



Monthly Ridership and  
Service Level Report  
August, 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 1<sup>st</sup> to June 30<sup>th</sup> 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 4<sup>th</sup>, 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)

**Summary**  
All Routes  
Month: August, 2024

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
<b>Total Passengers</b>	251,177	294,400	-15%	324,745	353,160	-8%
<b>Total Revenue Hours</b>	8,640.22	7,915.77	9%	15,800.34	13,403.13	18%
<b>Total Revenue Miles</b>	90,339.00	83,175.00	9%	165,848.00	141,652.00	17%
<b>Total Driver Hours</b>	9,565.30	8,739.75	9%	17,572.30	14,960.00	17%
<b>Passengers/RH</b>	29.07	37.19	-22%	20.55	26.35	-22%
<b>Passengers/RM</b>	2.78	3.54	-21%	1.96	2.49	-21%
<b>Passengers/DH</b>	26.26	33.69	-22%	18.48	23.61	-22%
<b>Full Service Weekdays</b>	5	9	(4)	5	9	(4)
<b>Full Service Weekends</b>	3	4	(1)	3	4	(1)
<b>Reduced Service Weekdays</b>	12	9	3	34	29	5
<b>Reduced Service Weekends</b>	6	4	2	14	14	0
<b>Intermediate Service</b>	5	5	0	5	5	0
<b>No Service Days</b>	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: August, 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%	0	0.00%	0	0%
CAS	32,592	13.16%	0	0%	40,549	12.77%	0	0%
CRB	3,916	1.58%	3,784	3%	3,916	1.23%	3,784	3%
CRC	6,347	2.56%	8,980	-29%	9,203	2.90%	12,139	-24%
EMS	2	0.00%	0	0%	3	0.00%	0	0%
HDG	9,762	3.94%	11,640	-16%	13,609	4.28%	14,667	-7%
HWA	13,671	5.52%	23,184	-41%	18,571	5.85%	27,152	-32%
HWB	14,203	5.74%	21,688	-35%	19,544	6.15%	25,940	-25%
HWC (HWD)	9,717	3.92%	5,774	68%	11,193	3.52%	8,315	35%
HXP	10,365	4.19%	6,800	52%	13,178	4.15%	7,616	73%
NMG (MSG+MSN)	15,782	6.37%	27,724	-26%	20,673	6.51%	32,133	-17%
NMP (MSN)	4,780	1.93%			5,854	1.84%		
PHB	10,421	4.21%	8,938	17%	10,421	3.28%	8,938	17%
PHD	18,519	7.48%	25,946	-29%	21,959	6.91%	30,106	-27%
PRG (PRO)	13,257	5.35%	24,465	-46%	15,595	4.91%	26,674	-42%
SMA (MSA)	4,972	2.01%	6,414	-22%	6,774	2.13%	7,940	-15%
SME (MSS)	4,627	1.87%	19,847	-7%	6,338	2.00%	27,285	3%
SMS (MSS)	13,827	5.58%			21,815	6.87%		
TCP (TOM)	11,309	4.57%	52,866	-43%	12,957	4.08%	62,599	-41%
TCR (TOM)	18,562	7.50%			23,697	7.46%		
TTT	8,026	3.24%	10,105	-21%	11,942	3.76%	13,820	-14%
UCB	20,430	8.25%	31,027	-34%	26,148	8.23%	35,452	-26%
USD	1,247	0.50%	0	0%	1,247	0.39%	0	0%
ACC	1,292	0.52%	1,223	6%	2,447	0.77%	2,252	9%
<b>Totals</b>	<b>247,626</b>	<b>100.00%</b>	<b>290,405</b>	<b>-15%</b>	<b>317,633</b>	<b>100.00%</b>	<b>346,812</b>	<b>-8%</b>
<b>Blacksburg MB Total</b>	<b>246,334</b>	<b>99.48%</b>	<b>289,182</b>	<b>-14.82%</b>	<b>315,186</b>	<b>99.23%</b>	<b>344,560</b>	<b>-8.53%</b>
<b>Blacksburg DR Total</b>	<b>1,292</b>	<b>0.52%</b>	<b>1,223</b>	<b>5.64%</b>	<b>2,447</b>	<b>0.77%</b>	<b>2,252</b>	<b>8.66%</b>
<b>Totals</b>	<b>247,626</b>	<b>100%</b>	<b>290,405</b>	<b>-15%</b>	<b>317,633</b>	<b>100%</b>	<b>346,812</b>	<b>-8%</b>

