

Monthly Ridership and
Service Level Report
March, 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.
- 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.
- Intermediate Service: This service is deployed during the week before Virginia Tech classes resume for the fall semester and for other select days throughout the year. It strongly resembles the Full Service with fewer routes in operation.
- 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 such as the Hokie Express and Progress Street do not operate; others such as Tom’s Creek follow an altered route.
- 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
CBD	Carpenter Boulevard
CRC	Corporate Research Center
HDG	Harding Avenue
HWD	Hethwood
HWA	Hethwood A
HWB	Hethwood B
HXP	Hokie Express
MSN	Main Street North

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

Summary
All Routes

Month: March, 2018

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
Total Passengers	383,019	386,244	-1%	3,333,822	3,083,296	8%
Total Revenue Hours	9,809.78	9,414.06	4%	82,624.50	75,136.06	10%
Total Revenue Miles	96,798.00	92,351.10	5%	804,979.40	738,811.80	9%
Total Driver Hours	11,148.75	10,924.75	2%	95,240.75	86,259.58	10%
Passengers/RH	39.04	41.03	-5%	40.35	41.04	-2%
Passengers/RM	3.96	4.18	-5%	4.14	4.17	-1%
Passengers/DH	34.36	35.35	-3%	35.00	35.74	-2%
Full Service Weekdays	17	18	(1)	125	126	(1)
Full Service Weekends	6	5	1	48	48	0
Reduced Service Weekdays	5	5	0	59	61	(2)
Reduced Service Weekends	3	3	0	30	21	9
Intermediate Service Weekdays	0	0	0	8	7	1
No Service Days	0	0	0	4	11	(7)

*Note: These numbers include both Blacksburg and Christiansburg Fixed and Demand Response Services. March 2018 had three full service days end early due to winter storms (two weekday and one weekend)

Total Ridership per Route

Blacksburg, Fixed Routes

Month: March, 2018

Route	Current Month			Previous Year			Change by Month			Current YTD Total			Previous YTD Total			YTD Change
	Current Month	% of Ridership	Previous Year	Change	Current YTD Total	% of YTD Ridership	Previous YTD Total	YTD Change								
CBD	5,499	1.45%	6,573	-16%	50,369	1.56%	50,687	-1%								
CRC	11,965	3.15%	10,778	11%	85,435	2.64%	79,014	8%								
HDG	15,190	4.00%	12,876	18%	126,281	3.91%	97,254	30%								
HWD	4,978	1.31%	6,424	-23%	42,858	1.33%	66,243	-35%								
HWA	36,924	9.73%	38,533	-4%	316,166	9.79%	285,920	11%								
HWB	26,807	7.06%	27,081	-1%	231,380	7.16%	211,169	10%								
HXP	27,830	7.33%	24,923	12%	209,684	6.49%	165,688	27%								
MSN	27,971	7.37%	28,087	0%	251,708	7.79%	242,029	4%								
MSS	24,454	6.44%	24,741	-1%	212,196	6.57%	199,767	6%								
PHD	30,195	7.96%	32,063	-6%	266,610	8.25%	255,882	4%								
PRO	41,435	10.92%	46,023	-10%	340,724	10.55%	350,031	-3%								
TOM	56,404	14.86%	53,271	6%	468,456	14.50%	406,081	15%								
TTT	4,980	1.31%	5,276	-6%	53,137	1.64%	53,374	0%								
UCB	38,841	10.23%	34,451	13%	350,089	10.84%	281,152	25%								
UMS	26,048	6.86%	30,155	-14%	225,746	6.99%	238,114	-5%								
Totals	379,521	100.00%	381,255	0%	3,230,839	100.00%	2,982,405	8%								

