



Monthly Ridership and
Service Level Report
October, 2022

**“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: October, 2022

| | Current Month | Previous Year | Change by Month | Current YTD Total | Previous YTD Total | YTD Change |
|---------------------------------|---------------|---------------|-----------------|-------------------|--------------------|------------|
| Total Passengers | 452,104 | 450,590 | 0% | 1,265,260 | 1,210,353 | 5% |
| Total Revenue Hours | 8,886.08 | 10,765.89 | -17% | 31,252.54 | 36,960.85 | -15% |
| Total Revenue Miles | 92,011.00 | 112,131.20 | -18% | 328,059.00 | 389,131.40 | -16% |
| Total Driver Hours | 9,808.75 | 11,987.74 | -18% | 34,858.33 | 41,460.83 | -16% |
| Passengers/RH | 50.88 | 41.85 | 22% | 40.49 | 32.75 | 24% |
| Passengers/RM | 4.91 | 4.02 | 22% | 3.86 | 3.11 | 24% |
| Passengers/DH | 46.09 | 37.59 | 23% | 36.30 | 29.19 | 24% |
| Full Service Weekdays | 20 | 20 | 0 | 49 | 48 | 1 |
| Full Service Weekends | 10 | 10 | 0 | 22 | 22 | 0 |
| Reduced Service Weekdays | 0 | 0 | 0 | 30 | 32 | (2) |
| Reduced Service Weekends | 0 | 0 | 0 | 14 | 13 | 1 |
| Intermediate Service | 1 | 1 | 0 | 7 | 7 | 0 |
| No Service Days | 0 | 0 | 0 | 1 | 1 | 0 |

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

Total Ridership per Route

Blacksburg

Month: October, 2022

| Route | Current Month | % of Ridership | Previous Year | Change by Month | Current YTD Total | % of YTD Ridership | Previous YTD Total | YTD Change |
|---------------|----------------|----------------|----------------|-----------------|-------------------|--------------------|--------------------|------------|
| ADA | 650 | 0.14% | 0 | 0% | 2,282 | 0.18% | 0 | 0% |
| CAS | 0 | 0.00% | 2,232 | -100% | 0 | 0.00% | 7,117 | -100% |
| CRB | 5,898 | 1.31% | 6,847 | -14% | 18,100 | 1.44% | 18,014 | 0% |
| CRC | 11,452 | 2.55% | 13,479 | -15% | 33,118 | 2.64% | 37,070 | -11% |
| HDG | 18,181 | 4.05% | 21,649 | -16% | 52,074 | 4.15% | 57,967 | -10% |
| HWA | 40,289 | 8.97% | 40,301 | 0% | 111,689 | 8.90% | 108,699 | 3% |
| HWB | 32,487 | 7.23% | 34,691 | -6% | 90,465 | 7.21% | 94,710 | -4% |
| HWD | 14,900 | 3.32% | 6,665 | 124% | 42,797 | 3.41% | 18,917 | 126% |
| HXP | 17,387 | 3.87% | 21,228 | -18% | 45,345 | 3.61% | 56,835 | -20% |
| MSA | 10,374 | 2.31% | 6,411 | 62% | 28,754 | 2.29% | 19,944 | 44% |
| MSG | 11,434 | 2.54% | 0 | 0% | 29,215 | 2.33% | 0 | 0% |
| MSN | 23,481 | 5.23% | 33,687 | -30% | 67,812 | 5.40% | 88,351 | -23% |
| MSS | 23,736 | 5.28% | 29,295 | -19% | 75,198 | 5.99% | 81,119 | -7% |
| PHB | 13,491 | 3.00% | 11,563 | 17% | 39,044 | 3.11% | 28,563 | 37% |
| PHD | 38,699 | 8.61% | 34,370 | 13% | 108,818 | 8.67% | 95,042 | 14% |
| PRB | 0 | 0.00% | 7,176 | -100% | 1,329 | 0.11% | 23,744 | -94% |
| PRO | 40,969 | 9.12% | 33,619 | 22% | 109,376 | 8.71% | 90,710 | 21% |
| TOM | 85,065 | 18.93% | 71,690 | 19% | 233,683 | 18.61% | 184,039 | 27% |
| TTT | 12,391 | 2.76% | 10,193 | 22% | 35,726 | 2.85% | 29,194 | 22% |
| UCB | 47,135 | 10.49% | 34,273 | 38% | 125,613 | 10.01% | 88,200 | 42% |
| UMS | 0 | 0.00% | 16,501 | -100% | 0 | 0.00% | 45,977 | -100% |
| ACC | 1,339 | 0.30% | 1,123 | 19% | 5,055 | 0.40% | 4,154 | 22% |
| Totals | 449,358 | 100.00% | 436,993 | 3% | 1,255,493 | 100.00% | 1,178,366 | 7% |

