

FY12 ANNUAL REPORT



PVTA

Pioneer Valley Transit Authority

Administrator's Message

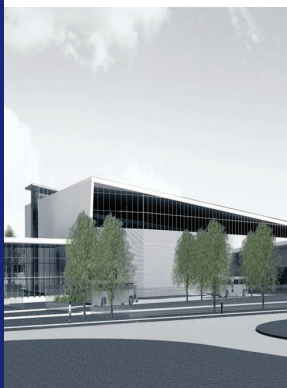
It's all about ridership and FY12 was no exception. PVTA transported 10.8 million riders, which was a 7% increase over FY11. That growth is more significant as no new service was added. More than 85% of the new riders were on Springfield area routes. PVTA's Northampton routes reached a milestone by serving more than a million riders.

FY12 was also a challenging year. We had a projected deficit for FY13 and we had to conduct public hearings for a proposed fare increase and some reallocation of service resources. Fortunately, we did not have to pursue a fare increase because the State Legislature and Secretary Davey came through with additional funding. PVTA and our riders appreciate their efforts.

Please enjoy reading about PVTA's accomplishments for FY12.

A handwritten signature in white ink that reads "Mary MacInnes". The signature is fluid and cursive, with a long horizontal stroke at the end.

Mary L. MacInnes
Administrator, Pioneer Valley Transit Authority



*New PVTA
Bus Operations
& Maintenance
Facility in Springfield*

CAPITAL PROJECTS

Westfield Transportation Center

The city of Westfield and PVTA kicked-off a study in May 2012 that will result in a Joint Development Master Plan for a 2.8-acre redevelopment parcel in downtown Westfield that will house the new Intermodal Center as part of a broader mixed-use development project with parking. The project will conclude in early 2013 and is expected to result in the solicitation for a private development partner. Funding for preliminary design of the transportation center in 2013 has been secured.

New PVTA Bus Operations and Maintenance Facility

In FY 12, PVTA was awarded \$4.95 million in state and federal funding for the purpose of completing preliminary design, environmental documentation and acquisition of property necessary to construct a new Bus Operations and Maintenance Facility in Springfield. The new facility will provide heavy bus maintenance and storage for 70+ fixed route buses while complementing a downsized 50+ bus maintenance facility at the existing 2840 Main Street, Springfield garage. The new facility will be designed to accommodate a future paratransit maintenance and storage facility as well.



Xcelsior Diesel Hybrid New Flyer bus

PVTA has completed several studies over the past three years to get to this point including a Facilities Master Plan, Programming and Needs Assessment, Site Location and Feasibility Study and Phase I Environmental Studies. Preliminary design and environmental documentation will be underway beginning in the summer 2012. Property acquisition of the site is anticipated to occur by summer 2013 with final design to follow. The new facility is anticipated to be constructed in 2014 and opened in 2015.

New Vehicles

New Flyer buses

The first of 10 Xcelsior Diesel Hybrid New Flyer buses were delivered to PVTA in October. These hybrid buses were purchased through a \$6.2 million State of Good Repair Grant that was awarded to PVTA in September 2010. Although the initial cost is above that of a conventional diesel-powered bus, hybrid buses emit less pollution and get far better fuel economy. Each is expected to save PVTA 30,000 gallons of diesel fuel, compared with what would be consumed by a conventional bus, or a 30 percent improvement in fuel economy.

New Flyer delivered eighteen (18) Xcelsior Diesel New Flyer buses in November and eleven (11) more in June. The new Diesel and Hybrid buses replaced 1995 Conventional Diesel buses that exceeded their useful life.

Minibuses

PVTA's first Hybrid Minibus was delivered in August 2011. The vehicle seats 18 passengers and is used on community shuttle service. In addition, PVTA received four (4) conventional 18-passenger minibuses in February which were funded 100% through MassDOT's MAP program.



CAPITAL PROJECTS

New Vans

PVTA accepted delivery of twenty-three (23) new paratransit vans. Eight (8) of the vans were purchased through MassDOT's Mobility Assistance

Program (MAP). Fifteen (15) were purchased through MassDOT's state contract and funded through PVTA's Capital program.



