
MINUTES OF PVTA'S
ADVISORY BOARD MEETING
November 13, 2019

The Advisory Board Meeting of the Pioneer Valley Transit Authority was held on Wednesday, November 13, 2019 at the Pioneer Valley Transit Authority Administration Office located at 2808 Main Street in Springfield, MA, at 12:00 P.M.

1. ROLL CALL

	<i>Present (46.81 votes)</i>	<i>Not Present (15.18 votes)</i>
Agawam	Michael Squindo	
Amherst	Douglas Slaughter	
Belchertown	Brian O'Leary	
Chicopee	Steve Huntley	
East Longmeadow	Carolyn Brennan	
Easthampton		Brendan Rogers
Granby		Glen Sexton
Hadley		David Moskin
Hampden		Becky Moriarty
Holyoke	Mike Bloomberg	
Leverett		Peter D'Errico
Longmeadow	Mark Gold	
Ludlow		Derek DeBarge
Northampton	Mayor David Narkewicz	
Palmer		Barbara Barry
Pelham		Karen Willard-Ribeiro
South Hadley	Michael Sullivan	
Springfield	Tasheena Davis	
Sunderland		Scott Bergeron
Ware	John Carroll	
West Springfield	Jim Czach	
Westfield	Peter Miller	
Wilbraham		Paula Dubord
Williamsburg		J.M. Sorrell
ADA Representative		Jennifer Carbery
Rider Representative	Patrick Burke	

A quorum of 31.01 majority vote being present, Chairman of the Advisory Board, Mayor David Narkewicz, called the meeting of PVTA's Advisory Board to order at 12:00 PM; majority vote of 46.81 present.

2. PUBLIC COMMENT

Chairman Mayor Narkewicz opened the floor for public comments. No public comments were made.

3. APPROVAL OF MINUTES

Chairman Mayor Narkewicz asked for a motion from the Advisory Board to approve the meeting minutes from the September 25, 2019 Regular Advisory Board Meeting.

Motion: Moved and seconded (Squindo/Huntley) to approve the meeting minutes from the September 25, 2019 Regular Advisory Board Meeting.

Chairman Mayor Narkewicz asked if the Board had any discussion. Hearing none; asked all those in favor to say aye.

Motion passed by a unanimous vote.

4. REPORT OF THE PARATRANSIT SUB-COMMITTEE

Chairman of the Paratransit Sub-Committee, Steve Huntley, reported that the committee met on Tuesday, November 12, 2019 and voted to approve the Paratransit minutes from April 5, 2018. The committee also received updates on NEXT and the Paratransit Rider's Council.

National Express Transit (NEXT), has recently had a change in management. The new management team has been working to address identified deficiencies and to make sure ongoing plans for improvement are in place. Among the deficiencies noted were some issues with inconsistent on time performance, as well as issues with missed trips and cancellations. The root of these issues is primarily the result of lackluster recruiting and onboarding of drivers. To help resolve issues, NEXT has implemented a streamlined hiring and onboarding process that, while still ensuring only qualified applicants are hired, has also allowed the hiring process to move more quickly and efficiently.

Chairman Mayor Narkewicz asked for a motion from the Advisory Board to accept the report of the Paratransit Sub-Committee.

Motion: Moved and seconded (O'Leary/Burke) to accept the report of the Paratransit Sub-Committee.

Chairman Mayor Narkewicz asked if the Board had any discussion. Hearing none. Chairman Mayor Narkewicz asked all those in favor to say aye.

Motion passed by a unanimous vote.

5. DIRECTOR OF TRANSIT OPERATIONS REPORT

Director of Transit Operations, Paul Burns, reported the following:

Fixed Route ridership has slowed its decline but continues to trail the previous year. There has been a cumulative 3.5% decline in ridership year-to-date.

Paratransit ridership continues to see approximately a 10% decline in passengers transported compared to the same time period in FY18, however ridership appears to be stabilizing with a slight

overall increase in paratransit ridership the first quarter of FY20 compared to the same time period in FY19. September alone shows a 2.4% increase in paratransit ridership over September of 2018.

The first meeting of the Paratransit Riders Council (PRC) was held on October 23, 2019. Members of the council represent a wide range of riders throughout the region. The council's primary focus as noted in the mission statement will be *"To provide 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 rideability in the community."* The Council's membership includes 15 representatives from the paratransit rider community who live throughout our service area and who also use the service for a variety of purposes. We are hopeful that this committee can help us to provide an even stronger rider focus and ensure that the service we provide continues to meet the diverse needs of the rider community.

In an effort to more effectively reach out to paratransit riders with visual impairments regarding meeting notices and service bulletins we are developing an email notification system in the hopes of providing more timely notification to this subset of riders. While our notification system works well for most riders, the system often provides limited notice to visually impaired riders. We believe that providing email notification to these riders will allow them greater notice of meetings and issues as they arise and allow them to access our system more effectively.

6. ADMINISTRATOR'S REPORT

Administrator Sheehan reported the following:

MassDOT Section 82 Discretionary Funding Proposal: PVPC assisted PVTA with the preparation of grant proposals for a Mobile Pass & Integrated Itinerary Planning Technology Program for Western Massachusetts as well as for Urban Service Enhancements: for the continuation of the Routes G1 and P20E service. The Mobile Pass & Integrated Itinerary Planning technology program offers the seamless vision of a single payment and travel planning application that offers customers, operators and communities with a service-proven platform that any public benefit mobility partner can use.

Valley Pass Partnership: PVPC assisted PVTA with the preparation of a proposal for the Workforce Development Grant. In this proposal PVTA will work with partners such as the: Springfield Business Improvement District, MassHire Springfield Career Center, Way Finders, and other community partners, to provide employees of participating employers with knowledge of the public transit system and a system of ease to purchasing and using bus tickets. The partnership will provide a subsidy to monthly and weekly pass holders through a visual verification ticketing application. Participating employees will be able to purchase long-term passes through the visual validation ticketing system and track their single occupancy vehicle miles saved from the ease of their cell phones or computers. This eliminates the weekly or monthly trip to a PVTA ticketing window or vendor. In addition, the ease of accepting electronic bank and credit cards allows potential cashless customers to make payment quickly and effectively while waiting for their transit ride.

Annual audit submissions were provided as required to MassDOT by the deadline.

Annual Assessments are being finalized and will be distributed to the communities as soon as possible.

Staff has worked in the preparation of the NTD reports. There is still validation to be reconcile in the various reports that make up the NTD annual submission.

The work on the Five-Year Capital Plan began. Meetings with Project Managers took place and worksheets distributed for inclusion in final plan. The plan is due to MassDOT on November 15th. 2020 to 2022 Program Preview Documents are due to MassDOT. Staff has been working on the completion of these documents.

PVTA has hired a new Chief Financial Officer, Lisa Seymour. She will start on December 2nd.

7. NEW BUSINESS

Chairman Mayor Narkewicz reported that there is no new business to discuss.

8. OLD BUSINESS

Chairman Mayor Narkewicz reported that there is no old business to discuss.

9. ADJOURNMENT

The meeting of the Advisory Board adjourned (Huntley/Burke) at 12:22 P.M.

A TRUE RECORD

ATTEST:


BRANDY PELLETIER

Documents filed with Board Meeting packet:

- Regular Advisory Board Minutes of 9-25-19

Minutes Approved: January 22, 2020