



Title VI Analysis of the R10 Westfield/WSU/West Springfield Service Improvements Winter-Spring 2026



Improving
frequency from
45-minutes to
30-minutes.

PVTA

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Office of Civil Rights
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1. Authorities and Summary

The Pioneer Valley Transit Authority (PVRTA) was established through Chapter 161B of the Massachusetts General Laws. This law establishes the initial service area and structure. In addition, “The affairs of an authority shall be managed by an administrator who shall be appointed by and serve at the pleasure of the advisory board of the authority...The administrator shall be the chief executive officer of the authority...” The administrator is given broad authority to exercise the powers given to the transit authority and is given the authorities at the will of the advisory board including managing facilities and equipment, the hiring of officers, agents, and employees, and including activities common to transit planning.

As a recipient of Section 5307 and 5310 funds from the Federal Transit Administration, PVRTA is required to perform a Title VI Analysis as part of FTA rules developed in response to Title VI of the 1964 Civil Rights Act and outlined in FTA Circular 4702.1B. Major service changes must be assessed for their potential discriminatory impact with regard to race, color, income, or national origin. Title VI analyses are required regardless of whether or not the changes proposed would be beneficial or detrimental to riders.

PVRTA enters into agreements with third-party management companies to manage transit bus operators including DGR Management (managing both Valley Area and Springfield Area Transit Companies starting in October 2021), University of Massachusetts Transit Services, Hulmes Transportation Inc. LTD, Quabog Valley CDC, and MV Transit (managing paratransit services). On November 19th, 2025, the Advisory Board gave PVRTA approval to conduct Title VI Analysis and hold public hearings for the R10 for potential changes in FY26.

1.1 Summary

This document is the Title VI analysis of PVRTA’s R10 (Westfield/WSU/West Springfield) Service Improvement. The service improvement being assessed adds daily trips to the bus route resulting in increased frequency from 45 minutes to 30 minutes. PVRTA is piloting increased frequency on this route beginning December 21, 2025, on weekdays from 9am to 5pm. If the pilot is successful and the service change is approved by the Advisory Board, all day frequency improvements could begin in the spring of 2026. No route changes apart from frequency are planned. The proposed increased frequency on the R10 is further described in this document.

Route changes, including the proposed service improvement to the R10, must be assessed and are only considered a major service change if they reach the major service change threshold as described in PVRTA’s Title VI Update [Appendix K](#). If the change meets the major service change threshold PVRTA is required to perform a Title VI Disparate Impact/Disproportionate Burden Analysis (Title VI DI/DB). Major service changes may have a disparate impact or disproportionate burden on minorities¹ and/or low-income riders, depending on the nature of the service changes that are implemented. A demographic analysis of PVRTA customers who may be affected is presented so that PVRTA can determine whether or not there are adverse or disparate impacts on minority populations or disproportionate burdens on low-income populations in the service area. The analysis also outlines the types of measures that are likely to be effective and appropriate in mitigating adverse impacts on those transit customers when needed. These effective measures will be discussed only when an impact or burden is determined.

¹ This report uses the term “minorities” only when necessary to conform to federal regulations and definitions. PVRTA realizes this word can be divisive and. In fact, the majority of PVRTA customers – more than 62% - are people of color.

1.2 Background

The R10 is categorized as a non-minority route and serves the communities of Springfield, West Springfield, and Westfield along the Route 20 corridor. The R10 previously operated with 45-minute headways, making 25 daily trips between Springfield Union Station and Scanlon Hall at Westfield State University. The current pilot, which began December 25, 2025, increased frequency to 30-minutes headways with 29 daily trips weekdays. The proposed improvement with 30-minute headways all day will make 36 daily trips on weekdays, improving frequency with no changes to the geographic route.

As a result of additional state funding, PVTa has established a legitimate objective² to continue increasing frequency and add weekend or Sunday service on applicable bus routes throughout the network. In 2025, PVTa improved service on more than a dozen routes.

Table 1: PVTa Service Improvements 2025

PVTa Service Improvements in 2025	
Routes	Improvement
G19, PS, R22, R24, R29, WS, X90	Redesigned/Reconfigured Routing
31,B7,B17,G1, X94	Expanded Service Area
G5, R14, R41, R42, X92	Added Sunday Service
R24, NE	Added Weekend Service
PS, WS	Added Additional Trips
G3, R10	Added Early Morning Service
G73E, R10	Added Late Evening Service
30, 31	Added Tripper Service
R10, X92	Increased frequency from 60 to 45 minutes
P21E	Increased frequency from 60 to 30 minutes
R10, X92	Increased frequency from 45 to 30 minutes
G2	Increased frequency from 30 to 20 minutes
B7	Increased frequency from 20 to 15 minutes
R29	Increased frequency from 120 to 30 minutes with significant weekend improvements.

² "Legitimate objective" as defined by FTA Circular 4702.1B Chap. I-2 and Chap. IV-16.

2. Description of Changes

The proposed service improvement, if approved, will increase frequency on the R10 from 45-minutes to 30-minutes all day weekdays. PVRTA began piloting this change on December 21, 2025. The goal of the improvement is to provide better service along the Route 20 corridor and better service to West Springfield, Westfield Center, and Westfield State University. The improvement is consistent with systemwide service improvements in 2025 on applicable bus routes including the R10. No route changes apart from frequency are planned.

Table 2: Proposed Service Improvement

Route	Proposed Change	Comments
R10: WESTFIELD, WSU-WEST SPRINGFIELD	Improved frequency from 45-minutes to 30-minutes	- No route changes apart from service frequency are planned - Improves service systemwide improves frequency to 30 minutes.

3. Scope and Process

This document presents a Title VI analysis of the proposed service improvement to the R10 and is consistent with systemwide service improvements implemented by PVRTA in 2025. PVRTA's Title VI Update [Appendix K](#) requires that all proposed major service changes undergo a Title VI Analysis to evaluate potential disparate impacts (DI) on people of color and disproportionate burdens (DB) on low-income persons.

3.1 Scope

This document presents the results of an analysis that the PVRTA Advisory Board approved to be conducted as well as hold public hearings for potential changes to bus route R10. These service improvements are considered "major service changes," by meeting the threshold of changing the number of revenue hours by 20%, according to the definition requirements of PVRTA's policies for major service changes, disparate impacts (DI), and disproportionate burdens (DB). An analysis that exceeds the 20% threshold from the system average is considered a DI or DB. PVRTA must report whether the change exceeds the 20% DI and DB policy thresholds. All public comments and responses from PVRTA received during the 30-day comment period are summarized in this report. All modifications to the changes based on public comments and the DI/DB analysis are also included in this report. In cases where the analysis exceeds the 20% threshold, PVRTA must show that the proposal is the least discriminatory alternative available that meets the same legitimate business goals.

3.2 Process

PVRTA utilized REMIX for this Title VI Disparate Impact/Disproportionate Burden Analysis. PVRTA chose this methodology (using 5-Year ACS data from the Census Bureau) because it can consider changes to both frequency and turn-by-turn routing. Survey data is also described within this document but can only provide a snapshot of existing riders on a given route.

The REMIX program allows the user to automatically generate a Title VI report (based on Census data) by comparing existing service to a set of proposed changes. A complete REMIX methodology with PVRTA's inputs is described within [Appendix B](#). The following data sources are used by REMIX within the analysis.

3.3 Data Sources

The data sources for this analysis were derived from a variety of sources including the US Census and Customer Survey data based on available information for each service change.

- US Census data was used to analyze changes to the R10
- Demographic data comes from the US Census Bureau, 2019-2023 (ACS) 5-Year Estimates.
- Population is coded by table B03002, field B03002001.
- Low-income status is set at 100% of the US federal poverty level. This is coded by the appropriate fields in table C17002.
- Minority status is coded by table B03002, by subtracting the white, non-Hispanic population (B03002003) from the total population (B03002001).
- Service area is a set of block groups determined by a shapefile provided by PVTa.
- Map and routing data are provided OpenStreetMap, Mapbox, and Valhalla.

