



Monthly Ridership and
Service Level Report
April, 2021
Covid-19 Response Service

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

TABLE OF CONTENTS

Glossary & Route Abbreviations	3-4
Summary - All Routes	5
Total Ridership per Route - Blacksburg, Fixed Routes	6
Total Ridership per Route - Christiansburg Routes	7
Passengers per Revenue Hour per Route - All Fixed Routes	8
Passengers per Revenue Hour per Day of Week - All Fixed Routes	9
Passengers per Revenue Mile per Day of Week - All Fixed Routes	10
Passengers per Revenue Hour per Day of Week - Demand Response Service	11
Passengers per Revenue Mile per Day of Week - Demand Response Service	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
Blacksburg Fare Type Totals – Blacksburg, Fixed Routes and Athletics/Specials	16
Addendum: Covid Impacts on Service and Ridership	17

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.
- 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.
- Focused Demand-Response Service: This is a Demand-Response Service (DR) that does not operate throughout a workweek, or only operates during part of the year. These may service a specialized area to meet a special need.
- 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 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.
- Trippers: Additional stand-by service vehicles scheduled around special events such as Football Games to assist Routes in sudden passenger peak demands.
- 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
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
MSA	South Main - Airport
MSN	Main Street North
MSS	Main Street South
PHD	Patrick Henry Drive
PRB	Progress B
PRO	Progress Street
TOM	Toms Creek
TTT	Two Town Trolley
UCB	University City Boulevard
UMS	University Mall Shuttle

Summary
All Routes
Month: April, 2021

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
Total Passengers	103,932	10,622	878%	722,263	3,530,533	-80%
Total Revenue Hours	11,439.26	6,918.85	65%	90,411.85	93,549.48	-3%
Total Revenue Miles	118,998.00	71,306.00	67%	926,793.00	967,001.79	-4%
Total Driver Hours	12,652.33	8,102.75	56%	102,038.08	105,991.25	-4%
Passengers/RH	9.09	1.54	492%	7.99	37.74	-79%
Passengers/RM	0.87	0.15	486%	0.78	3.65	-79%
Passengers/DH	8.21	1.31	527%	7.08	33.31	-79%
Full Service Weekdays	20	0	20	127	111	16
Full Service Weekends	8	0	8	53	44	9
Reduced Service Weekdays	0	0	0	75	67	8
Reduced Service Weekends	0	0	0	31	29	2
Intermediate Service	2	0	2	12	3	9
Emergency Service Weekdays	0	22	(22)	0	34	(34)
Emergency Service Weekends	0	8	(8)	0	13	(13)
No Service Days	0	0	0	6	4	2

*Note: These numbers include Blacksburg and Christiansburg: Motor Bus, Demand Response and Shuttle Services.

Total Ridership per Route

Blacksburg: Motor Bus

Month: April, 2021

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YTD Ridership	Previous YTD Total	YTD Change
CAS	1,463	1.44%	19	7600%	6,581	0.94%	68,430	-90%
CBD	894	0.88%	31	2784%	6,289	0.90%	56,763	-89%
CRC	4,706	4.65%	332	1317%	26,712	3.81%	106,086	-75%
HDG	4,152	4.10%	381	990%	32,827	4.68%	165,881	-80%
HWD	2,069	2.04%	155	1235%	17,290	2.46%	50,466	-66%
HWA	7,404	7.31%	366	1923%	48,413	6.90%	324,135	-85%
HWB	8,025	7.92%	544	1375%	53,804	7.67%	283,737	-81%
HXP	6,062	5.99%	67	8948%	31,381	4.47%	155,696	-80%
MSA	1,558	1.54%	0	0%	11,173	1.59%	0	0%
MSN	6,795	6.71%	757	798%	44,615	6.36%	220,631	-80%
MSS	8,511	8.40%	1,909	346%	66,248	9.44%	246,826	-73%
PHD	7,051	6.96%	637	1007%	52,748	7.52%	263,970	-80%
PRB	4,314	4.26%	487	786%	28,936	4.12%	128,753	-78%
PRO	5,788	5.71%	322	1698%	38,805	5.53%	281,384	-86%
TOM	18,186	17.96%	1,356	1241%	123,452	17.59%	533,773	-77%
TTT	3,855	3.81%	738	422%	36,158	5.15%	56,687	-36%
UCB	6,874	6.79%	1,010	581%	53,628	7.64%	265,498	-80%
UMS	3,576	3.53%	130	2651%	22,671	3.23%	199,513	-89%
Totals	101,283	100.00%	9,241	996%	701,731	100.00%	3,408,229	-79%