New paratransit vans

New Farebox Collection System

PVTA purchased and installed a new fare collection system for Springfield and Northampton area buses. The new validating fareboxes have a familiar look, but offer a number of changes to make riding PVTA easier and more convenient. For instance, there is a passenger information display to let the rider know what function is being performed. Fareboxes now accept \$1, \$5, \$10 bills, but they do not issue change. A voice enunciator will provide additional prompts or information.

The new system includes smartcard functionality which is scheduled to start phasing roll-out in 2013. PVTA will be educating riders and the public through a major outreach campaign.

INFORMATION TECHNOLOGY

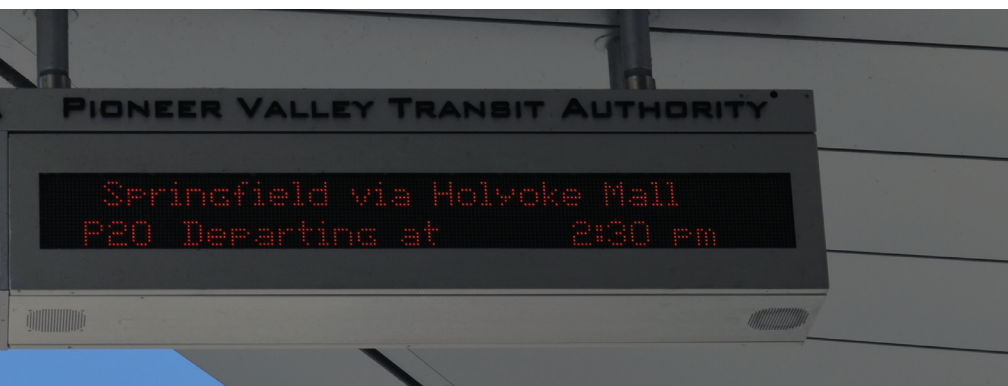


Computer Aided Dispatch/Automatic Vehicle Location (CAD/AVL)

PVTA's Intelligent Transportation Systems (ITS) installation continues with deployment of the Avail CAD/AVL system into the last two contractors, Springfield Area Transit Company and University of Massachusetts Transit Services. This final phase of vehicle systems installation signifies a major milestone accomplishment and establishes an integrated fixed route and paratransit ITS solution unlike any other within the Commonwealth.

Safety Vision Transit Video System

A new transit video system (TVS) was deployed throughout the PVTA fixed route fleet. The Safety Vision TVS project was made possible by a grant awarded to PVTA in the 2009 TSA Transit Security Grant Program. The Safety Vision Road Recorder 6000 features 8 cameras per bus and can record continuously over a 14 day period. Additional capability includes the ability to allow for a laptop equipped law enforcement official to "look in" and view the live events as they occur on a transit vehicle providing enhanced security to both public transit operators and passengers.



New Electronic Signage at Holyoke Transportation Center

Real-Time Bus Tracker

PVTA continued the deployment of ITS systems by adding real-time bus information to the PVTA website. For the first time PVTA customers are able to access the location of their buses while in service making the use of public transit more accessible.

Electronic Signage at Holyoke Transit Center

Electronic signage was designed and deployed on the canopy of the Holyoke Transit Center. The final design included:

- Integrated audio, visual pedestrian warning system
- Double sided, ADA compliant, electronic displays
- Automated, bi-lingual, departure announcement system
- Redundant communications with each sign for disaster recovery
- High resolution security cameras

Communications

As a part of the evolving PVTA communications deployment, digital voice communications has been implemented on all fixed route service vehicles and is currently being deployed on the paratransit vehicles. PVTA is altering its radio tower distribution in the interest of controlling costs and providing better radio coverage throughout the service area.

