A Story Behind Every Trip

ACTR
transportation for everyone
Since 1992

2015 Annual Report for Fiscal Year 7/1/14–6/30/15
Once upon a time being carless in Addison County meant...

financial instability and limited access to food, medical care and other vital quality of life services. Since 1992 ACTR has gone from just an idea to an integral part of many people's lives. ACTR's staff and volunteers are all proud to be providing services that are critical to the health and welfare of our friends, neighbors and relatives.

People need and want public transportation – in August 2015 ACTR delivered its two millionth ride! People like Michael can access vital services to turn their lives around. People like Irene can reduce their carbon footprint while saving money.

You could say community transportation is achieving it's happily ever after, but there is no final chapter in this real story. The continued success of community transportation requires ongoing community involvement.

Every dollar you invest unlocks four grant dollars. Every bus ride you take protects route service. Your home-town advocacy and engaged feedback direct the future of community transportation. This is your story to tell.

Jim Moulton ACTR Executive Director

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.
There's a story behind every trip.

Michael has lived and worked in Middlebury for most of his life. At one point chronic health problems left him homeless and requiring daily medical care. He began riding ACTR buses from the John Graham Shelter to access appointments. When appointments couldn't align with the bus schedule, Dial-A-Rides filled in the gaps.

“I couldn't have made it through without ACTR. It gave me access to the help I needed to get back on my feet. When things got better I decided to give back by becoming an ACTR volunteer driver. Now I'm the one giving the help someone needs.”

“There are so many people who have no other way to get around. I like that my driving helps families out. They don't have to miss work to drive elderly relatives to the doctor or the grocery store.”

“Most of the folks I've met have been very grateful for ACTR's service. I bring one elderly gentleman to Project Independence and he's very eager to see me when I arrive to bring him to spend the day with friends.”

Michael relied on ACTR to access services and get back on his feet. Now he gives back to the community as a Volunteer Driver 2-3 days each week.
Jon is able to care for his health while living in the rural community he loves.

Jon is a social worker who helps people secure jobs and housing.

He became a fan of ACTR buses as he witnessed the good they did for his clients. These days he focuses on setting up homeless shelters and has just successfully negotiated his sixth shelter location.

Jon had a car, but when it broke down he wasn’t able to replace it. Because he doesn’t live near a bus route, he carpools with board members when there is a meeting or paperwork to be signed. But he had no way to get to doctor appointments until a friend told him about Dial-A-Ride.

“ACTR has been a lifeline and I appreciate this service so much,” says Jon. “The dispatchers have been so caring and the volunteer drivers are friendly and reliable. I don’t know what I would do without this help. I have close ties to my church and neighbors here in Bridport. I love my community and think it would be a shame to move just to be closer to a doctor.”
Irene has been riding ACTR to get to work and around town for 18 years. “Reducing my carbon footprint is the main reason I choose to ride the bus. But I’ve enjoyed other benefits from leaving my car in the garage. In the past year I have only spent $169 on gas for my car and had few maintenance expenses. I get a little exercise twice a day walking to and from the bus stop. It’s also nice getting into a warm bus instead of a cold car.”

Irene thinks we would all win if more people used public transit. For example, more families could take advantage of neighborhood service instead of delivering kids to school individually.

Keeley rides the 116 Commuter to her job at the Department of Health. “I’ve been riding the 116 Commuter from the beginning. After two years my husband and I got rid of our second car. I noticed I was saving quite a bit of money but it didn’t occur to me that this was because I took the bus! That is until the day I wrote a check for a new porch, a cement pad and drainage work without taking out a home improvement loan! I saved a bunch of money by having no car payment, no insurance, no maintenance or gas. I am now putting that money into my house and reducing my carbon footprint.”

Keeley saved money for home improvements by ditching her car and riding the bus.

97% are able to get to medical, dental, vision or counselling appointments and go to pharmacies.

92% agree they are able to live in their own residence.

