Messages from our Board President & Executive Director

PAUL L. KENDALL, BOARD PRESIDENT

In 1976 Stagecoach used sandwich boards and volunteers to connect people and places. In 2016, we used a robust network of buses, cars, paid staff, volunteers, and partners to provide more than 81,000 rides to people in this region.

Four decades ago, Stagecoach was a leader as one of the first ever rural transportation agencies in the nation. Its approach to Community Transportation has served as a model for rural transit systems across the country. Now, as we celebrate our history, we are looking towards our future.

Today, technology is driving change to rural transportation systems faster than ever before. As Stagecoach responds to the changing landscape and looks at the future of transportation, we continue to be positioned as a leader in the state and the nation.

We have the resources and drive to solve problems, engage the community, and develop services that are innovative and responsive to the needs and desires of the rural towns we serve.

Through the past and into the future our mission has not – and will not – change. People still have to get where they need to go, safely, reliably and affordably. For 40 years, Stagecoach has adapted to changes in technology and rider preferences, and we will continue to adapt and innovate into the future.

Thank you for your support, we are truly grateful.

JIM MOULTON, EXECUTIVE DIRECTOR

For Stagecoach, 2016 was marked by a momentous milestone in our history – 40 years of serving the people in our community. But, much more importantly, in 2016 we continued to deliver on our mission and make a real difference in people’s lives. While providing a record number of rides we enabled hundreds of people to get to jobs, medical care, grocery stores and other important places. We empowered them to be working taxpayers, healthy friends and happier neighbors. We are proud to serve Orange and Northern Windsor counties and the people who live and work here.

In these pages you will read about remarkable journeys taken by people just like you… people who care about their friends and neighbors… people who have transformed the landscape of our region over the last four decades.

Please join in on this journey; help us keep our region healthy and thriving by investing in Stagecoach. Whether you choose to ride, volunteer or donate, your sustained giving ensures Stagecoach’s ability to keep everyone in Orange and Northern Windsor counties connected and well – your bus ridership protects funding for routes – and your local involvement directs community transportation’s future.

Thank you for making Stagecoach a vital community asset today and for decades to come. And thank you for joining us on our remarkable journey.

Stagecoach is a 501(c)(3) non-profit organization. Our funding is on average an 80/20 mix of public (state and federal grants) and private money. Stagecoach relies upon the generous support of individuals, businesses, towns and philanthropic organizations to supplement the public grants, as well as to provide the local match required to draw down these grants.
The Challenges

**ECONOMIC**

With the average annual cost of owning/operating a car in Vermont rising above $7,500, greater pressure has been placed on commuter budgets to ensure access to transportation. According to HUD, in our region, the cost of owning and operating a vehicle is more expensive than average housing costs.

**SOCIAL**

With 25% of our population at risk of being transit-dependent and the rural nature of our state, the potential for being stuck at home without access to medical and nutrition support increases. Transit-dependent members of our community are prone to rural isolation which has significant impact on their well-being.

**ENVIRONMENTAL**

Most of the travel in our region is done in cars, and most of that is done alone. Riding the bus helps our region produce less greenhouse gases, better water quality, and improved health while still enjoying access to jobs, goods and services.

Our Mission

Stagecoach Transportation Services, Inc. was established in 1976 to create a network of community transportation alternatives that connect the people and places of Orange and Northern Windsor Counties of Vermont.

Our mission is to enhance the economic, social and environmental health of the region by providing safe, reliable, affordable and accessible community transportation services for everyone in the communities we serve.

Our Solutions

Stagecoach operates two parallel and complementary transportation systems to achieve our goals. **All of our services improve the economic, social, and environmental health of our region.**

**DIAL-A-RIDE**

The Dial-a-Ride System provides seniors, people with disabilities and many others access to comprehensive transportation alternatives.

**BUS ROUTES**

The Fixed Route System connects passengers to employment and shopping centers.
40 Years at Stagecoach

Stagecoach founded as part of Faith, Hope, and Charity based in St. Anthony’s Parish in Bethel VT.

