



Monthly Ridership and  
Service Level Report  
December, 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
CBD	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: December, 2016

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
<b>Total Passengers</b>	212,832	237,964	-11%	1,956,653	1,877,936	4%
<b>Total Revenue Hours</b>	7,314.23	7,265.55	1%	48,249.12	45,422.04	6%
<b>Total Revenue Miles</b>	72,016.70	71,796.20	0%	480,852.50	443,345.26	8%
<b>Total Driver Hours</b>	8,542.25	8,300.17	3%	55,098.58	52,996.14	4%
<b>Passengers/RH</b>	29.10	32.75	-11%	40.55	41.34	-2%
<b>Passengers/RM</b>	2.96	3.31	-11%	4.07	4.24	-4%
<b>Passengers/DH</b>	24.92	28.67	-13%	35.51	35.44	0%
<b>Full Service Weekdays</b>	11	7	(4.00)	78	72	(6)
<b>Full Service Weekends</b>	4	4	-	30	29	(1)
<b>Reduced Service Weekdays</b>	11	9	(2.00)	46	47	1
<b>Reduced Service Weekends</b>	4	4	-	15	15	0
<b>Intermediate Service Weekdays</b>	0	6	6.00	5	11	6
<b>No Service Days</b>	1	1	-	10	10	0

\*Note: These numbers include both Blacksburg and Christiansburg Fixed and Demand Response Services.

## Total Ridership per Route

Blacksburg, Fixed Routes

Month: December, 2016

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YTD Ridership	Previous YTD Total	YTD Change
<b>CBD</b>	3,066	1.49%	-	-	31,810	1.70%	-	-
<b>CRC</b>	4,910	2.39%	5,621	-13%	48,348	2.58%	45,064	7%
<b>CRCH</b>	-	-	441	-	-	-	4,594	-
<b>HDG</b>	7,318	3.57%	9,212	-21%	59,669	3.18%	65,201	-8%
<b>HWD</b>	5,827	2.84%	6,624	-12%	46,161	2.46%	73,373	-37%
<b>HWDA</b>	18,665	9.10%	22,252	-16%	174,689	9.32%	164,259	6%
<b>HWDB</b>	14,744	7.19%	16,916	-13%	132,294	7.06%	115,436	15%
<b>HXP</b>	9,942	4.85%	12,947	-23%	96,367	5.14%	104,532	-8%
<b>MSN</b>	16,734	8.16%	18,232	-8%	158,401	8.45%	146,182	8%
<b>MSS</b>	16,004	7.80%	16,667	-4%	127,854	6.82%	122,516	4%
<b>PHD</b>	16,813	8.20%	19,045	-12%	161,749	8.63%	146,946	10%
<b>PRG</b>	23,403	11.41%	33,066	-29%	215,840	11.51%	246,255	-12%
<b>TC</b>	30,126	14.68%	1,271	2270%	252,532	13.47%	17,116	1375%
<b>TCB</b>	-	-	29,517	-	-	-	236,105	-
<b>TTT</b>	5,020	2.45%	5,568	-10%	36,817	1.96%	38,895	-5%
<b>UCB</b>	18,354	8.95%	9,666	90%	179,023	9.55%	46,330	286%
<b>UMS</b>	14,229	6.94%	23,663	-40%	153,317	8.18%	229,139	-33%
<b>Totals</b>	<b>205,155</b>	<b>100.00%</b>	<b>230,708</b>	<b>-11%</b>	<b>1,874,871</b>	<b>100.00%</b>	<b>1,801,943</b>	<b>4%</b>

## Total Ridership per Route

Christiansburg Routes

Month: December, 2016

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
<b>Commuter</b>	104	4.87%	226	-54%	1,154	7.98%	1,854	-38%
<b>Explorer</b>	1,302	61.01%	1,302	0%	7,389	51.08%	6,911	7%
<b>GoAnywhere</b>	728	34.11%	837	-13%	5,923	40.94%	5,765	3%
<b>Totals</b>	<b>2,134</b>	<b>100%</b>	<b>2,365</b>	<b>-10%</b>	<b>14,466</b>	<b>100.00%</b>	<b>14,530</b>	<b>0%</b>
<b>Christiansburg Fixed Route Total</b>	1,406	65.89%	1,528	-7.98%	8,543	59.06%	8,765	-2.53%
<b>Christiansburg Demand Response Total</b>	728	34.11%	837	-13.02%	5,923	40.94%	5,765	2.74%
<b>Totals</b>	<b>2,134</b>	<b>100%</b>	<b>2,365</b>	<b>-10%</b>	<b>14,466</b>	<b>100%</b>	<b>14,530</b>	<b>0%</b>