91% feel able to maintain close ties to more people.

89% feel less lonely.

81% are able to access food.

80% are able to take care of necessary errands and appointments.

In the words of our riders...

“All of my drivers have been great! Courteous, kind and pleasant. I have found the person to person contact has done me a world of good when it comes to my depression and general loneliness. I thank each and every one involved in the process from scheduling to drivers, you bring me some independence and a smile to my face.”

“I appreciate your special service. I go every Tuesday to Middlebury Mealsite and several times a month to other doctor appointments. I am 95 years old and don’t drive. Thank you very much!”

“I really don’t have much family left so I’ve got to bring the baby with me and this lady that brought us today was really great with us, honestly! I worry sometimes because the baby is pretty much on the go all the time and is a bit of a handful. But the driver knows how to deal with children since she has 6 of her own and has been driving for ACTR for 9 years, so I wasn’t nervous. Thank you for her today! Need more people like her.”
We bookended the year with an ACTR Bus Rider Survey which also reflects positively.

96% feel safe using the bus system.
95% think ACTR staff are courteous and helpful.
95% think bus drivers are courteous and helpful.
92% get where they’re going on time.
90% say bus routes go where they need to go.
90% say schedule times are convenient.

In the words of our riders...

“I’m glad it’s so easy to ride ACTR.”

“I wish the Tri-Town Bristol buses ran on weekends.”

“It has been good. No problems so far. The ACTR bus is very helpful.”

“It’s been very reliable for me for 6 years!”

“Everyone is always so nice and answer any and all questions I’ve asked.”

“It has been very convenient for me to take classes at CCV in Middlebury.”

“I think it should be a bigger bus for 116 or run another on in addition.”

“I came from a different state where it costs to ride. The ACTR has greatly helped with networking. The drivers are aware and courteous.”

“I don’t usually take the bus, but did these last two weeks and will continue to do so in the future to save money, gas and one less car on the road!”
1992
ACTR founded

1993
4,000 rides provided by volunteer drivers

1994
First shuttle service provided – summer only

1995
Named Medicaid Transportation Broker for the region

1996
Middlebury Shuttle Bus launched via subcontractor; First vehicle purchased

1997
Service to senior meal-sites launched; Second vehicle purchased

1998
Senior meal-site services expanded; Fleet expanded to three vehicles

1999
Awarded grant to provide services to elders and persons with disabilities; Fourth vehicle added

2000
Middlebury Shuttle Bus service expanded and new Tri-Town Shuttle Bus service launched to Bristol & Vergennes; Fleet expanded to 6 vehicles

2001
Fleet expanded to 7 vehicles

2002
Short-Range Public Transportation Plan completed; Shuttle bus services overhauled; E&D services expanded; Fleet expanded to 9 vehicles; Total ridership for year at 68,000

2003
5-Year Strategic Plan completed; Total ridership for year at 76,000

2004
Middlebury Shuttle Bus service expanded and new Snow Bowl Shuttle Bus service launched to East Middlebury & Ripton; Fleet expanded to 10 vehicles; Total ridership for year at 82,000

Getting to 2,000,000 Trips
2012
Built a bus shelter in New Haven; Total ridership for year at 172,395

2011
116 Commuter launched; Total ridership for year at 155,920

2013
Strategic Plan completed with the opening of the Community Transportation Center; Rutland Connector expanded; Total ridership for year at 177,588

2015
New Strategic Plan; Built a bus shelter in Vergennes; redesigned website for mobile use; installed 2-way radios; 2,000,000th ride in cumulative service history delivered!

