



Service Level Report:
Full Service Weekly &
Break Service Averages
Weeks 17-20

**“Safety, Courtesy, Reliability,
and the Environment”**

TABLE OF CONTENTS

| | |
|---|----|
| Glossary | 3 |
| Route Abbreviations | 4 |
| Service Year Calendar Part 1 | 5 |
| Service Year Calendar Part 2 | 6 |
| Service Year Period Descriptions | 7 |
| Summary - Fixed Routes | 8 |
| Total Ridership per Route - Fixed Routes | 9 |
| Passengers per Revenue Hour per Route – All Fixed Routes | 10 |
| Passengers per Revenue Hour per Day of Week - All Fixed Routes | 11 |
| Passengers per Revenue Mile per Day of Week - All Fixed Routes | 12 |
| Average Ridership and Revenue Hours by Time of Day - All Fixed Routes | 13 |
| Graph: Average Total Passengers by Time of Day - All Fixed Routes | 14 |
| Graph: Average Passengers per Revenue Hour by Time of Day - All Fixed Routes | 15 |
| Average Ridership and Revenue Hours by Time of Day – Full Service ONLY - All Fixed Routes | 16 |
| Graph: Average Total Passengers by Time of Day - Full Service ONLY - All Fixed Routes | 17 |
| Graph: Average Passengers per Revenue Hour by Time of Day – Full Service ONLY - All Fixed | 18 |
| Routes | |

GLOSSARY

- 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.
- 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. In NTD Reporting this is defined 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 period 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 Miles (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.
- Service Period (SP): Blocks of service weeks based on the VT Calendar and our Full Service. Generally contains 4 to 5 weeks containing 4 weeks of Full Service and any special one week of other service (Spring Break, Thanksgiving week, Week Zero) OR is the section or Reduced Service between Fall and Spring semesters at VT or the Reduced Service in Summer which is broken into two Periods. Eleven Service Periods make up the Service Year.
- Service Year (SY): This is the functioning operations year stating with Week Zero of the current Fiscal Year until the end of Reduced Service before the start of the next Week Zero.
- 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.
- Trippers: Additional stand-by service vehicles scheduled around special events such as Football Games to assist Routes in sudden passenger peak demands.
- Week Zero: The Intermediate Service Level Week that occurs in August before the start of Virginia Tech Fall Semester and the start of Full Service. The exact dates vary year to year.
- Year-to-Date (YTD): YTD numbers are the sum of values for a period beginning The first day of Week Zero of the current Service Year until the end of a specified Service Period.

Route Abbreviations

| Abbreviation | Route Full Name |
|--------------|---------------------------|
| BLU | Explorer Blue |
| BTC | BT Commuter |
| CAS | Campus Shuttle |
| CBD | Carpenter Boulevard |
| CRC | Corporate Research Center |
| GLD | Explorer Gold |
| HDG | Harding Avenue |
| HWD | Hethwood |
| HWA | Hethwood A |
| HWB | Hethwood B |
| HXP | Hokie Express |

| Abbreviation | Route Full Name |
|--------------|---------------------------|
| MSN | Main Street North |
| MSS | Main Street South |
| PHD | Patrick Henry Drive |
| PRB | Progress B |
| PRO | Progress Street |
| TE | The Explorer |
| TOM | Toms Creek |
| TTT | Two Town Trolley |
| UCB | University City Boulevard |
| UMS | University Mall Shuttle |
| | |

Service Year Week/Period Comparison

| | | |
|------------|----------------------|-----------------------|
| Color Key: | Full Service | <i>Football Games</i> |
| | Intermediate Service | |
| | Reduced Service | |
| | No Service | |

Service Year 2018

Aug 20, 2017 - Aug 11, 2018

| Week/Break | S | M | T | W | Th | F | Sa |
|-----------------|-------|-------|-------|-------|-------|-------|-------|
| 0 | 8/20 | 8/21 | 8/22 | 8/23 | 8/24 | 8/25 | 8/26 |
| 1 | 8/27 | 8/28 | 8/29 | 8/30 | 8/31 | 9/1 | 9/2 |
| 2 | 9/3 | 9/4 | 9/5 | 9/6 | 9/7 | 9/8 | 9/9 |
| 3 | 9/10 | 9/11 | 9/12 | 9/13 | 9/14 | 9/15 | 9/16 |
| 4 | 9/17 | 9/18 | 9/19 | 9/20 | 9/21 | 9/22 | 9/23 |
| 5 | 9/24 | 9/25 | 9/26 | 9/27 | 9/28 | 9/29 | 9/30 |
| 6 | 10/1 | 10/2 | 10/3 | 10/4 | 10/5 | 10/6 | 10/7 |
| 7 | 10/8 | 10/9 | 10/10 | 10/11 | 10/12 | 10/13 | 10/14 |
| 8 | 10/15 | 10/16 | 10/17 | 10/18 | 10/19 | 10/20 | 10/21 |
| 9 | 10/22 | 10/23 | 10/24 | 10/25 | 10/26 | 10/27 | 10/28 |
| 10 | 10/29 | 10/30 | 10/31 | 11/1 | 11/2 | 11/3 | 11/4 |
| 11 | 11/5 | 11/6 | 11/7 | 11/8 | 11/9 | 11/10 | 11/11 |
| 12 | 11/12 | 11/13 | 11/14 | 11/15 | 11/16 | 11/17 | 11/18 |
| Thanksgiving/13 | 11/19 | 11/20 | 11/21 | 11/22 | 11/23 | 11/24 | 11/25 |
| 13/Thanksgiving | 11/26 | 11/27 | 11/28 | 11/29 | 11/30 | 12/1 | 12/2 |
| 14 | 12/3 | 12/4 | 12/5 | 12/6 | 12/7 | 12/8 | 12/9 |
| 15 | 12/10 | 12/11 | 12/12 | 12/13 | 12/14 | 12/15 | 12/16 |
| 16 | 12/17 | 12/18 | 12/19 | 12/20 | 12/21 | 12/22 | 12/23 |
| Winter Break | 12/24 | 12/25 | 12/26 | 12/27 | 12/28 | 12/29 | 12/30 |
| | 12/31 | 1/1 | 1/2 | 1/3 | 1/4 | 1/5 | 1/6 |
| | 1/7 | 1/8 | 1/9 | 1/10 | 1/11 | 1/12 | 1/13 |

