



FY15 ANNUAL REPORT

Pioneer Valley Transit Authority



Administrator's Message

FY 15 was a significant year for PVRTA because we were able to introduce new service three times during the year. Since PVRTA had completed our Comprehensive Service Analysis early, we were ready to make informed decisions on what service improvements to introduce, when funding became available. Additional funding was appropriated by the State Legislature and allocated by MassDOT.

In FY15 PVRTA produced 12,074,280 annual passengers, which is a 6.2% increase over FY14. This was the first time PVRTA ridership surpassed 12 million passengers since 2001, when 20% of the service was eliminated due to funding limitations.

A handwritten signature in blue ink that reads "Mary MacInnes". The signature is fluid and cursive, with the first name "Mary" and the last name "MacInnes" clearly legible.

Mary L. MacInnes
Administrator, Pioneer Valley Transit Authority

MAJOR CAPITAL FACILITIES

New PVTA Bus Operations and Maintenance (O&M) Facility

In FY15, PVTA completed schematic design of a \$70M, 280,000 square-foot bus O&M facility at 649-665 Cottage Street in Springfield that will provide maintenance and storage for up to 150 fixed-route buses. The schematic design included the complete building program, site circulation, parking, lighting, landscaping, wetlands flagging, geotechnical and preliminary traffic studies. The design accommodates a future on-site PVTA cell tower and storm water retention basin. PVTA anticipates obtaining LEED Silver Certification from the US Green Building Council for the environmentally sound design.

PVTA also completed asbestos abatement and demolition of the former Sullivan Trucking Building to make way for the new O&M facility. The site was cleared and new fencing and lighting was installed to properly delineate the property line and improve site security. Final design of the new facility is scheduled for FY16 with construction and opening in FY17.

Westfield Intermodal Transportation Center

In FY15, PVTA completed 100% design plans, permitting and land acquisition for the \$6.5M transportation center on Arnold Street in Downtown Westfield. The new facility, which is part of a broader re-development plan of the City, will support fixed-route bus, paratransit, taxi and intercity bus services. The facility will include a bus waiting area, restrooms, automated ticketing and electronic kiosks for bus scheduling, trip planning and real-time bus information signage. The facility will include a bike center for storage and repair and a coffee shop.



Westfield Intermodal Transportation Center

Springfield and Northampton Bus Facility Roof Replacements

PVTA completed 100% design plans for PVC roof replacements at both the Springfield Bus Storage Garage and the Northampton Bus O&M Facility in FY15. New skylights will be installed in both facilities. The estimated construction cost of the two projects that will be bid in FY16 is \$2.6M.

Springfield and UMass Bus Wash System Replacement and upgrade

PVTA completed installation of a new \$1M Westmatic Bus Wash Rack System into the Springfield Service Building. The project included building systems upgrades to accommodate the new wash system as well as a grit removal chamber required by building code. The new system is much more efficient than the old one with respect to electricity and water conservation and produces much cleaner buses. The UMass bus system was also upgraded with new brush assemblies and system parts replacements.

TECHNOLOGY AND PASSENGER COMMUNICATIONS

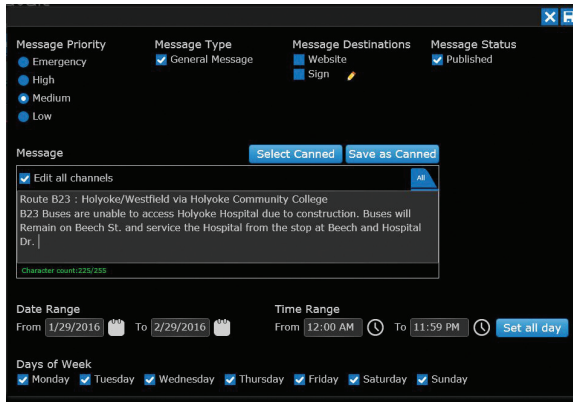
Real-Time Information

PVTA continued deployment of customer focused technologies with emphasis on improving customer communications with projects tasked with providing accurate real-time information to PVTA passengers.

