

# 2010 Annual Report

For fiscal year 7/1/09 - 6/30/10



## A message from the Executive Director



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In the for-profit world, an Annual Report most often informs a company's stakeholders of the return on their investment (ROI). That usually translates to, "How big is my dividend check?" Being a non-profit, ACTR doesn't mail you money, and yet it is very much our mission to provide you and our community with a high ROI.

In our case, that means enhancing the economic, social and environmental health of the community where our investors live and work. And just who are ACTR's investors? *Why you are!* Whether through individual or United Way donations, business sponsorships or a small portion of your tax dollars, you support ACTR financially.

So, what do you get for your investment? In the following pages, we introduce you to some of the faces of ACTR; folks who use us to become productive workers and taxpayers, access healthcare services, get their children safely to school, purchase groceries, be green and/or gather at community meal site programs for nutritious food and social activities. Read on to see the impact of your investment and the healthy dividends it pays for our community.

Thanks for your support!

A handwritten signature in black ink, appearing to read "Jim". The signature is fluid and cursive, with a long horizontal stroke at the end.

Jim Moulton, ACTR Executive Director

**INVEST... in your community ...  
in excellence ... in ACTR.**



# 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.

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## Accessing critical medical care

*Richard gets a lift from ACTR Bus Driver Mike to his three-day a week dialysis treatments in Burlington.*



# Proven performance

For the seventh year in a row, ACTR continued to meet or exceed the 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 FY10</b>	<b>ACTR Score</b>
Cost per Rider	Between \$5.98-\$11.96	\$6.52	Acceptable
Boardings per Hour	Between 5.00-10.00	6.85	Acceptable
<b>Tri-Town Shuttle</b>	<b>Rural Routes</b>	<b>ACTR FY10</b>	<b>ACTR Score</b>
Cost per Rider	\$14.50 or less	\$10.84	Successful
Boardings per Hour	Between 2.40-4.80	4.10	Acceptable
<b>Snow Bowl Shuttle</b>	<b>Rural Routes</b>	<b>ACTR FY10</b>	<b>ACTR Score</b>
Cost per Rider	\$14.50 or less	\$9.07	Successful
Boardings per Hour	4.80 or more	5.16	Successful
<b>Saturday LINK</b>	<b>Rural Routes</b>	<b>ACTR FY10</b>	<b>ACTR Score</b>
Cost per Rider	\$14.50 or less	\$5.71	Successful
Boardings per Hour	4.80 or more	8.53	Successful
<b>Rutland Connector</b>	<b>Rural Routes</b>	<b>ACTR FY10</b>	<b>ACTR Score</b>
Cost per Rider	\$14.50 or less	\$14.16	Successful
Boardings per Hour	Between 2.40-4.80	3.47	Acceptable
<b>Elders &amp; Disabled</b>	<b>Demand-Response</b>	<b>ACTR FY10</b>	<b>ACTR Score</b>
Cost per Rider	Between \$17.50-\$35.00	\$25.53	Acceptable
Boardings per Hour	Between 1.50-2.50	2.11	Acceptable

## RETURN ON YOUR INVESTMENT

**Service +40%**  
**Ridership +44%**

### If you build it, they will ... ride?

With apologies to the movie's makers, this past year has been a *Field of Dreams* for the ACTR Shuttle Bus System. In March 2010, we expanded our service hours by 40% and, at the time of publication, ridership has grown more than 44% – an industry benchmark that typically takes three years to achieve!

Invest... in your community... in excellence... in ACTR.

*Bill, from Huntington, takes the ACTR Tri-Town Bristol bus a few days a week to get to work at Middlebury College.*



© Caleb Kenma

## Commuting with ACTR

Bill has been riding since 2007 and often will put his bike on the bus. Riding ACTR saves Bill money and he gets work done during his commute. Bill appreciates getting to know other passengers. Walking or biking between ACTR's transfer center on Merchant's Row and campus is **"a welcome break in an otherwise busy day."**

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## Being green with ACTR

Dan commutes 5 days a week on the Tri-Town Vergennes bus from his home in Middlebury to Goodrich in Vergennes. ACTR has allowed Dan's family to become a one-car household, **saving approximately \$7,000 a year.\*** He also regularly uses other ACTR routes including the Tri-Town Bristol, Snow Bowl and Middlebury Shuttle buses. He appreciates ACTR's friendly drivers and that he has time to read while ACTR does the driving.

