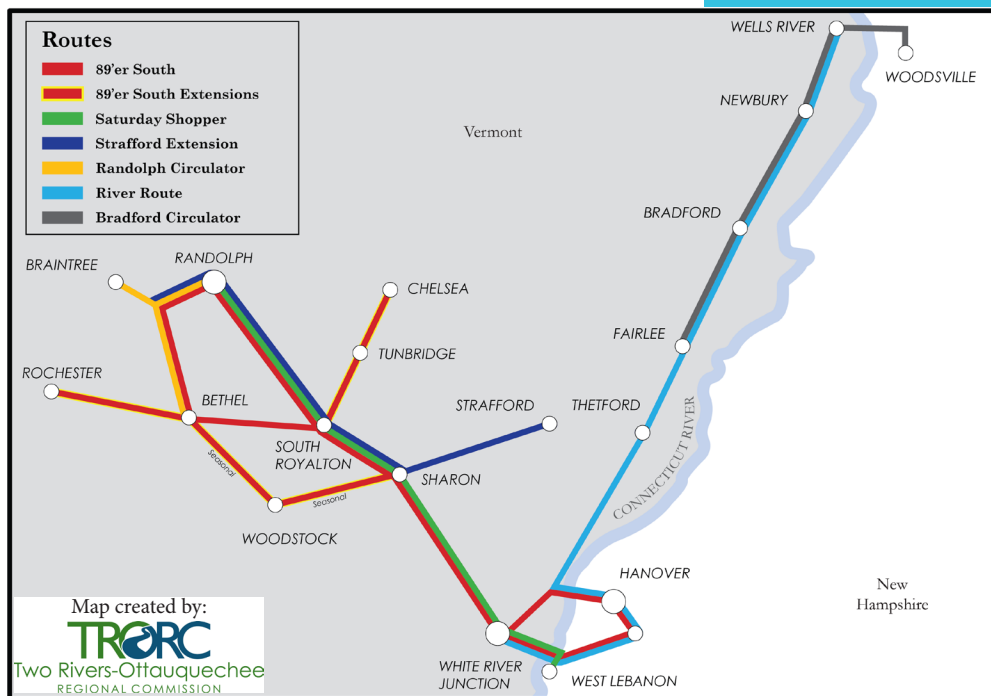




Bus Schedules & Maps

Orange/Northern Windsor Region

Effective May 4, 2026



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TITLE VI OF THE CIVIL RIGHTS ACT

Tri-Valley Transit (TVT) operates its programs and services without regard to race, color and national origin as stipulated in the Title VI of the Civil Rights Act of 1964. If you feel you have been discriminated against based on your race, color or national origin, you may file a complaint with TVT's Title VI Officer. In Addison County call (802)388-2287 and in Orange/No. Windsor Counties call (802)728-3773, or email info@trivalleytransit.org. You also have the right to file a complaint with the Vermont Agency of Transportation at (802)249-9291. If you would like more information about your Title VI rights, please visit vtrans.vermont.gov/civil-rights/compliance/titlevi or call (802)249-9291.

VERMONT STATE PUBLIC ACCOMMODATION LAW

9V.S.A.4502 (a) Public accommodations states an owner or operator of a place of public accommodation or an agent or employee of such owner or operator shall not, because of the race, creed, color, national origin, marital status, sex, sexual orientation, or gender identity of any person, refuse, withhold from, or deny to that person any of the accommodations, advantages, facilities, and privileges of the place of public accommodation. If you feel you have been discriminated against, you may file a complaint with Vermont Human Rights Commission by calling (800)416-2010 or email at human.rights@vermont.gov.

ADA REASONABLE MODIFICATION POLICY

In accordance with FTA 49 CFR, Parts 27 and 37, Tri-Valley Transit, is committed to ensuring a reliable, accessible experience for all customers. All requests for reasonable modifications to TVT programs and services will be considered on an individual basis. Please note that TVT may be unable to accommodate requests for reasonable modifications which would result in a fundamental alteration to the nature of TVT programs and services, or which would directly interfere with the health and safety of others. In the event that a barrier to access exists, but the requested modification cannot be granted, TVT will, to the maximum extent possible, assist in determining an alternate reasonable modification to provide equivalent access to its programs and services.

For more information on TVT's reasonable modification and the procedures to file a request or complaint, contact TVT at (802)388-2287, TDD 711, info@trivalleytransit.org, or at our administrative office at 297 Creek Road, Middlebury, VT 05753.

802-728-3773

www.trivalleytransit.org

Your Safe and Friendly Ride! All routes are currently FARE FREE

BUS STOPS

Be **VISIBLE** at bus stops so the bus driver can see you waiting. Wave at the driver to ensure being noticed and keep yourself safe. Buses will pick-up or drop-off passengers at all locations with TVT bus stop signs. Passengers may also request other pick-ups or drop-offs, or may wave the bus down at any safe location along the route. Drivers will not stop if unsafe.

REQUEST ONLY BUS STOPS (R)

Some TVT bus stops are listed as “R” or Request Only – either all of the time or during some parts of the day. Request Only stops follow the pick-up or drop-off procedures below, stopping at the nearest safe location.

To request a DROP OFF

Upon boarding, please let your driver know you would like a Deviation or a Request Only drop off. The driver will let you know if this can be accommodated right away or on the next loop. All attempts to accommodate requests will be made.

