



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

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
Total Passengers	135,900	54,434	150%	3,215,107	776,697	314%
Total Revenue Hours	6,777.32	7,951.63	-15%	94,376.50	98,363.48	-4%
Total Revenue Miles	71,068.00	85,434.00	-17%	988,049.80	1,012,227.00	-2%
Total Driver Hours	7,569.50	8,824.25	-14%	105,326.25	110,862.33	-5%
Passengers/RH	20.05	6.85	193%	34.07	7.90	331%
Passengers/RM	1.91	0.64	200%	3.25	0.77	324%
Passengers/DH	17.95	6.17	191%	30.53	7.01	336%
Full Service Weekdays	8	8	0	154	135	19
Full Service Weekends	3	4	(1)	60	57	3
Reduced Service Weekdays	13	12	1	75	87	(12)
Reduced Service Weekends	6	6	0	31	37	(6)
Intermediate Service	0	0	0	8	12	(4)
No Service Days	1	1	0	7	7	0

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

Total Ridership per Route

Blacksburg: Motor Bus

Month: May, 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%	517	-100%	8,350	0.26%	7,098	18%
CRB	1,165	0.87%	226	415%	44,519	1.41%	6,515	583%
CRC	3,732	2.78%	1,893	97%	90,258	2.86%	28,605	216%
HDG	6,769	5.05%	2,390	183%	163,218	5.18%	35,217	363%
HWA	10,623	7.92%	3,595	195%	287,861	9.13%	52,008	453%
HWB	10,217	7.62%	3,873	164%	252,265	8.00%	57,677	337%
HWD	5,784	4.31%	2,003	189%	67,768	2.15%	19,293	251%
HXP	5,551	4.14%	2,064	169%	167,073	5.30%	33,445	400%
MSA	1,753	1.31%	1,268	38%	39,296	1.25%	12,441	216%
MSN	12,040	8.98%	4,016	200%	246,678	7.82%	48,631	407%
MSS	12,331	9.19%	5,349	131%	224,816	7.13%	71,597	214%
PHB	2,631	1.96%	0	0%	86,081	2.73%	0	0%
PHD	10,776	8.03%	3,230	234%	262,770	8.33%	55,978	369%
PRB	1,166	0.87%	2,260	-48%	42,582	1.35%	31,195	37%
PRO	9,456	7.05%	2,523	275%	254,369	8.07%	41,328	515%
TOM	22,866	17.05%	9,299	146%	513,548	16.28%	132,751	287%
TTT	4,026	3.00%	2,851	41%	71,399	2.26%	39,009	83%
UCB	12,142	9.05%	3,456	251%	268,183	8.50%	57,084	370%
UMS	0	0.00%	1,048	-100%	62,640	1.99%	23,719	164%
ACC	1,092	0.81%	930	17%	11,804	0.37%	8,331	42%
Totals	134,120	100.00%	51,861	159%	3,153,674	100.00%	753,591	318%
Blacksburg MB Total	133,028	99.19%	51,861	156.51%	3,153,674	99.63%	753,591	318.49%
Blacksburg DR Total	1,092	0.81%	930	17.42%	11,804	0.37%	8,331	41.69%
Totals	134,120	100%	52,791	154%	3,165,478	100%	761,922	315%

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

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
BLU	320	17.98%	196	63%	5,000	22.67%	701	613%
BTC	0	0.00%	0	N/A	0	0.00%	104	-100%
GLD	463	26.01%	188	146%	4,691	21.26%	706	564%
GAR	997	56.01%	1,259	-21%	12,369	56.07%	13,268	-7%
Totals	1,780	100%	1,643	8%	22,060	100%	14,779	49%
Christiansburg MB Total	783	43.99%	384	103.91%	9,691	43.93%	1,511	541.36%
Christiansburg DR Total	997	56.01%	1,259	-20.81%	12,369	56.07%	13,268	-6.78%
Totals	1,780	100%	1,643	8%	22,060	100%	14,779	49%

Passengers per Revenue Hour per Route

All Fixed Routes

Month: May, 2022

Route	Current Month	Previous Year	Change by Month
CAS	0.00	1.60	-100%
CRB	17.17	2.42	609%
CRC	7.04	4.07	73%
HDG	14.82	5.10	191%
HWA	30.61	34.54	-11%
HWB	30.76	11.05	178%
HWD	49.96	5.72	774%
HXP	15.07	4.73	219%
MSA	11.34	5.40	110%
MSN	29.87	10.00	199%
MSS	23.58	10.32	129%
PHB	27.99	0.00	N/A
PHD	27.27	8.36	226%
PRB	12.74	6.97	83%
PRO	28.21	7.23	290%
TOM	44.68	17.32	158%
TTT	12.01	8.51	41%
UCB	29.64	8.90	233%
UMS	0.00	5.05	-100%
BLU	2.54	0.85	200%
BTC	0.00	0.00	N/A
GLD	3.89	0.81	383%

