

Monthly Ridership and  
Service Level Report  
February, 2018

**“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.
- Intermediate Service: This service is deployed during the week before Virginia Tech classes resume for the fall semester and for other select days throughout the year. It strongly resembles the Full Service with fewer routes in operation.
- 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 such as the Hokie Express and Progress Street do not operate; others such as Tom’s Creek follow an altered route.
- 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
CBD	Carpenter Boulevard
CRC	Corporate Research Center
HDG	Harding Avenue
HWD	Hethwood
HWA	Hethwood A
HWB	Hethwood B
HXP	Hokie Express
MSN	Main Street North

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

**Summary**  
All Routes

Month: February, 2018

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
<b>Total Passengers</b>	491,249	450,635	9%	2,950,803	2,697,682	9%
<b>Total Revenue Hours</b>	10,643.82	9,762.99	9%	72,814.72	65,722.00	11%
<b>Total Revenue Miles</b>	103,690.30	93,997.90	10%	708,181.40	646,460.70	10%
<b>Total Driver Hours</b>	12,293.83	11,281.50	9%	86,092.25	75,334.83	14%

<b>Passengers/RH</b>	46.15	46.16	0%	40.52	41.05	-1%
<b>Passengers/RM</b>	4.74	4.79	-1%	4.17	4.17	0%
<b>Passengers/DH</b>	39.96	39.94	0%	34.27	35.81	-4%

<b>Full Service Weekdays</b>	20	20	0	108	108	0
<b>Full Service Weekends</b>	8	8	0	42	43	(1)
<b>Reduced Service Weekdays</b>	0	0	0	54	56	(2)
<b>Reduced Service Weekends</b>	0	0	0	27	18	9
<b>Intermediate Service Weekdays</b>	0	0	0	8	7	1
<b>No Service Days</b>	0	0	0	4	11	(7)

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

### Total Ridership per Route

Blacksburg, Fixed Routes

Month: February, 2018

Route	Current			Previous			Change			
	Month	% of Ridership	Year	Year	by Month	by Month	YTD Total	% of YTD Ridership	YTD Total	YTD Change
<b>CBD</b>	7,612	1.57%	7,626	7,626	0%		44,870	1.57%	44,114	2%
<b>CRC</b>	14,416	2.98%	12,188	12,188	18%		73,470	2.58%	68,236	8%
<b>HDG</b>	18,613	3.85%	14,876	14,876	25%		111,091	3.90%	84,378	32%
<b>HWD</b>	5,721	1.18%	5,806	5,806	-1%		37,880	1.33%	59,819	-37%
<b>HWA</b>	47,348	9.79%	45,528	45,528	4%		279,242	9.79%	247,387	13%
<b>HWB</b>	33,730	6.97%	32,541	32,541	4%		204,573	7.17%	184,088	11%
<b>HXP</b>	37,351	7.72%	28,137	28,137	33%		181,854	6.38%	140,765	29%
<b>MSN</b>	35,766	7.40%	33,088	33,088	8%		223,737	7.85%	213,942	5%
<b>MSS</b>	29,380	6.07%	27,080	27,080	8%		187,742	6.58%	175,026	7%
<b>PHD</b>	38,962	8.06%	38,533	38,533	1%		236,415	8.29%	223,819	6%
<b>PRO</b>	53,844	11.13%	55,700	55,700	-3%		299,289	10.50%	304,008	-2%
<b>TOM</b>	71,159	14.71%	60,120	60,120	18%		412,052	14.45%	352,810	17%
<b>TTT</b>	6,027	1.25%	6,055	6,055	0%		48,157	1.69%	48,098	0%
<b>UCB</b>	50,194	10.38%	41,623	41,623	21%		311,248	10.92%	246,701	26%
<b>UMS</b>	33,519	6.93%	34,789	34,789	-4%		199,698	7.00%	207,959	-4%
<b>Totals</b>	<b>483,642</b>	<b>100.00%</b>	<b>443,690</b>	<b>443,690</b>	<b>9%</b>		<b>2,851,318</b>	<b>100.00%</b>	<b>2,601,150</b>	<b>10%</b>

