



Monthly Ridership and
Service Level Report
March, 2020
State of Emergency Service

**“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
Passengers per Revenue Hour per Day of Week - Focused Demand Response Service	13
Passengers per Revenue Hour per Day of Week - Focused Demand Response Service	14
Average Ridership and Revenue Hours by Time of Day - All Fixed Routes	15
Graph: Average Total Passengers by Time of Day - All Fixed Routes	16
Graph: Average Passengers per Revenue Hour by Time of Day - All Fixed Routes	17
Blacksburg Fare Type Totals – Blacksburg, Fixed Routes and Athletics/Specials	18

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.
- 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: March, 2020

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
Total Passengers	158,211	449,853	-65%	3,519,911	3,736,821	-6%
Total Revenue Hours	8,604.79	10,422.60	-17%	86,639.76	87,187.03	-1%
Total Revenue Miles	89,887.70	105,969.00	-15%	895,746.20	874,916.40	2%
Total Driver Hours	9,690.25	11,547.50	-16%	97,041.00	98,081.00	-1%
Passengers/RH	18.39	43.16	-57%	40.63	42.86	-5%
Passengers/RM	1.76	4.25	-59%	3.93	4.27	-8%
Passengers/DH	16.33	38.96	-58%	36.27	38.10	-5%
Full Service Weekdays	5	16	(11)	111	121	(10)
Full Service Weekends	1	7	(6)	44	48	(4)
Reduced Service Weekdays	5	5	0	67	62	5
Reduced Service Weekends	3	3	0	29	30	(1)
Intermediate Service	0	0	0	3	8	(5)
Emergency Service Weekdays	12	0	12	12	0	12
Emergency Service Weekends	5	0	5	5	0	5
No Service Days	0	0	0	4	5	(1)

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

Total Ridership per Route

Blacksburg, Fixed Routes

Month: March, 2020

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YTD Ridership	Previous YTD Total	YTD Change
CAS	3,852	2.50%	3,093	25%	68,411	2.01%	19,605	249%
CBD	2,181	1.42%	6,566	-67%	56,732	1.67%	54,349	4%
CRC	5,516	3.58%	14,785	-63%	105,754	3.11%	107,285	-1%
HDG	7,607	4.94%	18,346	-59%	165,500	4.87%	152,157	9%
HWD	2,060	1.34%	5,890	-65%	50,311	1.48%	44,962	12%
HWA	13,950	9.06%	38,842	-64%	323,769	9.53%	319,462	1%
HWB	13,021	8.46%	36,130	-64%	283,193	8.33%	302,657	-6%
HXP	6,901	4.48%	34,033	-80%	155,629	4.58%	241,154	-35%
MSN	9,226	5.99%	31,396	-71%	219,874	6.47%	270,843	-19%
MSS	13,197	8.57%	28,076	-53%	244,917	7.21%	237,523	3%
PHD	11,796	7.66%	36,412	-68%	263,333	7.75%	308,200	-15%
PRB	6,129	3.98%	4,443	38%	128,266	3.77%	31,381	309%
PRG	11,766	7.64%	44,670	-74%	281,062	8.27%	357,468	-21%
TOM	24,778	16.09%	69,997	-65%	532,417	15.66%	557,109	-4%
TTT	3,433	2.23%	5,918	-42%	55,949	1.65%	53,540	4%
UCB	11,901	7.73%	43,255	-72%	264,488	7.78%	358,769	-26%
UMS	6,677	4.34%	23,036	-71%	199,383	5.87%	210,077	-5%
Totals	153,991	100.00%	444,888	-65%	3,398,988	100.00%	3,626,541	-6%

Total Ridership per Route
Christiansburg Routes
Month: March, 2020

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
Commuter	86	3.25%	154	-44%	1,622	6.24%	1,451	12%
Explorer Blue	760	28.73%	741	3%	7,622	29.34%	1,718	344%
Explorer Gold	1,088	41.13%	836	30%	9,382	36.12%	1,803	420%
The Explorer		0.00%	0	0%		0.00%	7,505	-100%
GoAnywhere	711	26.88%	746	-5%	7,350	28.30%	8,512	-14%
<i>Combined Explorers</i>	<i>1,848</i>	<i>69.87%</i>	<i>1,577</i>	<i>17%</i>	<i>17,004</i>	<i>65.46%</i>	<i>11,026</i>	<i>54%</i>
Totals	2,645	100%	2,477	7%	25,976	100%	20,989	24%
Christiansburg Fixed Route Total	1,934	73.12%	1,731	11.73%	18,626	71.70%	12,477	49.28%
Christiansburg Demand Response Total	711	26.88%	746	-4.69%	7,350	28.30%	8,512	-13.65%
Totals	2,645	100%	2,477	7%	25,976	100%	20,989	24%

