



*We're Here to Get You There!*



**Greater Lynchburg Transit Company**  
**Board Meeting Packet**  
**September 2nd, 2026**

8:30 a.m. - 10:00 a.m. | 800 Kemper St. Lynchburg, VA 24501

## GLTC Board Meeting Agenda

September 2nd, 2026 | 8:30 – 10:00 a.m. | 800 Kemper St, Lynchburg, VA 24501

### CALL TO ORDER & APPROVAL OF MINUTES

---

- Roll call to confirm quorum and remote voting.  
The Board has a quorum physically assembled, and arrangements have been made so that members can hear and be heard by all persons participating in the meeting.
- Approval of minutes from the previous August 2026 board meeting.

### COMMITTEE & PARTNER REPORTS

---

Central Virginia Commuter Services — CVPDC Transportation Planner

### GENERAL MANAGER'S REPORT

---

August was a busy month for GLTC staff. We hosted several groups and training classes at our facilities as well as starting a new operator training class. Staff are busy working on the rollout of our smartcards and leading a procurement for new paratransit, microtransit, and demand response software that will be open to any transit system in the state. Additionally, several capital projects have been completed or are in progress, including new shelters at CVCC and Wal-Mart (Wards Rd) and work on the bike canopy for Kemper St. Finally, staff also worked on Collective Bargaining negotiations with ATU 1493 and completed open enrollment for the upcoming health insurance year which will start in September.

### FINANCIAL & RIDERSHIP STATEMENTS

---

See packet

### PUBLIC COMMENT

---

- Speakers state name for the record; 3-minute limit.
- Group representatives: 5-minute limit; state group name for the record.

### NEW BUSINESS

---

- Bike Canopy Design

### VOTING ITEMS

---

- A – Route Service Update
- B - FOIA Update
- C - FY27 Budget - *To be sent under separate cover*
  - TRIP Grant Discussion
  - FY27 Appropriated Operating and Capital Budget
- D - Closed Session — pursuant to Virginia Code § 2.2-3711(A)(8); consultation with legal counsel employed or retained by a public body regarding specific legal matters requiring the provision of legal advice by such counsel.

### PRESIDENT'S REPORT / ADJOURNMENT

---

*President's Report: Verbal. Adjournment by motion of the Chair.*

### NEXT MEETINGS

---

#### Work Session

September 17, 2026  
8:30 a.m. at 800 Kemper St., Lynchburg, VA  
GLTC Board Room

#### Board Meeting

October 7, 2026 · 8:30 a.m.  
at 800 Kemper St.,  
Lynchburg, VA  
GLTC Board Room

### BOARD OF DIRECTORS

---

**Cameron Howe —  
President**

**Tab Sprouse — Vice  
President**

**Ben Blanks —  
Secretary/Treasurer**

Brian Landergan

Gary DuPriest

Andre Miller

Christopher Hackman

Valerie Holmes

Mercedes Braun

*Correspondence: GLTC  
Board of Directors, P O Box  
11286, Lynchburg, VA  
24506*



Greater Lynchburg Transit Company  
Board Minutes  
August 5th, 2026  
8:30 AM – 10:30 AM

**A board meeting of the Board of Directors of Greater Lynchburg Transit Company was held on August 5th, 2026, at GLTC's Transfer Station, 800 Kemper Street, Lynchburg, Virginia.**

**Attendance:**

**Board President:** Cameron Howe

**Board Vice President:** Tab Sprouse

**Secretary-Treasurer:** Ben Blanks

**Members:** Valerie Holmes; Andre Miller via Zoom; Brian Landergan; Mercedes Braun via Zoom;

**Staff:** Josh Moore; Natalie Wilkins; Chris Poindexter; John Yauger; Scott Poindexter; Donna Klein;

**Guests:** Kyle Trissel of Department of Rail and Public Transportation via Zoom; Kelly Hitchcock of Central Virginia Planning District Commission; Emma Malinak of Cardinal News

**Public Comment:** Kelvin Jones

**Absent:** Tab Sprouse

**CALL TO ORDER**

At 8:30 a.m. Ms. Howe called the meeting to order. Ms. Howe asked for a motion to allow remote voting. Ms. Holmes made a motion to allow remote voting. The motion was seconded by Mr. Hackman, vote carried unanimously. Roll call was conducted by Mr. Poindexter and a quorum was confirmed.

**APPROVAL OF MINUTES**

Ms. Howe asked for the approval of the following minutes. Mr. Hackman made a motion to approve the presented minutes. Motion was seconded by Mr. Miller and carried unanimously.

- June 18th, 2026, Finance Board of Directors Meeting
- June 23<sup>rd</sup>, 2026, Finance Board of Directors Meeting
- July 1<sup>st</sup>, 2026, Board of Directors Meeting
- July 16<sup>th</sup>, 2026, Board of Directors Meeting

**COMMITTEE & PARTNER REPORTS**

**Central Virginia Planning District Commission CVPDC**

Ms. Hitchcock presented the CVPDC transportation and commuter-services update. The Central Virginia Transportation Planning Organization (CVTPO) continued work on Connect Central Virginia 2050, the region's long-range transportation plan. A public survey was open through August 10th, and CVPDC staff conducted outreach at the GLTC Transfer Center on August 3rd and August 5th to hear directly from transit riders. GLTC staff are participating in development of the long-term transportation investment and policy plan. The plan is scheduled for presentation to the CVTPO on September 17th, followed by a 30-day public comment period. She also presented updates on regional transit and transportation-planning activities. Ms. Hunsberger has been leading the Timberlake Area Transit Needs Assessment and the

Greater Lynchburg Transit Company  
Board Minutes  
August 5th, 2026  
8:30 AM – 10:30 AM

Timberlake Transit survey. The survey received many commuter responses but only three employer responses. Staff will coordinate with Campbell County on additional employer outreach. Ms. Hunsberger is expected to present the survey results at the September 2nd GLTC Board meeting. The Businesses for Bikes program continued to expand, with 13 businesses representing 15 locations participating. The program is scheduled to continue through October 1st with outreach planned to local universities as students. DRPT also announced Try Transit Week for September 14-18, 2026. CVPDC staff are coordinating with GLTC and DRPT partners on outreach and activities for the week.