**Total Ridership per Route**  
 Christiansburg Routes  
 Month: February, 2018

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YTD Ridership	Previous YTD	YTD Change
<b>Commuter</b>	181	8.58%	127	43%	1,888	10.11%	1,438	31%
<b>Explorer</b>	1,005	47.65%	1,223	-18%	8,393	44.95%	9,759	-14%
<b>GoAnywhere</b>	923	43.76%	945	-2%	8,390	44.94%	7,681	9%
<b>Totals</b>	<b>2,109</b>	<b>100%</b>	<b>2,295</b>	<b>-8%</b>	<b>18,671</b>	<b>100%</b>	<b>18,878</b>	<b>-1%</b>
<b>Christiansburg Fixed Route Total</b>	1,186	56.24%	1,350	-12.15%	10,281	55.06%	11,197	-8.18%
<b>Christiansburg Demand Response Total</b>	923	43.76%	945	-2.33%	8,390	44.94%	7,681	9.23%
<b>Totals</b>	<b>2,109</b>	<b>100%</b>	<b>2,295</b>	<b>-8%</b>	<b>18,671</b>	<b>100%</b>	<b>18,878</b>	<b>-1%</b>

## Passengers per Revenue Hour per Route

All Fixed Routes

Month: February, 2018

Route	Current Month	Previous Year	Change by Month
<b>CBD</b>	34.13	33.32	2%
<b>CRC</b>	19.15	23.54	-19%
<b>HDG</b>	32.00	32.95	-3%
<b>HWD</b>	52.02	48.07	8%
<b>HWA</b>	62.28	64.29	-3%
<b>HWB</b>	66.84	62.08	8%
<b>HXP</b>	41.32	41.83	-1%
<b>MSN</b>	69.73	67.65	3%
<b>MSS</b>	41.11	43.41	-5%
<b>PHD</b>	71.11	71.41	0%
<b>PRO</b>	77.24	80.68	-4%
<b>TOM</b>	80.00	73.97	8%
<b>TTT</b>	14.71	19.15	-23%
<b>UCB</b>	55.56	56.31	-1%
<b>UMS</b>	79.22	84.45	-6%
<b>Commuter</b>	3.66	2.57	43%
<b>Explorer</b>	3.97	4.83	-18%

## Passengers per Revenue Hour per Day of Week

All Fixed Routes

Month: February, 2018

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>	10,903	268.95	40.54	9,708	259.70	37.38	8%
<b>Monday</b>	92,918	1,700.24	54.65	82,956	1,518.80	54.62	0%
<b>Tuesday</b>	99,080	1,697.99	58.35	90,036	1,518.97	59.27	-2%
<b>Wednesday</b>	94,685	1,699.49	55.71	88,230	1,519.55	58.06	-4%
<b>Thursday</b>	94,589	1,699.24	55.67	85,666	1,517.80	56.44	-1%
<b>Friday</b>	76,792	1,750.24	43.88	71,894	1,588.55	45.26	-3%
<b>Saturday</b>	15,861	426.20	37.21	16,213	426.20	38.04	-2%
<b>Total</b>	<b>484,828</b>	<b>9,242.35</b>	<b>52.46</b>	<b>444,703</b>	<b>8,349.57</b>	<b>53.26</b>	<b>-2%</b>

\* Note: these numbers DO NOT include Demand Response Service, Trippers or Shuttles



