In November we lost a vital and beloved member of the Tri-Valley Transit family with the unexpected passing of Brad Atwood from pancreatic cancer. Anyone who had the chance to know and work with Brad knows he was an incredible person dedicated to a life of community service. Along with his service to the Town of Sharon, The Sharon Academy and Gifford Medical Center, Brad served Tri-Valley Transit (and previously Stagecoach) as a board member since 2014 and as Board Chair in 2020.

Brad made enormous contributions to TVT, helping usher the organization into and through the merger of Stagecoach and ACTR, pursuing construction of the Upper Valley Community Transportation Center, and providing guidance and leadership under the unprecedented circumstances of the COVID-19 pandemic.

We will miss Brad tremendously for his compassion, expertise, and sense of humor as we continue to work toward the vision he shared for TVT to be the leading transportation alternative for people in the community we serve.

This Annual Report is dedicated to his memory.

TOUR MISSION

To enhance the economic, social, and environmental health of the communities we serve by providing public transportation services for everyone that are safe, reliable, and affordable.
RISING TO THE CHALLENGE DURING COVID-19

ACHIEVING OUR MISSION IN NEW WAYS:

Adapting Dial-A-Ride and Bus services to meet the essential needs of community members

Developing and providing the highest safety standards

Providing new methods of access to food and supplies

Provided a free circulator to offer access to downtown Middlebury destinations during a lengthy railroad construction project

Your financial support of TVT contributes to these efforts and more.

EACH $1 YOU CONTRIBUTE ALLOWS US TO UNLOCK $4 IN GOVERNMENT GRANT FUNDS.

“I am so grateful for, humbled by, and proud of the way individuals and agencies are working for the wellbeing of our community members. Thank you!!”

- AMY G.
Tri-Valley Transit has been on the front lines of providing essential service to many of the most vulnerable members of our community. We stepped up our commitment so healthcare workers could get to work and the critically ill didn’t miss a day of dialysis, cancer, or addiction treatment. We also innovated new safety protocols to increase our capacity as ridership demand continued to grow.

Established on-board mask requirement leading to a State mandate

Eliminated fare collection to eliminate physical contact and reduce financial barriers

Sanitized all buses and facilities after every shift, every day

Promoted safe social distancing on buses

Installed barriers between passenger rows

Developed stringent protocols to safely keep volunteer driver program active

Provided remote work opportunities for staff when possible
Leah has used TVT’s Dial-A-Ride volunteer driver program for 13 years, first as a service for her mother and now to meet her own needs. She loves her outings with TVT and says she would recommend the service to others, 100%.

She recognizes how vital Dial-A-Ride is for her medical appointments and for day-to-day needs like trips to the grocery store, hair salon and her favorite shops, but also appreciates the human connection and rejuvenation she feels when she rides.

Apart from reaching her regular destinations, Dial-A-Ride connects Leah to the people around her. It gives her a chance to go out, spark conversations, and connect with folks around her. To her, the strength of this service is its humanity, and she has many fond memories of volunteer drivers that highlight that for her.

“There will always be a need for this service. I hope it can be a model for others.”
- LEAH O.

Volunteers like David help riders like Leah access medical appointments, shopping, and meet personal needs.

In the early days of COVID-19, in order to assess safety and develop heightened protocols, TVT shifted essential demand response rides to roomy buses where riders could still access vital appointments and travel more safely.
"With the pandemic looming, White River Valley Supervisory Union almost doubled the number of meals we serve in our seven-week summer program! TVT stepped up to deliver meals to children and families during the program and we are thankful for the partnership that increased access and food safety for program participants. Thank you for all your help and support!"
- BILL BONSIGNORE, Assistant Director of Afterschool & Summer Learning

In light of the COVID-19 pandemic, the Federal Transit Administration relaxed regulations, allowing transit companies more flexibility to identify and address emerging needs in local communities.

Leaders at the Federal Transit Administration cited TVT’s meal delivery efforts as a model to follow!

