



Monthly Ridership and
Service Level Report
December, 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: December, 2022

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
Total Passengers	184,798	180,008	3%	1,803,811	1,722,526	5%
Total Revenue Hours	7,155.98	7,616.31	-6%	46,280.49	53,747.34	-14%
Total Revenue Miles	75,193.00	81,437.00	-8%	485,857.00	566,744.80	-14%
Total Driver Hours	8,009.50	8,507.25	-6%	51,648.33	60,122.58	-14%
Passengers/RH	25.82	23.63	9%	38.98	32.05	22%
Passengers/RM	2.46	2.21	11%	3.71	3.04	22%
Passengers/DH	23.07	21.16	9%	34.92	28.65	22%
Full Service Weekdays	11	12	(1)	77	77	0
Full Service Weekends	4	4	0	31	31	0
Reduced Service Weekdays	11	11	0	45	47	(2)
Reduced Service Weekends	4	2	2	21	18	3
Intermediate Service			0	7	7	0
No Service Days	1	2	(1)	3	4	(1)

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

Total Ridership per Route

Blacksburg

Month: December, 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%	2,793	0.16%	0	0%
CAS	0	0.00%	0	0%	0	0.00%	8,350	-100%
CRB	2,271	1.25%	1,955	16%	23,597	1.32%	24,608	-4%
CRC	4,089	2.24%	4,595	-11%	46,648	2.61%	51,338	-9%
HDG	7,420	4.07%	9,070	-18%	73,400	4.10%	83,921	-13%
HWA	13,464	7.38%	15,120	-11%	156,605	8.75%	155,139	1%
HWB	11,580	6.35%	13,693	-15%	128,175	7.17%	135,502	-5%
HWD	8,377	4.59%	4,349	93%	62,721	3.51%	26,966	133%
HXP	6,591	3.61%	8,294	-21%	65,542	3.66%	81,467	-20%
MSA	4,473	2.45%	2,301	94%	41,672	2.33%	27,125	54%
MSG	3,902	2.14%	0	0%	42,317	2.37%	0	0%
MSN	10,074	5.53%	13,194	-24%	94,827	5.30%	125,102	-24%
MSS	11,881	6.52%	14,256	-17%	105,964	5.92%	117,217	-10%
PHB	4,444	2.44%	3,586	24%	51,078	2.86%	41,196	24%
PHD	15,015	8.24%	14,410	4%	156,738	8.76%	135,794	15%
PRB	0	0.00%	3,372	-100%	1,329	0.07%	32,704	-96%
PRO	15,969	8.76%	12,837	24%	159,017	8.89%	129,202	23%
TOM	37,490	20.56%	33,124	13%	337,988	18.90%	269,317	25%
TTT	6,180	3.39%	5,553	11%	49,816	2.78%	41,419	20%
UCB	17,983	9.86%	13,981	29%	181,067	10.12%	129,097	40%
UMS	0	0.00%	3,268	-100%	0	0.00%	60,769	-100%
ACC	1,123	0.62%	1,002	12%	7,460	0.42%	6,236	20%
Totals	182,326	100.00%	177,960	2%	1,788,754	100.00%	1,682,469	6%

Blacksburg MB Total	181,203	99.38%	176,958	2.40%	1,781,294	99.58%	1,676,233	6.27%
Blacksburg DR Total	1,123	0.62%	1,002	12.08%	7,460	0.42%	6,236	19.63%
Totals	182,326	100%	177,960	2%	1,788,754	100%	1,682,469	6%

Total Ridership per Route

Christiansburg: Motor Bus and Demand Response

Month: December, 2022

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
BLU	694	28.07%	428	62%	3,510	24.37%	2,557	37%
GLD	806	32.61%	599	35%	4,476	31.07%	2,631	70%
GAR	972	39.32%	1,021	-5%	6,419	44.56%	7,300	-12%
Totals	2,472	100%	2,048	21%	14,405	100%	12,488	15%
Christiansburg MB Total	1,500	60.68%	1,027	46.06%	7,986	55.44%	5,188	53.93%
Christiansburg DR Total	972	39.32%	1,021	-4.80%	6,419	44.56%	7,300	-12.07%
Totals	2,472	100%	2,048	21%	14,405	100%	12,488	15%

Passengers per Revenue Hour per Route

All Fixed Routes

Month: December, 2022

Route	Current Month	Previous Year	Change by Month
ADA	0.00	0.00	N/A
BLU	2.85	1.67	71%
CAS	0.00	0.00	N/A
CRB	19.46	15.52	25%
CRC	9.57	9.50	1%
GLD	3.00	2.39	26%
HDG	17.19	18.34	-6%
HWA	56.78	47.81	19%
HWB	48.90	42.58	15%
HWD	31.58	20.58	53%
HXP	21.70	23.64	-8%
MSA	20.63	15.06	37%
MSG	25.37	0.00	N/A
MSN	30.76	28.59	8%
MSS	25.59	24.11	6%
PHB	37.82	27.74	36%
PHD	35.96	32.94	9%
PRB	0.00	12.63	-100%
PRO	41.87	46.81	-11%
TOM	70.85	56.53	25%
TTT	18.11	16.06	13%
UCB	44.13	31.17	42%
UMS	0.00	68.18	-100%

