

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

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
Total Passengers	476,220	475,410	0.17%	1,344,930	1,288,861	4.35%
Total Revenue Hours	9,787.21	9,626.74	2%	31,814.00	30,957.64	3%
Total Revenue Miles	99,574.20	93,910.30	6%	320,689.90	304,099.10	5%
Total Driver Hours	11,200.33	11,039.82	1%	36,911.58	35,729.99	3%
Passengers/RH	48.66	49.38	-1%	42.27	41.63	2%
Passengers/RM	4.78	5.06	-6%	4.19	4.24	-1%
Passengers/DH	42.52	43.06	-1%	36.44	36.07	1%
Full Service Weekdays	20	21	1.00	49	49	0
Full Service Weekends	9	7	(2.00)	21	19	(2)
Reduced Service Weekdays	1	1	-	31	34	3
Reduced Service Weekends	1	2	1.00	8	8	0
Intermediate Service Weekdays	0	0		6	5	1
No Service Days	0	0		8	8	0

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

Total Ridership per Route

Blacksburg, Fixed Routes

Month: October, 2016

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YTD Ridership	Previous YTD Total	YTD Change
CBD	8,103	1.73%	-	-	21,987	1.71%	-	-
CRC	11,735	2.50%	12,107	-3%	33,762	2.62%	30,465	11%
CRCH	-	-	141	-	-	-	3,895	-
HDG	14,298	3.05%	16,198	-12%	40,349	3.14%	43,172	-7%
HWD	7,192	1.53%	8,557	-16%	34,443	2.68%	60,318	-43%
HWDA	45,746	9.75%	47,281	-3%	117,774	9.15%	107,769	9%
HWDB	34,929	7.44%	33,183	5%	88,926	6.91%	73,831	20%
HXP	25,008	5.33%	29,472	-15%	66,445	5.16%	70,685	-6%
MSN	39,126	8.34%	36,918	6%	112,014	8.70%	101,522	10%
MSS	29,128	6.21%	27,800	5%	87,540	6.80%	82,958	6%
PHD	43,086	9.18%	39,054	10%	110,989	8.62%	99,053	12%
PRG	57,361	12.22%	66,667	-14%	146,747	11.40%	163,331	-10%
TC	61,789	13.17%	2,777	2125%	168,553	13.10%	14,340	1075%
TCB	-	-	60,361	-	-	-	163,816	-
TTT	8,122	1.73%	9,152	-11%	26,332	2.05%	27,195	-3%
UCB	43,261	9.22%	18,424	135%	125,716	9.77%	19,724	537%
UMS	40,448	8.62%	52,805	-23%	105,430	8.19%	168,080	-37%
Totals	469,332	100.00%	460,897	2%	1,287,007	100.00%	1,230,154	5%

Total Ridership per Route
Christiansburg Routes
Month: October, 2016

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
Commuter	248	10.13%	370	-33%	878	8.74%	1,303	-33%
Explorer	1,271	51.90%	1,308	-3%	4,854	48.32%	4,528	7%
GoAnywhere	930	37.97%	916	2%	4,314	42.94%	4,087	6%
Totals	2,449	100%	2,594	-6%	10,046	100.00%	9,918	1%
Christiansburg Fixed Route Total	1,519	62.03%	1,678	-9.48%	5,732	57.06%	5,831	-1.70%
Christiansburg Demand Response Total	930	37.97%	916	1.53%	4,314	42.94%	4,087	5.55%
Totals	2,449	100%	2,594	-6%	10,046	100%	9,918	1%

Passengers per Revenue Hour per Route

All Fixed Routes

Month: October, 2016

Route	Current Month	Previous Year	Change by Month
CBD	35.38	-	-
CRC	22.74	27.31	-17%
CRCH	-	12.40	-
HDG	29.99	37.59	-20%
HWD	54.40	84.08	-35%
HWDA	68.73	83.77	-18%
HWDB	69.09	67.34	3%
HXP	36.03	48.11	-25%
MSN	78.12	76.79	2%
MSS	44.27	44.04	1%
PHD, PHDLN	84.39	83.46	1%
PRG	87.03	93.75	-7%
TC	68.60	60.37	14%
TCB	-	79.45	-
TTT	23.33	32.77	-29%
UCB	64.73	-	-
UMS	94.93	112.48	-16%
Commuter	4.40	28.21	-84%
Explorer	5.70	10.62	-46%

