



Monthly Ridership and
Service Level Report
November, 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: November, 2016

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
Total Passengers	398,891	351,111	14%	1,743,821	1,639,972	6%
Total Revenue Hours	9,120.89	7,948.05	15%	40,934.89	38,156.49	7%
Total Revenue Miles	88,145.90	77,646.56	14%	408,835.80	371,549.06	10%
Total Driver Hours	10,434.75	8,965.98	16%	46,556.33	44,695.97	4%
Passengers/RH	43.73	44.18	-1%	42.60	42.98	-1%
Passengers/RM	4.53	4.52	0%	4.27	4.41	-3%
Passengers/DH	38.23	39.16	-2%	37.46	36.69	2%
Full Service Weekdays	17	16	(1.00)	66	65	(1)
Full Service Weekends	5	6	1.00	26	25	(1)
Reduced Service Weekdays	4	4		35	38	3
Reduced Service Weekends	3	3		11	11	0
Intermediate Service Weekdays	0	0		6	5	(1)
No Service Days	1	1		9	9	0

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

Total Ridership per Route

Blacksburg, Fixed Routes

Month: November, 2016

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YTD Ridership	Previous YTD Total	YTD Change
CBD	6,757	1.77%	-	-	28,744	1.72%	-	-
CRC	9,676	2.53%	8,978	8%	43,438	2.60%	39,443	10%
CRCH	-	-	258	-	-	-	4,153	-
HDG	12,002	3.14%	12,817	-6%	52,351	3.14%	55,989	-6%
HWD	5,891	1.54%	6,431	-8%	40,334	2.42%	66,749	-40%
HWDA	38,250	9.99%	34,238	12%	156,024	9.34%	142,007	10%
HWDB	28,624	7.48%	24,689	16%	117,550	7.04%	98,520	19%
HXP	19,980	5.22%	20,900	-4%	86,425	5.18%	91,585	-6%
MSN	29,653	7.75%	26,428	12%	141,667	8.48%	127,950	11%
MSS	24,310	6.35%	22,891	6%	111,850	6.70%	105,849	6%
PHD	33,947	8.87%	28,848	18%	144,936	8.68%	127,901	13%
PRG	45,690	11.94%	49,858	-8%	192,437	11.53%	213,189	-10%
TC	53,853	14.07%	1,505	3478%	222,406	13.32%	15,845	1304%
TCB	-	-	42,772	-	-	-	206,588	-
TTT	5,465	1.43%	6,132	-11%	31,797	1.90%	33,327	-5%
UCB	34,953	9.13%	16,940	106%	160,669	9.62%	36,664	338%
UMS	33,658	8.79%	37,396	-10%	139,088	8.33%	205,476	-32%
Totals	382,709	100.00%	341,081	12%	1,669,716	100.00%	1,571,235	6%

Total Ridership per Route
Christiansburg Routes
Month: November, 2016

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
Commuter	169	7.40%	325	-48%	1,050	8.51%	1,628	-36%
Explorer	1,233	54.01%	1,081	14%	6,087	49.36%	5,609	9%
GoAnywhere	881	38.59%	841	5%	5,195	42.13%	4,928	5%
Totals	2,283	100%	2,247	2%	12,332	100.00%	12,165	1%
Christiansburg Fixed Route Total	1,402	61.41%	1,406	-0.28%	7,137	57.87%	7,237	-1.38%
Christiansburg Demand Response Total	881	38.59%	841	4.76%	5,195	42.13%	4,928	5.42%
Totals	2,283	100%	2,247	2%	12,332	100%	12,165	1%

Passengers per Revenue Hour per Route

All Fixed Routes

Month: November, 2016

Route	Current Month	Previous Year	Change by Month
CBD	34.84	-	-
CRC	20.22	22.67	-11%
CRCH	-	7.60	-
HDG	29.03	25.83	12%
HWD	40.86	48.60	-16%
HWDA	68.22	77.31	-12%
HWDB	68.73	62.22	10%
HXP	37.52	42.22	-11%
MSN	62.91	63.38	-1%
MSS	42.73	37.47	14%
PHD, PHDLN	79.03	76.49	3%
PRG	81.42	89.47	-9%
TC	72.35	22.41	223%
TCB	-	67.52	-
TTT	16.35	22.15	-26%
UCB	61.28	67.35	-9%
UMS	58.29	84.00	-31%
Commuter	2.94	40.88	-93%
Explorer	5.79	3.89	49%

