



Monthly Ridership and
Service Level Report
April, 2020
State of Emergency Service

**“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.
- Emergency Service: This is for changes in planned service level operated due to long term (more than 7 days) situations that have an impact on the amount of service provided due to the circumstances of the declared emergency.
- 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: April, 2020

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
Total Passengers	10,622	578,179	-98%	3,530,533	4,315,000	-18%
Total Revenue Hours	6,918.85	12,394.48	-44%	93,558.61	99,581.51	-6%
Total Revenue Miles	71,306.00	125,831.10	-43%	967,052.20	1,000,747.50	-3%
Total Driver Hours	8,102.75	13,615.00	-40%	105,065.50	111,700.50	-6%
Passengers/RH	1.54	46.65	-97%	37.74	43.33	-13%
Passengers/RM	0.15	4.59	-97%	3.65	4.31	-15%
Passengers/DH	1.31	42.47	-97%	33.60	38.63	-13%
Full Service Weekdays	0	22	(22)	111	143	(32)
Full Service Weekends	0	8	(8)	44	56	(12)
Reduced Service Weekdays	0	0	0	67	62	5
Reduced Service Weekends	0	0	0	29	30	(1)
Intermediate Service	0	0	0	3	8	(5)
Emergency Service Weekdays	22	0	22	34	0	34
Emergency Service Weekends	8	0	8	13	0	13
No Service Days	0	0	0	4	5	(1)

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

Total Ridership per Route

Blacksburg, Fixed Routes

Month: April, 2020

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YTD Ridership	Previous YTD Total	YTD Change
CAS	19	0.21%	4,520	-100%	68,430	2.01%	24,125	184%
CBD	31	0.34%	8,793	-100%	56,763	1.67%	63,142	-10%
CRC	332	3.59%	18,268	-98%	106,086	3.11%	125,553	-16%
HDG	381	4.12%	22,917	-98%	165,881	4.87%	175,074	-5%
HWD	155	1.68%	6,107	-97%	50,466	1.48%	51,069	-1%
HWA	366	3.96%	52,097	-99%	324,135	9.51%	371,559	-13%
HWB	544	5.89%	46,728	-99%	283,737	8.33%	349,385	-19%
HXP	67	0.73%	43,912	-100%	155,696	4.57%	285,066	-45%
MSN	757	8.19%	40,765	-98%	220,631	6.47%	311,608	-29%
MSS	1,909	20.66%	34,660	-94%	246,826	7.24%	272,183	-9%
PHD	637	6.89%	48,525	-99%	263,970	7.75%	356,725	-26%
PRB	487	5.27%	6,281	-92%	128,753	3.78%	37,662	242%
PRG	322	3.48%	59,718	-99%	281,384	8.26%	417,186	-33%
TOM	1,356	14.67%	87,138	-98%	533,773	15.66%	644,247	-17%
TTT	738	7.99%	6,158	-88%	56,687	1.66%	59,698	-5%
UCB	1,010	10.93%	57,821	-98%	265,498	7.79%	416,590	-36%
UMS	130	1.41%	29,549	-100%	199,513	5.85%	239,626	-17%
Totals	9,241	100.00%	573,957	-98%	3,408,229	100.00%	4,200,498	-19%

Total Ridership per Route
Christiansburg Routes
Month: April, 2020

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
Commuter	0	0.00%	149	-100%	1,622	6.02%	1,600	1%
Explorer Blue	49	5.13%	780	-94%	7,671	28.48%	2,498	207%
Explorer Gold	108	11.30%	1,040	-90%	9,490	35.24%	2,843	234%
The Explorer	0	0.00%	0	0%	0	0.00%	7,505	-100%
GoAnywhere	799	83.58%	718	11%	8,149	30.26%	9,230	-12%
<i>Combined Explorers</i>	<i>157</i>	<i>16.42%</i>	<i>1,820</i>	<i>-91%</i>	<i>17,161</i>	<i>63.72%</i>	<i>12,846</i>	<i>34%</i>
Totals	956	100%	2,687	-64%	26,932	100%	23,676	14%
Christiansburg Fixed Route Total	157	16.42%	1,969	-92.03%	18,783	69.74%	14,446	30.02%
Christiansburg Demand Response Total	799	83.58%	718	11.28%	8,149	30.26%	9,230	-11.71%
Totals	956	100%	2,687	-64%	26,932	100%	23,676	14%

