



*FY21
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

FY21 has been a challenging year for all of us. The Pandemic has affected all aspects of society resulting in life changing impacts. There seems to be profound economic and social changes that have the possibility of altering PVRTA services for years to come. We will continue to monitor performance levels for both fixed route and paratransit service as we plan and implement the improvements needed to ensure transit service is responsive to the changing needs of the communities we serve. Any operational decision will continue to be informed by data and regional information. We see these challenging times as an opportunity to demonstrate our commitment to ensuring that transit routes, services and facilities continue to play a vital role in advancing mobility connections and sustaining economic vitality for individuals, businesses and communities across the Pioneer Valley.

I want to take this opportunity to recognize the team of operators, mechanics and administrative staff, who despite the impacts of the Pandemic, are committed to accomplishing PVRTA's mission. Their dedication to their jobs continues to be inspiring.

PVRTA's annual food drive collected a total of 2,921 lbs. of non-perishable food donations for the Pioneer Valley!

Sandra E. Sheehan

Sandra E. Sheehan
Administrator, Pioneer Valley Transit Authority

MAJOR CAPITAL FACILITIES

Irrigation System Installation

O&M Facility, 665 Cottage Street, Springfield:

A new irrigation system was designed, bid, awarded, constructed, and commissioned in FY21 to irrigate landscaped areas along the front and easterly side of the PVRTA's Cottage Street Bus Operations and Maintenance (O&M) Facility. The new irrigation system project involved running power and plumbing from the building's electrical and mechanical rooms to targeted landscaped areas including landscaped entryway and employee break areas. The irrigation system was designed to accommodate potential future rainwater harvesting from the facility's roof system.

Roof-top Mechanical Unit Replacement

Paratransit Offices, 2840 Main Street, Springfield:

A 15-ton roof-top cooling unit over the paratransit offices failed during the summer 2020. With the unit failure, PVRTA advanced bid documents for its replacement. The new mechanical unit was designed to provide high efficiency gas heating and cooling to the paratransit administrative offices. The design also included reworking and cleaning the HVAC duct system in the building. The project was awarded in late August 2020. The project was completed the end of December 2020.

Paving and Drainage Improvements

UMass Transit, 185 Holdsworth Way, Amherst:

In January 2021, UMass Facilities & Campus Planning in coordination with PVRTA staff, and in compliance with a Memorandum of Understanding (MOU) between both agencies, completed consultant design of paving, drainage, and striping improvements to the driveways and parking areas of the UMass Transit Garage. The nearly one-acre paving project included reclaiming existing asphalt in place and replacing curbing and drainage structures as needed. The project also made grading accommodations for a future PVRTA electric bus charging station project

planned for FY22. Construction documents were developed and bid by UMass. PVRTA provided funding for the design and construction of the project and UMass provided construction and contract management services. Construction was initiated in early April 2021 and paving was completed in late June 2021.

Electric Buses:

PVRTA took delivery of four electric buses and ordered an additional eight electric buses. These vehicles demonstrate PVRTA's commitment to reducing its carbon footprint and improving air quality in the Pioneer Valley region.

GRANTS

Accelerating Innovating Mobility (AIM) Challenge

Grant: PVRTA was awarded funding to make traveling on transit easier for riders by integrating trip planning and fare payment, and deploying on-bus mobile ticket validators. In addition, an innovative ODX model would be developed to better understand trip trajectories for more comprehensive transit planning. PVRTA is working closely with the Pioneer Valley Planning Commission and the Civil Engineering Department at the University of Massachusetts, Amherst.

Quaboag Region Micro-Transit Pilot Project:

PVRTA 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.

Helping Obtain Prosperity for Everyone (HOPE)

Program: PVRTA received funding for the Pioneer Valley Transit Review and Improvement Planning Study (PV-TRIPS). The study will provide a comprehensive assessment of public transportation, and include recommendations for improved transit services and facilities. PVRTA is partnering with PVPC, the Civil Engineering and Landscape Architecture and Regional Planning departments at UMass, and the Civil Engineering Department at Western New England University.

FY21/22 Section 5311(f) - Intercity Bus Application:

PVRTA received award for the Amherst to Worcester Intercity service to support connection between rural areas and the larger regional system of intercity bus services. The Amherst to Worcester Intercity Route operates along MA Route 9 with intermediate stops in Belchertown, Ware, Brookfield, and Leicester.



