



GOING THE **EXTRA** *MILE*



Annual Report
JULY 2020 – JUNE 2021

OUR MISSION

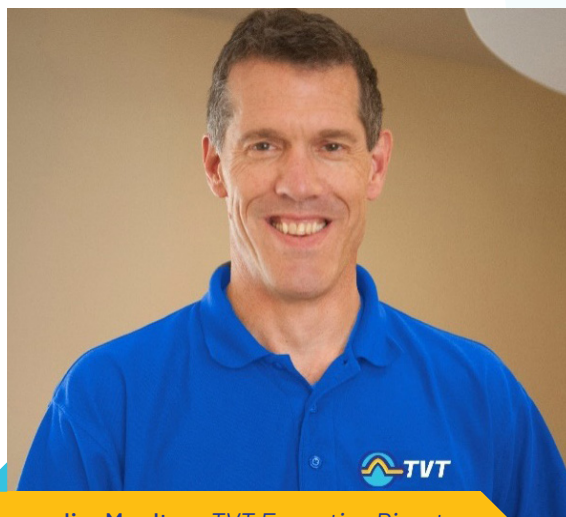
To enhance the economic, social and environmental health of the communities we serve by providing public transportation services for everyone that are safe, reliable, accessible and affordable.



Tom Burgos, TVT Board Chair

The last couple of years have been challenging for all of us, but I couldn't be more proud to be a part of an organization that has continued to stand up to these challenges. TVT has adapted to changing needs and worked hard to keep everyone safe and healthy in the process, all while maintaining a high level of service in our community. As we honor our own front line heroes for going the extra mile, I hope you will consider joining me in providing financial support for our mission.

- **Tom Burgos**, *TVT Board Chair*



Jim Moulton, TVT Executive Director

I can't say enough about the hard work and commitment of our staff and volunteers who are out in the community providing services every day. We owe them all our gratitude for going the extra mile.

We also thank you, our riders, supporters, and community members, for your dedication to TVT and our mission to provide transportation for everyone!

- **Jim Moulton**, *TVT Executive Director*

CONTINUED IMPACT

As much as we hoped that by now COVID-19 would be in the rear-view mirror, the pandemic continues to influence our services. In addition to public bus routes and Dial-A-Ride programs, TVT continues to:

- **Ensure essential needs are met**
- **Provide trips** for COVID-19 vaccinations & asymptomatic testing
- **Support food access programs** – Meals on Wheels, School Summer Meal Programs, and others
- **Maintain high safety standards** including complying with Federal mask mandates on public transit
- **Remain active in our local communities** by participating in events and activities!



TVT Volunteer, Brian Crogan, supporting outreach efforts at Middlebury Spooktacular

Support public transit in your community!

RIDE

Taking the bus reduces emissions, saves money, and is fun!

ADVOCATE

Tell friends and family about public transit and show your support on Town Meeting Day

VOLUNTEER

Your neighbors need help from people just like you and you'll get a generous reimbursement for every mile you drive for TVT

DONATE

Every contribution makes a difference! Each \$1 you give lets TVT access \$4 in government grant funds



PROGRAMS & SERVICES

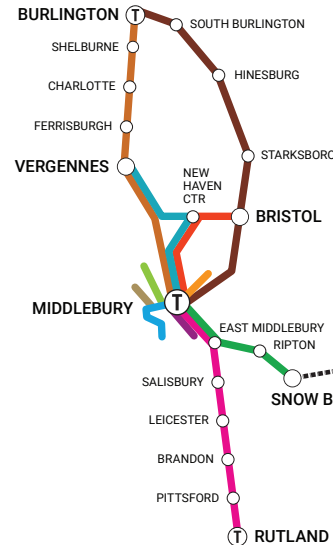
Transportation for EVERYONE!

