



Monthly Ridership and
Service Level Report
March, 2023

**“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.
- 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: March, 2023

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
Total Passengers	367,273	344,903	6%	2,898,164	2,705,020	7%
Total Revenue Hours	8,806.02	8,960.45	-2%	71,373.94	78,593.65	-9%
Total Revenue Miles	91,093.00	92,583.00	-2%	745,354.00	824,512.80	-10%
Total Driver Hours	9,754.00	9,955.67	-2%	79,433.33	87,828.75	-10%
Passengers/RH	41.71	38.49	8%	40.61	34.42	18%
Passengers/RM	4.03	3.73	8%	3.89	3.28	19%
Passengers/DH	37.65	34.64	9%	36.49	30.80	18%
Full Service Weekdays	18	18	0	126	125	1
Full Service Weekends	5	5	0	49	48	1
Reduced Service Weekdays	5	5	0	60	62	(2)
Reduced Service Weekends	3	3	0	27	25	2
Intermediate Service	0	0	0	8	8	0
No Service Days	0	0	0	4	6	(2)

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

Total Ridership per Route

Blacksburg

Month: March, 2023

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%	2,793	0.10%	0	0%
CAS	0	0.00%	0	0%	0	0.00%	8,350	-100%
CRB	3,366	0.92%	5,347	-37%	35,636	1.24%	37,694	-5%
CRC	10,392	2.85%	8,755	19%	77,246	2.69%	76,795	1%
HDG	15,130	4.15%	18,482	-18%	117,563	4.09%	137,402	-14%
HWA	35,547	9.75%	31,063	14%	261,611	9.10%	243,855	7%
HWB	30,636	8.40%	27,499	11%	215,460	7.49%	212,964	1%
HWD	5,577	1.53%	8,787	-37%	79,829	2.78%	50,792	57%
HXP	11,135	3.05%	19,947	-44%	98,838	3.44%	140,634	-30%
MSA	9,464	2.60%	2,541	272%	68,709	2.39%	34,876	97%
MSG	10,239	2.81%	0	0%	71,895	2.50%	0	0%
MSN	18,298	5.02%	28,018	-35%	148,800	5.18%	202,992	-27%
MSS	19,727	5.41%	24,692	-20%	164,355	5.72%	186,390	-12%
PHB	9,648	2.65%	10,806	-11%	84,259	2.93%	71,850	17%
PHD	33,118	9.08%	29,742	11%	255,631	8.89%	221,005	16%
PRB	0	0.00%	2,190	-100%	1,329	0.05%	39,299	-97%
PRO	36,418	9.99%	29,880	22%	265,881	9.25%	212,612	25%
TOM	68,213	18.71%	55,364	23%	544,161	18.93%	430,722	26%
TTT	7,285	2.00%	5,915	23%	73,638	2.56%	58,884	25%
UCB	38,982	10.69%	32,454	20%	296,049	10.30%	221,509	34%
UMS	0	0.00%	0	0%	0	0.00%	60,769	-100%
ACC	1,408	0.39%	1,266	11%	11,509	0.40%	9,545	21%
Totals	364,583	100.00%	342,748	6%	2,875,192	100.00%	2,658,939	8%

Blacksburg MB Total	363,175	99.61%	341,482	6.35%	2,863,683	99.60%	2,649,394	8.09%
Blacksburg DR Total	1,408	0.39%	1,266	11.22%	11,509	0.40%	9,545	20.58%
Totals	364,583	100%	342,748	6%	2,875,192	100%	2,658,939	8%

Total Ridership per Route

Christiansburg: Motor Bus and Demand Response

Month: March, 2023

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
BLU	617	22.94%	544	13%	5,440	24.37%	4,371	24%
GLD	868	32.27%	459	89%	7,072	31.68%	3,809	86%
GAR	1,205	44.80%	1,152	5%	9,808	43.94%	10,332	-5%
Totals	2,690	100%	2,155	25%	22,320	100%	18,512	21%
Christiansburg MB Total	1,485	55.20%	1,003	48.06%	12,512	56.06%	8,180	52.96%
Christiansburg DR Total	1,205	44.80%	1,152	4.60%	9,808	43.94%	10,332	-5.07%
Totals	2,690	100%	2,155	25%	22,320	100%	18,512	21%

Passengers per Revenue Hour per Route

All Fixed Routes

Month: March, 2023

Route	Current Month	Previous Year	Change by Month
ADA	0.00	0.00	N/A
BLU	2.32	2.04	13%
CAS	0.00	0.00	N/A
CRB	23.55	25.52	-8%
CRC	16.90	14.25	19%
GLD	3.23	8.39	-61%
HDG	29.87	29.94	0%
HWA	69.44	66.95	4%
HWB	59.28	59.10	0%
HWD	43.60	58.01	-25%
HXP	23.35	34.10	-32%
MSA	36.33	18.64	95%
MSG	53.13	0.00	N/A
MSN	50.15	52.70	-5%
MSS	41.14	35.45	16%
PHB	53.82	51.09	5%
PHD	62.37	55.64	12%
PRB	0.00	16.85	-100%
PRO	70.79	57.88	22%
TOM	104.46	83.98	24%
TTT	18.98	15.45	23%
UCB	67.13	58.06	16%
UMS	0.00	0.00	N/A