| | | | | | | | | |
|----------------------------|----------------|-------------|----------------|-----------|------------------|-------------|------------------|-----------|
| Blacksburg MB Total | 448,019 | 99.70% | 435,870 | 2.79% | 1,250,438 | 99.60% | 1,174,212 | 6.49% |
| Blacksburg DR Total | 1,339 | 0.30% | 1,123 | 19.23% | 5,055 | 0.40% | 4,154 | 21.69% |
| Totals | 449,358 | 100% | 436,993 | 3% | 1,255,493 | 100% | 1,178,366 | 7% |

Total Ridership per Route

Christiansburg: Motor Bus and Demand Response

Month: October, 2022

| Route | Current Month | % of Ridership | Previous Year | Change by Month | Current YTD Total | % of YtD Ridership | Previous YTD | YTD Change |
|--------------------------------|---------------|----------------|---------------|-----------------|-------------------|--------------------|--------------|------------|
| BLU | 643 | 23.42% | 406 | 58% | 2,073 | 22.74% | 1,609 | 29% |
| GLD | 975 | 35.51% | 455 | 114% | 2,636 | 28.92% | 1,491 | 77% |
| GAR | 1,128 | 41.08% | 1,339 | -16% | 4,406 | 48.34% | 5,261 | -16% |
| Totals | 2,746 | 100% | 2,200 | 25% | 9,115 | 100% | 8,361 | 9% |
| Christiansburg MB Total | 1,618 | 58.92% | 861 | 87.92% | 4,709 | 51.66% | 3,100 | 51.90% |
| Christiansburg DR Total | 1,128 | 41.08% | 1,339 | -15.76% | 4,406 | 48.34% | 5,261 | -16.25% |
| Totals | 2,746 | 100% | 2,200 | 25% | 9,115 | 100% | 8,361 | 9% |

Passengers per Revenue Hour per Route

All Fixed Routes

Month: October, 2022

| Route | Current Month | Previous Year | Change by Month |
|--------------|----------------------|----------------------|------------------------|
| ADA | 38.62 | 0.00 | N/A |
| BLU | 2.65 | 1.67 | 58% |
| CAS | 0.00 | 9.11 | -100% |
| CRB | 29.78 | 27.94 | 7% |
| CRC | 18.75 | 18.71 | 0% |
| GLD | 3.99 | 1.86 | 115% |
| HDG | 34.86 | 35.97 | -3% |
| HWA | 86.37 | 76.79 | 12% |
| HWB | 69.89 | 66.10 | 6% |
| HWD | 80.11 | 48.54 | 65% |
| HXP | 33.21 | 32.03 | 4% |
| MSA | 39.44 | 26.01 | 52% |
| MSG | 60.42 | 0.00 | N/A |
| MSN | 63.99 | 60.27 | 6% |
| MSS | 49.57 | 40.56 | 22% |
| PHB | 61.27 | 46.86 | 31% |
| PHD | 73.53 | 65.59 | 12% |
| PRB | 0.00 | 29.16 | -100% |
| PRO | 78.51 | 70.37 | 12% |
| TOM | 121.86 | 94.55 | 29% |
| TTT | 31.29 | 26.05 | 20% |
| UCB | 81.21 | 65.56 | 24% |
| UMS | 0.00 | 62.78 | -100% |

