



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

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
Total Passengers	109,950	158,211	-31%	618,331	3,519,911	-82%
Total Revenue Hours	12,178.29	8,604.79	42%	78,972.59	86,630.63	-9%
Total Revenue Miles	126,775.00	89,887.70	41%	807,795.00	895,695.79	-10%
Total Driver Hours	13,452.25	9,690.25	39%	89,385.75	97,888.50	-9%
Passengers/RH	9.03	18.39	-51%	7.83	40.63	-81%
Passengers/RM	0.87	1.76	-51%	0.77	3.93	-81%
Passengers/DH	8.17	16.33	-50%	6.92	35.96	-81%
Full Service Weekdays	22	5	17	107	111	(4)
Full Service Weekends	8	1	7	45	44	1
Reduced Service Weekdays	0	5	(5)	75	67	8
Reduced Service Weekends	0	3	(3)	31	29	2
Intermediate Service	1		1	10	3	7
Emergency Service Weekdays	0	12	(12)	0	12	(12)
Emergency Service Weekends	0	5	(5)	0	5	(5)
No Service Days	0	0	0	6	4	2

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

Total Ridership per Route

Blacksburg: Motor Bus

Month: March, 2021

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YTD Ridership	Previous YTD Total	YTD Change
CAS	1,488	1.39%	3,852	-61%	5,118	0.85%	68,411	-93%
CBD	1,075	1.00%	2,181	-51%	5,395	0.90%	56,732	-90%
CRC	4,425	4.14%	5,516	-20%	22,006	3.66%	105,754	-79%
HDG	4,492	4.20%	7,607	-41%	28,675	4.78%	165,500	-83%
HWD	1,879	1.76%	2,060	-9%	15,221	2.53%	50,311	-70%
HWA	7,938	7.42%	13,950	-43%	41,009	6.83%	323,769	-87%
HWB	8,648	8.08%	13,021	-34%	45,779	7.62%	283,193	-84%
HXP	6,605	6.17%	6,901	-4%	25,319	4.22%	155,629	-84%
MSA	1,495	1.40%	0	0%	9,615	1.60%	0	0%
MSN	6,712	6.27%	9,226	-27%	37,820	6.30%	219,874	-83%
MSS	8,909	8.33%	13,197	-32%	57,737	9.62%	244,917	-76%
PHD	7,760	7.25%	11,796	-34%	45,697	7.61%	263,333	-83%
PRB	4,725	4.42%	6,129	-23%	24,622	4.10%	128,266	-81%
PRO	6,381	5.97%	11,766	-46%	33,017	5.50%	281,062	-88%
TOM	19,115	17.87%	24,778	-23%	105,266	17.53%	532,417	-80%
TTT	4,068	3.80%	3,433	18%	32,303	5.38%	55,949	-42%
UCB	7,718	7.22%	11,901	-35%	46,754	7.79%	264,488	-82%
UMS	3,534	3.30%	6,677	-47%	19,095	3.18%	199,383	-90%
Totals	106,967	100.00%	153,991	-31%	600,448	100.00%	3,398,988	-82%

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

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
Commuter	0	0.00%	86	-100%	104	0.91%	1,622	-94%
Explorer Blue	238	11.91%	760	-69%	294	2.57%	7,622	-96%
Explorer Gold	272	13.61%	1,088	-75%	337	2.95%	9,382	-96%
GoAnywhere	1,488	74.47%	711	109%	10,693	93.57%	7,350	45%
Totals	1,998	100%	2,645	-24%	11,428	100%	25,976	-56%
Christiansburg Fixed Route Total	510	25.53%	1,934	-73.63%	735	6.43%	18,626	-96.05%
Christiansburg Demand Response Total	1,488	74.47%	711	109.28%	10,693	93.57%	7,350	45.48%
Totals	1,998	100%	2,645	-24%	11,428	100%	25,976	-56%

