

# Service Level Report: Full Service Weekly & Break Service Averages Weeks 5-8: 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 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)
- <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.
- <u>No Service</u>: 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.
- <u>Previous Year</u>: These sections refer to data for the same period in the previous year.
- <u>Reduced Service</u>: 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.
- <u>Revenue Hours (RH)</u>: RH are the hours of service where a bus is providing passenger service.
- <u>Revenue Miles (RM)</u>: 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.
- <u>Week Zero</u>: 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			
ТОМ	Toms Creek			
TTT	Two Town Trolley			
UCB	University City Boulevard			
UMS	University Mall Shuttle			

## Service Year Week/Period Comparison

Color Key:	F	ull Servio	ce		Footbal	l Games			
	Intem	ediate S	ervice						
	Red	<mark>uced Se</mark> ı	rvice					• · · · ·	
	N	lo Servic	e 🤅					Current Year	
	Service Year 2018							Service Year 2019	
	Aug 20, 2017 - Aug 11, 2018							Aug 12, 2018 - (Aug 17, 2019)	
Week/Break	S	М	Т	W	Th	F	Sa	S M T 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	d 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 <b>9/8</b>	
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 Popert Perio	4.2
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	u z
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 <b>10/25</b> 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 <b>11/3</b> Report Period	d 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 <b>11/17</b>	
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 <b>11/23</b> 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	d 4
15	12/10	12/11		12/13		-	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 Perio	d 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	

		Au		ce Year )17 - Au	2018 g 11, 20	18				Au	Servi g 12, 20	ce Year 18 - (Au		19)		
Week/Break	S	М	Т	W	Th	F	Sa		5	Μ	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	<b>1/</b>	27	1/28	1/29	1/30	1/31	2/1	2/2	Report Period 6
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 renou o
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	2/3	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	<mark>3/</mark> :	_	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	<mark>3/</mark>	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	<mark>3/</mark> 3	31	4/1	4/2	4/3	4/4	4/5	4/6	Report Period 8
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	<mark>4/</mark>	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	<mark>4/</mark>	28	4/29	4/30	5/1	5/2	5/3	5/4	Report Period 9
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	<mark>5/</mark>	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	<mark>5/</mark>	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	<mark>5/</mark> 3	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/	<b>'</b> 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	<mark>6/</mark>		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	<mark>6/</mark> 3		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	<mark>6/3</mark>	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	<mark>7/</mark> 2	14	7/15	7/16	7/17	7/18	7/19	7/20	Report Period 11
	7/15	7/16	7/17	7/18	7/19	7/20	7/21	<mark>7/</mark> 3	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	<mark>7/</mark> 3	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	<mark>8/</mark>	11	8/12	8/13	8/14	8/15	8/16	8/17	

#### Report Periods: General Desciptions 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

<b>Summary</b> Fixed Routes Report Period: 2, SY19: Week 5 - Week 8								
	Current Period	Previous Year	Change by Period	Current YTD Total	Previous YTD Total	YTD Change		
Total Passengers	599,296	501,377	20%	1,235,752	1,071,377	15%		
<b>Total Revenue Hours</b>	10,224.28	9,035.69	13%	21,760.45	19,750.89	10%		
<b>Total Revenue Miles</b>	102,141.20	88,561.10	15%	218,554.20	193,309.20	13%		
Total Driver Hours	12,700.00	11,677.25	9%	27,355.25	25,715.92	6%		
Passengers/RH	58.61	55.49	6%	56.79	54.24	5%		
Passengers/RM	5.87	5.66	4%	5.65	5.54	2%		
Passengers/DH	47.19	42.94	10%	45.17	41.66	8%		
Full Service Weekdays	20	19	1	39	38	1		
Full Service Weekends	8	7	1	17	16	1		
Reduced Service Weekdays	0	1	(1)	0	1	(1)		
Reduced Service Weekends	0	1	(1)	1	2	(1)		
Intermediate Service Weekdays	0	0	0	6	6	0		
Intermediate Service Weekends	0	0	0	0	0	0		
Football Games	1	2	(1)	2	4	(2)		
No Service Days	0	0	0	0	0	0		

\*Note: These numbers include both Blacksburg and Christiansburg Fixed Route Service. Including Shuttles \*Note: Does NOT include Demand Response Services

