

**MONTACHUSETT REGIONAL TRANSIT AUTHORITY (MART)
MEETING MINUTES OF FEBRUARY 28, 2017
MART MAINTENANCE FACILITY
1427R WATER STREET
FITCHBURG, MA 01420**

I. Call to Order

The meeting was called to order at 10:43 a.m.

ADVISORY BOARD MEMBERS PRESENT: (constituting a quorum)

Mayor Mark Hawke	Gardner
Mayor Dean Mazzarella	Leominster
A.J. Tourigny (representing Mayor)	Fitchburg
Selina Shaw (representing Selectmen)	Boxborough
Selectperson Phyllis Luck	Lunenburg
Shaun Suhoski (representing Selectmen)	Athol
Selectman Austin Cyganiewicz	Winchendon
Kenneth F. Troup (representing Selectmen)	Bolton
Keith Bergman (representing Selectmen)	Littleton

ADVISORY BOARD MEMBERS ABSENT:

Selectperson Heather Billings	Westminster
Robert Pontbriand (representing Selectman)	Ayer
Ryan McNutt (representing Selectmen)	Lancaster
Raeanne Siegel (representing Selectmen)	Hubbardston
Laura Alger (representing Selectmen)	Royalston
Mark Carlisle (representing Selectmen)	Ashburnham
Alyson Toole (representing Selectmen)	Stow
Laura McIntye (representing Selectmen)	Hardwick
Richard Hatch (representing Selectmen)	Shirley
Diana Morrison (representing Selectman)	Templeton
Greg Dumass (representing Selectmen)	Sterling
Pauline Clark	Rider to Board
No Representative	Harvard
No Representative	Ashby

STAFF PRESENT:

Mohammed Khan, Bruno Fisher, James Sluss, Bonnie Mahoney, Jessica Lashua, Patricia Brown, Benilda Martinez, Adam Gromelski, and Keary Connors

GUESTS PRESENT:

Tim Hatch	Shirley Resident
Phil Rocca	Management of Transportation Service
Andy Divoll	Management of Transportation Service
George Kahale	Montachusett Regional Planning Commission

II. Approval of Minutes

A. December 13, 2016

RESOLUTION- Mayor Dean Mazarella of Leominster moved that the Advisory Board of the Montachusett Regional Transit Authority approves the December 13, 2016 minutes as presented. The motion was seconded and passed unanimously.

III. Financial Matters

A. Status of State Funding

Bruno Fisher informed the Board MART will get the same amount in state funding as last year \$5 million and we are still waiting on the Athol funding of \$400,000.

B. Status of Federal Funding

Bruno Fisher stated MART is operating on 2016 money and MART has had 7 months of funding sent to us so far.

C. Financial Update through October – Fiscal Year 2017

James Sluss informed the Board that we now have done summaries of the financials for the Board. These summaries have the information in a condensed format and should be easier to understand. Transit is at a breakeven point right now and the Brokerage is at a deficit point right now of about \$300,000. We are working with HST right now to switch the 3% incentive fee to a 3% management fee for next year. We have a meeting on Monday with HST to discuss this change. If we don't have a positive outcome from the meeting on Monday we will reach out to the Board for support.

D. Proposed FY2018 Budget

James Sluss went over the FY2018 budget noting that the 2% cost of living increase for staff was included in it and the amount need to start the new service in Devens was also included in it.

RESOLUTION- Ken Troup of Bolton moved that the Advisory Board of the Montachusett Regional Transit Authority approves the FY2018 budget as presented by the Administrator. The motion was seconded and passed unanimously.

V. Administrative Matters

A. Status/Update – Council on Aging Transportation Contract and Insurance Requirements

Bruno Fisher stated MART is working with other Transit Authorities to see how they handle their council on aging vans/contracts. Franklin Regional Transit Authority is the only other Transit Authority that handles Council on Aging transportation the way MART does. MART has also gotten examples of insurance coverage, our goal is to protect MART and the Councils on Aging.

B. Status/Update – Ayer Commuter Rail Parking Facility

Bruno Fisher informed the Board the Ayer project is in the conceptual design stage. Bruno then went over the different design options. There is a meeting scheduled for March 7, 2017 to go over design options with Ayer. By the end of summer the project should break ground.

