PVTA Fare Equity Analysis

Approved 9 April 2018

Pioneer Valley
Transit Authority

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2 Introduction

PVTA has proposed to increase fares effective in SFY 2019, which begins on July 1, 2018. Two scenarios are considered:

- A 25% fare increase;
- A 20% fare increase.

PVTA is not increasing the cost to transfer between buses.

The full details of the fare changes and the need for the fare changes are contained in the PVTA's Fare Impact Study.

This analysis was performed by the Central Transportation Planning Staff (CTPS), in close collaboration with the Pioneer Valley Transit Authority (PVTA) and the Pioneer Valley Planning Commission (PVPC). Public outreach was conducted and summarized by PVTA and PVPC. All recommendations in this report, including the final findings and content of the report, are the sole responsibility of the PVTA.

2.1 Federal Requirements for a Fare Equity Analysis

FTA Circular 4702.1B provides guidelines and requirements for implementing U.S. Department of Transportation regulations pertaining to Title VI of the Civil Rights Act of 1964 (49 CFR 21). The circular requires the PVTA to conduct a fare equity analysis for any fare change to evaluate whether the fare change would have a discriminatory impact based on race, color, or national origin, and whether low-income populations would bear disproportionate burdens or non-low-income populations would receive disproportionate benefits because of the changes. The circular also requires 1) briefing the PVTA Advisory Board on the fare change and the equity impacts of the change, and 2) documenting that the board considered and approved the fare equity analysis.

The FTA-required fare equity analysis of the proposed PVTA fare increase is presented below. In FTA C4702.1B, Appendix K, the FTA provides a checklist of the considerations for a fare equity analysis. Appendix A indicates where each item in the checklist is located.

2.2 Summary of the Disparate Impact and Disproportionate Burden Policy

PVTA's DI/DB Policy is cited below.

Disparate Impact Policy (Racial Discrimination)

> PVTA defines a disparate impact as a situation in which a proposal for a fare change or fare media change or service reduction or alteration or new construction project would have an adverse impact or impacts that would likely be experienced by a proportion of PVTA customers of color that is 20% or more larger than the proportion of white PVTA customers who could also be expected to experience the same adverse impact or impacts.

Disproportionate Impact Policy (Low-Income Discrimination)

> PVTA defines a disproportionate impact as a situation in which a proposal for a fare change or fare media change or service reduction or alteration or new construction project would have an adverse impact or impacts that would likely be experienced by a proportion of PVTA customers

considered to have low-incomes[1] that is 20% or more larger than the proportion of non-low-income PVTA customers who could also be expected to experience the same adverse impact or impacts.

If a Title VI Equity Analysis finds that a proposal would likely have an adverse impact that would be experienced by 20% or more of PVTA customers of color and/or customers considered to have low incomes, as compared to the local or regional averages, then PVTA must evaluate whether there are features of the proposal, or alternatives or modifications to it, that would likely achieve outcomes that are more fair and equitable for all.

If no feasible alternatives or modifications to mitigate a proposal's anticipated adverse impacts on customers of color or with low incomes, PVTA will:

- Demonstrate that a legitimate business purpose of the proposal cannot otherwise be accomplished, and;
- Identify measures that will mitigate to the greatest extent possible the anticipated adverse impacts of the proposal on customers of color and/or with low incomes, and;
- Demonstrate that the proposal with mitigation is the least discriminatory approach available.[2]

Public Engagement

PVTA has established thresholds for this analysis through a thorough public process as described in our Title VI Program and the PVTA Public Participation Plan. Full consideration of the public comments submitted during the development of the PVTA Title VI Program and Public Participation Plan informed the establishment of the thresholds used for this report.

The PVTA, in partnership with PVPC, also undertook extensive public outreach for the purposes of this analysis, as shown in Appendix D. We undertook the following:

- Public Hearings
- Transit Station Outreach
- Public Outreach Meetings
- Online comment form, paper comment form
- Written and oral testimony

In all, PVTA received 376 comments on its fare proposal (and another nearly 3,000 on service proposals considered in a separate analysis).

[1] "Low-income" is defined in this policy as recommended by FTA Circular 4702.1B as people who report on PVTA customer surveys or are estimated by best available demographic data to have individual annual incomes less than the federal poverty level as established by the U.S. Department of Health and Human Services in the year the analysis is performed. In 2016, the poverty threshold was $11,880 for an individual.

[2] PVTA Public Participation Plan: www.pvta.com/media/pdfs/PVTA_PPPAdopted11-15-17final.pdf. November 15, 2017.

3 Fare Equity Analysis

In the fare equity analysis, CTPS compared the existing average fare for each category of riders (that is, riders classified as minority, nonminority, low-income, and non-low-income) to the proposed post-increase average fare for each category of riders.

In this analysis, we compare the existing and proposed average fare for existing ridership. We do not account for any changes in the number of trips that may occur because of the fare increase.

3.1 Data and Ridership Classification

Information about rider demographics is necessary for an equity analysis. CTPS used the following data to conduct this analysis:

- **SFY 2017 PVTA ridership by fare type:** PVTA used its farebox data to calculate the number of rides taken by fare type.
- **2015–16 PVTA Full System Survey:** The Pioneer Valley Planning Commission (PVPC) conducted a systemwide passenger survey over a two-year period spanning 2015 and 2016. The final sample size of the survey was 2,798. This survey, among other questions, asked respondents to identify the route they were using, their race/national origin, income, profession, and fare payment type. Hampden County routes were surveyed in 2015 and Hampshire County routes were surveyed in 2016.

  Riders who chose a race other than white were classified as "minority riders." Riders who only chose "white" were classified as "nonminority riders." Riders who chose the lowest income level, "Less than $11,770" were classified as "low-income riders." Riders who chose one of the other categories were classified as "non-low-income riders." The survey did not ask about household size, so this classification scheme may undercount the number of low-income riders using the system. Riders whose classification could not be determined were excluded from the relevant analysis.

  CTPS used this survey to assign demographics to each fare type. When a fare product did not precisely match a fare category, CTPS used a reasonable analog (for example, there was no category for "transferring" riders; for this fare type CTPS used the demographics of "adult" riders). Because of the unique fare structure at the PVTA, when estimating the demographics of each fare product, CTPS separated the Five College riders from the rest of the survey responses. Appendix B shows the survey responses and the way CTPS assigned survey response demographics to each fare type.

- **Massachusetts Department of Higher Education, Fall 2017 Demographics:** The Massachusetts Department of Higher Education produces a series of tables detailing the demographics of each community college and public college in the commonwealth. Several colleges in the PVTA service area provide discounted passes to their students. PVTA survey data did not contain enough survey responses to confidently assign minority status demographics to people using the special discounted passes. CTPS used the school-based demographic information to assign demographics to discounted pass users from these institutions. While the demographics of the population at these institutions may not be exactly the same as those of the people using the

discounted passes, we felt that the population data was more reliable than results based on the small sample sizes available from the survey. The values for the relevant colleges are contained in Appendix B.

- **Pell Grant-eligible students:** PVTA obtained information about the number and percentage of Pell Grant-eligible students attending several schools. Because the Pell Grant is awarded based on income, it can be used as an indicator of income status. PVTA contacted several institutions to obtain information about the number and percentage of Pell-eligible students at their schools. One institution provided a report and two provided the responses via email. CTPS used the proportion of Pell Grant-eligible students as a proxy for low-income status for three pass products. While the demographics of the population at these institutions may not be exactly the same as those of the people using the discounted passes, we felt that the population data was more reliable than results based on the small sample sizes available from the survey. The values for the relevant colleges are contained in Appendix A.

3.2 Proposed Fare Changes

FTA C 4702.1B provides examples of the tables that are required for presenting the results of a fare equity analysis. In accordance with the circular, Table 1 and Table 2 present the existing and proposed fare changes and annual usage by numbers and percentages of minority, low-income, and all riders. The FTA also requires a graphic display of the fare payment distributions by group—low-income, minority, and all riders.

Figure 1 shows the demographics by fare type and Figure 2 shows the distribution usage of fare products by category of riders. It is possible that there could be some flow between fare type usage because the ratio between the cost of the single cash fare and the one- and seven-day fares change slightly from the baseline.

PVTA via UMass Transportation Services, operates a system of routes in the Five College region. On these routes, certain groups of people, most notably students and faculty, do not directly pay a fare. Other riders on these routes are expected to be able to pay the appropriate fare. PVTA is not directly increasing fares on these routes.

For the purposes of this report, PVTA collects revenue considered as fare from the Five Colleges in the following forms:

- In FY18, UMass contributed $400,000 toward transit operations which was taken out of student fees. At the time of this report, it was expected that the $400,000 contribution would continue into FY19.
- In FY18, Five Colleges, Inc. contributed $50,000 toward transit operations. At the time of this report, it was expected that this amount would increase to $100,000 in FY19.

This fare revenue was divided across all Five College trips to calculate the baseline per-trip fare, and the FY19 proposed fare.

