



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

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
<b>Total Passengers</b>	332,165	73,384	353%	1,542,518	347,638	344%
<b>Total Revenue Hours</b>	9,170.17	9,063.50	1%	46,131.02	43,685.55	6%
<b>Total Revenue Miles</b>	96,176.40	91,708.00	5%	485,307.80	446,923.00	9%
<b>Total Driver Hours</b>	10,154.50	10,237.25	-1%	51,615.33	49,433.25	4%
<b>Passengers/RH</b>	36.22	8.10	347%	33.44	7.96	320%
<b>Passengers/RM</b>	3.45	0.80	332%	3.18	0.78	309%
<b>Passengers/DH</b>	32.71	7.17	356%	29.88	7.03	325%
<b>Full Service Weekdays</b>	17	15	2	65	63	2
<b>Full Service Weekends</b>	5	5	0	27	26	1
<b>Reduced Service Weekdays</b>	4	5	(1)	36	38	(2)
<b>Reduced Service Weekends</b>	3	4	(1)	16	17	(1)
<b>Intermediate Service</b>	0	0	0	7	7	0
<b>No Service Days</b>	1	1	0	2	2	0

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

### Total Ridership per Route

Blacksburg: Motor Bus

Month: November, 2021

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YTD Ridership	Previous YTD Total	YTD Change
CAS	1,233	0.38%	307	302%	8,350	0.56%	2,051	307%
CRB	4,639	1.42%	598	676%	22,653	1.51%	2,967	663%
CRC	9,673	2.97%	2,706	257%	46,743	3.12%	11,635	302%
HDG	16,884	5.18%	3,585	371%	74,851	4.99%	17,253	334%
HWA	31,320	9.60%	5,211	501%	140,019	9.34%	22,467	523%
HWB	27,099	8.31%	5,745	372%	121,809	8.12%	25,065	386%
HWD	3,700	1.13%	1,444	156%	22,617	1.51%	10,373	118%
HXP	16,338	5.01%	2,837	476%	73,173	4.88%	11,758	522%
MSA	4,880	1.50%	1,089	348%	24,824	1.66%	4,720	426%
MSN	23,557	7.22%	4,290	449%	111,908	7.46%	21,611	418%
MSS	21,842	6.70%	6,680	227%	102,961	6.87%	34,144	202%
PHB	9,047	2.77%	0	N/A	37,610	2.51%	0	N/A
PHD	26,342	8.08%	5,590	371%	121,384	8.10%	27,074	348%
PRB	5,588	1.71%	2,986	87%	29,332	1.96%	13,177	123%
PRO	25,655	7.87%	4,307	496%	116,365	7.76%	18,080	544%
TOM	52,154	15.99%	13,075	299%	236,193	15.75%	57,854	308%
TTT	6,672	2.05%	3,523	89%	35,866	2.39%	20,122	78%
UCB	26,916	8.25%	5,215	416%	115,116	7.68%	27,409	320%
UMS	11,524	3.53%	2,363	388%	57,501	3.84%	10,678	438%
ACC	1,080	0.33%	665	62%	5,234	0.35%	3,465	51%
<b>Totals</b>	<b>326,143</b>	<b>100.00%</b>	<b>71,551</b>	<b>356%</b>	<b>1,499,275</b>	<b>100.00%</b>	<b>338,438</b>	<b>343%</b>
<b>Blacksburg MB Total</b>	<b>325,063</b>	<b>99.67%</b>	<b>71,551</b>	<b>354.31%</b>	<b>1,499,275</b>	<b>99.65%</b>	<b>338,438</b>	<b>343.00%</b>
<b>Blacksburg DR Total</b>	<b>1,080</b>	<b>0.33%</b>	<b>665</b>	<b>62.41%</b>	<b>5,234</b>	<b>0.35%</b>	<b>3,465</b>	<b>51.05%</b>
<b>Totals</b>	<b>326,143</b>	<b>100%</b>	<b>72,216</b>	<b>352%</b>	<b>1,504,509</b>	<b>100%</b>	<b>341,903</b>	<b>340%</b>

