



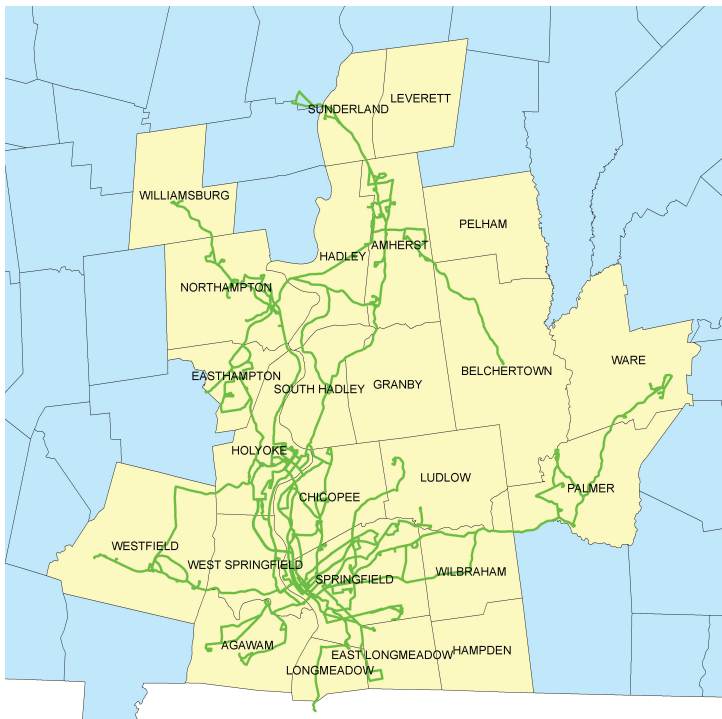
*FY22
Annual Report*

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

This year as we emerged from the worst of the pandemic and experienced increasing ridership levels, PVRTA transitioned to two new service providers, MV Transportation Inc., for paratransit services and DGR Management overseeing fixed route operations. While we welcomed these new partners, we also struggled with the challenges of labor shortages, and we took the first big step to transitioning our fixed route fleet to a clean energy alternative.

The new fixed route and paratransit service providers achieved performance improvements and recommended new ideas for service delivery. Unfortunately, this was at times, overshadowed by the significant impacts created by the labor shortage which limited our ability to meet our scheduled service obligations. This resulted in PVRTA instituting temporary service adjustments to route frequency. Our overall objective throughout this challenging process has been to find the right balance between the need to provide reliable and safe access to transportation within the communities we serve with the available staffing levels.

This and the changing work environment raise new challenges for all the transit systems across the country; how best to deliver service as work and travel patterns change while we continue to serve those who rely on the bus system to get to work, school and health appointments. As we have done in the past two years, PVRTA staff is committed to continuing to work with our stakeholders to constantly monitor ridership trends and travel patterns to be responsive to the needs of the communities we serve.

Thank you to our loyal passengers, the staff, Board Members, stakeholders, and elected officials for their continued support of public transportation in the region.

Sandra E. Sheehan

Sandra E. Sheehan
Administrator, Pioneer Valley Transit Authority

MAJOR CAPITAL FACILITIES

Electric Bus Fleet Conversion – Facility Masterplan Design & Programming Studies

PVTA completed facility masterplan studies of its three major fixed-route bus maintenance and operation facilities; Northampton Bus Maintenance Garage, UMass Transit Garage, and Cottage Street Bus Operations & Maintenance Facility, for full fleet conversion to electric buses. The purpose of the masterplans is to program near-term EV charging installation projects in consideration of long-term facility needs while supporting the development of federal/state grant applications for funding future EV charging projects.

The studies included the identification of power & space capacity constraints at each facility, consideration of new electric bus charging technologies/systems, and feasibility and cost determinations for utility/electrical and charging system expansions needed for incremental and full fleet conversion. The studies included a building code review and an evaluation to properly size the electric charging systems, electrical services/transformers/equipment, and back-up generators needed for incremental and full fleet conversion.

