



# Part of Your Journey

ANNUAL REPORT  
JULY 2022 – JUNE 2023

# TVT 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.*



JIM MOULTON  
EXECUTIVE DIRECTOR

There are almost as many reasons people ride with TVT as there are riders, but they all boil down to people supporting their families, participating in their community, staying healthy, or improving their lives. They may be choosing to ride to save money and help the environment, or they may not have any choice but to rely on public transportation.

No matter why they are riding, or where they are going, we're excited that TVT is a part of that journey and providing a link that helps someone keep a roof over their head, get the medical attention they need, or access food, services, and recreational opportunities that are so vital to everyone's comfort and wellbeing.




ADAM LOUGEE  
CHAIR

Nothing gets us more excited at TVT than hearing about how we've made a difference in someone's life. All our work is dedicated to not just helping people get from Point A to Point B, but to make a positive impact on the individuals and communities we serve. Whether someone uses TVT to bridge a gap when their car breaks down, needs volunteer drivers to get them to doctor appointments, or rides to work on the bus every day it's heartwarming to hear how they make TVT a part of their lives.

We're pleased to share some of these stories with you in this Annual Report, and I hope you will join me in supporting TVT's efforts to help our neighbors on their journey.



Just wanted to thank you for all the years of service; your welcoming presence has been a part of my life for some time now, on my trips to and from Burlington on workdays and many other occasions. You are the heart of this community on the 116 Commuter!



I wanted to take a moment to express my gratitude to your team, particularly the bus drivers who serviced my route. Their professionalism, courtesy, and kindness made my weekly commute a pleasure, and I feel fortunate to have had such excellent service.

- Will J.

Thanks for being our public transportation solution! We have been riding the bus for years! We love it!

- Mary Y.

Many thanks to the drivers we have had recently and for your providing the vehicles. Your drivers are just great - personable and professional!

- Jill F. & Sheila G.

I'm very thankful that your driver picked me up at the emergency room to get my bus back home. Your drivers are wonderful and just keep getting better.

- Helen Z.

My driver was wonderful, had great driving skills and was so friendly and nice. A pleasure to ride with.

- Vanessa C.

Your drivers are so kind and polite and your dispatchers are very nice, I love speaking with them.

- Connie C.

The dispatchers are friendly and helpful, and the drivers are all very good. They always make sure passengers get off the bus safely.

- Albert L.

Thank you all for your hard work and dedication to keeping the buses going and on time - and staffing them with the friendliest, most accommodating drivers! You are all very much appreciated. :)

- Christine G.

Thank you for driving me to work! I'm leaving the area for a job in another part of the state. I'll miss my morning routine, which so often started saying hello to my driver. It was a privilege to admire the views of the mountains and fields from the safety of the bus. Cheers!

- Carrie M.

## In the words of our riders...

# Tom Crogan



Tom was a Navy veteran and retired police officer who moved to Vermont to be with family when he was diagnosed with cancer. Not wanting to be a burden on his kids, he turned to TVT where volunteer drivers shared the load of rides to his cancer treatments in Burlington.

When he entered remission Tom began volunteering at Fowler R&R Veteran's Farm, feeding and watering livestock. His strong connection to the animals and the farm's mission to create a peaceful place where veterans could transition into civilian life brought him great joy.

Over time Tom developed dementia and moved into an assisted living program where he thrived physically but missed his independence. TVT stepped up again to bring him to visit his friends at the farm every Friday and then, as his condition worsened, a couple of times a month.

As he developed relationships with his volunteer drivers, the rides to the farm became as much a social outlet for Tom as the destination. Tom passed away last winter after a brief illness, leaving behind a lot of friends at TVT. We all miss this sweet and courteous man and are honored to have been able to help him be a part of the community and live his best life.

# Carol Stanigar



"When you're 81 years old and determined to be independent, you have to make some changes." For Carol Stanigar, those changes included riding a TVT bus for the first time after her aging Subaru died in her driveway. Ever since, she has ridden the bus to get to appointments, shop for groceries, and do her banking, but to Carol the trip is every bit as rewarding as the destination.

