



**PVTA**

Pioneer Valley Transit Authority

*FY23*

*Annual Report*

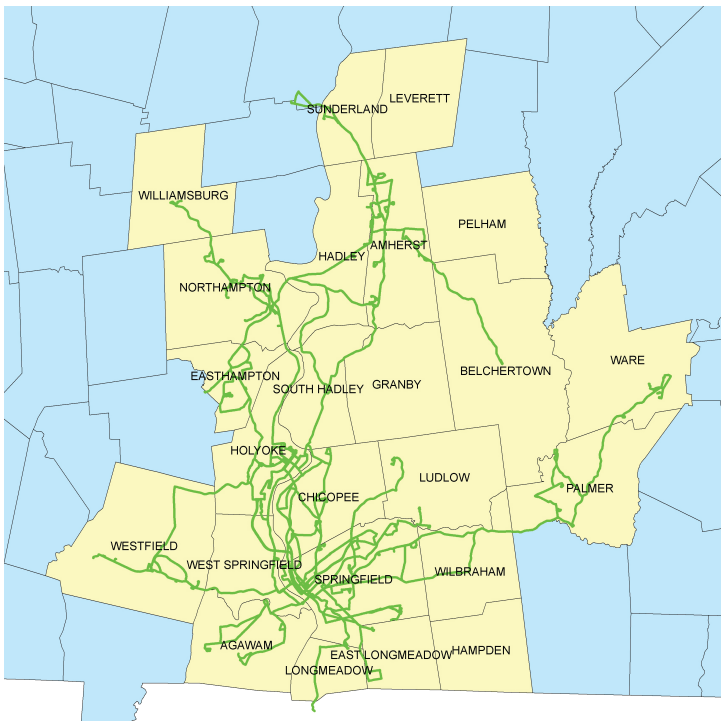




The Pioneer Valley Transit Authority (PVTA) is the largest regional transit authority in Massachusetts with 189 buses, 138 vans, and 24 participating member communities. PVTA provides fixed-route bus and ADA demand-responsive van service. Funding for the PVTA comes from local, state, and federal sources. 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 past year, PVTA has taken the opportunity to implement changes in response to a constantly shifting post pandemic landscape. Capital investments this year continue our commitment to environmental sustainability.

Newly installed bus washers conserve water and energy. The removal of underground fuel storage tanks eliminate any serious environmental and health risks. Finally, the progress made on designs for the installation of additional electric chargers and dispensers at each of the bus transit garages will reduce our carbon footprint.

To increase our workforce levels, PVTA has developed and implemented a bus operator training program that includes in-house CDL training. Additionally, we have implemented a mechanic apprenticeship program. The results for each have been very positive.

New community collaborations have been formed from our collective desire to better serve the residents of our region. We have partnered with additional Councils on Aging to expand the Beyond ADA program; with Craig's Doors in Amherst to transport individuals to employment and housing; with Sunderland to apply for funds to improve rural service.

Environmental sustainability and technological advances will continue to play a role in the way PVTA service is delivered. Now more than ever, we are aware that we must respond quickly to the changing needs of our riders who are more digitally savvy and more aware of sustainability. To provide better service, we will continue to implement service adjustments that improve safety, reliability, and the customer experience while at the same time prioritizing workforce development and training.

I want to thank our passengers for their continued loyalty; our team of professional operators and staff for their commitment to their jobs and the Board Members, stakeholders, and elected officials for their continued support of public transportation in the region.

*Sandra E. Sheehan*

Administrator, Pioneer Valley Transit Authority



## MAJOR CAPITAL FACILITIES

### **New Bus Wash Installation at Northampton and UMass Bus Maintenance Garages**

The bus wash system at PVRTA's Northampton Bus Maintenance Garage was replaced and the one at the UMass Bus Maintenance Garage was fully refurbished after both had been in service for well over 30 years. The new bus wash systems are intended to increase safety and efficiency by adding the capability to wash all vehicle types in the fleet, vastly improving the cleanliness of vehicles in service, and conserving water and energy. The project included the installation of new unit heaters and heated aprons to reduce water, snow, and ice from being tracked out of the bus wash bays. The project also included the installation of new interior LED lighting within the wash/service bays at UMass and new exterior LED lighting at Northampton. A new fluid distribution system was installed and failing bus wash trench drains were reconstructed at the Northampton facility.