## Passengers per Revenue Hour per Route

All Fixed Routes

Month: December, 2016

Route	Current Month	Previous Year	Change by Month
<b>CBD</b>	22.84	-	-
<b>CRC</b>	12.04	18.45	-35%
<b>CRCH</b>	-	3.69	-
<b>HDG</b>	18.51	22.95	-19%
<b>HWD</b>	25.52	35.84	-29%
<b>HWDA</b>	51.11	64.60	-21%
<b>HWDB</b>	53.24	50.83	5%
<b>HXP</b>	26.84	34.83	-23%
<b>MSN</b>	36.83	40.24	-8%
<b>MSS</b>	28.57	32.90	-13%
<b>PHD, PHDLN</b>	60.78	65.69	-7%
<b>PRG</b>	67.89	85.76	-21%
<b>TC</b>	47.67	11.01	333%
<b>TCB</b>	-	52.80	-
<b>TTT</b>	15.63	21.74	-28%
<b>UCB</b>	40.06	48.57	-18%
<b>UMS</b>	60.84	60.25	1%
<b>Commuter</b>	2.14	11.07	-81%
<b>Explorer</b>	5.43	12.57	-57%

**Passengers per Revenue Hour per Day of Week**  
 All Fixed Routes  
 Month: December, 2016

Week Day	<u>Current Month</u>			<u>Previous Year</u>			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
<b>Sunday</b>	5,159	135.75	38.00	6,398	158.00	40.49	-6%
<b>Monday</b>	38,189	977.65	39.06	34,867	918.14	37.98	3%
<b>Tuesday</b>	37,373	978.90	38.18	54,571	1,260.92	43.28	-12%
<b>Wednesday</b>	35,214	977.90	36.01	54,351	1,256.42	43.26	-17%
<b>Thursday</b>	44,098	1,352.60	32.60	41,613	1,220.57	34.09	-4%
<b>Friday</b>	36,733	1,131.32	32.47	34,463	824.55	41.80	-22%
<b>Saturday</b>	9,786	342.75	28.55	9,352	247.25	37.82	-25%
<b>Total</b>	<b>206,552</b>	<b>5,896.87</b>	<b>35.03</b>	<b>235,615</b>	<b>5,885.85</b>	<b>40.03</b>	<b>-12%</b>

\* Note: these numbers DO NOT include Demand Response Service



**Passengers per Revenue Mile per Day of Week**  
 All Fixed Routes  
 Month: December, 2016

Week Day	<u>Current Month</u>			<u>Previous Year</u>			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
<b>Sunday</b>	5,159	1,494	3.45	6,398	1,659	3.86	-10%
<b>Monday</b>	38,189	10,101	3.78	34,867	9,278	3.76	1%
<b>Tuesday</b>	37,373	10,089	3.70	54,571	12,583	4.34	-15%
<b>Wednesday</b>	35,214	10,086	3.49	54,351	12,622	4.31	-19%
<b>Thursday</b>	44,098	13,782	3.20	41,613	12,343	3.37	-5%
<b>Friday</b>	36,733	11,822	3.11	34,463	8,187	4.21	-26%
<b>Saturday</b>	9,786	3,693	2.65	9,352	2,607	3.59	-26%
<b>Total</b>	<b>206,552</b>	<b>61,067</b>	<b>3.38</b>	<b>235,615</b>	<b>59,279</b>	<b>3.97</b>	<b>-15%</b>

