



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

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
Total Passengers	148,650	162,830	-9%	3,725,015	3,458,947	8%
Total Revenue Hours	7,507.00	7,066.98	6%	93,581.67	86,947.77	8%
Total Revenue Miles	78,402.00	73,944.00	6%	958,122.71	907,161.00	6%
Total Driver Hours	8,384.00	7,978.25	5%	104,032.75	96,826.58	7%
Passengers/RH	19.80	23.04	-14%	39.80	39.78	0%
Passengers/RM	1.90	2.20	-14%	3.89	3.81	2%
Passengers/DH	17.73	20.41	-13%	35.81	35.72	0%
Full Service Weekdays	6	8	(2)	153	154	(1)
Full Service Weekends	3	2	1	62	61	1
Reduced Service Weekdays	14	14	0	71	74	(3)
Reduced Service Weekends	5	6	(1)	34	33	1
Intermediate Service	2	0	2	11	8	3
No Service Days	1	1	0	5	5	0

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

Total Ridership per Route

Blacksburg

Month: May, 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	973	0.67%	0	0%	50,630	1.37%	37,379	35%
CRC	5,234	3.61%	5,066	3%	113,367	3.07%	93,052	22%
HDG	6,257	4.32%	6,780	-8%	146,367	3.97%	140,342	4%
HWA	10,203	7.04%	14,454	-29%	275,692	7.47%	313,596	-12%
HWB	10,964	7.57%	13,529	-19%	271,570	7.36%	262,394	3%
HWD	4,967	3.43%	4,946	0%	79,508	2.15%	93,228	-15%
HXP	2,829	1.95%	3,814	-26%	98,049	2.66%	114,577	-14%
MSA	3,357	2.32%	4,258	-21%	84,548	2.29%	83,256	2%
MSG	2,648	1.83%	3,686	-28%	99,531	2.70%	86,397	15%
MSN	12,680	8.75%	9,806	29%	238,591	6.47%	180,254	32%
MSS	13,285	9.17%	11,577	15%	212,832	5.77%	196,322	8%
PHB	3,858	2.66%	0	0%	163,705	4.44%	92,260	77%
PHD	9,251	6.38%	15,407	-40%	283,530	7.68%	307,161	-8%
PRB	0	0.00%	0	0%	0	0.00%	1,329	-100%
PRO	9,537	6.58%	13,853	-31%	329,707	8.94%	319,135	3%
TOM	26,379	18.21%	30,286	-13%	695,202	18.84%	650,567	7%
TTT	6,181	4.27%	5,151	20%	97,415	2.64%	86,650	12%
UCB	15,161	10.46%	16,518	-8%	433,438	11.75%	356,283	22%
UMS	0	0.00%	0	0%	0	0.00%	0	0%
ACC	1,124	0.78%	1,131	-1%	13,282	0.36%	13,899	-4%
Totals	144,888	100.00%	160,262	-10%	3,689,527	100.00%	3,430,874	8%

Blacksburg MB Total	143,764	99.22%	159,131	-9.66%	3,676,245	99.64%	3,416,975	7.59%
Blacksburg DR Total	1,124	0.78%	1,131	-0.62%	13,282	0.36%	13,899	-4.44%
Totals	144,888	100%	160,262	-10%	3,689,527	100%	3,430,874	8%

Total Ridership per Route

Christiansburg: Motor Bus and Demand Response

Month: May, 2024

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
BLU	1,065	28.31%	505	111%	8,677	25.18%	6,488	34%
GLD	1,615	42.93%	982	64%	13,824	40.12%	8,973	54%
GAR	1,082	28.76%	1,081	0%	11,955	34.70%	11,960	0%
Totals	3,762	100%	2,568	46%	34,456	100%	27,421	26%
Christiansburg MB Total	2,680	71.24%	1,487	80.23%	22,501	65.30%	15,461	45.53%
Christiansburg DR Total	1,082	28.76%	1,081	0.09%	11,955	34.70%	11,960	-0.04%
Totals	3,762	100%	2,568	46%	34,456	100%	27,421	26%

Passengers per Revenue Hour per Route

All Fixed Routes

Month: May, 2024

Route	Current Month	Previous Year	Change by Month
ADA	0.00	0.00	N/A
BLU	4.18	1.99	110%
CAS	0.00	0.00	N/A
CRB	13.80	0.00	N/A
CRC	8.89	9.07	-2%
GLD	6.29	3.85	63%
HDG	13.98	15.55	-10%
HWA	25.53	40.69	-37%
HWB	28.57	37.48	-24%
HWD	38.99	35.86	9%
HXP	7.38	10.76	-31%
MSA	19.29	22.47	-14%
MSG	18.21	23.90	-24%
MSN	31.33	28.38	10%
MSS	25.89	25.54	1%
PHB	28.26	0.00	N/A
PHD	24.11	37.19	-35%
PRB	0.00	0.00	N/A
PRO	24.92	37.36	-33%
TOM	49.21	57.96	-15%
TTT	17.71	14.87	19%
UCB	31.53	37.76	-17%
UMS	0.00	0.00	N/A