C. Status/Update – Wachusett Commuter Rail Parking Facility / Gardner Commuter Rail Shuttle

Bruno Fisher stated the Wachusett Station has been fully opened since November. About 60-80 people are parking there. MART will do some advertising to let people know the station is open with plenty of parking.

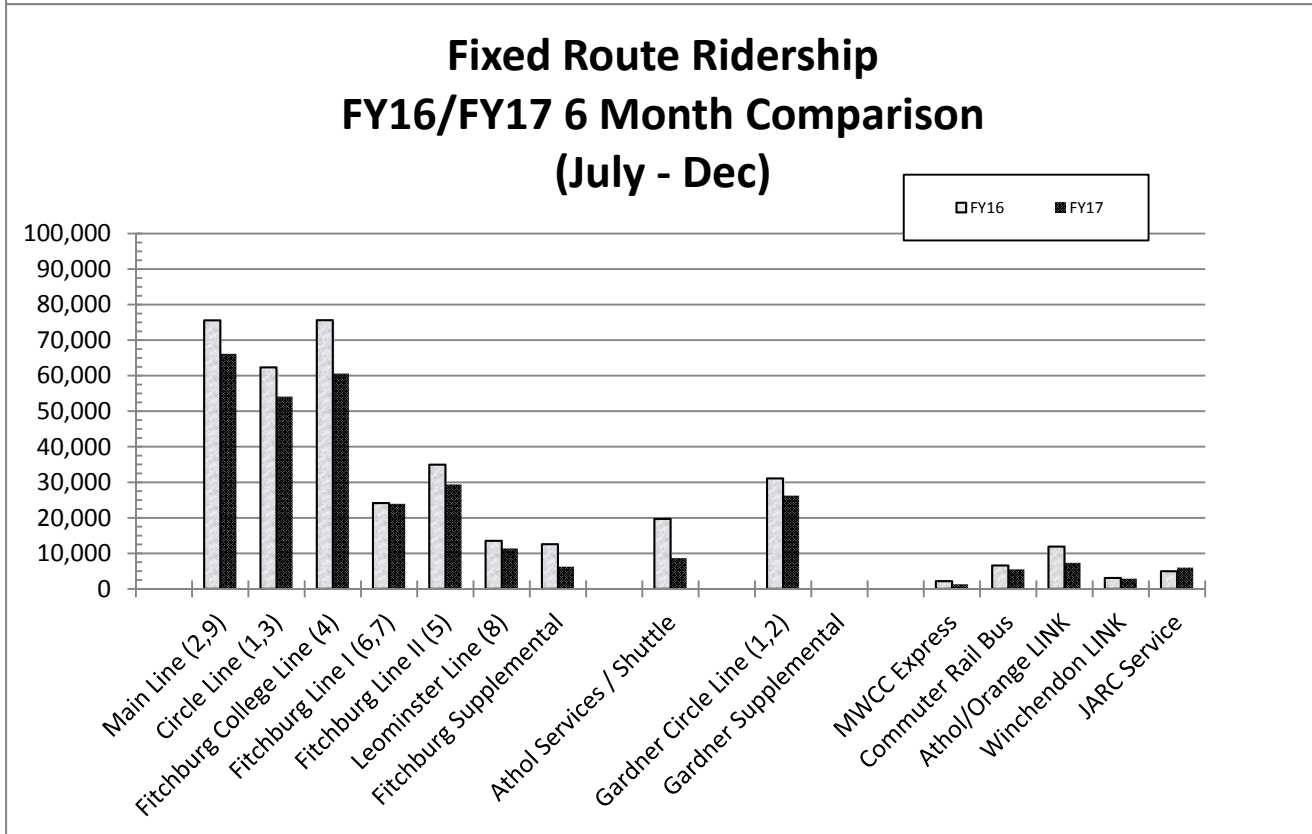
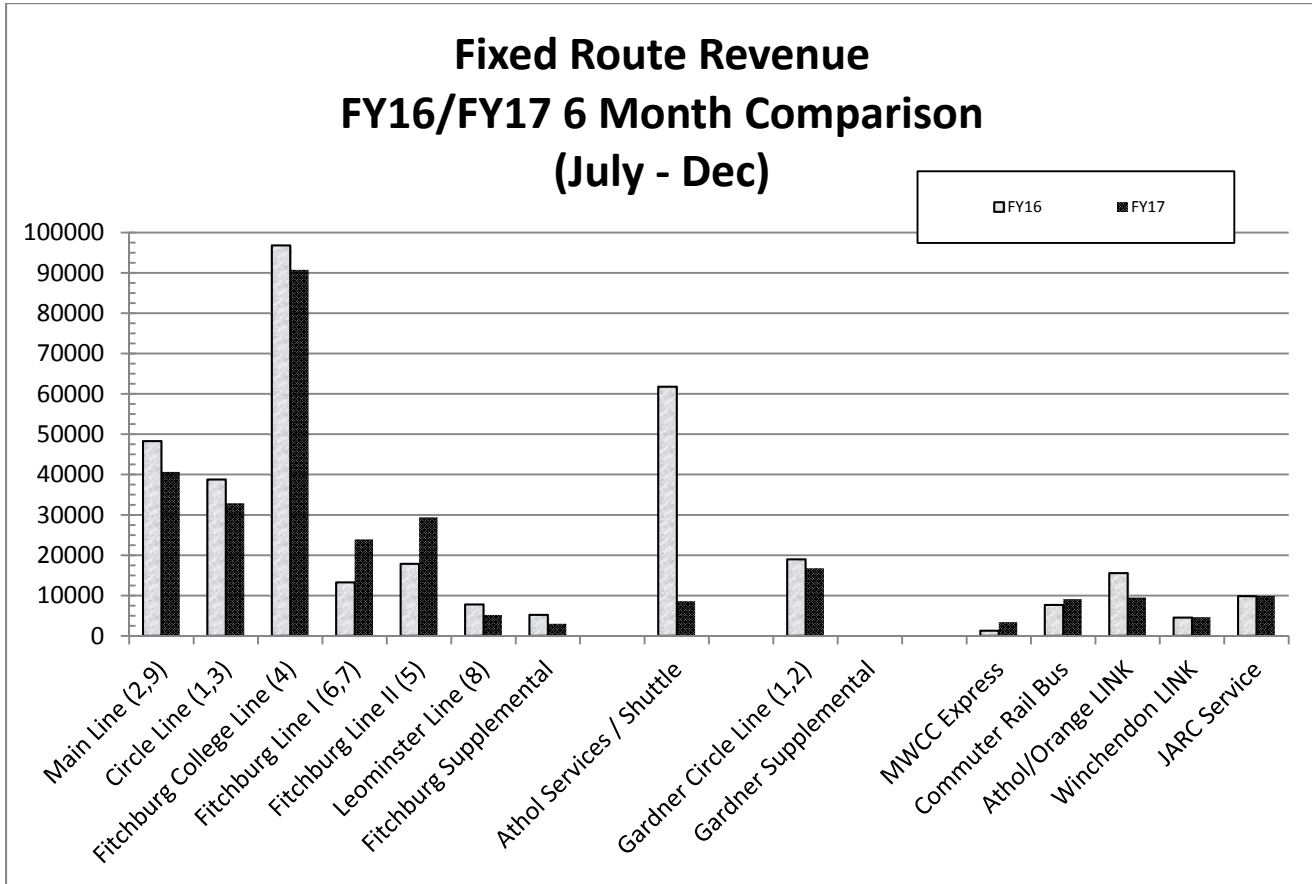
D. Status/Update – Potential Limited Fixed Route Services to Devens

