



Mountain Lynx Transit Transit Development Plan

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Rockville, MD | Austin, TX

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Chapter 1

System Overview, Goals, Objectives, and Service Design Standards

Background

The Virginia Department of Rail and Public Transportation (DRPT) requires that any public transit operator receiving state funding complete either a Transit Strategic Plan (TSP) or a Transit Development Plan (TDP). Transit operators not subject to TSP requirements must complete a new TDP at least once every 10 years and develop a mid-cycle update at least every five years. The most recent TDP for Mountain Lynx Transit was completed in 2020, and this is an update to that plan.

Purposes of a TDP

DRPT provides a guidebook to support Virginia's transit providers in preparing and updating TDPs, and that guidebook was used in the development of the updated plan for Mountain Lynx Transit. Through this guidance, DRPT notes that the TDP is not an operations plan, and by its very nature must address strategic issues and offer opportunities to rethink the goals of transit operators and identify needs and strategies to achieve those goals. DRPT also notes that the TDP has a variety of purposes:

- Serves as a planning, management, and policy document for transit operators.
- Provides a review and assessment of route performance, route design standards, and schedule standards.
- Informs DRPT of transit operators' capital, operating, state-of-good-repair, and maintenance needs.
- Provides the basis for inclusion of an operator's capital and operating programs in planning and programming documents such as the Six Year Improvement Program (SYIP), Statewide Transportation Improvement Program (STIP), Transportation Improvement Program (TIP), and Constrained Long Range Plan (CLRP).
- Provides a clear understanding of unmet or unfunded needs.
- Develops and tracks the progress of short-, mid- and long-term goals for transit in the region.
- Continually aims to improve efficiency and effectiveness of public transportation services.
- Promotes transparency and accountable decision-making.

In accordance with the DRPT TDP guidelines, this chapter provides a high-level overview of Mountain Lynx Transit and discusses the agency's strategic priorities. **Appendix A** contains more detailed information on Mountain Lynx Transit through an agency profile.

System Overview

Mountain Lynx Transit is a division of the District Three Governmental Cooperative (DTGC), and provides public transit service in Abingdon, Galax, Marion, and Wytheville, and in the counties of Bland, Carroll, Grayson, Smyth, Washington, and Wythe. Mountain Lynx Transit also provides some transit service within the City of Bristol (Virginia), though Bristol Virginia Transit serves as the primary transit provider in the city.

Located in southwest Virginia, the area is largely characterized as a rural, mountainous region. Much of the Mountain Lynx Transit service area of 2,787 square miles lies within the Blue Ridge and Appalachian Mountain Range. The area is home to Mount Rogers, the highest point in the Commonwealth of Virginia at 5,729 feet above sea level. Outdoor recreation is a large draw for the area with the Jefferson National Forest, Mount Rogers National Recreation Area, Grayson Highlands State Park, Hungry Mother State Park, the Virginia Creeper Trail, and the New River Trail State Park. The Appalachian Trail also traverses the region. **Figure 1-1** displays a map of the overall region served by Mountain Lynx Transit, though it should be noted that while the system provides some transit service within the City of Bristol, the primary public transit provider is Bristol Virginia Transit.

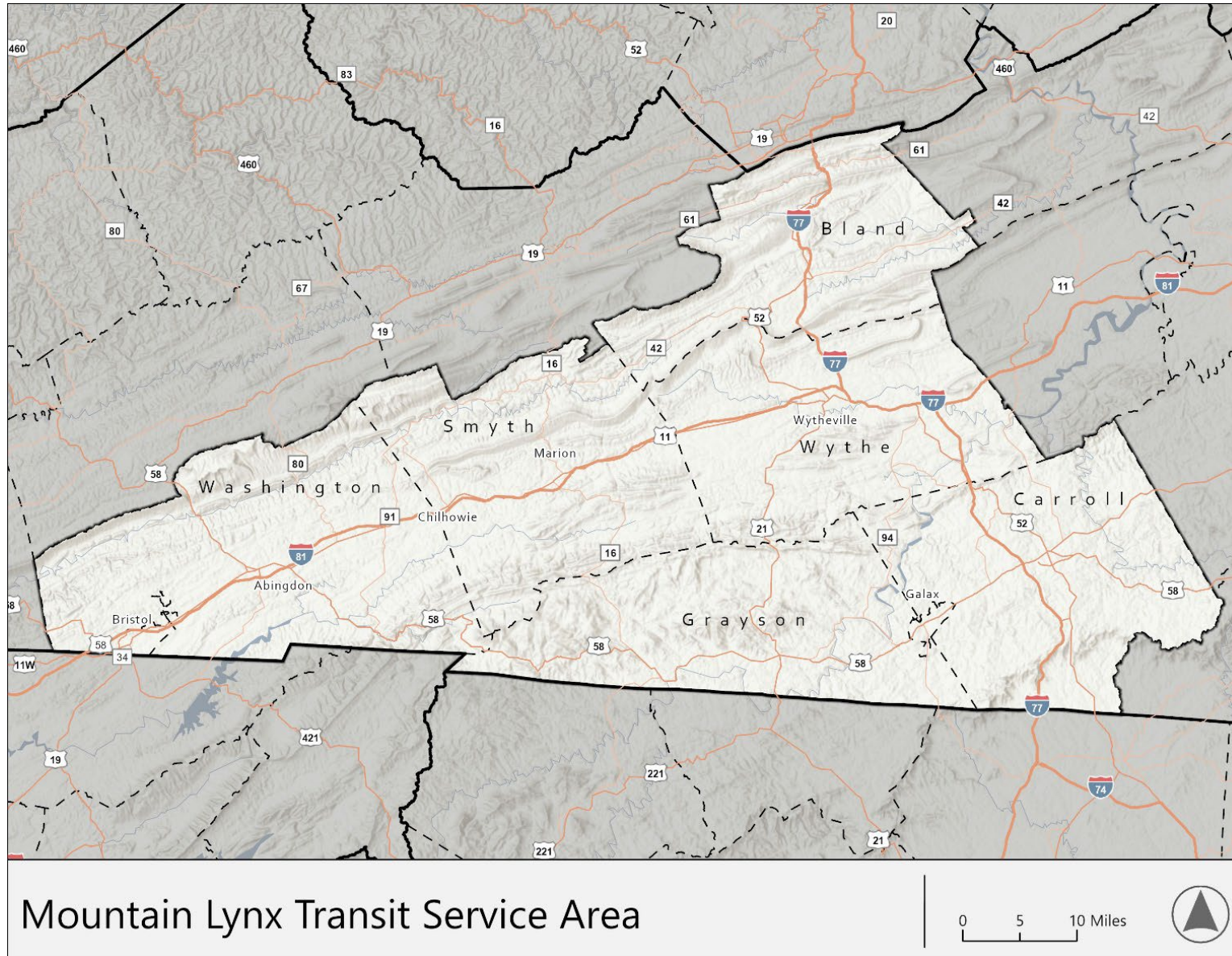
Interstate 81 is one of the leading trucking routes in the country. A portion of this route, as well as its intersection with I-77, is within the Mountain Lynx Transit service area. Other important commerce includes the manufacturing of furniture, clothing, and electronic components. There are four higher education institutions in the region:

- Emory and Henry University
- Southwest Virginia Higher Education Center
- Virginia Highlands Community College
- Wytheville Community College (with campuses in Wytheville and Galax)

The southern portion of the region borders both Tennessee and North Carolina, with a small portion of the area (Bristol) included as part of the Johnson City-Kingsport-Bristol Combined Statistical Area, while the northern part of the service area in Bland County borders West Virginia.

A detailed analysis of existing land use, employment, population, and demographics, as well as projected employment and population growth over the next 10 years, is provided in Chapter 2 of the TDP.

Figure 1-1: Mountain Lynx Transit Service Area



Facilities

Mountain Lynx Transit's main administrative and maintenance facility is located in Marion. Small satellite offices are located in Abingdon, Wytheville, and Galax:

- The Abingdon office is located at the Virginia Highlands Small Business Incubator on French Moore, Jr. Boulevard.
- The Wytheville office is located in the Mountain View Square Shopping Center on E. Main Street near Rural King.
- The Galax office is located in the Crossroads Institute on E. Stuart Drive.

Services Provided and Areas Served

City/Town Routes

Town of Abingdon

- The town of Abingdon is served by deviated fixed-route service and demand-response service.
- Two deviated-route loops, the Silver Loop and the Blue Loop, operate Monday through Friday from 8:00 a.m. to 5:00 p.m. on a one-hour headway. There are nine scheduled stops along the Silver Loop and eight stops along the Blue Loop. Riders may transfer from one loop to the other via a transfer stop, which occurs at Food City at the top of each hour. Customers may board the bus anywhere along the routes and may also call Mountain Lynx Transit to make arrangements for the bus to deviate up to two blocks off the route for a drop-off or pick-up.



- Two demand-response vehicles, referred to as "extra buses," serve areas within the town limits that are outside the loop deviation zone.
- Customers are encouraged to make arrangements at least 24 hours in advance for route deviations or for request-based service—same-day requests cannot be guaranteed.

City of Galax

- The city of Galax is served by deviated fixed-route service and demand-response service.
- Two deviated-route loops, the Blue Loop and the Red Loop, operate Monday through Friday from 8:00 a.m. to 4:00 p.m. Each route runs on a one-hour headway. There are six scheduled stops along the Blue Loop and six scheduled stops along the Red Loop. On Saturdays, the loops alternate, with the Red Loop running at 10:00 a.m., 12:00 p.m., and 2:00 p.m., and the Blue Loop running at 11:00 a.m., 1:00 p.m., and 3:00 p.m. Customers may board the bus anywhere along either route and may also call Mountain Lynx Transit to make arrangements for the bus to deviate up to two blocks off either route for a drop-off or pick-up.
- Two demand-response vehicles (extra buses) serve areas within the city limits that are outside the loop deviation zone Monday through Friday from 8:00 a.m. until 4:00 p.m.
- Customers are encouraged to make arrangements at least 24 hours in advance for route deviations or for request-based service, as same-day requests cannot be guaranteed. Customers may request deviations from the Saturday route, but those requests must be made prior to the next business day or earlier.



Town of Marion

- The town of Marion is served by deviated fixed-route service and demand-response service.
- The Marion Town Loop operates on a one-hour headway Monday through Friday from 8:00 a.m. to 6:00 p.m., and on Saturdays from 10:00 a.m. to 4:00 p.m. There are 10 scheduled stops along the Marion Town Loop. Customers may board the bus anywhere along the route and may also call Mountain Lynx Transit to make arrangements for the bus to deviate up to two blocks off the route for a drop-off or pick-up.
- One demand-response vehicle (extra bus) serves areas within the town limits that are outside the loop deviation zone Monday through Friday from 8:00 a.m. until 4:00 p.m.
- Mountain Lynx Transit serves the Highway 11 corridor of Marion, Atkins, and Groseclose with access to the Appalachian Trail Monday through Friday from approximately 8:00 a.m. until 4:00 p.m. by customer request only.
- The Summer Express Loop operates seasonally, beginning service the day after Memorial Day and continuing until mid-August. This route connects Marion with the Mt. Rogers National Recreation Area Headquarters, with access to Hungry Mother State Park. In season, this route is available

Monday through Friday from 8:00 a.m. to 6:00 p.m., and on Saturday from 10:00 a.m. to 4:00 p.m. During the Summer Express Loop's off-season, Mountain Lynx Transit serves the Highway 16 corridor between I-81 and the Mt. Rogers National Recreation Area Monday through Friday from approximately 8:00 a.m. until 4:00 p.m. by customer request only.

- Customers are encouraged to make arrangements at least 24 hours in advance for route deviations or for request-based service, as same-day requests cannot be guaranteed. Customers may request deviations from the Saturday route, but those requests must be made prior to the next business day or earlier.



Town of Wytheville

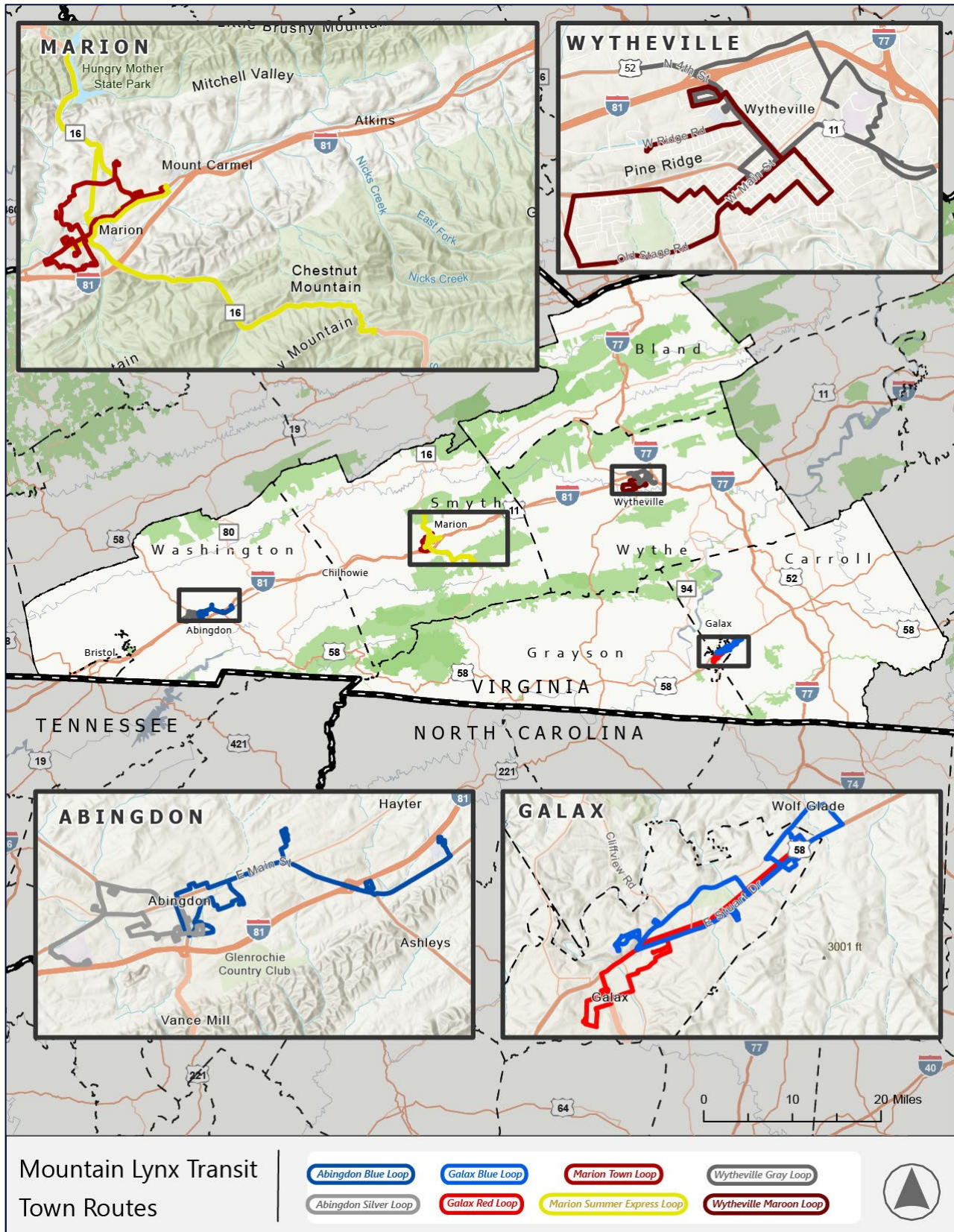
- The town of Wytheville is served by deviated fixed-route service and demand-response service.
- Two deviated-route loops, the Gray Loop and the Maroon Loop, operate Monday through Friday from 8:00 a.m. to 5:00 p.m. Each route runs on a one-hour headway. There are seven scheduled stops on the Gray Loop and six scheduled stops on the Maroon Loop. On Saturdays, the loops alternate, with the Gray Loop running at 8:00 a.m., 10:00 a.m., and 12:00 p.m., and the Maroon Loop running at 9:00 a.m., 11:00 a.m., and 1:00 p.m. Customers may board the bus anywhere along either route and may also call Mountain Lynx Transit to make arrangements for the bus to deviate up to two blocks off either route for a drop-off or pick-up.



- Two demand-response vehicles (extra buses) serve areas within the town limits that are outside the loop deviation zone, Monday through Friday from 7:00 a.m. until 5:00 p.m.
- Customers are encouraged to make arrangements at least 24 hours in advance for route deviations or for request-based service, as same-day requests cannot be guaranteed. Customers may request deviations from the Saturday route, but those requests must be made prior to the next business day or earlier.

Figure 1-2 provides a detailed map of Mountain Lynx Transit's town routes.

Figure 1-2: Mountain Lynx Transit – Town Routes



County Routes

Transportation to a commercial center is provided to different areas of each county on designated weekdays. Customers are eligible for service on the day of the week when a route is scheduled to serve the area in which they request to be picked up. Customers schedule their trips at least one day in advance, are picked up at or near their homes, and are transported to a designated commercial center. Multiple destinations are accommodated as needed and within time constraints. In-town customers may use county routes, but destinations and stops are determined by the driver, based on the convenience of county route riders. Mountain Lynx Transit strives to provide service to customers in each county at least once per week.

Bland County

- Mountain Lynx Transit operates in Bland County on Monday and Thursday. Riders are connected to Bluefield on Monday and to Wytheville on Thursday.

Carroll County

- Mountain Lynx Transit operates in Carroll County on Monday, Tuesday, Wednesday, Thursday, and Friday. Riders are connected to Galax on all Carroll County routes.

Grayson County

- Mountain Lynx Transit operates in Grayson County on Wednesday and Friday. Riders are typically connected to Galax, but one route connects riders to Marion one day per month.

Smyth County

- Mountain Lynx Transit operates in Smyth County on Monday, Wednesday, and Thursday. Riders are typically connected to Marion, but riders in some areas of the county are also regularly connected to Abingdon.

Washington County

- Mountain Lynx Transit operates in Washington County on Monday, Tuesday, Wednesday, Thursday, and Friday. Riders are typically connected to Abingdon, but one route regularly connects riders to Marion.

Wythe County

- Mountain Lynx Transit operates in Wythe County on Monday, Tuesday, Wednesday, Thursday, and Friday. Riders are connected to Wytheville.

Regional Services

Mountain Lynx Transit's College Express route connects customers in Bristol, VA to Virginia Highlands Community College (VHCC) Monday through Friday when school is in session. This route provides multiple connections daily between Abingdon, Bristol, and Smyth County, with pickups and drop-offs available in Bristol, VA, Abingdon, and Chilhowie each morning and afternoon per customer request.

Senior Nutrition Site Transportation

Mountain Lynx Transit provides demand-response transportation to congregate nutrition sites (Friendship Cafés) in each of the localities served by regular transit operations. Nutrition routes are open to any rider, although for each route the sole destination is the site at which the Friendship Café is held.

Senior Medical Transportation

Mountain Lynx Transit provides Senior Medical Transportation to individuals aged 60 and older who qualify for the program. Individuals must speak with a District Three Governmental Cooperative Care Manager to receive consideration for Senior Medical Transportation. Senior Medical Transportation provides eligible individuals with transportation to medical appointments, pharmacies, and other health-related activities. These trips are typically limited to round-trips that can be made in 10 hours or less.

Service Overview

Table 1-1 provides an overview of current loop and X-Bus services provided by Mountain Lynx Transit, showing areas served and operating days/hours. The county route information can be found in **Appendix B**, where the route brochures detail the services available for county residents outside the loop service areas.

Current / Recent Initiatives

The Mountain Lynx Transit TDP completed in 2020 noted that the organization was conducting a procurement process to obtain software that would assist in a variety of scheduling and dispatching functions to enable the system to provide more efficient and effective transit services. This software has been implemented and replaces an antiquated database and scheduling process.

Table 1-1: Mountain Lynx Transit Master Schedule

Route/Area Served	Days and Hours of Operation					
	M	Tu	W	Th	F	Sat
Abingdon						
Blue Loop East	8-5	8-5	8-5	8-5	8-5	
Silver Loop West	8-5	8-5	8-5	8-5	8-5	
X-Bus East	7:30-4:30	7:30-4:30	7:30-4:30	7:30-4:30	7:30-4:30	
X-Bus West	7:30-4:30	7:30-4:30	7:30-4:30	7:30-4:30	7:30-4:30	
Friendship Café	8-3					
Galax						
Blue Loop	8-4	8-4	8-4	8-4	8-4	
Red Loop	8-4	8-4	8-4	8-4	8-4	
Saturday Loops						10-4
X-Bus I	7-4	7-4	7-4	7-4	7-4	
X-Bus II	9-3	9-3	9-3	9-3	9-3	
Marion						
Town Loop	8-6	8-6	8-6	8-6	8-6	
Town Loop Saturday						10-4
Lake Loop (mid-June to mid-August)	8-6	8-6	8-6	8-6	8-6	
Lake Loop Saturday (mid-June to mid-August)						10-4
X-Bus	8-4	8-4	8-4	8-4		
Wytheville						
Gray Loop	8-5	8-5	8-5	8-5	8-5	
Maroon Loop	8-5	8-5	8-5	8-5	8-5	
Saturday Route						8-2
X-Bus I	7-5	7-5	7-5	7-5	7-5	
X-Bus II	7-5	7-5	7-5	7-5	7-5	

SOURCE: MOUNTAIN LYNX TRANSIT

Other Regional Transportation Services

Public Transit Providers

Bristol Virginia Transit and Bristol Tennessee Transit both serve the greater Bristol area, operating as separate entities on their own side of the state line and offering the following routes:

Bristol Virginia Transit Routes:

- East Bristol
- West Bristol
- Falls/Walmart

Bristol Tennessee Transit Routes:

- Hospital
- Penn-Hickory
- Southside

Routes operate primarily from 6:15 a.m. to 6:00 p.m., Monday through Friday. As noted earlier, Mountain Lynx Transit's College Express—when operating—provided access to these routes at Bristol Transit's State Street transfer center. There is no formal transfer between services, and while Mountain Lynx Transit services are fare-free, both Bristol Virginia Transit and Bristol Tennessee Transit have different fare structures, and customers pay separate fares for each service.

Taxi and Private Transportation Providers

- City Cab of Wytheville
- Eller Taxi Service LLC, Marion (Medical Transportation)
- Limited Uber and Lyft service

Human Services Transportation

Mount Rogers Community Services provides a wide array of services for individuals with mental health, intellectual and developmental disabilities, and substance use disorders. Their programs include Employment Support Services to assist individuals with disabilities in accessing work opportunities. The agency reports that they provide transportation on a regular basis between their location in Independence and Wytheville and mainly rely on outside transportation providers such as Mountain Lynx Transit.

Medicaid Transportation

Medicaid transportation is arranged by ModivCare (formerly LogistiCare) for this region of Virginia.

Intercity Bus

- Virginia Breeze is Virginia DRPT's intercity bus system connecting rural areas and cities throughout the Commonwealth. The Highlands Rhythm route operates between Bristol, VA and Washington, DC, with intermediate stops including Wytheville. The stop in Bristol is located at the Exit 5 Park & Ride located along Bristol Virginia Transit's Falls/Walmart Route, and the stop in Wytheville is at 1480 E. Main Street in the Rural King shopping center, near the Mountain Lynx Transit Wytheville satellite office and within travel distance from the Gray Loop.
- Greyhound provides service to the region through their Wytheville Bus Station, actually located at 926 Max Meadows Road in Fort Chiswell, approximately seven miles from downtown Wytheville, and therefore not located along the Maroon or Gray Loops. Two major Greyhound routes pass through the area—Detroit / Charlotte, and Nashville / Washington, DC.

Amtrak

There is no Amtrak service within the service area.

Goals, Objectives, and Service Design Standards

Goals and Objectives

The overall mission of Mountain Lynx Transit is to provide high-quality, safe, and friendly public transit services. The following goals from the previous TDP for the program were reconfirmed with Mountain Lynx Transit:

1. Treat customers with courtesy, dignity, and respect, without discrimination or partiality. This goal can be monitored through conducting regular customer surveys and reviewing and responding to any customer complaints.
2. Ensure that vehicles are clean, well-maintained, and safely operated. This goal can be assessed through daily monitoring of the fleet and continuing to maintain the fleet in accordance with the manufacturer's recommended maintenance schedules.
3. Ensure that the reservations, scheduling, and dispatch functions result in timely service within a reasonable pick-up window. This goal can be assessed through daily monitoring of operations and

on-time percentages.

4. Offer access to medical facilities, employment areas, shopping centers, schools, and community agencies. Mountain Lynx Transit can respond to this goal by monitoring current services, responding to customer requests for any locations not currently served, and working to implement service improvements included in this TDP.
5. Provide public transportation services in a cost-effective manner. This goal can be assessed by monitoring costs on a monthly basis to ensure they are kept within the annual operating budget, and monitoring productivity on a monthly basis to ensure that Mountain Lynx Transit is maintaining or improving upon the number of trips per revenue hour provided, and making adjustments as needed to maintain a cost-effective service.
6. Provide adequate mobility options to enable area residents to “age in place.” Mountain Lynx Transit can meet this goal by continuing to provide accessible, flexible services so that older adults with mobility limitations have access to key community destinations. In addition, Mountain Lynx Transit can continue to monitor areas in the region where there are concentrations of older adults and continue to ensure that information on available services is readily available to them within the community.
7. Promote mobility options that enable area residents to maintain personal independence and be engaged in civic and social life. Similar to the previous goal, Mountain Lynx Transit can continue to provide accessible, flexible services so that older adults with mobility limitations have access to key community destinations and continue to ensure that information on available services is readily available within the community.
8. Manage, maintain, and enhance the existing public transportation system. To meet this goal Mountain Lynx Transit can continue to maintain the fleet in accordance with the manufacturer’s recommended maintenance schedules, replace vehicles and equipment as recommended by DRPT’s useful life criteria, and monitor system safety, taking corrective actions as necessary.
9. Create a more diverse workforce relating to ethnicity, race, and gender. To respond to and achieve this goal, Mountain Lynx Transit can actively seek ways to attract and hire future employees by following tips and recommendations for developing a more diverse and inclusive workforce—such as fostering an organization where there is a culture of inclusion for employees to feel respected and appreciated.

Looking more broadly at the region, the Southwest Region section of DRPT’s 2022 Coordinated Human Service Mobility (CHSM) Plan includes the counties served by Mountain Lynx Transit. This section of the plan included the following high priority action items for improving mobility in the region that Mountain Lynx Transit can take into account when assessing the program’s mission and goals:

- Expand Service Availability:
 - Expand “after hours” transportation service hours
 - Increase the availability of long-distance trips
 - Expand trip types to better meet rider needs

Public Outreach, Engagement, and Involvement

Mountain Lynx Transit's outreach efforts include the following types of activities:

- The homepage of the DTGC website offers a link to Mountain Lynx Transit, where route and service information is available by specific jurisdiction.
- Attending community events such as Senior Days, resource fairs, and open houses, farmers markets, health fairs, presenting to groups, distributing brochures, and providing service information to community members.
- Staff, including the transportation director, attend various Local Emergency Planning Committee meetings across District 3.
- Marketing services to people with limited transportation options in the region who would not be able to participate in community activities without public transit.
- Providing information to the public and interacting with the public via social media, including posting updates through the DTGC Facebook page and sharing relevant posts to community Facebook groups (i.e., to inform residents of service interruptions due to inclement weather).
- Posting service information brochures for the public at local libraries.
- Contacting apartment complex managers on upcoming service changes to routes.
- Briefing DTGC Board of Commissioners members on all programs. The Board of Commissioners are the elected representation for all the local jurisdictions served by DTGC, as they are in a position to disseminate information and register concerns about DTGC's policies and programs.
- Scheduling briefings about DTGC services for various organizations and institutions such as apartment complexes, schools, churches, businesses, and civic organizations.
- Posting Title VI and other nondiscrimination policies, plans and programs at DTGC facilities, on the buses, and on the DTGC website.
- Making certain that all contracts and procurements contain the appropriate sections describing DTGC's policies, plans and programs relating to Title VI and other non-discrimination requirements.



Service Design Standards

Service design standards are benchmarks that reflect a transit program's goals in various service categories. Standards are typically developed for each type of service provided to reflect the most important service parameters, such as safety and service (service coverage, frequency, passenger convenience, and passenger comfort). The most effective service standards are straightforward and relatively easy to calculate and understand.

Service design standards from the previous TDP are provided in **Table 1-1**, and were confirmed with Mountain Lynx Transit to be appropriate to continue to serve as a basis for system evaluation.

Table 1-1: Service Design Standards

Category	Standard
Availability Service availability is a direct reflection of the level of financial resources available for the transit program. Service coverage, frequency, and span of service are considered under the category of Availability.	Service Coverage: <ul style="list-style-type: none"> • Major Activity Centers • Employers or employment concentrations • Health centers • Major shopping centers or retailers • Social services/government centers Frequency: Maintain current headways on existing routes and any new services. Span: Maintain current span of service.
Service Quality On-time performance	95% on-time service for scheduled routes (0-5 minutes late)
Safety	Safety incidents per 100,000 vehicle miles. This measure is currently calculated and tracked by Mountain Lynx Transit's insurance company.
Customer Amenities	Located at bus stops with highest boardings per day; incorporated into site plans for any future major developments. Bus stop signs located at scheduled stops and key destinations include system name, and contact information.
Marketing and Outreach	Timetable, maps, and website maintained and updated as needed to be accurate. Expanded outreach and social media campaigns. Percentage of stops with transit amenities

Agency Profile

As noted earlier in this chapter, a more detailed overview of Mountain Lynx Transit is included in **Appendix A**. This appendix includes the following system information:

1	• History
2	• Governance
3	• Organizational Structure
4	• Services Provided and Areas Served
5	• Fare Structures, Payments, and Purchasing
6	• Transit Asset Management
7	• Transit Security Program
8	• Intelligent Transportation Systems (ITS) Programs
9	• Data Collection and Ridership/Revenue Reporting Method
10	• Coordination with Other Transportation Service Providers

Chapter 2

System Evaluation

Introduction

This chapter begins with a discussion of performance measures for evaluating current Mountain Lynx Transit services, then provides an analysis of these services based on the measures. A second component of the analysis focuses on an evaluation of the transit demand market and underserved areas, and provides the results from customer and community surveys, a demographic and land use analysis, and a review of relevant recent studies and plans. Overall, the objectives of system evaluation are to identify opportunities for improvement and potential service modifications, which are then detailed in the following chapter of the TDP.

Overall, this chapter is presented in the following order:

- Performance Standards
- Performance Evaluation
- Evaluation of Transit Market Demand and Underserved Areas
 - Passenger Survey Results
 - Community Survey Results
 - Driver and Operations Staff Questionnaire
 - Demographic Analysis

Performance Standards

Developing and using performance standards specific to each type of transit service provided is an important way to measure how well the services are functioning and whether they meet the system's goals. Performance standards are typically organized in categories such as ridership, cost efficiency, safety, system accessibility, and service quality. The most effective performance standards are straightforward and relatively easy to calculate and understand.

Transit services are typically evaluated for both efficiency (doing things right) and effectiveness (doing the right things):

- Efficiency is usually analyzed by operating cost per hour, mile, and passenger trip.
- Effectiveness is usually analyzed by passenger trips per mile and hour. The most useful single measure is the passenger trips per hour, as it reflects usage concerning the amount of service provided. Generally speaking, the majority of transit operating costs are hourly (wages and benefits), so higher values of trips per hour reflect better use of resources.

Making Efficient and Responsible Investments in Transit (MERIT) is a statewide grants program that provides financial assistance to support public transportation services throughout Virginia. DRPT provides funding for operating expenses for eligible public transportation services and uses a performance-based methodology to determine the specific allocation of operating assistance funds to each operating transit agency. These five metrics are used by DRPT to allocate funding, as discussed in greater detail later in this chapter. Therefore, the same measures were used to evaluate the Mountain Lynx Transit data presented here:

- Passenger trips per revenue hour
- Passenger trips per revenue mile
- Cost per revenue hour
- Cost per revenue mile
- Cost per trip

Performance Evaluation

Operating Data

Table 2-1 provides overall operating statistics for Mountain Lynx Transit between FY2021 and FY2024. A review of this data reveals a positive trend that includes the following:

- Passenger trips gradually increased on the overall system as the impacts of the COVID-19 pandemic subsided.
- Revenue miles and hours show a continued increase through the five-year period.
- Passenger trips per mile increased slightly in the past two years, while passenger trips per hour increased significantly between FY2021 and FY2024.

As also shown in **Table 2-1**, overall operating costs increased throughout the period as a result of the increase in revenue miles and hours—as well as the impact of the pandemic on costs. However, with increases in ridership, the cost per passenger trip in FY2024 and FY2023 was lower than the preceding years. Operating costs per hour and mile increased only slightly over the period.

Table 2-1: System Performance Overview

Performance Category	FY2021	FY2022	FY2023	FY2024
Passenger Trips	131,454	143,169	167,558	179,682
Revenue Miles	426,305	458,335	499,903	527,512
Revenue Hours	44,094	45,866	47,025	49,075
Passenger Trips per Mile	0.31	0.31	0.34	0.34
Passenger Trips per Hour	2.98	3.12	3.56	3.66
Operating Costs	\$2,380,285	\$2,622,541	\$2,696,244	\$2,998,200
Operating Cost per Passenger Trip	\$18.11	\$18.32	\$16.09	\$16.69
Operating Cost per Revenue Hour	\$53.98	\$57.18	\$57.34	\$61.09
Operating Cost per Revenue Mile	\$5.58	\$5.72	\$5.39	\$5.68

SOURCE: MOUNTAIN LYNX TRANSIT

As discussed in Chapter 1, Mountain Lynx Transit operates various services in the region. **Table 2-2** provides overall ridership by city/town/county. Other than Wythe County, ridership has increased in each area of the region served by Mountain Lynx Transit throughout the FY2021-FY2024 period.

Table 2-2: Ridership by City/Town/County Routes

Route	FY2021	FY2022	FY2023	FY2024
Abingdon	21,816	24,882	28,958	31,579
Galax	26,994	26,773	31,007	36,161
Marion	23,686	25,941	33,052	36,142
Wytheville	33,085	34,791	38,609	38,165
Bland County	2,078	2,234	2,148	2,222
Carroll County	9,591	10,336	12,128	11,878
Grayson County	2,290	4,168	5,348	5,442
Smyth County	3,452	4,168	5,114	5,448
Washington County	5,118	6,337	7,358	8,218
Wythe County	3,005	2,801	2,518	2,623
College Express	339	738	1,318	1,804
Total	131,454	143,169	167,558	179,682

SOURCE: MOUNTAIN LYNX TRANSIT

Table 2-3 provides a further breakdown of the operating performance of the specific services provided by Mountain Lynx Transit in each city or town in FY2024.

Table 2-3: FY 2024 Operating Performance by City/Town Service

Route	Total Passenger Trips	Total Service Miles	Total Service Hours	Passenger Trips/Mile	Passenger Trips/Hour
Abingdon					
Blue Loop East	13,136	30,309	2,574	0.43	5.10
Silver Loop West	9,021	24,246	2,574	0.37	3.50
X-Bus East	4,172	19,487	2,434	0.21	1.71
X-Bus West	3,867	18,972	2,441	0.20	1.58
Friendship Café	1,383	5,180	513	0.27	2.70
Galax					
Blue Loop	15,062	22,897	2,228	0.66	6.76
Red Loop	10,278	23,849	2,243	0.43	4.58
Saturday Loops	1,385	3,834	373	0.36	3.71
X-Bus I	8,069	21,137	2,270	0.38	3.55
X-Bus II	1,006	2,661	234	0.38	4.30
Friendship Café	361	1,766	304	0.20	1.19
Marion					
Town Loop	23,696	32,379	3,016	0.73	7.86
Town Loop Saturday	1,024	1,779	178	0.58	5.75
Lake Loop	2,697	9,636	667	0.28	4.04
Lake Loop Saturday	229	842	63	0.27	3.63
X-Bus	6,385	22,607	2,257	0.28	2.83
Friendship Café East	1,092	3,203	374	0.34	2.92
Friendship Café West	1,019	3,829	392	0.27	2.60
Wytheville					
Gray Loop	16,382	28,192	2,472	0.58	6.63
Maroon Loop	13,176	27,241	2,495	0.48	5.28
Saturday Route	1,716	3,743	362	0.46	4.74
X-Bus I	4,750	18,177	2,476	0.26	1.92
X-Bus II	1,658	6,158	937	0.27	1.77
Friendship Café	483	1,755	308	0.28	1.57

SOURCE: MOUNTAIN LYNX TRANSIT

A review of the operating data in **Table 2-3** indicates the following takeaways:

- Scheduled rural transit services like the current loop routes operated by Mountain Lynx Transit typically provide five or more passenger trips per hour. The majority of the loop routes are meeting this threshold, with only the Abingdon Silver Loop and the Galax Red Loop short of the metric.
- Scheduled rural transit services like the current loop routes operated by Mountain Lynx Transit typically provide greater than .30 miles per passenger mile. All regular city/town loops are meeting this standard.
- Demand-response services like the X-Bus service provided by Mountain Lynx Transit typically provide 2.5-5.0 passenger trips per hour and .15-.30 passenger trips per mile. The majority of the X-Bus services are meeting this measure, with only the services in Abingdon and Wytheville just short of the trips per hour guideline.

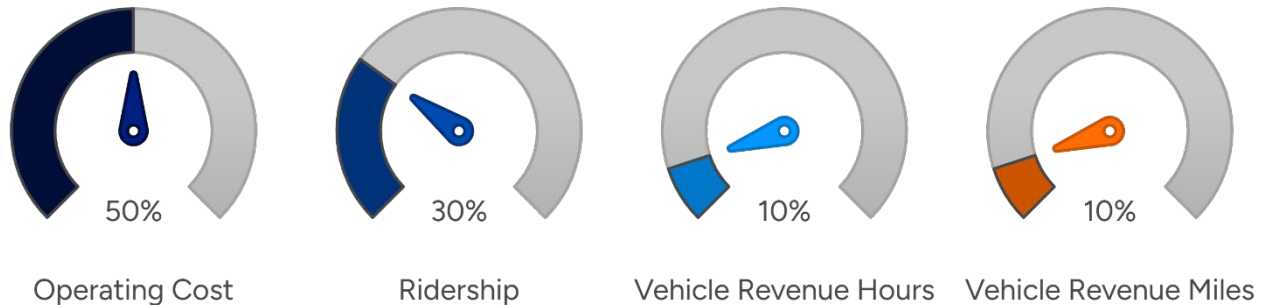
Performance-Based Opportunities for Improvement

As noted earlier, DRPT allocates funding for operating assistance to transit agencies across the Commonwealth through the MERIT program allocation process pursuant to the Code of Virginia and Commonwealth Transportation Board (CTB) policy. The methodology was developed through coordination with Virginia's Transit Service Delivery Advisory Committee (TSDAC) and the CTB in 2018, and is intended to balance the need for reliable annual funding, as well as the availability and reliability of performance data to support the six policy goals as identified by TSDAC:

1. Promote Fiscal Responsibility
2. Support Robust Transit Service
3. Improve Transit Patronage
4. Incentivize Efficient Operations
5. Promote Mobility
6. Support Social Safety Net

The performance-based operating allocation methodology distributes operating assistance based on a combination of an agency's sizing and performance factors. Sizing factors represent an agency's relative size to other agencies across the Commonwealth. Performance factors represent an agency's performance trend for a given metric relative to statewide trends for all agencies.

