

Service Level Report: Full Service Weekly & Break Service Averages Weeks 29-32: SY19

"Safety, Courtesy, Reliability, and the Environment"

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GLOSSARY

- <u>Driver Hours (DH):</u> 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.
- <u>Fiscal Year (FY):</u> 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)
- <u>Fixed Route Service (FR):</u> 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).
- <u>Full Service</u>: 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.
- <u>Intermediate Service:</u> 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.
- <u>Previous Year</u>: 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.
- <u>Ridership:</u> Ridership is the number of people using a public transportation service in a given time period.
- <u>Service Period (SP):</u> 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.
- <u>Service Year (SY):</u> 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.
- <u>Tandems:</u> 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.
- <u>Trippers:</u> 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.
- <u>Year-to-Date (YTD):</u> 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:	Fi	ull Servio	ce		Footbal	l Games	;								
	Intem	ediate S	ervice					•							
	Red	uced Ser	vice							_					
	No Service										rent Y				
				ice Year							ice Year				
			Aug 20, 2017 - Aug 11, 2018 Aug 12, 2018 - (Aug 17, 2019)												
Week/Break	S	М	Т	W	Th	F	Sa	S	М	Т	W	Th	F	Sa	
0	8/20	8/21	8/22	8/23	8/24	8/25	8/26	8/12	8/13	8/14	8/15	8/16	8/17	8/18	
1	8/27	8/28	8/29	8/30	8/31	9/1	9/2	8/19	8/20	8/21	8/22	8/23	8/24	8/25	
2	9/3	9/4	9/5	9/6	9/7	9/8	9/9	8/26	8/27	8/28	8/29	8/30	8/31	9/1	Report Period 1
3	9/10	9/11	9/12	9/13	9/14	9/15	9/16	9/2	9/3	9/4	9/5	9/6	9/7	9/8	
4	9/17	9/18	9/19	9/20	9/21	9/22	9/23	9/9	9/10	9/11	9/12	9/13	9/14	9/15	
5	9/24	9/25	9/26	9/27	9/28	9/29	9/30	9/16	9/17	9/18	9/19	9/20	9/21	9/22	
6	10/1	10/2	10/3	10/4	10/5	10/6	10/7	9/23	9/24	9/25	9/26	9/27	9/28	9/29	Damant Daniari 2
7	10/8	10/9	10/10	10/11	10/12	10/13	10/14	9/30	10/1	10/2	10/3	10/4	10/5	10/6	Report Period 2
8	10/15	10/16	10/17	10/18	10/19	10/20	10/21	10/7	10/8	10/9	10/10	10/11	10/12	10/13	
9	10/22	10/23	10/24	10/25	10/26	10/27	10/28	10/14	10/15	10/16	10/17	10/18	10/19	10/20	
10	10/29	10/30	10/31	11/1	11/2	11/3	11/4	10/21	10/22	10/23	10/24	10/25	10/26	10/27	
11	11/5	11/6	11/7	11/8	11/9	11/10	11/11	10/28	10/29	10/30	10/31	11/1	11/2	11/3	Report Period 3
12	11/12	11/13	11/14	11/15	11/16	11/17	11/18	11/4	11/5	11/6	11/7	11/8	11/9	11/10	
Thanksgiving/13	11/19	11/20	11/21	11/22	11/23	11/24	11/25	11/11	11/12	11/13	11/14	11/15	11/16	11/17	
13/Thanksgiving	11/26	11/27	11/28	11/29	11/30	12/1	12/2	11/18	11/19	11/20	11/21	11/22	11/23	11/24	
14	12/3	12/4	12/5	12/6	12/7	12/8	12/9	11/25	11/26	11/27	11/28	11/29	11/30	12/1	Report Period 4
15	12/10	12/11	12/12	12/13	12/14	12/15	12/16	12/2	12/3	12/4	12/5	12/6	12/7	12/8	
16	12/17	12/18	12/19	12/20	12/21	12/22	12/23	12/9	12/10	12/11	12/12	12/13	12/14	12/15	
Winter Break	12/24	12/25	12/26	12/27	12/28	12/29	12/30	12/16	12/17	12/18	12/19	12/20	12/21	12/22	
	12/31	1/1	1/2	1/3	1/4	1/5	1/6	12/23	12/24	12/25	12/26	12/27	12/28	12/29	
	1/7	1/8	1/9	1/10	1/11	1/12	1/13	12/30	12/31	1/1	1/2	1/3	1/4	1/5	Report Period 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	

