



Monthly Ridership and
Service Level Report
April, 2022
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: April, 2022

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
Total Passengers	374,187	103,932	260%	3,079,207	722,263	326%
Total Revenue Hours	9,005.53	11,439.26	-21%	87,599.18	90,411.85	-3%
Total Revenue Miles	92,469.00	118,998.00	-22%	916,981.80	926,793.00	-1%
Total Driver Hours	9,928.00	12,652.33	-22%	97,756.75	102,038.08	-4%
Passengers/RH	41.55	9.09	357%	35.15	7.99	340%
Passengers/RM	4.05	0.87	363%	3.36	0.78	331%
Passengers/DH	37.69	8.21	359%	31.50	7.08	345%
Full Service Weekdays	21	20	1	146	127	19
Full Service Weekends	9	8	1	57	53	4
Reduced Service Weekdays	0	0	0	62	75	(13)
Reduced Service Weekends	0	0	0	25	31	(6)
Intermediate Service	0	2	(2)	8	12	(4)
No Service Days	0	0	0	6	6	0

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

Total Ridership per Route

Blacksburg: Motor Bus

Month: April, 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%	1,463	-100%	8,350	0.28%	6,581	27%
CRB	5,660	1.52%	894	533%	43,354	1.44%	6,289	589%
CRC	9,731	2.61%	4,706	107%	86,526	2.86%	26,712	224%
HDG	19,047	5.11%	4,152	359%	156,449	5.18%	32,827	377%
HWA	33,383	8.96%	7,404	351%	277,238	9.18%	48,413	473%
HWB	29,084	7.81%	8,025	262%	242,048	8.01%	53,804	350%
HWD	11,192	3.01%	2,069	441%	61,984	2.05%	17,290	258%
HXP	20,888	5.61%	6,062	245%	161,522	5.35%	31,381	415%
MSA	2,667	0.72%	1,558	71%	37,543	1.24%	11,173	236%
MSN	31,646	8.50%	6,795	366%	234,638	7.77%	44,615	426%
MSS	26,095	7.01%	8,511	207%	212,485	7.03%	66,248	221%
PHB	11,600	3.11%	0	0%	83,450	2.76%	0	0%
PHD	30,989	8.32%	7,051	339%	251,994	8.34%	52,748	378%
PRB	2,117	0.57%	4,314	-51%	41,416	1.37%	28,935	43%
PRO	32,301	8.67%	5,788	458%	244,913	8.11%	38,805	531%
TOM	59,960	16.10%	18,186	230%	490,682	16.24%	123,452	297%
TTT	8,489	2.28%	3,855	120%	67,373	2.23%	36,158	86%
UCB	34,532	9.27%	6,874	402%	256,041	8.48%	53,628	377%
UMS	1,871	0.50%	3,576	-48%	62,640	2.07%	22,671	176%
ACC	1,167	0.31%	941	24%	10,712	0.35%	7,401	45%
Totals	372,419	100.00%	101,283	268%	3,020,646	100.00%	701,730	330%
Blacksburg MB Total	371,252	99.69%	101,283	266.55%	3,020,646	99.65%	701,730	330.46%
Blacksburg DR Total	1,167	0.31%	941	24.02%	10,712	0.35%	7,401	44.74%
Totals	372,419	100%	102,224	264%	3,031,358	100%	709,131	327%

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

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
BLU	309	17.48%	211	46%	4,680	23.08%	505	827%
BTC	0	0.00%	0	N/A	0	0.00%	104	-100%
GLD	419	23.70%	181	131%	4,228	20.85%	518	716%
GAR	1,040	58.82%	1,316	-21%	11,372	56.07%	12,009	-5%
Totals	1,768	100%	1,708	4%	20,280	100%	13,136	54%
Christiansburg MB Total	728	41.18%	392	85.71%	8,908	43.93%	1,127	690.42%
Christiansburg DR Total	1,040	58.82%	1,316	-20.97%	11,372	56.07%	12,009	-5.30%
Totals	1,768	100%	1,708	4%	20,280	100%	13,136	54%

Passengers per Revenue Hour per Route

All Fixed Routes

Month: April, 2022

Route	Current Month	Previous Year	Change by Month
CAS	0.00	3.04	-100%
CRB	24.29	3.48	598%
CRC	16.07	5.53	191%
HDG	30.34	6.44	371%
HWA	71.04	79.61	-11%
HWB	62.00	14.58	325%
HWD	66.30	3.75	1668%
HXP	33.79	8.22	311%
MSA	21.49	6.03	257%
MSN	57.11	12.20	368%
MSS	36.23	11.67	210%
PHB	47.12	0.00	N/A
PHD	58.24	12.79	355%
PRB	17.89	8.93	100%
PRO	65.02	10.54	517%
TOM	88.24	24.68	258%
TTT	22.15	9.90	124%
UCB	59.79	11.02	442%
UMS	0.00	6.53	-100%
BLU	2.46	0.83	197%
BTC	0.00	0.00	N/A
GLD	3.53	0.70	400%

