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

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

A message from Jim Moulton

I love ACTR’s role in the community! Every day, we connect people like Leonard (page 2) and Richard (page 3) to critical services that allow them to care for their health and live independently. Every day, we connect customers and workers like Denise, Edmund and Stephen (page 8) to places of business, strengthening the economy. And, every day, we help build personal and community connections, as commuters develop friendships with each other and our staff.

Community transportation is about Leonard, Richard, Denise, Edmund and Stephen – and it is about you. Whether or not you ride, we all benefit from ACTR’s role in building a more vibrant, healthier place to live, work and play. Please invest in your community. Please invest in ACTR.

Jim Moulton, ACTR Executive Director
How can ACTR connect you?

ACTR dispatchers help Shuttle Bus System riders reach their destinations by providing schedule information and facilitating deviations and transfers.

Additionally, dispatchers arrange approximately 50,000 annual trips on ACTR’s complementary Dial-A-Ride System. They take ride requests from clients who are elderly, disabled or Medicaid eligible and match them with their best transportation option on a lift-equipped ACTR bus or in a volunteer driver’s car.

Marcia Brown retired from Dispatch in December 2014 after 16 years of service. “Miss Marcia” was a favorite with regular riders for her warmth and memory for personal details. She put it best when she said, “Matching rides can be tricky as everyone’s needs vary but it is also very rewarding to know I’ve helped someone get to their doctor’s appointment or dialysis appointment or wherever they have to go.” Over the years Marcia has helped thousands of people access critical care, nutrition, social contact, training and employment. Thank you Marcia, enjoy your well-deserved retirement!

Stephen Hart recently wrote to thank ACTR for helping his mother, Irene, age in the home she had loved and shared with her husband for four decades.

“As a family practice physician near San Francisco, many of my senior and wheel-chair bound patients use similar transportation locally; but it is nowhere near as well run as is your outfit. I hear many more complaints than comments like my mother’s about ACTR…she spoke warmly of several drivers and dispatchers and I am grateful to you all. Keep up the good works!”
Caring for veterans

Leonard Letersky stepped up when his country needed him. He enlisted in the Air Force during the Korean War as an Air Borne Radar Technician. His national defense mission required constant vigilance and mastery of sophisticated radar systems to protect American airspace.

Leonard also entertained troops as an Orchestra Leader in the Special Services. His musical talents include alto, tenor, baritone and soprano saxophone as well as clarinet. A particular highlight of his career was performing in the “Air Force Tops in Blue Shows” in Bermuda and Maine.

Today Leonard is retired and lives with his wife in Bristol. The couple has nine children, 21 grandchildren, five great-grandchildren and a rambunctious Boston Terrier.

The Leterskys are aging in their own home and Leonard uses a wheelchair to get around. Leonard finds it difficult to drive long distances and occasionally needs rides the VA Hospital in White River Junction. ACTR’s Dial-A-Ride service fills in the gaps, helping Leonard maintain his independence and take care of his health.

Sponsoring transportation to medical care is a meaningful way the community can thank our war veterans for their protection.
Richard Keesler also served the country when it needed him. He signed up with the Marines during the Korean conflict and was stationed as an MP at a strategic forward base in Japan. Deployed MPs provide security and law enforcement, or supervise maneuvers and mobility operations and internment operations.

Richard and his wife have been living at the Meadows in Middlebury for over a decade. He’s good with his hands and helped maintain the complex until a knee problem limited mobility.

The door to door Dial-A-Rides that bring him to the VA clinic in Burlington are sincerely appreciated. “ACTR is a great service and we’re lucky to have it. They’ve really helped me out since I’ve had this problem with my knee.”

When you make a gift to ACTR it’s people like Leonard and Richard who benefit. Your support makes a tremendous impact on the lives of real people in Addison County.