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

Week Day	<u>Current Month</u>			<u>Previous Year</u>			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
Sunday	6,484	213	30.44	8857	228	38.80	-22%
Monday	66,316	1281.51	51.75	83,868	1488.71	56.34	-8%
Tuesday	91,233	1666.79	53.74	63,428	1154.43	54.94	-2%
Wednesday	93,681	1664.54	56.28	65,202	1147.93	56.80	-1%
Thursday	63,402	1151.84	55.04	60,078	1020.09	58.89	-7%
Friday	51,840	1338.01	38.74	50,119	1180.93	42.44	-9%
Saturday	11,155	345.00	32.33	9,803	243.00	40.34	-20%
Total	384,111	7,660.69	50.14	341,355	6,463.34	52.81	-5%

* Note: these numbers DO NOT include Demand Response Service

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

Week Day	<u>Current Month</u>			<u>Previous Year</u>			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
Sunday	6,484	2,421	2.68	8,857	2,396	3.70	-28%
Monday	66,316	13,210	5.02	83,868	14,742	5.69	-12%
Tuesday	91,233	17,092	4.34	63,428	11,378	5.57	-22%
Wednesday	93,681	17,090	5.48	65,202	11,419	5.71	-4%
Thursday	63,402	11,542	5.49	60,078	9,982	6.02	-9%
Friday	51,840	14,084	3.68	50,119	11,700	4.28	-14%
Saturday	11,155	3,755	2.97	9,803	2,591	3.78	-21%
Total	384,111	79,194	4.85	341,355	64,208	5.32	-9%

*Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Hour per Day of Week
 Demand Response Service
 Month: November, 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	
Sunday	35	28	1.23	56	45	1.24	-1%
Monday	303	188	0.61	443	240.70	1.84	-67%
Tuesday	620	302.35	2.05	544	594.69	0.91	124%
Wednesday	559	299.46	1.87	450	224.78	2.00	-7%
Thursday	336	198.68	1.69	369	180.78	2.04	-17%
Friday	320	184.43	1.74	320	187.92	1.70	2%
Saturday	138	96.07	1.44	220	97.33	2.26	-36%
Total	2,311	1,297.68	1.78	2,402	1,571.42	1.53	17%

*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: November, 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	
Sunday	35	133	0.26	56	239	0.23	12%
Monday	303	1,491.00	0.20	443	2,416.00	0.18	11%
Tuesday	620	2,589.92	0.24	544	2,410.74	0.23	6%
Wednesday	559	2,500.84	0.22	450	2,308.00	0.19	15%
Thursday	336	1,683.00	0.20	369	1,760.00	0.21	-5%
Friday	320	1,584.00	0.20	320	1,817.00	0.18	15%
Saturday	138	667.00	0.21	220	962.94	0.23	-9%
Total	2,311	10,648.76	0.22	2,402	11,913.68	0.20	8%