Electric Bus Charging System Installations

The first programmed project coming out of the Facility Masterplan Design & Program Studies for the Northampton and UMass garages was the installation of two (2) electric bus chargers with upgraded electric services, equipment, and back-up generators at each facility. Each charger has the capability to charge three electric buses simultaneously. Universal Electric Company (UEC) was the lowest responsive and responsible bidder at \$2.54 Million. UEC installed the specified new, upgraded, external, ground-mounted, electrical services/transformers, automatic transfer switches, 500 KW CAT generators, and two wall-mounted 150 KW ABB electric chargers at each facility. The electric bus chargers

were commissioned into service along with the first New Flyer electric buses delivered to each facility in early 2022.



Photo: UMass External EV Bus Charger Units in Place

Slate Roof Repairs

PVTA completed major slate roof repairs to the 100+ year old slate roof at PVTA's Administrative Office Building after competitively procuring an aerial drone survey, comprehensive engineering assessment, and construction documents development.

GRANTS

Shared Streets and Spaces:

PVTA was awarded \$449,500.00 for transit bus stop infrastructure improvements and an additional \$40,900 for equipment purchases to support the proposed bus stop project. This will allow us to partner with member communities to improve shelters and pedestrian/bike infrastructure in 15 distinct locations in eight communities over the next year.

Community Transit Grant (CTGP) Program:

PVTA received grant funds for the continuation and addition of a second Travel Trainer for the mobility management travel training program and for the Beyond ADA Operating Assistance program that provides Dial-A-Ride van service for seniors in Northampton, East Longmeadow, Longmeadow, Hampden, Agawam and Hadley, and provides funds to expand the program to the Town of Ware. In addition, this grant also awarded PVTA \$886,536 to purchase 14 Type E vehicles to replace aging paratransit vans.

Helping Obtain Prosperity for Everyone (HOPE) Program:

PVTA received funding for the Pioneer Valley Transit Review and Improvement Planning Study (PV-TRIPS) in 2021 and continues to work with our partners at PVPC, the Civil Engineering and Landscape Architecture and Regional Planning Departments at UMass, as well as the Civil Engineering Department at Western New England University, to provide a comprehensive assessment of public transportation, and make recommendations for improved transit services and facilities.

Accelerating Innovating Mobility (AIM) Challenge Grant:

PVTA continues to work with our partners, the Pioneer Valley Planning Commission and the Civil Engineering Department at the University of Massachusetts, Amherst to develop strategies to make traveling on transit easier for riders by integrating trip planning and fare payment and deploying on-bus mobile ticket validators. We also continued to work on development of an innovative ODX model to better understand trip trajectories for more comprehensive transit planning.

Routes Updates:

Amherst/Worcester Intercity Service:
Funded by a Section 5311(f) - Intercity Bus Application grant, PVTA launched the Amherst/Worcester Intercity route (B79) in September 2021. The route provides a direct connection between Amherst and Worcester with limited stops in communities between Amherst and Worcester along the Route 9 corridor. The B79 provides three trips daily and connects with the MBTA at Union Station in Worcester. It operates Thursday through Monday during the academic year, with limited service during the winter and summer breaks.

Staffing Related Service Adjustments:

In response to significant staffing challenges, PVTA implemented labor related service adjustments with all fixed route operators at various times throughout FY 22. Generally, these adjustments involved consolidation of some routes as well as some changes to frequency to enhance our ability to ensure consistent service across the system.

Dial-A-Ride Service Enhancements:

In March, the Advisory Board approved a pilot that expanded PVTA's Senior Dial-A-Ride service hours from 8:00am to 4:30pm Monday through Friday, to 8:00am to 7:00pm Monday through Friday while also adding Saturday service during the same hours. The pilot continues through November of 2022.