Figure 1: Map of Minority Communities

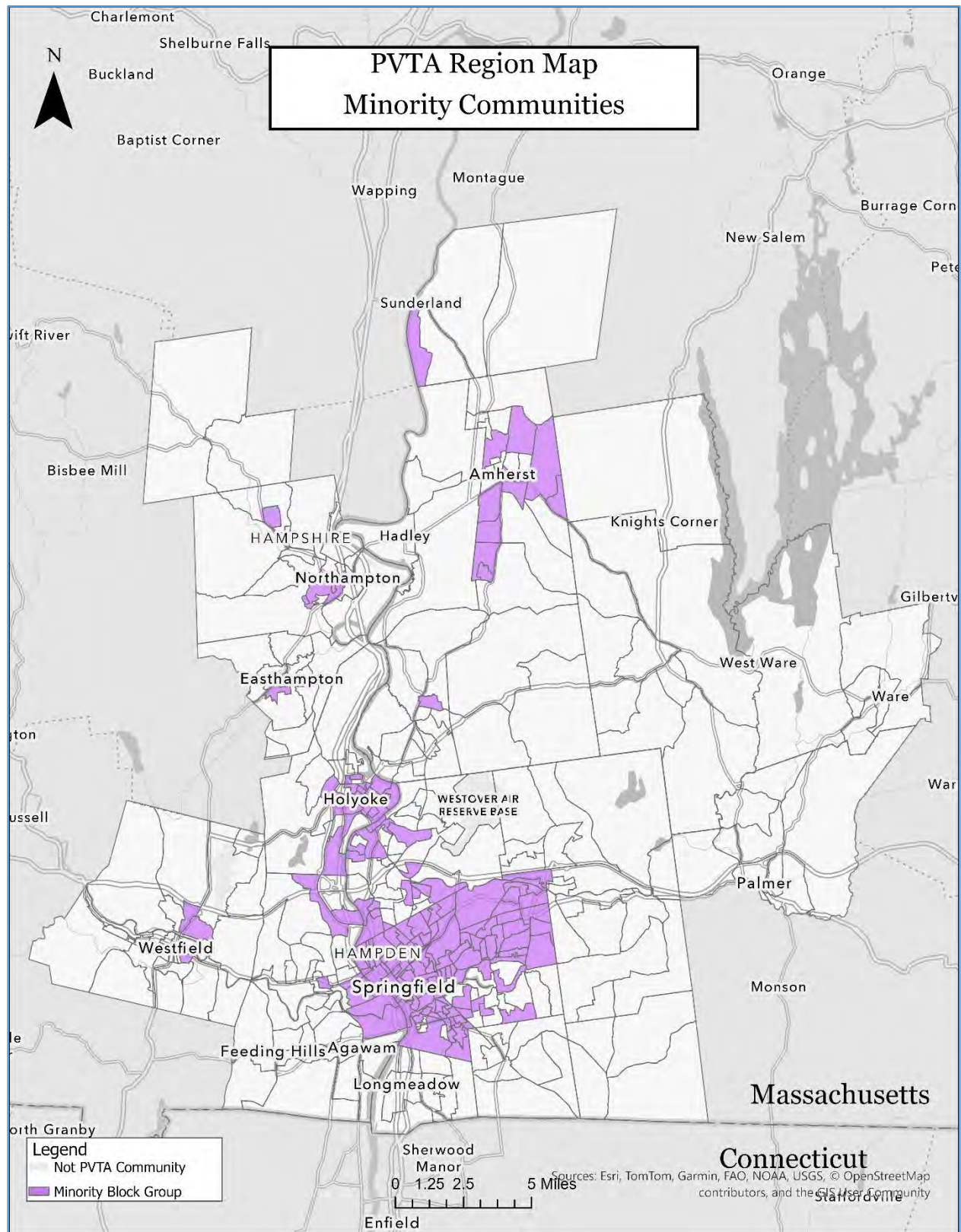


Figure 2: Map of Low-Income Communities

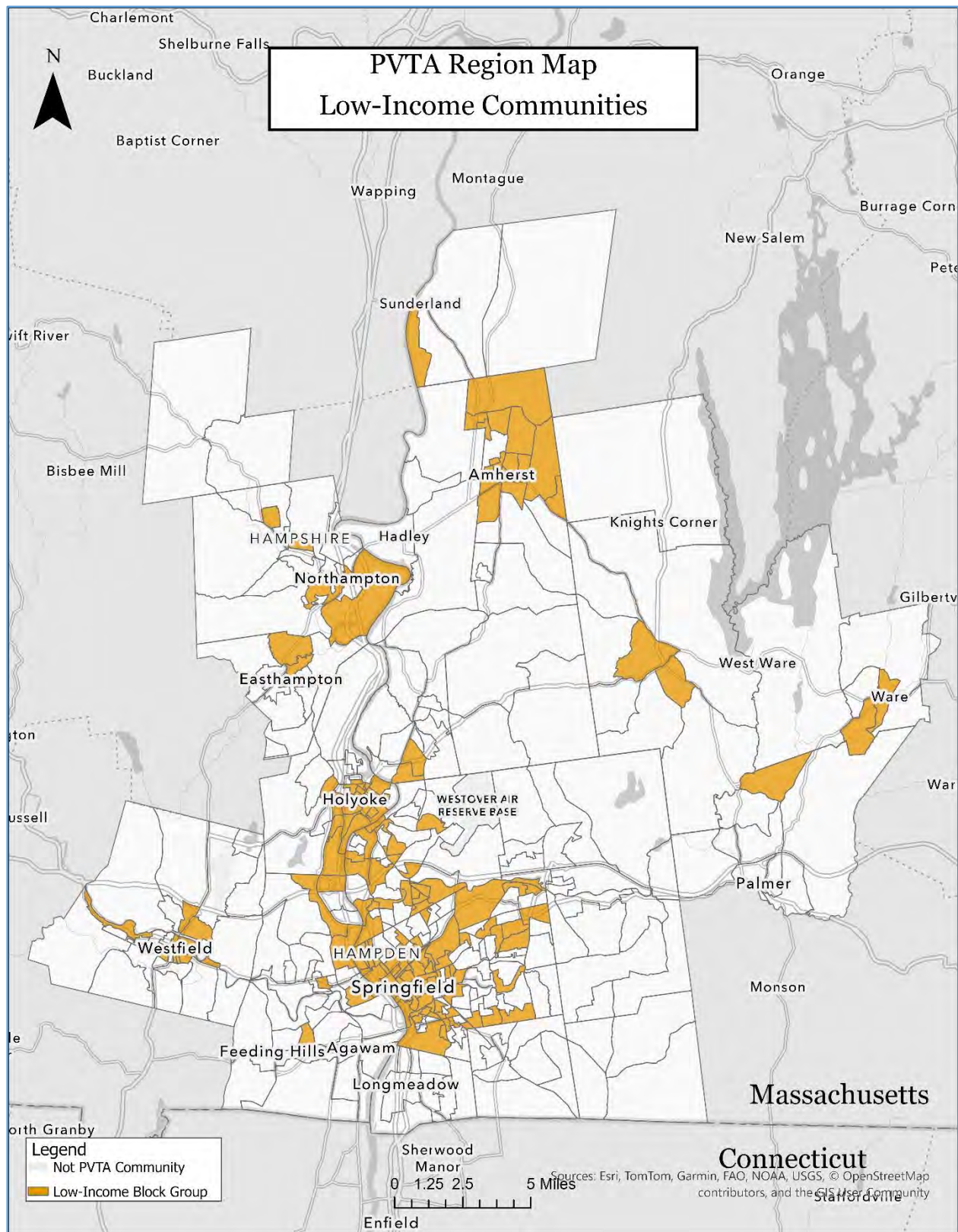


Figure 3: Route Map of Minority Communities

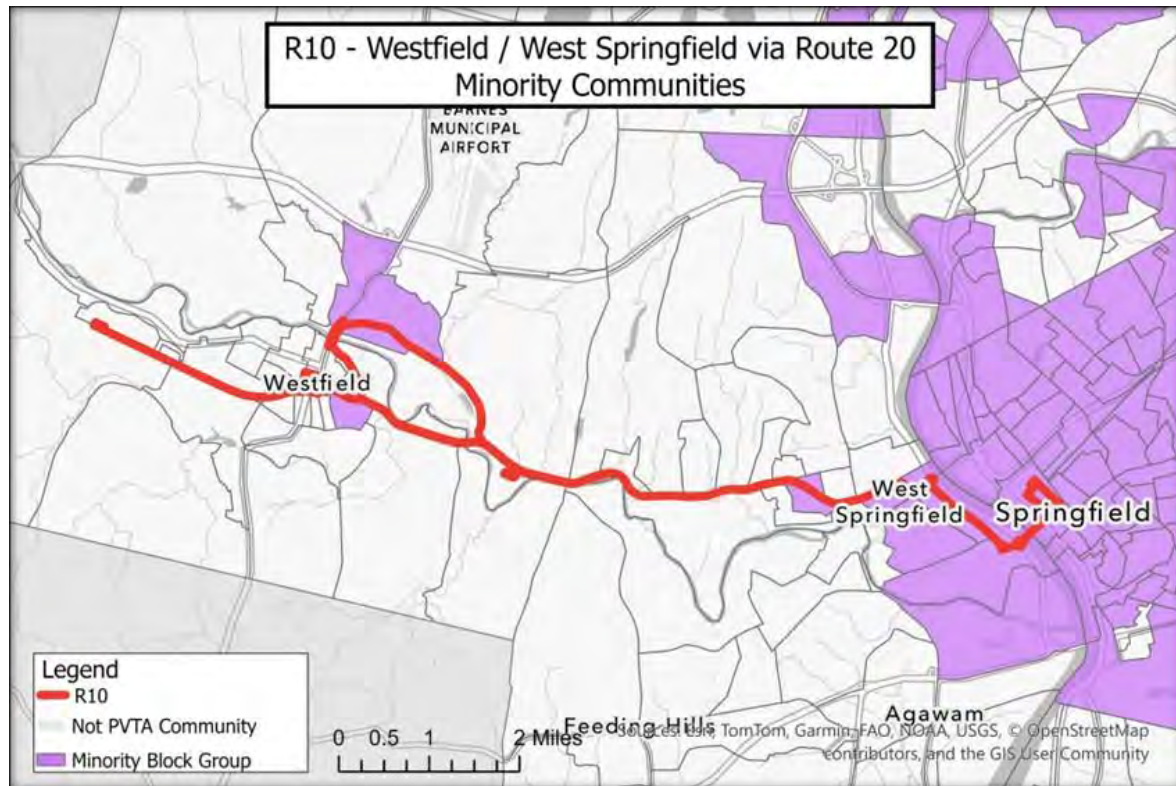
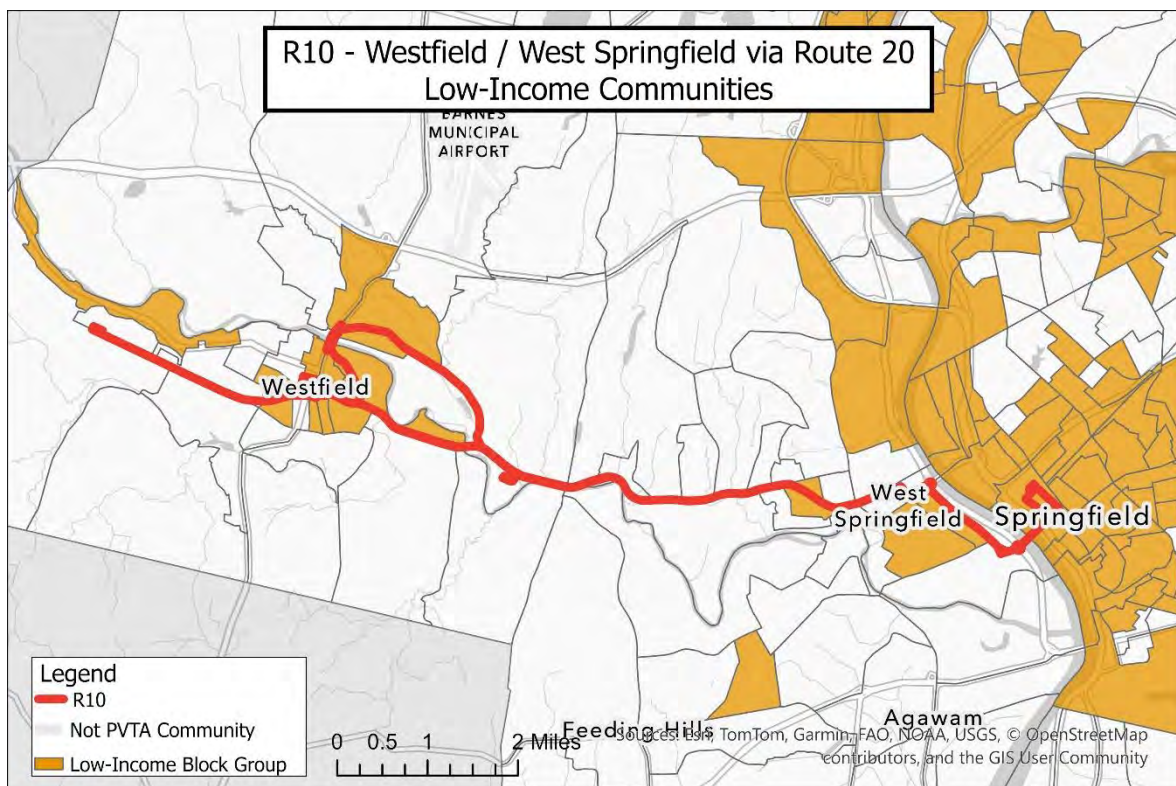


Figure 4: Route Map of Low-Income Communities



4. Title VI Analysis by Route

This section presents the following information on the proposed service improvement that the PVRTA Advisory Board approved for analysis on November 19, 2025. This change meets the major service changes threshold as determined by the PVRTA Title VI Update 2024 [Appendix K](#). The Advisory Board also approved public hearings on December 11, 2025, and January 7, 2026. All public comments received by the PVRTA are summarized in this report. Approval of the Title VI Analysis will be considered at a future Advisory Board meeting.

