



Monthly Ridership and  
Service Level Report  
March, 2025

**“Safety, Courtesy, Reliability,  
and the Environment”**

## TABLE OF CONTENTS

Glossary & Route Abbreviations	3-4
Summary - All Routes	5
Total Ridership per Route - Blacksburg, Fixed Routes	6
Total Ridership per Route - Christiansburg Routes	7
Passengers per Revenue Hour per Route - All Fixed Routes	8
Passengers per Revenue Hour per Day of Week - All Fixed Routes	9
Passengers per Revenue Mile per Day of Week - All Fixed Routes	10
Passengers per Revenue Hour per Day of Week - Demand Response Service	11
Passengers per Revenue Mile per Day of Week - Demand Response Service	12
Average Ridership and Revenue Hours by Time of Day - All Fixed Routes	13
Graph: Average Total Passengers by Time of Day - All Fixed Routes	14
Graph: Average Passengers per Revenue Hour by Time of Day - All Fixed Routes	15

## 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)
- Open House extra CAS service is included in the CAS numbers for the days run.

**Summary**  
All Routes  
Month: March, 2025

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
<b>Total Passengers</b>	479,401	368,013	30%	3,817,431	3,103,291	23%
<b>Total Revenue Hours</b>	11,033.72	9,054.30	22%	92,257.56	75,866.10	22%
<b>Total Revenue Miles</b>	110,657.00	91,978.00	20%	930,866.00	776,922.71	20%
<b>Total Driver Hours</b>	12,135.50	9,994.75	21%	102,648.05	83,313.25	23%
<b>Passengers/RH</b>	43.45	40.65	7%	41.38	40.90	1%
<b>Passengers/RM</b>	4.33	4.00	8%	4.10	3.99	3%
<b>Passengers/DH</b>	39.50	36.82	7%	37.19	37.25	0%
<b>Full Service Weekdays</b>	16	16	0	121	125	(4)
<b>Full Service Weekends</b>	7	7	0	50	51	(1)
<b>Reduced Service Weekdays</b>	5	5	0	60	57	3
<b>Reduced Service Weekends</b>	3	3	0	28	29	(1)
<b>Intermediate Service</b>	0	0	0	10	9	1
<b>No Service Days</b>	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: March, 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	0.08%	2,563	22%
CAS	108,052	22.69%	0	0%	743,110	19.63%	0	0%
CRB	9,674	2.03%	5,128	89%	77,342	2.04%	42,710	81%
CRC	10,468	2.20%	11,312	-7%	82,267	2.17%	93,782	-12%
EMS	0	0.00%	0	0%	64	0.00%	0	0%
HDG	16,622	3.49%	14,822	12%	139,466	3.68%	121,590	15%
HWA	21,307	4.47%	26,620	-20%	184,930	4.89%	230,899	-20%
HWB	21,163	4.44%	26,359	-20%	180,303	4.76%	226,370	-20%
HWC (HWD)	16,408	3.45%	7,198	128%	137,210	3.62%	65,349	110%
HXP	32,339	6.79%	10,066	221%	212,990	5.63%	81,847	160%
NMG (MSG+MSN)	24,940	5.24%	32,689	-6%	216,446	5.72%	281,802	-4%
NMP (MSN)	5,917	1.24%			54,582	1.44%		
PHB	25,767	5.41%	21,061	22%	212,250	5.61%	130,945	62%
PHD	29,465	6.19%	24,680	19%	259,062	6.84%	241,809	7%
PRG (PRO)	31,487	6.61%	31,506	0%	247,571	6.54%	277,835	-11%
SMA (MSA)	11,542	2.42%	8,138	42%	84,508	2.23%	70,655	20%
SME (MSS)	6,129	1.29%	20,682	-3%	47,094	1.24%	175,528	0%
SMS (MSS)	13,854	2.91%			128,060	3.38%		
TCP (TOM)	19,115	4.01%	69,424	-28%	157,910	4.17%	579,133	-28%
TCR (TOM)	30,550	6.42%			257,679	6.81%		
TTT	7,144	1.50%	8,635	-17%	68,719	1.82%	82,449	-17%
UCB	32,790	6.89%	44,823	-27%	277,679	7.34%	359,428	-23%
USD	58	0.01%	0	0%	1,556	0.04%	0	0%
ACC	1,355	0.28%	1,298	4%	11,337	0.30%	10,841	5%
Totals	476,146	100.00%	364,441	31%	3,785,256	100.00%	3,075,535	23%
Blacksburg MB Total	474,791	99.72%	363,143	30.74%	3,773,919	99.70%	3,064,694	23.14%
Blacksburg DR Total	1,355	0.28%	1,298	4.39%	11,337	0.30%	10,841	4.58%
Totals	476,146	100%	364,441	31%	3,785,256	100%	3,075,535	23%

