



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

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
Total Passengers	61,131	52,729	16%	3,520,078	3,267,836	8%
Total Revenue Hours	5,937.06	5,761.05	3%	92,884.83	100,137.55	-7%
Total Revenue Miles	63,017.00	61,965.00	2%	970,178.00	1,050,014.80	-8%
Total Driver Hours	6,699.00	6,547.83	2%	103,525.58	111,874.08	-7%
Passengers/RH	10.30	9.15	12%	37.90	32.63	16%
Passengers/RM	0.97	0.85	14%	3.63	3.11	17%
Passengers/DH	9.13	8.05	13%	34.00	29.21	16%
Full Service Weekdays	0	0	0	154	154	0
Full Service Weekends	0	0	0	61	60	1
Reduced Service Weekdays	22	22	0	96	97	(1)
Reduced Service Weekends	8	8	0	41	39	2
Intermediate Service	0	0	0	8	8	0
No Service Days	0	0	0	5	7	(2)

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

Total Ridership per Route

Blacksburg

Month: June, 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	0.08%	0	0%
CAS	0	0.00%	0	0%	0	0.00%	8,350	-100%
CRB	0	0.00%	0	0%	37,379	1.07%	44,519	-16%
CRC	3,448	5.90%	2,441	41%	96,500	2.77%	92,699	4%
HDG	2,946	5.05%	2,665	11%	143,288	4.11%	165,883	-14%
HWA	4,511	7.73%	3,856	17%	318,107	9.12%	291,717	9%
HWB	4,383	7.51%	4,334	1%	266,777	7.65%	256,599	4%
HWD	2,550	4.37%	2,376	7%	95,778	2.74%	70,144	37%
HXP	695	1.19%	850	-18%	115,272	3.30%	167,923	-31%
MSA	1,617	2.77%	1,478	9%	84,873	2.43%	40,774	108%
MSG	874	1.50%	0	0%	87,271	2.50%	0	0%
MSN	4,410	7.55%	3,994	10%	184,664	5.29%	250,672	-26%
MSS	7,039	12.05%	6,961	1%	203,361	5.83%	231,777	-12%
PHB	0	0.00%	0	0%	92,260	2.64%	86,081	7%
PHD	4,535	7.77%	3,357	35%	311,696	8.93%	266,127	17%
PRB	0	0.00%	964	-100%	1,329	0.04%	43,546	-97%
PRO	2,407	4.12%	1,808	33%	321,542	9.22%	256,177	26%
TOM	9,481	16.24%	7,465	27%	660,048	18.92%	521,013	27%
TTT	3,402	5.83%	2,891	18%	90,052	2.58%	74,290	21%
UCB	5,084	8.71%	4,436	15%	361,367	10.36%	272,619	33%
UMS	0	0.00%	0	0%	0	0.00%	62,640	-100%
ACC	1,010	1.73%	1,028	-2%	14,909	0.43%	12,832	16%
Totals	58,392	100.00%	50,904	15%	3,489,266	100.00%	3,216,382	8%

Blacksburg MB Total	57,382	98.27%	49,876	15.05%	3,474,357	99.57%	3,203,550	8.45%
Blacksburg DR Total	1,010	1.73%	1,028	-1.75%	14,909	0.43%	12,832	16.19%
Totals	58,392	100%	50,904	15%	3,489,266	100%	3,216,382	8%

Total Ridership per Route

Christiansburg: Motor Bus and Demand Response

Month: June, 2023

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
BLU	609	22.23%	385	58%	7,097	23.53%	5,385	32%
GLD	1,116	40.74%	422	164%	10,089	33.45%	5,113	97%
GAR	1,014	37.02%	995	2%	12,974	43.02%	13,364	-3%
Totals	2,739	100%	1,802	52%	30,160	100%	23,862	26%
Christiansburg MB Total	1,725	62.98%	807	113.75%	17,186	56.98%	10,498	63.71%
Christiansburg DR Total	1,014	37.02%	995	1.91%	12,974	43.02%	13,364	-2.92%
Totals	2,739	100%	1,802	52%	30,160	100%	23,862	26%

Passengers per Revenue Hour per Route

All Fixed Routes

Month: June, 2023

Route	Current Month	Previous Year	Change by Month
ADA	0.00	0.00	N/A
BLU	2.39	2.71	-11%
CAS	0.00	0.00	N/A
CRB	0.00	0.00	N/A
CRC	6.64	4.71	41%
GLD	4.36	3.09	41%
HDG	8.01	7.20	11%
HWA	17.54	14.87	18%
HWB	16.90	16.89	0%
HWD	23.58	22.33	6%
HXP	2.69	3.31	-19%
MSA	12.28	11.22	9%
MSG	7.03	0.00	N/A
MSN	14.11	12.53	13%
MSS	16.79	16.75	0%
PHB	0.00	0.00	N/A
PHD	13.96	10.33	35%
PRB	0.00	7.68	-100%
PRO	9.41	6.99	34%
TOM	23.10	18.22	27%
TTT	10.87	9.29	17%
UCB	15.72	13.69	15%
UMS	0.00	0.00	N/A

