



Monthly Ridership and
Service Level Report
August, 2019

**“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.
- Fiscal Year (FY): The operational year starting from July 1st to June 30th and is year abbreviated with the second Calendar Year. (IE FY 19 is July 1, 2018 to June 30, 2019)
- Fixed Route Service (FR): FR operate along a specific route according to a fixed or preset schedule. Each trip serves the same stops, continuously, until service ends.
- Focused Demand-Response Service: This is a Demand-Response Service (DR) that does not operate throughout a workweek, or only operates during part of the year. These may service a specialized area to meet a special need.
- 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. Tandems are also utilized in the first couple of weeks of Fall and Spring Service to increase capacity on high demand routes.
- Intermediate Service: This service operates the week before Virginia Tech classes resume for the fall semester and other select days throughout the year. It strongly resembles the Full Service with lower frequency on most routes.
- 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 do not operate; others follow an altered route.
- Revenue Hours (RH): RH are the hours of service where a bus is providing passenger service.
- Revenue Mile (RM): RM are the miles a bus travels on a route while providing passenger service.
- Ridership: Ridership is the number of people using a public transportation service in a given time period.
- Tandems: Additional vehicles that follow the scheduled route vehicles on high demand routes during the first few weeks of Full Service in the Fall and Spring. These catch the overloads and late arrivals of passengers new to the service at this time.
- Trippers: Additional stand-by service vehicles scheduled around special events such as Football Games to assist Routes in sudden passenger peak demands.
- Year-to-Date (YTD): YTD numbers are the sum of values for a period beginning July 1st of the current Fiscal Year until the end of a specified month.

Route Abbreviations

Abbreviation	Route Full Name
BLU	Explorer Blue
BTC	BT Commuter
CAS	Campus Shuttle
CBD	Carpenter Boulevard
CRC	Corporate Research Center
GLD	Explorer Gold
HDG	Harding Avenue
HWD	Hethwood
HWA	Hethwood A
HWB	Hethwood B
HXP	Hokie Express

Abbreviation	Route Full Name
MSN	Main Street North
MSS	Main Street South
PHD	Patrick Henry Drive
PRB	Progress B
PRO	Progress Street
TE	The Explorer
TOM	Toms Creek
TTT	Two Town Trolley
UCB	University City Boulevard
UMS	University Mall Shuttle

Summary
All Routes
Month: August, 2019

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
Total Passengers	241,017	368,409	-35%	343,810	460,649	-25%
Total Revenue Hours	7,265.20	9,224.50	-21%	13,343.37	14,559.47	-8%
Total Revenue Miles	77,379.40	94,970.50	-19%	137,628.80	149,533.40	-8%
Total Driver Hours	8,191.50	10,420.75	-21%	15,368.00	16,646.25	-8%
Passengers/RH	33.17	39.94	-17%	25.77	31.64	-19%
Passengers/RM	3.11	3.88	-20%	2.50	3.08	-19%
Passengers/DH	29.42	35.35	-17%	22.37	27.67	-19%
Full Service Weekdays	5	10	(5)	5	10	(5)
Full Service Weekends	3	4	(1)	3	4	(1)
Reduced Service Weekdays	17	8	9	39	29	10
Reduced Service Weekends	6	4	2	14	13	1
Intermediate Service Weekdays	0	5	(5)	0	5	(5)
No Service Days	0	0	0	1	1	0

