

Monthly Ridership and
Service Level Report
December, 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.
- 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: December, 2017

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
Total Passengers	307,499	212,832	44%	2,119,026	1,956,653	8%
Total Revenue Hours	8,810.69	7,314.23	20%	53,405.28	48,249.12	11%
Total Revenue Miles	85,950.40	72,016.70	19%	518,654.50	477,423.50	9%
Total Driver Hours	11,281.50	9,932.50	14%	75,341.33	69,677.22	8%
Passengers/RH	34.90	29.10	20%	39.68	40.55	-2%
Passengers/RM	3.58	2.96	21%	4.09	4.10	0%
Passengers/DH	27.26	21.43	27%	28.13	28.08	0%
Full Service Weekdays	14	11	3	76	78	(2)
Full Service Weekends	6	4	2	30	30	0
Reduced Service Weekdays	6	11	(5)	45	46	(1)
Reduced Service Weekends	4	4	0	24	15	9
Intermediate Service Weekdays	0	0	0	6	5	1
No Service Days	1	1	0	3	10	(7)

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

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

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	4,370	1.45%	3,066	3,066	43%	32,454	1.60%	31,810	2%									
CRC	7,041	2.34%	4,910	4,910	43%	49,813	2.45%	48,348	3%									
HDG	12,555	4.17%	7,318	7,318	72%	78,664	3.87%	59,669	32%									
HWD	5,055	1.68%	5,827	5,827	-13%	28,504	1.40%	46,161	-38%									
HWA	28,515	9.46%	18,665	18,665	53%	198,995	9.78%	174,689	14%									
HWB	20,966	6.96%	14,744	14,744	42%	146,772	7.21%	132,294	11%									
HXP	18,995	6.30%	9,942	9,942	91%	121,407	5.97%	96,367	26%									
MSN	24,134	8.01%	16,734	16,734	44%	162,914	8.01%	158,401	3%									
MSS	20,601	6.84%	16,004	16,004	29%	136,756	6.72%	127,854	7%									
PHD	23,667	7.85%	16,813	16,813	41%	169,609	8.34%	161,749	5%									
PRO	32,105	10.65%	23,403	23,403	37%	210,008	10.32%	215,840	-3%									
TOM	44,603	14.80%	30,126	30,126	48%	291,503	14.33%	252,532	15%									
TTT	6,002	1.99%	5,020	5,020	20%	36,832	1.81%	36,817	0%									
UCB	32,777	10.88%	18,354	18,354	79%	225,948	11.10%	179,023	26%									
UMS	19,943	6.62%	14,229	14,229	40%	144,486	7.10%	153,317	-6%									
Totals	301,329	100.00%	205,155	205,155	47%	2,034,665	100.00%	1,874,871	9%									

Total Ridership per Route
 Christiansburg Routes
 Month: December, 2017

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YTD Ridership	Previous YTD	YTD Change
Commuter	190	9.00%	104	83%	1,530	10.57%	1,154	33%
Explorer	952	45.12%	1,302	-27%	6,431	44.42%	7,389	-13%
GoAnywhere	968	45.88%	728	33%	6,516	45.01%	5,923	10%
Totals	2,110	100%	2,134	-1%	14,477	100%	14,466	0%
Christiansburg Fixed Route Total	1,142	54.12%	1,406	-18.78%	7,961	54.99%	8,543	-6.81%
Christiansburg Demand Response Total	968	45.88%	728	32.97%	6,516	45.01%	5,923	10.01%
Totals	2,110	100%	2,134	-1%	14,477	100%	14,466	0%

Passengers per Revenue Hour per Route

All Fixed Routes

Month: December, 2017

Route	Current Month	Previous Year	Change by Month
CBD	27.29	22.84	19%
CRC	15.54	12.04	29%
HDG	24.90	18.51	35%
HWD	39.88	25.52	56%
HWA	51.10	51.11	0%
HWB	49.66	53.24	-7%
HXP	30.39	26.84	13%
MSN	50.47	36.83	37%
MSS	30.36	28.57	6%
PHD	51.15	60.78	-16%
PRO	65.24	67.89	-4%
TOM	58.72	47.67	23%
TTT	18.20	15.63	16%
UCB	49.29	40.06	23%
UMS	67.18	60.84	10%
Commuter	3.84	2.10	83%
Explorer	3.76	5.15	-27%

