



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

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
Total Passengers	58,760	49,046	20%	58,760	49,046	20%
Total Revenue Hours	5,487.36	5,494.58	0%	5,487.36	5,494.58	0%
Total Revenue Miles	58,477.00	59,658.00	-2%	58,477.00	59,658.00	-2%
Total Driver Hours	6,220.25	6,193.50	0%	6,220.25	6,193.50	0%
Passengers/RH	10.71	8.93	20%	10.71	8.93	20%
Passengers/RM	1.00	0.82	22%	1.00	0.82	22%
Passengers/DH	9.45	7.92	19%	9.45	7.92	19%
Full Service Weekdays	0	0	0	0	0	0
Full Service Weekends	0	0	0	0	0	0
Reduced Service Weekdays	20	20	0	20	20	0
Reduced Service Weekends	10	10	0	10	10	0
Intermediate Service	0	0	0	0	0	0
No Service Days	1	1	0	1	1	0

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

Total Ridership per Route

Blacksburg

Month: July, 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%	0	0.00%	0	0%
CAS	0	0.00%	0	0%	0	0.00%	0	0%
CRB	0	0.00%	0	0%	0	0.00%	0	0%
CRC	3,159	5.60%	2,125	49%	3,159	5.60%	2,125	49%
HDG	3,027	5.37%	2,521	20%	3,027	5.37%	2,521	20%
HWA	3,968	7.03%	3,471	14%	3,968	7.03%	3,471	14%
HWB	4,252	7.54%	4,036	5%	4,252	7.54%	4,036	5%
HWD	2,541	4.50%	2,330	9%	2,541	4.50%	2,330	9%
HXP	816	1.45%	885	-8%	816	1.45%	885	-8%
MSA	1,526	2.71%	1,285	19%	1,526	2.71%	1,285	19%
MSG	679	1.20%	0	0%	679	1.20%	0	0%
MSN	3,730	6.61%	3,671	2%	3,730	6.61%	3,671	2%
MSS	7,438	13.19%	6,972	7%	7,438	13.19%	6,972	7%
PHB	0	0.00%	0	0%	0	0.00%	0	0%
PHD	4,160	7.37%	3,354	24%	4,160	7.37%	3,354	24%
PRB	0	0.00%	843	-100%	0	0.00%	843	-100%
PRO	2,209	3.92%	1,436	54%	2,209	3.92%	1,436	54%
TOM	9,733	17.25%	6,724	45%	9,733	17.25%	6,724	45%
TTT	3,715	6.59%	2,895	28%	3,715	6.59%	2,895	28%
UCB	4,425	7.84%	3,884	14%	4,425	7.84%	3,884	14%
UMS	0	0.00%	0	0%	0	0.00%	0	0%
ACC	1,029	1.82%	1,046	-2%	1,029	1.82%	1,046	-2%
Totals	56,407	100.00%	47,478	19%	56,407	100.00%	47,478	19%

Blacksburg MB Total	55,378	98.18%	46,432	19.27%	55,378	98.18%	46,432	19.27%
Blacksburg DR Total	1,029	1.82%	1,046	-1.63%	1,029	1.82%	1,046	-1.63%
Totals	56,407	100%	47,478	19%	56,407	100%	47,478	19%

Total Ridership per Route
Christiansburg: Motor Bus and Demand Response
Month: July, 2023

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
BLU	541	22.99%	261	107%	541	22.99%	261	107%
GLD	911	38.72%	365	150%	911	38.72%	365	150%
GAR	901	38.29%	942	-4%	901	38.29%	942	-4%
Totals	2,353	100%	1,568	50%	2,353	100%	1,568	50%
Christiansburg MB Total	1,452	61.71%	626	131.95%	1,452	61.71%	626	131.95%
Christiansburg DR Total	901	38.29%	942	-4.35%	901	38.29%	942	-4.35%
Totals	2,353	100%	1,568	50%	2,353	100%	1,568	50%

Passengers per Revenue Hour per Route

All Fixed Routes

Month: July, 2023

Route	Current Month	Previous Year	Change by Month
ADA	0.00	0.00	N/A
BLU	2.34	1.56	49%
CAS	0.00	0.00	N/A
CRB	0.00	0.00	N/A
CRC	6.70	4.50	49%
GLD	3.90	2.17	80%
HDG	8.67	7.22	20%
HWA	16.88	14.72	15%
HWB	18.07	17.24	5%
HWD	22.56	20.66	9%
HXP	3.48	3.77	-8%
MSA	12.74	10.71	19%
MSG	6.00	0.00	N/A
MSN	12.45	12.24	2%
MSS	18.77	17.58	7%
PHB	0.00	0.00	N/A
PHD	14.05	11.35	24%
PRB	0.00	7.37	-100%
PRO	9.42	6.13	54%
TOM	24.18	16.72	45%
TTT	12.08	9.51	27%
UCB	15.01	13.22	14%
UMS	0.00	0.00	N/A

