



Monthly Ridership and  
Service Level Report  
July, 2024

**“Safety, Courtesy, Reliability,  
and the Environment”**

## TABLE OF CONTENTS

Glossary & Route Abbreviations	3-4
Summary - All Routes	5
Total Ridership per Route - Blacksburg, Fixed Routes	6
Total Ridership per Route - Christiansburg Routes	7
Passengers per Revenue Hour per Route - All Fixed Routes	8
Passengers per Revenue Hour per Day of Week - All Fixed Routes	9
Passengers per Revenue Mile per Day of Week - All Fixed Routes	10
Passengers per Revenue Hour per Day of Week - Demand Response Service	11
Passengers per Revenue Mile per Day of Week - Demand Response Service	12
Average Ridership and Revenue Hours by Time of Day - All Fixed Routes	13
Graph: Average Total Passengers by Time of Day - All Fixed Routes	14
Graph: Average Passengers per Revenue Hour by Time of Day - All Fixed Routes	15

## 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.
- Emergency Service: This is for changes in planned service level operated due to long term (more than 7 days) situations that have an impact on the amount of service provided due to the circumstances of the declared emergency.
- Extra Service: Additional vehicles and routes to cover an Event such as Football.
- Fiscal Year (FY): The operational year starting from July 1<sup>st</sup> to June 30<sup>th</sup> 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. Also known as Motor Bus Service (MB)
- 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 sometimes 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. In previous years it strongly resembled the Full Service with lower frequency on most routes. Currently it is more Reduced Service with extended service hours.
- No Service: This service occurs on five different days: New Year's Day, Memorial Day, July 4<sup>th</sup>, 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.
- 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
ADA	ADA Lot (Football Extra)
BLU	Explorer Blue
CAS	Campus Shuttle
CRB	Carpenter Boulevard
CRC	Corporate Research Center Shuttle
EMS	Early Morning Service
GLD	Explorer Gold
HDG	Harding Avenue
HWA	Hethwood A
HWB	Hethwood B
HWC	Hethwood (combined)
HXP	Hokie Express
NMG	North Main Givens
NMP	North Main Patrick Henry

Abbreviation	Route Full Name
PHB	Patrick Henry B
PHD	Patrick Henry Drive
PRG	Progress Street
SMA	South Main Airport
SME	South Main Ellett
SMP/SMS	South Main Pro Park/ Southpark
TCP	Toms Creek Progress
TCR	Toms Creek Road
TTT	Two Town Trolley
UCB	University City
USD	Unscheduled/Adhoc
ACC	Access (DR)
GAR	GoAnywhere Route (DR)

### Recent Changes

- Routes have been reorganized and modified with the opening of the Transit Center. Campus Shuttle has returned to service. Any route with a significant variant has now be re-delegated as separate routes with their variant. MSS => SME & SMP. TOM => TCP & TCR. MSG and MSN were merged and split into NMG & NMP. Name changes/tweaking: MSA => SMA and PRO => PRG. Additionally an Early Morning Service was added for Tech Employees from the Chicken Hill parking lot. And while Unscheduled/Adhoc services were rare, with the change-over it is being more separately tracked for cases that do not fit the new patterns.
- In August 2024 South Main Pro Park (SMP) changes to South Main Southpark (SMS)

**Summary**  
All Routes  
Month: July, 2024

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
<b>Total Passengers</b>	73,568	58,760	25%	73,568	58,760	25%
<b>Total Revenue Hours</b>	7,160.12	5,487.36	30%	7,160.12	5,487.36	30%
<b>Total Revenue Miles</b>	75,509.00	58,477.00	29%	75,509.00	58,477.00	29%
<b>Total Driver Hours</b>	8,007.00	6,220.25	29%	8,007.00	6,220.25	29%
<b>Passengers/RH</b>	10.27	10.71	-4%	10.27	10.71	-4%
<b>Passengers/RM</b>	0.97	1.00	-3%	0.97	1.00	-3%
<b>Passengers/DH</b>	9.19	9.45	-3%	9.19	9.45	-3%
<b>Full Service Weekdays</b>	0	0	0	0	0	0
<b>Full Service Weekends</b>	0	0	0	0	0	0
<b>Reduced Service Weekdays</b>	22	20	2	22	20	2
<b>Reduced Service Weekends</b>	8	10	(2)	8	10	(2)
<b>Intermediate Service</b>	0	0	0	0	0	0
<b>No Service Days</b>	1	1	0	1	1	0

\*Note: These numbers include Blacksburg and Christiansburg: Motor Bus, Demand Response and Extra Services.

