



Monthly Ridership and
Service Level Report
August, 2022

**“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: August, 2022

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
Total Passengers	266,179	226,463	18%	315,225	259,358	22%
Total Revenue Hours	7,669.84	8,515.37	-10%	13,164.42	14,893.06	-12%
Total Revenue Miles	81,078.00	90,029.00	-10%	140,736.00	159,648.00	-12%
Total Driver Hours	8,584.50	9,533.92	-10%	14,778.00	16,764.17	-12%
Passengers/RH	34.70	26.59	30%	23.95	17.41	38%
Passengers/RM	3.28	2.52	31%	2.24	1.62	38%
Passengers/DH	31.01	23.75	31%	21.33	15.47	38%
Full Service Weekdays	8	7	1	8	7	1
Full Service Weekends	4	4	0	4	4	0
Reduced Service Weekdays	10	10	0	30	32	(2)
Reduced Service Weekends	4	5	(1)	14	13	1
Intermediate Service	5	5	0	5	5	0
No Service Days	0	0	0	1	1	0

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

Total Ridership per Route

Blacksburg

Month: August, 2022

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%	0	0.00%	0	0%
CAS	0	0.00%	1,792	-100%	0	0.00%	2,170	-100%
CRB	4,024	1.53%	3,281	23%	4,024	1.30%	3,281	23%
CRC	6,834	2.60%	7,303	-6%	8,959	2.88%	8,440	6%
HDG	11,472	4.36%	11,043	4%	13,993	4.50%	12,506	12%
HWA	23,380	8.88%	21,302	10%	26,851	8.64%	23,504	14%
HWB	19,327	7.34%	18,200	6%	23,363	7.52%	20,711	13%
HWD	8,974	3.41%	4,467	101%	11,304	3.64%	5,712	98%
HXP	9,095	3.46%	10,488	-13%	9,980	3.21%	10,900	-8%
MSA	5,761	2.19%	4,833	19%	7,046	2.27%	6,424	10%
MSG	5,350	2.03%	0	0%	5,350	1.72%	0	0%
MSN	14,820	5.63%	16,507	-10%	18,491	5.95%	18,675	-1%
MSS	17,700	6.72%	16,302	9%	24,672	7.94%	20,460	21%
PHB	8,313	3.16%	4,851	71%	8,313	2.68%	4,851	71%
PHD	23,103	8.78%	18,152	27%	26,457	8.51%	19,726	34%
PRB	486	0.18%	6,121	-92%	1,329	0.43%	7,608	-83%
PRO	20,949	7.96%	15,623	34%	22,385	7.20%	16,576	35%
TOM	47,592	18.08%	33,474	42%	54,316	17.48%	38,159	42%
TTT	9,735	3.70%	7,350	32%	12,630	4.06%	9,753	29%
UCB	25,089	9.53%	15,165	65%	28,973	9.32%	17,006	70%
UMS	0	0.00%	6,408	-100%	0	0.00%	6,408	-100%
ACC	1,229	0.47%	1,048	17%	2,275	0.73%	1,977	15%
Totals	263,233	100.00%	223,710	18%	310,711	100.00%	254,847	22%

Blacksburg MB Total	262,004	99.53%	222,662	17.67%	308,436	99.27%	252,870	21.97%
Blacksburg DR Total	1,229	0.47%	1,048	17.27%	2,275	0.73%	1,977	15.07%
Totals	263,233	100%	223,710	18%	310,711	100%	254,847	22%

Total Ridership per Route

Christiansburg: Motor Bus and Demand Response

Month: August, 2022

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
BLU	537	23.41%	462	16%	798	20.66%	753	6%
GLD	591	25.76%	369	60%	956	24.75%	657	46%
GAR	1,166	50.83%	1,274	-8%	2,108	54.58%	2,453	-14%
Totals	2,294	100%	2,105	9%	3,862	100%	3,863	0%
Christiansburg MB Total	1,128	49.17%	831	35.74%	1,754	45.42%	1,410	24.40%
Christiansburg DR Total	1,166	50.83%	1,274	-8.48%	2,108	54.58%	2,453	-14.06%
Totals	2,294	100%	2,105	9%	3,862	100%	3,863	0%