Total Ridership per Route
 Christiansburg: Motor Bus and Demand Response
 Month: April, 2021

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
Commuter	0	0.00%	0	N/A	104	0.79%	1,622	-94%
Explorer Blue	211	12.35%	49	331%	505	3.84%	7,671	-93%
Explorer Gold	181	10.60%	108	68%	518	3.94%	9,490	-95%
GoAnywhere	1,316	77.05%	799	65%	12,009	91.42%	8,149	47%
Totals	1,708	100%	956	79%	13,136	100%	26,932	-51%
Christiansburg Fixed Route Total	392	22.95%	157	149.68%	1,127	8.58%	18,783	-94.00%
Christiansburg Demand Response Total	1,316	77.05%	799	64.71%	12,009	91.42%	8,149	47.37%
Totals	1,708	100%	956	79%	13,136	100%	26,932	-51%

Passengers per Revenue Hour per Route

All Fixed Routes

Month: April, 2021

Route	Current Month	Previous Year	Change by Month
CAS	3.04	0.13	2297%
CBD	3.48	0.15	2257%
CRC	5.53	0.54	918%
HDG	6.44	0.86	650%
HWD	22.25	3.09	620%
HWA	13.45	0.96	1296%
HWB	14.55	1.43	916%
HXP	8.22	0.21	3746%
MSA	6.03	0.00	N/A
MSN	12.20	1.95	525%
MSS	11.67	3.94	197%
PHD	12.79	1.63	685%
PRB	8.93	1.89	373%
PRO	10.54	0.85	1141%
TOM	24.68	2.82	775%
TTT	9.90	2.26	339%
UCB	11.02	2.10	426%
UMS	6.53	0.49	1225%
BTC	0.00	0.00	N/A
BLU	0.83	1.42	-42%
GLD	0.70	3.08	-77%

Passengers per Revenue Hour per Day of Week

All Fixed Routes

Month: April, 2021

Week Day	Current Month			Previous Year			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
Sunday	4,980	313.20	15.90	522	208.45	2.50	535%
Monday	15,610	1,614.97	9.67	1,472	967.60	1.52	535%
Tuesday	15,892	1,613.39	9.85	1,284	967.60	1.33	642%
Wednesday	17,614	1,770.69	9.95	1,895	1,345.96	1.41	607%
Thursday	20,775	2,213.95	9.38	1,724	1,228.44	1.40	569%
Friday	20,403	2,215.20	9.21	1,684	1,073.11	1.57	487%
Saturday	6,401	362.88	17.64	817	276.95	2.95	498%
Total	101,675	10,104.28	10.06	9,398	6,068.11	1.55	550%

* Note: these numbers DO NOT include Demand Response Service, Tandems, Trippers or Shuttles

Passengers per Revenue Mile per Day of Week

All Fixed Routes

Month: April, 2021

Week Day	Current Month			Previous Year			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
Sunday	4,980	3,293	1.51	522	2,174	0.24	530%
Monday	15,610	17,024	0.92	1,472	10,330	0.14	543%
Tuesday	15,892	17,032	0.93	1,284	10,367	0.12	653%
Wednesday	17,614	18,572	0.95	1,895	14,358	0.13	619%
Thursday	20,775	23,237	0.89	1,724	13,135	0.13	581%
Friday	20,403	23,220	0.88	1,684	11,428	0.15	496%
Saturday	6,401	3,981	1.61	817	2,952	0.28	481%
Total	101,675	106,359	0.96	9,398	64,744	0.15	559%

* Note: these numbers DO NOT include Demand Response Service, Tandems, Trippers or Shuttles

Passengers per Revenue Hour per Day of Week
 Demand Response Service
 Month: April, 2021