Passengers per Revenue Hour per Route

All Fixed Routes

Month: April, 2020

Route	Current Month	Previous Year	Change by Month
CAS	0.13	17.74	-99%
CBD	0.15	34.02	-100%
CRC	0.54	21.56	-97%
HDG	0.86	32.73	-97%
HWD	3.09	58.92	-95%
HWA	0.96	65.66	-99%
HWB	1.43	58.58	-98%
HXP	0.21	44.54	-100%
MSN	1.95	67.16	-97%
MSS	3.94	44.83	-91%
PHD	1.63	66.68	-98%
PRB	1.89	24.45	-92%
PRG	0.85	75.14	-99%
TOM	2.82	88.42	-97%
TTT	2.26	17.13	-87%
UCB	2.10	62.06	-97%
UMS	0.49	61.05	-99%
BTC	0.00	3.08	-100%
BLU	1.42	3.06	-54%
GLD	3.08	4.05	-24%
TE	0.00	0.00	0%

Passengers per Revenue Hour per Day of Week

All Fixed Routes

Month: April, 2020

Week Day	<u>Current Month</u>			<u>Previous Year</u>			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
Sunday	522	208.45	2.50	10,732	269.20	39.87	-94%
Monday	1,472	967.60	1.52	127,871	2,379.01	53.75	-97%
Tuesday	1,284	967.60	1.33	133,040	2,379.25	55.92	-98%
Wednesday	1,895	1,345.96	1.41	104,804	1,904.08	55.04	-97%
Thursday	1,724	1,228.44	1.40	100,380	1,903.17	52.74	-97%
Friday	1,684	1,073.11	1.57	81,372	1,939.16	41.96	-96%
Saturday	817	276.95	2.95	17,727	447.52	39.61	-93%
Total	9,398	6,068.11	1.55	575,926	11,221.39	51.32	-97%

* 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: April, 2020

Week Day	<u>Current Month</u>			<u>Previous Year</u>			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
Sunday	522	2,174	0.24	10,732	2,804	3.83	-94%
Monday	1,472	10,330	0.14	127,871	24,187	5.29	-97%
Tuesday	1,284	10,367	0.12	133,040	24,151	5.51	-98%
Wednesday	1,895	14,358	0.13	104,804	19,347	5.42	-98%
Thursday	1,724	13,135	0.13	100,380	19,307	5.20	-97%
Friday	1,684	11,428	0.15	81,372	19,957	4.08	-96%
Saturday	817	2,952	0.28	17,727	4,702	3.77	-93%
Total	9,398	64,744	0.15	575,926	114,455	5.03	-97%

* 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: April, 2020

<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	2	0.75	2.67	20	11.68	1.71	56%
Monday	74	62.90	1.18	280	169.63	1.65	-29%
Tuesday	55	52.52	1.05	329	169.96	1.94	-46%
Wednesday	95	86.15	1.10	236	128.95	1.83	-40%
Thursday	71	69.10	1.03	249	125.25	1.99	-48%
Friday	67	58.95	1.14	183	110.40	1.66	-31%
Saturday	10	5.58	1.79	66	44.52	1.48	21%
Total	374	335.96	1.11	1,363	760.39	1.79	-38%

<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	123	81.55	1.51	161	76.32	2.11	-29%
Tuesday	180	98.05	1.84	139	65.98	2.11	-13%
Wednesday	173	113.88	1.52	125	56.35	2.22	-32%
Thursday	161	94.50	1.70	125	62.82	1.99	-14%
Friday	132	73.37	1.80	119	53.62	2.22	-19%
Saturday	30	22.92	1.31	49	27.48	1.78	-27%
Total	799	484.27	1.65	718	342.56	2.10	-21%

*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: April, 2020

<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	2	5	0.40	20	72	0.28	44%
Monday	74	494	0.15	280	1,354	0.21	-28%
Tuesday	55	243	0.23	329	1,589	0.21	10%
Wednesday	95	546	0.17	236	1,243	0.19	-8%
Thursday	71	392	0.18	249	1,267	0.20	-8%
Friday	67	394	0.17	183	1,039	0.18	-3%
Saturday	10	30	0.33	66	328	0.20	66%
Total	374	2,103	0.18	1,363	6,891	0.20	-10%