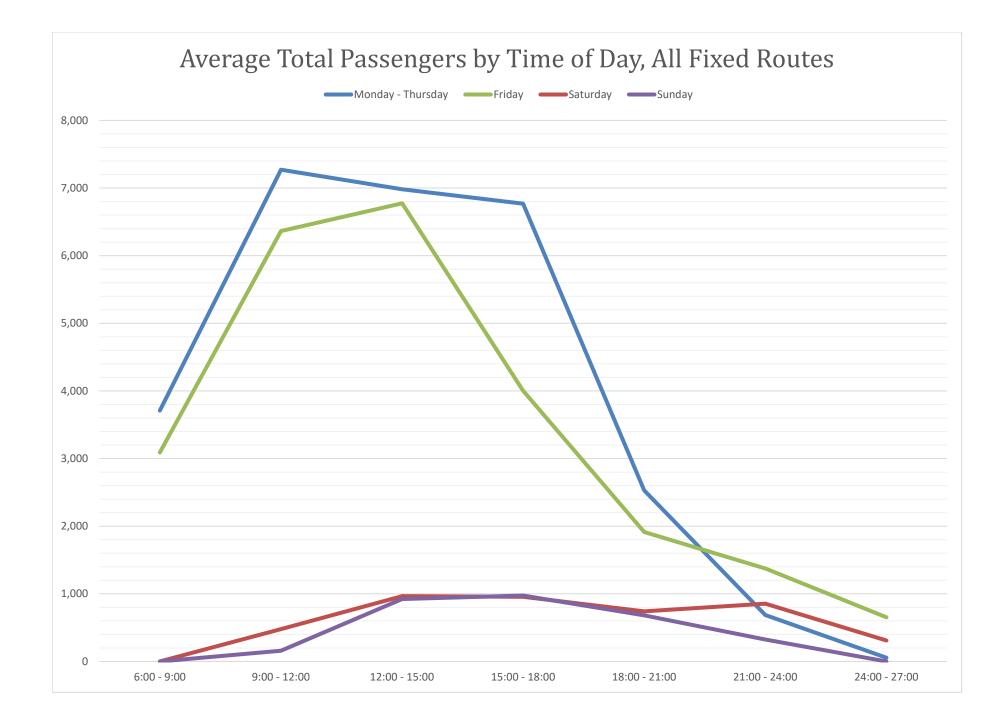
	<b>Total Ridership per Route</b> Fixed Routes Report Period: 2, SY19: Week 5 - Week 8							
Route	Current Period	% of Ridership	Previous Year	Change by Period	Current YTD Total	% of YTD Ridership	Previous YTD Total	YTD Change
BLU	0	0.00%	0	N/A	0	0.00%	0	N/A
BTC	217	0.04%	282	-23%	497	0.04%	646	-23%
CAS	2,783	0.46%	0	N/A	5,368	0.43%	0	N/A
CBD	9,304	1.55%	8,407	11%	19,821	1.60%	18,785	6%
CRC	16,844	2.81%	11,695	44%	33,272	2.69%	24,527	36%
GLD	0	0.00%	0	N/A	0	0.00%	0	N/A
HDG	24,207	4.04%	18,535	31%	49,127	3.98%	38,503	28%
HWD	7,792	1.30%	6,038	29%	14,367	1.16%	13,117	10%
HWA	52,301	8.73%	48,058	9%	106,870	8.65%	102,610	4%
HWB	49,407	8.24%	34,955	41%	101,093	8.18%	73,757	37%
НХР	38,154	6.37%	31,118	23%	78,063	6.32%	64,343	21%
MSN	46,429	7.75%	39,659	17%	96,157	7.78%	85,107	13%
MSS	36,193	6.04%	29,505	23%	76,588	6.20%	65,581	17%
PHD	51,392	8.58%	42,505	21%	107,520	8.70%	90,806	18%
PRB	4,855	0.81%	0	N/A	10,595	0.86%	0	N/A
PRG	59 <i>,</i> 445	9.92%	53,587	11%	121,701	9.85%	112,340	8%
TE	1,050	0.18%	938	12%	2,360	0.19%	2,114	12%
том	87,688	14.63%	67,052	31%	180,475	14.60%	142,611	27%
TTT	7,034	1.17%	6,245	13%	17,003	1.38%	16,791	1%
UCB	59,751	9.97%	55,024	9%	123,909	10.03%	119,150	4%
UMS	38,483	6.42%	37,371	3%	78,660	6.37%	79,221	-1%
Athletics	5,967	1.00%	10,403	-43%	12,296	1.00%	21,103	-42%
Specials	0	0.00%	0	N/A	10	0.00%	265	-96%
Totals	599,296	100.00%	501,377	20%	1,235,752	100.00%	1,071,377	15%

