

Report to the Commonwealth Transportation Board
March 17, 2010

Greater Lynchburg Transit Company



GLTC History

- GLTC's roots go back to 1890, when the Lynchburg Traction Company was created to establish streetcar service in Lynchburg.
- LTC operated streetcars until the 1940's at which time they were replaced with buses.
- LTC continued to operate as a private bus company until the early 1970's at which time economic, regulatory and demographic shifts forced it into bankruptcy.
- GLTC was created in 1974 by the City of Lynchburg, to continue public transportation services for Lynchburg.

GLTC Background

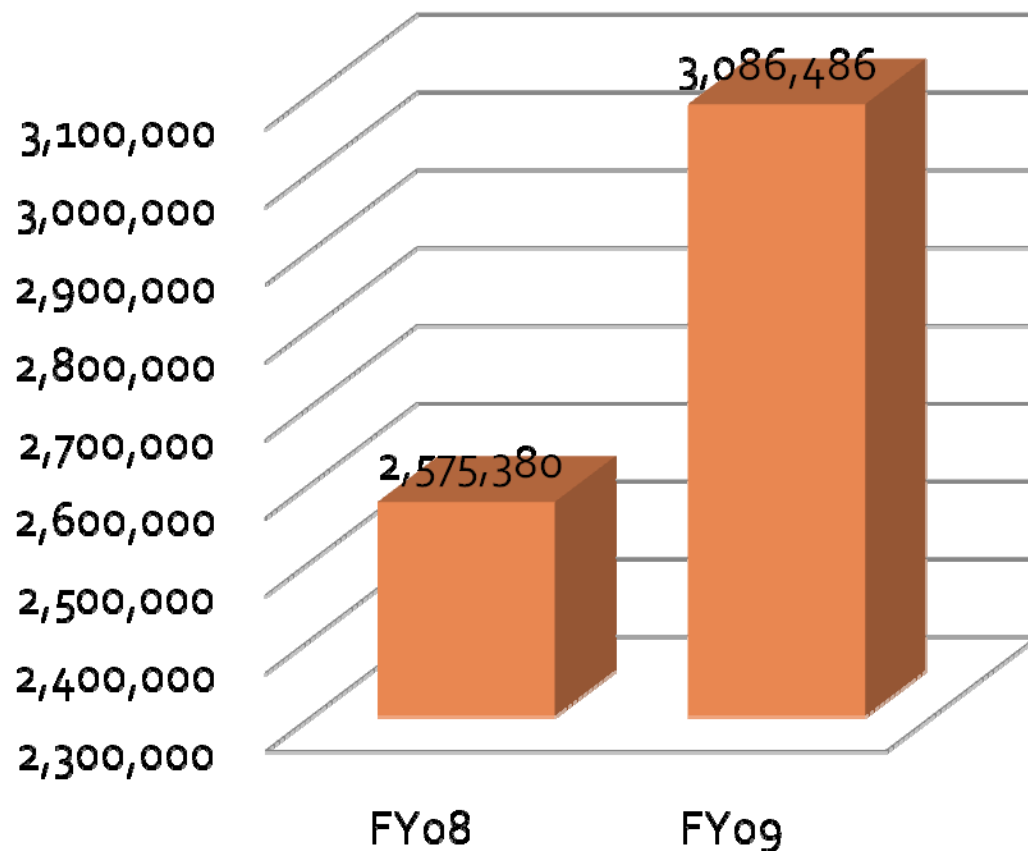
- GLTC is a non-profit public service corporation.
- It is owned by the City of Lynchburg.
- It is governed by a volunteer Board of Directors, appointed by City Council
- GLTC employs a management firm to provide day-to-day management expertise, First Transit.
- GLTC's employees are unionized, and are employed by a subsidiary company of the management firm; they are not direct City employees, but rather contract employees to the City.
- Alexandria, Richmond and Roanoke are organized in a similar manner.

