



Monthly Ridership and
Service Level Report
April, 2023

**“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.
- Extra Service: Additional vehicles and routes to cover an Event such as Football. Compared to prior years this differs in that these are scheduled with set patterns and times of service and are effectively an addition to Fixed Route Service.
- 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. Also known as Motor Bus Service (MB)
- 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.
- 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
ADA	ADA Lot (Football Extra)
BLU	Explorer Blue
CAS	Campus Shuttle
CRB	Carpenter Boulevard
CRC	Corporate Research Center
GLD	Explorer Gold
HDG	Harding Avenue
HWA	Hethwood A
HWB	Hethwood B
HWD	Hethwood
HXP	Hokie Express
MSA	South Main Airport Rd
MSG	Main Street Givens

Abbreviation	Route Full Name
MSN	Main Street North
MSS	Main Street South
PHB	Patrick Henry B
PHD	Patrick Henry
PRB	Progress B
PRO	Progress Street
TOM	Toms Creek
TTT	Two Town Trolley
UCB	University City Boulevard
UMS	University Mall Shuttle
ACC	Access (DR)
GAR	GoAnywhere Route (DR)

Recent Changes

- Athletics and Specials Shuttles are no longer serviced as shuttles. Football service moved to Fixed Route Extra Service with scheduled runs.
- Addition of Main Street Givens route
- Currently Suspended by start of Fall Full Service: Campus Shuttle, Progress B, and University Mall Shuttle. Note these may be reinstated during the service year.

Summary
All Routes
Month: April, 2023

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
Total Passengers	397,953	374,187	6%	3,296,117	3,079,207	7%
Total Revenue Hours	8,506.84	9,005.53	-6%	79,880.79	87,599.18	-9%
Total Revenue Miles	87,863.00	92,469.00	-5%	833,217.00	916,981.80	-9%
Total Driver Hours	9,415.00	9,928.00	-5%	88,848.33	97,756.75	-9%
Passengers/RH	46.78	41.55	13%	41.26	35.15	17%
Passengers/RM	4.53	4.05	12%	3.96	3.36	18%
Passengers/DH	42.27	37.69	12%	37.10	31.50	18%
Full Service Weekdays	20	21	(1)	146	146	0
Full Service Weekends	10	9	1	59	57	2
Reduced Service Weekdays	0	0	0	60	62	(2)
Reduced Service Weekends	0	0	0	27	25	2
Intermediate Service	0	0	0	8	8	0
No Service Days	0	0	0	4	6	(2)

*Note: These numbers include Blacksburg and Christiansburg: Motor Bus, Demand Response and Extra Services.

Total Ridership per Route

Blacksburg

Month: April, 2023

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YTD Ridership	Previous YTD Total	YTD Change
ADA	0	0.00%	0	0%	2,793	0.09%	0	0%
CAS	0	0.00%	0	0%	0	0.00%	8,350	-100%
CRB	1,743	0.44%	5,660	-69%	37,379	1.14%	43,354	-14%
CRC	10,740	2.72%	9,731	10%	87,986	2.69%	86,526	2%
HDG	15,999	4.05%	19,047	-16%	133,562	4.08%	156,449	-15%
HWA	37,531	9.49%	33,383	12%	299,142	9.15%	277,238	8%
HWB	33,405	8.45%	29,084	15%	248,865	7.61%	242,048	3%
HWD	8,453	2.14%	11,192	-24%	88,282	2.70%	61,984	42%
HXP	11,925	3.02%	20,888	-43%	110,763	3.39%	161,522	-31%
MSA	10,289	2.60%	2,667	286%	78,998	2.42%	37,543	110%
MSG	10,816	2.74%	0	0%	82,711	2.53%	0	0%
MSN	21,648	5.47%	31,646	-32%	170,448	5.21%	234,638	-27%
MSS	20,390	5.16%	26,095	-22%	184,745	5.65%	212,485	-13%
PHB	8,001	2.02%	11,600	-31%	92,260	2.82%	83,450	11%
PHD	36,123	9.14%	30,989	17%	291,754	8.92%	251,994	16%
PRB	0	0.00%	2,117	-100%	1,329	0.04%	41,416	-97%
PRO	39,401	9.96%	32,301	22%	305,282	9.33%	244,913	25%
TOM	76,120	19.25%	59,960	27%	620,281	18.97%	490,682	26%
TTT	7,861	1.99%	8,489	-7%	81,499	2.49%	67,373	21%
UCB	43,716	11.06%	34,532	27%	339,765	10.39%	256,041	33%
UMS	0	0.00%	1,871	-100%	0	0.00%	62,640	-100%
ACC	1,259	0.32%	1,167	8%	12,768	0.39%	10,712	19%
Totals	395,420	100.00%	372,419	6%	3,270,612	100.00%	3,031,358	8%