Current Year

Service Year 2019

Aug 12, 2018 - (Aug 17, 2019)

| S | M | T | W | Th | F | Sa |
|-------|-------|-------|-------|-------|-------|-------|
| 8/12 | 8/13 | 8/14 | 8/15 | 8/16 | 8/17 | 8/18 |
| 8/19 | 8/20 | 8/21 | 8/22 | 8/23 | 8/24 | 8/25 |
| 8/26 | 8/27 | 8/28 | 8/29 | 8/30 | 8/31 | 9/1 |
| 9/2 | 9/3 | 9/4 | 9/5 | 9/6 | 9/7 | 9/8 |
| 9/9 | 9/10 | 9/11 | 9/12 | 9/13 | 9/14 | 9/15 |
| 9/16 | 9/17 | 9/18 | 9/19 | 9/20 | 9/21 | 9/22 |
| 9/23 | 9/24 | 9/25 | 9/26 | 9/27 | 9/28 | 9/29 |
| 9/30 | 10/1 | 10/2 | 10/3 | 10/4 | 10/5 | 10/6 |
| 10/7 | 10/8 | 10/9 | 10/10 | 10/11 | 10/12 | 10/13 |
| 10/14 | 10/15 | 10/16 | 10/17 | 10/18 | 10/19 | 10/20 |
| 10/21 | 10/22 | 10/23 | 10/24 | 10/25 | 10/26 | 10/27 |
| 10/28 | 10/29 | 10/30 | 10/31 | 11/1 | 11/2 | 11/3 |
| 11/4 | 11/5 | 11/6 | 11/7 | 11/8 | 11/9 | 11/10 |
| 11/11 | 11/12 | 11/13 | 11/14 | 11/15 | 11/16 | 11/17 |
| 11/18 | 11/19 | 11/20 | 11/21 | 11/22 | 11/23 | 11/24 |
| 11/25 | 11/26 | 11/27 | 11/28 | 11/29 | 11/30 | 12/1 |
| 12/2 | 12/3 | 12/4 | 12/5 | 12/6 | 12/7 | 12/8 |
| 12/9 | 12/10 | 12/11 | 12/12 | 12/13 | 12/14 | 12/15 |
| 12/16 | 12/17 | 12/18 | 12/19 | 12/20 | 12/21 | 12/22 |
| 12/23 | 12/24 | 12/25 | 12/26 | 12/27 | 12/28 | 12/29 |
| 12/30 | 12/31 | 1/1 | 1/2 | 1/3 | 1/4 | 1/5 |
| 1/6 | 1/7 | 1/8 | 1/9 | 1/10 | 1/11 | 1/12 |
| 1/13 | 1/14 | 1/15 | 1/16 | 1/17 | 1/18 | 1/19 |

