



Monthly Ridership and
Service Level Report
May, 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: May, 2018

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
Total Passengers	165,531	167,049	-1%	3,984,394	3,667,375	9%
Total Revenue Hours	7,088.83	6,435.23	10%	100,773.01	91,373.90	10%
Total Revenue Miles	72,204.10	64,748.60	12%	986,304.50	899,053.50	10%
Total Driver Hours	8,068.50	7,507.83	7%	115,776.50	105,087.70	10%
Passengers/RH	23.35	25.96	-10%	39.54	40.14	-1%
Passengers/RM	2.29	2.58	-11%	4.04	4.08	-1%
Passengers/DH	20.52	22.25	-8%	34.41	34.90	-1%
Full Service Weekdays	7	8	(1)	153	154	(1)
Full Service Weekends	1	1	0	58	59	(1)
Reduced Service Weekdays	15	14	1	74	75	(1)
Reduced Service Weekends	6	4	2	36	25	11
Intermediate Service Weekdays	1	1	0	9	8	1
No Service Days	1	3	(2)	5	14	(9)

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

Total Ridership per Route

Blacksburg, Fixed Routes

Month: May, 2018

Route	Current Month			Previous Year			Change by Month			Current YTD Total			Previous YTD Total			YTD Change		
	Month	% of Ridership	Year	Year	by Month	YTD Total	% of YTD Ridership	YTD Total	YTD Total	YTD Total	YTD Total	YTD Total	YTD Total	YTD Total	YTD Total	YTD Total	YTD Total	YTD Total
CBD	1,473	0.91%	2,064	2,064	-29%	58,905	1.52%	59,830	-2%									
CRC	5,578	3.46%	5,248	5,248	6%	105,856	2.73%	95,459	11%									
HDG	6,615	4.11%	6,185	6,185	7%	151,659	3.92%	116,895	30%									
HWD	3,472	2.15%	10,832	10,832	-68%	52,753	1.36%	83,885	-37%									
HWA	13,700	8.50%	12,704	12,704	8%	375,718	9.70%	340,123	10%									
HWB	13,369	8.30%	9,425	9,425	42%	277,485	7.16%	251,202	10%									
HXP	7,461	4.63%	7,128	7,128	5%	254,443	6.57%	199,242	28%									
MSN	13,576	8.43%	14,760	14,760	-8%	301,588	7.79%	288,861	4%									
MSS	15,280	9.48%	13,820	13,820	11%	256,567	6.62%	238,675	7%									
PHD	12,277	7.62%	10,467	10,467	17%	316,414	8.17%	301,667	5%									
PRO	12,652	7.85%	15,326	15,326	-17%	407,435	10.52%	415,237	-2%									
TOM	28,626	17.77%	26,865	26,865	7%	570,009	14.72%	489,885	16%									
TTT	4,058	2.52%	3,893	3,893	4%	63,028	1.63%	62,879	0%									
UCB	16,516	10.25%	16,301	16,301	1%	416,365	10.75%	336,591	24%									
UMS	6,477	4.02%	7,856	7,856	-18%	264,696	6.83%	277,640	-5%									
Totals	161,130	100.00%	162,874	162,874	-1%	3,872,921	100.00%	3,558,071	9%									

Total Ridership per Route
 Christiansburg Routes
 Month: May, 2018

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YTD Ridership	Previous YTD	YTD Change
Commuter	175	7.62%	123	42%	2,493	9.83%	1,913	30%
Explorer	1,128	49.09%	1,078	5%	11,712	46.18%	13,352	-12%
GoAnywhere	995	43.30%	1,181	-16%	11,157	43.99%	10,766	4%
Totals	2,298	100%	2,382	-4%	25,362	100%	26,031	-3%
Christiansburg Fixed Route Total	1,303	56.70%	1,201	8.49%	14,205	56.01%	15,265	-6.94%
Christiansburg Demand Response Total	995	43.30%	1,181	-15.75%	11,157	43.99%	10,766	3.63%
Totals	2,298	100%	2,382	-4%	25,362	100%	26,031	-3%

Passengers per Revenue Hour per Route

All Fixed Routes

Month: May, 2018

Route	Current Month	Previous Year	Change by Month
CBD	18.47	23.14	-20%
CRC	12.50	13.31	-6%
HDG	15.16	16.23	-7%
HWD	27.84	46.19	-40%
HWA	32.69	44.97	-27%
HWB	38.32	24.62	56%
HXP	23.11	27.66	-16%
MSN	36.15	37.04	-2%
MSS	27.38	30.15	-9%
PHD	34.58	47.81	-28%
PRO	51.51	57.43	-10%
TOM	50.49	48.45	4%
TTT	12.95	12.97	0%
UCB	34.24	36.93	-7%
UMS	43.48	46.37	-6%
Commuter	3.54	2.48	42%
Explorer	4.46	4.26	5%

