



Monthly Ridership and
Service Level Report
June, 2022
Covid-19 Recovery

**“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
CRB	Carpenter Boulevard
CRC	Corporate Research Center
GLD	Explorer Gold
HDG	Harding Avenue
HWA	Hethwood A
HWB	Hethwood B
HWD	Hethwood
HXP	Hokie Express

Abbreviation	Route Full Name
MSA	South Main Airport Rd
MSN	Main Street North
MSS	Main Street South
PHB	Patrick Henry B
PHD	Patrick Henry
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: June, 2022

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
Total Passengers	52,729	34,057	55%	3,267,836	810,754	303%
Total Revenue Hours	5,761.05	6,435.92	-10%	100,137.55	104,799.40	-4%
Total Revenue Miles	61,965.00	70,362.00	-12%	1,050,014.80	1,082,589.00	-3%
Total Driver Hours	6,547.83	7,362.00	-11%	111,874.08	118,224.33	-5%
Passengers/RH	9.15	5.29	73%	32.63	7.74	322%
Passengers/RM	0.85	0.48	76%	3.11	0.75	316%
Passengers/DH	8.05	4.63	74%	29.21	6.86	326%
Full Service Weekdays	0	0	0	154	135	19
Full Service Weekends	0	0	0	60	57	3
Reduced Service Weekdays	22	22	0	97	109	(12)
Reduced Service Weekends	8	8	0	39	45	(6)
Intermediate Service	0	0	0	8	12	(4)
No Service Days	0	0	0	7	7	0

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

Total Ridership per Route

Blacksburg: Motor Bus

Month: June, 2022

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YTD Ridership	Previous YTD Total	YTD Change
CAS	0	0.00%	402	-100%	8,350	0.26%	7,500	11%
CRB	0	0.00%	0	0%	44,519	1.39%	6,515	583%
CRC	2,441	4.80%	1,198	104%	92,699	2.89%	29,803	211%
HDG	2,665	5.24%	1,697	57%	165,883	5.18%	36,914	349%
HWA	3,856	7.58%	1,596	142%	291,717	9.11%	53,604	444%
HWB	4,334	8.51%	2,489	74%	256,599	8.01%	60,166	326%
HWD	2,376	4.67%	2,403	-1%	70,144	2.19%	21,696	223%
HXP	850	1.67%	448	90%	167,923	5.24%	33,893	395%
MSA	1,478	2.90%	1,502	-2%	40,774	1.27%	13,943	192%
MSN	3,994	7.85%	2,227	79%	250,672	7.82%	50,858	393%
MSS	6,961	13.67%	4,049	72%	231,777	7.24%	75,646	206%
PHB	0	0.00%	N/A	0%	86,081	2.69%	N/A	0%
PHD	3,357	6.59%	1,709	96%	266,127	8.31%	57,687	361%
PRB	964	1.89%	1,698	-43%	43,546	1.36%	32,893	32%
PRO	1,808	3.55%	1,071	69%	256,177	8.00%	42,399	504%
TOM	7,465	14.66%	4,729	58%	521,013	16.26%	137,480	279%
TTT	2,891	5.68%	2,227	30%	74,290	2.32%	41,236	80%
UCB	4,436	8.71%	2,046	117%	272,619	8.51%	59,130	361%
UMS	0	0.00%	0	0%	62,640	1.96%	23,719	164%
ACC	1,028	2.02%		0%	12,832	0.40%	8,331	54%
Totals	50,904	100.00%	31,491	62%	3,203,550	100.00%	785,082	308%
Blacksburg MB Total	49,876	97.98%	31,491	58.38%	3,203,550	99.60%	785,082	308.05%
Blacksburg DR Total	1,028	2.02%	0	#DIV/0!	12,832	0.40%	8,331	54.03%
Totals	50,904	100%	31,491	62%	3,216,382	100%	793,413	305%

Total Ridership per Route
Christiansburg: Motor Bus and Demand Response
Month: June, 2022

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
BLU	385	21.37%	190	103%	5,385	22.57%	891	504%
BTC	0	0.00%	0	N/A	0	0.00%	104	-100%
GLD	422	23.42%	214	97%	5,113	21.43%	920	456%
GAR	995	55.22%	1,178	-16%	13,364	56.01%	14,446	-7%
Totals	1,802	100%	1,582	14%	23,862	100%	16,361	46%
Christiansburg MB Total	807	44.78%	404	99.75%	10,498	43.99%	1,915	448.20%
Christiansburg DR Total	995	55.22%	1,178	-15.53%	13,364	56.01%	14,446	-7.49%
Totals	1,802	100%	1,582	14%	23,862	100%	16,361	46%