Passengers per Revenue Hour per Day of Week

All Fixed Routes

Month: December, 2022

Week Day	<u>Current Month</u>			<u>Previous Year</u>			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
Sunday	6,587	151.57	43.46	5,347	166.40	32.13	35%
Monday	34,754	1,020.35	34.06	29,273	1,074.06	27.25	25%
Tuesday	31,749	1,023.83	31.01	28,910	1,067.40	27.08	14%
Wednesday	28,432	1,023.89	27.77	43,826	1,383.07	31.69	-12%
Thursday	35,248	1,365.75	25.81	32,113	1,451.12	22.13	17%
Friday	33,639	1,195.78	28.13	28,974	1,186.74	24.41	15%
Saturday	12,294	308.79	39.81	9,542	224.44	42.51	-6%
Total	182,703	6,089.96	30.00	177,985	6,553.23	27.16	10%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Mile per Day of Week

All Fixed Routes

Month: December, 2022

Week Day	<u>Current Month</u>			<u>Previous Year</u>			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
Sunday	6,587	1,675	3.93	5,347	1,857	2.88	37%
Monday	34,754	10,720	3.24	29,273	11,429	2.56	27%
Tuesday	31,749	10,713	2.96	28,910	11,608	2.49	19%
Wednesday	28,432	10,720	2.65	43,826	14,894	2.94	-10%
Thursday	35,248	14,205	2.48	32,113	15,524	2.07	20%
Friday	33,639	12,691	2.65	28,974	12,915	2.24	18%
Saturday	12,294	3,501	3.51	9,542	2,572	3.71	-5%
Total	182,703	64,225	2.84	177,985	70,799	2.51	13%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Hour per Day of Week
Demand Response Service
Month: December, 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	49	33.13	1.48	31	19.33	1.60	-8%
Monday	170	102.80	1.65	119	81.17	1.47	13%
Tuesday	190	117.92	1.61	177	119.69	1.48	9%
Wednesday	210	114.49	1.83	222	150.25	1.48	24%
Thursday	230	133.22	1.73	205	148.33	1.38	25%
Friday	190	102.68	1.85	189	119.60	1.58	17%
Saturday	84	56.45	1.49	59	33.32	1.77	-16%
Total	1,123	660.69	1.70	1,002	671.68	1.49	14%

<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	160	67.07	2.39	169	63.18	2.67	-11%
Tuesday	164	66.07	2.48	173	64.58	2.68	-7%
Wednesday	172	66.71	2.58	231	80.92	2.85	-10%
Thursday	204	84.87	2.40	203	82.07	2.47	-3%
Friday	206	87.20	2.36	201	80.69	2.49	-5%
Saturday	66	33.42	1.98	44	19.97	2.20	-10%
Total	972	405.32	2.40	1,021	391.40	2.61	-8%

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

Passengers per Revenue Mile per Day of Week

Demand Response Service

Month: December, 2022

<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	49	275	0.18	31	141	0.22	-19%
Monday	170	853	0.20	119	702	0.17	18%
Tuesday	190	1,029	0.18	177	1,064	0.17	11%
Wednesday	210	1,094	0.19	222	1,279	0.17	11%
Thursday	230	1,180	0.19	205	1,257	0.16	20%
Friday	190	943	0.20	189	888	0.21	-5%
Saturday	84	467	0.18	59	349	0.17	6%
Total	1,123	5,841	0.19	1,002	5,680	0.18	9%

<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	160	852	0.19	169	844	0.20	-6%
Tuesday	164	906	0.18	173	796	0.22	-17%
Wednesday	172	832	0.21	231	1,126	0.21	1%
Thursday	204	1,118	0.18	203	1,022	0.20	-8%
Friday	206	1,055	0.20	201	943	0.21	-8%
Saturday	66	364	0.18	44	227	0.19	-6%
Total	972	5,127	0.19	1,021	4,958	0.21	-8%

