



FY25 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

During Fiscal Year 2025, PVRTA celebrated its Golden Anniversary. To celebrate, PVRTA offered free bus and paratransit services from June 1st through August 31st, 2024. Over the past five decades, PVRTA has been committed to providing the highest quality of convenient and accessible public transportation service that meets the changing needs of our riders in the most efficient and cost-effective manner.

This year, PVRTA enhanced its services by reconfiguring routes, improving frequency (including doubling service on some lines), adding early morning and late evening service, and expanding weekend service. The Dial-A-Ride Senior Program also extended its hours until 7 PM on weekdays and Saturdays. These improvements were made possible by additional funding from Massachusetts' Education and Transportation Fund, which was established by the Fair Share Amendment.

In addition, PVRTA provided fare free service as all Regional Transit Authorities (RTAs) received state funding for its "Try Transit" program, which began on November 1, 2024, and continued through June 30, 2025. This state-funded initiative provided \$25M for free fares across the state's regional transit authorities. The service enhancements implemented, and the fare free service resulted in a ridership increase of 1,666,856 riders or 21% over 2024.

Over the past 50 years, PVRTA has grown, expanded service, and implemented technological improvements that have benefited the region's residents. This past year would not have been a success without the steadfast loyalty of our passengers and the tireless efforts of our dedicated team of professional operators and staff. We also thank our Board Members, stakeholders, and elected officials for their continued support of public transportation in our region.

Sandra E. Sheehan

Sandra E. Sheehan
Administrator, Pioneer Valley Transit Authority

MAJOR CAPITAL FACILITIES

Phase I Electrification/Bus Charging Project Cottage Street Bus O&M Facility

PVTA was awarded \$55.7 Million in FTA No/Lo Emissions and MassDOT grant funding for a two-phase electrification and expansion of the Cottage St. Bus O&M facility including 4 new battery electric buses (BEBs).

The Phase I Electrification project, which began in March 2024 and was completed in January 2025, included replacement of the existing facility's 6 antiquated 60kW Proterra bus chargers located inside the facility with new, state-of-the-art 180kW Heliox bus charging stations. The new chargers allow PVTA to increase BEB charging from 6 to 18 vehicles. Phase I improvements also included an updated fire suppression system and steel reinforcement for future overhead pantograph BEB charging within the existing bus storage garage.



Phase 1 New Charging Station Installation at Cottage Street, Springfield

Three months after completing the Phase I project, PVRTA started construction of the Phase II Facility Electrification and Expansion Project that includes a 50,000 square-foot lateral expansion of the bus storage facility to include a new paint & body shop, additional inside bus storage, and installation of 20 new overhead pantograph bus charging stations to increase the facility's total BEB charging capacity to 38. The Phase II BEB charging project requires installation of a second Eversource primary electric service to the Cottage Street facility. The \$32.5M construction project is underway and scheduled to be completed in November 2026.

Holyoke Multimodal Transportation Center (HMTc) Site Improvements

PVRTA hired VHB of Springfield in 2024 to complete a full conditions assessment of the facility's bus bay canopy area, employee/customer parking area, and walkways surrounding the facility to address maintenance deficiencies. The conditions assessment report included a series of recommended improvements and cost estimates for programming projects into future transportation improvement programs. In October 2024, VHB completed design plans for the recommended FY25 site improvements that includes upgrades to the bus bay canopy's electrical system and overhead electronic bus sign package, removal of the antiquated overhead electric bus charger, concrete repairs to the bus bays, sidewalks, ADA accessible ramps and walkways, curbing upgrades, rebuilding a masonry retaining wall at the back-alley side of the site, cleaning out the underground infiltration system, and replacing site furnishings. The total combined construction cost of the improvements is \$336,000.



GRANTS

4

FY25 Budget Act, Section 1596-2406 Grant Program

PVTA continued its Try Transit program throughout FY25 offering fare free trips on both fixed route bus and paratransit van services.

Community Transit Grant Program (CTGP)

PVTA received CTGP grant funds to continue funding its Travel Training Program which provides training sessions to seniors and individuals with disabilities on how to safely and independently use the public bus system.

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

Regional Transportation Connectivity Grant (RTC)

PVTA received funding for:

Parker St. Connector: This route provides services from East Longmeadow through Springfield along Parker St. to Ludlow. Service began in March, operating 7-days a week from 7:00 AM to 7:00 PM.