Passengers per Revenue Hour per Day of Week

All Fixed Routes

Month: March, 2023

Week Day	<u>Current Month</u>			<u>Previous Year</u>			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
Sunday	8,633	237.20	36.40	6,185	208.15	29.71	22%
Monday	60,002	1,194.43	50.23	57,592	1,262.37	45.62	10%
Tuesday	63,726	1,213.81	52.50	79,183	1,633.07	48.49	8%
Wednesday	80,725	1,566.26	51.54	77,077	1,622.66	47.50	9%
Thursday	78,518	1,586.77	49.48	74,203	1,621.48	45.76	8%
Friday	60,440	1,493.41	40.47	40,234	1,182.71	34.02	19%
Saturday	12,616	280.54	44.97	8,011	255.79	31.32	44%
Total	364,660	7,572.42	48.16	342,485	7,786.23	43.99	9%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Mile per Day of Week

All Fixed Routes

Month: March, 2023

Week Day	<u>Current Month</u>			<u>Previous Year</u>			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
Sunday	8,633	2,571	3.36	6,185	2,282	2.71	24%
Monday	60,002	12,184	4.92	57,592	12,870	4.47	10%
Tuesday	63,726	12,356	5.16	79,183	16,627	4.76	8%
Wednesday	80,725	15,873	5.09	77,077	16,491	4.67	9%
Thursday	78,518	16,085	4.88	74,203	16,542	4.49	9%
Friday	60,440	15,272	3.96	40,234	12,135	3.32	19%
Saturday	12,616	3,125	4.04	8,011	2,849	2.81	44%
Total	364,660	77,466	4.71	342,485	79,796	4.29	10%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Hour per Day of Week
Demand Response Service
Month: March, 2023

<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	49	30.17	1.62	28	29.57	0.95	72%
Monday	197	113.82	1.73	167	99.47	1.68	3%
Tuesday	243	134.98	1.80	284	160.13	1.77	2%
Wednesday	292	153.92	1.90	268	148.93	1.80	5%
Thursday	290	167.35	1.73	274	149.94	1.83	-5%
Friday	256	143.78	1.78	184	102.45	1.80	-1%
Saturday	81	59.13	1.37	61	50.90	1.20	14%
Total	1,408	803.15	1.75	1,266	741.39	1.71	3%

<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	179	69.56	2.57	191	74.46	2.57	0%
Tuesday	201	71.22	2.82	220	84.50	2.60	8%
Wednesday	260	91.00	2.86	264	85.61	3.08	-7%
Thursday	253	86.68	2.92	238	92.81	2.56	14%
Friday	252	85.12	2.96	192	70.40	2.73	9%
Saturday	60	26.87	2.23	47	25.05	1.88	19%
Total	1,205	430.45	2.80	1,152	432.83	2.66	5%

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

Passengers per Revenue Mile per Day of Week

Demand Response Service

Month: March, 2023

<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	49	297	0.16	28	145	0.19	-15%
Monday	197	1,037	0.19	167	997	0.17	13%
Tuesday	243	1,276	0.19	284	1,515	0.19	2%
Wednesday	292	1,449	0.20	268	1,507	0.18	13%
Thursday	290	1,592	0.18	274	1,416	0.19	-6%
Friday	256	1,323	0.19	184	993	0.19	4%
Saturday	81	499	0.16	61	475	0.13	26%
Total	1,408	7,473	0.19	1,266	7,048	0.18	5%

<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	179	940	0.19	191	940	0.20	-6%
Tuesday	201	1,071	0.19	220	1,121	0.20	-4%
Wednesday	260	1,340	0.19	264	1,275	0.21	-6%
Thursday	253	1,217	0.21	238	1,240	0.19	8%
Friday	252	1,237	0.20	192	942	0.20	0%
Saturday	60	349	0.17	47	221	0.21	-19%
Total	1,205	6,154	0.20	1,152	5,739	0.20	-2%

