



Monthly Ridership and
Service Level Report
May, 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: May, 2023

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
Total Passengers	162,830	135,900	20%	3,458,947	3,215,107	8%
Total Revenue Hours	7,066.98	6,777.32	4%	86,947.77	94,376.50	-8%
Total Revenue Miles	73,944.00	71,068.00	4%	907,161.00	988,049.80	-8%
Total Driver Hours	7,978.25	7,569.50	5%	96,826.58	105,326.25	-8%
Passengers/RH	23.04	20.05	15%	39.78	34.07	17%
Passengers/RM	2.20	1.91	15%	3.81	3.25	17%
Passengers/DH	20.41	17.95	14%	35.72	30.53	17%
Full Service Weekdays	8	8	0	154	154	0
Full Service Weekends	2	3	(1)	61	60	1
Reduced Service Weekdays	14	13	1	74	75	(1)
Reduced Service Weekends	6	6	0	33	31	2
Intermediate Service	0	0	0	8	8	0
No Service Days	1	1	0	5	7	(2)

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

Total Ridership per Route

Blacksburg

Month: May, 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	0.08%	0	0%
CAS	0	0.00%	0	0%	0	0.00%	8,350	-100%
CRB	0	0.00%	1,165	-100%	37,379	1.09%	44,519	-16%
CRC	5,066	3.16%	3,732	36%	93,052	2.71%	90,258	3%
HDG	6,780	4.23%	6,769	0%	140,342	4.09%	163,218	-14%
HWA	14,454	9.02%	10,623	36%	313,596	9.14%	287,861	9%
HWB	13,529	8.44%	10,217	32%	262,394	7.65%	252,265	4%
HWD	4,946	3.09%	5,784	-14%	93,228	2.72%	67,768	38%
HXP	3,814	2.38%	5,551	-31%	114,577	3.34%	167,073	-31%
MSA	4,258	2.66%	1,753	143%	83,256	2.43%	39,296	112%
MSG	3,686	2.30%	0	0%	86,397	2.52%	0	0%
MSN	9,806	6.12%	12,040	-19%	180,254	5.25%	246,678	-27%
MSS	11,577	7.22%	12,331	-6%	196,322	5.72%	224,816	-13%
PHB	0	0.00%	2,631	-100%	92,260	2.69%	86,081	7%
PHD	15,407	9.61%	10,776	43%	307,161	8.95%	262,770	17%
PRB	0	0.00%	1,166	-100%	1,329	0.04%	42,582	-97%
PRO	13,853	8.64%	9,456	46%	319,135	9.30%	254,369	25%
TOM	30,286	18.90%	22,866	32%	650,567	18.96%	513,548	27%
TTT	5,151	3.21%	4,026	28%	86,650	2.53%	71,399	21%
UCB	16,518	10.31%	12,142	36%	356,283	10.38%	268,183	33%
UMS	0	0.00%	0	0%	0	0.00%	62,640	-100%
ACC	1,131	0.71%	1,092	4%	13,899	0.41%	11,804	18%
Totals	160,262	100.00%	134,120	19%	3,430,874	100.00%	3,165,478	8%

Blacksburg MB Total	159,131	99.29%	133,028	19.62%	3,416,975	99.59%	3,153,674	8.35%
Blacksburg DR Total	1,131	0.71%	1,092	3.57%	13,899	0.41%	11,804	17.75%
Totals	160,262	100%	134,120	19%	3,430,874	100%	3,165,478	8%

Total Ridership per Route

Christiansburg: Motor Bus and Demand Response

Month: May, 2023

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
BLU	505	19.67%	320	58%	6,488	23.66%	5,000	30%
GLD	982	38.24%	463	112%	8,973	32.72%	4,691	91%
GAR	1,081	42.10%	997	8%	11,960	43.62%	12,369	-3%
Totals	2,568	100%	1,780	44%	27,421	100%	22,060	24%
Christiansburg MB Total	1,487	57.90%	783	89.91%	15,461	56.38%	9,691	59.54%
Christiansburg DR Total	1,081	42.10%	997	8.43%	11,960	43.62%	12,369	-3.31%
Totals	2,568	100%	1,780	44%	27,421	100%	22,060	24%

Passengers per Revenue Hour per Route

All Fixed Routes

Month: May, 2023

Route	Current Month	Previous Year	Change by Month
ADA	0.00	0.00	N/A
BLU	1.99	2.54	-22%
CAS	0.00	0.00	N/A
CRB	0.00	17.17	-100%
CRC	9.07	7.04	29%
GLD	3.85	3.89	-1%
HDG	15.55	14.82	5%
HWA	40.69	30.61	33%
HWB	37.48	30.76	22%
HWD	35.86	49.96	-28%
HXP	10.76	15.07	-29%
MSA	22.47	11.34	98%
MSG	23.90	0.00	N/A
MSN	28.38	29.87	-5%
MSS	25.54	23.58	8%
PHB	0.00	27.99	-100%
PHD	37.19	27.27	36%
PRB	0.00	12.74	-100%
PRO	37.36	28.21	32%
TOM	57.96	44.68	30%
TTT	14.87	12.01	24%
UCB	37.76	29.64	27%
UMS	0.00	0.00	N/A

