

**MONTACHUSETT REGIONAL TRANSIT AUTHORITY (MART)  
MEETING MINUTES OF SEPTEMBER 25, 2018  
MART MAINTENANCE FACILITY  
1427R WATER STREET  
FITCHBURG, MA 01420**

**I. Call to Order**

The meeting was called to order at 10:34 a.m.

**ADVISORY BOARD MEMBERS PRESENT: (constituting a quorum)**

Mayor Mark Hawke	Gardner
Mayor Dean Mazzarella	Leominster
Mayor Stephen DiNatale	Fitchburg
Selectperson Phyllis Luck	Lunenburg
Keith Bergman (representing Selectmen)	Littleton
Selectman Austin Cyganiewicz	Winchendon
Dick Maki (representing Selectmen)	Sterling
Shaun Suhoski (representing Selectmen)	Athol
Kenneth F. Troup (representing Selectmen)	Bolton
Jan Robbins (representing Selectman)	Ashburnham
Selectperson Heather Billings	Westminster

**ADVISORY BOARD MEMBERS ABSENT:**

Alexandra Turner (representing Selectmen)	Lancaster
Ryan Ferrara (representing Selectmen)	Boxborough
Tim Bragan (representing Selectman)	Harvard
Shaun Suhoski (representing Selectmen)	Athol
Robert Pontbriand (representing Selectman)	Ayer
Ryan McLane (representing Selectmen)	Hubbardston
Roland Hamel (representing Selectmen)	Royalston
Alyson Toole (representing Selectmen)	Stow
No Representative	Templeton
No Representative	Shirley
No Representative	Ashby
No Representative	Hardwick

**STAFF PRESENT:**

Mohammed Khan, Bruno Fisher, James Sluss, Rebecca Badgley, Bonnie Mahoney, David Dunn, Sherry Corcoran, Jessica Lashua, Adam Gromelski and Keary Connors

**GUESTS PRESENT:**

Mark Reich	KP Law
Peter Jasinski	Sentinel and Enterprise
Phil Rocca	Management of Transportation Service
George Kahale	Montachusett Regional Planning Commission

**I. Call to Order**

**II. General Comments**

**III. Approval of Minutes**

A. March 27, 2018

**RESOLUTION- Mayor Mark Hawke of Gardner moved that the Advisory Board of the Montachusett Regional Transit Authority approves the March 27, 2018 minutes as presented. The motion was seconded and passed unanimously.**

**IV. Financial Matters**

**A. Status of State Funding: FY2019 Budget Impact**

Mohammed informed the Board that MART has had level funding from the State for the 5 years. This year there will be a \$4 million fund that will be given to RTA's by an MOU with massDOT.

Shaun Suhoski from Athol stated service cut backs will be 40% for Athol/Orange area. Athol/Orange is a low income area and needs transit services.

Mohammed informed the Board Athol/Orange earmark for transit services is no longer available. Since Athol/Orange no longer has an earmark for services 40% of the cuts will come from that area. MART will be absorbing \$150,000 in cost to run the Athol/Orange services and will reduce the service to one route. The impacts in Athol/Orange area will mostly be to Orange residents as Orange is not a MART member community. MART cannot spend 161B money on services in Orange since it is not a MART member community.

The other 60% of the cuts will be in Fitchburg/Leominster/Gardner. And in making the decision for cuts MART will be looking at loop ridership in this area.

**B. Status of Federal Funding**

**C. Budget and Expenditures Report for FY2018**

James informed the Board that MART ended the year with a \$20,000 surplus. The TLT legal case will be finalized in October and there should be no significant financial impact.

**D. Finance/Audit Committee Update**

**1. Audit Progress of Bruce D. Norling, CPA, P.C.**

Ken Troup of Bolton informed the Board that the Audit had no findings and the Triennial Audit had 3 minor administrative findings.

**RESOLUTION- Shaun Suhoski of Athol moved that the Advisory Board of the Montachusett Regional Transit Authority approves to accept the draft Audit as presented by the Administrator. The motion was seconded and passed unanimously.**

**V. Administrative Matters**

**A. Nomination of Officers**

**B. Status/Update on Ayer Commuter Rail Parking Facility and Depot Square Improvements**

Bruno stated MART received the bids and the lowest bid was \$6.5 million. This is well over the earmark amount. The project will be revamped. The new proposal will concentrate on the Rail Trail Facility and Main Street Crossing. Depot Square improvements will be left off.

