

Monthly Ridership and
Service Level Report
February 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: February, 2017

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
Total Passengers	450,635	429,373	5%	2,697,682	2,527,092	7%
Total Revenue Hours	9,762.99	8,840.93	10%	65,722.00	60,146.49	9%
Total Revenue Miles	93,997.90	85,254.40	10%	649,889.70	586,084.46	11%
Total Driver Hours	11,281.50	9,932.50	14%	75,341.33	69,677.22	8%
Passengers/RH	46.16	48.57	-5%	41.05	42.02	-2%
Passengers/RM	4.79	5.04	-5%	4.15	4.31	-4%
Passengers/DH	39.94	43.23	-8%	35.81	36.27	-1%
Full Service Weekdays	20	20	-	109	101	(8)
Full Service Weekends	8	8	-	43	41	(2)
Reduced Service Weekdays	0	0	-	56	58	2
Reduced Service Weekends	0	0	-	18	21	3
Intermediate Service Weekdays	0	0	-	6	11	5
No Service Days	0	1	1.00	11	12	1

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

*February 2016 contained 29 days.

Total Ridership per Route

Blacksburg, Fixed Routes

Month: February, 2017

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YTD Ridership	Previous YTD Total	YTD Change
CBD	7,626	1.72%	-	-	44,114	1.70%	-	-
CRC	12,188	2.75%	11,854	3%	68,236	2.62%	61,542	11%
CRCH	-	-	0	-	-	-	5,704	-
HDG	14,876	3.35%	16,526	-10%	84,378	3.24%	89,676	-6%
HWD	5,806	1.31%	6,378	-9%	59,819	2.30%	88,692	-33%
HWDA	45,528	10.26%	43,403	5%	247,387	9.51%	226,431	9%
HWDB	32,541	7.33%	32,441	0%	184,088	7.08%	161,916	14%
HXP	28,137	6.34%	33,225	-15%	140,765	5.41%	151,203	-7%
MSN	33,088	7.46%	31,924	4%	213,942	8.22%	194,422	10%
MSS	27,080	6.10%	26,645	2%	175,026	6.73%	164,985	6%
PHD	38,533	8.68%	39,299	-2%	223,819	8.60%	203,911	10%
PRG	55,700	12.55%	64,070	-13%	304,008	11.69%	338,243	-10%
TC	60,120	13.55%	1,305	4507%	352,810	13.56%	20,451	1625%
TCB	-	-	51,850	-	-	-	315,652	-
TTT	6,055	1.36%	5,691	6%	48,098	1.85%	48,427	-1%
UCB	41,623	9.38%	19,926	109%	246,701	9.48%	75,904	225%
UMS	34,789	7.84%	39,156	-11%	207,959	7.99%	290,155	-28%
Totals	443,690	100.00%	423,693	5%	2,601,150	100.00%	2,437,314	7%

Total Ridership per Route
Christiansburg Routes
Month: February, 2017

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
Commuter	127	5.53%	174	-27%	1,438	7.62%	2,216	-35%
Explorer	1,223	53.29%	1,105	11%	9,759	51.70%	9,046	8%
GoAnywhere	945	41.18%	851	11%	7,681	40.69%	7,331	5%
Totals	2,295	100%	2,130	8%	18,878	100.00%	18,593	2%
Christiansburg Fixed Route Total	1,350	58.82%	1,279	5.55%	11,197	59.31%	11,262	-0.58%
Christiansburg Demand Response Total	945	41.18%	851	11.05%	7,681	40.69%	7,331	4.77%
Totals	2,295	100%	2,130	8%	18,878	100%	18,593	2%

Passengers per Revenue Hour per Route

All Fixed Routes

Month: February, 2017

Route	Current Month	Previous Year	Change by Month
CBD	33.32	-	-
CRC	23.54	24.15	-3%
HDG	32.95	37.67	-13%
HWD	48.07	53.09	-9%
HWDA	64.29	65.06	-1%
HWDB	62.08	66.76	-7%
HXP	41.83	51.89	-19%
MSN	67.65	71.23	-5%
MSS	43.41	45.41	-4%
PHD, PHDLN	71.41	76.10	-6%
PRG	80.68	87.44	-8%
TC	73.97	34.36	115%
TCB	-	77.22	-
TTT	19.15	19.95	-4%
UCB	56.31	64.64	-13%
UMS	84.45	87.79	-4%
Commuter	2.36	7.23	-67%
Explorer	4.65	7.41	-37%

