



Monthly Ridership and  
Service Level Report  
March, 2024

**“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 1<sup>st</sup> to June 30<sup>th</sup> 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 4<sup>th</sup>, 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: March, 2024

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
<b>Total Passengers</b>	368,013	367,273	0%	3,103,291	2,898,164	7%
<b>Total Revenue Hours</b>	9,054.30	8,806.02	3%	75,866.10	71,373.94	6%
<b>Total Revenue Miles</b>	91,978.00	91,093.00	1%	776,922.71	745,354.00	4%
<b>Total Driver Hours</b>	9,994.75	9,754.00	2%	84,462.00	79,433.33	6%
<b>Passengers/RH</b>	40.65	41.71	-3%	40.90	40.61	1%
<b>Passengers/RM</b>	4.00	4.03	-1%	3.99	3.89	3%
<b>Passengers/DH</b>	36.82	37.65	-2%	36.74	36.49	1%
<b>Full Service Weekdays</b>	16	18	(2)	125	126	(1)
<b>Full Service Weekends</b>	7	5	2	51	49	2
<b>Reduced Service Weekdays</b>	5	5	0	57	60	(3)
<b>Reduced Service Weekends</b>	3	3	0	29	27	2
<b>Intermediate Service</b>	0	0	0	9	8	1
<b>No Service Days</b>	0	0	0	4	4	0

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

### Total Ridership per Route

Blacksburg

Month: March, 2024

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	0.08%	2,793	-8%
CAS	0	0.00%	0	0%	0	0.00%	0	0%
CRB	5,128	1.41%	3,366	52%	42,710	1.39%	35,636	20%
CRC	11,312	3.10%	10,392	9%	93,782	3.05%	77,246	21%
HDG	14,822	4.07%	15,130	-2%	121,590	3.95%	117,563	3%
HWA	26,620	7.30%	35,547	-25%	230,899	7.51%	261,611	-12%
HWB	26,359	7.23%	30,636	-14%	226,370	7.36%	215,460	5%
HWD	7,198	1.98%	5,577	29%	65,349	2.12%	79,829	-18%
HXP	10,066	2.76%	11,135	-10%	81,847	2.66%	98,838	-17%
MSA	8,138	2.23%	9,464	-14%	70,655	2.30%	68,709	3%
MSG	9,336	2.56%	10,239	-9%	84,423	2.74%	71,895	17%
MSN	23,353	6.41%	18,298	28%	197,379	6.42%	148,800	33%
MSS	20,682	5.67%	19,727	5%	175,528	5.71%	164,355	7%
PHB	21,061	5.78%	9,648	118%	130,945	4.26%	84,259	55%
PHD	24,680	6.77%	33,118	-25%	241,809	7.86%	255,631	-5%
PRB	0	0.00%	0	0%	0	0.00%	1,329	-100%
PRO	31,506	8.65%	36,418	-13%	277,835	9.03%	265,881	4%
TOM	69,424	19.05%	68,213	2%	579,133	18.83%	544,161	6%
TTT	8,635	2.37%	7,285	19%	82,449	2.68%	73,638	12%
UCB	44,823	12.30%	38,982	15%	359,428	11.69%	296,049	21%
UMS	0	0.00%	0	0%	0	0.00%	0	0%
ACC	1,298	0.36%	1,408	-8%	10,841	0.35%	11,509	-6%
<b>Totals</b>	<b>364,441</b>	<b>100.00%</b>	<b>364,583</b>	<b>0%</b>	<b>3,075,535</b>	<b>100.00%</b>	<b>2,875,192</b>	<b>7%</b>

<b>Blacksburg MB Total</b>	363,143	99.64%	363,175	-0.01%	3,064,694	99.65%	2,863,683	7.02%
<b>Blacksburg DR Total</b>	1,298	0.36%	1,408	-7.81%	10,841	0.35%	11,509	-5.80%
<b>Totals</b>	<b>364,441</b>	<b>100%</b>	<b>364,583</b>	<b>0%</b>	<b>3,075,535</b>	<b>100%</b>	<b>2,875,192</b>	<b>7%</b>

