



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

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
<b>Total Passengers</b>	328,525	212,435	55%	2,461,173	2,427,900	1%
<b>Total Revenue Hours</b>	9,297.07	7,608.14	22%	57,738.22	57,296.65	1%
<b>Total Revenue Miles</b>	96,288.90	75,604.10	27%	595,513.30	573,719.60	4%
<b>Total Driver Hours</b>	10,629.75	8,729.25	22%	65,552.75	64,726.25	1%
<b>Passengers/RH</b>	35.34	27.92	27%	42.63	42.37	1%
<b>Passengers/RM</b>	3.41	2.81	21%	4.13	4.23	-2%
<b>Passengers/DH</b>	30.91	24.34	27%	37.54	37.51	0%
<b>Full Service Weekdays</b>	14	9	5	77	77	0
<b>Full Service Weekends</b>	5	3	2	31	30	1
<b>Reduced Service Weekdays</b>	7	11	(4)	50	44	6
<b>Reduced Service Weekends</b>	4	6	(2)	21	22	(1)
<b>Intermediate Service Weekdays</b>	0	0	0	2	7	(5)
<b>No Service Days</b>	1	2	(1)	3	4	(1)

\*Note: These numbers include both Blacksburg and Christiansburg Fixed and Demand Response Services.  
Full Service includes Full Alternate Service and Modified Saturday Exam Service.

## Total Ridership per Route

Blacksburg, Fixed Routes

Month: December, 2019

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YTD Ridership	Previous YTD Total	YTD Change
CAS	6,505	2.02%	902	621%	41,509	1.76%	10,792	285%
CBD	5,341	1.66%	2,604	105%	40,036	1.70%	34,824	15%
CRC	9,519	2.96%	5,642	69%	70,566	2.99%	66,742	6%
HDG	16,206	5.04%	9,168	77%	113,210	4.79%	97,666	16%
HWD	5,476	1.70%	3,863	42%	37,167	1.57%	30,247	23%
HWA	29,369	9.13%	17,168	71%	226,699	9.60%	205,079	11%
HWB	25,583	7.96%	16,415	56%	195,850	8.29%	196,893	-1%
HXP	15,150	4.71%	12,371	22%	101,291	4.29%	145,791	-31%
MSN	20,831	6.48%	15,454	35%	156,337	6.62%	180,444	-13%
MSS	23,263	7.23%	15,687	48%	172,442	7.30%	156,657	10%
PHD	23,246	7.23%	16,295	43%	181,195	7.67%	199,825	-9%
PRB	13,746	4.27%	1,378	898%	88,986	3.77%	18,535	380%
PRG	26,490	8.24%	19,681	35%	197,197	8.35%	226,057	-13%
TOM	50,714	15.77%	32,915	54%	365,909	15.50%	356,515	3%
TTT	5,636	1.75%	4,761	18%	40,191	1.70%	36,978	9%
UCB	23,400	7.28%	19,492	20%	186,008	7.88%	233,379	-20%
UMS	21,085	6.56%	11,038	91%	146,661	6.21%	142,295	3%
<b>Totals</b>	<b>321,560</b>	<b>100.00%</b>	<b>204,834</b>	<b>57%</b>	<b>2,361,254</b>	<b>100.00%</b>	<b>2,338,719</b>	<b>1%</b>

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

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
Commuter	118	4.39%	104	13%	1,249	7.17%	1,041	20%
Explorer Blue	842	31.34%	0	0%	5,095	29.24%	0	0%
Explorer Gold	994	36.99%	0	0%	5,982	34.33%	0	0%
The Explorer		0.00%	1,013	-100%		0.00%	6,758	-100%
GoAnywhere	733	27.28%	758	-3%	5,100	29.27%	6,191	-18%
<i>Combined Explorers</i>	<i>1,836</i>	<i>68.33%</i>	<i>1,013</i>	<i>81%</i>	<i>11,077</i>	<i>63.57%</i>	<i>6,758</i>	<i>64%</i>
<b>Totals</b>	<b>2,687</b>	<b>100%</b>	<b>1,875</b>	<b>43%</b>	<b>17,426</b>	<b>100%</b>	<b>13,990</b>	<b>25%</b>
<b>Christiansburg Fixed Route Total</b>	1,954	72.72%	1,117	74.93%	12,326	70.73%	7,799	58.05%
<b>Christiansburg Demand Response Total</b>	733	27.28%	758	-3.30%	5,100	29.27%	6,191	-17.62%
<b>Totals</b>	<b>2,687</b>	<b>100%</b>	<b>1,875</b>	<b>43%</b>	<b>17,426</b>	<b>100%</b>	<b>13,990</b>	<b>25%</b>

