



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

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
<b>Total Passengers</b>	510,930	497,931	3%	864,090	813,156	6%
<b>Total Revenue Hours</b>	9,421.22	9,202.04	2%	22,824.35	22,366.46	2%
<b>Total Revenue Miles</b>	95,654.00	95,312.00	0%	237,306.00	236,048.00	1%
<b>Total Driver Hours</b>	10,538.75	10,271.58	3%	25,498.75	25,049.58	2%
<b>Passengers/RH</b>	54.23	54.11	0%	37.86	36.36	4%
<b>Passengers/RM</b>	5.34	5.22	2%	3.64	3.44	6%
<b>Passengers/DH</b>	48.48	48.48	0%	33.89	32.46	4%
<b>Full Service Weekdays</b>	21	21	0	30	29	1
<b>Full Service Weekends</b>	8	8	0	12	12	0
<b>Reduced Service Weekdays</b>	0	0	0	29	30	(1)
<b>Reduced Service Weekends</b>	0	0	0	14	14	0
<b>Intermediate Service</b>	1	1	0	6	6	0
<b>No Service Days</b>	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: September, 2023

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YTD Ridership	Previous YTD Total	YTD Change
ADA	1,361	0.27%	1,632	-17%	1,361	0.16%	1,632	-17%
CAS	0	0.00%	0	0%	0	0.00%	0	0%
CRB	7,321	1.44%	8,178	-10%	11,105	1.30%	12,202	-9%
CRC	14,924	2.94%	12,707	17%	27,063	3.17%	21,666	25%
HDG	18,972	3.73%	19,900	-5%	33,639	3.94%	33,893	-1%
HWA	36,833	7.25%	44,549	-17%	63,985	7.48%	71,400	-10%
HWB	37,335	7.35%	34,615	8%	63,275	7.40%	57,978	9%
HWD	13,226	2.60%	16,593	-20%	21,541	2.52%	27,897	-23%
HXP	13,158	2.59%	17,978	-27%	20,774	2.43%	27,958	-26%
MSA	11,489	2.26%	11,334	1%	19,429	2.27%	18,380	6%
MSG	15,171	2.99%	12,431	22%	23,356	2.73%	17,781	31%
MSN	34,242	6.74%	25,840	33%	58,190	6.81%	44,331	31%
MSS	26,491	5.21%	26,790	-1%	53,776	6.29%	51,462	4%
PHB	17,729	3.49%	17,240	3%	26,667	3.12%	25,553	4%
PHD	44,099	8.68%	43,662	1%	74,205	8.68%	70,119	6%
PRB	0	0.00%	0	0%	0	0.00%	1,329	-100%
PRO	47,276	9.31%	46,022	3%	73,950	8.65%	68,407	8%
TOM	97,601	19.21%	94,302	3%	160,200	18.74%	148,618	8%
TTT	12,082	2.38%	10,705	13%	25,902	3.03%	23,335	11%
UCB	57,414	11.30%	49,505	16%	92,866	10.86%	78,478	18%
UMS	0	0.00%	0	0%	0	0.00%	0	0%
ACC	1,323	0.26%	1,441	-8%	3,575	0.42%	3,716	-4%
<b>Totals</b>	<b>508,047</b>	<b>100.00%</b>	<b>495,424</b>	<b>3%</b>	<b>854,859</b>	<b>100.00%</b>	<b>806,135</b>	<b>6%</b>

<b>Blacksburg MB Total</b>	506,724	99.74%	493,983	2.58%	851,284	99.58%	802,419	6.09%
<b>Blacksburg DR Total</b>	1,323	0.26%	1,441	-8.19%	3,575	0.42%	3,716	-3.79%
<b>Totals</b>	<b>508,047</b>	<b>100%</b>	<b>495,424</b>	<b>3%</b>	<b>854,859</b>	<b>100%</b>	<b>806,135</b>	<b>6%</b>

