



# TRI-VALLEY TRANSIT

## Driving Towards a Brighter Future



# Welcome



We all have a role to play in making things better for our neighbors.

We all need to think differently.

Tri-Valley Transit is ready, willing, and excited to do our part.

We need your help.

We would love to get you on board.

As Vermonters we have a tradition of pitching in and lending a hand when our neighbors need help. We also have a tendency to be wildly independent and hesitant to ask for that hand, even when it might be needed. At Tri-Valley Transit we recognize that in these changing times we all have a role to play in making things better for our neighbors, our communities, and the world in general – a brighter future for us all!

The years ahead will present challenges. The aging population of our state means more people are going to need help accessing medical appointments, shopping centers, and social services. The continuing opioid crisis means more people need transportation to treatment services. Increasing carbon emissions and environmental impact means we all need to think differently about how we get around.

Tri-Valley Transit is ready, willing, and excited to do our part. To expand our Dial-A-Ride programs that provide door to door transportation for the elderly, people with disabilities and others in need. To encourage more riders by developing our bus routes and facilities, enhancing commuter experiences, and making better use of technology. To connect our rural communities with educational, employment and population centers throughout our state and region.

We also know that we can't do it all on our own. We need your help. We need you to advocate for public transportation in your community, we need you to volunteer some time, we need you to get on the bus instead of into your car (at least sometimes), and we need your financial support. Did you know each dollar contributed allows us to access \$4 in matching grant support?

We know we make huge impacts on the economic, social, and environmental health of our communities and we would love to get you on board as we drive towards a brighter future!

Adam Lougee

Board Chair

# Mission

Tri-Valley Transit's mission is to enhance the economic, social and environmental health of the communities we serve by providing public transportation services for everyone that are safe, reliable, accessible and affordable.

Our service area spans 1900 square miles of Addison, Orange and Northern Windsor Counties from the shores of Lake Champlain, across the Green Mountains to the Connecticut River.

Partnerships and connections to other transit companies facilitate travel up and down the Route 7 Corridor from Burlington to Rutland and throughout the Upper Valley Region.

*Drivers are good, safe, courteous, engaging.*

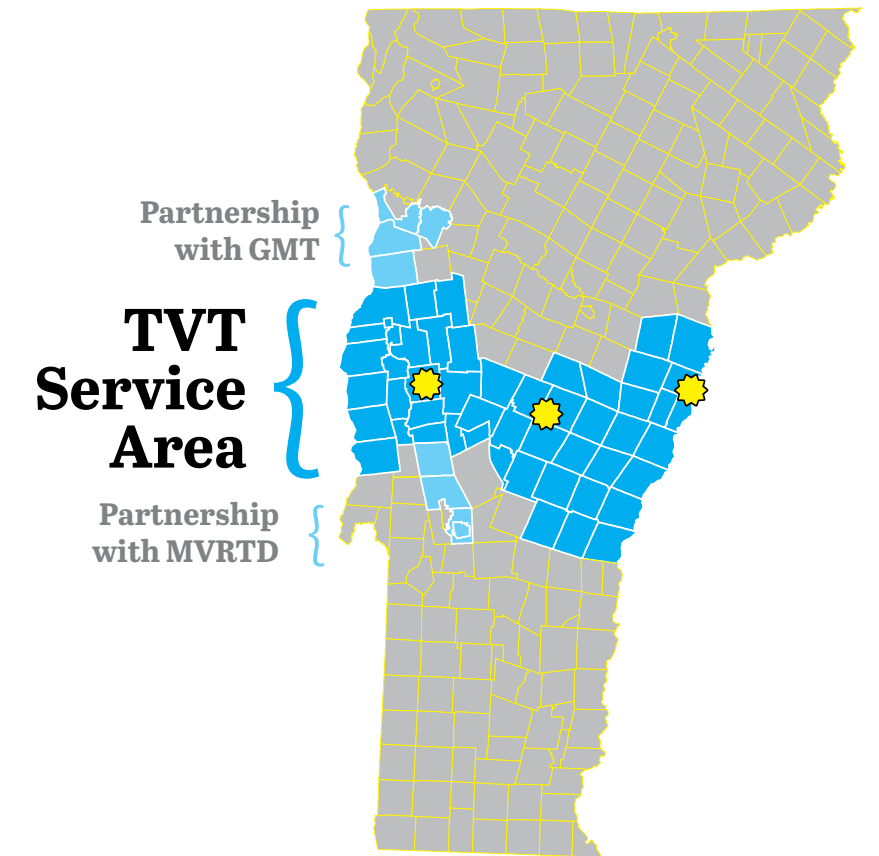
- Chris

*I always love riding the bus!*

- Pam

*I have found this experience amazing, safe, friendly and a service that builds community spirit and fosters independence.*

- Lisa





## Driving Towards Employment

Tri-Valley Transit connects rural communities to larger population centers in Vermont and the Upper Valley.

