

CHANGING THE WORLD,

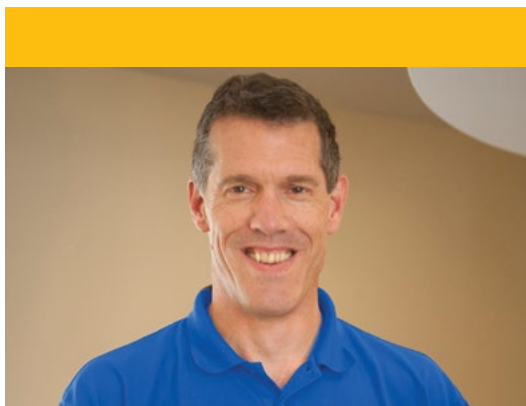
ONE RIDE AT A TIME



ANNUAL REPORT
July 2023 - June 2024



OUR 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.



JIM MOULTON
Executive Director

At Tri-Valley Transit, we are all excited and proud to have provided our 5 millionth ride this past summer. More than just a big number, providing this many trips across Addison, Orange, and Northern Windsor Counties is a testament to the need for public transit in rural communities as well as the commitment needed to provide these services. Each ride we give represents one more person providing for their family, engaging in their community, or accessing a service they need. To do that 5,000,000 times is just amazing! It's truly humbling to play a role in reaching that level of service, and I'd like to thank each and every person who helped us reach this goal. Please read on to learn what dozens of riders have to say about the impact of rural transit on their lives.



ADAM LOUGEE
Board Chair

I am in awe of how much historical effort has gone into reaching our 5 millionth ride milestone. We stand on the shoulders of past staff and officials, and of course couldn't have done this without the thousands of riders that have used TVT over the years. Rural public transit was brand new when we were founded and gave our first rides, and we continue to innovate today with our use of technology, introduction of electric vehicles, and new ways of delivering service to continue to serve our community.

In early 2024, Tri-Valley Transit provided its
5,000,000TH RIDE
since launching in 1976. Each of those rides changed a life for the better.

We're proud that our work helps neighbors age at home with dignity, get to school, gain and keep employment, access food and critical healthcare services, and participate in their communities.



EARNING A LIVING



We help people get and keep jobs.

About half of our commuters have no other transportation options. Others choose to ride the bus for personal reasons including saving money, reducing their environmental impact, being more social, and taking time in their day to relax.

ANONYMOUS
Bus rider

"If TVT did not exist then I would not be employed where I am. It's literally life changing. Thank you TVT!"

MELISSA C
HireAbility

"Without the support of TVT, students would not have the opportunity they did. TVT removed a barrier for students that allowed students, their families and support teams to have confidence they could safely and cost effectively get to work experiences over the summer."

STANFORD P
Bus rider

"I heard two people talking on the bus last week say 'TVT makes my life possible' - it is as simple as that, because it's true!"

MELISSA H
Bus rider

"Thanks to all your outstanding drivers! I've saved countless miles on my car by riding the bus. I'm happy to be the little old lady who only drives her car on Sundays!"

CARISSA
LINK rider

"Being able to rely on your bus to get to work is a beacon of hope. It saves me and so many others money and stress, and allows us to reduce our carbon footprints. Your kindness and all that you do for others is deeply appreciated."

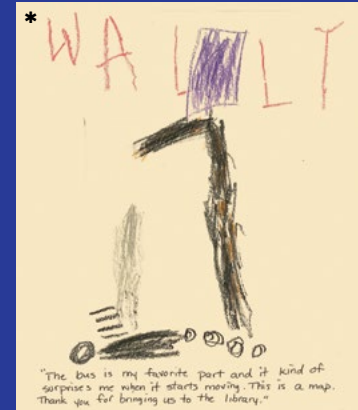
ROB O
River Route rider

"I love Tri-Valley and have not met a driver who wasn't nice."

ANONYMOUS
Bus rider

"By taking the bus to work I realized that I could rely on public transportation and reduce my carbon footprint, so I donated my car to a local family in need."

GETTING TO SCHOOL



Every Thursday we bring a bus full of children from Aurora Preschool to the public library for story time. This activity gives the children access to a bigger world and builds self-reliance skills. According to the preschoolers, riding the bus is a weekly thrill.

SYLVIA
Student rider

"Thank you for being friendly bus drivers."

COLTON
Student rider

"Thank you for getting me to the library. The bus is my favorite part."

MARLEY
Student rider

"I like looking out the window while we ride the bus. I like that we get 2 rides on the bus because I LOVE riding the bus."

WALLY
Student rider

"Riding the bus is my favorite part and it kind of surprises me when it starts moving. This is a map. Thank you for bringing us to the library."

*Wally drew us a map of the bus trip between his school and the library. He seems to really like the downtown traffic circle. Good job Wally!