## Total Ridership per Route

Christiansburg: Motor Bus and Demand Response

Month: September, 2023

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
<b>BLU</b>	684	23.73%	632	8%	1,966	23.98%	1,430	37%
<b>GLD</b>	1,125	39.02%	705	60%	3,145	38.36%	1,661	89%
<b>GAR</b>	1,074	37.25%	1,170	-8%	3,088	37.66%	3,278	-6%
<b>Totals</b>	<b>2,883</b>	<b>100%</b>	<b>2,507</b>	<b>15%</b>	<b>8,199</b>	<b>100%</b>	<b>6,369</b>	<b>29%</b>
<b>Christiansburg MB Total</b>	1,809	62.75%	1,337	35.30%	5,111	62.34%	3,091	65.35%
<b>Christiansburg DR Total</b>	1,074	37.25%	1,170	-8.21%	3,088	37.66%	3,278	-5.80%
<b>Totals</b>	<b>2,883</b>	<b>100%</b>	<b>2,507</b>	<b>15%</b>	<b>8,199</b>	<b>100%</b>	<b>6,369</b>	<b>29%</b>

**Passengers per Revenue Hour per Route**

All Fixed Routes

Month: September, 2023

<b>Route</b>	<b>Current Month</b>	<b>Previous Year</b>	<b>Change by Month</b>
<b>ADA</b>	28.35	41.15	-31%
<b>BLU</b>	2.81	2.60	8%
<b>CAS</b>	0.00	0.00	N/A
<b>CRB</b>	31.43	34.95	-10%
<b>CRC</b>	24.13	20.97	15%
<b>GLD</b>	4.59	2.63	75%
<b>HDG</b>	36.33	39.01	-7%
<b>HWA</b>	70.30	97.24	-28%
<b>HWB</b>	71.62	75.94	-6%
<b>HWD</b>	56.49	81.20	-30%
<b>HXP</b>	25.06	32.39	-23%
<b>MSA</b>	42.79	40.12	7%
<b>MSG</b>	78.45	66.72	18%
<b>MSN</b>	73.12	71.57	2%
<b>MSS</b>	46.03	53.19	-13%
<b>PHB</b>	75.68	70.03	8%
<b>PHD</b>	84.71	84.21	1%
<b>PRB</b>	0.00	0.00	N/A
<b>PRO</b>	91.05	88.97	2%
<b>TOM</b>	126.62	137.71	-8%
<b>TTT</b>	31.36	28.40	10%
<b>UCB</b>	91.14	87.88	4%
<b>UMS</b>	0.00	0.00	N/A



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

All Fixed Routes

Month: September, 2023

Week Day	Current Month			Previous Year			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
<b>Sunday</b>	16,300	335.20	48.63	11,953	227.62	52.51	-7%
<b>Monday</b>	72,647	1,290.20	56.31	73,247	1,279.13	57.26	-2%
<b>Tuesday</b>	94,692	1,403.12	67.49	92,230	1,361.94	67.72	0%
<b>Wednesday</b>	92,545	1,404.19	65.91	91,597	1,367.26	66.99	-2%
<b>Thursday</b>	90,466	1,403.94	64.44	110,681	1,735.66	63.77	1%
<b>Friday</b>	100,075	1,730.22	57.84	89,606	1,605.45	55.81	4%
<b>Saturday</b>	41,808	718.60	58.18	26,006	451.96	57.54	1%
<b>Total</b>	<b>508,533</b>	<b>8,285.47</b>	<b>61.38</b>	<b>495,320</b>	<b>8,029.02</b>	<b>61.69</b>	<b>-1%</b>

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

## Passengers per Revenue Mile per Day of Week

All Fixed Routes

Month: September, 2023

Week Day	Current Month			Previous Year			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
<b>Sunday</b>	16,300	3,581	4.55	11,953	2,537	4.71	-3%
<b>Monday</b>	72,647	12,969	5.60	73,247	13,056	5.61	0%
<b>Tuesday</b>	94,692	14,131	6.70	92,230	13,820	6.67	0%
<b>Wednesday</b>	92,545	14,082	6.57	91,597	13,858	6.61	-1%
<b>Thursday</b>	90,466	14,038	6.44	110,681	17,579	6.30	2%
<b>Friday</b>	100,075	17,494	5.72	89,606	16,394	5.47	5%
<b>Saturday</b>	41,808	7,375	5.67	26,006	4,914	5.29	7%
<b>Total</b>	<b>508,533</b>	<b>83,670</b>	<b>6.08</b>	<b>495,320</b>	<b>82,158</b>	<b>6.03</b>	<b>1%</b>