Whether operating ACTR or Stagecoach buses, TVT allows residents access to increased employment opportunities and additional services.

Maria has been riding the bus to work for the past 10 years, which has let her family maintain only one vehicle. “I don’t know how to really calculate an actual number of how much it has saved my family,” Maria offers. “Without the access to ACTR’s (TVT’s) services I would have to buy another vehicle.”

Beyond saving money, Maria is motivated to use ACTR’s (TVT’s) bus routes to avoid the added worries of driving herself. “Sometimes when I can take our vehicle, I still prefer to ride the bus. I enjoy the downtime on the way home to unwind. I can take a little snooze, chat with riders or do a puzzle on my tablet.”

Like many TVT commuters, Maria also enjoys the social aspects the bus provides, “I have met so many great people and the drivers are helpful, caring and personable. I’m grateful to be a part of the ACTR (TVT) family!”

***Stagecoach gets me to work on time stress free. Thank you for driving.***

- Jim

***I love taking the bus. The drivers are great and it saves \$\$\$.*** Win, win!

- Barbara

## Driving Towards Health & Wellness

Ride coordinators at Tri-Valley Transit work with riders, bus routes, volunteers and funding sources to help arrange the best rides possible.

Our Dial-A-Ride programs help people access medical appointments, shopping, personal needs and social activities.

Lynn came to Vermont in 2016 and was diagnosed with severe depression. After two weeks of in-patient treatment at Dartmouth Hitchcock Medical Center she and her providers were unsure of how she could make it to her ongoing treatments. Thanks to Stagecoach (TVT) coordinating trips with Clara Martin Center and Joslyn House, her transportation needs were met!

Over the course of the next year she made regular Dial-A-Ride trips with volunteer drivers to DHMC from Randolph. As Lynn puts it, “for 50 times from July through April a compassionate volunteer was there every time I needed them.”

“If it wasn’t for those treatments, I wouldn’t be here today, able to buy a car and have my own condo. If you met me 3 ½ years ago you wouldn’t think I was the same person. I’ve learned to give back to the community.” After Lynn recovers from her upcoming knee surgery, she looks forward to becoming a Volunteer Driver to support others in their effort to receive the care they need.



***The drivers, staff and volunteer drivers all try to help as often as they can.***

- Iris

***I like to help those who are in need, after going through a heart transplant, I received a lot of help and support. It’s important to give back!***

- George, volunteer driver

Commuters represent  
**72%** of riders  
on our bus systems.

## Driving Towards Education

Tri-Valley Transit services allow young people to better connect with their communities. Students may use existing public services to get to and from school, access jobs, or participate in after-school activities.

As towns offering school choice increase, transportation becomes an even greater concern for families. Using Tri-Valley Transit routes helps many students access independent schools that best meet their educational needs.

- **TVT Bus routes align with many school locations.**
- **Strong partnerships are in place to ensure public bus service to The Sharon Academy from Rochester and Chelsea.**
- **Volunteers transport students with special needs to and from school each day.**

We work collaboratively to educate schools, supervisory unions and families how young people can utilize our services to get where they need to go.

## Driving Towards Positive Outcomes

### SOCIAL IMPACT

**61%** of people say it's extremely or very important to have special transportation services for older adults and persons with disabilities.

*2018 AARP Home and Community Preferences*

In FY19 TVT provided

**181,475**

Social Impact Trips through Dial-A-Ride and off-peak Shuttles.

### ECONOMIC IMPACT

Taking transit saves people an average of **\$9,900** per year.

*Public Transportation Benefits – American Public Transportation Association, 2018*

In FY19 TVT provided

**105,297**

trips on Commuter Routes and peak Shuttles.