**PIONEER VALLEY TRANSIT AUTHORITY
STATEMENT OF NET ASSETS
JUNE 30, 2012**

	2012	2011
ASSETS		
Current Assets		
Cash and equivalents	\$ 4,852,904	5,837,833
Receivables, net	29,965,688	29,331,281
Prepaid expenses	878,090	943,669
Total current assets	35,696,682	36,112,783
Restricted cash (Note 9)	-	-
Prior receivables from the State	5,975,759	5,975,759
Allowance for uncollectible	(5,975,759)	(5,975,759)
Property and equipment, net	66,767,763	51,947,445
Total Assets	102,464,445	88,060,228
LIABILITIES		
Accounts payable	2,179,822	3,328,617
Accrued payroll and related liabilities	136,439	150,379
Accrued pension	431,460	395,101
Insurance claims reserve	1,450,000	1,250,000
Accrued interest	482,678	582,760
Notes payable	35,300,000	35,400,000
Total current liabilities	39,980,399	41,106,857
Due to government	-	-
Due to Springfield Redevelopment Authority	-	-
Deferred revenue	334,849	291,792
Accrued other post employment benefits	9,250,096	7,612,400
Total Liabilities	49,565,344	49,011,049
NET ASSETS		
Invested in capital assets, net of related debt	66,767,763	51,947,445
Restricted for other purposes	475,547	278,711
Unrestricted	(14,344,209)	(13,176,977)
Total Net Assets	\$ 52,899,101	\$ 39,049,179

**PIONEER VALLEY TRANSIT AUTHORITY
STATEMENT OF REVENUES, EXPENSES
& CHANGES IN NET ASSETS
For the Year Ended June 30, 2012**

	2012	2011
OPERATING REVENUES		
Fixed route income	6,653,808	6,050,575
Paratransit income	670,666	661,034
Shuttle service income	30,279	27,356
Total Operating Revenues	7,354,753	6,738,965
OPERATING EXPENSES		
Fixed route service	27,493,317	25,519,440
Paratransit service	7,897,028	7,545,643
Shuttle service	262,798	298,434
Administrative Expenses	3,315,228	3,330,597
Reimbursable depreciation	22,000	22,000
Total Operating Expenses	38,990,371	36,716,114
Operating Income (Loss)	(31,635,618)	(29,977,149)
NONOPERATING REVENUES (EXPENSES)		
Operating assistance		
Federal	6,289,989	5,847,871
Massachusetts	16,216,342	16,216,342
Member communities	6,725,238	6,561,208
Other Federal assistance	-	-

Other State assistance	910,000	110,000
Advertising income	231,372	220,570
Other income	146,788	90,708
Interest income	28,807	40,051
Interest expense	(353,778)	(593,646)
Total Non-Operating Revenues (Expenses)	30,194,758	28,493,104
Income (loss) before capital contributions and other items	(1,440,860)	(1,484,045)
Capital contributions	24,051,704	20,341,008
Nonreimbursable Depreciation	(8,760,922)	(7,851,728)
Union Station (Note 5)	-	-
Other Changes	-	(134,706)
Doubtful State operating receivables (Note 3)	-	-
Change in net assets	13,849,922	10,870,529
Net assets, beginning	39,049,179	28,178,650
Net assets, ending	52,899,101	39,049,179

OPERATIONAL FACTS AND FIGURES

FIXED ROUTE FINANCIALS	2012	2011
Operating Expenses	\$27,756,115	\$25,817,874
Revenue	\$6,684,087	\$6,077,931
Net Fixed Route Cost	\$21,072,028	\$19,739,943

FIXED ROUTE CHARACTERISTICS		
Passenger Trips	10,872,898	10,152,139
Vehicle Miles	4,495,781	4,397,518
Vehicle Hours	333,836	330,650
Revenue Miles	4,318,997	4,186,812
Revenue Hours	324,037	321,246

FIXED ROUTE PERFORMANCE MEASURES		
Operating Expenses Per Passenger Trip	\$2.55	\$2.54
Operating Expenses Per Vehicle Mile	\$6.17	\$5.87
Operating Expenses Per Vehicle Hour	\$83.14	\$78.08
Operating Expenses Per Revenue Mile	\$6.43	\$6.17
Operating Expenses Per Revenue Hour	\$85.66	\$80.37
Passenger Trip Per Mile	2.42	2.31
Passenger Trip Per Hour	32.57	30.70
Passenger Trip Per Revenue Mile	2.52	2.42
Passenger Trip Per Revenue Hour	33.55	31.60

PARATRANSIT FINANCIALS		
Operating Expense	\$7,897,028	\$7,545,643
Revenue	\$670,666	\$661,034
Net Paratransit Cost	\$7,226,362	\$6,884,609