Passengers per Revenue Hour per Day of Week

All Fixed Routes

Month: October, 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	10,547	266	39.61	8996	190	47.29	-16%
Monday	108,146	1866.82	57.93	82,325	1360.37	60.52	-4%
Tuesday	91,985	1493.12	61.61	82,782	1363.37	60.72	1%
Wednesday	93,688	1494.12	62.70	86,913	1356.87	64.05	-2%
Thursday	86,060	1477.79	58.24	102,250	1695.98	60.29	-3%
Friday	61,106	1287.34	47.47	82,458	1503.03	54.86	-13%
Saturday	19,231	469.25	40.98	26,973	401.50	67.18	-39%
Total	470,763	8,354.69	56.35	472,697	7,871.37	60.05	-6%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Mile per Day of Week

All Fixed Routes

Month: October, 2016

Week Day	Current Month			Previous Year			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
Sunday	10,547	2,853	3.70	8,996	1,993	4.51	-18%
Monday	108,146	18,502	5.85	82,325	13,319	6.18	-5%
Tuesday	91,985	14,823	5.21	82,782	13,327	6.21	-16%
Wednesday	93,688	14,780	6.34	86,913	13,334	6.52	-3%
Thursday	86,060	14,654	5.87	102,250	16,669	6.13	-4%
Friday	61,106	13,023	4.69	82,458	15,016	5.49	-15%
Saturday	19,231	4,935	3.90	26,973	4,181	6.45	-40%
Total	470,763	83,570	5.63	472,697	77,839	6.07	-7%

*Note: these numbers DO NOT include Demand Response Service

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

Day of Week	Current Month			Previous Year			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
Sunday	51	37	1.39	52	40	1.30	7%
Monday	410	253	0.62	354	197.13	1.80	-65%
Tuesday	490	248.10	1.98	469	229.12	2.05	-4%
Wednesday	461	229.68	2.01	475	240.24	1.98	2%
Thursday	409	225.12	1.82	636	302.06	2.11	-14%
Friday	375	210.68	1.78	495	258.31	1.92	-7%
Saturday	223	110.04	2.03	232	133.92	1.73	17%
Total	2,419	1,313.19	1.84	2,713	1,400.94	1.94	-5%

*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: October, 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	51	175	0.29	52	203	0.26	14%
Monday	410	2,273.00	0.18	354	1,852.00	0.19	-6%
Tuesday	490	2,176.00	0.23	469	2,104.35	0.22	1%
Wednesday	461	2,132.00	0.22	475	2,532.00	0.19	15%
Thursday	409	2,169.00	0.19	636	3,162.00	0.20	-6%
Friday	375	1,876.00	0.20	495	2,517.16	0.20	2%
Saturday	223	1,118.00	0.20	232	1,265.00	0.18	9%
Total	2,419	11,919.00	0.20	2,713	13,635.51	0.20	2%