### ENVIRONMENTAL IMPACT

Public transportation produces

**95%**

less carbon monoxide,

**90%**

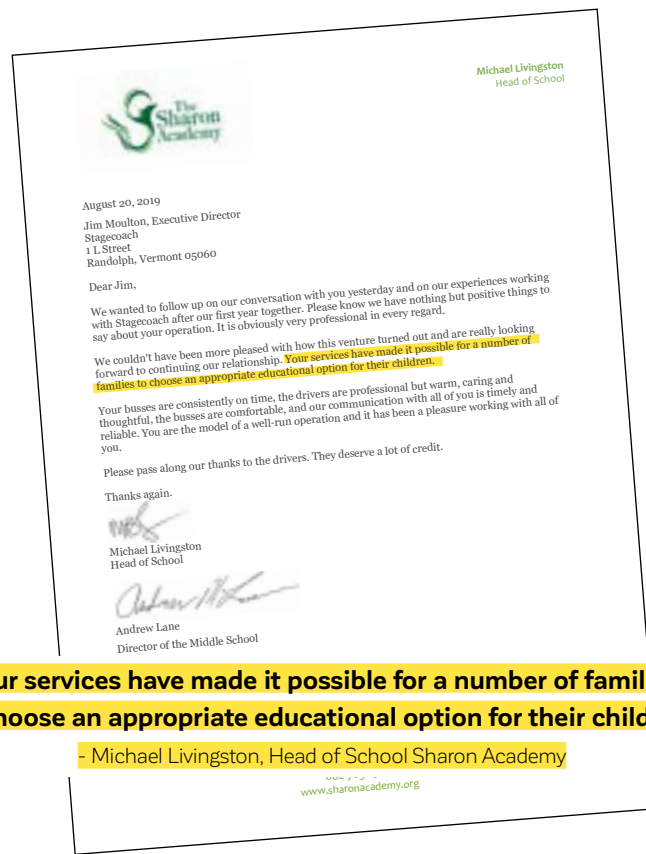
less volatile organic compounds per mile compared to private vehicles.

TVT commuter services kept about

**628 tons**

of carbon dioxide out of our atmosphere.

*Estimated at carbonfootprint.com based on miles driven on commuter trips compared to "replaced" single occupancy vehicle trips*



***I wanted to offer my extreme thanks for everything that you do. I want all the drivers to feel appreciated and respected.***

- Ann

***Not only is the bus a money saver but riding the bus helps ease congestion and it gives you back valuable time that would otherwise be spent driving.***

- Lorraine

***A good experience for my kids makes for a better day all around.***

- Jennifer

***I feel that ACTR is a wonderful service to the community. I can't thank you enough for all you do.***

- Amy

***ACTR is a wonderful service that enables me to maintain independence and not burden my family members with transportation needs.***

- Charlie

# Driving Towards Financial Strength

## INDIVIDUAL DONORS

Deborah & Stephen Aldrich	Lin and Roberta Brown	Naomi Drummond	Sherry & Austin Johnson	Barbara & Dennis Maloney
Anne Almeida	Sue & Tom Burgos	Judy Dunning	Larry Johnson	Aaron Marcus
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	Virginia Douglas	Gale Hurd		Fred Perkins

With much gratitude we thank those who committed their financial support to Tri-Valley Transit in the past year. We apologize for any names that may have been inadvertently omitted.

(Includes support received 7/1/18 thru 12/30/19)

**\$1** donated allows us to access up to **\$9** in funding for buses and other capital investments!

Lynne & Renny Perry  
 Mary Philion  
 Susan & Richard Phillip  
 Susan Polk  
 Sue Prager  
 Albert Pratt  
 Fran & Spence Putnam  
 Kathy & David Quesnel  
 Casey Ratti & Tim Bicknell  
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 Curtis Willey  
 Jannine Williams  
 Janet & Frank Winkler  
 Sara & Spofford Woodruff  
 Marian & Abbott Wright  
 Wojciech Zakrzewski  
 Eleanor & Hugh Zimmers

## SPONSORING ORGANIZATIONS AND FOUNDATIONS

Age Well  
 American Legion Post 19  
 Central Vermont Council on Aging  
 Champlain Valley Unitarian Universalist  
 Clara Martin Center  
 Cottage Hospital  
 Counselling Center of Addison County  
 Dartmouth College  
 Dartmouth-Hitchcock Medical Center  
 Festival on the Green  
 Frost Mountain Nordic, Inc.  
 Gifford Adult Day  
 Gifford Medical Center  
 Go! Vermont  
 Granite United Way  
 Greater Vergennes Rotary

