



FY10 Annual Report



Administrator's Message

PVTA's FY 10 annual report provides financial information and highlights achievements of the PVTA team. I would like to recognize our federal and state funding partners who made significant contributions to PVTA's success in FY10.

Congress passed and the President signed the American Recovery and Reinvestment Act which apportioned 16.3 million dollars in stimulus funding for PVTA. With those funds, we were able to purchase needed buses and vans and complete renovation projects at our maintenance facilities. PVTA also used 10% of our stimulus allocation for operating expenses.

The Massachusetts Legislature passed and the Governor signed the Transportation Reform Bill. The bill created the Massachusetts Department of Transportation and the Rail and Transit Division. The bill also created a Board of Directors to approve the disbursement of state operating and capital funding. When we learned that the MBTA General Manager would also lead the Rail and Transit Division, we were concerned that the regional transit authorities would be a lesser priority. This concern has proved to be unwarranted as reflected in the following actions taken by the Department of Transportation.

1. For years, EOTC could have requested that the FHWA recognize Turnpike tolls as the local match for federal transportation grants. MassDot secured approval of over 80 million dollars of toll credits. PVTA has received toll credits for two discretionary grants that were awarded. Without the toll credits PVTA would not be able to access the federal funds.
2. PVTA was able to use 10% of Stimulus Funds for operating expenses. MassDot replenished those funds with capital dollars.
3. The new MassDot Board approved FY09 level funding for all Regional Transit Authorities.

We look forward to a continuing productive relationship with our federal and state partners in FY 10 for the benefit of PVTA's passengers.



Mary L. MacInnes
Administrator, Pioneer Valley Transit Authority

Holyoke Transportation Center Moves Forward

Reinhardt Associates, Inc. of Agawam, MA and Vanasse Hangen Brustlin, Inc of Springfield, MA completed the project's design services for Phase II and Phase IIA. The architecturally-significant bus berth canopy was designed by Finegold, Alexander & Associates, Inc. of Boston. The contract for the Owner's Project Manager services for the entire project was awarded to CMG, Inc of Chicopee, MA.



The construction contracts for the Holyoke Transportation Center were issued with the renovation of fire station awarded to Western Builders Inc of Granby. The contract for the construction of the parking, streetscape and bus port canopy was issued to W.J. Mountford Company of South Windsor, CT. The project got underway quickly and activity remained intensive throughout the year.

Livability Tour

Officials from the Federal Transit Administration (FTA), Environmental Protection Agency (EPA) and the Department of Housing and Urban Development (HUD) participated in a tour of the Holyoke Transportation Center. The three agencies contributed funding for the project identified as a first and an excellent example of a project that promotes their national Livability Initiative to strengthen and revitalize downtowns and urban areas by improving public transit where people live and work.



“Remarkable Turnaround” in FTA Triennial Review

Every three years the FTA conducts a triennial review to assess grant recipients' management practices and program implementation to evaluate compliance with federal requirements. They conduct a review of documents, then conduct a site visit, with twenty-three areas reviewed such as financial, legal and technical. The PVTA's review was outstanding with only one finding, which the PVTA brought to the FTA's attention. The prior review, which occurred before the current administrator's hiring, had 14 deficiencies in 8 of the 22 areas reviewed. A personal note from, then Director of Region I Administrator, Dick Doyle, said he was impressed by the “remarkable turnaround compared to the Triennial Review in FY '06.”

Union Station Questioned Costs Resolved

Diligence and determination by PVTA's former CFO resulted in the reduction of \$4,060,000 from the questioned expenses on the Union Station I project. An audit, under the previous administration, of the federal funding expenditures resulted in a freeze of the funds and the project until the questioned \$5 million was paid back.

Vendors from the Union Station I project were contacted, missing invoices were recovered and supportive information with detailed explanations were submitted to the FTA. As a result the \$5.2 million amount was reduced to \$940,000. Additionally, as part of the reconciliation the PVTA identified \$84k in invoices as having never been reimbursed to the PVTA and \$724k in invoices were eligible for reimbursement.