To request a PICK UP

We ask that All Pick Ups – whether a Deviation or Request Only Bus Stop – be requested by calling your local office one business day (24 hours) in advance, or on Fridays for a Monday pick up. However, we will always attempt to fill requests that are made with less notice.

DEVIATIONS

Orange/N. Windsor Region Circulator and Shopper buses deviate from the published routes by up to one mile, depending on the route, to pick up or drop off passengers. There are no deviations on the 89'er South, River Route or Strafford Extension Commuter Routes.

Dispatch staff will take deviation information, review the bus schedule and determine a Pick Up time. Per Federal Law, the ride will be accommodated either up to one hour before or one hour after the requested time. TVT dispatch staff is available by phone Monday – Friday between the hours of 7am-5pm, 802-728-3773

TRANSFERS

See Bus Route Fares for detailed information on transfers to or from each route. Please confirm with driver when boarding if you need to transfer to another bus or route.

CHILD SEATS

All TVT buses have built-in child seats and seat belts are at every seat. Ask the driver for assistance if you need to use a child seat. If you bring your own child seat, please be sure it is secured correctly.

BIKES

All TVT buses are equipped with bike racks. Each rack can accommodate two bicycles. Bicycles may also be brought in the bus if necessary and space is available. At this time, electric bicycles cannot be placed on racks or inside buses. Riders are responsible for loading and unloading their own bicycles, and they must be strapped down for safety. Motorized stand-up scooters are not allowed on buses.

PETS AND SERVICE ANIMALS

Service animals are allowed on TVT buses. Pets are also allowed if in a carrier or wearing a muzzle and leash. All animals must be under control at all times to ride. Other bus systems may not allow non-service animals on board. If you are planning to continue your trip with another transit provider you should call ahead to verify their animal policy.

LARGE ITEMS

Oversized items are welcomed on the bus provided they are kept out of the aisles and under the rider's direct control. Oversized items may include grocery bags, shopping trolleys, skis/snowboards, skateboards, and other large or multiple items. Motorized stand-up scooters are not allowed on buses.

LOST AND FOUND

TVT is not responsible for items left on the bus. Perishable and soiled items will be disposed of for safety reasons. All other items found on the bus will be brought to the office and kept in our lost and found for 30 days. Call the office at 802-728-3773 to see if your item has been found and how you may claim it.

RIVER ROUTE - COMMUTER SCHEDULE

Operates Monday - Friday

Effective October 28, 2024

FARE
FREE

MORNING ROUTES

	STOP	A ROUTE	B ROUTE
SOUTHBOUND: WELLS RIVER - LEBANON	Wells River Bank - Wells River	5:40	6:26
	Newbury Village Store	5:49	6:35
	Thomson Fuels - Bradford	6:00	6:47
	Bradford Park & Ride	6:04	6:52
	Fairlee Park & Ride	6:14	7:02
	Thetford Park & Ride	6:24	7:13
	Marion Cross School - Norwich	X	7:26
	Webster Hall - Hanover	6:43	7:31
	DHMC - East Entrance	6:55	7:45
NORTHBOUND: LEBANON - BRADFORD	DHMC - Heater Road	7:05	7:53
	VA Hospital - Admin Building	7:20	8:10
	Greyhound Station - WRJ	7:23	8:17
	Prospect St. (State Offices) - WRJ	7:26	8:20
	Upper Valley Haven - WRJ	X	8:22
	Thetford Park & Ride	7:40	8:36
	Fairlee Park & Ride	X	8:46
	Bradford Park & Ride	7:55	8:56

AFTERNOON ROUTES

	STOP	A ROUTE	B ROUTE
SOUTHBOUND: WELLS RIVER - LEBANON	Bradford Park & Ride	3:20	4:00
	Fairlee Park & Ride	X	4:10
	Thetford Park & Ride	X	4:20
	Upper Valley Haven - WRJ	X	4:34
	Prospect Street (State Offices) - WRJ	3:54	4:42
	Greyhound Station - WRJ	4:00	4:47
	VA Hospital - Admin Building	4:05	4:52
	DHMC - Heater Road	4:20	5:07
	DHMC - East Entrance	4:32	5:16
NORTHBOUND: LEBANON - BRADFORD	Webster Hall - Hanover	4:45	5:29
	Marion Cross School - Norwich	4:50	X
	Thetford Park & Ride	5:03	5:45
	Fairlee Park & Ride	5:13	5:55
	Bradford Park & Ride	5:23	6:05
	Thomson Fuels - Bradford	5:27	6:09
	Newbury Village Store	5:38	6:20
	Wells River Bank - Wells River	5:48	6:30

RIVER ROUTE - COMMUTER SCHEDULE

Operates Monday - Friday

Effective October 28, 2024

FARE
FREE

TIME = times in **BOLD** are in the afternoon

X = stop not available on this route

R = **Request Stop:**

To be picked up call office at 802-728-3773

(24 hour advance notice is appreciated)

To be dropped off, tell your driver upon boarding.