**Total Ridership per Route**

Blacksburg

Month: July, 2024

Route (Former Route)	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YTD Ridership	Previous YTD Total	YTD Change
ADA	0	0.00%	0	0%	0	0.00%	0	0%
CAS	7,957	11.37%	0	0%	7,957	11.37%	0	0%
CRB	0	0.00%	0	0%	0	0.00%	0	0%
CRC	2,856	4.08%	3,159	-10%	2,856	4.08%	3,159	-10%
EMS	1	0.00%	0	0%	1	0.00%	0	0%
HDG	3,847	5.50%	3,027	27%	3,847	5.50%	3,027	27%
HWA	4,900	7.00%	3,968	23%	4,900	7.00%	3,968	23%
HWB	5,341	7.63%	4,252	26%	5,341	7.63%	4,252	26%
HWC (HWD)	1,476	2.11%	2,541	-42%	1,476	2.11%	2,541	-42%
HXP	2,813	4.02%	816	245%	2,813	4.02%	816	245%
NMG (MSG+MSN)	4,891	6.99%	4,409	35%	4,891	6.99%	4,409	35%
NMP (MSN)	1,074	1.53%			1,074	1.53%		
PHB	0	0.00%	0	0%	0	0.00%	0	0%
PHD	3,440	4.91%	4,160	-17%	3,440	4.91%	4,160	-17%
PRG (PRO)	2,338	3.34%	2,209	6%	2,338	3.34%	2,209	6%
SMA (MSA)	1,802	2.57%	1,526	18%	1,802	2.57%	1,526	18%
SME (MSS)	1,711	2.44%	7,438	30%	1,711	2.44%	7,438	30%
SMP (MSS)	7,988	11.41%			7,988	11.41%		
TCP (TOM)	1,648	2.35%	9,733	-30%	1,648	2.35%	9,733	-30%
TCR (TOM)	5,135	7.33%			5,135	7.33%		
TTT	3,916	5.59%	3,715	5%	3,916	5.59%	3,715	5%
UCB	5,718	8.17%	4,425	29%	5,718	8.17%	4,425	29%
USD	0	0.00%	0	0%	0	0.00%	0	0%
ACC	1,155	1.65%	1,029	12%	1,155	1.65%	1,029	12%
<b>Totals</b>	<b>70,007</b>	<b>100.00%</b>	<b>56,407</b>	<b>24%</b>	<b>70,007</b>	<b>100.00%</b>	<b>56,407</b>	<b>24%</b>
<b>Blacksburg MB Total</b>	<b>68,852</b>	<b>98.35%</b>	<b>55,378</b>	<b>24.33%</b>	<b>68,852</b>	<b>98.35%</b>	<b>55,378</b>	<b>24.33%</b>
<b>Blacksburg DR Total</b>	<b>1,155</b>	<b>1.65%</b>	<b>1,029</b>	<b>12.24%</b>	<b>1,155</b>	<b>1.65%</b>	<b>1,029</b>	<b>12.24%</b>
<b>Totals</b>	<b>70,007</b>	<b>100%</b>	<b>56,407</b>	<b>24%</b>	<b>70,007</b>	<b>100%</b>	<b>56,407</b>	<b>24%</b>

## Total Ridership per Route

Christiansburg: Motor Bus and Demand Response

Month: July, 2024

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
<b>BLU</b>	1,254	35.21%	541	132%	1,254	35.21%	541	132%
<b>GLD</b>	1,386	38.92%	911	52%	1,386	38.92%	911	52%
<b>GAR</b>	921	25.86%	901	2%	921	25.86%	901	2%
<b>Totals</b>	<b>3,561</b>	<b>100%</b>	<b>2,353</b>	<b>51%</b>	<b>3,561</b>	<b>100%</b>	<b>2,353</b>	<b>51%</b>
<b>Christiansburg MB Total</b>	2,640	74.14%	1,452	81.82%	2,640	74.14%	1,452	81.82%
<b>Christiansburg DR Total</b>	921	25.86%	901	2.22%	921	25.86%	901	2.22%
<b>Totals</b>	<b>3,561</b>	<b>100%</b>	<b>2,353</b>	<b>51%</b>	<b>3,561</b>	<b>100%</b>	<b>2,353</b>	<b>51%</b>