Passengers per Revenue Hour per Day of Week

All Fixed Routes

Month: May, 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	4,740	179.20	26.45	5,637	225.75	24.97	6%
Monday	33,736	1,055.07	31.98	30,322	1,053.31	28.79	11%
Tuesday	37,206	1,263.95	29.44	31,415	1,284.57	24.46	20%
Wednesday	33,787	1,268.79	26.63	26,561	1,054.56	25.19	6%
Thursday	19,462	945.76	20.58	15,902	944.52	16.84	22%
Friday	21,775	925.94	23.52	16,146	920.27	17.54	34%
Saturday	9,912	307.12	32.27	7,828	233.52	33.52	-4%
Total	160,618	5,945.83	27.01	133,811	5,716.50	23.41	15%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Mile per Day of Week

All Fixed Routes

Month: May, 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	4,740	1,983	2.39	5,637	2,495	2.26	6%
Monday	33,736	10,940	3.08	30,322	11,003	2.76	12%
Tuesday	37,206	13,163	2.83	31,415	13,416	2.34	21%
Wednesday	33,787	13,206	2.56	26,561	10,973	2.42	6%
Thursday	19,462	9,904	1.97	15,902	9,894	1.61	22%
Friday	21,775	9,730	2.24	16,146	9,601	1.68	33%
Saturday	9,912	3,376	2.94	7,828	2,614	2.99	-2%
Total	160,618	62,302	2.58	133,811	59,996	2.23	16%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Hour per Day of Week
 Demand Response Service
 Month: May, 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	38	25.85	1.47	55	36.02	1.53	-4%
Monday	172	110.72	1.55	186	100.42	1.85	-16%
Tuesday	256	149.92	1.71	247	134.45	1.84	-7%
Wednesday	272	151.28	1.80	193	113.81	1.70	6%
Thursday	167	115.70	1.44	187	130.38	1.43	1%
Friday	155	102.48	1.51	178	107.15	1.66	-9%
Saturday	71	43.43	1.63	46	43.97	1.05	56%
Total	1,131	699.38	1.62	1,092	666.19	1.64	-1%

<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	186	71.47	2.60	186	69.73	2.67	-2%
Tuesday	236	85.70	2.75	209	83.72	2.50	10%
Wednesday	252	89.40	2.82	192	70.99	2.70	4%
Thursday	173	71.63	2.42	173	71.15	2.43	-1%
Friday	183	75.52	2.42	185	72.02	2.57	-6%
Saturday	51	28.05	1.82	52	27.02	1.92	-6%
Total	1,081	421.77	2.56	997	394.63	2.53	1%

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

Passengers per Revenue Mile per Day of Week

Demand Response Service

Month: May, 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	38	203	0.19	55	280	0.20	-5%
Monday	172	881	0.20	186	1,025	0.18	8%
Tuesday	256	1,307	0.20	247	1,330	0.19	5%
Wednesday	272	1,598	0.17	193	1,140	0.17	1%
Thursday	167	957	0.17	187	1,187	0.16	11%
Friday	155	765	0.20	178	992	0.18	13%
Saturday	71	410	0.17	46	307	0.15	16%
Total	1,131	6,121	0.18	1,092	6,262	0.17	6%

<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	186	946	0.20	186	857	0.22	-9%
Tuesday	236	1,195	0.20	209	1,013	0.21	-4%
Wednesday	252	1,280	0.20	192	901	0.21	-8%
Thursday	173	837	0.21	173	870	0.20	4%
Friday	183	959	0.19	185	915	0.20	-6%
Saturday	51	304	0.17	52	255	0.20	-18%
Total	1,081	5,521	0.20	997	4,810	0.21	-6%