Report Period 1

Report Period 2

Report Period 3

Report Period 4

Report Period 5

| Service Year 2018 Aug 20, 2017 - Aug 11, 2018 | | | | | | | | Service Year 2019 Aug 12, 2018 - (Aug 17, 2019) | | | | | | | | |
|--|------|------|------|------|------|------|------|--|------|------|------|------|------|------|------|------------------|
| Week/Break | S | M | T | W | Th | F | Sa | | S | M | T | W | Th | F | Sa | |
| 17 | 1/14 | 1/15 | 1/16 | 1/17 | 1/18 | 1/19 | 1/20 | | 1/20 | 1/21 | 1/22 | 1/23 | 1/24 | 1/25 | 1/26 | Report Period 6 |
| 18 | 1/21 | 1/22 | 1/23 | 1/24 | 1/25 | 1/26 | 1/27 | | 1/27 | 1/28 | 1/29 | 1/30 | 1/31 | 2/1 | 2/2 | |
| 19 | 1/28 | 1/29 | 1/30 | 1/31 | 2/1 | 2/2 | 2/3 | | 2/3 | 2/4 | 2/5 | 2/6 | 2/7 | 2/8 | 2/9 | |
| 20 | 2/4 | 2/5 | 2/6 | 2/7 | 2/8 | 2/9 | 2/10 | | 2/10 | 2/11 | 2/12 | 2/13 | 2/14 | 2/15 | 2/16 | |
| 21 | 2/11 | 2/12 | 2/13 | 2/14 | 2/15 | 2/16 | 2/17 | | 2/17 | 2/18 | 2/19 | 2/20 | 2/21 | 2/22 | 2/23 | Report Period 7 |
| 22 | 2/18 | 2/19 | 2/20 | 2/21 | 2/22 | 2/23 | 2/24 | | 2/24 | 2/25 | 2/26 | 2/27 | 2/28 | 3/1 | 3/2 | |
| 23 | 2/25 | 2/26 | 2/27 | 2/28 | 3/1 | 3/2 | 3/3 | | 3/3 | 3/4 | 3/5 | 3/6 | 3/7 | 3/8 | 3/9 | |
| Spring Break | 3/4 | 3/5 | 3/6 | 3/7 | 3/8 | 3/9 | 3/10 | | 3/10 | 3/11 | 3/12 | 3/13 | 3/14 | 3/15 | 3/16 | |
| 24 | 3/11 | 3/12 | 3/13 | 3/14 | 3/15 | 3/16 | 3/17 | | 3/17 | 3/18 | 3/19 | 3/20 | 3/21 | 3/22 | 3/23 | Report Period 8 |
| 25 | 3/18 | 3/19 | 3/20 | 3/21 | 3/22 | 3/23 | 3/24 | | 3/24 | 3/25 | 3/26 | 3/27 | 3/28 | 3/29 | 3/30 | |
| 26 | 3/25 | 3/26 | 3/27 | 3/28 | 3/29 | 3/30 | 3/31 | | 3/31 | 4/1 | 4/2 | 4/3 | 4/4 | 4/5 | 4/6 | |
| 27 | 4/1 | 4/2 | 4/3 | 4/4 | 4/5 | 4/6 | 4/7 | | 4/7 | 4/8 | 4/9 | 4/10 | 4/11 | 4/12 | 4/13 | |
| 28 | 4/8 | 4/9 | 4/10 | 4/11 | 4/12 | 4/13 | 4/14 | | 4/14 | 4/15 | 4/16 | 4/17 | 4/18 | 4/19 | 4/20 | Report Period 9 |
| 29 | 4/15 | 4/16 | 4/17 | 4/18 | 4/19 | 4/20 | 4/21 | | 4/21 | 4/22 | 4/23 | 4/24 | 4/25 | 4/26 | 4/27 | |
| 30 | 4/22 | 4/23 | 4/24 | 4/25 | 4/26 | 4/27 | 4/28 | | 4/28 | 4/29 | 4/30 | 5/1 | 5/2 | 5/3 | 5/4 | |
| 31 | 4/29 | 4/30 | 5/1 | 5/2 | 5/3 | 5/4 | 5/5 | | 5/5 | 5/6 | 5/7 | 5/8 | 5/9 | 5/10 | 5/11 | |
| 32 | 5/6 | 5/7 | 5/8 | 5/9 | 5/10 | 5/11 | 5/12 | | 5/12 | 5/13 | 5/14 | 5/15 | 5/16 | 5/17 | 5/18 | Report Period 10 |
| Summer I | 5/13 | 5/14 | 5/15 | 5/16 | 5/17 | 5/18 | 5/19 | | 5/19 | 5/20 | 5/21 | 5/22 | 5/23 | 5/24 | 5/25 | |
| | 5/20 | 5/21 | 5/22 | 5/23 | 5/24 | 5/25 | 5/26 | | 5/26 | 5/27 | 5/28 | 5/29 | 5/30 | 5/31 | 6/1 | |
| | 5/27 | 5/28 | 5/29 | 5/30 | 5/31 | 6/1 | 6/2 | | 6/2 | 6/3 | 6/4 | 6/5 | 6/6 | 6/7 | 6/8 | |
| | 6/3 | 6/4 | 6/5 | 6/6 | 6/7 | 6/8 | 6/9 | | 6/9 | 6/10 | 6/11 | 6/12 | 6/13 | 6/14 | 6/15 | |
| | 6/10 | 6/11 | 6/12 | 6/13 | 6/14 | 6/15 | 6/16 | | 6/16 | 6/17 | 6/18 | 6/19 | 6/20 | 6/21 | 6/22 | |
| | 6/17 | 6/18 | 6/19 | 6/20 | 6/21 | 6/22 | 6/23 | | 6/23 | 6/24 | 6/25 | 6/26 | 6/27 | 6/28 | 6/29 | |
| | 6/24 | 6/25 | 6/26 | 6/27 | 6/28 | 6/29 | 6/30 | | 6/30 | 7/1 | 7/2 | 7/3 | 7/4 | 7/5 | 7/6 | |
| Summer II | 7/1 | 7/2 | 7/3 | 7/4 | 7/5 | 7/6 | 7/7 | | 7/7 | 7/8 | 7/9 | 7/10 | 7/11 | 7/12 | 7/13 | Report Period 11 |
| | 7/8 | 7/9 | 7/10 | 7/11 | 7/12 | 7/13 | 7/14 | | 7/14 | 7/15 | 7/16 | 7/17 | 7/18 | 7/19 | 7/20 | |
| | 7/15 | 7/16 | 7/17 | 7/18 | 7/19 | 7/20 | 7/21 | | 7/21 | 7/22 | 7/23 | 7/24 | 7/25 | 7/26 | 7/27 | |
| | 7/22 | 7/23 | 7/24 | 7/25 | 7/26 | 7/27 | 7/28 | | 7/28 | 7/29 | 7/30 | 7/31 | 8/1 | 8/2 | 8/3 | |
| | 7/29 | 7/30 | 7/31 | 8/1 | 8/2 | 8/3 | 8/4 | | 8/4 | 8/5 | 8/6 | 8/7 | 8/8 | 8/9 | 8/10 | |
| | 8/5 | 8/6 | 8/7 | 8/8 | 8/9 | 8/10 | 8/11 | | 8/11 | 8/12 | 8/13 | 8/14 | 8/15 | 8/16 | 8/17 | |

