



**ACTR**  
transportation  
for everyone  
Since 1992

# 2011

## Annual Report

For fiscal year 7/1/10 - 6/30/11



## A message from the Executive Director



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ACTR is committed to providing the highest quality service possible. To help us achieve that, we periodically survey riders about their experiences using our services – always keeping an eye on how we might improve.

This Annual Report shares the results of our most in-depth surveys yet. How did we do? I am proud to announce that 96% of riders gave us positive ratings! This is a direct result of the great job our drivers, dispatchers and volunteers do every day. As one driver recently told me, “I love my job!” It is easy to see his attitude reflected in the survey results.

So, “*Thank You*” to our staff and volunteers for their work and to you, our riders, sponsors and partners for your support!

A handwritten signature in black ink, appearing to read "Jim", with a long, sweeping underline.

Jim Moulton, ACTR Executive Director

## About ACTR

ACTR was established in 1992 to create a network of public transportation alternatives that connect the people and places in Addison County. Our goal is to provide services that are safe, reliable, accessible and affordable for everyone.

The ACTR Shuttle Bus System is made up of six different bus routes including connections to Rutland and Burlington. Our Dial-a-Ride (demand-response) System takes commuters, elders and persons with disabilities, Medicaid-eligible residents and many other vulnerable populations to work, doctors’ appointments, grocery stores and meal sites.



Riders love us!

Survey results are in.

**9.6 out of 10** ACTR riders say...  
“The ACTR bus is awesome.”

© ACTR

ACTR keeps detailed records of the number of rides we provide (you’ll see them on page 5) for both the Dial-A-Ride and Shuttle Bus systems, including where and when people get on and off a bus for every route and stop in our system. This rich data measures the quantity of service ACTR provides and helps measure productivity and cost-effectiveness. However, it does not provide information on the quality of ACTR services.

For quality control purposes, ACTR conducts regular on board surveys of Shuttle Bus riders and regular telephone surveys of Dial-A-Ride clients to find out how well we are serving our customers. We’d like to share some of the details with you.

## Who is riding the bus?

“The bus is great transportation and it helps my mom save money.”

“Thanks for running a great service. I know ACTR has lots of riders with different needs, and you do a great job meeting all those needs with limited resources.”

**73%** of respondents rely on transit, having access to a car only some of the time (31%) or never (42%).

**73%** have a household income of **less than \$30,000/year**

**70%** ride at least **3-5 times/week or more**

**78%** of riders are between the ages of 26 and 60

**22%** are under age 25

**10%** are over age 60

# Who uses the Dial-A-Ride system?

**60%** are over age 60    **30%** of riders are between the ages of 26 and 60    **10%** are under age 25

Going to **medical facilities** (doctors, hospitals, pharmacies and therapy) tops survey responses at 81%. 16% of clients access **food** (grocery stores, meal sites, community suppers, etc.). 3% go to other activities. **92%** have an annual household income of less than \$30,000.

## Where are bus riders going?

They are moving around the county and beyond to get to work, shop, medical appointments, and school. Many also go to see family and friends.



**Work 72%**



**Shopping 41%**



**Medical 38%**



**School 19%**

“Without this resource it would be very hard on my family. I have no worries on how I am going to get to work. I get picked up and dropped off at my work!”

“It gets me to the places where I need to be.”

## Why are riders choosing the bus vs. another form of transportation?

“There are some mornings where I don’t have the extra time to walk to work, and the bus stop is right near my home. It is nice to know it is there. Also, when I have heavy items to carry or we are having bad weather, it’s SO nice to know ACTR is there!”

“Thanks for a great and dependable service.”

### Convenience

**63%**

### Saving money

**56%**

### My only option

**41%**

### Reducing carbon

**39%**

# How is ACTR meeting needs?

“Not only do we appreciate the three days a week to dialysis, but we really appreciate all of the trips to the VA in White River Junction and to all of my husband’s doctor appointments. Thank you for always being there for us. Even in bad weather which I am very afraid to drive in. Thank you so much for all that you do for us. The drivers and staff are always very pleasant and try to help in any way that they can. We don’t know what we would do without you. We sincerely appreciate all of you and all that you do for us.”

