



For Immediate Release

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## GRTC Ongoing Service Alert

*Detours and delays expected during weekend protests.*

**RICHMOND, Va. (June 4, 2020)** – GRTC expects service disruptions to continue through this weekend as GRTC buses and CARE vans are rerouted onto detours, stopped in traffic, and placed out of service during protest marches. The ongoing demonstrations in the City of Richmond continue to block bus access to transit stops, and GRTC is working to maintain service for riders on route and on schedule while also protecting the safety of operators, riders, and pedestrians. GRTC advises all riders to contact the GRTC Customer Care Call Center if they become stranded as buses experience delays or detours in route through Sunday. The call center will extend evening hours each night while service disruptions continue. Smaller GRTC support vehicles will attempt to reach passengers missed at bus stops. CARE trips will operate normally, but CARE vehicles will not enter active protest areas.

GRTC Chief Executive Officer Julie Timm explains, “I deeply believe it is important for GRTC to stand in support of the peaceful protestors who are demanding social justice across the country. GRTC is working diligently to provide alternative connections to our riders whenever possible when they become stranded on canceled or detoured routes while demonstrators march through the city. I am grateful to our passengers for their patience, and I want to thank the peaceful activists in the street each day who have given water to our riders standing at our stops.”

Although each protest march moves uniquely, there have been repeated patterns and destinations this past week. Considering these group movements, GRTC has developed the following detours to be implemented in part or in whole in the event of widespread protest activity in Downtown Richmond or near Willow Lawn. These detours miss many bus stops Downtown, but most routes should be able to serve the Temporary Transfer Plaza on 9<sup>th</sup> street. The Pulse will only be able to serve the far West and East ends of the route.

**Pulse Eastbound:** After serving the Willow Lawn station and dropping off all passengers, the bus turns right on Willow Lawn, right on Markel, left on Byrd, left on Fitzhugh, right on Willow Lawn, left on Monument, right on I-195 South, takes the Downtown Expressway, exits at 9<sup>th</sup> St., turns left on 9<sup>th</sup>, right on Cary, left on 14<sup>th</sup>, right on Main and resumes regular route eastbound.

**MISSED STATIONS:** Staples Mill East, Scott’s Addition East, Science Museum East, Allison East, VCU & VUU East, Arts District East, Convention Center East, Government Center East, VCU Medical Center East.

**Pulse Westbound:** From Main St., buses turn left on 14<sup>th</sup> St., right on Canal, merge onto the Downtown Expressway and follow I-195 North, exit at Grove/Patterson, turn left on Thompson, left on Kensington, left on Patterson, right on Willow Lawn, left on Markel, right on Byrd, right on Broad and serve the Willow Lawn station.

**GRTC Transit System’s mission is to provide clean, safe, and reliable transportation and to improve mobility and access throughout Central Virginia.**



MISSED STATIONS: Staples Mill West, Scott's Addition West, Science Museum West, Allison West, VCU & VUU West, Arts District West, Convention Center West, Government Center West, VCU Medical Center West.

**1A/B/C Southbound:** Buses take 3<sup>rd</sup> St. to Marshall, turn left on Marshall, left on 9<sup>th</sup> St., serve the Temporary Transfer Plaza, then turn left on Leigh St., right on 8<sup>th</sup> St., merge onto I-95 South, exit at Franklin St., turn right on Main St., left on 14<sup>th</sup> St. and resume regular routing southbound.

**2A/B/C Northbound:** Buses take the 9<sup>th</sup> St. bridge, turn right on Byrd, merge onto the Downtown Expressway to I-95 North, exit at Chamberlayne, turn left on Leigh St., continue on Leigh St., turn left on 2<sup>nd</sup> St. and resume regular routing northbound.

**2A/B/C Southbound:** Buses take 1<sup>st</sup> St., turn left on Marshall St., Left on 9<sup>th</sup> St., serve the Temporary Transfer Plaza, then turn left on Leigh St., right on 8<sup>th</sup> St., merge onto I-95 South, exit at Downtown Expressway to Canal, turn left on 9<sup>th</sup> St. to the bridge and resume regular routing southbound.

**3A/B/C Northbound:** Buses take Belvidere St., turn right on Cary St., left on 14<sup>th</sup> St., right on Broad St., merge onto I-95 North, exit at Chamberlayne, then turn left on Leigh St., left on 3<sup>rd</sup> St., and resume regular routing northbound.