"Riding the bus has given me the peace of mind to know I'm living in a community of nice people." On the bus, Carol has the chance to interact with people she never would have met driving her own car, and she describes the relationships that develop among the diverse regular riders as "democracy in action."

She credits TVT staff with creating this welcoming environment. "Whether on the phone or driving, they are friendly and truly delightful." After a career as a flight attendant that included training new hires, Carol recognizes the significance of good service, "Their work is not just answering phones or driving. It is **enabling** people, it is **helping**, it is above all **important**, and how they do their job makes me feel **valued**."

Carol stays in touch with friends from around the world and any time they worry about her choice to live alone in rural Vermont without a car she thinks about her gardens, her community, and her bus rides and says, "don't worry about me - I'm in Heaven."

Working to improve our riders experience while meeting their needs.



# Getting better all the time!

## IN THE PAST YEAR...

- Supported the addition of shelters in Fairlee and Bristol
- Added free wifi service on more buses
- Upgraded facilities in Middlebury and Randolph



## EXPANDED SERVICE...

- Expanded Burlington LINK to include mid-day service between Middlebury and Burlington started
- Added Randolph Shopper route from Hancock to Randolph to provide food access after a local grocery store closed
- Provided service for new partners - Special Needs Support Center, Special Olympics, and Adult Day Programs for older adults

## ADDED...

- **EQUIPMENT** Brought new buses into the fleet to ensure more reliable service and provide more comfort to our riders
- **TOOLS** Selected new software to help with scheduling Dial-a-Ride trips and the EZ Trip - Middlebury microtransit project
- **STAFF** Successful hiring in the past year to bring both dispatch offices up to full staffing and minimize driver openings

Thanks to Black River Design for their dedication to our efficiency goals!

# Doing our part

The Upper Valley Community Transportation Center was honored with THREE efficiency awards

**"BEST OF THE BEST" AWARD FOR SMALL NEW CONSTRUCTION** by Efficiency Vermont - recognizes buildings that have achieved exceptional energy performance through the use of innovative design and construction practices

**VERMONT GREEN BUILDING AWARD** from Vermont Green Building Network for demonstrating energy use intensity at least 50% below the regional average energy use for buildings of the same end use and incorporating other sustainability features

**NET ZERO AWARD** from Vermont Green Building Network for annual renewable energy production equal or greater than annual energy consumption!



# We're Part of Your Journey...

"As people travel through their lives you help them along that journey to get where they want to go, literally and metaphorically." - **Carol S.**

We all need to get somewhere. Some TVT riders choose to use public transit, some have no other options. Some ride set bus routes, others use Dial-A-Ride services. No matter the reason, our services help people access:

**EDUCATION** - "I wanted to send a note of appreciation for all of your assistance in completing my internship through the challenge of my car's engine failure and waiting for replacement. You all helped make it possible so I could make it to the end and graduate." - **Ginkanh T.**

**SHOPPING** - "Thank you so much for Tri-Valley Transit routes! Helping folks get equitable access to groceries is an essential and deeply appreciated service!" - **Jack W.**

**EMPLOYMENT** - "Quick shout out to TVT for being a great option for my daily commute. The professional drivers and punctual schedule make it easy to be one less car on the road." - **Kevin K.**

**NUTRITION** - "Food shelf use has increased dramatically over last year and the support from TVT and Randolph Circulator drivers is critical in helping residents access this vital service." - **Ruth T., Randolph Area Food Shelf**