Passengers per Revenue Hour per Day of Week

All Fixed Routes

Month: April, 2022

Week Day	Current Month			Previous Year			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
Sunday	8,034	225.45	35.64	4,980	313.20	15.90	124%
Monday	67,867	1,369.07	49.57	15,610	1,614.97	9.67	413%
Tuesday	72,634	1,397.88	51.96	15,892	1,613.39	9.85	428%
Wednesday	71,641	1,402.17	51.09	17,614	1,770.69	9.95	414%
Thursday	69,802	1,413.96	49.37	20,775	2,213.95	9.38	426%
Friday	66,285	1,649.02	40.20	20,403	2,215.20	9.21	336%
Saturday	15,717	411.35	38.21	6,401	362.88	17.64	117%
Total	371,980	7,868.90	47.27	101,675	10,104.28	10.06	370%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Mile per Day of Week

All Fixed Routes

Month: April, 2022

Week Day	Current Month			Previous Year			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
Sunday	8,034	2,506	3.21	4,980	3,293	1.51	112%
Monday	67,867	13,914	4.88	15,610	17,024	0.92	432%
Tuesday	72,634	14,183	5.12	15,892	17,032	0.93	449%
Wednesday	71,641	14,212	5.04	17,614	18,572	0.95	432%
Thursday	69,802	14,290	4.88	20,775	23,237	0.89	446%
Friday	66,285	16,778	3.95	20,403	23,220	0.88	350%
Saturday	15,717	4,734	3.32	6,401	3,981	1.61	106%
Total	371,980	80,617	4.61	101,675	106,359	0.96	383%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Hour per Day of Week
 Demand Response Service
 Month: April, 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	43	29.25	1.47	11	10.18	1.08	36%
Monday	168	120.77	1.39	133	108.73	1.22	14%
Tuesday	223	120.55	1.85	197	152.68	1.29	43%
Wednesday	220	126.07	1.75	165	112.60	1.47	19%
Thursday	208	132.64	1.57	193	153.35	1.26	25%
Friday	231	147.55	1.57	196	131.53	1.49	5%
Saturday	74	58.00	1.28	46	32.57	1.41	-10%
Total	1,167	734.82	1.59	941	701.65	1.34	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	182	67.05	2.71	223	99.35	2.24	21%
Tuesday	183	66.40	2.76	252	114.03	2.21	25%
Wednesday	191	71.27	2.68	232	124.55	1.86	44%
Thursday	170	71.75	2.37	271	135.32	2.00	18%
Friday	244	91.38	2.67	290	130.79	2.22	20%
Saturday	70	33.63	2.08	48	29.30	1.64	27%
Total	1,040	401.48	2.59	1,316	633.34	2.08	25%

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

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

<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	43	199	0.22	11	39	0.28	-23%
Monday	168	1,039	0.16	133	738	0.18	-10%
Tuesday	223	1,243	0.18	197	1,056	0.19	-4%
Wednesday	220	1,239	0.18	165	935	0.18	1%
Thursday	208	1,211	0.17	193	1,188	0.16	6%
Friday	231	1,167	0.20	196	1,019	0.19	3%
Saturday	74	465	0.16	46	239	0.19	-17%
Total	1,167	6,562	0.18	941	5,214	0.18	-1%

<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	182	902	0.20	223	1,319	0.17	19%
Tuesday	183	948	0.19	252	1,379	0.18	6%
Wednesday	191	972	0.20	232	1,399	0.17	18%
Thursday	170	910	0.19	271	1,511	0.18	4%
Friday	244	1,190	0.21	290	1,539	0.19	9%
Saturday	70	364	0.19	48	278	0.17	11%
Total	1,040	5,287	0.20	1,316	7,425	0.18	11%