**C. Fixed Route Services to Devens Area to Continue**

Bruno explained that MART now has received over \$100,000 for the services from private business. Devens Enterprise Commission and Mass Development have also contributed funding to the Devens Service. Littleton ridership has dropped off some and Harvard is looking for services similar to Devens and Littleton service. MART will be meeting with Harvard to discuss their options.

**D. COA Transportation Contract Status**

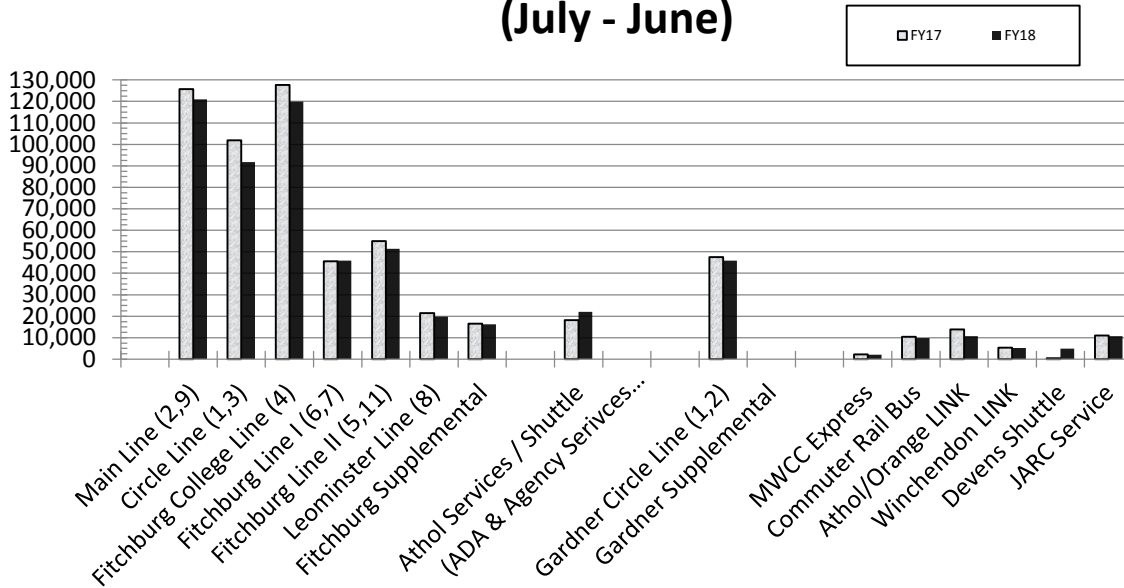
Bruno informed the Board that the contracts are being returned to MART for implementation.