Passengers per Revenue Hour per Route

All Fixed Routes

Month: March, 2021

Route	Current Month	Previous Year	Change by Month
CAS	2.88	12.72	-77%
CBD	4.01	15.57	-74%
CRC	4.91	9.59	-49%
HDG	6.57	14.66	-55%
HWD	19.88	21.03	-5%
HWA	13.49	29.52	-54%
HWB	14.72	27.17	-46%
HXP	8.51	14.04	-39%
MSA	5.53	0.00	N/A
MSN	11.38	20.11	-43%
MSS	11.52	22.62	-49%
PHD	13.19	25.96	-49%
PRB	9.15	19.49	-53%
PRO	10.88	25.84	-58%
TOM	24.61	39.71	-38%
TTT	10.10	10.78	-6%
UCB	11.68	24.41	-52%
UMS	6.05	29.11	-79%
BTC	0.00	1.74	-100%
BLU	0.89	3.00	-70%
GLD	1.02	4.25	-76%

Passengers per Revenue Hour per Day of Week

All Fixed Routes

Month: March, 2021

Week Day	Current Month			Previous Year			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
Sunday	4,838	312.02	15.51	4,408	228.00	19.33	-20%
Monday	20,980	2,214.03	9.48	33,633	1,658.39	20.28	-53%
Tuesday	21,366	2,213.45	9.65	34,166	1,656.47	20.63	-53%
Wednesday	21,226	2,056.31	10.32	32,027	1,273.70	25.14	-59%
Thursday	15,768	1,771.94	8.90	29,919	1,270.03	23.56	-62%
Friday	16,601	1,769.98	9.38	19,156	1,274.88	15.03	-38%
Saturday	6,698	361.63	18.52	2,616	201.70	12.97	43%
Total	107,477	10,699.36	10.05	155,925	7,563.17	20.62	-51%

* 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: March, 2021

Week Day	Current Month			Previous Year			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
Sunday	4,838	3,270	1.48	4,408	2,481	1.78	-17%
Monday	20,980	23,401	0.90	33,633	17,773	1.89	-53%
Tuesday	21,366	23,385	0.91	34,166	17,750	1.92	-53%
Wednesday	21,226	21,570	0.98	32,027	13,663	2.34	-58%
Thursday	15,768	18,754	0.84	29,919	13,567	2.21	-62%
Friday	16,601	18,679	0.89	19,156	13,696	1.40	-36%
Saturday	6,698	3,961	1.69	2,616	2,230	1.17	44%
Total	107,477	113,020	0.95	155,925	81,160	1.92	-51%

* 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: March, 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	10	4.30	2.33	12	9.12	1.32	77%
Monday	180	152.30	1.18	206	137.40	1.50	-21%
Tuesday	223	191.93	1.16	188	124.21	1.51	-23%
Wednesday	201	147.40	1.36	167	109.56	1.52	-11%
Thursday	148	125.37	1.18	146	93.47	1.56	-24%
Friday	150	107.57	1.39	155	97.31	1.59	-12%
Saturday	73	45.38	1.61	51	44.43	1.15	40%
Total	985	774.25	1.27	925	615.50	1.50	-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	267	126.18	2.12	131	67.18	1.95	9%
Tuesday	318	141.38	2.25	156	84.62	1.84	22%
Wednesday	300	155.20	1.93	130	73.70	1.76	10%
Thursday	273	128.48	2.12	128	63.85	2.00	6%
Friday	257	112.03	2.29	106	55.48	1.91	20%
Saturday	73	41.40	1.76	60	28.45	2.11	-16%
Total	1,488	704.68	2.11	711	373.27	1.90	11%

*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: March, 2021

<u>Access Current Month</u>				<u>Access Previous Year</u>			
Day of Week	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	Change Pass/RM
Sunday	10	33	0.30	12	67	0.18	69%
Monday	180	998	0.18	206	1,246	0.17	9%
Tuesday	223	1,285	0.17	188	928	0.20	-14%
Wednesday	201	1,150	0.17	167	920	0.18	-4%
Thursday	148	963	0.15	146	793	0.18	-17%
Friday	150	811	0.18	155	720	0.22	-14%
Saturday	73	350	0.21	51	278	0.18	14%
Total	985	5,590	0.18	925	4,952	0.19	-6%