Health Connections Upper Valley  
 Hoehl Family Foundation  
 Jack and Dorothy Byrne Foundation  
 Lions Club of Middlebury  
 Midd. College Student Government Assoc.  
 Middlebury College  
 National RTAP  
 Neat Repeats  
 Oxbow Senior Independence Program  
 Pilger Trust  
 Renaissance Charitable Foundation  
 The Sharon Academy  
 St. Stephen's Church  
 Stride: The Wright Foundation  
 Thompson Senior Center  
 Two Rivers Ottaquechee Regional Commission  
 United Way of Addison County  
 Upper Valley Services  
 VT Agency of Transportation  
 VT Dept. of Environmental Conservation

## BUSINESS SPONSORS

Addison County Regional Planning Commission  
 Bristol Financial Services  
 Carroll, Boe & Pell, P.C.  
 Champlain Valley Equipment Community College of Vermont

Compucount  
 Co-Operative Insurance Co.  
 County Tire  
 EastView at Middlebury  
 G. Stone Motors, Inc.  
 Green Peppers Restaurant  
 Kinney Drug  
 Middlebury Eye Associates  
 Middlebury Natural Foods Co-Op  
 Monument Farms  
 Randolph Coal & Oil / Gillespie Fuels  
 Residence at Otter Creek  
 Rule Sign & Graphics  
 Rural Vermont Real Estate, Inc.  
 Small City Market  
 UPS Store  
 Vermont Center on Behavior & Health  
 Vermont Coffee Company

## 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  
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 Town of Royalton  
 Town of Salisbury  
 Town of Sharon  
 Town of Shoreham  
 Town of Starksboro  
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 Town of Thetford  
 Town of Topsham  
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 City of Vergennes  
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 Town of Waltham  
 Town of West Fairlee  
 Town of Weybridge  
 Town of Whiting

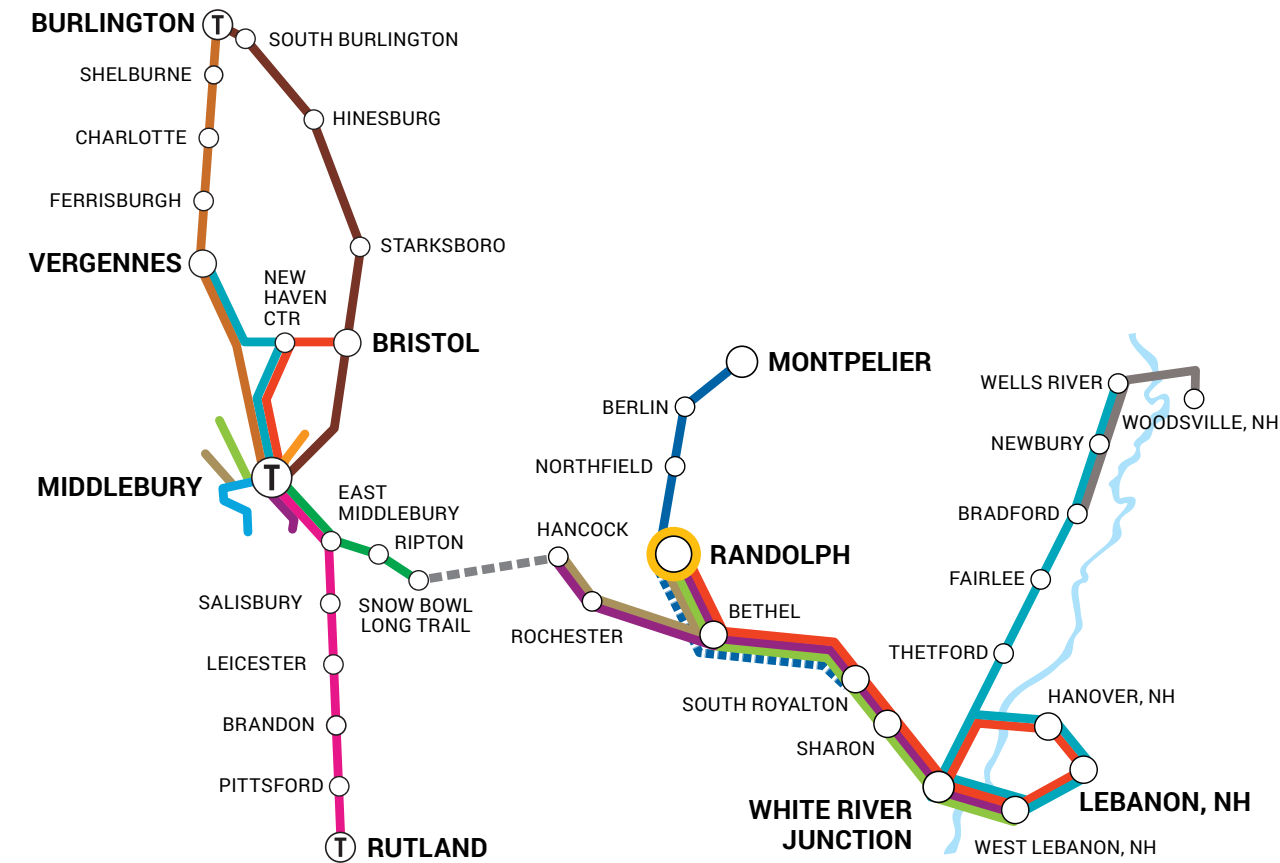
Thanks to matching grant funds every **\$1** you contribute equals **\$5** in services on the road!