The \$2,258,131 construction project was primarily funded by an FTA 5339 Bus & Bus Facilities Grant award for the bus wash system upgrades in the amount of \$1.92 Million inclusive of state matching funds. The non-bus wash items were identified, programmed, and funded through the 5-Year MassDOT Transportation Improvement Program (TIP).



*Photo: New Bus Wash Installation at Northampton Garage*



## Storage Tank Removal Project at Main Street Paratransit Facility

Three (3) underground storage tanks (USTs) with diesel fuel on the Main Street site and three (3) above-ground storage tanks (ASTs) with bus fluids inside the Main Street garage were removed and properly disposed of and the site restored, including asphalt and concrete pavement to eliminate a significant environmental risk (leak/spill) to PVTA. The three USTs ranged in size from 10,000 to 15,000 gallons and were located just west of the PVTA Administration Building and just south of the bus wash/service building. The fuel and fluid tanks are no longer needed at Main Street because the facility was converted from a diesel-fueled fixed-route bus maintenance facility to a gas-powered paratransit maintenance facility in 2020.



*Photo: UST Removal at Main Street Site*

The \$326,802 construction project was completed on-time and on-budget. PVTA was provided with a Licensed Site Professional (LSP) required by the state to sample, test, analyze, report, and confirm that environmental regulations and mitigation is followed through design and construction. The USTs were removed without evidence of tank pitting, holes, or being compromised in any way. No groundwater was encountered during excavation and no soil samples reached reportable contamination limits per MassDEP.

The project also included an alternate bid item to provide a concrete pavement repair of a Union Station bus stop on Frank B. Murray Street in Springfield.



# GRANTS

## 4

### **5311(f) Rural Intercity Bus Program**

PVTA was awarded funding to continue operations of the B79, Amherst-Worcester Intercity route for up to two more years. This route provides a valuable connection between the PVTA and the WRTA and the MBTA. Ridership in FY23 was more than double of the routes first year performance in FY22.



*Photo: B79, Amherst-Worcester Intercity Bus*

### **Community Transit Grant Program (CTGP)**

PVTA received FY23 CTGP grant funds to continue funding our Travel Training Program which provides mobility training sessions that assist elderly members of PVTA communities and mobility impaired individuals to access fixed-route public transportation.

PVTA also received funds to continue the Beyond ADA Operating Assistance Program which currently has operating projects at Council on Aging transportation programs in East Longmeadow, Longmeadow, Hampden, Agawam, Hadley, and Ware.

### **Transit Navigation**

The Travel Training Program is producing a series of “How to Ride the Bus” videos that are designed to introduce the PVTA system, either as an informational tool for those who are new to the system or as a precursor to Travel Training for those who need additional support.

The Travel Training Program is also assisting PVTA’s training needs with an enhanced focus on de-escalation

training. The program now offers de-escalation certification for management staff and is continuing to enhance the de-escalation component of the Americans with Disabilities Act (ADA) Sensitivity/Disability Awareness Training for operators.

This is a proactive approach to reduce the likelihood of verbal and physical assaults. With support from PVRTA's operators, the Travel Training Program is implementing a Learning Management System (LMS) that allows staff to take this training in an accessible and self-paced on-line format. The LMS supports a variety of training needs across PVRTA's system.

### **Route Modifications & Service Adjustments:**

Job Corps Route: PVRTA piloted service to the Job Corps in Chicopee beginning in September of 2022. This service-connected Job Corps with the Holyoke Transit Center and Big Y in Chicopee operating until June 5, 2023. Due to average ridership of fewer than 2 passengers a day, the pilot was not recommended for continuation.

Changes to the B7 and B17 were implemented effective June 25, 2023. These changes included moving the eastern end of the route from the Eastfield Mall to the Wilbraham Big Y and adding two new stops located near Boston Road/Dudley Street in Wilbraham and at 1857 Boston Road Wilbraham.

The Ware Palmer Shuttle and the Wilbraham Shuttle endpoint were also moved to the Wilbraham Big Y.