To correlate funding allocations with the relative size of each agency, a size-weight factor is calculated with a combination of sizing metrics, at specific percentage weights. The metrics and weights for the sizing formula are:



Once the normalized size-weight for each agency has been determined, the size-weight is adjusted by the following five performance metrics. For the TDP process these metrics are presented with analysis of Mountain Lynx Transit's recent operating performance data.

1. **Passengers per Vehicle Revenue Hour** have steadily increased since FY2021 and therefore indicate a positive trend.
2. **Passengers per Vehicle Revenue Mile** decreased slightly between FY2021 and FY2022 but have rebounded to previous levels.
3. **Operating Cost per Vehicle Revenue Hour** increased through the period, though not surprising due to rising costs resulting from the COVID-19 pandemic.
4. **Operating Cost per Vehicle Revenue Mile** reached a high point in FY2022 but has been lower the past two years.
5. **Operating Cost per Passenger Trip** decreased between FY2022 and FY2023, then increased slightly in FY2024, but is still below earlier years in the period.

Evaluation of Transit Market Demand and Underserved Areas

TDP Advisory Committee

Mountain Lynx Transit invited key community stakeholders to serve on a TDP Advisory Committee that provided input on transit needs in the region, as well as feedback at key milestones during the planning process. In addition to DRPT the committee included representatives from the following agencies and organizations:

- Appalachian Independence Center
- Bristol VA-TN MPO
- City of Galax District Three Governmental Cooperative, Aging and Disability Services
- Mount Rogers Health District
- Mount Rogers Planning District Commission
- Smyth County Community Foundation
- Town of Abingdon
- Virginia Career Works
- VA Department of Aging & Rehabilitative Services

Passenger Survey

An onboard survey of riders was conducted across Mountain Lynx Transit services between March 3, 2025, and March 31, 2025, yielding a total of 64 completed surveys. Most respondents (41) completed the survey while riding a Loop route, with fewer on county routes (7), X-Buses (2), or other routes (8). Six riders did not specify a route.

Mode Use

- **Frequency of Use:** The majority of riders (95%) use Mountain Lynx Transit at least once per week, with 44% riding five to six days per week and 40% using it one to four days per week. Only one in 20 (5%) are infrequent or first-time users. This can be found in **Figure 2-1**.
- **Duration of Use:** About six in 10 riders (61%) have used Mountain Lynx for more than one year, with 36% riding for over five years. About a quarter (28%) are relatively new riders, using the service for less than a year. Riders aged 65 and older (73%) are significantly more likely to have been using Mountain Lynx Transit for more than five years compared to younger riders under 65, where only 29% in both the under-35 and 35–64 age groups report the same. These findings can be seen below in **Figure 2-2**.

- **Alternative Mode:** If public transit were unavailable, about one-third (34%) of riders would walk or use a wheelchair, while about one-quarter (24%) would rely on someone else to drive them. One in five (20%) would be unable to make the trip at all, highlighting the essential role of Mountain Lynx transit for many riders.
- **Use of Other Services:** Almost two-thirds of riders (63%) do not use other services offered by Mountain Lynx Transit or District Three Governmental Cooperative. Care Management (13%) and the Senior Farmers Market Nutrition Program (10%) are the most commonly used (see **Figure 2-3**).
- **Main Reason for Using Mountain Lynx Transit:** Three out of four riders (75%) use Mountain Lynx Transit because they lack access to a car or driver's license, with 45% specifically saying they have no car. Cost savings (13%) and lack of ride availability (10%) are also notable reasons for using Mountain Lynx Transit, as seen in **Figure 2-4**.
- **Impact of Free Fares:** As shown in **Figure 2-5** nearly two-thirds of riders (63%) began using Mountain Lynx Transit after free fares were implemented in the Spring of 2020. Among these newer riders, 45% said free fares influenced their decision to start using the service.

Figure 2-1: Frequency of Use

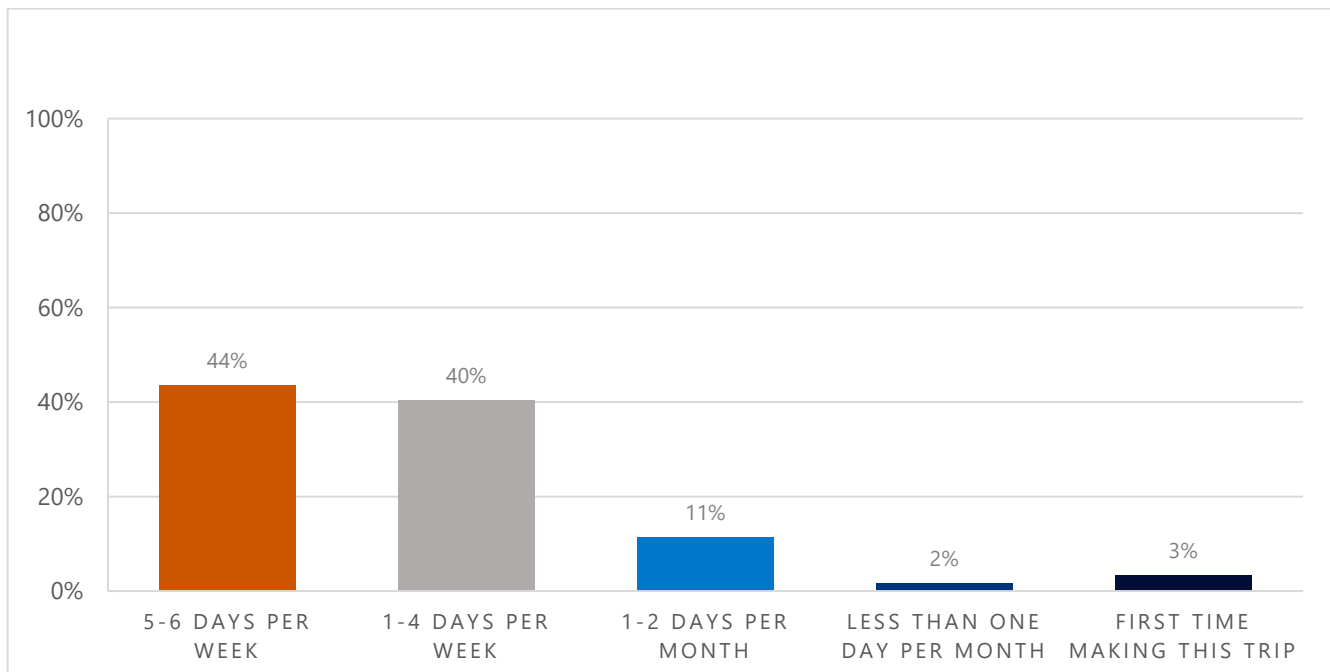


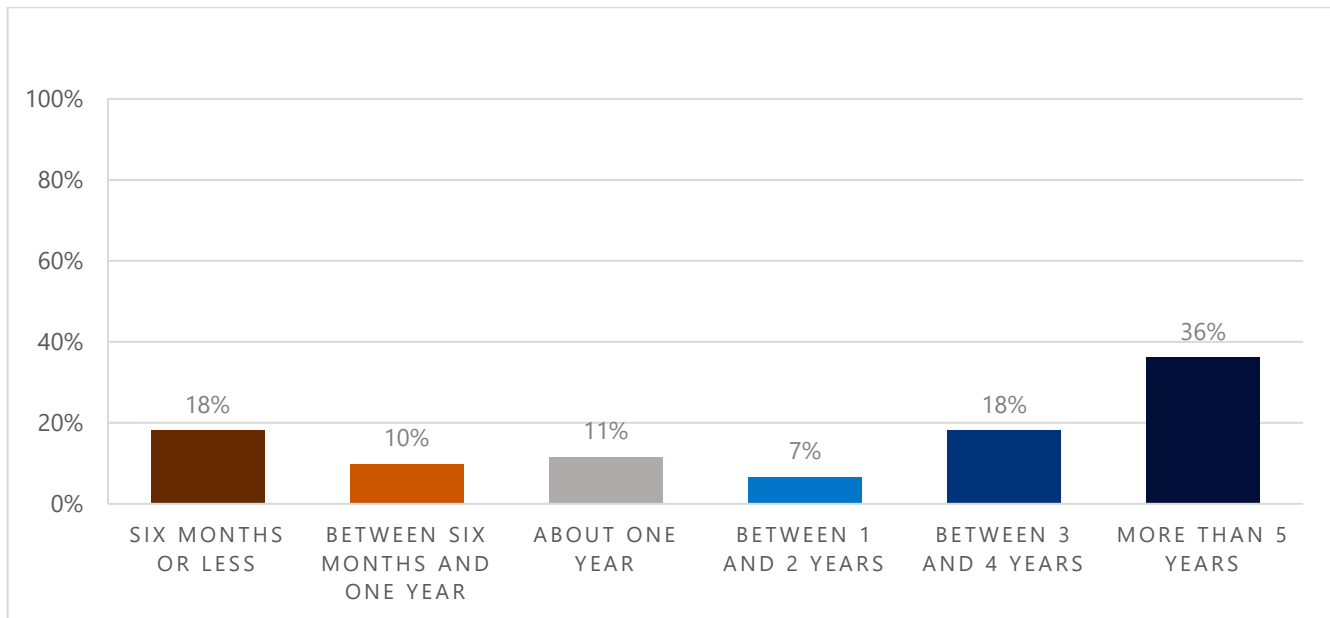
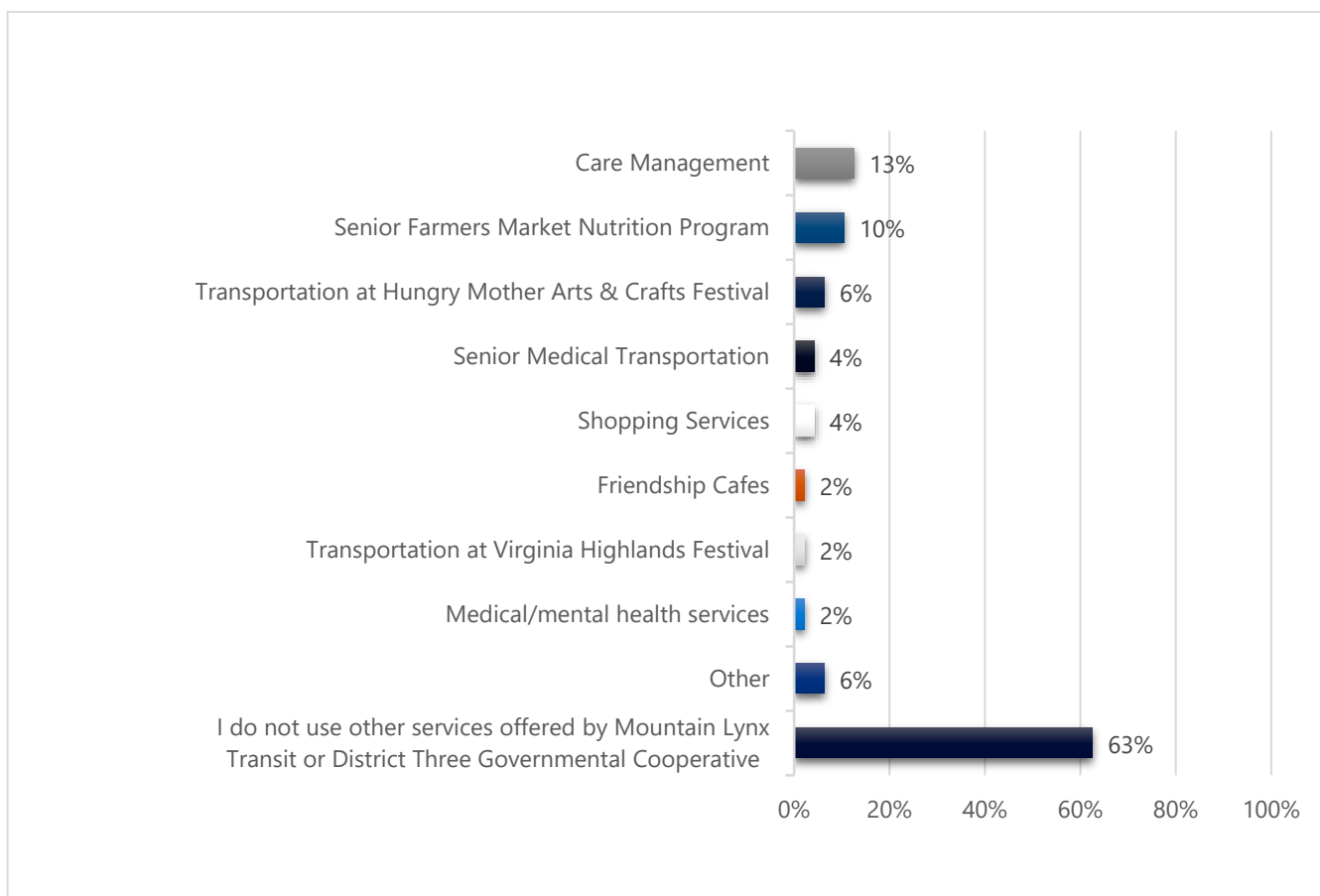
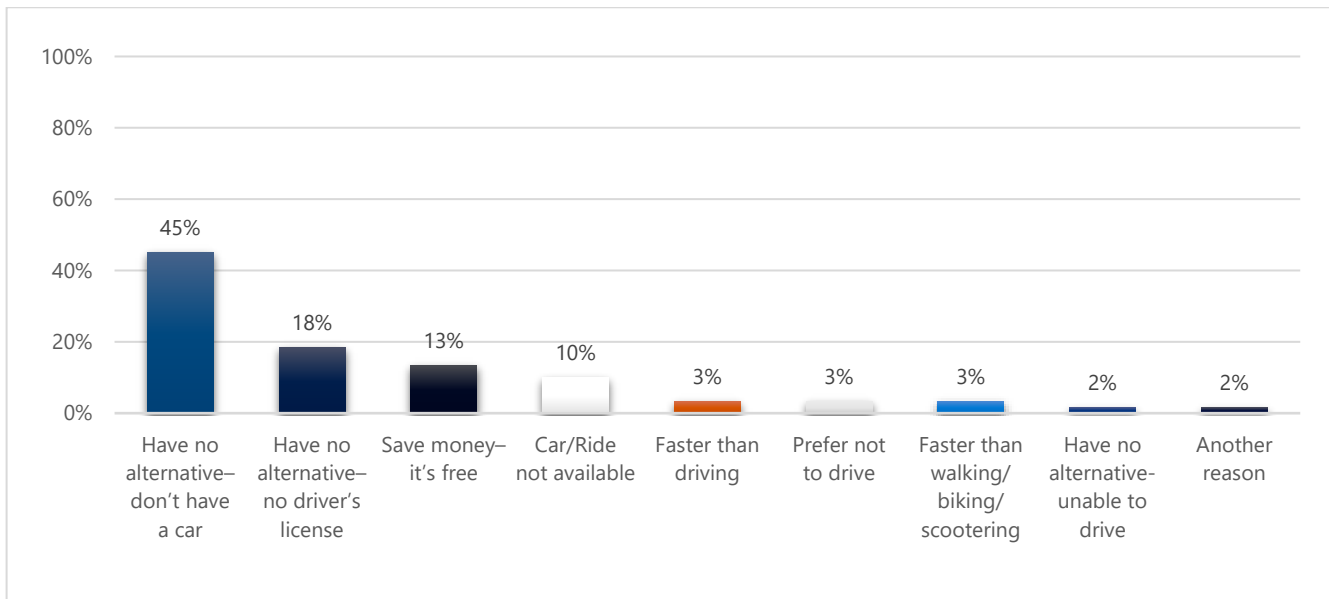
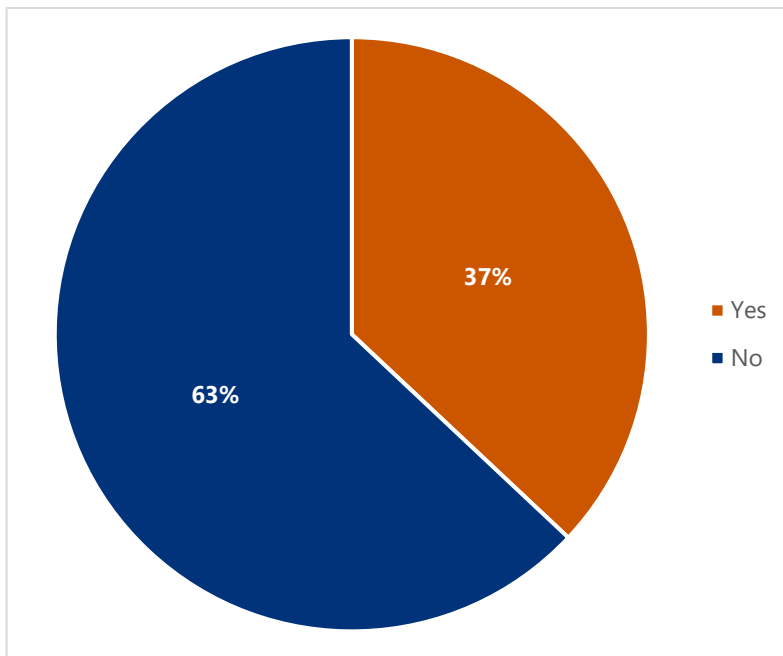
Figure 2-2: Duration of Use**Figure 2-3: Use of Other Services**

Figure 2-4: Main Reason for Using Mountain Lynx Transit**Figure 2-5: Rode Mountain Lynx Transit Before Free Fares**

Satisfaction

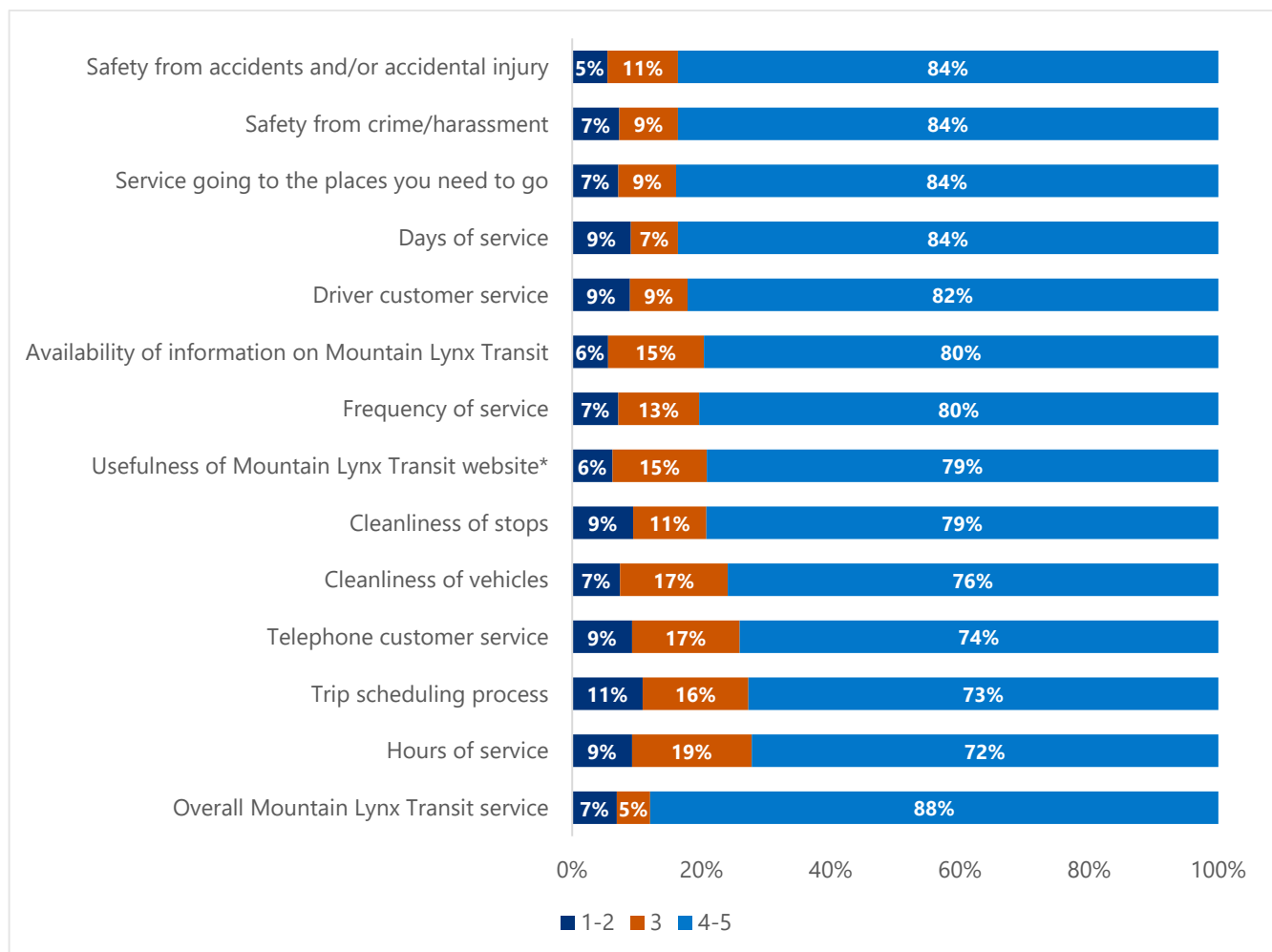
Overall Satisfaction

When asked to rate Mountain Lynx Transit overall, on a scale from one to five, the majority of riders rated their satisfaction as four or five (88%).

Satisfaction with Attributes of Transit

The majority of riders were satisfied with Mountain Lynx Transit across all measures (72% to 84% rating four or five on a five-point scale). Riders are especially satisfied with days of service, safety, and destination coverage (each at 84%). Other strong areas include driver customer service (82%), frequency of service, and information availability (80% each). Satisfaction is slightly lower, though still positive, for hours of service (72%) and trip scheduling (73%). Overall satisfaction with Mountain Lynx Transit can be found below in **Figure 2-6**.

Figure 2-6: Overall Satisfaction



Trip Purpose

Purposes for Surveyed Trip

About one-half of riders (53%) used Mountain Lynx Transit primarily for shopping, followed by recreational or personal trips (21%). Fewer riders used the service for commuting to work (13%) or accessing medical care (10%). Younger riders under the age of 35 (47%) are more likely than those aged 35–64 (12%) to be using Mountain Lynx Transit for recreational and personal trips.

Improvements

Potential Service Improvements

The most requested improvements are weekend service, with 35% of riders wanting Saturday service and 33% Sunday service. Riders also express interest in more frequent service (16%), extended hours (16%), and shorter wait or pickup times (15%). Additional suggestions include better amenities at stops and expanded coverage across areas and routes. The distribution of preferred service improvements can be found in **Figure 2-7**.

Preferred Access to Service and Schedule Information

Riders prefer accessing information via the website and paper schedules (30% each), with accessing info at bus stops also being a popular choice (25%). A mobile app is desired by 23%, while digital options like social media (7%) and online search (5%) are less favored. This can be seen in **Figure 2-8**.

Nearly seven in 10 riders (69%) said they would be likely to use an app or website for Mountain Lynx Transit that provides schedule information, alerts, and trip planning. Almost half (49%) said they would be very likely to use such a tool, while 27% were unlikely to use it. Riders under the age of 35 (87%) are significantly more likely to use an app or website for schedule information, alerts, and trip planning compared to riders aged 65 and older, where only 40% report being likely to use such a service. Customer's likelihood of using an app or website can be found in **Figure 2-9**.

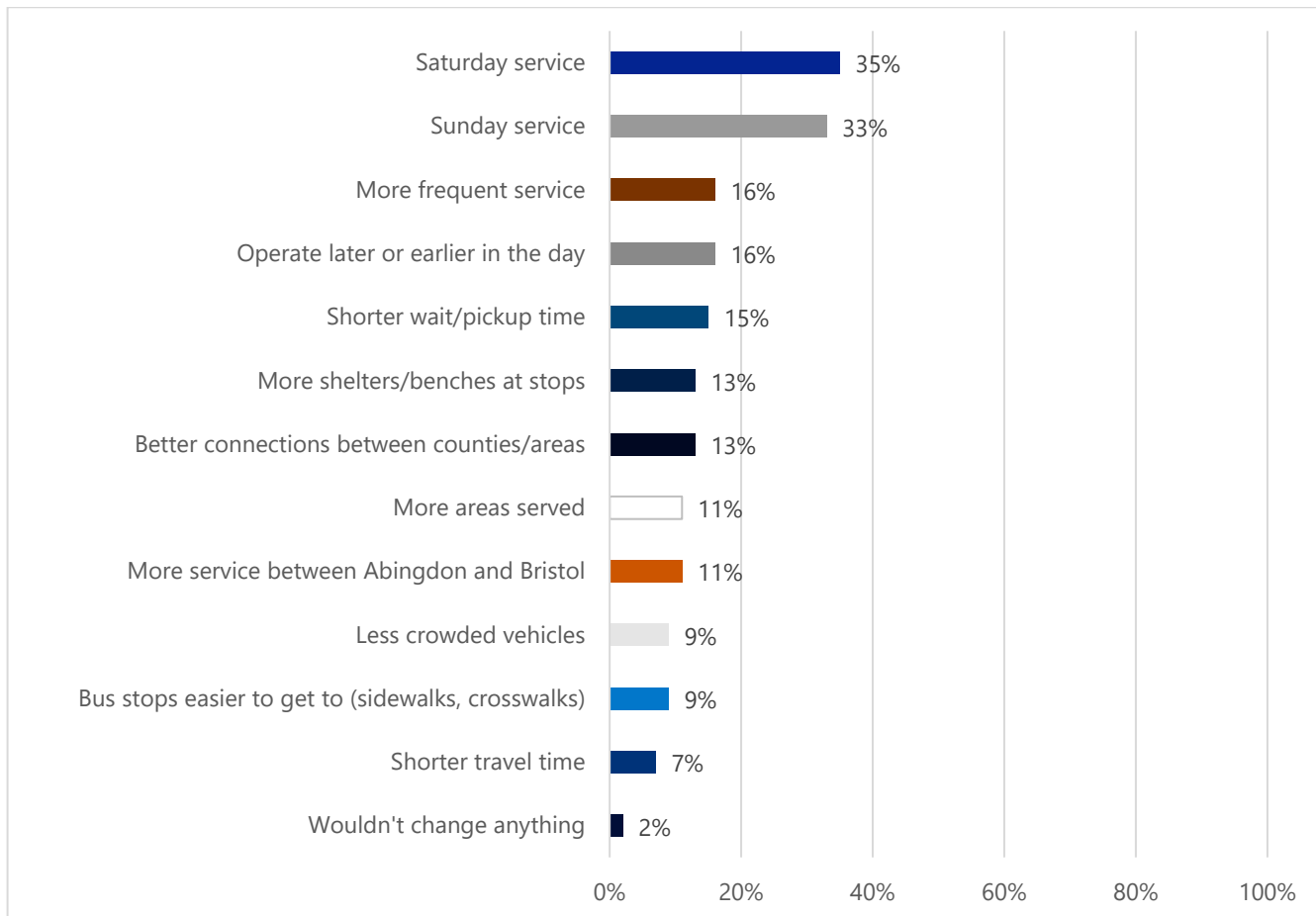
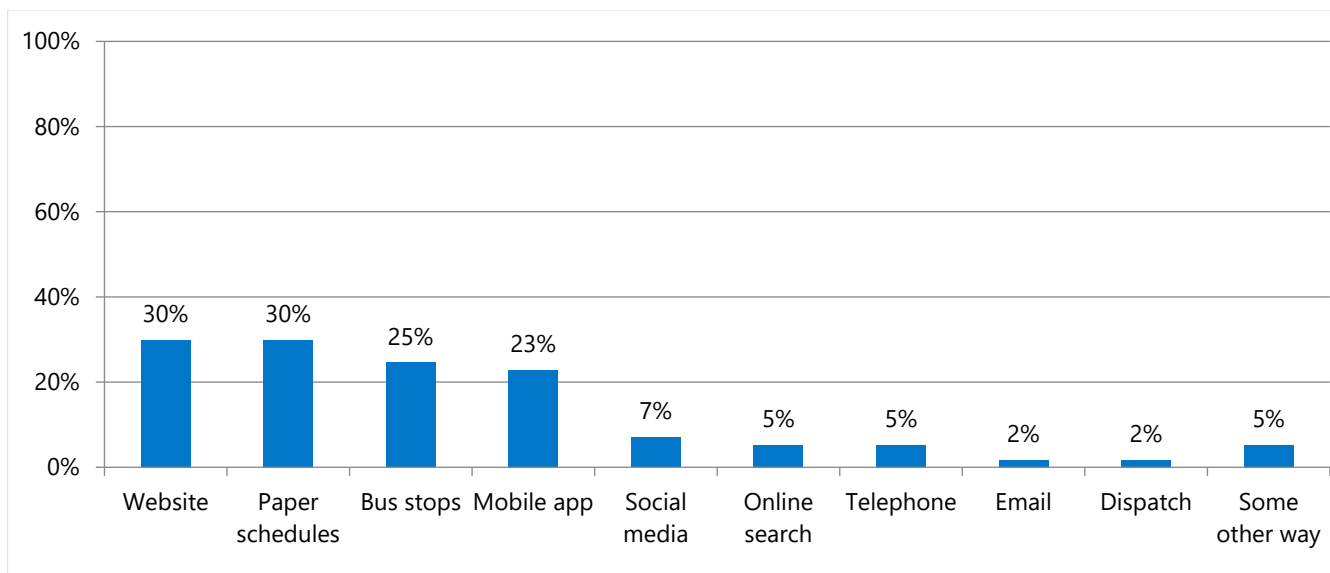
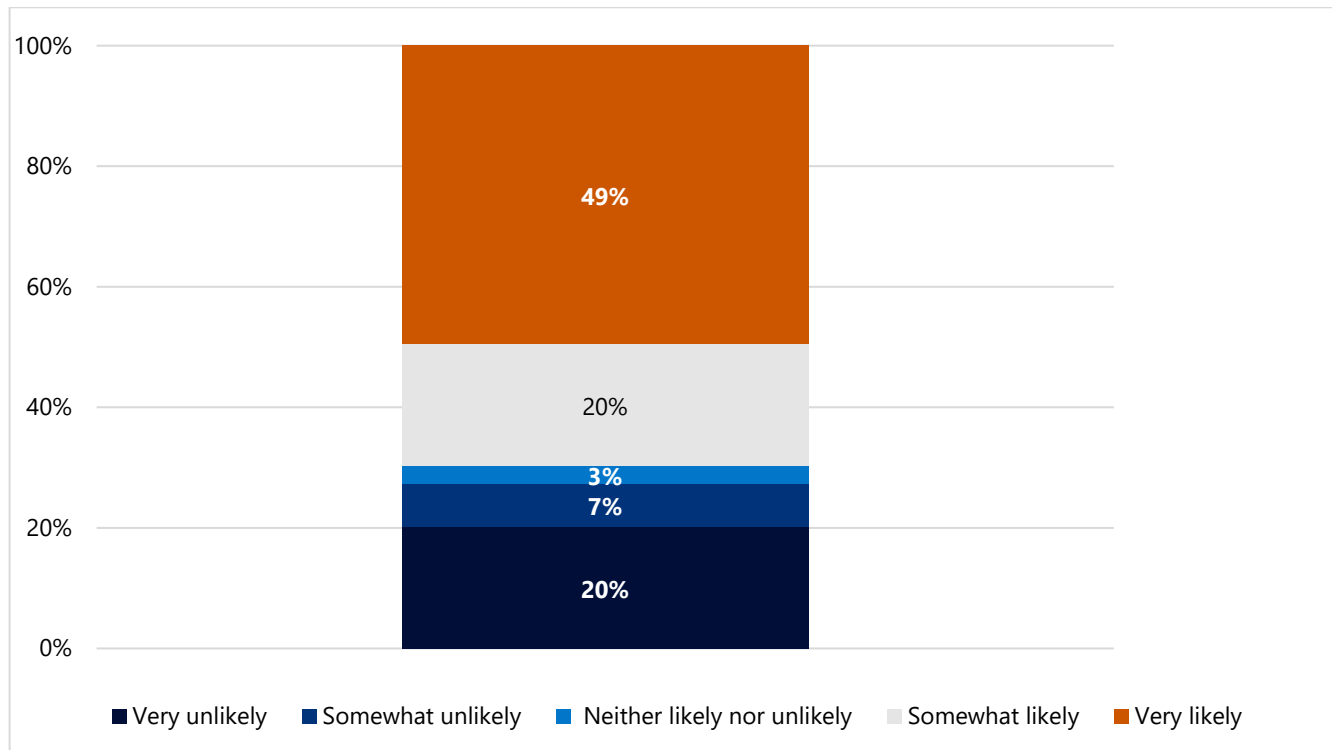
Figure 2-7: Potential Service Improvements**Figure 2-8: Preferred Access to Service and Schedule Information**

Figure 2-9: Likelihood of Using App or Website

Unserviced Destinations

Unserviced Destinations

While 44% of riders say there are no places they wish to access but cannot, others cited a desire for service to Atkins/Chilhowie (15%), Bristol (12%), and Marion (6%). In total, 24% want more service northward, and 15% would like better access to commercial centers such as shopping and dining.

Additional Comments

Slightly fewer than half (46%) of the respondents provided additional feedback. Positive remarks were most common (31%), while some emphasized the need for weekend service (8%) and concerns around passenger behavior and other distractions for drivers (8%). Some examples of the riders' comments include:

- "Ya'll do an excellent job!"
- "It's a blessing."
- "Bus driver is a very nice gentleman."
- "Dispatch needs major work on customer service."
- "Not all drivers are on time."

Passenger Survey Respondent Profile

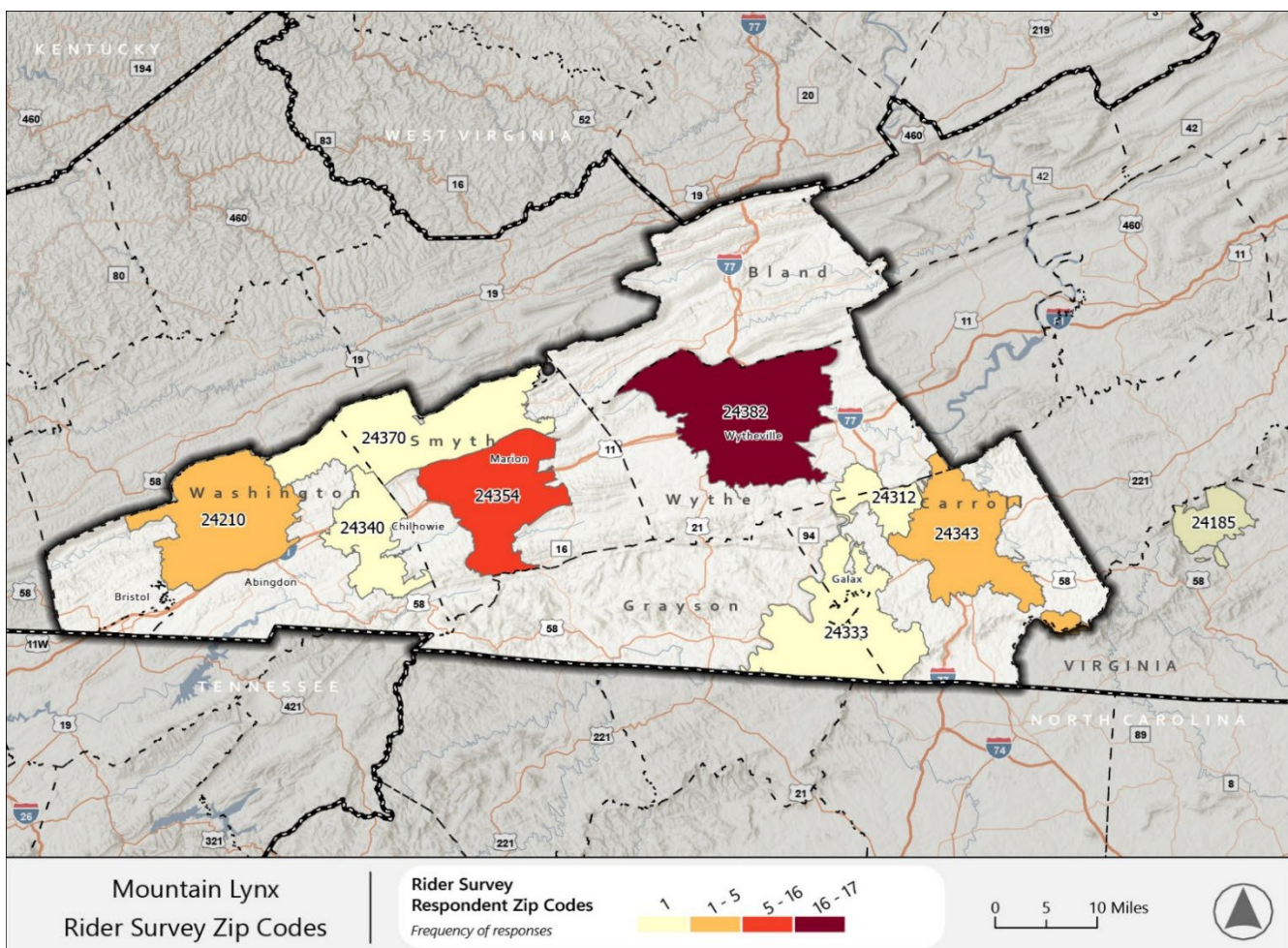
This section details the demographic characteristics of the passenger survey respondents, as information was collected on the following: residence ZIP Code, age, employment status, and annual household income.

ZIP Code

The majority of respondents reported living in the Wytheville and Marion areas, as well as other nearby ZIP Codes, as seen below. **Figure 2-10** shows the distribution of the passenger ZIP Codes and their frequencies.

