Transportation is a basic social and economic need.
We understand our riders’ basic needs for wellness, community and financial stability and we’re proud of helping people thrive. Every day our transportation services help people access Schools, job training, jobs, nutrition, healthcare and social services. Our ridership encompasses every age, physical ability and economic level.

Last year we provided Central Vermonters with nearly 300,000 rides. Inside these pages you’ll see how our services impact real people. You’ll meet Dorothy (page 2) who rides the bus to live vibrantly in the community while saving money and producing less carbon pollution. You’ll meet Larry (page 3) who accesses healthcare appointments by Dial-A-Ride and read about the pleasure he takes in his volunteer drivers’ company.

Your support helps us meet people’s basic needs and helps us rise to meet new challenges. One big challenge this past year was to ensure that everyone who needed access to opioid addiction recovery treatment had transportation. There was a sharp increase in the number of opioid addicted people requiring daily trips to Medication Assisted Treatment hubs. We succeeded in growing our capacity and shrinking costs so that we could provide all 42,000 of the needed trips. While we are proud of this accomplishment, the opioid crisis is not over, and we anticipate needing more community support to help us provide the transportation people need to recover and return to being productive members of our communities.

We also have a wonderful new opportunity – a federal grant was awarded for us to build an expanded public transit facility in Bradford to meet the area’s growing transit needs. In order to access these funds however, we must raise 10-20% in local matching funds.

Every dollar you invest unlocks federal grant dollars to provide needed rides and improve infrastructure. Please make an investment in community transportation today.

Adam Lougee, Board Chair
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.
SELENA:
All the drivers treat me like family. I’m delighted and privileged to be able to utilize your transportation services to get to work and I promote them to my co-workers every chance I have.

TED:
I have anxiety about driving in winter weather – due to an accident when I hit black ice. I love riding the bus as I am only one mile from my bus stop. Thank you, I really appreciate your service.

GAVIN:
It’s a great service to have in our rural community. I get to work and feel more relaxed by not having to worry about traffic, animals in the road or getting a ticket.

CASSIE:
I have been a passenger for nine years and appreciate my drivers’ friendliness and excellent driving skills. I have been driven through slippery roads, tough weather conditions and traffic issues. Thank you so much for all you do to keep us safe and for always being kind. You are amazing!

Let’s hear from our SHUTTLE BUS RIDERS...

“When I ride transit, I get exercise walking to my stop, talk to people and enjoy my surroundings. I arrive at my destination relaxed and don’t have to worry about parking. It’s important for our downtowns to nurture strong transit networks that bring in workers and customers while freeing up parking and reducing pollution. If more people would choose to ride the bus, the transit system could grow to reach more places and people.” – DOROTHY

Dorothy, pictured left, is retired from a career in healthcare information technology. She enjoys sailing the Caribbean and working at Camp Songadeewin of Keewaydin. Her volunteer resume includes the Middlebury Climate Economy Task Force and ACTR’s Dial-A-Ride program.
MIRIAM:
I can’t say enough how much I appreciate your service getting me to appointments and food shopping. Your drivers are all very helpful and I feel safe riding with them. Much thanks!

MARTHA:
I could not exist without all you gracious and helpful drivers and phone people. Thank you!

KATIE:
I am very grateful for your drivers who go out of their way to be helpful. Their kindness is much appreciated. We could use more people in the world with that compassion and human approach to life. Keep up the good work!

PAUL & JENNIFER:
We learned about rides a couple years ago and have used them a number of times, chiefly to medical appointments in Burlington, Bristol and Rutland. The service has been a blessing. We are happy to have the opportunity to make a gift to your organization.

Let’s hear from our DIAL-A-RIDERS...

“I’d like to thank all the office staff and drivers for their happy helpful voices and much needed elbows when I need help getting to the door. The drivers not only get me where I need to go, they are also a captive audience for my silly jokes! This service goes much underappreciated. Yet those of us who use it are lucky to live where transportation like this is available. The burden to family and friends is greatly reduced, more job opportunities are available and getting out to do things like an afternoon matinee is much easier. Keep up the great work!” — LARRY

Larry’s bout with swine flu nine years ago revealed leukemia that destroyed his white blood cells and stopped circulation to his right-side brain. Since then he has been retraining his brain to move the left side of his body. He stays fit and accesses local destinations with an adaptive bike. Dial-A-Rides make trips to the doctor accessible.
How we are HELPING...

