



Monthly Ridership and  
Service Level Report  
July, 2016

**“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.
- Fixed Route Service (FR): FR operate along a specific route according to a fixed or preset schedule. Each trip serves the same stops, origins and destinations, continuously, until service ends.
- 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; Trippers are also utilized when needed.
- No Service: This service typically occurs during federally recognized holidays, such as New Year's Day and Independence Day. No routes operate during 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 such as the Hokie Express, Patrick Henry and Progress Street do not operate; others such as Hethwood/Harding Avenue may be combined.
- Revenue Hours (RH): RH are the hours of service where a bus is providing service to passengers.
- Revenue Mile (RM): RH are the miles a bus travels on a route while providing service to passengers.
- Ridership: Ridership is the number of people using a public transportation service in a given time period.
- Year-to-Date (YTD): YTD numbers are the sum of values for a period beginning July 1st of the current year until the end of a specified month.

### Route Abbreviations:

Abbreviation	Route Full Name
CRC	Corporate Research Center
CPT	Carpenter Boulevard
HDG	Harding Avenue
HWD	Hethwood
HWDA	Hethwood A
HWDB	Hethwood B
HXP	Hokie Express
MSN	Main Street North

Abbreviation	Route Full Name
MSS	Main Street South
PHD	Patrick Henry Drive
PRG	Progress Street
TC	Toms Creek
TCB	Toms Creek B
TTT	Two Town Trolley
UCB	University City Boulevard
UMS	University Mall Shuttle

**Summary**  
All Routes  
Month: July, 2016

	Current Month	Previous Year	Change, Month	Year-to-Date	Previous YtD	Change, YtD
Total Passengers	78,487	80,979	-3%	78,487	80,979	-3%
Total Revenue Hours	4,250.80	4,825.22	-12%	4,250.80	4,825.22	-12%
Total Revenue Miles	43,334.30	48,011.70	-10%	43,334.30	48,011.70	-10%
Total Driver Hours	4,943.25	5,643.25	-12%	4,943.25	5,643.25	-12%
Passengers/RH	18.46	16.78	10%	18.46	16.78	10%
Passengers/RM	1.81	1.69	7%	1.81	1.69	7%
Passengers/DH	15.88	14.35	11%	15.88	14.35	11%
Full Service Weekdays	0	0	-	0	0	-
Full Service Weekends	0	0	-	0	0	-
Reduced Service Weekdays	20	23	3.00	20	23	3.00
Reduced Service Weekends	5	3	(2.00)	5	3	(2.00)
No Service Days	6	5	(1.00)	6	5	(1.00)

\*Please note: these numbers include both Blacksburg and Christiansburg Fixed and Demand Response Services.

**Total Ridership per Route**  
 Blacksburg, Fixed Routes  
 Month: July, 2016

Route	Current Month	% of Ridership	Previous Year	Change, Month	Year to Date	% of YtD Ridership	Previous YtD	Change, YtD
CRC	2,591	4.92%	-	100%	2,591	4.92%	-	100%
CRCH	-	0.00%	2,548	-100%	-	0.00%	2,548	-100%
HDG	2,523	4.79%	2,353	7%	2,523	4.79%	2,353	7%
HWD	11,979	22.76%	14,897	-20%	11,979	22.76%	14,897	-20%
HWDA	-	0.00%	-	0%	-	0.00%	-	0%
HWDB	-	0.00%	-	0%	-	0.00%	-	0%
HXP	-	0.00%	-	0%	-	0.00%	-	0%
MSN	6,731	12.79%	6,195	9%	6,731	12.79%	6,195	9%
MSS	7,430	14.12%	8,213	-10%	7,430	14.12%	8,213	-10%
PHD, PHDLN	-	0.00%	-	0%	-	0.00%	-	0%
PRG	-	0.00%	-	0%	-	0.00%	-	0%
TC	11,252	21.38%	7,095	59%	11,252	21.38%	7,095	59%
TCB	-	0.00%	5,876	-100%	-	0.00%	5,876	-100%
TTT	2,929	5.56%	2,239	31%	2,929	5.56%	2,239	31%
UCB	7,198	13.68%	1,259	472%	7,198	13.68%	1,259	472%
UMS	-	0.00%	3,509	-100%	-	0.00%	3,509	-100%
<b>Totals</b>	<b>52,633</b>	<b>100.00%</b>	<b>54,184</b>	<b>-3%</b>	<b>52,633</b>	<b>100.00%</b>	<b>54,184</b>	<b>-3%</b>