(time) = **times in parenthesis are approximate**



Flag Stops - driver may drop off or pick up along route at their discretion if deemed safe



Suspended Route - stops not available

NO DEVIATIONS AVAILABLE ON THIS ROUTE



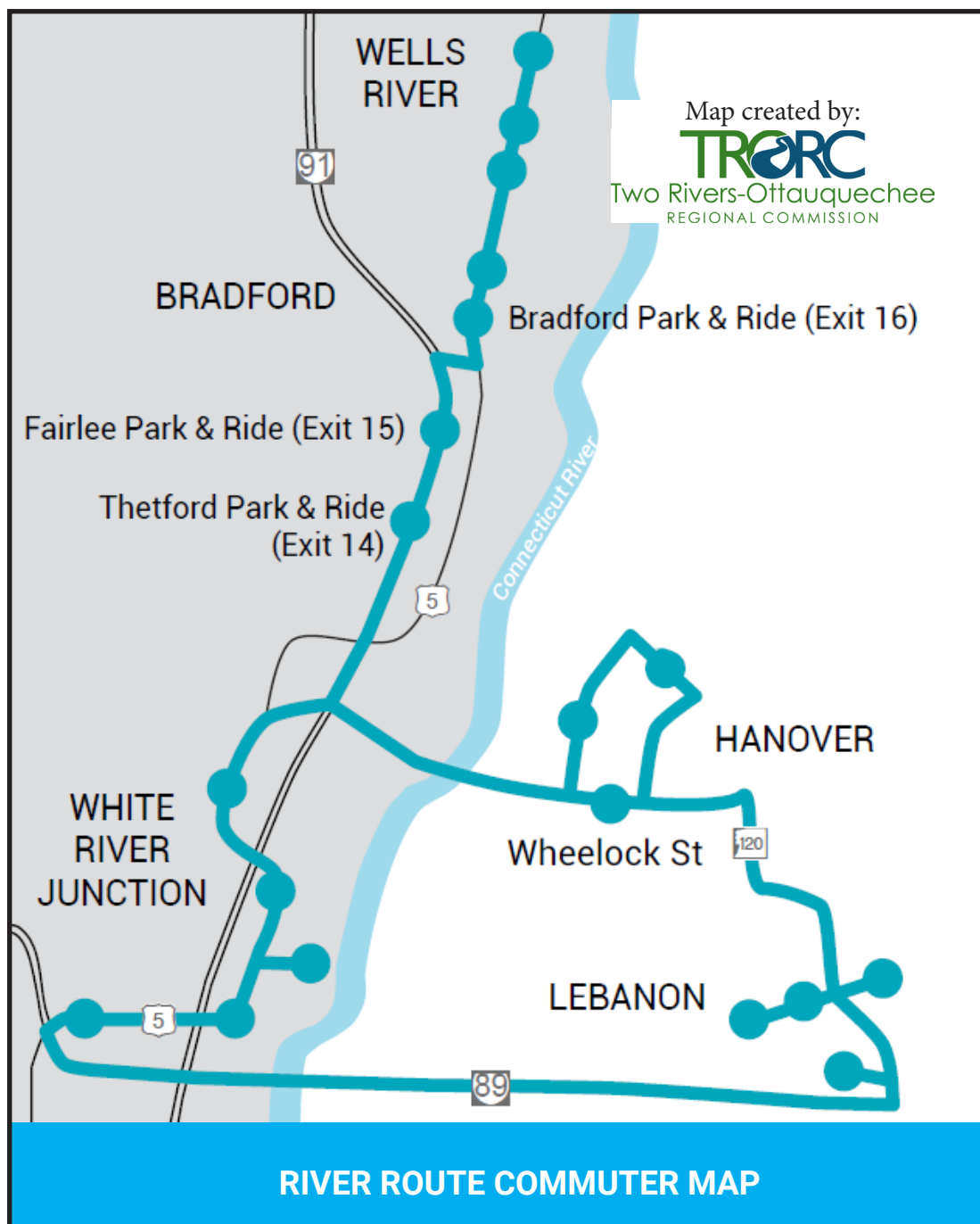
PHONE: 802-728-3773

EMAIL: INFO@TRIVALLEYTRANSIT.ORG

WEBSITE: WWW.TRIVALLEYTRANSIT.ORG



Sign up for Text Alerts at
trivalleytransit.org
to stay updated **ABOUT** emergency
cancellations and delays.



89'er SOUTH Commuter Schedule w/ Rochester Extension

Operates Monday - Friday

Fare-FREE and Open to Everyone!