Title VI Program Update:

PVTA is required to update its Title VI Program every three years. PVTA with assistance from the Pioneer Valley Planning Commission (PVPC), completed this update which was approved by the Advisory Board in September 2021. The program outlines how PVTA complies with Title VI of the 1964 Civil Rights Act with fair distribution of impacts and operational decisions about service. The Title VI program is where the thresholds for disparate impact/disproportionate burden are established.

TECHNOLOGY

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Paratransit Video System:

A state-of-the-art transit video surveillance system has been deployed to the paratransit vehicle fleet. The new NextView System is equipped with solid state hard drives to minimize potential video loss. Enhanced features of the new system include:

- Wireless video offload
- Centralized management console
- Health and wellness reporting
- SD cards in every camera as a backup

Additionally, rear-view monitors were installed in the driver compartment to display the video feed from the rear camera when the van is put in reverse.

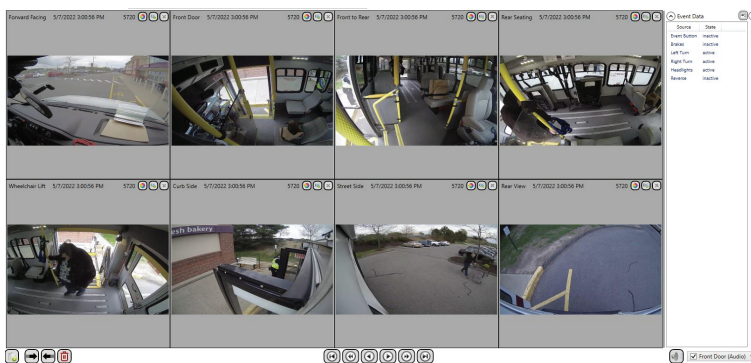


Photo: Paratransit's NextView System

Cybersecurity:

PVTA has mandatory user training, regular phish tests to reinforce the lessons learned, and newsletters to spotlight the latest IT scams, attacks, and exploitable weaknesses that cybercriminals leverage. PVTA has contracted with the Center for Internet Security to provide near real-time security operations center analysis and monitoring of PVTA computer systems using the CrowdStrike detection and response suite of cybersecurity products. CIS CrowdStrike operates as a 24/7 security operations center in response to any PVTA cybersecurity events. CIS/CrowdStrike quarantines the threat and simultaneously alerts PVTA Information Technology personnel as to the triggering event and system location, allowing near immediate response to the threat.

Bus & Terminal Monitors:

A new content management system has been implemented to streamline sign management on all fixed route buses and transportation facilities. These screens are used to provide service announcements, schedule updates, next bus information at the facilities, and expand advertising revenue. The management system utilizes the PVRTA cellular network to update the content displayed on the signs as well as provide feedback in the event a bus or facility sign hasn't received the updated information.



Photo: Bus Monitor displaying information for passengers

SAFETY

Public Transportation Agency Safety Plan (PTASP):

PVRTA continues to implement the Agency Safety Plan in accordance with updated federal regulations. In November, the Board formally adopted updated safety targets for 2022. These included a goal of zero fatalities and zero disabling injuries throughout our system as well as goals of at least 20,000 miles between breakdowns and 2.0 preventable accidents per 100,000 miles for fixed route vehicles and 24,500 miles between breakdowns and 0.8 preventable accidents per 100,000 miles for paratransit. These goals will continue to be updated annually based on real-time

system information to enhance the focus on specific safety-related targets and improve operations on an on-going basis.

Installation of Driver barriers and Air Purification Systems in all Vehicles:

As part of our focus on safety for both passengers and drivers, PVRTA installed permanent driver barriers on all fixed route vehicles. These barriers help to protect drivers as well as assist in reducing exposure to disease causing pathogens by creating a barrier between the driver and passengers.

