



Monthly Ridership and  
Service Level Report  
November, 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 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.
- 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 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.
- 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: November, 2019

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
<b>Total Passengers</b>	471,512	499,976	-6%	2,132,648	2,215,465	-4%
<b>Total Revenue Hours</b>	10,344.49	10,822.96	-4%	48,441.15	49,688.51	-3%
<b>Total Revenue Miles</b>	106,526.90	107,081.50	-1%	499,224.40	498,115.50	0%
<b>Total Driver Hours</b>	11,838.25	12,291.50	-4%	53,361.50	55,997.00	-5%
<b>Passengers/RH</b>	45.58	46.20	-1%	44.03	44.59	-1%
<b>Passengers/RM</b>	4.43	4.67	-5%	4.27	4.45	-4%
<b>Passengers/DH</b>	39.83	40.68	-2%	39.97	39.56	1%
<b>Full Service Weekdays</b>	16	17	(1)	63	68	(5)
<b>Full Service Weekends</b>	6	5	1	26	27	(1)
<b>Reduced Service Weekdays</b>	4	4	0	43	33	10
<b>Reduced Service Weekends</b>	3	3	0	17	16	1
<b>Intermediate Service Weekdays</b>	0	0	0	2	7	(5)
<b>No Service Days</b>	1	1	0	2	2	0

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

## Total Ridership per Route

Blacksburg, Fixed Routes

Month: November, 2019

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YTD Ridership	Previous YTD Total	YTD Change
CAS	9,927	2.18%	2,785	256%	35,004	1.72%	9,890	254%
CBD	7,861	1.72%	7,102	11%	34,695	1.70%	32,220	8%
CRC	13,585	2.98%	13,692	-1%	61,047	2.99%	61,100	0%
HDG	22,312	4.89%	20,999	6%	97,004	4.76%	88,498	10%
HWD	6,704	1.47%	5,735	17%	31,691	1.55%	26,384	20%
HWA	44,062	9.66%	43,928	0%	197,330	9.67%	187,911	5%
HWB	37,279	8.17%	40,122	-7%	170,267	8.35%	180,478	-6%
HXP	19,998	4.38%	32,434	-38%	86,141	4.22%	133,420	-35%
MSN	29,877	6.55%	36,518	-18%	135,506	6.64%	164,990	-18%
MSS	31,078	6.81%	29,947	4%	149,179	7.31%	140,970	6%
PHD	33,743	7.40%	40,991	-18%	157,949	7.74%	183,530	-14%
PRB	18,329	4.02%	3,588	411%	75,240	3.69%	17,157	339%
PRG	38,183	8.37%	48,809	-22%	170,707	8.37%	206,376	-17%
TOM	71,298	15.63%	71,177	0%	315,195	15.45%	323,600	-3%
TTT	6,915	1.52%	6,106	13%	34,555	1.69%	32,217	7%
UCB	36,034	7.90%	47,171	-24%	162,608	7.97%	213,887	-24%
UMS	29,007	6.36%	30,225	-4%	125,576	6.16%	131,257	-4%
<b>Totals</b>	<b>456,192</b>	<b>100.00%</b>	<b>481,329</b>	<b>-5%</b>	<b>2,039,694</b>	<b>100.00%</b>	<b>2,133,885</b>	<b>-4%</b>

**Total Ridership per Route**  
Christiansburg Routes  
Month: November, 2019

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
Commuter	150	5.42%	159	-6%	1,131	7.67%	937	21%
Explorer Blue	792	28.60%		0%	4,253	28.86%		0%
Explorer Gold	1,039	37.52%		0%	4,988	33.84%		0%
The Explorer		0.00%	1,148	-100%		0.00%	5,745	-100%
GoAnywhere	788	28.46%	896	-12%	4,367	29.63%	5,433	-20%
<i>Combined Explorers</i>	<i>1,831</i>	<i>66.12%</i>	<i>1,148</i>	<i>59%</i>	<i>9,241</i>	<i>62.70%</i>	<i>5,745</i>	<i>61%</i>
<b>Totals</b>	<b>2,769</b>	<b>100%</b>	<b>2,203</b>	<b>26%</b>	<b>14,739</b>	<b>100%</b>	<b>12,115</b>	<b>22%</b>
<b>Christiansburg Fixed Route Total</b>	1,981	71.54%	1,307	51.57%	10,372	70.37%	6,682	55.22%
<b>Christiansburg Demand Response Total</b>	788	28.46%	896	-12.05%	4,367	29.63%	5,433	-19.62%
<b>Totals</b>	<b>2,769</b>	<b>100%</b>	<b>2,203</b>	<b>26%</b>	<b>14,739</b>	<b>100%</b>	<b>12,115</b>	<b>22%</b>

