



Monthly Ridership and
Service Level Report
February, 2024

**“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. 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: February, 2024

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
Total Passengers	488,033	435,816	12%	2,735,278	2,530,891	8%
Total Revenue Hours	9,768.93	8,496.00	15%	66,811.80	62,567.92	7%
Total Revenue Miles	98,578.00	87,256.00	13%	684,944.71	654,261.00	5%
Total Driver Hours	10,844.75	9,365.50	16%	74,467.25	69,679.33	7%
Passengers/RH	49.96	51.30	-3%	40.94	40.45	1%
Passengers/RM	4.95	4.99	-1%	3.99	3.87	3%
Passengers/DH	45.00	46.53	-3%	36.73	36.32	1%
Full Service Weekdays	21	20	1	109	108	1
Full Service Weekends	8	8	0	44	44	0
Reduced Service Weekdays	0	0	0	52	55	(3)
Reduced Service Weekends	0	0	0	26	24	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: February, 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	0.09%	2,793	-8%
CAS	0	0.00%	0	0%	0	0.00%	0	0%
CRB	7,571	1.56%	4,556	66%	37,582	1.39%	32,270	16%
CRC	15,192	3.14%	12,225	24%	82,470	3.04%	66,854	23%
HDG	19,123	3.95%	17,198	11%	106,768	3.94%	102,433	4%
HWA	36,812	7.60%	41,908	-12%	204,279	7.53%	226,064	-10%
HWB	36,051	7.44%	34,743	4%	200,011	7.38%	184,824	8%
HWD	7,833	1.62%	7,222	8%	58,151	2.14%	74,252	-22%
HXP	14,288	2.95%	13,483	6%	71,781	2.65%	87,703	-18%
MSA	10,801	2.23%	10,624	2%	62,517	2.31%	59,245	6%
MSG	12,544	2.59%	12,067	4%	75,087	2.77%	61,656	22%
MSN	28,044	5.79%	21,052	33%	174,026	6.42%	130,502	33%
MSS	24,279	5.01%	21,999	10%	154,846	5.71%	144,628	7%
PHB	28,945	5.97%	14,100	105%	109,884	4.05%	74,611	47%
PHD	34,389	7.10%	39,836	-14%	217,129	8.01%	222,513	-2%
PRB	0	0.00%	0	0%	0	0.00%	1,329	-100%
PRO	44,402	9.16%	43,467	2%	246,329	9.09%	229,463	7%
TOM	91,040	18.79%	82,068	11%	509,709	18.80%	475,948	7%
TTT	10,194	2.10%	8,540	19%	73,814	2.72%	66,353	11%
UCB	61,717	12.74%	46,886	32%	314,605	11.60%	257,067	22%
UMS	0	0.00%	0	0%	0	0.00%	0	0%
ACC	1,316	0.27%	1,287	2%	9,543	0.35%	10,101	-6%
Totals	484,541	100.00%	433,261	12%	2,711,094	100.00%	2,510,609	8%

Blacksburg MB Total	483,225	99.73%	431,974	11.86%	2,701,551	99.65%	2,500,508	8.04%
Blacksburg DR Total	1,316	0.27%	1,287	2.25%	9,543	0.35%	10,101	-5.52%
Totals	484,541	100%	433,261	12%	2,711,094	100%	2,510,609	8%

Total Ridership per Route

Christiansburg: Motor Bus and Demand Response

Month: February, 2024

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
BLU	831	23.80%	649	28%	5,564	24.03%	4,823	15%
GLD	1,504	43.07%	831	81%	9,039	39.04%	6,204	46%
GAR	1,157	33.13%	1,075	8%	8,549	36.93%	8,603	-1%
Totals	3,492	100%	2,555	37%	23,152	100%	19,630	18%
Christiansburg MB Total	2,335	66.87%	1,480	57.77%	14,603	63.07%	11,027	32.43%
Christiansburg DR Total	1,157	33.13%	1,075	7.63%	8,549	36.93%	8,603	-0.63%
Totals	3,492	100%	2,555	37%	23,152	100%	19,630	18%

Passengers per Revenue Hour per Route

All Fixed Routes

Month: February, 2024

Route	Current Month	Previous Year	Change by Month
ADA	0.00	0.00	N/A
BLU	3.42	2.80	22%
CAS	0.00	0.00	N/A
CRB	30.75	26.03	18%
CRC	22.32	21.52	4%
GLD	6.14	3.56	72%
HDG	37.31	35.35	6%
HWA	68.87	82.51	-17%
HWB	67.28	68.20	-1%
HWD	40.62	52.09	-22%
HXP	27.68	27.51	1%
MSA	39.12	41.43	-6%
MSG	63.51	65.96	-4%
MSN	62.18	62.11	0%
MSS	43.88	49.97	-12%
PHB	61.66	64.02	-4%
PHD	64.47	78.29	-18%
PRB	0.00	0.00	N/A
PRO	83.22	85.71	-3%
TOM	123.37	127.55	-3%
TTT	27.01	23.53	15%
UCB	73.23	78.93	-7%
UMS	0.00	0.00	N/A

