



Monthly Ridership and
Service Level Report
January, 2020

**“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 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: January, 2020

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
Total Passengers	312,353	289,808	8%	2,773,526	2,717,708	2%
Total Revenue Hours	8,788.40	8,002.95	10%	66,526.62	65,299.60	2%
Total Revenue Miles	92,624.30	80,131.60	16%	688,137.60	653,851.20	5%
Total Driver Hours	10,069.50	9,117.50	10%	75,430.00	73,843.75	2%
Passengers/RH	35.54	36.21	-2%	41.69	41.62	0%
Passengers/RM	3.37	3.62	-7%	4.03	4.16	-3%
Passengers/DH	31.02	31.79	-2%	36.77	36.80	0%
Full Service Weekdays	9	8	1	86	85	1
Full Service Weekends	3	3	0	34	33	1
Reduced Service Weekdays	12	13	(1)	62	57	5
Reduced Service Weekends	5	5	0	26	27	(1)
Intermediate Service Weekdays	1	1	0	3	8	(5)
No Service Days	1	1	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: January, 2020

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YTD Ridership	Previous YTD Total	YTD Change
CAS	7,032	2.31%	1,663	323%	48,541	1.82%	12,455	290%
CBD	4,951	1.63%	4,044	22%	44,987	1.69%	38,868	16%
CRC	10,304	3.38%	8,667	19%	80,870	3.03%	75,409	7%
HDG	15,810	5.19%	12,643	25%	129,020	4.84%	110,309	17%
HWD	3,477	1.14%	2,964	17%	40,644	1.52%	33,211	22%
HWA	28,594	9.39%	25,077	14%	255,293	9.58%	230,156	11%
HWB	26,072	8.56%	23,784	10%	221,922	8.32%	220,677	1%
HXP	15,272	5.02%	18,984	-20%	116,563	4.37%	164,775	-29%
MSN	18,551	6.09%	19,737	-6%	174,888	6.56%	200,181	-13%
MSS	22,730	7.46%	19,930	14%	195,172	7.32%	176,587	11%
PHD	24,242	7.96%	24,067	1%	205,437	7.71%	223,892	-8%
PRB	11,666	3.83%	2,694	333%	100,652	3.78%	21,229	374%
PRG	24,060	7.90%	27,904	-14%	221,257	8.30%	253,961	-13%
TOM	48,301	15.86%	44,031	10%	414,210	15.54%	400,546	3%
TTT	5,555	1.82%	4,530	23%	45,746	1.72%	41,508	10%
UCB	22,933	7.53%	26,371	-13%	208,941	7.84%	259,750	-20%
UMS	14,939	4.91%	14,250	5%	161,600	6.06%	156,545	3%
Totals	304,489	100.00%	281,340	8%	2,665,743	100.00%	2,620,059	2%

Total Ridership per Route
Christiansburg Routes
Month: January, 2020

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
Commuter	152	4.92%	114	33%	1,401	6.83%	1,155	21%
Explorer Blue	938	30.39%	257	265%	6,033	29.41%	257	2247%
Explorer Gold	1,216	39.39%	266	357%	7,198	35.09%	266	2606%
The Explorer		0.00%	747	-100%		0.00%	7,505	-100%
GoAnywhere	781	25.30%	819	-5%	5,881	28.67%	7,010	-16%
<i>Combined Explorers</i>	<i>2,154</i>	<i>69.78%</i>	<i>1,270</i>	<i>70%</i>	<i>13,231</i>	<i>64.50%</i>	<i>8,028</i>	<i>65%</i>
Totals	3,087	100%	2,203	40%	20,513	100%	16,193	27%
Christiansburg Fixed Route Total	2,306	74.70%	1,384	66.62%	14,632	71.33%	9,183	59.34%
Christiansburg Demand Response Total	781	25.30%	819	-4.64%	5,881	28.67%	7,010	-16.11%
Totals	3,087	100%	2,203	40%	20,513	100%	16,193	27%

Passengers per Revenue Hour per Route

All Fixed Routes

Month: January, 2020

Route	Current Month	Previous Year	Change by Month
CAS	20.49	16.06	28%
CBD	42.43	38.24	11%
CRC	20.04	17.78	13%
HDG	31.37	25.89	21%
HWD	32.68	29.64	10%
HWA	60.37	54.86	10%
HWB	54.68	51.73	6%
HXP	32.81	50.51	-35%
MSN	41.80	45.83	-9%
MSS	40.79	37.05	10%
PHD	54.25	55.86	-3%
PRB	32.48	25.81	26%
PRG	55.22	60.94	-9%
TOM	75.09	70.63	6%
TTT	17.78	14.28	24%
UCB	52.56	52.31	0%
UMS	61.67	75.70	-19%
BTC	3.07	2.33	32%
BLU	3.69	2.50	48%
GLD	4.76	2.53	88%
TE	0.00	5.00	-100%