Amherst to Greenfield Route: Service between Amherst and Greenfield with stops in Leverett and Sunderland. Service began in October and operates Monday through Friday, 8:30 AM to 3:00 PM, with three daily round trips between Amherst and Greenfield.

Northampton Southwick Route: In partnership with Franklin Regional Transit Authority (FRTA), this new route will provide service from Northampton to Southwick with improved microtransit connections with FRTA.

PVTA was also awarded funding for an additional year of service for a joint application with FRTA and Berkshire Regional Transit Authority (BRTA) for two fixed routes providing connections between the RTA's:

1. Pittsfield-Northampton
2. North Adams – Greenfield

MASSCEC ACT4 ALL2 Grant

PVTA was awarded a grant to support a feasibility study of fleet electrification for the paratransit fleet and to identify improvements needed. The grant includes funding for;

1. Initial study of site-specific fleet electrification needs.
2. Facility upgrades that could include infrastructure to support fleet electrification and needed facility improvements.
3. Purchase of electric vehicles to begin the transition to a decarbonized paratransit fleet.

SERVICE ENHANCEMENTS

PVTA implemented route enhancements that improve transit service across the system by adjusting area coverage, frequency of service, hours of service and by adding weekend service. The implementation of Sunday service marks a significant step forward in enhancing public transportation options for our riders. It reflects a commitment to meeting the needs of residents and fostering a more connected and accessible community. Service enhancements implemented:

Area Coverage

Extended the B7 State St.-Boston Rd. to service Colonial Estates in Springfield.

Implemented the X94 Outer Crosstown, service that connects East Longmeadow and Ludlow through Parker St. in Springfield.

Implemented the Amherst-Greenfield Shuttle with stops in Leverett and Sunderland.

Hours of Service

Added early morning service to the G3 Springfield Plaza.

Weekend Service

Added Saturday and Sunday service to the Nashawanuck Express, Palmer Shuttle and Ware Shuttle.

Added Sunday service to B17 Wilbraham via Worthington/Wilbraham Rd., G19 Holyoke-Chicopee-South Hadley and R22 Holyoke-Chicopee.

RIDERSHIP

PVTA ridership continues its upward trend during FY25, bolstered by fare-free service. PVTA's fixed route ridership was 9,472,133 passengers, increasing by 1,641,804 (21%) from FY24.

Paratransit ridership during FY25 was 211,794 passengers, increasing by 25,052 (13%) from FY24.

EVENTS

Food Drive

PVTA held a food drive collecting non-perishable food donations on-board all buses and vans. This year brought in 2,037 lbs of non-perishable food donations.

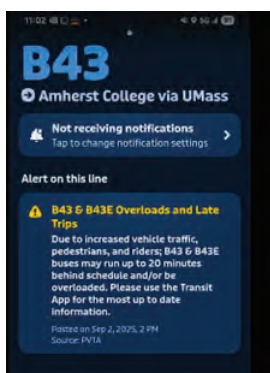


TECHNOLOGY

7

Continuing Investment in Customer-Facing Technology

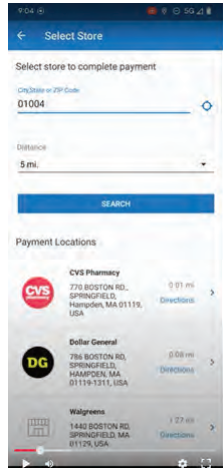
PVTA advanced its customer-facing technology by deploying Swiftly's Rider Alerts and Service Changes platform. This upgrade enables PVTA to deliver real-time notifications about service disruptions, detours, and schedule adjustments across multiple platforms. Rider alerts and service changes are now included in PVTA's GTFS-Realtime feed, ensuring that trip planning tools have access to the most accurate service information. PVTA also continues its strong partnership with the Transit App, and with Swiftly's integration, riders benefit from a seamless trip planning experience that incorporates the latest available real-time information. By streamlining how service updates are created and distributed, PVTA is improving transparency, reducing uncertainty, and helping riders make confident travel decisions.



InComm Retail Network

PVTA expanded fare payment accessibility by partnering with InComm Payments to provide riders with a convenient retail cash-loading option for their Bus-Plus accounts. Through this partnership, riders can visit participating retail locations to add cash directly into their digital fare accounts, giving them the flexibility to manage fare balances without needing a credit card, bank account, or online access.

By offering this additional payment pathway, PVRTA is removing barriers for unbanked and under banked riders, supporting financial inclusion, and making it easier for all passengers to access transit services. This initiative reflects PVRTA's commitment to delivering equitable, modern, and rider-friendly payment solutions.



