



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

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
Total Passengers	550,247	476,220	16%	1,385,693	1,344,930	3%
Total Revenue Hours	11,378.53	9,787.21	16%	34,717.98	31,814.00	9%
Total Revenue Miles	109,964.60	99,574.20	10%	336,790.20	320,689.90	5%
Total Driver Hours	13,096.75	11,200.33	17%	40,333.42	36,911.58	9%
Passengers/RH	48.36	48.66	-1%	39.91	42.27	-6%
Passengers/RM	5.00	4.78	5%	4.11	4.19	-2%
Passengers/DH	42.01	42.52	-1%	34.36	36.44	-6%
Full Service Weekdays	21	20	1	45	50	-5
Full Service Weekends	8	9	-1	19	21	-2
Reduced Service Weekdays	1	1	0	35	31	4
Reduced Service Weekends	1	1	0	17	8	9
Intermediate Service Weekdays	0	0	0	6	5	1
No Service Days	0	0	0	1	8	-7

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

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

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YTD Ridership	Previous YTD Total	YTD Change
CBD	8,984	1.67%	8,103	11%	21,665	1.65%	21,987	-1%
CRC	12,909	2.40%	11,735	10%	32,643	2.48%	33,762	-3%
HDG	20,653	3.84%	14,298	44%	49,554	3.76%	40,349	23%
HWD	6,489	1.21%	7,192	-10%	19,115	1.45%	34,443	-45%
HWA	52,856	9.83%	45,746	16%	128,183	9.73%	117,774	9%
HWB	38,273	7.12%	34,929	10%	95,977	7.29%	88,926	8%
HXP	35,015	6.51%	25,008	40%	76,589	5.82%	66,445	15%
MSN	43,509	8.09%	39,126	11%	106,669	8.10%	112,014	-5%
MSS	33,171	6.17%	29,128	14%	89,997	6.83%	87,540	3%
PHD	45,922	8.54%	43,086	7%	111,374	8.46%	110,989	0%
PRO	59,123	11.00%	57,361	3%	131,764	10.01%	146,747	-10%
TOM	74,113	13.79%	61,789	20%	188,608	14.32%	168,553	12%
TTT	7,381	1.37%	8,122	-9%	24,717	1.88%	26,332	-6%
UCB	59,088	10.99%	43,261	37%	148,352	11.27%	125,716	18%
UMS	40,106	7.46%	40,448	-1%	91,601	6.96%	105,430	-13%
Totals	537,592	100.00%	469,332	15%	1,316,808	100.00%	1,287,007	2%

Total Ridership per Route
Christiansburg Routes
Month: October, 2017

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
Commuter	303	12.33%	248	22%	1,074	10.74%	1,303	-18%
Explorer	1,047	42.60%	1,271	-18%	4,392	43.94%	4,528	-3%
GoAnywhere	1,108	45.08%	930	19%	4,530	45.32%	4,314	5%
Totals	2,458	100%	2,449	0%	9,996	100.00%	10,145	-1%
Christiansburg Fixed Route Total	1,350	54.92%	1,519	-11.13%	5,466	54.68%	5,831	-6.26%
Christiansburg Demand Response Total	1,108	45.08%	930	19.14%	4,530	45.32%	4,314	5.01%
Totals	2,458	100%	2,449	0%	9,996	100%	10,145	-1%

Passengers per Revenue Hour per Route

All Fixed Routes

Month: October, 2017

Route	Current Month	Previous Year	Change by Month
CBD	37.43	35.38	6%
CRC	22.42	22.74	-1%
HDG	33.67	29.99	12%
HWD	53.61	54.40	-1%
HWA	77.22	68.73	12%
HWB	70.53	69.09	2%
HXP	38.13	36.03	6%
MSN	78.86	78.12	1%
MSS	43.54	44.27	-2%
PHD	80.00	84.39	-5%
PRO	85.25	87.03	-2%
TOM	77.16	68.60	12%
TTT	21.58	23.33	-8%
UCB	67.42	64.73	4%
UMS	90.58	94.93	-5%
Commuter	6.12	5.01	22%
Explorer	4.14	5.02	-18%

