



Monthly Ridership and
Service Level Report
November, 2018

**“Safety, Courtesy, Reliability,
and the Environment”**

TABLE OF CONTENTS

Glossary & Route Abbreviations	3-4
Summary - All Routes	5
Total Ridership per Route - Blacksburg, Fixed Routes	6
Total Ridership per Route - Christiansburg Routes	7
Passengers per Revenue Hour per Route - All Fixed Routes	8
Passengers per Revenue Hour per Day of Week - All Fixed Routes	9
Passengers per Revenue Mile per Day of Week - All Fixed Routes	10
Passengers per Revenue Hour per Day of Week - Demand Response Service	11
Passengers per Revenue Mile per Day of Week - Demand Response Service	12
Passengers per Revenue Hour per Day of Week - Focused Demand Response Service	13
Passengers per Revenue Hour per Day of Week - Focused Demand Response Service	14
Average Ridership and Revenue Hours by Time of Day - All Fixed Routes	15
Graph: Average Total Passengers by Time of Day - All Fixed Routes	16
Graph: Average Passengers per Revenue Hour by Time of Day - All Fixed Routes	17
Blacksburg Fare Type Totals – Blacksburg, Fixed Routes and Athletics/Specials	18

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.
- Fiscal Year (FY): The operational year starting from July 1st to June 30th and is year abbreviated with the second Calendar Year. (IE FY 19 is July 1, 2018 to June 30, 2019)
- Fixed Route Service (FR): FR operate along a specific route according to a fixed or preset schedule. Each trip serves the same stops, continuously, until service ends.
- Focused Demand-Response Service: This is a Demand-Response Service (DR) that does not operate throughout a workweek, or only operates during part of the year. These may service a specialized area to meet a special need.
- 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. Tandems are also utilized in the first couple of weeks of Fall and Spring Service to increase capacity on high demand routes.
- Intermediate Service: This service operates the week before Virginia Tech classes resume for the fall semester and other select days throughout the year. It strongly resembles the Full Service with lower frequency on most routes.
- No Service: This service occurs on five different days: New Year's Day, Memorial Day, July 4th, 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 do not operate; others follow an altered route.
- Revenue Hours (RH): RH are the hours of service where a bus is providing passenger service.
- Revenue Mile (RM): RM are the miles a bus travels on a route while providing passenger service.
- Ridership: Ridership is the number of people using a public transportation service in a given time period.
- Tandems: Additional vehicles that follow the scheduled route vehicles on high demand routes during the first few weeks of Full Service in the Fall and Spring. These catch the overloads and late arrivals of passengers new to the service at this time.
- Trippers: Additional stand-by service vehicles scheduled around special events such as Football Games to assist Routes in sudden passenger peak demands.
- Year-to-Date (YTD): YTD numbers are the sum of values for a period beginning July 1st of the current Fiscal Year until the end of a specified month.

Route Abbreviations

Abbreviation	Route Full Name
BLU	Explorer Blue
BTC	BT Commuter
CAS	Campus Shuttle
CBD	Carpenter Boulevard
CRC	Corporate Research Center
GLD	Explorer Gold
HDG	Harding Avenue
HWD	Hethwood
HWA	Hethwood A
HWB	Hethwood B
HXP	Hokie Express

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

Summary
All Routes
Month: November, 2018

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
Total Passengers	499,976	425,834	17%	2,215,465	1,811,527	22%
Total Revenue Hours	10,822.96	9,876.61	10%	49,688.51	44,594.59	11%
Total Revenue Miles	107,081.50	95,913.90	12%	498,115.50	432,704.10	15%
Total Driver Hours	12,291.50	11,163.25	10%	55,997.00	48,937.92	14%
Passengers/RH	46.20	43.12	7%	44.59	40.62	10%
Passengers/RM	4.67	4.44	5%	4.45	4.19	6%
Passengers/DH	40.68	38.15	7%	39.56	37.02	7%
Full Service Weekdays	17	17	0	68	62	6
Full Service Weekends	5	5	0	27	24	3
Reduced Service Weekdays	4	4	0	33	39	(6)
Reduced Service Weekends	3	3	0	16	20	(4)
Intermediate Service Weekdays	0	0	0	7	6	1
No Service Days	1	1	0	2	2	0