Passengers per Revenue Hour per Day of Week

All Fixed Routes

Month: May, 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	4,143	155.20	26.69	2,712	94.35	28.74	-7%
Monday	17,712	718.51	24.65	35,086	992.34	35.36	-30%
Tuesday	43,221	1,291.67	33.46	39,926	1,108.56	36.02	-7%
Wednesday	38,588	1,290.51	29.90	36,275	1,108.81	32.72	-9%
Thursday	24,755	1,026.21	24.12	19,780	727.86	27.18	-11%
Friday	24,749	889.86	27.81	22,068	746.86	29.55	-6%
Saturday	9,081	291.90	31.11	8,228	283.12	29.06	7%
Total	162,249	5,663.86	28.65	164,075	5,061.90	32.41	-12%

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

Passengers per Revenue Mile per Day of Week

All Fixed Routes

Month: May, 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	4,143	1,658	2.50	2,712	999	2.71	-8%
Monday	17,712	7,637	2.32	35,086	10,204	3.44	-33%
Tuesday	43,221	13,590	3.18	39,926	11,564	3.45	-8%
Wednesday	38,588	13,655	2.83	36,275	11,724	3.09	-9%
Thursday	24,755	11,129	2.22	19,780	7,812	2.53	-12%
Friday	24,749	9,573	2.59	22,068	7,999	2.76	-6%
Saturday	9,081	3,182	2.85	8,228	3,084	2.67	7%
Total	162,249	60,424	2.69	164,075	53,386	3.07	-13%

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

Passengers per Revenue Hour per Day of Week

Demand Response Service

Month: May, 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	12	14.02	0.86	10	7.48	1.34	-36%		
Monday	112	95.18	1.18	179	136.73	1.31	-10%		
Tuesday	284	170.63	1.66	304	194.22	1.57	6%		
Wednesday	270	185.87	1.45	241	170.33	1.41	3%		
Thursday	241	191.11	1.26	195	148.78	1.31	-4%		
Friday	194	133.82	1.45	175	127.77	1.37	6%		
Saturday	48	35.92	1.34	102	59.50	1.71	-22%		
Total	1,161	826.55	1.40	1,206	844.82	1.43	-2%		

		<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	107	53.88	1.99	222	64.40	3.45	-42%		
Tuesday	201	84.18	2.39	213	88.13	2.42	-1%		
Wednesday	179	87.65	2.04	179	82.52	2.17	-6%		
Thursday	232	114.02	2.03	349	73.85	4.73	-57%		
Friday	231	71.38	3.24	168	65.85	2.55	27%		
Saturday	45	26.78	1.68	50	28.08	1.78	-6%		
Total	995	437.90	2.27	1,181	402.83	2.93	-22%		

*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: May, 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	12	25	0.48	10	17	0.59	-18%
Monday	112	719	0.16	179	916	0.20	-20%
Tuesday	284	1,453	0.20	304	1,323	0.23	-15%
Wednesday	270	1,533	0.18	241	1,140	0.21	-17%
Thursday	241	1,386	0.17	195	998	0.20	-11%
Friday	194	921	0.21	175	843	0.21	1%
Saturday	48	198	0.24	102	421	0.24	0%
Total	1,161	6,235	0.19	1,206	5,658.00	0.21	-13%

<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	107	546	0.20	222	744	0.30	-34%
Tuesday	201	890	0.23	213	1,075	0.20	14%
Wednesday	179	931	0.19	179	982	0.18	5%
Thursday	232	1,120	0.21	349	907	0.38	-46%
Friday	231	893	0.26	168	801	0.21	23%
Saturday	45	280	0.16	50	334	0.15	7%
Total	995	4,660	0.21	1,181	4,843	0.24	-12%