Passengers per Revenue Hour per Day of Week

All Fixed Routes

Month: July, 2023

Week Day	Current Month			Previous Year			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
Sunday	2,974	187.55	15.86	2,528	186.50	13.55	17%
Monday	12,100	1,041.31	11.62	6,082	605.46	10.05	16%
Tuesday	7,512	624.72	12.02	8,169	798.47	10.23	18%
Wednesday	9,826	830.52	11.83	8,217	809.72	10.15	17%
Thursday	10,012	833.52	12.01	8,427	808.30	10.43	15%
Friday	9,886	831.77	11.89	9,989	1,010.48	9.89	20%
Saturday	4,520	217.75	20.76	3,646	215.87	16.89	23%
Total	56,830	4,567.14	12.44	47,058	4,434.80	10.61	17%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Mile per Day of Week

All Fixed Routes

Month: July, 2023

Week Day	Current Month			Previous Year			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
Sunday	2,974	2,122	1.40	2,528	2,088	1.21	16%
Monday	12,100	11,129	1.09	6,082	6,603	0.92	18%
Tuesday	7,512	6,623	1.13	8,169	8,706	0.94	21%
Wednesday	9,826	8,802	1.12	8,217	8,814	0.93	20%
Thursday	10,012	8,846	1.13	8,427	8,841	0.95	19%
Friday	9,886	8,827	1.12	9,989	11,052	0.90	24%
Saturday	4,520	2,408	1.88	3,646	2,392	1.52	23%
Total	56,830	48,757	1.17	47,058	48,496	0.97	20%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Hour per Day of Week
 Demand Response Service
 Month: July, 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	33	26.57	1.24	37	29.57	1.25	-1%
Monday	206	112.23	1.84	121	76.82	1.58	17%
Tuesday	159	92.47	1.72	182	113.60	1.60	7%
Wednesday	175	102.22	1.71	200	122.30	1.64	5%
Thursday	206	112.77	1.83	199	135.15	1.47	24%
Friday	146	83.21	1.75	230	130.80	1.76	0%
Saturday	104	60.85	1.71	77	60.72	1.27	35%
Total	1,029	590.31	1.74	1,046	668.95	1.56	11%

<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	201	73.90	2.72	137	53.50	2.56	6%
Tuesday	111	43.48	2.55	153	71.53	2.14	19%
Wednesday	174	58.33	2.98	142	69.67	2.04	46%
Thursday	148	58.19	2.54	213	70.87	3.01	-15%
Friday	179	60.23	2.97	222	90.70	2.45	21%
Saturday	88	35.76	2.46	75	34.57	2.17	13%
Total	901	329.90	2.73	942	390.83	2.41	13%

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

Passengers per Revenue Mile per Day of Week

Demand Response Service

Month: July, 2023

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	33	193	0.17	37	218	0.17	1%
Monday	206	935	0.22	121	742	0.16	35%
Tuesday	159	755	0.21	182	1,104	0.16	28%
Wednesday	175	966	0.18	200	1,142	0.18	3%
Thursday	206	1,185	0.17	199	1,137	0.18	-1%
Friday	146	705	0.21	230	1,257	0.18	13%
Saturday	104	649	0.16	77	516	0.15	7%
Total	1,029	5,389	0.19	1,046	6,116	0.17	12%

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	201	934	0.22	137	729	0.19	15%
Tuesday	111	585	0.19	153	895	0.17	11%
Wednesday	174	822	0.21	142	749	0.19	12%
Thursday	148	783	0.19	213	1,040	0.20	-8%
Friday	179	729	0.25	222	1,241	0.18	37%
Saturday	88	479	0.18	75	392	0.19	-4%
Total	901	4,331	0.21	942	5,046	0.19	11%

