Community Transportation for Addison County since 1992

Community Transportation for Orange County & Northern Windsor County since 1976

Better Together

2017 Annual Report
for Fiscal Year 7/1/16-6/30/17

Tri-Valley Transit Inc. dba ACTR and Stagecoach since 2017
**Paul Kendall, Board Chair**

2017 was an exciting year for ACTR and Stagecoach! The two central Vermont transportation agencies merged together as Tri-Valley Transit, while retaining all their staff and individual branding. ACTR and Stagecoach have been working well together since 2014, when Stagecoach suffered the loss of both executive and board leadership and faced significant financial difficulties. VTrans asked ACTR to trial a 3-year management agreement. The benefits of that partnership include stronger purchasing leverage, a new training program, leadership depth and many efficiencies. The two Boards of Directors are now one and are better positioned to meet the needs of central Vermont communities as Tri-Valley Transit, doing business as ACTR and Stagecoach.

Thanks,

---

**Jim Moulton, Executive Director**

In 2017 ACTR and Stagecoach continued to make a difference in our community under the new, unified leadership umbrella of Tri-Valley Transit (or TVT). While ACTR still serves Addison County and Stagecoach still serves Orange and Northern Windsor Counties, TVT as a whole spans central Vermont from the shores of Lake Champlain to the Connecticut River and Upper Valley. The ACTR/Stagecoach partnership has taught us that our work in the community is “Better Together”, allowing TVT to provide transit access to more than 100,000 Vermonters. Read about our impact on Dial-a-Riders, like Maxine, Vera, Ray and Diane (page 3), and Bus Riders, like the Travelling Sightseers (page 2) and Dartmouth employee Kim (page 5).

Thank you!
Here to Help You

In Fiscal Year 2017, ACTR and Stagecoach provided 250,000 trips to riders throughout central Vermont.

Familiar front-line staff, based in Middlebury, Randolph and Bradford, continue to serve you.

Bus markings and stop signage remain the same.

Local schedules and other local info are quickly accessible on actr-vt.org and stagecoach-rides.org websites.

Bus Rider Support

Dispatchers help Shuttle Bus System Riders reach their destinations by providing schedule information and facilitating flag-downs, deviations and transfers. Answering service staff provide additional support when our offices are closed.

Dial-A-Rider Support

Dispatchers coordinate nearly 100,000 door-to-door trips annually for those who cannot access the bus and have no transportation of their own. Dial-A-Riders may be unable to drive themselves due to age, disability or economic barriers. This service provides 6 free trips per month for residents who are aged 60+ or living with a disability to access quality of life services. Residents with Medicaid receive free rides to medical appointments.

Additional Support

Our Community Relations staff welcome your feedback about local bus routes. They can share information about regional transportation options, including Go! Vermont’s carpool and vanpool resources. Commuters can also learn about Guaranteed Ride Home, a benefit that gives a commuter peace of mind by offering travel expense compensation when an emergency prevents his/her usual bus/carpool/vanpool commute.

Local Contact Info

ACTR

ACTR serves Addison County
Dispatchers are available 7:00am-5:00pm, Monday-Friday
(802)388-2287
info@actr-vt.org

Stagecoach

Stagecoach serves Orange & Northern Windsor Counties
Dispatchers are available 8:00am-5:00pm, Monday-Friday
(802)728-3773
info@stagecoach-rides.org
Better Together

“Are you interested in taking a small risk and trying something different, like exploring the nooks and crannies of this place we call home?”

ACTR Bus Rider, Jan Walker, issued that call to action in Addison County newspapers this summer. Her purpose:

To meet people with similar interests and have some fun!

Since then the Traveling Sightseeing Associates (TSA) have visited many interesting places in the region, by ACTR bus whenever possible. A highlight for the group was a trip to the Rokeby Museum via ACTR’s “Saturday LINK”.

The companionship of the outings is just as appealing for its members as the sightseeing. Members say they appreciate stepping out of their comfort zones, meeting new people and experiencing new things.

If you are interested in joining the fun, ACTR would be happy to introduce you to the TSA.

For more information about the TSA, e-mail info@actr-vt.org or call (802) 388-2287, ask for Mary.
Aging at home ≠ Isolation

Dial-A-Rides make life better for our elderly and disabled neighbors and the people who care about them.

Here’s what they told us this year...

"Dial-A-Ride services make it possible for me to get to medical appointments and take care of other necessary appointments. In my opinion this service as Excellent-plus! It is the only option I have to leave town – or shop at a slower pace.

The drivers who volunteer all should receive a "Medal of Honor". Their whole demeanor is one of support, interest and normalcy. In these uncertain times, it’s comforting to know there are decent, caring people in our community."

- Maxine

"The drivers that take my mom to/from adult day care understand her condition and exercise empathy and kindness toward her, regardless of how she treats them. She can be difficult and has special needs due to anxiety. They ALWAYS keep this in mind and accommodate her. Without this service and these caring drivers, things would be so much more difficult!"

