



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

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
<b>Total Passengers</b>	167,049	156,826	7%	3,667,375	3,443,981	6%
<b>Total Revenue Hours</b>	6,435.23	6,008.95	7%	91,373.90	84,929.18	8%
<b>Total Revenue Miles</b>	64,748.60	59,052.30	10%	902,482.50	833,224.46	8%
<b>Total Driver Hours</b>	7,507.83	6,875.00	9%	105,087.66	96,660.89	9%
<b>Passengers/RH</b>	25.96	26.10	-1%	40.14	40.55	-1%
<b>Passengers/RM</b>	2.58	2.66	-3%	4.06	4.13	-2%
<b>Passengers/DH</b>	22.25	22.81	-2%	34.90	35.63	-2%
<b>Full Service Weekdays</b>	8	3	(5.00)	155	143	(12)
<b>Full Service Weekends</b>	1	2	1.00	59	57	(2)
<b>Reduced Service Weekdays</b>	14	13	(1.00)	75	76	1
<b>Reduced Service Weekends</b>	4	4	-	25	28	3
<b>Intermediate Service Weekdays</b>	1	6	5.00	7	17	10
<b>No Service Days</b>	3	3	-	14	15	1

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

**Total Ridership per Route**  
Blacksburg, Fixed Routes  
Month: May, 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>	2,064	1.27%	-	-	59,830	1.68%	-	-
<b>CRC</b>	5,248	3.22%	2,996	75%	95,459	2.68%	84,209	13%
<b>CRCH</b>	-	-	1,759	-	-	-	7,800	-
<b>HDG</b>	6,185	3.80%	6,151	1%	116,895	3.29%	123,205	-5%
<b>HWD</b>	10,832	6.65%	12,251	-12%	83,885	2.36%	115,497	-27%
<b>HWA</b>	12,704	7.80%	11,190	14%	340,123	9.56%	314,065	8%
<b>HWB</b>	9,425	5.79%	9,296	1%	251,202	7.06%	229,593	9%
<b>HXP</b>	7,128	4.38%	7,668	-7%	199,242	5.60%	214,297	-7%
<b>MSN</b>	14,760	9.06%	13,795	7%	288,861	8.12%	265,349	9%
<b>MSS</b>	13,820	8.49%	12,935	7%	238,675	6.71%	225,380	6%
<b>PHD</b>	10,467	6.43%	9,912	6%	301,667	8.48%	281,035	7%
<b>PRO</b>	15,326	9.41%	17,772	-14%	415,237	11.67%	470,389	-12%
<b>TOM</b>	26,865	16.49%	3,005	794%	489,885	13.77%	26,533	1746%
<b>TCB</b>	-	-	20,171	-	-	-	428,026	-
<b>TTT</b>	3,893	2.39%	4,072	-4%	62,879	1.77%	62,965	0%
<b>UCB</b>	16,301	10.01%	4,951	229%	336,591	9.46%	116,469	189%
<b>UMS</b>	7,856	4.82%	14,719	-47%	277,640	7.80%	373,641	-26%
<b>Totals</b>	<b>162,874</b>	<b>100.00%</b>	<b>152,643</b>	<b>7%</b>	<b>3,558,071</b>	<b>100.00%</b>	<b>3,338,453</b>	<b>7%</b>

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

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
<b>Commuter</b>	123	5.16%	167	-26%	1,906	7.32%	2,950	-35%
<b>Explorer</b>	1,078	45.26%	1,044	3%	13,352	51.31%	12,791	4%
<b>GoAnywhere</b>	1,181	49.58%	808	46%	10,766	41.37%	10,122	6%
<b>Totals</b>	<b>2,382</b>	<b>100%</b>	<b>2,019</b>	<b>-18%</b>	<b>26,024</b>	<b>100.00%</b>	<b>25,863</b>	<b>1%</b>
<b>Christiansburg Fixed Route Total</b>	1,201	50.42%	1,211	-0.83%	15,258	58.63%	15,741	-3.07%
<b>Christiansburg Demand Response Total</b>	1,181	49.58%	808	46.16%	10,766	41.37%	10,122	6.36%
<b>Totals</b>	<b>2,382</b>	<b>100%</b>	<b>2,019</b>	<b>18%</b>	<b>26,024</b>	<b>100%</b>	<b>25,863</b>	<b>1%</b>