Passengers per Revenue Hour per Day of Week

All Fixed Routes

Month: January, 2020

Week Day	Current Month			Previous Year			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
Sunday	5,813	168.70	34.46	5,461	192.69	28.34	22%
Monday	39,994	1,173.04	34.09	39,280	1,059.81	37.06	-8%
Tuesday	66,289	1,365.15	48.56	65,690	1,268.38	51.79	-6%
Wednesday	64,929	1,366.32	47.52	66,071	1,429.80	46.21	3%
Thursday	65,675	1,572.83	41.76	66,050	1,427.80	46.26	-10%
Friday	56,950	1,570.17	36.27	32,802	961.61	34.11	6%
Saturday	7,145	220.53	32.40	6,990	238.60	29.30	11%
Total	306,795	7,436.74	41.25	282,344	6,578.69	42.92	-4%

* 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: January, 2020

Week Day	Current Month			Previous Year			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
Sunday	5,813	1,878	3.10	5,461	2,049	2.67	16%
Monday	39,994	12,823	3.12	39,280	11,190	3.51	-11%
Tuesday	66,289	14,557	4.55	65,690	13,158	4.99	-9%
Wednesday	64,929	14,642	4.43	66,071	14,904	4.43	0%
Thursday	65,675	16,906	3.88	66,050	14,885	4.44	-12%
Friday	56,950	16,922	3.37	32,802	10,194	3.22	5%
Saturday	7,145	2,454	2.91	6,990	2,574	2.72	7%
Total	306,795	80,182	3.83	282,344	68,954	4.09	-7%

* 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: January, 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	10	11.77	0.85	4	4.52	0.89	-4%
Monday	203	135.50	1.50	177	132.62	1.33	12%
Tuesday	238	124.83	1.91	228	124.72	1.83	4%
Wednesday	225	136.97	1.64	288	182.23	1.58	4%
Thursday	300	154.27	1.94	227	145.62	1.56	25%
Friday	272	155.87	1.75	222	125.79	1.76	-1%
Saturday	87	64.65	1.35	87	58.13	1.50	-10%
Total	1,335	783.85	1.70	1,233	773.62	1.59	7%

<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	124	62.28	1.99	119	63.70	1.87	7%
Tuesday	146	64.63	2.26	132	68.50	1.93	17%
Wednesday	118	69.07	1.71	172	89.05	1.93	-12%
Thursday	190	82.65	2.30	180	86.18	2.09	10%
Friday	156	79.77	1.96	165	72.30	2.28	-14%
Saturday	47	28.17	1.67	51	27.23	1.87	-11%
Total	781	386.57	2.02	819	406.97	2.01	0%

*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: January, 2020

<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	10	40	0.25	4	13	0.31	-19%
Monday	203	1,193	0.17	177	918	0.19	-12%
Tuesday	238	1,260	0.19	228	1,019	0.22	-16%
Wednesday	225	1,165	0.19	288	1,314	0.22	-12%
Thursday	300	1,636	0.18	227	1,095	0.21	-12%
Friday	272	1,451	0.19	222	1,016	0.22	-14%
Saturday	87	725	0.12	87	429	0.20	-41%
Total	1,335	7,470	0.18	1,233	5,804	0.21	-16%

<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	124	657	0.19	119	691	0.17	10%
Tuesday	146	692	0.21	132	602	0.22	-4%
Wednesday	118	787	0.15	172	978	0.18	-15%
Thursday	190	900	0.21	180	960	0.19	13%
Friday	156	859	0.18	165	804	0.21	-12%
Saturday	47	240	0.20	51	186	0.27	-29%
Total	781	4,135	0.19	819	4,221	0.19	-3%

*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: January, 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	46	16.12	2.85	58	18.30	3.17	-10%
Wednesday	56	19.78	2.83	63	23.75	2.65	7%
Thursday	55	19.88	2.77	68	22.05	3.08	-10%
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	157	55.78	2.81	189	64.10	2.95	-5%

<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	1	0.15	6.67	-100%
Total	0	0.00	0.00	1	0.15	6.67	-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: January, 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	46	116	0.40	58	140	0.41	-4%
Wednesday	56	179	0.31	63	182	0.35	-10%
Thursday	55	119	0.46	68	168	0.40	14%
Friday	0	0	0.00	0	0	0.00	0%
Saturday	0	0	0.00	0	0	0.00	0%
Total	157	414	0.38	189	490	0.39	-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	1	3	0.33	-100%
Total	0	0	0.00	1	3	0.33	-100%

