



Monthly Ridership and
Service Level Report
June, 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.
- 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 sometimes 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 Shuttle
EMS	Early Morning Service
GLD	Explorer Gold
HDG	Harding Avenue
HWA	Hethwood A
HWB	Hethwood B
HWC	Hethwood (combined)
HXP	Hokie Express
NMG	North Main Givens
NMP	North Main Patrick Henry

Abbreviation	Route Full Name
PHB	Patrick Henry B
PHD	Patrick Henry Drive
PRG	Progress Street
SMA	South Main Airport
SME	South Main Ellett
SMP	South Main Pro Park
TCP	Toms Creek Progress
TCR	Toms Creek Road
TTT	Two Town Trolley
UCB	University City
USD	Unscheduled/Adhoc
ACC	Access (DR)
GAR	GoAnywhere Route (DR)

Recent Changes

- Routes have been reorganized and modified with the opening of the Transit Center. Campus Shuttle has returned to service. Any route with a significant variant has now be re-delegated as separate routes with their variant. MSS => SME & SMP. TOM => TCP & TCR. MSG and MSN were merged and split into NMG & NMP. Name changes/tweaking: MSA => SMA and PRO => PRG. Additionally an Early Morning Service was added for Tech Employees from the Chicken Hill parking lot. And while Unscheduled/Adhoc services were rare, with the change-over it is being more separately tracked for cases that do not fit the new patterns.

Summary
All Routes
Month: June, 2024

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
Total Passengers	66,416	61,131	9%	3,791,431	3,520,078	8%
Total Revenue Hours	6,067.55	5,937.06	2%	99,649.22	92,884.83	7%
Total Revenue Miles	64,261.00	63,017.00	2%	1,022,383.71	970,178.00	5%
Total Driver Hours	6,863.00	6,699.00	2%	110,895.75	103,525.58	7%
Passengers/RH	10.95	10.30	6%	38.05	37.90	0%
Passengers/RM	1.03	0.97	7%	3.71	3.63	2%
Passengers/DH	9.68	9.13	6%	34.19	34.00	1%
Full Service Weekdays	0	0	0	153	154	(1)
Full Service Weekends	0	0	0	62	61	1
Reduced Service Weekdays	20	22	(2)	91	96	(5)
Reduced Service Weekends	10	8	2	44	41	3
Intermediate Service	0	0	0	11	8	3
No Service Days	0	0	0	5	5	0

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

Total Ridership per Route

Blacksburg

Month: June, 2024

Route (Former 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	1,604	2.54%	0	0%	1,604	0.04%	0	0%
CRB	0	0.00%	0	0%	50,630	1.35%	37,379	35%
CRC	3,252	5.15%	3,448	-6%	116,619	3.11%	96,500	21%
EMS	1	0.00%	0	0%	1	0.00%	0	0%
HDG	3,160	5.00%	2,946	7%	149,527	3.98%	143,288	4%
HWA	4,943	7.82%	4,511	10%	280,635	7.48%	318,107	-12%
HWB	5,539	8.77%	4,383	26%	277,109	7.38%	266,777	4%
HWC (HWD)	2,005	3.17%	2,550	-21%	81,513	2.17%	95,778	-15%
HXP	1,134	1.79%	695	63%	99,183	2.64%	115,272	-14%
NMG (MSG+MSN)	6,192	9.80%	5,284	17%	344,314	9.17%	273,264	26%
NMP (MSN)		0.00%			0	0.00%		
PHB	0	0.00%	0	0%	163,705	4.36%	92,260	77%
PHD	3,594	5.69%	4,535	-21%	287,124	7.65%	311,696	-8%
PRG (PRO)	2,322	3.67%	2,407	-4%	332,029	8.85%	321,542	3%
SMA (MSA)	1,492	2.36%	1,617	-8%	86,040	2.29%	84,873	1%
SME (MSS)	8,509	13.47%	7,039	21%	221,341	5.90%	203,361	9%
SMP (MSS)		0.00%			0	0.00%		
TCP (TOM)	8,966	14.19%	9,481	-5%	704,168	18.76%	660,048	7%
TCR (TOM)		0.00%			0	0.00%		
TTT	4,121	6.52%	3,402	21%	101,536	2.70%	90,052	13%
UCB	5,323	8.42%	5,084	5%	438,761	11.69%	361,367	21%
USD	0	0.00%	0	0%	1,032	0.03%	0	0%
ACC	1,032	1.63%	1,010	2%	14,314	0.38%	14,909	-4%
Totals	63,189	100.00%	58,392	8%	3,753,748	100.00%	3,489,266	8%
Blacksburg MB Total	62,157	98.37%	57,382	8.32%	3,739,434	99.62%	3,474,357	7.63%
Blacksburg DR Total	1,032	1.63%	1,010	2.18%	14,314	0.38%	14,909	-3.99%
Totals	63,189	100%	58,392	8%	3,753,748	100%	3,489,266	8%