“Love it. Don’t know what I would do without you guys!”

**96%** of Dial-A-Ride clients have very positive or positive experiences with their volunteer drivers.

“... is an excellent bus driver and does a great job. It’s refreshing to find someone who enjoys their job!”

**96%**  
say they  
**feel safe** using  
the bus system  
always or most  
of the time.

**95%**  
say our  
drivers and  
office staff  
are **courteous  
and helpful.**

**90%**  
say ACTR  
buses are  
**on time**, or  
nearly so (5  
min. or less).

**95%**  
say the  
bus stop  
**locations are  
convenient.**

**80%**  
say bus  
schedule  
**times are  
convenient.**

# Where can we improve?

“I’d like to see midday bus all week, weekend service late night bus, bus down Route 22A to Orwell and Benson. Bus to Route 100 in Rochester or Hancock.”

“Would there be a way on the website or with a smart phone app to show real time information about buses?”

While ACTR’s systems work well, **riders want more.** Below are some of their wishes:

- Add Sunday and evening service across the system;
- Add mid-day, evening and weekend service to the Tri-Town Shuttle Bus; and
- Better arterial parking areas so people can drive to a main road and get on a bus.

In addition, riders want more bus shelters and easier to read signs on the buses. ACTR is working towards all of those goals and will be in a position to meet these needs after moving into the ACTR Community Transit Center. This headquarters will create vital operational efficiencies and improvements that will translate into more and better community transportation services for Addison County.

# ACTR Community Transportation Center

## Why does Addison County need the Community Transportation Center?

The efficiencies of a dedicated facility will enable ACTR to meet the future community transportation needs of Addison County caused by an aging population, rising fuel prices and tough economic times.

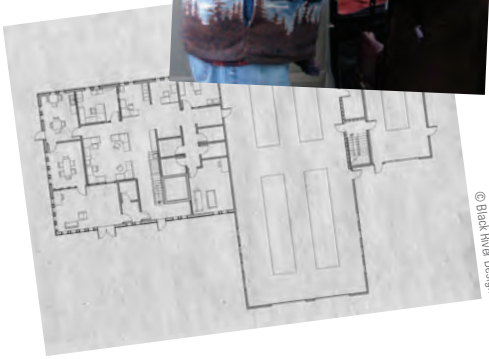
## How will the Center benefit the community?

It will allow ACTR to:

- Expand bus routes and emergency-responsiveness.
- Create better economic development opportunities.
- Offer more options for workers unable to afford a car.
- Reduce local parking requirements and the related cost.
- Generate other transportation options (CarShare, Bike/Ped, etc.).
- Provide more leadership in greenhouse gas reduction.
- Create more efficient and cost-effective transit operations.



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## How will the Center help ACTR achieve those outcomes?

It will include:

- Bus maintenance, wash and indoor storage (currently none).
- Meeting and training space (currently insufficient).
- Central office and dispatch center (currently insufficient; see chart).
- Neighborhood transit stop and commuter park-&-ride (currently no park-&-ride).

	2002	2012
<b>Total rides per year</b>	67,482	175,000*
<b>Bus routes</b>	2	6
<b>Full time staff</b>	12	26
<b>Volunteer drivers</b>	22	40
<b>Office space</b>	1,000sf	1,250sf
<b>Bus service hours</b>	8,300	20,400
<b>Number of vehicles</b>	7	16

