



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

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
<b>Total Passengers</b>	653,663	550,247	19%	1,715,489	1,385,693	24%
<b>Total Revenue Hours</b>	12,889.63	11,378.53	13%	38,865.55	34,717.98	12%
<b>Total Revenue Miles</b>	127,877.00	109,964.60	16%	391,034.00	336,790.20	16%
<b>Total Driver Hours</b>	14,331.00	12,746.25	12%	43,705.50	39,650.42	10%
<b>Passengers/RH</b>	50.71	48.36	5%	44.14	39.91	11%
<b>Passengers/RM</b>	5.11	5.00	2%	4.39	4.11	7%
<b>Passengers/DH</b>	45.61	43.17	6%	39.25	34.95	12%
<b>Full Service Weekdays</b>	22	21	1	51	45	6
<b>Full Service Weekends</b>	8	8	0	22	19	3
<b>Reduced Service Weekdays</b>	0	1	(1)	29	35	(6)
<b>Reduced Service Weekends</b>	0	1	(1)	13	17	(4)
<b>Intermediate Service Weekdays</b>	1	0	1	7	6	1
<b>No Service Days</b>	0	0	0	1	1	0

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

**Total Ridership per Route**  
Blacksburg, Fixed Routes  
Month: October, 2018

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YTD Ridership	Previous YTD Total	YTD Change
CAS	3,151	0.49%	0	0%	7,105	0.43%	0	0%
CBD	9,888	1.54%	8,984	10%	25,118	1.52%	21,665	16%
CRC	18,338	2.86%	12,909	42%	47,408	2.87%	32,643	45%
HDG	26,357	4.11%	20,653	28%	67,363	4.08%	49,554	36%
HWD	7,252	1.13%	6,489	12%	20,702	1.25%	19,115	8%
HWA	57,471	8.97%	52,856	9%	143,983	8.71%	128,183	12%
HWB	55,059	8.59%	38,273	44%	140,356	8.50%	95,977	46%
HXP	41,924	6.54%	35,015	20%	100,986	6.11%	76,589	32%
MSN	48,603	7.59%	43,509	12%	128,319	7.77%	106,669	20%
MSS	38,971	6.08%	33,171	17%	111,023	6.72%	89,997	23%
PHD	54,947	8.58%	45,922	20%	142,539	8.63%	111,374	28%
PRB	5,531	0.86%	0	0%	13,569	0.82%	0	0%
PRG	65,219	10.18%	59,123	10%	157,567	9.54%	131,764	20%
TOM	94,907	14.81%	74,113	28%	252,263	15.27%	188,608	34%
TTT	7,636	1.19%	7,381	3%	26,081	1.58%	24,717	6%
UCB	64,080	10.00%	59,088	8%	166,716	10.09%	148,352	12%
UMS	41,382	6.46%	40,106	3%	101,032	6.12%	91,601	10%
<b>Totals</b>	<b>640,716</b>	<b>100.00%</b>	<b>537,592</b>	<b>19%</b>	<b>1,652,130</b>	<b>100.00%</b>	<b>1,316,808</b>	<b>25%</b>

## Total Ridership per Route

Christiansburg Routes

Month: October, 2018

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
<b>Commuter</b>	218	9.48%	303	-28%	778	7.85%	1,074	-28%
<b>Explorer Blue</b>	0	0.00%	0	0%	0	0.00%	0	0%
<b>Explorer Gold</b>	0	0.00%	0	0%	0	0.00%	0	0%
<b>The Explorer</b>	1,154	50.17%	1,047	10%	4,597	46.38%	4,392	5%
<b>GoAnywhere</b>	928	40.35%	1,108	-16%	4,537	45.77%	4,530	0%
<b>Totals</b>	<b>2,300</b>	<b>100%</b>	<b>2,458</b>	<b>-6%</b>	<b>9,912</b>	<b>100%</b>	<b>9,996</b>	<b>-1%</b>
<b>Christiansburg Fixed Route Total</b>	1,372	59.65%	1,350	1.63%	5,375	54.23%	5,466	-1.66%
<b>Christiansburg Demand Response Total</b>	928	40.35%	1,108	-16.25%	4,537	45.77%	4,530	0.15%
<b>Totals</b>	<b>2,300</b>	<b>100%</b>	<b>2,458</b>	<b>-6%</b>	<b>9,912</b>	<b>100%</b>	<b>9,996</b>	<b>-1%</b>

