



Monthly Ridership and
Service Level Report
July, 2022

**“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. Compared to prior years this differs in that these are scheduled with set patterns and times of service and are effectively an addition to Fixed Route Service.
- 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. 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 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.
- 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
GLD	Explorer Gold
HDG	Harding Avenue
HWA	Hethwood A
HWB	Hethwood B
HWD	Hethwood
HXP	Hokie Express
MSA	South Main Airport Rd
MSG	Main Street Givens

Abbreviation	Route Full Name
MSN	Main Street North
MSS	Main Street South
PHB	Patrick Henry B
PHD	Patrick Henry
PRB	Progress B
PRO	Progress Street
TOM	Toms Creek
TTT	Two Town Trolley
UCB	University City Boulevard
UMS	University Mall Shuttle
ACC	Access (DR)
GAR	GoAnywhere Route (DR)

Recent Changes

- Athletics and Specials Shuttles are no longer serviced as shuttles. Football service moved to Fixed Route Extra Service with scheduled runs.
- Addition of Main Street Givens route
- Currently Suspended by start of Fall Full Service: Campus Shuttle, Progress B, and University Mall Shuttle. Note these may be reinstated during the service year.

Summary
All Routes
Month: July, 2022

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
Total Passengers	49,046	32,895	49%	49,046	32,895	49%
Total Revenue Hours	5,494.58	6,377.70	-14%	5,494.58	6,377.70	-14%
Total Revenue Miles	59,658.00	69,619.00	-14%	59,658.00	69,619.00	-14%
Total Driver Hours	6,193.50	7,230.25	-14%	6,193.50	7,230.25	-14%
Passengers/RH	8.93	5.16	73%	8.93	5.16	73%
Passengers/RM	0.82	0.47	74%	0.82	0.47	74%
Passengers/DH	7.92	4.55	74%	7.92	4.55	74%
Full Service Weekdays	0	0	0	0	0	0
Full Service Weekends	0	0	0	0	0	0
Reduced Service Weekdays	20	22	(2)	20	22	(2)
Reduced Service Weekends	10	8	2	10	8	2
Intermediate Service	0	0	0	0	0	0
No Service Days	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, 2022

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	0	0.00%	378	-100%	0	0.00%	378	-100%
CRB	0	0.00%	0	0%	0	0.00%	0	0%
CRC	2,125	4.48%	1,137	87%	2,125	4.48%	1,137	87%
HDG	2,521	5.31%	1,463	72%	2,521	5.31%	1,463	72%
HWA	3,471	7.31%	2,202	58%	3,471	7.31%	2,202	58%
HWB	4,036	8.50%	2,511	61%	4,036	8.50%	2,511	61%
HWD	2,330	4.91%	1,245	87%	2,330	4.91%	1,245	87%
HXP	885	1.86%	412	115%	885	1.86%	412	115%
MSA	1,285	2.71%	1,591	-19%	1,285	2.71%	1,591	-19%
MSG	0	0.00%	0	0%	0	0.00%	0	0%
MSN	3,671	7.73%	2,168	69%	3,671	7.73%	2,168	69%
MSS	6,972	14.68%	4,158	68%	6,972	14.68%	4,158	68%
PHB	0	0.00%	0	0%	0	0.00%	0	0%
PHD	3,354	7.06%	1,574	113%	3,354	7.06%	1,574	113%
PRB	843	1.78%	1,487	-43%	843	1.78%	1,487	-43%
PRO	1,436	3.02%	953	51%	1,436	3.02%	953	51%
TOM	6,724	14.16%	4,685	44%	6,724	14.16%	4,685	44%
TTT	2,895	6.10%	2,403	20%	2,895	6.10%	2,403	20%
UCB	3,884	8.18%	1,841	111%	3,884	8.18%	1,841	111%
UMS	0	0.00%	0	0%	0	0.00%	0	0%
ACC	1,046	2.20%	929	13%	1,046	2.20%	929	13%
Totals	47,478	100.00%	31,137	52%	47,478	100.00%	31,137	52%

Blacksburg MB Total	46,432	97.80%	30,208	53.71%	46,432	97.80%	30,208	53.71%
Blacksburg DR Total	1,046	2.20%	929	12.59%	1,046	2.20%	929	12.59%
Totals	47,478	100%	31,137	52%	47,478	100%	31,137	52%

Total Ridership per Route

Christiansburg: Motor Bus and Demand Response

Month: July, 2022

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
BLU	261	16.65%	291	-10%	261	16.65%	291	-10%
GLD	365	23.28%	288	27%	365	23.28%	288	27%
GAR	942	60.08%	1,179	-20%	942	60.08%	1,179	-20%
Totals	1,568	100%	1,758	-11%	1,568	100%	1,758	-11%
Christiansburg MB Total	626	39.92%	579	8.12%	626	39.92%	579	8.12%
Christiansburg DR Total	942	60.08%	1,179	-20.10%	942	60.08%	1,179	-20.10%
Totals	1,568	100%	1,758	-11%	1,568	100%	1,758	-11%