1976

Stagecoach became the Non-Emergency Medical Transportation Provider for our region.

1986

River Route commuter service implemented; Expanded in 2007 and 2015.

1998

Stagecoach left Faith, Hope, and Charity to become its own entity and relocated to downtown Randolph.

1981

Relocated to the Freight House where offices are today as part of the Randolph Revitalization Project.

1996
89er North Commuter service implemented.

Jim Moulton is named National Community Transportation Manager of the year; Revitalized service on the I-91 Corridor.

2004

89er Commuter service implemented; Expanded in 2008.

2010

2014

ACTR Management contract begins; Medicaid contract revitalized.

2015

2016

Stagecoach marks 40 years of community service by providing more than 81,000 trips to Vermonters in FY16.
A Remarkable Advocate for the Journey

The 1970’s were a time when women were discouraged from pursuing politics and leadership. Helen Chap by contrast stood out as a courageous advocate for social justice. As Stagecoach’s first Executive Director, she brought her vision for a just, equitable, and environmentally sustainable world.

Helen had bold ideas, a strong voice, and a fierce sense of community. She believed that we all have a responsibility to stand up for the economic, social, and environmental rights of the people we live with and around.

Four decades ago, Helen worked with President Jimmy Carter to secure funding for the rural transportation pilot program which became Stagecoach. As one of the first ever rural transportation agencies in the nation Stagecoach has been a leader and served as a model for rural transit systems across the country.

Many people thought Helen’s vision for Community Transportation For Everyone was not only unnecessary but also impossible. Yet with time, advocacy, and loyalty to her principles, Helen’s ideals were transformed into safe, reliable, and affordable access to transportation throughout the region.

Over the last 40 years Stagecoach has provided more than 1 million life changing rides, proving that Helen’s vision was not just possible, but truly necessary, for creating a happier and healthier place for all of us to live, play, and work.

Top: Helen Chap with President Jimmy Carter
Bottom: Helen Chap with Senator Patrick Leahy
Opposite: Helen’s family holding her drawing of the original Stagecoach logo
Economic
Stagecoach improves the economic health of our region by providing Vermonters with more than 35,880 trips to and from work every year.

Social
Stagecoach improves the social health of our region by providing more than 45,550 door-to-door rides for Vermonters without access to their own transportation every year.

Environmental
By ditching their cars, Stagecoach passengers improved our region’s environmental health by saving more than 237 tons of carbon emissions from entering the atmosphere last year.
Thank you!

We extend our gratitude to the volunteers, donors and sponsors whose contributions are invaluable to Stagecoach.

**INDIVIDUAL DONORS**
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Central Vermont Council on the Aging
Chandler Music Hall
Clara Martin Center
Dartmouth College
Dartmouth Hitchcock Medical Center
Department of Vermont Health Access
Gifford Adult Day
Gifford Medical Center
Go! Vermont
Local Motion
Orange County Sheriff’s Department
Oxbow Senior Independence Program
Randolph Area Community Development Corporation
Randolph Farmers Market
Randolph Fire Department
Randolph Police Department
Randolph Recreation Department
Randolph Rotary
RSVP

Senior Solutions
Springfield Area Adult Day
Thompson Senior Center
Two Rivers-Ottauquechee Regional Commission
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Upper Valley Services
Vermont Department of Environmental Conservation
Vermont Technical College
Vital Communities
Vermont Agency of Transportation

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Mascoma Savings Bank
Rain or Shine Tents and Events Co.
Randolph Union High School
Shaw’s
The Herald of Randolph
The Journal Opinion
Wells River Savings
WYKR FM

“It has been great partnering with Stagecoach. There have been so many positive changes in a short period of time. So many more opportunities for more people to get to where they need to go. A big shout of appreciation to all at Stagecoach!!”