### Total Ridership per Route

Christiansburg Routes

Month: July, 2016

Route	Current Month	% of Ridership	Previous Year	Change, Month	Year to Date	% of YtD Ridership	Previous YtD	Change, YtD
Commuter	144	5.56%	261	-45%	144	5.56%	261	-45%
Explorer	1,014	39.15%	986	3%	1,014	39.15%	986	3%
GoAnywhere	1,432	55.29%	1,158	24%	1,432	55.29%	1,158	24%
Totals	2,590	100%	2,405	8%	2,590	100.00%	2,405	8%
Christiansburg FR Total	1,158	44.71%	1,247	-7.14%	1,158	44.71%	1,247	-7.14%
Christiansburg D-R Total	1,432	55.29%	1,158	23.66%	1,432	55.29%	1,158	23.66%
Totals	2,590	100%	2,405	8%	2,590	100%	2,405	8%

**Passengers per Revenue Hour per Route**

All Fixed Routes

Month: July, 2016

Route	Current Month	Previous Year	Change
CRC	11.32	0.00	100%
CRCH	0.00	10.41	-100%
HDG	8.82	7.64	15%
HWD	42.63	53.01	-20%
HWDA	0.00	0.00	0%
HWDB	0.00	0.00	0%
HXP	0.00	0.00	0%
MSN	18.79	20.84	-10%
MSS	25.58	20.47	25%
PHD, PHDLN	0.00	0.00	0%
PRG	0.00	0.00	0%
TC	31.92	27.06	18%
TCB	0.00	22.51	-100%
TTT	11.26	14.82	-24%
UCB	33.05	32.37	2%
UMS	0.00	16.76	-100%
Commuter	11.49	319.59	-96%
Explorer	5.65	5.76	-2%

### Passengers per Revenue Hour per Day of Week

All Fixed Routes

Month: July, 2016

	<u>Current Month</u>			<u>Previous Year</u>			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
Sunday	-	-	-	-	-	-	0%
Monday	7,381	349.26	21.13	9,219	489.32	18.84	12%
Tuesday	10,066	465.68	21.62	9,932	488.07	20.35	6%
Wednesday	10,057	465.68	21.60	11,808	599.90	19.68	10%
Thursday	10,110	466.01	21.69	11,743	599.40	19.59	11%
Friday	12,414	581.85	21.34	10,813	599.90	18.02	18%
Saturday	3,763	216.25	17.40	1,916	130.25	14.71	18%
Total	53,791	2,544.73	21.14	55,431	2,906.84	19.07	11%

\*Please note: these numbers DO NOT include Demand Response Service



**Passengers per Revenue Mile per Day of Week**

All Fixed Routes

Month: July, 2016

	<u>Current Month</u>			<u>Previous Year</u>			%Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
Sunday	-	-	-	-	-	-	0%
Monday	7,381	4,197.00	1.76	9,219	5,368.00	1.72	2%
Tuesday	10,066	5,572.00	1.81	9,932	5,406.00	1.84	-2%
Wednesday	10,057	5,500.00	1.83	11,808	6,665.00	1.77	3%
Thursday	10,110	5,515.00	1.83	11,743	6,654.00	1.76	4%
Friday	12,414	6,815.00	1.82	10,813	6,558.00	1.65	10%
Saturday	3,763	2,364.00	1.59	1,916	1,395.00	1.37	16%
<b>Total</b>	<b>53,791</b>	<b>29,963.00</b>	<b>1.80</b>	<b>55,431</b>	<b>32,046.00</b>	<b>1.73</b>	<b>4%</b>