Passengers per Revenue Hour per Route

All Fixed Routes

Month: July, 2022

Route	Current Month	Previous Year	Change by Month
ADA	0.00	0.00	N/A
BLU	1.56	1.14	37%
CAS	0.00	1.48	-100%
CRB	0.00	0.00	N/A
CRC	4.50	4.44	2%
GLD	2.17	1.12	94%
HDG	7.22	3.96	82%
HWA	14.72	8.50	73%
HWB	17.24	9.69	78%
HWD	20.66	11.49	80%
HXP	3.77	1.60	136%
MSA	10.71	6.17	74%
MSG	0.00	0.00	N/A
MSN	12.24	6.79	80%
MSS	17.58	10.00	76%
PHB	0.00	0.00	N/A
PHD	11.35	4.85	134%
PRB	7.37	5.78	27%
PRO	6.13	3.69	66%
TOM	16.72	11.37	47%
TTT	9.51	7.71	23%
UCB	13.22	7.14	85%
UMS	0.00	0.00	N/A

Passengers per Revenue Hour per Day of Week

All Fixed Routes

Month: July, 2022

Week Day	<u>Current Month</u>			<u>Previous Year</u>			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
Sunday	2,528	186.50	13.55	1,058	111.90	9.45	43%
Monday	6,082	605.46	10.05	4,440	867.76	5.12	96%
Tuesday	8,169	798.47	10.23	5,027	867.56	5.79	77%
Wednesday	8,217	809.72	10.15	5,223	867.26	6.02	69%
Thursday	8,427	808.30	10.43	5,964	1,077.70	5.53	88%
Friday	9,989	1,010.48	9.89	6,584	1,084.20	6.07	63%
Saturday	3,646	215.87	16.89	2,491	216.50	11.51	47%
Total	47,058	4,434.80	10.61	30,787	5,092.88	6.05	76%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Mile per Day of Week

All Fixed Routes

Month: July, 2022

Week Day	<u>Current Month</u>			<u>Previous Year</u>			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
Sunday	2,528	2,088	1.21	1,058	1,239	0.85	42%
Monday	6,082	6,603	0.92	4,440	9,710	0.46	101%
Tuesday	8,169	8,706	0.94	5,027	9,718	0.52	81%
Wednesday	8,217	8,814	0.93	5,223	9,706	0.54	73%
Thursday	8,427	8,841	0.95	5,964	12,080	0.49	93%
Friday	9,989	11,052	0.90	6,584	12,173	0.54	67%
Saturday	3,646	2,392	1.52	2,491	2,390	1.04	46%
Total	47,058	48,496	0.97	30,787	57,016	0.54	80%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Hour per Day of Week
 Demand Response Service
 Month: July, 2022

<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	37	29.57	1.25	14	12.28	1.14	10%
Monday	121	76.82	1.58	97	97.98	0.99	59%
Tuesday	182	113.60	1.60	183	125.00	1.46	9%
Wednesday	200	122.30	1.64	160	109.57	1.46	12%
Thursday	199	135.15	1.47	191	129.62	1.47	0%
Friday	230	130.80	1.76	210	137.63	1.53	15%
Saturday	77	60.72	1.27	74	54.25	1.36	-7%
Total	1,046	668.95	1.56	929	666.34	1.39	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	137	53.50	2.56	187	102.07	1.83	40%
Tuesday	153	71.53	2.14	186	105.27	1.77	21%
Wednesday	142	69.67	2.04	191	103.80	1.84	11%
Thursday	213	70.87	3.01	275	135.50	2.03	48%
Friday	222	90.70	2.45	277	135.75	2.04	20%
Saturday	75	34.57	2.17	63	36.10	1.75	24%
Total	942	390.83	2.41	1,179	618.48	1.91	26%

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

Passengers per Revenue Mile per Day of Week

Demand Response Service

Month: July, 2022

<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	37	218	0.17	14	84	0.17	2%
Monday	121	742	0.16	97	543	0.18	-9%
Tuesday	182	1,104	0.16	183	1,069	0.17	-4%
Wednesday	200	1,142	0.18	160	1,022	0.16	12%
Thursday	199	1,137	0.18	191	1,165	0.16	7%
Friday	230	1,257	0.18	210	1,170	0.18	2%
Saturday	77	516	0.15	74	529	0.14	7%
Total	1,046	6,116	0.17	929	5,582	0.17	3%

<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	137	729	0.19	187	1,197	0.16	20%
Tuesday	153	895	0.17	186	1,042	0.18	-4%
Wednesday	142	749	0.19	191	1,169	0.16	16%
Thursday	213	1,040	0.20	275	1,608	0.17	20%
Friday	222	1,241	0.18	277	1,642	0.17	6%
Saturday	75	392	0.19	63	363	0.17	10%
Total	942	5,046	0.19	1,179	7,021	0.17	11%