- Lisa

"The trips to the Retina Center and back home are a blessing for me. I don’t have to depend on my neighbor, who I’m sure already has enough to do. It makes me feel more independent to live alone. This is a great program and all the drivers I have had are very nice. I feel safe."

- Vera

"I had a remarkable driver, in a neat and beautifully functioning Chrysler. He was helpful to me in getting in and out of his car and in general lending a helping hand at the entrance and exit through the Health Center’s heavy doors. The best rides are courtesy of Dial-A-Ride."

- Ray
TVT’s 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.
Impact
Commuter Routes and peak
Shuttles bring people to work, employment training, school and daycare.

Health Indicator
107,087 trips in FY17
71,336 ACTR
35,751 Stagecoach

You can save money.
Riding transit is more affordable than fueling and maintaining a car. Employers like Middlebury and Dartmouth Colleges offer free transit as an employee benefit.

“A benefit of being a Dartmouth College employee is that I can ride the bus fare-free. Riding the bus for free to work every day saves me more than $8,500 a year. Stagecoach helps me achieve financial security and provides a safety net for my family.” ~ Kim

Impact
Public transit use produces fewer greenhouse gas emissions than single-occupant vehicles, helping us all breathe a little easier.

Health Indicator
502 tons of commuter carbon saved in FY17
266 ACTR
236 Stagecoach

You can leave a better legacy for future generations.
Commuters who curb their cars and ride the bus to work greatly reduce their carbon output. Even switching up your commute one day a week can help.

This matters because excess CO₂ in the atmosphere traps heat and light, causing a long-term warming of the earth’s lower atmosphere beyond normal variances. Unless we take action, we face adverse effects on ecosystems, loss of species and extreme weather occurrences.

Impact
Dial-A-Rides and off-peak
Shuttles bring people to medical care, shopping, meal sites, recreation and other vital quality of life services.

Health Indicator
156,789 trips in FY17
103,653 ACTR
53,136 Stagecoach

You can volunteer to drive a neighbor.
As a Volunteer Driver you will connect friends, support independence and promote healthy living. We need your help to drive people to medical appointments, to buy food and to access other critical services.

If you have a good driving record, clean background checks, and want to help your neighbors, we need you! Join our team and feel great about helping those in need.
Thank you!

ACTR

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Glenellen Stefaniak
Kathleen Sullivan
Cy & T Tall
Brenda Tillberg
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Wojciech Zakrzewski

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Festival on the Green
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Hannaford Supermarket & Pharmacy

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 7/1/16 through 12/30/17.)
Stagecoach

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Vermont Agency of Transportation

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Vermont Technical College
Vermont Mutual
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Town of Shoreham
Town of Starksboro
City of Vergennes
Town of Waltham
Town of Weybridge
Town of Whiting
Stewardship

Operating Expenses By Program

- 25.7% Medicaid & Reach-Up
- 3.9% Maxi Taxi
- 0.9% Weekend Shopper Shuttles
- 7.4% River Route
- 2.9% 89 North
- 7.3% 89er
- 11.2% Middlebury Shuttle
- 7.5% Tri-Town Shuttle
- 1.9% Snow Bowl Shuttle
- 3.4% Rutland Connector
- 0.7% Saturday LINK
- 2.5% 116 Commuter
- 18.1% Elders, Persons w/Disabilities
- 5.7% Other Programs
- 0.8% Other Expenses

Primary Services

Dial-a-Ride
Shuttle Bus System

<table>
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<th>ACTR</th>
<th>Stagecoach</th>
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<td>Staff</td>
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<td>34</td>
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Operating Funds By Source

- Federal
- State
- Donations & Sponsors
- Municipal
- Other Sources
Performance Benchmarks
For the 14th year in a row ACTR met or exceeded nearly all performance benchmarks set by Vermont Agency of Transportation (VTrans) which compares us against national standards.

In 2017 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.

263,876 Rides Provided in 2017

Financial Statements
Working together

We are also thankful for our capable team who work 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**

Paul Kendall, Chair
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**ADMINISTRATIVE TEAM**

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Shari Lutton, Executive Assistant
Gina Tindall, Finance and HR Director
Angela McCluskey, Assistant Finance Manager
Tanya Frazier, Staff Accountant
Kirstie Thomson, HR Assistant
Julie Allen, Bookkeeper
Chris Morris, Trainer

**ACTR**

**REGIONAL OPERATING COMMITTEE**

Laura Asermily
Doug Adams
Naomi Drummond
Gale Hurd
Diane Lanpher

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Jim Tomaino, Operations Manager
Stephanie Stearns, Program Manager
Chris Scherer, Field Supervisor
Pam Spatafora, Program Support Administrator
Amy Buxton, Dispatcher
Tara Knapp, Dispatcher
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
Alex Kovalchuk, Bus Driver
Wayne Marcelle, Bus Driver
Larry O’Donnell, Bus Driver
Caitlin Porter, Bus Driver
Carl Reynolds, Bus Driver
Jeff Scott, Bus Driver
Maggie Surprenant, Bus Driver
Bonnie Swan, Bus Driver
Dawn Thibault, Bus Driver
Cory Dragon, Bus Maintenance
Heath Reynolds, Bus Maintenance