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

Total Ridership per Route

Blacksburg, Fixed Routes

Month: August, 2019

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YTD Ridership	Previous YTD Total	YTD Change
CAS	2,055	0.88%	1,370	50%	2,055	0.68%	1,370	50%
CBD	3,687	1.59%	5,855	-37%	3,687	1.23%	5,855	-37%
CRC	6,459	2.78%	9,967	-35%	9,522	3.17%	12,968	-27%
HDG	10,957	4.71%	14,764	-26%	14,398	4.80%	17,336	-17%
HWD	5,422	2.33%	3,455	57%	7,456	2.48%	5,428	37%
HWA	21,281	9.15%	31,444	-32%	26,365	8.78%	35,346	-25%
HWB	20,570	8.84%	30,908	-33%	27,725	9.24%	37,506	-26%
HXP	9,068	3.90%	20,472	-56%	9,068	3.02%	20,472	-56%
MSN	16,489	7.09%	29,237	-44%	22,269	7.42%	33,584	-34%
MSS	22,094	9.50%	26,399	-16%	32,513	10.83%	35,910	-9%
PHD	17,525	7.53%	32,048	-45%	22,203	7.40%	36,060	-38%
PRB	7,271	3.13%	3,313	119%	7,271	2.42%	3,313	119%
PRG	17,181	7.39%	33,294	-48%	21,377	7.12%	33,294	-36%
TOM	36,790	15.82%	55,585	-34%	49,491	16.49%	69,982	-29%
TTT	6,972	3.00%	7,041	-1%	10,384	3.46%	10,446	-1%
UCB	18,479	7.95%	36,050	-49%	24,048	8.01%	41,979	-43%
UMS	10,282	4.42%	19,704	-48%	10,282	3.43%	19,704	-48%
Totals	232,582	100.00%	360,906	-36%	300,114	100.00%	420,553	-29%

Total Ridership per Route
Christiansburg Routes
Month: August, 2019

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
Commuter	245	8.38%	217	13%	355	6.09%	337	5%
Explorer Blue	880	30.12%		0%	1,764	30.26%		0%
Explorer Gold	982	33.61%		0%	1,919	32.92%		0%
The Explorer		0.00%	1,269	-100%		0.00%	2,369	-100%
GoAnywhere	815	27.89%	1,282	-36%	1,791	30.73%	2,817	-36%
<i>Combined Explorers</i>	<i>1,862</i>	<i>63.72%</i>	<i>1,269</i>	<i>47%</i>	<i>3,683</i>	<i>63.18%</i>	<i>2,369</i>	<i>55%</i>
Totals	2,922	100%	2,768	6%	5,829	100%	5,523	6%
Christiansburg Fixed Route Total	2,107	72.11%	1,486	41.79%	4,038	69.27%	2,706	49.22%
Christiansburg Demand Response Total	815	27.89%	1,282	-36.43%	1,791	30.73%	2,817	-36.42%
Totals	2,922	100%	2,768	6%	5,829	100%	5,523	6%

Passengers per Revenue Hour per Route

All Fixed Routes

Month: August, 2019

Route	Current Month	Previous Year	Change by Month
CAS	19.00	7.90	140%
CBD	31.59	33.22	-5%
CRC	16.53	16.18	2%
HDG	24.18	26.88	-10%
HWD	43.29	33.20	30%
HWA	56.61	59.45	-5%
HWB	57.59	58.30	-1%
HXP	35.91	37.56	-4%
MSN	40.95	60.72	-33%
MSS	43.63	43.82	0%
PHD	53.19	66.22	-20%
PRB	41.98	18.80	123%
PRG	48.32	76.55	-37%
TOM	65.95	78.71	-16%
TTT	21.75	20.14	8%
UCB	52.04	59.74	-13%
UMS	81.15	70.06	16%
BTC	5.01	4.19	19%
BLU	3.45	0.00	0%
GLD	3.83	0.00	0%
TE	0.00	4.76	-100%

Passengers per Revenue Hour per Day of Week

All Fixed Routes

Month: August, 2019

Week Day	Current Month			Previous Year			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
Sunday	5,104	142.95	35.70	8,192	192.87	42.47	-16%
Monday	41,400	1,014.12	40.82	65,914	1,332.09	49.48	-17%
Tuesday	42,163	1,014.62	41.56	67,961	1,332.50	51.00	-19%
Wednesday	43,044	1,011.96	42.54	71,795	1,480.02	48.51	-12%
Thursday	47,544	1,184.22	40.15	69,934	1,480.77	47.23	-15%
Friday	43,018	1,188.64	36.19	65,996	1,532.86	43.05	-16%
Saturday	12,368	310.66	39.81	11,802	309.86	38.09	5%
Total	234,641	5,867.17	39.99	361,594	7,660.97	47.20	-15%