Table 1. Comparison of Fare Types (25% Increase)

	Fares (Current and Proposed)				Annual Usage by Group: Total Trips (Thousands)			Annual Usage by Group: Percent of Group Total Usage		
Fare-Payment Type	**SFY17**	**SFY19**	**Abs.**	**Pct.**	**Minority**	**Low-Inc.**	**All Riders**	**Minority**	**Low-Inc.**	**All Riders**
Single-Ride Fares										
Adult	$1.25	$1.60	$0.35	28%	1,060	755	1,423	18%	13%	14%
Adult transfer	$0.25	$0.25	$0.00	0%	215	153	289	4%	3%	3%
Senior/mobility impaired	$0.60	$0.75	$0.15	25%	196	194	352	3%	3%	4%
Senior/mobility transfer	$0.10	$0.10	$0.00	0%	50	49	89	1%	1%	1%
Child 6–12	$0.75	$0.90	$0.15	20%	54	41	76	1%	1%	1%
Child 6–12 transfer	$0.25	$0.25	$0.00	0%	30	23	42	1%	0%	0%
1-ride ticket	$1.19	$1.45	$0.26	22%	37	27	50	1%	0%	1%
Passes										
31-day	$44.00	$54.00	$10.00	23%	471	353	670	8%	6%	7%
31-day (senior/mobility)	$21.00	$26.00	$5.00	24%	422	428	772	7%	7%	8%
Westfield student pass	$40.00	$49.00	$9.00	23%	15	19	65	0%	0%	1%
HCC student pass	$40.00	$49.00	$9.00	23%	70	85	169	1%	1%	2%
STCC student pass	$30.00	$37.00	$7.00	23%	63	64	121	1%	1%	1%
7-day	$12.50	$15.00	$2.50	20%	92	69	130	2%	1%	1%
1-day	$3.00	$4.00	$1.00	33%	967	688	1,298	17%	12%	13%
Other Fares										
Child under 5 (free)	$0.00	$0.00	$0.00	NA	186	143	264	3%	2%	3%
Short fares	$1.00	$1.00	$0.00	NA	25	19	36	0%	0%	0%
Driver exceptions	$0.00	$0.00	$0.00	NA	369	283	522	6%	5%	5%
Five College fares	$0.13	$0.14	$0.01	11%	1,486	2,562	3,518	26%	43%	36%
Total	NA	NA	NA	NA	5,807	5,955	9,885	100%	100%	100%

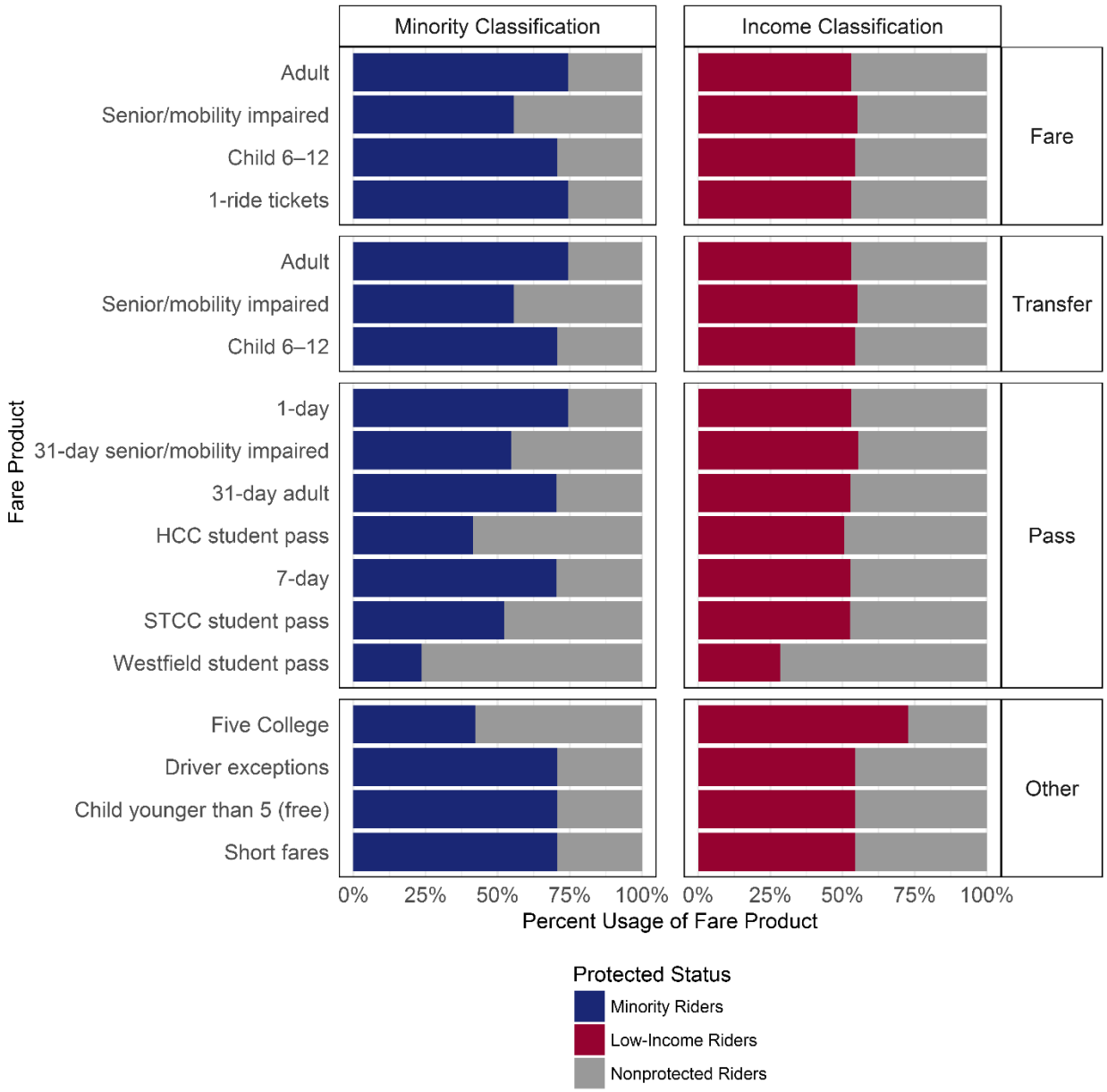
Note: The 31-day passes are sold at a discount at select locations. Senior/mobility 31-day passes are discounted from $22 to $20 for an average of $21 and regular 31-day passes are discounted from $45 to $43 for an average of $44.
Abs. = Absolute Change, Pct. = Percent Change (Relative Change), HCC = Holyoke Community College, STCC = Springfield Technical Community College.
Driver exceptions are instances where the driver lets a rider board without paying the required fare.
Source: 2015–16 PVTA Full System Survey. PVTA farebox data, SFY 2017.

Table 2. Comparison of Fare Types (20% Increase)

	Fares (Current and Proposed)				Annual Usage by Group: Total Trips (Thousands)			Annual Usage by Group: Percent of Group Total Usage		
Fare-Payment Type	**SFY17**	**SFY19**	**Abs.**	**Pct.**	**Minority**	**Low-Inc.**	**All Riders**	**Minority**	**Low-Inc.**	**All Riders**
Single-Ride Fares										
Adult	$1.25	$1.50	$0.25	20%	1,060	755	1,423	18%	13%	14%
Adult transfer	$0.25	$0.25	$0.00	0%	215	153	289	4%	3%	3%
Senior/mobility impaired	$0.60	$0.75	$0.15	25%	196	194	352	3%	3%	4%
Senior/mobility transfer	$0.10	$0.10	$0.00	0%	50	49	89	1%	1%	1%
Child 6–12	$0.75	$0.90	$0.15	20%	54	41	76	1%	1%	1%
Child 6–12 transfer	$0.25	$0.25	$0.00	0%	30	23	42	1%	0%	0%
1-ride ticket	$1.19	$1.40	$0.21	18%	37	27	50	1%	0%	1%
Passes										
31-day	$44.00	$54.00	$10.00	23%	471	353	670	8%	6%	7%
31-day (senior/mobility)	$21.00	$26.00	$5.00	24%	422	428	772	7%	7%	8%
Westfield student pass	$40.00	$49.00	$9.00	23%	15	19	65	0%	0%	1%
HCC student pass	$40.00	$49.00	$9.00	23%	70	85	169	1%	1%	2%
STCC student pass	$30.00	$37.00	$7.00	23%	63	64	121	1%	1%	1%
7-day	$12.50	$15.00	$2.50	20%	92	69	130	2%	1%	1%
1-day	$3.00	$4.00	$1.00	33%	967	688	1,298	17%	12%	13%
Other Fares										
Child under 5 (free)	$0.00	$0.00	$0.00	NA	186	143	264	3%	2%	3%
Short fares	$1.00	$1.00	$0.00	0%	25	19	36	0%	0%	0%
Driver exceptions	$0.00	$0.00	$0.00	NA	369	283	522	6%	5%	5%
Five College fares	$0.13	$0.14	$0.01	11%	1,486	2,562	3,518	26%	43%	36%
Total	NA	NA	NA	NA	5,807	5,955	9,885	100%	100%	100%