- **Convenient schedules**
- **Environmentally friendly**
- **Saves money**

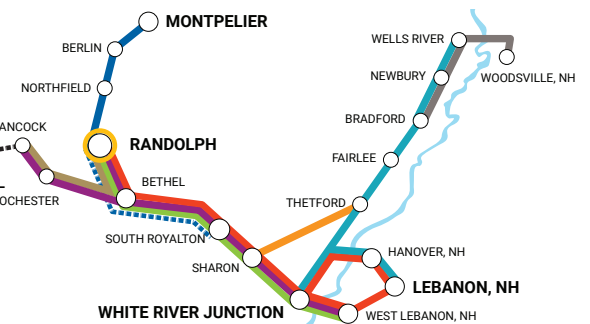
In the past year we have continued to upgrade and introduce new services where appropriate, including:

- **Adding Thetford Connector Route** to provide access to Interstate corridors by rural residents living between Sharon & Thetford
- **Piloting WiFi connection on buses** to help riders be more productive (or have more fun) during their commute
- **Introducing new buses to the fleet** to enhance the rider experience
- **Increasing access to youth programs** to better support families' needs

ADDISON REGION



ORANGE / NORTHERN WINDSOR REGION



“ Our students absolutely love riding the bus, and the service has been a very helpful addition for our families.

In gratitude,

— Hannah & the Red Cedar School Staff Team ”

DIAL-A-RIDE

Dial-A-Ride services have proven to be more valuable than ever and TVT has responded by focusing resources on essential services while introducing new programs to provide transportation to more people in need.

▶ **DIAL A RIDE / TICKET TO RIDE** – allows people over 60 or with disabilities to access appointments, shopping, and recreational activities

▶ **NON-EMERGENCY MEDICAL TRANSPORTATION** – for people who qualify for Medicaid transportation services

▶ **VACCINE TRIPS** – TVT has placed high priority on helping people access COVID-19 vaccines

▶ **RIDES TO WELLNESS** – provides assistance to people having trouble accessing appointments at Porter Hospital, Gifford Health Care, and Little Rivers Health Care

▶ **RECOVERY & JOB ACCESS** – helping people in recovery access treatment, support services and employment



Volunteer Driver, **Mike Cameron**, bringing riders to their appointments



Judy Fuller, Long-tenured TVT Driver

SPOTLIGHT ON THE FRONT LINES

JUDY FULLER

Judy Fuller has put in countless hours behind the wheel on the Bradford Circulator and River Routes during her 13 years of dedicated service to Tri-Valley Transit.

She has enjoyed seeing a growth in service that has included adding routes, increasing ridership, and new technology, capped off with the grand opening of the Upper Valley Community Transportation Center.

Whether it's bringing someone to work, a doctor's appointment, or to go grocery shopping, Judy knows she's playing an important role in riders' lives. "Many people I drive live alone and riding on the bus is their chance to talk to someone," Judy said. "I hear a lot about their lives and how important the bus is to them."

When asked why she has stuck with driving all these years her number one reason is the passengers. "You really get to know the riders and really care about them. It's not just driving a bus, it's about helping people."

Thank you, Judy, for all you've done to help people get where they need to go and for helping TVT grow over the years!

TEJA TANNER

TVT would like to honor a longtime friend who died unexpectedly this year from a heart attack. Her story exemplifies the life changing service of our dedicated Volunteer Drivers.

Teja started as a volunteer driver for TVT (ACTR) sixteen years ago. With many clients needing weekly or even daily rides, Teja developed strong relationships with many people who use the Dial-A-Ride service. "You're the person that helps them not only go do what they need to do, but every week you do the same thing, and they get to know you. You're a person that's there for them that they can interact with."

Teja spoke about how vital Dial-A-Ride is for elderly Vermonters. "I like to pay it forward. Someday down the road I'm not going to be able to drive and I'm not going to be able to go out and do these things for myself. I'm going to need somebody to help me get around," Teja offered. Teja kept volunteering for so long because she saw herself as a helper. "We should always look out for the people who need help. And that's basically how I feel about this driving for TVT."