New real-time bus departure signage was deployed at high volume passenger facilities including the Springfield Bus Terminal and the Holyoke Transit Center. These signs integrate with the PVTA vehicle location system to provide timely departure information making catching the bus an easier experience for PVTA passengers.

Voice Messaging System

A voice messaging system has been deployed this year to enhance our ability to communicate important service and meeting information to PVTA riders. This new floodgate message system works in conjunction with our interactive voice response (IVR) system and allows PVTA to automate voice messaging services that enable us to communicate directly with paratransit passengers that have registered a phone number to receive these alerts.



Integrated Alerting System

Integrated Alerting System

An integrated alerting system was tested this year. The new messaging system allows PVTA operations and administration personnel to post a service alert to multiple systems simultaneously, including PVTA information signage, pvta.com, Twitter, Facebook and any user registered to receive automated alert messaging. This new system provides a single interface to publish to multiple endpoints greatly reducing the time and effort needed to publish alerts as well as provide more timely information to PVTA riders.

Mobile Data Terminals

PVTA has installed new mobile data terminals (MDT) in the paratransit fleet. These new MDT's provide a larger touch screen and allow the operator to view enhanced trip and address information. The new MDT affords a tighter integration with the PVTA IVR system whereby the driver can initiate a call from the van that will alert the rider that the vehicle is on route to their pickup location.



EFFICIENCIES

Fixed Route Service Modifications

PVTA introduced service recommendations from the Comprehensive Service Analysis in three phases during FY15: August 2014, December 2014 and March of 2015. These service improvements included increased span of service, increased frequency, streamlined routing, and the creation of new routes.

In September, 7 new routes were introduced, 10 routes had an increased span of service, 6 routes were streamlined to provide more direct service, and 6 routes had frequency improvements.

In December, 3 routes were re-branded and alterations were made to their routing to enhance passenger connections.

In March, 2 routes had increased frequency, 2 routes had an increased span of service and 1 routing adjustment was made to be more streamlined and direct. PVTA is now beginning to closely analyze the new ridership levels. In some cases, ridership responded so well to the initial improvements that further improved frequencies maybe required to meet capacity. PVTA will be applying the new service standards for each type of route. This analysis will be used to identify if additional service is warranted. These improved span of service and frequencies will further improve the Pioneer Valley resident's accessibility to reliable public transit.



Travel Training

PVTA's travel training program had continued success in FY15. 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 54 individuals successfully completed the training in FY15. The traveling training program continues to increase the number of successfully trained individuals every year with 34 in FY14 and only 22 in FY13.

Smart Card Technology



In FY 14, PVTA launched its smart card technology project. When fully implemented, this state-of-the-art electronic payment system will offer customers an

enhanced boarding experience with all conveniences of “tap and ride” technology with initial roll-out expected to begin in FY 15, smart cards will allow customers to pay their fares with a single reloadable Fast Break card and enjoy a variety of features and benefits associated with this electronic payment option.

**PIONEER VALLEY TRANSIT AUTHORITY
STATEMENT OF NET ASSETS
JUNE 30, 2015**

	2015	2014
ASSETS		
Current Assets		
Cash and equivalents	\$ 3,890,217	28,821,102
Receivables, net	18,338,503	13,605,688
Prepaid expenses	443,557	482,668
Total current assets	22,672,277	42,909,458
Investment in Holyoke Intermodal Facility, LLC	4,056,385	4,056,365
Property and equipment, net	68,992,437	63,907,862
Total Assets	73,048,822	67,964,227
Deferred outflows of resources		
Deferred outflows related to pensions	1,427,569	1,126,702
Total assets and deferred outflows of resources	97,148,668	112,000,387
LIABILITIES		
Accounts payable	5,151,170	4,802,483
Accrued payroll and related liabilities	148,497	146,583
Accrued pension	116,463	127,137
Insurance claims reserve	1,750,000	1,500,000
Accrued interest	118,836	301,660
Notes payable	13,000,000	33,000,000
Total current liabilities	20,284,966	39,877,863
Unearned revenue	260,816	1,121,531
Net pension liabilities	4,935,525	4,730,710
Accrued other post employment benefits	15,927,715	13,539,147
Total Liabilities	41,409,022	59,269,251
NET POSITION		
Invested in capital assets, net of related debt	73,048,822	67,964,227
Restricted for other purposes	1,096,076	884,105
Unrestricted	(18,405,252)	(16,117,194)
Total Net Assets	55,739,646	52,731,138