ACTR’s Dial-A-Ride program provides access to medical care, food shopping, community lunches, Meals-on-Wheels and other critical services to seniors, persons with disabilities and low income families.
Achieving community

In 2014 ACTR suffered the loss of bus drivers Mike Lucia and Mike Rizner. The community responded with an outpouring of condolences that touched ACTR and the drivers’ families. Regular riders attended both funerals and shared stories of how Mike and Mike made them laugh, delivered service above and beyond the expected and became true friends. ACTR drivers are not merely vehicle operators; they are part of the community and care about the people they serve.

This tree was planted at the Community Transportation Center as a living reminder of Michael Rizner and Michael Lucia. The following is an excerpt from a Middlebury Campus article featuring Mike Lucia.

“My favorite part about my job is all the interesting people that I meet,” he said. “I pretty much know everybody who rides usually. We have a lot of clients we take to the doctors and you get really close to them after a while,” he said. “People think we just drive around and pick people up. We do a lot of different things a lot of people really don’t know about.”

Lucia keeps a client’s letter underneath his schedule on his clipboard. In the letter, Bruce Pfeiffer thanked the ACTR team “for helping reduce my carbon footprint, for providing relief from many of the pains and suffers of growing old, and for simply being the heart of a real community that I enjoy being a part of and which literally widens my horizons.”
“Since 1992 ACTR has grown tremendously in its ability to serve the people of Addison County. ACTR helps people get where they need to go whether it’s work, shopping, medical appointments, school, play, and much more. ACTR continues to grow however people need them. They are clearly in tune with the transportation needs of Addison County. Whether one has no other way to get around or sensibly chooses to use public transportation, ACTR’s bus routes and special services like Dial-A-Ride are in place.

With their new facility ACTR is able to operate even more efficiently. That is true in two ways—the building is an outstanding example of energy efficiency, in keeping with the organization’s principles but it also allows for more efficiency in operation, in that the busses can be more easily maintained now that there is space to do so. Jim Moulton’s skills in efficiency and managerial excellence have been recognized and he is currently doing double duty by helping another transit system, Stagecoach Transportation Services which serves Orange and Northern Windsor counties, get back on its feet.” — Andy Mayer, Addison County Chamber of Commerce

In September 2014 ACTR was awarded the Chamber of Commerce’s Community Achievement Award for significant and sustained contribution to the well-being of the area.
Stewardship

**OPERATING FUNDS / SOURCE**

- 67% Federal
- 21% State
- 3.1% Municipal
- 2.2% Donations & Sponsors
- 2.1% Fares
- 1.5% Partners
- 3.1% Other

**OPERATING EXPENSES / PROGRAM**

- 32.6% Medicaid & Reach-Up
- 15.1% Elders & Persons w/ Disabilities
- 20% Middlebury Shuttle Bus
- 11.8% Tri-Town Shuttle Bus
- 3.7% Snow Bowl Shuttle Bus
- 5.4% Rutland Connector Shuttle Bus
- 1.2% Burlington LINK Bus – Saturday
- 3.8% 116 Commuter
- 0.5% TMA
- 0.7% Other Programs
- 5.2% Other Expenses

**REGIONAL & STATE RECOGNITION FOR INNOVATION, ECONOMIC IMPACT & PERFORMANCE**

In recognition of ACTR’s strong history of success, the organization was asked by VTrans to assume management responsibilities for Stagecoach Transportation Services Inc. in 2014. Stagecoach, which serves Orange and Northern Windsor counties, faced a major loss of staff and financial stability but has begun to get back on track with new leadership.
Rides Provided

<table>
<thead>
<tr>
<th>Year</th>
<th>Middlebury Shuttle</th>
<th>Tri-Town Shuttle</th>
<th>Snow Bowl Shuttle</th>
<th>Saturday LINK</th>
<th>Rutland Connector</th>
<th>116 Commuter</th>
<th>Elders &amp; Disabled</th>
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</thead>
<tbody>
<tr>
<td>FY14</td>
<td>MSB 39%</td>
<td>TTSB 16.5%</td>
<td>SSB 4.3%</td>
<td>RC 5.9%</td>
<td>LINK 2.3%</td>
<td>116 4.3%</td>
<td>Medicaid 20.5%</td>
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<tr>
<td>FY13</td>
<td>MSB 38.8%</td>
<td>TTSB 17.3%</td>
<td>SSB 4.5%</td>
<td>RC 4.3%</td>
<td>LINK 2.1%</td>
<td>116 3.9%</td>
<td>Medicaid 22.1%</td>
</tr>
<tr>
<td>FY12</td>
<td>MSB 42.1%</td>
<td>TTSB 17.2%</td>
<td>SSB 4.5%</td>
<td>RC 4.2%</td>
<td>LINK 2.3%</td>
<td>116 .8%</td>
<td>Medicaid 21.7%</td>
</tr>
</tbody>
</table>