Passengers per Revenue Hour per Day of Week

All Fixed Routes

Month: June, 2023

Week Day	Current Month			Previous Year			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
Sunday	2,490	150.20	16.58	1,978	149.20	13.26	25%
Monday	8,963	828.97	10.81	7,728	792.23	9.75	11%
Tuesday	9,876	832.12	11.87	8,415	790.73	10.64	12%
Wednesday	9,796	832.70	11.76	11,000	991.83	11.09	6%
Thursday	12,290	1,038.92	11.83	10,341	989.58	10.45	13%
Friday	11,996	1,040.00	11.53	8,175	781.65	10.46	10%
Saturday	3,696	173.95	21.25	3,069	173.20	17.72	20%
Total	59,107	4,896.86	12.07	50,706	4,668.42	10.86	11%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Mile per Day of Week

All Fixed Routes

Month: June, 2023

Week Day	Current Month			Previous Year			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
Sunday	2,490	1,688	1.48	1,978	1,681	1.18	25%
Monday	8,963	8,836	1.01	7,728	8,596	0.90	13%
Tuesday	9,876	8,839	1.12	8,415	8,603	0.98	14%
Wednesday	9,796	8,856	1.11	11,000	10,761	1.02	8%
Thursday	12,290	11,036	1.11	10,341	10,741	0.96	16%
Friday	11,996	11,036	1.09	8,175	8,445	0.97	12%
Saturday	3,696	1,943	1.90	3,069	1,940	1.58	20%
Total	59,107	52,234	1.13	50,706	50,767	1.00	13%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Hour per Day of Week
 Demand Response Service
 Month: June, 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	42	21.25	1.98	42	22.38	1.88	5%
Monday	127	84.04	1.51	144	102.91	1.40	8%
Tuesday	189	110.92	1.70	178	111.02	1.60	6%
Wednesday	157	99.66	1.58	243	156.33	1.55	1%
Thursday	242	145.34	1.67	218	148.22	1.47	13%
Friday	183	117.78	1.55	147	90.46	1.63	-4%
Saturday	70	45.72	1.53	56	41.70	1.34	14%
Total	1,010	624.71	1.62	1,028	673.03	1.53	6%

<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	158	68.69	2.30	166	69.75	2.38	-3%
Tuesday	182	69.96	2.60	174	70.85	2.46	6%
Wednesday	191	71.51	2.67	206	88.33	2.33	15%
Thursday	212	88.91	2.38	220	90.66	2.43	-2%
Friday	222	88.53	2.51	167	71.92	2.32	8%
Saturday	49	27.88	1.76	62	28.08	2.21	-20%
Total	1,014	415.49	2.44	995	419.60	2.37	3%

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

Passengers per Revenue Mile per Day of Week
 Demand Response Service
 Month: June, 2023

<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	42	206	0.20	42	207	0.20	0%
Monday	127	639	0.20	144	885	0.16	22%
Tuesday	189	1,007	0.19	178	1,030	0.17	9%
Wednesday	157	927	0.17	243	1,447	0.17	1%
Thursday	242	1,355	0.18	218	1,326	0.16	9%
Friday	183	911	0.20	147	819	0.18	12%
Saturday	70	436	0.16	56	384	0.15	10%
Total	1,010	5,480	0.18	1,028	6,098	0.17	9%

<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	158	780	0.20	166	913	0.18	11%
Tuesday	182	995	0.18	174	913	0.19	-4%
Wednesday	191	981	0.19	206	968	0.21	-9%
Thursday	212	1,165	0.18	220	1,116	0.20	-8%
Friday	222	1,139	0.19	167	886	0.19	3%
Saturday	49	242	0.20	62	304	0.20	-1%
Total	1,014	5,303	0.19	995	5,100	0.20	-2%