- 24382 (Wytheville area): 30%
- 24354 (Marion area): 28%
- 24210 (Abingdon area): 9%
- 24343 (Hillsville area): 9%

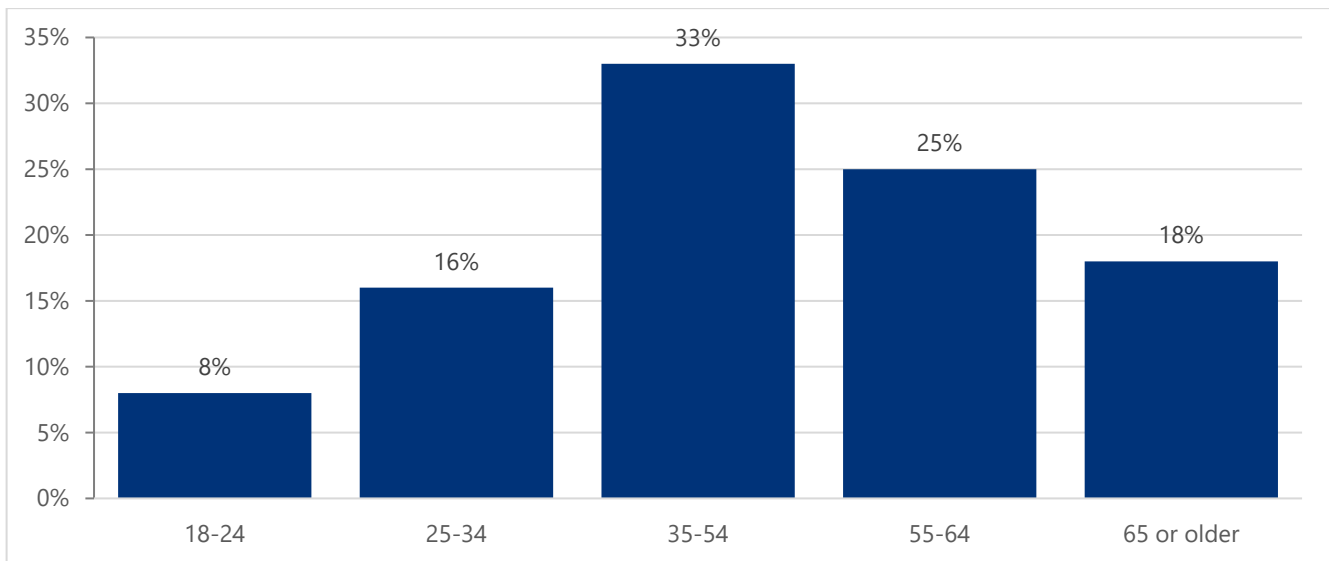
Figure 2-10: Passenger Survey Respondent ZIP Codes



Age

Figure 2-11 shows that the most common age group of the passenger survey respondents is 35 to 54 years old. A total of 61 respondents answered this question, and the average age of the respondents was 48 years old. Twenty-five percent of respondents are younger than 35, showing a smaller proportion of young riders, especially when compared to the 35 through 64-year-old age group, which represents 57% of respondents. This shows that a majority of respondents are middle-aged.

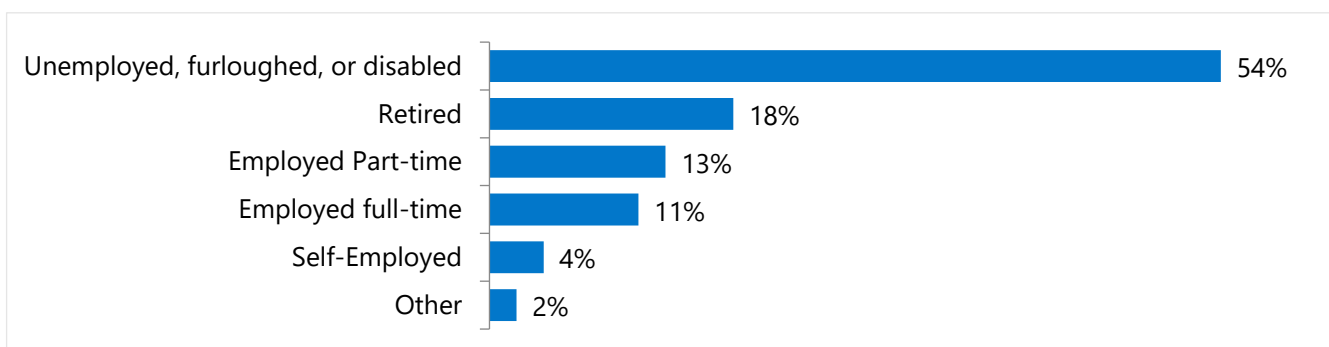
Figure 2-11: Passenger Survey Age



Employment Status

Figure 2-12 shows that a majority of passenger survey respondents are unemployed, furloughed, or disabled. Of the 56 respondents who answered this question, only a small percentage of people (27%) are employed in one form or another. Retired respondents represent a smaller, but significant percentage of the responses at 18%.

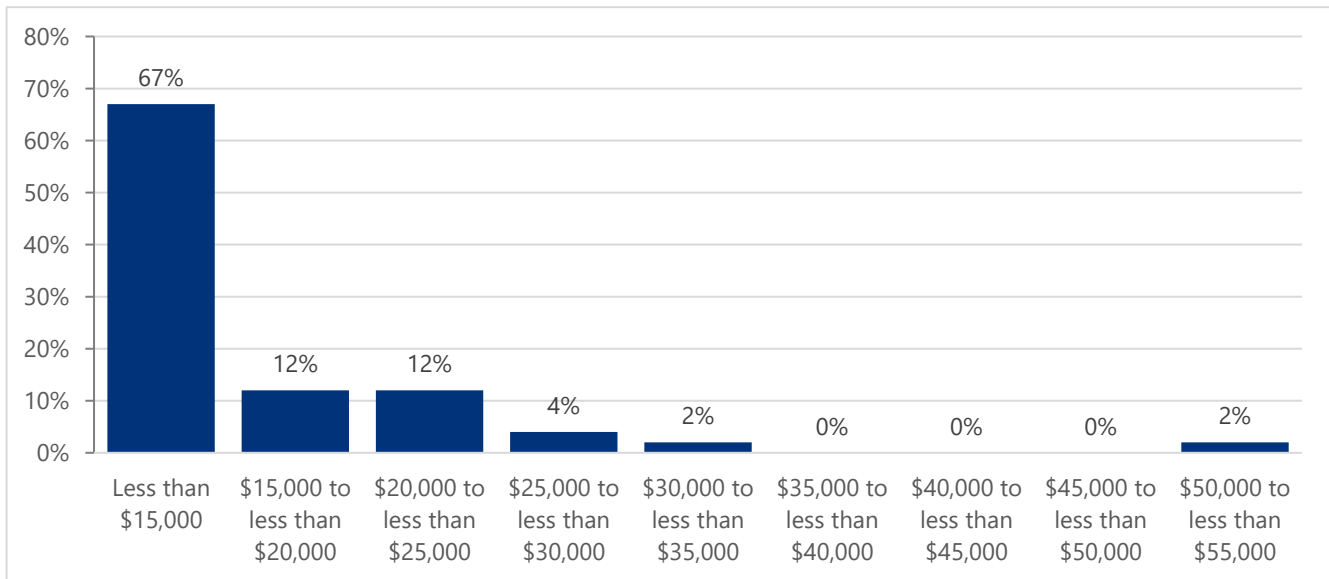
Figure 2-12: Passenger Survey Employment Status



Annual Household Income

Figure 2-13 shows the annual household income reported by the 49 respondents who answered this question. Roughly two-thirds of respondents make less than \$15,000 per year in their households. The highest income group reported was \$50,000 to \$54,999, with only two percent of respondents selecting this option. The average annual household income reported was \$14,490 and the median was \$14,850, placing the significantly below the 2023 national median of \$80,610. Ninety-eight percent of respondents reported an annual household income of less than \$35,000.

Figure 2-13: Passenger Survey Annual Household Income



Community Survey

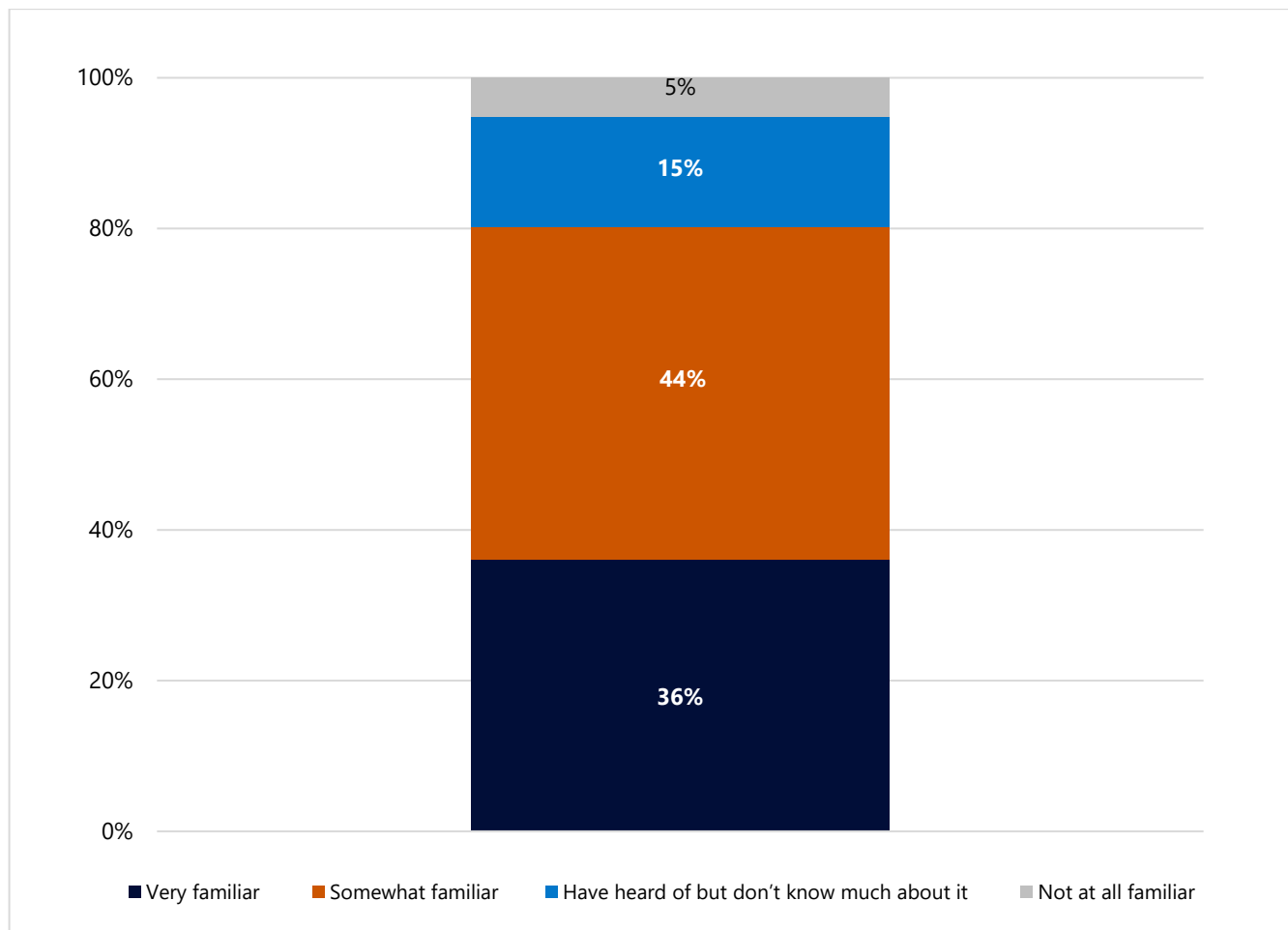
A community survey was conducted from February 26 to March 31, 2025, using both online and paper formats, yielding a total of 311 completed responses. What follows are topline results from this survey effort.

Familiarity

Familiarity with Mountain Lynx Transit

The majority of community respondents are familiar with Mountain Lynx Transit, with 80% reporting at least some familiarity and only 5% saying they are not familiar at all. Nearly all respondents (95%) have at least heard of the service. Respondents' familiarity can be seen below in **Figure 2-14**.

Figure 2-14: Familiarity with Mountain Lynx Transit

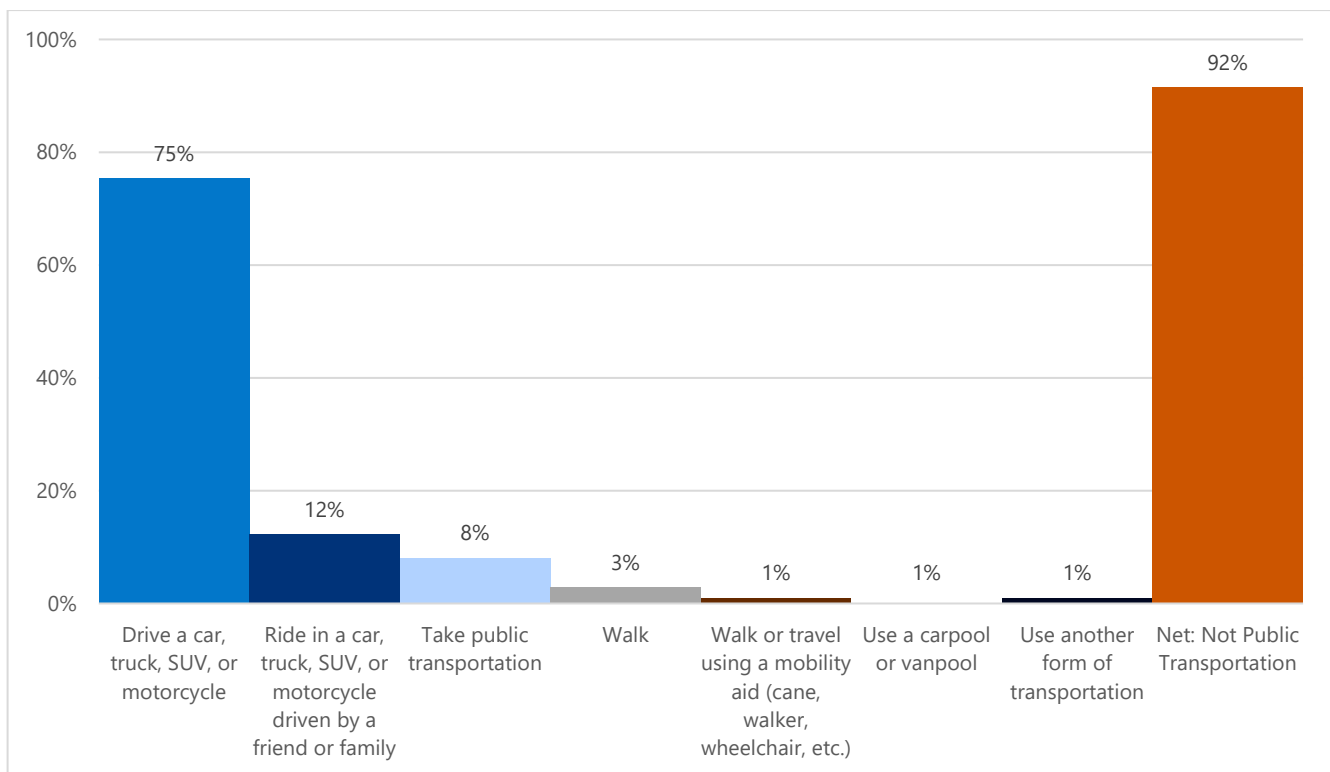


Mode Use

Primary Mode of Transportation

The majority of community respondents (92%) do not use public transportation, with 75% driving themselves and 12% riding with friends or family. The data shows differences in transportation modes among different demographic groups. For instance, driving is less common among low-income respondents, with only 64% reporting that they drive, compared to 94% of respondents who are not low income. About two in 10 (18%) of low-income respondents ride in a car driven by a friend or family member—more than the 4% of non-low-income respondents. These results can be found below in **Figure 2-15**.

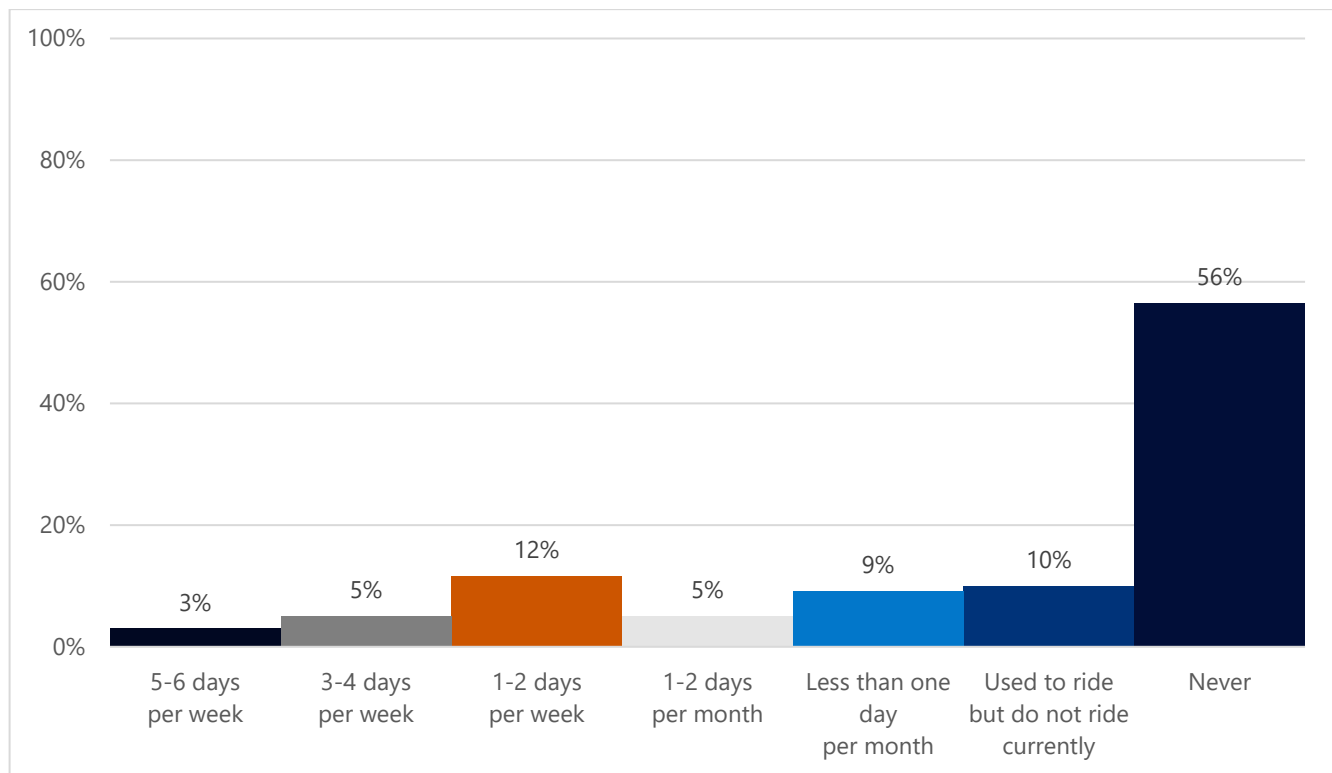
Figure 2-15: Primary Mode of Transportation



Frequency of Use

One-third (33%) of respondents have used the service, but only 20% ride regularly (one to six times per week). More than half (56%) have never used it, and another 10% report they used to ride but no longer do. Older adults (65+) and low-income individuals are more likely to use Mountain Lynx Transit compared to younger and higher-income groups. Specifically, 47% of older adults and 46% of low-income respondents reported using the service, versus just 17–23% of younger age groups and 10% of non-low-income respondents. This data can be found below in **Figure 2-16**.

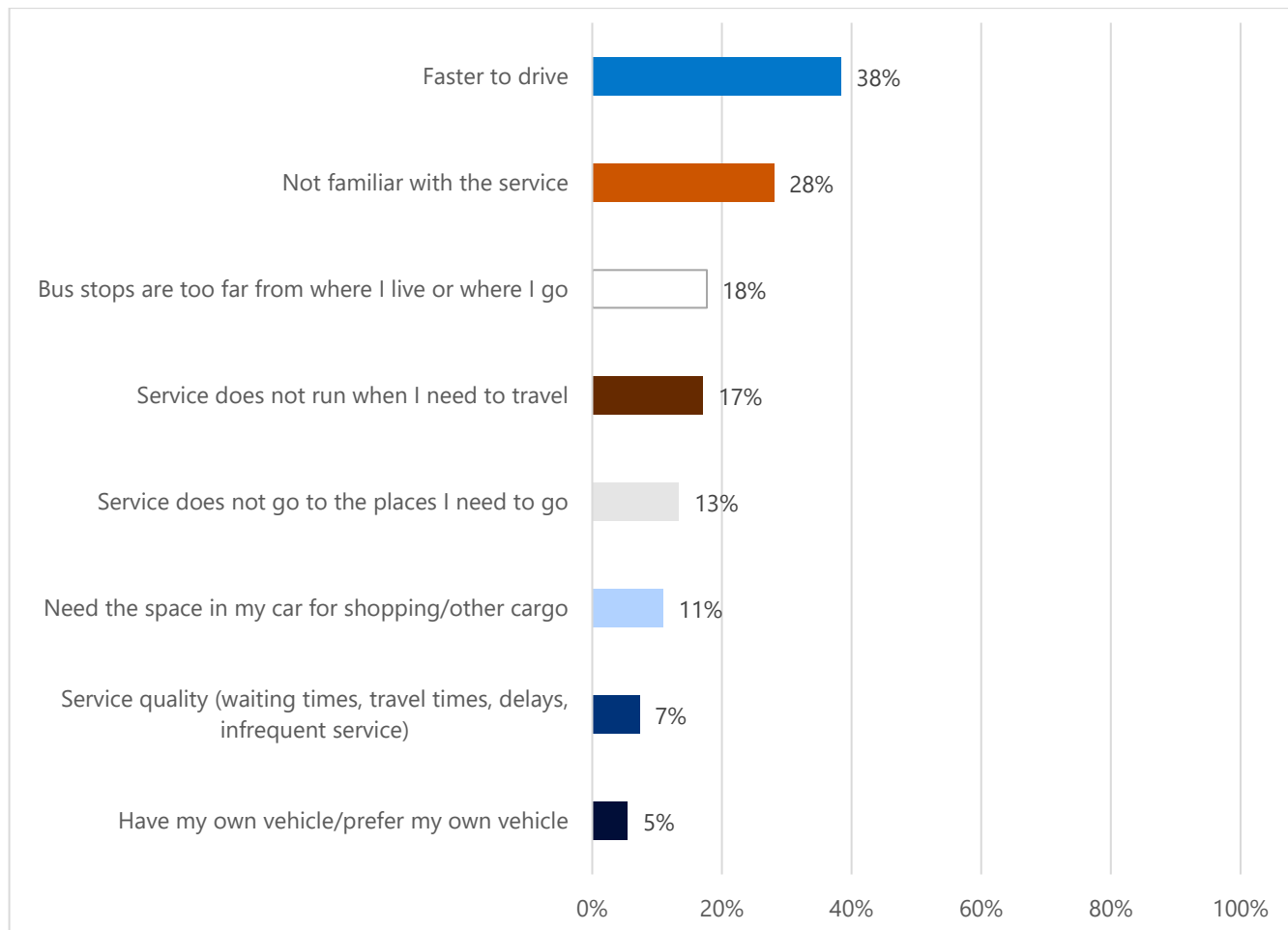
Figure 2-16: Frequency of Use



Barriers to Using Public Transportation

The top reason non-riders do not use Mountain Lynx is that they perceive driving to be faster (38%), followed by lack of familiarity with the service (28%). Other common barriers include bus stops being too far away from where they live or want to go (18%), limited service hours (17%), and routes not serving needed destinations (13%). Concerns about service quality, space for cargo, or cleanliness were cited, but less frequently. All these findings can be seen below in **Figure 2-17**.

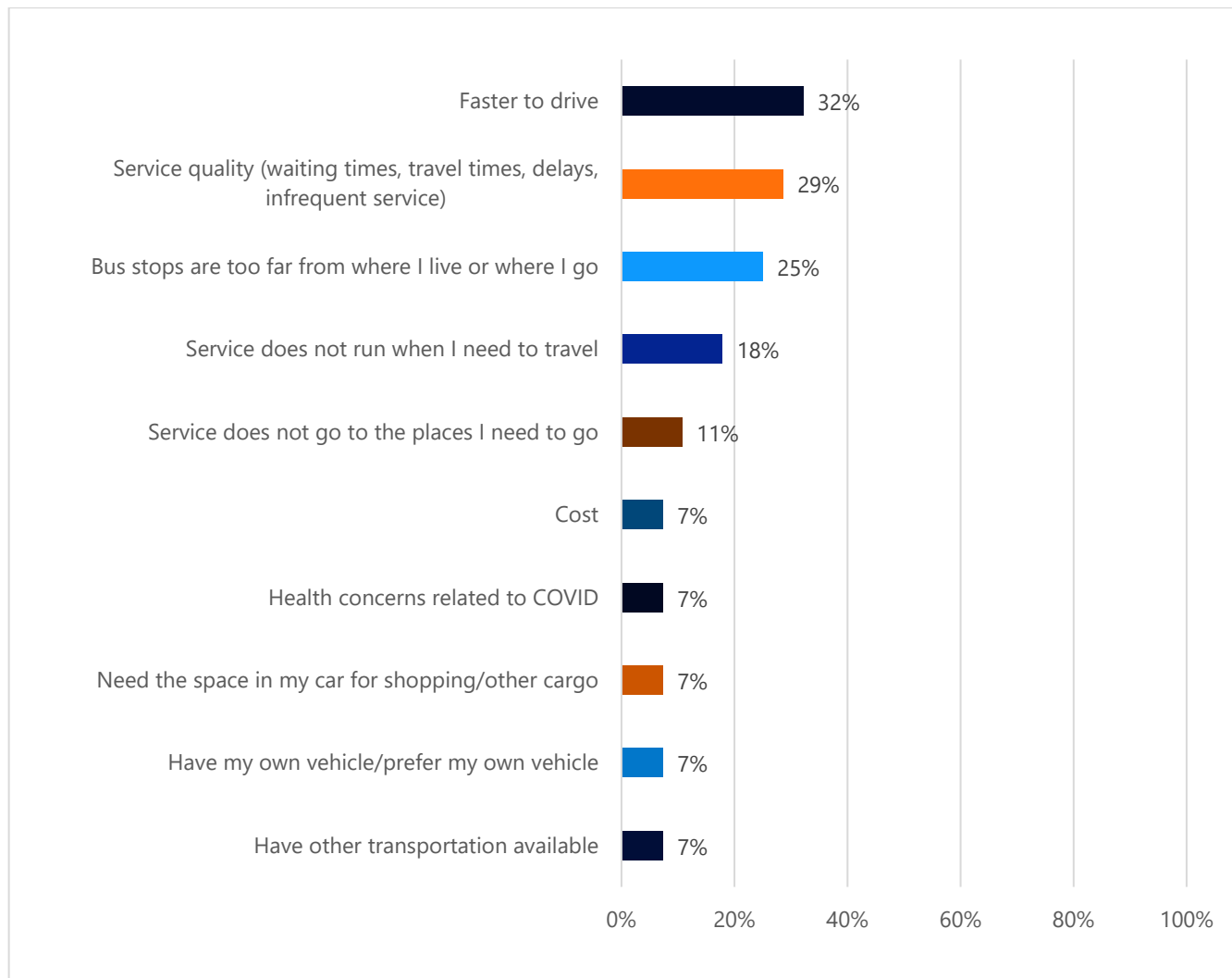
Figure 2-17: Barriers to Using Public Transit



Reasons for Discontinuing Use

Among the 31 former Mountain Lynx riders surveyed, the most common reasons for no longer using the service were that driving is faster (32%) and concerns about service quality (29%), such as delays or infrequent service. Other key reasons include distance to bus stops (25%) and limited operating hours (18%). Additional concerns like health, cost, and cleanliness were cited by smaller portions of respondents. **Figure 2-18**, found below, represents these results.

Figure 2-18: Reasons for Discontinuing Use



Impact of Free Fares

Among those who have ridden Mountain Lynx, more than half (55%) rode prior to the implementation of free fares. Of those who began riding afterward, one-third (33%) say free fares influenced their decision to start. Among prior riders, 28% now ride more frequently, while 68% ride the same amount and only 4% ride less frequently. To better display the results from these three questions, they can be seen below in **Figures 2-19, 2-20, and 2-21**.

Figure 2-19: Using Mountain Lynx Transit Before Free Fares

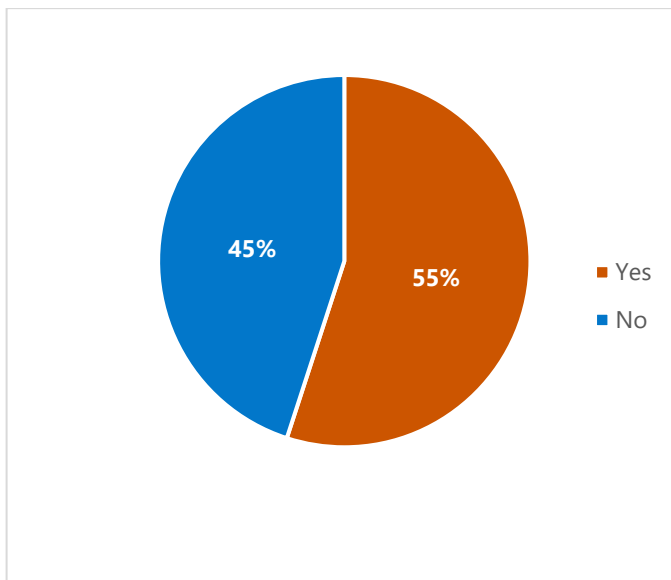


Figure 2-20: Did Fares Impact Decision to Start Riding Mountain Lynx Transit

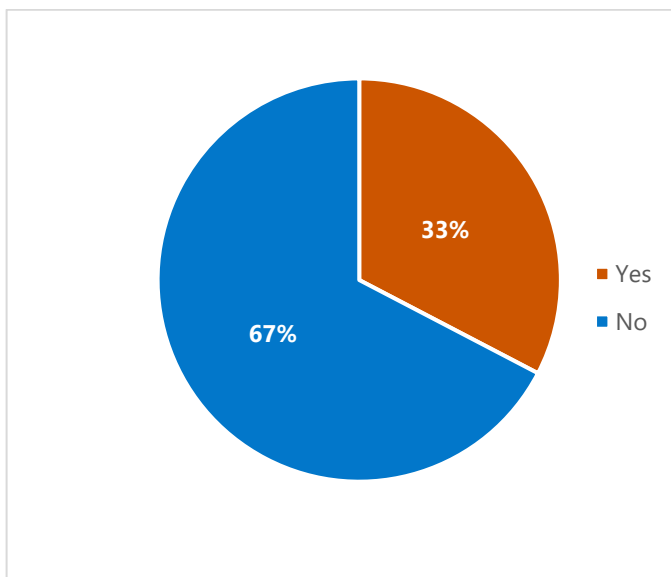
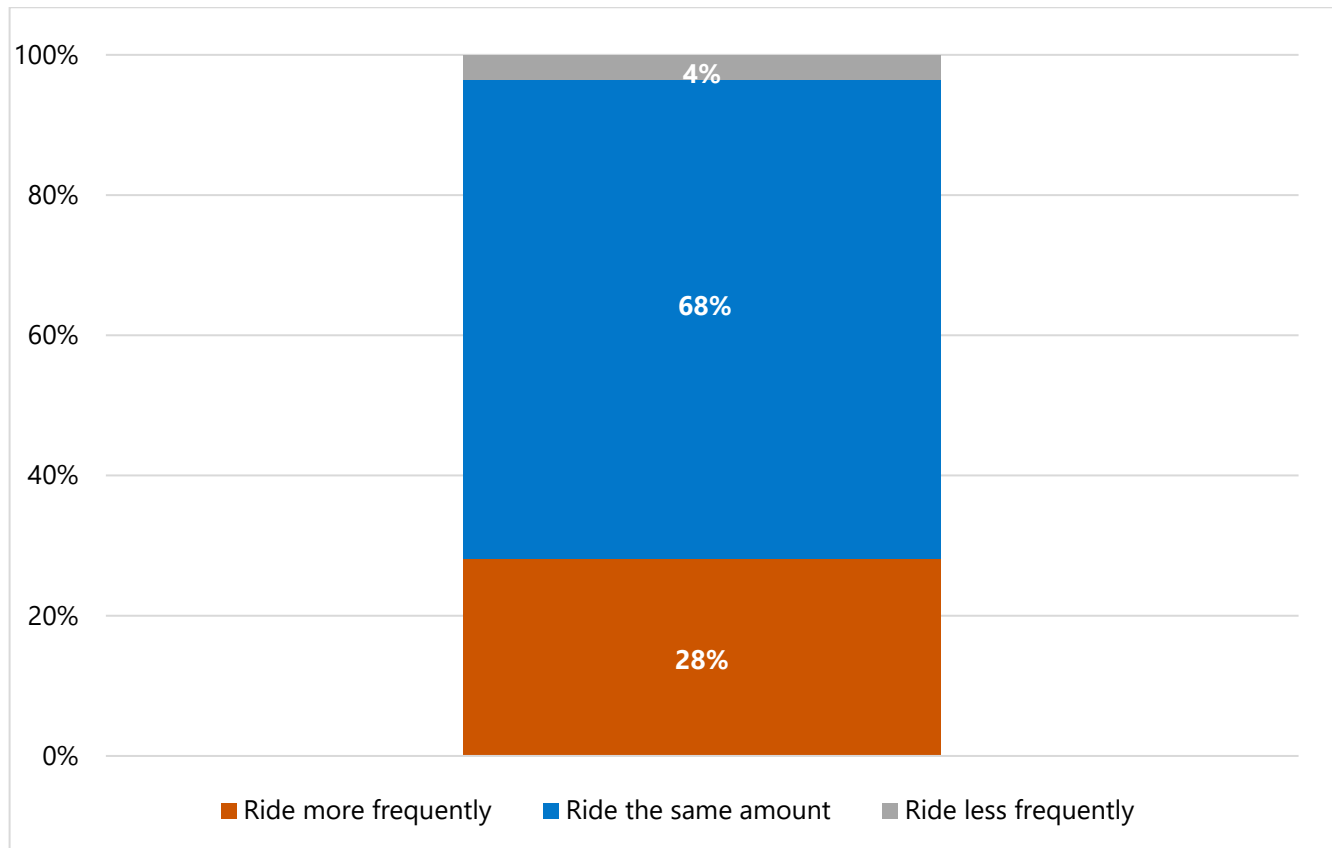


Figure 2-21: Frequency of Riding Mountain Lynx Transit After Free Fares

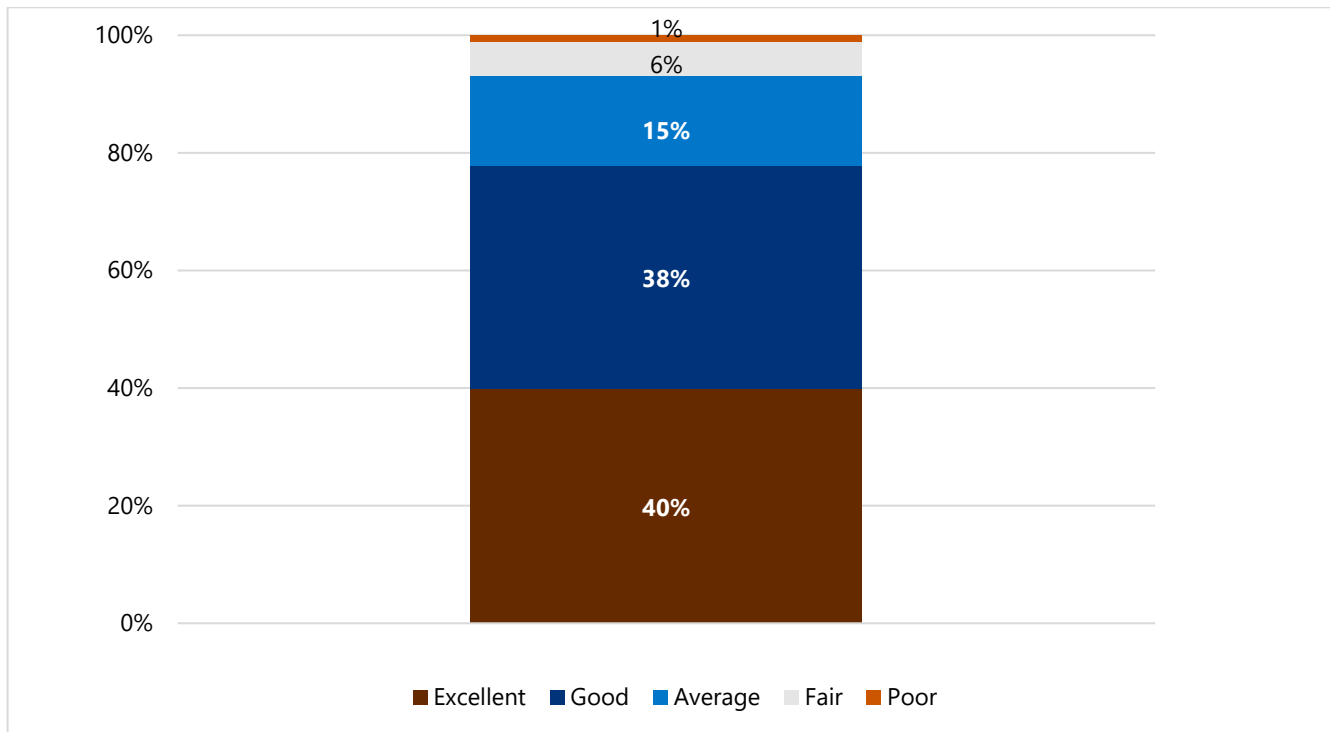
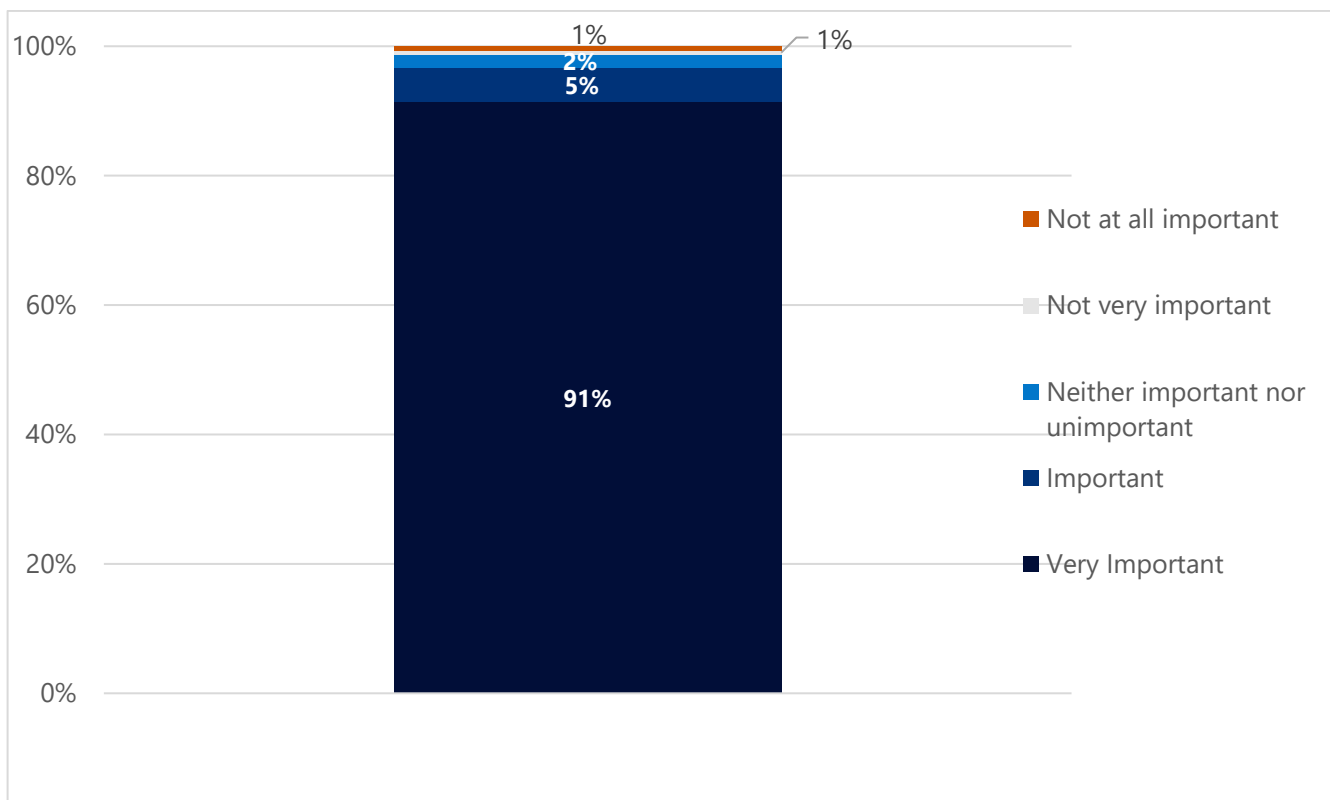
Mountain Lynx Transit Ratings

Overall Impression of Mountain Lynx Transit

The majority of community survey respondents have a positive overall impression of Mountain Lynx Transit, with about three-fourths (78%) rating it as "Excellent" or "Good." A much smaller portion (7%) rated it as fair or poor. Older adults aged 65 and older (86%) are more likely than those aged 35–64 (71%) to rate their overall impression of Mountain Lynx Transit as excellent or good. This can be seen below in **Figure 2-22**.

