

Monthly Ridership and Service Level Report September, 2025

"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 1st to June 30th 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.
- <u>No Service</u>: 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.
- <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			
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: September, 2025

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
Total Passengers	739,532	654,341	13%	1,097,607	979,086	12%
Total Revenue Hours	13,312.37	11,564.22	15%	31,153.44	27,364.56	14%
Total Revenue Miles	124,212.50	116,835.00	6%	313,949.20	282,683.00	11%
Total Driver Hours	15,053.25	12,760.00	18%	34,020.03	30,332.30	12%
Passengers/RH	55.55	56.58	-2%	35.23	35.78	-2%
Passengers/RM	5.95	5.60	6%	3.50	3.46	1%
Passengers/DH	49.13	51.28	-4%	32.26	32.28	0%
Full Service Weekdays	21	20	1	26	25	1
Full Service Weekends	8	9	(1)	12	12	0
Reduced Service Weekdays	0	0	0	33	34	(1)
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

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

Total Ridership per RouteBlacksburg Month: September, 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	1,462	0.20%	937	56%	1,462	0.13%	937	56%
BMR	13,756	1.87%	N/A	N/A	18,300	1.68%	N/A	N/A
CAS	135,155	18.36%	114,267	18%	189,439	17.42%	154,816	22%
CRB	17,043	2.32%	14,677	16%	21,703	2.00%	18,593	17%
CRC	15,909	2.16%	14,045	13%	26,024	2.39%	23,248	12%
EMS	N/A	N/A	5	N/A	N/A	N/A	8	N/A
HDG	23,789	3.23%	22,966	4%	39,502	3.63%	36,575	8%
HWA	40,419	5.49%	32,302	25%	49,872	4.59%	50,873	-2%
HWB	34,777	4.73%	31,743	10%	43,256	3.98%	51,287	-16%
HWC	28,301	3.85%	24,774	14%	63,396	5.83%	35,967	76%
НХР	40,837	5.55%	30,996	32%	53,799	4.95%	44,174	22%
NMG	41,955	5.70%	36,334	15%	62,291	5.73%	57,007	9%
NMP	11,849	1.61%	11,393	4%	18,028	1.66%	17,247	5%
PHB	42,626	5.79%	40,470	5%	52,574	4.83%	50,891	3%
PHD	49,117	6.67%	49,891	-2%	69,894	6.43%	71,850	-3%
PRG	47,069	6.40%	45,229	4%	58,446	5.37%	60,824	-4%
SMA	18,124	2.46%	12,854	41%	33,189	3.05%	19,628	69%
SME	9,201	1.25%	7,670	20%	17,617	1.62%	14,008	26%
SMS	19,013	2.58%	20,476	-7%	37,582	3.46%	42,291	-11%
TCP	33,064	4.49%	30,114	10%	64,551	5.94%	43,071	50%
TCR	49,885	6.78%	47,284	6%	63,446	5.83%	70,981	-11%
TTT	9,737	1.32%	10,551	-8%	22,744	2.09%	22,493	1%
UCB	51,336	6.97%	50,533	2%	75,787	6.97%	76,681	-1%
USD	0	0.00%	0	0%	492	0.05%	1,247	-61%
ACC	1,597	0.22%	1,266	26%	4,108	0.38%	3,713	11%
Totals	736,021	100.00%	650,777	13%	1,087,502	100.00%	968,410	12%
Blacksburg MB Total	734,424	99.78%	649,511	13.07%	1,083,394	99.62%	964,697	12.30%
Blacksburg DR Total	1,597	0.22%	1,266	26.15%	4,108	0.38%	3,713	10.64%
Totals	736,021	100%	650,777	13%	1,087,502	100%	968,410	12%

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	1,164	33.15%	1,115	4%	3,420	33.84%	3,426	0%
GLD/GRN	1,508	42.95%	1,412	7%	4,262	42.18%	4,274	0%
GAR	839	23.90%	1,037	-19%	2,423	23.98%	2,976	-19%
Totals	3,511	100%	3,564	-1%	10,105	100%	10,676	-5%
Christiansburg MB Total	2,672	76.10%	2,527	5.74%	7,682	76.02%	7,700	-0.23%
Christiansburg DR Total	839	23.90%	1,037	-19.09%	2,423	23.98%	2,976	-18.58%
Totals	3,511	100%	3,564	-1%	10,105	100%	10,676	-5%

Passengers per Revenue Hour per Route All Fixed Routes Month: September, 2025

Route (Former Route)	Current Month	Previous Year	Change by Month
ADA	13.60	17.43	-22%
BLU	4.57	4.75	-4%
BMR	24.58	N/A	N/A
CAS	92.02	92.03	0%
CRB	69.21	62.46	11%
CRC	20.90	19.45	7%
(EMS-FY25)	N/A	0.16	N/A
GLD	5.88	5.62	5%
HDG	31.11	30.55	2%
HWA	87.66	71.81	22%
HWB	75.63	70.65	7%
HWC	66.75	62.84	6%
НХР	53.54	41.19	30%
NMG	74.82	138.19	-46%
NMP	48.51	24.23	100%
PHB	87.49	87.27	0%
PHD	87.62	93.02	-6%
PRG	101.70	99.84	2%
SMA	37.77	49.19	-23%
SME	36.65	35.51	3%
SMS	38.87	54.21	-28%
ТСР	79.03	77.23	2%
TCR	108.19	104.06	4%
TTT	24.36	27.39	-11%
UCB	79.43	80.40	-1%
USD	0.00	0.00	N/A

