



ESSENTIAL SERVICE

NOW AND ALWAYS



FORMERLY ACTR & STAGECOACH

2020 Annual Report
Fiscal Year July 2019 – June 2020

In Fond Memory



BRAD ATWOOD
1958 - 2020

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.

OUR 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.



HEIGHTENED COVID-19 SAFETY

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



STAYING CONNECTED

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.

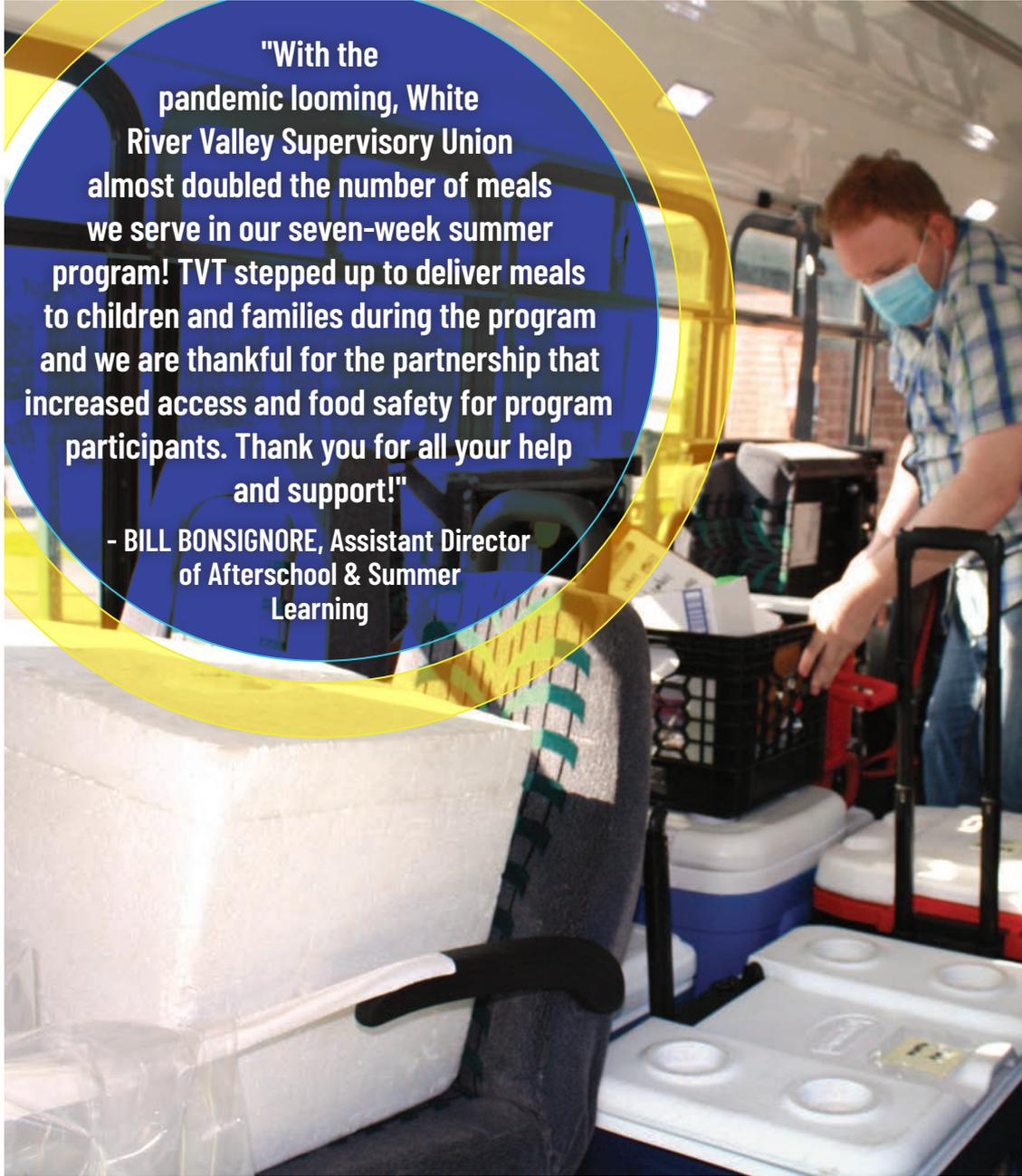


Volunteers like David help riders like Leah access medical appointments, shopping, and meet personal needs.

