



Monthly Ridership and
Service Level Report
October, 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. 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: October, 2023

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
Total Passengers	499,723	452,104	11%	1,363,813	1,265,260	8%
Total Revenue Hours	9,819.22	8,886.08	11%	32,643.57	31,252.54	4%
Total Revenue Miles	99,782.00	92,011.00	8%	337,088.00	328,059.00	3%
Total Driver Hours	10,846.75	9,808.75	11%	36,345.50	34,858.33	4%
Passengers/RH	50.89	50.88	0%	41.78	40.49	3%
Passengers/RM	5.01	4.91	2%	4.05	3.86	5%
Passengers/DH	46.07	46.09	0%	37.52	36.30	3%
Full Service Weekdays	21	20	1	50	49	1
Full Service Weekends	9	10	(1)	22	22	0
Reduced Service Weekdays	0	0	0	29	30	(1)
Reduced Service Weekends	0	0	0	14	14	0
Intermediate Service	1	1	0	7	7	0
No Service Days	0	0	0	1	1	0

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

Total Ridership per Route

Blacksburg

Month: October, 2023

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YTD Ridership	Previous YTD Total	YTD Change
ADA	744	0.15%	650	14%	2,105	0.16%	2,282	-8%
CAS	0	0.00%	0	0%	0	0.00%	0	0%
CRB	7,079	1.43%	5,898	20%	18,184	1.35%	18,100	0%
CRC	14,324	2.88%	11,452	25%	41,387	3.06%	33,118	25%
HDG	18,938	3.81%	18,181	4%	52,577	3.89%	52,074	1%
HWA	37,773	7.60%	40,289	-6%	101,758	7.53%	111,689	-9%
HWB	36,414	7.33%	32,487	12%	99,689	7.38%	90,465	10%
HWD	11,327	2.28%	14,900	-24%	32,868	2.43%	42,797	-23%
HXP	12,958	2.61%	17,387	-25%	33,732	2.50%	45,345	-26%
MSA	11,656	2.35%	10,374	12%	31,085	2.30%	28,754	8%
MSG	14,995	3.02%	11,434	31%	38,351	2.84%	29,215	31%
MSN	33,519	6.75%	23,481	43%	91,709	6.79%	67,812	35%
MSS	25,953	5.22%	23,736	9%	79,729	5.90%	75,198	6%
PHB	18,121	3.65%	13,491	34%	44,788	3.31%	39,044	15%
PHD	40,839	8.22%	38,699	6%	115,044	8.51%	108,818	6%
PRB	0	0.00%	0	0%	0	0.00%	1,329	-100%
PRO	46,958	9.45%	40,969	15%	120,908	8.95%	109,376	11%
TOM	93,611	18.84%	85,065	10%	253,811	18.78%	233,683	9%
TTT	12,961	2.61%	12,391	5%	38,863	2.88%	35,726	9%
UCB	57,222	11.52%	47,135	21%	150,088	11.10%	125,613	19%
UMS	0	0.00%	0	0%	0	0.00%	0	0%
ACC	1,374	0.28%	1,339	3%	4,949	0.37%	5,055	-2%
Totals	496,766	100.00%	449,358	11%	1,351,625	100.00%	1,255,493	8%

Blacksburg MB Total	495,392	99.72%	448,019	10.57%	1,346,676	99.63%	1,250,438	7.70%
Blacksburg DR Total	1,374	0.28%	1,339	2.61%	4,949	0.37%	5,055	-2.10%
Totals	496,766	100%	449,358	11%	1,351,625	100%	1,255,493	8%

Total Ridership per Route

Christiansburg: Motor Bus and Demand Response

Month: October, 2023

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
BLU	656	22.18%	643	2%	2,622	23.50%	2,073	26%
GLD	1,141	38.59%	975	17%	4,286	38.42%	2,636	63%
GAR	1,160	39.23%	1,128	3%	4,248	38.08%	4,406	-4%
Totals	2,957	100%	2,746	8%	11,156	100%	9,115	22%
Christiansburg MB Total	1,797	60.77%	1,618	11.06%	6,908	61.92%	4,709	46.70%
Christiansburg DR Total	1,160	39.23%	1,128	2.84%	4,248	38.08%	4,406	-3.59%
Totals	2,957	100%	2,746	8%	11,156	100%	9,115	22%

Passengers per Revenue Hour per Route

All Fixed Routes

Month: October, 2023

Route	Current Month	Previous Year	Change by Month
ADA	18.92	38.62	-51%
BLU	2.57	2.65	-3%
CAS	0.00	0.00	N/A
CRB	28.89	29.78	-3%
CRC	22.34	18.75	19%
GLD	4.45	3.99	11%
HDG	34.87	34.86	0%
HWA	67.58	86.37	-22%
HWB	65.80	69.89	-6%
HWD	50.13	80.11	-37%
HXP	23.72	33.21	-29%
MSA	41.30	39.44	5%
MSG	73.78	60.42	22%
MSN	69.61	63.99	9%
MSS	43.77	49.57	-12%
PHB	73.44	61.27	20%
PHD	73.80	73.53	0%
PRB	0.00	0.00	N/A
PRO	85.18	78.51	9%
TOM	118.53	121.86	-3%
TTT	32.42	31.29	4%
UCB	87.23	81.21	7%
UMS	0.00	0.00	N/A