<u>Go Anywhere Current Month</u>				<u>Go Anywhere Previous Year</u>			
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	267	1,506	0.18	131	652	0.20	-12%
Tuesday	318	1,742	0.18	156	688	0.23	-19%
Wednesday	300	1,728	0.17	130	676	0.19	-10%
Thursday	273	1,426	0.19	128	598	0.21	-11%
Friday	257	1,363	0.19	106	571	0.19	2%
Saturday	73	400	0.18	60	253	0.24	-23%
Total	1,488	8,165	0.18	711	3,439	0.21	-12%

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

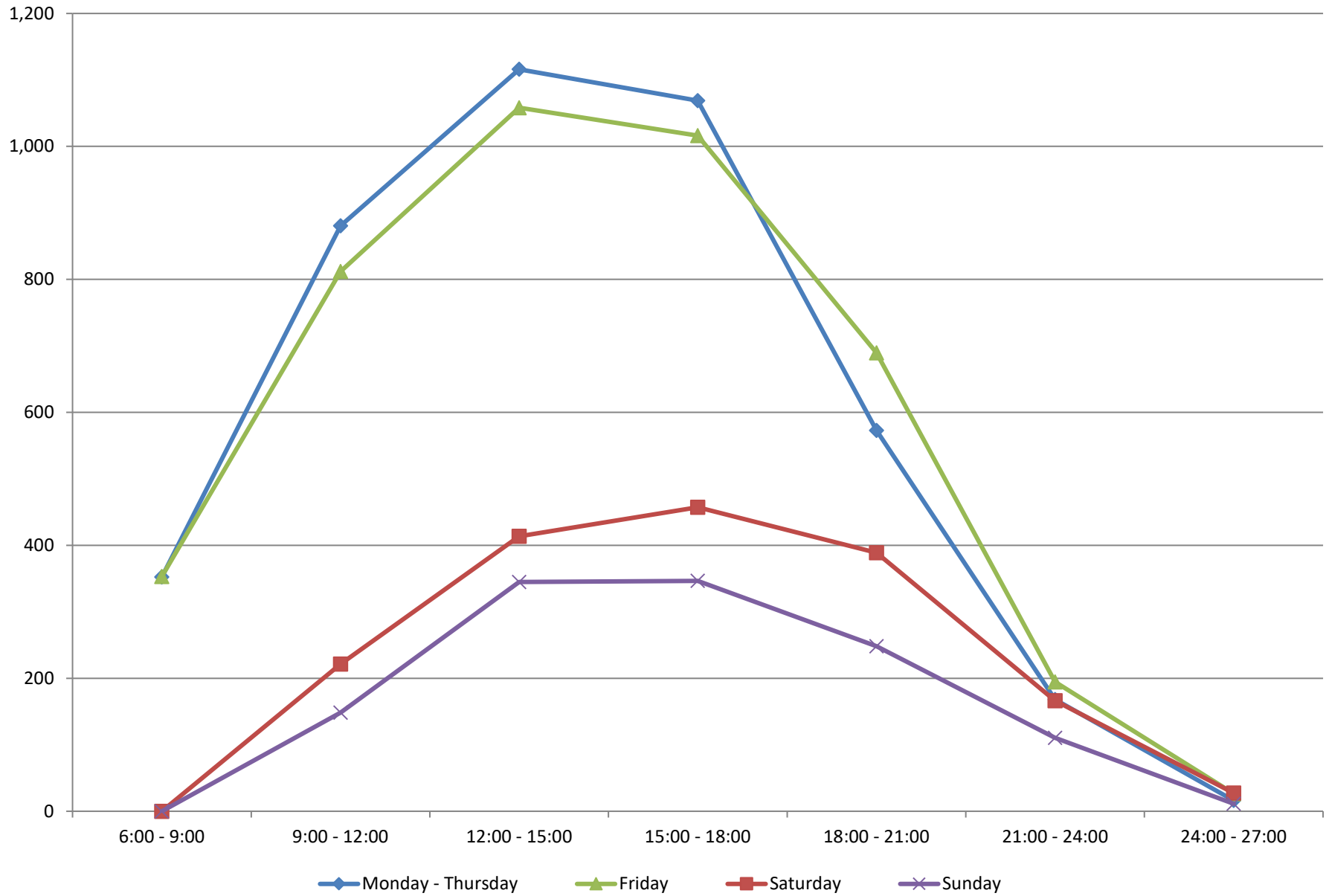
Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