## Passengers per Revenue Hour per Route

All Fixed Routes

Month: May, 2017

Route	Current Month	Previous Year	Change by Month
<b>CBD</b>	23.14	-	-
<b>CRC</b>	13.31	13.80	-4%
<b>CRCH</b>	-	12.93	-
<b>HDG</b>	16.23	17.50	-7%
<b>HWD</b>	46.19	49.66	-7%
<b>HWA</b>	44.97	50.14	-10%
<b>HWB</b>	24.62	45.09	-45%
<b>HXP</b>	27.66	29.05	-5%
<b>MSN</b>	37.04	38.70	-4%
<b>MSS</b>	30.15	31.13	-3%
<b>PHD, PHDLN</b>	47.81	29.97	60%
<b>PRO</b>	57.43	75.07	-23%
<b>TOM</b>	48.45	20.44	137%
<b>TCB</b>	-	43.05	-
<b>TTT</b>	12.97	18.07	-28%
<b>UCB</b>	36.93	41.85	-12%
<b>UMS</b>	46.37	51.74	-10%
<b>Commuter</b>	2.48	3.37	-26%
<b>Explorer</b>	4.26	4.13	3%

**Passengers per Revenue Hour per Day of Week**

All Fixed Routes

Month: May, 2017

Week Day	<u>Current Month</u>			<u>Previous Year</u>			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
<b>Sunday</b>	2,712	94.35	28.74	4074	128.75	31.64	-9%
<b>Monday</b>	35,086	992.34	35.36	35,044	934.73	37.49	-6%
<b>Tuesday</b>	39,926	1,108.56	36.02	35,940	1,064.90	33.75	7%
<b>Wednesday</b>	36,275	1,108.81	32.72	32,632	923.39	35.34	-7%
<b>Thursday</b>	19,780	727.86	27.18	18,638	699.45	26.65	2%
<b>Friday</b>	22,068	746.86	29.55	20,012	730.45	27.40	8%
<b>Saturday</b>	8,228	283.12	29.06	8,283	266.58	31.07	-6%
<b>Total</b>	<b>164,075</b>	<b>5,061.90</b>	<b>32.41</b>	<b>154,623</b>	<b>4,748.25</b>	<b>32.56</b>	<b>0%</b>

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



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

Week Day	<u>Current Month</u>			<u>Previous Year</u>			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
<b>Sunday</b>	2,712	999	2.71	4,074	1,355	3.01	-10%
<b>Monday</b>	35,086	10,204	3.44	35,044	9,340	3.75	-8%
<b>Tuesday</b>	39,926	11,564	3.45	35,940	10,755	3.34	3%
<b>Wednesday</b>	36,275	11,724	3.09	32,632	9,303	3.51	-12%
<b>Thursday</b>	19,780	7,812	2.53	18,638	7,320	2.55	-1%
<b>Friday</b>	22,068	7,999	2.76	20,012	7,555	2.65	4%
<b>Saturday</b>	8,228	3,084	2.67	8,283	2,749	3.01	-11%
<b>Total</b>	<b>164,075</b>	<b>53,386</b>	<b>3.07</b>	<b>154,623</b>	<b>48,377</b>	<b>3.20</b>	<b>-4%</b>

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

**Passengers per Revenue Hour per Day of Week**  
 Demand Response Service  
 Month: May, 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	
<b>Sunday</b>	10	7.48	1.34	22	26.33	0.84	60%
<b>Monday</b>	22	202.61	0.11	304	184.47	1.65	-93%
<b>Tuesday</b>	614	304.18	2.02	578	278.86	2.07	-3%
<b>Wednesday</b>	492	275.36	1.79	409	214.50	1.91	-6%
<b>Thursday</b>	451	238.08	1.89	416	222.04	1.87	1%
<b>Friday</b>	343	193.63	1.77	342	190.88	1.79	-1%
<b>Saturday</b>	152	87.57	1.74	154	90.65	1.70	2%
<b>Total</b>	<b>2,084</b>	<b>1,308.91</b>	<b>1.59</b>	<b>2,225</b>	<b>1,207.73</b>	<b>1.84</b>	<b>-14%</b>