Total Ridership per Route

Christiansburg: Motor Bus and Demand Response

Month: June, 2024

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
BLU	997	30.90%	609	64%	9,674	25.67%	7,097	36%
GLD	1,351	41.87%	1,116	21%	15,175	40.27%	10,089	50%
GAR	879	27.24%	1,014	-13%	12,834	34.06%	12,974	-1%
Totals	3,227	100%	2,739	18%	37,683	100%	30,160	25%
Christiansburg MB Total	2,348	72.76%	1,725	36.12%	24,849	65.94%	17,186	44.59%
Christiansburg DR Total	879	27.24%	1,014	-13.31%	12,834	34.06%	12,974	-1.08%
Totals	3,227	100%	2,739	18%	37,683	100%	30,160	25%

Passengers per Revenue Hour per Route

All Fixed Routes

Month: June, 2024

Route (Former Route)	Current Month	Previous Year	Change by Month
ADA	0.00	0.00	N/A
BLU	4.32	2.39	80%
CAS	12.96	0.00	N/A
CRB	0.00	0.00	N/A
CRC	6.78	6.64	2%
EMS	0.13	0.00	N/A
GLD	5.81	4.36	33%
HDG	7.79	8.01	-3%
HWA	16.70	17.54	-5%
HWB	19.38	16.90	15%
HWC (HWD)	18.06	23.58	-23%
HXP	4.13	2.69	53%
NMG (MSG+MSN)	14.20	12.09	17%
NMP (MSN)	0.00		
PHB	0.00	0.00	N/A
PHD	12.57	13.96	-10%
PRG (PRO)	8.17	9.41	-13%
SMA (MSA)	12.31	12.28	0%
SME (MSS)	23.10	16.79	38%
SMP (MSS)	0.00		
TCP (TOM)	26.14	23.10	13%
TCR (TOM)	0.00		
TTT	12.66	10.87	17%
UCB	18.04	15.72	15%
USD	0.00	0.00	N/A

Passengers per Revenue Hour per Day of Week

All Fixed Routes

Month: June, 2024

Week Day	Current Month			Previous Year			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
Sunday	4,265	335.34	12.72	2,490	150.20	16.58	-23%
Monday	11,255	884.17	12.73	8,963	828.97	10.81	18%
Tuesday	11,305	883.92	12.79	9,876	832.12	11.87	8%
Wednesday	10,329	883.67	11.69	9,796	832.70	11.76	-1%
Thursday	11,033	882.66	12.50	12,290	1,038.92	11.83	6%
Friday	10,853	883.67	12.28	11,996	1,040.00	11.53	6%
Saturday	5,465	338.67	16.14	3,696	173.95	21.25	-24%
Total	64,505	5,092.10	12.67	59,107	4,896.86	12.07	5%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Mile per Day of Week