## Total Ridership per Route

Christiansburg: Motor Bus and Demand Response

Month: March, 2024

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
<b>BLU</b>	939	26.29%	617	52%	6,503	24.33%	5,440	20%
<b>GLD</b>	1,504	42.11%	868	73%	10,543	39.45%	7,072	49%
<b>GAR</b>	1,129	31.61%	1,205	-6%	9,678	36.21%	9,808	-1%
<b>Totals</b>	<b>3,572</b>	<b>100%</b>	<b>2,690</b>	<b>33%</b>	<b>26,724</b>	<b>100%</b>	<b>22,320</b>	<b>20%</b>
<b>Christiansburg MB Total</b>	2,443	68.39%	1,485	64.51%	17,046	63.79%	12,512	36.24%
<b>Christiansburg DR Total</b>	1,129	31.61%	1,205	-6.31%	9,678	36.21%	9,808	-1.33%
<b>Totals</b>	<b>3,572</b>	<b>100%</b>	<b>2,690</b>	<b>33%</b>	<b>26,724</b>	<b>100%</b>	<b>22,320</b>	<b>20%</b>

**Passengers per Revenue Hour per Route**

All Fixed Routes

Month: March, 2024

<b>Route</b>	<b>Current Month</b>	<b>Previous Year</b>	<b>Change by Month</b>
<b>ADA</b>	0.00	0.00	N/A
<b>BLU</b>	3.86	2.32	67%
<b>CAS</b>	0.00	0.00	N/A
<b>CRB</b>	27.28	23.55	16%
<b>CRC</b>	17.50	16.90	4%
<b>GLD</b>	6.14	3.23	90%
<b>HDG</b>	29.57	29.87	-1%
<b>HWA</b>	55.56	69.44	-20%
<b>HWB</b>	55.34	59.28	-7%
<b>HWD</b>	37.61	43.60	-14%
<b>HXP</b>	22.03	23.35	-6%
<b>MSA</b>	33.94	36.33	-7%
<b>MSG</b>	52.38	53.13	-1%
<b>MSN</b>	51.94	50.15	4%
<b>MSS</b>	37.43	41.14	-9%
<b>PHB</b>	59.33	53.82	10%
<b>PHD</b>	51.88	62.37	-17%
<b>PRB</b>	0.00	0.00	N/A
<b>PRO</b>	66.33	70.79	-6%
<b>TOM</b>	101.42	104.46	-3%
<b>TTT</b>	23.06	18.98	21%
<b>UCB</b>	62.44	67.13	-7%
<b>UMS</b>	0.00	0.00	N/A



**Passengers per Revenue Hour per Day of Week**

All Fixed Routes

Month: March, 2024

Week Day	Current Month			Previous Year			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
<b>Sunday</b>	13,873	436.43	31.79	8,633	237.20	36.40	-13%
<b>Monday</b>	64,960	1,340.36	48.46	60,002	1,194.43	50.23	-4%
<b>Tuesday</b>	68,051	1,339.86	50.79	63,726	1,213.81	52.50	-3%
<b>Wednesday</b>	65,517	1,338.56	48.95	80,725	1,566.26	51.54	-5%
<b>Thursday</b>	64,593	1,339.58	48.22	78,518	1,586.77	49.48	-3%
<b>Friday</b>	65,546	1,651.70	39.68	60,440	1,493.41	40.47	-2%
<b>Saturday</b>	23,046	487.68	47.26	12,616	280.54	44.97	5%
<b>Total</b>	<b>365,586</b>	<b>7,934.17</b>	<b>46.08</b>	<b>364,660</b>	<b>7,572.42</b>	<b>48.16</b>	<b>-4%</b>

\* Note: these numbers DO NOT include Demand Response Service

**Passengers per Revenue Mile per Day of Week**

All Fixed Routes

Month: March, 2024

Week Day	Current Month			Previous Year			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
<b>Sunday</b>	13,873	4,722	2.94	8,633	2,571	3.36	-13%
<b>Monday</b>	64,960	13,472	4.82	60,002	12,184	4.92	-2%
<b>Tuesday</b>	68,051	13,416	5.07	63,726	12,356	5.16	-2%
<b>Wednesday</b>	65,517	13,405	4.89	80,725	15,873	5.09	-4%
<b>Thursday</b>	64,593	13,456	4.80	78,518	16,085	4.88	-2%
<b>Friday</b>	65,546	16,644	3.94	60,440	15,272	3.96	0%
<b>Saturday</b>	23,046	5,256	4.38	12,616	3,125	4.04	9%
<b>Total</b>	<b>365,586</b>	<b>80,371</b>	<b>4.55</b>	<b>364,660</b>	<b>77,466</b>	<b>4.71</b>	<b>-3%</b>