\*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: May, 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	
<b>Sunday</b>	10	17	0.59	22	83	0.27	122%
<b>Monday</b>	401	1,660	0.24	304	1,591	0.19	26%
<b>Tuesday</b>	614	2,583	0.24	578	2,455	0.24	1%
<b>Wednesday</b>	492	2,298	0.21	409	1,760	0.23	-8%
<b>Thursday</b>	451	2,059	0.22	416	2,148	0.19	13%
<b>Friday</b>	343	1,644	0.21	342	1,691	0.20	3%
<b>Saturday</b>	152	755	0.20	154	708	0.22	-7%
<b>Total</b>	<b>2,463</b>	<b>11,016.00</b>	<b>0.22</b>	<b>2,225</b>	<b>10,436.40</b>	<b>0.21</b>	<b>5%</b>

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

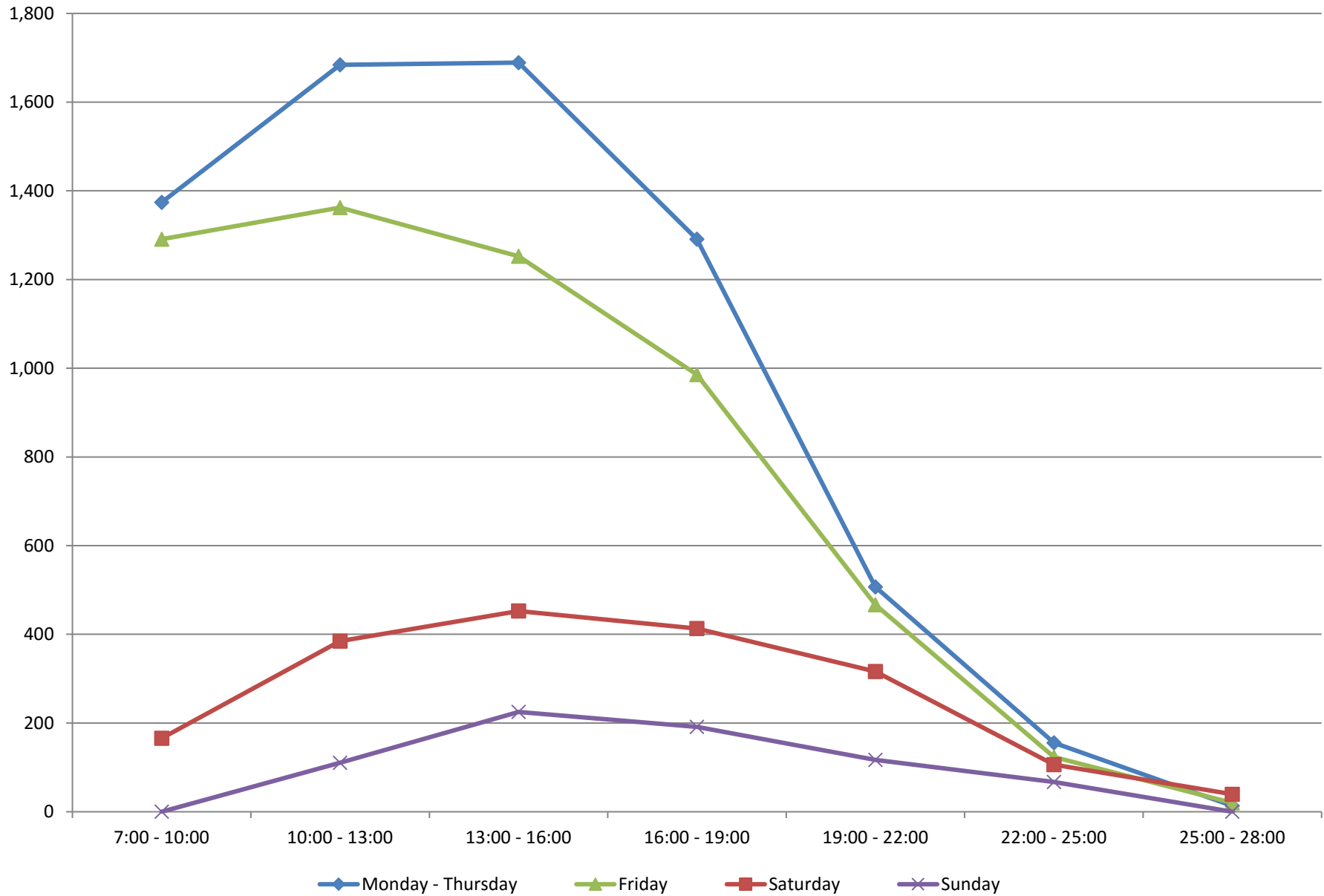
## Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