## Passengers per Revenue Hour per Route

All Fixed Routes

Month: October, 2018

Route	Current Month	Previous Year	Change by Month
CAS	11.85	0.00	0%
CBD	36.67	36.56	0%
CRC	21.25	21.91	-3%
HDG	36.82	30.29	22%
HWD	69.23	74.67	-7%
HWA	70.69	69.38	2%
HWB	67.40	68.36	-1%
HXP	41.65	37.09	12%
MSN	78.33	73.35	7%
MSS	49.31	43.91	12%
PHD	73.85	76.12	-3%
PRB	20.47	0.00	0%
PRG	80.15	77.61	3%
TOM	94.18	76.28	23%
TTT	20.58	21.08	-2%
UCB	67.33	65.50	3%
UMS	83.39	86.90	-4%
BTC	4.21	6.12	-31%
BLU	0.00	0.00	0%
GLD	0.00	0.00	0%
TE	4.34	4.14	5%



## Passengers per Revenue Hour per Day of Week

All Fixed Routes

Month: October, 2018

Week Day	<u>Current Month</u>			<u>Previous Year</u>			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
<b>Sunday</b>	11,527	268.40	42.95	13,913	336.17	41.39	4%
<b>Monday</b>	135,441	2,320.28	58.37	118,242	2,068.35	57.17	2%
<b>Tuesday</b>	144,969	2,322.22	62.43	124,880	2,068.85	60.36	3%
<b>Wednesday</b>	145,352	2,322.55	62.58	101,692	1,655.13	61.44	2%
<b>Thursday</b>	108,347	1,841.12	58.85	94,352	1,654.63	57.02	3%
<b>Friday</b>	77,785	1,716.94	45.30	69,125	1,425.18	48.50	-7%
<b>Saturday</b>	18,643	447.52	41.66	16,632	362.70	45.86	-9%
<b>Total</b>	<b>642,064</b>	<b>11,239.03</b>	<b>57.13</b>	<b>538,836</b>	<b>9,571.01</b>	<b>56.30</b>	<b>1%</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: October, 2018

Week Day	<u>Current Month</u>			<u>Previous Year</u>			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
<b>Sunday</b>	11,527	2,786	4.14	13,913	3,506	3.97	4%
<b>Monday</b>	135,441	23,248	5.83	118,242	20,317	5.82	0%
<b>Tuesday</b>	144,969	23,178	6.25	124,880	20,287	6.16	2%
<b>Wednesday</b>	145,352	23,149	6.28	101,692	16,224	6.27	0%
<b>Thursday</b>	108,347	18,373	5.90	94,352	16,312	5.78	2%
<b>Friday</b>	77,785	17,468	4.45	69,125	14,354	4.82	-8%
<b>Saturday</b>	18,643	4,644	4.01	16,632	3,740	4.45	-10%
<b>Total</b>	<b>642,064</b>	<b>112,846</b>	<b>5.69</b>	<b>538,836</b>	<b>94,740</b>	<b>5.69</b>	<b>0%</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: October, 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	11	14.93	0.74	60	38.82	1.55	-52%
Monday	306	182.20	1.68	277	184.59	1.50	12%
Tuesday	427	201.47	2.12	332	203.16	1.63	30%
Wednesday	378	190.65	1.98	234	146.01	1.60	24%
Thursday	232	135.15	1.72	208	151.98	1.37	25%
Friday	240	134.70	1.78	191	135.64	1.41	27%
Saturday	77	53.67	1.43	76	45.05	1.69	-15%
<b>Total</b>	<b>1,671</b>	<b>912.77</b>	<b>1.83</b>	<b>1,378</b>	<b>905.25</b>	<b>1.52</b>	<b>20%</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	164	79.12	2.07	228	98.32	2.32	-11%
Tuesday	220	86.15	2.55	248	108.97	2.28	12%
Wednesday	184	85.08	2.16	211	85.93	2.46	-12%
Thursday	148	63.90	2.32	195	84.97	2.30	1%
Friday	158	69.53	2.27	183	73.20	2.50	-9%
Saturday	54	27.23	1.98	43	33.10	1.30	53%
<b>Total</b>	<b>928</b>	<b>411.02</b>	<b>2.26</b>	<b>1,108</b>	<b>484.48</b>	<b>2.29</b>	<b>-1%</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: October, 2018