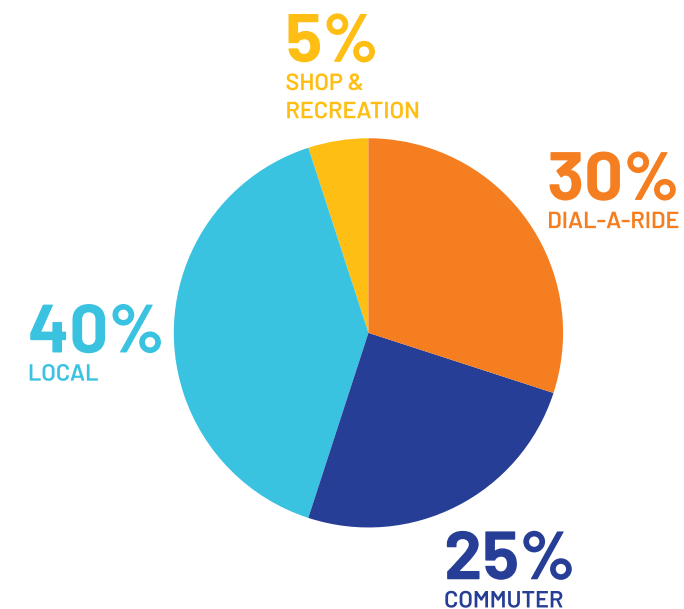
**RECREATION** - "Our driver was VERY helpful and nice. It's been over three years since our Residents got to go on a trip like this due to COVID. They all had a blast!" - **Kari K., Margaret Pratt Community**

**MEDICAL** - "In the days before my medical appointment it was reassuring and a source of mental peace to know I could rely on Tri-Valley Transit for help." - **Marjorie L.**

**PERSONAL EMERGENCIES** - "I had an unexpected accident and was not able to find a ride home. One of your volunteers was called and made himself available. I just want to say thank you to him and your staff for getting me home." - **Thomas G.**

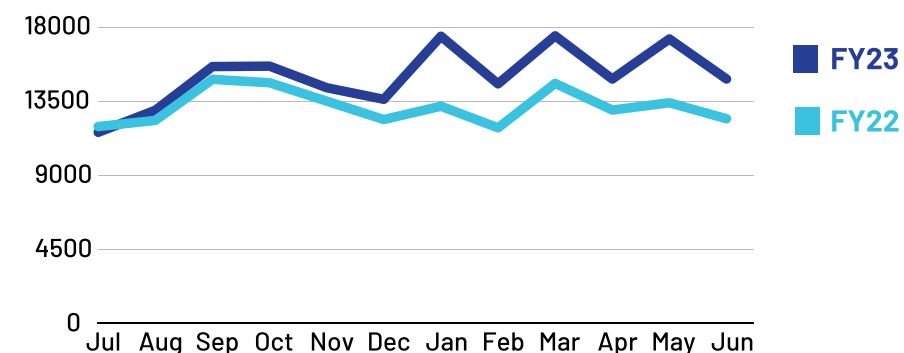


## FISCAL YEAR 2023 RIDERSHIP BY TYPE

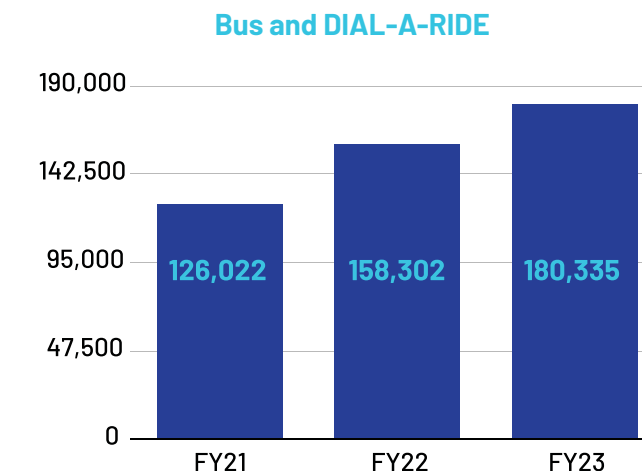


**180,335**  
Total Rides in  
Fiscal Year 2023

## TOTAL MONTHLY RIDERSHIP



## TOTAL ANNUAL RIDERSHIP



# ...And You're Part of Ours

# TVT Team

## Board of Directors

David Andrews  
Donna Bryan  
Tom Burgos  
Tim Crowley  
Margaret Gladstone  
Gale Hurd  
Michael Livingston  
Adam Lougee  
Renny Perry