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



FOOD AND SUPPLIES

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



BUILDING FOR THE FUTURE

**THE UVCTC PROJECT
HAS BROUGHT MORE
THAN \$2 MILLION
FEDERAL DOLLARS
TO OUR LOCAL
ECONOMY.**

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!

2020 BY THE NUMBERS

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 CO₂
WERE SAVED

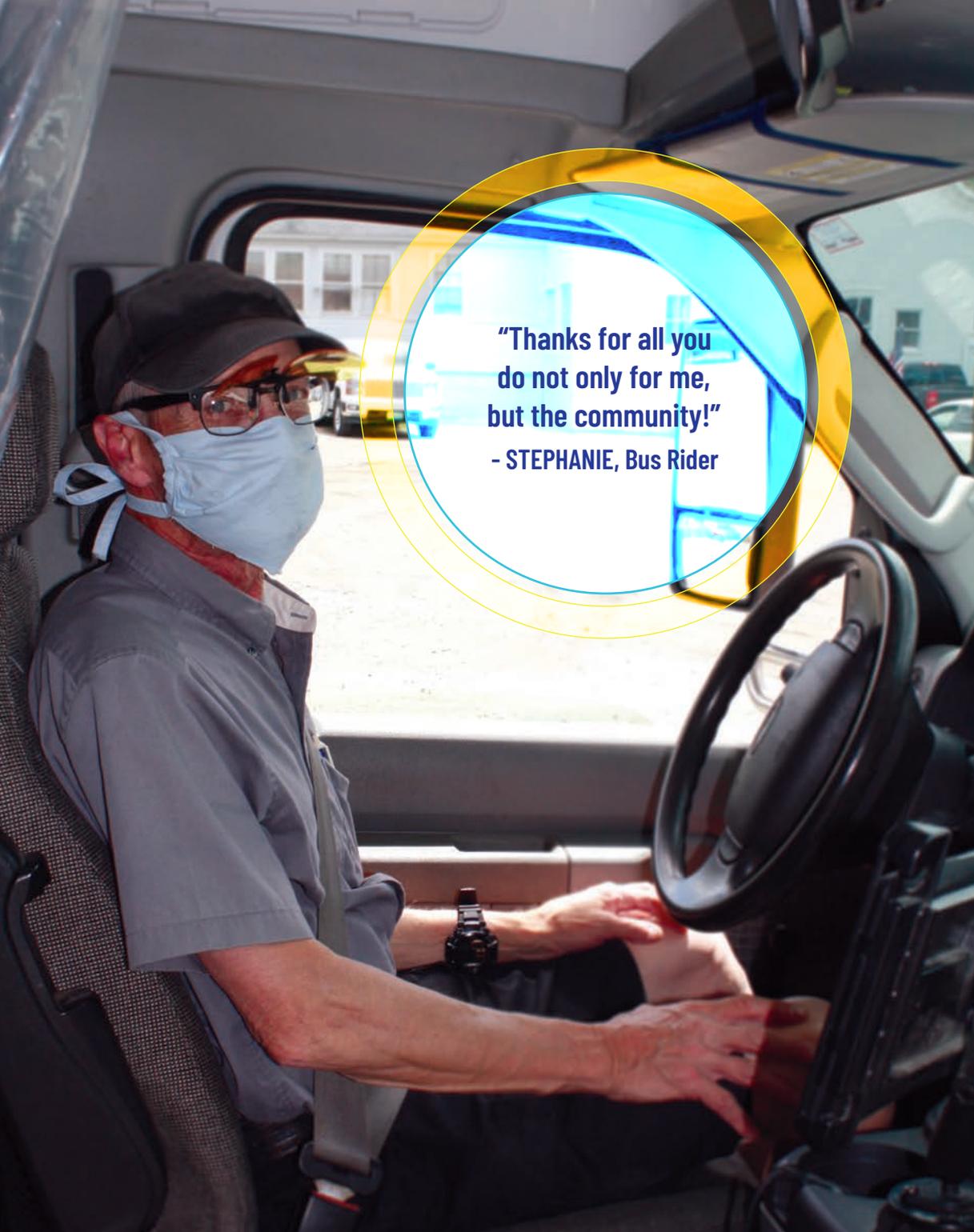
by using the bus instead of driving
to work alone.