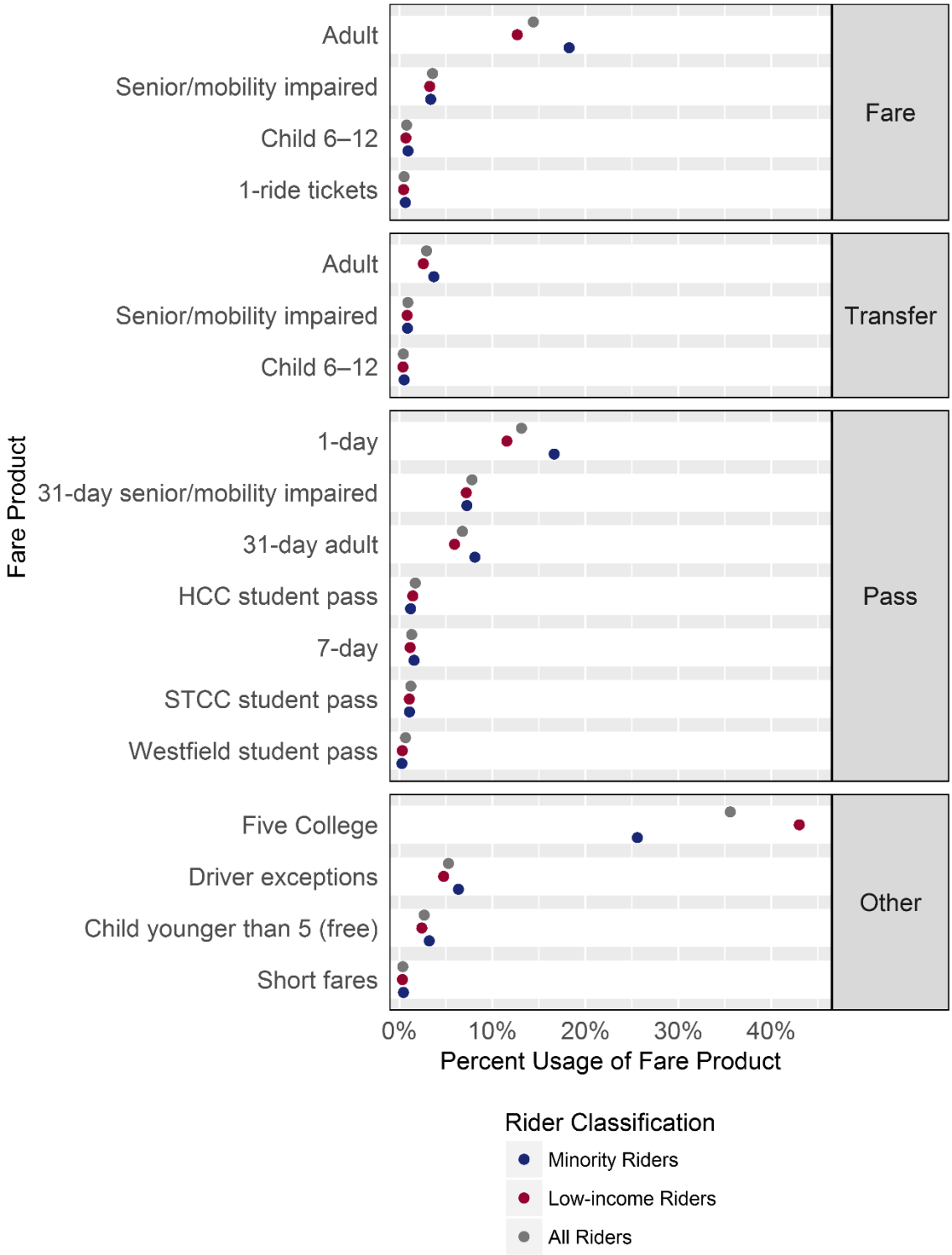
Note: The 31-day passes are sold at a discount at select locations. Senior/mobility 31-day passes are discounted from $22 to $20 for an average of $21 and regular 31-day passes are discounted from $45 to $43 for an average of $44.
Abs. = Absolute Change, Pct. = Percent Change (Relative Change), HCC = Holyoke Community College, STCC = Springfield Technical Community College.
Driver exceptions are instances where the driver lets a rider board without paying the required fare.
Source: 2015–16 PVTA Full System Survey. PVTA farebox data, SFY 2017.

Figure 1. Demographic Characteristics of Fare Types



HCC = Holyoke Community College, STCC = Springfield Technical Community College.
Source: 2015–16 PVTA Full System Survey. PVTA farebox data, SFY 2017.

Figure 2. Share of Total Fare Product Use by Rider Classification



HCC = Holyoke Community College, STCC = Springfield Technical Community College.
Source: 2015–16 PVTA Full System Survey. PVTA farebox data, SFY 2017.

3.3 Results

Table 3 and Table 4 present the existing cost per trip, proposed cost per trip, and the results of the equity analysis. Appendix C contains a full set of calculations.

While the percentage increase in the average fare for riders classified as minorities is slightly higher than that for nonminority riders, the ratio of the increases is well below the disparate impact threshold. The percentage increase in the average fare for riders classified as low-income is lower than that of non-low-income riders, so the ratio of the increases is lower than the disproportionate burden threshold. Despite the fares increasing relatively more for some fare types, this analysis finds neither a disparate impact to riders classified as minorities, nor a disproportionate burden to riders classified as low-income.

Table 3. Disparate Impact/Disproportionate Burden Analysis: Cost per Trip (25%)

	Existing Cost per Trip	**Proposed Cost per Trip**	**Percentage Change**
Minority riders	$0.580	$0.731	26.1%
Nonminority riders	$0.403	$0.499	23.7%
Ratio			1.098
Threshold			1.200
Result of analysis			No Disparate Impact
Low-income riders	$0.460	$0.575	24.9%
Non-low-income riders	$0.578	$0.727	25.9%
Ratio			0.961
Threshold			1.200
Result of analysis			No Disproportionate Burden

Ratio: The ratio of the percentage change in average cost per trip for protected classes to the percentage change in the average cost per trip for the non-protected classes.

Threshold: The disparate impact and disproportionate burden analysis threshold for fare changes.

Source: 2015–16 PVTA Full System Survey. PVTA farebox data, SFY 2017.

Table 4. Disparate Impact/Disproportionate Burden Analysis: Cost per Trip (20% Increase)

	Existing Cost per Trip	Proposed Cost per Trip	Percentage Change
Minority riders	$0.580	$0.713	22.9%
Nonminority riders	$0.403	$0.490	21.5%
Ratio			106.43%
Threshold			120%
Result of analysis			No Disparate Impact
Low-income riders	$0.460	$0.562	22.1%
Non-low-income riders	$0.578	$0.710	22.9%
Ratio			96.46%
Threshold			120%
Result of analysis			No Disproportionate Burden

Ratio: The ratio of the percentage change in average cost per trip for protected classes to the percentage change in the average cost per trip for the non-protected classes.

Threshold: The disparate impact and disproportionate burden analysis threshold for fare changes.

Source: 2015–16 PVTA Full System Survey. PVTA farebox data, SFY 2017.

4 Conclusions

The PVTA is proposing to increase its fares relatively equally among most of its fare products. Given the existing ridership and demographics by fare products and the existing and proposed fares, CTPS compared the existing and proposed average fares for riders classified as minority, nonminority, low-income, and non-low-income. CTPS calculated the relative percentage increase in the average fares for each group. Using the relative increases and the thresholds established in the DI/DB Policy, we evaluated whether the percentage increase in the average fares for riders classified as minority was less than 120 percent of that of riders classified as nonminority and whether the percentage increase in the average fares for riders classified as low income was less than 120 percent of that of riders classified as non-low income. CTPS found neither a disparate impact to riders classified as minority nor a disproportionate burden to riders classified as low-income associated with the proposed fare increase.

Appendix A: Considerations for a Fare Equity Analysis

Section	Location
We have briefly and clearly stated our policy to determine when a "disparate impact" occurs in the contexts of fare changes. In particular, our agency has developed policy thresholds (in terms of absolute numbers or proportions) for identifying disparate impacts.	Section 1.2
Our policy specifies how we engaged the public in developing our policy for measuring disparate impacts.	Section 1.2
We have briefly and clearly stated our disproportionate burden policy, and our policy describes how we engaged the public in developing the disproportionate burden policy.	Section 1.2
We have analyzed the fare media generated from ridership surveys indicating whether minority and/or low-income riders are disproportionately more likely to use the mode of service, payment type, or fare media that would be subject to the fare increase or decrease.	Section 2.2
We have determined the number and percent of users of each fare media proposed for increase or decrease.	Tables 1 and 2
Our analysis includes a profile of fare usage by group—minority, low-income, and overall ridership	Tables 1 and 2, Figures 1 and 2
If the proposed changes would only affect certain fare media, the analysis should address whether focusing changes on those fare media may lead to a disparate impact or disproportionate burden.	Section 2.3, Tables 3 and 4
We have clearly depicted the information in tabular format.	Tables 1 - 4
The table depicts the fare media comparing the existing cost, the percent change, and the usage of minority groups as compared to overall usage and low-income groups as compared to overall usage. We have clearly analyzed fare media for minority groups distinct from low-income.	Yes
We have compared the differences in impacts between minority users and overall users.	Tables 3 and 4
We have compared the differences in impacts between low-income users and overall users.	Tables 3 and 4
We have analyzed any alternative transit modes, fare payment types, or fare media available for people affected by the fare change.	Section 2.2
Analysis compared the fares paid by the proposed changes with fares that would be paid through available alternatives.	Section 2.2
Analysis shows whether vendors that distribute/sell the fare media are located in areas that would be convenient to impacted populations.	N/A (No change in fare products)
We have identified whether minority populations will experience disparate impacts.	Section 2.3, Tables 3 and 4
If we have determined that a disparate impact exists, we have considered modifying our proposal to remove these impacts. If we modified our proposal, we have analyzed the modified proposal to determine whether minority populations will experience disparate impacts.	No DI/DB
If we have determined that a disparate impact exists and we will make the fare changes despite these impacts, we have also:	No DI/DB
Clearly demonstrated that we have a substantial legitimate justification for the proposed fare changes	No DI/DB
Clearly demonstrated that we analyzed alternatives to determine whether the proposed fare changes are the least discriminatory alternative.	No DI/DB
If we have documented a disparate impact or a disproportionate burden, we have explored alternatives and mitigation, including the timing of implementing the fare increases, providing discounts on passes to social service agencies that serve the impacted populations, and other alternatives as appropriate.	No DI/DB

Appendix B: Survey Responses

Table 5. Survey Results for PVTA Riders

Fare Product	Minority *Percent*	Minority *Number*	Non-minority *Percent*	Non-minority *Number*	Low Income *Percent*	Low Income *Number*	Non-Low-Income *Percent*	Non-Low-Income *Number*
Cash on board full fare	74.5%	724	25.5%	248	53.0%	479	47.0%	424
Cash on board senior or discount	55.7%	59	44.3%	47	55.2%	53	44.8%	43
Free	78.3%	72	21.7%	20	73.2%	60	26.8%	22
Senior or disability pass	54.6%	106	45.4%	88	55.5%	96	44.5%	77
Weekly or monthly pass	70.4%	228	29.6%	96	52.7%	156	47.3%	140
No response	79.1%	34	20.9%	9	47.2%	17	52.8%	19
System Average	**70.7%**	**1,223**	**29.3%**	**508**	**54.3%**	**861**	**45.7%**	**725**
Five College riders	42.2%	400	57.8%	547	72.8%	683	27.2%	255

Notes: Five College riders are defined as riders boarding on "North Side" routes and chose "free" as their fare product. These riders are excluded from the "System Average." The system average is used for children, short fares, and driver exceptions.