Passengers per Revenue Hour per Route

All Fixed Routes

Month: March, 2020

Route	Current Month	Previous Year	Change by Month
CAS	12.72	18.22	-30%
CBD	15.57	34.97	-55%
CRC	9.59	21.94	-56%
HDG	14.66	29.98	-51%
HWD	21.03	50.31	-58%
HWA	29.52	61.36	-52%
HWB	27.17	56.89	-52%
HXP	14.04	46.56	-70%
MSN	20.11	58.68	-66%
MSS	22.62	41.76	-46%
PHD	25.96	62.19	-58%
PRB	19.49	23.71	-18%
PRG	25.84	70.66	-63%
TOM	39.71	83.48	-52%
TTT	10.78	16.66	-35%
UCB	24.41	57.35	-57%
UMS	29.11	65.44	-56%
BTC	1.74	3.31	-47%
BLU	2.98	3.05	-2%
GLD	4.24	3.41	24%
TE	0.00	0.00	0%

Passengers per Revenue Hour per Day of Week

All Fixed Routes

Month: March, 2020

Week Day	<u>Current Month</u>			<u>Previous Year</u>			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
Sunday	4,408	228.00	19.33	10,526	298.50	35.26	-45%
Monday	33,633	1,658.39	20.28	82,875	1,583.86	52.32	-61%
Tuesday	34,166	1,656.47	20.63	86,947	1,596.93	54.45	-62%
Wednesday	32,027	1,273.70	25.14	85,178	1,597.47	53.32	-53%
Thursday	29,919	1,270.03	23.56	80,726	1,599.05	50.48	-53%
Friday	19,156	1,274.88	15.03	85,002	2,109.06	40.30	-63%
Saturday	2,616	201.70	12.97	15,365	421.24	36.48	-64%
Total	155,925	7,563.17	20.62	446,619	9,206.11	48.51	-58%

* 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: March, 2020

Week Day	<u>Current Month</u>			<u>Previous Year</u>			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
Sunday	4,408	2,481	1.78	10,526	3,122	3.37	-47%
Monday	33,633	17,773	1.89	82,875	16,295	5.09	-63%
Tuesday	34,166	17,750	1.92	86,947	16,431	5.29	-64%
Wednesday	32,027	13,663	2.34	85,178	16,420	5.19	-55%
Thursday	29,919	13,567	2.21	80,726	16,436	4.91	-55%
Friday	19,156	13,696	1.40	85,002	21,899	3.88	-64%
Saturday	2,616	2,230	1.17	15,365	4,506	3.41	-66%
Total	155,925	81,160	1.92	446,619	95,109	4.70	-59%

* 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: March, 2020

<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	12	9.12	1.32	16	23.50	0.68	93%
Monday	206	137.40	1.50	200	124.28	1.61	-7%
Tuesday	188	124.21	1.51	233	140.55	1.66	-9%
Wednesday	167	109.56	1.52	249	152.96	1.63	-6%
Thursday	146	93.47	1.56	212	140.27	1.51	3%
Friday	155	97.31	1.59	251	147.27	1.70	-7%
Saturday	51	44.43	1.15	99	56.60	1.75	-34%
Total	925	615.50	1.50	1,260	785.44	1.60	-6%

<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	131	67.18	1.95	149	68.73	2.17	-10%
Tuesday	156	84.62	1.84	128	61.13	2.09	-12%
Wednesday	130	73.70	1.76	143	60.60	2.36	-25%
Thursday	128	63.85	2.00	125	59.92	2.09	-4%
Friday	106	55.48	1.91	141	71.70	1.97	-3%
Saturday	60	28.45	2.11	60	34.13	1.76	20%
Total	711	373.27	1.90	746	356.22	2.09	-9%