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

2020 RIDER SURVEY

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!

"Always a great experience, comfortable, clean, and always friendly."

- ANNE, Bus Rider

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.

"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!

TVT BOARD OF DIRECTORS

Renny Perry
Tom Burgos
Gale Hurd
Tim Crowley
Naomi Drummond
Margaret Gladstone
Paul Kendall
Adam Lougee

TVT CENTRAL STAFF

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Tanya Frazier
Shari Lutton
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Chris Morris
Jim Moulton
Kirstie Thomson
Gina Tindall

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Diane Lanpher
Dorothy Mammen
Victor Nuovo
Mike Winslow
Matt Curran

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Tom Burgos
William Hall
Paul Kendall
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Cody Plante
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Ruth Tucker

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Courtney Jennings
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Robert Liberty
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Robin Seguin
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Maggie Surprenant
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Deborah Allen
Dick Allen
Walter Arbuckle*
Wanda Belyea
Ron Benson
Gene Blodgett*
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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
Katina 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 Rheaume
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

* Retired

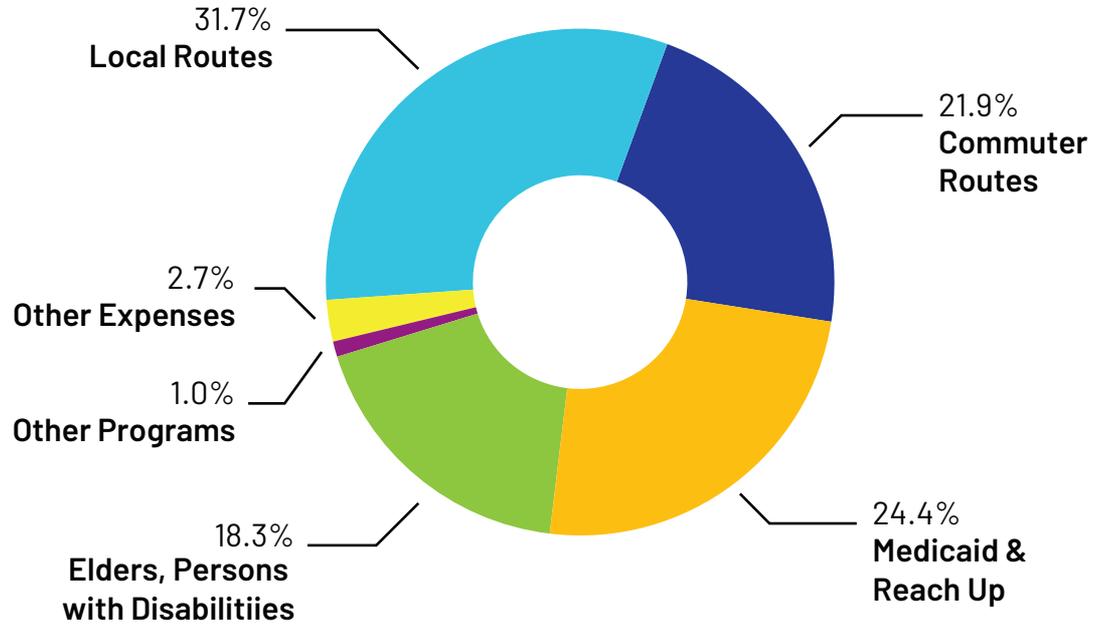
FINANCIAL REPORT

FINANCIAL STATEMENT

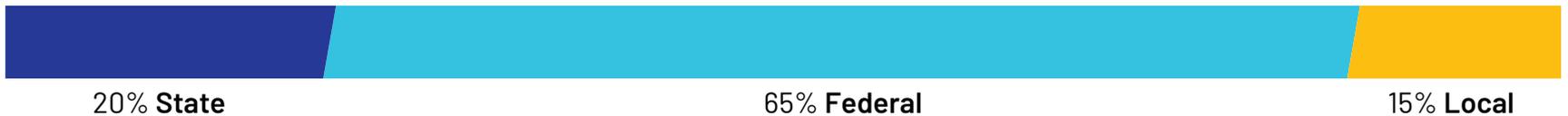
In addition to COVID operating funds, TVT accessed \$203,857 in COVID direct funds to purchase masks, gloves and other vital supplies, maintain essential service, and support our staff, riders and community.