**Passengers per Revenue Hour per Route**

All Fixed Routes

Month: December, 2019

Route	Current Month	Previous Year	Change by Month
CAS	20.11	9.05	122%
CBD	33.46	25.72	30%
CRC	15.62	12.22	28%
HDG	29.40	20.13	46%
HWD	50.54	39.85	27%
HWA	56.91	39.92	43%
HWB	53.09	36.94	44%
HXP	27.12	31.70	-14%
MSN	43.11	38.80	11%
MSS	37.82	31.68	19%
PHD	52.95	39.10	35%
PRB	34.72	13.92	149%
PRG	55.25	44.50	24%
TOM	72.67	53.69	35%
TTT	18.40	15.59	18%
UCB	48.80	39.34	24%
UMS	60.78	57.27	6%
BTC	2.83	2.45	16%
BLU	3.52	0.00	0%
GLD	4.12	0.00	0%
TE	0.00	4.46	-100%



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

All Fixed Routes

Month: December, 2019

Week Day	Current Month			Previous Year			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
<b>Sunday</b>	8,382	223.08	37.57	4,558	155.20	29.37	28%
<b>Monday</b>	74,541	1,764.57	42.24	44,608	1,232.94	36.18	17%
<b>Tuesday</b>	73,679	1,749.82	42.11	47,016	1,088.32	43.20	-3%
<b>Wednesday</b>	67,845	1,352.37	50.17	46,076	1,247.17	36.94	36%
<b>Thursday</b>	47,110	1,507.92	31.24	28,325	1,243.67	22.78	37%
<b>Friday</b>	39,806	1,198.41	33.22	23,524	947.29	24.83	34%
<b>Saturday</b>	12,017	277.81	43.26	11,840	352.98	33.54	29%
<b>Total</b>	<b>323,380</b>	<b>8,073.98</b>	<b>40.05</b>	<b>205,947</b>	<b>6,267.57</b>	<b>32.86</b>	<b>22%</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: December, 2019

Week Day	Current Month			Previous Year			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
<b>Sunday</b>	8,382	2,454	3.42	4,558	1,676	2.72	26%
<b>Monday</b>	74,541	18,669	3.99	44,608	12,668	3.52	13%
<b>Tuesday</b>	73,679	18,510	3.98	47,016	11,073	4.25	-6%
<b>Wednesday</b>	67,845	14,171	4.79	46,076	12,799	3.60	33%
<b>Thursday</b>	47,110	15,953	2.95	28,325	12,793	2.21	33%
<b>Friday</b>	39,806	12,731	3.13	23,524	9,981	2.36	33%
<b>Saturday</b>	12,017	3,050	3.94	11,840	3,767	3.14	25%
<b>Total</b>	<b>323,380</b>	<b>85,538</b>	<b>3.78</b>	<b>205,947</b>	<b>64,757</b>	<b>3.18</b>	<b>19%</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: December, 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	14	15.55	0.90	13	13.40	0.97	-7%
Monday	225	146.72	1.53	154	94.95	1.62	-5%
Tuesday	249	133.39	1.87	189	109.30	1.73	8%
Wednesday	174	105.95	1.64	210	151.18	1.39	18%
Thursday	208	117.50	1.77	172	108.97	1.58	12%
Friday	152	100.25	1.52	218	120.75	1.81	-16%
Saturday	76	56.78	1.34	103	68.32	1.51	-11%
<b>Total</b>	<b>1,098</b>	<b>676.14</b>	<b>1.62</b>	<b>1,059</b>	<b>666.87</b>	<b>1.59</b>	<b>2%</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	148	74.67	1.98	125	60.95	2.05	-3%
Tuesday	187	84.78	2.21	119	52.98	2.25	-2%
Wednesday	111	52.40	2.12	136	67.65	2.01	5%
Thursday	131	67.93	1.93	145	69.73	2.08	-7%
Friday	106	58.65	1.81	162	73.00	2.22	-19%
Saturday	50	25.08	1.99	71	35.53	2.00	0%
<b>Total</b>	<b>733</b>	<b>363.52</b>	<b>2.02</b>	<b>758</b>	<b>359.85</b>	<b>2.11</b>	<b>-4%</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: December, 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	14	82	0.17	13	50	0.26	-34%
Monday	225	1,175	0.19	154	716	0.22	-11%
Tuesday	249	1,205	0.21	189	799	0.24	-13%
Wednesday	174	963	0.18	210	1,003	0.21	-14%
Thursday	208	1,189	0.18	172	840	0.20	-15%
Friday	152	877	0.17	218	998	0.22	-21%
Saturday	76	424	0.18	103	534	0.19	-7%
<b>Total</b>	<b>1,098</b>	<b>5,915</b>	<b>0.19</b>	<b>1,059</b>	<b>4,940</b>	<b>0.21</b>	<b>-13%</b>

