ANNUAL REPORT
JULY 2021 – JUNE 2022

HELPING COMMUNITIES

SUPPORTING FAMILIES

TRI-VALLEY TRANSIT
OUR 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.

INSIDE EACH TRIP WE PROVIDE IS A STORY OF SUPPORT

to the community, a family, and an individual. Whether we bring a teenager to school, a nurse to work, or a patient to their cancer treatment, that ride offers a family peace of mind, financial help, or critical access to services that makes their lives a little easier, their community more accessible and the world a better place.

I thank all of our staff, volunteers, community partners, and supporters for their role in providing these vital services, and hope you will join me in making a donation to support our mission.

LATELY WE’VE SEEN MANY MORE YOUNG PEOPLE USING TVT BUSES

to get to and from school, access community programs, and get home after extracurricular activities.

It’s exciting to see a “new generation” of public transit users, but what makes us even happier is that we know each child on a TVT bus means there’s one more family getting the support they need from us.

Our buses allow parents to send their child to a school that’s best for them, give people the opportunity to go to work knowing their child is safe, and let families save money by using transit instead of their car. It’s times like these we know that our services mean more than just giving someone a ride.

TOM BURGOS
TVT BOARD CHAIR

JIM MOULTON
TVT EXECUTIVE DIRECTOR
All the drivers are wonderful and patient with our sing-alongs, we wouldn't be able to do this without you! The folks at TVT are the best. I am ecstatic, elated, and just plain happy.

SIMON, MIDDLEBURY AREA LAND TRUST YOUTH PROGRAMS

I am enclosing a donation on behalf of my father, David. For several years, dad regularly used TVT for bi-weekly rides to dialysis. He was so grateful for the service you provided and developed many meaningful relationships with a myriad of drivers. Thank you.

NANCY

I am a parent of a student that rides your bus from Rochester, Vermont to Sharon Academy. Thank you for the work that you all do. It is so important to our family to allow my child the education she is getting. We tried several other schools and struggled so much, but going to Sharon has been a blessing.

ANJANETTE

It is so nice to not have to drive myself and the drivers are all fantastic. I filled my car with gas two weeks ago and since I've been taking the bus I haven't had to put gas in it since. Thank you so much!

SANDY C

Our daughter has been riding from Middlebury to Shelburne. It's been transformative for her (and us) to have TVT in our lives. Thank you for all that you do in support of sustainable, community, mass transit for Vermont.

REBEKAH

They couldn't treat me any nicer if I were their own grandmother.

CONNIE

Ed and I especially appreciate the wheelchair accessible transportation for all of his medical appointments. But also the transportation to our towns – especially of all the 22 years I rode to work at Middlebury College and the friendships I've made over the years with you folks. Thank you.

IRENE B
FAMILY SUPPORT

HELPING YOUNG PEOPLE GET AROUND THEIR COMMUNITY SUPPORTS FAMILIES BY:

✦ Providing access to vital after school programs
✦ Allowing families to make educational choices that best meet their needs
✦ Offering peace of mind to caregivers that have to work when their children get out of school

For students from rural Vermont, educational choices can be limited by a family's transportation options. Through the creation of this partnership with Tri-Valley Transit, we see students attend our school each year who absolutely would not be able to do so without this vital resource driving through their towns.

ANDREW LANE
THE SHARON ACADEMY, DIRECTOR OF THE MIDDLE SCHOOL

The Teen Center is open after school every day to give teens a safe space where they can be themselves while enjoying a relaxed social environment with friends and good food. Many teens ride TVT buses that offer a warm and safe way to get to the center without worrying about weather and crossing busy streets. Some of our staff interns rely on the bus to come to the Teen Center where they provide support to participants. TVT buses are a huge asset to young people in our community.

