



ALTAVISTA COMMUNITY TRANSIT SYSTEM



FY26-FY36 Transit Development Plan

JULY 2026

Front Matter

The Town of Altavista Transit Development Plan for Fiscal Years FY26 - FY36 was developed in coordination with the Virginia Department of Rail and Public Transportation. This plan serves as the required minor update of the previous Transit Development Plan published in June 2020.

Approval Resolution



RESOLUTION APPROVING AN UPDATED TRANSIT DEVELOPMENT PLAN FOR THE TOWN OF ALTAVISTA

WHEREAS the Town of Altavista (Town) receives funding from the federal and state government for the operation of the Altavista Community Transit System (ACTS); and,

WHEREAS the Virginia Department of Rail and Public Transportation (DRPT) requires that all transit operators that receive state operating funding prepare, adopt, and submit a Transit Development Plan (TDP) every five years; and,

WHEREAS in consultation with DRPT, the Town has prepared a TDP that meets the requirements of DRPT.

NOW THEREFORE BE IT RESOLVED THAT the Altavista Town Council hereby adopts the Altavista Community Transit System FY26-36 Transit Development Plan.

In witness whereof, the foregoing was adopted by the Town Council of Altavista, Virginia on July 14, 2026.



Mayor Reggie Bennett

Attest: 

Crystal Hailey, Altavista Town Clerk

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Executive Summary

Altavista's Community Transit System (ACTS) has provided affordable access within the town since 2011. Operating at an hourly frequency six days a week, over 250,000 trips have been taken on ACTS, providing an essential transportation option for shopping, working, and recreating in town. While ACTS experienced a decline in performance measures, partially due to the Covid-19 pandemic, it has rebounded in recent years, with 2% average annual ridership growth since 2023 tied to slight increases in the amount of service provided.

The Transit Development Plan (TDP) provides a vision for the next decade of transit in Altavista, including goals, objectives, and service design standards that ensure ACTS continues to provide the highest quality service possible. A key factor of ACTS are the local contributions that ensure that the service is free for users, however macroeconomic factors like the Covid-19 pandemic have resulted in total operating expenses doubling since 2020. The town should continue to pursue additional revenue sources through adopt-a-stop or shelter advertising programs to ensure the service's continued fiscal stability.

ACTS could attract additional riders by improving passenger amenities like bus shelters as well as sidewalks and crosswalks that improve connectivity between bus stops. A review of American Community Survey data showed larger proportions of transit-dependent populations in the central and eastern portions of town, indicating higher need for transit in these areas. ACTS should also consider updating service hours to align with shift schedules at major employers and ensure adequate transit access for any new housing development.

The service improvement projects included in this TDP projects increases in service hours from 3,083 to 3,967 by 2036 and ridership growth from 15,500 to 19,835. Assuming 3% annual growth, total operating expenses are projected to reach \$300,000 by 2031. ACTS could save costs by ensuring vehicles are properly maintained to extend their service lives and incorporate transit-supportive streetscape improvements in the town's Capital Improvement Program to maximize the value created from prior investments in transit. ■

Chapter 1: System Overview

1.1 System Overview

The Town of Altavista has operated the Altavista Community Transit System (ACTS) since 2011, providing an affordable option for local transportation. Located 25 miles south of Lynchburg, Altavista is the largest town in Campbell County and an economic hub, home to 3,300 people and 2,970 jobs as of 2023. The town is bordered by U.S. Highway 29 to the north and the Big Otter River in all other cardinal directions.

1.1.1 Services Provided and Areas Served

ACTS provides approximately 15,000 trips each year across 3,000 revenue hours through a deviated fixed-route service on an hourly basis from Monday to Saturday. At peak service hours during the summer, ACTS provides 12 trips each weekday from 8am and 8pm and 7 trips on Saturday from 9am to 4pm (**Figure 1**). ACTS does not operate on major holidays including Memorial Day, the Fourth of July, Labor Day, Thanksgiving Day, Christmas Day, and New Year's.

ACTS provides access to the entire town, with 80% of buildings within a quarter mile of a stop. To comply with the Americans with Disabilities Act, ACTS will deviate up to three-quarters of a mile from the route for eligible riders. All buildings and portions of Campbell County are accessible within the deviation area. Common deviation requests include the medical clinic in Hurt across the Staunton River and an apartment building in Campbell County just over the town line.

As shown in **Figure 2**, ACTS operates in a one-way loop that begins and ends at Town Hall. After leaving Town Hall on 7th Street, the bus passes Altavista Combined School before looping through residential neighborhoods along Bedford Avenue and Lynch Road. After reaching downtown again, the bus passes the YMCA on Franklin Avenue before returning to Main Street via Amherst Avenue. The bus serves the Town & Country strip mall, circling back into residential areas along Lola Avenue including several garden apartments and a senior living facility on Frazier Road. The bus continues along Lynch Mill Road to reach the Walmart before returning into town along State Route 29 and Main Street. The service is scheduled to run 52 minutes, providing 8 minutes for deviations, boardings, and layover time.

ACTS maintains a total of 21 signed stops; however, drivers will also pick up riders that flag the vehicle down along the route. All stops are on public property save for at the Walmart, Town & Country Shopping Center, and the UVA dialysis clinic. A stop inventory is provided as part of Chapter 2.

Figure 1. ACTS Service Summary

Period	Weekday Hours	Saturday Hours	Weekday Trips	Saturday Trips
Summer (Apr-Sep)	8am to 8pm	9am to 4pm	12	7
Winter (Oct-Mar)	8am to 6pm	9am to 2pm	10	5

Figure 2. ACTS Map and Timetable



Source: ACTS brochure excerpt

Vehicles

ACTS uses TransAM for asset management of its fleet. ACTS currently maintains 2 accessible service vehicles and a Ford Explorer SUV support vehicle, as shown in **Figure 3**. TransAM notes two out-of-service body on chassis vehicles due for disposal. When not in use, the in-service vehicle is parked at the Town Hall at 510 7th Street. The spare revenue vehicle is stored at the Public Works Department at 1311 3rd Street, which is also where light maintenance and fueling is performed.

Fares

ACTS is operating fare-free through June 30, 2026, due to contributions from an anonymous donor. Before going fare-free year-round in response to the COVID-19 pandemic, fares were waived in the summer. Previously, fares were \$0.50, paid via exact change or using tokens, monthly passes (\$20 for unlimited rides), or punch cards (\$4 for 10 rides) that are available for purchase at the town office.

Connections

Riders can connect to the Virginia Breeze's Piedmont Express at Walmart. The Piedmont Express provides one trip each day to Danville and Washington, DC with intermediate stops in Lynchburg, Amherst, Charlottesville, Culpeper, Warrenton, Gainesville, and Dulles International Airport. Considering the closest scheduled ACTS bus, riders have a 25-minute wait to transfer onto the northbound bus at 8:55am or a 40-minute wait for the southbound bus at 3:20pm.

Figure 3. ACTS Fleet Details

ID	VIN	Year	Make/Model	USL	Mileage	Capacity
6006	1FD4E4FNXPDD2291	2023	Starcraft Allstar BOC w/ Lift	48	89,841	13 seated 6 standing
6007	1FD4E4FN1PDD2290	2024	Starcraft Allstar BOC w/ Lift	48	53,288	13 seated 4 standing
Svc1	1FM5K8B86EGB11468	2014	Ford Explorer	N/A	20,454	N/A

Source: TransAM, March 2026

1.1.2 Current and Recent Initiatives

In collaboration with DRPT, ACTS published a redesigned brochure in Fall 2025 to improve awareness of the service in and around Altavista. Brochures are available at Town Hall, the Staunton River Memorial Library, the YMCA, and on vehicles.

1.2 Goals, Objectives, and Service Design Standards

The goals, objectives, and service design standards in this section are used to evaluate service and identify areas for improvement. Goals are broad vision statements supported by achievable objectives that include actionable strategies. Standards are used to track progress toward these.

1.2.1 Goals and Objectives

ACTS has five goals to help provide the highest quality transit service possible. These were first developed for ACTS first Transit Development Plan in 2013 and are revised with each update.

- 1. Provide reliable and user-friendly deviated fixed-route service that meets in-town transportation needs and promotes independence of Altavista residents.**
 - a. Offer quarter-mile access to most of the Town.
 - b. Record all deviation requests and denials to help evaluate customer service.
 - c. Install and maintain easily identifiable bus stop signage and shelters with weatherproof displays and relevant information at the highest ridership stops.
 - d. Explore opportunities to expand service windows on weekdays and weekends.
 - e. Conduct annual on-board surveys and document customer service requests to understand rider sentiments and explore service changes.
- 2. Enhance regional accessibility by seeking partnerships and opportunities to serve the out-of-town transportation needs of Altavista residents.**
 - a. Explore opportunities with other transit providers in the region.
 - b. Participate in regional mobility initiatives.
- 3. Provide affordable mobility by delivering transit service in a cost-effective manner.**
 - a. Monitor monthly ridership, operations, expenses, and revenues.
 - b. Demonstrate the benefits of transit investment by sharing system performance with Town Council at least annually in alignment with the budget process.
 - c. Explore partnership opportunities with local businesses, employers, educational institutions, and other stakeholders to maximize financial support for transit.
 - d. Identify and explore strategies to secure new revenue sources.
 - e. As needed, request training and technical assistance from the state.
 - f. Review the fare structure annually considering affordability and efficiency.
- 4. Market existing transit services to town residents.**
 - a. Maintain accurate and up-to-date information on service and performance.
 - b. Distribute brochures and provide service information at key community locations.
 - c. Participate in community events to promote ACTS.
- 5. Ensure safe and reliable services by maintaining the existing system.**
 - a. Maintain vehicle fleet in accordance with recommended schedules.
 - b. Replace vehicles and equipment as recommended by DRPT's useful life criteria.
 - c. Ensure that drivers have constant access to emergency services and dispatch.
 - d. Monitor system safety and take corrective actions if necessary.
 - e. Review operating policies and procedures annually with staff, update as needed.

1.2.2 Public Outreach, Engagement, and Involvement

ACTS participates in community events including family nights at schools and the holiday parade. Before being indefinitely postponed after the Covid-19 pandemic, ACTS was also instrumental in the Uncle Billy's Day festival in June, providing free shuttle service between parking and the festival grounds. ACTS engages its riders specifically through an annual onboard survey. All riders surveyed in January 2025 said they were very satisfied or satisfied with ACTS, with most respondents riding three or more days a week, and all saying that drivers are courteous, respectful, helpful, and made them feel safe. Full results are included in Appendix C.

1.2.3 Service Design Standards

Service design standards are the benchmark to evaluate ACTS and guide any service changes when performance changes. **Figure 4** shows 2020 standards and revises standards based on a new post-covid baseline of approximately 15,000 trips each year and annual operating cost of \$200,000. Action should be taken if service deviates from standards by 20% for four or more consecutive months. ■

Figure 4. ACTS Service Design Standards

Category	2020 Standard	Revised Standard (if different)
Coverage	Town of Altavista	
Availability	Jun-Sep: Mon-Fri 8-8, Sat 9-4 Oct-May: Mon-Fri 8-6, Sat 9-2	Apr-Sep: Mon-Fri 8-8, Sat 9-4 Oct-Mar: Mon-Fri 8-6, Sat 8-2
Frequency	60 Minutes	
Public Information	Information regarding route, trips, & fares are current on all stops.	
Productivity	5.2 trips/revenue hour 0.3 trips/revenue mile	5.0 trips/revenue hour 0.3 trips/revenue mile
Cost Effectiveness	\$6.05 per rider	\$13.00 total opex per rider
Expense Recovery	4.3% with private support 7.1% with no private support	4.3% including fares & donations
Rider Subsidy	\$3.82 per rider	\$4.00 local opex per rider
Safety Incidents	< 0.1 reportable incidents per 100,000 mi	
Vehicle Maintenance	Maintain clean vehicles for revenue service with functioning HVAC.	

Chapter 2: System Evaluation

This chapter evaluates the performance of the Altavista Community Transit System (ACTS) to identify opportunities for improvement. It begins with a discussion of performance standards, an evaluation and the identification of areas for improvement. This chapter also reviews demographics and land use to evaluate transit demand and underserved areas, if any. This chapter concludes with collaboration opportunities for ACTS and local stakeholders.

2.1 Performance Standards

Performance standards were developed based on historic reporting measures used as part of reporting requirements for the National Transit Database. For the purposes of this plan, performance standards have been organized into four categories:

1. **Fiscal:** Total Operating Cost, Operating Revenues by Source, Farebox Recovery
2. **Operational:** Passenger Trips, Revenue Hours, Revenue Miles, Safety Incidents
3. **Productivity:** Trips per Revenue Hour, Trips per Revenue Mile, Operating Cost per Revenue Hour, Operating Cost per Revenue Mile, Operating Cost per Trip by Source
4. **Asset:** Capital Expenses, Useful Service Life and Miles, Passenger Amenities

2.2 Performance Evaluation

The following evaluation shows stable internal operating conditions since 2020, with ACTS providing approximately 15,000 trips a year across 3,000 revenue hours and 50,000 revenue miles. External conditions such as inflation have led operating expenses to more than double in the same period. Consequently, performance has devolved as ridership has not kept pace with expenses, albeit within the confines of the established service design standards. Full data tables are available in Appendix B.