Staffing issues exacerbated by the pandemic continue to impact PVRTA across all portions of our service area throughout FY23. Limited reductions in frequency on several routes ensure consistent service across the region to our passengers.

### **Dial-A-Ride Service Enhancements:**

PVRTA piloted an expansion of Senior Dial-A-Ride (DAR) service hours. Prior to the pilot, DAR service operated from 8:00am to 4:30pm Monday through Friday. The pilot expanded serviced hours from

8:00am to 7:00pm Monday through Saturday. In January, the Advisory Board approved making the change in hours permanent.

## TECHNOLOGY

### Mobile Validator Pilot

As part of PVTA's ongoing initiative to modernize fare collection, a pilot program to install mobile ticket validators on fixed route buses commenced this year. The new devices allow riders using PVTA's Bus Plus mobile payment app to present their fare media to a validator installed on the bus. The validator scans the payment bar code confirming appropriate fare. The validators support minimal contact between rider and bus operator.

The pilot test lasted several months and PVTA riders submitted feedback on the user experience, effectiveness, reliability, and ease of use. Based on tester feedback, modifications were commissioned to improve performance. Full deployment is expected during the winter of FY24.



*Photo: Installed Mobile Validator*

Future features include:

- Open payment to accept credit card transactions for bus fare when boarding
- Integration with PVTA's Trip Planner platform and Transit app for fare payment
- Account based ticketing which supports pay as you ride



## Cybersecurity

Cybersecurity initiatives continued with a focus on tightening access to PVRTA networks and systems. Password policies and programs have been updated to require frequent password changes and additional characters needed to meet security policy updates. Additional functionality was added to PVRTA developed and hosted systems that will lockout a user's ID after five failed login attempts.

Multi-factor Authentication (MFA) is a process that requires a second method of authentication to login to a system or site. PVRTA has enabled MFA across networks and systems and continues to research enterprise MFA solutions.

## SAFETY

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

PVRTA continues to execute the Agency Safety Plan in accordance with updated federal regulations. In November, the Board formally adopted updated safety targets for 2023. These included a goal of zero fatalities and zero disabling injuries throughout our system as well as goals of at least 19,500 miles between breakdowns and 1.5 preventable accidents per 100,000 miles for fixed route vehicles and 34,500 miles between breakdowns and 0.7 preventable accidents per 100,000 miles for paratransit. 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.

To comply with required changes in the Bipartisan Infrastructure Law, membership of the Safety Committee was changed to comply with those requirements that include equal representation from both management and front line employees and union participation in the appointment process for front line employees.

## Assault Awareness

Another change as a result of the Bipartisan Infrastructure law is a requirement to implement de-escalation training for staff as well as assault prevention trainings. PVRTA provides training in both areas to all front-line staff and did so prior to the change in the law. In response to these changes, PVRTA is implementing an assault awareness campaign and updating the Customer Code of Conduct to increase focus on and reduce the number of assaults on PVRTA employees in our system.



*Photo: PVRTA's Assault Awareness Bus Interior Car Cards*

## COVID-19

### Ridership Recovery

PVRTA continues a steady recovery from the impacts of the pandemic. Ridership continues its steady improvement from FY22. This is the first year since the start of the pandemic with no significant surges of the virus reported in our service area.

Fixed route ridership for FY23 was 6,902,780, 68.2% of 2019's ridership. An increase of 825,178 riders (13.5%) over FY22.

Paratransit ridership for FY23 was 176,976 which is 68% of pre-pandemic levels, an increase of 26,902 riders (17.92%) over FY22.