Total Ridership per Route

Christiansburg Routes

Month: March, 2018

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YTD Ridership	Previous YTD	YTD Change
Commuter	217	10.13%	206	5%	2,105	10.11%	1,644	28%
Explorer	1,054	49.21%	1,366	-23%	9,447	45.39%	11,125	-15%
GoAnywhere	871	40.66%	982	-11%	9,261	44.50%	8,663	7%
Totals	2,142	100%	2,554	-16%	20,813	100%	21,432	-3%
Christiansburg Fixed Route Total	1,271	59.34%	1,572	-19.15%	11,552	55.50%	12,769	-9.53%
Christiansburg Demand Response Total	871	40.66%	982	-11.30%	9,261	44.50%	8,663	6.90%
Totals	2,142	100%	2,554	-16%	20,813	100%	21,432	-3%

Passengers per Revenue Hour per Route

All Fixed Routes

Month: March, 2018

Route	Current Month	Previous Year	Change by Month
CBD	28.46	30.17	-6%
CRC	17.41	18.27	-5%
HDG	27.85	26.90	4%
HWD	42.47	38.63	10%
HWA	56.91	62.48	-9%
HWB	55.91	61.69	-9%
HXP	39.84	41.77	-5%
MSN	54.09	45.15	20%
MSS	35.87	31.05	16%
PHD	58.89	65.23	-10%
PRO	69.47	74.22	-6%
TOM	70.43	65.67	7%
TTT	15.42	15.27	1%
UCB	52.39	50.79	3%
UMS	71.52	78.78	-9%
Commuter	4.38	4.16	5%
Explorer	4.17	5.40	-23%

Passengers per Revenue Hour per Day of Week

All Fixed Routes

Month: March, 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	7,406	231.20	32.03	6,608	224.45	29.44	9%
Monday	52,197	1,296.05	40.27	62,005	1,255.49	49.39	-18%
Tuesday	75,640	1,411.03	53.61	66,606	1,254.74	53.08	1%
Wednesday	69,654	1,422.53	48.96	87,163	1,625.77	53.61	-9%
Thursday	93,771	1,846.84	50.77	85,028	1,635.02	52.00	-2%
Friday	69,744	1,895.26	36.80	65,366	1,702.77	38.39	-4%
Saturday	12,380	361.00	34.29	10,046	299.70	33.52	2%
Total	380,792	8,463.91	44.99	382,822	7,997.94	47.87	-6%

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

Passengers per Revenue Mile per Day of Week

All Fixed Routes

Month: March, 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	7,406	2,411	3.07	6,608	2,350	2.81	9%
Monday	52,197	13,158	3.97	62,005	12,634	4.91	-19%
Tuesday	75,640	14,192	5.33	66,606	12,602	5.29	1%
Wednesday	69,654	14,328	4.86	87,163	16,274	5.36	-9%
Thursday	93,771	18,531	5.06	85,028	16,376	5.19	-3%
Friday	69,744	19,207	3.63	65,366	17,215	3.80	-4%
Saturday	12,380	3,841	3.22	10,046	3,195	3.14	3%
Total	380,792	85,668	4.44	382,822	80,646	4.75	-6%

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

Passengers per Revenue Hour per Day of Week

Demand Response Service

Month: March, 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	20	24.70	0.81	44	33.07	1.33	-39%	
Monday	134	124.33	1.08	172	131.15	1.31	-18%	
Tuesday	217	139.53	1.56	256	146.77	1.74	-11%	
Wednesday	204	151.33	1.35	219	165.44	1.32	2%	
Thursday	235	176.03	1.34	233	167.45	1.39	-4%	
Friday	268	169.03	1.59	228	163.25	1.40	14%	
Saturday	92	67.25	1.37	126	71.85	1.75	-22%	
Total	1,170	852.21	1.37	1,278	878.98	1.45	-6%	