\*Note: these numbers DO NOT include Demand Response Service

**Passengers per Revenue Hour per Day of Week**  
 Demand Response Service  
 Month: December, 2016

Day of Week	<u>Current Month</u>			<u>Previous Year</u>			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
<b>Sunday</b>	37	23.68	1.56	37	31.17	1.19	32%
<b>Monday</b>	229	168.30	0.36	334	189.92	1.76	-79%
<b>Tuesday</b>	423	228.51	1.85	583	269.13	2.17	-15%
<b>Wednesday</b>	396	211.79	1.87	501	262.63	1.91	-2%
<b>Thursday</b>	444	268.17	1.66	474	247.62	1.91	-14%
<b>Friday</b>	341	201.75	1.69	292	155.18	1.88	-10%
<b>Saturday</b>	218	116.92	1.86	132	85.88	1.54	21%
<b>Total</b>	<b>2,088</b>	<b>1,219.13</b>	<b>1.71</b>	<b>2,353</b>	<b>1,241.53</b>	<b>1.90</b>	<b>-10%</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: December, 2016

Day of Week	<u>Current Month</u>			<u>Previous Year</u>			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
<b>Sunday</b>	37	131	0.28	37	116	0.32	-11%
<b>Monday</b>	229	1,187	0.19	334	1,843	0.18	6%
<b>Tuesday</b>	423	1,960	0.22	583	2,615	0.22	-3%
<b>Wednesday</b>	396	1,917	0.21	501	2,565	0.20	6%
<b>Thursday</b>	444	2,458	0.18	474	2,451	0.19	-7%
<b>Friday</b>	341	1,727	0.20	292	1,554	0.19	5%
<b>Saturday</b>	218	932	0.23	132	742	0.18	31%
<b>Total</b>	<b>2,088</b>	<b>10,312</b>	<b>0.20</b>	<b>2,353</b>	<b>11,886</b>	<b>0.20</b>	<b>2%</b>

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

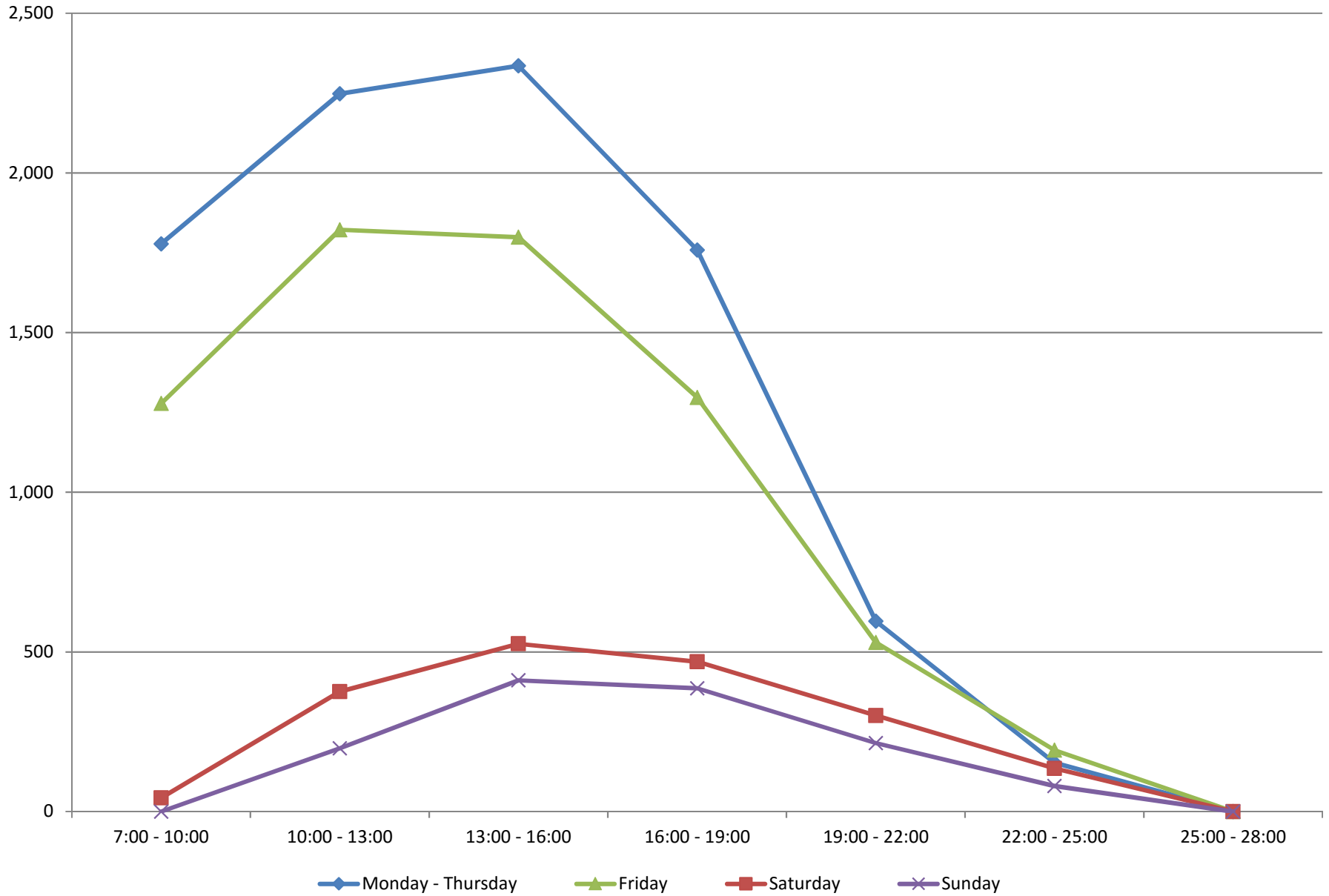
## Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