Passengers per Revenue Hour per Day of Week

All Fixed Routes

Month: December, 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	8,919	258.17	34.55	5,159	135.75	38.00	-9%
Monday	60,986	1,239.41	49.21	38,186	977.65	39.06	26%
Tuesday	61,526	1,387.68	44.34	37,376	978.90	38.18	16%
Wednesday	56,787	1,387.35	40.93	35,214	977.90	36.01	14%
Thursday	39,938	1,121.48	35.61	44,098	1,352.60	32.60	9%
Friday	62,015	1,571.73	39.46	36,733	1,131.32	32.47	22%
Saturday	16,059	454.75	35.31	9,786	342.75	28.55	24%
Total	306,230	7,420.57	41.27	206,552	5,896.87	35.03	18%

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

Passengers per Revenue Mile per Day of Week

All Fixed Routes

Month: December, 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	8,919	2,715	3.29	5,159	1,494	3.45	-5%
Monday	60,986	12,143	5.02	38,186	10,101	3.78	33%
Tuesday	61,526	13,685	4.50	37,376	10,089	3.70	21%
Wednesday	56,787	13,818	4.11	35,214	10,086	3.49	18%
Thursday	39,938	11,440	3.49	44,098	13,782	3.20	9%
Friday	62,015	15,970	3.88	36,733	11,822	3.11	25%
Saturday	16,059	4,889	3.28	9,786	3,693	2.65	24%
Total	306,230	74,660	4.10	206,552	61,067	3.38	21%

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

Passengers per Revenue Hour per Day of Week

Demand Response Service

Month: December, 2017

<u>Access Current Month</u>		<u>Access Previous Year</u>		Change Pass/RH			
Day of Week	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	Change Pass/RH
Sunday	34	24.85	1.37	37	23.68	1.56	-12%
Monday	128	86.88	1.47	140	113.00	1.24	19%
Tuesday	201	124.50	1.61	235	144.53	1.63	-1%
Wednesday	241	161.96	1.49	207	133.17	1.55	-4%
Thursday	207	145.01	1.43	246	169.45	1.45	-2%
Friday	256	163.75	1.56	181	122.03	1.48	5%
Saturday	100	67.00	1.49	142	83.58	1.70	-12%
Total	1,167	773.95	1.51	1,188	789.45	1.50	0%
<u>GoAnywhere Current Month</u>		<u>GoAnywhere Previous Year</u>		Change Pass/RH			
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	151	63.68	2.37	89	55.30	1.61	47%
Tuesday	186	78.88	2.36	126	68.50	1.84	28%
Wednesday	177	73.30	2.41	125	65.77	1.90	27%
Thursday	163	79.45	2.05	152	77.83	1.95	5%
Friday	232	92.43	2.51	160	79.72	2.01	25%
Saturday	59	34.01	1.73	76	33.33	2.28	-24%
Total	968	421.75	2.30	728	380.45	1.91	20%

*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: December, 2017

Access Current Month Access Previous Year

Day of Week	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	Change Pass/RM
Sunday	34	97	0.35	37	131	0.28	24%
Monday	128	709	0.18	140	676	0.21	-13%
Tuesday	201	942	0.21	235	1,090	0.22	-1%
Wednesday	241	1,159	0.21	207	994	0.21	0%
Thursday	207	956	0.22	246	1,330	0.18	17%
Friday	256	1,255	0.20	181	850	0.21	-4%
Saturday	100	425	0.24	142	564	0.25	-7%
Total	1,167	5,543	0.21	1,188	5,634.73	0.21	0%

Go Anywhere Current Month Go Anywhere Previous Year

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	151	766	0.20	89	511	0.17	13%
Tuesday	186	836	0.22	126	729	0.17	29%
Wednesday	177	940	0.19	125	767	0.16	16%
Thursday	163	884	0.18	152	960	0.16	16%
Friday	232	1,062	0.22	160	877	0.18	20%
Saturday	59	458	0.13	76	368	0.21	-38%
Total	968	4,946	0.20	728	4,212	0.17	13%