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

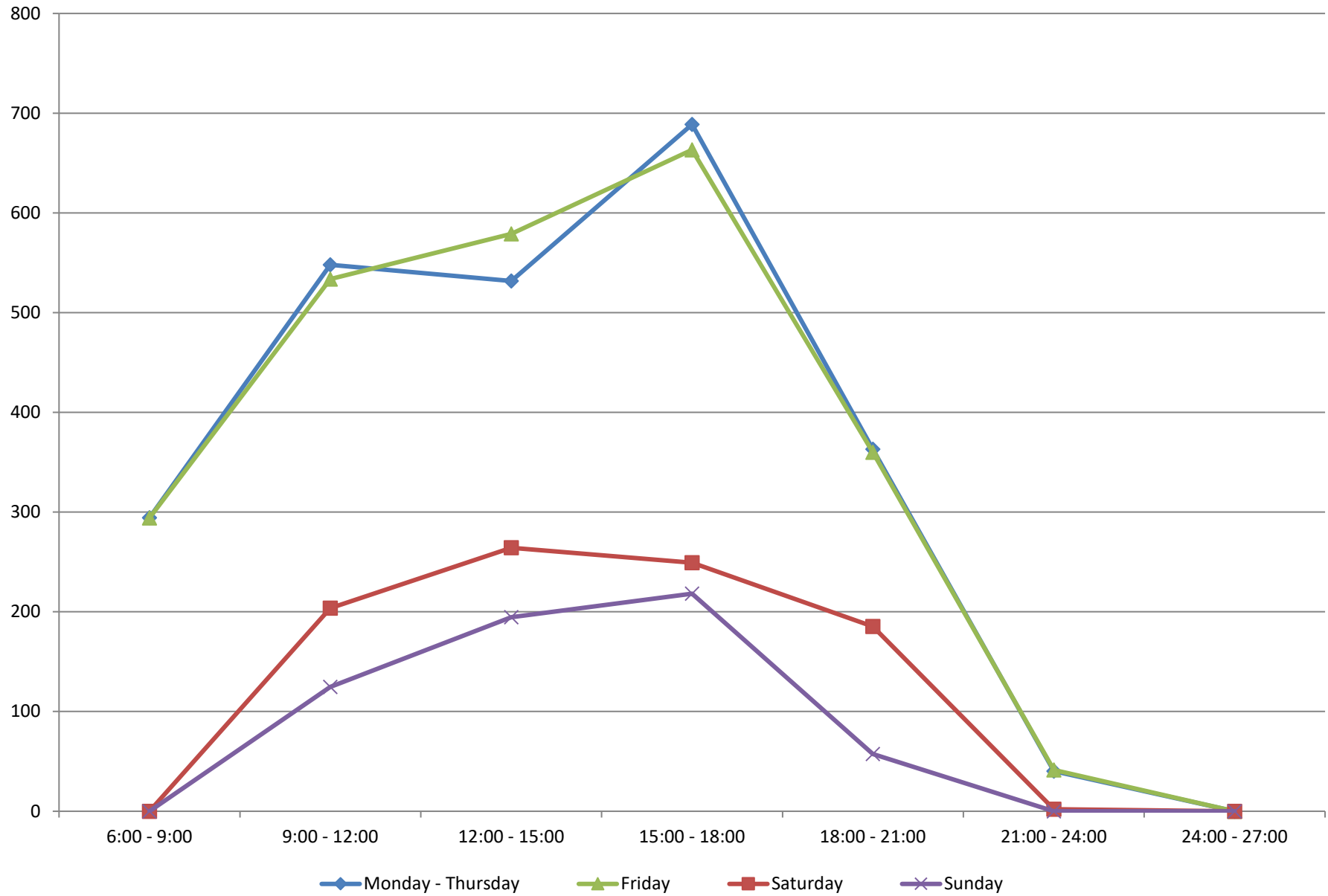
Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

Month: July, 2023

	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
Monday - Thursday	6:00 - 9:00	294.25	31.89	9.23
	9:00 - 12:00	547.94	47.94	11.43
	12:00 - 15:00	531.75	47.97	11.09
	15:00 - 18:00	688.75	47.94	14.37
	18:00 - 21:00	363.00	27.22	13.33
	21:00 - 24:00	40.25	5.17	7.79
	24:00 - 27:00	0.00	0.00	0.00
Friday	6:00 - 9:00	294.00	31.77	9.25
	9:00 - 12:00	533.75	48.00	11.12
	12:00 - 15:00	579.00	47.88	12.09
	15:00 - 18:00	663.25	47.94	13.84
	18:00 - 21:00	360.00	27.19	13.24
	21:00 - 24:00	41.50	5.17	8.03
	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	203.60	9.55	21.32
	12:00 - 15:00	264.20	12.00	22.02
	15:00 - 18:00	249.20	12.00	20.77
	18:00 - 21:00	185.20	9.25	20.02
	21:00 - 24:00	2.00	0.75	2.67
	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	124.60	9.51	13.10
	12:00 - 15:00	194.60	12.00	16.22
	15:00 - 18:00	218.20	12.00	18.18
	18:00 - 21:00	57.40	4.00	14.35
	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