### **GENERAL MANAGER'S REPORT**

Mr. Moore Josh Moore reported that City of Lynchburg officials and candidates visited GLTC. Staff continued work with partner agencies to implement GLTC's mobile fare system and made progress on several capital projects. Operator recruitment also continued, with staff reporting meaningful progress in bringing additional operators into service during July.

### **FINANCIALS / RIDERSHIP**

Mr. Moore presented the draft June financial statements and emphasized that the year-end figures remained preliminary pending completion of the annual audit. GLTC closed the month with a loss of roughly \$190,000 and finished the fiscal year with a draft deficit of approximately a quarter-million dollars. He explained that the most significant pressure was the unexpected increase in health-insurance costs after the fiscal year began. The anticipated insurance arrangement did not occur, the agency lost both expected savings and local-match capacity, limiting GLTC's ability to draw available federal operating assistance.

Other year-end factors included the closeout of the microtransit demonstration grant, reimbursement timing for certain State programs, and the continued shift of technology expenses from capital to operating accounts. Fringe-benefit costs remained above budget in several departments. Fuel prices increased sharply late in the year. Advertising revenue remained strong for the fiscal year and was noted as particularly valuable because eligible advertising revenue may be used toward local match.

Mr. Moore advised that federal compliance work could again lag the financial audit if federal guidance is delayed. Mr. Moore cautioned that pending federal transportation legislation could affect Section 5307 operating assistance for small urban transit systems.

### **PUBLIC COMMENT**

A member of the public raised concerns regarding operator and passenger safety. The commenter described a threat against a GLTC driver. He questioned the visibility and effectiveness of law-enforcement coverage at the Transfer Station. The commenter also stated that several drivers had expressed concerns about their personal safety. The commenter separately raised concerns regarding driver training and retention and suggested that GLTC explore whether employees who receive agency-funded CDL training could be required to remain employed for a minimum period.

## **NEW BUSINESS**

### **(A) FY-27 PROPOSED BUDGET**

Mr. Moore advised that GLTC needed to adopt an appropriated FY27 budget to properly track expenditures and establish the local match needed to access federal operating assistance. The budget discussion centered on two unresolved questions:

- Will The City of Lynchburg would release the operating support reflected in its adopted budget?
- Should GLTC accept the multi-year Transit Ridership Incentive Program (TRIP) grant?

GLTC has sent written correspondence to the City of Lynchburg addressing the outstanding operating-advance issue and requesting a written position on the TRIP grant. No formal response had been received by the date of this meeting. The Board reviewed information obtained through FOIA and related correspondence indicating that City staff had concerns that TRIP's declining State participation could create a future fiscal issue.

Mr. Moore described three general budget paths. Under a fully funded scenario, the City of Lynchburg's operating allocation would be available and TRIP would continue. GLTC would maintain currently scheduled service. If the City of Lynchburg's operating allocation remained unavailable but TRIP continued, GLTC would still face reductions, including permanent Sunday-service elimination. If both the City of Lynchburg's operating allocation and TRIP were unavailable, Mr. Moore warned that GLTC would face its most severe scenario. Service reductions potentially in the 30% to 40% range.

The Board discussed the City of Lynchburg's operating allocation in the public budget has not yet been accessible to GLTC. Mr. Moore reported that no release timeline had been provided. Board members expressed concern about the funds. Members disputed the City of Lynchburg's characterization of funds historically treated as GLTC reserves, citing the MOU and GLTC's corporate structure.

Mr. Moore emphasized that the matter had become an immediate cash-flow issue. Without sufficient local match, GLTC could not fully access available federal operating assistance. He noted that most of GLTC's major expenses are directly tied to service delivery, leaving few meaningful reductions outside of service itself.

The Board considered whether GLTC should accept the TRIP grant without a firm written commitment from the City of Lynchburg. After discussion, the Board agreed on a conditional approach that would preserve the opportunity to accept the grant while requiring the City to clearly state its position in writing.

Mr. Hackman made a motion to allow Mr. Moore to accept trip grant by the required due date if there is written confirmation from the City of Lynchburg with no stipulations upon acceptance.

Greater Lynchburg Transit Company  
Board Minutes  
August 5th, 2026  
8:30 AM – 10:30 AM

The stipulations must be clear and direct for agreeing to take or deny. Mr. Landergan and Mr. Miller seconded the motion. The motion passed.

**(B) PTASP – PUBLIC TRANSPORTATION AGENCY SAFETY PLAN**

Mr. Moore presented the annual Public Transportation Agency Safety Plan for adoption. GLTC uses the State-developed plan framework, changes from the prior year were limited to updated dates and revisions to the vehicle inventory. These revisions included removing a trolley and adding ADA-accessible minivans. He explained that fixed-route, Flex, and ADA paratransit data may be grouped differently for State and federal reporting.

Mr. Landergan made a motion to approve the PTASP. The motion was seconded by Mr. Hackman. The motion carried unanimously.

**(C) FOIA REQUEST UPDATE**

The Board reviewed the status of its ongoing Freedom of Information Act requests concerning City of Lynchburg's communications, reserve funds, and financial transactions. Concerns remained regarding the completeness of the responses, the extent of redactions, and certain financial records that GLTC staff could not reconcile with prior Board actions or GLTC records.

Ms. Howe noted that the Board will continue working with attorney Mary Beth Nash to determine whether additional legal action is warranted. Further legal advice may be presented during a future closed session. No separate new legal motion was adopted during this portion of the meeting.

**(D) PROPOSED ROUTE CHANGE / SERVICE UPDATES**

Mr. Moore presented public comments received regarding proposed route changes and possible Flex fare adjustments. No formal fare or route proposal was adopted. A formal recommendation will return after the Board's questions have been addressed and the broader FY27 funding future is confirmed.