With the resolution of the questioned costs, it was possible for the project to move forward. A Request For Proposal (RFP) was sent out for the services of an Owner's Project Manager as required under state statute. After receiving a number of responses a joint PVTA/SRA selection committee interviewed four short-listed firms.

No Findings in FY10 Audit

All seven findings from the previous administration's audits were resolved leading auditors to give a “clean” report on the PVTA's financial condition. No findings were cited.

Technology Advances

It is PVTA's goal to improve operational productivity and the customer experience through technology. The Intelligent Transportation Systems (ITS) project continued in FY10 with several critical milestones achieved. They included preliminary design and critical design reviews, and factory acceptance testing.

These milestones built upon the detailed system specification that PVTA developed with which the system was procured, including over 2,500 items of compliance and provided the basis for the architecture, design and function testing. The next step will be pilot deployments of the system.

Important upgrades to the PVTA voice/data radio environment were also undertaken this year. These will provide the basis to build a new narrow-band communications network to meet an FCC 2013 mandate.

PVTA pursued funding opportunities that allow further deployment of complimentary systems that maximize data available via the PVTA ITS Systems. The PVTA was awarded funds from the Federal Transit Administration as part of their funding opportunity in partnership with HUD to invest in communities and improve livability conditions and options for the population. PVTA will implement an Interactive Voice Response (IVR) system to provide real-time bus arrival, next vehicle, and service bulletins via phone and text messaging.

MASSDOT Flexes Capital Dollars

Language in the Stimulus Bill stated that RTA's were allowed to use up to 10% of their apportionment toward operating costs. Typically all funds must be used to cover capital expenses. The Commonwealth agreed to replenish the 10% of those stimulus dollars used for operating costs. Therefore, each RTA received the full stimulus amount plus the 10% toward operating costs.

PVTA Receives Federal Funds for 20 New Paratransit Vans

Thanks to the American Recovery and Reinvestment Act, the PVTA was able to purchase 20 new paratransit vehicles. The new vans enabled the authority to retire the oldest vans in the fleet that were at the end of their useful vehicle life. Newly delivered vans were shown to the public and media at the PVTA's Northampton garage by Congressman Richard Neal and PVTA Administrator Mary MacInnes.

The PVTA also received 10 new vans funded 100% through the Massachusetts Department of Transportation's Mobility Assistance Program.

\$16.2 Million in Stimulus Funds

The PVTA used Federal Stimulus dollars to carry out multiple projects to update facilities and systems at two of the three garages.

The Springfield garage completed yard paving, the installation of twenty-two insulated garage doors with automatic openers, dispatch room renovations, driver lounge and locker room renovations. At the UMASS Amherst garage funds were used to replace the roof of the building and the HVAC and exhaust systems in the UMASS Transit Maintenance Department.

The stimulus funds were also used to purchase twenty new, twelve-passenger, wheelchair accessible vans for the paratransit and senior service, and 29 new, low-floor buses for the fixed route.

New Shelters Installed

The installation of fourteen new Victorian-style bus shelters was completed as part of the State Street Corridor Project in Springfield. Twelve of the shelters were replacements and two were new shelters added at the new Federal Court House, one at State and Hancock Streets, and the other at State and Buckingham Streets. MassDOT funded the purchase of 12 shelters and the PVTA provided two shelters.

The PVTA worked closely this year with members of the Northampton City Council, Public Transportation Committee, Council on Disabilities, and the Florence Civic Association to determine that the best location for a new stop and shelter in Florence would be in front of Valley Medical Center at 70 Main Street, and a new Victorian-style shelter was installed.

