

# Monthly Ridership and Service Level Report September, 2024

"Safety, Courtesy, Reliability, and the Environment"

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#### **GLOSSARY**

- <u>Demand-Response Service (DR):</u> 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.
- <u>Driver Hours (DH):</u> 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.
- <u>Emergency Service</u>: 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.
- <u>Fiscal Year (FY):</u> 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)
- <u>Fixed Route Service (FR):</u> 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)
- <u>Full Service</u>: 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.
- <u>Intermediate Service</u>: 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.
- <u>Ridership:</u> Ridership is the number of people using a public transportation service in a given time period.
- <u>Tandems:</u> 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.
- <u>Year-to-Date (YTD):</u> 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: September, 2024

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
Total Passengers	654,341	510,930	28%	979,086	864,090	13%
Total Revenue Hours	11,564.22	9,421.22	23%	27,364.56	22,824.35	20%
Total Revenue Miles	116,835.00	95,654.00	22%	282,683.00	237,306.00	19%
Total Driver Hours	12,760.00	10,538.75	21%	30,332.30	25,498.75	19%
Passengers/RH	56.58	54.23	4%	35.78	37.86	-5%
Passengers/RM	5.60	5.34	5%	3.46	3.64	-5%
Passengers/DH	51.28	48.48	6%	32.28	33.89	-5%
Full Service Weekdays	20	20	0	25	29	(4)
Full Service Weekends	9	9	0	12	13	(1)
Reduced Service Weekdays	0	0	0	34	29	5
Reduced Service Weekends	0	0	0	14	14	0
Intermediate Service	1	1	0	6	6	0
No Service Days	0	0	0	1	1	0

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

# Total Ridership per Route Blacksburg Month: September, 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	937	0.14%	1,361	-31%	937	0.10%	1,361	-31%
CAS	114,267	17.56%	0	N/A	154,816	15.99%	0	N/A
CRB	14,677	2.26%	7,321	100%	18,593	1.92%	11,105	67%
CRC	14,045	2.16%	14,924	-6%	23,248	2.40%	27,063	-14%
EMS	5	0.00%	0	N/A	8	0.00%	0	N/A
HDG	22,966	3.53%	18,972	21%	36,575	3.78%	33,639	9%
HWA	32,302	4.96%	36,833	-12%	50,873	5.25%	63,985	-20%
HWB	31,743	4.88%	37,335	-15%	51,287	5.30%	63,275	-19%
HWC (HWD)	24,774	3.81%	13,226	87%	35,967	3.71%	21,541	67%
НХР	30,996	4.76%	13,158	136%	44,174	4.56%	20,774	113%
NMG (MSG+MSN)	36,334	5.58%	49,413	-3%	57,007	5.89%	81,546	-9%
NMP (MSN)	11,393	1.75%			17,247	1.78%		
РНВ	40,470	6.22%	17,729	128%	50,891	5.26%	26,667	91%
PHD	49,891	7.67%	44,099	13%	71,850	7.42%	74,205	-3%
PRG (PRO)	45,229	6.95%	47,276	-4%	60,824	6.28%	73,950	-18%
SMA (MSA)	12,854	1.98%	11,489	12%	19,628	2.03%	19,429	1%
SME (MSS)	7,670	1.18%	26,491	6%	14,008	1.45%	53,776	5%
SMS (MSS)	20,476	3.15%			42,291	4.37%		
TCP (TOM)	30,114	4.63%	97,601	-21%	43,071	4.45%	160,200	-29%
TCR (TOM)	47,284	7.27%			70,981	7.33%		
TTT	10,551	1.62%	12,082	-13%	22,493	2.32%	25,902	-13%
UCB	50,533	7.77%	57,414	-12%	76,681	7.92%	92,866	-17%
USD	0	0.00%	0	0%	1,247	0.13%	0	N/A
ACC	1,266	0.19%	1,323	-4%	3,713	0.38%	3,575	4%
Totals	650,777	100.00%	508,047	28%	968,410	100.00%	854,859	13%
Blacksburg MB Total	649,511	99.81%	506,724	28.18%	964,697	99.62%	851,284	13.32%
Blacksburg DR Total	1,266	0.19%	1,323	-4.31%	3,713	0.38%	3,575	3.86%
Totals	650,777	100%	508,047	28%	968,410	100%	854,859	13%