Passengers per Revenue Hour per Day of Week

All Fixed Routes

Month: October, 2023

Week Day	Current Month			Previous Year			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
Sunday	19,019	419.00	45.39	13,824	286.50	48.25	-6%
Monday	105,559	1,756.47	60.10	103,516	1,700.42	60.88	-1%
Tuesday	110,805	1,756.80	63.07	85,318	1,329.02	64.20	-2%
Wednesday	86,900	1,405.44	61.83	84,416	1,328.02	63.57	-3%
Thursday	84,026	1,463.86	57.40	80,187	1,364.06	58.79	-2%
Friday	61,535	1,285.70	47.86	56,314	1,228.61	45.84	4%
Saturday	29,345	541.05	54.24	26,062	479.65	54.34	0%
Total	497,189	8,628.32	57.62	449,637	7,716.28	58.27	-1%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Mile per Day of Week

All Fixed Routes

Month: October, 2023

Week Day	Current Month			Previous Year			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
Sunday	19,019	4,472	4.25	13,824	3,161	4.37	-3%
Monday	105,559	17,702	5.96	103,516	17,295	5.99	0%
Tuesday	110,805	17,660	6.27	85,318	13,541	6.30	0%
Wednesday	86,900	14,151	6.14	84,416	13,511	6.25	-2%
Thursday	84,026	14,657	5.73	80,187	13,832	5.80	-1%
Friday	61,535	13,152	4.68	56,314	12,608	4.47	5%
Saturday	29,345	5,612	5.23	26,062	5,370	4.85	8%
Total	497,189	87,406	5.69	449,637	79,318	5.67	0%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Hour per Day of Week
 Demand Response Service
 Month: October, 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	73	49.55	1.47	75	46.87	1.60	-8%
Monday	286	169.81	1.68	278	146.98	1.89	-11%
Tuesday	277	150.95	1.84	231	131.94	1.75	5%
Wednesday	239	130.76	1.83	263	139.58	1.88	-3%
Thursday	257	136.02	1.89	206	122.69	1.68	13%
Friday	164	107.84	1.52	204	112.80	1.81	-16%
Saturday	78	50.98	1.53	82	59.43	1.38	11%
Total	1,374	795.90	1.73	1,339	760.31	1.76	-2%

<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	251	78.23	3.21	234	87.47	2.68	20%
Tuesday	255	87.20	2.92	204	71.61	2.85	3%
Wednesday	224	63.13	3.55	204	71.10	2.87	24%
Thursday	186	76.79	2.42	206	71.77	2.87	-16%
Friday	192	60.38	3.18	190	72.60	2.62	21%
Saturday	52	29.27	1.78	90	34.95	2.58	-31%
Total	1,160	395.00	2.94	1,128	409.49	2.75	7%

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

Passengers per Revenue Mile per Day of Week
 Demand Response Service
 Month: October, 2023

<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	73	369	0.20	75	359	0.21	-5%
Monday	286	1,420	0.20	278	1,484	0.19	7%
Tuesday	277	1,354	0.20	231	1,281	0.18	13%
Wednesday	239	1,207	0.20	263	1,425	0.18	7%
Thursday	257	1,333	0.19	206	1,140	0.18	7%
Friday	164	756	0.22	204	976	0.21	4%
Saturday	78	439	0.18	82	539	0.15	17%
Total	1,374	6,879	0.20	1,339	7,205	0.19	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	251	1,108	0.23	234	1,174	0.20	14%
Tuesday	255	1,250	0.20	204	1,026	0.20	3%
Wednesday	224	1,002	0.22	204	951	0.21	4%
Thursday	186	1,004	0.19	206	1,034	0.20	-7%
Friday	192	845	0.23	190	917	0.21	10%
Saturday	52	289	0.18	90	387	0.23	-23%
Total	1,160	5,497	0.21	1,128	5,488	0.21	3%