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

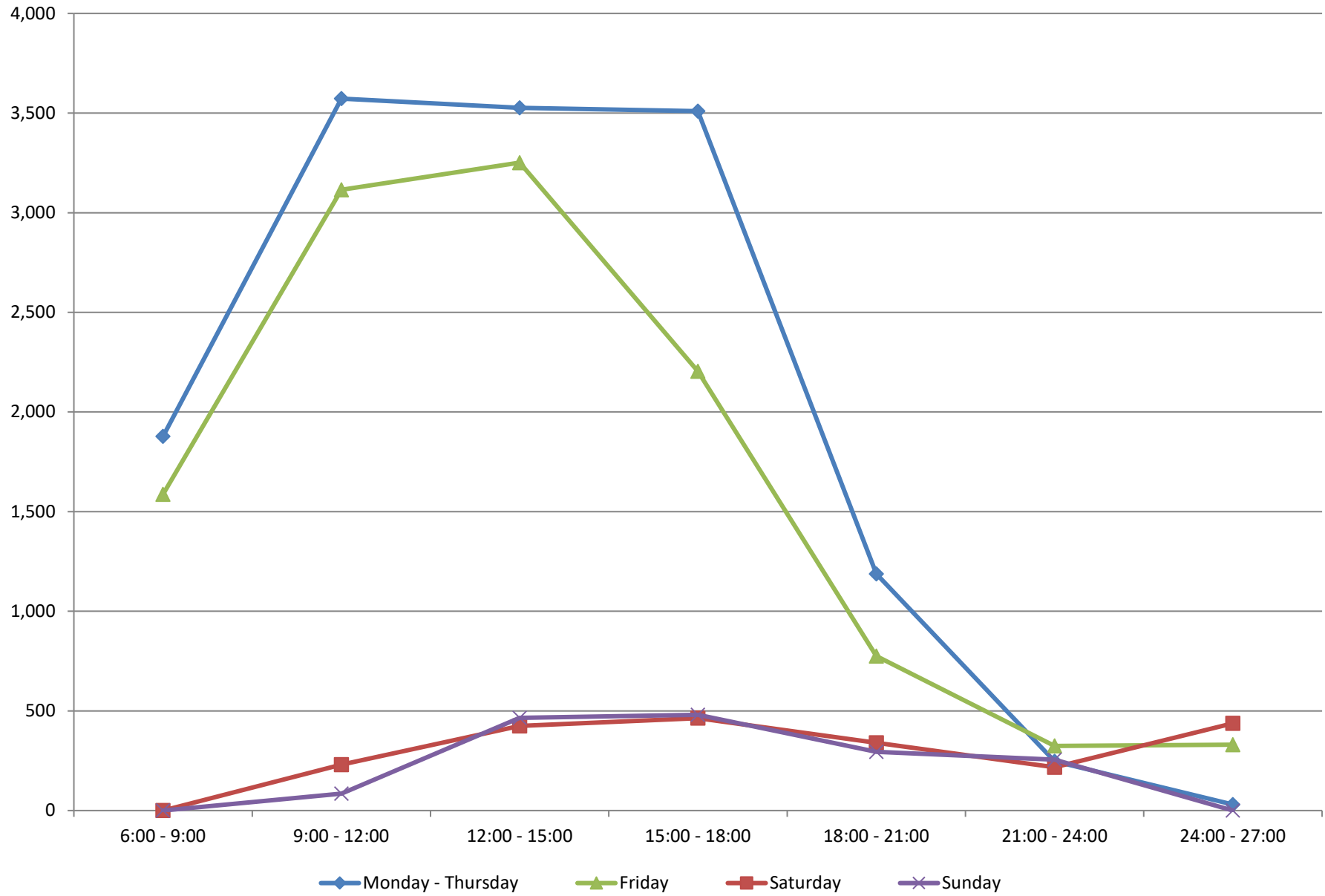
Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