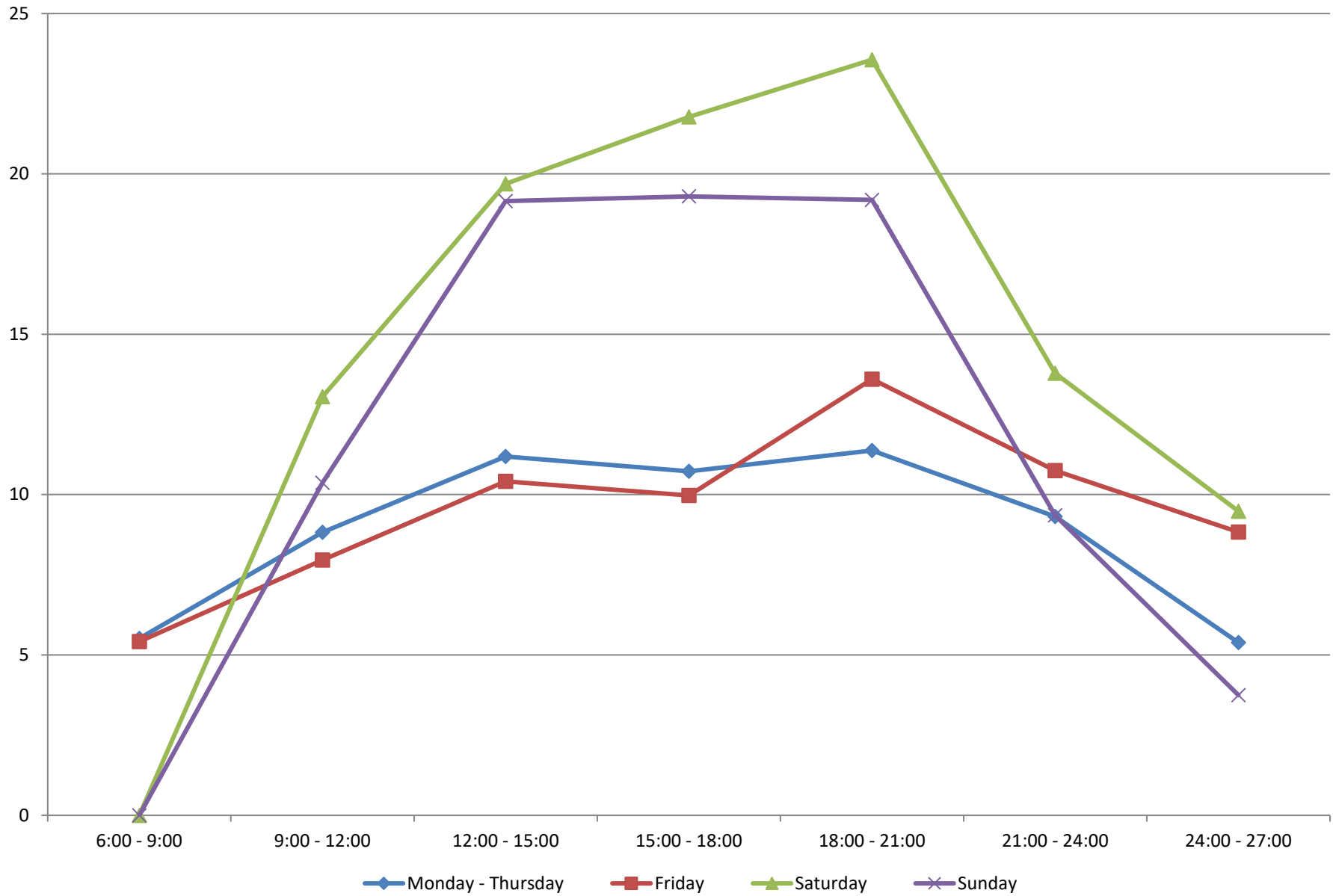
Month: March, 2021

	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
Monday - Thursday	6:00 - 9:00	352.42	63.93	5.51
	9:00 - 12:00	880.74	99.79	8.83
	12:00 - 15:00	1,115.95	99.74	11.19
	15:00 - 18:00	1,069.00	99.66	10.73
	18:00 - 21:00	572.68	50.35	11.38
	21:00 - 24:00	168.21	18.05	9.32
	24:00 - 27:00	16.16	3.00	5.39
Friday	6:00 - 9:00	353.25	65.23	5.42
	9:00 - 12:00	812.00	102.00	7.96
	12:00 - 15:00	1,058.25	101.61	10.42
	15:00 - 18:00	1,016.25	101.88	9.98
	18:00 - 21:00	689.50	50.70	13.60
	21:00 - 24:00	194.50	18.09	10.75
	24:00 - 27:00	26.50	3.00	8.83
Saturday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	221.50	16.97	13.05
	12:00 - 15:00	413.50	21.00	19.69
	15:00 - 18:00	457.25	21.00	21.77
	18:00 - 21:00	388.75	16.50	23.56
	21:00 - 24:00	166.25	12.06	13.78
	24:00 - 27:00	27.25	2.88	9.48
Sunday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	148.25	14.30	10.37
	12:00 - 15:00	344.75	18.00	19.15
	15:00 - 18:00	346.50	17.96	19.30
	18:00 - 21:00	248.25	12.94	19.19
	21:00 - 24:00	110.50	11.81	9.35
	24:00 - 27:00	11.25	3.00	3.75

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%	
Total for 1st Quarter:	166,365	165,302	99.36%	180	0.11%	165,482	99.47%	883	0.53%	
October-20	100,568	100,177	99.61%	85	0.08%	100,262	99.70%	306	0.30%	
November-20	71,605	71,241	99.49%	72	0.10%	71,313	99.59%	292	0.41%	
December-20	20,433	20,277	99.24%	37	0.18%	20,314	99.42%	119	0.58%	