Access Control at Paratransit Operations and Maintenance

PVRTA strengthened the safety and security of its operations by expanding its enterprise access control system to the paratransit operations and maintenance facility. The upgraded system provides centralized credential management, role-based access permissions, and real-time monitoring of entry activity, ensuring only authorized personnel can access secure areas. Integration with PVRTA's enterprise platform enables audit logging, automated alerts, and remote administration, giving staff greater visibility and control over facility security. By incorporating the paratransit facility into PVRTA's enterprise system, the Authority has enhanced protection for employees, vehicles, and infrastructure while modernizing its security framework for long-term resilience.

PIONEER VALLEY TRANSIT AUTHORITY
STATEMENT OF NET POSITION
June 30, 2025

9

	2025	2024
Assets and deferred outflows of resources		
Current assets		
Cash and equivalents	\$ 1,644,435	\$ 1,015,293
Short-term investments	7,966,880	3,825,279
Receivables, net	28,735,652	32,801,983
Prepaid expenses	<u>111,864</u>	<u>181,807</u>
Total current assets	38,458,831	37,824,362
Investment in Holyoke Intermodal Facility, LLC	3,901,544	3,911,696
Property and equipment, net	116,095,869	108,841,245
Lease related asset, net	<u>4,742,124</u>	<u>5,021,073</u>
Total assets	<u>163,198,368</u>	<u>155,598,376</u>
Deferred outflows of resources		
Deferred outflows related to pensions	3,098,978	3,522,017
Deferred outflows related to other post employment benefits	<u>690,668</u>	<u>2,190,566</u>
Total deferred outflows of resources	<u>3,789,646</u>	<u>5,712,583</u>
Total assets and deferred outflows or resources	<u>166,988,014.00</u>	<u>161,310,959</u>
Liabilities and deferred inflows of resources		
Current liabilities		
Accounts payable	15,731,842	18,427,599
Compensated Absences	126,895	163,264
Insurance claims reserve	2,500,000	2,500,000
Unearned revenue	110,045	64,045
Accrued interest	825,696	732,160
Note payable	<u>18,400,000</u>	<u>15,500,000</u>
Total current liabilities	37,694,478	37,279,514
Lease related obligation	5,049,175	5,256,497
Net pension liabilities	3,212,517	4,130,798
Accrued other post employment benefits	<u>30,990,633</u>	<u>34,703,221</u>
Total liabilities	<u>76,946,803</u>	<u>81,370,030</u>
Deferred inflows of resources		
Deferred inflows related to pensions	1,372,967	1,558,705
Deferred inflows related to other post employment benefits	<u>8,915,099</u>	<u>9,569,895</u>
Total deferred inflows of resources	<u>10,288,066</u>	<u>11,128,600</u>
Total liabilities and deferred inflows of resources	<u>87,234,869.00</u>	<u>92,498,630</u>
Net position		
Invested in capital assets, net of related debt	119,997,413	112,752,941
Restricted reserve	2,024,742	1,975,358
Unrestricted	<u>(42,269,010)</u>	<u>(45,915,970)</u>
Total net position	<u>79,753,145</u>	<u>68,812,329</u>