**VI. Operational Services**

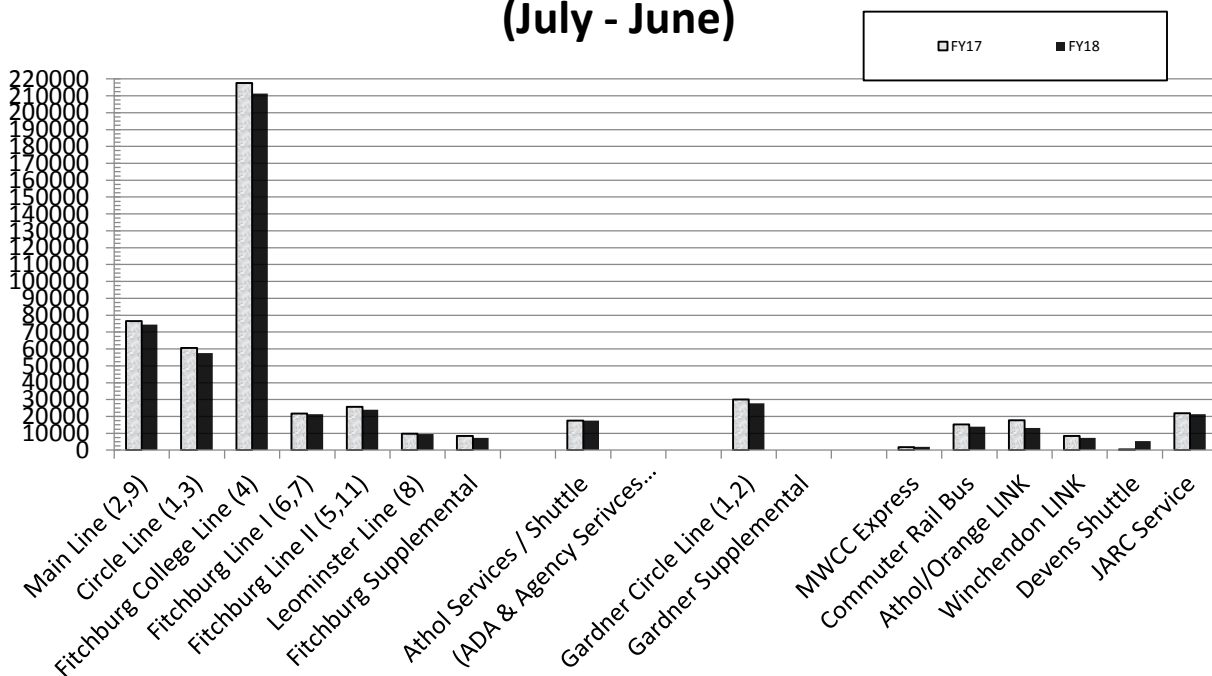
**A. MART Transit Operation Status:**

1. Revenue and Ridership

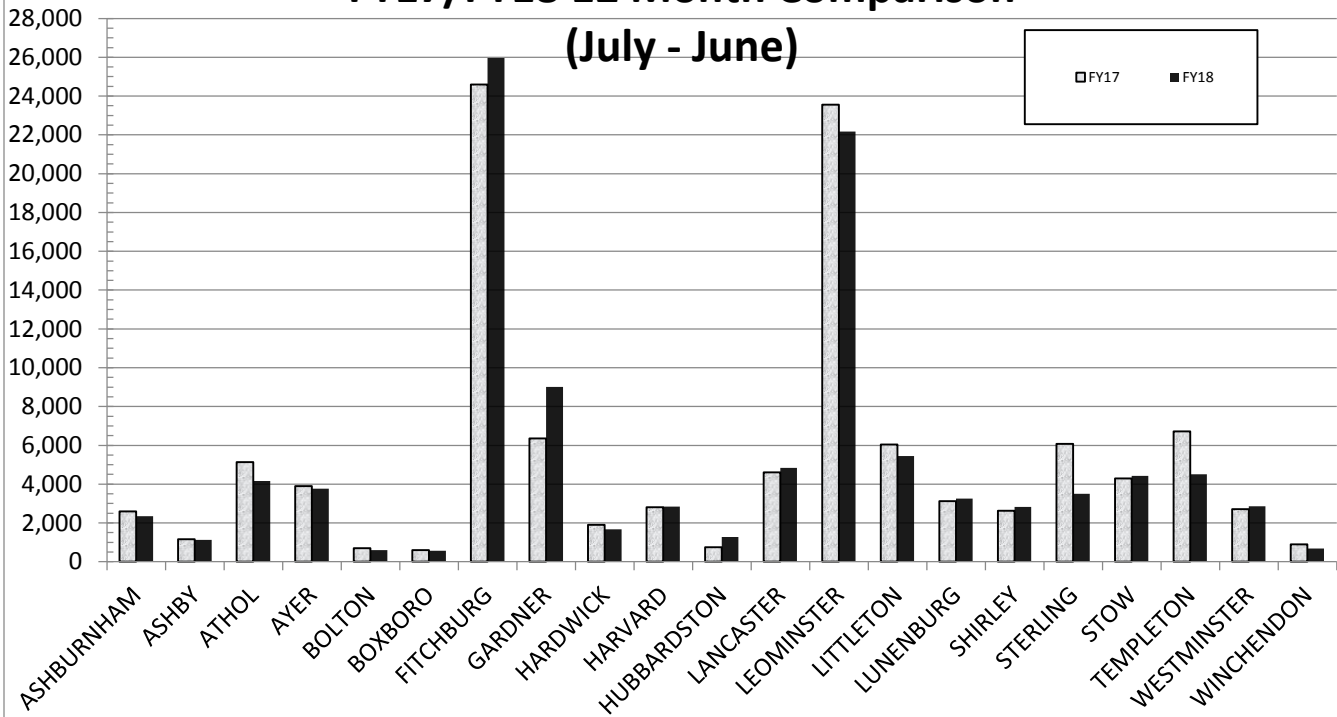
### Fixed Route Ridership FY17/FY18 12 Month Comparison (July - June)