Service Year 2018 Aug 20, 2017 - Aug 11, 2018 Service Year 2019 Aug 12, 2018 - (Aug 17, 2019)

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Week/Break	S	M	Т	W	Th	F	Sa		S	М	Т	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	
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	Donaut Douised C
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	Report Period 6
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	
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	Report Period 7
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	
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	Danas de Dania de O
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	Report Period 8
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	
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	Damant Dania d O
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	Report Period 9
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	
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	Report Period 10
	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	
	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	Report Period 11
	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 Desciptions of Report Coverage

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 (2019: Start use of Commencement Service Level)
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

Report Period 1: Contains Week Zero and first four weeks of Full Service and includes Labor Day holiday

Contains second four weeks of Full Consider and may be may not include Fall Break

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

	Current Period	Previous Year	Change by Period	Current YTD Total	Previous YTD Total	YTD Change
Total Passengers	424,832	376,051	13%	4,415,191	3,795,469	16%
Total Revenue Hours	9,693.06	8,774.79	10%	87,908.70	77,913.63	13%
Total Revenue Miles	98,952.90	87,635.90	13%	890,126.40	771,281.20	15%
Total Driver Hours	12,005.50	10,987.25	9%	110,943.50	100,628.70	10%
Passengers/RH	43.83	42.86	2%	50.22	48.71	3%
Passengers/RM	4.29	4.29	0%	4.96	4.92	1%
Passengers/DH	35.39	34.23	3%	39.80	37.72	6%
Full Service Weekdays	18	18	0	154	153	1
Full Service Weekends	6	6	0	59	58	1
Reduced Service Weekdays	2	2	0	35	27	8
Reduced Service Weekends	1	1	0	19	16	3
Intermediate Service Weekdays	0	0	0	8	7	1
Intermediate Service Weekends	1	1	0	1	2	(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

Route	Current Period	% of Ridership	Previous Year	Change by Period	Current YTD Total	% of YTD Ridership	Previous YTD Total	YTD Change
BLU	657	0.15%	0	N/A	2,907	0.07%	0	N/A
втс	130	0.03%	170	-24%	1,499	0.03%	2,058	-27%
CAS	2,905	0.68%	0	N/A	25,623	0.58%	0	N/A
CBD	5,773	1.36%	5,059	14%	66,204	1.50%	58,905	12%
CRC	12,883	3.03%	11,506	12%	128,509	2.91%	100,044	28%
GLD	883	0.21%	0	N/A	3,418	0.08%	0	N/A
HDG	16,434	3.87%	14,690	12%	180,487	4.09%	145,958	24%
HWD	6,525	1.54%	5,880	11%	52,726	1.19%	47,927	10%
HWA	37,500	8.83%	34,749	8%	386,889	8.76%	364,852	6%
HWB	34,918	8.22%	25,843	35%	360,484	8.16%	263,044	37%
НХР	29,629	6.97%	26,838	10%	301,156	6.82%	254,443	18%
MSN	31,354	7.38%	29,592	6%	323,822	7.33%	291,225	11%
MSS	28,091	6.61%	24,623	14%	275,292	6.24%	236,837	16%
PHD	35,025	8.24%	29,425	19%	371,016	8.40%	307,816	21%
PRB	4,625	1.09%	0	N/A	40,349	0.91%	0	N/A
PRO	43,963	10.35%	40,837	8%	441,905	10.01%	407,435	8%
TE	0	0.00%	1,054	-100%	5,875	0.13%	9,160	-36%
TOM	64,810	15.26%	58,066	12%	660,707	14.96%	539,705	22%
TTT	5,578	1.31%	5,199	7%	58,160	1.32%	55,830	4%
UCB	42,217	9.94%	38,440	10%	432,083	9.79%	402,775	7%
UMS	19,573	4.61%	23,385	-16%	250,130	5.67%	264,696	-6%
Athletics	0	0.00%	0	N/A	44,317	1.00%	41,799	6%
Specials	1,359	0.32%	695	96%	1,633	0.04%	960	70%
Totals	424,832	100.00%	376,051	13%	4,415,191	100.00%	3,795,469	16%

