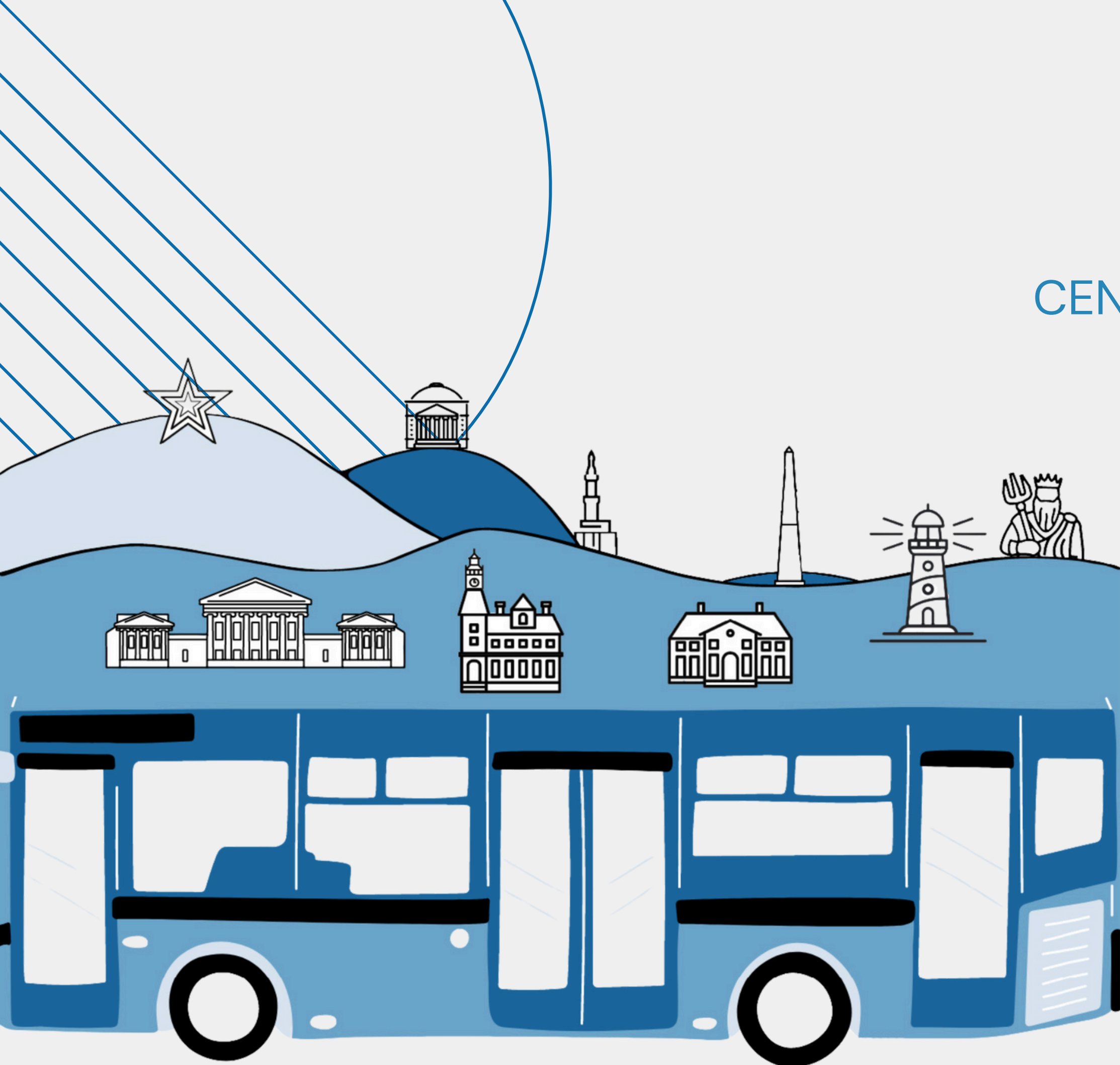




# MOVING FORWARD

Dialogues for Effective  
Public Transit Solutions



**DEVON  
THOMPSON**

CENTRAL SHENANDOAH PLANNING  
DISTRICT COMMISSION

**LISA  
SINK**

RIDE SOURCE

**JONATHAN  
BARNES**

CHARLOTTESVILLE AREA  
TRANSIT

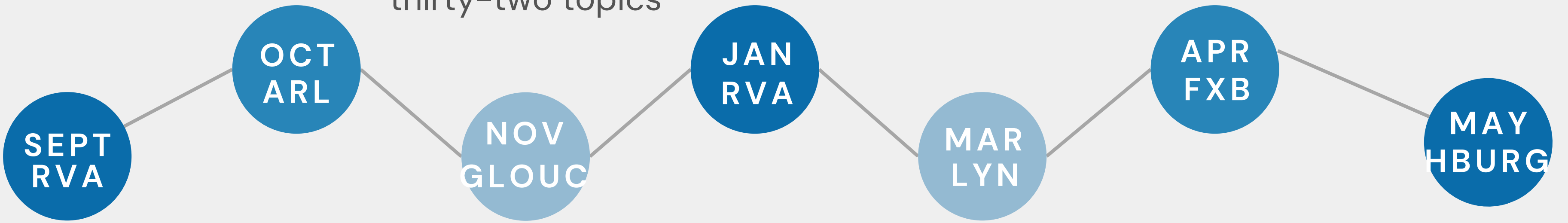