Percentages are based on riders whose classification could be determined from the survey.

Source: 2015–16 PVTA Full System Survey.

Table 6. Survey Results for Discounted College Fares

	Minority *Percent*	Minority *Number*	Non-minority *Percent*	Non-minority *Number*	Low Income *Percent*	Low Income *Number*	Non-Low-Income *Percent*	Non-Low-Income *Number*
Holyoke Community College (HCC)	60.0%	12	40.0%	8	77.8%	14	22.2%	4
Westfield State University (WSU)	88.9%	8	11.1%	1	100.0%	8	0.0%	0
Springfield Technical Community College (STCC)	86.1%	68	13.9%	11	75.0%	57	25.0%	19

Notes: These demographic statistics are based on riders who indicated that they were "college students" and rode routes that served the schools. CTPS included all fare types to obtain a general profile of people who use transit and likely attend the nearby school.

Percentages are based on riders whose classification could be determined from the survey.

HCC Routes: B23, R41; WSU Route: R10; STCC Routes: B6, B7, B17, G3, X90

Source: 2015–16 PVTA Full System Survey.

Table 7. College Demographics

	Minority %	Minority N	Non-minority %	Non-minority N	Low Income %	Low Income N	Non-Low-Income %	Non-Low-Income N
Holyoke Community College (HCC)	41.4%	2,439	58.6%	3,451	50.5%	2,975	49.5%	2,915
Westfield State University (WSU)	23.6%	1,319	76.4%	4,277	28.4%	1,786	71.6%	4,503
Springfield Technical Community College (STCC)	52.2%	2,936	47.8%	2,686	52.6%	3,307	47.4%	2,979

Note: Pell Grant eligibility is used as a proxy for income-status. Those who are Pell Grant eligible are considered low-income.

Source: Massachusetts Department of Higher Education Fall 2017 Demographics. Pell Grant-eligible students via correspondence with institution administrations.

Table 8. Guide to Converting Survey Responses

Fare Payment Category	Survey Category	Usage Minority	Usage Low-Income
Single Ride Fares			
Adult basic	Cash on board full fare	74.5%	53.0%
Adult transfer	Cash on board full fare	74.5%	53.0%
Senior/mobility impaired	Cash on board senior or discount	55.7%	55.2%
Senior/mobility transfer	Cash on board senior or discount	55.7%	55.2%
Child 6–12	System average	70.7%	54.3%
Child 6–12 transfer	System average	70.7%	54.3%
1-ride tickets	Cash on board full fare	74.5%	53.0%
Passes			
31-day adult	Weekly or monthly pass	70.4%	52.7%
31-day (senior/mobility)	Senior or disability pass	54.6%	55.5%
Westfield student pass	College Demographics	23.6%	28.4%
HCC student pass	College Demographics	41.4%	50.5%
STCC student pass	College Demographics	52.2%	52.6%
7-day	Weekly or monthly pass	70.4%	52.7%
1-day	Cash on board full fare	74.5%	53.0%
Other Fares			
Child younger than 5 free	System average	70.7%	54.3%
Short fares	System average	70.7%	54.3%
Driver exceptions	System average	70.7%	54.3%
Five College	Northside, proof of payment	42.2%	72.8%

Source: 2015–16 PVTA Full System Survey. Massachusetts Department of Higher Education Fall 2017 Demographics. Pell Grant-eligible students via correspondence with institution administrations.

Appendix C: Fare Equity Analysis Calculations

Table 9. Calculations for Fare Equity Analysis (25% Increase, See Table 3)

	Existing Fare Information				Fare Change Information			Ridership Demographics by Fare Type				Usage by Demographic by Fare Type				Existing Revenue				Proposed Revenue for Existing Riders			
Fare Types	**Price**	**Rides (x 1,000)**	**Units (x 1,000)**	**Rev. (x 1,000)**	**Fare Per Ride Existing**	**Pct. Change**	**Fare Per Ride New**	**Minority Share**	**Nonmin. Share**	**Low-Inc. Share**	**Non-Low -Inc. Share**	**Minority Trips (x 1,000)**	**Nonmin. Trips (x 1,000)**	**Low-Inc. Trips (x 1,000)**	**Non-Low-Inc. Trips (x 1,000)**	**Minority Rev. Existing (x 1,000)**	**Nonmin. Rev. Existing (x 1,000)**	**Low-Inc. Rev. Existing (x 1,000)**	**Non-Low-Inc. Rev. Existing (x 1,000)**	**Minority Rev. New (x 1,000)**	**Nonmin. Rev. New (x 1,000)**	**Low-Inc. Rev. New (x 1,000)**	**Non-Low-Inc. Rev. New (x 1,000)**
	(A)	(B)	(C)	(D)	**(E)**	(F)	**(G)**	(H)	(I)	(J)	(K)	**(L)**	(M)	(N)	**(O)**	**(P)**	(Q)	(R)	(S)	(T)	(U)	(V)	**(W)**
Cash Fares																							
Adult	$1.25	1,423	1,423	$1,779	$1.25	28%	$1.60	74.5%	25.5%	53.0%	47.0%	1,060	363	755	668	$1,325	$454	$944	$835	$1,696	$581	$1,208	$1,069
Adult transfer	$0.25	289	289	$72	$0.25	0%	$0.25	74.5%	25.5%	53.0%	47.0%	215	74	153	135	$54	$18	$38	$34	$54	$18	$38	$34
Senior/mob. imp.	$0.60	352	352	$211	$0.60	25%	$0.75	55.7%	44.3%	55.2%	44.8%	196	156	194	158	$118	$94	$117	$95	$147	$117	$146	$118
Senior/ mob. imp. trans..	$0.10	89	89	$9	$0.10	0%	$0.10	55.7%	44.3%	55.2%	44.8%	50	40	49	40	$5	$4	$5	$4	$5	$4	$5	$4
Child 6–12	$0.75	76	76	$57	$0.75	20%	$0.90	70.7%	29.3%	54.3%	45.7%	54	22	41	35	$40	$17	$31	$26	$48	$20	$37	$31
Child 6–12 transfer	$0.25	42	42	$10	$0.25	0%	$0.25	70.7%	29.3%	54.3%	45.7%	30	12	23	19	$7	$3	$6	$5	$7	$3	$6	$5
1-ride ticket	$1.19	50	50	$59	$1.19	22%	$1.45	74.5%	25.5%	53.0%	47.0%	37	13	27	23	$44	$15	$32	$28	$54	$18	$38	$34
Passes																							
31-day	$44.00	670	14	$600	$0.90	23%	$1.10	70.4%	29.6%	52.7%	47.3%	471	198	353	317	$422	$178	$316	$284	$518	$218	$388	$348
31-day Sen./Mob. Imp.	$21.00	772	14	$286	$0.37	24%	$0.46	54.6%	45.4%	55.5%	44.5%	422	350	428	343	$157	$130	$159	$127	$194	$161	$197	$158
Westfield student pass	$40.00	65	1	$53	$0.81	23%	$1.00	23.6%	76.4%	28.4%	71.6%	15	50	19	47	$13	$41	$15	$38	$15	$50	$19	$47
HCC student pass	$40.00	169	3	$138	$0.81	23%	$1.00	41.4%	58.6%	50.5%	49.5%	70	99	85	84	$57	$81	$69	$68	$70	$99	$85	$83
STCC student pass	$30.00	121	2	$74	$0.61	23%	$0.75	52.2%	47.8%	52.6%	47.4%	63	58	64	57	$39	$35	$39	$35	$48	$43	$48	$43
7-day	$12.50	130	8	$100	$0.77	20%	$0.92	70.4%	29.6%	52.7%	47.3%	92	39	69	62	$70	$30	$53	$47	$84	$35	$63	$57
1-day	$3.00	1,298	359	$1,078	$0.83	33%	$1.11	74.5%	25.5%	53.0%	47.0%	967	331	688	609	$803	$275	$572	$506	$1,070	$367	$762	$675
Other Fares																							
Child younger than 5 (free)	$0.00	264	264	$0	$0.00	0%	$0.00	70.7%	29.3%	54.3%	45.7%	186	77	143	121	$0	$0	$0	$0	$0	$0	$0	$0
Short fares	$1.00	36	36	$36	$1.00	0%	$1.00	70.7%	29.3%	54.3%	45.7%	25	11	19	16	$25	$11	$19	$16	$25	$11	$19	$16
Driver exceptions	$0.00	522	522	$0	$0.00	0%	$0.00	70.7%	29.3%	54.3%	45.7%	369	153	283	238	$0	$0	$0	$0	$0	$0	$0	$0
Five College	$0.13	3,518	3,518	$450	$0.13	11%	$0.14	42.2%	57.8%	72.8%	27.2%	1,486	2,032	2,562	956	$190	$260	$328	$122	$211	$289	$364	$136
Totals		9,885	7,062	$5,013								5,807	4,078	5,955	3,929	$3,368	$1,644	$2,742	$2,271	$4,247	$2,035	$3,423	$2,858
															Avg. Fare	**$0.580**	**$0.403**	**$0.460**	**$0.578**	**$0.731**	**$0.499**	**$0.575**	**$0.727**

Revenue = Fare per Ride × Trips. For example, (P) = (E) × (L) or (W) = (G) × (O).

