



Monthly Ridership and
Service Level Report
April, 2024

**“Safety, Courtesy, Reliability,
and the Environment”**

TABLE OF CONTENTS

Glossary & Route Abbreviations	3-4
Summary - All Routes	5
Total Ridership per Route - Blacksburg, Fixed Routes	6
Total Ridership per Route - Christiansburg Routes	7
Passengers per Revenue Hour per Route - All Fixed Routes	8
Passengers per Revenue Hour per Day of Week - All Fixed Routes	9
Passengers per Revenue Mile per Day of Week - All Fixed Routes	10
Passengers per Revenue Hour per Day of Week - Demand Response Service	11
Passengers per Revenue Mile per Day of Week - Demand Response Service	12
Average Ridership and Revenue Hours by Time of Day - All Fixed Routes	13
Graph: Average Total Passengers by Time of Day - All Fixed Routes	14
Graph: Average Passengers per Revenue Hour by Time of Day - All Fixed Routes	15

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. In previous years it strongly resembled the Full Service with lower frequency on most routes. Currently it is more Reduced Service with extended service hours.
- 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	Main Street Airport
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
AdHoc	Unscheduled/Special Service
ACC	Access (DR)
GAR	GoAnywhere Route (DR)

Recent Changes

- Athletics Shuttles are no longer serviced as shuttles. Football service moved to Fixed Route Extra Service with scheduled runs. Other Event Specials are considered as AdHoc Service.
- Currently Suspended Service: Campus Shuttle, Progress B, and University Mall Shuttle. Note these may be reinstated during the service year.

Summary
All Routes
Month: April, 2024

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
Total Passengers	473,074	397,953	19%	3,576,365	3,296,117	9%
Total Revenue Hours	10,208.57	8,506.84	20%	86,074.67	79,880.79	8%
Total Revenue Miles	102,798.00	87,863.00	17%	879,720.71	833,217.00	6%
Total Driver Hours	11,186.75	9,415.00	19%	95,648.75	88,848.33	8%
Passengers/RH	46.34	46.78	-1%	41.55	41.26	1%
Passengers/RM	4.60	4.53	2%	4.07	3.96	3%
Passengers/DH	42.29	42.27	0%	37.39	37.10	1%
Full Service Weekdays	22	20	2	147	146	1
Full Service Weekends	8	10	(2)	59	59	0
Reduced Service Weekdays	0	0	0	57	60	(3)
Reduced Service Weekends	0	0	0	29	27	2
Intermediate Service	0	0	0	9	8	1
No Service Days	0	0	0	4	4	0

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

Total Ridership per Route

Blacksburg

Month: April, 2024

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%	2,563	0.07%	2,793	-8%
CAS	0	0.00%	0	0%	0	0.00%	0	0%
CRB	6,947	1.48%	1,743	299%	49,657	1.40%	37,379	33%
CRC	14,351	3.06%	10,740	34%	108,133	3.05%	87,986	23%
HDG	18,520	3.95%	15,999	16%	140,110	3.95%	133,562	5%
HWA	34,590	7.37%	37,531	-8%	265,489	7.49%	299,142	-11%
HWB	34,236	7.30%	33,405	2%	260,606	7.35%	248,865	5%
HWD	9,192	1.96%	8,453	9%	74,541	2.10%	88,282	-16%
HXP	13,373	2.85%	11,925	12%	95,220	2.69%	110,763	-14%
MSA	10,536	2.25%	10,289	2%	81,191	2.29%	78,998	3%
MSG	12,460	2.66%	10,816	15%	96,883	2.73%	82,711	17%
MSN	28,532	6.08%	21,648	32%	225,911	6.37%	170,448	33%
MSS	24,019	5.12%	20,390	18%	199,547	5.63%	184,745	8%
PHB	28,902	6.16%	8,001	261%	159,847	4.51%	92,260	73%
PHD	32,470	6.92%	36,123	-10%	274,279	7.74%	291,754	-6%
PRB	0	0.00%	0	0%	0	0.00%	1,329	-100%
PRO	42,335	9.02%	39,401	7%	320,170	9.03%	305,282	5%
TOM	89,690	19.12%	76,120	18%	668,823	18.87%	620,281	8%
TTT	8,785	1.87%	7,861	12%	91,234	2.57%	81,499	12%
UCB	58,849	12.54%	43,716	35%	418,277	11.80%	339,765	23%
UMS	0	0.00%	0	0%	0	0.00%	0	0%
ACC	1,317	0.28%	1,259	5%	12,158	0.34%	12,768	-5%
Totals	469,104	100.00%	395,420	19%	3,544,639	100.00%	3,270,612	8%

