



*FY20  
Annual Report*

Pioneer Valley Transit Authority

The Pioneer Valley Transit Authority (PVTA) is the largest regional transit authority in Massachusetts with 189 buses, 138 vans, and 24 participating member communities. PVTA 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 the 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.

### PVTA's Service Area

- |                    |                      |
|--------------------|----------------------|
| 1. Agawam          | 13. Ludlow           |
| 2. Amherst         | 14. Northampton      |
| 3. Belchertown     | 15. Palmer           |
| 4. Chicopee        | 16. Pelham           |
| 5. East Longmeadow | 17. South Hadley     |
| 6. Easthampton     | 18. Springfield      |
| 7. Granby          | 19. Sunderland       |
| 8. Hadley          | 20. Ware             |
| 9. Hampden         | 21. West Springfield |
| 10. Holyoke        | 22. Westfield        |
| 11. Leverett       | 23. Wilbraham        |
| 12. Longmeadow     | 24. Williamsburg     |



## Administrator's Message

FY20 began on a very positive note and promised to be an exciting year as we began our first full year operating out of a brand-new Operations and Maintenance (O&M) Facility in Springfield along with seeing ridership levels increase. The year concluded with life changing impacts of Covid-19, including the lowest ridership levels in the history of PVRTA.

With so many challenges ahead of us, it is important not to lose site of our mission and to find a common ground in service delivery during these changing times. We are working to focus on the opportunities of the moment and to work with our partners to implement service improvements. PVRTA is committed to monitoring ridership to safely align service to meet returning demand. To inform our operational decisions, PVRTA will actively leverage data and regional information sources to monitor and identify projected trends in ridership and passenger behavior. This analysis will continue throughout the next few years to ensure our service remains flexible and responsive to the needs of the communities we serve.

I want to express my gratitude to PVRTA's professional team for their commitment to accomplishing PVRTA's mission during these challenging times. I specifically want to acknowledge the efforts of our operators, both fixed route and paratransit, who have shown so much courage. Their dedication to their jobs in the midst of adversity and the teamwork of the maintenance staff to ensure both drivers and passengers have the safest vehicles possible is inspiring. Your continued dedication is recognized and appreciated. With the support of all the PVRTA team members, I am confident we can rise to the challenges before us and ensure that PVRTA succeeds as we move forward.

*Sandra E. Sheehan*

Sandra E. Sheehan  
Administrator, Pioneer Valley Transit Authority

## MAJOR CAPITAL FACILITIES

### **Paratransit Facility Conversion/Renovation 2840 Main Street, Springfield**

In May 2020, PVTA completed a \$2.4M conversion of its fixed-route, diesel bus maintenance and storage facility to a gas-powered, paratransit van facility. PVTA secured funding for the construction project a year earlier through a competitive FTA 5339 Bus & Bus Facilities Infrastructure Investment Program Grant. The completed project allowed PVTA's paratransit operator, NEXT, to move from an under-sized, privately-owned, leased facility with no indoor van storage, to the renovated Main Street facility with its ample office, dispatch and driver area, maintenance garage, and van storage space. PVTA's fixed-route bus operator, First Transit, moved out of the Main Street facility in 2019 to the new 665 Cottage Street Bus O&M facility.



The scope of the project consisted of upgrading the HVAC, air handling, fire protection and alarm, and CO monitoring systems to accommodate gas powered paratransit vehicle maintenance and indoor storage. Other improvements included necessary mechanical, plumbing, electrical and life safety building code upgrades, removal and infill of leaky skylights, interior wall installation to separate maintenance work functions, door replacements, interior painting, and exterior restoration of damaged sections of the bus storage garage's masonry walls. PVTA also replaced carpeting, ceiling tile and air conditioning units in the paratransit offices and had a separate contractor pave and restripe the site.

## **Electric Bus Chargers Installation 665 Cottage Street, Springfield**

In the fall of 2019, construction documents were prepared for the installation of six (6) new 60kw electric bus chargers to be located along the southerly wall of the bus storage garage section of the new facility. The charging units were needed for new electric buses ordered from Proterra for delivery in 2020. The construction project was advertised in November 2019, awarded in December 2019 and contracted in January 2020. Construction started in April 2020 and the chargers were installed in June 2020. Funding for the \$162,000 installation project, as well as for the chargers themselves, was provided by a VW settlement grant.

## **GRANTS**

### **RideCare**

PVTA was awarded funding for RideCare through the Access and Mobility Partnership Grant. The 18-month mobility management program aims to connect vulnerable patients to transportation options to reduce waste in the Be Healthy Accountable Care Organization. Transportation Specialists hired through the project would coordinate with medical staff, community-based organizations and patients and their family members to provide information on feasible transportation options.

