



Service Level Report:  
Full Service Weekly &  
Break Service Averages  
Weeks 25-28

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

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## 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 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. 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 4<sup>th</sup>, 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	2/20/19: 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: 8, SY19: Week 25 - Week 28

	Current Period	Previous Year	Change by Period	Current YTD Total	Previous YTD Total	YTD Change
<b>Total Passengers</b>	530,478	459,954	15%	3,990,359	3,419,418	17%
<b>Total Revenue Hours</b>	10,276.55	9,230.35	11%	78,215.64	69,138.84	13%
<b>Total Revenue Miles</b>	104,824.10	91,800.00	14%	791,173.50	683,645.30	16%
<b>Total Driver Hours</b>	12,425.50	11,532.75	8%	98,938.00	89,641.42	10%
<b>Passengers/RH</b>	51.62	49.83	4%	51.02	49.46	3%
<b>Passengers/RM</b>	5.06	5.01	1%	5.04	5.00	1%
<b>Passengers/DH</b>	42.69	39.88	7%	40.33	38.15	6%
<b>Full Service Weekdays</b>	20	20	0	136	135	1
<b>Full Service Weekends</b>	8	8	0	53	52	1
<b>Reduced Service Weekdays</b>	0	0	0	33	25	8
<b>Reduced Service Weekends</b>	0	0	0	18	15	3
<b>Intermediate Service Weekdays</b>	0	0	0	8	7	1
<b>Intermediate Service Weekends</b>	0	0	0	0	1	(1)
<b>Football Games</b>	0	0	0	7	6	1
<b>No Service Days</b>	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: 8, SY19: Week 25 - Week 28

Route	Current Period	% of Ridership	Previous Year	Change by Period	Current YTD Total	% of YTD Ridership	Previous YTD Total	YTD Change
BLU	714	0.13%	0	N/A	2,250	0.06%	0	N/A
BTC	136	0.03%	233	-42%	1,369	0.03%	1,888	-27%
CAS	3,976	0.75%	0	N/A	22,718	0.57%	0	N/A
CBD	8,123	1.53%	6,935	17%	60,431	1.51%	53,846	12%
CRC	16,857	3.18%	14,325	18%	115,626	2.90%	88,538	31%
GLD	969	0.18%	0	N/A	2,535	0.06%	0	N/A
HDG	21,356	4.03%	18,335	16%	164,053	4.11%	131,268	25%
HWD	6,193	1.17%	5,687	9%	46,201	1.16%	42,047	10%
HWA	47,357	8.93%	44,693	6%	349,389	8.76%	330,103	6%
HWB	43,017	8.11%	31,598	36%	325,566	8.16%	237,201	37%
HXP	41,082	7.74%	35,678	15%	271,527	6.80%	227,605	19%
MSN	37,890	7.14%	34,250	11%	292,468	7.33%	261,633	12%
MSS	31,386	5.92%	27,213	15%	247,201	6.19%	212,214	16%
PHD	44,379	8.37%	36,249	22%	335,991	8.42%	278,391	21%
PRB	5,687	1.07%	0	N/A	35,724	0.90%	0	N/A
PRO	54,200	10.22%	51,912	4%	397,942	9.97%	366,598	9%
TE	0	0.00%	1,083	-100%	5,875	0.15%	8,106	-28%
TOM	80,964	15.26%	67,712	20%	595,897	14.93%	481,639	24%
TTT	5,550	1.05%	5,244	6%	52,582	1.32%	50,631	4%
UCB	52,997	9.99%	47,500	12%	389,866	9.77%	364,335	7%
UMS	27,636	5.21%	30,892	-11%	230,557	5.78%	241,311	-4%
Athletics	9	0.00%	415	-98%	44,317	1.11%	41,799	6%
Specials	0	0.00%	0	N/A	274	0.01%	265	3%
<b>Totals</b>	<b>530,478</b>	<b>100.00%</b>	<b>459,954</b>	<b>15%</b>	<b>3,990,359</b>	<b>100.00%</b>	<b>3,419,418</b>	<b>17%</b>

