



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

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
Total Passengers	497,931	500,405	0%	813,156	759,763	7%
Total Revenue Hours	9,202.04	11,301.90	-19%	22,366.46	26,194.96	-15%
Total Revenue Miles	95,312.00	117,352.20	-19%	236,048.00	277,000.20	-15%
Total Driver Hours	10,271.58	12,708.92	-19%	25,049.58	29,473.09	-15%
Passengers/RH	54.11	44.28	22%	36.36	29.00	25%
Passengers/RM	5.22	4.26	23%	3.44	2.74	26%
Passengers/DH	48.48	39.37	23%	32.46	25.78	26%
Full Service Weekdays	21	21	0	29	28	1
Full Service Weekends	8	8	0	12	12	0
Reduced Service Weekdays	0	0	0	30	32	(2)
Reduced Service Weekends	0	0	0	14	13	1
Intermediate Service	1	1	0	6	6	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: September, 2022

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YTD Ridership	Previous YTD Total	YTD Change
ADA	1,632	0.33%	0	0%	1,632	0.20%	0	0%
CAS	0	0.00%	2,715	-100%	0	0.00%	4,885	-100%
CRB	8,178	1.65%	7,886	4%	12,202	1.51%	11,167	9%
CRC	12,707	2.56%	15,151	-16%	21,666	2.69%	23,591	-8%
HDG	19,900	4.02%	23,812	-16%	33,893	4.20%	36,318	-7%
HWA	44,549	8.99%	44,894	-1%	71,400	8.86%	68,398	4%
HWB	34,615	6.99%	39,308	-12%	57,978	7.19%	60,019	-3%
HWD	16,593	3.35%	6,540	154%	27,897	3.46%	12,252	128%
HXP	17,978	3.63%	24,707	-27%	27,958	3.47%	35,607	-21%
MSA	11,334	2.29%	7,109	59%	18,380	2.28%	13,533	36%
MSG	12,431	2.51%	0	0%	17,781	2.21%	0	0%
MSN	25,840	5.22%	35,989	-28%	44,331	5.50%	54,664	-19%
MSS	26,790	5.41%	31,364	-15%	51,462	6.38%	51,824	-1%
PHB	17,240	3.48%	12,149	42%	25,553	3.17%	17,000	50%
PHD	43,662	8.81%	40,946	7%	70,119	8.70%	60,672	16%
PRB	0	0.00%	8,960	-100%	1,329	0.16%	16,568	-92%
PRO	46,022	9.29%	40,515	14%	68,407	8.49%	57,091	20%
TOM	94,302	19.03%	74,190	27%	148,618	18.44%	112,349	32%
TTT	10,705	2.16%	9,248	16%	23,335	2.89%	19,001	23%
UCB	49,505	9.99%	36,921	34%	78,478	9.74%	53,927	46%
UMS	0	0.00%	23,068	-100%	0	0.00%	29,476	-100%
ACC	1,441	0.29%	1,054	37%	3,716	0.46%	3,031	23%
Totals	495,424	100.00%	486,526	2%	806,135	100.00%	741,373	9%

Blacksburg MB Total	493,983	99.71%	485,472	1.75%	802,419	99.54%	738,342	8.68%
Blacksburg DR Total	1,441	0.29%	1,054	36.72%	3,716	0.46%	3,031	22.60%
Totals	495,424	100%	486,526	2%	806,135	100%	741,373	9%

Total Ridership per Route

Christiansburg: Motor Bus and Demand Response

Month: September, 2022

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
BLU	632	25.21%	450	40%	1,430	22.45%	1,203	19%
GLD	705	28.12%	379	86%	1,661	26.08%	1,036	60%
GAR	1,170	46.67%	1,469	-20%	3,278	51.47%	3,922	-16%
Totals	2,507	100%	2,298	9%	6,369	100%	6,161	3%
Christiansburg MB Total	1,337	53.33%	829	61.28%	3,091	48.53%	2,239	38.05%
Christiansburg DR Total	1,170	46.67%	1,469	-20.35%	3,278	51.47%	3,922	-16.42%
Totals	2,507	100%	2,298	9%	6,369	100%	6,161	3%

Passengers per Revenue Hour per Route

All Fixed Routes

Month: September, 2022

Route	Current Month	Previous Year	Change by Month
ADA	41.15	0.00	N/A
BLU	2.60	1.76	47%
CAS	0.00	10.70	-100%
CRB	34.95	30.72	14%
CRC	20.97	18.47	14%
GLD	2.63	1.48	78%
HDG	39.01	36.94	6%
HWA	97.24	81.57	19%
HWB	75.94	71.35	6%
HWD	81.20	65.96	23%
HXP	32.39	33.81	-4%
MSA	40.12	27.55	46%
MSG	66.72	0.00	N/A
MSN	71.57	63.80	12%
MSS	53.19	42.62	25%
PHB	70.03	47.13	49%
PHD	84.21	74.33	13%
PRB	0.00	34.90	-100%
PRO	88.97	73.93	20%
TOM	137.71	99.01	39%
TTT	28.40	23.80	19%
UCB	87.88	67.25	31%
UMS	0.00	72.15	-100%