Highlights

- In 2009, GLTC celebrated its 35th year of service to the community.
- In 2009, GLTC was named one of three “Outstanding Public Transportation Systems” in North America by the American Public Transportation Association for qualitative and quantitative service improvements.

Go Green, Ride Blue!

Total Passenger Boardings



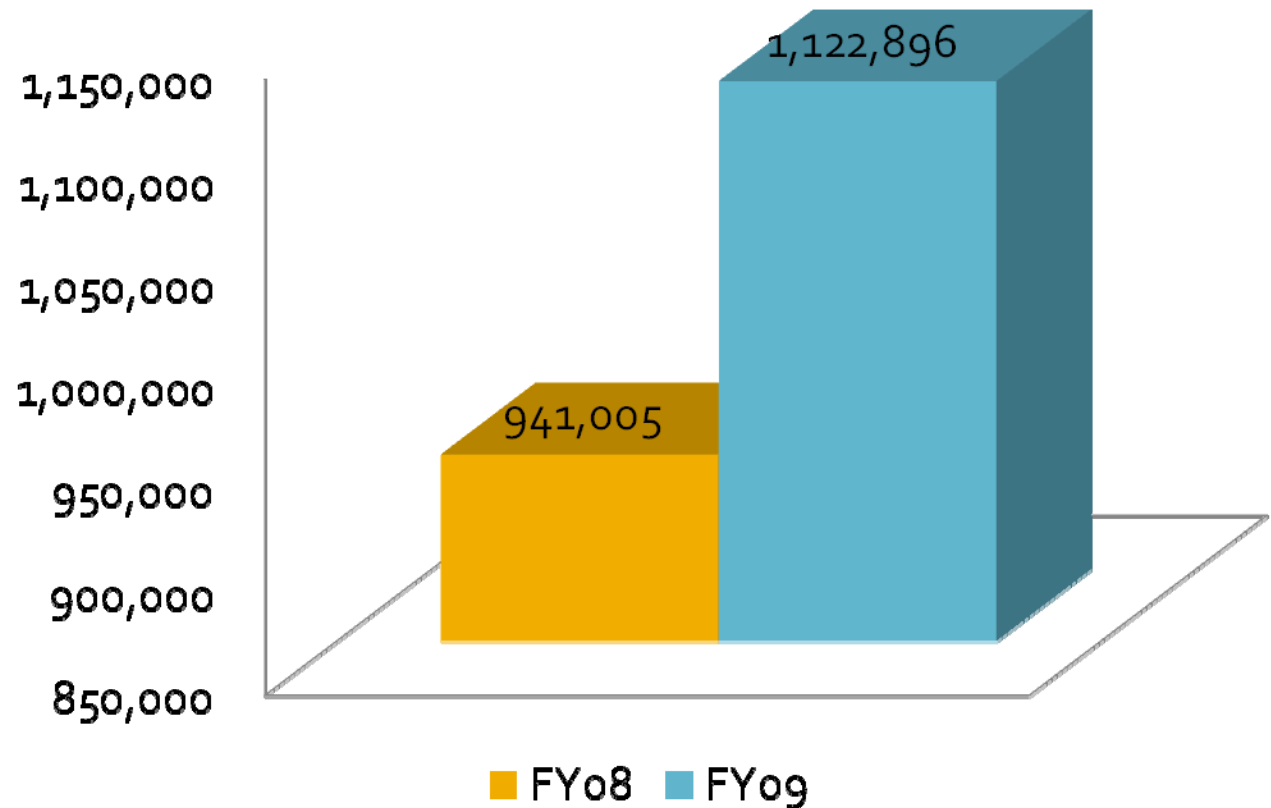
- 20% Increase in Bus boardings
- 39% Increase in Paratransit boardings