\* Note: these numbers DO NOT include Demand Response Service

**Passengers per Revenue Hour per Day of Week**  
 Demand Response Service  
 Month: March, 2024

<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	69	37.33	1.85	49	30.17	1.62	14%
Monday	216	109.93	1.96	197	113.82	1.73	14%
Tuesday	236	130.74	1.81	243	134.98	1.80	0%
Wednesday	223	111.78	1.99	292	153.92	1.90	5%
Thursday	238	141.48	1.68	290	167.35	1.73	-3%
Friday	227	137.76	1.65	256	143.78	1.78	-7%
Saturday	89	60.55	1.47	81	59.13	1.37	7%
<b>Total</b>	<b>1,298</b>	<b>729.58</b>	<b>1.78</b>	<b>1,408</b>	<b>803.15</b>	<b>1.75</b>	<b>1%</b>

<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	201	72.90	2.76	179	69.56	2.57	7%
Tuesday	186	66.96	2.78	201	71.22	2.82	-2%
Wednesday	211	67.65	3.12	260	91.00	2.86	9%
Thursday	200	66.73	3.00	253	86.68	2.92	3%
Friday	248	80.27	3.09	252	85.12	2.96	4%
Saturday	83	36.03	2.30	60	26.87	2.23	3%
<b>Total</b>	<b>1,129</b>	<b>390.55</b>	<b>2.89</b>	<b>1,205</b>	<b>430.45</b>	<b>2.80</b>	<b>3%</b>

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

**Passengers per Revenue Mile per Day of Week**  
 Demand Response Service  
 Month: March, 2024

<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	69	361	0.19	49	297	0.16	16%
Monday	216	972	0.22	197	1,037	0.19	17%
Tuesday	236	1,167	0.20	243	1,276	0.19	6%
Wednesday	223	958	0.23	292	1,449	0.20	16%
Thursday	238	1,280	0.19	290	1,592	0.18	2%
Friday	227	1,065	0.21	256	1,323	0.19	10%
Saturday	89	507	0.18	81	499	0.16	8%
<b>Total</b>	<b>1,298</b>	<b>6,310</b>	<b>0.21</b>	<b>1,408</b>	<b>7,473</b>	<b>0.19</b>	<b>9%</b>

<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	201	955	0.21	179	940	0.19	11%
Tuesday	186	960	0.19	201	1,071	0.19	3%
Wednesday	211	948	0.22	260	1,340	0.19	15%
Thursday	200	895	0.22	253	1,217	0.21	8%
Friday	248	1,152	0.22	252	1,237	0.20	6%
Saturday	83	387	0.21	60	349	0.17	25%
<b>Total</b>	<b>1,129</b>	<b>5,297</b>	<b>0.21</b>	<b>1,205</b>	<b>6,154</b>	<b>0.20</b>	<b>9%</b>

