



Monthly Ridership  
and Service Level  
Report  
September, 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 occurs five times during the year on New Year's Day, Christmas, Thanksgiving, Memorial 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
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
PRG	Progress Street
TOM	Toms Creek
TCB	Toms Creek B
TTT	Two Town Trolley
UCB	University City Boulevard
UMS	University Mall Shuttle

**Summary**  
All Routes  
Month: September, 2017

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
<b>Total Passengers</b>	568,115	528,705	7%	835,446	868,710	-4%
<b>Total Revenue Hours</b>	11,441.79	10,589.52	8%	23,339.45	22,026.79	6%
<b>Total Revenue Miles</b>	108,847.50	104,252.40	4%	226,825.60	221,115.70	3%
<b>Total Driver Hours</b>	13,284.17	12,065.25	10%	27,236.67	25,098.50	9%
<b>Passengers/RH</b>	49.65	49.93	-1%	35.80	39.44	-9%
<b>Passengers/RM</b>	5.22	5.07	3%	3.68	3.93	-6%
<b>Passengers/DH</b>	42.77	43.82	-2%	30.67	34.61	-11%
<b>Full Service Weekdays</b>	20	22	(2)	24	30	6
<b>Full Service Weekends</b>	9	8	1	11	12	1
<b>Reduced Service Weekdays</b>	0	0	0	34	30	(4)
<b>Reduced Service Weekends</b>	0	0	0	16	7	(9)
<b>Intermediate Service Weekdays</b>	1	0	1	6	5	(1)
<b>No Service Days</b>	0	0	0	1	8	7

\*These numbers are fixed Route Only, Demand Response is Currently in progress

**Total Ridership per Route**  
Blacksburg, Fixed Routes  
Month: September, 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>	9,859	1.80%	9,425	5%	12,681	1.63%	13,884	-9%
<b>CRC</b>	12,209	2.23%	12,372	-1%	19,734	2.53%	22,027	-10%
<b>HDG</b>	19,867	3.63%	15,377	29%	28,901	3.71%	26,051	11%
<b>HWD</b>	7,427	1.36%	6,401	16%	12,626	1.62%	27,251	-54%
<b>HWA</b>	52,925	9.66%	49,857	6%	75,327	9.67%	72,028	5%
<b>HWB</b>	37,630	6.87%	37,239	1%	57,704	7.41%	53,997	7%
<b>HXP</b>	34,522	6.30%	29,241	18%	41,574	5.34%	41,437	0%
<b>MSN</b>	44,939	8.21%	42,797	5%	63,160	8.11%	72,888	-13%
<b>MSS</b>	33,060	6.04%	31,769	4%	56,826	7.29%	58,412	-3%
<b>PHD</b>	46,932	8.57%	46,938	0%	65,452	8.40%	67,903	-4%
<b>PRO</b>	58,937	10.76%	62,771	-6%	72,641	9.32%	89,386	-19%
<b>TOM</b>	74,829	13.66%	62,152	20%	114,495	14.69%	106,764	7%
<b>TTT</b>	8,469	1.55%	8,225	3%	17,336	2.22%	18,210	-5%
<b>UCB</b>	64,117	11.71%	48,753	32%	89,264	11.46%	82,455	8%
<b>UMS</b>	41,967	7.66%	45,895	-9%	51,495	6.61%	64,982	-21%
<b>Totals</b>	<b>547,689</b>	<b>100.00%</b>	<b>509,212</b>	<b>8%</b>	<b>779,216</b>	<b>100.00%</b>	<b>817,675</b>	<b>-5%</b>

\* There has been a week less of Full Service in 2017 due to the later starting of Virginia Tech Fall Semester