Passengers per Revenue Hour per Route

All Fixed Routes

Month: June, 2022

Route	Current Month	Previous Year	Change by Month
CAS	0.00	1.57	-100%
CRB	0.00	0.00	N/A
CRC	4.71	4.67	1%
HDG	7.20	4.60	57%
HWA	14.87	14.89	0%
HWB	16.89	9.59	76%
HWD	22.33	9.27	141%
HXP	3.31	1.74	91%
MSA	11.22	5.81	93%
MSN	12.53	6.99	79%
MSS	16.75	9.75	72%
PHB	0.00	0.00	N/A
PHD	10.33	5.25	97%
PRB	7.68	6.61	16%
PRO	6.99	4.14	69%
TOM	18.22	11.56	58%
TTT	9.29	7.15	30%
UCB	13.69	7.91	73%
UMS	0.00	0.00	N/A
BLU	2.71	0.75	262%
BTC	0.00	0.00	N/A
GLD	3.09	0.84	269%

Passengers per Revenue Hour per Day of Week

All Fixed Routes

Month: June, 2022

Week Day	Current Month			Previous Year			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
Sunday	1,978	149.20	13.26	1,311	148.70	8.82	50%
Monday	7,728	792.23	9.75	5,293	865.01	6.12	59%
Tuesday	8,415	790.73	10.64	6,461	1,084.70	5.96	79%
Wednesday	10,977	989.83	11.09	6,538	1,084.70	6.03	84%
Thursday	10,341	989.58	10.45	4,922	866.68	5.68	84%
Friday	8,175	781.65	10.46	5,094	866.76	5.88	78%
Saturday	3,069	173.20	17.72	2,276	172.70	13.18	34%
Total	50,683	4,666.42	10.86	31,895	5,089.25	6.27	73%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Mile per Day of Week

All Fixed Routes

Month: June, 2022

Week Day	Current Month			Previous Year			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
Sunday	1,978	1,681	1.18	1,311	1,660	0.79	49%
Monday	7,728	8,596	0.90	5,293	9,860	0.54	67%
Tuesday	8,415	8,603	0.98	6,461	12,308	0.52	86%
Wednesday	10,977	10,751	1.02	6,538	12,298	0.53	92%
Thursday	10,341	10,741	0.96	4,922	9,816	0.50	92%
Friday	8,175	8,445	0.97	5,094	9,837	0.52	87%
Saturday	3,069	1,940	1.58	2,276	1,894	1.20	32%
Total	50,683	50,757	1.00	31,895	57,673	0.55	81%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Hour per Day of Week
 Demand Response Service
 Month: June, 2022

<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	42	22.38	1.88	15	14.37	1.04	80%
Monday	144	102.91	1.40	119	109.43	1.09	29%
Tuesday	178	111.02	1.60	253	182.55	1.39	16%
Wednesday	243	156.33	1.55	243	140.25	1.73	-10%
Thursday	218	148.22	1.47	145	114.40	1.27	16%
Friday	147	90.46	1.63	149	111.38	1.34	21%
Saturday	56	41.70	1.34	60	47.48	1.26	6%
Total	1,028	673.03	1.53	984	719.87	1.37	12%

<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	166	69.75	2.38	191	103.60	1.84	29%
Tuesday	174	70.85	2.46	273	137.35	1.99	24%
Wednesday	206	88.33	2.33	254	146.80	1.73	35%
Thursday	220	90.66	2.43	191	107.00	1.79	36%
Friday	167	71.92	2.32	218	104.00	2.10	11%
Saturday	62	28.08	2.21	51	28.05	1.82	21%
Total	995	419.60	2.37	1,178	626.80	1.88	26%

*Please note: these numbers DO NOT include Fixed Route Service.