Importance of Public Transportation Availability

The vast majority of community survey respondents (97%) consider it important for public transportation to be available to those who need it, with 91% rating it as "very important." Only 2% consider it not very important. These findings can be found in **Figure 2-23**.

Figure 2-22: Overall Impression of Mountain Lynx Transit**Figure 2-23: Importance of Public Transit Availability**

Improvements

Desired Improvements

The most frequently requested improvement through the community survey is expanding service to more areas (38%). Other key suggestions include providing real-time updates and a navigation app (23%), longer operating hours (19%), and increased Saturday service (18%). Better regional connections (17%) and increased frequency (16%) were also common responses. Younger and middle-aged adults, those under the age of 35 (32%-36%) and 35–64 (21%-25%), are more likely than older adults (8%) to want extended service hours and better connections between counties, indicating a stronger demand for expanded and more flexible service among younger demographics. More information on this can be found in **Figure 2-24**.

Preferred Information Sources

If they were to ride Mountain Lynx, most community survey respondents would prefer to access service information via the website (54%). Paper schedules (29%), social media (28%), and bus stop postings (27%) are also popular. A smaller group would favor a mobile app (21%), with 39% of those looking for a mobile app—specifying that they would want a dedicated Mountain Lynx Transit app, as seen in **Figure 2-25**.

Figure 2-24: Desired Improvements

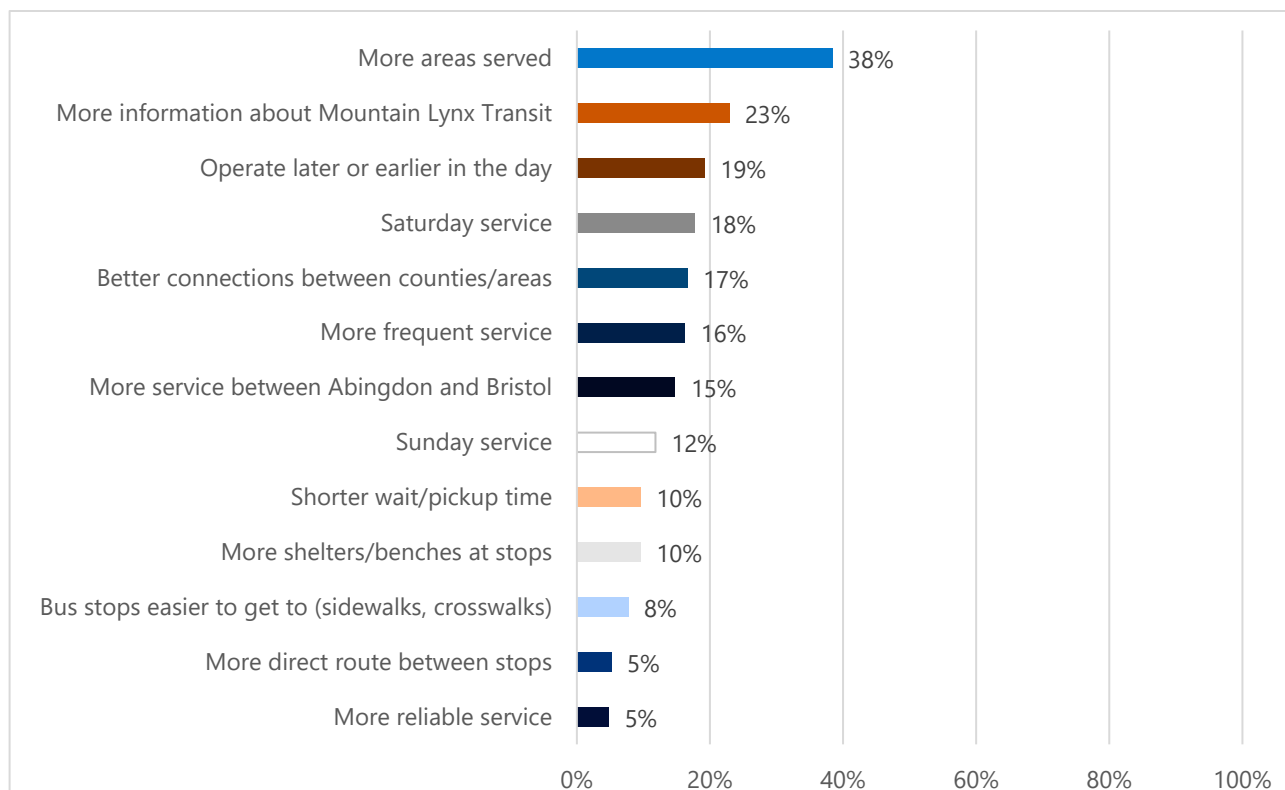
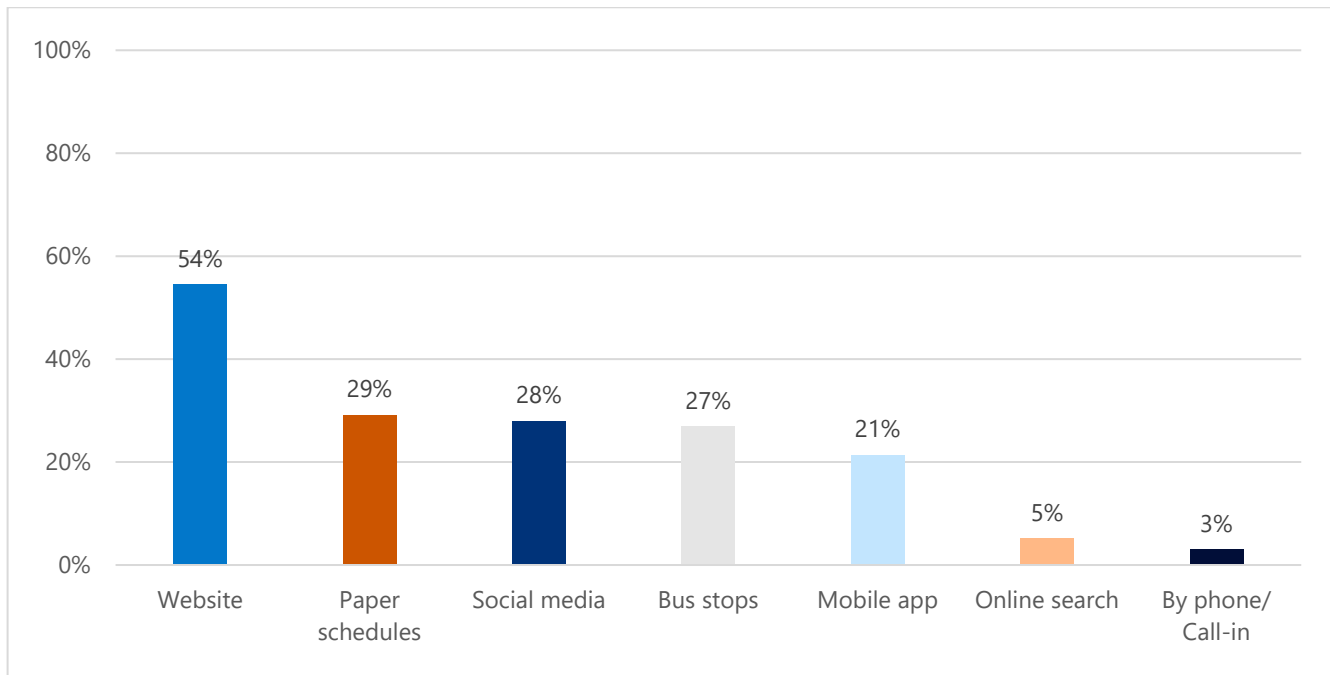


Figure 2-25: Preferred Information Sources

Trip Purpose

Common Purposes

Among community survey respondents who use Mountain Lynx, the most common trip purposes are shopping (56%) and recreational or personal activities (45%). Medical needs (26%) are also a frequent reason. **Table 2-4** shows more information on those results.

Table 2-4: Trip Purpose

	Total
To go shopping	56%
For recreational and personal trips (dining, entertainment, park, visiting friends/family, errands, etc.)	45%
For medical or mental health needs (for you or someone you care for)	26%
To go to or from work	8%
To go to or from school/vocational training (as a student)	3%

Comments

Additional Comments: Respondents highlighted several key themes, with 26% requesting an expanded service area, particularly to serve more locations. More than one in 10 also called for a greater service span (15%), including extended hours (12%) and weekend service (5%). Praise for the system was voiced by 28%, with compliments on service quality (15%), friendly drivers (9%), and overall gratitude for public transit (11%). Some respondents expressed the need for more information (14%), particularly online or through social media (13%), and others emphasized the importance of public transit as a community asset (27%).

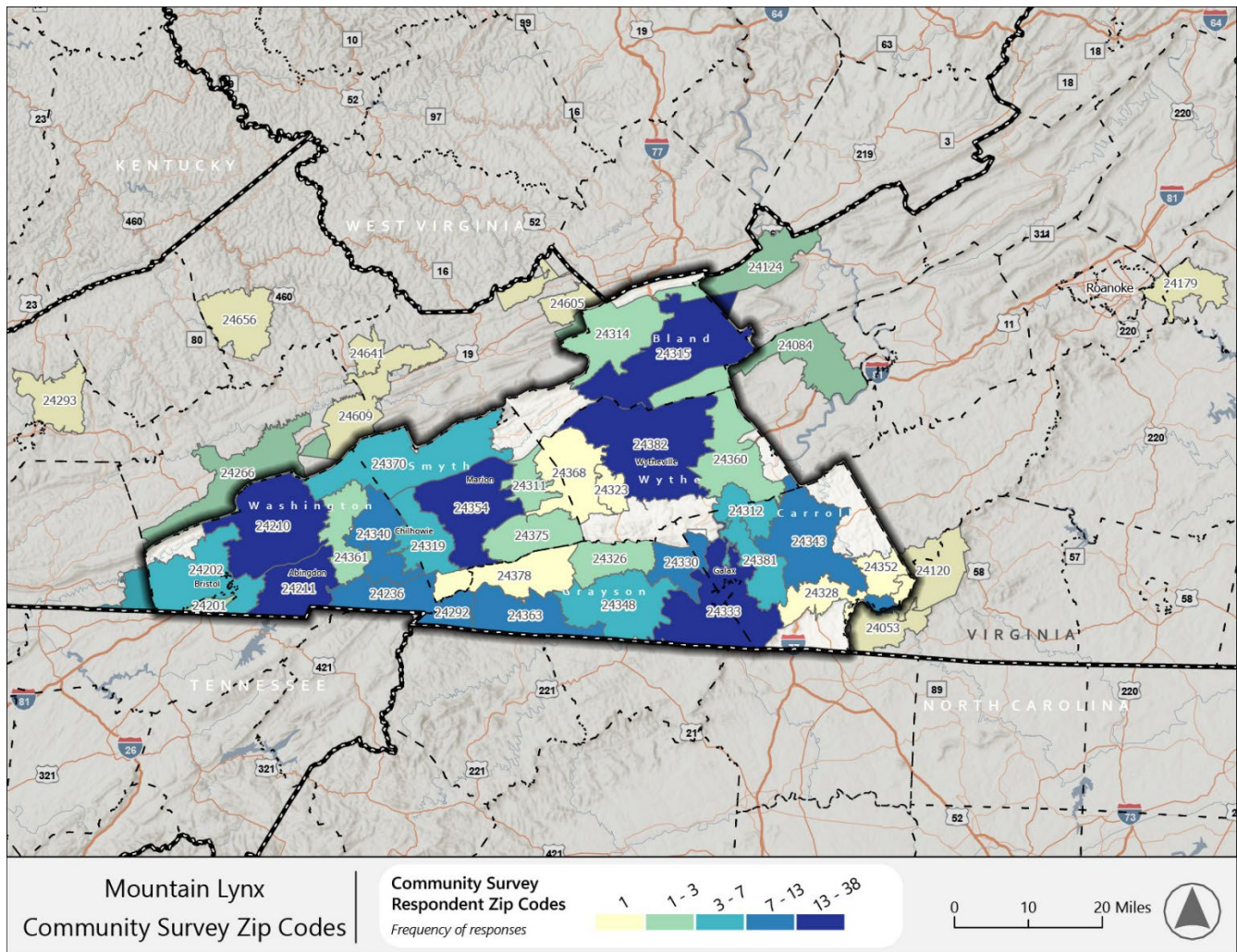
Community Survey Respondent Profile

The following section details the demographic characteristics of the respondents to the community survey. For all questions, the community survey received far more responses than the passenger survey. The ZIP Code, age, employment status, and annual household income of the respondents are shown below.

ZIP Code

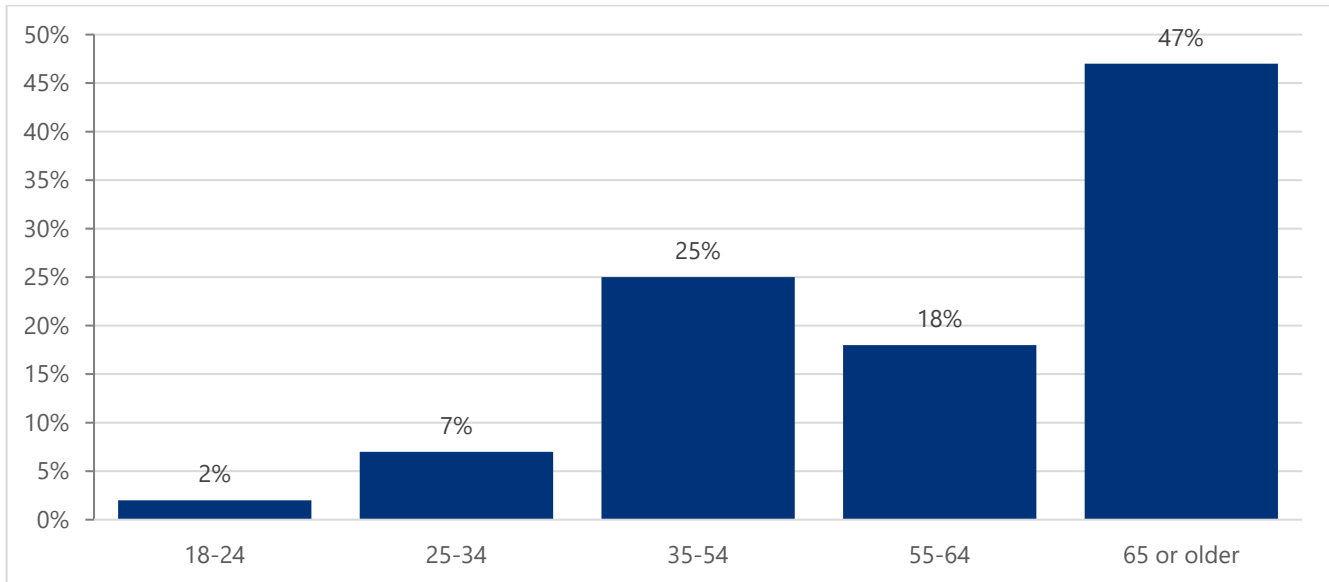
Respondents were from 47 different ZIP Codes in the region, with the highest number reporting living in the following areas, as seen below and shown in **Figure 2-26**.

- 24210 (Abingdon area): 13%
- 24333 (Galax area): 11%
- 24354 (Marion area): 11%
- 24315 (Bland area): 6%
- 24382 (Wytheville area): 6%

Figure 2-26: Community Survey Respondent ZIP Codes

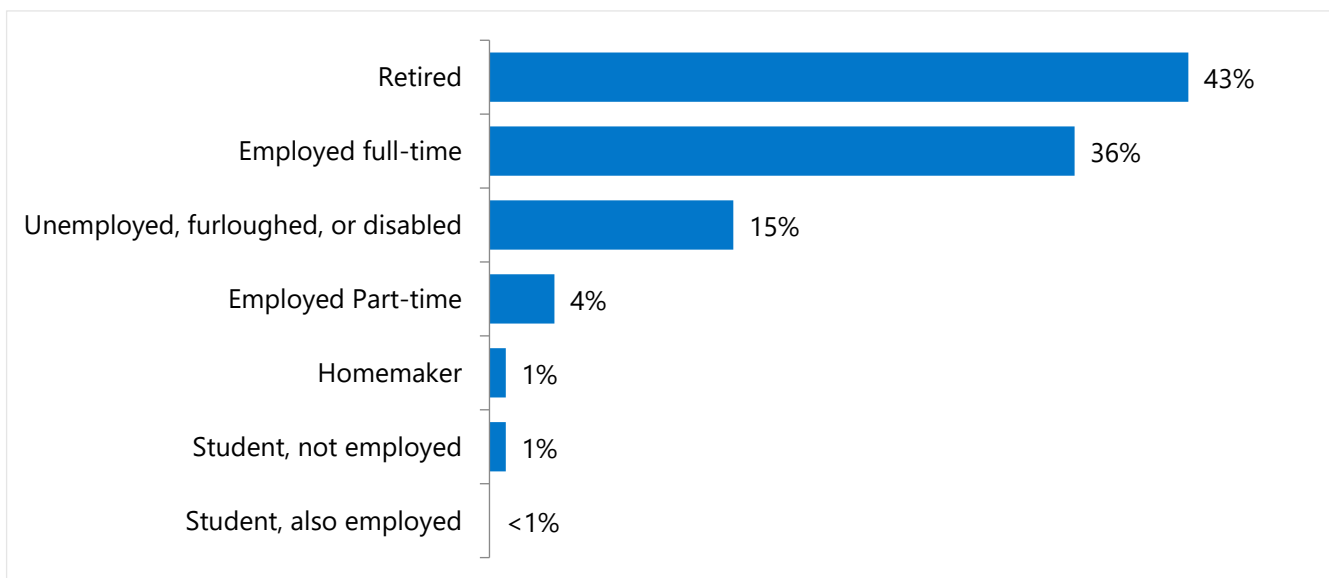
Age

Figure 2-27 shows that the most common age group of the community survey respondents is 65 and older. A total of 298 respondents answered this question, and the average age of the respondents was 58 years old—10 years higher than the average for the passenger survey. Only 10% of the respondents are aged 35 and younger, showing a very small proportion of young respondents. The 35 through 64-year-old age group represents 43% of respondents, which is significant, but lower than that of the passenger survey (57%). The higher average age with the community may be partially explained by the fact that many community surveys were distributed at community centers that cater to the aging population.

Figure 2-27: Community Survey Age

Employment Status

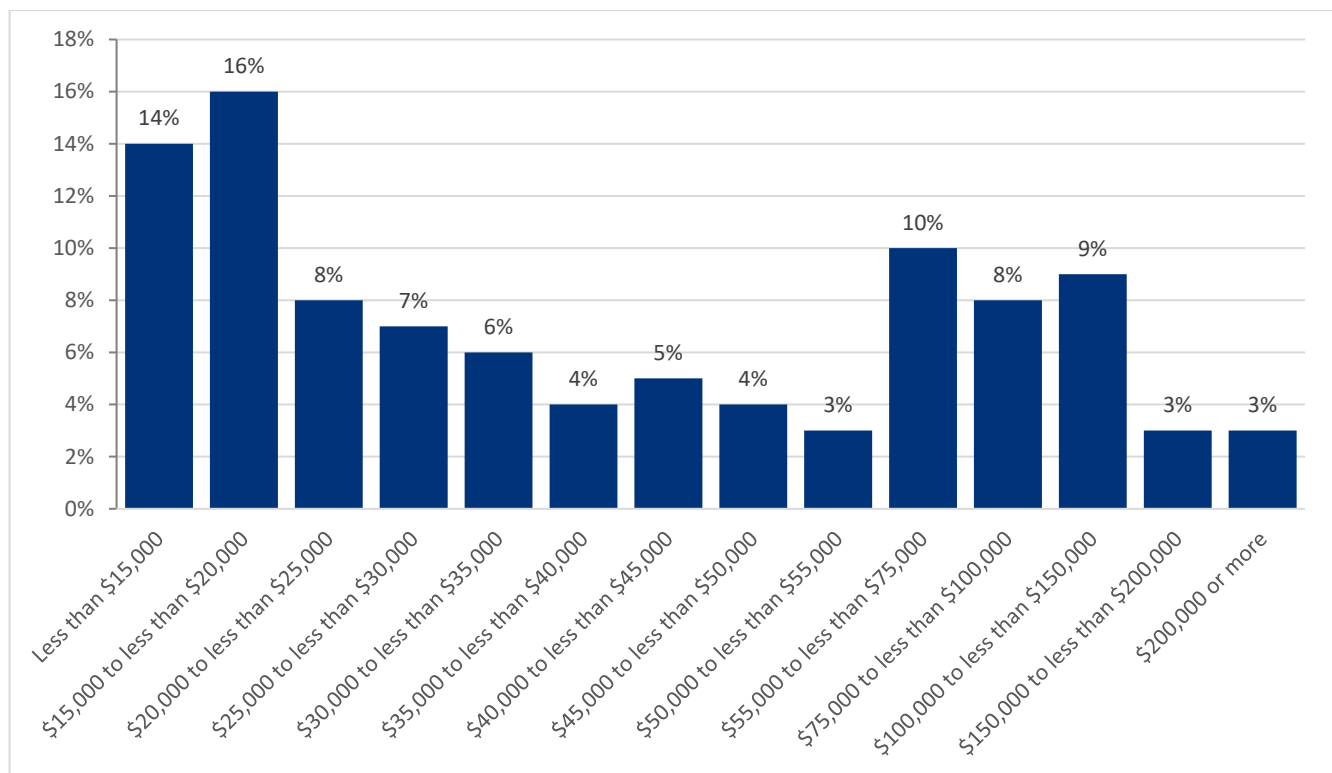
Figure 2-28 shows that, unlike the passenger survey, a plurality of community survey respondents are retired. Of the 294 people who answered this question, 40% of people are employed in one form or another—much higher than the 25% reported in the passenger survey. Additionally, a vast majority of these employed respondents are employed full-time. Unemployed, furloughed, or disabled respondents represent a much smaller percentage of the responses at 15%.

Figure 2-28: Community Survey Employment Status

Annual Household Income

Figure 2-29 shows the annual household income reported by the 243 respondents who answered this question. The distribution of annual household income levels is relatively even among respondents, with slight peaks less than \$20,000 and from \$55,000 to \$149,999 a year. The most common income range is \$15,000 to \$19,999. The highest income group reported was over \$200,000 a year with 3% of respondents selecting this option. The average annual household income reported was \$53,580 and the median was \$33,390. While this median is much higher than that reported by the passenger survey (\$14,850), it is still significantly below the 2023 national median of \$80,610.

Figure 2-29: Community Survey Annual Household Income



Driver and Operations Staff Questionnaire

A questionnaire seeking input on current services and possible improvements was distributed by Mountain Lynx Transit to their drivers and operations staff. Front-line staff are the most public-facing employees in any transit system, and their position gives them a unique perspective on current needs. Seventeen staff members provided feedback, and a summary of their comments is included below.

Drivers and operations staff were asked about the current strengths of public transportation in the region served by Mountain Lynx Transit. The importance of the service to people in the community with limited or no other transportation options was highlighted. Some other identified strengths included:

- Helping people in the community needing transportation.
- Offering a flexible, convenient, affordable, and dependable service.
- Serving a large geographic area.
- Teamwork among the staff to serve the community.

The staff were then asked about weaknesses of the current system, which included:

- Not enough buses.
- Better telephone service.
- Improved communication within the system.
- Additional training in working with the public.
- Need for better pay and benefits.

Next, the staff were asked three questions based on the input they have received from customers:

1. Are there geographic areas or specific destinations that need new or improved service?
2. Are there specific days and hours when new or improved services are needed?
3. Are there other opportunities to improve services?

Staff noted that they had received some complaints about waiting times for the X-Bus service, and comments on the need for expanded service to Bristol. They also mentioned the need for later evening and Sunday service, for services that connect the cities and towns in the region, and for expanded service in areas outside of current routes.

Employees were then asked about their opinion on the most important opportunity that could improve public transportation services in the region, and their responses included:

- Expanded operating hours in evenings and on Sundays.
- Less waiting time.
- More and better routes.
- Bigger buses.
- Greater use of the X-Bus service.
- Shorter loop routes.
- Improved snow plowing.

Demographic Analysis

This section provides a review of demographics, land use, and travel patterns to help identify where potential transit users live, where they travel, and to assess the region's transit needs using quantitative data. It documents and examines the study area's major trip generators as well as the underserved and unserved population segments. In addition to a review of the demographic factors pertinent to a Title VI analysis, it includes a general population profile, and the identification and assessment of underserved population subgroups. This section also develops a land use profile based on major trip generators and resident commuting patterns in the region.

Population Analysis

This section provides a general population profile for the study area, identifies and evaluates underserved population subgroups, and reviews the demographic characteristics pertinent to a Title VI analysis. The study area consists of Washington, Smyth, Wythe, Grayson and Carroll counties and the cities of Galax, Abingdon, Wytheville, and Marion. This analysis includes data sources from the 2020 US Census and the 2023 American Community Survey (ACS) 5-year estimates.

Population

Table 2-5 shows US Census population counts for the study area from 2020 to 2023. During the 2023 ACS 5-year estimate, the US Census Bureau reported that Mountain Lynx Transit's service area had a population of 169,107. This was a 2.1% decrease from 2000, a 3.8% decrease from 2010, and a 0.2% decrease from 2020.

With seven jurisdictions under the umbrella of Mountain Lynx Transit's service area, population gains and losses can show striking comparisons. For example, Washington County experienced a 5.5% population increase from 2000 to 2023. During the same period, Grayson County saw a 14.5% decline in population, and Smyth County saw a 10.6% decline.

Since 2000, Washington County and Wythe County have shown population growth. Since 2020, all counties have remained stagnant or experienced slight decreases in population. The population data by jurisdiction for the three Census periods are shown in **Table 2-5**. The population is forecasted to decrease slightly in the region during the next 20 years (**Table 2-6**). Grayson, Smythe, and Bland counties will see the largest population decreases. By 2030, adults aged 65 and older will increase by about 11% in the region, while all other age groups will decrease slightly. By 2050, other age groups are expected to increase in proportion, while adults aged 65 and older will be a smaller percentage of the population.

Table 2-5: Population by Jurisdiction for Mountain Lynx Transit

Location	2000 Population	Growth Rate	2010 Population	Growth Rate	2020 Population	Growth Rate	2023 Estimate	2000-2023 Change
Washington County	51,103	7.4%	54,876	-1.7%	53,935	0.0%	53,913	5.5%
Smyth County	33,081	-2.6%	32,208	-7.5%	29,800	-0.7%	29,585	-10.6%
Wythe County	27,599	5.9%	29,235	-3.2%	28,290	-0.3%	28,219	2.2%
Grayson County	17,917	-13.3%	15,533	-1.3%	15,333	-0.1%	15,323	-14.5%
Carroll County	29,245	2.7%	30,042	-3.0%	29,155	0.0%	29,158	-0.3%
Bland County	6,871	-0.7%	6,824	-8.1%	6,270	-0.9%	6,211	-9.6%
City of Galax	6,837	3.0%	7,042	-4.6%	6,720	-0.3%	6,698	-2.0%
MLT Region	172,653	1.8%	175,760	-3.6%	169,503	-0.2%	169,107	-2.1%

SOURCE: US CENSUS, ACS 2023 5-YEAR ESTIMATE

Table 2-6: Age Divisions and Population Forecasts

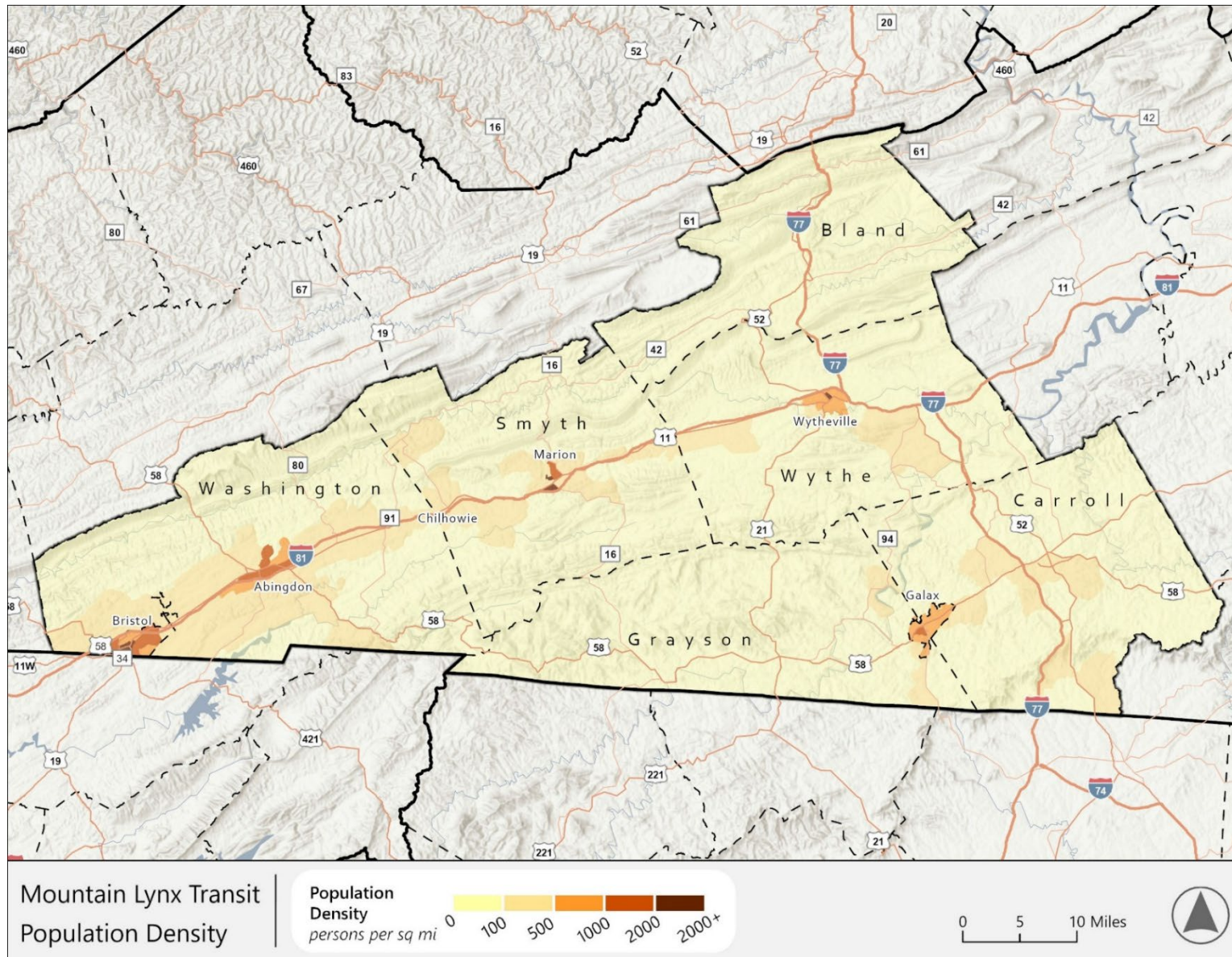
	2020 Population		2030 Projection		2040 Projection		2050 Projection	
Age Group	Population	Percentage	Population	10-Year Change	Population	10-Year Change	Population	10-Year Change
Virginia	8,631,393	-	9,129,002	6%	9,759,371	7%	10,535,810	8%
0-19	2,134,002	24.7%	2,183,546	2%	2,398,845	10%	2,604,358	9%
20-64	5,102,100	59.1%	5,182,815	2%	5,493,708	6%	6,024,220	10%
65+	1,395,291	16.2%	1,762,641	26%	1,866,818	6%	1,907,232	2%
MLT Region	169,503	-	160,905	-5%	156,982	-2%	155,405	-1%
0-19	35,569	21.0%	32,394	-9%	32,028	-1%	32,058	0%
20-64	93,986	55.4%	84,120	-10%	79,916	-5%	81,119	2%
65+	39,948	23.6%	44,393	11%	45,036	1%	42,230	-6%
Bland County	6,270	-	5,634	-10%	5,255	-7%	4,954	-6%
0-19	1,059	16.9%	879	-17%	800	-9%	742	-7%
20-64	3,721	59.3%	3,123	-16%	2,748	-12%	2,552	-7%
65+	1,490	23.8%	1,633	10%	1,707	5%	1,661	-3%
Carroll County	29,155	-	27,863	-4%	27,408	-2%	27,363	0%
0-19	6,036	20.7%	5,596	-7%	5,550	-1%	5,640	2%
20-64	15,774	54.1%	13,969	-11%	13,280	-5%	13,718	3%
65+	7,345	25.2%	8,297	13%	8,577	3%	8,005	-7%
Galax City	6,720	-	6,306	-6%	6,156	-2%	6,097	-1%
0-19	1,566	23.3%	1,383	-12%	1,370	-1%	1,355	-1%
20-64	3,608	53.7%	3,325	-8%	3,155	-5%	3,159	0%
65+	1,546	23.0%	1,599	3%	1,630	2%	1,583	-3%
Grayson County	15,333	-	14,916	-3%	13,423	-10%	12,131	-10%
0-19	2,756	18.0%	2,618	-5%	2,322	-11%	2,061	-11%
20-64	8,643	56.4%	7,647	-12%	6,628	-13%	6,106	-8%
65+	3,934	25.7%	4,651	18%	4,473	-4%	3,964	-11%
Smyth County	29,800	-	26,999	-9%	24,985	-7%	23,344	-7%
0-19	6,528	21.9%	5,713	-12%	5,331	-7%	5,021	-6%
20-64	16,576	55.6%	14,338	-14%	12,877	-10%	12,374	-4%
65+	6,696	22.5%	6,948	4%	6,777	-2%	5,949	-12%
Washington County	53,935	-	52,234	-3%	52,859	1%	54,275	3%
0-19	11,399	21.1%	10,595	-7%	10,985	4%	11,418	4%
20-64	29,874	55.4%	27,410	-8%	27,446	0%	28,942	5%
65+	12,662	23.5%	14,230	12%	14,428	1%	13,916	-4%
Wythe County	28,290	-	26,953	-5%	26,896	0%	27,241	1%
0-19	6,225	22.0%	5,610	-10%	5,670	1%	5,821	3%
20-64	15,790	55.8%	14,308	-9%	13,782	-4%	14,268	4%
65+	6,275	22.2%	7,035	12%	7,444	6%	7,152	-4%

SOURCE: UNIVERSITY OF VIRGINIA WELDON COOPER CENTER FOR PUBLIC SERVICE. (2022). VIRGINIA POPULATION PROJECTIONS.

RETRIEVED FROM [HTTPS://COOPERCENTER.ORG/VIRGINIA-POPULATION-PROJECTIONS](https://coopercenter.org/virginia-population-projections)

Population Density

Population density is an important indicator of how rural or urban an area is, which in turn affects the types of transportation that may be most viable. While fixed-route transit is more practical and successful in areas with 2,000 or more people per square mile, flexible or specialized transportation services are typically a better fit for rural areas with less population density. As shown in **Figure 2-32**, most of the Mountain Lynx Transit service area has a population density of less than 100 persons per square mile, particularly in Bland and Grayson counties. Block groups with a population density between 101 to 500 people per square mile are found along I-81 between Washington and Wythe counties, outside of Bristol, VA (which provides its own transit service), Damascus, Saltville, Galax, and along I-77 in Carroll County. Block groups with a population density of more than 1,000 people per square mile are present in Abingdon, Marion, Wytheville, and Galax.

Figure 2-32: Population Density in the Study Area

Transit-Dependent Population Analysis

Public transportation needs are defined in part by identifying the relative size and location of segments within the general population that are most likely to be dependent on transit services. This includes individuals who may not have access to a personal vehicle due to income status or are unable to drive due to age or disability. The results of this demographic analysis highlight areas within the study area with the greatest transportation needs.

In order to develop the process of ranking socioeconomic need, block groups are classified relative to the entire study area by using a five-tiered scale of “Very Low” to “Very High.” A block group classified as “Very Low” can still have a significant number of potential transit-dependent persons, as “Very Low” only means below the study area’s average. At the other end of the spectrum, “Very High” means greater than twice the study area’s average. The exact specifications for each score are summarized in **Table 2-7**.

Table 2-7: Relative Ranking Definitions for Transit-Dependent Populations

Number of Vulnerable Persons or Households	Score
Less than and equal to the study area’s average	Very Low
Above the average add up to 1.33 times the average	Low
Above 1.33 times the average and up to 1.67 times the average	Moderate
Above 1.67 times the average and up to two times the average	High
Above two times the average	Very High

Figure 2-30 displays Transit Dependence Index (TDI) rankings for the study area. According to the TDI, areas with higher transit need are generally found in high density areas, including block groups in Abingdon, Bristol, Marion, Wytheville, and Galax. Chilhowie and Atkins also have a high TDI index but are not high-density areas.

Figure 2-31 shows the Transit Dependence Index Percent (TDIP), which is similar to the TDI measure; however, it excludes the population density factor. The TDIP for each block group in the study area was calculated based on autoless households and the older adult/youth/below-poverty populations. By removing the population density factor, the TDIP can measure the degree of vulnerability. It represents the percentage of population within the block group with above socioeconomic characteristics, and it follows the TDI’s five-tiered categorization of “Very Low” to “Very High.” It does not highlight block groups that are likely to have higher concentrations of vulnerable populations only because of their population density. **Figure 2-31** shows transit needs based on percentage. According to the TDIP, there are no block groups with a high or very high transit need based on percentage. Overall, areas that fall into a moderate classification are more dispersed in Washington, Smyth, Carroll, Grayson, and Wythe counties.