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

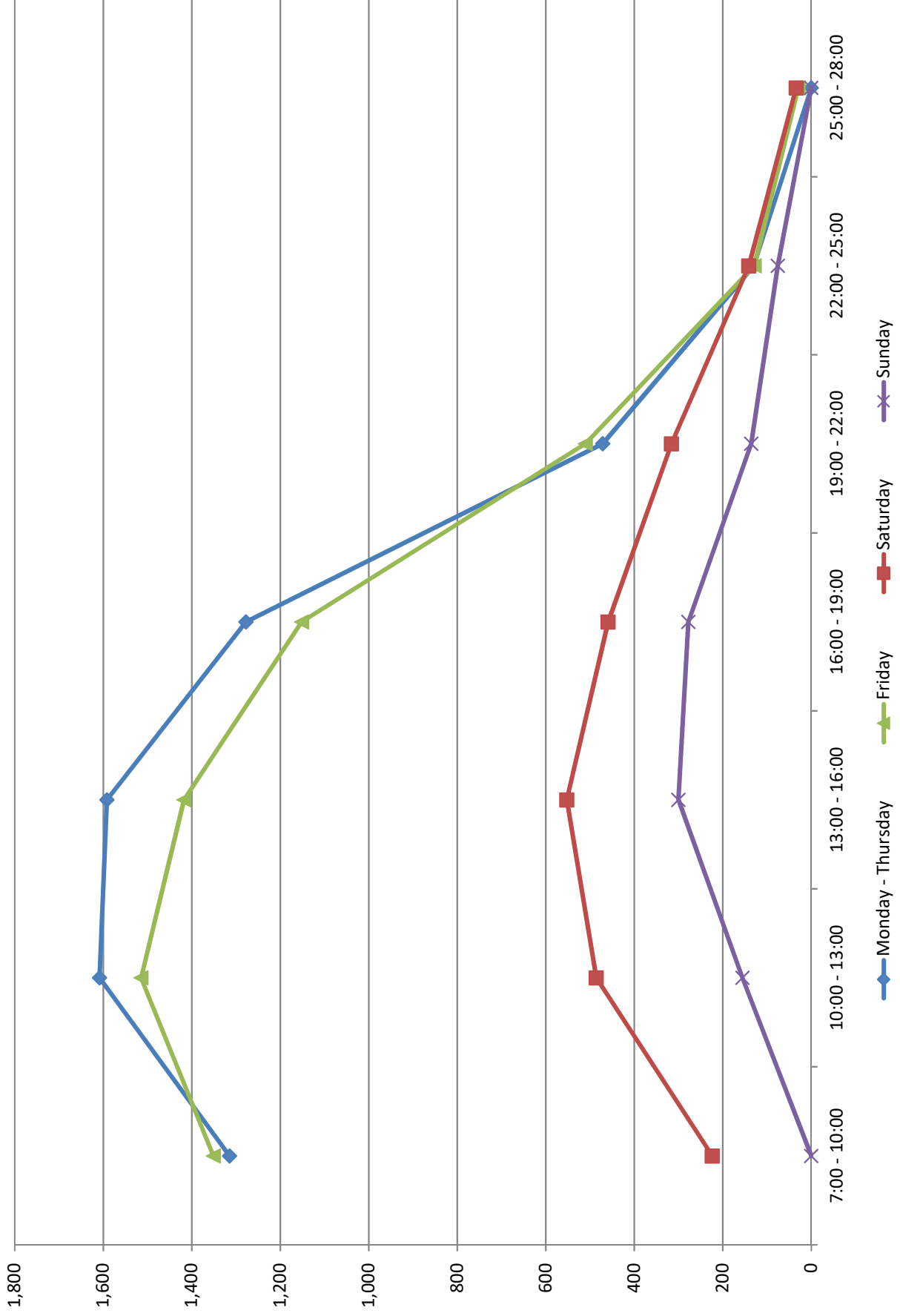
Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

