



Monthly Ridership and
Service Level Report
January, 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: January, 2024

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
Total Passengers	324,647	291,264	11%	2,247,245	2,095,075	7%
Total Revenue Hours	8,385.88	7,791.44	8%	57,042.86	54,071.93	5%
Total Revenue Miles	85,464.00	81,148.00	5%	586,366.71	567,005.00	3%
Total Driver Hours	9,381.50	8,665.50	8%	63,622.50	60,313.83	5%
Passengers/RH	38.71	37.38	4%	39.40	38.75	2%
Passengers/RM	3.80	3.59	6%	3.83	3.69	4%
Passengers/DH	34.61	33.61	3%	35.32	34.74	2%
Full Service Weekdays	12	11	1	88	88	0
Full Service Weekends	5	5	0	36	36	0
Reduced Service Weekdays	9	10	(1)	52	55	(3)
Reduced Service Weekends	3	3	0	26	24	2
Intermediate Service	1	1	0	9	8	1
No Service Days	1	1	0	4	4	0

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

Total Ridership per Route

Blacksburg

Month: January, 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	0.12%	2,793	-8%
CAS	0	0.00%	0	0%	0	0.00%	0	0%
CRB	4,686	1.46%	4,117	14%	30,011	1.35%	27,714	8%
CRC	9,941	3.09%	7,981	25%	67,278	3.02%	54,629	23%
HDG	13,413	4.17%	11,835	13%	87,645	3.94%	85,235	3%
HWA	25,159	7.82%	27,551	-9%	167,467	7.52%	184,156	-9%
HWB	24,138	7.50%	21,906	10%	163,960	7.36%	150,081	9%
HWD	4,164	1.29%	4,309	-3%	50,318	2.26%	67,030	-25%
HXP	9,536	2.96%	8,678	10%	57,493	2.58%	74,220	-23%
MSA	7,292	2.27%	6,949	5%	51,716	2.32%	48,621	6%
MSG	8,200	2.55%	7,272	13%	62,543	2.81%	49,589	26%
MSN	18,533	5.76%	14,623	27%	145,982	6.56%	109,450	33%
MSS	17,897	5.56%	16,665	7%	130,567	5.86%	122,629	6%
PHB	17,615	5.47%	9,433	87%	80,939	3.64%	60,511	34%
PHD	23,929	7.43%	25,939	-8%	182,740	8.21%	182,677	0%
PRB	0	0.00%	0	0%	0	0.00%	1,329	-100%
PRO	29,199	9.07%	26,979	8%	201,927	9.07%	185,996	9%
TOM	58,170	18.07%	55,892	4%	418,669	18.80%	393,880	6%
TTT	8,380	2.60%	7,997	5%	63,620	2.86%	57,813	10%
UCB	40,484	12.58%	29,114	39%	252,888	11.36%	210,181	20%
UMS	0	0.00%	0	0%	0	0.00%	0	0%
ACC	1,114	0.35%	1,354	-18%	8,227	0.37%	8,814	-7%
Totals	321,850	100.00%	288,594	12%	2,226,553	100.00%	2,077,348	7%

Blacksburg MB Total	320,736	99.65%	287,240	11.66%	2,218,326	99.63%	2,068,534	7.24%
Blacksburg DR Total	1,114	0.35%	1,354	-17.73%	8,227	0.37%	8,814	-6.66%
Totals	321,850	100%	288,594	12%	2,226,553	100%	2,077,348	7%

Total Ridership per Route

Christiansburg: Motor Bus and Demand Response

Month: January, 2024

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
BLU	631	22.56%	664	-5%	4,733	24.07%	4,174	13%
GLD	1,113	39.79%	897	24%	7,535	38.33%	5,373	40%
GAR	1,053	37.65%	1,109	-5%	7,392	37.60%	7,528	-2%
Totals	2,797	100%	2,670	5%	19,660	100%	17,075	15%
Christiansburg MB Total	1,744	62.35%	1,561	11.72%	12,268	62.40%	9,547	28.50%
Christiansburg DR Total	1,053	37.65%	1,109	-5.05%	7,392	37.60%	7,528	-1.81%
Totals	2,797	100%	2,670	5%	19,660	100%	17,075	15%