# VIRGINIA TRANSIT LEADERSHIP INSTITUTE

## WHAT

Sixteen fellows,  
five sessions,  
thirty-two topics

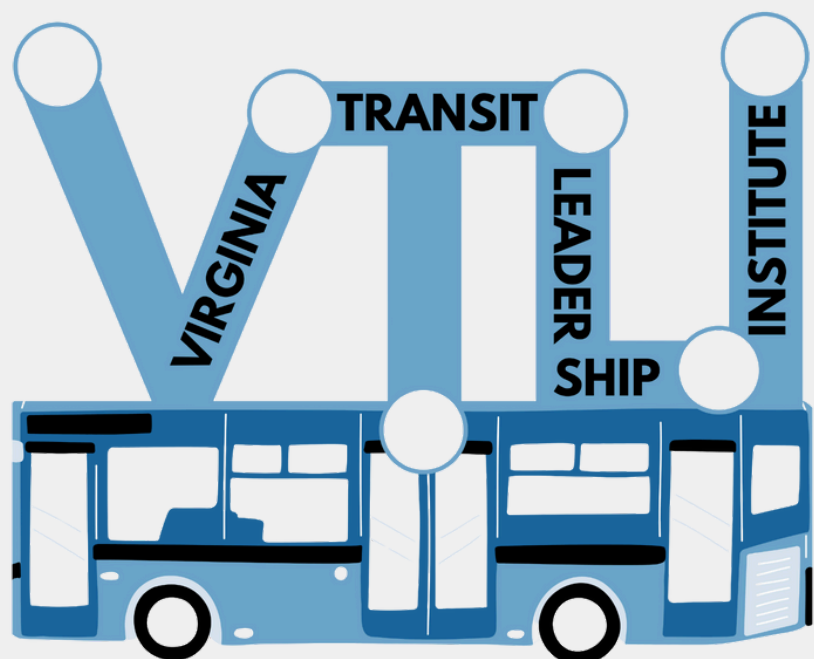
## HERE & NOW

Applying lessons  
learned



## WHY

Develop leadership skills and drive  
actionable strategies at our respective  
agencies