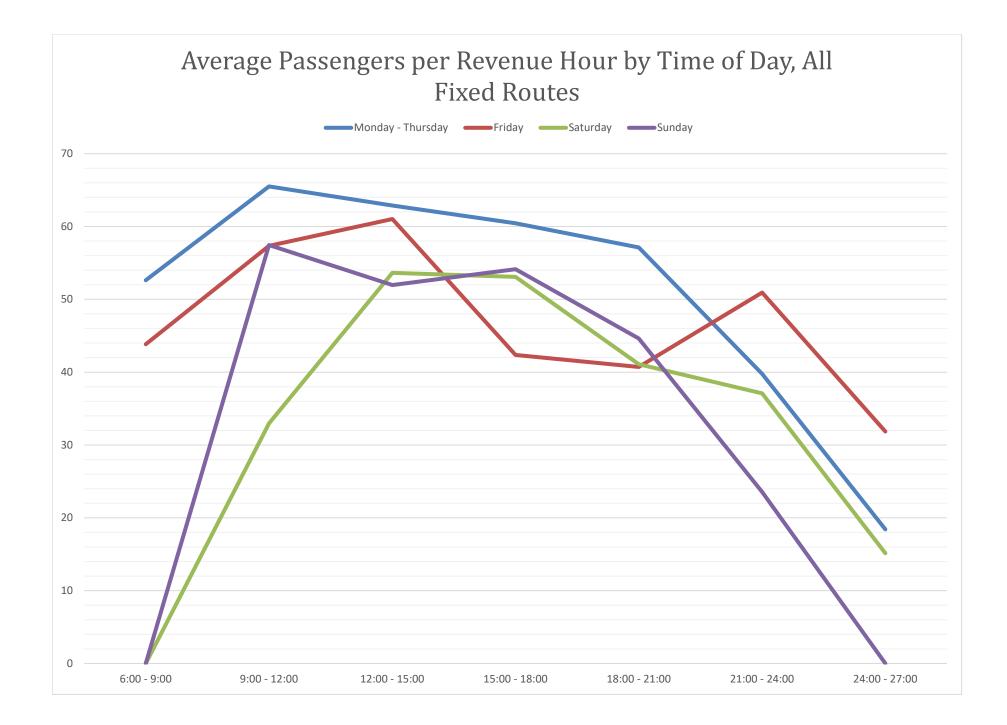
	Passengers per Revenue Hour per Route All Fixed Routes Report Period: 2, SY19: Week 5 - Week 8								
Route	Current Period	Previous Year	Change by Period						
BLU	0.00	0.00	0%						
BTC	4.82	6.27	-23%						
CAS	12.06	0.00	0%						
CBD	39.86	37.66	6%						
CRC	21.89	21.89	0%						
GLD	0.00	0.00	0%						
HDG	37.50	31.08	21%						
HWD	77.36	65.16	19%						
HWA	72.40	68.81	5%						
HWB	68.10	68.85	-1%						
НХР	41.97	36.42	15%						
MSN	83.06	73.35	13%						
MSS	50.97	42.91	19%						
PHD	77.58	77.71	0%						
PRB	20.66	0.00	0%						
PRG	82.29	77.83	6%						
TE	4.54	4.08	11%						
ТОМ	96.48	76.07	27%						
TTT	20.87	19.41	8%						
UCB	69.36	67.28	3%						
UMS	87.46	89.51	-2%						
Athletics	34.24	31.63	8%						
Specials	0.00	0.00	0%						

Passengers per Revenue Hour per Day of Week All Fixed Routes Report Period: 2, SY19: Week 5 - Week 8									
Current Period <u>Previous Year</u>									
Week Day	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	Change Pass/RH		
Sunday	12,273	269.20	45.59	10,697	268.87	39.79	15%		
Monday	111,081	1,856.14	59.85	96,369	1,654.88	58.23	3%		
Tuesday	118,636	1,858.02	63.85	100,217	1,655.30	60.54	5%		
Wednesday	119,422	1,857.44	64.29	102,517	1,654.88	61.95	4%		
Thursday	112,455	1,856.11	60.59	94,600	1,653.63	57.21	6%		
Friday	99,568	1,908.95	52.16	69,370	1,446.81	47.95	9%		
Saturday	25,861	618.42	41.82	27,607	701.32	39.36	6%		
Total	599,296	10,224.28	58.61	501,377	9,035.69	55.49	6%		