Ride & Roll Bike Rack Program Enhances Options

Bike riders in the PVTA service area had greater opportunities this year to take their bikes and ride further with the installation of larger capacity bike racks. The racks were installed on all buses operating on routes leaving from the Northampton and UMASS garages. The new racks, purchased with Federal Stimulus funds, hold three bikes—one more than the older rack capacity.

A pilot program for bike racks in Springfield was put in place on the R10, B23 and R25 routes. The test determined that logistical and operational changes were needed. With the changes implemented, bike racks were installed on all Springfield garage buses.



To promote the new racks to riders in Springfield, a Bike Rule Pamphlet was made available to all riders, and a bike and helmet were given away through a raffle at the customer service center. The PVTA participated in a number of events during Bike to Work Week and the PVPC created an informative video on how to load and unload bikes.

Customer Service & Safety Training

To improve customer service skills for operators and supervisors the PVTA has committed to the Transit Ambassador Training program. The transit system specific program is a customer service training program and works to create or expand on the culture of positive customer service among the operators and supervisors. The comprehensive course teaches employees the skills they need to handle a variety of situations that may occur when interacting with customers in a transit environment. Emphasis is placed on participant involvement with the primary job of the trainers to work as facilitators and coaches.

In FY10:

Six employees have been trained and certified as program trainers.

Thirty-seven SATco and twelve VATco employees have been trained, including transit supervisors and dispatchers at both the Springfield and Northampton garages and all new bus operators.

Two program modules are taught once a week for two weeks for a total of sixteen hours of training per class.

The PVTA was host to several Federal DOT Transportation Safety Institute courses and as a result we were allowed to send twelve people to each course. The courses, Substance Abuse Management and Program Compliance Training and Transit Bus System Safety, were held at the UMASS Transit training facility.

**PIONEER VALLEY TRANSIT AUTHORITY
STATEMENT OF NET ASSETS - June 30, 2010**

	2010	2009
ASSETS		
CURRENT ASSETS		
• Cash and equivalents	\$ 1,136,968	\$ 1,766,567
• Receivables	33,993,574	33,718,751
• Prepaid expenses	1,105,173	1,066,252
Total current assets	36,235,715	36,551,570
Restricted cash (Note 9)	3,766,374	1,884,344
Prior receivables from the State	5,975,759	5,975,759
Allowance for uncollectible	(5,975,759)	
Property and equipment, net	39,511,803	49,256,455
Total assets	<u>79,513,892</u>	<u>93,668,128</u>
LIABILITIES		
Accounts payable	3,036,681	4,079,392
Accrued payroll and related liabilities	220,079	324,850
Accrued pension	439,904	279,910
Insurance claims reserve	1,500,000	1,034,595
Accrued interest	643,806	822,251
Notes payable	35,400,000	32,675,000
Total current liabilities	<u>41,240,470</u>	<u>39,215,998</u>
Due to government	0	1,428,298
Due to Springfield Redevelopment Authority	3,766,374	4,319,851
Deferred revenue	291,403	262,934
Accrued other post employment benefits	6,036,995	4,270,471
Total liabilities	<u>51,335,242</u>	<u>49,497,552</u>
NET ASSETS		
Invested in capital assets, net of related debt	39,511,803	49,256,455
Restricted for other purposes	187,352	0
Unrestricted	(11,520,505)	(5,085,879)
Total net assets	<u>\$28,178,650</u>	<u>\$44,170,576</u>

PIONEER VALLEY TRANSIT AUTHORITY
STATEMENT OF REVENUES, EXPENSES
& CHANGES IN NET ASSETS
For the Year Ended June 30, 2010