**SOCIAL IMPACT**
We bring people to medical care, shopping, meal sites, recreation and other vital quality of life services, improving health and decreasing loneliness.

**SOCIAL INDICATOR**
96,825 TRIPS IN FY18

**ECONOMIC IMPACT.**
We bring people to work, employment training, school and daycare, improving financial stability for individuals and businesses.

**ECONOMIC INDICATOR:**
184,498 TRIPS IN FY18

**ENVIRONMENTAL IMPACT:**
Public transit produces fewer greenhouse gas emissions than driving alone, improving the air we breathe.

**ENVIRONMENTAL INDICATOR:**
361 TONS OF COMMUTER CARBON SAVED IN FY18

---

Obesity and declining physical fitness can be associated with inactive, sedentary, auto-dependent lifestyles. Public transit users take 30% more steps per day than people who rely on cars. (American Public Transportation Association)

A transit coalition report, “Dollars & Sense: The Economic Case for Public Transportation in America,” found that every dollar invested in transit generates $6 or more in economic returns. (Center for Transit Excellence)

The rate of asthma is high among several northeastern states, and Vermont has recently ranked among states with the highest rates of asthma in the U.S. (Vermont Department of Health)
DIAL-A-RIDE
Eligible residents of Addison, Orange and Northern Windsor Counties may travel throughout their home county zone as well as out-of-county to access specialized care that is not available locally.

SHUTTLE BUS SYSTEMS
Please refer to our ACTR and Stagecoach shuttle bus system maps below.

Friendly staff are available to help arrange your travel!

ACTR
Serving Addison County
Dispatchers available
7:00am-6:00pm Mon-Fri
802-388-ACTR(2287)
info@trivalleytransit.org

STAGECOACH
Serving Orange & Northern Windsor Counties
Dispatchers available
8:00am-5:00pm Mon-Fri
802-728-3773
info@trivalleytransit.org
We extend our gratitude to the donors, sponsors and organizations whose contributions are invaluable to ACTR and Stagecoach. We apologize for any names that may have been inadvertently omitted. (Includes support received 7/1/17 through 12/31/18.)

**THANK YOU!**

**ACTR**

**INDIVIDUAL DONORS**

Anonymous
Harold Adams
Anne Almeida
Joyce & Alan Anthony
Susan Arnold
Laura Asermily
Anne Baldwin
Ruth & Simon Barenbaum
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Kate Barry
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Judy & Michael Olinick
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Shirley Perkins

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Susan & Richard Philip
Sue Prager
Fran & Spence Putnam
Casey Ratti
& Timothy Bicknell, MD
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Ann Marie & William Richard
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Virginia Rohrbaugh
Selma Ruskin & Barbara Levinson
Apphia Schley
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Marion Werner
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Sara & Spofford Woodruff

Abbott Wright
Wojciech Zakrzewski
Eleanor & Hugh Zimmers

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Amy E. Tarrant Foundation
Champlain Valley Unitarian Universalist
Counselling Center of Addison County
Go! Vermont
Hoehl Foundation
Middlebury College
Midd. College, Student Government Assoc.
National RTAP
Neat Repeats
Patrick Foundation
Pilger Trust
Richard & Deborah Tarrant Foundation
Rotary Club of Middlebury
Rotary Club of Vergennes
St. Stephen’s Peasant Market
Stride Foundation
United Way of Addison County
Vermont Agency of Transportation

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AC Regional Planning Commission
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County Tire
G. Stone Motors, Inc.
Green Peppers Restaurant
EastView at Middlebury
Festival on the Green
Hannaford Supermarket & Pharmacy
MarineEngine.com, Inc.
Middlebury Eye Associates
Middlebury Farmers Market
Middlebury Natural Foods Co-Op
Monument Farms Dairy
Pathways Vermont
Preservation Trust of Vermont
Residence at Otter Creek
Small City Market
UPS Store
Vermont Center on Behavior & Health
Vermont Department of Environmental Conservation