M. Khan stated the industries in Devens want to connect with workers in the Fitchburg/Leominster area. Deven, Shirley and Ayer will pay one third of the cost of the new service and the industries in the Devens area will pay another third of the cost with MART paying the last third. The Shirley and Ayer Board of Selectman have voted to use there MBTA assessment to pay their third. The industries are still working to get their third.

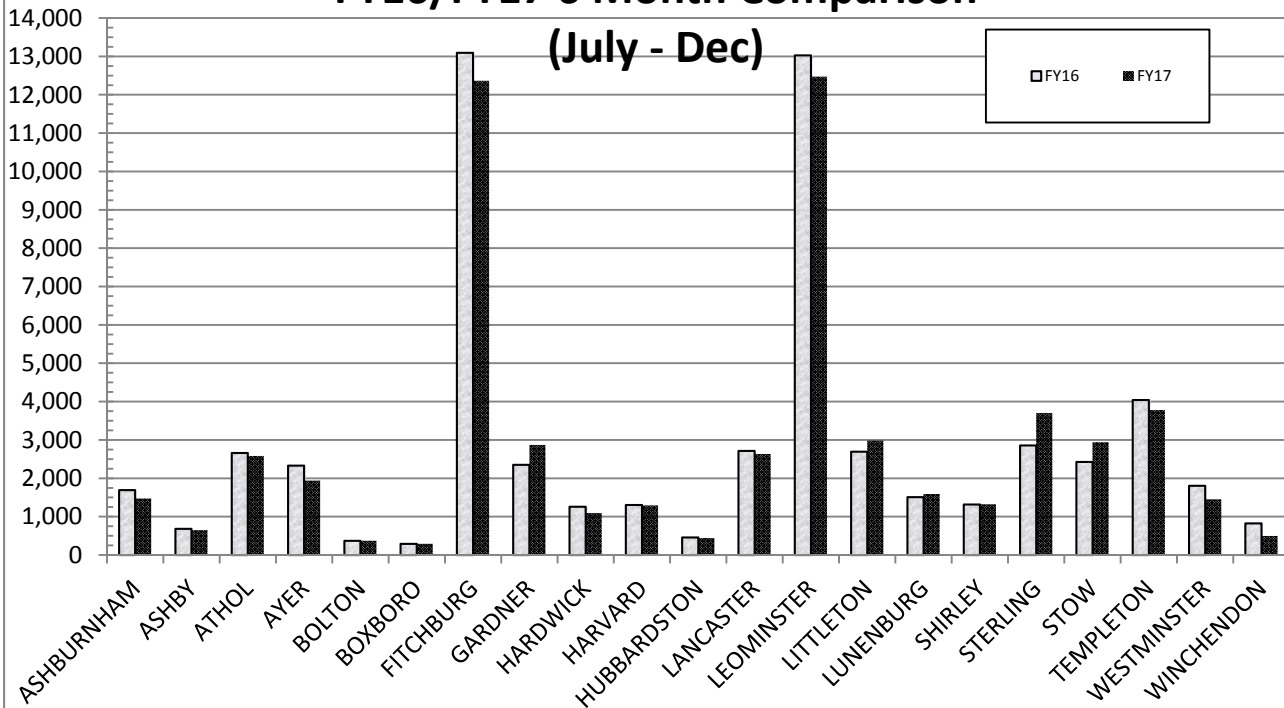
VI.

Operational Services

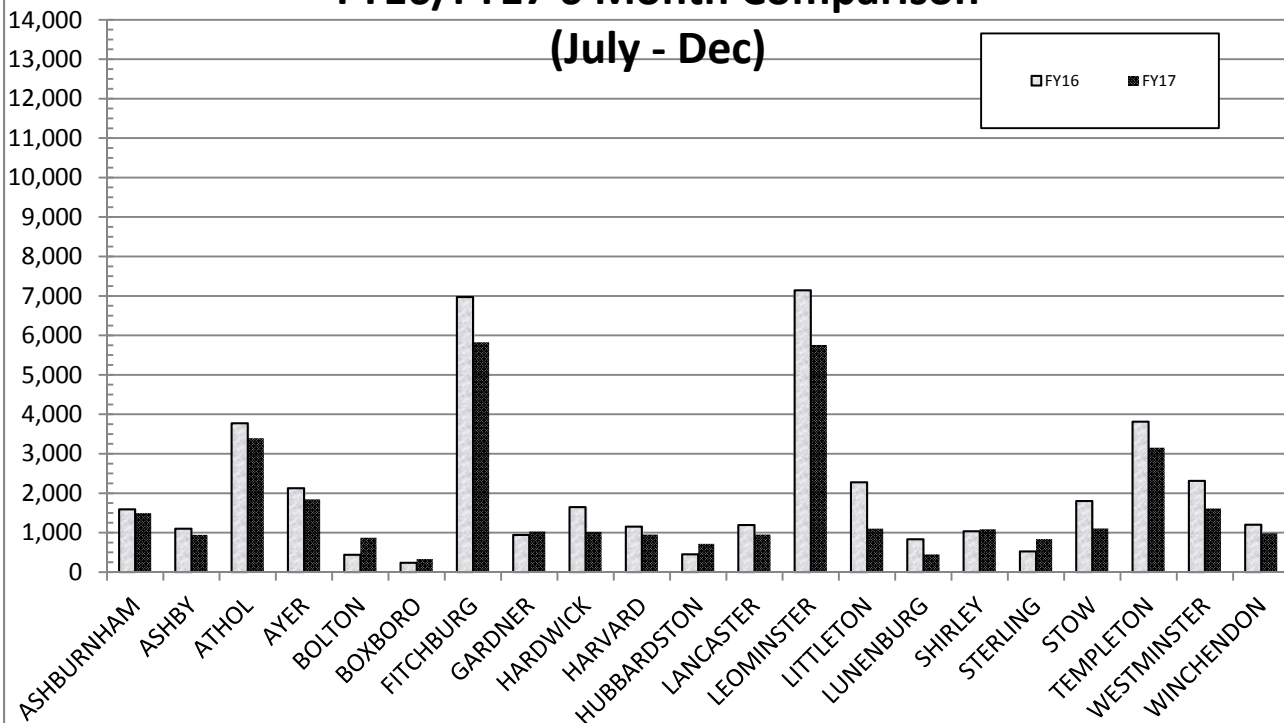
A. MART Operational Status / Ridership and Revenue through October