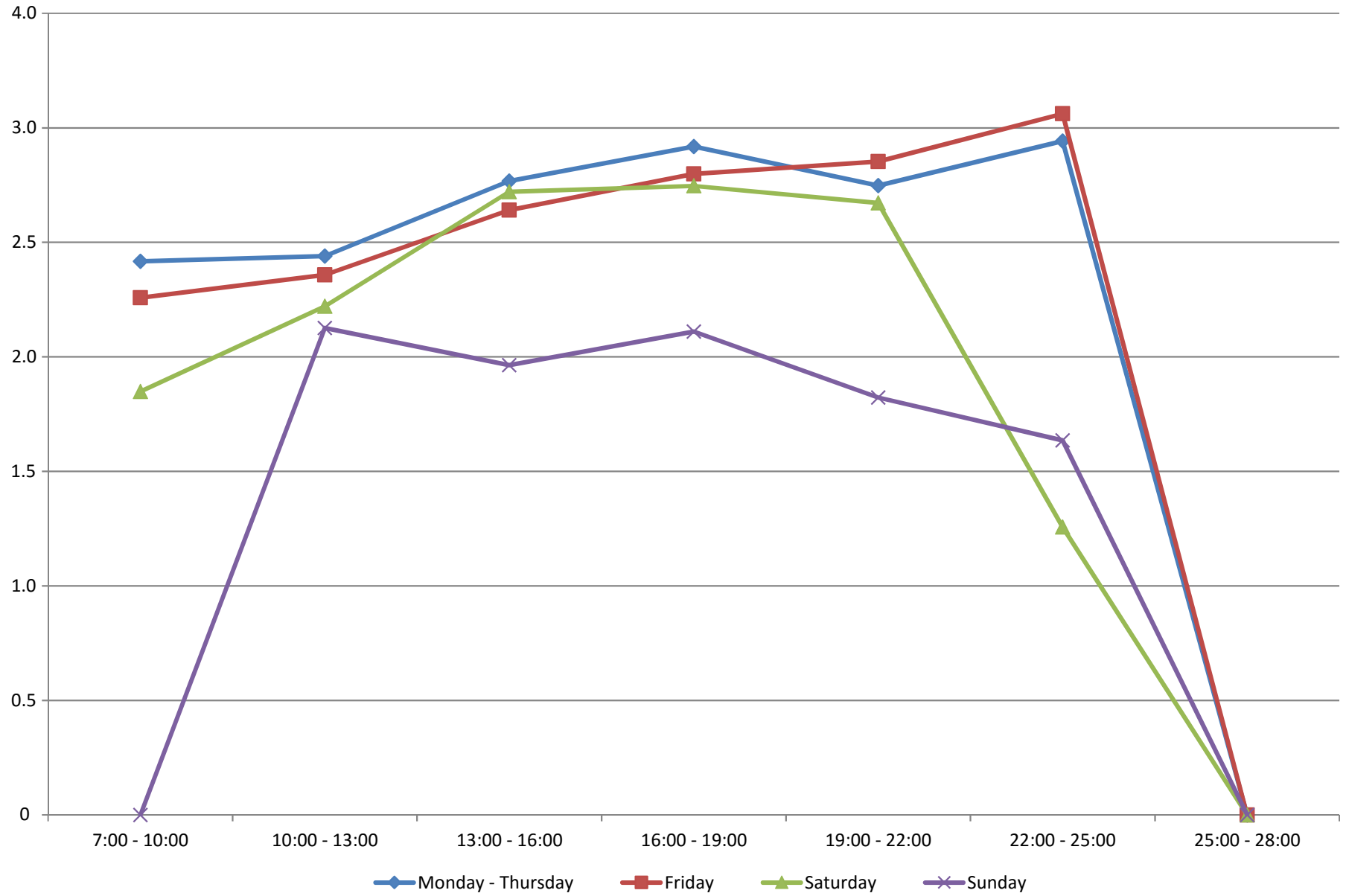
Month: December, 2016

	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
<b>Monday - Thursday</b>	7:00 - 10:00	1778.18	567.00	2.42
	10:00 - 13:00	2248.00	729.76	2.44
	13:00 - 16:00	2335.53	674.76	2.77
	16:00 - 19:00	1758.88	506.53	2.92
	19:00 - 22:00	596.06	178.18	2.75
	22:00 - 25:00	152.65	40.41	2.94
	25:00 - 28:00	0.00	0.00	0.00
<b>Friday</b>	7:00 - 10:00	1278.00	415.80	2.26
	10:00 - 13:00	1822.00	585.80	2.36
	13:00 - 16:00	1798.40	553.60	2.64
	16:00 - 19:00	1296.40	389.40	2.80
	19:00 - 22:00	529.20	144.60	2.85
	22:00 - 25:00	192.00	43.80	3.06
	25:00 - 28:00	0.00	0.00	0.00
<b>Saturday</b>	7:00 - 10:00	43.00	20.00	1.85
	10:00 - 13:00	375.60	152.40	2.22
	13:00 - 16:00	525.40	165.20	2.72
	16:00 - 19:00	469.60	143.40	2.75
	19:00 - 22:00	301.00	93.00	2.67
	22:00 - 25:00	135.00	41.80	1.26
	25:00 - 28:00	0.00	0.00	0.00
<b>Sunday</b>	7:00 - 10:00	0.00	0.00	0.00
	10:00 - 13:00	198.00	64.75	2.13
	13:00 - 16:00	411.00	146.25	1.96
	16:00 - 19:00	386.25	126.50	2.11
	19:00 - 22:00	214.25	68.50	1.82
	22:00 - 25:00	80.25	24.50	1.64
	25:00 - 28:00	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



## 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	258,864	235,993	91.16%	8,382	3.24%	244,375	94.40%	14,489	5.60%
September-16	526,278	500,161	95.04%	9,535	1.81%	509,696	96.85%	16,582	3.15%
<b>Total for 1st Quarter:</b>	860,721	794,626	92.32%	24,398	2.83%	819,024	95.16%	41,697	4.84%
October-16	473,823	447,921	94.53%	10,044	2.12%	457,965	96.65%	15,858	3.35%
November-16	396,580	373,063	94.07%	9,544	2.41%	382,607	96.48%	13,973	3.52%
December-16	210,739	192,469	91.33%	7,408	3.52%	199,877	94.85%	10,862	5.15%
<b>Total for 2nd Quarter:</b>	1,081,142	1,013,453	93.74%	26,996	2.50%	1,040,449	96.24%	40,693	3.76%
January-17									
February-17									
March-17									
<b>Total for 3rd Quarter:</b>	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
April-17									
May-17									
June-17									
<b>Total for 4th Quarter:</b>	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
<b>Total for Year:</b>	1,941,863	1,808,079	93.11%	51,394	2.65%	1,859,473	95.76%	82,390	4.24%