### **Quaboag Region Micro-Transit Pilot Project**

PVTA was awarded a grant in January, in partnership with the Quaboag Connector, to utilize Micro-Transit technology to expand transit service within Ware and Palmer and to Springfield. The grant enabled the purchase of a Micro-Transit platform for scheduling, mobile applications, online scheduling and trip management and same-day mobility on demand. This project pilot is set to begin next fiscal year and will help to inform the viability for broader application of Micro-Transit technology in the Pioneer Valley region.

## Travel Training

PVTA's travel training program works directly with riders who use the paratransit system to inform them of the potential benefits of accessing the fixed route system. The travel training program provides benefits both to riders, who are able to access the community in a more independent and timely manner, and to the PVTA by enabling riders who used paratransit services to access a less costly transportation option which helps to reduce overall costs.

This program has been very successful and has had direct impact on many riders, including, assisting 4 refugee families to get settled in their new homes and learn how to access their community, keeping 7 seniors active in their community, helping 9 foster youth as they near transitioning to adulthood and ensuring 6 college students are able to get to class independently. The success of this program has created a significant waiting period for training requests. This grant allows PVTA to continue the current travel training program and provides funding for a second travel trainer to help reduce the wait times for training.



## ValleyPass Partnership and Program

As part of the FY 20 Discretionary Grant, PVTA was awarded funds to partner with Springfield MA Business Improvement District (SBID), MassHire Springfield Career Center (MassHire), Way Finders, and the Economic Development Council of Western Massachusetts to provide participating employees with the knowledge and incentives to use the public transit system. PVTA along with partners, will develop a discount program based on income and program participation.

# SERVICE ENHANCEMENTS

## **Transit - PVTA's Official Trip Planning App**

In November, PVTA launched a partnership with the trip planning application *Transit*, to be the official endorsed application for real-time bus information and trip planning. *Transit* uses the PVTA live fixed route data feed to provide real-time travel options for users of public transit in the Pioneer Valley service area. *Transit* is one of the highest rated public transit applications supplying trip planning solutions to fixed route riders, including:

- Step-by-step navigation instructions
- Service disruption notification
- Departure and stop reminders
- Vehicle capacity and current number of riders on-board a vehicle
- Closest Bikeshare information
- Shortcut to Uber and Lyft

## **Mystery Rider Program**

In July, PVTA implemented a new Mystery Ride Program on the fixed-route system that provides a more detailed look at rides and performance on each route. The goal is to complete 240 trips each year and to conduct these rides on all routes at least once per quarter to review how the service functions from a rider's perspective and identify both successes and opportunities.

# PILOT PROGRAMS

## **Senior Fare Free Tuesday**

PVTA introduced Senior Fare Free Tuesdays in July 2019. Seniors aged 60+ can ride fixed-route buses and shuttles for free every Tuesday. This is a two-year program that will run through June 30, 2021. Participation in the fare-free program steadily increased by over 50% in 7 months to 97% in February 2020 among seniors.

## The Loop

After a year of service, the status of *The Loop* has been changed from a pilot to a subsidized PVTA route. *The Loop* became part of PVTA's permanent transit network in September, contingent on MGM continuing to fund the route.

## EVENTS

### Food Drive

PVTA's 2019 food drive collected a total of 3,332 lbs. of non-perishable food donations!



### Holiday Spirit

PVTA drivers showed their holiday spirit and surprised passengers on randomly selected buses throughout the day on Halloween as well as Christmas Eve. Passengers that boarded randomly selected buses with a PVTA bus driver dressed up showing their holiday spirit paid a bus fare of only \$.50 cents.





# SAFETY

## **Public Transportation Agency Safety Plan (PTASP)**

PVTA's safety committee developed a comprehensive safety plan that was adopted in March. The PTASP established agency-wide systems to codify PVTA's safety culture. These systems include processes to identify systemic hazards and review of policy effectiveness, as well as hazard risk assessment through clearly defined risk assessment matrices and continuing review of policy effectiveness. The agency safety plan includes mechanisms to actively encourage input from front line employees and community stakeholders as well as ongoing review of policies and processes and their impact on PVTA's safety culture.

# PARTNERSHIPS

## **Paratransit Rider's Council**

PVTA established a Paratransit Rider's Council (PRC) in October. The PRC consists of 15 representatives of the paratransit rider community with the mission of "providing a forum for paratransit riders to provide regular input to the PVTA and encourage positive change in the paratransit service with a goal of finding solutions to accessibility and ride-ability in the community".