Passengers per Revenue Hour per Day of Week

All Fixed Routes

Month: February, 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	9,992	260	38.48	8266	199	41.59	-7%
Monday	82,979	1518.80	54.63	79,099	1372.80	57.62	-5%
Tuesday	90,008	1518.97	59.26	86,210	1350.05	63.86	-7%
Wednesday	88,212	1519.55	58.05	86,247	1372.22	62.85	-8%
Thursday	85,426	1517.80	56.28	82,421	1371.80	60.08	-6%
Friday	71,607	1588.55	45.08	70,687	1397.05	50.60	-11%
Saturday	16,476	426.20	38.66	15,531	337.00	46.09	-16%
Total	444,700	8,349.57	53.26	428,461	7,399.67	57.90	-8%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Mile per Day of Week
 All Fixed Routes
 Month: February, 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	9,992	2,707	3.69	8,266	2,066	4.00	-8%
Monday	82,979	14,955	5.55	79,099	13,607	5.81	-5%
Tuesday	90,008	15,019	5.99	86,210	13,339	6.46	-7%
Wednesday	88,212	14,953	5.90	86,247	13,564	6.36	-7%
Thursday	85,426	14,980	5.70	82,421	13,620	6.05	-6%
Friday	71,607	15,825	4.52	70,687	14,001	5.05	-10%
Saturday	16,476	4,544	3.63	15,531	3,607	4.31	-16%
Total	444,700	82,983	5.36	428,461	73,804	5.81	-8%

*Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Hour per Day of Week
 Demand Response Service
 Month: February, 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	
Sunday	38	29.06	1.31	31	35.64	0.87	50%
Monday	299	193.83	1.54	341	175.51	1.94	-21%
Tuesday	567	244.12	2.32	372	204.19	1.82	27%
Wednesday	465	231.64	2.01	466	234.64	1.99	1%
Thursday	425	231.61	1.84	433	218.73	1.98	-7%
Friday	441	205.07	2.15	362	201.86	1.79	20%
Saturday	170	90.41	1.88	186	117.76	1.58	19%
Total	2,405	1,225.74	1.96	2,191	1,188.33	1.84	6%

*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: February, 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	
Sunday	38	125	0.30	31	92.00	0.34	-10%
Monday	299	1,469	0.20	341	1,684.00	0.20	1%
Tuesday	567	2,205	0.26	372	1,636.00	0.23	13%
Wednesday	465	2,121	0.22	466	2,074.00	0.22	-2%
Thursday	425	2,075	0.20	433	2,155.00	0.20	2%
Friday	441	1,810	0.24	362	1,894.00	0.19	27%
Saturday	170	758	0.22	186	921.00	0.20	11%
Total	2,405	10,562.83	0.23	2,191	10,456.00	0.21	9%