## Total Ridership per Route

Christiansburg: Motor Bus and Demand Response

Month: August, 2024

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
<b>BLU</b>	1,057	29.77%	741	43%	2,311	32.49%	1,282	80%
<b>GLD</b>	1,476	41.57%	1,109	33%	2,862	40.24%	2,020	42%
<b>GAR</b>	1,018	28.67%	1,113	-9%	1,939	27.26%	2,014	-4%
<b>Totals</b>	<b>3,551</b>	<b>100%</b>	<b>2,963</b>	<b>20%</b>	<b>7,112</b>	<b>100%</b>	<b>5,316</b>	<b>34%</b>
<b>Christiansburg MB Total</b>	2,533	71.33%	1,850	36.92%	5,173	72.74%	3,302	56.66%
<b>Christiansburg DR Total</b>	1,018	28.67%	1,113	-8.54%	1,939	27.26%	2,014	-3.72%
<b>Totals</b>	<b>3,551</b>	<b>100%</b>	<b>2,963</b>	<b>20%</b>	<b>7,112</b>	<b>100%</b>	<b>5,316</b>	<b>34%</b>

**Passengers per Revenue Hour per Route**

All Fixed Routes

Month: August, 2024

Route (Former Route)	Current Month	Previous Year	Change by Month
<b>ADA</b>	0.00	0.00	N/A
<b>BLU</b>	4.15	2.78	49%
<b>CAS</b>	43.45	0.00	N/A
<b>CRB</b>	66.66	36.14	84%
<b>CRC</b>	10.38	14.89	-30%
<b>EMS</b>	0.06	0.00	N/A
<b>GLD</b>	5.76	4.13	39%
<b>HDG</b>	18.23	25.29	-28%
<b>HWA</b>	39.27	54.19	-28%
<b>HWB</b>	42.13	52.99	-20%
<b>HWC (HWD)</b>	43.78	41.72	5%
<b>HXP</b>	19.34	16.47	17%
<b>NMG (MSG+MSN)</b>	40.28	48.26	45%
<b>NMP (MSN)</b>	29.52		
<b>PHB</b>	89.84	84.52	6%
<b>PHD</b>	49.72	59.63	-17%
<b>PRG (PRO)</b>	38.91	59.96	-35%
<b>SMA (MSA)</b>	27.96	31.90	-12%
<b>SME (MSS)</b>	29.80	37.90	-21%
<b>SMS (MSS)</b>	35.82		
<b>TCP (TOM)</b>	51.25	89.63	-43%
<b>TCR (TOM)</b>	53.24		
<b>TTT</b>	19.94	27.13	-27%
<b>UCB</b>	49.29	64.24	-23%
<b>USD</b>	48.90	0.00	N/A



**Passengers per Revenue Hour per Day of Week**

All Fixed Routes

Month: August, 2024

Week Day	Current Month			Previous Year			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
<b>Sunday</b>	9,675	361.28	26.78	11,351	242.70	46.77	-43%
<b>Monday</b>	40,266	1,204.72	33.42	55,480	1,146.81	48.38	-31%
<b>Tuesday</b>	42,760	1,205.52	35.47	59,113	1,354.01	43.66	-19%
<b>Wednesday</b>	44,159	1,202.64	36.72	58,649	1,352.60	43.36	-15%
<b>Thursday</b>	45,845	1,448.24	31.66	57,793	1,353.10	42.71	-26%
<b>Friday</b>	47,306	1,475.86	32.05	34,109	1,022.29	33.37	-4%
<b>Saturday</b>	18,856	558.83	33.74	15,569	338.71	45.97	-27%
<b>Total</b>	<b>248,867</b>	<b>7,457.09</b>	<b>33.37</b>	<b>292,064</b>	<b>6,810.22</b>	<b>42.89</b>	<b>-22%</b>

\* Note: these numbers DO NOT include Demand Response Service

## Passengers per Revenue Mile per Day of Week

All Fixed Routes

Month: August, 2024

Week Day	Current Month			Previous Year			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
<b>Sunday</b>	9,675	3,933	2.46	11,351	2,651	4.28	-43%
<b>Monday</b>	40,266	12,527	3.21	55,480	11,757	4.72	-32%
<b>Tuesday</b>	42,760	12,500	3.42	59,113	14,064	4.20	-19%
<b>Wednesday</b>	44,159	12,477	3.54	58,649	14,057	4.17	-15%
<b>Thursday</b>	45,845	15,159	3.02	57,793	14,085	4.10	-26%
<b>Friday</b>	47,306	15,385	3.07	34,109	10,787	3.16	-3%
<b>Saturday</b>	18,856	6,086	3.10	15,569	3,719	4.19	-26%
<b>Total</b>	<b>248,867</b>	<b>78,067</b>	<b>3.19</b>	<b>292,064</b>	<b>71,120</b>	<b>4.11</b>	<b>-22%</b>

