

ACTR

Is for Everyone!



**Addison County Transit Resources
2005 Annual Report**

For fiscal year 7/1/04 - 6/30/05



Our mission:

To enhance the economic, social and environmental health of the region by providing public transportation services that are safe, reliable, accessible and affordable for everyone.



A Message from the Executive Director

I would first like to thank each and every person affiliated with ACTR for your ongoing support. Whether you are a board or staff member, volunteer, donor, sponsor or rider, everything you are about to read in this Annual Report could not have been achieved without your help. Your involvement with ACTR is greatly appreciated.

As you will see in the following pages, Fiscal Year 2005 was another exciting and successful year for us. We provided a record number of rides – almost 100,000 – to Addison County residents and visitors. We met or exceeded almost every performance benchmark set for us by the state. We expanded services and added new amenities for riders. And all of this was achieved while we became even more cost-efficient.

Despite this progress, however, we know there remain large numbers of people who are still unaware of ACTR and the services that we provide. In addition, many of those who do know of us still do not understand the positive economic impact we have on area businesses or the incredible social and health benefits we allow so many of our most vulnerable citizens to enjoy.

Our best kept secret, however, appears to be how little ACTR actually costs and how much public benefit is received in return. In FY2005, our entire shuttle bus system only cost each Addison County taxpayer \$12.11 in federal, state and local taxes. Add in all of our special services to dialysis or medical appointments or senior meal programs and that amount only rises to \$33.04 – for the whole year.

But while we are proud of that success, we know that in order to meet the challenges set before us by rising fuel prices, increasing numbers of people who can no longer drive themselves and global warming, we must continue to improve. We will not be sitting still in FY2006 and look forward to ensuring that ACTR is for Everyone!

Sincerely,



Jim Moulton
Executive Director



did you know?

It only takes four riders on the bus, rather than in cars, to reduce the amount of tailpipe pollution and carbon emissions being released into the air.

New for ACTR

This past year, we implemented a number of new initiatives designed to improve our “user-friendliness.” We:

- Introduced new service to East Middlebury, Ripton and the Snow Bowl in October 2004. First year ridership exceeded expectations by almost 16%.
- Expanded local service to support the launch of a new route linking Addison County to Chittenden County, also in October 2004.
- Installed two built-in child-seats on each of our vehicles to ensure that our smallest riders have the safest journey possible. This is now standard on all of our buses.
- Installed bicycle-carrying racks on all of our buses to allow bikers to use our system.
- Constructed our first bus shelter on Merchant’s Row in Middlebury to provide a protected place for riders to comfortably wait for the next bus.

“Our friends, grandparents and children alike rely on ACTR to go shopping, to get to important medical appointments and to visit their families.”

– Drew, Shoreham



Coming Soon

As we head into FY2006, we will:

- Put into service our first biodiesel bus. Purchased to accommodate ACTR's growing ridership, this 26-seat bus is expected to run on 20% biodiesel, reducing environmental impact.
- Study how to address the non-stop requests for increased hours of service and new routes. ACTR earned a grant from the Addison County Regional Planning Commission to examine and prioritize all the possibilities for expanded services.
- Plan for future growth. ACTR was awarded a grant from the Community Transportation Association of America to perform a facility feasibility study – one of only four such grants awarded nationwide.

did you know?

ACTR's shuttle bus routes operate within 1/4 mile of over 800 county businesses, providing them with both employees and customers on a daily basis and providing access to their goods and services for thousands of county residents.



“When you get right down to it, public transportation is about supporting community. We need the buses. In any rural area, especially now, with ever-increasing fuel costs, not only is public transportation vital, it is going to become a more prominent pattern of our future – we fool ourselves if we think otherwise. It is a community-based solution to a growing set of socioeconomic and environmental issues.”

– Kate, Middlebury

ACTR's Shuttle Bus Services

ACTR operates a “deviated fixed route” bus system. Our buses follow a set schedule and route but you can ask to be dropped off or picked up off the regular route. Just ask.

Our services include:

- Middlebury Shuttle Bus – fare-free service in Middlebury on Monday through Saturday.
- Tri-Town Shuttle Bus – fare-free service connecting Middlebury with New Haven, Bristol and Vergennes on Monday through Friday.
- Snow Bowl Shuttle Bus – fare-free service connecting Middlebury with East Middlebury, Ripton and the region's ski areas and hiking trails 7 days per week in the winter and 4 days per week the rest of the year.
- Burlington LINK Express – fared service connecting Middlebury with Burlington and the towns between on Monday through Friday during commuter hours.
- Sugarbush Subscription Route – fared service operating on certain Saturdays during the winter season that connects Middlebury, New Haven and Bristol with Sugarbush and Mad River Glen ski areas.
- Special Events – fare-free service to special annual events in the county.

did you know?