Passengers per Revenue Mile per Day of Week
 Demand Response Service
 Month: June, 2022

<u>Access Current Month</u>				<u>Access Previous Year</u>			
Day of Week	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	Change Pass/RM
Sunday	42	207	0.20	15	87	0.17	18%
Monday	144	885	0.16	119	735	0.16	1%
Tuesday	178	1,030	0.17	253	1,622	0.16	11%
Wednesday	243	1,447	0.17	243	1,442	0.17	0%
Thursday	218	1,326	0.16	145	942	0.15	7%
Friday	147	819	0.18	149	881	0.17	6%
Saturday	56	384	0.15	60	367	0.16	-11%
Total	1,028	6,098	0.17	984	6,076	0.16	4%

<u>Go Anywhere Current Month</u>				<u>Go Anywhere Previous Year</u>			
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	166	913	0.18	191	1,147	0.17	9%
Tuesday	174	913	0.19	273	1,431	0.19	0%
Wednesday	206	968	0.21	254	1,471	0.17	23%
Thursday	220	1,116	0.20	191	1,086	0.18	12%
Friday	167	886	0.19	218	1,174	0.19	1%
Saturday	62	304	0.20	51	304	0.17	22%
Total	995	5,100	0.20	1,178	6,613	0.18	10%

*Please note: these numbers DO NOT include Fixed Route Service.

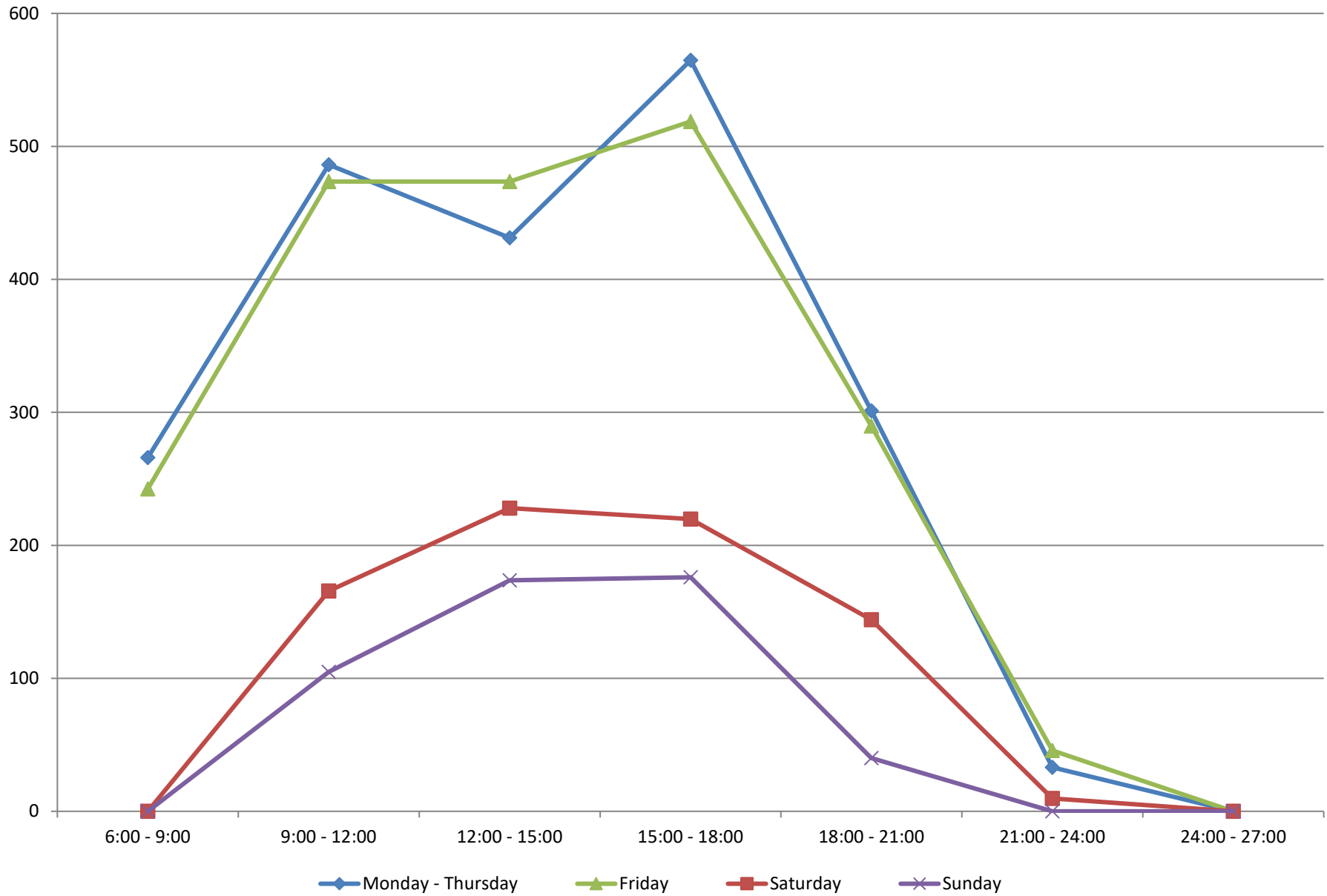
Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