Delivered more than 20,000 meals to individuals and families in need with a variety of community partners: National Guard Commodity Distribution HOPE • Veggie Van Go • Everyone Eats White River Valley Supervisory Union Willing Hands • Local Grocery Stores

Provided delivery of essential goods including hardware, pet food, prescriptions, and medical supplies

Extended and adjusted hours of service to accommodate the needs of high-risk populations

TVT ANNUAL REPORT | FISCAL YEAR JULY 2019 – JUNE 2020 4
We are nearing completion of the Upper Valley Community Transportation Center (UVCTC) project, which will enable us to keep up with community needs for the next 30+ years. The net zero design and recycled rain/snowmelt bus wash will make our operations more environmentally friendly and cost effective. TVT will reinvest these savings to provide 1500 more hours of service annually and provide thousands more rides each year.

We are wrapping up a successful capital campaign with a small amount of need remaining. Please consider adding your support so we can draw on all of the project’s federal grants. Each $1 you give unlocks $9 for this project!
In a year when many appointments were cancelled, working from home became standard, and group social activities were restricted, TVT still made a significant impact on our community!

**ECONOMIC IMPACT**

TVT provided

79,143 **COMMUTER TRIPS**

bringing people to or from work.

---

**ENVIRONMENTAL IMPACT**

An estimated

334 **TONS OF CO\textsubscript{2}**

WERE SAVED

by using the bus instead of driving to work alone.

---

**SOCIAL IMPACT**

TVT provided

147,611 **SOCIAL TRIPS**

connecting riders with their local community.

“Thanks for all you do not only for me, but the community!”

- STEPHANIE, Bus Rider
Every year, we survey our riders to make sure we’re meeting their needs the best we can. In 2020, we added questions related to COVID-19 safety measures and are proud to see how we have kept the confidence of our riders while providing reliable access to the service!

98% OF RIDERS ARE SATISFIED WITH COVID-19 SAFETY PROTOCOLS

99% OF RIDERS FEEL SAFE USING THE BUS.

100% OF RIDERS ARE ABLE TO ACCESS BUS RIDES WITH SEATING RESTRICTED TO WINDOW SEATS.

"Always a great experience, comfortable, clean, and always friendly."
- ANNE, Bus Rider

"Thank you for all that you and your drivers are doing to keep people safe at all times!"
- ZAC, Bus Rider
**THE TVT TEAM**

The team came together this year like never before to ensure that services stayed on the road, our communities and staff stayed safe, and we forged ahead through challenging times!

**ADDISON REGIONAL STAFF**
- David Bennett
- Craig Bingham
- Norm Booska
- Scott Bougor
- Amy Buxton
- Kirk Chandler
- Roger Cloutier
- Mary-Claire Crogan
- Bill Cunningham
- George Ely
- Leigh Guptill
- Courtney Jennings
- Ralph Johnson
- Robert Liberty
- Albert Martin
- Hilary Messier
- John Montgomery
- Larry O’Donnell*
- Lucian Pickett
- Carl Reynolds
- Chris Scherer
- Neale Schuman
- Robin Seguin
- Pam Spatafora*
- Stephanie Stearns
- Maggie Surprenant
- Steve Suter
- Bonnie Swan

**ORANGE/N. WINDSOR REGIONAL STAFF**
- Alan Aldrich
- Deborah Allen
- Dick Allen
- Walter Arbuckle*
- Wanda Belyea
- Ron Benson
- Gene Blodgett*
- Danielle Covey
- Darrin Farrington
- Judy Fuller
- David Gagnon
- Dennis Hill
- Chelsea Larson
- Bob Lyon
- Jade McClallen
- Bill Morgan
- Randy Moore
- Josh Nau
- Mike Reiderer
- Charlie Shepherd
- Kathy Shepherd
- Penny Shortt-Newton
- Doug Sprague
- Lee Sprague
- Amanda Stockwell
- Brian Sullivan
- Brian Tillotson

**ADDISON VOLUNTEER DRIVERS**
- David Andrews
- Laura Asermily
- Emma Bergeron
- David Bishop
- Janet Bishop
- Clem Bourgon
- David Breen
- Katrina Brown
- Mike Cameron
- Nick Causton
- Judy Clark
- Caroline Delisle
- Corie Dematties
- Judy Dunning
- Lynn Finch
- Eric Heller
- Patty Hunt
- Sara Kurtz
- Sue Liberty
- Tom Maxwell
- Scott Myrick
- Elizabeth Oettinger
- Alison Reynolds
- Sheila Rheume
- Chris Schaner
- Monica Schaner
- Sheila Stanley
- Darlene Stark
- Teja Tanner
- Sandy Tebbetts
- Ken Terrien
- Edgar Whitney
- David Williams

