



Monthly Ridership and
Service Level Report
April, 2026

**“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
BMR	Beamer Way
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

Abbreviation	Route Full Name
NMP	North Main Patrick Henry
PHB	Patrick Henry B
PHD	Patrick Henry Drive
PRG	Progress Street
SMA	South Main Airport
SME	South Main Ellett
SMS	South Main 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

Addition of the BMR route. The EMS route is no longer in service and included only to keep the totals for the prior year.

Summary
All Routes
Month: May, 2026

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
Total Passengers	229,161	267,913	-14%	4,763,049	4,699,652	1%
Total Revenue Hours	9,517.75	9,968.88	-5%	117,900.70	114,646.36	3%
Total Revenue Miles	97,710.10	99,648.00	-2%	1,183,372.46	1,153,322.00	3%
Total Driver Hours	10,616.00	11,298.50	-6%	131,096.33	127,560.80	3%
Passengers/RH	24.08	26.87	-10%	40.40	40.99	-1%
Passengers/RM	2.35	2.69	-13%	4.02	4.07	-1%
Passengers/DH	21.59	23.71	-9%	36.33	36.84	-1%
Full Service Weekdays	9	10	(1)	153	155	(2)
Full Service Weekends	5	5	0	62	66	(4)
Reduced Service Weekdays	9	9	0	69	67	2
Reduced Service Weekends	5	4	1	33	30	3
Intermediate Service	2	2	0	12	10	2
No Service Days	1	1	0	6	6	0

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

Total Ridership per Route

Blacksburg

Month: May, 2026

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%	1,113	-100%	3,079	0.07%	4,234	-27%
BMR	4,980	2.20%	N/A	N/A	99,049	2.10%	N/A	N/A
CAS	30,980	13.69%	52,122	-41%	800,375	16.93%	936,572	-15%
CRB	2,307	1.02%	3,331	-31%	74,538	1.58%	93,733	-20%
CRC	5,258	2.32%	6,301	-17%	109,663	2.32%	101,538	8%
EMS	N/A	N/A	0	N/A	N/A	N/A	64	N/A
HDG	8,330	3.68%	10,295	-19%	158,942	3.36%	171,086	-7%
HWA	4,617	2.04%	8,652	-47%	180,944	3.83%	223,160	-19%
HWB	3,802	1.68%	8,604	-56%	162,634	3.44%	217,769	-25%
HWC	27,678	12.23%	19,488	42%	338,655	7.16%	173,981	95%
HXP	11,624	5.14%	16,554	-30%	272,752	5.77%	272,372	0%
NMG	17,914	7.91%	14,613	23%	306,378	6.48%	263,590	16%
NMP	0	0.00%	5,100	-100%	40,846	0.86%	66,983	-39%
PHB	9,158	4.05%	9,643	-5%	248,412	5.25%	254,642	-2%
PHD	16,655	7.36%	14,957	11%	327,432	6.93%	311,507	5%
PRG	4,512	1.99%	11,254	-60%	216,887	4.59%	300,220	-28%
SMA	8,774	3.88%	8,472	4%	138,365	2.93%	107,039	29%
SME	5,832	2.58%	5,452	7%	68,955	1.46%	59,740	15%
SMS	9,776	4.32%	11,939	-18%	150,981	3.19%	157,275	-4%
TCP	25,729	11.37%	19,091	35%	358,223	7.58%	198,678	80%
TCR	5,615	2.48%	11,639	-52%	241,037	5.10%	309,699	-22%
TTT	5,934	2.62%	6,017	-1%	82,060	1.74%	82,729	-1%
UCB	15,800	6.98%	18,860	-16%	331,842	7.02%	338,596	-2%
USD	0	0.00%	0	0%	492	0.01%	1,556	-68%
ACC	1,071	0.47%	1,200	-11%	14,682	0.31%	13,968	5%
Totals	226,346	100.00%	264,697	-14%	4,727,223	100.00%	4,660,731	1%
Blacksburg MB Total	225,275	99.53%	263,497	-14.51%	4,712,541	99.69%	4,646,763	1.42%
Blacksburg DR Total	1,071	0.47%	1,200	-10.75%	14,682	0.31%	13,968	5.11%
Totals	226,346	100%	264,697	-14%	4,727,223	100%	4,660,731	1%