## Directors Emeritus

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Marvin Harvey  
Paul Kendall

## Addison Regional Operating Committee

Larry Buck  
Matt Curran  
Gale Hurd  
Diane Lanpher  
Dorothy Mammen  
Mike Winslow

## Orange Regional Operating Committee

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Tom Burgos  
Tim Crowley  
Bill Hall  
Paul Kendall  
Patrick O'Neill

Cody Plante  
Greg Nazarov  
Rita Seto  
Ruth Tucker

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Jean Bulger  
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Bill Cunningham  
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Maggie Surprenant  
Steve Suter  
Bonnie Swan  
Kirstie Thomson  
Brian Tillotson  
Gina Tindall  
Chuck Welch  
Val Wild  
David Wilson  
Narissa Yetz

## Volunteer Drivers

Andy Ales  
David Andrews  
David Bishop  
Clem Bourgon  
Tom Burgos  
Mike Cameron  
Tricia Chatary  
Rick Collins  
Dan D'avignon  
Judy Dunning  
Bonnie Gaudette  
George Guay  
Brenda Jimmo  
Paul Kendall  
Iris Knowles  
Linda Knutson

Sara Kurtz  
Jennifer Locke  
Dorothy Mammen  
Barbara Merz  
Martin Murphy  
Scott Myrick  
Elizabeth Oettinger  
Barbara Pespisa  
George Phillips  
Chuck Pollard  
David Quesnel  
Betsy Race  
Sheila Rheaume  
Janice Sabett  
Chris Schaner  
Monica Schaner  
Mike Small  
Paul Smith  
Abby Snook  
Pam Spatafora  
Nancy Spears  
Darlene Stark  
Diane Teetsel  
Jack VanHoff  
Delores Walton  
Joanna Watterson  
Ed Whitney  
Jeff Worcester

# Volunteer Drivers



*I enjoy driving folks to medical appointments and other places. You meet some very interesting people with a variety of backgrounds and stories!*

*- Andy Ales, Volunteer Driver*

## VOLUNTEER DRIVERS ARE THE BACKBONE OF OUR DIAL-A-RIDE PROGRAM!

They volunteer their time driving their personal vehicle to provide trips to help their neighbors access medical care, food shopping, nutrition programs, job training and employment.

Volunteers get a generous reimbursement for every mile they drive, but the real reward comes from the people they meet and services they provide.

## WITH MORE VOLUNTEERS, WE COULD PROVIDE EVEN MORE TRIPS!

If you have a vehicle in good repair, a clean driving record, and as little as a couple of hours a week to spare (any day of the week) – your neighbors need your help!

Contact Amy in the Addison Region at 802-388-2287 or Val in the Orange/N. Windsor Region at 802-728-3773 for an application or more information.



**VOLUNTEER DRIVERS provided 39,600 rides in the past year!**

# Many Thanks

Those listed include support given between July 1, 2022 and December 31, 2023. We apologize for any names that may have been inadvertently omitted.

## Individual Donors

Harold Allen  
Anonymous  
Laura Asermily & David Andrews  
Carolyn Ashby  
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Sunshin Berman  
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Leslie Rublee



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

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Philip Witteman  
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Sara Woodruff  
Betty Wright  
Dale Young

## 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  
Colby Sawyer College  
Counseling Service of Addison County  
Dartmouth College  
Dartmouth-Hitchcock Medical Center  
Gifford Medical Center

Greater Vergennes Rotary  
Middlebury College  
National Life Group Foundation  
RACDC  
Senior Solutions  
Special Needs Support Center  
Springfield Area Adult Day Services  
The Jack and Dorothy Byrne Foundation  
The Sharon Academy  
Thompson Senior Center  
Two Rivers Planning Commission  
Upper Valley Services  
VCF - Walter Cerf Community Fund  
Wells River Savings Bank  
White River Unified School District