**(E) CLOSED SESSION**

The Board agreed to defer the closed session and related legal discussion to a future meeting.

**President's Report**

Ms. Howe asked for a motion to convert the upcoming August work session into a formal Board meeting. Mr. Miller made a motion to change the session to official meeting. Mr. Blanks seconded, the motion passed unanimously.

**Adjournment**

Greater Lynchburg Transit Company  
Board Minutes  
August 5th, 2026  
8:30 AM – 10:30 AM

With no further comment, the meeting ended at 10:58 am

**Secretary/Treasurer**

---

**Next Meeting Dates**

Next Board Meeting: September 2nd, 2026, at 800 Kemper St. Lynchburg, VA 24501 @ 8:30 a.m.

Next Work Session Board Meeting: August 20th, 2026, at 800 Kemper St., Lynchburg, VA 24501  
@ 8:30 a.m.





# GREATER LYNCHBURG TRANSIT COMPANY

We're Here To Get You There!

August 24<sup>th</sup>, 2026

Re: July 2026 Financial Statements

Dear GLTC Board of Directors,

The financial statements for July 2026 are not attached to this report as we are still awaiting a final appropriated budget and a tentative year end to begin our new fiscal year in our finance system. We operated service normally for the month with the exception of the July 4<sup>th</sup> holiday and Sundays.

## **Income:**

Revenues are similar to past months with farebox revenues steady.

Non-operating revenue was lower with no insurance payments. We have several changeovers in advertising in July and August with several potential large advertisements in negotiations.

State operating assistance for the month will ultimately depend on the utilization of the microtransit TRIP agreement. Normal state operating assistance has been disbursed. Federal operating assistance has not been disbursed currently as we are waiting for a final budget to finish our application as well as a decision by Congress on whether to fund the Federal Transit Administration with a Continuing Resolution or a new Mass Transit and Transportation Authorization Bill

## **Expenses:**

Expenses for this month have been within normal ranges with two notable exceptions.

IT expenses are will be higher than last year but should fall within the adjusted budget due to higher costs for hosting and IT services and increased usage of the Flexfare program.

Fuel costs have roughly doubled in July and August from previous costs. This has the potential to be the most disruptive to GLTC's budget for the next couple of months and possibly for this fiscal year.

## **Overview:**

We will be able to give a better overview of GLTC's ending position for the month of July once there are some final decisions on GLTC's budget.





# GREATER LYNCHBURG TRANSIT COMPANY

We're Here To Get You There!

## **Anticipated Expenses:**

Fuel prices and pricing for fuel surcharges have increased exponentially and do not show any signs of abating in the near term. Long term this may be an issue that will need to be addressed if prices stay elevated or if there are fuel shortages.

We will have holiday pay for the Labor Day holiday on September 7<sup>th</sup>.

## **Unanticipated Expenses:**

We did not have any unanticipated operational expenses during this month, but have experienced several unexpected capital expenses.

## **Capital Projects:**

We have started work on some security infrastructure projects and are continuing our customer amenities work deploying additional seating. Additional capital expenditures include replacements for several defective transmissions in both body-on-chassis (Paratransit) as well as fixed route buses. We are working to have as much of this work completed under warranty as possible.

Sincerely,

Joshua A. Moore  
General Manager







## GLTC Board Agenda Detail

**Item Title:** July 2026 Ridership & Operational Statistics

**Action:** For Your Information

### **Summary:**

Maintenance Activities are summarized below with associated graphs depicting the year-over-year statistics following.

Ridership was down 6.4% compared with the previous year and was down 1.49% from the previous month.

### **Ridership:**

Fixed Route and Flex ridership for the month of July was 56,551

Paratransit ridership for July was 1,655

Flex ridership for the month of July was 2,004

For FTA and NTD Ridership statistics, Fixed Route and Flex were previously reported together. Per NTD request, they are now being reported separately.

### **Service Impacts:**

On-Time Performance was 80.2%

3.1% of the service was lost due to missed trips in July.

Routes not listed have on-time performance greater than 85%.

| Route   | 1A    | 1B*   | 3A    | 3B    | 4     | 5     | 8     | 10    | 12X   |
|---------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| On-time | 80.5% | 61.1% | 82.5% | 77.2% | 76.5% | 73.3% | 84.6% | 83.7% | 74.7% |

