



Monthly Ridership and
Service Level Report
February, 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: February, 2025

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
Total Passengers	575,102	488,033	18%	3,338,030	2,735,278	22%
Total Revenue Hours	11,328.17	9,768.93	16%	81,223.84	66,811.80	22%
Total Revenue Miles	111,949.00	98,578.00	14%	820,209.00	684,944.71	20%
Total Driver Hours	12,478.25	10,844.75	15%	90,512.55	73,318.50	23%
Passengers/RH	50.77	49.96	2%	41.10	40.94	0%
Passengers/RM	5.14	4.95	4%	4.07	3.99	2%
Passengers/DH	46.09	45.00	2%	36.88	37.31	-1%
Full Service Weekdays	20	21	(1)	105	109	(4)
Full Service Weekends	8	8	0	43	44	(1)
Reduced Service Weekdays	0	0	0	55	52	3
Reduced Service Weekends	0	0	0	25	26	(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: February, 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	0.09%	2,563	22%
CAS	132,232	23.13%	0	0%	635,058	19.19%	0	0%
CRB	12,201	2.13%	7,571	61%	67,668	2.04%	37,582	80%
CRC	11,790	2.06%	15,192	-22%	71,799	2.17%	82,470	-13%
EMS	0	0.00%	0	0%	64	0.00%	0	0%
HDG	20,223	3.54%	19,123	6%	122,844	3.71%	106,768	15%
HWA	27,855	4.87%	36,812	-24%	163,623	4.94%	204,279	-20%
HWB	25,674	4.49%	36,051	-29%	159,140	4.81%	200,011	-20%
HWC (HWD)	15,815	2.77%	7,833	102%	120,802	3.65%	58,151	108%
HXP	40,599	7.10%	14,288	184%	180,651	5.46%	71,781	152%
NMG (MSG+MSN)	31,354	5.48%	40,588	-8%	191,506	5.79%	249,113	-4%
NMP (MSN)	5,926	1.04%			48,665	1.47%		
PHB	33,333	5.83%	28,945	15%	186,483	5.64%	109,884	70%
PHD	36,428	6.37%	34,389	6%	229,597	6.94%	217,129	6%
PRG (PRO)	38,208	6.68%	44,402	-14%	216,084	6.53%	246,329	-12%
SMA (MSA)	12,828	2.24%	10,801	19%	72,966	2.21%	62,517	17%
SME (MSS)	5,499	0.96%	24,279	-13%	40,965	1.24%	154,846	0%
SMS (MSS)	15,680	2.74%			114,206	3.45%		
TCP (TOM)	19,675	3.44%	91,040	-37%	138,795	4.19%	509,709	-28%
TCR (TOM)	38,108	6.66%			227,129	6.86%		
TTT	6,720	1.18%	10,194	-34%	61,575	1.86%	73,814	-17%
UCB	40,090	7.01%	61,717	-35%	244,889	7.40%	314,605	-22%
USD	251	0.04%	0	0%	1,498	0.05%	0	0%
ACC	1,306	0.23%	1,316	-1%	9,982	0.30%	9,543	5%
Totals	571,795	100.00%	484,541	18%	3,309,110	100.00%	2,711,094	22%
Blacksburg MB Total	570,489	99.77%	483,225	18.06%	3,299,128	99.70%	2,701,551	22.12%
Blacksburg DR Total	1,306	0.23%	1,316	-0.76%	9,982	0.30%	9,543	4.60%
Totals	571,795	100%	484,541	18%	3,309,110	100%	2,711,094	22%

Total Ridership per Route

Christiansburg: Motor Bus and Demand Response

Month: February, 2025

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
BLU	963	33.37%	831	16%	9,555	33.53%	5,564	72%
GLD	1,075	37.25%	1,504	-29%	11,035	38.72%	8,939	23%
GAR	848	29.38%	1,157	-27%	7,909	27.75%	8,549	-7%
Totals	2,886	100%	3,492	-17%	28,499	100%	23,052	24%
Christiansburg MB Total	2,038	70.62%	2,335	-12.72%	20,590	72.25%	14,503	41.97%
Christiansburg DR Total	848	29.38%	1,157	-26.71%	7,909	27.75%	8,549	-7.49%
Totals	2,886	100%	3,492	-17%	28,499	100%	23,052	24%

Passengers per Revenue Hour per Route

All Fixed Routes

Month: February, 2025

Route (Former Route)	Current Month	Previous Year	Change by Month
ADA	0.00	0.00	N/A
BLU	4.16	3.42	22%
CAS	104.85	0.00	N/A
CRB	51.92	30.75	69%
CRC	17.89	22.32	-20%
EMS	0.00	0.00	N/A
GLD	4.61	6.14	-25%
HDG	28.62	37.31	-23%
HWA	63.71	68.87	-7%
HWB	58.65	67.28	-13%
HWC (HWD)	47.72	40.62	17%
HXP	57.42	27.68	107%
NMG (MSG+MSN)	60.30	62.59	47%
NMP (MSN)	31.75		
PHB	71.92	61.66	17%
PHD	69.74	64.47	8%
PRG (PRO)	86.94	83.22	4%
SMA (MSA)	30.32	39.12	-22%
SME (MSS)	29.46	43.88	45%
SMS (MSS)	34.12		
TCP (TOM)	59.91	123.37	19%
TCR (TOM)	86.99		
TTT	18.60	27.01	-31%
UCB	66.24	73.23	-10%
USD	0.00	0.00	N/A