**PIONEER VALLEY TRANSIT AUTHORITY**  
**STATEMENT OF NET ASSETS**  
**June 30, 2023**

	<u>2023</u>	<u>2022</u>
<b>Assets and deferred outflows of resources</b>		
Current assets		
Cash and equivalents	\$ 1,707,382	\$ 534,032
Short-term investments	3,594,265	5,613,462
Receivables, net	20,475,090	20,511,400
Prepaid expenses	<u>208,483</u>	<u>317,296</u>
Total current assets	25,985,220	26,976,190
Investment in Holyoke Intermodal Facility, LLC	3,927,987	3,946,359
Property and equipment, net	102,204,886	103,551,585
Lease related asset, net	<u>5,276,775</u>	<u>5,555,724</u>
Total assets	<u>137,394,868</u>	<u>140,029,858</u>
Deferred outflows of resources		
Deferred outflows related to pensions	4,186,730	2,266,270
Deferred outflows related to other post employment benefits	<u>3,693,884</u>	<u>5,007,404</u>
Total deferred outflows of resources	<u>7,880,614</u>	<u>7,273,674</u>
Total assets and deferred outflows or resources	<u>145,275,482</u>	<u>147,303,532</u>
<b>Liabilities and deferred inflows of resources</b>		
Current liabilities		
Accounts payable	7,957,631	8,508,624
Accrued payroll and related liabilities	116,778	113,792
Insurance claims reserve	2,500,000	2,500,000
Unearned revenue	101,534	651,332
Accrued interest	578,389	216,896
Note payable	<u>14,500,000</u>	<u>14,500,000</u>
Total current liabilities	25,754,332	26,490,644
Lease related obligation	5,439,297	5,631,111
Net pension liabilities	4,518,229	762,628
Accrued other post employment benefits	<u>40,146,197</u>	<u>39,144,845</u>
Total liabilities	<u>75,858,055</u>	<u>72,029,228</u>
Deferred inflows of resources		
Deferred inflows related to pensions	1,862,974	2,749,102
Deferred inflows related to other post employment benefits	<u>6,370,718</u>	<u>9,069,423</u>
Total deferred inflows of resources	<u>8,233,692</u>	<u>11,818,525</u>
Total liabilities and deferred inflows of resources	<u>84,091,747</u>	<u>83,847,753</u>
<b>Net position</b>		
Invested in capital assets, net of related debt	106,132,873	107,497,944
Restricted reserve	1,927,179	1,862,201
Unrestricted	<u>(46,876,317)</u>	<u>(45,904,366)</u>
Total net position	<u>\$ 61,183,735</u>	<u>\$ 63,455,779</u>

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

	Budget	Actual	Variance Favorable (Unfavorable)
<b>Operating revenues</b>			
Fixed route income	\$ 4,881,500	\$ 5,760,252	\$ 878,752
Paratransit income	600,000	504,712	(95,288)
Shuttle service income	18,500	9,822	(8,678)
Total operating revenues	5,500,000	6,274,786	774,786
<b>Operating expenses</b>			
Fixed route service	40,890,529	41,216,266	(325,737)
Paratransit service	9,175,367	8,444,120	731,247
Shuttle service	377,800	584,204	(206,404)
Other operating costs	2,928,719	2,928,719	-
Administrative salaries, taxes and fringe benefits	2,225,651	2,648,790	(423,139)
Other administrative expenses	1,081,027	1,228,004	(146,977)
Reimbursable depreciation	-	249,490	(249,490)
Total operating expenses	56,679,093	57,299,593	(620,500)
Operating income (loss)	(51,179,093)	(51,024,807)	154,286
<b>Non-operating revenues (expenses)</b>			
Government operating assistance			
Federal	10,485,397	9,433,963	(1,051,434)
Massachusetts	26,887,785	26,887,785	-
Member communities	9,876,792	9,876,792	-
Other federal and state assistance	2,928,719	2,928,719	-
Other assistance	633,900	620,566	(13,334)
Advertising income	230,000	245,684	15,684
Other income	311,500	611,364	299,864
Interest income	75,000	258,554	183,554
Interest expense	(250,000)	(425,957)	(175,957)
Total non-operating revenues (expenses)	51,179,093	50,437,470	(741,623)
Income (loss) before capital contributions and other items	\$ -	(587,337)	\$ (587,337)
Contributed capital		17,383,009	
Nonreimbursable depreciation		(18,480,218)	
Other nonreimbursable items		(587,498)	
Change in net position		(2,272,044)	
Net position, beginning		63,455,779	
Net position, ending		\$ 61,183,735	



# OPERATIONAL FACTS AND FIGURES

## Fixed Route

<i>Financials</i>			
	Operating Expenses	\$ 41,800,470	\$ 38,552,966
	Revenue	\$ 5,770,074	\$ 4,526,752
	<b>Net Fixed Route Cost</b>	<b>\$ 36,030,396</b>	<b>\$ 34,026,214</b>

