



# DRIVING TOWARDS THE FUTURE



**ANNUAL REPORT**

FY 2024





DRIVING TOWARDS  
THE FUTURE







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# VIRGINIA REGIONAL TRANSIT

## VISION:

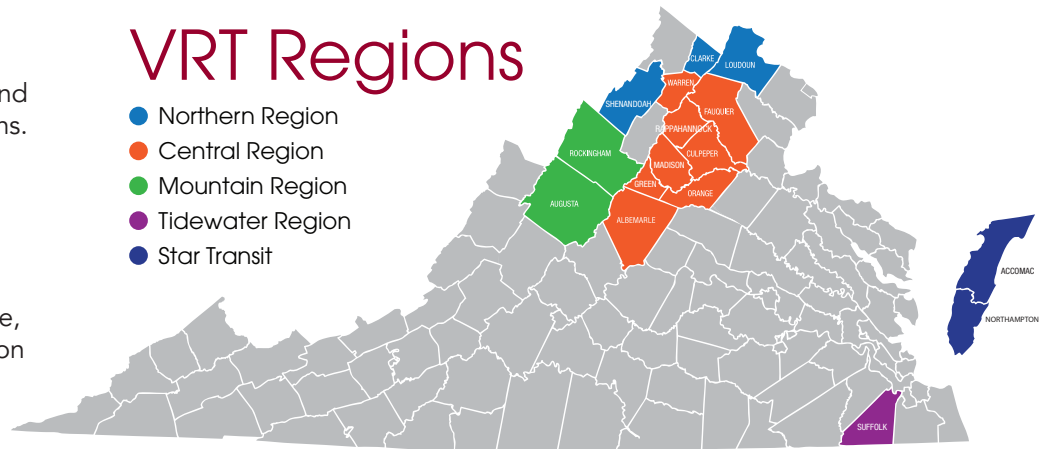
Virginia Regional Transit, a recognized leader in providing high-quality local and rural community transportation solutions.

## MISSION:

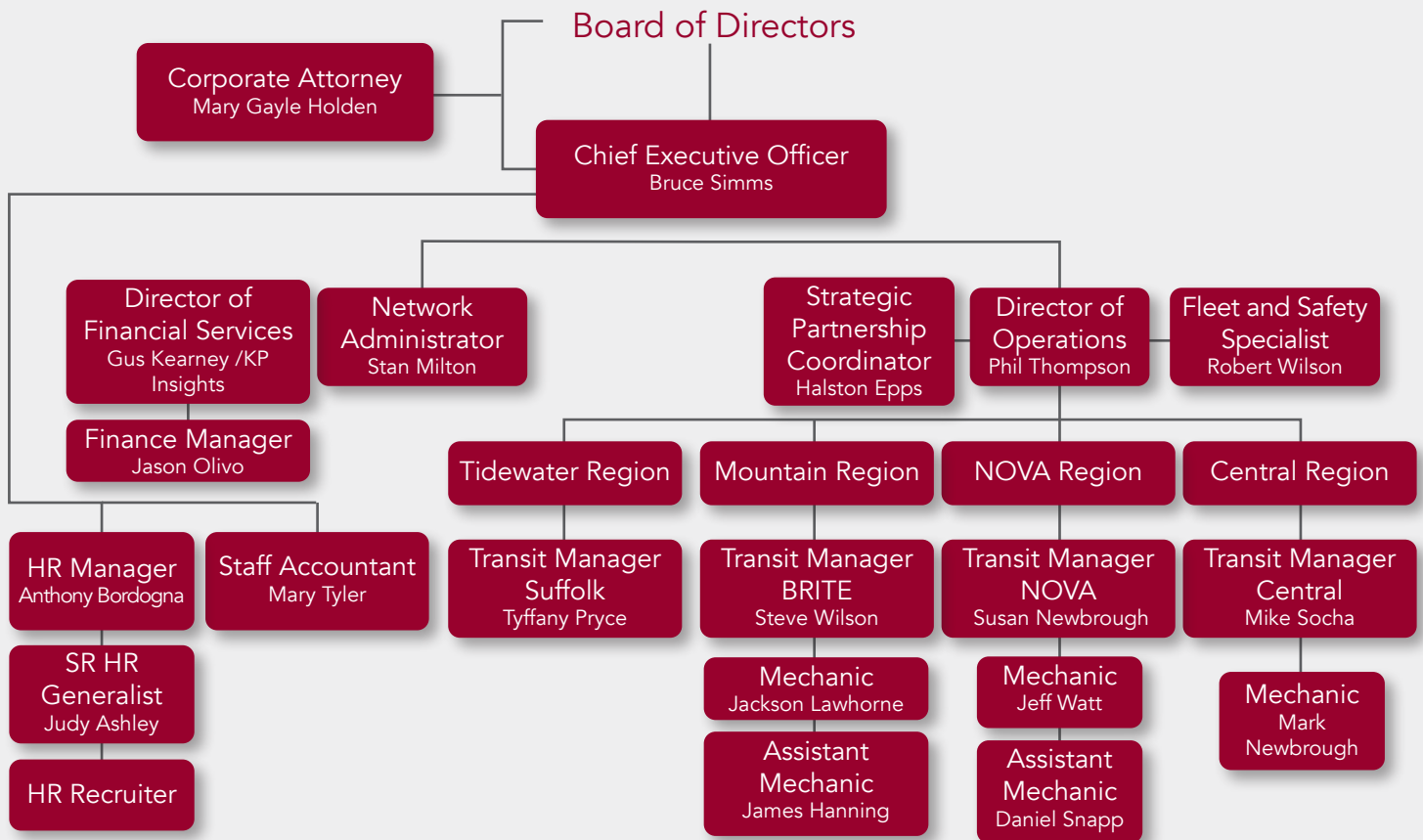
Virginia Regional Transit, delivering safe, high quality, cost-effective transportation services.