Blacksburg MB Total	394,161	99.68%	371,252	6.17%	3,257,844	99.61%	3,020,646	7.85%
Blacksburg DR Total	1,259	0.32%	1,167	7.88%	12,768	0.39%	10,712	19.19%
Totals	395,420	100%	372,419	6%	3,270,612	100%	3,031,358	8%

Total Ridership per Route

Christiansburg: Motor Bus and Demand Response

Month: April, 2023

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
BLU	543	21.44%	309	76%	5,983	24.07%	4,680	28%
GLD	919	36.28%	419	119%	7,991	32.15%	4,228	89%
GAR	1,071	42.28%	1,040	3%	10,879	43.77%	11,372	-4%
Totals	2,533	100%	1,768	43%	24,853	100%	20,280	23%
Christiansburg MB Total	1,462	57.72%	728	100.82%	13,974	56.23%	8,908	56.87%
Christiansburg DR Total	1,071	42.28%	1,040	2.98%	10,879	43.77%	11,372	-4.34%
Totals	2,533	100%	1,768	43%	24,853	100%	20,280	23%

Passengers per Revenue Hour per Route

All Fixed Routes

Month: April, 2023

Route	Current Month	Previous Year	Change by Month
ADA	0.00	0.00	N/A
BLU	2.34	2.46	-5%
CAS	0.00	0.00	N/A
CRB	22.68	24.29	-7%
CRC	18.57	16.07	16%
GLD	3.94	3.53	12%
HDG	31.99	30.34	5%
HWA	73.97	71.04	4%
HWB	65.91	62.00	6%
HWD	51.53	66.30	-22%
HXP	23.66	33.79	-30%
MSA	40.06	21.49	86%
MSG	59.02	0.00	N/A
MSN	61.34	57.11	7%
MSS	44.85	36.23	24%
PHB	53.43	47.12	13%
PHD	71.13	58.24	22%
PRB	0.00	17.89	-100%
PRO	78.25	65.02	20%
TOM	113.51	88.24	29%
TTT	20.55	22.15	-7%
UCB	71.24	59.79	19%
UMS	0.00	0.00	N/A

Passengers per Revenue Hour per Day of Week

All Fixed Routes

Month: April, 2023

Week Day	<u>Current Month</u>			<u>Previous Year</u>			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
Sunday	13,856	332.75	41.64	8,034	225.78	35.58	17%
Monday	74,360	1,321.84	56.25	67,867	1,369.07	49.57	13%
Tuesday	78,235	1,363.25	57.39	72,634	1,397.88	51.96	10%
Wednesday	74,372	1,309.20	56.81	71,641	1,402.17	51.09	11%
Thursday	74,386	1,324.66	56.15	69,802	1,413.96	49.37	14%
Friday	58,268	1,244.42	46.82	66,285	1,649.02	40.20	16%
Saturday	22,146	484.51	45.71	15,717	411.35	38.21	20%
Total	395,623	7,380.63	53.60	371,980	7,869.23	47.27	13%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Mile per Day of Week