\*projected

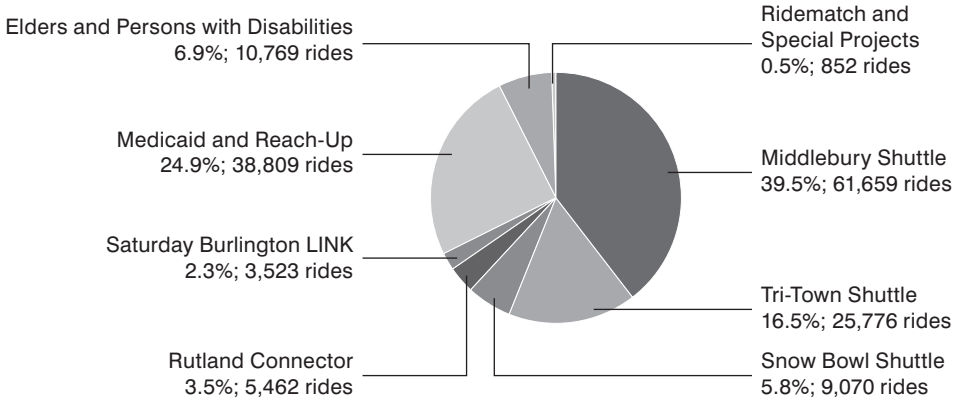
## How will the Center be paid for?

ACTR has secured a \$2.85 million federal grant, with the help of Senator Patrick Leahy, and access to 4 acres of land from the Vermont Agency of Transportation. ACTR is now raising the required local match (\$750,000) through foundations, institutions, businesses and private donors.

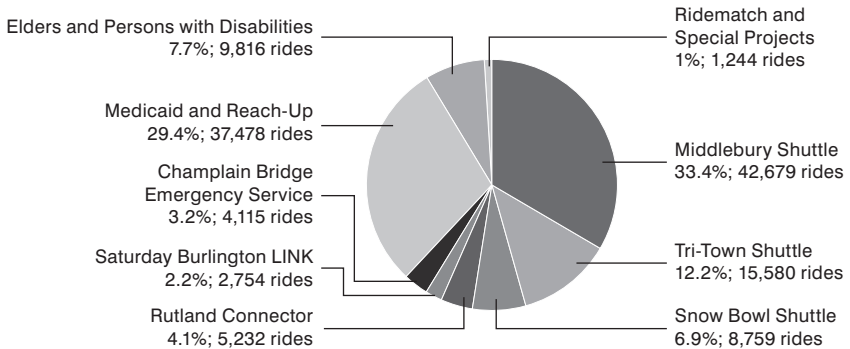
**Be a part of ACTR’s campaign: The Future is Now!**

# Ridership trends

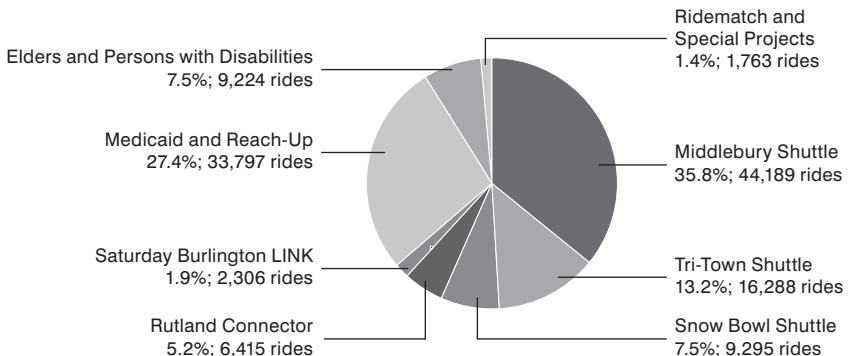
**155,920** total rides in FY11\*



**127,657** total rides in FY10\*












**123,277** total rides in FY09\*




\* ACTR's Fiscal Year is July 1 to June 30.

# Proven performance

For the 8th year in a row, ACTR met or exceeded performance benchmarks set by the Vermont Agency of Transportation (VTrans), which compare us against national standards.