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

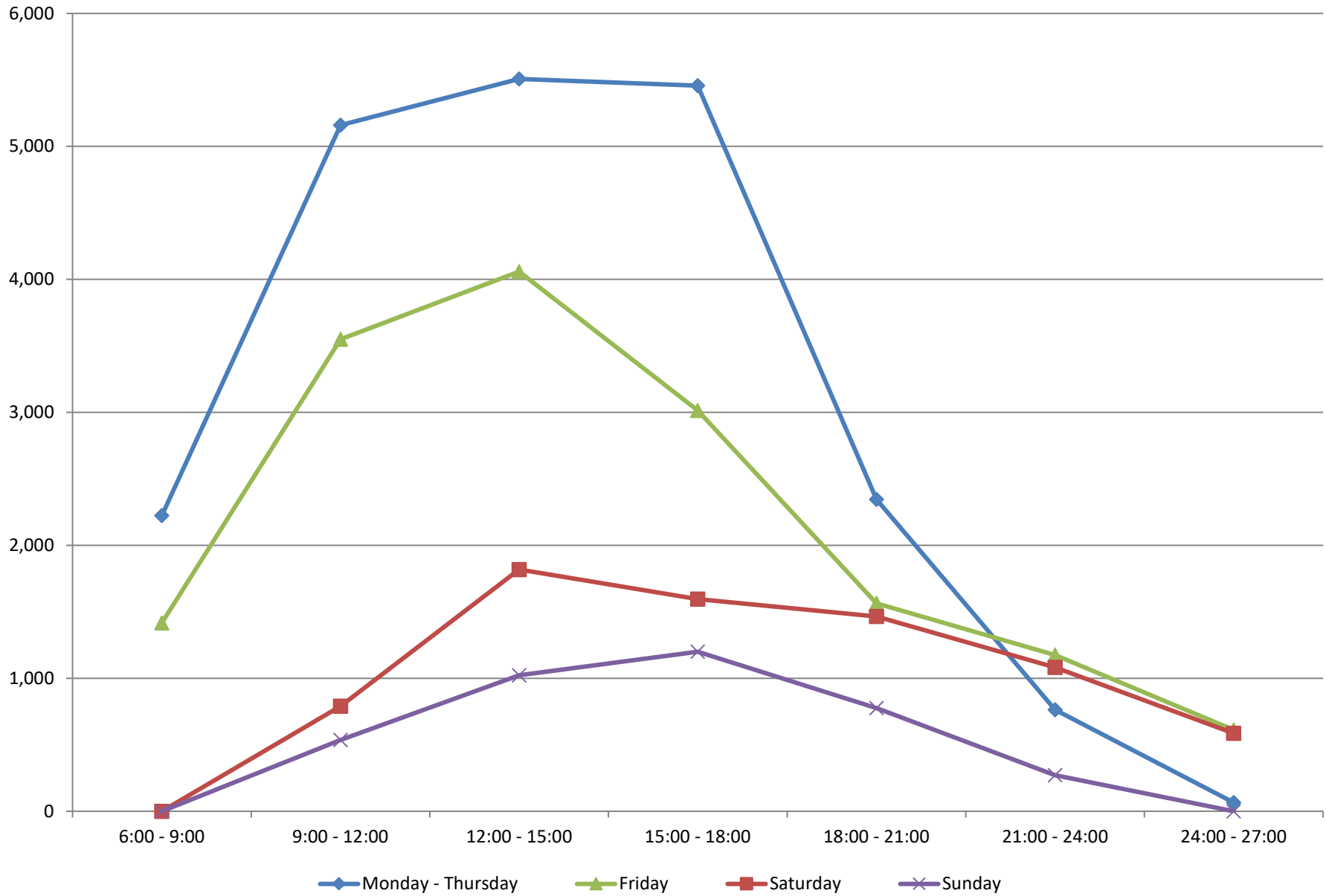
Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

Month: October, 2023

	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
Monday - Thursday	6:00 - 9:00	2,224.33	49.85	44.62
	9:00 - 12:00	5,159.83	78.00	66.15
	12:00 - 15:00	5,507.56	78.00	70.61
	15:00 - 18:00	5,457.67	78.84	69.23
	18:00 - 21:00	2,344.61	45.59	51.43
	21:00 - 24:00	763.72	20.56	37.15
	24:00 - 27:00	65.50	3.75	17.47
Friday	6:00 - 9:00	1,416.25	45.15	31.37
	9:00 - 12:00	3,550.00	70.50	50.35
	12:00 - 15:00	4,058.50	70.50	57.57
	15:00 - 18:00	3,014.25	61.57	48.96
	18:00 - 21:00	1,563.50	40.96	38.17
	21:00 - 24:00	1,175.75	19.00	61.88
	24:00 - 27:00	611.50	13.75	44.47
Saturday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	790.00	19.72	40.06
	12:00 - 15:00	1,818.25	30.31	59.99
	15:00 - 18:00	1,596.25	26.44	60.37
	18:00 - 21:00	1,464.00	29.04	50.41
	21:00 - 24:00	1,082.75	16.00	67.67
	24:00 - 27:00	587.00	13.75	42.69
Sunday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	535.40	17.05	31.40
	12:00 - 15:00	1,022.00	21.00	48.67
	15:00 - 18:00	1,199.80	21.00	57.13
	18:00 - 21:00	776.00	16.00	48.50
	21:00 - 24:00	271.00	8.75	30.97
	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