LINDSEY FUENTES-GEORGE
MIDDLEBURY TEEN CENTER, EXECUTIVE DIRECTOR
9,802 TRIPS TO AND FROM LOCAL SCHOOLS AND YOUTH PROGRAMS

IN THE PAST YEAR, TVT HAS SUPPORTED FAMILIES BY PROVIDING

ART AND LETTER BY RED CEDAR SCHOOL STUDENTS

Dear Tri Town Bus,
Thank you for taking us up and back from school. I always feel safe in the bus and it takes a lot of stress off my parents. Thank you for helping us get to school and back. Your bus is very nice and soothing as I sit in your cozy seats. You are very nice taking up your own time in helping us to school and back. Again, thank you.

Max

Thank you for driving us to Middlebury. We are so lucky to have you in the world. You are awesome.

MATTY, RED CEDAR SCHOOL STUDENT
In the past year, 35 volunteers, supplemented by professional drivers using wheelchair accessible buses when needed, provided almost 60,000 rides to residents in our Addison, Orange, and Northern Windsor County service area.

Esther Weissberg, mother of TVT’s own Gina Tindall, relies on the Dial-A-Ride program to get her to medical appointments and to Project Independence, an adult day center in Middlebury. She is a frequent rider, with volunteer drivers picking her up as many as four times a week and she loves every minute she spends riding with them to her destinations. “Riding with the volunteers is the best part of my day!” Esther exclaimed. “They are the nicest people. I have so much fun with them, talking about stuff and listening to music.”

Without TVT, Esther would be stuck. “I don’t drive anymore. My two daughters work full time and aren’t always available to give me rides,” she said. Gina echoes her appreciation for TVT, “I love being able to help my mom, but having TVT bring her to appointments is a huge benefit to our family. I don’t know what we would do without that help.”

While connecting our neighbors to the vital services they need is the reason for the Dial-A-Ride program, Esther proves that the journey can be even better than the destination. “I love the drivers so much. It makes me happy to be with them!”

Tri-Valley Transit’s Dial-A-Ride program uses drivers from the community who volunteer their time and are reimbursed for the miles they drive in the program.
Tri-Valley Transit commuter routes provide many thousands of rides each year that help people get to and from work. Some commuters don’t own a vehicle and rely on public transit; others choose to ride to save money, lessen their environmental impact, or just for the fun of it!

Diane Sherman rode the River Route Commuter to work at Dartmouth-Hitchcock Medical Center for a decade before her recent retirement. What does she miss most about going to work? Riding the bus!

Diane started riding after hearing a report about the dangers of driving while tired and thought taking the bus would be a safer choice, but soon found the unexpected benefit of forming her “Bus Family”. Diane appreciates the money she saved by leaving her car at home, not having to drive in bad weather, and convenience of a relaxing trip to work, but nothing mattered as much as meeting neighbors, developing close bonds with people she wouldn’t have met if not for the bus, and seeing the support TVT’s drivers provide to riders and the community.

“Riding the bus was an enriching experience, much different from a big city where you’re worried about pick-pockets,” she said, “Talking to people about our families, hobbies, and interests outside of work rounded out my life.”

“Talking to people about our families, hobbies, and interests outside of work rounded out my life.”
This past spring, TVT lost a valuable member of the team in Lucian Pickett. Lucian was a good employee, a good colleague and most of all a good man. He loved his job at TVT and he is terribly missed by us all.
SUPPORTIVE EMPLOYER

Tri-Valley Transit is proud to have a number of veterans, former military personnel, and National Guard members on staff, including TVT/Addison mechanic, John Montgomery, who nominated TVT for recognition by the Vermont employer Support of the Guard & Reserve (ESGR) Committee. ESGR chose to recognize TVT with multiple awards, including:

✦ **Patriotic Employer Awards** for “efforts made to support citizen warriors through a wide range of measures including flexible schedules, time off prior to and after deployment, caring for families, or granting leaves of absence if needed.”

✦ **Above and Beyond Award**, recognizing “employers at the local level who have gone above and beyond the legal requirements of the Uniformed Services Employment and Reemployment Rights Act by providing their Guard and Reserve employees additional, non-mandated benefits.”