**PIONEER VALLEY TRANSIT AUTHORITY
STATEMENT OF REVENUES, EXPENSES
& CHANGES IN NET ASSETS
For the Year Ended June 30, 2015**

	2015	2014
OPERATING REVENUES		
Fixed route income	7,027,574	6,774,805
Paratransit income	722,680	678,258
Shuttle service income	30,043	32,226
Total Operating Revenues	7,780,297	7,485,289
OPERATING EXPENSES		
Fixed route service	32,957,300	29,308,748
Paratransit service	7,794,846	8,114,630
Shuttle service	259,959	263,955
Administrative Expenses	4,128,474	4,003,657
Reimbursable depreciation	4,478	4,477
Total Operating Expenses	45,145,057	41,695,467
Operating Income (Loss)	(37,364,760)	(34,210,178)
NONOPERATING REVENUES (EXPENSES)		
Operating assistance		
Federal	3,366,626	5,795,128
Massachusetts	22,980,428	18,781,087

Member communities	7,827,620	7,065,703
Other State assistance	784,122	360,713
Advertising income	301,933	363,859
Other income	64,452	60,342
Interest income	31,929	41,589
Interest expense	(72,895)	(190,238)
Total Non-Operating Revenues (Expenses)	35,284,215	32,278,183
Income (loss) before capital contributions and other items	(2,080,545)	(1,931,995)
Capital contributions	16,916,436	11,315,006
Nonreimbursable Depreciation	(11,827,383)	(10,640,268)
State forward funding of prior years' deficits	–	6,065,152
Change in net assets	3,008,508	4,807,895
Net assets, beginning	52,731,138	51,527,251
Prior Period Adjustment	–	(3,604,008)
Net assets, ending	55,739,646	52,731,138

OPERATIONAL FACTS AND FIGURES

FIXED ROUTE FINANCIALS	2015	2014
Operating Expenses	\$33,217,259	\$29,572,703
Revenue	\$7,057,617	\$6,807,031
Net Fixed Route Cost	\$26,159,642	\$22,765,672

FIXED ROUTE CHARACTERISTICS		
Passenger Trips	12,074,280	11,415,923
Vehicle Miles	5,064,264	4,669,703
Vehicle Hours	341,773	339,553
Revenue Miles	4,955,120	4,450,987
Revenue Hours	370,103	328,169

FIXED ROUTE PERFORMANCE MEASURES		
Operating Expenses Per Passenger Trip	\$2.75	\$2.59
Operating Expenses Per Vehicle Mile	\$6.56	\$6.33
Operating Expenses Per Vehicle Hour	\$97.19	\$87.09
Operating Expenses Per Revenue Mile	\$6.70	\$6.64
Operating Expenses Per Revenue Hour	\$89.75	\$90.11
Passenger Trip Per Mile	2.38	2.44
Passenger Trip Per Hour	35.33	33.62
Passenger Trip Per Revenue Mile	2.44	2.56
Passenger Trip Per Revenue Hour	32.62	34.79

PARATRANSIT FINANCIALS		
Operating Expense	\$7,794,846	\$8,114,630
Revenue	\$722,680	\$678,258
Net Paratransit Cost	\$7,072,166	\$7,436,372

PARATRANSIT CHARACTERISTICS		
Passenger Trips	310,133	304,998
Vehicle Miles	3,552,659	3,431,531
Vehicle Hours	219,015	228,221
Revenue Miles	3,008,563	2,842,796
Revenue Hours	186,030	194,841

