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# ANNUAL REPORT



JULY 1, 2024 - JUNE 30, 2025





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.

## DEAR FRIENDS, PARTNERS, AND COMMUNITY MEMBERS,

As we reflect on 2024, I am proud to share the accomplishments, progress, and partnerships that have defined this past year for Rural Community Transportation (RCT). Our mission—to connect people, strengthen communities, and provide equitable access to transportation across our rural region—continues to guide everything we do.

This year, we built on that mission in meaningful ways. RCT provided a diverse and vast amount of rides, ensuring that residents could access employment, healthcare, education, and essential community services. We modernized our fleet with more efficient vehicles, enhanced our scheduling systems, and deepened our collaboration with local and regional partners to make public transportation more accessible, reliable, and sustainable.

## CONNECTING PEOPLE AND COMMUNITIES,

## ONE RIDE AT A TIME.

## OUR WORK IS GROUNDED IN A STRONG SENSE OF COMMITMENT—TO OUR RIDERS, OUR STAFF, AND OUR COMMUNITIES:

- **We are committed to enhancing the public transportation** experience so that every ride is safe, comfortable, and dependable.
- **We are committed to treating our riders with compassion and support**, recognizing that each trip represents a vital connection to life's opportunities.
- **We are committed to fostering a supportive and empowering staff culture**, where every team member is valued for their contribution and encouraged to grow.
- **We are committed to being efficient, fiscally responsible, and resourceful** with all funding—federal, state, and local—so that every dollar is used wisely to serve our communities.
- **And we are committed to giving as many rides as possible**, ensuring that transportation is never a barrier to participation in community life.

Behind every mile traveled is the dedication of our drivers, call-center members, dispatchers, and administrative staff, whose hard work makes our mission possible. Their compassion and professionalism define RCT's reputation for service excellence.

Looking ahead, we remain focused on innovation, sustainability, and equity. We will continue to explore new technologies, strengthen partnerships, and expand access to ensure that everyone—regardless of where they live—can rely on safe, affordable transportation.

On behalf of the entire team at Rural Community Transportation, thank you for your continued trust and support. Together, we are not just providing rides—we are building stronger, more connected communities.