2.2.1 Performance Evaluation

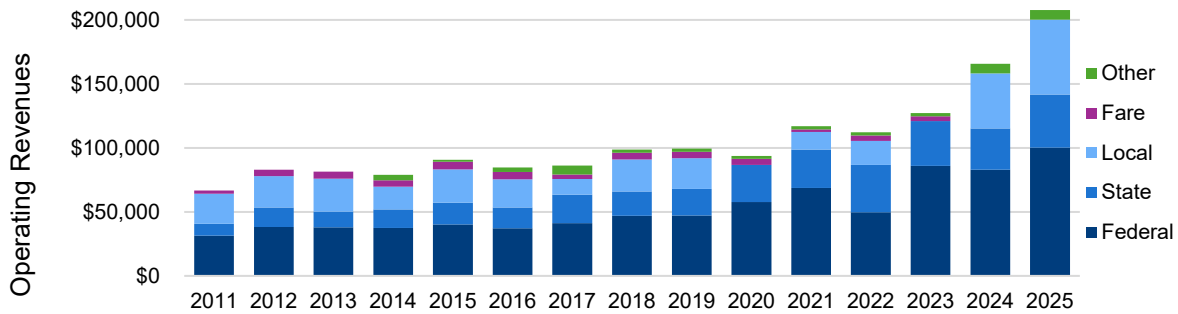
Fiscal Performance

ACTS annual operating expenses have tripled since its first year of service in 2011, growing from \$66,809 to \$200,290. Much of this growth can be attributed to changing operating conditions due to the COVID-19 pandemic, a global health emergency from January 2020 to May 2023 that increased costs and disrupted supply chains. ACTS paused fare collection during this period to reduce human contact and has continued operating without fares with philanthropic contributions replacing fare collection.

The Federal Transit Administration provides 50% of ACTS operating revenue through its 5311 rural program, supplemented by the Virginia Department of Rail and Public Transportation's MERIT program and the Town of Altavista's local match which each contribute approximately 22% of operating revenue each year, with other revenue contributing about 6% of the total operating budget. Years with no local revenue are the result of increased federal contributions as part of the American Rescue Plan Act.

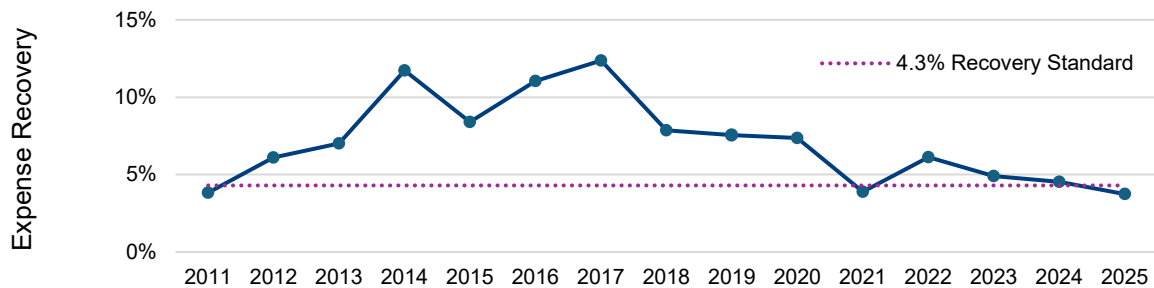
ACTS expense recovery of 3.74% in 2025 did not meet the standard of 4.3%, a shortfall of \$1,300. Otherwise, with the exception of the extreme conditions of the pandemic, expense recovery has been within service design standards.

Figure 5. ACTS Operating Revenues by Source



Source: NTD & FY25 SYIP

Figure 6. ACTS Expense Recovery



Source: NTD & FY25 SYIP

Operational Performance

ACTS did not experience a substantial drop in ridership during the pandemic like many other transit agencies. Rather, ridership declined steadily from 2017 to 2023, rebounding since then with year-over-year increases in unlinked passenger trips. ACTS ridership peaked at almost 25,000 in 2015, bottoming out at around 14,000 in 2023, indicating that ACTS serves a core group of repeat riders. This is validated by survey results from January 2025 showing that 75% of riders have been using ACTS since before the COVID-19 pandemic.

In addition to seeing ridership gains, ACTS has also increased service hours and miles over the last two years, providing an average of 3.5% more miles each year since 2023.

The service has experienced no reportable safety events during the entire run of its operation.

Figure 7. ACTS Unlinked Passenger Trips

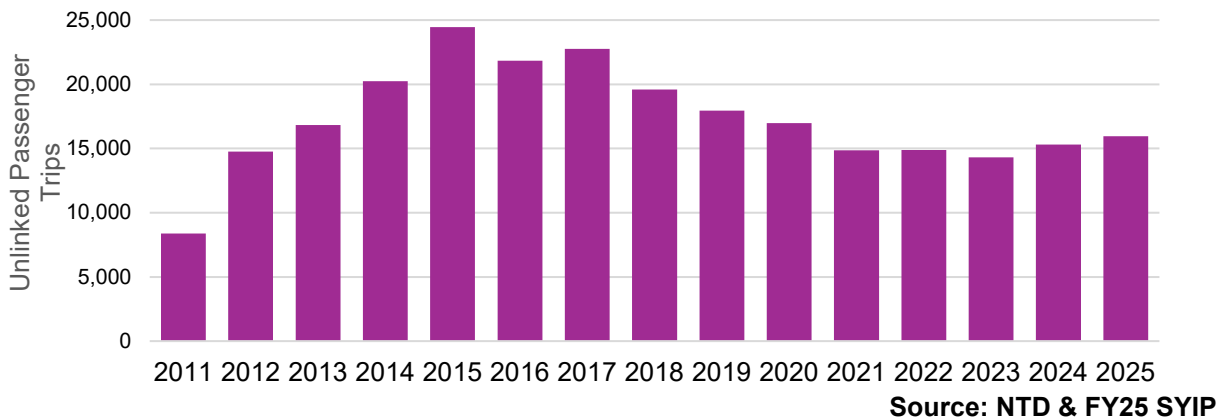
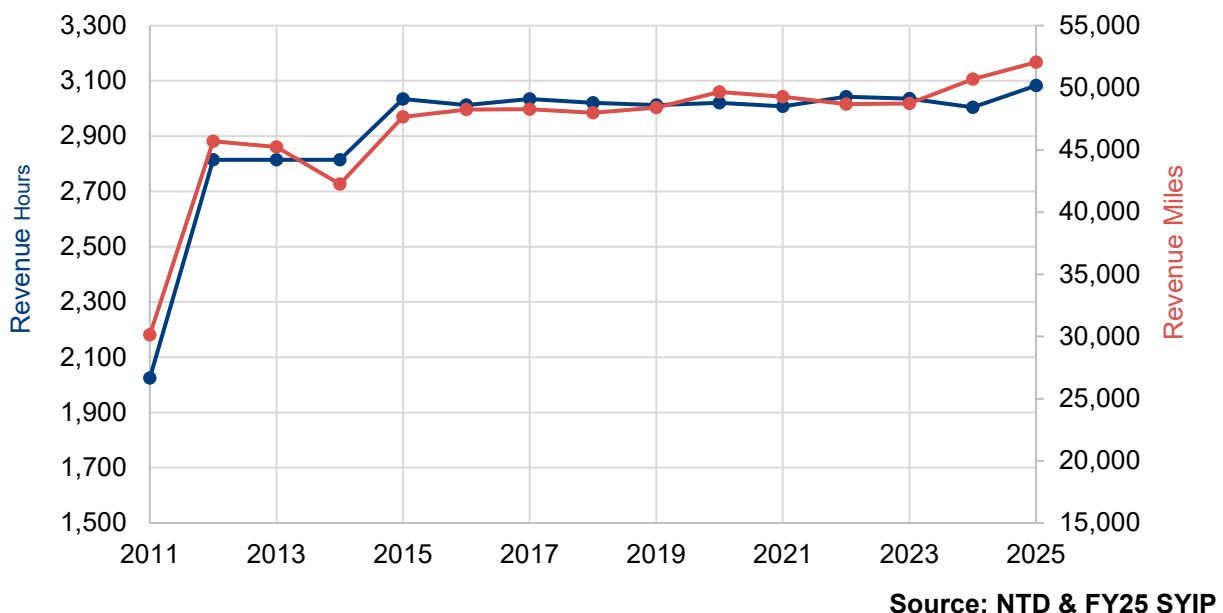


Figure 8. ACTS Service Miles and Hours

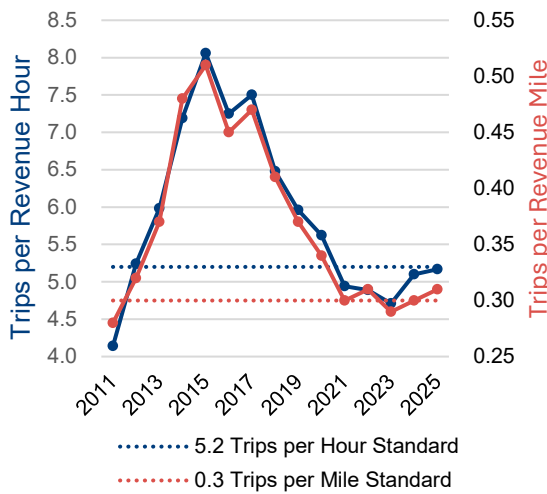


Productivity Performance

Productivity trends follow those previously shown, initially increasing then decreasing before stabilizing around 2020. Since then, ACTS has provided an average of 5 trips per hour and 0.3 trips per mile since 2020, slightly below the service design standard of 5.2 trips per hour. Costs per trip surpassed the standard of \$6.05 in 2021, growing to over \$10 by 2024. Costs per revenue hour and mile effectively doubled in the same period. Revised service design standards account for these new operating conditions.

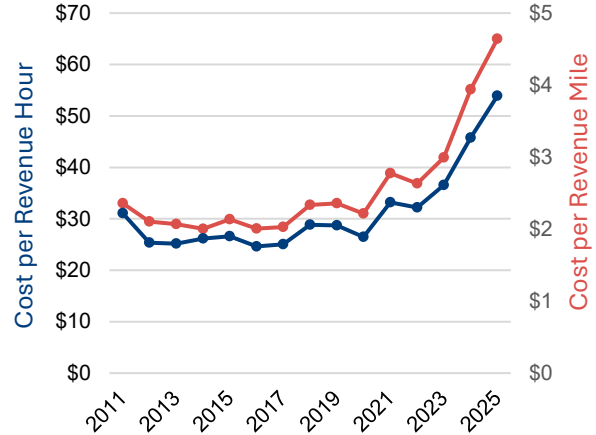
Productivity performance measures are the same as those used in DRPT's MERIT operating formula which allocates funding based on the last three years of audited financial statements. As growth in trip efficiency is offset by decline in cost efficiency, ACTS should expect no major changes to its MERIT operating allocations under the current formula.

Figure 9. ACTS Trips per Service Hour/Mile



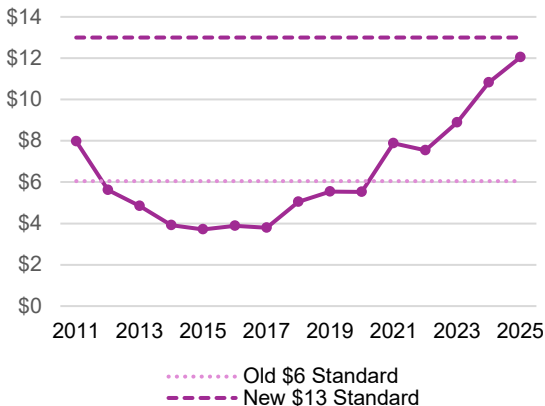
Source: NTD & DRPT

Figure 10. ACTS Cost per Service Hour/Mile



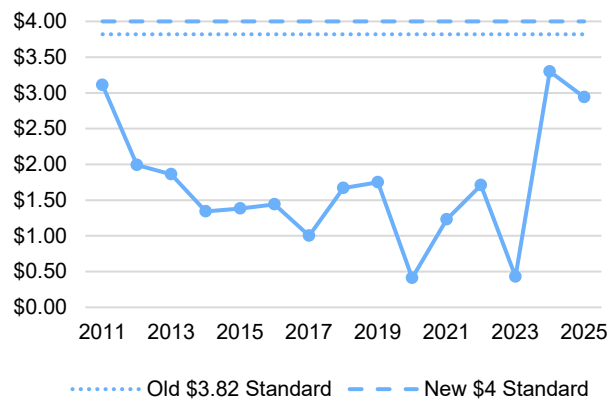
Source: NTD & DRPT

Figure 11. ACTS Operating Cost per Trip



Source: NTD & DRPT

Figure 12. ACTS Local Spending per Trip



Source: NTD & DRPT

Asset Performance

ACTS maintains two service vehicles including a spare that are well within useful life benchmarks (ULB) and mileage (USM). Vehicles are maintained in good working conditions and replaced regularly to comply with FTA and DRPT standards. ACTS experienced no reportable breakdown events from 2011 to 2024.

ACTS maintains 21 bus stops. Most include minimal amenities, with more popular destinations such as Town Hall and Walmart having either a dedicated bus shelter or covered waiting area. Three shelters were installed in 2015 followed by two additional in 2020. Sidewalk connectivity is best downtown; however, several stops do not connect to sidewalks or crosswalks.

