



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

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
Total Passengers	32,895	18,308	80%	32,895	18,308	80%
Total Revenue Hours	6,377.70	4,400.44	45%	6,377.70	4,400.44	45%
Total Revenue Miles	69,619.00	48,143.00	45%	69,619.00	48,143.00	45%
Total Driver Hours	7,230.25	5,099.00	42%	7,230.25	5,099.00	42%
Passengers/RH	5.16	4.16	24%	5.16	4.16	24%
Passengers/RM	0.47	0.38	24%	0.47	0.38	24%
Passengers/DH	4.55	3.59	27%	4.55	3.59	27%
Full Service Weekdays	0	0	0	0	0	0
Full Service Weekends	0	0	0	0	0	0
Reduced Service Weekdays	22	23	(1)	22	23	(1)
Reduced Service Weekends	8	7	1	8	7	1
Intermediate Service	0	0	0	0	0	0
No Service Days	1	1	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 and Demand Response

Month: July, 2021

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YTD Ridership	Previous YTD Total	YTD Change
CAS	378	1.21%	0	0%	378	1.25%	0	0%
CRB	0	0.00%	0	0%	0	0.00%	0	0%
CRC	1,137	3.65%	628	81%	1,137	3.76%	628	81%
HDG	1,463	4.70%	920	59%	1,463	4.84%	920	59%
HWA	2,202	7.07%	0	0%	2,202	7.29%	0	0%
HWB	2,511	8.06%	0	0%	2,511	8.31%	0	0%
HWD	1,245	4.00%	2,588	-52%	1,245	4.12%	2,588	-52%
HXP	412	1.32%	0	0%	412	1.36%	0	0%
MSA	1,591	5.11%	0	0%	1,591	5.27%	0	0%
MSN	2,168	6.96%	1,443	50%	2,168	7.18%	1,443	50%
MSS	4,158	13.35%	3,376	23%	4,158	13.76%	3,376	23%
PHB	0	0.00%	0	0%	0	0.00%	0	0%
PHD	1,574	5.06%	1,064	48%	1,574	5.21%	1,064	48%
PRB	1,487	4.78%	784	90%	1,487	4.92%	784	90%
PRO	953	3.06%	0	0%	953	3.15%	0	0%
TOM	4,685	15.05%	2,440	92%	4,685	15.51%	2,440	92%
TTT	2,403	7.72%	1,343	79%	2,403	7.95%	1,343	79%
UCB	1,841	5.91%	2,175	-15%	1,841	6.09%	2,175	-15%
UMS	0	0.00%	0	0%	0	0.00%	0	0%
ACC	929	2.98%	510	82%	929	3.08%	510	82%
Totals	31,137	100.00%	16,761	86%	30,208	100.00%	16,761	80%
Blacksburg MB Total	30,208	97.02%	16,761	80.23%	30,208	97.02%	16,761	80.23%

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

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
BLU	291	16.55%	0	N/A	291	16.55%	0	N/A
BTC	0	0.00%	0	N/A	0	0.00%	0	N/A
GLD	288	16.38%	0	N/A	288	16.38%	0	N/A
GAR	1,179	67.06%	1,037	14%	1,179	67.06%	1,037	14%
Totals	1,758	100%	1,037	70%	1,758	100%	1,037	70%
Christiansburg MB Total	579	32.94%	0	N/A	579	32.94%	0	N/A
Christiansburg DR Total	1,179	67.06%	1,037	13.69%	1,179	67.06%	1,037	13.69%
Totals	1,758	100%	1,037	70%	1,758	100%	1,037	70%

Passengers per Revenue Hour per Route

All Fixed Routes

Month: July, 2021

Route	Current Month	Previous Year	Change by Month
CAS	1.48	0.00	N/A
CRB	0.00	0.00	N/A
CRC	4.44	2.34	90%
HDG	3.96	2.48	59%
HWA	8.50	0.00	N/A
HWB	9.69	0.00	N/A
HWD	11.49	7.06	63%
HXP	1.60	0.00	N/A
MSA	6.17	0.00	N/A
MSN	6.79	4.38	55%
MSS	10.00	8.23	22%
PHB	0.00	0.00	N/A
PHD	4.85	3.94	23%
PRB	5.78	2.91	99%
PRO	3.69	0.00	N/A
TOM	11.37	6.12	86%
TTT	7.71	4.38	76%
UCB	7.14	5.44	31%
UMS	0.00	0.00	N/A
BLU	1.14	0.00	N/A
BTC	0.00	0.00	N/A
GLD	1.12	0.00	N/A