## Total Ridership per Route

Christiansburg: Motor Bus and Demand Response

Month: March, 2025

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
<b>BLU</b>	1,020	31.34%	939	9%	10,575	33.30%	6,503	63%
<b>GLD</b>	1,188	36.50%	1,504	-21%	12,223	38.49%	10,443	17%
<b>GAR</b>	1,047	32.17%	1,129	-7%	8,956	28.20%	9,678	-7%
<b>Totals</b>	<b>3,255</b>	<b>100%</b>	<b>3,572</b>	<b>-9%</b>	<b>31,754</b>	<b>100%</b>	<b>26,624</b>	<b>19%</b>
<b>Christiansburg MB Total</b>	2,208	67.83%	2,443	-9.62%	22,798	71.80%	16,946	34.53%
<b>Christiansburg DR Total</b>	1,047	32.17%	1,129	-7.26%	8,956	28.20%	9,678	-7.46%
<b>Totals</b>	<b>3,255</b>	<b>100%</b>	<b>3,572</b>	<b>-9%</b>	<b>31,754</b>	<b>100%</b>	<b>26,624</b>	<b>19%</b>

## Passengers per Revenue Hour per Route

All Fixed Routes

Month: March, 2025

Route (Former Route)	Current Month	Previous Year	Change by Month
<b>ADA</b>	0.00	0.00	N/A
<b>BLU</b>	4.21	3.86	9%
<b>CAS</b>	88.52	0.00	N/A
<b>CRB</b>	51.46	27.28	89%
<b>CRC</b>	15.66	17.50	-11%
<b>EMS</b>	0.00	0.00	N/A
<b>GLD</b>	4.88	6.14	-21%
<b>HDG</b>	24.33	29.57	-18%
<b>HWA</b>	60.69	55.56	9%
<b>HWB</b>	60.25	55.34	9%
<b>HWC (HWD)</b>	37.50	37.61	0%
<b>HXP</b>	51.21	22.03	133%
<b>NMG (MSG+MSN)</b>	50.98	52.07	57%
<b>NMP (MSN)</b>	30.64		
<b>PHB</b>	69.49	59.33	17%
<b>PHD</b>	60.18	51.88	16%
<b>PRG (PRO)</b>	89.15	66.33	34%
<b>SMA (MSA)</b>	25.97	33.94	-23%
<b>SME (MSS)</b>	31.74	37.43	61%
<b>SMS (MSS)</b>	28.69		
<b>TCP (TOM)</b>	44.02	101.42	29%
<b>TCR (TOM)</b>	87.25		
<b>TTT</b>	18.02	23.06	-22%
<b>UCB</b>	58.43	62.44	-6%
<b>USD</b>	2.33	0.00	N/A



## Passengers per Revenue Hour per Day of Week

All Fixed Routes

Month: March, 2025

Week Day	Current Month			Previous Year			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
<b>Sunday</b>	17,967	571.50	31.44	13,873	436.43	31.79	-1%
<b>Monday</b>	112,544	2,079.06	54.13	64,960	1,340.36	48.46	12%
<b>Tuesday</b>	89,882	1,622.66	55.39	68,051	1,339.86	50.79	9%
<b>Wednesday</b>	85,542	1,625.33	52.63	65,517	1,338.56	48.95	8%
<b>Thursday</b>	86,438	1,623.88	53.23	64,593	1,339.58	48.22	10%
<b>Friday</b>	61,042	1,616.66	37.76	65,546	1,651.70	39.68	-5%
<b>Saturday</b>	23,584	661.80	35.64	23,046	487.68	47.26	-25%
<b>Total</b>	<b>476,999</b>	<b>9,800.89</b>	<b>48.67</b>	<b>365,586</b>	<b>7,934.17</b>	<b>46.08</b>	<b>6%</b>

