



Monthly Ridership and
Service Level Report
October, 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 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: October, 2024

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
Total Passengers	655,331	499,723	31%	1,634,417	1,363,813	20%
Total Revenue Hours	12,630.01	9,819.22	29%	39,994.57	32,643.57	23%
Total Revenue Miles	125,544.00	99,782.00	26%	408,227.00	337,088.00	21%
Total Driver Hours	14,473.75	10,846.75	33%	44,806.05	36,345.50	23%
Passengers/RH	51.89	50.89	2%	40.87	41.78	-2%
Passengers/RM	5.22	5.01	4%	4.00	4.05	-1%
Passengers/DH	45.28	46.07	-2%	36.48	37.52	-3%
Full Service Weekdays	22	21	1	47	50	(3)
Full Service Weekends	8	9	(1)	20	22	(2)
Reduced Service Weekdays	0	0	0	34	29	5
Reduced Service Weekends	0	0	0	14	14	0
Intermediate Service	1	1	0	7	7	0
No Service Days	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: October, 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	875	0.13%	744	18%	1,812	0.11%	2,105	-14%
CAS	119,968	18.43%	0	0%	274,784	16.97%	0	0%
CRB	14,798	2.27%	7,079	109%	33,391	2.06%	18,184	84%
CRC	13,902	2.14%	14,324	-3%	37,150	2.29%	41,387	-10%
EMS	25	0.00%	0	0%	33	0.00%	0	0%
HDG	23,788	3.65%	18,938	26%	60,363	3.73%	52,577	15%
HWA	33,124	5.09%	37,773	-12%	83,997	5.19%	101,758	-17%
HWB	32,756	5.03%	36,414	-10%	84,043	5.19%	99,689	-16%
HWC (HWD)	22,639	3.48%	11,327	100%	58,606	3.62%	32,868	78%
HXP	33,089	5.08%	12,958	155%	77,263	4.77%	33,732	129%
NMG (MSG+MSN)	38,955	5.98%	48,514	-1%	95,962	5.93%	130,060	-6%
NMP (MSN)	9,227	1.42%			26,474	1.63%		
PHB	40,115	6.16%	18,121	121%	91,006	5.62%	44,788	103%
PHD	47,730	7.33%	40,839	17%	119,580	7.38%	115,044	4%
PRG (PRO)	46,172	7.09%	46,958	-2%	106,996	6.61%	120,908	-12%
SMA (MSA)	14,055	2.16%	11,656	21%	33,683	2.08%	31,085	8%
SME (MSS)	6,921	1.06%	25,953	2%	20,929	1.29%	79,729	4%
SMS (MSS)	19,552	3.00%			61,843	3.82%		
TCP (TOM)	25,673	3.94%	93,611	-23%	68,744	4.25%	253,811	-27%
TCR (TOM)	46,616	7.16%			117,597	7.26%		
TTT	10,987	1.69%	12,961	-15%	33,480	2.07%	38,863	-14%
UCB	48,585	7.46%	57,222	-15%	125,266	7.74%	150,088	-17%
USD	0	0.00%	0	0%	1,247	0.08%	0	0%
ACC	1,386	0.21%	1,374	1%	5,099	0.31%	4,949	3%
Totals	650,938	100.00%	496,766	31%	1,619,348	100.00%	1,351,625	20%
Blacksburg MB Total	649,552	99.79%	495,392	31.12%	1,614,249	99.69%	1,346,676	19.87%
Blacksburg DR Total	1,386	0.21%	1,374	0.87%	5,099	0.31%	4,949	3.03%
Totals	650,938	100%	496,766	31%	1,619,348	100%	1,351,625	20%

Total Ridership per Route

Christiansburg: Motor Bus and Demand Response

Month: October, 2024

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
BLU	1,500	34.15%	656	129%	4,926	32.69%	2,622	88%
GLD	1,726	39.29%	1,141	51%	6,000	39.82%	4,286	40%
GAR	1,167	26.56%	1,160	1%	4,143	27.49%	4,248	-2%
Totals	4,393	100%	2,957	49%	15,069	100%	11,156	35%
Christiansburg MB Total	3,226	73.44%	1,797	79.52%	10,926	72.51%	6,908	58.16%
Christiansburg DR Total	1,167	26.56%	1,160	0.60%	4,143	27.49%	4,248	-2.47%
Totals	4,393	100%	2,957	49%	15,069	100%	11,156	35%