Passengers per Revenue Hour per Day of Week

All Fixed Routes

Month: May, 2022

Week Day	Current Month			Previous Year			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
Sunday	5,637	225.75	24.97	3,052	267.08	11.43	119%
Monday	30,322	1,053.31	28.79	9,257	1,319.69	7.01	310%
Tuesday	31,415	1,284.57	24.46	9,938	1,319.36	7.53	225%
Wednesday	26,561	1,054.56	25.19	9,434	1,319.56	7.15	252%
Thursday	15,902	944.52	16.84	8,403	1,093.41	7.69	119%
Friday	16,146	920.27	17.54	7,348	1,093.49	6.72	161%
Saturday	7,828	233.52	33.52	4,813	326.04	14.76	127%
Total	133,811	5,716.50	23.41	52,245	6,738.63	7.75	202%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Mile per Day of Week

All Fixed Routes

Month: May, 2022

Week Day	Current Month			Previous Year			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
Sunday	5,637	2,495	2.26	3,052	2,884	1.06	113%
Monday	30,322	11,003	2.76	9,257	14,199	0.65	323%
Tuesday	31,415	13,416	2.34	9,938	14,209	0.70	235%
Wednesday	26,561	10,973	2.42	9,434	14,285	0.66	267%
Thursday	15,902	9,894	1.61	8,403	12,017	0.70	130%
Friday	16,146	9,601	1.68	7,348	11,975	0.61	174%
Saturday	7,828	2,614	2.99	4,813	3,566	1.35	122%
Total	133,811	59,996	2.23	52,245	73,135	0.71	212%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Hour per Day of Week
 Demand Response Service
 Month: May, 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	55	36.02	1.53	33	22.80	1.45	6%
Monday	186	100.42	1.85	156	109.88	1.42	30%
Tuesday	247	134.45	1.84	170	134.62	1.26	45%
Wednesday	193	113.81	1.70	176	105.72	1.66	2%
Thursday	187	130.38	1.43	138	93.57	1.47	-3%
Friday	178	107.15	1.66	172	107.02	1.61	3%
Saturday	46	43.97	1.05	85	50.72	1.68	-38%
Total	1,092	666.19	1.64	930	624.32	1.49	10%

<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	186	69.73	2.67	240	109.67	2.19	22%
Tuesday	209	83.72	2.50	244	110.23	2.21	13%
Wednesday	192	70.99	2.70	226	112.63	2.01	35%
Thursday	173	71.15	2.43	254	112.97	2.25	8%
Friday	185	72.02	2.57	232	107.07	2.17	19%
Saturday	52	27.02	1.92	63	36.12	1.74	10%
Total	997	394.63	2.53	1,259	588.68	2.14	18%

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

Passengers per Revenue Mile per Day of Week
 Demand Response Service
 Month: May, 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	55	280	0.20	33	195	0.17	16%
Monday	186	1,025	0.18	156	888	0.18	3%
Tuesday	247	1,330	0.19	170	1,102	0.15	20%
Wednesday	193	1,140	0.17	176	978	0.18	-6%
Thursday	187	1,187	0.16	138	922	0.15	5%
Friday	178	992	0.18	172	926	0.19	-3%
Saturday	46	307	0.15	85	446	0.19	-21%
Total	1,092	6,262	0.17	930	5,457	0.17	2%

<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	186	857	0.22	240	1,309	0.18	18%
Tuesday	209	1,013	0.21	244	1,311	0.19	11%
Wednesday	192	901	0.21	226	1,322	0.17	25%
Thursday	173	870	0.20	254	1,320	0.19	3%
Friday	185	915	0.20	232	1,235	0.19	8%
Saturday	52	255	0.20	63	345	0.18	12%
Total	997	4,810	0.21	1,259	6,842	0.18	13%