\* Note: these numbers DO NOT include Demand Response Service

**Passengers per Revenue Hour per Day of Week**  
 Demand Response Service  
 Month: August, 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
<b>Sunday</b>	54	26.93	2.00	50	33.42	1.50	34%
<b>Monday</b>	176	132.33	1.33	197	118.82	1.66	-20%
<b>Tuesday</b>	260	145.57	1.79	235	147.22	1.60	12%
<b>Wednesday</b>	201	129.61	1.55	250	130.84	1.91	-19%
<b>Thursday</b>	281	177.62	1.58	259	149.07	1.74	-9%
<b>Friday</b>	220	140.10	1.57	151	87.14	1.73	-9%
<b>Saturday</b>	100	64.08	1.56	81	59.20	1.37	14%
<b>Total</b>	<b>1,292</b>	<b>816.25</b>	<b>1.58</b>	<b>1,223</b>	<b>725.72</b>	<b>1.69</b>	<b>-6%</b>

<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
<b>Sunday</b>	0	0.00	0.00	0	0.00	0.00	0%
<b>Monday</b>	155	59.63	2.60	175	62.21	2.81	-8%
<b>Tuesday</b>	186	59.40	3.13	219	79.44	2.76	14%
<b>Wednesday</b>	168	60.59	2.77	214	73.14	2.93	-5%
<b>Thursday</b>	198	74.98	2.64	242	78.48	3.08	-14%
<b>Friday</b>	228	76.50	2.98	192	57.74	3.33	-10%
<b>Saturday</b>	83	35.78	2.32	71	28.82	2.46	-6%
<b>Total</b>	<b>1,018</b>	<b>366.88</b>	<b>2.77</b>	<b>1,113</b>	<b>379.83</b>	<b>2.93</b>	<b>-5%</b>

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

**Passengers per Revenue Mile per Day of Week**  
 Demand Response Service  
 Month: August, 2024

<a href="#"><u>Access Current Month</u></a>	<a href="#"><u>Access Previous Year</u></a>
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Day of Week	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	Change Pass/RM
Sunday	54	225	0.24	50	305	0.16	46%
Monday	176	1,108	0.16	197	1,049	0.19	-15%
Tuesday	260	1,478	0.18	235	1,241	0.19	-7%
Wednesday	201	1,180	0.17	250	1,325	0.19	-10%
Thursday	281	1,672	0.17	259	1,441	0.18	-7%
Friday	220	1,210	0.18	151	781	0.19	-6%
Saturday	100	581	0.17	81	526	0.15	12%
<b>Total</b>	<b>1,292</b>	<b>7,454</b>	<b>0.17</b>	<b>1,223</b>	<b>6,667</b>	<b>0.18</b>	<b>-6%</b>

<a href="#"><u>Go Anywhere Current Month</u></a>	<a href="#"><u>Go Anywhere Previous Year</u></a>
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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	155	802	0.19	175	933	0.19	3%
Tuesday	186	886	0.21	219	1,108	0.20	6%
Wednesday	168	761	0.22	214	1,081	0.20	12%
Thursday	198	941	0.21	242	1,078	0.22	-6%
Friday	228	1,064	0.21	192	827	0.23	-8%
Saturday	83	364	0.23	71	360	0.20	16%
<b>Total</b>	<b>1,018</b>	<b>4,818</b>	<b>0.21</b>	<b>1,113</b>	<b>5,388</b>	<b>0.21</b>	<b>2%</b>