Average Fare = Total Revenue ÷ Total Trips. For example, (P, Avg. Fare) = (P, Totals) ÷ (L, Totals) or (W, Avg. Fare) = (W, Totals) ÷ (O, Totals)

Proposed fare revenue is the proposed fare revenue if riders did not change their behavior in response to the fare increase. This does not include any elasticity factors.

Abbreviations:

HCC = Holyoke Community College, Low-Inc. = Low-Income, Nonmin. = Nonminority, Rev. = Revenue, Senior/mob. imp. = Senior/mobility impaired, Trans. = Transfer, STCC = Springfield Technical Community College

Table 10. Calculations for Fare Equity Analysis (20% Increase, See Table 4)

	Existing Fare Information				Fare Change Information			Ridership Demographics by Fare Type				Usage by Demographic by Fare Type				Existing Revenue				Proposed Revenue for Existing Riders			
Fare Types	**Price**	**Rides (x 1,000)**	**Units (x 1,000)**	**Rev. (x 1,000)**	**Fare Per Ride Existing**	**Pct. Change**	**Fare Per Ride New**	**Minority Share**	**Nonmin. Share**	**Low-Inc. Share**	**Non-Low -Inc. Share**	**Minority Trips (x 1,000)**	**Nonmin. Trips (x 1,000)**	**Low-Inc. Trips (x 1,000)**	**Non-Low-Inc. Trips (x 1,000)**	**Minority Rev. Existing (x 1,000)**	**Nonmin. Rev. Existing (x 1,000)**	**Low-Inc. Rev. Existing (x 1,000)**	**Non-Low-Inc. Rev. Existing (x 1,000)**	**Minority Rev. New (x 1,000)**	**Nonmin. Rev. New (x 1,000)**	**Low-Inc. Rev. New (x 1,000)**	**Non-Low-Inc. Rev. New (x 1,000)**
	(A)	(B)	(C)	(D)	**(E)**	(F)	**(G)**	(H)	(I)	(J)	(K)	**(L)**	(M)	(N)	**(O)**	**(P)**	(Q)	(R)	(S)	(T)	(U)	(V)	**(W)**
Cash Fares																							
Adult	$1.25	1,423	1,423	$1,779	$1.25	20%	$1.50	74.5%	25.5%	53.0%	47.0%	1,060	363	755	668	$1,325	$454	$944	$835	$1,590	$545	$1,132	$1,002
Adult transfer	$0.25	289	289	$72	$0.25	0%	$0.25	74.5%	25.5%	53.0%	47.0%	215	74	153	135	$54	$18	$38	$34	$54	$18	$38	$34
Senior/mob. imp.	$0.60	352	352	$211	$0.60	25%	$0.75	55.7%	44.3%	55.2%	44.8%	196	156	194	158	$118	$94	$117	$95	$147	$117	$146	$118
Senior/ mob. imp. trans..	$0.10	89	89	$9	$0.10	0%	$0.10	55.7%	44.3%	55.2%	44.8%	50	40	49	40	$5	$4	$5	$4	$5	$4	$5	$4
Child 6–12	$0.75	76	76	$57	$0.75	20%	$0.90	70.7%	29.3%	54.3%	45.7%	54	22	41	35	$40	$17	$31	$26	$48	$20	$37	$31
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1-ride ticket	$1.19	50	50	$59	$1.19	18%	$1.40	74.5%	25.5%	53.0%	47.0%	37	13	27	23	$44	$15	$32	$28	$52	$18	$37	$33
Passes																							
31-day	$44.00	670	14	$600	$0.90	23%	$1.10	70.4%	29.6%	52.7%	47.3%	471	198	353	317	$422	$178	$316	$284	$518	$218	$388	$348
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Short fares	$1.00	36	36	$36	$1.00	0%	$1.00	70.7%	29.3%	54.3%	45.7%	25	11	19	16	$25	$11	$19	$16	$25	$11	$19	$16
Driver exceptions	$0.00	522	522	$0	$0.00	0%	$0.00	70.7%	29.3%	54.3%	45.7%	369	153	283	238	$0	$0	$0	$0	$0	$0	$0	$0
Five College	$0.13	3,518	3,518	$450	$0.13	11%	$0.14	42.2%	57.8%	72.8%	27.2%	1,486	2,032	2,562	956	$190	$260	$328	$122	$211	$289	$364	$136
Totals		9,885	7,062	$5,013								5,807	4,078	5,955	3,929	$3,368	$1,644	$2,742	$2,271	$4,139	$1,998	$3,347	$2,790
															Avg. Fare	**$0.580**	**$0.403**	**$0.460**	**$0.578**	**$0.713**	**$0.490**	**$0.562**	**$0.710**

Revenue = Fare per Ride × Trips. For example, (P) = (E) × (L) or (W) = (G) × (O).
Average Fare = Total Revenue ÷ Total Trips. For example, (P, Avg. Fare) = (P, Totals) ÷ (L, Totals) or (W, Avg. Fare) = (W, Totals) ÷ (O, Totals)
Proposed fare revenue is the proposed fare revenue if riders did not change their behavior in response to the fare increase. This does not include any elasticity factors.

Abbreviations:
HCC = Holyoke Community College, Low-Inc. = Low-Income, Nonmin. = Nonminority, Rev. = Revenue, Senior/mob. imp. = Senior/mobility impaired, Trans. = Transfer, STCC = Springfield Technical Community College

Appendix D: Public Comments

PVTA undertook public hearings, station outreach sessions, public comment meetings, and received public comments via online form, paper form, phone, email, and mail. This appendix outlines some of the key findings from the public process as it relates to the fare increase proposal.

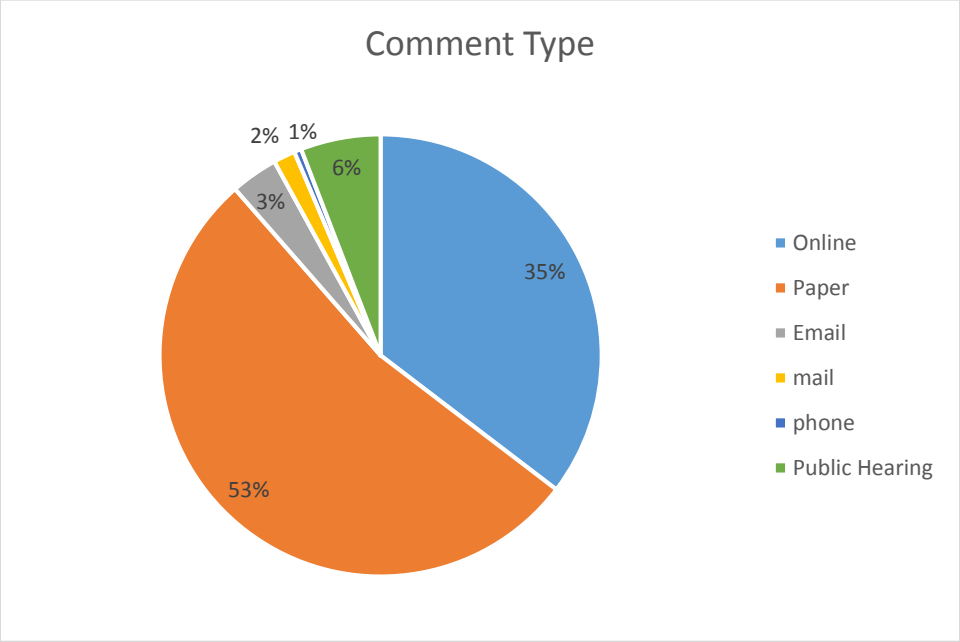
In general, there was much more interest in the service reduction proposal as opposed to the fare increase.

Table 11. Total Comments

Proposal Type	Total Comments
Fare Increase	376
Service Reduction	2,935

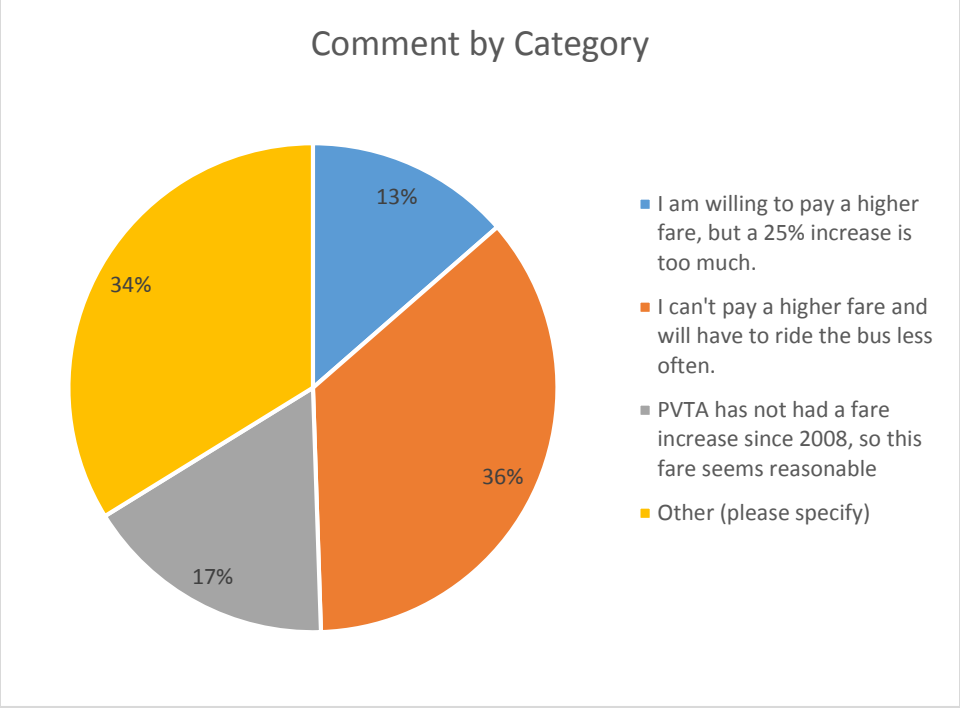
The bulk of the 376 comments on the proposed fare increase came from paper forms and online comments.