Performance Benchmarks			
<b>Middlebury Shuttle</b>	<b>Small Town Routes</b>	<b>ACTR FY11</b>	<b>ACTR Score</b>
Cost per Rider	Between \$5.76-\$11.52	\$6.34 	Acceptable
Boardings per Hour	Between 5.20-10.40	6.97 	Acceptable
<b>Tri-Town Shuttle</b>	<b>Rural Routes</b>	<b>ACTR FY11</b>	<b>ACTR Score</b>
Cost per Rider	\$14.34 or less	\$9.36 	Successful
Boardings per Hour	Between 2.70-5.30	5.03 	Acceptable
<b>Snow Bowl Shuttle</b>	<b>Rural Routes</b>	<b>ACTR FY11</b>	<b>ACTR Score</b>
Cost per Rider	\$14.34 or less	\$8.91 	Successful
Boardings per Hour	5.30 or more	5.65 	Successful
<b>Saturday LINK</b>	<b>Rural Routes</b>	<b>ACTR FY11</b>	<b>ACTR Score</b>
Cost per Rider	\$14.34 or less	\$6.23	Successful
Boardings per Hour	4.80 or more	7.05	Successful
<b>Rutland Connector</b>	<b>Rural Routes</b>	<b>ACTR FY11</b>	<b>ACTR Score</b>
Cost per Rider	\$14.34 or less	\$12.62 	Successful
Boardings per Hour	Between 2.70-5.30	3.70 	Acceptable
<b>Elders &amp; Disabled</b>	<b>Demand-Response</b>	<b>ACTR FY11</b>	<b>ACTR Score</b>
Cost per Rider	Between \$14.38-\$28.76	\$26.05	Acceptable
Boardings per Hour	Between 1.83-3.66	2.61 	Acceptable

 = improved compared to FY10



# Financial information 2010-2011

## Operating funds by source

State	49.8%
Federal	40.1%
Partners	3.4%
Donations and Sponsors	2.2%
Municipal	2.6%
Fares	1.9%

## Operating expenses by program

Medicaid and Reach-Up	41.9%
Middlebury Shuttle	21.7%
Tri-Town Shuttle	12.9%
Elders and Persons with Disabilities	12.1%
Snow Bowl Shuttle	4.4%
Rutland Connector	3.8%
Saturday Burlington LINK	1.2%
Other Programs	1.0%
Ridematch & Special Projects	0.8%
Other Expenses	0.1%

## Financial statement

	Fiscal Year 2009	Fiscal Year 2010	Fiscal Year 2011
Operating Revenue	\$1,649,931	\$1,869,368	\$1,929,013
Operating Expenses	\$1,634,522	\$1,821,849	\$1,935,911
Net Income	\$15,409	\$47,519	\$(6,898)
Capital Income	\$243,649	\$608,470	\$258,701
Depreciation, Etc.	\$195,413	\$238,993	\$281,880
Net Capital	\$48,236	\$369,477	\$(23,179)
Facility Project Income	\$0	\$7,304	\$67,833
Facility Project Expense	\$0	\$6,004	\$67,833
Net Facility Project	\$0	\$1,300	\$0
Net Assets as of June 30	\$652,426	\$1,070,722	\$1,040,645

## Board of Directors

**Dean George, Chair**  
Middlebury Representative

**Frank Mazza, Vice-Chair**  
Human Services Representative

**Sue Prager, Treasurer**  
Ripton Representative

**Naomi Drummond, Secretary**  
Bristol Representative

**Steve Kellogg**  
Salisbury Representative

**Adam Lougee**  
At-Large Representative

**Diane Lanpher**  
Vergennes Representative

**Doug Adams**  
Middlebury College Representative

**Ann Jones Weinstock**  
At-Large Representative

**Rev. David Andrews**  
At-Large Representative

## Staff

**Executive Director**  
Jim Moulton

**Finance Manager**  
Gordon Marsh

**Program Manager**  
Shari Lutton

**Operations Manager**  
Jim Tomaino

**Community Relations Manager**  
Nadine Canter Barnicle

**Office & Dispatcher Staff**  
Marcia Brown  
Mary-Claire Crogan  
Stephanie Larrow  
Angela McCluskey  
Pam Spatafora

**Bus Drivers**  
Vaughn Berno  
Norm Booska  
Kirk Chandler  
Bill Dutton  
Ken Foerch  
George Forrest  
Ernie Hayes  
Mike Lucia  
Larry O'Donnell  
Carl Reynolds  
Mike Rizner  
Barb Russell  
Larry Senecal  
Maggie Surprenant  
Bonnie Swan  
Dawn Thibault