\*Please note: these numbers DO NOT include Demand Response Service

### Passengers per Revenue Hour per Day of Week

Demand Response Service

Month: July, 2016

	<u>Current Month</u>			<u>Previous Year</u>			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
Sunday	-	-	-	-	-	-	0%
Monday	282	147.25	1.92	205	211.95	0.97	98%
Tuesday	650	231.62	2.81	336	237.85	1.41	99%
Wednesday	681	244.45	2.79	366	294.83	1.24	124%
Thursday	472	224.48	2.10	397	298.22	1.33	58%
Friday	577	245.12	2.35	253	245.83	1.03	129%
Saturday	246	124.01	1.98	86	73.53	1.17	70%
<b>Total</b>	<b>2,908</b>	<b>1,216.92</b>	<b>2.39</b>	<b>1,643</b>	<b>1,362.21</b>	<b>1.21</b>	<b>98%</b>

\*Please note: these numbers DO NOT include Fixed Route Service. It includes Access and GoAnywhere.

**Passengers per Revenue Mile per Day of Week**

Demand Response Service

Month: July, 2016

	<u>Current Month</u>			<u>Previous Year</u>			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
Sunday	-	-	-	-	-	-	0%
Monday	282	1,169	0.24	205	1,749	0.12	106%
Tuesday	650	1,923	0.34	336	2,147	0.16	116%
Wednesday	681	1,928	0.35	366	2,770	0.13	167%
Thursday	472	2,004	0.24	397	2,850	0.14	69%
Friday	577	2,225	0.26	253	2,248	0.11	130%
Saturday	246	1,322	0.19	86	701	0.12	52%
<b>Total</b>	<b>2,908</b>	<b>10,571</b>	<b>0.28</b>	<b>1,643</b>	<b>12,465</b>	<b>0.13</b>	<b>109%</b>

\*Please note: these numbers DO NOT include Fixed Route Service. It includes Access and GoAnywhere.

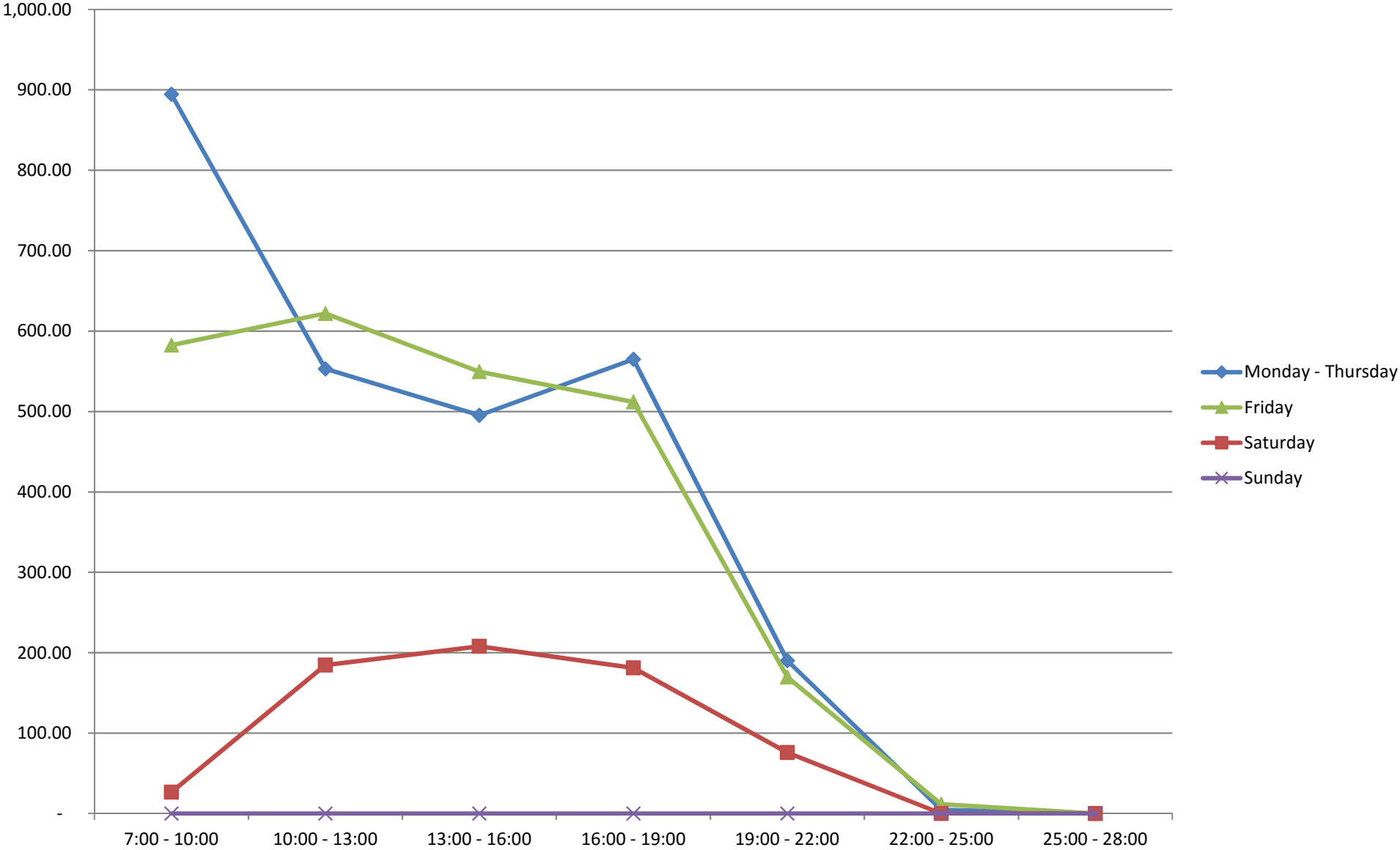
## Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