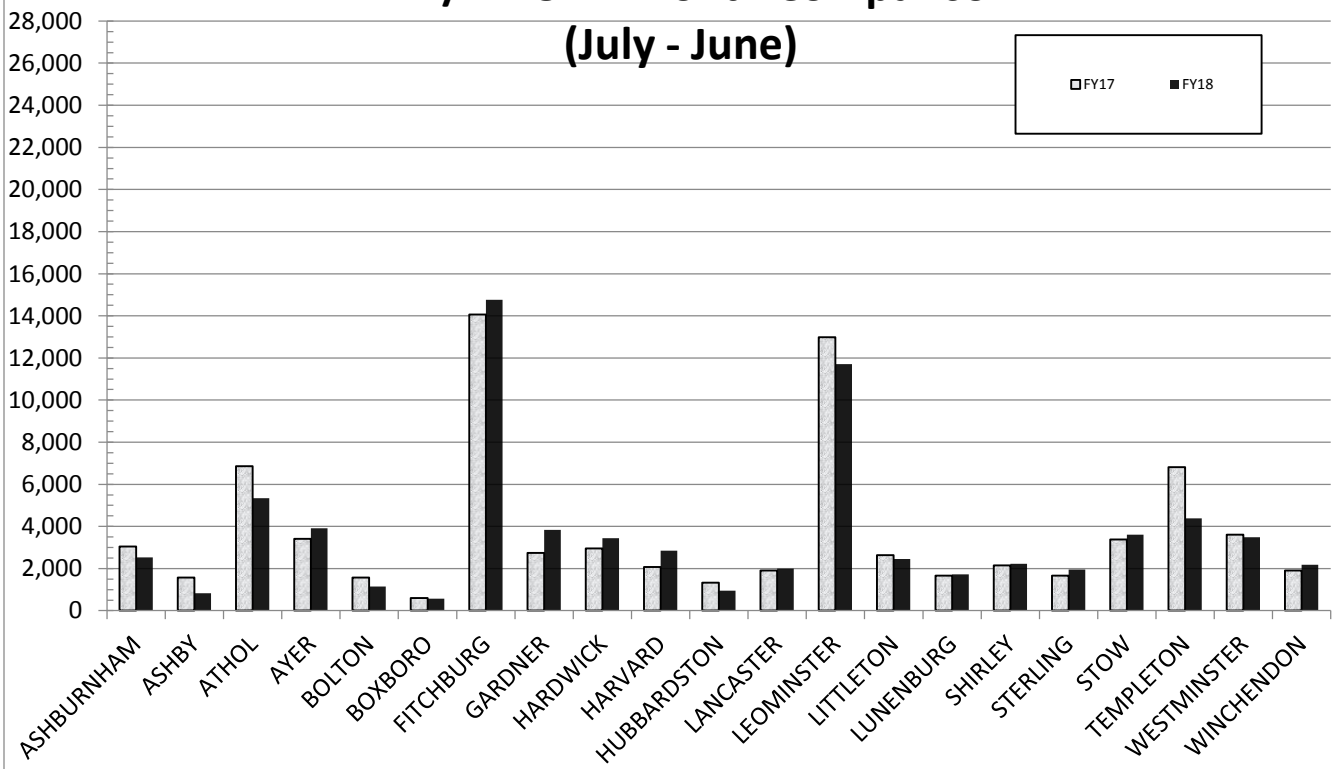
### Fixed Route Revenue FY17/FY18 12 Month Comparison (July - June)



### Council On Aging Ridership FY17/FY18 12 Month Comparison (July - June)



### Council On Aging Revenue FY17/FY18 12 Month Comparison (July - June)



**B. HST Brokerage Operation**

David Dunn showed the Board the vendor dashboard application and how it works. This application will help improve vendor performance.

**Department of Developmental Services**

MART continues to provide broker transportation services for the Department of Developmental Services. MART provides services in the Pioneer Valley area, Central/West region which includes North and South Central areas, Metro Boston region including the North and South Shore areas.

MART is currently transporting approximately 7,650 consumers to 175 various day programs across the above mentions areas using 63 vendors.

**Department of Mental Health**

MART is currently providing DMH services for five regions across the state. We utilize 16 contractors to transport approximately 600 clients to 14 various DMH clubhouses.