Report Periods: General Descriptions of Report Coverage

| | |
|-------------------|--|
| Report Period 1: | Contains Week Zero and first four weeks of Full Service and includes Labor Day holiday |
| Report Period 2: | Contains second four weeks of Full Service and may or may not include Fall Break |
| Report Period 3: | Contains third four weeks of Full Service and may or may not include Fall Break |
| Report Period 4: | Contains fourth four weeks of Full Service and Thanksgiving Break Week and transisition to Winter Break |
| Report Period 5: | Contains Reduced service weeks over Winter Break. Number of weeks can vary |
| Report Period 6: | Contains fifth four weeks of Full Service and Martin Luther King Holiday |
| Report Period 7: | Contains sixth four weeks of Full Service and Spring Break Week |
| Report Period 8: | Contains seventh four weeks of Full Service |
| Report Period 9: | Contains eights four weeks of Full Service and transition to Summer |
| Report Period 10: | Contains the first six/seven weeks of Break service in the summer and basically corresponds to VT's Summer I Session |
| Report Period 11: | Contains the last weeks of Break service in the summer and basically corresponds to VT's Summer II Session |
| Football Games: | Occur on a variable schedule both in dates and number in Report Periods 1 - 4. Has a high impact on Service |

Service Disruptions: Weather and Major Event related Cancelations affecting the total number/type of service days

| | Prior Year Dates | Current Year Dates |
|-------------------|------------------------------------|--------------------------------------|
| Report Period 1: | | |
| Report Period 2: | | |
| Report Period 3: | | |
| Report Period 4: | | 12/9/18: Canceled, 12/10/18: Partial |
| Report Period 5: | | |
| Report Period 6: | | |
| Report Period 7: | 3/12/18: Partial | |
| Report Period 8: | 3/20/18: Partial, 3/24/18: Partial | |
| Report Period 9: | | |
| Report Period 10: | | |
| Report Period 11: | | |

Running Snow Routes or detours and short breaks in service not accounted here. Partial: Means that some portion of the service day was canceled and/or certain routes were canceled. Canceled: Means all service for the day was canceled. May include a day of service if more than 80% canceled. Altered: Mean service level was altered (Full to Intermediate or Reduced)

Summary
Fixed Routes
Report Period: 6, SY19: Week 17 - Week 20

| | Current Period | Previous Year | Change by Period | Current YTD Total | Previous YTD Total | YTD Change |
|--------------------------------------|-------------------|---------------|---------------------|----------------------|-----------------------|---------------|
| Total Passengers | 564,639 | 488,843 | 16% | 2,896,269 | 2,491,787 | 16% |
| Total Revenue Hours | 10,195.70 | 9,280.14 | 10% | 56,816.54 | 49,939.90 | 14% |
| Total Revenue Miles | 103,194.60 | 91,394.40 | 13% | 572,331.60 | 491,974.70 | 16% |
| Total Driver Hours | 12,606.75 | 11,735.25 | 7% | 72,359.25 | 65,270.92 | 11% |
| Passengers/RH | 55.38 | 52.68 | 5% | 50.98 | 49.90 | 2% |
| Passengers/RM | 5.47 | 5.35 | 2% | 5.06 | 5.06 | 0% |
| Passengers/DH | 44.79 | 41.66 | 8% | 40.03 | 38.18 | 5% |
| Full Service Weekdays | 19 | 19 | 0 | 96 | 95 | 1 |
| Full Service Weekends | 8 | 8 | 0 | 38 | 37 | 1 |
| Reduced Service Weekdays | 0 | 0 | 0 | 33 | 20 | 13 |
| Reduced Service Weekends | 0 | 0 | 0 | 15 | 12 | 3 |
| Intermediate Service Weekdays | 1 | 1 | 0 | 8 | 7 | 1 |
| Intermediate Service Weekends | 0 | 0 | 0 | 0 | 1 | (1) |
| Football Games | 0 | 0 | 0 | 7 | 6 | 1 |
| No Service Days | 0 | 0 | 0 | 4 | 3 | 1 |

*Note: These numbers include both Blacksburg and Christiansburg Fixed Route Service. Including Shuttles

*Note: Does NOT include Demand Response Services

Total Ridership per Route

Fixed Routes

Report Period: 6, SY19: Week 17 - Week 20

| Route | Current Period | % of Ridership | Previous Year | Change by Period | Current YTD Total | % of YTD Ridership | Previous YTD Total | YTD Change |
|---------------|----------------|----------------|----------------|------------------|-------------------|--------------------|--------------------|------------|
| BLU | 666 | 0.12% | 0 | N/A | 666 | 0.02% | 0 | N/A |
| BTC | 128 | 0.02% | 177 | -28% | 1,047 | 0.04% | 1,437 | -27% |
| CAS | 3,720 | 0.66% | 0 | N/A | 14,512 | 0.50% | 0 | N/A |
| CBD | 8,797 | 1.56% | 7,527 | 17% | 43,621 | 1.51% | 39,981 | 9% |
| CRC | 16,638 | 2.95% | 13,506 | 23% | 80,553 | 2.78% | 60,225 | 34% |
| GLD | 646 | 0.11% | 0 | N/A | 646 | 0.02% | 0 | N/A |
| HDG | 23,760 | 4.21% | 19,333 | 23% | 119,065 | 4.11% | 95,055 | 25% |
| HWD | 5,481 | 0.97% | 4,968 | 10% | 34,106 | 1.18% | 30,430 | 12% |
| HWA | 50,345 | 8.92% | 47,938 | 5% | 252,268 | 8.71% | 240,326 | 5% |
| HWB | 45,545 | 8.07% | 33,840 | 35% | 236,809 | 8.18% | 172,685 | 37% |
| HXP | 42,025 | 7.44% | 36,117 | 16% | 187,816 | 6.48% | 157,524 | 19% |
| MSN | 39,324 | 6.96% | 36,153 | 9% | 215,962 | 7.46% | 193,114 | 12% |
| MSS | 32,822 | 5.81% | 28,652 | 15% | 181,638 | 6.27% | 155,024 | 17% |
| PHD | 48,372 | 8.57% | 40,121 | 21% | 244,753 | 8.45% | 204,932 | 19% |
| PRB | 5,781 | 1.02% | 0 | N/A | 24,316 | 0.84% | 0 | N/A |
| PRG | 58,259 | 10.32% | 53,927 | 8% | 286,127 | 9.88% | 263,935 | 8% |
| TE | 0 | 0.00% | 902 | -100% | 5,875 | 0.20% | 5,801 | 1% |
| TOM | 86,021 | 15.23% | 71,108 | 21% | 428,271 | 14.79% | 345,825 | 24% |
| TTT | 6,523 | 1.16% | 6,417 | 2% | 40,402 | 1.39% | 38,983 | 4% |
| UCB | 55,243 | 9.78% | 50,995 | 8% | 283,045 | 9.77% | 269,210 | 5% |
| UMS | 31,306 | 5.54% | 33,612 | -7% | 173,601 | 5.99% | 178,098 | -3% |
| Athletics | 3,237 | 0.57% | 3,550 | -9% | 40,896 | 1.41% | 38,937 | 5% |
| Specials | 0 | 0.00% | 0 | N/A | 274 | 0.01% | 265 | 3% |
| Totals | 564,639 | 100.00% | 488,843 | 16% | 2,896,269 | 100.00% | 2,491,787 | 16% |