All Fixed Routes

Month: June, 2024

Week Day	Current Month			Previous Year			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
Sunday	4,265	3,704	1.15	2,490	1,688	1.48	-22%
Monday	11,255	9,328	1.21	8,963	8,836	1.01	19%
Tuesday	11,305	9,301	1.22	9,876	8,839	1.12	9%
Wednesday	10,329	9,332	1.11	9,796	8,856	1.11	0%
Thursday	11,033	9,320	1.18	12,290	11,036	1.11	6%
Friday	10,853	9,326	1.16	11,996	11,036	1.09	7%
Saturday	5,465	3,742	1.46	3,696	1,943	1.90	-23%
Total	64,505	54,053	1.19	59,107	52,234	1.13	5%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Hour per Day of Week
 Demand Response Service
 Month: June, 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	48	40.75	1.18	42	21.25	1.98	-40%
Monday	174	117.70	1.48	127	84.04	1.51	-2%
Tuesday	211	120.60	1.75	189	110.92	1.70	3%
Wednesday	169	100.28	1.69	157	99.66	1.58	7%
Thursday	178	116.36	1.53	242	145.34	1.67	-8%
Friday	154	93.91	1.64	183	117.78	1.55	6%
Saturday	98	53.97	1.82	70	45.72	1.53	19%
Total	1,032	643.56	1.60	1,010	624.71	1.62	-1%

<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	141	58.55	2.41	158	68.69	2.30	5%
Tuesday	179	64.13	2.79	182	69.96	2.60	7%
Wednesday	169	61.64	2.74	191	71.51	2.67	3%
Thursday	155	57.44	2.70	212	88.91	2.38	13%
Friday	167	56.61	2.95	222	88.53	2.51	18%
Saturday	68	33.52	2.03	49	27.88	1.76	15%
Total	879	331.89	2.65	1,014	415.49	2.44	9%

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

Passengers per Revenue Mile per Day of Week

Demand Response Service

Month: June, 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	48	261	0.18	42	206	0.20	-10%
Monday	174	1,092	0.16	127	639	0.20	-20%
Tuesday	211	1,171	0.18	189	1,007	0.19	-4%
Wednesday	169	936	0.18	157	927	0.17	7%
Thursday	178	1,112	0.16	242	1,355	0.18	-10%
Friday	154	830	0.19	183	911	0.20	-8%
Saturday	98	627	0.16	70	436	0.16	-3%
Total	1,032	6,028	0.17	1,010	5,480	0.18	-7%

<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	141	751	0.19	158	780	0.20	-7%
Tuesday	179	864	0.21	182	995	0.18	13%
Wednesday	169	802	0.21	191	981	0.19	8%
Thursday	155	725	0.21	212	1,165	0.18	18%
Friday	167	706	0.24	222	1,139	0.19	21%
Saturday	68	331	0.21	49	242	0.20	1%
Total	879	4,180	0.21	1,014	5,303	0.19	10%