Figure 13. ACTS Revenue Vehicles

ID	VIN	Status	Year	% ULB*	Odometer	% USM*
6006	1FD4E4FNXPDD22911	In Service	2023	20%	89,841	74%
6007	1FD4E4FN1PDD22909	In Service	2024	10%	53,288	35%

Source: TransAM, March 2026 *Calculated with a ULB of 10 years and USM of 100,000 miles

Figure 14. ACTS Bus Stop Amenities Inventory

ID	Name	Sign	Bench	Shelter	Trash	Sidewalk	Crosswalk
1	Town Hall	x	x	x	x	Yes	N/A
2	Bedford & 11th	x				Yes	No
3	Bedford & West	x				No	No
4	9th & Commonwealth	x				Yes	No
5	7th & Franklin	x				Yes	No
6	Franklin & 12th	x	x	x	x	Yes	No
7	14th & School	x				No	No
8	Amherst & 11th	x				No	No
9	Amherst & 7th	x				Yes	No
10	Main St Middle	x				Yes	No
11	Main Street DG	x				Yes	No
12/19	Town & Country	x	x	x	x	N/A	N/A
13	7th & Lola	x				Yes	No
14	Lola Ave Extension	x	x	x		No	No
15	Frazier/Lynch Mill	x				No	No
16	Altavista Commons	x	x	x		N/A	N/A
17	Main Street North	x				No	No
18	English MHP	x				No	No
20	Hughes & 5th	x				No	No
21	UVA/Moore's	x		x		N/A	N/A
22	Main & Campbell	x	x			Yes	Partial

Source: Desktop review using Google Maps and confirmation with Town, 2026

2.2.2 Performance Based Opportunities for Improvement

The performance evaluation uncovered several opportunities for improvement. These opportunities inform the service improvement projects explored in Chapter 3 and are feasible under expected funding levels. Each opportunity includes several actions that can be taken dependent on agency priority, capacity, and interest.

Opportunity 1: Improve performance measures by attracting new riders

ACTS' recent ridership growth has been offset by increased operating expenses, requiring additional passengers to improve performance measures overall. New riders can be attracted to ACTS by providing a service convenient to their needs, in addition to:

- Improving essential bus stop amenities may make ACTS more attractive to non-riders. This would also benefit existing riders, as additional benches and shelters are the third-most popular project from the rider survey.
 - ACTS could collaborate with schools, churches, or other organizations to improve bus stops and conduct placemaking near sites of interest.
- Building sidewalks and crosswalks will improve walkability and access to ACTS stops. Riders may be discouraged from using the service more due to limited accessibility. This would also benefit riders whose only option is walking when the bus is unavailable.
- Exploring changes to service hours or routing to identify additional demand.

Opportunity 2: Increase support and stability by cultivating additional revenue

Private contributions to ACTS are a small but essential portion of its operating budget and have underwritten the community benefit of free rides around Altavista. ACTS could encourage additional giving through several initiatives, including:

- Adopt-a-stop programs to highlight community organizations or businesses.
- Bus shelter advertising

2.3 Evaluation of Transit Demand and Underserved Areas

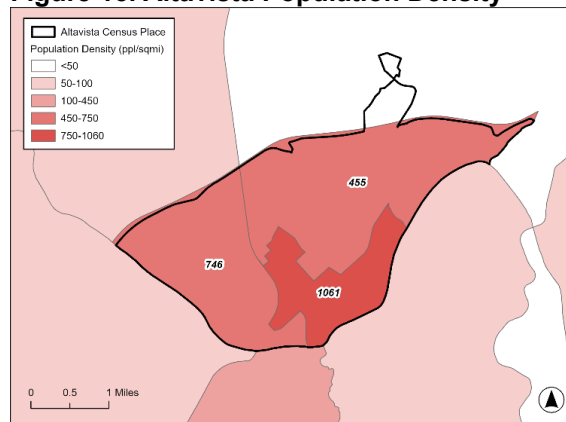
This section evaluates transit demand and underserved areas using demographic and land use data. The evaluation begins with a review of Altavista's demographics, including a review of populations protected by Title VI of the Civil Rights Act, and concludes with job and economic factors. All data are 5-year estimates from the U.S. Census Bureau's 2023 American Community Survey, unless noted otherwise.

2.3.1 Transit Demand and Underserved Areas Evaluation

Altavista's 3,356 residents are spread across its 5.5 square miles, with an overall population density of 613 people per square mile. Population density is highest in the center of town, peaking at 1,027 people per square mile in the central Census block group, stepping down to 735 ppl/sqmi to the west and 479 ppl/sqmi to the east.

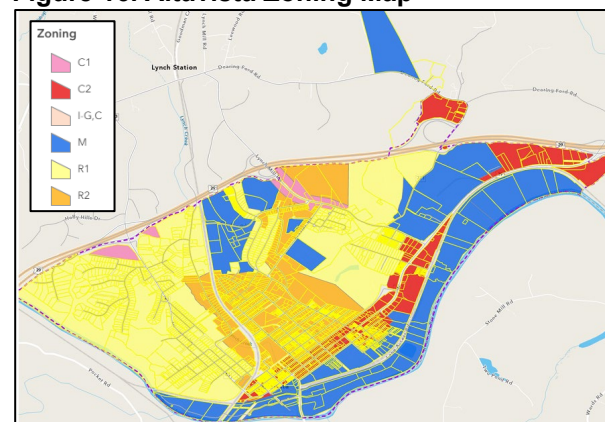
This distribution corresponds with the town's zoning map, with restricts denser residential districts to the center of town bordered by less dense residential. Select parcels off US Route 29 are zoned commercial, with manufacturing zoning along the river and US Route 29. This land use distribution supports transit demand by concentrating homes, businesses, and attractions in a smaller geographic area where the street grid is most well connected, however this is disrupted in outlying areas with typically suburban and rural development patterns. Additionally, Walmart, a major trip generator, is located on the other side of State Route 29, with no pedestrian or nonmotorized access from town.

Figure 15. Altavista Population Density



Source: 2023 ACS 5-Year Estimates

Figure 16. Altavista Zoning Map



Source: Altavista 2045 Comprehensive Plan

Population

Altavista's population has been in decline since reaching a peak of 3,849 in 1980. From 2013 to 2023, the town lost 116 people, bringing it to a total population of 3,356. While population projections are not available for Altavista alone, Campbell County is projected to increase its population by 6% by 2050. If current geographic growth trends hold, that increase will be in the eastern end of Campbell County outside of Altavista.

Age

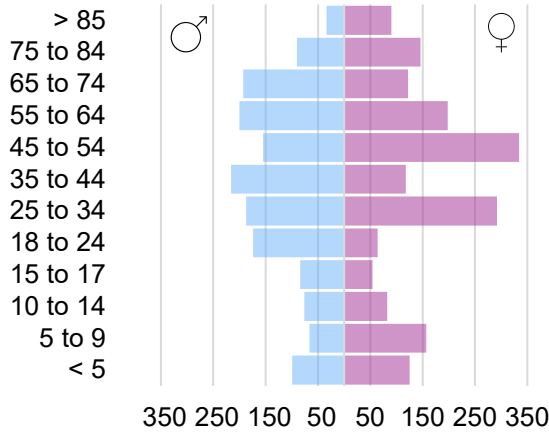
Altavista's median age (43) is slightly older than statewide (39), as reflected in the population pyramid expressing negative growth, with older residents outnumbering younger residents. Residents under 18 are evenly distributed throughout town with an average of 248 children in each block group. As shown in **Figure 19**, more older adults live outside of central Altavista and its connected street grid.

Figure 17. Altavista and Campbell County Historical and Projected Populations, 2000 to 2050

	2000	2010	2020	2023	2030	2040	2050
Town of Altavista	3,425	3,450	3,378	3,356	Projections not available		
Campbell County	51,078	54,842	55,696	55,398	56,329	56,818	58,775

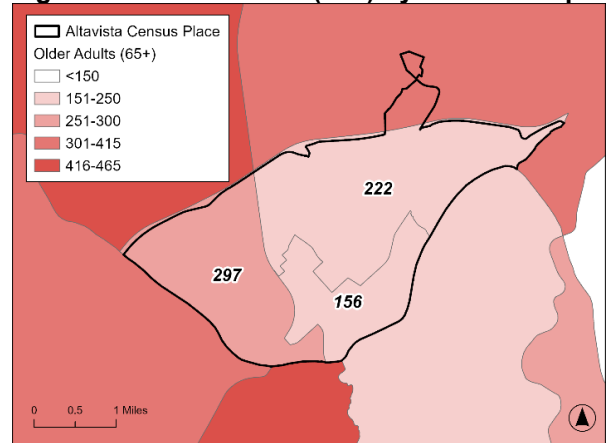
Source: U.S. Census Population Estimates; 2030-2050 from UVA Cooper Center

Figure 18. Altavista Population Pyramid



Source: 2023 ACS 5-Year Estimates

Figure 19. Older Adults (65+) by Block Group



Source: 2023 ACS 5-Year Estimates

Race and Ethnicity

Over a third of Altavista identifies as nonwhite, including 35% as Black and 2% as two or more races. The substantial majority (93%) of nonwhite residents live in the central and northern block groups, as shown in **Figure 23**. While the 2025 rider survey had a small sample size, it found that people identifying as two or more races are disproportionately more likely to use ACTS. 79 residents identify as Hispanic or Latino (2%), split evenly between the central and northern block groups, with none in the western block group.

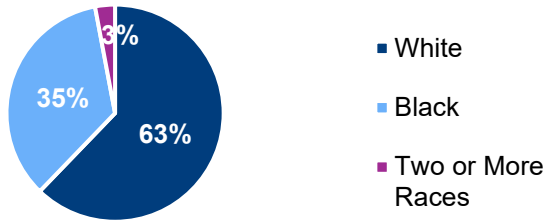
No households reported having limited English proficiency.

Figure 20. Select Population Demographics for Altavista, Campbell County, and Virginia

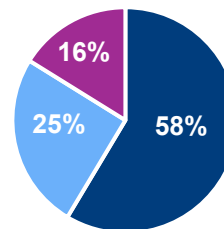
	Median Age	< 18 Yr	> 65 Yr	Nonwhite	Black	Two + Races	Hispanic or Latino
Town of Altavista	41	555	675	1,258	1,158	100	79
Share of Total		16%	20%	37%	35%	2%	2%
Campbell County	43	11,764	5,145	12,245	7,968	3,102	1,862
Share of Total		21%	9%	22%	14%	6%	3%
Virginia	39	1,856,014	1,410,160	3,313,324	1,623,031	712,248	929,140
Share of Total		23%	16%	38%	19%	8%	10%

Source: 2023 American Community Survey 5-Year Estimates and 2025 ACTS Rider Survey

Figure 21. Altavista Population by Race **Figure 22. ACTS Ridership by Race**

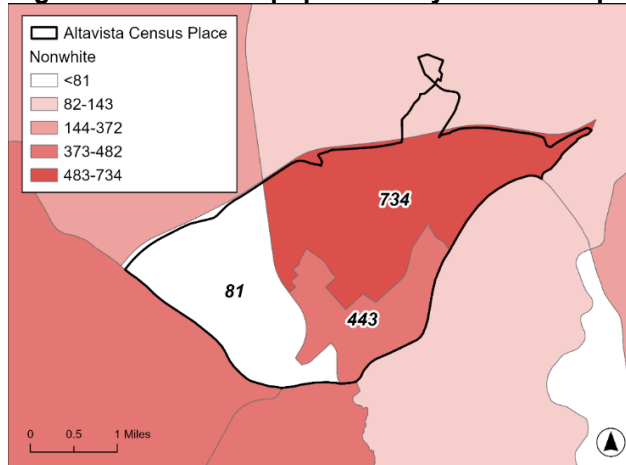


Source: 2023 ACS



Source: 2025 ACTS Rider Survey

Figure 23. Nonwhite population by Block Group



Source: 2023 ACS

Disability

655 people in Altavista (20%) report having a disability, the most common being cognitive (317), followed by ambulatory (311) and independent living (223). Among adults aged 18 and older, the Centers for Disease Control estimates disability prevalence of 38.6%, equivalent to much of Pittsylvania County and western Campbell County. As Altavista's population ages, prevalence of disability can be expected to increase.

Car Access

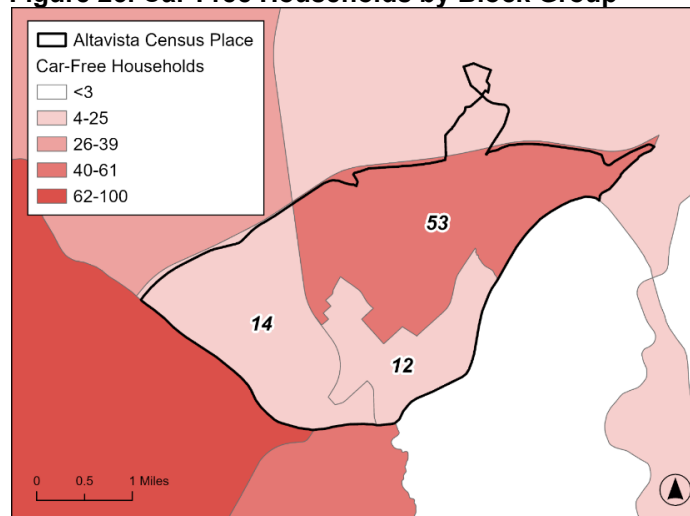
Of Altavista's 1,316 households, 79 (6%) are car-free, higher than Campbell County's overall rate of 4.24%. All of these car-free households are home to a single person and 53 (67%) are in the western block group. The 2025 ACTS rider survey suggests that the majority of ACTS riders live in car-free households, with 60% of those surveyed reporting that they do not drive, 16% of which do not have a car available in their household. In addition to car-free households, 486 households (37%) have more residents than vehicles available, resulting in approximately 900 residents having limited access to a vehicle, not accounting for age or licensure.