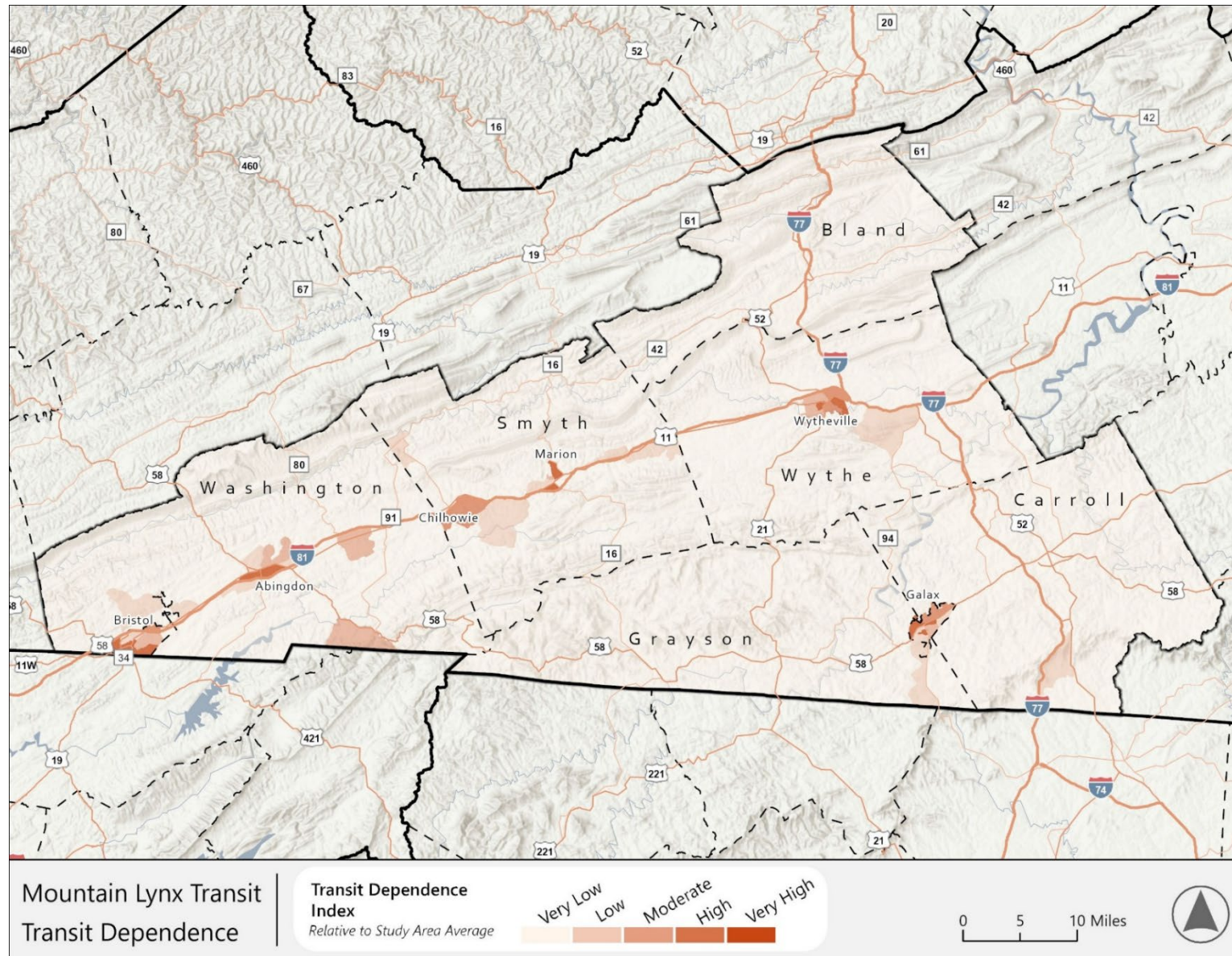
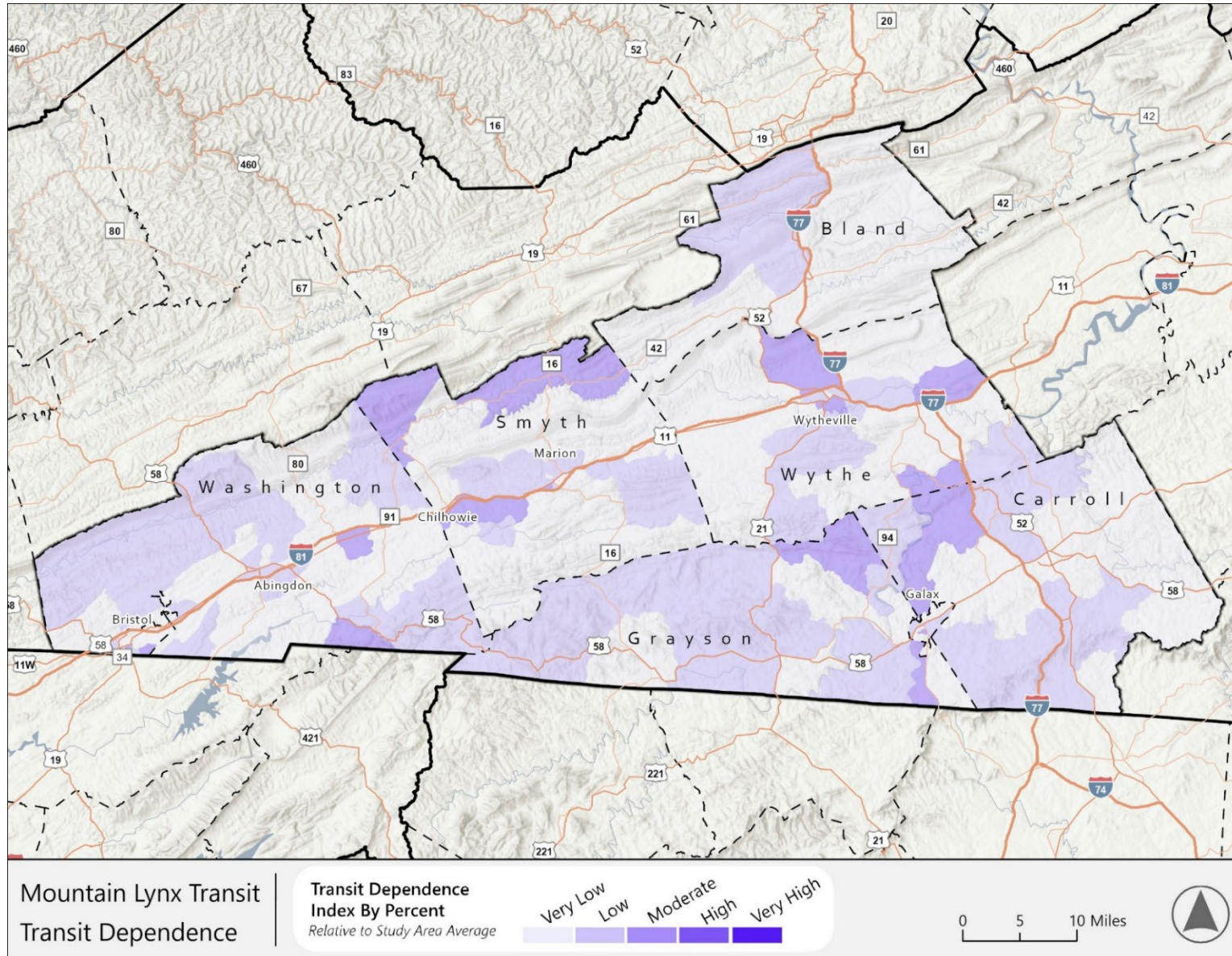
Figure 2-30: Transit Dependence Index (TDI)

Figure 2-31: Transit Dependence Index Percentage (TDIP)

Autoless Households

Households without at least one personal vehicle are more likely to depend on the mobility offered by public transit and human services organizations than those households with access to a car. **Figure 2-33** displays the relative number of autoless households for the region. Block groups with a classification of “Very High” or “High” are found in Abingdon and in the south of Washington County; Chilhowie, Marion, areas around Saltville, and southeastern Smyth County; Wytheville and along I-77 in Wythe County; near Galax in Grayson County; Galax City; and portions of northwestern Carroll County.

Individuals with Disabilities

Those with disabilities may be unable to operate a personal vehicle and are more likely to rely on public transportation. **Figure 2-34** displays the relative number of individuals with disabilities. The only location with “Very High” need block groups is in Bristol. Block groups classified as “High” can be found in multiple groups around Washington County, in Smyth County specifically near Chilhowie, around Wytheville in Wythe County, and surrounding Galax.

Senior Adult Populations

Individuals aged 65 and older may scale back their use of personal vehicles as they age, leading to greater reliance on public transportation compared to those in other age brackets. According to the American Community Survey (ACS), approximately 23% of the region’s population is aged 65 or older. **Figure 2-35** displays the relative concentration of older adults. The block groups classified as having a high number of older adults are often in lower density areas, and are located in northern Bland County, northern Grayson County, around Marion, and east of Chilhowie. The only block group with a very high concentration of older adults is in southern Carroll County.

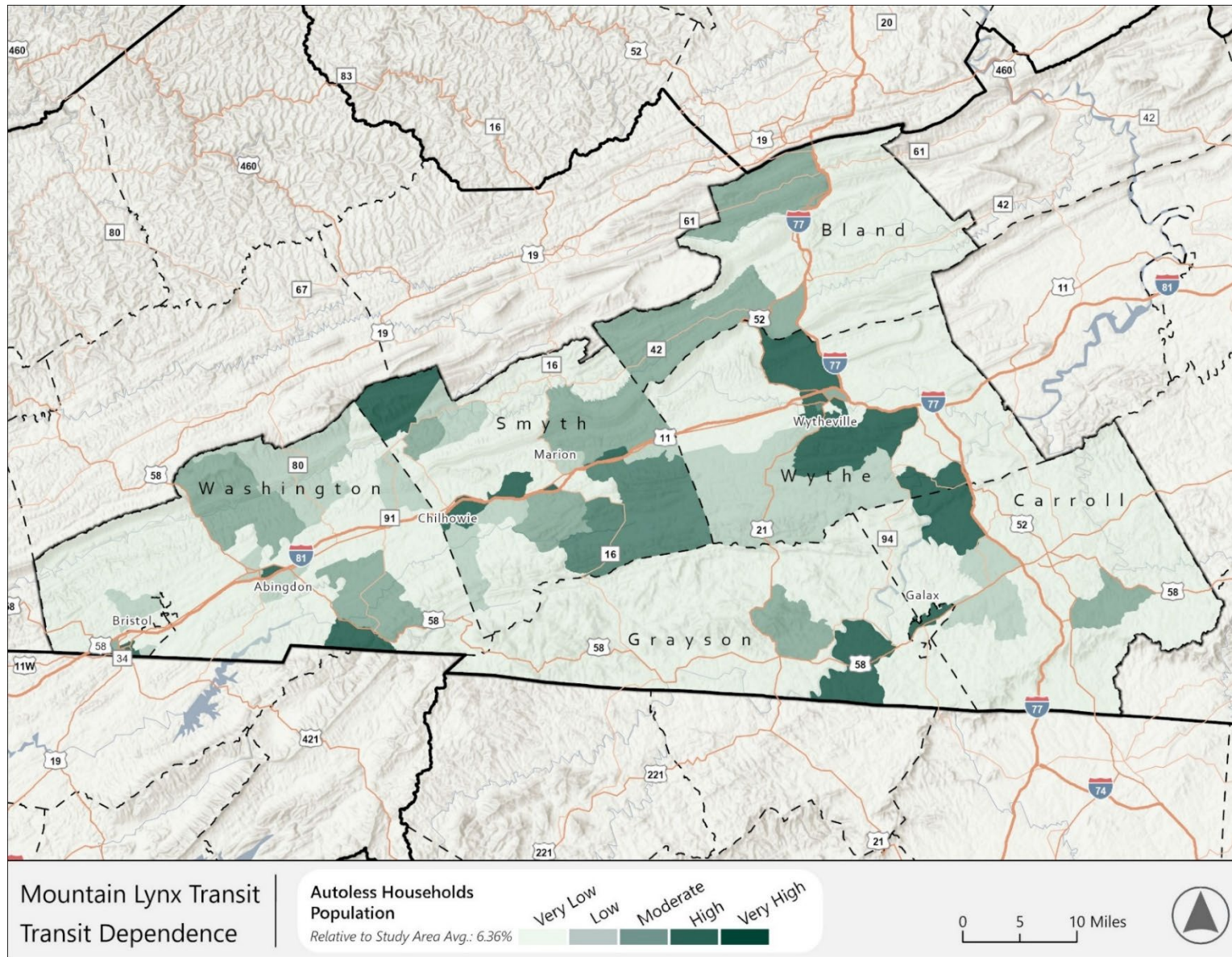
Figure 2-33: Autoless Households in the Study Area

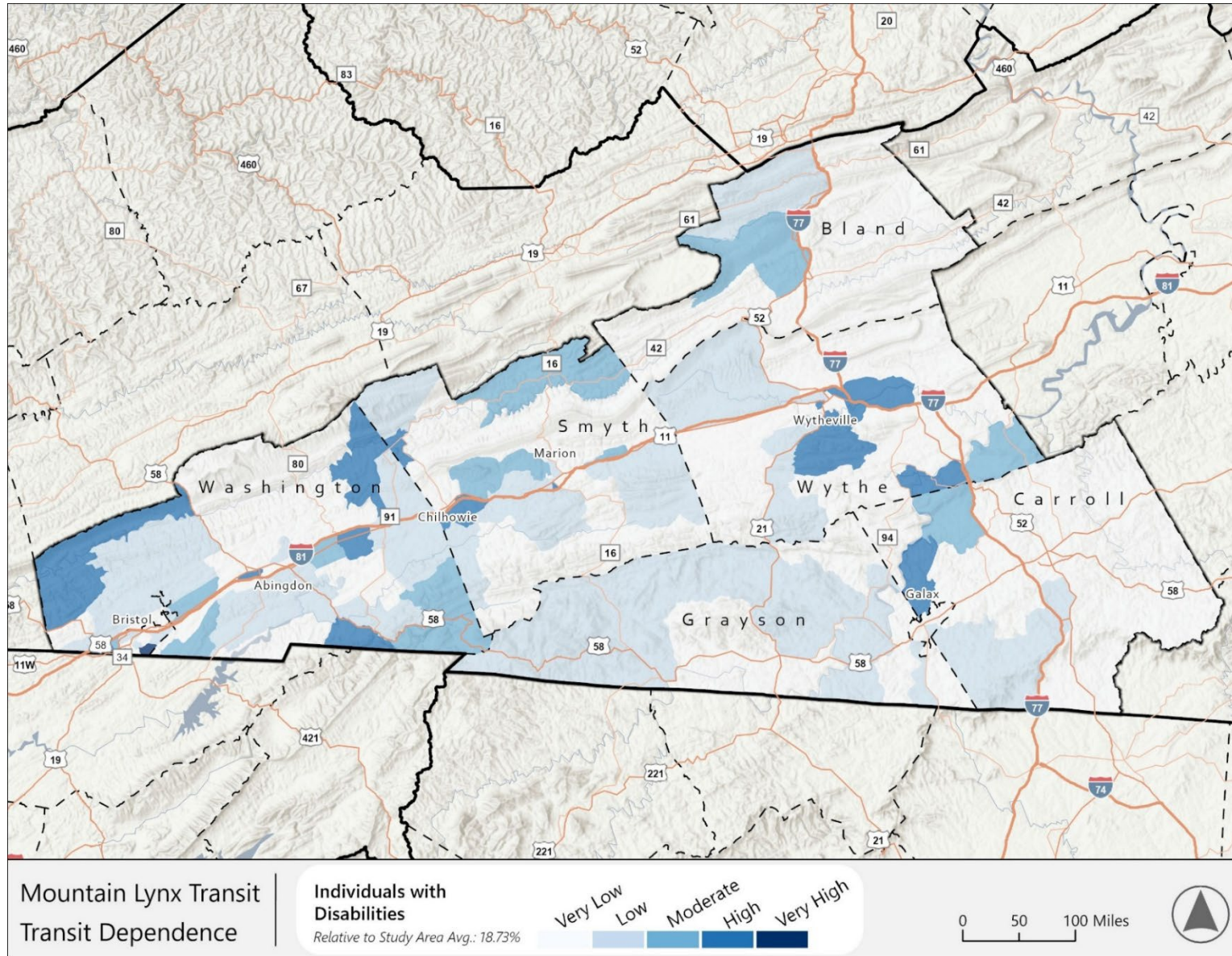
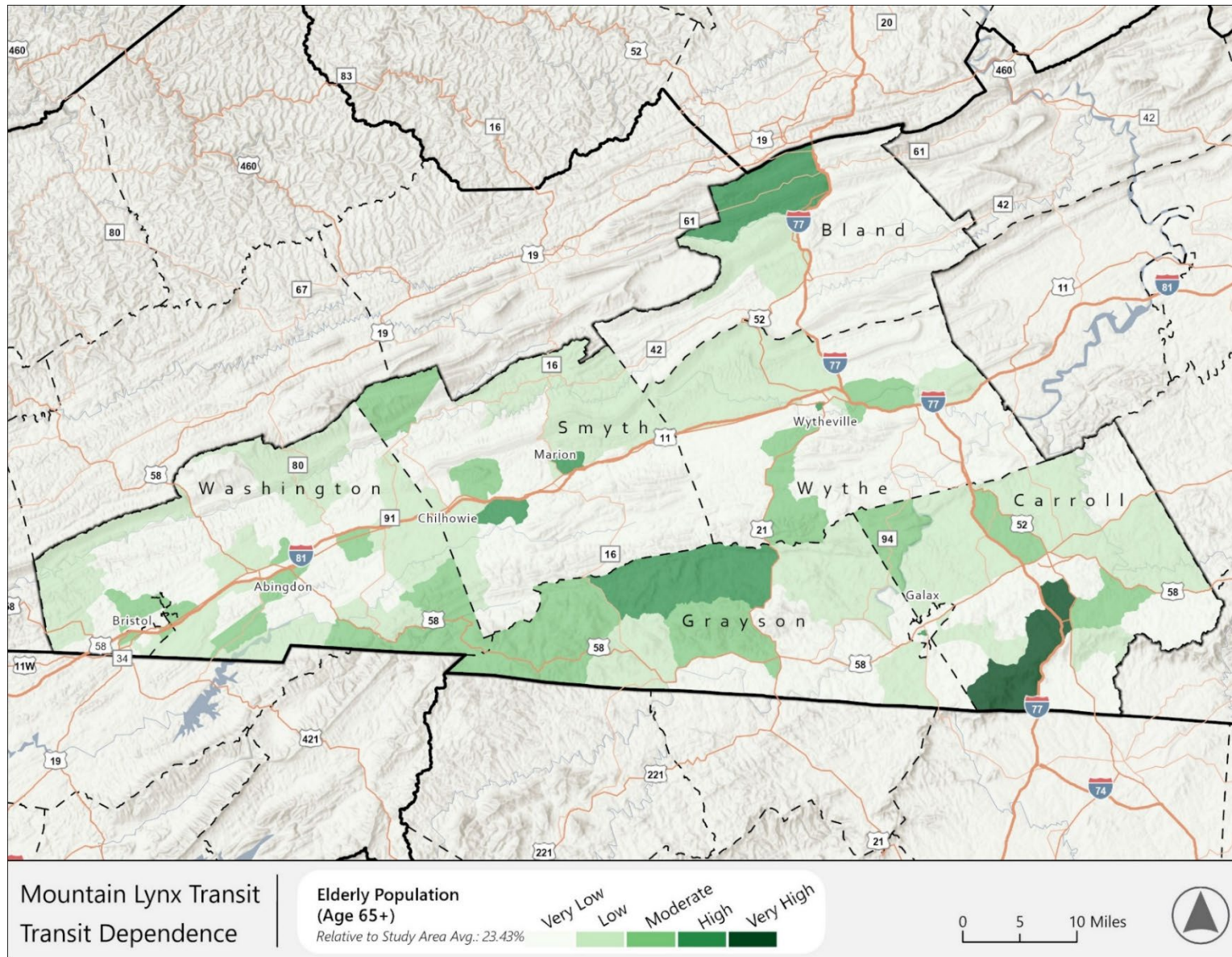
Figure 2-34: Populations with Disabilities in the Study Area

Figure 2-35: Populations with Older Adults in the Study Area

Title VI Demographic Analysis

The Civil Rights Act of 1964, Title VI prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving federal subsidies. This includes agencies that provide federally-funded public transportation. The following section examines the minority and below-poverty level populations in the study area.

Minority Population

It is important to ensure that areas with an above-average percentage of racial and/or ethnic minorities are not negatively impacted by any proposed alterations to existing public transportation services. In the study area, the average percentage of the minority population in a block group is 8.01%. **Figure 2-36** illustrates which block groups have a density of minority populations above and below the area's average. The block groups classified as having an above-average percentage of minorities include: the areas surrounding Bristol; Abingdon and areas north of Abingdon in Washington County; in the center-west and center-east segments of Smyth County; near Wytheville, along the western segment of I-81, and the south-east corner of Wythe County; southeastern Bland County; eastern Grayson County; Galax City and the surrounding areas; and eastern Carroll County. The counties with a higher percentage of above-average block groups are Washington, Grayson, and Wythe Counties.

Below-Poverty Populations

The second group included in the Title VI analysis represents those individuals who earn less than the federal poverty level. This segment of the population may find it a financial burden to own and maintain a personal vehicle, thus relying on public transit as their primary means of transportation. In the study area, the average percentage of individuals in a block group living below the federal poverty level is 15.29%. **Figure 2-37** depicts the concentration of population above or below the average percentage of individuals living below poverty. Around half of the block groups are classified as above-average in Washington, Smyth, Grayson, and Carroll Counties. In particular, Smyth County has a high percentage of above-average block groups. Wythe County also has some above-average block groups, although fewer than half.

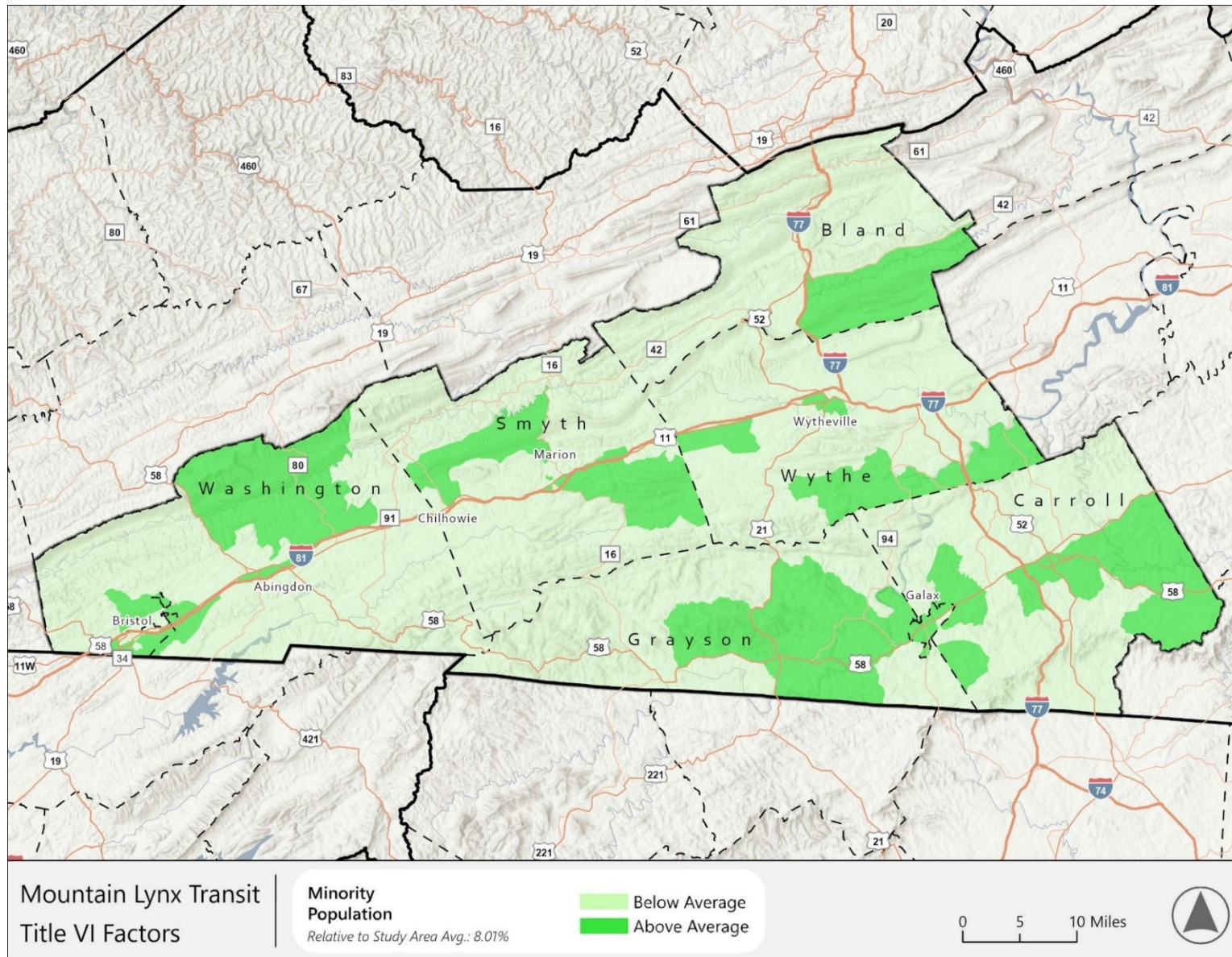
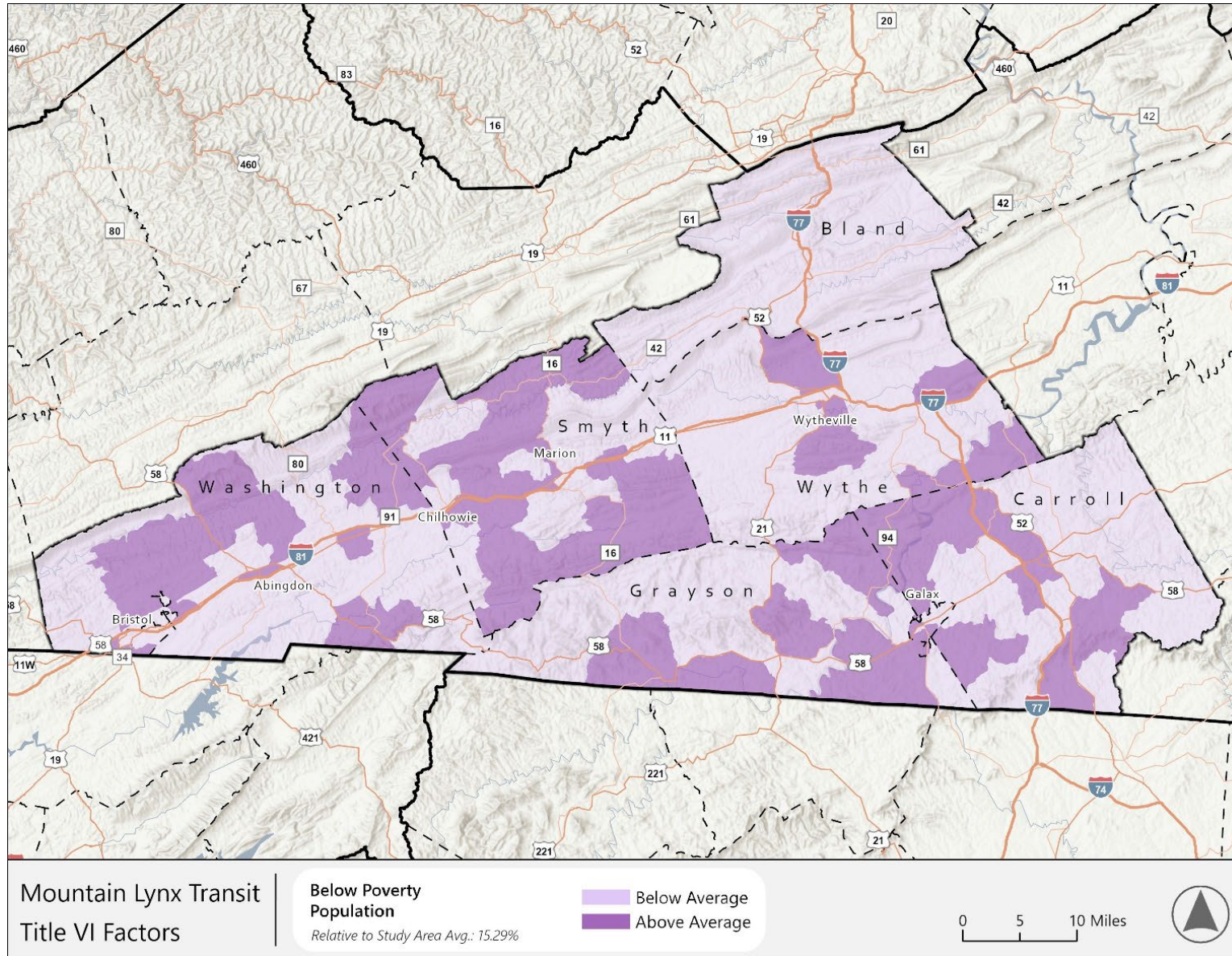
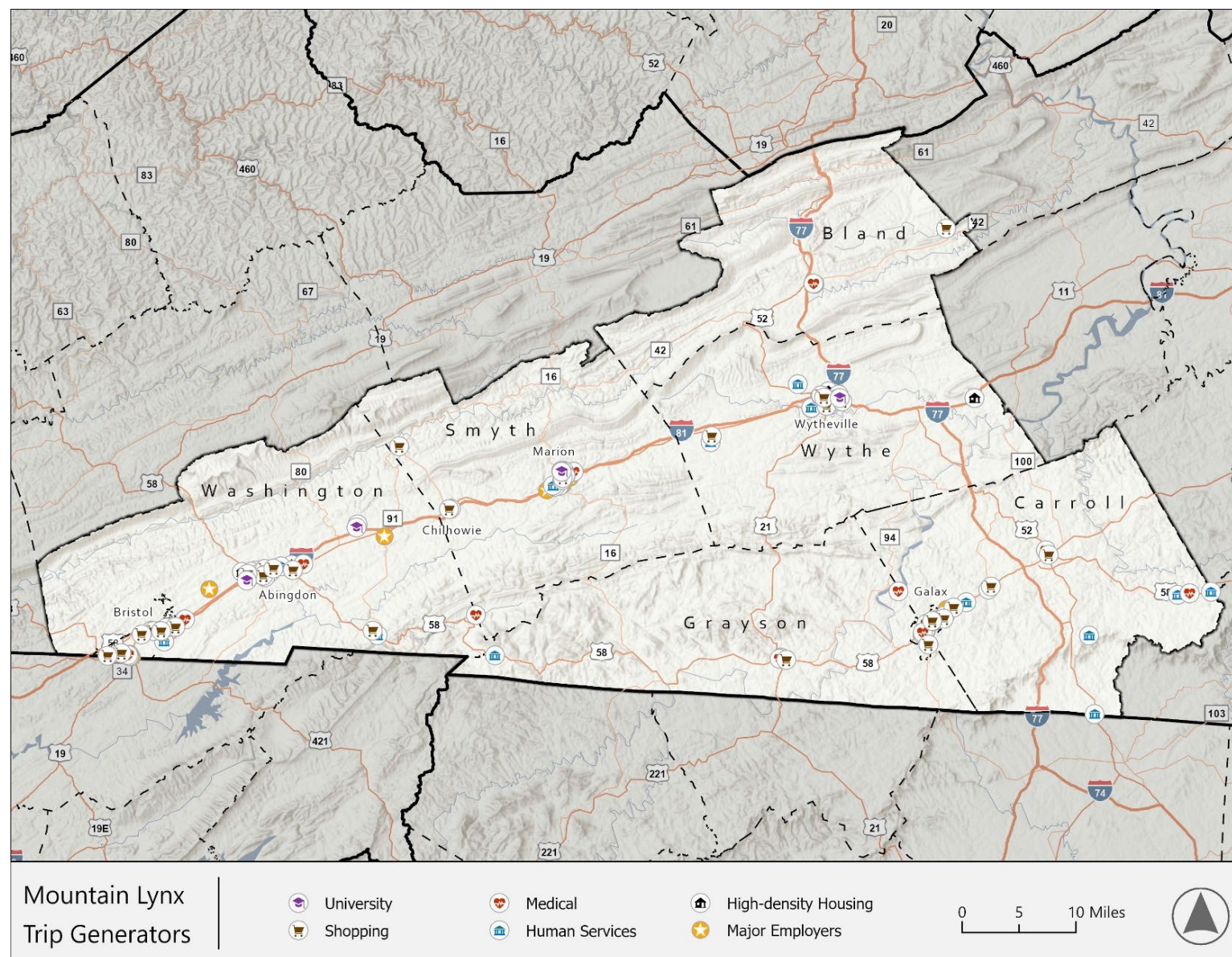
Figure 2-36: Distribution of the Minority Population in the Study Area

Figure 2-37: Populations Below the Poverty Line in the Study Area

Land Use Profile

Major Trip Generators

Identifying land uses and major trip generators in the study area complement the above demographic analysis by indicating where transit services may be most needed. Trip generators attract transit demand and include common origins and destinations, like high-density housing, major employers, medical facilities, educational facilities, human services agencies, and grocery stores/shopping centers. The data on major trip generators was obtained through Open Street Maps, Google Maps, and the Virginia Works (Department of WDA). As seen in **Figure 2-38**, most trip generators are located in or near the larger population centers in the service area, along major travel corridors, and areas served daily by Mountain Lynx Transit. A few places with an above-average number of trip generators that do not have daily MLT service include Chilhowie, Bland, Damascus, Rural Retreat, Independence, and Hillsville. **Appendix C** provides the names and addresses for each of the major trip generators.

Figure 2-38: Mountain Lynx Transit – Major Trip Generators

Employment Travel Patterns

In addition to considering the locations of the region's major employers, it was also important to consider the commuting patterns of residents. According to ACS five-year estimates for 2018-2023, 60% of the region's workers ages 16 and older worked at locations within their home counties. As seen in **Table 2-8**, in-county/city commuting has the highest rates in Wythe, Smyth, and Washington counties, as well as Galax City. Commuters from Grayson and Carroll counties often work in other counties across the state. Carroll County commuters travel outside the state more than commuters from the other jurisdictions in the region, with 19.5% of the workers leaving Virginia, largely for North Carolina.

About 30% of the region's workers commute to other Virginia counties and 9% of workers commute to other states. These are slight decreases from the 2013-2018 ACS, when 31% of workers commuted to other counties, and 10% of workers commuted to other states.

Table 2-8: Journey to Work Travel Patterns

Place of Residence	Bland County	Carroll County	Galax City	Grayson County	Smyth County	Washington County	Wythe County
Workers Ages 16 and Older	2,324	12,181	2,835	5,798	11,713	23,291	12,303
Location of Workplace							
In State of Residence	88.1%	80.5%	97.0%	86.4%	97.5%	88.8%	98.4%
a) In County of Residence	56.5%	39.9%	67.8%	39.1%	67.5%	66.5%	70.8%
b) Outside County of Residence	31.6%	40.6%	29.2%	47.3%	30.0%	22.3%	27.6%
Outside State of Residence	11.9%	19.5%	3.0%	13.6%	2.5%	11.2%	1.6%
Means of Transportation to Work							
Car, Truck, or Van (drove alone)	82.3%	83.7%	80.1%	81.3%	83.1%	82.5%	82.8%
Car, Truck, or Van (carpooled)	10.3%	10.7%	16.6%	9.9%	9.5%	7.9%	9.9%
Public Transportation	0.0%	0.0%	0.0%	1.0%	0.1%	0.1%	0.0%
Walked	1.5%	1.4%	0.4%	0.9%	0.5%	1.6%	0.6%
Bicycle	0.0%	0.3%	0.0%	0.0%	0.2%	0.0%	0.0%
Taxicab, Motorcycle, or Other	0.7%	0.3%	0.0%	1.8%	0.5%	0.5%	1.0%
Worked at Home	5.2%	3.5%	3.0%	5.2%	6.1%	7.5%	5.8%

SOURCE: ACS, FIVE-YEAR ESTIMATES (2018-2023), TABLE S0801

Table 2-9: Top Ten Employment Destinations for County Residents in Mountain Lynx Transit Service Area

Place	Number	Percent	Place	Number	Percent
Bland County			Carroll County		
Wytheville town, VA	225	9.5%	Galax city, VA	1,682	14.6%
Bland CDP, VA	188	7.9%	Hillsville town, VA	1,554	13.5%
Bastian CDP, VA	160	6.7%	Mount Airy city, NC	494	4.3%
Princeton city, WV	74	3.1%	Wytheville town, VA	381	3.3%
Pulaski town, VA	46	1.9%	Pulaski town, VA	184	1.6%
Bluefield city, WV	41	1.7%	Blacksburg town, VA	172	1.5%
Tazewell town, VA	38	1.6%	Independence town, VA	170	1.5%
Bluefield town, VA	35	1.5%	Woodlawn CDP, VA	165	1.4%
Roanoke city, VA	34	1.4%	Christiansburg town, VA	163	1.4%
Christiansburg town, VA	33	1.4%	Roanoke city, VA	134	1.2%
All Other Locations	1,506	63.3%	All Other Locations	6,419	55.7%
Galax City			Grayson County		
Galax city, VA	925	35.2%	Galax city, VA	1,045	17.9%
Hillsville town, VA	165	6.3%	Independence town, VA	673	11.5%
Independence town, VA	85	3.2%	Wytheville town, VA	222	3.8%
Wytheville town, VA	54	2.1%	Hillsville town, VA	151	2.6%
Christiansburg town, VA	42	1.6%	Marion town, VA	137	2.3%
Roanoke city, VA	30	1.1%	Sparta town, NC	112	1.9%
Blacksburg town, VA	29	1.1%	Jefferson town, NC	76	1.3%
Mount Airy city, NC	25	1.0%	Roanoke city, VA	71	1.2%
Sparta town, NC	23	0.9%	Blacksburg town, VA	58	1.0%
Abingdon town, VA	21	0.8%	Atkins CDP, VA	51	0.9%
All Other Locations	1,232	46.8%	All Other Locations	3,252	55.6%

Place	Number	Percent	Place	Number	Percent
Washington County			Smyth County		
Abingdon town, VA	4,001	18.6%	Marion town, VA	2,986	25.7%
Bristol city, VA	2,397	11.1%	Atkins CDP, VA	844	7.3%
Bristol city, TN	1,091	5.1%	Chilhowie town, VA	672	5.8%
Marion town, VA	695	3.2%	Abingdon town, VA	476	4.1%
Kingsport city, TN	606	2.8%	Wytheville town, VA	452	3.9%
Johnson City city, TN	592	2.8%	Saltville town, VA	300	2.6%
Lebanon town, VA	463	2.2%	Bristol city, VA	271	2.3%
Chilhowie town, VA	246	1.1%	Rural Retreat town, VA	177	1.5%
Meadowview CDP, VA	212	1.0%	Johnson City city, TN	110	0.9%
Wytheville town, VA	212	1.0%	Lebanon town, VA	109	0.9%
All Other Locations	10,989	51.1%	All Other Locations	5,235	45.0%
Wythe County					
Place	Number		Percent		
Wytheville town, VA	3,382		28.0%		
Rural Retreat town, VA	480		4.0%		
Pulaski town, VA	364		3.0%		
Marion town, VA	302		2.5%		
Christiansburg town, VA	217		1.8%		
Fort Chiswell CDP, VA	206		1.7%		
Galax city, VA	204		1.7%		
Atkins CDP, VA	201		1.7%		
Blacksburg town, VA	187		1.5%		
Radford city, VA	173		1.4%		
All Other Locations	6,369		52.7%		

SOURCE: CENSUS BUREAU, ONTheMAP APPLICATION AND LEHD ORIGIN-DESTINATION EMPLOYMENT STATISTICS, 2022.

