



**2023**

**ANNUAL  
REPORT**

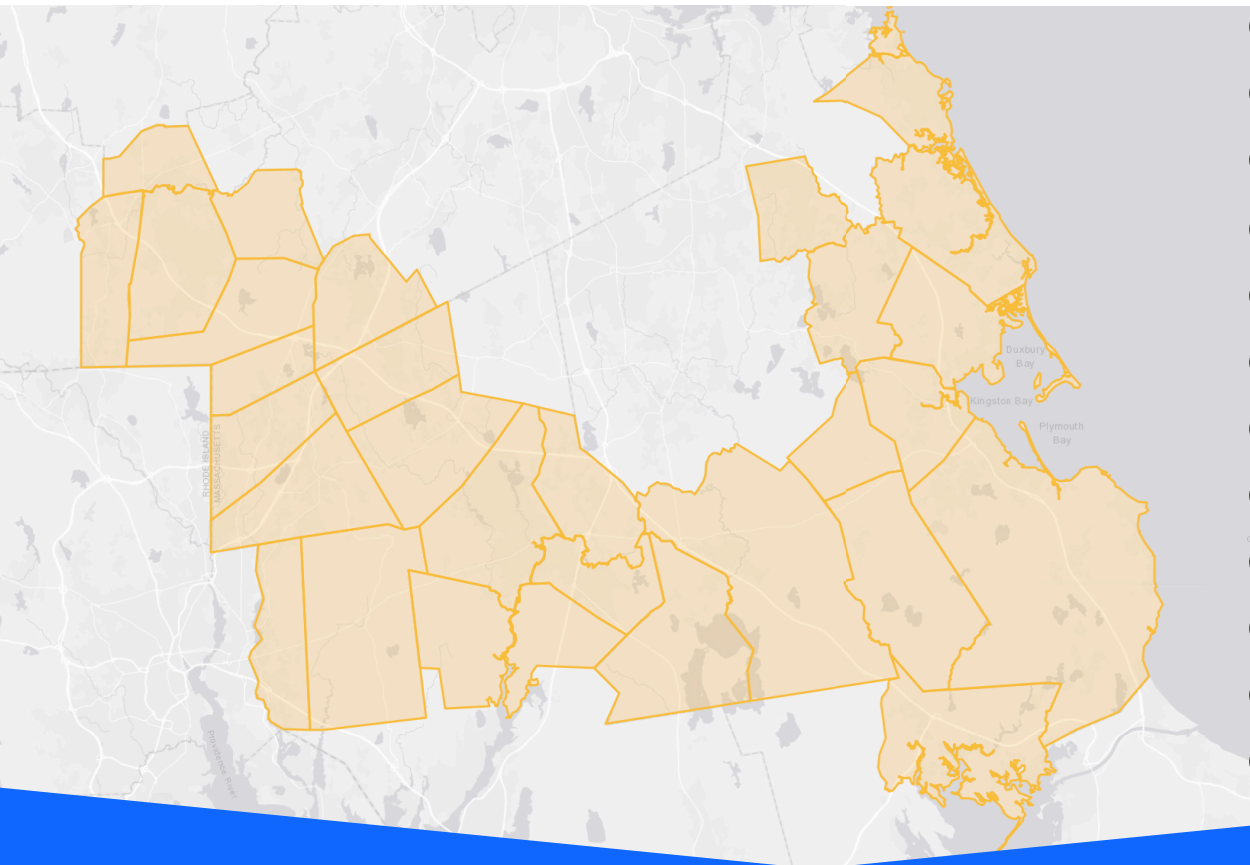


# ABOUT US

Created in 1974 by Massachusetts General Laws Chapter 161B, the Greater Attleboro Taunton Regional Transit Authority (GATRA) provides comprehensive, affordable public transportation services to meet the mobility needs of people throughout 29 member communities in southeastern Massachusetts.