\*Primarily caused by the detour due to water line construction

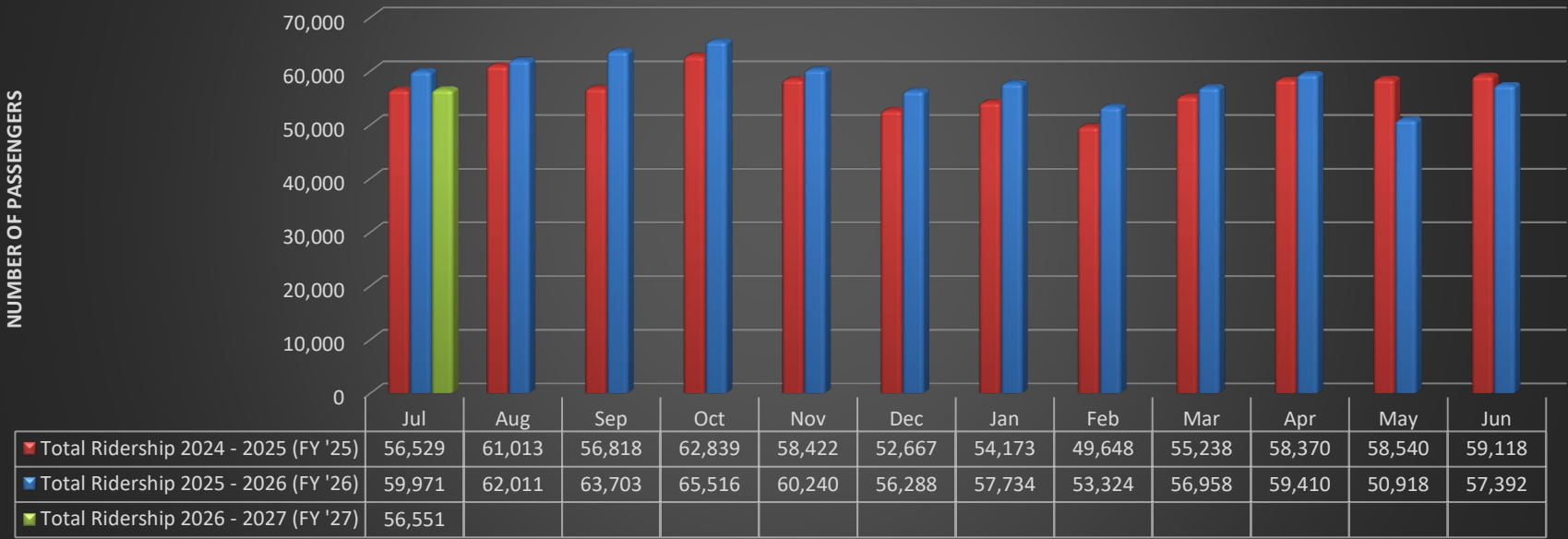
### **Maintenance:**

Maintenance activities are reported as follows for July 2026:

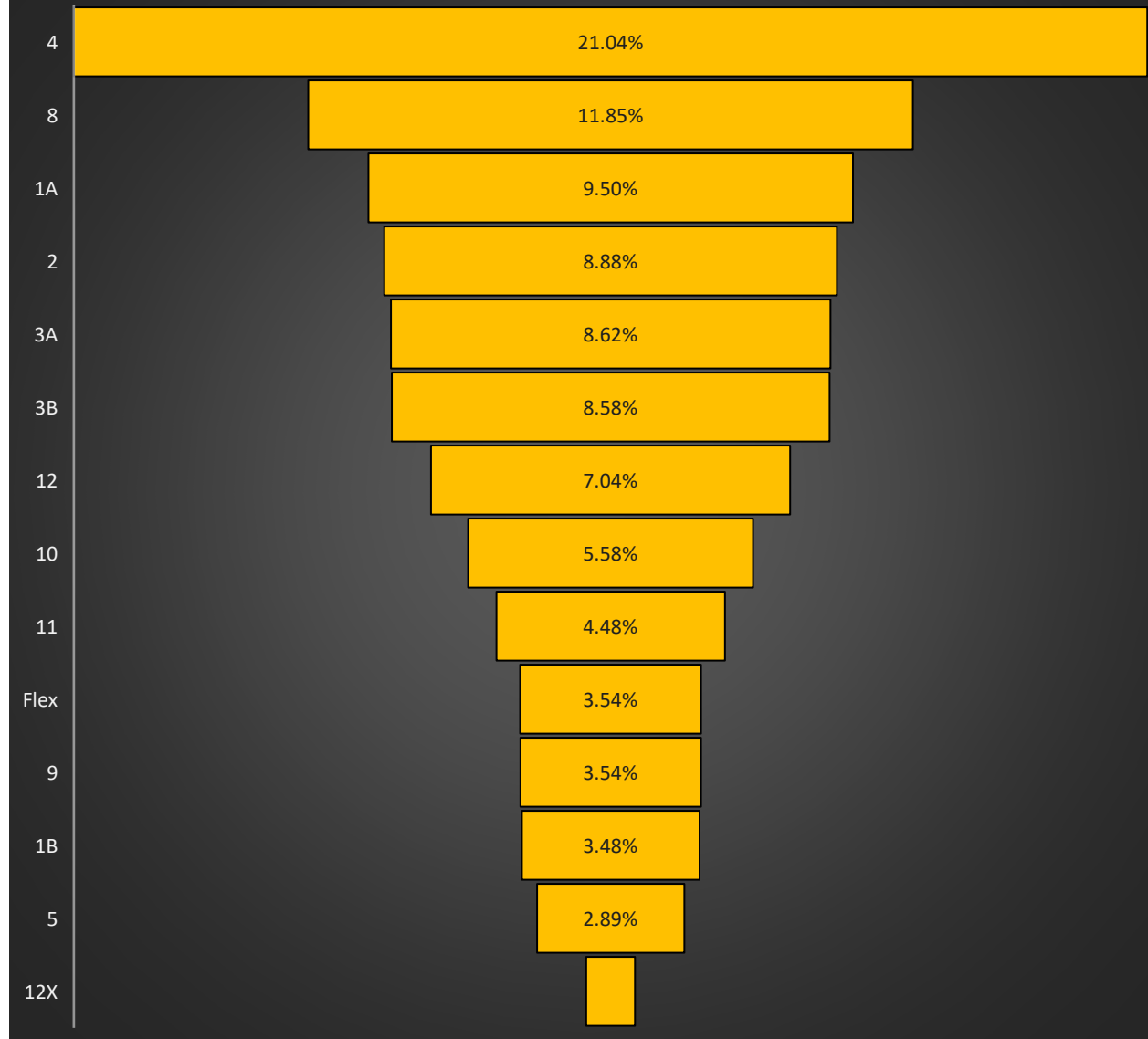
- Total mileage for fixed route – 77,024
- Flex – 12,296
- Paratransit total mileage – 13,361
- On-time performance for preventative maintenance activities – 90%
- Fleet downtime – 3.87%
- Road calls - 10