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

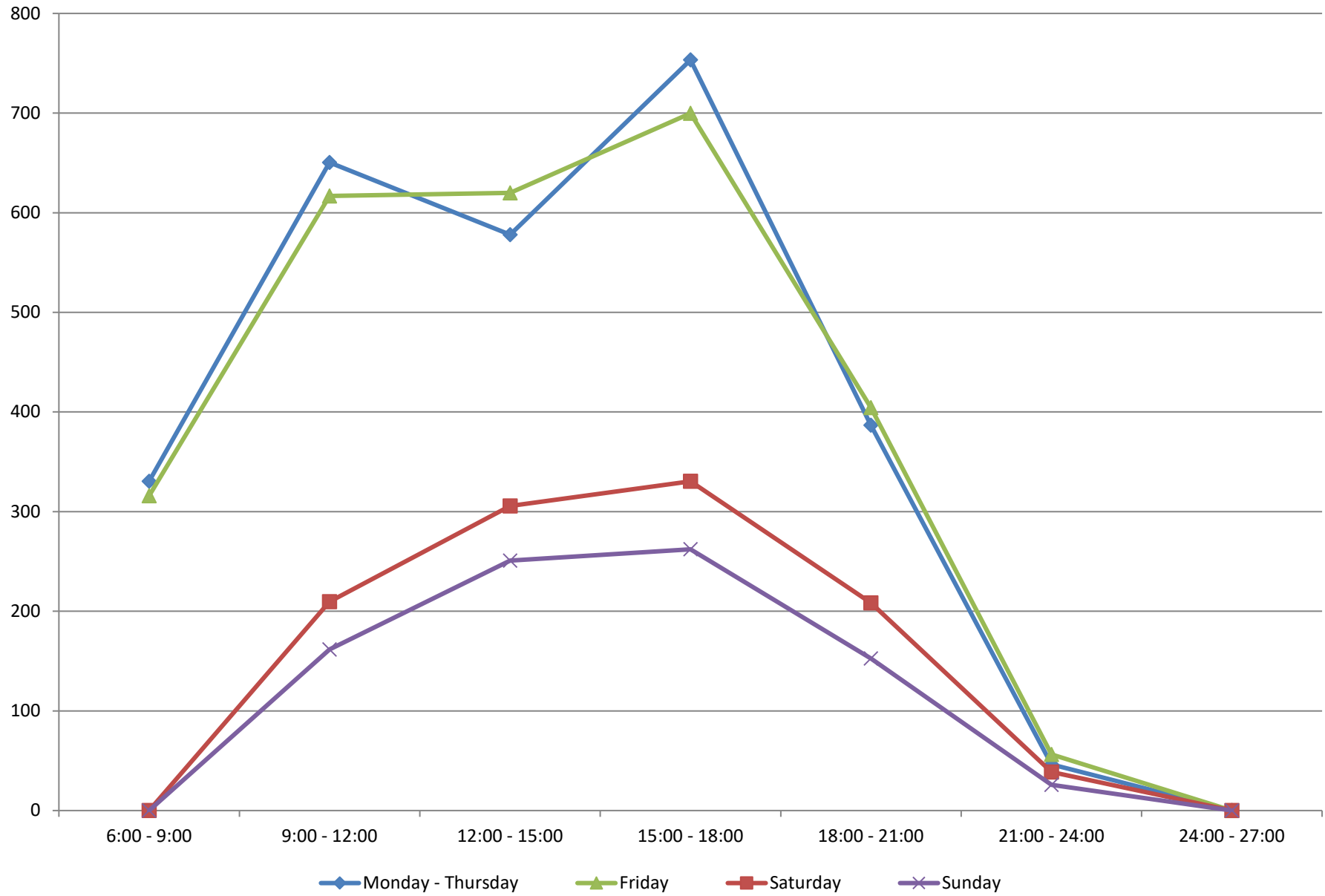
Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

Month: June, 2024

	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
Monday - Thursday	6:00 - 9:00	330.50	32.83	10.07
	9:00 - 12:00	650.38	49.48	13.14
	12:00 - 15:00	578.06	49.47	11.68
	15:00 - 18:00	753.31	49.50	15.22
	18:00 - 21:00	386.69	33.46	11.56
	21:00 - 24:00	46.25	6.17	7.50
	24:00 - 27:00	0.00	0.00	0.00
Friday	6:00 - 9:00	316.00	32.92	9.60
	9:00 - 12:00	616.75	49.50	12.46
	12:00 - 15:00	620.00	49.50	12.53
	15:00 - 18:00	699.75	49.50	14.14
	18:00 - 21:00	404.50	33.33	12.14
	21:00 - 24:00	56.25	6.17	9.12
	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	209.60	14.98	13.99
	12:00 - 15:00	305.80	18.60	16.44
	15:00 - 18:00	330.40	18.60	17.76
	18:00 - 21:00	208.40	12.80	16.28
	21:00 - 24:00	38.80	2.75	14.11
	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	161.80	14.92	10.85
	12:00 - 15:00	250.80	18.60	13.48
	15:00 - 18:00	262.20	18.60	14.10
	18:00 - 21:00	152.60	12.25	12.46
	21:00 - 24:00	25.80	2.70	9.56
	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

