



Monthly Ridership and  
Service Level Report  
August, 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
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: August, 2017

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
<b>Total Passengers</b>	183,178	261,505	-30%	267,331	340,005	-21%
<b>Total Revenue Hours</b>	6,886.89	7,176.42	-4%	11,897.66	11,437.27	4%
<b>Total Revenue Miles</b>	68,945.40	73,463.00	-6%	117,978.10	116,863.30	1%
<b>Total Driver Hours</b>	8,032.50	8,090.00	-1%	13,952.50	13,033.25	7%
<b>Passengers/RH</b>	26.60	36.44	-27%	22.47	29.73	-24%
<b>Passengers/RM</b>	2.66	3.56	-25%	2.27	2.91	-22%
<b>Passengers/DH</b>	22.80	32.32	-29%	19.16	26.09	-27%
<b>Full Service Weekdays</b>	4	8	(4)	4	8	(4)
<b>Full Service Weekends</b>	2	4	(2)	2	4	(2)
<b>Reduced Service Weekdays</b>	14	10	4	34	30	4
<b>Reduced Service Weekends</b>	6	2	4	16	7	9
<b>Intermediate Service Weekdays</b>	5	5	0	5	5	0
<b>No Service Days</b>	0	2	(2)	1	8	(7)

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

**\*There was one week less of Full Service in August 2017**

**Total Ridership per Route**  
Blacksburg, Fixed Routes  
Month: August, 2017

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YTD Ridership	Previous YTD Total	YTD Change
<b>CBD</b>	2,822	1.60%	4,459	-37%	2,822	1.22%	4,459	-37%
<b>CRC</b>	5,198	2.94%	7,064	-26%	7,525	3.25%	9,655	-22%
<b>HDG</b>	6,631	3.75%	8,151	-19%	9,034	3.90%	10,674	-15%
<b>HWD</b>	3,017	1.71%	8,871	-66%	5,199	2.25%	20,850	-75%
<b>HWA</b>	17,445	9.86%	22,171	-21%	22,402	9.68%	22,171	1%
<b>HWB</b>	14,323	8.10%	16,758	-15%	20,074	8.67%	16,758	20%
<b>HXP</b>	7,052	3.99%	12,196	-42%	7,052	3.05%	12,196	-42%
<b>MSN</b>	13,929	7.87%	23,360	-40%	18,221	7.87%	30,091	-39%
<b>MSS</b>	15,764	8.91%	19,213	-18%	23,766	10.26%	26,643	-11%
<b>PHD</b>	15,001	8.48%	20,965	-28%	18,520	8.00%	20,965	-12%
<b>PRO</b>	13,704	7.75%	26,615	-49%	13,704	5.92%	26,615	-49%
<b>TOM</b>	27,293	15.43%	33,360	-18%	39,666	17.13%	44,612	-11%
<b>TTT</b>	6,102	3.45%	7,056	-14%	8,867	3.83%	9,985	-11%
<b>UCB</b>	19,115	10.80%	26,504	-28%	25,147	10.86%	33,702	-25%
<b>UMS</b>	9,528	5.39%	19,087	-50%	9,528	4.12%	19,087	-50%
<b>Totals</b>	<b>176,924</b>	<b>100.00%</b>	<b>255,830</b>	<b>-31%</b>	<b>231,527</b>	<b>100.00%</b>	<b>308,463</b>	<b>-25%</b>

**\*There was one week less of Full Service in August 2017**

**Total Ridership per Route**  
Christiansburg Routes  
Month: August, 2017

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
<b>Commuter</b>	250	9.77%	208	20%	458	4.38%	383	20%
<b>Explorer</b>	1,205	47.09%	1,123	7%	2,328	22.24%	2,245	4%
<b>GoAnywhere</b>	1,104	43.14%	987	12%	7,681	73.38%	7,331	5%
<b>Totals</b>	<b>2,559</b>	<b>100%</b>	<b>2,318</b>	<b>10%</b>	<b>10,467</b>	<b>100.00%</b>	<b>9,959</b>	<b>5%</b>
<b>Christiansburg Fixed Route Total</b>	1,455	56.86%	1,331	9.32%	2,786	26.62%	2,628	6.01%
<b>Christiansburg Demand Response Total</b>	1,104	43.14%	987	11.85%	7,681	73.38%	7,331	4.77%
<b>Totals</b>	<b>2,559</b>	<b>100%</b>	<b>2,318</b>	<b>10%</b>	<b>10,467</b>	<b>100%</b>	<b>9,959</b>	<b>5%</b>