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

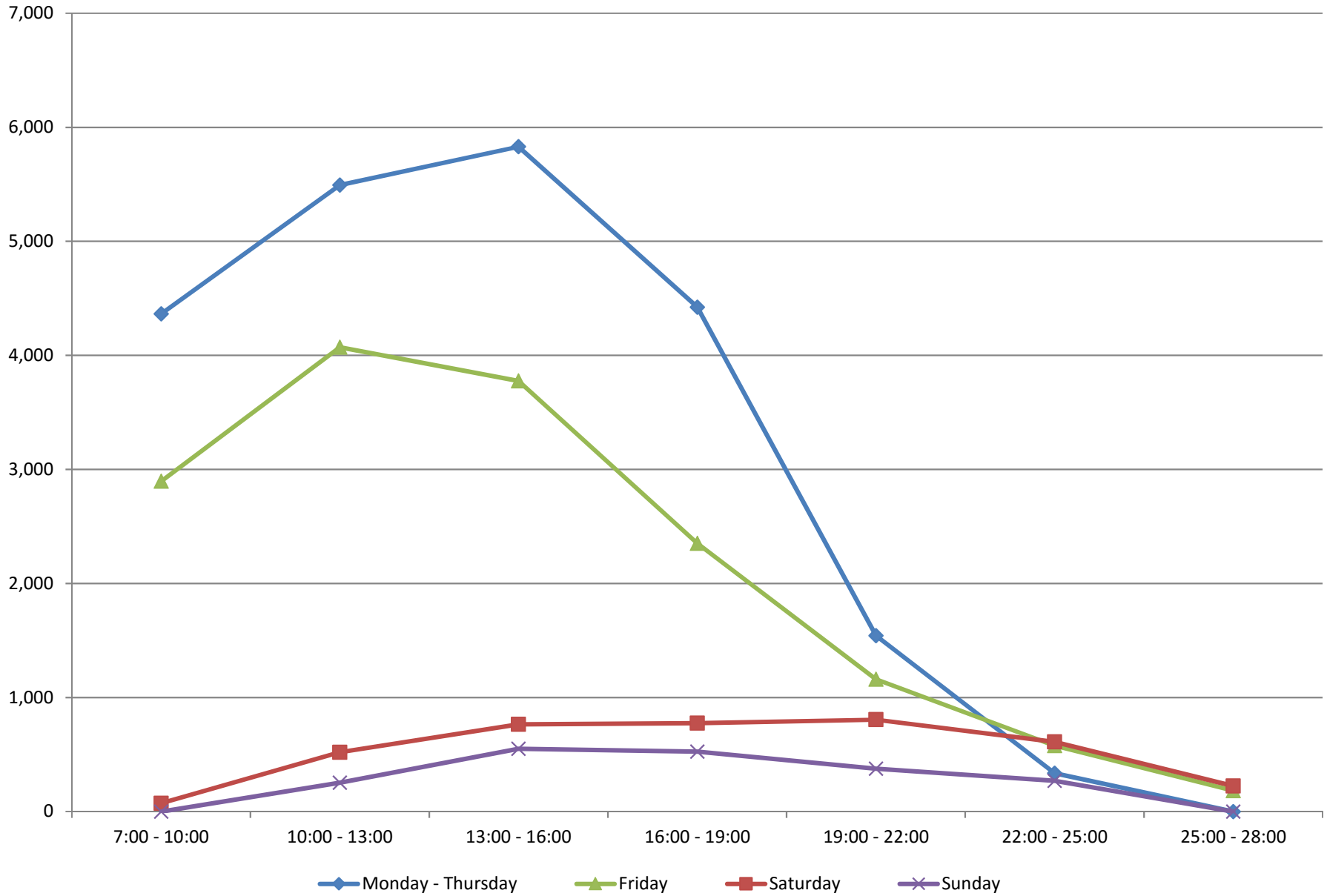
Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