	2010	2009
OPERATING REVENUES		
• Fixed route income	\$ 5,786,593	\$ 5,825,858
• Paratransit income	654,084	649,735
• Shuttle service income	29,248	33,591
Total operating revenues	6,469,925	6,509,184
OPERATING EXPENSES		
• Fixed route service	26,224,917	27,611,932
• Paratransit service	7,498,439	7,225,372
• Shuttle service	287,480	318,084
• Administrative Expenses	3,614,501	3,003,305
• Reimbursable depreciation	5,954,632	5,313,383
Total operating expenses	43,472,076	41,935,100
Operating income (loss)	(37,110,044)	(36,962,892)
NONOPERATING REVENUES (EXPENSES)		
• Operating assistance		
• Federal	6,276,174	5,767,007
• Massachusetts	16,119,383	16,313,301
• Member communities	6,401,179	6,245,053
• Other Federal assistance	1,021,525	1,348,206
• Other State assistance	110,000	110,000
• Advertising income	268,228	247,753
• Other income	9,687	73,137
• Interest income	38,843	173,778
• Interest expense	(646,779)	(942,961)
Total non-operating revenues (expenses)	29,598,240	29,335,274
Income (loss) before capital contributions & other items	(7,511,804)	(7,627,618)
Capital contributions	12,198,046	11,496,611
Union Station (Note 5)	(14,680,409)	
Disallowed Federal and State Costs		(1,428,298)
Doubtful State operating receivables (Note 3)	(5,975,759)	
Change in net assets	(15,969,926)	2,440,695
Net assets, beginning	44,170,576	41,729,881
Net assets, ending	\$28,178,650	\$44,170,576

Facts and Figures

FIXED ROUTE	2010	2009
• Net Cost of Operation	\$20,696,556	\$22,070,567
• Passenger Trips	9,743,568	9,669,072
• Vehicle Miles	4,416,603	4,446,726
• Operating Expenses per Passenger Trip	\$2.72	\$2.89
• Operating Expenses per Vehicle Mile	\$6.00	\$6.28
• Passenger Trip per Mile	2.21	2.17

PARATRANSIT

• Net Paratransit Cost	\$6,844,355	\$6,575,637
• Passenger Trips	317,733	308,369
• Vehicle Miles	3,354,615	3,687,486
• Vehicle Hours	211,757	221,930
• Passengers per Trip	1.46	1.38

Emergency Drills



Practicing emergency preparedness skills, bolstering relationships with first responders and working on incident command were some of the many positive results of two PVTA-sponsored emergency drills.

The first drill was coordinated with Springfield's Emergency Management Department and comprised a full-scale emergency preparedness drill at Springfield's Fire Training facility. The scenario for the drill was a bus roll-over accident with twenty-one passengers and a driver onboard. PVTA staff members volunteered to play accident victims. The all-day drill was a successful exercise for all of the agencies involved and strengthened and enhanced existing PVTA plans and procedures reinforced relationships with emergency response agencies and provided the opportunity to practice incident command.

The second drill was held at the Springfield Sportsman's Club in Monson in the Spring and the scenario involved a hostage situation with ten PVTA bus passengers. Springfield Police SWAT and Sniper Units were played a key roll in the drill and used live ammunition on an old bus scheduled for disposal.

PVTA utilized Federal Capital funding dedicated to Safety and Security to cover the expensive of the drills.

Renovations Enhance PVTA Customer Experience



Federal and state transportation officials joined the PVTA Administrator at the Springfield Bus Terminal to present the completed renovation project to PVTA riders. The six-month modernization project included the relocation of the dispatch office, fresh and bright paint in PVTA colors, new flooring, expanded customer waiting area, new and additional seating, new and enhanced lighting, new HVAC system, television monitors with scheduling and route information, new passenger information areas and schedule racks, extra-visible bus berth signage and exterior signage, and new video monitoring and announcement systems.



Vans Donated

In early March the PVTA donated a retired, high-mileage ADA van to Lorraine's Soup Kitchen in Chicopee. The van can accommodate two wheelchairs and up to seven riders and will be used by the soup kitchen to pick up people who used to walk to their previous location and couldn't get to the new facility.

