

Rural Community Transportation, Inc.

“The Ruby in the Kingdom”

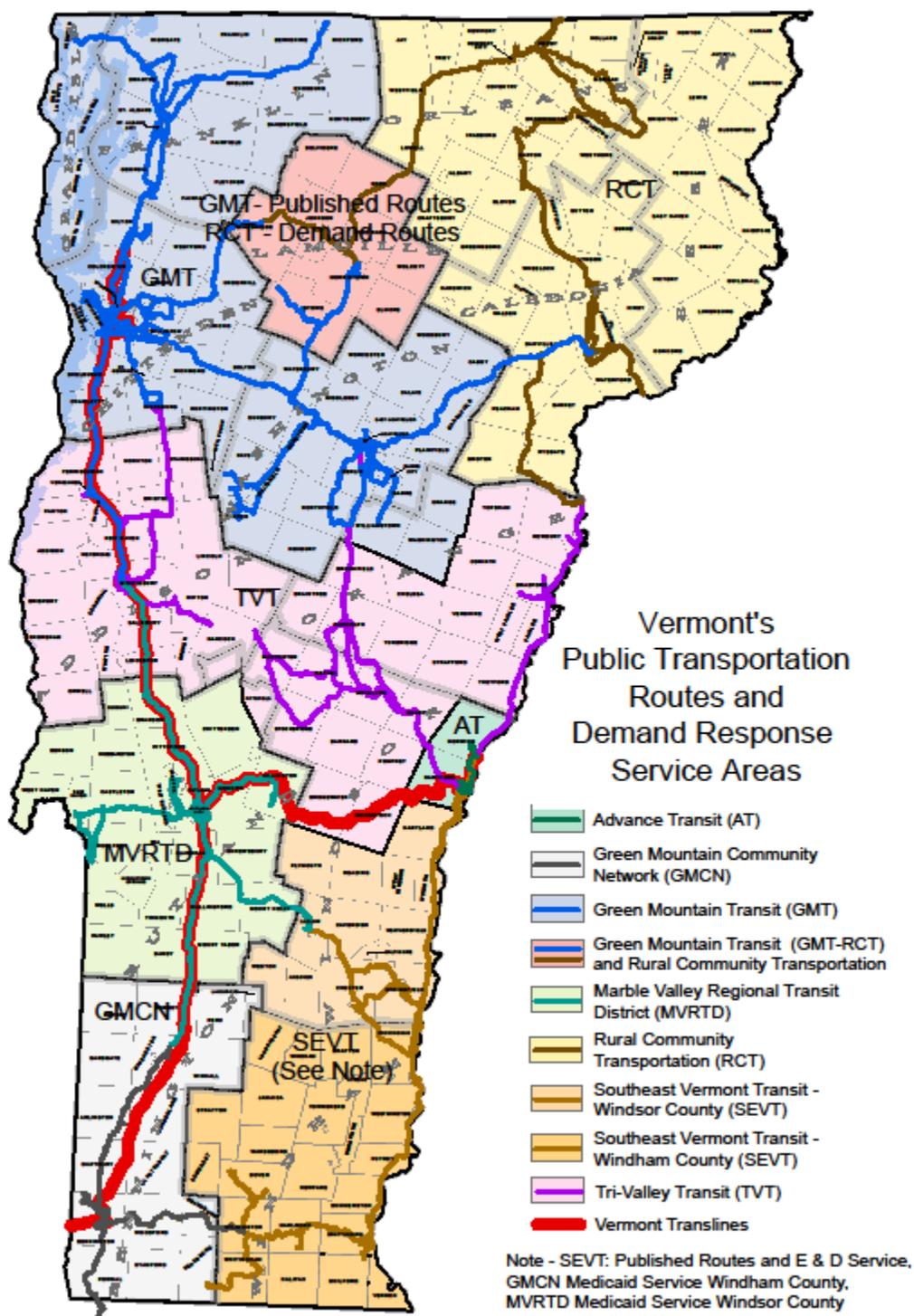
www.rideRCT.org

FY 18

Annual Report

July 01, 2017—June 30, 2018





RCT Vision

It is the vision of RCT to establish a solid foundation for regional development of a safe efficient public transportation system.

RCT Mission Statement

It is the mission of RCT to:

- 1. Encourage the use, development and support of safe public transportation**
- 2. Provide coordinated, consolidated, non-duplicative transportation services**
- 3. To promote the planning and development of public transportation.**

Company Profile

Rural Community Transportation, Inc. (RCT) is a private, non-profit organization incorporated in November 1991.

RCT is a transportation brokerage, that uses all modes of transportation including buses, cars, taxis, and volunteer drivers. We service a wide range of passengers through several programs as well as providing rides to the general public. As the Medicaid broker for Caledonia, Essex, Lamoille and Orleans counties, RCT coordinates medical trips for Medicaid eligible residents with trips for other local agencies.