## Passengers per Revenue Mile per Day of Week

All Fixed Routes

Month: February, 2018

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>	10,903	2,798	3.90	9,708	2,707	3.59	9%
<b>Monday</b>	92,918	16,870	5.51	82,956	14,955	5.55	-1%
<b>Tuesday</b>	99,080	16,842	5.88	90,036	15,019	5.99	-2%
<b>Wednesday</b>	94,685	16,865	5.61	88,230	14,953	5.90	-5%
<b>Thursday</b>	94,589	16,847	5.61	85,666	14,980	5.72	-2%
<b>Friday</b>	76,792	17,554	4.37	71,894	15,825	4.54	-4%
<b>Saturday</b>	15,861	4,491	3.53	16,213	4,544	3.57	-1%
<b>Total</b>	<b>484,828</b>	<b>92,267</b>	<b>5.25</b>	<b>444,703</b>	<b>82,983</b>	<b>5.36</b>	<b>-2%</b>

\* Note: these numbers DO NOT include Demand Response Service, Trippers or Shuttles

## Passengers per Revenue Hour per Day of Week

Demand Response Service

Month: February, 2018

				<u>Access Current Month</u>			<u>Access Previous Year</u>			
Day of Week	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	Change Pass/RH
<b>Sunday</b>	23	20.80	1.11	38	29.08	1.31				-15%
<b>Monday</b>	155	136.13	1.14	165	130.98	1.26				-10%
<b>Tuesday</b>	208	151.95	1.37	273	156.38	1.75				-22%
<b>Wednesday</b>	240	152.42	1.57	229	146.18	1.57				1%
<b>Thursday</b>	238	161.18	1.48	235	151.08	1.56				-5%
<b>Friday</b>	260	149.68	1.74	194	134.57	1.44				20%
<b>Saturday</b>	79	59.32	1.33	103	62.37	1.65				-19%
<b>Total</b>	<b>1,203</b>	<b>831.48</b>	<b>1.45</b>	<b>1,237</b>	<b>810.64</b>	<b>1.53</b>				<b>-5%</b>

				<u>GoAnywhere Current Month</u>			<u>GoAnywhere Previous Year</u>			
Day of Week	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	Change Pass/RH
<b>Sunday</b>	0	0.00	0.00	0	0.00	0.00				0%
<b>Monday</b>	166	68.88	2.41	134	62.85	2.13				13%
<b>Tuesday</b>	172	69.60	2.47	199	70.13	2.84				-13%
<b>Wednesday</b>	182	72.23	2.52	174	72.03	2.42				4%
<b>Thursday</b>	180	70.37	2.56	137	62.10	2.21				16%
<b>Friday</b>	159	68.97	2.31	247	70.50	3.50				-34%
<b>Saturday</b>	64	28.37	2.26	54	27.65	1.95				16%
<b>Total</b>	<b>923</b>	<b>378.42</b>	<b>2.44</b>	<b>945</b>	<b>365.27</b>	<b>2.59</b>				<b>-6%</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: February, 2018

<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	23	58	0.40	38	125	0.30	30%
Monday	155	898	0.17	165	809	0.20	-15%
Tuesday	208	972	0.21	273	1,226	0.22	-4%
Wednesday	240	1,192	0.20	229	1,026	0.22	-10%
Thursday	238	1,244	0.19	235	1,115	0.21	-9%
Friday	260	1,142	0.23	194	866	0.22	2%
Saturday	79	345	0.23	103	454	0.23	1%
<b>Total</b>	<b>1,203</b>	<b>5,851</b>	<b>0.21</b>	<b>1,237</b>	<b>5,620.83</b>	<b>0.22</b>	<b>-7%</b>

<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	166	794	0.21	134	660	0.20	3%
Tuesday	172	769	0.22	199	809	0.25	-9%
Wednesday	182	901	0.20	174	935	0.19	9%
Thursday	180	901	0.20	137	758	0.18	11%
Friday	159	839	0.19	247	944	0.26	-28%
Saturday	64	414	0.15	54	296	0.18	-15%
<b>Total</b>	<b>923</b>	<b>4,618</b>	<b>0.20</b>	<b>945</b>	<b>4,402</b>	<b>0.21</b>	<b>-7%</b>