4.1 Summary of Title VI Analysis by Route

Following are key points of the Title VI analysis for each route.

- One of PVRTA's 47 bus routes is affected.
- The improvements will not have a disparate impact/disproportionate burden on riders
- No mitigation is necessary at this time.

Table 3: Title VI Definitions

Route Description	Describes the travel corridor and route where the proposed change would occur, including trip frequency and key characteristics of the service.
Proposed Change or Changes	Proposed changes to the route as part of the DI/DB Analysis.
Communities Affected	The municipality(ies) in which the proposed change(s) would occur.
Effective Date	The date the proposed service change would be implemented.
Major Service Change	Determination whether or not the proposed service change would meet or exceed the PVRTA policy threshold to be considered a "major service change." • More than 20% of revenue hours would be impacted by service changes to the R10.
Customers Affected	An estimated percentage of customers affected per route based on the scheduled trips eliminated (or increased). • APCs were used to determine the spread of ridership impacted from the trip pattern by estimating boards and alights at bus stops impacted by the service change (trips affected). This is compared against the total number of boards (trips) on the route. Each trip has a board and an alight. To best consider the impact of these changes, we consider trips that start or end at a removed bus stop to be affected trips. October 2024 monthly ridership was used to develop this estimate.
Disparate (Racial Discrimination) Impact Analysis	Explains whether or not there are likely to be differences in the adverse impacts that the proposed service change will have on customers of color in comparison to customers who are white. This is a federally required assessment known as a "disparate impact analysis." The threshold for this impact is established in the Disparate Impact Policy adopted by the PVRTA

	Advisory Board which states: “the Pioneer Valley Transit Authority has defined a disparate impact as a Major Service Change in which the adverse impacts of the change that people of color experience as compared to non-people of color is 20% or more. For the purposes of this document, the term ‘people of color’ is synonymous with the term ‘minority’ as used in Federal Circular 4702.1B (page 1-4).” (October 1, 2021) Therefore, if the difference in the proportion of customers of color who will be affected by the service change compared to white customers is more than +20%, then the change will be considered to have a disparate impact. For example, if riders surveyed on the affected route are surveyed to show that 75% of the riders are people of color and the system average of minority riders is 55%, then the difference (75% minus 55%) is +20%, which meets the +20% threshold to be considered a disparate impact. REMIX, which uses Census data, uses the same calculation, but rather than using passengers, people in the area are estimated based on nearest Census Block Groups using American Communities Survey data, determining people within ¼ of a mile of each bus stop.
Disproportionate (Low-income) Burden Analysis	This section explains whether or not the proposed change would have adverse impacts on customers who have low incomes in comparison to those who do not have low incomes. This is a federally required assessment known as “disproportionate impact analysis.” The threshold for this impact is established by the PVTa Advisory Board’s Disproportionate Impact Policy which states: In accordance with FTA Circular 4702.1B, and industry standards and best practices, the Pioneer Valley Transit Authority has defined a disproportionate burden to be a change in service where low-income customers would experience a negative impact 20% or larger compared to non-low-income customers. For the purposes of this policy, “low-income” is defined as a person reporting an income below the federal poverty level (commonly referred to as 100% of the FPL). (September 2024) . The difference between the demographic baseline and the fixed-route system average determines the delta impact on riders of color and low-income riders. This delta is assessed against the Disparate Impact and Disproportionate Burden thresholds. For example, if 60% of the riders surveyed on a route impacted are low-income (earning \$15,650/year or an individual or less), and the system average is 40% then this meets the policy’s +20% threshold and would therefore be considered a disproportionate burden. This meets the policy’s +20% threshold and would therefore be considered a disproportionate impact. In another example, if 35% of riders impacted by the change and the system average is 40% then the difference (35% minus 40%) is -5%, which is less than the 20% policy threshold, and so would not be considered a disproportionate burden.

	REMIX, which uses Census data, uses the same calculation, but rather than using passengers, people in the area are estimated based on the latest Census ACS data, determining people within ¼ of a mile of each bus stop.
ADA Van Service Impact?	Explains whether or not there would be an impact to ADA van service areas or hours because of the change to the hours or geographic coverage of the underlying fixed route on which the local ADA service is based.
Alternate Transit Service Available?	Description of alternate bus routes and transportation available to make trips in the corridor in which the service change occurs.
Least Discriminatory Alternative	This section provides information on whether or not there is another alternative that could achieve the business purpose of the approved service change that would be less discriminatory. This analysis is required by the PVTa Disparate and Disproportionate Impact and Disparate Burdens Policies (adopted November 20, 2024) which states: "...in the event that the proposed service change would have an adverse impact that affects customers of color or those with low-incomes (defined as the federal poverty level) more than the non-low income or non-minority populations with a disparity that exceeds the adopted 20% thresholds, PVTa must evaluate whether there is an alternative that has a more equitable impact... and demonstrate that a legitimate business purpose cannot otherwise be accomplished and that the proposed change is the least discriminatory alternative."
Mitigation and Modifications in Response to Public Comments	If the service change is expected to have either a disparate or disproportionate impact, mitigation must be proposed and implemented to lessen the effects on riders, as required by the PVTa Disparate and Disproportionate Impact Policies (adopted November 20, 2024) which state: "...PVTa must take measures to mitigate the impact of the proposed action on the affected minority population or low-income population..." This section describes the public comments received that pertain to the service change proposal. It also describes mitigation measures and modifications made by staff to the original December 2025 and January 2026 proposal to anticipated adverse impacts of the change on riders, as well as future and ongoing monitoring and evaluation and additional service changes to reduce adverse effects on riders.

Table 4: Analysis of Route R10

R10 Route Description

PVTA Route R10 is a fixed bus route with stops at Union Station, Westfield Walmart, Westfield Center, and Scanlon Hall at Westfield State University. PVTA's 2024 Title VI Update classifies the R10 as a non-minority route and is a Tier 4 route.

Headways and Schedule:

The R10 provides 45-minute headways and runs weekdays, from 5:00am to 11:22 pm, Saturdays 6:00 am to 9:37pm and Sundays, 9:00am to 7:32pm

Ridership: 20,923 passengers (FY 2025)

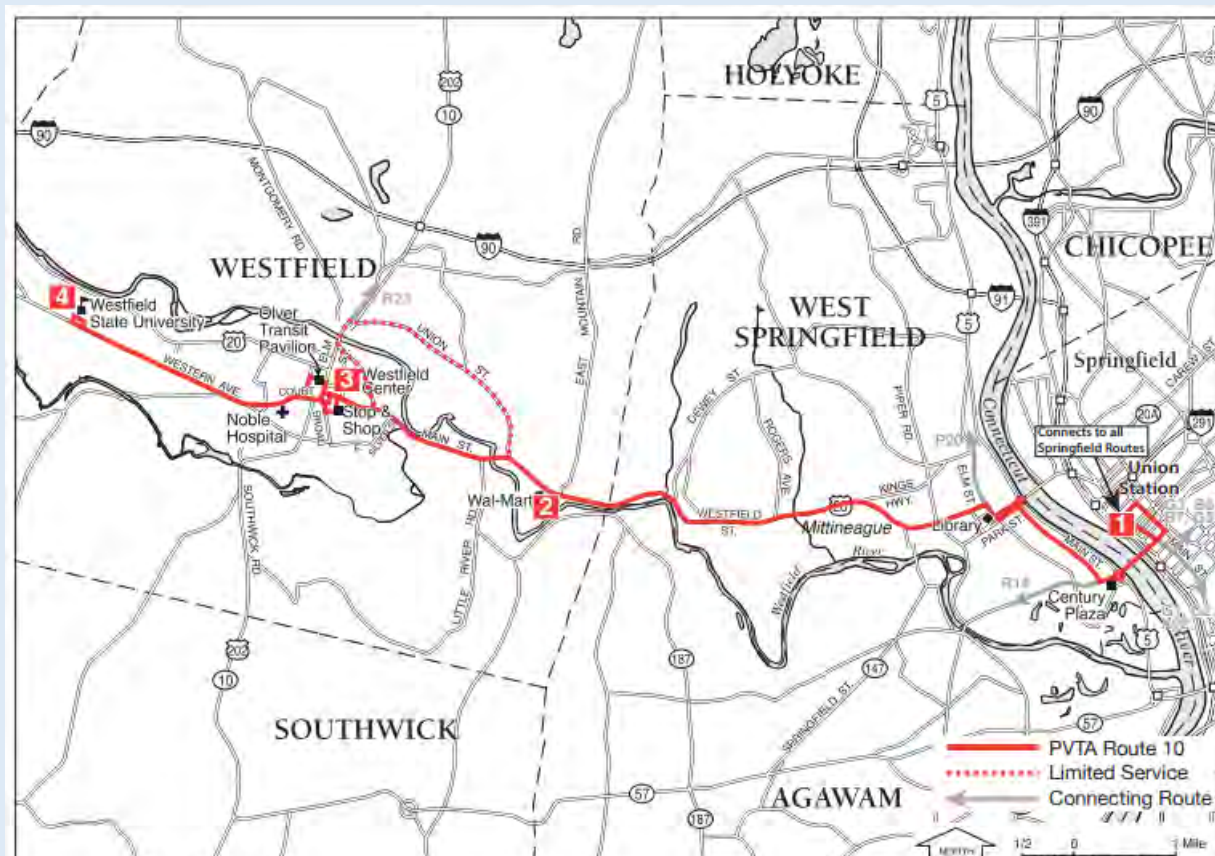
Route Map

Figure 5: Route Map of the R10

Current Schedule (Weekday)

