



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

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
<b>Total Passengers</b>	267,913	148,650	80%	4,699,652	3,725,015	26%
<b>Total Revenue Hours</b>	9,968.88	7,507.00	33%	114,646.36	93,581.67	23%
<b>Total Revenue Miles</b>	99,648.00	78,402.00	27%	1,153,322.00	958,122.71	20%
<b>Total Driver Hours</b>	11,298.50	8,232.75	37%	127,560.80	102,732.75	24%
<b>Passengers/RH</b>	26.87	19.80	36%	40.99	39.80	3%
<b>Passengers/RM</b>	2.69	1.90	42%	4.07	3.89	5%
<b>Passengers/DH</b>	23.71	18.06	31%	36.84	36.26	2%
<b>Full Service Weekdays</b>	10	6	4	153	153	0
<b>Full Service Weekends</b>	5	3	2	63	62	1
<b>Reduced Service Weekdays</b>	9	14	(5)	69	71	(2)
<b>Reduced Service Weekends</b>	4	5	(1)	32	34	(2)
<b>Intermediate Service</b>	2	2	0	12	11	1
<b>No Service Days</b>	1	1	0	6	5	1

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

## Total Ridership per Route

Blacksburg

Month: May, 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	1,113	0.42%	0	0%	4,234	0.09%	2,563	65%
CAS	52,122	19.69%	0	0%	936,572	20.09%	0	0%
CRB	3,331	1.26%	973	242%	93,733	2.01%	50,630	85%
CRC	6,301	2.38%	5,234	20%	101,538	2.18%	113,367	-10%
EMS	0	0.00%	0	0%	64	0.00%	0	0%
HDG	10,295	3.89%	6,257	65%	171,086	3.67%	146,367	17%
HWA	8,652	3.27%	10,203	-15%	223,160	4.79%	275,692	-19%
HWB	8,604	3.25%	10,964	-22%	217,769	4.67%	271,570	-20%
HWC (HWD)	19,488	7.36%	4,967	292%	173,981	3.73%	79,508	119%
HXP	16,554	6.25%	2,829	485%	272,372	5.84%	98,049	178%
NMG (MSG+MSN)	14,613	5.52%	15,328	29%	263,590	5.66%	338,122	-2%
NMP (MSN)	5,100	1.93%			66,983	1.44%		
PHB	9,643	3.64%	3,858	150%	254,642	5.46%	163,705	56%
PHD	14,957	5.65%	9,251	62%	311,507	6.68%	283,530	10%
PRG (PRO)	11,254	4.25%	9,537	18%	300,220	6.44%	329,707	-9%
SMA (MSA)	8,472	3.20%	3,357	152%	107,039	2.30%	84,548	27%
SME (MSS)	5,452	2.06%	13,285	31%	59,740	1.28%	212,832	2%
SMS (MSS)	11,939	4.51%			157,275	3.37%		
TCP (TOM)	19,091	7.21%	26,379	16%	198,678	4.26%	695,202	-27%
TCR (TOM)	11,639	4.40%			309,699	6.64%		
TTT	6,017	2.27%	6,181	-3%	82,729	1.78%	97,415	-15%
UCB	18,860	7.13%	15,161	24%	338,596	7.26%	433,438	-22%
USD	0	0.00%	0	0%	1,556	0.03%	0	0%
ACC	1,200	0.45%	1,124	7%	13,968	0.30%	13,282	5%
Totals	264,697	100.00%	144,888	83%	4,660,731	100.00%	3,689,527	26%
Blacksburg MB Total	263,497	99.55%	143,764	83.28%	4,646,763	99.70%	3,676,245	26.40%
Blacksburg DR Total	1,200	0.45%	1,124	6.76%	13,968	0.30%	13,282	5.16%
Totals	264,697	100%	144,888	83%	4,660,731	100%	3,689,527	26%