~ Jeanne Kern, Director of Community and Volunteer Services, Central Vermont Council on Aging
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Town of Braintree
Town of Brookfield
Town of Chelsea
Town of Corinth
Town of Fairlee
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Town of Rochester
Town of Royalton
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Town of Vershire
Town of Woodstock

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Amanda Stockwell, Dispatcher

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Rosella Leonard
Elsie Maynard
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Betsy Race
Joanna Watterson
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Walter Arbuckle
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Pete Belyea
Wanda Belyea
Robert Cavelius
Seth Corbett
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In loving memory of Tony Goodwin, Stagecoach Bus Driver, colleague, friend, and beloved community member.

With grateful appreciation for his love and dedication to his job and his community.

Tony will be greatly missed.
A Remarkable Adventure in Rural Vermont

Dian Roberts is a notable artist whose creative curiosity led her to a life of adventures in rural Vermont. She is a blacksmith, a wood worker, a painter, a teacher, a seamstress, and a gardener. She is a mother and a wife. She is also legally blind. And she has never driven in her life.

When she decided to move to Vermont in 1976 she was warned that life in rural Vermont would be impossible for her because she couldn’t drive. She was told that she would be isolated, lonely, and unable to work. Her family feared she would be stranded at home and unable to connect with her community.

But one day while walking across the Rochester Green she literally bumped into a group of people. She quickly discovered she was at the grand opening celebration for a brand new public transportation system. And on that day forty years ago Dian became Stagecoach’s first passenger.

Since then, because of Stagecoach, Dian has led an adventurous, fun, and full life in rural Vermont. Forty years ago she rode Stagecoach to get to work in Bethel, to grocery shop for her family, and to get herself and her son to medical appointments.

Today, she no longer works. Her son has grown up and moved out. However, Dian remains one of our most frequent and loyal passengers.

Dian’s needs have changed over 40 years but Stagecoach remains at her service, to safely and reliably drive her independence and freedom.

STAGECOACH IMPROVES OUR REGION’S ECONOMY
by getting people to and from work. Many people in rural areas have trouble getting or holding onto jobs because they don’t have adequate, reliable transportation. Your gift to Stagecoach empowers Vermonters like Dian to be working taxpayers, healthy friends, and happier neighbors.
A Remarkable Journey of Connecting Community

For six decades Joyce and Lee Richardson were anchors in the community as the husband-wife team who owned Richardson's General Store. Together they provided people from the Bethel area with the necessities of everyday life. They offered everything from locally produced food, to homemade soups and preserves, to fishing licenses and hunting gear.

But more than providing just a place to shop, Joyce and Lee created a space for friends and neighbors to gather for fellowship, conversation, and kinship. They provided generosity to anyone in need and reflected their love for their home town with every transaction.

Through the store, Joyce knew of the many struggles that families in rural areas face. She learned that, without a car, many families could not access food.

That's why, in 1976, she joined a small group of civic minded people who gathered in a church in Bethel as the first board of directors to form what became Stagecoach Transportation Services.

Since then, her husband has passed away. Their family store closed. And Joyce is no longer able to drive herself. Stagecoach is here for Joyce today and keeps her connected to the world as she accesses the service that she envisioned for the community 40 years ago.

She rides the bus 5 days a week to go to the pharmacy, have warm meals with friends at the Senior Center, get her hair done, and other community transportation services that improve her quality of life.

“Stagecoach makes my life worthwhile in my old age. Without it I would just be a very dull old lady. As it is, I have fun every day and can do so much that I wouldn't otherwise be able to do”. ~ Joyce Richardson

IMPROVING THE SOCIAL HEALTH OF OUR COMMUNITY – 1 in 4 Vermonters are at risk of Rural Isolation which leads to serious health problems including accelerated loss of memory and thinking skills in older adults. When you give to Stagecoach, you support independence and freedom for Vermonters like Joyce.
Stagecoach Riders Report

- 95% ride the bus 3-5 times per week
- 95% say the buses go where they need them
- 92% say stop locations are convenient
- 100% feel drivers are courteous and helpful all or most of the time
- 100% feel safe riding all or most of the time
- 56% of riders have access to a car all or most of the time

Where do you ride?

- 73% Work or employment training
- 27% Medical/healthcare appointments
- 29% Personal business, recreation or social
- 12% Shopping

Why do you ride?