## Volunteer drivers

Teresa Aranguiz	Clarence Hallock	Tad Manila	Joe Rivers
Roxanne Bigelow	Guy Hallock	Kristie Martelle	Cindi Rose-Myer
Brenda Blaise	Wilma Hallock	Carol Morris	Deb Scherck
Debra Brace	Steph Kehoe	Robert Morris	Irene Steady
Wayland Brace	Bernard Kimball	Mellissa Pawul	Justin Stearns
Juliet Burroughs	Tom Larkin	Donald Poole	Robert Taft
Caroline Delisle	Reggie Larose	David Quesnel	Teja Tanner
Clarence Fagan	Lyle Loven	Jeff Rehbach	Ken Terrien
Art Flemings	Richard Malinowski	Sheila Rheaume	Sandy Tower
David Flynn	Sandy Malinowski	Jackie Rivers	Nancy Vaughn

## Sponsor businesses, organizations and foundations\*

3 Squares Café	Frank Consulting Services	Monument Farms
Addison County Chamber of Commerce	Gaines Insurance Co.	National Bank of Middlebury
Addison County Fair & Field Days	Goodrich	North Branch School
Addison County Regional Planning	Green Mountain Club	Precision Print & Copy
American Flatbread	Greg's Meat Market	Renaissance Development Co.
Champlain Valley Orthopedics	Holden Financial Services, Inc.	Rosie's Restaurant
Co-Operative Insurance Co.	Ilsley Library	Rotary Club of Middlebury
County Tire	Linda's Apparel & Gifts	St. Peter's Church
Courtyard by Marriott	Main Street Stationery	The Vermont Book Shop
Champlain Valley Plumbing & Heating	Maple Landmark, Inc.	Two Brothers Tavern
Daily Chocolate	Martin's Hardware	United Way of Addison County
Dennis Newton Electrical	Middlebury Eye Associates	Vermont Child & Family Services, ESD
E. Middlebury United Methodist	Middlebury Natural Foods Co-Op	Vermont National Guard
	Middlebury Physical Therapy	Waybury Inn
	Middstate Towing	