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

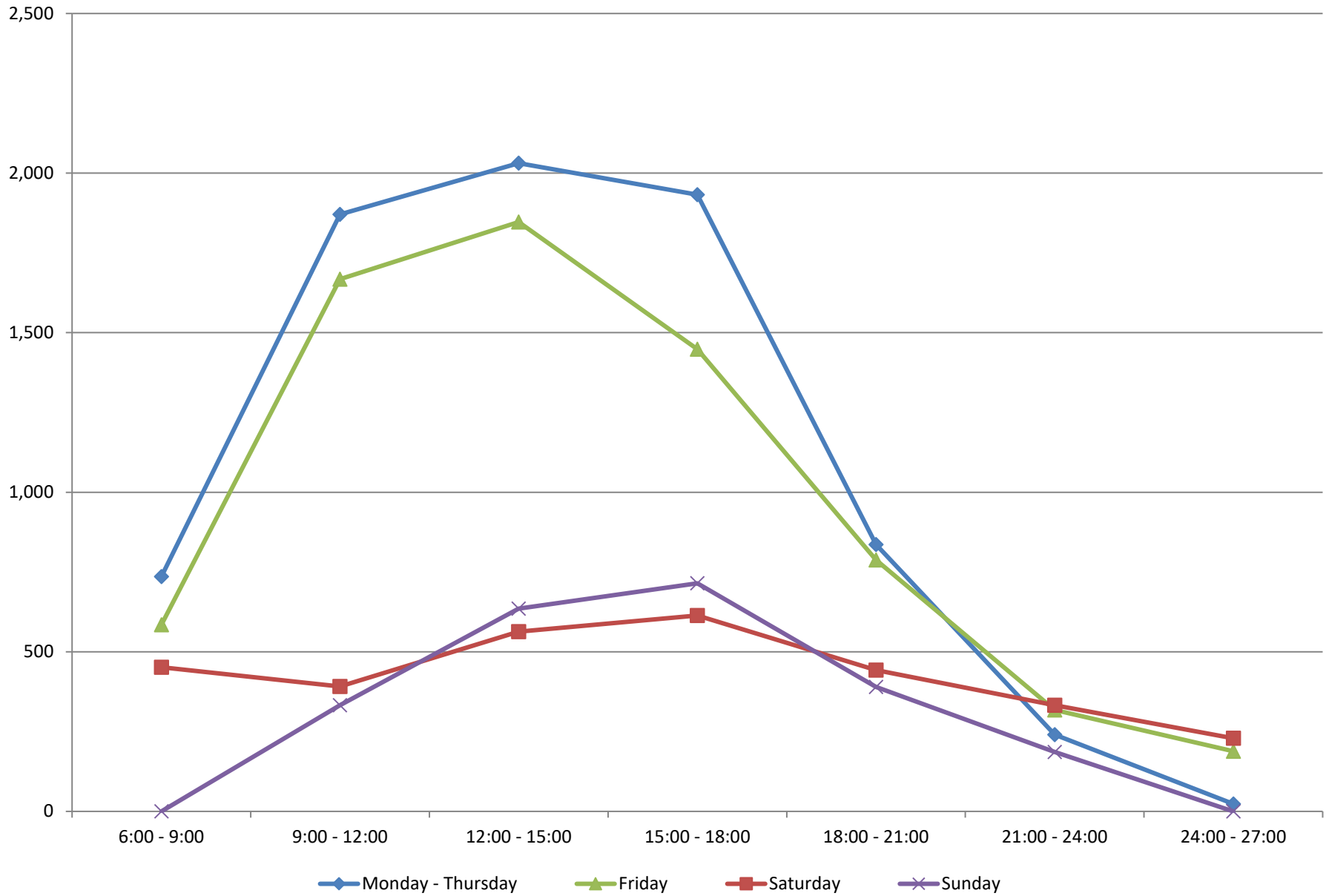
Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

Month: December, 2022

	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
Monday - Thursday	6:00 - 9:00	735.65	38.52	19.10
	9:00 - 12:00	1,870.59	59.54	31.42
	12:00 - 15:00	2,031.00	59.62	34.07
	15:00 - 18:00	1,932.00	59.61	32.41
	18:00 - 21:00	836.18	32.70	25.57
	21:00 - 24:00	240.47	9.63	24.96
	24:00 - 27:00	23.44	2.25	10.42
Friday	6:00 - 9:00	585.00	36.76	15.91
	9:00 - 12:00	1,667.20	56.40	29.56
	12:00 - 15:00	1,846.60	56.40	32.74
	15:00 - 18:00	1,448.00	48.10	30.10
	18:00 - 21:00	787.80	29.72	26.51
	21:00 - 24:00	318.00	8.42	37.75
	24:00 - 27:00	188.50	8.38	22.51
Saturday	6:00 - 9:00	452.00	11.92	37.92
	9:00 - 12:00	391.20	12.27	31.87
	12:00 - 15:00	563.40	14.40	39.13
	15:00 - 18:00	613.80	14.40	42.63
	18:00 - 21:00	442.40	10.70	41.35
	21:00 - 24:00	332.50	5.38	61.86
	24:00 - 27:00	229.00	8.25	27.76
Sunday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	332.33	11.22	29.63
	12:00 - 15:00	635.00	13.81	45.99
	15:00 - 18:00	714.67	14.00	51.05
	18:00 - 21:00	389.67	8.00	48.71
	21:00 - 24:00	186.00	5.25	35.43
	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