City Boardings

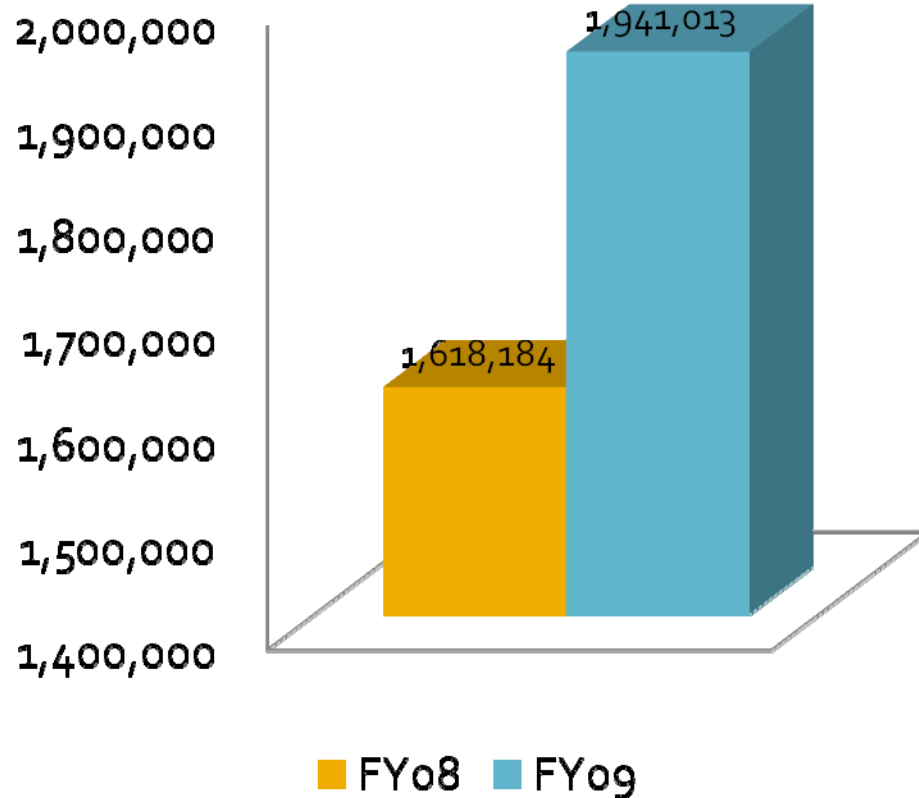


- 20% Annual Ridership Increase



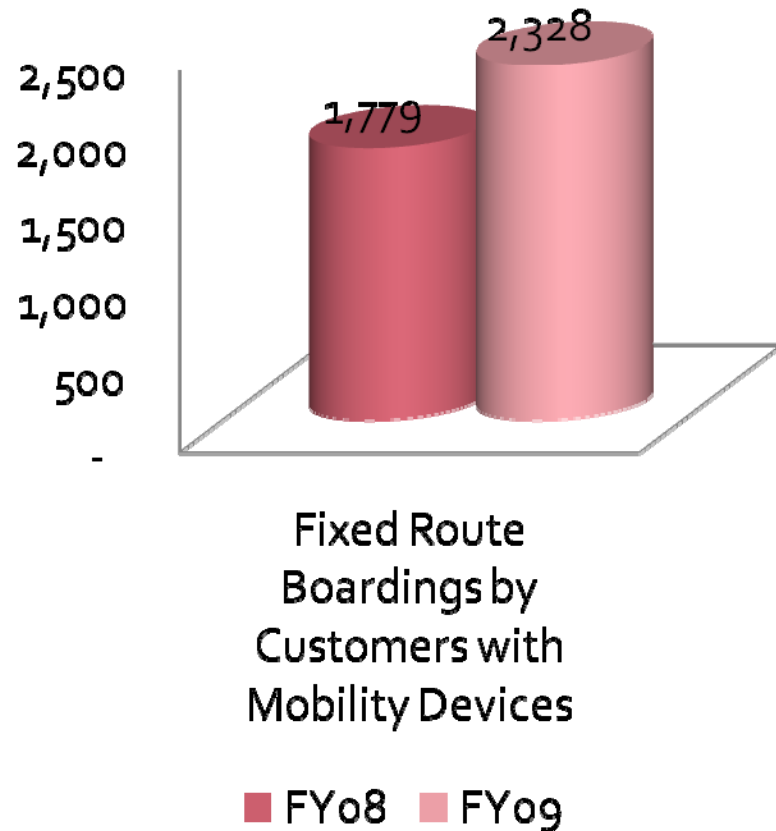
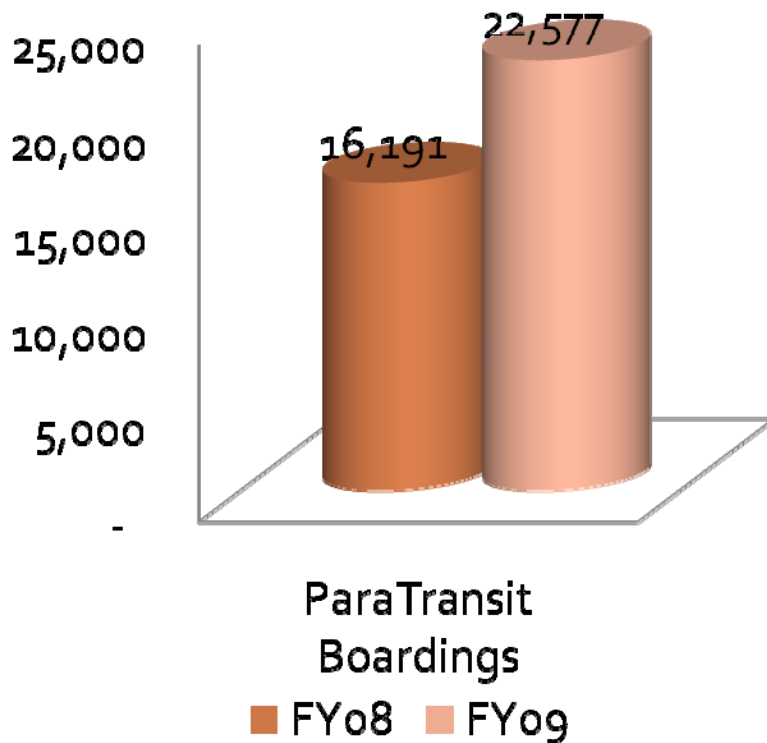
Liberty University Campus Boardings