Figure 3. Fare Increase Comment Types



Of those comments, the paper and online forms had pre-set categories that commenters could select. About half of comments opposed the fare increase, while 17% believed that the fare increase was reasonable.

Figure 4. Fare Increase Comments by Category

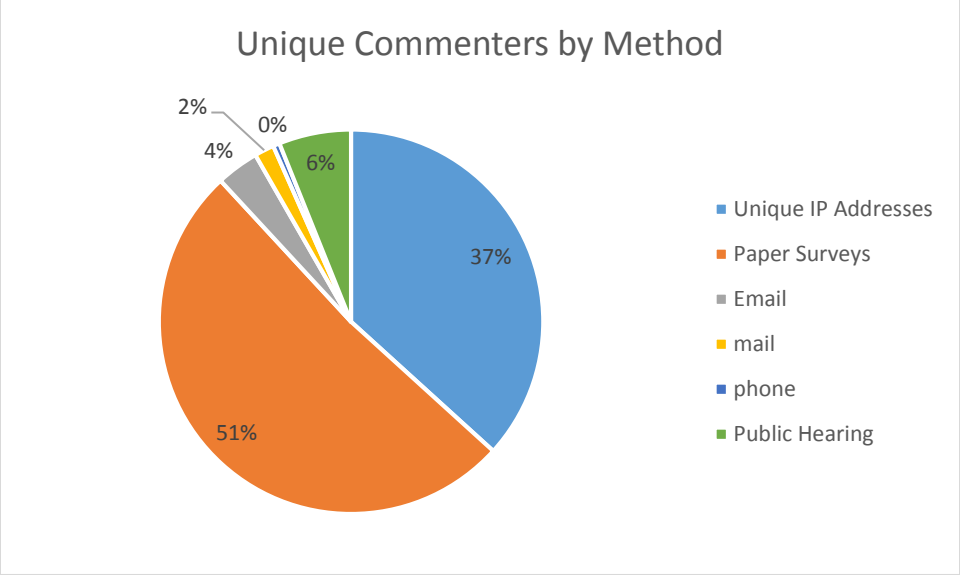


In total, there were 362 unique commenters, some of whom made multiple comments.

Table 12. Unique Fare Proposal Commenters

Method	Count
Unique IP Addresses	133
Paper Surveys	186
Email	13
mail	6
phone	2
Public Hearing	22
Total	362

Figure 5. Unique Commenters by Method



A qualitative analysis of the "Other" comments showed concerns over impacts to low-income and elderly or disabled passengers was most commonly voiced. Reduced access to employment was the second-highest category.

The comments also brought up the following points:

1. Many people understood the need to raise fares, but expressed that 25% is too high.
2. There was a desire for $0.25 increments in the fare increase for the base fare so that nickels and dimes would not be needed.
3. Seniors and people with disabilities were very concerned about the cost of the paratransit fare.

Demographics showed that a plurality of respondents were non-Hispanic white people. A majority of residents reported living in a household below the federal poverty line.

Figure 6. Fare Increase Respondents Race/Ethnicity

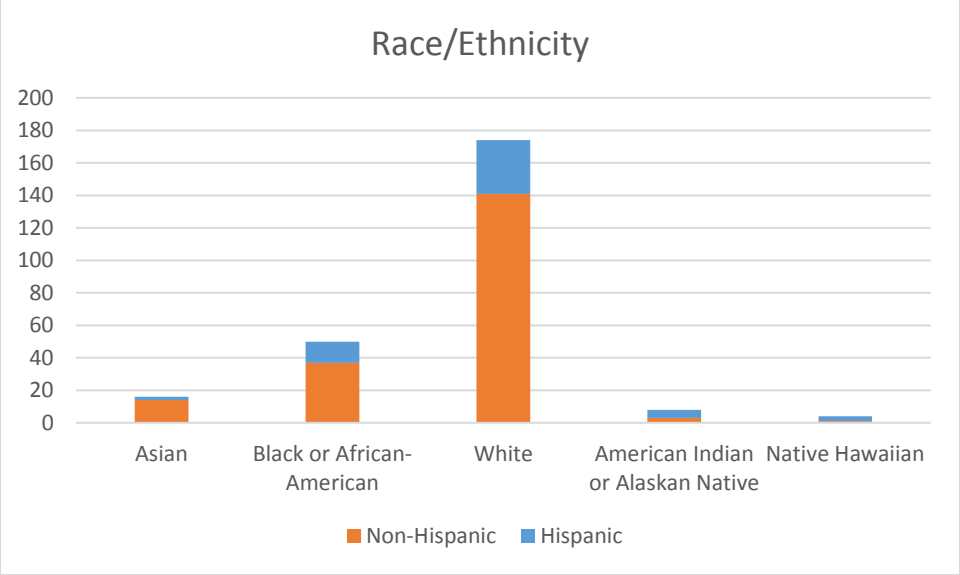
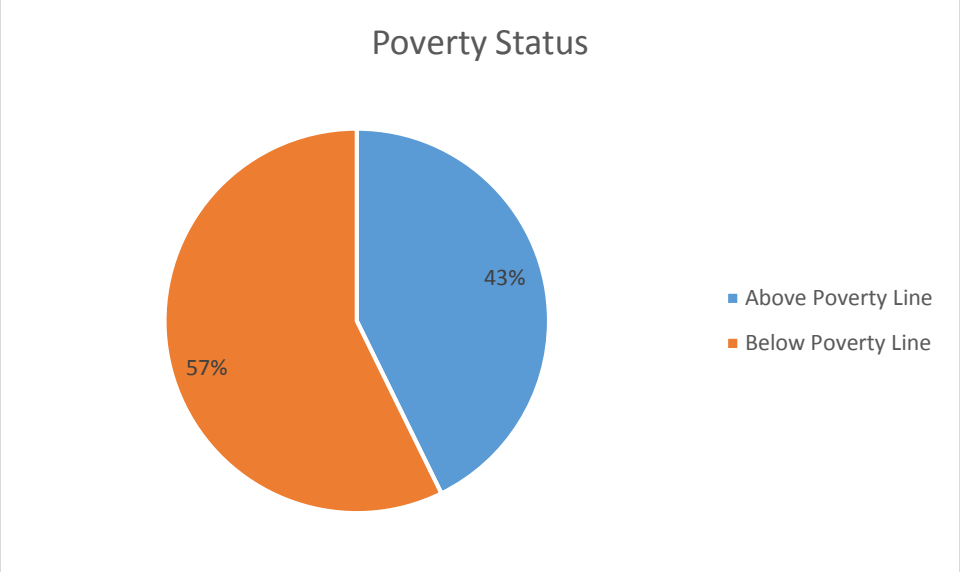


Figure 7. Fare Increase Respondents Poverty Status



4.1.1 Fare Increase Comments

"I understand the rationale behind increasing rates and see that changes are evently dispersed. Why, if funding was reduced two years ago, were these increases not brought up sooner?"
"I personally believe the PVTA fare should not be increased because as a single parent who is disabled, times are difficult and transportation with the PVTA makes my life easier. Please don't increase the bus fare!"
"My income is very low."
"Leave it the same way it is because people won't be able to pay more money."
"Busses are overcrowded, people standing."
"Fixed income people will suffer badly. Elderly are unable to pay."
"Some busses are running empty."
"It is reasonable."
"Fare increased for the 31 day passes should include increased number of days (for example, extra 4 or 5 days on the monthly pass.)"
"No issue with increase."
"It's not right that the drivers are never on time. Drivers are very rude with passengers - not all, but certain ones."
"PVTA has a lot of money. People don't have money. Need to consider others that are low-income."
"Please keep B7, B4 and B6 on all regular fares because I work and need regular bus hours. No changes please."
"I am on level 3 probation-report daily. If fare increases, I will not be able to afford a bus pass and will violate my probation if I can't get there."
"Most people who ride bus are low income, making it harder than it already is to make ends meet."
"I think a care increase is perfectly normal and to be expected. It does sound like a lot though. More increases get kinda scary, but one has to understand the realities.
"Increase fares more instead of cutting service. Paying anything inbetween denominations of $0.25 is very inconventient. I would be happy to pay up to $2/ride if needed.
"Not accurate? Didn't is go up 25 cents several years ago?"
"I don't mind the increase but the cut in service, I dislike."
"This is crazy."
"Charge more and reduce less (keep same service)."
"With higher fares and reduced service, that doesn't make sense."
"Paying a higher fare while watching the buses get reduced is hard."
"The reduced service change shows an unwillingness to accept people haven't gotten a raise in years either!"
"I take busses regularly and would not like the increase due to it wouldn't be cost efficient for me."

