



Monthly Ridership and
Service Level Report
March, 2017

**“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: March, 2017

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
Total Passengers	386,244	359,813	7%	3,083,926	2,886,905	7%
Total Revenue Hours	9,414.06	8,786.56	7%	75,136.06	68,933.05	9%
Total Revenue Miles	92,351.10	87,294.20	6%	742,240.80	673,378.66	10%
Total Driver Hours	10,924.75	9,799.83	11%	86,259.58	79,477.05	9%
Passengers/RH	41.03	40.95	0%	41.04	41.88	-2%
Passengers/RM	4.18	4.12	1%	4.15	4.29	-3%
Passengers/DH	35.35	36.72	-4%	35.75	36.32	-2%
Full Service Weekdays	18	18	-	127	119	(8)
Full Service Weekends	5	5	-	48	46	(2)
Reduced Service Weekdays	5	5	-	61	63	2
Reduced Service Weekends	3	3	-	21	24	3
Intermediate Service Weekdays	0	0	-	6	11	5
No Service Days	0	0	-	11	12	1

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

Total Ridership per Route
Blacksburg, Fixed Routes
Month: March, 2017

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YTD Ridership	Previous YTD Total	YTD Change
CBD	6,573	1.72%	-	-	50,687	1.70%	-	-
CRC	10,778	2.83%	9,335	15%	79,014	2.65%	70,877	11%
CRCH	-	-	337	-	-	-	6,041	-
HDG	12,876	3.38%	13,328	-3%	97,254	3.26%	103,004	-6%
HWD	6,424	1.68%	7,242	-11%	66,243	2.22%	95,934	-31%
HWDA	38,533	10.11%	36,066	7%	285,920	9.59%	262,497	9%
HWDB	27,081	7.10%	27,522	-2%	211,169	7.08%	189,438	11%
HXP	24,923	6.54%	25,474	-2%	165,688	5.56%	176,677	-6%
MSN	28,087	7.37%	26,619	6%	242,029	8.12%	221,041	9%
MSS	24,741	6.49%	22,466	10%	199,767	6.70%	187,451	7%
PHD	32,063	8.41%	31,331	2%	255,882	8.58%	235,242	9%
PRG	46,023	12.07%	53,614	-14%	350,031	11.74%	391,857	-11%
TC	53,271	13.97%	1,383	3752%	406,081	13.62%	21,834	1760%
TCB	-	-	43,697	-	-	-	359,349	-
TTT	5,276	1.38%	5,027	5%	53,374	1.79%	53,454	0%
UCB	34,451	9.04%	16,504	109%	281,152	9.43%	92,408	204%
UMS	30,155	7.91%	32,415	-7%	238,114	7.98%	322,570	-26%
Totals	381,255	100.00%	352,360	8%	2,982,405	100.00%	2,789,674	7%

Total Ridership per Route

Christiansburg Routes

Month: March, 2017

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
Commuter	206	8.07%	285	-28%	1,644	7.67%	2,501	-34%
Explorer	1,366	53.48%	1,454	-6%	11,125	51.91%	10,500	6%
GoAnywhere	982	38.45%	1,015	-3%	8,663	40.42%	8,346	4%
Totals	2,554	100%	2,754	-7%	21,432	100.00%	21,347	0%
Christiansburg Fixed Route Total	1,572	61.55%	1,739	-9.60%	12,769	59.58%	13,001	-1.78%
Christiansburg Demand Response Total	982	38.45%	1,015	-3.25%	8,663	40.42%	8,346	3.80%
Totals	2,554	100%	2,754	-7%	21,432	100%	21,347	0%

Passengers per Revenue Hour per Route

All Fixed Routes

Month: March, 2017

Route	Current Month	Previous Year	Change by Month
CBD	30.17	-	-
CRC	18.27	19.91	-8%
CRCH	-	-	-
HDG	26.90	28.85	-7%
HWD	38.63	47.45	-19%
HWDA	62.48	65.13	-4%
HWDB	61.69	60.91	1%
HXP	41.77	44.61	-6%
MSN	45.15	59.85	-25%
MSS	31.05	38.69	-20%
PHD, PHDLN	65.23	67.70	-4%
PRG	74.22	88.56	-16%
TC	65.67	13.38	391%
TCB	-	64.32	-
TTT	15.27	17.90	-15%
UCB	50.79	59.26	-14%
UMS	78.78	73.12	8%
Commuter	1.10	12.89	-91%
Explorer	6.26	3.51	79%

