



Monthly Ridership and
Service Level Report
October, 2021
Covid-19 Recovery

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

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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: October, 2021

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
Total Passengers	450,590	102,598	339%	1,210,353	274,254	341%
Total Revenue Hours	10,765.89	11,311.44	-5%	36,960.85	34,622.05	7%
Total Revenue Miles	112,131.20	114,704.00	-2%	389,131.40	355,215.00	10%
Total Driver Hours	11,987.74	12,807.75	-6%	41,460.83	39,196.00	6%
Passengers/RH	41.85	9.07	361%	32.75	7.92	313%
Passengers/RM	4.02	0.89	349%	3.11	0.77	303%
Passengers/DH	37.59	8.01	369%	29.19	7.00	317%
Full Service Weekdays	20	21	(1)	48	48	0
Full Service Weekends	10	9	1	22	21	1
Reduced Service Weekdays	0	0	0	32	33	(1)
Reduced Service Weekends	0	0	0	13	13	0
Intermediate Service	1	1	0	7	7	0
No Service Days	0	0	0	1	1	0

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

Total Ridership per Route

Blacksburg: Motor Bus

Month: October, 2021

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YTD Ridership	Previous YTD Total	YTD Change
CAS	2,232	0.51%	549	307%	7,117	0.61%	1,744	308%
CRB	6,847	1.57%	907	655%	18,014	1.53%	2,369	660%
CRC	13,479	3.08%	3,420	294%	37,070	3.16%	8,929	315%
HDG	21,649	4.95%	4,947	338%	57,967	4.94%	13,668	324%
HWA	40,301	9.22%	7,063	471%	108,699	9.26%	17,256	530%
HWB	34,691	7.94%	7,791	345%	94,710	8.07%	19,320	390%
HWD	6,665	1.53%	2,118	215%	18,917	1.61%	8,929	112%
HXP	21,228	4.86%	3,638	484%	56,835	4.84%	8,921	537%
MSA	6,411	1.47%	1,383	364%	19,944	1.70%	3,631	449%
MSN	33,687	7.71%	6,217	442%	88,351	7.52%	17,321	410%
MSS	29,295	6.70%	9,276	216%	81,119	6.91%	27,464	195%
PHB	11,563	2.65%	0	0%	28,563	2.43%	0	0%
PHD	34,370	7.87%	8,158	321%	95,042	8.09%	21,484	342%
PRB	7,176	1.64%	3,838	87%	23,744	2.02%	10,191	133%
PRO	33,619	7.69%	5,929	467%	90,710	7.73%	13,773	559%
TOM	71,690	16.41%	17,897	301%	184,039	15.67%	44,779	311%
TTT	10,193	2.33%	6,394	59%	29,194	2.49%	16,599	76%
UCB	34,273	7.84%	7,572	353%	88,200	7.51%	22,194	297%
UMS	16,501	3.78%	3,446	379%	45,977	3.92%	8,315	453%
ACC	1,123	0.26%	814	38%	4,154	0.35%	2,800	48%
Totals	436,993	100.00%	100,543	335%	1,174,212	100.00%	266,887	340%
Blacksburg MB Total	435,870	99.74%	100,543	333.52%	1,174,212	99.65%	266,887	339.97%
Blacksburg DR Total	1,123	0.26%	814	37.96%	4,154	0.35%	2,800	48.36%
Totals	436,993	100%	101,357	331%	1,178,366	100%	269,687	337%

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

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
BLU	406	18.45%	0	N/A	1,609	19.24%	0	N/A
BTC	0	0.00%	28	-100%	0	0.00%	50	-100%
GLD	455	20.68%	0	N/A	1,491	17.83%	0	N/A
GAR	1,339	60.86%	1,216	10%	5,261	62.92%	4,521	16%
Totals	2,200	100%	1,244	77%	8,361	100%	4,571	83%
Christiansburg MB Total	861	39.14%	28	2975.00%	3,100	37.08%	50	6100.00%
Christiansburg DR Total	1,339	60.86%	1,216	10.12%	5,261	62.92%	4,521	16.37%
Totals	2,200	100%	1,244	77%	8,361	100%	4,571	83%

Passengers per Revenue Hour per Route

All Fixed Routes

Month: October, 2021

Route	Current Month	Previous Year	Change by Month
CAS	9.11	2.15	323%
CRB	27.94	3.53	691%
CRC	18.71	3.92	377%
HDG	35.97	7.38	387%
HWA	76.79	74.74	3%
HWB	66.10	11.62	469%
HWD	48.54	3.15	1441%
HXP	32.03	4.76	573%
MSA	26.01	5.35	386%
MSN	60.27	10.82	457%
MSS	40.56	12.36	228%
PHB	46.86	0.00	N/A
PHD	65.59	12.14	440%
PRB	29.16	7.78	275%
PRO	70.37	10.58	565%
TOM	94.55	20.53	361%
TTT	26.05	15.97	63%
UCB	65.56	11.76	458%
UMS	62.78	6.19	914%
BLU	1.67	0.00	N/A
BTC	0.00	0.59	-100%
GLD	1.86	0.00	N/A