- 20% Increase in Liberty Campus Service Boardings



Accessible Services

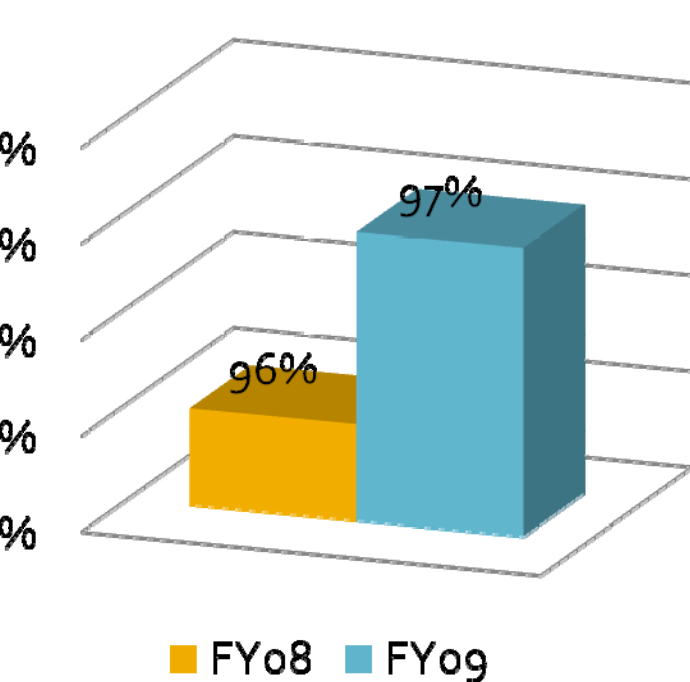
- ▣ 39% Increase in PTS Boardings; 31% Increase in Boardings by Customers with Mobility Devices on Fixed Route Buses