<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	148	848	0.17	125	614	0.20	-14%
Tuesday	187	962	0.19	119	620	0.19	1%
Wednesday	111	687	0.16	136	772	0.18	-8%
Thursday	131	694	0.19	145	766	0.19	0%
Friday	106	616	0.17	162	850	0.19	-10%
Saturday	50	237	0.21	71	357	0.20	6%
<b>Total</b>	<b>733</b>	<b>4,044</b>	<b>0.18</b>	<b>758</b>	<b>3,979</b>	<b>0.19</b>	<b>-5%</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: December, 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	22.14	2.85	38	14.80	2.57	11%
Wednesday	39	13.18	2.96	32	16.40	1.95	52%
Thursday	37	15.59	2.37	50	20.25	2.47	-4%
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>139</b>	<b>50.91</b>	<b>2.73</b>	<b>120</b>	<b>51.45</b>	<b>2.33</b>	<b>17%</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	1	0.20	5.00	1	0.12	8.33	-40%
<b>Total</b>	<b>1</b>	<b>0.20</b>	<b>5.00</b>	<b>1</b>	<b>0.12</b>	<b>8.33</b>	<b>-40%</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: December, 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	153	0.41	38	129	0.29	40%
Wednesday	39	102	0.38	32	125	0.26	49%
Thursday	37	101	0.37	50	173	0.29	27%
Friday	0	0	0.00	0	0	0.00	0%
Saturday	0	0	0.00	0	0	0.00	0%
<b>Total</b>	<b>139</b>	<b>356</b>	<b>0.39</b>	<b>120</b>	<b>427</b>	<b>0.28</b>	<b>39%</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	1	3	0.33	1	3	0.33	0%
<b>Total</b>	<b>1</b>	<b>3</b>	<b>0.33</b>	<b>1</b>	<b>3</b>	<b>0.33</b>	<b>0%</b>