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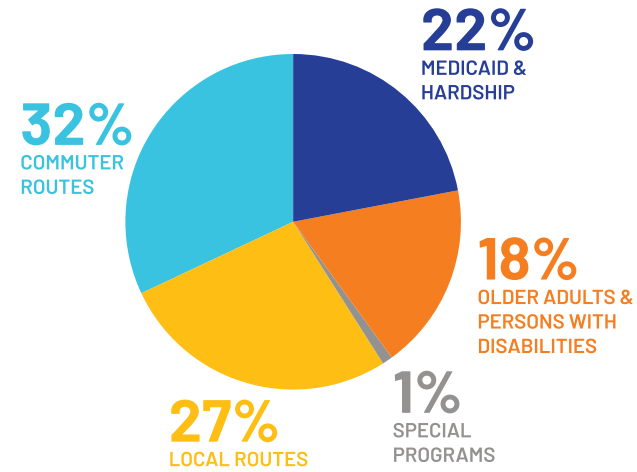


Scan with your phone's camera to learn more about supporting TVT.

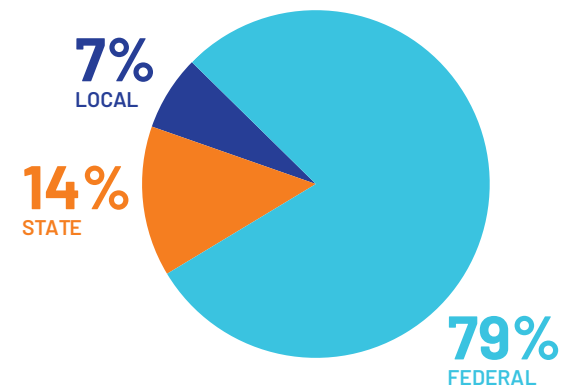
For information about additional ways of giving, such as bequests and/or yearly required IRA and other distributions, call our Community Relations Manager, Mary-Claire Crogan at 802-388-2287

# TVT Finances

## FY23 OPERATING EXPENSES



## FY23 OPERATING FUNDS



## FINANCIAL RESULTS \*‡

	FY22	FY23
Total Transit Revenue	5,444,533	6,281,372
Other Operating Income	497,654	446,728
<b>Total Unrestricted Operating Revenue</b>	<b>5,942,187</b>	<b>6,728,100</b>
Operating Expenses	5,735,096	6,762,932
<b>Net Unrestricted Operating Income</b>	<b>207,091</b>	<b>(34,832)</b>
Capital Investments	1,304,722	1,267,861
Funded with Grant	1,173,595	1,176,236
Funded with Local Match	131,127	91,625
<b>Net Assets Without Donor Restrictions</b>		
Undesignated	523,650	247,694
Designated for Property & Equipment	959,965	961,202
Designated for Operating Reserve	500,000	616,000
Designated for Capital Match Reserve	-	150,000
<b>Total Net Assets Without Donor Restrictions</b>	<b>1,983,615</b>	<b>1,974,896</b>
<b>Net Assets With Donor Restrictions</b>		
Property & Equipment (Net of Depreciation)	7,964,776	7,986,417
Intangible Assets	-	376,449
Other Restricted Assets	165,222	179,650
<b>Total Net Assets With Donor Restrictions</b>	<b>8,129,998</b>	<b>8,542,516</b>
<b>Total Net Assets</b>	<b>10,113,613</b>	<b>10,517,412</b>

\* Excerpted from the audited financial statements. Audited financial statements available upon request.