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

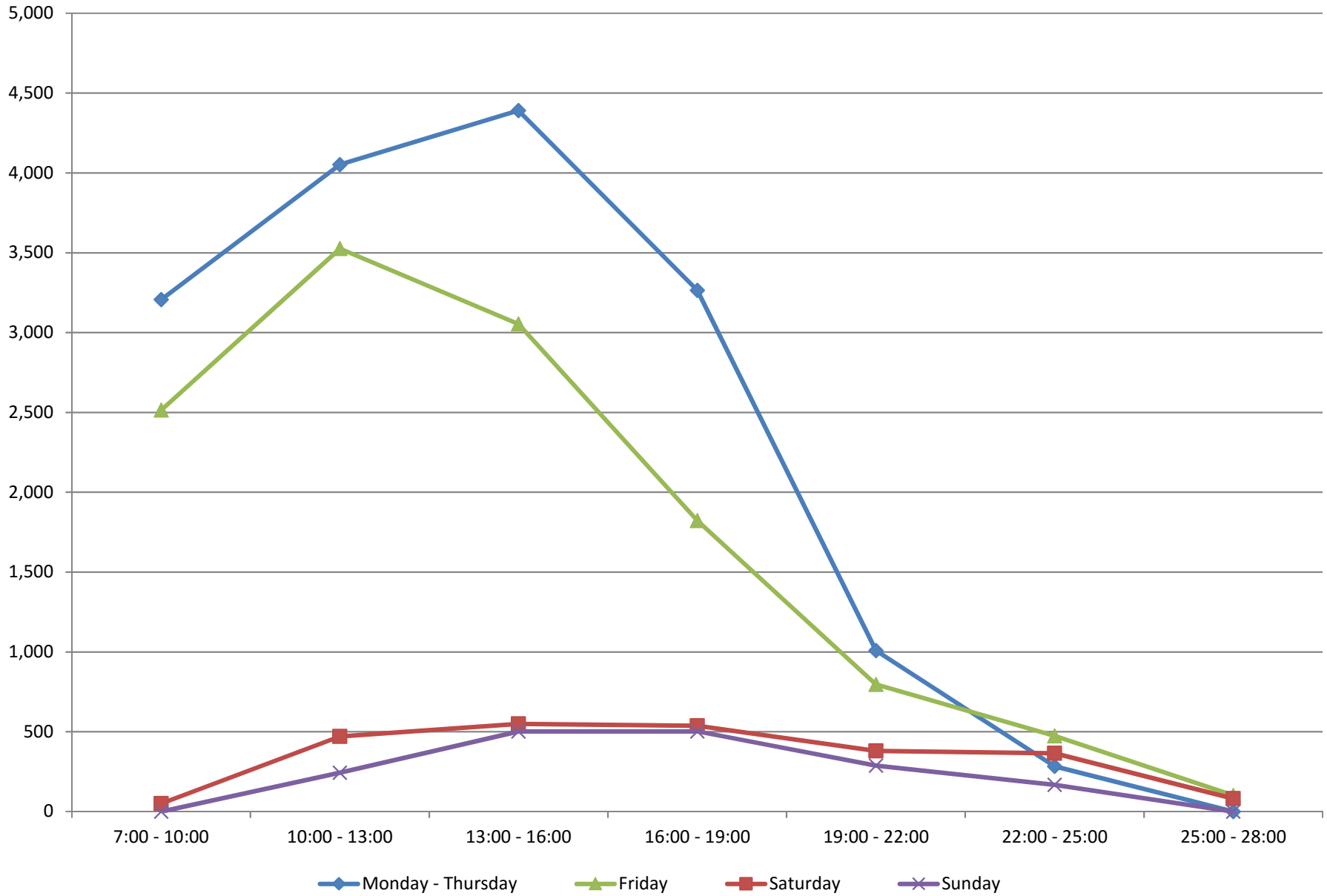
Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

