



Monthly Ridership and  
Service Level Report  
September, 2020  
Covid-19 Response Service

**“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 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)
- 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 4<sup>th</sup>, 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: September, 2020

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
<b>Total Passengers</b>	100,302	655,443	-85%	171,656	999,253	-83%
<b>Total Revenue Hours</b>	11,657.82	11,960.08	-3%	23,310.61	25,294.33	-8%
<b>Total Revenue Miles</b>	117,723.00	122,751.20	-4%	240,511.00	260,331.00	-8%
<b>Total Driver Hours</b>	12,967.00	13,368.75	-3%	26,388.25	28,736.75	-8%
<b>Passengers/RH</b>	8.60	54.80	-84%	7.36	39.51	-81%
<b>Passengers/RM</b>	0.85	5.34	-84%	0.71	3.84	-81%
<b>Passengers/DH</b>	7.74	49.03	-84%	6.51	34.77	-81%
<b>Full Service Weekdays</b>	21	20	1	27	25	2
<b>Full Service Weekends</b>	8	9	(1)	12	12	0
<b>Reduced Service Weekdays</b>	0	0	0	33	39	(6)
<b>Reduced Service Weekends</b>	0	0	0	13	14	(1)
<b>Intermediate Service</b>	1	1	0	6	1	5
<b>Emergency Service Weekdays</b>	0	0	0	0	0	0
<b>Emergency Service Weekends</b>	0	0	0	0	0	0
<b>No Service Days</b>	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, 2020

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YTD Ridership	Previous YTD Total	YTD Change
CAS	803	0.82%	10,111	-92%	1,195	0.72%	12,166	-90%
CBD	981	1.00%	11,636	-92%	1,462	0.88%	15,323	-90%
CRC	3,238	3.29%	18,313	-82%	5,509	3.31%	27,835	-80%
HDG	5,075	5.16%	29,149	-83%	8,721	5.24%	43,547	-80%
HWD	1,665	1.69%	9,313	-82%	6,811	4.09%	16,769	-59%
HWA	7,406	7.53%	62,717	-88%	10,193	6.13%	89,082	-89%
HWB	8,278	8.42%	51,321	-84%	11,529	6.93%	79,046	-85%
HXP	3,682	3.74%	28,588	-87%	5,283	3.18%	37,656	-86%
MSA	1,521	1.55%	0	0%	2,248	1.35%	0	0%
MSN	5,980	6.08%	41,829	-86%	11,104	6.68%	64,098	-83%
MSS	8,794	8.94%	42,657	-79%	18,188	10.93%	75,170	-76%
PHD	8,297	8.44%	51,796	-84%	13,326	8.01%	73,999	-82%
PRB	3,638	3.70%	23,938	-85%	6,353	3.82%	31,209	-80%
PRO	5,745	5.84%	55,264	-90%	7,844	4.72%	76,641	-90%
TOM	17,069	17.35%	97,033	-82%	26,882	16.16%	146,524	-82%
TTT	5,205	5.29%	8,957	-42%	10,205	6.13%	19,341	-47%
UCB	7,541	7.67%	50,723	-85%	14,622	8.79%	74,771	-80%
UMS	3,436	3.49%	42,180	-92%	4,869	2.93%	52,462	-91%
<b>Totals</b>	<b>98,354</b>	<b>100.00%</b>	<b>635,525</b>	<b>-85%</b>	<b>166,344</b>	<b>100.00%</b>	<b>935,639</b>	<b>-82%</b>

**Total Ridership per Route**  
Christiansburg: Motor Bus and Demand Response  
Month: September, 2020

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
<b>Commuter</b>	21	1.83%	331	-94%	22	0.66%	686	-97%
<b>Explorer Blue</b>	0	0.00%	866	-100%	0	0.00%	2,630	-100%
<b>Explorer Gold</b>	0	0.00%	996	-100%	0	0.00%	2,915	-100%
<b>GoAnywhere</b>	1,127	98.17%	883	28%	3,305	99.34%	2,674	24%
<b>Totals</b>	<b>1,148</b>	<b>100%</b>	<b>3,076</b>	<b>-63%</b>	<b>3,327</b>	<b>100%</b>	<b>8,905</b>	<b>-63%</b>
<b>Christiansburg Fixed Route Total</b>	21	1.83%	2,193	-99.04%	22	0.66%	6,231	-99.65%
<b>Christiansburg Demand Response Total</b>	1,127	98.17%	883	27.63%	3,305	99.34%	2,674	23.60%
<b>Totals</b>	<b>1,148</b>	<b>100%</b>	<b>3,076</b>	<b>-63%</b>	<b>3,327</b>	<b>100%</b>	<b>8,905</b>	<b>-63%</b>