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

## Passengers per Revenue Mile per Day of Week

All Fixed Routes

Month: March, 2025

Week Day	<u>Current Month</u>			<u>Previous Year</u>			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
<b>Sunday</b>	17,967	6,028	2.98	13,873	4,722	2.94	1%
<b>Monday</b>	112,544	20,638	5.45	64,960	13,472	4.82	13%
<b>Tuesday</b>	89,882	16,098	5.58	68,051	13,416	5.07	10%
<b>Wednesday</b>	85,542	16,146	5.30	65,517	13,405	4.89	8%
<b>Thursday</b>	86,438	16,156	5.35	64,593	13,456	4.80	11%
<b>Friday</b>	61,042	16,130	3.78	65,546	16,644	3.94	-4%
<b>Saturday</b>	23,584	6,858	3.44	23,046	5,256	4.38	-22%
<b>Total</b>	<b>476,999</b>	<b>98,054</b>	<b>4.86</b>	<b>365,586</b>	<b>80,371</b>	<b>4.55</b>	<b>7%</b>

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

**Passengers per Revenue Hour per Day of Week**  
Demand Response Service  
Month: March, 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
<b>Sunday</b>	57	32.27	1.77	69	37.33	1.85	-4%
<b>Monday</b>	258	181.23	1.42	216	109.93	1.96	-28%
<b>Tuesday</b>	253	154.02	1.64	236	130.74	1.81	-9%
<b>Wednesday</b>	236	150.92	1.56	223	111.78	1.99	-22%
<b>Thursday</b>	240	166.42	1.44	238	141.48	1.68	-14%
<b>Friday</b>	216	139.65	1.55	227	137.76	1.65	-6%
<b>Saturday</b>	95	58.98	1.61	89	60.55	1.47	10%
<b>Total</b>	<b>1,355</b>	<b>883.49</b>	<b>1.53</b>	<b>1,298</b>	<b>729.58</b>	<b>1.78</b>	<b>-14%</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>	232	74.93	3.10	201	72.90	2.76	12%
<b>Tuesday</b>	191	59.45	3.21	186	66.96	2.78	16%
<b>Wednesday</b>	170	57.80	2.94	211	67.65	3.12	-6%
<b>Thursday</b>	188	61.46	3.06	200	66.73	3.00	2%
<b>Friday</b>	173	60.00	2.88	248	80.27	3.09	-7%
<b>Saturday</b>	93	35.70	2.61	83	36.03	2.30	13%
<b>Total</b>	<b>1,047</b>	<b>349.34</b>	<b>3.00</b>	<b>1,129</b>	<b>390.55</b>	<b>2.89</b>	<b>4%</b>

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

**Passengers per Revenue Mile per Day of Week**  
Demand Response Service  
Month: March, 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	57	211	0.27	69	361	0.19	41%
Monday	258	1,476	0.17	216	972	0.22	-21%
Tuesday	253	1,367	0.19	236	1,167	0.20	-8%
Wednesday	236	1,329	0.18	223	958	0.23	-24%
Thursday	240	1,443	0.17	238	1,280	0.19	-10%
Friday	216	1,237	0.17	227	1,065	0.21	-18%
Saturday	95	507	0.19	89	507	0.18	7%
<b>Total</b>	<b>1,355</b>	<b>7,569</b>	<b>0.18</b>	<b>1,298</b>	<b>6,310</b>	<b>0.21</b>	<b>-13%</b>

<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	232	1,133	0.20	201	955	0.21	-3%
Tuesday	191	842	0.23	186	960	0.19	17%
Wednesday	170	868	0.20	211	948	0.22	-12%
Thursday	188	897	0.21	200	895	0.22	-6%
Friday	173	869	0.20	248	1,152	0.22	-8%
Saturday	93	425	0.22	83	387	0.21	2%
<b>Total</b>	<b>1,047</b>	<b>5,034</b>	<b>0.21</b>	<b>1,129</b>	<b>5,297</b>	<b>0.21</b>	<b>-2%</b>