Passengers per Revenue Hour per Day of Week

All Fixed Routes

Month: October, 2022

| Week Day | Current Month | | | Previous Year | | | Change Pass/RH |
|------------------|----------------|-----------------|--------------|----------------|-----------------|--------------|----------------|
| | Passengers | Revenue Hours | Pass/RH | Passengers | Revenue Hours | Pass/RH | |
| Sunday | 13,824 | 286.50 | 48.25 | 12,687 | 323.75 | 39.19 | 23% |
| Monday | 103,516 | 1,700.42 | 60.88 | 78,512 | 1,638.39 | 47.92 | 27% |
| Tuesday | 85,318 | 1,329.02 | 64.20 | 84,555 | 1,639.14 | 51.58 | 24% |
| Wednesday | 84,416 | 1,328.02 | 63.57 | 84,060 | 1,636.64 | 51.36 | 24% |
| Thursday | 80,187 | 1,364.06 | 58.79 | 83,326 | 1,639.14 | 50.84 | 16% |
| Friday | 56,314 | 1,228.61 | 45.84 | 71,270 | 1,847.96 | 38.57 | 19% |
| Saturday | 26,062 | 479.65 | 54.34 | 33,718 | 657.29 | 51.30 | 6% |
| Total | 449,637 | 7,716.28 | 58.27 | 448,128 | 9,382.31 | 47.76 | 22% |

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Mile per Day of Week

All Fixed Routes

Month: October, 2022

| Week Day | Current Month | | | Previous Year | | | Change Pass/RM |
|------------------|----------------|---------------|-------------|----------------|---------------|-------------|----------------|
| | Passengers | Revenue Miles | Pass/RM | Passengers | Revenue Miles | Pass/RM | |
| Sunday | 13,824 | 3,161 | 4.37 | 12,687 | 3,511 | 3.61 | 21% |
| Monday | 103,516 | 17,295 | 5.99 | 78,512 | 17,026 | 4.61 | 30% |
| Tuesday | 85,318 | 13,541 | 6.30 | 84,555 | 17,118 | 4.94 | 28% |
| Wednesday | 84,416 | 13,511 | 6.25 | 84,060 | 16,992 | 4.95 | 26% |
| Thursday | 80,187 | 13,832 | 5.80 | 83,326 | 17,057 | 4.89 | 19% |
| Friday | 56,314 | 12,608 | 4.47 | 71,270 | 19,337 | 3.69 | 21% |
| Saturday | 26,062 | 5,370 | 4.85 | 33,718 | 6,613 | 5.10 | -5% |
| Total | 449,637 | 79,318 | 5.67 | 448,128 | 97,654 | 4.59 | 24% |

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Hour per Day of Week
 Demand Response Service
 Month: October, 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 | 75 | 46.87 | 1.60 | 52 | 30.32 | 1.72 | -7% |
| Monday | 278 | 146.98 | 1.89 | 162 | 111.57 | 1.45 | 30% |
| Tuesday | 231 | 131.94 | 1.75 | 196 | 137.45 | 1.43 | 23% |
| Wednesday | 263 | 139.58 | 1.88 | 203 | 145.51 | 1.40 | 35% |
| Thursday | 206 | 122.69 | 1.68 | 206 | 126.60 | 1.63 | 3% |
| Friday | 204 | 112.80 | 1.81 | 220 | 122.42 | 1.80 | 1% |
| Saturday | 82 | 59.43 | 1.38 | 84 | 51.77 | 1.62 | -15% |
| Total | 1,339 | 760.31 | 1.76 | 1,123 | 725.63 | 1.55 | 14% |

| <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 | 234 | 87.47 | 2.68 | 212 | 117.85 | 1.80 | 49% |
| Tuesday | 204 | 71.61 | 2.85 | 257 | 120.07 | 2.14 | 33% |
| Wednesday | 204 | 71.10 | 2.87 | 245 | 123.62 | 1.98 | 45% |
| Thursday | 206 | 71.77 | 2.87 | 251 | 118.65 | 2.12 | 36% |
| Friday | 190 | 72.60 | 2.62 | 316 | 146.90 | 2.15 | 22% |
| Saturday | 90 | 34.95 | 2.58 | 58 | 30.87 | 1.88 | 37% |
| Total | 1,128 | 409.49 | 2.75 | 1,339 | 657.95 | 2.04 | 35% |