PARATRANSIT PERFORMANCE MEASURES		
Operating Expenses Per Passenger Trip	\$25.13	\$26.61
Operating Expenses Per Vehicle Mile	\$2.19	\$2.36
Operating Expenses Per Vehicle Hour	\$35.59	\$35.56
Operating Expenses Per Revenue Mile	\$2.59	\$2.85
Operating Expenses Per Revenue Hour	\$41.90	\$41.65
Passenger Trip Per Mile	0.09	0.09
Passenger Trip Per Hour	1.42	1.34
Passenger Trip Per Revenue Mile	0.10	0.11
Passenger Trip Per Revenue Hour	1.67	1.57

FINANCE

In Fiscal Year 2015, legislative adoption of the Transportation Reform Act and MassDOT implementation of forward funding of the assistance from the Commonwealth of Massachusetts, allowed for an increased in operating assistance and the ability of PVTA to reduce the amount borrowed to operate services from \$33 Million to \$13 Million. PVTA was able to put on an additional 2,936,340 in new fixed route service in FY 15 with the additional funding.

The PVTA Claims department has made many changes in the past fiscal year resulting in reduced fraudulent claims and increased subrogation payments to PVTA. A transition in FY 2015 to a paperless environment resulted in both greater efficiencies and cost savings. All new Accident/Incident Reports are sent and tracked electronically. Claims are almost instantly reported to the PVTA Claims Manager who reacts immediately to each individual situation. PVTA uses the Insurance Services Office, Inc. (ISO) to research claimants for historical submission of “like” claims. PVTA also vigorously pursues subrogation claims in every circumstance that the other vehicle is at least 50% at fault. Subrogation allows PVTA to recoup any costs and expenses associated with the repair of PVTA vehicles from accidents where PVTA is not more than 50% at fault.

Service Guidelines

Through the Comprehensive Service Analysis a set of service guidelines were prescribed to the PVRTA fixed route system. These guidelines identified a hierarchy of the fixed route services to group similar routes for analysis purposes. Then the routes were prescribed minimum ridership thresholds and service delivery standards consisting of span of service and frequency. On a monthly basis routes are analyzed based on passengers per revenue hour or passengers per trip. This information is then used to identify routes that may require further service improvements due to exceeding the standards. The analysis is also used to identify underperforming routes which may require additional marketing or service delivery changes.

Paratransit CSA

PVRTA retained a consulting team composed of Nelson/Nygaard Consulting Associates and ASG Planning, to evaluate the way which paratransit service is contracted and delivered, to assess service and cost performance, and to develop strategies to improve service efficiency and other shortcomings identified in the study. The final report was presented to the riders and PVRTA's Advisory Board. Implementation of the recommendations was performed in the spring with some remaining activities in FY16.

SAFETY & SECURITY

Video Management System

Facility video deployment continued this year with the installation of cameras, hardware and software at UMass Transit in Amherst, PVTA Information Center in Springfield and the Hulmes paratransit center in Chicopee. A new state-of-the-art enterprise video management system (VMS) has been introduced that will equip PVTA IT with the tools needed to monitor the health and welfare of the video systems at all PVTA facilities. The VMS creates and sends an alert when conditions within the agency have met the defined criteria for the alert. This system generated alerting system allows for the best use of limited PVTA IT resources by proactive notification of video system issues and ensures system stability.

New Voice/Data Radio Tower

A new PVTA voice/data radio tower location has been commissioned. The new location is at Mount Lincoln in Pelham and improves radio coverage both fixed route and paratransit services offered in the northern tier service area. This new location also serves as a failover voice/data communications hub in the event that one of the other PVTA radio tower locations is rendered inoperable.