Employment Projections

The Virginia Employment Commission prepares employment projections for counties, cities, and regions of the Commonwealth. For residents in the Mountain Lynx Transit area, the projections are not available by jurisdiction, but are available for Local Workforce Development Area II, which includes all of the MLT counties (Bland, Carroll, Washington, Smyth, Wythe and Grayson counties), in addition to the city of Radford and the adjacent counties of Floyd, Giles, Montgomery, and Pulaski.

Table 2-10 displays the project growth rate of the ten largest industry classifications in Local Workforce Development Area II. This data projects modest growth in the region of 5.2% over the 10-year period. The largest employment growth sectors are expected to be Leisure and Hospitality (12.9%), Food Services and Drinking Places (11.3%), and Manufacturing (9.4%). Declining sectors are expected to include Government (-0.6%) and unclassified industries (-4.9%).

Table 2-10: Local Workforce Development Area II Employment Projections 2020-2030

Industry	Employment			Percent	
	Estimated 2020	Projected 2030	Change	Total	Annual
Total All Industries	137,771	144,908	7,137	5.2%	0.0%
Services Providing	99,055	104,335	5,280	5.3%	0.0%
Education and Health Services	34,118	36,774	2,656	7.8%	0.0%
Goods Producing	31,449	33,665	2,216	7.0%	0.0%
Manufacturing	23,596	25,818	2,222	9.4%	0.0%
Trade, Transportation, and Utilities	23,477	23,972	495	2.1%	0.0%
Educational Services	17,928	19,418	1,490	8.3%	0.0%
Leisure and Hospitality	12,614	14,241	1,627	12.9%	0.0%
Professional and Business Services	12,257	12,770	513	4.2%	0.0%
Food Services and Drinking Places	10,466	11,645	1,179	11.3%	0.0%
Government	9,245	9,193	-52	-0.6%	0.0%
Unclassified	7,267	6,908	-359	-4.9%	0.0%

SOURCE: VIRGINIA EMPLOYMENT COMMISSION, LONG-TERM WORKFORCE AREA INDUSTRY PROJECTIONS, 2020 – 2030

Summary Of Demographic Analysis

Presented below are key observations collected from demographic, land-use, and commuter trends analyzed in the previous sections:

- The majority of the region is low density, with fewer than 500 people per square mile. Concentrations of populations greater than 500 are found along I-81; however, there are block groups with transit-dependent households that do not receive frequent MLT service including Chilhowie, Saltville, Atkins, Rural Retreat, Fries and Hillsville.
- The region's population overall is predicted to decrease slightly by 2050. From 2020 to 2050, the population aged 65 and older is expected to decrease by approximately 6%, while the population aged 20-64 should increase by about 2%. From 2020 to 2030, every county's population of adults aged 0-64 is predicted to decrease, while the population of adults aged 65 and older is predicted to increase by at least 10% in every area except Smyth and Galax. No counties are expected to experience increases in population during this decade.
- Commuting habits differ widely by county. While about two-thirds of commuters from Wythe, Galax, Smyth, and Washington commute within their city/county, roughly half of commuters from Carroll, Grayson, and Bland commute outside of their counties. Top destinations for out-of-county commuters include Wytheville and Galax. Carroll County also has the highest percentage of workers (19.5%) employed out of the state.

Chapter 3

Planned Improvements and Modifications

Introduction

This chapter provides a prioritized list of potential improvements and modifications to existing Mountain Lynx Transit services that the agency plans to make over the next 10 years. The recommendations outlined in this chapter respond to the opportunities identified in the previous chapter, along with other known needs that address Mountain Lynx Transit's goals, current conditions, and regulatory requirements.

As noted in the DRPT TDP guidelines, the improvements in this chapter are financially constrained, meaning that funding must be reasonably expected to be available within the plan's timeframe. The guidelines state that agencies may choose to develop unconstrained scenarios based on funding that is not reasonably expected to be available at the time of adoption, but these must be clearly labeled as such.

As part of the TDP process, Mountain Lynx Transit and DRPT discussed the potential impacts of future federal and state funding to support public transportation services in Virginia. DRPT currently anticipates that funding will plateau, and while the projected details are provided in the financial plan presented in Chapter 5, the potential implications of this reduction were taken into account while developing the planned improvements and modifications.

Though many of the proposed improvements or modifications are interrelated, they are segmented by the following categories:

Service Improvements or Modifications:

- Expand customer access to current services by implementing user interface through an app-based booking platform.
- Maintain and further promote scheduled services that meet typical performance standards.

Organizational and Coordination Improvements or Modifications:

- Identify funding in order to expand staffing levels, including a possible mobility manager position that would lead marketing and outreach efforts.
- Work with regional agencies to identify additional partnerships and possible new funding opportunities, including coordinating with the Bristol VA-TN Metropolitan Planning Organization (MPO) on a study of an Abingdon-Bristol service.

Infrastructure Improvements or Modifications:

- Assess opportunities for fleet transition to alternate fuel types.
- Continue work on bus stop improvements.
- Continue to work with local jurisdictions on placement of additional bus stops.
- Obtain replacement vehicles that were identified in the Mountain Lynx Transit Capital Plan.
- Complete facility improvements identified in the Mountain Lynx Transit Capital Plan, including replacement of the HVAC system at the Marion facility.

Proposed Improvements and Modifications

According to DRPT TDP guidelines, transit service improvements and modifications should address transit needs identified through adopted goals and objectives. While the proposed improvements align to Mountain Lynx Transit's overall goals and objectives as discussed in Chapter 1, they specifically respond to the following:

- Offer access to medical facilities, employment areas, shopping centers, schools, and community agencies.
- Provide public transportation services in a cost-effective manner.
- Provide adequate mobility options that enable area residents to "age in place."
- Promote mobility options that enable area residents to maintain personal independence and be engaged in civic and social life.

This section discusses proposals for improving or modifying Mountain Lynx Transit services. As appropriate, these concepts include:

- A summary of the service concept
- Potential advantages and disadvantages
- Potential operating and capital cost implications
- Potential ridership impacts

Service Improvements or Modifications**Implement Online and App-Based Booking User Interface**

As ride-hailing apps like Uber and Lyft have become a more common mobility option over the past decade, demand has increased for public transit services to adopt similar mobile technology to provide on-demand transportation services. Mountain Lynx Transit has explored implementing a passenger-facing app that would allow customers to request a trip through their smartphone or internet browser, and that will work with the system's current TripMaster scheduling software. Implementing this booking option would give customers greater flexibility when scheduling trips, while also reducing call volumes that could potentially lower operations staffing levels.

Mountain Lynx Transit reports that the online and app-based approach will involve the following:

- Customers will still be able to call in to the dispatch office, so they will have the option to book via a phone call, online, or app.
- The online and app-based trip booking will be implemented systemwide. Riders could use it to book a trip on one of the county routes or nutrition route trips, as well as the current X-Bus service.
- Online and app-based requests will still have the required book-ahead timeframes (i.e., the day before for county and nutrition routes, and at least one hour in advance for all other requests).
- The online and app-based approach will provide the opportunity to assess Saturday services, and consider transitioning these routes to on-demand.

Implementation of the online and app-based booking option could serve as the foundation for future consideration of using the technology to improve customer service and provide more efficient services. Rural transit agencies are using app-based microtransit services as a feeder/distributor to current routes in order to serve customers outside the current network without the need to extend routes to areas with lower population density (thereby lowering demand). Many transit agencies are implementing microtransit service during low-demand periods—such as after hours or on weekends when it is not cost-effective to operate scheduled route service. Some rural transit agencies have used microtransit to test the demand at a new time and implement or expand scheduled service if ridership grows to the point where dedicated service can be justified from a trip-per-hour perspective.

Table 3-1: Potential Impacts of an Online and App-Based Booking Platform

Advantages	Disadvantages
<ul style="list-style-type: none"> • Provides more customer-friendly service by allowing riders to book trips directly through an app or online, as opposed to a call to schedule each trip. • May reduce operations staffing levels and/or stress on current staff by decreasing call volume to dispatch office. • Could serve as the basis for additional technological improvements in the future. 	<ul style="list-style-type: none"> • Customers will need to be educated on the use of the app or booking trips online. • Costs for acquiring app-based scheduling software.
Cost Estimates	Ridership Impacts
<ul style="list-style-type: none"> • Based on the initial cost proposal from TripMaster, the additional cost for the microtransit add-on would be approximately \$1,450 per month. • Some costs may be offset by reduced call volumes to the dispatch office. 	<ul style="list-style-type: none"> • Providing customers with the option to book trips online or through an app may encourage some new riders to use Mountain Lynx Transit.

Maintain and Further Promote Scheduled Services

Scheduled flex transit service like the routes operated by Mountain Lynx Transit in Abingdon, Galax, Marion, and Wytheville is the way that rural transit systems can serve communities while maximizing resources. Unlike demand-response services, where operating costs can fluctuate significantly with demand, scheduled routes offer the opportunity to provide mobility with a firmer hold on operating costs. Typically, scheduled services should be the first option, as these services generally render the highest productivity and are the least expensive mode of transit on a per-trip basis.

However, these services need to be closely monitored to ensure they maximize efficiency and effectiveness. While several factors impact the delivery of scheduled services, they should provide five or more trips per hour. FY2024 data from Mountain Lynx Transit indicates that the following Monday-Friday routes are meeting this threshold:

- Abingdon Blue Loop (5.1 trips per hour)
- Galax Blue Loop (6.8 trips per hour)
- Marion Loop (7.9 trips per hour)
- Wytheville Gray Loop (6.6 trips per hour)
- Wytheville Maroon Loop (5.3 trips per hour)

The following routes do not meet this performance standard:

- Abingdon Silver Loop (3.5 trips per hour)
- Galax Red Loop (4.6 trips per hour)

Since the majority of the routes meet typical rural transit industry standards, no modifications to the current route network are proposed. Mountain Lynx Transit can continue to meet mobility needs in these communities, and monitoring and controlling operating costs while dealing with an uncertain fiscal future. These services can be further promoted and utilized through expanded marketing efforts (discussed later in this chapter).

Table 3-2 discusses the impacts of maintaining and further promoting scheduled services.

Table 3-2: Potential Impacts of Maintaining and Promoting Scheduled Services

Advantages	Disadvantages
<ul style="list-style-type: none"> Continues to connect residential areas with important destinations using scheduled service. Continues to provide scheduled services that do not require a reservation or a need for customers to call Mountain Lynx Transit. Provides an opportunity to operate more cost-effective scheduled services. 	<ul style="list-style-type: none"> Does not respond to customers who would prefer demand-response service.
Cost Estimates	Ridership Impacts
<ul style="list-style-type: none"> Does not increase operating or capital costs beyond those already in place for providing the schedule routes. 	<ul style="list-style-type: none"> Further promotion of the scheduled routes could attract more riders by raising awareness and improving system understanding, leading to better route productivity.

Organizational and Coordination Improvements or Modifications

Add Mobility Manager Position and Expand Marketing Efforts

It was encouraging that through the community survey only five percent of respondents reported being unaware of the services provided by Mountain Lynx Transit. This favorable response can be attributed to the previous branding campaign, through which the Mountain Lynx Transit name and logo were established, helping to create a positive image of the transit system. When asked about barriers to not using public transportation, however, 28% of respondents noted a lack of familiarity with Mountain Lynx Transit services.

In addition, while the majority of customer surveys were completed by people living in areas with routes that operate on Saturday, the need for Saturday services was expressed as number one by current riders. This indicates a possible need for targeted marketing efforts to ensure customers and residents in the towns and cities with Saturday service are fully aware of current services and their public transit options.

Through the customer survey, nearly seven in 10 riders said they would likely use an app or website for Mountain Lynx Transit that provides schedule information, alerts, and trip planning. Over half of the respondents reported that they would prefer to access information on Mountain Lynx Transit services via the website. This suggests the need to upgrade the current Mountain Lynx Transit website, which is now hosted as a page through the District Three Governmental Cooperative website—possibly by creating a specific and separate transit website.

Through the planning process, Mountain Lynx Transit noted the need to identify funding in order to expand staffing levels, including a possible mobility manager position that would lead marketing and outreach efforts. As noted in Chapter 1, current outreach efforts often involve the Director of Transportation, a position that already has significant responsibilities. Expanding the marketing of these services will further improve productivity. Effective marketing and outreach also help promote scheduled routes and improve productivity on these services. The customized approach of mobility management means no two programs are exactly alike and provides the opportunity for Mountain Lynx Transit to design a position with job functions that will be of the most benefit to the organization.

While funding will need to be identified, the mobility manager would lead marketing and outreach efforts, including continued promotion of the current scheduled services discussed in the previously proposed alternative. Mobility management projects are eligible for capital funding under the federal Section 5310 Programs administered by DRPT through their Human Services Grant Program, providing up to an 80% federal share. Projects selected for funding through the Section 5310 Program must be included in a locally-developed public-transit human services transportation plan—the current DRPT CHSM Plan includes multiple actions that fit the potential application for a mobility manager position at Mountain Lynx Transit.

Table 3-3 discusses the impacts of a mobility manager position that would focus on expanded marketing efforts.

Table 3-3: Potential Impacts of Mobility Manager Position and Expanded Marketing

Advantages	Disadvantages
<ul style="list-style-type: none"> Creates a specific position with marketing and outreach responsibilities, allowing Director of Transportation to focus on service, organizational, and other aspects of the transit system. Further promotes Mountain Lynx Transit's services within the region and reinforces that Mountain Lynx Transit services are open to the public, and not just available to specific population groups. Increases visibility of the system, in an effort to increase ridership, develop additional partnerships, and access possible funding opportunities. 	<ul style="list-style-type: none"> Requires additional funding for a new position at a time when future funding levels are uncertain. There would be additional expenses related to developing and implementing a broader marketing plan.

<ul style="list-style-type: none"> Enables targeted outreach (e.g., seniors, workers, riders with disabilities) through community events, and social media, and presence at senior centers or shopping centers. Provides a dedicated point of contact for mobility coordination with human services agencies, local governments, and regional planners. 	
Expenses	Ridership
<ul style="list-style-type: none"> Costs would vary depending on the extent of the expanded marketing campaign. In-house efforts would be substantially less expensive than using an outside professional marketing firm, though results may be less effective. Mobility manager salary could be partially covered by Section 5310 funds (up to 80% federal share if approved). 	<ul style="list-style-type: none"> A broad marketing effort should further expand awareness of Mountain Lynx Transit services, and lead to increases in ridership. Improved public understanding of service availability may encourage new ridership. Outreach could provide targeted marketing for specific services.

Work with Regional Agencies on Additional Partnerships and Funding Opportunities

Through the planning process, Mountain Lynx Transit noted the need to work with regional agencies to identify additional partnerships and possible new funding opportunities. These opportunities include coordinating with Bristol VA-TN Metropolitan Planning Organization (MPO) on study of Abingdon-Bristol service. Previous TDPs for Mountain Lynx Transit have recommended regular service between Abingdon and Bristol, extending beyond the service that operates when VHCC classes are in session and designed to meet both student and general public needs. Through these plans it was projected that a connector route could provide service from one or two central locations along Mountain Lynx Transit's Abingdon Loop to selected destinations in Bristol, which would allow for a timed meeting with Bristol Transit at the transfer location at 810 State Street, Bristol, TN (so that customers could then access any location on the Bristol Transit network).

Mountain Lynx Transit and the Bristol VA-TN Metropolitan Planning Organization (MPO) also discussed the need for a study that would go beyond the TDP for the six-county region served by Mountain Lynx Transit, and include other jurisdictions served by the MPO (Bristol, TN, Bristol, VA, and Sullivan County, TN). Such a study could potentially be led by the MPO and possibly funded at least partially through FTA Section 5303 funding that supports multimodal transportation planning in metropolitan areas.

Table 3-4 discusses the potential impacts of expanded regional partnerships, including further study of service between Abingdon and Bristol.

Table 3-4: Potential Impacts of Expanded Partnerships / Studying Abingdon – Bristol Service

Advantages	Disadvantages
<ul style="list-style-type: none"> Provides opportunity to identify additional funding sources, and instances where funding from different agencies could be combined. Provides opportunity to further detail needs expressed by stakeholders and area residents through several previous planning efforts, as well as possible service improvements that would expand mobility in the region. Also provides opportunity for Mountain Lynx Transit to further partnerships with other transit systems and agencies in the broader region. 	<ul style="list-style-type: none"> Staffing time would be needed to facilitate expanded partnerships with regional agencies, and to participate in additional planning and coordination activities. Mountain Lynx Transit may be giving up some control over the studying and planning of new services in the region.
Cost Estimates	Ridership Impacts
<ul style="list-style-type: none"> Some staff time would be needed to facilitate partnerships and participate in planning and other efforts. Cost for specific studies would be based on the scope of work and overall parameters, though a study for the Abingdon-Bristol corridor may be funded through resources obtained by the MPO. 	<ul style="list-style-type: none"> Ridership may increase through agency partnerships that help to promote current services. Ridership would also increase if new services were implemented as a result of the proposed study.

Infrastructure Improvements or Modifications

Assess Opportunities for Alternate Fuel Transition

As interest in zero-emission vehicles continues to grow, Mountain Lynx Transit has an opportunity to explore alternative fuel options that align with long-term sustainability goals and evolving funding priorities. While transitioning to alternative fuels can seem like a complex undertaking, a range of state and federal resources are available to help guide the process.

Leveraging DRPT Resources

DRPT has developed a suite of tools and guidance to support agencies transitioning to low- and zero-emission fleets. These resources are tailored for agencies like Mountain Lynx Transit and offer a strong starting point to build a compliant and fundable Zero-Emission Transition Plan.

Key DRPT resources include:

- **Modernizing Transit Fleets Guidebook** – Offers a step-by-step framework for evaluating and implementing zero-emission technology, including charging infrastructure, utility engagement, procurement, and funding strategies.
- **FLEET (Fleet Lifecycle Evaluation and Electrification Tool)** – An interactive Excel-based tool that helps agencies assess vehicle replacement schedules, emissions impacts, lifecycle costs, and capital needs.
- **FTA-Compliant Plan Templates** – DRPT provides sample plans and checklists that align with FTA requirements under the Low-No Buses and Bus Facilities programs, helping to ensure eligibility and reducing administrative burden.
- **Workforce Readiness Guidance** – Includes tools to evaluate training needs and mitigate workforce disruption related to the adoption of new vehicle technologies.

These resources are already accepted and in use across Virginia, making them ideal for Mountain Lynx Transit to adopt or adapt as needed. Additionally, by using DRPT's pre-developed tools, Mountain Lynx Transit can align with the Commonwealth's broader transit modernization goals while avoiding the need to start from scratch.

Federal Requirements and Funding Strategy

Under the Bipartisan Infrastructure Law (BIL), applications for FTA's Low or No Emission Program (§5339(c)) and Buses and Bus Facilities Competitive Program (§5339(b)) that involve zero-emission vehicles must include a Zero-Emission Fleet Transition Plan. While these programs provide generous federal match rates (up to 85% for vehicles and 90% for infrastructure), planning costs are not eligible under these capital-focused programs.

FTA requires the Zero-Emission Transition Plan to include several components, such as:

- A long-term fleet management strategy
- Financial planning and funding outlook
- Evaluation of facilities and infrastructure
- Coordination with utility providers or alternative fuel vendors
- Policy or legislative factors affecting technology choice
- Workforce impacts, including training and retention plans

Mountain Lynx Transit can fulfill these requirements by customizing DRPT's tools and templates. If the agency already has a partial plan in place, FTA allows the submission of a supplemental addendum to meet any remaining criteria.

Future Steps for Consideration

To move toward a zero-emission fleet transition, Mountain Lynx Transit can:

- Use DRPT's FLEET Tool to assess vehicle life cycles, costs, and emissions impacts.
- Follow DRPT's Guidebook to structure its Zero-Emission Transition Plan in line with federal expectations.
- Work with DRPT staff to identify eligible funding to support plan development.
- Coordinate early with local utility providers for infrastructure feasibility and partnership planning.
- Submit the finalized plan with a future Low-No or Section 5339(b) application via DRPT's consolidated application process.

By taking these steps and utilizing existing resources, Mountain Lynx Transit will be prepared not only to compete for federal capital funding but also to do so with reduced administrative effort and increased confidence in plan compliance. **Table 3-5** discusses the advantages and disadvantages of a zero-emission fleet transition.

Table 3-5: Potential Impacts of Zero-Emissions Fleet Transition

Advantages	Disadvantages
<ul style="list-style-type: none"> • Aligns with state and federal transportation policy priorities. • Increases eligibility and competitiveness for Low-No and 5339(b) funding. • Access to DRPT tools and templates reduces workload. • DRPT support and guidance ensures compliance and best practices. • Supports long-term fleet sustainability, efficiency, and emissions reduction. 	<ul style="list-style-type: none"> • Planning effort requires staff time and technical expertise. • Planning costs must be sourced from non-capital programs. • May require coordination across departments and agencies. • Infrastructure costs and utility readiness can be unpredictable. • Zero-emission vehicles may be more expensive up front.

SOURCE: [HTTP://CLOUD.NATIONALRTAP.ORG/RESOURCE-CENTER/TOPIC-GUIDES/ALTERNATIVE-FUELS](http://cloud.nationalrtap.org/resource-center/topic-guides/alternative-fuels)

Continue Work on Bus Stop Improvements

The assessment of bus stops and potential improvements is an ongoing effort. The previous TDP noted the need for bus stop signs to be installed along the routes in Abingdon, Galax, Marion, and Wytheville. Updated bus stop signage was developed since the last TDP, and Mountain Lynx Transit staff have placed the new signage at most of their designated time stops systemwide, including at apartment complexes, libraries, and Food City stores.

Well-designed, visible signs help establish Mountain Lynx Transit's brand identity throughout the service area, making the transit system more recognizable and approachable to current and potential riders. Clear signage also educates riders by confirming stop locations and providing essential information such as agency contact information, reducing uncertainty and improving overall user confidence in the system. Current bus stop signage provides the Mountain Lynx Transit logo along with "Bus Stop."

As Mountain Lynx Transit moves forward with its online and app-based scheduling system, bus stop signage is also serving as a platform to market the new scheduling app and website.

Continue to Work with Local Jurisdictions on Bus Stop Placement

During the TDP process, Mountain Lynx Transit reported that they were working with the city of Galax to place a bus stop in the downtown area. A piece of property was donated to the city, and they are planning an extensive parking lot improvement project, with further interest in incorporating a Mountain Lynx Transit stop. Work is expected to continue with the city of Galax and other jurisdictions in the region on the preferred location of the bus stop, as well as additional stops that would provide community residents with more convenient access to the Mountain Lynx system.

Obtaining Replacement Vehicles

Mountain Lynx Transit's FY2025-FY2030 Capital Budget includes replacement for a number of vehicles through the six-year period. These vehicle needs will be the basis for the capital section of the financial plan to be included in Chapter 5.

Complete Facility Improvements

The FY2025-FY2030 Capital Budget also includes improvements to the existing Marion facility, specifically in FY2026. This work includes repaving the parking lot, and the installation of a new roof and HVAC system. Similar to replacement vehicles, these improvements will be included in the capital section of Chapter 5.

Summary of Proposed Improvements and Modifications

Table 3-6 provides a summary of the proposed improvements and modifications. While many efforts would be ongoing where appropriate, potential timeframes are organized into the following categories:

- Short-term transit improvements (1 to 3 years)
- Mid-term transit improvements (3 to 7 years)
- Long-term transit improvements (7 to 10 years)

It should be noted that the TDP guidelines also call for an annual review, so changes can be made to the plan each year as required.

Table 3-6: Summary of Proposed Improvements and Modifications

Proposed Improvements and Modifications	Projected Implementation Timeframe
Service:	
Implement Online and App-Based Booking User Interface	Short
Maintain and Further Promote Scheduled Services	Ongoing
Organizational and Coordination:	
Add Mobility Manager Position and Expand Marketing	Short
Expand Regional Partnerships / Study Abingdon - Bristol Service	Ongoing
Infrastructure	
Assess Opportunities for Alternate Fuel Transition	Long
Continue Work on Bus Stop Inventory/Assessment	Ongoing
Continue Work with Local Jurisdictions on Bus Stop Placement	Ongoing
Obtain Replacement Vehicles	Ongoing
Complete Facility Improvements	Short

Chapter 4

Implementation Plan

Background

As noted in the DRPT TDP guidelines, the Implementation Plan outlines the steps an agency must take to carry out the operations and services described in Chapter 3. The plan should also reference the approved Transit Asset Management (TAM) plan to guide the schedule for replacing and/or increasing rolling stock and facilities to maintain a State of Good Repair (SGR).

Asset Management

Transit agencies that receive federal funding from the Federal Transit Administration (FTA) must create and maintain a TAM plan for their rolling stock, non-revenue vehicles, facilities, and other equipment. These plans are divided into two types: Tier I and Tier II, depending on the size of the agency's fleet and/or presence of rail service. In Virginia, DRPT develops and maintains the Tier II plans for all Tier II-eligible agencies, including Mountain Lynx Transit.

The DRPT TAM Plan describes the policies for attaining and maintaining the SGR for all assets, including the following:

- Policies for replacement, rehabilitation, retrofitting, expansion and reduction of the revenue and non-revenue fleet to carry out the implementation plan above.
- Policies for maintenance or replacement of the vehicle maintenance and operations facilities.
- Policies for passenger facilities, infrastructure, or amenities such as bus stops, shelters, or stations.
- Policies for updating technology and ITS, such as CAD/AVL systems, APCs, scheduling software, fare processing equipment, and data processing hardware or software.
- Planning and prioritization for addressing any SGR needs. This may include identifying replacement years based on condition indicators such as TERM rating and or Useful Life Benchmarks. SGR needs should be included as a prioritized list.

The DRPT TDP guidelines note that this chapter of the TDP should include a detailed summary of the TAM plan developed by DRPT. The current DRPT TAM Plan was adopted in September 2022 and covers the period of FY2022 through FY2025, containing the following information on Mountain Lynx Transit (presented as District Three Governmental Cooperative in the TAM Plan).

The TAM Plan includes an inventory of vehicles in service, organized by agency and by asset class. **Table 4-1** shows that Mountain Lynx Transit had a total of 42 vehicles in service when the TAM Plan was completed.

Table 4-1: DRPT TAM Plan – Mountain Lynx Transit Vehicles in Service

Asset Class			
Cutaway	Minivan	Van	Total Vehicles
35	6	1	42

SOURCE: DRPT TAM PLAN, APPENDIX 1

The TAM Plan then indicates the number of vehicles across the Commonwealth that are beyond their Useful Life Benchmark (ULB). **Figure 4-1** provides minimum useful life standards and useful life benchmarks from the TAM Plan that are used to determine this number.

Figure 4-1: DRPT Useful Life and Useful Life Benchmark Crosswalk

DRPT Minimum Useful Life Standards (UL)			Useful Life Benchmark (ULB)	
Asset Sub-Type	Min Svc Life (yr.)	Min Svc Miles	Asset Class	Years
Heavy Duty, Articulated Bus	12	500,000	AB- Articulated Bus	14
Heavy Duty, Small Bus/BOC	10	350,000	BU- Bus	14
Heavy Duty, Small Bus	10	350,000		
Heavy Duty, Large Bus	12	500,000		
Heavy Duty, Dual Mode Bus	12	500,000		
Light Duty, Small BOC	4	100,000	CU- Cutaway Bus	10
Light Duty, Medium BOC	4	100,000		
Medium Duty, Medium BOC	7	200,000		
Medium Duty, Large BOC	7	200,000		
Light Duty, Minivan	4	100,000	MV- Minivan	8
Heavy Duty, Commuter/Intercity Bus	12	500,000	BR- Over-the-Road-Bus	14
Light Duty, Passenger Van	4	100,000	VN- Van	8
Light Duty, Sedan/Station Wagon	4	100,000	AO- Automobile	8
Light Duty, Sport Utility Vehicle	4	100,00	SV- Sport Utility Vehicle	8

As shown in **Table 4-2**, based on these criteria the TAM Plan determined that 10 vehicles in the Mountain Lynx Transit fleet at that time were beyond their ULB—almost 25% of the overall agency inventory.

Table 4-2: DRPT TAM Plan – Mountain Lynx Transit In Service Vehicles Beyond Their Useful Life Benchmark

Asset Class			
Cutaway	Minivan	Van	Total Vehicles
4	6	0	10

SOURCE: DRPT TAM PLAN, APPENDIX 2

Looking beyond buses and vans, the TAM Plan also provides an equipment inventory that identifies automobiles, trucks, and other rubber-tired vehicles. As indicated in **Tables 4-3 and 4-4**, the TAM Plan reported that Mountain Lynx Transit had six automobiles in their fleet, with half these vehicles beyond their ULB.

Table 4-3: DRPT TAM Plan – Mountain Lynx Transit Equipment

Asset Class		
Automobiles	Trucks and Other Rubber-Tired Vehicles	Total Vehicles
6	0	6

SOURCE: DRPT TAM PLAN, APPENDIX 3

Table 4-4: DRPT TAM Plan – Mountain Lynx Transit Equipment Beyond Their Useful Life Benchmark

Asset Class		
Automobiles	Trucks and Other Rubber-Tired Vehicles	Total Vehicles
3	0	3

SOURCE: DRPT TAM PLAN, APPENDIX 4

Capital Implementation Plan

The DRPT TDP requirements state that this section should include a detailed implementation plan for meeting the capital needs of Mountain Lynx Transit, considering the current asset plan and the planned service developments outlined in Chapter 3. In addition, the DRPT TAM Plan notes that capital funding requests must be included in the TDP.

Table 4-5 on the next page provides the Mountain Lynx Transit capital budget previously submitted to DRPT for FY2026 through FY2031. As shown in this table, the agency's capital requests throughout this period involve:



Vehicles:

- Thirteen light-duty BOC buses for funding through the Section 5311 Program
- Six light-duty BOC buses for funding through the Section 5307 Program
- Four lift-equipped vans for funding through the Section 5311 Program
- One lift-equipped van for funding through the Section 5307 Program
- One non-revenue support vehicle



Facilities:

- New asphalt, HVAC, roof at existing facility
- Purchase of adjacent property for future parking lot at Central Office
- Replacement of computers and printers

Table 4-5: Mountain Lynx Transit Capital Budget for FY2026–FY2031

FY2026					
Fund	Description	Quantity	Cost	Total Cost	Notes
5311	Van w/ lift	4	\$115,000.00	\$460,000.00	Revenue Vehicle (Repl #197, 198, 200, and 201)
5311	Support vehicle (truck)	1	\$55,000.00	\$55,000.00	Support Vehicle - Replace #188
5311	Repeaters	2	\$15,000.00	\$30,000.00	Smyth and Washington County repeaters
5311	New HVAC at existing facility	4	\$30,000.00	\$120,000.00	Property & Facilities
5307	Light-duty BOC	2	\$175,000 and \$168,249	\$343,249.00	Revenue Vehicle (One of these [\$168,249 19-passenger] funded by FTA in FY24 but state match pushed to FY26) (Repl #232 with 19 pass and #233 with 15 pass)
5307	New HVAC at existing facility	1	\$30,000.00	\$30,000.00	Property & Facilities
			Total FY26	\$1,038,249.00	
FY2027					
Fund	Description	Quantity	Cost	Total Cost	Notes
5311	Light-duty BOC	2	\$180,000.00	\$360,000.00	Revenue Vehicle (Repl #230 and 231)
5311	New roof and asphalt at existing facility	1	\$500,000.00	\$500,000.00	Property & Facilities
5311	Replacement of staff computers and printers	8	\$2,000.00	\$16,000.00	Molly, Jim, JR, WVL office, Galax office, Mike, Jeff, extra office computer
5307	Light-duty BOC	1	\$180,000.00	\$180,000.00	Revenue Vehicle (Repl #221)
			Total FY27	\$1,056,000.00	

FY2028					
Fund	Description	Quantity	Cost	Total Cost	Notes
5311	Light-duty BOC	2	\$180,000.00	\$360,000.00	Revenue Vehicle (Repl 240 and 241)
5311	Purchase adjacent property for future parking lot at Central Office	1	\$250,000.00	\$250,000.00	Property & Facilities
5307	Van w/ lift	1	\$120,000.00	\$120,000.00	Revenue Vehicle (Repl 238 van)
			Total FY28	\$730,000.00	
FY2029					
Fund	Description	Quantity	Cost	Total Cost	Notes
5311	Light-duty BOC	3	\$185,000.00	\$555,000.00	Revenue Vehicle (Repl 239, 242, 244)
5307	Light-duty BOC	1	\$185,000.00	\$185,000.00	Revenue Vehicle (Repl 252)
			Total FY29	\$740,000.00	
FY2030					
Fund	Description	Quantity	Cost	Total Cost	Notes
5311	Light-duty BOC	3	\$185,000.00	\$555,000.00	Revenue Vehicle (Repl #243, 245, 251)
5307	Light-duty BOC	1	\$185,000.00	\$185,000.00	Revenue Vehicle (Repl #260)
			Total FY30	\$740,000.00	
FY2031					
Fund	Description	Quantity	Cost	Total Cost	Notes
5311	Light-duty BOC	3	\$185,000.00	\$555,000.00	Revenue Vehicle (Repl #253, 254, 261)
5307	Light-duty BOC	1	\$185,000.00	\$185,000.00	Revenue Vehicle (Repl #263)
			Total FY31	\$740,000.00	
			Total Cost FY27-31:	\$4,006,000.00	

There will be some capital considerations based on the proposed improvements or modifications in Chapter 3. **Table 4-6** provides a discussion of these considerations.

Another capital planning consideration identified during the TDP process was the implications if the agency transitioned to full reporter status for the National Transit Database (NTD). Mountain Lynx Transit is currently assessing the impact this may have on staffing needs and how its current scheduling software can assist with the potential future NTD reporting needs.

Table 4-6: Proposed Improvements and Modifications – Capital Considerations

Proposed Improvements and Modifications	Capital Considerations
Service:	
Implement Online and App-Based Booking User Interface	It is anticipated that this implementation will involve an add-on to current software, which will increase monthly operating costs. However, there may be considerations related to associated computer or other replacements or upgrades.
Maintain and Further Promote Scheduled Services	No additional capital costs anticipated, as the replacement schedule related to vehicles operating these services is already built into current capital plan.
Organizational and Coordination:	
Add Mobility Manager Position and Expand Marketing	Mobility management projects are eligible for capital funding under the federal Section 5310 Program, providing up to an 80% federal share. Current DRPT CHSM Plan includes multiple actions that fit the potential application for a mobility manager position at Mountain Lynx Transit.
Expand Regional Partnerships / Study Abingdon - Bristol Service	The regional study would identify potential capital costs related to Abingdon-Bristol service.
Infrastructure	
Assess Opportunities for Alternate Fuel Transition	Potential future analysis of transition to alternative fuel would assess the capital cost implications.
Continue Work on Bus Stop Inventory/Assessment	The bus stop inventory and assessment will identify needed improvements and prioritize stops. Capital costs will vary based on needed improvements.
Continue Work with Local Jurisdictions on Bus Stop Placement	Capital costs related to bus stop placement will vary based on the location and current infrastructure at these locations.
Obtain Replacement Vehicles	Replacement vehicles are included in the capital plan provided in Table 4-5.
Complete Facility Improvements	Facility improvements are included in the capital plan provided in Table 4-5.

Chapter 5

Financial Plan

Background

As noted in DRPT's TDP guidelines, the financial plan projects service costs and identifies financial resources. Consequently, it is through the development of the TDP's financial plan that transit agencies determine which service improvements can be realistically achieved, as well as when those service improvements should be implemented. When developing a financial plan, agencies throughout the Commonwealth of Virginia are encouraged to explore entrepreneurial strategies that might attract novel sources of funds—such as corporate or institutional support for specific routes and services.

This chapter provides a financial plan to support Mountain Lynx Transit's existing services over the TDP's 10-year planning period. As noted in the preceding chapter, projects indicated in years one to three should be considered short-term, those in years four to seven are considered mid-term, and those planned for years eight through 10 should be considered long-term. The financial plan addresses both operations and capital budgets, focusing on the project and capital recommendations that were highlighted in Chapter 3, and the implementation schedule and capital needs highlighted in Chapter 4.

There are a number of unknown factors that could affect transit finance over the 10-year period, including the future economic condition of local jurisdictions and the region, the availability of federal funding, and the availability of funding from the Commonwealth Transportation Fund.

Projected Operating Expenses and Funding Sources

Tables 5-1 and 5-2 provide the financial plans for the operation of Mountain Lynx Transit's services under the 10-year plan, broken out by projected funding through Section 5307 and Section 5311 Programs:

- The tables begin with the annual revenue hours of service for the existing transit program, which serves as the "baseline" level of service at the time of the TDP preparation.
- **Table 5-1** provides potential annual revenue hour expansion based on the additional Abingdon-Bristol service that is projected to result from the study, as discussed in Chapter 4.
- The tables then provide operating cost estimates and identify potential funding sources associated with current services and proposed improvements and modification.