**Passengers per Revenue Hour per Route**

All Fixed Routes

Month: November, 2019

Route	Current Month	Previous Year	Change by Month
CAS	25.61	14.15	81%
CBD	42.10	35.55	18%
CRC	20.52	19.69	4%
HDG	38.29	34.74	10%
HWD	57.23	56.55	1%
HWA	72.13	66.64	8%
HWB	67.99	60.60	12%
HXP	32.95	43.64	-25%
MSN	58.35	69.24	-16%
MSS	47.60	44.79	6%
PHD	72.88	67.40	8%
PRB	44.32	17.96	147%
PRG	70.03	74.08	-5%
TOM	89.02	85.15	5%
TTT	22.32	18.27	22%
UCB	66.03	62.78	5%
UMS	71.80	80.82	-11%
BTC	3.53	3.37	5%
BLU	3.43	0.00	0%
GLD	4.45	0.00	0%
TE	0.00	4.72	-100%



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

All Fixed Routes

Month: November, 2019

Week Day	Current Month			Previous Year			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
<b>Sunday</b>	9,662	194.45	49.69	8,356	231.20	36.14	37%
<b>Monday</b>	84,837	1,605.27	52.85	84,055	1,551.43	54.18	-2%
<b>Tuesday</b>	89,493	1,603.83	55.80	88,073	1,551.85	56.75	-2%
<b>Wednesday</b>	90,254	1,606.52	56.18	89,226	1,549.60	57.58	-2%
<b>Thursday</b>	79,826	1,400.50	57.00	107,341	1,856.72	57.81	-1%
<b>Friday</b>	88,558	2,087.66	42.42	91,631	2,060.52	44.47	-5%
<b>Saturday</b>	15,543	358.16	43.40	13,954	309.71	45.06	-4%
<b>Total</b>	<b>458,173</b>	<b>8,856.39</b>	<b>51.73</b>	<b>482,636</b>	<b>9,111.03</b>	<b>52.97</b>	<b>-2%</b>

\* 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: November, 2019

Week Day	Current Month			Previous Year			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
<b>Sunday</b>	9,662	2,140	4.51	8,356	2,436	3.43	32%
<b>Monday</b>	84,837	16,810	5.05	84,055	15,717	5.35	-6%
<b>Tuesday</b>	89,493	16,791	5.33	88,073	15,690	5.61	-5%
<b>Wednesday</b>	90,254	16,833	5.36	89,226	15,649	5.70	-6%
<b>Thursday</b>	79,826	14,562	5.48	107,341	18,588	5.77	-5%
<b>Friday</b>	88,558	21,875	4.05	91,631	20,960	4.37	-7%
<b>Saturday</b>	15,543	3,901	3.98	13,954	3,267	4.27	-7%
<b>Total</b>	<b>458,173</b>	<b>92,912</b>	<b>4.93</b>	<b>482,636</b>	<b>92,307</b>	<b>5.23</b>	<b>-6%</b>

\* 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: November, 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	4	9.32	0.43	10	7.25	1.38	-69%
Monday	217	124.95	1.74	196	148.93	1.32	32%
Tuesday	223	118.42	1.88	307	150.80	2.04	-8%
Wednesday	227	135.54	1.67	255	137.47	1.85	-10%
Thursday	208	100.82	2.06	224	116.18	1.93	7%
Friday	251	142.62	1.76	280	143.35	1.95	-10%
Saturday	80	60.80	1.32	97	52.58	1.84	-29%
<b>Total</b>	<b>1,210</b>	<b>692.47</b>	<b>1.75</b>	<b>1,369</b>	<b>756.57</b>	<b>1.81</b>	<b>-3%</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	147	66.20	2.22	143	69.68	2.05	8%
Tuesday	157	65.00	2.42	180	66.80	2.69	-10%
Wednesday	139	66.94	2.08	175	74.08	2.36	-12%
Thursday	122	51.25	2.38	141	65.98	2.14	11%
Friday	160	73.25	2.18	207	87.50	2.37	-8%
Saturday	63	35.27	1.79	50	26.33	1.90	-6%
<b>Total</b>	<b>788</b>	<b>357.91</b>	<b>2.20</b>	<b>896</b>	<b>390.38</b>	<b>2.30</b>	<b>-4%</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: November, 2019