Blacksburg MB Total	467,787	99.72%	394,161	18.68%	3,532,481	99.66%	3,257,844	8.43%
Blacksburg DR Total	1,317	0.28%	1,259	4.61%	12,158	0.34%	12,768	-4.78%
Totals	469,104	100%	395,420	19%	3,544,639	100%	3,270,612	8%

Total Ridership per Route

Christiansburg: Motor Bus and Demand Response

Month: April, 2024

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
BLU	1,109	27.93%	543	104%	7,612	24.80%	5,983	27%
GLD	1,666	41.96%	919	81%	12,209	39.78%	7,991	53%
GAR	1,195	30.10%	1,071	12%	10,873	35.42%	10,879	0%
Totals	3,970	100%	2,533	57%	30,694	100%	24,853	24%
Christiansburg MB Total	2,775	69.90%	1,462	89.81%	19,821	64.58%	13,974	41.84%
Christiansburg DR Total	1,195	30.10%	1,071	11.58%	10,873	35.42%	10,879	-0.06%
Totals	3,970	100%	2,533	57%	30,694	100%	24,853	24%

Passengers per Revenue Hour per Route

All Fixed Routes

Month: April, 2024

Route	Current Month	Previous Year	Change by Month
ADA	0.00	0.00	N/A
BLU	4.35	2.34	86%
CAS	0.00	0.00	N/A
CRB	26.93	22.68	19%
CRC	20.25	18.57	9%
GLD	6.49	3.94	65%
HDG	34.68	31.99	8%
HWA	61.58	73.97	-17%
HWB	61.00	65.91	-7%
HWD	46.93	51.53	-9%
HXP	24.86	23.66	5%
MSA	36.54	40.06	-9%
MSG	60.40	59.02	2%
MSN	61.07	61.34	0%
MSS	41.80	44.85	-7%
PHB	58.54	53.43	10%
PHD	57.90	71.13	-19%
PRB	0.00	0.00	N/A
PRO	75.71	78.25	-3%
TOM	116.91	113.51	3%
TTT	22.44	20.55	9%
UCB	66.76	71.24	-6%
UMS	0.00	0.00	N/A

Passengers per Revenue Hour per Day of Week

All Fixed Routes

Month: April, 2024

Week Day	Current Month			Previous Year			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
Sunday	15,063	372.88	40.40	13,856	332.75	41.64	-3%
Monday	99,063	1,878.40	52.74	74,360	1,321.84	56.25	-6%
Tuesday	101,676	1,877.06	54.17	78,235	1,363.25	57.39	-6%
Wednesday	80,870	1,503.02	53.81	74,372	1,309.20	56.81	-5%
Thursday	79,657	1,505.26	52.92	74,386	1,324.66	56.15	-6%
Friday	68,833	1,448.00	47.54	58,268	1,244.42	46.82	2%
Saturday	25,400	487.25	52.13	22,146	484.51	45.71	14%
Total	470,562	9,071.87	51.87	395,623	7,380.63	53.60	-3%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Mile per Day of Week