**ORANGE/N. WINDSOR VOLUNTEER DRIVERS**
- Andrew Ales
- Jim Deering
- Sally Doyle
- John Earl
- Steve Garrow
- Bonnie Gaudette
- Charlie Gaudette
- George Guay
- Julia Guay
- Colleen Gustafson
- David Gustafson
- Debra Holt
- Jonathan Hislop
- Anne Kennedy
- Rosella Leonard
- Kathleen Lund
- Amy Manning
- Michael Manning
- Elsie Maynard
- George Phillips
- Charles Pollard
- Ted Rogers
- Anne Silloway
- David Silloway
- Viola Small
- Kenneth Smith
- Jack Van Hoff
- Joanna Waterson
- Jeff Worcester

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* Retired
FINANCIAL STATEMENT

In addition to COVID operating funds, TVT accessed $203,857 in COVID direct funds to purchase masks, gloves and other vital supplies, maintain essential service, and support our staff, riders and community.

<table>
<thead>
<tr>
<th></th>
<th>FY18</th>
<th>FY19</th>
<th>FY20</th>
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<tbody>
<tr>
<td>Operating Revenue</td>
<td>$5,359,517</td>
<td>$5,278,739</td>
<td>$5,889,687</td>
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<td>Operating Expenses</td>
<td>$5,307,157</td>
<td>$5,222,353</td>
<td>$5,624,875</td>
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<td>Operating Reserve</td>
<td>$200,000</td>
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<tr>
<td>NET INCOME</td>
<td>$52,360</td>
<td>$56,386</td>
<td>$64,812</td>
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<td>Capital Income</td>
<td>$610,818</td>
<td>$597,839</td>
<td>$806,071</td>
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<td>Depreciation, Etc.</td>
<td>$799,297</td>
<td>$811,098</td>
<td>$817,944</td>
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<tr>
<td>NET CAPITAL</td>
<td>$(188,479)</td>
<td>$(213,259)</td>
<td>$(11,873)</td>
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<tr>
<td>NET ASSETS AS OF 6/30</td>
<td>$6,562,668</td>
<td>$6,351,620</td>
<td>$6,682,567</td>
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</table>

OPERATING FUNDS BY SOURCE

- **20% State**
- **65% Federal**
- **15% Local**

OPERATING EXPENSES BY PROGRAM

- **31.7% Local Routes**
- **21.9% Commuter Routes**
- **24.4% Medicaid & Reach Up**
- **18.3% Elders, Persons with Disabilities**
- **2.7% Other Expenses**
- **1.0% Other Programs**
Thank you for your support

TVT gratefully acknowledges our generous donors.