Total Ridership per Route

Christiansburg: Motor Bus and Demand Response

Month: May, 2026

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
BLU	1,227	43.59%	989	24%	14,414	40.23%	12,613	14%
GLD/GRN	860	30.55%	1,281	-33%	13,193	36.83%	14,904	-11%
GAR	728	25.86%	946	-23%	8,219	22.94%	10,983	-25%
Totals	2,815	100%	3,216	-12%	35,826	100%	38,500	-7%
Christiansburg MB Total	2,087	74.14%	2,270	-8.06%	27,607	77.06%	27,517	0.33%
Christiansburg DR Total	728	25.86%	946	-23.04%	8,219	22.94%	10,983	-25.17%
Totals	2,815	100%	3,216	-12%	35,826	100%	38,500	-7%

Passengers per Revenue Hour per Route

All Fixed Routes

Month: May, 2026

Route (Former Route)	Current Month	Previous Year	Change by Month
ADA	0.00	16.49	-100%
BLU	4.90	3.90	26%
BMR	12.74	N/A	N/A
CAS	37.24	49.35	-25%
CRB	28.36	29.67	-4%
CRC	8.36	9.40	-11%
(EMS-FY25)	N/A	0.00	N/A
GLD	3.37	5.52	-39%
HDG	14.98	17.15	-13%
HWA	48.86	40.91	19%
HWB	42.24	40.63	4%
HWC	39.22	32.93	19%
HXP	24.86	31.12	-20%
NMG	30.48	29.66	3%
NMP	0.00	29.61	-100%
PHB	46.39	43.13	8%
PHD	28.78	33.77	-15%
PRG	48.21	53.30	-10%
SMA	20.13	19.67	2%
SME	30.45	31.65	-4%
SMS	21.98	25.05	-12%
TCP	36.53	32.48	12%
TCR	59.91	55.00	9%
TTT	12.86	15.52	-17%
UCB	33.87	38.61	-12%
USD	0.00	0.00	N/A

Passengers per Revenue Hour per Day of Week

All Fixed Routes

Month: May, 2026

Week Day	Current Month			Previous Year			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
Sunday	15,606	666.73	23.41	10,769	404.20	26.64	-12%
Monday	38,017	1,156.87	32.86	43,728	1,176.91	37.15	-12%
Tuesday	42,821	1,429.23	29.96	46,117	1,437.91	32.07	-7%
Wednesday	38,919	1,431.07	27.20	40,641	1,628.59	24.95	9%
Thursday	24,992	1,260.86	19.82	52,559	1,725.43	30.46	-35%
Friday	45,039	1,790.72	25.15	50,523	1,748.57	28.89	-13%
Saturday	21,968	873.42	25.15	21,430	717.50	29.87	-16%
Total	227,362	8,608.90	26.41	265,767	8,839.11	30.07	-12%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Mile per Day of Week

All Fixed Routes

Month: May, 2026

Week Day	<u>Current Month</u>			<u>Previous Year</u>			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
Sunday	15,606	6,988	2.23	10,769	4,288	2.51	-11%
Monday	38,017	11,695	3.25	43,728	11,639	3.76	-13%
Tuesday	42,821	14,627	2.93	46,117	14,369	3.21	-9%
Wednesday	38,919	14,633	2.66	40,641	15,495	2.62	1%
Thursday	24,992	13,153	1.90	52,559	17,334	3.03	-37%
Friday	45,039	18,273	2.46	50,523	17,618	2.87	-14%
Saturday	21,968	9,226	2.38	21,430	7,570	2.83	-16%
Total	227,362	88,595	2.57	265,767	88,313	3.01	-15%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Hour per Day of Week
Demand Response Service
Month: May, 2026

