

The Southeast Vermont Transit Board of Directors will hold their 2020 Annual Meeting at 5:00 pm March 10, 2021 online at the address below. The agenda is:

**Southeast Vermont Transit, Inc.  
2020 Annual Meeting Agenda**

1. Public input
2. Election of board members
3. Election of officers
4. Committee appointments and dissolutions
5. Annual reports of the:
  - a. President
  - b. Treasurer
  - c. Secretary
  - d. Committees
  - e. CEO, and
  - f. Bylaw amendments
  - g. Any other business that is legally presented at the meeting that the Board approves
6. Adjourn

2020 SEVT Annual Meeting  
Wed, Mar 10, 2021 5:00 PM - 5:30 PM (EST)

**Please join my meeting from your computer, tablet or smartphone.**  
<https://global.gotomeeting.com/join/175388957>

**You can also dial in using your phone.**  
United States: [+1 \(571\) 317-3112](tel:+15713173112)

**Access Code:** 175-388-957

## FY20 SEVT Annual Report Executive Summary

Southeast Vermont Transit (SEVT) completed its fifth full year of operation in Fiscal 20 (July 1, 2019-June 30, 2020). This annual report executive summary briefly outlines key events during this period.

### Financial summary

The Company continued to realize significant savings in procurement, legal, and insurance costs during the year as a result of the July 1, 2015 consolidation.

<b>FY20 Operations Financials</b>			
	<b>Rockingham</b>	<b>Wilmington</b>	<b>Total SEVT</b>
Operating Revenue	2,654,757	1,910,746	4,565,503
Operating Expense	2,604,262	1,656,144	4,260,406
Gross Operating surplus/deficit	50,495	254,602	305,097
Capital match	62,012	57,218	119,230
Mortgage principal and interest	22,197	42,801	64,998
Net Operating surplus/deficit	(33,714)	154,583	120,869

The FY20 audit revealed no material weaknesses or findings.

### Capital

The Company requested and was granted a substantial capital award in FY20. The numbers below exclude the Rockingham earmark project which will be completed in FY21.

<b>Rockingham Capital</b>	<b>Fed</b>	<b>State</b>	<b>Local</b>	<b>Total</b>
Engine replacements on 4 Gilligs	115,189	14,398	14,399	143,986
Engine replacement on small van	5,600	700	700	7,000
Diagnostic computer software for RE's & Gilligs	4,123	516	516	5,155
Annunciator for Brattleboro buses	21,600	2,700	6,629	30,929
Ramp lift	28,864	3,608	3,608	36,079
Two New Buses	293,277	26,661	36,120	356,058
Total	468,653	48,583	61,972	579,207
<b>Wilmington Capital</b>	<b>Fed</b>	<b>State</b>	<b>Local</b>	<b>Total</b>
Sign Shop	20,800	2,600	3,434	26,835
Four New Buses	616,713	77,089	77,089	770,892
Total	637,513	79,689	80,524	797,727
<b>Total SEVT Capital</b>	1,106,166	128,272	142,495	1,376,934

### Operations summary

FY20 was a normal year in terms of operations and ridership until March 15, 2020 when the pandemic hit.

Like the rest of the world, the pandemic had an immediate and negative effect on the Company. Overnight we cut routes, implemented sanitizing and hygiene programs, met constantly with our peers and partners, and worked very closely with VTrans and the Vermont Department of Health. Our properties were closed to the public, some staff chose not to work, and riders were encouraged not to ride the bus unless necessary. Buying PPE and cleaning supplies was a challenge, but our staff found a fogging solution and mixed our own surface cleaner.

SEVT was the first company in the state to mandate face coverings on the bus for both riders and staff weeks before it became law.

The federal CARES Act providing transit funding that was in excess of our needs but was much appreciated. It provided a first time ever 100% funding of operations, as well as additional funds for cleaning supplies and hazard pay. The Company continues to pay front line staff an extra \$3 per hour until the pandemic is over. FY20 was the second full year with no Medicaid service provided.

### Ridership

FY20's ridership was on pace to become a record year when the pandemic hit. Winter resort routes were cut off almost a month before the season ended. Several routes were eliminated, and others were blended together or went to reduced schedules.

<b>SEVT Ridership FY16-20</b>					
<i>excludes Medicaid</i>					<b>best since SEVT was formed</b>
<b>Rockingham</b>					
<b>Fixed Routes</b>	<b>20</b>	<b>19</b>	<b>18</b>	<b>17</b>	<b>16</b>
White 7	20,271	17,541	11,462	10,933	12,033
Red 4	26,309	26,401	24,104	26,506	29,726
Blue 5	10,427	13,482	19,786	18,377	19,480
Springfield Intown 1	12,689	12,630	10,903	7,037	5,625
BF Intown 2	2,384	2,755	3,138	1,847	2,019
Bellows Falls-Brattleboro 53	9,610	14,065	14,227	11,429	11,718
Bellows Falls-Ludlow 57	6,703	7,578	6,277	5,516	7,083
Bellows Falls-Springfield 55	3,990	5,013	4,557	2,990	2,418
71 DHMC	6,066	7,607	7,088	8,069	8,324
72 DHMC	6,978	8,185	8,375	10,185	12,115
73 Dartmouth College	5,025	6,673	8,514	10,750	11,318
74 Dartmouth College/VA	4,110	5,244	5,215	5,698	7,153
Chester 101	441	544	688	607	800
<b>Subtotal Fixed Routes</b>	<b>115,003</b>	<b>127,718</b>	<b>124,334</b>	<b>119,944</b>	<b>129,812</b>
<b>Winter Routes</b>	<b>20</b>	<b>19</b>	<b>18</b>	<b>17</b>	<b>16</b>
Okemo 61	1,554	1,748	1,619	2,233	1,059
<b>Total Rockingham Fixed Routes</b>	<b>116,557</b>	<b>129,466</b>	<b>125,953</b>	<b>122,177</b>	<b>130,871</b>