<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
<b>Sunday</b>	11	44	0.25	60	177	0.34	-26%
<b>Monday</b>	306	1,383	0.22	277	1,315	0.21	5%
<b>Tuesday</b>	427	1,878	0.23	332	1,503	0.22	3%
<b>Wednesday</b>	378	1,667	0.23	234	1,134	0.21	10%
<b>Thursday</b>	232	1,147	0.20	208	1,023	0.20	-1%
<b>Friday</b>	240	1,153	0.21	191	1,009	0.19	10%
<b>Saturday</b>	77	441	0.17	76	339	0.22	-22%
Total	1,671	7,713	0.22	1,378	6,500	0.21	2%

<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
<b>Sunday</b>	0	0	0.00	0	0	0.00	0%
<b>Monday</b>	164	848	0.19	228	1,030	0.22	-13%
<b>Tuesday</b>	220	1,028	0.21	248	1,216	0.20	5%
<b>Wednesday</b>	184	1,034	0.18	211	977	0.22	-18%
<b>Thursday</b>	148	867	0.17	195	999	0.20	-13%
<b>Friday</b>	158	905	0.17	183	967	0.19	-8%
<b>Saturday</b>	54	257	0.21	43	321	0.13	57%
Total	928	4,939	0.19	1,108	5,510	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: October, 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	60	22.33	2.69	114	22.73	5.02	-46%
Wednesday	87	23.47	3.71	79	17.04	4.64	-20%
Thursday	51	19.97	2.55	53	16.75	3.16	-19%
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>198</b>	<b>65.77</b>	<b>3.01</b>	<b>246</b>	<b>56.52</b>	<b>4.35</b>	<b>-31%</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	2	0.29	6.90	1	0.12	8.33	-17%
<b>Total</b>	<b>2</b>	<b>0.29</b>	<b>6.90</b>	<b>1</b>	<b>0.12</b>	<b>8.33</b>	<b>-17%</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: October, 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	60	222	0.27	114	234	0.49	-45%
Wednesday	87	278	0.31	79	172	0.46	-32%
Thursday	51	154	0.33	53	180	0.29	12%
Friday	0	0	0.00	0	0	0.00	0%
Saturday	0	0	0.00	0	0	0.00	0%
<b>Total</b>	<b>198</b>	<b>654</b>	<b>0.30</b>	<b>246</b>	<b>586</b>	<b>0.42</b>	<b>-28%</b>

<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	2	6	0.33	1	2	0.53	-37%
<b>Total</b>	<b>2</b>	<b>6</b>	<b>0.33</b>	<b>1</b>	<b>2</b>	<b>0.53</b>	<b>-37%</b>