<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	58	37.82	1.53	45	26.42	1.70	-10%
Monday	156	89.45	1.74	155	98.40	1.58	11%
Tuesday	201	121.52	1.65	218	138.06	1.58	5%
Wednesday	220	115.92	1.90	192	135.92	1.41	34%
Thursday	148	88.80	1.67	287	185.73	1.55	8%
Friday	225	116.18	1.94	243	147.22	1.65	17%
Saturday	63	35.95	1.75	60	50.63	1.18	48%
Total	1,071	605.63	1.77	1,200	782.37	1.53	15%

<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	99	41.72	2.37	118	45.43	2.60	-9%
Tuesday	134	51.90	2.58	163	58.61	2.78	-7%
Wednesday	132	52.47	2.52	174	58.55	2.97	-15%
Thursday	143	54.95	2.60	198	75.26	2.63	-1%
Friday	165	68.08	2.42	205	74.55	2.75	-12%
Saturday	55	34.10	1.61	88	35.00	2.51	-36%
Total	728	303.22	2.40	946	347.40	2.72	-12%

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

Passengers per Revenue Mile per Day of Week
Demand Response Service
Month: May, 2026

<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	58	303	0.19	45	196	0.23	-17%
Monday	156	831	0.19	155	851	0.18	3%
Tuesday	201	1,102	0.18	218	1,346	0.16	13%
Wednesday	220	1,109	0.20	192	1,095	0.18	13%
Thursday	148	777	0.19	287	1,688	0.17	12%
Friday	225	1,073	0.21	243	1,279	0.19	10%
Saturday	63	246	0.26	60	359	0.17	53%
Total	1,071	5,443	0.20	1,200	6,815	0.18	12%

<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	99	529	0.19	118	611	0.19	-3%
Tuesday	134	672	0.20	163	759	0.21	-7%
Wednesday	132	709	0.19	174	873	0.20	-7%
Thursday	143	665	0.22	198	957	0.21	4%
Friday	165	799	0.21	205	982	0.21	-1%
Saturday	55	297	0.18	88	339	0.26	-29%
Total	728	3,672	0.20	946	4,520	0.21	-5%