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

Passengers per Revenue Mile per Day of Week

All Fixed Routes

Month: August, 2019

Week Day	Current Month			Previous Year			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
Sunday	5,104	1,554	3.28	8,192	2,038	4.02	-18%
Monday	41,400	10,945	3.78	65,914	13,781	4.78	-21%
Tuesday	42,163	11,011	3.83	67,961	13,692	4.96	-23%
Wednesday	43,044	11,030	3.90	71,795	15,589	4.61	-15%
Thursday	47,544	12,980	3.66	69,934	15,573	4.49	-18%
Friday	43,018	13,195	3.26	65,996	16,317	4.04	-19%
Saturday	12,368	3,510	3.52	11,802	3,423	3.45	2%
Total	234,641	64,225	3.65	361,594	80,413	4.50	-19%

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

Passengers per Revenue Hour per Day of Week
 Demand Response Service
 Month: August, 2019

<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	9	5.65	1.59	14	18.58	0.75	111%
Monday	217	130.82	1.66	207	150.32	1.38	20%
Tuesday	233	139.37	1.67	229	136.48	1.68	0%
Wednesday	271	151.83	1.78	283	180.45	1.57	14%
Thursday	323	183.26	1.76	270	173.68	1.55	13%
Friday	264	163.55	1.61	270	176.53	1.53	6%
Saturday	91	58.97	1.54	78	59.93	1.30	19%
Total	1,408	833.44	1.69	1,351	895.98	1.51	12%

<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	150	66.85	2.24	167	71.18	2.35	-4%
Tuesday	151	65.32	2.31	181	65.78	2.75	-16%
Wednesday	114	66.03	1.73	331	89.57	3.70	-53%
Thursday	181	74.81	2.42	328	91.27	3.59	-33%
Friday	167	84.45	1.98	224	93.05	2.41	-18%
Saturday	52	32.68	1.59	51	25.38	2.01	-21%
Total	815	390.14	2.09	1,282	436.23	2.94	-29%

*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: August, 2019

<u>Access Current Month</u>				<u>Access Previous Year</u>			
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Day of Week	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	Change Pass/RM
Sunday	9	47	0.19	14	73	0.19	0%
Monday	217	1,150	0.19	207	1,173	0.18	7%
Tuesday	233	1,259	0.19	229	1,103	0.21	-11%
Wednesday	271	1,398	0.19	283	1,447	0.20	-1%
Thursday	323	1,687	0.19	270	1,516	0.18	8%
Friday	264	1,427	0.19	270	1,486	0.18	2%
Saturday	91	516	0.18	78	448	0.17	1%
Total	1,408	7,484	0.19	1,351	7,246	0.19	1%

<u>Go Anywhere Current Month</u>				<u>Go Anywhere Previous Year</u>			
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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	150	729	0.21	167	841	0.20	4%
Tuesday	151	755	0.20	181	787	0.23	-13%
Wednesday	114	675	0.17	331	1,225	0.27	-37%
Thursday	181	966	0.19	328	1,269	0.26	-27%
Friday	167	957	0.17	224	1,227	0.18	-4%
Saturday	52	356	0.15	51	282	0.18	-19%
Total	815	4,438	0.18	1,282	5,631	0.23	-19%

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

Passengers per Revenue Hour per Day of Week
 Focused Demand Response Service
 Month: August, 2019

<u>Warm Hearth Current Month</u>				<u>Warm Hearth 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	0	0.00	0.00	0	0.00	0.00	0%
Tuesday	35	17.53	2.00	64	16.23	3.94	-49%
Wednesday	43	17.23	2.50	48	19.27	2.49	0%
Thursday	49	25.81	1.90	85	25.97	3.27	-42%
Friday	0	0.00	0.00	0	0.00	0.00	0%
Saturday	0	0.00	0.00	0	0.00	0.00	0%
Total	127	60.58	2.10	197	61.47	3.20	-35%

