



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

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
<b>Total Passengers</b>	226,463	53,046	327%	259,358	71,354	263%
<b>Total Revenue Hours</b>	8,515.37	7,252.35	17%	14,893.06	11,652.79	28%
<b>Total Revenue Miles</b>	90,029.00	74,645.00	21%	159,648.00	122,788.00	30%
<b>Total Driver Hours</b>	9,533.92	8,322.25	15%	16,764.17	13,421.25	25%
<b>Passengers/RH</b>	26.59	7.31	264%	17.41	6.12	184%
<b>Passengers/RM</b>	2.52	0.71	254%	1.62	0.58	180%
<b>Passengers/DH</b>	23.75	6.37	273%	15.47	5.32	191%
<b>Full Service Weekdays</b>	7	6	1	7	6	1
<b>Full Service Weekends</b>	4	4	0	4	4	0
<b>Reduced Service Weekdays</b>	10	10	0	32	33	(1)
<b>Reduced Service Weekends</b>	5	6	(1)	13	13	0
<b>Intermediate Service</b>	5	5	0	5	5	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: August, 2021

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YTD Ridership	Previous YTD Total	YTD Change
CAS	1,792	0.80%	392	357%	2,170	0.86%	392	454%
CRB	3,281	1.47%	481	582%	3,281	1.30%	481	582%
CRC	7,303	3.26%	1,643	344%	8,440	3.34%	2,271	272%
HDG	11,043	4.94%	2,726	305%	12,506	4.95%	3,646	243%
HWA	21,302	9.52%	2,787	664%	23,504	9.29%	2,787	743%
HWB	18,200	8.14%	3,251	460%	20,711	8.19%	3,251	537%
HWD	4,467	2.00%	2,558	75%	5,712	2.26%	5,146	11%
HXP	10,488	4.69%	1,601	555%	10,900	4.31%	1,601	581%
MSA	4,833	2.16%	727	565%	6,424	2.54%	727	784%
MSN	16,507	7.38%	3,681	348%	18,675	7.39%	5,124	264%
MSS	16,302	7.29%	6,018	171%	20,460	8.09%	9,394	118%
PHB	4,851	2.17%	0	0%	4,851	1.92%	0	0%
PHD	18,152	8.11%	3,965	358%	19,726	7.80%	5,029	292%
PRB	6,121	2.74%	1,931	217%	7,608	3.01%	2,715	180%
PRO	15,623	6.98%	2,099	644%	16,576	6.56%	2,099	690%
TOM	33,474	14.96%	7,373	354%	38,159	15.09%	9,813	289%
TTT	7,350	3.29%	3,657	101%	9,753	3.86%	5,000	95%
UCB	15,165	6.78%	4,906	209%	17,006	6.73%	7,081	140%
UMS	6,408	2.86%	1,433	347%	6,408	2.53%	1,433	347%
ACC	1,048	0.47%	675	55%	1,977	0.78%	1,185	67%
<b>Totals</b>	<b>223,710</b>	<b>100.00%</b>	<b>51,229</b>	<b>337%</b>	<b>252,870</b>	<b>100.00%</b>	<b>67,990</b>	<b>272%</b>
<b>Blacksburg MB Total</b>	222,662	99.53%	51,229	334.64%	252,870	99.22%	67,990	271.92%
<b>Blacksburg DR Total</b>	1,048	0.47%	675	55.26%	1,977	0.78%	1,185	66.84%
<b>Totals</b>	<b>223,710</b>	<b>100%</b>	<b>51,904</b>	<b>331%</b>	<b>254,847</b>	<b>100%</b>	<b>69,175</b>	<b>268%</b>

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

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
<b>BLU</b>	462	21.95%	0	N/A	753	19.49%	0	N/A
<b>BTC</b>	0	0.00%	1	-100%	0	0.00%	1	-100%
<b>GLD</b>	369	17.53%	0	N/A	657	17.01%	0	N/A
<b>GAR</b>	1,274	60.52%	1,141	12%	2,453	63.50%	2,178	13%
<b>Totals</b>	<b>2,105</b>	<b>100%</b>	<b>1,142</b>	<b>84%</b>	<b>3,863</b>	<b>100%</b>	<b>2,179</b>	<b>77%</b>
<b>Christiansburg MB Total</b>	831	39.48%	1	83000.00%	1,410	36.50%	1	140900.00%
<b>Christiansburg DR Total</b>	1,274	60.52%	1,141	11.66%	2,453	63.50%	2,178	12.63%
<b>Totals</b>	<b>2,105</b>	<b>100%</b>	<b>1,142</b>	<b>84%</b>	<b>3,863</b>	<b>100%</b>	<b>2,179</b>	<b>77%</b>