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

Total Ridership per Route

Blacksburg, Fixed Routes

Month: November, 2018

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YTD Ridership	Previous YTD Total	YTD Change
CAS	2,785	0.58%	0	N/A	9,890	0.46%	0	N/A
CBD	7,102	1.48%	6,419	11%	32,220	1.51%	28,084	15%
CRC	13,692	2.84%	10,129	35%	61,100	2.86%	42,772	43%
HDG	20,999	4.36%	16,555	27%	88,362	4.14%	66,109	34%
HWD	5,735	1.19%	4,334	32%	26,437	1.24%	23,449	13%
HWA	43,928	9.13%	42,297	4%	187,911	8.81%	170,480	10%
HWB	40,122	8.34%	29,829	35%	180,478	8.46%	125,806	43%
HXP	32,434	6.74%	25,823	26%	133,420	6.25%	102,412	30%
MSN	36,518	7.59%	32,111	14%	164,837	7.73%	138,780	19%
MSS	29,947	6.22%	26,158	14%	140,970	6.61%	116,155	21%
PHD	40,991	8.52%	34,568	19%	183,530	8.60%	145,942	26%
PRB	3,588	0.75%	0	N/A	17,157	0.80%	0	N/A
PRG	48,809	10.14%	46,139	6%	206,376	9.67%	177,903	16%
TOM	71,177	14.79%	58,292	22%	323,440	15.16%	246,900	31%
TTT	6,106	1.27%	6,113	0%	32,187	1.51%	30,830	4%
UCB	47,171	9.80%	44,819	5%	213,887	10.03%	193,171	11%
UMS	30,225	6.28%	32,942	-8%	131,257	6.15%	124,543	5%
Totals	481,329	100.00%	416,528	16%	2,133,459	100.00%	1,733,336	23%

Total Ridership per Route
Christiansburg Routes
Month: November, 2018

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
Commuter	159	5.94%	266	-40%	937	6.98%	1,340	-30%
Explorer Blue	0	0.00%	0	0%	0	0.00%	0	0%
Explorer Gold	0	0.00%	0	0%	0	0.00%	0	0%
The Explorer	1,148	42.90%	1,087	6%	5,745	42.77%	5,479	5%
GoAnywhere	1,369	51.16%	1,357	1%	6,751	50.26%	6,231	8%
Totals	2,676	100%	2,710	-1%	13,433	100%	13,050	3%
Christiansburg Fixed Route Total	1,307	48.84%	1,353	-3.40%	6,682	49.74%	6,819	-2.01%
Christiansburg Demand Response Total	1,369	51.16%	1,357	0.88%	6,751	50.26%	6,231	8.35%
Totals	2,676	100%	2,710	-1%	13,433	100%	13,050	3%

Passengers per Revenue Hour per Route

All Fixed Routes

Month: November, 2018

Route	Current Month	Previous Year	Change by Month
CAS	14.15	0.00	0%
CBD	35.55	32.14	11%
CRC	19.69	19.71	0%
HDG	34.74	28.52	22%
HWD	56.55	18.94	199%
HWA	66.64	80.23	-17%
HWB	60.60	60.83	0%
HXP	43.64	34.70	26%
MSN	69.24	77.33	-10%
MSS	44.79	33.71	33%
PHD	67.40	65.79	2%
PRB	17.96	0.00	0%
PRG	74.08	74.91	-1%
TOM	85.15	69.69	22%
TTT	18.27	18.68	-2%
UCB	62.78	59.91	5%
UMS	80.82	88.20	-8%
BTC	3.37	5.63	-40%
BLU	0.00	0.00	0%
GLD	0.00	0.00	0%
TE	4.72	4.51	5%

Passengers per Revenue Hour per Day of Week

All Fixed Routes

Month: November, 2018

Week Day	Current Month			Previous Year			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
Sunday	8,356	231.20	36.14	7,878	229.90	34.27	5%
Monday	84,055	1,551.43	54.18	72,502	1,388.10	52.23	4%
Tuesday	88,073	1,551.85	56.75	74,270	1,388.68	53.48	6%
Wednesday	89,226	1,549.60	57.58	100,708	1,801.65	55.90	3%
Thursday	107,341	1,856.72	57.81	94,168	1,655.38	56.89	2%
Friday	91,631	2,060.52	44.47	57,367	1,426.68	40.21	11%
Saturday	13,954	309.71	45.06	10,937	300.20	36.43	24%
Total	482,636	9,111.03	52.97	417,830	8,190.59	51.01	4%