GATRA transit services include fixed-route bus service, paratransit (Dial-A-Ride) service for people with disabilities and senior citizens, Human Service Transportation for MassHealth recipients, commuter rail connection services, and microtransit offerings. Funding for GATRA comes from local, state and federal sources.

- ATTLEBORO
- BELLINGHAM
- BERKLEY
- CARVER
- DIGHTON
- DUXBURY
- FOXBOROUGH
- FRANKLIN
- HANOVER
- KINGSTON
- LAKEVILLE
- MANSFIELD
- MARSHFIELD
- MEDWAY
- MIDDLEBOROUGH
- NORFOLK
- N. ATTLEBOROUGH
- NORTON
- PEMBROKE
- PLAINVILLE
- PLYMOUTH
- PLYMPTON
- RAYNHAM
- REHOBOTH
- SCITUATE
- SEEKONK
- TAUNTON
- WAREHAM
- WRENTHAM





# LETTER FROM OUR ADMINISTRATOR

The Greater Attleboro Taunton Regional Transit Authority is proud to serve the transportation needs of 29 communities in their service area. This has been a year of internal strengthening for the Authority, while continuing to grow the service that residents have come to expect.

As oversight is a large responsibility of the Authority, time was taken throughout this fiscal year (FY) to update the Advisory Board information packet to allow the Board to fully engage in their role for the Authority. Time was also taken to review an update many of the existing policies and procedures within the organization.

Throughout the year, GATRA reviewed routes for needed service changes. The introduction of Automatic Vehicle Locators, which were installed on all GATRA vehicles, is greatly increasing the data available to the Operations team. Both microtransit and demand-response services underwent a software change for dispatching those services. This change will take place over the fiscal year, so the full benefit will not be realized until FY24. Scituate became the newest microtransit community, where GATRA has seen ridership double under this new model. Overall, GATRA continued to see a positive, upward trend in ridership numbers across all modes.

The most exciting news of the year is that GATRA is moving forward with the long-planned maintenance facility for the southern part of the service area. GATRA received funding to purchase land in Wareham to build a new East Maintenance Facility. This has been a long-time project for GATRA and will allow for a state-of-the-art maintenance facility that can hold electric charging stations.

During this year, the Authority brought the third Administrator in the history of the organization on board. With new leadership, the Authority assessed the roles and responsibilities within the organization. The staff was restructured into teams to allow for more effective collaboration and productivity. In addition to Authority organizational changes, a new management company was brought in to handle of the operations of the Authority. The transition was handled to minimize any interruption to the customers.

The financial stability of the Authority has remained constant through the change in leadership and subsequent restructuring. As can be seen in this Annual Report, the Authority is coming out of the pandemic fiscally stable and continuing to grow ridership. This sets a strong foundation for a year of growth in the next fiscal year.

Sincerely,

*Mary Ellen A. DeFrias*

**Mary Ellen A. DeFrias**  
GATRA Administrator



# OUR ACCOMPLISHMENTS

## SERVICE

**2020**

Launched app-based ticketing for fixed route services



**2020 - 2021**

GATRA Go Microtransit expanded to Franklin, Foxborough, Norfolk, Wrentham, Pembroke, Plymouth

**2022**

GATRA Go Microtransit expanded to Scituate

**2023**

Dispatching software for Microtransit and Dial-A-Ride scheduling that allows for app booking

**2022**

Route and schedule changes in the Attleboro/Taunton areas to include not previously serviced areas such as Route 138 in Raynham to the Market Basket/Walmart, Route 1A in South Attleboro to Bristol Plaza, as well as Plainridge Casino in Plainville.

# OUR ACCOMPLISHMENTS

## CAPITAL



- 6 Fully Electric Gillig transit buses (2021)
- Automatic Vehicle Locators and Automatic Passenger Counters (2022)
- 4 E350 Electric Vans to be used in the micro transit system.