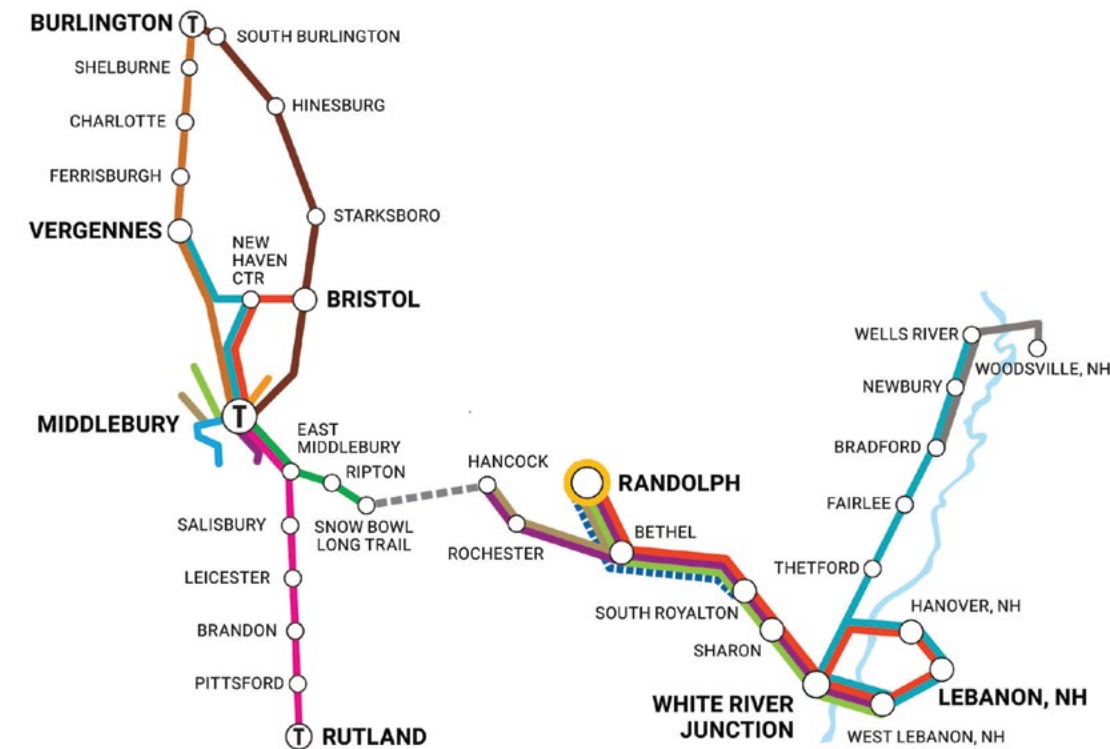
‡ In FY21, the Board implemented an "Operating Reserve Policy" to safeguard the Organization's ability to maintain operations during times of unanticipated expenses or loss of revenue. The reserve is approximately 1 month of average budgeted expenses and up to 10% of the average annual capital replacement budget. 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.

# Programs & Services

## PUBLIC BUS ROUTES

Whether you ride by choice or if it's your only option, bus routes reach many destinations throughout our service area.

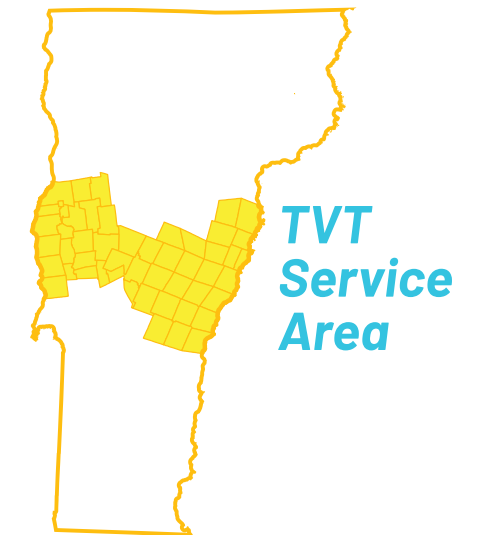
- Transportation for **Everyone!**
- Fare-Free since March 2020
- Commuter & local routes



## DEMAND RESPONSE

Vital Transportation Service for people in need. Programs include:

- Older Adults and Persons with Disabilities
- Non-Emergency Medical Transportation
- Recovery & Job Access Program





**Tri-Valley Transit**  
297 CREEK ROAD  
MIDDLEBURY, VT 05753

Nonprofit Org  
US POSTAGE  
PAID  
Middlebury, VT  
Permit No. 177



## 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:** Allow TVT to access \$4 for every \$1 you contribute

[trivalleytransit.org](http://trivalleytransit.org)  
[info@trivalleytransit.org](mailto:info@trivalleytransit.org)  
802-388-2287

