



Monthly Ridership and
Service Level Report
June, 2017

**“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
CBD	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

Total Ridership per Route
 Blacksburg, Fixed Routes
 Month: June, 2017

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YTD Ridership	Previous YTD Total	YTD Change
CBD	?	?	-	-	59,830	1.65%	-	-
CRC	3,062	5.08%	2,659	15%	98,521	2.72%	86,868	13%
CRCH	-	-	406	-	-	-	8,206	-
HDG	2,864	4.76%	3,223	-9%	119,759	3.31%	126,428	-5%
HWD	14,526	24.12%	16,195	11%	98,411	2.72%	131,692	-25%
HWA	?	?	?	?	340,123	9.40%	314,065	8%
HWB	?	?	?	?	251,202	6.94%	229,593	9%
HXP	?	?	?	?	199,242	5.51%	214,297	-7%
MSN	?	13.17%	7,561	5%	296,790	8.20%	272,910	9%
MSS	8,263	13.72%	8,302	-	246,938	6.82%	233,682	6%
PHD	?	?	?	-	301,667	8.34%	281,035	7%
PRO	?	?	?	-	415,237	11.48%	470,389	-12%
TOM	12,719	21.12%	9,385		502,604	13.89%	35,918	1299%
TCB	-	-	1,593	-	-	-	429,619	-
TTT	3,014	5.00%	2,942		65,893	1.82%	65,907	0%
UCB	7,847	13.03%	6,940		344,438	9.52%	123,409	179%
UMS	?	?	2,793	-100%	277,640	7.67%	376,434	-26%
Totals	60,224	100.00%	61,999	-3%	3,618,295	100.00%	3,400,452	6%

Total Ridership per Route

Christiansburg Routes

Month: June, 2017

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
Commuter	212	8.03%	167	27%	2,118	7.39%	3,117	-32%
Explorer	1,139	43.13%	1,022	11%	14,491	50.55%	13,813	5%
GoAnywhere	1,290	48.85%	1,552	-17%	12,056	42.06%	11,674	3%
Totals	2,641	100%	2,741	-4%	28,665	100.00%	28,604	0%
Christiansburg Fixed Route Total	1,351	51.15%	1,189	13.62%	16,609	57.94%	16,930	-1.90%
Christiansburg Demand Response Total	1,290	48.85%	1,552	-16.88%	12,056	42.06%	11,674	3.27%
Totals	2,641	100%	2,741	-4%	28,665	100%	28,604	0%

Passengers per Revenue Hour per Route

All Fixed Routes

Month: June, 2017

Route	Current Month	Previous Year	Change by Month
CBD	-	-	-
CRC	11.90	12.65	-6%
CRCH	-	-	-
HDG	10.38	11.28	-8%
HWD	43.68	50.99	-14%
HWA	-	-	-
HWB	-	-	-
HXP	-	-	-
MSN	24.16	24.32	-1%
MSS	27.85	27.61	1%
PHD, PHDLN	-	-	-
PRO	-	-	-
TOM	34.29	27.00	27%
TCB	-	32.17	-
TTT	11.04	10.78	2%
UCB	32.89	33.98	-3%
UMS	-	15.85	-
Commuter	4.28	3.37	27%
Explorer	4.50	4.04	11%

Passengers per Revenue Hour per Day of Week
 All Fixed Routes
 Month: June, 2017

Week Day	<u>Current Month</u>			<u>Previous Year</u>			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
Sunday	-	-	-	-	-	-	-
Monday	10,508	465.88	22.56	12,114	496.18	24.41	-8%
Tuesday	10,789	465.88	23.16	11,794	496.18	23.77	-3%
Wednesday	11,051	465.88	23.72	14,639	626.02	23.38	1%
Thursday	13,162	582.35	22.60	14,507	610.10	23.78	-5%
Friday	12,794	581.18	22.01	10,538	494.35	21.32	3%
Saturday	3,265	173.20	18.85	2,828	178.75	15.82	19%
Total	61,569	2,734.37	22.52	66,420	2,901.58	22.89	-2%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Mile per Day of Week
 All Fixed Routes
 Month: June, 2017