Thank you Teja. You made an immeasurable difference and you are missed.



Teja Tanner (right) with former dispatcher Marcia Brown (center), and Caroline Delisle (left), Teja's mother, who also volunteered.

OUR IMPACT

“ I recently went through a diagnosis, evaluation and treatment for a medical condition which required treatment for 28 weekdays in a row. My only vehicle broke down in the middle of my 28 day radiation treatment and I had no ride which certainly added to the challenge. The Patient Navigation Cancer Care at Central Vermont Medical Center contacted your company and within five minutes she obtained daily rides to and from the hospital for the duration of my treatment. I can't express how much that relieved the added stress.

I also want to tell you how fantastic every driver who took me to and from the hospital was. They were all wonderful people in every aspect. During this difficult time I found there are a lot of great, caring people connected to your service. Thank you so much. **David H.**”

This afternoon a volunteer driver from TVT drove me to the American Legion to receive the COVID vaccine. I arrived back home safely. I am grateful for this help on a cold winter day and appreciate the reliable service that TVT provides. It is so reassuring. I am enclosing a donation to TVT. **Marjorie L.**

You make me happy and I love riding the bus. I have appreciation for you taking time for us. **Red Cedar School Student**

Thank you for driving Butch to the college for the men's basketball game. Getting out for the games means so much to him and he wouldn't have been able to go without the support of TVT. **Ashley L.**

Many thanks to all at the Volunteer Driver department of TVT. With only a couple of hours notice you conjured up a great driver! **Maggie S.**

Recently I received much appreciated assistance getting my groceries home Saturday afternoon but when, twenty minutes later, the driver returned with the blue bag I had left on the bus after the end of his last trip, THAT was above the call of duty. Thanks. **Bruce P.**

Thank you, Thank you TVT! **Patricia H.**

I just want to thank you for providing rides for me to see my husband in the nursing home. I am very grateful. **Nancy D.**

Only superlatives can describe your friendliness, efficiency, and service. Thank you. Gratefully. **Barbara B**

It sure was nice of you to supply us with your services so we could see our dear old friend and show him our love on his BIG DAY (100th Birthday) Thank You Thank You!! **Joanne, Park House**

TVT has been a lifesaver. I have been unable to drive long distance. I have had to cancel an appointment that I really needed 4 times. I was finally able to get there when I found out about your service. Thank you. **Susan R.**

Thank you for getting me rides consistently. Being there for me has helped me stay clean for the month I've been attending the methadone clinic. **Anonymous**

The bus gets me out of being asked "How was your day?" in the awkwardly quiet car driving home. So thank you for sparing me that weird moment.

Red Cedar School Student

Thank you again for providing me with a ride to Burlington for my tooth extraction! **Pat D.**

The staff at Tri Valley, bar none, have the best customer support of any organization that we deal with. **Erica, Age Well**

This contribution is in appreciation of transportation for my husband Ed and I to a medical appointment at the UVM hospital. The wheelchair accessibility was necessary, and the driver's knowledge was exceptional. Thank you for being there for us. **Irene and Ed**

“After my comrade Becky had such a great experience with the new Tri-Valley Transit bus options for her commute to White River Junction, I decided to see if I could use the bus to get to Dartmouth Coach for a trip to Logan Airport. Let's use this service, friends: A really enjoyable way to replace car trips, parking fees, and wasted time. **Jim S., Town of Strafford List Serve Post**”

“My husband was waiting for a ride and didn't answer a call that the driver was waiting because he didn't hear the phone ring. TVT came by for a wellness check and I can't tell you how appreciative I am that they did that since I wasn't home in case something had happened. You have great people at TVT – thank you so much! **Allison M**”



THANK YOU RIDERS!