<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	123	609	0.20	161	784	0.21	-2%
Tuesday	180	930	0.19	139	718	0.19	0%
Wednesday	173	976	0.18	125	731	0.17	4%
Thursday	161	892	0.18	125	752	0.17	9%
Friday	132	732	0.18	119	650	0.18	-2%
Saturday	30	146	0.21	49	308	0.16	29%
Total	799	4,285	0.19	718	3,944	0.18	2%

*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: April, 2020

<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	24	12.36	1.94	57	20.03	2.85	-32%
Wednesday	17	12.07	1.41	54	18.45	2.93	-52%
Thursday	10	6.09	1.64	39	19.25	2.03	-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%
Total	51	30.51	1.67	150	57.73	2.60	-36%

<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	13	0.61	21.31	-100%
Total	0	0.00	0.00	13	0.61	21.31	-100%

*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: April, 2020

<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	24	72	0.34	57	178	0.32	5%
Wednesday	17	68	0.25	54	161	0.34	-26%
Thursday	10	34	0.29	39	163	0.24	23%
Friday	0	0	0.00	0	0	0.00	0%
Saturday	0	0	0.00	0	0	0.00	0%
Total	51	174	0.29	150	502	0.30	-2%

<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	13	9	1.44	-100%
Total	0	0	0.00	13	9	1.44	-100%

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

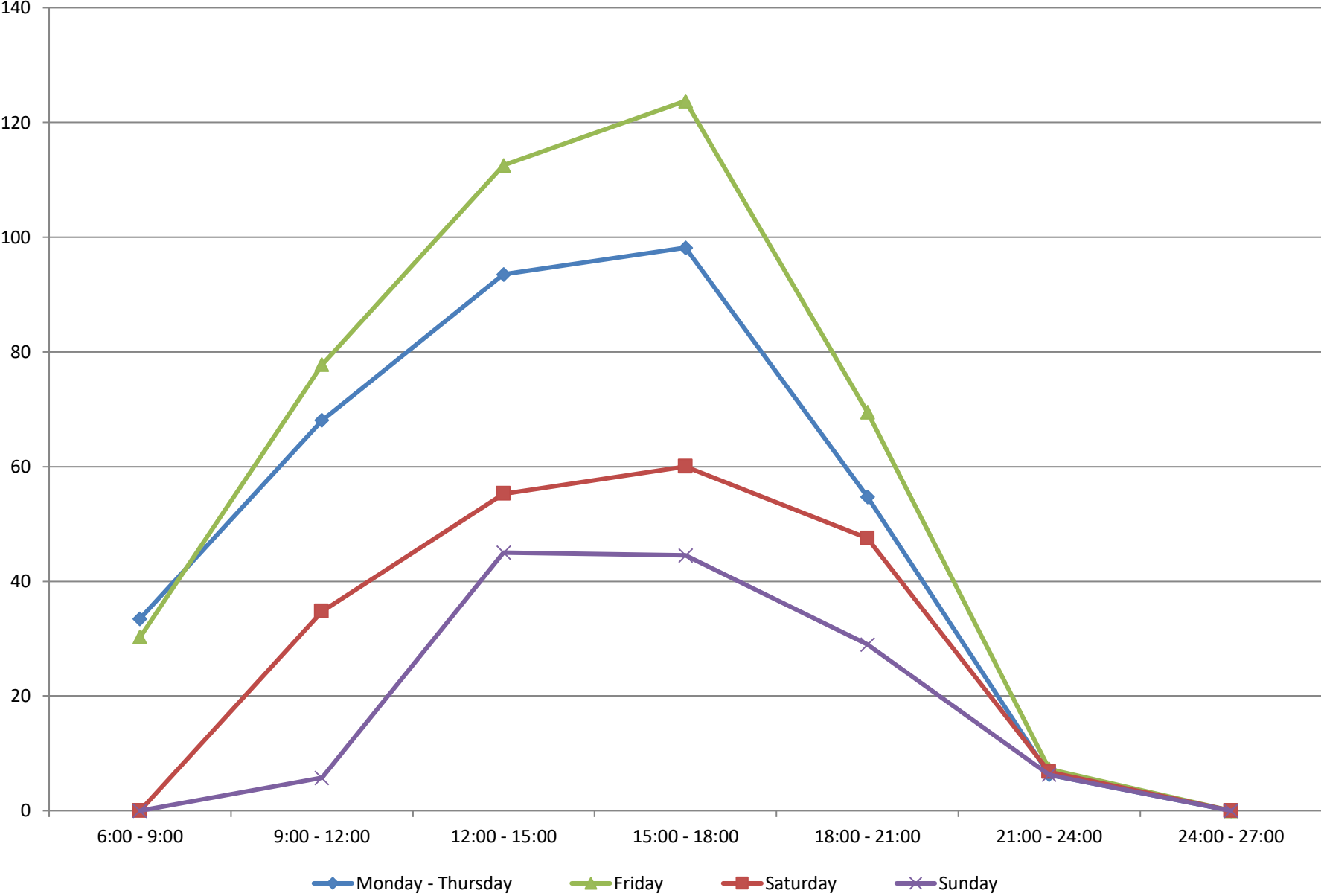
Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