Passengers per Revenue Hour per Day of Week All Fixed Routes

<u>Current Month</u>							
Week Day	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	Change Pass/RH
Sunday	21,016	536.20	39.19	24,631	596.75	41.28	-5%
Monday	130,562	2,241.07	58.26	125,436	2,039.12	61.51	-5%
Tuesday	162,421	2,405.95	67.51	123,587	1,747.00	70.74	-5%
Wednesday	126,710	1,919.94	66.00	119,944	1,756.57	68.28	-3%
Thursday	128,993	1,924.16	67.04	118,590	1,753.48	67.63	-1%
Friday	107,185	1,932.33	55.47	97,927	1,753.82	55.84	-1%
Saturday	60,209	1,029.03	58.51	41,923	820.45	51.10	15%
Total	737,096	11,988.68	61.48	652,038	10,467.19	62.29	-1%

^{*} 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	21,016	5,475	3.84	24,631	6,344	3.88	-1%
Monday	130,562	17,428	7.49	125,436	20,516	6.11	23%
Tuesday	162,421	23,407	6.94	123,587	17,496	7.06	-2%
Wednesday	126,710	18,699	6.78	119,944	17,470	6.87	-1%
Thursday	128,993	18,694	6.90	118,590	17,544	6.76	2%
Friday	107,185	18,797	5.70	97,927	17,575	5.57	2%
Saturday	60,209	9,146	6.58	41,923	7,843	5.35	23%
Total	737,096	111,646	6.60	652,038	104,788	6.22	6%

^{*} Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Hour per Day of Week

Demand Response Service Month: September, 2025

	Access Curre	nt Month		Acc	ess Previous Y	<u>ear</u>	
Day of Week	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	Change Pass/RH
Sunday	52	28.45	1.83	57	31.57	1.81	1%
Monday	314	201.00	1.56	214	144.80	1.48	6%
Tuesday	354	213.70	1.66	259	144.55	1.79	-8%
Wednesday	272	176.12	1.54	218	125.23	1.74	-11%
Thursday	300	165.47	1.81	231	135.89	1.70	7%
Friday	225	146.57	1.54	194	118.85	1.63	-6%
Saturday	80	58.63	1.36	93	53.58	1.74	-21%
Total	1,597	989.93	1.61	1,266	754.47	1.68	-4%
G	oAnywhere Cu	rrent Month		GoAny	where Previoเ	ıs Year	
Day of Week	Passengers	Revenue					
	i doscingers	Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	Change Pass/RH
Sunday	0		Pass/RH 0.00	Passengers 0		Pass/RH 0.00	
Sunday Monday		Hours			Hours		Pass/RH
•	0	Hours 0.00	0.00	0	Hours 0.00	0.00	Pass/RH 0%
Monday	0 186	0.00 69.42	0.00 2.68	0 203	0.00 71.07	0.00 2.86	Pass/RH 0% -6%
Monday Tuesday	0 186 183	0.00 69.42 70.28	0.00 2.68 2.60	0 203 201	0.00 71.07 59.65	0.00 2.86 3.37	Pass/RH 0% -6% -23%
Monday Tuesday Wednesday	0 186 183 135	0.00 69.42 70.28 55.52	0.00 2.68 2.60 2.43	0 203 201 202	0.00 71.07 59.65 61.73	0.00 2.86 3.37 3.27	Pass/RH 0% -6% -23% -26%
Monday Tuesday Wednesday Thursday	0 186 183 135 144	0.00 69.42 70.28 55.52 54.32	0.00 2.68 2.60 2.43 2.65	0 203 201 202 188	0.00 71.07 59.65 61.73 62.89	0.00 2.86 3.37 3.27 2.99	Pass/RH 0% -6% -23% -26% -11%