# Driving Towards Your Destination

Dial-A-Ride services are available for eligible residents of Addison, Orange and Northern Windsor Counties to services in their home county as well as out-of-region to access specialized care needs.

The Tri-Valley Transit Bus Systems have hubs in Middlebury, Randolph and Bradford with routes that connect to Burlington, Rutland, Montpelier, White River Junction and Lebanon-Hanover, NH.



TVT Routes connect to local and regional services to facilitate transportation near and far!

Burlington & Montpelier



Rutland



Upper Valley



# Driving Towards Improving Community Facilities



Stagecoach has outgrown our leased facilities and has a plan to meet current needs and plan for future growth!

## The new Upper Valley Community Transportation Center will allow TVT to:

- Keep pace with growing Upper Valley ridership demands: 2014 = 23,000; 2019 = 25,000; 2024 (projected) = 30,000.
- Cost savings will allow for adding up to 1500 service hours annually to fulfill unmet needs.
- Save \$15,000-20,000 annually by eliminating rent, utilities and time spent washing buses by hand.
- Add 6 months to each bus's usable life, a savings of up to \$20,000 annually.
- Provide safe, comfortable passenger access.
- Keep buses out of the weather with inside parking for up to 10 buses so they can be service-ready sooner, helping riders reach their destinations on time.
- Conserve resources with net zero solar energy, a high insulation envelope, rain/snowmelt fed bus wash and low flow plumbing.
- Increase efficiency by adding new spaces for administrative work, staff training and light vehicle maintenance.