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

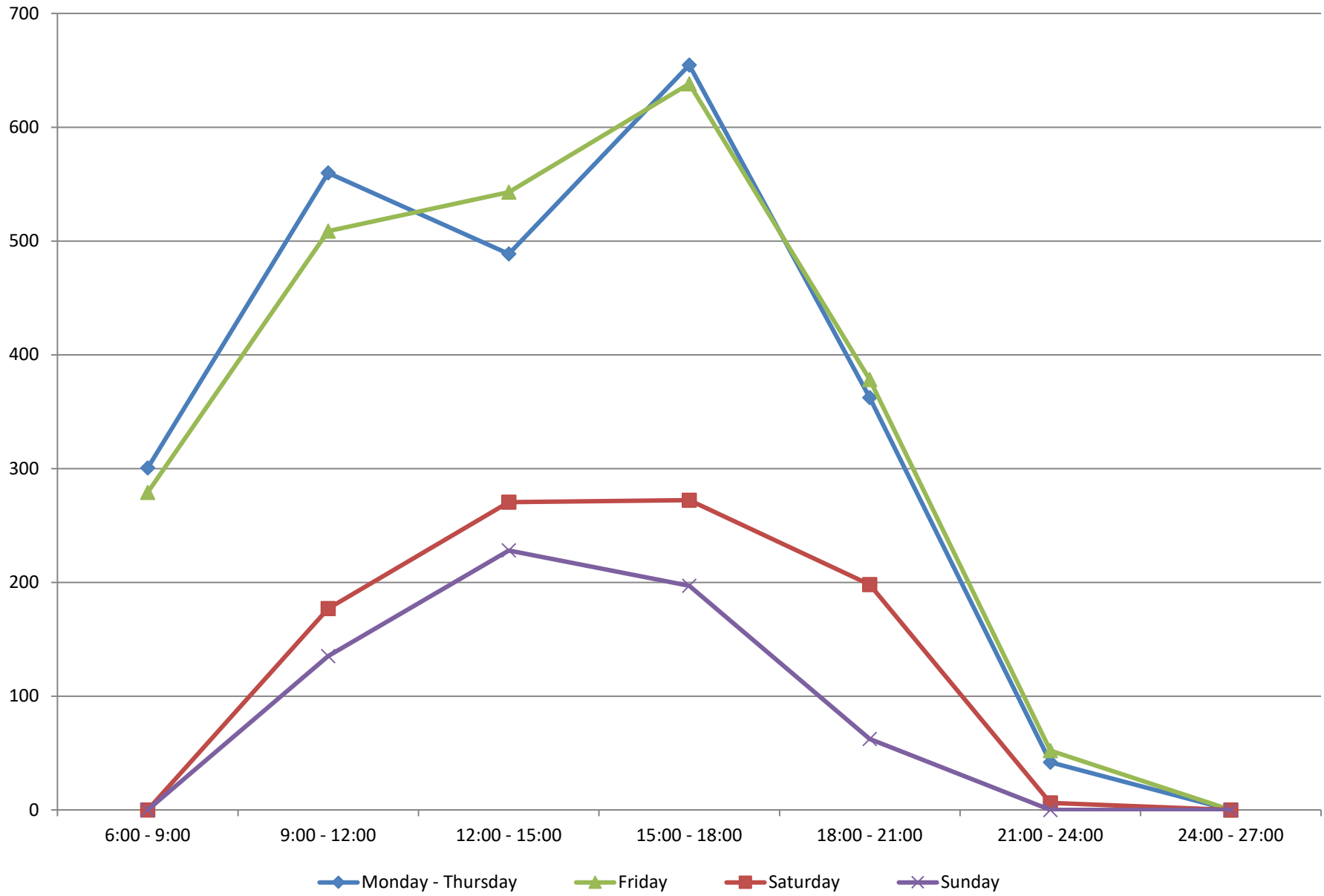
Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

Month: June, 2023

	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
Monday - Thursday	6:00 - 9:00	300.59	31.74	9.47
	9:00 - 12:00	559.82	47.93	11.68
	12:00 - 15:00	488.65	47.86	10.21
	15:00 - 18:00	654.71	47.94	13.66
	18:00 - 21:00	362.29	27.25	13.30
	21:00 - 24:00	41.82	5.09	8.22
	24:00 - 27:00	0.00	0.00	0.00
Friday	6:00 - 9:00	279.00	31.88	8.75
	9:00 - 12:00	508.60	48.00	10.60
	12:00 - 15:00	543.00	48.00	11.31
	15:00 - 18:00	638.20	47.85	13.34
	18:00 - 21:00	378.20	27.18	13.91
	21:00 - 24:00	52.20	5.09	10.26
	24:00 - 27:00	0.00	0.00	0.00
Saturday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	177.00	9.55	18.53
	12:00 - 15:00	270.50	12.00	22.54
	15:00 - 18:00	272.25	12.00	22.69
	18:00 - 21:00	198.00	9.19	21.55
	21:00 - 24:00	6.25	0.75	8.33
	24:00 - 27:00	0.00	0.00	0.00
Sunday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	135.25	9.55	14.16
	12:00 - 15:00	228.00	12.00	19.00
	15:00 - 18:00	197.00	12.00	16.42
	18:00 - 21:00	62.25	4.00	15.56
	21:00 - 24:00	0.00	0.00	0.00
	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