Effective 6/23/24

**PVTA R10 WESTFIELD/WESTFIELD STATE UNIVERSITY/
WEST SPRINGFIELD VIA ROUTE 20**

DEPART UNION STATION BAY 12	WESTFIELD WALMART	WESTFIELD CENTER	ARRIVE SCANLON HALL - WSU	DEPART SCANLON HALL - WSU	WESTFIELD CENTER	WESTFIELD WALMART	ARRIVE UNION STATION BAY 12
1	2	3	4	4	3	2	1
WEEKDAY							
5:00 U	--	5:30	--	--	5:30	--	5:55
5:30	5:52	6:04	6:12	6:15	6:22	6:32	6:54
6:00	6:22	6:34	6:42	6:50	6:57	7:07	7:29
6:45	7:07	7:19	7:27	7:35	7:42 U	7:55	8:21
7:30 U	7:52	8:09	8:17	8:25	8:32	8:44	9:10
8:15	8:39	8:53	9:01	9:05	9:13	9:25	9:51
9:00	9:26	9:40	9:49	9:55	10:03 U	10:18	10:46
9:45 U	10:11	10:30	10:39	10:45	10:53	11:07	11:35
10:30	10:58	11:16	11:25	11:30	11:38	11:52	12:20
11:15	11:43	12:01	12:10	12:15	12:23 U	12:38	1:06
12:00 U	12:28	12:47	12:56	1:00	1:08	1:22	1:50
12:45	1:13	1:31	1:40	1:45	1:53	2:07	2:35
1:30	1:58	2:16	2:25	2:30	2:38 U	2:54	3:22
2:15 U	2:43	3:05	3:14	3:20	3:28	3:44	4:12
3:00	3:30	3:48	3:57	4:05	4:13	4:29	4:57
3:45	4:15	4:31	4:40	4:45	4:53 U	5:09	5:35
4:30 U	5:00	5:19	5:28	5:35	5:43	5:55	6:19
5:15	5:45	6:01	6:10	6:15	6:23	6:35	6:57
6:00	6:25	6:41	6:50	7:00	7:08 U	7:22	7:44
6:45 U	7:08	7:25	7:34	7:45	7:53	8:04	8:24
7:30	7:53	8:06	8:14	8:30	8:37	8:48	9:08
8:15	8:38	8:51	8:59	9:15	9:22	9:32	9:52
9:00	9:23	9:36	9:43	10:00	10:07	10:17	10:37
9:45	10:08	10:21	10:28	10:45	10:52	11:02	11:22

Figure 6: Current Schedule (Weekday)

Current Schedule (Weekend)

DEPART UNION STATION BAY 12	WESTFIELD WALMART	WESTFIELD CENTER	ARRIVE SCANLON HALL - WSU	DEPART SCANLON HALL - WSU	WESTFIELD CENTER	WESTFIELD WALMART	ARRIVE UNION STATION BAY 12
1	2	3	4	4	3	2	1
SATURDAY							
6:00	6:21	6:31	6:38	7:00	7:07	7:18	7:41
7:00	7:21	7:31	7:38	8:00	8:07	8:18	8:41
8:00	8:22	8:35	8:42	9:00	9:07 U	9:21	9:44
9:00 U	9:24	9:41	9:48	10:00	10:07	10:20	10:43
10:00	10:24	10:39	10:46	11:00	11:07 U	11:21	11:44
11:00 U	11:25	11:43	11:50	12:00	12:07	12:20	12:45
12:00	12:25	12:40	12:47	1:00	1:07 U	1:21	1:46
1:00 U	1:27	1:45	1:52	2:00	2:07	2:20	2:45
2:00	2:27	2:42	2:49	3:00	3:07 U	3:22	3:47
3:00 U	3:25	3:43	3:50	4:00	4:07	4:20	4:43
4:00	4:25	4:40	4:47	5:00	5:07 U	5:21	5:44
5:00 U	5:24	5:40	5:47	6:00	6:07	6:20	6:41
6:00	6:24	6:38	6:45	7:00	7:07 U	7:21	7:42
7:00 U	7:22	7:38	7:45	8:00	8:07	8:17	8:37
8:00	8:22	8:36	8:43	9:00	9:07	9:17	9:37
SUNDAY							
9:00	9:24	9:37	9:44	10:00	10:07 U	10:21	10:44
10:00	10:24	10:39	10:46	11:00	11:07	11:20	11:43
11:00 U	11:25	11:43	11:50	12:00	12:07	12:20	12:45
12:00	12:25	12:40	12:47	1:00	1:07 U	1:21	1:46
1:00	1:27	1:42	1:49	2:00	2:07	2:20	2:45
2:00 U	2:27	2:45	2:52	3:00	3:07	3:20	3:45
3:00	3:25	3:40	3:47	4:00	4:07 U	4:22	4:45
4:00	4:25	4:40	4:47	5:00	5:07	5:20	5:43
5:00 U	5:24	5:40	5:47	6:00	6:07	6:20	6:41
6:00	6:24	6:38	6:45	6:50	6:57 U	7:11	7:32

Figure 7: Current Schedule (Weekend)

Proposed Change or Changes							
PVTA proposes improving frequency on the R10 from 45 to 30 minutes in order to improve service systemwide and improve frequency on applicable bus routes. The proposal would change the R10 to a Tier 5 route with 30-minute headways.							
Communities Affected	Springfield, West Springfield, Westfield						
Effective Date	Fiscal Year 2026						
Major Service Change	There is an increase in service hours which exceeds the 20% threshold as defined by PVTA’s Title VI Update Appendix K and is therefore considered a major service change.						
Customers Affected							
	Route #	Change Type	Total Population affected Census blocks	Minority Population	Percent Minority	Low-Income Population	Percent Low-Income
	R10	Increased Frequency	21169	4452	21%	7430	35%
Disparate (Racial Discrimination) Impact Analysis	Based on the REMIX DI/DB Analysis, the change borne by People of Color (Minority) riders is 36% compared to the system average of 37%. The Disparate Impact is calculated as the difference: -1%. The percentage is less than 20% and the route change is not a disparate impact.						
Disproportionate (Low-income) Burden Analysis	Based on the REMIX DI/DB Analysis, the change borne by low-income riders is 21% compared to the system average of 15%. The Disproportionate Burden calculated as the difference: 6%. The percentage is less than 20% and the route change is not a disproportionate burden.						
ADA Van Service Impact?	There are no changes made to ADA Van Service due to the overlapping nature of service within the areas impacted.						
Alternate Transit Service Available?	There is no alternative service along the corridor apart from the R10. Other transit service to West Springfield is provided by the R14 (Pheasant Hill-Feeding Hills/Springfield) and other service to Westfield is provided by the B23 (Holyoke-Westfield via HCC) .						
Least Discriminatory Alternative	The proposed service improvement is less discriminatory than the alternative transit service.						
Mitigation and Modifications in Response to Public Comments	The proposed improvement enhances frequency. Since the change to this route creates neither a disparate impact nor disproportionate burden, no mitigation is necessary.						

Proposed Schedule (Weekday)

Inbound				Outbound			
DEPART WESTFIELD STATE UNIVERSITY	OLVER TRANSIT PAVILLION	WESTFIELD WALMART	ARRIVE UNION STATION BAY 12	DEPART UNION STATION BAY 12	WESTFIELD WALMART	OLVER TRANSIT PAVILLION	ARRIVE WESTFIELD STATE UNIVERSITY
4	3	2	1	1	2	3	4
WEEKDAY				WEEKDAY			
--	5:30		5:55	5:00	--	5:30	--
6:25	6:32	6:42	7:04	5:30	5:52	6:04	6:12
6:50	6:57	7:07	7:29	6:00	6:22	6:34	6:42
7:15	7:22	7:32	7:54	6:30	6:52	7:04	7:12
7:35 U	7:42	7:55	8:21	7:00	7:21	7:31	7:38
8:05	8:12	8:24	8:50	7:30 U	7:52	8:09	8:17
8:35	8:42	8:54	9:20	8:00	8:24	8:38	8:46
9:10	9:18	9:30	9:56	8:30	8:56	9:10	9:19
9:55 U	10:03	10:18	10:46	9:00	9:26	9:40	9:49
10:45	10:53	11:07	11:35	9:30 U	9:56	10:15	10:24
11:05	11:13	11:27	11:55	10:00	10:28	10:46	10:55
11:35	11:43	11:57	12:25	10:30	10:58	11:16	11:25
12:05 U	12:13	12:28	12:56	11:00	11:28	11:46	11:55
1:05	1:13	1:27	1:55	11:30	11:58	12:16	12:25
1:45	1:53	2:07	2:35	12:00 U	12:28	12:47	12:56
2:15	2:23	2:39	3:07	12:30	12:58	1:16	1:25
2:35 U	2:43	2:59	3:25	1:00	1:28	1:46	1:55
3:10	3:18	3:34	4:00	1:30	1:58	2:16	2:25
3:35	3:43	3:59	4:27	2:00 U	2:28	2:50	2:59
4:05	4:13	4:25	4:49	2:30	3:00	3:18	3:27
4:45 U	4:53	5:07	5:29	3:00	3:30	3:48	3:57
5:05	5:13	5:25	5:49	3:30	4:00	4:16	4:25
5:45	5:53	6:05	6:29	4:00	4:25	4:40	4:47
6:05	6:13	6:25	6:47	4:30 U	5:00	5:19	5:28
6:45	6:53	7:05	7:27	5:00	5:30	5:46	5:55
7:00 U	7:08	7:22	7:44	5:30	6:00	6:16	6:25
7:45	7:53	8:04	8:24	6:00	6:25	6:41	6:50
8:00	8:07	8:18	8:38	6:30 U	6:53	7:10	7:19
8:35	8:42	8:53	9:13	7:00	7:23	7:36	7:44
9:00	9:07	9:17	9:37	7:30	7:53	8:06	8:14
9:40 U	9:48	10:02	10:24	8:00	8:23	8:36	8:43
10:00	10:07	10:17	10:37	8:30 U	8:52	9:08	9:15
10:45	10:5	11:02	11:22	9:00	9:23	9:36	9:43
				9:30	9:53	10:06	10:13
				10:00	10:23	10:36	10:43
				10:30	10:53	11:06	11:13

U - Serves Union Street

Figure 8: Proposed Schedule (Weekday)

Proposed Schedule (Saturday)

