



# FY16 ANNUAL REPORT

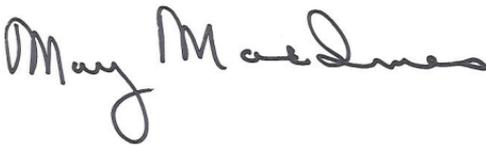
Pioneer Valley Transit Authority



## ***Administrator's Message***

FY16 was another good year for PVTA, as we continued to generate over 12 million riders a year. PVTA also secured \$55.7 million dollars from MassDOT to construct a long needed Operations & Maintenance Facility, many thanks to the MassDOT Board of Directors.

In FY16, PVTA received funding for electric buses to diversify our fleet in an environmentally friendly way. The funding was a combination of FTA, FHWA and MassDOT resources.

A handwritten signature in black ink that reads "Mary MacInnes". The signature is written in a cursive style with a large, looped initial "M".

Mary L. MacInnes  
Administrator, Pioneer Valley Transit Authority

# MAJOR CAPITAL FACILITIES

## **New PVRTA Bus Operations & Maintenance Facility (O&M) Cottage Street, Springfield**

In FY16, PVRTA secured \$55.7M in construction funding from MassDOT for a new fixed-route bus O&M facility programmed over three fiscal years (FY17-FY19). The funding was less than the \$72M PVRTA sought to construct its planned 280,000 square-foot facility that would have provided bus operations, storage and maintenance space for a projected 20 to 30 year horizon. PVRTA, therefore, downsized the planned building program to a 190,000 square-foot facility that will provide for its near-term operations and maintenance needs while allowing for an addition to hopefully be federally funded in the future to accommodate its longer-term needs.

The new \$55.7M facility, which will provide light and heavy duty maintenance for PVRTA's entire fixed-route bus fleet, will replace PVRTA's antiquated and grossly undersized bus maintenance facility at 2840 Main Street, Springfield. The Main Street facility will ultimately be converted to a paratransit maintenance and storage facility. PVRTA will relocate its paratransit operations to Main Street from its currently leased facility in Chicopee after the Cottage Street facility is completed and opened.

PVTA completed traffic impact studies for the proposed development in early 2016 and secured approval from the Springfield Department of Public Works conditional on upgrades to the intersection of Cottage Street and Robbins Road as well as Cottage Street and PVTA's proposed driveway locations. PVTA is working in coordination with the City, the Pioneer Valley Planning Commission, and MassDOT to program approximately \$1M in the State Transportation Improvement Program (STIP) for the Cottage Street/Robbins Road intersection upgrade. PVTA will be responsible for administering the design and construction of this improvement. The City of Springfield will be upgrading the nearby Cottage Street and Berkshire Avenue intersection in coordination with PVTA's planned improvements.

Final design of PVTA's new Bus O&M facility on Cottage Street is scheduled to be completed by January 2017 and bid in February 2017. Construction is scheduled to begin in April 2017 and be completed by the end of 2018.

### **Westfield Transit Pavilion Arnold Street, Westfield**



In early 2016, PVRTA completed the relocation of tenants from the former Flahive Building on Arnold Street in Downtown Westfield to make way for a new state-of-the-art transit center. The Flahive Building was then successfully demolished and the site prepared for construction.

PVRTA also acquired a City parcel located next to the Flahive Building property to complete assembly of the future transit pavilion site. PVRTA then completed 100% design, permitting and bidding of the new Westfield Transit Pavilion. Forish Construction of Westfield was the successful bidder on the project at \$3.5M.

The project is being constructed in coordination with the City's upgrade of its Historic Gas Light District, which includes new sidewalks, streets and gas lantern style streetlights. Construction was initiated in April 2016 and is scheduled to be completed by April 2017. The project is expected to attain a LEED Silver design designation.