		<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	112	64.65	1.73	151	73.78	2.05	-15%	
Tuesday	153	70.22	2.18	142	74.75	1.90	15%	
Wednesday	138	69.72	1.98	216	88.92	2.43	-19%	
Thursday	207	89.58	2.31	197	86.53	2.28	1%	
Friday	205	83.38	2.46	221	88.15	2.51	-2%	
Saturday	56	31.57	1.77	55	27.05	2.03	-13%	
Total	871	409.12	2.13	982	439.18	2.24	-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: March, 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	20	61	0.33	44	138	0.32	3%
Monday	134	835	0.16	172	829	0.21	-23%
Tuesday	217	1,061	0.20	256	1,214	0.21	-3%
Wednesday	204	1,015	0.20	219	1,045	0.21	-4%
Thursday	235	1,312	0.18	233	1,113	0.21	-14%
Friday	268	1,347	0.20	228	1,051	0.22	-8%
Saturday	92	385	0.24	126	550	0.23	4%
Total	1,170	6,016	0.19	1,278	5,940.04	0.22	-10%
<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	112	593	0.19	151	782	0.19	-2%
Tuesday	153	738	0.21	142	769	0.18	12%
Wednesday	138	775	0.18	216	1,107	0.20	-9%
Thursday	207	1,065	0.19	197	1,102	0.18	9%
Friday	205	1,045	0.20	221	1,091	0.20	-3%
Saturday	56	373	0.15	55	300	0.18	-18%
Total	871	4,589	0.19	982	5,151	0.19	0%

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

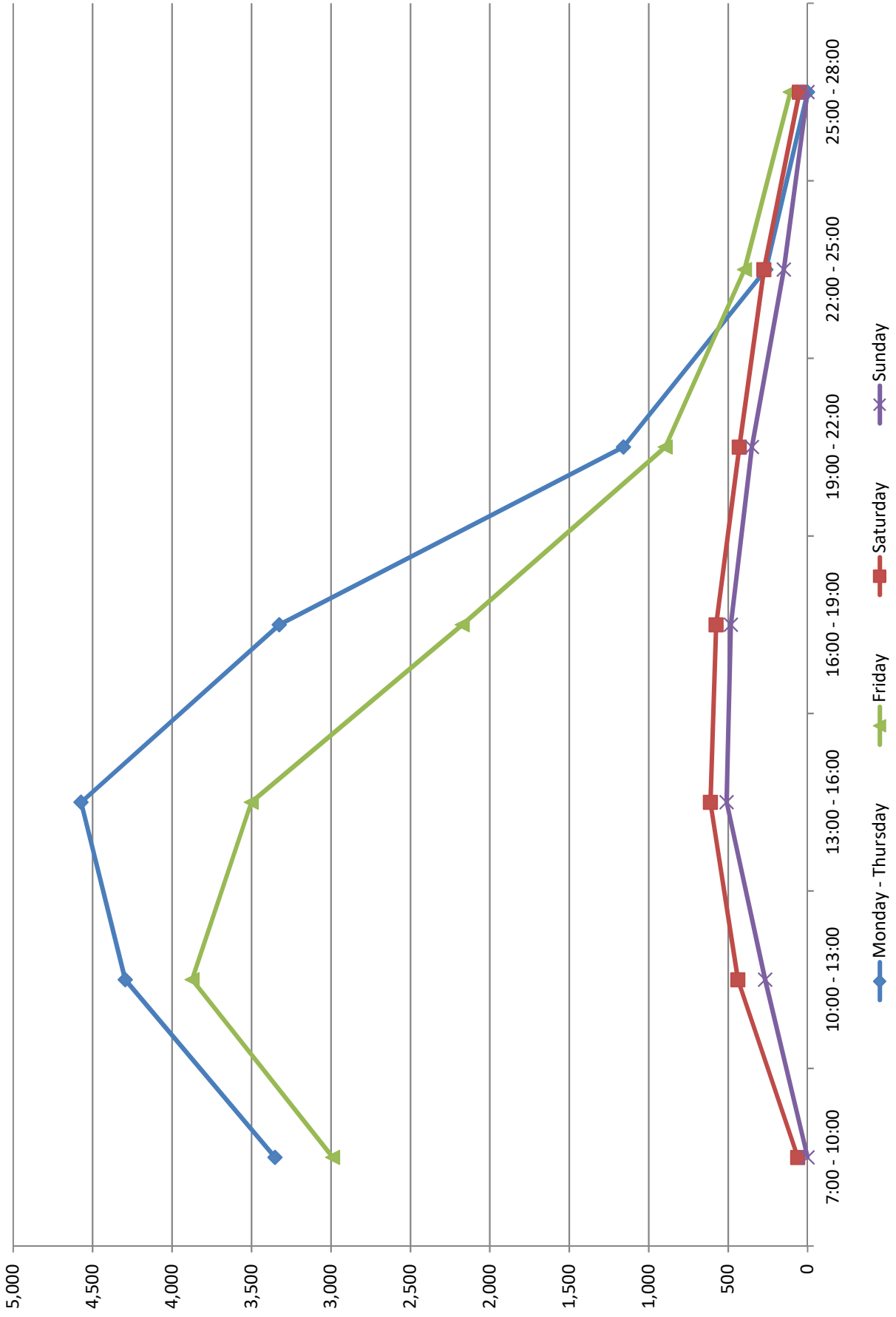
Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