✦ A Vermont State Nomination for the prestigious **Secretary of Defense Employer Support of Freedom Award**, “the highest recognition given by the U.S. Government to employers for their outstanding support of employees serving in the Guard and Reserve.”

John was activated for full time Guard duty in 2022 to provide support at Camp Johnson in Colchester with his guard unit. At that time, he knew it would take him away from work for an extended period. With pressures of added travel time, divided commitments, and less time to spend with his family, John was grateful to know TVT would support him while he was away from work.

“It is truly special to be thanked for simply doing what we feel is right. All the thanks should really be going to Guard and Reserve members that are ready to serve at a moment’s notice.”

**Jim Moulton, TVT Executive Director**
WITH OUR DEEPEST GRATITUDE

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Anonymous
Harold Allen
Laura Asermily & Dave Andrews
Carolyn Ashby
Diana & Charles Bain
Alexandra Baker
Diantha & Brian Balch
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Beverly & Louis Megyesi
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Parker Montgomery
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Susan Polk
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Barbara Wood
Sara Woodruff
Donna Woods & Dennis Benoit
Betty Wright
Dale Young
Kevin Zey
Eleanor & Hugh Zimmers
E. Lynn Zinke
TVT gratefully acknowledges our many generous donors.

**Sponsoring Organizations & Foundations**

- Addison County Home Health & Hospice
- Addison County Regional Planning
- Age Well
- American Legion Post #19
- Bugbee Senior Center
- Central Vermont Council on Aging
- Clara Martin Center
- Cottage Hospital
- Counselling Service of Addison County
- Dartmouth College
- Dartmouth-Hitchcock Medical Center
- Elderly Services, Inc.
- Gifford Adult Day Program
- Gifford Medical Center
- Go! Vermont
- Granite United Way
- Middlebury College
- National Life Group Foundation
- North Branch School
- Oxbow Senior Independence Program
- RACDC
- Sharon Academy
- Springfield Adult Day Program
- The Jack & Dorothy Byrne Foundation
- 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
- Wells River Savings Bank
- WRJ Public Health Services

**Municipal Sponsors**

- Addison
- Bethel
- Bradford
- Braintree
- Bridport
- Bristol
- Brookfield
- Chelsea
- Corinth
- Cornwall
- Fairlee
- Ferrisburgh
- Granville
- Hancock
- Hartford
- Hartland
- Hinesburg
- Leicester
- Lincoln
- Middlebury
- Monkton
- New Haven
- Newbury
- Orwell
- Panton
- Pittsfield
- Randolph
- Ripton
- Rochester
- Royalton
- Salisbury
- Sharon
- Shoreham
- Starksboro
- Stockbridge
- Thetford
- Topsham
- Tunbridge
- Vergennes
- Vershire
- Waltham
- West Fairlee
- Weybridge
- Whiting

Those listed include support given between 7/1/21 and 12/31/22. We apologize for any names that may have been inadvertently omitted.

For information about additional ways of giving such as bequests and/or yearly required IRA and other distributions call our Community Relations Manager, Mary-Claire Crogan, at 802-388-2287.

Candid (formerly Guidestar) has recognized TVT as a “Gold Seal” organization earning the trust of donors.

**Your Financial Support Matters!**

Each $1 contributed allows us to unlock government grant funds – $4 for service operation or $9 for new buses.
SUCCESSES!

IN THE PAST YEAR, TVT HAS DEVELOPED...

**BETTER CONNECTIONS**
- With Amtrak expanding in Vermont, TVT added bus stops that now include train stations in Randolph, Middlebury, and Vergennes

**MORE SERVICE**
- Added trips between Middlebury and Burlington
- Expanded hours and reach of Bradford Circulator
- Expanded partnerships with local schools, organizations and businesses including Vermont Commons School, Special Needs Support Center, and White River Valley Supervisory Union

**PASSENGER AMENITIES**
- By providing Wi-Fi on select commuter routes with more to come
- Plans in place to expand bus stop shelters in local communities