- Completed office alterations for the Infrastructure team on the first floor of the Taunton Terminal Bldg. These offices include the Assets, Facilities and IT departments.
- Taunton Terminal Bldg. generator brought online. GATRA's administrative offices, medical brokerage and terminal are fully operational in the event of a grid down situation.
- Electrical infrastructure upgrade completed. The Taunton campus is now fully supported by a 14kV circuit. This upgrade will ensure that GATRA has the capacity to support our growing Battery Electric Bus fleet.



- GATRA closed on a property in Wareham for the East Maintenance Facility. This facility will provide operations and maintenance support to our South Coast and South Shore routes.

# OUR ACCOMPLISHMENTS

## ADMIN

## PLANNING



- Advisory Board Orientation and Training
- Overhaul of administrative policies and procedures, including Disadvantaged Business Enterprises (DBE), procurement, and fiscal planning.



- GATRA completed an updated Regional Transportation Plan in 2020 and has been slowly implementing improvements identified in that plan as funding has allowed. GATRA has also participated in the updating of regional Coordinated Human Transportation plans with its local planning agencies; Southeastern Regional Planning and Economic Development District (SRPEDD) and Old Colony Planning Commission (OCPC).



# COMMUNITY OUTREACH

**Throughout the year, GATRA actively engages in diverse community outreach initiatives across our region including at high schools, colleges, councils on aging, senior housing locations, state and non-profit agencies, as well as local organizations. Additionally, GATRA's staff participates in transportation conferences at regional, state, and national levels to remain up-to-date on public transportation trends. The primary objective is to enhance awareness and promote GATRA's fixed route, demand-response, and microtransit services within the communities we serve.**

## **GATRA is proud to have participated in:**

- High School and College Orientations
- Senior Health Fairs
- Events at Housing Authority Locations
- Group travel training at Councils on Aging
- Food and Toy Drives
- Fairs and Events supporting the needs of persons with a disability
- Veterans Services Initiatives
- Health and Human Services Advisory Committees
- Education and Employment Events to highlight available transportation options



# PARTNERSHIPS



GATRA partners with Blue Apple Bus to secure funding for service from Mansfield to Logan Airport



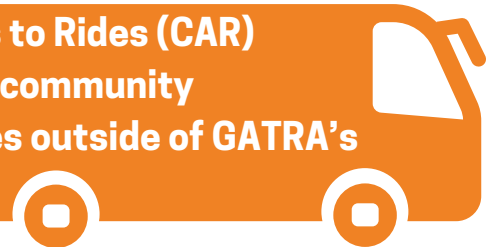
GATRA, in partnership with the Regional Transit Authorities and MassDOT, developed and continues to maintain Ride Match, a website that combines all public, private, and accessible transportation options in one online resource.



GATRA partners with Taking People Places in Plymouth to secure funding for a community transportation program to provide LYFT rides for outside of GATRA's service hours.



GATRA partners with the Community Access to Rides (CAR) program in Attleboro to secure funding for a community transportation program to provide UBER rides outside of GATRA's service hours.



GATRA partners with Taking People Places in Plymouth to secure funding for a community transportation program to provide LYFT rides for outside of GATRA's service hours.