\* Nationally the average cost to own, operate and maintain a car is more than \$9,000 per year. (source: American Public Transportation Association)

*Dan has been a regular on the ACTR buses since 2007.*



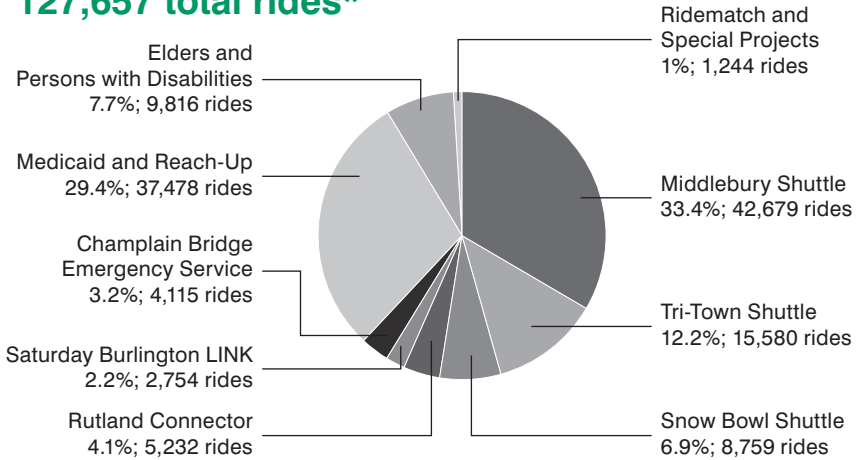
© Caleb Kenma



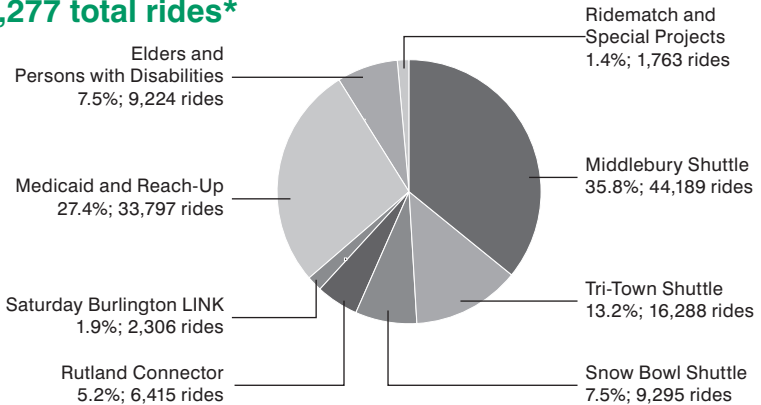
© Caleb Kenma

# Ridership trends

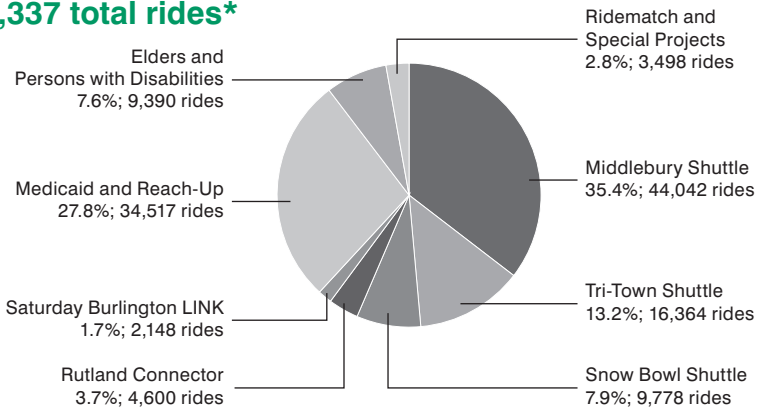
## FY 2010 127,657 total rides\*



## FY 2009 123,277 total rides\*



## FY 2008 124,337 total rides\*



\* Numbers from July 1 – June 30 for each Fiscal Year



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*Chandler is escorted back to The Lodge by ACTR Bus Driver Dawn after lunch at the Russ Sholes Senior Center.*

## Aging with friends

In partnership with Champlain Valley Agency on Aging (CVAA), ACTR transports elders to community meal sites and delivers lunches to other elders in their homes. ACTR provides these **links to help Addison County seniors be socially vibrant**, stay connected with friends, age in their homes and remain independent. Dawn provides rides for area elders to the Senior Center twice a week. She also helps serve meals and has made friends with many of her riders.