**Passengers per Revenue Hour per Route**

All Fixed Routes

Month: August, 2021

<b>Route</b>	<b>Current Month</b>	<b>Previous Year</b>	<b>Change by Month</b>
<b>CAS</b>	6.98	2.07	237%
<b>CRB</b>	23.43	3.02	676%
<b>CRC</b>	13.71	3.29	317%
<b>HDG</b>	23.02	6.00	284%
<b>HWA</b>	57.71	12.82	350%
<b>HWB</b>	49.14	11.23	337%
<b>HWD</b>	41.85	8.84	373%
<b>HXP</b>	22.13	4.95	348%
<b>MSA</b>	18.70	5.62	232%
<b>MSN</b>	39.63	9.24	329%
<b>MSS</b>	30.28	11.96	153%
<b>PHB</b>	34.40	0.00	N/A
<b>PHD</b>	45.39	9.74	366%
<b>PRB</b>	23.74	6.16	285%
<b>PRO</b>	42.40	8.05	427%
<b>TOM</b>	60.31	12.67	376%
<b>TTT</b>	20.41	10.47	95%
<b>UCB</b>	41.11	9.87	317%
<b>UMS</b>	36.68	6.28	484%
<b>BLU</b>	1.81	0.00	N/A
<b>BTC</b>	0.00	0.07	-100%
<b>GLD</b>	1.44	0.00	N/A



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

All Fixed Routes

Month: August, 2021

Week Day	Current Month			Previous Year			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
<b>Sunday</b>	8,605	250.00	34.42	3,557	267.75	13.28	159%
<b>Monday</b>	52,028	1,571.89	33.10	12,088	1,492.66	8.10	309%
<b>Tuesday</b>	54,422	1,553.33	35.04	7,602	1,011.95	7.51	366%
<b>Wednesday</b>	32,352	1,150.81	28.11	8,060	1,012.45	7.96	253%
<b>Thursday</b>	32,478	1,152.40	28.18	7,696	1,011.95	7.61	271%
<b>Friday</b>	32,376	1,135.52	28.51	8,129	984.20	8.26	245%
<b>Saturday</b>	11,199	265.54	42.17	4,098	322.59	12.70	232%
<b>Total</b>	<b>223,460</b>	<b>7,079.49</b>	<b>31.56</b>	<b>51,230</b>	<b>6,103.55</b>	<b>8.39</b>	<b>276%</b>

\* Note: these numbers DO NOT include Demand Response Service

## Passengers per Revenue Mile per Day of Week

All Fixed Routes

Month: August, 2021

Week Day	Current Month			Previous Year			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
<b>Sunday</b>	8,605	2,717	3.17	3,557	2,858	1.24	154%
<b>Monday</b>	52,028	16,527	3.15	12,088	15,560	0.78	305%
<b>Tuesday</b>	54,422	16,467	3.30	7,602	10,701	0.71	365%
<b>Wednesday</b>	32,352	12,320	2.63	8,060	10,686	0.75	248%
<b>Thursday</b>	32,478	12,275	2.65	7,696	10,671	0.72	267%
<b>Friday</b>	32,376	12,201	2.65	8,129	10,303	0.79	236%
<b>Saturday</b>	11,199	3,005	3.73	4,098	3,514	1.17	220%
<b>Total</b>	<b>223,460</b>	<b>75,512</b>	<b>2.96</b>	<b>51,230</b>	<b>64,293</b>	<b>0.80</b>	<b>271%</b>

