



Monthly Ridership
and Service Level
Report
April, 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

Summary
All Routes
Month: April, 2017

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
Total Passengers	416,400	400,250	4%	3,500,326	3,287,155	6%
Total Revenue Hours	9,802.61	9,237.98	6%	84,938.67	78,920.23	8%
Total Revenue Miles	95,493.10	90,596.90	5%	837,733.90	774,172.16	8%
Total Driver Hours	11,320.25	10,308.84	10%	97,579.83	89,785.89	9%
Passengers/RH	42.48	43.33	-2%	41.21	41.65	-1%
Passengers/RM	4.36	4.42	-1%	4.18	4.25	-2%
Passengers/DH	36.78	38.83	-5%	35.87	36.61	-2%
Full Service Weekdays	20	21	1.00	147	140	(7)
Full Service Weekends	10	9	(1.00)	58	55	(3)
Reduced Service Weekdays	0	0	-	61	63	2
Reduced Service Weekends	0	0	-	21	24	3
Intermediate Service Weekdays	0	0	-	6	11	5
No Service Days	0	0	-	11	12	1

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

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

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YTD Ridership	Previous YTD Total	YTD Change
CBD	7,079	1.71%	-	-	57,766	1.70%	-	-
CRC	11,197	2.71%	10,336	8%	90,211	2.66%	81,213	11%
CRCH	-	-	0	-	-	-	6,041	-
HDG	13,456	3.26%	14,050	-4%	110,710	3.26%	117,054	-5%
HWD	6,810	1.65%	7,312	-7%	73,053	2.15%	103,246	-29%
HWA	41,499	10.05%	40,378	3%	327,419	9.64%	302,875	8%
HWB	30,608	7.41%	30,859	-1%	241,777	7.12%	220,297	10%
HXP	26,426	6.40%	29,952	-12%	192,114	5.66%	206,629	-7%
MSN	32,072	7.77%	30,513	5%	274,101	8.07%	251,554	9%
MSS	25,088	6.08%	24,994	0%	224,855	6.62%	212,445	6%
PHD	35,318	8.56%	35,881	-2%	291,200	8.58%	271,123	7%
PRO	49,880	12.08%	60,760	-18%	399,911	11.78%	452,617	-12%
TOM	56,939	13.79%	1,694	3261%	463,020	13.64%	23,528	1868%
TCB	-	-	48,506	-	-	-	407,855	-
TTT	5,612	1.36%	5,439	3%	58,986	1.74%	58,893	0%
UCB	39,138	9.48%	19,110	105%	320,290	9.43%	111,518	187%
UMS	31,670	7.67%	36,352	-13%	269,784	7.95%	358,922	-25%
Totals	412,792	100.00%	396,136	4%	3,395,197	100.00%	3,185,810	7%

Total Ridership per Route
Christiansburg Routes
Month: April, 2017

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
Commuter	139	6.29%	282	-51%	1,783	7.54%	2,783	-36%
Explorer	1,149	51.99%	1,247	-8%	12,274	51.92%	11,747	4%
GoAnywhere	922	41.72%	968	-5%	9,585	40.54%	9,314	3%
Totals	2,210	100%	2,497	-11%	23,642	100.00%	23,844	-1%
Christiansburg Fixed Route Total	1,288	58.28%	1,529	-15.76%	14,057	59.46%	14,530	-3.26%
Christiansburg Demand Response Total	922	41.72%	968	-4.75%	9,585	40.54%	9,314	2.91%
Totals	2,210	100%	2,497	-11%	23,642	100%	23,844	-1%

Passengers per Revenue Hour per Route

All Fixed Routes

Month: April, 2017

Route	Current Month	Previous Year	Change by Month
CBD	29.89	-	-
CRC	19.77	19.90	-1%
CRCH	-	-	-
HDG	29.86	29.31	2%
HWD	57.02	64.05	-11%
HWA	56.15	57.04	-2%
HWB	60.48	58.68	3%
HXP	38.06	45.20	-16%
MSN	63.67	64.75	-2%
MSS	38.42	37.36	3%
PHD, PHDLN	62.83	70.54	-11%
PRO	69.56	86.69	-20%
TOM	66.18	36.59	81%
TCB	-	67.31	-
TTT	16.01	17.81	-10%
UCB	51.28	58.20	-12%
UMS	74.76	77.76	-4%
Commuter	1.09	11.98	-91%
Explorer	5.48	7.87	-30%

