



Monthly Ridership and
Service Level Report
September, 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.
- 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: September, 2018

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
Total Passengers	601,177	568,115	6%	1,061,826	835,446	27%
Total Revenue Hours	11,416.45	11,441.79	0%	25,975.92	23,339.45	11%
Total Revenue Miles	113,623.60	108,847.50	4%	263,157.00	226,825.60	16%
Total Driver Hours	12,728.75	13,042.67	-2%	29,374.50	25,918.92	13%
Passengers/RH	52.66	49.65	6%	40.88	35.80	14%
Passengers/RM	5.29	5.22	1%	4.03	3.68	10%
Passengers/DH	47.23	43.56	8%	36.15	32.23	12%
Full Service Weekdays	19	20	(1)	29	24	5
Full Service Weekends	10	9	1	14	11	3
Reduced Service Weekdays	0	0	0	29	34	(5)
Reduced Service Weekends	0	0	0	13	16	(3)
Intermediate Service Weekdays	1	1	0	6	6	0
No Service Days	0	0	0	1	1	0

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

Total Ridership per Route
Blacksburg, Fixed Routes
Month: September, 2018

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YTD Ridership	Previous YTD Total	YTD Change
CAS	2,584	0.44%	0	0%	3,954	0.39%	0	0%
CBD	9,375	1.59%	9,859	-5%	15,230	1.51%	12,681	20%
CRC	16,102	2.72%	12,209	32%	29,070	2.87%	19,734	47%
HDG	23,806	4.03%	19,867	20%	41,006	4.05%	28,901	42%
HWD	7,969	1.35%	7,427	7%	13,450	1.33%	12,626	7%
HWA	51,166	8.65%	52,925	-3%	86,512	8.55%	75,327	15%
HWB	47,791	8.08%	37,630	27%	85,297	8.43%	57,704	48%
HXP	38,590	6.53%	34,522	12%	59,062	5.84%	41,574	42%
MSN	46,285	7.83%	44,939	3%	79,716	7.88%	63,160	26%
MSS	36,142	6.11%	33,060	9%	72,052	7.12%	56,826	27%
PHD	51,532	8.72%	46,932	10%	87,592	8.66%	65,452	34%
PRB	4,725	0.80%	0	0%	8,038	0.79%	0	0%
PRG	59,054	9.99%	58,937	0%	92,348	9.13%	72,641	27%
TOM	87,534	14.80%	74,829	17%	157,356	15.56%	114,495	37%
TTT	8,029	1.36%	8,469	-5%	18,445	1.82%	17,336	6%
UCB	60,657	10.26%	64,117	-5%	102,636	10.15%	89,264	15%
UMS	39,946	6.76%	41,967	-5%	59,650	5.90%	51,495	16%
Totals	591,287	100.00%	547,689	8%	1,011,414	100.00%	779,216	30%

Total Ridership per Route
Christiansburg Routes
Month: September, 2018

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
Commuter	223	10.67%	313	-29%	560	7.36%	771	-27%
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	1,074	51.41%	1,017	6%	3,443	45.23%	3,345	3%
GoAnywhere	792	37.91%	1,026	-23%	3,609	47.41%	3,422	5%
Totals	2,089	100%	2,356	-11%	7,612	100%	7,538	1%
Christiansburg Fixed Route Total	1,297	62.09%	1,330	-2.48%	4,003	52.59%	4,116	-2.75%
Christiansburg Demand Response Total	792	37.91%	1,026	-22.81%	3,609	47.41%	3,422	5.46%
Totals	2,089	100%	2,356	-11%	7,612	100%	7,538	1%

Passengers per Revenue Hour per Route

All Fixed Routes

Month: September, 2018

Route	Current Month	Previous Year	Change by Month
CAS	11.20	0.00	N/A
CBD	40.06	39.96	0%
CRC	21.23	21.15	0%
HDG	38.69	31.14	24%
HWD	59.07	69.76	-15%
HWA	71.02	72.28	-2%
HWB	67.94	70.23	-3%
HXP	42.11	36.52	15%
MSN	81.77	76.24	7%
MSS	50.68	44.42	14%
PHD	80.36	81.64	-2%
PRB	20.11	0.00	N/A
PRG	84.27	80.17	5%
TOM	95.57	79.26	21%
TTT	22.43	22.91	-2%
UCB	69.80	71.46	-2%
UMS	92.84	92.86	0%
BTC	4.96	6.62	-25%
BLU	0.00	0.00	N/A
GLD	0.00	0.00	N/A
TE	4.64	4.21	10%

