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.

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

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, 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!

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

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
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.
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.

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, 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.

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 frontline heroes for their continued, dedicated service.

**BOARD OF DIRECTORS**
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Renny Perry
Gale Hurd
Adam Lougee
Tim Crowley
Margaret Gladstone
Paul Kendall
Deborah Wesley

**DIRECTORS EMERITUS**
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Leigh Guptill
Ralph Johnson
Robert Liberty
Hilary Messier
John Montgomery
Lucian Pickett
Carl Reynolds
Chris Scherer
Robin Seguin
Maggie Surprenant
Steve Suter
Bonnie Swan

* 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

- 32% Local Routes
- 28% Commuter Routes
- 18% Medicaid & Reach Up
- 14% Elders, Persons with Disabilities
- 6% Other Expenses
- 2% Other Programs

OPERATING FUNDS BY SOURCE

<table>
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<th>Source</th>
<th>FY 2019</th>
<th>FY 2020</th>
<th>FY 2021</th>
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<td>Operating Revenue</td>
<td>5,278,739</td>
<td>5,685,830</td>
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<td>Operating Expenses</td>
<td>5,222,353</td>
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<td>NET INCOME</td>
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<td>Capital Income</td>
<td>597,839</td>
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<td>Depreciation, Etc.</td>
<td>811,098</td>
<td>817,944</td>
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<td>NET CAPITAL</td>
<td>(213,259)</td>
<td>(11,873)</td>
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<td>NET ASSETS</td>
<td>6,351,620</td>
<td>6,682,567</td>
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(As of 6/30/21)

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.

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

### Individual Donors

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Joan & Noel Palin
Shirley Perkins
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Age Well
American Legion Post 19
Bar Harbor Bank and Trust
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Bugbee Senior Center
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
Gol Vermont
Granite United Way
Hemenway & Barnes - Jane's Trust
Hypertherm HOPE Foundation
Middlebury College
National Life Group Foundation
NH Charitable Foundation - Fraxinus Fund
NH Charitable Foundation - Anonymous Upper Valley donor
NH Charitable Foundation - Fowler Family Fund
North Branch School
Oxbow Senior Independence Program
RACDC
Richard E. and Deborah L. Tarrant Foundation
Springfield Adult Day Program
The Jack and Dorothy Byrne Foundation
The Sharon Academy
Thetford Academy
Thompson Senior Center
Two Rivers Ottauquechee Regional Commission
United Way of Addison County
Upper Valley Services
VT Agency of Transportation
VT Community Foundation

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New Haven

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