## **Council on Aging Partner Program**

PVTA has active partnerships with the Councils on Aging in Longmeadow, East Longmeadow and Hampden as well as Northampton and Agawam to provide service to residents aged 60 and older. The partner program allows residents of participating communities to receive service at a lower cost to both the rider and PVTA. Before the impacts of the pandemic, monthly ridership in these communities averaged 1,115 rides.

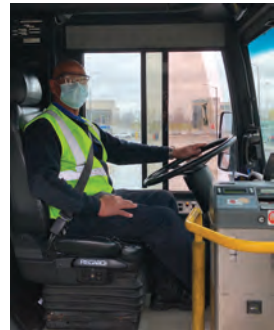
# COVID-19

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### Pandemic Impacts

The Covid-19 pandemic has had significant impacts on all aspects of PVTA operations. The impact on ridership was significant, falling 78.45% system-wide in April, when compared to the prior year.

Routes and schedules were adjusted as needed to ensure that PVTA was able to provide trips to essential destinations including work, medical appointments and grocery stores, while working to ensure that the safety needs of our employees and passengers were addressed.



Throughout the course of the pandemic, PVTA implemented numerous strategies to address health and safety concerns of passengers and drivers including:

- Instituted daily cleaning and disinfecting of vehicles
- Increased the amount of time and attention our maintenance departments spend cleaning vehicles
- Provided drivers with disinfectant wipes and sanitizer to clean and disinfect the driver's area throughout the day
- As occupancy permitted, drivers cleaned and disinfected passenger areas periodically throughout the day
- Encouraged social distancing on all vehicles
- Posted notices on all vehicles for recommended passenger practices
- ADA in person eligibility determination was conducted via the phone
- Multiple/consecutive round trips were not permitted and any rider who appeared to be loitering on the bus was asked to deboard
- Drivers and passengers were required to wear a mask or fabric covering for their nose and mouth in accordance with Governor Baker's Executive Order

**PIONEER VALLEY TRANSIT AUTHORITY**  
**STATEMENT OF NET ASSETS**  
**June 30, 2020**

	2020	2019
<b>ASSETS AND DEFERRED OUTFLOWS OF RESOURCES</b>		
Current assets		
Cash and equivalents	1,687,360	3,165,460
Short-term investments	3,636,854	490,702
Receivables, net	17,776,116	22,278,155
Prepaid expenses	538,274	590,451
Total current assets	23,638,604	26,524,768
Investment in Holyoke Intermodal Facility, LLC	3,982,536	3,981,884
Property and equipment, net	110,958,935	118,846,735
Total assets	138,580,075	149,353,387
Deferred outflows of resources		
Deferred outflows related to pensions	2,147,269	2,686,681
Deferred outflows related to other post employment benefits	16,662	-
<b>TOTAL ASSETS AND DEFERRED OUTFLOWS OF RESOURCES</b>	<b>140,744,006</b>	<b>152,040,068</b>
<b>LIABILITIES</b>		
Accounts payable	5,264,864	7,132,244
Accrued payroll and related liabilities	119,239	616,885
Accrued pension	0	-
Insurance claims reserve	2,750,000	2,750,000
Unearned revenue	189,944	165,634
Accrued interest	257,833	325,679
Notes payable	13,000,000	13,100,000
Total current liabilities	21,581,880	24,090,442
Net pension liabilities	3,292,932	4,713,360
Accrued other post employment benefits	32,797,853	40,598,463
<b>TOTAL LIABILITIES</b>	<b>57,672,665</b>	<b>69,402,265</b>
<b>NET POSITION</b>		
Invested in capital assets, net of related debt	114,941,471	122,828,619
Restricted for other purposes	1,580,175	1,580,175
Unrestricted	(45,760,800)	(47,171,008)
Total net assets	\$70,760,846	\$77,237,786

