hour per Day of Week - All Fixed Routes	9
Passengers per Revenue Mile per Day of Week - All Fixed Routes	10
Passengers per Revenue Hour per Day of Week - Demand Response Service	11
Passengers per Revenue Mile per Day of Week - Demand Response Service	12
Passengers per Revenue Hour per Day of Week - Focused Demand Response Service	13
Passengers per Revenue Hour per Day of Week - Focused Demand Response Service	14
Average Ridership and Revenue Hours by Time of Day - All Fixed Routes	15
Graph: Average Total Passengers by Time of Day - All Fixed Routes	16
Graph: Average Passengers per Revenue Hour by Time of Day - All Fixed Routes	17
Blacksburg Fare Type Totals – Blacksburg, Fixed Routes and Athletics/Specials	18

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: May, 2019

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
Total Passengers	271,456	165,531	64%	4,586,456	3,984,394	15%
Total Revenue Hours	9,051.51	7,088.83	28%	108,633.02	100,773.01	8%
Total Revenue Miles	93,521.90	72,204.10	30%	1,094,269.40	986,304.50	11%
Total Driver Hours	10,394.25	7,981.25	30%	123,104.75	113,700.42	8%
Passengers/RH	29.99	23.35	28%	42.22	39.54	7%
Passengers/RM	2.90	2.29	27%	4.19	4.04	4%
Passengers/DH	26.12	20.74	26%	37.26	35.04	6%
Full Service Weekdays	11	7	4	154	153	1
Full Service Weekends	3	1	2	59	58	1
Reduced Service Weekdays	11	15	(4)	73	74	(1)
Reduced Service Weekends	4	6	(2)	34	36	(2)
Intermediate Service Weekdays	1	1	0	9	9	0
No Service Days	1	1	0	6	5	1

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

Total Ridership per Route

Blacksburg, Fixed Routes

Month: May, 2019

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YTD Ridership	Previous YTD Total	YTD Change
CAS	1,498	0.56%	0	0%	25,623	0.57%	0	0%
CBD	3,062	1.15%	1,473	108%	66,204	1.48%	58,905	12%
CRC	8,249	3.10%	5,578	48%	133,802	3.00%	105,856	26%
HDG	10,689	4.02%	6,615	62%	185,763	4.16%	151,659	22%
HWD	4,987	1.88%	3,472	44%	56,056	1.26%	52,753	6%
HWA	22,372	8.42%	13,700	63%	393,931	8.82%	375,718	5%
HWB	23,444	8.82%	13,369	75%	372,829	8.35%	277,485	34%
HXP	16,090	6.05%	7,461	116%	301,156	6.74%	254,443	18%
MSN	21,071	7.93%	13,576	55%	332,679	7.45%	301,588	10%
MSS	20,610	7.75%	15,280	35%	292,793	6.56%	256,567	14%
PHD	21,289	8.01%	12,277	73%	378,014	8.46%	316,414	19%
PRB	2,687	1.01%	0	0%	40,349	0.90%	0	0%
PRG	26,678	10.04%	12,652	111%	443,864	9.94%	407,435	9%
TOM	41,651	15.67%	28,626	46%	685,898	15.36%	570,009	20%
TTT	5,116	1.92%	4,058	26%	64,814	1.45%	63,028	3%
UCB	25,825	9.72%	16,516	56%	442,415	9.91%	416,365	6%
UMS	10,504	3.95%	6,477	62%	250,130	5.60%	264,696	-6%
Totals	265,822	100.00%	161,130	65%	4,466,320	100.00%	3,872,921	15%