<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	11	10.18	1.08	2	0.75	2.67	-59%
Monday	133	108.73	1.22	74	62.90	1.18	4%
Tuesday	197	152.68	1.29	55	52.52	1.05	23%
Wednesday	165	112.60	1.47	95	86.15	1.10	33%
Thursday	193	153.35	1.26	71	69.10	1.03	22%
Friday	196	131.53	1.49	67	58.95	1.14	31%
Saturday	46	32.57	1.41	10	5.58	1.79	-21%
Total	941	701.65	1.34	374	335.96	1.11	20%

<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	223	99.35	2.24	123	81.55	1.51	49%
Tuesday	252	114.03	2.21	180	98.05	1.84	20%
Wednesday	232	124.55	1.86	173	113.88	1.52	23%
Thursday	271	135.32	2.00	161	94.50	1.70	18%
Friday	290	130.79	2.22	132	73.37	1.80	23%
Saturday	48	29.30	1.64	30	22.92	1.31	25%
Total	1,316	633.34	2.08	799	484.27	1.65	26%

*Please note: these numbers DO NOT include Fixed Route Service. It includes Access and GoAnywhere.

Passengers per Revenue Mile per Day of Week
 Demand Response Service
 Month: April, 2021

<u>Access Current Month</u>	<u>Access Previous Year</u>
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Day of Week	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	Change Pass/RM
Sunday	11	39	0.28	2	5	0.40	-29%
Monday	133	738	0.18	74	494	0.15	20%
Tuesday	197	1,056	0.19	55	243	0.23	-18%
Wednesday	165	935	0.18	95	546	0.17	1%
Thursday	193	1,188	0.16	71	392	0.18	-10%
Friday	196	1,019	0.19	67	394	0.17	13%
Saturday	46	239	0.19	10	30	0.33	-42%
Total	941	5,214	0.18	374	2,103	0.18	2%

<u>Go Anywhere Current Month</u>	<u>Go Anywhere Previous Year</u>
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Day of Week	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	Change Pass/RM
Sunday	0	0	0.00	0	0	0.00	0%
Monday	223	1,319	0.17	123	609	0.20	-16%
Tuesday	252	1,379	0.18	180	930	0.19	-6%
Wednesday	232	1,399	0.17	173	976	0.18	-6%
Thursday	271	1,511	0.18	161	892	0.18	-1%
Friday	290	1,539	0.19	132	732	0.18	4%
Saturday	48	278	0.17	30	146	0.21	-16%
Total	1,316	7,425	0.18	799	4,285	0.19	-5%

*Please note: these numbers DO NOT include Fixed Route Service. It includes Access and GoAnywhere.