\* Note: these numbers DO NOT include Demand Response Service

**Passengers per Revenue Hour per Day of Week**  
 Demand Response Service  
 Month: August, 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	42	33.47	1.25	1	0.18	5.45	-77%
Monday	182	131.02	1.39	123	96.15	1.28	9%
Tuesday	225	164.82	1.37	131	126.13	1.04	31%
Wednesday	197	140.19	1.41	140	129.27	1.08	30%
Thursday	196	117.70	1.67	113	96.82	1.17	43%
Friday	141	108.72	1.30	132	94.85	1.39	-7%
Saturday	65	43.12	1.51	35	24.12	1.45	4%
<b>Total</b>	<b>1,048</b>	<b>739.02</b>	<b>1.42</b>	<b>675</b>	<b>567.52</b>	<b>1.19</b>	<b>19%</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	264	150.53	1.75	201	115.23	1.74	1%
Tuesday	291	146.43	1.99	223	109.45	2.04	-2%
Wednesday	234	112.75	2.08	201	107.38	1.87	11%
Thursday	207	116.72	1.77	224	108.72	2.06	-14%
Friday	235	116.83	2.01	188	104.35	1.80	12%
Saturday	43	26.93	1.60	104	36.15	2.88	-45%
<b>Total</b>	<b>1,274</b>	<b>670.20</b>	<b>1.90</b>	<b>1,141</b>	<b>581.28</b>	<b>1.96</b>	<b>-3%</b>

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

**Passengers per Revenue Mile per Day of Week**  
 Demand Response Service  
 Month: August, 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	42	250	0.17	1	2	0.50	-66%
Monday	182	1,197	0.15	123	771	0.16	-5%
Tuesday	225	1,299	0.17	131	707	0.19	-7%
Wednesday	197	1,259	0.16	140	802	0.17	-10%
Thursday	196	1,049	0.19	113	669	0.17	11%
Friday	141	799	0.18	132	679	0.19	-9%
Saturday	65	376	0.17	35	176	0.20	-13%
<b>Total</b>	<b>1,048</b>	<b>6,229</b>	<b>0.17</b>	<b>675</b>	<b>3,806</b>	<b>0.18</b>	<b>-5%</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
Sunday	0	0	0.00	0	0	0.00	0%
Monday	264	1,722	0.15	201	1,224	0.16	-7%
Tuesday	291	1,859	0.16	223	1,217	0.18	-15%
Wednesday	234	1,425	0.16	201	1,261	0.16	3%
Thursday	207	1,351	0.15	224	1,289	0.17	-12%
Friday	235	1,437	0.16	188	1,204	0.16	5%
Saturday	43	253	0.17	104	351	0.30	-43%
<b>Total</b>	<b>1,274</b>	<b>8,047</b>	<b>0.16</b>	<b>1,141</b>	<b>6,546</b>	<b>0.17</b>	<b>-9%</b>