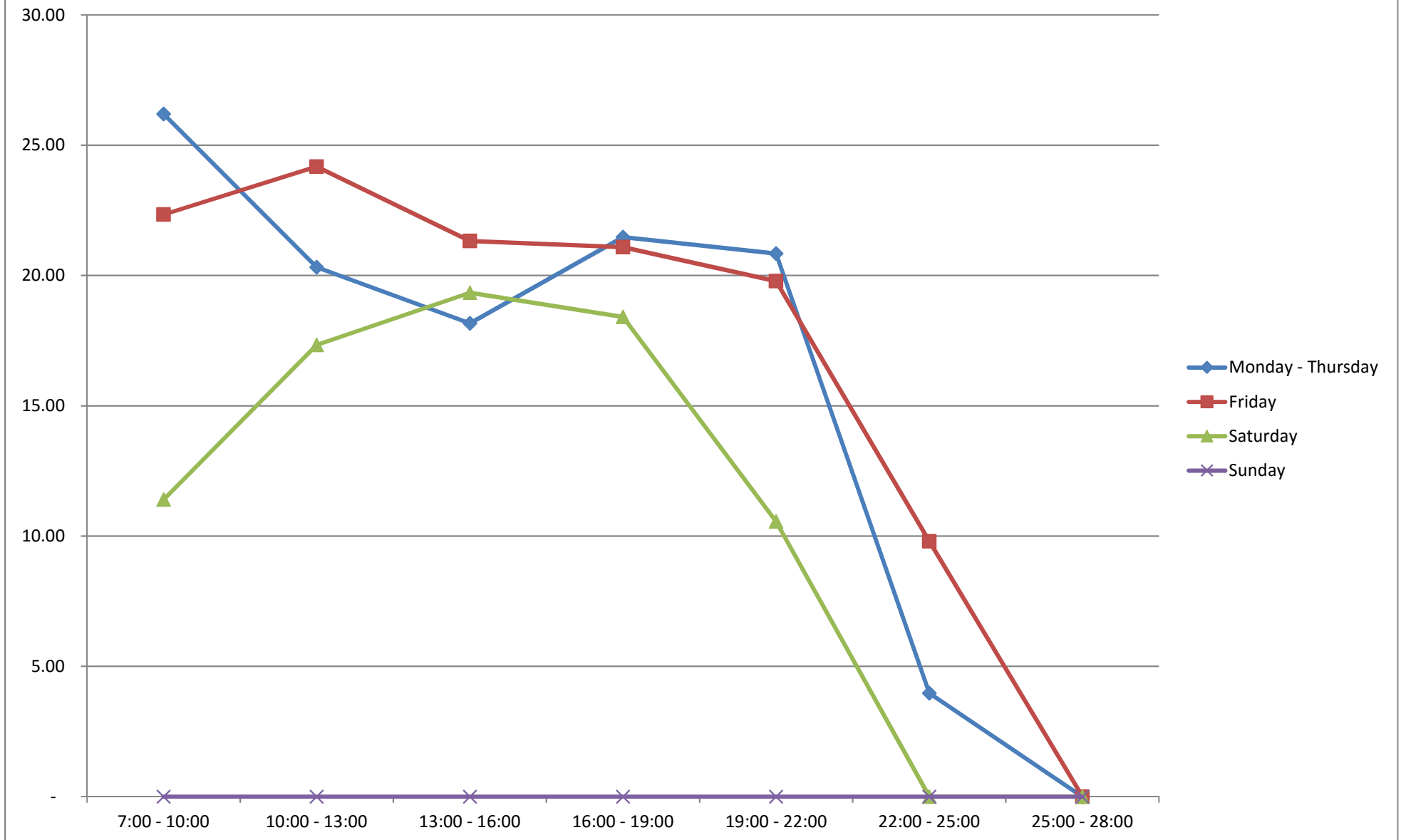
Month: July, 2016

	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
Monday - Thursday	7:00 - 10:00	894.69	31.25	26.20
	10:00 - 13:00	553.13	25.50	20.32
	13:00 - 16:00	495.19	25.56	18.17
	16:00 - 19:00	565.06	24.75	21.47
	19:00 - 22:00	190.13	8.56	20.84
	22:00 - 25:00	4.50	1.00	3.97
	25:00 - 28:00	-	-	-
Friday	7:00 - 10:00	582.40	26.20	22.34
	10:00 - 13:00	622.00	25.80	24.18
	13:00 - 16:00	549.40	25.80	21.33
	16:00 - 19:00	511.80	24.40	21.09
	19:00 - 22:00	169.60	8.60	19.78
	22:00 - 25:00	11.60	1.20	9.80
	25:00 - 28:00	-	-	-
Saturday	7:00 - 10:00	26.60	2.40	11.40
	10:00 - 13:00	184.60	10.80	17.33
	13:00 - 16:00	208.00	10.80	19.34
	16:00 - 19:00	181.20	9.80	18.41
	19:00 - 22:00	75.80	7.00	10.56
	22:00 - 25:00	-	-	-
	25:00 - 28:00	-	-	-
Sunday	7:00 - 10:00	-	-	-
	10:00 - 13:00	-	-	-
	13:00 - 16:00	-	-	-
	16:00 - 19:00	-	-	-
	19:00 - 22:00	-	-	-
	22:00 - 25:00	-	-	-
	25:00 - 28:00	-	-	-

### Average Total Passengers by Time of Day, All Fixed Routes



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



## Blacksburg Fare Totals

Does not include Christiansburg or Demand Response. Does include Athletics/Specials

	Total Ridership	Students		Faculty/Staff		Total Virginia Tech		Total Non-VT	
		#	%	#	%	#	%	#	%
July-16	75,579	58,472	77.37%	6,481	8.58%	64,953	85.94%	10,626	14.06%
August-16									
September-16									
<b>Total for 1st Quarter:</b>	75,579	58,472	77.37%	6,481	8.58%	64,953	85.94%	10,626	14.06%
October-16									
November-16									
December-16									
<b>Total for 2nd Quarter:</b>									
January-17									
February-17									
March-17									
<b>Total for 3rd Quarter:</b>									
April-17									
May-17									
June-17									
<b>Total for 4th Quarter:</b>									
<b>Total for Year:</b>	75,579	58,472	77.37%	6,481	8.58%	64,953	85.94%	10,626	14.06%