EFFECTIVE: 6/22/2026

**FARE
FREE**

	STOP	AM #1	AM #2	Roch. EXT
Southbound: Randolph / Rochester to Lebanon	Exit 4 Park & Ride - Randolph	5:43	6:20	
	TVT Depot - Randolph	5:53	6:30	6:25
	WRV Middle School - Bethel			x
	White Church - Bethel	R (6:04)	6:41	R (6:37)
	Bar Harbor Bank - Rochester			7:05
	Stockbridge Park & Ride			R (7:17)
	Stockbridge School			7:23
	Exit 3 Park & Ride - Royalton	6:11	6:51	7:39
	WRV High School - So. Royalton			7:49
	The Sharon Academy HS			7:57
	Exit 2 Park & Ride - Sharon	6:21	7:02	8:05
	VA Hospital - WRJ		R (7:18)	
	DHMC - Heater Road	R (6:41)	R (7:33)	
	Novell Bldg - Centerra Park	R (6:45)		
	DHMC - Colburn Hill	R (6:50)	R (7:39)	
Northbound: Lebanon to Randolph	DHMC - East Entrance	6:52	7:41	
	Webster Hall - Hanover	7:11	7:52	
	Upper Valley Haven - WRJ		R (8:06)	
	Windsor Co. Courthouse - WRJ		R (8:11)	
	Prospect St. State Offices - WRJ		R (8:13)	
	Greyhound Station - WRJ	7:24	R (8:18)	
	Kohl's Plaza - West Lebanon		R (8:28)	
	Walmart Plaza - West Lebanon		R (8:33)	
	Exit 2 Park & Ride - Sharon	7:39	R (8:53)	
	WRV High School - So. Royalton			
	Exit 3 Park & Ride - Royalton	7:49	R (9:03)	
	White Church - Bethel		R (9:09)	
	WRV Middle School - Bethel	7:55		
	TVT Depot - Randolph	R (8:08)	R (9:20)	

	STOP	PM #1	PM #2
Southbound: Randolph to Lebanon	TVT Depot - Randolph	R (3:05)	R (3:30)
	White Church - Bethel	R (3:17)	R (3:42)
	Exit 3 Park & Ride - Royalton	R (3:23)	R (3:48)
	Exit 2 Park & Ride - Sharon	R (3:33)	R (3:58)
	Kohl's Plaza - West Lebanon		
	Walmart Plaza - West Lebanon		
	Greyhound Station - WRJ	R (3:50)	R (4:16)
	Windsor Co. Courthouse - WRJ	R (3:55)	R (4:20)
	Prospect St. State Offices - WRJ	R (3:58)	R (4:22)
	Upper Valley Haven - WRJ	R (4:03)	R (4:25)
	Webster Hall - Hanover	4:12	4:36
	DHMC - East Entrance	4:25	4:47
	DHMC - Colburn Hill	4:27	4:49
Northbound: Lebanon to Randolph	Novell Bldg - Centerra Park - Lebanon	R (4:32)	
	DHMC - Heater Road	4:36	4:55
	VA Hospital - WRJ	4:48	R (5:05)
	Exit 2 Park & Ride - Sharon	5:05 T	5:20
	WRV High School - South Royalton	5:15	
	Exit 3 Park & Ride - Royalton	5:27	5:30
	Stockbridge School	R (5:41)	
	Stockbridge Park & Ride	R (5:45)	
	Bar Harbor Bank - Rochester	R (6:00)	
	White Church - Bethel	R (6:27)	R (5:36)
	TVT Depot - Randolph	R (6:38)	R (5:49)
	Exit 4 Park & Ride - Randolph	R (6:45)	R (5:59)



PHONE: 802-728-3773

EMAIL: INFO@TRIVALLEYTRANSIT.ORG

WEBSITE: WWW.TRIVALLEYTRANSIT.ORG

89'er SOUTH Commuter Schedule w/ Rochester Extension

Operates Monday - Friday

Fare-FREE and Open to Everyone!

EFFECTIVE: 6/22/2026

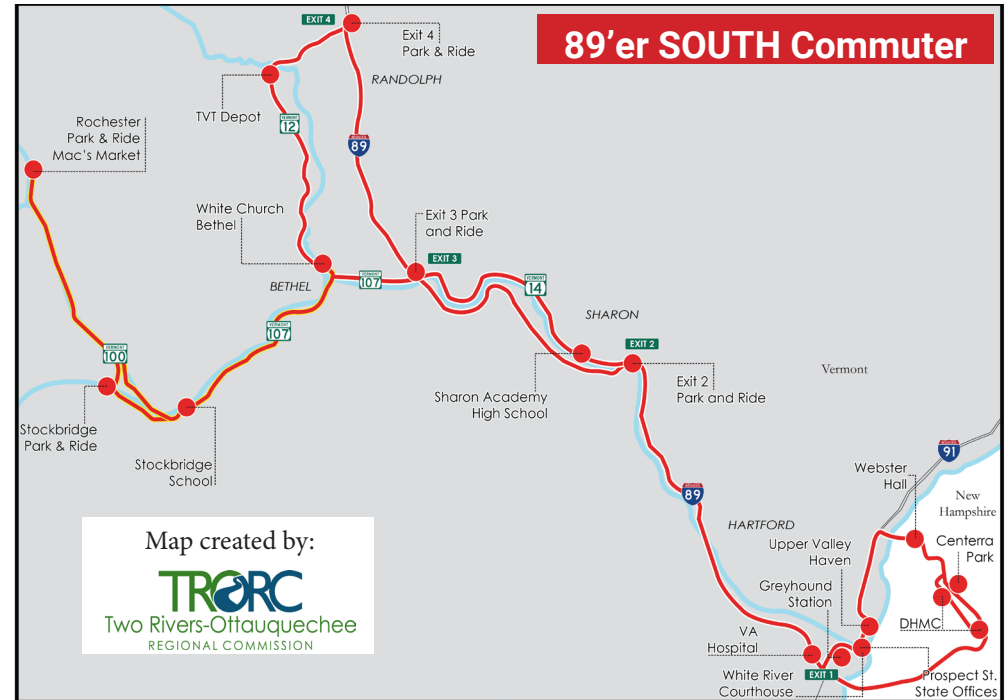
**FARE
FREE**

Chelsea Extension (Public Route, Runs on School Days Only)