**Individual Donors**

Joan Allen
Joyce & Alan Anthony
Laura Asermily
Diana & Charles Bain
Bruce Baker
Alexandra Baker & Kenneth Wilkins
Diantha & Brian Balch
Anne Baldwin
Ellie & Marvin Ball
Ellen Barbera
Ruth & Simon Barenbaum
Irene & Ed Barna
Liane & John Barrera
Kate Barry
Holly Benoir
Mary Lou Benoir
Shirley Benson
Susan Berkenbusch
Sunshin Berman
Carolyn Bess
Amanda Bodell
Margaret Borden
Lindi Bortney & Jerry Shed
Vivian Boyle
Trudi Brock
Jean Brooks
Barbara Brown
Karen Brown
Lin & Roberta Brown
Sue & Tom Burgos
Virginia Burgoyne Wolf
Jane & Peter Burton
Suzanne & Bruce Byers
Jane Campbell
Marthanne Campbell
Gordon Cawood
Rosalyn Chirnoff
Suzanne & Peter Chornyak
Louise & Lincoln Clark
Rachel Coddin
Garth Corse
Mary-Claire & Brian Crogan
Mary Sue & Tim Crowley
Heidi & Bill Cunningham
Stephen Cushman
Rebecca Cutter
Anne Damm
Martha Daum
Patricia Davies
Bonnie DeGray
Joann & Lou DiNicola
Sean Donahue
Kathleen Donovan
Naomi Drummond
Judy Dunning
Roy Durkee
Therese Fafard
Scott Fahey
Gregory Failing
Ardis & Lionel Fisher
Nancy & Robert Foster
John Freidin
Patricia & Patrick French
Phyllis Gero
Tracey Getty
Lee Gevry
Seth Gibson
Ruth & Stanley Gilbert
Ashley & Susan Gowen
Lelia Greenewalt
Helen & Rudolf Haerle
Myrtle Hall
Miriam Hardy
Barbara & Marvin Harvey
Ernestine Hawkins
Annette Higby & Marty Strange
Barry Hill
Jessica Hoagland
Ned Horning
Joan Hoxie
Ann & David Hunt
Gale Hurd
Judith Irven & Dick Conrad
Libby & Jon Isham
Sally Jestice
Larry Johnson
Ann & David Jones-Weinstock
Sarah Kaeck
Lois Kaufman
Constance Kenna
Mary Keros
Joyce Kinne
Frieda & Alfred Kloechner
Lois & Max Kraus
Annie Laber
Richard Laframboise
Marjorie Lamberti
Betsy Lane
Sandy Levesque
Adam Lougee
Gail & Alexander Lyall
Anne Majusiak & Kenneth Johnson
Barbara & Dennis Maloney
Aaron Marcus
Arne Marek
Claudia Masse
Mary & Ed McGuire
Fran McIntosh & David Disque
Becky & Charlie McMeekin
Jacquelyn McNamara
John McWilliams
Ron Miller
Parker Montgomery
Barbara Moore
Ginny Moser
Jim Moulton
Jane Moulton & Larry Buck
Maija & James Murray
Caitlin Myers
Catherine Nagy
Greg Nazarow
Jennifer & Paul Nelson
Diane & Karl Neuse
Tammy Newmark
Margaret Nichols
Gloria & Thomas Nielsen
Amy Nucender & Steve Kellogg
Diane Orvis
Pamela Overstrom & David Palmer
Joan & Noah Palin
Shirley Perkins
Lynne & Renny Perry
Susan & Richard Phillip
Cody Plante
Susan Polk
Sue Prager
Albert Pratt
Kathy & David Quesnel
Anthony Quintiliani
Laurel & Robert Randall
Casey Ratti & Tim Bicknell
Margaret Raymond
Sharon Rives & Paul Kendall
Suzanne & Gerald Roberts
David Rochat
Virginia Rohrbaugh
Dorothy Sanchez
Linda Schmidt
Joanne Scott & John Rubright
Charles Smith
Martha Soderberg
Huibertha & Michael Sorgi
Suzann Sparks
Those listed include support given between 7/1/19 and 12/31/20. We apologize if any names may have been inadvertently omitted.

Carol & Thomas Spencer
Marcus Starling
Kathleen & Gary Starr
Philip Stein
Judy & Will Stevens
Kathleen Sullivan
Brenda Tillberg
Gina Tindall
Kathryn & Carlton Tracy
Ruth Tucker
Mary Jane Washburn
Renee Wells-Radack
Marion Werner
Herbert Wickenheiser
Curtis Willey
Jannine Williams
Janet & Frank Winkler
Kira & Mike Winslow
Sara & Spofford Woodruff
Anja Wurm
Dale Young
E. Lynn Zinke