**Passengers per Revenue Hour per Route**

All Fixed Routes

Report Period: 8, SY19: Week 25 - Week 28

Route	Current Period	Previous Year	Change by Period
BLU	3.08	0.00	0%
BTC	3.12	5.18	-40%
CAS	17.46	0.00	0%
CBD	34.57	29.51	17%
CRC	21.89	18.61	18%
GLD	4.15	0.00	0%
HDG	33.11	30.22	10%
HWD	61.54	62.72	-2%
HWA	65.77	61.95	6%
HWB	59.45	60.53	-2%
HXP	45.31	39.80	14%
MSN	67.72	62.10	9%
MSS	44.17	38.73	14%
PHD	67.20	64.34	4%
PRB	24.33	0.00	0%
PRO	75.13	71.76	5%
TE	0.00	4.68	-100%
TOM	89.34	75.24	19%
TTT	16.47	15.82	4%
UCB	61.74	55.66	11%
UMS	62.81	70.29	-11%
Athletics	0.76	26.64	-97%
Specials	0.00	0.00	0%

## Passengers per Revenue Hour per Day of Week

All Fixed Routes

Report Period: 8, SY19: Week 25 - Week 28

Week Day	<u>Current Period</u>			<u>Previous Year</u>			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
<b>Sunday</b>	10,603	269.20	39.39	10,370	269.20	38.52	2%
<b>Monday</b>	104,761	1,901.68	55.09	89,405	1,699.49	52.61	5%
<b>Tuesday</b>	108,420	1,901.24	57.03	95,821	1,688.74	56.74	1%
<b>Wednesday</b>	105,653	1,903.03	55.52	88,806	1,698.74	52.28	6%
<b>Thursday</b>	101,036	1,903.17	53.09	89,819	1,699.91	52.84	0%
<b>Friday</b>	82,190	1,938.91	42.39	70,310	1,765.24	39.83	6%
<b>Saturday</b>	17,815	459.32	38.79	15,423	409.03	37.71	3%
<b>Total</b>	<b>530,478</b>	<b>10,276.55</b>	<b>51.62</b>	<b>459,954</b>	<b>9,230.35</b>	<b>49.83</b>	<b>4%</b>

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

## Passengers per Revenue Mile per Day of Week

All Fixed Routes

Report Period: 8, SY19: Week 25 - Week 28

Week Day	<u>Current Period</u>			<u>Previous Year</u>			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
<b>Sunday</b>	10,603	2,801	3.79	10,370	2,787	3.72	2%
<b>Monday</b>	104,761	19,340	5.42	89,405	16,879	5.30	2%
<b>Tuesday</b>	108,420	19,303	5.62	95,821	16,745	5.72	-2%
<b>Wednesday</b>	105,653	19,365	5.46	88,806	16,876	5.26	4%
<b>Thursday</b>	101,036	19,315	5.23	89,819	16,873	5.32	-2%
<b>Friday</b>	82,190	19,959	4.12	70,310	17,564	4.00	3%
<b>Saturday</b>	17,815	4,741	3.76	15,423	4,076	3.78	-1%
<b>Total</b>	<b>530,478</b>	<b>104,824</b>	<b>5.06</b>	<b>459,954</b>	<b>91,800</b>	<b>5.01</b>	<b>1%</b>