Inbound				Outbound			
DEPART WESTFIELD STATE UNIVERSITY	OLVER TRANSIT PAVILLION	WESTFIELD WALMART	ARRIVE UNION STATION BAY 12	DEPART UNION STATION BAY 12	WESTFIELD WALMART	OLVER TRANSIT PAVILLION	ARRIVE WESTFIELD STATE UNIVERSITY
4	3	2	1	1	2	3	4
SATURDAY				SATURDAY			
--	7:07	--	7:32	7:45	--	8:15	--
7:30	7:37	7:47	8:09	8:15	8:37	8:50	8:57
8:00	8:07	8:19	8:45	8:45	9:08	9:19	9:26
8:30	8:37	8:49	9:15	9:15 U	9:41	10:00	10:09
9:00 U	9:08	9:23	9:5	9:45	10:09	10:24	10:31
9:30	9:38	9:50	10:16	10:15	10:39	10:54	11:01
10:00	10:08	10:20	10:46	10:45	11:09	11:21	11:28
10:30	10:38	10:52	11:20	11:15 U	11:43	12:02	12:11
11:00 U	11:08	11:23	11:51	11:45	12:10	12:25	12:32
11:30	11:38	11:52	12:20	12:15	12:40	12:55	1:02
12:00	12:08	12:22	12:50	12:45	1:11	1:22	1:29
12:30	12:38	12:52	1:20	1:15 U	1:43	2:05	2:14
1:00 U	1:08	1:23	1:51	1:45	2:12	2:27	2:34
1:30	1:38	1:52	2:20	2:15	2:42	2:57	3:04
2:00	2:08	2:22	2:50	2:45	3:12	3:23	3:30
2:30	2:38	2:54	3:22	3:15 U	3:43	4:05	4:14
3:00 U	3:08	3:24	3:50	3:45	4:10	4:25	4:32
3:30	3:38	3:54	4:22	4:15	4:40	4:55	5:02
4:00	4:08	4:20	4:44	4:45	5:10	5:21	5:28
4:30	4:38	4:50	5:14	5:15 U	5:45	6:04	6:13
5:00 U	5:08	5:22	5:44	5:45	6:09	6:23	6:30
5:30	5:38	5:50	6:14	6:15	6:39	6:53	7:00
6:00	6:08	6:20	6:42	6:45	7:09	7:20	7:27
6:30	6:38	6:50	7:12	7:15 U	7:38	7:55	8:04
7:00 U	7:08	7:22	7:44	7:45	8:07	8:21	8:28
7:30	7:38	7:49	8:09	8:15	8:37	8:51	8:58
8:00	8:07	8:18	8:38	8:45	9:07	9:21	9:28
8:30	8:37	8:48	9:08	9:15	9:37	9:51	9:58
9:00	9:07	9:17	9:37	9:45	10:07	10:18	10:27
9:30	9:37	9:47	10:07	10:15	10:39	10:49	10:58

U - Serves Union Street

U - Serves Union Street

Figure 9: Proposed Schedule (Saturday)

Proposed Schedule (Sunday)

Inbound				Outbound			
DEPART WESTFIELD STATE UNIVERSITY	OLVER TRANSIT PAVILLION	WESTFIELD WALMART	ARRIVE UNION STATION BAY 12	DEPART UNION STATION BAY 12	WESTFIELD WALMART	OLVER TRANSIT PAVILLION	ARRIVE WESTFIELD STATE UNIVERSITY
4	3	2	1	1	2	3	4
SUNDAY				SUNDAY			
10:00 U	10:08	10:23	10:51	10:45	11:09	11:21	11:28
10:30	10:38	10:52	11:20	11:15 U	11:43	12:02	12:11
11:00	11:08	11:22	11:50	11:45	12:10	12:25	12:32
11:30	11:38	11:52	12:20	12:15	12:40	12:55	1:02
12:00	12:08	12:22	12:50	12:45	1:11	1:26	1:33
12:30	12:38	12:52	1:20	1:15	1:42	1:57	2:04
1:00 U	1:08	1:23	1:51	1:45	2:12	2:24	2:31
1:30	1:38	1:52	2:20	2:15 U	2:43	3:05	3:14
2:00 U	2:08	2:24	2:50	2:45	3:12	3:27	3:34
2:30	2:38	2:54	3:22	3:15	3:40	3:55	4:02
3:00	3:08	3:24	3:50	3:45	4:10	4:25	4:32
3:30	3:38	3:54	4:22	4:15	4:40	4:55	5:02
4:00 U	4:08	4:22	4:44	4:45	5:10	5:21	5:28
4:30	4:38	4:50	5:14	5:15 U	5:45	6:04	6:13
5:00	5:08	5:20	5:44	5:45	6:09	6:23	6:30
5:30	5:38	5:50	6:14	6:45	7:10	7:21	7:30
6:00 U	6:08	6:22	6:44				
6:30	6:38	6:50	7:12				

U - Serves Union Street

Figure 10: Proposed Schedule (Sunday)

5: Disparate Impacts and Disproportionate Burden (DI/DB) Analysis

The following is an analysis of the Disparate Impact and Disproportionate Burden associated with the proposed service improvement. The improvement does not have a disparate impact on riders of color or a disproportionate burden on low-income riders. All partial improvements to frequency on this route are also subject to the results of this analysis.

5.1: DI/DB Analysis Definitions

US Census data from REMIX was used for the analysis of the R10.

People-Trips: is used as a metric that considers both access (bus stops) and population. This is a comparison metric that accounts for both the potential ridership population and the difference in frequency of trips to that population.

Low-Income and People of Color (Minority) Percentages: Low-income and people of color percentages are calculated using REMIX's Title VI Analysis. REMIX uses geospatial analysis with Census Data to estimate the proportion of each community that is low-income and people of color and multiplies that by the change in service to each community.

System Averages: REMIX estimates this using 2023 5-Year ACS population estimates for PVTa service area. *An extensive methodology for both analysis methods is provided as in [Appendix B](#).*

Table 5: Route R10 Disparate Impacts and Disproportionate Burdens Analysis

	People-Trips (Population Trips)	Minority People-trips	Minority People-Trips %	Comparison to System
R10	141,153,080	50,192,975	36%	-1%
		System Average	37%	
	People-Trips (Population Trips)	Low Income People-trips	Low Income People-Trips %	Comparison to System
R10	141,153,080	29,555,961	21%	6%
		System Average	15%	

5.2: DI/DB Impact Analysis Results

A comparison to the system average takes the percentage of those potentially impacted by the change and subtracting the system average. A negative number shows that the population being positively impacted is less diverse than the system average. Any comparison to the system that is greater than 20% is either a disparate impact (race) or disproportionate burden (income).

The proposed service improvement shows no disparate impact findings based on race or disproportionate burden on low-income populations. The system comparisons for minority and low-income populations are less than 20%. As the improvement is positive, the analysis shows the benefit is not being unevenly applied based on a rider's race or income status. Although the initial pilot changes from December 21 are scaled down from the proposal within this analysis, the change shows a comparable no disparate impact or disproportionate burden result.

6. Public Outreach and Consultation

PVTA reached out for public comments and engagement about the service change proposals in public meetings, at public hearings, and through email comments. This section summarizes input received from the public through these processes. Although the Title VI analysis was complete, this full report was not completed at the time of the public hearings and was therefore not included for discussion.

6.1 Public Hearings

PVTA performed two (2) public hearings on December 11, 2025, and January 7, 2026. The analysis was available to the public for 30 days.

These hearings were conducted as hybrid meetings both in-person and virtually in compliance with the Open Meeting Law, which recently extended the option for virtual attendance at public meetings. PVTA utilized Massachusetts Guidelines for Successful Virtual Public Meetings and complied with the existing 2024 Title VI Update including the Public Participation Plan and Language Access Plan. General comments are included within the Summary of Comments in Table 6. Full accounting of comments from these events as well as responses are included as an appendix.

PVTA complied with the Public Participation Plan to invite the public to comment or attend meetings pertaining to these analyses.

Detail comments and responses can be found in [Appendix A](#).

Table 6: Summary of Comments by Public Hearings

<i>Date and Time and Location</i>	<i>Number of Comments</i>	<i>Summary of Comments</i>
<i>December 11, 2025, 1:30pm Westfield State University</i>	No Comments	
<i>January 7, 2026, 2pm Pioneer Valley Planning Commission</i>	No Comments	

7. Conclusion

The goal of the proposed service improvement on the R10 is to provide better service along the Route 20 corridor and better service to West Springfield, Westfield Center, and Westfield State University. The improvement is consistent with systemwide service improvements implemented by PVTA in 2025 to add frequency on applicable bus routes including the R10. Changes to the R10 result in an increase in service hours and is therefore considered a major change and requires a Title VI Disparate Impact/Disproportionate Burden Analysis.

The proposed service improvements will add additional trips to the R10 resulting in improved frequency from 45 minutes to 30 minutes. An initial improvement was implemented as a pilot beginning December 21, 2025, on weekdays from 9am to 5pm. Based on this analysis, the pilot does not pose a disparate impact or disproportionate burden.

On November 19th, 2025, the Advisory Board gave PVTA approval to conduct a Title VI Analysis and hold public hearings for the R10 for potential changes in FY26. PVTA performed two (2) public hearings on December 11, 2025, and January 7, 2026. The analysis was available to the public for 30 days. No comments were received.

The additional frequency throughout the corridor will have no disparate impact on people of color or a disproportionate burden on low-income individuals. No mitigation strategies are necessary at this time.

The service improvement to the R10 is consistent with PVTA's legitimate objective of systemwide service improvements implemented in 2025 and will provide improved service, increased frequency, and greater mobility for marginalized groups.

Appendix A: Public Comments

Title VI Analysis R10

Public Meeting

December 11, 2025, 1:30 PM

Westfield State University, Loughman Living Rm-Scanlon Hall, (577 Western Ave, Westfield, MA)

and Virtual via Zoom

In Attendance:

Paul Burns-Johnson, PVTA
Sandra Sheehan, PVTA via Teams
Alex Forrest, PVTA
Rauley Cain, PVTA
Jonathan McHatton, SATCo
Carl Jackson, PVPC

Hybrid Meeting

No members of the public were in attendance

Title VI Analysis R10

Public Meeting

January 7, 2026, 2:00 PM

Pioneer Valley Planning Commission (60 Congress Street, Springfield MA)

and Virtual via Zoom

In Attendance:

Paul Burns-Johnson, PVTA
Sandra Sheehan, PVTA via Teams
Alex Forrest, PVTA via Teams
Rauley Cain, PVTA via Teams
Jesus Sanchez, PVTA via Teams
Jonathan McHatton, SATCo
Carl Jackson, PVPC

Hybrid Meeting

No members of the public were in attendance

Appendix B: REMIX Methodology

PVTA utilized REMIX for this Title VI Disparate Impact/Disproportionate Burden Analysis. Disparate impact is the impact the change to the system would have on low-income communities.

Disproportionate burden is the burden borne on people of color.

PVTA “drew” the route shapes and inputted the proposed timetables into REMIX. The REMIX program allows PVTA to automatically generate a Title VI report (based on Census data) by comparing existing service to a set of proposed changes. This page outlines the methodology and data sources we use when generating this report.

Data sources

- Demographic data comes from the US Census Bureau, 2019-2025 American Community Survey (ACS) 5-Year Estimates.
- Population is coded by table B03002, field B03002001.
- Low-income status is set at 100% of the US federal poverty level. This is coded by the appropriate fields in table C17002.
- Minority status is coded by table B03002, by subtracting the white, non-Hispanic population (B03002003) from the total population (B03002001).
- Service area is a set of block groups determined by a shapefile PVTA provides.
- Map and routing data are provided OpenStreetMap, Mapbox, and Valhalla.

