



Monthly Ridership and
Service Level Report
September, 2021
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: September, 2021

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
Total Passengers	500,405	100,302	399%	759,763	171,656	343%
Total Revenue Hours	11,301.90	11,657.82	-3%	26,194.96	23,310.61	12%
Total Revenue Miles	117,352.20	117,723.00	0%	277,000.20	240,511.00	15%
Total Driver Hours	12,708.92	12,967.00	-2%	29,473.09	26,388.25	12%
Passengers/RH	44.28	8.60	415%	29.00	7.36	294%
Passengers/RM	4.26	0.85	400%	2.74	0.71	284%
Passengers/DH	39.37	7.74	409%	25.78	6.51	296%
Full Service Weekdays	21	21	0	28	27	1
Full Service Weekends	8	8	0	12	12	0
Reduced Service Weekdays	0	0	0	32	33	(1)
Reduced Service Weekends	0	0	0	13	13	0
Intermediate Service	1	1	0	6	6	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: September, 2021

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YTD Ridership	Previous YTD Total	YTD Change
CAS	2,715	0.56%	803	238%	4,885	0.66%	1,195	309%
CRB	7,886	1.62%	981	704%	11,167	1.51%	1,462	664%
CRC	15,151	3.11%	3,238	368%	23,591	3.20%	5,509	328%
HDG	23,812	4.89%	5,075	369%	36,318	4.92%	8,721	316%
HWA	44,894	9.23%	7,406	506%	68,398	9.26%	10,193	571%
HWB	39,308	8.08%	8,278	375%	60,019	8.13%	11,529	421%
HWD	6,540	1.34%	1,665	293%	12,252	1.66%	6,811	80%
HXP	24,707	5.08%	3,682	571%	35,607	4.82%	5,283	574%
MSA	7,109	1.46%	1,521	367%	13,533	1.83%	2,248	502%
MSN	35,989	7.40%	5,980	502%	54,664	7.40%	11,104	392%
MSS	31,364	6.45%	8,794	257%	51,824	7.02%	18,188	185%
PHB	12,149	2.50%	0	0%	17,000	2.30%	0	0%
PHD	40,946	8.42%	8,297	394%	60,672	8.22%	13,326	355%
PRB	8,960	1.84%	3,638	146%	16,568	2.24%	6,353	161%
PRO	40,515	8.33%	5,745	605%	57,091	7.73%	7,844	628%
TOM	74,190	15.25%	17,069	335%	112,349	15.22%	26,882	318%
TTT	9,248	1.90%	5,205	78%	19,001	2.57%	10,205	86%
UCB	36,921	7.59%	7,541	390%	53,927	7.30%	14,622	269%
UMS	23,068	4.74%	3,436	571%	29,476	3.99%	4,869	505%
ACC	1,054	0.22%	801	32%	3,031	0.41%	1,986	53%
Totals	486,526	100.00%	98,354	395%	738,342	100.00%	166,344	344%
Blacksburg MB Total	485,472	99.78%	98,354	393.60%	738,342	99.59%	166,344	343.86%
Blacksburg DR Total	1,054	0.22%	801	31.59%	3,031	0.41%	1,986	52.62%
Totals	486,526	100%	99,155	391%	741,373	100%	168,330	340%

Total Ridership per Route

Christiansburg: Motor Bus and Demand Response

Month: September, 2021

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
BLU	450	19.58%	0	N/A	1,203	19.53%	0	N/A
BTC	0	0.00%	21	-100%	0	0.00%	22	-100%
GLD	379	16.49%	0	N/A	1,036	16.82%	0	N/A
GAR	1,469	63.93%	1,127	30%	3,922	63.66%	3,305	19%
Totals	2,298	100%	1,148	100%	6,161	100%	3,327	85%
Christiansburg MB Total	829	36.07%	21	3847.62%	2,239	36.34%	22	10077.27%
Christiansburg DR Total	1,469	63.93%	1,127	30.35%	3,922	63.66%	3,305	18.67%
Totals	2,298	100%	1,148	100%	6,161	100%	3,327	85%

Passengers per Revenue Hour per Route

All Fixed Routes

Month: September, 2021

Route	Current Month	Previous Year	Change by Month
CAS	10.70	2.41	344%
CRB	30.72	3.29	833%
CRC	18.47	3.75	392%
HDG	36.94	7.66	382%
HWA	81.57	10.18	701%
HWB	71.35	11.38	527%
HWD	65.96	19.14	245%
HXP	33.81	4.92	588%
MSA	27.55	5.88	368%
MSN	63.80	10.55	505%
MSS	42.62	11.84	260%
PHB	47.13	0.00	N/A
PHD	74.33	11.40	552%
PRB	34.90	7.37	373%
PRO	73.93	9.54	675%
TOM	99.01	18.71	429%
TTT	23.80	13.36	78%
UCB	67.25	11.16	503%
UMS	72.15	6.17	1070%
BLU	1.76	0.00	N/A
BTC	0.00	0.42	-100%
GLD	1.48	0.00	N/A