## VRT Regions

- Northern Region
- Central Region
- Mountain Region
- Tidewater Region
- Star Transit



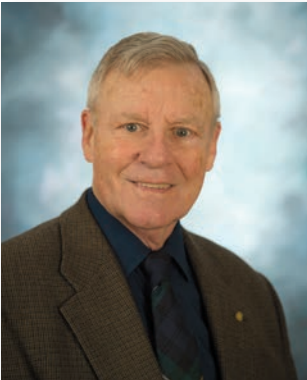
## Organizational Chart



Board of Directors



Bruce Simms  
President & CEO



Noel Brown  
Chairman



Janet Clarke  
Director



Erin Rayner  
Treasurer



Jim Askegren  
Secretary



Shaelyn Mullaney  
Director



Mary Gayle Holden  
Retained Corporate Attorney



Lisa Ann Peacock  
Director



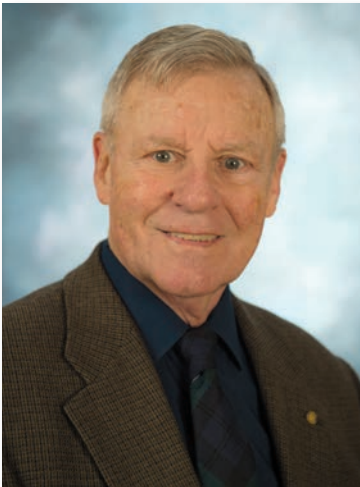
Charles Grant  
Chairman Emeritus





# VIRGINIA REGIONAL TRANSIT

## A Message from the Chairman Noel Brown



As you will see from the data and comments attached, Virginia Regional Transit has continued to grow at a substantial rate after the difficult years of the pandemic. Our services were provided to almost 600,000 riders in 17% of the counties of the Commonwealth. On any business day we will have over 70 buses on the road, providing timely, safe and comfortable

transportation for many passengers who would have no other means of transport.