PVRTA also completed the installation of the CASPR (Continuous Air and Surfaces Pathogen Reduction) Transit air purification system on all fixed route vehicles in SATCo, VATCo and UMass fleets. This device is proven to be 99.96% effective against molds, bacteria and viruses and reduces odors and volatile organic compounds.

COVID-19

Pandemic Impacts

Ridership continues to increase as we recover from the impacts of the pandemic. Fixed route ridership in FY21 was 50% of 2019's ridership with FY22 ridership increasing to 60.1% of 2019 ridership levels. Ridership for the last quarter of FY22 was slightly more than 65% of 2019 levels.

Paratransit Ridership also continues to increase from 43.7% of 2019 ridership for FY21 to 59.8% of ridership for FY22. Ridership for the last quarter of FY 22 showed ridership recovery exceeding 65% of 2019 levels.

During FY22, PVRTA worked with Curative to host vaccination clinics and COVID testing sites at various locations including the Administration building as well as at the Holyoke Transportation Center and PVRTA's Bus Operations & Maintenance Facility at Cottage St.

PIONEER VALLEY TRANSIT AUTHORITY
STATEMENT OF NET ASSETS
June 30, 2022

PIONEER VALLEY TRANSIT AUTHORITY
STATEMENT OF NET ASSETS
June 30, 2022

	2022	2021
ASSETS AND DEFERRED OUTFLOWS OF RESOURCES		
Current assets		
Cash and equivalents	534,032	748,939
Short-term investments	5,613,462	5,644,057
Receivables, net	20,511,400	28,187,006
Prepaid expenses	317,296	447,479
Total current assets	26,976,190	35,027,481
Investment in Holyoke Intermodal Facility, LLC	3,946,359	3,946,020
Lease related asset	5,555,724	5,834,672
Property and equipment, net	103,551,585	106,599,811
Total assets	140,029,858	151,407,984
Deferred outflows of resources		
Deferred outflows related to pensions	2,266,270	1,566,286
Deferred outflows related to other post employment benefits	5,007,404	6,237,489
TOTAL ASSETS AND DEFERRED OUTFLOWS OF RESOURCES	147,303,532	159,211,759
LIABILITIES		
Accounts payable	8,508,624	15,200,210
Accrued payroll and related liabilities	113,792	158,461
Accrued pension	0	0
Insurance claims reserve	2,500,000	2,500,000
Unearned revenue	651,332	430,992
Accrued interest	216,896	287,319
Notes payable	14,500,000	14,500,000
Total current liabilities	26,490,644	33,076,982
Lease related obligation	5,631,111	5,834,672
Net pension liabilities	762,628	2,630,079
Accrued other post employment benefits	39,144,845	41,341,914
TOTAL LIABILITIES	72,029,228	82,883,647
NET POSITION		
Invested in capital assets, net of related debt	107,497,944	110,545,831
Restricted for other purposes	1,862,201	1,580,175
Unrestricted	(45,904,366)	(45,308,870)
Total net assets	\$63,455,779	\$66,817,136