Methodology

1. Get the population near a route, including its low income and minority percentage.
 - For each route, build a shape that represents the area within quarter mile of any of its stops.
 - Intersect the catchment area with 2017-2021 ACS 5-year estimates. Get a list of block groups and the percentage overlap with each.
 - For each block group, take the percentage of overlap and multiply it by the block group's statistics.
 - Get the population, minority population, and low-income population for each group and sum them together. This is the total population a route could serve.
2. Compare the number of people-trips, before and after.
 - Multiply the population near a route by the number of trips it makes (per year) to get “people-trips.”
 - Repeat for low-income and minority populations to get “low-income people-trips” and “minority people trips.”
 - Compare these numbers between the before and after versions of the route, to get a set of people-trip differences. We match before and after using routes that have the same name.
3. Get the total difference in people-trips across the transit system.
 - Repeat the process above for every route in the transit system.

- Sum together the difference in people-trips. This will return three numbers: total difference in people-trips, total difference in low-income people-trips, and total difference in minority people trips.

4. Calculate the change borne by low-income and minority populations.

- Divide the total difference in low-income people trips by the total difference in people-trips to get the percentage of change borne by those with low incomes.
- Repeat for minority people-trips.

5. Compare the percentage change to the average in the service area.

- Calculate the average percentage of low-income and minority populations across the entire service area.
- Subtract from the change borne by those populations.
- Get two final numbers: the delta between the impact this set of transit changes had on low-income and minority populations compared to any average change.

Additional Raw Data

In addition to the methodology outlined above, REMIX also produces a set of raw data PVTa used in the methodology.

- A list of Census block groups in the service area with population, low-income, minority information for each.
- A before and after count of trips in each block group.
- A service-area-wide average of minority and low-income populations

A Process Note

This analysis is rigorous and meets the needs of most transit agencies. PVTa's Title VI Program Plan allows for either survey data or the use of the latest 5-Year ACS data (available through REMIX). This process complies with FTA Circular 4702.1B.

Appendix C: Presentation



Route R10 Westfield/West Springfield

Title VI Service Analysis

WINTER 2025/SPRING 2026

PREPARED BY PVPC

Introduction /Background

In order to improve service systemwide, service is being restored to 30 minute or less frequency on applicable bus routes including the R10.

PVTA seeks to improve frequency on the R10 from 45-minutes to 30-minutes weekdays from 9am to 5pm beginning December 21 and all-day beginning Spring of 2026.

Improvements will provide better service along the Route 20 corridor and better service to West Springfield, Westfield Center and Westfield State University.

Authorities and Responsibilities

Under Title VI of the Civil Rights Act of 1964 and subsequent executive orders and FTA Circular 4702.1B, PVRTA must conduct an analysis of any major service change

The following route changes qualify for this analysis under the major service changes definition:

- **Service Change**

The R10 improvement changes the number of revenue hours by 20%

The R10 is classified as a non-minority route

3

PVRTA R10 Effective 6/23/24 WESTFIELD/WESTFIELD STATE UNIVERSITY/ WEST SPRINGFIELD VIA ROUTE 20							
DEPART UNION STATION DAY 12	WESTFIELD WALMART	WESTFIELD CENTER	ARRIVE SCANLON HALL - WSU	DEPART SCANLON HALL - WSU	WESTFIELD CENTER	WESTFIELD WALMART	ARRIVE UNION STATION DAY 12
1	2	3	4	4	3	2	1
WEEKDAY							
5:00 U	--	5:30	--	--	5:30	--	5:55
5:30	5:52	6:04	6:12	6:15	6:22	6:32	6:54
6:00	6:22	6:34	6:42	6:50	6:57	7:07	7:29
6:45	7:07	7:19	7:27	7:35	7:42 U	7:55	8:21
7:30 U	7:52	8:09	8:17	8:25	8:32	8:44	9:10
8:15	8:39	8:53	9:01	9:05	9:13	9:25	9:51
9:00	9:26	9:40	9:49	9:55	10:03 U	10:18	10:46
9:45 U	10:11	10:30	10:39	10:45	10:53	11:07	11:35
10:30	10:58	11:16	11:25	11:30	11:38	11:52	12:20
11:15	11:43	12:01	12:10	12:15	12:23 U	12:38	1:06
12:00 U	12:28	12:47	12:56	1:00	1:08	1:22	1:50
12:45	1:13	1:31	1:40	1:45	1:53	2:07	2:35
1:30	1:58	2:16	2:25	2:30	2:38 U	2:54	3:22
2:15 U	2:43	3:05	3:14	3:20	3:28	3:44	4:12
3:00	3:30	3:48	3:57	4:05	4:13	4:29	4:57
3:45	4:15	4:31	4:40	4:45	4:53 U	5:09	5:35
4:30 U	5:00	5:19	5:28	5:35	5:43	5:55	6:19
5:15	5:45	6:01	6:10	6:15	6:23	6:35	6:57
6:00	6:25	6:41	6:50	7:00	7:08 U	7:22	7:44
6:45 U	7:06	7:25	7:34	7:45	7:53	8:04	8:24
7:30	7:53	8:06	8:14	8:30	8:37	8:48	9:08
8:15	8:38	8:51	8:59	9:15	9:22	9:32	9:52
9:00	9:23	9:36	9:43	10:00	10:07	10:17	10:37
9:45	10:08	10:21	10:28	10:45	10:52	11:02	11:22
DEPART UNION STATION DAY 12	WESTFIELD WALMART	WESTFIELD CENTER	ARRIVE SCANLON HALL - WSU	DEPART SCANLON HALL - WSU	WESTFIELD CENTER	WESTFIELD WALMART	ARRIVE UNION STATION DAY 12
1	2	3	4	4	3	2	1
SATURDAY							
6:00	6:21	6:31	6:38	7:00	7:07	7:18	7:41
7:00	7:21	7:31	7:38	8:00	8:07	8:18	8:41
8:00	8:22	8:35	8:42	9:00	9:07 U	9:21	9:44
9:00 U	9:24	9:41	9:48	10:00	10:07	10:20	10:43
10:00	10:24	10:39	10:46	11:00	11:07 U	11:21	11:44
11:00 U	11:25	11:43	11:50	12:00	12:07	12:20	12:45
12:00	12:25	12:40	12:47	1:00	1:07 U	1:21	1:46
1:00 U	1:27	1:45	1:52	2:00	2:07	2:20	2:45
2:00	2:27	2:42	2:49	3:00	3:07 U	3:22	3:47
3:00 U	3:25	3:43	3:50	4:00	4:07	4:20	4:43
4:00	4:25	4:40	4:47	5:00	5:07 U	5:21	5:44
5:00 U	5:24	5:40	5:47	6:00	6:07	6:20	6:41
6:00	6:24	6:38	6:45	7:00	7:07 U	7:21	7:42
7:00 U	7:22	7:38	7:45	8:00	8:07	8:17	8:37
8:00	8:22	8:36	8:43	9:00	9:07	9:17	9:37
SUNDAY							
9:00	9:24	9:37	9:44	10:00	10:07 U	10:21	10:44
10:00	10:24	10:39	10:46	11:00	11:07	11:20	11:43
11:00 U	11:25	11:43	11:50	12:00	12:07	12:20	12:45
12:00	12:25	12:40	12:47	1:00	1:07 U	1:21	1:46
1:00	1:27	1:42	1:49	2:00	2:07	2:20	2:45
2:00 U	2:27	2:45	2:52	3:00	3:07	3:20	3:45
3:00	3:25	3:40	3:47	4:00	4:07 U	4:22	4:45
4:00	4:25	4:40	4:47	5:00	5:07	5:20	5:43
5:00 U	5:24	5:40	5:47	6:00	6:07	6:20	6:41
6:00	6:24	6:38	6:45	6:50	6:57 U	7:11	7:32

CURRENT SCHEDULE

4

**PVTA
R10**

Effective 12/21/25

**WESTFIELD/WESTFIELD STATE UNIVERSITY/
WEST SPRINGFIELD VIA ROUTE 20****Inbound**

DEPART WESTFIELD STATE UNIVERSITY	OLVER TRANSIT PAVILLION	WESTFIELD WALMART	ARRIVE UNION STATION BAY 12
4	3	2	1
WEEKDAY			
~	5:30	~	5:55
6:25	6:32	6:42	7:04
6:50	6:57	7:07	7:29
7:15	7:22	7:32	7:54
7:35 U	7:42	7:55	8:21
8:05	8:12	8:24	8:50
8:35	8:42	8:54	9:20
9:10	9:18	9:30	9:56
9:55 U	10:03	10:18	10:46
10:45	10:53	11:07	11:35
11:05	11:13	11:27	11:55
11:35	11:43	11:57	12:25
12:05 U	12:13	12:28	12:56
1:05	1:13	1:27	1:55
1:45	1:53	2:07	2:35
2:15	2:23	2:39	3:07
2:35 U	2:43	2:59	3:25
3:10	3:18	3:34	4:00
3:35	3:43	3:59	4:27
4:05	4:13	4:25	4:49
4:45 U	4:53	5:07	5:29
5:05	5:13	5:25	5:49
5:45	5:53	6:05	6:29
6:05	6:13	6:25	6:47
6:45	6:53	7:05	7:27
7:00 U	7:08	7:22	7:44
7:45	7:53	8:04	8:24
8:00	8:07	8:18	8:38
8:35	8:42	8:53	9:13
9:00	9:07	9:17	9:37
9:40 U	9:48	10:02	10:24
10:30	10:37	10:17	10:37
10:45	10:5	11:05	11:52

U - Serves Union Street

Outbound

DEPART UNION STATION BAY 12	WESTFIELD WALMART	OLVER TRANSIT PAVILLION	ARRIVE WESTFIELD STATE UNIVERSITY
1	2	3	4
WEEKDAY			
5:00	~	5:30	~
5:30	5:32	6:04	6:12
6:00	6:22	6:34	6:42
6:30	6:52	7:04	7:15
7:00	7:21	7:31	7:38
7:30 U	7:52	8:09	8:17
8:00	8:24	8:38	8:46
8:30	8:56	9:10	9:19
9:00	9:26	9:40	9:49
9:30 U	9:56	10:15	10:24
10:00	10:28	10:46	10:55
10:30	10:58	11:16	11:25
11:00	11:28	11:46	11:55
11:30	11:58	12:16	12:25
12:00 U	12:28	12:47	12:56
12:30	12:58	1:16	1:25
1:00	1:28	1:46	1:55
1:30	1:58	2:16	2:25
2:00 U	2:28	2:50	2:59
2:30	3:00	3:18	3:27
3:00	3:30	3:48	3:57
3:30	4:00	4:18	4:25
4:00	4:25	4:40	4:47
4:30 U	5:00	5:19	5:28
5:00	5:30	5:48	5:55
5:30	6:00	6:16	6:25
6:00	6:25	6:41	6:50
6:30 U	6:53	7:10	7:19
7:00	7:23	7:36	7:44
7:30	7:53	8:06	8:14
8:00	8:23	8:36	8:43
8:30 U	8:52	9:06	9:15
9:00	9:23	9:36	9:43
9:30	9:53	10:06	10:15
10:00	10:23	10:36	10:43
10:30	10:53	11:06	11:13