<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	4	20	0.20	10	29	0.34	-42%
Monday	217	1,202	0.18	196	1,123	0.17	3%
Tuesday	223	1,082	0.21	307	1,302	0.24	-13%
Wednesday	227	1,319	0.17	255	1,170	0.22	-21%
Thursday	208	1,072	0.19	224	1,021	0.22	-12%
Friday	251	1,302	0.19	280	1,229	0.23	-15%
Saturday	80	451	0.18	97	452	0.21	-17%
<b>Total</b>	<b>1,210</b>	<b>6,448</b>	<b>0.19</b>	<b>1,369</b>	<b>6,326</b>	<b>0.22</b>	<b>-13%</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	147	805	0.18	143	773	0.18	-1%
Tuesday	157	800	0.20	180	845	0.21	-8%
Wednesday	139	815	0.17	175	1,018	0.17	-1%
Thursday	122	674	0.18	141	778	0.18	0%
Friday	160	829	0.19	207	1,093	0.19	2%
Saturday	63	336	0.19	50	257	0.19	-4%
<b>Total</b>	<b>788</b>	<b>4,259</b>	<b>0.19</b>	<b>896</b>	<b>4,764</b>	<b>0.19</b>	<b>-2%</b>

\*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: November, 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	52	19.22	2.71	51	18.02	2.83	-4%
Wednesday	50	20.22	2.47	34	17.92	1.90	30%
Thursday	39	16.03	2.43	66	20.15	3.28	-26%
Friday	0	0.00	0.00	0	0.00	0.00	0%
Saturday	0	0.00	0.00	0	0.00	0.00	0%
<b>Total</b>	<b>141</b>	<b>55.46</b>	<b>2.54</b>	<b>151</b>	<b>56.08</b>	<b>2.69</b>	<b>-6%</b>

<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	1	0.17	5.88	1	0.22	4.55	29%
<b>Total</b>	<b>1</b>	<b>0.17</b>	<b>5.88</b>	<b>1</b>	<b>0.22</b>	<b>4.55</b>	<b>29%</b>

\*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: November, 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	52	179	0.29	51	168	0.30	-4%
Wednesday	50	172	0.29	34	105	0.32	-10%
Thursday	39	131	0.30	66	205	0.32	-7%
Friday	0	0	0.00	0	0	0.00	0%
Saturday	0	0	0.00	0	0	0.00	0%
<b>Total</b>	<b>141</b>	<b>482</b>	<b>0.29</b>	<b>151</b>	<b>478</b>	<b>0.32</b>	<b>-7%</b>

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	1	4	0.25	1	3	0.33	-25%
<b>Total</b>	<b>1</b>	<b>4</b>	<b>0.25</b>	<b>1</b>	<b>3</b>	<b>0.33</b>	<b>-25%</b>