## STATEMENT OF REVENUES, EXPENSES AND CHANGES IN NET ASSETS

	2020	2019
Operating revenues		
Fixed route income	5,090,852	6,713,061
Paratransit income	586,382	794,068
Shuttle service income	12,259	19,539
Total operating revenues	<u>5,689,493</u>	<u>7,526,668</u>
Operating expenses		
Fixed route service	34,003,278	39,746,026
Paratransit service	8,052,161	8,963,922
Shuttle service	241,614	188,913
Administrative Salaries, Taxes, and Fringe Benefits	2,386,358	3,430,792
Other Administrative expenses	1,851,381	1,753,523
Reimbursable depreciation	-	-
Total operating expenses	<u>46,534,792</u>	<u>54,083,176</u>
Operating income (loss)	<u>(40,845,299)</u>	<u>(46,556,508)</u>
Non-operating revenues (expenses)		
Operating assistance		
Federal	7,055,374	6,283,734
Massachusetts	25,483,838	25,233,938
Member communities	9,171,583	8,947,886
Other Operating Assistance	510,297	803,396
Advertising income	289,959	256,570
Other Income	185,894	156,493
Interest income	145,760	164,759
Interest expense	(209,597)	(276,769)
Total non-operating revenues (expenses)	<u>42,633,108</u>	<u>41,570,007</u>
Income (loss) before capital contributions and other items	<u>1,787,809</u>	<u>(4,986,501)</u>
Contributed Capital	12,794,644	18,024,710
Non-reimbursable depreciation	<u>(21,059,393)</u>	<u>(19,971,691)</u>
Change in Net Position	<u>(6,476,940)</u>	<u>(6,933,482)</u>
Net position, beginning	77,237,786	84,171,268
Prior period adjustment		
Net position, ending	<u>70,760,846</u>	<u>77,237,786</u>

# OPERATIONAL FACTS AND FIGURES

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<b>Fixed Route</b>	<b>2020</b>	<b>2019</b>
<i>Financials</i>		
Operating Expenses	\$ 34,244,892	\$ 39,934,939
Revenue	\$ 5,103,111	\$ 6,732,600
<b>Net Fixed Route Cost</b>	<b>\$ 29,141,781</b>	<b>\$ 33,202,339</b>
<i>Characteristics</i>		
Passenger Trips	8,131,759	10,094,550
Vehicle Miles	5,030,618	5,028,161
Vehicle Hours	368,900	377,933
Revenue Miles	4,482,492	4,764,042
Revenue Hours	339,916	363,840
<i>Performance Measures</i>		
Operating Expenses Per Passenger Trip	\$4.21	\$3.96
Operating Expenses Per Vehicle Mile	\$6.81	\$7.94
Operating Expenses Per Vehicle Hour	\$92.83	\$105.67
Operating Expenses Per Revenue Mile	\$7.64	\$8.38
Operating Expenses Per Revenue Hour	\$100.75	\$109.76
Passenger Trips Per Mile	1.62	2.01
Passenger Trips Per Hour	22.04	26.71
Passenger Trips Per Revenue Mile	1.81	2.12
Passenger Trips Per Revenue Hour	23.92	27.74
<b>Paratransit</b>		
<i>Financials</i>		
Operating Expense	\$ 8,052,161	\$ 8,963,922
Revenue	\$ 586,382	\$ 794,068
<b>Net Paratransit Cost</b>	<b>\$ 7,465,779</b>	<b>\$ 8,169,854</b>
<i>Characteristics</i>		
Passenger Trips	196,606	253,105
Vehicle Miles	2,484,839	3,132,793
Vehicle Hours	168,482	201,290
Revenue Miles	2,095,653	2,626,645
Revenue Hours	150,055	178,435
<i>Performance Measures</i>		
Operating Expenses Per Passenger Trip	\$40.96	\$35.42
Operating Expenses Per Vehicle Mile	\$3.24	\$2.86
Operating Expenses Per Vehicle Hour	\$47.79	\$44.53
Operating Expenses Per Revenue Mile	\$3.84	\$3.41
Operating Expenses Per Revenue Hour	\$53.66	\$50.24
Passenger Trips Per Mile	0.08	0.08
Passenger Trips Per Hour	1.17	1.26
Passenger Trips Per Revenue Mile	0.09	0.10
Passenger Trips Per Revenue Hour	1.31	1.42

