



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

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
Total Passengers	344,903	109,950	214%	2,705,020	618,331	337%
Total Revenue Hours	8,960.45	12,178.29	-26%	78,593.65	78,972.59	0%
Total Revenue Miles	92,583.00	126,775.00	-27%	824,512.80	807,795.00	2%
Total Driver Hours	9,955.67	13,452.25	-26%	87,828.75	89,385.75	-2%
Passengers/RH	38.49	9.03	326%	34.42	7.83	340%
Passengers/RM	3.73	0.87	330%	3.28	0.77	329%
Passengers/DH	34.64	8.17	324%	30.80	6.92	345%
Full Service Weekdays	18	22	(4)	125	107	18
Full Service Weekends	5	8	(3)	48	45	3
Reduced Service Weekdays	5	0	5	62	75	(13)
Reduced Service Weekends	3	0	3	25	31	(6)
Intermediate Service	0	1	(1)	8	10	(2)
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: March, 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%	1,488	-100%	8,350	0.32%	5,118	63%
CRB	5,347	1.56%	1,075	397%	37,694	1.42%	5,395	599%
CRC	8,755	2.55%	4,425	98%	76,795	2.90%	22,006	249%
HDG	18,482	5.39%	4,492	311%	137,402	5.19%	28,675	379%
HWA	31,063	9.06%	7,938	291%	243,855	9.20%	41,009	495%
HWB	27,499	8.02%	8,648	218%	212,964	8.04%	45,779	365%
HWD	8,787	2.56%	1,879	368%	50,792	1.92%	15,221	234%
HXP	19,947	5.82%	6,605	202%	140,634	5.31%	25,319	455%
MSA	2,541	0.74%	1,495	70%	34,876	1.32%	9,615	263%
MSN	28,018	8.17%	6,712	317%	202,992	7.66%	37,820	437%
MSS	24,692	7.20%	8,909	177%	186,390	7.04%	57,737	223%
PHB	10,806	3.15%	0	0%	71,850	2.71%	0	0%
PHD	29,742	8.68%	7,760	283%	221,005	8.34%	45,697	384%
PRB	2,190	0.64%	4,725	-54%	39,299	1.48%	24,621	60%
PRO	29,880	8.72%	6,381	368%	212,612	8.02%	33,017	544%
TOM	55,364	16.15%	19,115	190%	430,722	16.26%	105,266	309%
TTT	5,915	1.73%	4,068	45%	58,884	2.22%	32,303	82%
UCB	32,454	9.47%	7,718	320%	221,509	8.36%	46,754	374%
UMS	0	0.00%	3,534	-100%	60,769	2.29%	19,095	218%
ACC	1,266	0.37%	985	29%	9,545	0.36%	6,460	48%
Totals	342,748	100.00%	106,967	220%	2,649,394	100.00%	600,447	341%
Blacksburg MB Total	341,482	99.63%	106,967	219.24%	2,649,394	99.64%	600,447	341.24%
Blacksburg DR Total	1,266	0.37%	985	28.53%	9,545	0.36%	6,460	47.76%
Totals	342,748	100%	107,952	218%	2,658,939	100%	606,907	338%

Total Ridership per Route

Christiansburg: Motor Bus and Demand Response

Month: March, 2022

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
BLU	544	25.24%	238	129%	4,371	23.61%	294	1387%
BTC	0	0.00%	0	N/A	0	0.00%	104	-100%
GLD	459	21.30%	272	69%	3,809	20.58%	337	1030%
GAR	1,152	53.46%	1,488	-23%	10,332	55.81%	10,693	-3%
Totals	2,155	100%	1,998	8%	18,512	100%	11,428	62%
Christiansburg MB Total	1,003	46.54%	510	96.67%	8,180	44.19%	735	1012.93%
Christiansburg DR Total	1,152	53.46%	1,488	-22.58%	10,332	55.81%	10,693	-3.38%
Totals	2,155	100%	1,998	8%	18,512	100%	11,428	62%

Passengers per Revenue Hour per Route

All Fixed Routes

Month: March, 2022

Route	Current Month	Previous Year	Change by Month
CAS	0.00	2.88	-100%
CRB	25.52	4.01	537%
CRC	14.25	4.91	190%
HDG	29.94	6.57	356%
HWA	66.95	84.00	-20%
HWB	59.10	14.69	302%
HWD	58.01	3.20	1714%
HXP	34.10	8.51	301%
MSA	18.64	5.53	237%
MSN	52.70	11.38	363%
MSS	35.45	11.52	208%
PHB	51.09	0.00	N/A
PHD	55.64	13.19	322%
PRB	16.85	9.15	84%
PRO	57.88	10.88	432%
TOM	83.98	24.61	241%
TTT	15.45	10.10	53%
UCB	58.06	11.68	397%
UMS	0.00	6.05	-100%
BLU	2.04	0.89	129%
BTC	0.00	0.00	N/A
GLD	8.39	1.02	725%