# Monthly System Ridership FY25 - FY27



## Ridership Percentage by Route

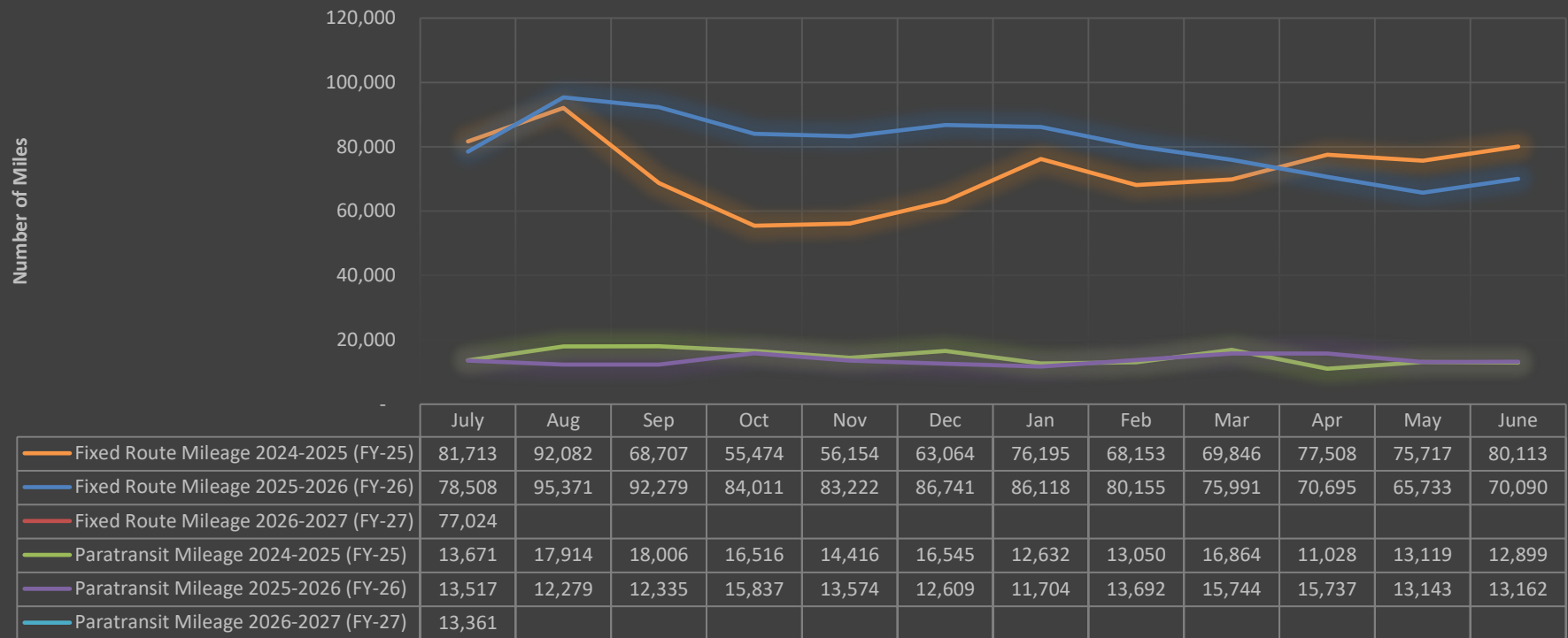


Jul-26

| Route        | Ridership     | Percentage     |
|--------------|---------------|----------------|
| 4            | 11901         | 21.04%         |
| 8            | 6703          | 11.85%         |
| 1A           | 5372          | 9.50%          |
| 2            | 5020          | 8.88%          |
| 3A           | 4874          | 8.62%          |
| 3B           | 4854          | 8.58%          |
| 12           | 3983          | 7.04%          |
| 10           | 3158          | 5.58%          |
| 11           | 2534          | 4.48%          |
| Flex         | 2,004         | 3.54%          |
| 9            | 2003          | 3.54%          |
| 1B           | 1970          | 3.48%          |
| 5            | 1633          | 2.89%          |
| 12X          | 542           | 0.96%          |
| <b>Total</b> | <b>56,551</b> | <b>100.00%</b> |



## GLTC Mileage FY25 - FY27



## Maintenance Performance FY25 - FY27



|                                              | July  | Aug   | Sep   | Oct   | Nov   | Dec   | Jan   | Feb   | Mar   | Apr   | May   | June  |
|----------------------------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| On Time Performance FY'25 (FTA Requires 80%) | 85%   | 97%   | 85%   | 85%   | 90%   | 90%   | 90%   | 90%   | 90%   | 85%   | 80%   | 80%   |
| On Time Performance FY'26 (FTA Requires 80%) | 90%   | 85%   | 90%   | 90%   | 90%   | 90%   | 90%   | 90%   | 90%   | 90%   | 90%   | 90%   |
| On Time Performance FY'27 (FTA Requires 80%) | 90%   |       |       |       |       |       |       |       |       |       |       |       |
| FTA Required On Time Performance             | 80%   | 80%   | 80%   | 80%   | 80%   | 80%   | 80%   | 80%   | 80%   | 80%   | 80%   | 80%   |
| Fleet Downtime FY'25 (Industry Average 5%)   | 1.34% | 1.37% | 1.34% | 1.34% | 1.35% | 1.68% | 1.53% | 1.68% | 1.65% | 1.75% | 1.78% | 1.86% |
| Fleet Downtime FY'26 (Industry Average 5%)   | 1.65% | 1.76% | 1.65% | 1.70% | 1.68% | 1.70% | 1.72% | 1.70% | 1.83% | 1.82% | 2.26% | 3.60% |
| Fleet Downtime FY'27 (Industry Average 5%)   | 3.87% |       |       |       |       |       |       |       |       |       |       |       |





















GLTC PUBLIC COMMENTS – FLEXFARE PRICE UPDATE  
ROUTE CHANGE UPDATES 2026  
8/5/2026

#1<shans3ladybugs@gmail.com>

Dear GLTC,

My name is Shannon M Ray and I have ridden the bus system since 2022. First off I would like to say I appreciate the position the Board is under given the financial and political changes in all levels of government that is affecting the decisions that you have to consider. I maybe very vocal in my opinions but would like to acknowledge the difficult situation you are in.