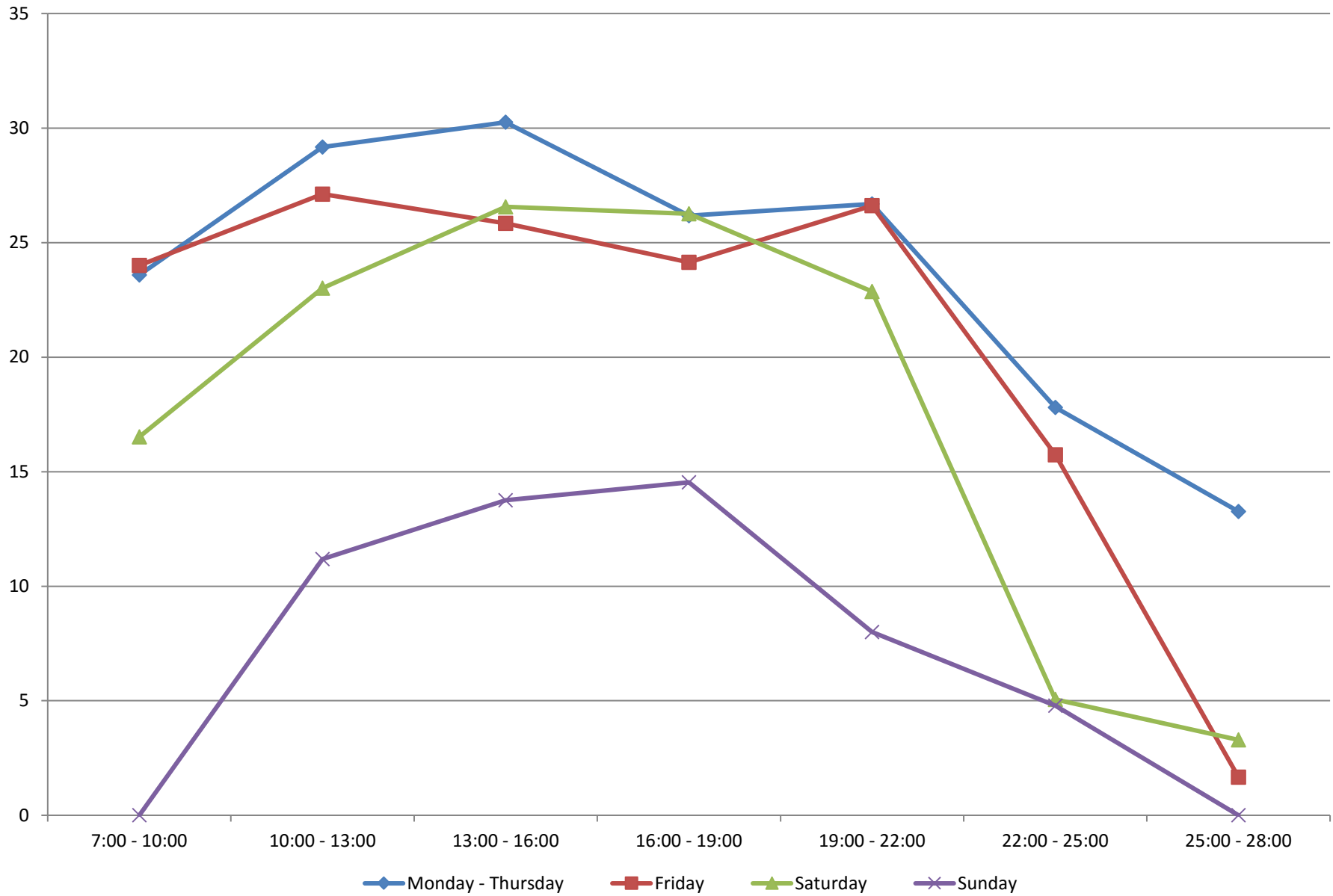
Month: May, 2016

Time of Day		Avg Total Passengers	Average RH	Avg Pass. per RH
Monday - Thursday	7:00 - 10:00	1,374.05	47.11	23.59
	10:00 - 13:00	1,684.05	47.95	29.17
	13:00 - 16:00	1,689.11	44.84	30.25
	16:00 - 19:00	1,291.21	42.95	26.17
	19:00 - 22:00	506.95	16.89	26.69
	22:00 - 25:00	155.26	4.95	17.81
	25:00 - 28:00	13.26	0.05	13.26
Friday	7:00 - 10:00	1,291.00	42.75	24.01
	10:00 - 13:00	1,362.25	43.50	27.12
	13:00 - 16:00	1,252.50	41.25	25.84
	16:00 - 19:00	985.50	37.50	24.14
	19:00 - 22:00	466.75	15.75	26.61
	22:00 - 25:00	123.25	5.50	15.74
	25:00 - 28:00	20.00	3.00	1.67
Saturday	7:00 - 10:00	165.50	7.50	16.52
	10:00 - 13:00	384.75	15.00	23.01
	13:00 - 16:00	452.50	15.00	26.56
	16:00 - 19:00	413.00	14.25	26.26
	19:00 - 22:00	316.25	10.75	22.87
	22:00 - 25:00	106.25	5.25	5.06
	25:00 - 28:00	39.50	3.00	3.29
Sunday	7:00 - 10:00	0.00	0.00	0.00
	10:00 - 13:00	110.75	4.50	11.19
	13:00 - 16:00	225.00	7.50	13.75
	16:00 - 19:00	191.50	6.25	14.54
	19:00 - 22:00	116.75	4.25	8.00