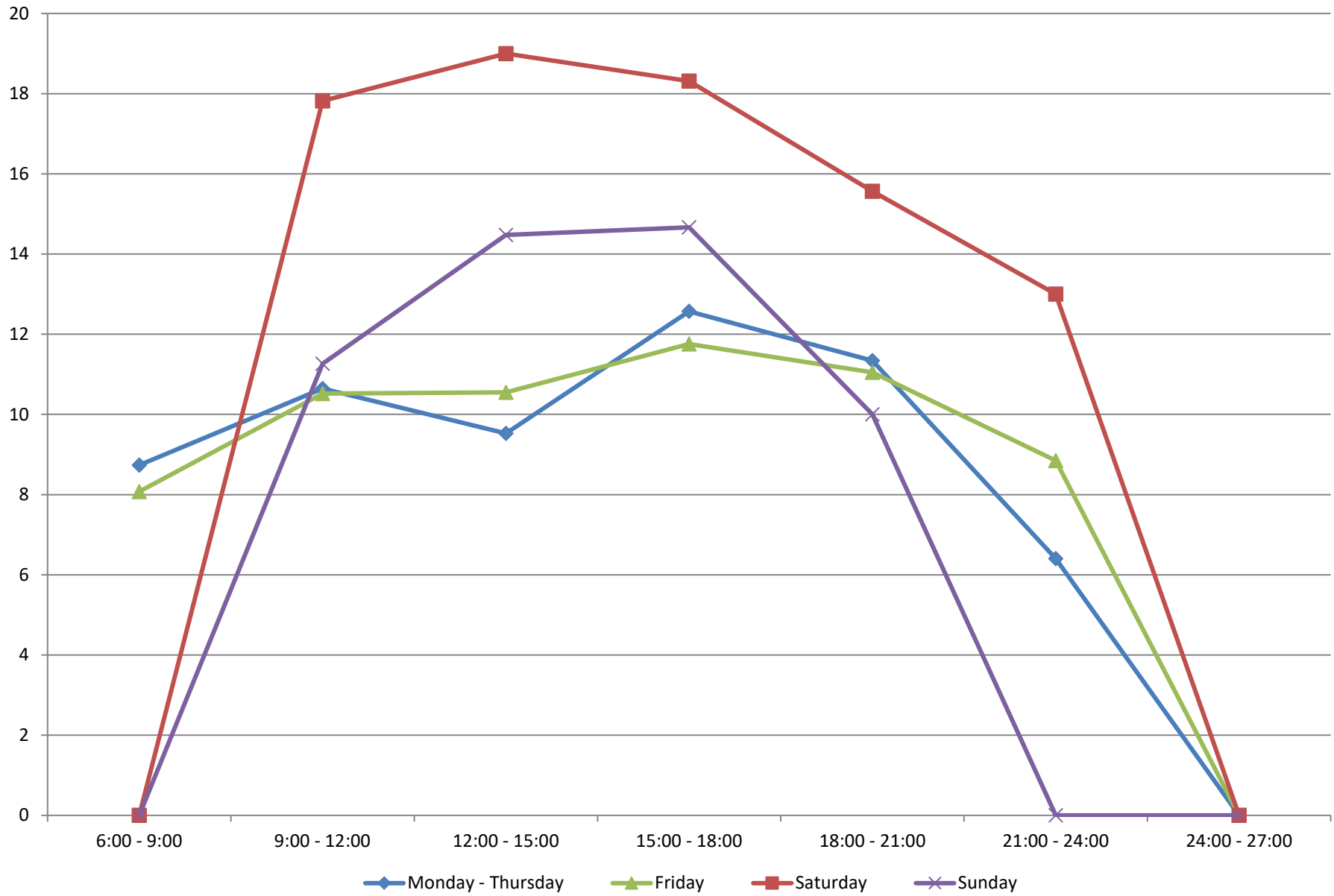
Month: June, 2022

	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
Monday - Thursday	6:00 - 9:00	266.00	30.45	8.74
	9:00 - 12:00	486.17	45.67	10.65
	12:00 - 15:00	431.22	45.26	9.53
	15:00 - 18:00	564.78	44.93	12.57
	18:00 - 21:00	301.17	26.55	11.34
	21:00 - 24:00	33.11	5.17	6.40
	24:00 - 27:00	0.00	0.00	0.00
Friday	6:00 - 9:00	242.50	30.03	8.08
	9:00 - 12:00	473.50	45.00	10.52
	12:00 - 15:00	473.50	44.88	10.55
	15:00 - 18:00	518.75	44.13	11.76
	18:00 - 21:00	289.75	26.22	11.05
	21:00 - 24:00	45.75	5.17	8.85
	24:00 - 27:00	0.00	0.00	0.00
Saturday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	165.75	9.30	17.82
	12:00 - 15:00	228.00	12.00	19.00
	15:00 - 18:00	219.75	12.00	18.31
	18:00 - 21:00	144.00	9.25	15.57
	21:00 - 24:00	9.75	0.75	13.00
	24:00 - 27:00	0.00	0.00	0.00
Sunday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	104.75	9.30	11.26
	12:00 - 15:00	173.75	12.00	14.48
	15:00 - 18:00	176.00	12.00	14.67
	18:00 - 21:00	40.00	4.00	10.00
	21:00 - 24:00	0.00	0.00	0.00
	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



Blacksburg Transit Fare Totals

Does not include Demand Response. Does include Athletics/Specials

	Total Ridership	Students #	Students %	Faculty/Staff #	Faculty/Staff %	Total Virginia Tech #	Total Virginia Tech %	Total Non-VT #	Total Non-VT %
July-21	30,787	30,705	99.73%	31	0.10%	30,736	99.83%	51	0.17%
August-21	224,141	223,960	99.92%	39	0.02%	223,999	99.94%	142	0.06%
September-21	497,882	497,515	99.93%	111	0.02%	497,626	99.95%	256	0.05%
Total for 1st Quarter:	752,810	752,180	99.92%	181	0.02%	752,361	99.94%	449	0.06%
October-21	448,128	447,763	99.92%	88	0.02%	447,851	99.94%	277	0.06%
November-21	330,067	329,716	99.89%	80	0.02%	329,796	99.92%	271	0.08%
December-21	177,985	177,788	99.89%	56	0.03%	177,844	99.92%	141	0.08%
Total for 2nd Quarter:	956,180	955,267	99.90%	224	0.02%	955,491	99.93%	689	0.07%
January-22	232,824	232,384	99.81%	30	0.01%	232,414	99.82%	410	0.18%
February-22	400,844	400,647	99.95%	0	0.00%	400,647	99.95%	197	0.05%
March-22	342,485	342,307	99.95%	0	0.00%	342,307	99.95%	178	0.05%
Total for 3rd Quarter:	976,153	975,338	99.92%	30	0.00%	975,368	99.92%	785	0.08%
April-22	371,980	371,862	99.97%	0	0.00%	371,862	99.97%	118	0.03%