If just 10 people who receive government assistance can become fully employed based on their ability to get to work through ACTR, the amount of taxpayer money saved more than pays for the annual cost of the entire shuttle bus system. And, ACTR transports dozens of people to work every day – a number that is growing all the time.

did you know?

In FY05, the combined total of federal, state and local tax dollars spent by ACTR on its shuttle bus system per Addison County taxpayer was only \$12.11 for the entire year. That's less than the cost of one tank of gas and far less than the \$736.74 spent per taxpayer for roads and bridges or the \$5,800 average annual cost of operating a personal vehicle.

ACTR's Human Services

ACTR also operates a "demand-response" transportation system, which uses volunteer drivers in their own cars and wheelchair lift-equipped buses. Volunteers are reimbursed for their mileage expenses. Trips are most often to medical or healthcare facilities but can also be to senior meal programs, grocery stores or other important services.

These programs include:

- Elders and Persons with Disabilities – fare-free service for anyone age 60 or over or having an ADA defined disability.
- Medicaid – fare-free service for Medicaid-eligible residents to medically necessary care.
- Ridematch – fared service for the general public when other alternatives are unavailable

“ACTR provides outstanding service to people in need of transportation. They make transportation a comfortable experience for many who otherwise would be feeling desperation and hopelessness. They provide an essential service to Addison County residents and deserve our appreciation and support.”

– Ronnie, Ripton

Special Events Served by ACTR

In FY2005, ACTR continued to provide special service to many of the county's annual events including Addison County Fair & Field Days, Bristol Harvest Festival, Vergennes Day, Dead Creek Wildlife Day and Festival-on-the-Green. Other events served by ACTR included Monument Farms 75th Anniversary Celebration, the Middlebury Memorial Day Parade, Bristol Cool Yule, the Middlebury Fourth of July Vermont Symphony Orchestra Concert and the Bristol Annual Road Trip.

“I use the shuttle bus on a regular basis. When I went back to work, it was the only way I could get to work.”
– Lisa, Middlebury



Proven Performance and Customer Service

This past year, ACTR continued its pledge to improve upon customer service and meet or exceed performance benchmarks set by the Vermont Agency of Transportation (VTrans). By any measurement, it was a successful year.

Performance Benchmarks Exceeded

	VTrans Benchmark	ACTR	Other Small Town VT Providers
Cost per Rider	\$5.73 or less	\$5.32	\$8.32
Cost per Hour	\$40.13 or less	\$31.81	\$45.49
Cost per Mile	\$2.59 or less	\$1.84	\$3.68