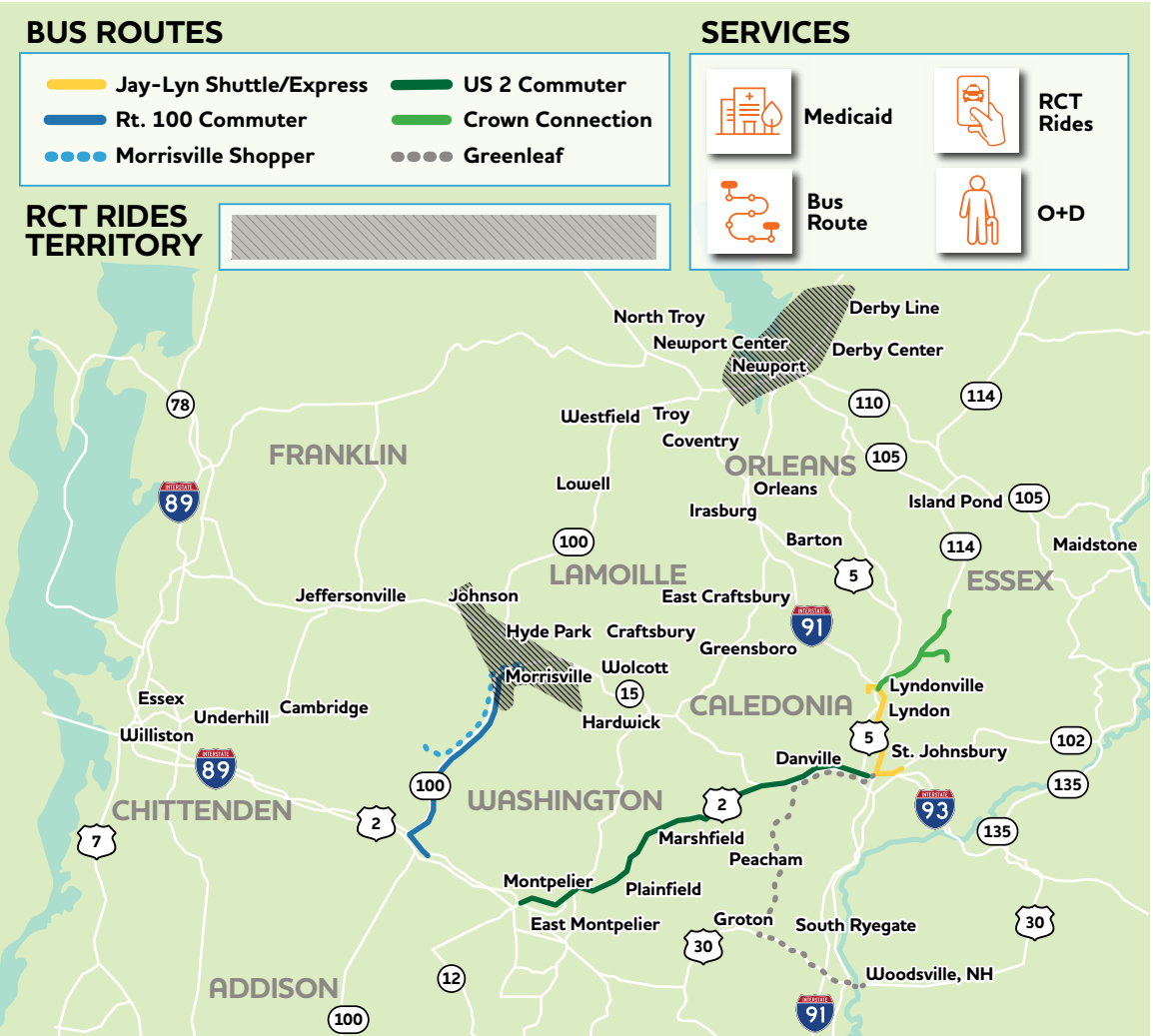


**CALEB GRANT** | EXECUTIVE DIRECTOR





RIDE PUBLIC



BY THE NUMBERS

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



ON DEMAND

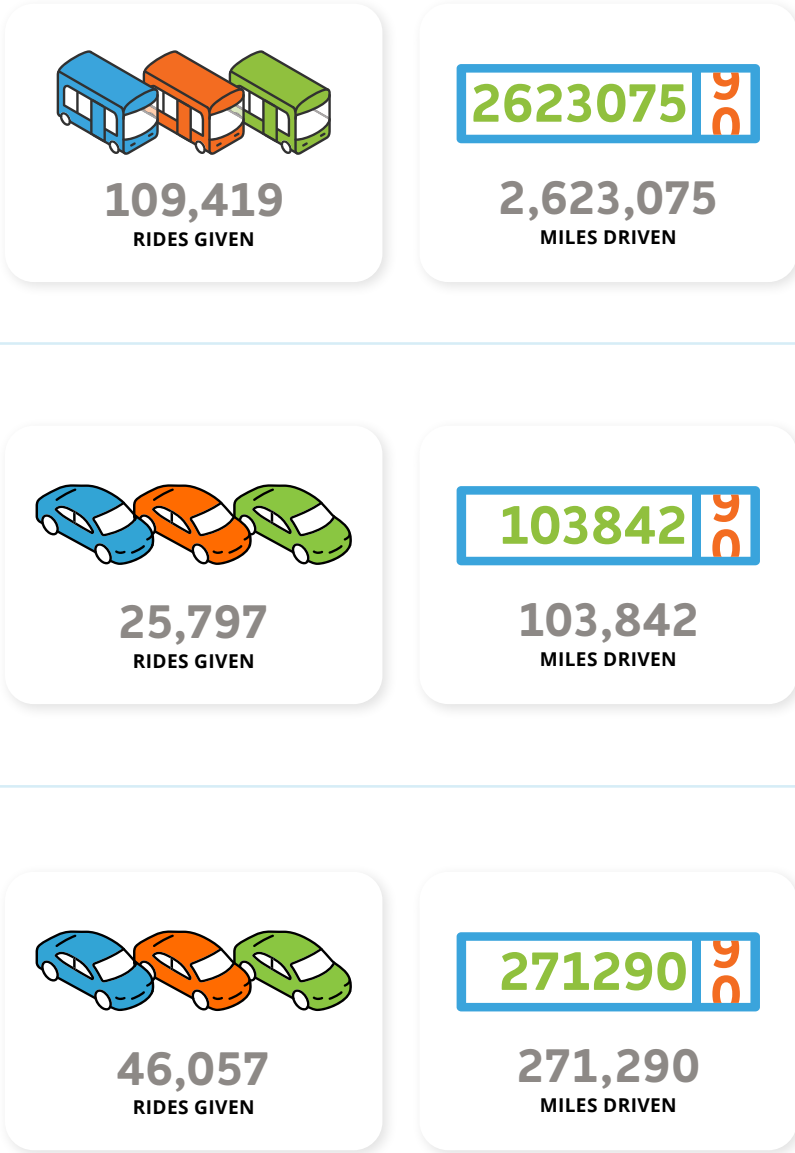
RCT proudly provides seven-day-a-week transportation for qualifying Medicaid clients to non-emergency medical appointments and ensures older adults and individuals with disabilities have access to essential services and community events across our region.