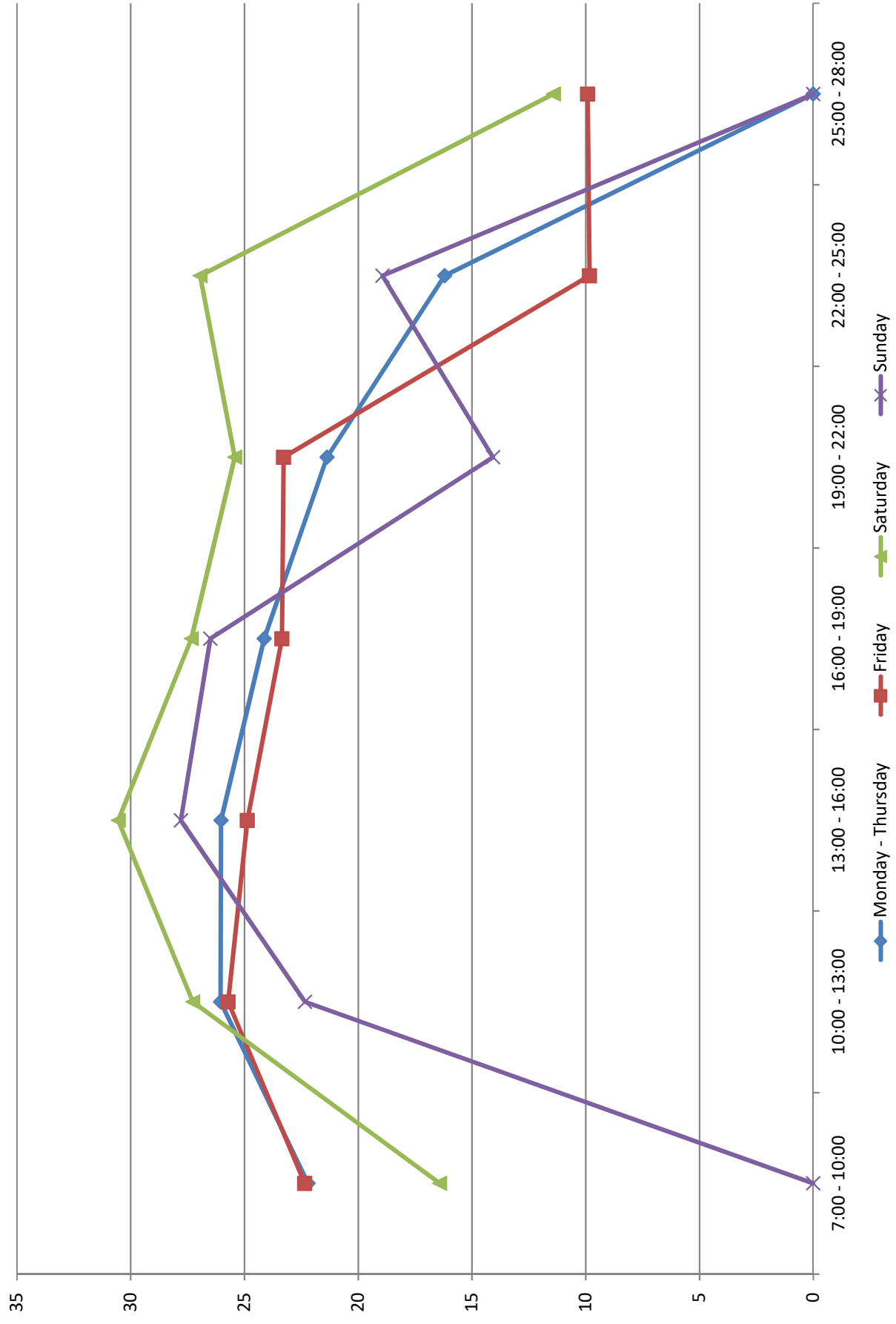
Month: May, 2018

Time of Day		Avg Total Passengers	Average RH	Avg Pass. per RH
Monday - Thursday	7:00 - 10:00	1,314.63	51.37	22.20
	10:00 - 13:00	1,608.32	52.79	26.06
	13:00 - 16:00	1,591.79	51.16	26.03
	16:00 - 19:00	1,277.95	48.26	24.13
	19:00 - 22:00	471.47	18.89	21.38
	22:00 - 25:00	130.21	4.26	16.21
	25:00 - 28:00	0.00	0.00	0.00
Friday	7:00 - 10:00	1,351.00	49.25	22.35
	10:00 - 13:00	1,514.50	50.50	25.72
	13:00 - 16:00	1,417.75	49.50	24.88
	16:00 - 19:00	1,151.50	45.50	23.35
	19:00 - 22:00	510.50	19.75	23.28
	22:00 - 25:00	128.75	5.75	9.83
	25:00 - 28:00	29.75	3.00	9.92
Saturday	7:00 - 10:00	224.00	9.00	16.43
	10:00 - 13:00	486.00	15.25	27.27
	13:00 - 16:00	552.50	15.00	30.55
	16:00 - 19:00	459.25	14.25	27.34
	19:00 - 22:00	316.25	9.75	25.43
	22:00 - 25:00	141.50	5.25	26.95
	25:00 - 28:00	34.25	3.00	11.42
Sunday	7:00 - 10:00	0.00	0.00	0.00
	10:00 - 13:00	155.50	6.00	22.34
	13:00 - 16:00	300.25	9.75	27.80
	16:00 - 19:00	277.75	9.50	26.50
	19:00 - 22:00	136.00	4.50	14.08
	22:00 - 25:00	75.75	4.00	18.94
	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	482,717		454,652	94.19%	11,557	2.39%	466,209	96.58%	16,508	3.42%
May-18	163,152		142,963	87.63%	8,066	4.94%	151,029	92.57%	12,123	7.43%
June-18										
Total for 4th Quarter:	645,869		597,615	181.81%	19,623	7.34%	617,238	189.15%	28,631	10.85%
Total for Year:	3,957,596		3,694,329	93.35%	104,610	2.64%	3,798,939	95.99%	158,657	4.01%