Table 5-1: Mountain Lynx Transit – Projected Operating Expenses and Funding (Section 5307 Program)

	FY2026	FY2027	FY2028	FY2029	FY2030	FY2031	FY2032	FY2033	FY2034	FY2035
Projected Incremental Annual Service Hours										
Current Level of Service (1)	11,654	11,654	11,654	11,654	11,654	11,654	11,654	11,654	11,654	11,654
TDP Service Improvements										
Expanded Abingdon - Bristol Service	-	-	-	2,600	2,600	2,600	2,600	2,600	2,600	2,600
Total Transit Service Hours	11,654	11,654	11,654	14,254	14,254	14,254	14,254	14,254	14,254	14,254
Projects	FY2026	FY2027	FY2028	FY2029	FY2030	FY2031	FY2032	FY2033	FY2034	FY2035
Projected Operating Expenses										
Current Level of Service (2)	\$526,350	\$542,141	\$558,405	\$575,157	\$592,412	\$610,184	\$628,489	\$647,344	\$666,764	\$686,767
TDP Improvements and Modifications										
Technology Upgrades (3)	\$2,610	\$2,871	\$3,158	\$3,474	\$3,821	\$4,203	\$4,624	\$5,086	\$5,595	\$6,154
Promotion of Scheduled Services (3)		\$1,500	\$1,545	\$1,591	\$1,639	\$1,688	\$1,739	\$1,791	\$1,845	\$1,900
Mobility Manager (3)			\$15,000	\$15,450	\$15,914	\$16,391	\$16,883	\$17,389	\$17,911	\$18,448
Expanded Abingdon - Bristol Service (4)				\$128,317	\$132,167	\$136,132	\$140,216	\$144,422	\$148,755	\$153,217
Total Projected Operating Expenses	\$528,960	\$546,512	\$578,108	\$723,989	\$745,952	\$768,598	\$791,950	\$816,033	\$840,870	\$866,487
Anticipated Revenues (5)	FY2026	FY2027	FY2028	FY2029	FY2030	FY2031	FY2032	FY2033	FY2034	FY2035
Federal Funds	\$264,480	\$273,256	\$289,054	\$361,995	\$372,976	\$384,299	\$395,975	\$408,016	\$420,435	\$433,244
State Funds	\$121,661	\$125,698	\$132,965	\$166,518	\$171,569	\$176,778	\$182,149	\$187,687	\$193,400	\$199,292
Local Funds	\$142,819	\$147,558	\$156,089	\$195,477	\$201,407	\$207,522	\$213,827	\$220,329	\$227,035	\$233,952
Total Projected Operating Revenue and Subsidies	\$528,960	\$546,512	\$578,108	\$723,989	\$745,952	\$768,598	\$791,950	\$816,033	\$840,870	\$866,487

(1) Based on Mountain Lynx Transit FY2024 Service Hours for Urban Fixed Route and Urban Demand Response.

(2) Based on FY2026 Budget x 3% inflation rate.

(3) 15% allocated to Section 5307 Program based on historical split between 5307/5311.

(4) Full amount allocated to Section 5307 Program based on projected service area.

(5) Funding split assumed as 50% federal; 23% state; and 27% local.

Table 5-2: Mountain Lynx Transit – Projected Operating Expenses and Funding (Section 5311 Program)

	FY2026	FY2027	FY2028	FY2029	FY2030	FY2031	FY2032	FY2033	FY2034	FY2035
Projected Incremental Annual Service Hours										
Current Level of Service 1*	37,421	37,421	37,421	37,421	37,421	37,421	37,421	37,421	37,421	37,421
Projects	FY2026	FY2027	FY2028	FY2029	FY2030	FY2031	FY2032	FY2033	FY2034	FY2035
Projected Operating Expenses										
Current Level of Service 2*	\$2,668,725	\$2,748,787	\$2,831,250	\$2,916,188	\$3,003,673	\$3,093,784	\$3,186,597	\$3,282,195	\$3,380,661	\$3,482,081
TDP Improvements and Modifications										
Technology Upgrades 3*	\$14,790	\$16,269	\$17,896	\$19,685	\$21,654	\$23,819	\$26,201	\$28,822	\$31,704	\$34,874
Promotion of Scheduled Services 3*		\$8,500	\$8,755	\$9,018	\$9,288	\$9,567	\$9,854	\$10,149	\$10,454	\$10,768
Mobility Manager 3*			\$85,000	\$87,550	\$90,177	\$92,882	\$95,668	\$98,538	\$101,494	\$104,539
Total Projected Operating Expenses	\$2,683,515	\$2,773,556	\$2,942,901	\$3,032,441	\$3,124,792	\$3,220,052	\$3,318,321	\$3,419,704	\$3,524,313	\$3,632,262
Anticipated Revenues 3*	FY2026	FY2027	FY2028	FY2029	FY2030	FY2031	FY2032	FY2033	FY2034	FY2035
Federal Funds	\$1,341,758	\$1,386,778	\$1,471,451	\$1,516,221	\$1,562,396	\$1,610,026	\$1,659,160	\$1,709,852	\$1,762,157	\$1,816,131
State Funds	\$617,208	\$637,918	\$676,867	\$697,461	\$718,702	\$740,612	\$763,214	\$786,532	\$810,592	\$835,420
Local Funds	\$724,549	\$748,860	\$794,583	\$818,759	\$843,694	\$869,414	\$895,947	\$923,320	\$951,565	\$980,711
Total Projected Operating Revenue and Subsidies	\$2,683,515	\$2,773,556	\$2,942,901	\$3,032,441	\$3,124,792	\$3,220,052	\$3,318,321	\$3,419,704	\$3,524,313	\$3,632,262

*1 Based on Mountain Lynx Transit FY2024 Service Hours for Rural Fixed Route and Rural Demand Response.

*2 Based on FY2026 Budget x 3% inflation rate.

*3 85% allocated to Section 5311 Program based on historical split between 5307/5311.

*3 Funding split assumed as 50% federal; 23% state; and 27% local.□

It should be noted that a number of assumptions were used in developing the operating cost estimates:

- The projected cost per revenue hour and the operating costs to maintain the current level of service assume a three percent annual inflation rate.
- The first year of the plan is based on the District Three Governmental Cooperative's FY2026 budget for the Mountain Lynx Transit system.
- Appropriate improvements and modifications related to operations—as proposed in Chapter 3—are included based on the following:
 - Technology upgrades for the initial year involve the online and app-based platform projected to be approximately \$17,400 annually. This amount is increased by 10 percent each year to take into account additional upgrades throughout the 10-year period. While included in the projected operating budget, these technology upgrades may be classified as a future capital expense, pending DRPT/Virginia Commonwealth Transportation Board (CTB) policy changes.
 - Expanded promotion of the scheduled services is projected beginning in FY2027, with an addition \$10,000 for marketing, and then increased by the three percent annual inflation rate in subsequent years.
 - While noted in Chapter 3 that mobility management projects are eligible for capital funding through the Section 5310 program, for planning purposes, a new mobility manager position is included as a potential operating expense. The project amount also takes into account expanded marketing efforts, though some of these projected expenses may be a component of the expanded promotion of the current scheduled service in the preceding improvement.
 - While the projected study of the Abingdon-Bristol corridor and the impact on the broader region will provide specifics on potential services and costs, the financial plan includes potential services (based on the previous Mountain Lynx Transit TDP) and operating expenses starting in FY2029.
- It is understood that these are planning estimates—none of the funding partners are committing to these funding levels. Specific funding amounts for each year will be determined during the annual SYIP adoption and budget cycle for the Commonwealth and the local funding partners.

Projected Capital Expenses and Funding Sources

Tables 5-3 and 5-4 provide the capital budget forecast for Mountain Lynx Transit through the 10-year plan, also broken out by projected funding through Section 5307 and Section 5311 Programs. As noted in the tables, the agency's FY2026-FY2031 capital budget served as the foundation for this forecast, and similar to the projected operating budget, a variety of assumptions were also used.

Table 5-3: Mountain Lynx Transit – Projected Capital Expenses and Funding (Section 5307 Program)

	FY2026	FY2027	FY2028	FY2029	FY2030	FY2031	FY2032	FY2033	FY2034	FY2035
Vehicles (1)										
Replacement	2	1	1	1	1	1	1	1	1	1
Expansion	0	0	0	2	0	0	0	0	0	0
Support	0	0	0	0	0	0	0	0	0	0
Sub-Total Replacement Vehicles	2	1	1	3	1	1	1	1	1	1
Projected Vehicle and Other Expenses (2)										
Replacement Vehicles	\$343,249	\$180,000	\$120,000	\$185,000	\$185,000	\$185,000	\$190,550	\$196,267	\$202,154	\$208,219
Expansion Vehicles	\$0	\$0	\$0	\$370,000	\$0	\$0	\$0	\$0	\$0	\$0
Marion Facility Improvements	\$30,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Bus Stop Improvements *	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000
Total Projected Capital Expenses	\$376,249	\$183,000	\$123,000	\$558,000	\$188,000	\$188,000	\$193,550	\$199,267	\$205,154	\$211,219
Anticipated Funding Sources (3)										
Federal (80%)	\$300,999	\$146,400	\$98,400	\$446,400	\$150,400	\$150,400	\$154,840	\$159,413	\$164,124	\$168,975
State (16%)	\$60,200	\$29,280	\$19,680	\$89,280	\$30,080	\$30,080	\$30,968	\$31,883	\$32,825	\$33,795
Local (4%)	\$15,050	\$7,320	\$4,920	\$22,320	\$7,520	\$7,520	\$7,742	\$7,971	\$8,206	\$8,449
Total Funding	\$376,249	\$183,000	\$123,000	\$558,000	\$188,000	\$188,000	\$193,550	\$199,267	\$205,154	\$211,219

(1) Incorporates Mountain Lynx Transit Capital Budget for FY2027-2031, along with projected expansion vehicles for Abingdon-Bristol service.

(2) FY2027-2031 based on current Mountain Lynx Transit projected budget. Subsequent years include 3% inflation rate.

(3) Funding split assumptions based on current projections.

* Improvements can vary greatly based on location and needed amenities; assumes \$20,000 annually for upgrades; then split 85/15 between Section 5307 and 5311 Programs.

Table 5-4: Mountain Lynx Transit – Projected Capital Expenses and Funding (Section 5311 Program)

	FY2026	FY2027	FY2028	FY2029	FY2030	FY2031	FY2032	FY2033	FY2034	FY2035
Vehicles (1)										
Replacement	4	2	2	3	2	3	3	3	3	3
Expansion	0	0	0	0	0	0	0	0	0	0
Support	1	0	0	0	0	0	0	0	0	0
Sub-Total Replacement Vehicles	5	2	2	3	2	3	3	3	3	3
Projected Vehicle and Other Expenses (2)										
Replacement Vehicles	\$460,000	\$360,000	\$360,000	\$555,000	\$555,000	\$555,000	\$571,650	\$588,800	\$606,463	\$624,657
Expansion Vehicles	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Support Vehicles	\$55,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Repeaters	\$30,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Marion Facility Improvements	\$120,000	\$500,000	\$250,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Computer/Printer Replacements	\$0	\$16,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Bus Stop Improvements *	\$17,000	\$17,000	\$17,000	\$17,000	\$17,000	\$17,000	\$17,000	\$17,000	\$17,000	\$17,000
Total Projected Capital Expenses	\$682,000	\$893,000	\$627,000	\$572,000	\$572,000	\$572,000	\$588,650	\$605,800	\$623,463	\$641,657
Anticipated Funding Sources (3)										
Federal (28%)	\$190,960	\$250,040	\$175,560	\$160,160	\$160,160	\$160,160	\$164,822	\$169,624	\$174,570	\$179,664
State (68%)	\$463,760	\$607,240	\$426,360	\$388,960	\$388,960	\$388,960	\$400,282	\$411,944	\$423,955	\$436,327
Local (4%)	\$27,280	\$35,720	\$25,080	\$22,880	\$22,880	\$22,880	\$23,546	\$24,232	\$24,939	\$25,666
Total Funding	\$682,000	\$893,000	\$627,000	\$572,000	\$572,000	\$572,000	\$588,650	\$605,800	\$623,463	\$641,657

(1) Incorporates Mountain Lynx Transit Capital Budget for FY2027-2031, along with projected expansion vehicles for Abingdon-Bristol service.

(2) FY2027-2031 based on current Mountain Lynx Transit projected budget. Subsequent years include 3% inflation rate.

(3) Funding split assumptions based on current projections.

* Improvements can vary greatly based on location and needed amenities; assumes \$20,000 annually for upgrades; then split 85/15 between Section 5307 and 5311 Programs.

Appendix A:

Agency Profile And System Overview

History

District Three Governmental Cooperative was chartered in 1975 as a public agency under the Virginia Joint Exercise of Powers Act that allowed local governments to join together to cooperatively provide citizen services. The agency was originally designated as an Area Agency on Aging (District Three Senior Services) and added public transportation services in 1985 through District Three Public Transit. In 2017 the transit system was rebranded as Mountain Lynx Transit.

Governance

The Cooperative is directed by a Board of Commissioners comprised of elected officials appointed by the member jurisdictions. The District Three Governmental Cooperative sets forth the details with regard to the functioning of the Cooperative, its purposes, the duties and administrative authority of the Board, and contributions and payments. The last change to the Charter was made in 1984, authorizing the Cooperative to administer a public transportation program.

A draft version of this TDP was presented to the District Three Governmental Cooperative Board of Commissioners, and was approved during their meeting on November 20, 2025.

Organizational Structure

As a multi-service agency, the District Three Governmental Cooperative is a relatively large organization employing 138 people agency-wide (with 78 of those working as part of the Mountain Lynx Transit operations). The section of the agency organizational chart that shows the Transportation Division that operates Mountain Lynx Transit is provided in Figure A-1 and This division receives support from other agency departments, including the Finance Division.

Services Provided and Areas Served

Mountain Lynx Transit provides deviated fixed route and demand-response service in the towns of Abingdon, Marion, and Wytheville, and the City of Galax. Mountain Lynx Transit also provides demand-response service in the counties of Bland, Carroll, Grayson, Smyth, Washington, and Wythe. These routes and services are profiled in Chapter 1.

Fare Structures, Payments, and Purchasing

During the COVID-19 pandemic, Mountain Lynx Transit eliminated fares on all services, and has maintained the fare-free policy on all services.

Transit Asset Management – Existing Fleet and Facilities

Transit Asset Management Plan

Under the Federal Transit Administration's (FTA) Transit Asset Management (TAM) program, Mountain Lynx Transit is characterized as a Tier II transit provider, meaning that the agency operates 100 or fewer vehicles. As a Tier II agency, Mountain Lynx Transit can develop its own TAM plan or participate in a group TAM plan. Mountain Lynx Transit has chosen to participate in DRPT's group plan, which can be accessed via DRPT's online data portal.

Fleet

The Mountain Lynx Transit fleet as of December 2024 is listed in Table A-1.

Table A-1: Mountain Lynx Transit Fleet

Location	Vehicle #	Make/Model	Mileage 11/20/24	Capacity (Including Driver)	Replacement Year (Actual or Projected)	Service Status
Marion	112	2001 GMC2500 Sierra PU	127,670	2	FY13	In-Service
Wytheville	141	2005 Chev. Tahoe	174,644	5	FY21	In-Service
Marion	188	2011 Jeep Liberty	137,670	5	FY26	In-Service
Marion	211	2015 Ford F-250	35,205	2	FY29	In-Service
Marion	255	2020 Ford Explorer	27,222	5	FY30	In-Service
Marion	256	2021 Ford Explorer	14,242	5	FY31	In-Service
Abingdon/Spare	174	2008 Ford E-450 - Gas 6.8L	133687	17(lift)BOC	FY22	Emergency Contingency
Marion/Spare	186	2011 FORD E450 - GAS	146588	19 (lift)BOC	FY23	Emergency Contingency
Galax/Spare	204	2014 Chevrolet Supreme Bus	126920	19 (lift)BOC	FY23	Emergency Contingency
Abingdon/Spare	206	2014 Chevrolet Supreme Bus	149578	17 (lift)BOC	FY23	Emergency Contingency
Galax	192	2012 Chev 3500 Exp-Gas-6.0L	161,134	19 (lift)BOC	FY24	In-Service
Galax	196	2013 Braun Entervan	129,758	7	FY25	In-Service
Wytheville	197	2013 Braun Entervan	122,055	7	FY26	In-Service
Galax	198	2013 Braun Entervan	130,050	7	FY26	In-Service
Galax	199	2013 Braun Entervan	141,400	7	FY24	In-Service
Temp in Abingdon	200	2013 Braun Entervan	120,859	7	FY26	In-Service
Wytheville	201	2013 Braun Entervan	123,305	7	FY26	In-Service
Wytheville	205	2014 Chevrolet Supreme Bus	103,932	19 (lift)BOC	FY25	In-Service
Marion	209	2014 Chevrolet Supreme Bus	153,191	17 (lift)BOC	FY24	In-Service
Galax	210	2014 Chevrolet Supreme Bus	126,570	19 (lift)BOC	FY 24	In-Service
Galax	215	2017 Chevrolet Starcraft Allstar	113,075	19(lift)BOC	FY25	In-Service
Galax	216	2017 Chevrolet Starcraft Allstar	114,090	19(lift)BOC	FY25	In-Service
Wytheville	217	2017 Chevrolet Starcraft Allstar	136,841	19(lift)BOC	FY25	In-Service
Wytheville	218	2017 Chevrolet Starcraft Allstar	148,562	19(lift)BOC	FY25	In-Service
Abingdon	219	2017 Chevrolet Starcraft Allstar	169,781	19(lift)BOC	FY24	In-Service
Marion	220	2017 Chevrolet Starcraft Allstar	150,087	19(lift)BOC	FY25	In-Service
Abingdon	221	2017 Arboc Spirit of Mobility	79,271	21(lift)BOC	FY28	In-Service

Location	Vehicle #	Make/Model	Mileage 11/20/24	Capacity (Including Driver)	Replacement Year (Actual or Projected)	Service Status
Wytheville	230	2018 Chevrolet Starcraft Allstar	91,272	15(lift)BOC	FY27	In-Service
Marion	231	2018 Chevrolet Starcraft Allstar	91,676	15(lift)BOC	FY27	In-Service
Abingdon	232	2018 Chevrolet Starcraft Allstar	113,928	15(lift)BOC	FY26	In-Service
Abingdon	233	2018 Chevrolet Starcraft Allstar	98,373	15(lift)BOC	FY26	In-Service
Abingdon	238	2019 Ford Transit Van	49,168	9(lift)BOC	FY30	In-Service
Marion	239	2019 Chevrolet Starcraft Allstar	77,116	15(lift)BOC	FY29	In-Service
Wytheville	240	2019 Chevrolet Starcraft Allstar	88,320	15(lift)BOC	FY27	In-Service
Wytheville	241	2019 Chevrolet Starcraft Allstar	85,130	15(lift)BOC	FY28	In-Service
Galax	242	2019 Chevrolet Starcraft Allstar	65,767	15(lift)BOC	FY28	In-Service
Galax	243	2020 Ford Starcraft Allstar	60,103	15(lift)BOC	FY29	In-Service
Wytheville	244	2020 Ford Starcraft Allstar	64,452	15(lift)BOC	FY28	In-Service
Galax	245	2020 Ford Starcraft Allstar	64,253	15(lift)BOC	FY29	In-Service
Wytheville	251	2021 Ford Starcraft Allstar	39,116	15(lift)BOC	FY30	In-Service
Abingdon	252	2021 Ford Starcraft Allstar	51,355	15(lift)BOC	FY30	In-Service
Wytheville	253	2021 Ford Starcraft Allstar	44,906	15(lift)BOC	FY30	In-Service
Marion	254	2021 Ford Starcraft Allstar	58,196	15(lift)BOC	FY29	In-Service
Abingdon	260	2022 Ford Starcraft Allstar	53,250	15(lift)BOC	FY30	In-Service
Galax	261	2022 Ford Starcraft Allstar	52,086	15(lift)BOC	FY30	In-Service
Galax	262	2022 Ford Starcraft Allstar	42,706	15(lift)BOC	FY31	In-Service
Abingdon	263	2022 Ford Starcraft Allstar	35,232	15(lift)BOC	FY31	In-Service
Abingdon	267	2023 Ford Starcraft Allstar	25,376	15(lift)BOC	FY32	In-Service
Marion	268	2024 Ford Starcraft Allstar	7,799	15(lift)BOC	FY32	In-Service
Marion	269	2024 Ford Starcraft Allstar	15,152	15(lift)BOC	FY32	In-Service
Marion	270	2024 Ford Starcraft Allstar	14,287	15(lift)BOC	FY33	In-Service
Marion	271	2024 Ford Starcraft Allstar	11,288	15(lift)BOC	FY33	In-Service
Marion	272	2024 Ford Starcraft Allstar	14,658	15(lift)BOC	FY33	In-Service
Abingdon	275	2025 Ford Starcraft Allstar	1011*	20(lift)BOC	FY34	In-Service
Marion	276	2025 Ford Starcraft Allstar	843*	20(lift)BOC	FY34	In-Service
Wytheville	277	2025 Ford Starcraft Allstar	1,208	20(lift)BOC	FY34	In-Service
Flooded/Marion	278	2025 Ford Starcraft Allstar	833*	20(lift)BOC	TBD - Vehicle deemed total loss due to flood damage sustained in Hurricane Helen; unsure whether vehicle can be rehabilitated into in-service condition	

Facilities

District Three Governmental Cooperative's main headquarters, located in Marion, houses Mountain Lynx Transit's administrative offices, a dispatching office, and a garage for vehicle maintenance. Washington, Smyth, Wythe, Bland, and some Grayson County routes are dispatched from the Marion office.

Routes in the City of Galax as well as Carroll County and some Grayson County routes are dispatched from the Galax office, located at the Crossroads Institute in Galax. While the majority of operations are dispatched from the Marion office, drivers in Abingdon, Wytheville, and Galax report to satellite offices located in these areas. Scheduling and other information is transmitted to Abingdon, Wytheville, and Galax drivers via Area Supervisors.

Transit Security Program

Mountain Lynx Transit buses at the main office in Marion are maintained in a fenced in/lighted area. Drivers use a two-way radio system that can send a covert emergency signal if needed.

Intelligent Transportation Systems Programs

ITS programs in public transportation encompass a broad range of communication-based information and electronics technologies that serve to improve safety, efficiency, and service, through the use of real-time information. Through a procurement process in 2020, Mountain Lynx Transit selected CTS Software to provide their scheduling and dispatching software.

Data Collection and Ridership/Revenue Reporting Method

Mountain Lynx Transit uses paper logs as the primary method of collecting and reporting data. This data is used to compile spreadsheets of ridership and service data. Data is used to report passenger trips, service miles, and service hours to DRPT's SharePoint site, and to develop Mountain Lynx Transit's annual National Transit Database (NTD) reports.

Coordination with Other Transportation Service Providers

As discussed in Chapter 1, Mountain Lynx Transit operates the College Express route, which connects customers in Bristol, VA to Virginia Highlands Community College (VHCC), Monday-Friday when school is in session. This route provides regular connections between Abingdon and Bristol. This route provides an additional connection to Smyth County with a stop in Chilhowie each morning and afternoon by customer request.

Appendix B: Service Brochures

Abingdon Brochure

About the Service

- Mountain Lynx Transit services are available within Abingdon town limits for any rider requesting transportation.
- Transit service is provided Monday-Friday 8 am-5 pm. Dispatch hours are 8 am-4 pm, Monday-Friday.
- The Silver and Blue loops operate hourly Monday-Friday. You may board the bus at any timestep or catch the bus at any point along the route by hailing the driver.
- Please note that if you catch the bus in an area not designated as a stop, the driver will stop the bus where and when it is safe to do so.
- While riding the Silver or Blue Loop, you may request from the driver a drop-off of up to 2 blocks off the route.
- If you need to be picked up more than 2 blocks off the loop or in an area not served by the loop, please call dispatch at 276.676.0700 to schedule your trip.
- To schedule a trip, please call dispatch at least 24 hours in advance. Same-day requests cannot be guaranteed.
- Each time you call to schedule a trip, please be prepared to provide exact pick-up location and destination addresses, your name, and any special mobility needs.
- All vehicles are wheelchair accessible.

Transit Rules for Passengers

- The use of safety belts is required.
- Mobility devices must be secured.
- Children aged 2 and under must ride in a rear-facing child safety seat or be secured in a front-worn carrier.
- Packages are limited to what you can safely carry on the bus in one trip.
- Aisles and emergency exits must be kept clear of personal belongings.
- Respect other riders by maintaining good personal hygiene practices.
- Disorderly and disruptive behaviors (either verbal or physical) will not be tolerated.
- When waiting for pickup, customers must be in a location visible to the bus operator. Please allow a reasonable wait time due to the flexibility of transit routes.
- Eating, drinking, vaping, and the use of tobacco products are all prohibited while traveling with Mountain Lynx Transit.
- Hazardous materials such as car batteries and flammables are prohibited.
- We welcome your feedback! Please call dispatch at 276.676.0700 and let us know what you think about our service!



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For information on procedures to file a complaint, please contact District Three Governmental Cooperative by one of the means below.

4453 Lee Highway, Marion, VA 24354
 Phone: 276-783-8157
 Toll Free: 800-541-0933
 Fax: 276-783-3003
 E-mail: info@district-three.org
 TTY: Virginia Relay 711

Town of
Abingdon
276.676.0700



Fare Free Service

www.district-three.org

Brochure effective August 1, 2024

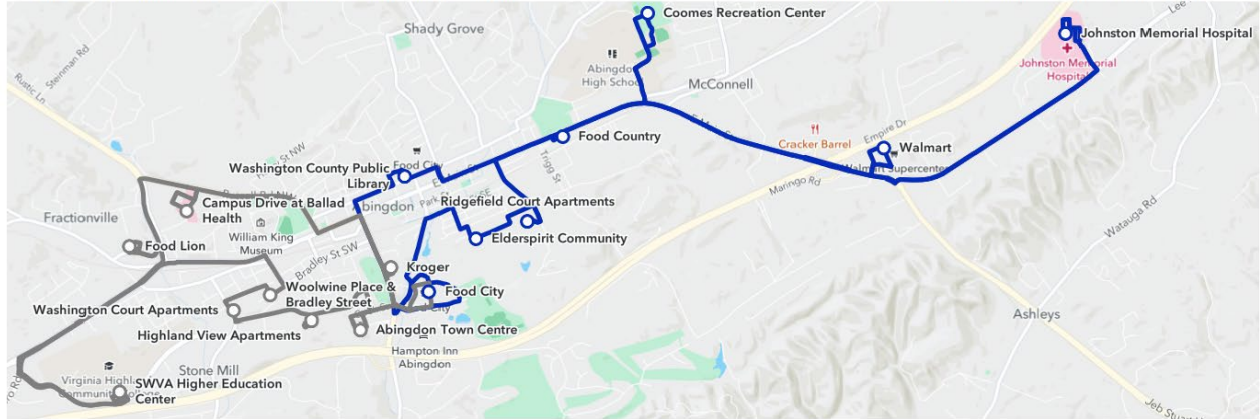
Silver Loop Schedule

Food City	Kroger	Campus Drive at Ball Lake Health	Food Lion	SWVA Higher Education Center	Washington Place & Bradley Street	Washington Court Apartments	Highland View Apartments	Abingdon Town Centre
8:00a	8:03a	8:10a	8:15a	8:20a	8:35a	8:40a	8:45a	8:48a
9:00a	9:03a	9:10a	9:15a	9:28a	9:35a	9:40a	9:45a	9:48a
10:00a	10:03a	10:10a	10:15a	10:28a	10:35a	10:40a	10:45a	10:48a
11:00a	11:03a	11:10a	11:15a	11:20a	11:35a	11:40a	11:45a	11:48a
12:00p	12:03p	12:10p	12:15p	12:28p	12:35p	12:40p	12:45p	12:48p
1:00p	1:03p	1:10p	1:15p	1:28p	1:35p	1:40p	1:45p	1:48p
2:00p	2:03p	2:10p	2:15p	2:28p	2:35p	2:40p	2:45p	2:48p
3:00p	3:03p	3:10p	3:15p	3:28p	3:35p	3:40p	3:45p	3:48p
4:00p	4:03p	4:10p	4:15p	4:28p	4:35p	4:40p	4:45p	4:48p

Areas within Abingdon town limits that are not accessible by the loops are served by demand-response buses on weekdays 7am-4:30pm. Please call 276.676.0700 for assistance planning your trip.

Blue Loop Schedule

Food City	Elderspirit Community	Ridgefield Court Apartments	Food Country	Johnston Memorial Hospital	Walmart	Coomes Recreation Center	Washington County Public Library
8:00a	8:05a	8:08a	8:15a	8:22a	8:30a	8:37a	8:45a
9:00a	9:05a	9:08a	9:15a	9:22a	9:30a	9:37a	9:45a
10:00a	10:05a	10:08a	10:15a	10:22a	10:30a	10:37a	10:45a
11:00a	11:05a	11:08a	11:15a	11:22a	11:30a	11:37a	11:45a
12:00p	12:05p	12:08p	12:15p	12:22p	12:30p	12:37p	12:45p
1:00p	1:05p	1:08p	1:15p	1:22p	1:30p	1:37p	1:45p
2:00p	2:05p	2:08p	2:15p	2:22p	2:30p	2:37p	2:45p
3:00p	3:05p	3:08p	3:15p	3:22p	3:30p	3:37p	3:45p
4:00p	4:05p	4:08p	4:15p	4:22p	4:30p	4:37p	4:45p



Bland County Brochure

About the Service

- Transportation to a commercial center (Bland, Wytheville, or Bluefield) is provided to different areas of the county on different days of the week. Mountain Lynx Transit strives to provide service to each area of the county at least once per week.
- Customers are picked up at or near their homes in the county and transported to the shopping area of their choice within that days' destination area.
- All vehicles are wheelchair accessible.
- Mountain Lynx will attempt to provide service to any passenger requesting transportation within the service area.
- To schedule a trip, please call dispatch by 3 pm on the business day prior to the trip. Same-day requests cannot be guaranteed.
- Each time to you call to schedule a trip, please be prepared to provide exact pick-up location and destination addresses, your name, and any special mobility needs.
- Dispatch hours are 8 am-4 pm, Monday-Friday.

Transit Rules for Passengers

- The use of safety belts is required.
- Mobility devices must be secured.
- Children aged 2 and under must ride in a rear-facing child safety seat or be secured in a front-worn carrier.
- Aisles and emergency exits must be kept clear of personal belongings.
- Respect other riders by maintaining good personal hygiene practices.
- Disorderly and disruptive behaviors (either verbal or physical) will not be tolerated.
- When waiting for pickup, customers must be in a location visible to the bus operator and allow a reasonable wait time due to the flexibility of these routes.
- Eating, drinking, vaping, and the use of tobacco products are all prohibited while traveling with Mountain Lynx Transit.
- Hazardous materials such as car batteries and flammables are prohibited.
- We welcome your feedback! Please call dispatch at 276.228.7433 and let us know what you think about our service!

www.district-three.org



**Bland County
Transit**
276.228.7433



4453 Lee Hwy, Marion, VA 24354
Phone: 276.783.8157
Toll Free: 800.541.0933
Website: www.District-Three.org

Fare Free Service

Areas & Day of Service

Bland
Route 42 East
Mechanicsburg
Hollybrook
Kimberling
BastianMONDAY
(Destination is Bluefield)

Route 42 West
Ceres
Bland.....THURSDAY
(Destination is Wytheville)

Bland
Route 42 East
Mechanicsburg
Hollybrook
Kimberling
BastianTHURSDAY
(Destination is Wytheville)

Service to the Friendship Café in Bland is provided to Rt. 42 East, Mechanicsburg, South Gap, Bland, Bastian, Ceres, and Rt. 42 West on Fridays.

Call 276.228.7433 to schedule your trip!

Schedule is subject to change without notice

To Do List

Contact Us!

info@district-three.org

Find us on Facebook!
District Three Governmental Cooperative

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For information on procedures to file a complaint, please contact District Three Governmental Cooperative by one of the means below.

4453 Lee Highway, Marion, VA 24354
Phone: 276-783-8157 Toll Free: 800-541-0933
Fax: 276-783-3003
E-mail: info@district-three.org
TTY: Virginia Relay 711

Scheduling a Trip

1. CALL FOR A RESERVATION:

Call dispatch no later than 3 pm on the business day before the requested trip (24 hour notice is preferred).

Local: 276.228.7433

Toll Free: 800.238.4293

TTY: Virginia Relay dial 711

2. PROVIDE INFORMATION:

Be ready to provide your name and phone number as well as the exact addresses of your pick-up point and destination.

Let us know if you have mobility issues or need assistance beyond standard curb-to-curb service.

3. NOTE YOUR PICK-UP TIME:

You will be given a pick-up time with a 30-minute window.

4. BE READY EARLY:

Please be ready and waiting. The bus may arrive 15 minutes before or after your scheduled pick-up time. The bus driver cannot wait longer than 5 minutes.

PLEASE CALL IF YOU NEED TO CANCEL YOUR TRIP!

276.228.7433

Carroll County Brochure

About the Service

- Transportation to a commercial center is provided to different areas of the county on different days of the week. Mountain Lynx Transit strives to provide service to each area of the county at least once per week.
- Customers are picked up at or near their homes in the county and transported to the shopping area of their choice within that day's destination area.
- All vehicles are wheelchair accessible.
- Mountain Lynx will attempt to provide service to any passenger requesting transportation within the service area.
- To schedule a trip, please call dispatch by 3 pm on the business day prior to the trip. Same-day requests cannot be guaranteed.
- Each time you call to schedule a trip, please be prepared to provide exact pick-up location and destination addresses, your name, and any special mobility needs.
- Dispatch hours are 8 am—4 pm, Monday—Friday.

Transit Rules for Passengers

- The use of safety belts is required.
- Mobility devices must be secured.
- Children aged 2 and under must ride in a rear-facing child safety seat or be secured in a front-worn carrier.
- Aisles and emergency exits must be kept clear of personal belongings.
- Respect other riders by maintaining good personal hygiene practices.
- Disorderly and disruptive behaviors (either verbal or physical) will not be tolerated.
- When waiting for pickup, customers must be in a location visible to the bus operator and allow a reasonable wait time due to the flexibility of these routes.
- Eating, drinking, vaping, and the use of tobacco products are all prohibited while traveling with Mountain Lynx Transit.
- Hazardous materials such as car batteries and flammables are prohibited.
- We welcome your feedback! Please call dispatch at 276.236.3055 and let us know what you think about our service!



**Carroll County
Transit**
276.236.3055



4453 Lee Hwy, Marion, VA 24354
Phone: 276.783.8157
Toll Free: 800.541.0933

www.district-three.org

Fare Free Service

Areas & Day of Service

Hillsville.....MONDAY

Pipers Gap, South of Route 52,
Route 58 - Blue Ridge Parkway
.....TUESDAY

Laurel Fork, Dugspur.....WEDNESDAY

Pine Creek, Sylvatus,
Route 100.....THURSDAY

Route 94 North of Fries....THURSDAY

Sulphur Springs, Route 52 North to
the New River, Wythe County to
Route 58.....FRIDAY

Fancy Gap, Cana, Lambsburg,
Areas South of the Blue Ridge
Parkway.....FRIDAY

*Galax is the destination for all routes
listed above.*

*Service is provided to the Friendship
Café in Woodlawn. Please visit
www.district-three.org for details.*

**Call 276.236.3055
to schedule your trip!**

*Schedule is subject to change
without notice*

To Do List

Contact Us!

info@district-three.org

**Find us on Facebook!
District Three Governmental Cooperative**

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Scheduling a Trip

1. CALL FOR A RESERVATION:

Call dispatch no later than 3 pm on the business day before the requested trip (24 hour notice is preferred).

Local: 276.228.7433

Toll Free: 800.238.4293

TTY: Virginia Relay dial 711

2. PROVIDE INFORMATION:

Be ready to provide your name and phone number as well as the exact addresses of your pick-up point and destination.

Let us know if you have mobility issues or need assistance beyond standard curb-to-curb service.

3. NOTE YOUR PICK-UP TIME:

You will be given a pick-up time with a 30-minute window.

4. BE READY EARLY:

Please be ready and waiting. The bus may arrive 15 minutes before or after your scheduled pick-up time. The bus driver cannot wait longer than 5 minutes.

**PLEASE CALL IF YOU NEED TO CANCEL
YOUR TRIP!**

276.236.3055

Galax Brochure

About the Service

- *Mountain Lynx Transit services are available within Galax City limits for any rider requesting transportation.*
- *Transit service is provided Monday-Friday 8 am-4 pm and Saturday 10 am- 4 pm. Dispatch hours are 8 am-4 pm, Monday-Friday.*
- *To schedule a trip, please call dispatch at least 24 hours in advance. Same-day requests cannot be guaranteed.*
- *All vehicles are wheelchair accessible.*
- *The Red and Blue loops operate hourly Monday-Friday. You may board the bus at any timestop or catch the bus at any point along the route by hailing the driver.*
- *Please note that if you catch the bus in an area not designated as a stop, the driver will stop the bus where and when it is safe to do so.*
- *You may request from the driver a drop-off of up to 2 blocks off the route.*
- *Please call dispatch if you are requesting to be picked up within 2 blocks off the loop or in an area not served by the loop.*
- *Each time you call to schedule a trip, please be prepared to provide exact pick-up location and destination addresses, your name, and any special mobility needs.*

Transit Rules for Passengers

- The use of safety belts is required.
- Mobility devices must be secured.
- Children aged 2 and under must ride in a rear-facing child safety seat or be secured in a front-worn carrier.
- Packages are limited to what you can safely carry on the bus in one trip.
- Aisles and emergency exits must be kept clear of personal belongings.
- Respect other riders by maintaining good personal hygiene practices.
- Disorderly and disruptive behaviors (either verbal or physical) will not be tolerated.
- When waiting for pickup, customers must be in a location visible to the bus operator. Please allow a reasonable wait time due to the flexibility of transit routes.
- Eating, drinking, vaping, and the use of tobacco products are all prohibited while traveling with Mountain Lynx Transit.
- Hazardous materials such as car batteries and flammables are prohibited.
- We welcome your feedback! Please call dispatch at 276.236.3055 and let us know what you think about our service!