Passengers per Revenue Hour per Day of Week

All Fixed Routes

Month: October, 2021

Week Day	Current Month			Previous Year			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
Sunday	12,687	323.75	39.19	4,771	313.20	15.23	157%
Monday	78,512	1,638.39	47.92	15,730	1,724.30	9.12	425%
Tuesday	84,555	1,639.14	51.58	15,733	1,725.80	9.12	466%
Wednesday	84,060	1,636.64	51.36	16,301	1,725.80	9.45	444%
Thursday	83,326	1,639.14	50.84	19,119	2,155.75	8.87	473%
Friday	71,270	1,847.96	38.57	19,451	1,987.41	9.79	294%
Saturday	22,321	382.51	58.35	9,463	453.60	20.86	180%
Total	436,731	9,107.53	47.95	100,568	10,085.86	9.97	381%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Mile per Day of Week

All Fixed Routes

Month: October, 2021

Week Day	Current Month			Previous Year			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
Sunday	12,687	3,511	3.61	4,771	3,312	1.44	151%
Monday	78,512	17,026	4.61	15,730	17,591	0.89	416%
Tuesday	84,555	17,118	4.94	15,733	17,580	0.89	452%
Wednesday	84,060	16,992	4.95	16,301	17,612	0.93	434%
Thursday	83,326	17,057	4.89	19,119	21,996	0.87	462%
Friday	71,270	19,337	3.69	19,451	20,264	0.96	284%
Saturday	22,321	4,232	5.27	9,463	4,960	1.91	176%
Total	436,731	95,273	4.58	100,568	103,315	0.97	371%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Hour per Day of Week
 Demand Response Service
 Month: October, 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	52	30.32	1.72	10	15.82	0.63	171%
Monday	162	111.57	1.45	137	95.75	1.43	1%
Tuesday	196	137.45	1.43	136	105.95	1.28	11%
Wednesday	203	145.51	1.40	161	120.72	1.33	5%
Thursday	206	126.60	1.63	160	130.57	1.23	33%
Friday	220	122.42	1.80	163	104.97	1.55	16%
Saturday	84	51.77	1.62	47	44.92	1.05	55%
Total	1,123	725.63	1.55	814	618.68	1.32	18%

<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	212	117.85	1.80	176	95.27	1.85	-3%
Tuesday	257	120.07	2.14	218	105.60	2.06	4%
Wednesday	245	123.62	1.98	202	102.95	1.96	1%
Thursday	251	118.65	2.12	260	131.27	1.98	7%
Friday	316	146.90	2.15	291	136.42	2.13	1%
Saturday	58	30.87	1.88	69	35.40	1.95	-4%
Total	1,339	657.95	2.04	1,216	606.90	2.00	2%

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

Passengers per Revenue Mile per Day of Week
 Demand Response Service
 Month: October, 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	52	288	0.18	10	95	0.11	72%
Monday	162	920	0.18	137	861	0.16	11%
Tuesday	196	1,077	0.18	136	774	0.18	4%
Wednesday	203	1,199	0.17	161	911	0.18	-4%
Thursday	206	1,277	0.16	160	976	0.16	-2%
Friday	220	1,169	0.19	163	827	0.20	-4%
Saturday	84	472	0.18	47	282	0.17	7%
Total	1,123	6,403	0.18	814	4,726	0.17	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	212	1,334	0.16	176	1,018	0.17	-8%
Tuesday	257	1,508	0.17	218	1,183	0.18	-7%
Wednesday	245	1,560	0.16	202	1,176	0.17	-9%
Thursday	251	1,588	0.16	260	1,416	0.18	-14%
Friday	316	1,776	0.18	291	1,572	0.19	-4%
Saturday	58	309	0.19	69	298	0.23	-19%
Total	1,339	8,074	0.17	1,216	6,663	0.18	-9%