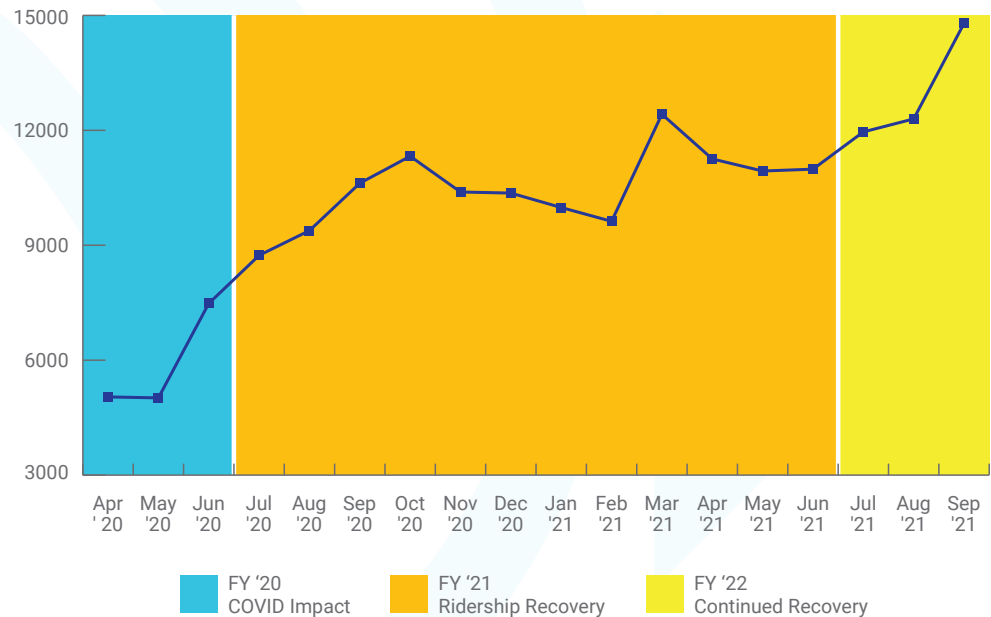
While the COVID-19 pandemic and declared state of emergency has had a huge impact on ridership in the past two years, TVT still **safely** provided nearly 127,000 rides last year.

With reduced capacity for social distancing, employers favoring remote work, and many programs closing or changing operations, TVT has kept buses rolling, maintaining essential services and adapting to new needs.

We greatly appreciate your confidence in our service as we continue to navigate new territory together.

TOTAL TVT RIDES (BUS & DIAL-A-RIDE)

Monthly, April 2020 - September 2021



Although still down from before COVID impacts, **TVT monthly ridership has more than doubled from May of 2020 through June of 2021.**

THANK YOU TVT TEAM!

The TVT staff, volunteers, and board members have shown exemplary service through challenging times. Our drivers in particular have really stepped up by working overtime and taking on additional routes and trips. We thank each and every one of these front line heroes for their continued, dedicated service.

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Lee Sprague
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* Retired

** Deceased



MOVING FORWARD

TVT remains focused on the future with more projects in the works to increase efficiency, improve service, and better meet the needs of the communities we serve.

Microtransit studies will help determine if there are more efficient ways to deliver services using an on-demand service model rather than our typical bus routes

Feasibility studies will focus on TVT facilities to consider the addition of indoor bus storage in Middlebury and to determine the needs and potential for a new building in Randolph. All changes will be planned with the goal of improving service, lessening environmental impacts, and reducing expenses.

Electric buses will be introduced to our fleet to reduce TVT's greenhouse gas emissions while continuing to provide a high level of service to our riders.

Expanding WiFi connectivity on TVT buses to provide more amenities for our riders.