All this is provided through federal, state and local funding, implemented by the committed efforts of local community leaders, management, and the reliable care of our drivers and staff. Our board of directors is active in providing advice

as needed and public relations support at local and state levels.

The financial challenges ahead are significant, and we need and appreciate your assistance in promoting our presence and ability to meet growing needs for aid in "getting there."

Thank you, all, for working with us. Your partnership is a critical part of our success.

Noel A. Brown, Chairman  
Virginia Regional Transit





## A Message from the Chief Executive Officer

### Bruce Simms



As we conclude our 2024 fiscal year, I am pleased to report that Virginia Regional Transit (VRT) remains strong across all facets of the company. VRT ended the year with solid financials and increased ridership.

Public transit remains an essential part of every community as we help provide transportation to every individual needing it and improve their

quality of life. As we have partnered with many local and regional government agencies, VRT has been instrumental in providing essential trips to those needing access to employment, medical facilities, and human service agencies.

While the tribulations of COVID are behind us, we are still challenged with the increased cost of living and the cost of doing business. This combined with fiscal challenges from our funding providers ensures the need for Virginia Regional Transit to be both frugal and diligent with taxpayers' monies.

VRT currently provides public transportation to over 17% of the Commonwealth through various methods including Demand Response, Paratransit, Fixed Route, Deviated Fixed Route, and Commuter service through both contract and rural funding opportunities. During the past fiscal year, VRT provided transit in 16 of 93 counties across the Commonwealth run by over 135 highly trained and dedicated staff.

I want to express my utmost and deep appreciation for the work each VRT employee provides every day. Our employees are our

greatest asset, and we are proud of their dedication to excellent customer service.

The VRT team and Board are committed to making continual improvements, enhancing equity within our organization, and continue to focus on excellence in public transit for a safer and more connected Virginia. We look forward to another successful year ahead!

A handwritten signature in black ink that reads "Bruce Simms".

Bruce Simms  
CEO  
Virginia Regional Transit





# VIRGINIA REGIONAL TRANSIT

## Fiscal Resources

For the fiscal year ending June 30, 2024, Virginia Regional Transit was yet again able to achieve a surplus from operations. This is possible because of fiscal discipline throughout the organization. Since over half of revenue is grant funded and a reimbursement of actual expenses, the surplus must be achieved through the remaining revenues (approximately 47%) of contract services throughout the state of Virginia.

The contract services require capital financing and funding sources other than federal and state grants. Our financial results are critical for us in securing the financing needed to deliver the contract services. These contracts are typically a fixed price and to be successful, we must manage our routes efficiently and effectively and have strict cost controls. Localities and government divisions are primarily the entities that contract with us for these services. The contracts vary in length, ranging from 1-4 years. Because it is critical to our annual surplus, we are always looking for opportunities to increase this segment of our operations.

Planned rural service has grown each year as routes and services have increased. Federal, state, and local funding covers the costs of rural routes, one year at a time, on a cost-reimbursable basis. Federal and state grants are available for the purchase of capital assets used in providing these rural services, leaving VRT to match only 4% of these investments.



In fiscal year 2024 VRT invested in operations. Salaries, wages, and employee benefits remain the single largest percentage of operating costs at 59%. Depreciation, fuel, insurance, and other vehicle costs make up an additional 29% of expenses. Rising costs due to inflation will reflect in projected higher expenses during the next fiscal year.

Our continued focus on financial stability, responsible growth and delivering excellent services has Virginia Regional Transit well positioned to emerge as the leader in transit services throughout the state and beyond.





## Service Delivery



**Phil Thompson**  
Director of Operations

As we reflect on Virginia Regional Transit’s fiscal year 2024 accomplishments, we are pleased to note an unwavering commitment to fulfilling our mission and vision of providing needed transportation solutions to the communities in which we serve. Transformative initiatives and collaborative efforts defined our year, from expansions of fixed route bus lines to deployment of demand response and micro-transit services.