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

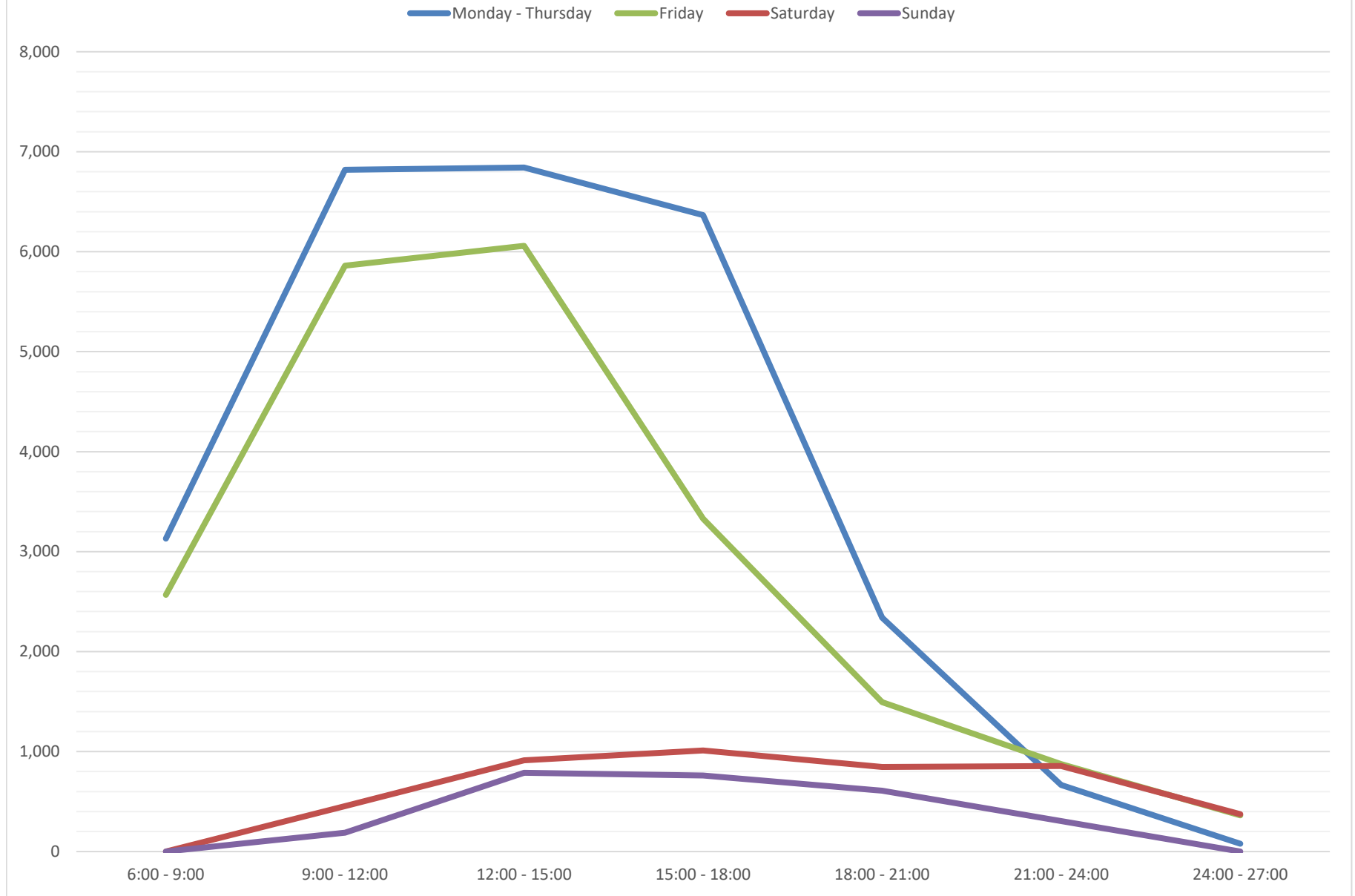
## Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