Total Ridership per Route
Christiansburg Routes
Month: May, 2019

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
Commuter	100	3.66%	175	-43%	1,700	6.44%	2,493	-32%
Explorer Blue	776	28.44%	0	0%	3,274	12.40%	0	0%
Explorer Gold	921	33.75%	0	0%	3,764	14.25%	0	0%
The Explorer	0	0.00%	1,128	-100%	7,505	28.42%	11,712	-36%
GoAnywhere	932	34.15%	995	-6%	10,162	38.49%	11,157	-9%
<i>Combined Explorers</i>	<i>1,697</i>	<i>62.18%</i>	<i>1,128</i>	<i>50%</i>	<i>14,543</i>	<i>55.08%</i>	<i>11,712</i>	<i>24%</i>
Totals	2,729	100%	2,298	19%	26,405	100%	25,362	4%
Christiansburg Fixed Route Total	1,797	65.85%	1,303	37.91%	16,243	61.51%	14,205	14.35%
Christiansburg Demand Response Total	932	34.15%	995	-6.33%	10,162	38.49%	11,157	-8.92%
Totals	2,729	100%	2,298	19%	26,405	100%	25,362	4%

Passengers per Revenue Hour per Route

All Fixed Routes

Month: May, 2019

Route	Current Month	Previous Year	Change by Month
CAS	11.76	0.00	0%
CBD	23.69	17.91	32%
CRC	14.64	12.22	20%
HDG	19.68	13.80	43%
HWD	43.10	32.41	33%
HWA	42.48	32.17	32%
HWB	44.37	37.30	19%
HXP	30.98	22.43	38%
MSN	44.05	31.87	38%
MSS	34.51	28.95	19%
PHD	43.13	32.88	31%
PRB	20.92	0.00	0%
PRG	50.66	49.77	2%
TOM	59.11	47.79	24%
TTT	15.43	12.78	21%
UCB	43.23	35.33	22%
UMS	43.40	42.24	3%
BTC	2.01	3.54	-43%
BLU	3.05	0.00	0%
GLD	3.59	0.00	0%
TE	0.00	4.45	-100%

Passengers per Revenue Hour per Day of Week

All Fixed Routes

Month: May, 2019

Week Day	Current Month			Previous Year			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
Sunday	6,614	193.20	34.23	4,143	155.20	26.69	28%
Monday	42,763	1,122.85	38.08	17,712	718.51	24.65	54%
Tuesday	43,614	1,293.79	33.71	43,221	1,291.67	33.46	1%
Wednesday	66,952	1,769.79	37.83	38,588	1,290.51	29.90	27%
Thursday	48,661	1,476.06	32.97	24,755	1,026.21	24.12	37%
Friday	46,356	1,493.81	31.03	24,749	889.86	27.81	12%
Saturday	12,659	364.76	34.71	9,081	291.90	31.11	12%
Total	267,619	7,714.26	34.69	162,249	5,663.86	28.65	21%

* 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: May, 2019

Week Day	Current Month			Previous Year			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
Sunday	6,614	2,041	3.24	4,143	1,658	2.50	30%
Monday	42,763	11,560	3.70	17,712	7,637	2.32	60%
Tuesday	43,614	13,508	3.23	43,221	13,590	3.18	2%
Wednesday	66,952	18,297	3.66	38,588	13,655	2.83	29%
Thursday	48,661	15,552	3.13	24,755	11,129	2.22	41%
Friday	46,356	15,817	2.93	24,749	9,573	2.59	13%
Saturday	12,659	3,950	3.20	9,081	3,182	2.85	12%
Total	267,619	80,725	3.32	162,249	60,424	2.69	23%

* 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: May, 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	11	10.60	1.04	12	14.02	0.86	21%
Monday	171	109.22	1.57	112	95.18	1.18	33%
Tuesday	289	153.73	1.88	284	170.63	1.66	13%
Wednesday	273	182.02	1.50	270	185.87	1.45	3%
Thursday	299	177.97	1.68	241	191.11	1.26	33%
Friday	266	154.08	1.73	194	133.82	1.45	19%
Saturday	55	39.12	1.41	48	35.92	1.34	5%
Total	1,364	826.73	1.65	1,161	826.55	1.40	17%

<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	127	54.23	2.34	107	53.88	1.99	18%
Tuesday	163	70.07	2.33	201	84.18	2.39	-3%
Wednesday	182	87.35	2.08	179	87.65	2.04	2%
Thursday	213	87.88	2.42	232	114.02	2.03	19%
Friday	189	85.50	2.21	231	71.38	3.24	-32%
Saturday	58	28.20	2.06	45	26.78	1.68	22%
Total	932	413.23	2.26	995	437.90	2.27	-1%