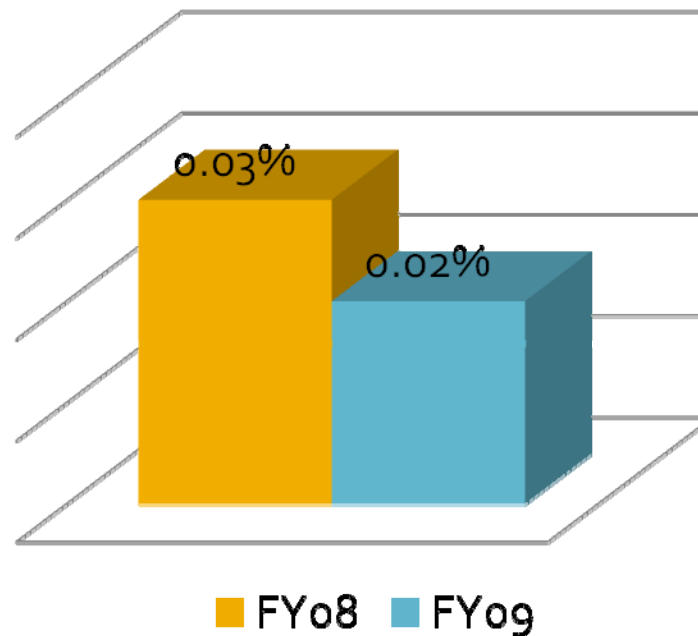
Operational Reliability

- On Time Performance Goals were met.
- Out of 147,000 scheduled runs, only 28 were missed.