Passengers per Revenue Hour per Day of Week

All Fixed Routes

Month: March, 2017

Week Day	Current Month			Previous Year			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
Sunday	6,608	224.45	29.44	5,267	178.50	29.51	0%
Monday	62,005	1,255.49	49.39	57,881	1,166.11	49.64	-1%
Tuesday	66,606	1,254.74	53.08	80,754	1,518.14	53.19	0%
Wednesday	87,163	1,625.77	53.61	82,137	1,528.97	53.72	0%
Thursday	85,028	1,635.02	52.00	77,054	1,512.22	50.95	2%
Friday	65,366	1,702.77	38.39	45,018	1,186.36	37.95	1%
Saturday	10,046	299.70	33.52	8,889	245.75	36.17	-7%
Total	382,822	7,997.94	47.87	357,000	7,336.05	48.66	-2%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Mile per Day of Week
 All Fixed Routes
 Month: March, 2017

Week Day	<u>Current Month</u>			<u>Previous Year</u>			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
Sunday	6,608	2,350	2.81	5,267	1,870	2.82	0%
Monday	62,005	12,634	4.91	57,881	11,591	4.99	-2%
Tuesday	66,606	12,602	5.29	80,754	15,101	5.35	-1%
Wednesday	87,163	16,274	5.36	82,137	15,135	5.43	-1%
Thursday	85,028	16,376	5.19	77,054	15,013	5.13	1%
Friday	65,366	17,215	3.80	45,018	12,023	3.74	1%
Saturday	10,046	3,195	3.14	8,889	2,586	3.44	-9%
Total	382,822	80,646	4.75	357,000	73,319	4.87	-3%

*Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Hour per Day of Week
 Demand Response Service
 Month: March, 2017

Day of Week	Current Month			Previous Year			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
Sunday	44	33.07	1.33	45	36.57	1.23	8%
Monday	323	211.38	1.53	346	186.98	1.85	-17%
Tuesday	460	238.23	1.93	679	283.79	2.39	-19%
Wednesday	495	271.93	1.82	614	287.98	2.13	-15%
Thursday	484	275.17	1.76	590	291.03	2.03	-13%
Friday	449	251.40	1.79	378	206.58	1.83	-2%
Saturday	186	99.72	1.87	161	91.45	1.76	6%
Total	2,441	1,380.90	1.77	2,813	1,384.39	2.03	-13%

*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: March, 2017

Day of Week	<u>Current Month</u>			<u>Previous Year</u>			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
Sunday	44	138.00	0.32	45	194.00	0.23	37%
Monday	323	1,611.00	0.20	346	2,029.00	0.17	18%
Tuesday	460	2,137.00	0.22	679	3,201.85	0.21	2%
Wednesday	495	2,295.00	0.22	614	3,165.00	0.19	11%
Thursday	484	2,406.00	0.20	590	3,040.00	0.19	4%
Friday	449	2,142.00	0.21	378	2,187.04	0.17	21%
Saturday	186	867.00	0.21	161	934.00	0.17	24%
Total	2,441	11,596.00	0.21	2,813	14,750.89	0.19	10%