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

Passengers per Revenue Mile per Day of Week
Demand Response Service
Month: October, 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 | 75 | 359 | 0.21 | 52 | 288 | 0.18 | 16% |
| Monday | 278 | 1,484 | 0.19 | 162 | 920 | 0.18 | 6% |
| Tuesday | 231 | 1,281 | 0.18 | 196 | 1,077 | 0.18 | -1% |
| Wednesday | 263 | 1,425 | 0.18 | 203 | 1,199 | 0.17 | 9% |
| Thursday | 206 | 1,140 | 0.18 | 206 | 1,277 | 0.16 | 12% |
| Friday | 204 | 976 | 0.21 | 220 | 1,169 | 0.19 | 11% |
| Saturday | 82 | 539 | 0.15 | 84 | 472 | 0.18 | -15% |
| Total | 1,339 | 7,205 | 0.19 | 1,123 | 6,403 | 0.18 | 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 | 234 | 1,174 | 0.20 | 212 | 1,334 | 0.16 | 25% |
| Tuesday | 204 | 1,026 | 0.20 | 257 | 1,508 | 0.17 | 17% |
| Wednesday | 204 | 951 | 0.21 | 245 | 1,560 | 0.16 | 37% |
| Thursday | 206 | 1,034 | 0.20 | 251 | 1,588 | 0.16 | 26% |
| Friday | 190 | 917 | 0.21 | 316 | 1,776 | 0.18 | 17% |
| Saturday | 90 | 387 | 0.23 | 58 | 309 | 0.19 | 24% |
| Total | 1,128 | 5,488 | 0.21 | 1,339 | 8,074 | 0.17 | 24% |

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

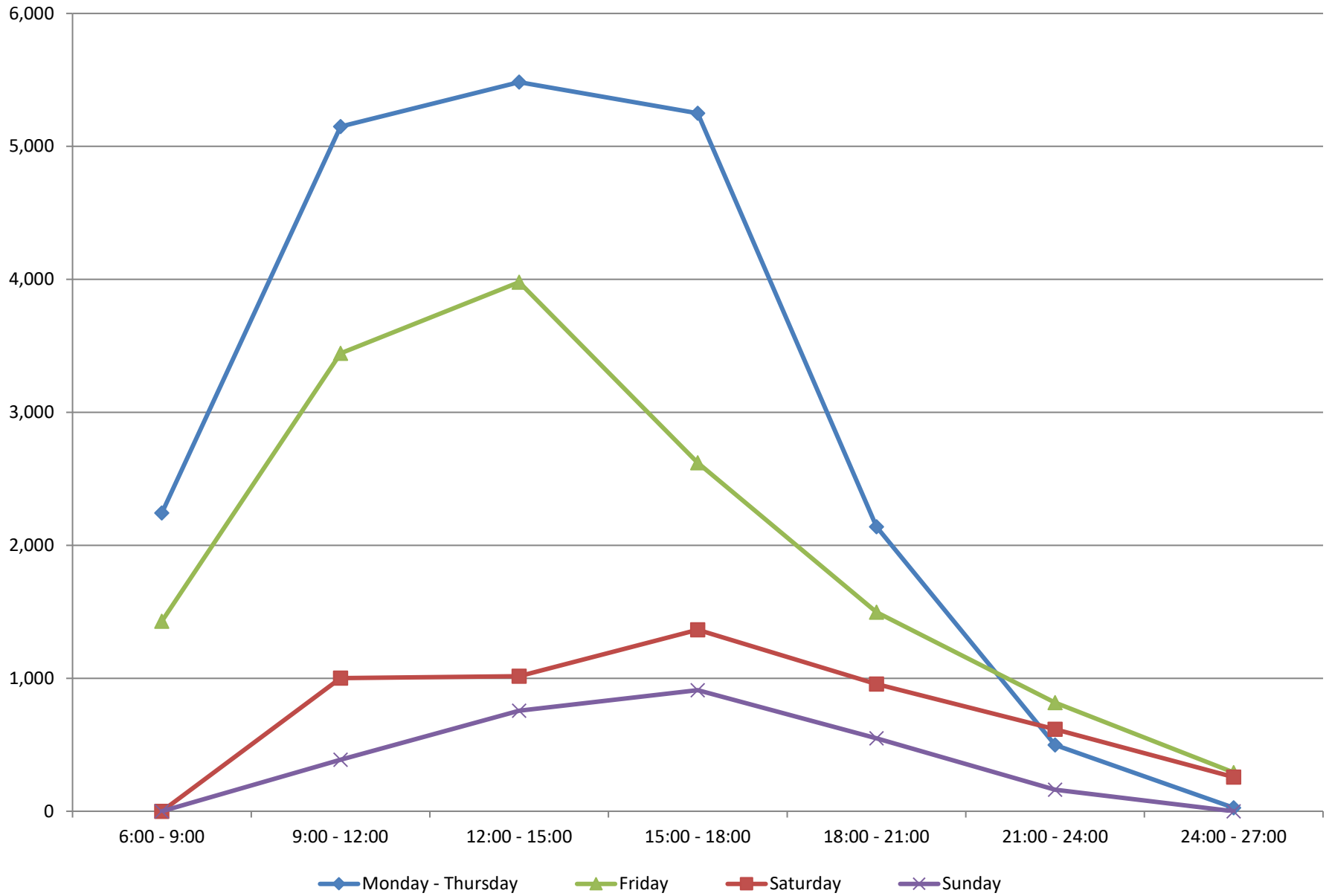
Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