<i>Characteristics</i>			
	Passenger Trips	6,902,780	6,079,333
	Vehicle Miles	4,952,767	5,161,192
	Vehicle Hours	339,764	369,332
	Revenue Miles	4,546,294	4,729,980
	Revenue Hours	315,701	344,413

<i>Performance Measures</i>			
	Operating Expenses Per Passenger Trip	\$6.06	\$6.34
	Operating Expenses Per Vehicle Mile	\$8.44	\$7.47
	Operating Expenses Per Vehicle Hour	\$123.03	\$104.39
	Operating Expenses Per Revenue Mile	\$9.19	\$8.15
	Operating Expenses Per Revenue Hour	\$132.41	\$111.94
	Passenger Trips Per Mile	1.39	1.18
	Passenger Trips Per Hour	20.32	16.46
	Passenger Trips Per Revenue Mile	1.52	1.29
	Passenger Trips Per Revenue Hour	21.86	17.65

## Paratransit

<i>Financials</i>			
	Operating Expense	\$ 8,444,120	\$ 7,182,977
	Revenue	\$ 504,712	\$ 647,519
	<b>Net Paratransit Cost</b>	<b>\$ 7,939,408</b>	<b>\$ 6,535,458</b>

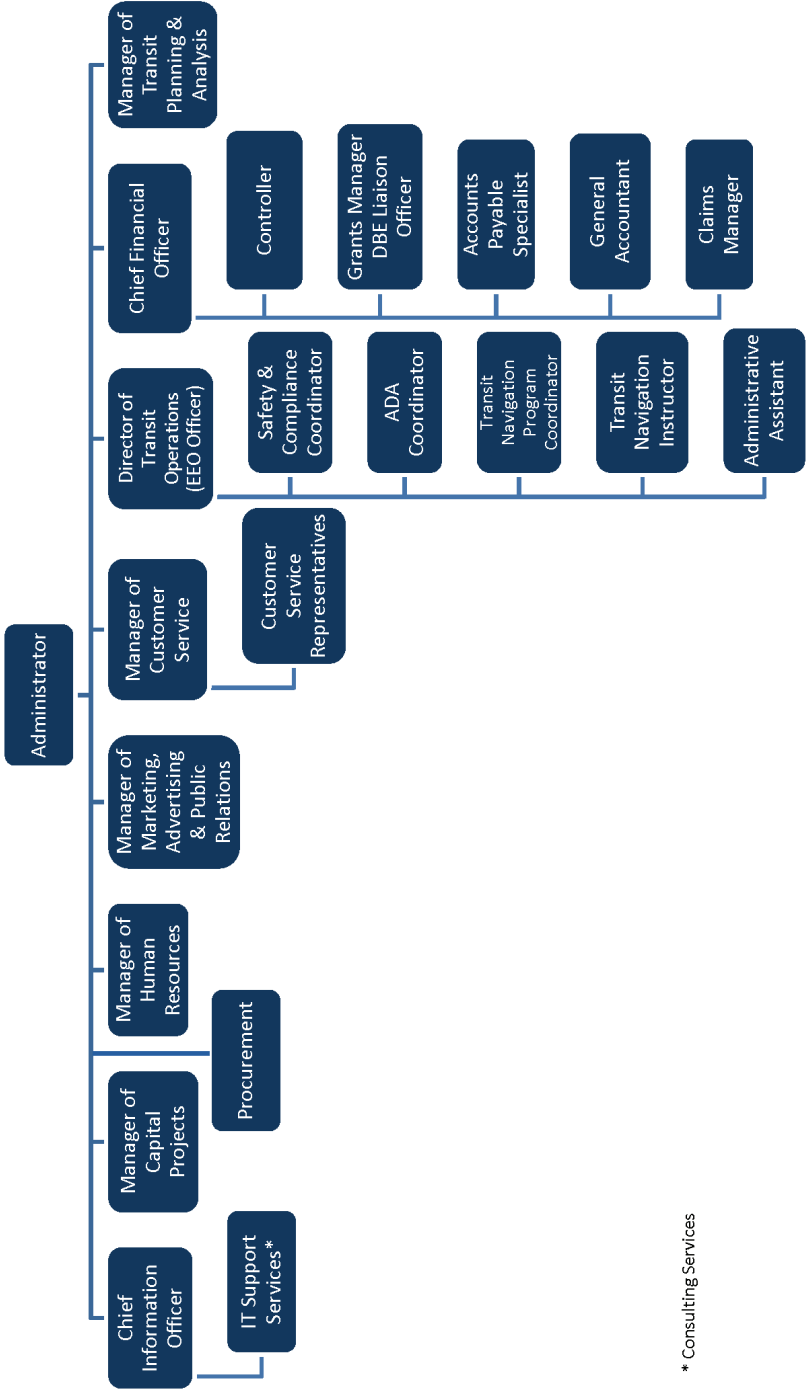
<i>Characteristics</i>			
	Passenger Trips	176,976	150,074
	Vehicle Miles	2,309,334	1,950,169
	Vehicle Hours	159,558	132,254
	Revenue Miles	1,919,453	1,629,988
	Revenue Hours	129,720	110,137