Week Day	<u>Current Month</u>			<u>Previous Year</u>			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
Sunday	-	-	-	-	-	-	-
Monday	10,508	5,549	1.89	12,114	5,593	2.17	-13%
Tuesday	10,789	5,548	1.94	11,794	5,589	2.11	-8%
Wednesday	11,051	5,561	1.99	14,639	6,971	2.10	-5%
Thursday	13,162	6,945	1.90	14,507	6,891	2.11	-10%
Friday	12,794	6,903	1.85	10,538	5,568	1.89	-2%
Saturday	3,265	1,947	1.68	2,828	1,882	1.50	12%
Total	61,569	32,453	1.90	66,420	32,494	2.04	-7%

*Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Hour per Day of Week
 Demand Response Service
 Month: June, 2017

Day of Week	<u>Current Month</u>			<u>Previous Year</u>			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
Sunday	-	-	-	-	-	-	-
Monday	293	195.78	1.50	423	197.20	2.15	-30%
Tuesday	616	220.25	2.80	656	228.86	2.87	-2%
Wednesday	486	233.88	2.08	794	285.62	2.78	-25%
Thursday	663	276.99	2.39	676	282.32	2.39	0%
Friday	487	234.95	2.07	376	204.20	1.84	13%
Saturday	183	107.63	1.70	212	107.32	1.98	-14%
Total	2,728	1,269.48	2.15	3,137	1,305.52	2.40	-11%

*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: June, 2017

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	-	-	-	-	-	-	-
Monday	293	1,287	0.23	423	1,631	0.26	-12%
Tuesday	616	1,702	0.36	656	1,966	0.33	8%
Wednesday	486	1,894	0.26	794	2,522	0.31	-18%
Thursday	663	2,384	0.28	676	2,687	0.25	11%
Friday	487	1,951	0.25	376	1,843	0.20	22%
Saturday	183	845	0.22	212	1,061	0.20	8%
Total	2,728	10,063	0.27	3,137	11,709	0.27	1%

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

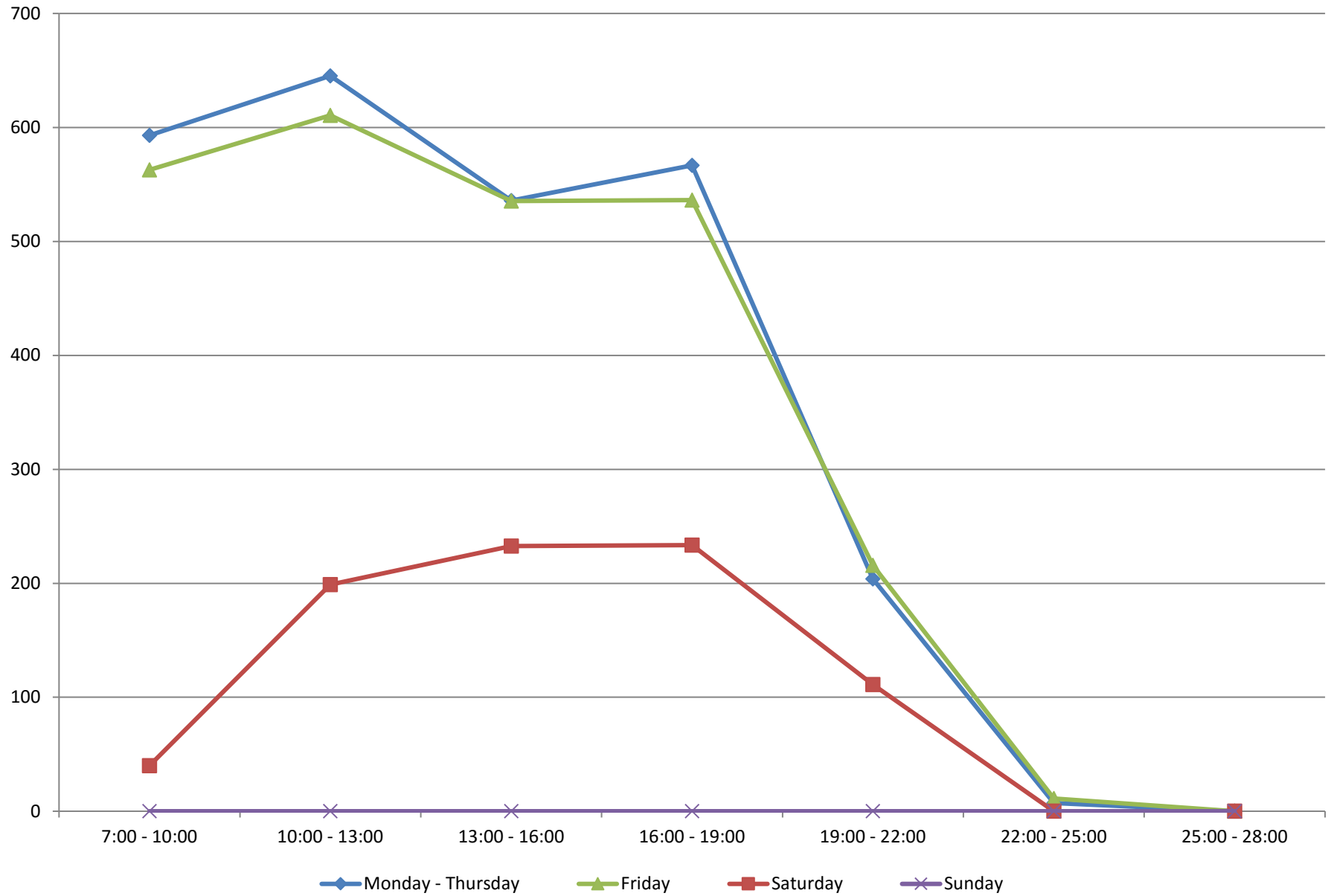
Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