# RIDERSHIP STATISTICS

## 2021

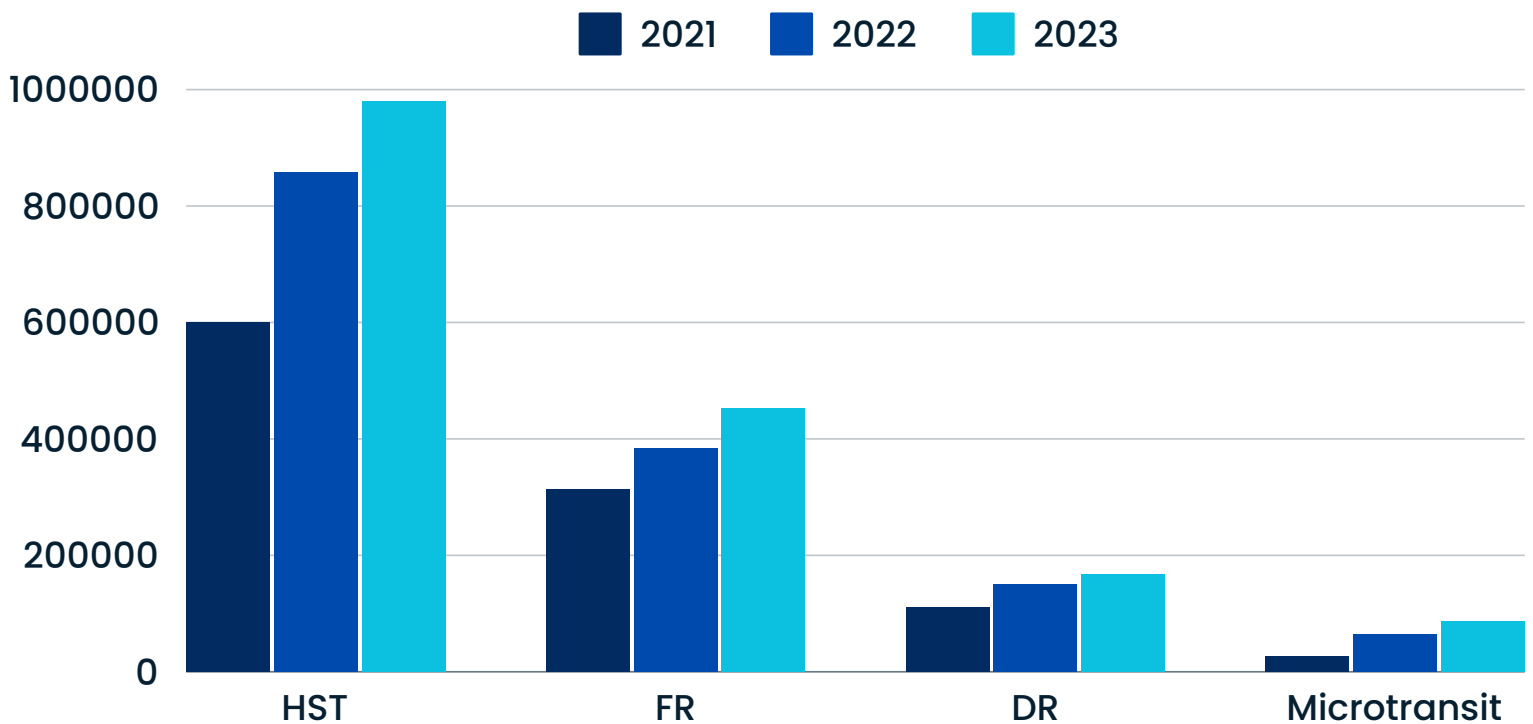
- FR: 312,763
- DR: 111,393
- Microtransit: 27,272
- HST: 599,971\*
- TOTAL: 1,051,399

## 2022

- FR: 383,375
- DR: 149,650
- Microtransit: 64,529
- HST: 857,578\*
- TOTAL: 1,455,132

## 2023

- FR: 451,949
- DR: 167,724
- Microtransit: 87,524
- HST: 979,686\*
- TOTAL: 1,686,883



HST= Human Service Transportation

FR= Fixed Route

DR= Demand Response

\*= PT-1 trips (not including Program-Based)

# RIDERSHIP STATISTICS FY 23



## FIXED ROUTE

451,949

- Attleboro/Taunton: 294,284
- Plymouth Area Link (PAL): 74,172
- Marshfield/Duxbury/Kingston (SAIL): 26,671
- Onset Wareham Link (OWL): 43,802
- Medway Commuter Shuttle: 1,429
- Scituate Sloop Shuttle (July-January) (Became GATRA Go Seacoast): 3,017
- Wareham/New bedford Shuttle: 2,605