Council On Aging Ridership FY16/FY17 6 Month Comparison (July - Dec)



Council On Aging Revenue FY16/FY17 6 Month Comparison (July - Dec)



**B. HST Brokerage Operation Update
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 6000 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 500 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 contract with 17 private transportation companies.

Mass Health Transportation Program

MART continues to provide brokerage services for the Mass Health 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 8000 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.

In October 2013, MART started providing transportation services for a new program called Integrated Care Options (ICO) this service is for dual enrolled Medicaid recipients whereas the member is able to choose to change their insurance coverage from MassHealth to an ICO. Under MART's HST Brokerage contract we are required to provide a 90 day continuity of care period for the members choosing this option and bill transportation cost to the appropriate ICO. There are currently two major companies for the members to choose from Commonwealth Care Alliance and Network Health. MART utilizes our MassHealth transportation providers and assigns the trips via the bid system

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.

VII. Other Business

VIII. Adjournment

The meeting adjourned at 11:40 a.m.

MART SERVICE SUMMARY
6 Month Overview - FY16/FY17

MART Fixed Route Ridership		
	July - Dec FY16	July - Dec FY17
Main Line (2,9)	75,571	66,259
Circle Line (1,3)	62,346	54,125
Fitchburg College Line (4)	75,612	60,621
Fitchburg Line I (6,7)	24,164	23,926
Fitchburg Line II (5)	34,962	29,377
Leominster Line (8)	13,518	11,389
Fitchburg Supplemental	12,571	6,253
Athol Service / Shuttle *	19,709	8,689
<i>*FR Shuttle began 11/2016 ADA/Agency Service Reallocated</i>		
Gardner Circle Line (1,2)	31,090	26,239
Gardner Supplemental	0	0
MWCC Express	2,186	1,301
Commuter Rail Bus	6,595	5,472
Athol/Orange LINK	11,917	7,338
Winchendon LINK	3,076	2,872
JARC Service	4,943	5,974
TOTAL	378,260	309,835

MART Fixed Route Revenue		
	July - Dec FY16	July - Dec FY17
Main Line (2,9)	48,274	40,664
Circle Line (1,3)	38,754	32,888
Fitchburg College Line (4)	96,809	90,766
Fitchburg Line I (6,11)	13,263	23,926
Fitchburg Line II (5)	17,872	29,377
Leominster Line (8)	7,800	5,177
Fitchburg Supplemental	5,218	3,015
Athol Service / Shuttle *	61,799	8,584
<i>*FR Shuttle began 11/2016 ADA/Agency Service Reallocated</i>		
Gardner Circle Line (1,2)	18,967	16,769
Gardner Supplemental	0	0
MWCC Express	1,283	3,381
Commuter Rail Bus	7,680	9,095
Athol/Orange LINK	15,576	9,499
Winchendon LINK	4,545	4,624
JARC Service	9,856	9,918
SUB TOTAL	347,695	287,682
Pass Sales	52,351	50,246
TOTAL	400,046	337,929

MART Demand Response Ridership		
	FY16	FY17
<u>ADA Service</u>		
Fitch/Leom	23,541	19,819
Gardner	2,552	2,327
Westminster	4	234
<u>Subscription Service</u>		
Fitch/Leom	13,021	14,142
Gardner	4,694	2,327
Athol DAR-ADA	148	804
<u>Additional Service</u>	1,527	1,384
TOTAL	45,487	41,038