RCT provides transportation services for the Northeast Kingdom Council on Aging, Adult Day Health Services, Northeast Kingdom Human Services, Central VT Council on Aging, Lamoille Day Health Services, and Northeast Kingdom Community Action Agencies under the Elderly and Disabled programs, funded through VT Agency of Transportation. Through all of our programs, in FY 18 RCT logged over 244,109 rides.

The moving force of RCT is its volunteer driver network. The demand for service continues to increase the volunteer driver network, bringing people in from the outlying areas to the more heavily populated service centers. The service area of RCT includes Caledonia, Essex, Lamoille, and Orleans counties of Vermont. The main office is in Lyndonville with branch offices in Newport and Morrisville.

Partnerships

RCT works closely with our partner agencies including The Northeast Kingdom Council on Aging (NEKCOA), The Central Vermont Council on Aging (CVCOA), Riverside Life Enrichment Center (RLEC), Lamoille Adult Health Services, the Northeast Kingdom Human Services (NEKHS) and the Northeast Kingdom Community Action Agencies (NEKCA), local Federally Qualified Health Care centers, local hospitals, and with 2 local Planning Commissions, NVDA and Lamoille Planning Commission. RCT is an active member of the Public Transit Advisor Council (PTAC); the Vermont Public Transit Association (VPTA), 4 local Chambers of Commerce, AARP, and the Northeast Kingdom Collaborative. Administrative Staff from RCT attend monthly meeting with each of these as well as attending monthly Blueprint for Health meetings in Newport, St Johnsbury and Morrisville.

In support of the partners and local towns RCT has:

- * Provided free shuttle service to St Johnsbury for First Night
- * Participated in Stars and Stripes festival in Lyndonville
- * * Provided free transportation for the Christmas Light program in St. Johnsbury with the ST Johnsbury Police Department
- ◆ Provided shuttle transportation in Newport to celebrate the 100th anniversary

In FY 17 RCT was awarded a \$51,179 grant which RCT was very excited to work on during FY 18. This is the “Uber” of the Northeast Kingdom. This project is putting trackers in the shuttle buses, our wheelchair accessible vans and a limited number of volunteer driver so the public can see where the vehicles are and call into a dedicated number to see if there is room on the vehicle and what the cost is to ride. Town Taxi in St. Johnsbury has also partnered with RCT. Another part of this project is a real time app that will track the shuttles and let the public know where the bus is and when it will be at your pick up. This is through the Swiftly App and the Transit App. By the end of FY 18 Swiftly app pulled out as it was a localized app and the Transit App is international.

Volunteer Drivers

Volunteer drivers are the foundation of Rural Community Transportation. They have been a driving force from the beginning. Each and every day these dedicated people reach out a helping hand to those in need by providing safe reliable transportation to medical appointments, meal sites, adult day health services, educational facilities, and grocery shopping. RCT continuously strives to expanded its volunteer driver program.

In this fiscal year volunteer drivers provided 129,550 rides, travelling across 3,713,420 miles. Collectively, the volunteer drivers have donated 92,190 hours of their precious time to provide these trips.

To each and every Volunteer Driver

Mary B	Steve B	Ed B	Lonnie B	Paul B	Sara C
Gordon C	Rick D	Maria B	Richard D	Lillian B	Raymond B
Richard D	Lester J	Donna J	Mike P	Christine W	Barb P
Kean O	David P	Louie P	Richie R	Steve P	Mike V
Judy V	Mark B	Bill B	Pam S	Bob B	Lisa D
Denis P	Seth R	Durward E	Michael F	Richard G	Roland H
Kay H	Diane S	Rupert W	Spencer L	Gilbert M	Bernard M
Michael M	Mike P	Danny D	John L	Tonya L	David W
Leroy W	Loyd W	Andrew J	Tom H	Viola E	Linda G
Steahil L	Gilbert M	Glen M	Pauline B	Dennis I	Robyn M
Karla R	Fletcher A	Ken A	Steve B	Phillippe F	Pierre F
Mason R	Vicky-Lyn T	Nancy M	Kyle P	Rick R	
	Town Taxi	Pierce's Taxi	Newport Taxi		