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

**Passengers per Revenue Hour per Day of Week**  
 Demand Response Service  
 Month: September, 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	47	40.67	1.16	47	30.38	1.55	-25%
Monday	210	127.70	1.64	201	109.42	1.84	-10%
Tuesday	226	115.57	1.96	262	131.62	1.99	-2%
Wednesday	264	133.01	1.98	249	120.30	2.07	-4%
Thursday	281	150.74	1.86	334	170.40	1.96	-5%
Friday	201	126.02	1.59	307	156.12	1.97	-19%
Saturday	94	64.23	1.46	41	27.57	1.49	-2%
<b>Total</b>	<b>1,323</b>	<b>757.95</b>	<b>1.75</b>	<b>1,441</b>	<b>745.79</b>	<b>1.93</b>	<b>-10%</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	161	59.95	2.69	190	67.93	2.80	-4%
Tuesday	206	71.50	2.88	215	75.12	2.86	1%
Wednesday	207	64.86	3.19	195	75.25	2.59	23%
Thursday	193	70.29	2.75	256	89.79	2.85	-4%
Friday	243	75.21	3.23	255	91.72	2.78	16%
Saturday	64	36.00	1.78	59	27.42	2.15	-17%
<b>Total</b>	<b>1,074</b>	<b>377.80</b>	<b>2.84</b>	<b>1,170</b>	<b>427.22</b>	<b>2.74</b>	<b>4%</b>

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

## Passengers per Revenue Mile per Day of Week

Demand Response Service

Month: September, 2023

<a href="#" style="color: white; text-decoration: underline;">Access Current Month</a>	<a href="#" style="color: white; text-decoration: underline;">Access Previous Year</a>
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Day of Week	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	Change Pass/RM
<b>Sunday</b>	47	236	0.20	47	253	0.19	7%
<b>Monday</b>	210	1,024	0.21	201	1,032	0.19	5%
<b>Tuesday</b>	226	1,057	0.21	262	1,267	0.21	3%
<b>Wednesday</b>	264	1,282	0.21	249	1,214	0.21	0%
<b>Thursday</b>	281	1,458	0.19	334	1,850	0.18	7%
<b>Friday</b>	201	1,041	0.19	307	1,464	0.21	-8%
<b>Saturday</b>	94	534	0.18	41	248	0.17	6%
<b>Total</b>	<b>1,323</b>	<b>6,632</b>	<b>0.20</b>	<b>1,441</b>	<b>7,329</b>	<b>0.20</b>	<b>1%</b>

<a href="#" style="color: white; text-decoration: underline;">Go Anywhere Current Month</a>	<a href="#" style="color: white; text-decoration: underline;">Go Anywhere Previous Year</a>
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Day of Week	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	Change Pass/RM
<b>Sunday</b>	0	0	0.00	0	0	0.00	0%
<b>Monday</b>	161	854	0.19	190	904	0.21	-10%
<b>Tuesday</b>	206	1,044	0.20	215	1,113	0.19	2%
<b>Wednesday</b>	207	1,030	0.20	195	1,017	0.19	5%
<b>Thursday</b>	193	997	0.19	256	1,274	0.20	-4%
<b>Friday</b>	243	1,062	0.23	255	1,223	0.21	10%
<b>Saturday</b>	64	365	0.18	59	295	0.20	-12%
<b>Total</b>	<b>1,074</b>	<b>5,352</b>	<b>0.20</b>	<b>1,170</b>	<b>5,825</b>	<b>0.20</b>	<b>0%</b>