MART Demand Response Revenue		
	FY16	FY17
<u>ADA Service</u>		
Fitch/Leom	28,036	22,366
Gardner	3,248	3,366
Westminster	6	236
<u>Subscription Service</u>		
Fitch/Leom	38,108	48,837
Gardner	12,112	12,765
Athol DAR-ADA	144	640
<u>Additional Service</u>	5,396	7,707
SUB TOTAL	87,050	95,915
Pass Sales	23,368	21,494
TOTAL	110,418	117,409

COA Ridership		
	FY16	FY17
ASHBURNHAM	1,693	1,473
ASHBY	681	647
ATHOL	2,658	2,584
AYER	2,332	1,942
BOLTON	371	370
BOXBORO	289	291
FITCHBURG	13,091	12,364
GARDNER	2,349	2,872
HARDWICK	1,256	1,093
HARVARD	1,304	1,293
HUBBARDSTON	456	442
LANCASTER	2,715	2,632
LEOMINSTER	13,026	12,474
LITTLETON	2,693	2,982
LUNENBURG	1,510	1,588
SHIRLEY	1,315	1,321
STERLING	2,857	3,700
STOW	2,424	2,940
TEMPLETON	4,042	3,778
WESTMINSTER	1,806	1,451
WINCHENDON	824	498
TOTAL	59,692	58,734

COA Revenue		
	FY16	FY17
ASHBURNHAM	1,590	1,495
ASHBY	1,102	945
ATHOL	3,774	3,392
AYER	2,127	1,843
BOLTON	438	869
BOXBORO	235	331
FITCHBURG	6,970	5,825
GARDNER	943	1,031
HARDWICK	1,649	1,020
HARVARD	1,153	953
HUBBARDSTON	452	715
LANCASTER	1,195	951
LEOMINSTER	7,144	5,758
LITTLETON	2,277	1,102
LUNENBURG	834	449
SHIRLEY	1,036	1,085
STERLING	522	837
STOW	1,803	1,107
TEMPLETON	3,813	3,153
WESTMINSTER	2,312	1,613
WINCHENDON	1,201	984
TOTAL	42,567	35,455

Veterans - COA - General Public Shuttle						
	Passengers		Vehicle Trips		Passengers per Vehicle	
	FY16	FY17	FY16	FY17	FY16	FY17
Worcester	1,521	1,621	372	480	4.09	3.38
Boston	1,199	1,330	370	534	3.24	2.49
TOTAL	2,720	2,951	742	1,014		

Veterans - COA - General Public Shuttle Revenue		
	FY16	FY17
Fares Collected	11,079	8,587

Dial-A-MART Services		
Agency & Fitchburg State College Community Shuttle		
	FY16	FY17
Ridership	22,522	22,019

Dial-A-MART Services		
Agency & Fitchburg State College Community Shuttle		
	FY16	FY17
Revenue	284,816	298,890

Dial-A-MART Services for HST		
DDS Routes - Out of Town DDS - MassHealth		
	FY16	FY17
Ridership	54,662	53,421

Dial-A-MART Services for HST		
DDS Routes - Out of Town DDS - MassHealth		
	FY16	FY17
Revenue	1,416,525	1,396,232

TOTALS					
	FY16	FY17		FY16	FY17
RIDERSHIP	563,343	487,997	6 Month Comparison - FY16/FY17	REVENUE	2,265,452
					2,194,502

