



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

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
Total Passengers	332,196	324,647	2%	2,762,928	2,247,245	23%
Total Revenue Hours	9,145.59	8,385.88	9%	69,895.67	57,042.86	23%
Total Revenue Miles	92,700.00	85,464.00	8%	708,260.00	586,366.71	21%
Total Driver Hours	10,145.25	8,232.75	23%	78,034.30	62,473.75	25%
Passengers/RH	36.32	38.71	-6%	39.53	39.40	0%
Passengers/RM	3.58	3.80	-6%	3.90	3.83	2%
Passengers/DH	32.74	39.43	-17%	35.41	35.97	-2%
Full Service Weekdays	9	12	(3)	85	88	(3)
Full Service Weekends	3	5	(2)	35	36	(1)
Reduced Service Weekdays	11	9	2	55	52	3
Reduced Service Weekends	5	3	2	25	26	(1)
Intermediate Service	1	1	0	10	9	1
No Service Days	2	1	1	5	4	1

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

Total Ridership per Route

Blacksburg

Month: January, 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	0.11%	2,563	22%
CAS	71,794	21.82%	0	0%	502,826	18.37%	0	0%
CRB	6,384	1.94%	4,686	36%	55,467	2.03%	30,011	85%
CRC	7,289	2.22%	9,941	-27%	60,009	2.19%	67,278	-11%
EMS	0	0.00%	0	0%	64	0.00%	0	0%
HDG	13,036	3.96%	13,413	-3%	102,621	3.75%	87,645	17%
HWA	15,034	4.57%	25,159	-40%	135,768	4.96%	167,467	-19%
HWB	13,155	4.00%	24,138	-46%	133,466	4.88%	163,960	-19%
HWC (HWD)	13,246	4.03%	4,164	218%	104,987	3.84%	50,318	109%
HXP	18,984	5.77%	9,536	99%	140,052	5.12%	57,493	144%
NMG (MSG+MSN)	18,632	5.66%	26,733	-20%	160,152	5.85%	208,525	-3%
NMP (MSN)	2,630	0.80%			42,739	1.56%		
PHB	17,835	5.42%	17,615	1%	153,150	5.59%	80,939	89%
PHD	22,062	6.71%	23,929	-8%	193,169	7.06%	182,740	6%
PRG (PRO)	20,738	6.30%	29,199	-29%	177,876	6.50%	201,927	-12%
SMA (MSA)	8,631	2.62%	7,292	18%	60,138	2.20%	51,716	16%
SME (MSS)	3,409	1.04%	17,897	-18%	35,466	1.30%	130,567	3%
SMS (MSS)	11,270	3.43%			98,526	3.60%		
TCP (TOM)	13,923	4.23%	58,170	-40%	119,120	4.35%	418,669	-26%
TCR (TOM)	20,845	6.34%			189,021	6.91%		
TTT	5,980	1.82%	8,380	-29%	54,855	2.00%	63,620	-14%
UCB	22,867	6.95%	40,484	-44%	204,799	7.48%	252,888	-19%
USD	0	0.00%	0	0%	1,247	0.05%	0	0%
ACC	1,227	0.37%	1,114	10%	8,676	0.32%	8,227	5%
Totals	328,971	100.00%	321,850	2%	2,737,315	100.00%	2,226,553	23%
Blacksburg MB Total	327,744	99.63%	320,736	2.18%	2,728,639	99.68%	2,218,326	23.00%
Blacksburg DR Total	1,227	0.37%	1,114	10.14%	8,676	0.32%	8,227	5.46%
Totals	328,971	100%	321,850	2%	2,737,315	100%	2,226,553	23%

Total Ridership per Route

Christiansburg: Motor Bus and Demand Response

Month: January, 2025

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
BLU	1,090	33.80%	631	73%	8,592	33.55%	4,733	82%
GLD	1,226	38.02%	1,113	10%	9,960	38.89%	7,435	34%
GAR	909	28.19%	1,053	-14%	7,061	27.57%	7,392	-4%
Totals	3,225	100%	2,797	15%	25,613	100%	19,560	31%
Christiansburg MB Total	2,316	71.81%	1,744	32.80%	18,552	72.43%	12,168	52.47%
Christiansburg DR Total	909	28.19%	1,053	-13.68%	7,061	27.57%	7,392	-4.48%
Totals	3,225	100%	2,797	15%	25,613	100%	19,560	31%

Passengers per Revenue Hour per Route

All Fixed Routes

Month: January, 2025

Route (Former Route)	Current Month	Previous Year	Change by Month
ADA	0.00	0.00	N/A
BLU	4.48	2.48	81%
CAS	73.08	0.00	N/A
CRB	60.56	33.23	82%
CRC	11.79	15.70	-25%
EMS	0.00	0.00	N/A
GLD	5.00	4.34	15%
HDG	23.86	28.23	-15%
HWA	77.06	54.98	40%
HWB	67.15	53.67	25%
HWC (HWD)	25.62	28.40	-10%
HXP	41.65	22.84	82%
NMG (MSG+MSN)	45.36	45.57	42%
NMP (MSN)	19.41		
PHB	85.52	65.18	31%
PHD	54.21	53.49	1%
PRG (PRO)	106.09	65.10	63%
SMA (MSA)	19.40	33.84	-43%
SME (MSS)	25.16	33.95	43%
SMS (MSS)	23.39		
TCP (TOM)	26.99	95.01	40%
TCR (TOM)	106.08		
TTT	16.00	23.38	-32%
UCB	51.84	63.78	-19%
USD	0.00	0.00	N/A