**Passengers per Revenue Hour per Route**

All Fixed Routes

Month: September, 2020

Route	Current Month	Previous Year	Change by Month
<b>CAS</b>	2.41	22.76	-89%
<b>CBD</b>	3.29	47.48	-93%
<b>CRC</b>	3.75	23.23	-84%
<b>HDG</b>	7.66	46.72	-84%
<b>HWD</b>	19.14	61.72	-69%
<b>HWA</b>	10.18	86.38	-88%
<b>HWB</b>	11.38	80.04	-86%
<b>HXP</b>	4.92	38.93	-87%
<b>MSA</b>	5.88	0.00	N/A
<b>MSN</b>	10.55	76.94	-86%
<b>MSS</b>	11.84	55.43	-79%
<b>PHD</b>	11.40	96.91	-88%
<b>PRB</b>	7.37	50.90	-86%
<b>PRO</b>	9.54	86.76	-89%
<b>TOM</b>	18.71	104.73	-82%
<b>TTT</b>	13.36	27.80	-52%
<b>UCB</b>	11.16	79.48	-86%
<b>UMS</b>	6.17	80.89	-92%
<b>BTC</b>	0.42	7.01	-94%
<b>BLU</b>	0.00	3.56	-100%
<b>GLD</b>	0.00	4.07	-100%



**Passengers per Revenue Hour per Day of Week**

All Fixed Routes

Month: September, 2020

Week Day	Current Month			Previous Year			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
<b>Sunday</b>	5,164	313.20	16.49	16,260	274.83	59.16	-72%
<b>Monday</b>	14,029	1,580.96	8.87	123,103	2,141.41	57.49	-85%
<b>Tuesday</b>	19,653	2,276.52	8.63	124,505	1,868.06	66.65	-87%
<b>Wednesday</b>	21,402	2,276.77	9.40	126,462	1,867.28	67.73	-86%
<b>Thursday</b>	14,932	1,845.32	8.09	120,071	1,869.76	64.22	-87%
<b>Friday</b>	15,853	1,767.32	8.97	107,012	1,869.68	57.24	-84%
<b>Saturday</b>	7,341	362.88	20.23	20,305	361.52	56.17	-64%
<b>Total</b>	<b>98,374</b>	<b>10,422.97</b>	<b>9.44</b>	<b>637,718</b>	<b>10,252.54</b>	<b>62.20</b>	<b>-85%</b>

\* 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: September, 2020

Week Day	Current Month			Previous Year			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
<b>Sunday</b>	5,164	3,315	1.56	16,260	2,993	5.43	-71%
<b>Monday</b>	14,029	16,186	0.87	123,103	22,364	5.50	-84%
<b>Tuesday</b>	19,653	23,114	0.85	124,505	19,345	6.44	-87%
<b>Wednesday</b>	21,402	23,136	0.93	126,462	19,392	6.52	-86%
<b>Thursday</b>	14,932	18,746	0.80	120,071	19,368	6.20	-87%
<b>Friday</b>	15,853	17,968	0.88	107,012	19,330	5.54	-84%
<b>Saturday</b>	7,341	3,959	1.85	20,305	3,914	5.19	-64%
<b>Total</b>	<b>98,374</b>	<b>106,424</b>	<b>0.92</b>	<b>637,718</b>	<b>106,706</b>	<b>5.98</b>	<b>-85%</b>

\* 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: September, 2020

<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	7	15.85	0.44	27	22.77	1.19	-63%
Monday	118	74.78	1.58	268	160.72	1.67	-5%
Tuesday	185	155.90	1.19	312	154.35	2.02	-41%
Wednesday	184	164.00	1.12	262	136.92	1.91	-41%
Thursday	136	117.97	1.15	315	144.25	2.18	-47%
Friday	125	91.38	1.37	251	131.40	1.91	-28%
Saturday	46	23.13	1.99	84	59.86	1.40	42%
<b>Total</b>	<b>801</b>	<b>643.02</b>	<b>1.25</b>	<b>1,519</b>	<b>810.26</b>	<b>1.87</b>	<b>-34%</b>