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

Passengers per Revenue Mile per Day of Week

All Fixed Routes

Month: November, 2018

Week Day	Current Month			Previous Year			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
Sunday	8,356	2,436	3.43	7,878	2,416	3.26	5%
Monday	84,055	15,717	5.35	72,502	13,823	5.25	2%
Tuesday	88,073	15,690	5.61	74,270	13,824	5.37	4%
Wednesday	89,226	15,649	5.70	100,708	17,869	5.64	1%
Thursday	107,341	18,588	5.77	94,168	16,251	5.79	0%
Friday	91,631	20,960	4.37	57,367	14,334	4.00	9%
Saturday	13,954	3,267	4.27	10,937	3,176	3.44	24%
Total	482,636	92,307	5.23	417,830	81,693	5.11	2%

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

Passengers per Revenue Hour per Day of Week
Demand Response Service
Month: November, 2018

<u>Access Current Month</u>				<u>Access Previous Year</u>			
Day of Week	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	Change Pass/RH
Sunday	10	7.25	1.38	29	24.97	1.16	19%
Monday	196	148.93	1.32	201	140.04	1.44	-8%
Tuesday	307	150.80	2.04	281	162.20	1.73	18%
Wednesday	255	137.47	1.85	334	200.44	1.67	11%
Thursday	224	116.18	1.93	229	151.88	1.51	28%
Friday	280	143.35	1.95	198	120.80	1.64	19%
Saturday	97	52.58	1.84	85	44.31	1.92	-4%
Total	1,369	756.57	1.81	1,357	844.64	1.61	13%

<u>GoAnywhere Current Month</u>				<u>GoAnywhere Previous Year</u>			
Day of Week	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	Change Pass/RH
Sunday	0	0.00	0.00	0	0.00	0.00	0%
Monday	143	69.68	2.05	189	79.62	2.37	-14%
Tuesday	180	66.80	2.69	196	84.88	2.31	17%
Wednesday	175	74.08	2.36	247	105.10	2.35	1%
Thursday	141	65.98	2.14	189	80.73	2.34	-9%
Friday	207	87.50	2.37	150	66.30	2.26	5%
Saturday	50	26.33	1.90	47	27.27	1.72	10%
Total	896	390.38	2.30	1,018	443.90	2.29	0%

*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, 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	10	29	0.34	29	61	0.48	-27%
Monday	196	1,123	0.17	201	1,128	0.18	-2%
Tuesday	307	1,302	0.24	281	1,305	0.22	10%
Wednesday	255	1,170	0.22	334	1,612	0.21	5%
Thursday	224	1,021	0.22	229	1,150	0.20	10%
Friday	280	1,229	0.23	198	958	0.21	10%
Saturday	97	452	0.21	85	385	0.22	-3%
Total	1,369	6,326	0.22	1,357	6,599	0.21	5%

<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	143	773	0.18	189	911	0.21	-11%
Tuesday	180	845	0.21	196	1,015	0.19	10%
Wednesday	175	1,018	0.17	247	1,225	0.20	-15%
Thursday	141	778	0.18	189	976	0.19	-6%
Friday	207	1,093	0.19	150	821	0.18	4%
Saturday	50	257	0.19	47	350	0.13	45%
Total	896	4,764	0.19	1,018	5,298	0.19	-2%

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

Passengers per Revenue Hour per Day of Week
 Focused Demand Response Service
 Month: November, 2018

<u>Warm Hearth Current Month</u>				<u>Warm Hearth Previous Year</u>			
Day of Week	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	Change Pass/RH
Sunday	0	0.00	0.00	0	0.00	0.00	0%
Monday	0	0.00	0.00	2	2.27	0.88	-100%
Tuesday	51	18.02	2.83	87	18.33	4.75	-40%
Wednesday	34	17.92	1.90	93	22.09	4.21	-55%
Thursday	66	20.15	3.28	30	11.27	2.66	23%
Friday	0	0.00	0.00	0	0.00	0.00	0%
Saturday	0	0.00	0.00	0	0.00	0.00	0%
Total	151	56.08	2.69	212	53.96	3.93	-31%