**Department of Public Health EI Program**

MART continues to manage transportation services for the Department of Public Health (DPH) Early Intervention Program (EIP) in the Pioneer Valley, North and South Central, and the Greater Boston areas. MART is currently managing transportation for approximately 1300 children from birth to age three to 91 active EIP Programs with the majority of the service being provided in the Greater Boston Area. This is accomplished through contracts with 17 private transportation companies.

**Mass Health Transportation Program**

MART continues to provide brokerage services for the Mass Health and Integrated Care Options (ICO) transportation for the Greater Metro Boston, Pioneer Valley, North Central and the South Central areas.

MART currently services the transportation needs of the Mass Health consumers in two hundred and twenty-three (223) cities and towns. Transportation averages approximately 10,000 one-way trips per day with the highest volume in the Metro Boston area.

MART is currently contracted with approximately 200 transportation providers for the above mentioned areas and assigns work via a low cost bid system.

**Other Brokerage Services**

MART also provides brokerage services on a smaller scale for the Mass Rehab Commission and the Mass Commission for the Blind. This is primarily a demand response service with transportation requested being processed by the agency through the HST Office and MART then bids out the trips via a low cost bid system. Both of these programs combined average approximately 900 to 1,000 one way trips on a monthly basis.

**VII. Other Business**

- A. MRPC Public Transit Services Transportation Plan  
George Kahale from MRPC went over the transportation plan (attached).
- B. Van for Hope House in Fitchburg

**RESOLUTION- Shaun Suhoski of Athol moved that the Advisory Board of the Montachusett Regional Transit Authority approves to donate a van to the Hope House in Fitchburg. The motion was seconded and passed with Mayor Hawke voting no.**

- C. Sterling Stop on Worcester Shuttle  
Dick Maki of Sterling asked that the Worcester Shuttle deviate to the Sterling Council of Aging to pick up Sterling residents on demand.

Mohammed informed the Board that the cost of the deviation would come from Sterling's assessment.

**RESOLUTION- Mayor DiNatale of Fitchburg moved that the Advisory Board of the Montachusett Regional Transit Authority approves the Worcester Shuttle to stop at the Sterling Council on Aging on demand. The motion was seconded and passed unanimously.**

**VIII. Adjournment**

The meeting adjourned at 12:20 p.m.

**MART SERVICE SUMMARY**  
**12 Month Overview - FY17/FY18**

MART Fixed Route Ridership		
	July - June FY17	July - June FY18
Main Line (2,9)	125,664	121,014
Circle Line (1,3)	101,848	91,750
Fitchburg College Line (4)	127,668	119,970
Fitchburg Line I (6,7)	45,557	45,883
Fitchburg Line II (5,11)	54,963	51,441
Leominster Line (8)	21,478	19,838
Fitchburg Supplemental	16,558	16,243
Athol Service / Shuttle *	18,124	22,043
*FR Shuttle began 11/2016	ADA/Agency Service Reallocated	
Gardner Circle Line (1,2)	47,548	45,848
Gardner Supplemental	0	0
MWCC Express	2,216	2,023
Commuter Rail Bus	10,451	9,869
Athol/Orange LINK	13,883	10,694
Winchendon LINK	5,388	5,158
Devens Shuttle	416	4,951
JARC Service	10,995	10,789
<b>TOTAL</b>	<b>602,757</b>	<b>577,514</b>

MART Fixed Route Revenue		
	July - June FY17	July - June FY18
Main Line (2,9)	76,462	74,347
Circle Line (1,3)	60,489	57,484
Fitchburg College Line (4)	217,598	211,423
Fitchburg Line I (6,7)	21,631	21,293
Fitchburg Line II (5,11)	25,618	24,079
Leominster Line (8)	9,789	9,610
Fitchburg Supplemental	8,386	7,328
Athol Service / Shuttle *	17,501	17,596
*FR Shuttle began 11/2016	ADA/Agency Service Reallocated	
Gardner Circle Line (1,2)	30,093	27,714
Gardner Supplemental	0	0
MWCC Express	1,777	1,934
Commuter Rail Bus	15,224	13,882
Athol/Orange LINK	17,713	13,088
Winchendon LINK	8,516	7,218
Devens Shuttle	512	5,416
JARC Service	21,888	21,292
<b>SUB TOTAL</b>	<b>533,196</b>	<b>513,705</b>
Pass Sales	98,709	101,185
<b>TOTAL</b>	<b>631,905</b>	<b>614,890</b>

