



Monthly Ridership and
Service Level Report
February, 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: February, 2023

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
Total Passengers	435,816	402,965	8%	2,530,891	2,360,117	7%
Total Revenue Hours	8,496.00	8,694.01	-2%	62,567.92	69,633.20	-10%
Total Revenue Miles	87,256.00	89,258.00	-2%	654,261.00	731,929.80	-11%
Total Driver Hours	9,365.50	9,654.25	-3%	69,679.33	77,873.08	-11%
Passengers/RH	51.30	46.35	11%	40.45	33.89	19%
Passengers/RM	4.99	4.51	11%	3.87	3.22	20%
Passengers/DH	46.53	41.74	11%	36.32	30.31	20%
Full Service Weekdays	20	20	0	108	107	1
Full Service Weekends	8	8	0	44	43	1
Reduced Service Weekdays	0	0	0	55	57	(2)
Reduced Service Weekends	0	0	0	24	22	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: February, 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	0.11%	0	0%
CAS	0	0.00%	0	0%	0	0.00%	8,350	-100%
CRB	4,556	1.05%	5,816	-22%	32,270	1.29%	32,347	0%
CRC	12,225	2.82%	10,557	16%	66,854	2.66%	68,040	-2%
HDG	17,198	3.97%	22,161	-22%	102,433	4.08%	118,920	-14%
HWA	41,908	9.67%	36,048	16%	226,064	9.00%	212,792	6%
HWB	34,743	8.02%	31,240	11%	184,824	7.36%	185,465	0%
HWD	7,222	1.67%	9,775	-26%	74,252	2.96%	42,005	77%
HXP	13,483	3.11%	25,992	-48%	87,703	3.49%	120,687	-27%
MSA	10,624	2.45%	2,471	330%	59,245	2.36%	32,335	83%
MSG	12,067	2.79%	0	0%	61,656	2.46%	0	0%
MSN	21,052	4.86%	31,533	-33%	130,502	5.20%	174,974	-25%
MSS	21,999	5.08%	27,404	-20%	144,628	5.76%	161,698	-11%
PHB	14,100	3.25%	12,998	8%	74,611	2.97%	61,044	22%
PHD	39,836	9.19%	35,174	13%	222,513	8.86%	191,263	16%
PRB	0	0.00%	2,230	-100%	1,329	0.05%	37,109	-96%
PRO	43,467	10.03%	34,403	26%	229,463	9.14%	182,732	26%
TOM	82,068	18.94%	67,303	22%	475,948	18.96%	375,358	27%
TTT	8,540	1.97%	6,270	36%	66,353	2.64%	52,969	25%
UCB	46,886	10.82%	38,430	22%	257,067	10.24%	189,055	36%
UMS	0	0.00%	0	0%	0	0.00%	60,769	-100%
ACC	1,287	0.30%	1,101	17%	10,101	0.40%	8,279	22%
Totals	433,261	100.00%	400,906	8%	2,510,609	100.00%	2,316,191	8%

Blacksburg MB Total	431,974	99.70%	399,805	8.05%	2,500,508	99.60%	2,307,912	8.35%
Blacksburg DR Total	1,287	0.30%	1,101	16.89%	10,101	0.40%	8,279	22.01%
Totals	433,261	100%	400,906	8%	2,510,609	100%	2,316,191	8%

Total Ridership per Route

Christiansburg: Motor Bus and Demand Response

Month: February, 2023

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
BLU	649	25.40%	681	-5%	4,823	24.57%	3,827	26%
GLD	831	32.52%	358	132%	6,204	31.60%	3,350	85%
GAR	1,075	42.07%	1,020	5%	8,603	43.83%	9,180	-6%
Totals	2,555	100%	2,059	24%	19,630	100%	16,357	20%
Christiansburg MB Total	1,480	57.93%	1,039	42.44%	11,027	56.17%	7,177	53.64%
Christiansburg DR Total	1,075	42.07%	1,020	5.39%	8,603	43.83%	9,180	-6.29%
Totals	2,555	100%	2,059	24%	19,630	100%	16,357	20%

Passengers per Revenue Hour per Route

All Fixed Routes

Month: February, 2023

Route	Current Month	Previous Year	Change by Month
ADA	0.00	0.00	N/A
BLU	2.80	2.96	-5%
CAS	0.00	0.00	N/A
CRB	26.03	27.02	-4%
CRC	21.52	18.45	17%
GLD	3.56	2.67	34%
HDG	35.35	37.01	-4%
HWA	82.51	80.14	3%
HWB	68.20	69.42	-2%
HWD	52.09	63.48	-18%
HXP	27.51	43.22	-36%
MSA	41.43	20.67	100%
MSG	65.96	0.00	N/A
MSN	62.11	60.46	3%
MSS	49.97	40.30	24%
PHB	64.02	55.31	16%
PHD	78.29	69.13	13%
PRB	0.00	19.56	-100%
PRO	85.71	71.20	20%
TOM	127.55	104.37	22%
TTT	23.53	17.39	35%
UCB	78.93	69.82	13%
UMS	0.00	0.00	N/A