**SPONSORING ORGANIZATIONS AND FOUNDATIONS**

Addison County Home Health and Hospice
Age Well
American Legion, Post #19
Bar Harbor Bank and Trust
Ben & Jerry's Foundation
Bugbee Senior Center
Byrne Foundation
Central Vermont Council on Aging
Clara Martin Center
Cottage Hospital
Counseling Service of Addison County
Dartmouth College
Dartmouth Hitchcock Medical Center
Efficiency Vermont
Elderly Services, Inc.
Gifford Adult Day Program
Gifford Medical Center
Go! Vermont
Granite United Way
Greater Vergennes Rotary
Health Connections of the Upper Valley
Hoehl Family Foundation
Hypertherm HOPE Foundation
Jane’s Trust
Middlebury College
Middlebury College Student Government Association
New Hampshire Charitable Foundation – Anonymous
Upper Valley Donor
New Hampshire Charitable Foundation – Fowler Family Fund
North Branch School
Oxbow Senior Independence Program
Richard E. & Deborah L. Tarrant Foundation
Springfield Adult Day Program
St. Stephen's Church
Stride: The Wright Foundation
The Jack & Dorothy The Sharon Academy
Thompson Senior Center
Two Rivers Ottauquechee Regional Commission
United Way of Addison County
Upper Valley Services
Vermont Agency of Transportation
Vermont Community Foundation
Vermont Mutual Insurance Group
Wells River Savings Bank
Compucount
Co-Operative Insurance Co.
County Tire
EastView at Middlebury
G. Stone Motors
Green Peppers Restaurant
Middlebury Eye Associates
Middlebury Natural Foods Co-Op
Monument Farms
Newmont Farm
Randolph Coal & Oil /Gillespie Fuels
Vermont Coffee Company
WYKR Radio

**MUNICIPAL SPONSORS**

Town of Addison
Town of Bethel
Town of Bradford
Town of Braintree
Town of Bridport
Town of Bristol
Town of Brookfield
Town of Chelsea
Town of Corinth
Town of Cornwall
Town of Fairlee
Town of Ferrisburgh
Town of Granville
Town of Hancock
Town of Hartford
Town of Hartland
Town of Hinesburg
Town of Leicester
Town of Lincoln
Town of Middlebury
Town of Monkton
Town of New Haven
Town of Newbury
Town of Orwell
Town of Panton
Town of Pittsfield
Town of Randolph
Town of Ripton
Town of Rochester
Town of Royalton
Town of Salisbury
Town of Sharon
Town of Shoreham
Town of Starksboro
Town of Stockbridge
Town of Thetford
Town of Topsham
Town of Tunbridge
City of Vergennes
Town of Viershire
Town of Waltham
Town of West Fairlee
Town of Weybridge
Town of Whiting

**BUSINESS SPONSORS**

AC Regional Planning Commission
Al’s Pizza
Bristol Financial Services
Carroll, Boe & Pell, P.C.
Champlain Valley Equipment
Community College of Vermont
Community Investment Counselors
TVT ANNUAL REPORT | FISCAL YEAR JULY 2019 – JUNE 2020 11
TVT was increasing ridership in FY20 until impacted by the pandemic in March. TVT’s response to prioritize safety focused on essential trips and limited rider capacity.

“I am SO grateful for TVT! I live in Middlebury and am an essential worker in Bristol who doesn’t drive. Without TVT I would not be able to continue working. Thank you so much to the drivers, dispatchers, and everyone at TVT, you folks ROCK!”

- LEE-ANN, Bus Rider

TVT PROVIDED A TOTAL OF 226,377 RIDES IN 2020!

In June, we began welcoming back more riders with additional safety measures in place. We are pleased to sustain their confidence in public transit!

TVT TOTAL RIDES PER MONTH
BUS ROUTES & DIAL A RIDE

* In June, we began welcoming back more riders with additional safety measures in place. We are pleased to sustain their confidence in public transit!
WHAT’S NEXT...

AS TVT CONTINUES TO WORK THROUGH THE PANDEMIC AND PREPARE FOR THE FUTURE, WE COMMIT TO:

Keep essential services running - no matter what

Meet community needs, support opportunities, and protect the environment

Partner with individuals, community groups, and businesses.

RIDE

GIVE THE BUS A TRY!

Public Transit reduces emissions, saves money, is safer than driving, and is fun!

SUPPORT

ADVOCATE FOR PUBLIC TRANIST IN YOUR TOWN.

Tell your friends and family that TVT can help meet their transportation needs.

VOLUNTEER

VOLUNTEER DRIVERS HELP NEIGHBORS IN NEED ACCESS ESSENTIAL SERVICES.

Get a generous mileage reimbursement for using your own vehicle.

DONATE

EVERY CONTRIBUTION MAKES A DIFFERENCE!

Each $1 you donate releases $4 more in government grant funds!
TRI-VALLEY TRANSIT
297 CREEK ROAD
MIDDLEBURY, VT 05753

TRI-VALLEY TRANSIT

TVT IS ROLLING OUT OUR NEW UNIFIED LOGO.

trivalleytransit.org
info@trivalleytransit.org
802-388-2287