Thank you

RURAL COMMUNITY TRANSPORTATION, INC.
STATEMENT OF FINANCIAL POSITION
June 30, 2018

ASSETS		
CURRENT ASSETS		
Cash - note 3	\$	511,498
Investments - note 3		118,800
Accounts receivable, net - note 4		96,074
Grants receivable		252,021
Contributions receivable - note 5		85,270
Prepaid expenses		78,805
Clearing account (clears FY19)		<u>3,000</u>
Total current assets		<u>1,145,468</u>
PROPERTY AND EQUIPMENT		
Land		70,000
Building		493,518
Furniture and equipment		212,952
Vehicles		<u>2,271,433</u>
		3,047,903
Accumulated depreciation		<u>(1,543,636)</u>
Property and equipment, net		<u>1,504,267</u>
TOTAL ASSETS	\$	<u>2,649,735</u>
LIABILITIES AND NET ASSETS		
CURRENT LIABILITIES		
Accounts payable	\$	317,584
Accrued salaries and payroll taxes payable		31,656
Accrued vacation		12,398
Current portion of long-term debt - note 7		<u>9,503</u>
Total Current liabilities		<u>371,141</u>
NON-CURRENT LIABILITIES		
Long-term debt - note 7		<u>208,801</u>
Total non-current liabilities		<u>208,801</u>
Total liabilities		<u>579,942</u>
NET ASSETS		
Unrestricted		
Investment in property and equipment		366,233
Undesignated		<u>559,979</u>
Total unrestricted net assets		926,212
Temporarily restricted - note 8		<u>1,143,581</u>
Total net assets		<u>2,069,793</u>
TOTAL LIABILITIES AND NET ASSETS	\$	<u>2,649,735</u>

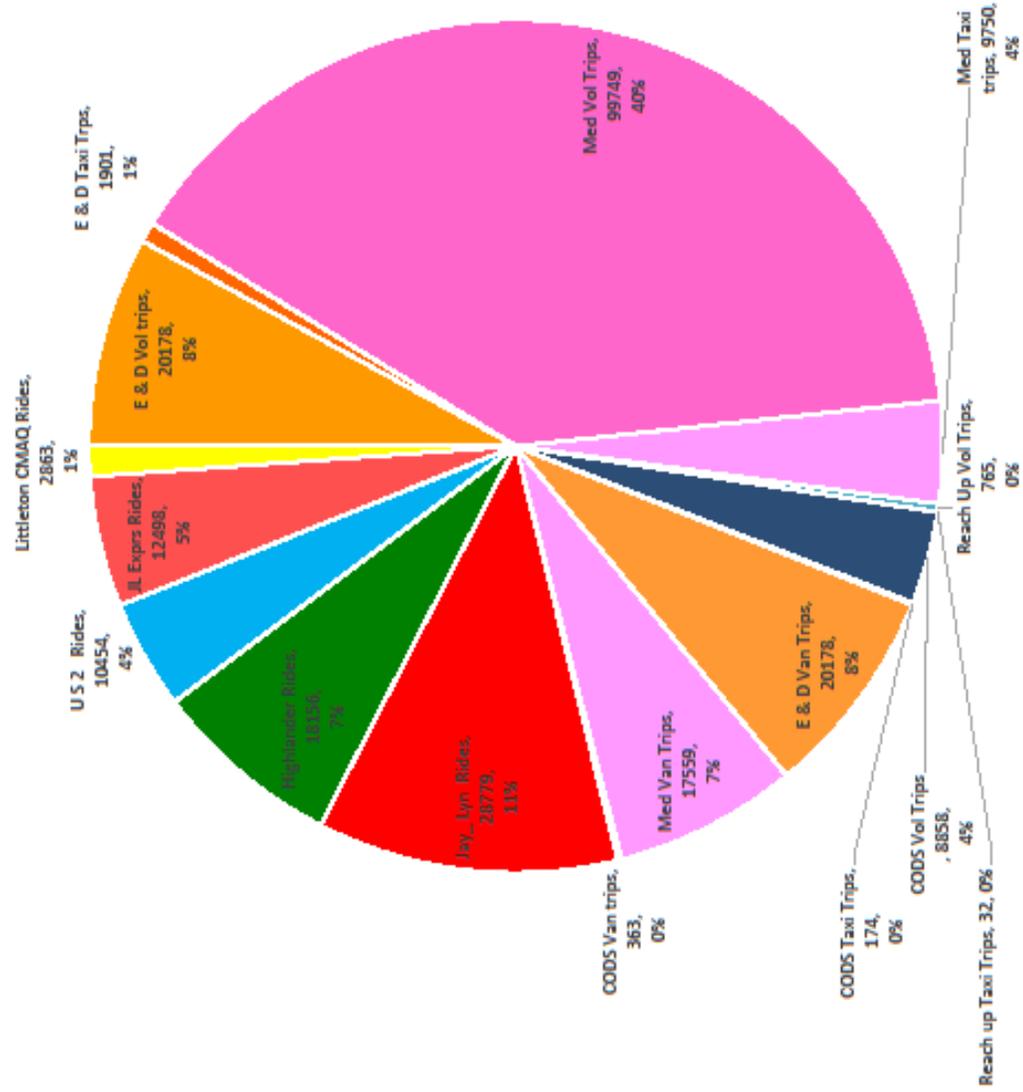
The accompanying notes are an integral part of this statement.