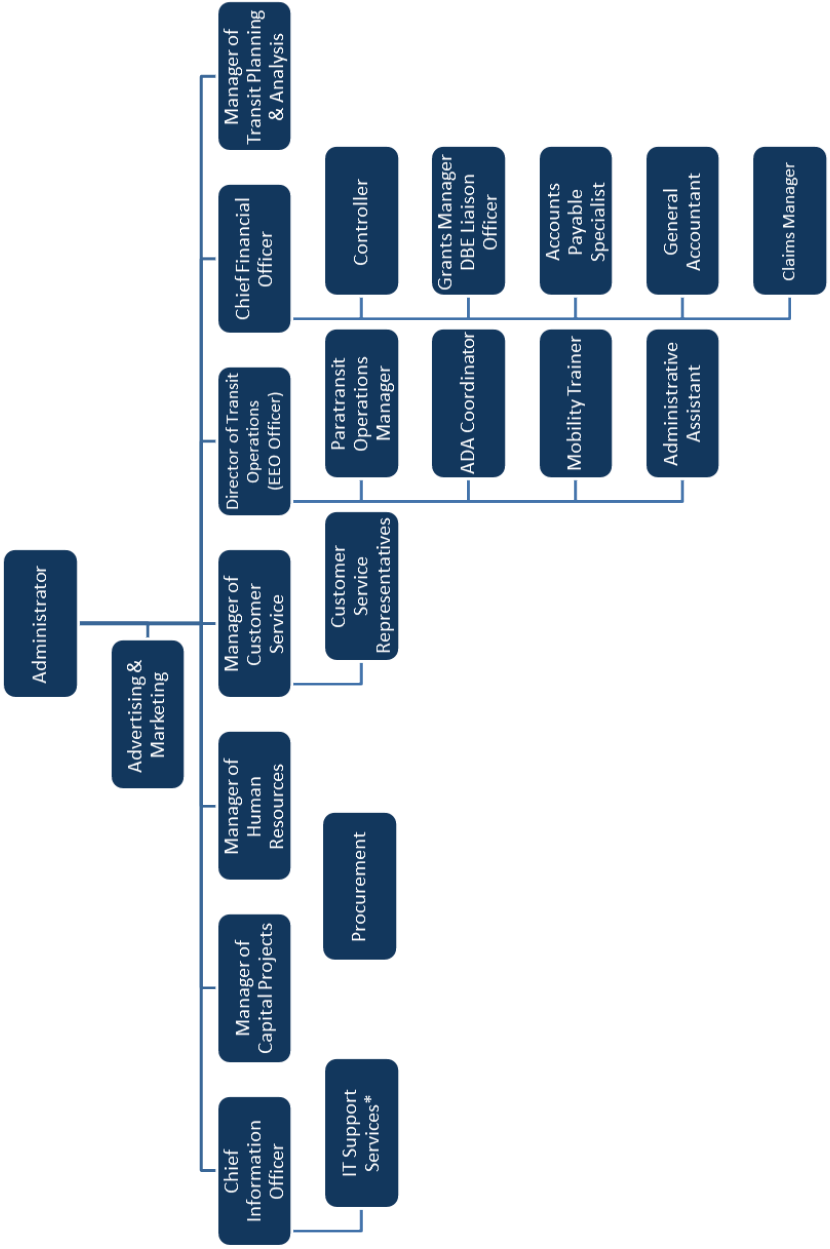
**PIONEER VALLEY TRANSIT AUTHORITY  
STATEMENT OF NET COST OF SERVICE  
SUPPLEMENTARY INFORMATION  
FOR THE YEAR ENDED JUNE 30, 2020**

	Total Service Area 2020	Total Service Area 2019
Operating costs		
Administrative costs	4,237,739	5,184,315
Purchased services Fixed route	34,003,278	39,746,026
Paratransit	8,052,161	8,963,922
Shuttle	241,614	188,913
Debt service	209,597	276,769
Eliminate GASB 75 other post employment benefits expense	1,390,706	(4,382,844)
Eliminate GASB 68 (increase) reduction to pension expense	397,103	(603,657)
<b>Total operating costs</b>	<b>48,532,198</b>	<b>49,373,444</b>
Operating assistance and revenues		
Federal operating and administrative assistance	7,055,374	6,283,734
Other operating assistance	510,297	803,396
Revenues		
Local revenues		
Fixed route	5,090,852	6,713,061
Paratransit	586,382	794,068
Shuttle	12,259	19,539
Advertising	289,959	256,570
Other income	185,894	156,493
Interest	145,760	164,759
<b>Total operating assistance and revenues</b>	<b>13,876,777</b>	<b>15,191,620</b>
Net operating deficit	34,655,421	34,181,824
Increase in reserve for extraordinary expense	-	-
<b>Net cost of service</b>	<b>34,655,421</b>	<b>34,181,824</b>
Local assessments	9,171,583	8,947,886
State contract assistance	25,483,838	25,233,938
<b>Total</b>	<b>34,655,421</b>	<b>34,181,824</b>

**Net Cost of Service****2020**

	Fixed Route	Paratransit
Expenditures	\$ 34,244,892	\$ 8,052,161
Revenue	\$ 5,103,111	\$ 586,382
Net Cost	\$ 29,141,781	\$ 7,465,779

# PVTA Organizational Chart



*The Pioneer Valley Transit Authority values workplace diversity and is strongly committed to its policies on equal employment opportunity and its own Affirmative Action Program. PVRTA's EEO policy is available at [www.pvta.com](http://www.pvta.com).*



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