## Efficiencies

### Smart Card Technology



In FY16, PVRTA launched a successful pilot program in preparation for full implementation of the Fast Break Smart Card technology project. This state-of-the-art electronic payment system will soon offer customers an enhanced boarding experience with all the conveniences of “tap and ride” technology. After completing the pilot program during the summer months, PVRTA phased in a number of program components necessary to complete the Fast Break card implementation

process during the coming fiscal year. In addition to being very easy to use, Fast Break card holders will soon be able to purchase, load and reload their cards at the Customer Service Centers, Ticket Vending Machines, and a variety of other convenient locations. Fast Break cardholders will also be able to purchase, reload and register their cards using PVRTA's web-based E-fare system at [www.pvta.com](http://www.pvta.com). A number of product options will be available, including the ability to load up to \$100 in stored value, thus enabling card holders to customize the Fast Break card according to their personal preferences and use.

### **Fixed Route Changes**

PVRTA introduced improved frequency on Route P20. Prior to this change, the route operated every 30 minutes; under the new service it operates every 20 minutes. This route connects downtown Springfield, to downtown West Springfield, Riverdale Road, Holyoke Mall, K-Mart Plaza and downtown Holyoke. This improvement increased ridership to over 1,000,000 passenger trips for the first time in the routes history.

PVRTA also improved additional frequency on Route P21 in FY16. Prior to this change, the route operated every 45 minutes; under the new service it now operates every 30 minutes. This route connects downtown Springfield, to Baystate Hospital to downtown Chicopee, Willimansett to downtown Holyoke. This frequency increased ridership to 535,453 passenger trips; this was an 11% increase over the prior year.

## PVTA Performance Measures

PVTA posts updated performance measures quarterly to PVTA's website. PVTA must use its resources effectively and all routes should achieve a minimum level of productivity. A route's productivity is measured in terms of "Passengers per Revenue Vehicle Hour" for most services, and "Passengers per Trip" for Regional and Express services that typically carry passengers for long distances with little passenger turnover. PVTA analyzes one week of ridership data in each month to identify if these minimum thresholds are attained. For routes that experience a significant amount of ridership turnover along the route (all services except Regional and Express routes), this minimum level of ridership is expressed in terms of Passengers per Revenue Service Hour (or the average number of passengers that a bus should serve for each hour it is in service). For Regional and Express routes, which often travel for long distances with little ridership turnover, the minimum level of ridership is expressed in terms of Passengers per Bus Trip. In cases where routes do not meet minimum performance guidelines, changes should be made to improve route performance. These changes can include a variety of measures, including reconfiguring the route alignment to attract more passengers, targeted marketing, eliminating particularly unproductive segments, and reducing service levels. If no changes can be identified to improve performance, steps may be taken to discontinue the route unless it serves a demonstrable critical need that is not served by other routes or services (including paratransit service).

# Passenger Amenities

## Pulaski Park Shelter



PVTA installed a new shelter at Pulaski Park in Northampton in the early spring of FY16. This shelter serves more than 750 passengers per day. The City of Northampton did extensive renovations of the park which was reopened to public in FY16. The shelter design was made in collaboration with the City to enhance the experience for everyone who uses the Park.

PVTA expanded its commitment to real-time customer information with the deployment of solar powered next bus signs at select locations. This pilot project equipped five high volume bus stop locations with next bus signage that draws on the PVTA ITS system bus location data to provide real-time departure information. These signs have a very small footprint and are completely self-contained. The sign, controller, communications modem, and solar panel are all mounted on a single heavy duty pole securely bolted to the sidewalk. This makes the PVTA solar sign an extremely efficient and cost effective next bus sign solution. PVTA is currently working in partnership with the sign manufacturer

to incorporate push-button audio functionality into the solar sign solution in support of customers with visual impairments.

PVTA partnered with Springfield Technical Community College on several technology initiatives this year. A new LCD sign solution was deployed at the STCC Information Desk. This new interior next bus sign displays real-time departure information for all bus stops surrounding the STCC campus. The PVTA fare media sales and inventory system has been replaced with a new Point of Sale (POS) system. This new system supports current fare media products as well as the sale and support of PVTA Fast Break Smart Cards. In addition, this new system provides PVTA with enhanced levels of inventory control, financial management, and system-wide reporting. The successful completion of the POS system deployment has set the stage for the enterprise wide rollout of the PVTA Fast Break Card.