178,183
+ .3%
growth from FY13

177,688
+ 3.1%
growth from FY12

172,395
+ 10.6%
growth from FY11

Successful Acceptable Review

For the 11th year in a row ACTR met or exceeded the performance benchmarks set by the Vermont Agency of Transportation (VTrans), which compare us against national standards.

Financial Statement

<table>
<thead>
<tr>
<th></th>
<th>FY12</th>
<th>FY13</th>
<th>FY14</th>
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</thead>
<tbody>
<tr>
<td>Income</td>
<td>$2,074,889</td>
<td>$2,394,143</td>
<td>$2,627,976</td>
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<tr>
<td>Expenses</td>
<td>$2,064,670</td>
<td>$2,392,462</td>
<td>$2,595,740</td>
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<tr>
<td>Net Income</td>
<td>$10,219</td>
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<td>Capital Income</td>
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<td>Depreciation, Etc.</td>
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<td>Net Capital</td>
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<tr>
<td>Facility Project Income</td>
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<td>$2,894,190</td>
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<tr>
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<td>Net Facility Project</td>
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<tr>
<td>Net Assets as of 6/30</td>
<td>$1,538,154</td>
<td>$4,378,411</td>
<td>$4,672,099</td>
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</tbody>
</table>
ACTR takes people to work…

“Riding the 116 commuter makes sense financially and environmentally. However, one of the greatest benefits is the sense of community I have found riding the bus.”

**Denise Weaver** works at South Burlington High School.

“When my truck needed work, I was excited to learn of the commuter bus from Middlebury to Burlington on Route 116. Back in the ’80s I had used public transportation in Boston for commuting. So I welcomed riding the 116 Commuter to my job at VSAC. It has given me the opportunity to keep up on reading for personal projects and for my work as a town representative. Last but not least, the 116 Commuter has given me the opportunity to meet new people and to catch up with friends!”

**Edmund Booth** works at VSAC.

“So what’s so hard about busing? I have to leave a little earlier to get to the stop on time, but then I’m not watching every minute, and I can talk with other folks, or maybe read a paper. My day breathes. Then I have to walk from the bus stop, which feels great, because I don’t need to find parking! I get my heart beating a little faster and arrive to work full of energy.”

**Stephen Marshall** lives in Bristol.
and accelerates economic growth

Nearly three quarters of the county’s bus riders are commuting to work or accessing job training according to ACTR’s Fall 2014 customer survey. Additionally, ACTR’s Dial-A-Ride program partners with Voc Rehab and Reach Up to help county residents access vocational training and employment to achieve financial independence.

A study conducted for the American Public Transportation Association (APTA) by the Economic Development Research Group, Inc. reports that investment in public transportation offers an economic return of $4 for every $1 invested. APTA’s report, presented at Infrastructure Week 2014 on Capitol Hill, states that public transportation investment provides increased productivity in two areas:

**Productivity boost #1**
Savings are achieved directly in households from reduced congestion and less reliance on automobile use. This changes purchasing power, by at least $18.4 billion per year. ($2,135,503 per year in Addison County)

**Productivity boost #2**
Savings to businesses – by improving employers’ access to the labor market with more efficient commutes for its current and potential employees, along with reducing congestion costs and logistics – results in contributing an additional $10.1 billion to the U.S. economy. ($1,172,205 per year in Addison County)
How is ACTR meeting needs?