### **Total Ridership per Route**

Christiansburg: Motor Bus and Demand Response

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
BLU	1,115	31.29%	684	63%	3,426	32.09%	1,966	74%
GLD	1,412	39.62%	1,125	26%	4,274	40.03%	3,145	36%
GAR	1,037	29.10%	1,074	-3%	2,976	27.88%	3,088	-4%
Totals	3,564	100%	2,883	24%	10,676	100%	8,199	30%
Christiansburg MB Total	2,527	70.90%	1,809	39.69%	7,700	72.12%	5,111	50.66%
Christiansburg DR Total	1,037	29.10%	1,074	-3.45%	2,976	27.88%	3,088	-3.63%
Totals	3,564	100%	2,883	24%	10,676	100%	8,199	30%

# Passengers per Revenue Hour per Route All Fixed Routes Month: September, 2024

Route (Former	Current	Previous	
Route)	Month	Year	Change by Month
ADA	17.43	28.35	-39%
BLU	4.75	2.81	69%
CAS	92.03	0.00	N/A
CRB	62.46	31.43	99%
CRC	19.45	24.13	-19%
EMS	0.16	0.00	N/A
GLD	5.62	4.59	22%
HDG	30.55	36.33	-16%
HWA	71.81	70.30	2%
HWB	70.65	71.62	-1%
HWC (HWD)	62.84	56.49	11%
НХР	41.19	25.06	64%
NMG (MSG+MSN)	138.19	74.68	118%
NMP (MSN)	24.23		
PHB	87.27	75.68	15%
PHD	93.02	84.71	10%
PRG (PRO)	99.84	91.05	10%
SMA (MSA)	49.19	42.79	15%
SME (MSS)	35.51	46.03	-23%
SMS (MSS)	54.21		
TCP (TOM)	77.23	126.62	-39%
TCR (TOM)	104.06		
TTT	27.39	31.36	-13%
UCB	80.40	91.14	-12%
USD	0.00	0.00	N/A

## Passengers per Revenue Hour per Day of Week All Fixed Routes

	<u>(</u>	Current Month	<u>1</u>				
Week Day	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	Change Pass/RH
Sunday	24,631	596.75	41.28	16,300	335.20	48.63	-15%
Monday	125,436	2,039.12	61.51	72,647	1,290.20	56.31	9%
Tuesday	123,587	1,747.00	70.74	94,692	1,403.12	67.49	5%
Wednesday	119,944	1,756.57	68.28	92,545	1,404.19	65.91	4%
Thursday	118,590	1,753.48	67.63	90,466	1,403.94	64.44	5%
Friday	97,927	1,753.82	55.84	100,075	1,730.22	57.84	-3%
Saturday	41,923	820.45	51.10	41,808	718.60	58.18	-12%
Total	652,038	10,467.19	62.29	508,533	8,285.47	61.38	1%

<sup>\*</sup> Note: these numbers DO NOT include Demand Response Service

## Passengers per Revenue Mile per Day of Week All Fixed Routes

<u>Current Month</u>							
Week Day	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	Change Pass/RM
Sunday	24,631	6,344	3.88	16,300	3,581	4.55	-15%
Monday	125,436	20,516	6.11	72,647	12,969	5.60	9%
Tuesday	123,587	17,496	7.06	94,692	14,131	6.70	5%
Wednesday	119,944	17,470	6.87	92,545	14,082	6.57	4%
Thursday	118,590	17,544	6.76	90,466	14,038	6.44	5%
Friday	97,927	17,575	5.57	100,075	17,494	5.72	-3%
Saturday	41,923	7,843	5.35	41,808	7,375	5.67	-6%
Total	652,038	104,788	6.22	508,533	83,670	6.08	2%