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## Aging at home

Eleanor has been riding with ACTR since 2006 and uses ACTR to get to Project Independence three days a week. She is a music lover and has three cats. She rides regularly with Deb, a Volunteer Driver since 2000, and **appreciates the companionship**.

*Eleanor gets a helping hand from a Project Independence staffer (left) and Deb, her ACTR Volunteer Driver (center).*



© Caleb Kenma



*ACTR Volunteer Lyle helps Theresa back home after a dialysis treatment.*

## Accessing critical medical care

Theresa appreciates her regular driver, Lyle, and depends on ACTR to bring her to chronic care appointments up to five days per week. ACTR's services save her money and offer a social connection. She is thankful for Lyle's friendliness and that **he "keeps her safe"**.

Lyle has been an ACTR Volunteer Driver since 2008 and has lived in Vermont for 54 years. He enjoys reading and woodworking and playing with his two dogs, Paint and Ike. His favorite things about volunteering for ACTR are meeting new people and helping others.



*Robin, Executive Director of Addison County Economic Development Corporation, rides the ACTR bus to Addison County Chamber of Commerce meetings.*

© ACTR

## Keeping the local economy thriving

Robin believes **a robust public transportation system is essential infrastructure** for a healthy local economy. “When I am working with businesses interested in locating to Addison County, ACTR is a big selling point. They know that workers and customers will be able to get to their new site easily and affordably.”

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## Saving money in good company

Diane rides five days a week to work at Middlebury College. She says, “Don’t think of it as a life-long commitment of taking the bus every day. Instead **just commit a few days a week and see how great it is!** Leaving the driving to ACTR saves money on gas, wear and tear on your car and you even make new friends. We have a nice bus group who... look out for each other. I LOVE THE BUS!” Cheryl (left) and Judy (center) are also Rutland Connector regulars.

*Diane (right) lives in Brandon and has been riding ACTR since the first day of Rutland Connector operation, back in December 2006.*



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# Financial information 2009-2010

## Operating funds by source

State	49.9%
Federal	38.4%
Partners	5.1%
Donations and Sponsors	2.8%
Municipal	2.3%
Fares	1.6%

## Operating expenses by program

Medicaid and Reach-Up	43.1%
Middlebury Shuttle	17.0%
Elders and Persons with Disabilities	14.5%
Tri-Town Shuttle	10.3%
Snow Bowl Shuttle	4.6%
Rutland Connector	4.3%
Ridematch & Champlain Bridge Emergency Service	4.7%
Saturday Burlington LINK	1.0%
Other Program Expenses	0.5%

## Financial statement

	Fiscal Year 2009	Fiscal Year 2010
Operating Revenue	\$1,649,931	\$1,869,368
Operating Expenses	\$1,634,522	\$1,821,849
Net Income	\$15,409	\$47,519
Capital Income	\$243,649	\$608,470
Depreciation, Etc.	\$195,413	\$238,993
Net Capital	\$48,236	\$369,477
Facility Project Income	\$0	\$7,304
Facility Project Expense	\$0	\$6,004
Net Facility Project	\$0	\$1,300
Net Assets as of June 30	\$652,426	\$1,070,722



*Pat (right) checks in at the chiropractor with help from her Volunteer Driver Mellissa.*

## Keeping healthy

ACTR provides Pat with regular rides to Project Independence and doctor’s appointments several days a week. Her driver, Mellissa, has been driving for ACTR since 2009 and is a native Vermonter. **Mellissa volunteers with ACTR** because it allows her to meet new people and make new friends.

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## Being a productive community member

Herb uses the bus to go everywhere - to work, doctor’s appointments, grocery stores and meetings. **ACTR proudly sponsored Herb in the National Special Olympics last summer**, where he represented Vermont as a swimmer. Herb knows the bus system inside out and has provided us with excellent customer feedback from his many hours using the buses to get around.