Figure 24. Select Household Demographics for Altavista, Campbell County, and Virginia

	Households	Car-Free Households	Limited English Proficiency
Town of Altavista	1,316	76	0
Share of Total		6%	0%
Campbell County	22,957	936	311
Share of Total		4%	1%
Virginia	3,402,670	199,529	206,083
Share of Total		6%	2%

Source: 2023 American Community Survey 5-Year Estimates

Figure 25. Car-Free Households by Block Group



Source: 2023 ACS

Jobs and Economic Factors

Altavista is a job center, with 2,727 people commuting into town for work. Only 20% (243) of Altavista’s labor force of 1,621 workers is employed in town, with a similar proportion commuting to Lynchburg.¹ Those who work in town are likely to be employed by one of several major employers, including Abbott Nutrition, BGF Industries, Moore’s Electrical and Mechanical, Schrader Pacific, and Graham Packaging.²

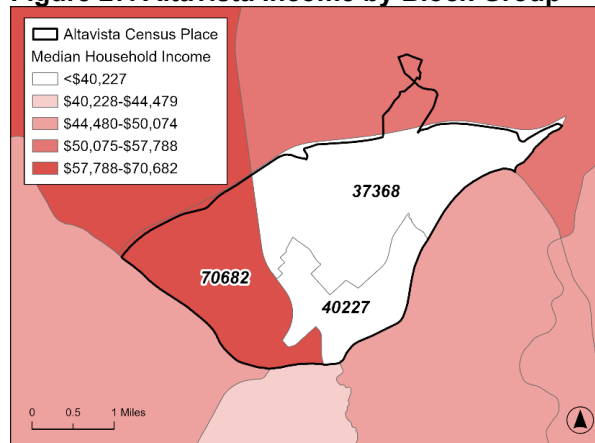
Considering Altavista’s several major employers, it has relatively high unemployment and poverty rates of 7% and 14%, respectively. Only 9 households report receiving public assistance, less than half that of statewide and countywide levels and fewer than are likely eligible. Among surveyed riders, a quarter were employed at least part-time and a third were retired. All riders reported household income below the town’s median of \$45,962, including 41% of riders reporting earnings less than \$10,000. The western block group has the highest median household income of \$70,682, more than the median household income for Campbell County.

Figure 26. Economic Factors for Altavista, Campbell County, and Virginia

	Labor Force	Median Household Income	Unemployment Rate	Poverty Rate	Households Receiving Public Assistance
Town of Altavista	1,621 (48%)	\$45,962	7%	14%	9 (0.68%)
Campbell County	27,960 (50%)	\$62,608	3%	10%	789 (3.57%)
Virginia	4,580,910 (53%)	\$90,974	4%	9%	73,653 (2.21%)

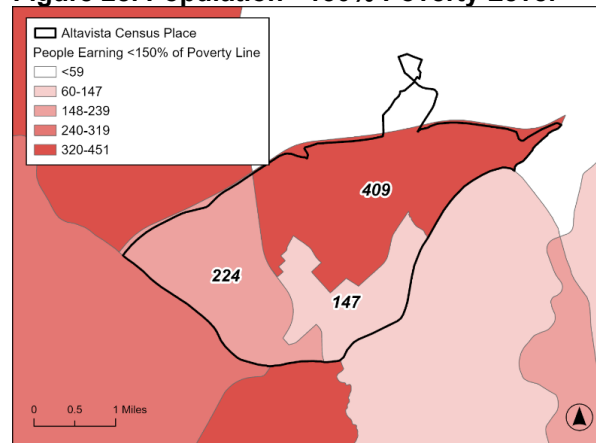
Source: 2023 American Community Survey 5-Year Estimates, 2025 ACTS Rider Survey

Figure 27. Altavista Income by Block Group



Source: 2023 ACS

Figure 28. Population <150% Poverty Level



Source: 2023 ACS

¹ U.S. Census OnTheMap Job Counts by Census Tracts Where Workers are Employed - Primary Jobs

² [Altavista Town 2045 Comprehensive Plan \(p. 55\)](#)

2.3.2 Transit Demand and Underserved Area Opportunities for Improvement

Altavista's demographic and economic indicators suggest transit demand that is currently being met by ACTS. As reflected in the survey data, ACTS provides an essential service for a core group of less-resourced repeat riders - access to shopping and medical appointments in town at no cost. 90% of riders said a car was not available for the trip they are using ACTS for, and half of surveyed riders said that the bus makes it easier to live independently. However, when performance is measured in terms of ridership or productivity, opportunities for improvement will be those that increase the number of unlinked passenger trips. This can be accomplished by prompting existing riders to ride more or attracting new riders. All surveyed riders are expected to already be using ACTS to the maximum extent convenient, the opportunity for improvement below focuses on marginal changes to attract new riders to ACTS.

Opportunity 3: Tweak service to address underserved transit demand

ACTS provides essential accessibility in Altavista through a service with a core group of repeat riders. ACTS could attract new riders through marginal service changes, including the following, to be investigated further in the next chapter:

- Shift trips to align with work shift schedules at major employers to attract local commuters
- Consolidate stops and focus service on areas targeted for housing growth.

ACTS provides limited service on Saturdays and no service on Sundays. Expanding service hours to all days of the week will make ACTS more useful for workers with nontraditional schedules, people with errands on the weekend, or faith-based trips.

- Extend Saturday service to match weekday service levels. 75% of survey respondents want longer service hours on Saturday.
- Add Sunday service. 50% of survey respondents want service on Sunday.

2.4 Opportunities to Collaborate with Others

Collaboration is an essential component of successful transit projects. Altavista is home to several businesses and organizations that could mutually benefit from collaboration with ACTS. The following opportunities for collaboration were identified through the site visit, history of prior collaboration, and existing service gaps. These opportunities can be integrated with the opportunities for improvement identified above.

Town of Altavista

The Town of Altavista operates ACTS and has other departments whose work intersects with ACTS. The town's comprehensive plan includes an objective to consider new or improved public transit as well as several ideas for service improvements explored in the TDP process.

Campbell County

ACTS addresses some transit demand present in Campbell County on the other side of the town line. Campbell County can work with ACTS to address transit demand near Altavista – similar to the County's relationship with Lynchburg and the Greater Lynchburg Transit Company. ACTS should also be included as part of the county's transportation and land use planning processes.

Human Services Transportation Providers

Several eligibility-restricted transportation providers operate in the vicinity of Altavista that ACTS could coordinate with through referrals, joint training, joint procurement, or shared administrative functions. Within Campbell County, these providers include enCircle and the Central Virginia Alliance for Community Living. Providers operating in Pittsylvania County include the Southern Area Agency on Aging, Pittsylvania County Community Action, Edwards Adult Day Center, and Danville-Pittsylvania Community Services.

Major Employers

Aligning ACTS service with shift times at major employers in town may improve accessibility for those that live and work in Altavista. Commuter-oriented projects could also be developed through the Central Virginia TPO's Commuter Assistance Program.

Virginia Department of Transportation

The Town of Altavista should work with VDOT and other local stakeholders to improve sidewalks and pedestrian infrastructure, connecting riders from their home to the public transit network through Complete Streets design. Complete Streets include safe pedestrian facilities, safe transit stops, and safe crossing opportunities at necessary intervals.

Virginia Department of Rail and Public Transportation

The Town of Altavista should continue working with DRPT regarding technical assistance or grant management. ■

Chapter 3: Planned Improvements and Modifications

The four planned service improvement projects will make the Altavista Community Transit System (ACTS) more comfortable for passengers, convenient for more trips, and support fiscally stable. This chapter describes the four projects that ACTS can implement over the next decade, prioritizes them based on ease, and projects ridership and service metrics. Cost estimates are provided, to be described in further depth in Chapter 4.

3.1 Planned Service Improvements

ACTS' strategic goals and objectives, paired with the areas for improvement and opportunity identified in the prior chapter, informed the four planned service improvements. These improvements are ordered for ease of implementation, from policy adjustments to service increases, and are feasible within existing fiscal constraints.

Project 1: Collect Hourly Ridership

Collecting hourly ridership addresses the opportunity to improve ACTS' performance measures. ACTS currently collects daily ridership as required for reporting to the National Transit Database. Collecting more granular metrics like ridership per hour could support shifting service to periods with elevated demand based on the service design standard. Tallying hourly ridership was suggested in the previous Transit Development Plan and supports ACTS goals 1 and 3 to provide reliable and cost-effective service by increasing data collection to more effectively assess service efficiencies and increased utility for potential riders.

Project 2: Cultivate Additional Revenue

As evidenced by ACTS relatively diverse sources of revenue, there is continuous opportunity to cultivate additional revenue. A benefit of ACTS to Altavista is that it provides mobility at no cost to its users. While the bulk of ACTS operating revenues are from federal and state sources, underwriting the cost of fares does not have a dedicated, long-term source. Rather, it is contributed by a private donor each year. Cultivating additional revenue sources will improve ACTS fiscal stability through diversification and potentially increase local support for the service through adopt-a-stop programs, shelter advertising, or promotional giving campaigns. As one example, ACTS could encourage its residents to buy their neighbors a 'trip' by donating \$3 – the per trip local contribution to the system. This project supports ACTS goals 3 and 4 to provide cost-effective service and market it to town residents.

Project 3: Install Additional Walmart Shelter

Walmart is one of the most popular destinations for existing ACTS riders and surely, non-riders nearby. Installing another shelter at Walmart may attract new riders by increasing the covered waiting area. Other popular stops like the Town & Country shopping center are fully protected

from the weather, but Walmart requires an unsheltered walk from the store. An additional shelter supports ACTS goals 1 and 5 to provide a reliable and well-maintained transit service.

Project 4: Increase Weekend Service

Increasing weekend service will address the opportunity to provide transportation during periods of unmet demand. ACTS currently operates six days a week, with fewer service hours on Saturdays. Increasing Saturday service and adding Sunday service to be consistent across all days addresses the most common requests stated in rider surveys. This project would also make ACTS an option for workers with atypical schedules, increasing ridership, and supports ACTS goals 1, 3, and 5 to provide a reliable, affordable, and well-maintained transit service.

3.2 Prioritization of Planned Service Improvements

As ACTS is a small service, the four planned service improvements are prioritized early into the ten-year planning horizon. Prioritization is based on ease of implementation, with policy adjustments suggested before incurring additional capital and operating expenses. Cost estimates were developed using actual operating costs or actual costs from similar projects reported to the Department of Rail and Public Transportation (DRPT). All projects can be expected to be completed within seven years.

Figure 29: Summary of Planned Improvements

Fiscal Year	Project Name	Capital Cost	Annual Operating Cost	Potential State Source	Local Cost
2027	1: Collect Hourly Ridership	\$0	\$0	N/A	\$0
2027	2: Cultivate Revenue	Variable	Variable	N/A	Variable
2028	3: Walmart Shelter	\$20,000	\$0	MERIT	\$20,000
2029	4a: Saturday Enhancement	\$0			
2029	4b: Sunday Service	\$0			

Source: Calculated by DRPT using reported costs

The planned service improvements are not currently included in the State Transportation Improvement Program (STIP) or Six-Year Improvement Program (SYIP). They should be submitted for inclusion in the appropriate document as required depending on the source of funding.

3.3 Service Development

The following table projects service in two scenarios:

- 1) The baseline scenario does not incorporate the planned service improvements and sees steady ridership at average levels. Service is unchanged from existing.
- 2) The enhanced scenario incorporates the planned service improvements beginning in 2029. Revenue hour and mile projections are based on 2025 values. Ridership estimates assume there is a linear relationship between trips and revenue hours.

The development of enhanced service is contingent on securing additional revenues to cover increased operating costs and may be facilitated through several DRPT programs. Industrywide factors including inflation, supply chain disruptions caused by global instability, an aging population, and increases in extreme weather events can be expected to impact service outside of ACTS' control. ■

Figure 30. ACTS 10-Year Service Projection

FY	Baseline			Enhanced		
	Revenue Hours	Revenue Miles	Projected Ridership	Revenue Hours	Revenue Miles	Ridership
2025	3,083	52,054	15,947	3,083	52,054	15,947
2026	3,083	52,054	15,500	3,083	52,054	15,188
2027	3,083	52,054	15,500	3,083	52,054	15,188
2028	3,083	52,054	15,500	3,083	52,054	15,188
2029	3,083	52,054	15,500	3,967	66,980	19,835
2030	3,083	52,054	15,500	3,967	66,980	19,835
2031	3,083	52,054	15,500	3,967	66,980	19,835
2032	3,083	52,054	15,500	3,967	66,980	19,835
2033	3,083	52,054	15,500	3,967	66,980	19,835
2034	3,083	52,054	15,500	3,967	66,980	19,835
2035	3,083	52,054	15,500	3,967	66,980	19,835
2036	3,083	52,054	15,500	3,967	66,980	19,835

Source: Calculated by DRPT using reported data. Ridership assumes 5 pax/hr

Chapter 4: Implementation Plan

The implementation plan outlines the steps required for the planned service improvements. This chapter describes the capital commitments and timing required for the Altavista Community Transit System (ACTS) to implement improvements and maintain their assets in a state of good repair.