Passengers per Revenue Hour per Day of Week

All Fixed Routes

Month: July, 2021

Week Day	Current Month			Previous Year			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
Sunday	1,058	111.90	9.45	942	148.20	6.36	49%
Monday	4,440	867.76	5.12	2,577	539.26	4.78	7%
Tuesday	5,027	867.56	5.79	2,565	539.26	4.76	22%
Wednesday	5,223	867.26	6.02	3,143	674.70	4.66	29%
Thursday	5,964	1,077.70	5.53	3,115	673.70	4.62	20%
Friday	6,584	1,084.20	6.07	3,459	674.37	5.13	18%
Saturday	2,491	216.50	11.51	958	141.15	6.79	70%
Total	30,787	5,092.88	6.05	16,759	3,390.64	4.94	22%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Mile per Day of Week

All Fixed Routes

Month: July, 2021

Week Day	Current Month			Previous Year			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
Sunday	1,058	1,239	0.85	942	1,600	0.59	45%
Monday	4,440	9,710	0.46	2,577	6,266	0.41	11%
Tuesday	5,027	9,718	0.52	2,565	6,216	0.41	25%
Wednesday	5,223	9,706	0.54	3,143	7,759	0.41	33%
Thursday	5,964	12,080	0.49	3,115	7,683	0.41	22%
Friday	6,584	12,173	0.54	3,459	7,705	0.45	20%
Saturday	2,491	2,390	1.04	958	1,540	0.62	68%
Total	30,787	57,016	0.54	16,759	38,769	0.43	25%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Hour per Day of Week
 Demand Response Service
 Month: July, 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	14	12.28	1.14	0	0.00	0.00	0%
Monday	97	97.98	0.99	73	49.23	1.48	-33%
Tuesday	183	125.00	1.46	96	93.85	1.02	43%
Wednesday	160	109.57	1.46	109	98.95	1.10	33%
Thursday	191	129.62	1.47	111	84.93	1.31	13%
Friday	210	137.63	1.53	93	74.13	1.25	22%
Saturday	74	54.25	1.36	28	18.63	1.50	-9%
Total	929	666.34	1.39	510	419.73	1.22	15%

<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	187	102.07	1.83	132	86.68	1.52	20%
Tuesday	186	105.27	1.77	177	100.39	1.76	0%
Wednesday	191	103.80	1.84	243	130.97	1.86	-1%
Thursday	275	135.50	2.03	235	127.50	1.84	10%
Friday	277	135.75	2.04	214	123.33	1.74	18%
Saturday	63	36.10	1.75	36	20.95	1.72	2%
Total	1,179	618.48	1.91	1,037	589.82	1.76	8%

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

Passengers per Revenue Mile per Day of Week
 Demand Response Service
 Month: July, 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	14	84	0.17	0	0	0.00	0%
Monday	97	543	0.18	73	408	0.18	0%
Tuesday	183	1,069	0.17	96	587	0.16	5%
Wednesday	160	1,022	0.16	109	615	0.18	-12%
Thursday	191	1,165	0.16	111	657	0.17	-3%
Friday	210	1,170	0.18	93	568	0.16	10%
Saturday	74	529	0.14	28	188	0.15	-6%
Total	929	5,582	0.17	510	3,023	0.17	-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	187	1,197	0.16	132	881	0.15	4%
Tuesday	186	1,042	0.18	177	1,069	0.17	8%
Wednesday	191	1,169	0.16	243	1,510	0.16	2%
Thursday	275	1,608	0.17	235	1,342	0.18	-2%
Friday	277	1,642	0.17	214	1,373	0.16	8%
Saturday	63	363	0.17	36	172	0.21	-17%
Total	1,179	7,021	0.17	1,037	6,347	0.16	3%