Passengers per Revenue Hour per Route

All Fixed Routes

Month: January, 2024

Route	Current Month	Previous Year	Change by Month
ADA	0.00	0.00	N/A
BLU	2.48	2.63	-6%
CAS	0.00	0.00	N/A
CRB	33.23	29.59	12%
CRC	15.70	13.92	13%
GLD	4.34	3.47	25%
HDG	28.23	38.54	-27%
HWA	54.98	66.82	-18%
HWB	53.67	52.93	1%
HWD	28.40	33.21	-14%
HXP	22.84	15.57	47%
MSA	33.84	33.54	1%
MSG	48.98	44.47	10%
MSN	44.21	42.69	4%
MSS	33.95	36.86	-8%
PHB	65.18	66.90	-3%
PHD	53.49	58.53	-9%
PRB	0.00	0.00	N/A
PRO	65.10	65.71	-1%
TOM	95.01	100.17	-5%
TTT	23.38	22.50	4%
UCB	63.78	58.88	8%
UMS	0.00	0.00	N/A

Passengers per Revenue Hour per Day of Week

All Fixed Routes

Month: January, 2024

Week Day	Current Month			Previous Year			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
Sunday	10,501	342.76	30.64	7,973	236.95	33.65	-9%
Monday	55,251	1,196.82	46.16	54,820	1,361.13	40.28	15%
Tuesday	74,322	1,551.00	47.92	72,824	1,450.53	50.21	-5%
Wednesday	75,850	1,552.65	48.85	49,502	1,104.58	44.82	9%
Thursday	50,188	1,175.29	42.70	49,450	1,106.53	44.69	-4%
Friday	43,938	1,149.20	38.23	42,108	1,070.43	39.34	-3%
Saturday	12,430	365.29	34.03	12,124	281.04	43.14	-21%
Total	322,480	7,333.01	43.98	288,801	6,611.19	43.68	1%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Mile per Day of Week

All Fixed Routes

Month: January, 2024

Week Day	Current Month			Previous Year			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
Sunday	10,501	3,726	2.82	7,973	2,571	3.10	-9%
Monday	55,251	12,178	4.54	54,820	14,054	3.90	16%
Tuesday	74,322	15,648	4.75	72,824	14,867	4.90	-3%
Wednesday	75,850	15,653	4.85	49,502	11,354	4.36	11%
Thursday	50,188	11,906	4.22	49,450	11,406	4.34	-3%
Friday	43,938	11,760	3.74	42,108	11,206	3.76	-1%
Saturday	12,430	3,962	3.14	12,124	3,127	3.88	-19%
Total	322,480	74,833	4.31	288,801	68,585	4.21	2%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Hour per Day of Week
 Demand Response Service
 Month: January, 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	28.97	1.80	53	34.90	1.52	18%
Monday	171	110.60	1.55	222	123.20	1.80	-14%
Tuesday	243	136.89	1.78	291	163.02	1.79	-1%
Wednesday	231	140.61	1.64	248	133.05	1.86	-12%
Thursday	212	129.98	1.63	241	132.70	1.82	-10%
Friday	138	85.70	1.61	205	123.02	1.67	-3%
Saturday	67	48.57	1.38	94	56.53	1.66	-17%
Total	1,114	681.32	1.64	1,354	766.43	1.77	-7%

<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	171	61.30	2.79	216	83.91	2.57	8%
Tuesday	186	73.99	2.51	256	92.26	2.77	-9%
Wednesday	238	77.17	3.08	200	70.88	2.82	9%
Thursday	172	63.62	2.70	190	70.75	2.69	1%
Friday	213	67.01	3.18	170	66.97	2.54	25%
Saturday	73	28.45	2.57	77	29.05	2.65	-3%
Total	1,053	371.55	2.83	1,109	413.82	2.68	6%

