



Monthly Ridership and
Service Level Report
April, 2025

**“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/SMS	South Main Pro Park/ Southpark
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.
- In August 2024 South Main Pro Park (SMP) changes to South Main Southpark (SMS)
- Open House extra CAS service is included in the CAS numbers for the days run.

Summary
All Routes
Month: April, 2025

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
Total Passengers	614,308	473,074	30%	4,431,739	3,576,365	24%
Total Revenue Hours	12,419.92	10,208.57	22%	104,677.48	86,074.67	22%
Total Revenue Miles	122,808.00	102,798.00	19%	1,053,674.00	879,720.71	20%
Total Driver Hours	13,614.25	11,186.75	22%	116,262.30	94,500.00	23%
Passengers/RH	49.46	46.34	7%	42.34	41.55	2%
Passengers/RM	5.00	4.60	9%	4.21	4.07	3%
Passengers/DH	45.12	42.29	7%	38.12	37.85	1%
Full Service Weekdays	22	22	0	143	147	(4)
Full Service Weekends	8	8	0	58	59	(1)
Reduced Service Weekdays	0	0	0	60	57	3
Reduced Service Weekends	0	0	0	28	29	(1)
Intermediate Service	0	0	0	10	9	1
No Service Days	0	0	0	5	4	1

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

Total Ridership per Route

Blacksburg

Month: April, 2025

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%	3,121	0.07%	2,563	22%
CAS	141,340	23.14%	0	0%	884,450	20.12%	0	0%
CRB	13,060	2.14%	6,947	88%	90,402	2.06%	49,657	82%
CRC	12,970	2.12%	14,351	-10%	95,237	2.17%	108,133	-12%
EMS	0	0.00%	0	0%	64	0.00%	0	0%
HDG	21,325	3.49%	18,520	15%	160,791	3.66%	140,110	15%
HWA	29,578	4.84%	34,590	-14%	214,508	4.88%	265,489	-19%
HWB	28,862	4.73%	34,236	-16%	209,165	4.76%	260,606	-20%
HWC (HWD)	17,283	2.83%	9,192	88%	154,493	3.51%	74,541	107%
HXP	42,828	7.01%	13,373	220%	255,818	5.82%	95,220	169%
NMG (MSG+MSN)	32,531	5.33%	40,992	-3%	248,977	5.66%	322,794	-4%
NMP (MSN)	7,301	1.20%			61,883	1.41%		
PHB	32,749	5.36%	28,902	13%	244,999	5.57%	159,847	53%
PHD	37,488	6.14%	32,470	15%	296,550	6.75%	274,279	8%
PRG (PRO)	41,395	6.78%	42,335	-2%	288,966	6.57%	320,170	-10%
SMA (MSA)	14,059	2.30%	10,536	33%	98,567	2.24%	81,191	21%
SME (MSS)	7,194	1.18%	24,019	2%	54,288	1.23%	199,547	0%
SMS (MSS)	17,276	2.83%			145,336	3.31%		
TCP (TOM)	21,677	3.55%	89,690	-31%	179,587	4.09%	668,823	-29%
TCR (TOM)	40,381	6.61%			298,060	6.78%		
TTT	7,993	1.31%	8,785	-9%	76,712	1.75%	91,234	-16%
UCB	42,057	6.89%	58,849	-29%	319,736	7.27%	418,277	-24%
USD	0	0.00%	0	0%	1,556	0.04%	0	0%
ACC	1,431	0.23%	1,317	9%	12,768	0.29%	12,158	5%
Totals	610,778	100.00%	469,104	30%	4,396,034	100.00%	3,544,639	24%
Blacksburg MB Total	609,347	99.77%	467,787	30.26%	4,383,266	99.71%	3,532,481	24.08%
Blacksburg DR Total	1,431	0.23%	1,317	8.66%	12,768	0.29%	12,158	5.02%
Totals	610,778	100%	469,104	30%	4,396,034	100%	3,544,639	24%