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

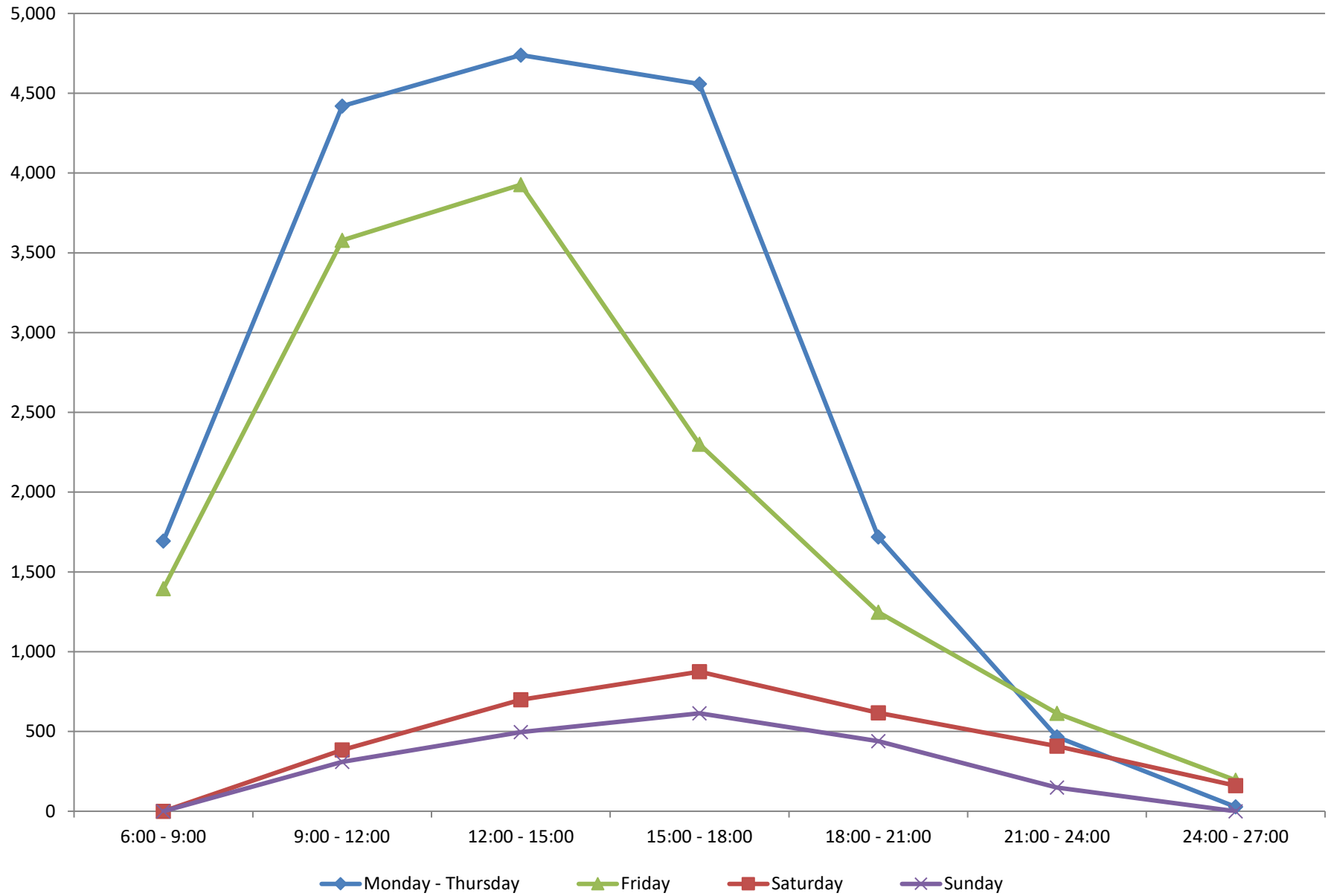
Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

