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# ANNUAL REPORT



JULY 1, 2023 - JUNE 30, 2024





RCT is a private nonprofit 501(c)(3) organization with a mission to improve the lives of the communities we serve. Our vision is to connect and enhance rural Vermont through innovative transportation solutions.

As an organization, we are...

### **COMPASSIONATE:**

We deliver our services with empathy, non-judgement, kindness and a genuine concern for other's well-being.

### **SUPPORTIVE:**

We assist and encourage each other, fostering a positive and respectful work environment as we strive to achieve our shared goals.

### **RESOURCEFUL:**

We seek practical solutions with an open mind and a positive approach to overcome challenges and navigate change.

# A YEAR OF REFLECTION, GROWTH, AND CONNECTION

In 2024, RCT embarked on a transformative journey of introspection and intentional growth. Through a comprehensive strategic planning process, the development of a transit plan, and a company rebrand, we focused on shaping a future that aligns with the needs of our community.

Active engagement with our community was at the heart of this process. By listening closely to feedback, we sought to understand what we do well, identify areas for improvement, and address the transportation challenges facing both our state and local community. These insights have driven meaningful steps toward building a more responsive and impactful organization.

At every stage, one clear and resounding message emerged: connection. This powerful theme guided the creation of our new mission, vision, and values, which are embodied in our updated strategic framework. Connection also inspired the design of our new logo, symbolizing our aspirations for brightness and joy, and served as the foundation for our transit development plan. It shaped our commitment to forging stronger links between people, places, and opportunities.

## CELEBRATING MILESTONES AND MODERNIZATION

While setting a clear path forward, we celebrated significant milestones in service expansion. For the second year in a row, we increased the total number of trips provided by over 20%. We also welcomed new board members and employees, expressing deep gratitude to those who have dedicated their time and efforts to our mission.

In addition, we modernized our operations by replacing over two-thirds of our fleet and introducing a fresh new look for our vehicles and uniforms—visual markers of our renewed vision and commitment to the community we serve.





# LOOKING AHEAD: INNOVATION AND COMMITMENT

The year ahead promises to be equally dynamic and impactful. We are excited to:

- *Launch a new microtransit service in Newport.*
- *Finalize a comprehensive fleet electrification plan.*
- *Introduce the “Buses for Better” sponsorship program.*

Amid these exciting developments, our priorities remain unchanged: maintaining reliable services, managing costs effectively, and laying the groundwork for a sustainable future.

RCT's accomplishments are the result of the collective efforts of our dedicated staff, volunteers, and community partners. We extend our heartfelt gratitude to all those who have contributed to our mission of connecting people and places in Vermont.

Guided by our mission, we remain committed to connecting people and communities—one ride at a time. Thank you for your continued support.

**CALEB GRANT**  
EXECUTIVE DIRECTOR





# IMPACT

RCT drives economic vitality and champions social inclusion throughout Vermont's Northeast Kingdom and Lamoille County by delivering affordable and accessible transportation solutions; empowering individuals to connect with essential services, job opportunities, and vibrant community activities.



**175,181**  
RIDES GIVEN

**64794**

**3,019,287**  
MILES DRIVEN



**63**  
TOWNS SERVED

*I would be lost without RCT. Life would be fairly boring and hard. When I had my stroke, I lost my driver's license. RCT brings me 'places' so I can be with my friends. They're awesome!"*

**RIDER:  
Bobbie**



# SERVICES

## RIDE PUBLIC

All RCT services are fare free to the rider, ensuring equitable access for all.



### ON DEMAND

RCT is proud to offer transportation for qualifying Medicaid clients and Older Adults and persons with disabilities seven days a week across the 63 municipalities we serve. In partnership with....with organizations such as Vermont Public Transit Association, CVCOA, NEKCOA, NEKCA, Riverside, RCT seeks to ensure that people and communities stay connected to the resources and opportunities that matter.



103,100

RIDES GIVEN

64794

2,664,374

MILES DRIVEN





# RCT RIDES

RCT Rides is a taxi-style micro transit service that can be accessed via the RCT Rides app or by phone call. In June of 2024, RCT successfully launched a pilot program in Lamoille County: Connecting Hyde Park, Morrisville, Johnson, and Elmore. With future program expansion planned for the Newport area and beyond, RCT's 2024 Transit Development plan outlines the benefits and a plan for offering this type of transit service throughout rural Vermont.

By nature, the RCT Rides program empowers riders by opening up access to a world of activities and services, boosting independence, and offering flexible transportation options within our public transit system.



7,210

RIDES GIVEN

64794

22,109

MILES DRIVEN



## BUS ROUTES

RCT provides a variety of deviated fixed route bus and shuttle services throughout our service areas and beyond. All RCT buses are fully handicapped accessible and equipped to accommodate at least two bikes.