**DIAL-A-RIDE DRIVERS**

Leon Aubin (retired)
Bill Ambrose
David Bishop
Debra Brace
David Brenn
Paul Brunet
Christy Bougor
Clem Bourgon
Cindy Burnett (in memoriam)
Ricky Burnett (retired)
Judith Clark
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Darrel Delisle
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Marilyn Snow
Teja Tanner
Sandy Tebbetts
Ken Terrien
David Williams
Stagecoach

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Tim Crowley
Brad Atwood
Tom Burgos
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Paul Kendall
Gidget Lyman
Bobette Scribner

REGIONAL STAFF
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Jesse Davis, Community Relations Manager
Don Ferris, Operations Manager
Kelly Wheatley, Program Manager
Chelsea Larson, Dispatcher
Amanda Stockwell, Dispatcher
James Abbott, Bus Driver
Richard Allen, Bus Driver
Walter Arbuckle, Bus Driver
Wanda Belyea, Bus Driver
Ron Benson, Bus Driver
Seth Corbett, Bus Driver
Darrin Farrington, Bus Driver
Judy Fuller, Bus Driver
David Gagnon, Bus Driver
Dennis Hill, Bus Driver
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Jacq Kenney, Bus Driver
Duane King, Bus Driver
Ernest Lawrence, Bus Driver
Bob Lyon, Bus Driver
Pablo Mendez, Bus Driver
Randy Moore, Bus Driver
Charles Shepard, Bus Driver
Brian Sullivan, Bus Driver
Jennifer Tuttle, Bus Driver
David Wilson, Bus Driver

DIAL-A-RIDE DRIVERS*
Andrew Ales
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Therese Brockway
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James Deering
Sally Doyle
John Earl
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Charlie Gaudette
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Julia Guay
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Jeff Worcester
Janice Maccann
Maurice Weiss

In loving memory of Cindy Burnett, ACTR Volunteer Driver.

With grateful appreciation for her friendship and dedication to community service.
What's new?

It’s been a busy year as both Stagecoach and ACTR redesigned routes and schedules, and sought more operational efficiencies:

- Stagecoach redesigned services to create five new routes to better meet need.
- Stagecoach redesigned services in the I-89 corridor to more efficiently and effectively meet need.
- ACTR moved its transit hub of operations to make way for a major railroad construction project. This relocation necessitated redesigns of most in-county schedules.
- Both systems identified ways to maximize existing resources.

ACTR and Stagecoach have already realized several benefits by combining as Tri-Valley Transit:

- Increased leadership depth, administrative and purchasing cost efficiencies.
- Shared key personnel in Human Resources, Finance and Training.
- Made progress on reducing Stagecoach’s past debts.

Bus Rider Survey

Riders report how they interact with ACTR and Stagecoach...

80% ride 3-5 times per week
96% say the buses go where they need them
92% say stop locations are convenient
98% feel drivers are courteous and helpful all or most of the time
100% feel safe riding all or most of the time
46% of riders have access to a car all or most of the time

Where they go...

71% work, employment training or school
31% medical/healthcare appointments
35% personal business, recreation or social
22% shopping

Why they ride...

55% convenience
29% reducing carbon footprint
55% saving money
40% it’s my only option
What's next?

The opioid crisis brings new challenges. The number of opioid addicts getting daily treatment has risen dramatically. Despite more efficiency in service delivery, the rapid growth of this epidemic has made it a challenge at TVT and around the state to contain costs within the current funding resources:

- Will continue to seek diversified funding sources to protect services in these times of uncertain government funding.
- Will continue work with local individuals, committees and organizations to meet need, foster economic opportunity and protect the environment.
- Will continue to seek opportunities to optimize efficiency and effectiveness under the TVT structure.

Thank you for taking the time to read this report. Want to help?...

Give.
Every $1 you give unlocks $4. Our funding requires 20% local match.

Speak out.
It helps if you talk about our services on Town Meeting Day and day to day in your community.

Ride.
Try a bus ride! It’s a nice way to get around and your use of the system protects its availability for those who have no other transportation.

Volunteer.
Join our fun team of Dial-A-Ride Drivers and feel great about helping those in need!

Happy travels!
2017 Highlights

Stagecoach celebrated volunteerism at the first annual Volapalooza Event at King Arthur. The event was attended by more than 300 volunteers who serve agencies around the Upper Valley. Food and space was donated by King Arthur Flour and other goodies were brought by The Skinny Pancake and Harpoon Brewery. Our volunteers make our community a better place for us all and it was a great night to celebrate all that they do!

ACTR celebrated it’s 25th anniversary of providing transportation services and hosted a community party in September. The occasion was also marked by ACTR’s first Stuff-the-Bus Food Drive. Nearly 200 lbs of food as well as generous cash donations were collected to benefit local food shelves.