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ANNUAL REPORT



JULY 1, 2023 - JUNE 30, 2024

CONNECTING PEOPLE AND COMMUNITIES, | ONE RIDE AT A TIME.

RCT is a private nonprofit 501(c)(3) organization with a mission to improve lives and communities.

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-judgment, 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.

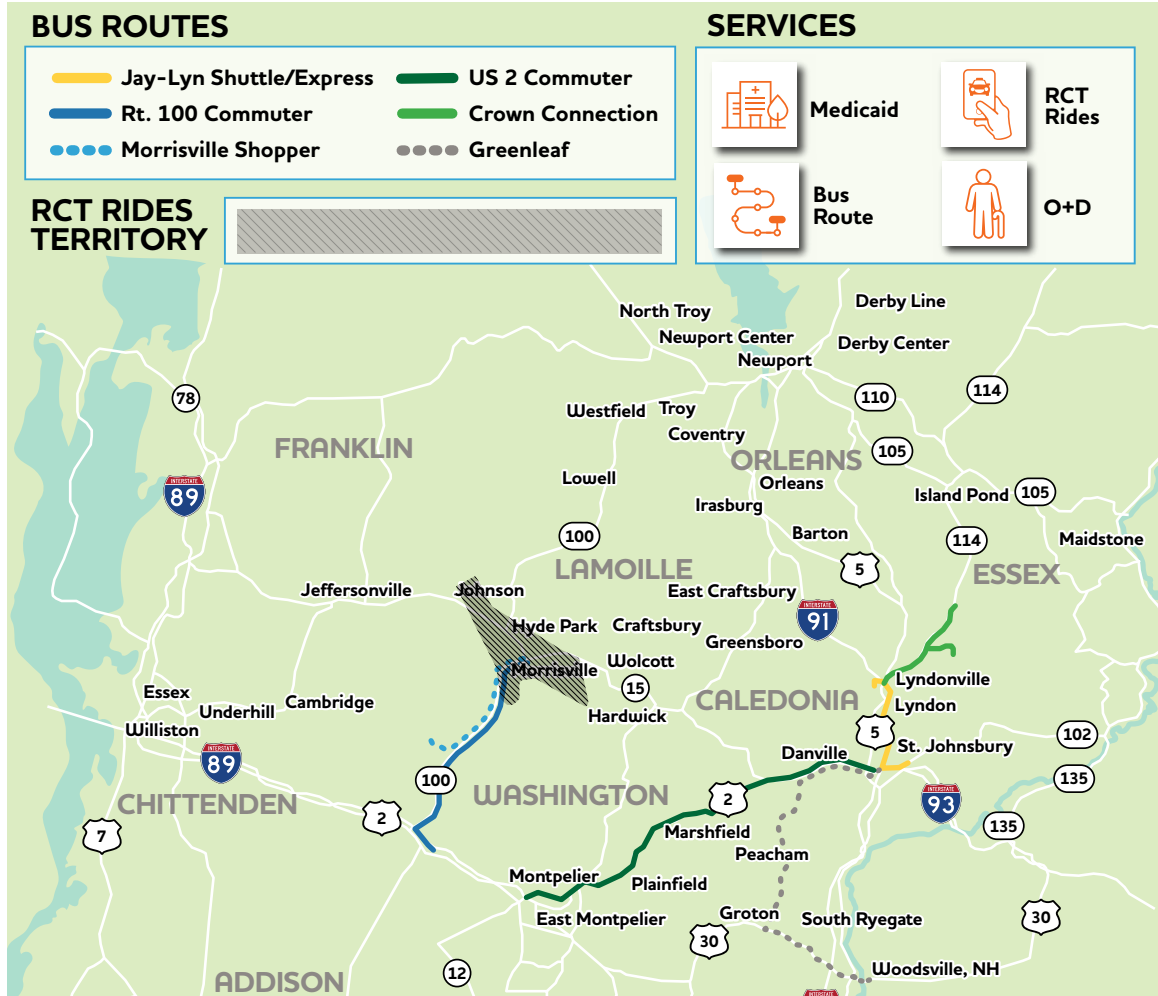
Guided by our mission, we remain committed to connecting people and communities—one ride at a time.

Thank you for your continued support.