Passengers per Revenue Hour per Day of Week
 All Fixed Routes
 Month: April, 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	10,977	325.00	33.78	7,632	199.00	38.35	-12%
Monday	78,296	1,518.55	51.56	73,988	1,376.96	53.73	-4%
Tuesday	81,861	1,519.80	53.86	76,830	1,387.80	55.36	-3%
Wednesday	81,612	1,517.72	53.77	74,381	1,388.21	53.58	0%
Thursday	78,724	1,513.39	52.02	72,052	1,399.64	51.48	1%
Friday	63,827	1,588.80	40.17	77,135	1,778.00	43.38	-7%
Saturday	18,786	529.00	35.51	15,671	425.75	36.81	-4%
Total	414,083	8,512.26	48.65	397,689	7,955.36	49.99	-3%

* Note: these numbers DO NOT include Demand Response Service

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

Week Day	Current Month			Previous Year			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
Sunday	10,977	3,385	3.24	7,632	2,078	3.67	-12%
Monday	78,296	15,011	5.22	73,988	13,592	5.44	-4%
Tuesday	81,861	15,030	5.45	76,830	13,592	5.65	-4%
Wednesday	81,612	14,928	5.47	74,381	13,686	5.43	1%
Thursday	78,724	14,963	5.26	72,052	13,673	5.27	0%
Friday	63,827	15,923	4.01	77,135	17,579	4.39	-9%
Saturday	18,786	5,581	3.37	15,671	4,468	3.51	-4%
Total	414,083	84,821	4.88	397,689	78,668	5.06	-3%

*Note: these numbers DO NOT include Demand Response Service

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

Day of Week	Current Month			Previous Year			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
Sunday	51	34.03	1.50	29	33.28	0.87	72%
Monday	306	194.86	1.57	368	196.82	1.87	-16%
Tuesday	507	243.08	2.09	535	227.36	2.35	-11%
Wednesday	432	231.19	1.87	476	223.97	2.13	-12%
Thursday	436	240.14	1.82	453	233.40	1.94	-6%
Friday	365	199.53	1.83	489	251.57	1.94	-6%
Saturday	208	112.35	1.85	211	114.45	1.84	0%
Total	2,305	1,255.18	1.84	2,561	1,280.83	2.00	-8%

*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: April, 2017

Day of Week	Current Month			Previous Year			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
Sunday	51	173	0.29	29	127	0.23	29%
Monday	306	1,536	0.20	368	1,831	0.20	-1%
Tuesday	507	2,258	0.22	535	2,132	0.25	-11%
Wednesday	432	1,961	0.22	476	2,262	0.21	5%
Thursday	436	2,039	0.21	453	2,123	0.21	0%
Friday	365	1,735	0.21	489	2,422	0.20	4%
Saturday	208	932	0.22	211	1,022	0.21	8%
Total	2,305	10,634.00	0.22	2,561	11,918.90	0.21	1%