Urgent COVID-19 Taxicab, Livery, and Hackney Transportation Partnership Grants:

MAPC, in partnership with MassDevelopment, developed a state-wide emergency grant program to support taxi services for vulnerable population. PVRTA partnered with Mercy Medical Center, MHA, and the Northampton Survival Center to provide taxi trips for meal deliveries, non-emergency medical trips, grocery or other essential trips for homeless persons, seniors, homebound individuals, persons with disabilities, and workforce trips for essential workers.

Community Transit Grant (CTGP) Program:

PVRTA received grant funds for the continuation of the mobility management travel training program and for the Council on Aging partner programs that provide Dial-A-Ride van service for seniors in Northampton, East Longmeadow, Longmeadow, Hampden, Agawam and Hadley.

Shared Winter Streets and Spaces Grant: PVTA was awarded grant funds for 10 new bus shelters in Agawam, East Longmeadow, Holyoke, and West Springfield. The project improved bus stop facilities by providing accessible shelters and pedestrian ways for riders, particularly in environmental justice communities.

FY21 Discretionary Funding: PVTA received funding to operate express service between Northampton, Holyoke, and Springfield. This pilot route, G73E - Brennan Express, began operating on June 27th. Service operates hourly frequency, Monday through Saturday, providing express service between the Academy of Music in Northampton, the Holyoke Mall, and Springfield's Union Station. This connection significantly expands access to housing and employment to meet service demands of existing and potential customers.

FY21 Low or No Emission Vehicle Program - 5339(c): PVTA received grant funds to purchase eight battery-electric vehicles to replace traditional diesel-powered vehicles that had exceeded their useful life, as well as to fund workforce development and training on electric fleet planning, maintenance and management. The project directly addresses the Pioneer Valley's and the Commonwealth's goal to reduce greenhouse gas emissions and improve air quality.

Service Enhancements

Mobile Fare Payment:

PVTA launched a mobile fare payment app, MassDOT BusPlus in July 2020. Prior to the launch, riders paid bus fares with cash at the farebox on-board the buses or using single tickets or multi-use passes purchased at customer service centers and partner retail locations. The BusPlus app allows riders to purchase tickets and pay their fares contactless using their smart devices. The mobile tickets are visually validated when the riders boards the bus.

FARE REVIEW & PILOT PROGRAMS

FY21 Fare Review:

PVTA completed a fare review in FY21 in compliance with the Advisory Board's 2018 vote to conduct such reviews every three years. The review recommended that fare increases not be implemented and recommended that the Senior Fare-Free Tuesdays, be adopted permanently.

PVTA's Advisory Board reviewed a Fare Impact and Equity Analysis that included fare scenarios such as transfer free, low-income pricing, 90-minute pass, no fare change, fare capping, fare-free, and the continuation of the senior fare-free Tuesday program. Due to the ongoing travel and financial impacts from the Covid-19 pandemic, the Board voted for no fare increases, to making Senior Fare-Free Tuesday permanent, and pilot monthly fare capping using the Bus-Plus mobile fare payment app.

Monthly Fare Capping Pilot using MassDOT Bus-Plus App:

PVTA's Advisory Board approved piloting monthly fare capping through PVTA's mobile ticketing app, MassDOT BusPlus. Once a rider has activated a total of 16 All Day Passes or 37 One Ride Tickets within a 31-consecutive day period, their next alike pass purchase will convert to a monthly *Ride On Reward* Pass for the remaining days within that period. This expanding app capability is a great benefit to riders that may not have the funds available to purchase a monthly pass.

Senior Fare Free Tuesdays:

PVTA's two-year Senior Fare Free pilot program was coming to an end June 30th. As a result of the success of the pilot program and consistent use by seniors pre and post Covid-19, the Board voted to make the program permanent at the June 23rd Board meeting.

SAFETY

Public Transportation Agency Safety Plan (PTASP):

PVTA continues to implement the Agency Safety Plan in accordance with updated federal regulations. In November, the Board formally adopted safety targets for 2021, which included a goal of zero fatalities and zero disabling injuries throughout our system. These goals will be updated annually based on real-time system information to enhance the focus on specific safety-related targets and improve operations on an ongoing basis.

TECHNOLOGY & PASSENGER COMMUNICATION

Interactive Voice Response (IVR) Upgrade:

PVTA upgraded the interactive voice response (IVR) system with the deployment of inbound call features. A paratransit rider can now receive the status of their trips scheduled by entering their client ID and password. Riders can hear a list of all their scheduled trips and cancel scheduled trips. The rider can also receive an automated phone call when their trip has been modified by the dispatcher.