## Total Ridership per Route

Christiansburg: Motor Bus and Demand Response

Month: November, 2021

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
<b>BLU</b>	520	25.01%	0	N/A	2,129	20.39%	0	N/A
<b>BTC</b>	0	0.00%	54	-100%	0	0.00%	104	-100%
<b>GLD</b>	541	26.02%	0	N/A	2,032	19.46%	0	N/A
<b>GAR</b>	1,018	48.97%	1,114	-9%	6,279	60.14%	5,635	11%
<b>Totals</b>	<b>2,079</b>	<b>100%</b>	<b>1,168</b>	<b>78%</b>	<b>10,440</b>	<b>100%</b>	<b>5,739</b>	<b>82%</b>
<b>Christiansburg MB Total</b>	1,061	51.03%	54	1864.81%	4,161	39.86%	104	3900.96%
<b>Christiansburg DR Total</b>	1,018	48.97%	1,114	-8.62%	6,279	60.14%	5,635	11.43%
<b>Totals</b>	<b>2,079</b>	<b>100%</b>	<b>1,168</b>	<b>78%</b>	<b>10,440</b>	<b>100%</b>	<b>5,739</b>	<b>82%</b>

**Passengers per Revenue Hour per Route**

All Fixed Routes

Month: November, 2021

<b>Route</b>	<b>Current Month</b>	<b>Previous Year</b>	<b>Change by Month</b>
<b>CAS</b>	7.69	1.65	365%
<b>CRB</b>	26.50	3.21	726%
<b>CRC</b>	16.52	4.08	305%
<b>HDG</b>	31.41	6.51	383%
<b>HWA</b>	65.59	9.86	565%
<b>HWB</b>	54.87	10.80	408%
<b>HWD</b>	33.09	15.86	109%
<b>HXP</b>	32.54	5.30	515%
<b>MSA</b>	21.77	4.63	370%
<b>MSN</b>	47.16	9.05	421%
<b>MSS</b>	33.52	10.83	210%
<b>PHB</b>	45.29	0.00	N/A
<b>PHD</b>	53.44	10.28	420%
<b>PRB</b>	22.70	7.41	206%
<b>PRO</b>	59.84	9.55	527%
<b>TOM</b>	79.57	18.56	329%
<b>TTT</b>	18.68	10.05	86%
<b>UCB</b>	54.71	10.28	432%
<b>UMS</b>	60.48	5.88	928%
<b>BLU</b>	2.14	0.00	N/A
<b>BTC</b>	0.00	1.54	-100%
<b>GLD</b>	2.32	0.00	N/A

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

All Fixed Routes

Month: November, 2021

Week Day	Current Month			Previous Year			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
<b>Sunday</b>	6,961	232.45	29.95	4,228	328.50	12.87	133%
<b>Monday</b>	76,297	1,783.18	42.79	14,048	1,713.80	8.20	422%
<b>Tuesday</b>	75,978	1,782.33	42.63	12,694	1,462.57	8.68	391%
<b>Wednesday</b>	59,207	1,405.09	42.14	13,058	1,463.36	8.92	372%
<b>Thursday</b>	56,134	1,198.48	46.84	11,175	1,294.35	8.63	442%
<b>Friday</b>	41,698	1,315.17	31.71	12,057	1,465.19	8.23	285%
<b>Saturday</b>	9,849	241.55	40.77	4,345	267.71	16.23	151%
<b>Total</b>	<b>326,124</b>	<b>7,958.25</b>	<b>40.98</b>	<b>71,605</b>	<b>7,995.48</b>	<b>8.96</b>	<b>358%</b>

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

## Passengers per Revenue Mile per Day of Week

All Fixed Routes

Month: November, 2021

Week Day	<u>Current Month</u>			<u>Previous Year</u>			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
<b>Sunday</b>	6,961	2,598	2.68	4,228	3,473	1.22	120%
<b>Monday</b>	76,297	18,747	4.07	14,048	17,496	0.80	407%
<b>Tuesday</b>	75,978	18,748	4.05	12,694	14,927	0.85	377%
<b>Wednesday</b>	59,207	14,784	4.00	13,058	14,931	0.87	358%
<b>Thursday</b>	56,134	12,525	4.48	11,175	13,138	0.85	427%
<b>Friday</b>	41,698	13,982	2.98	12,057	14,951	0.81	270%
<b>Saturday</b>	9,849	2,691	3.66	4,345	2,876	1.51	142%
<b>Total</b>	<b>326,124</b>	<b>84,075</b>	<b>3.88</b>	<b>71,605</b>	<b>81,792</b>	<b>0.88</b>	<b>343%</b>