Passengers per Revenue Hour per Day of Week

All Fixed Routes

Month: February, 2024

Week Day	Current Month			Previous Year			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
Sunday	14,409	372.88	38.64	11,911	266.45	44.70	-14%
Monday	88,128	1,502.96	58.64	83,813	1,360.12	61.62	-5%
Tuesday	90,825	1,504.09	60.39	84,455	1,348.71	62.62	-4%
Wednesday	89,100	1,503.71	59.25	83,170	1,365.29	60.92	-3%
Thursday	106,764	1,877.02	56.88	83,811	1,377.13	60.86	-7%
Friday	74,499	1,444.87	51.56	66,837	1,292.25	51.72	0%
Saturday	21,835	473.97	46.07	19,457	387.38	50.23	-8%
Total	485,560	8,679.50	55.94	433,454	7,397.33	58.60	-5%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Mile per Day of Week

All Fixed Routes

Month: February, 2024

Week Day	Current Month			Previous Year			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
Sunday	14,409	4,005	3.60	11,911	2,860	4.16	-14%
Monday	88,128	14,875	5.92	83,813	13,660	6.14	-3%
Tuesday	90,825	14,862	6.11	84,455	13,600	6.21	-2%
Wednesday	89,100	14,879	5.99	83,170	13,722	6.06	-1%
Thursday	106,764	18,549	5.76	83,811	13,833	6.06	-5%
Friday	74,499	14,448	5.16	66,837	13,097	5.10	1%
Saturday	21,835	5,110	4.27	19,457	4,288	4.54	-6%
Total	485,560	86,728	5.60	433,454	75,060	5.77	-3%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Hour per Day of Week
 Demand Response Service
 Month: February, 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	52	29.73	1.75	67	34.82	1.92	-9%
Monday	234	124.33	1.88	202	105.81	1.91	-1%
Tuesday	243	120.60	2.01	220	125.55	1.75	15%
Wednesday	238	107.39	2.22	259	140.50	1.84	20%
Thursday	304	164.38	1.85	258	134.82	1.91	-3%
Friday	163	99.98	1.63	178	110.36	1.61	1%
Saturday	82	49.13	1.67	103	61.65	1.67	0%
Total	1,316	695.54	1.89	1,287	713.51	1.80	5%

<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	184	67.91	2.71	194	70.62	2.75	-1%
Tuesday	212	75.27	2.82	204	70.15	2.91	-3%
Wednesday	228	73.64	3.10	208	71.47	2.91	6%
Thursday	244	79.56	3.07	211	72.05	2.93	5%
Friday	216	67.62	3.19	196	74.34	2.64	21%
Saturday	73	29.90	2.44	62	26.53	2.34	4%
Total	1,157	393.89	2.94	1,075	385.16	2.79	5%

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

Passengers per Revenue Mile per Day of Week

Demand Response Service

Month: February, 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	52	268	0.19	67	328	0.20	-5%
Monday	234	1,130	0.21	202	1,103	0.18	13%
Tuesday	243	1,061	0.23	220	1,110	0.20	16%
Wednesday	238	1,013	0.23	259	1,378	0.19	25%
Thursday	304	1,568	0.19	258	1,384	0.19	4%
Friday	163	772	0.21	178	920	0.19	9%
Saturday	82	488	0.17	103	564	0.18	-8%
Total	1,316	6,301	0.21	1,287	6,787	0.19	10%

<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	184	950	0.19	194	1,029	0.19	3%
Tuesday	212	1,096	0.19	204	1,013	0.20	-4%
Wednesday	228	1,043	0.22	208	1,032	0.20	8%
Thursday	244	1,148	0.21	211	1,044	0.20	5%
Friday	216	983	0.22	196	974	0.20	9%
Saturday	73	330	0.22	62	317	0.20	13%
Total	1,157	5,549	0.21	1,075	5,409	0.20	5%