### **Travel Training**

PVTA's Travel Training program had continued success in FY16. The Travel Training program is a self-paced, individualized process that teaches seniors and people with mobility impairments how to safely and independently use the fixed-route public bus system. A total of 41 individuals successfully completed the training in FY16. The Travel Training program has successfully trained 164 people since the inception in FY13.

# Technology & Passenger Communication

PVTA led a Massachusetts Regional Transit Authority (MARTA) initiative to procure Transit Asset Management (TAM) software needed to facilitate adherence with new FTA State of Good Repair reporting requirements. Cambridge Systematics TransAm software was developed as an FTA TAM pilot to demonstrate effective TAM and reporting “best practices”. TransAm is an open-source platform that allows PVTA as well as other RTAs to integrate disparate asset tracking systems into comprehensive asset repository that will be used to fulfill multiple FTA reporting requirements.

The first phase of the TAM project was completed this year with 14 participating RTAs going live on the base system. PVTA continues to work with Cambridge Systematics adding new functionality that builds upon the base system to provide all participating RTAs with a single data source for asset reporting. With a focus on expanding capabilities and maximizing investments made in software systems, PVTA upgraded critical operations and financial management systems this year, including:

- Avail ITS
- Hastus Fixed Route Scheduling
- Trapeze Equipment Maintenance
- Sage ERP Financial Management

Each of these system upgrades came with enhanced features and additional functionality. In addition, all the supporting hardware, server, database and

operating systems were upgraded at the same time providing PVTA with the most current, secure and disaster resistant environment available.

A new communication tower was installed at the planned Operations and Maintenance Facility location at Cottage Street in Springfield. This new tower provides disaster recovery for southern tier communications in the event of a tower outage and will provide operational support to the facility upon its completion.

PVTA has started transitioning away from the commercially available 450-500 MHz land mobile radio (LMR) spectrum to the 800 MHz public safety LMR spectrum. The transition to the public safety spectrum is keeping with PVTA's Security Plan which establishes interagency communications between public safety entities in and around our service area. In addition, the migration addresses a critical disaster recovery issue. PVTA plans a slow transition to 800 MHz spectrum, spreading the capital cost over several funding years, while safeguarding existing operational communications by moving each division to the new LMR system in a measured, planned deployment.

**PIONEER VALLEY TRANSIT AUTHORITY  
STATEMENT OF NET ASSETS**

**June 30, 2016**

**ASSETS AND DEFERRED OUTFLOWS OF RESOURCES**

**Current assets**

	<b>2016</b>	<b>2015</b>
Cash and equivalents	4,272,559	3,890,217
Receivables, net	18,632,359	18,338,503
Prepaid expenses	389,486	443,557
<b>Total current assets</b>	<b>23,294,404</b>	<b>22,672,277</b>

Investment in Holyoke

Intermodal Facility, LLC	4,055,854	4,056,385
Property and equipment, net	76,684,902	68,992,437
<b>Total assets</b>	<b>104,035,160</b>	<b>95,721,099</b>

Deferred outflows of resources

Deferred outflows related to pensions	1,700,147	1,427,569
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**TOTAL ASSETS AND DEFERRED OUTFLOWS  
OF RESOURCES**

	<b>105,735,307</b>	<b>97,148,668</b>
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**LIABILITIES**

Accounts payable	7,605,240	5,151,170
Accrued payroll and related liabilities	311,601	148,497
Accrued pension	107,968	116,463
Insurance claims reserve	2,000,000	1,750,000
Accrued interest	147,675	118,836
Notes payable	10,800,000	13,000,000

<b>Total current liabilities</b>	<b>20,972,484</b>	<b>20,284,966</b>
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Unearned revenue	218,742	260,816
Net pension liabilities	5,249,538	4,935,525
Accrued other post employment benefits	17,805,909	15,927,715

<b>TOTAL LIABILITIES</b>	<b>44,246,673</b>	<b>41,409,022</b>
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**NET POSITION**

