



Monthly Ridership and
Service Level Report
December, 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. In previous years it strongly resembled the Full Service with lower frequency on most routes. Currently it is more Reduced Service with extended service hours.
- 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	Main Street Airport
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
AdHoc	Unscheduled/Special Service
ACC	Access (DR)
GAR	GoAnywhere Route (DR)

Recent Changes

- Athletics Shuttles are no longer serviced as shuttles. Football service moved to Fixed Route Extra Service with scheduled runs. Other Event Specials are considered as AdHoc Service.
- Currently Suspended Service: Campus Shuttle, Progress B, and University Mall Shuttle. Note these may be reinstated during the service year.

Summary
All Routes
Month: December, 2023

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
Total Passengers	177,395	184,798	-4%	1,922,598	1,803,811	7%
Total Revenue Hours	7,330.21	7,155.98	2%	48,656.99	46,280.49	5%
Total Revenue Miles	75,704.71	75,193.00	1%	500,902.71	485,857.00	3%
Total Driver Hours	8,232.75	8,009.50	3%	54,241.00	51,648.33	5%
Passengers/RH	24.20	25.82	-6%	39.51	38.98	1%
Passengers/RM	2.34	2.46	-5%	3.84	3.71	3%
Passengers/DH	21.55	23.07	-7%	35.45	34.92	1%
Full Service Weekdays	9	11	(2)	76	77	(1)
Full Service Weekends	4	4	0	31	31	0
Reduced Service Weekdays	10	11	(1)	43	45	(2)
Reduced Service Weekends	6	4	2	23	21	2
Intermediate Service	1		1	8	7	1
No Service Days	1	1	0	3	3	0

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

Total Ridership per Route

Blacksburg

Month: December, 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%	2,563	0.13%	2,793	-8%
CAS	0	0.00%	0	0%	0	0.00%	0	0%
CRB	1,874	1.07%	2,271	-17%	25,325	1.33%	23,597	7%
CRC	4,642	2.66%	4,089	14%	57,337	3.01%	46,648	23%
HDG	6,723	3.85%	7,420	-9%	74,232	3.90%	73,400	1%
HWA	11,781	6.74%	13,464	-13%	142,308	7.47%	156,605	-9%
HWB	11,894	6.80%	11,580	3%	139,822	7.34%	128,175	9%
HWD	5,172	2.96%	8,377	-38%	46,154	2.42%	62,721	-26%
HXP	4,098	2.34%	6,591	-38%	47,957	2.52%	65,542	-27%
MSA	4,088	2.34%	4,473	-9%	44,424	2.33%	41,672	7%
MSG	4,550	2.60%	3,902	17%	54,343	2.85%	42,317	28%
MSN	13,017	7.45%	10,074	29%	127,449	6.69%	94,827	34%
MSS	12,598	7.21%	11,881	6%	112,670	5.92%	105,964	6%
PHB	4,794	2.74%	4,444	8%	63,324	3.32%	51,078	24%
PHD	12,855	7.35%	15,015	-14%	158,811	8.34%	156,738	1%
PRB	0	0.00%	0	0%	0	0.00%	1,329	-100%
PRO	15,195	8.69%	15,969	-5%	172,728	9.07%	159,017	9%
TOM	34,477	19.72%	37,490	-8%	360,499	18.93%	337,988	7%
TTT	6,930	3.96%	6,180	12%	55,240	2.90%	49,816	11%
UCB	19,137	10.95%	17,983	6%	212,404	11.15%	181,067	17%
UMS	0	0.00%	0	0%	0	0.00%	0	0%
ACC	977	0.56%	1,123	-13%	7,113	0.37%	7,460	-5%
Totals	174,802	100.00%	182,326	-4%	1,904,703	100.00%	1,788,754	6%

Blacksburg MB Total	173,825	99.44%	181,203	-4.07%	1,897,590	99.63%	1,781,294	6.53%
Blacksburg DR Total	977	0.56%	1,123	-13.00%	7,113	0.37%	7,460	-4.65%
Totals	174,802	100%	182,326	-4%	1,904,703	100%	1,788,754	6%

Total Ridership per Route

Christiansburg: Motor Bus and Demand Response

Month: December, 2023

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
BLU	683	26.34%	694	-2%	4,102	24.33%	3,510	17%
GLD	908	35.02%	806	13%	6,422	38.08%	4,476	43%
GAR	1,002	38.64%	972	3%	6,339	37.59%	6,419	-1%
Totals	2,593	100%	2,472	5%	16,863	100%	14,405	17%
Christiansburg MB Total	1,591	61.36%	1,500	6.07%	10,524	62.41%	7,986	31.78%
Christiansburg DR Total	1,002	38.64%	972	3.09%	6,339	37.59%	6,419	-1.25%
Totals	2,593	100%	2,472	5%	16,863	100%	14,405	17%