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

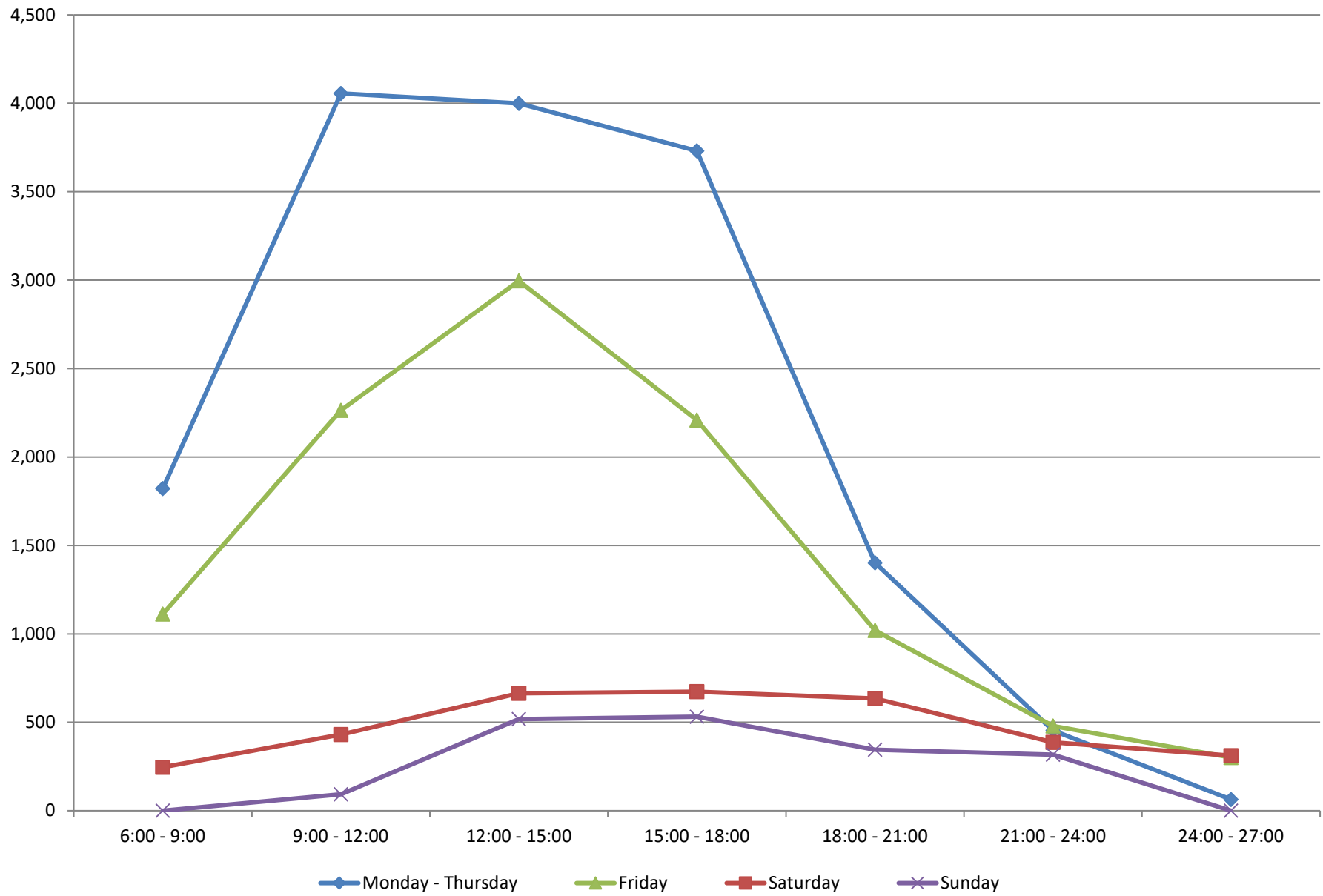
## Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