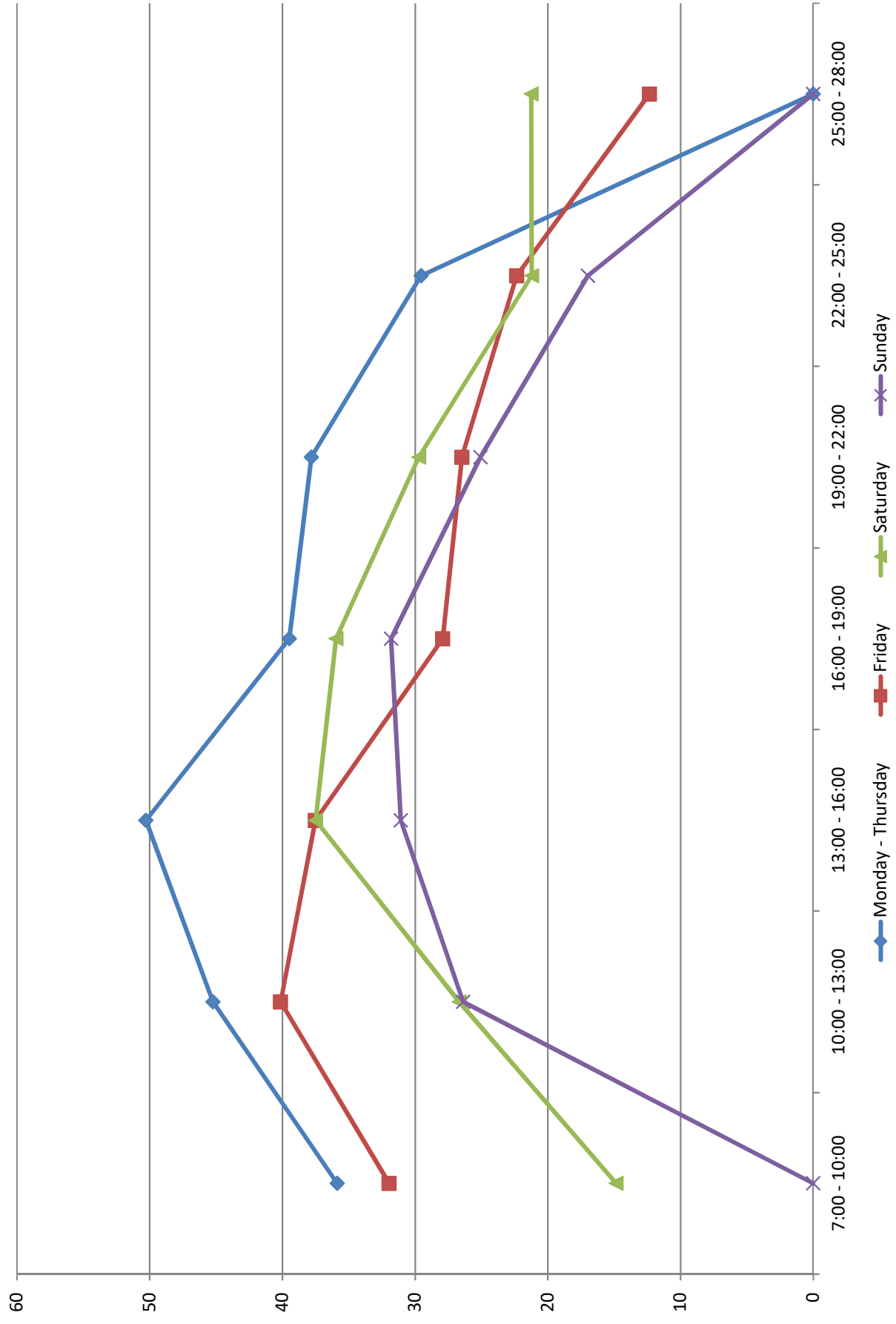
Month: March, 2018

	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
Monday - Thursday	7:00 - 10:00	3,351.88	82.71	35.88
	10:00 - 13:00	4,295.24	82.59	45.23
	13:00 - 16:00	4,572.88	79.71	50.28
	16:00 - 19:00	3,325.41	75.76	39.49
	19:00 - 22:00	1,159.53	28.12	37.82
	22:00 - 25:00	263.24	7.88	29.54
	25:00 - 28:00	0.00	0.00	0.00
Friday	7:00 - 10:00	2,989.80	85.20	31.95
	10:00 - 13:00	3,874.00	87.80	40.14
	13:00 - 16:00	3,501.60	85.80	37.52
	16:00 - 19:00	2,173.00	74.00	27.92
	19:00 - 22:00	895.00	31.60	26.47
	22:00 - 25:00	397.40	14.40	22.34
	25:00 - 28:00	109.20	8.60	12.35
Saturday	7:00 - 10:00	61.80	4.00	14.85
	10:00 - 13:00	438.40	15.80	26.68
	13:00 - 16:00	611.60	15.60	37.49
	16:00 - 19:00	575.40	15.00	35.97
	19:00 - 22:00	429.00	12.00	29.73
	22:00 - 25:00	274.40	11.00	21.23
	25:00 - 28:00	51.00	2.40	21.25
Sunday	7:00 - 10:00	0.00	0.00	0.00
	10:00 - 13:00	266.50	9.75	26.37
	13:00 - 16:00	509.50	16.00	31.08
	16:00 - 19:00	483.00	14.75	31.81
	19:00 - 22:00	350.75	11.25	25.08
	22:00 - 25:00	150.25	8.75	16.98
	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-17	81,654		64,300	78.75%	6,383	7.82%	70,683	86.56%	10,971	13.44%