CALEB GRANT
EXECUTIVE DIRECTOR

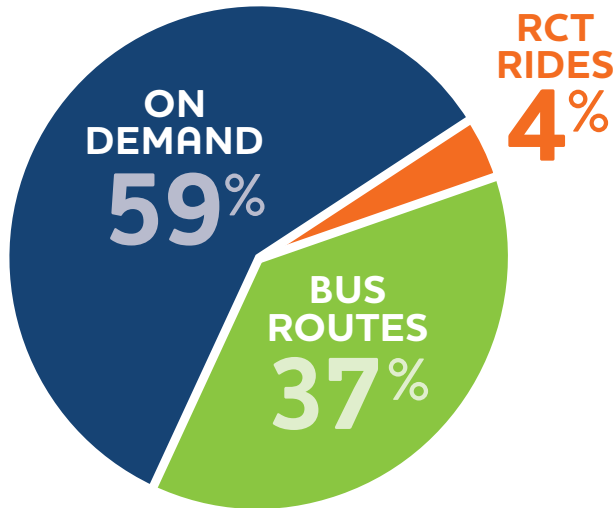


RIDE PUBLIC



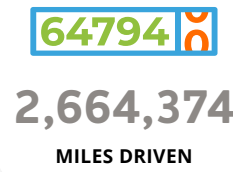
BY THE NUMBERS

The following chart shows the percentage breakdown for all rides given within each of our service categories.



ON DEMAND

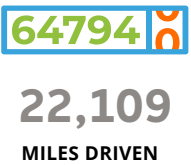
RCT proudly provides seven-day-a-week transportation for qualifying Medicaid clients to non-emergency medical appointments and ensures older adults and individuals with disabilities have access to essential services and community events across our region.



RCTRIDES

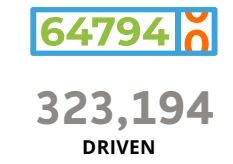
RCT Rides is a taxi-style microtransit service that can be accessed via the RCT Rides app or by phone call. In June of 2023, RCT successfully launched a pilot program in Lamoille County: Connecting Hyde Park, Morrisville, Johnson, and Elmore. With future program expansion planned for the Newport area 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.



BUS ROUTES

RCT offers a range of deviated fixed-route bus and shuttle services to enhance accessibility, support Vermont's workforce, and promote sustainable transportation. Our fully accessible buses accommodate all passengers and include space for at least two bikes, ensuring inclusive and climate-friendly mobility options across the region.



RCT's community begins with the riders we serve and extends to our dedicated staff, volunteers, partners, and supporters. Together, we create meaningful connections, strengthen communities, and improve lives.

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**



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.



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**



TO EVERY VOLUNTEER DRIVER,
THANK YOU!

RCT is committed to expanding our volunteer driver program to support fare-free On Demand transportation. 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, visit riderct.org/volunteer or give us a call at (802)748-8171.

**BECOME A
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! Find open positions on our website at riderct.org/join-our-team, and come help us drive change!



BOARD OF DIRECTORS

RCT is guided by a dedicated volunteer Board of Directors, whose time, expertise, and leadership are invaluable to our organization. We are deeply grateful for their commitment, unique strengths, and diverse experience, which help shape and sustain our mission.

President: Justin Barton Caplin	Vice President: Jonathan Davis	Secretary: Nicolas Lange	Treasurer: Kitty Toll
Alec Jones: Ex-Officio	Jeremy Whiting: Ex-Officio	Hannah Ancell	Sarah Braese
Ross MacDonald: Ex-Officio	Doug Morton: Ex-Officio	Tasha Wallis: Ex-Officio	Judy Nommick

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.

At RCT, we are committed to supporting our local economy. We utilize local businesses for vehicle maintenance and repairs, fuel up at local stations, and employ a dedicated team of over 60 staff members. Additionally, we reimburse more than 50 volunteer drivers for miles traveled. In total, at least 80% of our \$6.7 million budget is invested directly into our community, strengthening the local economy and supporting those we serve.



175,091
RIDES GIVEN



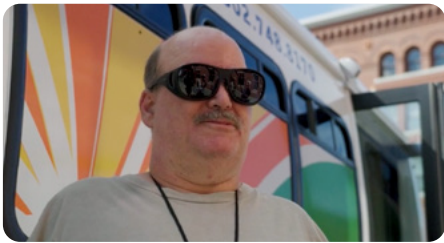
3,009,677
MILES DRIVEN



56
TOWNS SERVED

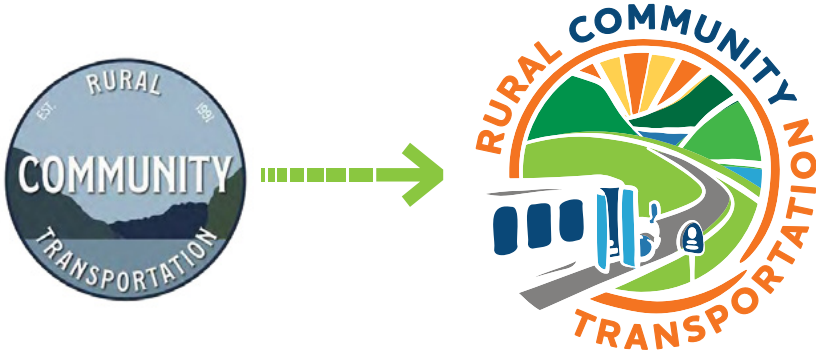
I use it daily. I started riding when I had medical issues with my eyes. I can't drive anymore. And then my mother had cancer. RCT was instrumental in helping me get her back and forth to her appointments. I don't know what I would have done without them."