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

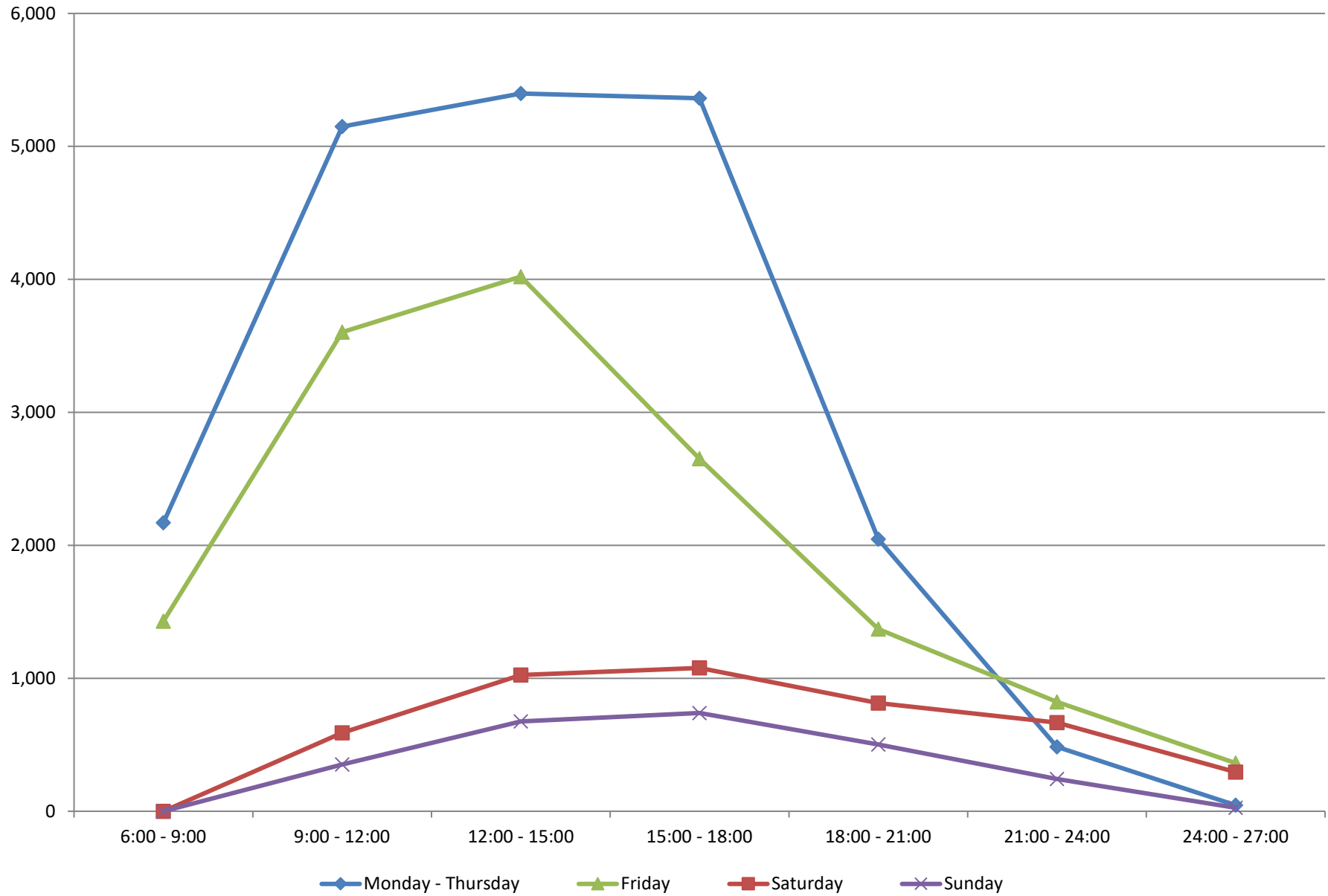
Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