4.1 Asset Management Plan

As a small transit provider, ACTS adheres to the Tier II Transit Asset Management (TAM) plan managed by the Department of Rail and Public Transportation (DRPT) as required for receipt of funding from the Federal Transit Administration. The TAM plan identifies capital needs associated with maintaining a state of good repair for all of ACTS assets based on the performance targets in **Figure 31**.

As shown by all revenue vehicles being within useful life benchmarks (ULB), ACTS adheres to the replacement, rehabilitation, retrofit, and fleet size policies included in this plan, fulfilling the standards and benchmarks established for fiscal years 2022 to 2025. ACTS uses qualitative visual measures, passenger complaints, and funding availability to repair or replace passenger amenities as they arise. Buses are parked in the municipal lot and maintained at the public works building.

ACTS will be included in the FY2026-2029 Tier II TAM Plan which is currently under development. For more on the specific policies governing service, fleet, and facilities, please see the TAM Plan linked [here](#).

Figure 31. ACTS Vehicle Performance Targets

Asset Class	ULB (Years)	Target %	# of Vehicles	# Beyond ULB
CU - Cutaway	10	10%	2	0
AO – Automobile	8	30%	1	1

Source: DRPT 2022-2025 Tier II TAM Plan and ACTS vehicle inventory.

4.2 Capital Implementation Plan

The capital implementation plan in Figure 32 shows ACTS current vehicle replacement schedule based on their five-year capital plan and the service development plan from Chapter 3. The plan uses the more conservative useful life benchmarks (ULBs) from TransAM to project the fiscal year required for vehicle replacements to maintain a state of good repair and assumes no changes in program match rates. ACTS is not currently pursuing plans to electrify their fleet or transition their vehicles to zero emission technologies.

Figure 32. ACTS Capital Implementation Plan

FY	Cutaway	Service Vehicle	Shelter	Total Cost	Local Match Requirement	Local Cost
2026	0	0	0	\$0	N/A	\$0
2027	0	0	0	\$0	N/A	\$0
2028	0	1	1	\$60,039	4%	\$2,402
2029	1	0	0	\$159,970	4%	\$6,399
2030	1	0	0	\$164,769	4%	\$6,591
2031	0	0	0	\$0	N/A	\$0
2032	0	0	0	\$0	N/A	\$0
2033	0	0	0	\$0	N/A	\$0
2034	1	0	0	\$180,048	4%	\$7,202
2035	1	0	0	\$185,449	4%	\$7,418
2036	0	0	0	\$0	N/A	\$0
2037	0	0	0	\$0	N/A	\$0

Source: ACTS FY26 5-Year Capital Budget and TransAM. Assumes 3% annual inflation

Chapter 5: Financial Plan

The Altavista Community Transit System's (ACTS) operating and capital costs are projected for the next ten years in the financial plan. This chapter includes financial projections for both baseline and enhanced service scenarios. All scenarios assume additional required revenues receive all levels of approval. Fares are included within local share as determined by the Altavista Town Council.

Operating Budget

Operating budget projections are shown in Figure 33. Planned improvement projects are implemented according to the prioritization plan, beginning in 2029 at a total cost of \$64,642. Based on actual 2025 operating cost per hour with 3% annual inflation, extended Saturday service is anticipated to cost an additional \$19,012 and Sunday service an additional \$45,630. Assuming existing program splits do not change, ACTS local match will grow from \$57,767 to \$102,891 in the enhanced scenario.

Capital

Capital budget projections are shown in Figure 34. Implementation of planned improvement projects begins in 2028 with a vehicle replacement and new bus shelter. Outer year projections assume vehicles are replaced on schedule with the TAM plan and with existing program splits and a local match requirement of 4%. Local contributions for ACTS capital expenses are expected to be \$800 for new bus shelters and \$7,000 for replacement vehicles. ■

Figure 33. ACTS Operating Expense and Revenue Projections, 2026-2037

	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036	2037
Baseline Expenses	\$206,312	\$212,501	\$218,876	\$225,442	\$232,206	\$239,172	\$246,347	\$253,737	\$261,349	\$269,190	\$277,266	\$285,583
Extend Saturday Service	\$0	\$0	\$0	\$19,012	\$19,583	\$20,170	\$20,775	\$21,399	\$22,040	\$22,702	\$23,383	\$24,084
Added Sunday Service	\$0	\$0	\$0	\$45,630	\$46,988	\$48,408	\$49,861	\$51,356	\$52,897	\$54,484	\$56,119	\$57,802
Total Operating Expenses	\$206,312	\$212,501	\$218,876	\$290,084	\$298,777	\$307,750	\$316,983	\$326,492	\$336,286	\$346,376	\$356,768	\$367,469
Federal Revenue (50%)	\$103,156	\$106,251	\$109,438	\$145,042	\$149,389	\$153,875	\$158,492	\$163,246	\$168,143	\$173,188	\$178,384	\$183,735
State Revenue (22%)	\$45,389	\$46,750	\$48,153	\$63,818	\$65,731	\$67,705	\$69,736	\$71,828	\$73,983	\$76,203	\$78,489	\$80,843
Local Match (28%)	\$57,767	\$59,500	\$61,285	\$81,224	\$83,658	\$86,170	\$88,755	\$91,418	\$94,160	\$96,985	\$99,895	\$102,891

Source: 2025 operating cost (\$66/hour) with 3% annual inflation. Revenue splits based on 2011-2025 average.

Figure 34. ACTS Capital Expense and Revenue Projections, 2026-2037

	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036	2037
Vehicles	\$0	\$0	\$40,039	\$159,970	\$164,769	\$0	\$0	\$0	\$180,048	\$185,449	\$0	\$0
Amenities	\$0	\$0	\$20,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Total Capital Expense	\$0	\$0	\$60,039	\$159,970	\$164,769	\$0	\$0	\$0	\$180,048	\$185,449	\$0	\$0
Federal Revenue (28%)	\$0	\$0	\$16,811	\$44,792	\$46,135	\$0	\$0	\$0	\$50,413	\$51,926	\$0	\$0
State Revenue (68%)	\$0	\$0	\$40,827	\$108,780	\$112,043	\$0	\$0	\$0	\$122,433	\$126,105	\$0	\$0
Local Match (4%)	\$0	\$0	\$2,402	\$6,399	\$6,591	\$0	\$0	\$0	\$7,202	\$7,418	\$0	\$0

Source: Costs reported to DRPT with 3% annual inflation and existing program match rates.

Appendix A: Agency Profile & System Overview

A.1 History

The town of Altavista was founded as a railroad siding in 1907 at the intersection of the Southern and Tidewater Railways on the ancestral lands of the Saponi Indians. The town was formally incorporated in 1912 and continued to grow through the 1980s, peaking at over 3,800 residents drawn to jobs at the Lane Company. As of 2023, the town is home to 3,356 and continues to be a regional job center, home to manufacturers including Abbott Nutrition, BFG Industries, and Moore's Electrical & Mechanical.

The Altavista Community Transit System (ACTS) began service in January 2011 after completion of the Town of Altavista Public Transportation Feasibility Study in 2009. The study was championed by town leadership to provide transportation options and promote economic activity in the town's walkable core. Ridership initially exceeded projections, surpassing 24,000 annual passenger trips in 2015, but has recently stabilized around 15,000 annual passenger trips per year. ACTS continues to serve as an essential community lifeline, with ridership growing 12% since 2023.

Since 2011, approximately half of ACTS annual operating revenues are from the Federal Transit Administration, followed by state and local revenues at 22% each, and fare or other revenue at 6%. The last three years of operating expenses and revenues are provided below.

Table A-1. ACTS Retrospective Operating Budget

	FY23	FY24	FY25
Operating Expenses	\$127,134	\$165,710	\$200,290
Operating Revenues	\$127,134	\$165,710	\$200,290
Federal Revenue	\$86,054	\$82,856	\$100,145
State Revenue	\$34,833	\$32,351	\$41,490
Local Revenue	\$0	\$43,003	\$58,655
Fare Revenue	\$3,747	\$0	\$0
Directly Generated	\$2,500	\$7,500	\$7,500

Source: National Transit Database. FY2025 SYIP

Table A-2. ACTS Retrospective Capital Budget

	FY23	FY24	FY25
Capital Expenses	\$81,100	\$134,158	\$0
Capital Revenues	\$81,100	\$134,158	\$0
Federal Revenue	\$0	\$131,474	\$0
State Revenue	\$81,100	\$0	\$0
Local Revenue	\$0	\$2,684	\$0

Source: National Transit Database. FY2025 SYIP

A.2 Governance

ACTS is governed directly by the Altavista Town Council, which is comprised of seven members as shown below. All members are directly elected by town voters to serve four-year terms. The Town Council appoints the Town Manager who oversees ACTS service in addition to all other town affairs. Council meets twice monthly – a hearing and a work session. Town Council approves ACTS budget and major policy decisions

Table A-3: Town of Altavista Councilmembers

Name	Position	Term
Reggie Bennett	Mayor	2024-2028
Wayne Mitchell	Vice Mayor	2024-2028
Tracy Emerson	Councilmember	2024-2028
Timothy George	Councilmember	2022-2026
Dr. Scott Lowman	Councilmember	2025-2029
Victoria Mattox	Councilmember	2024-2028
Gary Penn	Councilmember	2024-2028

Source: Virginia Department of Elections

A.3 Organizational Structure

Matthew Perkins, Altavista’s Assistant Town Manager oversees ACTS on a regular basis. He is responsible for hiring, training, scheduling, and reporting to the Town Council. Deviation requests are handled by the town’s Customer Support Specialist under the Director of Finance and Administration. All bus drivers work part-time and are employed directly by the town.

A.4 Services Provided and Areas Served

ACTS provides hourly deviated fixed-route transit service from Monday through Saturday for the entire town of Altavista. ACTS provides shortened service windows in the winter and on Saturdays. At peak service levels, ACTS provided 12 trips a day between the hours of 8am and 8pm. ACTS does not operate on major holidays including Memorial Day, the Fourth of July, Labor Day, Thanksgiving Day, Christmas Day, and New Year’s.

ACTS service operates in a one-way loop that begins and ends at Town Hall. After leaving Town Hall on 7th Street, the bus passes Altavista Middle & High School before looping through residential neighborhoods along Bedford Avenue and Lynch Road. After reaching downtown again, the bus passes the YMCA on Franklin Avenue before returning to Main Street via Amherst Avenue. The bus serves the Town & Country strip mall, circling back into residential areas along Lola Avenue including several garden apartments and a senior living facility on Frazier Road. The bus continues along Lynch Mill Road to reach the Walmart before returning

into town along State Route 29 and Main Street. The service is scheduled to run 49 minutes, providing 11 minutes for deviations, boardings, and layover time.

In addition to accepting passengers who flag the bus down along the route, ACTS maintains 21 signed stops. Stops with higher ridership, such as the Town & Country and Altavista Commons shopping centers have benches and shelters. Sidewalks are available downtown and intermittently elsewhere.

Intercity connections can be made by transferring to the Virginia Breeze bus at Altavista Commons. Several eligibility-restricted human service transportation providers also operate in ACTS service area.

A.5 Fare Structures, Payments, and Purchasing

ACTS does not currently collect fares.

A.6 Transit Asset Management – Existing Fleets and Facilities

Transit agencies receiving funding from the Federal Transit Administration must create and maintain a Transit Asset Management (TAM) plan for their vehicles, facilities, and equipment. As a small transit provider, the town of Altavista participated in DRPT's Tier II TAM plan. This plan is used to identify capital needs associated with maintaining a state of good repair for all assets. DRPT has formulated specific policies governing service, fleet, and facilities that are described in the plan. ACTS adheres to the policies included in this plan, fulfilling the standards and benchmarks established for fiscal years 2022 to 2025.³

As seen below, the ACTS maintains 3 vehicles – 2 BOCs and a support vehicle. Three assets are at or beyond their useful life benchmark, but all are under their useful service miles. The in-service vehicle is stored at town hall while the spare and support vehicles are kept at the public works department where vehicles are also fueled.

Table A-4. ACTS Fleet Details

TransAM ID	VIN	Year	Make/Model	Status	USL	% USL	Miles	% USM
6006	1FD4E4FNXPDD22911	2023	Starcraft Allstar BOC with Lift	In Service	48	20%	89,841	74%
6007	1FD4E4FN1PDD22909	2024	Starcraft Allstar BOC with Lift	In Service	48	10%	53,288	35%
Service1	1FM5K8B86EGB11468	2014	Ford Explorer SUV	Support	N/A	N/A	20,454	N/A

Source: TransAM, March 2026

³ [tam-plan-2022-update-2.pdf](#)

A.7 Transit Security Program

ACTS drivers have a direct connection to emergency response organizations through their radio system. ACTS offices are co-located with the Altavista Police Department at Town Hall.