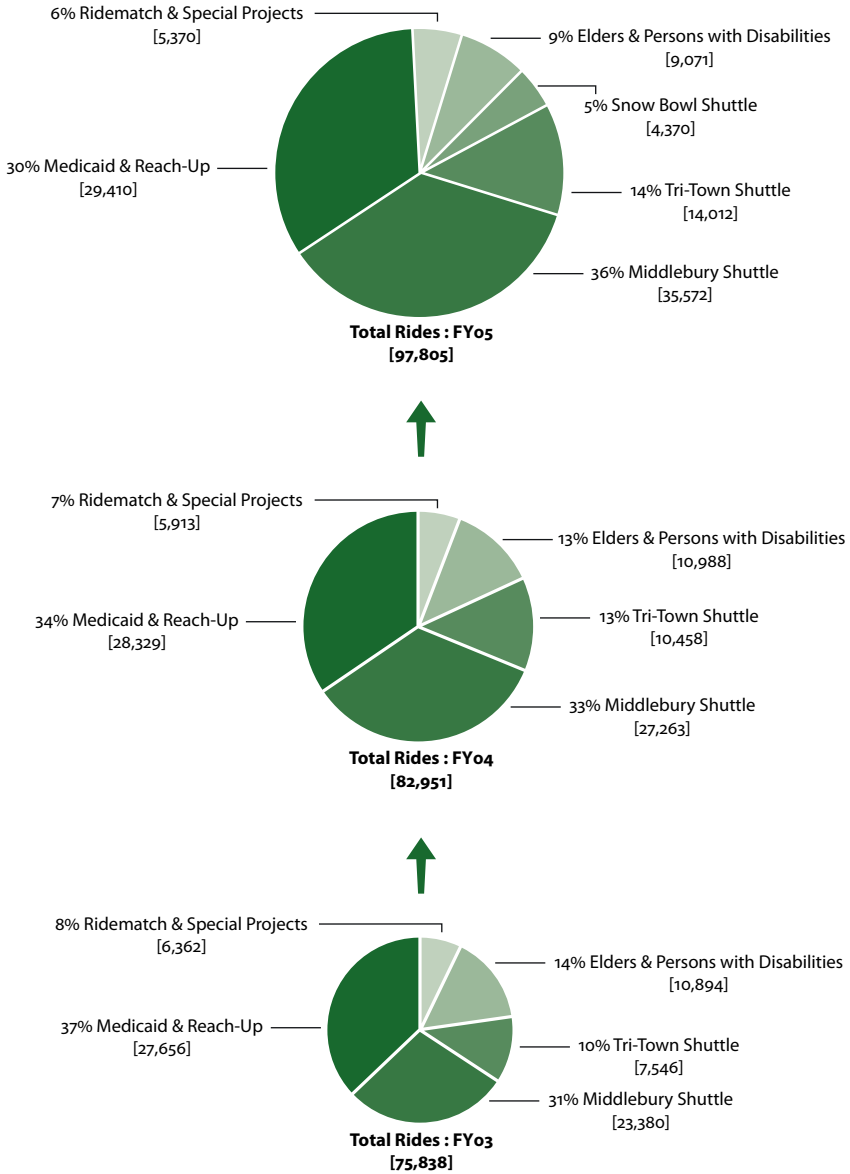
Performance Benchmarks Met

	VTrans Benchmark	ACTR	Other Small Town VT Providers
Boardings per Hour	between 3.00 – 7.50	5.97	6.56
Boardings per Mile	between 0.20 – 0.60	0.34	0.50

Customer Service

- 96% of riders said our bus stop locations are convenient
- 92% of riders said our buses are on time
- 96% of riders said our stop times are convenient
- 100% of riders said our drivers are courteous and helpful
- 100% of riders said they would use the bus again

Figure 1 | Total number of rides provided by ACTR





“The ACTR community bus service is a blessing and a serious necessity. A blessing for impaired folks no longer able to drive; a blessing for those who need to get to a doctor or to Porter Hospital but have no car; a blessing for the homebound who depend on ACTR to deliver meals; a blessing for those who need to shop or wish to visit friends for a day in Vergennes, Bristol or New Haven.”

– Ralph, East Middlebury

Figure 2 | Financial statement of activities

Funding by Source

State Grants.....	47.7%
Federal Grants.....	33.6%
Partners.....	12.4%
Donations.....	4.8%
Municipal.....	1.5%

Expenses by Program

Medicaid & Reach-Up.....	40.0%
Elders & Persons with Disabilities.....	20.2%
Middlebury Shuttle.....	15.5%
Tri-Town Shuttle.....	9.0%
Ridematch & Special Projects.....	7.9%
Snow Bowl Shuttle.....	4.1%
Rideshare.....	3.3%

Financial Statement

	Fiscal Year 2003	Fiscal Year 2004	Fiscal Year 2005
Operating Revenue	\$810,998	\$906,749	\$1,012,374
Operating Expenses	<u>793,405</u>	<u>873,617</u>	<u>1,002,754</u>
Net Income	\$17,593	\$33,132	\$9,620
Capital Income	\$113,698	\$114,262	\$256,622
Depreciation, etc.	<u>65,176</u>	<u>77,871</u>	<u>\$89,930</u>
Net Capital	\$48,522	\$36,391	\$166,792
Net Assets as of June 30	\$253,911	\$323,434	\$499,846

Board of Directors

Adam Lougee, Chair
At-Large Representative

Bob Huth, Vice-Chair
Weybridge Representative

Sue Prager, Treasurer
Ripton Representative

Dean George, Secretary
Middlebury Representative

Eli Berman
Middlebury College Representative

Paul Bortz
At-Large Representative

Naomi Drummond
Bristol Representative

Jan Harrington
Vergennes Representative

Ed Langlois
Vergennes Representative

Frank Mazza
Human Services Representative

Florence "Mimi" Pool
Middlebury Representative

Staff

Jim Moulton, *Executive Director*
Gordon Marsh, *Finance Manager*
Milt Gardner, *Operations Manager*
Shari Lutton, *Program Manager*
Neb Kehoe, *Marketing Manager*

Dispatchers

Sharon Bortell
Marcia Brown
Tammy Ketcham
Becky Martin

Drivers

Mike Booska
Norm Booska
Vi Brace
Kirk Chandler
Bonnie Clark
Garth Corse
George Forrest
Matthew Ketcham
Mike Lucia
Larry O'Donnell
Carl Reynolds
Larry Russell
Clifford Ryea
Orrin Sunderland
Dawn Thibault

Volunteer Drivers

James Bell
Wayland Brace
Juliet Burroughs
Gilbert Clark
Helen Cobb
Mary Cobb
Peter Daigle
Caroline Deslisle
Les Deslisle
James Egnor
Geraldine Fleming
Clarence Hallock
Wilma Hallock
Donald Harrington
Ann Kehoe
Emeline Larose
Reggie Larose
Charles Makovec
Harold Mayforth
George Muzzy
Sheila Rheäume
Debra Scherck
Darlene Stark
Ron Stearns
Jeffrey Titus
Lorraine Titus
Sandra Tower
Candy Whalen
Ron White
Millie Witteman

"I really enjoy riding the bus. I have time to talk with other people whom I otherwise would not see ... I cannot wait to ride the bus every day from Ripton to Middlebury."