<sup>\*</sup> Note: these numbers DO NOT include Demand Response Service

#### Passengers per Revenue Hour per Day of Week

Demand Response Service Month: September, 2024

	Access Curre	nt Month		<u>Acc</u>	ess Previous Y	<u>ear</u>	
Day of Week	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	Change Pass/RH
Sunday	57	31.57	1.81	47	40.67	1.16	56%
Monday	214	144.80	1.48	210	127.70	1.64	-10%
Tuesday	259	144.55	1.79	226	115.57	1.96	-8%
Wednesday	218	125.23	1.74	264	133.01	1.98	-12%
Thursday	231	135.89	1.70	281	150.74	1.86	-9%
Friday	194	118.85	1.63	201	126.02	1.59	2%
Saturday	93	53.58	1.74	94	64.23	1.46	19%
Total	1,266	754.47	1.68	1,323	757.95	1.75	-4%
<u>G</u> (	oAnywhere Cu	rrent Month		GoAny	where Previoเ	ıs Vaar	
				GOAIIY	WHEIE FIEVIOL	<u> 15 l'eal</u>	
Day of Week	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	Change Pass/RH
Day of Week Sunday		Revenue	Pass/RH 0.00		Revenue		
	Passengers	Revenue Hours		Passengers	Revenue Hours	Pass/RH	Pass/RH
Sunday	Passengers 0	Revenue Hours 0.00	0.00	Passengers 0	Revenue Hours 0.00	Pass/RH 0.00	Pass/RH 0%
Sunday Monday	Passengers  0 203	Revenue Hours 0.00 71.07	0.00 2.86	Passengers  0 161	Revenue Hours 0.00 59.95	Pass/RH 0.00 2.69	Pass/RH  0%  6%
Sunday Monday Tuesday	Passengers  0 203 201	Revenue Hours 0.00 71.07 59.65	0.00 2.86 3.37	Passengers  0 161 206	Revenue Hours 0.00 59.95 71.50	0.00 2.69 2.88	Pass/RH  0% 6% 17%
Sunday Monday Tuesday Wednesday	Passengers  0 203 201 202	Revenue Hours 0.00 71.07 59.65 61.73	0.00 2.86 3.37 3.27	Passengers  0 161 206 207	Revenue Hours 0.00 59.95 71.50 64.86	0.00 2.69 2.88 3.19	Pass/RH  0% 6% 17% 3%
Sunday Monday Tuesday Wednesday Thursday	Passengers  0 203 201 202 188	Revenue Hours 0.00 71.07 59.65 61.73 62.89	0.00 2.86 3.37 3.27 2.99	Passengers  0 161 206 207 193	Revenue Hours 0.00 59.95 71.50 64.86 70.29	0.00 2.69 2.88 3.19 2.75	Pass/RH  0% 6% 17% 3% 9%