	22:00 - 25:00	67.00	3.50	4.79
	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%
<b>Total for 1st Quarter:</b>	<b>860,721</b>	<b>794,626</b>	<b>92.32%</b>	<b>24,398</b>	<b>2.83%</b>	<b>819,024</b>	<b>95.16%</b>	<b>41,697</b>	<b>4.84%</b>
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%
<b>Total for 2nd Quarter:</b>	<b>1,081,142</b>	<b>1,013,453</b>	<b>93.74%</b>	<b>26,996</b>	<b>2.50%</b>	<b>1,040,449</b>	<b>96.24%</b>	<b>40,693</b>	<b>3.76%</b>
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%
<b>Total for 3rd Quarter:</b>	<b>1,120,145</b>	<b>1,045,538</b>	<b>93.34%</b>	<b>29,341</b>	<b>2.62%</b>	<b>1,074,879</b>	<b>95.96%</b>	<b>45,266</b>	<b>4.04%</b>
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									
<b>Total for 4th Quarter:</b>	<b>578,535</b>	<b>529,922</b>	<b>91.60%</b>	<b>18,052</b>	<b>3.12%</b>	<b>547,974</b>	<b>94.72%</b>	<b>30,561</b>	<b>5.28%</b>
<b>Total for Year:</b>	<b>3,640,543</b>	<b>3,383,539</b>	<b>92.94%</b>	<b>98,787</b>	<b>2.71%</b>	<b>3,482,326</b>	<b>95.65%</b>	<b>158,217</b>	<b>4.35%</b>