<u>CRC Shuttle Current Month</u>				<u>CRC Shuttle Previous Year</u>			
Day of Week	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	Change Pass/RH
Sunday	0	0.00	0.00	0	0.00	0.00	0%
Monday	0	0.00	0.00	0	0.00	0.00	0%
Tuesday	0	0.00	0.00	0	0.00	0.00	0%
Wednesday	0	0.00	0.00	0	0.00	0.00	0%
Thursday	0	0.00	0.00	0	0.00	0.00	0%
Friday	0	0.00	0.00	0	0.00	0.00	0%
Saturday	1	0.22	4.55	4	0.40	10.00	-55%
Total	1	0.22	4.55	4	0.40	10.00	-55%

*Please note: these numbers DO NOT include Fixed Route Service. It includes Warm Hearth and CRC Shuttle.

Passengers per Revenue Mile per Day of Week
 Focused Demand Response Service
 Month: November, 2018

Warm Hearth Current Month

Warm Hearth Previous Year

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	0	0	0.00	2	10	0.20	-100%
Tuesday	51	168	0.30	87	170	0.51	-41%
Wednesday	34	105	0.32	93	217	0.43	-24%
Thursday	66	205	0.32	30	82	0.37	-12%
Friday	0	0	0.00	0	0	0.00	0%
Saturday	0	0	0.00	0	0	0.00	0%
Total	151	478	0.32	212	479	0.44	-29%

CRC Shuttle Current Month

CRC Shuttle Previous Year

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	0	0	0.00	0	0	0.00	0%
Tuesday	0	0	0.00	0	0	0.00	0%
Wednesday	0	0	0.00	0	0	0.00	0%
Thursday	0	0	0.00	0	0	0.00	0%
Friday	0	0	0.00	0	0	0.00	0%
Saturday	1	3	0.33	4	9	0.44	-25%
Total	1	3	0.33	4	9	0.44	-25%

*Please note: these numbers DO NOT include Fixed Route Service. It includes Warm Hearth and CRC Shuttle.

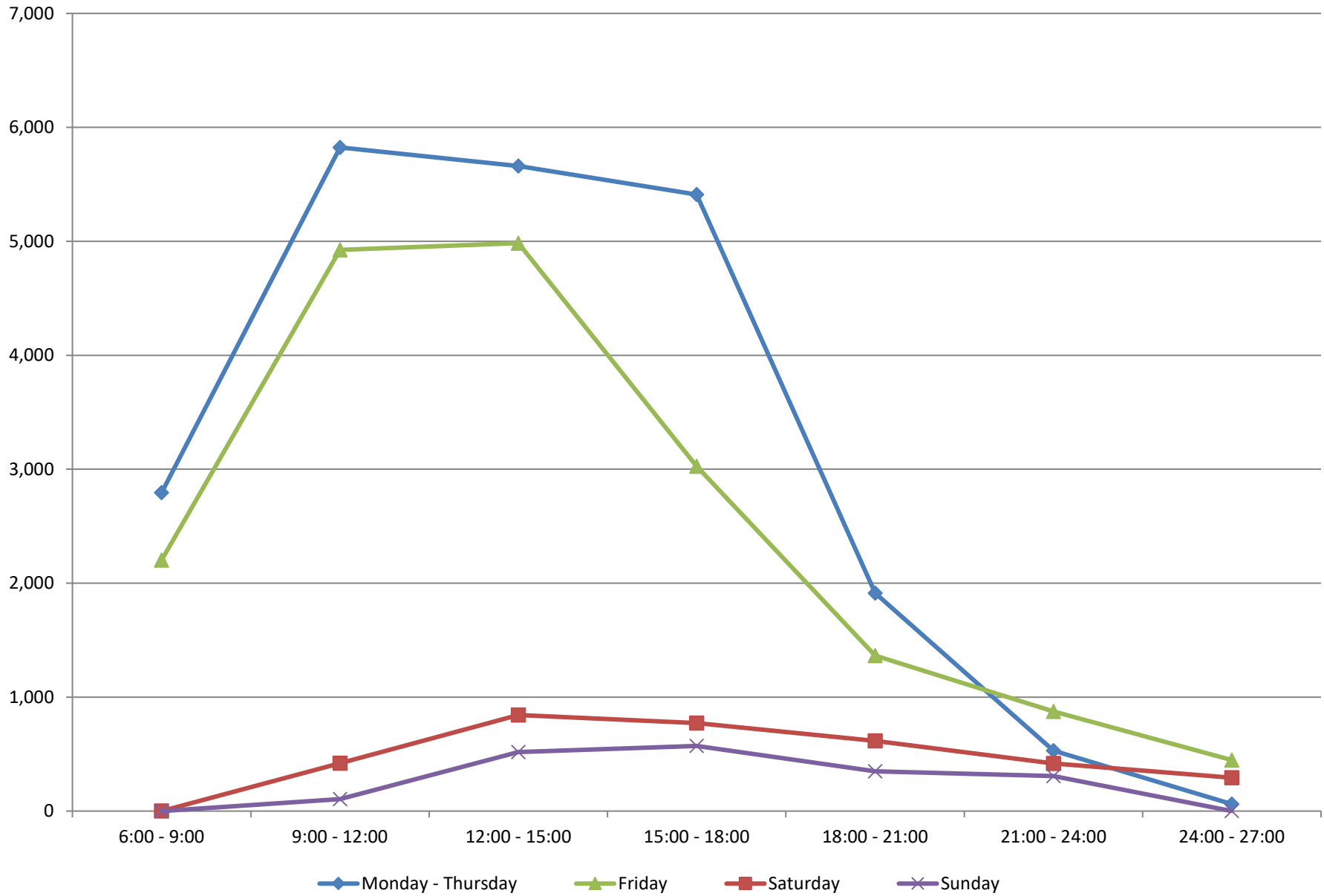
Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