STOP	AM
TVT Depot - Randolph	6:34
Exit 3 Park & Ride - Royalton	6:50
Chelsea Green	7:25
Tunbridge Town Clerk Office	7:38
WRV High School - South Royalton	7:48
South Royalton Park & Ride	7:50
The Sharon Academy HS	8:00
Exit 2 Park & Ride - Sharon	8:05
TVT Depot - Randolph	R (8:30)
STOP	PM
TVT Depot - Randolph	R (4:25)
WRV Middle School - Bethel	4:35
WRV High School - South Royalton	4:50
The Sharon Academy HS	5:00
Exit 2 Park & Ride - Sharon	5:05 T
South Royalton Park & Ride	5:15
Tunbridge Town Clerk Office	5:26
Chelsea Green	5:42
Exit 3 Park & Ride - Royalton	R (6:17)
Exit 4 Park & Ride - Randolph	R (6:27)



Sign up for
Text Alerts at
trivalleytransit.org
to stay updated
on emergency
cancellations and
delays.



T = **TRANSFER HUB** access to other routes is possible

Yellow line = **Rochester Extension (does not run in summer)**

Black line = **stop not available on this route**

R = **Request Stop:**
To be picked up call office at 802-728-3773
(24 hour advance notice is appreciated)
To be dropped off, tell your driver upon boarding.

(time) = **times in parenthesis are approximate**



Flag Stops - driver may drop off or pick up along route at their discretion if deemed safe

NO DEVIATIONS AVAILABLE ON THIS ROUTE



PHONE: 802-728-3773

EMAIL: INFO@TRIVALLEYTRANSIT.ORG

WEBSITE: WWW.TRIVALLEYTRANSIT.ORG

RANDOLPH CIRCULATOR

Fare-FREE & Open to Everyone!

Operates Monday - Friday



Wheelchair Accessible

Effective May 4, 2026

FARE
FREE

RANDOLPH CIRCULATOR

STOP	Loop 1	Loop 2	Loop 3	Loop 4	Loop 5
VTSU Randolph - SHAPE		9:55	11:25	1:05	
Strode Apts, Menig Nursing Home		10:02	11:32	1:12	
Sass Apts, Hedding Drive	8:45	10:09	11:39	1:19	2:25
RUHS/RTCC	R	10:15	11:45	1:25	2:31
Mobile Acres	8:53		11:53		2:38
36 School Street	9:00	10:20	12:00	1:30	2:45
Salisbury Square Apts	9:05	10:25	12:05	1:35	2:50
Randolph House (Prince St)	9:10	10:30	12:10	1:40	2:55
Red Lion Inn (Pleasant St)	9:12	10:32	12:12	1:42	2:57
Joslyn House (Maple St)	9:16	10:36	12:16	1:46	3:01
Randolph Area Senior Center	9:20	R	R	1:50	R
Gifford Medical Center	9:25	10:41	12:21	1:55	3:05
Shaw's Plaza	9:30	10:45	12:25	2:00	3:10
TVT Depot	9:35	10:50	12:30	2:05	3:15
Flexible Stops in Randolph	R	R	R	R	R
Randolph Area Food Shelf					R (3:30)
White Church - Bethel					R (3:50)
Depot Apts - Bethel					R (3:55)

R = STOP BY REQUEST

Call 802-728-3773 to request a pick-up or drop-off, or ask your driver!



= FLAG STOPS Driver may drop off or pick up along route at their discretion if deemed safe.

DEVIATIONS UP TO 3/4 MILE AVAILABLE ON THIS ROUTE



NEW: Flexible Stops!

TWO OPTIONS:

1. Tell your driver where you need to go when you get on the bus.
2. Call TVT to request a pick-up or drop-off: **802-728-3773**

**We can go where you need to, within
3/4 mile of the bus route!**



Call us at 802-728-3773

Email: info@trivalleytransit.org

Visit us online at www.trivalleytransit.org

BRADFORD AREA CIRCULATOR

Bradford - Woodsville Service

Operates Monday / Wednesday / Friday

FARE
FREE

	STOP	AM Loop	Mid-Day Loop	PM Loop
Bradford to Wells River	Bradford Park & Ride	9:02	12:20	1:08
	Little Rivers Health Care - Bradford	9:04	12:22	1:10
	Orange East Senior Center		12:35	
	Whistlestop Way		12:36	
	Hannaford Supermarket		12:38	
	Bradford Motel		12:39	
	Family Dollar		12:40	
	Main & Barton Streets	9:10	12:42	1:16
	Pleasant Street Neighborhood	R	R	R
	Bradford Village Apartments	9:15	12:44	1:21
	Oxbow High School - Bradford	R (9:16)	12:45	R (1:22)
	Newbury Village Store	9:23		1:29
	Montebello Apartments	9:31		1:31
	Spear House Apartments	9:41		1:41
	Little Rivers Health Care - Wells River	9:42		1:43
Woodsville Service	Walmart - Woodsville	9:50		1:56
	Cottage Hospital - Woodsville	9:53		1:59
	Horse Meadow Senior Center	9:58		2:04
	Woodsville / Wells River Area	R		R
	Horse Meadow Senior Center	R		R
	Cottage Hospital	R		R
	Walmart - Woodsville	11:05		3:05
Wells River to Bradford	Little Rivers Health Care - Wells River	11:13		R
	Spear House Apartments	11:14		R
	Montebello Apartments	11:24		R
	Newbury Village Store	11:29		R
	Oxbow High School	R (11:37)		R (3:37)
	Bradford Village Apartments	11:38		R
	Pleasant Street Neighborhood	R	R	R
	Main & Bank Streets	11:44	R	R
	Family Dollar	R	12:51	R
	Bradford Motel	11:46	12:53	R
	Pleasant Street Neighborhood	R	R	R
	Hannaford Supermarket	R	12:58	R
	Kinney Drugs	R	1:03	R
	South 5 / Waits River Road	R	R	R
	Bradford Park & Ride	11:54	1:08	4:00