<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	145	91.52	1.58	155	72.40	2.14	-26%
Tuesday	254	131.55	1.93	190	75.85	2.50	-23%
Wednesday	252	131.65	1.91	154	71.65	2.15	-11%
Thursday	212	106.83	1.98	173	69.02	2.51	-21%
Friday	206	101.15	2.04	156	72.48	2.15	-5%
Saturday	58	29.13	1.99	55	28.18	1.95	2%
<b>Total</b>	<b>1,127</b>	<b>591.83</b>	<b>1.90</b>	<b>883</b>	<b>389.58</b>	<b>2.27</b>	<b>-16%</b>

\*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: September, 2020

<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
<b>Sunday</b>	7	46	0.15	27	138	0.20	-22%
<b>Monday</b>	118	739	0.16	268	1,404	0.19	-16%
<b>Tuesday</b>	185	1,119	0.17	312	1,500	0.21	-21%
<b>Wednesday</b>	184	1,096	0.17	262	1,453	0.18	-7%
<b>Thursday</b>	136	870	0.16	315	1,498	0.21	-26%
<b>Friday</b>	125	680	0.18	251	1,386	0.18	2%
<b>Saturday</b>	46	272	0.17	84	380	0.22	-24%
<b>Total</b>	<b>801</b>	<b>4,822</b>	<b>0.17</b>	<b>1,519</b>	<b>7,759</b>	<b>0.20</b>	<b>-15%</b>

<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
<b>Sunday</b>	0	0	0.00	0	0	0.00	0%
<b>Monday</b>	145	855	0.17	155	799	0.19	-13%
<b>Tuesday</b>	254	1,499	0.17	190	913	0.21	-19%
<b>Wednesday</b>	252	1,477	0.17	154	878	0.18	-3%
<b>Thursday</b>	212	1,142	0.19	173	775	0.22	-17%
<b>Friday</b>	206	1,201	0.17	156	811	0.19	-11%
<b>Saturday</b>	58	303	0.19	55	325	0.17	13%
<b>Total</b>	<b>1,127</b>	<b>6,477</b>	<b>0.17</b>	<b>883</b>	<b>4,501</b>	<b>0.20</b>	<b>-11%</b>

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

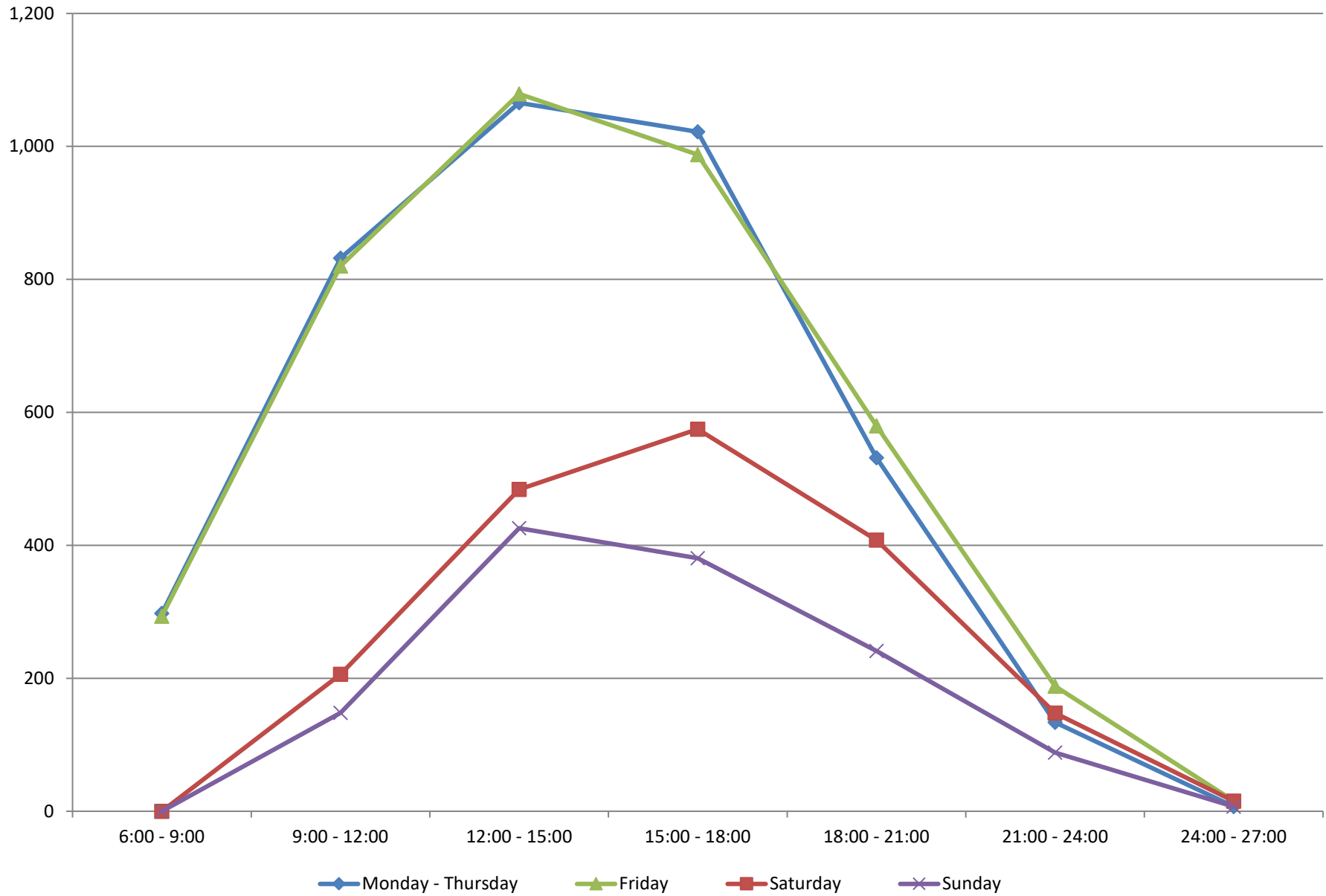
## Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