All Fixed Routes

Month: April, 2024

Week Day	Current Month			Previous Year			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
Sunday	15,063	4,105	3.67	13,856	3,661	3.78	-3%
Monday	99,063	18,558	5.34	74,360	13,404	5.55	-4%
Tuesday	101,676	18,593	5.47	78,235	13,736	5.70	-4%
Wednesday	80,870	14,888	5.43	74,372	13,257	5.61	-3%
Thursday	79,657	14,906	5.34	74,386	13,413	5.55	-4%
Friday	68,833	14,458	4.76	58,268	12,748	4.57	4%
Saturday	25,400	5,245	4.84	22,146	5,456	4.06	19%
Total	470,562	90,753	5.19	395,623	75,675	5.23	-1%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Hour per Day of Week
 Demand Response Service
 Month: April, 2024

<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	38	22.98	1.65	77	42.60	1.81	-9%
Monday	269	146.24	1.84	205	122.45	1.67	10%
Tuesday	317	159.37	1.99	223	121.07	1.84	8%
Wednesday	221	112.16	1.97	254	137.55	1.85	7%
Thursday	231	128.55	1.80	218	127.93	1.70	5%
Friday	158	103.29	1.53	185	115.30	1.60	-5%
Saturday	83	49.82	1.67	97	68.20	1.42	17%
Total	1,317	722.41	1.82	1,259	735.09	1.71	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	226	85.21	2.65	180	68.63	2.62	1%
Tuesday	260	91.00	2.86	202	73.53	2.75	4%
Wednesday	221	71.99	3.07	214	72.03	2.97	3%
Thursday	197	72.90	2.70	210	69.17	3.04	-11%
Friday	230	63.98	3.59	190	71.25	2.67	35%
Saturday	61	29.22	2.09	75	36.50	2.05	2%
Total	1,195	414.29	2.88	1,071	391.12	2.74	5%

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

Passengers per Revenue Mile per Day of Week

Demand Response Service

Month: April, 2024

<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	38	228	0.17	77	427	0.18	-8%
Monday	269	1,327	0.20	205	1,045	0.20	3%
Tuesday	317	1,439	0.22	223	1,111	0.20	10%
Wednesday	221	1,006	0.22	254	1,331	0.19	15%
Thursday	231	1,229	0.19	218	1,253	0.17	8%
Friday	158	812	0.19	185	910	0.20	-4%
Saturday	83	416	0.20	97	585	0.17	20%
Total	1,317	6,457	0.20	1,259	6,662	0.19	8%

<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	226	1,085	0.21	180	880	0.20	2%
Tuesday	260	1,319	0.20	202	1,091	0.19	6%
Wednesday	221	1,005	0.22	214	1,125	0.19	16%
Thursday	197	940	0.21	210	1,050	0.20	5%
Friday	230	941	0.24	190	961	0.20	24%
Saturday	61	298	0.20	75	419	0.18	14%
Total	1,195	5,588	0.21	1,071	5,526	0.19	10%