Total Ridership per Route

Christiansburg: Motor Bus and Demand Response

Month: April, 2025

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
BLU	1,049	29.72%	1,109	-5%	11,624	32.94%	7,612	53%
GLD	1,400	39.66%	1,666	-16%	13,623	38.61%	12,109	13%
GAR	1,081	30.62%	1,195	-10%	10,037	28.45%	10,873	-8%
Totals	3,530	100%	3,970	-11%	35,284	100%	30,594	15%
Christiansburg MB Total	2,449	69.38%	2,775	-11.75%	25,247	71.55%	19,721	28.02%
Christiansburg DR Total	1,081	30.62%	1,195	-9.54%	10,037	28.45%	10,873	-7.69%
Totals	3,530	100%	3,970	-11%	35,284	100%	30,594	15%

Passengers per Revenue Hour per Route

All Fixed Routes

Month: April, 2025

Route (Former Route)	Current Month	Previous Year	Change by Month
ADA	0.00	0.00	N/A
BLU	4.12	4.35	-5%
CAS	98.70	0.00	N/A
CRB	50.62	26.93	88%
CRC	18.08	20.25	-11%
EMS	0.00	0.00	N/A
GLD	5.45	6.49	-16%
HDG	27.79	34.68	-20%
HWA	61.15	61.58	-1%
HWB	59.65	61.00	-2%
HWC (HWD)	49.04	46.93	4%
HXP	55.77	24.86	124%
NMG (MSG+MSN)	56.92	60.86	55%
NMP (MSN)	37.23		
PHB	64.27	58.54	10%
PHD	65.14	57.90	12%
PRG (PRO)	85.10	75.71	12%
SMA (MSA)	30.21	36.54	-17%
SME (MSS)	36.78	41.80	70%
SMS (MSS)	34.17		
TCP (TOM)	62.06	116.91	24%
TCR (TOM)	83.38		
TTT	20.42	22.44	-9%
UCB	64.01	66.76	-4%
USD	0.00	0.00	N/A

Passengers per Revenue Hour per Day of Week

All Fixed Routes

Month: April, 2025

Week Day	<u>Current Month</u>			<u>Previous Year</u>			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
Sunday	18,110	498.20	36.35	15,063	372.88	40.40	-10%
Monday	102,900	1,818.70	56.58	99,063	1,878.40	52.74	7%
Tuesday	140,853	2,272.43	61.98	101,676	1,877.06	54.17	14%
Wednesday	132,101	2,275.25	58.06	80,870	1,503.02	53.81	8%
Thursday	106,980	1,819.22	58.81	79,657	1,505.26	52.92	11%
Friday	83,938	1,826.70	45.95	68,833	1,448.00	47.54	-3%
Saturday	26,914	651.87	41.29	25,400	487.25	52.13	-21%
Total	611,796	11,162.37	54.81	470,562	9,071.87	51.87	6%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Mile per Day of Week

All Fixed Routes

Month: April, 2025

Week Day	<u>Current Month</u>			<u>Previous Year</u>			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
Sunday	18,110	5,221	3.47	15,063	4,105	3.67	-5%
Monday	102,900	17,633	5.84	99,063	18,558	5.34	9%
Tuesday	140,853	22,215	6.34	101,676	18,593	5.47	16%
Wednesday	132,101	22,281	5.93	80,870	14,888	5.43	9%
Thursday	106,980	17,860	5.99	79,657	14,906	5.34	12%
Friday	83,938	17,977	4.67	68,833	14,458	4.76	-2%
Saturday	26,914	6,693	4.02	25,400	5,245	4.84	-17%
Total	611,796	109,880	5.57	470,562	90,753	5.19	7%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Hour per Day of Week
Demand Response Service
Month: April, 2025