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. Building on the success of that program, in August of 2024 a second service area was added in Orleans County: Connecting Derby Line, Derby, and Newport.

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 drives economic vitality and champions social inclusion throughout Vermont’s Northeast Kingdom and Lamoille County by delivering affordable and accessible transportation solutions.


*RCT is the lifeline that allows many elderly, disabled individuals, individuals with health needs and lower income people to live in their homes in our rural communities. RCT provided more than 181,000 rides last year in the 61 towns it serves. In the most rural corner of the State RCT's services remain a cost effective service for families. "*

VERMONT STATE SENATOR  
Richard Westman





181,273  
RIDES GIVEN



2,998,206  
MILES DRIVEN



61  
TOWNS SERVED



EXPANDING ACCESS: WINTER SERVICE

During the winter of 2024-2025, RCT partnered with Northeast Kingdom Community Action (NEKCA) to provide an additional day of Jay-Lyn shuttle service on Saturdays throughout

the season. This expanded service was made possible through a Vermont Department of Health grant awarded to NEKCA to support individuals experiencing homelessness in our community. Operating from December 14 through April 5, the Saturday service provided 653 rides.

*I have been a long-time rider on the RCT buses, and I am very pleased they have Saturday bus services now. I work at a grocery store every Saturday and normally have to walk in the cold and darkness in the winter and in the heat of summer. It is a good 2-3 mile walk for me, so this helps a great deal. Thank you RCT!"*

SUPPORTER:  
Jess / Local RCT Rider



IMPROVING FOOD ACCESS

In January 2025, RCT was awarded a grant from the Vermont Department of Health to increase transportation services aimed at improving food access for Orleans County residents. This funding increased access to the Barton Community Meal Site, ensuring that individuals facing mobility and transportation challenges can reliably reach nutritious meals and essential community resources.



The RCT community is made up of our riders, volunteers, staff, partners, and neighbors—each a vital thread in the fabric of who we are.



VOLUNTEER  
COMMUNITY  
DRIVERS

At RCT, volunteer community drivers provide the majority of our Demand response transportation. These volunteers generously donate their time and use their own vehicles to serve others while they receive mileage reimbursement at the current GSA rate, it is their dedication and compassion that make it possible for us to meet the growing demand for transportation.



BECOME A  
VOLUNTEER TODAY!

If you'd like to join our team as a volunteer driver, visit [riderct.org/communitydriver](http://riderct.org/communitydriver) for more information.