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

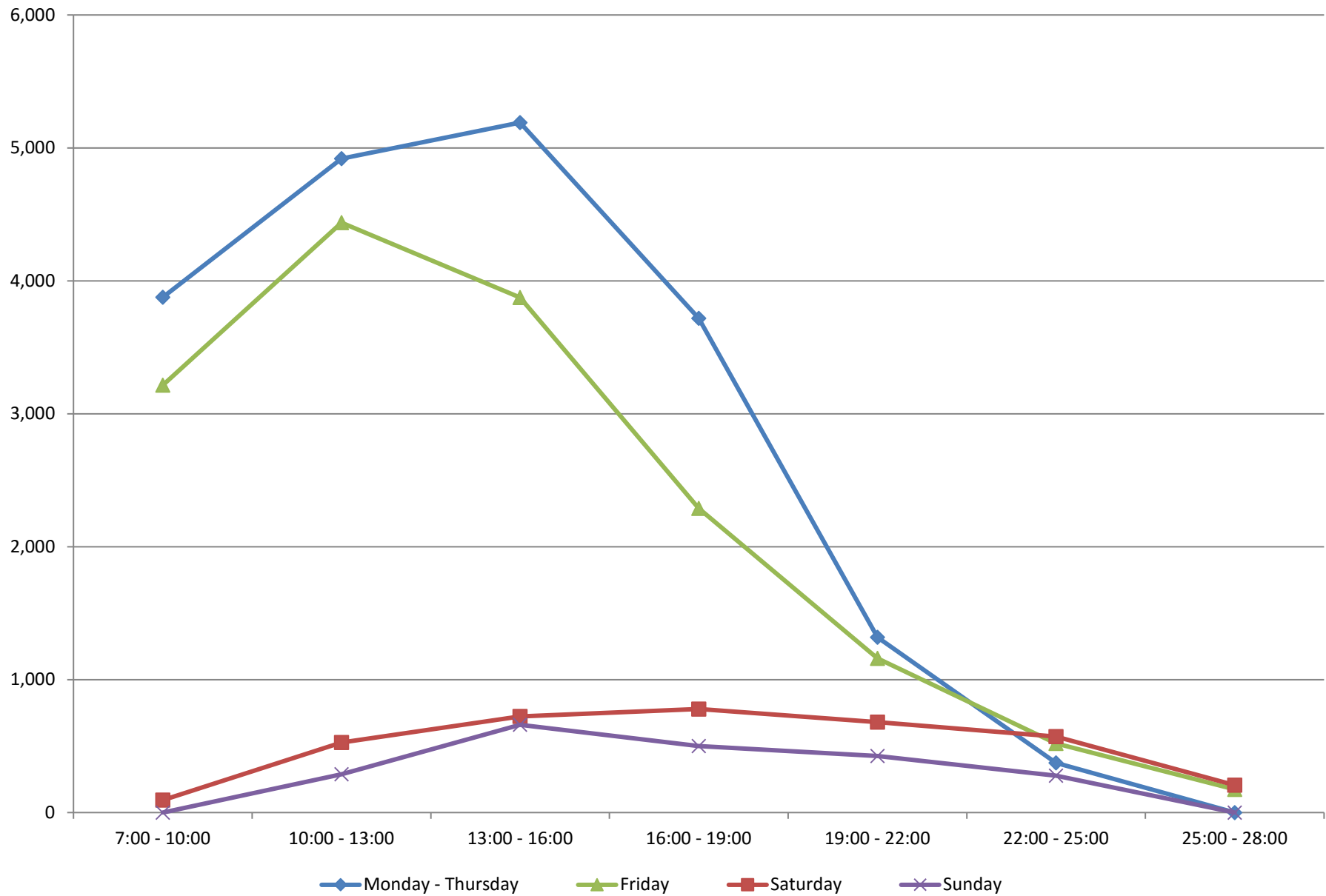
Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