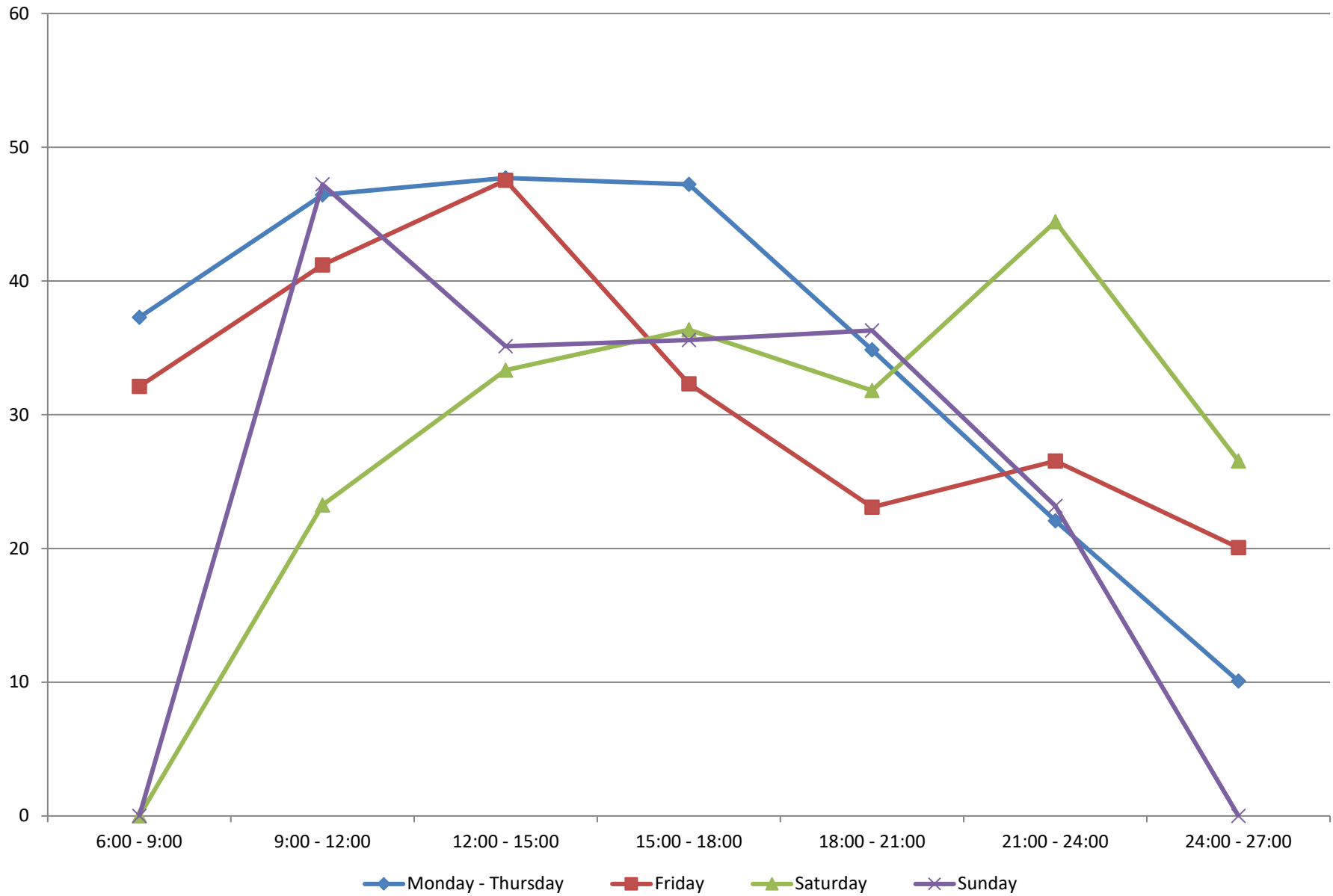
Month: January, 2020

	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
Monday - Thursday	6:00 - 9:00	1,877.35	50.34	37.29
	9:00 - 12:00	3,572.53	76.93	46.44
	12:00 - 15:00	3,526.29	73.92	47.70
	15:00 - 18:00	3,509.12	74.30	47.23
	18:00 - 21:00	1,187.71	34.08	34.85
	21:00 - 24:00	247.53	11.21	22.08
	24:00 - 27:00	30.25	3.00	10.08
Friday	6:00 - 9:00	1,587.40	49.42	32.12
	9:00 - 12:00	3,114.60	75.60	41.20
	12:00 - 15:00	3,251.40	68.41	47.53
	15:00 - 18:00	2,204.40	68.20	32.32
	18:00 - 21:00	775.60	33.59	23.09
	21:00 - 24:00	324.20	12.22	26.53
	24:00 - 27:00	331.00	16.50	20.06
Saturday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	230.75	9.93	23.25
	12:00 - 15:00	425.00	12.75	33.33
	15:00 - 18:00	463.50	12.75	36.35
	18:00 - 21:00	340.00	10.69	31.81
	21:00 - 24:00	217.50	4.90	44.43
	24:00 - 27:00	438.00	16.50	26.55
Sunday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	85.00	1.80	47.22
	12:00 - 15:00	465.25	13.25	35.11
	15:00 - 18:00	480.50	13.50	35.59
	18:00 - 21:00	295.00	8.13	36.31
	21:00 - 24:00	255.00	11.00	23.18
	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									
March-20									
Total for 3rd Quarter:	310,080	287,110	92.59%	8,633	2.78%	295,743	95.38%	14,337	4.62%
April-20									
May-20									
June-20									
Total for 4th Quarter:	0	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!
Total for Year:	2,757,171	2,572,561	93.30%	68,451	2.48%	2,641,012	95.79%	116,159	4.21%