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

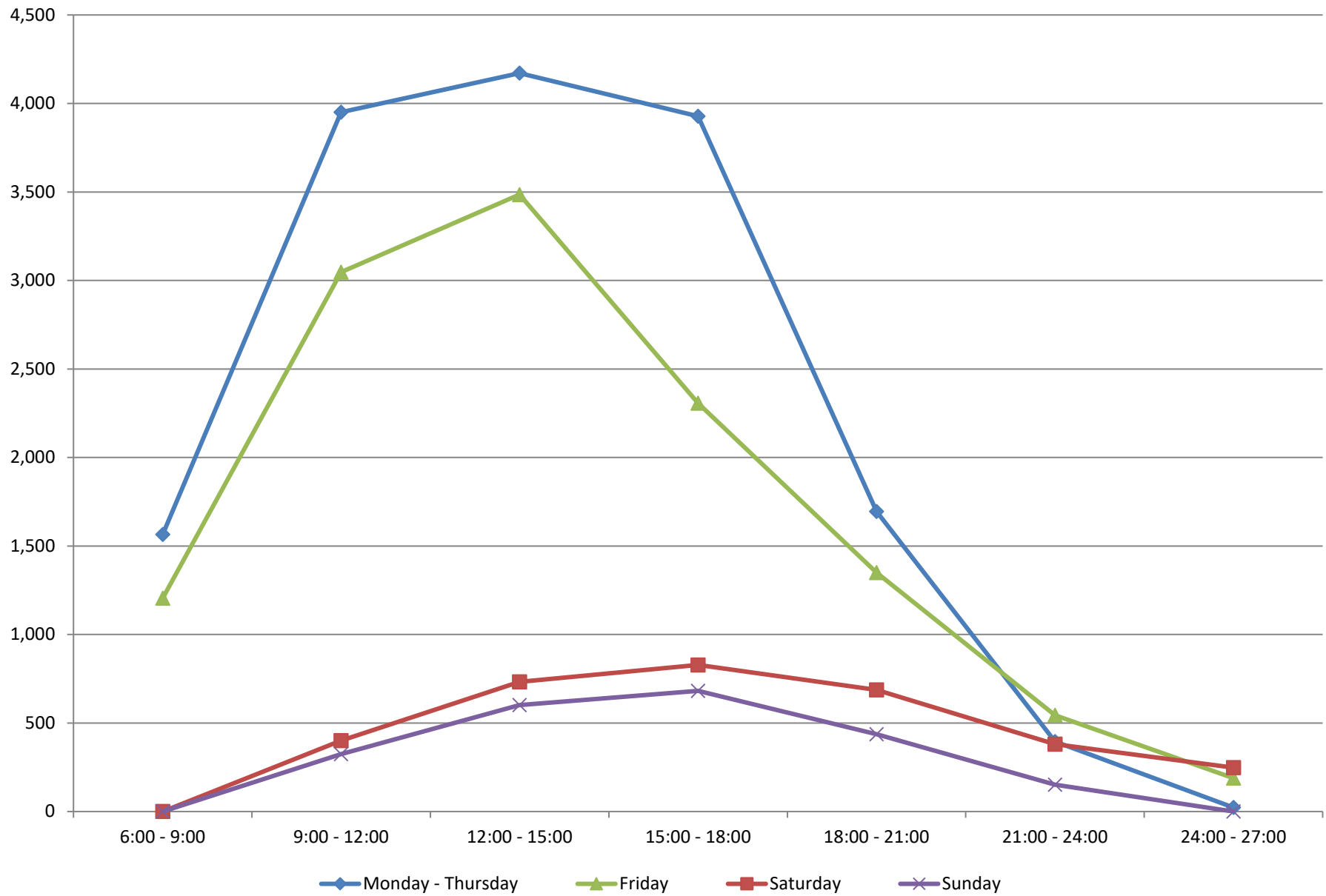
Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

Month: March, 2023

	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
Monday - Thursday	6:00 - 9:00	1,564.89	44.56	35.12
	9:00 - 12:00	3,950.39	69.85	56.55
	12:00 - 15:00	4,171.22	69.99	59.60
	15:00 - 18:00	3,927.39	69.98	56.12
	18:00 - 21:00	1,694.50	39.96	42.40
	21:00 - 24:00	395.22	12.87	30.71
	24:00 - 27:00	22.64	2.25	10.06
Friday	6:00 - 9:00	1,204.80	45.49	26.48
	9:00 - 12:00	3,046.80	70.56	43.18
	12:00 - 15:00	3,485.40	71.27	48.91
	15:00 - 18:00	2,306.40	55.22	41.76
	18:00 - 21:00	1,349.80	37.65	35.85
	21:00 - 24:00	543.80	13.09	41.54
	24:00 - 27:00	188.75	6.75	27.96
Saturday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	401.00	13.39	29.96
	12:00 - 15:00	732.00	16.50	44.36
	15:00 - 18:00	828.25	16.38	50.58
	18:00 - 21:00	687.75	14.00	49.13
	21:00 - 24:00	380.75	5.75	66.22
	24:00 - 27:00	248.50	8.25	30.12
Sunday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	324.50	13.30	24.40
	12:00 - 15:00	601.50	16.50	36.45
	15:00 - 18:00	681.75	16.50	41.32
	18:00 - 21:00	437.25	9.06	48.25
	21:00 - 24:00	151.00	5.25	28.76
	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