	<b>Passengers per Revenue Mile per Day of Week</b> All Fixed Routes Report Period: 2, SY19: Week 5 - Week 8								
	<u>(</u>	Current Period	<u>1</u>		Previous Year				
Week Day	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	Change Pass/RM		
Sunday	12,273	2,806	4.37	10,697	2,802	3.82	15%		
Monday	111,081	18,594	5.97	96,369	16,291	5.92	1%		
Tuesday	118,636	18,566	6.39	100,217	16,271	6.16	4%		
Wednesday	119,422	18,570	6.43	102,517	16,210	6.32	2%		
Thursday	112,455	18,609	6.04	94,600	16,283	5.81	4%		
Friday	99,568	19,239	5.18	69,370	14,457	4.80	8%		
Saturday	25,861	5,757	4.49	27,607	6,247	4.42	2%		
Total	599,296	102,141	5.87	501,377	88,561	5.66	4%		
	* Nc	ote: these num	nbers DO NOT	include Demand	d Response Se	rvice			

	Average Ridership and Revenue Hours by Time of Day All Fixed Routes Report Period: 2, SY19: Week 5 - Week 8								
Т	Time of Day Avg Total Passengers Average RH Avg Pass. per RH								
ırsday	6:00 - 9:00 9:00 - 12:00	3,710.06 7,271.19	70.50 111.00	52.63 65.51					
Monday - Thursday	12:00 - 15:00 15:00 - 18:00 18:00 - 21:00	6,980.88 6,769.81	111.00 112.00 44.25	62.89 60.44 57.13					
Mond	21:00 - 21:00 24:00 - 27:00	2,528.19 686.00 55.25	17.25 3.00	39.77 18.42					
٨	6:00 - 9:00 9:00 - 12:00 12:00 - 15:00	3,091.00 6,364.50 6,774.25	70.50 111.00 111.00	43.84 57.34 61.03					
Friday	15:00 - 18:00 18:00 - 21:00 21:00 - 24:00	4,004.00 1,913.75 1,375.25	94.50 47.00 27.00	42.37 40.72 50.94					
	24:00 - 27:00 6:00 - 9:00	653.00 0.00	20.50	31.85 0.00					
ırday	9:00 - 12:00 12:00 - 15:00 15:00 - 18:00	478.00 965.50 955.50	14.50 18.00 18.00	32.97 53.64 53.08					
Satu	18:00 - 21:00 21:00 - 24:00 24:00 - 27:00	739.50 853.25 310.50	18.00 23.00 20.50	41.08 37.10 15.15					
	6:00 - 9:00 9:00 - 12:00 12:00 - 15:00	0.00 158.00	0.00 2.75 17.75	0.00 57.45 51.96					
Sunday	15:00 - 18:00 18:00 - 21:00	922.25 974.50 680.50	18.00 15.25	54.14 44.62					
	21:00 - 24:00 24:00 - 27:00	323.75 0.00	13.75 0.00	23.55 0.00					





Ave	Average Ridership and Revenue Hours by Time of Day- Full Service ONLY All Fixed Routes Report Period: 2, SY19: Week 5 - Week 8									
Ті	Time of Day Avg Total Passengers Average RH Avg Pass. per RH									
ırsday	6:00 - 9:00	3,710.06	70.50	52.63						
	9:00 - 12:00	7,271.19	111.00	65.51						
Monday - Thursday	12:00 - 15:00	6,980.88	111.00	62.89						
	15:00 - 18:00	6,769.81	112.00	60.44						
	18:00 - 21:00	2,528.19	44.25	57.13						
Mond	21:00 - 24:00	686.00	17.25	39.77						
	24:00 - 27:00	55.25	3.00	18.42						
Friday	6:00 - 9:00	3,091.00	70.50	43.84						
	9:00 - 12:00	6,364.50	111.00	57.34						
	12:00 - 15:00	6,774.25	111.00	61.03						
	15:00 - 18:00	4,004.00	94.50	42.37						
	18:00 - 21:00	1,913.75	47.00	40.72						
	21:00 - 24:00	1,375.25	27.00	50.94						
	24:00 - 27:00	653.00	20.50	31.85						
Saturday	6:00 - 9:00 9:00 - 12:00 12:00 - 15:00 15:00 - 18:00 18:00 - 21:00 21:00 - 24:00	0.00 478.00 965.50 955.50 739.50 853.25 310.50	0.00 14.50 18.00 18.00 18.00 23.00 20.50	0.00 32.97 53.64 53.08 41.08 37.10 15.15						
Sunday	6:00 - 9:00 9:00 - 12:00 12:00 - 15:00 15:00 - 18:00 18:00 - 21:00 21:00 - 24:00 24:00 - 27:00	0.00 158.00 922.25 974.50 680.50 323.75 0.00	20.30 0.00 2.75 17.75 18.00 15.25 13.75 0.00	0.00 57.45 51.96 54.14 44.62 23.55 0.00						