**Passengers per Revenue Hour per Route**

All Fixed Routes

Month: July, 2024

Route (Former Route)	Current Month	Previous Year	Change by Month
<b>ADA</b>	0.00	0.00	N/A
<b>BLU</b>	4.93	2.34	111%
<b>CAS</b>	14.62	0.00	N/A
<b>CRB</b>	0.00	0.00	N/A
<b>CRC</b>	5.34	6.70	-20%
<b>EMS</b>	0.03	0.00	N/A
<b>GLD</b>	5.41	3.90	38%
<b>HDG</b>	9.15	8.67	6%
<b>HWA</b>	14.85	16.88	-12%
<b>HWB</b>	16.98	18.07	-6%
<b>HWC (HWD)</b>	15.08	22.56	-33%
<b>HXP</b>	6.67	3.48	92%
<b>NMG (MSG+MSN)</b>	13.22	10.68	126%
<b>NMP (MSN)</b>	10.96		
<b>PHB</b>	0.00	0.00	N/A
<b>PHD</b>	10.91	14.05	-22%
<b>PRG (PRO)</b>	7.46	9.42	-21%
<b>SMA (MSA)</b>	12.15	12.74	-5%
<b>SME (MSS)</b>	17.46	18.77	-7%
<b>SMP (MSS)</b>	21.07		
<b>TCP (TOM)</b>	16.86	24.18	-30%
<b>TCR (TOM)</b>	15.82		
<b>TTT</b>	10.02	12.08	-17%
<b>UCB</b>	17.62	15.01	17%
<b>USD</b>	0.00	0.00	N/A

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

All Fixed Routes

Month: July, 2024

Week Day	Current Month			Previous Year			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
<b>Sunday</b>	3,594	326.95	10.99	2,974	187.55	15.86	-31%
<b>Monday</b>	14,461	1,226.67	11.79	12,100	1,041.31	11.62	1%
<b>Tuesday</b>	14,508	1,228.10	11.81	7,512	624.72	12.02	-2%
<b>Wednesday</b>	14,433	1,228.00	11.75	9,826	830.52	11.83	-1%
<b>Thursday</b>	8,880	736.90	12.05	10,012	833.52	12.01	0%
<b>Friday</b>	11,219	982.70	11.42	9,886	831.77	11.89	-4%
<b>Saturday</b>	4,397	339.08	12.97	4,520	217.75	20.76	-38%
<b>Total</b>	<b>71,492</b>	<b>6,068.40</b>	<b>11.78</b>	<b>56,830</b>	<b>4,567.14</b>	<b>12.44</b>	<b>-5%</b>

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

Passengers per Revenue Mile per Day of Week

All Fixed Routes

Month: July, 2024

Week Day	Current Month			Previous Year			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
<b>Sunday</b>	3,594	3,562	1.01	2,974	2,122	1.40	-28%
<b>Monday</b>	14,461	12,975	1.11	12,100	11,129	1.09	3%
<b>Tuesday</b>	14,508	12,968	1.12	7,512	6,623	1.13	-1%
<b>Wednesday</b>	14,433	12,973	1.11	9,826	8,802	1.12	0%
<b>Thursday</b>	8,880	7,800	1.14	10,012	8,846	1.13	1%
<b>Friday</b>	11,219	10,354	1.08	9,886	8,827	1.12	-3%
<b>Saturday</b>	4,397	3,753	1.17	4,520	2,408	1.88	-38%
<b>Total</b>	<b>71,492</b>	<b>64,385</b>	<b>1.11</b>	<b>56,830</b>	<b>48,757</b>	<b>1.17</b>	<b>-5%</b>

