

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

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
Total Passengers	340,528	290,394	17%	2,459,554	2,247,047	9%
Total Revenue Hours	8,765.62	7,709.89	14%	62,170.90	55,959.01	11%
Total Revenue Miles	85,836.60	75,039.30	14%	604,491.10	555,891.80	9%
Total Driver Hours	10,133.00	9,932.50	2%	72,033.42	69,677.22	3%
Passengers/RH	38.85	37.67	3%	39.56	40.16	-1%
Passengers/RM	3.97	3.87	3%	4.07	4.04	1%
Passengers/DH	33.61	29.24	15%	34.14	32.25	6%
Full Service Weekdays	12	11	1	88	88	0
Full Service Weekends	5	5	0	34	35	(1)
Reduced Service Weekdays	9	10	(1)	54	56	(2)
Reduced Service Weekends	3	3	0	27	18	9
Intermediate Service Days	1	1	0	8	7	1
No Service Days	1	1	0	4	11	(7)

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

Total Ridership per Route

Blacksburg, Fixed Routes

Month: January, 2018

Route	Current Month			Previous Year			Change by Month			Current YTD			Previous YTD			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	Change
CBD	4,804	1.44%	4,678	4,678	3%	37,258	1.57%	36,488	2%							
CRC	9,241	2.77%	7,700	7,700	20%	59,054	2.49%	56,048	5%							
HDG	13,814	4.15%	9,833	9,833	40%	92,478	3.91%	69,502	33%							
HWD	3,655	1.10%	7,852	7,852	-53%	32,159	1.36%	54,013	-40%							
HWA	32,899	9.88%	27,170	27,170	21%	231,894	9.79%	201,859	15%							
HWB	24,071	7.23%	19,253	19,253	25%	170,843	7.22%	151,547	13%							
HXP	23,096	6.94%	16,261	16,261	42%	144,503	6.10%	112,628	28%							
MSN	25,057	7.52%	22,453	22,453	12%	187,971	7.94%	180,854	4%							
MSS	21,606	6.49%	20,092	20,092	8%	158,362	6.69%	147,946	7%							
PHD	27,844	8.36%	23,537	23,537	18%	197,453	8.34%	185,286	7%							
PRO	35,437	10.64%	32,468	32,468	9%	245,445	10.37%	248,308	-1%							
TOM	49,390	14.83%	40,158	40,158	23%	340,893	14.40%	292,690	16%							
TTT	5,298	1.59%	5,226	5,226	1%	42,130	1.78%	42,043	0%							
UCB	35,106	10.54%	26,055	26,055	35%	261,054	11.03%	205,078	27%							
UMS	21,693	6.51%	19,853	19,853	9%	166,179	7.02%	173,170	-4%							
Totals	333,011	100.00%	282,589	282,589	18%	2,367,676	100.00%	2,157,460	10%							

Total Ridership per Route
Christiansburg Routes
Month: January, 2018

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YTD Ridership	Previous YTD	YTD Change
Commuter	177	8.49%	157	13%	1,707	10.31%	1,311	30%
Explorer	957	45.90%	1,147	-17%	7,388	44.61%	8,536	-13%
GoAnywhere	951	45.61%	813	17%	7,467	45.09%	6,736	11%
Totals	2,085	100%	2,117	-2%	16,562	100%	16,583	0%
Christiansburg Fixed Route Total	1,134	54.39%	1,304	-13.04%	9,095	54.91%	9,847	-7.64%
Christiansburg Demand Response Total	951	45.61%	813	16.97%	7,467	45.09%	6,736	10.85%
Totals	2,085	100%	2,117	-2%	16,562	100%	16,583	0%

Passengers per Revenue Hour per Route

All Fixed Routes

Month: January, 2018

Route	Current Month	Previous Year	Change by Month
CBD	32.27	38.29	-16%
CRC	16.53	18.21	-9%
HDG	22.82	24.50	-7%
HWD	23.24	36.29	-36%
HWA	60.82	66.71	-9%
HWB	55.82	63.89	-13%
HXP	42.38	41.23	3%
MSN	55.31	53.70	3%
MSS	34.30	40.73	-16%
PHD	63.22	73.39	-14%
PRO	83.38	81.91	2%
TOM	71.41	63.08	13%
TTT	16.92	16.32	4%
UCB	56.70	50.03	13%
UMS	81.40	81.26	0%
Commuter	3.58	3.17	13%
Explorer	3.78	4.53	-17%