Emergency Generators

Continuing activities to limit PVTA operations exposure to disaster events remain a critical activity. This year emergency generators have been replaced at tower locations on Mt. Tom in Holyoke and Mt. Vision in Hampden. These sites are difficult to reach in the winter months and are vital to supporting PVTA voice/data radio communications. The new generators will provide electricity to these locations in the event of power loss and represent an important factor in PVTA continuity of operations.



COMMUNITY OUTREACH

Food Drive

PVTA held a food drive collecting non-perishable food donations onboard all PVTA buses November 10th – November 24th. 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 2,597 pounds of non-perishable food donations.



Coat Drive

PVTA held a Winter Wear & Coat Drive Monday, December 1st – Monday, December 8th. All winter coats and accessories are donated to the New North Citizens Council.

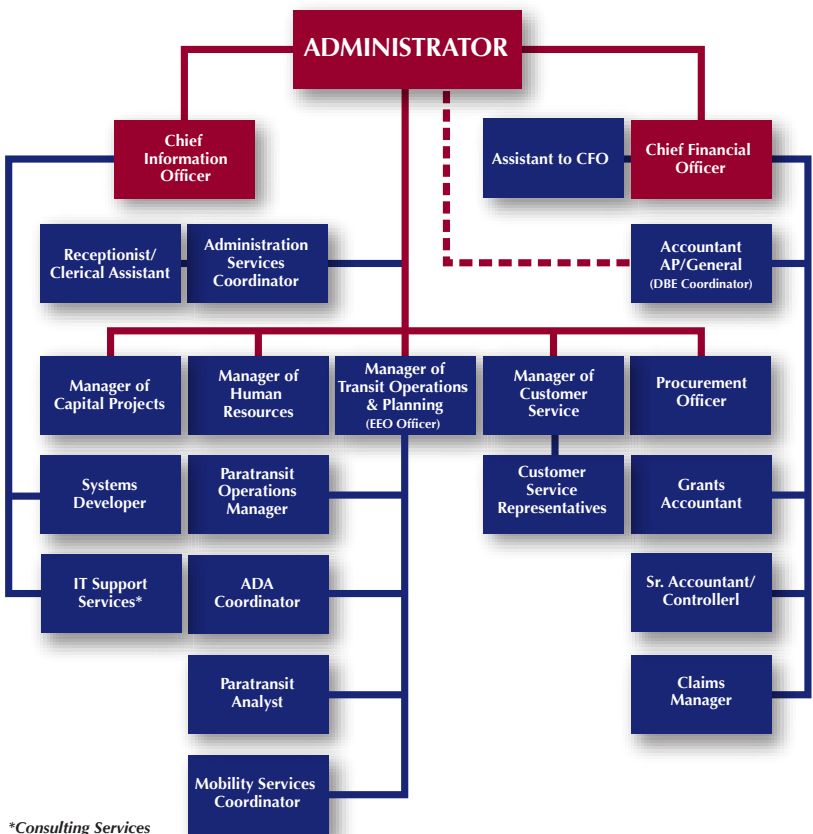
Awards

PVTA is recognized as a Leader Award recipient at Mass Rides 4th Annual Excellence in Commuter Options (ECO) Awards for outstanding participation and promotion of healthier and greener transportation options.