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

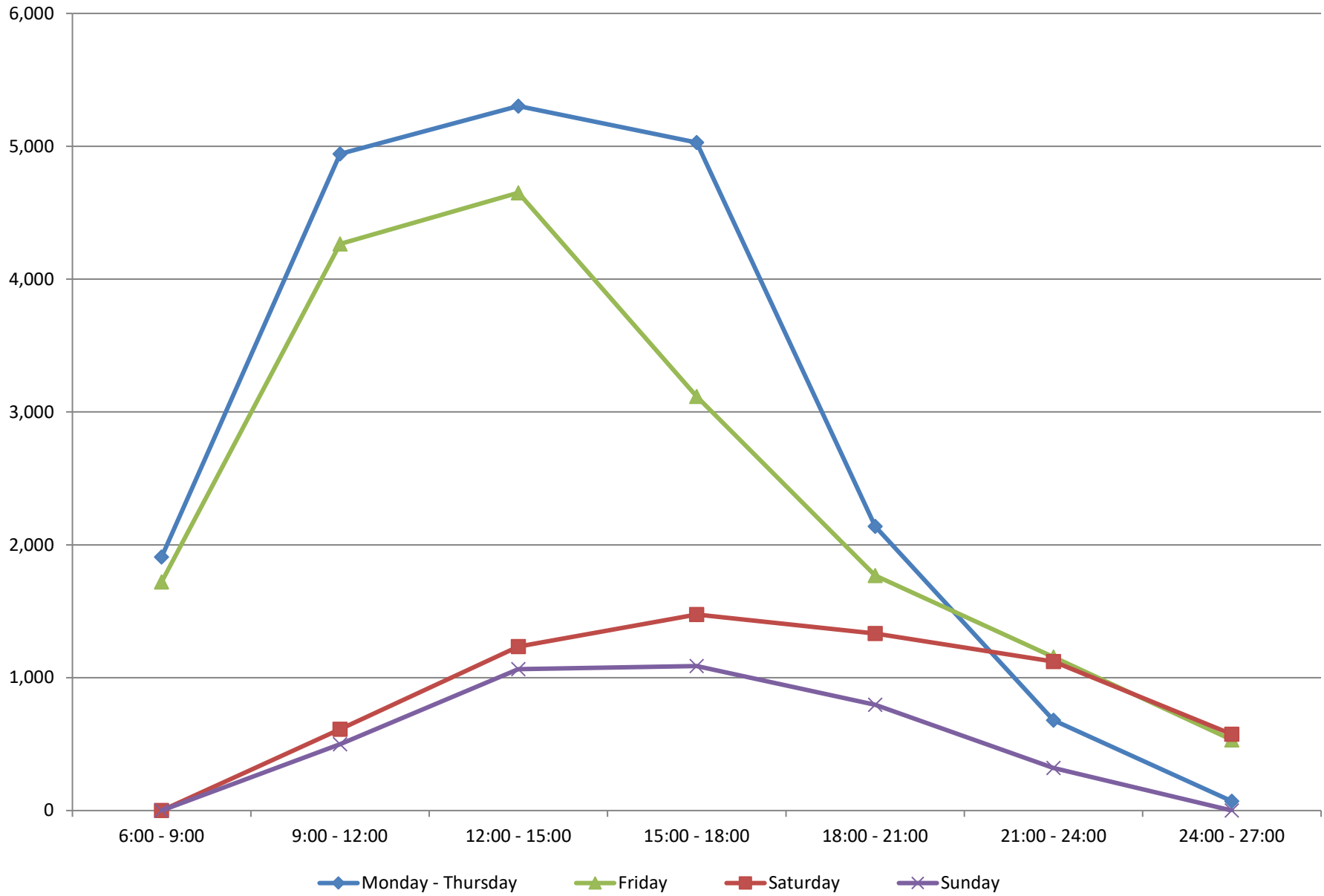
Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

Month: April, 2024

	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
Monday - Thursday	6:00 - 9:00	1,909.11	53.10	35.95
	9:00 - 12:00	4,942.28	83.89	58.91
	12:00 - 15:00	5,302.89	83.93	63.18
	15:00 - 18:00	5,027.78	83.90	59.92
	18:00 - 21:00	2,139.06	47.92	44.64
	21:00 - 24:00	679.11	19.25	35.28
	24:00 - 27:00	70.22	3.76	18.66
Friday	6:00 - 9:00	1,719.75	53.06	32.41
	9:00 - 12:00	4,265.00	84.00	50.77
	12:00 - 15:00	4,650.25	81.58	57.00
	15:00 - 18:00	3,116.25	66.61	46.79
	18:00 - 21:00	1,769.00	43.75	40.43
	21:00 - 24:00	1,156.00	19.25	60.05
	24:00 - 27:00	532.00	13.75	38.69
Saturday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	611.75	19.72	31.02
	12:00 - 15:00	1,234.00	24.65	50.07
	15:00 - 18:00	1,475.50	25.46	57.97
	18:00 - 21:00	1,332.50	22.18	60.08
	21:00 - 24:00	1,121.50	16.00	70.09
	24:00 - 27:00	574.75	13.75	41.80
Sunday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	499.50	19.72	25.33
	12:00 - 15:00	1,063.50	24.00	44.31
	15:00 - 18:00	1,087.75	24.00	45.32
	18:00 - 21:00	795.25	16.75	47.48
	21:00 - 24:00	319.75	8.75	36.54
	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