Passengers per Revenue Hour per Route All Fixed Routes

Route	Current Period	Previous Year	Change by Period
BLU	2.84	0.00	0%
ВТС	2.89	3.78	-24%
CAS	13.94	0.00	0%
CBD	27.30	23.92	14%
CRC	17.70	15.80	12%
GLD	3.78	0.00	0%
HDG	26.76	24.81	8%
HWD	59.45	57.87	3%
HWA	55.59	50.66	10%
HWB	51.59	52.43	-2%
НХР	35.39	32.00	11%
MSN	58.32	55.02	6%
MSS	41.32	36.20	14%
PHD	56.44	55.46	2%
PRB	22.03	0.00	0%
PRO	65.17	62.58	4%
TE	0.00	4.55	-100%
ТОМ	75.49	67.47	12%
TTT	17.27	16.10	7%
UCB	53.30	48.39	10%
UMS	49.43	59.15	-16%
Athletics	0.00	0.00	0%
Specials	45.83	24.20	89%

Passengers per Revenue Hour per Day of Week All Fixed Routes

	<u>(</u>	Current Period	ļ				
Week Day	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	Change Pass/RH
Sunday	10,997	269.20	40.85	10,214	269.20	37.94	8%
Monday	89,419	1,903.66	46.97	77,318	1,698.81	45.51	3%
Tuesday	90,486	1,903.67	47.53	81,346	1,699.74	47.86	-1%
Wednesday	87,051	1,904.50	45.71	74,458	1,699.08	43.82	4%
Thursday	68,119	1,610.77	42.29	60,511	1,439.11	42.05	1%
Friday	62,617	1,667.17	37.56	56,110	1,530.33	36.67	2%
Saturday	16,143	434.09	37.19	16,094	438.52	36.70	1%
Total	424,832	9,693.06	43.83	376,051	8,774.79	42.86	2%

^{*} Note: these numbers DO NOT include Demand Response Service

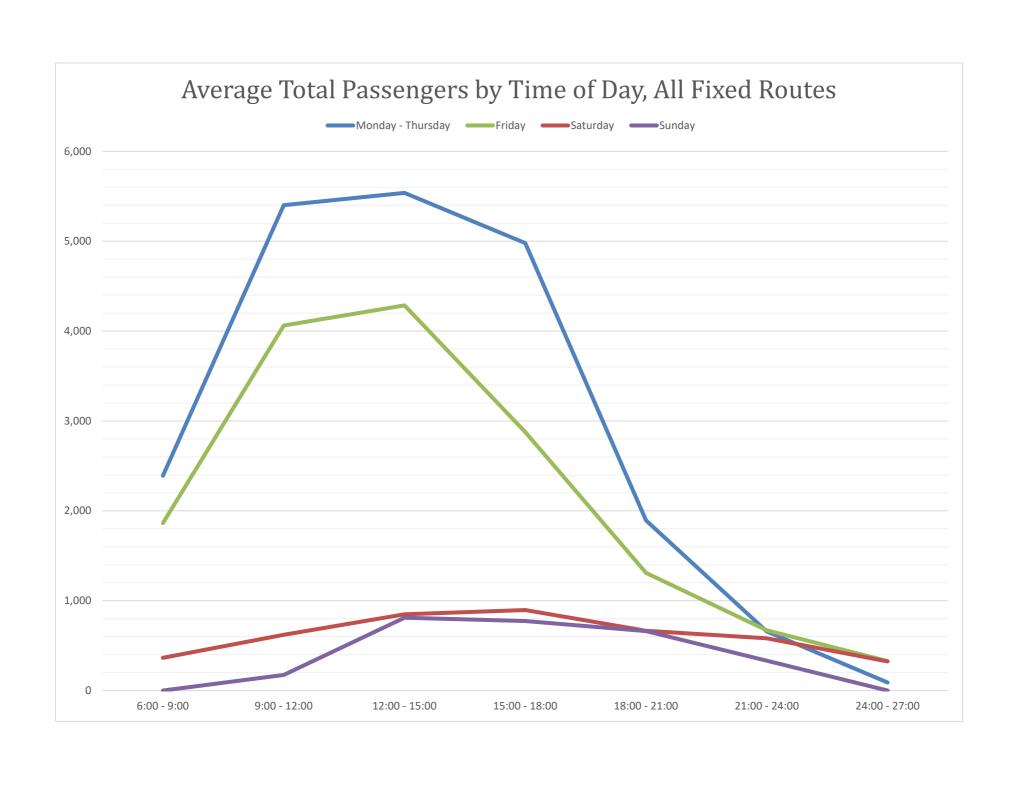
Passengers per Revenue Mile per Day of Week All Fixed Routes