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

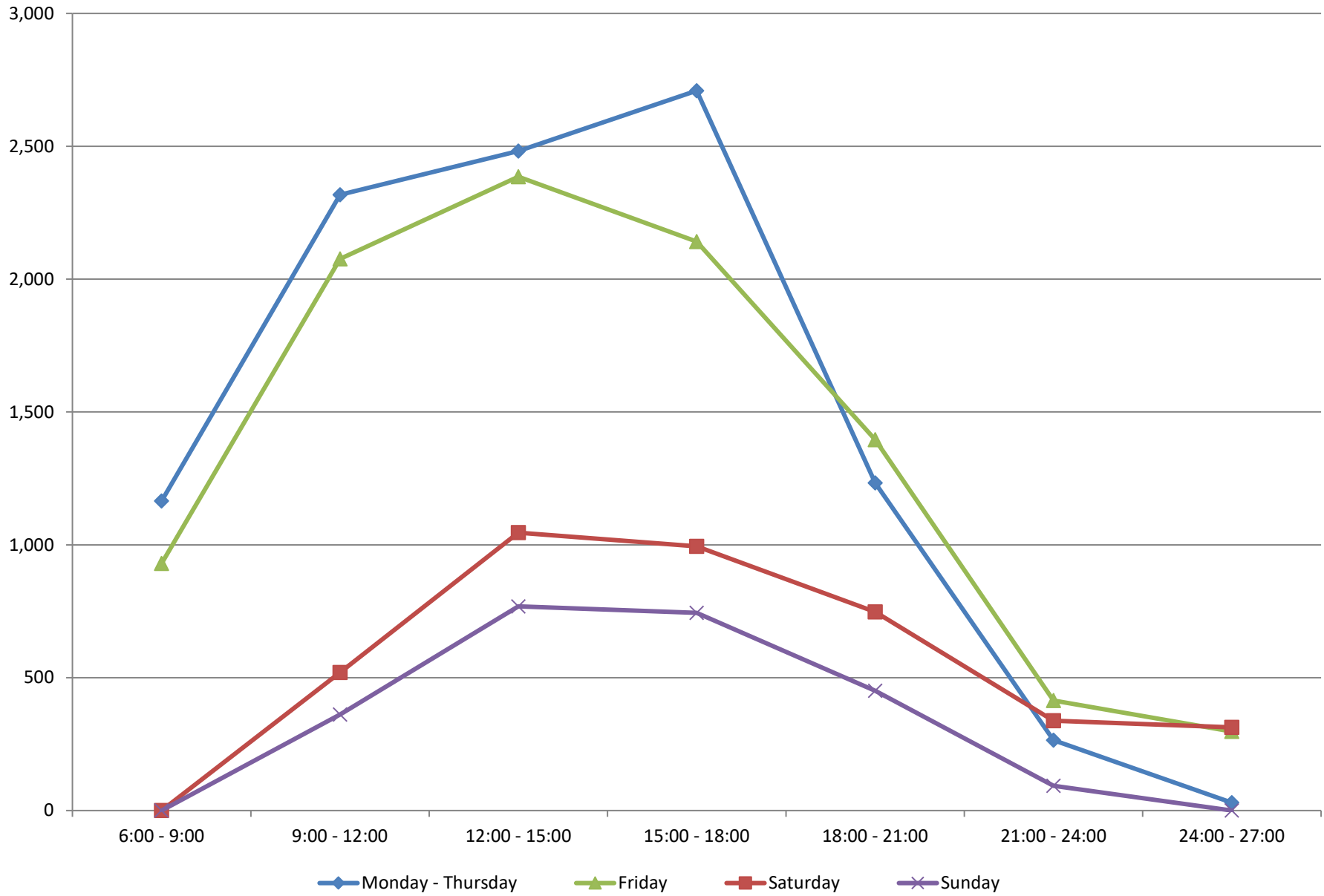
## Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

Month: August, 2024

	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
<b>Monday - Thursday</b>	6:00 - 9:00	1,164.88	44.78	26.02
	9:00 - 12:00	2,317.65	63.90	36.27
	12:00 - 15:00	2,481.71	63.93	38.82
	15:00 - 18:00	2,709.24	63.82	42.45
	18:00 - 21:00	1,232.76	44.42	27.75
	21:00 - 24:00	265.12	14.75	17.98
	24:00 - 27:00	29.63	4.50	6.58
<b>Friday</b>	6:00 - 9:00	930.20	43.94	21.17
	9:00 - 12:00	2,076.40	62.80	33.06
	12:00 - 15:00	2,385.40	63.00	37.86
	15:00 - 18:00	2,141.00	61.20	34.99
	18:00 - 21:00	1,395.40	43.74	31.91
	21:00 - 24:00	414.00	13.90	29.78
	24:00 - 27:00	297.50	16.50	18.03
<b>Saturday</b>	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	519.60	20.62	25.20
	12:00 - 15:00	1,045.80	25.20	41.50
	15:00 - 18:00	994.40	25.20	39.46
	18:00 - 21:00	747.80	23.40	31.96
	21:00 - 24:00	338.40	10.75	31.48
	24:00 - 27:00	313.00	16.50	18.97
<b>Sunday</b>	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	361.25	18.95	19.07
	12:00 - 15:00	768.50	23.25	33.05
	15:00 - 18:00	744.25	23.25	32.01
	18:00 - 21:00	451.25	18.81	23.99
	21:00 - 24:00	93.50	6.06	15.42
	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