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

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
<b>Commuter</b>	313	13.29%	250	25%	771	6.01%	633	22%
<b>Explorer</b>	1,017	43.17%	1,338	-24%	3,345	26.09%	3,583	-7%
<b>GoAnywhere</b>	1,026	43.55%	965	6%	8,707	67.90%	8,296	5%
<b>Totals</b>	<b>2,356</b>	<b>100%</b>	<b>2,553</b>	<b>-8%</b>	<b>12,823</b>	<b>100.00%</b>	<b>12,512</b>	<b>2%</b>
<b>Christiansburg Fixed Route Total</b>	1,330	56.45%	1,588	-16.25%	4,116	32.10%	4,216	-2.37%
<b>Christiansburg Demand Response Total</b>	1,026	43.55%	965	6.32%	8,707	67.90%	8,296	4.95%
<b>Totals</b>	<b>2,356</b>	<b>100%</b>	<b>2,553</b>	<b>-8%</b>	<b>12,823</b>	<b>100%</b>	<b>12,512</b>	<b>2%</b>

**Passengers per Revenue Hour per Route**

All Fixed Routes

Month: September, 2017

Route	Current Month	Previous Year	Change by Month
<b>CBD</b>	40.63	36.55	11%
<b>CRC</b>	21.34	20.91	2%
<b>HDG</b>	33.47	34.87	-4%
<b>HWD</b>	58.77	56.09	5%
<b>HWA</b>	79.40	70.88	12%
<b>HWB</b>	72.01	68.24	6%
<b>HXP</b>	37.60	40.43	-7%
<b>MSN</b>	79.49	83.04	-4%
<b>MSS</b>	44.73	47.49	-6%
<b>PHD, PHDLN</b>	85.92	87.26	-2%
<b>PRO</b>	84.16	91.24	-8%
<b>TOM</b>	82.95	77.17	7%
<b>TTT</b>	22.80	24.84	-8%
<b>UCB</b>	72.78	69.58	5%
<b>UMS</b>	95.76	100.84	-5%
<b>Commuter</b>	6.32	5.05	25%
<b>Explorer</b>	4.02	5.29	-24%

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

All Fixed Routes

Month: September, 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>	12,251	269.20	45.51	9180	212.75	43.15	5%
<b>Monday</b>	77,943	1474.26	52.87	70,775	1352.76	52.32	1%
<b>Tuesday</b>	104,697	1655.38	63.25	93,881	1494.12	62.83	1%
<b>Wednesday</b>	105,616	1654.21	63.85	95,966	1493.87	64.24	-1%
<b>Thursday</b>	102,053	1654.63	61.68	115,363	1865.90	61.83	0%
<b>Friday</b>	116,282	2128.23	54.64	104,227	1953.65	53.35	2%
<b>Saturday</b>	28,431	541.37	52.52	38,474	425.00	90.53	-42%
<b>Total</b>	<b>547,273</b>	<b>9,377.28</b>	<b>58.36</b>	<b>527,866</b>	<b>8,798.05</b>	<b>60.00</b>	<b>-3%</b>

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



**Passengers per Revenue Mile per Day of Week**  
 All Fixed Routes  
 Month: September, 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>	12,251	2,804	4.37	9,180	2,333	3.93	11%
<b>Monday</b>	77,943	14,594	5.34	70,775	13,594	5.21	3%
<b>Tuesday</b>	104,697	16,238	6.45	93,881	14,902	6.30	2%
<b>Wednesday</b>	105,616	16,204	6.52	95,966	14,861	6.46	1%
<b>Thursday</b>	102,053	16,195	6.30	115,363	18,493	6.24	1%
<b>Friday</b>	116,282	21,133	5.50	104,227	19,616	5.31	4%
<b>Saturday</b>	28,431	5,581	5.09	38,474	4,338	8.87	-43%
<b>Total</b>	<b>547,273</b>	<b>92,749</b>	<b>5.90</b>	<b>527,866</b>	<b>88,137</b>	<b>5.99</b>	<b>-1%</b>