Passengers per Revenue Hour per Route

All Fixed Routes

Report Period: 6, SY19: Week 17 - Week 20

| Route | Current Period | Previous Year | Change by Period |
|-----------|----------------|---------------|------------------|
| BLU | 2.90 | 0.00 | 0% |
| BTC | 2.93 | 3.93 | -26% |
| CAS | 16.11 | 0.00 | 0% |
| CBD | 37.43 | 32.13 | 16% |
| CRC | 21.91 | 17.81 | 23% |
| GLD | 2.77 | 0.00 | 0% |
| HDG | 37.49 | 32.18 | 16% |
| HWD | 54.51 | 52.63 | 4% |
| HWA | 71.97 | 65.29 | 10% |
| HWB | 64.84 | 66.33 | -2% |
| HXP | 47.49 | 40.73 | 17% |
| MSN | 71.50 | 65.78 | 9% |
| MSS | 47.06 | 41.11 | 14% |
| PHD | 75.29 | 73.35 | 3% |
| PRB | 24.78 | 0.00 | 0% |
| PRG | 81.99 | 76.93 | 7% |
| TE | 0.00 | 3.91 | -100% |
| TOM | 97.22 | 80.19 | 21% |
| TTT | 19.36 | 19.04 | 2% |
| UCB | 66.00 | 60.78 | 9% |
| UMS | 72.76 | 78.21 | -7% |
| Athletics | 32.32 | 32.03 | 1% |
| Specials | 0.00 | 0.00 | 0% |

Passengers per Revenue Hour per Day of Week

All Fixed Routes

Report Period: 6, SY19: Week 17 - Week 20

| Week Day | <u>Current Period</u> | | | <u>Previous Year</u> | | | Change Pass/RH |
|------------------|-----------------------|------------------|--------------|----------------------|------------------|--------------|-------------------|
| | Passengers | Revenue Hours | Pass/RH | Passengers | Revenue Hours | Pass/RH | |
| Sunday | 10,938 | 299.16 | 36.56 | 9,554 | 282.83 | 33.78 | 8% |
| Monday | 89,770 | 1,711.41 | 52.45 | 77,463 | 1,534.18 | 50.49 | 4% |
| Tuesday | 118,892 | 1,914.69 | 62.09 | 103,095 | 1,720.57 | 59.92 | 4% |
| Wednesday | 118,020 | 1,933.76 | 61.03 | 101,084 | 1,732.49 | 58.35 | 5% |
| Thursday | 114,315 | 1,926.87 | 59.33 | 99,840 | 1,740.79 | 57.35 | 3% |
| Friday | 95,092 | 1,942.89 | 48.94 | 80,027 | 1,789.91 | 44.71 | 9% |
| Saturday | 17,612 | 466.92 | 37.72 | 17,780 | 479.37 | 37.09 | 2% |
| Total | 564,639 | 10,195.70 | 55.38 | 488,843 | 9,280.14 | 52.68 | 5% |

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Mile per Day of Week

All Fixed Routes

Report Period: 6, SY19: Week 17 - Week 20

| Week Day | <u>Current Period</u> | | | <u>Previous Year</u> | | | Change Pass/RM |
|------------------|-----------------------|------------------|-------------|----------------------|------------------|-------------|-------------------|
| | Passengers | Revenue Miles | Pass/RM | Passengers | Revenue Miles | Pass/RM | |
| Sunday | 10,938 | 2,906 | 3.76 | 9,554 | 2,839 | 3.37 | 12% |
| Monday | 89,770 | 17,388 | 5.16 | 77,463 | 15,237 | 5.08 | 2% |
| Tuesday | 118,892 | 19,317 | 6.15 | 103,095 | 16,924 | 6.09 | 1% |
| Wednesday | 118,020 | 19,458 | 6.07 | 101,084 | 17,028 | 5.94 | 2% |
| Thursday | 114,315 | 19,380 | 5.90 | 99,840 | 17,036 | 5.86 | 1% |
| Friday | 95,092 | 19,948 | 4.77 | 80,027 | 17,682 | 4.53 | 5% |
| Saturday | 17,612 | 4,797 | 3.67 | 17,780 | 4,649 | 3.82 | -4% |
| Total | 564,639 | 103,195 | 5.47 | 488,843 | 91,394 | 5.35 | 2% |