64,781

RIDES GIVEN

64794

323,194

MILES DRIVEN



# COMMUNITY

*We connect people with communities, one ride at a time.*

*When we're having an event, a concert, a parade... and people need to get to that location. And it's critical for them. It creates a connection in a rural community that we otherwise wouldn't have."*

**SUPPORTER:**  
Jody Fried / Executive Director Catamount Arts



*I'm a volunteer driver with RCT. It's really needed in this area. Everything's so far apart. Doctor appointments, school, grocery store shopping. You get to help out a lot of people and you see how much they appreciate it."*

**VOLUNTEER:**  
Bernie

## VOLUNTEER DRIVERS

RCT's Volunteer Driver Program allows us to meet the need and even expand our fare free On Demand services to people of all ages and walks of life.

infographic

## TO EVERY VOLUNTEER DRIVER, THANK YOU!

RCT is committed to expanding our volunteer driver program. The program is convenient and flexible, and drivers are reimbursed at the current tax exempt GSA rate for all miles traveled in service.

If you have a reliable vehicle, some time to spare, and would like to help people live better and healthier lives, please consider becoming a volunteer driver today! For more information scan the QR code below, visit [riderct.org/....](http://riderct.org/....) or give us a call at (802)..... QR code

**VOLUNTEER  
TODAY!**





## 62 DEVOTED STAFF

At RCT, we understand that access to transportation is key to the health and well-being of our communities. Every day, our dedicated team shows up to improve lives and make a real impact. We're incredibly grateful for the amazing work they do!

If you're passionate about helping others live their best lives and want to be part of a team that makes a difference, we'd love to have you join us! We're hiring—come help us drive change!



## BOARD OF DIRECTORS

**Hannah Ancell**

**Vice President: Jonathan Davis**

**Ross MacDonald**

**Treasurer: Kitty Toll**

**President: Justin Barton Caplin**

**Secretary: Nicolas Lange**

**Doug Morton**

**Tasha Wallis**

**Sarah Braese**

**Alec Jones**

**Judy Nommick**

**Jeremy Whiting**

## OUTREACH

At RCT, we take pride in connecting with our neighbors by partnering with community-focused organizations to provide transportation services for local events. These collaborations reflect our commitment to ensuring equitable access to social and economic opportunities, fostering inclusivity, and strengthening the fabric of our rural communities. By addressing transportation barriers, we help create pathways for all individuals to engage, participate, and thrive.



# SUSTAINABILITY

At RCT, we work hard to be responsible with our climate and our funding. Our recent fleet investments have focused on electric Transit vans and hybrid electric SUV's while phasing away from large heavy-duty buses to create increase efficiencies and protect our environment.

In 2024 ... RCT received EV Grant ... from.... allowing...  
wuferbfiervunwifnwiufenfi

RCT's services are made possible thanks to the incredible support of our valued partners and diverse funding sources. We are eager to collaborate with other mission-driven organizations to expand and enhance alternative transportation solutions. Together, we can meet essential mobility needs, create lasting impact, and champion climate resiliency.

infographic (EV's)





# FINANCIALS

infographic

infographic

infographic



# THANKS TO YOU!

RCT Programs are made possible with support from donors, sponsors, municipal, state and Federal Organizations including VTRANS, VPTA, CMAQ, CVCOA, NEKCOA, The Kingdom Trail Association, huufahrhreaus

## MUNICIPAL SPONSORS

Albany	Danville	Lemington	Sheffield
Barnet	Derby	Lowell	Jay
Barton	East Haven	Lunenburg	St. Johnsbury
Belvidere	East Montpelier	Lyndon	Stannard
Bloomfield	Eden	Maidstone	Stowe
Brighton	Elmore	Marshfield	Troy
Brownington	Greensboro	Morgan	Victory
Burke	Groton	Morristown	Walden
Calais	Guildhall	Newark	Waterford
Cambridge	Hardwick	Newport City	Waterville
Canaan	Hyde Park	Newport Town	Westfield
Charleston	Irasburg	Norton	Westmore
Concord	Jay	Peacham	Wheelock
Coventry	Johnson	Plainfield	Wolcott
Craftsbury	Kirby	Ryegate	Woodbury

## DONORS

Anonymous  
Altoon Sultan  
Brendon Holden  
Ben & Marcia Mastin  
George Colburn  
Hattie Thresher  
Patricia Lewis  
Roberta Horowitz  
VT Community Foundation

Help keep essential public transportation thriving in Northern Vermont—make a donation to RCT today. Your contribution is more than a gift; it's an investment in the well-being, independence, and vitality of your neighbors. Every dollar you give enables RCT to secure matching state and federal grants, amplifying your impact.

Together, we can build stronger, healthier, and more connected rural communities. Be the change—your support drives transformation. Donate now!

**DONATE  
TODAY!**