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

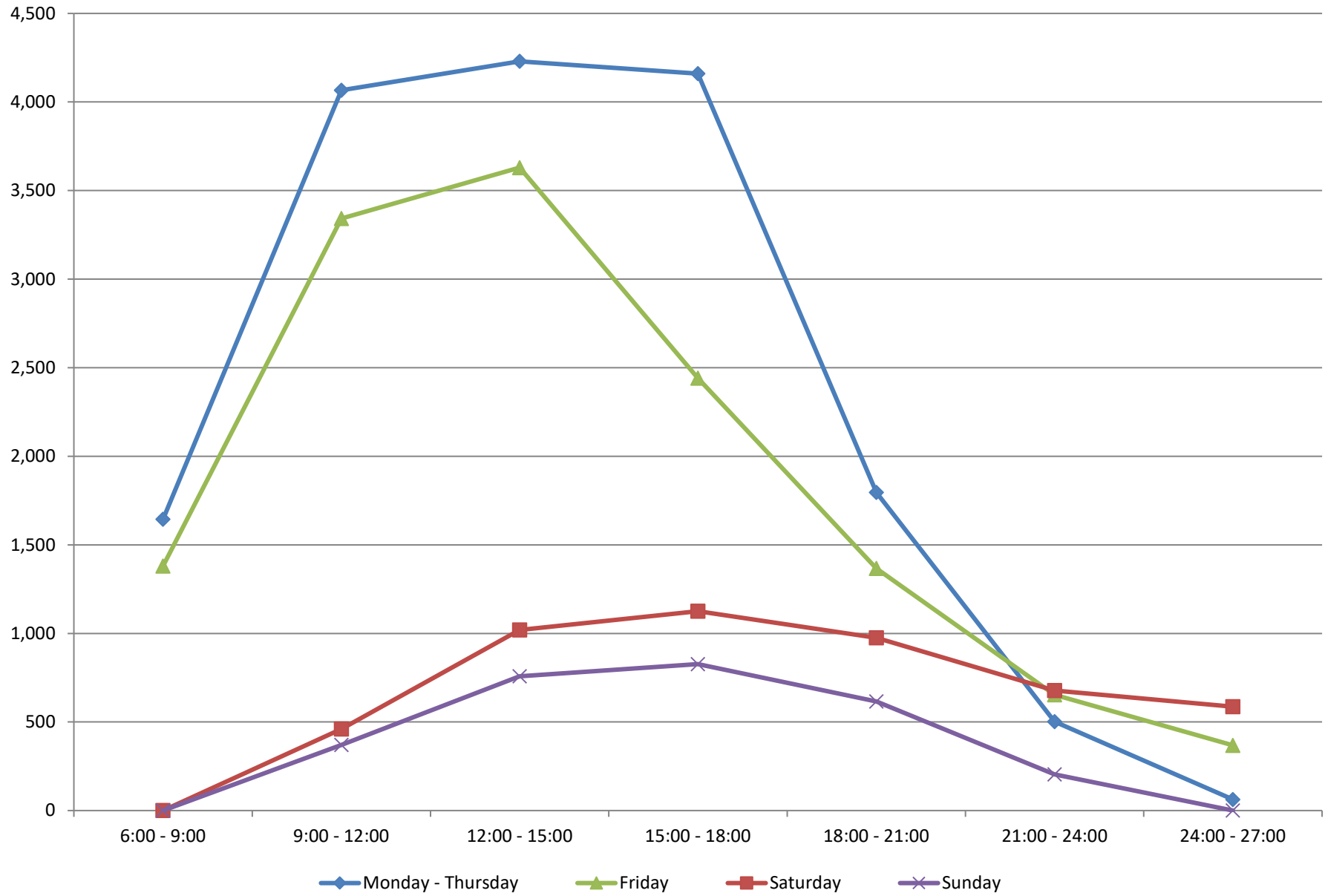
## Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

Month: March, 2024

	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
<b>Monday - Thursday</b>	6:00 - 9:00	1,644.13	47.64	34.51
	9:00 - 12:00	4,066.56	74.92	54.28
	12:00 - 15:00	4,229.44	74.88	56.49
	15:00 - 18:00	4,160.56	74.86	55.58
	18:00 - 21:00	1,796.19	43.91	40.90
	21:00 - 24:00	501.94	15.89	31.58
	24:00 - 27:00	62.67	3.75	16.71
<b>Friday</b>	6:00 - 9:00	1,380.60	48.77	28.31
	9:00 - 12:00	3,342.80	76.80	43.53
	12:00 - 15:00	3,629.80	74.86	48.49
	15:00 - 18:00	2,441.00	62.94	38.79
	18:00 - 21:00	1,366.80	41.38	33.03
	21:00 - 24:00	653.80	16.58	39.42
	24:00 - 27:00	368.25	11.25	32.73
<b>Saturday</b>	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	460.40	17.65	26.08
	12:00 - 15:00	1,019.00	21.60	47.18
	15:00 - 18:00	1,125.40	21.83	51.54
	18:00 - 21:00	974.80	17.70	55.07
	21:00 - 24:00	678.00	10.50	64.57
	24:00 - 27:00	586.00	13.75	42.62
<b>Sunday</b>	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	371.00	18.69	19.85
	12:00 - 15:00	757.80	22.80	33.24
	15:00 - 18:00	826.80	22.80	36.26
	18:00 - 21:00	616.40	15.55	39.64
	21:00 - 24:00	203.80	7.45	27.36
	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