**3A/B/C Southbound:** Buses take 3<sup>rd</sup> St., turn left on Marshall, left on 9<sup>th</sup> St., serve the Temporary Transfer Plaza, turn left on Leigh St., right on 8<sup>th</sup> St., merge onto I-95 South, exit at Canal St., turn left on Belvidere St. and resume regular routing southbound.

**7A/B Westbound:** Buses take Jefferson, turn right on 21<sup>st</sup> St. to Princess Anne, left on Leigh St. viaduct, left on 8<sup>th</sup> St., left on Clay, left on 9<sup>th</sup>, and serve the Temporary Transfer Plaza.

**7A/B Eastbound:** Buses leaving the Temporary Transfer Plaza turn right on Leigh, right on Mosby, left on Princess Anne/21<sup>st</sup> St., left on Jefferson and resume regular routing eastbound.

**14 Eastbound:** Buses on Lombardy turn left on Leigh, right on 8<sup>th</sup>, left on Marshall, left on 9<sup>th</sup> and serve the Temporary Transfer Plaza By J, then turn left on Leigh, right on 8<sup>th</sup>, merge onto I-95 South, exit at Franklin St., turn left on Main and resume regular routing eastbound.

**14 Westbound:** Buses on Main turn right on 14<sup>th</sup>, right on Broad, merge onto I-95 North, exit at Chamberlayne, turn left on Chamberlayne, right on Leigh, right on Lombardy, and resume regular routing westbound.

**20 Southbound:** Buses stay on Arthur Ashe Blvd., cross Broad St., turn left on Kensington, right on Robinson and resume regular routing southbound.

**20 Northbound:** Buses on Robinson turn left on Kensington, right on Arthur Ashe Blvd., remain on Arthur Ashe Blvd. across Broad St., and resume regular routing northbound.

For routes serving the Willow Lawn area, if there are pedestrian protests in the vicinity, GRTC will implement the following detours.

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**18:** From the end-of-the-line at Willow Lawn, buses turn left on Markel, left on Byrd, left on Fitzhugh, right on Willow Lawn, left on Monument, left on Staples Mill, cross Broad St. and remain on Staples Mill, and resume regular routing.

**50 Westbound:** From Broad St. buses turn left on Robinson, right on Monument, right on Willow Lawn and serve the Willow Lawn shelter.

**50 Eastbound:** Buses turn left on Markel, left on Byrd, left on Monument, left on Robinson, right on Broad St. and resume regular routing eastbound.

**77 Westbound:** From Willow Lawn buses turn left on Markel, left on Byrd, left on Fitzhugh, right on Willow Lawn, right on Monument, left on Bremo and resume regular routing westbound.

**77 Eastbound:** From Monument, buses stay on Monument until turning left on Willow Lawn and serving the Willow Lawn shelter.

**79 Westbound:** From Willow Lawn buses turn left on Markel, left on Byrd, left on Fitzhugh, right on Willow Lawn and resume regular routing.

**91 Eastbound:** From Willow Lawn buses turn left on Markel, left on Byrd, left on Fitzhugh, right on Willow Lawn, left on Monument, left on Malvern, and resume regular routing eastbound.

**91 Westbound:** Buses stay on Westwood across Broad to Malvern, turn right on Monument, and stay on Monument until turning right on Willow Lawn and serving the Willow Lawn shelter.

The GRTC Customer Service Call Center is open at 804-358-4782 on Friday from 6AM to Midnight and on Saturday from 8:30AM to Midnight. Currently, GRTC plans to be open Sunday 8:30AM to 5PM, but may extend Sunday night Call Center hours if necessary.

The CARE Customer Service Call Center is open at 804-782-2273 on Monday to Friday from 7AM to 5PM and on Saturday and Sunday from 8AM to 4:30PM.

There may be additional service adjustments as conditions warrant. Please check back for [updates online](#).

*GRTC is a public service corporation providing mobility services in the Greater Richmond area. GRTC's current operational budget of \$53.9M primarily funds daily mobility operations and vehicle maintenance. GRTC provides more than 9.25 million trips annually.*

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**Connect With GRTC:**

[ridegrtc.com](http://ridegrtc.com)

GRTC Customer Service Center at 804-358-GRTC (4782).



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