RURAL COMMUNITY TRANSPORTATION, INC.
STATEMENT OF ACTIVITIES AND CHANGES IN NET ASSETS
For the Year Ended June 30, 2018

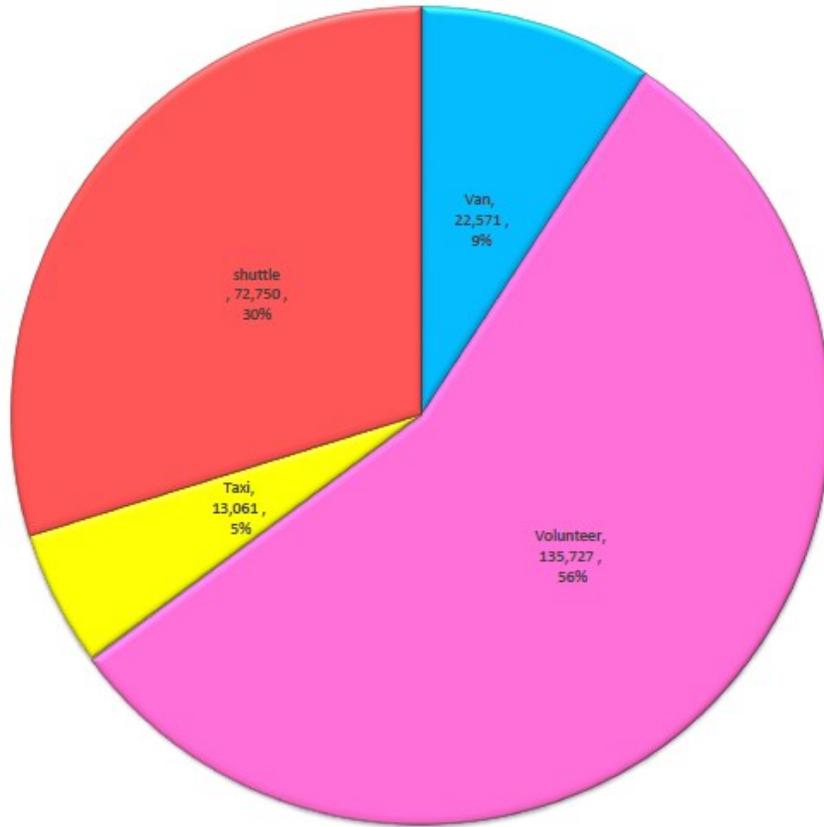
	<u>Unrestricted</u>	<u>Temporarily Restricted</u>	<u>Total</u>
REVENUE AND SUPPORT			
Contract revenue	\$ 259,381	\$ -	\$ 259,381
Direct trip revenue	3,086,335	-	3,086,335
Grant revenue	1,300,232	-	1,300,232
Capital grant revenue	-	356,142	356,142
Municipal appropriations	1,431	85,270	86,701
Donations	5,660	-	5,660
Interest income	1,472	-	1,472
Gain on sale of vehicle	300	-	300
Miscellaneous income	7,952	-	7,952
Net assets released from restrictions - note 9	365,841	(365,841)	-
Total revenue and support	<u>5,028,604</u>	<u>75,571</u>	<u>5,104,175</u>
EXPENSES			
Program services			
Public and other transportation	4,725,271	-	4,725,271
Total program services	<u>4,725,271</u>	<u>-</u>	<u>4,725,271</u>
Support Services			
General and Administrative	411,051	-	411,051
Fundraising	5,904	-	5,904
Total support services	<u>416,955</u>	<u>-</u>	<u>416,955</u>
Total expenses	<u>5,142,226</u>	<u>-</u>	<u>5,142,226</u>
Change in net assets before transfers	(113,622)	75,571	(38,051)
Transfer of capital match	(14,887)	14,887	-
Change in net assets	(128,509)	90,458	(38,051)
Net assets, beginning of year	<u>1,054,721</u>	<u>1,053,123</u>	<u>2,107,844</u>
Net assets, end of year	<u>\$ 926,212</u>	<u>\$ 1,143,581</u>	<u>\$ 2,069,793</u>

The accompanying notes are an integral part of this statement.