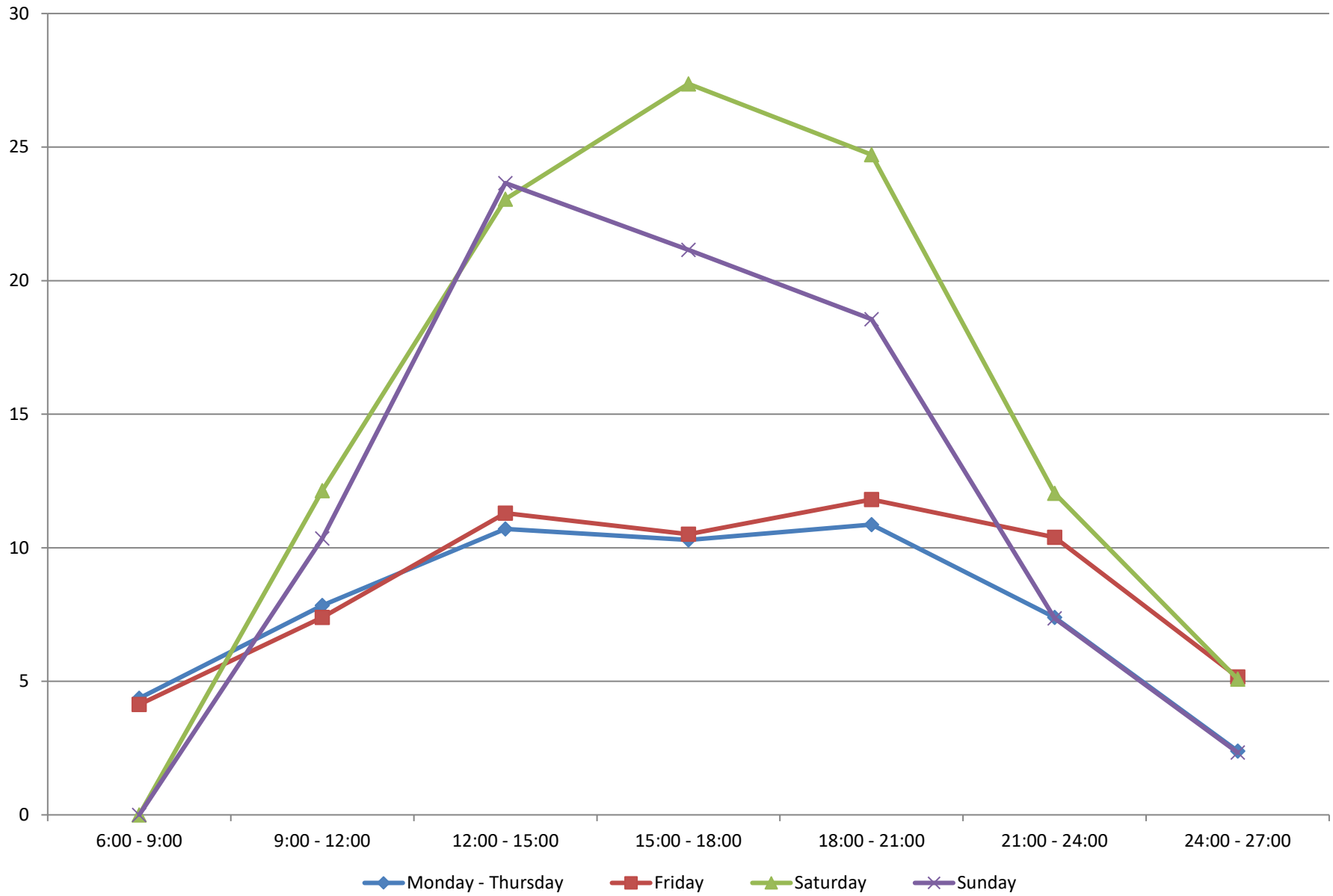
Month: September, 2020

	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
<b>Monday - Thursday</b>	6:00 - 9:00	297.61	68.24	4.36
	9:00 - 12:00	831.89	106.17	7.84
	12:00 - 15:00	1,065.56	99.57	10.70
	15:00 - 18:00	1,022.11	99.32	10.29
	18:00 - 21:00	531.67	48.92	10.87
	21:00 - 24:00	133.72	18.09	7.39
	24:00 - 27:00	7.17	3.00	2.39
<b>Friday</b>	6:00 - 9:00	293.50	71.07	4.13
	9:00 - 12:00	820.00	111.00	7.39
	12:00 - 15:00	1,079.00	95.56	11.29
	15:00 - 18:00	987.75	94.00	10.51
	18:00 - 21:00	579.75	49.11	11.81
	21:00 - 24:00	188.00	18.09	10.39
	24:00 - 27:00	15.50	3.00	5.17
<b>Saturday</b>	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	206.00	16.97	12.14
	12:00 - 15:00	484.00	21.00	23.05
	15:00 - 18:00	574.75	21.00	27.37
	18:00 - 21:00	407.75	16.50	24.71
	21:00 - 24:00	147.50	12.25	12.04
	24:00 - 27:00	15.25	3.00	5.08
<b>Sunday</b>	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	148.00	14.30	10.35
	12:00 - 15:00	425.75	18.00	23.65
	15:00 - 18:00	380.75	18.00	21.15
	18:00 - 21:00	241.25	13.00	18.56
	21:00 - 24:00	88.25	12.00	7.35
	24:00 - 27:00	7.00	3.00	2.33

## 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%	
<b>Total for 1st Quarter:</b>	166,365	165,302	99.36%	180	0.11%	165,482	99.47%	883	0.53%	
October-20										
November-20										
December-20										
<b>Total for 2nd Quarter:</b>	0	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	
January-21										
February-21										
March-21										
<b>Total for 3rd Quarter:</b>	0	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	
April-21										
May-21										
June-21										
<b>Total for 4th Quarter:</b>	0	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	
<b>Total for Year:</b>	166,365	165,302	99.36%	180	0.11%	165,482	99.47%	883	0.53%	



# 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 15<sup>th</sup> – June 30<sup>th</sup> 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 1<sup>st</sup> 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.

<b>Spring FY20 Emergency Service Levels Guide</b>			
<b>Dates</b>	<b>Planned Service</b>	<b>Approximate Service</b>	<b>Differences</b>
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 planned services.

<b>Fall FY21 Planned Service Levels Comparatives (Tentative)</b>			
<b>FY21 Dates</b>	<b>Planned Service</b>	<b>FY20 Service</b>	<b>Differences</b>
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	Full	Reduced instead of Full
12/18-12/31/20	Reduced, Holiday	Reduced	Less routes, hours on Holiday

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.