NEW SCHEDULE (Weekday)

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**PVTA
R10**

Effective 12/21/25

**WESTFIELD/WESTFIELD STATE UNIVERSITY/
WEST SPRINGFIELD VIA ROUTE 20****Inbound**

DEPART WESTFIELD STATE UNIVERSITY	OLVER TRANSIT PAVILLION	WESTFIELD WALMART	ARRIVE UNION STATION BAY 12
4	3	2	1
SATURDAY			
~	7:07	~	7:32
7:30	7:37	7:47	8:09
8:00	8:07	8:19	8:45
8:30	8:37	8:49	9:15
9:00 U	9:08	9:23	9:5
9:30	9:38	9:50	10:16
10:00	10:08	10:20	10:46
10:30	10:38	10:52	11:20
11:00 U	11:08	11:23	11:51
11:30	11:38	11:52	12:20
12:00	12:08	12:22	12:50
12:30	12:38	12:52	1:20
1:00 U	1:08	1:23	1:51
1:30	1:38	1:52	2:20
2:00	2:08	2:22	2:50
2:30	2:38	2:54	3:22
3:00 U	3:08	3:24	3:50
3:30	3:38	3:54	4:22
4:00	4:08	4:20	4:44
4:30	4:38	4:50	5:14
5:00 U	5:08	5:22	5:44
5:30	5:38	5:50	6:14
6:00	6:08	6:20	6:40
6:30	6:38	6:50	7:12
7:00 U	7:08	7:22	7:44
7:30	7:38	7:49	8:09
8:00	8:07	8:18	8:38
8:30	8:37	8:48	9:08
9:00	9:07	9:17	9:37
9:30	9:37	9:47	10:07

U - Serves Union Street

Outbound

DEPART UNION STATION BAY 12	WESTFIELD WALMART	OLVER TRANSIT PAVILLION	ARRIVE WESTFIELD STATE UNIVERSITY
1	2	3	4
SATURDAY			
7:45	~	8:15	~
8:15	8:37	8:50	8:57
8:45	9:08	9:19	9:26
9:15 U	9:41	10:00	10:09
9:45	10:09	10:24	10:31
10:15	10:39	10:54	11:01
10:45	11:09	11:21	11:28
11:15 U	11:43	12:02	12:11
11:45	12:10	12:25	12:32
12:15	12:40	12:55	1:02
12:45	1:11	1:22	1:29
1:15 U	1:43	2:05	2:14
1:45	2:12	2:27	2:34
2:15	2:42	2:57	3:04
2:45	3:12	3:23	3:30
3:15 U	3:43	4:05	4:14
3:45	4:10	4:25	4:32
4:15	4:40	4:55	5:02
4:45	5:10	5:21	5:28
5:15 U	5:45	6:04	6:13
5:45	6:09	6:23	6:30
6:15	6:39	6:53	7:00
6:45	7:09	7:20	7:27
7:15 U	7:38	7:55	8:04
7:45	8:07	8:21	8:28
8:15	8:37	8:51	8:58
8:45	9:07	9:21	9:28
9:15	9:37	9:51	9:58
9:45	10:07	10:18	10:27
10:15	10:39	10:49	10:58

U - Serves Union Street

NEW SCHEDULE (Saturday)

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**PVTA
R10**

Effective 12/21/25

**WESTFIELD/WESTFIELD STATE UNIVERSITY/
WEST SPRINGFIELD VIA ROUTE 20****Inbound**

DEPART WESTFIELD STATE UNIVERSITY	OLVER TRANSIT PAVILLION	WESTFIELD WALMART	ARRIVE UNION STATION BAY 12
4	3	2	1
SUNDAY			
10:00 U	10:08	10:23	10:51
10:30	10:38	10:52	11:20
11:00	11:08	11:22	11:50
11:30	11:38	11:52	12:20
12:00	12:08	12:22	12:50
12:30	12:38	12:52	1:20
1:00 U	1:08	1:23	1:51
1:30	1:38	1:52	2:20
2:00 U	2:08	2:24	2:50
2:30	2:38	2:54	3:22
3:00	3:08	3:24	3:50
3:30	3:38	3:54	4:22
4:00 U	4:08	4:22	4:44
4:30	4:38	4:50	5:14
5:00	5:08	5:20	5:44
5:30	5:38	5:50	6:14
6:00 U	6:08	6:22	6:44
6:30	6:38	6:50	7:12

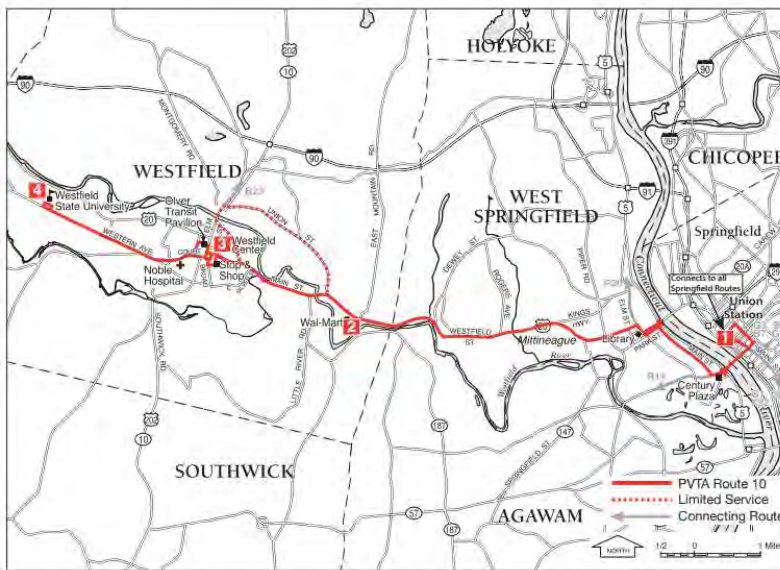
U - Serves Union Street

Outbound

DEPART UNION STATION BAY 12	WESTFIELD WALMART	OLVER TRANSIT PAVILLION	ARRIVE WESTFIELD STATE UNIVERSITY
1	2	3	4
SUNDAY			
10:45	11:09	11:21	11:28
11:15 U	11:43	12:02	12:11
11:45	12:10	12:25	12:32
12:15	12:40	12:55	1:02
12:45	1:11	1:26	1:33
1:15	1:42	1:57	2:04
1:45	2:12	2:24	2:31
2:15 U	2:43	3:05	3:14
2:45	3:12	3:27	3:34
3:15	3:40	3:55	4:02
3:45	4:10	4:25	4:32
4:15	4:40	4:55	5:02
4:45	5:10	5:21	5:28
5:15 U	5:45	6:04	6:13
5:45	6:09	6:23	6:30
6:45	7:10	7:21	7:30

NEW SCHEDULE (Sunday)