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Town of Bristol
Town of Cornwall
Town of Ferrisburgh
Town of Hinesburg
Town of Leicester
Town of Lincoln
Town of Middlebury
Town of Monkton
Town of New Haven
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

STAGECOACH

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Central Vermont Council on Aging
Clara Martin Center
Cottage Hospital
Dartmouth College
Dartmouth-Hitchcock Medical Center
Gifford Adult Day
Gifford Medical Center
Health Connections Upper Valley
Jack & Dorothy Byrne Foundation
Mascoma Savings Bank Foundation
Middle Branch Grange
National Life Group Foundation
Oxbow Senior Independence Program
Sharon Academy
Thompson Senior Center
Two Rivers Planning Commission
Upper Valley Services
Vermont Community Foundation
Vermont Mutual Insurance
VT Agency of Natural Resources
VT Agency of Transportation
VT Department of Environmental Conservation

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Kinney Drugs
Mascoma Savings Bank
Pathways Vermont
Wells River Savings

MUNICIPAL SPONSORS
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Town of Bradford
Town of Braintree
Town of Brookfield
Town of Chelsea
Town of Corinth
Town of Fairlee
Town of Granville
Town of Hancock
Town of Hartford
Town of Hartland
Town of Newbury
Town of Pittsfield
Town of Randolph
Town of Rochester
Town of Royalton
Town of Sharon
Town of Stockbridge
Town of Thetford
Town of Topsham
Town of Tunbridge
Town of Vershire
Town of West Fairlee
STEWARDSHIP

OPERATING EXPENSES BY PROGRAM

- 30.8% Medicaid & Reach-Up
- 4.1% Randolph Circulator
- 0.1% Randolph Shopper
- 0.4% Saturday Shopper
- 0.1% 2nd Friday Shopper
- 7.4% River Route
- 2.9% 89 North
- 7.0% 89er
- 18.1% Elders, Persons w/Disabilities
- 11.3% Middlebury Shuttle
- 7.7% Tri-Town Shuttle
- 1.7% Snow Bowl Shuttle
- 3.2% Rutland Connector
- 0.6% Saturday LINK
- 2.4% 116 Commuter
- 1.3% Other Programs
- 0.7% Other Expenses

OPERATING FUNDS BY SOURCE

- 21% Federal
- 68% Municipal
- 3.6% State
- 4% Donations & Sponsors
- 3.4% Other Sources

PRIMARY SERVICES

Dial-a-Ride
Shuttle Bus System

ACTR
- FY18 Budget: $2.9m
- Buses: 20
- Volunteers: 36
- Staff: 25

Stagecoach
- FY18 Budget: $2.6m
- Buses: 28
- Volunteers: 30
- Staff: 28

Tri-Valley Transit
Staff: 8
Tri-Valley Transit provided 281,323 rides in 2018!

**Performance Benchmarks**

ACTR

For the 15th year in a row ACTR met or exceeded the performance benchmarks set by Vermont Agency of Transportation (VTrans) which compares us against national standards.

Stagecoach

In 2018 Stagecoach redesigned its schedules (with rider feedback) to improve efficiencies and meet need. This is expected to improve boardings per hour and cost per ride.

**Financial Statements**

<table>
<thead>
<tr>
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<th>ACTR FY16</th>
<th>ACTR FY17</th>
<th>ACTR FY18</th>
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<tbody>
<tr>
<td>Operating Revenue</td>
<td>$2,233,277</td>
<td>$2,416,677</td>
<td>$2,761,077</td>
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<td>Operating Expenses</td>
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<td>$47,424</td>
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<td>Capital Income</td>
<td>$923,013</td>
<td>$274,408</td>
<td>$468,589</td>
</tr>
<tr>
<td>Depreciation, Etc.</td>
<td>$210,617</td>
<td>$245,766</td>
<td>$260,797</td>
</tr>
<tr>
<td><strong>NET CAPITAL</strong></td>
<td>$712,396</td>
<td>$28,642</td>
<td>$207,792</td>
</tr>
<tr>
<td><strong>NET ASSETS AS OF 6/30</strong></td>
<td>$1,406,075</td>
<td>$1,497,465</td>
<td>$1,509,414</td>
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<tbody>
<tr>
<td>Operating Revenue</td>
<td>$2,879,007</td>
<td>$2,905,787</td>
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<tr>
<td>Operating Expenses</td>
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<td><strong>NET INCOME</strong></td>
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<tr>
<td>Capital Income</td>
<td>$923,013</td>
<td>$274,408</td>
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</tr>
</tbody>
</table>
Working TOGETHER

We are also thankful for our capable team who works together to keep all the wheels in motion.