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

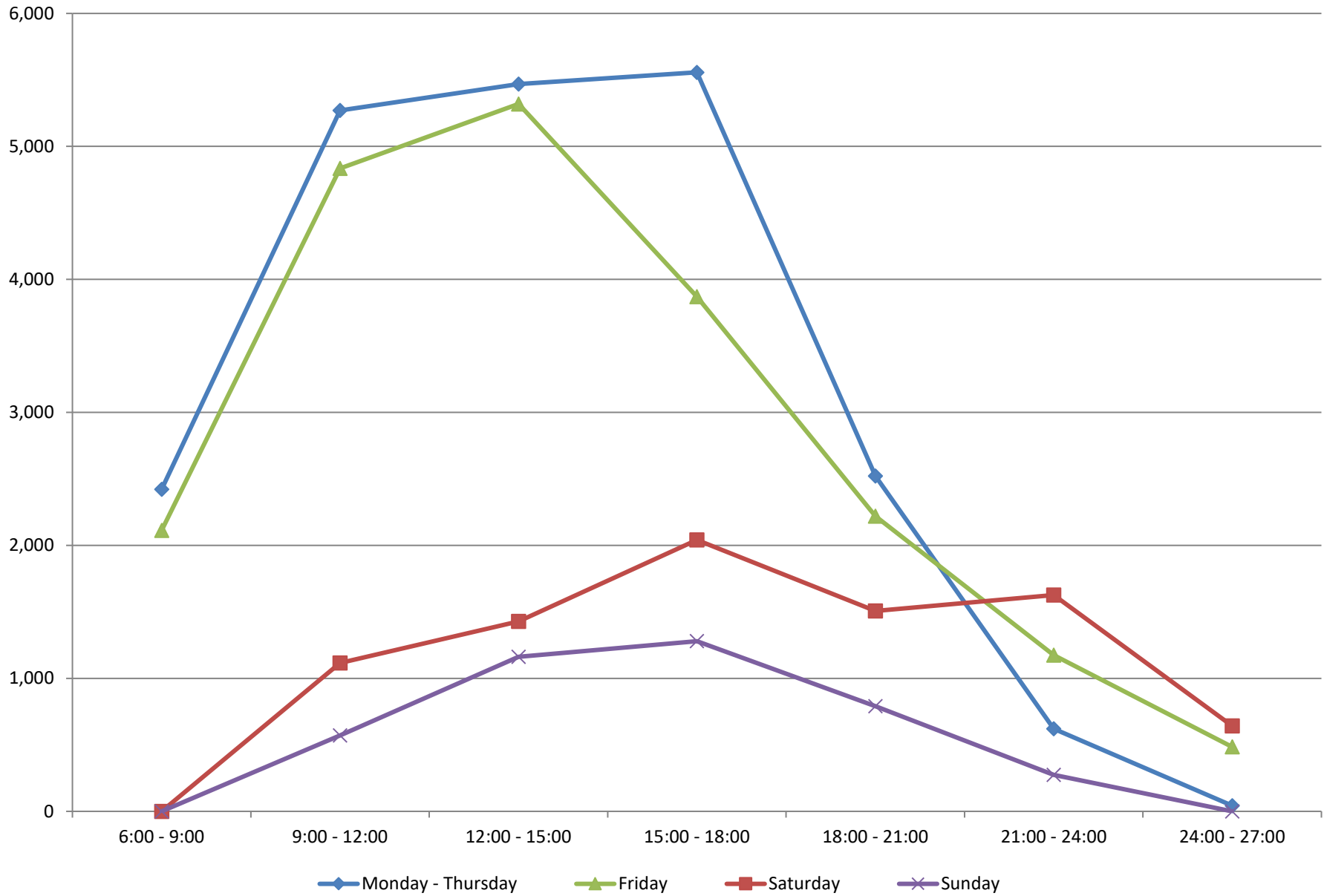
## Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

Month: September, 2023

	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
<b>Monday - Thursday</b>	6:00 - 9:00	2,420.75	48.53	49.88
	9:00 - 12:00	5,269.81	76.07	69.28
	12:00 - 15:00	5,469.19	76.08	71.89
	15:00 - 18:00	5,557.19	76.06	73.06
	18:00 - 21:00	2,522.38	44.39	56.82
	21:00 - 24:00	620.44	19.00	32.65
	24:00 - 27:00	42.88	3.72	11.53
<b>Friday</b>	6:00 - 9:00	2,112.80	49.75	42.47
	9:00 - 12:00	4,834.40	78.00	61.98
	12:00 - 15:00	5,319.40	77.90	68.28
	15:00 - 18:00	3,869.80	66.02	58.61
	18:00 - 21:00	2,220.20	41.62	53.34
	21:00 - 24:00	1,174.60	19.00	61.82
	24:00 - 27:00	484.40	13.75	35.23
<b>Saturday</b>	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	1,116.40	24.19	46.15
	12:00 - 15:00	1,428.60	22.12	64.59
	15:00 - 18:00	2,040.80	27.79	73.43
	18:00 - 21:00	1,506.20	29.63	50.83
	21:00 - 24:00	1,626.40	23.70	68.62
	24:00 - 27:00	643.20	16.34	39.37
<b>Sunday</b>	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	570.50	17.05	33.46
	12:00 - 15:00	1,161.50	21.00	55.31
	15:00 - 18:00	1,279.50	21.00	60.93
	18:00 - 21:00	790.75	16.00	49.42
	21:00 - 24:00	273.75	8.75	31.29
	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