On-Time Service

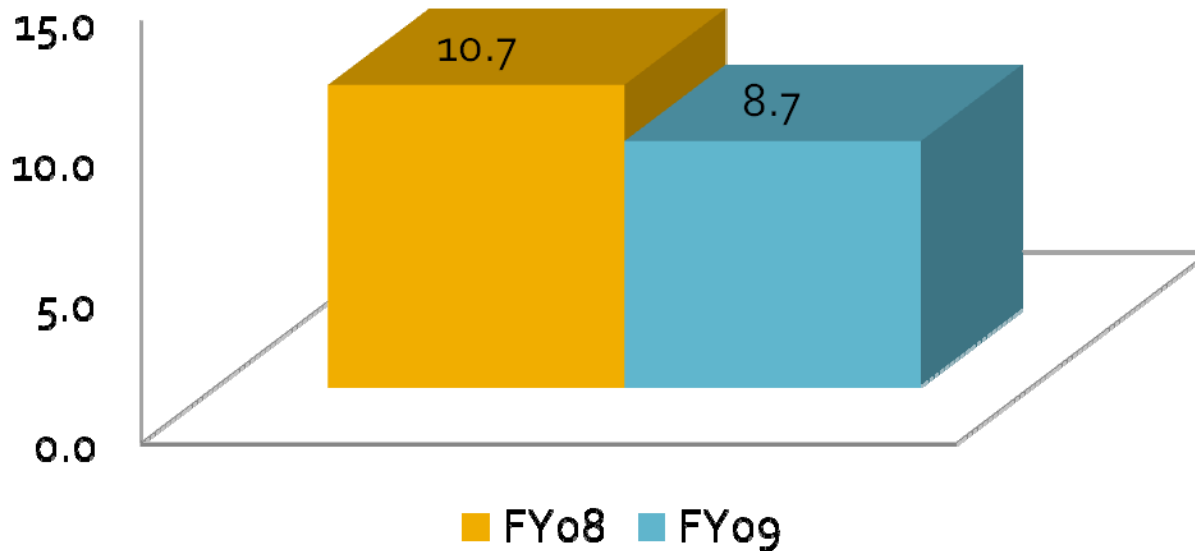


Missed Runs



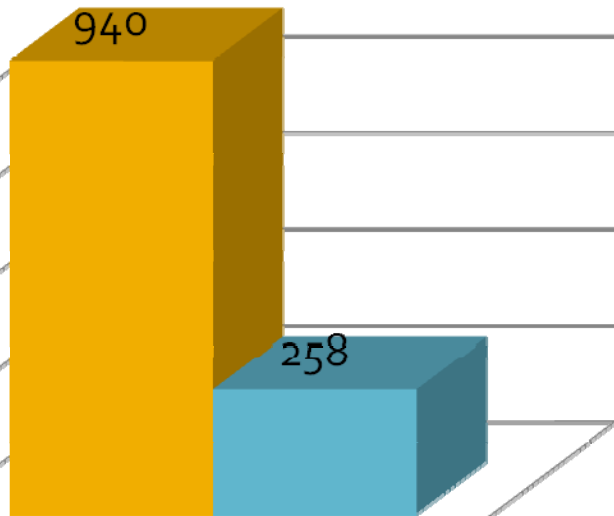
Customer Satisfaction

Goal of 10 or Fewer Complaints per 100,000 Passenger Boardings bettered.



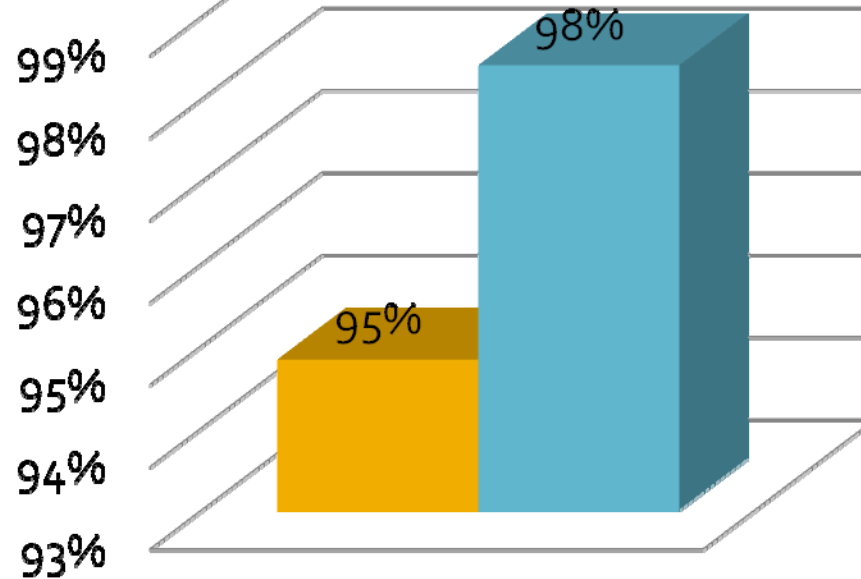
Maintenance Excellence

Roadcalls



■ FY08 ■ FY09

PM's On-Time



■ FY08 ■ FY09

Financial Stewardship



- With a small administrative staff and Board oversight, GLTC delivered successful audit results.
- GLTC had a successful “Triennial Review” by the Federal Transit Administration.
- At year’s end, GLTC eliminated its cumulative operating deficit and ended with a balanced budget.

Fleet Replacement

In 2009 and 2010, GLTC continued its fleet replacement/expansion, and acquired sixteen new heavy-duty transit buses (six hybrids) and two 22-passenger "cut-a-ways" for paratransit and limited fixed-route service.

Later this Summer, GLTC will make delivery of ten hybrid heavy duty buses, seven of which are ARRA-funded.



oogle Transit®

GLTC together with VDRPT, provided bus stop and schedule information to Google, and customers can quickly access bus schedule information via the internet on Google Maps with a few mouse clicks.