PARATRANSIT CHARACTERISTICS		
Passenger Trips	316,208	318,869
Vehicle Miles	3,396,654	3,503,813
Vehicle Hours	245,708	240,927
Revenue Miles	2,768,236	2,891,687
Revenue Hours	197,906	199,365

PARATRANSIT PERFORMANCE MEASURES		
Operating Expenses Per Passenger Trip	\$24.97	\$23.66
Operating Expenses Per Vehicle Mile	\$2.32	\$2.15
Operating Expenses Per Vehicle Hour	\$32.14	\$31.32
Operating Expenses Per Revenue Mile	\$2.85	\$2.61
Operating Expenses Per Revenue Hour	\$39.90	\$37.85
Passenger Trip Per Mile	0.09	0.09
Passenger Trip Per Hour	1.29	1.32
Passenger Trip Per Revenue Mile	0.11	0.11
Passenger Trip Per Revenue Hour	1.60	1.60



CUSTOMER SERVICE

Bus Rider Forums

PVTA bus rider forums are held several times throughout the year. The Administrator and staff meet the riders boarding or disembarking PVTA buses at heavily utilized transfer locations including the Springfield Bus Terminal, The Holyoke Transportation Center and the Academy of Music in Northampton. This has proven to be an effective way to obtain feedback from riders who would otherwise not be able to attend a formal meeting.

Paratransit Rider Meetings

PVTA paratransit rider meetings are held quarterly. PVTA has benefited from rider feedback including the creation of a driver training video on Customer Service and Sensitivity. The video includes interviews and comments from PVTA riders and local advocacy agency staff.

Credit Cards

PVTA is now accepting credit cards at the Customer Service Center to purchase bus passes.

SAFETY & SECURITY

TSA Gold Standard Award

The U.S. Department of Homeland Security announced that PVTA is one of 17 transit systems in the Country to earn the Transit Security Administration's top rating for security preparedness. To earn the "Gold Standard" rating, a transit system must score an average of 90-percent or higher on 17 security preparedness categories. Officials from the Transit Security Administration presented the award to PVTA at the April Advisory Board Meeting.

"If You See Something Say Something"*

PVTA has launched its "If you See Something Say Something"® anti-terrorism campaign and has interior car cards posted on all buses in the fleet to inform passengers to be aware and alert of anything suspicious and to tell the bus driver if they see something suspicious.



ENVIRONMENTAL

PVTA Facilities “Green” Project Improvements

PVTA continued a leadership role in advancing “green” facilities project initiatives in FY 12. A \$137,000 lighting replacement project was completed at the Springfield Bus Maintenance and Storage Garage. Outdated overhead T12 lighting was replaced with energy efficient fluorescent lighting and automatic sensor shut-offs. PVTA partnered with WEMCO on the project and received approximately \$62,000 in incentive rebates. The project is projected to pay for itself in just over two years.

New skylights were installed at the Springfield and UMass Bus Maintenance Garages in 2012 to provide natural light, improve work conditions and reduce energy consumption. The existing skylights leaked and were responsible for significant heat loss in the facilities. The new skylights provide much better heat retention and performance and provide for ambient light through the work day. They work with the light and motion sensors in the facilities thereby saving on energy. The \$574,000 project was completed during the summer 2012.

An Energy Conservation and Efficiency Study of PVTA’s Bus Maintenance and Storage Garage in Springfield was completed in December 2011. The study identified energy conservation and renewable projects, measures and strategies to improve overall facility efficiency. Estimated costs, revenues, and payback periods were provided for each strategy.

One project identified in the study and designed in FY 12 was the replacement of two failing boilers in the Springfield Bus Maintenance Garage. Design plans for the installation of two new high-efficiency boilers were prepared. The new equipment specified will have much improved reliability, ease of operation, and repair and maintenance characteristics. It will provide sufficient combustion, air and ventilation as required by code. The new project will pay for itself in energy savings in approximately (seven) 7 years.



Emergency Assistance

PVTA provided assistance to the City's of Springfield and Northampton during the October snow storm. Due to severe power outages, PVTA buses and vans were used to evacuate residents from their homes and transport them to shelters. PVTA contractors were also on hand as needed to return evacuees to their homes as power was restored.