* Note: these numbers DO NOT include Demand Response Service

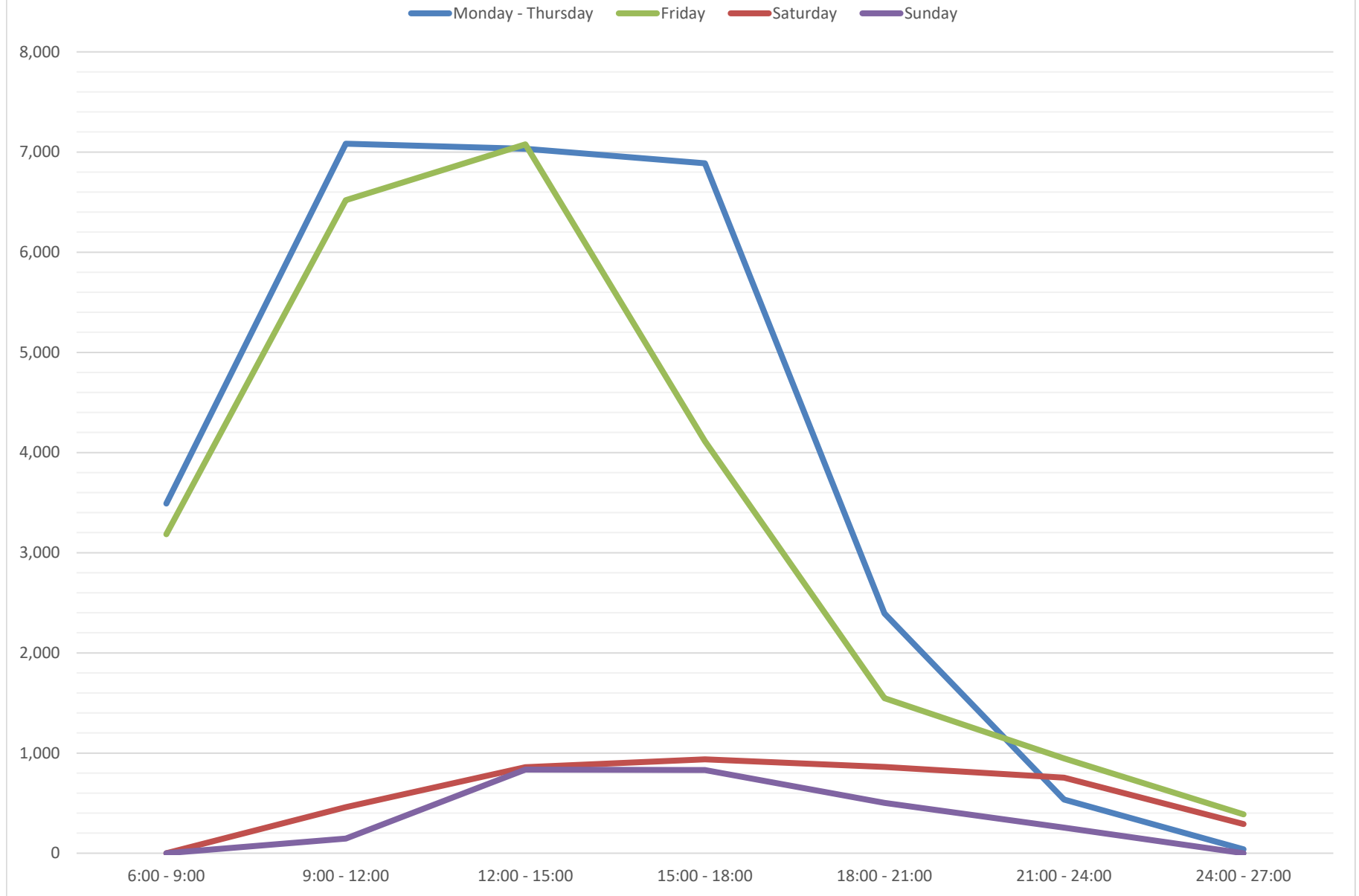
Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