Passengers per Revenue Hour per Day of Week

All Fixed Routes

Month: February, 2025

Week Day	Current Month			Previous Year			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
Sunday	18,519	480.70	38.53	14,409	372.88	38.64	0%
Monday	118,284	1,819.06	65.02	88,128	1,502.96	58.64	11%
Tuesday	99,727	1,798.70	55.44	90,825	1,504.09	60.39	-8%
Wednesday	93,138	1,817.11	51.26	89,100	1,503.71	59.25	-13%
Thursday	122,654	1,818.12	67.46	106,764	1,877.02	56.88	19%
Friday	96,655	1,828.53	52.86	74,499	1,444.87	51.56	3%
Saturday	23,971	617.70	38.81	21,835	473.97	46.07	-16%
Total	572,948	10,179.92	56.28	485,560	8,679.50	55.94	1%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Mile per Day of Week

All Fixed Routes

Month: February, 2025

Week Day	Current Month			Previous Year			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
Sunday	18,519	5,076	3.65	14,409	4,005	3.60	1%
Monday	118,284	17,806	6.64	88,128	14,875	5.92	12%
Tuesday	99,727	17,562	5.68	90,825	14,862	6.11	-7%
Wednesday	93,138	17,787	5.24	89,100	14,879	5.99	-13%
Thursday	122,654	17,800	6.89	106,764	18,549	5.76	20%
Friday	96,655	17,960	5.38	74,499	14,448	5.16	4%
Saturday	23,971	6,469	3.71	21,835	5,110	4.27	-13%
Total	572,948	100,460	5.70	485,560	86,728	5.60	2%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Hour per Day of Week
 Demand Response Service
 Month: February, 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	47	34.25	1.37	52	29.73	1.75	-22%
Monday	260	159.37	1.63	234	124.33	1.88	-13%
Tuesday	205	137.73	1.49	243	120.60	2.01	-26%
Wednesday	213	149.12	1.43	238	107.39	2.22	-36%
Thursday	257	158.23	1.62	304	164.38	1.85	-12%
Friday	229	143.53	1.60	163	99.98	1.63	-2%
Saturday	95	52.53	1.81	82	49.13	1.67	8%
Total	1,306	834.76	1.56	1,316	695.54	1.89	-17%

<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	174	58.60	2.97	184	67.91	2.71	10%
Tuesday	122	51.45	2.37	212	75.27	2.82	-16%
Wednesday	151	56.15	2.69	228	73.64	3.10	-13%
Thursday	148	58.18	2.54	244	79.56	3.07	-17%
Friday	179	60.09	2.98	216	67.62	3.19	-7%
Saturday	74	29.02	2.55	73	29.90	2.44	4%
Total	848	313.49	2.71	1,157	393.89	2.94	-8%

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

Passengers per Revenue Mile per Day of Week

Demand Response Service

Month: February, 2025

<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	47	258	0.18	52	268	0.19	-6%
Monday	260	1,490	0.17	234	1,130	0.21	-16%
Tuesday	205	1,162	0.18	243	1,061	0.23	-23%
Wednesday	213	1,253	0.17	238	1,013	0.23	-28%
Thursday	257	1,351	0.19	304	1,568	0.19	-2%
Friday	229	1,310	0.17	163	772	0.21	-17%
Saturday	95	476	0.20	82	488	0.17	19%
Total	1,306	7,300	0.18	1,316	6,301	0.21	-14%

<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	174	856	0.20	184	950	0.19	5%
Tuesday	122	620	0.20	212	1,096	0.19	2%
Wednesday	151	818	0.18	228	1,043	0.22	-16%
Thursday	148	760	0.19	244	1,148	0.21	-8%
Friday	179	841	0.21	216	983	0.22	-3%
Saturday	74	294	0.25	73	330	0.22	14%
Total	848	4,189	0.20	1,157	5,549	0.21	-3%