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

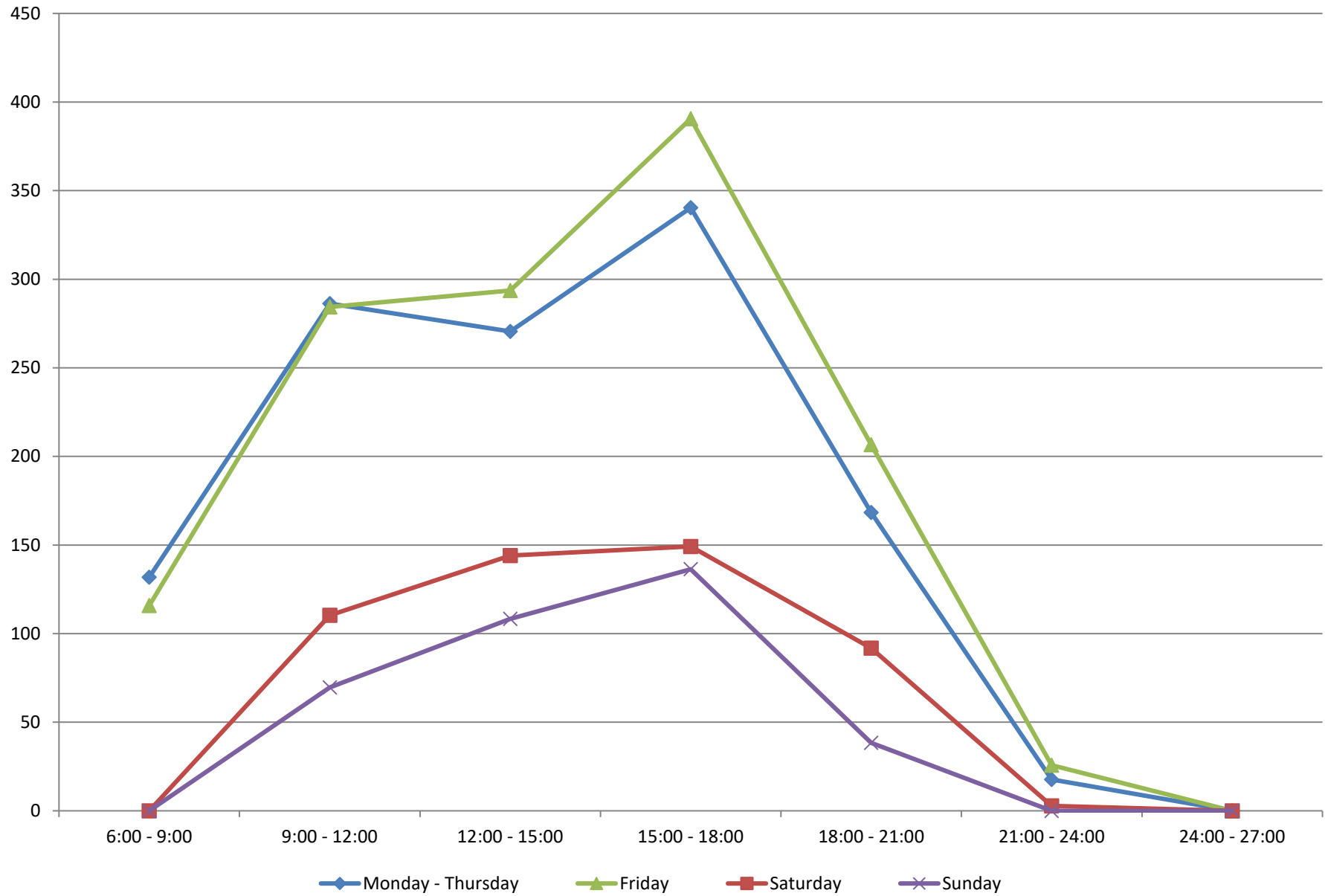
Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