In the face of a challenging environment for ridership gains, VRT continued to build upon its progressive upward trend with statewide public transportation systems providing 591,474 rides during FY24, an increase of 6.9% from the previous year and 23.8% higher than FY22. Our focus on transit development, our dedication to each rider that chooses to utilize our services, and our commitment to our community are the reasons our services are sought after each and every day. We extend our gratitude to our vehicle operators, local match partners, elected leaders and other stakeholders making progress in providing transit access where it is needed most.

### VRT Public Transit Passenger Experience Update FY 2024:

#### NOVA Region

VRT’s NOVA region consists of Clarke County Demand Response, Loudoun County Demand Response, the Purcellville Connector Fixed Route and ADA Paratransit service. This service area provided a combined total of 36,647 rides during FY24 utilizing onboard mobile data scheduling and routing technology.

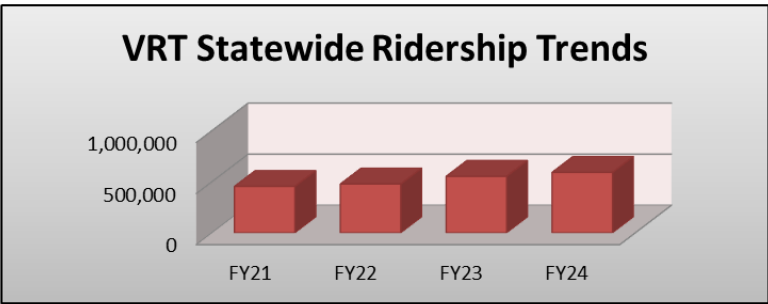
After a backlog of rolling stock replacements due to supply chain issues, VRT NOVA received six ADA accessible replacement buses during FY24, representing an investment of over \$790,000.00 in capital assets.

During FY24, VRT NOVA operations opened its 21N 1st Street office in Purcellville. This leased facility serves as the operations and maintenance facility for the Loudoun & Clarke County transit services. This move brings the operations and administrative teams together under one roof.

#### Central Region

VRT’s Central Region provides transit access primarily to the Counties of Culpeper, Madison, Orange, Fauquier and Warren with additional services traveling through Rappahannock, Greene and Albemarle. Overall ridership has increased modestly by 8,452 rides or 6.3% for a total of 142,888 rides provided in FY24. As a result of an exhaustive planning effort, VRT’s Central Region expanded transit access in two separate service areas.

The Culpeper service area gained the new “Culpeper Express” fixed route in November of 2023, providing a seamless connection from the Culpeper Downtown transit HUB to locations East of Routes 15 and 29 such as Culpeper Wellness, the Department of Motor Vehicles and the Culpeper Field House. Many other new stops were added in conjunction with this expansion providing enhanced access to housing, medical facilities and parks and recreation locations. Although this new service started midway through the second quarter of the fiscal year it provided an impressive 7,736 rides for residents and guests of the area.



*Continued >*





## Service Delivery *continued*

VRT additionally deployed the “Warrenton Demand Response” service in November 2023. Elderly, disabled and general public clients can utilize this very popular service by advanced reservation two weeks prior and up to the day before to access locations within the Town of Warrenton and connect to the Warrenton Circuit Rider fixed route. During its first partial year, the Warrenton demand response route provided 2,981 rides for our clients.

During the year, 15 bus stop signs in the Town of Culpeper were replaced with signs containing updated branding and QR codes to assist passengers with access to VRT’s real time bus app, route brochures, times and travel information. VRT’s Central Region received 11 new ADA accessible replacement buses and two ADA accessible expansion route buses through Department of Rail and Public Transportation grant funding. As development and population growth continue in the area, surveys of the region are ongoing to plan for continued transit expansion efforts.

### Mountain Region

VRT’s Mountain Region provides contract transit service for the Central Shenandoah Planning District Commission with bus and trolley service in the County of Augusta, City of Staunton and City of Waynesboro. Local fixed route bus service in the area operates under the BRITE brand and provided 194,816 rides during FY24.