## Total Ridership per Route

Christiansburg: Motor Bus and Demand Response

Month: May, 2025

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
BLU	989	30.75%	1,065	-7%	12,613	32.76%	8,677	45%
GLD	1,281	39.83%	1,615	-21%	14,904	38.71%	13,724	9%
GAR	946	29.42%	1,082	-13%	10,983	28.53%	11,955	-8%
<b>Totals</b>	<b>3,216</b>	<b>100%</b>	<b>3,762</b>	<b>-15%</b>	<b>38,500</b>	<b>100%</b>	<b>34,356</b>	<b>12%</b>
Christiansburg MB Total	2,270	70.58%	2,680	-15.30%	27,517	71.47%	22,401	22.84%
Christiansburg DR Total	946	29.42%	1,082	-12.57%	10,983	28.53%	11,955	-8.13%
<b>Totals</b>	<b>3,216</b>	<b>100%</b>	<b>3,762</b>	<b>-15%</b>	<b>38,500</b>	<b>100%</b>	<b>34,356</b>	<b>12%</b>

# Passengers per Revenue Hour per Route

All Fixed Routes

Month: May, 2025

Route (Former Route)	Current Month	Previous Year	Change by Month
<b>ADA</b>	16.49	0.00	N/A
<b>BLU</b>	3.90	4.18	-7%
<b>CAS</b>	49.35	0.00	N/A
<b>CRB</b>	29.67	13.80	115%
<b>CRC</b>	9.40	8.89	6%
<b>EMS</b>	0.00	0.00	N/A
<b>GLD</b>	5.52	6.29	-12%
<b>HDG</b>	17.15	13.98	23%
<b>HWA</b>	40.91	25.53	60%
<b>HWB</b>	40.63	28.57	42%
<b>HWC (HWD)</b>	32.93	38.99	-16%
<b>HXP</b>	31.12	7.38	322%
<b>NMG (MSG+MSN)</b>	29.66	27.86	113%
<b>NMP (MSN)</b>	29.61		
<b>PHB</b>	43.13	28.26	53%
<b>PHD</b>	33.77	24.11	40%
<b>PRG (PRO)</b>	53.30	24.92	114%
<b>SMA (MSA)</b>	19.67	19.29	2%
<b>SME (MSS)</b>	31.65	25.89	119%
<b>SMS (MSS)</b>	25.05		
<b>TCP (TOM)</b>	32.48	49.21	78%
<b>TCR (TOM)</b>	55.00		
<b>TTT</b>	15.52	17.71	-12%
<b>UCB</b>	38.61	31.53	22%
<b>USD</b>	0.00	0.00	N/A



## Passengers per Revenue Hour per Day of Week

All Fixed Routes

Month: May, 2025

Week Day	<u>Current Month</u>			<u>Previous Year</u>			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
<b>Sunday</b>	10,769	404.20	26.64	6,644	283.87	23.41	14%
<b>Monday</b>	43,728	1,176.91	37.15	16,485	807.77	20.41	82%
<b>Tuesday</b>	46,117	1,437.91	32.07	20,506	1,019.22	20.12	59%
<b>Wednesday</b>	40,641	1,628.59	24.95	37,108	1,395.24	26.60	-6%
<b>Thursday</b>	52,559	1,725.43	30.46	25,293	1,251.01	20.22	51%
<b>Friday</b>	50,523	1,748.57	28.89	26,821	1,254.26	21.38	35%
<b>Saturday</b>	21,430	717.50	29.87	13,587	433.46	31.35	-5%
<b>Total</b>	<b>265,767</b>	<b>8,839.11</b>	<b>30.07</b>	<b>146,444</b>	<b>6,444.83</b>	<b>22.72</b>	<b>32%</b>

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

## Passengers per Revenue Mile per Day of Week

All Fixed Routes

Month: May, 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>	10,769	4,288	2.51	6,644	3,098	2.14	17%
<b>Monday</b>	43,728	11,639	3.76	16,485	8,288	1.99	89%
<b>Tuesday</b>	46,117	14,369	3.21	20,506	10,507	1.95	64%
<b>Wednesday</b>	40,641	15,495	2.62	37,108	14,265	2.60	1%
<b>Thursday</b>	52,559	17,334	3.03	25,293	13,005	1.94	56%
<b>Friday</b>	50,523	17,618	2.87	26,821	13,070	2.05	40%
<b>Saturday</b>	21,430	7,570	2.83	13,587	4,628	2.94	-4%
<b>Total</b>	<b>265,767</b>	<b>88,313</b>	<b>3.01</b>	<b>146,444</b>	<b>66,861</b>	<b>2.19</b>	<b>37%</b>