Month: October, 2022

| | Time of Day | Avg Total Passengers | Average RH | Avg Pass. per RH |
|--------------------------|---------------|----------------------|------------|------------------|
| Monday - Thursday | 6:00 - 9:00 | 2,243.47 | 48.58 | 46.18 |
| | 9:00 - 12:00 | 5,149.35 | 76.58 | 67.24 |
| | 12:00 - 15:00 | 5,483.29 | 77.17 | 71.05 |
| | 15:00 - 18:00 | 5,250.24 | 76.30 | 68.81 |
| | 18:00 - 21:00 | 2,139.41 | 41.31 | 51.78 |
| | 21:00 - 24:00 | 499.18 | 14.37 | 34.74 |
| | 24:00 - 27:00 | 26.18 | 2.25 | 11.63 |
| Friday | 6:00 - 9:00 | 1,429.50 | 46.15 | 30.98 |
| | 9:00 - 12:00 | 3,444.00 | 72.00 | 47.83 |
| | 12:00 - 15:00 | 3,979.00 | 71.88 | 55.36 |
| | 15:00 - 18:00 | 2,621.00 | 56.86 | 46.10 |
| | 18:00 - 21:00 | 1,497.00 | 37.83 | 39.57 |
| | 21:00 - 24:00 | 817.75 | 14.38 | 56.87 |
| | 24:00 - 27:00 | 291.50 | 8.06 | 36.16 |
| Saturday | 6:00 - 9:00 | 0.00 | 0.00 | 0.00 |
| | 9:00 - 12:00 | 1,001.60 | 20.00 | 50.09 |
| | 12:00 - 15:00 | 1,015.40 | 19.37 | 52.43 |
| | 15:00 - 18:00 | 1,365.00 | 22.57 | 60.49 |
| | 18:00 - 21:00 | 957.20 | 15.75 | 60.77 |
| | 21:00 - 24:00 | 616.20 | 10.00 | 61.62 |
| | 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 | 387.00 | 12.05 | 32.12 |
| | 12:00 - 15:00 | 756.60 | 15.00 | 50.44 |
| | 15:00 - 18:00 | 910.80 | 15.00 | 60.72 |
| | 18:00 - 21:00 | 548.40 | 10.00 | 54.84 |
| | 21:00 - 24:00 | 162.00 | 5.25 | 30.86 |
| | 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