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

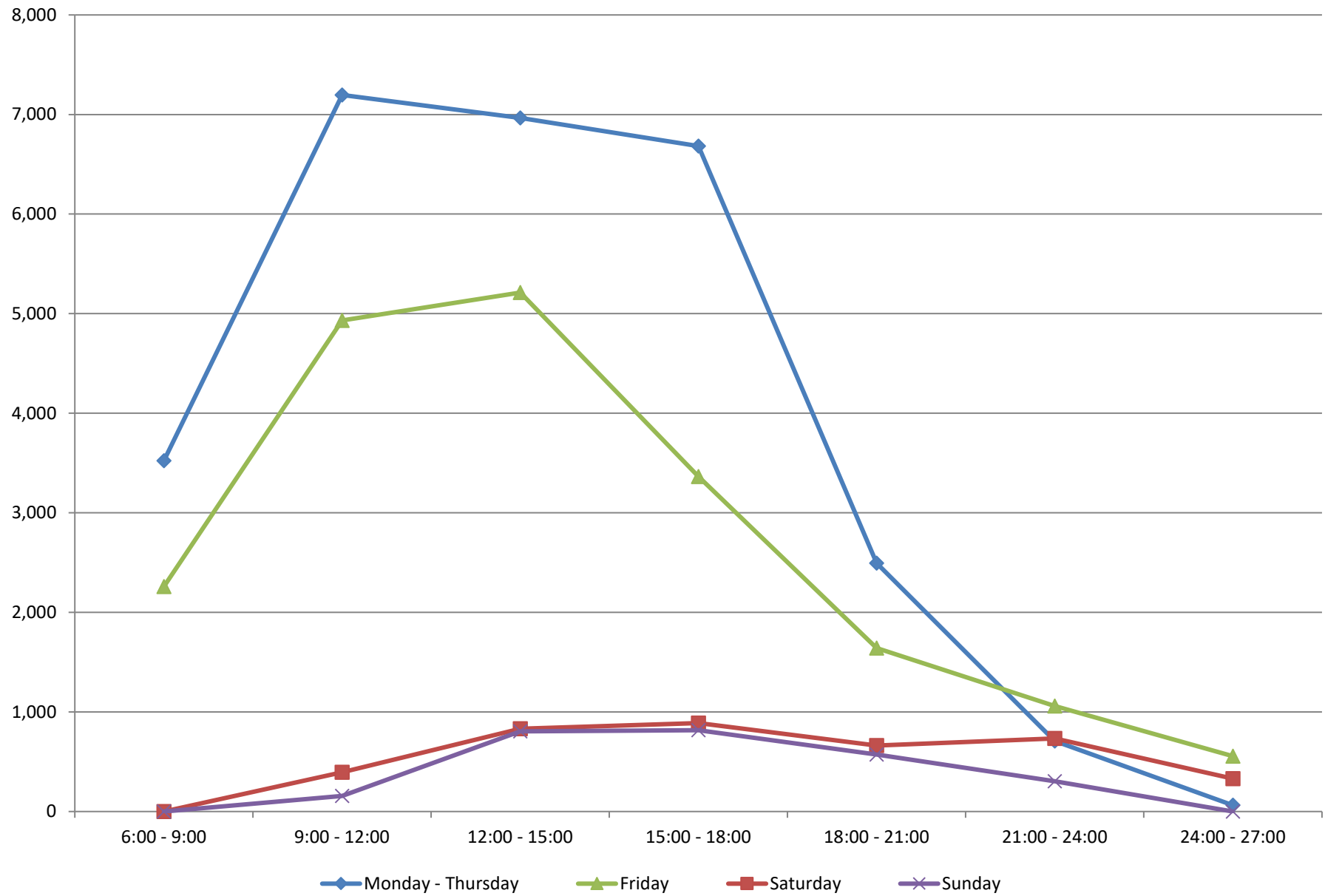
## Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