In addition to local fixed route service, VRT’s Mountain Region also operates the Afton Express Commuter bus line connecting the Shenandoah Valley to the City of Charlottesville through the scenic Rockfish Gap of the Blue Ridge Mountains. During its third year of operation the Afton Express provided 17,854 rides for commuters of the Staunton, Augusta, Waynesboro area. Passenger ridership totals for this region increased by 8% over the previous fiscal year, indicating a strong need for and utilization of transit service in the Shenandoah Valley.

During FY24, VRT deployed mobile data collection systems on all routes designed to electronically tabulate passenger counts and revenue mileage as well as provide GPS positioning and text messages for increased connectivity with vehicle operators for bus stop information and safety alerts. Three new replacement buses were added to the fleet during

FY24 as was one additional Afton Express loop. In addition to these improvements, the BRITE Transit system has begun a micro transit feasibility study of the service area and current transit routes for future planning of transit expansion.

### Tidewater Region

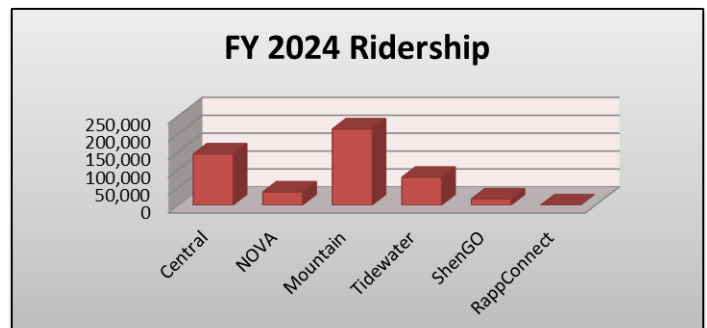
VRT’s Tidewater Region provides contract transit service for the City of Suffolk, the largest incorporated city in Virginia by boundary land area. During FY24 VRT successfully deployed expanded service hours for the City of Suffolk, adding evening service hours to provide enhanced workforce transportation in the area. This increase in service hours assisted the region with a 4% increase in ridership for FY24, providing 77,616 rides for the residents and guests of the City of Suffolk.

### ShenGO Region

VRT’s ShenGO bus system provides 2 fixed routes within Shenandoah County, with stops in every town along route 11 from the Town of New Market to the Town of Strasburg. During FY24, ShenGO received two new ADA accessible Ford E350 Starcraft 14 passenger buses through a grant from the Department of Rail and Public Transportation. During its third year of operation, ShenGO provided 17,107 rides in FY24, an increase of 8% from the previous year and more than double that of the first year of operation. With the addition of timed stops along the route during the year, ShenGO continues to plan for expansion in the coming years.

### RappConnect

During FY24, VRT began contract operation of the RappConnect micro transit service in Rappahannock County. This service provides rides upon request and by advance reservation for residents of the County of Rappahannock. Riders can also schedule rides to destinations outside of the





## Service Delivery

County to access medical service, pharmacies, grocery stores and recreation locations. This micro transit service began in February of 2024 and is a pilot program through a grant from the Department of Rail and Public Transportation.

The increased passenger totals and deployment of expansion routes demonstrated throughout this report are a testament to the health of our organization, the strength of our staff, the desire for transit service in the Commonwealth of Virginia and our dedication to those in our communities that need us most. VRT's commitment to our core values enables us to be a lifeline for our passengers and to be a resource for our partner localities and those looking for transit solutions. Our commitment also fosters a team of transit professionals that care about and serve their communities selflessly day in and day out. It is these aspects of our organization that make it possible to report that during Fiscal Year 24, VRT and its affiliates across the Commonwealth of Virginia provided

a total of 126,659 hours of transit revenue service. This represents a 3,460 hour increase from FY23 totals and an increase of 7% or 8,266 hours from the previous year.



## Human Resources

In FY24, the Human Resources department continued to deliver support to our employees. We worked with the operations team to determine hiring needs. We also provided more training for employees to help them understand and manage their own Paycom profiles. Paycom is utilized to track such things as time off, paycheck deductions and benefits.