Heritage High School to 1301 Kemper St, Lynchburg, VA 24501 - Google Maps Page 1 of 1

Google maps Start Heritage High School
3020 Wards Ferry Rd
Lynchburg, VA 24502-2499
(434) 582-1147
End 1301 Kemper St
Lynchburg, VA 24501
When 10:27:00 after 11:14 am
Cost \$1.50 (vs. \$3.01 driving)
Duration 47 mins in transit, 8 mins walking to/from
your route


Get Google Maps on your phone
Text to request "GOOGLE" to 468-4143

Begin by walking
Go to Timberlake Rd/Wards Ferry Rd (takes about 4 mins)

Bus - 6 - Direction: Plaza via Fernmont Ave
Service run by Greater Lynchburg Transit Company - 434-455-5080
Service runs every 1 hour 0 mins
11:45am Leave from Timberlake Rd/Wards Ferry Rd
12:10pm Arrive at Plaza

Bus - 3C - Direction: VES Rd via 11th St
5 mins to make transfer
Service runs every 1 hour 0 mins
12:15pm Leave from Plaza
12:25pm Arrive at Buchanan St/11th St

Walk
Go to 1301 Kemper St (takes about 4 mins)



These directions are for planning purposes only. You may find that construction projects, traffic, weather, or other events may cause conditions to differ from the map results, and you should plan your route accordingly. You must obey all signs or notices regarding your route.
Map data ©2009, Google

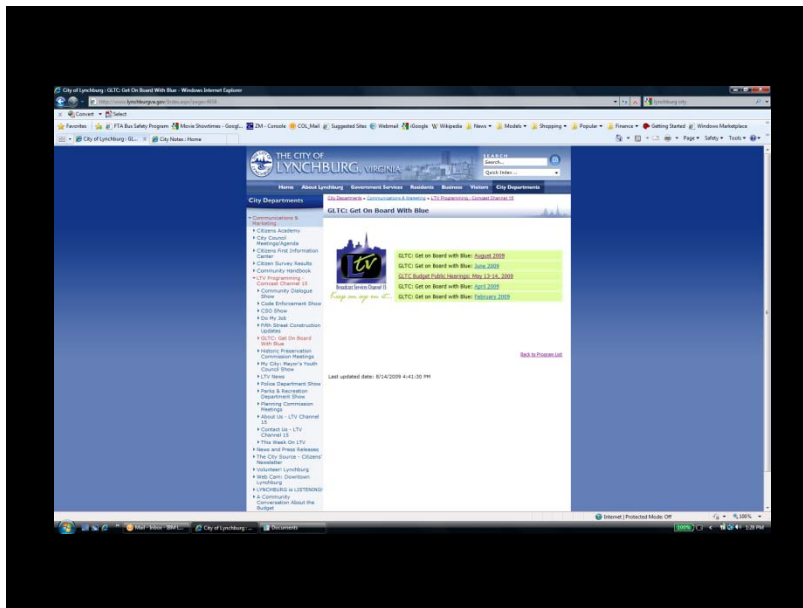
Operations Technology

In January, GLTC implemented a new computerized scheduling and rostering system. This yielded operational cost savings that allowed GLTC to restore a recently cut Saturday bus route.

GLTC is procuring a real-time bus location and information system to provide accurate vehicle location and stop arrival prediction for improved management, and, most importantly, timely schedule information for our customers. This program will be funded with ARRA funds.

Get on Board with Blue™

- Together with the City staff from Lynchburg TV, GLTC produces a regular bi-monthly television program, airing Fridays and Saturdays on Cable Channel 15.



Employees: The Reason for Our Successes

Transportation
Department: 91



- Maintenance
Department: 22



- ▣ Administration: 9



LTC Provides:

A sustainable and environmentally-friendly transportation option to the citizens of Lynchburg.

An economic boost for the area. A recently completed economic impact study of GLTC demonstrated that for every local (City) dollar invested in GLTC, the community receives a seven dollar return on its investment!

**Thanks, and Go Green and Ride
Blue!**