Passengers per Revenue Hour per Route

All Fixed Routes

Month: December, 2023

Route	Current Month	Previous Year	Change by Month
ADA	0.00	0.00	N/A
BLU	2.94	2.85	3%
CAS	0.00	0.00	N/A
CRB	17.97	19.46	-8%
CRC	8.83	9.57	-8%
GLD	3.90	3.00	30%
HDG	14.86	17.19	-14%
HWA	29.90	56.78	-47%
HWB	30.72	48.90	-37%
HWD	32.64	31.58	3%
HXP	10.96	21.70	-49%
MSA	22.12	20.63	7%
MSG	31.06	25.37	22%
MSN	32.02	30.76	4%
MSS	24.95	25.59	-3%
PHB	45.33	37.82	20%
PHD	33.21	35.96	-8%
PRB	0.00	0.00	N/A
PRO	39.31	41.87	-6%
TOM	60.83	70.85	-14%
TTT	19.81	18.11	9%
UCB	43.13	44.13	-2%
UMS	0.00	0.00	N/A

Passengers per Revenue Hour per Day of Week

All Fixed Routes

Month: December, 2023

Week Day	Current Month			Previous Year			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
Sunday	9,142	349.25	26.18	6,587	151.57	43.46	-40%
Monday	31,925	917.88	34.78	34,754	1,020.35	34.06	2%
Tuesday	32,975	1,131.88	29.13	31,749	1,023.83	31.01	-6%
Wednesday	30,292	1,132.55	26.75	28,432	1,023.89	27.77	-4%
Thursday	17,511	1,011.27	17.32	35,248	1,365.75	25.81	-33%
Friday	36,773	1,336.12	27.52	33,639	1,195.78	28.13	-2%
Saturday	16,798	465.14	36.11	12,294	308.79	39.81	-9%
Total	175,416	6,344.09	27.65	182,703	6,089.96	30.00	-8%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Mile per Day of Week

All Fixed Routes

Month: December, 2023

Week Day	Current Month			Previous Year			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
Sunday	9,142	3,794	2.41	6,587	1,675	3.93	-39%
Monday	31,925	9,373	3.41	34,754	10,720	3.24	5%
Tuesday	32,975	11,618	2.84	31,749	10,713	2.96	-4%
Wednesday	30,292	11,665	2.60	28,432	10,720	2.65	-2%
Thursday	17,511	10,560	1.66	35,248	14,205	2.48	-33%
Friday	36,773	13,868	2.65	33,639	12,691	2.65	0%
Saturday	16,798	5,053	3.32	12,294	3,501	3.51	-5%
Total	175,416	65,931	2.66	182,703	64,225	2.84	-6%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Hour per Day of Week
Demand Response Service
Month: December, 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	75	50.97	1.47	49	33.13	1.48	0%
Monday	133	73.99	1.80	170	102.80	1.65	9%
Tuesday	168	95.01	1.77	190	117.92	1.61	10%
Wednesday	162	96.50	1.68	210	114.49	1.83	-8%
Thursday	188	117.33	1.60	230	133.22	1.73	-7%
Friday	168	121.98	1.38	190	102.68	1.85	-26%
Saturday	83	66.67	1.24	84	56.45	1.49	-16%
Total	977	622.44	1.57	1,123	660.69	1.70	-8%

<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	148	51.85	2.85	160	67.07	2.39	20%
Tuesday	158	59.79	2.64	164	66.07	2.48	6%
Wednesday	199	64.89	3.07	172	66.71	2.58	19%
Thursday	164	67.97	2.41	204	84.87	2.40	0%
Friday	249	83.00	3.00	206	87.20	2.36	27%
Saturday	84	36.18	2.32	66	33.42	1.98	18%
Total	1,002	363.68	2.76	972	405.32	2.40	15%

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

Passengers per Revenue Mile per Day of Week
 Demand Response Service
 Month: December, 2023

<u>Access Current Month</u>	<u>Access Previous Year</u>
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Day of Week	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	Change Pass/RM
Sunday	75	396	0.19	49	275	0.18	6%
Monday	133	653	0.20	170	853	0.20	2%
Tuesday	168	869	0.19	190	1,029	0.18	5%
Wednesday	162	770	0.21	210	1,094	0.19	10%
Thursday	188	1,006	0.19	230	1,180	0.19	-4%
Friday	168	887	0.19	190	943	0.20	-6%
Saturday	83	553	0.15	84	467	0.18	-17%
Total	977	5,134	0.19	1,123	5,841	0.19	-1%

<u>Go Anywhere Current Month</u>	<u>Go Anywhere Previous Year</u>
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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	148	716	0.21	160	852	0.19	10%
Tuesday	158	721	0.22	164	906	0.18	21%
Wednesday	199	847	0.23	172	832	0.21	14%
Thursday	164	845	0.19	204	1,118	0.18	6%
Friday	249	1,124	0.22	206	1,055	0.20	14%
Saturday	84	387	0.22	66	364	0.18	20%
Total	1,002	4,640	0.22	972	5,127	0.19	14%