<u>CRC Shuttle Current Month</u>				<u>CRC Shuttle 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	0	0.00	0.00	0	0.00	0.00	0%
Tuesday	0	0.00	0.00	0	0.00	0.00	0%
Wednesday	0	0.00	0.00	0	0.00	0.00	0%
Thursday	0	0.00	0.00	0	0.00	0.00	0%
Friday	0	0.00	0.00	0	0.00	0.00	0%
Saturday	7	0.12	58.33	2	0.33	6.06	863%
Total	7	0.12	58.33	2	0.33	6.06	863%

*Please note: these numbers DO NOT include Fixed Route Service. It includes Warm Hearth and CRC Shuttle.

Passengers per Revenue Mile per Day of Week
 Focused Demand Response Service
 Month: August, 2019

Warm Hearth Current Month

Warm Hearth 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	0	0	0.00	0	0	0.00	0%
Tuesday	35	117	0.30	64	204	0.31	-5%
Wednesday	43	132	0.33	48	183	0.26	24%
Thursday	49	198	0.25	85	260	0.33	-24%
Friday	0	0	0.00	0	0	0.00	0%
Saturday	0	0	0.00	0	0	0.00	0%
Total	127	447	0.28	197	647	0.30	-7%

CRC Shuttle Current Month

CRC Shuttle 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	0	0	0.00	0	0	0.00	0%
Tuesday	0	0	0.00	0	0	0.00	0%
Wednesday	0	0	0.00	0	0	0.00	0%
Thursday	0	0	0.00	0	0	0.00	0%
Friday	0	0	0.00	0	0	0.00	0%
Saturday	7	4	1.75	2	6	0.33	425%
Total	7	4	1.75	2	6	0.33	425%

*Please note: these numbers DO NOT include Fixed Route Service. It includes Warm Hearth and CRC Shuttle.

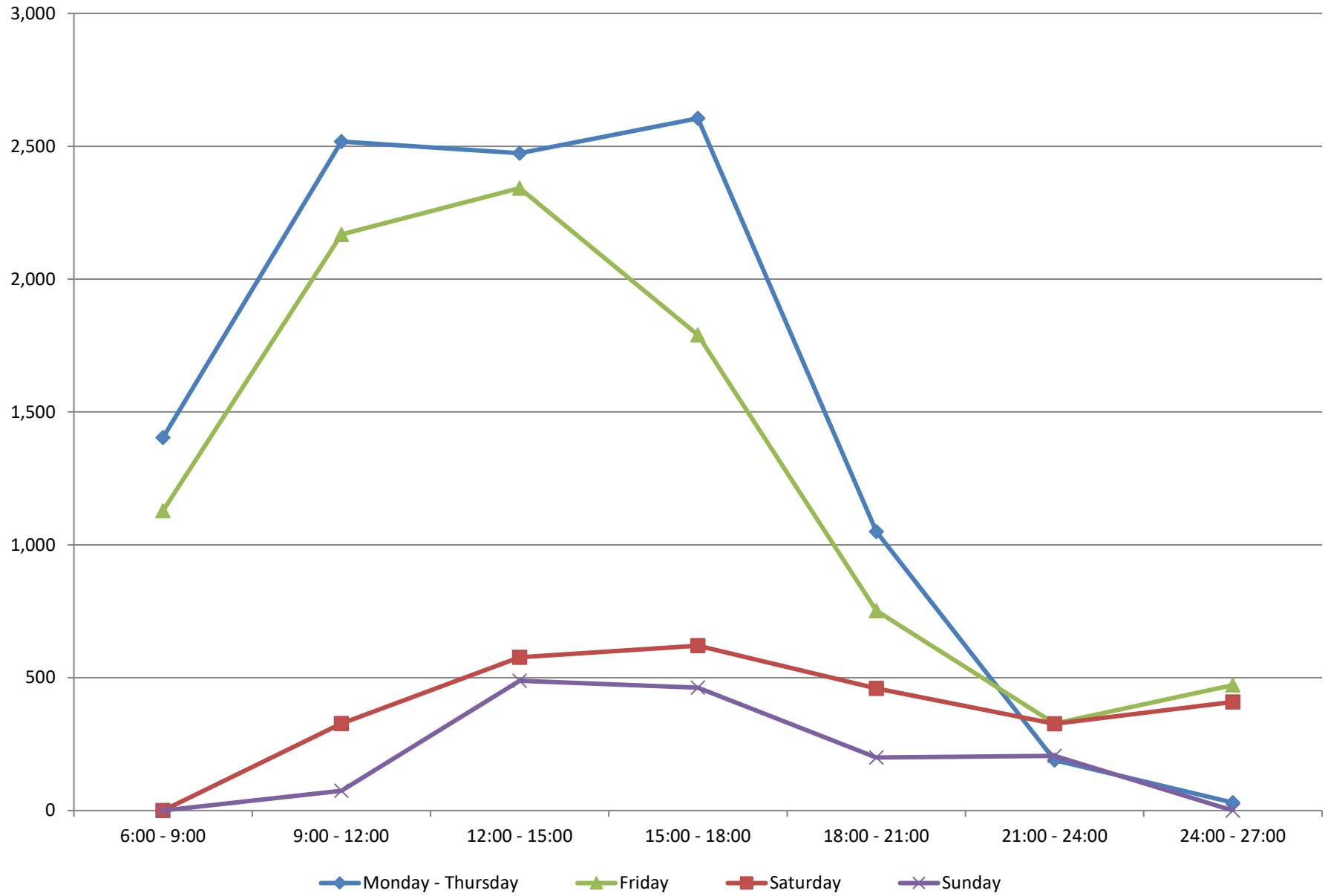
Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

