



# ANNUAL REPORT

July 1, 2022 - June 30, 2023

**Community Is Our Middle Name**  
**[www.riderct.org](http://www.riderct.org)**



## Our Mission

Provide public transportation services for everyone that are safe, reliable, accessible and affordable to enhance the economic, social and environmental health of the community we serve.

## Our Vision

Establish a solid foundation for regional development of a safe, efficient public transportation system.

Rural Community Transportation, Inc. (RCT), is a private nonprofit 501(c)(3) corporation which provides public transportation services throughout Caledonia, Orleans, Essex and Lamoille Counties. RCT operates fare-free shuttle and commuter bus routes connecting towns in our region and enabling travel throughout Vermont and beyond. RCT operates Microtransit services called, "The Hymor" throughout Morrisville, Hyde Park and Elmore. In addition, RCT provides demand-response transportation services under programs such as Medicaid, the Elderly & Disabled program, and Rides 2 Wellness. RCT continues to grow and do our part to keep our community healthy and safe.



## Caleb Grant, Executive Director

RCT Continues to provide one of the most tangible and impactful services in the Northeast Kingdom and Lamoille County. I am amazed daily by the challenges, impact, and rewards that working in the transportation field presents. We have removed transportation barriers throughout our service area in the face of blizzards, flooding, broken-down vehicles, mental health and physical crises. Over the past year, RCT's drivers and staff continued to provide exceptional service as we improved our foundation and expanded our offerings. RCT launched its first microtransit service in the Morrisville area in June 2024. Microtransit brings with it the possibility of rider agency and freedom. I look forward to our new services' continued success and the possibility of expanding to other towns in our area.

I cannot wait to see what the next year brings as we enter a transit development plan, a strategic plan, and a comprehensive rebrand. RCT is strong, and the coming year will make us more durable and sustaining. In the meantime, we will continue to remove transportation barriers and make life better for the people and communities we serve.



## Tin (Justin) Barton-Caplin, Interim President

First, I would like to thank Emily Lev for her leadership as Board President. She provided strong support to Caleb as he transitioned into the role as Executive Director as well as providing a clear vision for the Board of Directors. Recently, Emily has had some exciting developments in her professional life that required her to step down from the Board and the Board of Directors appreciate the energy and level of commitment Emily provided to RCT. In September 2023, the Board of Directors voted me in as the Interim President to finish out this year's term.

The RCT Board of Directors would also like to thank the dedicated staff and volunteers at RCT for their commitment to the mission, to each other, and to our customers. Recruitment of new staff and volunteers is a challenge many non-profits are facing with broad workforce shortages disproportionately affecting our region as well as RCT given some of the specialized skills needed. I want to acknowledge the stress this can cause and express my appreciation for RCT team members' team-orientation and willingness to help when they can.

I would also like to congratulate Caleb Grant in completing a successful first year as RCT's Executive Director as well as the leadership team helping to support this transition in leadership. Caleb and the leadership team have accomplished a lot over the past year—here's just a few examples:

Improved the RCT fleet & Operations

Launched a micro-transit project in the Morristown-Hyde Park areas

Progressed on several significant facilities projects including designing a bus barn and the completion of the pole barn facility

Developed a brand new sponsorship initiative that allows local business and non-profits to be highlighted on RCT buses

Looking forward, the Board of Directors will be focused on Board recruitment & education, strategic planning, and maintaining robust financial health.



# Volunteer Driver Program

“

*This beautiful, rural state can be isolating for more vulnerable community members. RCT bridges our community with transportation from neighbors and friends.*

”

We get the most out of life when we are driven by a purpose. At RCT, we have a special program that helps Vermonters every day. The RCT Volunteer Driver program takes people of all ages and walks of life wherever they need to go. RCT depends on dedicated volunteer drivers for the majority of our demand response transportation services. Without their generosity and commitment to our community, RCT would not be able to achieve its mission.

**Would you like to be a part of an important cause, help your neighbors, and be reimbursed for your expenses? Visit [www.RideRCT.org/volunteers](http://www.RideRCT.org/volunteers).**

**For other RCT career opportunities, visit: [www.RideRCT.org/careers](http://www.RideRCT.org/careers).**



## Bus Service

In FY23, RCT buses traveled a total of 64,794 miles across our service areas of Caledonia, Essex, Orleans and Lamoille Counties, with service points in Washington County. Our bus service connects passengers to destinations throughout and beyond Vermont.

The RCT Shuttle/Commuter/Shopper Bus system keeps people connected to work and family and community.

RCT is committed to efficient travel and reducing Fossil Fuel consumption. In FY23, RCT continued work to put electric vehicles on the road.

## Dial-A-Ride

In FY23, NEK residents received 109,252 Dial-A-Ride Program rides to health care appointments, jobs, school and more. RCT was honored to provide essential rides with safety as priority.



## Microtransit

In FY23, RCT implemented a Microtransit service called "The Hymor". The service runs 8AM to 5PM Monday through Friday, except holidays. Service is available in Morrisville, Hyde Park and Elmore to and from any address in the service area for any and all transportation needs. Riders can book a ride through our "RCT Microtransit" app or by calling RCT.

Riders statements about our microtransit services...

"So happy we have this service to help us without transportation get to shopping and other appointments." -Alma Draper

"Was a blessing when my car wasn't running as it got me to work and home." --Robert Pecor



# Thank you to our supporters.

We extend our sincere thanks to the donors and sponsors whose contributions are invaluable to RCT, especially during this challenging pandemic. We at RCT rely on your generosity to provide required local match funding for our grants.

There are many ways to be a part of the RCT team. If you would like to be a part of something bigger than yourself, **consider a donation to RCT.** Donating to RCT helps your neighbors and your community be stronger.

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Foundation.

“ *A developed country isn't a place where the poor have cars. It is place where the rich use public transportation. – Gustavo Petra* ”

# Thank you, RCT staff & volunteers!

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