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

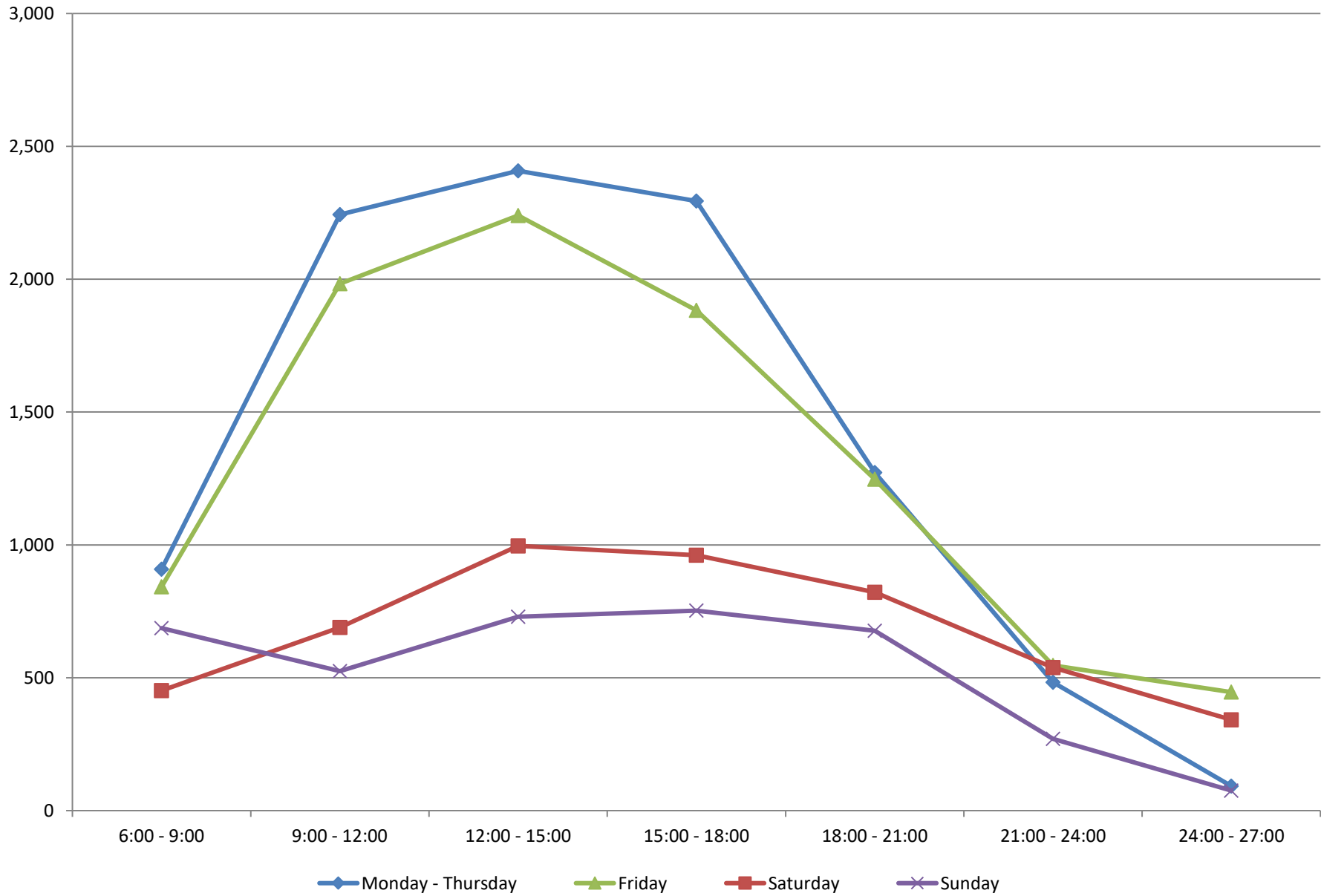
Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

Month: May, 2026

	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
Monday - Thursday	6:00 - 9:00	908.20	48.41	18.76
	9:00 - 12:00	2,243.47	77.34	29.01
	12:00 - 15:00	2,407.93	74.89	32.15
	15:00 - 18:00	2,294.27	73.98	31.01
	18:00 - 21:00	1,272.87	53.28	23.89
	21:00 - 24:00	483.33	20.77	23.27
	24:00 - 27:00	92.50	6.00	15.42
Friday	6:00 - 9:00	842.20	47.35	17.79
	9:00 - 12:00	1,983.40	75.60	26.24
	12:00 - 15:00	2,239.80	73.62	30.43
	15:00 - 18:00	1,883.00	72.60	25.94
	18:00 - 21:00	1,247.60	53.65	23.25
	21:00 - 24:00	546.20	22.12	24.69
	24:00 - 27:00	446.00	22.00	20.27
Saturday	6:00 - 9:00	452.00	30.96	14.60
	9:00 - 12:00	689.40	31.05	22.20
	12:00 - 15:00	996.40	35.40	28.15
	15:00 - 18:00	961.40	35.40	27.16
	18:00 - 21:00	821.60	30.17	27.23
	21:00 - 24:00	538.80	17.20	31.33
	24:00 - 27:00	342.00	21.81	15.68
Sunday	6:00 - 9:00	687.00	31.00	22.16
	9:00 - 12:00	524.60	25.05	20.95
	12:00 - 15:00	729.80	29.40	24.82
	15:00 - 18:00	752.60	29.40	25.60
	18:00 - 21:00	677.40	27.60	24.54
	21:00 - 24:00	269.80	13.30	20.29
	24:00 - 27:00	75.50	6.00	12.58

Average Total Passengers by Time of Day, All Fixed Routes



Average Passengers per Revenue Hour by Time of Day, All Fixed Routes