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

**Passengers per Revenue Hour per Day of Week**  
 Demand Response Service  
 Month: November, 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	43	28.42	1.51	14	15.53	0.90	68%
Monday	192	141.29	1.36	134	92.58	1.45	-6%
Tuesday	259	179.25	1.44	131	104.98	1.25	16%
Wednesday	190	136.60	1.39	128	98.35	1.30	7%
Thursday	142	100.48	1.41	101	81.37	1.24	14%
Friday	182	115.38	1.58	103	73.30	1.41	12%
Saturday	72	46.88	1.54	54	39.60	1.36	13%
<b>Total</b>	<b>1,080</b>	<b>748.30</b>	<b>1.44</b>	<b>665</b>	<b>505.72</b>	<b>1.31</b>	<b>10%</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	228	86.96	2.62	225	127.12	1.77	48%
Tuesday	224	80.88	2.77	221	107.70	2.05	35%
Wednesday	183	63.77	2.87	207	105.80	1.96	47%
Thursday	150	49.47	3.03	171	81.08	2.11	44%
Friday	180	63.00	2.86	228	111.35	2.05	40%
Saturday	53	28.02	1.89	62	29.25	2.12	-11%
<b>Total</b>	<b>1,018</b>	<b>372.10</b>	<b>2.74</b>	<b>1,114</b>	<b>562.30</b>	<b>1.98</b>	<b>38%</b>

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

**Passengers per Revenue Mile per Day of Week**  
 Demand Response Service  
 Month: November, 2021

<u><a href="#">Access Current Month</a></u>	<u><a href="#">Access Previous Year</a></u>
---------------------------------------------	---------------------------------------------

Day of Week	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	Change Pass/RM
Sunday	43	214	0.20	14	85	0.16	22%
Monday	192	983	0.20	134	823	0.16	20%
Tuesday	259	1,535	0.17	131	640	0.20	-18%
Wednesday	190	1,112	0.17	128	660	0.19	-12%
Thursday	142	901	0.16	101	614	0.16	-4%
Friday	182	907	0.20	103	550	0.19	7%
Saturday	72	391	0.18	54	314	0.17	7%
<b>Total</b>	<b>1,080</b>	<b>6,043</b>	<b>0.18</b>	<b>665</b>	<b>3,686</b>	<b>0.18</b>	<b>-1%</b>

<u><a href="#">Go Anywhere Current Month</a></u>	<u><a href="#">Go Anywhere Previous Year</a></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	228	1,114	0.20	225	1,267	0.18	15%
Tuesday	224	1,189	0.19	221	1,289	0.17	10%
Wednesday	183	935	0.20	207	1,231	0.17	16%
Thursday	150	782	0.19	171	882	0.19	-1%
Friday	180	914	0.20	228	1,274	0.18	10%
Saturday	53	333	0.16	62	287	0.22	-26%
<b>Total</b>	<b>1,018</b>	<b>5,266</b>	<b>0.19</b>	<b>1,114</b>	<b>6,230</b>	<b>0.18</b>	<b>8%</b>

