



SOUTH COUNTY CONNECTOR

Tate Coleman, Director of Public Transportation
Transit Department Director's Report – June 2026



Staff Recognition / Updates

June was a month of transition. As we close out FY2026 and move into FY2027, there are some significant staffing changes underway. More on those below. Ridership came in at 2,505 rides. That is down from May's record, but a solid month overall. The decrease is pretty straightforward: reduced driver hours later in the month due to an additional part-time vacancy and scheduled vacations. The team managed through it very well given the circumstances.

I want to give a well-deserved shoutout to Ryan Santiago, one of our Full-Time Team Members, for being incredibly flexible throughout June. He picked up extra hours wherever needed and helped out in dispatch whenever needed. Thank you, Ryan, for all you do!

I also want to recognize Messiah Vision, who has been named Interim Operations Manager effective July 2, 2026. Messiah has been with the SCC for some time and has shown real leadership in his role as Operations Team Leader. I have full confidence in him stepping into this role, and I'm grateful for his willingness to take it on.

On the open positions front: the Operations Manager position will be posted soon. Please keep an eye out and refer anyone you think would be a strong fit once the role is posted. The Operations Team Leader (Vehicle Maintenance & Safety Coordinator) position is posted now at sccoride.org/employment.

A sampling of June rider surveys about the team (**99.7%** positive):

Excellent ride to work this morning with Ryan. Couldn't ask for a better start to my day. Thank you!! (5 stars)

Always great to ride with Messiah. (5 stars)

Michael is very courteous and kind and soft spoken and a very good driver. (5 stars)

I always love riding with Bonnie. She's so punctual and a very safe driver. Very smooth ride and very kind. (5 stars)

Staffing — Going into FY2027 (As of July 1, 2026)

Position	Budgeted	Filled	Pending / Trainees	Open
Director of Public Transportation	1	1	0	0
Operations Manager	1	0 *	0	1
Operations Team Leader	3	2 **	0	1
Systems Specialist	1	1	0	0

Position	Budgeted	Filled	Pending / Trainees	Open
Cash Revenue Auditor (Senior Tax Work-off)	1	1	0	0
Graphic Designer (Senior Tax Work-off)	1	1	0	0
Accounts Coordinator (Senior Tax Work-off)	1	0	0	1
F/T Team Members	2	2	0	0
P/T Team Members	5	3	0	2
On Demand Team Members	Min. 6 / Up to 10	7	0	Min. 0 / Up to 3
Total	Min. 22 / Up to 26	19	0	Min. 5 / Up to 8

* Messiah Vision named Interim Operations Manager, effective July 2, 2026. The Operations Manager position will be posted for recruitment.

** Operations Team Leader (Vehicle Maintenance & Safety Coordinator) — actively posted and interviewing. Vehicle maintenance duties shared by leadership team in the interim. Please refer anyone interested in joining our team to socoride.org/employment.

Ridership

Last Month + Last Year Comparison

Performance Measure	Jun 2026	May 2026	Jun 2025	June '26 vs. June '25
Total Rides (Unlinked Passenger Trips)	2,505	2,624	1,636	+53.1%
On-Time Performance (< 10 min late) Goal: 95%+	95.2% *	90.9%	94.9%	+0.3%
Excessively Late Rides (> 15 min late) Goal: < 1.5%	— **	— **	1.74%	—
Pooled Ride Percentage	46.1%	47.6%	24.0%	+92.1%
Revenue Hours (excl. Pittsfield)	831.2***	856.0	862.3	-3.6%
Pittsfield FLEX Rides	54	53	—	—
Trip Denial Rate	19.43%	15.35%	—	—

* On-time performance continues to be a work in progress from a reporting standpoint. We are still fine-tuning our OTP methodology in partnership with Via and expect more stable figures in the coming months.

** Excessively late ride data is still being configured within Via and is not yet available. We expect this to be reportable in July.

*** With Via, we now have the ability to more accurately track “revenue hours” rather than “driver hours”. “Revenue hours” is the more standard industry metric. The numbers may not quite be an apples-to-apples comparison.

June came in at 2,505 rides, down from May's record 2,624. The decrease is pretty straightforward; it appears to be caused primarily by reduced driver hours later in the month due to a number of call-outs and scheduled vacations. On-time performance rebounded to 95.24%, up from 90.89% in May, as the team continues to get more comfortable with Via.