Passengers per Revenue Hour per Day of Week

All Fixed Routes

Month: January, 2025

Week Day	Current Month			Previous Year			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
Sunday	8,776	381.70	22.99	10,501	342.76	30.64	-25%
Monday	40,635	1,009.32	40.26	55,251	1,196.82	46.16	-13%
Tuesday	71,262	1,431.37	49.79	74,322	1,551.00	47.92	4%
Wednesday	68,839	1,429.87	48.14	75,850	1,552.65	48.85	-1%
Thursday	72,188	1,692.55	42.65	50,188	1,175.29	42.70	0%
Friday	57,995	1,698.50	34.14	43,938	1,149.20	38.23	-11%
Saturday	10,365	407.73	25.42	12,430	365.29	34.03	-25%
Total	330,060	8,051.04	41.00	322,480	7,333.01	43.98	-7%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Mile per Day of Week

All Fixed Routes

Month: January, 2025

Week Day	Current Month			Previous Year			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
Sunday	8,776	4,113	2.13	10,501	3,726	2.82	-24%
Monday	40,635	10,218	3.98	55,251	12,178	4.54	-12%
Tuesday	71,262	14,250	5.00	74,322	15,648	4.75	5%
Wednesday	68,839	14,272	4.82	75,850	15,653	4.85	0%
Thursday	72,188	16,952	4.26	50,188	11,906	4.22	1%
Friday	57,995	17,067	3.40	43,938	11,760	3.74	-9%
Saturday	10,365	4,411	2.35	12,430	3,962	3.14	-25%
Total	330,060	81,283	4.06	322,480	74,833	4.31	-6%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Hour per Day of Week
 Demand Response Service
 Month: January, 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	44	29.93	1.47	52	28.97	1.80	-18%
Monday	158	89.00	1.78	171	110.60	1.55	15%
Tuesday	214	129.90	1.65	243	136.89	1.78	-7%
Wednesday	217	139.30	1.56	231	140.61	1.64	-5%
Thursday	279	176.15	1.58	212	129.98	1.63	-3%
Friday	244	156.10	1.56	138	85.70	1.61	-3%
Saturday	71	38.63	1.84	67	48.57	1.38	33%
Total	1,227	759.01	1.62	1,114	681.32	1.64	-1%

<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	117	46.07	2.54	171	61.30	2.79	-9%
Tuesday	135	55.10	2.45	186	73.99	2.51	-3%
Wednesday	174	58.11	2.99	238	77.17	3.08	-3%
Thursday	215	71.20	3.02	172	63.62	2.70	12%
Friday	220	78.32	2.81	213	67.01	3.18	-12%
Saturday	48	26.73	1.80	73	28.45	2.57	-30%
Total	909	335.54	2.71	1,053	371.55	2.83	-4%

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

Passengers per Revenue Mile per Day of Week

Demand Response Service

Month: January, 2025

Access Current Month	Access Previous Year
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Day of Week	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	Change Pass/RM
Sunday	44	207	0.21	52	239	0.22	-2%
Monday	158	836	0.19	171	872	0.20	-4%
Tuesday	214	1,160	0.18	243	1,293	0.19	-2%
Wednesday	217	1,306	0.17	231	1,152	0.20	-17%
Thursday	279	1,795	0.16	212	1,249	0.17	-8%
Friday	244	1,374	0.18	138	706	0.20	-9%
Saturday	71	325	0.22	67	376	0.18	23%
Total	1,227	7,003	0.18	1,114	5,887	0.19	-7%

Go Anywhere Current Month	Go Anywhere Previous Year
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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	117	590	0.20	171	712	0.24	-17%
Tuesday	135	717	0.19	186	915	0.20	-7%
Wednesday	174	891	0.20	238	1,091	0.22	-11%
Thursday	215	1,004	0.21	172	829	0.21	3%
Friday	220	1,034	0.21	213	916	0.23	-9%
Saturday	48	178	0.27	73	281	0.26	4%
Total	909	4,414	0.21	1,053	4,744	0.22	-7%