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

**Passengers per Revenue Hour per Day of Week**  
Demand Response Service  
Month: September, 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	27.55	1.38	34	25.51	1.33	4%
Monday	171	126.45	1.35	142	117.48	1.21	12%
Tuesday	246	165.39	1.49	230	131.48	1.75	-15%
Wednesday	208	148.06	1.40	222	140.25	1.58	-11%
Thursday	204	155.10	1.32	275	164.35	1.67	-21%
Friday	266	177.23	1.50	268	163.05	1.64	-9%
Saturday	145	74.17	1.95	86	48.83	1.76	11%
<b>Total</b>	<b>1,278</b>	<b>873.95</b>	<b>1.46</b>	<b>1,257</b>	<b>790.97</b>	<b>1.59</b>	<b>-8%</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	184	79.88	2.30	135	64.73	2.09	10%
Tuesday	180	91.14	1.97	172	77.17	2.23	-11%
Wednesday	402	88.63	4.54	179	72.12	2.48	83%
Thursday	181	82.24	2.20	186	80.40	2.31	-5%
Friday	225	93.42	2.41	230	82.00	2.80	-14%
Saturday	55	43.26	1.27	63	27.98	2.25	-44%
<b>Total</b>	<b>1,227</b>	<b>478.57</b>	<b>2.56</b>	<b>965</b>	<b>404.40</b>	<b>2.39</b>	<b>7%</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: September, 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	128	0.30	34	145	0.23	27%
Monday	171	839	0.20	142	738	0.19	6%
Tuesday	246	1170	0.21	230	1088	0.21	-1%
Wednesday	208	1004	0.21	222	1061	0.21	-1%
Thursday	204	1026	0.20	275	1283	0.21	-7%
Friday	266	1182	0.23	268	1275	0.21	7%
Saturday	145	535	0.27	86	431	0.20	36%
<b>Total</b>	<b>1,278</b>	<b>5,884</b>	<b>0.22</b>	<b>1,257</b>	<b>6,020.84</b>	<b>0.21</b>	<b>4%</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	184	918	0.20	135	669	0.20	-1%
Tuesday	180	935	0.19	172	859	0.20	-4%
Wednesday	402	827	0.49	179	992	0.18	169%
Thursday	181	959	0.19	186	1128	0.16	14%
Friday	225	1164	0.19	230	952	0.24	-20%
Saturday	55	472	0.12	63	377	0.17	-30%
<b>Total</b>	<b>1,227</b>	<b>5,275</b>	<b>0.23</b>	<b>965</b>	<b>4,977</b>	<b>0.19</b>	<b>20%</b>