Month: December, 2019

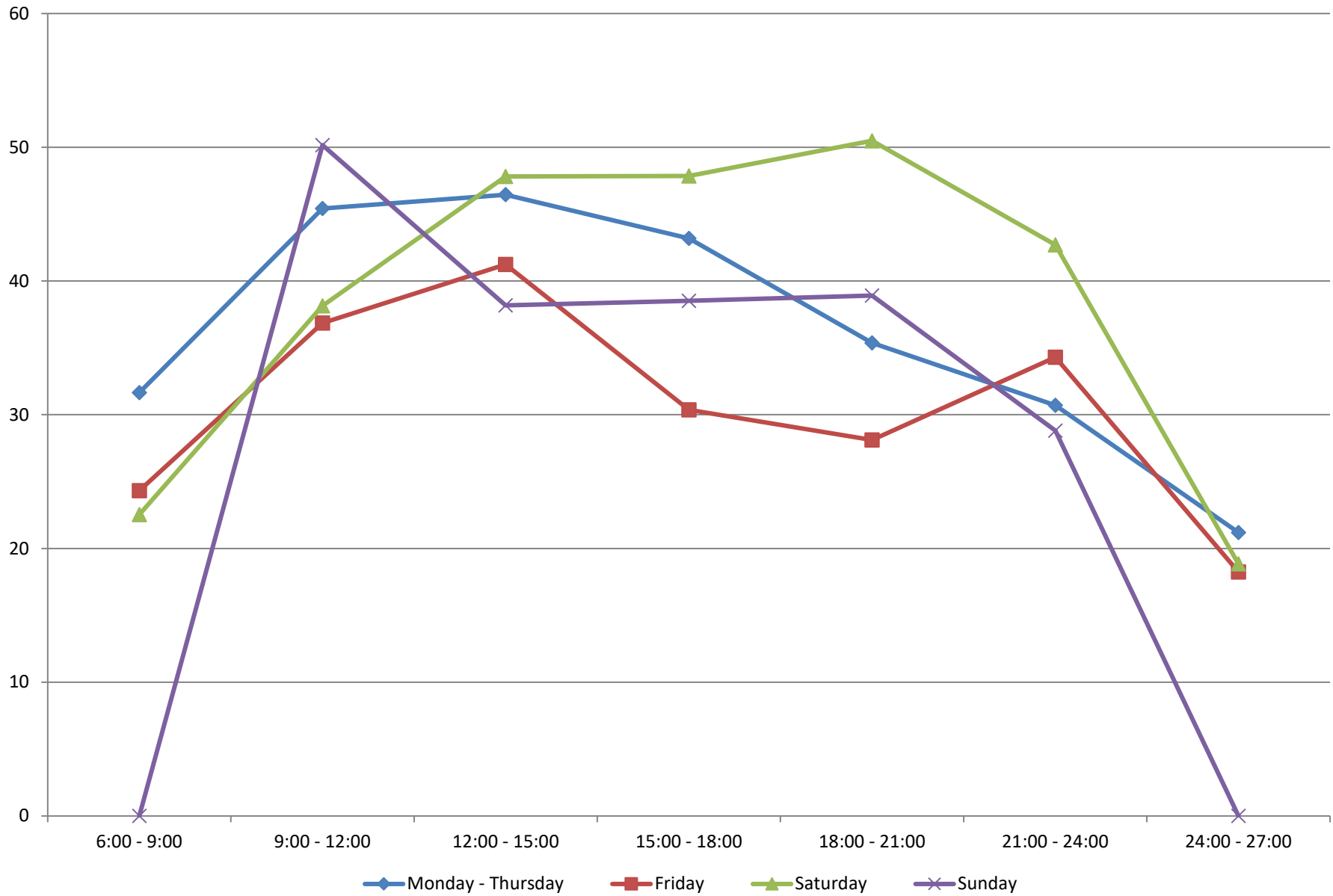
	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
<b>Monday - Thursday</b>	6:00 - 9:00	1,821.53	57.54	31.66
	9:00 - 12:00	4,056.00	89.29	45.42
	12:00 - 15:00	3,999.71	86.11	46.45
	15:00 - 18:00	3,731.76	86.42	43.18
	18:00 - 21:00	1,401.12	39.62	35.36
	21:00 - 24:00	453.00	14.75	30.71
	24:00 - 27:00	63.58	3.00	21.19
<b>Friday</b>	6:00 - 9:00	1,112.00	45.71	24.33
	9:00 - 12:00	2,264.50	61.45	36.85
	12:00 - 15:00	2,995.75	72.65	41.24
	15:00 - 18:00	2,209.00	72.75	30.36
	18:00 - 21:00	1,019.00	36.26	28.10
	21:00 - 24:00	478.75	13.96	34.29
	24:00 - 27:00	301.00	16.50	18.24
<b>Saturday</b>	6:00 - 9:00	246.00	10.92	22.53
	9:00 - 12:00	430.50	11.29	38.14
	12:00 - 15:00	663.50	13.88	47.82
	15:00 - 18:00	673.00	14.06	47.86
	18:00 - 21:00	634.25	12.56	50.49
	21:00 - 24:00	386.00	9.04	42.70
	24:00 - 27:00	311.00	16.50	18.85
<b>Sunday</b>	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	92.80	1.85	50.16
	12:00 - 15:00	517.40	13.55	38.18
	15:00 - 18:00	531.60	13.80	38.52
	18:00 - 21:00	344.40	8.85	38.92
	21:00 - 24:00	317.00	11.00	28.82
	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%
<b>Total for 1st Quarter:</b>	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%
<b>Total for 2nd Quarter:</b>	1,455,144	1,370,459	94.18%	30,342	2.09%	1,400,801	96.27%	54,343	3.73%
January-20									
February-20									
March-20									
<b>Total for 3rd Quarter:</b>	0	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!
April-20									
May-20									
June-20									
<b>Total for 4th Quarter:</b>	0	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!
<b>Total for Year:</b>	2,447,091	2,285,451	93.39%	59,818	2.44%	2,345,269	95.84%	101,822	4.16%