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

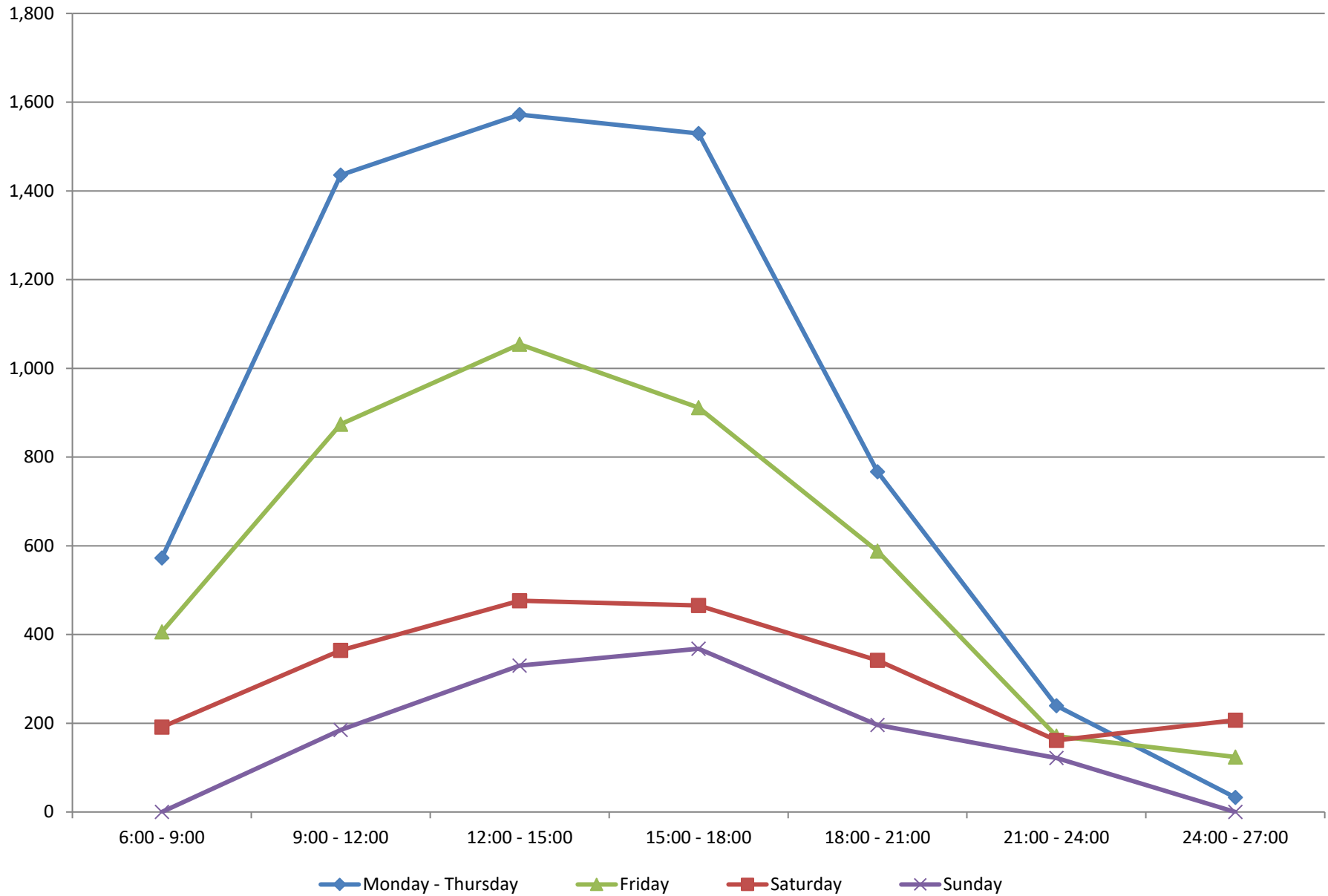
Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