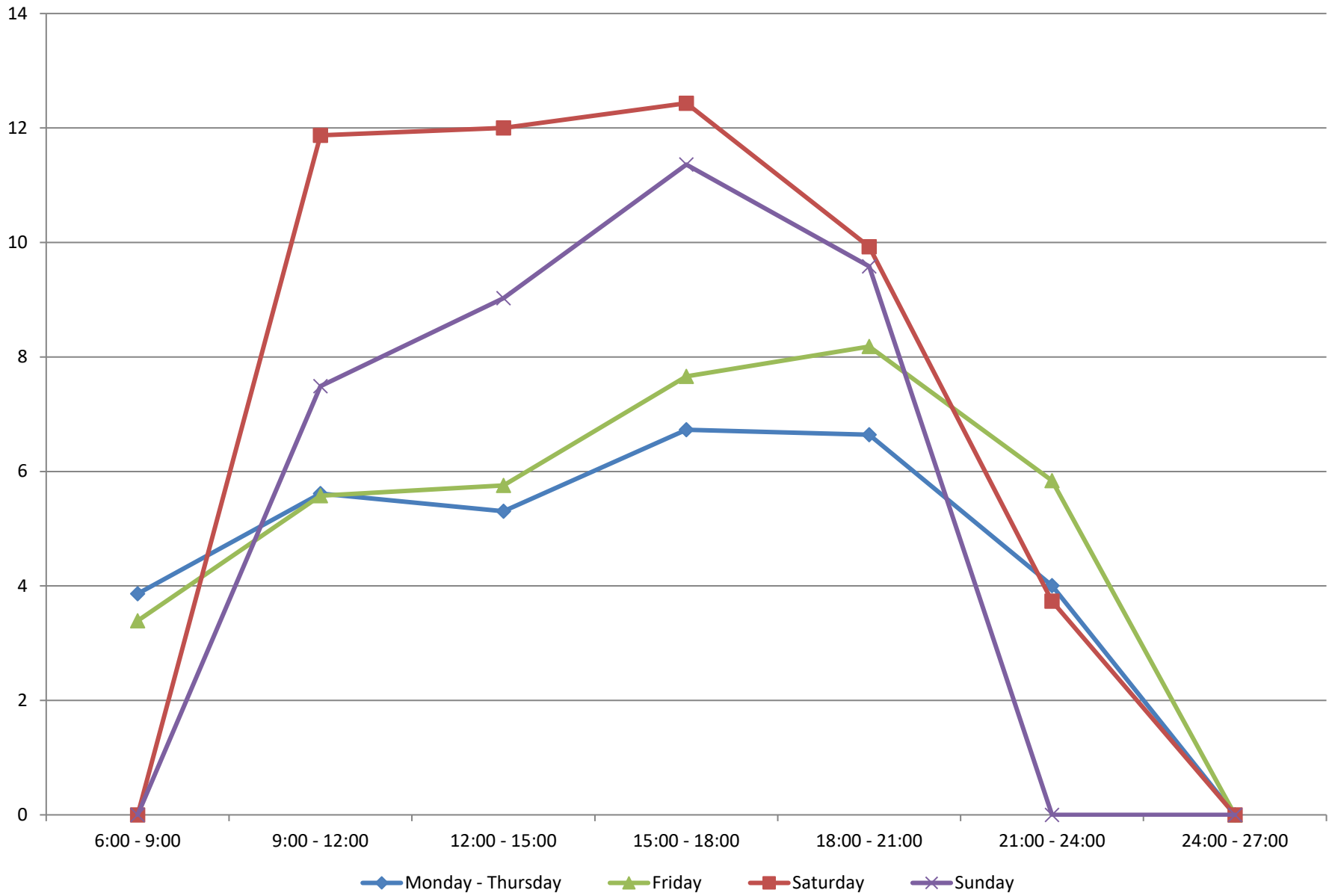
Month: July, 2021

	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
Monday - Thursday	6:00 - 9:00	131.82	34.13	3.86
	9:00 - 12:00	286.24	51.00	5.61
	12:00 - 15:00	270.59	51.00	5.31
	15:00 - 18:00	340.35	50.59	6.73
	18:00 - 21:00	168.35	25.35	6.64
	21:00 - 24:00	17.71	4.42	4.01
	24:00 - 27:00	0.00	0.00	0.00
Friday	6:00 - 9:00	115.80	34.17	3.39
	9:00 - 12:00	284.40	51.00	5.58
	12:00 - 15:00	293.60	51.00	5.76
	15:00 - 18:00	390.60	51.00	7.66
	18:00 - 21:00	206.60	25.25	8.18
	21:00 - 24:00	25.80	4.42	5.84
	24:00 - 27:00	0.00	0.00	0.00
Saturday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	110.40	9.30	11.87
	12:00 - 15:00	144.00	12.00	12.00
	15:00 - 18:00	149.20	12.00	12.43
	18:00 - 21:00	91.80	9.25	9.92
	21:00 - 24:00	2.80	0.75	3.73
	24:00 - 27:00	0.00	0.00	0.00
Sunday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	69.67	9.30	7.49
	12:00 - 15:00	108.33	12.00	9.03
	15:00 - 18:00	136.33	12.00	11.36
	18:00 - 21:00	38.33	4.00	9.58
	21:00 - 24:00	0.00	0.00	0.00
	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										
September-21										
Total for 1st Quarter:	30,787	30,705	99.73%	31	0.10%	30,736	99.83%	51	0.17%	
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:	30,787	30,705	99.73%	31	0.10%	30,736	99.83%	51	0.17%	

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. Now throwing some doubts on the planned full return of in person classes and Football Shuttles. As of this report it is unknown what the effects will be on this years service.