**\*There was one week less of Full Service in August 2017**

**Passengers per Revenue Hour per Route**

All Fixed Routes

Month: August, 2017

Route	Current Month	Previous Year	Change by Month
<b>CBD</b>	27.28	27.62	-1%
<b>CRC</b>	13.40	15.50	-14%
<b>HDG</b>	15.39	19.36	-20%
<b>HWD</b>	29.34	46.70	-37%
<b>HWA</b>	48.66	69.00	-29%
<b>HWB</b>	41.24	59.59	-31%
<b>HXP</b>	26.07	31.19	-16%
<b>MSN</b>	38.77	55.76	-30%
<b>MSS</b>	31.46	37.70	-17%
<b>PHD</b>	50.67	82.67	-39%
<b>PRO</b>	71.06	80.81	-12%
<b>TOM</b>	51.30	58.12	-12%
<b>TTT</b>	18.32	20.44	-10%
<b>UCB</b>	47.39	58.73	-19%
<b>UMS</b>	65.94	83.54	-21%
<b>Commuter</b>	5.05	4.20	20%
<b>Explorer</b>	4.76	4.44	7%

**\*There was one week less of Full Service in August 2017**

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

Week Day	Current Month			Previous Year			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
<b>Sunday</b>	4,176	155.20	26.91	4978	106.50	46.74	-42%
<b>Monday</b>	35,315	939.56	37.59	55,717	1209.41	46.07	-18%
<b>Tuesday</b>	37,530	1088.13	34.49	54,539	1212.07	45.00	-23%
<b>Wednesday</b>	39,336	1087.88	36.16	58,535	1211.82	48.30	-25%
<b>Thursday</b>	40,066	1088.55	36.81	34,584	837.29	41.30	-11%
<b>Friday</b>	14,354	698.41	20.55	34,734	880.29	39.46	-48%
<b>Saturday</b>	6,959	235.70	29.52	13,452	298.75	45.03	-34%
<b>Total</b>	<b>177,736</b>	<b>5,293.43</b>	<b>33.58</b>	<b>256,539</b>	<b>5,756.13</b>	<b>44.57</b>	<b>-25%</b>

\* Note: these numbers DO NOT include Demand Response Service

**\*There was one week less of Full Service in August 2017**



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

Week Day	Current Month			Previous Year			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
<b>Sunday</b>	4,176	1,687	2.48	4,978	1,172	4.25	-42%
<b>Monday</b>	35,315	9,792	3.61	55,717	12,587	4.43	-19%
<b>Tuesday</b>	37,530	11,447	3.28	54,539	12,674	4.30	-24%
<b>Wednesday</b>	39,336	11,408	3.45	58,535	12,572	4.66	-26%
<b>Thursday</b>	40,066	11,584	3.46	34,584	8,894	3.89	-11%
<b>Friday</b>	14,354	7,946	1.81	34,734	9,383	3.70	-51%
<b>Saturday</b>	6,959	2,623	2.65	13,452	3,268	4.12	-36%
<b>Total</b>	<b>177,736</b>	<b>56,487</b>	<b>3.15</b>	<b>256,539</b>	<b>60,550</b>	<b>4.24</b>	<b>-26%</b>

\*Note: these numbers DO NOT include Demand Response Service

**\*There was one week less of Full Service in August 2017**

## Passengers per Revenue Hour per Day of Week

Demand Response Service

Month: August, 2017

<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	38	25.32	1.50	40	20.87	1.92	-22%
Monday	144	131.97	1.09	242	163.51	1.48	-26%
Tuesday	245	185.41	1.32	301	189.15	1.59	-17%
Wednesday	234	194.81	1.20	270	174.40	1.55	-22%
Thursday	237	189.20	1.25	244	143.96	1.69	-26%
Friday	166	134.60	1.23	229	125.13	1.83	-33%
Saturday	121	63.52	1.90	109	62.13	1.75	9%
<b>Total</b>	<b>1,185</b>	<b>924.83</b>	<b>1.28</b>	<b>1,435</b>	<b>879.15</b>	<b>1.63</b>	<b>-22%</b>