Passengers per Revenue Hour per Day of Week

All Fixed Routes

Month: September, 2018

Week Day	<u>Current Month</u>			<u>Previous Year</u>			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
Sunday	15,612	336.50	46.40	12,251	269.20	45.51	2%
Monday	90,754	1,648.47	55.05	77,943	1,474.26	52.87	4%
Tuesday	120,924	1,856.27	65.14	104,697	1,655.38	63.25	3%
Wednesday	123,593	1,857.94	66.52	105,616	1,654.21	63.85	4%
Thursday	116,174	1,857.77	62.53	102,053	1,654.63	61.68	1%
Friday	101,253	1,903.87	53.18	116,282	2,128.23	54.64	-3%
Saturday	24,274	558.90	43.43	28,431	541.37	52.52	-17%
Total	592,584	10,019.72	59.14	547,273	9,377.28	58.36	1%

* 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: September, 2018

Week Day	<u>Current Month</u>			<u>Previous Year</u>			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
Sunday	15,612	3,528	4.43	12,251	2,804	4.37	1%
Monday	90,754	16,632	5.46	77,943	14,594	5.34	2%
Tuesday	120,924	18,530	6.53	104,697	16,238	6.45	1%
Wednesday	123,593	18,565	6.66	105,616	16,204	6.52	2%
Thursday	116,174	18,610	6.24	102,053	16,195	6.30	-1%
Friday	101,253	19,204	5.27	116,282	21,133	5.50	-4%
Saturday	24,274	5,916	4.10	28,431	5,581	5.09	-19%
Total	592,584	100,985	5.87	547,273	92,749	5.90	-1%

* 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: September, 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	18	18.10	0.99	38	27.55	1.38	-28%
Monday	164	108.92	1.51	171	126.45	1.35	11%
Tuesday	296	158.13	1.87	246	165.39	1.49	26%
Wednesday	272	149.87	1.81	208	148.06	1.40	29%
Thursday	233	134.40	1.73	204	155.10	1.32	32%
Friday	213	150.75	1.41	266	177.23	1.50	-6%
Saturday	114	73.25	1.56	145	74.17	1.95	-20%
Total	1,310	793.42	1.65	1,278	873.95	1.46	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	106	61.98	1.71	184	79.88	2.30	-26%
Tuesday	153	71.72	2.13	180	91.15	1.97	8%
Wednesday	140	70.30	1.99	201	88.63	2.27	-12%
Thursday	171	68.42	2.50	181	82.27	2.20	14%
Friday	148	75.03	1.97	225	93.42	2.41	-18%
Saturday	74	34.97	2.12	55	43.27	1.27	66%
Total	792	382.42	2.07	1,026	478.62	2.14	-3%

*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: September, 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	18	78	0.23	38	128	0.30	-22%
Monday	164	970	0.17	171	839	0.20	-17%
Tuesday	296	1,323	0.22	246	1,170	0.21	6%
Wednesday	272	1,296	0.21	208	1,004	0.21	1%
Thursday	233	1,196	0.19	204	1,026	0.20	-2%
Friday	213	1,108	0.19	266	1,182	0.23	-15%
Saturday	114	502	0.23	145	535	0.27	-16%
Total	1,310	6,473	0.20	1,278	5,884	0.22	-7%

<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	106	614	0.17	184	918	0.20	-14%
Tuesday	153	801	0.19	180	935	0.19	-1%
Wednesday	140	833	0.17	201	1,028	0.20	-14%
Thursday	171	932	0.18	181	959	0.19	-3%
Friday	148	919	0.16	225	1,164	0.19	-17%
Saturday	74	404	0.18	55	472	0.12	57%
Total	792	4,503	0.18	1,026	5,476	0.19	-6%

*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: September, 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	0	0.00	0.00	0%
Tuesday	37	15.25	2.43	87	16.50	5.27	-54%
Wednesday	65	19.07	3.41	83	18.72	4.43	-23%
Thursday	55	20.03	2.75	50	26.30	1.90	44%
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	157	54.35	2.89	220	61.52	3.58	-19%

<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	5	0.66	7.58	6	0.60	10.00	-24%
Total	5	0.66	7.58	6	0.60	10.00	-24%

*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: September, 2018

<u>Warm Hearth Current Month</u>				<u>Warm Hearth 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	0	0	0.00	0	0	0.00	0%
Tuesday	37	125	0.30	87	155	0.56	-47%
Wednesday	65	188	0.35	83	202	0.41	-16%
Thursday	55	169	0.33	50	152	0.33	-1%
Friday	0	0	0.00	0	0	0.00	0%
Saturday	0	0	0.00	0	0	0.00	0%
Total	157	482	0.33	220	509	0.43	-25%

<u>CRC Shuttle Current Month</u>				<u>CRC Shuttle 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	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	5	14	0.36	6	14	0.43	-17%
Total	5	14	0.36	6	14	0.43	-17%