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

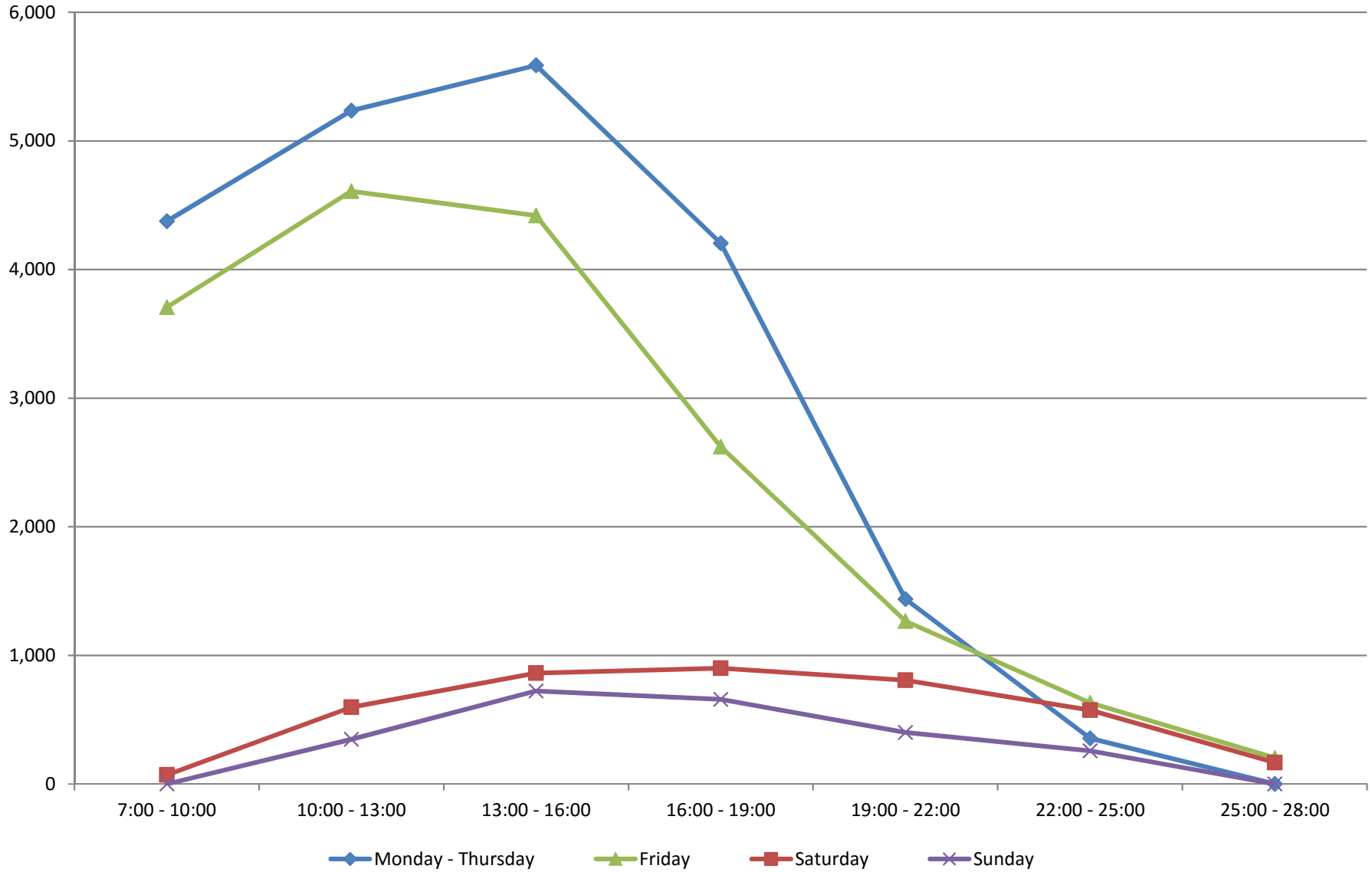
Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