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

**Passengers per Revenue Hour per Day of Week**  
 Demand Response Service  
 Month: July, 2024

<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
<b>Sunday</b>	54	33.58	1.61	33	26.57	1.24	29%
<b>Monday</b>	225	148.57	1.51	206	112.23	1.84	-17%
<b>Tuesday</b>	273	166.07	1.64	159	92.47	1.72	-4%
<b>Wednesday</b>	224	156.12	1.43	175	102.22	1.71	-16%
<b>Thursday</b>	141	88.97	1.58	206	112.77	1.83	-13%
<b>Friday</b>	152	99.67	1.53	146	83.21	1.75	-13%
<b>Saturday</b>	86	52.80	1.63	104	60.85	1.71	-5%
<b>Total</b>	<b>1,155</b>	<b>745.77</b>	<b>1.55</b>	<b>1,029</b>	<b>590.31</b>	<b>1.74</b>	<b>-11%</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
<b>Sunday</b>	0	0.00	0.00	0	0.00	0.00	0%
<b>Monday</b>	172	68.22	2.52	201	73.90	2.72	-7%
<b>Tuesday</b>	208	74.11	2.81	111	43.48	2.55	10%
<b>Wednesday</b>	226	76.95	2.94	174	58.33	2.98	-2%
<b>Thursday</b>	96	45.07	2.13	148	58.19	2.54	-16%
<b>Friday</b>	157	54.23	2.89	179	60.23	2.97	-3%
<b>Saturday</b>	62	27.37	2.27	88	35.76	2.46	-8%
<b>Total</b>	<b>921</b>	<b>345.94</b>	<b>2.66</b>	<b>901</b>	<b>329.90</b>	<b>2.73</b>	<b>-3%</b>

\*Please note: these numbers DO NOT include Fixed Route Service.

## Passengers per Revenue Mile per Day of Week

Demand Response Service

Month: July, 2024

<a href="#" style="color: white; text-decoration: underline;">Access Current Month</a>	<a href="#" style="color: white; text-decoration: underline;">Access Previous Year</a>
--	--

Day of Week	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	Change Pass/RM
<b>Sunday</b>	54	269	0.20	33	193	0.17	17%
<b>Monday</b>	225	1,374	0.16	206	935	0.22	-26%
<b>Tuesday</b>	273	1,569	0.17	159	755	0.21	-17%
<b>Wednesday</b>	224	1,310	0.17	175	966	0.18	-6%
<b>Thursday</b>	141	809	0.17	206	1,185	0.17	0%
<b>Friday</b>	152	851	0.18	146	705	0.21	-14%
<b>Saturday</b>	86	515	0.17	104	649	0.16	4%
<b>Total</b>	<b>1,155</b>	<b>6,697</b>	<b>0.17</b>	<b>1,029</b>	<b>5,389</b>	<b>0.19</b>	<b>-10%</b>

<a href="#" style="color: white; text-decoration: underline;">Go Anywhere Current Month</a>	<a href="#" style="color: white; text-decoration: underline;">Go Anywhere Previous Year</a>
---	---

Day of Week	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	Change Pass/RM
<b>Sunday</b>	0	0	0.00	0	0	0.00	0%
<b>Monday</b>	172	853	0.20	201	934	0.22	-6%
<b>Tuesday</b>	208	1,028	0.20	111	585	0.19	7%
<b>Wednesday</b>	226	1,017	0.22	174	822	0.21	5%
<b>Thursday</b>	96	514	0.19	148	783	0.19	-1%
<b>Friday</b>	157	745	0.21	179	729	0.25	-14%
<b>Saturday</b>	62	270	0.23	88	479	0.18	25%
<b>Total</b>	<b>921</b>	<b>4,427</b>	<b>0.21</b>	<b>901</b>	<b>4,331</b>	<b>0.21</b>	<b>0%</b>

\*Please note: these numbers DO NOT include Fixed Route Service.