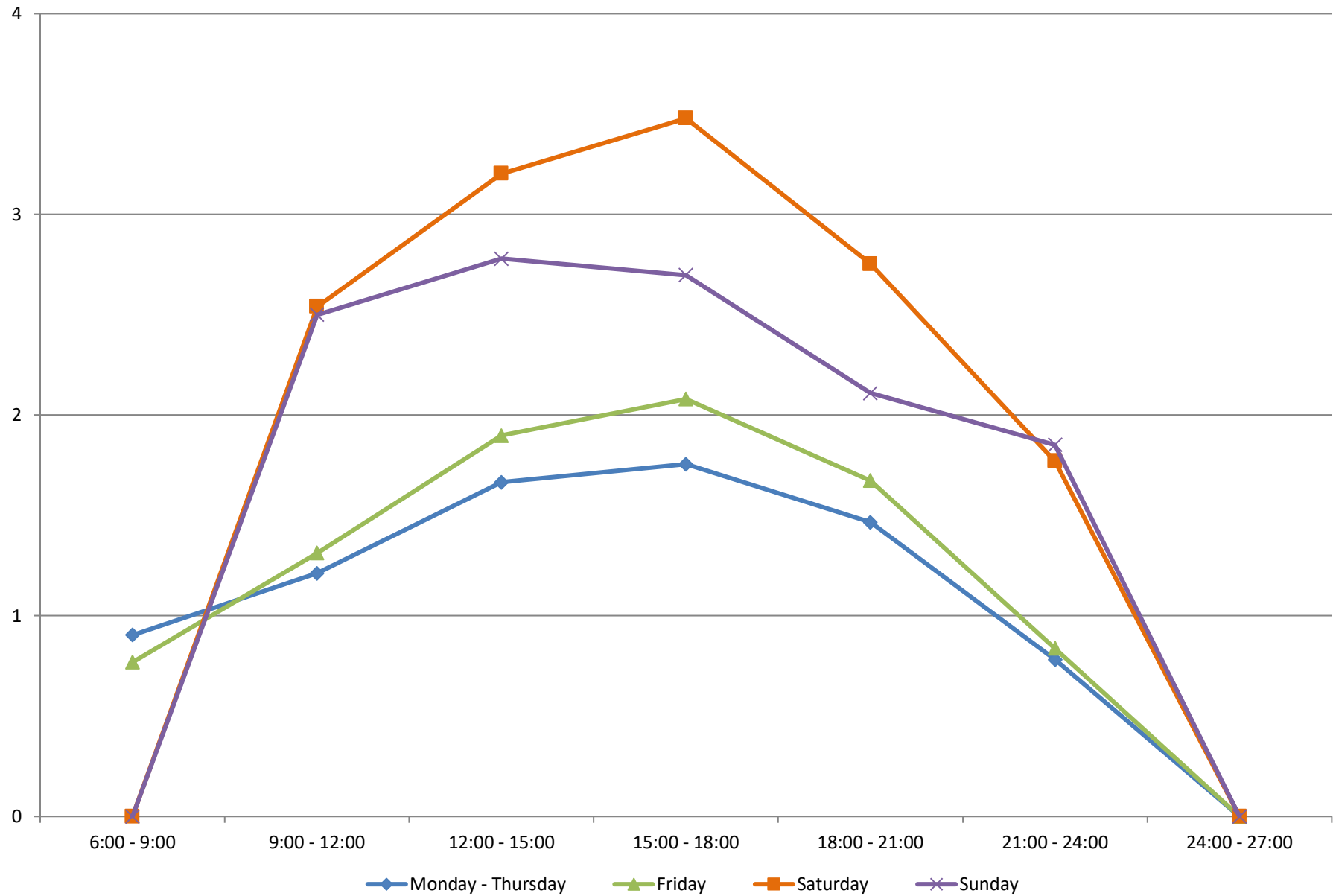
Month: April, 2020

	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
Monday - Thursday	6:00 - 9:00	33.44	36.99	0.90
	9:00 - 12:00	68.06	56.15	1.21
	12:00 - 15:00	93.50	56.14	1.67
	15:00 - 18:00	98.17	55.91	1.76
	18:00 - 21:00	54.72	37.32	1.47
	21:00 - 24:00	6.28	8.03	0.78
	24:00 - 27:00	0.00	0.00	0.00
Friday	6:00 - 9:00	30.25	39.34	0.77
	9:00 - 12:00	77.75	59.25	1.31
	12:00 - 15:00	112.50	59.25	1.90
	15:00 - 18:00	123.75	59.50	2.08
	18:00 - 21:00	69.50	41.53	1.67
	21:00 - 24:00	7.25	8.66	0.84
	24:00 - 27:00	0.00	0.00	0.00
Saturday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	34.75	13.68	2.54
	12:00 - 15:00	55.25	17.25	3.20
	15:00 - 18:00	60.00	17.25	3.48
	18:00 - 21:00	47.50	17.25	2.75
	21:00 - 24:00	6.75	3.81	1.77
	24:00 - 27:00	0.00	0.00	0.00
Sunday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	5.75	2.30	2.50
	12:00 - 15:00	45.00	16.19	2.78
	15:00 - 18:00	44.50	16.50	2.70
	18:00 - 21:00	29.00	13.75	2.11
	21:00 - 24:00	6.25	3.38	1.85
	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-19	100,386	79,617	79.31%	8,292	8.26%	87,909	87.57%	12,477	12.43%