Passengers per Revenue Hour per Day of Week

All Fixed Routes

Month: January, 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	7,340	230.70	31.82	6,654	224.45	29.65	7%
Monday	55,137	1,229.74	44.84	52,874	1,224.98	43.16	4%
Tuesday	80,635	1,569.47	51.38	73,622	1,372.29	53.65	-4%
Wednesday	79,805	1,567.64	50.91	49,294	991.34	49.72	2%
Thursday	54,904	1,143.91	48.00	48,320	992.34	48.69	-1%
Friday	45,355	1,169.16	38.79	42,162	1,027.84	41.02	-5%
Saturday	9,821	300.20	32.71	9,619	299.70	32.10	2%
Total	332,997	7,210.82	46.18	282,545	6,132.94	46.07	0%

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

Passengers per Revenue Mile per Day of Week

All Fixed Routes

Month: January, 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	7,340	2,409	3.05	6,654	2,364	2.81	8%
Monday	55,137	12,565	4.39	52,874	12,637	4.18	5%
Tuesday	80,635	15,970	5.05	73,622	13,951	5.28	-4%
Wednesday	79,805	15,974	5.00	49,294	10,188	4.84	3%
Thursday	54,904	11,790	4.66	48,320	10,217	4.73	-2%
Friday	45,355	12,095	3.75	42,162	10,619	3.97	-6%
Saturday	9,821	3,206	3.06	9,619	3,197	3.01	2%
Total	332,997	74,009	4.50	282,545	63,173	4.47	1%

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

Passengers per Revenue Hour per Day of Week

Demand Response Service

Month: January, 2018

				<u>Access Current Month</u>			<u>Access Previous Year</u>			
Day of Week	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	Change Pass/RH
Sunday	32	26.62	1.20	44	34.00	1.29				-7%
Monday	161	140.52	1.15	179	144.80	1.24				-7%
Tuesday	252	182.40	1.38	327	184.98	1.77				-22%
Wednesday	241	189.93	1.27	214	143.83	1.49				-15%
Thursday	154	129.23	1.19	215	153.12	1.40				-15%
Friday	195	136.77	1.43	209	137.83	1.52				-6%
Saturday	86	61.47	1.40	104	62.17	1.67				-16%
Total	1,121	866.93	1.29	1,292	860.73	1.50				-14%

				<u>GoAnywhere Current Month</u>			<u>GoAnywhere Previous Year</u>			
Day of Week	Passengers	Revenue Hours	Pass/RH	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	155	66.49	2.33	144	75.38	1.91				22%
Tuesday	197	88.96	2.21	174	82.93	2.10				6%
Wednesday	223	86.75	2.57	149	92.35	1.61				59%
Thursday	138	55.50	2.49	137	62.27	2.20				13%
Friday	181	68.95	2.63	159	66.53	2.39				10%
Saturday	57	28.36	2.01	50	26.23	1.91				5%
Total	951	395.01	2.41	813	405.70	2.00				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: January, 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	32	68	0.47	44	177	0.25	89%
Monday	161	864	0.19	179	861	0.21	-10%
Tuesday	252	1,111	0.23	327	1,351	0.24	-6%
Wednesday	241	1,340	0.18	214	966	0.22	-19%
Thursday	154	913	0.17	215	1,033	0.21	-19%
Friday	195	1,013	0.19	209	1,040	0.20	-4%
Saturday	86	355	0.24	104	409	0.25	-5%
Total	1,121	5,664	0.20	1,292	5,837.00	0.22	-11%
<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	155	756	0.21	144	762	0.19	8%
Tuesday	197	979	0.20	174	956	0.18	11%
Wednesday	223	1,067	0.21	149	923	0.16	29%
Thursday	138	660	0.21	137	826	0.17	26%
Friday	181	856	0.21	159	806	0.20	7%
Saturday	57	419	0.14	50	306	0.16	-17%
Total	951	4,737	0.20	813	4,579	0.18	13%