*Herb has been a regular ACTR rider since 1995.*



# ACTR Transit Center: Your Transportation Headquarters



© Breadloaf Corporation

Plans are on track for breaking ground on the ACTR Transit Center in 2011 and moving into the new building in 2012.

## What is the ACTR Transit Center?

The ACTR Transit Center will, among many things:

- Serve as ACTR’s central office and dispatch center,
- Have maintenance bays where ACTR’s buses will be serviced and washed,
- Have indoor vehicle storage,
- Be a transit stop for neighborhood riders, and
- Provide a small Park & Ride facility for commuters.

## How will the ACTR Transit Center be paid for?

In 2008, ACTR submitted a comprehensive project application to Senator Patrick Leahy. In response to our application, Senator Leahy helped secure a \$2.85 million grant through the Federal Transit Administration (FTA). Although this “challenge grant” will pay for 80% of the project’s cost, ACTR is required to raise a 20% “local match.”

## Why does ACTR need a Transit Center?

Because of our substantial growth we’re bursting at the seams of our current space. A Transit Center will make us even more efficient and cost-effective, and allow more services to occur.

Industry standards recommend that a rural transit system operate its own maintenance facility when the vehicle fleet reaches 10 vehicles. ACTR passed the industry threshold in 2003.

	2002	2011
Total Rides per Year	67,482	160,000*
Bus Routes	2	6
Full Time Staff	12	23
Volunteer Drivers	22	45
Office Space	1,000sf	1,300sf
Bus Service Hours	8,300	20,400
Number of Vehicles	7	16

\*projected

## How is ACTR going to raise >\$700,000 local match?

A capital campaign will formally kick off in 2011. We are encouraged that individuals, businesses and organizations are willing to support the ACTR Transit Center by continuing to invest in our award-winning service to the community.

**Every local \$1 invested unlocks \$4 from the FTA grant,** making everyone’s contribution powerful!

Invest... in your community... in excellence... in ACTR.

## 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

**Paul Bortz**  
At-Large Representative

**Steve Kellogg**  
Salisbury Representative

**Adam Lougee**  
At-Large Representative

**Diane Lanpher**  
Vergennes Representative

**Doug Adams**  
Middlebury College 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  
Stephanie Larrow  
Angela McCluskey  
Katie Peltier  
Mary Claire Crogan

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

## Volunteer drivers

Teresa Aranguiz	Art Flemings	Tad Manila	Deb Scherck
Roxanne Bigelow	David Flynn	Rob Morris	Gale Stanley
Brenda Blaise	Clarence Hallock	Peter Myers	Irene Steady
Debbie Brace	Guy Hallock	Doug Newton	Robert Taft
Wayland Brace	Wilma Hallock	Melissa Pawul	Teja Tanner
Juliet Burroughs	Steph Kehoe	Donald Poole	Ken Terrien
Bob Chatfield	Bernard Kimball	David Quesnel	Sandy Tower
Amy Connellan	Tom Larkin	Sheila Rheame	Nancy Vaughn
Peggy Connor	Reggie Larose	Joe Rivers	Millie Witteman
Caroline Delisle	Lyle Loven	Gary Rose	
Les Delisle	Charles Makovek	Cindi Rose-Myer	
Ann Dumaresq	Sandy Malinowski	Bert Sargent	

## Sponsor businesses, organizations and foundations\*

3 Squares Café	Daily Chocolate	Middlebury American Legion
Addison County Fair & Field Days	Frank Consulting Services	Middlebury Eye Associates
Addison County Regional Planning Commission	Gaines Insurance Co.	Middlebury Natural Foods Co-Op
Addison County Chamber of Commerce	Green Mountain Shoe & Apparel	Middlebury Physical Therapy
American Flatbread	Greg's Meat Market	Midstate Towing
Caleb Kenna Photography	GoVermont, VTrans	National Bank of Middlebury
Champlain Valley Orthopedics	Hannaford Career Center	North Commons Associates
Cooperative Insurance Co.	Holden Financial Services, Inc.	Precision Print & Copy
County Tire	InStitches Embroidery	Renaissance Development Co.
Courtyard by Marriott	Ilslay Library	Rosie's Restaurant
Champlain Valley Plumbing & Heating	Linda's Apparel & Gifts	Rotary Club of Middlebury
	Main Street Stationery	Russ Sholes Senior Center Crafts
	Maple Landmark, Inc.	The Vermont Book Shop