August-19	238,660	214,189	89.75%	9,104	3.81%	223,293	93.56%	15,367	6.44%
September-19	652,901	621,186	95.14%	12,080	1.85%	633,266	96.99%	19,635	3.01%
Total for 1st Quarter:	991,947	914,992	92.24%	29,476	2.97%	944,468	95.21%	47,479	4.79%
October-19	659,218	627,994	95.26%	12,402	1.88%	640,396	97.14%	18,822	2.86%
November-19	469,372	437,175	93.14%	9,683	2.06%	446,858	95.20%	22,514	4.80%
December-19	326,554	305,290	93.49%	8,257	2.53%	313,547	96.02%	13,007	3.98%
Total for 2nd Quarter:	1,455,144	1,370,459	94.18%	30,342	2.09%	1,400,801	96.27%	54,343	3.73%
January-20	310,080	287,110	92.59%	8,633	2.78%	295,743	95.38%	14,337	4.62%
February-20	585,996	558,523	95.31%	10,583	1.81%	569,106	97.12%	16,890	2.88%
March-20	156,468	141,192	90.24%	5,777	3.69%	146,969	93.93%	9,499	6.07%
Total for 3rd Quarter:	1,052,544	986,825	93.76%	24,993	2.37%	1,011,818	96.13%	40,726	3.87%
April-20	9,398	8,706	92.64%	121	1.29%	8,827	93.92%	571	6.08%
May-20									
June-20									
Total for 4th Quarter:	9,398	8,706	92.64%	121	1.29%	8,827	93.92%	571	6.08%
Total for Year:	3,509,033	3,280,982	93.50%	84,932	2.42%	3,365,914	95.92%	143,119	4.08%