In June, 591 requests went unfulfilled (338 seat unavailable + 253 unaccepted proposals where the offered time was too far from what the rider needed), yielding a denial rate of 19.43%, up from 15.35% in May. This reflects the tighter capacity we experienced with reduced driver hours. Addressing this remains a priority going into FY2027.

Capital Update

MassDOT Vehicle Grant – Six replacement Ford E-Transit accessible vans were awarded in April, two each to Great Barrington, Stockbridge, and West Stockbridge, for Spring 2027 delivery. Stockbridge's local match (\$18,205) was approved at their May 19 Town Meeting. West Stockbridge's was previously approved. Great Barrington's local match remains unresolved. RTAC members continue to explore alternate options.

Projects Update

Operations Dashboard – Still in development. Daniel Rose-Levine (Systems Specialist) has been working through challenges translating historical data from TripShot into Via's format. We're targeting an early/mid July launch. Once live, it will be publicly available at socoride.org/dashboard and will update automatically with near real-time Via data.

Via Operations Software – May was the first full month on Via, and overall things are going well. The pooled ride percentage (47.6%) is already higher than what we were seeing on TripShot, automated rider reminders are live, and the SCC-branded app is available for riders to download. That said, a few riders left feedback noting that pickup windows felt off or that they were being booked outside their preferred times — this is consistent with the team still getting used to the platform's scheduling logic. We're actively working through these fine-tuning items with Via and expect continued improvement.

Vehicle Wrapping & Visibility – We've been working with our volunteer graphic designer, Bill Cooke, on a vehicle wrap design to make SCC vehicles more recognizable out on the road. An internal design has been selected, and we're exploring the feasibility of including this in the FY2027 budget.

Service Information Brochures – Updated brochures incorporating new Via booking information have been pushed to FY2027. We'll have updated materials out to senior centers and community locations as soon as they're ready.

Hillsdale, NY Service Pilot – We continue to await direction from the Great Barrington Town Manager's office. The Hillsdale Town Board approved a resolution in February and we remain ready to move forward once we receive guidance.

Operations Center – The department is still operating out of the Great Barrington Town Hall basement following our relocation in mid-February. The search for a permanent space that meets our operational needs and budget is ongoing.

Grants & Community

MassDOT Microtransit & Last Mile Grant (\$600,000) – Awarded. This confirms FY2027 operating funding and is the foundation of our budget for the coming year. We are very thankful to MassDOT for their continued support.

MCOA FY2027 Grant Applications – Applications were submitted on June 5 by five communities: Great Barrington, Egremont, Monterey, Stockbridge, and New Marlborough. Combined potential funding is up to \$125,000. We'll keep RTAC members updated.

CDBG Application (\$190,000) – Successfully submitted in April in partnership with the Berkshire Regional Planning Commission and the Town of West Stockbridge. If awarded, this would fund fare-free service for low and moderate income residents, a dedicated vehicle in West Stockbridge, and additional driver capacity for workforce trips including late-night service. Awaiting decision.

Volunteers in Medicine Partnership – Our intercity medical trip service through VIM continues to operate, with trips open to the general public on a space-available basis. Details and scheduled trips are posted at socoride.org under “Intercity.”

Soldier On Referral Program – We continue to refer any veteran calling in for VA Medical Hospital transportation to Soldier On (Pittsfield), who provide this service free of charge to all Berkshire County veterans. Information was distributed to all member communities in mid-May.

On the Horizon — July 2026 (FY2027)

Operations Dashboard – Targeting early/mid July launch at socoride.org/dashboard.

MCOA Grant Awards – Decisions expected in the coming months. Results will shape FY2027 service configuration.

Operations Manager Search – Position will be posted in early FY2027. Messiah Vision is serving as Interim Operations Manager.

GB Vehicle Local Match – RTAC continues to explore options to ensure the two Great Barrington replacement vehicles can move forward toward Spring 2027 delivery.

Hillsdale, NY Pilot – Awaiting direction from the Great Barrington Town Manager's office.

Please feel free to reach out to me directly with any questions. I look forward to continuing to work with everyone, and to the exciting new developments coming our way soon. Thank you for your continued support!

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