Month: February, 2017

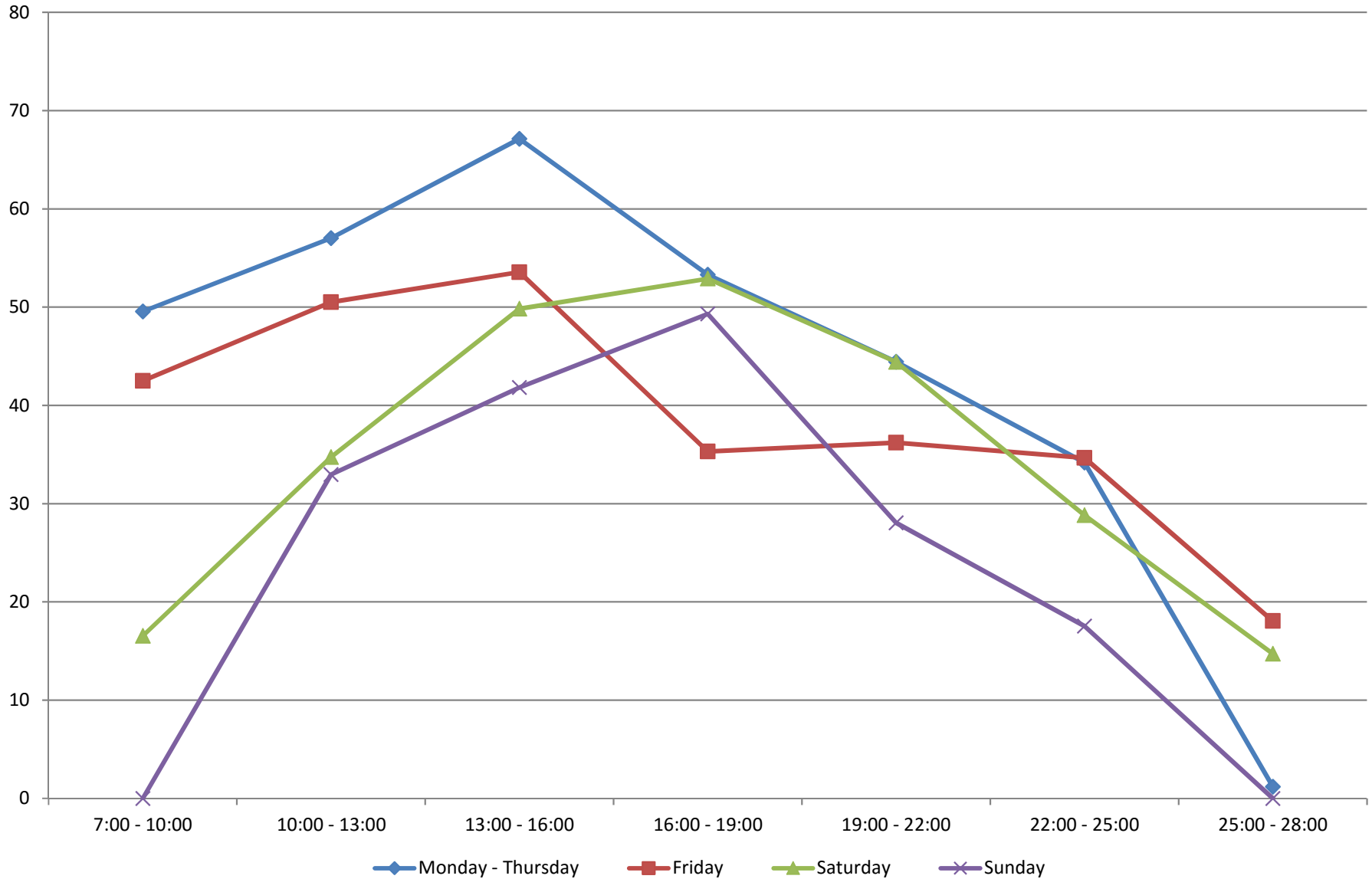
Time of Day		Avg Total Passengers	Average RH	Avg Pass. per RH
Monday - Thursday	7:00 - 10:00	4,376.31	88.25	49.57
	10:00 - 13:00	5,235.94	91.81	57.02
	13:00 - 16:00	5,587.63	83.19	67.12
	16:00 - 19:00	4,203.88	78.81	53.31
	19:00 - 22:00	1,438.19	32.38	44.44
	22:00 - 25:00	355.75	10.63	34.19
	25:00 - 28:00	1.19	0.06	1.19
Friday	7:00 - 10:00	3,707.25	87.25	42.48
	10:00 - 13:00	4,609.00	91.25	50.50
	13:00 - 16:00	4,420.75	82.50	53.56
	16:00 - 19:00	2,622.50	74.25	35.30
	19:00 - 22:00	1,266.00	35.00	36.20
	22:00 - 25:00	632.75	18.25	34.66
	25:00 - 28:00	203.50	11.25	18.06
Saturday	7:00 - 10:00	70.75	4.25	16.54
	10:00 - 13:00	598.00	17.25	34.74
	13:00 - 16:00	861.75	17.25	49.84
	16:00 - 19:00	900.00	17.00	52.89
	19:00 - 22:00	807.25	18.25	44.43
	22:00 - 25:00	575.00	20.00	28.81
	25:00 - 28:00	167.00	11.25	14.71
Sunday	7:00 - 10:00	0.00	0.00	0.00
	10:00 - 13:00	347.75	10.50	32.97
	13:00 - 16:00	723.75	17.25	41.83
	16:00 - 19:00	658.25	13.25	49.30
	19:00 - 22:00	401.75	14.25	28.04
	22:00 - 25:00	257.50	14.75	17.53
	25:00 - 28:00	0.00	0.00	0.00

Average Total Passengers by Time of Day, All Fixed Routes



*Service Does not start until 9:00 AM on Saturday and 11:00 AM on Sunday. Service Ends at 11:45 PM on Sundays.

Average Passengers per Revenue Hour by Time of Day, All Fixed Routes



*Service Does not start until 9:00 AM on Saturday and 11:00 AM on Sunday. Service Ends at 11:45 PM on Sundays.

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%
Total for 1st Quarter:	860,721	794,626	92.32%	24,398	2.83%	819,024	95.16%	41,697	4.84%
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%
Total for 2nd Quarter:	1,081,142	1,013,453	93.74%	26,996	2.50%	1,040,449	96.24%	40,693	3.76%
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									
Total for 3rd Quarter:	736,342	688,506	93.50%	19,206	2.61%	707,712	96.11%	28,630	3.89%
April-17									
May-17									
June-17									
Total for 4th Quarter:	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Total for Year:	2,678,205	2,496,585	93.22%	70,600	2.64%	2,567,185	95.85%	111,020	4.15%