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

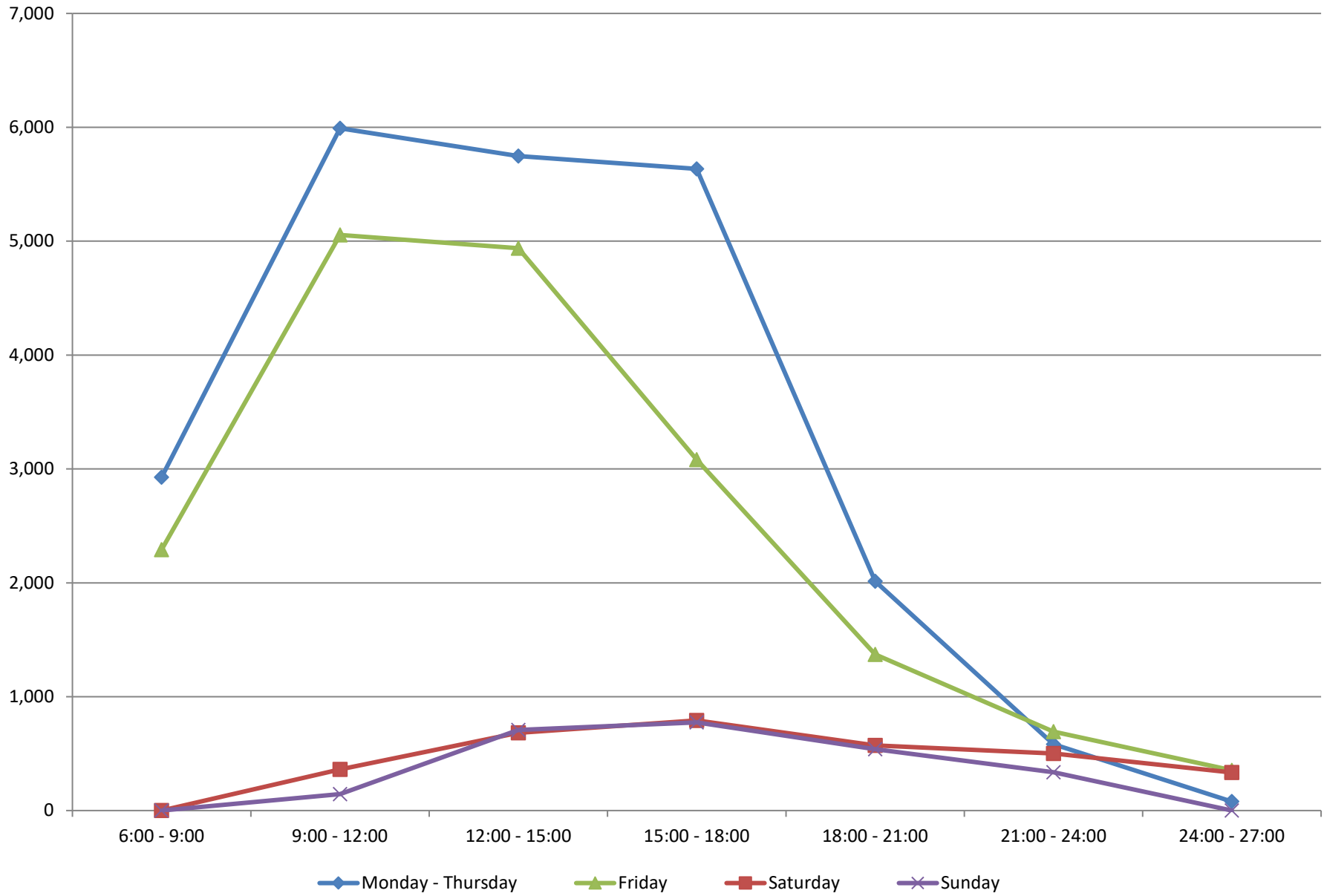
## Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