**EFFECTIVE
July 1, 2024**

**TVT bus
routes are
FARE-
FREE
and
OPEN TO
EVERYONE!**



PHONE: 802-728-3773

EMAIL: INFO@TRIVALLEYTRANSIT.ORG

WEBSITE: WWW.TRIVALLEYTRANSIT.ORG



Sign up for Text & Email Alerts at trivalleytransit.org to get updates on emergency cancellations and delays.

SATURDAY SHOPPER Route Schedule

Operates Every Saturday

Effective July 1, 2024

FARE
FREE

	STOP	TIME
Southbound	VTSU - Admin Building	R (10:00)
	Randolph Area Deviations	R
	TVT Depot - Randolph	10:30
	Depot Apartments - Bethel	10:45
	South Royalton Green	11:00
	Exit 2 Park & Ride - Sharon	11:15
West Lebanon Retail Area	Walmart Plaza - West Lebanon	11:30
	Target - West Lebanon	R (11:35)
	Walmart Plaza - West Lebanon	12:50
	Target - West Lebanon	1:00
	Walmart Plaza - West Lebanon	R (1:50)
	Target - West Lebanon	2:00
Northbound	Exit 2 Park & Ride - Sharon	R (2:15)
	South Royalton Green	R (2:30)
	Depot Apartments - Bethel	R (2:45)
	TVT Depot - Randolph	R (3:00)
	Randolph Area Deviations	R
	VTSU - Admin Building	R (3:30)

Connects Randolph & Bethel to shopping in West Lebanon.
Access to retailers including Walmart, Price Chopper, and Target
as well as many area restaurants.

TVT Routes operate FARE FREE and are open to EVERYONE!

R = STOP BY REQUEST

Call 802-728-3773 to schedule a pick-up or ask your driver to be dropped off.

= DEVIATIONS TO ADDITIONAL SERVICES IN RETAIL AREA MAY BE AVAILABLE AT DRIVER'S DISCRETION

(TIME) = TIMES IN PARENTHESIS ARE APPROXIMATE



= FLAG STOPS - driver may drop off or pick up along route at their discretion if deemed safe

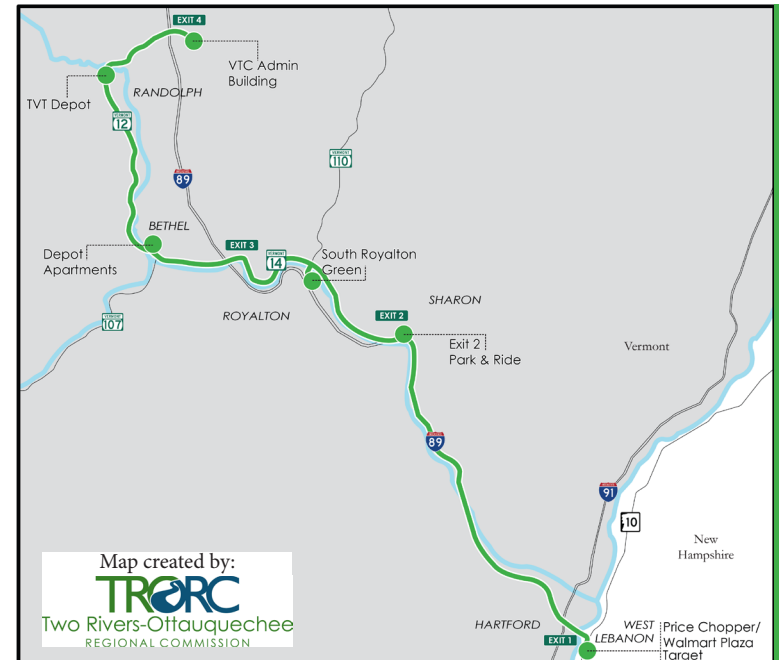
DEVIATIONS UP TO 3/4 MILE ARE AVAILABLE ON THIS ROUTE