Invested in capital assets, net of related debt	80,740,756	73,048,822
Restricted for other purposes	1,330,905	1,096,076
Unrestricted	(20,583,027)	(18,405,252)
<b>Total net assets</b>	<b>\$61,488,634</b>	<b>\$55,739,646</b>

**PIONEER VALLEY TRANSIT AUTHORITY  
STATEMENT OF REVENUES, EXPENSES AND  
CHANGES IN NET ASSETS**

	<b>2016</b>	<b>2015</b>
Operating revenues		
Fixed route income	7,118,707	7,027,574
Paratransit income	803,792	722,680
Shuttle service income	28,249	30,043
Total operating revenues	<u>7,950,748</u>	<u>7,780,297</u>
Operating expenses		
Fixed route service	33,472,495	32,957,300
Paratransit service	8,669,159	7,794,846
Shuttle service	244,670	259,959
Debt service	72,399	72,895
Administrative Expenses	4,800,151	4,055,579
Reimbursable depreciation	4,777	4,478
Total operating expenses	<u>47,263,651</u>	<u>45,145,057</u>
Operating income (loss)	<u>-39,312,903</u>	<u>-37,364,760</u>
Nonoperating revenues (expenses)		
Operating assistance		
Federal	5,107,467	3,366,626
Massachusetts	23,554,939	22,980,428
Member communities	8,309,002	7,827,620
Other Operating Assistance	289,517	784,122
Advertising income	321,206	301,933
Other Income	89,598	64,452
Interest income	28,773	31,929
Interest expense	-72,895	
Total non-operating revenues (expenses)	<u>37,628,103</u>	<u>35,284,215</u>
Income (loss) before capital contributions and other items	-1,684,800	-2,080,545
Contributed Capital	20,875,780	16,916,436
Nonreimbursable depreciation	<u>-13,441,992</u>	<u>-11,827,383</u>
Change in Net Position	5,748,988	3,008,508
Net position, beginning	<u>55,739,646</u>	<u>52,731,138</u>
Net position, ending	<u>61,488,634</u>	<u>55,739,646</u>

## OPERATIONAL FACTS AND FIGURES

2016

2015

### Fixed Route

#### *Financials*

Operating Expenses	\$33,717,165	\$33,217,259
Revenue	\$7,146,956	\$7,057,617
<b>Net Fixed Route Cost</b>	<b>\$26,570,209</b>	<b>\$26,159,642</b>

#### *Characteristics*

Passenger Trips	2,154,880	12,074,280
Vehicle Miles	5,329,784	5,064,264
Vehicle Hours	399,361	371,233
Revenue Miles	5,233,547	4,955,120
Revenue Hours	391,145	368,159

#### *Performance Measures*

Operating Expenses Per Passenger Trip	\$2.77	\$2.75
Operating Expenses Per Vehicle Mile	\$6.33	\$6.56
Operating Expenses Per Vehicle Hour	\$84.43	\$89.48
Operating Expenses Per Revenue Mile	\$6.44	\$6.70
Operating Expenses Per Revenue Hour	\$86.20	\$90.23
Passenger Trips Per Mile	2.281	2.384
Passenger Trips Per Hour	30.436	32.525
Passenger Trips Per Revenue Mile	2.322	2.437
Passenger Trips Per Revenue Hour	31.075	32.796

### Paratransit

#### *Financials*

Operating Expense	\$8,669,159	\$7,794,846
Revenue	\$803,792	\$722,680
<b>Net Paratransit Cost</b>	<b>\$7,865,367</b>	<b>\$7,072,166</b>

#### *Characteristics*

Passenger Trips	333,830	310,133
Vehicle Miles	3,708,664	3,552,659
Vehicle Hours	229,526	219,015
Revenue Miles	3,112,275	3,008,563
Revenue Hours	193,710	186,030

#### *Performance Measures*

Operating Expenses Per Passenger Trip	\$25.97	\$25.13
Operating Expenses Per Vehicle Mile	\$2.34	\$2.19
Operating Expenses Per Vehicle Hour	\$37.77	\$35.59
Operating Expenses Per Revenue Mile	\$2.79	\$2.59
Operating Expenses Per Revenue Hour	\$44.75	\$41.90
Passenger Trips Per Mile	0.09	0.09
Passenger Trips Per Hour	1.45	1.42
Passenger Trips Per Revenue Mile	0.11	0.10
Passenger Trips Per Revenue Hour	1.72	1.67