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

OPERATING EXPENSES BY PROGRAM



OPERATING FUNDS BY SOURCE



THANK YOU FOR YOUR SUPPORT

TVT gratefully acknowledges our generous donors.

INDIVIDUAL DONORS

Joan Allen	Virginia Burgoyne Wolf	Patricia & Patrick French	Lois & Max Kraus	Margaret Nichols
Joyce & Alan Anthony	Jane & Peter Burton	Phyllis Gero	Annie Laber	Gloria & Thomas Nielsen
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Alexandra Baker & Kenneth Wilkins	Gordon Cawood	Ruth & Stanley Gilbert	Sandy Levesque	Joan & Noah Palin
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Carolyn Bess	Bonnie DeGray	Gale Hurd	Parker Montgomery	Suzanne & Gerald Roberts
Amanda Bodell	Joann & Lou DiNicola	Judith Irven & Dick Conrad	Barbara Moore	David Rochat
Margaret Borden	Sean Donahue	Libby & Jon Isham	Ginny Moser	Virginia Rohrbaugh
Lindi Bortney & Jerry Shedd	Kathleen Donovan	Sally Jestice	Jim Moulton	Dorothy Sanchez
Vivian Boyle	Naomi Drummond	Larry Johnson	Jane Moulton & Larry Buck	Linda Schmidt
Trudi Brock	Judy Dunning	Ann & David Jones-Weinstock	Maija & James Murray	Joanne Scott & John Rubright
Jean Brooks	Roy Durkee	Sarah Kaeck	Caitlin Myers	Charles Smith
Barbara Brown	Therese Fafard	Lois Kaufman	Catherine Nagy	Martha Soderberg
Karen Brown	Scott Fahey	Constance Kenna	Greg Nazarow	Huibertha & Michael Sorgi
Lin & Roberta Brown	Gregory Failing	Mary Keros	Jennifer & Paul Nelson	Suzann Sparks
Sue & Tom Burgos	Ardys & Lionel Fisher	Joyce Kinne	Diane & Karl Neuse	
	Nancy & Robert Foster	Frieda & Alfred Kloeckner	Tammy Newmark	
	John Freidin			

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
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 Gina Tindall
 Kathryn & Carlton Tracy
 Ruth Tucker
 Mary Jane Washburn
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 Herbert Wickenheiser
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 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