MART Demand Response Ridership		
	FY17	FY18
ADA Service		
Fitch/Leom	39,627	36,363
Gardner	5,188	5,812
Westminster	505	572
Subscription Service		
Fitch/Leom	28,979	35,202
Gardner	10,674	12,453
Athol ADA-DAR	1,485	1,470
Additional Service	2,269	4,605
<b>TOTAL</b>	<b>88,727</b>	<b>96,477</b>

MART Demand Response Revenue		
	FY17	FY18
ADA Service		
Fitch/Leom	52,597	43,782
Gardner	10,353	13,571
Westminster	792	1,067
Subscription Service		
Fitch/Leom	90,770	110,561
Gardner	24,743	30,941
Athol ADA-DAR	1,230	1,515
Additional Service	10,817	11,627
<b>SUB TOTAL</b>	<b>191,301</b>	<b>213,064</b>
Pass Sales	43,762	28,418
<b>TOTAL</b>	<b>235,063</b>	<b>241,482</b>

COA Ridership		
	FY17	FY18
ASHBURNHAM	2,590	2,352
ASHBY	1,159	1,126
ATHOL	5,134	4,169
AYER	3,894	3,763
BOLTON	695	600
BOXBORO	603	561
FITCHBURG	24,589	25,963
GARDNER	6,348	9,004
HARDWICK	1,902	1,668
HARVARD	2,806	2,840
HUBBARDSTON	745	1,280
LANCASTER	4,608	4,841
LEOMINSTER	23,555	22,178
LITTLETON	6,034	5,451
LUNENBURG	3,118	3,249
SHIRLEY	2,621	2,819
STERLING	6,068	3,495
STOW	4,298	4,428
TEMPLETON	6,721	4,503
WESTMINSTER	2,718	2,852
WINCHENDON	894	688
<b>TOTAL</b>	<b>111,100</b>	<b>107,830</b>

COA Revenue		
	FY17	FY18
ASHBURNHAM	3,048	2,524
ASHBY	1,571	820
ATHOL	6,861	5,344
AYER	3,408	3,907
BOLTON	1,579	1,149
BOXBORO	604	571
FITCHBURG	14,064	14,764
GARDNER	2,746	3,831
HARDWICK	2,960	3,444
HARVARD	2,072	2,853
HUBBARDSTON	1,337	953
LANCASTER	1,909	1,995
LEOMINSTER	12,987	11,708
LITTLETON	2,637	2,455
LUNENBURG	1,666	1,728
SHIRLEY	2,148	2,228
STERLING	1,668	1,957
STOW	3,388	3,607
TEMPLETON	6,812	4,379
WESTMINSTER	3,616	3,490
WINCHENDON	1,914	2,180
<b>TOTAL</b>	<b>78,992</b>	<b>75,885</b>

Veterans - COA - General Public Shuttle						
	Passengers		Vehicle Trips		Passengers per Vehicle	
	FY17	FY18	FY17	FY18	FY17	FY18
Worcester	2,958	3,383	750	752	3.94	4.50
Boston	2,522	2,114	755	842	3.34	2.51
<b>TOTAL</b>	<b>5,480</b>	<b>5,497</b>	<b>1,505</b>	<b>1,594</b>		

Veterans - COA - General Public Shuttle Revenue		
	FY17	FY18
Fares Collected	18,891	21,034

Dial-A-MART Services Agency & Fitchburg State College Community Shuttle		
	FY17	FY18
Ridership	51,159	46,602

Dial-A-MART Services Agency & Fitchburg State College Community Shuttle		
	FY17	FY18
Revenue	702,850	657,624

Dial-A-MART Services for HST DDS Routes - Out of Town DDS - MassHealth		
	FY17	FY18
Ridership	104,468	99,564

Dial-A-MART Services for HST DDS Routes - Out of Town DDS - MassHealth		
	FY17	FY18
Revenue	2,759,133	2,724,738

TOTALS					
	FY17	FY18		FY17	FY18
<b>RIDERSHIP</b>	<b>963,691</b>	<b>933,484</b>	<b>12 Month Comparison - FY17/FY18</b>	<b>REVENUE</b>	<b>4,426,834</b>
					<b>4,335,653</b>