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

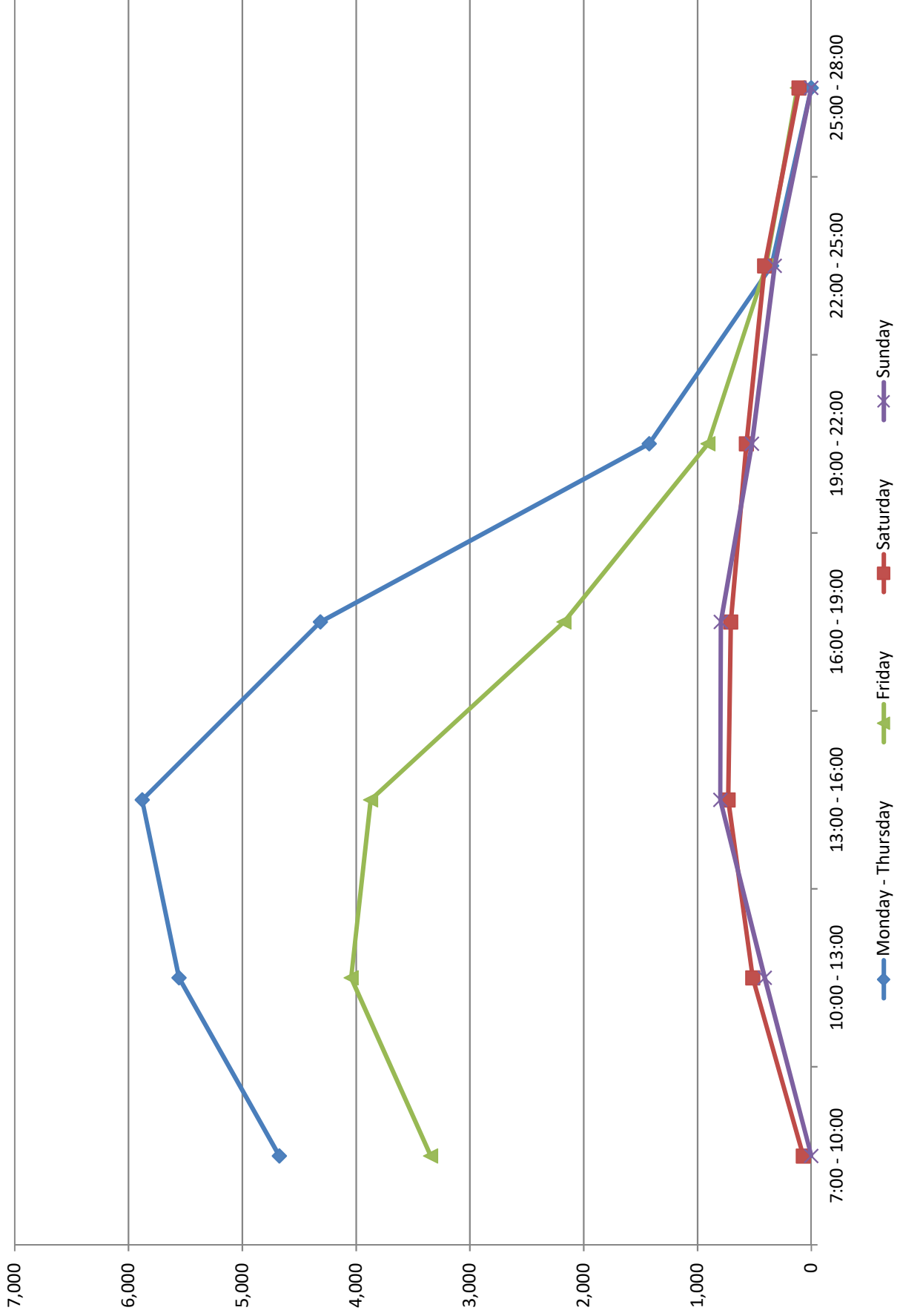
## Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