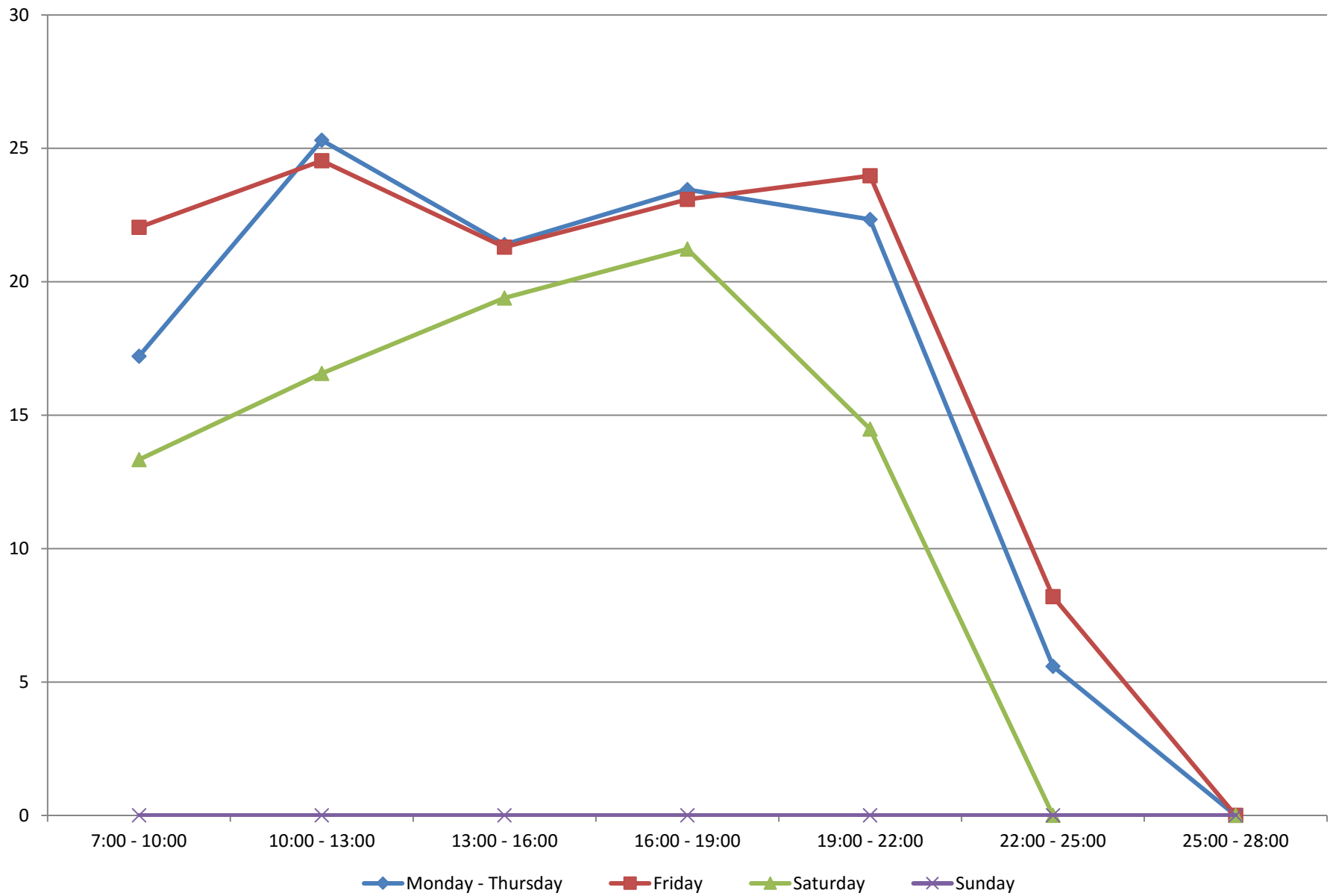
Month: June, 2017

	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
Monday - Thursday	7:00 - 10:00	592.94	25.35	17.21
	10:00 - 13:00	645.29	25.53	25.31
	13:00 - 16:00	535.82	25.06	21.40
	16:00 - 19:00	566.65	24.24	23.46
	19:00 - 22:00	203.94	9.18	22.34
	22:00 - 25:00	7.12	1.18	5.59
	25:00 - 28:00	0	0	0
Friday	7:00 - 10:00	562.80	25.60	22.04
	10:00 - 13:00	610.60	25.00	24.54
	13:00 - 16:00	535.40	25.20	21.30
	16:00 - 19:00	536.20	23.40	23.09
	19:00 - 22:00	215.80	9.00	23.98
	22:00 - 25:00	11.20	1.60	8.20
	25:00 - 28:00	0	0	0
Saturday	7:00 - 10:00	40.00	3.00	13.33
	10:00 - 13:00	198.75	12.00	16.56
	13:00 - 16:00	232.75	12.00	19.40
	16:00 - 19:00	233.50	11.00	21.23
	19:00 - 22:00	111.25	7.75	14.48
	22:00 - 25:00	0	0	0
	25:00 - 28:00	0	0	0
Sunday	7:00 - 10:00	0	0	0
	10:00 - 13:00	0	0	0
	13:00 - 16:00	0	0	0
	16:00 - 19:00	0	0	0
	19:00 - 22:00	0	0	0
	22:00 - 25:00	0	0	0
	25:00 - 28:00	0	0	0