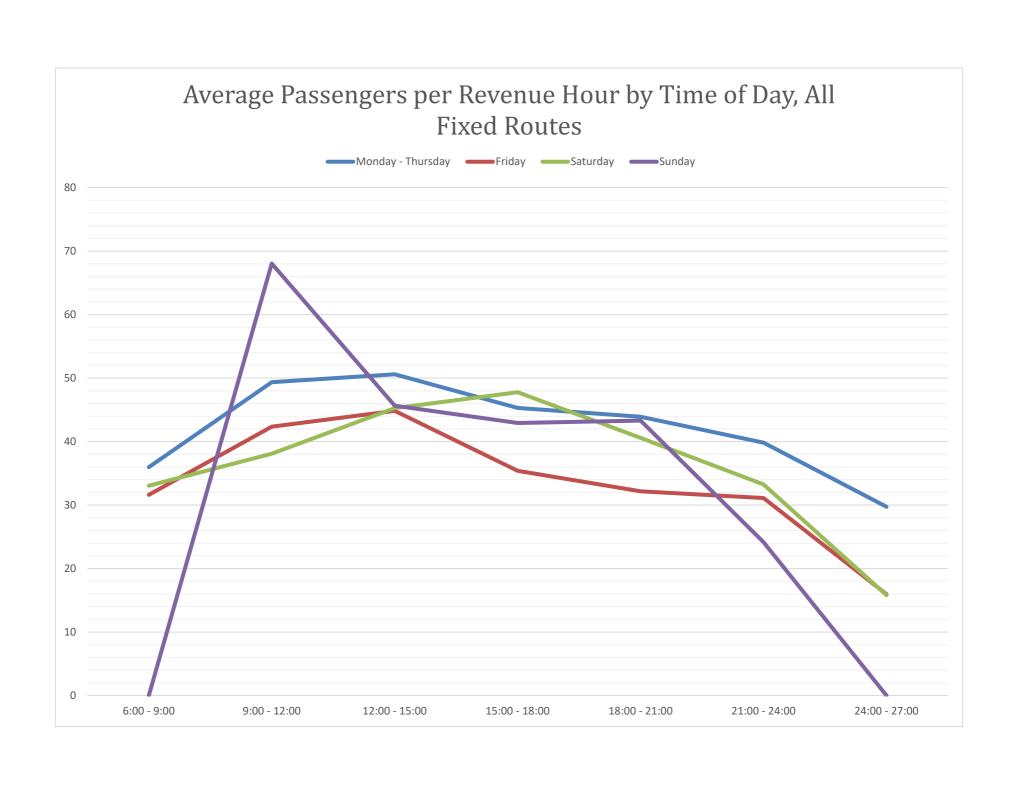
	<u>(</u>	Current Perioc	<u> </u>				
Week Day	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	Change Pass/RM
Sunday	10,997	2,805	3.92	10,214	2,788	3.66	7%
Monday	89,419	19,284	4.64	77,318	16,882	4.58	1%
Tuesday	90,486	19,289	4.69	81,346	16,892	4.82	-3%
Wednesday	87,051	19,234	4.53	74,458	16,984	4.38	3%
Thursday	68,119	16,505	4.13	60,511	14,514	4.17	-1%
Friday	62,617	17,157	3.65	56,110	15,073	3.72	-2%
Saturday	16,143	4,679	3.45	16,094	4,503	3.57	-3%
Total	424,832	98,953	4.29	376,051	87,636	4.29	0%