A November 2014 poll of bus riders reveals the system works well, but riders want more.

- **70%** ride at least 3-5 times per week.
- **71%** ride to a job or employment training.
- **95%** say buses go where they need to go.
- **97%** feel very safe using the system.
- **95%** find drivers and staff to be courteous and helpful.
- **43%** ride ACTR buses by choice.

“Love the ACTR bus, but wish for more evening and weekend service.”

“Commuting on the 116 is the best fun!”

“The destinations and schedule times are good, but I’d like to see service extended to towns like Orwell, Hancock and Benson.”

“I’m a picky passenger, but (my ACTR driver) puts me completely at ease and I always have complete confidence.”

“Everyone working with ACTR seems to have riders’ best interest and safety first and foremost, always.”

“I have access to a car most of the time, but choose to ride the bus to save money and reduce my carbon footprint.”

Morning commuters on the Tri-Town Vergennes bus
Why are people riding?

According to ACTR’s 2014 Bus Rider Survey passengers are riding to:

- Employment or employment training: 71%
- School: 12%
- Medical, health care appointment: 34%
- Shopping: 21%
- Personal business, recreation or social: 35%
What’s ahead?

+ **Radios.** ACTR is acquiring 2-way radios to improve communication with bus drivers.

+ **Transfer hub.** The Merchants Row rail project will require a temporary move of ACTR’s transfer hub. Updated schedules and signs will be published when ACTR gets more information from project coordinators.

+ **Tri-Town Expansion.** Shuttle Bus System changes to allow for midday Tri-Town service are still planned, but implementation is on hold due to the railroad overpass project affecting ACTR’s transfer hub in downtown Middlebury.

+ **New Shelter.** LINK and Tri-Town Vergennes passengers will soon enjoy protection from the elements on the corner of Green Street, Vergennes. The new passenger shelter installation was made possible by collaboration of ACTR, VTrans, City of Vergennes and the Vergennes Partnership.

+ **A plan for the future.** The previous 5-Year Strategic plan culminated with the successful completion of the Community Transportation Center on Creek Road in Middlebury. ACTR is now planning its next goals to keep up with the growing demand for transportation services in Addison County.

+ **2,000,000!** ACTR projects that in 2015 it will deliver the 2 millionth ride of its service history (a cumulative total of Shuttle Bus and Dial-A-Ride trips provided since 1992).

+ **Access to Community Events.** Visitors coming into Middlebury for events like the Maple Run, Vermont Chili Festival or Very Merry Middlebury can avoid parking hassles by hopping one of ACTR’s frequent fare-free shuttles. Visitors to Addison County Fair and Field Days can also enjoy a fare-free ride thanks to the continued sponsorship of Champlain Valley Equipment.
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 12/11/14.

Thank you! 

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Claire & Douglas Adams
Sarah & Rob Alberts
Joan & Edward Allen
Rev. David Andrews
Anonymous
Joyce & Alan Anthony
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Ronald Zschaler

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CSAC
CVAA
Duff Fund
High Meadows Fund
Hoehl Family Foundation
Lions Club of Vergennes
Middlebury College
Rotary Club of Middlebury
St. Stephen's Church
United Way of Addison County
UTC Aerospace Systems
Vermont Community Foundation

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EastView at Middlebury
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Hannaford Supermarket & Pharmacy
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Middlebury Eye Associates
Middleburry Farmers’ Market
Middlebury Natural Foods Co-Op
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Town of Orwell
Town of Panton
Town of Ripton
Town of Salisbury
Town of Shoreham
Town of Starksboro
City of Vergennes
Town of Waltham
Town of Weybridge
Town of Whiting
Volunteer to drive

Our volunteer drivers provide an invaluable service for Addison County. Many residents need to access healthcare and critical services, but have no transportation and cannot use our buses.

Please call 388-ACTR(2287) or email info@actr-vt.org if you are interested in driving for ACTR. Volunteers are reimbursed for mileage and play a crucial role in our organization.

Connect with your community by joining the ACTR Volunteer Driver team!