*Denotes volunteers who contribute invaluable time and experience to our organization.

**TRI-VALLEY TRANSIT**

**BOARD OF DIRECTORS***
Adam Lougee, Chair
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Gale Hurd, Secretary
Laura Asermil
Tim Crowley
Naomi Drummond
Paul Kendall
Renny Perry
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Bobette Scribner (retired)
Ann Jones-Weinstock (retired)

**ADMINISTRATIVE TEAM**

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Tanya Frazier, Staff Accountant
Kirstie Thomson, HR Assistant
Julie Allen, Bookkeeper
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Stephanie Stearns, Program Manager
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Chris Scherer, Field Supervisor
Pam Spatafora, Volunteer Coordinator
Amy Buxton, Dispatcher
Leigh Guptill, Dispatcher
Linda Stewart, Dispatcher
Dave Bennett, Bus Driver
Craig Bingham, Bus Driver
Norm Booska, Bus Driver
Scott Bougor, Bus Driver
Kirk Chandler, Bus Driver
Roger Cloutier, Bus Driver
Robin Cyr, Bus Driver
George Ely, Bus Driver
Ralph Johnson, Bus Driver
Larry O’Donnell, Bus Driver
Carl Reynolds, Bus Driver
Neale Schuman, Bus Driver
Maggie Surprenant, Bus Driver
Bonnie Swan, Bus Driver
Cory Dragon, Bus Maintenance
Lucian Pickett, Bus Maintenance

**STAGECOACH**

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Brad Atwood
Tom Burgos
Tim Crowley
Lyn Fischer
Paul Kendall
Gidget Lyman
Greg Nazarow
Bobette Scribner (retired)
Ruth Tucker

**REGIONAL STAFF**

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Don Ferris, Operations Manager
Chelsea Larson, Volunteer Coordinator
Amanda Stockwell, Dispatcher
Denise Brookes, Dispatcher
Matt Sacco, Dispatcher
James Abbott, Bus Driver
Alan Aldrich, Bus Driver
Richard Allen, Bus Driver
Walter Arbuckle, Bus Driver
Wanda Belyea, Bus Driver
Ron Benson, Bus Driver
Gene Blodgett, Bus Driver
Darrin Farrington, Bus Driver
Judy Fuller, Bus Driver
David Gagnon, Bus Driver
Dennis Hill, Bus Driver
Jerome Kavanaugh, Bus Driver
Duane King, Bus Driver
Ernest Lawrence, Bus Driver
Bob Lyon, Bus Driver
Pablo Mendez, Bus Driver
Randy Moore, Bus Driver
Charles Shepherd, Bus Driver
Kathleen Shepherd, Bus Driver
Brian Sullivan, Bus Driver
Jennifer Tuttle, Bus Driver
David Wilson, Bus Driver

**DIAL-A-RIDE DRIVERS***

Andrew Ales
Kate Berge-Charter
Roy Borcuk
Therese Brockway
Kristine Day
James Deering
Sally Doyle
John Earl
Cheryl Farrar
Robin Freehart
Stephen Garrow
Albina Gaudette
Charlie Gaudette
George Guay
Julia Guay
Robert Hookway
Shirley Johnston
Bonnie Kenyon
Anne Kennedy
Rosella Leonard
Keith Lyman
Elsie Maynard
Renee Olmstead
George Phillips
Charles Pollard
Jennifer Stiles-Vogt
Viola Small
Elroy Truell
Joanna Watterson
Jeff Worcester
Janice Maccann
Maurice Weiss