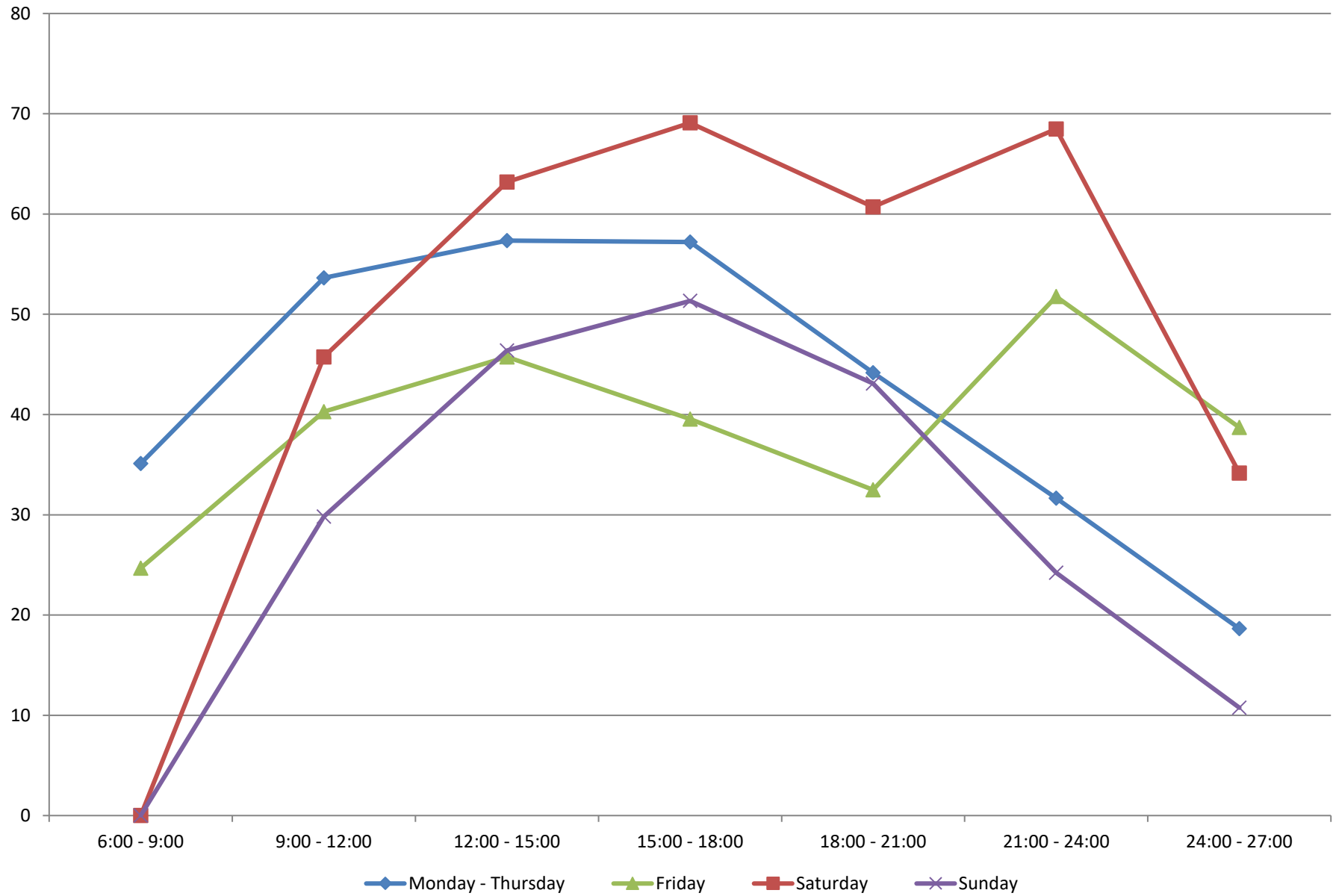
Month: October, 2021

	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
Monday - Thursday	6:00 - 9:00	2,169.25	61.79	35.11
	9:00 - 12:00	5,148.63	96.00	53.63
	12:00 - 15:00	5,397.88	94.13	57.35
	15:00 - 18:00	5,362.88	93.75	57.20
	18:00 - 21:00	2,046.13	46.33	44.16
	21:00 - 24:00	483.94	15.29	31.65
	24:00 - 27:00	45.44	2.44	18.64
Friday	6:00 - 9:00	1,429.40	57.93	24.68
	9:00 - 12:00	3,602.40	89.40	40.30
	12:00 - 15:00	4,020.80	87.90	45.74
	15:00 - 18:00	2,651.20	67.04	39.55
	18:00 - 21:00	1,369.60	42.14	32.50
	21:00 - 24:00	822.40	15.89	51.76
	24:00 - 27:00	362.00	9.35	38.72
Saturday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	590.20	12.90	45.74
	12:00 - 15:00	1,023.80	16.20	63.20
	15:00 - 18:00	1,077.80	15.60	69.09
	18:00 - 21:00	813.40	13.40	60.70
	21:00 - 24:00	667.60	9.75	68.47
	24:00 - 27:00	295.40	8.65	34.15
Sunday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	352.00	11.80	29.83
	12:00 - 15:00	674.80	14.55	46.38
	15:00 - 18:00	739.20	14.40	51.33
	18:00 - 21:00	502.20	11.65	43.11
	21:00 - 24:00	243.40	10.05	24.22
	24:00 - 27:00	25.80	2.40	10.75

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-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									
December-21									
Total for 2nd Quarter:	448,128	447,763	99.92%	88	0.02%	447,851	99.94%	277	0.06%
January-22									
February-22									
March-22									
Total for 3rd Quarter:	0	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!
April-22									
May-22									
June-22									
Total for 4th Quarter:	0	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!
Total for Year:	1,200,938	1,199,943	99.92%	269	0.02%	1,200,212	99.94%	726	0.06%

*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 this report it is unknown what the effects will be on this years service.