## MICROTRANSIT BY SERVICE

87,524

- GATRA Go Connect (July-January)(Included in United February - June): 20,378
- GATRA Go Coastline: 12,286
- GATRA Go Explore: 2,612
- GATRA Go Seacoast (February- June) 2,972
- GATRA Go United: 49,276



## DEMAND RESPONSE BY COMMUNITY

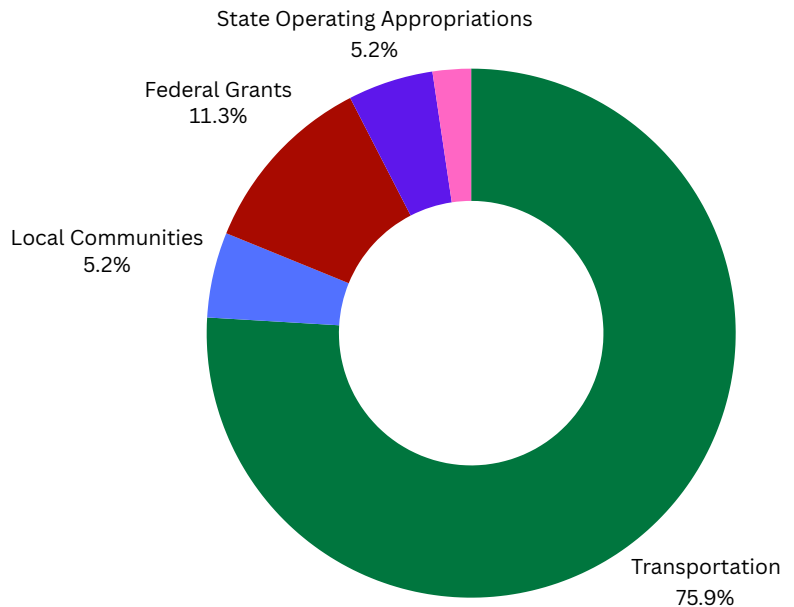
167,724

- |                             |                     |
|-----------------------------|---------------------|
| • Attleboro/Taunton: 68,216 | • Medway: 913       |
| • Bellingham: 5,905         | • Middleboro: 8,657 |
| • Carver: 6,831             | • Norfolk: 357      |
| • Duxbury: 5,621            | • Pembroke: 7,074   |
| • Hanover: 5,550            | • Plainville: 2,032 |
| • Kingston: 4,326           | • Plymouth: 29,201  |
| • Lakeville: 2,423          | • Scituate: 4,049   |
| • Marshfield: 5,445         | • Wareham: 9,471    |
|                             | • Wrentham: 1,653   |