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

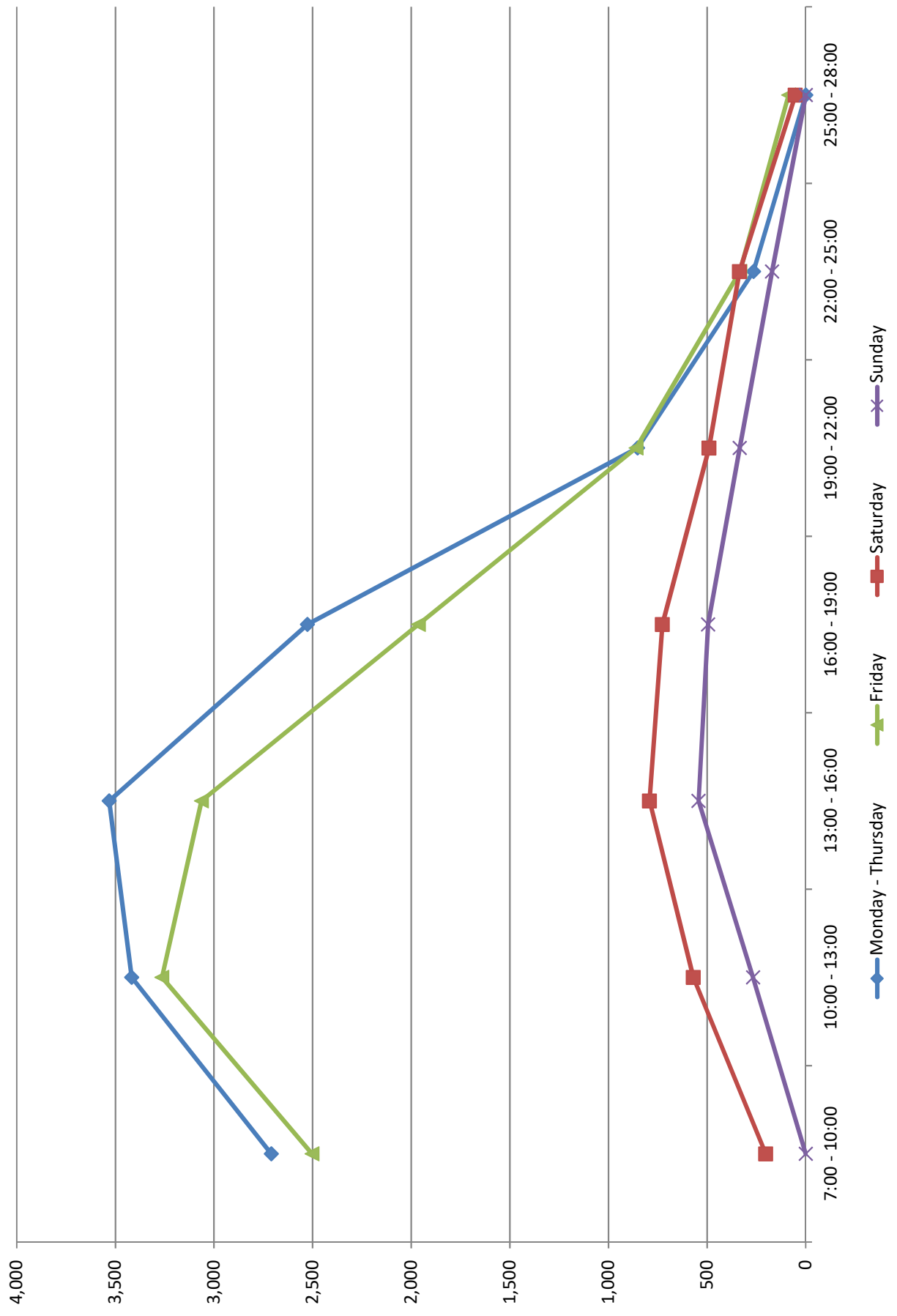
Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