**RIDER:
George**



SUSTAINABILITY

In 2024, through generous funding from the Vermont Department of Transportation (VTRANS) RCT underwent a comprehensive strategic planning process, developed and implemented a Transit Development Plan emphasizing service optimization and increased accessibility, and rolled out a fresh and hopeful new brand identity. This new brand image showcases transportation within a vibrant rural landscape, using bright and joyful colors to reflect RCT's enduring commitment to the health and vitality of our region.



Also in 2024, RCT received a grant through the Clean Bus Planning Awards Program in partnership with the National Renewable Energy Laboratory and the Joint Office of Energy & Transportation to develop a Zero-Emission Fleet Transition Plan, guiding our shift from fossil fuels to sustainable alternatives. As the first phase of this transition, we purchased two Ford E-Transits and five plug-in RAV4s and installed four EV chargers at our Lyndonville facility.



RCT relies on strong partnerships with community-focused organizations to sustain our fare-free services. In 2024, we proudly partnered with Vermont State University to showcase educational opportunities on the side of our Route 2 Commuter Bus, reinforcing the impact of both organizations.



OUTREACH

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

SUPPORTER:
Jody Fried / Executive Director Catamount Arts



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.



On New Year's Eve, RCT was honored to provide transportation for Catamount Arts' First Night Celebration and throughout the 2024 summer season, a shuttle for the Levitt AMP Dog Mountain Music Series. By offering safe and accessible transportation

for these events, we helped ensure more inclusive and enjoyable experiences for our community.

In April, RCT was proud to partner with Discover St. Johnsbury and Newport City Downtown to provide transportation to community events celebrating the eclipse and allowing people to experience this incredible natural phenomenon together.



In June, RCT enthusiastically supported the Vermont Walk/Bike Summit, promoting expanded access to alternative transportation and sustainable mobility options.

In June, RCT was proud to provide transportation for the public to Groton State Park for Free VT State Park Days.



In August, the Caledonia County Fair provides RCT with a wonderful opportunity to connect with our supporters and riders while celebrating timeless rural traditions.

Throughout the 2024 summer season, RCT partnered with the Kingdom Trail network to provide shuttle service for riders and bikes to trailheads, helping reduce parking congestion, minimize bike traffic on local roadways, and enhance community safety.



FINANCIALS



RCT's services are made possible through the generous support of our valued partners and diverse funding sources.

Our On Demand Services rely on dedicated volunteer drivers and are funded by the Vermont Public Transit Association, the Vermont Department of Transportation, federally funded Medicaid programs, and 59 municipalities. Together, we ensure that people and communities stay connected to the essential resources they need for a healthy life.

RCT Rides and our fixed-route services, funded by the Vermont Department of Transportation, provide fare-free public transportation, expanding access and mobility in our rural communities.

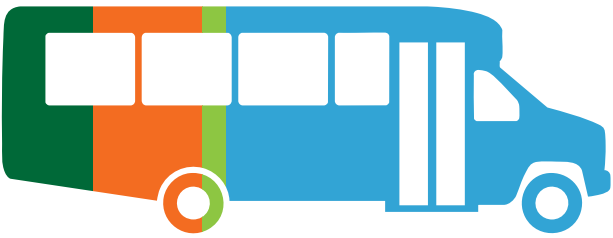
OPERATING REVENUE
\$6,871,931

OPERATING EXPENDITURES
\$6,849,527

NET INCOME
\$22,404



EXPENDITURES



ON DEMAND
\$4,419,930
MICROTRANSIT
\$179,868

BUS ROUTES
\$1,240,668
ADMINISTRATIVE
\$1,009,061

FUNDING

STATE
\$342,341 5%

FEDERAL
\$2,310,325 34%

MEDICAID
\$3,195,963 46%

LOCAL
\$1,023,302 15%

THANKS TO YOU!



MUNICIPAL SPONSORS

Albany	Eden	Marshfield	Waterford
Barnet	Elmore	Morgan	Waterville
Barton	Glover	Morristown	Westfield
Belvidere	Greensboro	Newark	Westmore
Bloomfield	Groton	Newport	Wheelock
Brighton	Guildhall	Newport Town	Wolcott
Brownington	Hardwick	Norton	Woodbury
Burke	Holland	Peacham	
Cambridge	Hyde Park	Plainfield	
Canaan	Irasburg	Ryegate	
Charleston	Jay	Saint Johnsbury	
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Craftsbury	Lemington	Stowe	
Danville	Lowell	Sutton	
Derby	Lunenburg	Troy	
East Haven	Lyndon	Victory	
East Montpelier	Maidstone	Walden	

DONORS

Bean's Homes
Eva Fishell
George Coburn
Green Mountain
United Way
Patricia Moulton
Vermont 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
TODAY!**



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