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

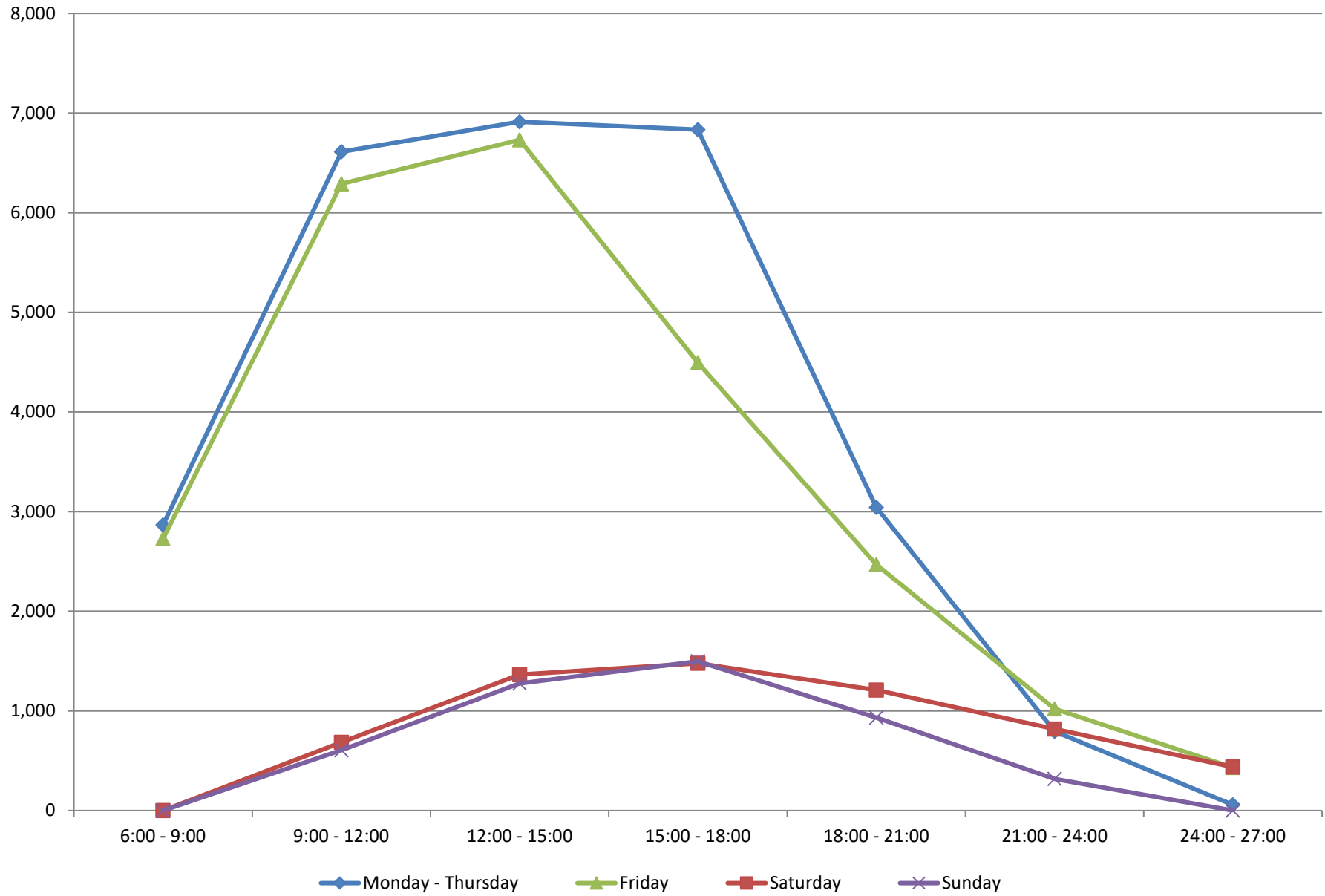
Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

Month: February, 2025

	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
Monday - Thursday	6:00 - 9:00	2,865.13	64.00	44.77
	9:00 - 12:00	6,610.94	98.91	66.84
	12:00 - 15:00	6,912.75	98.89	69.90
	15:00 - 18:00	6,834.44	98.94	69.07
	18:00 - 21:00	3,042.69	61.38	49.57
	21:00 - 24:00	794.31	26.04	30.50
	24:00 - 27:00	57.13	5.16	11.08
Friday	6:00 - 9:00	2,729.00	64.05	42.61
	9:00 - 12:00	6,289.00	99.00	63.53
	12:00 - 15:00	6,731.25	99.00	67.99
	15:00 - 18:00	4,494.25	89.55	50.19
	18:00 - 21:00	2,467.25	59.04	41.79
	21:00 - 24:00	1,021.75	27.00	37.84
	24:00 - 27:00	431.25	19.50	22.12
Saturday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	685.50	24.80	27.64
	12:00 - 15:00	1,365.00	30.00	45.50
	15:00 - 18:00	1,477.75	30.13	49.05
	18:00 - 21:00	1,208.25	27.92	43.28
	21:00 - 24:00	818.25	22.08	37.05
	24:00 - 27:00	438.00	19.50	22.46
Sunday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	607.00	24.80	24.48
	12:00 - 15:00	1,275.00	30.00	42.50
	15:00 - 18:00	1,497.00	30.13	49.69
	18:00 - 21:00	932.00	22.75	40.97
	21:00 - 24:00	318.75	12.50	25.50
	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