*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: May, 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	11	53	0.21	12	25	0.48	-57%
Monday	171	930	0.18	112	719	0.16	18%
Tuesday	289	1,333	0.22	284	1,453	0.20	11%
Wednesday	273	1,505	0.18	270	1,533	0.18	3%
Thursday	299	1,563	0.19	241	1,386	0.17	10%
Friday	266	1,415	0.19	194	921	0.21	-11%
Saturday	55	307	0.18	48	198	0.24	-26%
Total	1,364	7,106	0.19	1,161	6,235	0.19	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	127	663	0.19	107	546	0.20	-2%
Tuesday	163	850	0.19	201	890	0.23	-15%
Wednesday	182	1,053	0.17	179	931	0.19	-10%
Thursday	213	1,079	0.20	232	1,120	0.21	-5%
Friday	189	985	0.19	231	893	0.26	-26%
Saturday	58	307	0.19	45	280	0.16	18%
Total	932	4,937	0.19	995	4,660	0.21	-12%

*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: May, 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	41	16.66	2.46	81	22.88	3.54	-30%
Wednesday	76	25.20	3.02	83	23.08	3.60	-16%
Thursday	65	25.03	2.60	59	21.35	2.76	-6%
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	182	66.89	2.72	223	67.32	3.31	-18%

<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%
Total	0	0.00	0.00	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: May, 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	41	112	0.37	81	229	0.35	4%
Wednesday	76	202	0.38	83	176	0.47	-20%
Thursday	65	212	0.31	59	200	0.30	4%
Friday	0	0	0.00	0	0	0.00	0%
Saturday	0	0	0.00	0	0	0.00	0%
Total	182	526	0.35	223	605	0.37	-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	0	0	0.00	0	0	0.00	0%
Total	0	0	0.00	0	0	0.00	0%

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

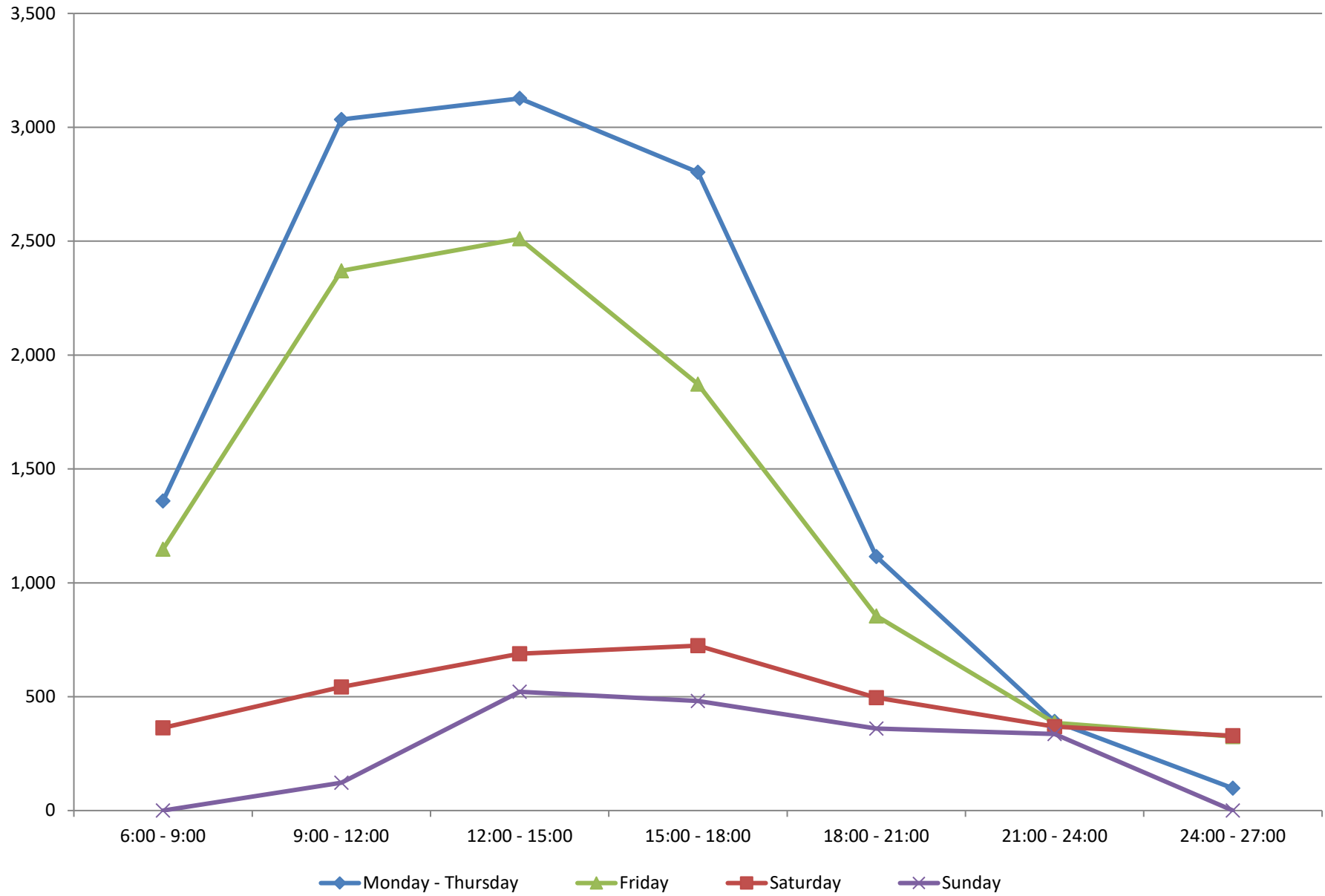
Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