# PROGRAM OUTCOMES

OPERATIONS KNOWLEDGE  
STATEWIDE PERSPECTIVES  
RELATIONSHIP BUILDING  
ADVOCACY

# APPLICATION: EFFECTIVE SOLUTIONS & DIALOGUE

**CHALLENGE 1: BUILDING SOMETHING THAT ISN'T THERE**

**CHALLENGE 2: CAUSE & EFFECT OF LATE ARRIVALS / EARLY DEPARTURES**

**CHALLENGE 3: INCREASING COSTS OF OPERATIONS**

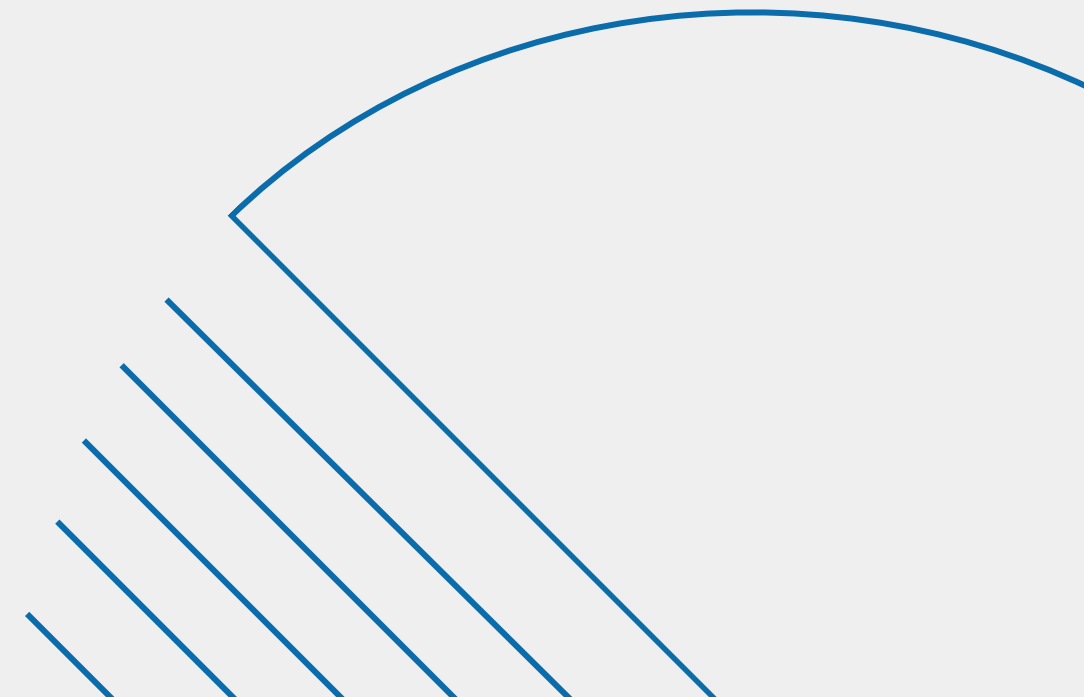


# CHALLENGE 1

**BUILDING SOMETHING THAT  
ISN'T THERE**

**BLANK  
SPACE;  
BLANK  
CANVAS**

**EXISTING CONDITIONS  
WILL THEY, WON'T THEY?  
PLANNING  
NEXT STEPS**



# NOTHING TO SOMETHING

Example : Otter Bus, Bedford, VA (2021)

No Options; Need Identified  
Development – Two Routes

Utilization:

- 38% Riders from Subsidized Housing
- 50% of Rides to Grocery / RX
- 5% of Rides to Hospital, Mental Health, & YMCA

## CREATE COMMITTEE

Local Government &  
Businesses & Non-Profits  
Medical Providers & Law  
Enforcement  
Apartment Complexes

## CONDUCT STUDY

Feasibility Study (Grant)  
Ownership Decisions  
Local Match  
Commitments


## CONTINUOUS IMPROVEMENTS

Launch!  
Feedback (Driver & Rider)  
Updates & Improvements  
Reporting



# CHALLENGE 2

**CAUSE & EFFECT OF LATE  
ARRIVALS / DEPARTURES**



# LATE FOR AN IMPORTANT DATE

Factors that cause late  
arrivals / departures



TRAFFIC



STOP FREQUENCY



MOBILITY DEVICE LOADING &  
UNLOADING



FARE COLLECTIONS & THE  
UNEXPECTED



# CAUSE & EFFECT

What's Going On &  
How Can It Be Remedied

## TRAFFIC

Dedicated Bus Lanes & Signals

## STOP FREQUENCY

Balance of Coverage

## MOBILITY DEVICE LOADING & UNLOADING

New Technology?