*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: March, 2020

<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	12	67	0.18	16	67	0.24	-25%
Monday	206	1,246	0.17	200	1,017	0.20	-16%
Tuesday	188	928	0.20	233	1,179	0.20	2%
Wednesday	167	920	0.18	249	1,224	0.20	-11%
Thursday	146	793	0.18	212	1,083	0.20	-6%
Friday	155	720	0.22	251	1,170	0.21	0%
Saturday	51	278	0.18	99	487	0.20	-10%
Total	925	4,952	0.19	1,260	6,227	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	131	652	0.20	149	752	0.20	1%
Tuesday	156	688	0.23	128	666	0.19	18%
Wednesday	130	676	0.19	143	780	0.18	5%
Thursday	128	598	0.21	125	694	0.18	19%
Friday	106	571	0.19	141	765	0.18	1%
Saturday	60	253	0.24	60	367	0.16	45%
Total	711	3,439	0.21	746	4,024	0.19	12%

*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: March, 2020

<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	44	16.37	2.69	63	19.02	3.31	-19%
Wednesday	43	14.96	2.87	50	19.50	2.56	12%
Thursday	20	8.25	2.42	55	21.75	2.53	-4%
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	107	39.58	2.70	168	60.26	2.79	-3%

<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	0	0.00	0.00	0	0.00	0.00	0%
Total	0	0.00	0.00	0	0.00	0.00	0%

*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: March, 2020

<u>Warm Hearth Current Month</u>				<u>Warm Hearth 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	0	0	0.00	0	0	0.00	0%
Tuesday	44	127	0.35	63	183	0.34	1%
Wednesday	43	121	0.36	50	184	0.27	31%
Thursday	20	59	0.34	55	185	0.30	14%
Friday	0	0	0.00	0	0	0.00	0%
Saturday	0	0	0.00	0	0	0.00	0%
Total	107	306	0.35	168	552	0.30	15%

<u>CRC Shuttle Current Month</u>				<u>CRC Shuttle 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	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	0	0	0.00	0	0	0.00	0%
Total	0	0	0.00	0	0	0.00	0%

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

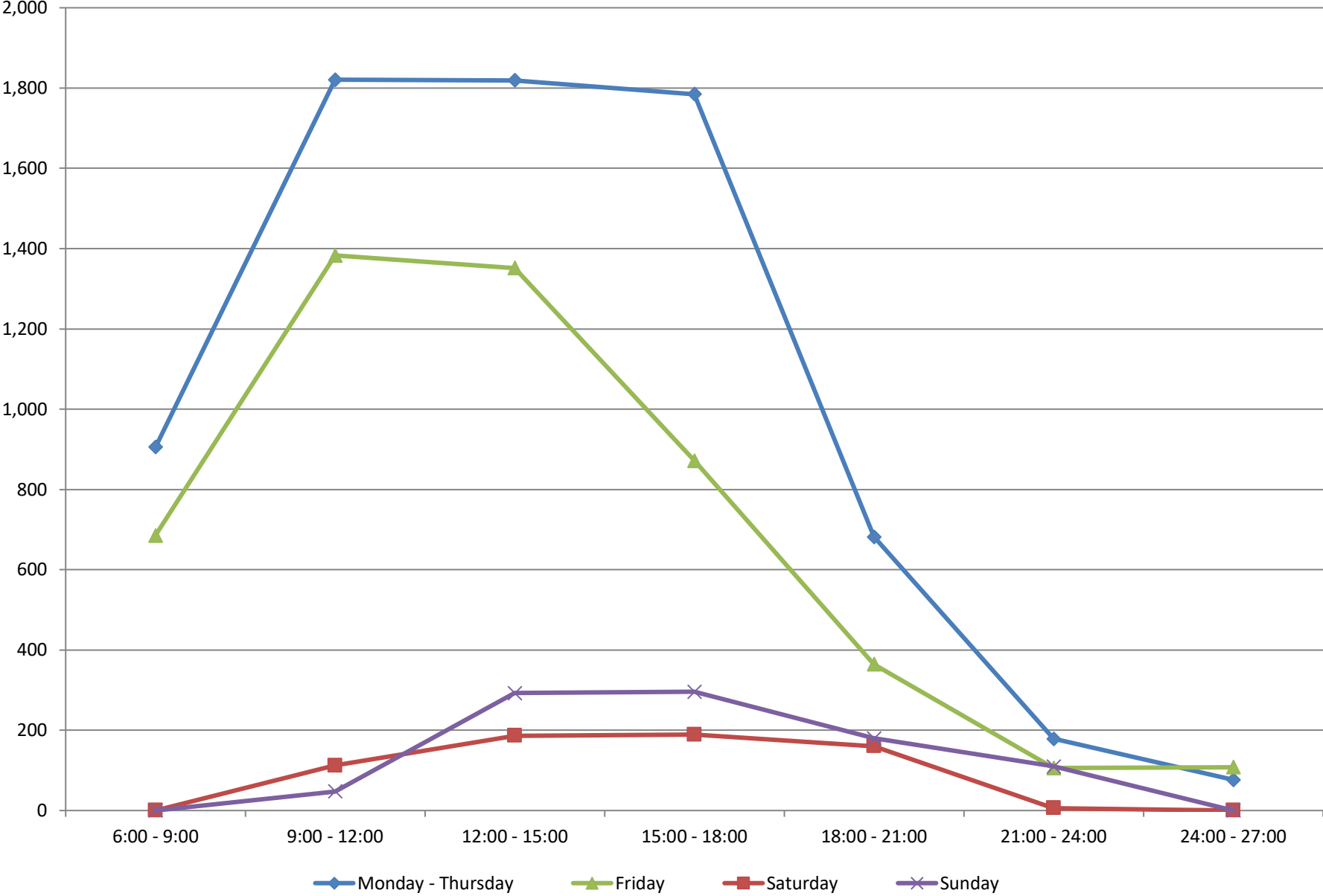
Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