Passengers per Revenue Hour per Day of Week

All Fixed Routes

Month: March, 2022

Week Day	Current Month			Previous Year			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
Sunday	6,185	208.15	29.71	4,838	312.02	15.51	92%
Monday	57,592	1,262.37	45.62	20,980	2,214.03	9.48	381%
Tuesday	79,183	1,633.07	48.49	21,366	2,213.45	9.65	402%
Wednesday	77,077	1,622.66	47.50	21,226	2,056.31	10.32	360%
Thursday	74,203	1,621.48	45.76	15,768	1,771.94	8.90	414%
Friday	40,234	1,182.71	34.02	16,601	1,769.98	9.38	263%
Saturday	7,964	255.29	31.20	6,698	361.63	18.52	68%
Total	342,438	7,785.73	43.98	107,477	10,699.36	10.05	338%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Mile per Day of Week

All Fixed Routes

Month: March, 2022

Week Day	Current Month			Previous Year			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
Sunday	6,185	2,282	2.71	4,838	3,270	1.48	83%
Monday	57,592	12,870	4.47	20,980	23,401	0.90	399%
Tuesday	79,183	16,627	4.76	21,366	23,385	0.91	421%
Wednesday	77,077	16,491	4.67	21,226	21,570	0.98	375%
Thursday	74,203	16,542	4.49	15,768	18,754	0.84	434%
Friday	40,234	12,135	3.32	16,601	18,679	0.89	273%
Saturday	7,964	2,844	2.80	6,698	3,961	1.69	66%
Total	342,438	79,791	4.29	107,477	113,020	0.95	351%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Hour per Day of Week
 Demand Response Service
 Month: March, 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	28	29.57	0.95	10	4.30	2.33	-59%
Monday	167	99.47	1.68	180	152.30	1.18	42%
Tuesday	284	160.13	1.77	223	191.93	1.16	53%
Wednesday	268	148.93	1.80	201	147.40	1.36	32%
Thursday	274	149.94	1.83	148	125.37	1.18	55%
Friday	184	102.45	1.80	150	107.57	1.39	29%
Saturday	61	50.90	1.20	73	45.38	1.61	-25%
Total	1,266	741.39	1.71	985	774.25	1.27	34%

<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	191	74.46	2.57	267	126.18	2.12	21%
Tuesday	220	84.50	2.60	318	141.38	2.25	16%
Wednesday	264	85.61	3.08	300	155.20	1.93	60%
Thursday	238	92.81	2.56	273	128.48	2.12	21%
Friday	192	70.40	2.73	257	112.03	2.29	19%
Saturday	47	25.05	1.88	73	41.40	1.76	6%
Total	1,152	432.83	2.66	1,488	704.68	2.11	26%

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

Passengers per Revenue Mile per Day of Week
 Demand Response Service
 Month: March, 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	28	145	0.19	10	33	0.30	-36%
Monday	167	997	0.17	180	998	0.18	-7%
Tuesday	284	1,515	0.19	223	1,285	0.17	8%
Wednesday	268	1,507	0.18	201	1,150	0.17	2%
Thursday	274	1,416	0.19	148	963	0.15	26%
Friday	184	993	0.19	150	811	0.18	0%
Saturday	61	475	0.13	73	350	0.21	-38%
Total	1,266	7,048	0.18	985	5,590	0.18	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	191	940	0.20	267	1,506	0.18	15%
Tuesday	220	1,121	0.20	318	1,742	0.18	8%
Wednesday	264	1,275	0.21	300	1,728	0.17	19%
Thursday	238	1,240	0.19	273	1,426	0.19	0%
Friday	192	942	0.20	257	1,363	0.19	8%
Saturday	47	221	0.21	73	400	0.18	17%
Total	1,152	5,739	0.20	1,488	8,165	0.18	10%