A.8 Intelligent Transportation Systems (ITS) Programs

ACTS communications between drivers and dispatch are done via radios. Trillium maintains a static GTFS feed for Altavista through DRPT's state contract.

A.9 Data Collection and Ridership/Reporting Methodology

Ridership is collected through manual counters used by ACTS drivers. Recording of ridership and driver hours is done on trip inspection sheet, converted to a spreadsheet, and reported monthly to DRPT and the Town Council. National Transit Database submissions are facilitated by DRPT. ACTS finances are audited by DRPT every four years and the Town annually.

A.10 Coordination with Other Transportation Service Providers

Riders can connect to the Virginia Breeze's Piedmont Express at Walmart. The Piedmont Express provides one trip each day to Danville and Washington, DC with intermediate stops in Lynchburg, Amherst, Charlottesville, Culpeper, Warrenton, Gainesville, and Dulles International Airport. Considering the closest scheduled ACTS bus, riders have a 25-minute wait to transfer onto the northbound bus at 8:55am or a 40-minute wait for the southbound bus at 3:20pm. ■

Appendix C: Performance Data

Figure B-1. ACTS Fiscal Performance Measures, 2011 to 2025

FY	Total Operating Expense	Federal Operating Revenue	State Operating Revenue	Local Operating Revenue	Fare Revenue	Other Revenue	Expense Recovery*
2011	\$66,809	\$31,390	\$9,417	\$23,445	\$2,557	\$0	3.83%
2012	\$82,903	\$38,130	\$15,362	\$24,346	\$5,065	\$0	6.11%
2013	\$81,562	\$37,830	\$12,445	\$25,568	\$5,719	\$0	7.01%
2014	\$78,999	\$37,408	\$14,543	\$17,781	\$5,067	\$4,200	11.73%
2015	\$90,751	\$40,251	\$16,948	\$25,916	\$6,036	\$1,600	8.41%
2016	\$84,690	\$37,219	\$16,147	\$21,977	\$5,847	\$3,500	11.04%
2017	\$86,294	\$41,125	\$22,452	\$12,039	\$3,478	\$7,200	12.37%
2018	\$98,698	\$47,015	\$19,008	\$24,917	\$5,258	\$2,500	7.86%
2019	\$99,409	\$47,206	\$20,826	\$23,871	\$5,006	\$2,500	7.55%
2020	\$93,631	\$57,816	\$28,913	\$0	\$4,701	\$2,201	7.37%
2021	\$116,972	\$68,613	\$30,147	\$13,652	\$2,060	\$2,500	3.90%
2022	\$112,204	\$49,684	\$37,033	\$18,619	\$4,368	\$2,500	6.12%
2023	\$127,134	\$86,054	\$34,833	\$0	\$3,747	\$2,500	4.91%
2024	\$165,710	\$82,856	\$32,351	\$43,003	\$0	\$7,500	4.53%
2025	\$200,290	\$100,145	\$41,490	\$58,655	\$0	\$7,500	3.74%

Source: 2015-2024 data is from the National Transit Database; 2025 data is from the FY25 SYIP

*Calculated as the sum of fare and other revenue as a percent of total operating expenses

Figure B-2. ACTS Operational Performance Measures, 2011 to 2025

FY	Passenger Trips	Revenue Hours	Revenue Miles	Safety Incidents	Incidents per 100,000 mi
2011	8,382	2,025	30,129	0	0
2012	14,757	2,815	45,705	0	0
2013	16,838	2,815	45,251	0	0
2014	20,230	2,815	42,251	0	0
2015	24,449	3,035	47,648	0	0
2016	21,848	3,013	48,243	0	0
2017	22,759	3,035	48,277	0	0
2018	19,584	3,021	47,993	0	0
2019	17,939	3,012	48,396	0	0
2020	16,967	3,021	49,667	0	0
2021	14,852	3,008	49,268	0	0
2022	14,878	3,043	48,696	0	0
2023	14,298	3,036	48,743	0	0
2024	15,318	3,004	50,701	0	0
2025	15,947	3,083	52,054	0	0

Source: 2011-2024 data is from the National Transit Database; 2025 data reported to DRPT

Figure B-3. ACTS Productivity Performance Measures, 2011-2025

FY	Trips per Revenue Hour	Trips per Revenue Mile	Operating Cost per Trip	Operating Cost per Rev. Hour	Operating Cost per Rev. Mile
2011	4.14	0.28	\$7.97	\$32.99	\$2.22
2012	5.24	0.32	\$5.62	\$29.45	\$1.81
2013	5.98	0.37	\$4.84	\$28.97	\$1.80
2014	7.19	0.48	\$3.91	\$28.06	\$1.87
2015	8.06	0.51	\$3.71	\$29.90	\$1.90
2016	7.25	0.45	\$3.88	\$28.11	\$1.76
2017	7.50	0.47	\$3.79	\$28.43	\$1.79
2018	6.48	0.41	\$5.04	\$32.67	\$2.06
2019	5.96	0.37	\$5.54	\$33.00	\$2.05
2020	5.62	0.34	\$5.52	\$30.99	\$1.89
2021	4.94	0.30	\$7.88	\$38.89	\$2.37
2022	4.89	0.31	\$7.54	\$36.87	\$2.30
2023	4.71	0.29	\$8.89	\$41.88	\$2.61
2024	5.10	0.30	\$10.82	\$55.16	\$3.27
2025	5.17	0.31	\$12.05	\$64.97	\$3.85

Source: 2011-2024 data is from the National Transit Database; 2025 data reported to DRPT

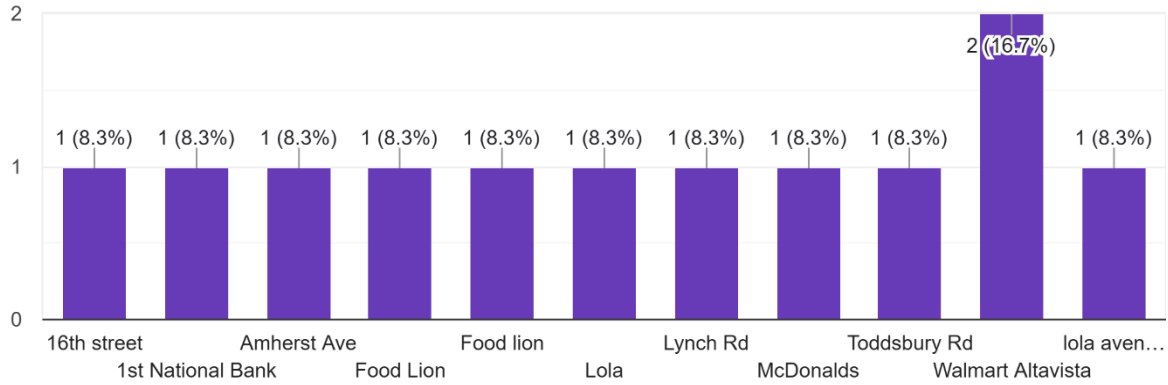
Appendix C: 2025 Rider Survey

ALTAVISTA COMMUNITY TRANSIT SYSTEM (ACTS)

RIDER SURVEY – JAN 2025

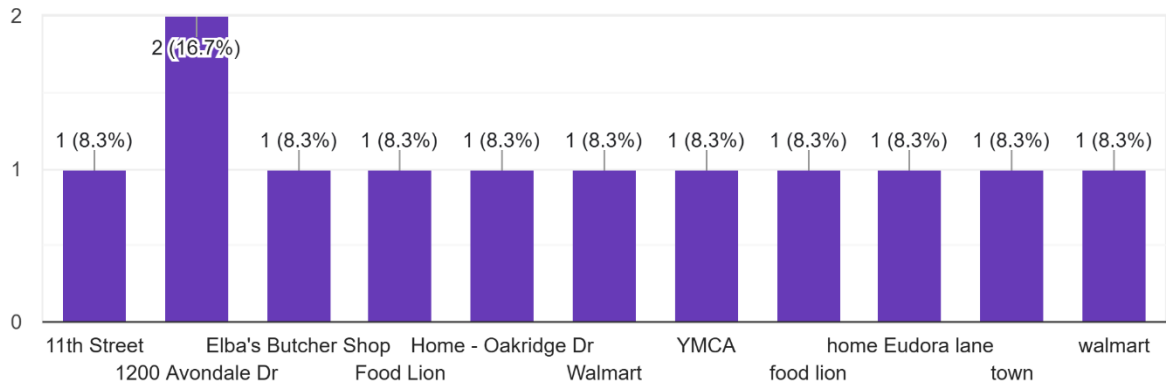
What was the location where you boarded the bus? Please indicate an address or landmark (e.g. Town Hall).

12 responses



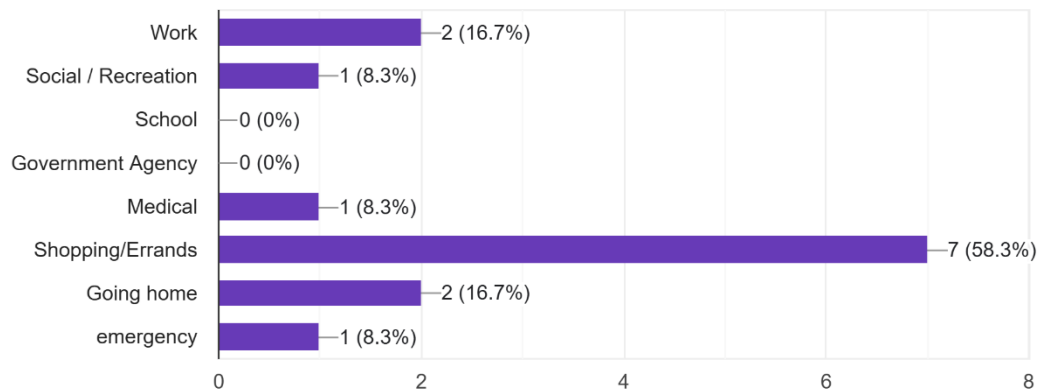
What is your final destination? Please indicate an address, intersection, or landmark (e.g. Walmart).

12 responses



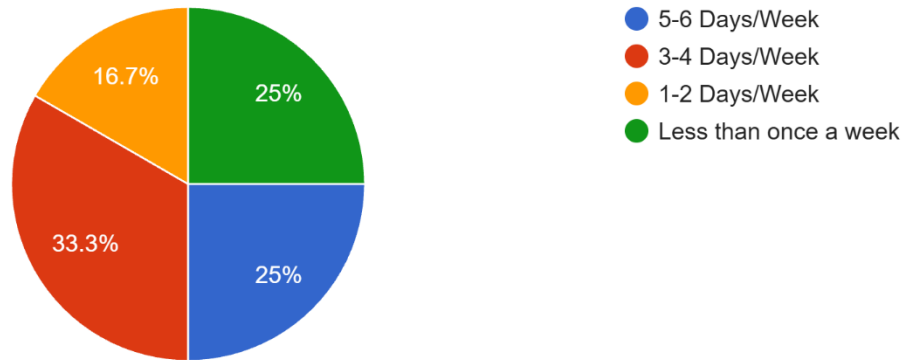
What is the purpose of your bus trip today? (You may check more than one)

12 responses



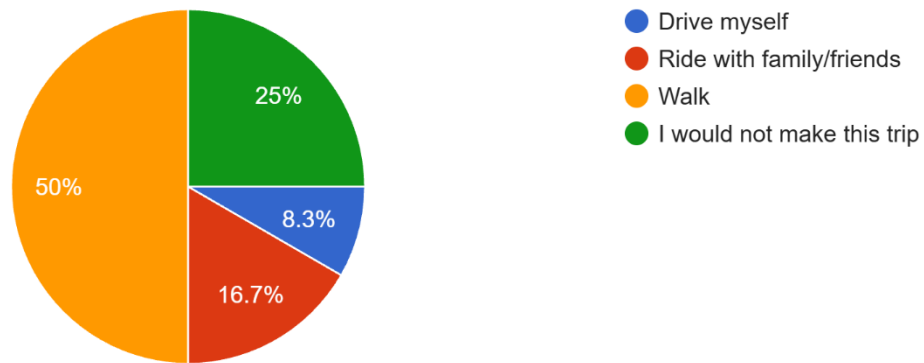
How frequently do you ride the bus?

12 responses



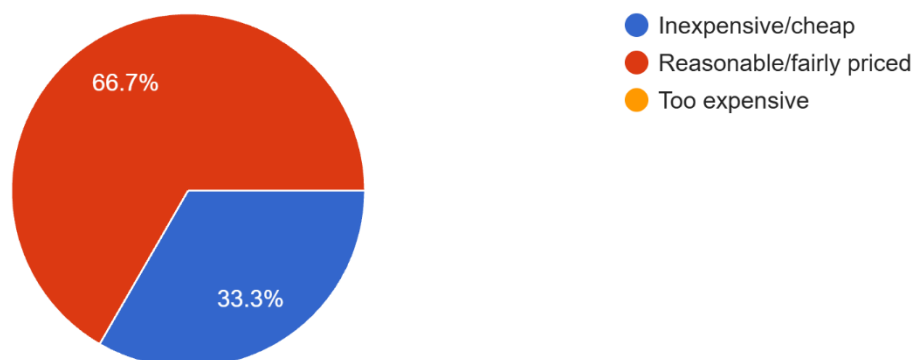
If you were not riding the bus, how would you make this trip?