**Sign up for Text
Alerts at**

trivalleytransit.org

**to stay updated on
emergency cancellations
and delays.**



SATURDAY SHOPPER - Route Map



PHONE: 802-728-3773

EMAIL: INFO@TRIVALLEYTRANSIT.ORG

WEBSITE: WWW.TRIVALLEYTRANSIT.ORG

RANDOLPH SHOPPER Route Schedule

Operates Every Wednesday

Effective July 1, 2024

**FARE
FREE**



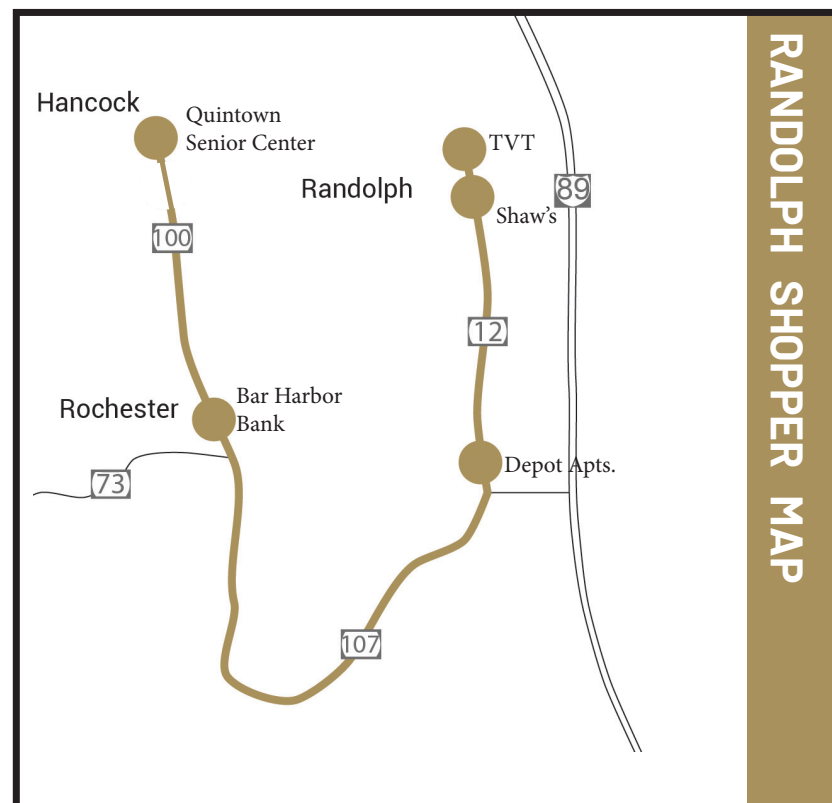
Wheelchair Accessible

	STOP	TIME
To Hancock / Rochester / Bethel	TVT Depot - Randolph	R (12:00)
	Quintown Senior Center - Hancock	12:45
	Bar Harbor Bank - Rochester	12:51
	Park House - Rochester	12:52
	Depot Apartments - Bethel	R (1:24)
Randolph Shopping	Shaw's Plaza - Randolph	1:35
	TVT Depot - Randolph	R (1:45)
	Shaw's Plaza - Randolph	2:20
To Hancock / Rochester / Bethel	Depot Apartments - Bethel	R (2:35)
	Park House - Rochester	R (3:09)
	Bar Harbor Bank - Rochester	R (3:10)
	Quintown Senior Center - Hancock	R (3:15)
	TVT Depot - Randolph	R (4:00)

Randolph Shopper offers weekly service from Hancock, Rochester, & Bethel to shopping services in Randolph.

Access to retailers including Shaw's and Kinney Drugs, as well as local shops & restaurants.

**TVT Routes operate
FARE FREE
and are open to
EVERYONE!**



RANDOLPH SHOPPER MAP

R

= **STOP BY REQUEST**

Call 802-728-3773 to schedule a pick-up or ask your driver to be dropped off.



= **DEVIATIONS TO ADDITIONAL SERVICES IN RETAIL AREA MAY BE AVAILABLE AT DRIVER'S DISCRETION**

(TIME)

= **TIMES IN PARENTHESIS ARE APPROXIMATE**



= **FLAG STOPS** - driver may drop off or pick up along route at their discretion if deemed safe

DEVIATIONS UP TO 3/4 MILE ARE AVAILABLE ON THIS ROUTE

PHONE: 802-728-3773

EMAIL: INFO@TRIVALLEYTRANSIT.ORG

WEBSITE: WWW.TRIVALLEYTRANSIT.ORG

MORE TIPS TO HELP YOU GET WHERE YOU'RE GOING

EMERGENCY TEXT ALERTS - Severe weather or other hazardous conditions may occasionally impact services. You can sign up at www.trivalleytransit.org to receive alerts on your cell phone regarding route specific delays or cancellations.



GUARANTEED RIDE HOME - Register your commute at www.connectingcommuters.org. Then if an emergency arises that keeps you from taking your bus home, Go! Vermont will reimburse up to \$70 worth of travel costs, six times per year.



PLAN YOUR TRIP - The trip planner tool on www.trivalleytransit.org helps you plan your trip from origin to destination, making the most of your local transportation options such as bus flag downs, bus deviations, and Dial-a-Rides.



WHERE'S MY BUS? - Download the "Transit" App on your phone and see exactly where your bus is on the map in real time!



REGIONAL CONNECTIONS

AMTRAK - The Vermonter to New York City departs from the Randolph station, 1 "L" Street, at 10:59 AM daily. This stop is served by TVT's Randolph Circulator and 89'er Routes (see schedule pages for times). Visit www.amtrak.com or call 800-872-7245 for more information.

ADVANCE TRANSIT - Serves the Upper Valley Region with routes in Hanover, Lebanon, and White River Jct. Visit www.advancetransit.com or call 802-295-1825.