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

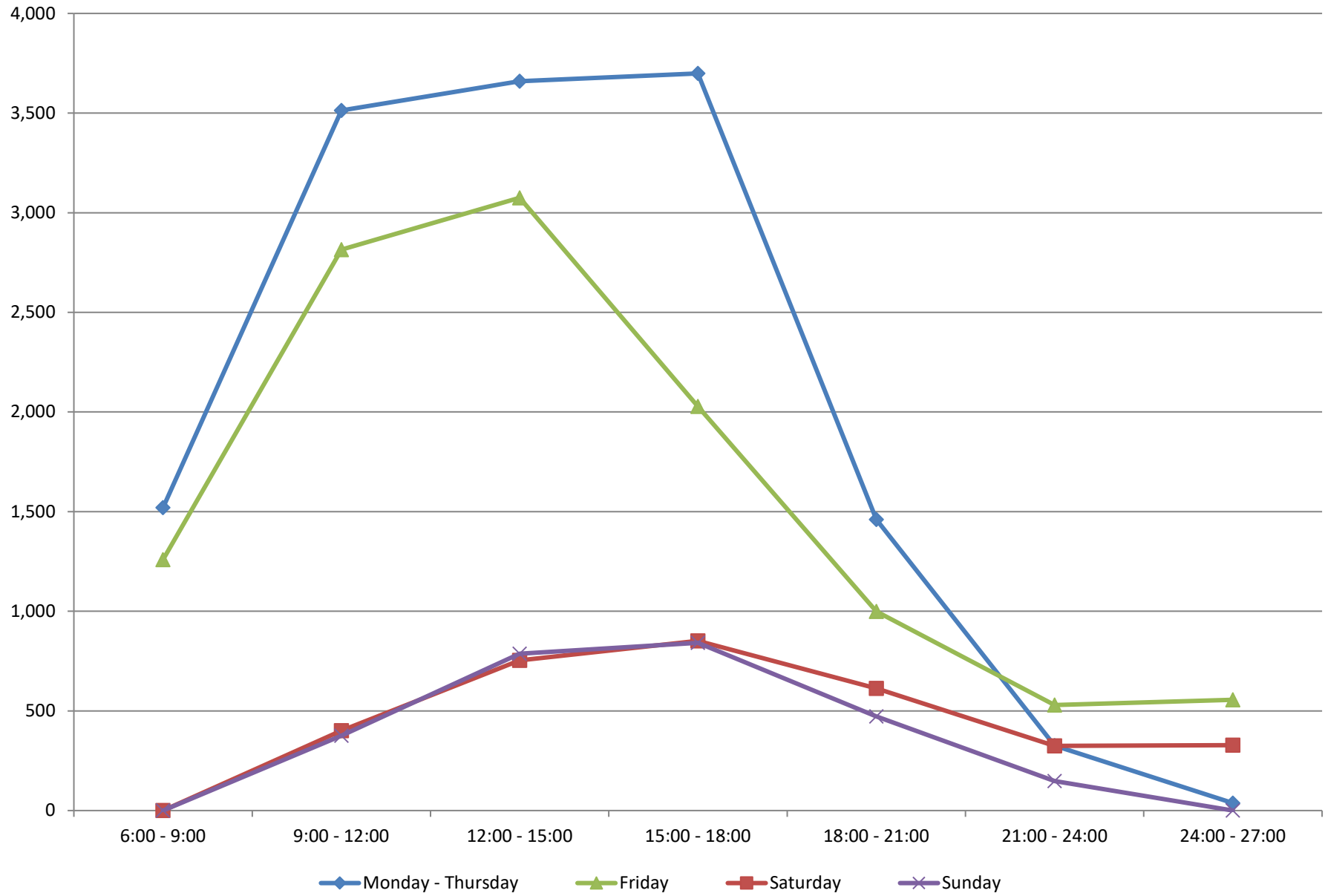
Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

Month: January, 2024

	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
Monday - Thursday	6:00 - 9:00	1,520.39	43.17	35.22
	9:00 - 12:00	3,513.50	67.87	51.77
	12:00 - 15:00	3,659.50	67.89	53.90
	15:00 - 18:00	3,698.89	67.90	54.48
	18:00 - 21:00	1,460.56	41.03	35.59
	21:00 - 24:00	325.44	14.05	23.16
	24:00 - 27:00	37.45	3.75	9.99
Friday	6:00 - 9:00	1,258.75	42.16	29.86
	9:00 - 12:00	2,815.25	65.88	42.74
	12:00 - 15:00	3,075.00	64.79	47.46
	15:00 - 18:00	2,028.25	57.23	35.44
	18:00 - 21:00	999.75	37.79	26.46
	21:00 - 24:00	529.50	12.59	42.07
	24:00 - 27:00	556.00	13.75	40.44
Saturday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	400.75	17.07	23.47
	12:00 - 15:00	754.00	21.00	35.90
	15:00 - 18:00	851.50	21.00	40.55
	18:00 - 21:00	613.00	16.25	37.72
	21:00 - 24:00	324.00	9.13	35.51
	24:00 - 27:00	328.50	13.75	23.89
Sunday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	376.25	18.32	20.54
	12:00 - 15:00	787.00	22.50	34.98
	15:00 - 18:00	841.75	22.50	37.41
	18:00 - 21:00	472.50	15.25	30.98
	21:00 - 24:00	147.75	7.13	20.74
	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