STATEMENT OF REVENUES, EXPENSES AND CHANGES IN NET POSITION

June 30, 2025

	Final Budget	Actual Revenue & Expenses	Variance Favorable (Unfavorable)
Operating revenues			
Fixed route income	\$ 2,005,851	\$ 2,075,678	\$ 69,827
Paratransit income	73,904	82,162	\$ 8,258
Shuttle service income	6,823	2,177	\$ (4,646)
Total operating revenues	<u>2,086,578</u>	<u>2,160,017</u>	<u>73,439</u>
Operating expenses			
Fixed route service	46,673,837	46,671,191	\$ 2,646
Paratransit service	10,957,662	10,421,092	\$ 536,570
Shuttle service	739,400	879,320	\$ (139,920)
Other operating costs		3,442,408	\$ (3,442,408)
Administrative salaries, taxes and fringe benefits	3,192,877	3,155,136	\$ 37,741
Other administrative expenses	2,050,258	824,372	\$ 1,225,886
Change in post employment benefit liabilities		(3,548,466)	\$ 3,548,466
Reimbursable depreciation	-		\$ -
Non-reimbursable depreciation	-	17,707,223	-
Total operating expenses	<u>63,614,034</u>	<u>79,552,276</u>	<u>1,768,981</u>
Operating income (loss)	<u>(61,527,456)</u>	<u>(77,392,259)</u>	<u>(1,695,542)</u>
Non-operating revenues (expenses)			
Government operating assistance			
Federal	1,660,191	1,660,187	\$ (4)
Massachusetts SCA	39,440,070	39,440,070	\$ -
Massachusetts Fare Free	7,394,470	7,279,050	\$ (115,420)
Member communities	10,376,805	10,376,805	\$ -
Other federal and state assistance	1,681,013	3,345,160	\$ 1,664,147
Other assistance	554,030	517,996	\$ (36,034)
Advertising income	250,000	339,600	\$ 89,600
Other income	456,577	499,515	\$ 42,938
Interest income	540,000	644,601	\$ 104,601
Interest expense	(825,700)	(731,756)	\$ 93,944
Total non-operating revenues (expenses)	<u>61,527,456</u>	<u>63,371,228</u>	<u>1,843,772</u>
Income (loss) before capital contributions and other items	-	(14,021,031)	\$ 148,230
Contributed capital		24,961,847	
Other non-reimbursable items		-	
Change in net position		10,940,816	
Net position, beginning		<u>68,812,329</u>	
Net position, ending		<u>\$ 79,753,145</u>	

OPERATIONAL FACTS AND FIGURES 2025

11

Operational Facts And Figures		2025		2024	
Fixed Route					
Financials					
	Operating Expenses	\$	47,728,374	\$	45,711,440
	Revenue	\$	2,077,855	\$	4,741,082
	Net Fixed Route Cost	\$	45,650,519	\$	40,970,358
Characteristics					
	Passenger Trips		9,472,133		7,830,329
	Vehicle Miles		5,754,630		5,124,466
	Vehicle Hours		359,311		335,752
	Revenue Miles		5,261,082		4,702,371
	Revenue Hours		332,813		311,849
Performance Measures					
	Operating Expenses Per Passenger Trip		\$5.04		\$5.84
	Operating Expenses Per Vehicle Mile		\$8.29		\$8.92
	Operating Expenses Per Vehicle Hour		\$132.83		\$136.15
	Operating Expenses Per Revenue Mile		\$9.07		\$9.72
	Operating Expenses Per Revenue Hour		\$143.41		\$146.58
	Passenger Trips Per Mile		1.65		1.53
	Passenger Trips Per Hour		26.36		23.32
	Passenger Trips Per Revenue Mile		1.80		1.67
	Passenger Trips Per Revenue Hour		28.46		25.11
Paratransit					
Financials					
	Operating Expense	\$	10,421,092	\$	9,649,730
	Revenue	\$	82,162	\$	417,628
	Net Paratransit Cost	\$	10,338,930	\$	9,232,102
Characteristics					
	Passenger Trips		211,794		186,742
	Vehicle Miles		2,495,834		2,226,313
	Vehicle Hours		162,792		143,970
	Revenue Miles		2,201,926		1,871,621
	Revenue Hours		140,177		118,518
Performance Measures					
	Operating Expenses Per Passenger Trip		\$49.20		\$51.67
	Operating Expenses Per Vehicle Mile		\$4.18		\$4.33
	Operating Expenses Per Vehicle Hour		\$64.01		\$67.03
	Operating Expenses Per Revenue Mile		\$4.73		\$5.16
	Operating Expenses Per Revenue Hour		\$74.34		\$81.42
	Passenger Trips Per Mile		0.08		0.08
	Passenger Trips Per Hour		1.30		1.30
	Passenger Trips Per Revenue Mile		0.10		0.10
	Passenger Trips Per Revenue Hour		1.51		1.58