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

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

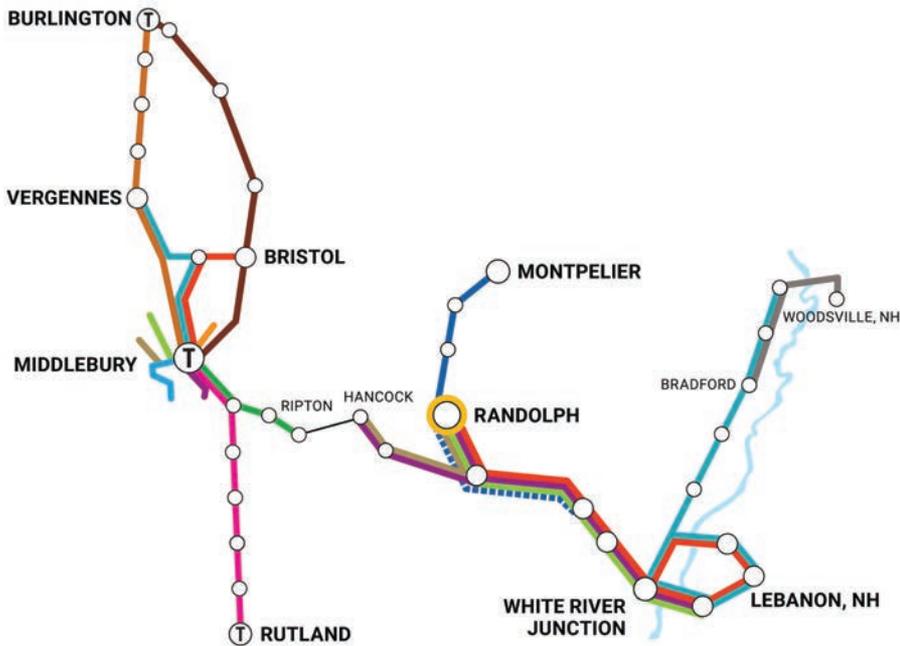
Town of Addison
 Town of Bethel
 Town of Bradford
 Town of Braintree
 Town of Bridport
 Town of Bristol
 Town of Brookfield
 Town of Chelsea
 Town of Corinth
 Town of Cornwall
 Town of Fairlee
 Town of Ferrisburgh
 Town of Granville

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 Pantton
 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 Vershire
 Town of Waltham
 Town of West Fairlee
 Town of Weybridge
 Town of Whiting

THANKS FOR RIDING

"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!"

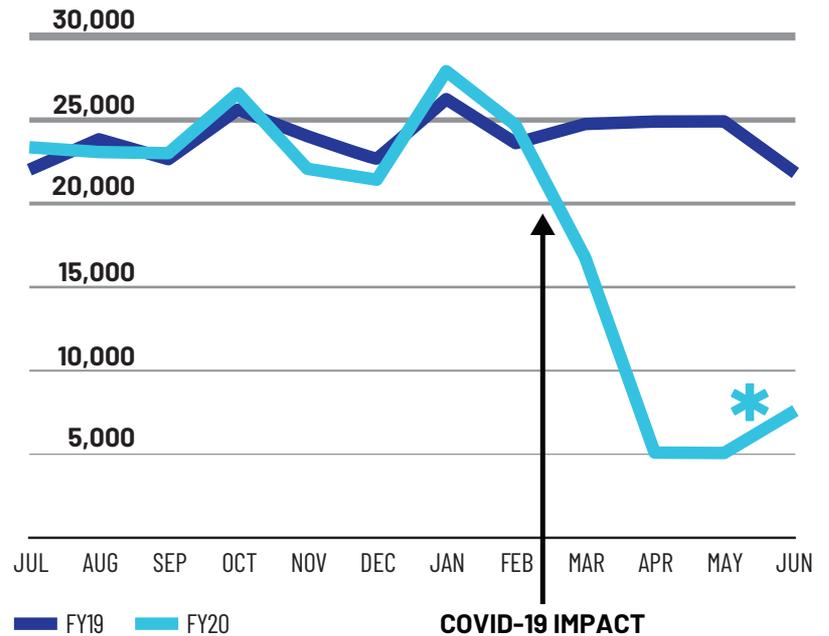
- LEE-ANN, Bus Rider



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

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.

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

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



**TVT IS ROLLING OUT
OUR NEW
UNIFIED LOGO.**



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