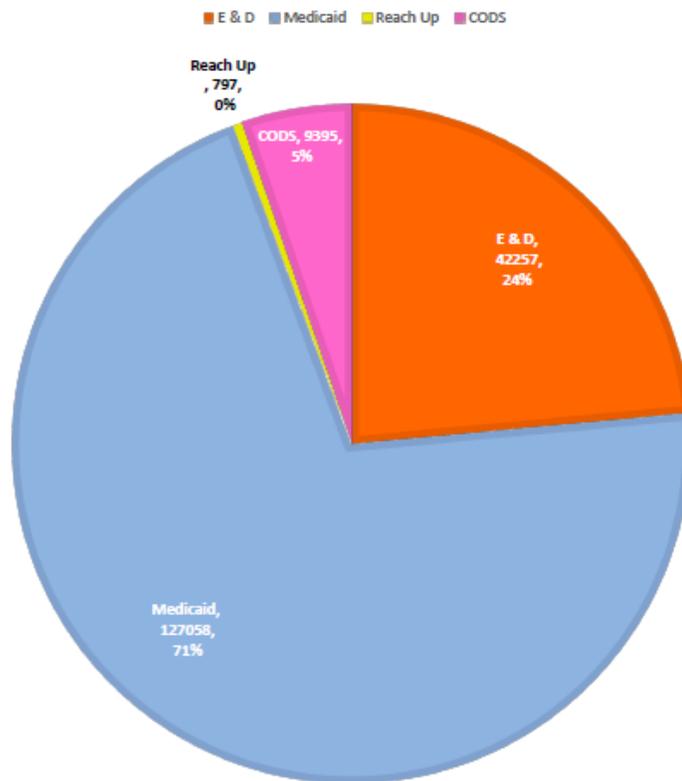
FY 18 Trips by Program by Mode



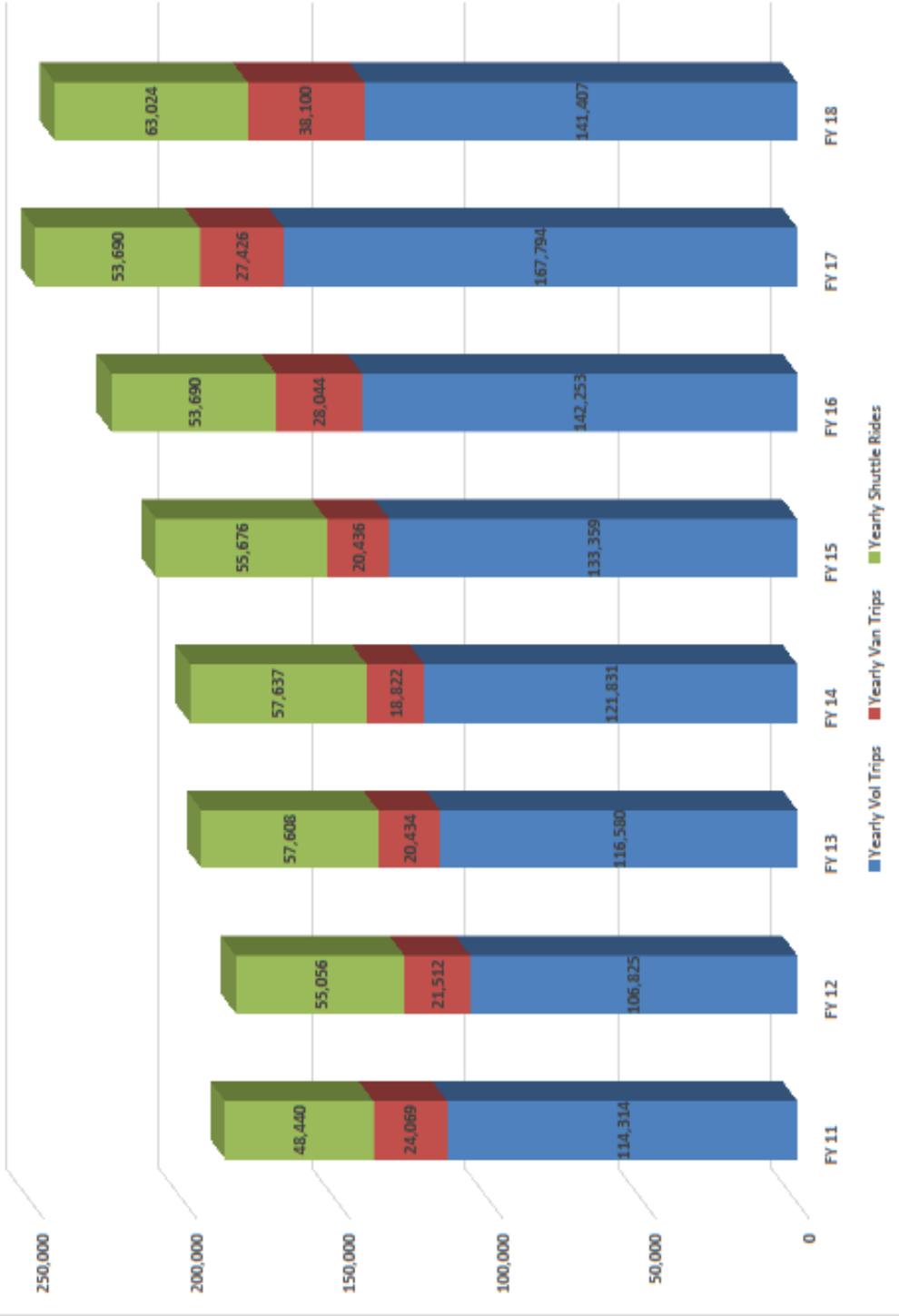
FY 18 Rides by Mode



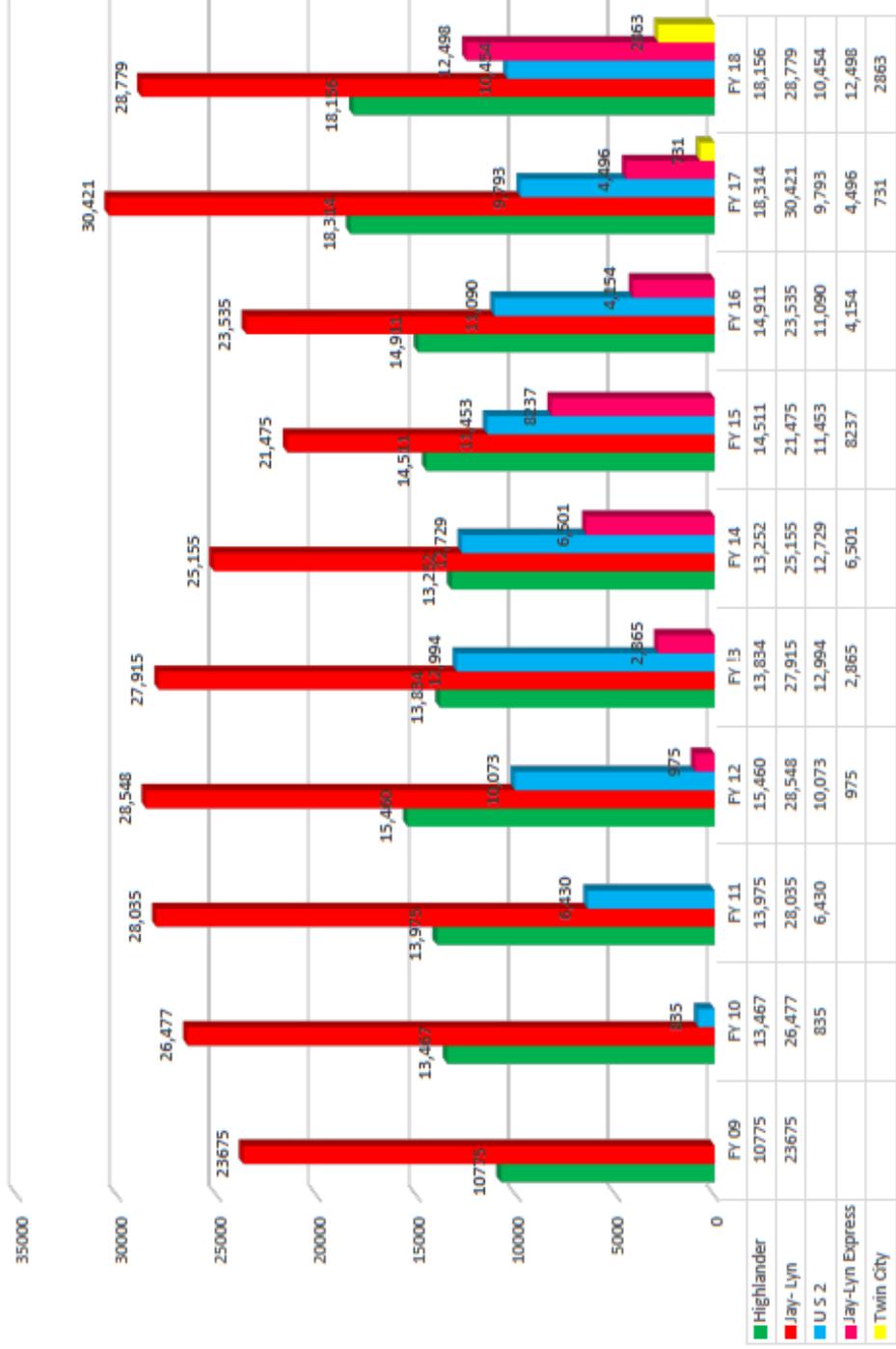
FY 18 TRIPS BY PROGRAM- NO SHUTTLES



Yearly TotalTriidership



Shuttle Ridership FY 09 to FY 18



■ Highlander
 ■ Jay-Lyn
 ■ U S 2
 ■ Jay-Lyn Express
 ■ Twin City

OUR RIDERS

RCT would like to share some of our rider's anecdotes about RCT.

John and Harriett have disabilities and ride the Highlander shuttle on a regular basis. Harriett says "that without RCT people with disabilities wouldn't have any independence".

Harriett really appreciates RCT and says it has been a great help! She is so happy that there is this transportation in the Northeast Kingdom. When she was injured and broke her toes she was very thankful that RCT could deviate right to their house. The door to door service was truly great. Without RCT Harriett says they couldn't go shopping or get around town at all.

This family is so thankful to have RCT, and would like to express how appreciative they are for the services of RCT.