Passengers per Revenue Hour per Day of Week
 All Fixed Routes
 Month: October, 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	14,238	336.17	42.35	10547	266.25	39.61	7%
Monday	117,931	2,068.35	57.02	108,146	1,866.82	57.93	-2%
Tuesday	124,591	2,068.85	60.22	91,985	1,493.12	61.61	-2%
Wednesday	101,688	1,655.13	61.44	93,688	1,494.12	62.70	-2%
Thursday	94,335	1,654.63	57.01	86,060	1,477.79	58.24	-2%
Friday	69,123	1,425.18	48.50	61,106	1,287.34	47.47	2%
Saturday	16,876	362.70	46.53	19,231	469.25	40.98	14%
Total	538,782	9,571.01	56.29	470,763	8,354.69	56.35	0%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Mile per Day of Week
 All Fixed Routes
 Month: October, 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	14,238	3,506	4.06	10,547	2,853	3.70	10%
Monday	117,931	20,317	5.80	108,146	18,502	5.85	-1%
Tuesday	124,591	20,287	6.14	91,985	14,823	6.21	-1%
Wednesday	101,688	16,224	6.27	93,688	14,780	6.34	-1%
Thursday	94,335	16,312	5.78	86,060	14,654	5.87	-2%
Friday	69,123	14,354	4.82	61,106	13,023	4.69	3%
Saturday	16,876	3,740	4.51	19,231	4,935	3.90	16%
Total	538,782	94,740	5.69	470,763	83,570	5.63	1%

*Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Hour per Day of Week
 Demand Response Service
 Month: October, 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	60	38.82	1.55	51	36.72	1.39	11%
Monday	277	183.59	1.51	218	165.93	1.31	15%
Tuesday	332	203.16	1.63	230	152.70	1.51	8%
Wednesday	234	146.01	1.60	239	145.62	1.64	-2%
Thursday	208	151.98	1.37	209	143.28	1.46	-6%
Friday	191	113.30	1.69	205	140.15	1.46	15%
Saturday	76	45.05	1.69	139	75.97	1.83	-8%
Total	1,378	881.91	1.56	1,291	860.36	1.50	4%

<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	228	98.32	2.32	192	86.92	2.21	5%
Tuesday	248	107.65	2.30	158	79.05	2.00	15%
Wednesday	211	85.92	2.46	175	70.45	2.48	-1%
Thursday	195	84.96	2.30	154	67.52	2.28	1%
Friday	183	73.18	2.50	170	70.53	2.41	4%
Saturday	43	33.10	1.30	81	33.25	2.44	-47%
Total	1,108	483.13	2.29	930	407.72	2.28	1%

*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: October, 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	60	177	0.34	51	175	0.29	16%
Monday	277	1,315	0.21	218	1,296	0.17	25%
Tuesday	332	1,503	0.22	230	1,183	0.19	14%
Wednesday	234	1,134	0.21	239	1,151	0.21	-1%
Thursday	208	1,023	0.20	209	1,094	0.19	6%
Friday	191	1,009	0.19	205	1,034	0.20	-5%
Saturday	76	339	0.22	139	641	0.22	3%
Total	1,378	6,500	0.21	1,291	6,574	0.20	8%

<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	228	1,030	0.22	192	977	0.20	13%
Tuesday	248	1,227	0.20	158	874	0.18	12%
Wednesday	211	977	0.22	175	868	0.20	7%
Thursday	195	999	0.20	154	897	0.17	14%
Friday	183	967	0.19	170	842	0.20	-6%
Saturday	43	321	0.13	81	462	0.18	-24%
Total	1,108	5,521	0.20	930	4,920	0.19	6%