## FARE COLLECTIONS & THE UNEXPECTED

Fare Free



# CHALLENGE 3

**INCREASING COSTS OF  
OPERATIONS**

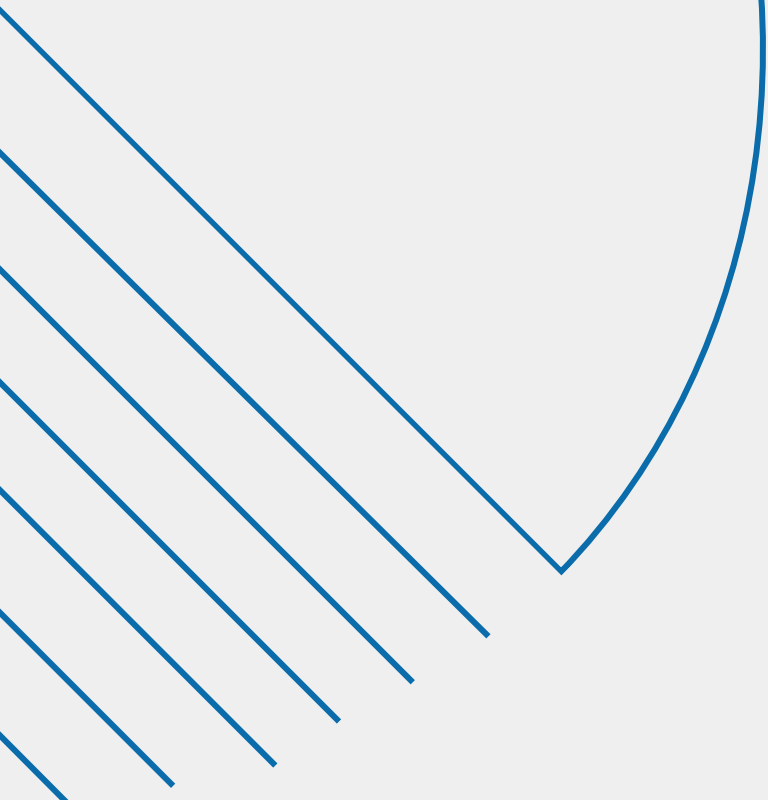


# RISING TIDES

**Rising Costs -  
All Services &  
Departments**

**Impacts -  
Making Hard  
Decisions**

**Relief - Can  
It Be Found?**

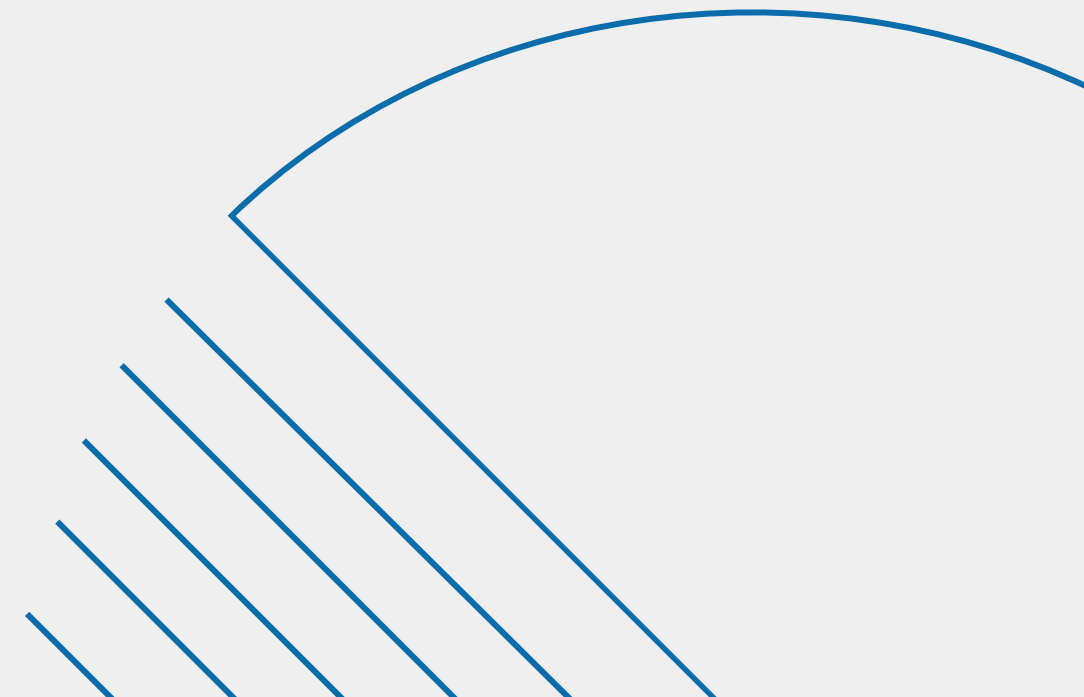


**\$ CHA-CHING \$**

**ORIGINIATION OF  
RISING COSTS**

**INITIAL &  
SECONDARY  
IMPACTS**

**RELIEF / SOLUTIONS  
IN SIGHT?**





**THANK YOU.  
QUESTIONS?**