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

#### Passengers per Revenue Mile per Day of Week

Demand Response Service Month: September, 2024

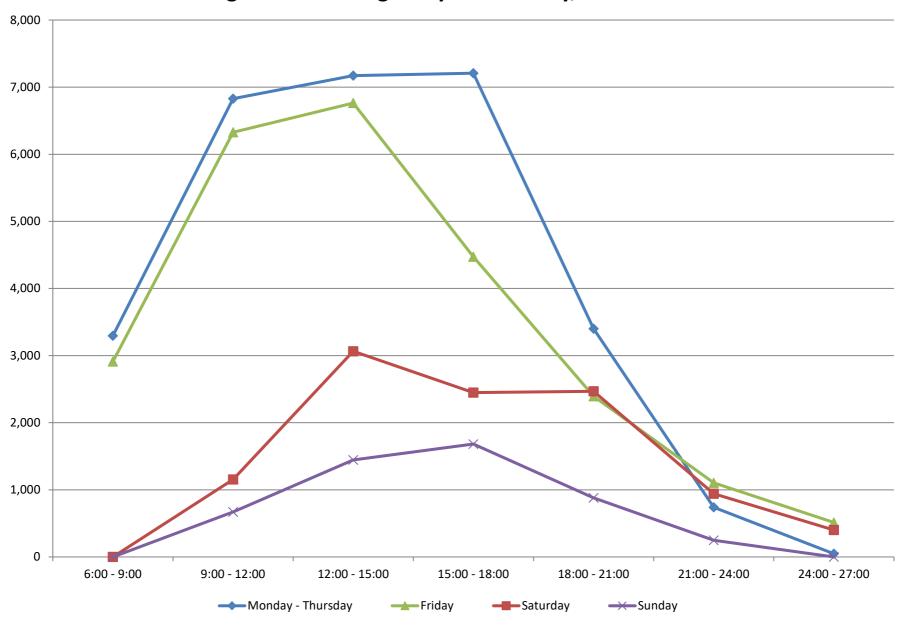
	Access Curre	nt Month		<u>Acc</u>	ess Previous Y	<u>'ear</u>	
Day of Week	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	Change Pass/RM
Sunday	57	243	0.23	47	236	0.20	18%
Monday	214	1,293	0.17	210	1,024	0.21	-19%
Tuesday	259	1,397	0.19	226	1,057	0.21	-13%
Wednesday	218	1,248	0.17	264	1,282	0.21	-15%
Thursday	231	1,433	0.16	281	1,458	0.19	-16%
Friday	194	1,087	0.18	201	1,041	0.19	-8%
Saturday	93	489	0.19	94	534	0.18	8%
Total	1,266	7,190	0.18	1,323	6,632	0.20	-12%
Go Anywhere Current Month							
<u>G</u> c	o Anywhere Cu	ırrent Month		Go Any	where Previo	us Year	
Day of Week	Anywhere Cu Passengers	rrent Month Revenue Miles	Pass/RM	Go Any Passengers	where Previo	us Year Pass/RM	Change Pass/RM
		Revenue	Pass/RM 0.00		Revenue		
Day of Week	Passengers	Revenue Miles		Passengers	Revenue Miles	Pass/RM	Pass/RM
Day of Week Sunday	Passengers 0	Revenue Miles	0.00	Passengers 0	Revenue Miles 0	Pass/RM 0.00	Pass/RM 0%
Day of Week Sunday Monday	Passengers  0 203	Revenue Miles 0 1,003	0.00 0.20	Passengers  0 161	Revenue Miles 0 854	Pass/RM 0.00 0.19	Pass/RM 0% 7%
Day of Week Sunday Monday Tuesday	Passengers  0 203 201	Revenue Miles 0 1,003 896	0.00 0.20 0.22	Passengers  0 161 206	Revenue Miles 0 854 1,044	0.00 0.19 0.20	Pass/RM  0%  7%  14%
Day of Week  Sunday  Monday  Tuesday  Wednesday	Passengers  0 203 201 202	Revenue Miles  0 1,003 896 923	0.00 0.20 0.22 0.22	Passengers  0 161 206 207	Revenue Miles 0 854 1,044 1,030	0.00 0.19 0.20 0.20	Pass/RM  0%  7%  14%  9%
Day of Week  Sunday  Monday  Tuesday  Wednesday  Thursday	Passengers  0 203 201 202 188	Revenue Miles 0 1,003 896 923 890	0.00 0.20 0.22 0.22 0.21	Passengers  0 161 206 207 193	Revenue Miles 0 854 1,044 1,030 997	0.00 0.19 0.20 0.20 0.19	Pass/RM  0%  7%  14%  9%  9%

<sup>\*</sup>Please note: these numbers DO NOT include Fixed Route Service.

### Average Ridership and Revenue Hours by Time of Day All Fixed Routes

Ti	me of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
ау	6:00 - 9:00	3,295.29	63.34	52.02
Monday - Thursday	9:00 - 12:00	6,828.00	93.66	72.90
Гhu	12:00 - 15:00	7,171.47	93.69	76.54
[-/	15:00 - 18:00	7,208.06	94.47	76.30
day	18:00 - 21:00	3,401.00	55.97	60.77
lon	21:00 - 24:00	739.53	23.55	31.40
2	24:00 - 27:00	47.41	4.50	10.54
	6:00 - 9:00	2,911.25	64.88	44.87
	9:00 - 12:00	6,328.75	96.00	65.92
>	12:00 - 15:00	6,763.25	95.52	70.80
Friday	15:00 - 18:00	4,474.00	88.28	50.68
ш.	18:00 - 21:00	2,394.25	53.72	44.57
	21:00 - 24:00	1,105.25	23.56	46.91
	24:00 - 27:00	513.75	16.50	31.14
	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	1,155.25	50.34	22.95
day	12:00 - 15:00	3,065.25	40.12	76.40
Saturday	15:00 - 18:00	2,449.25	56.36	43.46
Sat	18:00 - 21:00	2,467.75	23.29	105.97
	21:00 - 24:00	941.25	18.50	50.87
	24:00 - 27:00	402.00	16.50	24.36
	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	671.60	25.60	26.23
a \	12:00 - 15:00	1,444.20	31.32	46.12
Sunday	15:00 - 18:00	1,682.40	31.20	53.92
SL	18:00 - 21:00	881.00	20.63	42.70
	21:00 - 24:00	248.20	10.60	23.42
	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