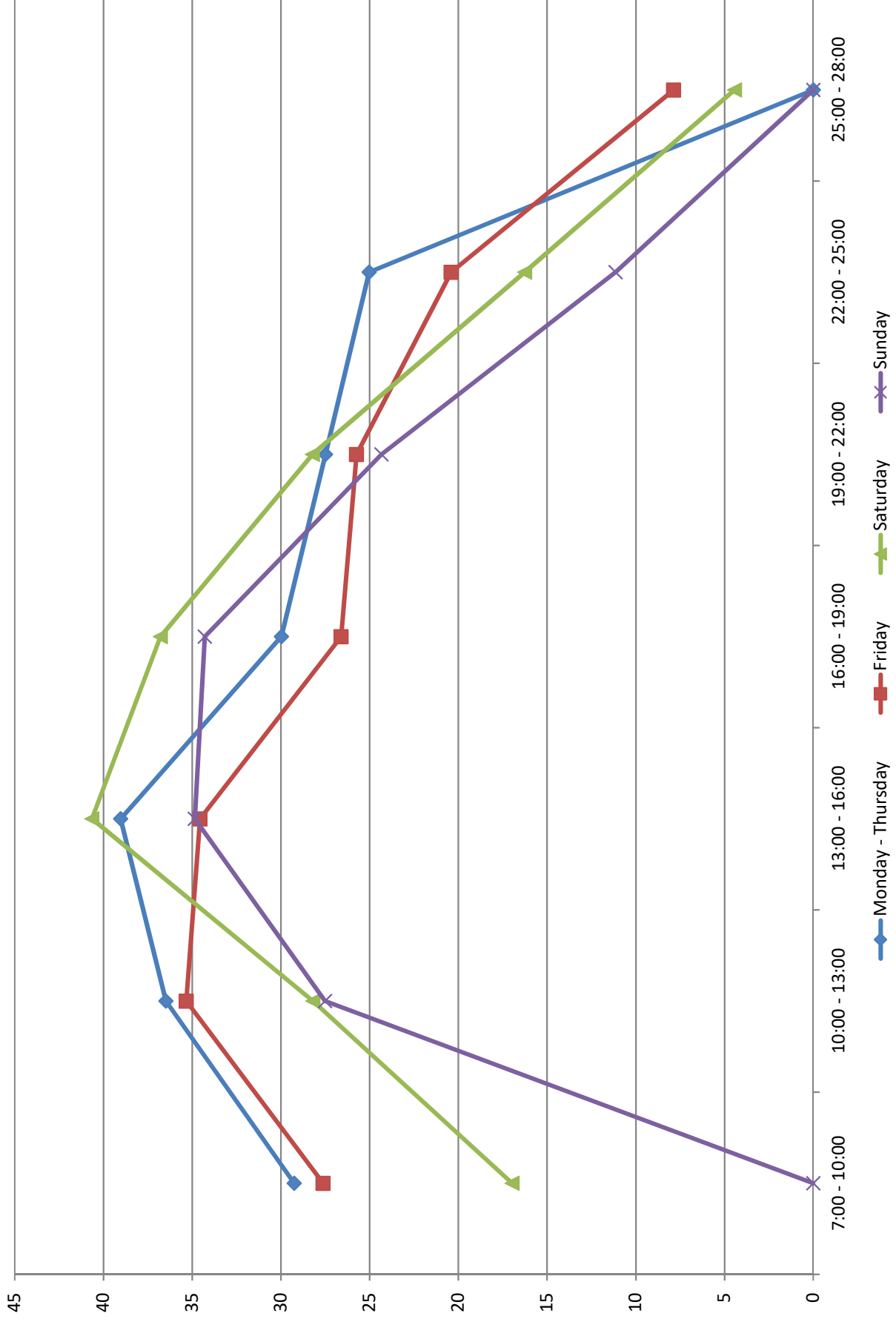
Month: December, 2017

Time of Day		Avg Total Passengers	Average RH	Avg Pass. per RH
Monday - Thursday	7:00 - 10:00	2,710.06	73.38	29.25
	10:00 - 13:00	3,418.06	75.13	36.49
	13:00 - 16:00	3,531.44	73.25	39.03
	16:00 - 19:00	2,526.81	68.75	29.98
	19:00 - 22:00	852.38	25.88	27.49
	22:00 - 25:00	264.44	7.88	25.03
	25:00 - 28:00	0.00	0.00	0.00
Friday	7:00 - 10:00	2,502.80	68.80	27.62
	10:00 - 13:00	3,264.00	72.00	35.33
	13:00 - 16:00	3,063.20	70.40	34.55
	16:00 - 19:00	1,963.20	60.60	26.61
	19:00 - 22:00	860.00	26.60	25.73
	22:00 - 25:00	334.20	10.00	20.40
	25:00 - 28:00	86.80	6.40	7.87
Saturday	7:00 - 10:00	203.20	7.80	16.98
	10:00 - 13:00	570.60	16.80	28.20
	13:00 - 16:00	791.80	16.60	40.65
	16:00 - 19:00	726.60	16.80	36.79
	19:00 - 22:00	490.80	13.60	28.22
	22:00 - 25:00	336.00	12.40	16.26
	25:00 - 28:00	53.20	4.80	4.43
Sunday	7:00 - 10:00	0.00	0.00	0.00
	10:00 - 13:00	267.40	7.60	27.51
	13:00 - 16:00	543.40	12.80	34.86
	16:00 - 19:00	494.80	11.60	34.29
	19:00 - 22:00	334.60	8.60	24.33
	22:00 - 25:00	170.80	9.20	11.15
	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										
February-18										
March-18										
Total for 3rd Quarter:	0		0	0.00%	0	0.00%	0	0.00%	0	0.00%
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:	2,103,809		1,961,592	93.24%	54,648	2.60%	2,016,240	95.84%	87,569	4.16%