Galax
276.236.3055

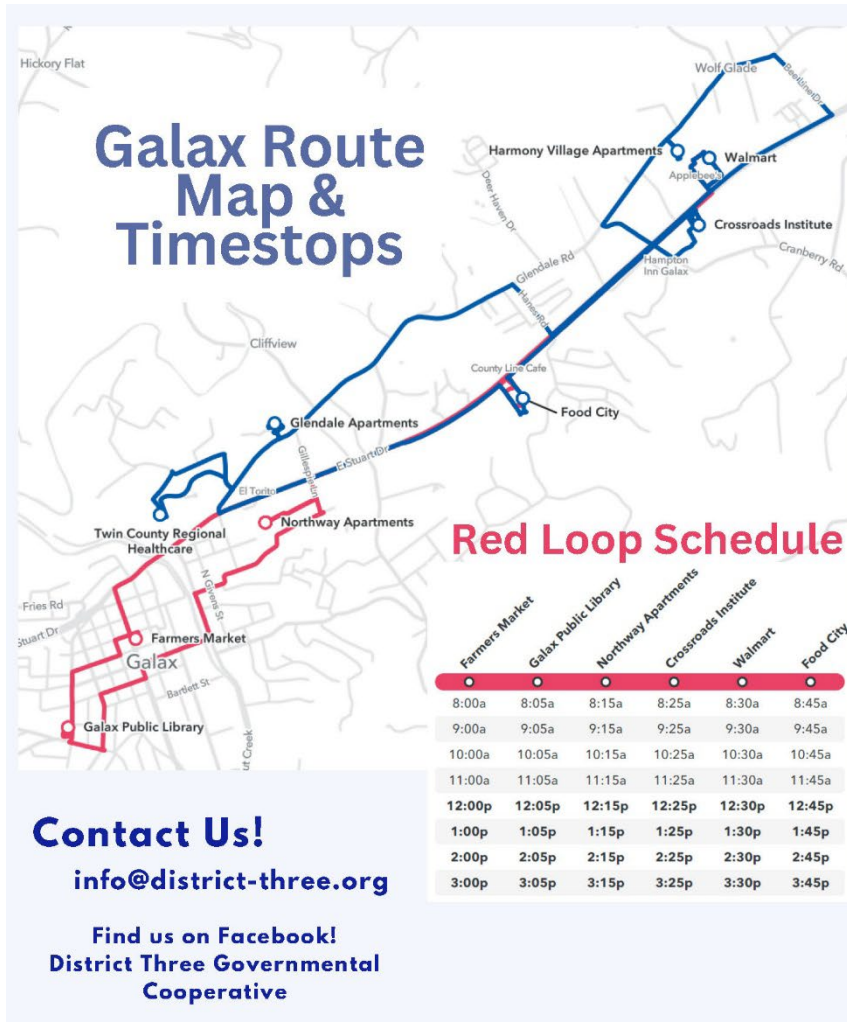


4453 Lee Hwy, Marion, VA 24354
Phone: 276.783.8157
Toll Free: 800.541.0933

www.district-three.org

Fare Free Service

Brochure effective August 1, 2024



Blue Loop Schedule

Crossroads Institute	Harmony Village Apartments	Walmart	Glendale Apartments	Twin County Regional Healthcare	Food City
8:00a	8:05a	8:15a	8:30a	8:35a	8:45a
9:00a	9:05a	9:15a	9:30a	9:35a	9:45a
10:00a	10:05a	10:15a	10:30a	10:35a	10:45a
11:00a	11:05a	11:15a	11:30a	11:35a	11:45a
12:00p	12:05p	12:15p	12:30p	12:35p	12:45p
1:00p	1:05p	1:15p	1:30p	1:35p	1:45p
2:00p	2:05p	2:15p	2:30p	2:35p	2:45p
3:00p	3:05p	3:15p	3:30p	3:35p	3:45p

Monday-Friday, the Red and Blue Loops operate hourly from 8 am until 4 pm. On Saturdays, the loops alternate from 10 am until 4 pm, with the Red Loop running at 10 am, 12 pm, and 2 pm, and the Blue Loop running at 11 am, 1 pm, and 3 pm.

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Fax: 276-783-3003
 E-mail: info@district-three.org
 TTY: Virginia Relay 711

Grayson County Brochure

About the Service

- Transportation to a commercial center is provided to different areas of the county on different days of the week. Mountain Lynx Transit strives to provide service to each area of the county at least once per week.
- Customers are picked up at or near their homes in the county and transported to the shopping area of their choice within that day's destination area.
- All vehicles are wheelchair accessible.
- Mountain Lynx will attempt to provide service to any passenger requesting transportation within the service area.
- To schedule a trip, please call dispatch by 3 pm on the business day prior to the trip. Same-day requests cannot be guaranteed.
- Each time you call to schedule a trip, please be prepared to provide exact pick-up location and destination addresses, your name, and any special mobility needs.
- Dispatch hours are 8 am—4 pm, Monday—Friday.

Transit Rules for Passengers

- The use of safety belts is required.
- Mobility devices must be secured.
- Children aged 2 and under must ride in a rear-facing child safety seat or be secured in a front-worn carrier.
- Aisles and emergency exits must be kept clear of personal belongings.
- Respect other riders by maintaining good personal hygiene practices.
- Disorderly and disruptive behaviors (either verbal or physical) will not be tolerated.
- When waiting for pickup, customers must be in a location visible to the bus operator and allow a reasonable wait time due to the flexibility of these routes.
- Eating, drinking, vaping, and the use of tobacco products are all prohibited while traveling with Mountain Lynx Transit.
- Hazardous materials such as car batteries and flammables are prohibited.
- We welcome your feedback! Please call dispatch at 276.782.9300 and let us know what you think about our service!

www.district-three.org



**Grayson
County
Transit**
276.782.9300



4453 Lee Hwy, Marion, VA 24354
Phone: 276.783.8157
Toll Free: 800.541.0933
Website: www.District-Three.org

Fare Free Service

Areas & Day of Service

Independence.....WEDNESDAY
DESTINATION IS GALAX
Please call 276.236.3055 to schedule service for this route only

Troutdale, Grant, Volney, Mouth of Wilson, York Ridge, Rugby
FIRST FRIDAY OF EACH MONTH
DESTINATION IS MARION

Troutdale, Grant, Volney, Mouth of Wilson, York Ridge, Rugby
SECOND, THIRD, AND FOURTH FRIDAYS OF EACH MONTH
DESTINATION IS GALAX

Service is provided to Friendship Cafés in Independence and Whitetop.

Please visit www.district-three.org for details.

**Call 276.782.9300
 to schedule your trip!**

Schedule is subject to change without notice

To Do List

Contact Us!

info@district-three.org

Find us on Facebook!
District Three Governmental Cooperative

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Fax: 276-783-3003
E-mail: info@district-three.org
TTY: Virginia Relay 711

Scheduling a Trip

1. CALL FOR A RESERVATION:

Call dispatch no later than 3 pm on the business day before the requested trip (24 hour notice is preferred).

Local: 276.782.9300

Toll Free: 800.238.4293

TTY: Virginia Relay dial 711

2. PROVIDE INFORMATION:

Be ready to provide your name and phone number as well as the exact addresses of your pick-up point and destination.

Let us know if you have mobility issues or need assistance beyond standard curb-to-curb service.

3. NOTE YOUR PICK-UP TIME:

You will be given a pick-up time with a 30-minute window.

4. BE READY EARLY:

Please be ready and waiting. The bus may arrive 15 minutes before or after your scheduled pick-up time. The bus driver cannot wait longer than 5 minutes.

PLEASE CALL IF YOU NEED TO CANCEL YOUR TRIP!

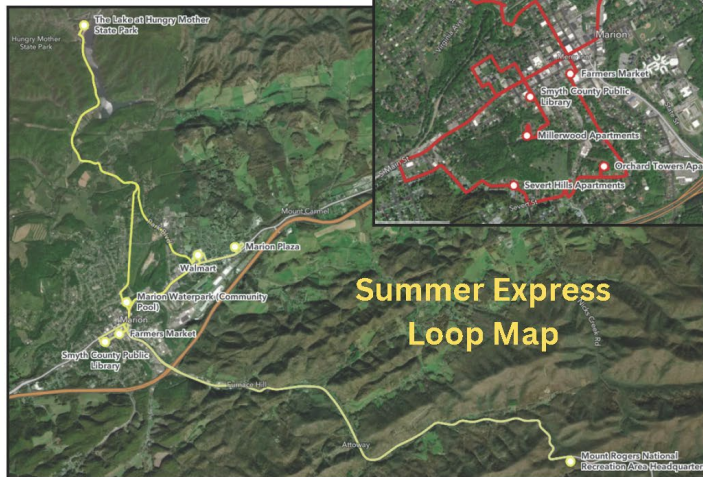
276.782.9300

Marion Brochure

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For information on procedures to file a complaint, please contact District Three Governmental Cooperative by one of the means below.

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 Phone: 276-783-8157
 Toll Free: 800-541-0933
 Fax: 276-783-3003
 E-mail: info@district-three.org
 TTY: Virginia Relay 711



We welcome your feedback!
 Call us at 276.782.9300

Send us an email at
info@district-three.org

Find us on Facebook at
 District Three
 Governmental Cooperative

Town of
 Marion
 276.782.9300



Fare Free Service

4453 Lee Hwy
 Marion, VA 24354
www.district-three.org

Brochure effective January 1, 2025

Marion Town Loop Schedule

Walmart	Lifeline Wellness Center	Marion Manor Apartments	Farmers Market	Orchard Towers Apartments	Sevent Hills Apartments	Smyth County Public Library	Millerwood Apartments	Food City	Marion Plaza
8:00a	8:04a	8:16a	8:25a	8:28a	8:32a	8:36a	8:38a	8:49a	8:53a
9:00a	9:04a	9:16a	9:25a	9:28a	9:32a	9:36a	9:38a	9:49a	9:53a
10:00a	10:04a	10:16a	10:25a	10:28a	10:32a	10:36a	10:38a	10:49a	10:53a
11:00a	11:04a	11:16a	11:25a	11:28a	11:32a	11:36a	11:38a	11:49a	11:53a
12:00p	12:04p	12:16p	12:25p	12:28p	12:32p	12:36p	12:38p	12:49p	12:53p
1:00p	1:04p	1:16p	1:25p	1:28p	1:32p	1:36p	1:38p	1:49p	1:53p
2:00p	2:04p	2:16p	2:25p	2:28p	2:32p	2:36p	2:38p	2:49p	2:53p
3:00p	3:04p	3:16p	3:25p	3:28p	3:32p	3:36p	3:38p	3:49p	3:53p
4:00p	4:04p	4:16p	4:25p	4:28p	4:32p	4:36p	4:38p	4:49p	4:53p
5:00p	5:04p	5:16p	5:25p	5:28p	5:32p	5:36p	5:38p	5:49p	5:53p

Summer Express Loop Schedule

Farmers Market	Smyth County Public Library	Marion Waterpark (Community Pool)	Marion Plaza	Walmart	Farmers Market	Mount Rogers National Recreation Area Headquarters	The Lake at Hungry Mother State Park	Walmart
8:00a	8:02a	8:07a	8:15a	8:22a	8:30a	8:45a	—	—
9:00a	9:02a	9:07a	9:15a	9:22a	—	—	9:40a	9:50a
10:00a	10:02a	10:07a	10:15a	10:22a	10:30a	10:45a	—	—
11:00a	11:02a	11:07a	11:15a	11:22a	—	—	11:40a	11:50a
—	—	—	—	—	12:30p	12:45p	—	—
1:00p	1:02p	1:07p	1:15p	1:22p	—	—	1:40p	1:50p
2:00p	2:02p	2:07p	2:15p	2:22p	2:30p	2:45p	—	—
3:00p	3:02p	3:07p	3:15p	3:22p	—	—	3:40p	3:50p
4:00p	4:02p	4:07p	4:15p	4:22p	4:30p	4:45p	—	—
5:00p	5:02p	5:07p	5:15p	5:22p	—	—	5:40p	5:50p

Service to Atkins & Mt. Rogers

Service to Atkins is available Monday-Friday by customer request only. This route serves the Marion-Atkins-Groseclose Highway 11 corridor with access to the Appalachian Trail.

Service to Mt. Rogers is available Monday-Friday by customer request only during the Summer Express Loop's off-season (fall/winter/spring). This route serves the Highway 16 corridor between I-81 and the Mt. Rogers National Recreation Area Headquarters and Visitor Center with access to the Appalachian Trail.

Please call Dispatch at 276.782.9300 at least 24 hours in advance to schedule your trip. Same-day requests cannot be guaranteed.

- Mountain Lynx Transit services are available within Marion town limits for any rider requesting transportation.
- The Marion Town Loop operates Monday-Friday 8 am-6 pm. You may board the bus at any timestop or catch the bus at any point along the route by hailing the driver.
- Please note that if you catch the bus in an area not designated as a stop, the driver will stop the bus where and when it is safe to do so.
- While riding the Marion Town Loop or Summer Express Loop, you may request from the driver a drop-off of up to 2 blocks off the route.
- Areas within the Town of Marion not served by the loops are served by a demand-response vehicle weekdays 8 am-4 pm.
- If you need to be picked up more than 2 blocks off the loop or in an area not served by the loop, please call dispatch at 276.782.9300 to schedule your trip.
- Dispatch hours are 8 am-4 pm, Monday-Friday.
- To schedule a trip, please call dispatch at least 24 hours in advance. Same-day requests cannot be guaranteed.
- Each time you call to schedule a trip, please be prepared to provide exact pick-up location and destination addresses, your name, and any special mobility needs.
- All vehicles are wheelchair accessible.

About the Service

Smyth County Brochure

About the Service

- Transportation to a commercial center is provided to different areas of the county on different days of the week. Mountain Lynx Transit strives to provide service to each area of the county at least once per week.
- Customers are picked up at or near their homes in the county and transported to the shopping area of their choice within that day's destination area.
- All vehicles are wheelchair accessible.
- Mountain Lynx will attempt to provide service to any passenger requesting transportation within the service area.
- To schedule a trip, please call dispatch by 3 pm on the business day prior to the trip. Same-day requests cannot be guaranteed.
- Each time you call to schedule a trip, please be prepared to provide exact pick-up location and destination addresses, your name, and any special mobility needs.
- Dispatch hours are 8 am—4 pm, Monday—Friday.

Transit Rules for Passengers

- The use of safety belts is required.
- Mobility devices must be secured.
- Children aged 2 and under must ride in a rear-facing child safety seat or be secured in a front-worn carrier.
- Aisles and emergency exits must be kept clear of personal belongings.
- Respect other riders by maintaining good personal hygiene practices.
- Disorderly and disruptive behaviors (either verbal or physical) will not be tolerated.
- When waiting for pickup, customers must be in a location visible to the bus operator and allow a reasonable wait time due to the flexibility of these routes.
- Eating, drinking, vaping, and the use of tobacco products are all prohibited while traveling with Mountain Lynx Transit.
- Hazardous materials such as car batteries and flammables are prohibited.
- We welcome your feedback! Please call dispatch at 276.782.9300 and let us know what you think about our service!

www.district-three.org

Smyth County
276.782.9300



4453 Lee Hwy, Marion, VA 24354
Phone: 276.783.8157
Toll Free: 800.541.0933

www.district-three.org

Fare Free Service

Areas & Day of Service

Adwolfe, Wassum Valley,
Walkers Creek.....MONDAY

Chilhowie, Seven Mile Ford,
St. Clair Bottom, Cleghorn Valley
.....MONDAY

Saltville, Allison's Gap, Broadford,
McCready, Pleasant Heights
.....WEDNESDAY
*Destination is Abingdon on 2nd
Wednesday of each month. Destination
is Marion on 1st, 3rd, 4th, and 5th
Wednesdays.*

Chatham Hill, Nebo, Rich Valley
.....WEDNESDAY

Sugar Grove, Teas, Pugh Mountain,
Attoway.....THURSDAY

Konnarock, Laurel Valley.....WEDNESDAY
*Destination is Abingdon on 1st, 3rd, and
5th Wednesdays. Destination is Marion
on 2nd Wednesday of each month.*

Mitchell Valley, Davis Valley,
Groseclose, Atkins.....THURSDAY

Destination is Marion unless otherwise noted.

*Service is provided to Friendship Cafés in
Chilhowie, Marion, and Saltville. Please visit
www.district-three.org for details.*

*Schedule is subject to change
without notice*

To Do List

**Call 276.782.9300
to schedule your trip!**

Contact Us!

info@district-three.org

**Find us on Facebook!
District Three Governmental Cooperative**

Mountain Lynx Transit operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes he or she has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with District Three Governmental Cooperative.

For information on procedures to file a complaint, please contact District Three Governmental Cooperative by one of the means below.

4453 Lee Highway, Marion, VA 24354
Phone: 276-783-8157 Toll Free: 800-541-0933
Fax: 276-783-3003
E-mail: info@district-three.org
TTY: Virginia Relay 711

Scheduling a Trip

1. CALL FOR A RESERVATION:

Call dispatch no later than 3 pm on the business day before the requested trip (24 hour notice is preferred).

Local: 276.782.9300

Toll Free: 800.238.4293

TTY: Virginia Relay dial 711

2. PROVIDE INFORMATION:

Be ready to provide your name and phone number as well as the exact addresses of your pick-up point and destination.

Let us know if you have mobility issues or need assistance beyond standard curb-to-curb service.

3. NOTE YOUR PICK-UP TIME:

You will be given a pick-up time with a 30-minute window.

4. BE READY EARLY:

Please be ready and waiting. The bus may arrive 15 minutes before or after your scheduled pick-up time. The bus driver cannot wait longer than 5 minutes.

**PLEASE CALL IF YOU NEED TO CANCEL
YOUR TRIP!**

276.782.9300

Washington County Brochure

About the Service

- Transportation to a commercial center is provided to different areas of the county on different days of the week. Mountain Lynx Transit strives to provide service to each area of the county at least once per week.
- Customers are picked up at or near their homes in the county and transported to the shopping area of their choice within that day's destination area.
- All vehicles are wheelchair accessible.
- Mountain Lynx will attempt to provide service to any passenger requesting transportation within the service area.
- To schedule a trip, please call dispatch by 3 pm on the business day prior to the trip. Same-day requests cannot be guaranteed.
- Each time you call to schedule a trip, please be prepared to provide exact pick-up location and destination addresses, your name, and any special mobility needs.
- Dispatch hours are 8 am—4 pm, Monday—Friday.

Transit Rules for Passengers

- The use of safety belts is required.
- Mobility devices must be secured.
- Children aged 2 and under must ride in a rear-facing child safety seat or be secured in a front-worn carrier.
- Aisles and emergency exits must be kept clear of personal belongings.
- Respect other riders by maintaining good personal hygiene practices.
- Disorderly and disruptive behaviors (either verbal or physical) will not be tolerated.
- When waiting for pickup, customers must be in a location visible to the bus operator and allow a reasonable wait time due to the flexibility of these routes.
- Eating, drinking, vaping, and the use of tobacco products are all prohibited while traveling with Mountain Lynx Transit.
- Hazardous materials such as car batteries and flammables are prohibited.
- We welcome your feedback! Please call dispatch at 276.676.0700 and let us know what you think about our service!

**Washington
County**
276.676.0700



4453 Lee Hwy. Marion, VA 24354
Phone: 276.783.8157
Toll Free: 800.541.0933

www.district-three.org

Fare Free Service

Areas & Day of Service

South Holston Lake, Green Spring,
Watauga, Ocseola, Alvarado
.....MONDAY

Hayters Gap, Glade Spring, Emory,
Meadowview.....MONDAY

Damascus, Taylor's Valley, Wideners
Valley, Friendship, Rhea Valley
.....TUESDAY

Wyndale, Wallace, Mendota,
Benhams.....THURSDAY

Whitetop, Green Cove, Konnarock
.....WEDNESDAY
*Destination is Abingdon on 1st, 3rd, and 5th
Wednesdays of each month. Destination is Marion
on 2nd and 4th Wednesdays of each month.*

Rt. 19, Greendale.....FRIDAY

Destination is Abingdon unless noted otherwise.

Service connecting Abingdon and Bristol via
Virginia Highlands Community College is
available most weekdays. Please call
276.676.0700 for details and availability.

*For information on transit service to
Friendship Cafés in Abingdon, Damascus,
Glade Spring, and Whitetop, please visit
www.district-three.org.*

**Call 276.676.0700
to schedule your trip!**

*Schedule is subject to change
without notice*

To Do List

Contact Us!

info@district-three.org

**Find us on Facebook!
District Three Governmental Cooperative**

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For information on procedures to file a complaint, please contact District Three Governmental Cooperative by one of the means below.

4453 Lee Highway, Marion, VA 24354
Phone: 276-783-8157 Toll Free: 800-541-0933
Fax: 276-783-3003
E-mail: info@district-three.org
TTY: Virginia Relay 711

Scheduling a Trip

1. CALL FOR A RESERVATION:

Call dispatch no later than 3 pm on the business day before the requested trip (24 hour notice is preferred).

Local: 276.676.0700

Toll Free: 800.238.4293

TTY: Virginia Relay dial 711

2. PROVIDE INFORMATION:

Be ready to provide your name and phone number as well as the exact addresses of your pick-up point and destination.

Let us know if you have mobility issues or need assistance beyond standard curb-to-curb service.

3. NOTE YOUR PICK-UP TIME:

You will be given a pick-up time with a 30-minute window.

4. BE READY EARLY:

Please be ready and waiting. The bus may arrive 15 minutes before or after your scheduled pick-up time. The bus driver cannot wait longer than 5 minutes.

**PLEASE CALL IF YOU NEED TO CANCEL
YOUR TRIP!**

276.676.0700

Wythe County Brochure

About the Service

- Transportation to Wytheville is provided to different areas of the county on different days of the week. Mountain Lynx Transit strives to provide service to each area of the county at least once per week.
- Customers are picked up at or near their homes in the county and transported to the shopping area of their choice within that days' destination area.
- All vehicles are wheelchair accessible.
- Mountain Lynx will attempt to provide service to any passenger requesting transportation within the service area.
- To schedule a trip, please call dispatch by 3 pm on the business day prior to the trip. Same-day requests cannot be guaranteed.
- Each time to you call to schedule a trip, please be prepared to provide exact pick-up location and destination addresses, your name, and any special mobility needs.
- Dispatch hours are 8 am-4 pm, Monday-Friday.

Transit Rules for Passengers

- The use of safety belts is required.
- Mobility devices must be secured.
- Children aged 2 and under must ride in a rear-facing child safety seat or be secured in a front-worn carrier.
- Aisles and emergency exits must be kept clear of personal belongings.
- Respect other riders by maintaining good personal hygiene practices.
- Disorderly and disruptive behaviors (either verbal or physical) will not be tolerated.
- When waiting for pickup, customers must be in a location visible to the bus operator and allow a reasonable wait time due to the flexibility of these routes.
- Eating, drinking, vaping, and the use of tobacco products are all prohibited while traveling with Mountain Lynx Transit.
- Hazardous materials such as car batteries and flammables are prohibited.
- We welcome your feedback! Please call dispatch at 276.228.7433 and let us know what you think about our service!

www.district-three.org



**Wythe County
Transit**
276.228.7433



4453 Lee Hwy, Marion, VA 24354
Phone: 276.783.8157
Toll Free: 800.541.0933
Website: www.District-Three.org

Fare Free Service

Areas & Day of Service

Cripple Creek, Speedwell,
Crockett, Route 21.....MONDAY

Ivanhoe, Porters Crossroads, Piney,
Fort Chiswell.....TUESDAY

Rural Retreat area.....WEDNESDAY

Greater Wytheville and areas north
of I-81.....THURSDAY

Barren Springs, Patterson
.....THURSDAY

Austinville, Galena, Graham's
Forge, Max Meadows, Poplar Camp
.....FRIDAY

*Service to the Friendship Café in
Wytheville is provided to the greater
Wytheville area on Thursdays.*

**Call 276.228.7433 to schedule
your trip!**

*Schedule is subject to change
without notice*

To Do List

Contact Us!

info@district-three.org

Find us on Facebook!
District Three Governmental Cooperative

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For information on procedures to file a complaint, please contact District Three Governmental Cooperative by one of the means below.

4453 Lee Highway, Marion, VA 24354
Phone: 276-783-8157 Toll Free: 800-541-0933
Fax: 276-783-3003
E-mail: info@district-three.org
TTY: Virginia Relay 711

Scheduling a Trip

1. CALL FOR A RESERVATION:

Call dispatch no later than 3 pm on the business day before the requested trip (24 hour notice is preferred).

Local: 276.228.7433

Toll Free: 800.238.4293

TTY: Virginia Relay dial 711

2. PROVIDE INFORMATION:

Be ready to provide your name and phone number as well as the exact addresses of your pick-up point and destination.

Let us know if you have mobility issues or need assistance beyond standard curb-to-curb service.

3. NOTE YOUR PICK-UP TIME:

You will be given a pick-up time with a 30-minute window.

4. BE READY EARLY:

Please be ready and waiting. The bus may arrive 15 minutes before or after your scheduled pick-up time. The bus driver cannot wait longer than 5 minutes.

**PLEASE CALL IF YOU NEED TO CANCEL
YOUR TRIP!**

276.228.7433

Wytheville Brochure

ABOUT THE SERVICE

- Mountain Lynx Transit services are available within Wytheville town limits for any rider requesting transportation.
- Transit service is provided on the Maroon and Gray Loops Monday through Friday from 8 am until 5 pm.
- Areas within the limits of the Town of Wytheville that are not accessible by the loops are served by demand-response buses Monday through Friday from 7:00 am until 5:00 pm.
- On Saturdays, both loops run on alternating hours from 8 AM until 2 PM. The Gray Loop operates at 8 AM, 10 AM, and 12 PM; the Maroon Loop operates at 9 AM, 11 AM, and 1 PM.
- Dispatch hours are 8 am-4 pm, Monday-Friday.
- All vehicles are wheelchair accessible.
- The Maroon and Gray loops operate hourly along a fixed route. You may board the bus at any listed timestop or catch the bus at any point along the route by hailing the driver. Please note that if you catch the bus along the route, the driver will stop the bus where and when it is safe to do so.
- To schedule a trip, please call dispatch at least 24 hours in advance. Same-day requests cannot be guaranteed. If you are making a same-day request, please call at least one hour in advance of your trip.
- Please call dispatch if you are requesting to be picked up within 2 blocks off the loop, at non-designated stops along the route, or in an area not served by the loop.
- You may request from the driver a drop-off of up to 2 blocks off the route.
- Each time you call to schedule a trip, please be prepared to provide exact pick-up location and destination addresses, pick-up time requested, your name, and any special mobility needs.

Transit Rules for Passengers

- The use of safety belts is required.
- Mobility devices must be secured.
- Children aged 2 and under must either ride in a rear-facing child safety seat or be secured in a front-worn carrier.
- Packages are limited to what you can safely carry on the bus in one trip.
- Aisles and emergency exits must be kept clear of personal belongings.
- Respect other riders by maintaining good personal hygiene practices.
- Disorderly and disruptive behaviors (either verbal or physical) will not be tolerated.
- Eating, drinking, vaping, and the use of tobacco products are all prohibited while traveling with Mountain Lynx Transit.
- Customers must be in a location visible to the bus operator and allow a reasonable wait time due to the flexibility of these routes.
- We welcome your feedback! Please call dispatch at 276.228.7433 and let us know what you think about our service!

TO DO LIST:

- _____
- _____
- _____
- _____
- _____
- _____
- _____

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 4453 Lee Highway, Marion, VA 24354
 Phone: 276-783-8157 • Toll Free: 800-541-0933
 Fax: 276-783-3003
 Email: info@district-three.org
 TTY: Virginia Relay 711



Wytheville
276.228.7433



4453 Lee Hwy, Marion, VA 24354
 PH#: 276.783.8157 or Toll Free: 800.541.0933
 Website: www.District-Three.org

Fare Free Service

Mountain Lynx Transit 4453 Lee Hwy, Marion, VA, 24354 Dispatch Phone: 276.228.7433 Main Office Phone 276.783.8157 Toll Free: 800.541.0933

Wytheville Route Map

Stop	Maroon Loop	First Loop Mon-Fri	Last Loop Mon-Fri
A	Food City	8:00	4:00
B	Westwood Apartments	8:12	4:12
C	Corvin's MHP	8:20	4:20
D	Food City	8:33	4:33
E	Carillion Clinic	8:40	4:40
F	Walmart (Transfer Point)	8:50	4:50

Stop	Gray Loop	First Loop Mon-Fri	Last Loop Mon-Fri
1	Food City	8:00	4:00
2	High Meadows Apartments	8:10	4:10
3	Food Lion	8:12	4:12
4	Longview Apartments	8:15	4:15
5	Hedgefield Apartments	8:25	4:25
6	Northern Apartments	8:38	4:38
7	Walmart (Transfer Point)	8:50	4:50

www.district-three.org

Email: info@district-three.org

Find us on Facebook! District Three Governmental Cooperative

Appendix C

Trip Generators

Major Employers

Name	Address	Industry
Walmart Supercenter	13245 Lee Hwy, Bristol, VA, 24202, USA	supermarket
Food City	736 N Beaver Dam Ave, Damascus, VA, 24236, USA	supermarket
Food City	105 Cook St, Abingdon, VA, 24210, USA	supermarket
Utility Trailer Manufacturing Company (Factory)	24340, Glade Spring, VA, USA	manufacturing
Moog Components Group	115 Jack Guynn Dr, Galax, VA, 24333, USA	equipment supplier
Lowe's Home Improvement	185 Dominion St, Wytheville, VA, 24382, USA	retail
Food Lion	1380 E Main St, Wytheville, VA, 24382, USA	supermarket
Food Lion	841 Village Blvd, Abingdon, VA, 24210, USA	supermarket
Kroger	396 Cummings St, Abingdon, VA, 24210, USA	supermarket
Kroger	31 Midway St, Bristol, VA, 24201, USA	supermarket
Bristol Human Resources	220 Lee St, Bristol, VA, 24201, USA	administration
Paramont Manufacturing LLC	18259 Westinghouse Rd, Abingdon, VA, 24210, USA	manufacturing
Southwestern Virginia Mental Health Institute	160-180 Bagley Cir, Marion, VA, 24354, USA	medical
Teleperformance Marion	626 S Main St, Marion, VA, 24354, USA	telecommunications
Electro-Mechanical Corporation	1 Goodson St, Bristol, VA, 24201, USA	manufacturing
General Dynamics Plant 1	Marion, VA, USA	manufacturing
General Dynamics Mission Systems	Windsor Ave, Marion, VA, 24354, USA	research & development
Wall Residences - Galax	501 N Main St, Galax, VA, 24333, USA	assisted living/medical
Cracker Barrel Old Country Store	125 Village Cir, Bristol, VA, 24201, USA	restaurant

Human Services Agencies

Name	Address	Type of Building
Wytheville Community Center	333 Community Boulevard, Wytheville, VA, 24382	community center
Southwestern Virginia Mental Health Institute	340 Bagley Circle, Marion, VA, 24354	social services
Life Center of Galax	112 Painter Street, Galax, VA, 24333	community center
Grayson County Courthouse	Grayson County Courthouse	courthouse
Wythe County Courthouse	225 S 4th St #204, Wytheville, VA 24382	courthouse
Marion Community Center	200 Pearl Ave, Marion, VA 24354	community center
Wytheville City Hall	150 E Monroe St, Wytheville, VA 24382	townhall
Laurel Meadows	16600 Danville Pike, Laurel Fork, VA, 24352	nursing home
Armed Forces Career Center	2940 Paulena Dr # 3, Bristol, VA 24202	government office
Social Security Administration	3280 Lee Hwy, Bristol, VA 24202	government office
VDOT Bristol District Office	870 Bonham Road, Bristol, VA, 24201	government office
Rural Retreat Community Center	Rural Retreat Community Center	community center
Galax General District Court	353 North Main Street, Galax, VA, 24333	courthouse
Highlands Community Services Board	610 Campus Dr, Abingdon, VA 24210	government office
Abingdon Federal Courthouse	180 West Main Street, Abingdon, VA, 24210	courthouse
Clinch River Chapter of The Nature Conservancy	146 E Main St, Abingdon, VA 24210	nonprofit
Washington County Courthouse	191 E Main St B, Abingdon, VA 24210	courthouse
Washington County Jail	214 Park St SE, Abingdon, VA 24210	prison
Washington County Life Saving Crew	237 Park St SE, Abingdon, VA 24210	social services
Ecumenical Faith in Action	Ecumenical Faith in Action	social services
Bristol City Hall	300 Lee Street, Bristol, VA, 24201	townhall

Name	Address	Type of Building
Bristol City Courthouse	497 Cumberland Street, Bristol, VA, 24201	courthouse
Damascus Town Hall; Damascus Town Hall	208 West Laurel Avenue, Damascus, VA, 24236	townhall
Chilhowie Town Hall	325 E Lee Hwy, Chilhowie, VA 24319	townhall
Bland County Courthouse	612 Main Street, Bland, VA, 24315	courthouse
Smyth County Courthouse	75 W Main St, Marion, VA 24354	courthouse
Webb Southern Carrol Community Center	16266 Fancy Gap Highway, Cana, VA, 24317	community center
Freeland Summit Haus	456 Cascade Trail, Fancy Gap, VA, 24328	community center
Armed Forces Recruiting Offices	330 Commonwealth Dr #7, Wytheville, VA 24382	government office
Virginia Department of Motor Vehicles	800 E Main St #100, Wytheville, VA 24382	government office
Virginia Department of Rehabilitative Services	800 E Main St, Wytheville, VA 24382	government office
New River SWCD	968 East Stuart Drive, Galax, VA, 24333	government office
Galax City Building	Municipal Building, 111 E Grayson St Rm 102, Galax, VA 24333	townhall
Galax Social Services Department	Galax Social Services Department	social services
Copper Crest Riding Therapy Program	987 Rose Hill Road, Wytheville, VA, 24382	social services
Department of Conservation and Recreation	355 Deadmore Street Southeast, Abingdon, VA, 24210	government office
White Top Community Center	16309 Highlands Parkway, Whitetop, VA, 24292	community center
Galax Customer Service Center	7565 Carrollton Pike, Galax, VA, 24333	government office
Laurel Fork Community Center	13146 Danville Pike, Laurel Fork, VA, 24352	community center

High-Density Housing

Name	Address	Type of Building
228 Lauren Dr	228 Lauren Dr, Abingdon, VA, 24210	apartment
Wyndale Court Condominiums Building A	640 Wyndale Rd, Abingdon, VA, 24210	apartment
Hawkins Real Estate, Inc	931 Topaz Dr, Max Meadows, VA, 24360	apartment
855 Holston Rd	855 Holston Rd, Wytheville, VA, 24382	apartment

Education

Name	Address	Type of Building
Emory & Henry College School of Health Sciences	565 Radio Hill Road, Marion, VA, 24354	college
Wytheville Community College	1000 East Main Street, Wytheville, VA, 24382	college
Virginia Highlands Community College	100 VHCC Dr, Abingdon, VA 24210	college
Emory & Henry College	30461 Garnand Drive, Meadowview, VA, 24361	college

Medical

Name	Address	Type of Building
Smyth County Community Hospital	245 Medical Park Drive, Marion, VA, 24354	hospital
Twin County Regional Hospital	200 Hospital Drive, Galax, VA, 24333	hospital
Wythe County Community Hospital	600 West Ridge Road, Wytheville, VA, 24382	hospital
Johnston Memorial Hospital	16000 Johnston Memorial Drive, Abingdon, VA, 24211	hospital
Tri-Area Community Health Center	14558 Danville Pike, Laurel Fork, VA, 24352	clinic
Abingdon Ear Nose Throat	176 Valley St NW, Abingdon, VA 24210	doctors
Konnarock Family Health Center	20471 Azen Road, VA, 24236	doctors
Emory Internal Medicine	12180 Alder Street, Meadowview, VA, 24361	doctors
Surgery Center - Abingdon on Campus Drive	613 Campus Drive, Abingdon, VA, 24210	hospital
Bland Health Clinic	209 Jackson Street, Bland, VA,	clinic
Bristol Health Clinic	205 Piedmont Avenue, Bristol, VA,	clinic
Carrol County Health Clinic	605 Pine St # 15, Hillsville, VA 24343	clinic
Grayson County Health Clinic	186 West Main Street, Independence, VA, 24348	clinic
Smyth County Health Clinic	201 Francis Marion Ln, Marion, VA 24354	clinic
Washington County Health Clinic	15068 Lee Hwy # 200, Bristol, VA 24202	clinic
Wythe County Health Clinic	290 S 6th St, Wytheville, VA 24382	clinic
Mel Leaman Free Clinic at Emory & Henry College	601 Radio Hill Road, Marion, VA, 24354	doctors
Heartland Rehabilitation Services	800 E Main St, Wytheville, VA 24382	doctors
Twin County Urgent Care	961 East Stuart Drive, Galax, VA, 24333	clinic
Carilion Clinic Family & Internal Medicine - Galax	544 East Stuart Drive, Galax, VA, 24333	clinic
Rebecca L. Stanley BS	112 Painter Street, Galax, VA, 24333	doctors
Tri-Area Community Health	109 Carrol Drive, Fries, VA, 24330	clinic
Ohlen R. Wilson Health Center	140 Larkspur Lane, Galax, VA, 24333	clinic
Savida Health	406 West Main Street, Abingdon, VA,	clinic
Wythe Physicians For Women	184 West Main Street, Wytheville, VA, 24382	doctors
Galax Dermatology	974 East Stuart Drive, Galax, VA, 24333	doctors
Mid Atlantic Quick Care	5261 Carrollton Pike, Woodlawn, VA, 24381	clinic

Shopping

Name	Address	Type of Building
Walmart	1193 North Main Street, Marion, VA, 24354	department store
Ingles	1185 North Main Street, Marion, VA, 24354	supermarket
Food City	1320 Little Creek Crossing, Bristol, VA, 24201	supermarket
Walmart Supercenter	1140 East Stuart Drive, Galax, VA, 24333	supermarket
Walmart Supercenter	345 Commonwealth Drive, Wytheville, VA, 24382	supermarket
Food Country USA	576 Main St, Rural Retreat, VA 24368	supermarket
Walmart Supercenter	13245 Lee Highway, Bristol, VA, 24202	supermarket
Target	16600 Highlands Center Boulevard, Bristol, VA, 24202-4301	department store
Walmart Supercenter	16032 Fifteen Mile Boulevard, Abingdon, VA, 24211	supermarket
Food City	736 North Beaver Dam Avenue, Damascus, VA, 24236	supermarket
Food City	151 Cook Street, Abingdon, VA, 24210	supermarket
ALDI	720 Merchant Trace, Bristol, VA, 24202	supermarket
Food City	151 Cook St, Abingdon, VA 24210	supermarket
Kroger	466 Cummings Street, Abingdon, VA, 24210	supermarket
Wytheville Commons	330 Commonwealth Drive, Wytheville, VA, 24382	mall
Food City	145 West Lee Highway, Chilhowie, VA,	supermarket
Food Lion	125 South Main Street, Hillsville, VA, 24343	supermarket
Food City	155 W Lee Hwy, Wytheville, VA 24382	supermarket
Food City	568 East Main Street, Independence, VA, 24348	supermarket
Food Country	566 East Main St, 24210	supermarket
Food City	1235 Bonham Rd, Bristol, VA 24201	supermarket
Trents Gas & Grocery	900 Wilderness Rd, Bland, VA 24315	supermarket
Kroger	130 Stateline Center, Bristol, VA, 24201	supermarket
Price Less Foods	Bristol Plaza Shopping Center, 2002 Lee Hwy #17042, Bristol, VA 24201	supermarket

Name	Address	Type of Building
Food City	910 N Main St, Marion, VA 24354	supermarket
Food Lion	945 N Main St Ste B, Marion, VA 24354	supermarket
Food Lion	1155 N 4th St Ste. 200 Ste. 200, Wytheville, VA 24382	supermarket
Food Lion	1380 E Main St, Wytheville, VA 24382	supermarket
Food City	955 East Stuart Drive, Galax, VA, 24333	supermarket
Horton's Supermarket	1009 S Main St, Galax, VA 24333	supermarket
Food Country	402 Palmer Ave, Saltville, VA 24370	supermarket
Food Lion	845 Village Blvd, Abingdon, VA 24210	supermarket
Grant's IGA Supermarket	544 East Stuart Drive, Galax, VA, 24333	supermarket
Hershberger's Country Market	73 Coulson Church Road, Woodlawn, VA, 24381	supermarket