PIONEER VALLEY TRANSIT AUTHORITY

STATEMENT OF NET COST OF SERVICE

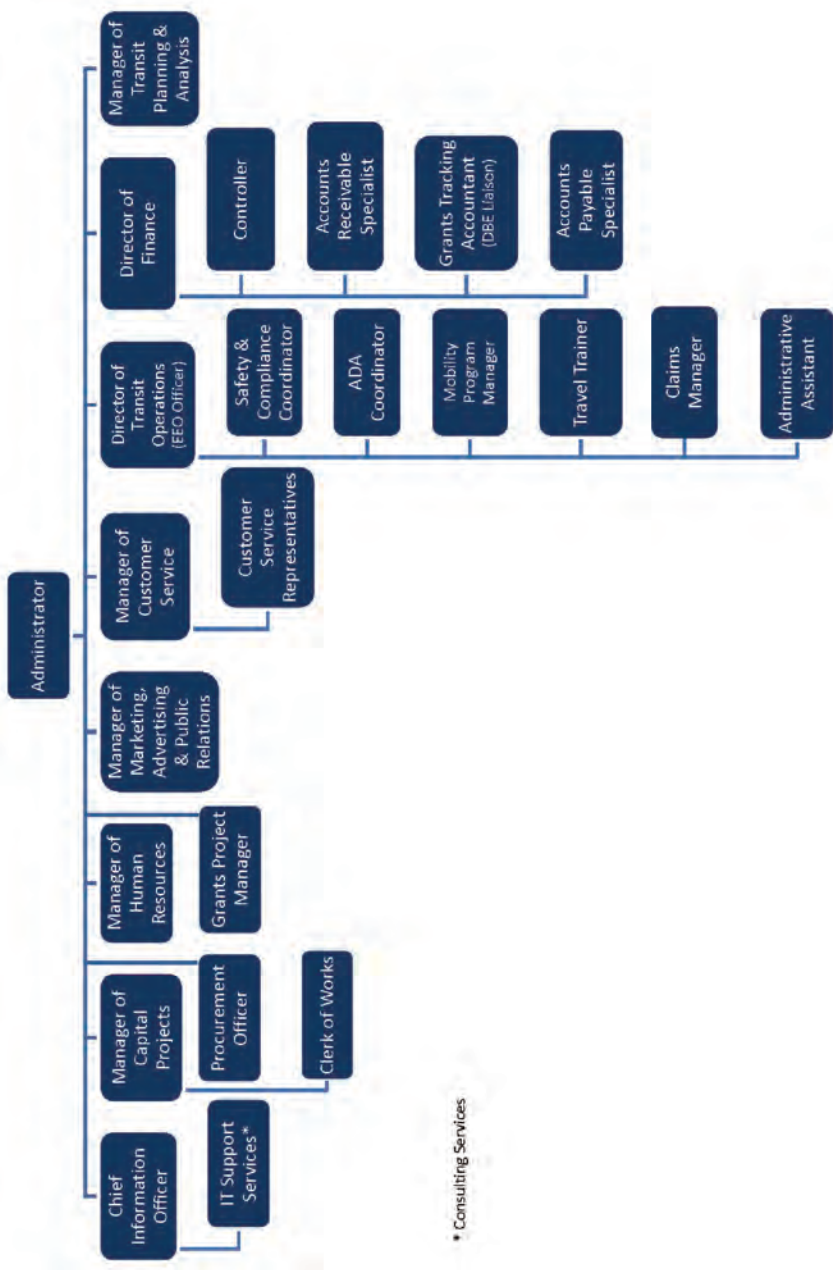
SUPPLEMENTARY INFORMATION

FOR THE YEAR ENDED JUNE 30, 2025

	Total Service Area 2025	Total Service Area 2024
Operating costs		
Administrative costs	3,889,987	4,501,235
Purchased services		
Fixed route	46,849,054	45,131,506
Paratransit	10,421,092	9,649,730
Shuttle	879,320	756,522
Other operating costs	3,442,408	2,974,466
Debt service	731,756	608,005
Total operating costs	66,213,617	63,621,464
Operating assistance and revenues		
Federal operating and administrative assistance	1,660,187	5,412,773
Other operating assistance	3,863,156	3,600,257
Revenues		
Local revenues		
Fixed route	2,075,678	4,734,079
Paratransit	82,162	417,628
Shuttle	2,177	7,003
Advertising	339,600	310,234
Other income	499,515	399,976
Interest	644,601	517,809
Total operating assistance and revenues	9,167,076	15,399,759
Net operating deficit	57,046,541	48,221,705
Increase in reserve for extraordinary expense	49,384	48,179
Net cost of service	57,095,925	48,269,884
Local assessments	10,376,805	10,123,712
Massachusetts contract assistance	39,440,070	36,099,082
Massachusetts fare free program	7,279,050	2,047,090
Total	57,095,925	48,269,884

Net Cost of Service 2025	Fixed Route	Paratransit
Expenditures	47,728,374.00	10,421,092.00
Revenue	2,077,855.00	82,162.00
Net Cost	45,650,519.00	10,338,930.00

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.*



Pioneer Valley Transit Authority
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