In addition to our focus on employee knowledge, Human Resources implemented a cost of living increase due to the high inflation rate seen all around us in 2024. Our pay rates continue to be competitive in the marketplace, and we always look to find ways of adding value benefits for our employees. We were able to provide more full-time employment opportunities to allow our staff to increase their roles within the organization and give them health benefits along the way. We also began the process of succession planning and promoted some employees from within to better organize the structure within Virginia Regional Transit.

In the benefits department, we offered two cost effective plans that were able to save the company money, while

keeping the essential coverage the employees had in 2023. We continue to offer referral and sign-on bonuses that have helped us hire people we may not have reached otherwise. We changed our 403(b) provider to T. Rowe Price at the end of 2023, and this change has been a success. The employees speak of better customer service, and VRT has a more respected player in the marketplace. T. Rowe Price has assisted us with getting information and resources for our employees to better help them plan for their future. We also increased our company match to 5% for FY24, and the response has been overwhelmingly positive.

The Human Resources department has grown internally as well. We have hired a second Human Resources position to help bolster our staff and provide support for all employees. We look to automate more processes and train a more self-reliant workforce, while always being available to help in any way we can. We look forward to the next year with an eye on training and development, and as a continued dedicated support for our greatest assets.





# VIRGINIA REGIONAL TRANSIT

## STAR Transit

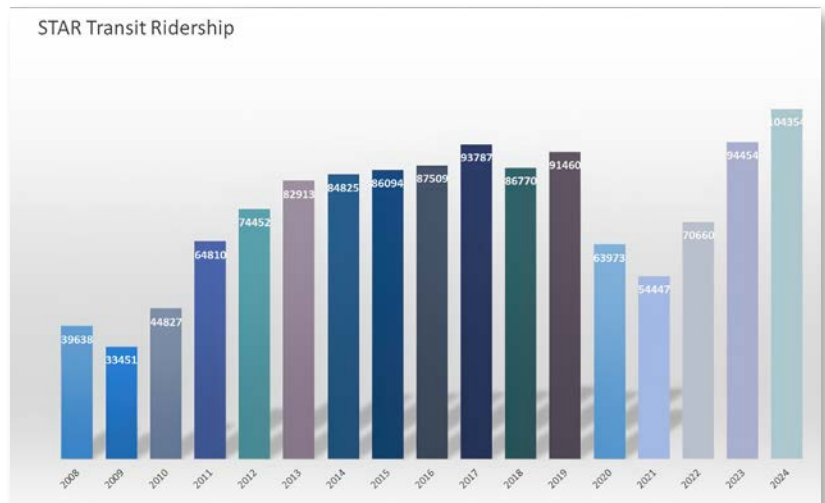


STAR Transit, a public transit system serving the residents and guests of the Eastern Shore of Virginia, is owned by the Accomack Northampton Transportation District Commission and managed by Virginia Regional Transit. Providing 104,354 rides in FY24, STAR Transit eclipsed its previous record by over 10% for an additional 9,900 rides.

STAR Transit reviews all fixed routes and timetables annually to ensure effective placement of bus stops, safe paths of travel and accurate boarding times. During FY24, STAR Transit received five new ADA accessible replacement buses and began planning efforts to expand transit service to the areas of Daugherty, Onancock and Onley Virginia.

In addition to these operational and planning efforts, STAR Transit received several capital grants from the Department of Rail and Public Transportation, including one to install perimeter chain link fencing and electronic gated entrances enhancing the safety of vehicle operators and capital assets. This project was completed during the summer as was the installation of a propane powered back-up generator. Additionally, Phase 1 of STAR Transit's capital project for stormwater retention pond repair and modifications has been completed as well as Phase 2 of STAR Transit's capital grant project for parking expansions.