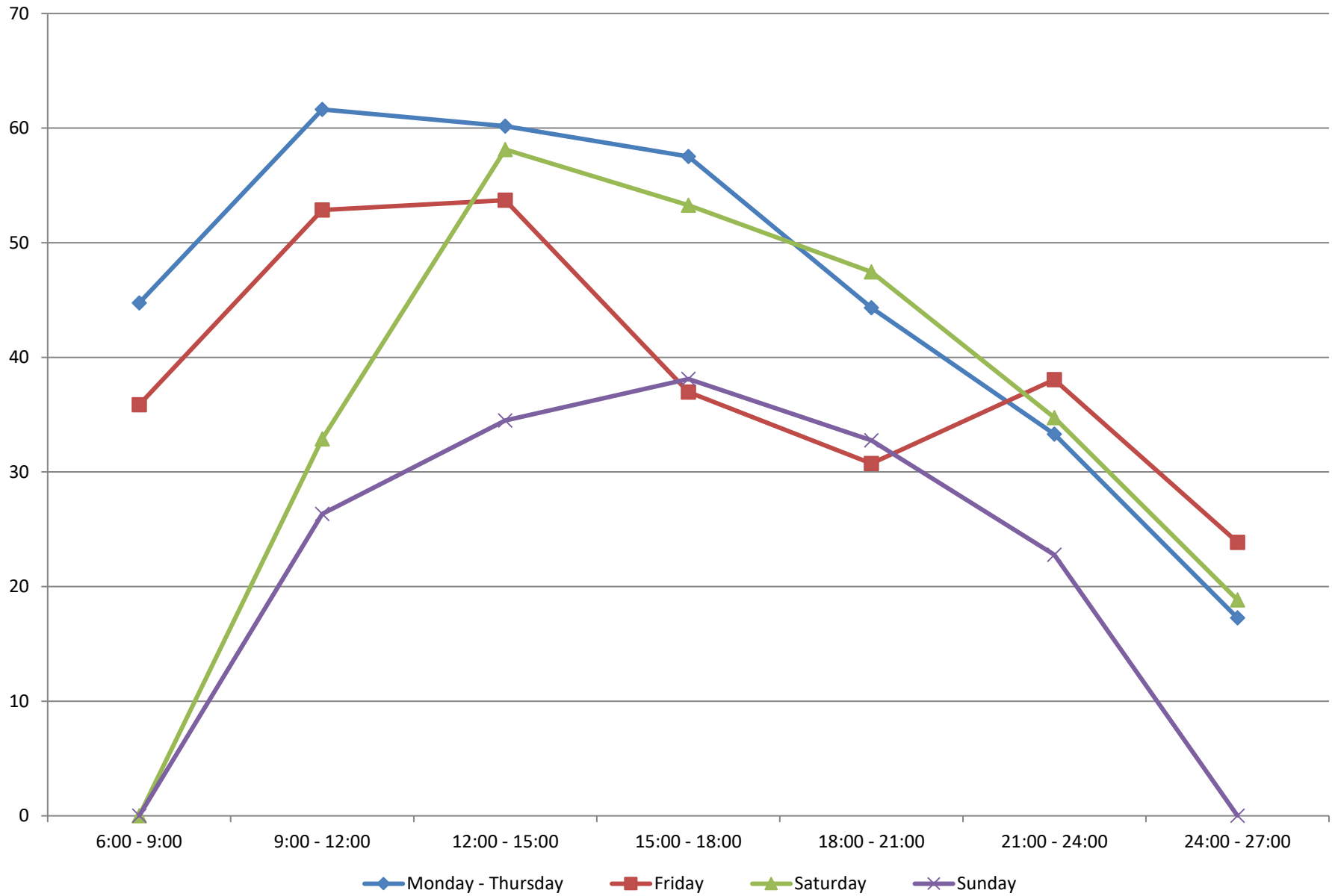
Month: November, 2018

	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
Monday - Thursday	6:00 - 9:00	2,793.75	62.44	44.74
	9:00 - 12:00	5,824.06	94.50	61.63
	12:00 - 15:00	5,660.13	94.06	60.17
	15:00 - 18:00	5,411.75	94.06	57.53
	18:00 - 21:00	1,911.94	43.13	44.33
	21:00 - 24:00	530.63	15.94	33.29
	24:00 - 27:00	61.08	3.54	17.26
Friday	6:00 - 9:00	2,202.20	61.40	35.87
	9:00 - 12:00	4,925.40	93.20	52.85
	12:00 - 15:00	4,984.40	92.80	53.71
	15:00 - 18:00	3,025.00	81.80	36.98
	18:00 - 21:00	1,365.00	44.40	30.74
	21:00 - 24:00	875.40	23.00	38.06
	24:00 - 27:00	447.50	18.75	23.87
Saturday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	419.25	12.75	32.88
	12:00 - 15:00	843.00	14.50	58.14
	15:00 - 18:00	772.50	14.50	53.28
	18:00 - 21:00	617.00	13.00	47.46
	21:00 - 24:00	417.00	12.00	34.75
	24:00 - 27:00	292.00	15.50	18.84
Sunday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	105.33	4.00	26.33
	12:00 - 15:00	517.33	15.00	34.49
	15:00 - 18:00	571.67	15.00	38.11
	18:00 - 21:00	349.33	10.67	32.75
	21:00 - 24:00	307.50	13.50	22.78