Passengers per Revenue Hour per Route

All Fixed Routes

Month: August, 2022

Route	Current Month	Previous Year	Change by Month
ADA	0.00	0.00	N/A
BLU	2.27	1.81	26%
CAS	0.00	6.98	-100%
CRB	26.52	23.43	13%
CRC	11.39	13.71	-17%
GLD	2.48	1.44	72%
HDG	25.23	23.02	10%
HWA	62.80	57.71	9%
HWB	53.87	49.14	10%
HWD	70.30	41.85	68%
HXP	22.53	22.13	2%
MSA	29.73	18.70	59%
MSG	52.23	0.00	N/A
MSN	41.74	39.63	5%
MSS	37.72	30.28	25%
PHB	54.42	34.40	58%
PHD	54.29	45.39	20%
PRB	8.50	23.74	-64%
PRO	52.97	42.40	25%
TOM	87.85	60.31	46%
TTT	26.54	20.41	30%
UCB	56.17	41.11	37%
UMS	0.00	36.68	-100%

Passengers per Revenue Hour per Day of Week

All Fixed Routes

Month: August, 2022

Week Day	Current Month			Previous Year			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
Sunday	8,802	188.20	46.77	8,638	251.33	34.37	36%
Monday	58,405	1,339.38	43.61	52,028	1,571.89	33.10	32%
Tuesday	57,956	1,340.55	43.23	54,422	1,553.33	35.04	23%
Wednesday	58,422	1,340.88	43.57	32,352	1,150.81	28.11	55%
Thursday	35,031	998.72	35.08	32,478	1,152.40	28.18	24%
Friday	32,628	998.78	32.67	32,704	1,148.02	28.49	15%
Saturday	12,540	268.54	46.70	11,519	278.37	41.38	13%
Total	263,784	6,475.05	40.74	224,141	7,106.15	31.54	29%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Mile per Day of Week

All Fixed Routes

Month: August, 2022

Week Day	Current Month			Previous Year			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
Sunday	8,802	2,109	4.17	8,638	2,732	3.16	32%
Monday	58,405	13,923	4.19	52,028	16,527	3.15	33%
Tuesday	57,956	13,953	4.15	54,422	16,467	3.30	26%
Wednesday	58,422	13,937	4.19	32,352	12,320	2.63	60%
Thursday	35,031	10,565	3.32	32,478	12,275	2.65	25%
Friday	32,628	10,603	3.08	32,704	12,312	2.66	16%
Saturday	12,540	3,056	4.10	11,519	3,120	3.69	11%
Total	263,784	68,146	3.87	224,141	75,753	2.96	31%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Hour per Day of Week
 Demand Response Service
 Month: August, 2022

<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	34	28.37	1.20	42	33.47	1.25	-4%
Monday	250	131.03	1.91	182	131.02	1.39	37%
Tuesday	232	149.52	1.55	225	164.82	1.37	14%
Wednesday	253	155.20	1.63	197	140.19	1.41	16%
Thursday	198	128.00	1.55	196	117.70	1.67	-7%
Friday	208	115.32	1.80	141	108.72	1.30	39%
Saturday	54	48.13	1.12	65	43.12	1.51	-26%
Total	1,229	755.57	1.63	1,048	739.02	1.42	15%

<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	219	87.48	2.50	264	150.53	1.75	43%
Tuesday	235	86.75	2.71	291	146.43	1.99	36%
Wednesday	227	91.32	2.49	234	112.75	2.08	20%
Thursday	213	73.18	2.91	207	116.72	1.77	64%
Friday	214	72.70	2.94	235	116.83	2.01	46%
Saturday	58	27.78	2.09	43	26.93	1.60	31%
Total	1,166	439.22	2.65	1,274	670.20	1.90	40%