Our buses are how many students travel to and from school and extracurricular activities.

Families, schools, enrichment programs and teams are thriving because of this access.

We proudly serve

Aurora Preschool, Blue Mountain School, Dartmouth College, Hannaford Career Center, Hanover High School, Hartford High School, HireAbility Job Programs, Lake Champlain Waldorf School, Lebanon High School, Marion Cross School, Mary Hogan School, Middlebury College, Middlebury Union High School, Middlebury Union Middle School, Mount Abraham Union Middle/High School, North Branch School, Oxbow High School, Randolph High School, Randolph Technical Career Center, Red Cedar School, Rice Memorial High School, Stockbridge School, The Sharon Academy High School, The Sharon Academy Middle School, Vergennes Union High School, Vermont Adult Learning, Vermont Commons School, Vermont Day School, Vermont Law & Graduate School, Vermont State University - Randolph Campus, White River Valley High School, and White River Valley Middle School



ACCESSING MEDICAL CARE

Our volunteer drivers and wheelchair accessible van drivers help improve community health outcomes.

We bring riders near and far to routine and specialist medical appointments, and critical care such as dialysis, chemotherapy, opioid addiction recovery and cardiac rehabilitation.

CAROL S
Bus rider

"During this year I have had to use more and more of the transportation services including the medical. In one instance, after having been taken by ambulance to DHMC and discharged with no way to get back home to Bradford, a call to TVT had a volunteer driver come for me within a half hour. He made sure that I was safely inside my door before leaving."

TOM T
Bus rider

"Thank you for providing the transportation to my doctor. Sara K was an excellent driver."

SARA S
Daughter of Dial-a-Rider

"Thank you so much for all you do! You make it possible for my mother to get to her appointments and for me to meet her there. You are very much appreciated!"

MARY F
Dial-a-Rider

"Thank you so much for providing my ride to Rutland Hospital on October 17th. Scott is a safe driver and great conversationalist, also a fellow dog lover."

KELLY O
Mountain Community Health

"A new patient joined our program recently and cannot drive due to a seizure disorder and they do not typically have extra money to pay a friend for transport. This gas card secured their ability to attend their next visit and allowed us some breathing room while we set up Medicaid Rides. This patient also suffers from severe mental health diagnoses and considering they are new to us, the ability to see them face to face is crucial for building that relationship. Again, thank you!"

MOBILITY MANAGER
Vermont Public Transportation Association

"Please pass along our thanks to the volunteer for handling this the way she did. Well done."

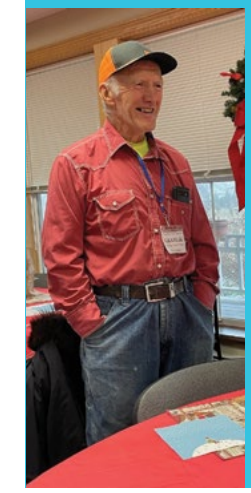
Our volunteer driver recognized that the Dial-a-Rider they were picking up was having a medical emergency, called for an ambulance, and stayed with them until help arrived.

We bring riders to food shelves, grocery stores and senior meal programs.

Meals riders enjoy a hot, nutritious meal and good company at places like this Vergennes Seniors and Age Well luncheon.

PAUL A
Dial-a-Rider

"Thank you for taking me to meals in Vergennes. My driver Scott is great."



EATING HEALTHY FOOD

SOCIALIZING AND HAVING FUN



SPECIAL OLYMPIC ATHLETES ON THEIR WAY TO BOWLING PRACTICE



THE GOLDEN GIRLS AT THEIR MONTHLY LUNCH

LOLLY L
Park House

"Just wanted to say thank you so very much for working out the bus for our trip to the Morgan Horse Farm. It wound up being a perfectly lovely day and everyone enjoyed themselves immensely. Jean was the perfect person for the job, we all had a great time with her."

KAREN N

"Many of our Special Olympic Athletes don't get the chance to socialize out of their own families. Thank you for the rides to bowling practice so they could be together. Dino did an outstanding job driving and interacting with our athletes."

RACHEL
and the **MALT**
campers :)

"Riding the public buses for our Urban Adventures Day Camp was perfect. Everything was very easy, and we were able to all fit! The buses were so clean and an appreciated cool and dry break from wandering around town. The drivers were incredibly friendly and helpful! The Vergennes treasure hunt was fun and we broke it up through taking breaks at the library and by the falls. Thank you for all of your help- could not have done it without you, we are lucky to have you in our network."

GOLDEN GIRLS
at Randolph House

"Thanks for helping us get our 'Golden Girls' group out for our monthly lunch. It's hard to find people to drive and it's great to get out and enjoy each other's company."

ANONYMOUS
Bus rider

"I'll never forget the scary storm we had in April. I had to go someplace and was nervous about the road conditions. The bus driver made me feel so comfortable. He really knew what he was doing and did a wonderful job getting us all there safely."