Passengers per Revenue Hour per Day of Week

All Fixed Routes

Month: September, 2021

Week Day	<u>Current Month</u>			<u>Previous Year</u>			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
Sunday	11,881	272.78	43.56	5,164	313.20	16.49	164%
Monday	67,647	1,554.49	43.52	14,029	1,580.96	8.87	390%
Tuesday	90,080	1,681.45	53.57	19,653	2,276.52	8.63	521%
Wednesday	111,992	2,103.60	53.24	21,402	2,276.77	9.40	466%
Thursday	110,203	2,094.60	52.61	14,932	1,845.32	8.09	550%
Friday	73,999	1,556.05	47.56	15,853	1,767.32	8.97	430%
Saturday	20,499	333.29	61.50	7,341	362.88	20.23	204%
Total	486,301	9,596.26	50.68	98,374	10,422.97	9.44	437%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Mile per Day of Week

All Fixed Routes

Month: September, 2021

Week Day	<u>Current Month</u>			<u>Previous Year</u>			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
Sunday	11,881	2,980	3.99	5,164	3,315	1.56	156%
Monday	67,647	16,215	4.17	14,029	16,186	0.87	381%
Tuesday	90,080	17,476	5.15	19,653	23,114	0.85	506%
Wednesday	111,992	21,737	5.15	21,402	23,136	0.93	457%
Thursday	110,203	21,743	5.07	14,932	18,746	0.80	536%
Friday	73,999	16,111	4.59	15,853	17,968	0.88	421%
Saturday	20,499	3,656	5.61	7,341	3,959	1.85	202%
Total	486,301	99,918	4.87	98,374	106,424	0.92	427%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Hour per Day of Week
 Demand Response Service
 Month: September, 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	36	22.28	1.62	7	15.85	0.44	266%
Monday	133	98.75	1.35	118	74.78	1.58	-15%
Tuesday	182	139.90	1.30	185	155.90	1.19	10%
Wednesday	220	162.05	1.36	184	164.00	1.12	21%
Thursday	251	161.40	1.56	136	117.97	1.15	35%
Friday	178	103.27	1.72	125	91.38	1.37	26%
Saturday	54	43.78	1.23	46	23.13	1.99	-38%
Total	1,054	731.44	1.44	801	643.02	1.25	16%

<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	226	109.93	2.06	145	91.52	1.58	30%
Tuesday	259	124.32	2.08	254	131.55	1.93	8%
Wednesday	323	142.56	2.27	252	131.65	1.91	18%
Thursday	320	155.35	2.06	212	106.83	1.98	4%
Friday	284	125.03	2.27	206	101.15	2.04	12%
Saturday	57	25.53	2.23	58	29.13	1.99	12%
Total	1,469	682.72	2.15	1,127	591.83	1.90	13%

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

Passengers per Revenue Mile per Day of Week

Demand Response Service

Month: September, 2021

<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	36	182	0.20	7	46	0.15	30%
Monday	133	791	0.17	118	739	0.16	5%
Tuesday	182	1,086	0.17	185	1,119	0.17	1%
Wednesday	220	1,244	0.18	184	1,096	0.17	5%
Thursday	251	1,533	0.16	136	870	0.16	5%
Friday	178	976	0.18	125	680	0.18	-1%
Saturday	54	303	0.18	46	272	0.17	5%
Total	1,054	6,115	0.17	801	4,822	0.17	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	226	1,404	0.16	145	855	0.17	-5%
Tuesday	259	1,519	0.17	254	1,499	0.17	1%
Wednesday	323	1,981	0.16	252	1,477	0.17	-4%
Thursday	320	2,079	0.15	212	1,142	0.19	-17%
Friday	284	1,602	0.18	206	1,201	0.17	3%
Saturday	57	305	0.19	58	303	0.19	-2%
Total	1,469	8,890	0.17	1,127	6,477	0.17	-5%