<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	34	23.52	1.45	38	22.98	1.65	-13%
Monday	216	136.88	1.58	269	146.24	1.84	-14%
Tuesday	347	196.65	1.76	317	159.37	1.99	-11%
Wednesday	285	199.10	1.43	221	112.16	1.97	-27%
Thursday	275	161.23	1.71	231	128.55	1.80	-5%
Friday	198	133.68	1.48	158	103.29	1.53	-3%
Saturday	76	47.97	1.58	83	49.82	1.67	-5%
Total	1,431	899.03	1.59	1,317	722.41	1.82	-13%
<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	58.00	2.95	226	85.21	2.65	11%
Tuesday	234	76.02	3.08	260	91.00	2.86	8%
Wednesday	241	75.40	3.20	221	71.99	3.07	4%
Thursday	190	61.69	3.08	197	72.90	2.70	14%
Friday	185	59.67	3.10	230	63.98	3.59	-14%
Saturday	60	27.75	2.16	61	29.22	2.09	4%
Total	1,081	358.52	3.02	1,195	414.29	2.88	5%

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

Passengers per Revenue Mile per Day of Week

Demand Response Service

Month: April, 2025

<u>Access Current Month</u>				<u>Access Previous Year</u>			
Day of Week	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	Change Pass/RM
Sunday	34	157	0.22	38	228	0.17	30%
Monday	216	1,239	0.17	269	1,327	0.20	-14%
Tuesday	347	1,740	0.20	317	1,439	0.22	-9%
Wednesday	285	1,630	0.17	221	1,006	0.22	-20%
Thursday	275	1,472	0.19	231	1,229	0.19	-1%
Friday	198	1,151	0.17	158	812	0.19	-12%
Saturday	76	412	0.18	83	416	0.20	-8%
Total	1,431	7,801	0.18	1,317	6,457	0.20	-10%

<u>Go Anywhere Current Month</u>				<u>Go Anywhere Previous Year</u>			
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	171	849	0.20	226	1,085	0.21	-3%
Tuesday	234	1,085	0.22	260	1,319	0.20	9%
Wednesday	241	1,137	0.21	221	1,005	0.22	-4%
Thursday	190	851	0.22	197	940	0.21	7%
Friday	185	877	0.21	230	941	0.24	-14%
Saturday	60	328	0.18	61	298	0.20	-11%
Total	1,081	5,127	0.21	1,195	5,588	0.21	-1%

