

ON THE ROAD WITH ACTR

July 2010

Welcome to the latest edition of “On the Road with ACTR”, a periodic publication designed to keep you informed of the latest news about ACTR and our services. Feedback, comments or questions about our services or this newsletter are always welcome. Call 388-1946 (TDD Relay Service 711) or go to www.actr-vt.org and email us. Thanks and enjoy!



Total Ridership Sets All-Time Record!

In Fiscal Year 2010, the community rode with ACTR at a record pace. Total ridership for the twelve months ending June 30, 2010 hit an eye-popping 128,000 – more than 3% higher than our previous record! Our Dial-a-Ride system (which is primarily healthcare transportation via our volunteer driver network) led the way with an 11.5% increase and almost 50,000 rides. At 78,000 rides, our shuttle bus system provided its 2nd highest all-time total – just 350 rides short of a record. If you haven’t ridden with us yet, experience Addison County’s leading transportation alternative. After all – ACTR is transportation for everyone!



Service Performance is On-Target!

Not only is ACTR’s bus ridership increasing but our efficiency remains on target, as well. This year, the Vermont Agency of Transportation (VTrans) measured seven ACTR services against two national performance benchmarks – rides per hour and cost per ride. We are pleased to report that eight of our 14 scores exceeded the national average while the other six scores met performance expectations. For the 7th straight year, none of our services had underperforming results.



ACTR’s NY Emergency Commuter Service Tops 4,000 Trips!

In February 2010, 24-hour ferry service between Crown and Chimney Points was launched. This meant that ACTR was finally able to step back from providing critical emergency commuter services to dozens of desperate New Yorkers and their Addison County employers. By the end of the Champlain Bridge crisis, we provided more than 4,000 trips, between shuttle bus and dial-a-ride services. ACTR staff members and volunteer drivers are proud to have made a difference!



40% More Service – Meeting More Needs!

In March 2010, ACTR utilized three new grants from VTrans to expand its shuttle bus system by 40%. The initial grants are for three years, at which point the services are evaluated by VTrans for

continued funding. Amazingly, in only four months, ridership has grown by 16% over the prior year. With more than two years to go, it is clear the expansions will also meet or exceed the VTrans performance benchmarks – leaving no doubt they will be funded well beyond the pilot period.



Progress on Our Facility!

As celebrated above, most of the past year was spent delivering emergency services or developing and implementing new ones. Now, with those major efforts behind us, we are re-focusing on our facility project. In May 2010, we hired a project consultant to assist us with ensuring regulatory compliance and final permitting – which will give us full access to our \$2.85 million federal grant. Once the Federal Transit Administration signs off on our submissions, we will then seek design and engineering services. Our goal remains to begin construction in 2011 with a move-in date in 2012.

ACTR is also seeking a second federal grant for green energy enhancements to improve the facility's long-term sustainability. A key component of the facility project remains raising the required 20% local matching funds (or \$712,500). If you wish to support this worthwhile project, please contact us to see how you can contribute to building the ACTR community facility!



ACTR Volunteer Drivers Score High Marks!

Volunteer drivers provide the bulk of our Dial-a-Ride trips and they take great pride in ensuring that riders feel safe and comfortable. For ongoing quality assurance purposes, we periodically survey riders about their trips. This year, more than 90% of our riders stated they had a positive experience.



Google Transit is on the Way!

Last fall, ACTR was named the first Google Transit partner in Vermont. Our efforts to launch this project were also somewhat delayed due to the NY emergency and our 40% expansion. However, we are now in the final stages of beta-testing our on-line information and expect to go live this fall. Stay tuned to learn how you can plan your ACTR bus trips via the Google Transit web application.



Safety Remains a Top Priority!

ACTR works hard to provide you with the safest ride possible. In May 2010, our efforts were publicly recognized when we were named a finalist for the Governor's Award for Outstanding Workplace Safety – one of only 13 businesses around the state to receive this honor. A sampling of the activities we undertake to ensure riders' safety include: daily vehicle inspections, early replacement of tires and brakes, ongoing driver training, weekly monitoring of trips, annual staff and volunteer background checks, and an anti-drug and alcohol education and testing program.



Thank you!

In closing, we would like to say thanks to you all. None of the above could be accomplished without the help of each and every community member. Your support is greatly appreciated!