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

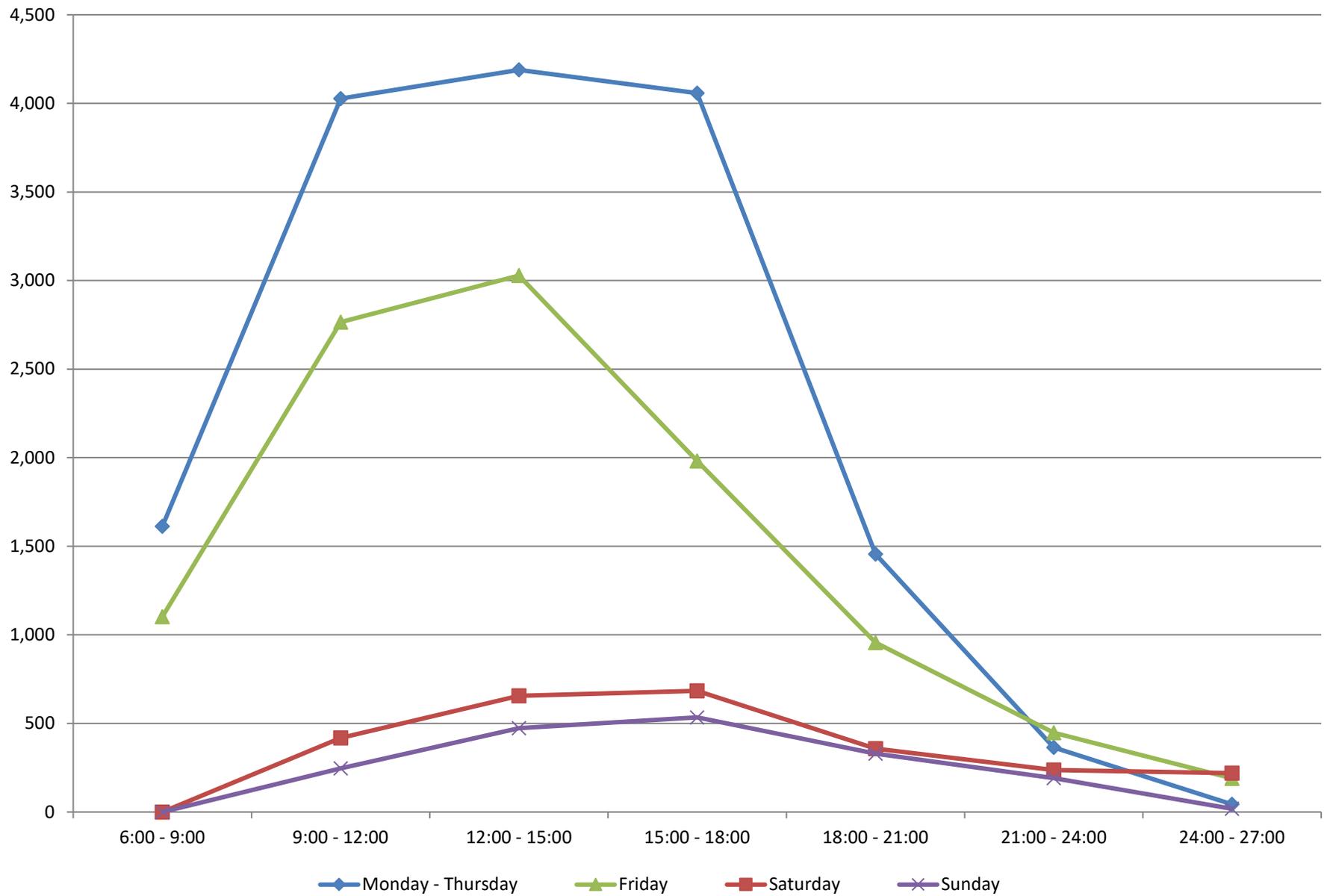
## Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