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

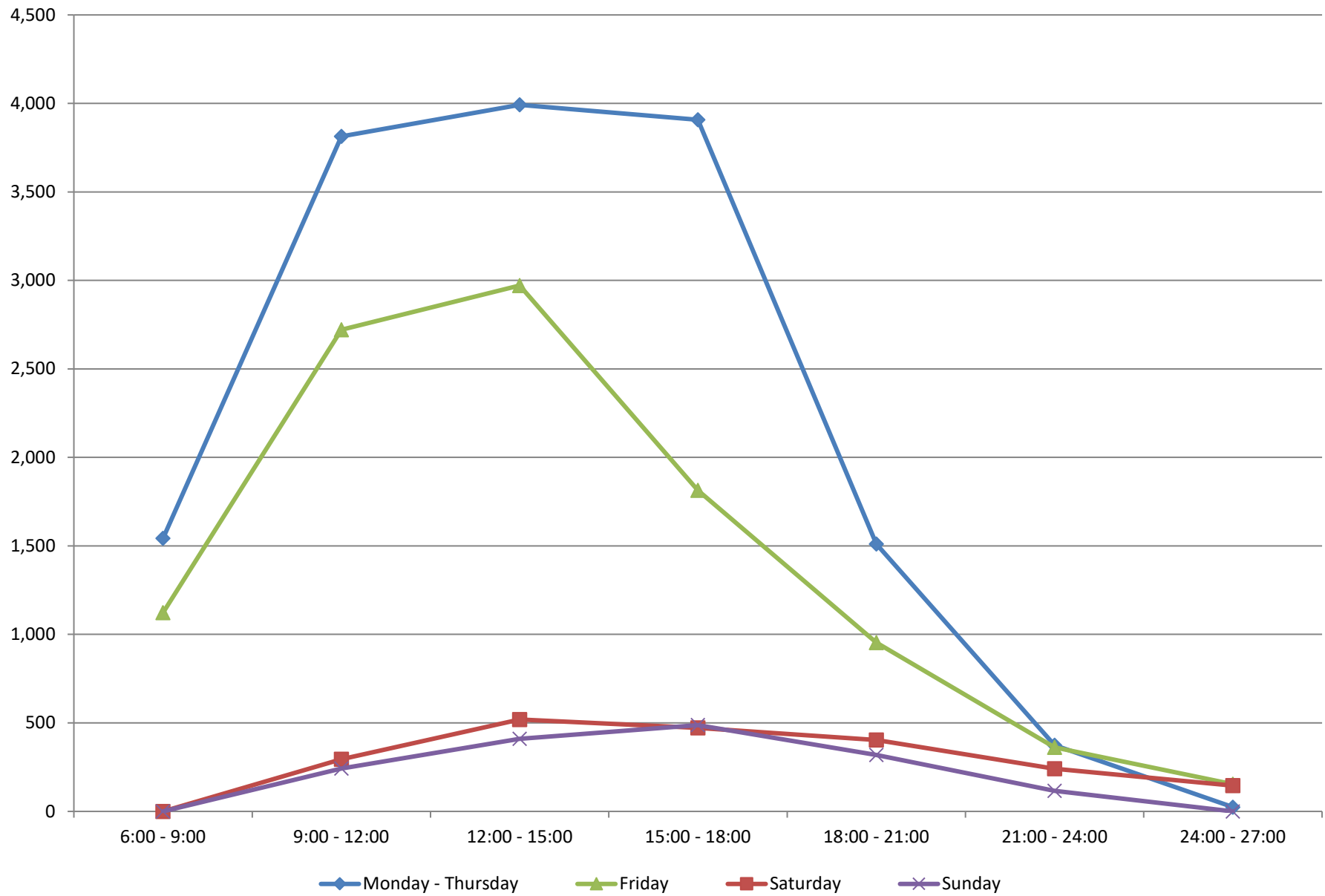
Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