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

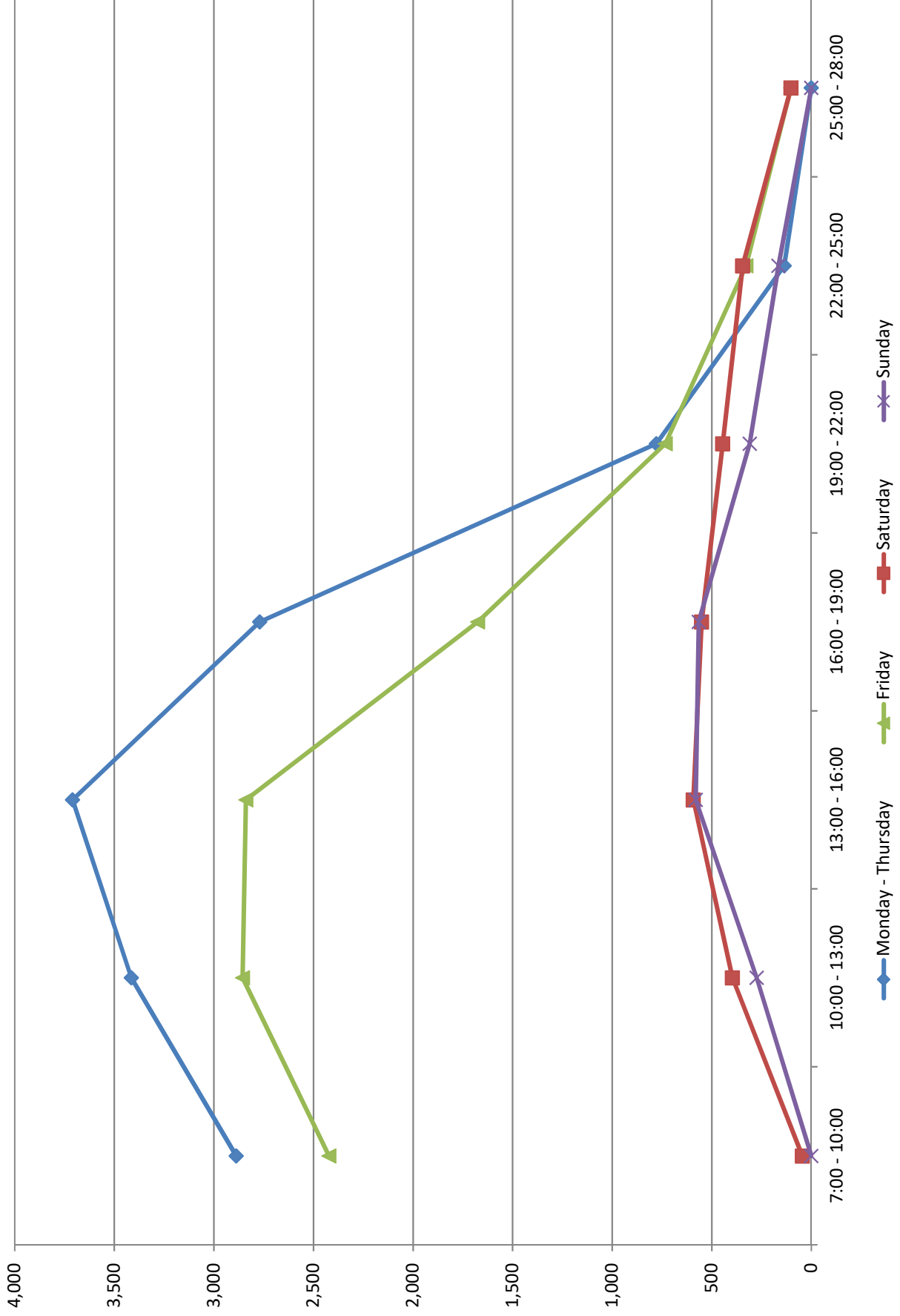
Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