Month: November, 2019

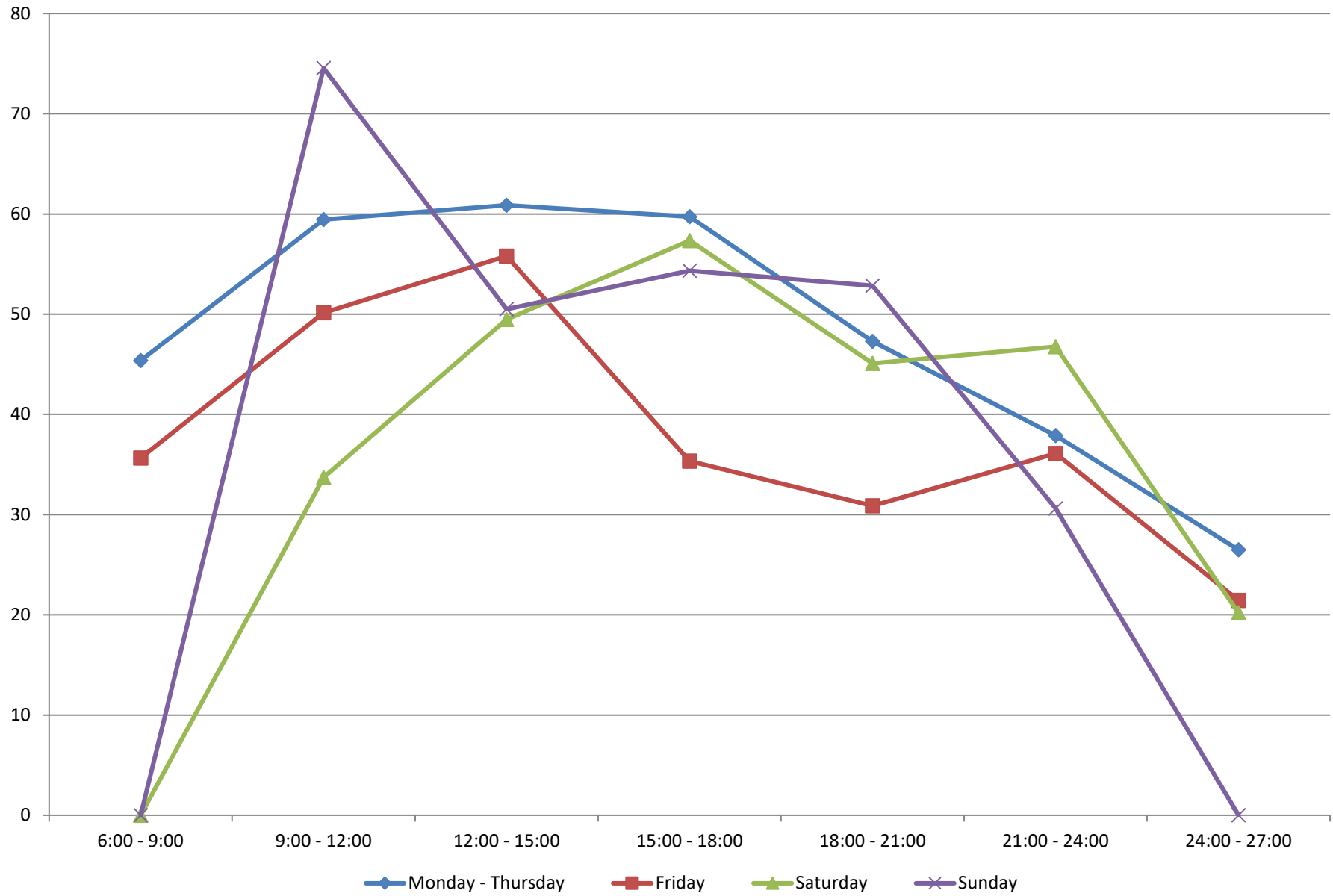
	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
<b>Monday - Thursday</b>	6:00 - 9:00	2,927.60	64.53	45.37
	9:00 - 12:00	5,991.33	100.78	59.45
	12:00 - 15:00	5,748.47	94.43	60.87
	15:00 - 18:00	5,634.00	94.32	59.74
	18:00 - 21:00	2,013.60	42.59	47.28
	21:00 - 24:00	582.67	15.38	37.88
	24:00 - 27:00	78.75	2.97	26.49
<b>Friday</b>	6:00 - 9:00	2,291.00	64.27	35.65
	9:00 - 12:00	5,054.60	100.80	50.14
	12:00 - 15:00	4,937.20	88.48	55.80
	15:00 - 18:00	3,082.00	87.20	35.34
	18:00 - 21:00	1,371.00	44.40	30.88
	21:00 - 24:00	692.80	19.19	36.11
	24:00 - 27:00	353.75	16.50	21.44
<b>Saturday</b>	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	361.80	10.73	33.71
	12:00 - 15:00	682.60	13.80	49.46
	15:00 - 18:00	791.40	13.80	57.35
	18:00 - 21:00	572.60	12.70	45.09
	21:00 - 24:00	500.20	10.70	46.76
	24:00 - 27:00	333.33	16.50	20.20
<b>Sunday</b>	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	143.50	1.93	74.55
	12:00 - 15:00	707.00	14.00	50.50
	15:00 - 18:00	774.25	14.25	54.33
	18:00 - 21:00	538.25	10.19	52.83
	21:00 - 24:00	336.67	11.00	30.61
	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%
<b>Total for 1st Quarter:</b>	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									
<b>Total for 2nd Quarter:</b>	1,128,590	1,065,169	94.38%	22,085	1.96%	1,087,254	96.34%	41,336	3.66%
January-20									
February-20									
March-20									
<b>Total for 3rd Quarter:</b>	0	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!
April-20									
May-20									
June-20									
<b>Total for 4th Quarter:</b>	0	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!
<b>Total for Year:</b>	2,120,537	1,980,161	93.38%	51,561	2.43%	2,031,722	95.81%	88,815	4.19%