- 51% Convenience
- 32% Reducing carbon footprint
- 59% Saving money
- 44% It’s my only option

Results from 2016 Stagecoach Passenger Satisfaction Survey

Total Rides Provided

- FY14: 61,428
- FY15: 68,768
- FY16: 81,443

Financial Statement

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<tr>
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<th>FY15</th>
<th>FY16</th>
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<td>Operating Revenue</td>
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<td>Operating Expenses</td>
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2016 Annual Report for Fiscal Year 7/1/15–6/30/16
Health Indicators

**ECONOMIC**
NUMBER OF RIDES on Commuter Routes and Shopping Routes

**SOCIAL**
NUMBER OF RIDES on Local Services, Medicaid, and Elders & Disabled

**ENVIRONMENTAL**
TONS OF CARBON Emissions Saved

Operating Funds by Source

- **Federal**: 64.2%
- **State**: 21.0%
- **Local**: 11.1%
- **Municipal**: 1.8%
- **Fares**: 1.9%

Operating Expenses by Program

- **Medicaid**: 25.7%
- **Elders & Disabled**: 19.8%
- **Shopping Trips**: 16.5%
- **Maxi Taxi**: 16.5%
- **River Route**: 9.1%
- **89er North**: 4.7%
- **89er**: 6.4%
- **Other**: 1.3%
A Remarkable Journey to a Bright Future

Forty years ago, Vista Volunteer David Palmer was tasked with creating transportation solutions in rural Vermont. He soon realized this was his true calling and he stayed on board to become the Grant Writer and then Executive Director for Stagecoach, one of the first rural transportation systems in the country. His innovative and inspirational work is reflected not just here in Vermont, but in Community Transportation Systems around the country.

During his 40 years with Stagecoach and even now into his retirement, David is passionate about access to community transportation, for many reasons, driven first and foremost by his desire to leave a legacy of a healthier planet.

As an early environmentalist, David realized that community transportation was a great alternative to driving alone. By envisioning and developing Stagecoach’s commuter route system, David was successful in decreasing single occupancy vehicles from the road which is essential for creating a cleaner, safer, and more beautiful environment in Vermont.

Stagecoach’s commitment to sustainable environmental practices began with David’s leadership four decades ago. Today we are working harder than ever to grow that legacy by building upon his vision. In 2016 alone, we saved 237.5 tons of CO\text{2} emissions from entering the environment.

**IMPROVING OUR REGION’S ENVIRONMENTAL HEALTH** — Riding the Stagecoach bus is an immediate way to conserve energy and support our environment, improving air quality, reducing road congestion, and decreasing harm to our environment.
What’s New?

**Economic Health**

- Launched a bus sponsorship program to raise local funds to support more service.
- Improved communication with passengers and community which led to higher ridership.

**Social Health**

- Improved Ticket to Ride (TTR) by making this a free service while simultaneously increasing the cap for participants.
- Collected more than 4,500 pounds of food during our 2nd annual Stuff the Bus event.
- Participated in Bethel Better Block to demonstrate “local” service in the Bethel area.

**Environmental Health**

- Replaced 5 aging buses with new more fuel efficient buses.
- Worked with Randolph Area Community Development Corporation, Efficiency Vermont, and VTrans to implement energy efficiency plans that lower cost at our Hedding Drive and L Street facilities.

What’s Next?

**I89 Corridor Re-imagination**

- Stagecoach, in collaboration with the community, is planning to launch renewed and revitalized transportation services along the I89 Corridor. The improvements will be designed to improve our economic, social, and environmental impact on the region.
WE NEED VOLUNTEER DRIVERS
Yes, use your own car!

You have neighbors who have no transportation of their own. Stagecoach needs your help to drive them to medical appointments, to buy food and to access other critical services. As a Volunteer Driver you will connect friends, support independence and promote healthy living.

If you have a good driving record, clean background checks, and want to help your neighbors, get in touch with us.

stagecoach-rides.org
(802) 728-3773
info@stagecoach-rides.org