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

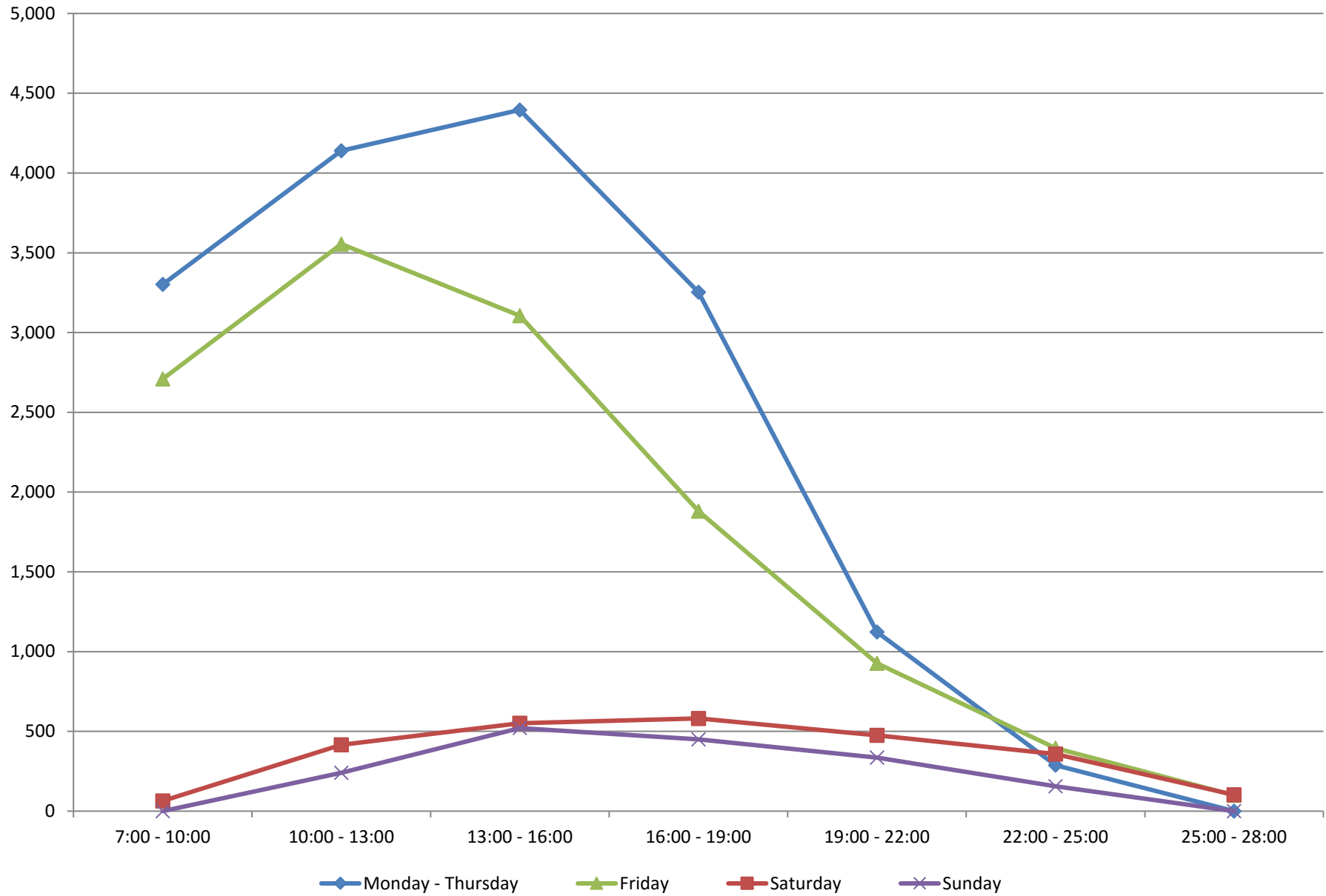
Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