**ACTR**

**REGIONAL OPERATING COMMITTEE***

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Naomi Drummond
Gale Hurd
Diane Lanpher
Doug Adams (retired)
Dorothy Mammen
Dave Sharpe

**DIAL-A-RIDE DRIVERS***

Leon Aubin (retired)
Bill Ambrose
Emma Bergeron
David Bishop
Debra Brace
David Breen
Katina Brown
Paul Brunet
Christy Bougor
Clem Bourgon
Mike Cameron
Judith Clark
Larry Comes
Caroline Delisle
Darrel Delisle
Corie Dematties
Michael Emilio
Lynn Finch
Chris Fish
Art Flemings (in memoriam)
Hazel Grant
Guy Hallock
Wilma Hallock
Maureen Heath
Robert Holmes
Roger Ketcham
Amber Kimball (in memoriam)
Maxine Kimball
Wally Kimball
Reggie Larose
Robin Little-Lebeau
Dorothy Mammen
Larry Comes
Terrie Myrick
Elizabeth Oettinger
Joe Rivers
Sheila Rheame
Bert Sargent
Deb Scherck
Barb Simoes
Darlene Stark
Marilyn Snow
Teja Tanner
Sandy Tebbetts
Ken Terrien
Edgar Whitney
David Williams
Bonnie Swan has been greeting ACTR passengers by name since 2000. She is best known on the 116 Commuter Route. “I really love driving this route,” says Bonnie. “I get to spend time with great people every day.” And Bonnie’s riders often let us know how thankful they are for her caring ways and skillful driving in extreme weather.

We salute Bonnie’s steady hands on the wheel and friendly customer service.

Brian Sullivan has been providing excellent service to Stagecoach riders since 2009. He is a regular meal site driver and riders appreciate his warm personality and help getting from door to door. “Some of my riders tell me I am the only person they have seen all week,” says Brian. “I go out of my way to make them smile and keep them safe. They’re like family to me.”

We salute Brian for helping people age at home with dignity and giving them a good experience to look forward to.
**THIS YEAR we...**

**Added extensions of the 89’er South Route** from Rochester to Stockbridge and Chelsea to Tunbridge with funding support from VT Department of Transportation and The Sharon Academy.

**Planned expansion of 89’er North access** to towns and State Offices in Barre with funding support from Vermont Department of Transportation.

Continued to control costs and increase capacity to meet the growing need for **rides to opioid addiction programs**.

Worked with supervisory districts in both regions to explore how we can **help students** who have been displaced from their homes and schools.

Dedicated a **new passenger shelter** at the Middlebury Community Services Building in partnership with H.O.P.E. and Middlebury Rotary.
What’s NEXT?

We've outgrown our Bradford garage. TVT was recently awarded $2,080,000 in federal funds to build a new Bradford Public Transit Facility. This was a competitive application process and our project was one of 107 selected out of 339 eligible nationally. To access these funds, we must raise 10-20% in local match.

The new **Bradford Public Transit Facility** will serve as a base for rural transit operations in east central Vermont and help us to meet the area’s growing transit needs. The larger facility will better protect our vehicles from the elements (improving on-time service and safety) and enable us to wash away salt and grime from our large buses (protecting our investment). Pictured here you can see that the new buses are sized to provide enough seat capacity, but they don’t quite fit in the old bus wash!

All of our state and federal grants require local match. As our donor, you can decide if you would like to help pay for rides (each dollar you give can unlock $4) or support a capital project like the Bradford Public Transit Facility or replacing aged buses (each dollar you give can unlock $9).

**PLEASE CONSIDER DONATING TODAY.**
YOU CAN HELP TO ENSURE THAT EVERYONE CAN ACCESS HEALTHCARE, FOOD AND OTHER QUALITY OF LIFE DESTINATIONS...

**GIVE**
Every $1 you give unlocks $4 for rides or $9 for infrastructure from our government grants.

**SPEAK OUT**
Tell a friend about our Bus System and Dial-A-Ride services. Support us on Town Meeting Day.

**RIDE**
Curb your car and try the bus. Your ridership protects services for those who have no other options and could help grow services.

**VOLUNTEER**
Have a reliable car and good driving record? Please consider becoming a volunteer driver (for generous mileage reimbursement.)