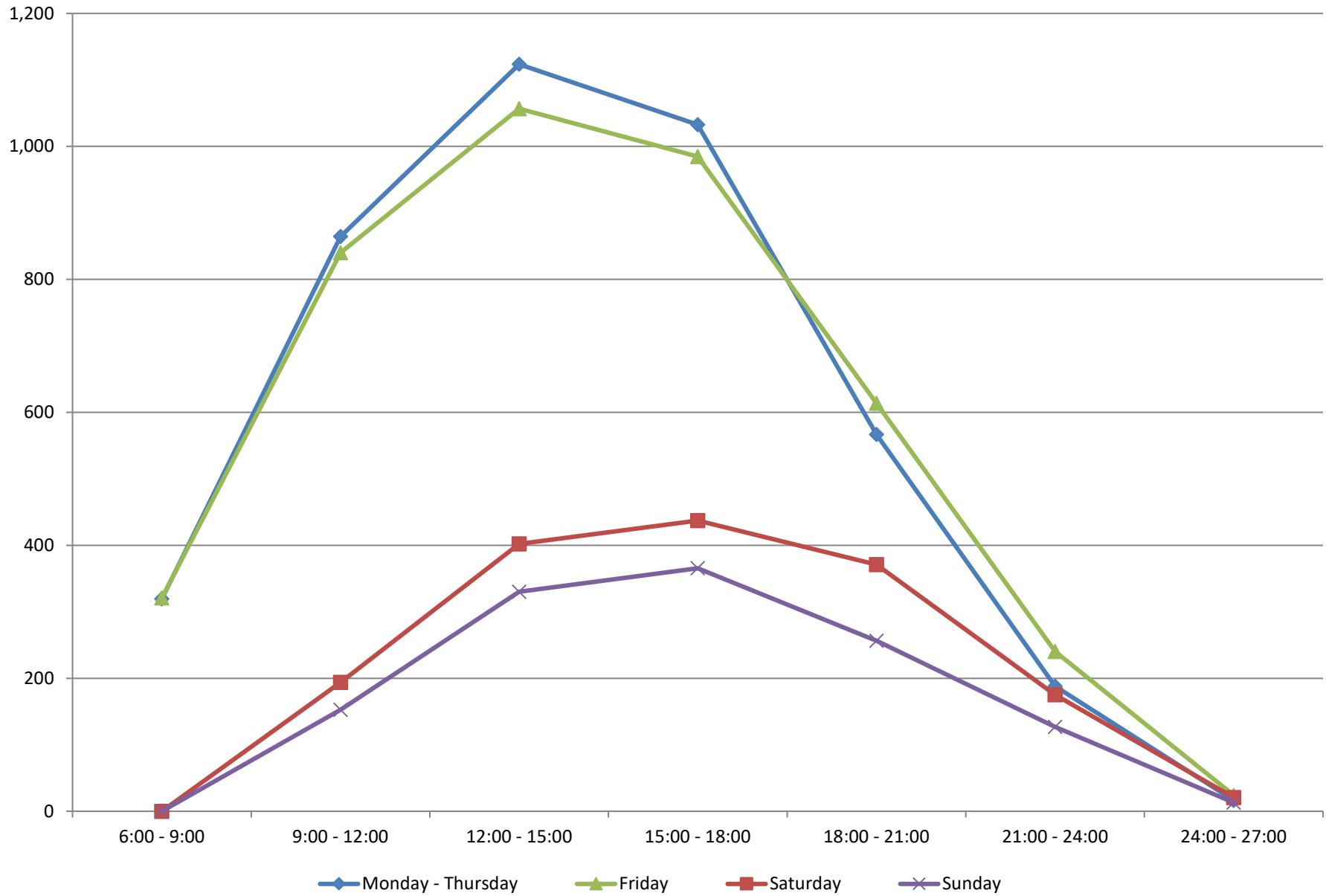
Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