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

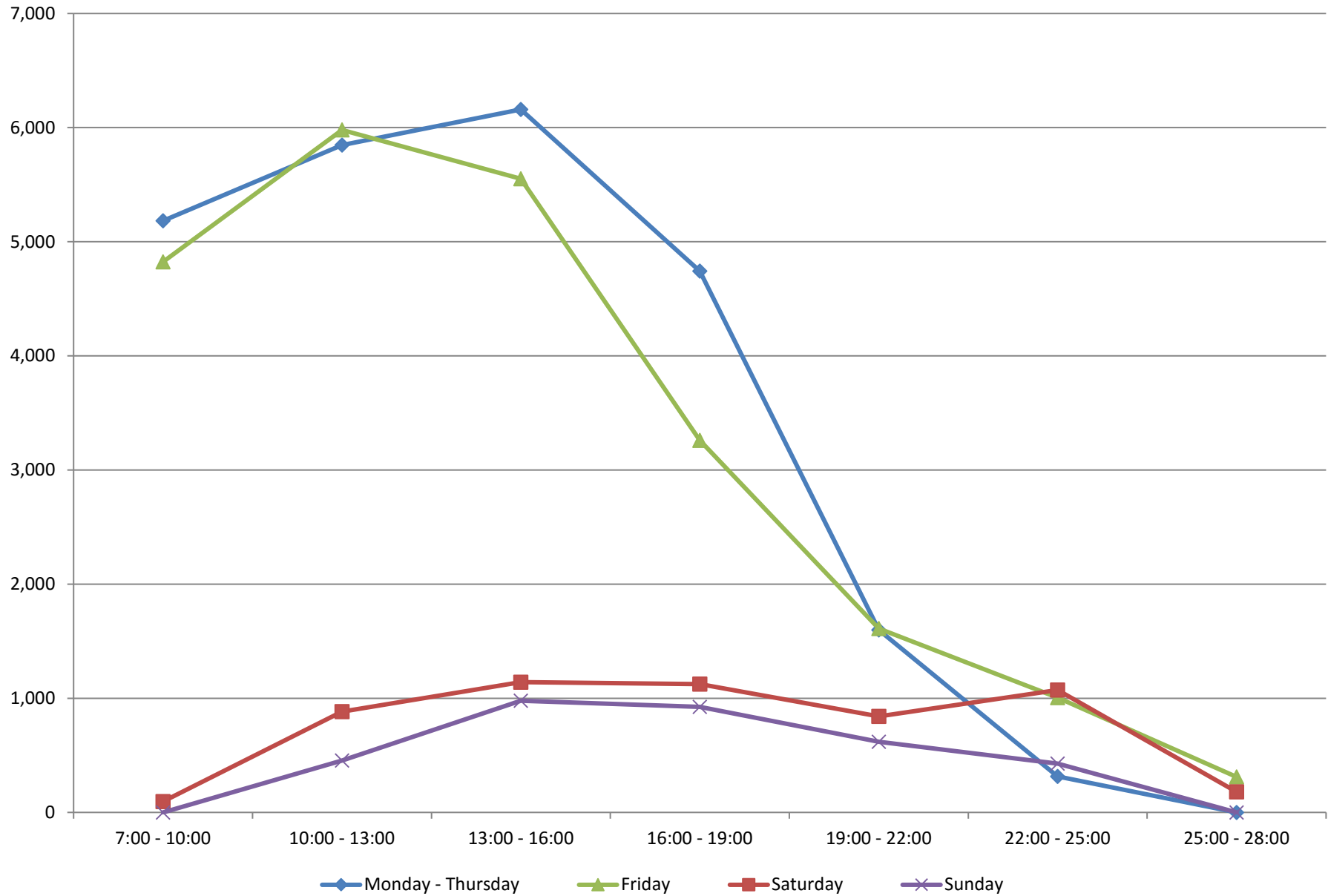
## Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