I am emailing you concerning the changes proposed to the Flex service. I would like to let you know that in all honesty this is a very very stupid idea. I understand that in the original setup for the Flex that it was to be under the paratransit portion of the company, and they would be in charge of the drivers needed and the dispatching of rides. However that has not been the case completely, very often it is fixed route operators who are driving the vehicles. The Board voted to take away the 6, 7 and 6/7x and change other routes not knowing if this project would work out and not having a backup plan should it be very popular or a total bust. Currently it is setup with the \$2 one way cash payment and no way to buy a paper ticket or scan a paper ticket on the vehicles. You do accept the app bought tickets and honor the paper ones. My concern with the proposed changes are as follows, you took away 3 fixed routes and changed what the routes are without looking at long term feasibility and cost. By raising the price to \$4 a ride one way with no bus tickets being accepted you are forcing everyone into the paratransit system without following your own guidelines. To become a paratransit rider you have an application process that requires the person to get their doctor to attest to their need to ride paratransit, but are saying that because this service doesn't really fit the fixed route mold or the paratransit mold you are just going to squish the Flex in their somewhere and hope it sticks. You have made a Frankenstein of a service taking parts from here and there and just going on vibes. While I understand that the program has been a huge success I acknowledge that it was an experiment and mainly state funded and those funds are not guaranteed. I respect that the one way price needs to go up to adjust for inflation but not accepting paper or electronic bus tickets is going in the face of your own rules. Those tickets were bought with the understanding that it would cover rides on the fixed routes including the Flex district. You are now saying that the tickets are only for buses and not all fixed routes. You have decided to be a guinea pig for the state and have no backup other than nickel and dime the riders to make up for your mistakes. Please I understand people have been abusing the one way cash payment system but you are taking it out on everyone else. I do have some recommendations to maybe help with this. Before you do this please launch the tap to ride cards and allow people to load and use them instead of cash for everything. Also launch the fare capping so that people who use the electronic tickets have an option to get the best deal with GLTC. Also if they pay cash they should be issued a slip that turns into a ticket on the bus when they connect like a ticket error slip. If I remember right the Flex was marketed as just a faster change to the route nothing more. I also recommend, even to my detriment stop the door to door pickup. Use the Flex vehicles but reduce the miles by using only the bus stops as pickup and drop off points. Honor bought bus tickets like any fixed route and half fare program. Honestly if it makes more sense financially go back to the buses and revert back to the old bus system. No



## GLTC PUBLIC COMMENTS – FLEXFARE PRICE UPDATE ROUTE CHANGE UPDATES 2026 8/5/2026

matter what you do you will lose riders. Also raise the ticket prices to compensate. I would recommend that the fares be as follows One way \$2.50 half fare and \$5 full fare One day \$5? half fare and \$7 full fare 2 week \$15 half fare and \$30 full fare 31 day \$30 half fare and \$60 full fare. I know there is the formula for calculating ridership loss with fare increase but I would compare it to the ridership lost by raising Flex alone vs implementing the ticket prices. No matter what happens ridership will go down. It's a matter of how to compensate. I personally think it's better to stay in the good graces of DRPT and keep Flex just make changes all around to compensate than possibly losing access to grant money in the future. I would gladly pay the increase if it means the routes stay the same and a bus pass can be used for Flex. Thank you so much for your time.

In Christ,

Shannon M. Ray

### **#2 Robyn Lee <relm1993@gmail.com>**

The proposed increase in flex costs is ridiculous. For those that argue its similar service to the paratransit and so its unfair they pay more than flex. Well para transit is not for everyone I as an able bodied person can not use paratransit. But the people who utilize paratransit can utilize all services GLTC offers with in reason. Plus para transtist goes more places than flex does. I would basically be paying the cost of a lyft or Uber to take flex with me and my children and that doesn't even guarantee a van. GLTC chose to end bus lines that serviced the area the flex does and now youre lucky to get a van. Let's take today July 24th its a friday I had a womens health appointment on nationwide I had to over draft and scrounge for a lyft to and from the dr appointment because I was unable to even get a van after trying for extended amount of time. The flex vans are only available in certain areas and another bus is bout to be cut from timberlake side of town on weekends. At this point I have been left stranded more often than not by GLTC. I have gotten to the point of saying those letter stand for "get left today cuz" because nothing is in the best interest of ridership. I have been riding the bus on and off for over a decade and there have been many instances walking miles was faster then waiting for a bus that may or may not come. You guys keep taking away routes or changing them up so much and then want to charge a full day fare amount to people who live and work in the flex zone? Most people on the bus dont have that kind of money or they wouldn't be on the bus to begin with. But just like everything else this email will be ignored like all the other public comments and GLTC will just do what they want and not care how it affects the people who rely on them.

### **#3 Renee Scott <Renee.Scott@Centrahealth.com>**

To the Greater Lynchburg Transit Company Board of Directors, I am writing to strongly oppose the proposed increase in the GLTC Flex Microtransit fare from \$2.00 to \$4.00 per trip and the elimination of Flex period passes. My son has a physical disability that prevents him from safely accessing fixed-route bus stops. Because of his disability, GLTC Flex is not a convenience—it is his primary means of transportation. The service allows him to attend medical appointments, obtain groceries, access community resources, and maintain a level of independence that would



## GLTC PUBLIC COMMENTS – FLEXFARE PRICE UPDATE ROUTE CHANGE UPDATES 2026

8/5/2026

otherwise be impossible. Like many individuals with disabilities, my son lives on a limited income. Doubling the fare would create a significant financial hardship. What may appear to be a small increase can quickly become an unaffordable monthly expense for riders who depend on Flex multiple times each week. Many individuals may be forced to choose between transportation and necessities such as food, medications, or utilities. I am equally concerned about the elimination of Flex period passes. These passes provide predictability and help riders budget transportation costs. Removing them creates additional financial strain for those already living with limited resources. I fear this proposal will have a profound impact on individuals with disabilities, seniors, and others who cannot safely access traditional bus routes. For these riders, Flex is not optional, it is essential. Without affordable transportation, many people risk becoming isolated from healthcare, employment opportunities, and community involvement. I respectfully urge the Board to reject the proposed fare increase, retain Flex period passes, and explore alternatives that do not place additional burdens on those who rely on this service the most. Accessible and affordable transportation is a lifeline for many residents in our community. I ask that you carefully consider the real-world consequences of these proposed changes and protect a service that enables individuals like my son to live with dignity, independence, and connection to the community. Thank you for your time and consideration.

