



GRTC

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FISCAL YEAR 2025 ANNUAL REPORT



ANNUAL REPORT FY 2025

A Note from the CEO - Sheryl Adams

Welcome to the Fiscal Year 2025 Annual Report. This report highlights our major achievements from July 2024 through June 2025 and the progress we have made in serving the Richmond region.

FY25 was a milestone year for GRTC. We provided more than 12 million rides, expanded service to new destinations, and completed the first full year of all five LINK microtransit pilot zones. Our zero fare policy continued to open doors for riders and strengthen our connection to the community.

We also moved several important future projects forward, including early planning for the Western and North South Pulse BRT corridors, adding more shelters and benches across the network, and securing funding for another year of zero fare service.

While there is always more to do, FY25 showed the impact of working together with our employees, partners, and riders. We are entering FY26 with strong momentum and a shared vision for even better service ahead.

Sheryl Adams, CEO, GRTC

RECORD BREAKING RIDERSHIP

FY25 was a record breaking year for GRTC, with 12,146,632 rides. This is the highest ridership in our history and reflects the growing value of public transit in the Richmond region, driven by expanded service, zero fare access, and the trust of our riders.



BY THE NUMBERS



GRTC provides over **12 million trips** a year to Richmond riders



GRTC provides access to more than **230,000 jobs** in the Richmond region



Riders travel more than **44 million miles** on their yearly trips



GRTC reduced RVA's annual greenhouse gas emissions by **5,000+ metric tons**

Actual and Budget Revenues Summary

FY2025 Actual Revenues

\$99,329,470

FY2025 Actual Expenses

\$84,809,399

FY2025 Budget Revenues

\$90,370,287

FY2025 Budget Expenses

\$90,370,287

Variance

\$8,959,183

Variance

\$5,560,888

GRTC ended the fiscal year with a surplus after revenues came in higher than expected and expenses were lower than budgeted. This put GRTC in a position to use those funds to help sustain routes and continue supporting the Zero Fare program in FY26.



ESSENTIAL TRANSIT INFRASTRUCTURE (ETI)



24 stops upgraded in FY25



101 total stops completed



About halfway through the five year plan



Improvements include benches, shelters, trash cans, and other rider amenities

DOWNTOWN TRANSFER STATION AGREEMENT

In August 2024, GRTC and the City of Richmond took a major step toward building a permanent Downtown Transfer Station. The GRTC Board of Directors advanced the former Public Safety Building site as the future location and approved an agreement that designates GRTC as the project manager.

The site is ideally located near existing and future Pulse lines, key fixed routes, and the current temporary Downtown Transfer Station, which will remain in use until the new facility opens. The vision includes a modern transit hub connected with mixed use development, bringing housing, retail, community space, and stronger transit connections to the heart of Downtown.

This project reflects a shared commitment to improve mobility, support economic growth, and create a more vibrant and connected future for the Richmond region.





LINK MICROTRANSIT

FY25 marked the first full year of LINK across all five pilot zones, giving riders flexible, on demand options to reach work, school, appointments, and shopping. LINK continues to bridge the gap between fixed route service and ridesharing, offering a convenient and affordable way to move within and between neighborhoods.

Ridership and community feedback have both been strong. As we enter FY26, GRTC expanded two existing zones and is preparing to launch a new zone.

FIXED ROUTE UPGRADES

FY25 brought major improvements across the network, increasing access and frequency throughout the region.

- Route 1 was extended to Virginia Center Commons, connecting riders to new jobs and services.
- Routes 7A and 7B increased frequency to every 15 minutes between the Airport and Church Hill.
- Route 19 increased frequency to every 15 minutes along its core corridor and also added an extension to Sheltering Arms in Goochland County.

GRTC also prepared the Pulse for its first articulated buses by modifying stations along the line. The new buses arrived in FY25, operator training began, and the public launch is planned for FY26. These upgrades reduce wait times, strengthen regional connections, and make transit a more convenient choice for more people.



ARTICULATED BUSES

In FY25, GRTC received its new articulated buses, marking a major investment in expanding capacity along the Pulse corridor, which carried more than 2 million riders during the year. Operator and maintenance training began following delivery, ensuring a smooth rollout into service. These efforts will help meet growing demand and improve reliability for riders along one of our busiest corridors.

PUBLIC SAFETY PROGRAMS

In FY25, GRTC launched its Public Safety Officers and Public Safety Ambassadors to keep transit safe and welcoming. PSOs focus on security at key hubs, while PSAs ride buses and assist passengers throughout the system. In just one month, PSAs helped riders more than 300 times, including reuniting a lost child with their family. Together, these teams reduce disruptions, support riders, and strengthen our connection to the community.



ABOUT GRTC

Founded in 1860, the public transit system known today as GRTC Transit System, has operated continuously, with one temporary suspension of service during the Civil War, for over 150 years. Its history of being a progressive transit system was established when it was the first public transit agency to implement the system wide use of electric streetcars. That progressive attitude carries forth to today, with service improvements and additions such as expanded services for seniors and individuals with disabilities, welfare-to-work transportation, vanpool and carpool development, regional taxicab oversight, and expanded service to surrounding counties and cities, GRTC Transit System has truly become a world class transportation system serving every sector of the Richmond region. It is one of the most efficient transit systems in the United States.

Jointly owned by the City of Richmond and Chesterfield County, the transit agency was purchased from private owners and incorporated as GRTC Transit System, on April 12, 1973, for the purpose of providing public transportation service in the Greater Richmond area.