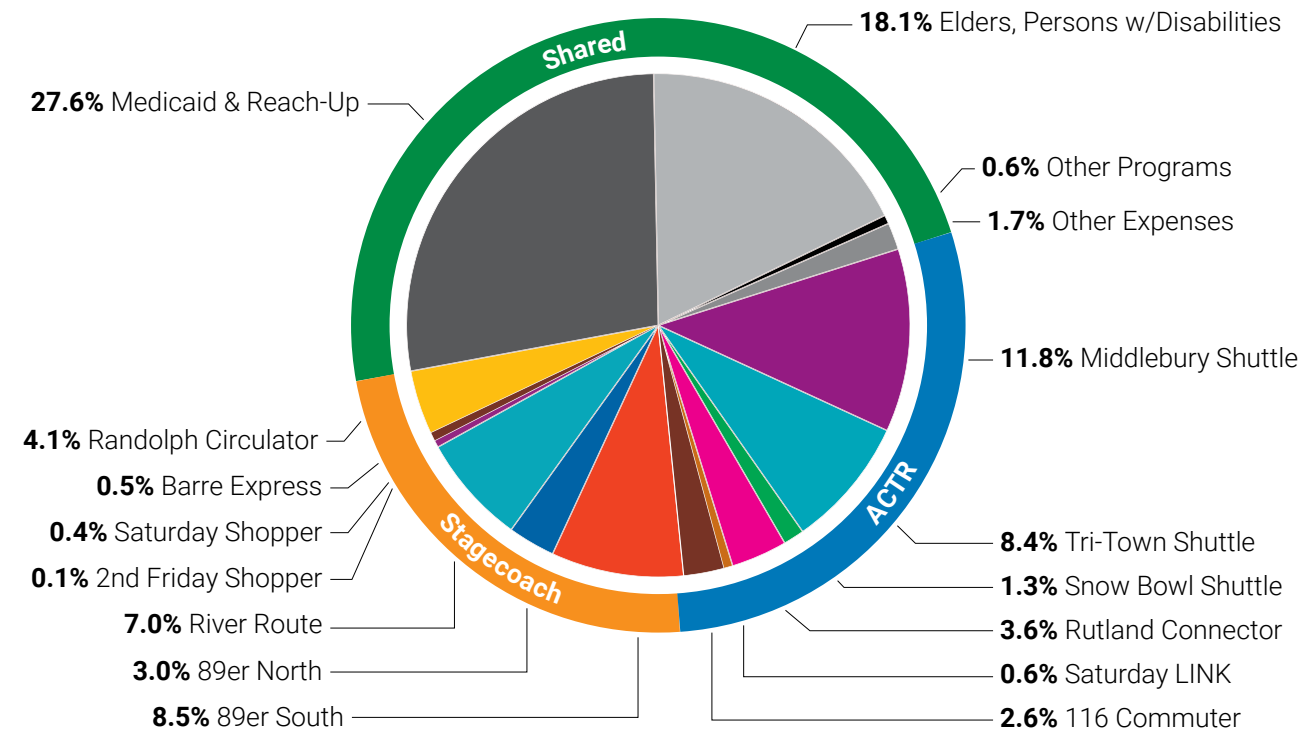


## It will be well-sited at I-91 Exit 16 in Bradford:

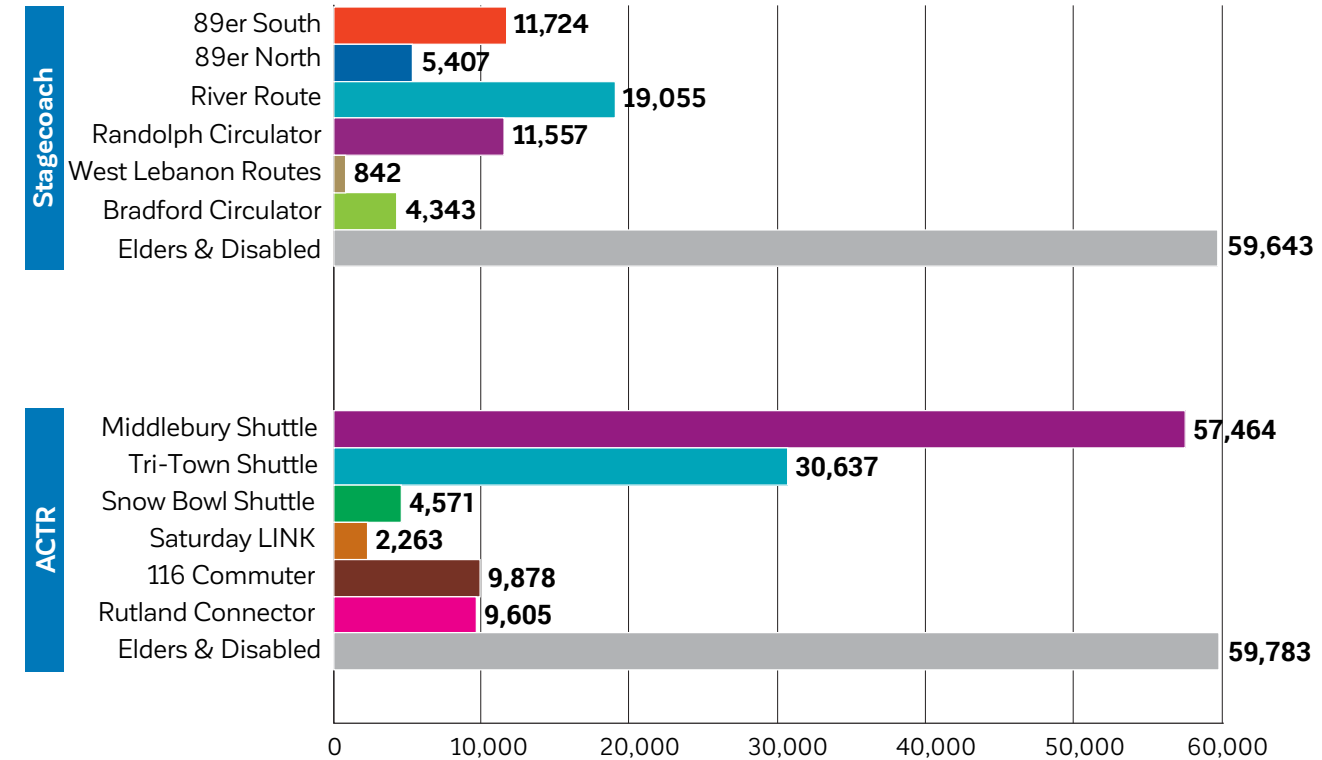
Sharing space with a State of Vermont Park & Ride provides easy parking and meeting spot for commuters. Centrally located to best serve residents of the I-91 corridor from Wells River to Hanover, NH.