## Individual donors\*

Claire & Doug Adams	Peg & Milton Gardner	Rep. Betty & Victor Nuovo
Rev. David Andrews	Alice & Dean George	Judy & Michael Olinick
Laura Asermily	Betsy & Gerry Gossens	Patricia-Ann O'Rourke
Barbara & Harold Badore	Anna Haigis	Randy Page
Anne Baldwin	Elizabeth Hampel	Elizabeth Peno & Nina Gilroy
Irene & Ed Barna	Irene Hart	Susan J. Polk
Amy & Dan Beaupre	Nancy & Michael Harvey	Sue Prager
Edith Beckwith	Doris Hayden	Karen & Michael Quigley
Katherine Beers	Ursula Heibges	Anna Reynolds
Nancy & Mark Benz	Anne Hoover	Calvin Reynolds
Carol & Daniel Birdsall	Gale Hurd	Helen Anne Riley
Joyce & Charles Bollinger	Lesley & Chris Huston	Alyssa Rittendale & David Maille
Margaret Borden	Barbara & F. Robert Huth	John Roberts
Lindi Bortney & Jerry Shedd	Karri Ingerson & Steve Lindemann	John A. Rogers
Mary Boyer	Agatha James	Mary Rogers & Robert Reiber
Doris & Robert Brisson	Anna & Gary Johnson	Margaret, Alison & Roger Rood
Mrs. Walter Brooker	Ann Jones-Weinstock	Ann & Jim Ross
Laura Carlson	Elaine & Steve Kellogg	John Rubright
Alan Chester	Winnifred Kimball & Beverly Little	Sandi Ruvera
Fern Cloutier	Warren & Barry King	Vera & Peter Ryersbach
Laurel & Aaron Coburn	Gilbert Klecak & Patricia Lotz	Bill Schneider
Phyllis Cunningham	Nancy & Joseph Klopfenstein	Stacey Seldin
Jean Cyr	Agnes Lacey	Laura & Brian Slavin
Mable & Howard Cyr	Diane & Jim Lanpher	Mary & J. Alston Smith
Anne Damm	Karen & Adam Lougee	Diane Stevens
Bonnie Degray	Cheryl & Glenn Lower	Elizabeth Stevens
Helen & William Delorenzo	Steve Maier & Priscilla Bremser	Katherine Teotor
Marjorie & Edwin Douglas	Barbara & Dennis Maloney	Thomas F. Staley Foundation
Naomi Drummond & Randall Freeman	Barbara Mason	Vermont Community Foundation, Doug Fund
Claire Duclos	Deborah & Frank Mazza	Vermont Community Foundation, Lady Elaine's Fund
Roy Durkee	Jane Miller	Mary Jane & Knight Washburn
Linda Earnest	William Miller	Sarah Wesson
Diane Eisenhower	Elizabeth Morrison & Ben Marks	Vivian & Ken Weston
Ralph Elliot & Wanda Jenner	Jim Moulton	Barbara Wheelock
Yvette Field	Marie & Walter Moyer	Willow & Wilder Wheelock
Mr. & Mrs. John Flickinger	Karla & George Munson	Nancy & Joel Wollum
Simonne Forman	Betty Northrop	Richard Wyatt
Judith & Tad Fyles	Eleanor Noyes & Lynda Rheume	Helen Young & Donald Stratton
Eva Garcelon-Hart		

## Municipal sponsors\*

Town of Addison	Town of Leicester	Town of Panton	City of Vergennes
Town of Bridport	Town of Lincoln	Town of Ripton	Town of Weybridge
Town of Bristol	Town of Middlebury	Town of Salisbury	Town of Whiting
Town of Cornwall	Town of Monkton	Town of Shoreham	
Town of Ferrisburgh	Town of New Haven	Town of Starksboro	

We extend our gratitude to the volunteers, donors and sponsors whose contributions are invaluable to ACTR. We apologize for any names that may have been inadvertently omitted. \*Includes support received or pledged through 11/30/11.



**Our Mission** is to enhance the economic, social and environmental health of the region by providing public transportation services that are safe, reliable, accessible and affordable for everyone.

**Our Vision** is to be the leading transportation alternative for all county residents and visitors.

Visit [actr-vt.org](http://actr-vt.org)

Plan your trip.



Connect.



View route maps and schedules.

Support ACTR.



Get in touch.

PO Box 532, 282 Boardman Street, Middlebury VT 05753  
(802) 388-1946; TDD Relay 711; [info@actr-vt.org](mailto:info@actr-vt.org)

## AN INNOVATION LEADER

In late 2011, The Transit Cooperative Research Program (TCRP) published Synthesis 94: Innovative Rural Transit Services. ACTR is one of just five systems selected for recognition from among hundreds of rural systems around the nation. The full report can be found at [www.TCRPonline.org](http://www.TCRPonline.org).

The author cited ACTR's leadership in creating community partnerships as particularly noteworthy, including:

**Middlebury College;** Launching Snow Bowl and Saturday LINK services,

**United Way of Addison County;** Leveraging federal dollars at a 4:1 ratio,

**Marble Valley Regional Transit District;** Collaborating to provide the Rutland Connector service,

**Chittenden County Transportation Authority;** Collaborating to provide the Burlington LINK service,

**Vermont Agency of Transportation;** Co-locating ACTR's soon-to-be-built Transit Center with the local VTrans maintenance depot, and most recently,

**Google Maps;** Making ACTR the first Google Transit Partner in Vermont.