<b>Demand Response Routes</b>	<b><u>20</u></b>	<b><u>19</u></b>	<b><u>18</u></b>	<b><u>17</u></b>	<b><u>16</u></b>
Windsor SAAD 20			192	224	317
Springfield SAAD 21			1,421	1,513	3,303
Chester SAAD 22			880	1,429	1,230
Cavendish SAAD 23	1,284	2,959	2,156	1,304	1,031
BFSC 24		2	246	1,604	2,995
Grace Cottage GP 25			945	1,238	1,977
Brattleboro IT 26			1,199	1,628	1,418
TGP 27	2,990	3,611	2,529	1,907	2,367
Springfield SAAD 28	1,410	2,584	2,140	1,410	2,051
Brattleboro 29			924	1,208	1,172
Van 30			365	559	681
Van 31	1,029	1,474	732	352	289
Van 32		341	271	-	-
<b>Total Demand Response</b>	<b>6,713</b>	<b>10,630</b>	<b>14,000</b>	<b>14,376</b>	<b>18,831</b>
<b>Volunteer &amp; Other</b>	<b><u>20</u></b>	<b><u>19</u></b>	<b><u>18</u></b>	<b><u>17</u></b>	<b><u>16</u></b>
Taxi E/D Only			81	1,574	5,377
Other volunteer	2,517	2,855	1,071	56	135
E&D volunteer	12,271	16,296	13,133	7,294	10,467
<b>Total Volunteer &amp; Other</b>	<b>14,788</b>	<b>19,151</b>	<b>14,285</b>	<b>8,924</b>	<b>15,979</b>
<b>Total Rockingham</b>	<b>138,058</b>	<b>159,247</b>	<b>154,238</b>	<b>145,477</b>	<b>165,681</b>

<b>MOOver</b>	<b><u>20</u></b>	<b><u>19</u></b>	<b><u>18</u></b>	<b><u>17</u></b>	<b><u>16</u></b>
<b>Year Round Routes</b>					
MOOver	79,888	86,818	93,808	76,871	79,030
West Dover	2,264	3,340	3,688	2,318	2,887
Readsboro	3,384	3,171	4,872	6,698	6,325
Brattleboro	17,449	22,112	24,683	25,905	25,831
Bennington	2,424	2,787	2,627	2,255	2,329
<b>Total Year Round Routes</b>	<b>105,409</b>	<b>118,228</b>	<b>129,678</b>	<b>114,047</b>	<b>116,402</b>
<b>Winter Routes</b>	<b><u>20</u></b>	<b><u>19</u></b>	<b><u>18</u></b>	<b><u>17</u></b>	<b><u>16</u></b>
Timber Creek	21,954	24,728	23,328	23,545	15,422
Mount Snow	37,720	46,294	42,038	39,723	32,500
Greenspring	18,295	20,812	18,581	19,418	13,188
Kingswood	7,889	7,642	6,284	6,821	5,806
Bears Crossing	10,102	12,100	11,836	11,872	9,549
Parking Lots	34,895	57,423	55,311	49,680	21,764
<b>Total Winter Routes</b>	<b>130,855</b>	<b>168,999</b>	<b>157,378</b>	<b>151,059</b>	<b>98,229</b>
<b>Total MOOver Fixed Routes</b>	<b>236,264</b>	<b>287,227</b>	<b>287,056</b>	<b>265,106</b>	<b>214,631</b>
<b>Demand Response Routes</b>	<b><u>20</u></b>	<b><u>19</u></b>	<b><u>18</u></b>	<b><u>17</u></b>	<b><u>16</u></b>
Council on Aging	912	1,180	1,617	2,135	2,669
Gathering Place	0	501	2,044	2,285	2,621
<b>Total Demand Response</b>	<b>912</b>	<b>1,681</b>	<b>3,661</b>	<b>4,420</b>	<b>5,290</b>
<b>Total MOOver</b>	<b>237,176</b>	<b>288,908</b>	<b>290,717</b>	<b>269,526</b>	<b>219,921</b>
<b>TOTAL SEVT</b>	<b><u>20</u></b>	<b><u>19</u></b>	<b><u>18</u></b>	<b><u>17</u></b>	<b><u>16</u></b>
Winter Routes	132,409	170,747	158,997	153,292	99,288
Fixed Routes	220,412	245,946	254,012	233,991	246,214
Demand Response Routes	7,625	12,311	17,661	18,796	24,121
<b>Total Bus/Van</b>	<b>360,446</b>	<b>429,004</b>	<b>430,670</b>	<b>406,079</b>	<b>369,623</b>
Total Volunteer & Other	14,788	19,151	14,285	8,924	15,979
<b>Total Company</b>	<b>375,234</b>	<b>448,155</b>	<b>444,955</b>	<b>415,003</b>	<b>385,602</b>
<b>%Change from previous year</b>	<b>-16%</b>	<b>1%</b>	<b>7%</b>	<b>8%</b>	