STATEMENT OF REVENUES, EXPENSES AND CHANGES IN NET ASSETS

	2022	2021
Operating revenues		
Fixed route income	4,516,896	3,002,979
Paratransit income	647,519	276,208
Shuttle service income	9,856	10,748
Total operating revenues	<u>5,174,271</u>	<u>3,289,935</u>
Operating expenses		
Fixed route service	38,244,154	36,270,960
Paratransit service	7,182,977	6,993,034
Shuttle service	308,812	280,171
Administrative Salaries, Taxes, and Fringe Benefits	2,414,603	1,809,102
Other Administrative expenses	2,597,666	1,260,107
Reimbursable depreciation	1,118,321	-
Total operating expenses	<u>51,866,533</u>	<u>46,613,374</u>
Operating income (loss)	<u>(46,692,262)</u>	<u>(43,323,439)</u>
Nonoperating revenues (expenses)		
Operating assistance		
Federal	7,629,736	7,607,847
Massachusetts	26,901,666	25,962,099
Member communities	9,635,895	9,400,873
Other Federal and State Assistance	2,414,603	-
Other Operating Assistance	908,824	538,010
Advertising income	232,019	242,938
Other Income	428,942	236,500
Interest income	19,405	7,203
Interest expense	(45,722)	(113,876)
Total non-operating revenues (expenses)	<u>48,125,368</u>	<u>43,881,594</u>
Income (loss) before capital contributions and other items	1,433,106	558,155
Contributed Capital	15,827,346	15,290,577
Other Changes	(603,875)	-
Non-reimbursable depreciation	<u>(20,017,934)</u>	<u>(19,792,442)</u>
Change in Net Position	<u>(3,361,357)</u>	<u>(3,943,710)</u>
Net position, beginning	66,817,136	70,760,846
Prior period adjustment		
Net position, ending	<u>63,455,779</u>	<u>66,817,136</u>

OPERATIONAL FACTS AND FIGURES

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Fixed Route	2022	2021
<i>Financials</i>		
Operating Expenses	\$ 38,552,966	\$ 36,551,131
Revenue	\$ 4,526,752	\$ 3,013,727
Net Fixed Route Cost	\$ 34,026,214	\$ 33,537,404
<i>Characteristics</i>		
Passenger Trips	6,079,333	3,885,177
Vehicle Miles	5,161,192	4,775,723
Vehicle Hours	369,332	352,620
Revenue Miles	4,729,980	4,412,857
Revenue Hours	344,413	331,455
<i>Performance Measures</i>		
Operating Expenses Per Passenger Trip	\$6.34	\$9.41
Operating Expenses Per Vehicle Mile	\$7.47	\$7.65
Operating Expenses Per Vehicle Hour	\$104.39	\$103.66
Operating Expenses Per Revenue Mile	\$8.15	\$8.28
Operating Expenses Per Revenue Hour	\$111.94	\$110.27
Passenger Trips Per Mile	1.18	0.81
Passenger Trips Per Hour	16.46	11.02
Passenger Trips Per Revenue Mile	1.29	0.88
Passenger Trips Per Revenue Hour	17.65	11.72
<i>Paratransit</i>		
<i>Financials</i>		
Operating Expense	\$ 7,182,977	\$ 6,993,034
Revenue	\$ 647,519	\$ 276,208
Net Paratransit Cost	\$ 6,535,458	\$ 6,716,826
<i>Characteristics</i>		
Passenger Trips	150,074	109,556
Vehicle Miles	1,950,169	1,558,422
Vehicle Hours	132,254	113,138
Revenue Miles	1,629,988	1,227,728
Revenue Hours	110,137	93,927
<i>Performance Measures</i>		
Operating Expenses Per Passenger Trip	\$47.86	\$63.83
Operating Expenses Per Vehicle Mile	\$3.68	\$4.49
Operating Expenses Per Vehicle Hour	\$54.31	\$61.81
Operating Expenses Per Revenue Mile	\$4.41	\$5.70
Operating Expenses Per Revenue Hour	\$65.22	\$74.45
Passenger Trips Per Mile	0.08	0.07
Passenger Trips Per Hour	1.13	0.97
Passenger Trips Per Revenue Mile	0.09	0.09
Passenger Trips Per Revenue Hour	1.36	1.17