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

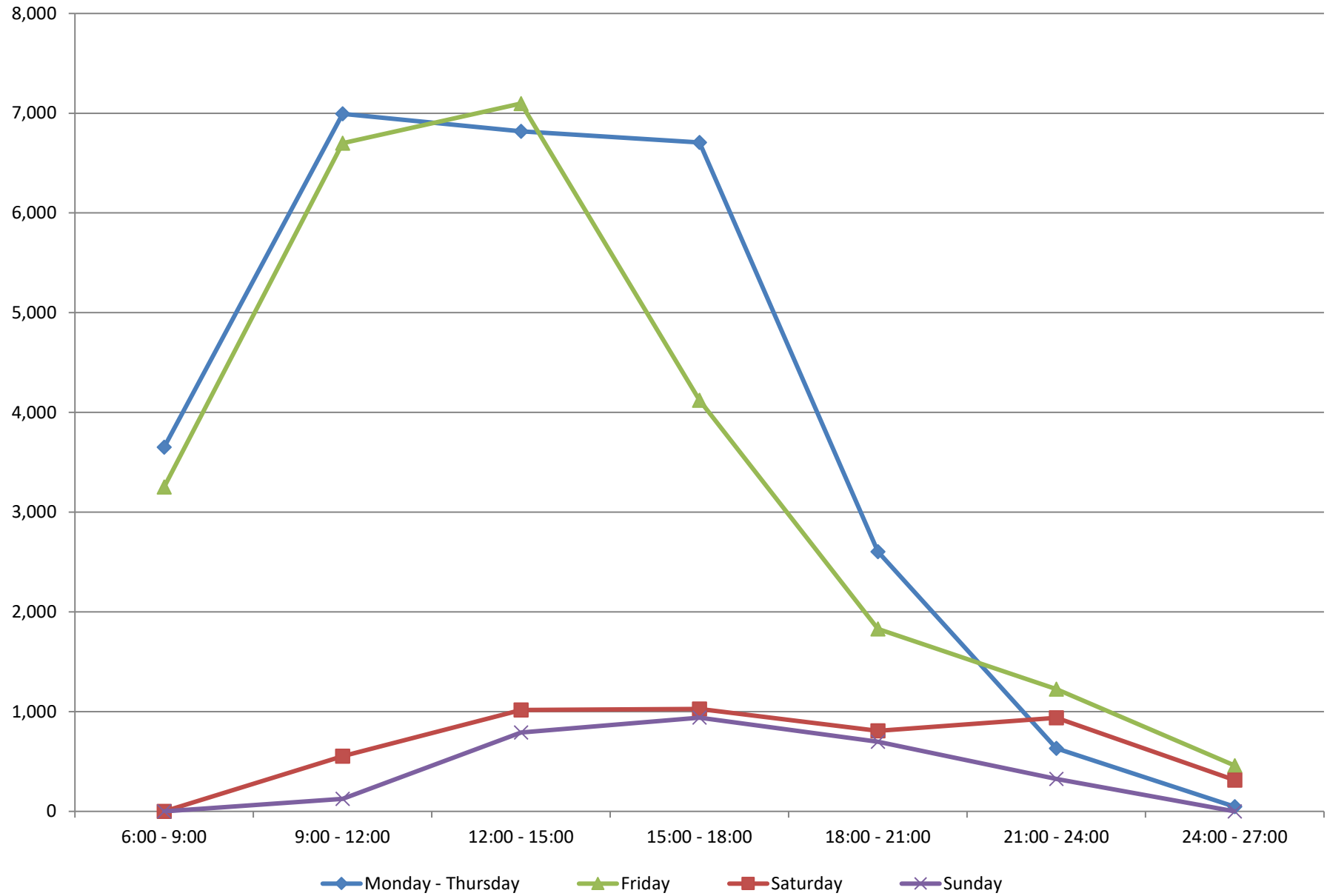
Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