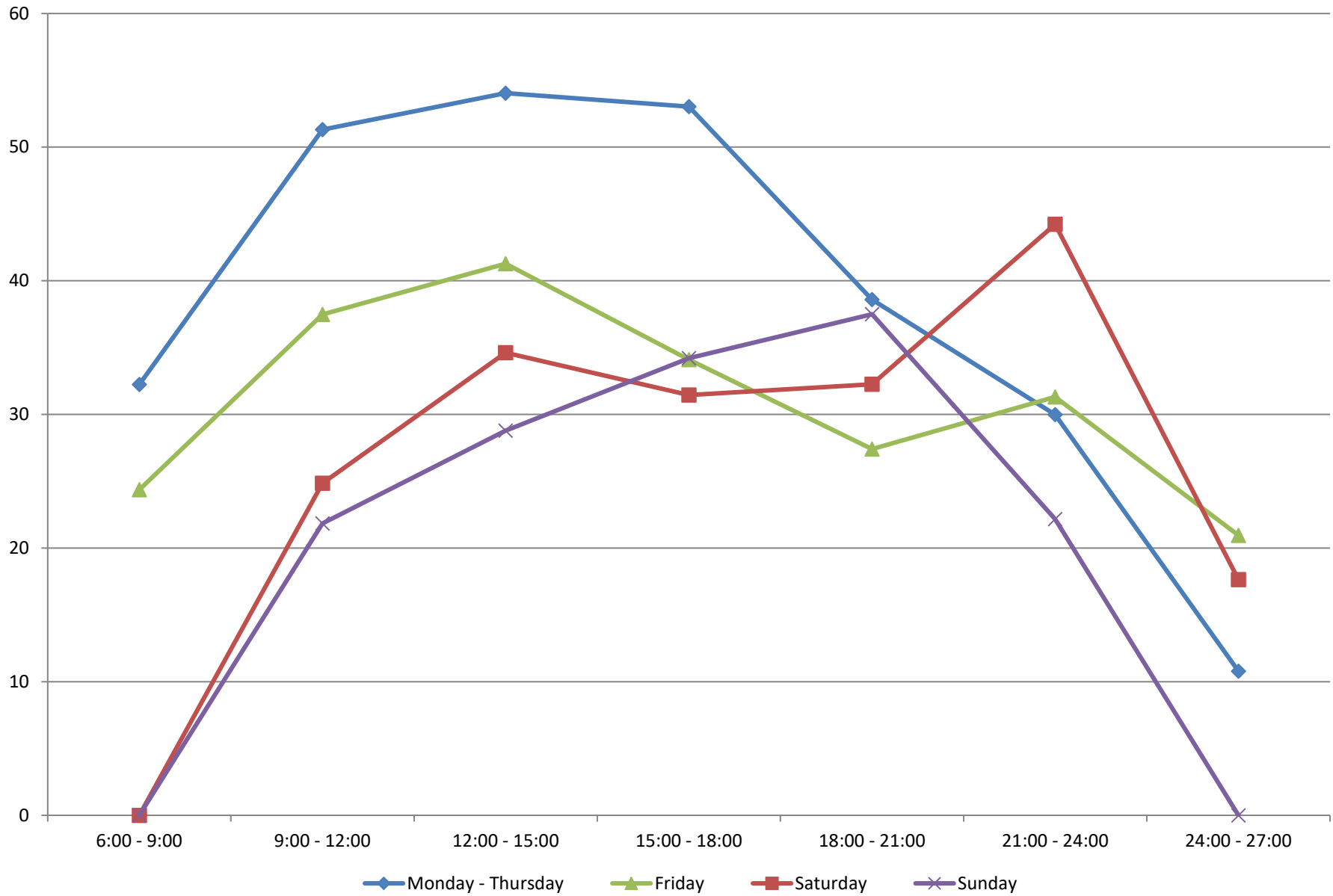
Month: March, 2022

	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
Monday - Thursday	6:00 - 9:00	1,542.47	47.85	32.23
	9:00 - 12:00	3,814.37	74.33	51.32
	12:00 - 15:00	3,991.89	73.86	54.04
	15:00 - 18:00	3,908.16	73.70	53.03
	18:00 - 21:00	1,510.68	39.14	38.60
	21:00 - 24:00	374.05	12.47	29.99
	24:00 - 27:00	24.27	2.25	10.79
Friday	6:00 - 9:00	1,123.25	46.10	24.37
	9:00 - 12:00	2,720.75	72.58	37.48
	12:00 - 15:00	2,971.25	71.98	41.28
	15:00 - 18:00	1,813.50	53.19	34.09
	18:00 - 21:00	953.50	34.78	27.42
	21:00 - 24:00	361.50	11.55	31.31
	24:00 - 27:00	153.67	7.33	20.95
Saturday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	295.25	11.89	24.84
	12:00 - 15:00	519.25	15.00	34.62
	15:00 - 18:00	471.75	15.00	31.45
	18:00 - 21:00	403.25	12.50	32.26
	21:00 - 24:00	240.50	5.44	44.23
	24:00 - 27:00	145.50	8.25	17.64
Sunday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	242.50	11.10	21.85
	12:00 - 15:00	410.25	14.25	28.79
	15:00 - 18:00	487.50	14.25	34.21
	18:00 - 21:00	318.75	8.50	37.50
	21:00 - 24:00	116.33	5.25	22.16
	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										
May-22										
June-22										
Total for 4th Quarter:	0	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	
Total for Year:	2,685,143	2,682,785	99.91%	435	0.02%	2,683,220	99.93%	1,923	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.