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

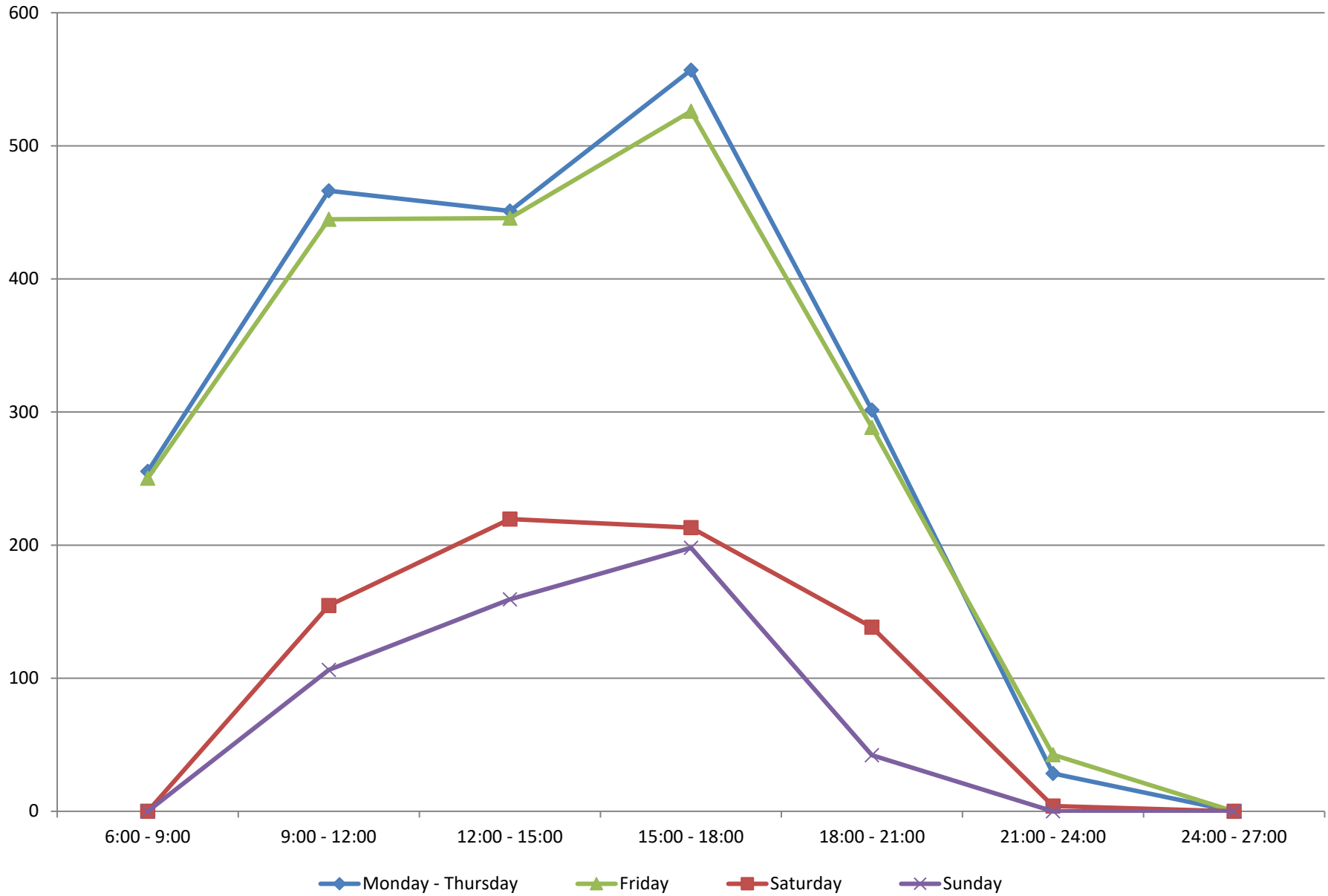
Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

Month: July, 2022

	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
Monday - Thursday	6:00 - 9:00	255.47	31.63	8.08
	9:00 - 12:00	466.27	47.69	9.78
	12:00 - 15:00	451.00	45.45	9.92
	15:00 - 18:00	557.00	44.95	12.39
	18:00 - 21:00	301.47	26.59	11.34
	21:00 - 24:00	28.47	5.15	5.52
	24:00 - 27:00	0.00	0.00	0.00
Friday	6:00 - 9:00	250.20	31.68	7.90
	9:00 - 12:00	444.80	48.00	9.27
	12:00 - 15:00	445.80	45.66	9.76
	15:00 - 18:00	526.00	45.00	11.69
	18:00 - 21:00	288.40	26.59	10.85
	21:00 - 24:00	42.60	5.17	8.24
	24:00 - 27:00	0.00	0.00	0.00
Saturday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	154.60	9.17	16.85
	12:00 - 15:00	219.60	12.00	18.30
	15:00 - 18:00	213.20	12.00	17.77
	18:00 - 21:00	138.40	9.25	14.96
	21:00 - 24:00	4.00	0.75	5.33
	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	106.20	9.30	11.42
	12:00 - 15:00	159.20	12.00	13.27
	15:00 - 18:00	198.00	12.00	16.50
	18:00 - 21:00	42.20	4.00	10.55
	21:00 - 24:00	0.00	0.00	0.00
	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