THE MOOVER - Serves Windham and Windsor Counties with connections to TVT routes in Lebanon and Hanover. Visit www.moover.com or call 802-869-6287.

DARTMOUTH COACH - Intercity bus routes to Boston and New York City. TVT passengers can access Dartmouth Coach via 89'er South and River Route in Hanover. Visit www.dartmouthcoach.com or call 800-637-0123.

GREYHOUND - Daily inter-state bus service from White River Jct. accessible on River Route and 89'er South. For more information visit www.greyhound.com.

GO! VERMONT - offers state resources for Vermonters who want to reduce the cost and environmental impact of driving alone. They offer carpool matching, vanpool services, trip planning, and statewide local bus information. Visit www.connectingcommuters.org or call 802-685-7433.

CODE OF CONDUCT

1. For your safety and good health, smoking and vaping are prohibited on all our buses and within 25 feet of a bus stop or shelter.
2. Passengers are required to pay the proper fare for all transportation.
3. Please stay seated, keep aisle clear and do not disturb other passengers.
4. Seats in front of the bus are reserved for elders, passengers with disabilities and those needing child seats.
5. Use headphones when listening to personal music.
6. Keep all food and beverages in closed containers. Please use the trash bin in the front of the bus.
7. For safety and sanitary reasons, all passengers are required to wear shoes and shirts, and limit odors that disturb others.
8. Articles which, because of their size or the nature of their content, may be dangerous to passengers shall not be allowed on buses. These include, but are not limited to, car batteries, gasoline, kerosene or any other flammable liquid, weapons, including but not limited to, guns or knives, illegal drugs and open containers of alcohol.
9. Offensive language including but not limited to racial slurs or derogatory remarks based on race, gender or sexual orientation is prohibited on our vehicles.
10. For safety reasons, passengers may not remain on board during refueling.
11. The driver has the right to refuse service to those who do not comply with this Code of Conduct.

Demand-Response Rides

also known as "Dial-a-Ride" or "Ticket to Ride"

Specialized Transportation Programs for

- Medicaid recipients
- Older adults and people with disabilities
- And other vulnerable populations

Older Adults and Person with Disabilities (O&D) program, for residents age 60+ and/or with an ADA disability to access quality-of-life services such as medical appointments, meal site programs, grocery shopping and other quality of life destinations. (a mostly free eligibility program with diverse trip purposes)

- > Unlimited free rides for **critical care** appointments such as cardiac rehab and cancer treatment, and 12 free rides per month for dialysis.
- > Free ride allowance of **six round-trips** per calendar month.
 - Trips to **Medical Specialists more than 40 miles one-way** are allowed if care is not available locally, but documentation may be requested. (counts as part of the monthly ride allowance)
 - **Personal trips of more than 40 miles one-way** are allowed 4 times/year. TVT pays for first 40 miles, client pays any additional mileage. (counts as part of the monthly ride allowance)
 - **Senior meals** rides are not counted against monthly allowance.

Medicaid Non-Emergency Medical Transportation (NEMT) program, for eligible Medicaid recipients to access medical services. (a free medical entitlement benefit)

- >**Nursing homes** provide Medicaid medical trips, or pay for trips provided by TVT.
- >**Hardship** - Medicaid reimburses a registered hardship driver if 50 medical miles are driven in one week or 215 medical miles in a month.
 - Appointments must be prearranged with TVT in order to claim mileage reimbursement.
 - 2026 federal reimbursement rate = \$0.205/mile
- >**Personal Choice** (foster care provider bringing ward to medical appointment or other special circumstances approved by VPTA)
 - 2026 GSA reimbursement rate of \$.725/mile.

Ridematch program, for people who cannot self-transport but do not meet eligibility requirements for free ride programs. (pay as you go or funded by third party such as a school or insurance company.)

- > FY26 admin fee=\$40 round trip and driver mileage is reimbursed at the 2026 GSA rate of \$.725/mile.

Rides to Recovery & Job Access pilot program, rides for people recovering from addiction to access wrap-around recovery services or for people accessing job training and employment. TVT may provide ride or support riders needs through use of gas cards or other resources. (free at the discretion of TVT and recovery center partners)

REQUEST A RIDE

Orange/N. Windsor Region: (802)728-3773
TDD 711
info@trivalleytransit.org

To enroll in a Demand Response ride program, call the TVT office in your county.

A dispatcher will ask you a few questions to confirm your eligibility.
(Medicaid eligibility can take a few days or two weeks depending on documentation requirements.)

Once enrolled, at least 48 hours notice is requested for TVT to match a ride with a volunteer driver.

In the case of limited availability, TVT will prioritize medical trips first, followed by food access, then social.

Ride program budgets (not including Medicaid) will be monitored throughout the year and the number of free rides allowed may be adjusted depending on available funding.

ORANGE COUNTY

- Bradford
- Braintree
- Brookfield
- Chelsea
- Corinth
- Fairlee
- Newbury
- Randolph
- Strafford
- Thetford
- Topsham
- Tunbridge
- Vershire
- West Fairlee

WINDSOR COUNTY

- Barnard
- Bethel
- Bridgewater
- Hartford
- Hartland
- Norwich
- Pomfret
- Rochester
- Royalton
- Sharon
- Stockbridge
- Woodstock

ALSO:

- Granville
- Hancock
- Pittsfield