

**PVTA  
Pioneer  
Valley  
Transit  
Authority**

**Administrative Headquarters  
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**MINUTES OF PVTA'S  
PARATRANSIT COMMITTEE MEETING  
September 23, 2015**

The Paratransit Committee meeting of the Pioneer Valley Transit Authority was held on Wednesday, September 23, 2015 at the Pioneer Valley Transit Authority Office located at 2808 Main Street in Springfield, MA, at 11:00 A.M.

**ATTENDANCE**

**PRESENT:**

Carolyn Brennan, East Longmeadow; Paula Dubord, Wilbraham; Brian O'Leary, Belchertown; Marilyn Ishler, South Hadley; Paul Burns, Palmer;

Other's Present: Becky Moriarty, Hampden; Douglas Slaughter, Amherst; Mary MacInnes, PVTA; Josh Rickman, PVTA; Brandy Lamour, PVTA; Paul Anziano, Hulmes Transportation;

**NOT PRESENT:**

Richard Theroux, Agawam; Mark Gold, Longmeadow;

A quorum being present, Chairperson of the Paratransit Committee, Carolyn Brennan, called the Paratransit Committee meeting to order at 11:01 A.M.

**1. APPROVAL OF MINUTES OF MAY 27, 2015**

Chairperson Brennan asked for a motion from the Committee to approve the Paratransit meeting minutes held on May 27, 2015.

**Motion:** Moved and seconded (Dubord/Burns) to approve the minutes of the May 27, 2015 Paratransit Committee Meeting.

Chairperson Brennan asked if there was any discussion, hearing none, asked for all those in favor to say aye.

Motion passed by a majority vote.

**2. ADULT DAY HEALTH TRIPS**

Josh Rickman, Manager of Operations and Planning reported the following:

Paratransit trips are costly to operate and the fare box revenue collected currently from ADH care programs only covers 10% of the cost to provide the service. Adult day programs have the option of providing the service directly and being reimbursed by HST or having HST provide the service. The reason they don't pursue these options is due to the paperwork.

PVTA is looking to eliminate Adult Day Health (ADH) Trips because ADH facilities are required to provide their own transportation or contract through a sub-contractor. There is no contractual relationship between PVTA and any ADH providers in the Pioneer Valley.

Individuals covered by Mass Health are provided transportation services which are reimbursed to ADH programs. Individuals covered by MassHealth can also receive these transportation services at no cost by filling out a PT-1 Form. Currently, ADH programs are purchasing passes from PVTA for many individuals who are likely eligible to receive free transportation services through Human Service Transportation. The ADH facility can be reimbursed by MassHealth and pay their subcontractor who provides the transportation services.

Many of the clients to ADH centers are transported under PVTAs senior van service which is not a federally required program. If the ridership continues to increase and no additional resources are provided, PVTA may have to limit the number of senior van trips offered on a given weekday. This will have an impact on the ability of Pioneer Valley's senior residents to travel through their communities.

### **3. ON-TIME PERFORMANCE**

Mr. Rickman stated that removing Adult Day Health trips should significantly increase our on-time performance.

PVTA Paratransit service provided 6,000 more trips in FY15 compared to FY14. This is an increase of 1.2%. Due to lower On Time Performance numbers during the winter of 2015 PVTA directed its contractor to hire additional drivers and dispatch staff to increase performance. This additional staff was paid for by the PVTA. This has resulted in the On Time Performance increasing back to 90%. However, PVTA's goal is to plan for on time performance to increase to 95%.

If PVTA removed the ADH trips and these trips were instead provided by an ADH facility, subcontractor, or HST, it would increase PVTA's on time performance.

### **4. SERVICE HOURS – RELATED TO COMPARABLE FIXED ROUTE HOURS**

Mr. Rickman stated that Paratransit operates during the same hours as the fixed route service.

Mr. Rickman gave a presentation on service hours. A full copy of Mr. Rickman's presentation has been filed with the minutes of this meeting.


### **5. OTHER BUSINESS**

Chairperson Brennan reported that there was no other business to discuss.

**6. ADJOURNMENT**

There being no further business, the Paratransit Committee Meeting adjourned (O'Leary/Burns) at 11:27 A.M.

**A TRUE RECORD**

ATTEST:   
**BRANDY LAMOUR**

Documents filed with Paratransit Committee Meeting packet:

- Paratransit Meeting Minutes of May 27, 2015
- Adult Day Health Transportation Provided by PVTA.
- Service Hours/Service Analysis FY15

**Minutes Approved on 1-27-16**