All Fixed Routes

Month: April, 2023

Week Day	<u>Current Month</u>			<u>Previous Year</u>			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
Sunday	13,856	3,661	3.78	8,034	2,509	3.20	18%
Monday	74,360	13,404	5.55	67,867	13,914	4.88	14%
Tuesday	78,235	13,736	5.70	72,634	14,183	5.12	11%
Wednesday	74,372	13,257	5.61	71,641	14,212	5.04	11%
Thursday	74,386	13,413	5.55	69,802	14,290	4.88	14%
Friday	58,268	12,748	4.57	66,285	16,778	3.95	16%
Saturday	22,146	5,456	4.06	15,717	4,734	3.32	22%
Total	395,623	75,675	5.23	371,980	80,620	4.61	13%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Hour per Day of Week
 Demand Response Service
 Month: April, 2023

<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	77	42.60	1.81	43	29.25	1.47	23%
Monday	205	122.45	1.67	168	120.77	1.39	20%
Tuesday	223	121.07	1.84	223	120.55	1.85	0%
Wednesday	254	137.55	1.85	220	126.07	1.75	6%
Thursday	218	127.93	1.70	208	132.64	1.57	9%
Friday	185	115.30	1.60	231	147.55	1.57	2%
Saturday	97	68.20	1.42	74	58.00	1.28	11%
Total	1,259	735.09	1.71	1,167	734.82	1.59	8%

<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	180	68.63	2.62	182	67.05	2.71	-3%
Tuesday	202	73.53	2.75	183	66.40	2.76	0%
Wednesday	214	72.03	2.97	191	71.27	2.68	11%
Thursday	210	69.17	3.04	170	71.75	2.37	28%
Friday	190	71.25	2.67	244	91.38	2.67	0%
Saturday	75	36.50	2.05	70	33.63	2.08	-1%
Total	1,071	391.12	2.74	1,040	401.48	2.59	6%

*Please note: these numbers DO NOT include Fixed Route Service.

Passengers per Revenue Mile per Day of Week

Demand Response Service

Month: April, 2023

<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	77	427	0.18	43	199	0.22	-17%
Monday	205	1,045	0.20	168	1,039	0.16	21%
Tuesday	223	1,111	0.20	223	1,243	0.18	12%
Wednesday	254	1,331	0.19	220	1,239	0.18	7%
Thursday	218	1,253	0.17	208	1,211	0.17	1%
Friday	185	910	0.20	231	1,167	0.20	3%
Saturday	97	585	0.17	74	465	0.16	4%
Total	1,259	6,662	0.19	1,167	6,562	0.18	6%

<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	180	880	0.20	182	902	0.20	1%
Tuesday	202	1,091	0.19	183	948	0.19	-4%
Wednesday	214	1,125	0.19	191	972	0.20	-3%
Thursday	210	1,050	0.20	170	910	0.19	7%
Friday	190	961	0.20	244	1,190	0.21	-4%
Saturday	75	419	0.18	70	364	0.19	-7%
Total	1,071	5,526	0.19	1,040	5,287	0.20	-1%

*Please note: these numbers DO NOT include Fixed Route Service.