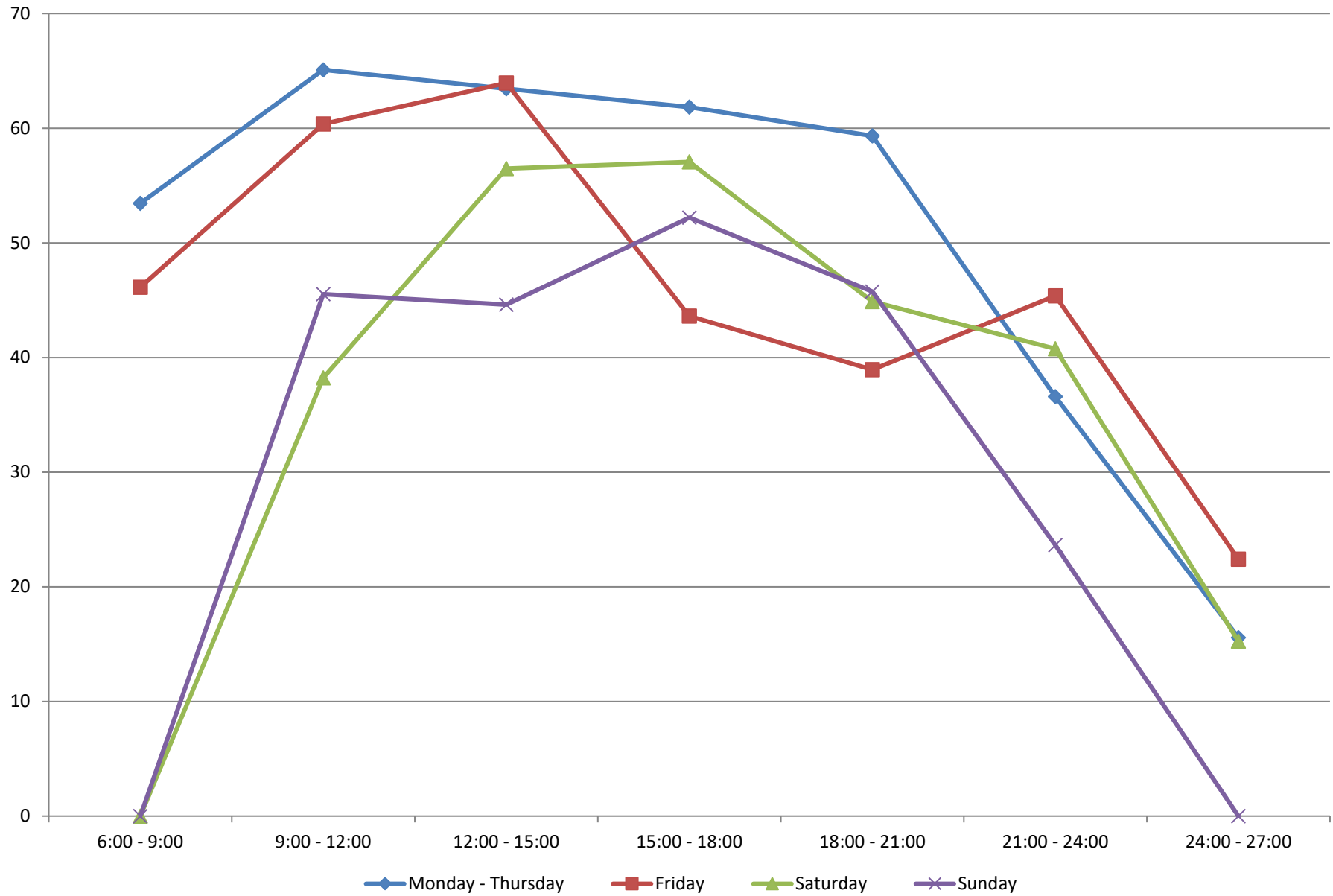
Month: September, 2018

	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
Monday - Thursday	6:00 - 9:00	3,651.94	68.34	53.43
	9:00 - 12:00	6,993.69	107.44	65.10
	12:00 - 15:00	6,817.31	107.44	63.45
	15:00 - 18:00	6,705.94	108.44	61.84
	18:00 - 21:00	2,604.56	43.91	59.32
	21:00 - 24:00	631.00	17.25	36.58
	24:00 - 27:00	46.69	3.00	15.56
Friday	6:00 - 9:00	3,251.75	70.50	46.12
	9:00 - 12:00	6,700.50	111.00	60.36
	12:00 - 15:00	7,097.50	111.00	63.94
	15:00 - 18:00	4,121.25	94.50	43.61
	18:00 - 21:00	1,830.25	47.00	38.94
	21:00 - 24:00	1,225.25	27.00	45.38
	24:00 - 27:00	459.25	20.50	22.40
Saturday	6:00 - 9:00	N/A	N/A	N/A
	9:00 - 12:00	554.20	14.50	38.22
	12:00 - 15:00	1,016.60	18.00	56.48
	15:00 - 18:00	1,027.00	18.00	57.06
	18:00 - 21:00	807.80	18.00	44.88
	21:00 - 24:00	937.40	23.00	40.76
	24:00 - 27:00	312.60	20.50	15.25
Sunday	6:00 - 9:00	N/A	N/A	N/A
	9:00 - 12:00	125.20	2.75	45.53
	12:00 - 15:00	792.00	17.75	44.62
	15:00 - 18:00	939.60	18.00	52.20
	18:00 - 21:00	697.80	15.25	45.76
	21:00 - 24:00	325.00	13.75	23.64
	24:00 - 27:00	N/A	N/A	N/A

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									
November-18									
December-18									
Total for 2nd Quarter:	0	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!
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:	1,053,949	981,303	93.11%	28,711	2.72%	1,010,014	95.83%	43,935	4.17%