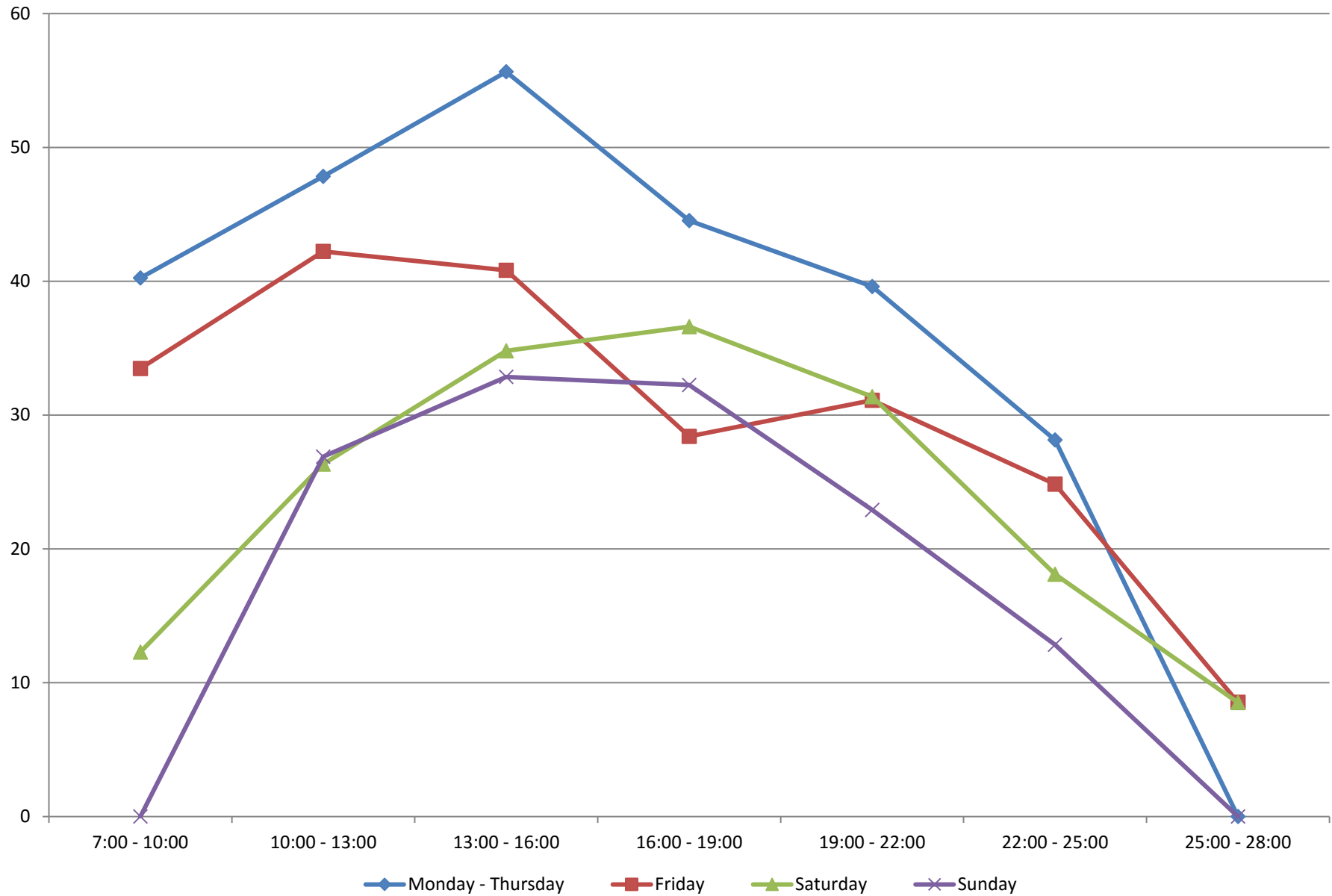
Month: March, 2016

	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
Monday - Thursday	7:00 - 10:00	3,301.17	73.72	40.25
	10:00 - 13:00	4,139.00	77.50	47.83
	13:00 - 16:00	4,395.50	70.72	55.65
	16:00 - 19:00	3,252.50	67.22	44.54
	19:00 - 22:00	1,122.78	26.89	39.61
	22:00 - 25:00	287.72	8.72	28.15
	25:00 - 28:00	0.00	0.00	0.00
Friday	7:00 - 10:00	2,708.80	74.40	33.49
	10:00 - 13:00	3,554.80	77.40	42.23
	13:00 - 16:00	3,105.20	70.80	40.82
	16:00 - 19:00	1,880.20	64.00	28.41
	19:00 - 22:00	927.20	29.80	31.10
	22:00 - 25:00	395.20	14.00	24.84
	25:00 - 28:00	99.20	6.40	8.53
Saturday	7:00 - 10:00	64.00	4.00	12.28
	10:00 - 13:00	415.00	15.00	26.34
	13:00 - 16:00	551.50	15.00	34.80
	16:00 - 19:00	581.25	14.75	36.61
	19:00 - 22:00	475.00	13.25	31.37
	22:00 - 25:00	358.25	12.00	18.10
	25:00 - 28:00	102.50	6.00	8.51
Sunday	7:00 - 10:00	0.00	0.00	0.00
	10:00 - 13:00	240.25	8.50	26.88
	13:00 - 16:00	520.50	15.50	32.85
	16:00 - 19:00	450.25	13.75	32.24
	19:00 - 22:00	335.50	11.75	22.91
	22:00 - 25:00	156.25	8.75	12.85
	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%
Total for 1st Quarter:	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%
Total for 2nd Quarter:	1,081,142	1,013,453	93.74%	26,996	2.50%	1,040,449	96.24%	40,693	3.76%
January-17	288,104	266,213	92.40%	9,173	3.18%	275,386	95.59%	12,718	4.41%
February-17	448,238	422,293	94.21%	10,033	2.24%	432,326	96.45%	15,912	3.55%
March-17	383,803	357,032	93.02%	10,135	2.64%	367,167	95.67%	16,636	4.33%
Total for 3rd Quarter:	1,120,145	1,045,538	93.34%	29,341	2.62%	1,074,879	95.96%	45,266	4.04%
April-17									
May-17									
June-17									
Total for 4th Quarter:	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Total for Year:	3,062,008	2,853,617	93.19%	80,735	2.64%	2,934,352	95.83%	127,656	4.17%