^{*} Note: these numbers DO NOT include Demand Response Service

Average Ridership and Revenue Hours by Time of Day All Fixed Routes

Ti	me of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
ay	6:00 - 9:00	2,389.44	66.42	35.98
rsd	9:00 - 12:00	5,401.00	109.44	49.35
Гhu	12:00 - 15:00	5,538.06	109.45	50.60
Monday - Thursday	15:00 - 18:00	4,979.56	109.93	45.30
day	18:00 - 21:00	1,893.25	43.12	43.91
Non	21:00 - 24:00	657.25	16.50	39.83
2	24:00 - 27:00	89.20	3.00	29.73
	6:00 - 9:00	1,863.75	58.96	31.61
	9:00 - 12:00	4,062.00	95.94	42.34
>	12:00 - 15:00	4,286.00	95.58	44.84
Friday	15:00 - 18:00	2,876.50	81.25	35.40
ш.	18:00 - 21:00	1,310.00	40.72	32.17
	21:00 - 24:00	671.00	21.56	31.12
	24:00 - 27:00	327.00	20.50	15.95
	6:00 - 9:00	363.50	11.00	33.05
	9:00 - 12:00	620.00	16.28	38.10
day	12:00 - 15:00	849.00	18.75	45.28
Saturday	15:00 - 18:00	895.75	18.75	47.77
Sat	18:00 - 21:00	664.50	16.38	40.58
	21:00 - 24:00	581.75	17.50	33.25
	24:00 - 27:00	324.00	20.50	15.80
	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	173.50	2.55	68.04
a 🖳	12:00 - 15:00	810.25	17.75	45.65
Sunday	15:00 - 18:00	772.75	18.00	42.93
Su	18:00 - 21:00	660.50	15.25	43.31
	21:00 - 24:00	332.25	13.75	24.16
	24:00 - 27:00	0.00	0.00	0.00





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

Time of Day		Avg Total Passengers	Average RH	Avg Pass. per RH
Monday - Thursday	6:00 - 9:00	2,523.13	68.91	36.61
	9:00 - 12:00	5,697.07	113.94	50.00
	12:00 - 15:00	5,827.67	113.94	51.14
	15:00 - 18:00	5,235.67	114.40	45.77
	18:00 - 21:00	1,977.87	44.57	44.37
	21:00 - 24:00	691.80	17.25	40.10
	24:00 - 27:00	89.20	3.00	29.73
Friday	6:00 - 9:00	2,229.00	68.97	32.32
	9:00 - 12:00	5,091.33	113.92	44.69
	12:00 - 15:00	5,307.67	113.44	46.79
	15:00 - 18:00	3,462.33	94.00	36.83
	18:00 - 21:00	1,566.67	47.18	33.20
	21:00 - 24:00	835.33	27.00	30.94
	24:00 - 27:00	327.00	20.50	15.95
Saturday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	445.00	14.30	31.12
	12:00 - 15:00	837.00	18.00	46.50
	15:00 - 18:00	915.00	18.00	50.83
	18:00 - 21:00	776.50	18.00	43.14
	21:00 - 24:00	767.50	23.08	33.25
	24:00 - 27:00	350.00	20.50	17.07
Sunday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	173.50	2.55	68.04
	12:00 - 15:00	810.25	17.75	45.65
	15:00 - 18:00	772.75	18.00	42.93
	18:00 - 21:00	660.50	15.25	43.31
	21:00 - 24:00	332.25	13.75	24.16
	24:00 - 27:00	0.00	0.00	0.00