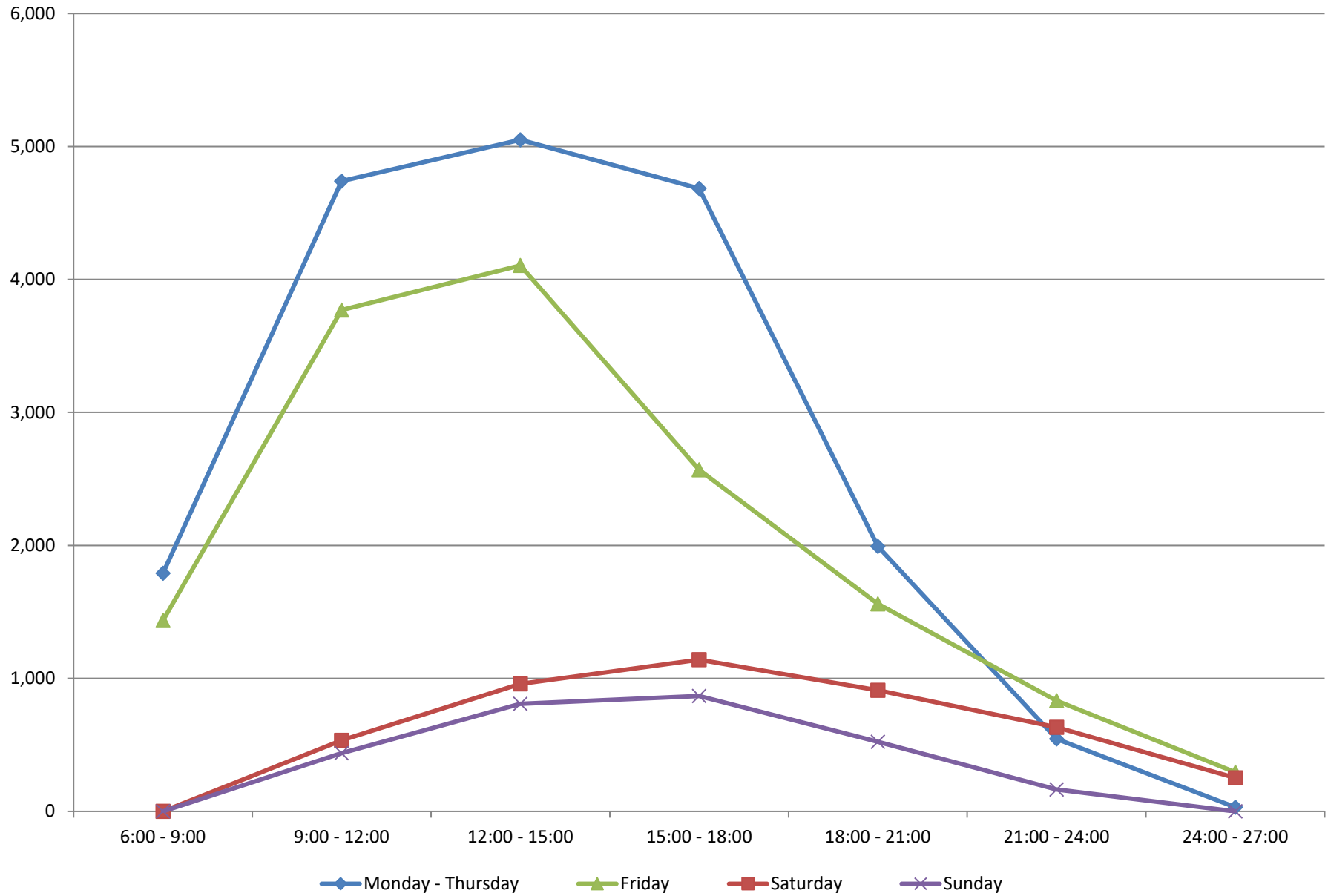
Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

Month: April, 2023

	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
Monday - Thursday	6:00 - 9:00	1,791.06	47.00	38.11
	9:00 - 12:00	4,740.13	74.70	63.45
	12:00 - 15:00	5,050.19	74.63	67.67
	15:00 - 18:00	4,684.56	75.35	62.17
	18:00 - 21:00	1,992.63	43.42	45.89
	21:00 - 24:00	545.06	15.09	36.12
	24:00 - 27:00	31.50	2.25	14.00
Friday	6:00 - 9:00	1,435.75	46.49	30.89
	9:00 - 12:00	3,769.25	73.75	51.11
	12:00 - 15:00	4,105.00	74.00	55.47
	15:00 - 18:00	2,569.00	53.97	47.60
	18:00 - 21:00	1,561.25	39.54	39.48
	21:00 - 24:00	832.25	15.11	55.08
	24:00 - 27:00	294.50	8.25	35.70
Saturday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	534.60	17.25	30.99
	12:00 - 15:00	958.80	21.00	45.66
	15:00 - 18:00	1,140.60	21.00	54.31
	18:00 - 21:00	911.20	18.75	48.60
	21:00 - 24:00	632.40	10.70	59.10
	24:00 - 27:00	251.80	8.20	30.71
Sunday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	438.60	14.55	30.14
	12:00 - 15:00	809.20	18.00	44.96
	15:00 - 18:00	867.80	18.00	48.21
	18:00 - 21:00	523.20	10.75	48.67
	21:00 - 24:00	165.60	5.25	31.54
	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