August-17	180,623		157,504	87.20%	8,123	4.50%	165,627	91.70%	14,996	8.30%
September-17	565,585		535,706	94.72%	11,072	1.96%	546,778	96.67%	18,807	3.33%
Total for 1st Quarter:	827,862		757,510	91.50%	25,578	3.09%	783,088	94.59%	44,774	5.41%
October-17	547,514		519,035	94.80%	11,384	2.08%	530,419	96.88%	17,095	3.12%
November-17	423,243		399,434	94.37%	10,005	2.36%	409,439	96.74%	13,804	3.26%
December-17	305,190		285,613	93.59%	7,681	2.52%	293,294	96.10%	11,896	3.90%
Total for 2nd Quarter:	1,275,947		1,204,082	94.37%	29,070	2.28%	1,233,152	96.65%	42,795	3.35%
January-18	338,226		316,466	93.57%	9,241	2.73%	325,707	96.30%	12,519	3.70%
February-18	488,900		463,717	94.85%	10,384	2.12%	474,101	96.97%	14,799	3.03%
March-18	380,792		354,939	93.21%	10,714	2.81%	365,653	96.02%	15,139	3.98%
Total for 3rd Quarter:	1,207,918		1,135,122	93.97%	30,339	2.51%	1,165,461	96.49%	42,457	3.51%
April-18										
May-18										
June-18										
Total for 4th Quarter:	0		0	0.00%	0	0.00%	0	0.00%	0	0.00%
Total for Year:	3,311,727		3,096,714	93.51%	84,987	2.57%	3,181,701	96.07%	130,026	3.93%