	24:00 - 27:00	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 Transit Fare Totals

Does not include Demand Response. Does include Athletics/Specials

	Total Ridership	Students		Faculty/Staff		Total Virginia Tech		Total Non-VT	
		#	%	#	%	#	%	#	%
July-18	89,459	69,012	77.14%	8,383	9.37%	77,395	86.51%	12,064	13.49%
August-18	365,577	339,915	92.98%	9,668	2.64%	349,583	95.62%	15,994	4.38%
September-18	598,913	572,376	95.57%	10,660	1.78%	583,036	97.35%	15,877	2.65%
Total for 1st Quarter:	1,053,949	981,303	93.11%	28,711	2.72%	1,010,014	95.83%	43,935	4.17%
October-18	650,864	618,988	95.10%	12,367	1.90%	631,355	97.00%	19,509	3.00%
November-18	497,559	469,814	94.42%	10,314	2.07%	480,128	96.50%	17,431	3.50%
December-18									
Total for 2nd Quarter:	1,148,423	1,088,802	94.81%	22,681	1.97%	1,111,483	96.78%	36,940	3.22%
January-19									
February-19									
March-19									
Total for 3rd Quarter:	0	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!
April-19									
May-19									
June-19									
Total for 4th Quarter:	0	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!
Total for Year:	2,202,372	2,070,105	93.99%	51,392	2.33%	2,121,497	96.33%	80,875	3.67%