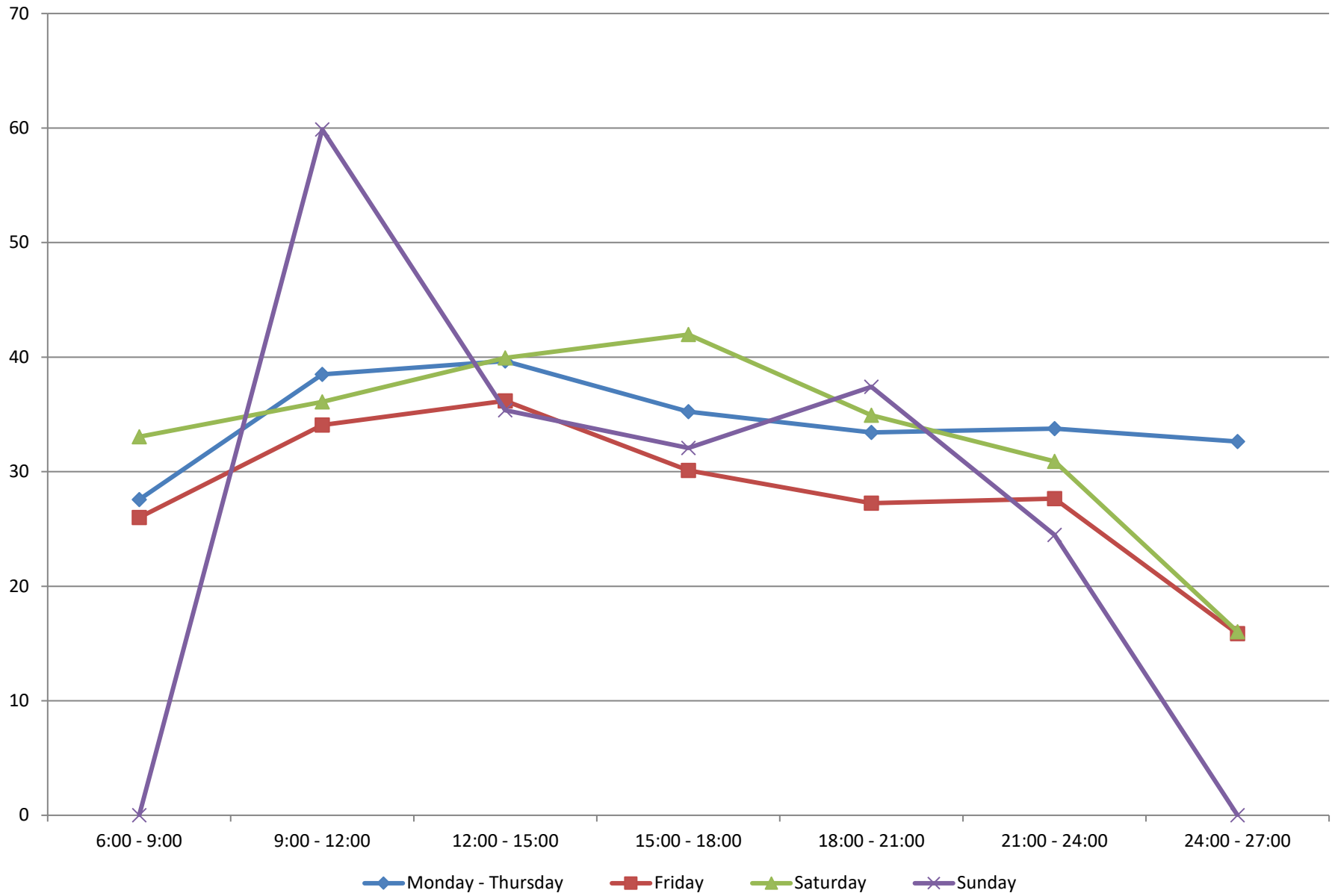
Month: May, 2019

	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
Monday - Thursday	6:00 - 9:00	1,359.00	49.30	27.56
	9:00 - 12:00	3,034.47	78.83	38.49
	12:00 - 15:00	3,126.76	78.85	39.65
	15:00 - 18:00	2,802.94	79.56	35.23
	18:00 - 21:00	1,115.18	33.36	33.43
	21:00 - 24:00	391.59	11.60	33.75
	24:00 - 27:00	97.89	3.00	32.63
Friday	6:00 - 9:00	1,147.60	44.15	26.00
	9:00 - 12:00	2,370.20	69.55	34.08
	12:00 - 15:00	2,510.40	69.38	36.19
	15:00 - 18:00	1,873.00	62.20	30.11
	18:00 - 21:00	854.40	31.34	27.26
	21:00 - 24:00	385.60	13.95	27.64
	24:00 - 27:00	325.00	20.50	15.85
Saturday	6:00 - 9:00	363.50	11.00	33.05
	9:00 - 12:00	542.25	15.03	36.09
	12:00 - 15:00	688.75	17.25	39.93
	15:00 - 18:00	724.00	17.25	41.97
	18:00 - 21:00	495.50	14.19	34.93
	21:00 - 24:00	368.25	11.92	30.91
	24:00 - 27:00	328.50	20.50	16.02
Sunday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	122.75	2.05	59.88
	12:00 - 15:00	521.50	14.75	35.36
	15:00 - 18:00	481.00	15.00	32.07
	18:00 - 21:00	360.00	9.63	37.40
	21:00 - 24:00	336.50	13.75	24.47
	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	447,679	420,173	93.86%	10,760	2.40%	430,933	96.26%	16,746	3.74%
Total for 3rd Quarter:	1,302,348	1,225,198	94.08%	30,574	2.35%	1,255,772	96.42%	46,576	3.58%
April-19	575,935	545,292	94.68%	11,681	2.03%	556,973	96.71%	18,962	3.29%
May-19	268,978	246,416	91.61%	8,724	3.24%	255,140	94.86%	13,838	5.14%
June-19									
Total for 4th Quarter:	844,913	791,708	93.70%	20,405	2.42%	812,113	96.12%	32,800	3.88%
Total for Year:	4,560,130	4,278,993	93.83%	109,569	2.40%	4,388,562	96.24%	171,568	3.76%