Passengers per Revenue Hour per Day of Week

All Fixed Routes

Month: February, 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	11,911	266.45	44.70	8,394	227.78	36.85	21%
Monday	83,813	1,360.12	61.62	78,539	1,415.41	55.49	11%
Tuesday	84,455	1,348.71	62.62	82,270	1,451.88	56.66	11%
Wednesday	83,170	1,365.29	60.92	80,494	1,426.43	56.43	8%
Thursday	83,811	1,377.13	60.86	79,185	1,433.21	55.25	10%
Friday	66,837	1,292.25	51.72	59,823	1,331.88	44.92	15%
Saturday	19,457	387.38	50.23	12,139	337.30	35.99	40%
Total	433,454	7,397.33	58.60	400,844	7,623.89	52.58	11%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Mile per Day of Week

All Fixed Routes

Month: February, 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	11,911	2,860	4.16	8,394	2,489	3.37	23%
Monday	83,813	13,660	6.14	78,539	14,484	5.42	13%
Tuesday	84,455	13,600	6.21	82,270	14,821	5.55	12%
Wednesday	83,170	13,722	6.06	80,494	14,626	5.50	10%
Thursday	83,811	13,833	6.06	79,185	14,636	5.41	12%
Friday	66,837	13,097	5.10	59,823	13,632	4.39	16%
Saturday	19,457	4,288	4.54	12,139	3,815	3.18	43%
Total	433,454	75,060	5.77	400,844	78,503	5.11	13%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Hour per Day of Week
 Demand Response Service
 Month: February, 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	67	34.82	1.92	36	35.67	1.01	91%
Monday	202	105.81	1.91	177	108.35	1.63	17%
Tuesday	220	125.55	1.75	220	132.83	1.66	6%
Wednesday	259	140.50	1.84	245	137.73	1.78	4%
Thursday	258	134.82	1.91	183	121.89	1.50	27%
Friday	178	110.36	1.61	177	115.87	1.53	6%
Saturday	103	61.65	1.67	63	48.07	1.31	27%
Total	1,287	713.51	1.80	1,101	700.41	1.57	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	194	70.62	2.75	186	68.28	2.72	1%
Tuesday	204	70.15	2.91	185	67.62	2.74	6%
Wednesday	208	71.47	2.91	209	68.50	3.05	-5%
Thursday	211	72.05	2.93	203	70.64	2.87	2%
Friday	196	74.34	2.64	201	70.50	2.85	-8%
Saturday	62	26.53	2.34	36	24.17	1.49	57%
Total	1,075	385.16	2.79	1,020	369.71	2.76	1%

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

Passengers per Revenue Mile per Day of Week

Demand Response Service

Month: February, 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	67	328	0.20	36	213	0.17	21%
Monday	202	1,103	0.18	177	985	0.18	2%
Tuesday	220	1,110	0.20	220	1,126	0.20	1%
Wednesday	259	1,378	0.19	245	1,333	0.18	2%
Thursday	258	1,384	0.19	183	982	0.19	0%
Friday	178	920	0.19	177	915	0.19	0%
Saturday	103	564	0.18	63	366	0.17	6%
Total	1,287	6,787	0.19	1,101	5,920	0.19	2%

<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	194	1,029	0.19	186	971	0.19	-2%
Tuesday	204	1,013	0.20	185	850	0.22	-7%
Wednesday	208	1,032	0.20	209	953	0.22	-8%
Thursday	211	1,044	0.20	203	974	0.21	-3%
Friday	196	974	0.20	201	919	0.22	-8%
Saturday	62	317	0.20	36	168	0.21	-9%
Total	1,075	5,409	0.20	1,020	4,835	0.21	-6%