Passengers per Revenue Hour per Route

All Fixed Routes

Month: October, 2024

Route (Former Route)	Current Month	Previous Year	Change by Month
ADA	17.30	18.92	-9%
BLU	5.63	2.57	119%
CAS	93.05	0.00	N/A
CRB	57.92	28.89	101%
CRC	18.34	22.34	-18%
EMS	0.72	0.00	N/A
GLD	6.43	4.45	45%
HDG	30.04	34.87	-14%
HWA	66.89	67.58	-1%
HWB	66.30	65.80	1%
HWC (HWD)	56.74	50.13	13%
HXP	41.73	23.72	76%
NMG (MSG+MSN)	66.36	70.85	54%
NMP (MSN)	42.68		
PHB	79.57	73.44	8%
PHD	80.78	73.80	9%
PRG (PRO)	92.06	85.18	8%
SMA (MSA)	34.47	41.30	-17%
SME (MSS)	33.06	43.77	-24%
SMS (MSS)	36.10		
TCP (TOM)	66.61	118.53	-44%
TCR (TOM)	92.73		
TTT	27.11	32.42	-16%
UCB	72.14	87.23	-17%
USD	0.00	0.00	N/A

Passengers per Revenue Hour per Day of Week

All Fixed Routes

Month: October, 2024

Week Day	Current Month			Previous Year			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
Sunday	17,071	462.95	36.87	19,019	419.00	45.39	-19%
Monday	109,553	1,806.25	60.65	105,559	1,756.47	60.10	1%
Tuesday	144,526	2,256.50	64.05	110,805	1,756.80	63.07	2%
Wednesday	143,593	2,254.41	63.69	86,900	1,405.44	61.83	3%
Thursday	133,773	2,307.86	57.96	84,026	1,463.86	57.40	1%
Friday	75,534	1,656.09	45.61	61,535	1,285.70	47.86	-5%
Saturday	28,728	677.53	42.40	29,345	541.05	54.24	-22%
Total	652,778	11,421.59	57.15	497,189	8,628.32	57.62	-1%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Mile per Day of Week

All Fixed Routes

Month: October, 2024

Week Day	Current Month			Previous Year			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
Sunday	17,071	4,976	3.43	19,019	4,472	4.25	-19%
Monday	109,553	17,763	6.17	105,559	17,702	5.96	3%
Tuesday	144,526	21,948	6.58	110,805	17,660	6.27	5%
Wednesday	143,593	21,880	6.56	86,900	14,151	6.14	7%
Thursday	133,773	22,298	6.00	84,026	14,657	5.73	5%
Friday	75,534	16,310	4.63	61,535	13,152	4.68	-1%
Saturday	28,728	6,842	4.20	29,345	5,612	5.23	-20%
Total	652,778	112,017	5.83	497,189	87,406	5.69	2%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Hour per Day of Week
 Demand Response Service
 Month: October, 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
Sunday	42	23.18	1.81	73	49.55	1.47	23%
Monday	204	121.87	1.67	286	169.81	1.68	-1%
Tuesday	318	179.95	1.77	277	150.95	1.84	-4%
Wednesday	251	157.13	1.60	239	130.76	1.83	-13%
Thursday	306	176.03	1.74	257	136.02	1.89	-8%
Friday	197	128.88	1.53	164	107.84	1.52	1%
Saturday	68	38.45	1.77	78	50.98	1.53	16%
Total	1,386	825.50	1.68	1,374	795.90	1.73	-3%

<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	58.95	2.95	251	78.23	3.21	-8%
Tuesday	263	75.05	3.50	255	87.20	2.92	20%
Wednesday	223	71.03	3.14	224	63.13	3.55	-12%
Thursday	237	87.18	2.72	186	76.79	2.42	12%
Friday	200	62.02	3.22	192	60.38	3.18	1%
Saturday	70	28.68	2.44	52	29.27	1.78	37%
Total	1,167	382.92	3.05	1,160	395.00	2.94	4%

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

Passengers per Revenue Mile per Day of Week

Demand Response Service

Month: October, 2024

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	42	185	0.23	73	369	0.20	15%
Monday	204	1,247	0.16	286	1,420	0.20	-19%
Tuesday	318	1,767	0.18	277	1,354	0.20	-12%
Wednesday	251	1,584	0.16	239	1,207	0.20	-20%
Thursday	306	1,794	0.17	257	1,333	0.19	-12%
Friday	197	1,240	0.16	164	756	0.22	-27%
Saturday	68	401	0.17	78	439	0.18	-5%
Total	1,386	8,218	0.17	1,374	6,879	0.20	-16%

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	174	846	0.21	251	1,108	0.23	-9%
Tuesday	263	1,173	0.22	255	1,250	0.20	10%
Wednesday	223	986	0.23	224	1,002	0.22	1%
Thursday	237	1,123	0.21	186	1,004	0.19	14%
Friday	200	894	0.22	192	845	0.23	-2%
Saturday	70	287	0.24	52	289	0.18	36%
Total	1,167	5,309	0.22	1,160	5,497	0.21	4%