# PLANNING

## Bus Rapid Transit

PVTA conducted most of the Bus Rapid Transit (BRT) Alternative Analysis for State Street in Springfield in FY16. BRT is a cost-effective approach to transit service that cities around the world have used which blends the positive features of rail transit with the flexibility of bus transit to make riding the bus a higher-end transit service alternative. BRT improves speed, reliability, and passenger comfort and convenience. It has user friendly features including faster service and fare collection; exclusive bus traffic lanes; stations as opposed to bus stops; unique branding and passenger information. The final report will be completed in FY17.

# SAFETY & SECURITY

## Bus Numbers

PVTA began an initiative in FY16 placing bus numbers on the roof of each bus. This initiative was established to have aerial identification of buses during emergency events. Being able to identify buses from the air is critical during evacuations and other instances where first responders require assistance of fixed route buses.



# COMMUNITY OUTREACH

## Food Drive

PVTA held a food drive collecting non-perishable food donations onboard all PVTA buses November 6th - November 23rd. All food collected on buses operating out of PVTA's Northampton & Springfield area garages are donated to The Food Bank of Western Mass. All food collected on buses operating out of the UMass/Amherst area garage are donated to the Amherst Survival Center. PVTA's Food Drive collected 1,728 lbs of non-perishable food donations.



## Awards

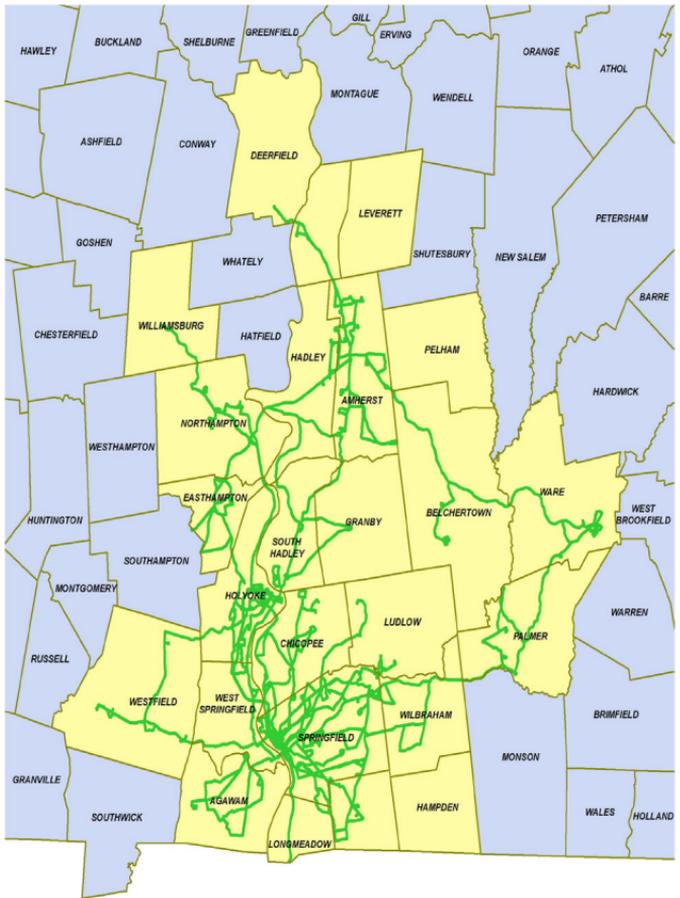
PVTA is recognized as a Leader Award recipient at Mass Rides 5th Annual Excellence in Commuter Options (ECO) Awards for outstanding participation and promotion of healthier and greener transportation options.



The Pioneer Valley Transit Authority (PVTA) is the largest regional transit authority in Massachusetts with 186 buses, 132 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.

## Pioneer Valley Transit Authority Participating Communities

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



*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. PVRTA's EEO policy is available at [www.pvta.com](http://www.pvta.com)*



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