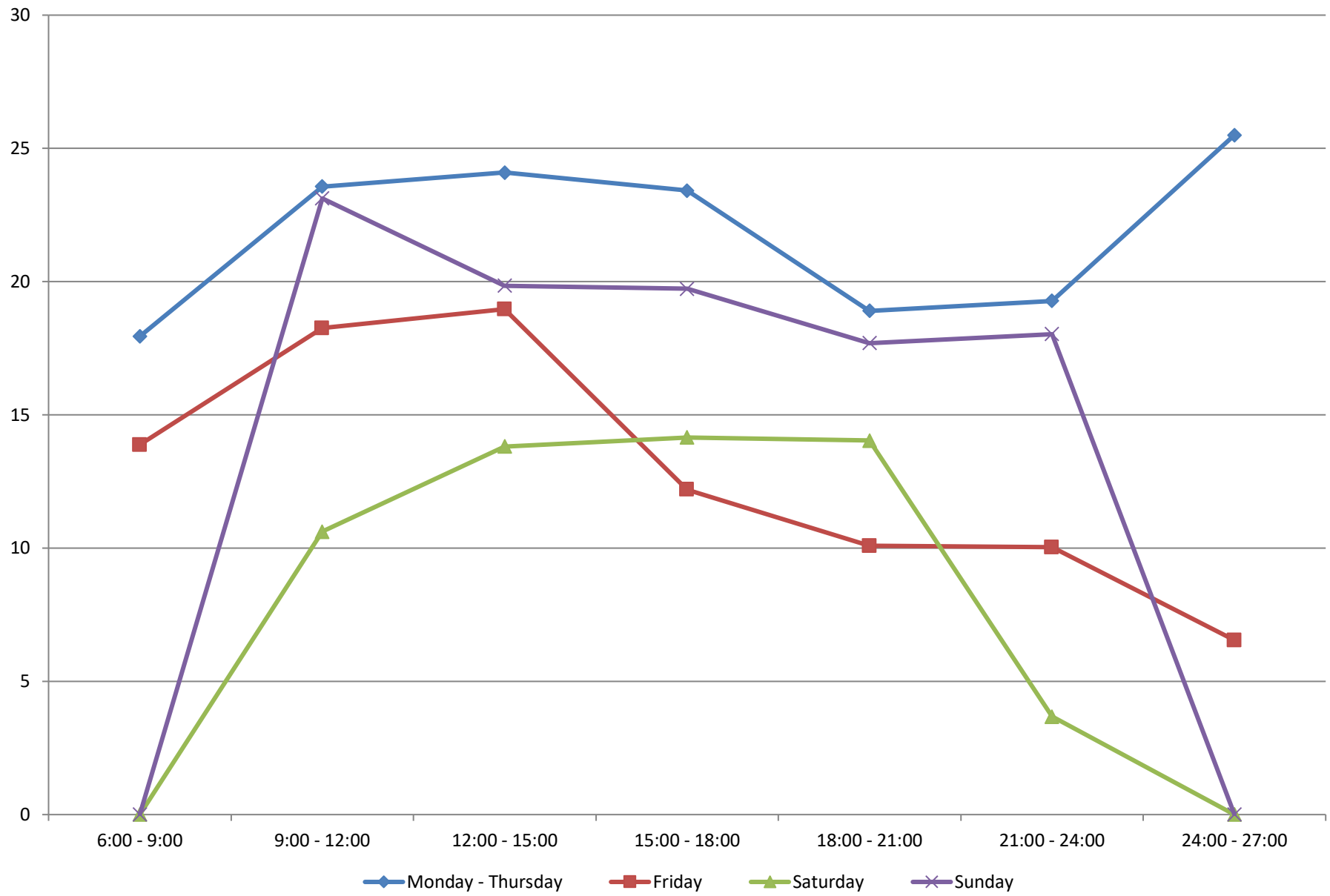
Month: March, 2020

	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
Monday - Thursday	6:00 - 9:00	905.61	50.47	17.94
	9:00 - 12:00	1,820.83	77.26	23.57
	12:00 - 15:00	1,819.39	75.53	24.09
	15:00 - 18:00	1,784.72	76.22	23.42
	18:00 - 21:00	681.94	36.08	18.90
	21:00 - 24:00	178.56	9.26	19.28
	24:00 - 27:00	76.50	3.00	25.50
Friday	6:00 - 9:00	685.50	49.41	13.87
	9:00 - 12:00	1,383.00	75.75	18.26
	12:00 - 15:00	1,351.50	71.26	18.97
	15:00 - 18:00	871.75	71.50	12.19
	18:00 - 21:00	364.25	36.12	10.09
	21:00 - 24:00	106.00	10.57	10.03
	24:00 - 27:00	108.00	16.50	6.55
Saturday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	112.00	10.55	10.62
	12:00 - 15:00	186.50	13.50	13.81
	15:00 - 18:00	189.25	13.38	14.15
	18:00 - 21:00	160.50	11.44	14.03
	21:00 - 24:00	5.75	1.56	3.68
	24:00 - 27:00	0.00	0.00	0.00
Sunday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	47.40	2.05	23.12
	12:00 - 15:00	292.80	14.75	19.85
	15:00 - 18:00	296.00	15.00	19.73