## Individual donors\*

Laura Asermily	David Gove	Betty & Victor Nuovo
Barbara & Harold Badore	Carol & Harvey Green	Judy & Michael Olinick
Mary Jean Baker & Mary Beth Davis	Elizabeth Hampel	Randy Page
Irene & Ed Barna	Irene Hart	Elizabeth Peno & Nina Gilroy
Amy & Dan Beaupre	Nancy & Michael Harvey	Susan J. Polk
Edith Beckwith	Ursula Heibges	Sue Prager
Nancy & Mark Benz	Kelly Hickey & Miguel Fernandez	Fran & Spencer Putnam
Joyce & Charles Bollinger	Anne Hoover	Karen & Michael Quigley
Margaret Borden	Gale Hurd	Meredith & Jeffrey Rehbach
Lindi Bortney & Jerry Shedd	Leslie & Chris Huston	Anna Reynolds
Mary Boyer	Barbara & Bob Huth	Calvin Reynolds
Laura Carlson	Karri Ingerson & Steve Lindemann	John Roberts
Fern Cloutier	Agatha James	John A. Rogers
Mary Ruth Crawford	Wanda Jenner & Ralph Elliot	Ann & Jim Ross
Phyllis Cunningham	Anna & Gary Johnson	John Rubright DOLEBURY
Jean Cyr	Ann & David Jones-Weinstock	Vera & Peter Ryersbach
Mable & Howard Cyr	Charlotte Kuczynski	Stacey Seldin
Anne Damm	Karen & Todd Lefkoe	Lenore Shewell
Marjorie & Edwin Douglas	Bobbi & Gerry Loney	Susan & Jerome Smiley
Naomi Drummond	Mike Lynch	Mary & J. Alston Smith
Claire Duclos	Priscilla & Steve Maier	Gale Stanley
Linda Earnest	Anne Majusiak & Kenneth Johnson	Kay Teetor
Jane & Marshall Eddy	Margaret & Edward Martin	Linda Thompson
Diane Eisenhower	Barbara Mason	Ed Tucker
Ralph Esposito	Deborah & Frank Mazza	Monica Tupper
Yvette Field	William Miller	Sarah Wesson
Eva Garcelon	Marie & Walter Moyer	Nancy & Joel Wollum
Lucy Gardner	Pauline & Brian Novak	Wandamay Woznek
Alice & Dean George	Ellie Noyes & Linda Rheume	Richard Wyatt

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## Municipal sponsors\*

The Vermont Community Foundation	Town of Addison	Town of Pantou
Two Brothers Tavern	Town of Bridport	Town of Ripton
United Way of Addison County	Town of Bristol	Town of Salisbury
Vermont Child & Family Services, ESD	Town of Cornwall	Town of Shoreham
Vermont National Guard	Town of Ferrisburgh	Town of Starksboro
Waybury Inn	Town of Leicester	City of Vergennes
	Town of Lincoln	Town of Waltham
	Town of Middlebury	Town of Weybridge
	Town of Monkton	Town of Whiting
	Town of New Haven	

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.




**OF  
ADDITION COUNTY  
FUNDED AGENCY**

\* Includes support received or pledged through 11/3/10

**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.

Plan your trip with ACTR on **Google Maps**. Keep tabs with **ACTR@** and follow us **@ACTransitVT**. Watch for our **revamped website** coming soon. Contact us at: PO Box 532, 282 Boardman Street, Middlebury VT 05753; (802) 388-1946; TDD Relay 711; [www.actr-vt.org](http://www.actr-vt.org); [info@actr-vt.org](mailto:info@actr-vt.org).

## RETURN ON INVESTMENT

### Innovation Leader

As we went to press, ACTR learned of its selection as one of just five innovative rural transit providers in the USA to be included in a national transit research journal. The Transit Cooperative Research Program (TCRP) 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.