Limited English Outreach (LEP)

PVTA has continued outreach efforts to Russian and Spanish neighborhood groups in Springfield and West Springfield area. The program includes materials translated in specific languages, geared toward specific housing locations and neighborhoods. In addition, workshops are conducted throughout the year to answer questions and provide travel training opportunities for these groups.

Back to School Celebration 2011

The PVTA and the Springfield Public Schools partnered together in the "Back to School Celebration 2011". The purpose of the celebration is to provide community resources for families, generate excitement for the new school year, and recognize agencies for their commitment to promoting positive relationships.

Community Baby Shower Event

The PVTA and Department of Health and Human Services joined together for its Annual Community Baby Shower event. The target population is new and expectant parents from various ethnic and social backgrounds. PVTA provided one ride tickets to and from the event.

Earth Day

PVTA celebrated Earth Day on Monday, April 23rd. PVTA staff handed out eco-friendly dry erase memo boards to passengers as well as raffle tickets for PVTA bus pass prizes in celebration of Earth Day.

National Dump the Pump Day

PVTA celebrated National Dump the Pump Day June 21. National Dump the Pump day encourages people to ride public



*Stuff the Bus &
Outreach Events*

COMMUNITY OUTREACH

transportation and save money by riding public transportation instead of driving. Northampton Mayor, David Narkewicz, joined PVTA in celebrating and dumped the pump.

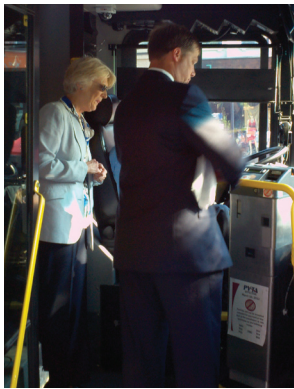
Stuff the Bus Drives

PVTA held two food drives simultaneously collecting non-perishable food donations at PVTA bus terminals, at the customer service office, and onboard all PVTA buses November 28th through December 8th benefiting the Amherst survival center with the UMass area buses and The Food Bank of Western Massachusetts with all other PVTA buses. PVTA collected a total of 4,154 lbs for the 2011 Food Drive.

PVTA teamed up with United Way of the Pioneer Valley and the New North Citizens Council for a Winter Wear drive December 12 through December 16. Winter coats and accessories were collected throughout the week as well as on an Event PVTA Bus parked outside Eastfield Mall. Collections were distributed by the New North Citizens Council.

Nuride

PVTA launched participation in the Nuride program June 15. Nuride is a free program sponsored by MassDOT and supported by national and local sponsors that encourages people to make greener trips and offer rider's rewards for choosing healthier and "greener" transportation options.



*PVTA Administrator
Mary MacInnes and
Mayor Narkewicz
Dump the Pump.*

EFFICIENCIES



Fixed Route Routing Evaluation

In an effort to improve PVRTA's fixed route system, unproductive trips were identified with a recommendation to reallocate funding from those trips to address overcrowding on other routes during peak times without impacting the budget. Operations staff was able to identify more than twenty (20) unproductive trips, which were determined based on consistent ridership of less than five (5) passengers per trip. Public hearings were held throughout the service area, which resulted in a final recommendation to follow through on eliminating all but two (2) of the unproductive trips.

ADA Eligibility

In an effort to improve PVRTA's paratransit program, PVRTA modified the ADA eligibility process to an In-Person Application. The old mail-in process was found to be inefficient as two (2) out of three (3) applicants never used the service and PVRTA had minimal contact with those requesting to use the service.

Following a four (4) month pilot of the new "In-person Application" process, customer and agency concerns were addressed, the administrative function is more efficient, and applicants have an opportunity to speak directly with PVRTA staff regarding questions while completing the application. Applicants are offered a free ride on PVRTA's paratransit service to meet with the ADA Coordinator.

Travel Training

PVRTA started a new Travel Training Program which is funded through a New Freedom Grant. PVRTA's Travel Training Program will offer one-on-one bus travel training for people who want to learn to travel independently on our fixed route bus system. The program will educate people that riding transit can bring increased independence, supports an active lifestyle, reduces traffic congestion, helps protect the environment, and provides greater access to the community.