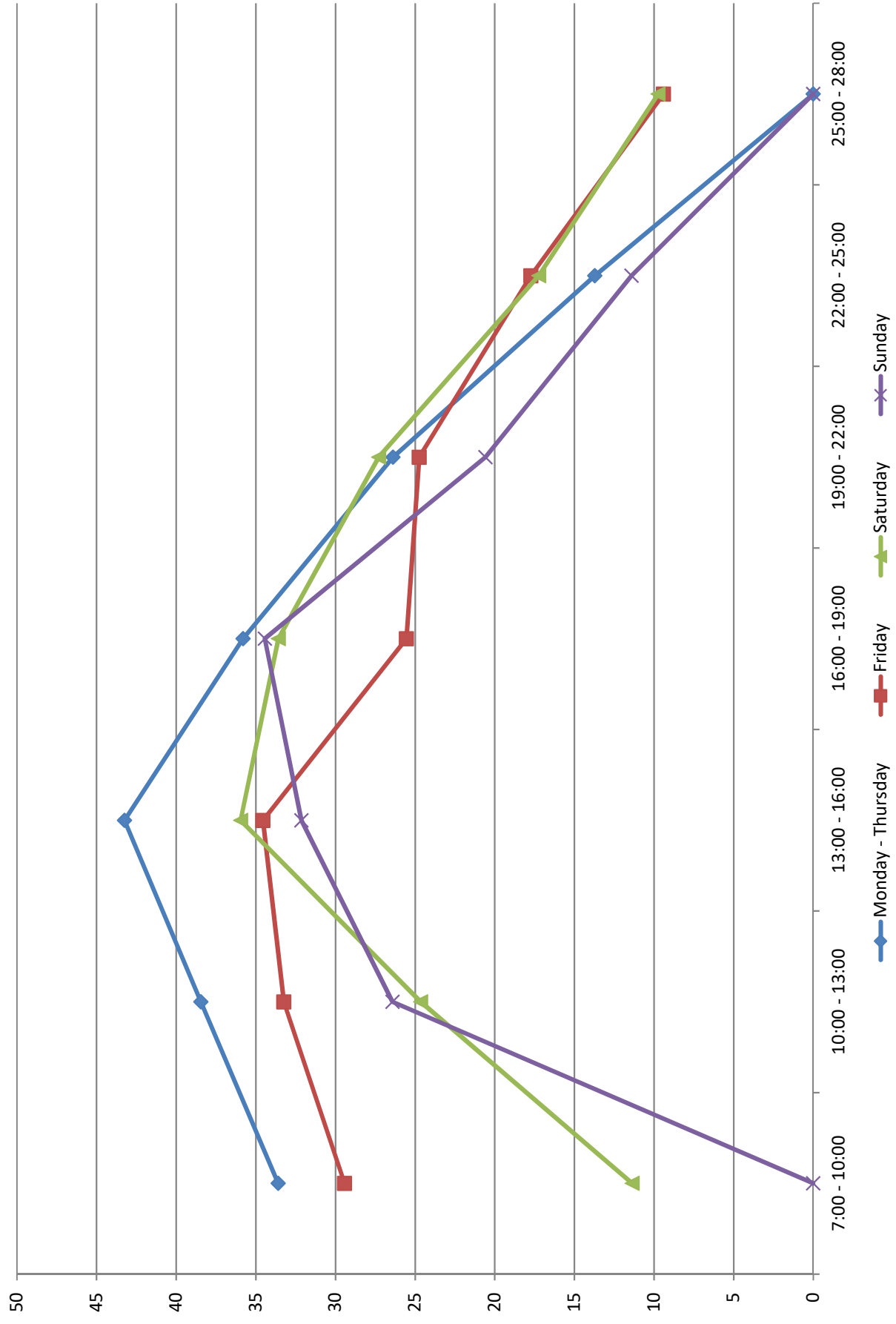
Month: January, 2018

	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
Monday - Thursday	7:00 - 10:00	2,888.32	63.16	33.60
	10:00 - 13:00	3,414.42	65.84	38.46
	13:00 - 16:00	3,709.74	64.21	43.25
	16:00 - 19:00	2,770.68	60.21	35.81
	19:00 - 22:00	778.21	23.42	26.39
	22:00 - 25:00	136.63	6.05	13.72
	25:00 - 28:00	0.00	0.00	0.00
Friday	7:00 - 10:00	2,422.50	64.00	29.44
	10:00 - 13:00	2,856.25	66.50	33.25
	13:00 - 16:00	2,839.75	64.50	34.55
	16:00 - 19:00	1,676.00	57.25	25.54
	19:00 - 22:00	733.75	24.75	24.73
	22:00 - 25:00	328.50	9.25	17.73
	25:00 - 28:00	102.50	5.75	9.41
Saturday	7:00 - 10:00	45.00	3.75	11.37
	10:00 - 13:00	396.00	14.75	24.65
	13:00 - 16:00	592.25	15.00	35.96
	16:00 - 19:00	551.25	14.50	33.59
	19:00 - 22:00	444.50	13.50	27.29
	22:00 - 25:00	344.75	10.00	17.24
	25:00 - 28:00	102.25	5.25	9.74
Sunday	7:00 - 10:00	0.00	0.00	0.00
	10:00 - 13:00	274.00	9.75	26.42
	13:00 - 16:00	580.75	17.00	32.14
	16:00 - 19:00	565.00	15.50	34.44
	19:00 - 22:00	308.75	11.25	20.58
	22:00 - 25:00	165.00	10.75	11.42
	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										
March-18										
Total for 3rd Quarter:	338,226		316,466	0.00%	9,241	0.00%	325,707	0.00%	12,519	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:	2,442,035		2,278,058	93.29%	63,889	2.62%	2,341,947	95.90%	100,088	4.10%