Healthier Living Promotion

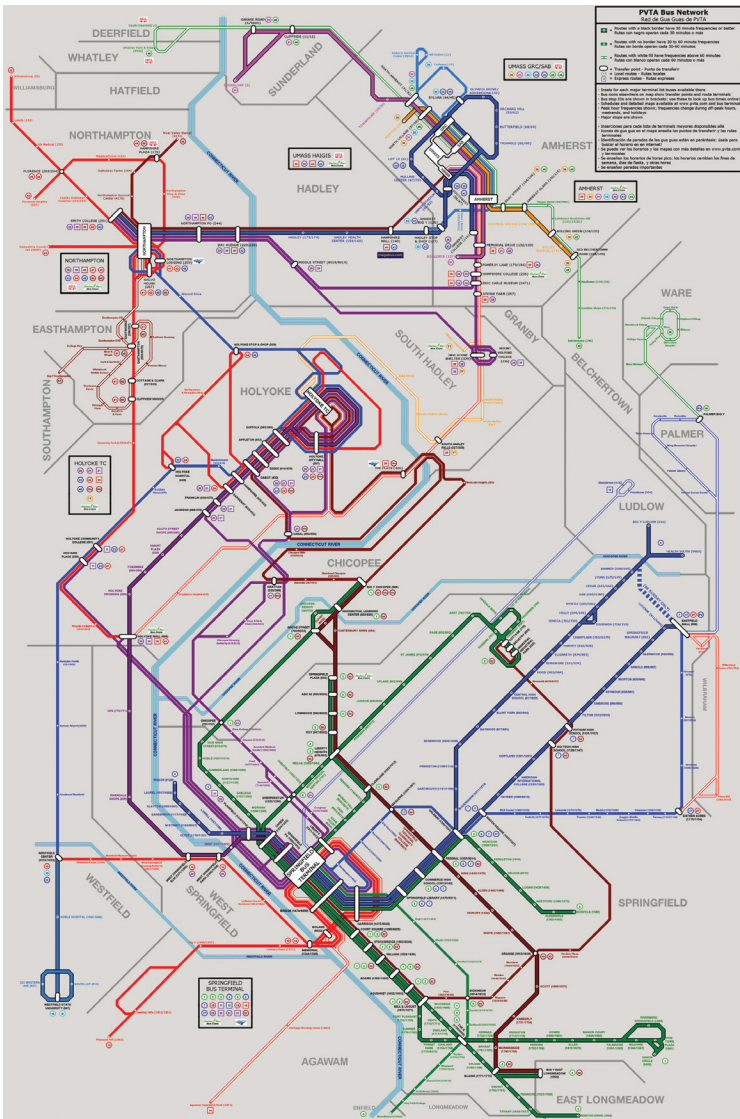
PVTA partnered with Live Well Springfield to promote a city wide effort to create a healthy sustainable Springfield with regards to physical activity and healthy eating. The group is promoting PVTA bus service as a green transportation option that also increases an individual's physical activity, specifically designated routes and stops that serve the Mobile Markets set up to provide fresh food and vegetables. PVTA developed location specific maps identifying PVTA routes, Mobile Market locations and information about the program.

PVTA ORGANIZATION



*Consulting Services

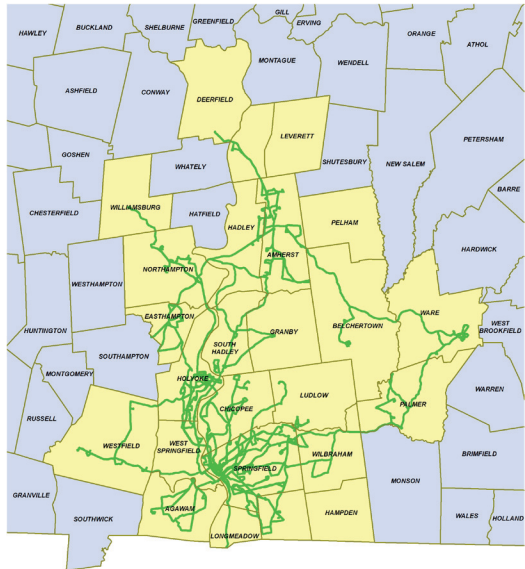
PVTA SYSTEM MAP



The Pioneer Valley Transit Authority (PVRTA) is the largest regional transit authority in Massachusetts with 186 buses, 132 paratransit vehicles, and 24 participating member communities. PVRTA provides fixed-route bus and ADA demand-responsive van service. Funding for the PVRTA 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
Easthampton
East Longmeadow
Granby
Hadley
Hampden
Holyoke
Leverett
Longmeadow
Ludlow
Northampton
Palmer
Pelham
South Hadley
Springfield
Sunderland
Ware
Westfield
West Springfield
Wilbraham
Williamsburg





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.



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