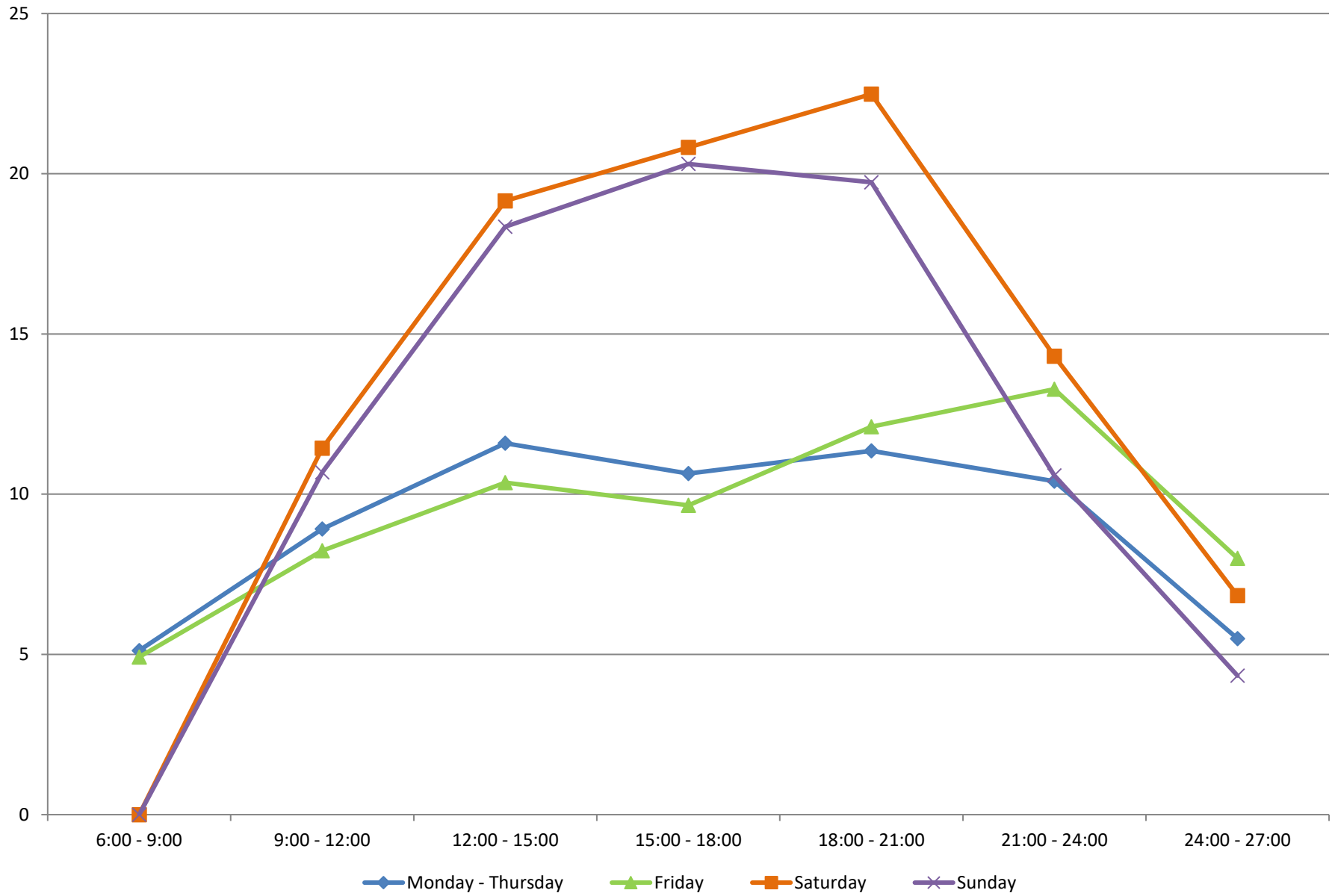
Month: April, 2021

	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
Monday - Thursday	6:00 - 9:00	319.29	62.34	5.12
	9:00 - 12:00	864.65	96.97	8.92
	12:00 - 15:00	1,123.53	96.94	11.59
	15:00 - 18:00	1,032.59	97.03	10.64
	18:00 - 21:00	566.76	49.93	11.35
	21:00 - 24:00	188.18	18.09	10.40
	24:00 - 27:00	16.47	3.00	5.49
Friday	6:00 - 9:00	321.00	65.25	4.92
	9:00 - 12:00	840.20	102.00	8.24
	12:00 - 15:00	1,056.80	102.00	10.36
	15:00 - 18:00	984.80	102.00	9.65
	18:00 - 21:00	613.80	50.70	12.11
	21:00 - 24:00	240.20	18.09	13.28
	24:00 - 27:00	24.00	3.00	8.00
Saturday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	194.00	16.97	11.43
	12:00 - 15:00	402.25	21.00	19.15
	15:00 - 18:00	437.25	21.00	20.82
	18:00 - 21:00	371.00	16.50	22.48
	21:00 - 24:00	175.25	12.25	14.31
	24:00 - 27:00	20.50	3.00	6.83
Sunday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	152.75	14.30	10.68
	12:00 - 15:00	330.25	18.00	18.35
	15:00 - 18:00	365.50	18.00	20.31
	18:00 - 21:00	256.50	13.00	19.73
	21:00 - 24:00	127.00	12.00	10.58
	24:00 - 27:00	13.00	3.00	4.33