2010
Began transporting Addison County Special Olympics team and expanded schedules for Middlebury Shuttle, Saturday LINK and Tri-Town; Total ridership for year at 127,667

2007
Now at 3 biodiesel buses; Total ridership at 118,000 with demand response (human service) trips at an all-time record of 48,000

2005
Fleet expanded to 12 vehicles; First biodiesel bus purchased; Built a bus shelter at transit hub in Middlebury; Total ridership for year at 98,000

2006
New Saturday LINK service to Burlington launched and, in partnership with MVRTD, new Connector Shuttle Bus service launched to Rutland; Total ridership for year at 109,000
## Stewardship

### Primary Services

**Dial-a-Ride, Shuttle Bus System**

<table>
<thead>
<tr>
<th>FY15 Budget</th>
<th>Buses</th>
<th>Staff</th>
<th>Volunteers</th>
</tr>
</thead>
<tbody>
<tr>
<td>$2.9m</td>
<td>20</td>
<td>34</td>
<td>43</td>
</tr>
</tbody>
</table>

### Operating Funds by Source

- **Federal**: 66.5%
- **State**: 22.8%
- **Donations & Sponsors**: 2.0%
- **Partners**: 1.7%
- **Municipal**: 2.1%
- **Fares**: 1.7%
- **Other Sources**: 3.2%

### Operating Expenses by Program

- **Medicaid & Reach-Up**: 32.5%
- **Elders & Persons w/ Disabilities**: 12.9%
- **Middlebury Shuttle**: 17.8%
- **Tri-Town Shuttle**: 10.6%
- **Rutland Connector**: 5.1%
- **116 Commuter**: 3.7%
- **Snow Bowl Shuttle**: 3.4%
- **Saturday Burlington LINK**: 1.1%
- **Other Programs**: 9.4%
- **Other Expenses**: 3.5%

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2015 was an exceptional year for Executive Director, Jim Moulton. Jim welcomed a baby daughter into his family and received a prestigious national award for his work at ACTR and Stagecoach:

2015 Transportation Manager of the Year, from Community Transportation Association of America!

Each year CTAA singles out the best among thousands of other community transportation managers across the nation. "I am humbled to be the first Vermonter selected," said Moulton, "and so grateful for ACTR and Stagecoach's team of committed, caring staff, dedicated volunteers and invested board members."
Rides Provided: 171,005

- 37.8% Middlebury Shuttle
- 4.2% Snow Bowl Shuttle
- 6.7% Rutland Connector
- 4.5% 116 Commuter
- 2.3% Saturday LINK
- 15.7% Tri-Town Shuttle
- 21.4% Medicaid
- 7.1% Elders/Disabled
- 0.5% Ridesmatch/Special

Financial Statement

<table>
<thead>
<tr>
<th></th>
<th>FY13</th>
<th>FY14</th>
<th>FY15</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating Revenue</td>
<td>$2,394,143</td>
<td>$2,627,976</td>
<td>$2,886,418</td>
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<tr>
<td>Operating Expenses</td>
<td>$2,392,462</td>
<td>$2,596,740</td>
<td>$2,842,462</td>
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<tr>
<td>Net Income</td>
<td>$1,681</td>
<td>$32,236</td>
<td>$43,956</td>
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<tr>
<td>Capital Income</td>
<td>$280,496</td>
<td>$396,924</td>
<td>$607,707</td>
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<tr>
<td>Depreciation, Etc.</td>
<td>$334,755</td>
<td>$432,958</td>
<td>$540,066</td>
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<tr>
<td>Net Capital</td>
<td>$(64,259)</td>
<td>$(36,034)</td>
<td>$(67,641)</td>
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<tr>
<td>Facility Project Income</td>
<td>$2,894,190</td>
<td>$301,932</td>
<td>$118,850</td>
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<tr>
<td>Facility Project Expense</td>
<td>$1,356</td>
<td>$4,446</td>
<td>$3,117</td>
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<tr>
<td>Net Facility Project</td>
<td>$2,882,835</td>
<td>$297,486</td>
<td>$115,733</td>
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<td>Net Assets as of 6/30</td>
<td>$4,437,411</td>
<td>$4,672,099</td>
<td>$4,899,429</td>
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</table>