CARISSA
Burlington LINK
Bus rider

"The LINK driver makes mornings a gift. I really appreciate the driver's welcoming and helpful nature and how she looks out for all the riders. Robin's kindness and all that she does for others is deeply appreciated."

AMANDA B
River Route rider

"I am so appreciative of your flexibility and for allowing us to exit the bus in Norwich so that we can make it to Marion Cross School. Overall, we have had such a positive experience with the drivers and buses. Thank you again for making this possible for us!"

PENNY B
Dial-a-Rider

"All of you in the office do such a good job keeping everything running smoothly. And the wonderful people who volunteer to drive deserve so much credit for their willingness to help so many people! Thank you all!"

ROGER Q
Dial-a-Rider

"I want to thank you for the good service it is a lot of help. Keep up the good work. God bless."

ANONYMOUS
Bus rider

"Bonnie makes the 116 Commuter the best bus around! Always on time, kind and makes everyone feel safe! Lots of regular riders and we've all become friends. It's great!"

FEELING SAFE AND CONNECTED



**Your Safe and Friendly Ride is our motto,
and we've earned it.**

HOLLY T
Community partner
from Central Vermont
Council on Aging

"It's a pleasure working with TVT. You all try so hard to provide services even when it's challenging - you're the best!"

IMPROVING THROUGH INNOVATION



This year we launched EZ Trip Middlebury.

It replaces 4 fixed-route neighborhood buses with smaller vans that go door to door in a much larger trip zone. This microtransit pilot is available to the general public and provides nearly five times more rides than the old service model.

PATRICIA EZ Trip Rider

"I like getting to appointments with volunteer drivers and was nervous about my first EZ Trip ride. But it has been so convenient and pleasant. I can go to more local places more often and the volunteers are still there when I have a medical appointment out of town."

Half of EZ Trip service runs on TVT's first ever electric vehicles.

They are quiet and clean and multiply our efforts to help the environment. More electric vehicles (EVs) are coming for other parts of our service area and we're working to upgrade facility infrastructure to maximize the EV's efficiency.

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Michael Gill

**Denotes a volunteer who passed away this year*

Peter Giunta
Leigh Guptill
Phillip Hardway
Dennis Hill
Dino Jandric
Jasmin Jandric
Brad Jenkins
Ralph Johnson
Sally King

Caitlin Kittredge
Rachel Landry
Jamie Lewis
Robert Liberty
Jade McClallen
Angela McCluskey
John Montgomery
Randy Moore
Bill Morgan
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Jim Moulton
Reese Moulton
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Mike Reiderer
Carl Reynolds
Wayne Satre
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Missy Smith
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Lee Sprague
Stephanie Stearns
Brian Sullivan

Maggie Surprenant
Steve Suter
Bonnie Swan
Kirstie Thomson
Brian Tillotson
Gina Tindall
Val Wild
Narissa Yetz

VOLUNTEER DRIVERS

Andy Ales
David Andrews
Pat Autilio
Gary Barrett
Wendy Benedict
David Bishop
Clem Bourgon
Tom Burgos
Tricia Chatary
Rick Collins
Diane Danforth
Dan D'avignon
Judy Dunning
Albina Gaudette
George Guay*
Arthur Howard
Judy Jacques
Brenda Jimmo
Paul Kendall
Ann Kennedy
Iris Knowles
Sara Kurtz
Jennifer Locke

Dorothy Mammen
Elsie Maynard
Barbara Merz
Martin Murphy
Scott Myrick
Georgia Olsen
Barbara Pespisa
George Phillips
Charles Pollard
David Quesnel
Betsy Race
Sheila Rheaume
Irene Rich
Janice Sabett
Chris Schaner
Monica Schaner
David Silloway
Michael Small
Viola Small
Paul Smith
Abby Snook
Nancy Spears
Diane Teetsel
Ann Torrey
Jack Vanhoff
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Ed Whitney
Jeff Worcester

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Those listed include support given between July 1, 2023 and December 31, 2024. We apologize for any names that may have been inadvertently omitted.

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Addison County Regional Planning
Age Well
American Legion Post 19
Aurora School
Bugbee Senior Center
Central Vermont Council on Aging
Clara Martin Center
Counseling Service of Addison County
Dartmouth College
Dartmouth-Hitchcock Medical Center
Gifford Medical Center
Granite United Way
Greater Vergennes Rotary
Middlebury College
National Life Group Foundation
Neat Repeats
North Branch School
RACDC
Red Cedar School
Senior Solutions
Springfield Area Adult Day Services
The Sharon Academy
Thompson Senior Center
Two Rivers Planning Commission