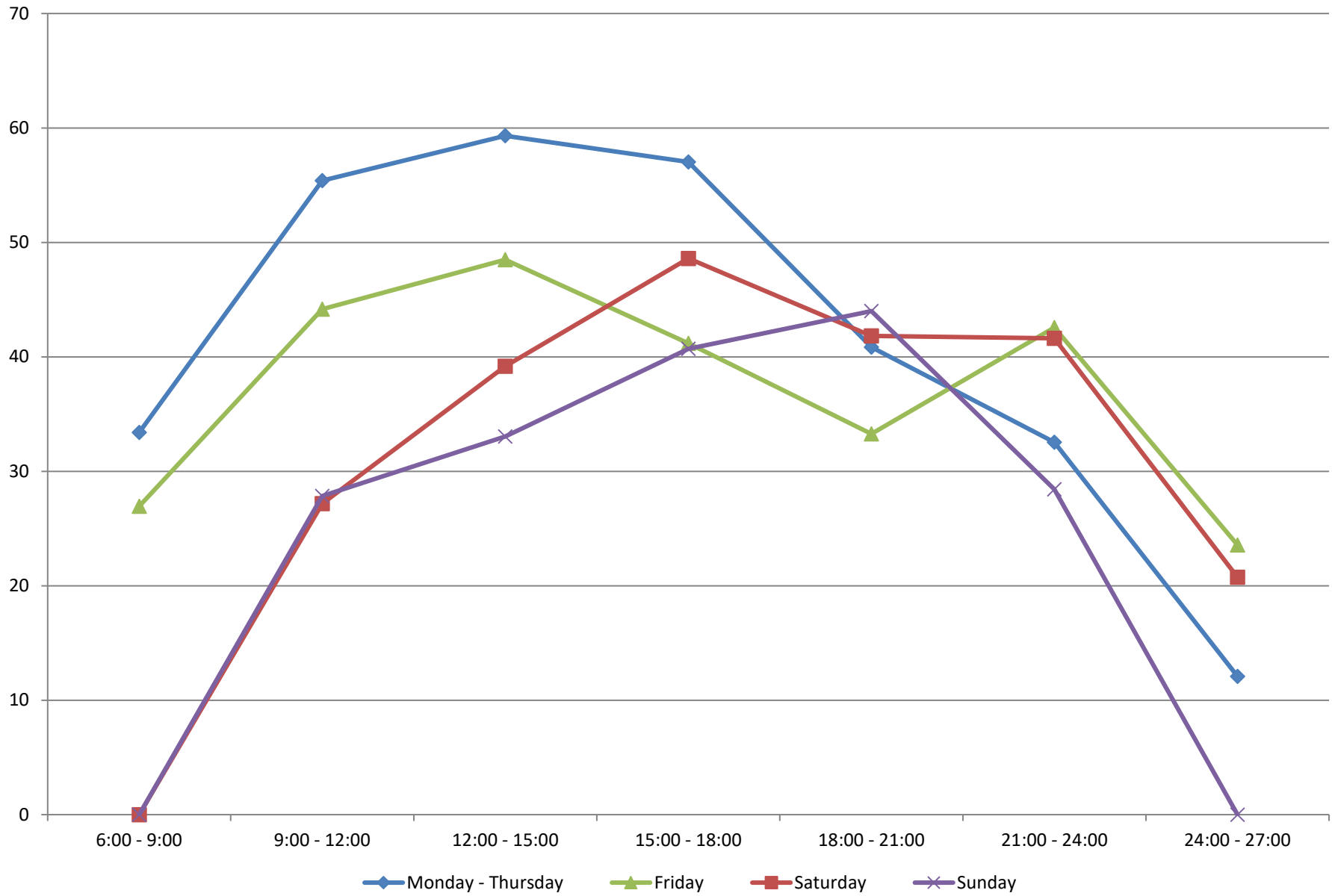
Month: April, 2022

	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
Monday - Thursday	6:00 - 9:00	1,692.88	50.68	33.40
	9:00 - 12:00	4,419.38	79.76	55.41
	12:00 - 15:00	4,739.25	79.90	59.32
	15:00 - 18:00	4,557.81	79.93	57.02
	18:00 - 21:00	1,719.13	42.09	40.84
	21:00 - 24:00	466.13	14.33	32.54
	24:00 - 27:00	27.19	2.25	12.08
Friday	6:00 - 9:00	1,395.20	51.77	26.95
	9:00 - 12:00	3,578.40	81.00	44.18
	12:00 - 15:00	3,926.80	80.98	48.49
	15:00 - 18:00	2,300.40	55.87	41.17
	18:00 - 21:00	1,248.00	37.51	33.27
	21:00 - 24:00	613.80	14.42	42.57
	24:00 - 27:00	194.40	8.25	23.56
Saturday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	383.80	14.12	27.18
	12:00 - 15:00	699.20	17.85	39.17
	15:00 - 18:00	874.80	18.00	48.60
	18:00 - 21:00	617.00	14.75	41.83
	21:00 - 24:00	407.80	9.80	41.61
	24:00 - 27:00	160.80	7.75	20.75
Sunday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	309.50	11.11	27.85
	12:00 - 15:00	495.75	15.00	33.05
	15:00 - 18:00	614.00	15.08	40.71
	18:00 - 21:00	440.00	10.00	44.00
	21:00 - 24:00	149.25	5.25	28.43
	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		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	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										
June-22										
Total for 4th Quarter:	371,980	371,862	99.97%	0	0.00%	371,862	99.97%	118	0.03%	
Total for Year:	3,057,123	3,054,647	99.92%	435	0.01%	3,055,082	99.93%	2,041	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.