The PVTA donated three retired ADA vans to Springfield's Department of Elder Affairs in an event held at the Riverview Center in Springfield. On hand to receive the vans from PVTA Administrator Mary MacInnes was Springfield's Mayor, Domenic Sarno, and Director of Elder Affairs, Jan Denny along with many happy recipients. The three, 8-passenger vans are wheelchair accessible and will be used to assist Springfield's senior residents with their special transportation needs.

Bus Stop Inventory

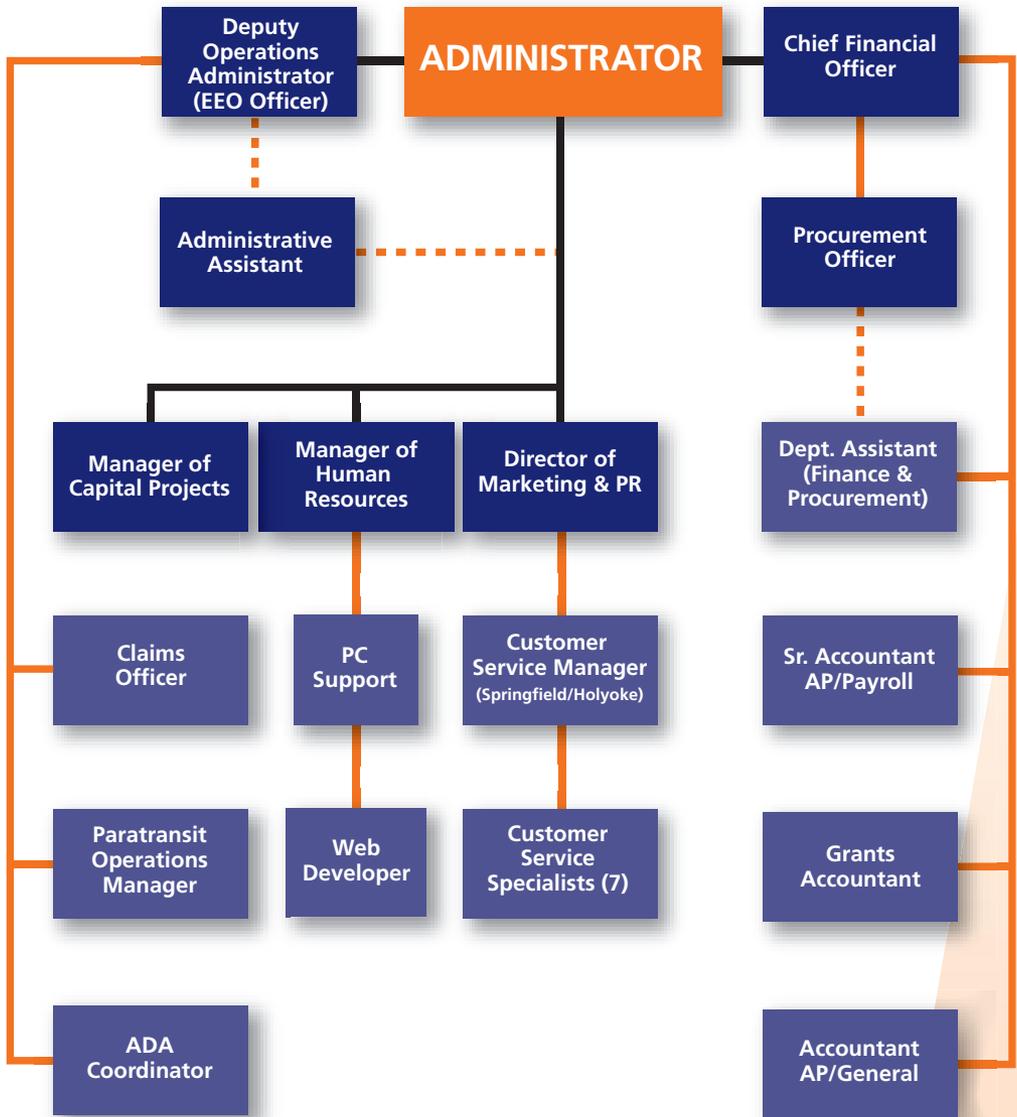
The PVTA contracted with the PVPC to conduct a survey of all PVTA bus stops. The information collected includes whether or not the stop has a shelter, type of shelter, whether or not it has advertising panels, a bus stop sign and the type. Each stop now has a GPS coordinate and data components associated with it that will be utilized with the Automated Vehicle Locator (AVL) system being installed on all buses.