COA-Town Transit Services - 16 Members

FY16 & FY17 Invoices

Direct VS. Indirect Staffing Costs

	FY16			FY17 (6mo.)		
ASHBURNHAM				6 months		
Direct Costs (Drivers)	\$32,992	33% Admin Rate	FY \$ Overage	\$18,535	33% Admin Rate	FY \$ Overage
Indirect Costs (Dispatcher/Directors)	\$13,055	\$10,887	\$2,168	\$6,414	\$6,117	\$297
% Administrative Overhead	39.57%			34.60%		
AYER				6 months		
Direct Costs (Drivers)	\$75,942	33% Admin Rate	FY \$ Overage	\$33,305	33% Admin Rate	FY \$ Overage
Indirect Costs** (Dispatcher/Directors)		\$25,061	\$13,722.75		\$10,991	\$190
% Administrative Overhead	51.07%			33.57%		
** % Admin based on Service Hours						
BOLTON				7 months		
Direct Costs (Drivers)	\$7,249			\$5,021		
Indirect Costs (Dispatcher/Directors)	\$0			\$0		
% Administrative Overhead	0.00%			0.00%		
BOXBORO				7 months		
Direct Costs (Drivers)	\$7,474	33% Admin Rate	FY \$ Overage	\$4,899	33% Admin Rate	FY \$ Overage
Indirect Costs (Dispatcher/Directors)	\$16,556	\$2,466	\$14,089	\$10,212	\$1,617	\$8,595
% Administrative Overhead	221.51%			208.43%		
HARDWICK				5 months		
Direct Costs (Drivers)	\$24,202	33% Admin Rate	FY \$ Overage	\$10,473	33% Admin Rate	FY \$ Overage
Indirect Costs (Dispatcher/Directors)	\$10,685	\$7,987	\$2,698	\$4,948	\$3,456	\$1,492
% Administrative Overhead	44.15%			47.25%		
HARVARD				6 months		
Direct Costs (Drivers)	\$22,596	33% Admin Rate	FY \$ Overage	\$9,276	33% Admin Rate	FY \$ Overage
Indirect Costs (Dispatcher/Directors)	\$9,699	\$7,457	\$2,242	\$9,833	\$3,061	\$6,771
% Administrative Overhead	42.92%			106.00%		
HUBBARDSTON				6 months		
Direct Costs (Drivers)	\$26,197			\$11,946		
Indirect Costs (Dispatcher/Directors)	\$5,799			\$4,613		
% Administrative Overhead	22.14%			38.61%		
LANCASTER				6 months		
Direct Costs (Drivers)	\$30,525	33% Admin Rate	FY \$ Overage	\$13,261	33% Admin Rate	FY \$ Overage
Indirect Costs (Dispatcher/Directors)	\$24,460	\$10,073	\$14,387	\$17,364	\$4,376	\$12,987
% Administrative Overhead	80.13%			130.93%		
LITTLETON				5 months		
Direct Costs (Drivers)	\$62,484			\$25,049		
Indirect Costs (Dispatcher/Directors)	\$0			\$0		
% Administrative Overhead	0.00%			0.00%		
LUNENBURG				3 months		
Direct Costs (Drivers)	\$22,291	33% Admin Rate	FY \$ Overage	\$7,188	33% Admin Rate	FY \$ Overage
Indirect Costs (Dispatcher/Directors)	\$12,895	\$7,356	\$5,539	\$2,756	\$2,372	\$383
% Administrative Overhead	57.85%			38.33%		
SHIRLEY				5 months		
Direct Costs (Drivers)	\$26,475	33% Admin Rate	FY \$ Overage	\$12,004		
Indirect Costs (Dispatcher/Directors)	\$11,897	\$8,737	\$3,160	\$3,177		
% Administrative Overhead	44.94%			26.47%		
STERLING				6 months		
Direct Costs (Drivers)	\$45,159			\$23,743		
Indirect Costs (Dispatcher/Directors)	\$0			\$100		
% Administrative Overhead	0.00%			0.42%		
STOW				2 months		
Direct Costs (Drivers)	\$41,627			\$8,424		
Indirect Costs (Dispatcher/Directors)	\$0			\$1,439		
% Administrative Overhead	0.00%			17.08%		
TEMPLETON				5 months		
Direct Costs (Drivers)	\$53,643	33% Admin Rate	FY \$ Overage	\$20,633	33% Admin Rate	FY \$ Overage
Indirect Costs (Dispatcher/Directors)	\$42,088	\$17,702	\$24,386	\$21,072	\$6,809	\$14,263
% Administrative Overhead	78.46%			102.13%		
WESTMINSTER				5 months		
Direct Costs (Drivers)	\$28,395	33% Admin Rate	FY \$ Overage	\$11,510	33% Admin Rate	FY \$ Overage
Indirect Costs (Dispatcher/Directors)	\$38,915	\$9,370	\$29,545	\$17,068	\$3,798	\$13,270
% Administrative Overhead	137.05%			148.29%		
WINCHENDON				7 months		
Direct Costs (Drivers)	\$35,963			\$21,020		
Indirect Costs (Dispatcher/Directors)	\$8,404			\$4,902		
% Administrative Overhead	23.37%			23.32%		