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

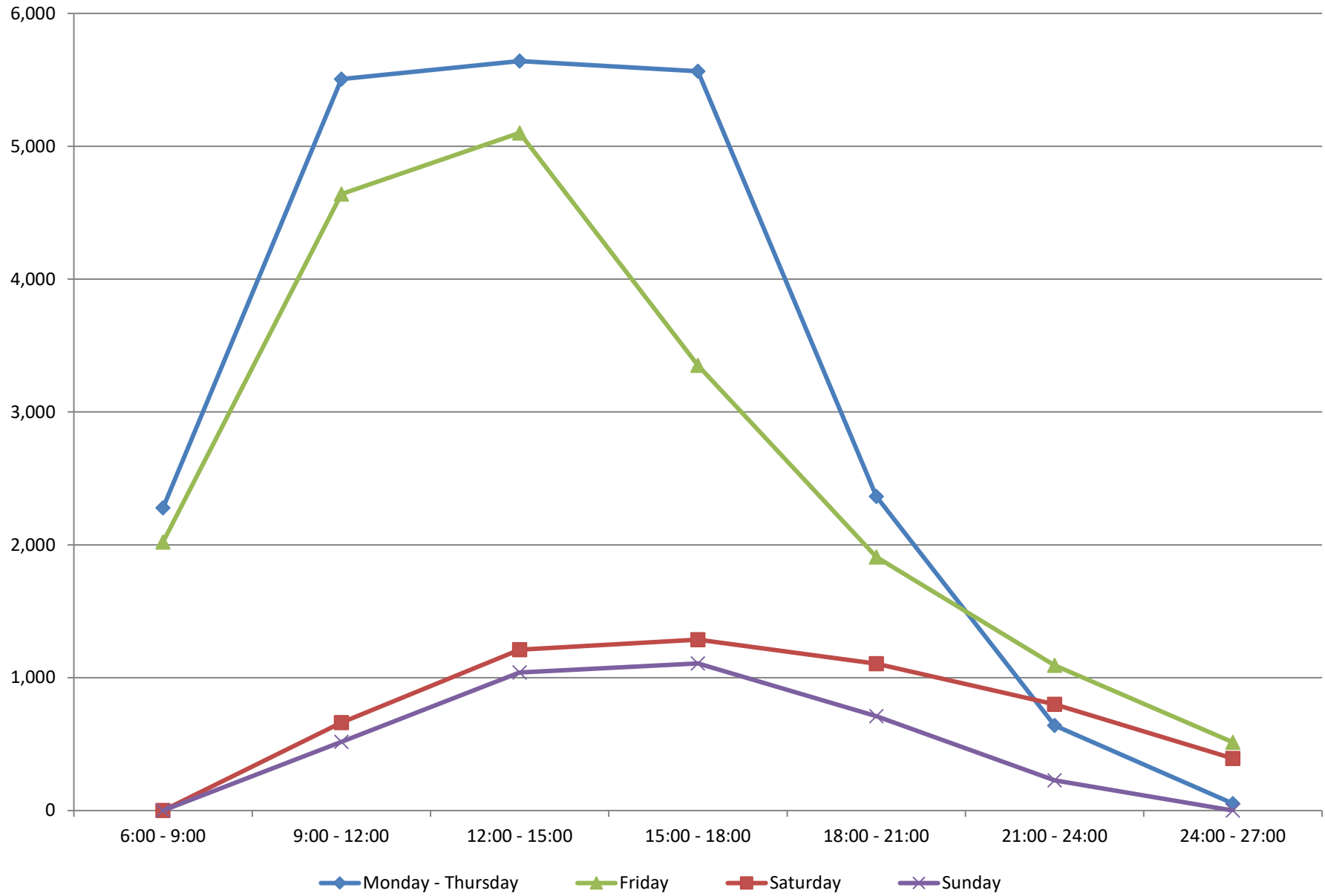
Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

Month: February, 2024

	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
Monday - Thursday	6:00 - 9:00	2,278.65	53.09	42.92
	9:00 - 12:00	5,505.82	83.91	65.61
	12:00 - 15:00	5,641.41	83.91	67.23
	15:00 - 18:00	5,564.47	83.93	66.30
	18:00 - 21:00	2,364.59	47.92	49.34
	21:00 - 24:00	641.06	19.25	33.30
	24:00 - 27:00	52.94	3.75	14.12
Friday	6:00 - 9:00	2,021.00	52.82	38.26
	9:00 - 12:00	4,641.25	83.88	55.34
	12:00 - 15:00	5,100.75	81.46	62.62
	15:00 - 18:00	3,351.25	66.53	50.38
	18:00 - 21:00	1,908.00	43.61	43.75
	21:00 - 24:00	1,093.75	19.25	56.82
	24:00 - 27:00	513.75	13.69	37.53
Saturday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	662.25	19.55	33.88
	12:00 - 15:00	1,211.50	23.86	50.77
	15:00 - 18:00	1,286.50	24.00	53.60
	18:00 - 21:00	1,105.75	21.75	50.84
	21:00 - 24:00	800.25	15.88	50.41
	24:00 - 27:00	392.50	13.46	29.16
Sunday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	517.50	19.72	26.24
	12:00 - 15:00	1,040.00	24.00	43.33
	15:00 - 18:00	1,107.50	24.00	46.15
	18:00 - 21:00	710.25	16.75	42.40
	21:00 - 24:00	228.25	8.75	26.09
	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