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**NO ROUTE
CHANGES APART
FROM SERVICE
FREQUENCY ARE
PLANNED**

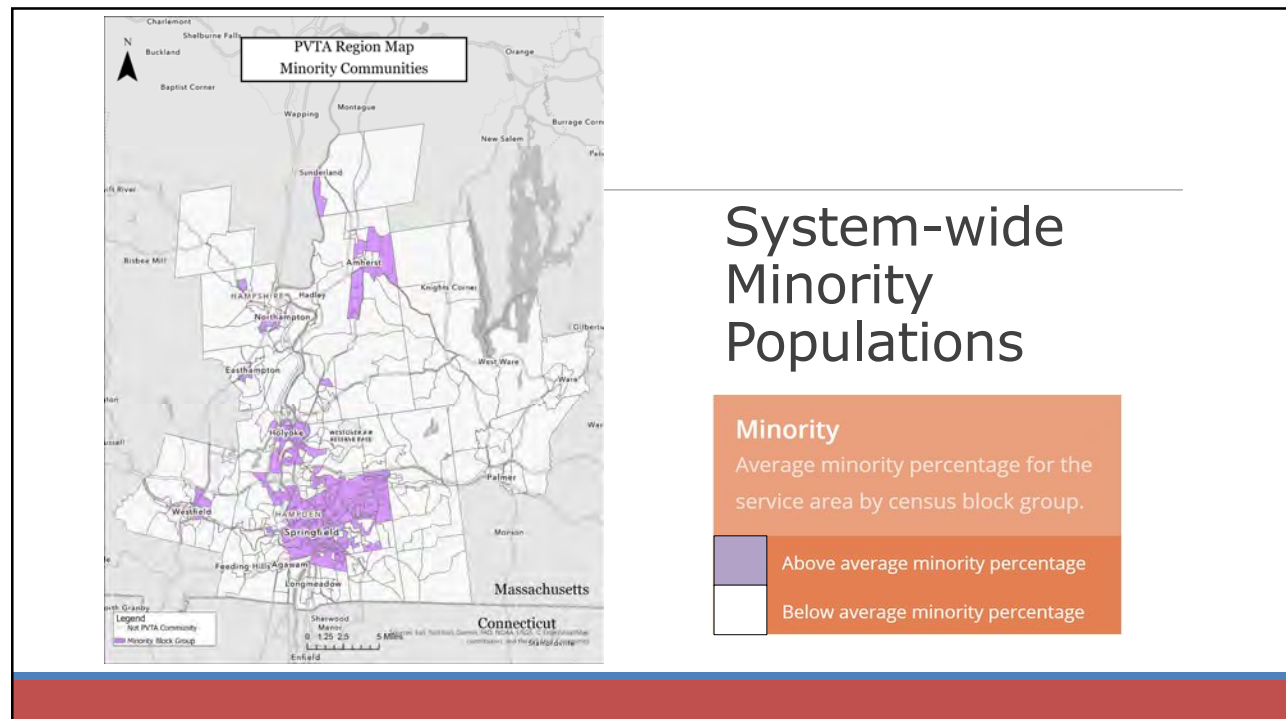
8

Major Service Changes

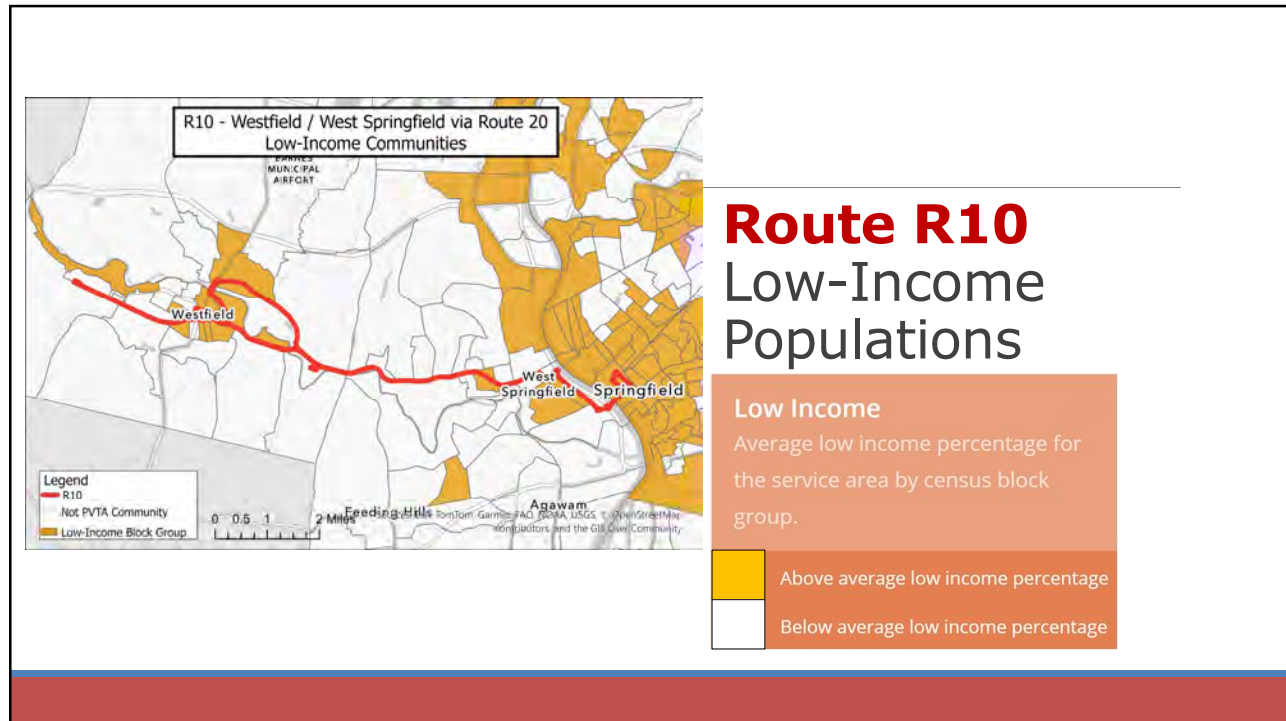
Route R10 (Service Improvement)

- Improve frequency from 45-minutes to 30-minutes

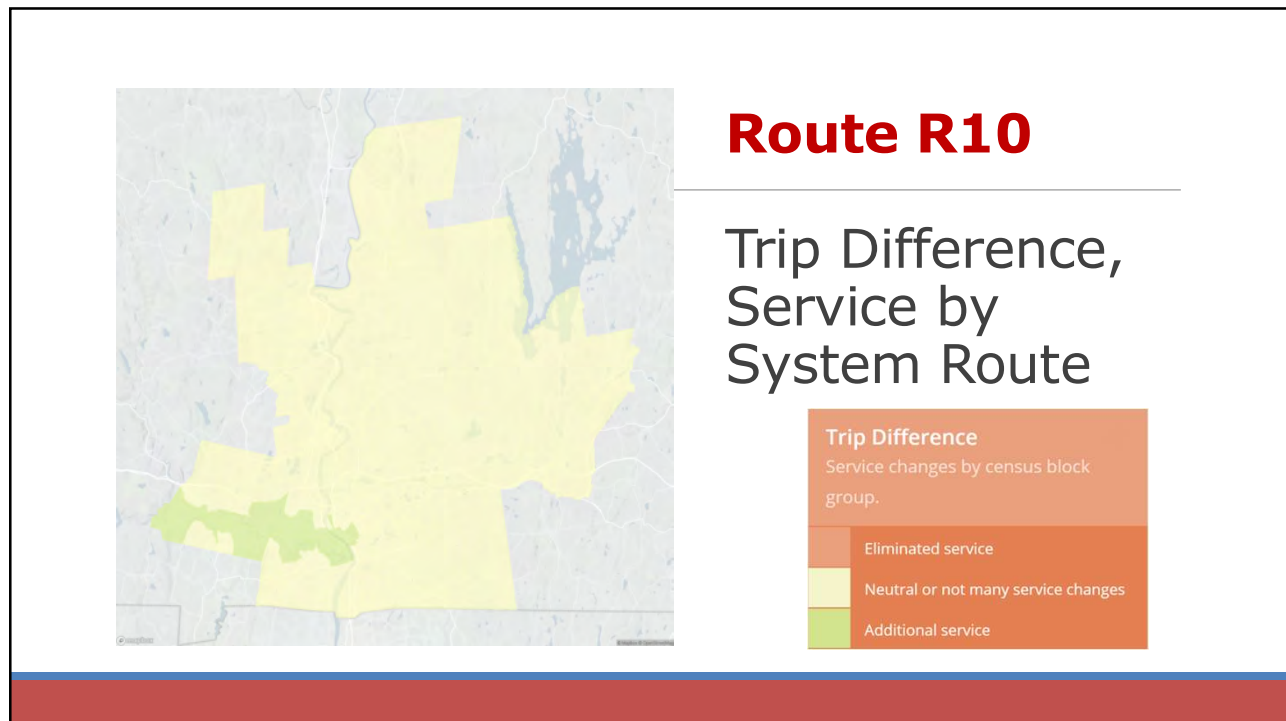
9



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Title VI Analysis R10

	People-Trips (Within ¼ Mile)	Low- Income People- Trips	Minority People- Trips	Change Borne By Low- Income	Change Borne by Minority	Minority Comparison to System	Low-Income Comparison to System
R10	141,153,080	29,555,961	50,192,975	21%	36%	-1%	6%
		Area Average		15%	37%		

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Conclusions

PVTA seeks to improve frequency on the R10 in order to provide better service and advance more routes toward the goal of greater frequency.

There is no disparate impact on minority populations and no disproportionate burden on low-income populations.

No route changes, apart from service frequency are planned and no mitigation strategies are necessary at this time.

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Additional
Ways to
Comment

Email: Comments@pvta.com

**Phone: Call (413) 732-6248 x2237
and leave up to a 3-min message.**

**Online: Complete comment form at
PVTA.com.**

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Appendix K: Major Service Change Policy

Major Service Change Policy, Disparate Impact Policy, and Disproportionate Burden Policy

PVTA Services

The PVTA Administrator or the PVTA Advisory Board may request analyses and public hearings of changes to the PVTA system and its services at any time for any service. The PVTA provides multiple theaters of service in the form of Fixed-Route and Demand Response services. Demand response services consist of Town On-Demand Shuttles, Senior Van Service (Dial-A-Ride), and FTA mandated ADA Paratransit service. Non-ADA Paratransit Demand Response services include Town On-Demand Shuttles and Senior Van Services. The Major Service Change Policy applies to Fixed-Route service and Non-ADA Paratransit Demand Response services.

Major Service Change Policy

The Pioneer Valley Transit Authority is required by the Federal Transit Administration to have a threshold at which point a service change is considered a “Major Service Change.” Any service change exceeding that threshold is required to be presented to the public for comment and consideration, as outlined in the PVTA Public Hearing and Major Service Change Policy in Appendix 1 in the Public Participation Plan³. In fulfillment of this requirement, the PVTA will hold public hearings and conduct an analysis on Disparate Impact and Disproportionate Burden when a proposed change meets the following criteria:

- Any change in PVTA fare policies, rates, or media is being considered; or
 - The establishment of a new route; or
 - An alteration of service to existing fixed route service that impacts 500 unlinked passenger trips or more in a typical month of service and:
 - Cumulatively changes the number of vehicle revenue hours in the service area by 7.5% or more.
- Or:
- Changes the number of revenue hours on any specific route by 20% or more; or
 - Changes the location or number of stops on any specific route by 25% or more.
 - An alteration of service to existing non-ADA paratransit demand response service that meets the following criteria:
 - Cumulatively changes to the number of hours in the span of service within the service area by 20% or more;

Or:

³ This policy supersedes Section 1, Appendix 1 in the Public Participation Plan adopted October 1, 2024.

- o Changes to the number of hours in the span of service within a single PVTA Member Community by 20% or more;
- o The establishment of service to a new community

Service or fare changes which are considered temporary or pilot service, and which have a duration of 12 months or shorter, are not considered Major Service Changes

Table of Major Service Changes

Service Type		Threshold
Fixed-Route Service	System Threshold	Change 7.5% or more impact on vehicle revenue hours; and
		Greater than 500 Unlinked Passenger Trips in a typical month
	Individual Route Threshold	Change greater than 50% impact on vehicle revenue hours; and
		Greater than 500 Unlinked Passenger Trips in a typical month
	New Service	Establishment of a new route
Demand Response Service (Non-ADA Paratransit) This includes Senior Van Service and non-fixed route service	System Threshold	Change greater than 20% impact in span of service hours
	Individual Community Threshold	Change greater than 20% impact on span of service hours
	New Service	Establishment of service to a new community

Process for Restoring Service

PVTA staff will use performance measures to systematically reinstate service that include the following major criteria:

- Percentage of people of color and low-income customers using the route
- Ridership and performance measures as compared to service standards

PVTA will create a ranking of service reductions should additional funding be provided and rescind service cuts based on that ranking.

Disparate Impact Policy (Racial Discrimination)

In accordance with FTA Circular 4702.1B, and industry standards and best practices, the Pioneer Valley Transit Authority has defined a disparate impact as a Major Service Change in which the adverse impacts of the change that people of color experience as compared to non-people of color is 20% or more. For the purposes of this document, the term “people of color” is synonymous with the term “minority” as used in Federal Circular 4702.1B (page I-4).

Disproportionate Burden Policy (Low-Income)

In accordance with FTA Circular 4702.1B, and industry standards and best practices, the Pioneer Valley Transit Authority has defined a disproportionate burden to be a change in service where low-income customers would experience a negative impact 20% or larger compared to non-low-income customers. For the purposes of this policy, “low-income” is defined as a person reporting an income below the federal poverty level (commonly referred to as 100% of the FPL).

Additional Data Sources for Non-ADA Paratransit Demand Response Service DI/DB Analyses

Prior to the reduction of any Non-ADA Paratransit Demand Response service by community, PVTA will record ridership and survey the typical ridership on the route to establish a demographic baseline for the service.

Prior to the addition of any new Non-ADA Paratransit Demand Response service by community, PVTA will record ridership and survey the typical ridership on the route during the proposed temporary or pilot duration of the service to establish a demographic baseline for the new service.

The difference between the demographic baseline and the fixed-route system average determines the delta impact on riders of color and low-income riders. This delta is assessed against the Disparate Impact and Disproportionate Burden thresholds.