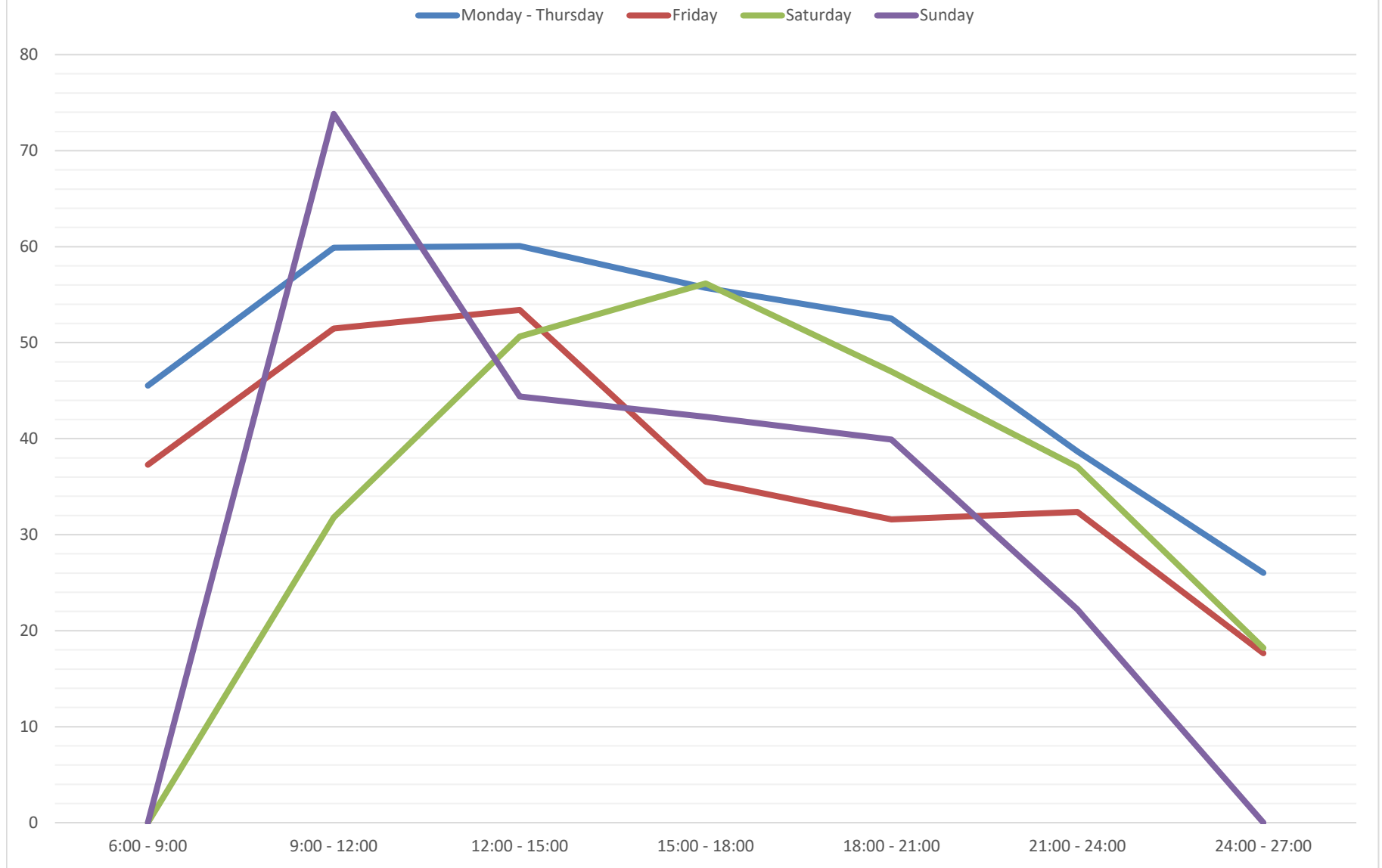
Report Period: 8, SY19: Week 25 - Week 28

	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
Monday - Thursday	6:00 - 9:00	3,129.88	68.76	45.52
	9:00 - 12:00	6,819.50	113.86	59.89
	12:00 - 15:00	6,841.94	113.91	60.07
	15:00 - 18:00	6,366.81	114.28	55.71
	18:00 - 21:00	2,339.69	44.56	52.51
	21:00 - 24:00	666.00	17.22	38.68
	24:00 - 27:00	78.06	3.00	26.02
Friday	6:00 - 9:00	2,568.25	68.87	37.29
	9:00 - 12:00	5,860.50	113.88	51.46
	12:00 - 15:00	6,058.75	113.44	53.41
	15:00 - 18:00	3,330.00	93.73	35.53
	18:00 - 21:00	1,494.50	47.33	31.58
	21:00 - 24:00	873.75	27.00	32.36
	24:00 - 27:00	361.75	20.50	17.65
Saturday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	454.50	14.30	31.78
	12:00 - 15:00	911.75	18.00	50.65
	15:00 - 18:00	1,011.00	18.00	56.17
	18:00 - 21:00	845.75	18.00	46.99
	21:00 - 24:00	855.25	23.08	37.06
	24:00 - 27:00	373.25	20.50	18.21
Sunday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	188.25	2.55	73.82
	12:00 - 15:00	787.75	17.75	44.38
	15:00 - 18:00	760.75	18.00	42.26
	18:00 - 21:00	608.50	15.25	39.90
	21:00 - 24:00	305.50	13.75	22.22
	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