– Jean, Ripton



Donors, Sponsors & Supporters

Businesses & Organizations

#1 Auto Parts
 A&H Signs and Banners
 Addison County Chamber of Commerce
 Addison County Home Health & Hospice
 Addison County Regional Planning Commission
 The Alpine Shop
 The Bike Center
 Bristol Teen Center
 Champlain Valley Agency on Aging
 Chittenden Bank
 Counseling Service of Addison County
 County Tire Center
 Country Home Products
 Courtyard by Marriott
 Foote's Insurance Agency
 Foster Motors
 Gaines Insurance Agency
 Geiger of Austria
 Green Peppers
 Greg's Meat Market
 Goodrich
 Hannaford Supermarket
 Helen Porter Nursing Home
 Holden Financial Services
 Ilsley Public Library
 Kennedy Brothers
 Main Street Stationery
 Maplefields
 Maple Landmark
 Marble Works
 Marble Works Pharmacy
 Merchant's Bank
 The Middlebury Bike Club
 Middlebury Chiropractic
 Middlebury College
 Middlebury Eye Associates
 Middlebury Fitness
 The Middlebury Inn
 Middlebury Print
 Middlebury Rotary
 Neat Repeats Resale Shop
 Porter Medical Center
 Precision Print and Copy
 The Ripton Country Store
 Rosie's Restaurant & Coffee Shop
 Rouse Tire Sales

Russ Sholes Senior Center
 Shaw's Supermarkets
 Sons of the American Legion #27
 St. Stephen's Episcopal Church
 T.JA's Sunoco
 United Way of Addison County
 The UPS Store
 Valley Voice
 Vermont Community Foundation
 Waybury Inn

Municipalities

Town of Addison
 Town of Bridport
 Town of Bristol
 Town of Ferrisburgh
 Town of Lincoln
 Town of Middlebury
 Town of New Haven
 Town of Pantton
 Town of Ripton
 Town of Salisbury
 Town of Starksboro
 City of Vergennes

Individuals

Phyllis Armstrong
 Mabelle Audet
 Mary Basulto
 Jean Benjamin
 Viola & Roland Brace
 Mary-Ruth Crawford
 Jean Cyr
 Mable Cyr
 Naomi Drummond
 Claire Duclos
 Angela & Joe Early
 Jim & Serena Eddy-Moulton
 Louise Elmore
 Paul Ferguson
 Peg & Milt Gardner
 Barbara Gay
 Alice & Dean George
 Lelia Greenewalt
 Louise Hamer
 Betty Hampel
 Janice & Donald Harrington
 Barbara & Bob Huth
 Karri Ingerson & Steve Lindemann
 Libby & Jon Isham

Anna Johnson
 Kimberly Jones & Robert Churchill
 Susan King
 Marie & Charlie Kireker
 Eleanor & Edward Kolanko
 Charlotte Kuczynski
 Edward Langlois
 Steve Maier & Priscilla Bremser
 Margaret & Edward Martin
 C. Marcella McCauley
 Joyce Meacham
 Melissa Mumford & Betty Brileya
 Howard Munford
 Bethia Munger
 Marjorie Nelson
 Pauline & Charles Novak
 Betty & Victor Nuovo
 Judy & Michael Olinick
 Thelma Oxholm
 Natasha & Daniel Perkins
 Florence E. Pool
 Susan Prager
 Ernestine Ray
 Joshua Rickert
 Zita & William Riley
 Alice Ringer
 Ann & James Ross
 John Rubright
 Sandra Ruvera
 Susan Smiley
 Lula Spenard
 Glenellen Stefaniak
 Edith Stiefel
 Betsy & Patrick Stine
 Hortense & Harold Travis
 Wanda & Anthony Volpicelli
 Deanne Wolf-Van De Velde
 Helen Young & Donald Stratton

We extend our gratitude to the volunteers, donors and sponsors whose contributions are invaluable to Addison County Transit Resources. We apologize for any names that may have been inadvertently omitted.

Includes support received or pledged through November 30, 2005



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