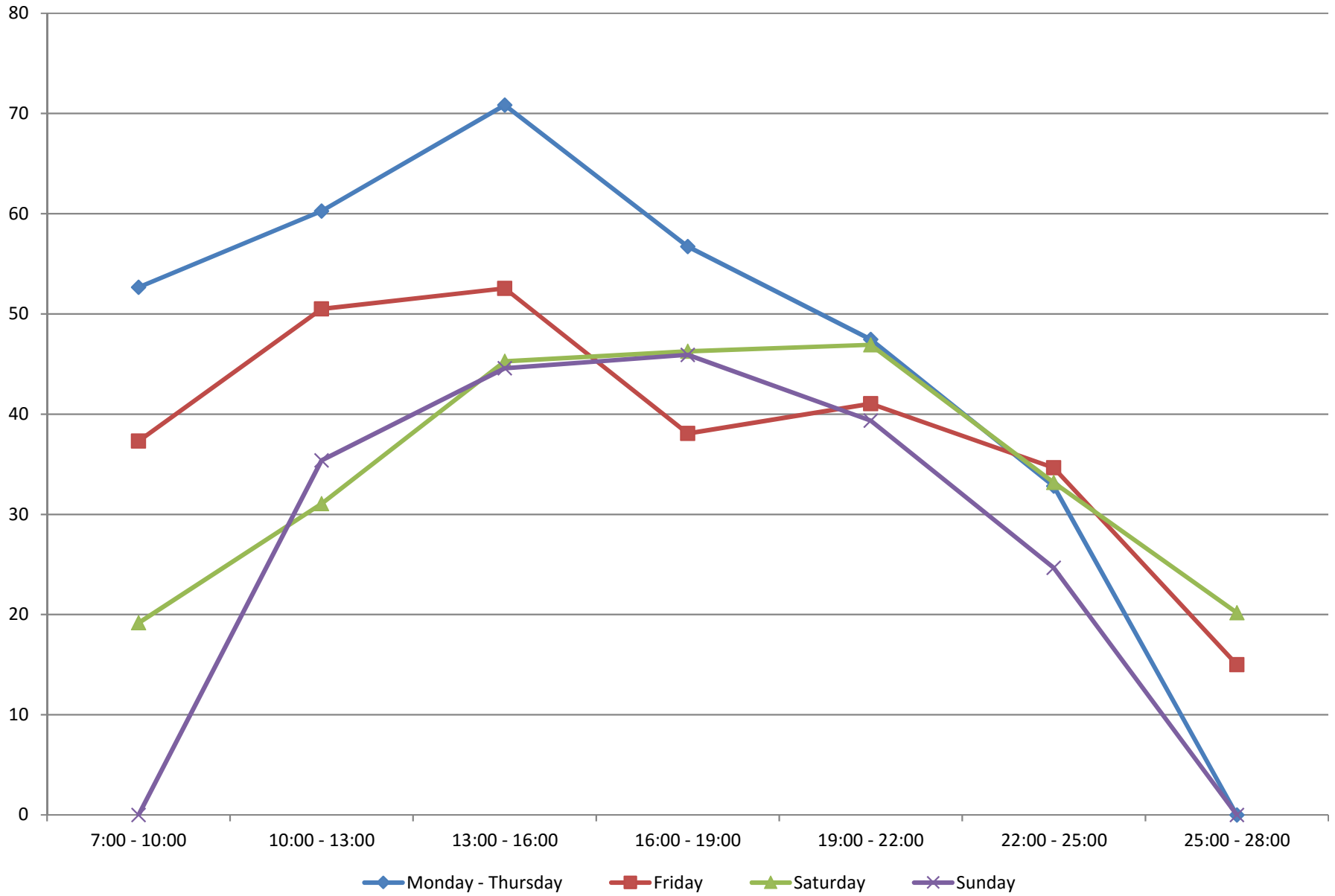
Month: October, 2016

Time of Day		Avg Total Passengers	Average RH	Avg Pass. per RH
Monday - Thursday	7:00 - 10:00	4364.59	82.82	52.67
	10:00 - 13:00	5494.71	91.18	60.27
	13:00 - 16:00	5829.65	82.35	70.84
	16:00 - 19:00	4422.71	78.06	56.72
	19:00 - 22:00	1542.65	32.53	47.45
	22:00 - 25:00	336.18	10.47	32.81
	25:00 - 28:00	0.00	0.00	0.00
Friday	7:00 - 10:00	2896.00	70.75	37.30
	10:00 - 13:00	4071.00	74.25	50.50
	13:00 - 16:00	3775.50	68.25	52.55
	16:00 - 19:00	2351.75	62.00	38.06
	19:00 - 22:00	1160.25	29.00	41.03
	22:00 - 25:00	578.00	14.75	34.64
	25:00 - 28:00	183.00	9.00	15.00
Saturday	7:00 - 10:00	72.80	3.80	19.17
	10:00 - 13:00	518.60	16.60	31.06
	13:00 - 16:00	766.00	16.80	45.26
	16:00 - 19:00	775.80	16.60	46.27
	19:00 - 22:00	805.60	16.60	46.92
	22:00 - 25:00	610.20	14.40	33.17
	25:00 - 28:00	224.00	9.00	20.17
Sunday	7:00 - 10:00	0.00	0.00	0.00
	10:00 - 13:00	254.20	7.20	35.39
	13:00 - 16:00	550.80	12.60	44.57
	16:00 - 19:00	525.80	11.60	45.92
	19:00 - 22:00	375.60	9.80	39.35
	22:00 - 25:00	269.20	10.40	24.66
	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									
December-16									
Total for 2nd Quarter:	473,823	447,921	94.53%	10,044	2.12%	457,965	96.65%	15,858	3.35%
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:	1,334,544	1,242,547	93.11%	34,442	2.58%	1,276,989	95.69%	57,555	4.31%