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

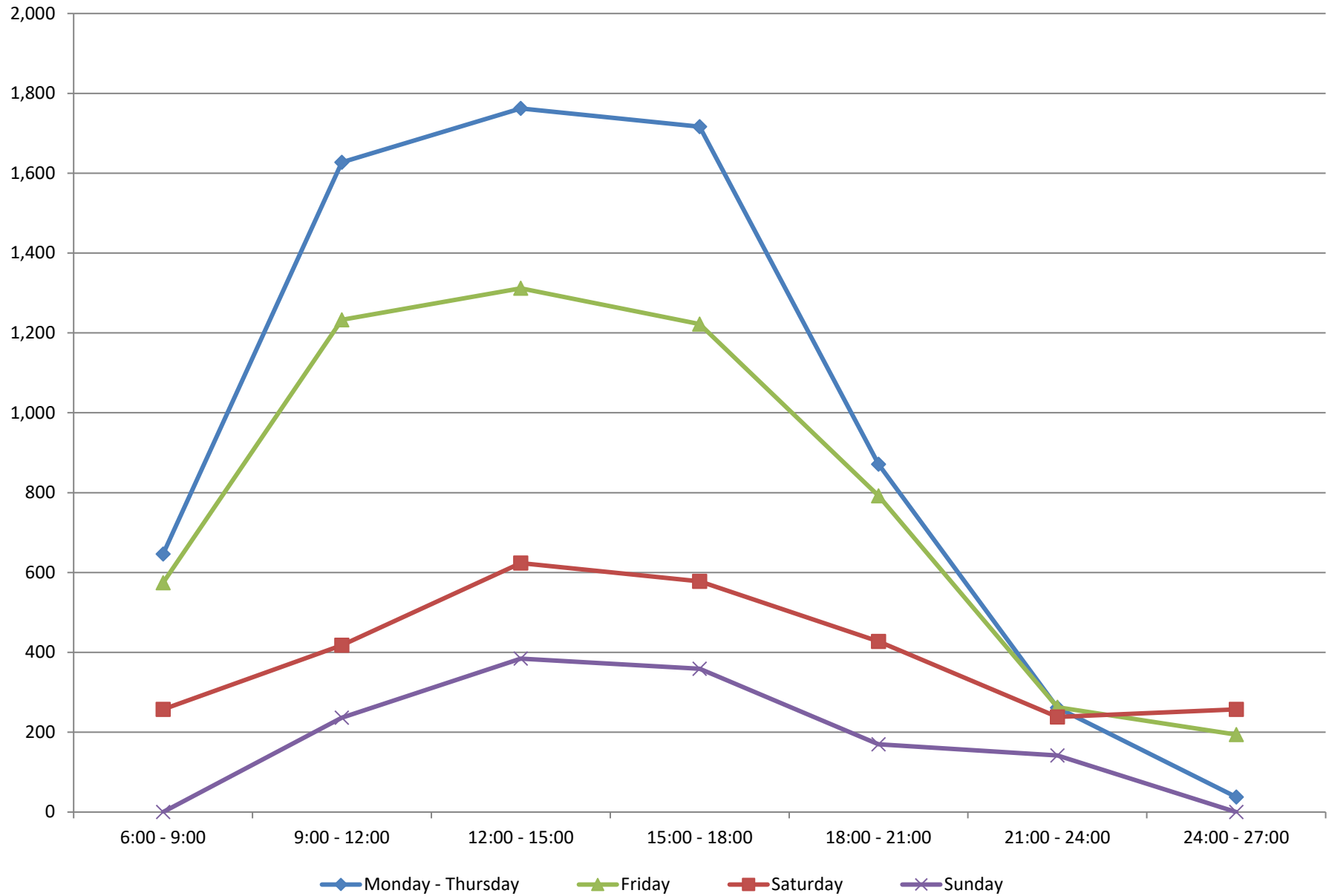
Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

Month: May, 2023

	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
Monday - Thursday	6:00 - 9:00	646.33	38.24	16.90
	9:00 - 12:00	1,627.39	57.13	28.49
	12:00 - 15:00	1,762.22	56.79	31.03
	15:00 - 18:00	1,716.78	57.14	30.05
	18:00 - 21:00	871.00	32.84	26.52
	21:00 - 24:00	261.11	8.85	29.49
	24:00 - 27:00	37.71	2.25	16.76
Friday	6:00 - 9:00	574.25	36.77	15.62
	9:00 - 12:00	1,232.75	53.75	22.93
	12:00 - 15:00	1,311.75	53.25	24.63
	15:00 - 18:00	1,222.25	48.63	25.13
	18:00 - 21:00	791.75	29.63	26.73
	21:00 - 24:00	262.50	7.40	35.46
	24:00 - 27:00	194.00	8.25	23.52
Saturday	6:00 - 9:00	257.00	17.14	15.00
	9:00 - 12:00	418.00	16.03	26.08
	12:00 - 15:00	623.50	17.25	36.14
	15:00 - 18:00	578.00	17.25	33.51
	18:00 - 21:00	427.50	12.38	34.55
	21:00 - 24:00	238.25	3.25	73.31
	24:00 - 27:00	257.00	8.25	31.15
Sunday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	236.50	10.80	21.90
	12:00 - 15:00	384.25	13.50	28.46
	15:00 - 18:00	358.75	13.50	26.57
	18:00 - 21:00	170.00	5.69	29.89
	21:00 - 24:00	142.00	5.25	27.05
	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