"I have a disabled pass. If lucky, I get an $8/month cost of adjustment on my government check. Do I pay the bus or utilities?"
I am willing to pay a higher fare, but a 25% increase is too much. But please do not change red 24 keep time and route as is and maybe give it to us every 2 hrs on sat we need this for elderly building downtown and also to hospital early dr app. if you change this route I will loose 10 + 015 min every hr and a full hr at the end of the day
I can't pay a higher fare and will have to ride the bus less often. As you own Picknelly Tower and they are mostly corporations of some sort why not jack their rates as they can write it off and pass it on to customers.
service monkey?
I can't pay a higher fare and will have to ride the bus less often. I am willing to pay a higher fare but a 25% increase is too much.
(blank)
PVTA has not had a fare increase since 2008, so this fare seems reasonable. I think the van drivers should get better ways. They do lot for ADA people.
I can't pay a higher fare and will have to ride the bus less often. I am disabled w/children this is a greedy move!
I can't pay a higher fare and will have to ride the bus less often. Being between jobs, I've already had to cut down on riding the bus and can hardly afford the fares now without the increase. I often can't get the bus fare to get to places like career pt weekly or monthly - but only if I get an interview on my own. After paying bills & grocery shopping etc.
I can't pay a higher fare and will have to ride the bus less often. Cannot afford it. Elderly are on a fixed income.
1) Wal Mart needs better hours Olver new 2) terminal (no hours) (no info for xact time/or late arrival Stop & Shop - useless put into S/S building Put x hours at W Big Y & Bon ton for bus pick up
I can't pay a higher fare and will have to ride the bus less often. Please consider exploring partnerships with Uber, Lift, and alternative transportation providers. Uber & Lift, for example, could transport passengers to designated hubs, such as the Olver Transit Pavilion, without impacting PVTA rates and service.
I can't pay a higher fare and will have to ride the bus less often. Depends on if I have money because the booklet is expensive.
PVTA has not had a fare increase since 2008, so this fare seems reasonable. Okay with increase if it helps benefit us pay more for more but it is a struggle to pay.
I am willing to pay a higher fare, but a 25% increase is too much. if the service was the same or expanded, I'd be fine with the increase. But raising rates and cutting service seems like a way to lose customers.
PVTA has not had a fare increase since 2008, so this fare seems reasonable. it is alright but an odd #
Remove health insurance from union contract. More electric buses to reduce fuel cost.

Make 5 College people pay on 43 Transfers should be free 1 Day passes at Big Y, libraries, etc. 1 Day E & D passes should exist, and 7 day E & D passes too
I can't pay a higher fare and will have to ride the bus less often. Some people can't afford the increase in bus fare. A boycott might/or will happen.
I can't pay a higher fare and will have to ride the bus less often. I am on a fix income and cant afford a price hike.
I can't pay a higher fare and will have to ride the bus less often. This will make more people not be able to ride the bus or pay for passes especially the disabled people who have a fixed income.
I am willing to pay a higher fare, but a 25% increase is too much. The proposed change makes Saturday schedules mirror Sunday schedules, will have an adverse affect on me as I work Saturdays.
I can't pay a higher fare and will have to ride the bus less often. Can you get more money from the Government to give to PVTA company. You should not raise the fare, people can't afford a higher fare.
I can't pay a higher fare and will have to take the bus less often. I am willing to pay a higher fare, but a 25% increase is too much.
I am willing to pay a higher fare, but a 25% increase is too much. Seating material is costly to clean & unsanitary. Replace pading with plastic to visibly see wet surface and reduce cleaning cost. Often soaked with urine now.
I can't pay a higher fare and will have to ride the bus less often. I take the bus everyday to get around and I'm haveing a hard time know so I can't afford the raise on the fare.
This service price increase doesn't effect me personally. I can still afford this but charging more for less service isn't a smart decision. If bus fare costs more it should be worth it with more service not less.
I can't pay a higher fare and will have to ride the bus less often. The fare increase would be too high for me to get on the bus on my income. Just please don't cut any more bus routes.
PVTA has not had a fare increase since 2008, so this fare seems reasonable. Any other part of the country pays more.
I can't pay a higher fare and will have to ride the bus less often. This proposal is so unfair to the poor people.
I can't pay a higher fare and will have to ride the bus less often. I have limited money and an increase will STOP me from using PVTA.
I can't pay a higher fare and will have to ride the bus less often. Can't afford an increase.
I can't pay a higher fare and will have to ride the bus less often. We have no EXTRA money to use we will be stuck at home.
I can't pay a higher fare and will have to ride the bus less often. I can barley afford the bus fair now gonna be harder to more money
I can't pay a higher fare and will have to ride the bus less often. The customer service with drivers ain't comtable why raise a fund

I am willing to pay a higher fare, but a 25% increase is too much. I can't pay a higher fare and will have to ride the bus less often. You have cut routes and now want more money? It seems to me all who came up with proposal must have cars, you must be young, and a good paying job. Well buses are not for you. It is for people like me. I live on $800.00 a month, no car, two bad knees, and a senior citizen. But you all don't care do you. You all must be republicans money & power!!
I can't pay a higher fare and will have to ride the bus less often. Fares may not have increased but rider-ship has. Baby boomers are now the new senior (seasoned) citizens on fixed incomes and the Federal Government targeting cuts in Medicare/Medicade: and you are proposing less service that will adversly impact the Black & Latino communities
I can't pay a higher fare and will have to ride the bus less often. This proposal will cause grave isolation for the most vulnerable population that depends on public transportation.
I can't pay a higher fare and will have to ride the bus less often. Too many Seniors can't afford basic needs now! This increase fare will greatly affect their ability to be active in our society.
I can't pay a higher fare and will have to ride the bus less often. Is the bus passes going up as well
I can't pay a higher fare and will have to ride the bus less often. I'm broke and need the bus for school and barley get a dollar I rely on bus tokens
If only 7% of the budget is from fares, increase fares will not affect the shortfall. It will only prevent people from taking the bus.
I can't pay a higher fare and will have to ride the bus less often. Economy is not all that great with increase rents and bills many families struggle to spare for bus fare esp. with multiple children.
I can't pay a higher fare and will have to ride the bus less often. Don't change the routes
I can't pay a higher fare and will have to ride the bus less often. I'm already having a hard time coming up with the fair everyday.
If yall increase yall should increase the hours of runs in the city
I am willing to pay a higher fare but a 25% increase is too much. I use the E&D pass - so a reasonable fare is necessary for me.
I can't pay a higher fare and will have to ride the bus less often. Please don't penalize people who live outside of 3/4 mile. You PVTA got us back to work thank you. Please understand that my job is great but doesn't pay that well now...
I am willing to pay a higher fare, but a 25% increase is too much. I think if you had an all day bus pass for 24 hours it should be $5 I would be willing to pay that the "all day pass" only last until 3:30 in the morning. I don't think the busses stay out that late.
I can't pay a higher fare and will have to ride the bus less often. I live in an area where stops are limited.

I can't pay a higher fare and will have to ride the bus less often. I only get paid minimum wage and have to pay bills so its going to have a negative impact on my income.
I can't pay a higher fare and will have to ride the bus less often. Don't cut. Don't go up. : (
I can't pay a higher fare and will have to ride the bus less often. I rely on the bus for everything.
Raising fares will reduce # of riders which will create a picture of less need which isn't true
I am willing to pay a higher fare, but a 25% increase is too much. Most $ fare payers on B43 using cash and coins, making folks juggle dimes and nickes as well will slow service down and impact people who can't always have exact change. it will be a big disruption and impact mobe preentious foks more.
I am willing to pay a higher fare, but a 25% increase is just too much. Making increase in cost while decrease access seem counterintuitive & unfair. Wages do not go up but fares do cost of living goes up to get to places a loss of access means a loss of living expense then ridership goes down forcing cost up & it goes around & around in a death loop
PVTA has not had a fare increase since 2008, so this fare seems reasonable. BUT as an employee of UMASS, the fare increase does not affect me directly.
PVTA has not had a fare increase since 2008, so this fare seems reasonable. Would pay $2.00 if it kept NE Nashawannuck Express for work. 45 Belchertown is how I see family. X98 will impact my job and those in need.
PVTA has not had a fare increase since 2008, so this fare seems reasonable. I am willing to pay a higher fare, but a 25% increase is too much. A little much. You need to explain to people more.
PVTA has not had a fare increase since 2008, so this fare seems reasonable. I can't pay a higher fare and will have to ride the bus less often.
Fare proposal comment form I think alot more people would ride the bus if we all change the fare to an even dollar. 2008 Population Percent ride bus at one dollar 2018 Population Percent of people ride bus at raised fare I hope not. Must we raise the fare already?
Raise ride fare to $2.00 regular, $.50 Transfer to keep Saturday service AS IS
PVTA has not had a fare increase since 2008, so this fare seems reasonable. I object to the slanted wording! But I do believe I will ride/pay more happily.
PVTA has not had a fare increase since 2008, so this fare seems reasonable. I would be more willing to pay an even higher fare if it meant a evening shuttle to Palmer.
test
I cannot pay if fare is incresed for on the buses or I have to walk then. Don't increase the fares.