Total for 2nd Quarter:	192,606	191,695	99.53%	194	0.10%	191,889	99.63%	717	0.37%	
January-21	46,303	45,880	99.09%	41	0.09%	45,921	99.17%	382	0.83%	
February-21	88,427	88,053	99.58%	49	0.06%	88,102	99.63%	325	0.37%	
March-21	107,477	106,978	99.54%	54	0.05%	107,032	99.59%	445	0.41%	
Total for 3rd Quarter:	242,207	240,911	99.46%	144	0.06%	241,055	99.52%	1,152	0.48%	
April-21										
May-21										
June-21										
Total for 4th Quarter:	0	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	
Total for Year:	601,178	597,908	99.46%	518	0.09%	598,426	99.54%	2,752	0.46%	

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 15th – June 30th 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 1st 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.

Spring FY20 Emergency Service Levels Guide			
Dates	Planned Service	Approximate Service	Differences
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 services.

FY21 Service Levels Comparatives			
FY21 Dates	Planned Service	FY20 Service	Differences
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 Plus	Full	Reduced Plus instead of Full
12/18-1/16/21	Reduced, Holiday	Reduced	Less routes, hours on Holiday
1/17-1/22/21	Reduced Plus	Intermediate, Full	Altered First Week of Spring Svc
1/23 – 5/12/21	Full, Intermediate	Full, Reduced, Alt Svcs	Many changes, 1 year of Covid
5/13 – 6/30/21	Reduced	Reduced	

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.