Performance Benchmarks

For the 12th year in a row ACTR continued to meet or exceed performance benchmarks set by the Vermont Agency of Transportation (VTrans), which compare us against national standards:

<table>
<thead>
<tr>
<th>Service</th>
<th>Category</th>
<th>FY15</th>
<th>FY16</th>
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</thead>
<tbody>
<tr>
<td>Middlebury Shuttle</td>
<td>Small Town</td>
<td>$7.77</td>
<td>$7.74</td>
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<tr>
<td></td>
<td>Boardings per Hour</td>
<td>4.45-8.89</td>
<td>7.44</td>
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<tr>
<td>Tri-Town Shuttle</td>
<td>Rural</td>
<td>$11.17</td>
<td>$11.00</td>
</tr>
<tr>
<td></td>
<td>Boardings per Hour</td>
<td>5.26</td>
<td>5.24</td>
</tr>
<tr>
<td>Snow Bowl Shuttle</td>
<td>Rural</td>
<td>$13.82</td>
<td>$13.50</td>
</tr>
<tr>
<td></td>
<td>Boardings per Hour</td>
<td>4.74</td>
<td>4.70</td>
</tr>
<tr>
<td>Saturday LINK</td>
<td>Rural</td>
<td>$7.62</td>
<td>$7.50</td>
</tr>
<tr>
<td></td>
<td>Boardings per Hour</td>
<td>7.13 or more</td>
<td>7.10</td>
</tr>
<tr>
<td>Rutland Connector</td>
<td>Rural Commuter</td>
<td>$12.44</td>
<td>$12.25</td>
</tr>
<tr>
<td></td>
<td>Boardings per Hour</td>
<td>4.96</td>
<td>4.90</td>
</tr>
<tr>
<td>116 Commuter</td>
<td>Rural Commuter</td>
<td>$13.44</td>
<td>$13.25</td>
</tr>
<tr>
<td></td>
<td>Boardings per Hour</td>
<td>6.06</td>
<td>6.00</td>
</tr>
<tr>
<td>Elders &amp; Disabled</td>
<td>Demand Response</td>
<td>$5.86</td>
<td>$5.80</td>
</tr>
<tr>
<td></td>
<td>Boardings per Hour</td>
<td>3.78</td>
<td>3.75</td>
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</tbody>
</table>

^ Improved over FY14 performance
In 2015 we:

• Began a new 5-Year Strategic Plan to help meet community needs.

• Installed two-way radios in the buses to make communication and rider transfers much easier. The new equipment meets Vermont’s hands-free requirements.

• Collaborated with Vergennes Partnership and local businesses to build a new passenger shelter and bike rack in Vergennes.

• Streamlined our in-county schedules to improve on-time service.

• Launched a new actr-vt.org that works better on mobile devices for users on the go.

• Installed new maintenance software to better track vehicle repair costs so they can be lowered.

• Hired a trainer who will be working with both ACTR and Stagecoach staff to improve skills and customer service.
What’s next?

• Installing new trip-planning software, which will increase the number of trips we can provide with the same resources.

• Partnering with Middlebury College students, the Open Door Clinic and 5-Town Health Alliance to study expansion of services to rural areas with concentrations of migrant farm workers.

• Working with VTrans on pilot projects to improve access to transportation services.

• Working with local and state project managers to find both a temporary and permanent location for our Transit Hub.

• Redesigning in-county service to meet the demand for mid-day Tri-Town service.

• Buses alleviating traffic congestion in Middlebury caused by railroad underpass construction.
Acknowledgements!

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 12/31/15.

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OpTrans LLC
Planned Parenthood of Northern NE
Renaissance Development Co.
Rik Miles
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Sama’s Cafe
Small City Market
The Image Farm
Two Brothers Tavern
Vermont Adult Learning
Vermont Coffee Company
VT Environmental Health
Wild Mountain Thyme

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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.

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!
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297 Creek Road Middlebury VT 05753
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802-388-ACTR(2287)