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

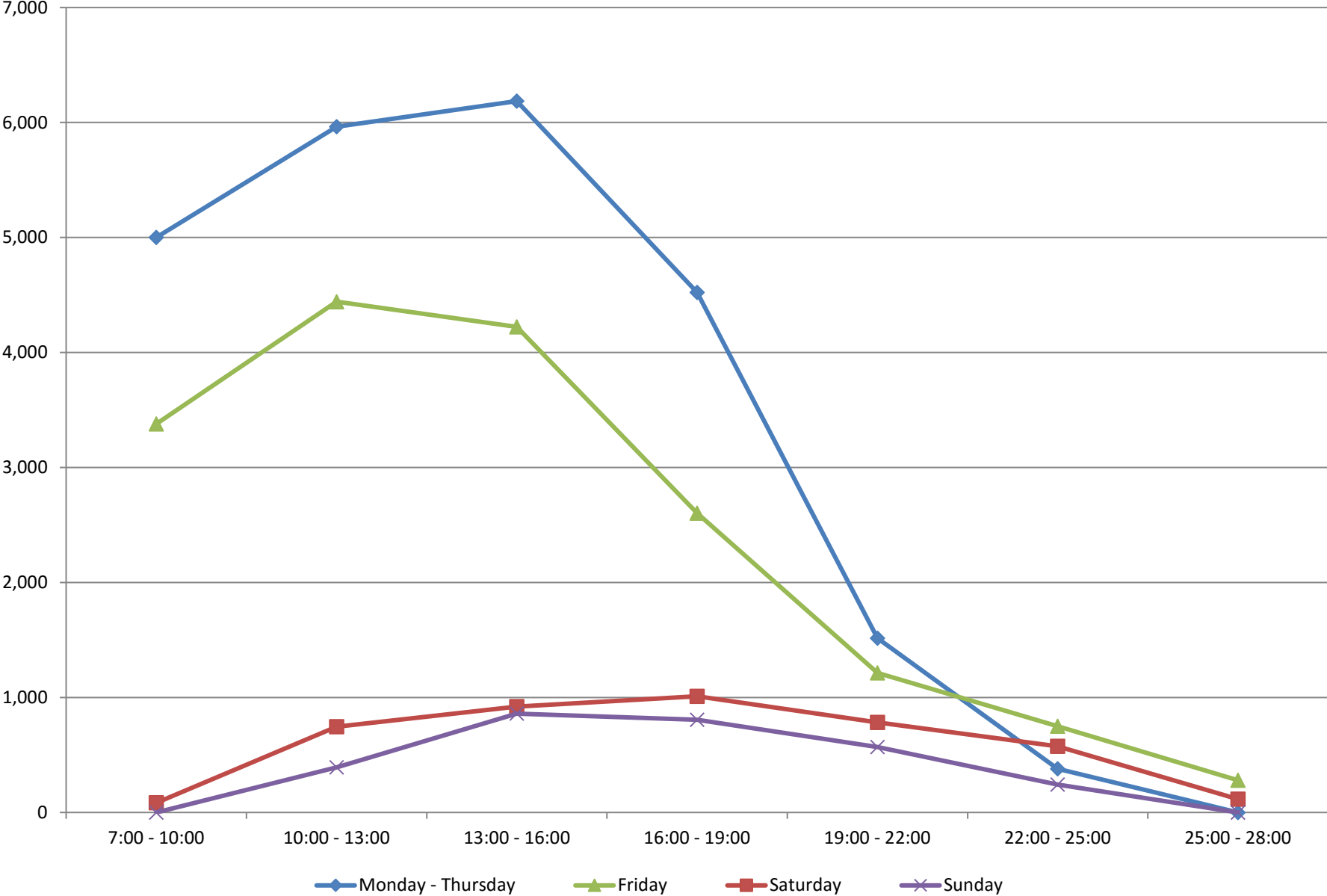
Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