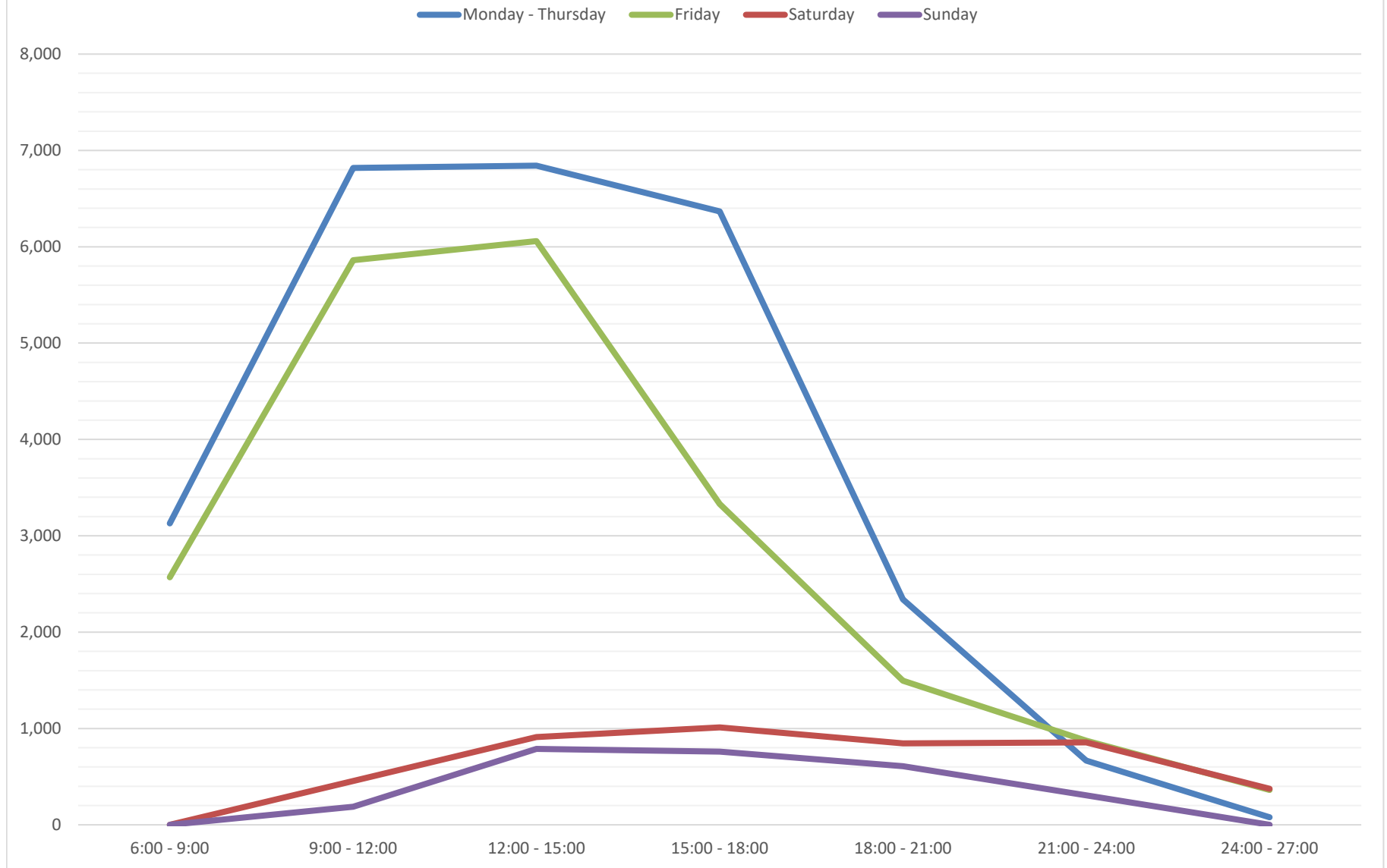
All Fixed Routes

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## 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

Monday - Thursday Friday Saturday Sunday