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

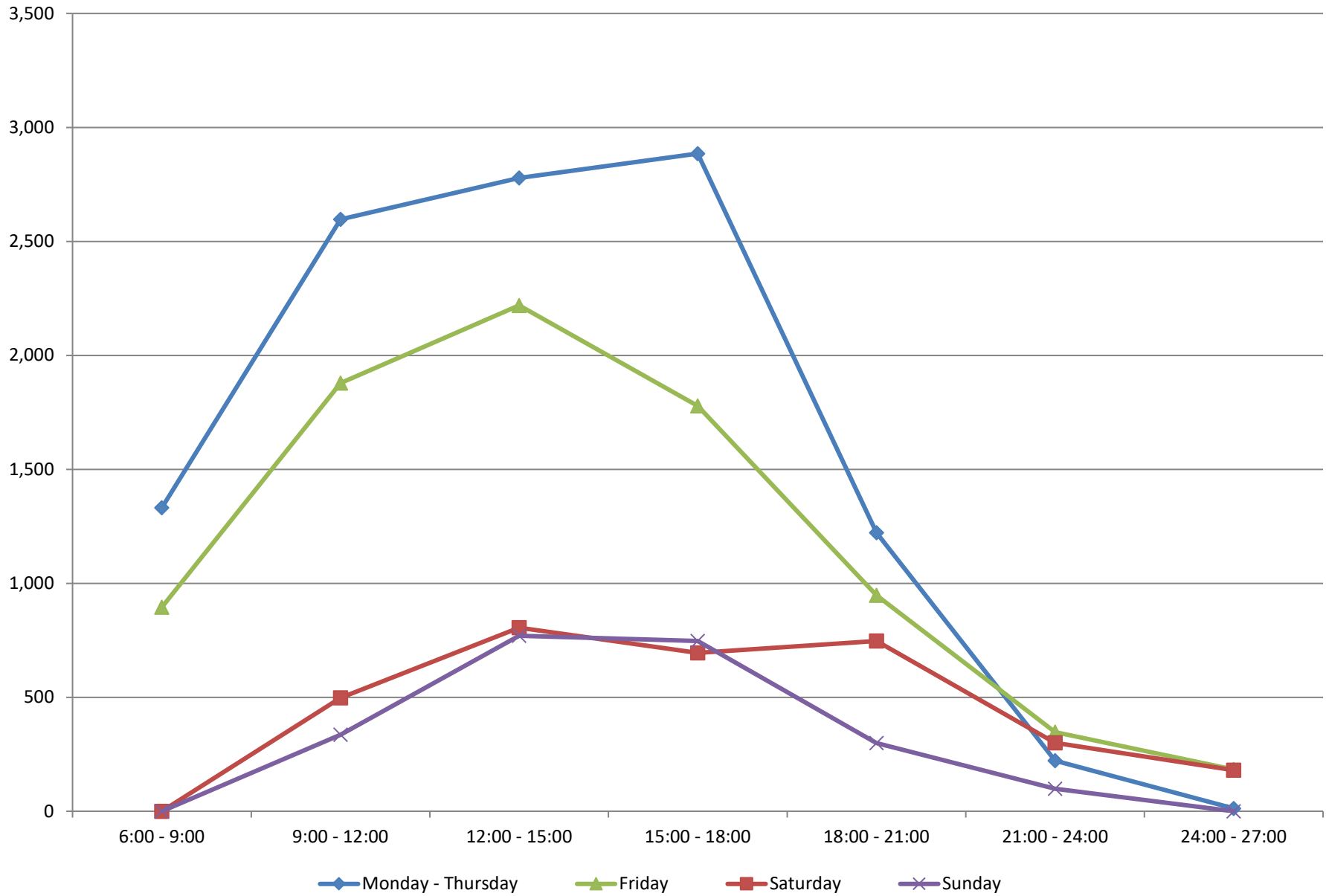
Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

Month: August, 2022

	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
Monday - Thursday	6:00 - 9:00	1,331.95	39.21	33.97
	9:00 - 12:00	2,596.63	60.19	43.14
	12:00 - 15:00	2,777.95	59.29	46.85
	15:00 - 18:00	2,885.26	59.04	48.87
	18:00 - 21:00	1,222.32	34.63	35.30
	21:00 - 24:00	222.05	10.53	21.10
	24:00 - 27:00	12.45	2.25	5.54
Friday	6:00 - 9:00	894.75	37.17	24.07
	9:00 - 12:00	1,879.00	57.63	32.61
	12:00 - 15:00	2,219.25	56.58	39.22
	15:00 - 18:00	1,778.00	51.23	34.71
	18:00 - 21:00	947.25	33.13	28.59
	21:00 - 24:00	347.25	9.84	35.30
	24:00 - 27:00	183.00	8.25	22.18
Saturday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	497.75	12.51	39.79
	12:00 - 15:00	805.25	15.75	51.13
	15:00 - 18:00	695.00	15.75	44.13
	18:00 - 21:00	746.50	13.25	56.34
	21:00 - 24:00	300.50	5.75	52.26
	24:00 - 27:00	180.00	8.25	21.82
Sunday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	335.25	10.55	31.78
	12:00 - 15:00	770.00	13.44	57.30
	15:00 - 18:00	746.50	13.44	55.55
	18:00 - 21:00	299.25	7.00	42.75
	21:00 - 24:00	99.00	5.25	18.86
	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