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

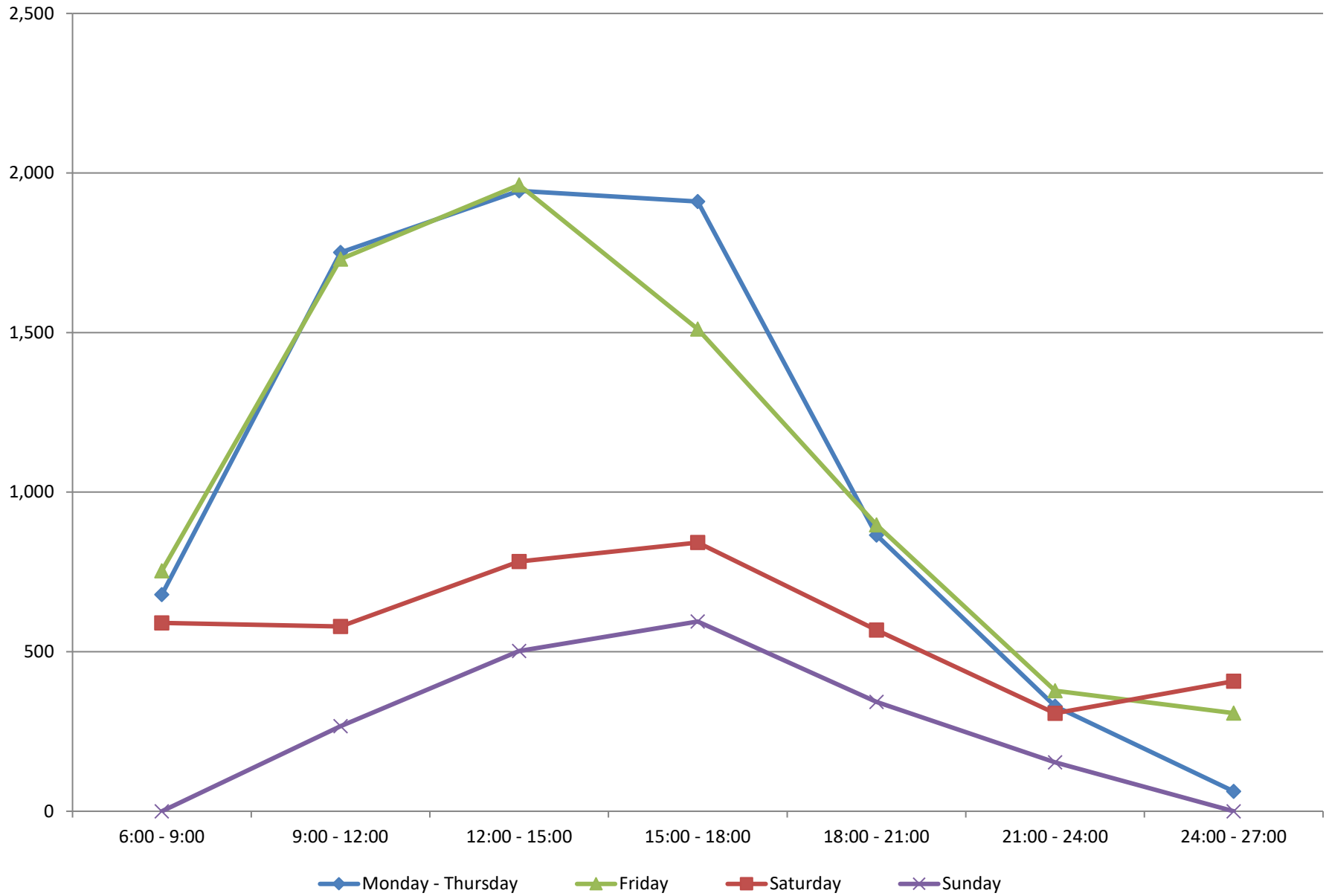
Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

Month: December, 2023

	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
Monday - Thursday	6:00 - 9:00	679.13	40.70	16.69
	9:00 - 12:00	1,751.13	61.86	28.31
	12:00 - 15:00	1,944.13	61.95	31.38
	15:00 - 18:00	1,910.93	62.02	30.81
	18:00 - 21:00	865.53	38.13	22.70
	21:00 - 24:00	329.47	12.91	25.51
	24:00 - 27:00	62.38	3.75	16.63
Friday	6:00 - 9:00	753.20	39.40	19.11
	9:00 - 12:00	1,730.40	60.00	28.84
	12:00 - 15:00	1,962.60	60.00	32.71
	15:00 - 18:00	1,511.00	55.70	27.13
	18:00 - 21:00	897.60	35.52	25.27
	21:00 - 24:00	377.40	11.15	33.84
	24:00 - 27:00	307.50	13.63	22.57
Saturday	6:00 - 9:00	590.00	22.22	26.55
	9:00 - 12:00	578.80	18.07	32.02
	12:00 - 15:00	782.60	21.00	37.27
	15:00 - 18:00	842.00	21.00	40.10
	18:00 - 21:00	568.20	15.30	37.14
	21:00 - 24:00	307.00	7.75	39.61
	24:00 - 27:00	407.50	13.75	29.64
Sunday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	266.40	15.55	17.13
	12:00 - 15:00	502.00	19.20	26.15
	15:00 - 18:00	594.60	19.20	30.97
	18:00 - 21:00	343.00	11.50	29.83
	21:00 - 24:00	153.25	5.50	27.86
	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