United Way of Addison County	Monkton	Shoreham
Upper Valley Services	New Haven	Starksboro
VCF – Walter Cerf Community Fund	Newbury	Stockbridge
Vergennes Area Seniors	Orwell	Thetford
Wells River Savings Bank	Panton	Topsham
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Vermont Department of Health
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Addison	Fairlee
Bethel	Ferrisburgh
Bradford	Granville
Braintree	Hancock
Bridport	Hartford
Bristol	Hartland
Brookfield	Hinesburg
Chelsea	Leicester
Corinth	Lincoln
Cornwall	Middlebury

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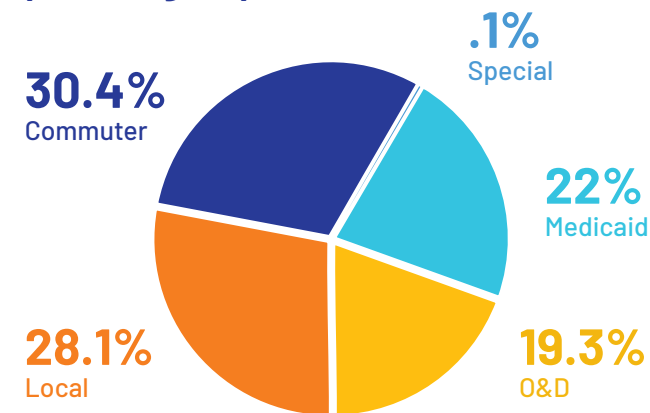


Candid has recognized TVT as a “Gold Seal” organization – earning the trust of our donors for transparency and strong financial management

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.

FY24 FINANCIAL REPORT

Operating Expenses



Operating Funds



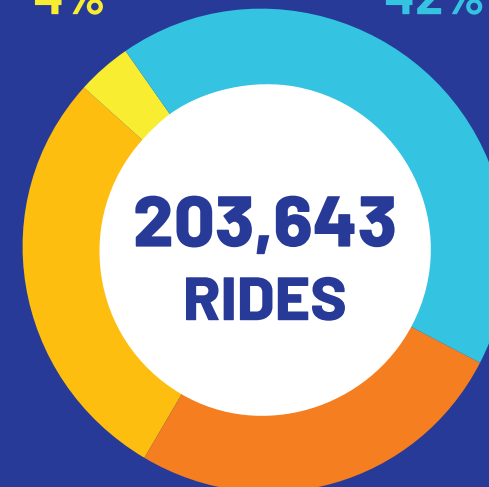
Financial Results^{*†}

	FY23	FY24
Total Transit Revenue	6,281,372	7,606,732
Other Operating Income	446,728	508,157
Total Unrestricted Operating Revenue	6,728,100	8,114,889
Operating Expenses	6,762,932	7,958,692
Net Unrestricted Operating Income	(34,832)	156,197
Capital Investments	1,267,861	1,406,327
Funded with Grant	1,176,236	1,266,794
Funded with Local Match	91,625	139,533
Net Assets Without Donor Restrictions		
Undesignated	247,694	418,114
Designated for Property & Equipment	961,202	1,010,453
Designated for Operating Reserve	616,000	616,000
Designated for Capital Match Reserve	150,000	150,000
Total Net Assets Without Donor Restrictions	1,974,896	2,194,567
Net Assets With Donor Restrictions		
Property & Equipment (Net of Depreciation)	7,986,417	8,466,952
Intangible Assets	376,449	387,443
Other Restricted Assets	179,650	179,091
Total Net Assets With Donor Restrictions	8,542,516	9,033,486
Total Net Assets	10,517,412	11,228,053

* Excerpted from the unaudited financial statements. When completed, audited financial statements will be 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. In FY22, the Board implemented a "Capital & Planning Match Reserve Policy" 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. The current operating reserve is \$616,000 and the capital match reserve is \$150,000.

Total Annual Ridership



UP 13%
From FY23

FY24 RIDERSHIP REPORT

2024 Rider Survey Says:

BUS RIDERS



71%
DON'T HAVE OTHER
RELIABLE TRANSPORTATION

67%
ARE GOING
TO WORK

DIAL-A-RIDERS



90%
RELY ON TVT RIDES TO MAINTAIN THEIR HEALTH

7% ACCESS RECOVERY OR JOB PROGRAMS

27% ARE ELIGIBLE BASED ON INCOME
and may also be aged 60+ or have a disability.

66% ARE AGED 60+ OR HAVE A DISABILITY

Tri-Valley Transit

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HOW CAN YOU SUPPORT LOCAL PUBLIC TRANSIT?

RIDE

Use public transit to help ensure it stays available for everyone

ADVOCATE

Talk to your neighbors about TVT services – speak up at your town meeting!

VOLUNTEER

Help your community as a volunteer driver, help with town ballot petitioning, help with outreach activities.

DONATE

TVT can leverage \$4 more for every \$1 you contribute. We are a 501(C)(3) and your gift is tax-deductible.



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