Respectfully,

Renee W. Scott

**#4 James J. Elleyby, SALT <james@elleyby.com>**

**\*\* A Proposal for the Future of Our Flex Service \*\*To the GLTC Board of Directors:\*\***

The introduction of the Flex service has brought a welcome level of innovation to our streets. As a professional, a Lynchburg resident, and a blind rider, I deeply appreciate the effort it takes to keep this city moving, and I completely understand our need to ensure the long-term sustainability of the budget. To support our operational viability while maintaining the heart of the service, I would like to offer a gentle, gradual compromise before the final vote is cast:

**\* \*\*Cap the Regular Fare increase at \$3.00\*\* (A 50% increase, rather than jumping entirely to \$4.00).\* \*\*Cap the Half-Fare at \$1.50.\*\*\* \*\*Reinstate the use of unlimited passes for all Flex routes.\*\*** I offer this reasonable solution because we must step away from the spreadsheets for a moment and look at the harsh, flesh-and-blood reality of the original \$4.00 proposal. If this fare is doubled overnight and the validity of our transit passes is stripped away, we are not sustaining this service—we are paralyzing our community. **\*\*People will lose their jobs.\*\*** When a fixed-income worker suddenly finds out their commute costs double, or that their prepaid pass is completely useless, they will not be able to afford the ride to work. By excluding these passes, the very incentive to purchase an unlimited pass is removed—which is exactly why we buy them in the first place. This will price people out of their own livelihood. **\*\*Citizens will miss critical medical care.\*\*** There are elderly and disabled riders in Lynchburg, such as myself, who depend on Flex just to make it to the doctor. At \$8.00 round-trip out-of-pocket, we are actively choosing to price the most vulnerable people out of their own healthcare, and public infrastructure. What is the sense of having a public service if the people who need it most cannot afford to ride it?**\*\*This is a bait-and-switch on the community.\*\*** Let's be completely real: Flex was brought in



## GLTC PUBLIC COMMENTS – FLEXFARE PRICE UPDATE ROUTE CHANGE UPDATES 2026

8/5/2026

to replace the regular, fixed-route buses that were stripped from our neighborhoods. Taking away our buses, handing us Flex, and now proposing to charge us premium Paratransit rates to use it is unacceptable. Transit riders do not exist to single-handedly bail out operational costs; our fares subsidize a service that is already heavily backed by tax dollars precisely so it remains accessible. If it is made inaccessible, the service has failed. As a blind rider, I navigate enough obstacles in a day without the transit authority throwing up another wall. Do not let our legacy be the city that priced the working class, the elderly, and the disabled out of Lynchburg. Please, adopt the \$3.00 counter-proposal, honor our transit passes, and choose the human solution.

Sincerely, A Proud GLTC Rider  
James J. Elleyby, SALT  
Spiritual Advisor & Life Teacher  
3831 Old Forest Road, Suite 6  
Lynchburg, VA 24501  
(434) 444 – 9594

### **#5 Anna Dittmann <[annakdittmann@gmail.com](mailto:annakdittmann@gmail.com)>**

I have a history of ovarian cancer. I find it to be unfair that our prices are increasing which I screen shot as stated in your website. Also, when are you bringing the route to jcrew back? Are you going to make the van accessible 100% of the time? I believe the best thing is for the jcrew bus route to come back. And for pricing and bus routes to be equal among all areas of Lynchburg as far as pricing goes \$2 for van and buses. Not only for the bus riders.  
Thank you, Anna

### **#6 Kat Davis <[katrenadavison666@gmail.com](mailto:katrenadavison666@gmail.com)>**

Please do not do this. I cant afford it. This is my only way to get to work and get groceries.

### **#7 - TChina Dunklee <[tichinadunklev1@gmail.com](mailto:tichinadunklev1@gmail.com)>**

I am writing to express my strong opposition to the proposed Flex fare increases and the elimination of unlimited passes. As a student at Central Virginia Community College (CVCC), these changes will severely impact my education and financial stability.

Please consider the following critical issues with the current Flex system:

- Unreliable Service: The Flex app is completely hit or miss. Because rides are frequently unavailable when needed, I am forced to spend extra money on expensive rideshare apps like Lyft just to get to my classes or work on time.
- No Advance Scheduling: The lack of a "schedule in advance" option makes it impossible for students and workers to reliably plan their days, leading to missed classes and shifts.
- Unfair Pass Restrictions: Eliminating the unlimited pass option for the Flex zone is incredibly unjust. Regular bus routes were removed from our neighborhoods, forcing us into this system. Making us pay extra for a service we were forced to use is wrong.

I urge the board to reject these fare increases, keep the unlimited pass options valid for Flex rides, and focus on fixing the app's reliability before charging riders more money.



GLTC PUBLIC COMMENTS – FLEXFARE PRICE UPDATE  
ROUTE CHANGE UPDATES 2026  
8/5/2026

**#8 Route Changes for 2026**  
**by Andre Miller, GLTC Director**

Scenario A

1A

Reroute from 5<sup>th</sup> St & Park Ave to Buchanan St to 5<sup>th</sup> St & Fillmore St  
new stop at 7<sup>th</sup> St & Buchanan St instead of Transfer Station  
riders can make a transfer at :45 connection

bus can keep moving

saves minimum of two minutes

Service to Jefferson & McGurk Houses

1A only every hour

every other hour when 1B is not in service

No service to Atherholt Rd extension

service every other hour when 1B is not in service

saves minimum of two minutes

No service to Lower Plaza

saves minimum of two minutes

Reroute from Wadsworth St & Euclid Ave to Fort Ave & Wadsworth St to Park Ave & Fort Ave

current route 12

1B

Reroute from Park Ave & Fort Ave to Wadsworth St & Fort Ave to Euclid Ave & Wadsworth St