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

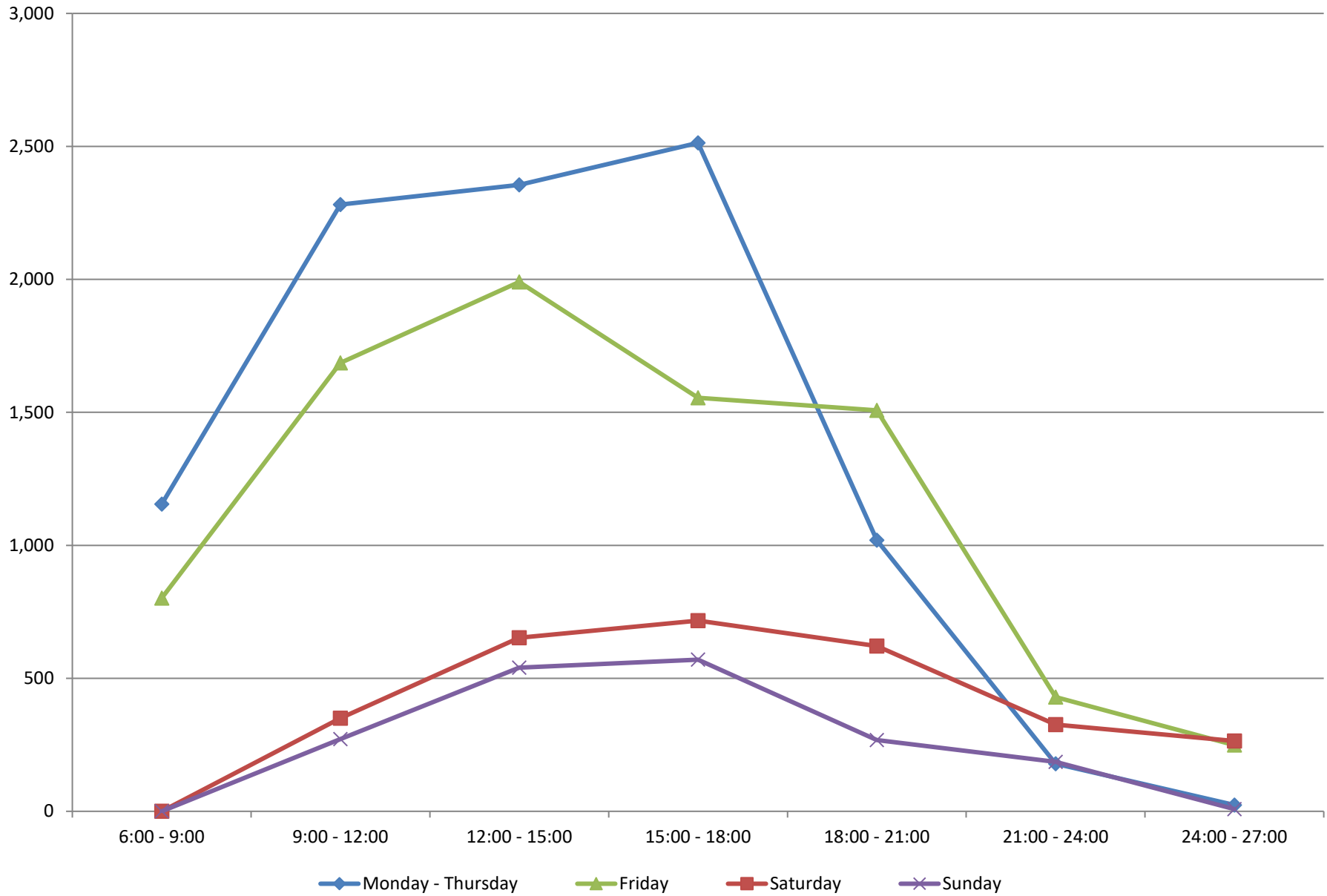
## Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