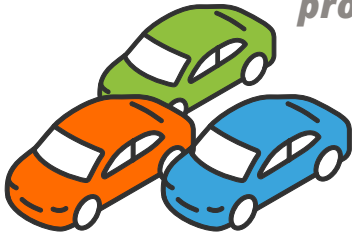


56  
VOLUNTEER  
DRIVERS

generously donated

47,806 HOURS

of their time and  
personal vehicles,  
providing



66,544  
RIDES

covering an  
impressive

1,937,603  
MILES



*I didn't realize before starting with RCT that all walks of life rely on this service. Without it, they would go without basic necessities, human contact, and social interaction. The people I have met make driving fun. I am so happy when I can help someone get to their appointment, to the store, or help them return home after a trip to the hospital."*

VOLUNTEER DRIVER  
Cynthia Diaz / Local RCT Rider

70 DEVOTED STAFF

At RCT our staff culture is built on trust, teamwork, and a deep sense of purpose. RCT is a place where team members can grow with opportunities to build new skills and advance within a mission-driven organization.

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.

If you'd like to be part of a team that truly cares, you can find open positions on our website at [riderct.org/join-our-team](http://riderct.org/join-our-team). 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:  
Nicolas Lange

SECRETARY:  
Cynthia Stuart

TREASURER:  
Kitty Toll

Alec Jones: Ex-Officio

Jeremy Whiting: Ex-Officio

Hannah Ancell

Sarah Braese

Ross MacDonald: Ex-Officio

Doug Morton: Ex-Officio

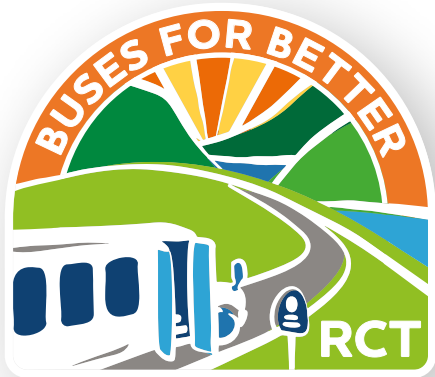
Tasha Wallis: Ex-Officio





*In the state of Vermont we work with all of the rural and metro transport companies. RCT is among the best run and efficient in their day-to-day workload. I believe they are a model for the Green Mountain state and I am proud they serve our Orleans county region!"*

VERMONT STATE REPRESENTATIVE  
Kenneth Wells



BUSES FOR BETTER

RCT's Buses for Better program showcases how public transportation can be a platform for creativity, connection, and community pride. By partnering with local businesses, nonprofits, and artists, we transform our fleet into moving messages of inspiration.



CTAA SMALL SYSTEM OF THE YEAR

RCT is proud to announce that we were honored as a finalist this year in the Community Transportation Alliance of America's Small System of the Year award.



CELEBRATING OUR REBRAND

In 2025, RCT was honored to receive the Marvin Award for Project Design from the Lamoille County Planning Commission. This recognition celebrates the professional execution and significant impact of RCT's rebrand, and highlights the creativity, vision, and dedication of our team in bringing a fresh identity to life.

RCT & CATAMOUNT ARTS TURN TRANSIT INTO PUBLIC ART

As part of our Buses for Better program, RCT proudly partnered with Catamount Arts to showcase the talent of local artists Kimberlee Forney, Craig Harrison, and Stephen Kenary on our new electric vans—transforming public transportation into a moving canvas for creativity and community pride. This vibrant collaboration was made possible through an Animating Infrastructure Grant from the Vermont Arts Council, with additional support from Butternut Mountain Farm.

*This collaboration perfectly embodies our mission—to bring the arts to life in everyday spaces. These buses will turn heads, start conversations, and serve as powerful reminders of the creativity that runs deep in our region."*

CATAMOUNT ARTS COMMUNITY LIAISON  
Andrea Otto



RCT, SKIDA & VERMONT PARKS FOREVER

In 2024, RCT proudly launched a unique partnership with Vermont outdoor apparel company Skida and Vermont Parks Forever to celebrate the 100th anniversary of Vermont State Parks. Together, we transformed RCT's Route 100 Commuter Bus with Skida's vibrant Elmore print design—promoting sales of the Elmore print to benefit Vermont State Parks.



BUILDING A GREENER FLEET: SOLAR, STORAGE, AND 15 ELECTRIC VEHICLES STRONG

Guided by RCT's 2024 Zero Emission Fleet Transition Plan, the organization entered the second phase of implementation by installing a 67.9 kW roof-mounted solar array with a 55.5kWh battery storage system at our Lyndonville facility. We also added two new chargers in Newport, and purchased six Ford E-Transit vans—bringing RCT's electric fleet to a total of 15 vehicles.