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

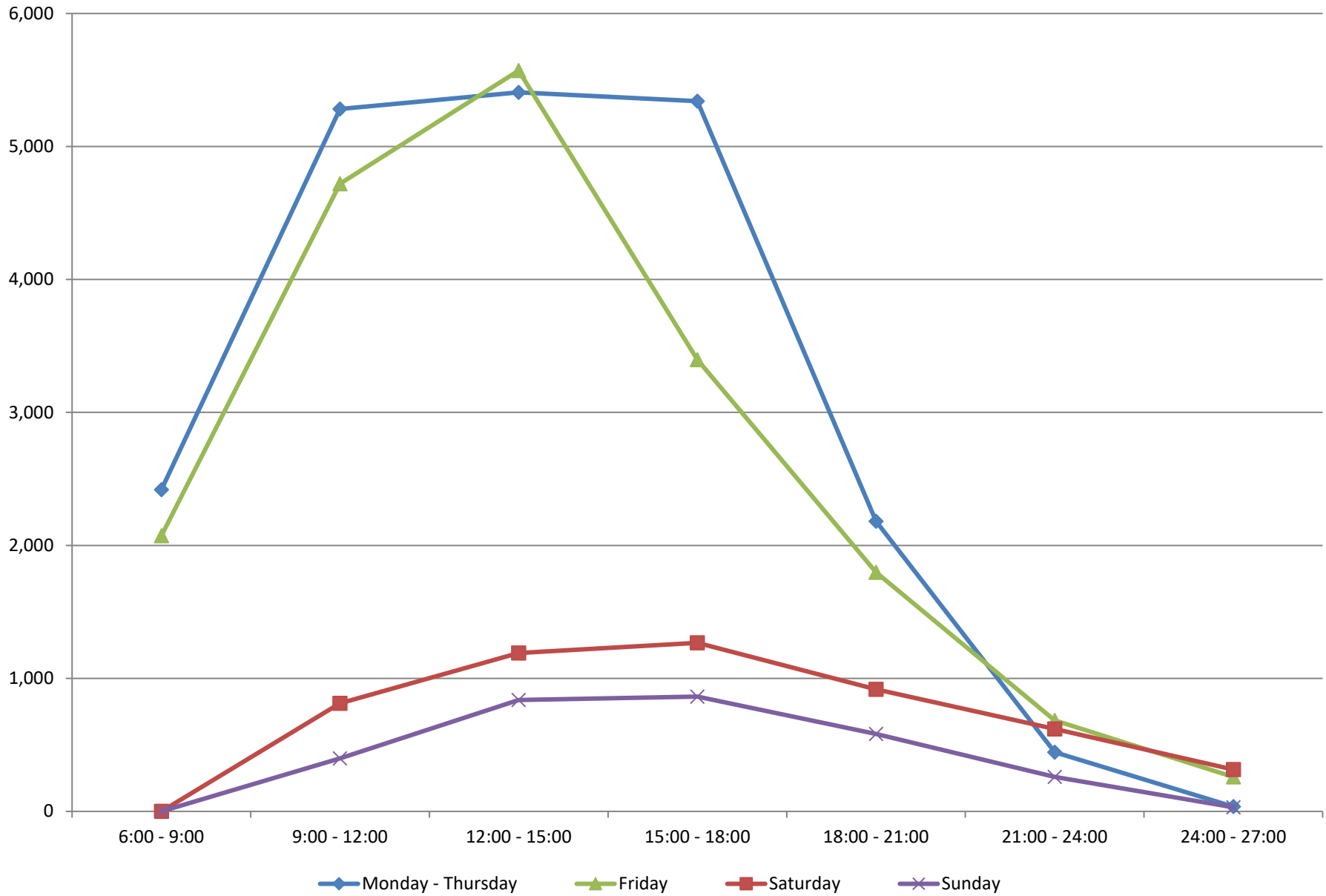
Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