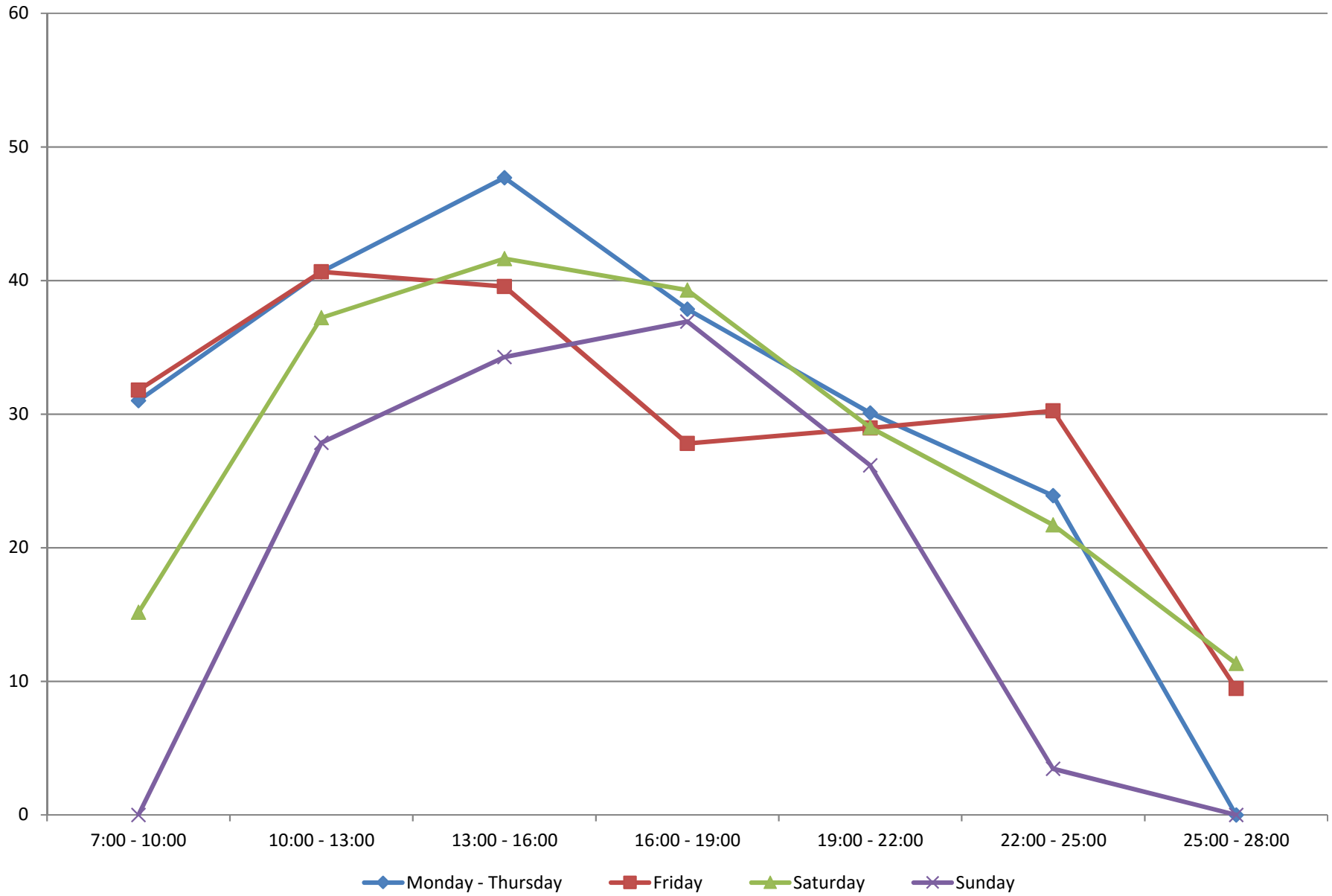
Month: November, 2016

	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
Monday - Thursday	7:00 - 10:00	3206.47	65.47	31.01
	10:00 - 13:00	4051.21	70.89	40.66
	13:00 - 16:00	4390.68	65.16	47.70
	16:00 - 19:00	3264.84	61.89	37.86
	19:00 - 22:00	1008.53	24.47	30.08
	22:00 - 25:00	284.05	8.11	23.91
	25:00 - 28:00	0.00	0.00	0.00
Friday	7:00 - 10:00	2514.25	66.50	31.79
	10:00 - 13:00	3525.75	72.75	40.66
	13:00 - 16:00	3054.00	67.25	39.54
	16:00 - 19:00	1822.50	59.25	27.80
	19:00 - 22:00	796.25	26.50	28.96
	22:00 - 25:00	473.25	12.25	30.25
	25:00 - 28:00	101.00	7.25	9.47
Saturday	7:00 - 10:00	50.00	3.00	15.17
	10:00 - 13:00	470.25	12.25	37.21
	13:00 - 16:00	549.25	12.75	41.64
	16:00 - 19:00	538.00	12.75	39.29
	19:00 - 22:00	379.50	11.50	29.00
	22:00 - 25:00	364.50	10.00	21.71
	25:00 - 28:00	82.00	3.50	11.33
Sunday	7:00 - 10:00	0.00	0.00	0.00
	10:00 - 13:00	243.25	8.50	27.86
	13:00 - 16:00	502.00	14.25	34.28
	16:00 - 19:00	502.25	13.25	36.93
	19:00 - 22:00	288.50	9.00	26.17
	22:00 - 25:00	168.25	7.50	3.46
	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									
Total for 2nd Quarter:	870,403	820,984	94.32%	19,588	2.25%	840,572	96.57%	29,831	3.43%
January-17									
February-17									
March-17									
Total for 3rd Quarter:	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
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:	1,731,124	1,615,610	93.33%	43,986	2.54%	1,659,596	95.87%	71,528	4.13%