Fixed Route Service Fleet In-vehicle Technology Upgrade:

PVTA completed an upgrade from the existing in-vehicle technology to the latest non-proprietary hardware available for fixed route service vehicles. This new equipment replaces ITS components that have been in-use for approximately 9 years. The new platform offers many enhanced capabilities and provides the ability to use cellular data communications. The migration to cellular data allows for more frequent real-time location updates increasing location reporting from the previous 90 seconds to every 15 seconds. This increased reporting improves the quality of the location data that is shared with PVTA riders and dispatchers.

Ecolane Software:

PVTA partnered with Quaboag Connector to identify a paratransit software solution that would automate the scheduling and dispatching functions of Quaboag and allow for better service integration between PVTA and the Quaboag Connector. Ecolane software was identified as the best option to support Quaboag service and provide a microtransit option for PVTA flex route in the service area. Ecolane paratransit software offers real-time scheduling, dispatching and routing software that will allow for the service to be better monitored and provide service data for analysis. PVTA's Ware Shuttle has been included in the Ecolane software allowing for the fixed route service to flex from its scheduled route to specific pick-up locations as needed.

COVID-19

Pandemic Impacts:

Covid-19 continues to impact PVTA operations. Despite the challenges of multiple waves of infection, fixed route ridership has increased steadily to about 80K riders per week at the end of FY21. Paratransit ridership has shown steady recovery in the last year as well, increasing from 26% of average pre-pandemic ridership to 50% at the end of FY21.

Throughout the Pandemic, PVTA's workforce focused on providing vital transportation options to the communities we serve. PVTA expanded Dial-A-Ride service hours to 6:30am - 5:00pm to ensure that seniors can access vital services that include medical appointments and grocery shopping.

PVTA worked with Greater Springfield Senior Services to help provide meals for Seniors throughout the region delivering meals to up to 5 facilities each day.

PVTA provided a comprehensive listing of vaccination sites within our service area with direct links to appointment scheduling for each provider. The listing also included information regarding which PVTA routes serviced each site to help riders plan their trips.

PIONEER VALLEY TRANSIT AUTHORITY
STATEMENT OF NET ASSETS
June 30, 2021

	2021	2020
ASSETS AND DEFERRED OUTFLOWS OF RESOURCES		
Current assets		
Cash and equivalents	748,939	1,687,360
Short-term investments	5,644,057	3,636,854
Receivables, net	28,187,006	17,776,116
Prepaid expenses	447,479	538,274
Total current assets	35,027,481	23,638,604
Investment in Holyoke Intermodal Facility, LLC	3,946,020	3,982,536
Property and equipment, net	106,599,811	110,958,935
Total assets	145,573,312	138,580,075
Deferred outflows of resources		
Deferred outflows related to pensions	1,566,286	2,147,269
Deferred outflows related to other post employment benefits	6,237,489	16,662
TOTAL ASSETS AND DEFERRED OUTFLOWS OF RESOURCES	153,377,087	140,744,006
LIABILITIES		
Accounts payable	15,200,210	5,264,864
Accrued payroll and related liabilities	158,461	119,239
Accrued pension	0	-
Insurance claims reserve	2,500,000	2,750,000
Unearned revenue	430,992	189,944
Accrued interest	287,319	257,833
Notes payable	14,500,000	13,000,000
Total current liabilities	33,076,982	21,581,880
Net pension liabilities	2,630,079	3,292,932
Accrued other post employment benefits	41,341,914	32,797,853
TOTAL LIABILITIES	77,048,975	57,672,665
NET POSITION		
Invested in capital assets, net of related debt	110,545,831	114,941,471
Restricted for other purposes	1,580,175	1,580,175
Unrestricted	(45,308,870)	(45,760,800)
Total net assets	\$66,817,136	\$70,760,846