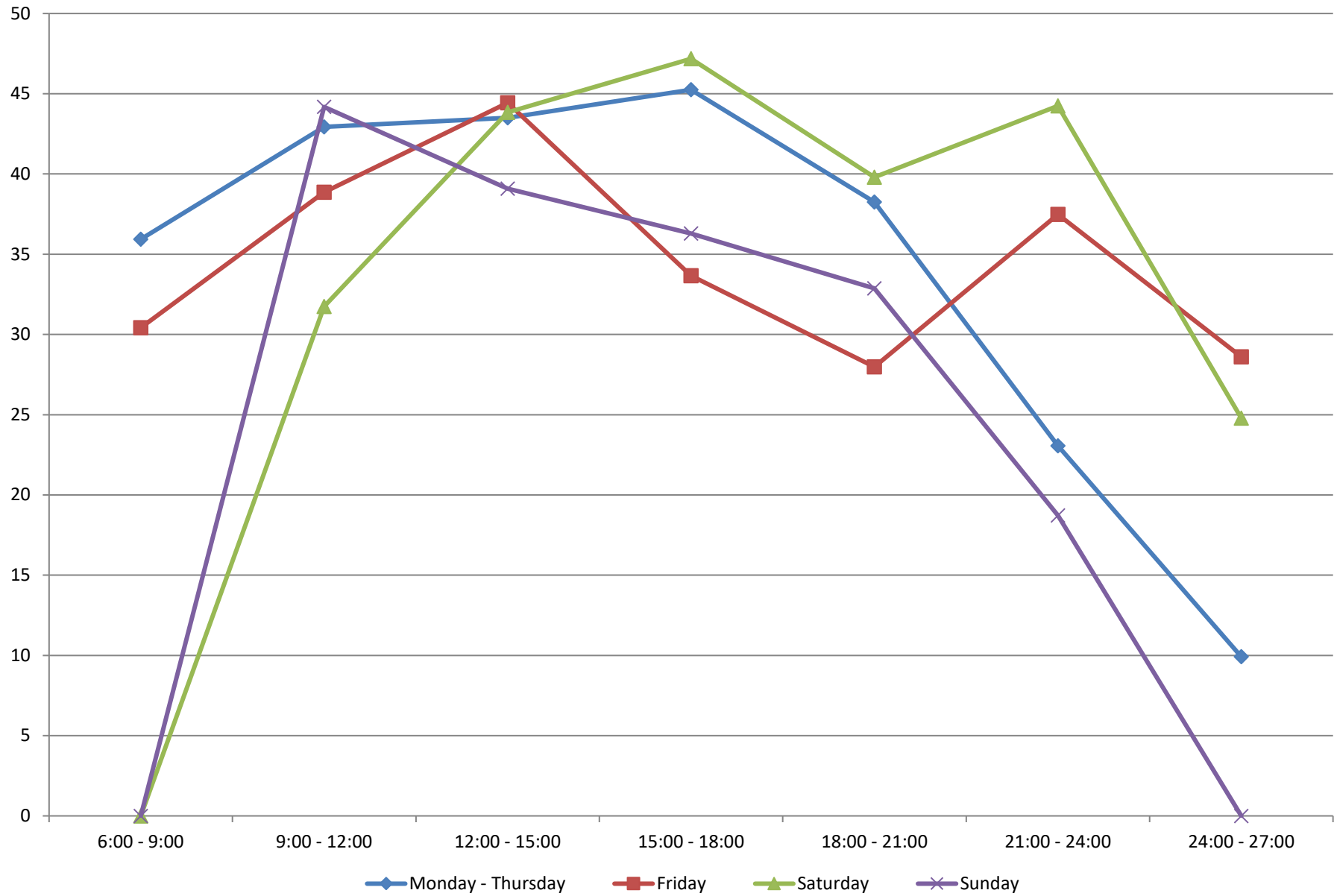
Month: August, 2019

	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
Monday - Thursday	6:00 - 9:00	1,403.53	39.05	35.94
	9:00 - 12:00	2,517.82	58.65	42.93
	12:00 - 15:00	2,474.35	56.88	43.50
	15:00 - 18:00	2,605.12	57.57	45.25
	18:00 - 21:00	1,049.71	27.45	38.25
	21:00 - 24:00	189.76	8.23	23.05
	24:00 - 27:00	29.75	3.00	9.92
Friday	6:00 - 9:00	1,128.40	37.10	30.42
	9:00 - 12:00	2,168.60	55.80	38.86
	12:00 - 15:00	2,342.60	52.72	44.43
	15:00 - 18:00	1,790.40	53.20	33.65
	18:00 - 21:00	752.00	26.88	27.98
	21:00 - 24:00	327.40	8.73	37.49
	24:00 - 27:00	472.00	16.50	28.61
Saturday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	327.00	10.30	31.75
	12:00 - 15:00	576.60	13.15	43.85
	15:00 - 18:00	620.40	13.15	47.18
	18:00 - 21:00	459.60	11.55	39.79
	21:00 - 24:00	326.60	7.38	44.24
	24:00 - 27:00	409.00	16.50	24.79
Sunday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	74.00	1.68	44.18
	12:00 - 15:00	488.50	12.50	39.08
	15:00 - 18:00	462.75	12.75	36.29
	18:00 - 21:00	199.25	6.06	32.87
	21:00 - 24:00	206.00	11.00	18.73
	24:00 - 27:00	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 Transit Fare Totals

Does not include Demand Response. Does include Athletics/Specials

	Total Ridership	Students		Faculty/Staff		Total Virginia Tech		Total Non-VT	
		#	%	#	%	#	%	#	%
July-19	100,386	79,617	79.31%	8,292	8.26%	87,909	87.57%	12,477	12.43%
August-19	238,660	214,189	89.75%	9,104	3.81%	223,293	93.56%	15,367	6.44%
September-19									
Total for 1st Quarter:	339,046	293,806	86.66%	17,396	5.13%	311,202	91.79%	27,844	8.21%
October-19									
November-19									
December-19									
Total for 2nd Quarter:	0	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!
January-20									
February-20									
March-20									
Total for 3rd Quarter:	0	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!
April-20									
May-20									
June-20									
Total for 4th Quarter:	0	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!
Total for Year:	339,046	293,806	86.66%	17,396	5.13%	311,202	91.79%	27,844	8.21%