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

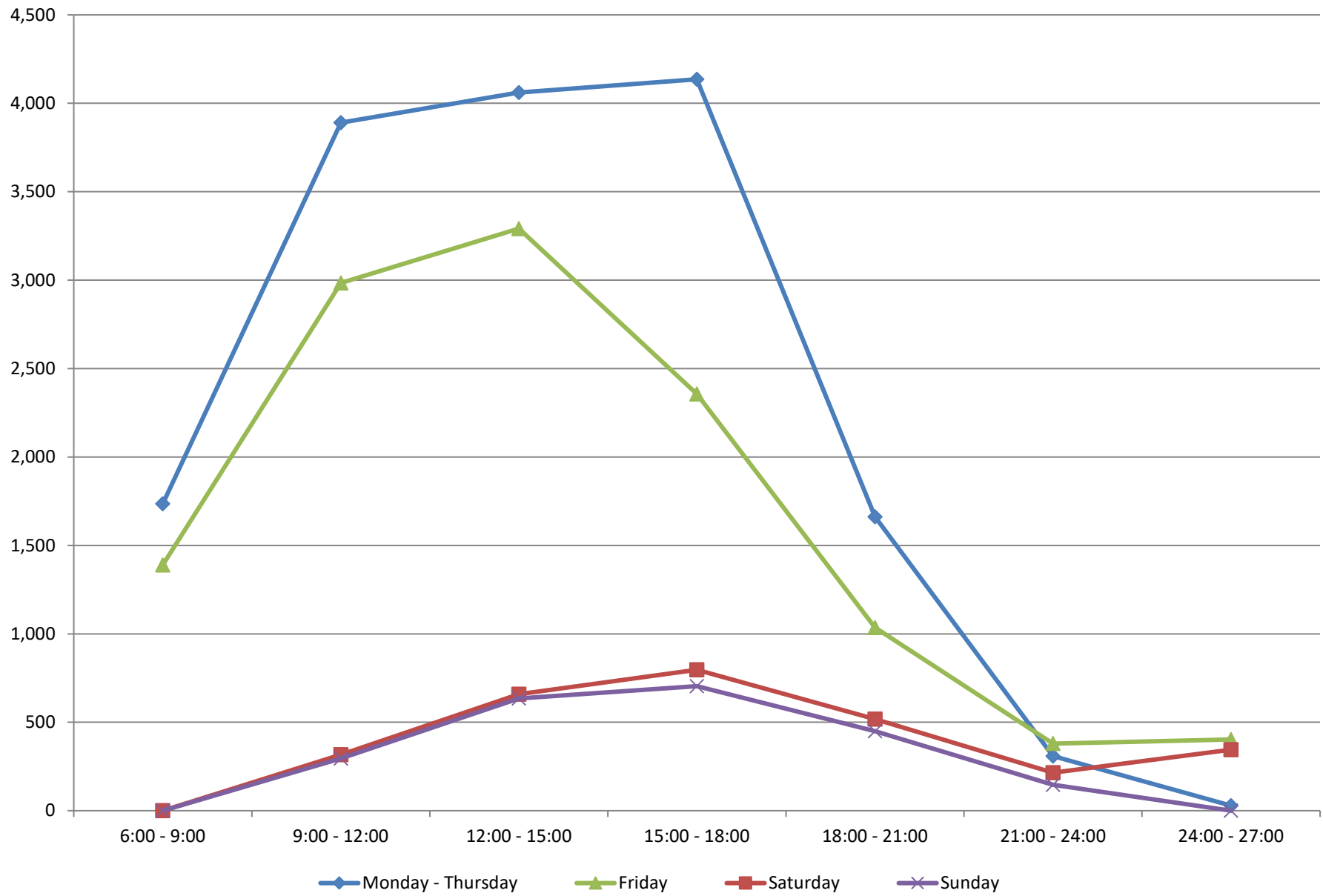
Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

Month: January, 2025

	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
Monday - Thursday	6:00 - 9:00	1,735.94	48.92	35.49
	9:00 - 12:00	3,891.25	75.31	51.67
	12:00 - 15:00	4,061.38	75.29	53.94
	15:00 - 18:00	4,135.88	75.34	54.89
	18:00 - 21:00	1,661.81	51.85	32.05
	21:00 - 24:00	309.25	18.25	16.95
	24:00 - 27:00	28.63	5.50	5.20
Friday	6:00 - 9:00	1,389.80	47.91	29.01
	9:00 - 12:00	2,984.00	73.80	40.43
	12:00 - 15:00	3,291.60	73.72	44.65
	15:00 - 18:00	2,357.20	70.06	33.65
	18:00 - 21:00	1,036.20	49.51	20.93
	21:00 - 24:00	379.20	16.65	22.77
	24:00 - 27:00	402.50	20.13	20.00
Saturday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	316.75	18.99	16.68
	12:00 - 15:00	659.00	23.07	28.57
	15:00 - 18:00	796.75	23.25	34.27
	18:00 - 21:00	518.25	22.56	22.97
	21:00 - 24:00	214.25	9.25	23.16
	24:00 - 27:00	345.00	19.25	17.92
Sunday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	295.00	20.80	14.18
	12:00 - 15:00	635.25	25.50	24.91
	15:00 - 18:00	704.25	25.25	27.89
	18:00 - 21:00	449.50	16.44	27.35
	21:00 - 24:00	146.67	9.92	14.79
	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