current route 12

No service to Lower Plaza

saves minimum of two minutes

Service to Atherholt Rd extension

1B only every hour

1A serves every other hour when 1B is not in service

No service to Jefferson & McGurk Houses

saves a minimum of two minutes

1B serves only when 1A is behind schedule or out of service

Reroute from Fillmore St & 5<sup>th</sup> St to Park Ave & Buchanan St to 5<sup>th</sup> St & Park Ave

bus stop at 9<sup>th</sup> St & Buchanan St instead of Transfer Station

riders can make a transfer at the :45 connection

bus can keep moving

saves a minimum of two minutes



## GLTC PUBLIC COMMENTS – FLEXFARE PRICE UPDATE ROUTE CHANGE UPDATES 2026 8/5/2026

Eliminate the first trips of both routes

route 5 starts at 8:15am

route 11 starts at 7:15am

Eliminate route 11 at night and transfer hours to route 10

route 11 ends at 6:15pm

route 10 will run at night

9

No change

If route 9 must be rerouted, it should be what is proposed in scenario B

Combine with route 10 when not in service

route 10 outbound to Oakley Ave to Stadium Rd to route 9 outbound to River Ridge Mall to  
route 10 inbound to Transfer Station

10

Extend service at night

eliminate route 11 and transfer hours

Combine with route 9 when not in service

route 10 outbound to Oakley Ave to Stadium Rd, route 9 outbound to River Ridge Mall to  
route 10 inbound to Transfer Station

12

Reroute from Park Ave & Fort Ave to Lakeside Dr & Park Ave to Plaza to Memorial Ave &  
Wadsworth St

current route 10

Service to Lower Plaza

outbound only, 8am-5pm weekday

12X

Reroute from Park Ave & Fort Ave to Lakeside Dr & Park Ave to Fresh Market, inbound to  
Oakley Ave & Lakeside Dr to Memorial Ave & Oakley Ave to Park Ave & Memorial Ave to  
Fort Ave & Park Ave

saves minimum of three minutes

FLEX

Extend zone to cover the area of Fort Ave & Fort Hill Village

new connection to route 10

No service to River Ridge Mall

transfer to/from route 4 at CVCC/Target

transfer to/from route 10 at Fort Ave/Fort Hill Village

saves minimum of five minutes

Extend night hours to when all services end

Scenario B



# GLTC PUBLIC COMMENTS – FLEXFARE PRICE UPDATE ROUTE CHANGE UPDATES 2026 8/5/2026

same as Scenario A except:

2

Pair with route 12X, weeknights and Saturdays  
eliminate route 12 at night

4

Reduce by one bus, weeknights and Saturdays  
2 buses in service only on 30/60 minute headway

5

Eliminate the first trip  
start at 8:15am  
Reroute from Transfer Station to Park Ave & Buchanan St to 5<sup>th</sup> St & Park Ave  
current route 9  
Pair with route 9  
every other hour

9

Eliminate the first trip  
start at 7:15am  
Reroute from Transfer Station to 5<sup>th</sup> & Fillmore St to Plaza to Memorial Ave, Oakridge Blvd  
& Fort Ave to Fort Ave & Wythe Rd to Stadium Rd to Carroll Ave  
current route 11  
Pair with route 5  
every other hour  
Service to Lower Plaza  
could serve instead of route 12, outbound only, 8am-5pm weekday

10

Extend service at night  
eliminate route 11 and transfer hours  
Reroute outbound  
option A = from Fort Ave & Long Meadows Dr to Wards Rd & Fort Ave to Candler's Mtn  
Rd & Wards Rd to Seminole Dr  
current route 11  
option B = from Fort Ave & Long Meadows Dr to Wards Rd & Sheffield Dr to River Ridge  
Mall  
Reroute inbound to Wards Rd to Fort Ave & Wards Rd to Fort Hill Village to Long  
Meadows Dr & Igloo Dr  
current route 11  
Combine with route 12 when not in service  
route 10 outbound to Fort Ave & Graves Mill Rd to McConville Rd to Lakeside Dr to Fresh  
Market to route 12 inbound to Transfer Station



GLTC PUBLIC COMMENTS – FLEXFARE PRICE UPDATE  
ROUTE CHANGE UPDATES 2026  
8/5/2026

11

Eliminated entirely  
transfer night hours to route 10

12

Reroute from Park Ave & Fort Ave to Lakeside Dr & Park Ave to Plaza to Memorial Ave & Wadsworth St

current route 10

Service to Lower Plaza

outbound only, 8am-5pm weekday

Eliminate service at night

service by route 12X

Combine with route 10 when not in service

route 10 outbound to Fort Ave & Graves Mill Rd to McConville Rd to Lakeside Dr to Fresh Market to route 12 inbound to Transfer Station

12X

Reroute from Park Ave & Fort Ave to Lakeside Dr & Park Ave to Fresh Market, inbound to Oakley Ave & Lakeside Dr to Memorial Ave & Oakley Ave to Park Ave & Memorial Ave to Fort Ave & Park Ave

saves minimum of three minutes

Service on weeknights

eliminate route 12 at night

pair with route 2, weeknights and saturday

Scenario C

same as Scenario B except:

1A

Rename midtown loop to new route 1B

eliminate route 1B

Service to Transfer Station

serve both :15 and :45 connections

1B

Eliminated

rename midtown loop of 1A to new route 1B

FLEX

Option A: Reduce by two vans

2 vans in service only

Option B: Eliminated

convert into new crosstown bus route serves Fresh Market, Graves Mill Rd, Fort Hill Village, CVCC, Leesville Rd, Timberlake Rd new route 11

Kelvin Jones

434-316-8645

I Agreed with the 1a and 1b change  
Also it needs to be noted that someone needs to  
watch the new drivers because they are leaving  
these time points early and no supervisor is  
watching to make sure that doesn't happen  
A lot of passengers have complained to me  
about that and I told them to notify a supervisor  
but one lady told me that when she notified  
a supervisor he just laughed in her face.