Month: October, 2018

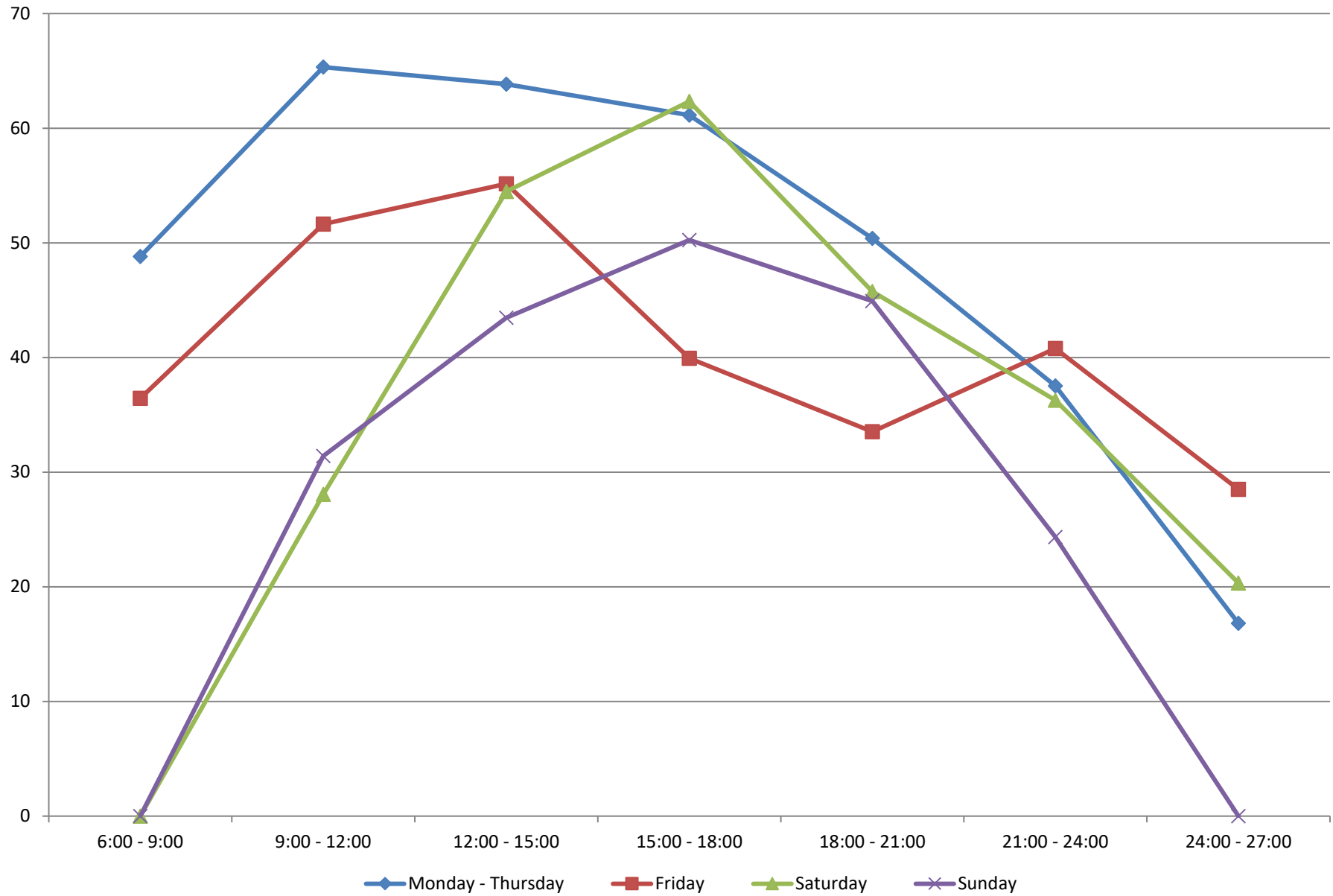
	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
<b>Monday - Thursday</b>	6:00 - 9:00	3,524.11	72.21	48.80
	9:00 - 12:00	7,196.21	110.16	65.33
	12:00 - 15:00	6,965.68	109.11	63.84
	15:00 - 18:00	6,682.42	109.32	61.13
	18:00 - 21:00	2,495.37	49.53	50.38
	21:00 - 24:00	707.16	18.84	37.53
	24:00 - 27:00	62.84	3.74	16.82
<b>Friday</b>	6:00 - 9:00	2,259.00	62.00	36.44
	9:00 - 12:00	4,932.00	95.50	51.64
	12:00 - 15:00	5,211.75	94.50	55.15
	15:00 - 18:00	3,364.00	84.25	39.93
	18:00 - 21:00	1,642.50	49.00	33.52
	21:00 - 24:00	1,060.25	26.00	40.78
	24:00 - 27:00	555.75	19.50	28.50
<b>Saturday</b>	6:00 - 9:00	N/A	N/A	N/A
	9:00 - 12:00	393.00	14.00	28.07
	12:00 - 15:00	830.75	15.25	54.48
	15:00 - 18:00	888.25	14.25	62.33
	18:00 - 21:00	663.50	14.50	45.76
	21:00 - 24:00	734.50	20.25	36.27
	24:00 - 27:00	330.50	16.25	20.34
<b>Sunday</b>	6:00 - 9:00	N/A	N/A	N/A
	9:00 - 12:00	157.00	5.00	31.40
	12:00 - 15:00	804.00	18.50	43.46
	15:00 - 18:00	816.50	16.25	50.25
	18:00 - 21:00	572.75	12.75	44.92
	21:00 - 24:00	304.25	12.50	24.34
	24:00 - 27:00	N/A	N/A	N/A

## 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									
December-18									
<b>Total for 2nd Quarter:</b>	650,864	618,988	95.10%	12,367	1.90%	631,355	97.00%	19,509	3.00%
January-19									
February-19									
March-19									
<b>Total for 3rd Quarter:</b>	0	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!
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>	1,704,813	1,600,291	93.87%	41,078	2.41%	1,641,369	96.28%	63,444	3.72%