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

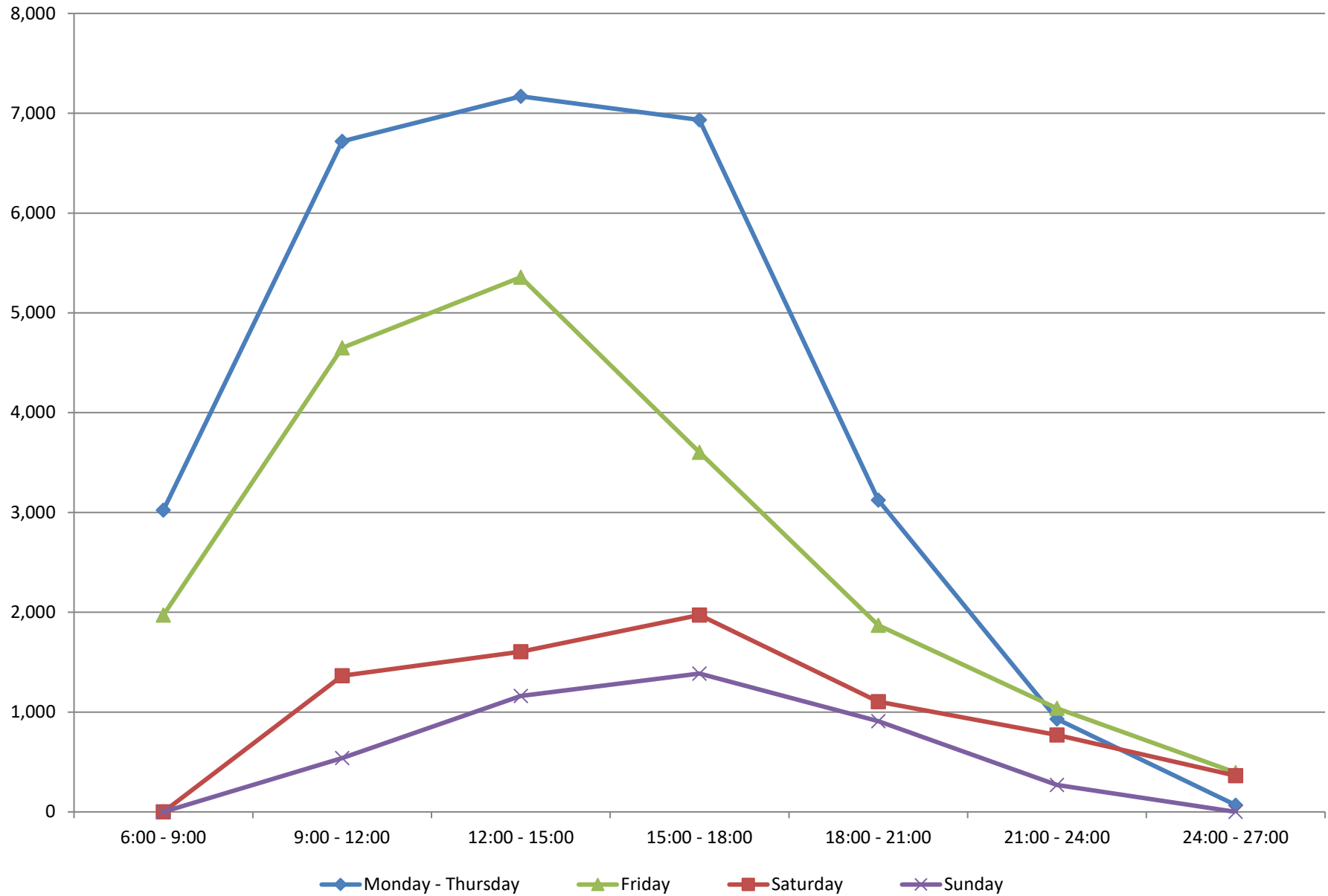
Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

Month: October, 2024

	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
Monday - Thursday	6:00 - 9:00	3,022.63	66.56	45.41
	9:00 - 12:00	6,720.05	98.76	68.05
	12:00 - 15:00	7,169.58	98.92	72.48
	15:00 - 18:00	6,933.89	98.95	70.07
	18:00 - 21:00	3,124.68	59.22	52.76
	21:00 - 24:00	930.95	26.85	34.67
	24:00 - 27:00	68.37	4.68	14.61
Friday	6:00 - 9:00	1,972.75	60.22	32.76
	9:00 - 12:00	4,649.25	88.42	52.58
	12:00 - 15:00	5,357.00	88.38	60.62
	15:00 - 18:00	3,603.75	81.36	44.29
	18:00 - 21:00	1,868.75	54.73	34.14
	21:00 - 24:00	1,038.25	24.42	42.52
	24:00 - 27:00	393.75	16.50	23.86
Saturday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	1,364.50	36.64	37.25
	12:00 - 15:00	1,605.50	34.25	46.88
	15:00 - 18:00	1,973.00	37.63	52.44
	18:00 - 21:00	1,105.25	25.38	43.56
	21:00 - 24:00	770.25	19.00	40.54
	24:00 - 27:00	363.50	16.50	22.03
Sunday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	539.25	24.74	21.80
	12:00 - 15:00	1,161.75	30.00	38.73
	15:00 - 18:00	1,386.25	30.00	46.21
	18:00 - 21:00	909.50	20.50	44.37
	21:00 - 24:00	271.00	10.50	25.81
	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