<i>Performance Measures</i>			
	Operating Expenses Per Passenger Trip	\$47.71	\$47.86
	Operating Expenses Per Vehicle Mile	\$3.66	\$3.68
	Operating Expenses Per Vehicle Hour	\$52.92	\$54.31
	Operating Expenses Per Revenue Mile	\$4.40	\$4.41
	Operating Expenses Per Revenue Hour	\$65.09	\$65.22
	Passenger Trips Per Mile	0.08	0.08
	Passenger Trips Per Hour	1.11	1.13
	Passenger Trips Per Revenue Mile	0.09	0.09
	Passenger Trips Per Revenue Hour	1.36	1.36

**PIONEER VALLEY TRANSIT AUTHORITY  
STATEMENT OF NET COST OF SERVICE  
SUPPLEMENTARY INFORMATION  
FOR THE YEAR ENDED JUNE 30, 2023**

	Total Service Area 2023	Total Service Area 2022
Operating costs		
Administrative costs	4,126,284.00	3,715,987.00
Purchased services		
Fixed route	41,216,266.00	38,244,154.00
Paratransit	8,444,120.00	7,182,977.00
Shuttle	584,204.00	308,812.00
Other operating costs	2,928,719.00	2,414,603.00
Debt service	425,957.00	45,722.00
Eliminate GASB adjustment for pension expense	(949,013.00)	780,923.00
Eliminate GASB adjustment for other post employment benefits	383,833.00	445,947.00
Eliminate GASB adjustment for right to use lease asset and liability	(87,135.00)	(75,790.00)
Total operating costs	<u>57,073,235.00</u>	<u>53,063,335.00</u>
Operating assistance and revenues		
Federal operating and administrative assistance	9,433,963.00	7,629,736.00
Other operating assistance	3,549,285.00	3,323,427.00
Revenues		
Local revenues		
Fixed route	5,760,252.00	4,516,896.00
Paratransit	504,712.00	647,519.00
Shuttle	9,822.00	9,856.00
Advertising	245,684.00	232,019.00
Other income	611,364.00	428,942.00
Interest	258,554.00	19,405.00
Total operating assistance and revenues	<u>20,373,636.00</u>	<u>16,807,800.00</u>
Net operating deficit	36,699,599.00	36,255,535.00
Increase in reserve for extraordinary expense	64,978.00	282,026.00
Net cost of service	<u>36,764,577.00</u>	<u>36,537,561.00</u>
Local assessments	9,876,792.00	9,635,895.00
State contract assistance	26,887,785.00	26,901,666.00
Total	<u>36,764,577.00</u>	<u>36,537,561.00</u>
	<b>2023</b>	
<b>Net Cost of Service</b>	<b>Fixed Route</b>	<b>Paratransit</b>
Expenditures	41,800,470.00	8,444,120.00
Revenue	5,770,074.00	504,712.00
Net Cost	<u>36,030,396.00</u>	<u>7,939,408.00</u>

# 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](http://www.pvta.com).*



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