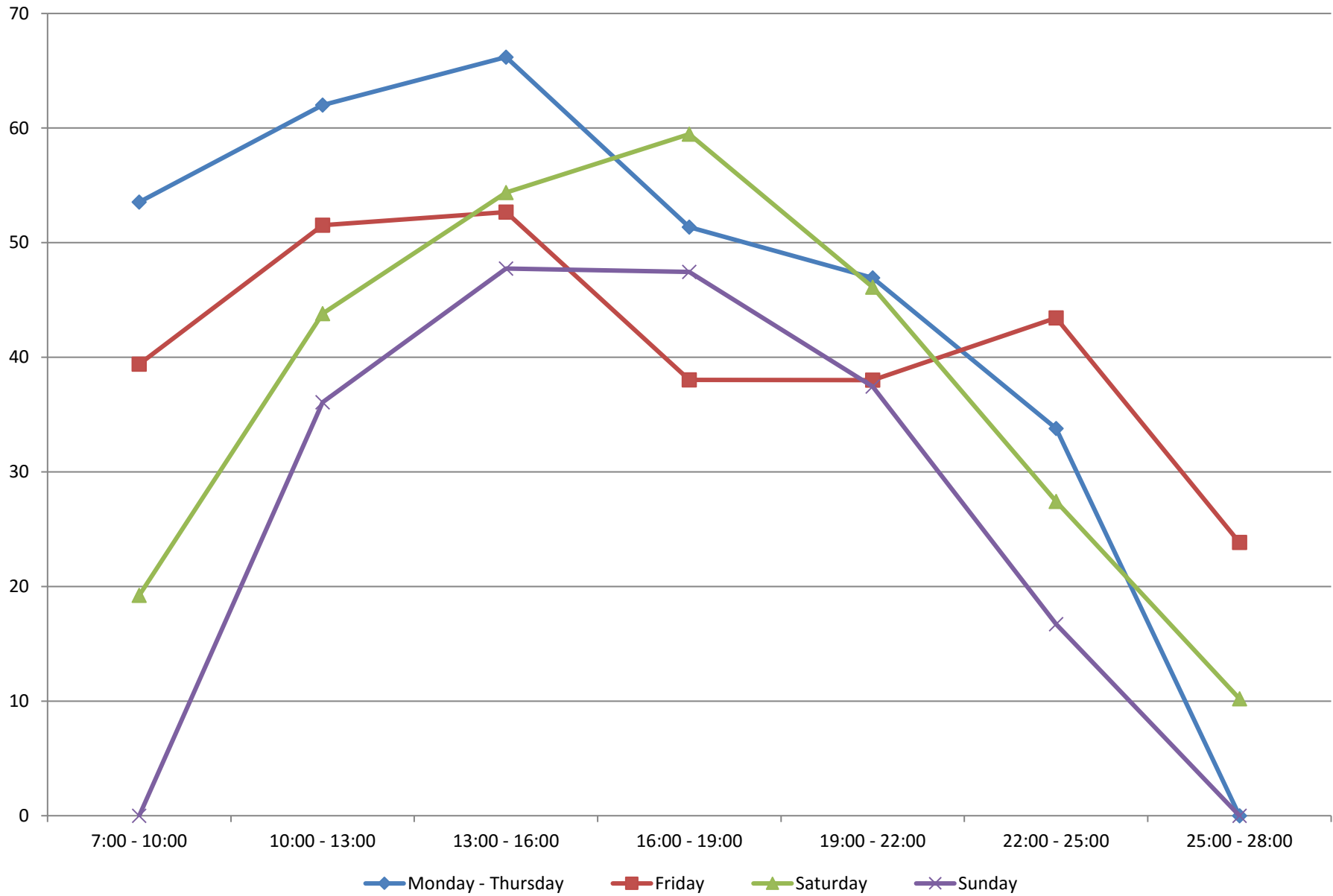
Month: October, 2017

Time of Day		Avg Total Passengers	Average RH	Avg Pass. per RH
Monday - Thursday	7:00 - 10:00	4,999.78	93.44	53.55
	10:00 - 13:00	5,964.56	96.22	62.01
	13:00 - 16:00	6,186.28	93.50	66.20
	16:00 - 19:00	4,521.44	88.06	51.36
	19:00 - 22:00	1,515.56	32.28	46.93
	22:00 - 25:00	380.33	11.39	33.78
	25:00 - 28:00	0.00	0.00	0.00
Friday	7:00 - 10:00	3,378.25	78.00	39.40
	10:00 - 13:00	4,442.25	80.00	51.53
	13:00 - 16:00	4,223.50	76.75	52.67
	16:00 - 19:00	2,603.25	67.75	38.04
	19:00 - 22:00	1,214.25	31.25	38.01
	22:00 - 25:00	750.50	15.00	43.44
	25:00 - 28:00	279.75	8.75	23.84
Saturday	7:00 - 10:00	83.50	4.50	19.23
	10:00 - 13:00	746.25	16.50	43.81
	13:00 - 16:00	919.75	16.50	54.38
	16:00 - 19:00	1,010.50	16.50	59.47
	19:00 - 22:00	784.00	16.25	46.11
	22:00 - 25:00	576.00	15.75	27.43
	25:00 - 28:00	115.00	8.25	10.21
Sunday	7:00 - 10:00	0.00	0.00	0.00
	10:00 - 13:00	391.40	10.80	36.07
	13:00 - 16:00	859.40	18.00	47.74
	16:00 - 19:00	806.80	17.00	47.46
	19:00 - 22:00	569.00	15.20	37.44
	22:00 - 25:00	242.00	14.00	16.72
	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									
December-17									
Total for 2nd Quarter:	547,514	519,035	94.80%	11,384	2.08%	530,419	96.88%	17,095	3.12%
January-18									
February-18									
March-18									
Total for 3rd Quarter:	0	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!
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:	1,375,376	1,276,545	92.81%	36,962	2.69%	1,313,507	95.50%	61,869	4.50%