Average Total Passengers by Time of Day, All Fixed Routes



Average Passengers per Revenue Hour by Time of Day, All Fixed Routes



Blacksburg Transit Fare Totals

Does not include Demand Response. Does include Athletics/Specials

	Total Ridership	Students		Faculty/Staff		Total Virginia Tech		Total Non-VT	
		#	%	#	%	#	%	#	%
July-20	16,761	16,396	97.82%	6	0.04%	16,402	97.86%	359	2.14%
August-20	51,230	50,854	99.27%	38	0.07%	50,892	99.34%	338	0.66%
September-20	98,374	98,052	99.67%	136	0.14%	98,188	99.81%	186	0.19%
Total for 1st Quarter:	166,365	165,302	99.36%	180	0.11%	165,482	99.47%	883	0.53%
October-20	100,568	100,177	99.61%	85	0.08%	100,262	99.70%	306	0.30%
November-20	71,605	71,241	99.49%	72	0.10%	71,313	99.59%	292	0.41%
December-20	20,433	20,277	99.24%	37	0.18%	20,314	99.42%	119	0.58%
Total for 2nd Quarter:	192,606	191,695	99.53%	194	0.10%	191,889	99.63%	717	0.37%
January-21	46,303	45,880	99.09%	41	0.09%	45,921	99.17%	382	0.83%
February-21	88,427	88,053	99.58%	49	0.06%	88,102	99.63%	325	0.37%
March-21	107,477	106,978	99.54%	54	0.05%	107,032	99.59%	445	0.41%
Total for 3rd Quarter:	242,207	240,911	99.46%	144	0.06%	241,055	99.52%	1,152	0.48%
April-21	101,675	101,397	99.73%	44	0.04%	101,441	99.77%	234	0.23%
May-21									
June-21									
Total for 4th Quarter:	101,675	101,397	99.73%	44	0.04%	101,441	99.77%	234	0.23%
Total for Year:	702,853	699,305	99.50%	562	0.08%	699,867	99.58%	2,986	0.42%

Addendum: Covid Impacts on Service and Ridership

Starting March 15, 2020 the Covid-19 Epidemic has had a very strong impact on BT customers, staff and the service itself. For weeks, people were restricted from making any unnecessary trips. University went to online classes and sent many students home. Some business closed for the second half of our normal Spring Service. Continuing restrictions and impacts will be going on through the Fall Semester and possibly into the 2021 calendar year.

After discussions with NTD, we were informed to report what had initially been scheduled as what we had planned regardless of the changes we made for the rest of the fiscal year (July-June). In August, NTD updated that, telling all systems to report what they ran as their expected service. BT ran considerable different service than what was initially planned and have reported here as Emergency Service to distinguish it from the planned service that was in place. So from March 15th – June 30th 2020 in these reports you find the service levels reported as Emergency Service. As with what was initially stated by NTD to consider the service not normal. Starting with July 1st 2020 onward will be reported as planned service as our planning year starts in July and with planned adjustments made for the Spring Semester halfway through.

Spring FY20 Emergency Service Levels Guide			
Dates	Planned Service	Approximate Service	Differences
3/15-3/21/20	Full Service	Reduced Service	Ran Reduced instead
3/22-4/5/20	Full Service	Alt Full Service	Reduced Frequencies
4/6-4/9/20	Full Service	Alt Full Minus C'Burg	C'burg FR canceled (ongoing)
4/10-4/18/20	Full Service	Alt Intermediate	Reduced routes, freq, hours
4/19-5/9/20	Full Service	Alt Intermediate 2	Additional routes cut
5/10-5/13/20	Full Service	Alt Reduced	Ran Alternate Reduced instead
5/14-6/30/20	Reduced	Alt Reduced	Reduced routes, hours

With the start of the new planning year the new service level becomes the planned service level. This will however still have significant difference between the same service levels compared from one year to the next. At this time the following table is official. Also note there will be lower passenger load limitations allowed on vehicles at least for the Fall FY21 services.

FY21 Service Levels Comparatives			
FY21 Dates	Planned Service	FY20 Service	Differences
7/1-8/16/20	Reduced	Reduced	Less routes, hours, no Shuttles
8/17-8/21/20	Intermediate	Reduced Plus	More routes, hours, freq
8/22-11/20/20	Full	Full	More routes, freq
11/21-11/28/20	Reduced, Holiday	Reduced	Less routes, hours on Holiday
11/29-12/17/20	Reduced Plus	Full	Reduced Plus instead of Full
12/18-1/16/21	Reduced, Holiday	Reduced	Less routes, hours on Holiday
1/17-1/22/21	Reduced Plus	Intermediate, Full	Altered First Week of Spring Svc
1/23 – 5/12/21	Full, Intermediate	Full, Reduced, Alt Svcs	Many changes, 1 year of Covid
5/13 – 6/30/21	Reduced	Reduced	

These differences will need to be kept in mind when comparing an affected service period with a non-affected period between two different service years.