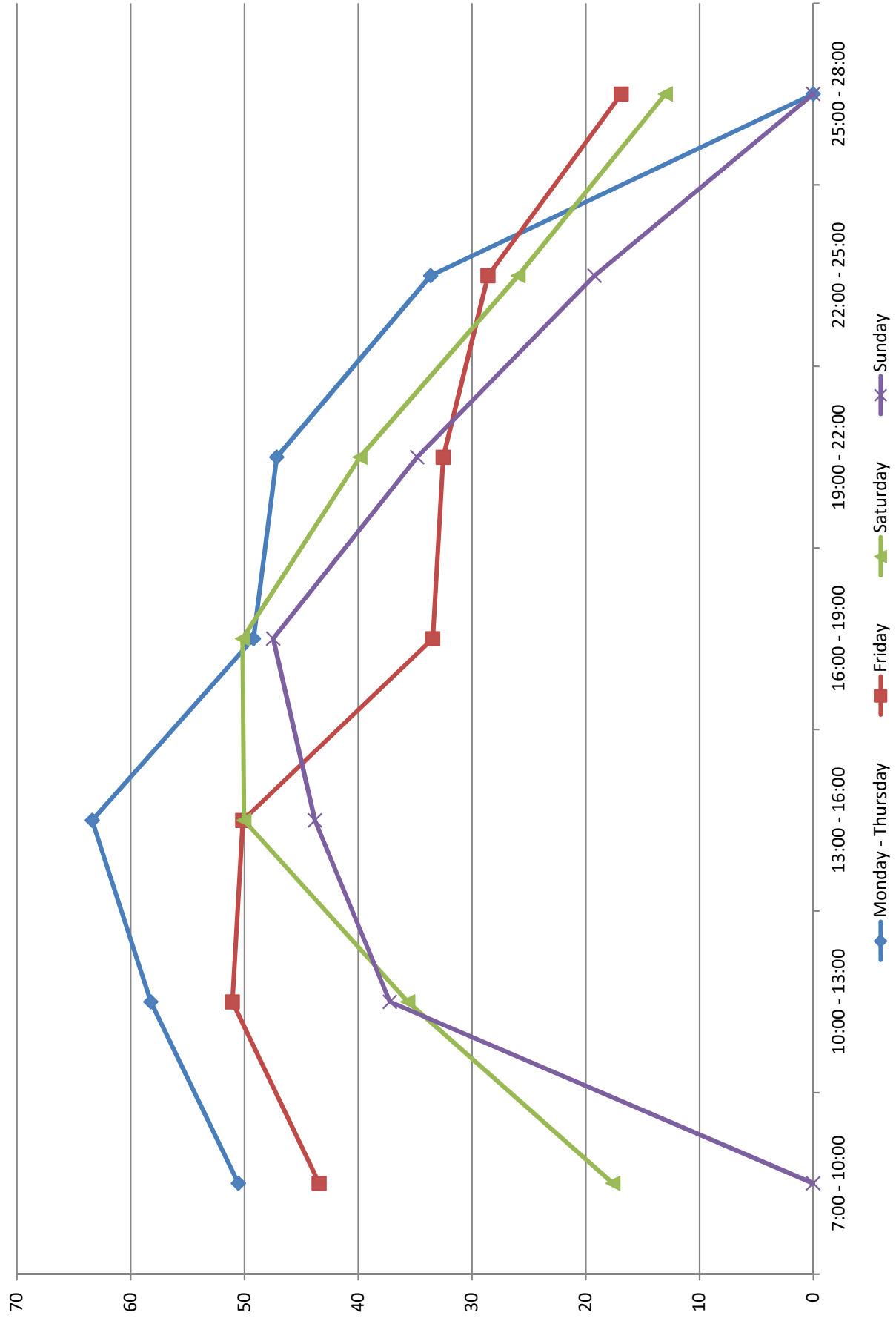
Month: February, 2018

	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
<b>Monday - Thursday</b>	7:00 - 10:00	4,674.35	92.47	50.54
	10:00 - 13:00	5,556.71	95.41	58.24
	13:00 - 16:00	5,880.29	92.76	63.39
	16:00 - 19:00	4,314.71	87.71	49.20
	19:00 - 22:00	1,424.47	30.24	47.16
	22:00 - 25:00	348.29	10.35	33.63
	25:00 - 28:00	0.00	0.00	0.00
<b>Friday</b>	7:00 - 10:00	3,345.80	77.00	43.43
	10:00 - 13:00	4,044.20	79.20	51.06
	13:00 - 16:00	3,873.20	77.20	50.14
	16:00 - 19:00	2,172.20	65.00	33.44
	19:00 - 22:00	908.20	28.00	32.53
	22:00 - 25:00	396.80	14.00	28.58
	25:00 - 28:00	121.60	7.20	16.88
<b>Saturday</b>	7:00 - 10:00	70.40	4.00	17.60
	10:00 - 13:00	513.20	14.40	35.64
	13:00 - 16:00	730.00	14.60	50.04
	16:00 - 19:00	707.80	14.20	50.18
	19:00 - 22:00	570.60	14.40	39.85
	22:00 - 25:00	409.80	15.80	25.95
	25:00 - 28:00	107.20	8.20	13.00
<b>Sunday</b>	7:00 - 10:00	0.00	0.00	0.00
	10:00 - 13:00	409.50	11.00	37.23
	13:00 - 16:00	800.25	18.25	43.81
	16:00 - 19:00	795.50	16.75	47.48
	19:00 - 22:00	522.25	15.00	34.82
	22:00 - 25:00	321.75	16.75	19.24
	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-17	81,654	78.75%	64,300	78.75%	6,383	7.82%	70,683	86.56%	10,971	13.44%
August-17	180,623	87.20%	157,504	87.20%	8,123	4.50%	165,627	91.70%	14,996	8.30%