12 responses



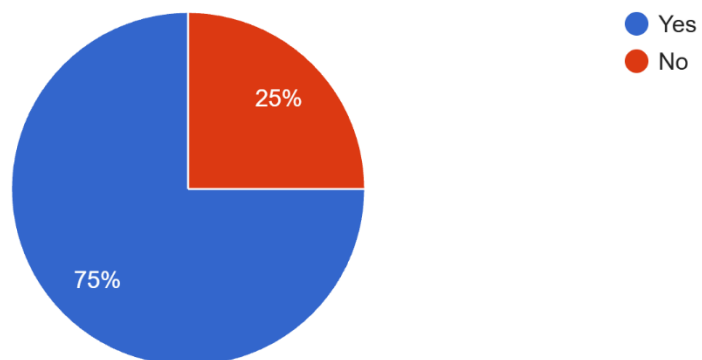
Regular fare for riding the bus is \$0.50. What do you think about this price?

12 responses



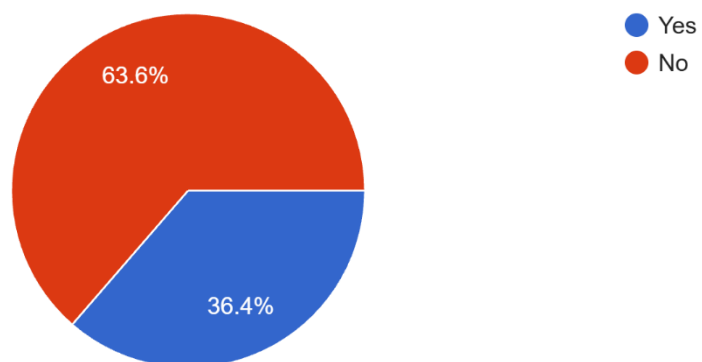
Did you ride the bus prior to the 'free fare' offer?

12 responses



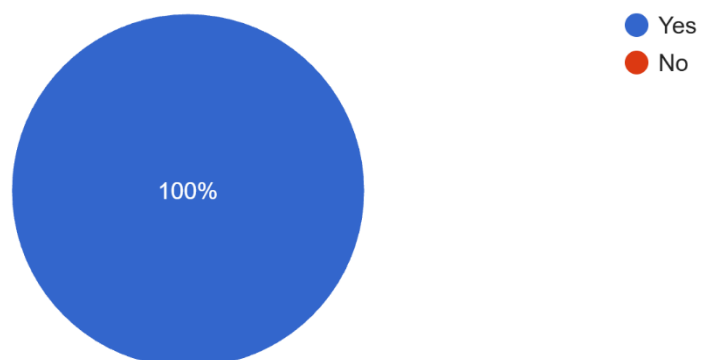
If yes, Do you ride the bus more when fares are free?

11 responses



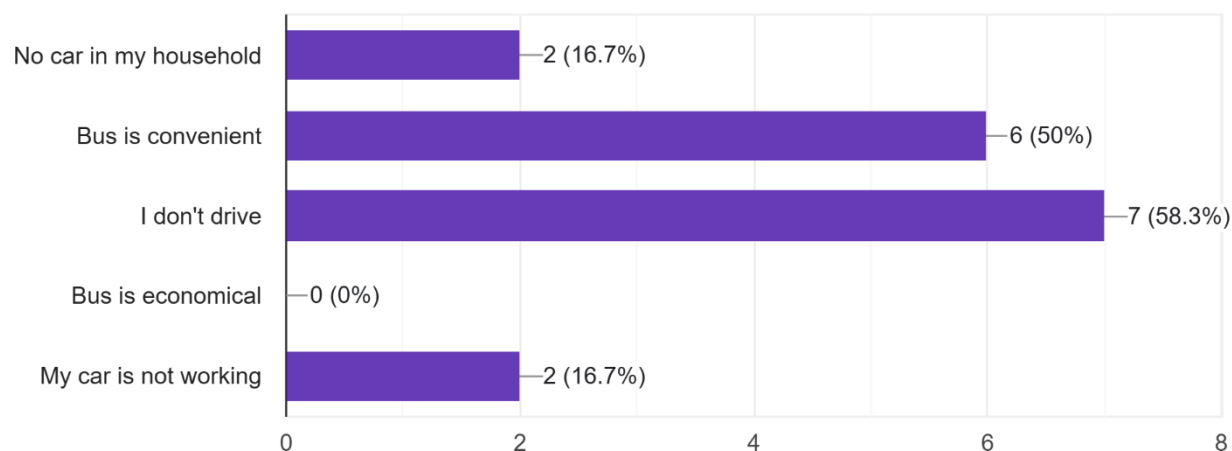
If No, do you think you will ride the bus in the future?

9 responses



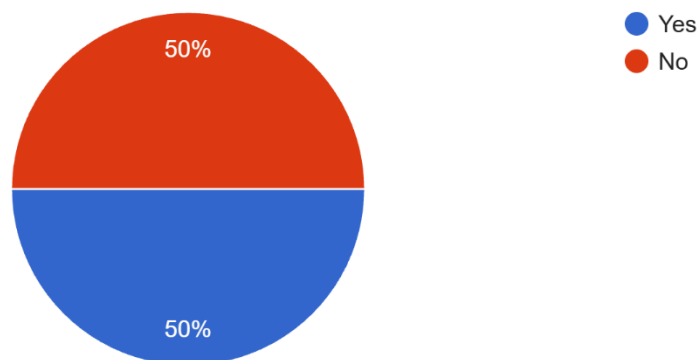
What are your two MOST IMPORTANT REASONS for riding the bus? (Select no more than 2)

12 responses



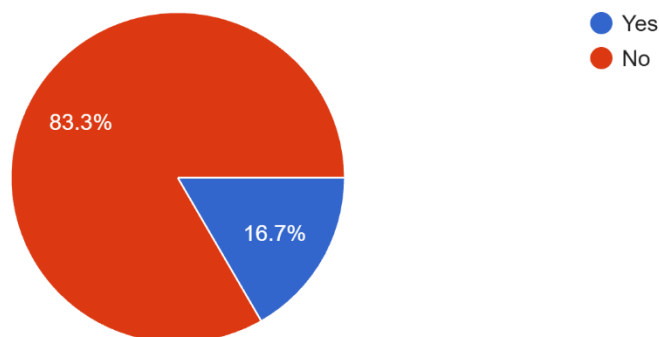
9. If the bus service was not available, would it affect your ability to live independently?

12 responses



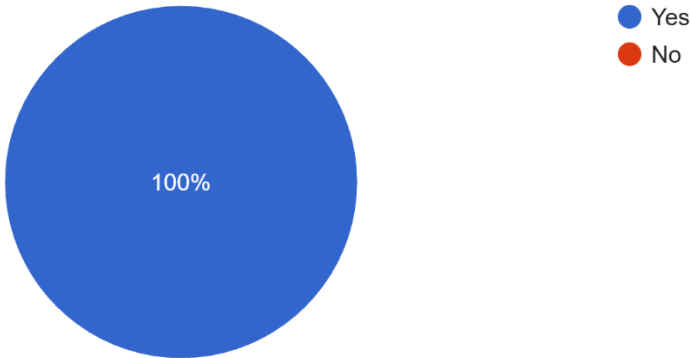
9. If the bus service was not available, would it affect your ability to continue to work?

12 responses



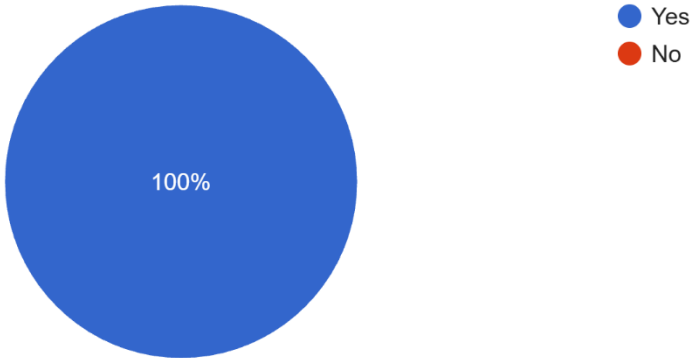
Overall, ACTS drivers are courteous, respectful, and helpful

12 responses



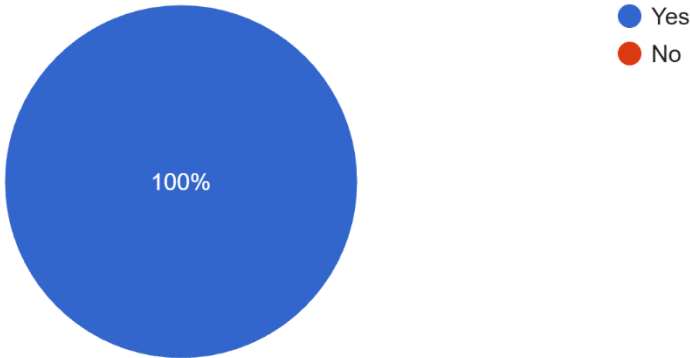
Overall, ACTS drivers make me feel safe on the bus

12 responses



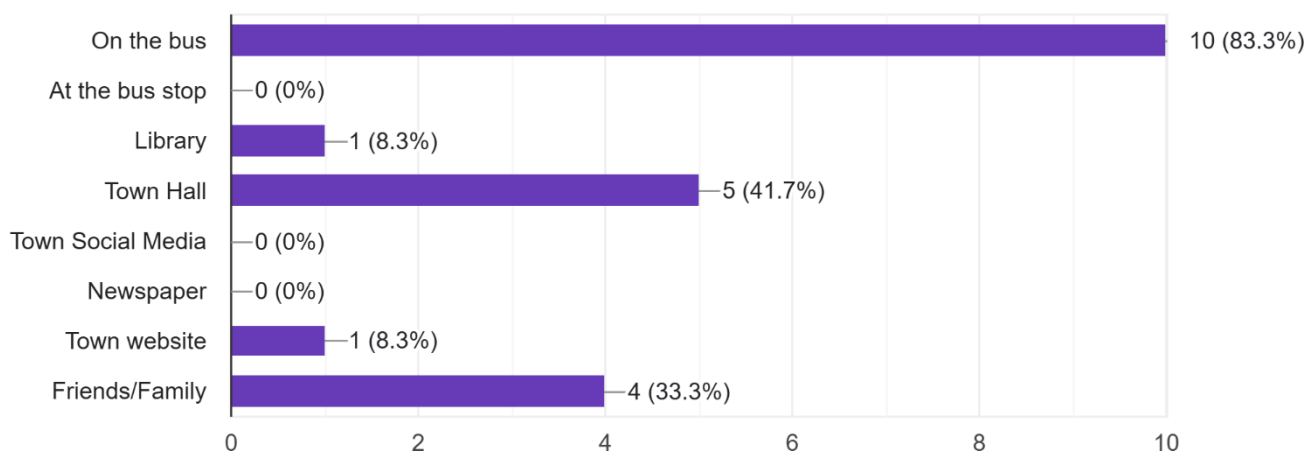
Overall, ACTS drivers are on time to my stop

12 responses



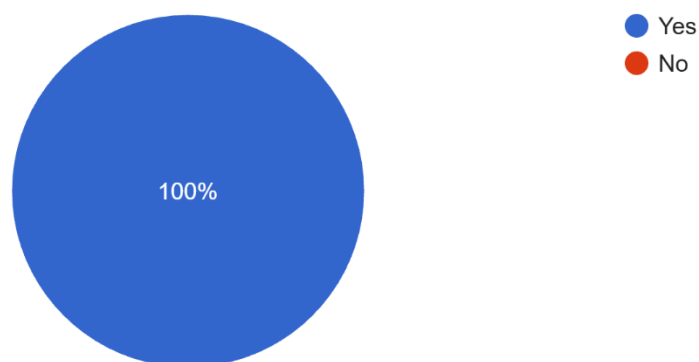
Where do you receive bus service information? (Check all that apply)

12 responses



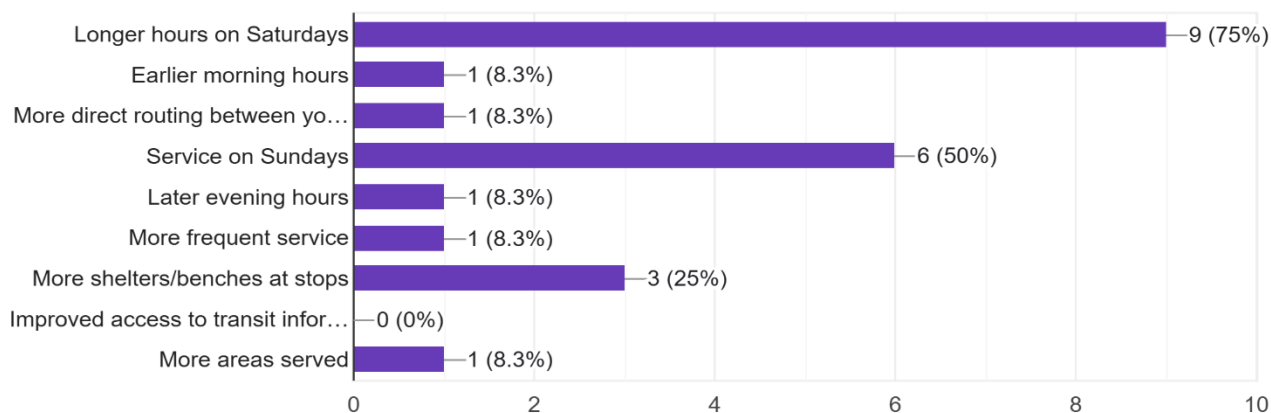
Is it easy to find out information about the bus route and schedule?