STATEMENT OF REVENUES, EXPENSES AND CHANGES IN NET ASSETS

	2021	2020
Operating revenues		
Fixed route income	3,002,979	5,090,852
Paratransit income	276,208	586,382
Shuttle service income	10,748	12,259
Total operating revenues	<u>3,289,935</u>	<u>5,689,493</u>
Operating expenses		
Fixed route service	36,270,960	34,003,278
Paratransit service	6,993,034	8,052,161
Shuttle service	280,171	241,614
Administrative Salaries, Taxes, and Fringe Benefits	1,809,102	2,386,358
Other Administrative expenses	1,260,107	1,851,381
Reimbursable depreciation	-	-
Total operating expenses	<u>46,613,374</u>	<u>46,534,792</u>
Operating income (loss)	<u>(43,323,439)</u>	<u>(40,845,299)</u>
Nonoperating revenues (expenses)		
Operating assistance		
Federal	7,607,847	7,055,374
Massachusetts	25,962,099	25,483,838
Member communities	9,400,873	9,171,583
Other Operating Assistance	538,010	510,297
Advertising income	242,938	289,959
Other Income	236,500	185,894
Interest income	7,203	145,760
Interest expense	(113,876)	(209,597)
Total non-operating revenues (expenses)	<u>43,881,594</u>	<u>42,633,108</u>
Income (loss) before capital contributions and other items	558,155	1,787,809
Contributed Capital	15,290,577	12,794,644
Non-reimbursable depreciation	(19,792,442)	(21,059,393)
Change in Net Position	<u>(3,943,710)</u>	<u>(6,476,940)</u>
Net position, beginning	70,760,846	77,237,786
Prior period adjustment		
Net position, ending	<u>66,817,136</u>	<u>70,760,846</u>

OPERATIONAL FACTS AND FIGURES

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	2021	2020
Fixed Route		
<i>Financials</i>		
Operating Expenses	\$ 36,551,131	\$ 34,244,892
Revenue	\$ 3,013,727	\$ 5,103,111
Net Fixed Route Cost	\$ 33,537,404	\$ 29,141,781
<i>Characteristics</i>		
Passenger Trips	3,885,177	8,131,759
Vehicle Miles	4,775,723	5,030,618
Vehicle Hours	352,620	368,900
Revenue Miles	4,412,857	4,482,492
Revenue Hours	331,455	339,916
<i>Performance Measures</i>		
Operating Expenses Per Passenger Trip	\$9.41	\$4.21
Operating Expenses Per Vehicle Mile	\$7.65	\$6.81
Operating Expenses Per Vehicle Hour	\$103.66	\$92.83
Operating Expenses Per Revenue Mile	\$8.28	\$7.64
Operating Expenses Per Revenue Hour	\$110.27	\$100.75
Passenger Trips Per Mile	0.81	1.62
Passenger Trips Per Hour	11.02	22.04
Passenger Trips Per Revenue Mile	0.88	1.81
Passenger Trips Per Revenue Hour	11.72	23.92
Paratransit		
<i>Financials</i>		
Operating Expense	\$ 6,993,034	\$ 8,052,161
Revenue	\$ 276,208	\$ 586,382
Net Paratransit Cost	\$ 6,716,826	\$ 7,465,779
<i>Characteristics</i>		
Passenger Trips	109,449	196,606
Vehicle Miles	1,539,314	2,484,839
Vehicle Hours	113,842	168,482
Revenue Miles	1,252,761	2,095,653
Revenue Hours	93,862	150,055
<i>Performance Measures</i>		
Operating Expenses Per Passenger Trip	\$63.89	\$40.96
Operating Expenses Per Vehicle Mile	\$4.54	\$3.24
Operating Expenses Per Vehicle Hour	\$61.43	\$47.79
Operating Expenses Per Revenue Mile	\$5.58	\$3.84
Operating Expenses Per Revenue Hour	\$74.50	\$53.66
Passenger Trips Per Mile	0.07	0.08
Passenger Trips Per Hour	0.96	1.17
Passenger Trips Per Revenue Mile	0.09	0.09
Passenger Trips Per Revenue Hour	1.17	1.31