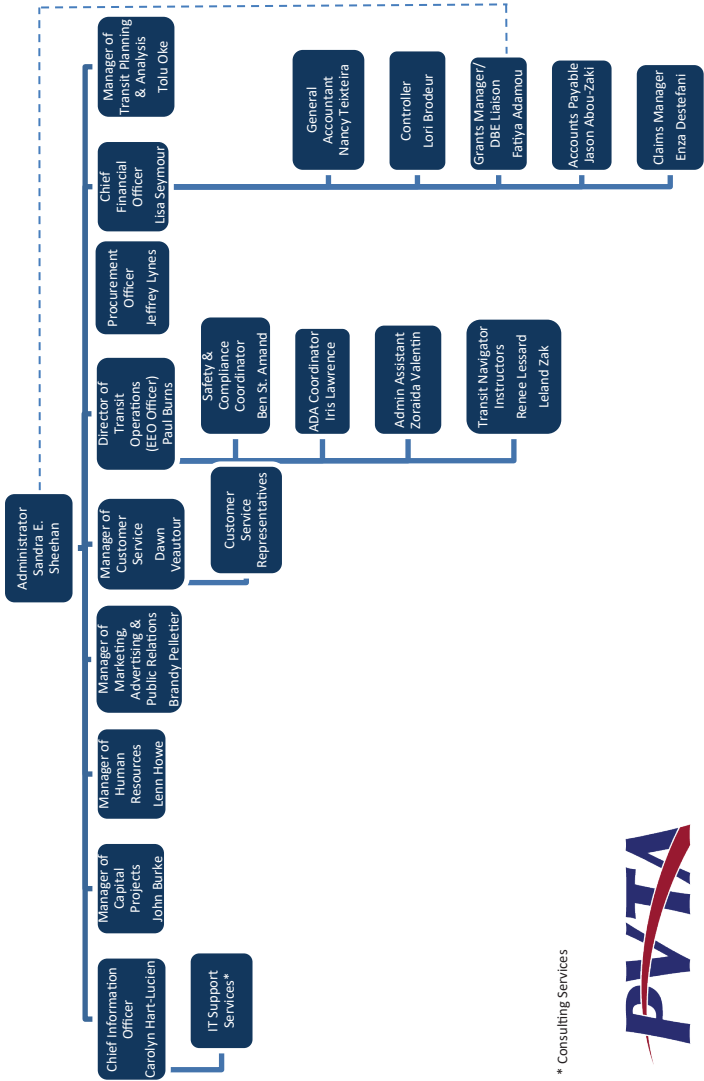
**PIONEER VALLEY TRANSIT AUTHORITY
STATEMENT OF NET COST OF SERVICE
SUPPLEMENTARY INFORMATION
FOR THE YEAR ENDED JUNE 30, 2022**

	Total Service Area 2022	Total Service Area 2021
Operating costs		
Administrative costs	3,715,987	3,069,209
Purchased services Fixed route	38,244,154	36,270,960
Paratransit	7,182,977	6,993,034
Shuttle	308,812	280,171
Other Operating Costs	2,414,603	
Debt service	45,722	113,876
Eliminate GASB adjustment for other post employment benefits	445,947	270,482
Eliminate GASB for pension expense	780,923	
Eliminate GASB adjustment for right to use lease asset and liability	(75,790)	287,673
Total operating costs	53,063,335	47,285,405
Operating assistance and revenues		
Federal operating and administrative assistance	7,629,736	7,607,847
Other operating assistance	3,323,427	538,010
Revenues		
Local revenues		
Fixed route	4,516,896	3,002,979
Paratransit	647,519	276,208
Shuttle	9,856	10,748
Advertising	232,019	242,938
Other income	428,942	236,500
Interest	19,405	7,203
Total operating assistance and revenues	16,807,800	11,922,433
Net operating deficit	36,255,535	35,362,972
Increase in reserve for extraordinary expense	282,026	-
Net cost of service	36,537,561	35,362,972
Local assessments	9,635,895	9,400,873
State contract assistance	26,901,666	25,962,099
Total	36,537,561	35,362,972

Net Cost of Service**2022**

	Fixed Route	Paratransit
Expenditures	\$ 38,552,966	\$ 7,182,977
Revenue	\$ 4,526,752	\$ 647,519
Net Cost	\$ 34,026,214	\$ 6,535,458

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



Pioneer Valley Transit Authority
2808 Main Street, Springfield, MA 01107
413-732-6248
www.pvta.com