Our shared mission is to enhance the: economic, social and environmental health of the region.
### Background Information

<table>
<thead>
<tr>
<th></th>
<th>ACTR</th>
<th>Stagecoach</th>
</tr>
</thead>
<tbody>
<tr>
<td>Founded</td>
<td>1992</td>
<td>1976</td>
</tr>
<tr>
<td>Primary Services</td>
<td>Dial-a-Ride &amp; Buses</td>
<td>Dial-a-Ride &amp; Buses</td>
</tr>
<tr>
<td>Service area</td>
<td>Addison County</td>
<td>Orange &amp; Northern Windsor Counties</td>
</tr>
<tr>
<td>Annual ridership</td>
<td>181,442</td>
<td>81,443</td>
</tr>
<tr>
<td>Annual Operating Budget</td>
<td>2.9m</td>
<td>2.3m</td>
</tr>
<tr>
<td>Staff</td>
<td>29 + 8 shared</td>
<td>29 + 8 shared</td>
</tr>
<tr>
<td>Volunteers</td>
<td>40</td>
<td>17</td>
</tr>
</tbody>
</table>
ACTR & Stagecoach

*in partnership since 2014*
In December 2013, Stagecoach faced a leadership and financial crisis. Soon afterwards, ACTR accepted Vermont Department of Transportation’s request to provide management services for 3 years.
Partnership Gains

- Financial stability
- Management depth
- Best practices shared
- New training program
- Common culture
- Leadership collaboration
Stability

- Stagecoach keeps critical services on the road.
- Stagecoach expands commuter services.
- Stagecoach broadens Dial-a-Ride capabilities.
- ACTR gains financial management and human resources staff.
- ACTR/Stagecoach leverage better pricing for vehicles and insurance.
Depth

• New positions supporting daily operations:
  – Stagecoach Regional Director
  – ACTR Regional Director
  – Human Resources Director
  – Executive Assistant
  – Staff Accountant
  – Bookkeeper
  – Trainer
Shared Best Practices

- Bus stop markers installed in Orange and Northern Windsor Counties.
- Stagecoach publishes first Bus Schedules & Maps Brochure and Annual Report.
- ACTR staff learn about “shopper circulator” service.
Efficiency

- Shared personnel management
- Shared accounting practices
- Shared procurement
- Shared language for public messaging
- Shared training materials & staff
Training

- Passenger Service and Safety Training
- Smith System of Defensive Driving Training
- Coaching for CDL drivers
Our vision for the future
• Provide high quality, consistent and reliable services that maximize customer satisfaction.

• Have staff, volunteers and Board, as well as internal systems and infrastructure that promote outstanding performance.

• Provide services to and beyond the entire tri-county area.

• Have diverse and stable funding sources and partners.
Merger Gains

- Combined leadership skills
- Combined leadership meetings
- Combined funding mechanisms
- Combined annual audit
Community Impacts

- **No reduction in services:**
  Same routes and schedules as before.

- **No change to local identities:**
  Same look and feel as before.

- **No job cuts:**
  Same friendly faces as before.
Thank you for coming...

Together we are building a healthy future for the people of Addison, Orange and Northern Windsor counties.