<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	166	84.20	1.97	180	84.36	2.13	-8%
Tuesday	229	91.57	2.50	234	97.65	2.40	4%
Wednesday	259	97.25	2.66	228	86.22	2.64	1%
Thursday	189	97.86	1.93	134	67.23	1.99	-3%
Friday	195	76.62	2.55	156	65.39	2.39	7%
Saturday	66	23.72	2.78	55	27.76	1.98	40%
<b>Total</b>	<b>1,104</b>	<b>471.22</b>	<b>2.34</b>	<b>987</b>	<b>428.61</b>	<b>2.30</b>	<b>2%</b>

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

**\*There was one week less of Full Service in August 2017**

**Passengers per Revenue Mile per Day of Week**  
 Demand Response Service  
 Month: August, 2017

<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	38	157	0.24	40	116	0.34	-30%
Monday	144	753	0.19	242	1,215	0.20	-4%
Tuesday	245	1,091	0.22	301	1,450	0.21	8%
Wednesday	234	1,190	0.20	270	1,290	0.21	-6%
Thursday	237	1,183	0.20	244	1,149	0.21	-6%
Friday	166	909	0.18	229	1,108	0.21	-12%
Saturday	121	521	0.23	109	531	0.21	13%
<b>Total</b>	<b>1,185</b>	<b>5,804</b>	<b>0.20</b>	<b>1,435</b>	<b>6,859</b>	<b>0.21</b>	<b>-2%</b>

<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	166	785	0.21	180	926	0.19	9%
Tuesday	229	1,046	0.22	234	1,158	0.20	8%
Wednesday	259	1,271	0.20	228	1,124	0.20	0%
Thursday	189	1,028	0.18	134	791	0.17	9%
Friday	195	755	0.26	156	821	0.19	36%
Saturday	66	306	0.22	55	364	0.15	43%
<b>Total</b>	<b>1,104</b>	<b>5,191</b>	<b>0.21</b>	<b>987</b>	<b>5,184</b>	<b>0.19</b>	<b>12%</b>