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

Passengers per Revenue Mile per Day of Week

Demand Response Service Month: September, 2025

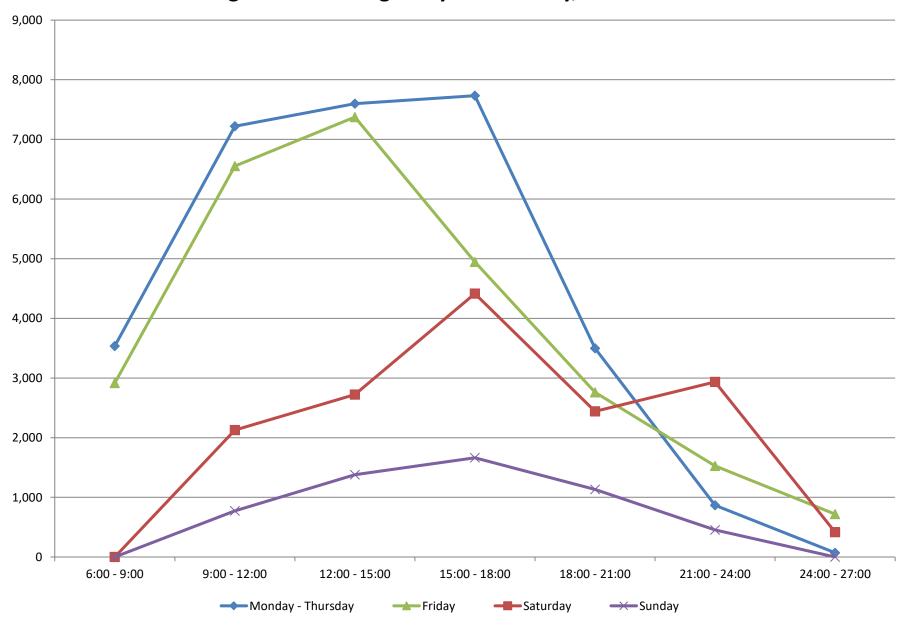
	Access Curre	nt Month		Acc	ess Previous Y	<u>'ear</u>	
Day of Week	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	Change Pass/RM
Sunday	52	295	0.18	57	243	0.23	-25%
Monday	314	1,680	0.19	214	1,293	0.17	13%
Tuesday	354	1,781	0.20	259	1,397	0.19	7%
Wednesday	272	1,406	0.19	218	1,248	0.17	11%
Thursday	300	1,565	0.19	231	1,433	0.16	19%
Friday	225	1,236	0.18	194	1,087	0.18	2%
Saturday	80	368	0.22	93	489	0.19	14%
Total	1,597	8,331	0.19	1,266	7,190	0.18	9%
Go Anywhere Current Month							
<u>G</u> c	o Anywhere Cu	rrent Month		Go Any	where Previo	us Year	
Day of Week	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	0.00	Passengers 0	Revenue Miles	Pass/RM 0.00	Pass/RM 0%
Day of Week Sunday Monday	Passengers 0 186	Revenue Miles 0 898	0.00 0.21	Passengers 0 203	Revenue Miles 0 1,003	Pass/RM 0.00 0.20	Pass/RM 0% 2%
Day of Week Sunday Monday Tuesday	Passengers 0 186 183	Revenue Miles 0 898 930	0.00 0.21 0.20	Passengers 0 203 201	Revenue Miles 0 1,003 896	Pass/RM 0.00 0.20 0.22	Pass/RM 0% 2% -12%
Day of Week Sunday Monday Tuesday Wednesday	Passengers 0 186 183 135	Revenue Miles 0 898 930 690	0.00 0.21 0.20 0.20	Passengers 0 203 201 202	Revenue Miles 0 1,003 896 923	0.00 0.20 0.22 0.22	Pass/RM 0% 2% -12% -11%
Day of Week Sunday Monday Tuesday Wednesday Thursday	Passengers 0 186 183 135 144	Revenue Miles 0 898 930 690 751	0.00 0.21 0.20 0.20 0.19	Passengers 0 203 201 202 188	Revenue Miles 0 1,003 896 923 890	0.00 0.20 0.22 0.22 0.21	Pass/RM 0% 2% -12% -11% -9%

^{*}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
ay	6:00 - 9:00	3,536.39	66.37	53.28
Monday - Thursday	9:00 - 12:00	7,219.50	102.56	70.40
Пhu	12:00 - 15:00	7,598.11	102.51	74.12
[-/	15:00 - 18:00	7,732.83	102.41	75.51
day	18:00 - 21:00	3,497.17	64.68	54.07
lon	21:00 - 24:00	868.17	27.70	31.34
2	24:00 - 27:00	71.00	5.50	12.91
	6:00 - 9:00	2,915.00	68.07	42.83
	9:00 - 12:00	6,553.25	104.81	62.52
>	12:00 - 15:00	7,374.50	104.88	70.32
Friday	15:00 - 18:00	4,947.75	95.59	51.76
ш	18:00 - 21:00	2,760.50	62.54	44.14
	21:00 - 24:00	1,527.00	27.70	55.13
	24:00 - 27:00	718.25	19.50	36.83
	6:00 - 9:00	0.00	0.25	0.00
	9:00 - 12:00	2,127.75	40.68	52.31
day	12:00 - 15:00	2,722.50	38.13	71.41
Saturday	15:00 - 18:00	4,414.50	55.46	79.60
Sai	18:00 - 21:00	2,441.50	50.75	48.11
	21:00 - 24:00	2,934.25	50.69	57.89
	24:00 - 27:00	415.50	21.50	19.33
	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	772.25	24.80	31.14
ay	12:00 - 15:00	1,379.75	30.00	45.99
Sunday	15:00 - 18:00	1,663.00	30.00	55.43
25	18:00 - 21:00	1,133.50	22.75	49.82
	21:00 - 24:00	453.25	21.00	21.58
	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