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

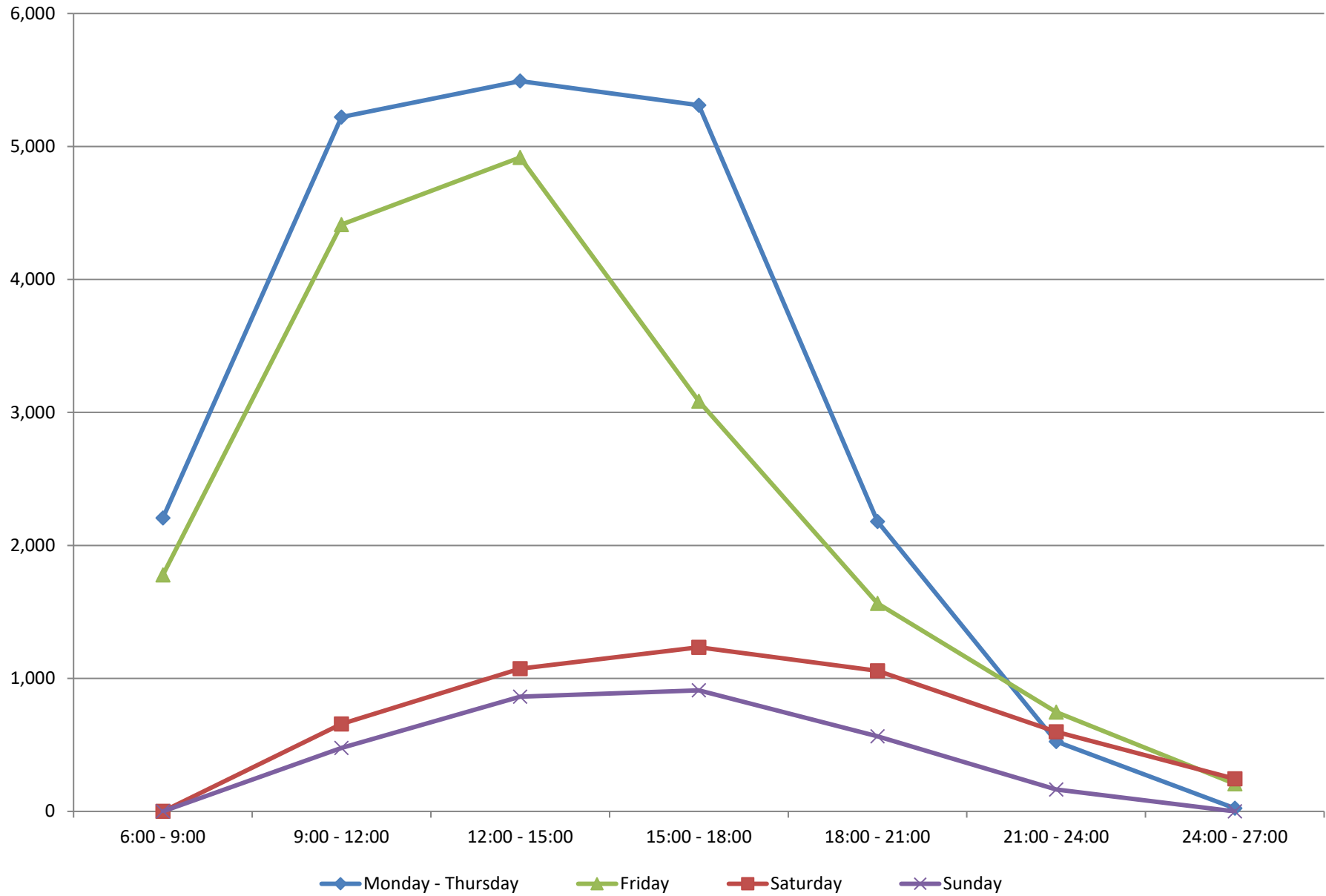
Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

Month: February, 2023

	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
Monday - Thursday	6:00 - 9:00	2,206.44	48.81	45.20
	9:00 - 12:00	5,220.50	76.79	67.99
	12:00 - 15:00	5,491.63	77.05	71.27
	15:00 - 18:00	5,310.50	77.00	68.97
	18:00 - 21:00	2,179.13	43.67	49.90
	21:00 - 24:00	524.69	15.09	34.77
	24:00 - 27:00	23.44	2.25	10.42
Friday	6:00 - 9:00	1,777.75	48.25	36.84
	9:00 - 12:00	4,412.00	77.08	57.24
	12:00 - 15:00	4,917.25	77.13	63.76
	15:00 - 18:00	3,084.25	57.01	54.10
	18:00 - 21:00	1,564.75	40.25	38.87
	21:00 - 24:00	745.75	15.09	49.42
	24:00 - 27:00	207.50	8.25	25.15
Saturday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	656.75	17.22	38.14
	12:00 - 15:00	1,072.50	21.00	51.07
	15:00 - 18:00	1,234.25	21.00	58.77
	18:00 - 21:00	1,056.25	18.69	56.52
	21:00 - 24:00	599.25	10.75	55.74
	24:00 - 27:00	245.50	8.25	29.76
Sunday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	476.25	14.55	32.73
	12:00 - 15:00	862.75	18.00	47.93
	15:00 - 18:00	910.25	18.00	50.57
	18:00 - 21:00	564.50	10.81	52.21
	21:00 - 24:00	164.00	5.25	31.24
	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