LOOKING AHEAD...
TVT IS WORKING ON
- Improving facilities to maximize performance and create better rider experiences
- Planning and implementing microtransit projects *(more on next page!)*
- Testing new bike racks to accommodate more transportation options
- Strengthening and developing community partnerships
PROGRAMS & SERVICES

PUBLIC BUS ROUTES
- Transportation for everyone
- Fare Free since March 2020
- Commuter and Local Routes

DEMAND RESPONSE
- E&D: Older Vermonters and People with Disabilities
- NEMT Medicaid Transportation
- Recovery & Job Access
- Rides to Wellness

TVT is exploring the addition of microtransit service in our regions. Microtransit combines the flexibility of getting a ride when you need it with the availability of public routes!

- Anticipated launch in Middlebury in 2023
- Feasibility studies are underway in Orange/N. Windsor Region

MICROTRANSIT
DOLLARS AND CENTS

**FY22 Operating Expenses**

- **27%** Commuter Routes
- **21%** Medicaid & Reach Up
- **31%** Local Routes
- **18%** Elders, Persons with Disabilities
- **2%** Other Expenses
- **1%** Other Programs

**FY22 Operating Funds**

- **21%** State
- **9%** Local
- **70%** Federal*

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**Financial Results †**

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<th>FY20</th>
<th>FY21</th>
<th>FY22</th>
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<td>Unrestricted Revenues</td>
<td>$5,685,830</td>
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<td>Operating Expenses</td>
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<td>Net Unrestricted Operating Income</td>
<td>$264,812</td>
<td>$353,389</td>
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<td>Designated by Board for Operating, Capital, Planning Reserves‡</td>
<td>$200,000</td>
<td>$300,000</td>
<td>$173,000</td>
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<td>Undesignated Unrestricted Operating Income</td>
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<td>$53,389</td>
<td>$34,091</td>
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<td>Capital Investments</td>
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<td>Funded with Grant</td>
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<td>Funded with Local Match</td>
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<td>Net Assets Without Donor Restrictions (Including Property &amp; Equipment)</td>
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<td>Net Assets With Donor Restrictions (Including Property &amp; Equipment)</td>
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<td>Total Net Assets</td>
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<td>$10,113,613</td>
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† Audited financial statements available upon request.

‡ In FY21, the Board implemented an “Operating Reserve Policy” to safeguard the Organization’s ability to maintain operations during times of unanticipated expenses or loss of revenue. The reserve is approximately 1 month of average budgeted expenses and up to 10% of the average annual capital replacement budget. The current operating reserve is $500,000. Additionally, $173,000 has been set aside to safeguard local match funds raised for approved capital and planning expenses and funding but will be purchased or incurred in a subsequent fiscal year.

* COVID related funding provided an increased percentage of federal support in FY22.
RIDES BY THE NUMBERS

TRI-VALLEY TRANSIT PROVIDES

- Local & Shopper Routes to help people access nutrition resources, medical appointments, shopping, work, and social activities
- Commuter Routes to allow people get to work, school, and job training programs
- Dial-A-Ride services that offer trips by accessible buses or volunteer drivers to Medicaid eligible riders, people with disabilities, older Vermonters, and people in recovery.
- Support to local community activities, including:
  - Randolph Independence Day Parade
  - Chandler New World Festival
  - Senior Center access and excursion trips

TOTAL RIDERSHIP BY TYPE

- **38%** Dial-A-Ride
- **20%** Commuter
- **40%** Local
- **2%** Shopper

TOTAL RIDERSHIP BY MONTH

- **158,302** Total rides provided in FY22

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HOW CAN YOU SUPPORT LOCAL PUBLIC TRANSIT?

**RIDE**
The best way to ensure continued availability is to use the service.

**DONATE**
Each $1 contributed allows us to unlock government grant funds - $4 for service operation or $9 for new buses.

**ADVOCATE**
Tell your neighbors how important services are – speak up at your town meeting!

**VOLUNTEER**
Volunteer to drive neighbors in need, petition your town for funding, or support outreach activities.

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