RCT would like to acknowledge how hard the staff works to accomplish this service every day for our clients; and to achieve at the highest of standards with all the requirements from the State of Vermont.

RCT Administrative Staff as of June 30, 2018

Lyndonville

Mary Grant, Executive Director

Cherryll Bunnell, Chief Financial Officer

David A. Towle, Operations & Safety Manager

Sara Wright, Program Manager

Linda Vear, Billing & Reporting Manager

Newport

Sandy Thorpe, Transit Manager

Morrisville

Tasha Green, Program Manager

Office Staff As of 6/30/2018

Lyndonville

Ann Adams, Scheduler/Dispatcher

Bethany Ford, Scheduler

Danielle Sicely, Scheduler/Dispatcher

Tarena Nelson, Schelduler

Jennifer Boutin, Van Dispatcher

Janet Daigneault, Volunteer Dispatcher

Stan Francis, Operations Assistant

Tammy Royer, Volunteer Dispatcher

Leann Ledo, Van Dispatcher

Judy Fisher, Billing and Data Entry Clerk

Shawna Marcott-Whitcomb, AR/AP Clerk

Tina Zanks, Billing and Data Entry Clerk

Jessica Petty, Data Entry

Bus and Van Drivers

As of June 30,2018

Lyndonville

Edward Moran

Jeff Hale

Jeffery Leonard

Mike Lovely

Paul Amell

Phil Jejer

Robert Gallant

Steve Lewis

Arlen Jewett

Mike Coddling

Terry Martin

Steve Berard

Bob Magoon

Morrisville

John Longe

Ticona Masson

Dorick Tallman

Newport

Donald Davio

Steve Lawson

Stanley Cota

Stephen Mayo

Island Pond

Alain Vallieres

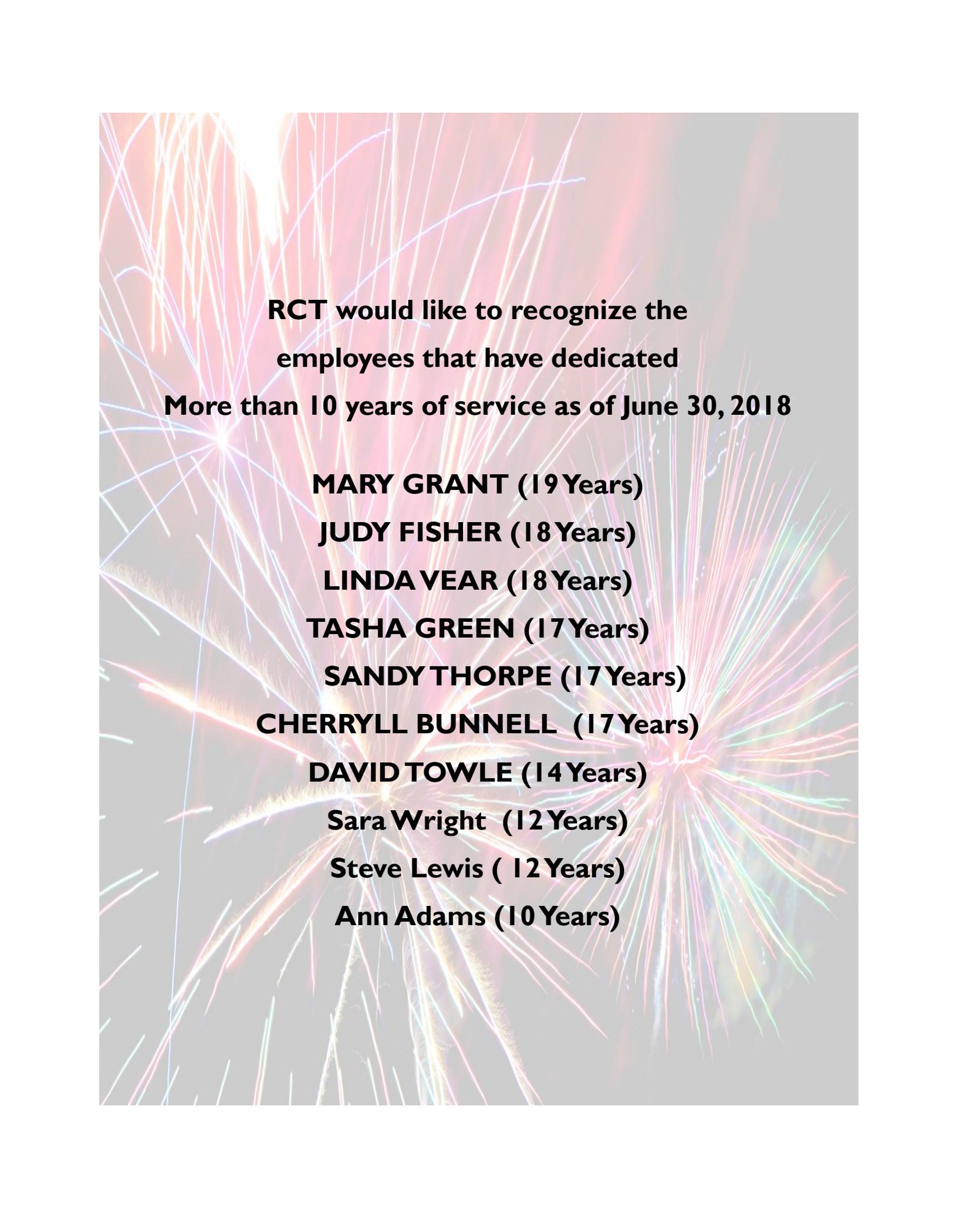
Multiple Offices

Brenda Rudinski

Janice Lawson



Many Thanks go out to each and every driver for being the Ambassadors of RCT. You represent RCT every time you step into a vehicle. Your friendly smile, courteous manners and your willingness to help others have brought RCT to where it is today.



**RCT would like to recognize the
employees that have dedicated
More than 10 years of service as of June 30, 2018**

MARY GRANT (19 Years)

JUDY FISHER (18 Years)

LINDA VEAR (18 Years)

TASHA GREEN (17 Years)

SANDY THORPE (17 Years)

CHERRYLL BUNNELL (17 Years)

DAVID TOWLE (14 Years)

Sara Wright (12 Years)

Steve Lewis (12 Years)

Ann Adams (10 Years)

RCT Programs

CODS—Community Organizations and Department Services

E & D—Elderly and Disabled Programs