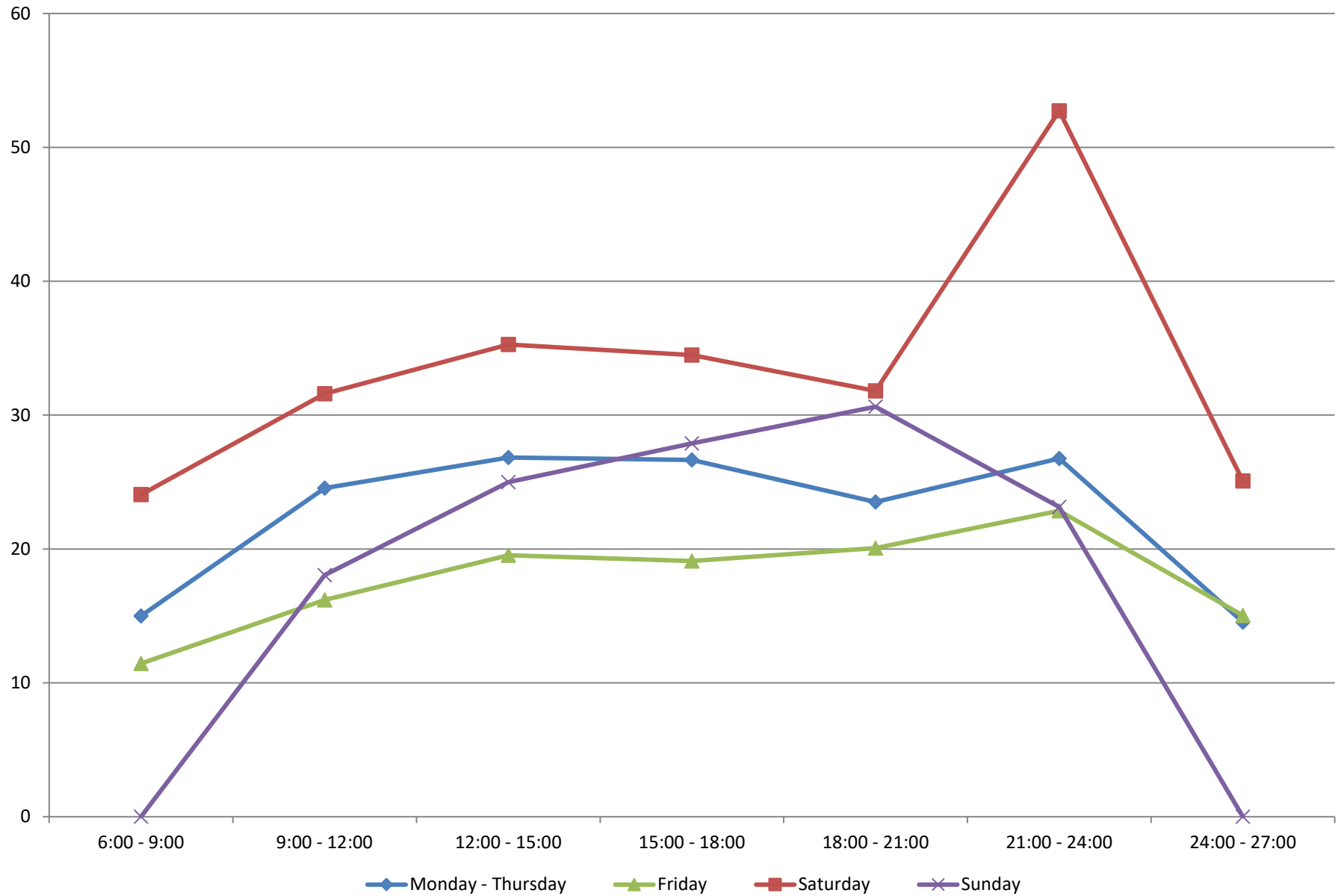
Month: May, 2022

	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
Monday - Thursday	6:00 - 9:00	572.35	38.15	15.00
	9:00 - 12:00	1,435.65	58.50	24.54
	12:00 - 15:00	1,572.00	58.59	26.83
	15:00 - 18:00	1,529.35	57.38	26.65
	18:00 - 21:00	767.06	32.63	23.51
	21:00 - 24:00	239.53	8.95	26.76
	24:00 - 27:00	32.71	2.25	14.54
Friday	6:00 - 9:00	406.00	35.47	11.45
	9:00 - 12:00	874.25	54.00	16.19
	12:00 - 15:00	1,054.25	54.00	19.52
	15:00 - 18:00	911.75	47.73	19.10
	18:00 - 21:00	588.25	29.32	20.06
	21:00 - 24:00	171.00	7.48	22.85
	24:00 - 27:00	124.00	8.25	15.03
Saturday	6:00 - 9:00	191.50	7.96	24.06
	9:00 - 12:00	364.25	11.53	31.61
	12:00 - 15:00	476.25	13.50	35.28
	15:00 - 18:00	465.50	13.50	34.48
	18:00 - 21:00	342.00	10.75	31.81
	21:00 - 24:00	161.50	3.06	52.73
	24:00 - 27:00	207.00	8.25	25.09
Sunday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	185.00	10.25	18.05
	12:00 - 15:00	329.80	13.20	24.98
	15:00 - 18:00	368.00	13.20	27.88
	18:00 - 21:00	196.00	6.40	30.63
	21:00 - 24:00	121.50	5.25	23.14
	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 #	Students %	Faculty/Staff #	Faculty/Staff %	Total Virginia Tech #	Total Virginia Tech %	Total Non-VT #	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	133,811	133,776	99.97%	0	0.00%	133,776	99.97%	35	0.03%
June-22									
Total for 4th Quarter:	505,791	505,638	99.97%	0	0.00%	505,638	99.97%	153	0.03%
Total for Year:	3,190,934	3,188,423	99.92%	435	0.01%	3,188,858	99.93%	2,076	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.