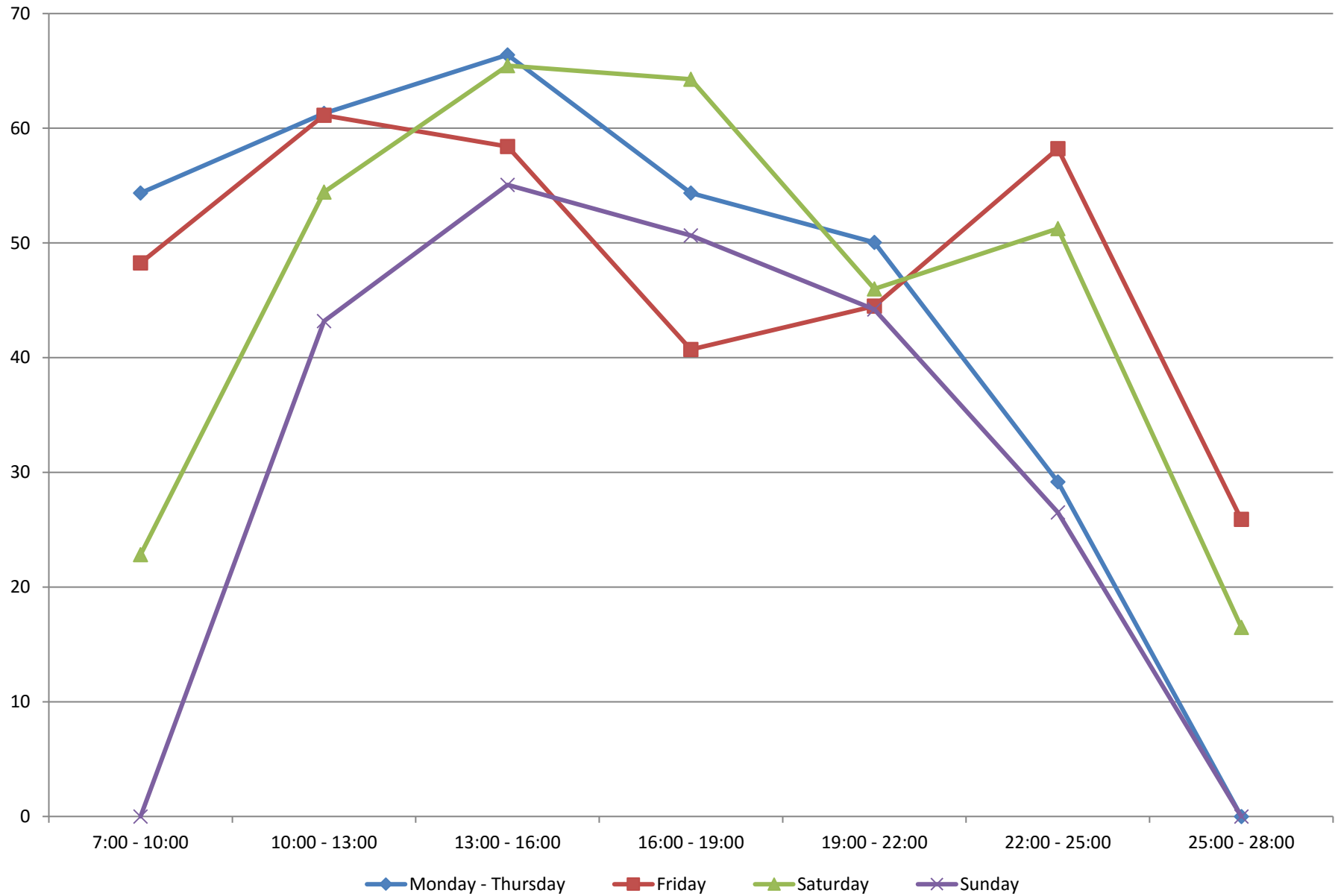
Month: September, 2017

	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
<b>Monday - Thursday</b>	7:00 - 10:00	5,182.81	92.50	54.34
	10:00 - 13:00	5,846.75	93.25	61.30
	13:00 - 16:00	6,159.31	91.06	66.40
	16:00 - 19:00	4,742.31	85.94	54.36
	19:00 - 22:00	1,599.38	31.94	50.04
	22:00 - 25:00	314.56	10.81	29.16
	25:00 - 28:00	0.00	0.00	0.00
<b>Friday</b>	7:00 - 10:00	4,824.80	100.80	48.26
	10:00 - 13:00	5,979.40	97.80	61.13
	13:00 - 16:00	5,550.80	95.00	58.40
	16:00 - 19:00	3,261.00	80.00	40.71
	19:00 - 22:00	1,610.80	36.20	44.50
	22:00 - 25:00	1,005.00	17.40	58.23
	25:00 - 28:00	310.80	12.00	25.89
<b>Saturday</b>	7:00 - 10:00	95.60	4.40	22.82
	10:00 - 13:00	883.00	16.60	54.45
	13:00 - 16:00	1,141.60	17.40	65.46
	16:00 - 19:00	1,123.40	17.40	64.27
	19:00 - 22:00	841.20	18.20	46.00
	22:00 - 25:00	1,073.20	21.00	51.25
	25:00 - 28:00	181.00	11.00	16.49
<b>Sunday</b>	7:00 - 10:00	0.00	0.00	0.00
	10:00 - 13:00	453.75	10.50	43.19
	13:00 - 16:00	978.50	17.75	55.07
	16:00 - 19:00	924.25	18.50	50.64
	19:00 - 22:00	619.25	14.25	44.21
	22:00 - 25:00	427.25	16.25	26.51
	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%
<b>Total for 1st Quarter:</b>	827,862	757,510	91.50%	25,578	3.09%	783,088	94.59%	44,774	5.41%
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>	827,862	757,510	91.50%	25,578	3.09%	783,088	94.59%	44,774	5.41%