Passengers per Revenue Hour per Day of Week

All Fixed Routes

Month: September, 2022

Week Day	Current Month			Previous Year			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
Sunday	11,953	227.62	52.51	11,881	272.78	43.56	21%
Monday	73,247	1,279.13	57.26	67,647	1,554.49	43.52	32%
Tuesday	92,230	1,361.94	67.72	90,080	1,681.45	53.57	26%
Wednesday	91,597	1,367.26	66.99	111,992	2,103.60	53.24	26%
Thursday	110,681	1,735.66	63.77	110,203	2,094.60	52.61	21%
Friday	89,606	1,605.45	55.81	78,173	1,667.18	46.89	19%
Saturday	26,006	451.96	57.54	27,906	513.63	54.33	6%
Total	495,320	8,029.02	61.69	497,882	9,887.73	50.35	23%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Mile per Day of Week

All Fixed Routes

Month: September, 2022

Week Day	Current Month			Previous Year			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
Sunday	11,953	2,537	4.71	11,881	2,980	3.99	18%
Monday	73,247	13,056	5.61	67,647	16,215	4.17	34%
Tuesday	92,230	13,820	6.67	90,080	17,476	5.15	29%
Wednesday	91,597	13,858	6.61	111,992	21,737	5.15	28%
Thursday	110,681	17,579	6.30	110,203	21,743	5.07	24%
Friday	89,606	16,394	5.47	78,173	16,940	4.61	18%
Saturday	26,006	4,914	5.29	27,906	5,256	5.31	0%
Total	495,320	82,158	6.03	497,882	102,347	4.86	24%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Hour per Day of Week
 Demand Response Service
 Month: September, 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	47	30.38	1.55	36	22.28	1.62	-4%
Monday	201	109.42	1.84	133	98.75	1.35	36%
Tuesday	262	131.62	1.99	182	139.90	1.30	53%
Wednesday	249	120.30	2.07	220	162.05	1.36	52%
Thursday	334	170.40	1.96	251	161.40	1.56	26%
Friday	307	156.12	1.97	178	103.27	1.72	14%
Saturday	41	27.57	1.49	54	43.78	1.23	21%
Total	1,441	745.79	1.93	1,054	731.44	1.44	34%

<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	190	67.93	2.80	226	109.93	2.06	36%
Tuesday	215	75.12	2.86	259	124.32	2.08	37%
Wednesday	195	75.25	2.59	323	142.56	2.27	14%
Thursday	256	89.79	2.85	320	155.35	2.06	38%
Friday	255	91.72	2.78	284	125.03	2.27	22%
Saturday	59	27.42	2.15	57	25.53	2.23	-4%
Total	1,170	427.22	2.74	1,469	682.72	2.15	27%

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

Passengers per Revenue Mile per Day of Week

Demand Response Service

Month: September, 2022

Access Current Month	Access Previous Year
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Day of Week	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	Change Pass/RM
Sunday	47	253	0.19	36	182	0.20	-6%
Monday	201	1,032	0.19	133	791	0.17	16%
Tuesday	262	1,267	0.21	182	1,086	0.17	23%
Wednesday	249	1,214	0.21	220	1,244	0.18	16%
Thursday	334	1,850	0.18	251	1,533	0.16	10%
Friday	307	1,464	0.21	178	976	0.18	15%
Saturday	41	248	0.17	54	303	0.18	-7%
Total	1,441	7,329	0.20	1,054	6,115	0.17	14%

Go Anywhere Current Month	Go Anywhere Previous Year
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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	190	904	0.21	226	1,404	0.16	31%
Tuesday	215	1,113	0.19	259	1,519	0.17	13%
Wednesday	195	1,017	0.19	323	1,981	0.16	18%
Thursday	256	1,274	0.20	320	2,079	0.15	31%
Friday	255	1,223	0.21	284	1,602	0.18	18%
Saturday	59	295	0.20	57	305	0.19	7%
Total	1,170	5,825	0.20	1,469	8,890	0.17	22%