Passengers per Revenue Hour per Day of Week

All Fixed Routes

Month: May, 2024

Week Day	Current Month			Previous Year			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
Sunday	6,644	283.87	23.41	4,740	179.20	26.45	-12%
Monday	16,485	807.77	20.41	33,736	1,055.07	31.98	-36%
Tuesday	20,506	1,019.22	20.12	37,206	1,263.95	29.44	-32%
Wednesday	37,108	1,395.24	26.60	33,787	1,268.79	26.63	0%
Thursday	25,293	1,251.01	20.22	19,462	945.76	20.58	-2%
Friday	26,821	1,254.26	21.38	21,775	925.94	23.52	-9%
Saturday	13,587	433.46	31.35	9,912	307.12	32.27	-3%
Total	146,444	6,444.83	22.72	160,618	5,945.83	27.01	-16%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Mile per Day of Week

All Fixed Routes

Month: May, 2024

Week Day	Current Month			Previous Year			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
Sunday	6,644	3,098	2.14	4,740	1,983	2.39	-10%
Monday	16,485	8,288	1.99	33,736	10,940	3.08	-35%
Tuesday	20,506	10,507	1.95	37,206	13,163	2.83	-31%
Wednesday	37,108	14,265	2.60	33,787	13,206	2.56	2%
Thursday	25,293	13,005	1.94	19,462	9,904	1.97	-1%
Friday	26,821	13,070	2.05	21,775	9,730	2.24	-8%
Saturday	13,587	4,628	2.94	9,912	3,376	2.94	0%
Total	146,444	66,861	2.19	160,618	62,302	2.58	-15%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Hour per Day of Week
 Demand Response Service
 Month: May, 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	46	25.20	1.83	38	25.85	1.47	24%
Monday	144	74.51	1.93	172	110.72	1.55	24%
Tuesday	215	119.83	1.79	256	149.92	1.71	5%
Wednesday	244	137.14	1.78	272	151.28	1.80	-1%
Thursday	254	163.47	1.55	167	115.70	1.44	8%
Friday	163	116.73	1.40	155	102.48	1.51	-8%
Saturday	58	40.85	1.42	71	43.43	1.63	-13%
Total	1,124	677.75	1.66	1,131	699.38	1.62	3%

<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	129	51.32	2.51	186	71.47	2.60	-3%
Tuesday	181	71.32	2.54	236	85.70	2.75	-8%
Wednesday	255	83.41	3.06	252	89.40	2.82	8%
Thursday	216	77.61	2.78	173	71.63	2.42	15%
Friday	235	73.83	3.18	183	75.52	2.42	31%
Saturday	66	26.93	2.45	51	28.05	1.82	35%
Total	1,082	384.42	2.81	1,081	421.77	2.56	10%

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

Passengers per Revenue Mile per Day of Week
 Demand Response Service
 Month: May, 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	46	229	0.20	38	203	0.19	7%
Monday	144	757	0.19	172	881	0.20	-3%
Tuesday	215	1,102	0.20	256	1,307	0.20	0%
Wednesday	244	1,369	0.18	272	1,598	0.17	5%
Thursday	254	1,552	0.16	167	957	0.17	-6%
Friday	163	965	0.17	155	765	0.20	-17%
Saturday	58	366	0.16	71	410	0.17	-8%
Total	1,124	6,340	0.18	1,131	6,121	0.18	-4%

<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	129	653	0.20	186	946	0.20	0%
Tuesday	181	940	0.19	236	1,195	0.20	-3%
Wednesday	255	1,205	0.21	252	1,280	0.20	7%
Thursday	216	1,065	0.20	173	837	0.21	-2%
Friday	235	1,065	0.22	183	959	0.19	16%
Saturday	66	273	0.24	51	304	0.17	44%
Total	1,082	5,201	0.21	1,081	5,521	0.20	6%