12 responses



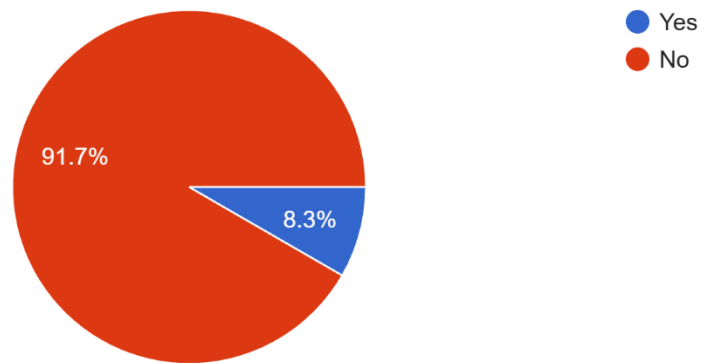
If ACTS made improvements, what would be most useful to you? (select no more than 3)

12 responses



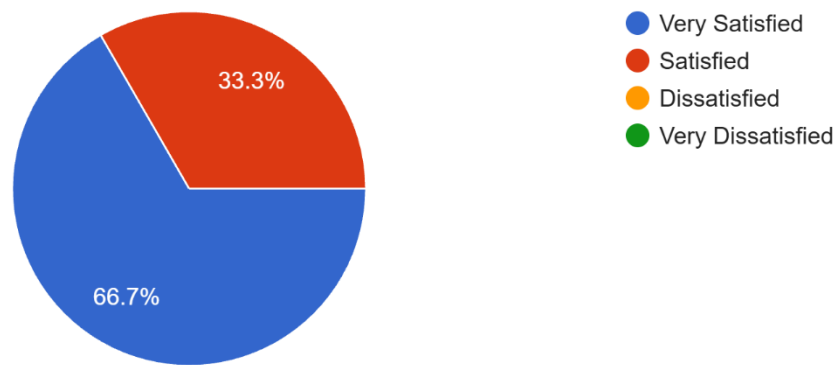
Are there places you need to go on a regular basis that ACTS does not serve?

12 responses



Please rate your overall satisfaction with ACTS:

12 responses



What do you like BEST about ACTS service?

12 responses

love the people

Drivers and convenience

convenient

Nice drivers

easy convenient rides

Comfortable - conversations on bus

the drivers

all operators are very helpful

they friendly they get you where you want to go

What do you like LEAST about ACTS service?

12 responses

nothing

Lack of service on Sundays

sometimes it is hot on the bus

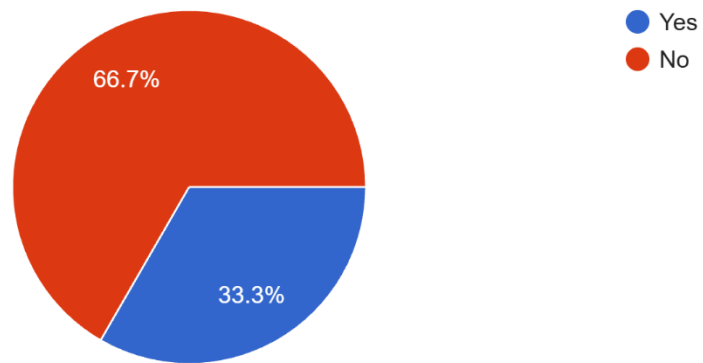
Toddsbury Rd is not on regular route and should be, I ride every day.

sometimes long wait times

nothing really

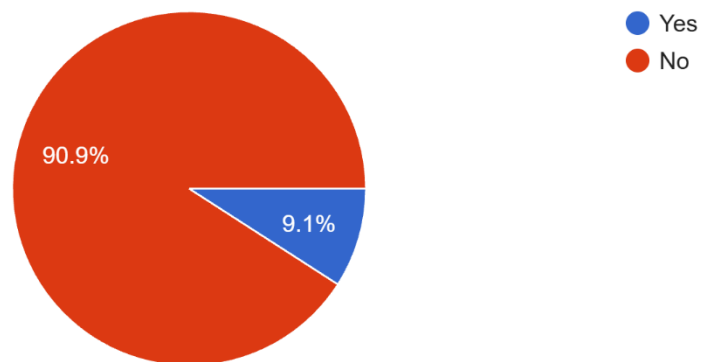
Do you have a car?

12 responses



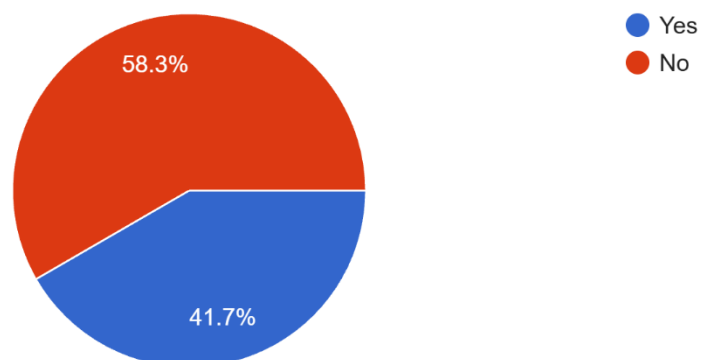
If yes, was a car available for this trip?

11 responses



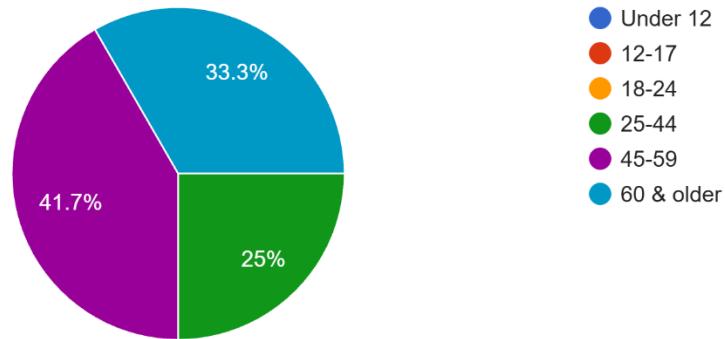
Do you have a driver's license?

12 responses



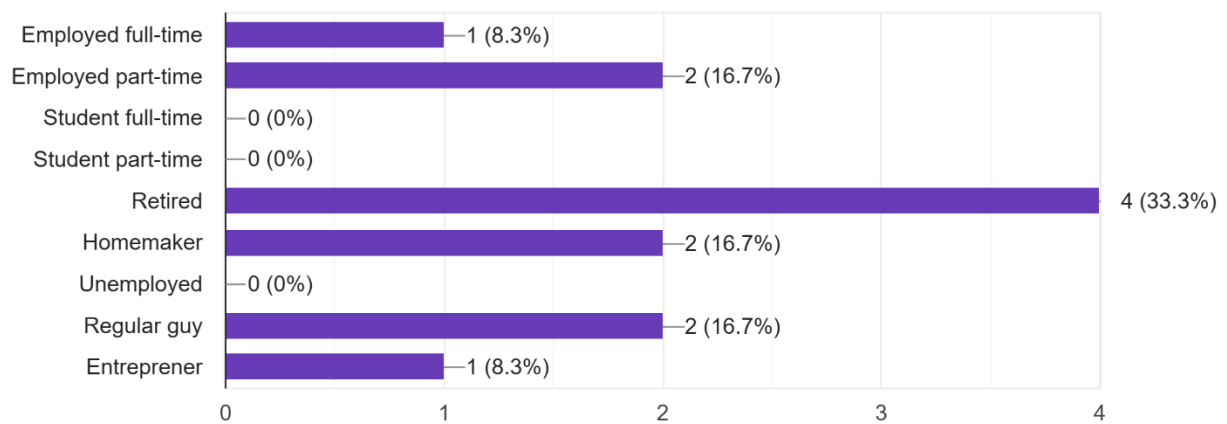
Please indicate your age

12 responses



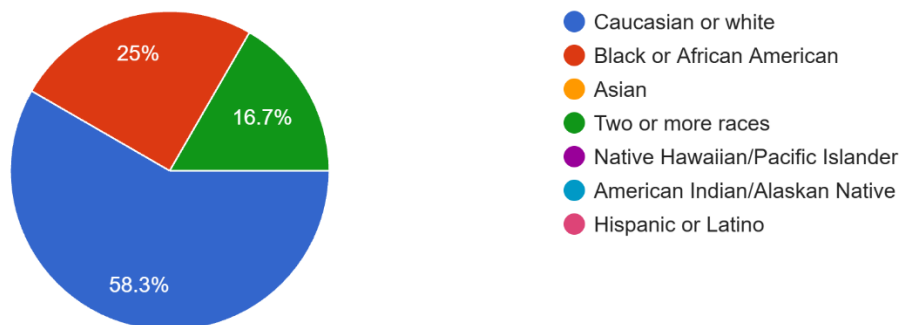
Which of the following describes your current employment status? (You may check more than one)

12 responses



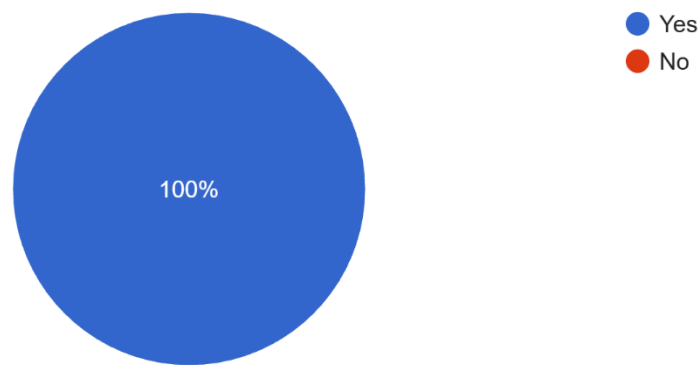
How would you classify yourself?

12 responses



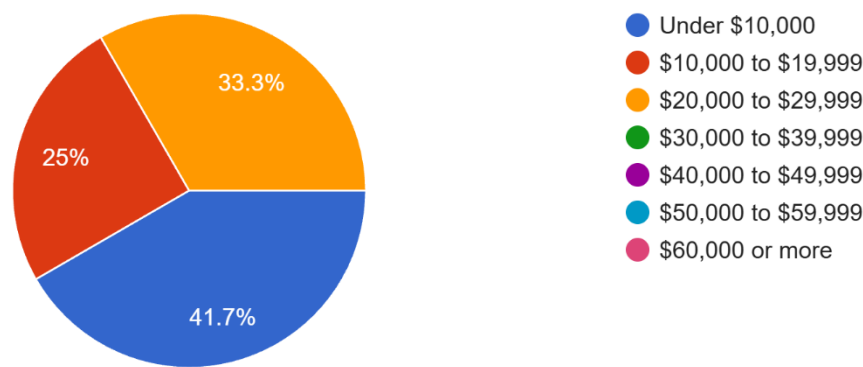
Is English the primary language spoken in your household?

12 responses



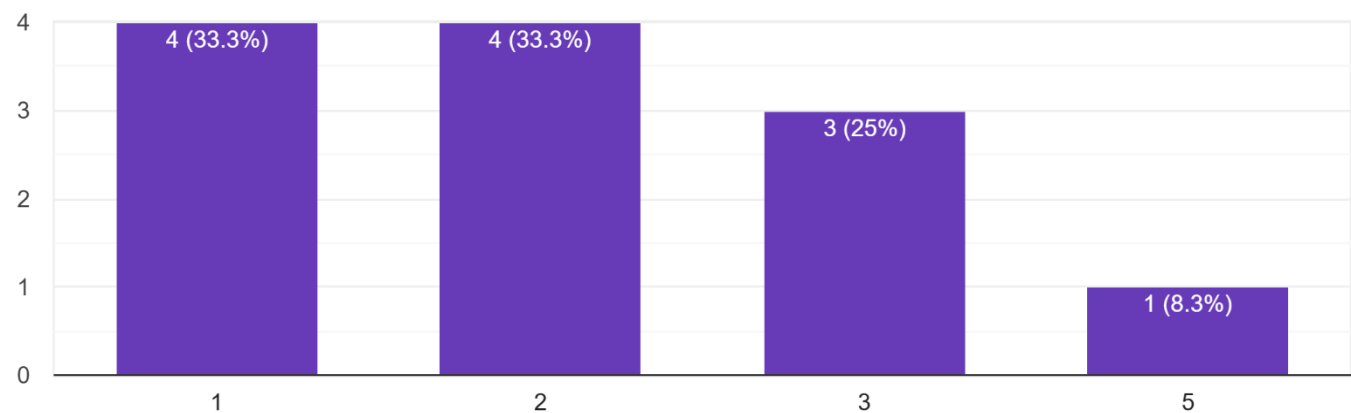
What is your annual household income?

12 responses



How many people live in your household?

12 responses



Do you have any other comments or suggestions you'd like to share with ACTS?

12 responses

no

No

none

Put Toddsbury Rd on regular schedule - going all the way to the end.