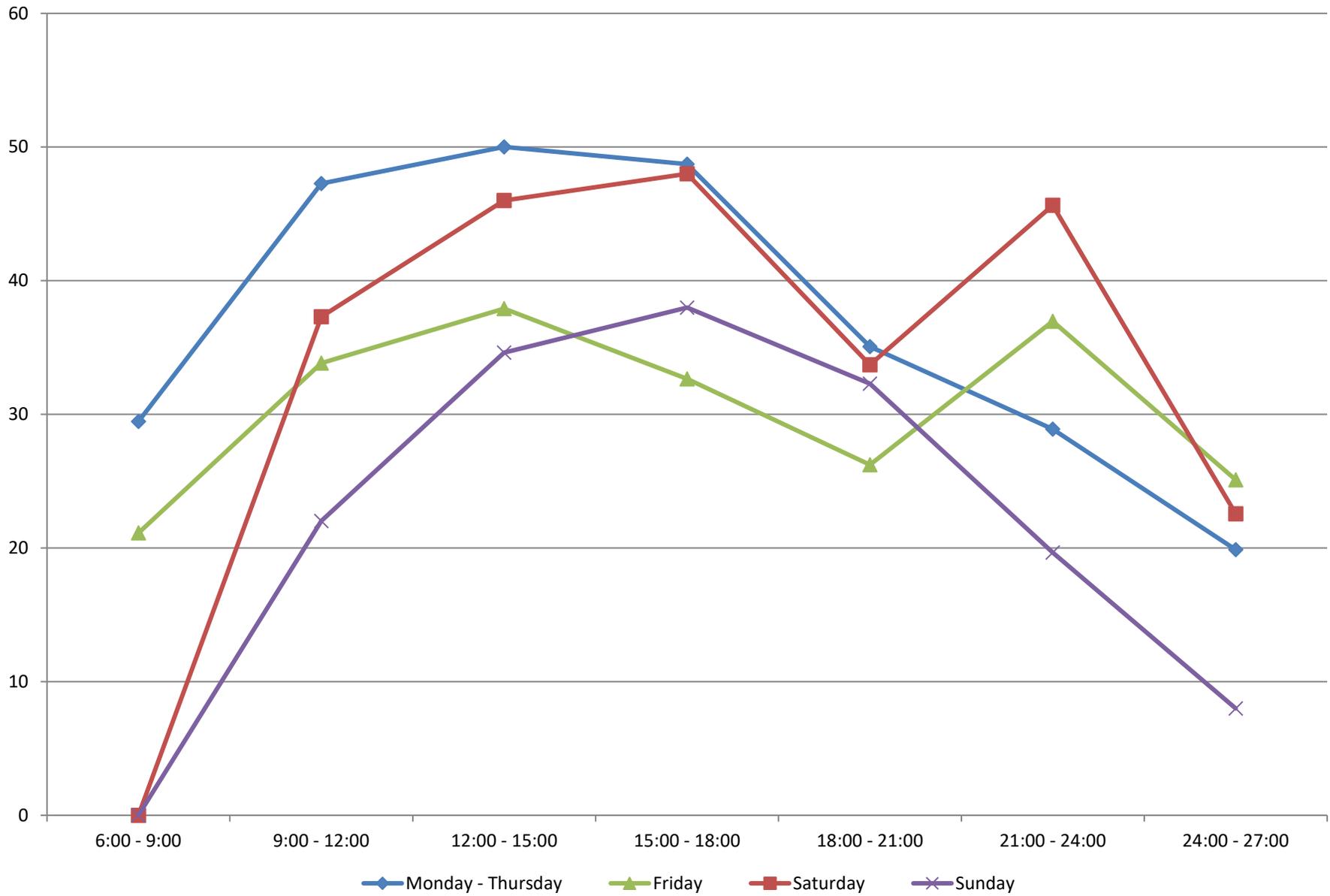
Month: November, 2021

	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
<b>Monday - Thursday</b>	6:00 - 9:00	1,612.82	54.74	29.46
	9:00 - 12:00	4,026.76	85.18	47.28
	12:00 - 15:00	4,188.88	83.76	50.01
	15:00 - 18:00	4,058.24	83.29	48.72
	18:00 - 21:00	1,456.00	41.52	35.07
	21:00 - 24:00	364.41	12.61	28.90
	24:00 - 27:00	43.29	2.18	19.87
<b>Friday</b>	6:00 - 9:00	1,103.25	52.24	21.12
	9:00 - 12:00	2,765.75	81.75	33.83
	12:00 - 15:00	3,028.25	79.88	37.91
	15:00 - 18:00	1,981.25	60.69	32.65
	18:00 - 21:00	956.00	36.44	26.23
	21:00 - 24:00	447.50	12.11	36.96
	24:00 - 27:00	190.33	7.58	25.10
<b>Saturday</b>	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	418.50	11.22	37.31
	12:00 - 15:00	655.50	14.25	46.00
	15:00 - 18:00	684.00	14.25	48.00
	18:00 - 21:00	357.50	10.61	33.70
	21:00 - 24:00	236.75	5.19	45.64
	24:00 - 27:00	220.00	9.75	22.56
<b>Sunday</b>	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	246.00	11.18	22.01
	12:00 - 15:00	473.75	13.69	34.61
	15:00 - 18:00	534.25	14.06	37.99
	18:00 - 21:00	329.00	10.19	32.29
	21:00 - 24:00	191.67	9.75	19.66
	24:00 - 27:00	18.00	2.25	8.00

## 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										
Total for 2nd Quarter:	778,195	777,479	99.91%	168	0.02%	777,647	99.93%	548	0.07%	
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:	1,531,005	1,529,659	99.91%	349	0.02%	1,530,008	99.93%	997	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 this report it is unknown what the effects will be on this years service.