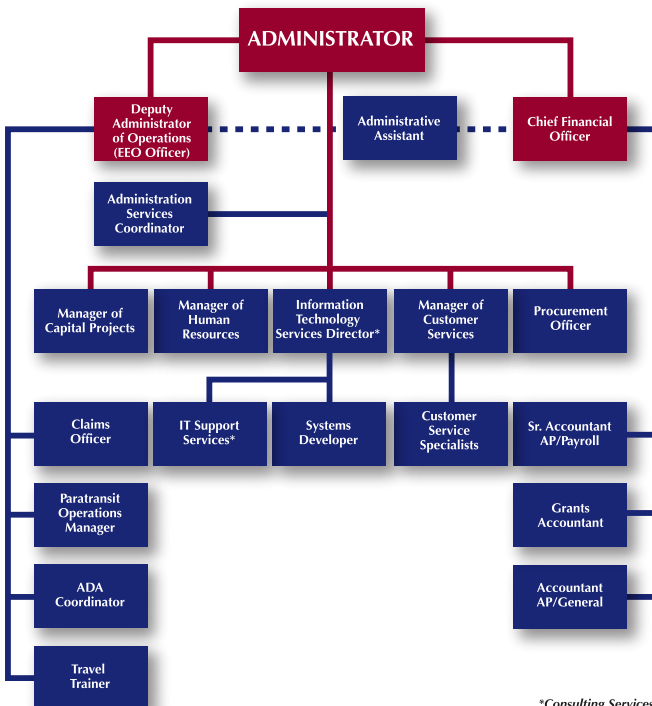


AWARDS

Transportation Planning Excellence Award

The \$10.4 million Holyoke Multi-Modal Transportation Center (HMTc) project completed in FY11 was selected by the U.S. Department of Transportation for a 2012 Transportation Planning Excellence Award (TPEA). The TPEA is a biennial awards program developed by the Federal Highway Administration and Federal Transit Administration and co-sponsored by the American Planning Association and the Transportation Research Board. The program recognizes and celebrates outstanding transportation planning practices performed by planners and decision makers in communities across the country. The HMTc project was selected for the category of Livability and Sustainable Practices in Transportation. It was one of just nine (9) projects from across the United States to achieve the TPEA award.

PVTA Organization

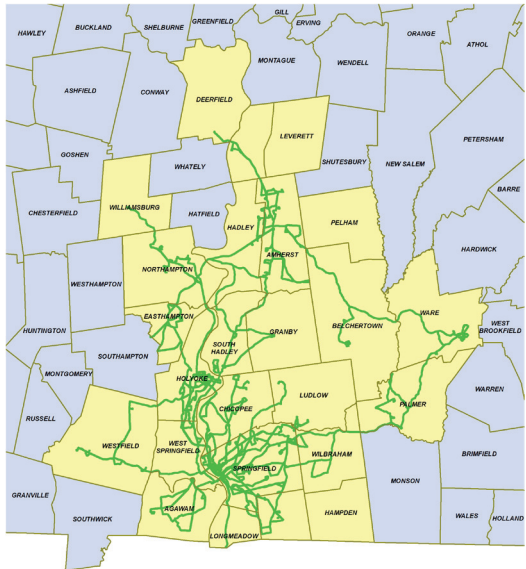


*Consulting Services

The Pioneer Valley Transit Authority (PVTA) is the largest regional transit authority in Massachusetts with 174 buses, 144 vans and 24 participating member communities, and provides fixed-route bus and ADA demand-responsive van service. Funding for the PVTA comes from local, state and federal sources. The Pioneer Valley Transit Authority was created by Massachusetts General Laws Chapter 161B in 1974 as a funding source and to provide oversight and coordination of public transportation within the Pioneer Valley region.

Pioneer Valley Transit Authority Participating Communities

Agawam
Amherst
Belchertown
Chicopee
Easthampton
East Longmeadow
Granby
Hadley
Hampden
Holyoke
Leverett
Longmeadow
Ludlow
Northampton
Palmer
Pelham
South Hadley
Springfield
Sunderland
Ware
Westfield
West Springfield
Wilbraham
Williamsburg



2808 Main Street, Springfield, MA 01107

413.732.6248 • 413.737.2954 Fax

www.pvta.com

The PVTA values workplace diversity and is strongly committed to its policies on equal employment opportunity and affirmative action. To view our EEO policies, please visit our website at www.pvta.com. EEO/AA/DF.