September-17	565,585	94.72%	535,706	94.72%	11,072	1.96%	546,778	96.67%	18,807	3.33%
<b>Total for 1st Quarter:</b>	<b>827,862</b>	<b>91.50%</b>	<b>757,510</b>	<b>91.50%</b>	<b>25,578</b>	<b>3.09%</b>	<b>783,088</b>	<b>94.59%</b>	<b>44,774</b>	<b>5.41%</b>
October-17	547,514	94.80%	519,035	94.80%	11,384	2.08%	530,419	96.88%	17,095	3.12%
November-17	423,243	94.37%	399,434	94.37%	10,005	2.36%	409,439	96.74%	13,804	3.26%
December-17	305,190	93.59%	285,613	93.59%	7,681	2.52%	293,294	96.10%	11,896	3.90%
<b>Total for 2nd Quarter:</b>	<b>1,275,947</b>	<b>94.37%</b>	<b>1,204,082</b>	<b>94.37%</b>	<b>29,070</b>	<b>2.28%</b>	<b>1,233,152</b>	<b>96.65%</b>	<b>42,795</b>	<b>3.35%</b>
January-18	338,226	93.57%	316,466	93.57%	9,241	2.73%	325,707	96.30%	12,519	3.70%
February-18	488,900	94.85%	463,717	94.85%	10,384	2.12%	474,101	96.97%	14,799	3.03%
March-18										
<b>Total for 3rd Quarter:</b>	<b>827,126</b>	<b>0.00%</b>	<b>780,183</b>	<b>0.00%</b>	<b>19,625</b>	<b>0.00%</b>	<b>799,808</b>	<b>0.00%</b>	<b>27,318</b>	<b>0.00%</b>
April-18										
May-18										
June-18										
<b>Total for 4th Quarter:</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>
<b>Total for Year:</b>	<b>2,930,935</b>	<b>93.55%</b>	<b>2,741,775</b>	<b>93.55%</b>	<b>74,273</b>	<b>2.53%</b>	<b>2,816,048</b>	<b>96.08%</b>	<b>114,887</b>	<b>3.92%</b>