I can't pay a higher fare and will have to ride the bus less often. (3rd Bubble) There are a lot of people of low income who use the public buses for trips because they do not have sufficient money to afford a car which is why they use the mode of transportation most economical.
I can't pay a higher fare and will have to ride the bus less often. (3rd bubble) I do not want changes on the route.
I can't pay a higher fare and will have to ride the bus less often. (3rd bubble) I find that raising the fares is a little much. Because many people cannot with how little they get from social security.
I can't pay a higher fare and will have to ride the bus less often. (3Rd bubble) Cannot afford the pass increase. Will continue to buy at Big Y because of the discount.
no puedo pagar una tarifa mas alta y tendre que viajar en el autubus con menos frecuencia. (3rd bubble) Cannot afford the increase.
It seems reasonable to increase the fare, and I'm happy to pay. However, please increase it in increments of $0.25, as it is easier to pay with quarters than with a miscellany of coins. If this increases the fare to $1.75, that's fine, but please keep the fare in increments of quarters. Or, introduce the Fast Break card already.
implement fare on the Umass routes. then increase the fare on the other routes by a lower amount.
Why the awkward amount? Why not 1.50 or 1.75? Forcing people to juggle smaller change will just slow service down even more.
Increasing the fee to $1.50 will be hard for many people but is a increase that is not to overwhelming. I say make the fee no more then $1.50 I dont agree with the $1.60
Seniors on Limited Fixed Incomes depend on PVTA, and we can't pay more for our basic transportation!
You guys charging us for no reason it’s ridiculous bad enough food stamps messing up on everyone and bills and rent I take the bus to work not fair we had to get charge more to take busses what about the elderly the people with disabilities huh your gonna punish us for who’s mistake not us we shouldn’t had to deal with that not right you would lose people if you decide to increase this situation
The fare increase on the monthly/packaged tickets will add up for families who are already living on a strict budget. This may be detrimental to getting to doctors' appointments and other places of necessity (grocery store/clothing store).
Increasing the fare makes no sense when we have made a commitment to reduce greenhouse gas emissions. We need to do the opposite. Encourage ridership - by keeping the fare low and providing other incentives.
I do not ride the bus but know many that rely on it. While fare increases have not occurred or kept up with the costs of the program, there needs to either be additional consideration of subsidies or phasing in/supplements by employers with reduction in taxes? Be creative; this is a regressive "tax"

How do you come up with such odd numbers? Example, basic cash fare is $1.25. You want to increase it to $1.60. To me, that's an odd number. Why not make basic cash fare $1.50, 31-day pass $55, 7-day pass $15.00, 1-day pass $3.50, child/elderly/disabled cash fare $1.00. And what's up with the $2.00 Big Y discount? Maybe either get rid of that or make the discount worth it to the customer.
I'm willing to pay more, but there are many who can not. I think that the Five College system needs to pay more for students, staff and faculty who ride as well as a community share to reduce congestion, carbon emissions, and provide support to lower income residents, many who provide services to the Five College system.
I personally will be able to manage the fare increase, but I am concerned for my 88-year-old, frail mother who relies on the paratransit van and lives on $600 a month. She and the other seniors who live in her subsidized housing building will have great difficulty living with the fare increases and other restrictions being proposed for these buses.
Fare increases for public transportation fall disproportionately on certain socioeconomic groups. Increasing fares makes it harder for poor people to get to their job, feed their family, receive medical care, etc. Poor people may also have limited internet access or time off from work to attend public hearings on the proposed PVTA changes, which may cause decision makers to think that poor people are not very upset about the proposal.
I can relate to each of the above responses. I would agree to fare increase just not a 25% increase and as long as the PVTA and the commonwealth will invest in increase bus routes and bus stops.
Increasing ridership fares directly affects people of a lower socio-economic status; arguably, the majority of PVTA riders are poor people. There will likely be a direct correlation between fare hikes and decreased ridership which will ultimately lead to more route and schedule cuts. If the goal is to increase ridership and make public transportation more accessible, then it must be made financially accessible for people of lower economic privilege. If this is not the goal, then we will surely see PVTA disappear within a decade.
I can pay the higher fare, but I ride the bus with many who clearly cannot pay the higher fare. this fare increase would hurt those in the valley with the least resources and those who are mostly likely to not have another means of transportation.
WHY RATE FARE BECAUSE YOU FORGOT LOW INCOME CAN NOT AFFORD FOR RATE BECAUSE OUR SSDI DID NOT GET RATE BECAUSE OF HEALTH INSURANCE WENT UP NOT RIGHT BUT PVTA SECVICE NEVER SHOVEL JOB EVERY BUS STOP BECAUSE OF WHEELCHAIR
Can you PLEASE PLEASE PLEASE make it $1.50 or $1.75 so we don't have to fumble with change other than quarters? I mean really, it might seem small but it will save a lot of time. It is about time you increased the fare. I am 5 College Staff so I ride for free during the school year, but if it means keeping the PVTA solvent and running at the times & stops I need I'd pay a reduced "5 college" rate (maybe $0.75 or $1) during the school year.

This is simply another display of punishing the poor. And even if you might have a car~the increase may discourage bus riders causing more cars on the road and more air pollution. Either way~bad, bad, idea.
Most people who use the bus are low income. Myself and my family use it for work and shopping. We already pay between 2.50 to 3.00 a day per person and that is already tough. When the prices go up it maybe cheaper to get a "lift" ride together. Please keep prices the same or offer discount to people who use the bus often. It has to be affordable for low income people.
FARE INCREASE ACROSS THE BOARD IS EXTREMELY UNREASONABLE GIVEN THAT SERVICE HAS NOT INCREASED TO MEET THE DEMAND NOR IS IT NECESSARY DUE TO THE FACT THAT THE OTHER REVENUE SOURCES NEED TO PAY WAY MORE OF THEIR FAIR SHARE.
As usual, greed and sloth are what's behind this fare increase. Gov. Baker's payoffs to his rich friends mandated "level funding" (With inflation making this a deep cut.) and the fecklessness of local officials wasting money on things like the "Space Poop" station in Westfield and the flimsy "Mangle" at Union Station where people are supposed to make connections amidst the dangerous, dirty and extremely flimsy "shelters" that visibly shake in the slightest of winds. If these had been designed and constructed better there would be no shortage of money at all.
Springfield just spent 100 million dollars on a new transportation station, there are new stations in Holyoke and Westfield, yet we have to pay more to ride on the buses? Maybe someone should call useless Richard Neal about increasing the budget for the PVTA because this is insanity.
PVTA has not had a fare increase since 2008, so this fare seems reasonable. I think the van drivers should get better ways. They do lot for ADA people.
PVTA has not had a fare increase since 2008, so this fare seems reasonable. I would be more willing to pay an even higher fare if it meant a evening shuttle to Palmer.
PVTA has not had a fare increase since 2008, so this fare seems reasonable. it is alright but an odd #
PVTA has not had a fare increase since 2008, so this fare seems reasonable. Okay with increase if it helps benefit us pay more for more but it is a struggle to pay.
PVTA has not had a fare increase since 2008, so this fare seems reasonable. Would pay $2.00 if it kept NE Nashawannuck Express for work. 45 Belchertown is how I see family. X98 will impact my job and those in need.
Raise ride fare to $2.00 regular, $.50 Transfer to keep Saturday service AS IS
Raising fares will reduce # of riders which will create a picture of less need which isn't true
Remove health insurance from union contract. More electric buses to reduce fuel cost.
Seniors on Limited Fixed Incomes depend on PVTA, and we can't pay more for our basic transportation!
service monkey?

Springfield just spent 100 million dollars on a new transportation station, there are new stations in Holyoke and Westfield, yet we have to pay more to ride on the buses? Maybe someone should call useless Richard Neal about increasing the budget for the PVTA because this is insanity.
The fare increase on the monthly/packaged tickets will add up for families who are already living on a strict budget. This may be detrimental to getting to doctors' appointments and other places of necessity (grocery store/clothing store).
This is simply another display of punishing the poor. And even if you might have a car~the increase may discourage bus riders causing more cars on the road and more air pollution. Either way~bad, bad, idea.
This service price increase doesn't effect me personally. I can still afford this but charging more for less service isn't a smart decision. If bus fare costs more it should be worth it with more service not less.
WHY RATE FARE BECAUSE YOU FORGOT LOW INCOME CAN NOT AFFORD FOR RATE BECAUSE OUR SSDI DID NOT GET RATE BECAUSE OF HEALTH INSURANCE WENT UP NOT RIGHT BUT PVTA SECVICE NEVER SHOVEL JOB EVERY BUS STOP BECAUSE OF WHEELCHAIR
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Agencies that help the homeless will have to cut back on the bus passes they give out due to increases in fares and their limited budgets
Eliminating or cutting weend service at certain times of year affect people
Concerned about reduction in service on bus 30 and increase in fare. Me and my children depnd on this route for tranportation to Amherst and work
Concern for paratransit service hours reduction if fixed route reductions and service elimination are implemented
Keep up increasing fares as needed
Support fare increases. I cannot walk one mile in winter to 41 because of icy sidewalks
Keep 4:15 express B43 trip, bus often full with standing room only, Support increasing fare. Efficient use of articulated buses to circulate between variable peak hour runs such as midday campus shuttle 34/35 and morning and evening rush commute on B43. Use older buses for low ridership routes with fewer stops such as 39. Many people rely on Northampton weekend buses 41, 42, 44 they do not work traditional jobs and need weekend service. Plese do not cut 41 Saturday service
Raise fares considerably but keep service. Those who ride bus have to take it to work, grocery, activities and errands. Workers need weekend service
Weekend service cuts would affect ADA service and would prevent me from getting to places. I support fare increases.

Asks about outreach efforts to solicit more state funding
Concerned that elderly will be housebound due to rising transit costs
Asks how much of budget deficit will be filled by fare increase
Asks if state will further cut budget if fares are not raised
Asks when minimum wage was last raised re: 10 years since last fare hike
Frustrated with entire comment process, angry that fare hikes coincide with less service