May-22	133,811	133,776	99.97%	0	0.00%	133,776	99.97%	35	0.03%
June-22	50,706	50,563	99.72%	0	0.00%	50,563	99.72%	143	0.28%
Total for 4th Quarter:	556,497	556,201	99.95%	0	0.00%	556,201	99.95%	296	0.05%
Total for Year:	3,241,640	3,238,986	99.92%	435	0.01%	3,239,421	99.93%	2,219	0.07%

*During COVID Fare Free period. All passengers are to be reported as Student Fares. Variation from this are errors.

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 the 20/21 Academic Year the university went to primarily online with a small portion of in-person classes. BT supplied Service initially as full then modified down when it became apparent that the university was having less in-person attendance than what their initial plans had suggested. Many businesses remained closed or restricted access for most all of FY21.

There was also a calendar modification as the university ended many classes or converted in-person to online for the post-Thanksgiving to Christmas class and exam period. BT service was modified down again to match the lower need. There was no Orientation, Basketball or Football Service for FY21.

The result is that the FY21 and the FY22 service calendars will not be completely comparable. And while we do expect more robust ridership in FY22, we still do not expect a full return to normal at this time. Full Service to the maximum extent of available personnel is planned for the Transit Service for the FY22 service year.

The Monthly reports will be highlighting the recovery from the Covid affected FY21 year. So large increases are expected compared to the affected service.

- FY19: Last Full Normal Year of Service
- FY20: Onset of the pandemic in March
- FY21: Heavily affected pandemic service and start of vaccinations
- FY22: Expected significant recovery but still affected
- FY23: Hope for near-normal return

As of Early August 2021 (FY22) prior to start of Full Service, regional and countrywide spikes in infection rates of Covid Variants are reversing some of the priorly relaxed guidelines.

As of the last quarter of 2021, issues with staffing and supplies for repair parts resulting from the ongoing pandemic and other issues resulted in continuing reductions in service and multiple service failures. Less vehicles on the road resulted in lessened passenger loads.