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

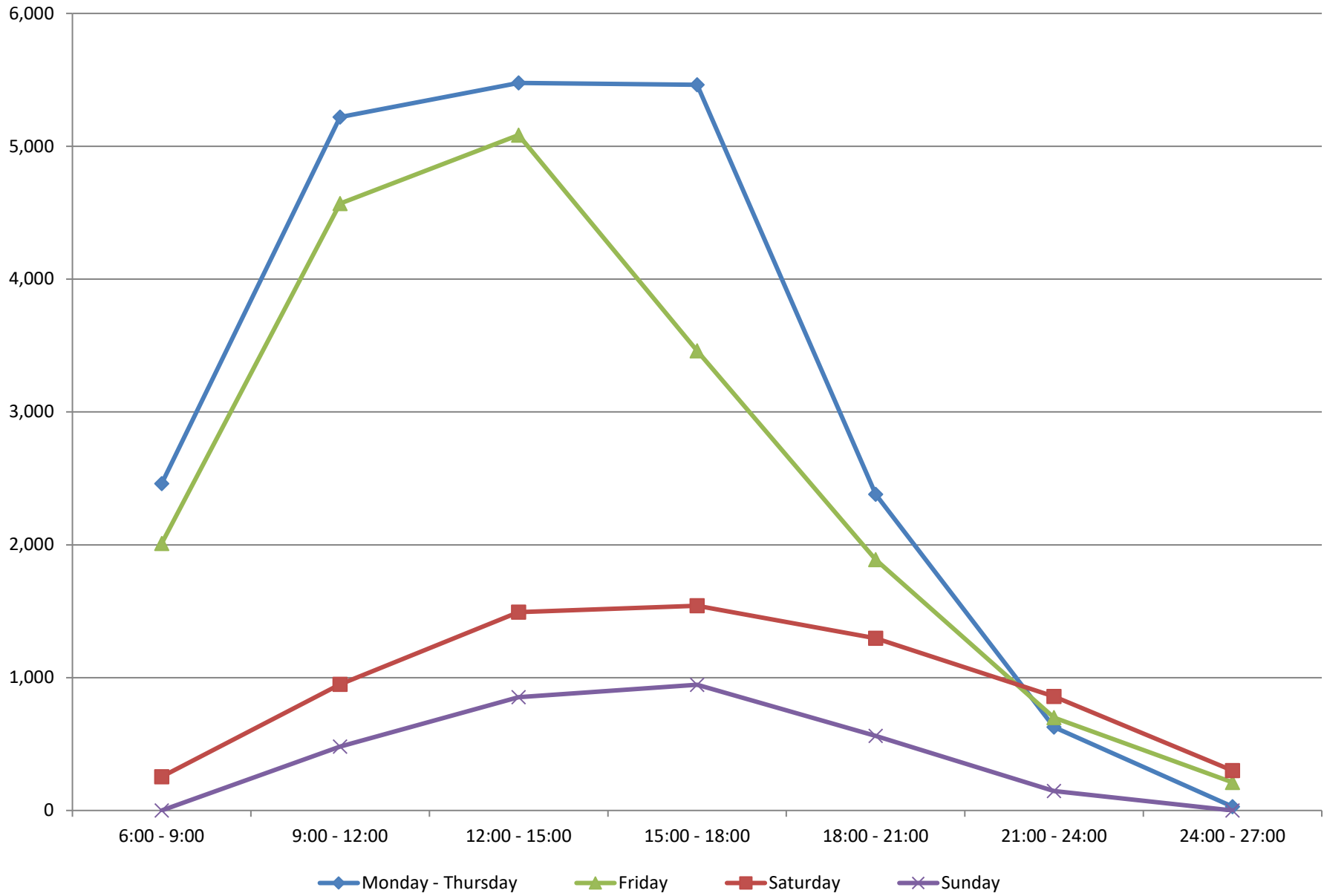
Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

Month: September, 2022

	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
Monday - Thursday	6:00 - 9:00	2,460.18	48.72	50.50
	9:00 - 12:00	5,219.82	76.47	68.26
	12:00 - 15:00	5,476.82	76.54	71.56
	15:00 - 18:00	5,462.71	76.02	71.85
	18:00 - 21:00	2,380.12	42.07	56.57
	21:00 - 24:00	627.29	15.77	39.77
	24:00 - 27:00	28.94	2.28	12.70
Friday	6:00 - 9:00	2,009.80	49.18	40.87
	9:00 - 12:00	4,568.60	77.87	58.67
	12:00 - 15:00	5,084.40	77.25	65.82
	15:00 - 18:00	3,460.60	57.34	60.35
	18:00 - 21:00	1,888.20	37.79	49.97
	21:00 - 24:00	698.40	13.97	49.99
	24:00 - 27:00	211.60	7.70	27.48
Saturday	6:00 - 9:00	254.00	8.51	29.85
	9:00 - 12:00	949.00	21.64	43.86
	12:00 - 15:00	1,492.75	24.39	61.20
	15:00 - 18:00	1,541.00	21.59	71.39
	18:00 - 21:00	1,295.75	20.25	63.99
	21:00 - 24:00	858.75	14.50	59.22
	24:00 - 27:00	300.75	8.50	35.39
Sunday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	480.25	12.05	39.85
	12:00 - 15:00	852.75	14.88	57.33
	15:00 - 18:00	946.50	14.92	63.45
	18:00 - 21:00	561.75	10.00	56.18
	21:00 - 24:00	147.00	5.06	29.04
	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