	18:00 - 21:00	179.60	10.15	17.69
	21:00 - 24:00	109.67	6.08	18.03
	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	652,901	621,186	95.14%	12,080	1.85%	633,266	96.99%	19,635	3.01%
Total for 1st Quarter:	991,947	914,992	92.24%	29,476	2.97%	944,468	95.21%	47,479	4.79%
October-19	659,218	627,994	95.26%	12,402	1.88%	640,396	97.14%	18,822	2.86%
November-19	469,372	437,175	93.14%	9,683	2.06%	446,858	95.20%	22,514	4.80%
December-19	326,554	305,290	93.49%	8,257	2.53%	313,547	96.02%	13,007	3.98%
Total for 2nd Quarter:	1,455,144	1,370,459	94.18%	30,342	2.09%	1,400,801	96.27%	54,343	3.73%
January-20	310,080	287,110	92.59%	8,633	2.78%	295,743	95.38%	14,337	4.62%
February-20	585,996	558,523	95.31%	10,583	1.81%	569,106	97.12%	16,890	2.88%
March-20	156,468	141,192	90.24%	5,777	3.69%	146,969	93.93%	9,499	6.07%
Total for 3rd Quarter:	1,052,544	986,825	93.76%	24,993	2.37%	1,011,818	96.13%	40,726	3.87%
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:	3,499,635	3,272,276	93.50%	84,811	2.42%	3,357,087	95.93%	142,548	4.07%