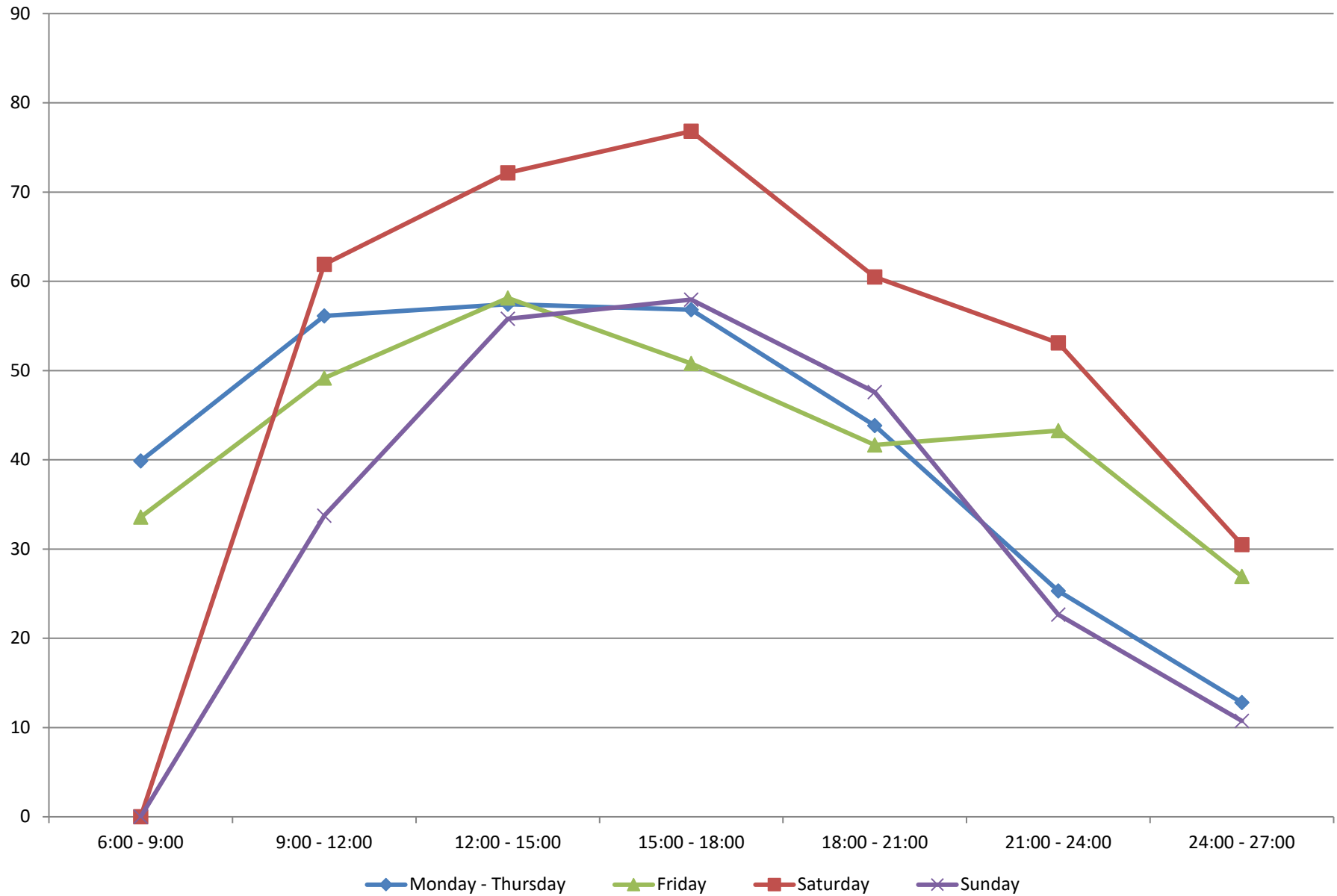
Month: September, 2021

	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
Monday - Thursday	6:00 - 9:00	2,418.33	60.65	39.88
	9:00 - 12:00	5,282.22	94.10	56.14
	12:00 - 15:00	5,407.06	94.14	57.44
	15:00 - 18:00	5,340.00	93.98	56.82
	18:00 - 21:00	2,181.22	49.75	43.85
	21:00 - 24:00	445.61	17.60	25.31
	24:00 - 27:00	35.72	2.79	12.80
Friday	6:00 - 9:00	2,072.25	61.73	33.57
	9:00 - 12:00	4,719.75	96.00	49.16
	12:00 - 15:00	5,570.75	95.83	58.13
	15:00 - 18:00	3,397.00	66.88	50.79
	18:00 - 21:00	1,798.50	43.15	41.68
	21:00 - 24:00	683.50	15.80	43.27
	24:00 - 27:00	259.25	9.63	26.94
Saturday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	813.00	13.14	61.90
	12:00 - 15:00	1,190.50	16.50	72.15
	15:00 - 18:00	1,267.50	16.50	76.82
	18:00 - 21:00	918.75	15.19	60.49
	21:00 - 24:00	620.50	11.69	53.09
	24:00 - 27:00	314.50	10.31	30.50
Sunday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	398.00	11.80	33.73
	12:00 - 15:00	837.00	15.00	55.80
	15:00 - 18:00	863.25	14.90	57.96
	18:00 - 21:00	582.75	12.25	47.57
	21:00 - 24:00	259.00	11.44	22.64
	24:00 - 27:00	30.25	2.81	10.76

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										
November-21										
December-21										
Total for 2nd Quarter:	0	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	
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:	752,810	752,180	99.92%	181	0.02%	752,361	99.94%	449	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.