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	396,580	373,063	94.07%	9,544	2.41%	382,607	96.48%	13,973	3.52%
December-16	210,739	192,469	91.33%	7,408	3.52%	199,877	94.85%	10,862	5.15%
Total for 2nd Quarter:	1,081,142	1,013,453	93.74%	26,996	2.50%	1,040,449	96.24%	40,693	3.76%
January-17	288,104	266,213	92.40%	9,173	3.18%	275,386	95.59%	12,718	4.41%
February-17	448,238	422,293	94.21%	10,033	2.24%	432,326	96.45%	15,912	3.55%
March-17	383,803	357,032	93.02%	10,135	2.64%	367,167	95.67%	16,636	4.33%
Total for 3rd Quarter:	1,120,145	1,045,538	93.34%	29,341	2.62%	1,074,879	95.96%	45,266	4.04%
April-17	414,087	386,993	93.46%	9,880	2.39%	396,873	95.84%	17,214	4.16%
May-17	164,448	142,929	86.91%	8,172	4.97%	151,101	91.88%	13,347	8.12%
June-17	64,886	46,844	72.19%	6,891	10.62%	53,735	82.81%	11,151	17.19%
Total for 4th Quarter:	643,421	576,766	252.57%	24,943	17.98%	601,709	270.54%	41,712	29.46%
Total for Year:	3,705,429	3,430,383	92.58%	105,678	2.85%	3,536,061	95.43%	169,368	4.57%