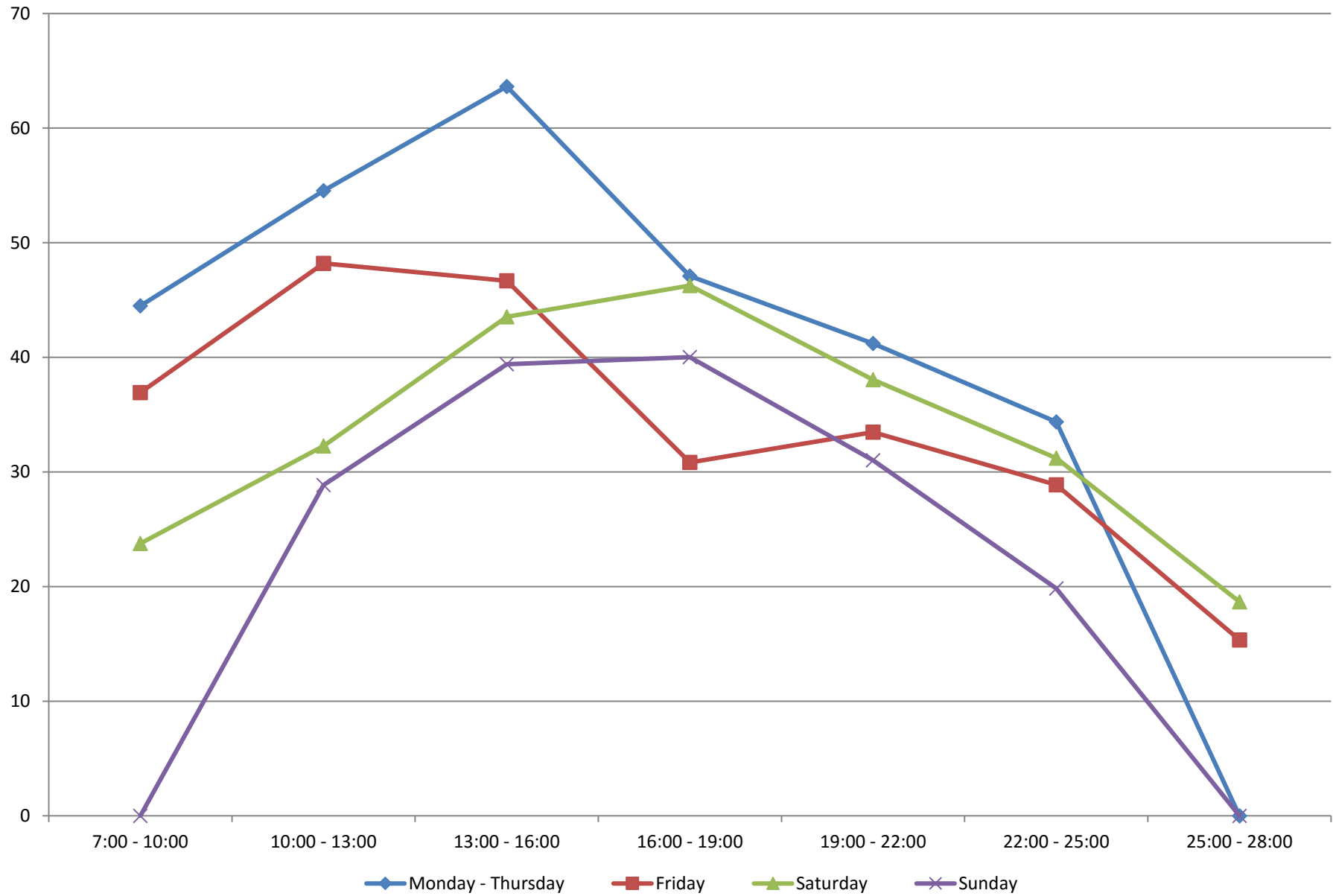
Month: April, 2016

	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
Monday - Thursday	7:00 - 10:00	3,876.56	87.13	44.50
	10:00 - 13:00	4,919.63	90.25	54.54
	13:00 - 16:00	5,190.44	81.56	63.64
	16:00 - 19:00	3,717.88	78.94	47.09
	19:00 - 22:00	1,317.81	32.00	41.20
	22:00 - 25:00	373.25	10.88	34.36
	25:00 - 28:00	0.00	0.00	0.00
Friday	7:00 - 10:00	3,214.50	87.00	36.92
	10:00 - 13:00	4,437.25	92.00	48.21
	13:00 - 16:00	3,874.25	83.00	46.68
	16:00 - 19:00	2,287.50	74.25	30.82
	19:00 - 22:00	1,160.50	34.75	33.48
	22:00 - 25:00	520.00	18.00	28.88
	25:00 - 28:00	174.25	11.25	15.35
Saturday	7:00 - 10:00	93.40	4.20	23.77
	10:00 - 13:00	526.60	16.20	32.26
	13:00 - 16:00	723.40	16.40	43.54
	16:00 - 19:00	779.00	16.60	46.27
	19:00 - 22:00	680.80	17.80	38.05
	22:00 - 25:00	572.20	18.40	31.22
	25:00 - 28:00	205.60	11.00	18.67
Sunday	7:00 - 10:00	0.00	0.00	0.00
	10:00 - 13:00	287.40	10.00	28.86
	13:00 - 16:00	660.00	16.80	39.41
	16:00 - 19:00	499.40	12.60	40.02
	19:00 - 22:00	425.20	13.80	31.02
	22:00 - 25:00	278.20	14.00	19.84
	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-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									
June-17									
Total for 4th Quarter:	414,087	386,993	93.46%	9,880	2.39%	396,873	95.84%	17,214	4.16%
Total for Year:	3,476,095	3,240,610	93.23%	90,615	2.61%	3,331,225	95.83%	144,870	4.17%