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

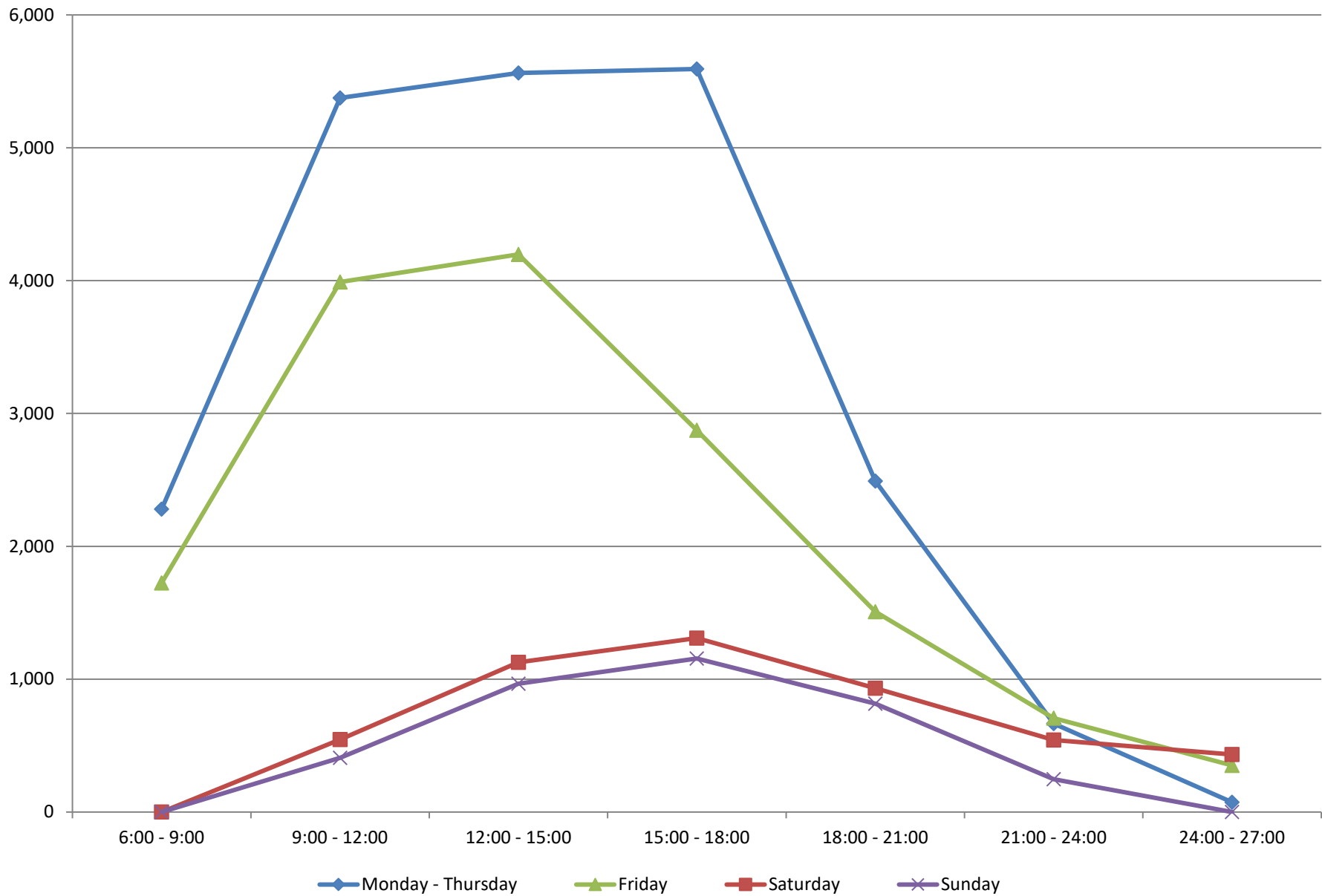
## Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

Month: March, 2025

	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
Monday - Thursday	6:00 - 9:00	2,280.29	57.69	39.52
	9:00 - 12:00	5,374.47	88.98	60.40
	12:00 - 15:00	5,563.59	89.04	62.49
	15:00 - 18:00	5,592.94	89.04	62.81
	18:00 - 21:00	2,490.53	57.06	43.65
	21:00 - 24:00	666.12	22.87	29.13
	24:00 - 27:00	73.85	5.50	13.43
Friday	6:00 - 9:00	1,724.00	57.32	30.08
	9:00 - 12:00	3,989.00	88.40	45.13
	12:00 - 15:00	4,197.50	88.50	47.43
	15:00 - 18:00	2,873.00	81.49	35.26
	18:00 - 21:00	1,507.75	54.72	27.56
	21:00 - 24:00	706.50	22.63	31.23
	24:00 - 27:00	351.00	14.83	23.66
Saturday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	545.00	22.35	24.38
	12:00 - 15:00	1,127.40	27.60	40.85
	15:00 - 18:00	1,309.40	28.03	46.72
	18:00 - 21:00	932.80	26.38	35.35
	21:00 - 24:00	542.80	16.25	33.40
	24:00 - 27:00	432.33	19.58	22.08
Sunday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	409.00	23.75	17.22
	12:00 - 15:00	965.80	28.80	33.53
	15:00 - 18:00	1,155.60	28.80	40.13
	18:00 - 21:00	816.00	22.00	37.09
	21:00 - 24:00	247.00	10.95	22.56
	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**