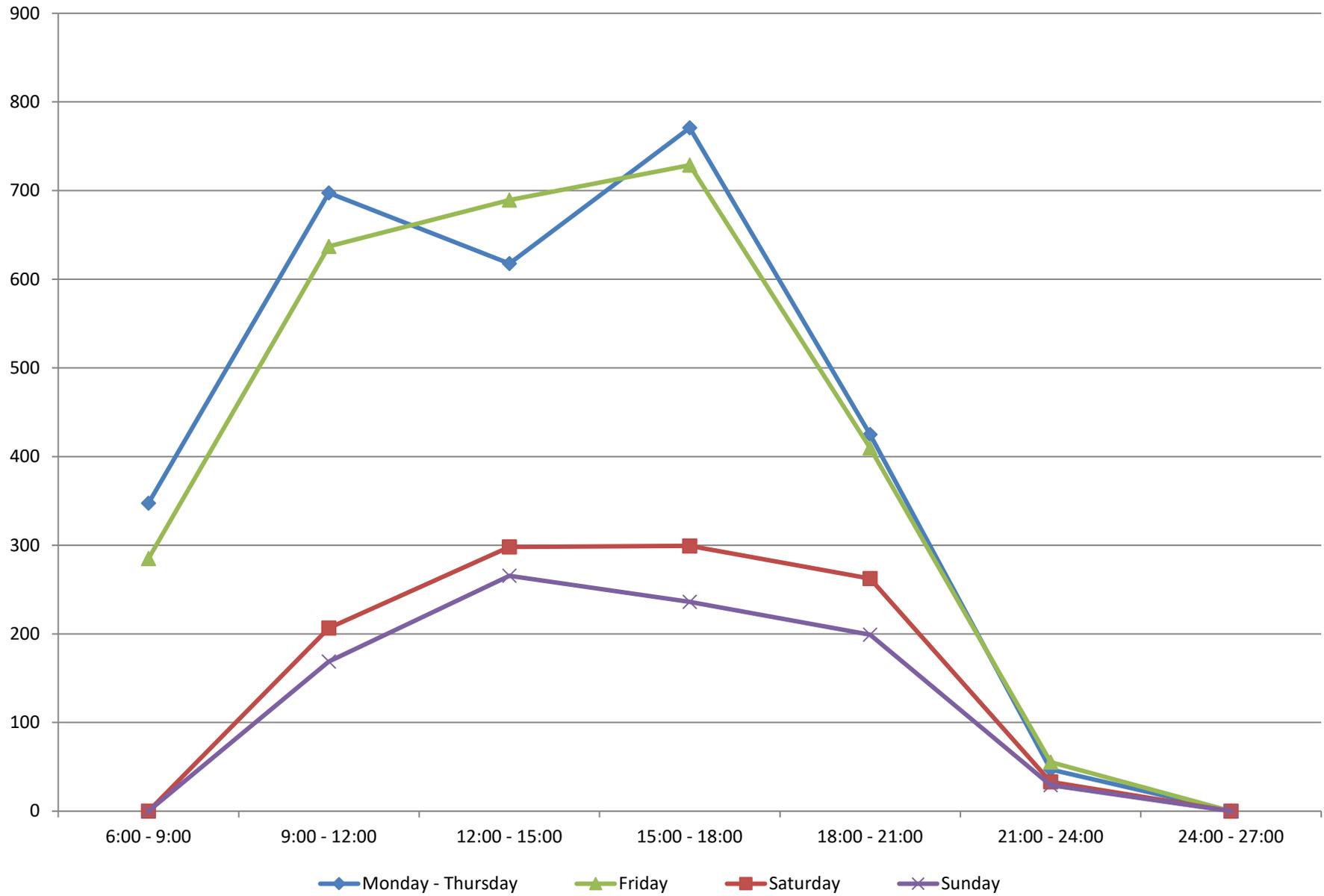
## Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

Month: July, 2024

	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
<b>Monday - Thursday</b>	6:00 - 9:00	347.50	38.42	9.05
	9:00 - 12:00	697.28	53.93	12.93
	12:00 - 15:00	617.78	53.97	11.45
	15:00 - 18:00	770.78	54.00	14.27
	18:00 - 21:00	425.00	38.30	11.10
	21:00 - 24:00	46.94	6.92	6.78
	24:00 - 27:00	0.00	0.00	0.00
<b>Friday</b>	6:00 - 9:00	285.00	38.49	7.41
	9:00 - 12:00	637.00	54.00	11.80
	12:00 - 15:00	689.25	53.88	12.79
	15:00 - 18:00	728.75	54.00	13.50
	18:00 - 21:00	409.75	38.39	10.67
	21:00 - 24:00	55.25	6.92	7.98
	24:00 - 27:00	0.00	0.00	0.00
<b>Saturday</b>	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	206.50	17.08	12.09
	12:00 - 15:00	298.00	20.94	14.23
	15:00 - 18:00	299.25	21.00	14.25
	18:00 - 21:00	262.50	21.00	12.50
	21:00 - 24:00	33.00	4.75	6.95
	24:00 - 27:00	0.00	0.00	0.00
<b>Sunday</b>	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	168.75	16.99	9.93
	12:00 - 15:00	265.50	21.00	12.64
	15:00 - 18:00	236.00	21.00	11.24
	18:00 - 21:00	199.00	18.25	10.90
	21:00 - 24:00	29.25	4.50	6.50
	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