STAR Transit and Virginia Regional Transit continue to work diligently to provide effective transit solutions for those in our community that depend on us for access to medical services, pharmacies, grocery stores, employment centers and recreation locations. During FY24, STAR Transit began work on its Transit Development Plan and Electric Vehicle Study with assistance from the Department of Rail and Public Transportation and its bench contractors. These documents once completed will assist STAR Transit map out its long range plan for transit development and expansion.



### VIRGINIA REGIONAL TRANSIT

#### STATEMENT OF FINANCIAL POSITION

**June 30, 2024**

#### ASSETS

##### Current Assets

Cash and cash equivalents	
Cash deposits	\$ 1,852,162
Certificates of deposit	4,361,356
Contracts receivable	754,185
Grants receivable	1,113,345
Due from Virginia Rides	36,973
Notes receivable, current portion	6,646
Prepaid expenses and other assets	<u>220,201</u>
<b>Total current assets</b>	<b>8,344,868</b>

Security deposit	1,350
Property, vehicles and equipment (net of accumulated depreciation of \$6,595,903)	<u>7,498,217</u>
	<u>7,499,567</u>

<b>Total assets</b>	<u><u>\$ 15,844,435</u></u>
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#### LIABILITIES AND NET ASSETS

##### Current Liabilities

Accounts payable	\$ 875,084
Accrued expenses	334,731
Notes payable, current portion	64,801
Deferred income	<u>17,600</u>
<b>Total current liabilities</b>	<b><u>1,292,216</u></b>

Notes payable, long term portion	<u>241,798</u>
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##### Net assets

Without Donor Restriction	
Capital investment, net of related debt	7,191,618
Undesignated	7,118,803
With Donor Restriction	<u>-</u>
<b>Total net assets</b>	<b><u>14,310,421</u></b>

<b>Total liabilities and net assets</b>	<u><u>\$ 15,844,435</u></u>
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See Notes to Financial Statements.





# VIRGINIA REGIONAL TRANSIT

## VIRGINIA REGIONAL TRANSIT

### STATEMENT OF ACTIVITIES

For The Year Ended June 30, 2024

	Without Donor Restriction	With Donor Restrictions	Totals
<b>SUPPORT AND REVENUE</b>			
Public Support			
Federal funds	\$ 5,176,602	\$ -	\$ 5,176,602
Virginia State funds	1,706,728	-	1,706,728
Virginia RTAP funds	5,942	-	5,942
Loudoun County funds	597,043	-	597,043
Local government funds	1,012,998	-	1,012,998
Local private funds	14,000	-	14,000
Facilities in-kind	71,490	-	71,490
Special event, net of expenses (\$23,946)	2,047	-	2,047
Total public support	8,586,850	-	8,586,850
Revenue			
Ridership contract services	4,596,867	-	4,596,867
Ridership management services	36,715	-	36,715
Advertising service	36,523	-	36,523
Insurance proceeds	102,351	-	102,351
Interest	155,792	-	155,792
Passenger fares	8,952	-	8,952
Other	13,702	-	13,702
Gain on sale of assets	7,700	-	7,700
Total revenue	4,958,602	-	4,958,602
Net assets released from restrictions			
Satisfaction of usage restrictions	-	-	-
<b>Total support and revenue</b>	<b>13,545,452</b>	<b>-</b>	<b>13,545,452</b>
<b>EXPENSES</b>			
Program Services	9,503,289	-	9,503,289
Supportive Services			
Management and general	696,255	-	696,255
Fundraising	50,516	-	50,516
<b>Total expenses</b>	<b>10,250,060</b>	<b>-</b>	<b>10,250,060</b>
<b>Changes in net assets</b>	<b>3,295,392</b>	<b>-</b>	<b>3,295,392</b>
<b>Net assets, beginning of year</b>	<b>11,015,029</b>	<b>-</b>	<b>11,015,029</b>
<b>Net assets, end of year</b>	<b>\$ 14,310,421</b>	<b>\$ -</b>	<b>\$ 14,310,421</b>

See Notes to Financial Statements.

DRIVING TOWARDS  
THE FUTURE







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