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

**\*There was one week less of Full Service in August 2017**

## Average Ridership and Revenue Hours by Time of Day

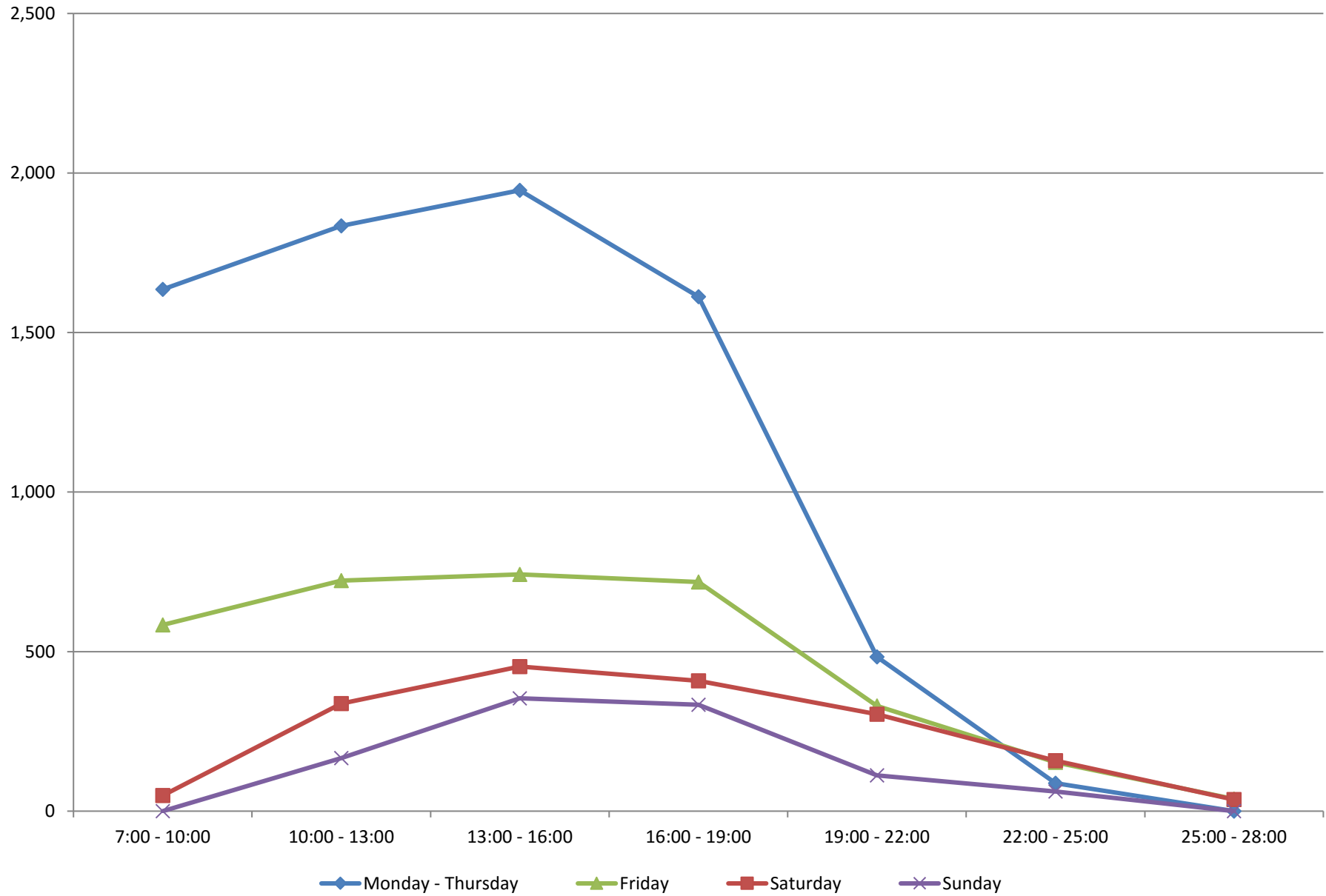
All Fixed Routes

Month: January, 2016

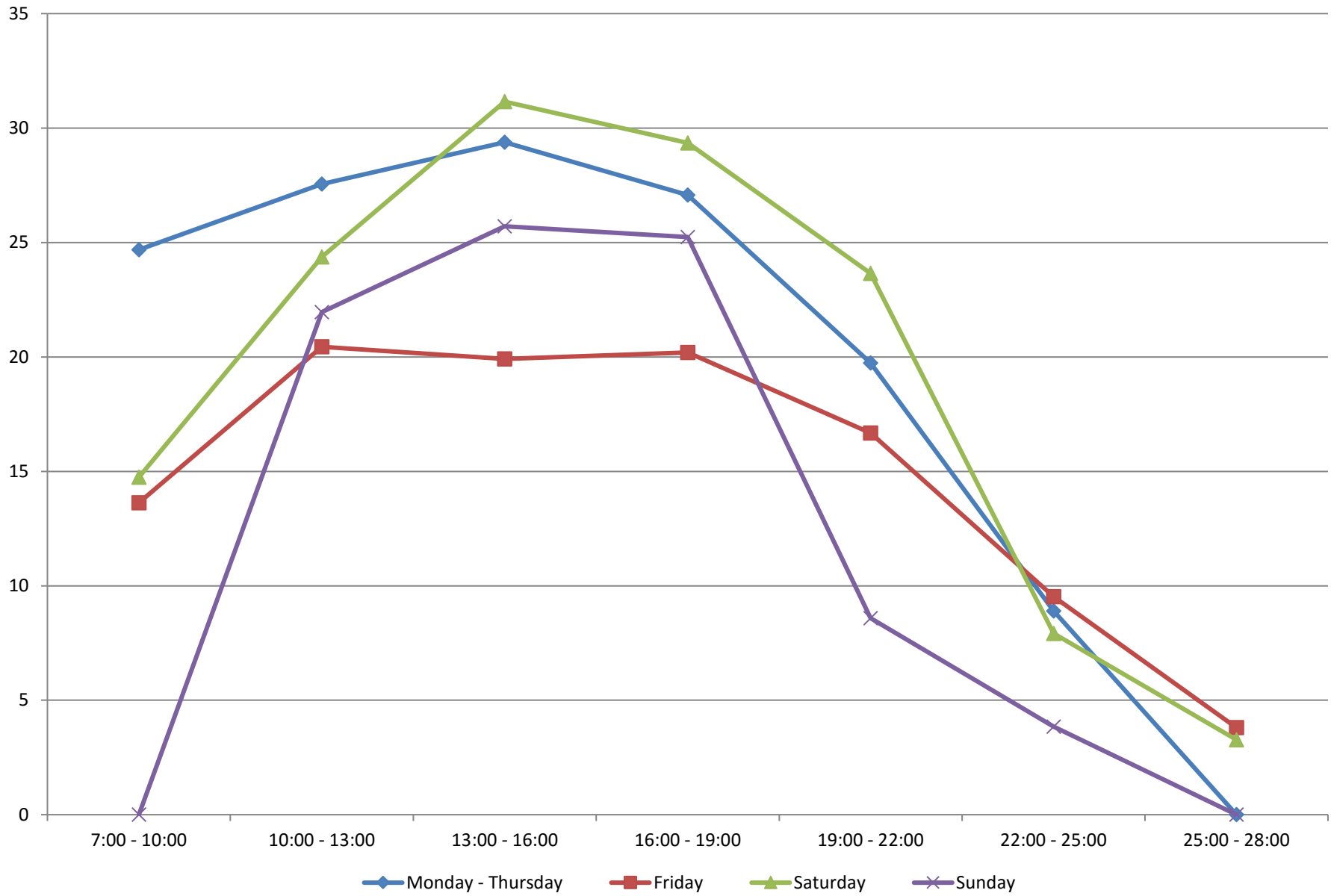
	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
<b>Monday - Thursday</b>	7:00 - 10:00	1,635.11	44.68	24.68
	10:00 - 13:00	1,834.37	47.26	27.55
	13:00 - 16:00	1,945.84	46.63	29.38
	16:00 - 19:00	1,611.95	45.26	27.07
	19:00 - 22:00	483.74	20.95	19.74
	22:00 - 25:00	87.79	4.47	8.90
	25:00 - 28:00	0.00	0.00	0.00
<b>Friday</b>	7:00 - 10:00	583.75	33.25	13.62
	10:00 - 13:00	722.75	34.25	20.44
	13:00 - 16:00	742.00	35.25	19.91
	16:00 - 19:00	718.25	34.25	20.20
	19:00 - 22:00	329.75	18.00	16.68
	22:00 - 25:00	153.25	5.75	9.53
	25:00 - 28:00	38.00	2.50	3.80
<b>Saturday</b>	7:00 - 10:00	49.25	3.25	14.74
	10:00 - 13:00	337.25	13.25	24.37
	13:00 - 16:00	453.25	13.50	31.15
	16:00 - 19:00	408.25	12.75	29.35
	19:00 - 22:00	303.50	10.25	23.65
	22:00 - 25:00	158.25	5.00	7.91
	25:00 - 28:00	36.00	2.75	3.27
<b>Sunday</b>	7:00 - 10:00	0.00	0.00	0.00
	10:00 - 13:00	166.50	7.00	21.96
	13:00 - 16:00	353.75	12.25	25.71
	16:00 - 19:00	333.50	11.75	25.24
	19:00 - 22:00	112.25	5.00	8.58
	22:00 - 25:00	61.50	4.00	3.84
	25:00 - 28:00	0.00	0.00	0.00

**\*There was one week less of Full Service in August 2017**

## 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										
<b>Total for 1st Quarter:</b>	262,277	221,804	84.57%	14,506	5.53%	236,310	90.10%	25,967	9.90%	
October-17										
November-17										
December-17										
<b>Total for 2nd Quarter:</b>	0	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	
January-18										
February-18										
March-18										
<b>Total for 3rd Quarter:</b>	0	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	
April-18										
May-18										
June-18										
<b>Total for 4th Quarter:</b>	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	
<b>Total for Year:</b>	262,277	221,804	84.57%	14,506	5.53%	236,310	90.10%	25,967	9.90%	