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

**Passengers per Revenue Hour per Day of Week**  
Demand Response Service  
Month: May, 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	45	26.42	1.70	46	25.20	1.83	-7%
Monday	155	98.40	1.58	144	74.51	1.93	-18%
Tuesday	218	138.06	1.58	215	119.83	1.79	-12%
Wednesday	192	135.92	1.41	244	137.14	1.78	-21%
Thursday	287	185.73	1.55	254	163.47	1.55	-1%
Friday	243	147.22	1.65	163	116.73	1.40	18%
Saturday	60	50.63	1.18	58	40.85	1.42	-17%
<b>Total</b>	<b>1,200</b>	<b>782.37</b>	<b>1.53</b>	<b>1,124</b>	<b>677.75</b>	<b>1.66</b>	<b>-8%</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
Sunday	0	0.00	0.00	0	0.00	0.00	0%
Monday	118	45.43	2.60	129	51.32	2.51	3%
Tuesday	163	58.61	2.78	181	71.32	2.54	10%
Wednesday	174	58.55	2.97	255	83.41	3.06	-3%
Thursday	198	75.26	2.63	216	77.61	2.78	-5%
Friday	205	74.55	2.75	235	73.83	3.18	-14%
Saturday	88	35.00	2.51	66	26.93	2.45	3%
<b>Total</b>	<b>946</b>	<b>347.40</b>	<b>2.72</b>	<b>1,082</b>	<b>384.42</b>	<b>2.81</b>	<b>-3%</b>

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

**Passengers per Revenue Mile per Day of Week**  
Demand Response Service  
Month: May, 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	45	196	0.23	46	229	0.20	14%
Monday	155	851	0.18	144	757	0.19	-4%
Tuesday	218	1,346	0.16	215	1,102	0.20	-17%
Wednesday	192	1,095	0.18	244	1,369	0.18	-2%
Thursday	287	1,688	0.17	254	1,552	0.16	4%
Friday	243	1,279	0.19	163	965	0.17	13%
Saturday	60	359	0.17	58	366	0.16	5%
<b>Total</b>	<b>1,200</b>	<b>6,815</b>	<b>0.18</b>	<b>1,124</b>	<b>6,340</b>	<b>0.18</b>	<b>-1%</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	118	611	0.19	129	653	0.20	-2%
Tuesday	163	759	0.21	181	940	0.19	12%
Wednesday	174	873	0.20	255	1,205	0.21	-6%
Thursday	198	957	0.21	216	1,065	0.20	2%
Friday	205	982	0.21	235	1,065	0.22	-5%
Saturday	88	339	0.26	66	273	0.24	7%
<b>Total</b>	<b>946</b>	<b>4,520</b>	<b>0.21</b>	<b>1,082</b>	<b>5,201</b>	<b>0.21</b>	<b>1%</b>