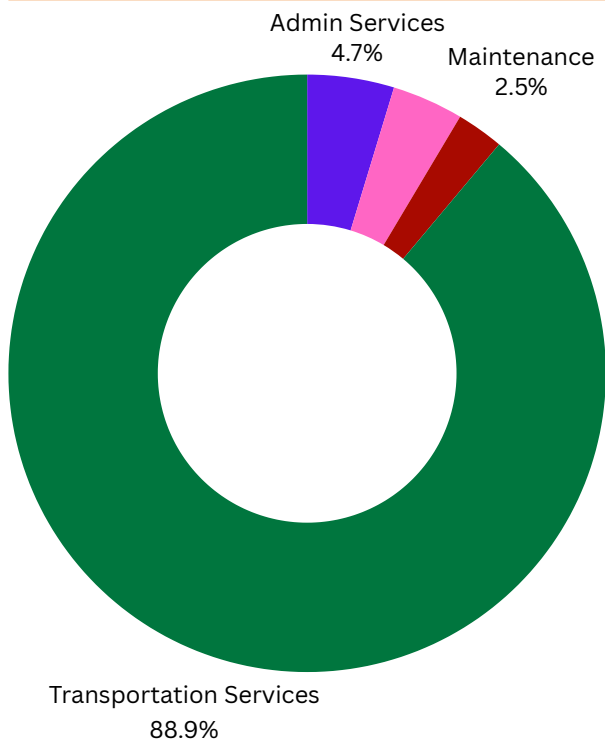
# FINANCES

## REVENUES BY SOURCE

|  |              |
|--|--------------|
| Transportation Revenues                        | \$69,828,665 |
| Local Communities' Appropriations              | \$4,797,167  |
| Federal Grants                                 | \$10,366,045 |
| State Operating Appropriations                 | \$4,797,167  |
| Federal, State, Private Capital Appropriations | \$2,156,920  |



**Total: \$92,682,327**



## EXPENSES BY SOURCE

|                         |              |
|-------------------------|--------------|
| Transportation Services | \$82,389,742 |
| Maintenance             | \$2,362,203  |
| Administrative Services | \$4,353,781  |
| Depreciation            | \$3,576,601  |

**Total: \$91,945,964**



# ADVISORY BOARD MEMBERS

|                     | <u>Member</u>           | <u>Designee</u>  |                        | <u>Member</u>               | <u>Designee</u>  |
|---------------------|-------------------------|------------------|------------------------|-----------------------------|------------------|
| <b>ADA DELEGATE</b> | Michael Raymond         |                  | <b>MIDDLEBOROUGH</b>   | Megan Artz                  | Michael Toole    |
| <b>ATTLEBORO</b>    | Mayor Cathleen DeSimone |                  | <b>NORFOLK</b>         | Anita Mecklenburg           | Karen Edwards    |
| <b>BELLINGHAM</b>   | Donald Martinis         | Josie Dutil      | <b>NORTH ATTLEBORO</b> | Justin Pare'                | Antonio Morabito |
| <b>BERKLEY</b>      | George F. Miller        | Dean Larabee     | <b>NORTON</b>          | Megan Artz                  | Michael Toole    |
| <b>CARVER</b>       | Mark E. Townsned        | Connie Kelly     | <b>PEMBROKE</b>        | Daniel W. Trabucco          | Gretchen Emmetts |
| <b>DIGHTON</b>      | Leonard E. Hull, Jr.    | Anabela Powell   | <b>PLAINVILLE</b>      | Stanley Widak, Jr.          | Brenda Watkinson |
| <b>DUXBURY</b>      | Fernando Guitart        | Joanne Moore     | <b>PLYMOUTH</b>        | Betty A. Cavacco            | Derek Brindisi   |
| <b>FOXBOROUGH</b>   | Leah B. Gibson          | Marc Craig       | <b>PLYMPTON</b>        | Christine Joy               | Colleen Thompson |
| <b>FRANKLIN</b>     | Tom Mercer              | Cobi Frongillo   | <b>RAYNHAM</b>         | Richard Schiavo             | Erin Medeiros    |
| <b>HANOVER</b>      | Rhonda Nyman            | Tammy Murray     | <b>REHOBOTH</b>        | Frederick "Skip" Vadnais Jr | Richard Panofsky |
| <b>KINGSTON</b>     | Kimberly A. Emberg      | Patti Waitkevich | <b>SCITUATE</b>        | Anthony V. Vegnani          | Linda Hayes      |
| <b>LAKEVILLE</b>    | Richard LaCamera        | Lori Fahey       | <b>SEEKONK</b>         | Justin Sullivan             | Brittney Faria   |
| <b>MANSFIELD</b>    | Michael A. Trowbridge   | Kevin Dumas      | <b>TAUNTON</b>         | Mayor Shaunna O'Connell     |                  |
| <b>MARSHFIELD</b>   | Stephen R. Darcy        | Greg Guimond     | <b>WAREHAM</b>         | Judith Whiteside            | Alan Slavin      |
| <b>MEDWAY</b>       | Dennis Crowley          | Courtney Riley   | <b>WRENTHAM</b>        | Joseph F. Botaish, II       | Janet Angelico   |