Rider Survey

An on-board rider survey was taken on the Northern area service routes and found that overall customer satisfaction with the PVTA service was 89.7%. Customers indicated they are satisfied with the driver's performance, safety and schedules. The information gathered also indicated that riders would like to see improvements in the frequency of service, on-time performance, and the cleanliness of bus shelters.

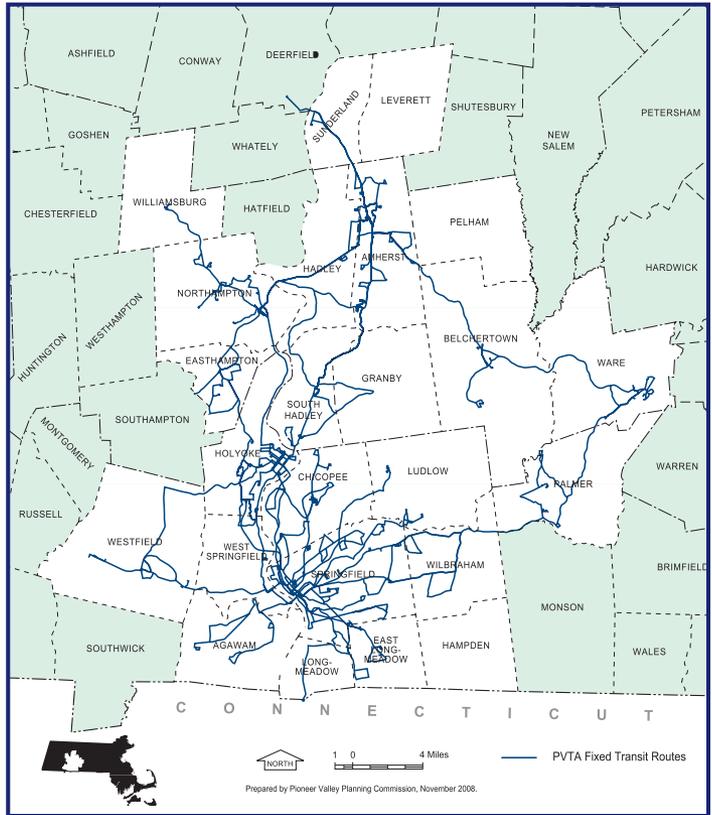
The PVTA shelter cleaning program has been increased and a mystery rider program has been instituted to monitor on-time performance.



The Pioneer Valley Transit Authority (PVTA) is the largest regional transit authority in Massachusetts with 174 buses, 144 vans and 24 participating member communities, and 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 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.

Pioneer Valley Transit Authority Participating Communities

- Agawam
- Amherst
- Belchertown
- Chicopee
- Easthampton
- East Longmeadow
- Granby
- Hadley
- Hampden
- Holyoke
- Leverett
- Longmeadow
- Ludlow
- Northampton
- Palmer
- Pelham
- South Hadley
- Springfield
- Sunderland
- Ware
- Westfield
- West Springfield
- Wilbraham
- Williamsburg





BUS STOP

Northampton
Health Center
Nurse Care
Tele-Ed
70 Main



2808 Main Street, Springfield, MA 01107

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www.pvta.com

The PVTA values workplace diversity and is strongly committed to its policies on equal employment opportunity and affirmative action. To view our EEO policies, please visit our website at www.pvta.com. EEO/AA/DF.