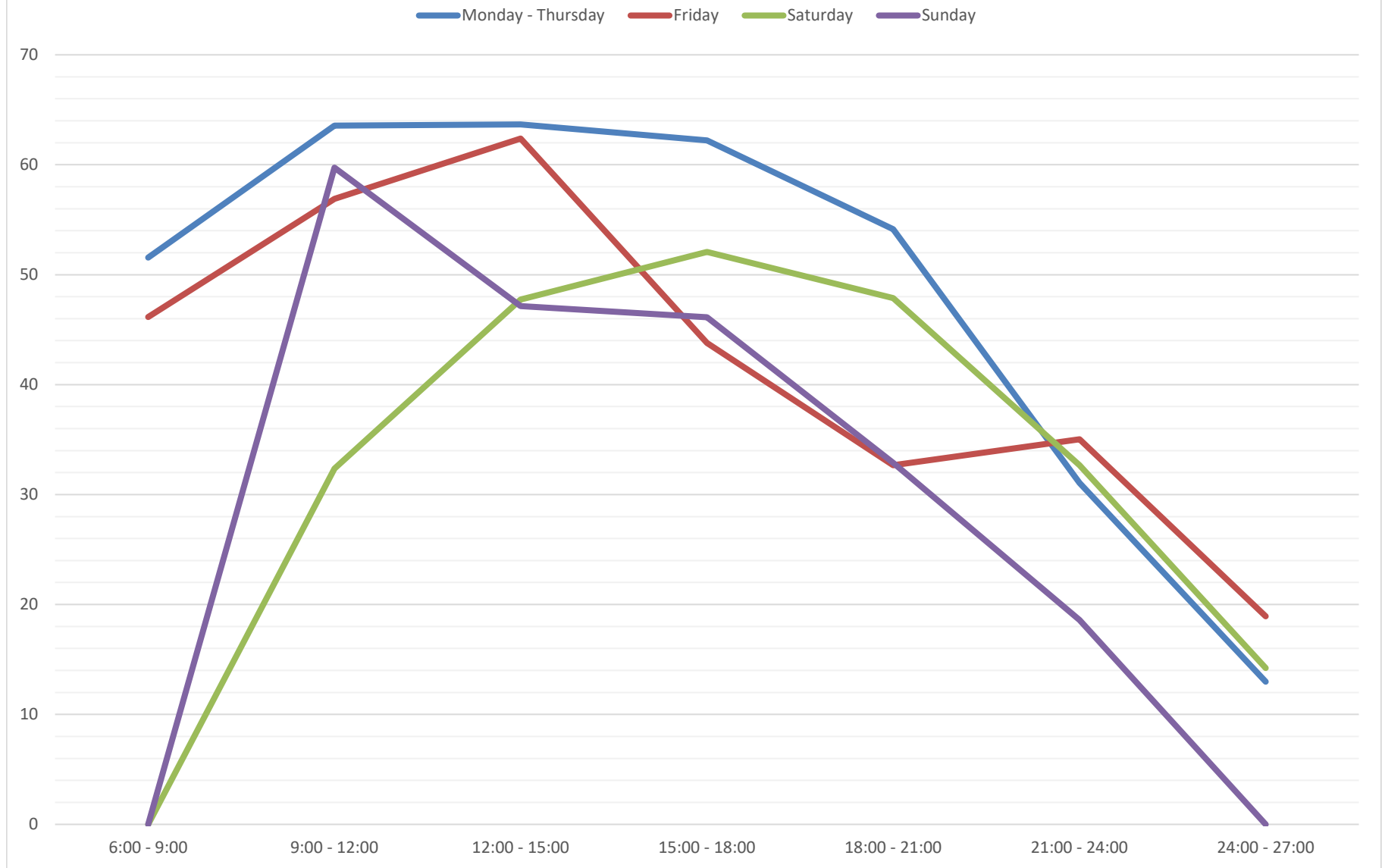
Report Period: 6, SY19: Week 17 - Week 20

| | Time of Day | Avg Total Passengers | Average RH | Avg Pass. per RH |
|-------------------|---------------|----------------------|------------|------------------|
| Monday - Thursday | 6:00 - 9:00 | 3,491.94 | 67.73 | 51.56 |
| | 9:00 - 12:00 | 7,083.19 | 111.46 | 63.55 |
| | 12:00 - 15:00 | 7,031.69 | 110.44 | 63.67 |
| | 15:00 - 18:00 | 6,887.88 | 110.72 | 62.21 |
| | 18:00 - 21:00 | 2,393.88 | 44.22 | 54.14 |
| | 21:00 - 24:00 | 535.88 | 17.25 | 31.07 |
| | 24:00 - 27:00 | 38.94 | 3.00 | 12.98 |
| Friday | 6:00 - 9:00 | 3,184.25 | 68.99 | 46.16 |
| | 9:00 - 12:00 | 6,519.00 | 114.56 | 56.90 |
| | 12:00 - 15:00 | 7,076.75 | 113.44 | 62.38 |
| | 15:00 - 18:00 | 4,112.75 | 93.92 | 43.79 |
| | 18:00 - 21:00 | 1,546.50 | 47.33 | 32.68 |
| | 21:00 - 24:00 | 945.75 | 27.00 | 35.03 |
| | 24:00 - 27:00 | 388.00 | 20.50 | 18.93 |
| Saturday | 6:00 - 9:00 | 0.00 | 0.00 | 0.00 |
| | 9:00 - 12:00 | 458.75 | 14.18 | 32.36 |
| | 12:00 - 15:00 | 859.25 | 18.00 | 47.74 |
| | 15:00 - 18:00 | 937.25 | 18.00 | 52.07 |
| | 18:00 - 21:00 | 861.50 | 18.00 | 47.86 |
| | 21:00 - 24:00 | 753.75 | 23.08 | 32.66 |
| | 24:00 - 27:00 | 291.50 | 20.50 | 14.22 |
| Sunday | 6:00 - 9:00 | 0.00 | 0.00 | 0.00 |
| | 9:00 - 12:00 | 147.25 | 2.47 | 59.74 |
| | 12:00 - 15:00 | 834.75 | 17.71 | 47.14 |
| | 15:00 - 18:00 | 830.25 | 18.00 | 46.13 |
| | 18:00 - 21:00 | 501.50 | 15.25 | 32.89 |
| | 21:00 - 24:00 | 255.50 | 13.75 | 18.58 |
| | 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