## SUPPORTING COMMUNITY ACCESS

RCT is proud to contribute to the vibrancy and inclusivity of our region by providing transportation services for local community events. By giving rides to cultural events, health fairs, educational programs, and other public gatherings, RCT ensures that everyone—regardless of mobility or transportation limitations—can participate fully in community life.



## EVENTS WE SUPPORTED THROUGHOUT THE YEAR.

- Jam for the Parks
- Center for Agricultural Economy Yellow Barn Opening
- Lyndonville Trunk or Treat
- Northeast Kingdom Legislative Tour
- Rural Edge Groundbreaking Newport – Sacred Heart and Newport Ctr
- St. Johnsbury First Night
- NEK Day at the State House
- Levitt Amp Music Series at Dog Mtn.
- Lyndonville Stars & Stripes Festival



## CONNECTING WITH COMMUNITY

Beyond transportation, RCT staff and volunteers actively attend events to engage with residents, share information about our services, and strengthen connections throughout the communities we serve.

- Caledonia County Fair
- Community Discussion at the Groton Free Public Library
- Connecting with Community Meeting; Newport
- Discover St. Johnsbury's Final Friday
- Lyndonville Stars and Stripes Parade
- Hyde Park Old Homes Day Parade

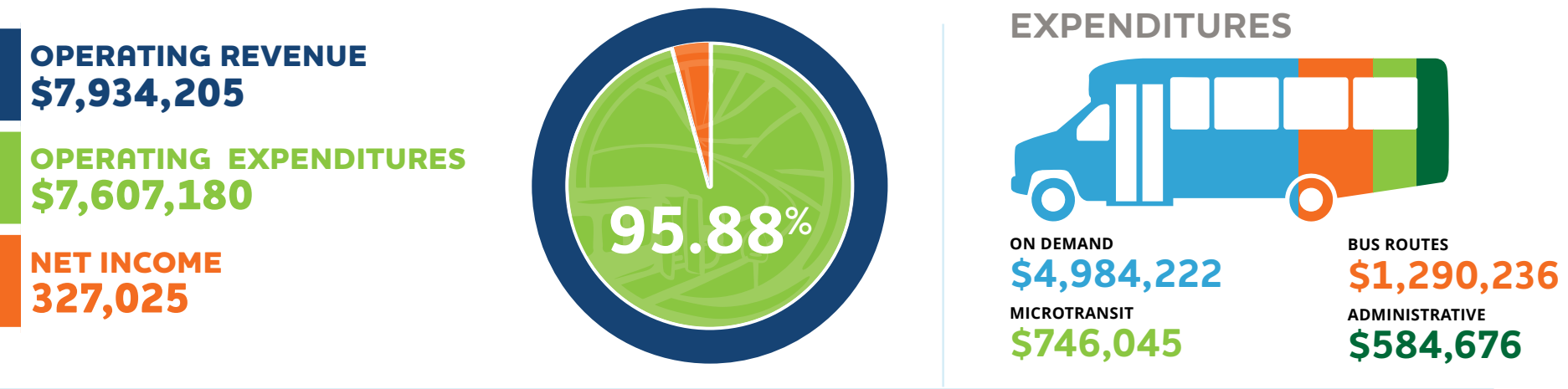




RCT’s services are made possible through the generous support of our valued partners and diverse funding sources.

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 61 municipalities.

RCT Rides and our fixed route services are funded by the Vermont Department of Transportation.



MUNICIPAL SPONSORS

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

DONORS

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Barbar Krancer  
Cheryl Stelter  
Sandra Ulmer  
Martha York  
Vermont Community Foundation  
Green Mountain United Way  
Retired Teachers Association

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!







**RURAL  
COMMUNITY  
TRANSPORTATION**

1677 INDUSTRIAL PARKWAY, LYNDON, VT 05851  
(802) 748-8170 | [WWW.RIDERCT.ORG](http://WWW.RIDERCT.ORG)