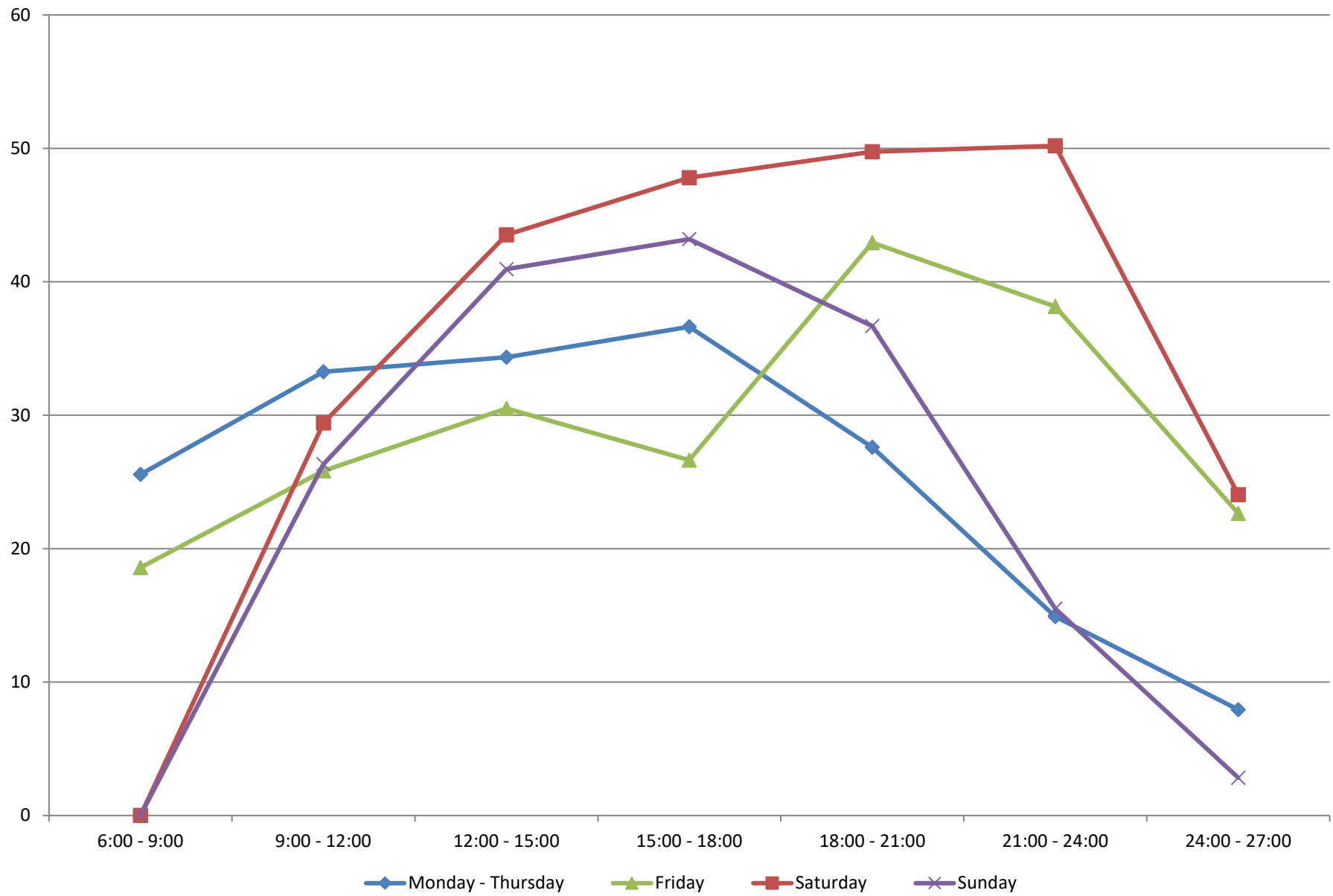
Month: August, 2021

	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
<b>Monday - Thursday</b>	6:00 - 9:00	1,155.17	45.19	25.56
	9:00 - 12:00	2,281.17	68.60	33.25
	12:00 - 15:00	2,355.17	68.58	34.34
	15:00 - 18:00	2,513.28	68.62	36.63
	18:00 - 21:00	1,019.44	36.94	27.60
	21:00 - 24:00	178.78	11.99	14.91
	24:00 - 27:00	23.80	3.00	7.93
<b>Friday</b>	6:00 - 9:00	801.75	43.15	18.58
	9:00 - 12:00	1,685.75	65.25	25.84
	12:00 - 15:00	1,990.25	65.25	30.50
	15:00 - 18:00	1,554.75	58.36	26.64
	18:00 - 21:00	1,507.75	35.12	42.93
	21:00 - 24:00	429.25	11.26	38.14
	24:00 - 27:00	249.00	11.00	22.64
<b>Saturday</b>	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	349.75	11.89	29.43
	12:00 - 15:00	652.75	15.00	43.52
	15:00 - 18:00	717.00	15.00	47.80
	18:00 - 21:00	621.75	12.50	49.74
	21:00 - 24:00	326.25	6.50	50.19
	24:00 - 27:00	264.50	11.00	24.05
<b>Sunday</b>	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	271.20	10.30	26.33
	12:00 - 15:00	540.60	13.20	40.95
	15:00 - 18:00	570.20	13.20	43.20
	18:00 - 21:00	267.80	7.30	36.68
	21:00 - 24:00	186.00	12.00	15.50
	24:00 - 27:00	8.50	3.00	2.83

## 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										
<b>Total for 1st Quarter:</b>	254,928	254,665	99.90%	70	0.03%	254,735	99.92%	193	0.08%	
October-21										
November-21										
December-21										
<b>Total for 2nd Quarter:</b>	0	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	
January-22										
February-22										
March-22										
<b>Total for 3rd Quarter:</b>	0	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	
April-22										
May-22										
June-22										
<b>Total for 4th Quarter:</b>	0	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	
<b>Total for Year:</b>	254,928	254,665	99.90%	70	0.03%	254,735	99.92%	193	0.08%	

\*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.