The Company recognizes and thanks the Vermont Agency of Transportation (VTTrans), USDA, KeyBank, and contributing human service, resorts, and municipalities for their support. It also recognizes and thanks the Board of Directors and staff for a very successful sixth year of operations.



Southeast Vermont Transit, Inc.  
Annual Meeting – March 10, 2021  
Report from the Board President

SEVT, along with the world, continues to experience responding to and providing transportation services during the COVID-19 pandemic. This impact is still being felt by SEVT staff, drivers, clients, partners, State and Federal Agencies. SEVT, and other providers, have been able to utilize additional resources made available by State and Federal Agencies to continue public transit in the best methods and practices possible for health and safety of all parties involved. This incredible co-operation has allowed our service to continue. SEVT is grateful to all our staff, partners, and clients for trusting in our services we provide during this time. Ridership, the hallmark of tracking service levels, was impacted nationally and SEVT was no exception. Restrictions place by Government Executive Orders, limited available drivers, limited available buses, CDC recommendations, client and partner choices resulted in drastic reductions in ridership. SEVT was off 61% as last reported.

One year ago on March 11, 2020 the SEVT board of Directors voted to return to providing Medicaid Services in the regions previously covered. The expectations of SEVT expansion continued to be monitored and adjusted as we near completion now. The level of ridership for these services has declined overall since the vote was taken. The reimbursement process for providing this service ties to a one year look back on unduplicated weekly riders. There has been a thirty percent drop in that count starting this week! This is a direct result of the pandemic and will have an impact for the next eighteen to twenty-four months on SEVT financials.

The FTA Earmark is being closed out soon if all goes as planned. This began in the 1990's to be used for Inter-Modal Transportation in Bellows Falls/Rockingham. The facility at 706 Rockingham Road is the most visual result of these funds. The expansion of a final bay has been completed. The remaining funds are expected to be expensed before June 30, 2021. VTrans has been instrumental in this closeout process by providing the required local match to the Earmark balance on behalf of SEVT. I want to acknowledge the efforts of Tim Bradshaw for continuing to spirit the efforts of the late Barbara Donovan in bringing this very long-term Earmark to completion.

SEVT nears completion of "rebranding" from two divisional "brands" to one "MOOver." VTrans has been instrumental in this process as it brings the merger of the two companies in 2015 closer to visually appearing as one. Bus wraps, uniforms, websites, documentation, signage, and physical interaction between staff have all improved the internal and external perception of SEVT. This allows company wide movement of drivers, buses, mechanics, and materials to best fulfill the objects of meeting the needs of clients/ridership. Also, a comprehensive review of providing one company wide benefits package for employees took place and was adopted by the Board of Directors.

Federal and State grants require twenty or fifty percent match depending on the grant's use. There has been little increase in amounts provided by towns. Our private contributions from businesses remain our highest grant matching sources. The pandemic has resulted in temporary loss of contracted service and advertising revenue. The pandemic has also resulted in some 100% grant to replace traditional

matching grants! These funds recovered what was anticipated to be an FY20 deficit a year ago. The budget process for FY22 will begin shortly and the ability to anticipate requirements is tenuous at the least for all levels of public transportation partners.

SEVT would not be able to provide the level of service we do if not for our employees. We are grateful for the efforts they all make in little and not so little ways! This past year SEVT has restructured to one General Manager as long-time GM Rebecca Gagnon left the Rockingham position. An Operations Manager was add to the Rockingham Facility. GM Christine Howe is working between both Wilmington and Rockingham successfully. Finance Manager Keith Johnson has led the task of tracking all the COVID-19 related legislative actions requiring human resource data, benefit management, and reimbursement. SEVT staff are remarkable individuals continuing to “do what it takes” to meet the needs of our clients. I am sure the board has the same appreciation of their efforts.

I want to acknowledge Ross McDonald and Tim Bradshaw for their endless support of SEVT. This last year has provided great challenges and opportunities to VTrans and all their partners. They remained as flexible as possible within the definitions that continuously seem to change during this pandemic. The “new normal” for public transportation has not yet been determined. They, and all partners, remain committed and co-operative to providing services.

Board member Jamie Storrs stepped down this year. David Moulton was nominated and elected to the SEVT Board of Directors. I want to recognize the commitment and value of all the past and present board members for volunteering their time and talents to the service of SEVT, Inc.

Respectfully submitted,

Willis D. "Chip" Stearns II