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

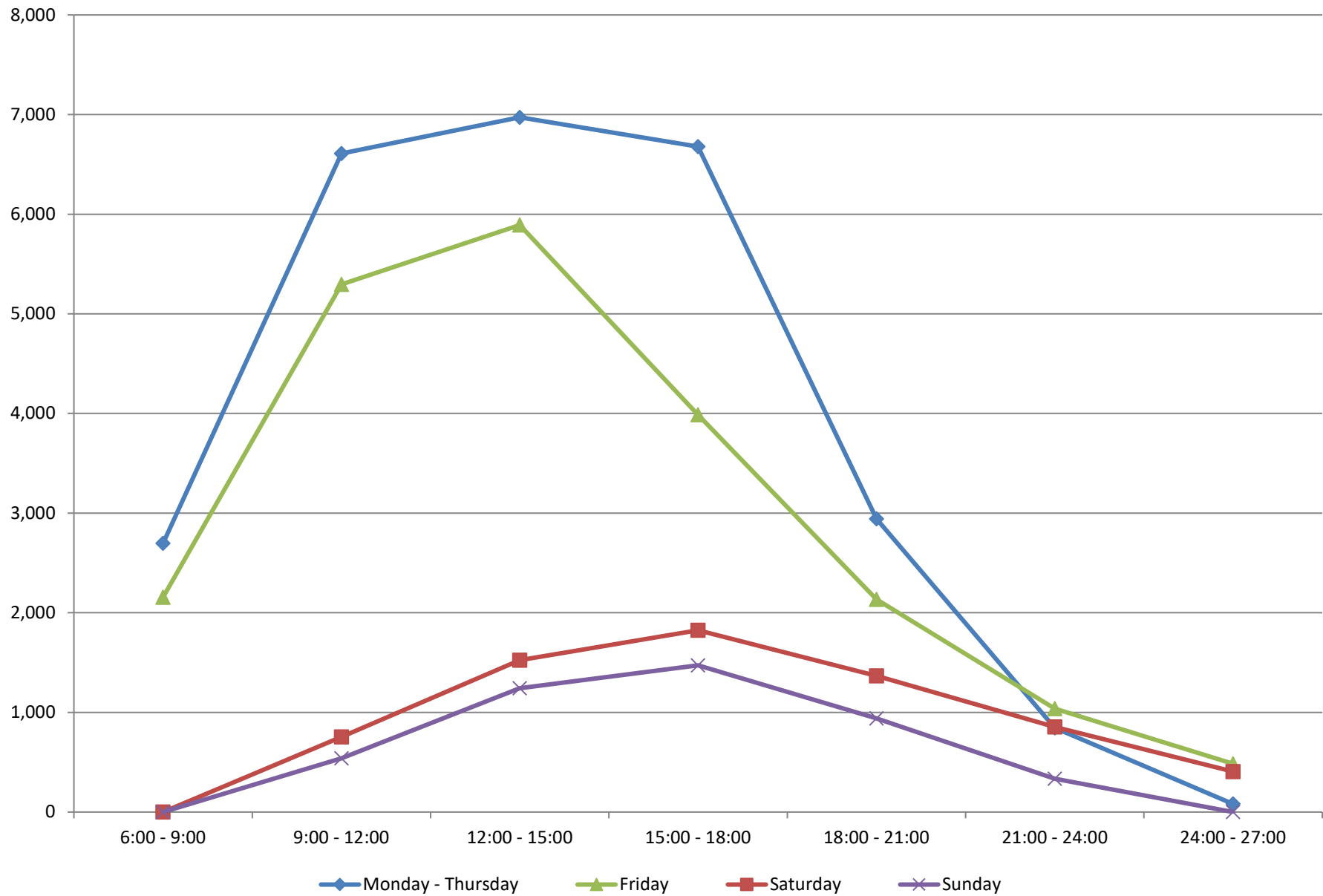
Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

Month: April, 2025

	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
Monday - Thursday	6:00 - 9:00	2,697.78	64.01	42.15
	9:00 - 12:00	6,608.22	98.98	66.76
	12:00 - 15:00	6,972.39	98.90	70.50
	15:00 - 18:00	6,678.50	98.96	67.48
	18:00 - 21:00	2,943.33	61.40	47.94
	21:00 - 24:00	844.00	27.00	31.26
	24:00 - 27:00	80.67	5.50	14.67
Friday	6:00 - 9:00	2,154.75	63.99	33.68
	9:00 - 12:00	5,295.50	98.94	53.52
	12:00 - 15:00	5,891.00	99.00	59.51
	15:00 - 18:00	3,987.00	89.65	44.47
	18:00 - 21:00	2,134.75	58.67	36.39
	21:00 - 24:00	1,037.25	26.94	38.51
	24:00 - 27:00	484.25	19.50	24.83
Saturday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	753.50	25.93	29.06
	12:00 - 15:00	1,524.00	32.42	47.01
	15:00 - 18:00	1,824.25	33.00	55.28
	18:00 - 21:00	1,366.25	29.19	46.81
	21:00 - 24:00	854.75	22.75	37.57
	24:00 - 27:00	406.75	19.69	20.66
Sunday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	539.25	25.93	20.80
	12:00 - 15:00	1,242.25	31.50	39.44
	15:00 - 18:00	1,472.50	31.50	46.75
	18:00 - 21:00	939.25	23.13	40.62
	21:00 - 24:00	334.25	12.50	26.74
	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