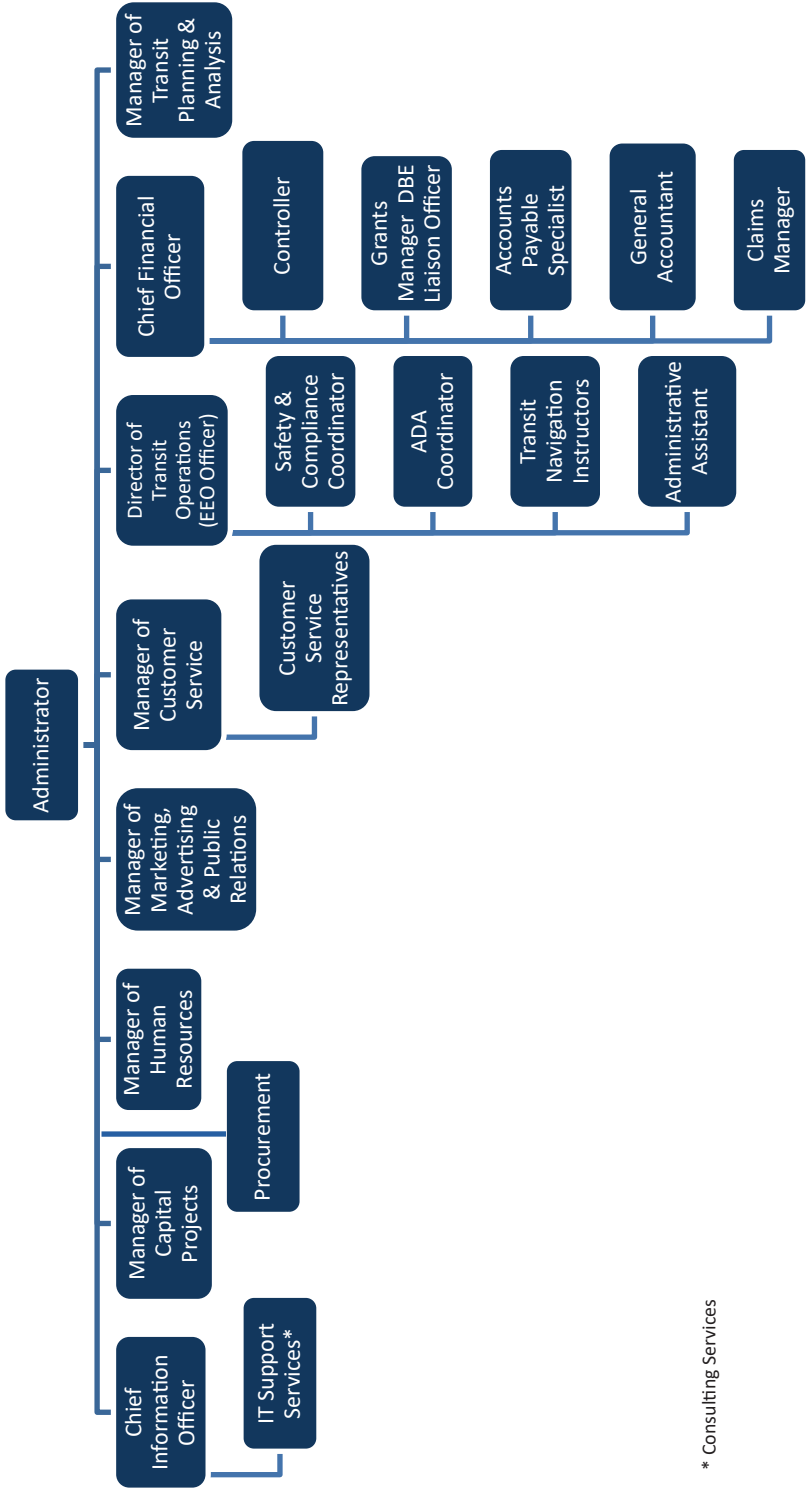
**PIONEER VALLEY TRANSIT AUTHORITY
STATEMENT OF NET COST OF SERVICE
SUPPLEMENTARY INFORMATION
FOR THE YEAR ENDED JUNE 30, 2021**

	Total Service Area 2021	Total Service Area 2020
Operating costs		
Administrative costs	3,069,209	4,237,739
Purchased services Fixed route	36,270,960	34,003,278
Paratransit	6,993,034	8,052,161
Shuttle	280,171	241,614
Debt service	113,876	209,597
Eliminate GASB 75 other post employment benefits expense	270,482	1,390,706
Eliminate GASB 68 (increase) reduction to pension expense	287,673	397,103
Total operating costs	47,285,405	48,532,198
Operating assistance and revenues		
Federal operating and administrative assistance	7,607,847	7,055,374
Other operating assistance	538,010	510,297
Revenues		
Local revenues		
Fixed route	3,002,979	5,090,852
Paratransit	276,208	586,382
Shuttle	10,748	12,259
Advertising	242,938	289,959
Other income	236,500	185,894
Interest	7,203	145,760
Total operating assistance and revenues	11,922,433	13,876,777
Net operating deficit	35,362,972	34,655,421
Increase in reserve for extraordinary expense	-	-
Net cost of service	35,362,972	34,655,421
Local assessments	9,400,873	9,171,583
State contract assistance	25,962,099	25,483,838
Total	35,362,972	34,655,421

Net Cost of Service**2021**

	Fixed Route	Paratransit
Expenditures	\$ 36,551,131	\$ 6,993,034
Revenue	\$ 3,013,727	\$ 276,208
Net Cost	\$ 33,537,404	\$ 6,716,826

PVTA Organizational Chart



* Consulting Services

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. PVTA's EEO policy is available at www.pvta.com.



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