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

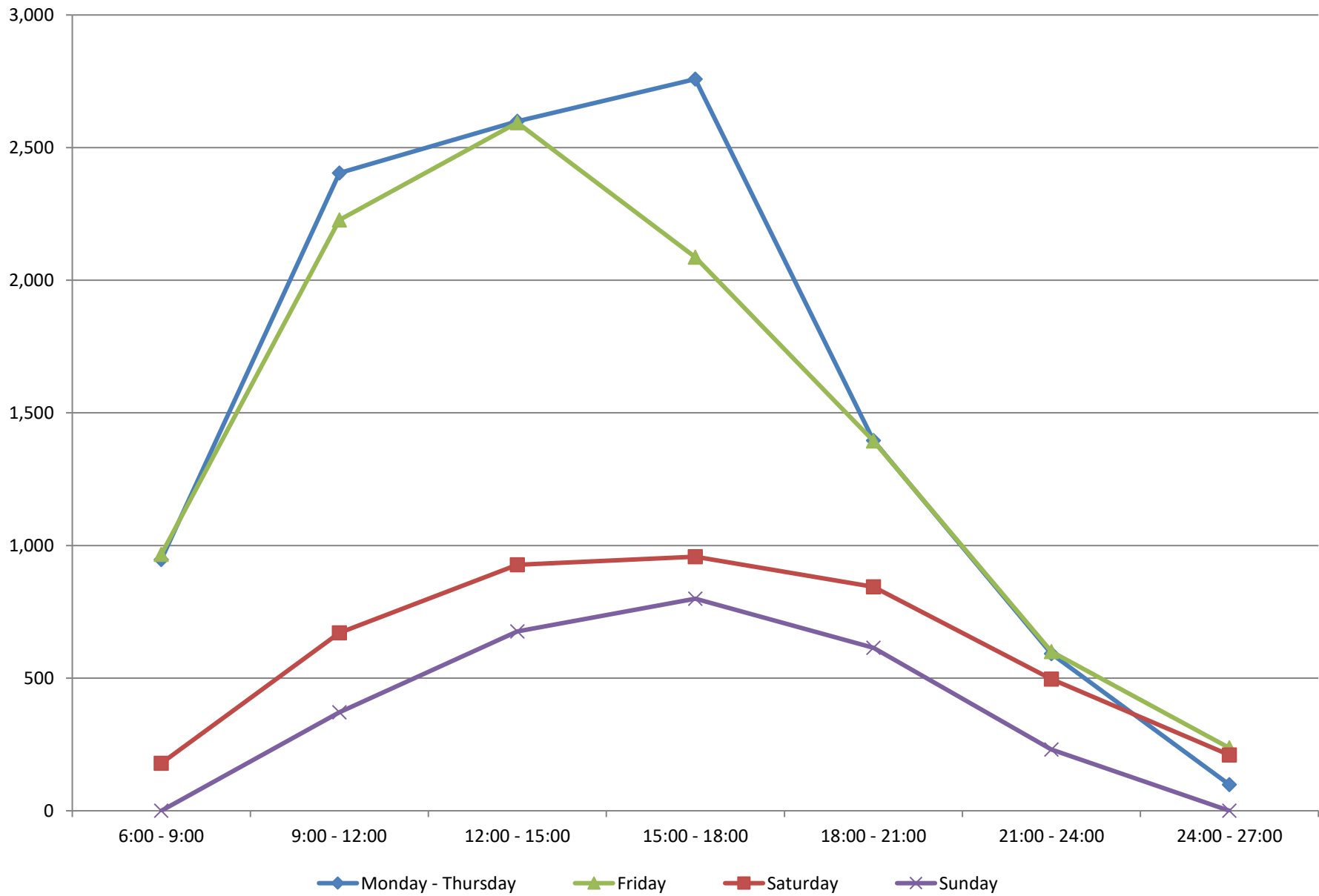
## Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

Month: May, 2025

	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
Monday - Thursday	6:00 - 9:00	947.24	48.89	19.38
	9:00 - 12:00	2,404.35	73.27	32.81
	12:00 - 15:00	2,599.00	73.04	35.58
	15:00 - 18:00	2,758.18	73.74	37.41
	18:00 - 21:00	1,395.94	52.69	26.49
	21:00 - 24:00	592.47	23.38	25.34
	24:00 - 27:00	98.24	6.04	16.27
Friday	6:00 - 9:00	967.00	49.34	19.60
	9:00 - 12:00	2,226.80	73.72	30.21
	12:00 - 15:00	2,594.00	73.80	35.15
	15:00 - 18:00	2,087.20	69.84	29.88
	18:00 - 21:00	1,394.00	51.31	27.17
	21:00 - 24:00	599.80	20.00	29.99
	24:00 - 27:00	236.80	11.70	20.24
Saturday	6:00 - 9:00	179.00	10.92	16.39
	9:00 - 12:00	670.60	25.18	26.63
	12:00 - 15:00	927.60	27.60	33.61
	15:00 - 18:00	957.80	27.60	34.70
	18:00 - 21:00	844.00	25.35	33.29
	21:00 - 24:00	496.60	15.20	32.67
	24:00 - 27:00	210.40	11.65	18.06
Sunday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	371.00	20.93	17.73
	12:00 - 15:00	675.75	25.50	26.50
	15:00 - 18:00	799.50	25.50	31.35
	18:00 - 21:00	614.75	20.50	29.99
	21:00 - 24:00	231.25	8.63	26.81
	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**