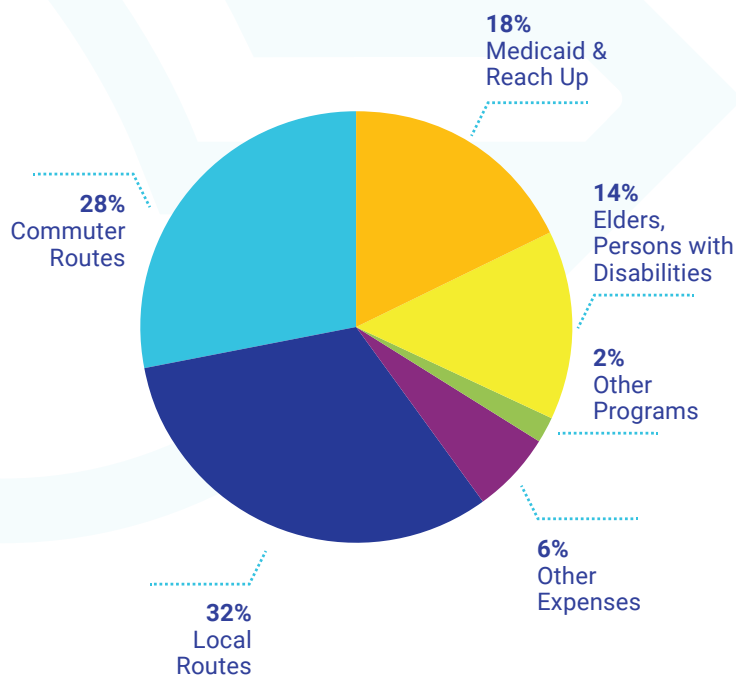
Restoring Services that have been reduced during the pandemic as TVT builds its workforce, adapts to changing needs, and responds to the communities we serve.

Organizational planning that will guide TVT into the future.



FINANCIAL REPORT

OPERATING EXPENSES BY PROGRAM



OPERATING FUNDS BY SOURCE



Local sources include: Donations, Sponsors, Municipal, Foundations, Institutions, Businesses, & Other

	FY 2019	FY 2020	FY2021
Operating Revenue	5,278,739	5,685,830	5,890,034
Operating Expenses	5,222,353	5,421,018	5,536,645
Operating Reserve		200,000	300,000
NET INCOME	56,386	56,386	53,389
Capital Income	597, 839	806,071	3,193,596*
Depreciation, Etc.	811,098	817,944	821,757
NET CAPITAL	(213,259)	(11,873)	2,371,839
NET ASSETS (As of 6/30/21)	6,351,620	6,682,567	9,585,531

In FY21 TVT accessed \$180,000 in COVID-19 Grant funds to purchase PPE and other supplies to support our staff, riders, and communities and keep everyone as safe as possible.

**Increased capital income in FY21 is reflective of support for the Upper Valley Community Transportation Center construction in Bradford, a valuable addition supporting public transit in the area for decades to come.*



WE COULDN'T DO IT WITHOUT YOU!

TVT gratefully acknowledges our many generous donors. Those listed include support given between 7/1/20 and 12/31/21. We apologize for any names that may have been inadvertently omitted.

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Corinth	Salisbury
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Ferrisburgh	Starksboro
Granville	Stockbridge
Hancock	Thetford
Hartford	Topsham
Hartland	Tunbridge
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Leicester	Vershire
Lincoln	Waltham
Middlebury	West Fairlee
Monkton	Weybridge
New Haven	Whiting

**Your financial support matters –
 each \$1 you contribute allows us to
 unlock \$4 in government grant funds.**





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WELCOME HOME

The grand opening of our Upper Valley Community Transportation Center in the fall of 2021 ushered in many improvements to TVT's services in the region. The UVCTC is also a model for TVT's continued dedication to reducing our environmental impact with features like:

- **Solar power** to bring all TVT facilities to net-zero operation
- **Rain water / snowmelt collecting roof** to reduce need for municipal water
- **Energy efficient heating/cooling & high insulation** to reduce use of resources
- **Indoor bus storage & automatic bus wash** to extend the life of the fleet