MEDICAID—Medicaid Programs for Medical Trips only

VOLUNTEER SERVICES—Medicaid/E & D/CODS

VAN SERVICES—Demand Response

PUBLIC TRANSIT COMMUTER ROUTES-

U S 2 Commuter

PUBLIC TRANSIT SHUTTLE ROUTES

Jay– Lyn / Express

Highlander

Acronyms

GMT Green Mountain Transit

NEKCOA Northeast Kingdom Council on Aging

RCT Rural Community Transportation

VPTA Vermont Public Transportation
Association

RCT would like to thank the following Individuals and businesses for their support in FY 18

ESTHER EHRENBERG	THORA SAMSON	Richard and Elaine	CHRISTOPER GAGNE
CLAUDINE JOHNSON	CRAIG ZAEHRING	Patricia Flanagan	CLARA MELCHER
DAN WYAND	RAJKI	A. BURNHAM	DONALD MANNING
CAROL FARNHAM	S. RINKER		

RCT would like to thank the following Towns for their support

ALBANY	DANVILLE	KIRBY	SHEFFIELD
BARNET	DERBY	LOWELL	ST JOHNSBURY
BARTON	EAST HAVEN	LUNENBURG	STANNARD
BLEVIDERE	EDEN	LYNDON/	STOWE
BLOOMFIELD	ELMORE	MAIDSTONE	SUTTON
BRIGHTON	GLOVER	MORGAN	TROY
BROWNINGTON	GREENSBORO	MORRISTOWN	VICTORY
BURKE	GROTON	NEWARK	WALDEN
BROWNINGTON	GUILDHALL	NEWPORT CITY	WATERFORD
CAMBRIDGE	HARDWICK	NEWPORT TOWN	WATERVILLE
CANAAN	HOLLAND	NORTON	WESTFIELD
CHARLESTON	HYDE PARK	ORLEANS VILLAGE	WESTMORE
CONCORD	IIRASBURG	PEACHAM	WHEELOCK
COVENTRY	JAY	RYEGATE	WOLCOTT
CRAFTSBURY	JOHNSON		

RURAL COMMUNITY TRANSPORTATION BOARD OF DIRECTORS AS OF JUNE 30, 2018

Frank Maloney, President

Member since 2015

frankmaloney.rct@gmail.com

NVDA Representative

Melinda Gervais Lamoureaux

Member since 2009

melindalamoureaux.rct@gmail.com

Town of Brighton, Essex County

Glenn Harter Vice President

Member since 1991

vtsitetech@gmail.com

Town of Westmore, Orleans County

**Robert Wilkins Secretary/
Treasurer**

Member since 1999

robertwilkins.rct@gmail.com

Member at Large, Caledonia County

Harold Bailey

Member since 2004

haroldbailey.rct@gmail.com

Town of Hyde Park, Lamoille County

Ed Jarrosak

Member since 2013

edwardjarrosak.rct@gmail.com

Town of Lyndon, Caledonia County

Rob Moore

Member since 2014

robertmoore.rct@gmail.com

Regional Transportation Planner

LCPC

At Large Member, Lamoille County

Judy Nommik

Member since 2013

judyatthursdays@surfglobal.net

Town of Derby

Open

Member at Large