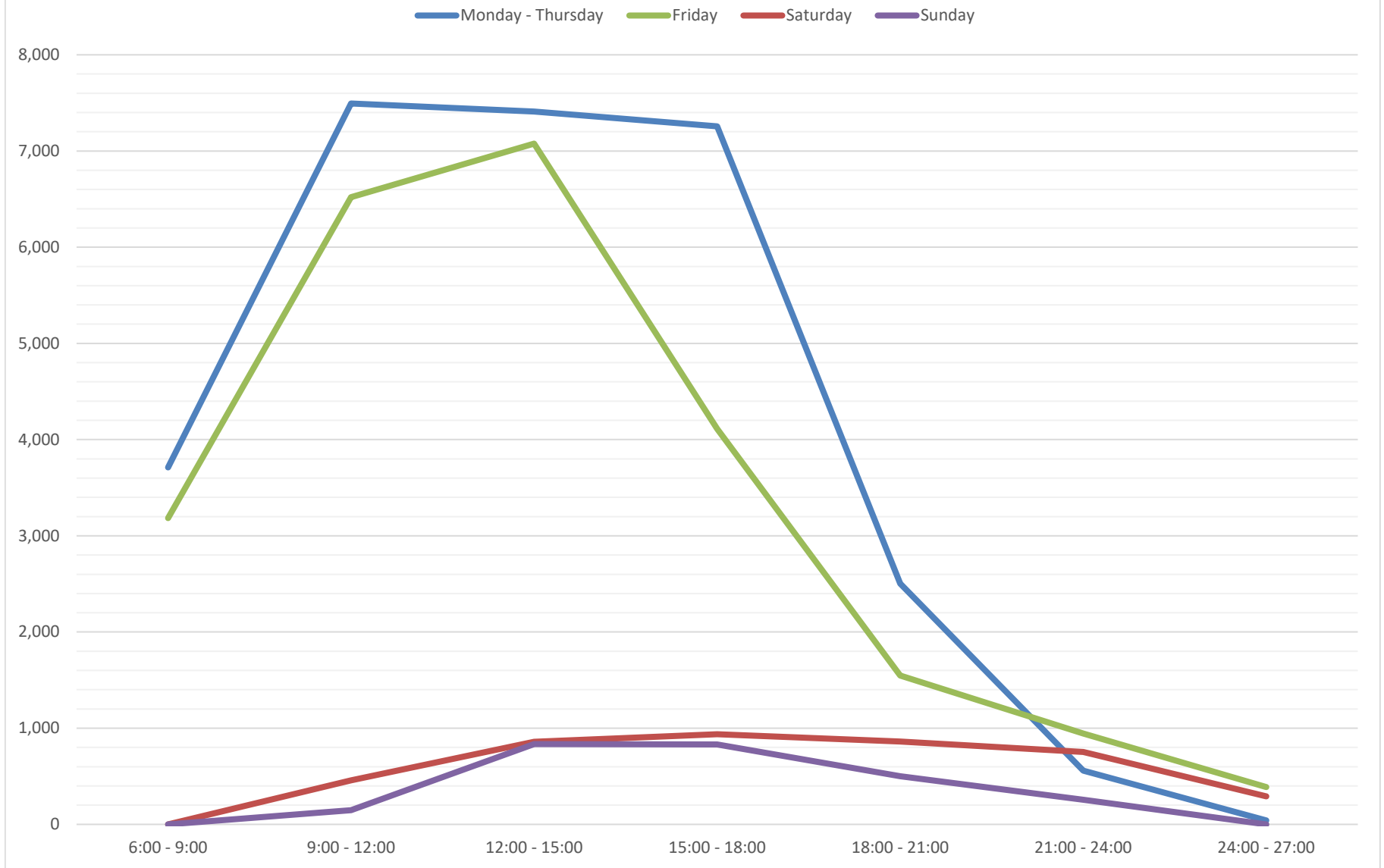
Average Ridership and Revenue Hours by Time of Day- Full Service ONLY

All Fixed Routes

Report Period: 6, SY19: Week 17 - Week 20

| | Time of Day | Avg Total Passengers | Average RH | Avg Pass. per RH |
|-------------------|---------------|----------------------|------------|------------------|
| Monday - Thursday | 6:00 - 9:00 | 3,709.73 | 69.76 | 53.17 |
| | 9:00 - 12:00 | 7,493.87 | 115.09 | 65.11 |
| | 12:00 - 15:00 | 7,409.13 | 114.00 | 64.99 |
| | 15:00 - 18:00 | 7,256.47 | 114.27 | 63.50 |
| | 18:00 - 21:00 | 2,503.20 | 44.59 | 56.14 |
| | 21:00 - 24:00 | 558.20 | 17.25 | 32.36 |
| | 24:00 - 27:00 | 41.27 | 3.00 | 13.76 |
| Friday | 6:00 - 9:00 | 3,184.25 | 68.99 | 46.16 |
| | 9:00 - 12:00 | 6,519.00 | 114.56 | 56.90 |
| | 12:00 - 15:00 | 7,076.75 | 113.44 | 62.38 |
| | 15:00 - 18:00 | 4,112.75 | 93.92 | 43.79 |
| | 18:00 - 21:00 | 1,546.50 | 47.33 | 32.68 |
| | 21:00 - 24:00 | 945.75 | 27.00 | 35.03 |
| | 24:00 - 27:00 | 388.00 | 20.50 | 18.93 |
| Saturday | 6:00 - 9:00 | 0.00 | 0.00 | 0.00 |
| | 9:00 - 12:00 | 458.75 | 14.18 | 32.36 |
| | 12:00 - 15:00 | 859.25 | 18.00 | 47.74 |
| | 15:00 - 18:00 | 937.25 | 18.00 | 52.07 |
| | 18:00 - 21:00 | 861.50 | 18.00 | 47.86 |
| | 21:00 - 24:00 | 753.75 | 23.08 | 32.66 |
| | 24:00 - 27:00 | 291.50 | 20.50 | 14.22 |
| Sunday | 6:00 - 9:00 | 0.00 | 0.00 | 0.00 |
| | 9:00 - 12:00 | 147.25 | 2.47 | 59.74 |
| | 12:00 - 15:00 | 834.75 | 17.71 | 47.14 |
| | 15:00 - 18:00 | 830.25 | 18.00 | 46.13 |
| | 18:00 - 21:00 | 501.50 | 15.25 | 32.89 |
| | 21:00 - 24:00 | 255.50 | 13.75 | 18.58 |
| | 24:00 - 27:00 | 0.00 | 0.00 | 0.00 |

Average Total Passengers by Time of Day, All Fixed Routes - Full Service ONLY



Average Passengers per Revenue Hour by Time of Day, All Fixed Routes-Full Service ONLY