# Driving Towards Good Stewardship

OPERATING EXPENSES BY PROGRAM

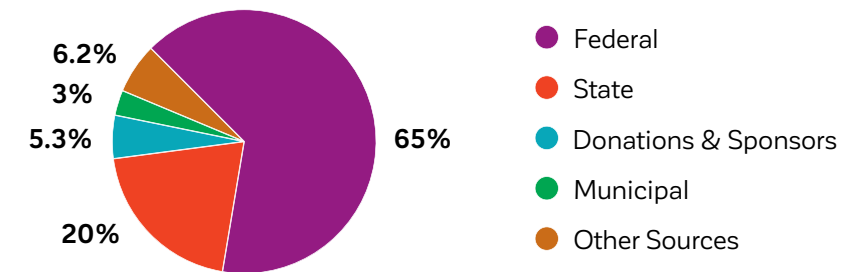


PRIMARY SERVICES  
**Dial-a-Ride Shuttle Bus System**  
**\$5.3M Budget**  
**57 Buses**  
**69 Volunteer Drivers**  
**62 Staff**



**Tri-Valley Transit provided 286,772 rides in 2019!**

OPERATING FUNDS BY SOURCE



FINANCIAL STATEMENT

	FY17	FY18	FY19
(ACTR & STSI pre-merger)			
Operating Revenue	\$5,322,464	\$5,359,517	\$5,278,739
Operating Expenses	\$5,305,622	\$5,222,353	\$5,222,353
<b>NET INCOME</b>	<b>\$ 16,842</b>	<b>\$137,164</b>	<b>\$56,386</b>
Capital Income	\$707,187	\$610,818	\$597,839
Depreciation, Etc.	\$ 786,882	\$799,297	\$811,098
<b>NET CAPITAL</b>	<b>\$(79,695)</b>	<b>\$(188,479)</b>	<b>\$(213,259)</b>
<b>NET ASSETS AS OF 6/30</b>	<b>\$6,536,682</b>	<b>\$6,562,668</b>	<b>\$6,351,620</b>

*I'd say I don't know where I'd be without Stagecoach, but I know exactly where I would be. I'd be at home because without the bus I wouldn't be able to get around.*

- Jai

*The ACTR has made it very convenient for me to get to/from work.*

- Ryan



Tri-Valley Transit  
297 Creek Road  
Middlebury, VT 05753

Nonprofit Org  
US POSTAGE  
PAID  
Middlebury, VT  
Permit No. 177



## Drive to a brighter future with Tri-Valley Transit!

### ***Donate***

Every little bit helps. Every \$1 you contribute results in \$5 worth of service, thanks to **matching grant funds!**

### ***Support***

Lend your voice of support on **Town Meeting Day** and make sure your friends and neighbors know TVT is there for them, no matter what their transportation needs may be!

### ***Volunteer***

Consider becoming a **volunteer driver** to help people in need access jobs, medical appointments, shopping, social activities and more!

802-388-2287  
[trivalleytransit.org](http://trivalleytransit.org)  
[info@trivalleytransit.org](mailto:info@trivalleytransit.org)

### ***Ride***

Park your car and give the bus a try. Reduce emissions, save money, increase safety, **have fun!**



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