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

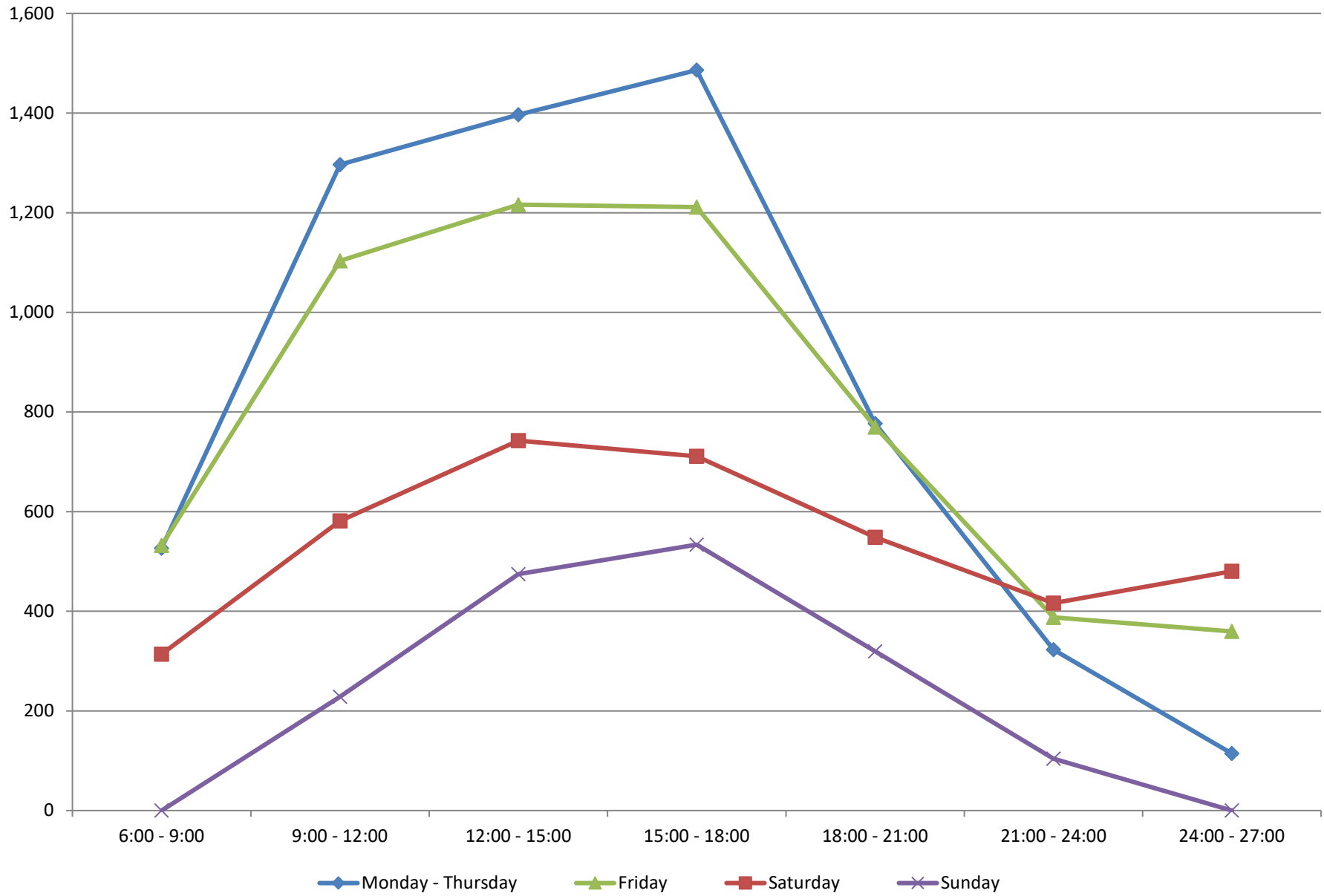
Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

Month: May, 2024

	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
Monday - Thursday	6:00 - 9:00	526.53	38.55	13.66
	9:00 - 12:00	1,296.65	58.45	22.19
	12:00 - 15:00	1,396.59	58.53	23.86
	15:00 - 18:00	1,486.24	58.59	25.37
	18:00 - 21:00	777.06	37.09	20.95
	21:00 - 24:00	323.12	10.62	30.41
	24:00 - 27:00	114.50	3.71	30.88
Friday	6:00 - 9:00	532.20	36.64	14.53
	9:00 - 12:00	1,103.40	55.20	19.99
	12:00 - 15:00	1,216.20	54.62	22.27
	15:00 - 18:00	1,211.20	51.63	23.46
	18:00 - 21:00	769.80	35.61	21.62
	21:00 - 24:00	388.00	11.20	34.64
	24:00 - 27:00	359.50	13.75	26.15
Saturday	6:00 - 9:00	314.00	20.10	15.63
	9:00 - 12:00	581.25	20.78	27.98
	12:00 - 15:00	742.50	22.50	33.00
	15:00 - 18:00	711.25	22.50	31.61
	18:00 - 21:00	548.25	16.63	32.98
	21:00 - 24:00	416.25	9.04	46.03
	24:00 - 27:00	480.50	13.75	34.95
Sunday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	228.50	15.84	14.42
	12:00 - 15:00	474.75	19.50	24.35
	15:00 - 18:00	533.75	19.50	27.37
	18:00 - 21:00	319.75	12.25	26.10
	21:00 - 24:00	104.25	3.88	26.90
	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

